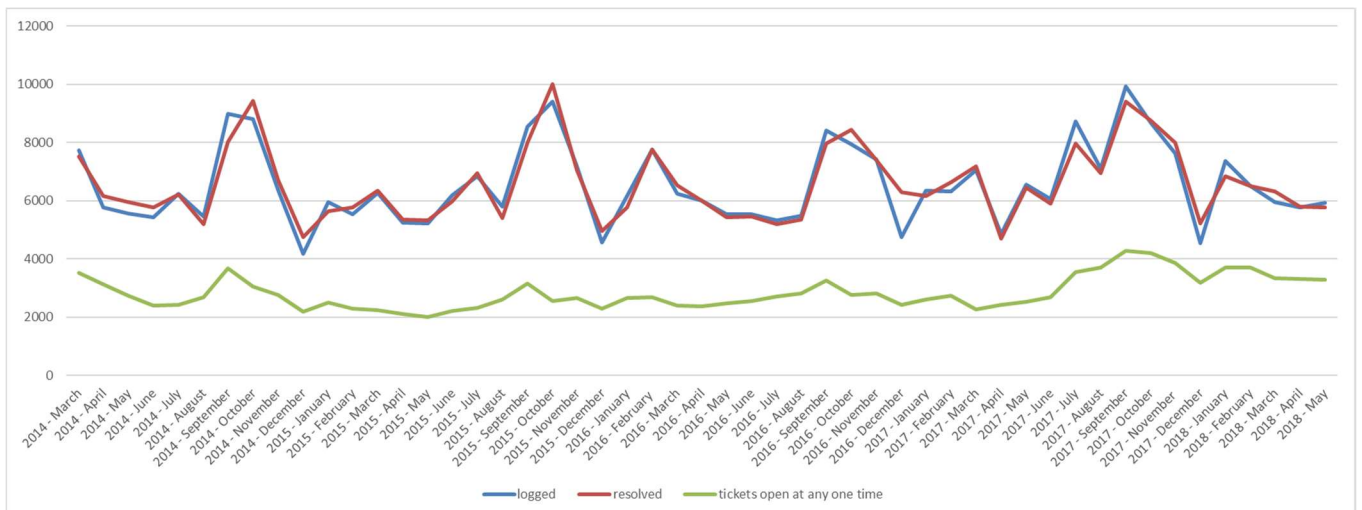


May 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - May		
Incident Type	Logged	Resolved
Malfunction	1047	1095
Service Request	4556	4387
Change Request	51	49
Request for information	227	209
Information Security incident	39	36
Total	5929	5776

Ticket trends over time

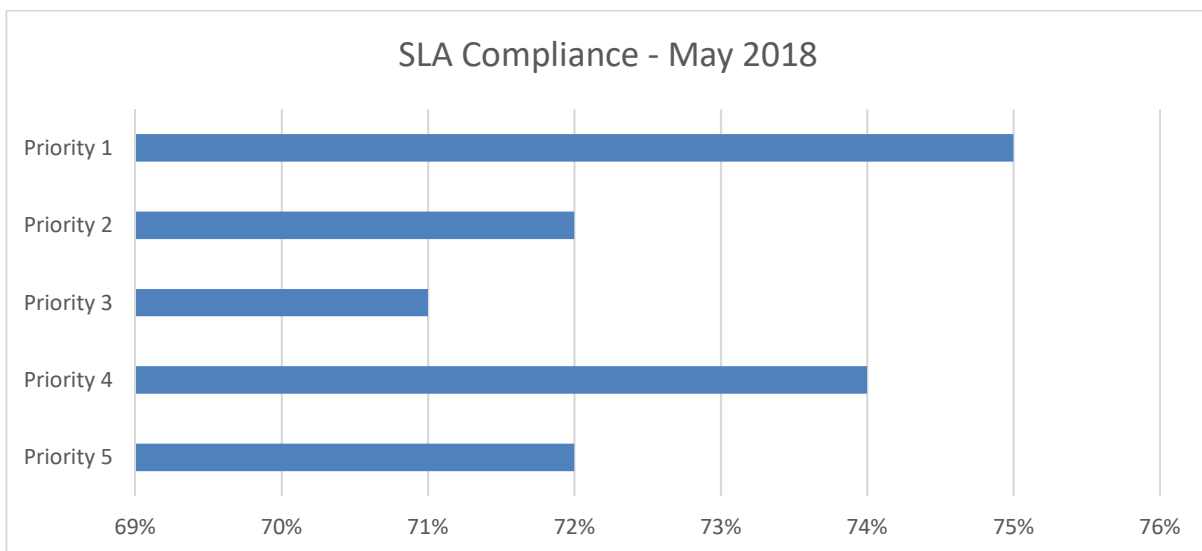


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

May 2018	SLA met	Number of contacts
Priority 1	539	723
Priority 2	1080	1490
Priority 3	1645	2324
Priority 4	187	254
Priority 5	769	1069
Total	4220	5860

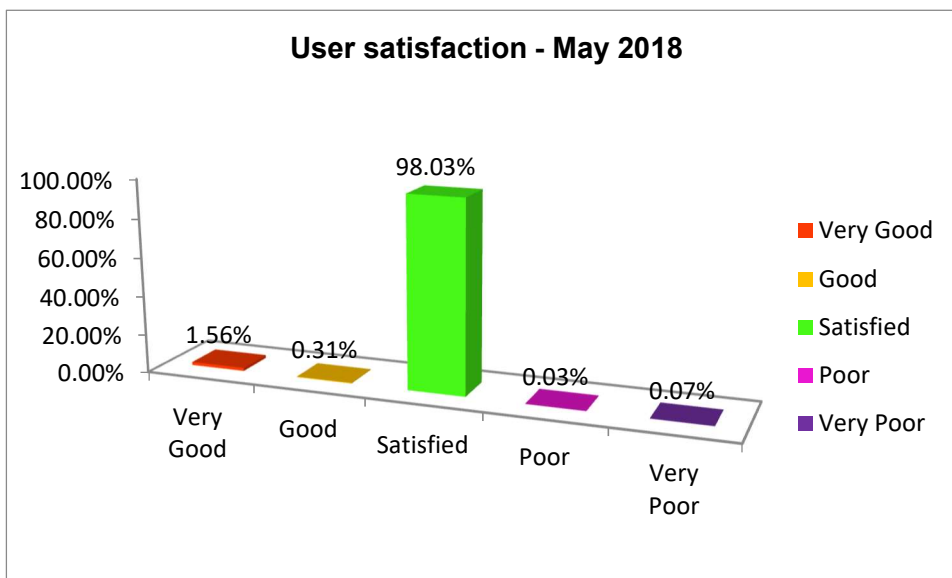
Our overall compliance for this month is 72% of all tickets.



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>

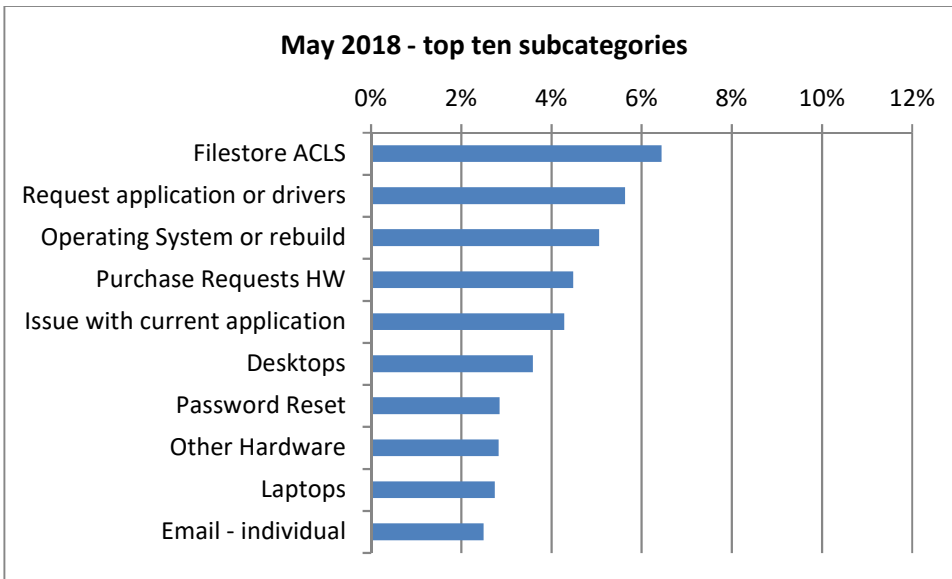
User Satisfaction Ratings

2018 - May	
Very Good	90
Good	18
Satisfied	5662
Poor	2
Very Poor	4
Total	5776

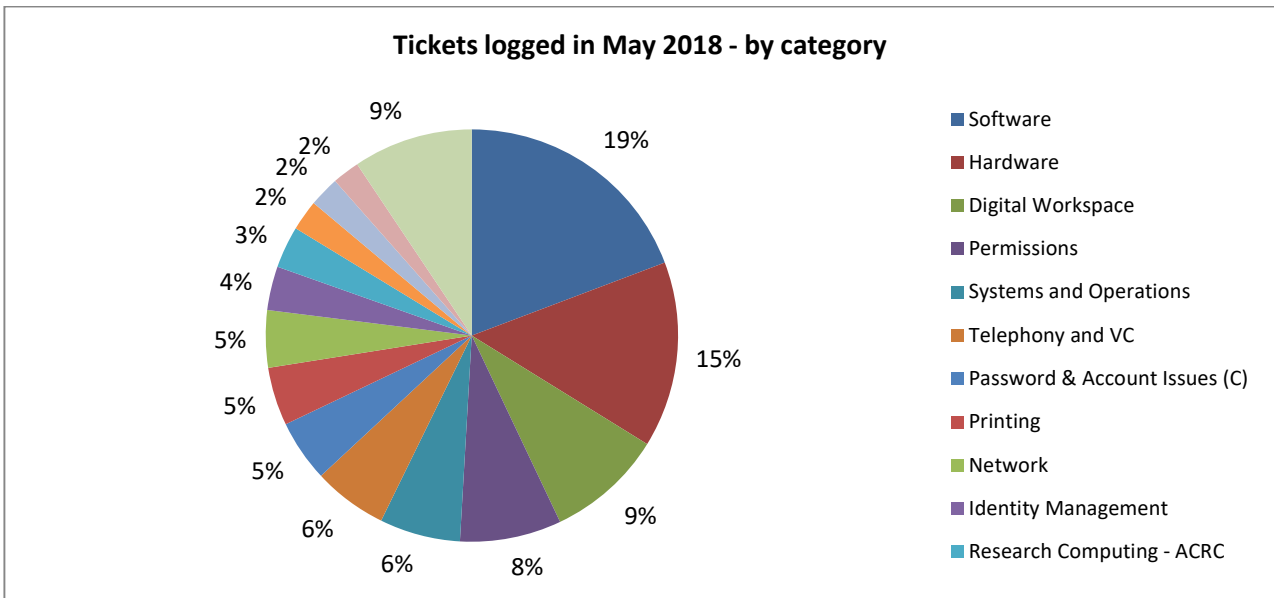


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



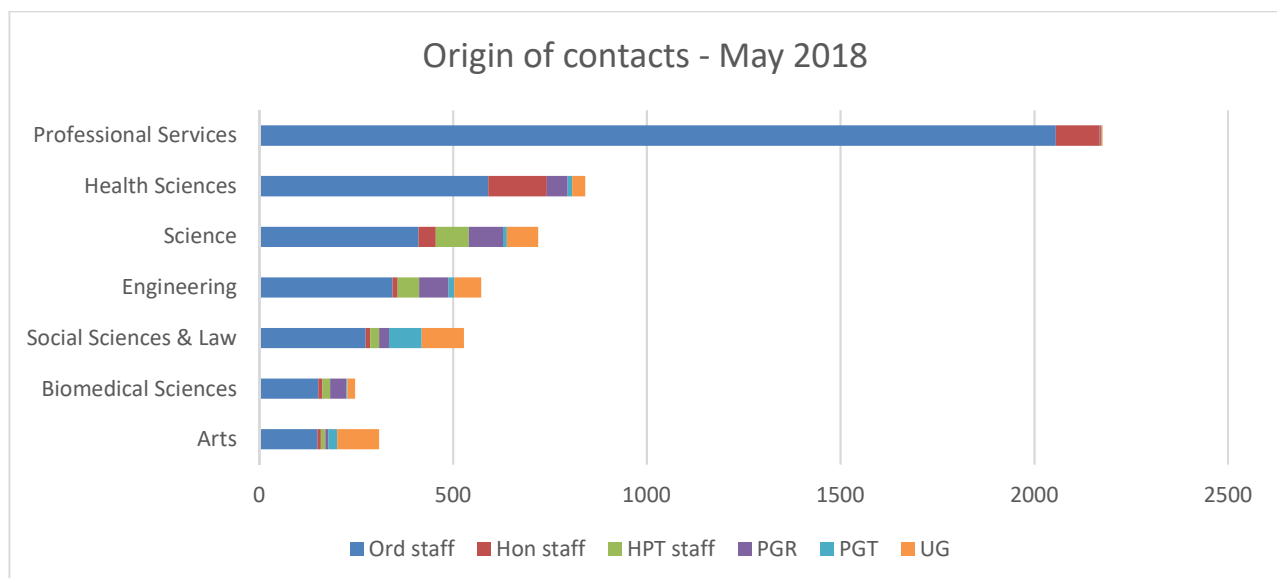
Category of tickets



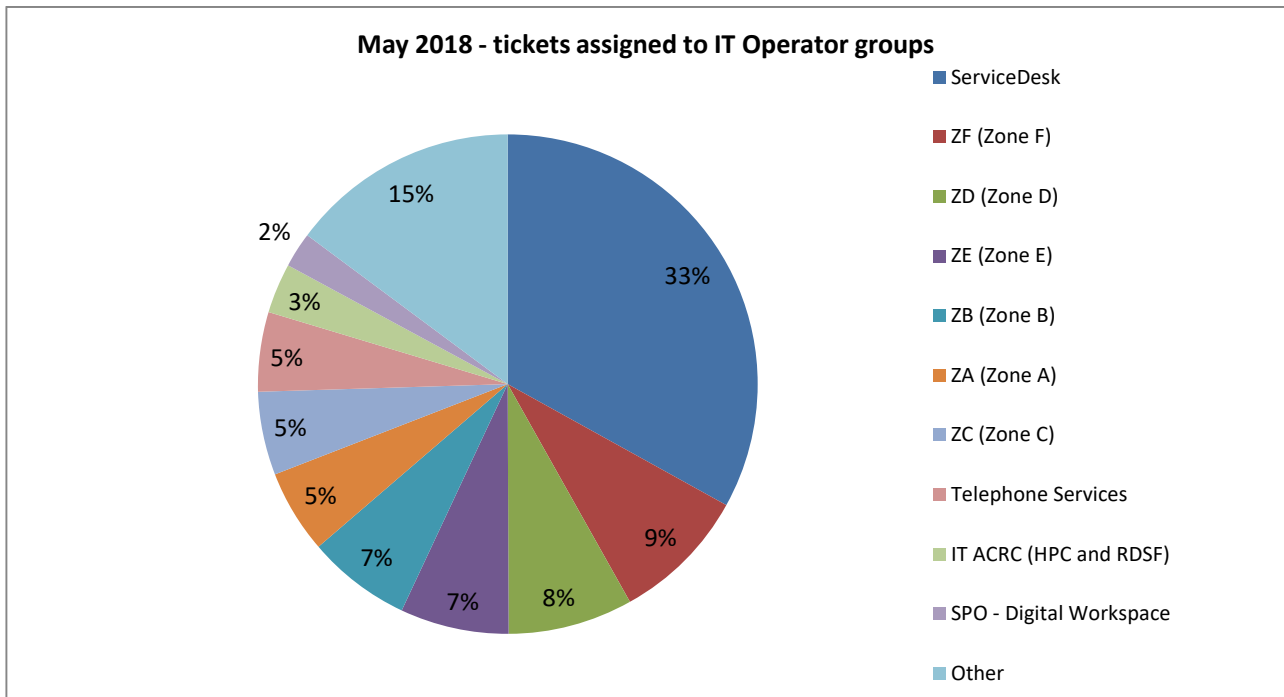
Origin of tickets

May 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	150	9	11	8	23	108	309
Biomedical Sciences	152	11	20	42	2	20	247
Social Sciences & Law	274	12	23	26	84	109	528
Engineering	344	13	55	76	15	70	573
Science	411	44	85	89	10	81	720
Health Sciences	591	151	0	54	11	34	841
Professional Services	2056	113	0	3		4	2176
Unknown							535
Total							5929

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.

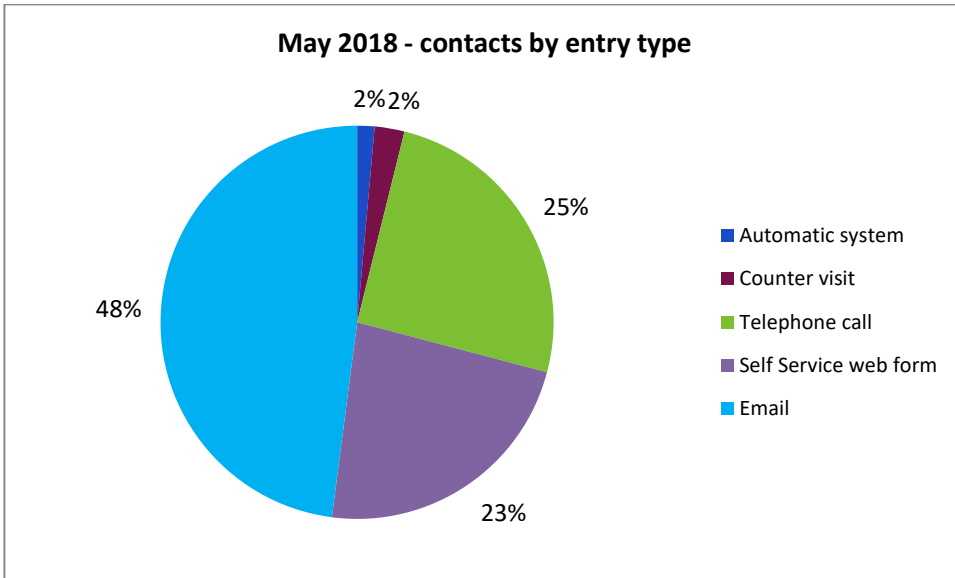


Destination of tickets



Entry type of tickets

2018 - May	
Automatic system	86
Counter visit	145
Telephone call	1494
Self Service web form	1361
Email	2843
Total	5929



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