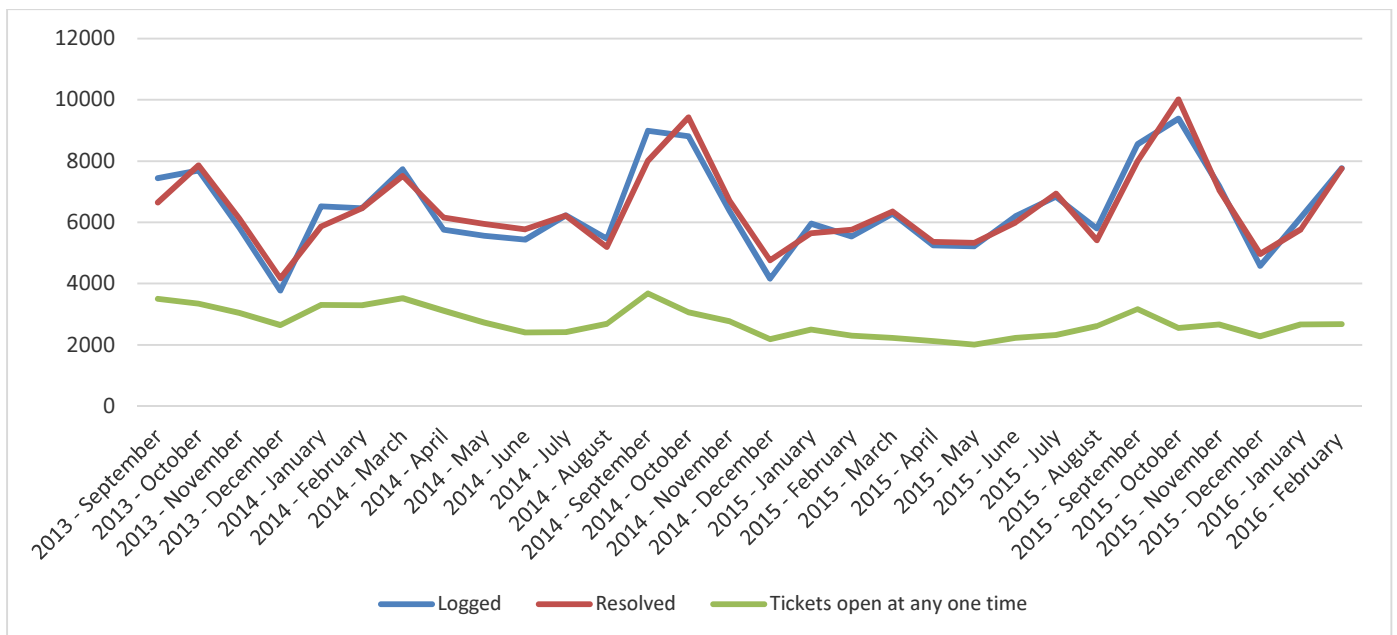


## February 2016 - Incident Management and Request Fulfilment

### Tickets recorded

2016 - February		
Incident Type	Logged	Resolved
Malfunction	1799	1732
Service Request	5272	5314
Change Request	54	58
Request for information	604	613
Breach of Regulations	34	35
<b>Total</b>	<b>7766</b>	<b>7753</b>

### Ticket trends over time

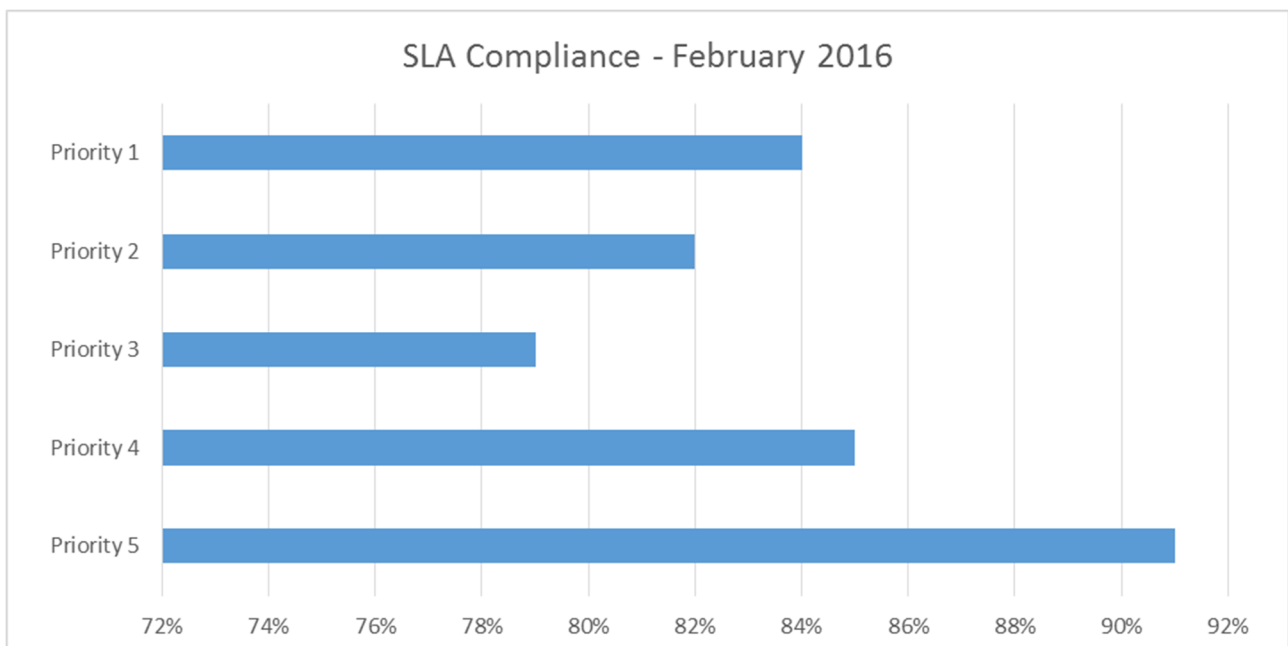


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

February 2016	SLA met	Number of contacts
Priority 1	746	890
Priority 2	1094	1333
Priority 3	2117	2686
Priority 4	566	662
Priority 5	1932	2121
Total	6455	7692

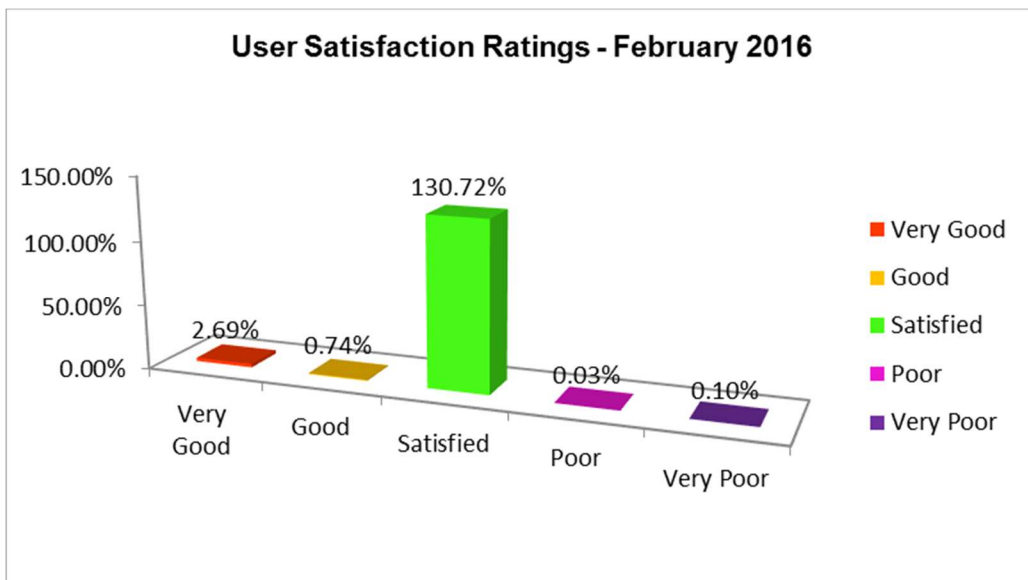
Our overall compliance for this month is 84% of all tickets.



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>

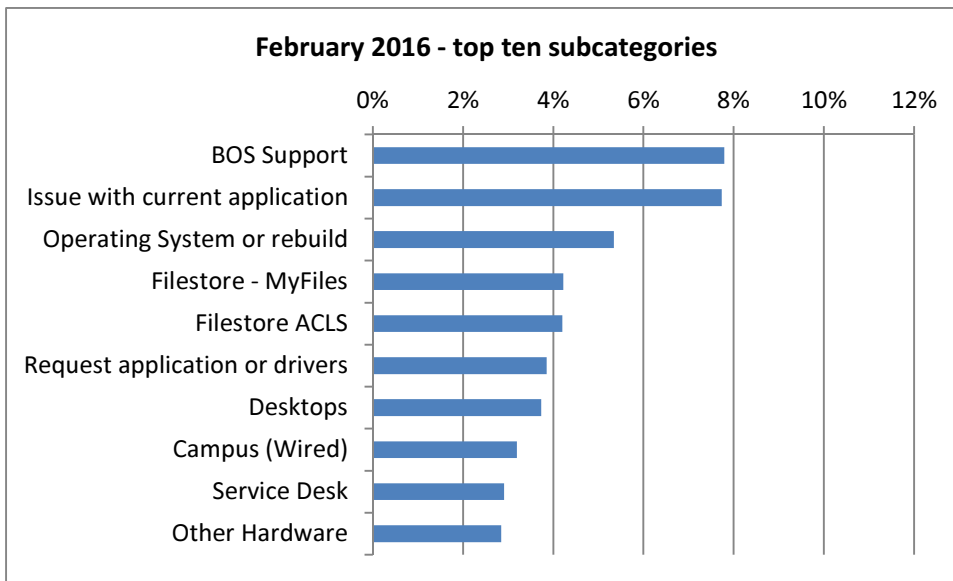
## User Satisfaction Ratings

2016 - February	
Very Good	155
Good	43
Satisfied	7545
Poor	2
Very Poor	6
Total	7751

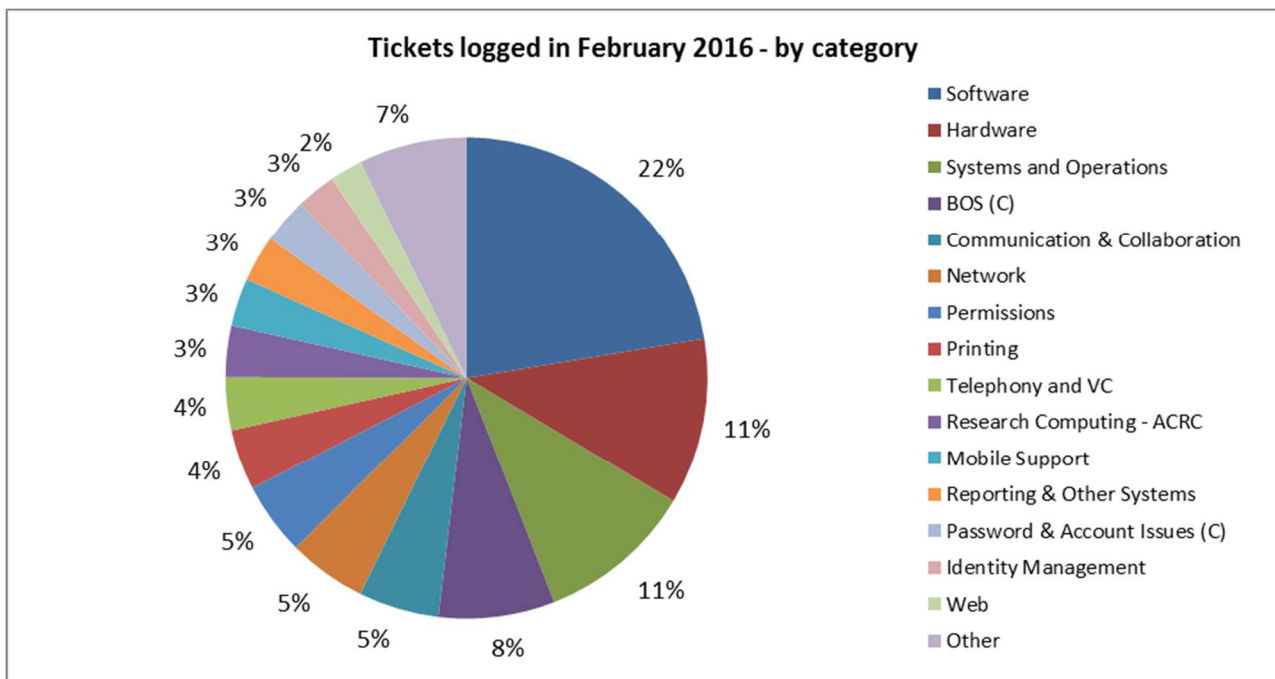


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



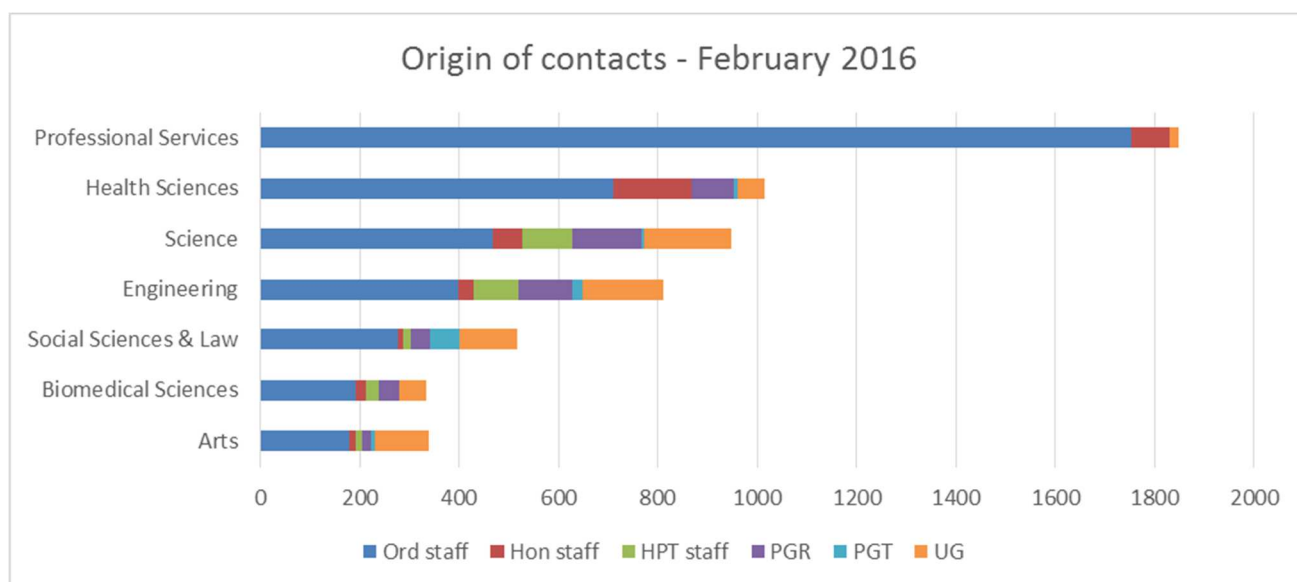
## Category of tickets



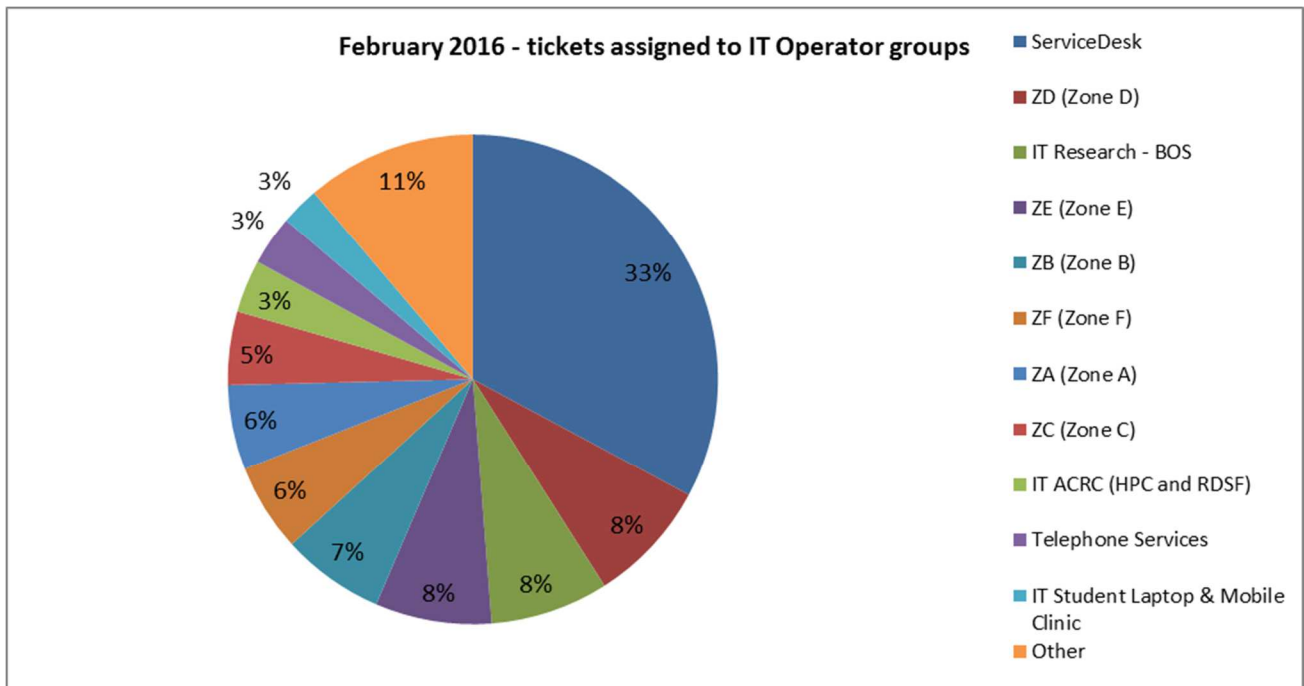
## Origin of tickets

February 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	180	12	14	18	6	110	340
Biomedical Sciences	191	21	26	43	0	52	333
Social Sciences & Law	277	11	16	37	60	116	517
Engineering	398	31	92	108	20	162	811
Science	469	59	99	141	4	177	949
Health Sciences	710	157	0	85	10	54	1016
Professional Services	1752	78	0	0	0	19	1849
Unknown							1951
Total							7766

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.

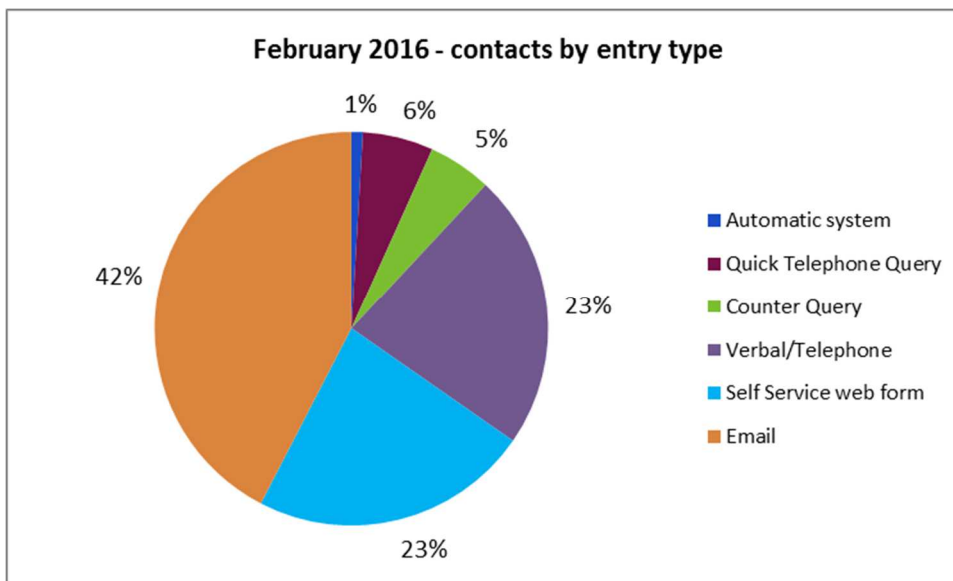


## Destination of tickets



## Entry type of tickets

2016 - February	
Automatic system	73
Quick Telephone Query	450
Counter Query	405
Verbal/Telephone	1764
Self Service web form	1782
Email	3292
Total	7766



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