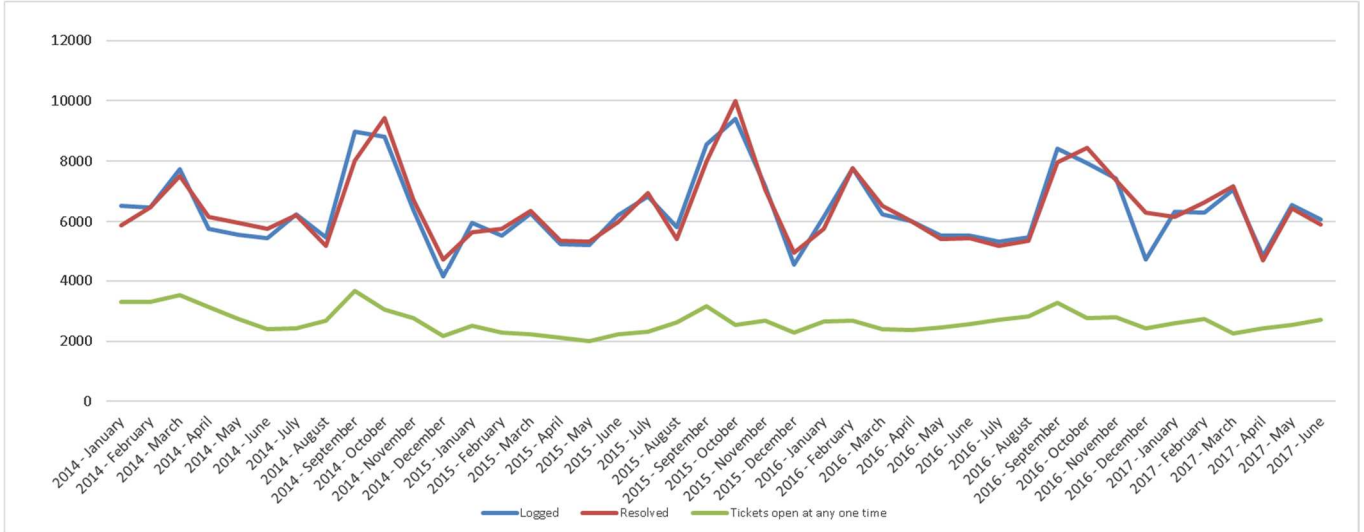


## June 2017 - Incident Management and Request Fulfilment

### Tickets recorded

2017 - June		
Incident Type	Logged	Resolved
Malfunction	1000	957
Service Request	4525	4470
Change Request	63	67
Request for information	414	362
Information Security incident	53	35
<b>Total</b>	<b>6058</b>	<b>5891</b>

### Ticket trends over time

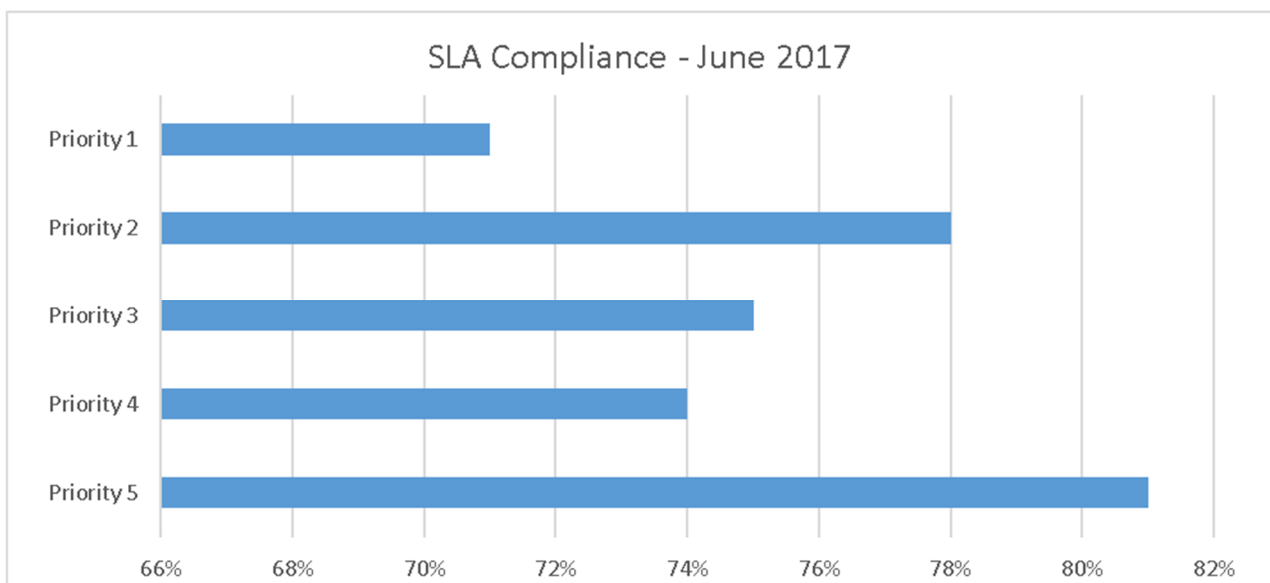


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

June 2017	SLA met	Number of contacts
Priority 1	354	501
Priority 2	991	1272
Priority 3	1874	2506
Priority 4	326	439
Priority 5	1013	1255
Total	4558	5973

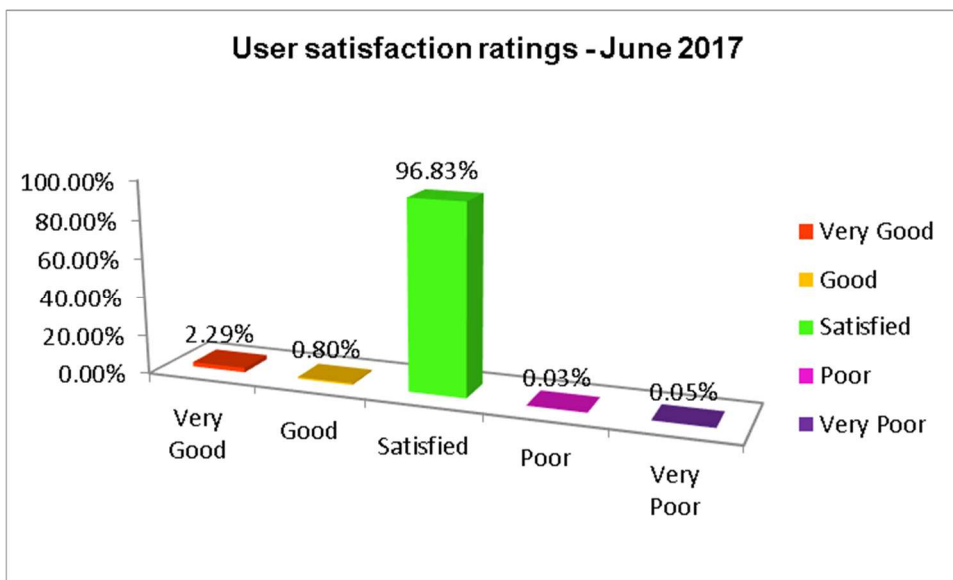
Our overall compliance for this month is 76% of all tickets.



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>

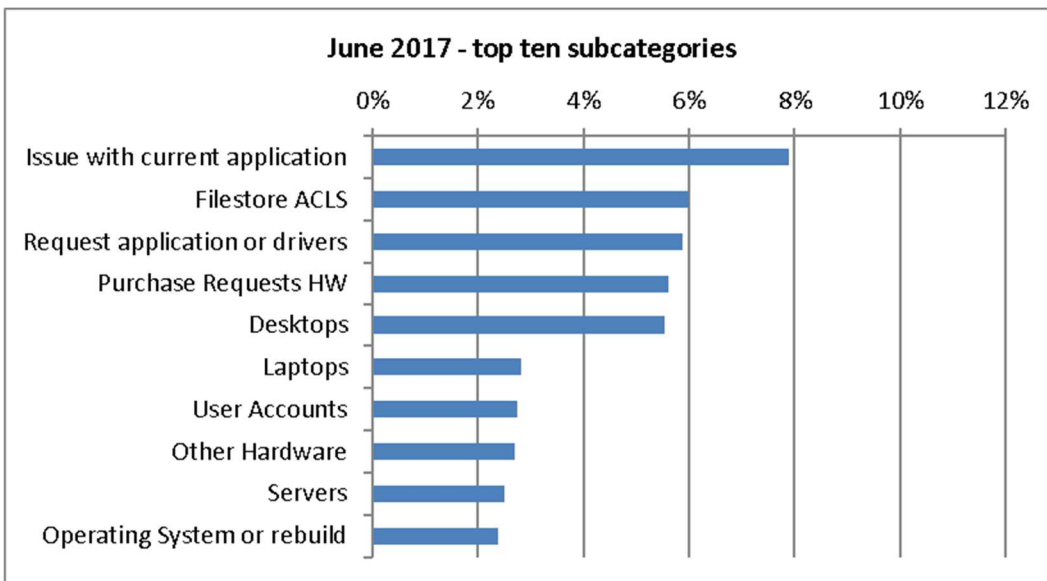
## User Satisfaction Ratings

2017 - June	
Very Good	135
Good	47
Satisfied	5704
Poor	2
Very Poor	3
Total	5891

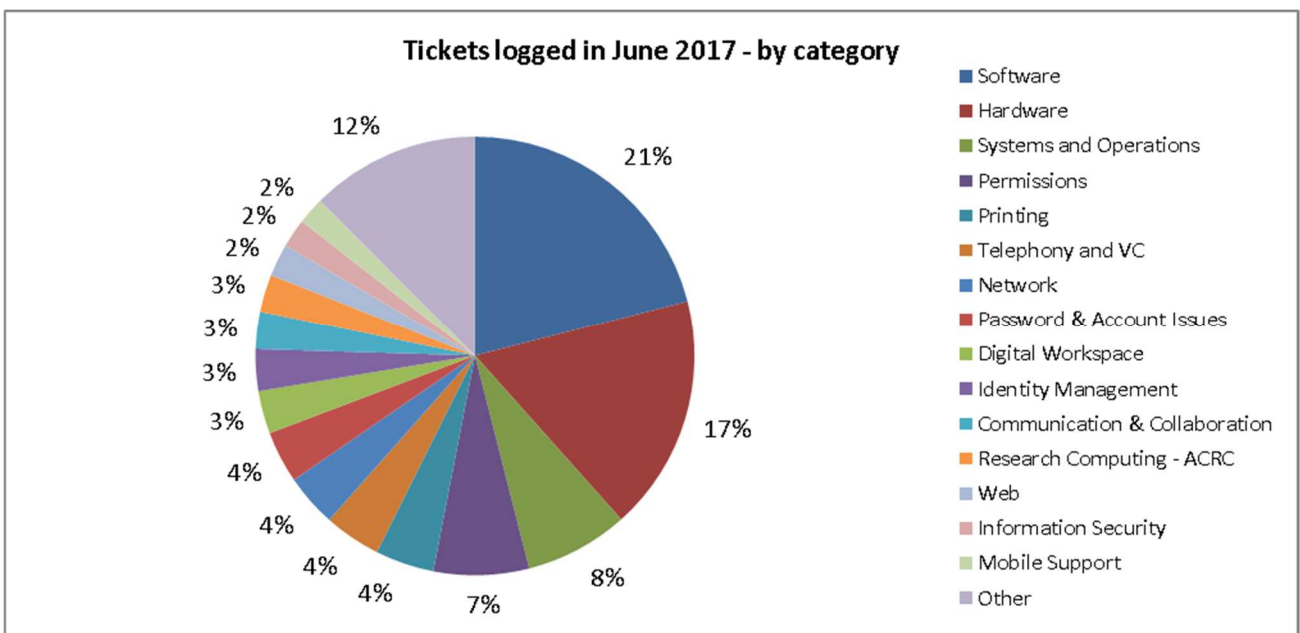


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



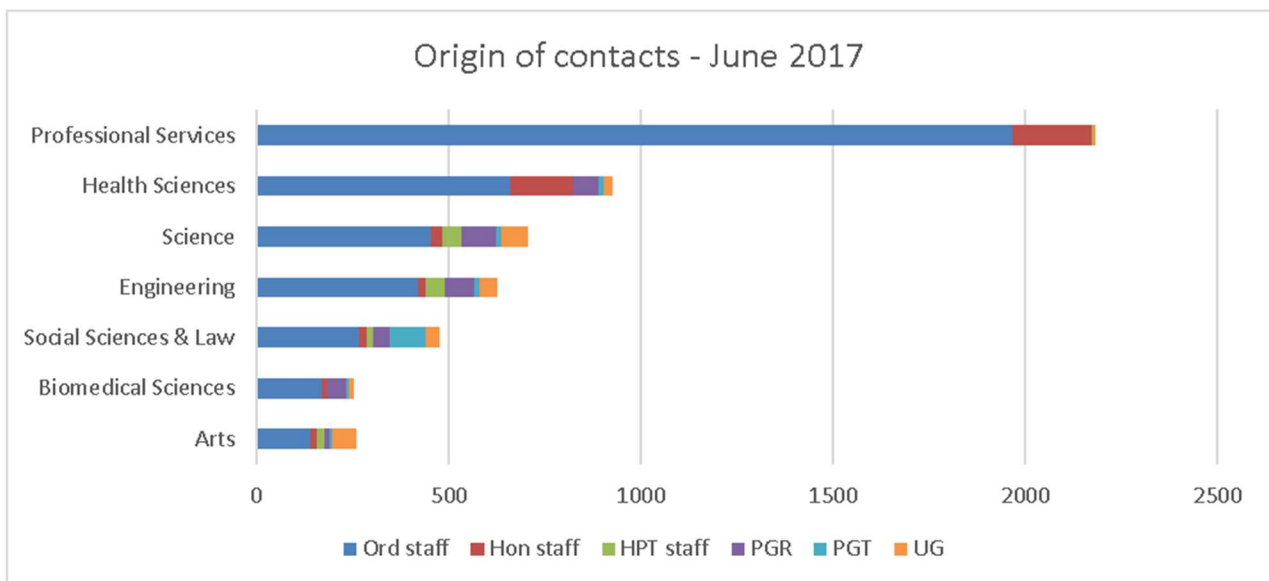
## Category of tickets



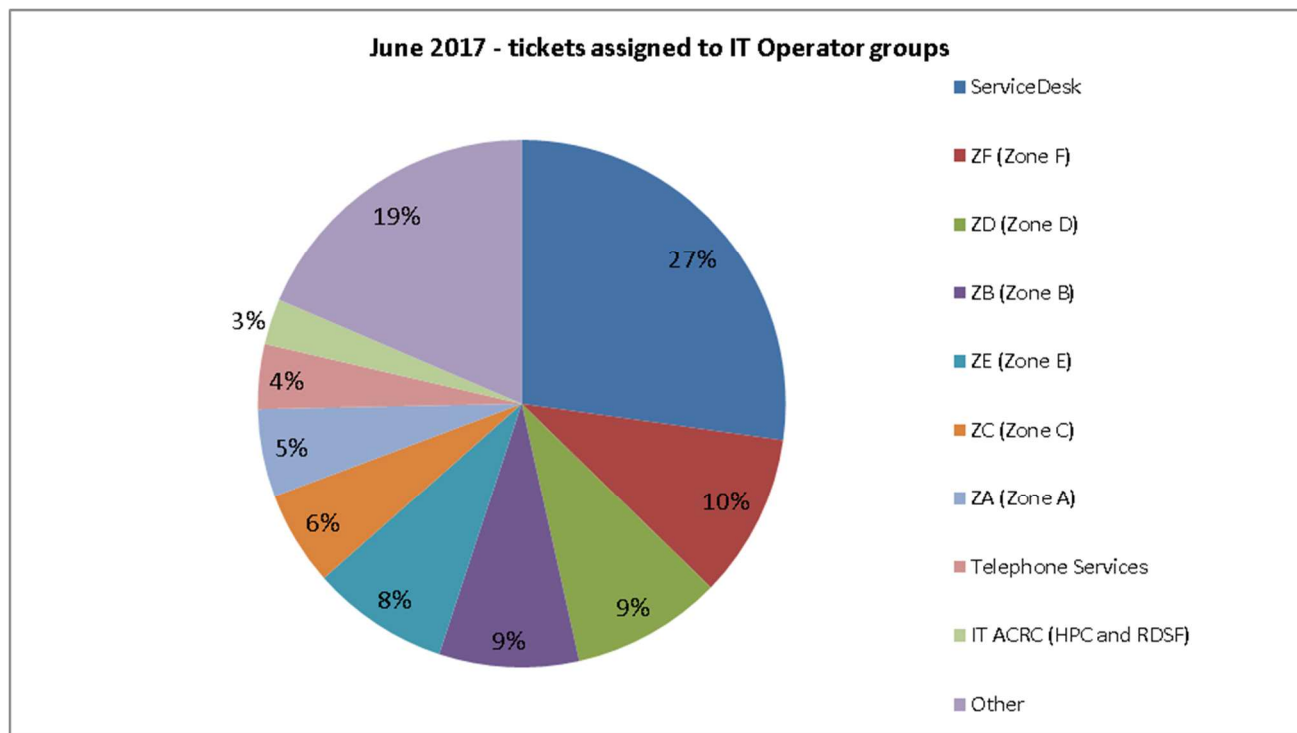
## Origin of tickets

June 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	138	17	21	14	5	65	260
Biomedical Sciences	170	12	0	52	7	13	254
Social Sciences & Law	267	20	17	41	95	37	477
Engineering	418	21	51	77	13	47	627
Science	452	31	50	89	14	71	707
Health Sciences	658	164	1	66	15	21	925
Professional Services	1966	206	4	0	1	5	2182
Unknown							626
<b>Total</b>							<b>6058</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.

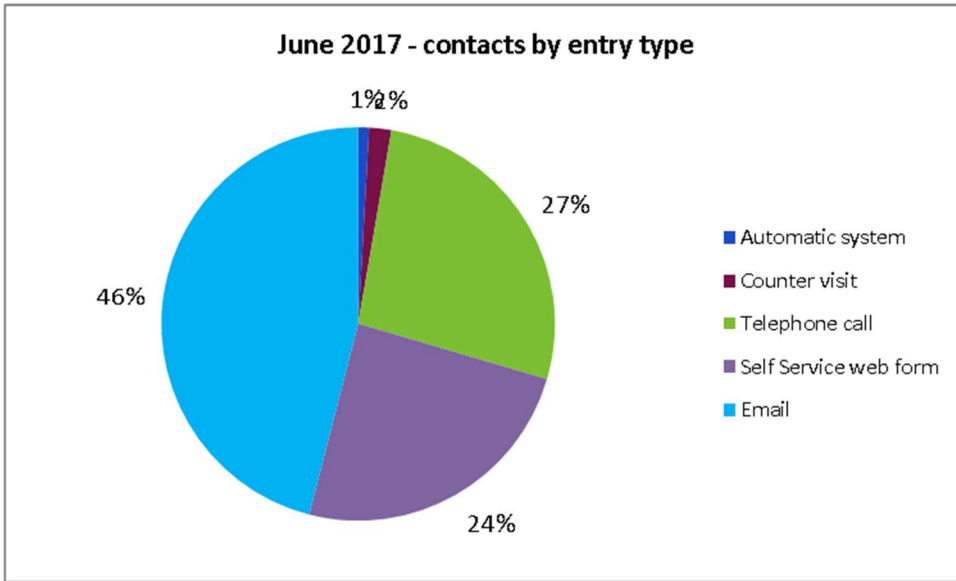


## Destination of tickets



## Entry type of tickets

2017 - June	
Automatic system	54
Counter visit	110
Telephone call	1626
Self Service web form	1482
Email	2786
<b>Total</b>	<b>6058</b>



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