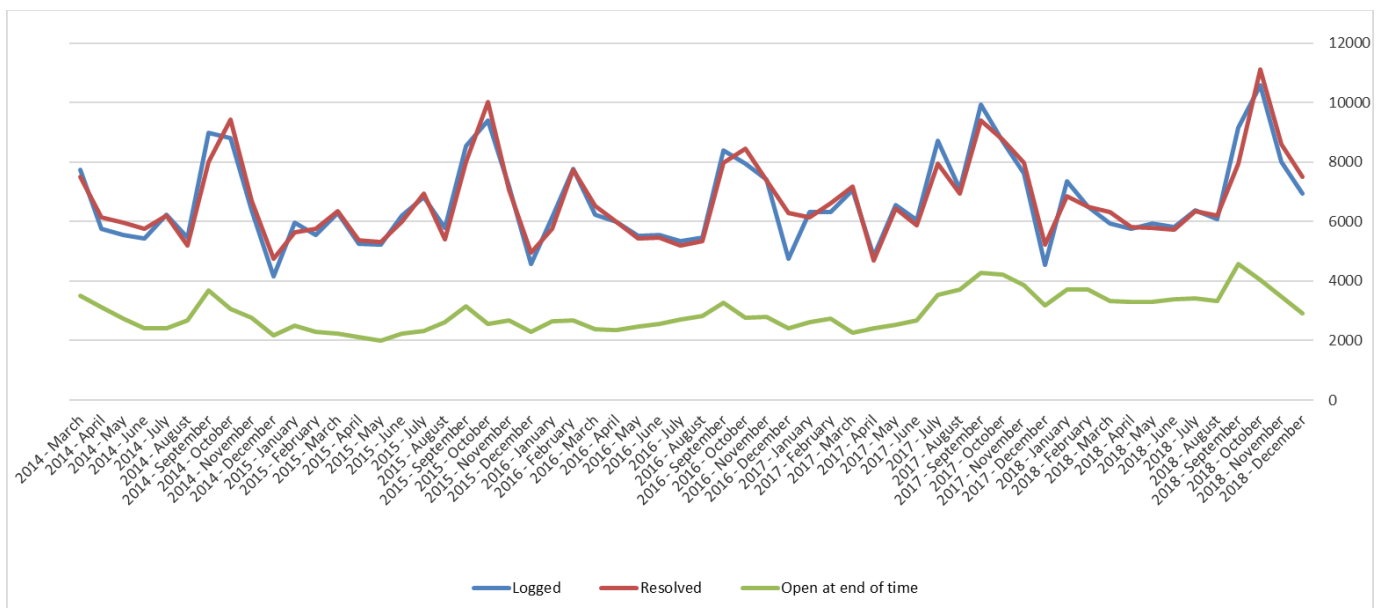


December 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - December		
Incident Type	Logged	Resolved
Malfunction	1156	1186
Service Request	3863	4354
Change Request	21	29
Request for information	272	327
Information Security incident	1633	1621
Total	6955	7518

Ticket trends over time

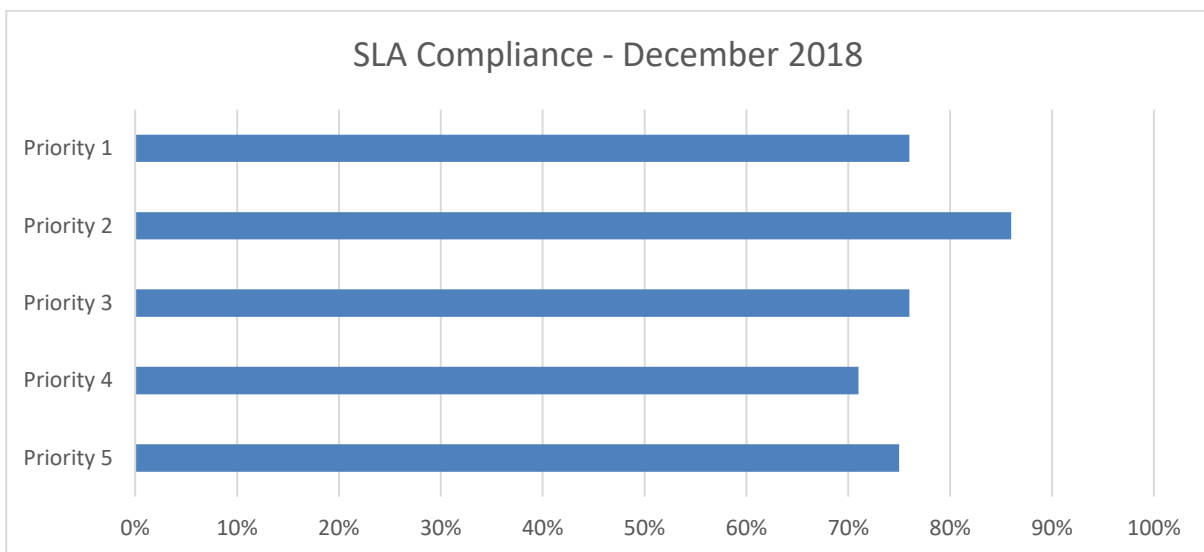


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

December 2018	SLA met	Number of contacts
Priority 1	636	842
Priority 2	2604	3044
Priority 3	1453	1907
Priority 4	116	164
Priority 5	693	923
Total	5502	6880

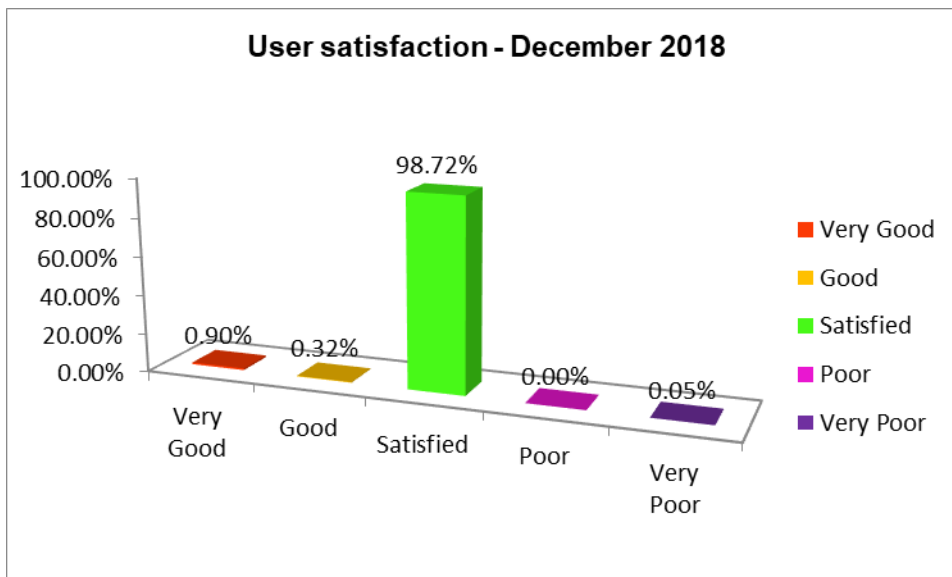
Our overall compliance for this month is 80% of all tickets.



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>

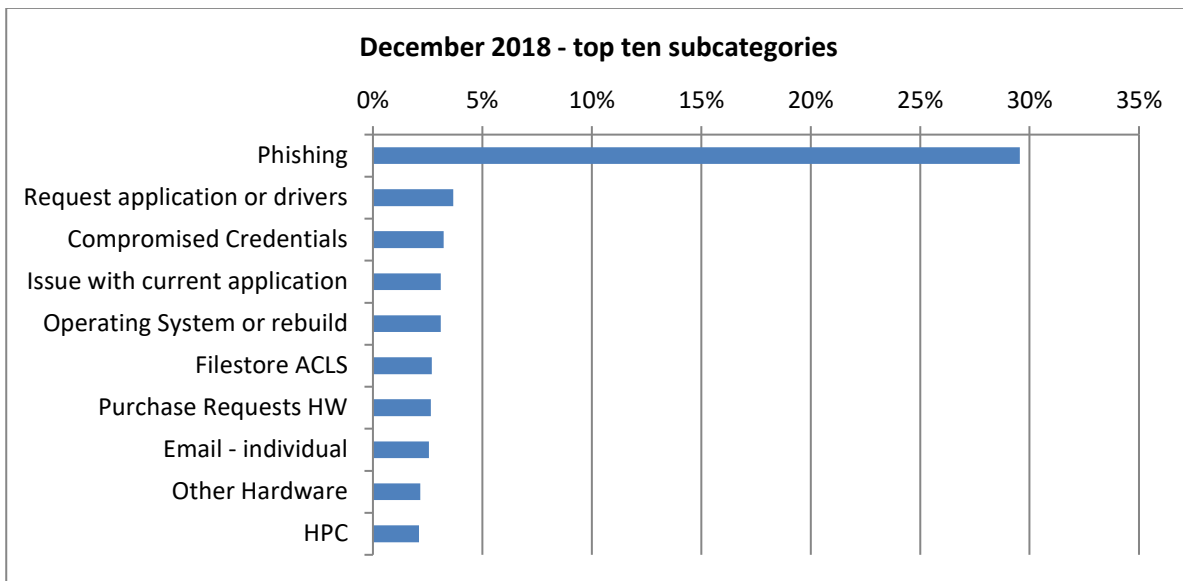
User Satisfaction Ratings

2018 - December	
Very Good	68
Good	24
Satisfied	7422
Poor	0
Very Poor	4
Total	7518

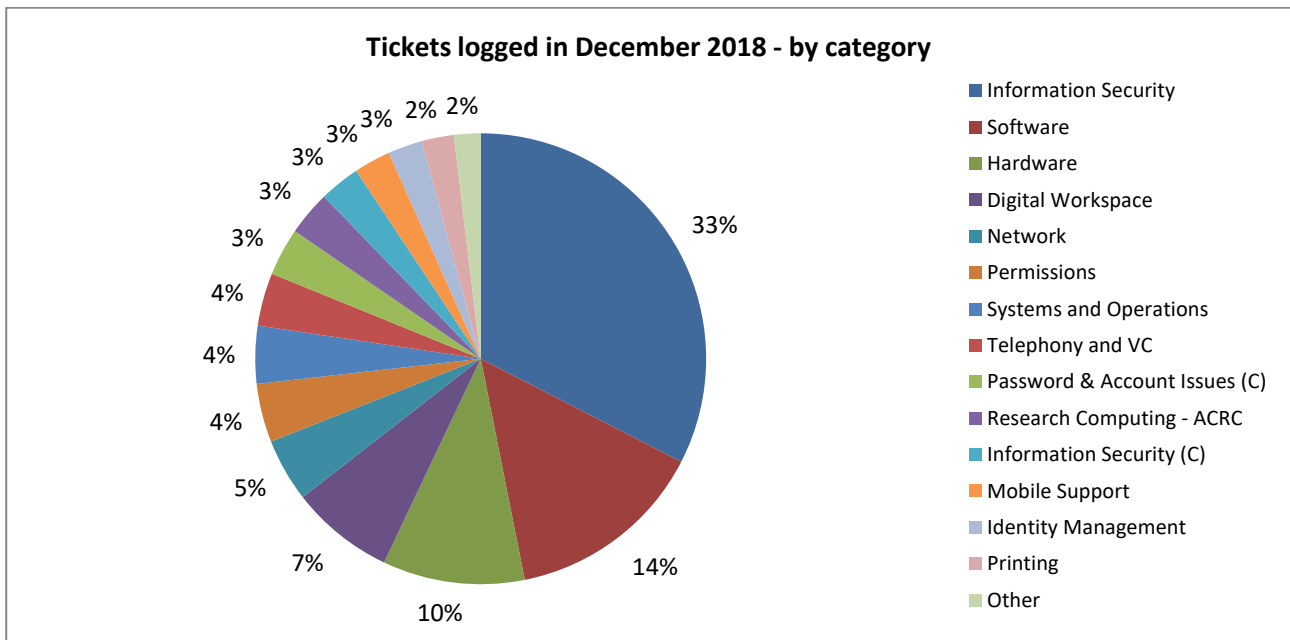


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



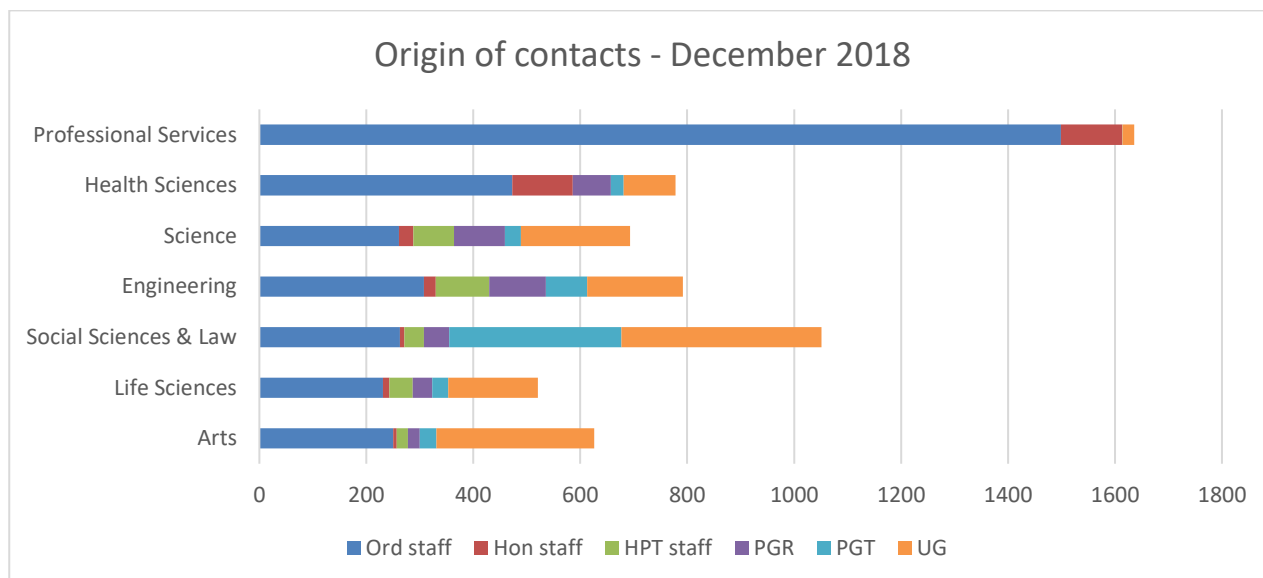
Category of tickets



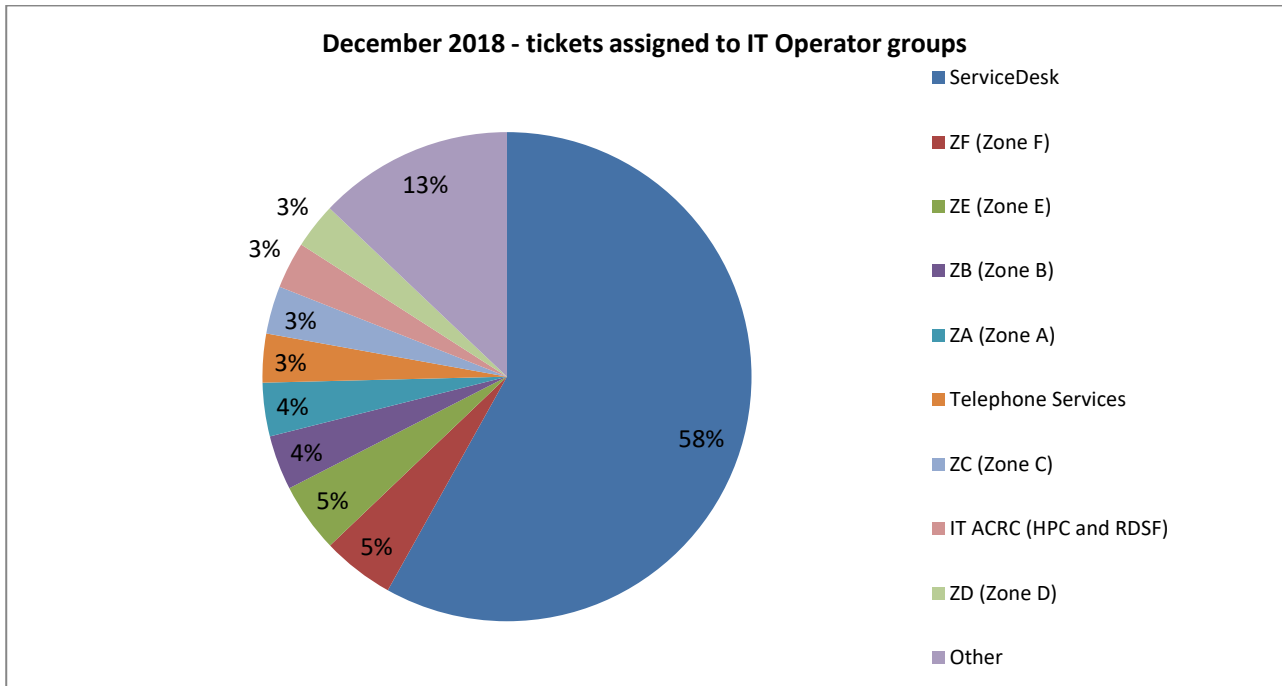
Origin of tickets

December 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	250	7	21	22	31	295	626
Life Sciences	231	12	44	36	30	168	521
Social Sciences & Law	263	8	37	47	322	374	1051
Engineering	308	22	100	106	77	179	792
Science	261	27	76	95	30	204	693
Health Sciences	473	113	0	71	24	97	778
Professional Services	1499	114	0	0	1	22	1636
Unknown							898
Total							6995

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.

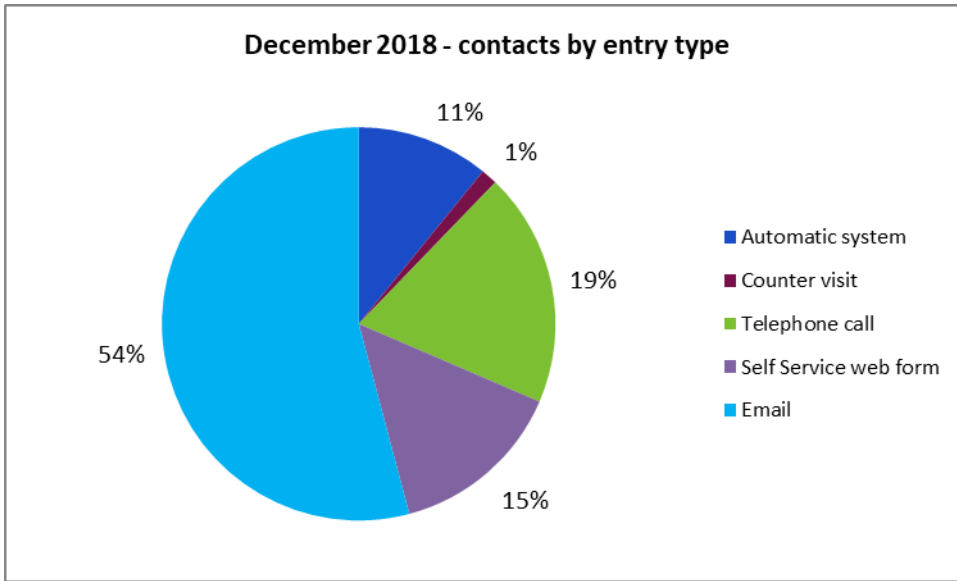


Destination of tickets



Entry type of tickets

2018 - December	
Automatic system	756
Counter visit	93
Telephone call	1340
Self Service web form	1001
Email	3765
Total	6995



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