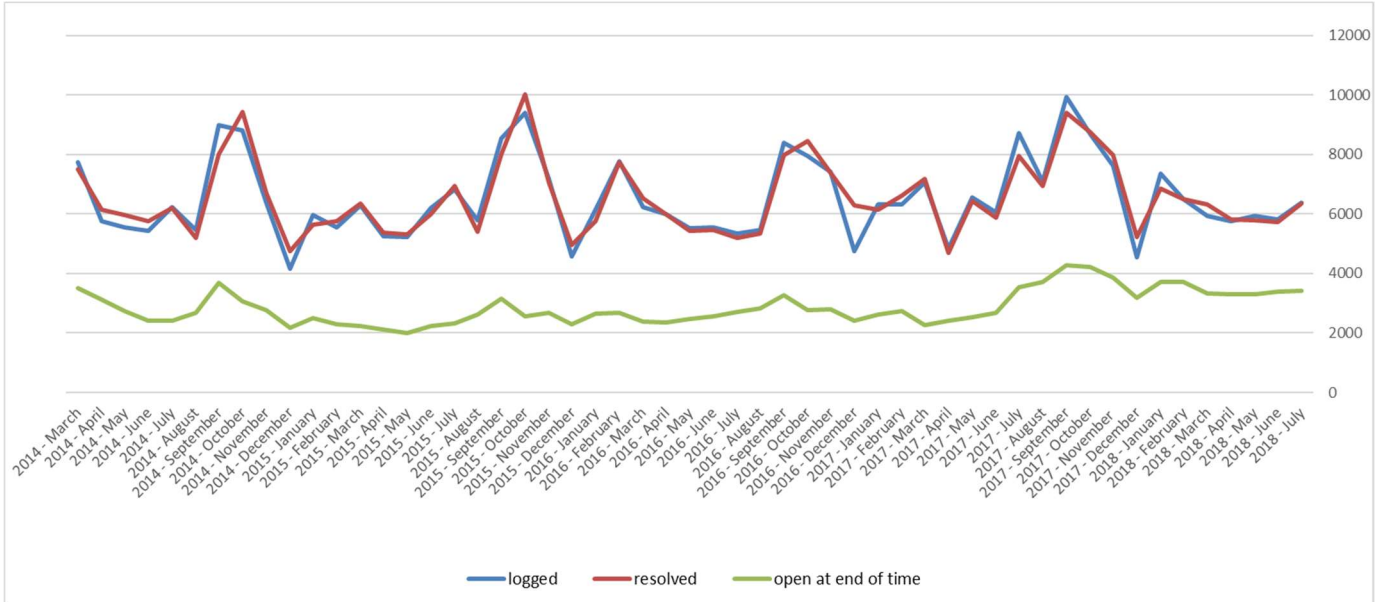


## July 2018 - Incident Management and Request Fulfilment

### Tickets recorded

2018 - July		
Incident Type	Logged	Resolved
Malfunction	1050	1010
Service Request	4931	4937
Change Request	39	63
Request for information	313	302
Information Security incident	49	53
<b>Total</b>	<b>6388</b>	<b>6365</b>

### Ticket trends over time

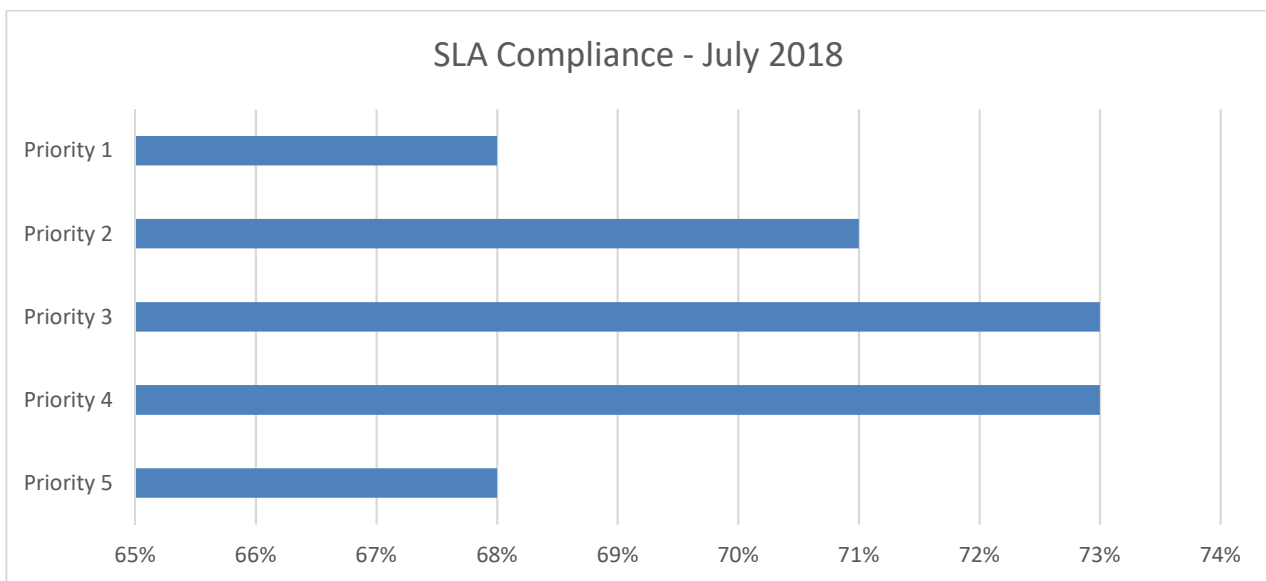


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

July 2018	SLA met	Number of contacts
Priority 1	463	685
Priority 2	1049	1479
Priority 3	2062	2832
Priority 4	205	282
Priority 5	716	1049
Total	4495	6327

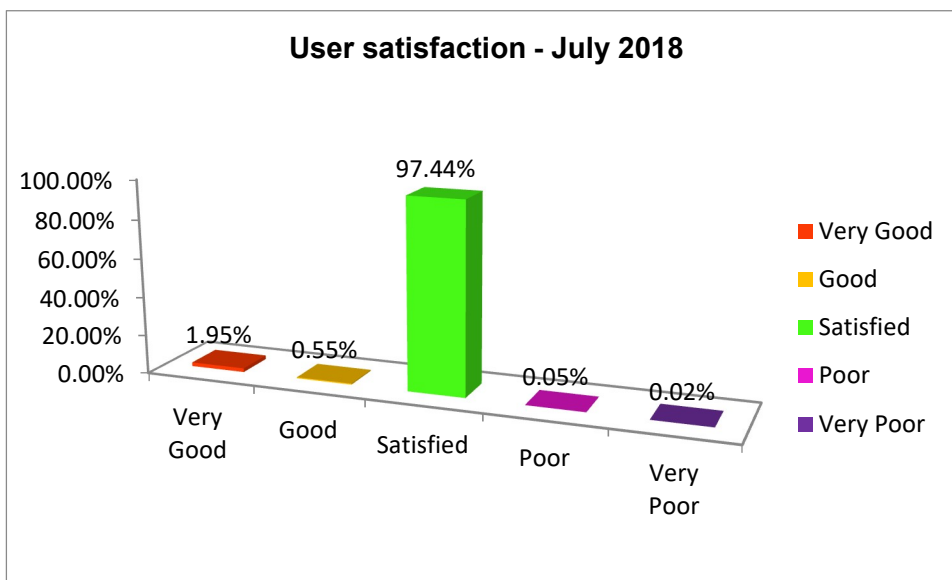
Our overall compliance for this month is 71% of all tickets.



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>

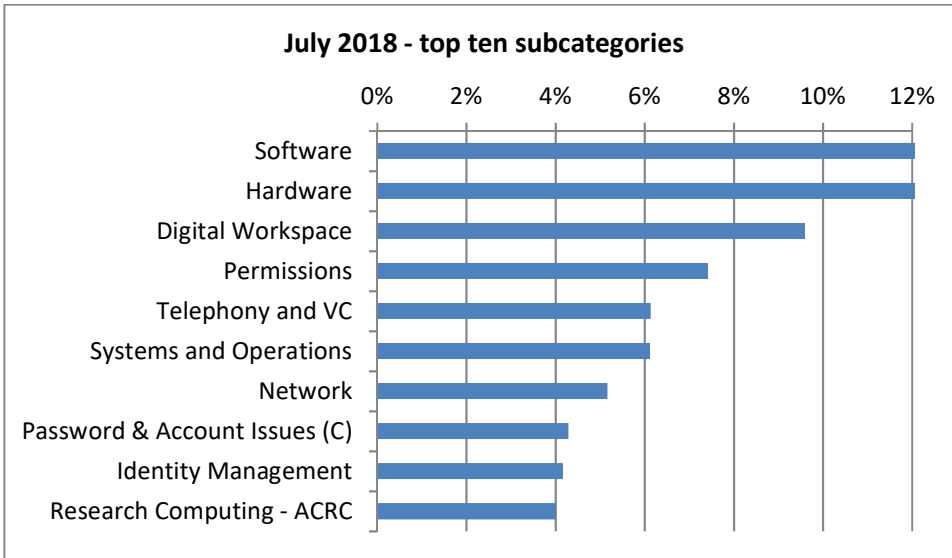
## User Satisfaction Ratings

2018 - July	
Very Good	124
Good	35
Satisfied	6202
Poor	3
Very Poor	1
Total	6365

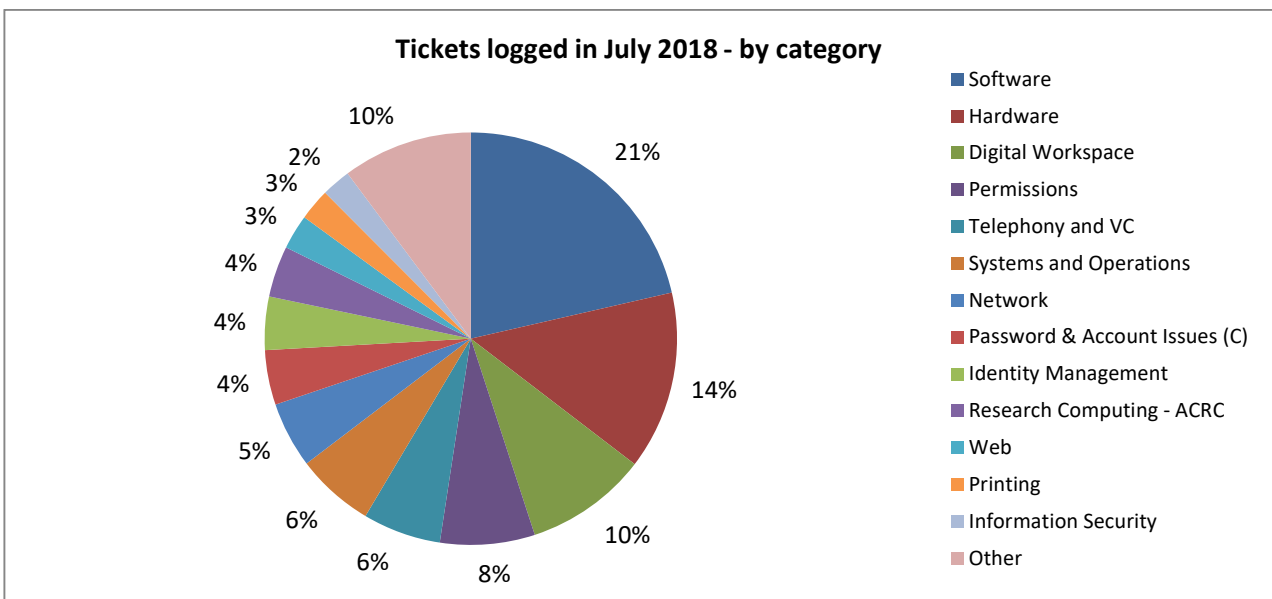


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



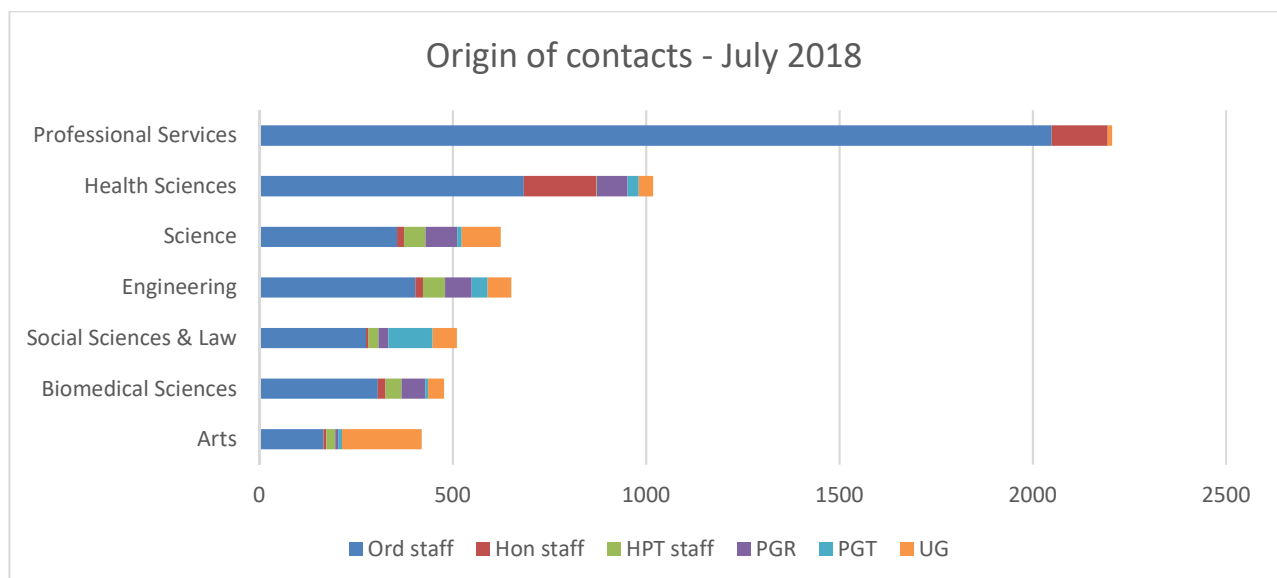
## Category of tickets



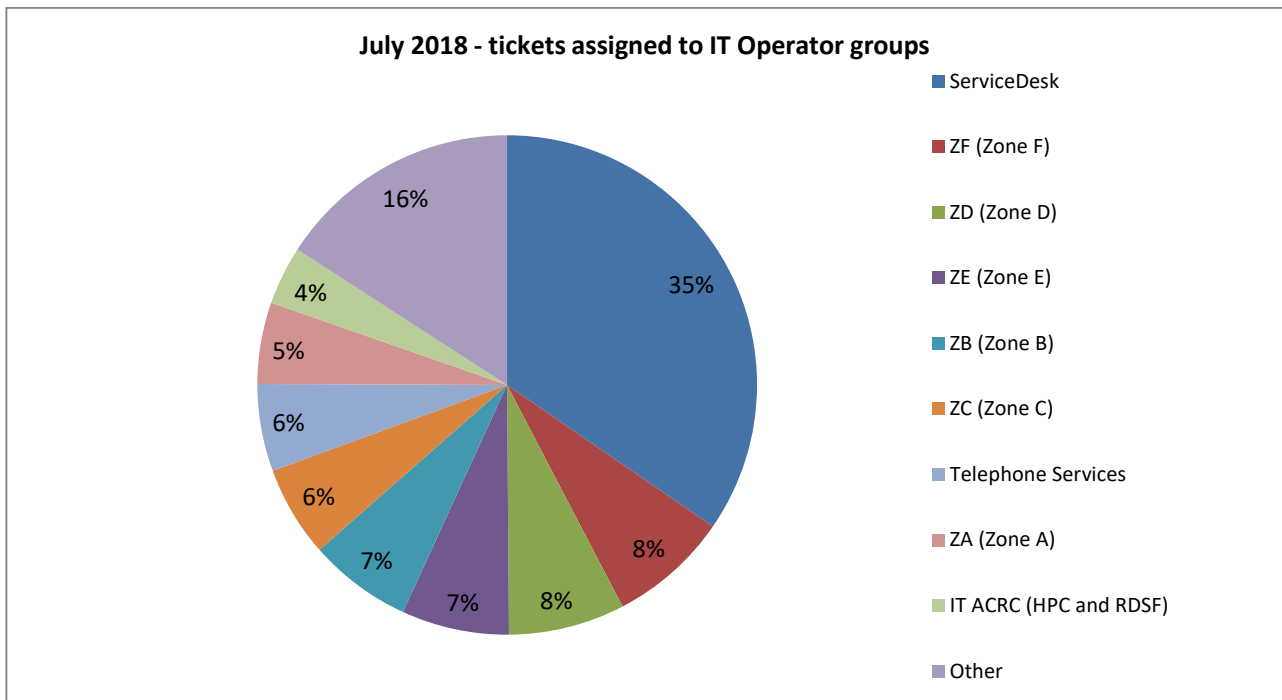
## Origin of tickets

July 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	166	7	23	8	10	206	420
Biomedical Sciences	306	20	42	61	7	42	478
Social Sciences & Law	276	6	26	26	114	63	511
Engineering	403	20	57	69	41	62	652
Science	356	18	56	82	11	101	624
Health Sciences	684	187	2	79	29	37	1018
Professional Services	2049	145	0	0	0	12	2206
Unknown							479
<b>Total</b>							<b>6388</b>

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.

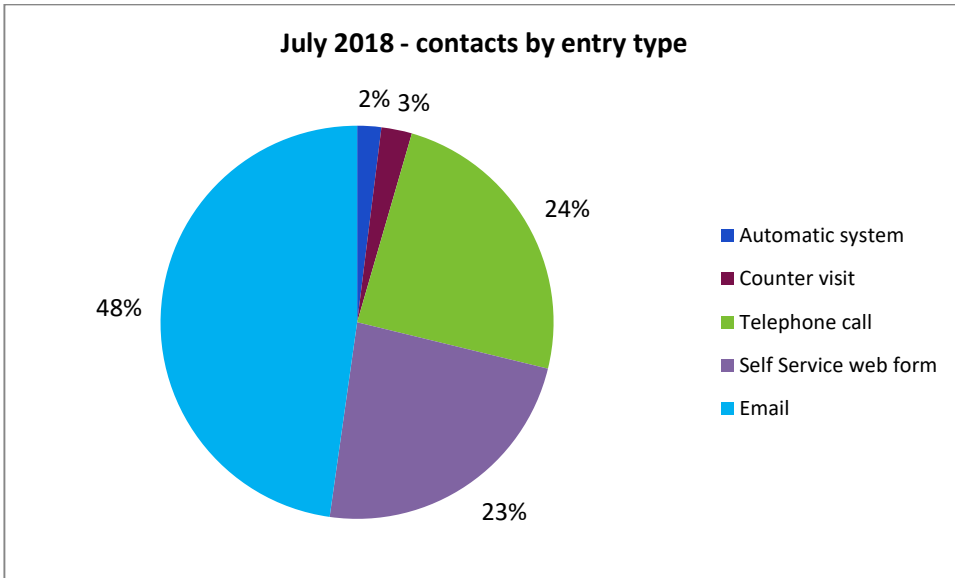


## Destination of tickets



## Entry type of tickets

2018 - July	
Automatic system	126
Counter visit	161
Telephone call	1553
Self Service web form	1496
Email	3052
<b>Total</b>	<b>6388</b>



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