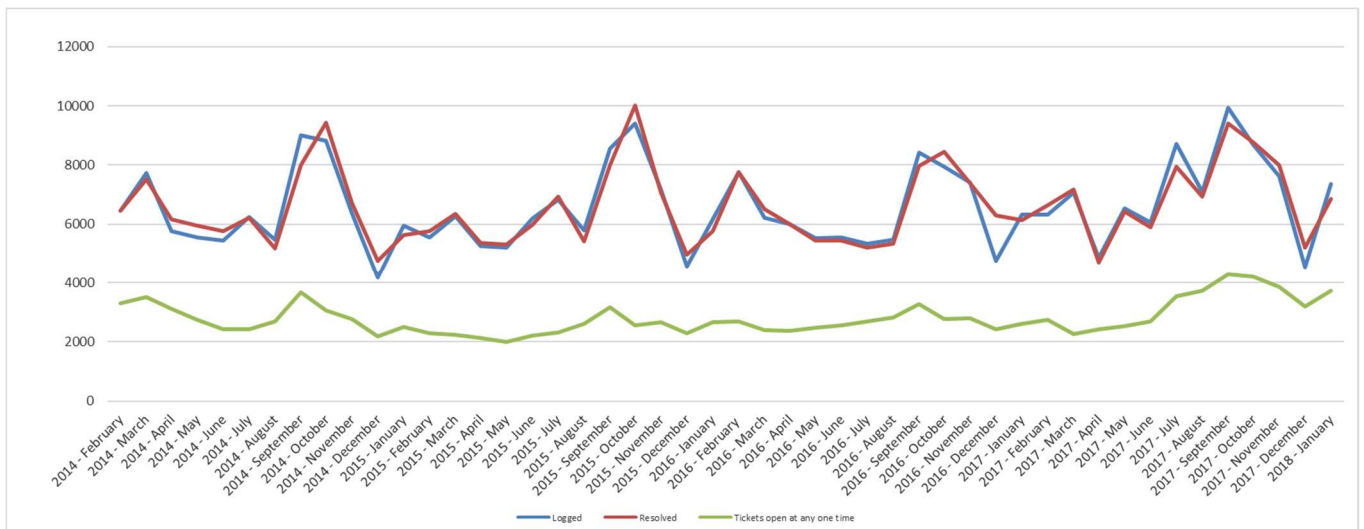


January 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - January		
Incident Type	Logged	Resolved
Malfunction	1148	1119
Service Request	5834	5370
Change Request	38	43
Request for information	285	268
Information Security incident	58	53
Total	7369	6853

Ticket trends over time

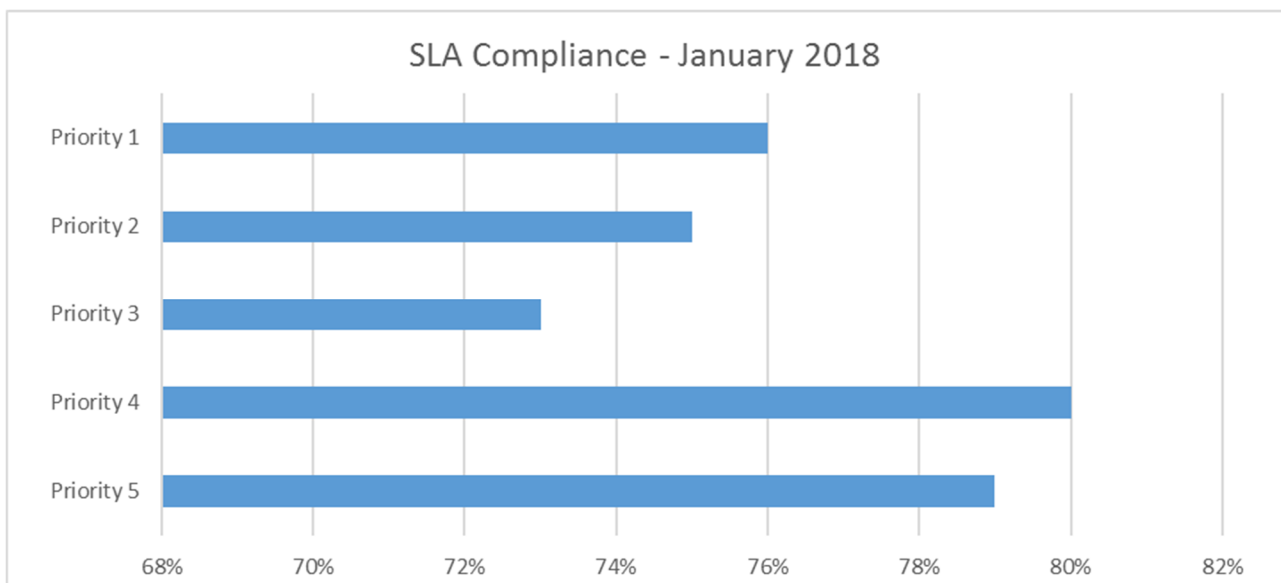


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

January 2018	SLA met	Number of contacts
Priority 1	525	690
Priority 2	1530	2045
Priority 3	2156	2969
Priority 4	232	289
Priority 5	1020	1291
Total	5463	7284

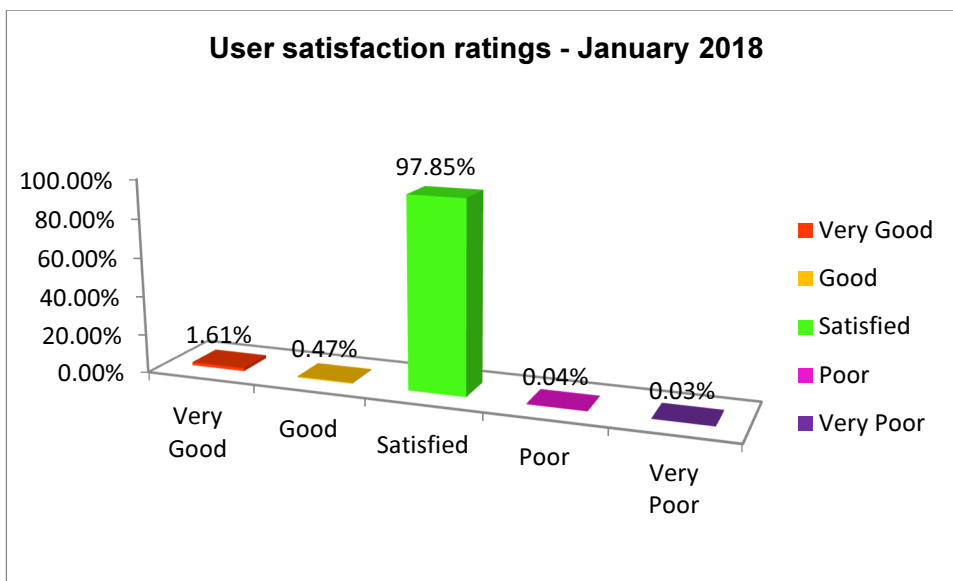
Our overall compliance for this month is 75% of all tickets.



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>

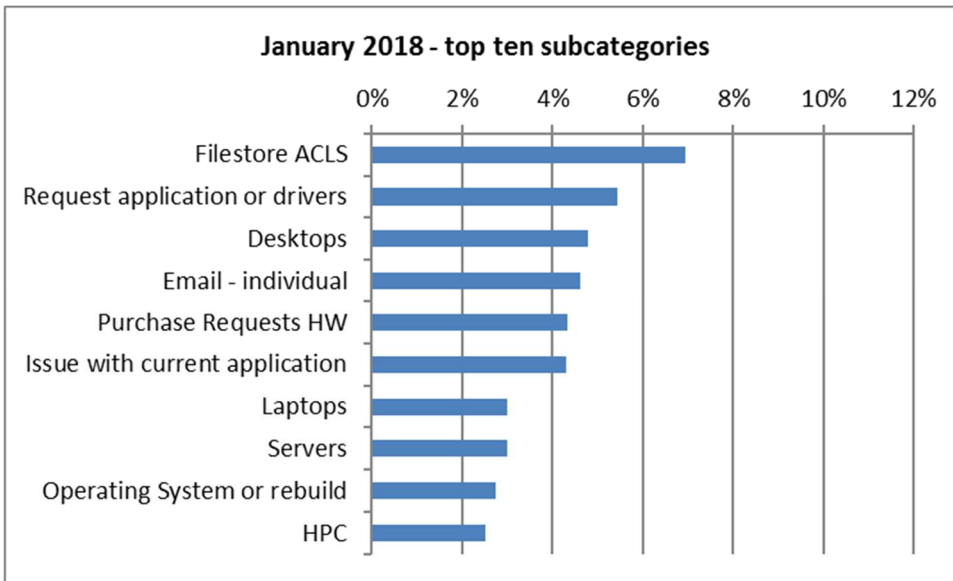
User Satisfaction Ratings

2018 - January	
Very Good	110
Good	32
Satisfied	6706
Poor	3
Very Poor	2
Total	6853

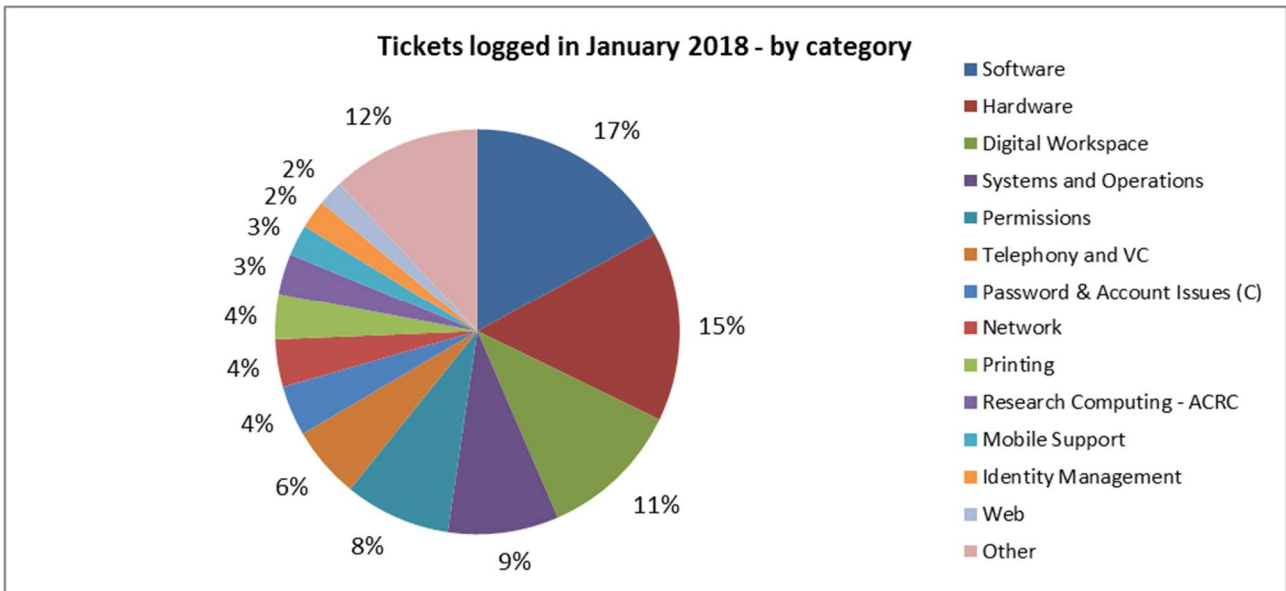


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



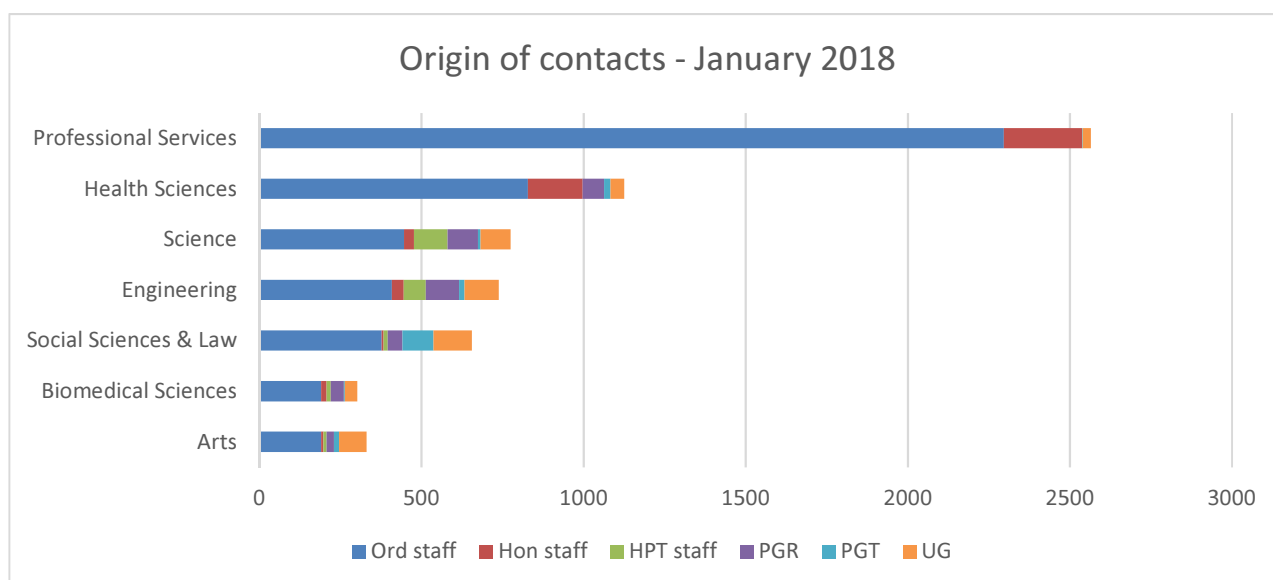
Category of tickets



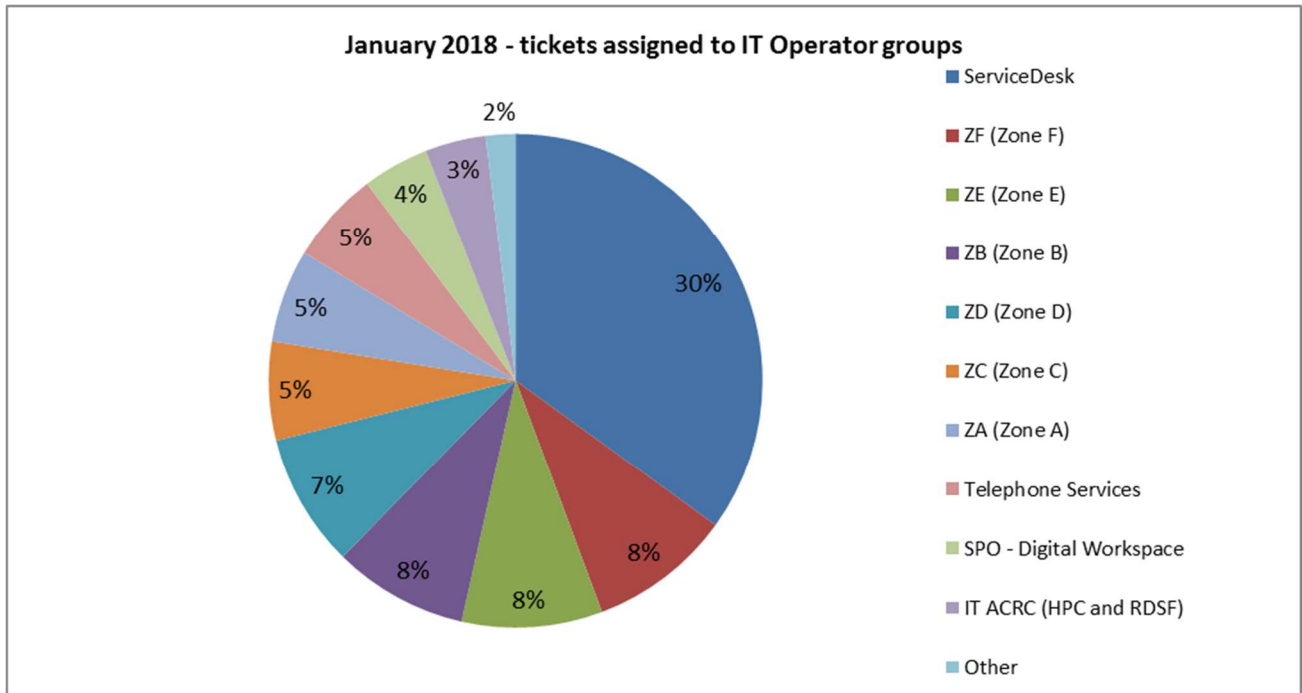
Origin of tickets

January 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	191	7	9	23	16	85	331
Biomedical Sciences	191	16	13	41	3	38	302
Social Sciences & Law	377	6	13	45	96	119	656
Engineering	409	36	69	102	17	106	739
Science	446	31	104	93	8	93	775
Health Sciences	828	169	0	66	20	43	1126
Professional Services	2297	242	1	0	1	24	2565
Unknown							875
Total							7369

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.

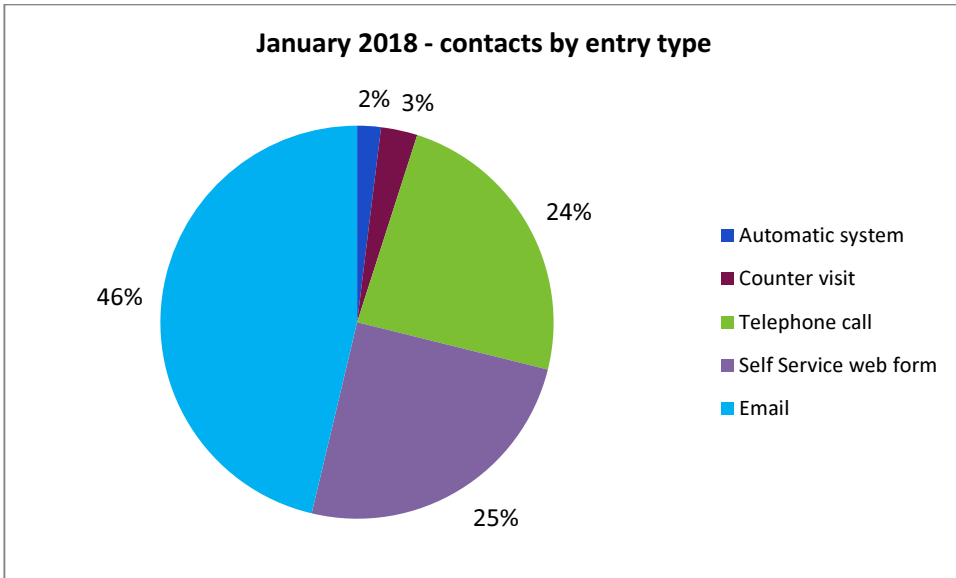


Destination of tickets



Entry type of tickets

2018 - January	
Automatic system	145
Counter visit	220
Telephone call	1763
Self Service web form	1829
Email	3412
Total	7369



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