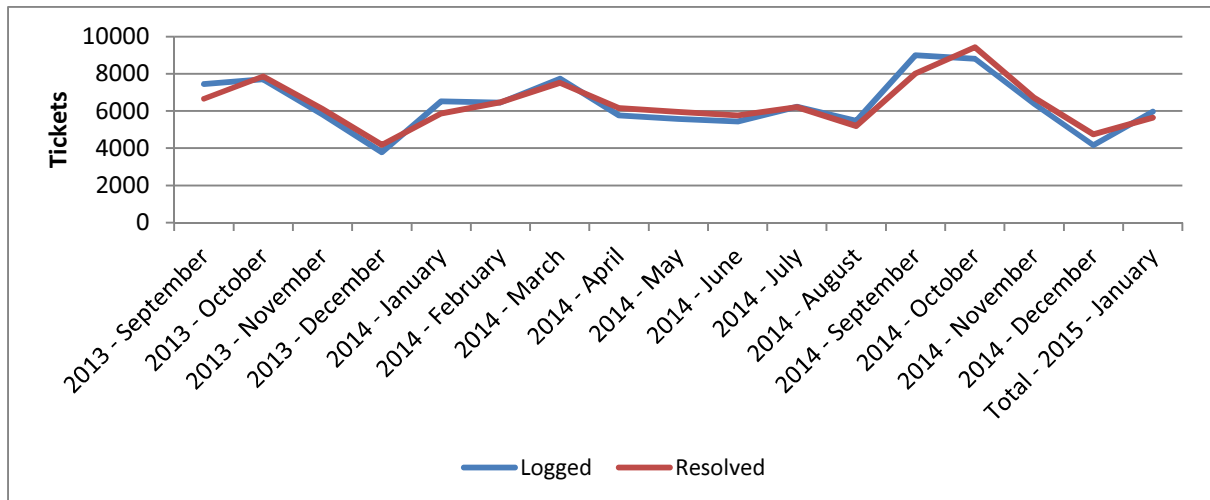


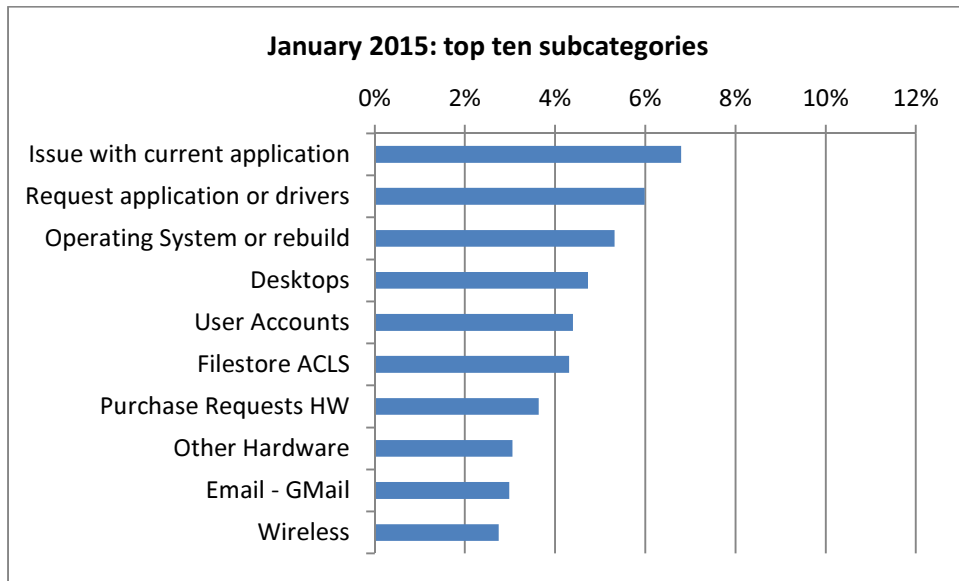
January 2015 - Incident Management and Request Fulfilment

Tickets

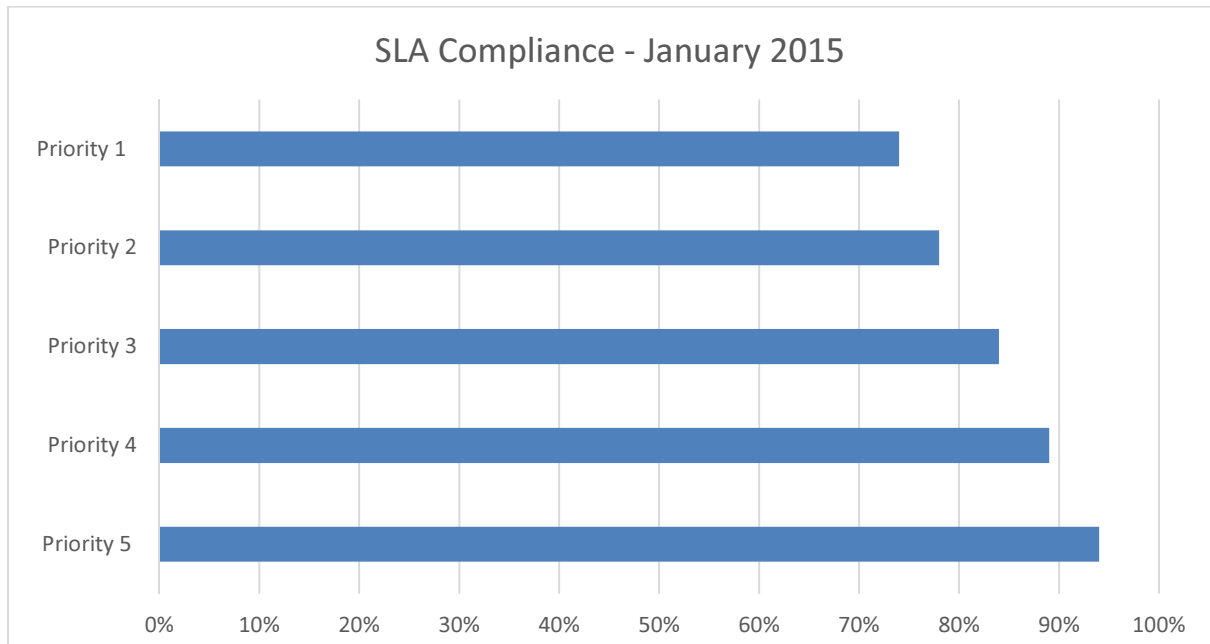
Incident Type	Logged	Resolved
Malfunction	1199	1162
Service Request	4111	3881
Change Request	47	42
Request for information	560	519
Breach of Regulations	41	39
Unknown	4	0
Total - 2015 - January	5962	5643



Top ten subcategories



SLA Compliance

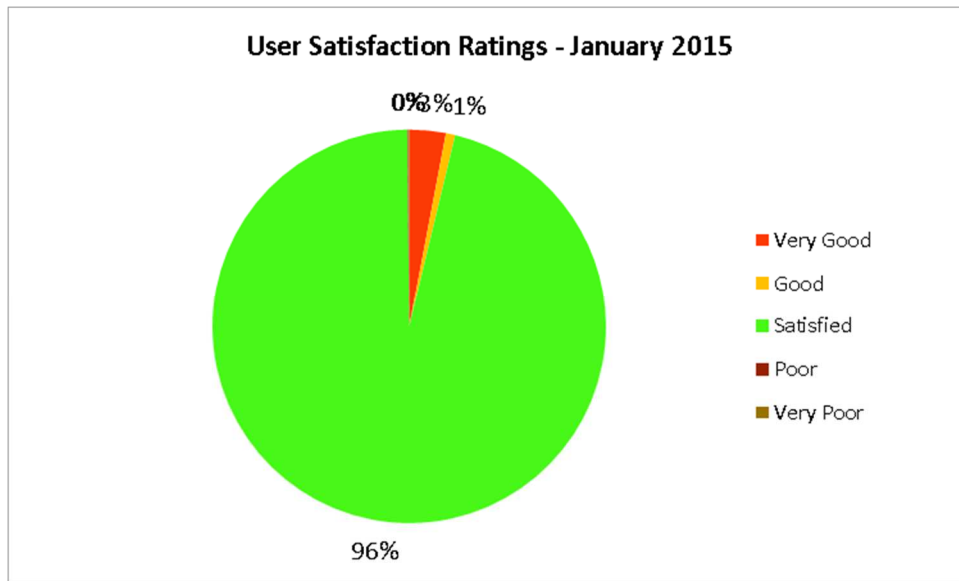


Our chosen target is to meet our priority targets 90% of the time. For our full SLA details on resolution targets see

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

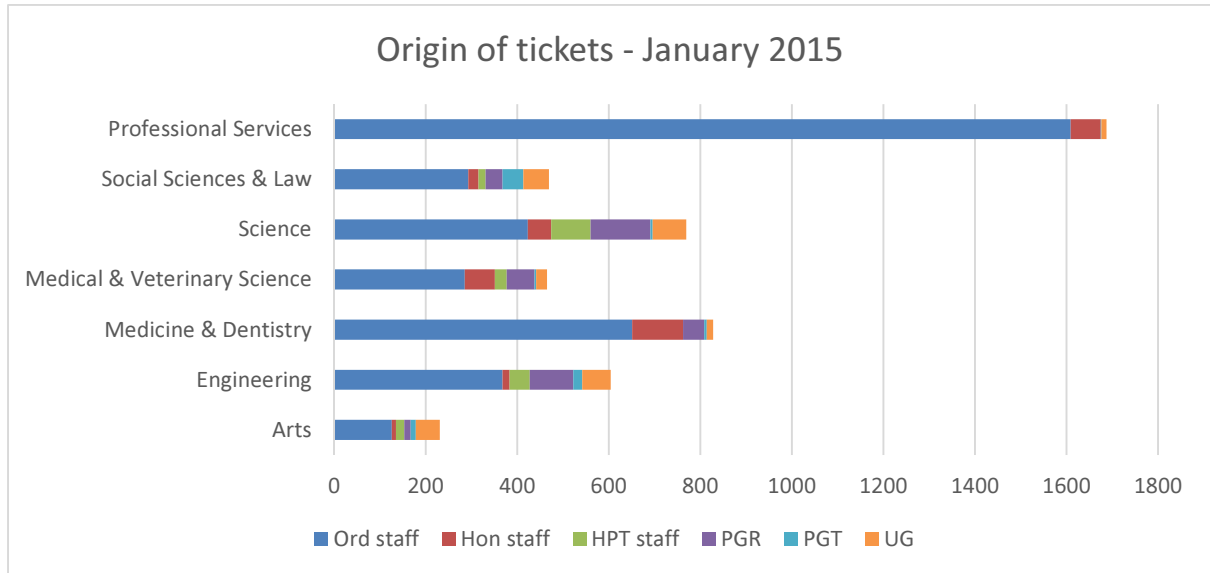
User Satisfaction Ratings

Very Good	3%
Good	0.76%
Satisfied	96.07%
Poor	0.06%
Very Poor	0.11%

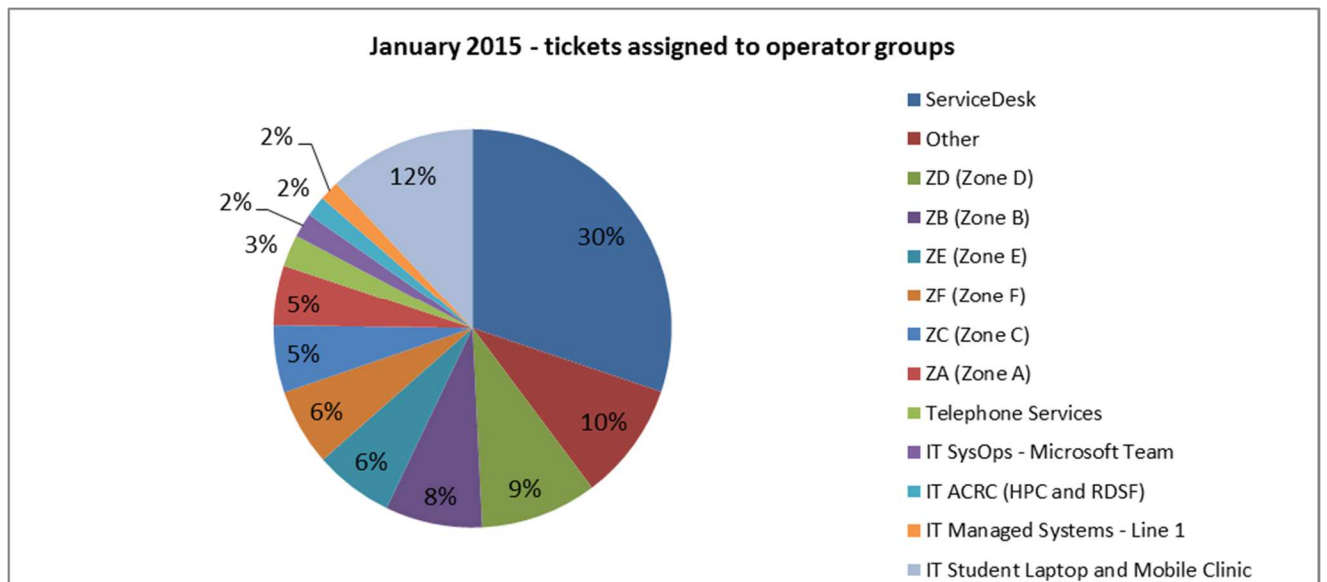


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Origin of tickets



Destination of tickets



Category of tickets

