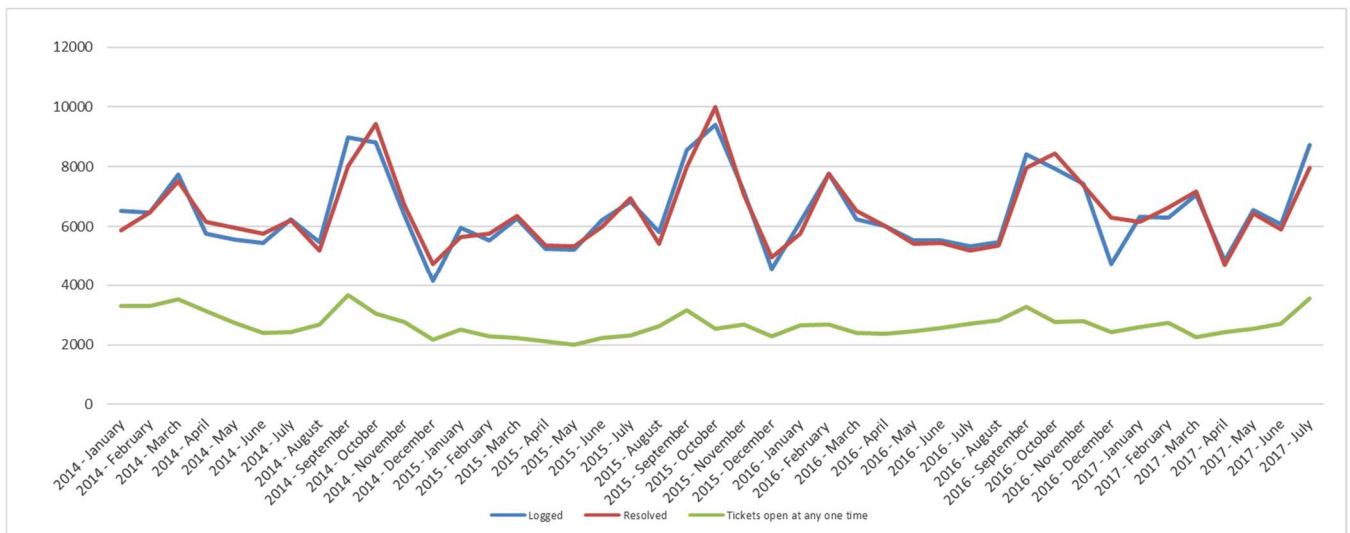


July 2017 - Incident Management and Request Fulfilment

Tickets recorded

2017 - July		
Incident Type	Logged	Resolved
Malfunction	1342	1271
Service Request	6647	5999
Change Request	71	80
Request for information	571	528
Information Security incident	82	76
Total	8713	7954

Ticket trends over time

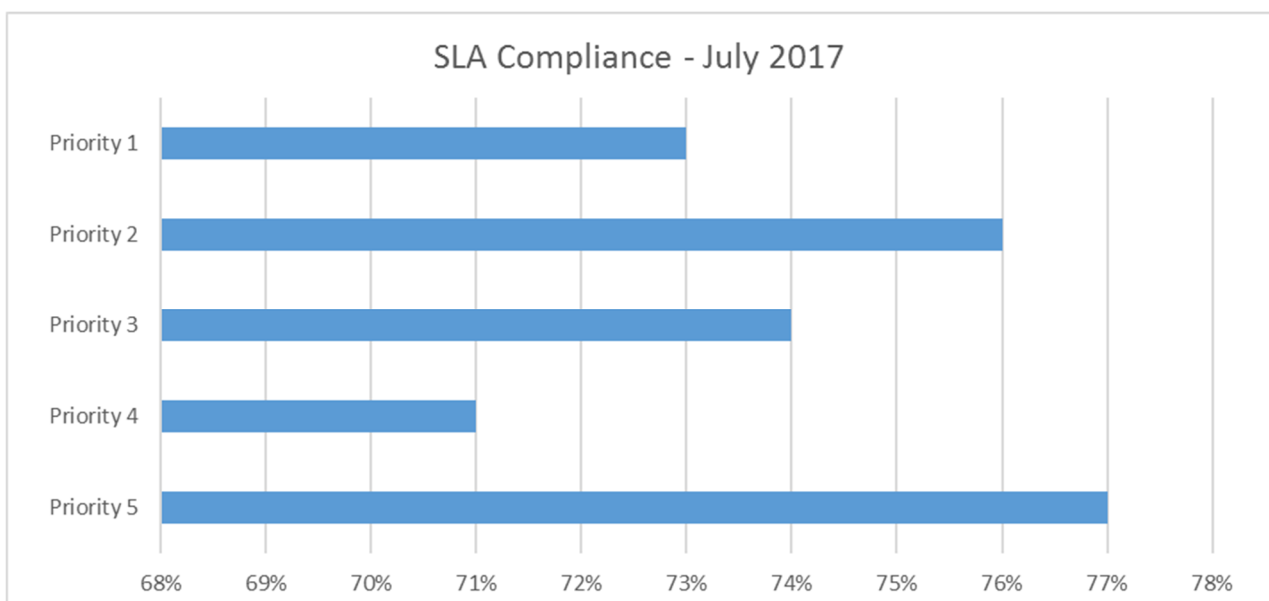


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

July 2017	SLA met	Number of contacts
Priority 1	498	685
Priority 2	1369	1803
Priority 3	2875	3907
Priority 4	363	509
Priority 5	1247	1616
Total	6352	8520

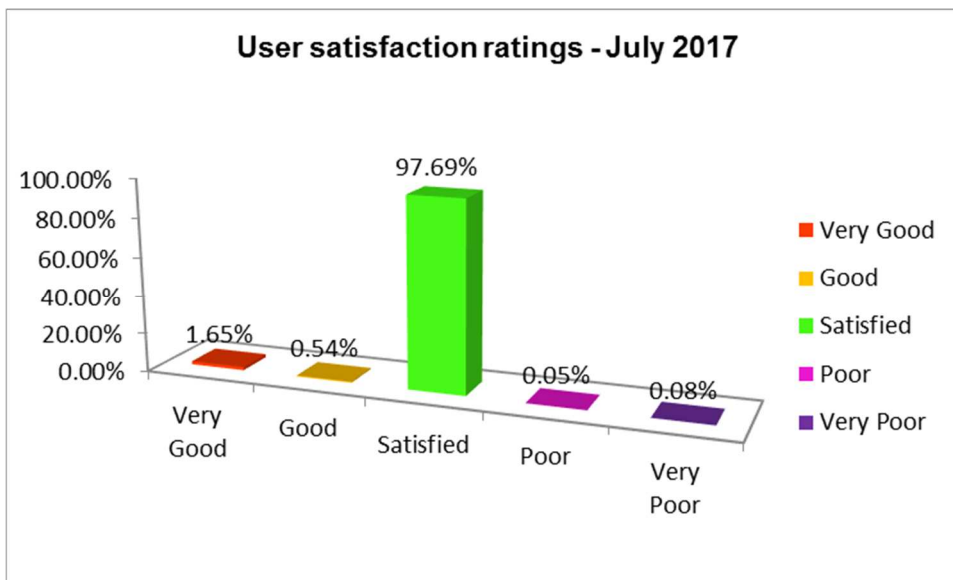
Our overall compliance for this month is 75% of all tickets.



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>

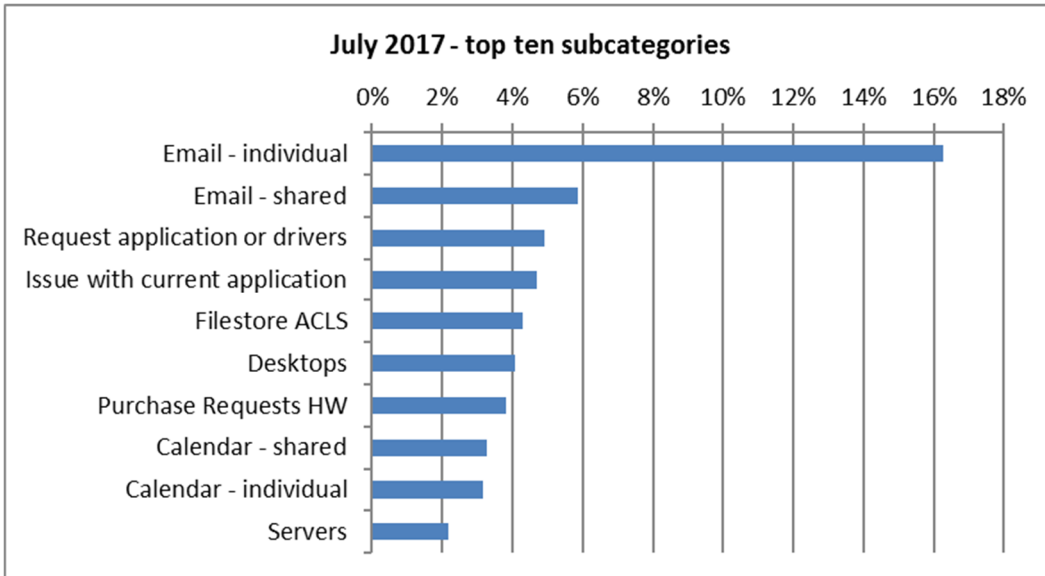
User Satisfaction Ratings

2017 - July	
Very Good	131
Good	43
Satisfied	7770
Poor	4
Very Poor	6
Total	7954

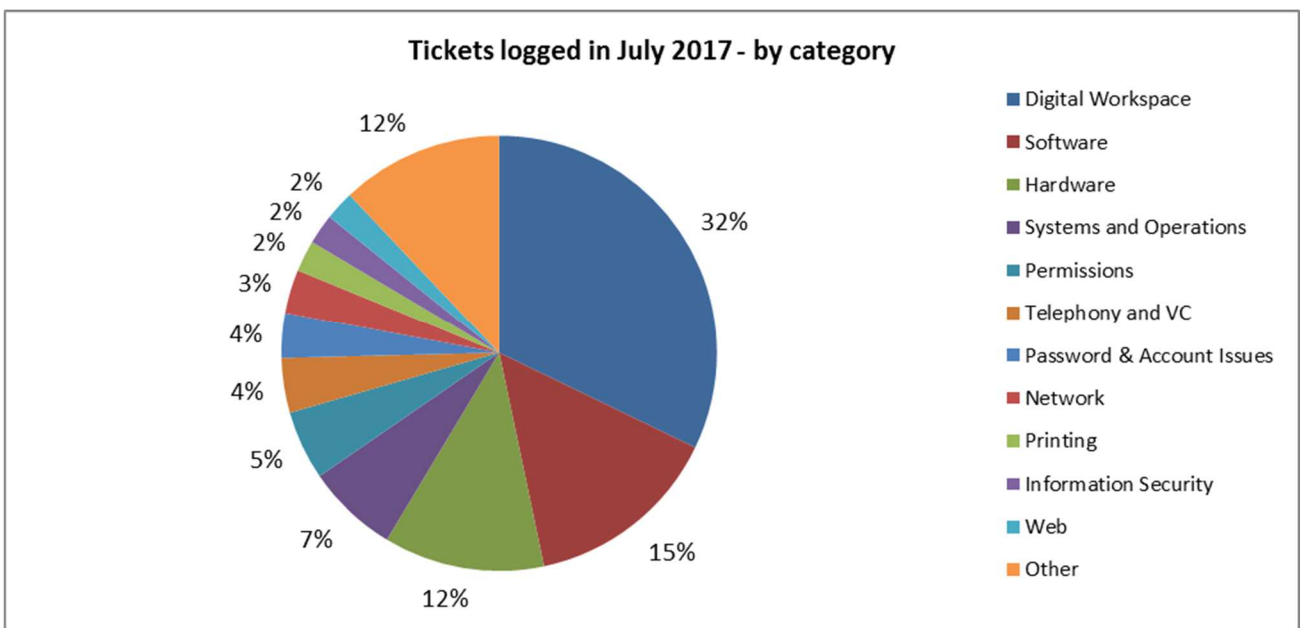


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



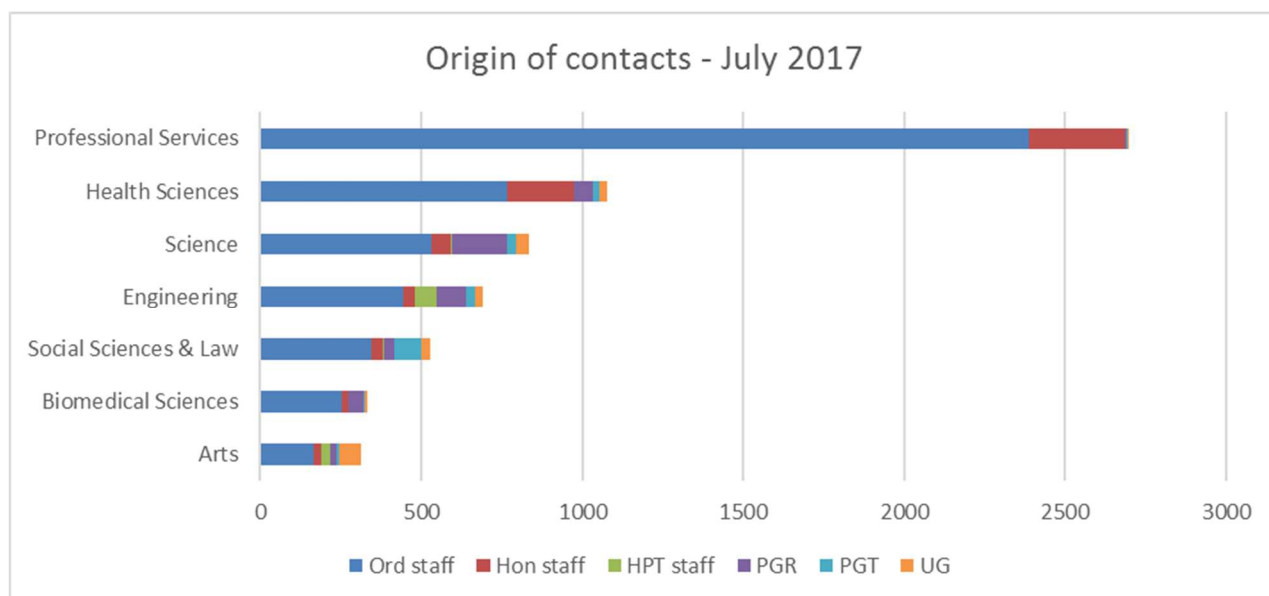
Category of tickets



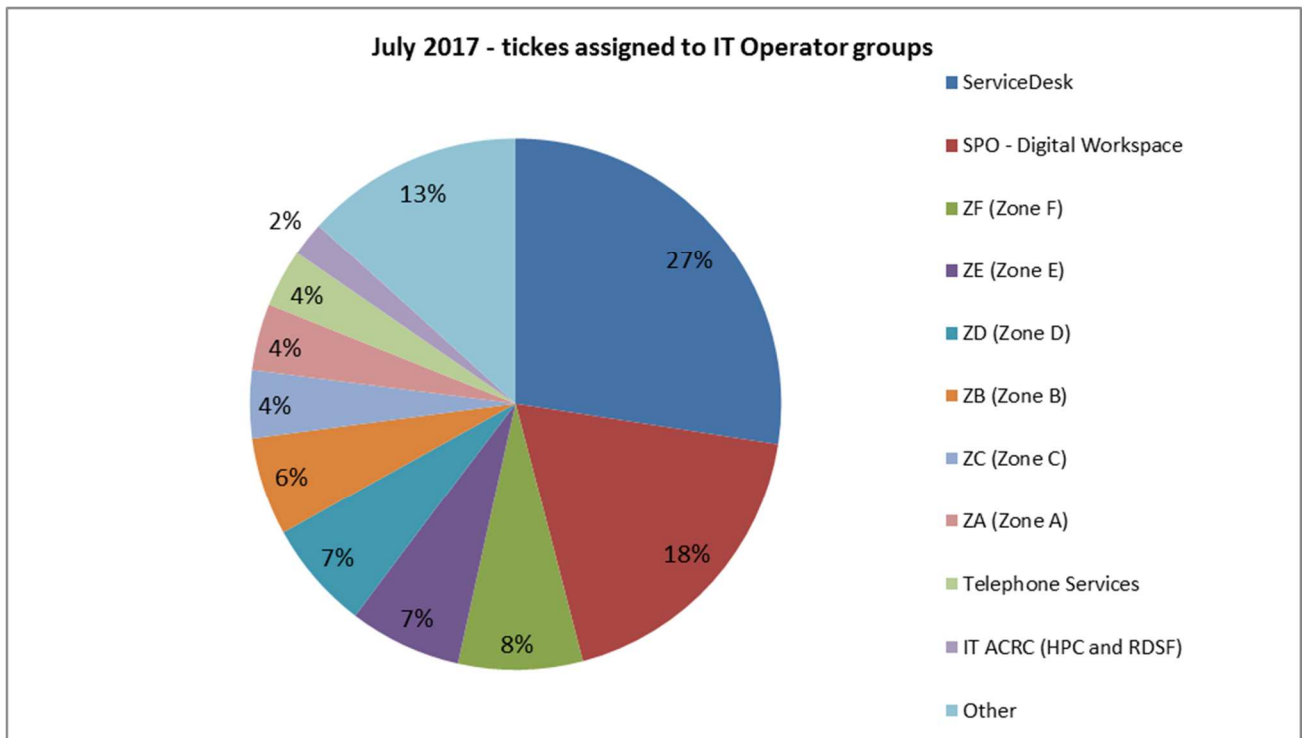
Origin of tickets

July 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	164	25	30	20	4	71	314
Biomedical Sciences	254	19	0	48	3	8	332
Social Sciences & Law	345	35	6	31	82	30	529
Engineering	443	35	71	90	29	24	692
Science	532	61	2	173	25	43	836
Health Sciences	768	206	0	59	22	23	1078
Professional Services	2389	296	0	5	4	6	2700
Unknown							2232
Total							8713

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.

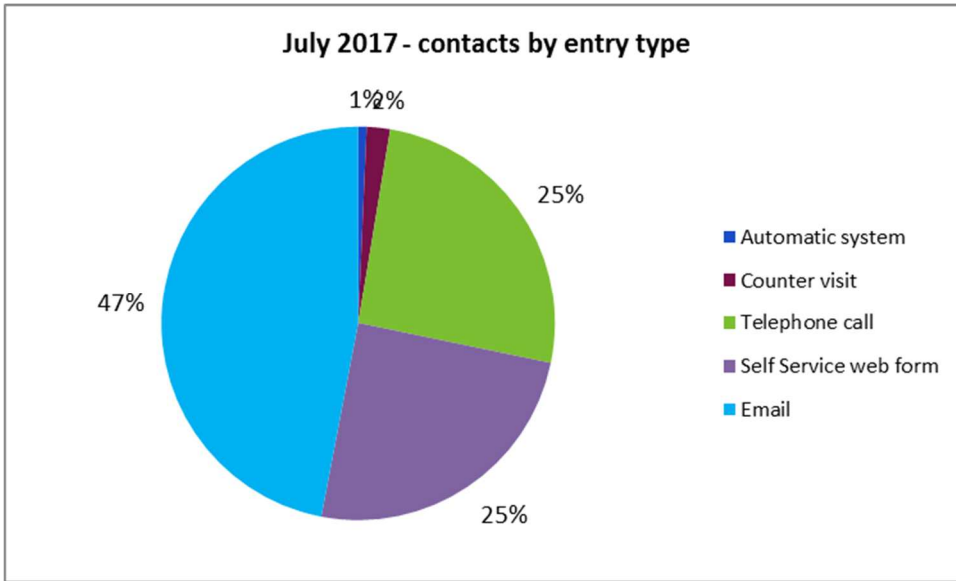


Destination of tickets



Entry type of tickets

2017 - July	
Automatic system	60
Counter visit	167
Telephone call	2235
Self Service web form	2157
Email	4094
Total	8713



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