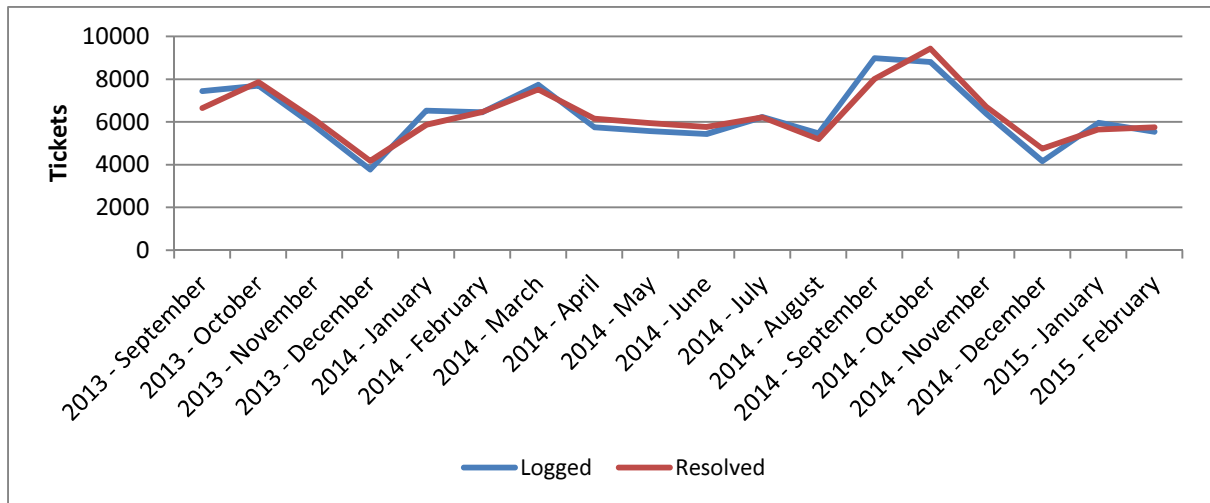


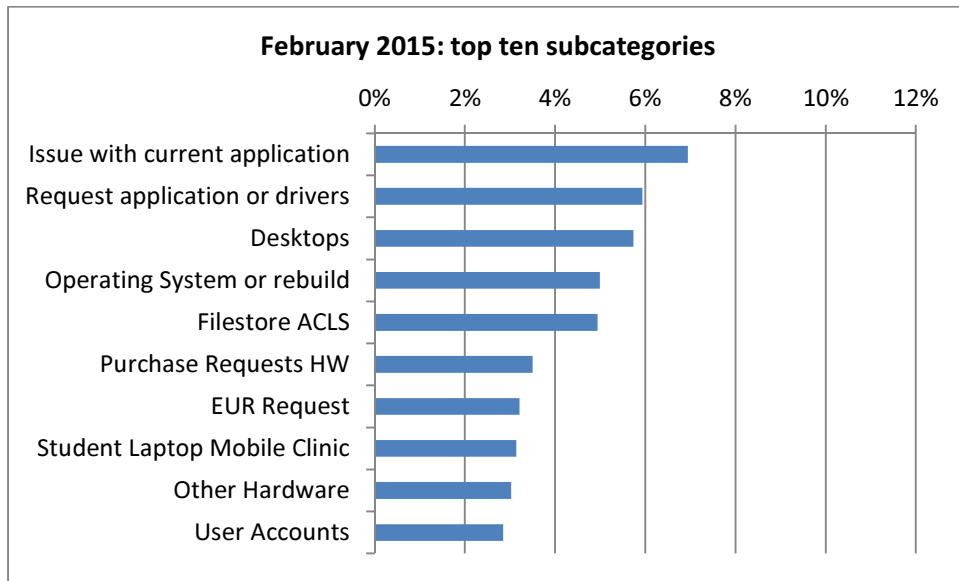
## February 2015 - Incident Management and Request Fulfilment

### Tickets

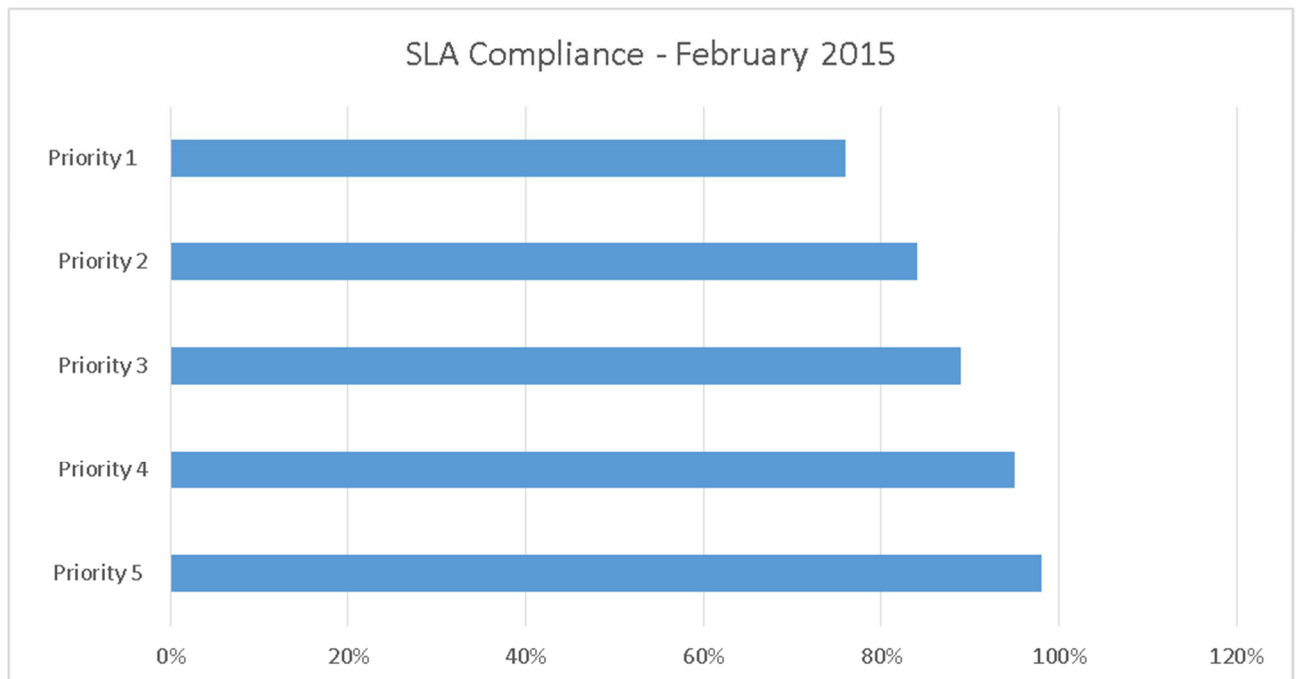
Incident Type	Logged	Resolved	Total
Malfunction	1100	1168	1359
Service Request	3873	4011	4853
Change Request	63	54	82
Request for information	475	488	566
Breach of Regulations	32	37	41
Unknown	3	0	3
<b>Total - 2015 - February</b>	<b>5546</b>	<b>5758</b>	<b>6904</b>



## Top ten subcategories



## SLA Compliance

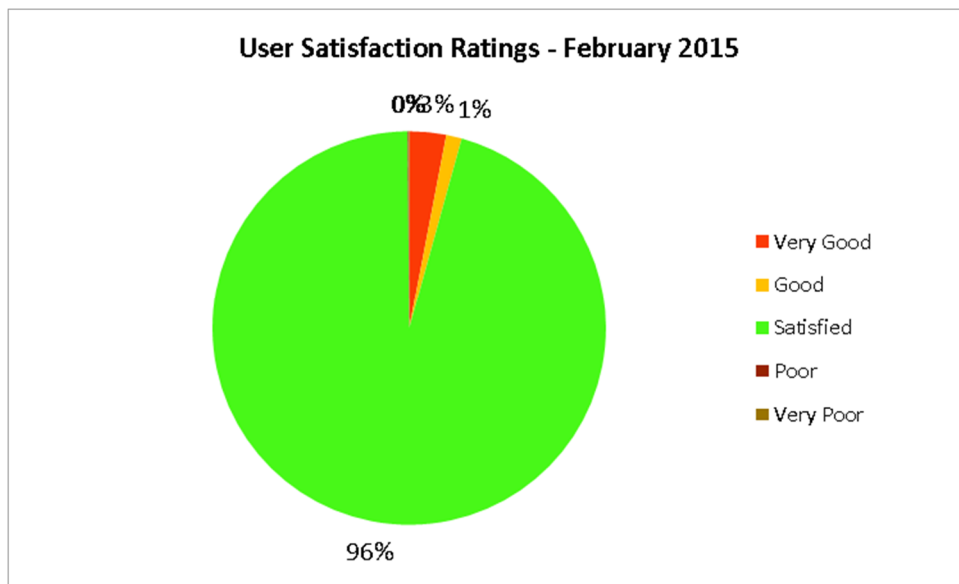


Our chosen target is to meet our priority targets 90% of the time. For our full SLA details on resolution targets see

<http://www.bristol.ac.uk/it-services/contacts/incidentmgt.html>

## User Satisfaction Ratings

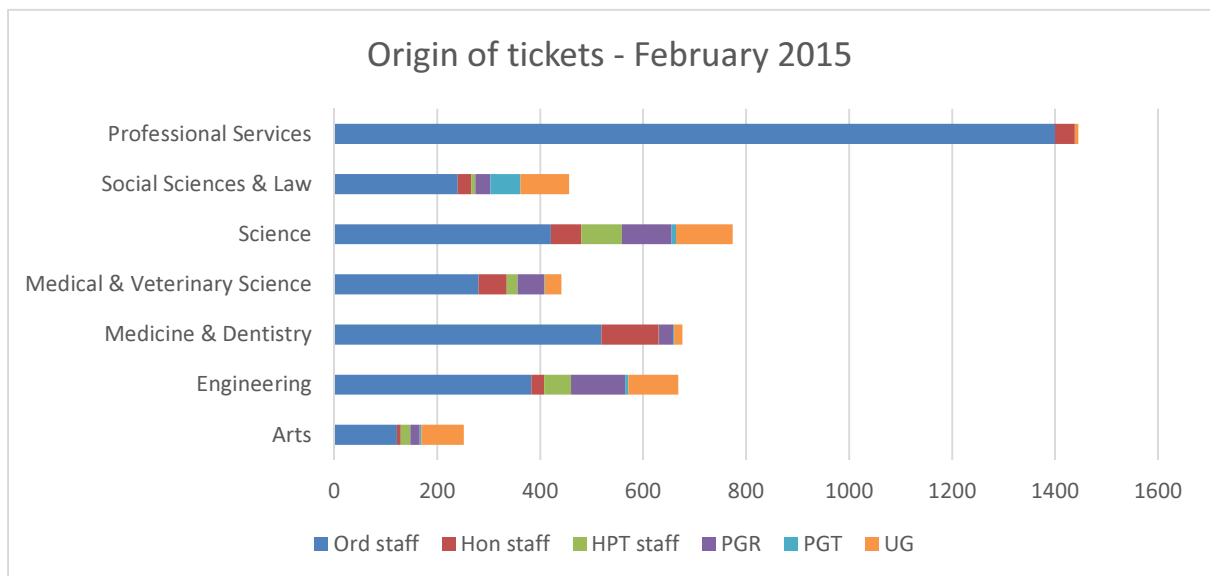
Very Good	3%
Good	1%
Satisfied	96%
Poor	0.01%
Very Poor	0.1%



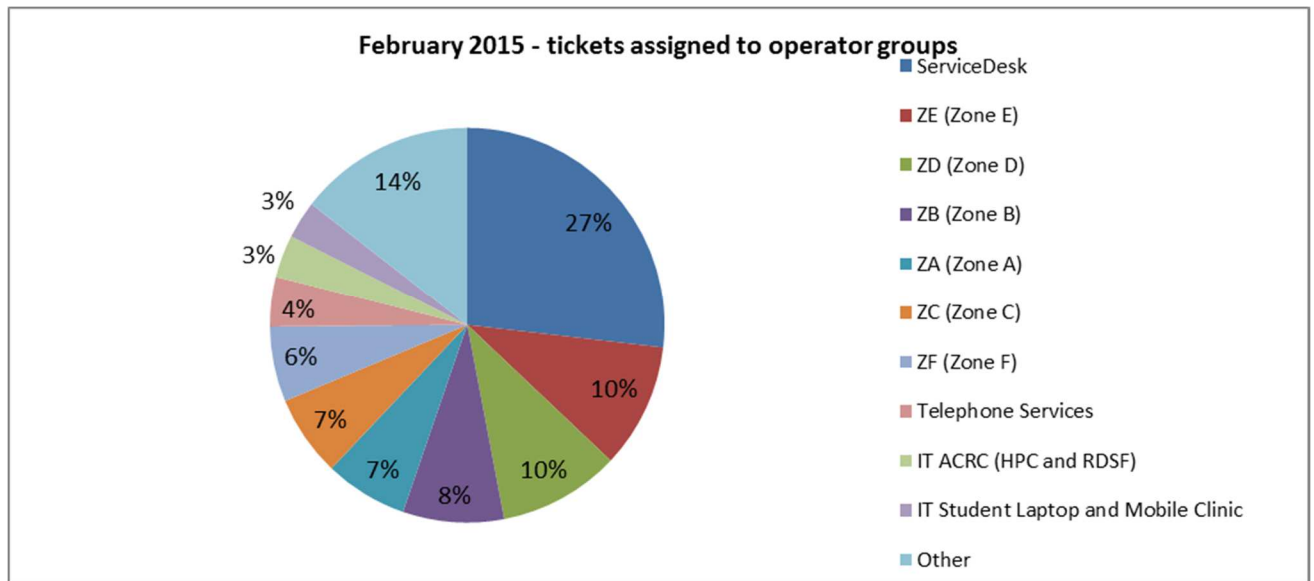
Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	122	7	19	18	3	83	252
Engineering	383	25	52	105	6	97	668
Medicine & Dentistry	519	111	1	27	2	16	676
Medical & Veterinary Science	280	55	21	52	1	32	441
Science	421	59	79	96	9	110	774
Social Sciences & Law	240	26	8	29	59	94	456
Professional Services	1400	38	0	0	0	7	1445
Unknown							834
Totals							5546



## Destination of tickets



## Category of tickets

