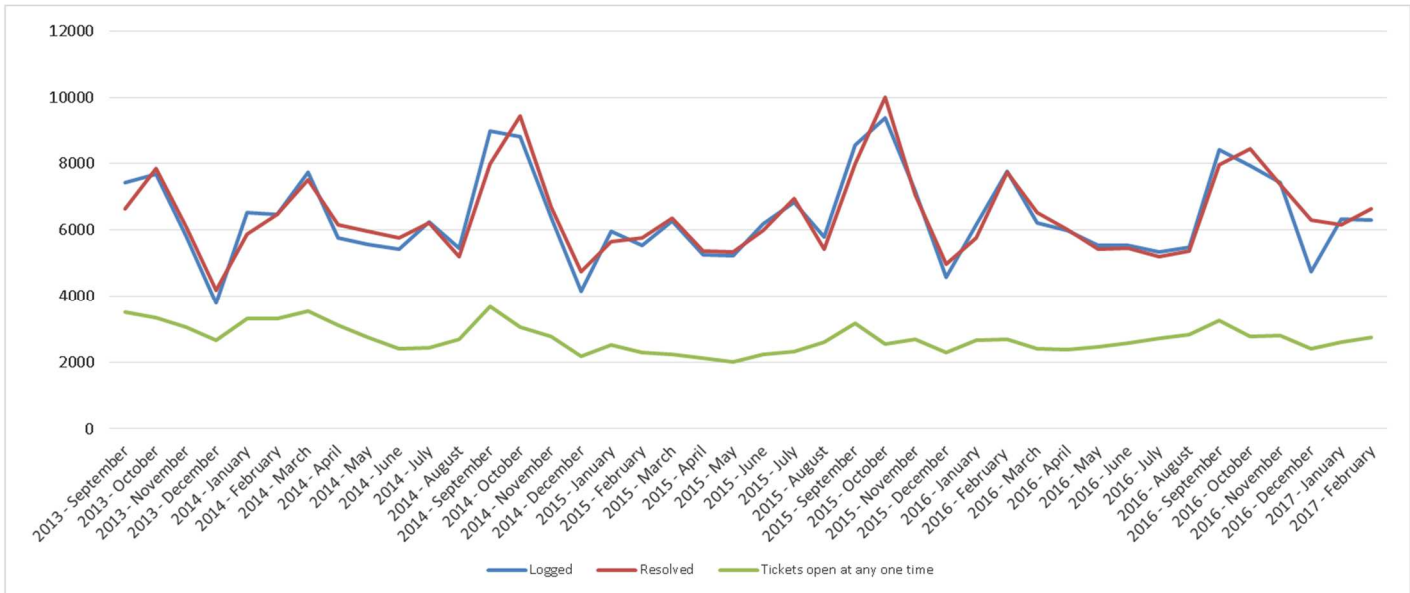


February 2017 - Incident Management and Request Fulfilment

Tickets recorded

2017 - February		
Incident Type	Logged	Resolved
Malfunction	1079	1091
Service Request	4733	4984
Change Request	36	49
Request for information	389	427
Information Security incident	73	77
Total	6310	6629

Ticket trends over time

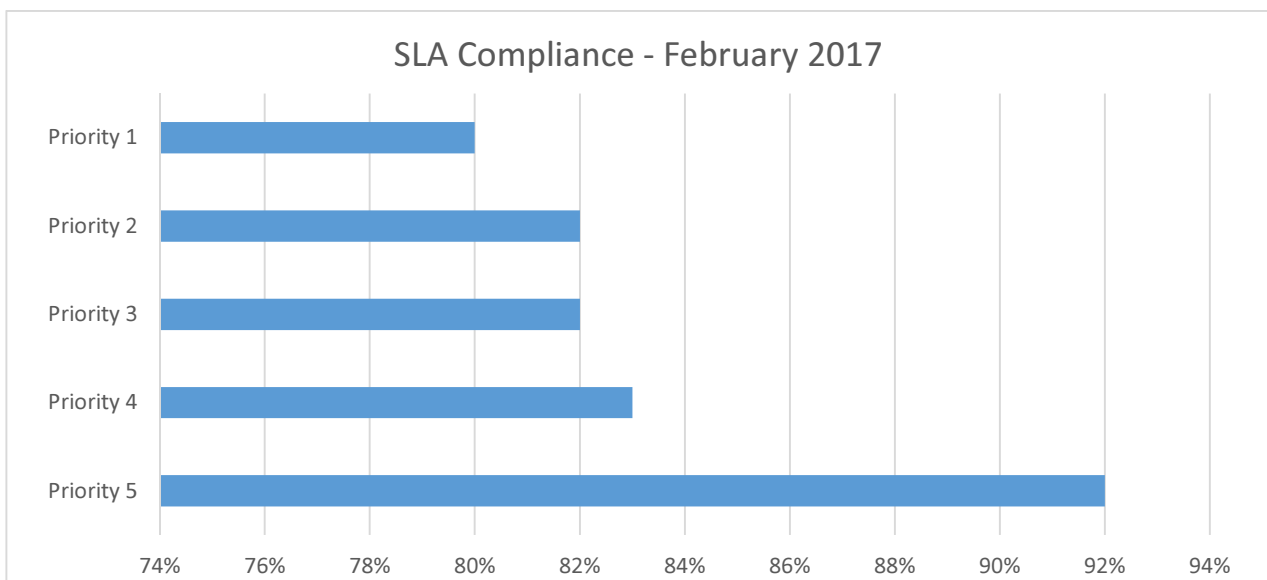


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

February 2017	SLA met	Number of contacts
Priority 1	479	597
Priority 2	1018	1240
Priority 3	1914	2336
Priority 4	317	383
Priority 5	1547	1685
Total	5275	6241

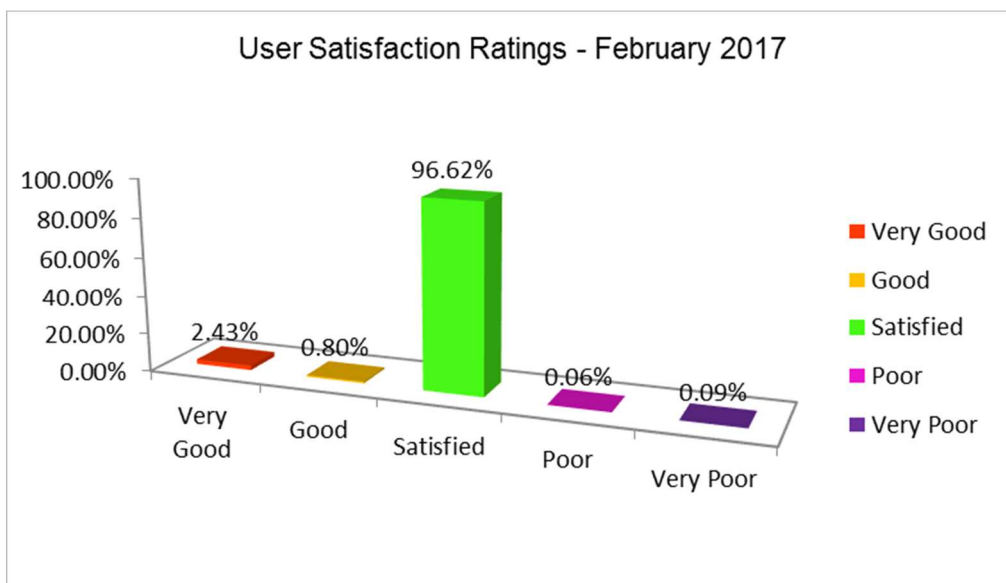
Our overall compliance for this month is 85% of all tickets.



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>

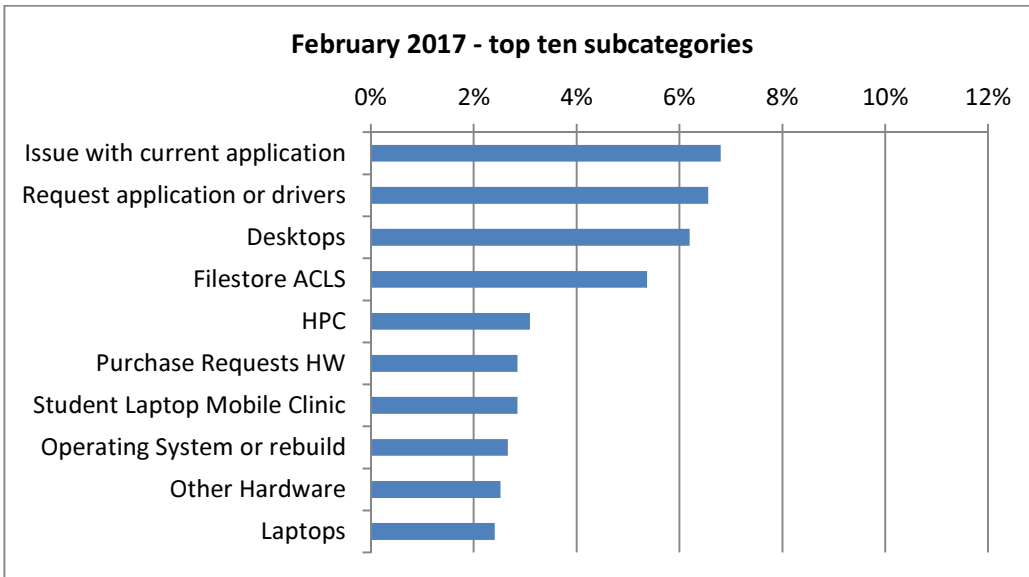
User Satisfaction Ratings

2017 - February	
Very Good	161
Good	53
Satisfied	6405
Poor	4
Very Poor	6
Total	6629

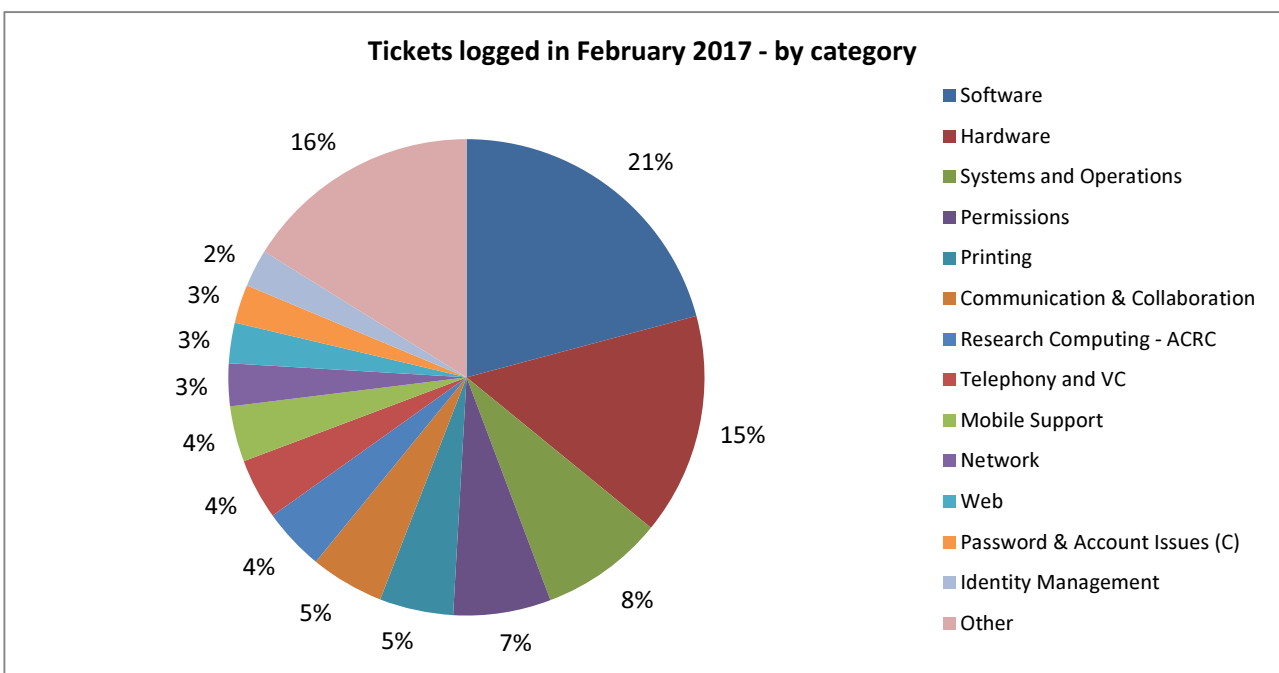


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



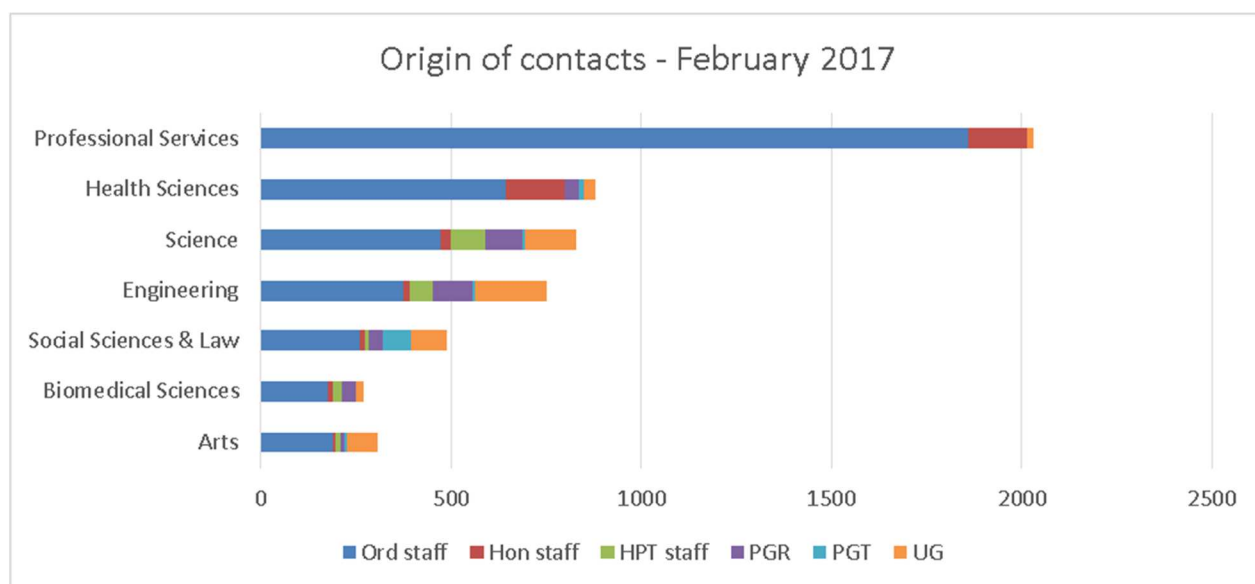
Category of tickets



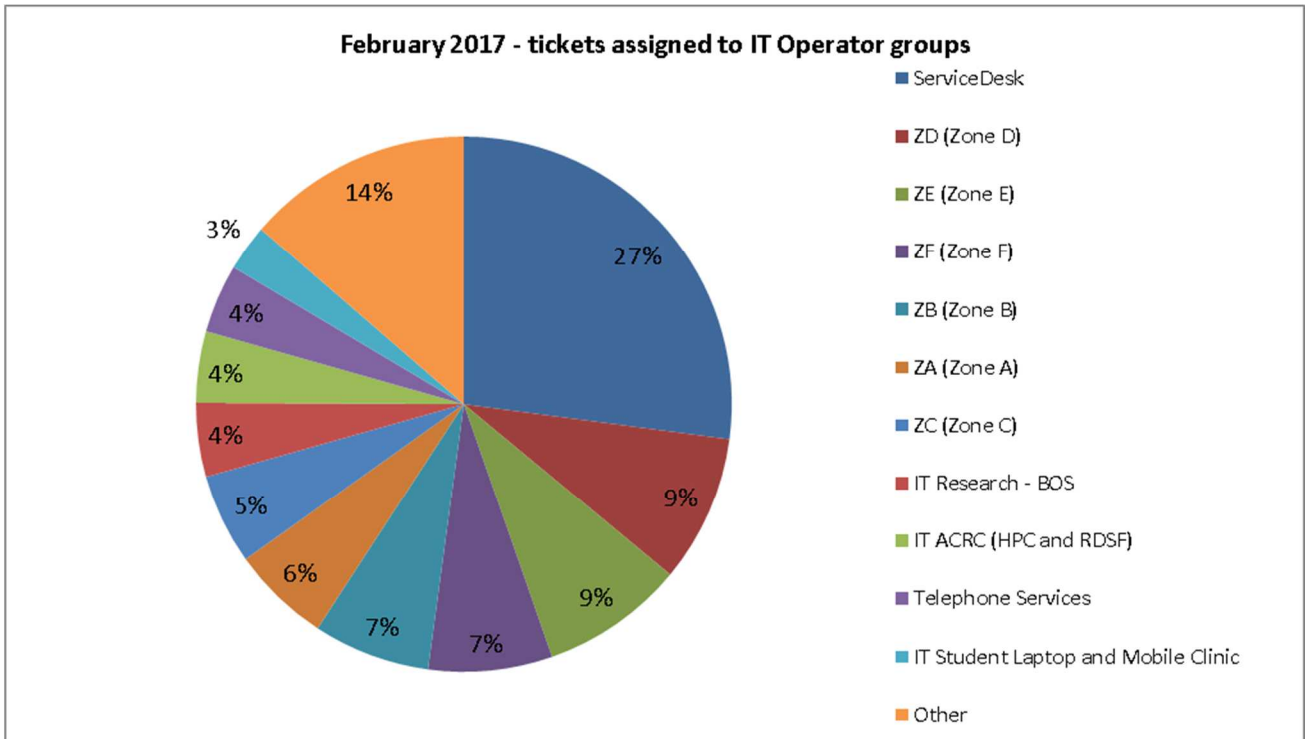
Origin of tickets

February 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	188	9	11	11	6	82	307
Biomedical Sciences	174	15	23	36	0	21	269
Social Sciences & Law	261	13	10	36	74	95	489
Engineering	373	17	62	105	7	187	751
Science	471	27	92	99	4	137	830
Health Sciences	643	157	0	37	11	32	880
Professional Services	1859	154	0	0	0	17	2030
Unknown							754
Total							6310

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.

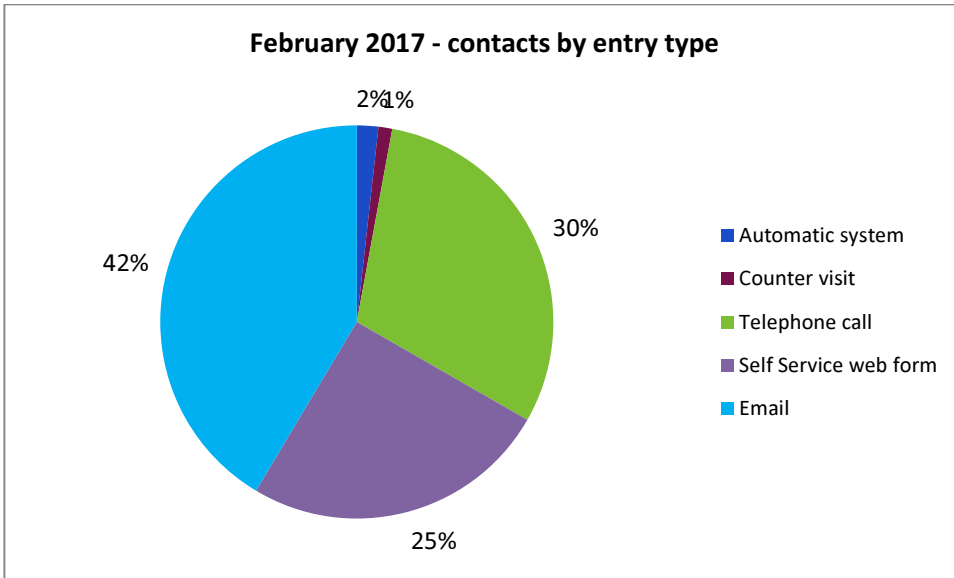


Destination of tickets



Entry type of tickets

2017 - February	
Automatic system	111
Counter visit	72
Telephone call	1917
Self Service web form	1597
Email	2613
Total	6310



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