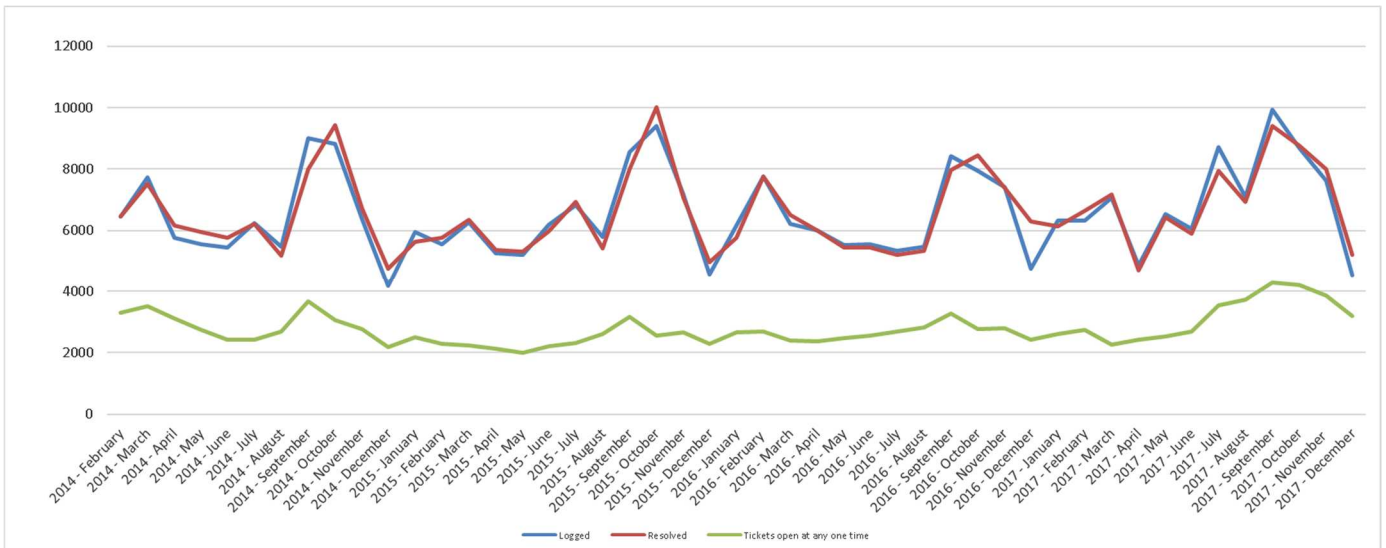


## December 2017 - Incident Management and Request Fulfilment

### Tickets recorded

2017 - December		
Incident Type	Logged	Resolved
Malfunction	882	956
Service Request	3425	4004
Change Request	27	33
Request for information	171	205
Information Security incident	18	21
<b>Total</b>	<b>4533</b>	<b>5219</b>

### Ticket trends over time

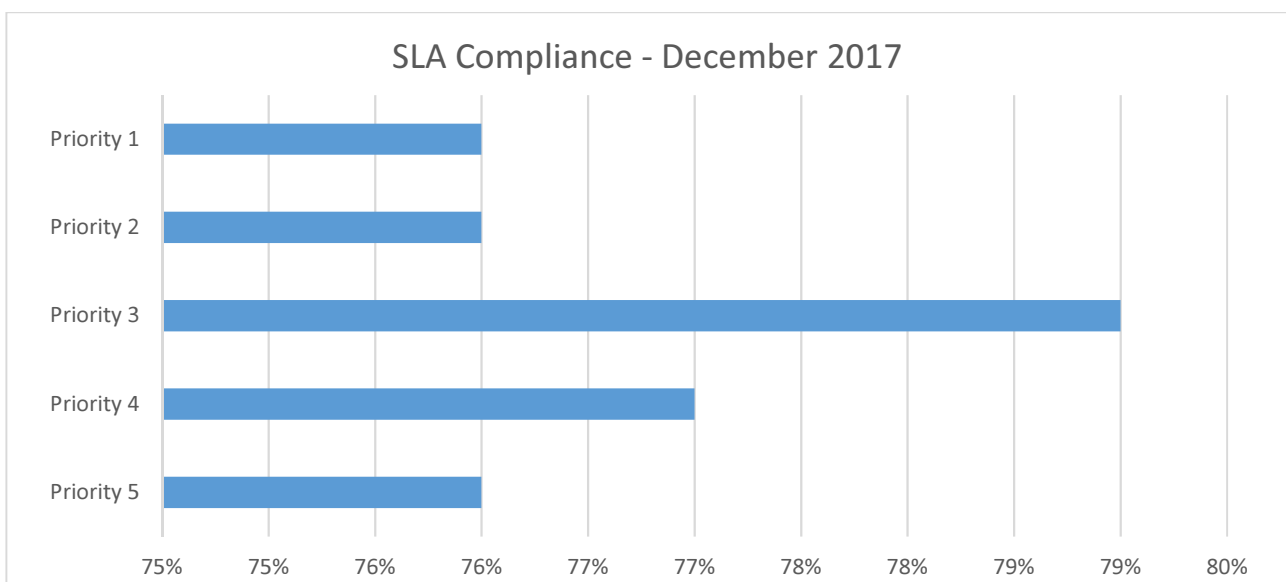


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

December 2017	SLA met	Number of contacts
Priority 1	319	433
Priority 2	938	1212
Priority 3	1461	1852
Priority 4	142	187
Priority 5	605	793
Total	3465	4477

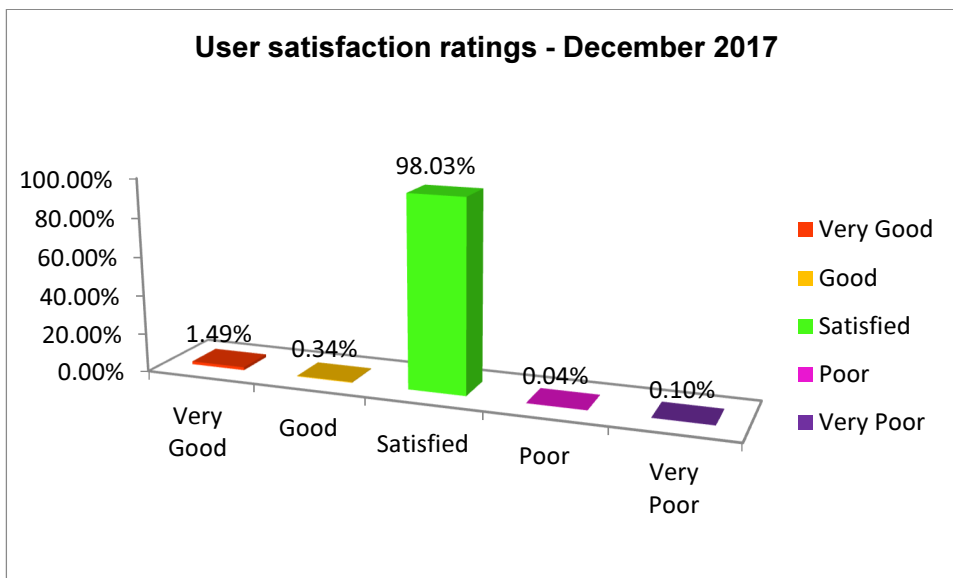
Our overall compliance for this month is 77% of all tickets.



Our chosen target is to meet our priority targets 90% of the time. For our full SLA details on resolution targets see: <http://www.bristol.ac.uk/it-services/contacts/incidentmgt.html>

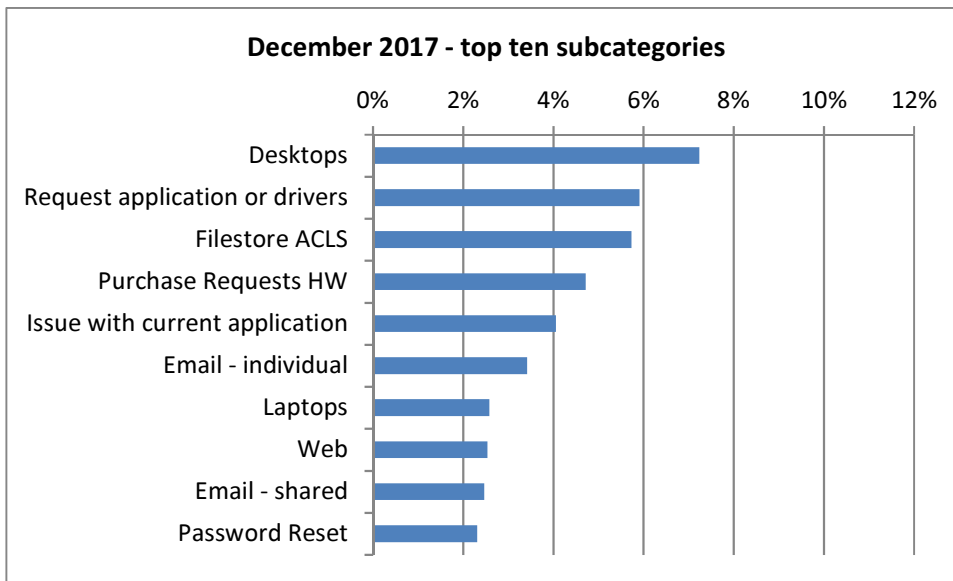
## User Satisfaction Ratings

2017 - December	
Very Good	78
Good	18
Satisfied	5116
Poor	2
Very Poor	5
Total	5219

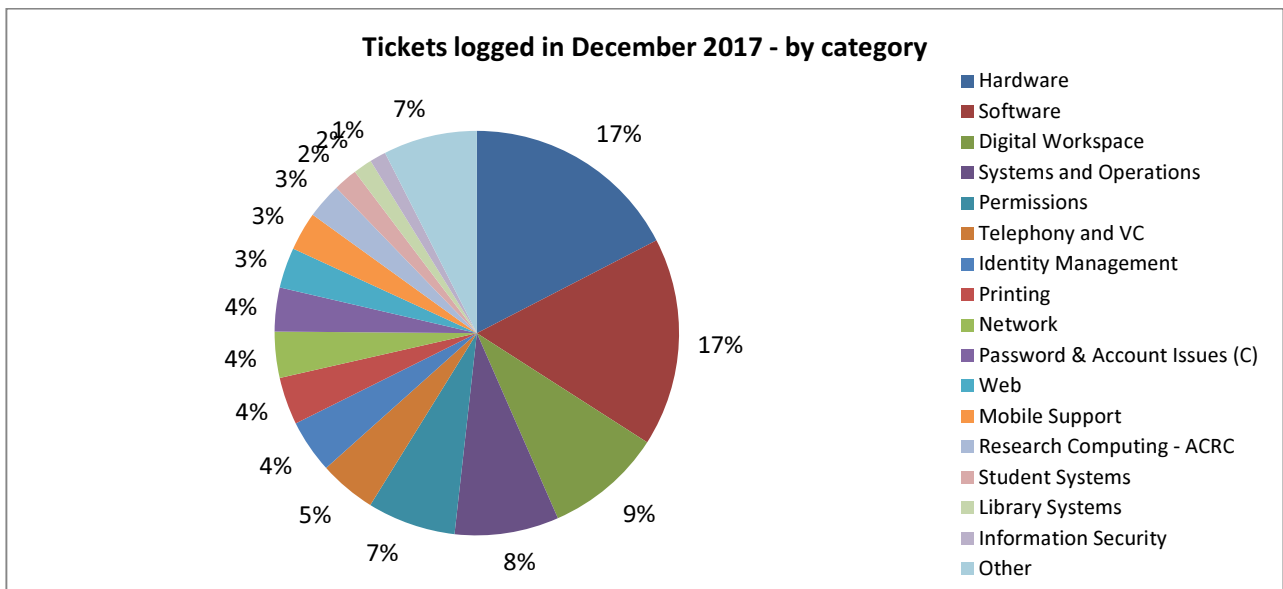


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



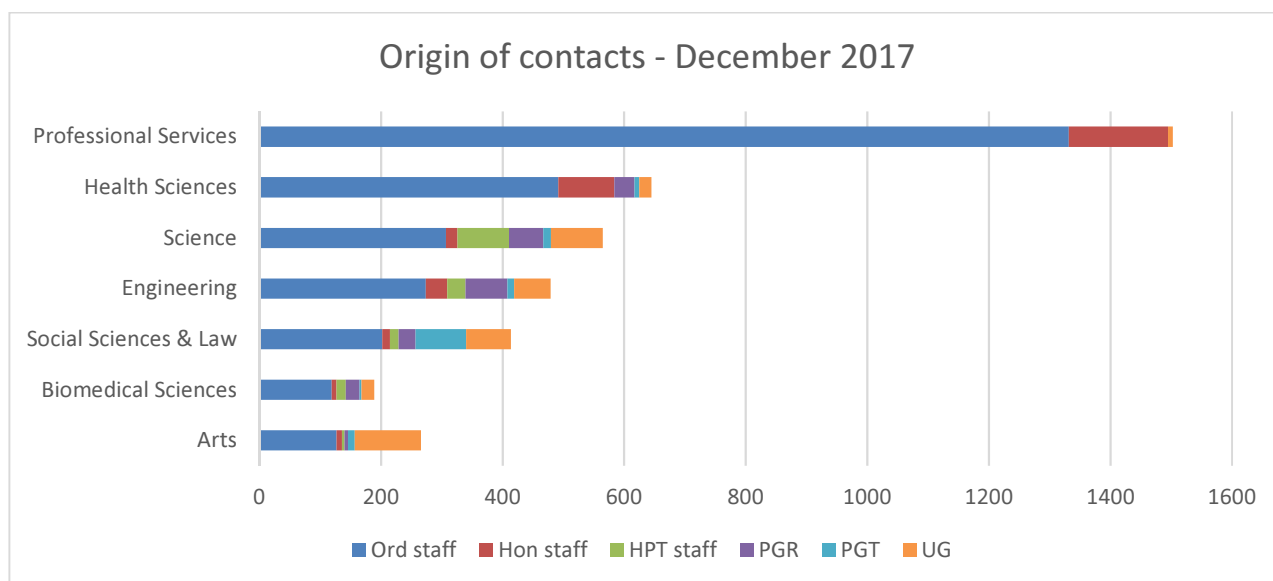
## Category of tickets



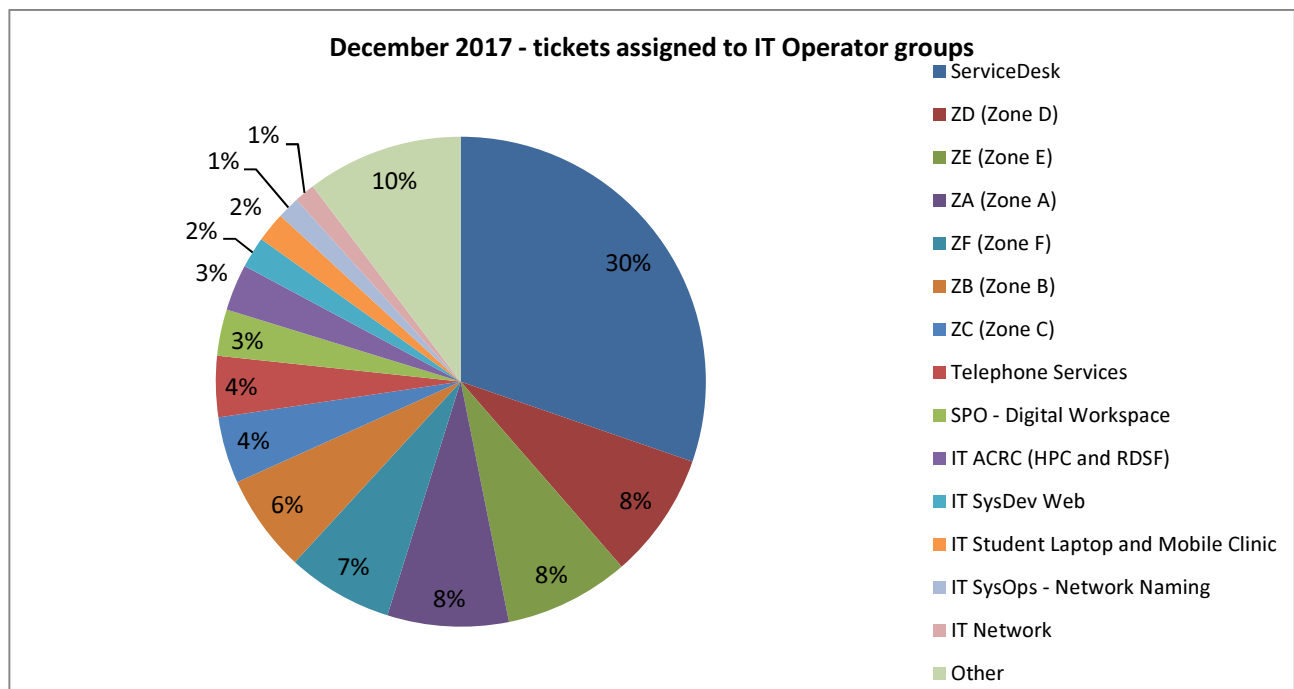
## Origin of tickets

December 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	127	9	4	6	11	109	266
Biomedical Sciences	119	8	15	23	3	21	189
Social Sciences & Law	202	13	14	28	83	74	414
Engineering	274	35	30	69	11	60	479
Science	307	19	85	56	13	85	565
Health Sciences	492	92	0	33	8	20	645
Professional Services	1332	163	0	0	0	8	1504
Unknown							471
Total							4533

Unknowns are comprised of email generated tickets where the email address is not a personal University of Bristol address or not recognised as such by our system e.g. private mail accounts, delegate mailbox or student my.bristol.ac.uk addresses.

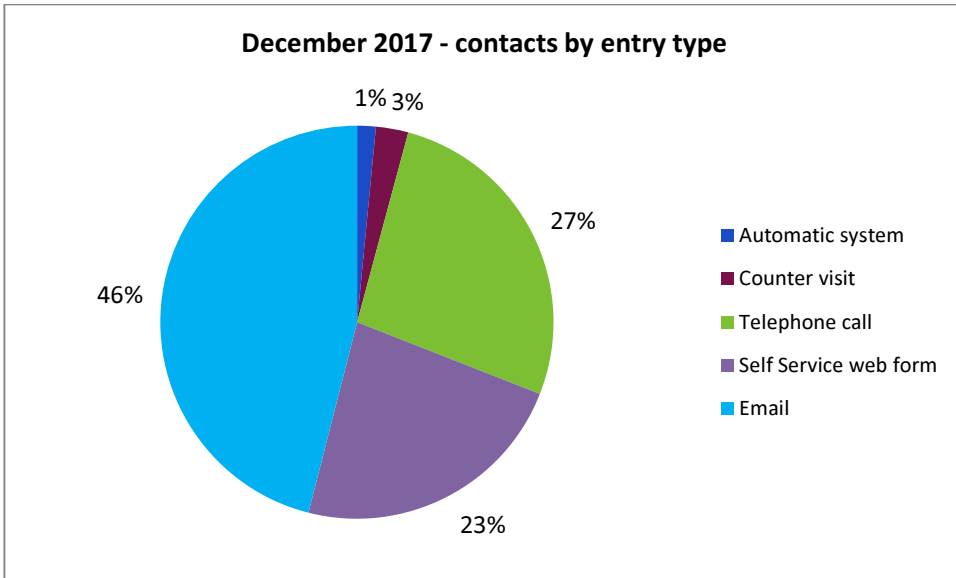


## Destination of tickets



## Entry type of tickets

2017 - December	
Automatic system	70
Counter visit	121
Telephone call	1212
Self Service web form	1043
Email	2087
<b>Total</b>	<b>4533</b>



Tickets registered as 'automatic system' come from it systems that self-report issues by email alerts.