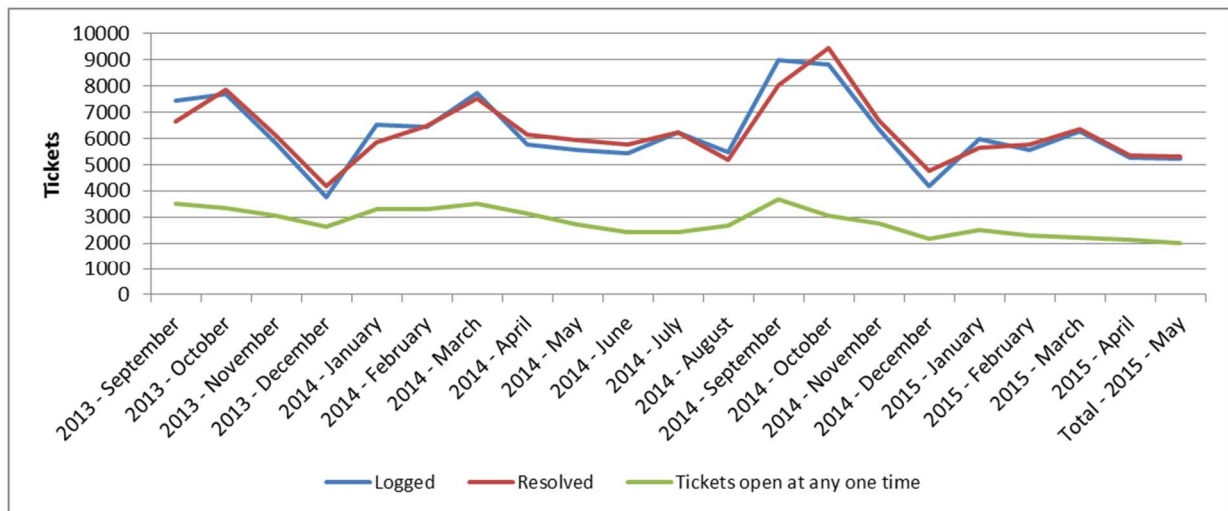


## May 2015 - Incident Management and Request Fulfilment

### Tickets recorded

May 2015		
Incident Type	Logged	Resolved
Malfunction	1030	1090
Service Request	3555	3626
Change Request	56	60
Request for information	551	525
Breach of Regulations	24	25
Unknown		
<b>Total</b>	<b>5216</b>	<b>5326</b>

### Ticket trends over time



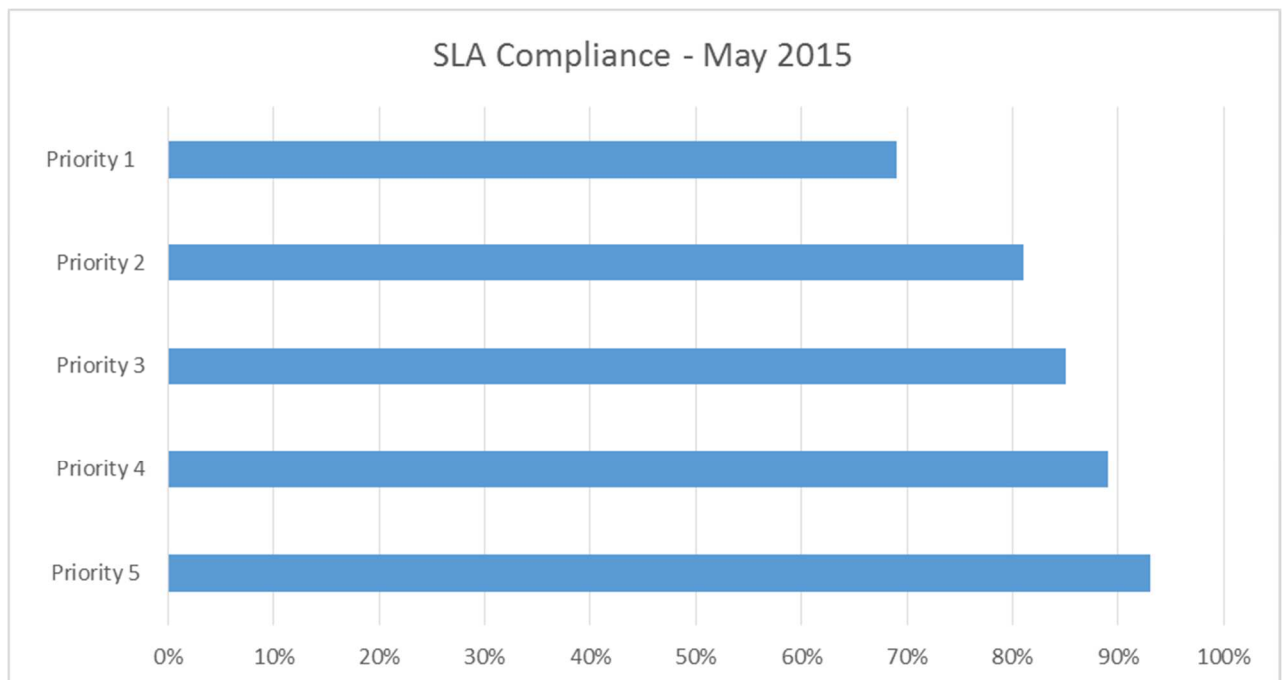
Tickets open at any one time currently equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

	SLA met	Number of contacts
Priority 1	275	397
Priority 2	598	742
Priority 3	1421	1679
Priority 4	265	297
Priority 5	784	841
Total	3343	3956

Our overall compliance for this month is 85 % of all tickets.

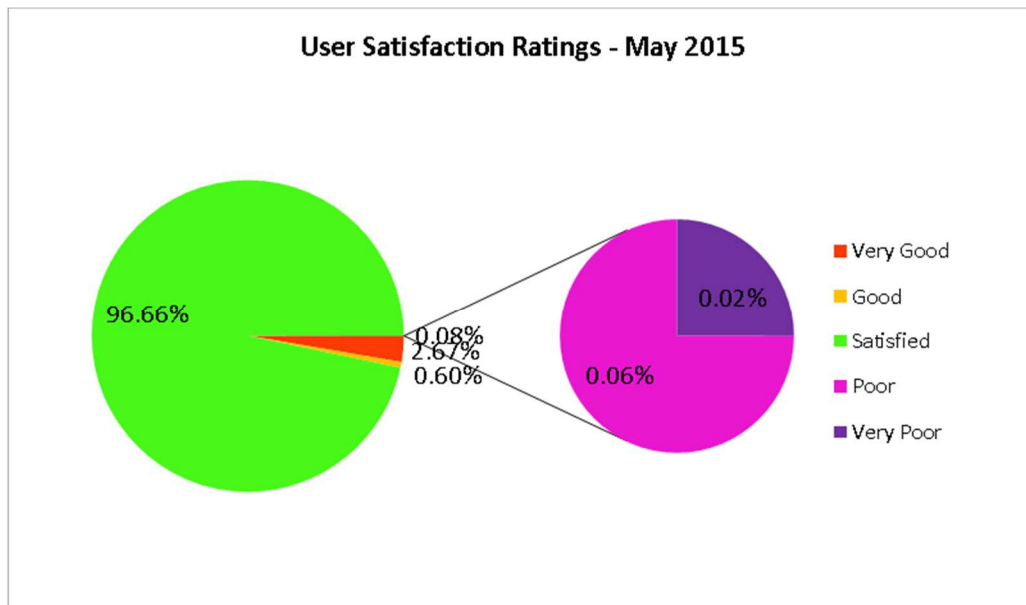
Note: SLA compliance figures do not currently include tickets marked as confidential because of data processing guidelines. This means there is appears to be a discrepancy between the total number of tickets recorded and those which were polled for SLA compliance.



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>

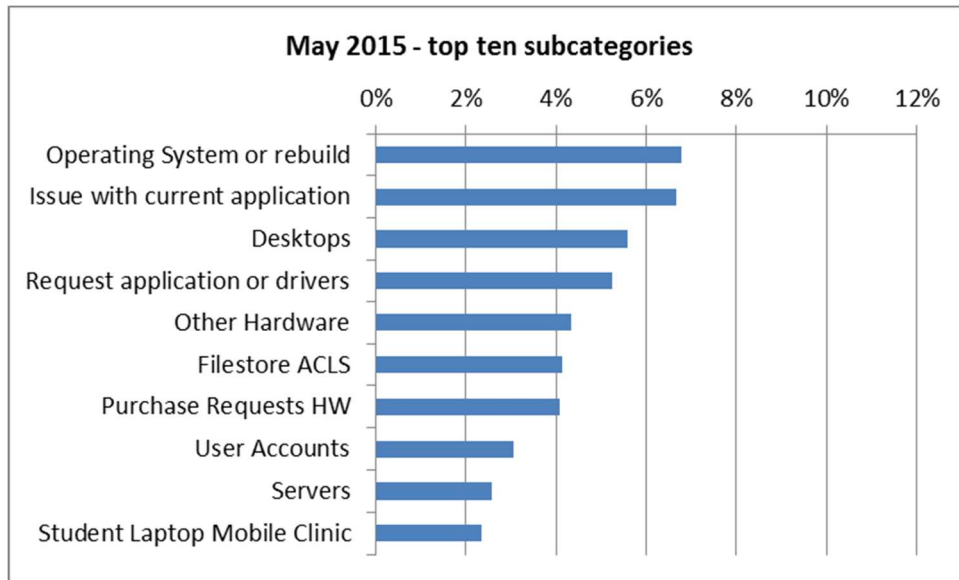
## User Satisfaction Ratings

2015 - May	
Very Good	142
Good	32
Satisfied	5148
Poor	3
Very Poor	1
Total	5326

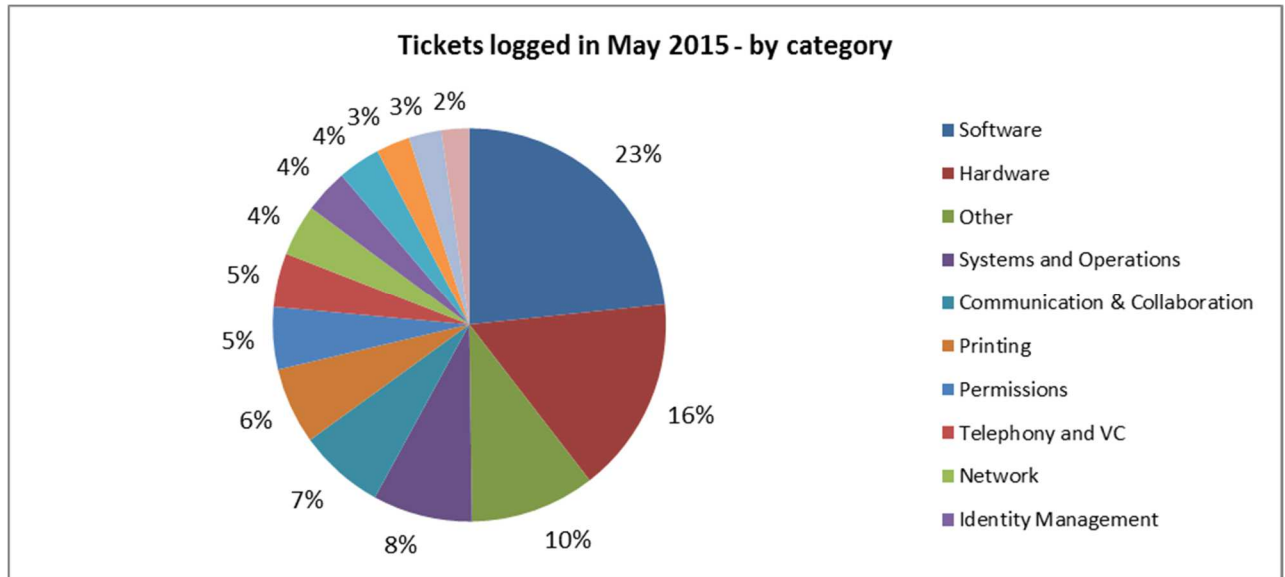


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



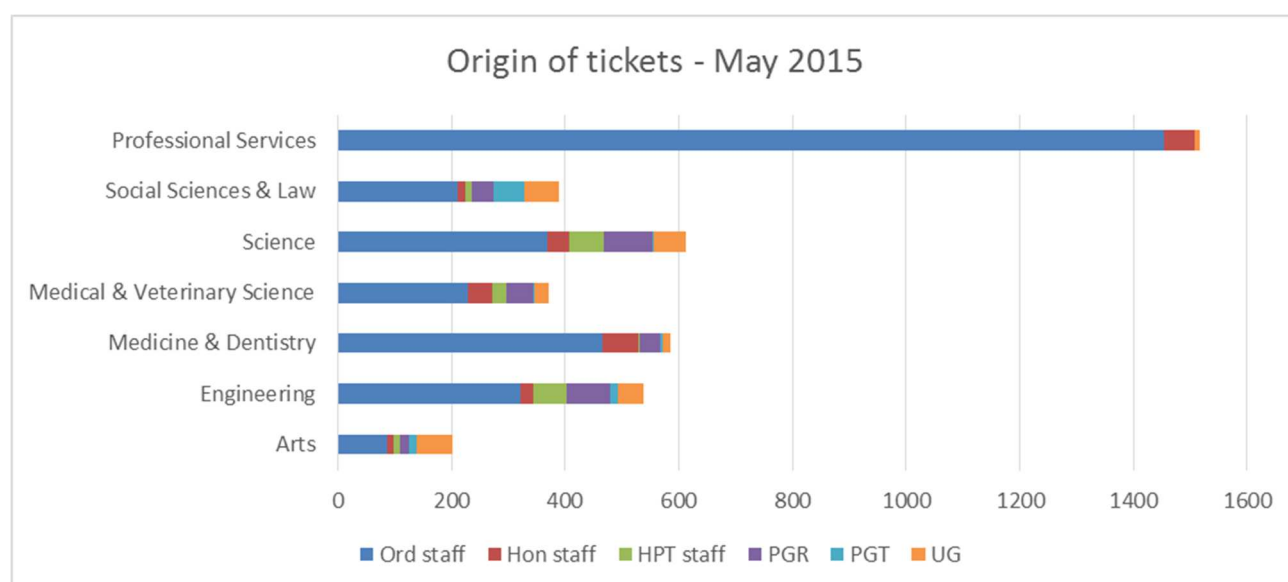
## Category of tickets



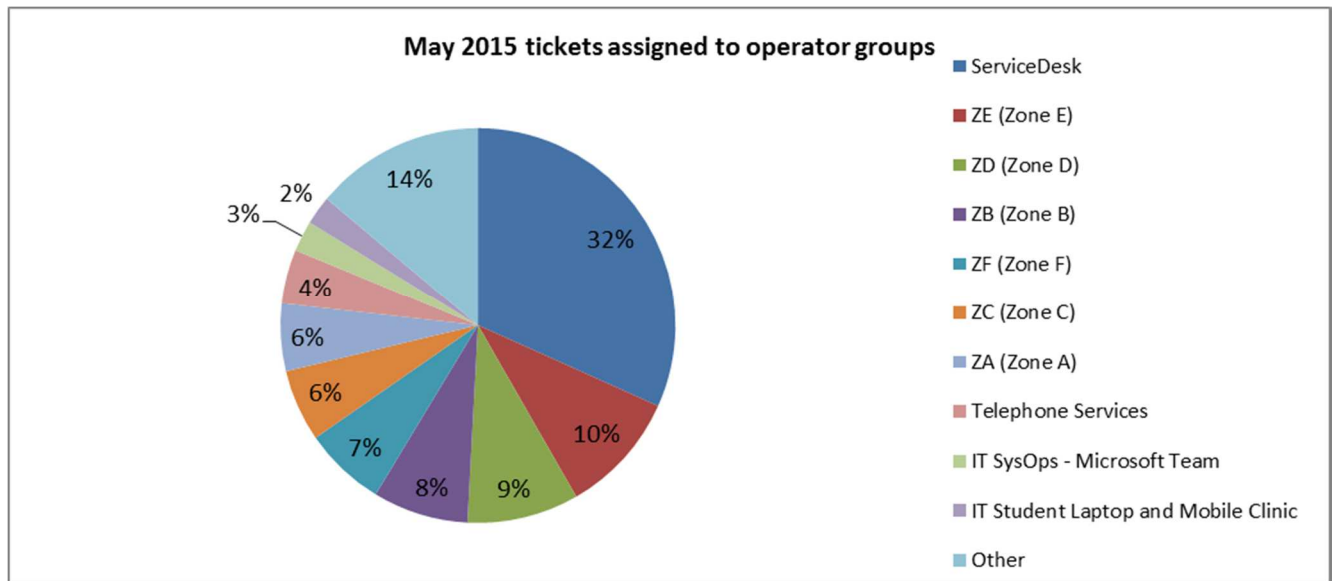
## Origin of tickets

May	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	87	12	11	16	13	64	203
Engineering	322	22	58	78	12	47	539
Medicine & Dentistry	466	64	1	36	4	14	585
Medical & Veterinary Science	229	42	26	48	2	24	371
Science	370	38	61	84	4	55	612
Social Sciences & Law	212	12	11	39	54	62	390
Professional Services	1454	53	0	0	0	9	1516
Unknown							1000
Total							5216

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.

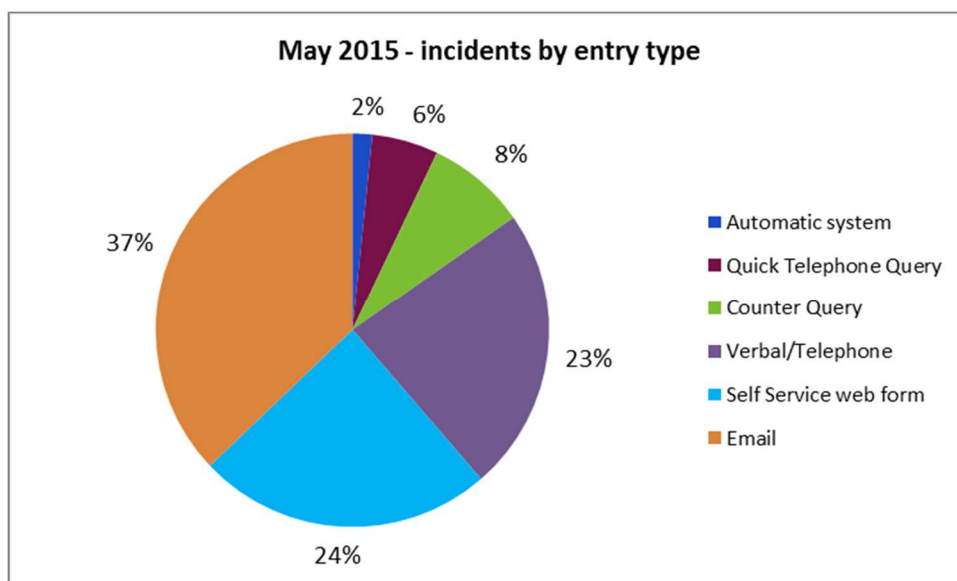


## Destination of tickets



## Entry type of tickets

2015 - May	
Automatic system	85
Quick Telephone Query	284
Counter Query	428
Verbal/Telephone	1219
Self Service web form	1264
Email	1936
<b>Total</b>	<b>5216</b>



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