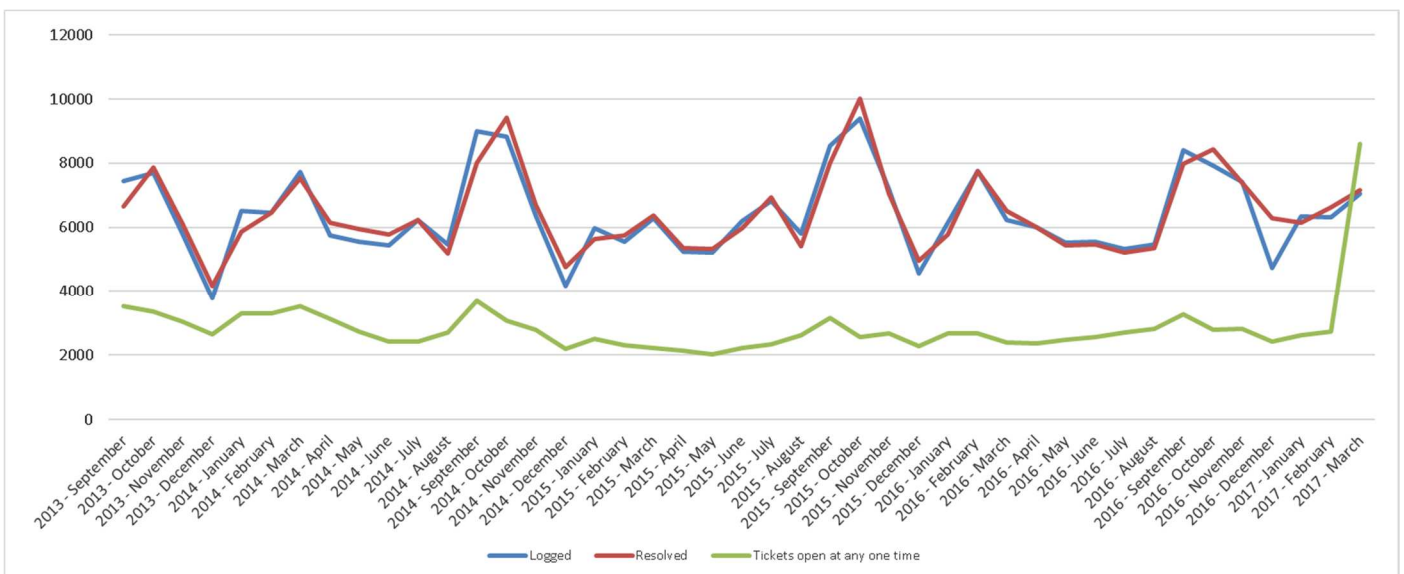


March 2017 - Incident Management and Request Fulfilment

Tickets recorded

2017 - March		
Incident Type	Logged	Resolved
Malfunction	1370	1371
Service Request	5141	5193
Change Request	65	91
Request for information	421	380
Information Security incident	60	53
Total	7058	7169

Ticket trends over time

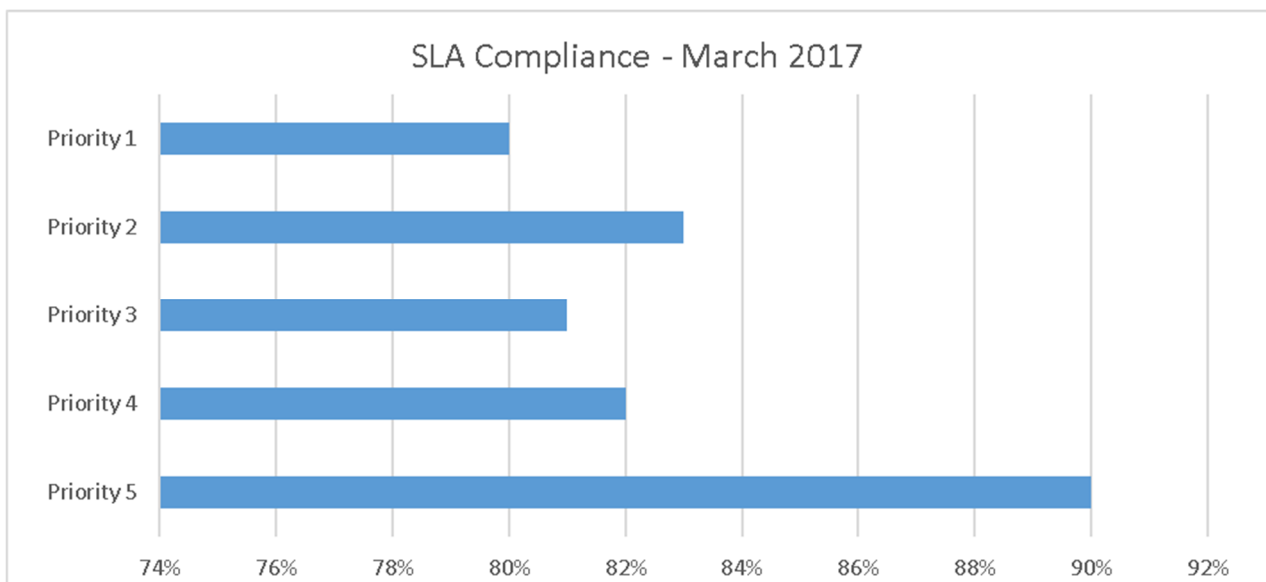


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

March 2017	SLA met	Number of contacts
Priority 1	448	563
Priority 2	1105	1334
Priority 3	2321	2854
Priority 4	345	420
Priority 5	1627	1798
Total	5846	6969

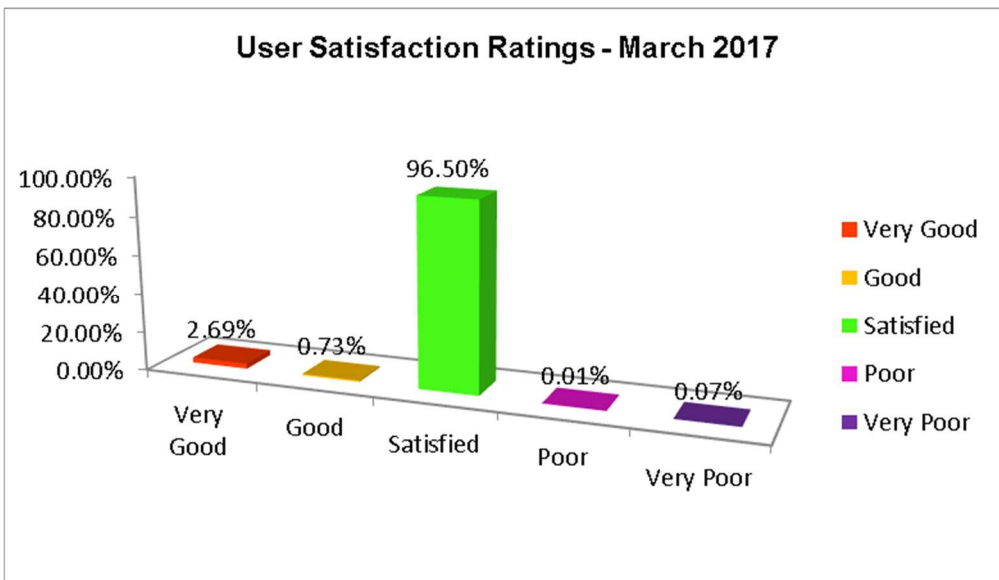
Our overall compliance for this month is 84% of all tickets.



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>

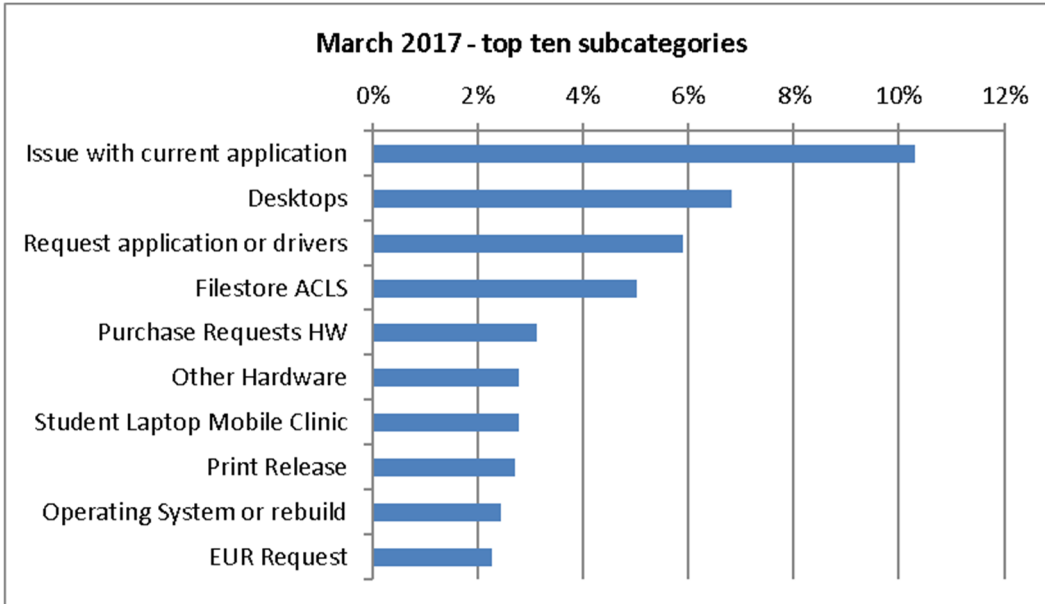
User Satisfaction Ratings

2017 - March	
Very Good	193
Good	52
Satisfied	6918
Poor	1
Very Poor	5
Total	7169

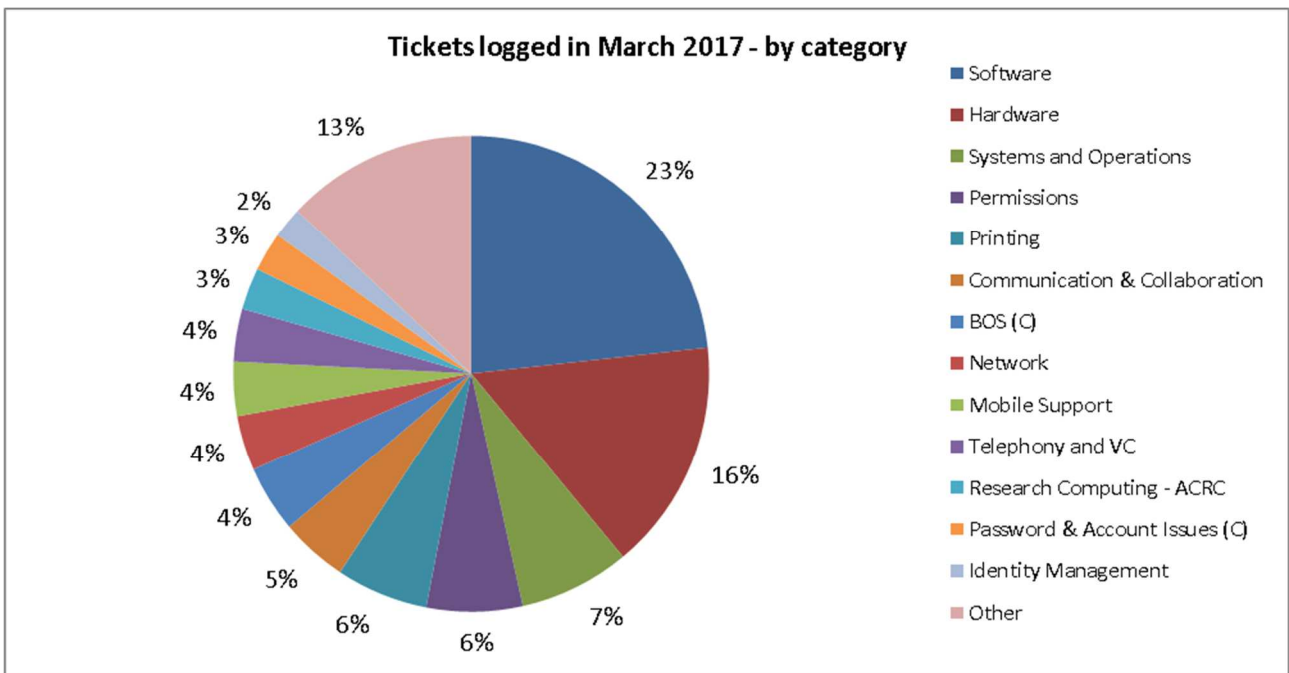


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



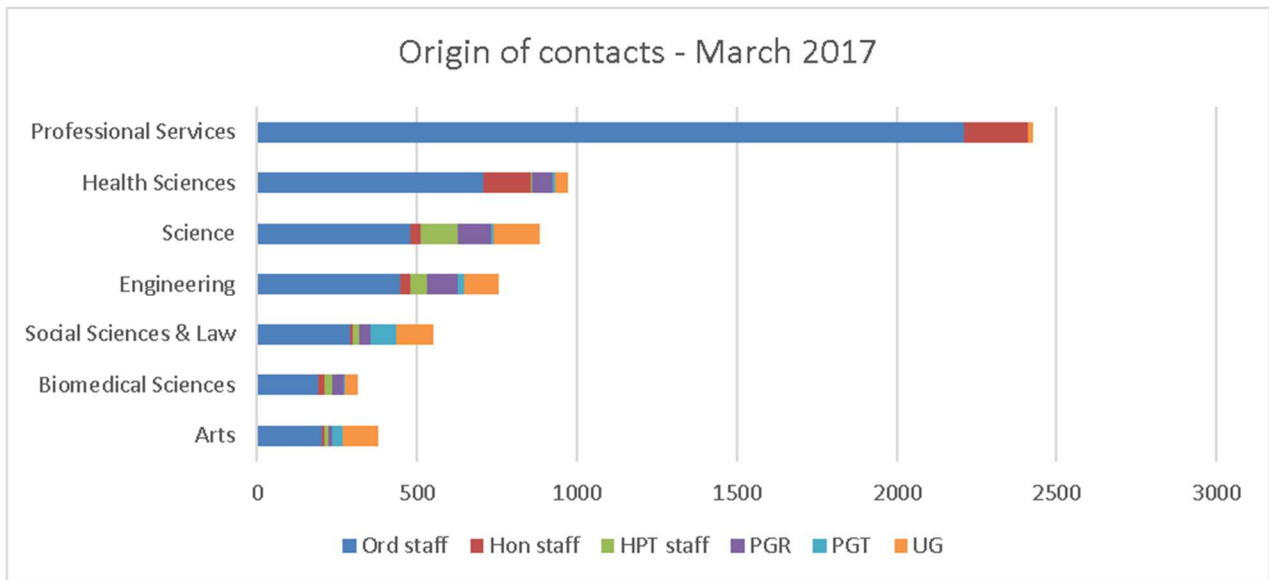
Category of tickets



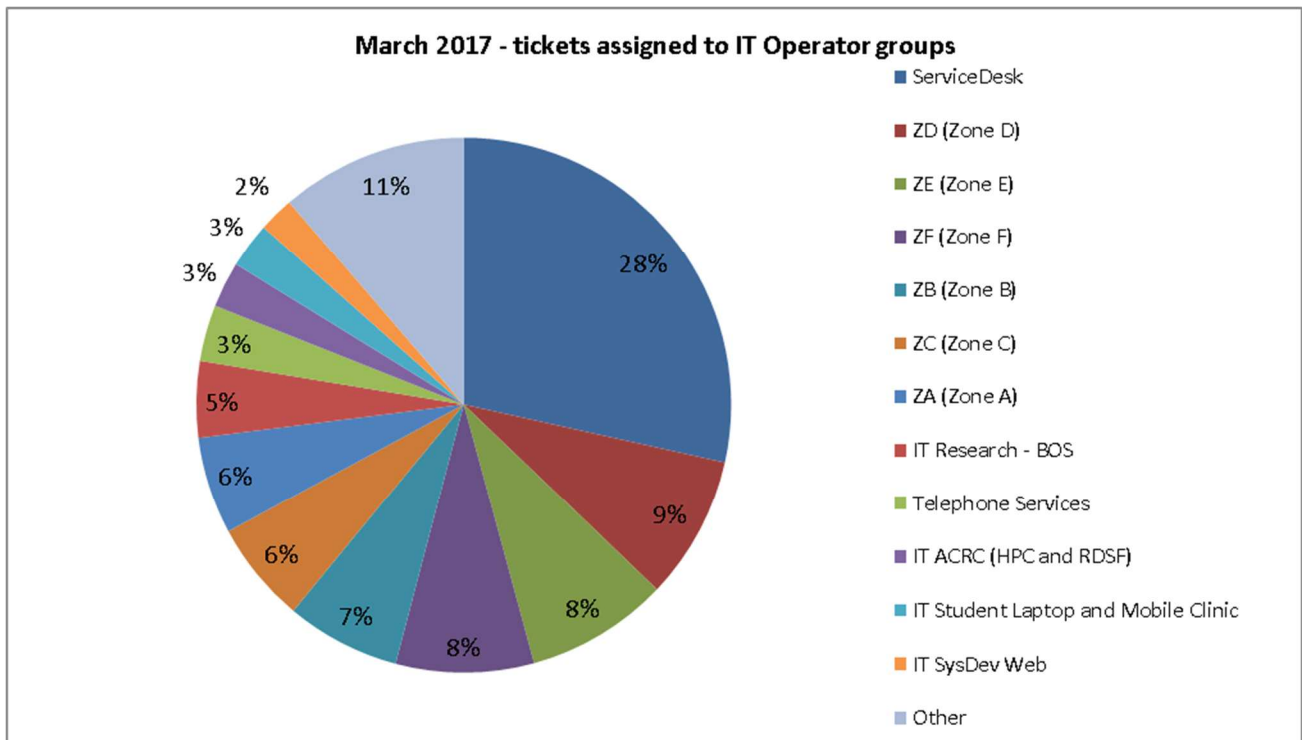
Origin of tickets

February 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	203	7	11	12	35	111	379
Biomedical Sciences	192	17	26	36	2	43	316
Social Sciences & Law	290	7	21	36	80	118	552
Engineering	448	30	54	97	20	105	754
Science	478	34	114	107	8	142	883
Health Sciences	706	149	3	65	9	42	974
Professional Services	2211	201	0	0	0	15	2427
Unknown							773
Total							7058

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.

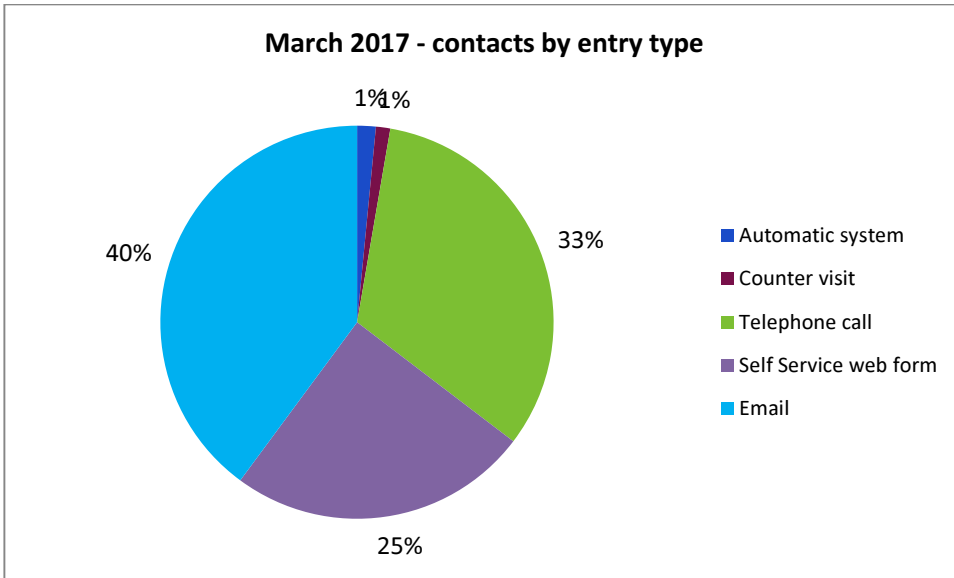


Destination of tickets



Entry type of tickets

2017 - March	
Automatic system	108
Counter visit	84
Telephone call	2303
Self Service web form	1747
Email	2816
Total	7058



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