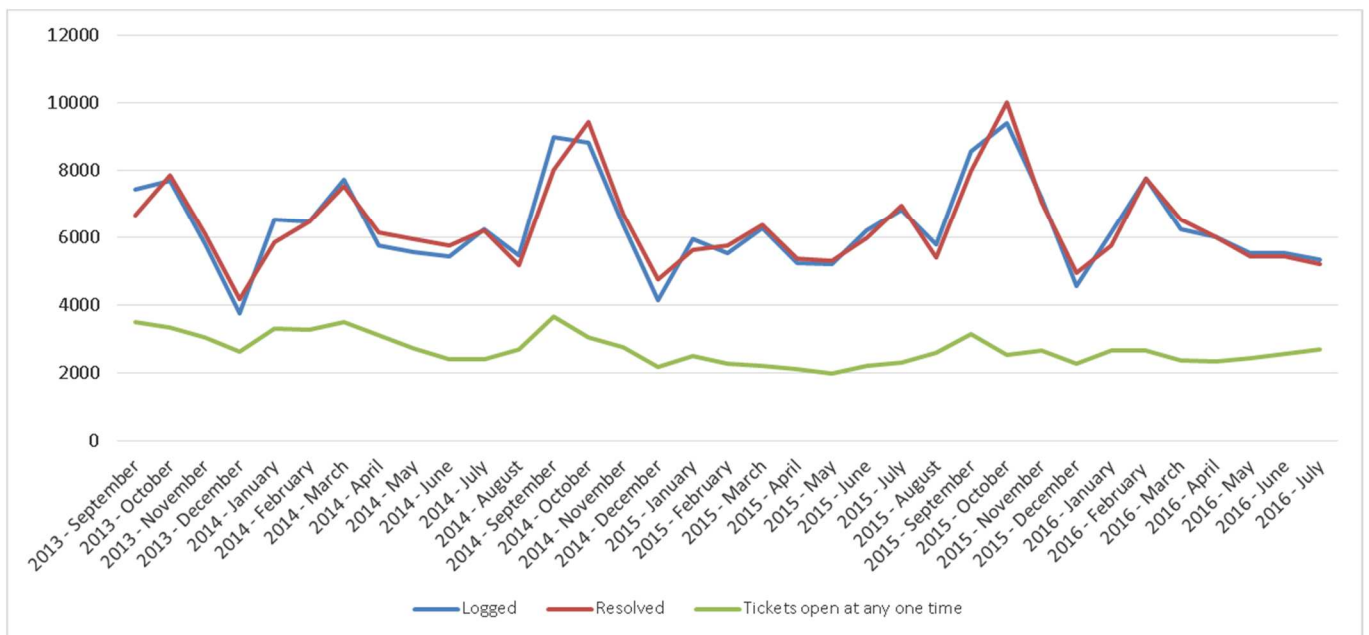


## July 2016 - Incident Management and Request Fulfilment

### Tickets recorded

2016 - July		
Incident Type	Logged	Resolved
Malfunction	905	876
Service Request	3979	3854
Change Request	39	52
Request for information	406	420
Breach of Regulations	4	3
<b>Total</b>	<b>5334</b>	<b>5205</b>

### Ticket trends over time

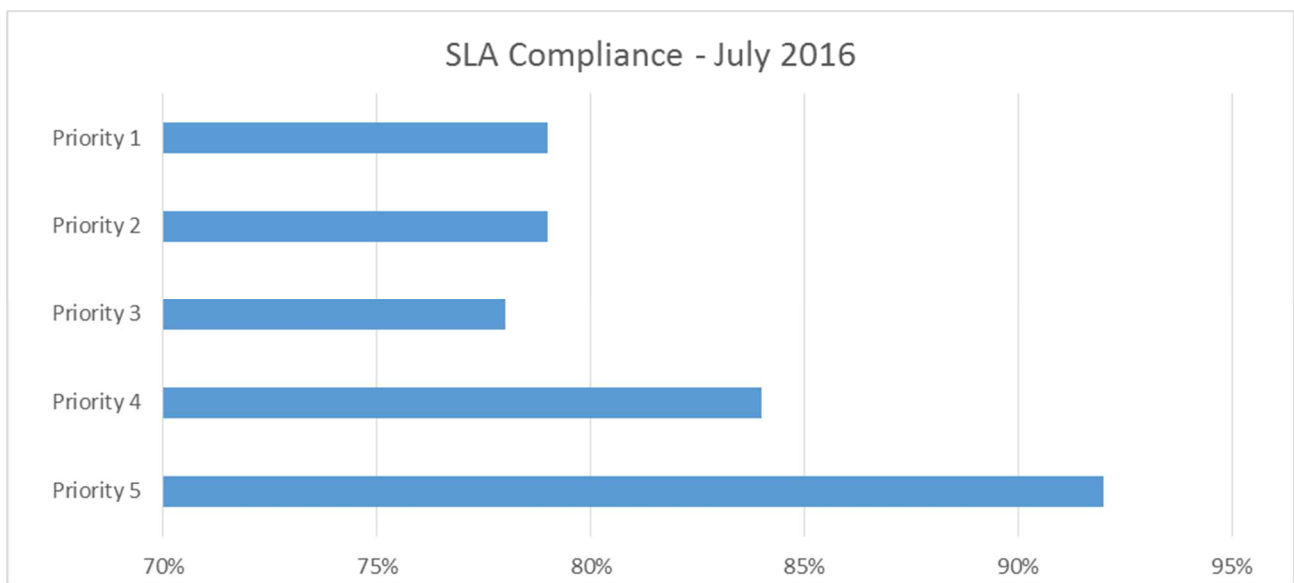


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

July 2016	SLA met	Number of contacts
Priority 1	475	598
Priority 2	734	932
Priority 3	1564	2016
Priority 4	269	320
Priority 5	872	945
Total	3948	4811

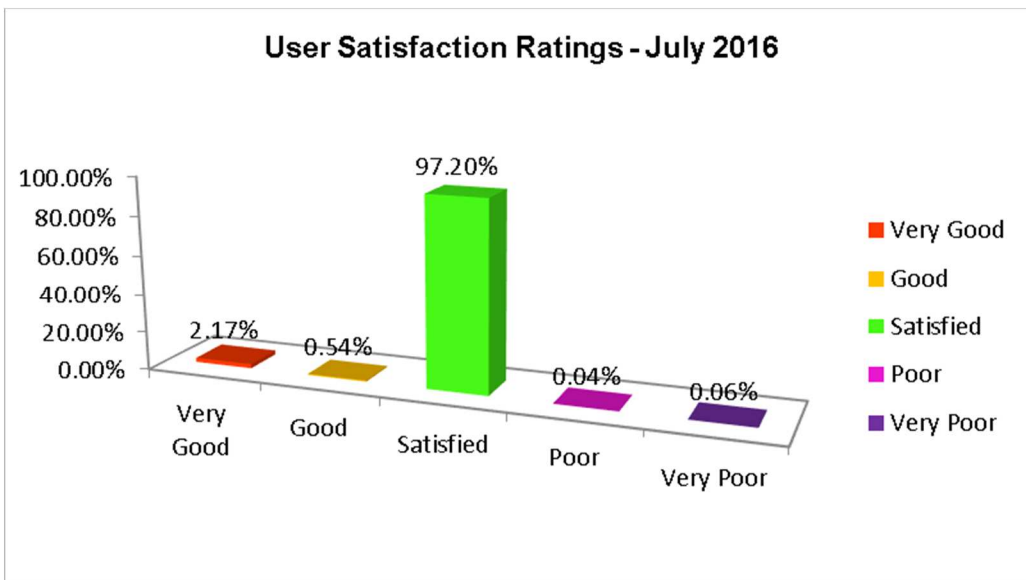
Our overall compliance for this month is 82% of all tickets.



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>

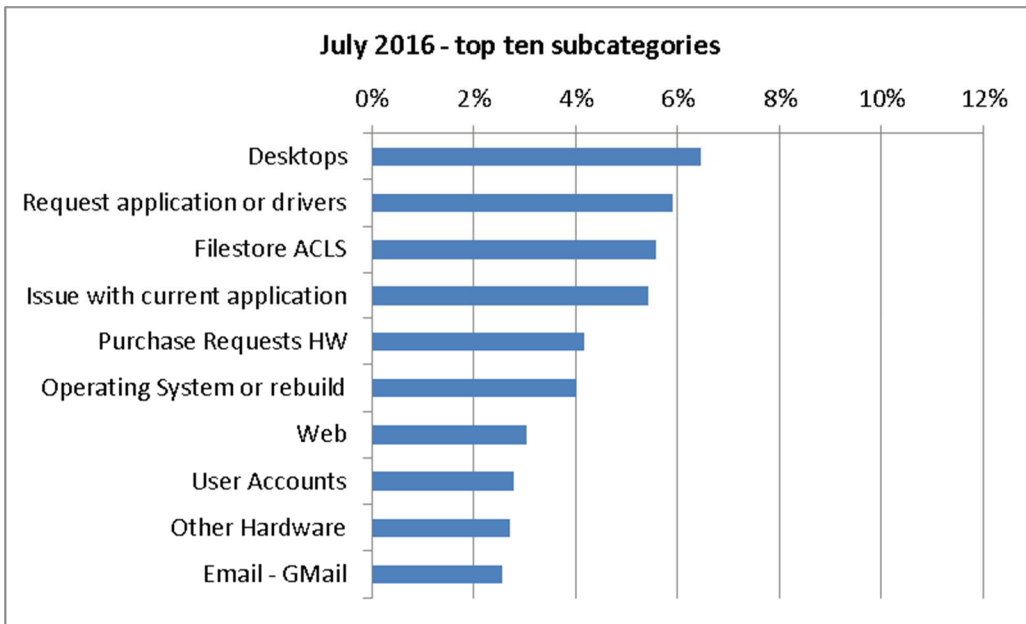
## User Satisfaction Ratings

2016 - July	
Very Good	113
Good	28
Satisfied	5059
Poor	2
Very Poor	3
Total	5205

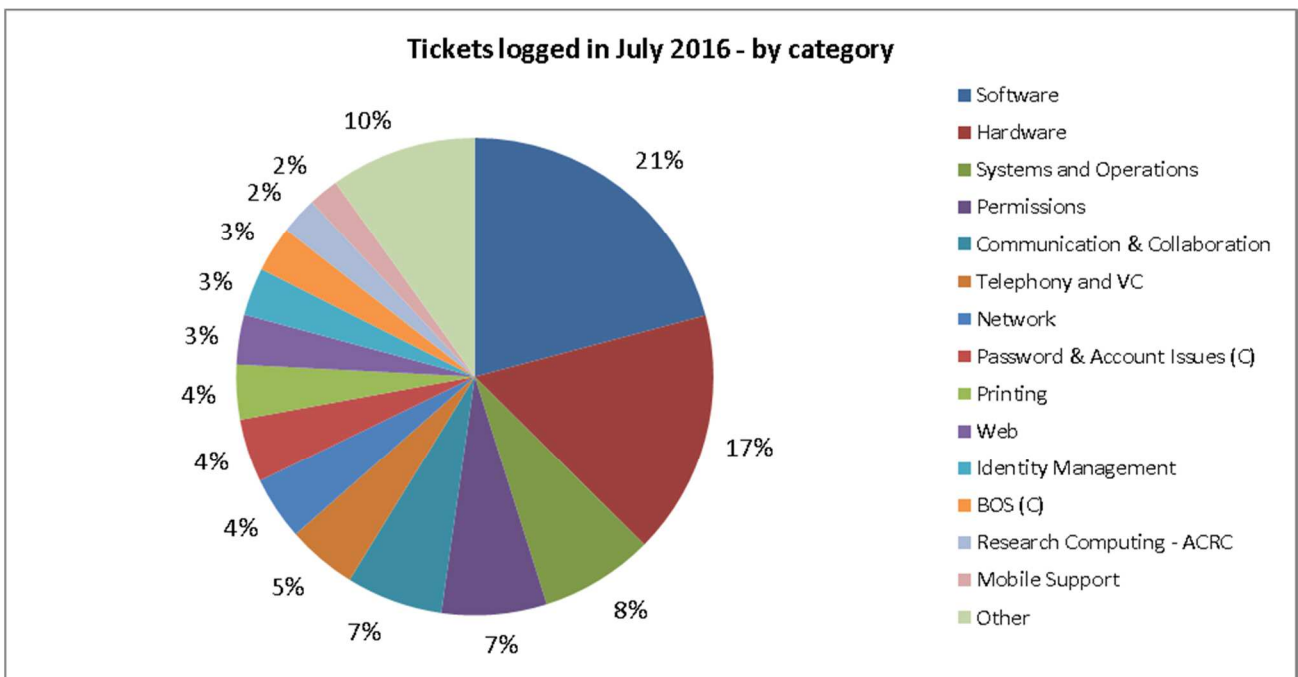


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



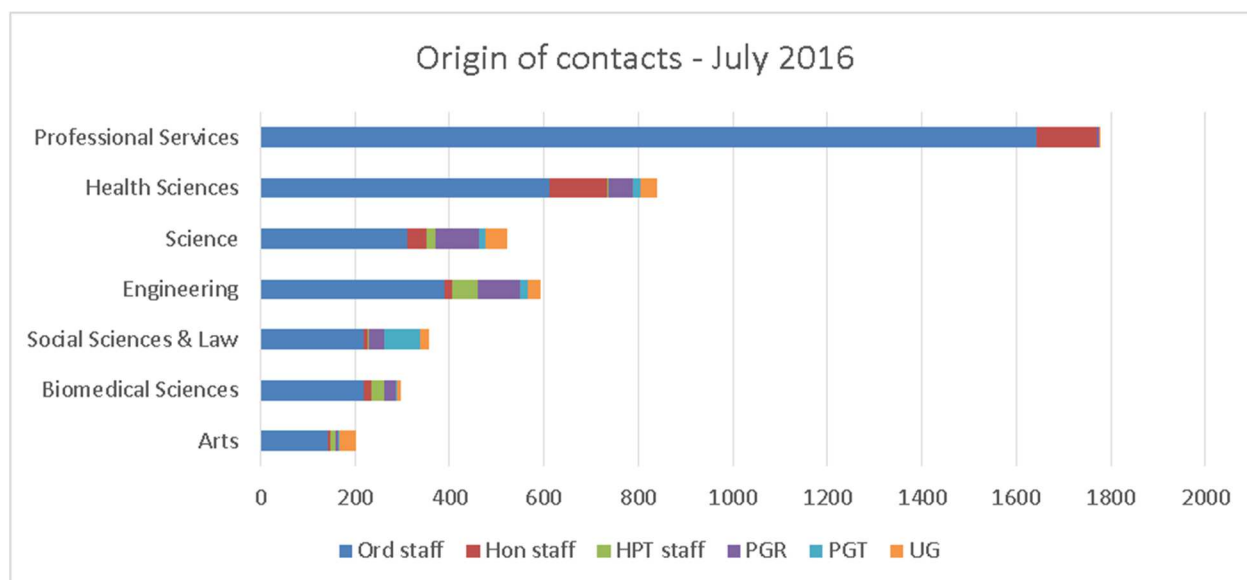
## Category of tickets



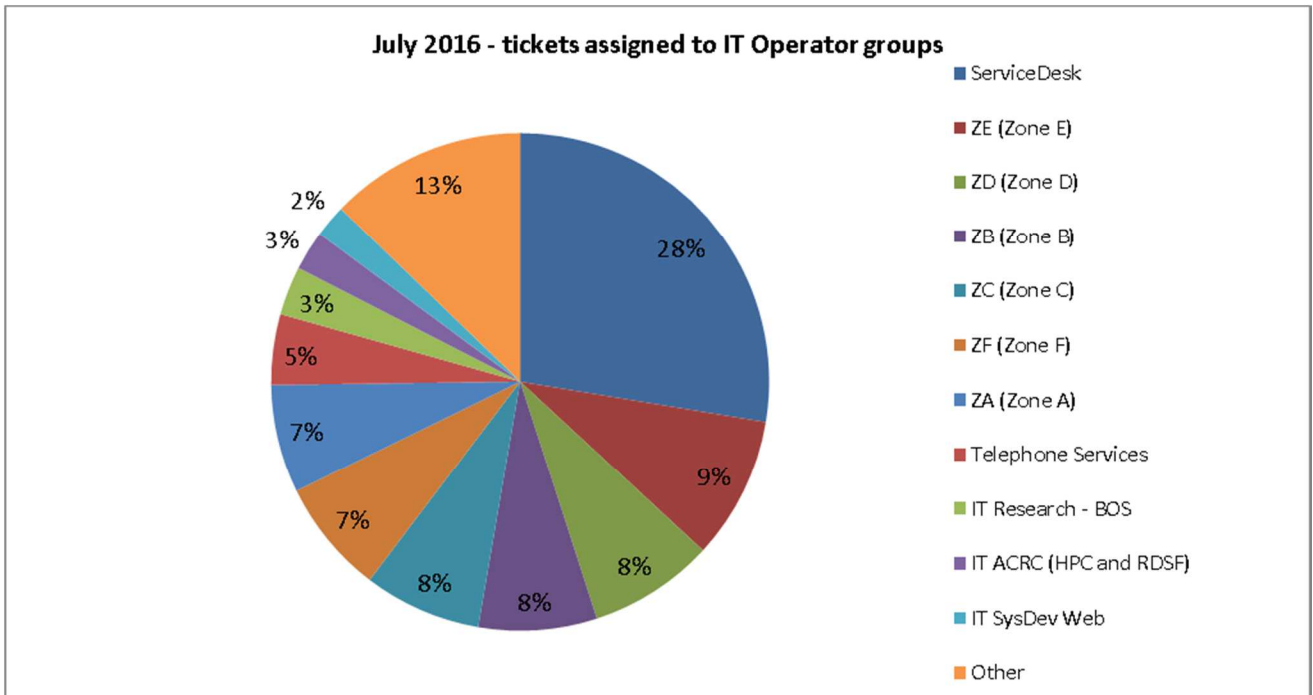
## Origin of tickets

July 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	142	7	11	5	2	37	204
Biomedical Sciences	219	15	27	26	2	9	298
Social Sciences & Law	218	9	2	34	76	19	358
Engineering	389	16	56	90	14	28	593
Science	310	41	19	94	13	45	522
Health Sciences	612	123	1	51	17	35	839
Professional Services	1641	129	0	4	2	2	1778
Unknown							742
Total							5334

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.

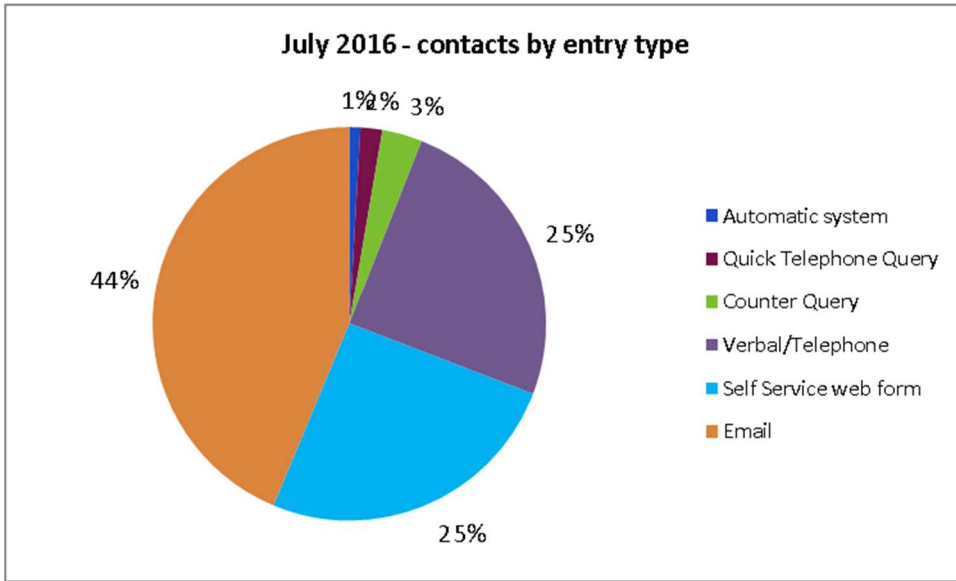


## Destination of tickets



## Entry type of tickets

2016 - July	
Automatic system	48
Quick Telephone Query	96
Counter Query	176
Verbal/Telephone	1324
Self Service web form	1359
Email	2331
<b>Total</b>	<b>5334</b>



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