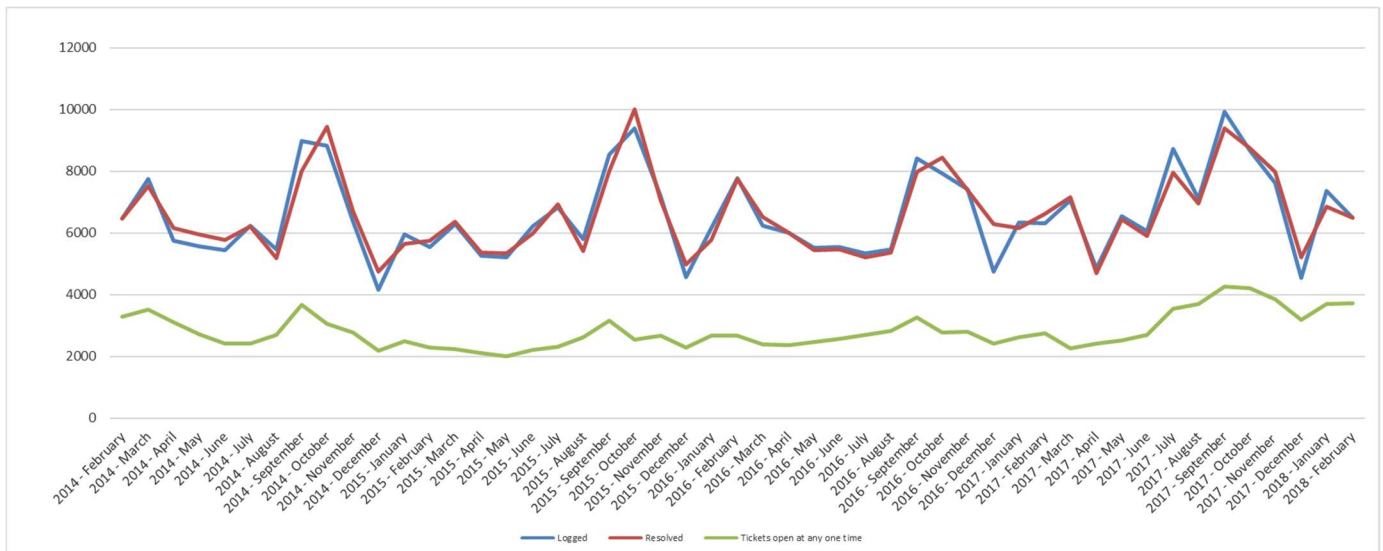


February 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - February		
Incident Type	Logged	Resolved
Malfunction	1019	991
Service Request	5165	5196
Change Request	47	39
Request for information	218	235
Information Security incident	32	38
Total	6495	6499

Ticket trends over time

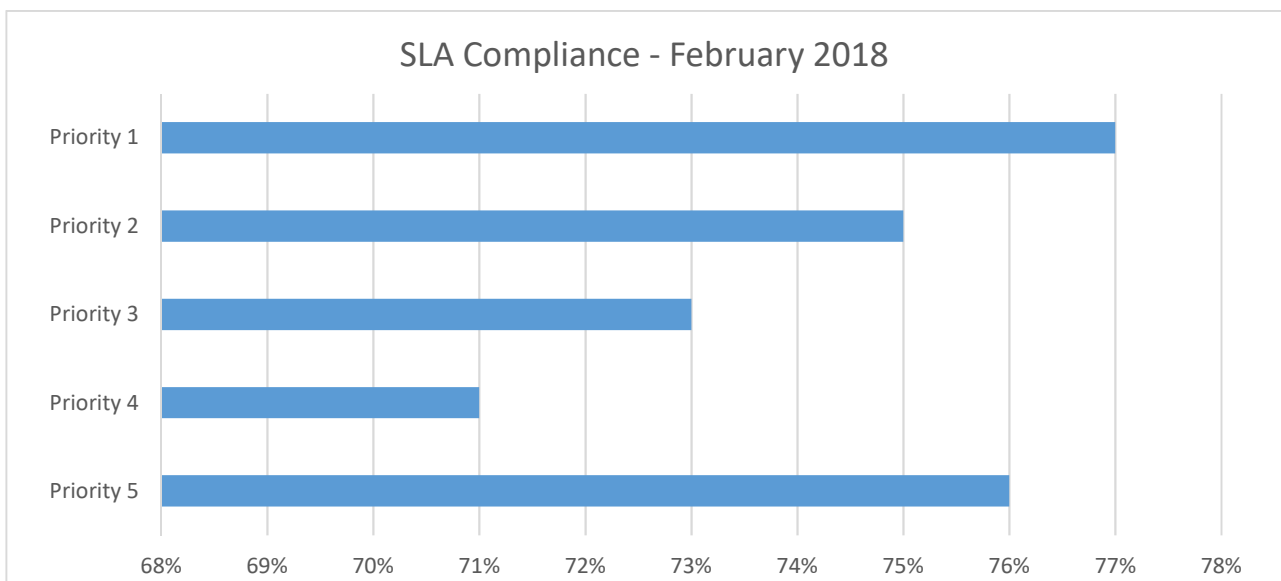


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

February 2018	SLA met	Number of contacts
Priority 1	392	508
Priority 2	1286	1722
Priority 3	1912	2622
Priority 4	219	307
Priority 5	949	1247
Total	4758	6406

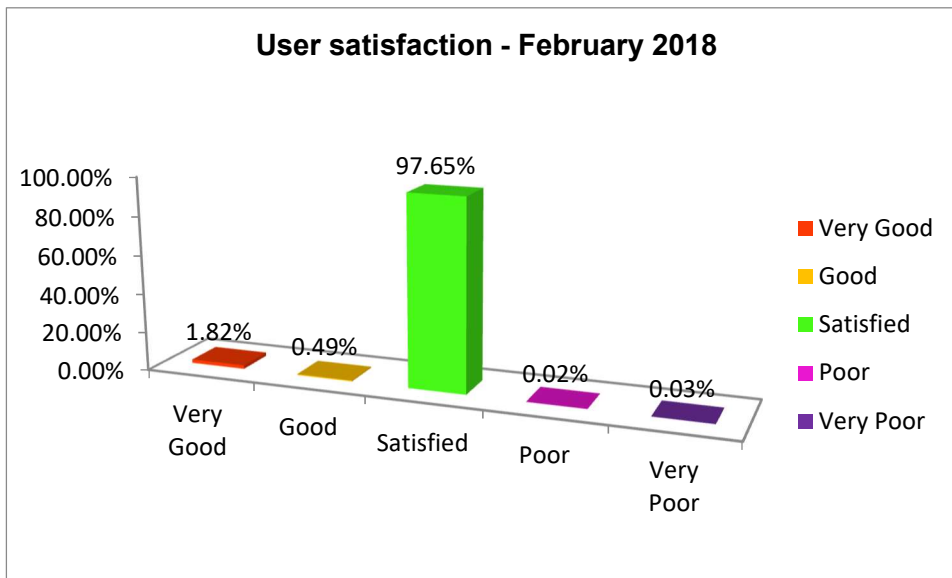
Our overall compliance for this month is 74% of all tickets.



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>

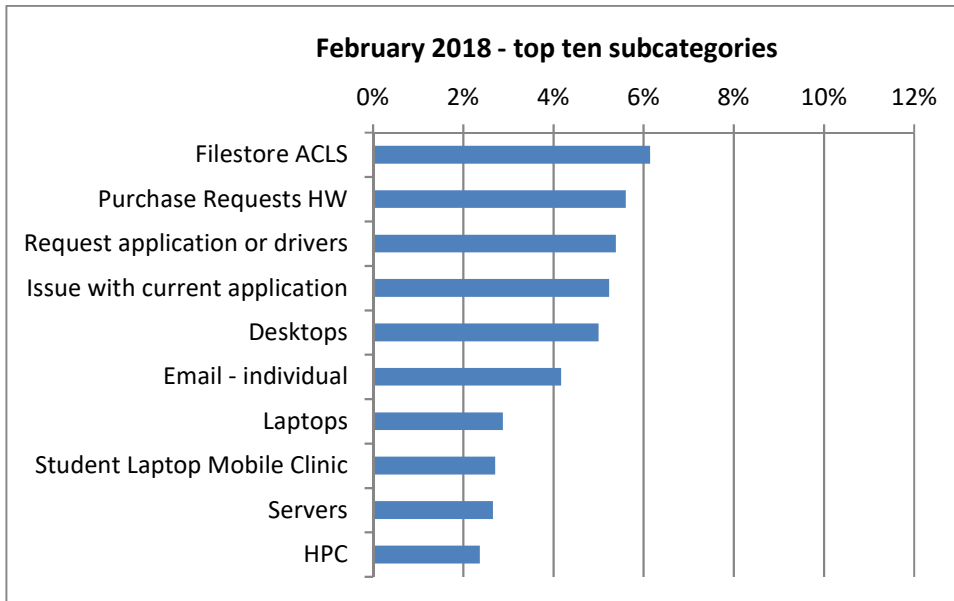
User Satisfaction Ratings

2018 - February	
Very Good	118
Good	32
Satisfied	6346
Poor	1
Very Poor	2
Total	6499

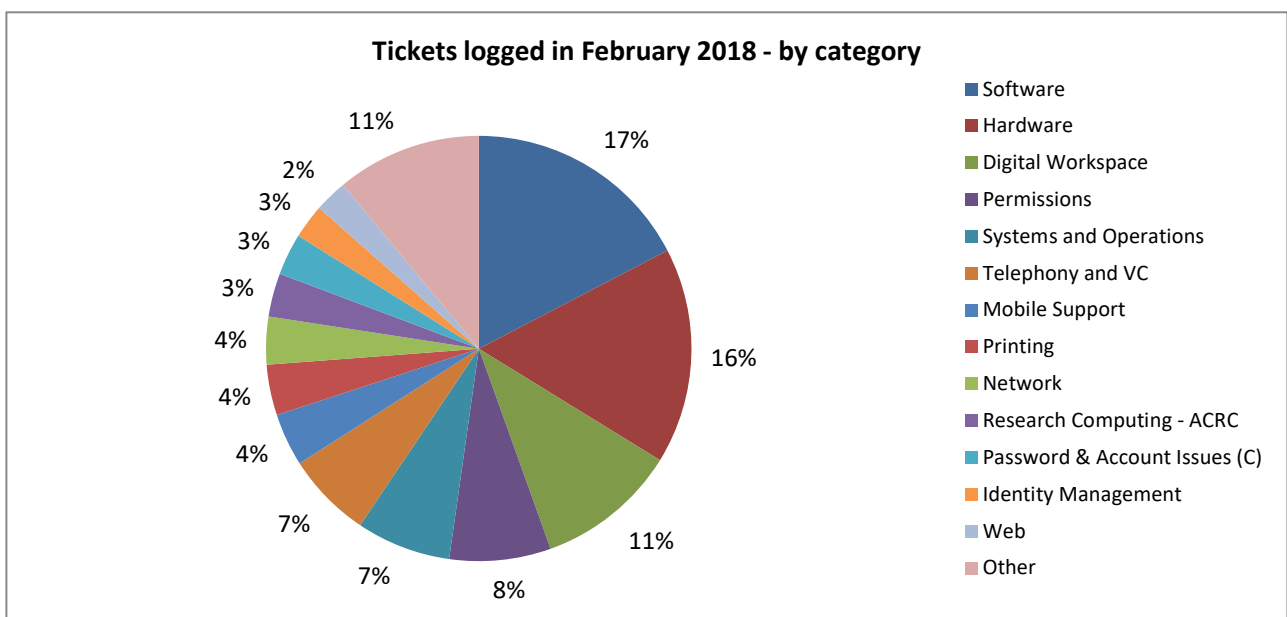


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



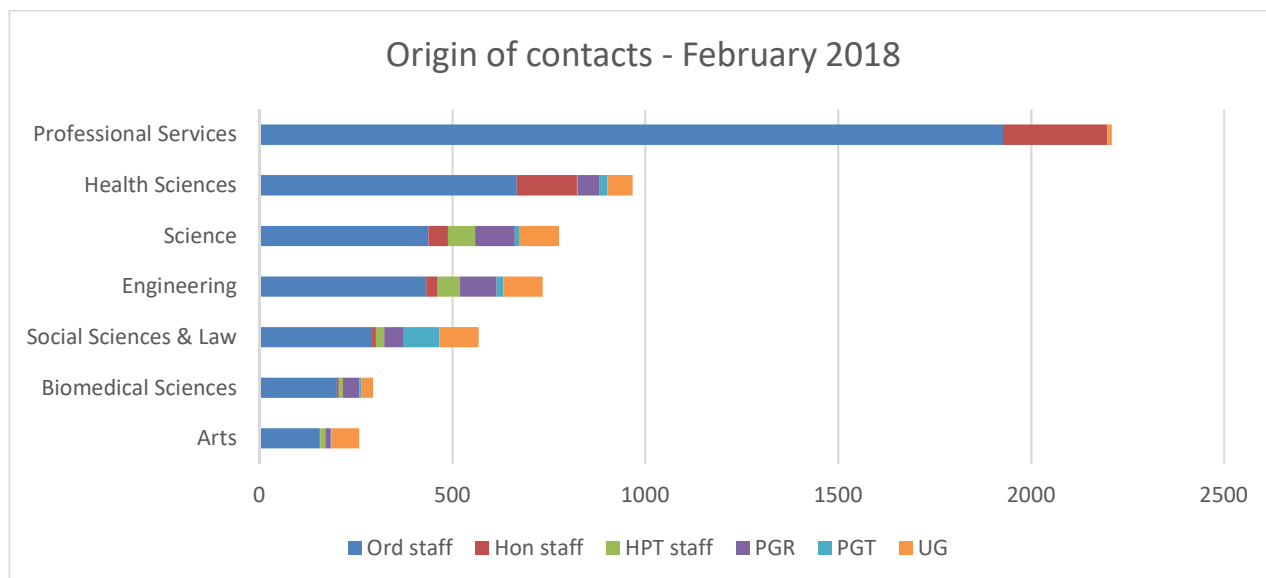
Category of tickets



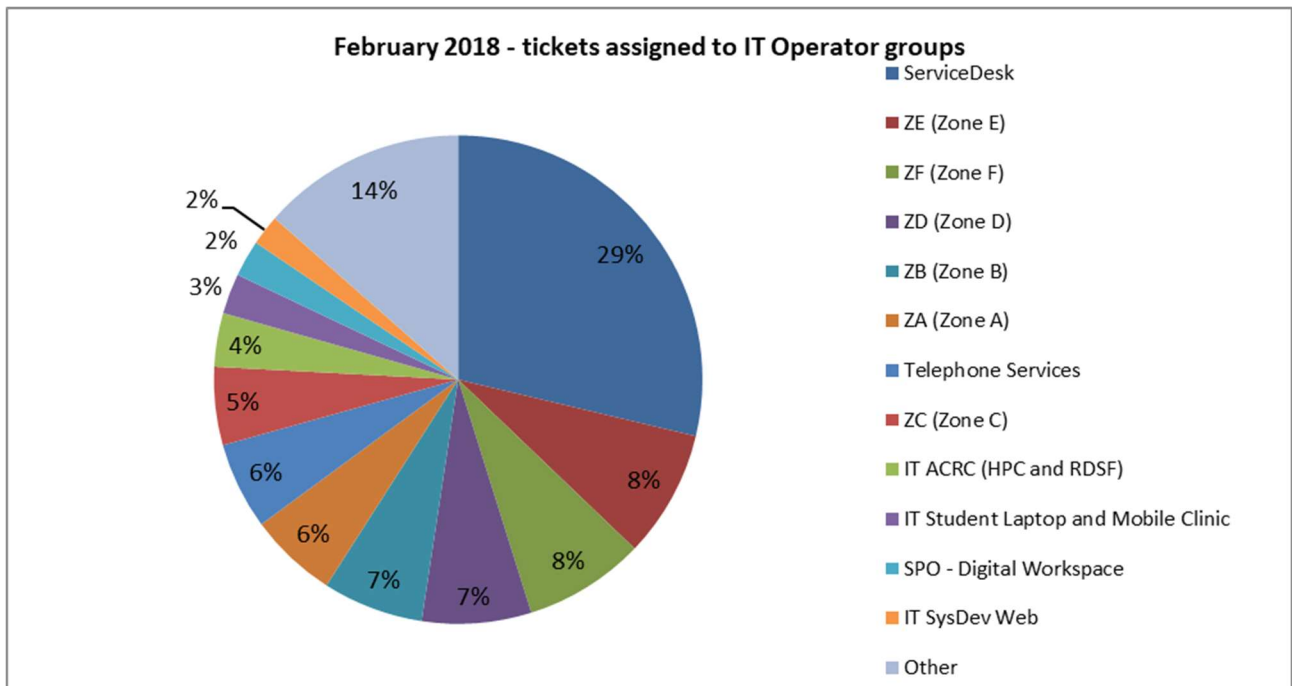
Origin of tickets

February 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	155	3	13	14	2	72	259
Biomedical Sciences	201	5	11	42	5	31	295
Social Sciences & Law	292	10	22	50	92	102	568
Engineering	432	30	58	95	17	102	734
Science	438	51	70	103	11	104	777
Health Sciences	667	156	2	57	20	65	967
Professional Services	1927	271	0	0	0	11	2209
Unknown							686
Total							6495

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.

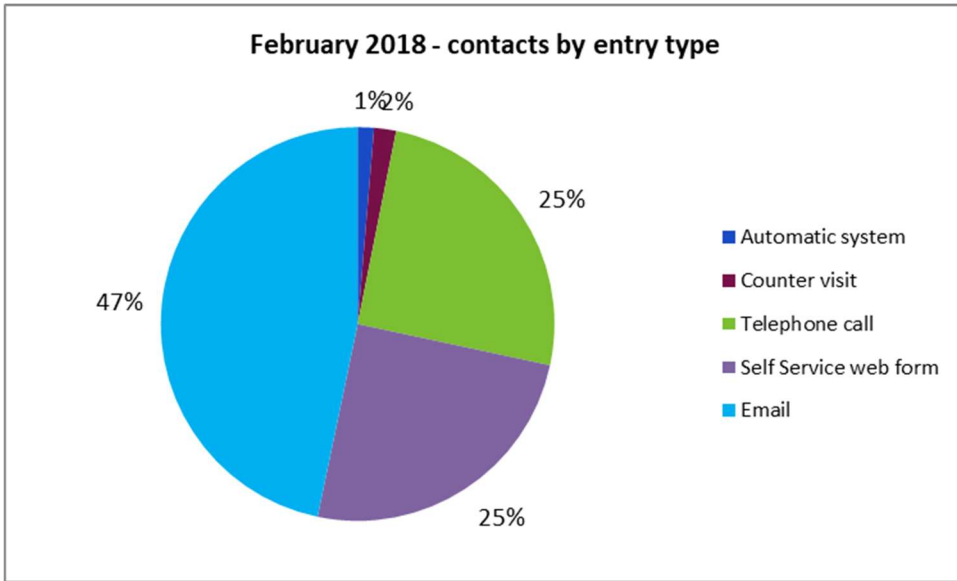


Destination of tickets



Entry type of tickets

2018 - February	
Automatic system	87
Counter visit	117
Telephone call	1638
Self Service web form	1618
Email	3035
Total	6495



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