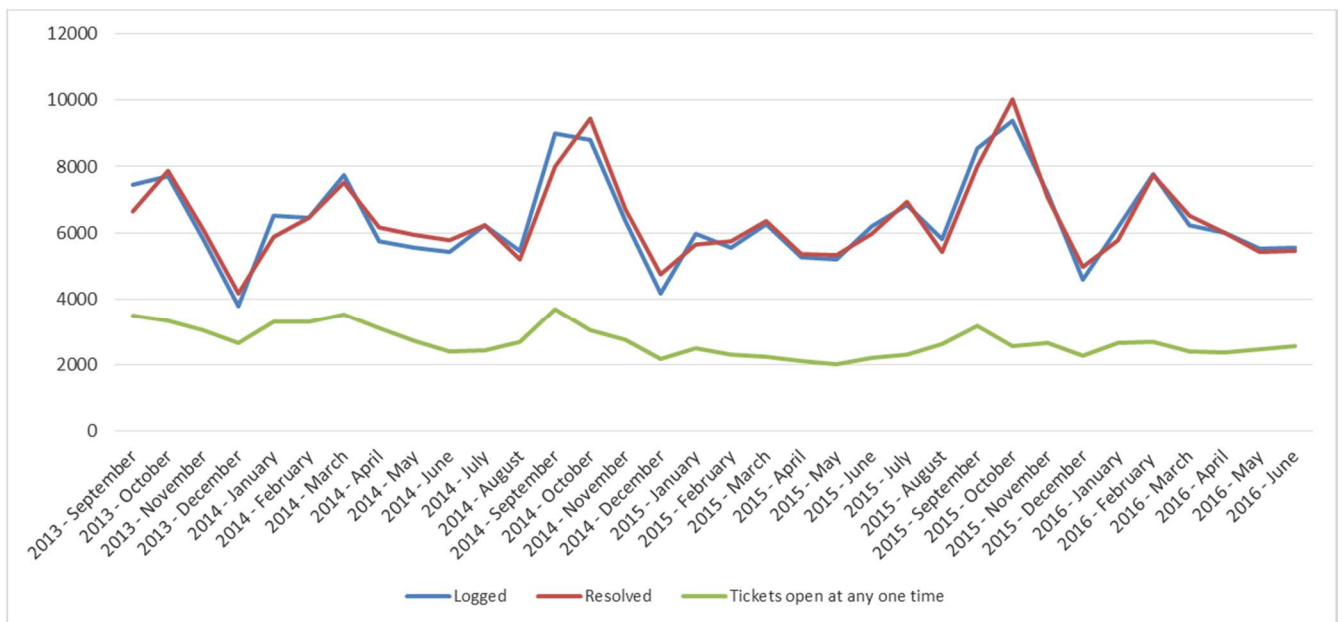


## June 2016 - Incident Management and Request Fulfilment

### Tickets recorded

2016 - June		
Incident Type	Logged	Resolved
Malfunction	824	897
Service Request	4242	4098
Change Request	68	68
Request for information	409	389
Breach of Regulations	2	3
<b>Total</b>	<b>5545</b>	<b>5455</b>

### Ticket trends over time

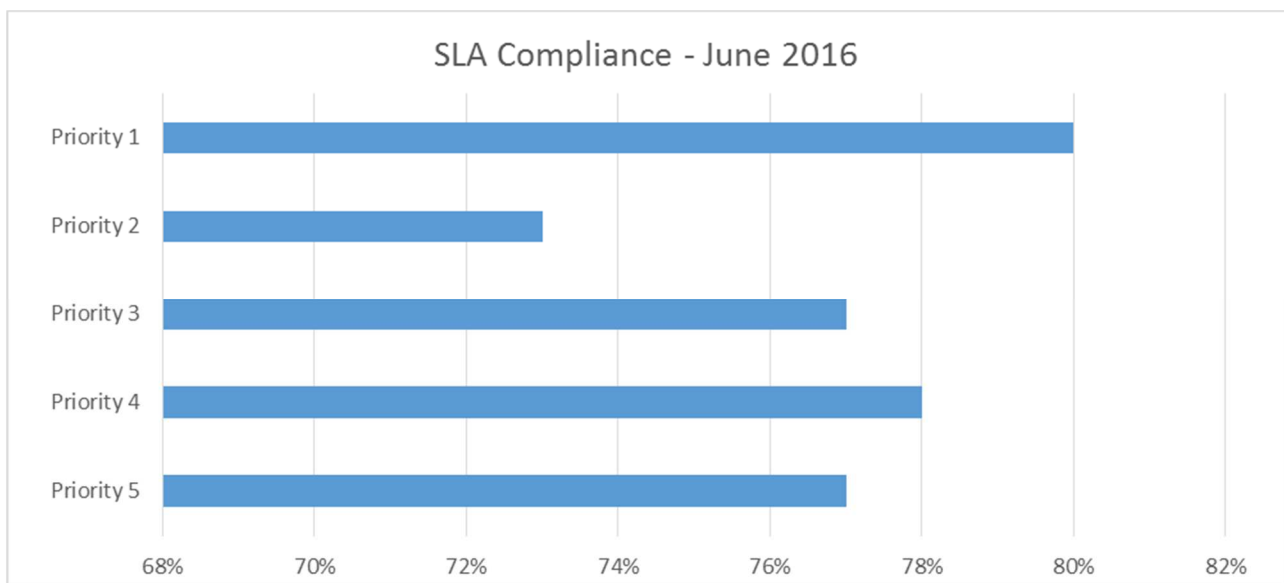


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

June 2016	SLA met	Number of contacts
Priority 1	520	646
Priority 2	609	829
Priority 3	1692	2186
Priority 4	292	375
Priority 5	1114	1456
Total	4227	5492

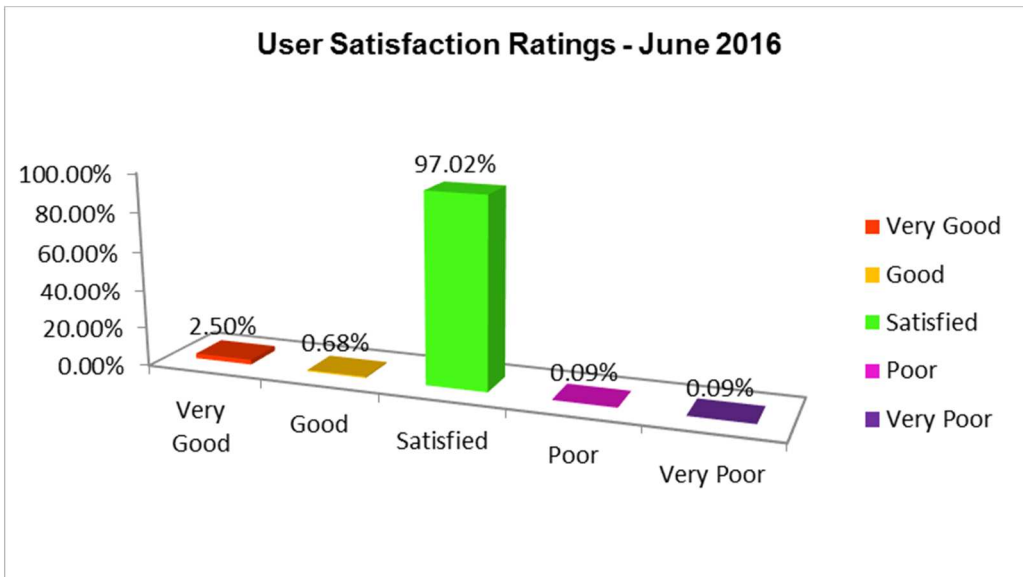
Our overall compliance for this month is 77% of all tickets.



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>

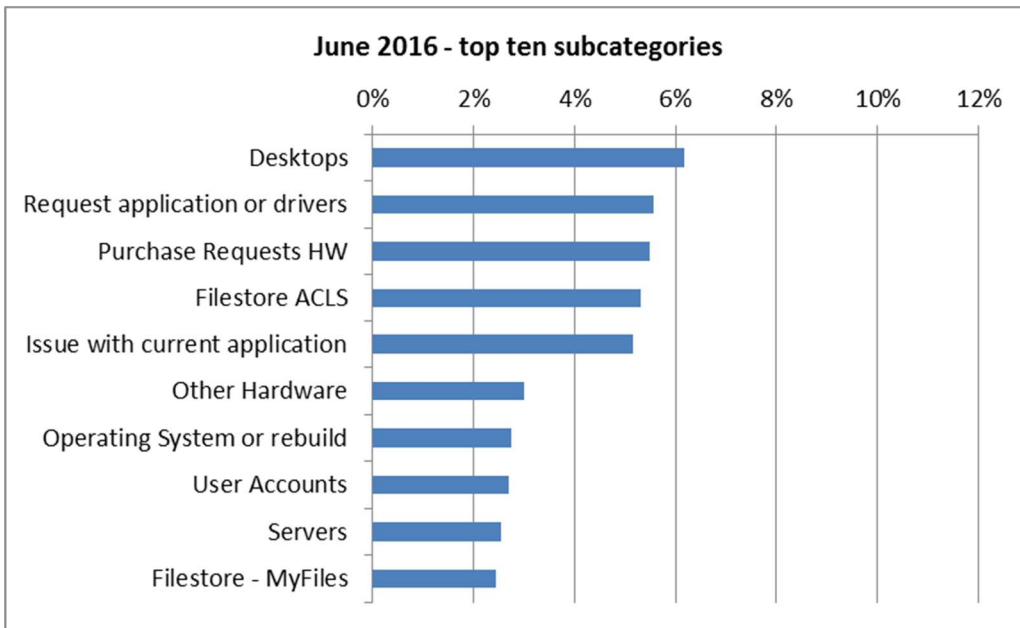
## User Satisfaction Ratings

2016 - June	
Very Good	136
Good	37
Satisfied	5272
Poor	5
Very Poor	5
Total	5455

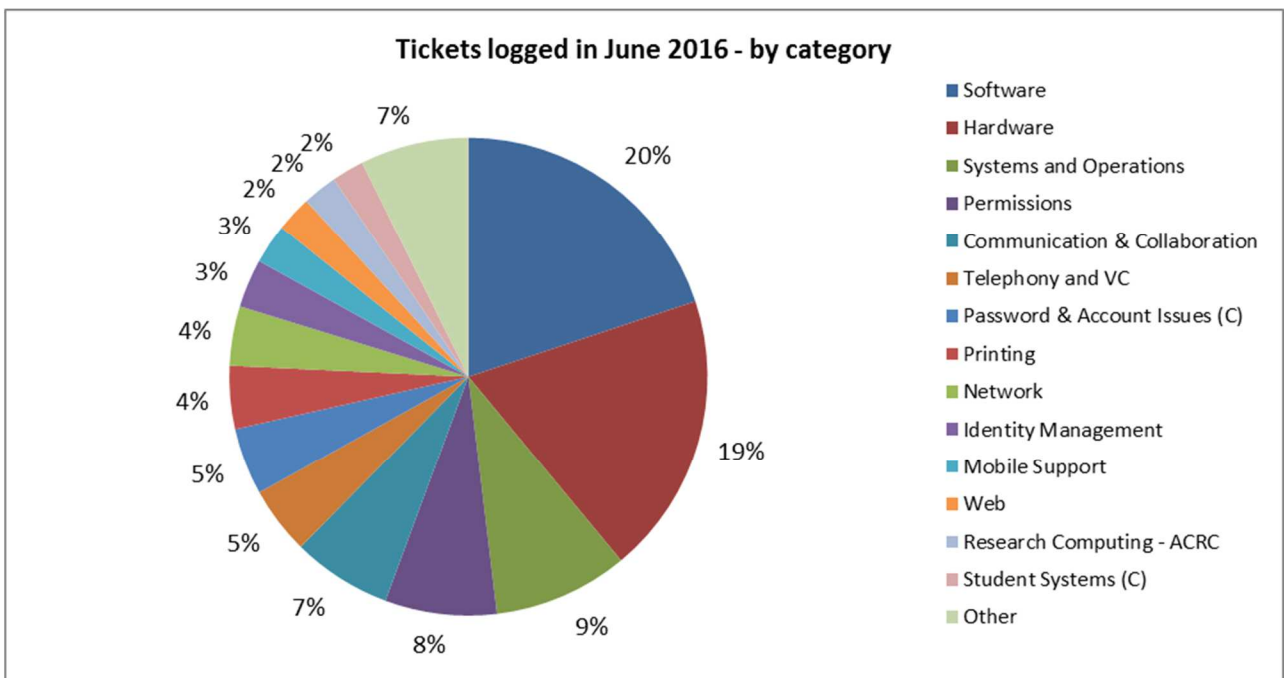


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



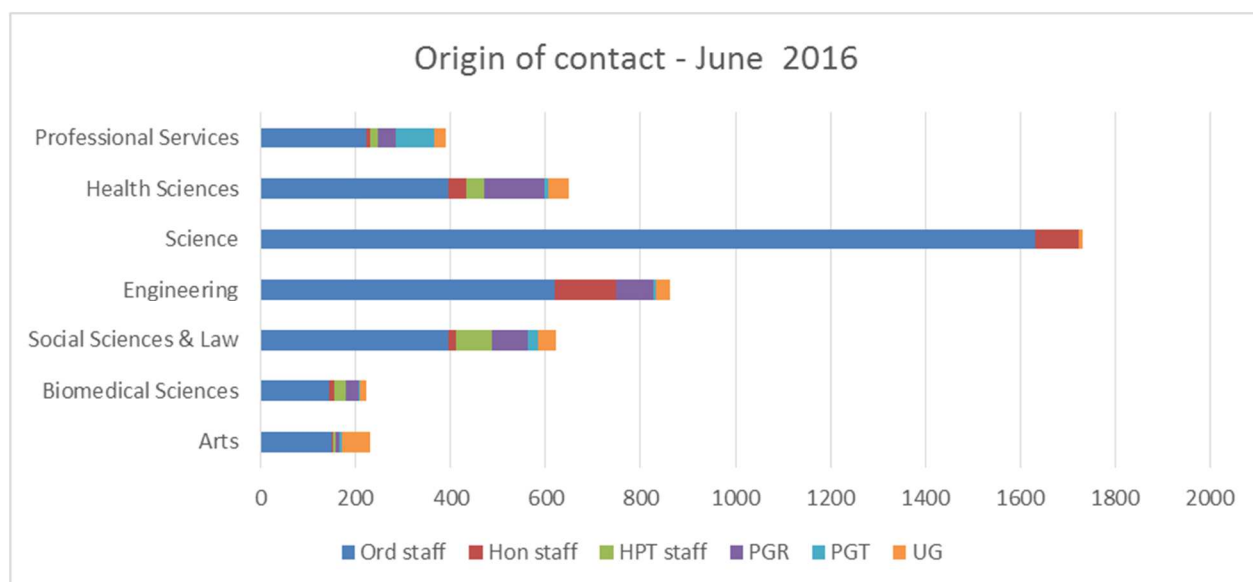
## Category of tickets



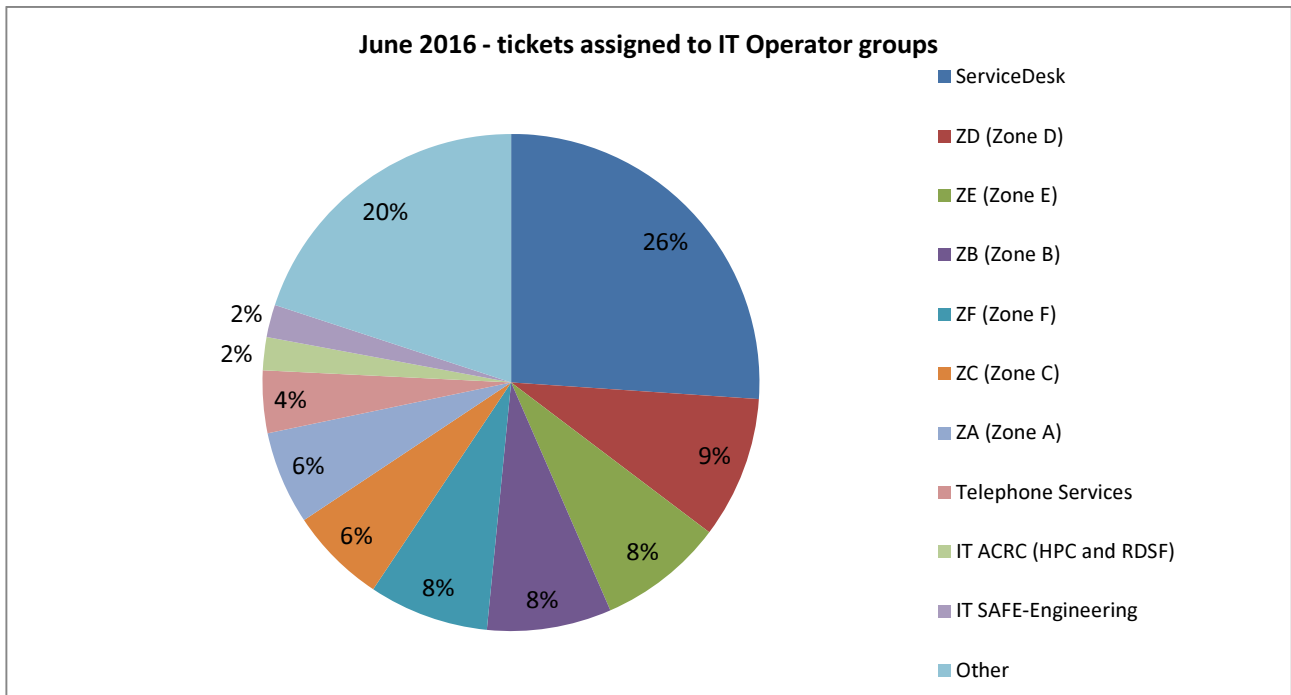
## Origin of tickets

June 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	150	2	5	9	5	59	230
Biomedical Sciences	144	10	26	27	3	13	223
Social Sciences & Law	394	18	75	76	20	40	623
Engineering	618	131	0	77	7	30	863
Science	1632	91	0	0	0	9	1732
Health Sciences	394	38	39	126	8	44	649
Professional Services	222	9	16	38	81	24	390
Unknown							835
Total							5545

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.

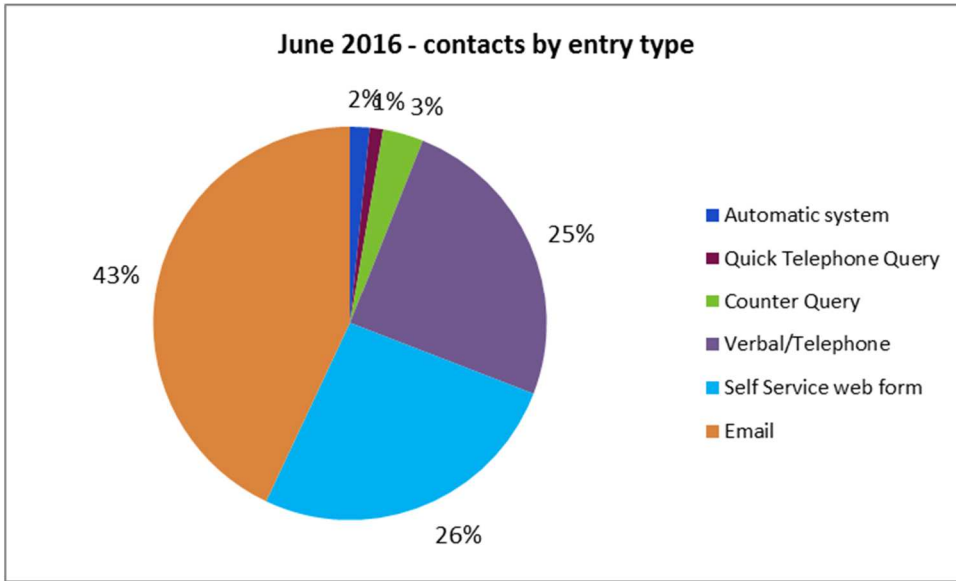


## Destination of tickets



## Entry type of tickets

2016 - June	
Automatic system	89
Quick Telephone Query	61
Counter Query	185
Verbal/Telephone	1376
Self Service web form	1450
Email	2384
<b>Total</b>	<b>5545</b>



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