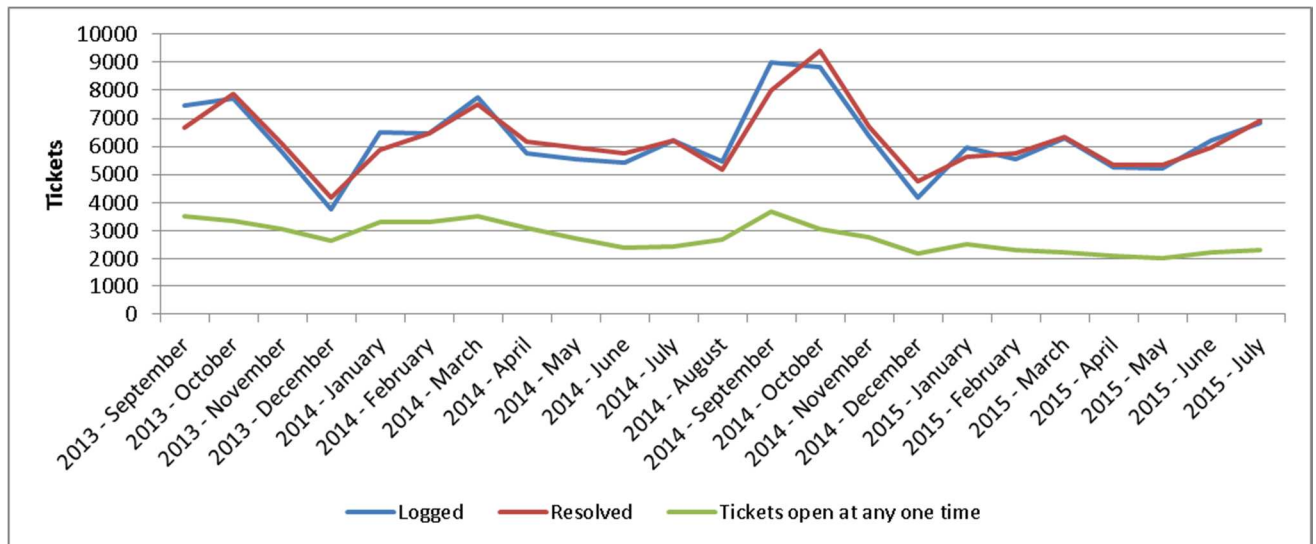


July 2015 - Incident Management and Request Fulfilment

Tickets recorded

July 2015		
Incident Type	Logged	Resolved
Malfunction	1060	1040
Service Request	4876	5005
Change Request	87	74
Request for information	743	749
Breach of Regulations	2	8
Total	6833	6941

Ticket trends over time

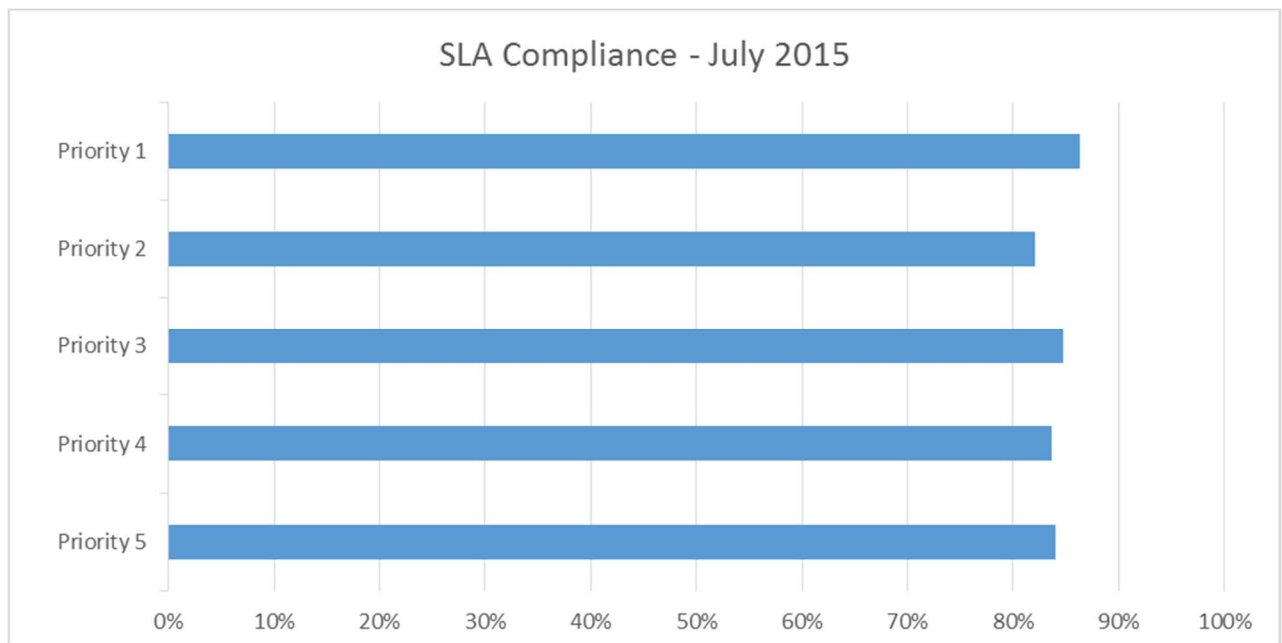


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

	SLA met	Number of contacts
Priority 1	690	821
Priority 2	1098	1313
Priority 3	2059	2428
Priority 4	484	590
Priority 5	1250	1448
Total	5581	6833

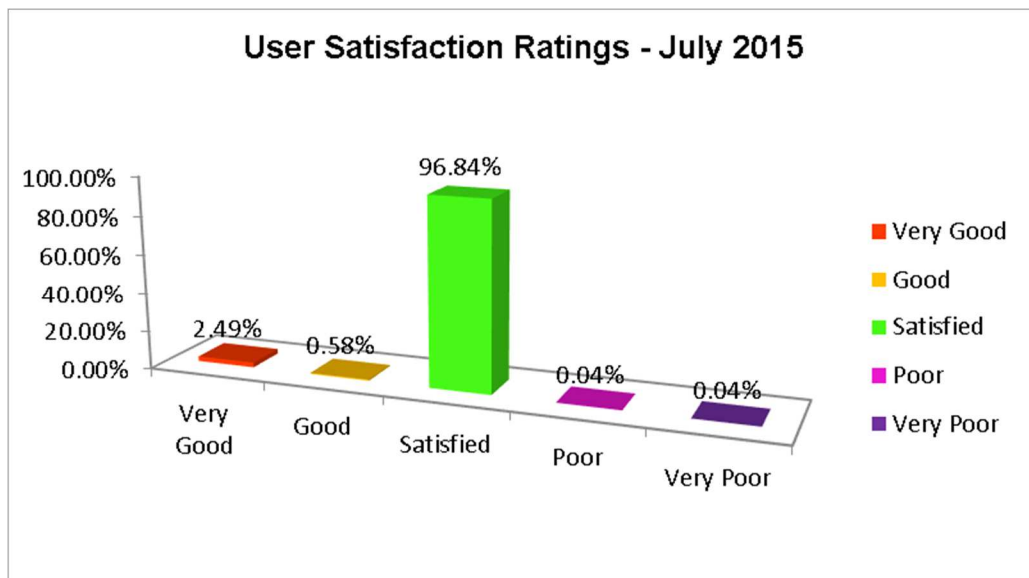
Our overall compliance for this month is 82% of all tickets.



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>

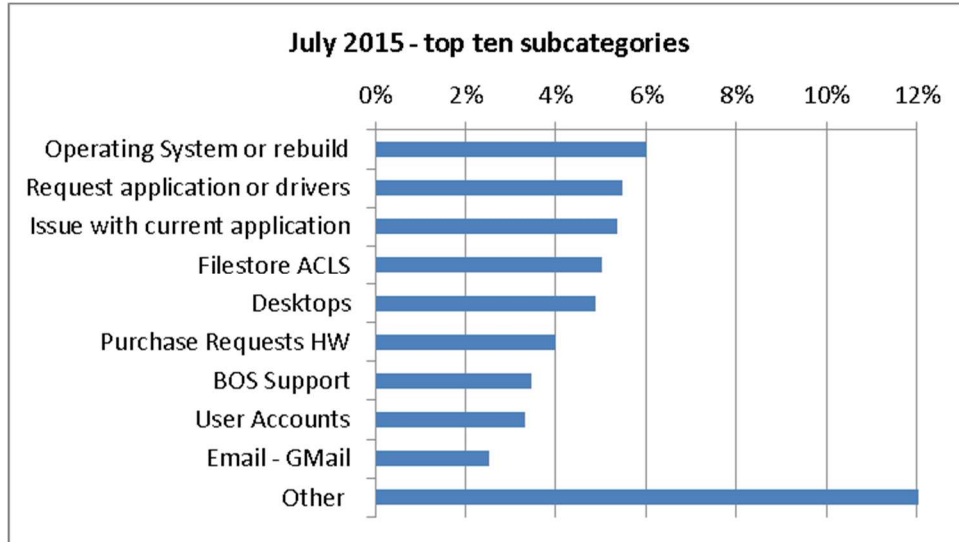
User Satisfaction Ratings

2015 - July	
Very Good	173
Good	40
Satisfied	6722
Poor	3
Very Poor	3
Total	6941

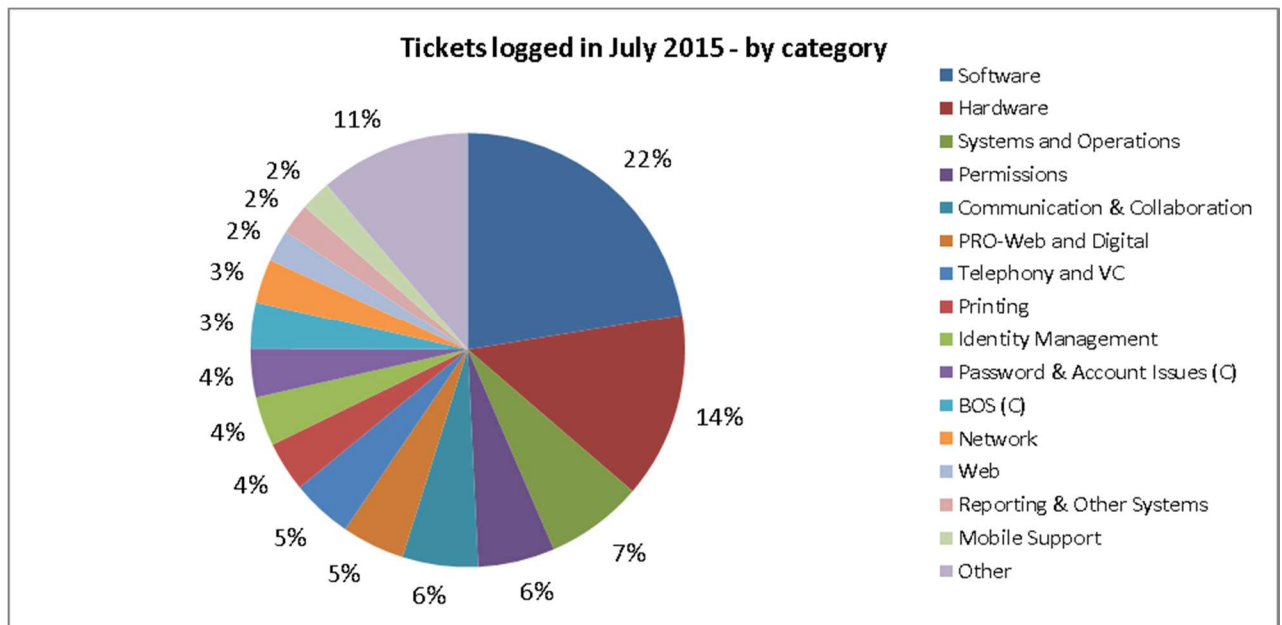


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



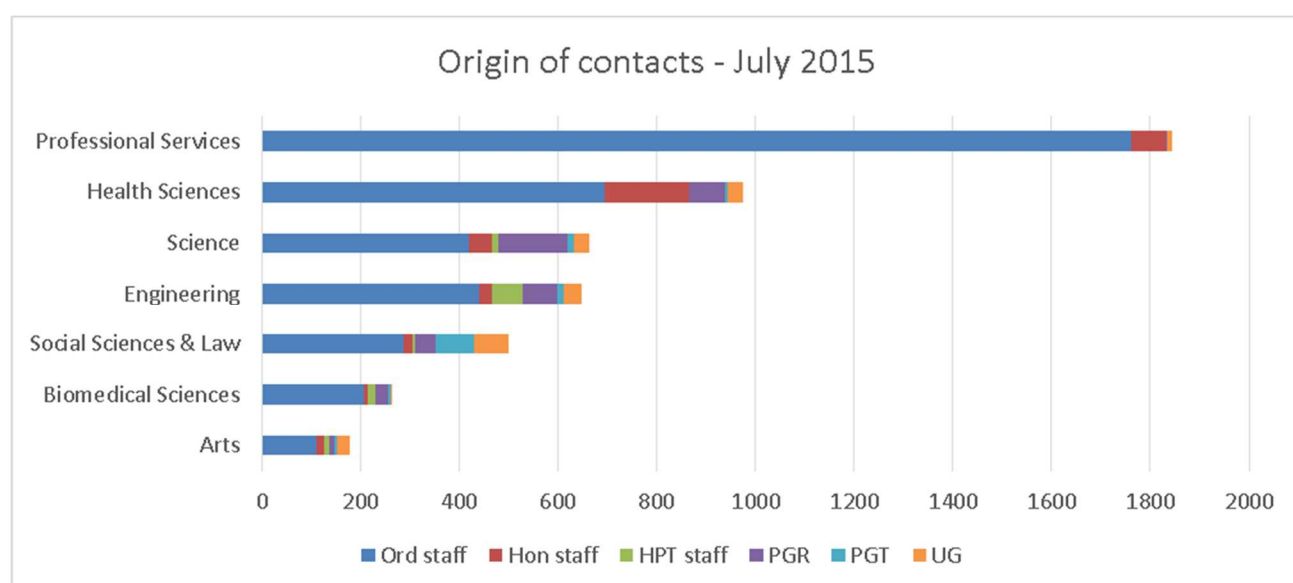
Category of tickets



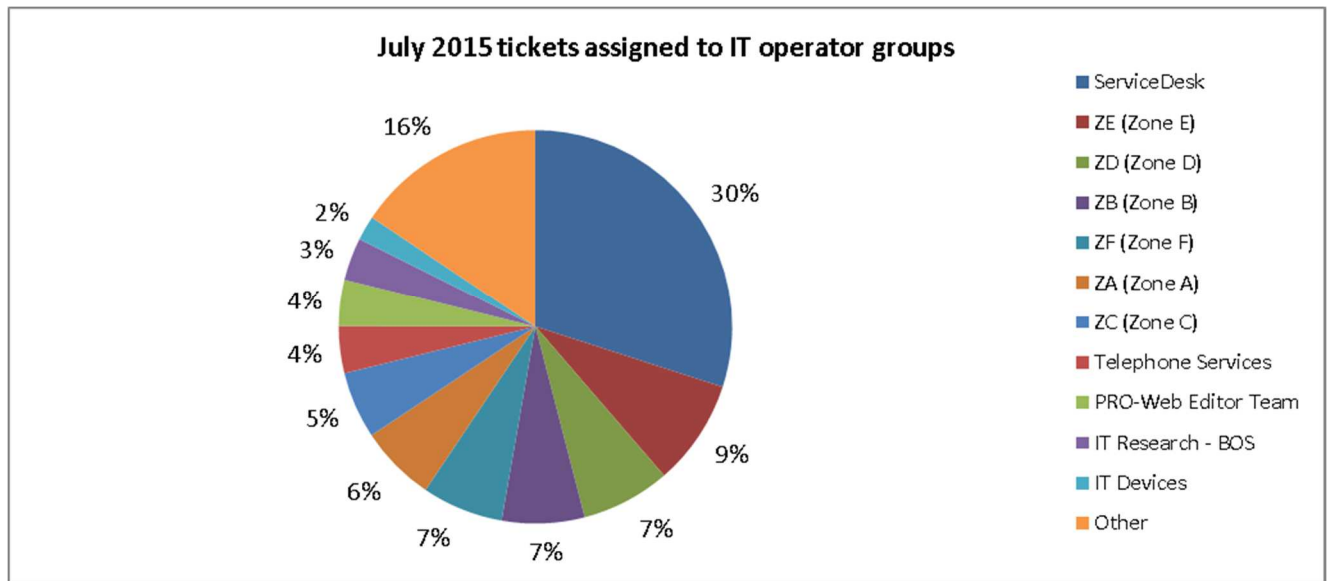
Origin of tickets

July	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	110	15	12	10	4	26	177
Biomedical Sciences	206	7	17	27	3	2	262
Social Sciences & Law	286	19	5	43	77	69	499
Engineering	439	28	60	72	12	36	647
Science	420	45	15	140	12	32	664
Health Sciences	695	170	1	73	5	30	974
Professional Services	1761	71	0	1	1	9	1843
Unknown							1767
Total							6833

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.

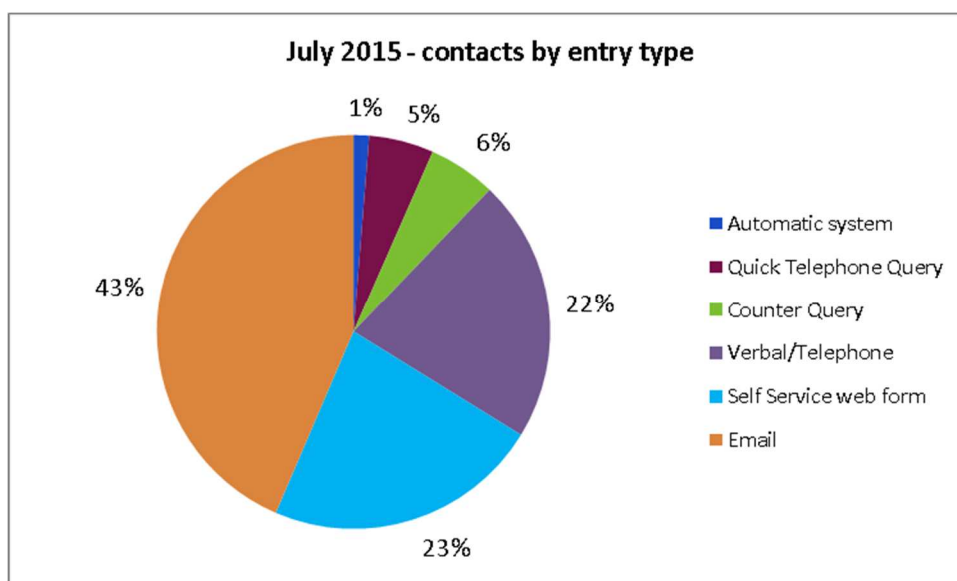


Destination of tickets



Entry type of tickets

2015 - July	
Automatic system	87
Quick Telephone Query	364
Counter Query	380
Verbal/Telephone	1477
Self Service web form	1550
Email	2975
Total	6833



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