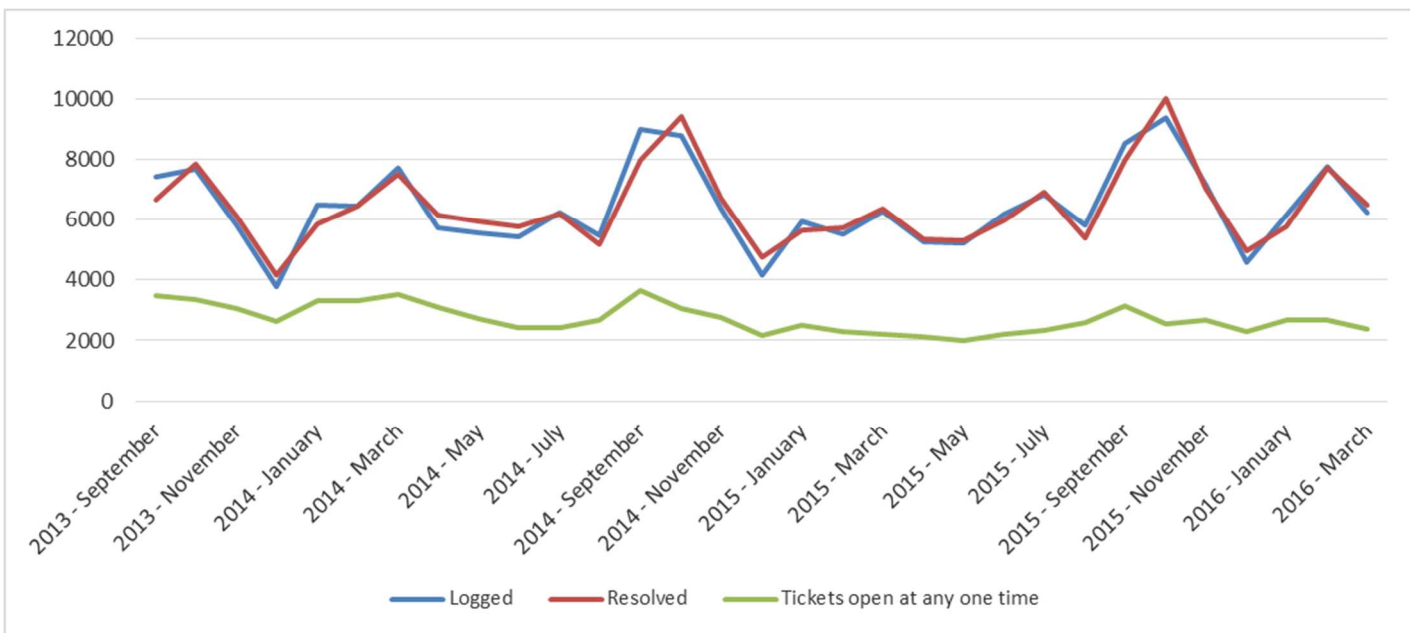


## March 2016 - Incident Management and Request Fulfilment

### Tickets recorded

2016 - March		
Incident Type	Logged	Resolved
Malfunction	1304	1465
Service Request	4249	4359
Change Request	54	70
Request for information	618	619
Breach of Regulations	3	6
<b>Total</b>	<b>6229</b>	<b>6519</b>

### Ticket trends over time

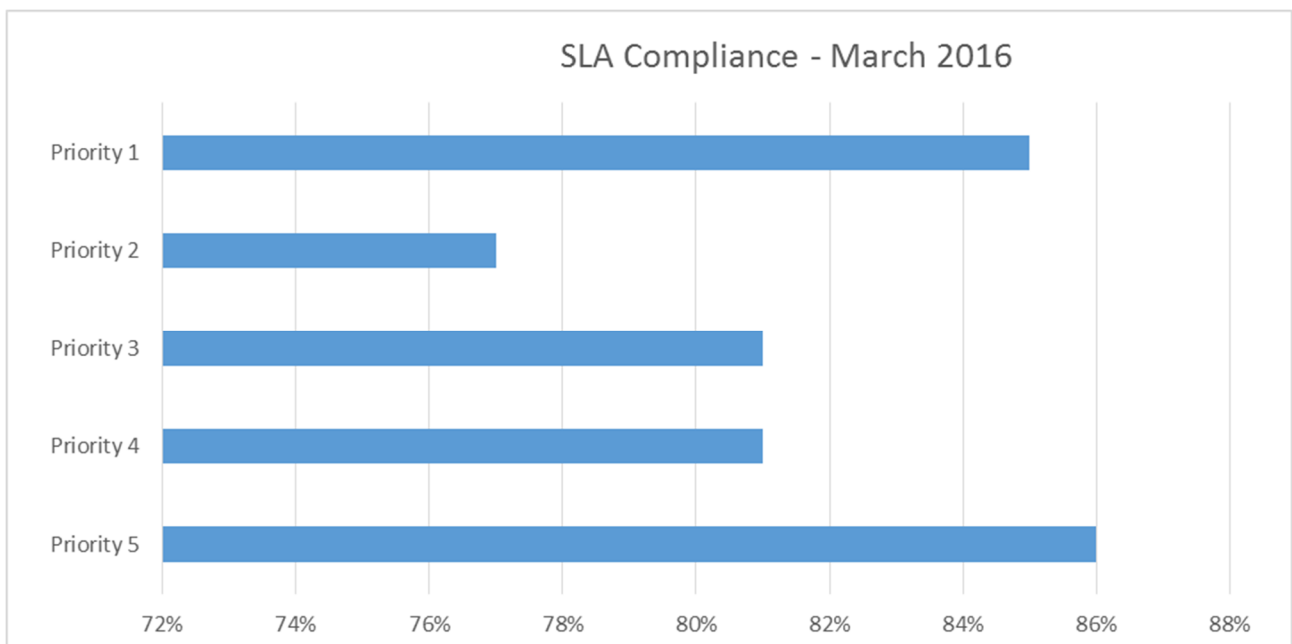


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

March 2016	SLA met	Number of contacts
Priority 1	689	811
Priority 2	633	825
Priority 3	2053	2520
Priority 4	455	561
Priority 5	1266	1467
Total	5096	6184

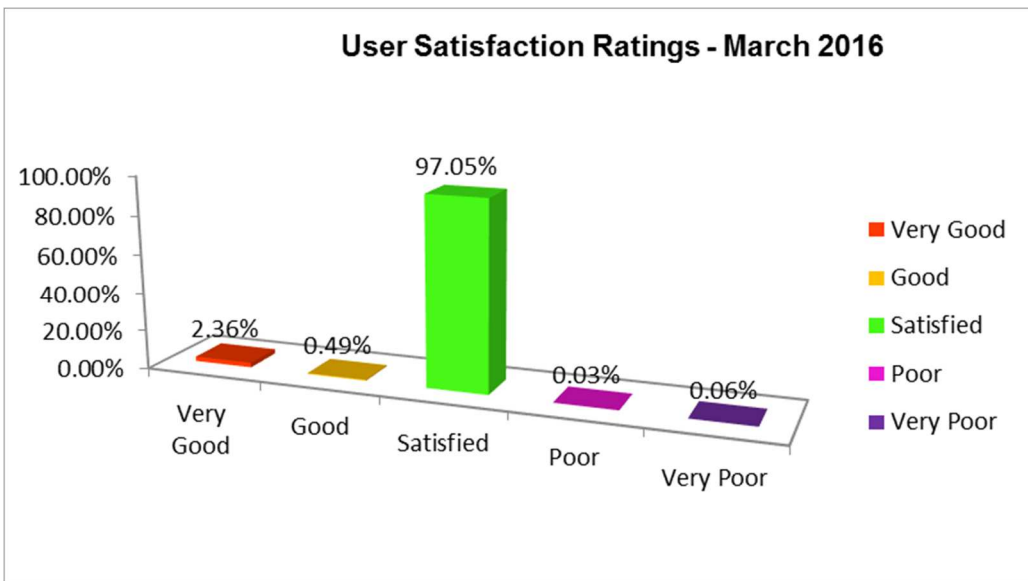
Our overall compliance for this month is 82% of all tickets.



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>

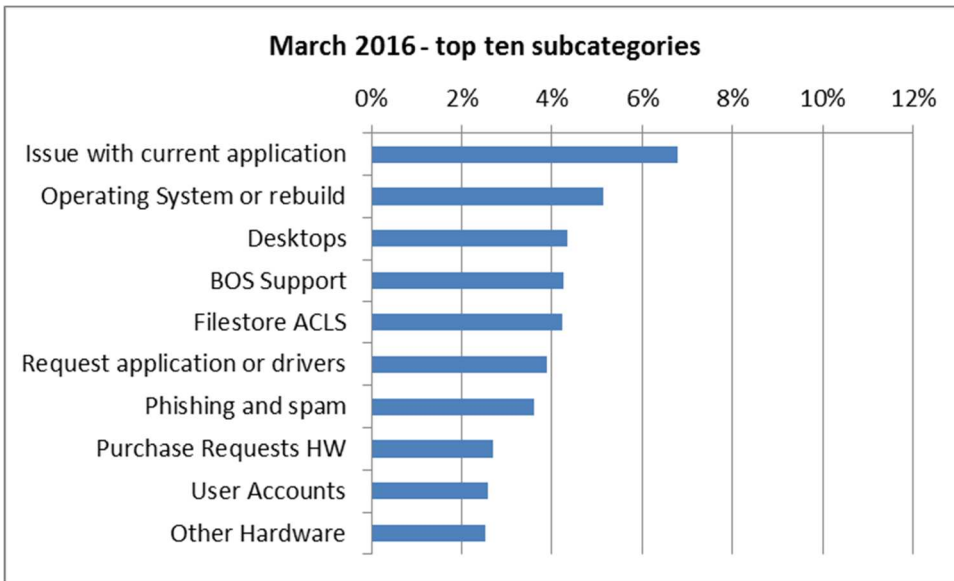
## User Satisfaction Ratings

2016 - March	
Very Good	154
Good	32
Satisfied	6327
Poor	2
Very Poor	4
Total	6519

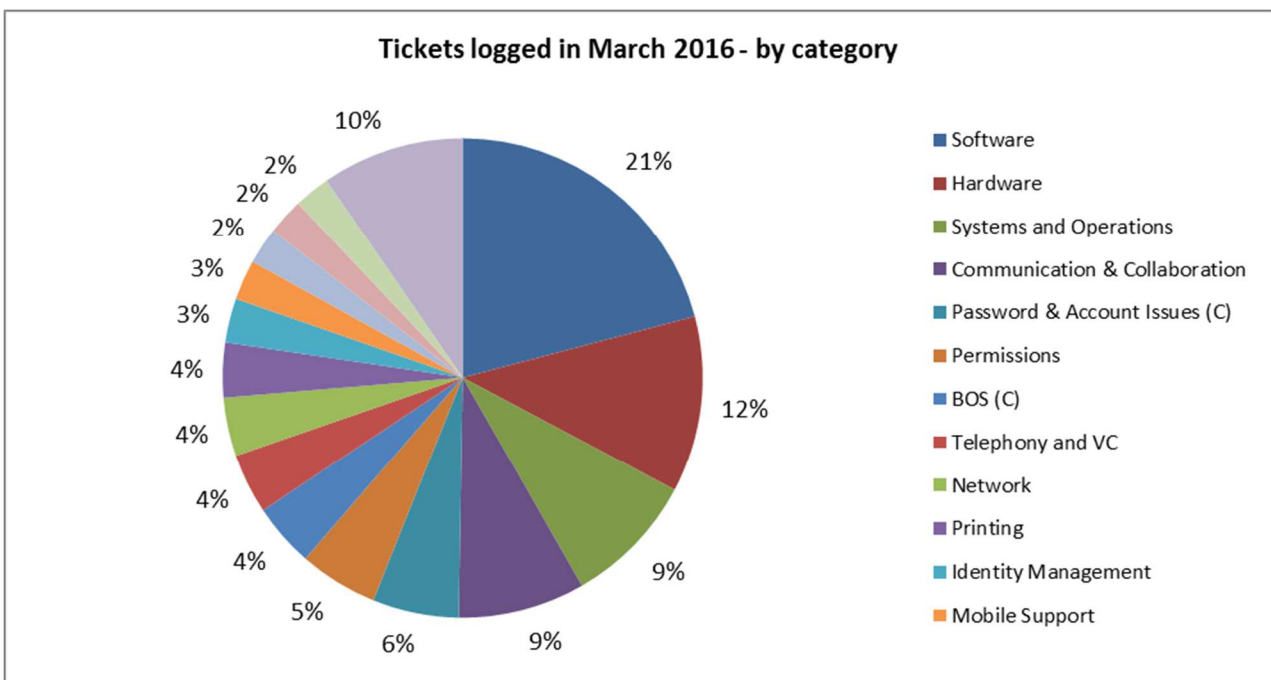


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



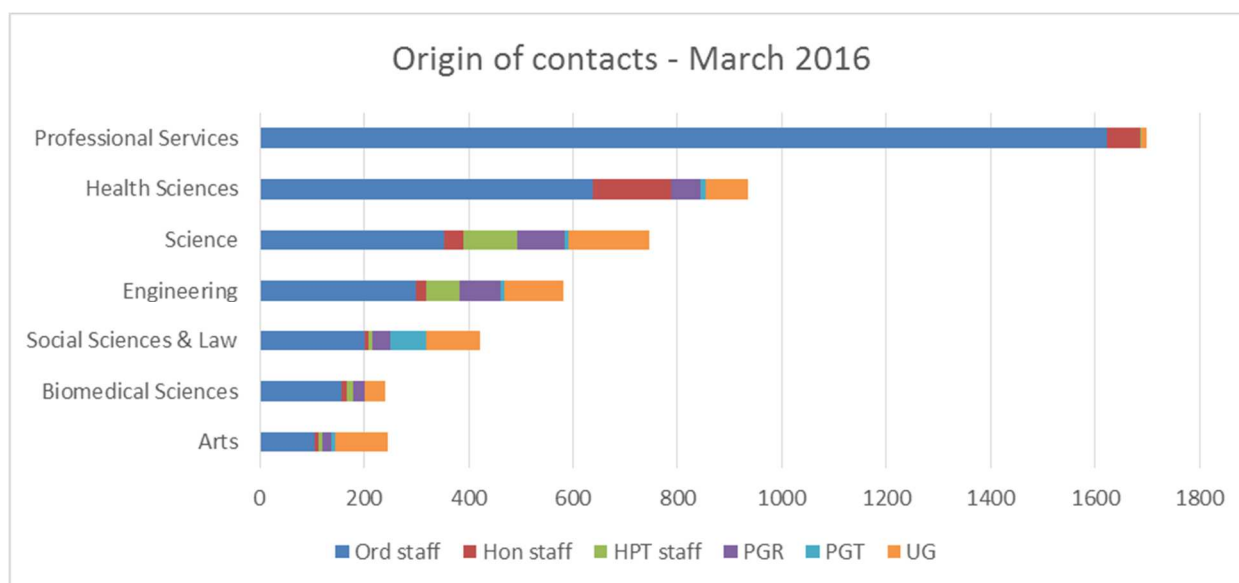
## Category of tickets



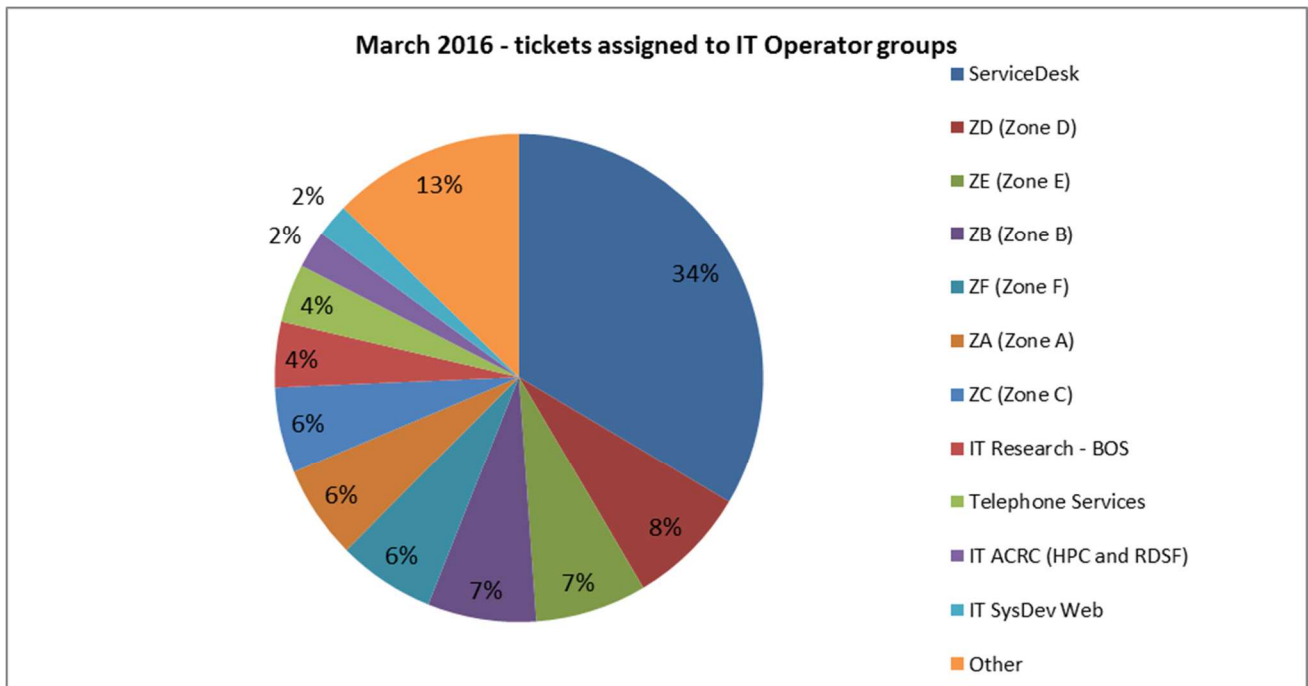
## Origin of tickets

March 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	106	7	7	17	7	102	246
Biomedical Sciences	157	9	13	22	0	40	241
Social Sciences & Law	200	8	7	35	68	104	422
Engineering	299	19	65	78	7	113	581
Science	354	37	102	90	8	155	746
Health Sciences	638	150	0	57	9	80	934
Professional Services	1622	65	1	1	0	11	1700
Unknown							1359
Total							6229

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.

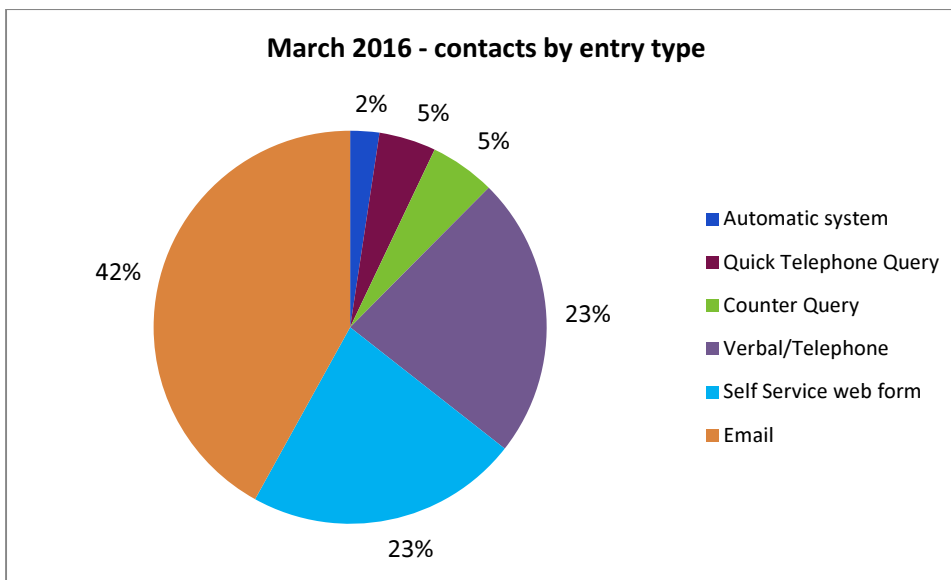


## Destination of tickets



## Entry type of tickets

2016 - March	
Automatic system	149
Quick Telephone Query	292
Counter Query	334
Verbal/Telephone	1442
Self Service web form	1397
Email	2615
Total	6229



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