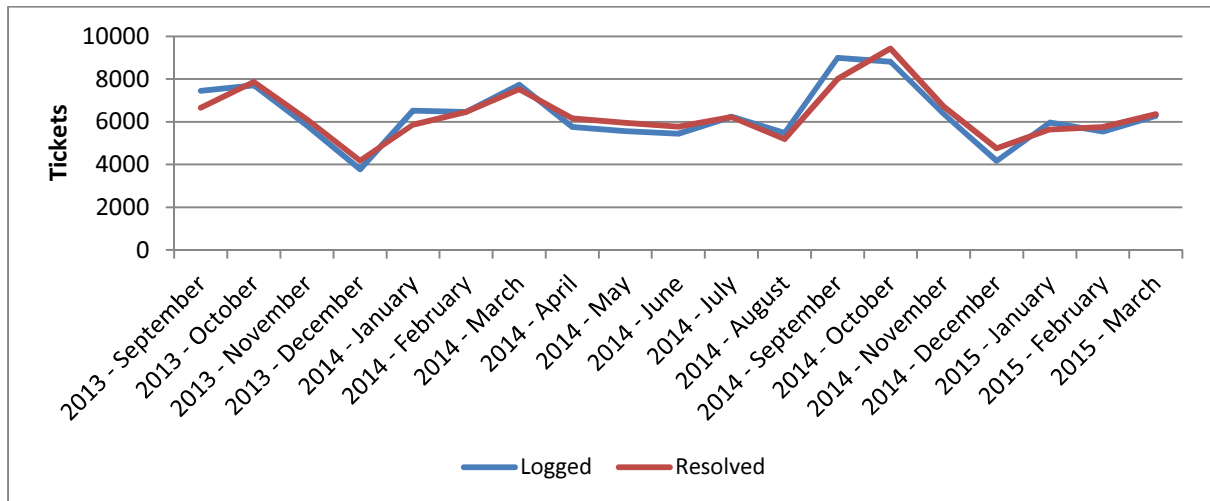


March 2015 - Incident Management and Request Fulfilment

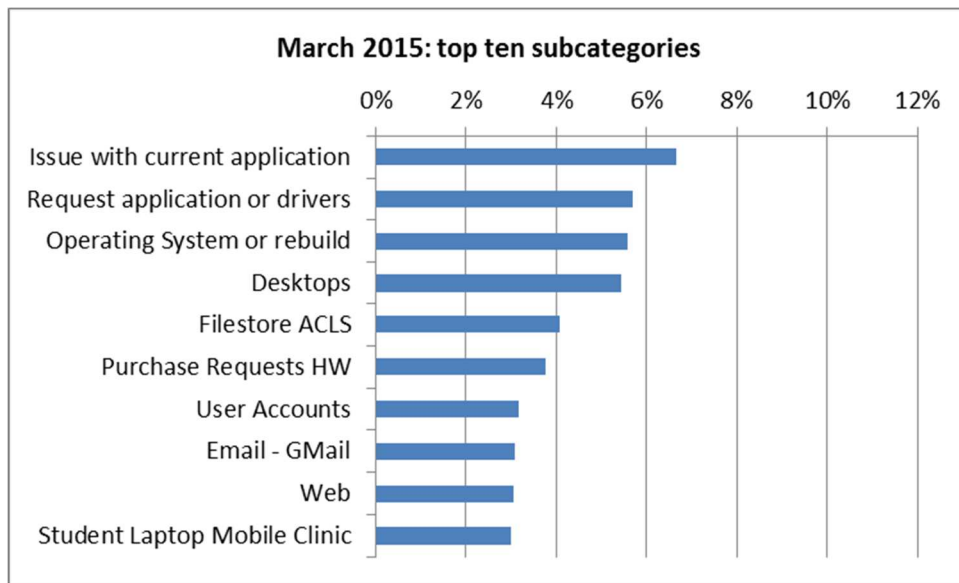
Tickets recorded

March 2015			
Incident Type	Logged	Resolved	Total
Malfunction	1215	1242	1465
Service Request	4396	4419	5355
Change Request	62	65	95
Request for information	554	593	655
Breach of Regulations	49	37	53
Unknown	3	1	4
Total	6279	6357	7627

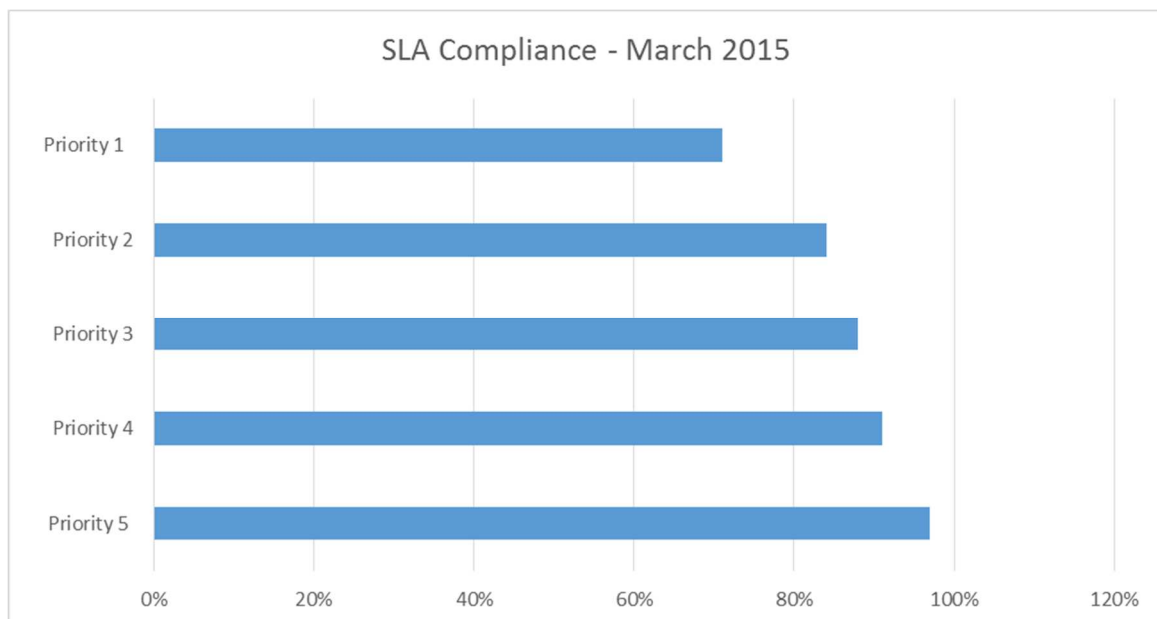
Ticket trends over time



Top ten subcategories



Service Level Agreement Compliance

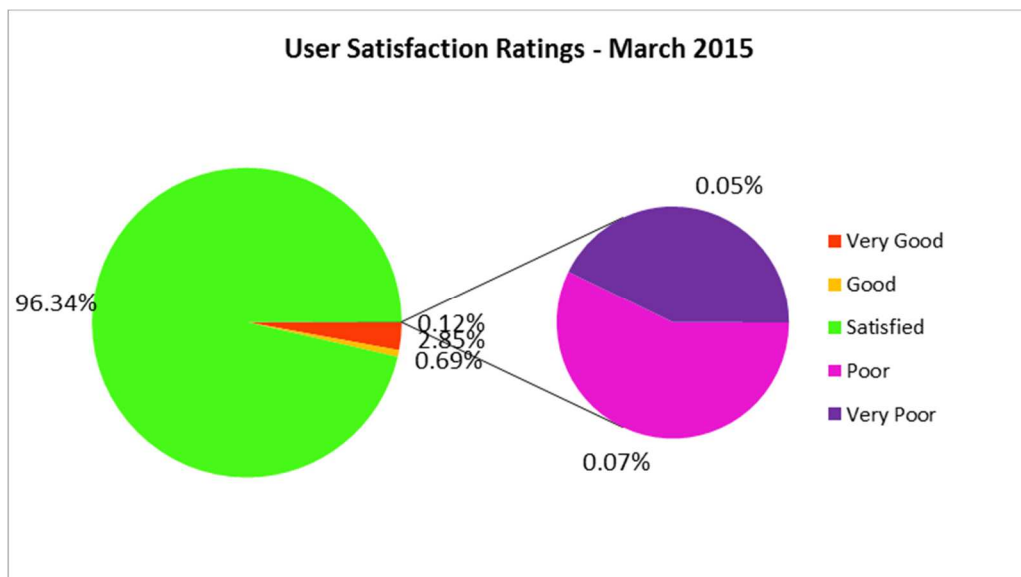


Our chosen target is to meet our priority targets 90% of the time. For our full SLA details on resolution targets see:

<http://www.bristol.ac.uk/it-services/contacts/incidentmgt.html>

User Satisfaction Ratings

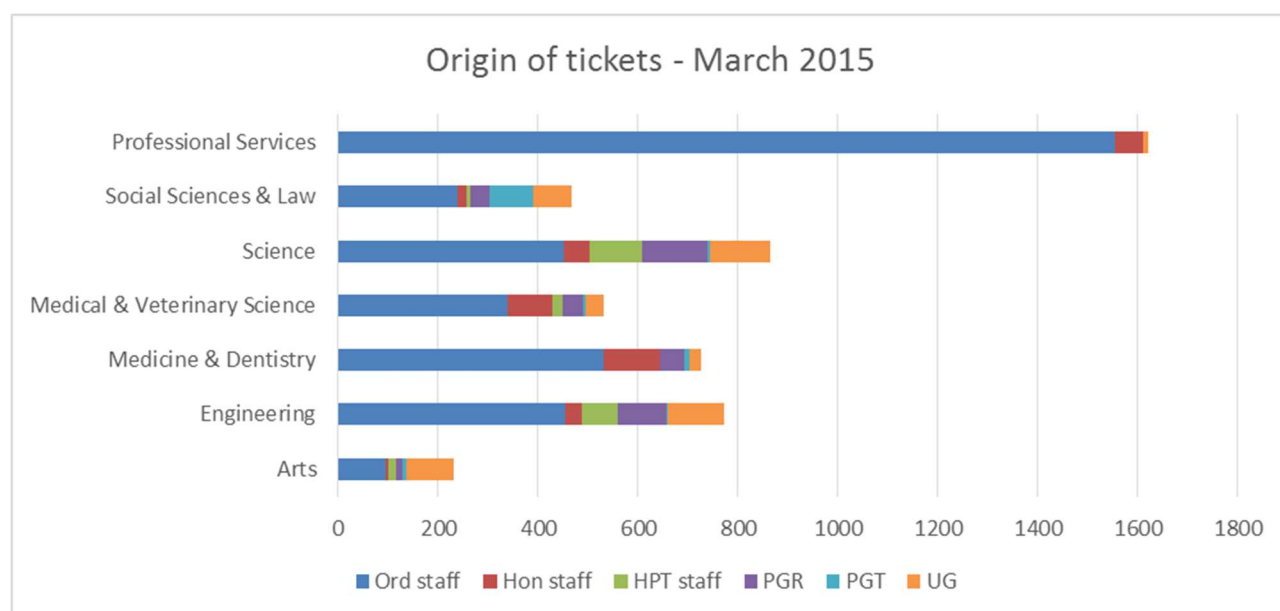
2015 - March		
Very Good	2.85%	173
Good	0.69%	42
Satisfied	96.34%	5847
Poor	0.07%	4
Very Poor	0.05%	3
Total		6069



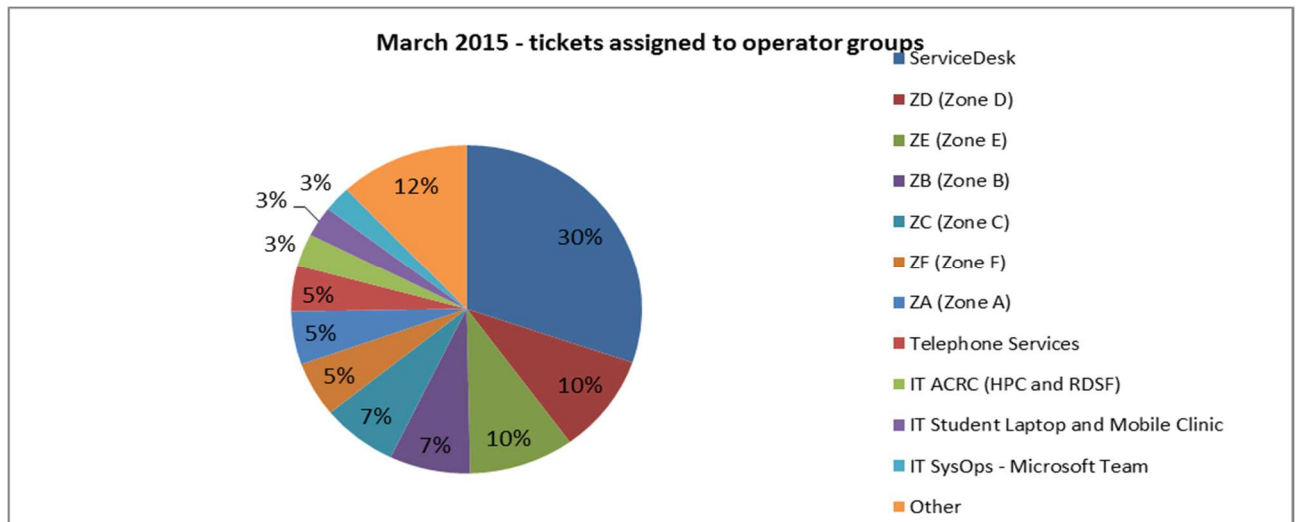
Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Origin of tickets

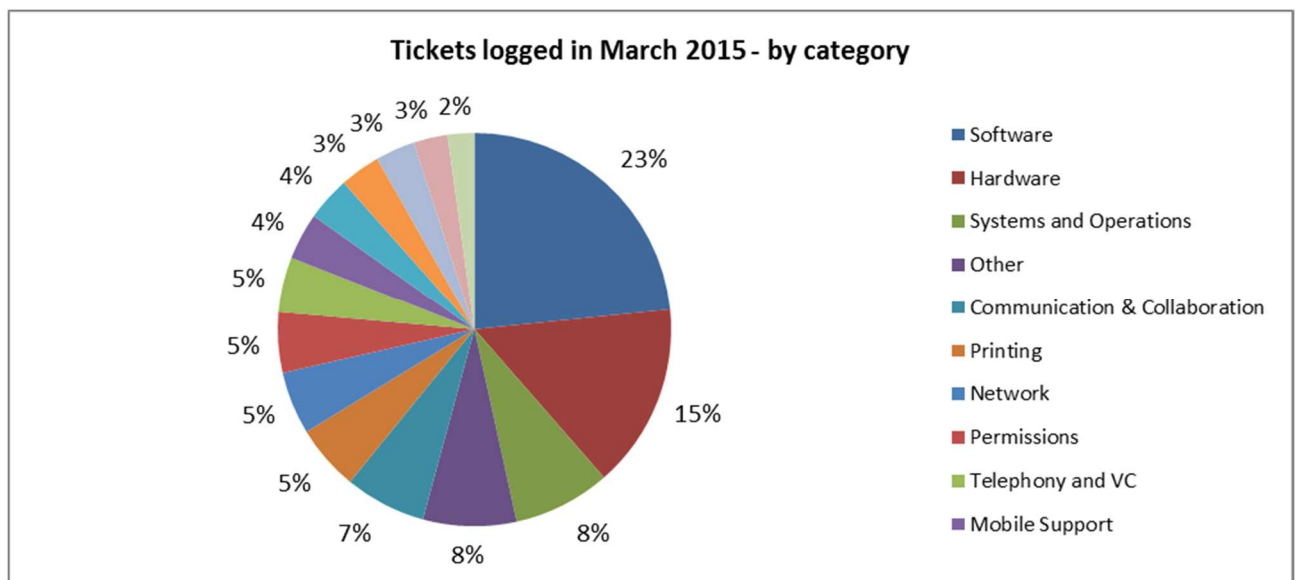
	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	95	5	16	12	7	96	231
Engineering	454	33	72	97	4	113	773
Medicine & Dentistry	530	114	0	49	9	25	727
Medical & Veterinary Science	340	88	22	40	5	35	530
Science	451	53	105	129	7	120	865
Social Sciences & Law	238	18	9	37	88	76	466
Professional Services	1554	56	0	0	0	12	1622
Unknown							1065
Total							6279



Destination of tickets



Category of tickets



Entry type of tickets

2015 - March	
Quick Telephone Query	160
Counter Query	565
Verbal/Telephone	1923
Self Service web form	2059
Email	2919
Total	7626

