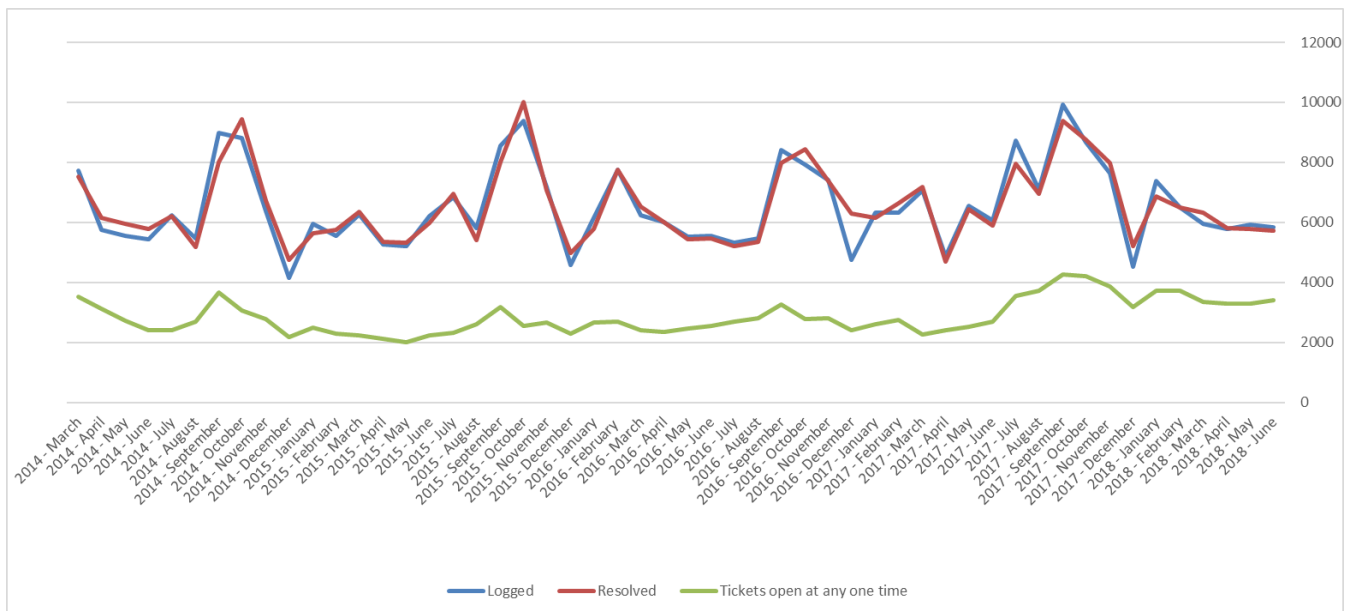


June 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - June		
Incident Type	Logged	Resolved
Malfunction	836	822
Service Request	4659	4571
Change Request	42	41
Request for information	237	234
Information Security incident	51	57
Total	5825	5725

Ticket trends over time

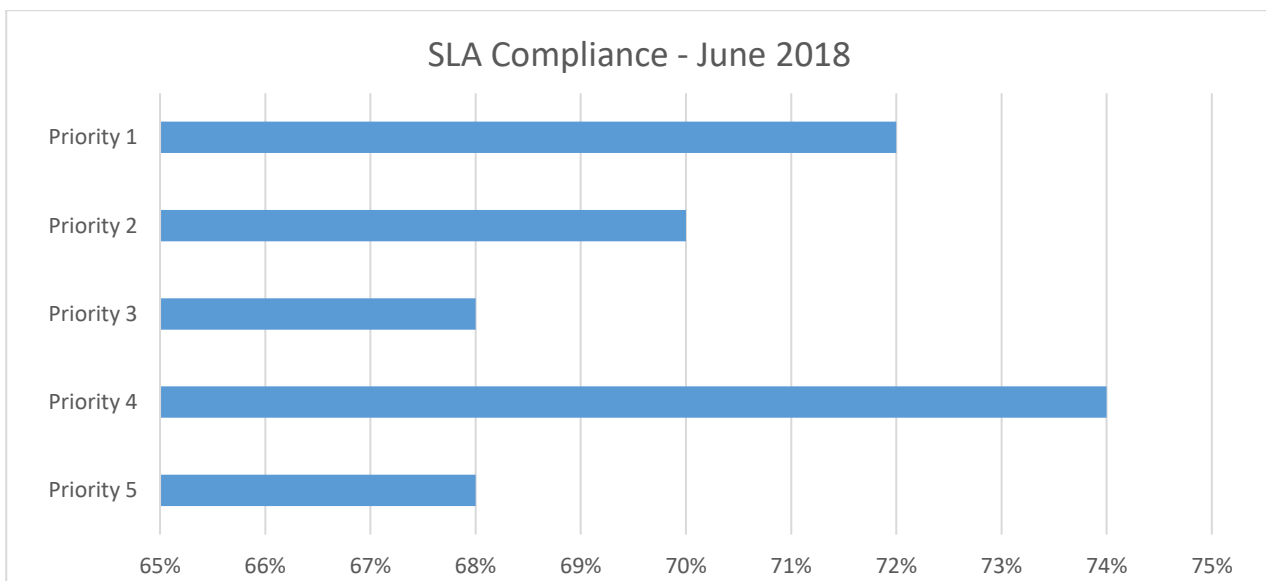


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

June 2018	SLA met	Number of contacts
Priority 1	451	625
Priority 2	964	1376
Priority 3	1661	2443
Priority 4	172	231
Priority 5	749	1095
Total	3997	5770

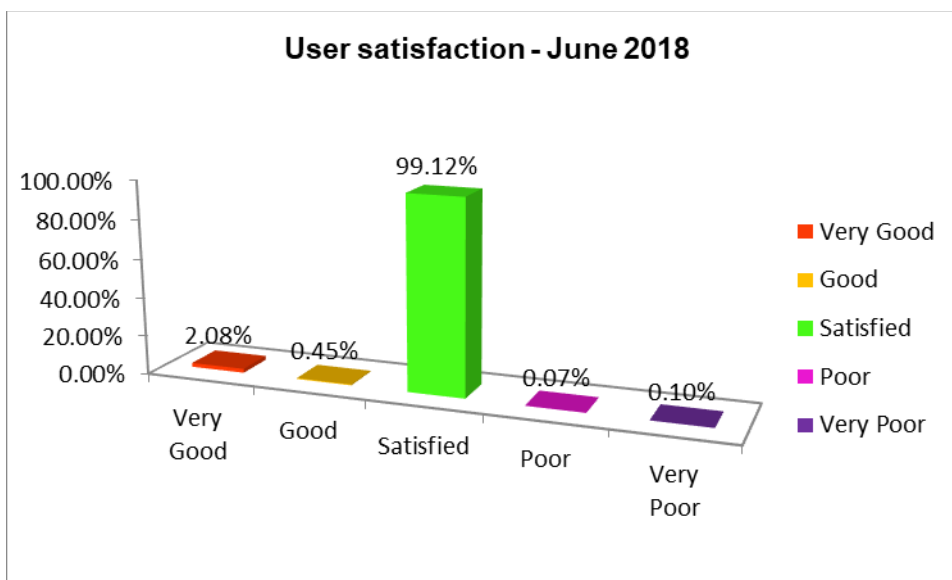
Our overall compliance for this month is 69% of all tickets.



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>

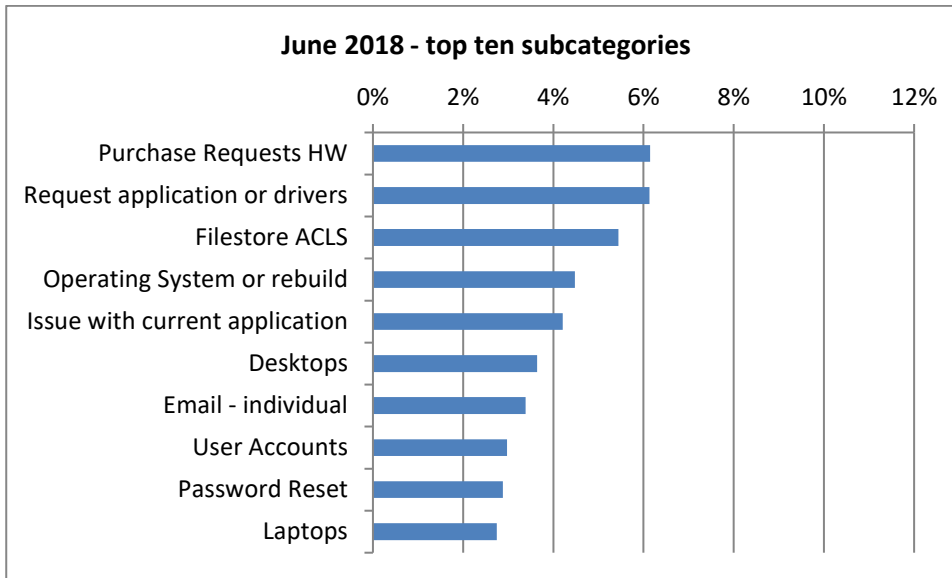
User Satisfaction Ratings

2018 - June	
Very Good	120
Good	26
Satisfied	5725
Poor	4
Very Poor	6
Total	5725

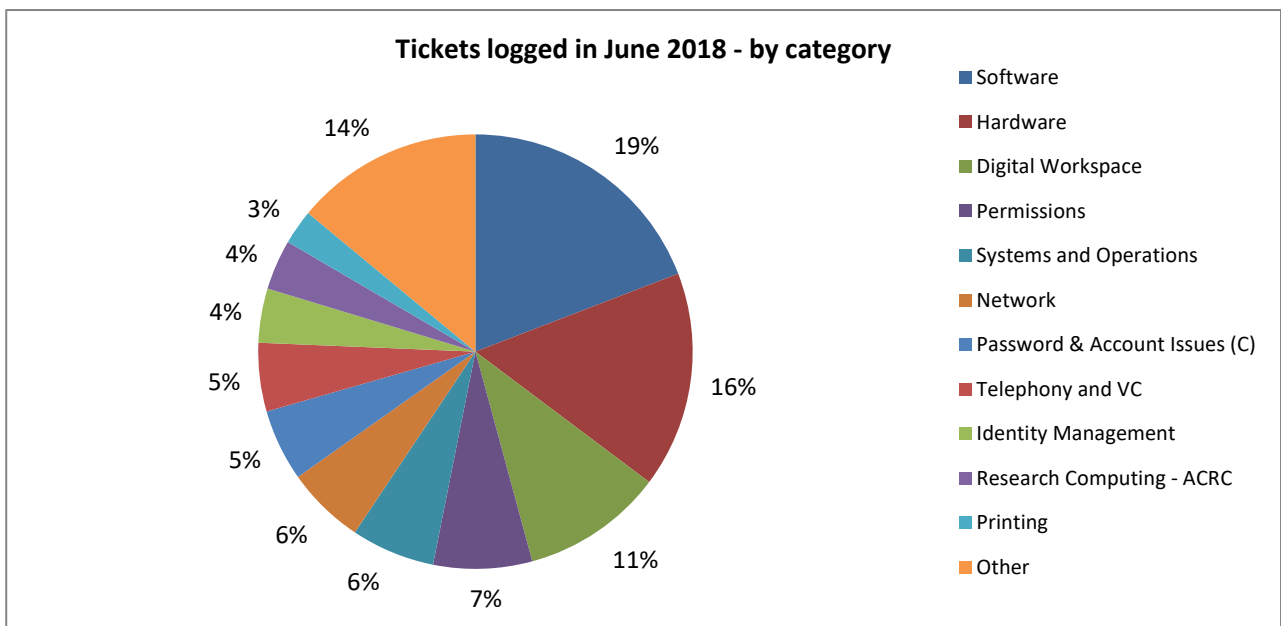


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



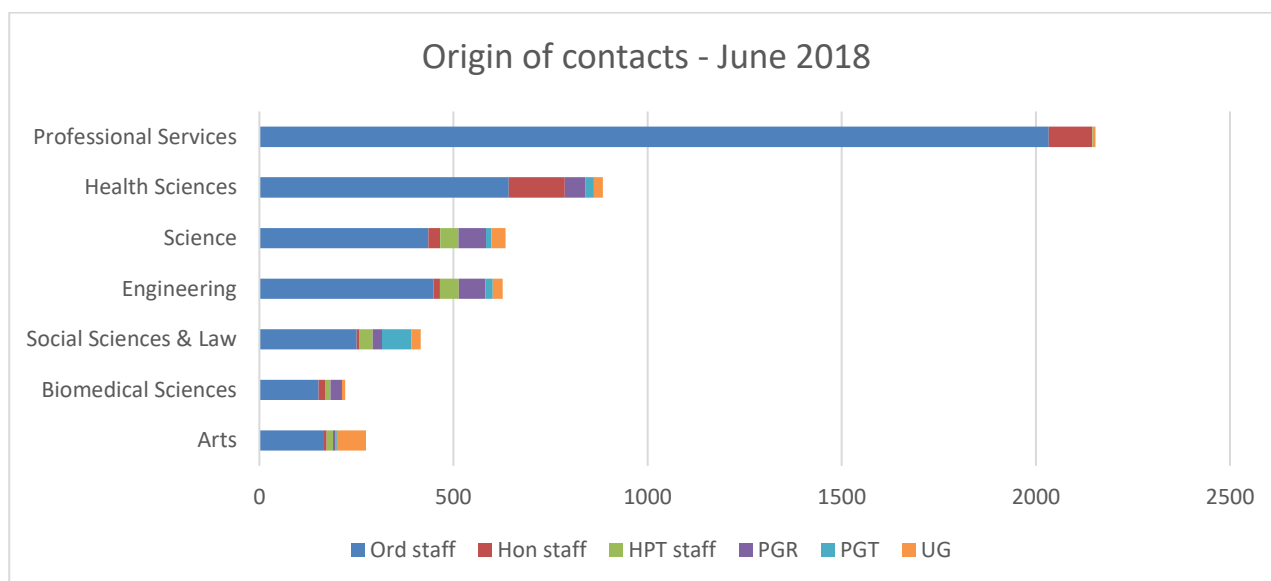
Category of tickets



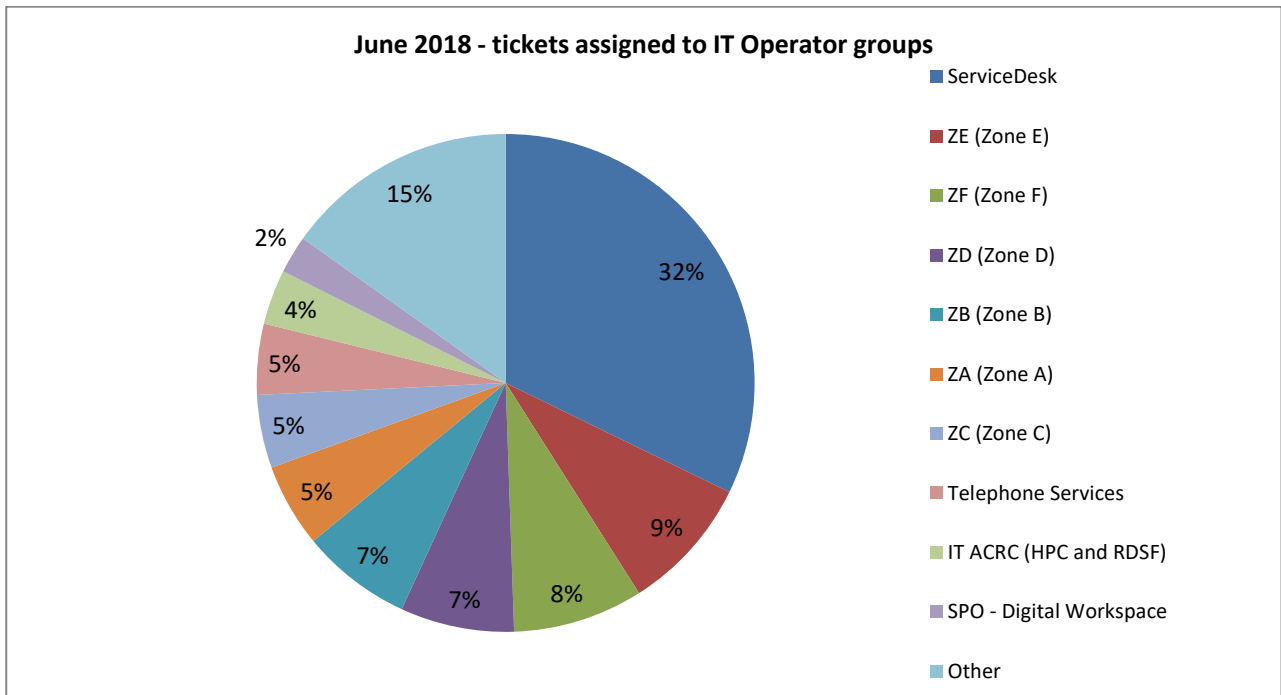
Origin of tickets

June 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	164	9	17	6	4	75	275
Biomedical Sciences	153	16	14	30	0	8	221
Social Sciences & Law	251	7	34	24	76	24	416
Engineering	449	16	49	68	19	26	627
Science	435	31	47	71	14	36	634
Health Sciences	642	145	0	53	22	23	885
Professional Services	2033	112	2	0	0	7	2154
Unknown							613
Total							5825

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.

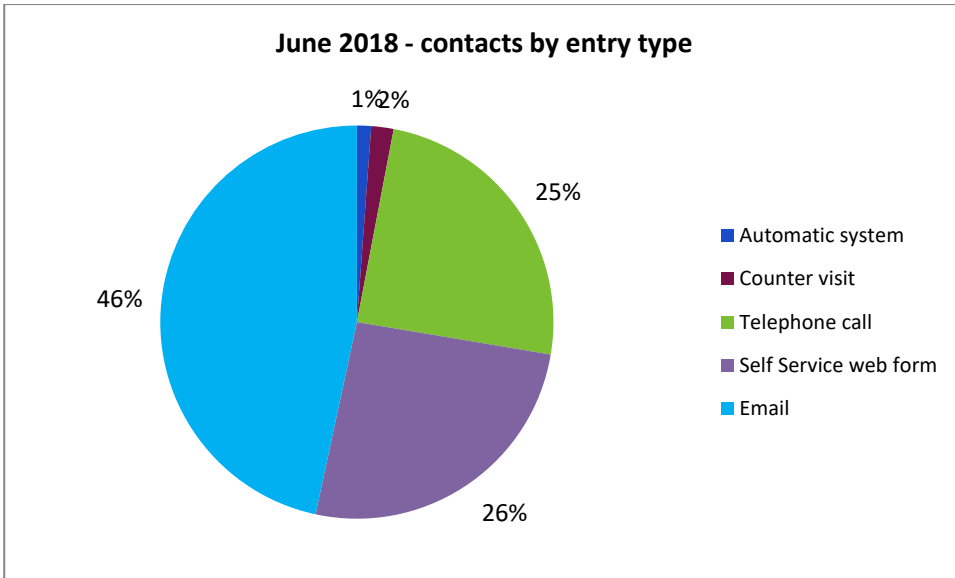


Destination of tickets



Entry type of tickets

2018 - June	
Automatic system	68
Counter visit	107
Telephone call	1435
Self Service web form	1499
Email	2716
Total	5825



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