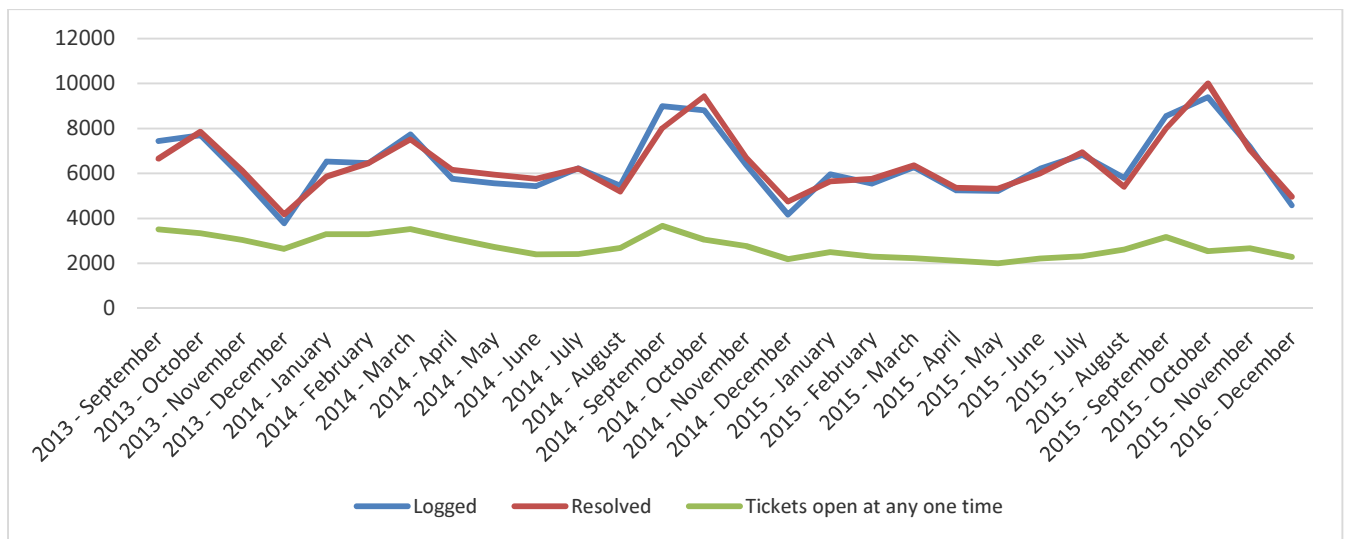


December 2015 - Incident Management and Request Fulfilment

Tickets recorded

2015 - December		
Incident Type	Logged	Resolved
Malfunction	1048	1091
Service Request	3045	3368
Change Request	40	56
Request for information	436	449
Breach of Regulations	5	5
Total	4574	4969

Ticket trends over time

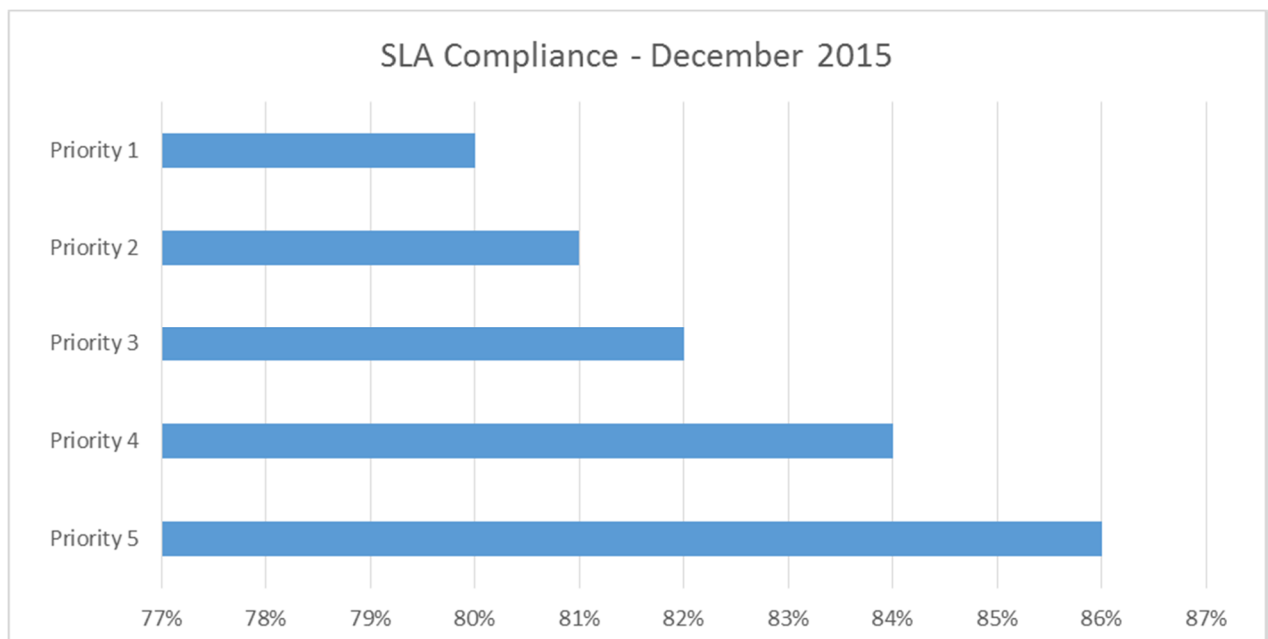


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

December 2015	SLA met	Number of contacts
Priority 1	433	542
Priority 2	603	744
Priority 3	1433	1756
Priority 4	411	488
Priority 5	864	1005
Total	3744	4535

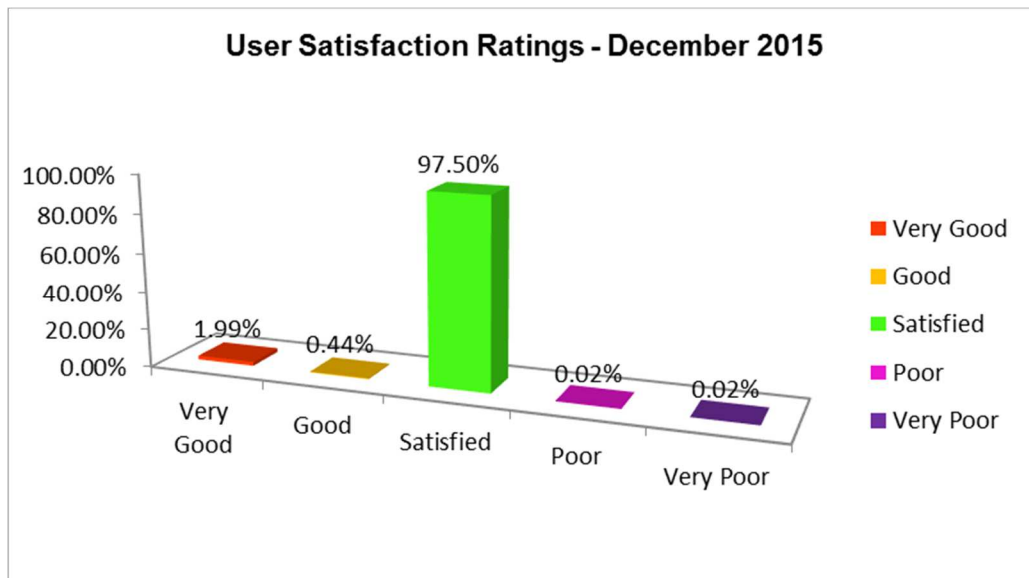
Our overall compliance for this month is 83% of all tickets.



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>

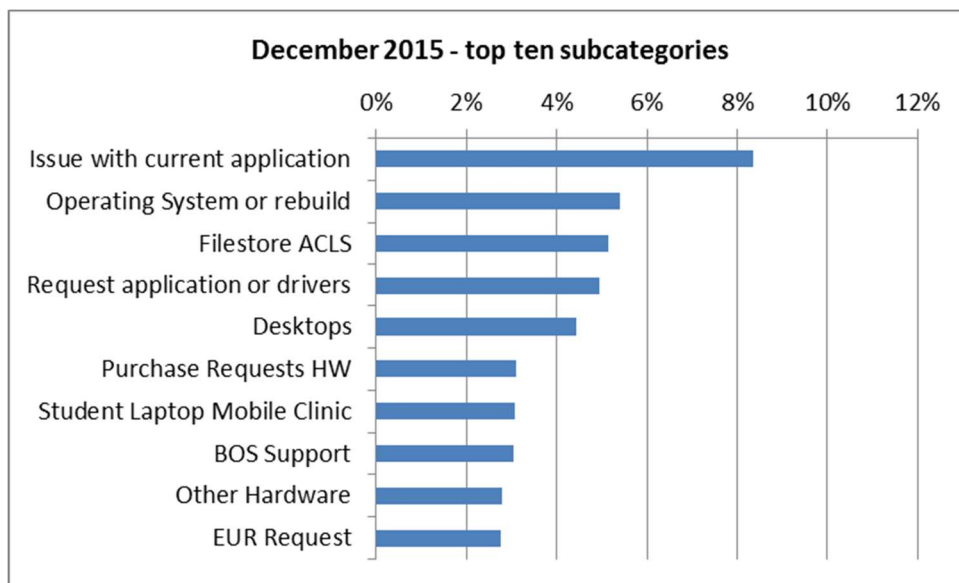
User Satisfaction Ratings

2015 - December	
Very Good	99
Good	22
Satisfied	4845
Poor	1
Very Poor	1
Total	4969

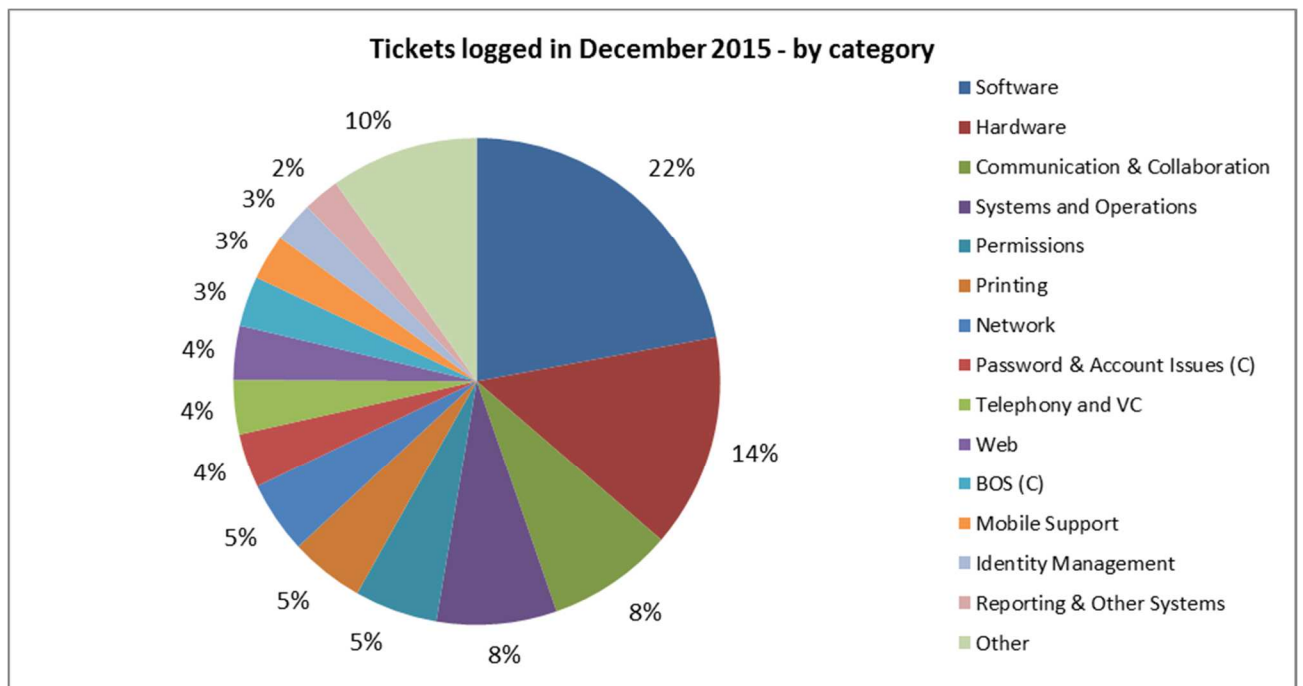


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



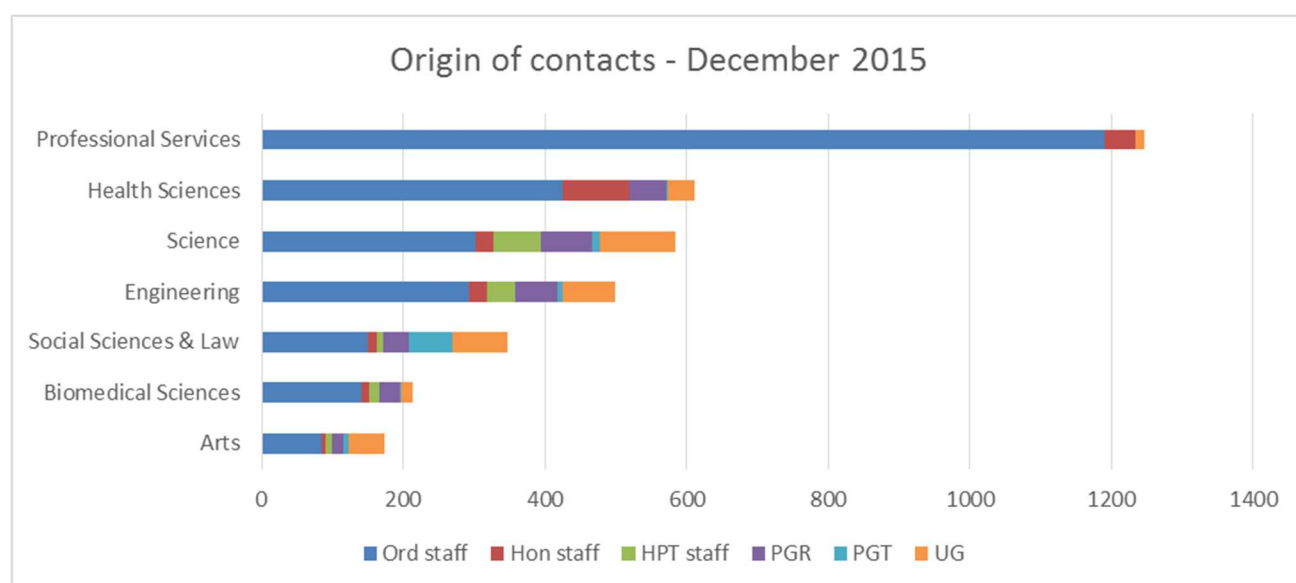
Category of tickets



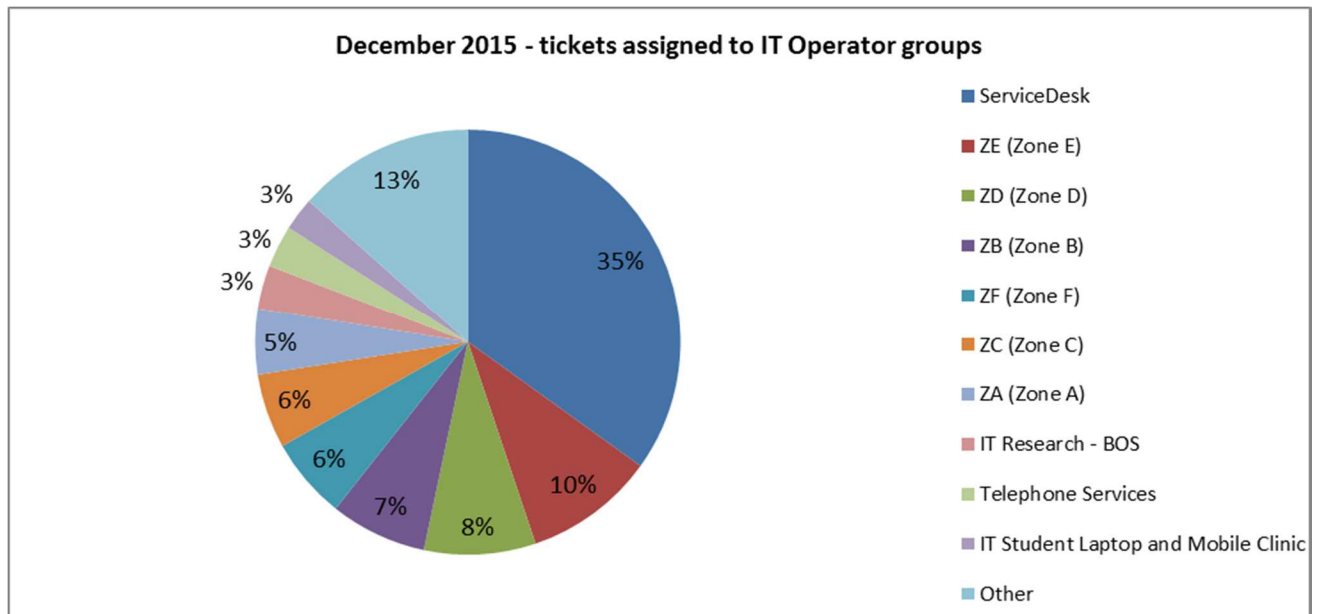
Origin of tickets

December 2015	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	85	6	9	16	6	52	174
Biomedical Sciences	140	11	16	29	1	16	213
Social Sciences & Law	150	12	9	37	62	77	347
Engineering	292	26	40	59	8	74	499
Science	301	27	66	72	12	107	585
Health Sciences	425	94	0	53	2	37	611
Professional Services	1191	43	0	0	0	13	1247
Unknown							904
Total							4574

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.

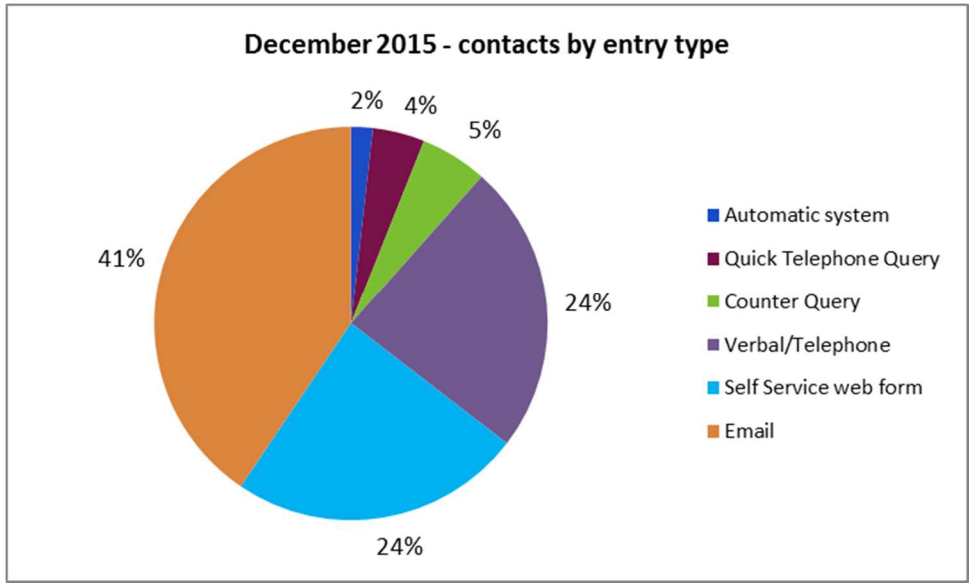


Destination of tickets



Entry type of tickets

2015 - December	
Automatic system	82
Quick Telephone Query	195
Counter Query	252
Verbal/Telephone	1092
Self Service web form	1099
Email	1854
Total	4574



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