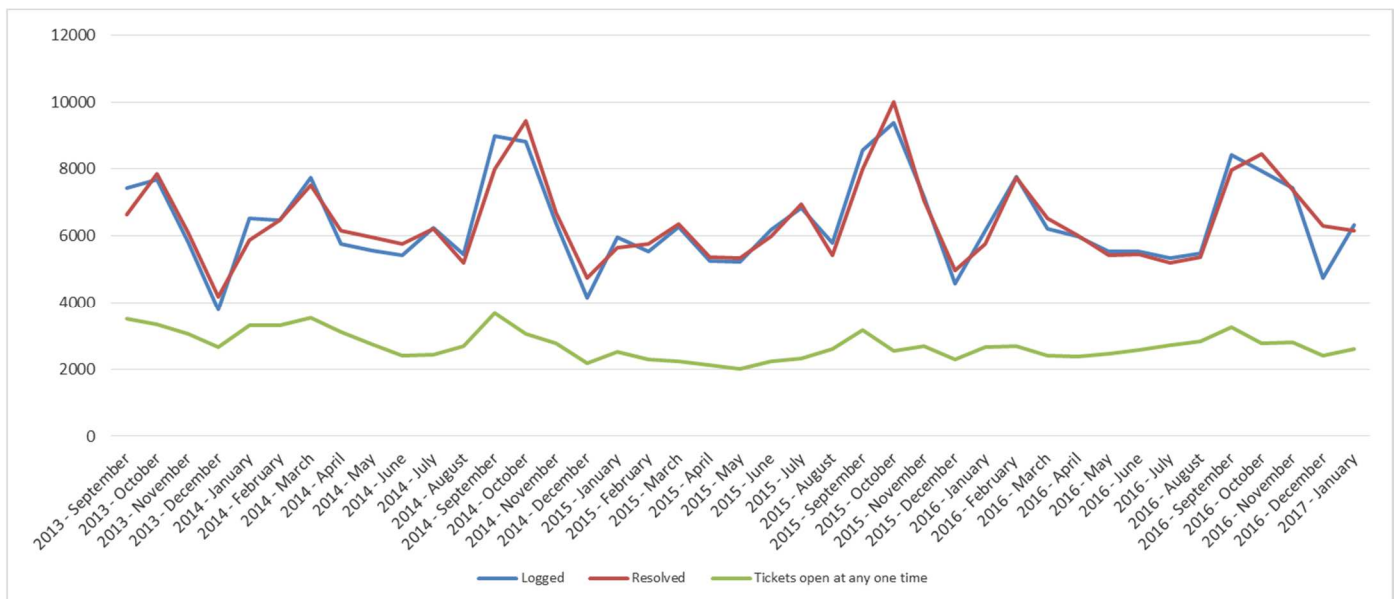


January 2017 - Incident Management and Request Fulfilment

Tickets recorded

2017 - January		
Incident Type	Logged	Resolved
Malfunction	979	1018
Service Request	4715	4524
Change Request	43	42
Request for information	522	497
Information Security incident	73	68
Total	6333	6149

Ticket trends over time

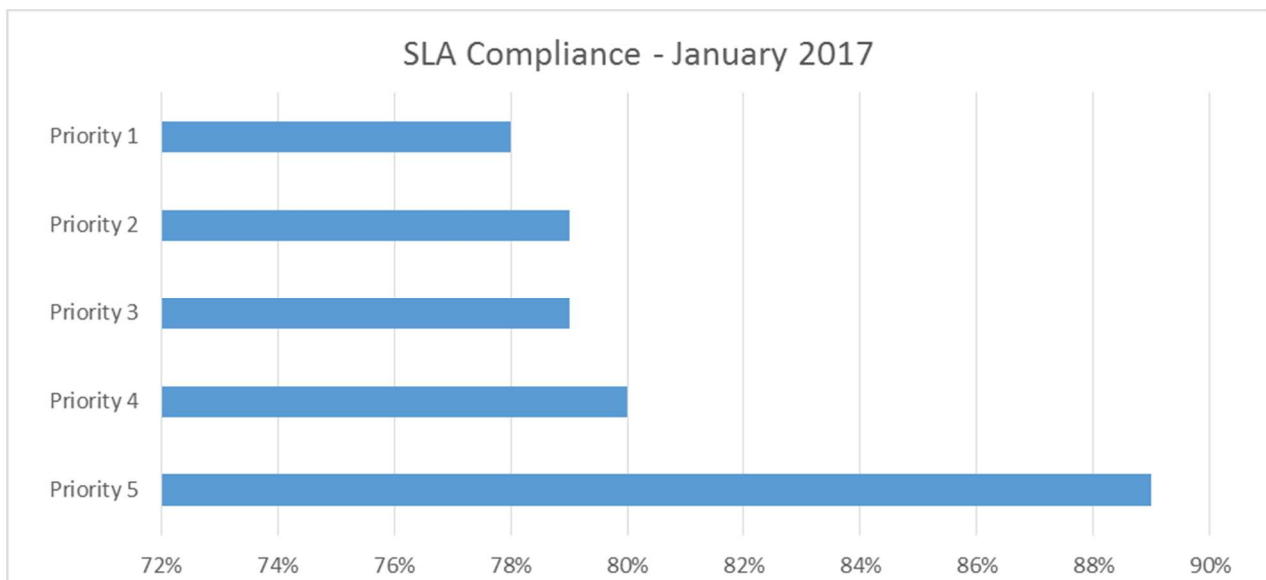


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

January 2017	SLA met	Number of contacts
Priority 1	515	661
Priority 2	937	1179
Priority 3	2078	2639
Priority 4	179	224
Priority 5	1405	1572
Total	5114	6275

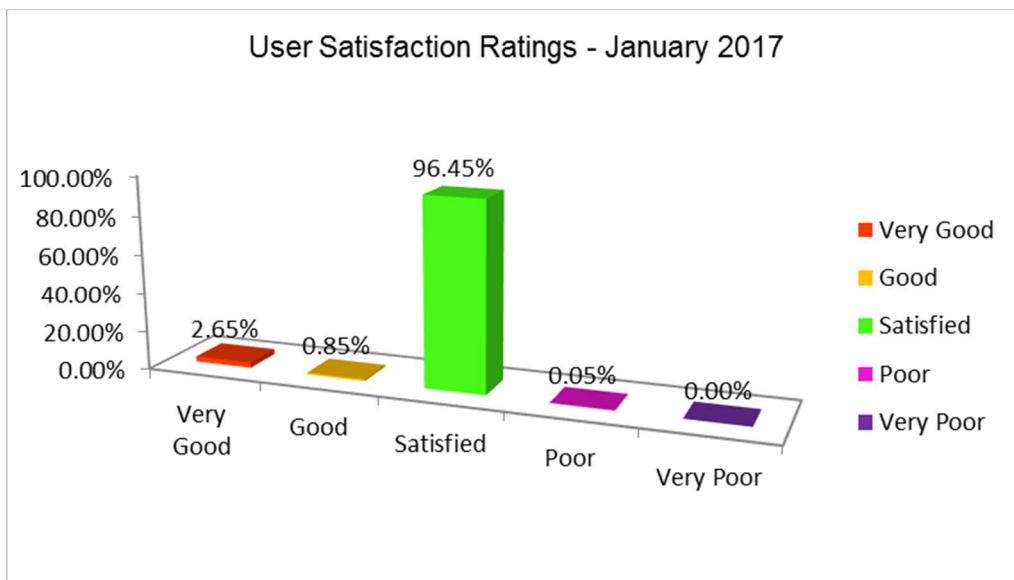
Our overall compliance for this month is 81% of all tickets.



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>

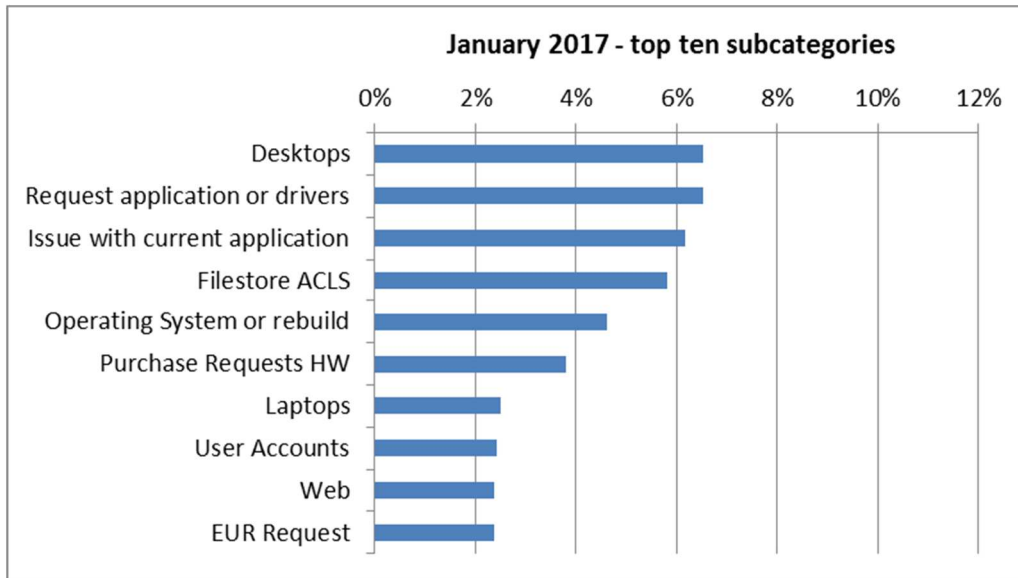
User Satisfaction Ratings

2017 - January	
Very Good	163
Good	52
Satisfied	5931
Poor	3
Very Poor	0
Total	6149

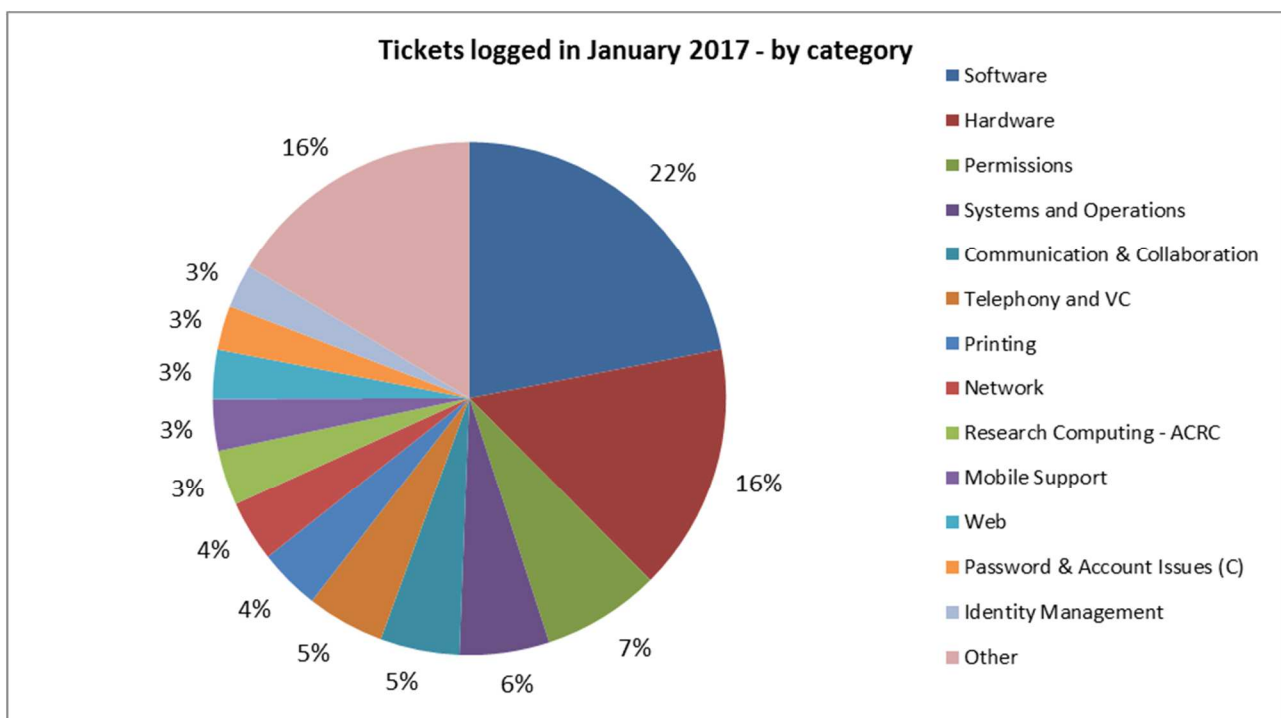


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



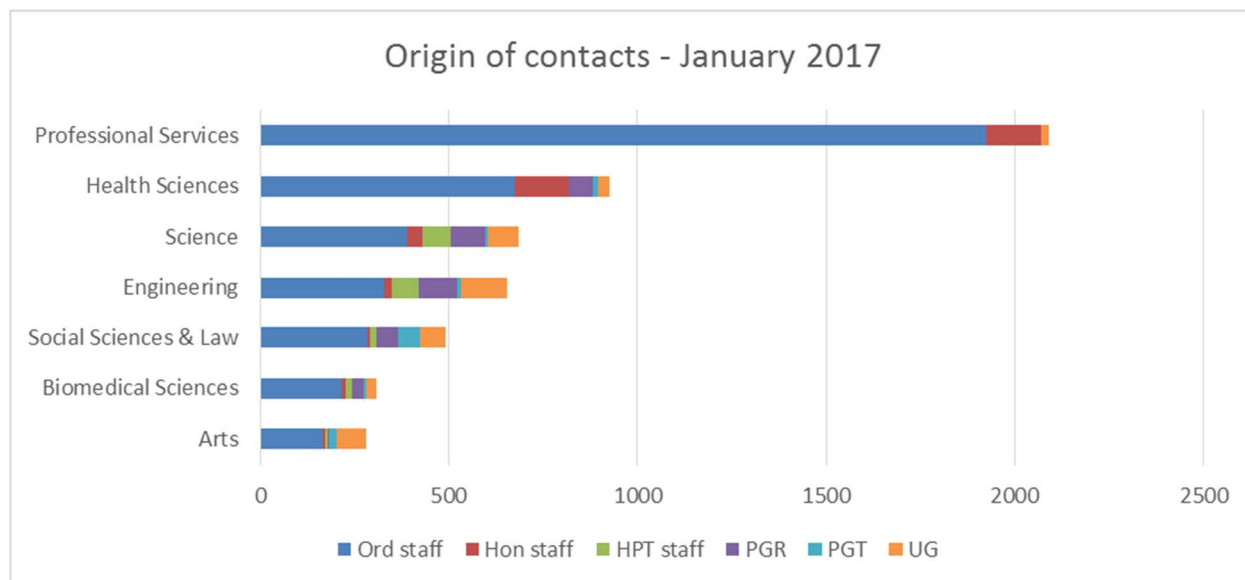
Category of tickets



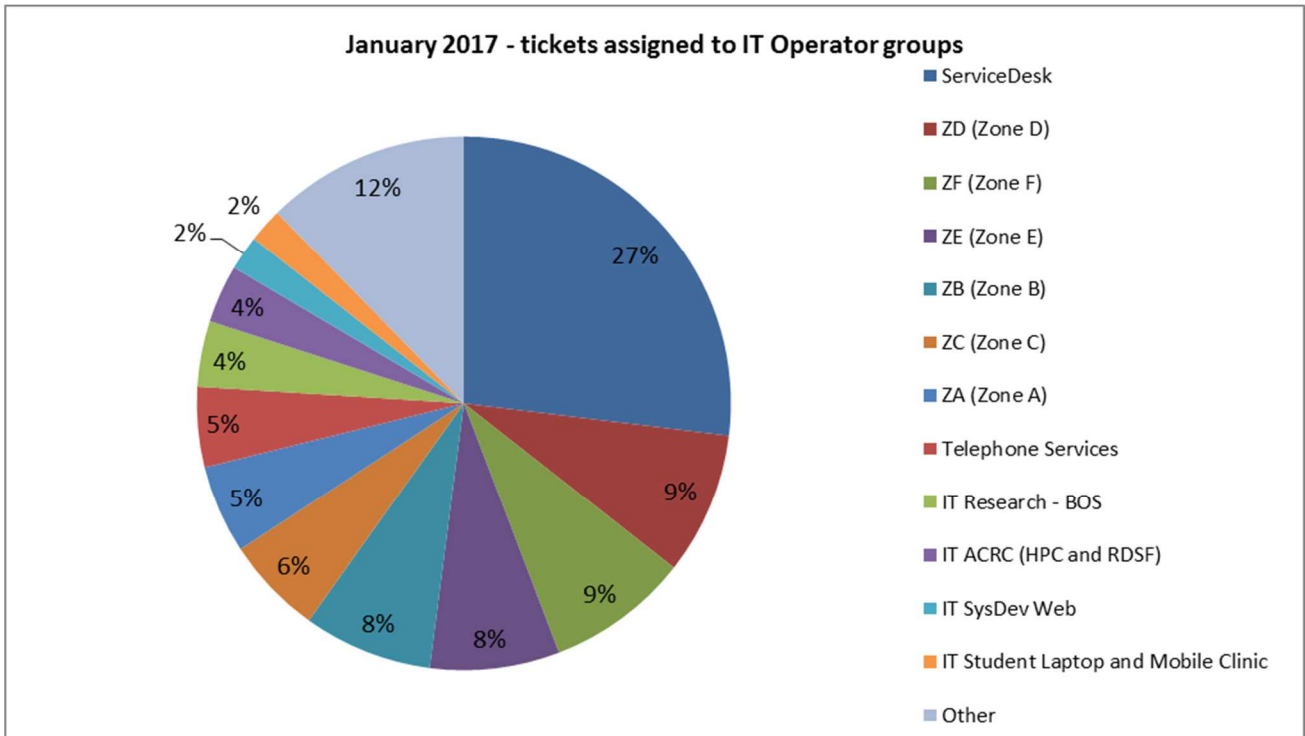
Origin of tickets

January 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	166	5	6	6	18	80	281
Biomedical Sciences	217	8	19	31	4	28	307
Social Sciences & Law	285	5	19	56	59	66	490
Engineering	329	19	71	102	10	122	653
Science	388	41	76	91	6	83	685
Health Sciences	674	142	0	67	11	32	926
Professional Services	1923	146	0	0	2	19	2090
Unknown							901
Total							6333

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.

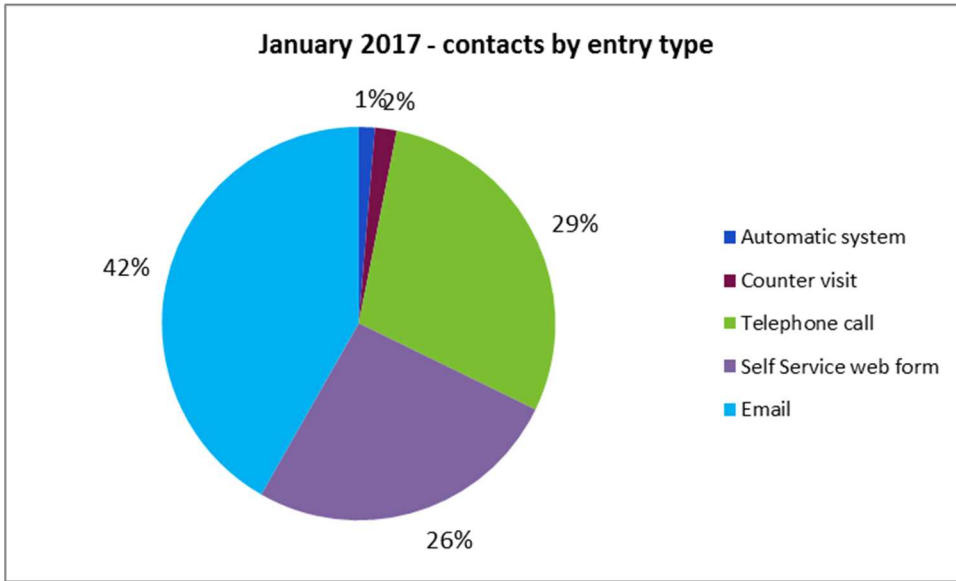


Destination of tickets



Entry type of tickets

2017 - January	
Automatic system	84
Counter visit	113
Telephone call	1843
Self Service web form	1649
Email	2644
Total	6333



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