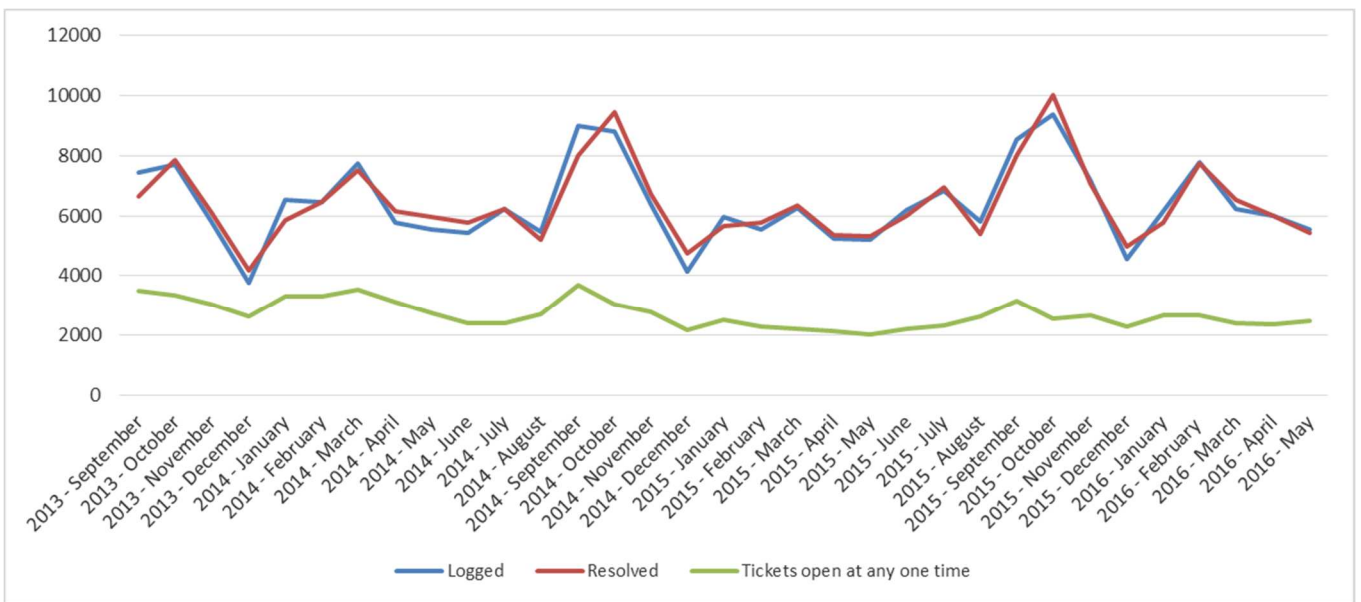


May 2016 - Incident Management and Request Fulfilment

Tickets recorded

2016 - May		
Incident Type	Logged	Resolved
Malfunction	1049	986
Service Request	3944	3915
Change Request	49	56
Request for information	484	472
Breach of Regulations	2	3
Total	5530	5434

Ticket trends over time

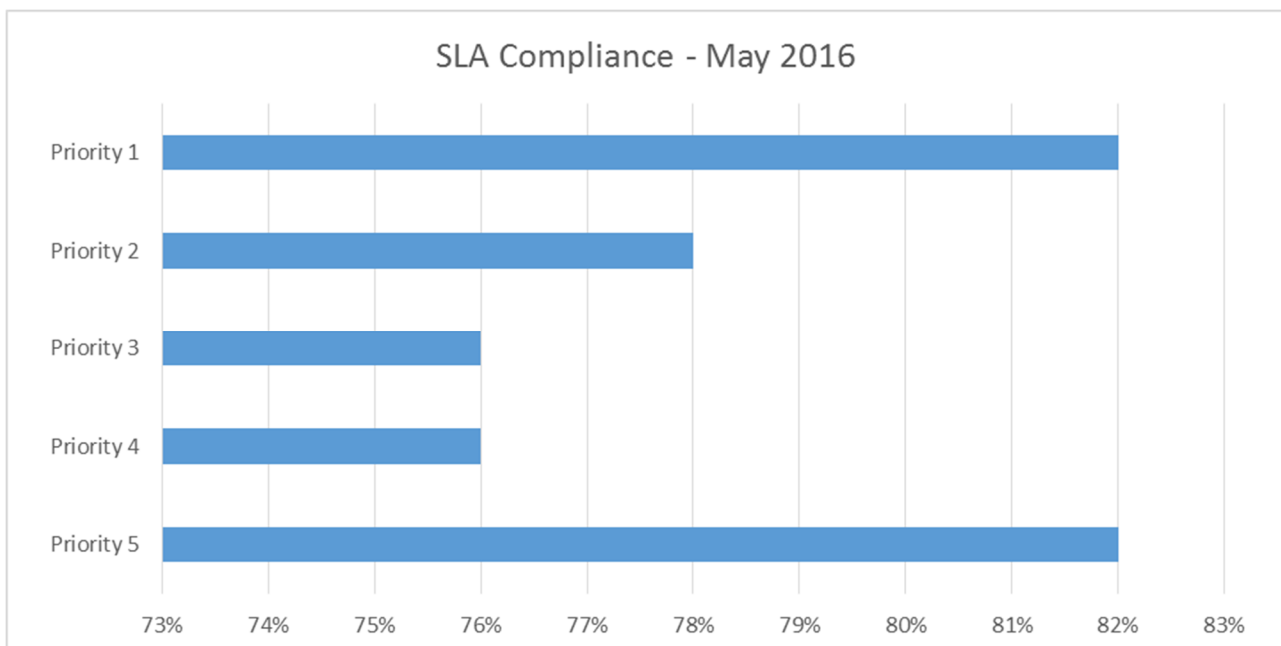


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

May 2016	SLA met	Number of contacts
Priority 1	543	664
Priority 2	709	912
Priority 3	1629	2142
Priority 4	343	452
Priority 5	1061	1300
Total	4285	5470

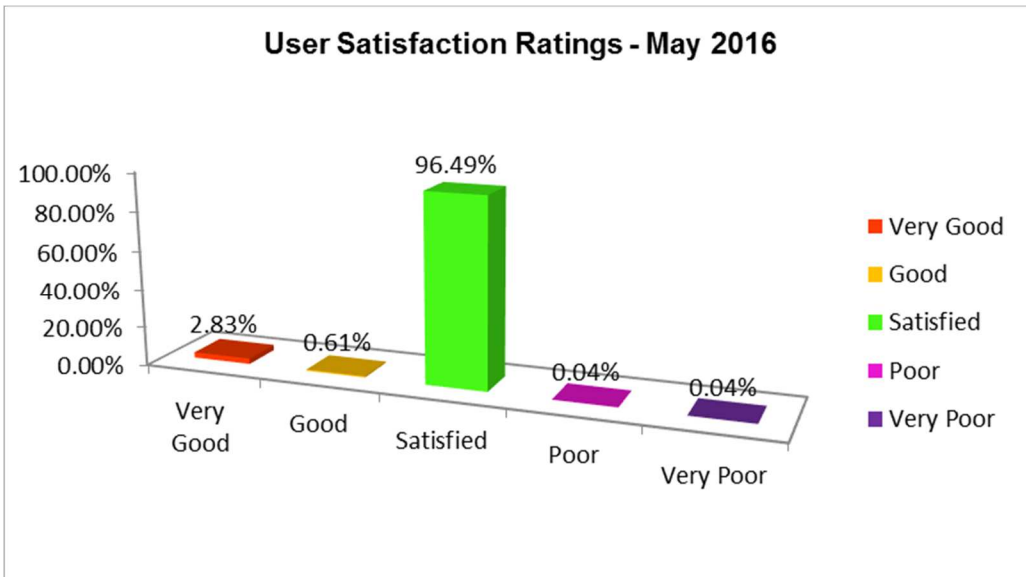
Our overall compliance for this month is 78% of all tickets.



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>

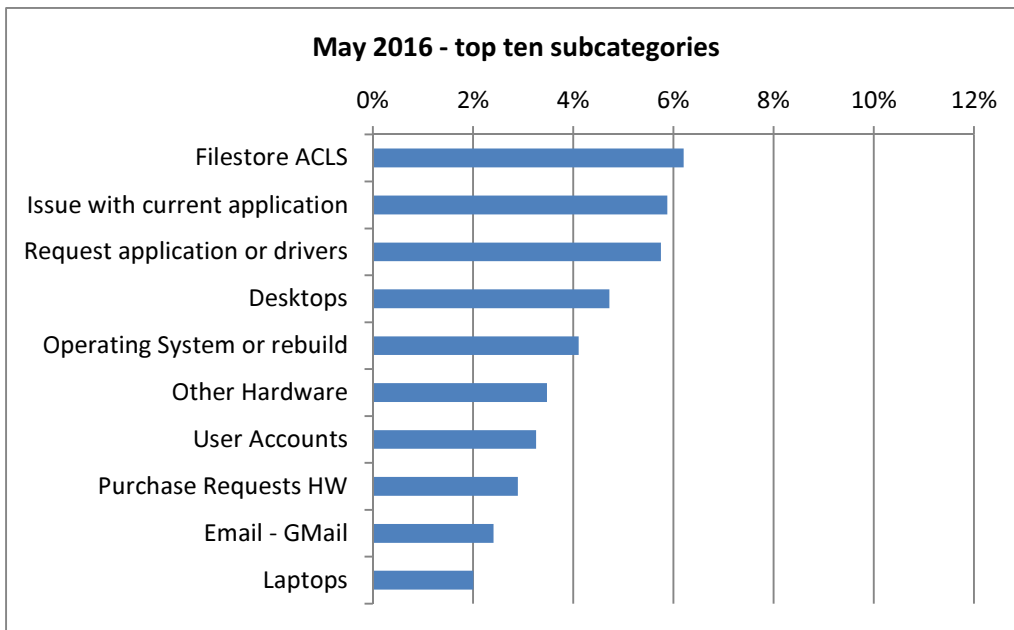
User Satisfaction Ratings

2016 - May	
Very Good	154
Good	33
Satisfied	5243
Poor	2
Very Poor	2
Total	5434

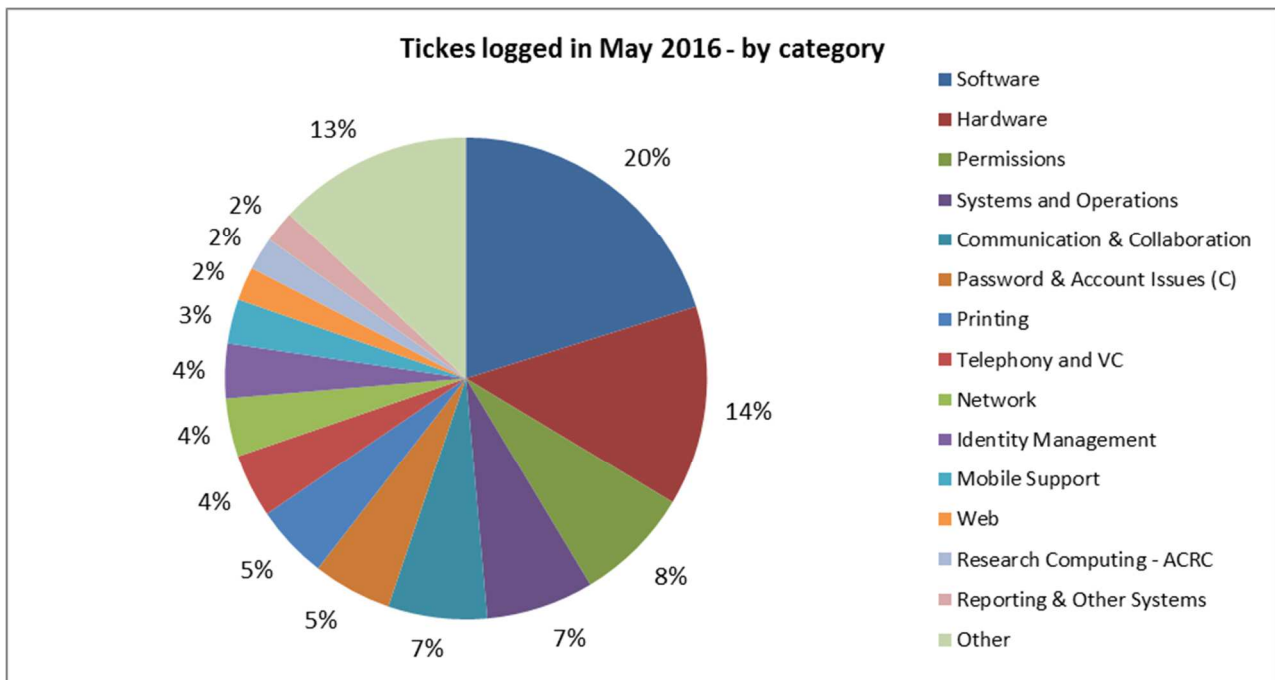


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



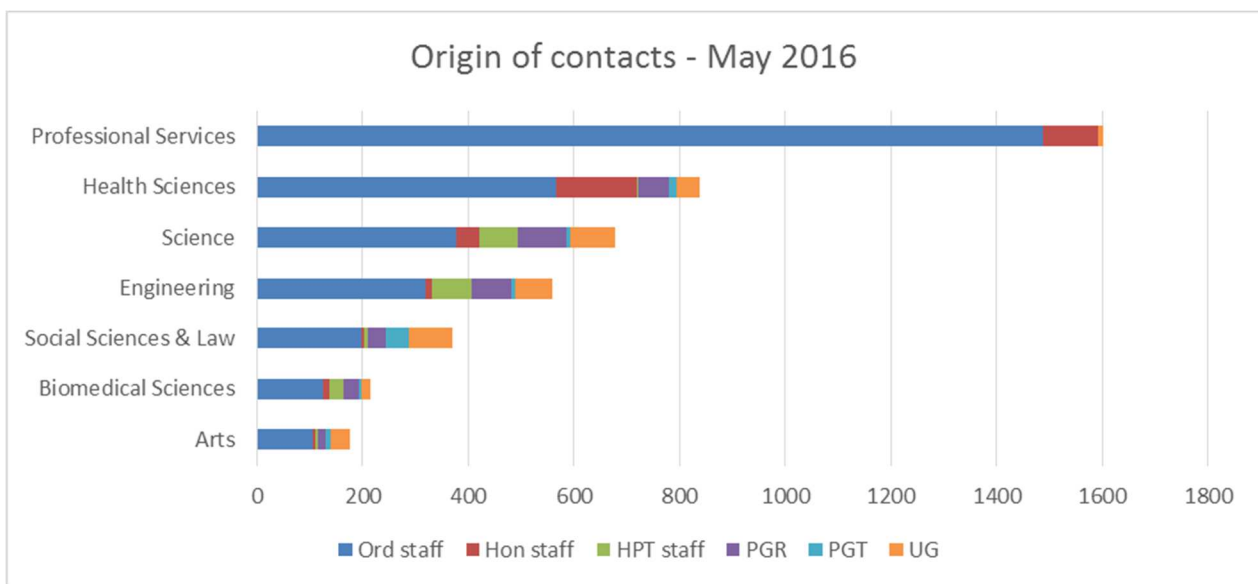
Category of tickets



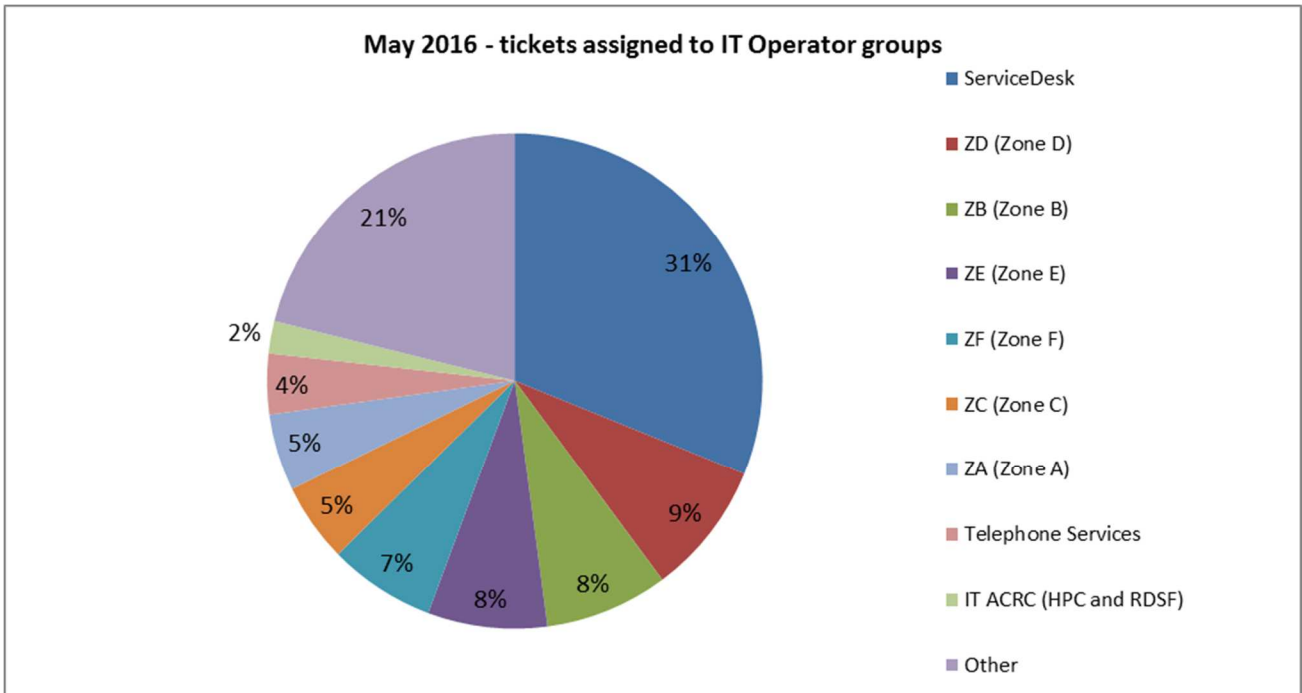
Origin of tickets

May 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	106	5	5	14	9	37	176
Biomedical Sciences	126	11	27	29	5	17	215
Social Sciences & Law	199	3	8	34	44	83	371
Engineering	320	12	74	76	8	68	558
Science	378	43	73	91	7	85	677
Health Sciences	567	153	1	58	16	43	838
Professional Services	1488	103	1	0	0	10	1602
Unknown							1093
Total							5530

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.

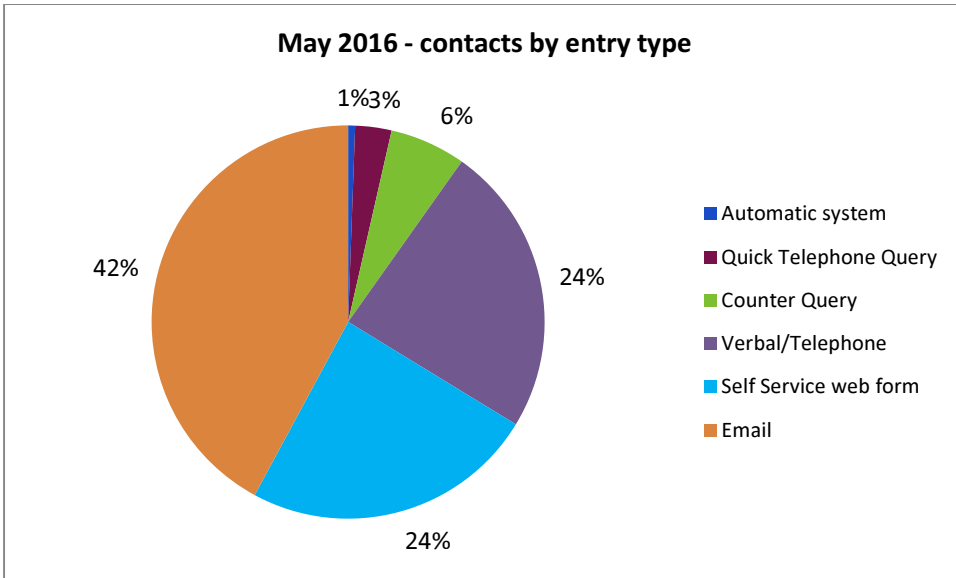


Destination of tickets



Entry type of tickets

2016 - May	
Automatic system	32
Quick Telephone Query	164
Counter Query	346
Verbal/Telephone	1322
Self Service web form	1337
Email	2329
Total	5530



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