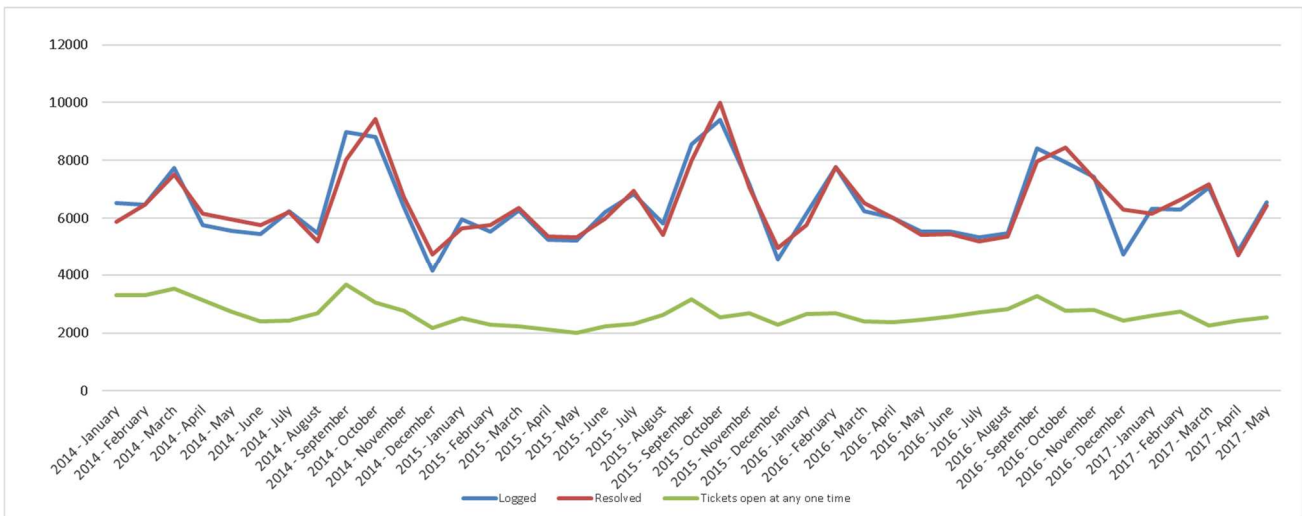


May 2017 - Incident Management and Request Fulfilment

Tickets recorded

2017 - May		
Incident Type	Logged	Resolved
Malfunction	1117	1136
Service Request	4900	4742
Change Request	88	76
Request for information	393	431
Information Security incident	49	51
Total	6548	6436

Ticket trends over time

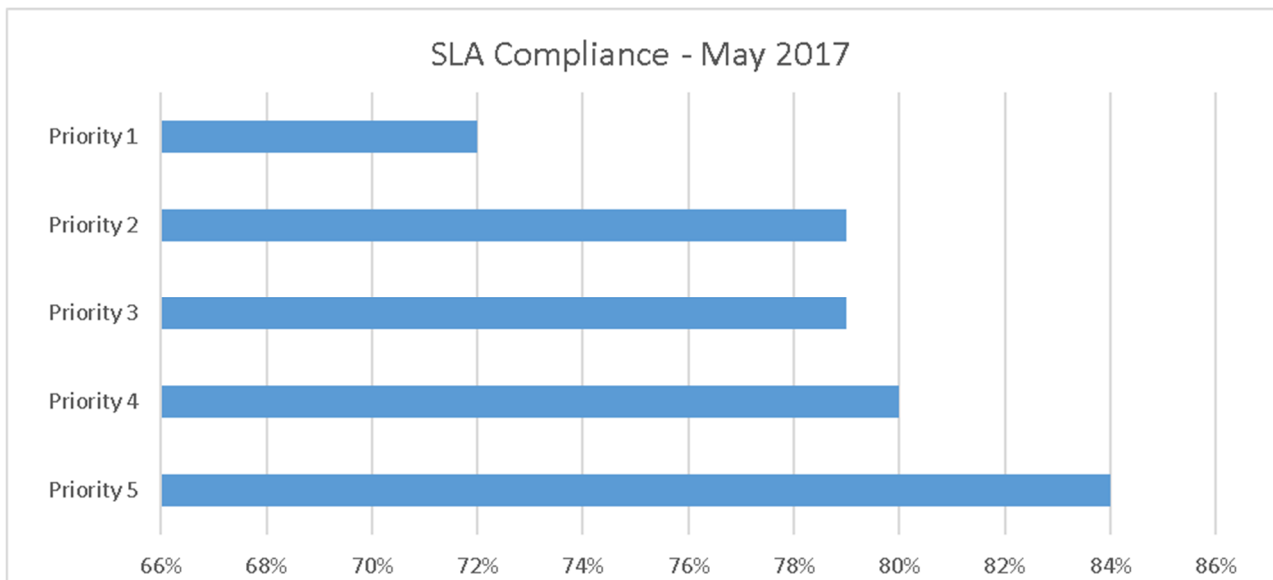


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

May 2017	SLA met	Number of contacts
Priority 1	392	543
Priority 2	1046	1320
Priority 3	2189	2784
Priority 4	386	480
Priority 5	1151	1369
Total	5164	6496

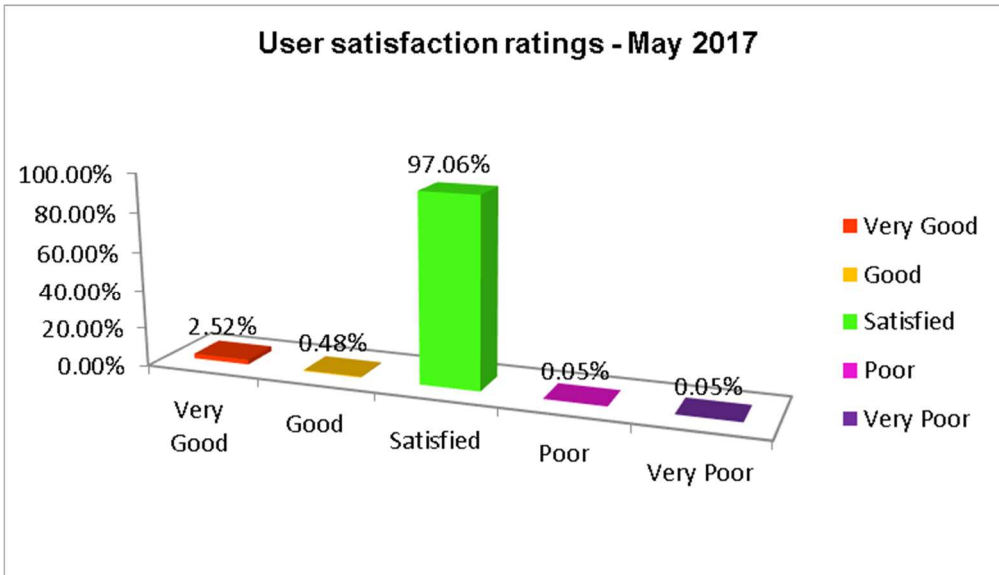
Our overall compliance for this month is 79% of all tickets.



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>

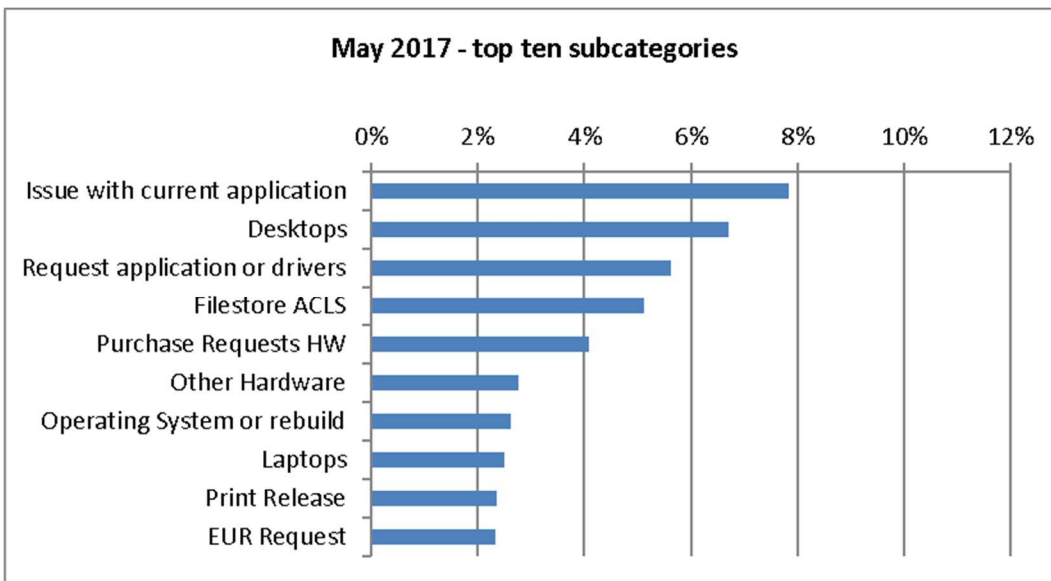
User Satisfaction Ratings

2017 - May	
Very Good	162
Good	31
Satisfied	6237
Poor	3
Very Poor	3
Total	6426

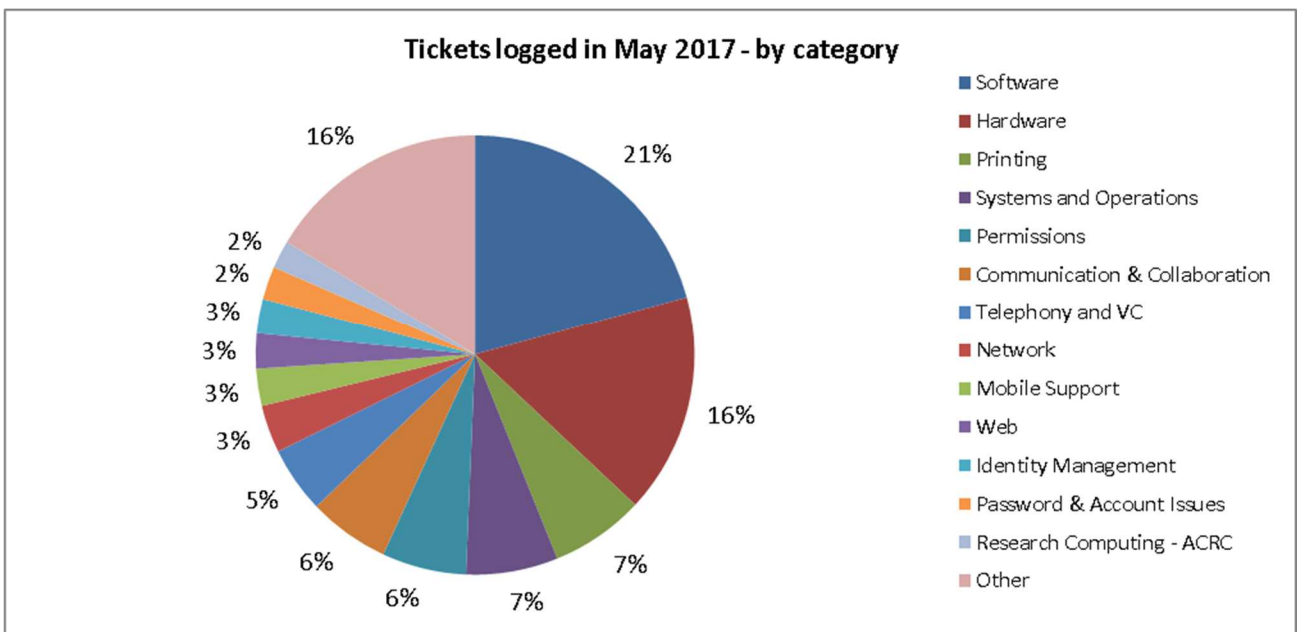


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



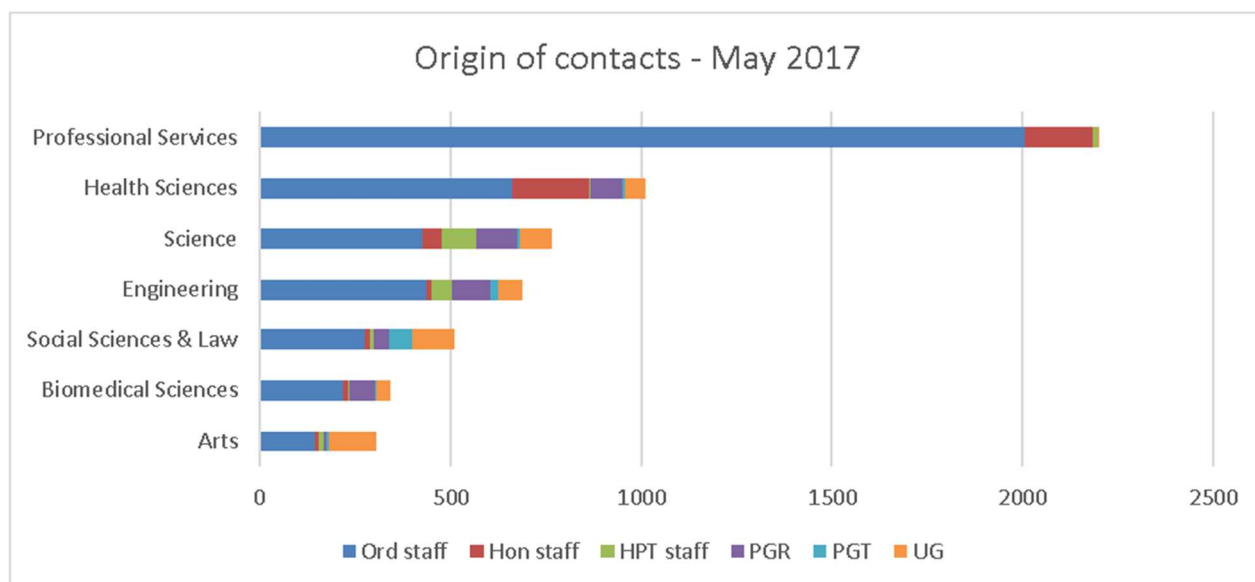
Category of tickets



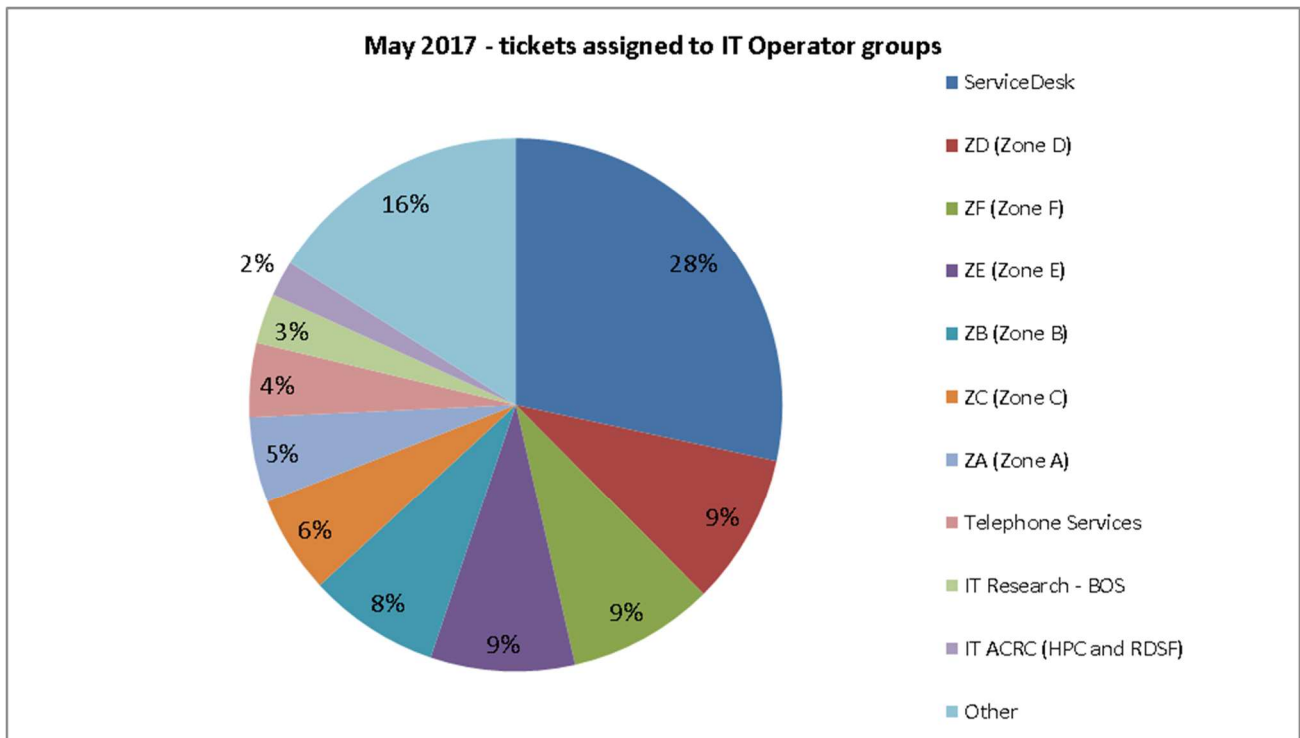
Origin of tickets

May 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	144	9	13	9	5	124	304
Biomedical Sciences	218	13	4	67	3	37	342
Social Sciences & Law	275	15	10	40	58	114	512
Engineering	435	16	53	100	21	62	687
Science	425	53	89	107	7	86	767
Health Sciences	662	202	1	84	10	51	1010
Professional Services	2005	180	12	0	0	5	2202
Unknown							724
Total							6548

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.

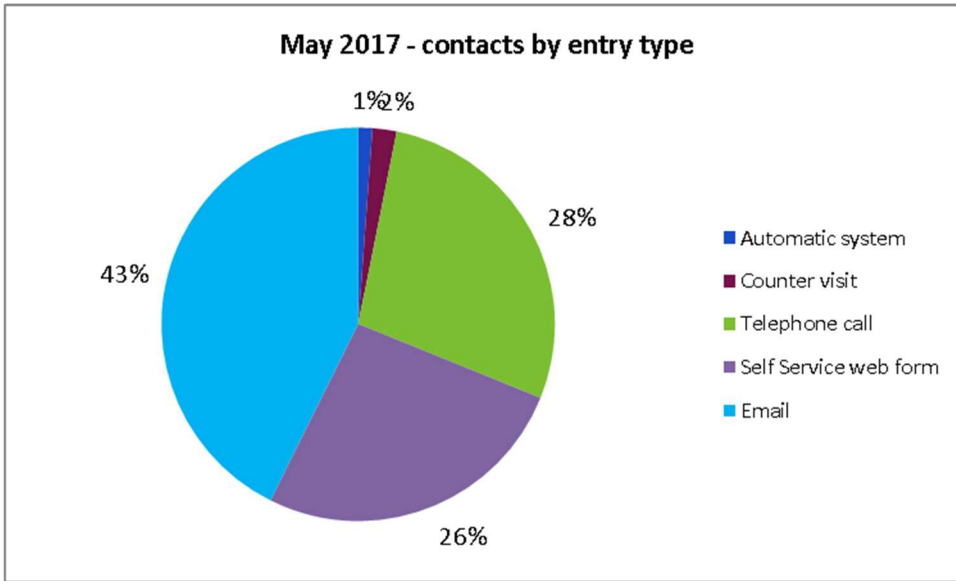


Destination of tickets



Entry type of tickets

2017 - May	
Automatic system	76
Counter visit	130
Telephone call	1832
Self Service web form	1718
Email	2792
Total	6548



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