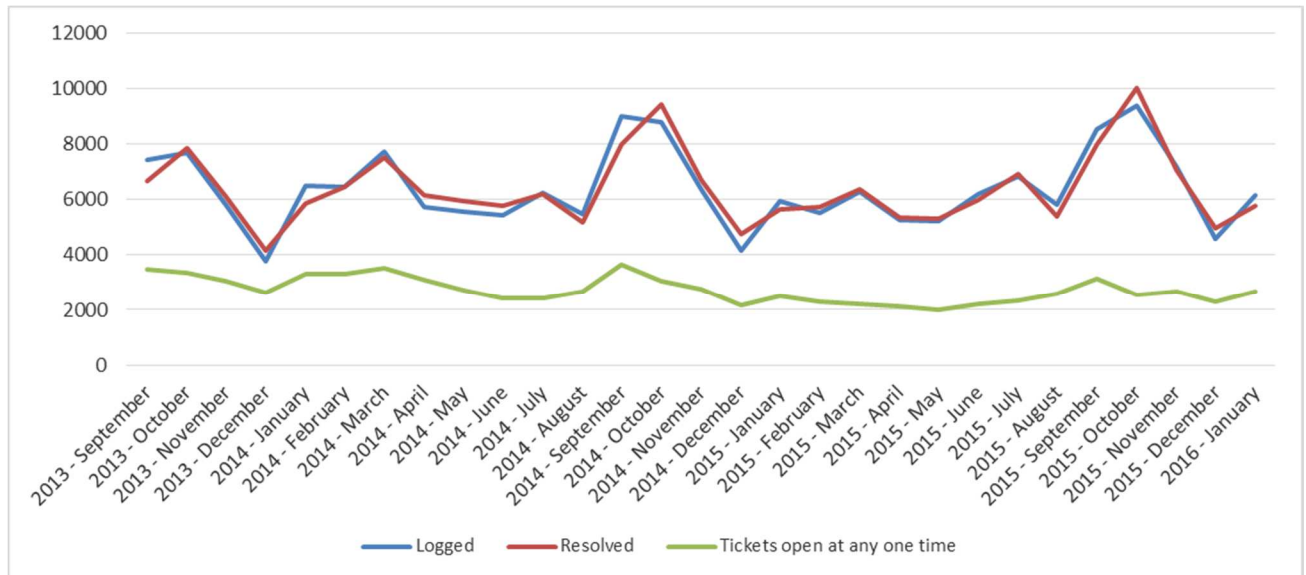


## January 2016 - Incident Management and Request Fulfilment

### Tickets recorded

2016 - January		
Incident Type	Logged	Resolved
Malfunction	1154	1091
Service Request	4318	4017
Change Request	53	56
Request for information	609	592
Breach of Regulations	19	16
<b>Total</b>	<b>6153</b>	<b>5772</b>

### Ticket trends over time

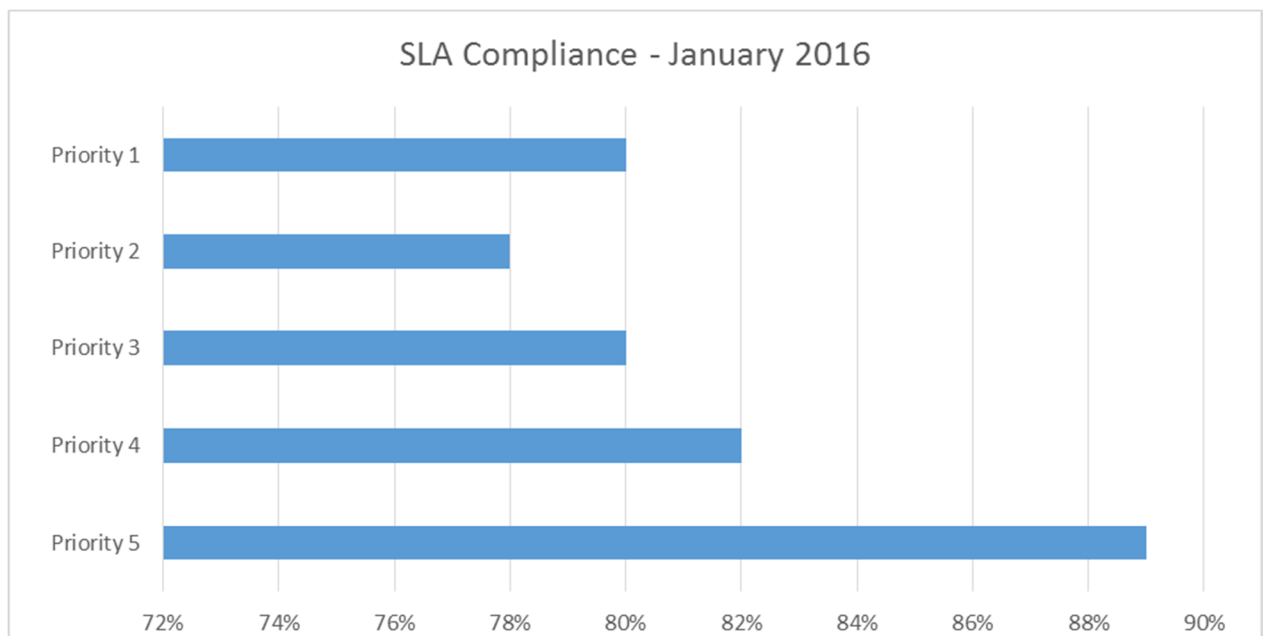


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

January 2016	SLA met	Number of contacts
Priority 1	481	605
Priority 2	790	1009
Priority 3	1973	2472
Priority 4	476	584
Priority 5	1266	1425
Total	4986	6095

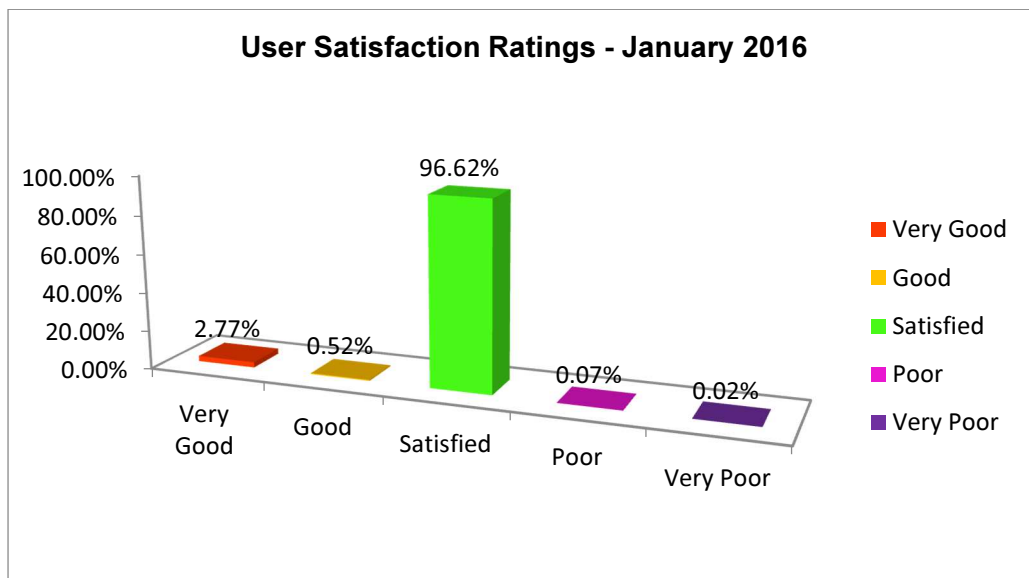
Our overall compliance for this month is 82% of all tickets.



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>

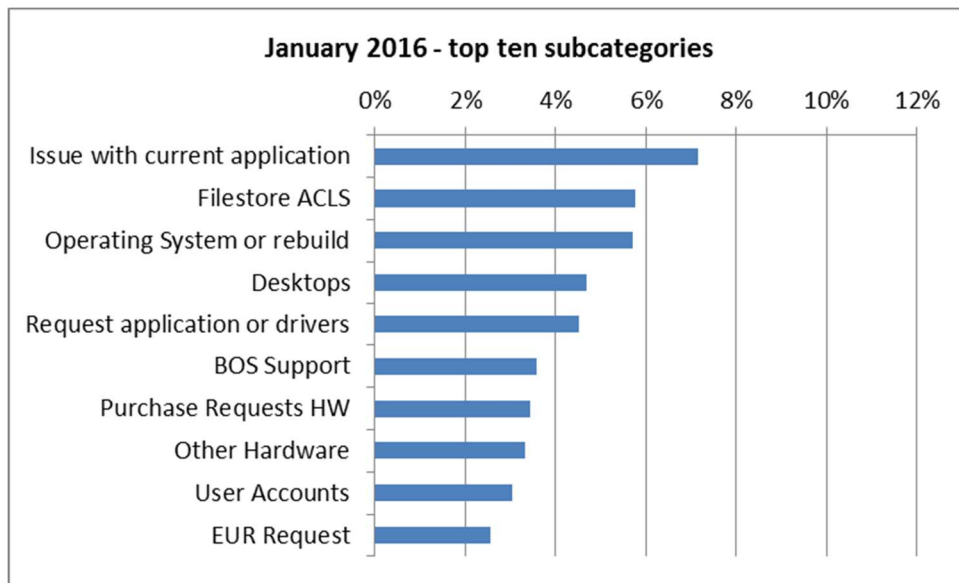
## User Satisfaction Ratings

2016 - January	
Very Good	160
Good	30
Satisfied	5577
Poor	4
Very Poor	1
Total	5772

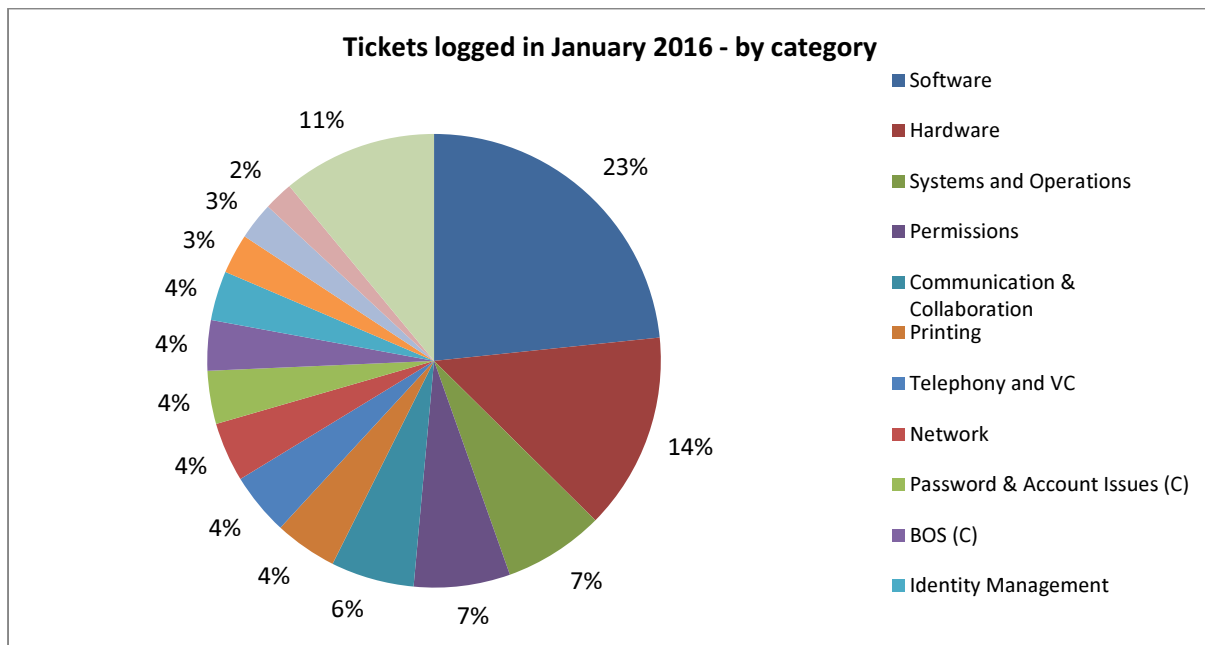


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



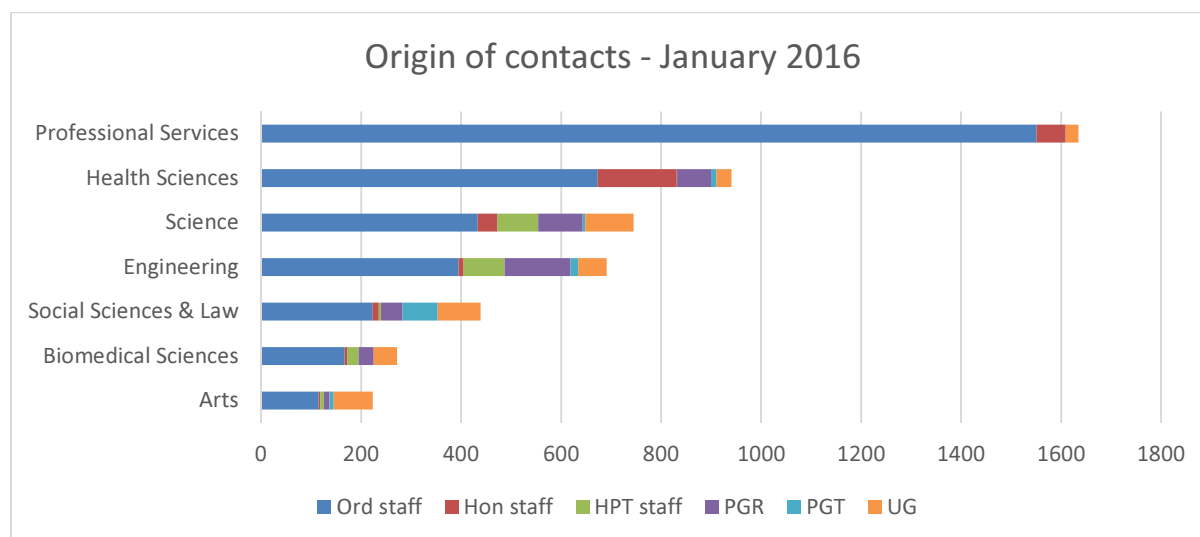
## Category of tickets



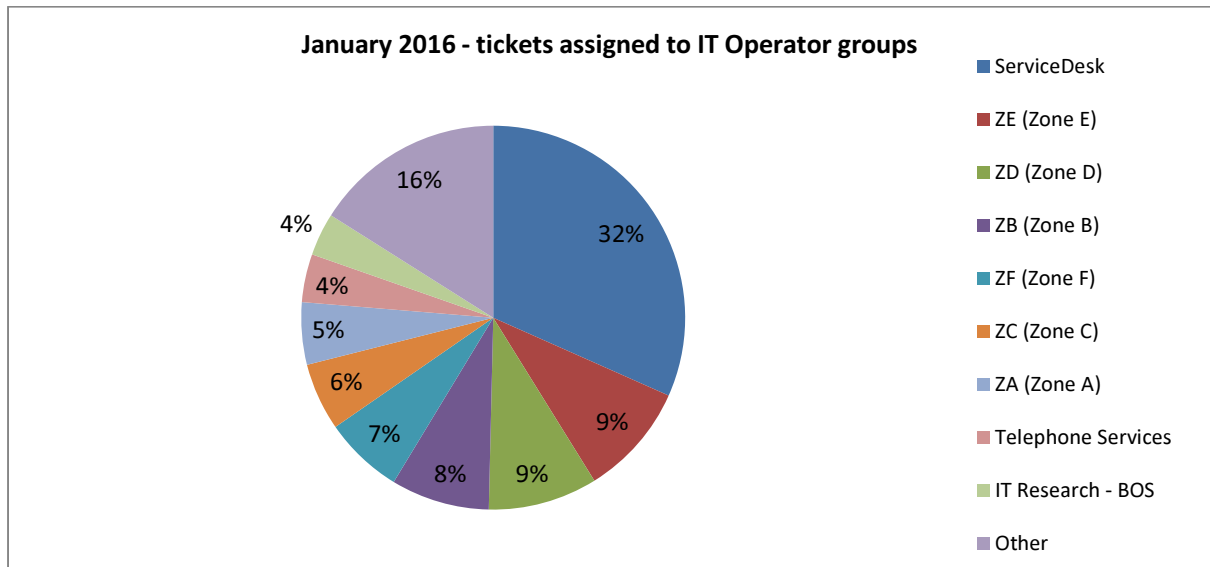
## Origin of tickets

January 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	115	3	8	11	8	78	223
Biomedical Sciences	167	5	23	30	0	47	272
Social Sciences & Law	223	12	5	43	70	86	439
Engineering	395	10	82	132	15	57	691
Science	433	40	81	89	5	97	745
Health Sciences	673	158	1	68	11	30	941
Professional Services	1551	58	1	0	0	25	1635
Unknown							1207
Total							6153

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.

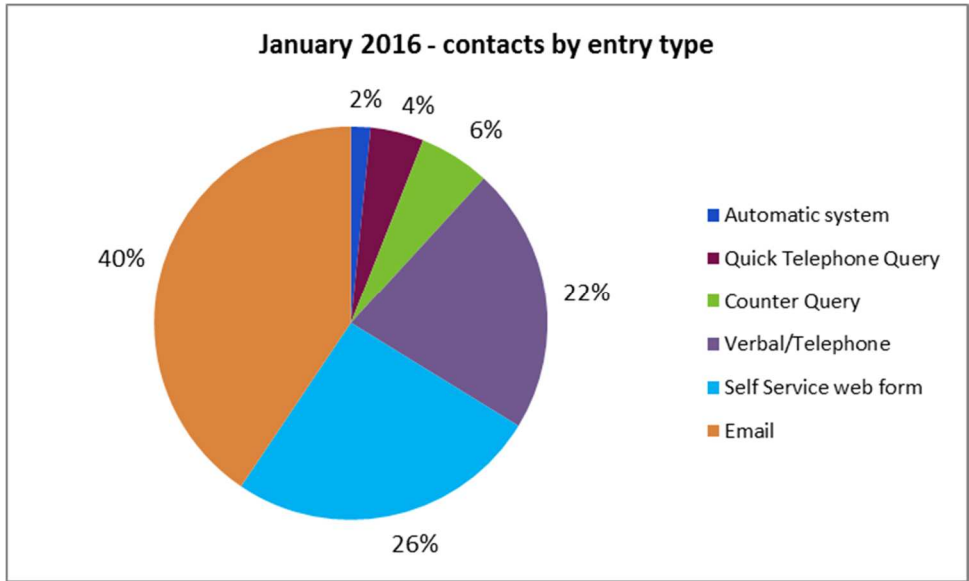


## Destination of tickets



## Entry type of tickets

2016 - January	
Automatic system	99
Quick Telephone Query	269
Counter Query	359
Verbal/Telephone	1351
Self Service web form	1579
Email	2497
<b>Total</b>	<b>6154</b>



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