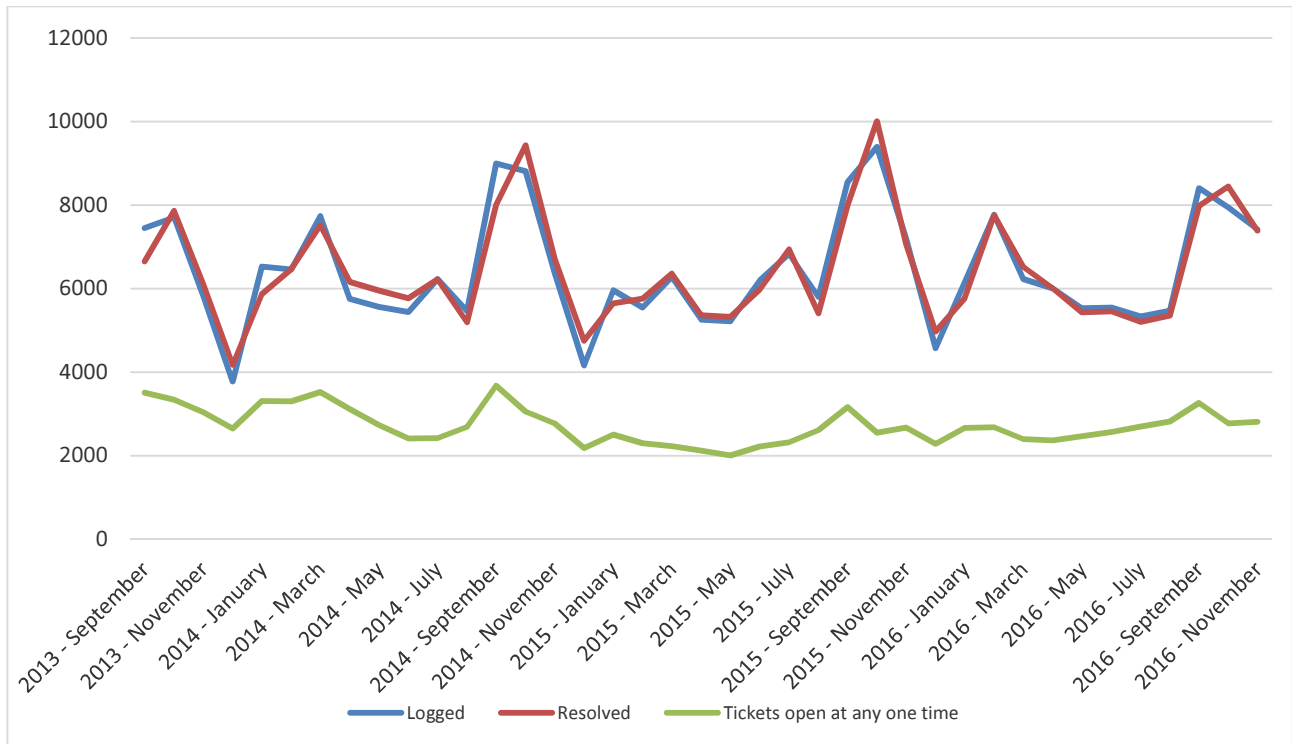


November 2016 - Incident Management and Request Fulfilment

Tickets recorded

2016 - November		
Incident Type	Logged	Resolved
Malfunction	1324	1323
Service Request	5259	5224
Change Request	67	67
Request for information	700	721
Breach of Regulations	50	49
Total	7419	7384

Ticket trends over time

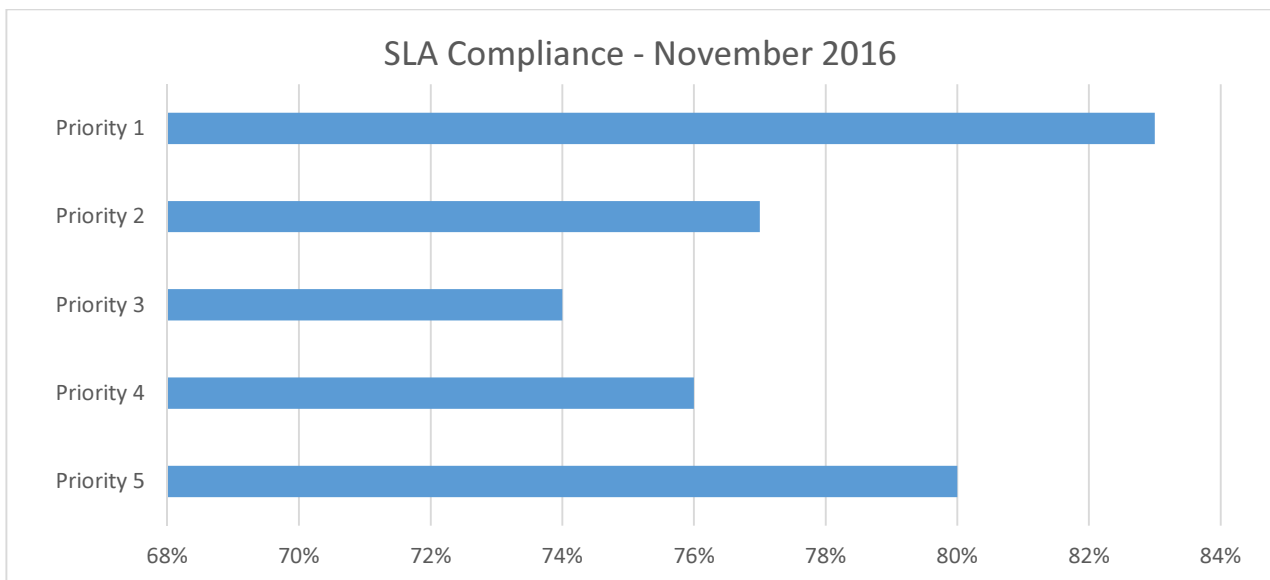


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

November 2016	SLA met	Number of contacts
Priority 1	549	686
Priority 2	981	1299
Priority 3	2118	2867
Priority 4	473	611
Priority 5	1563	1894
Total	5684	7357

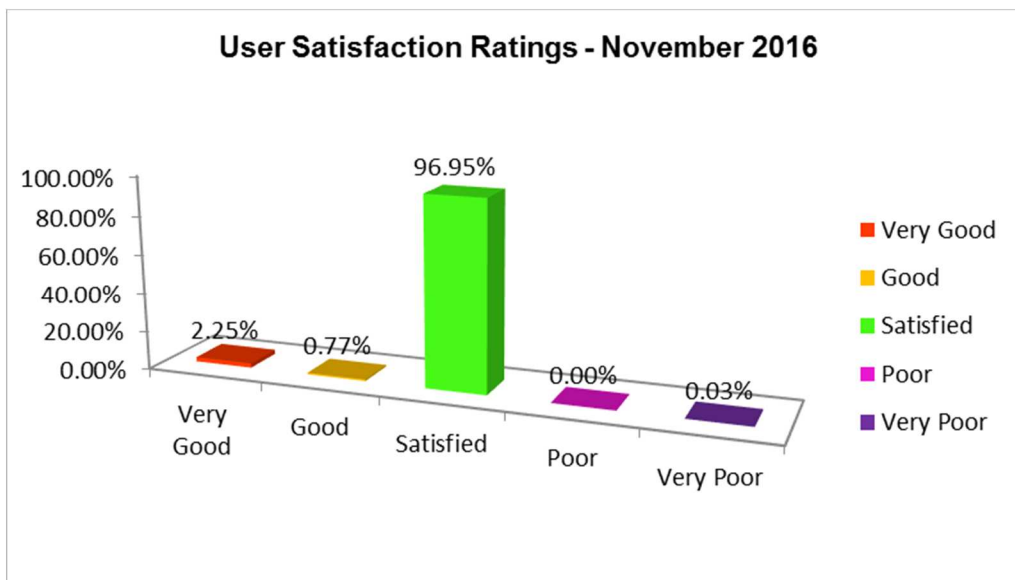
Our overall compliance for this month is 77% of all tickets.



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>

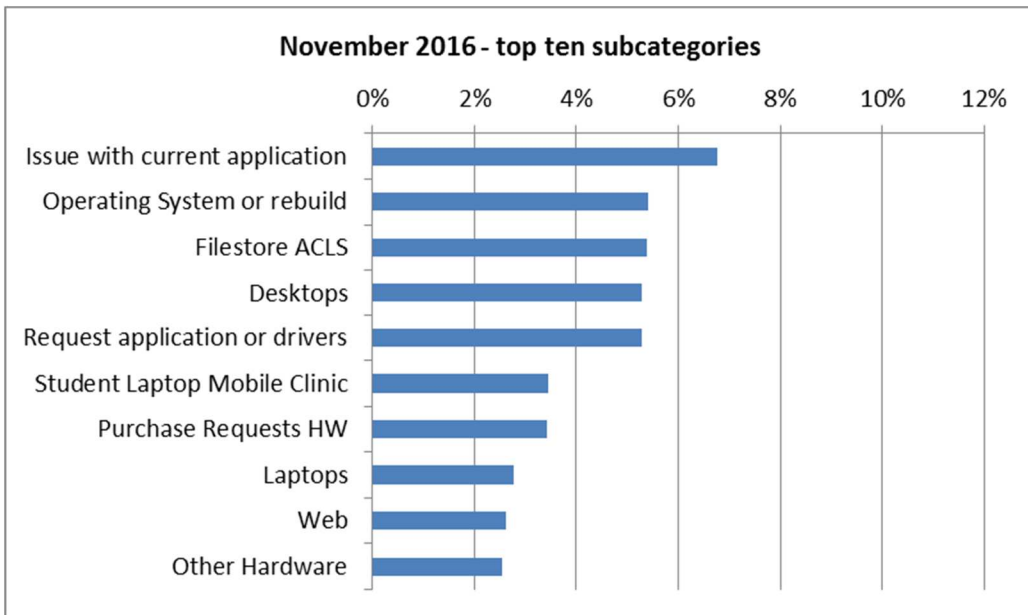
User Satisfaction Ratings

2016 -November	
Very Good	166
Good	57
Satisfied	7159
Poor	0
Very Poor	2
Total	7384

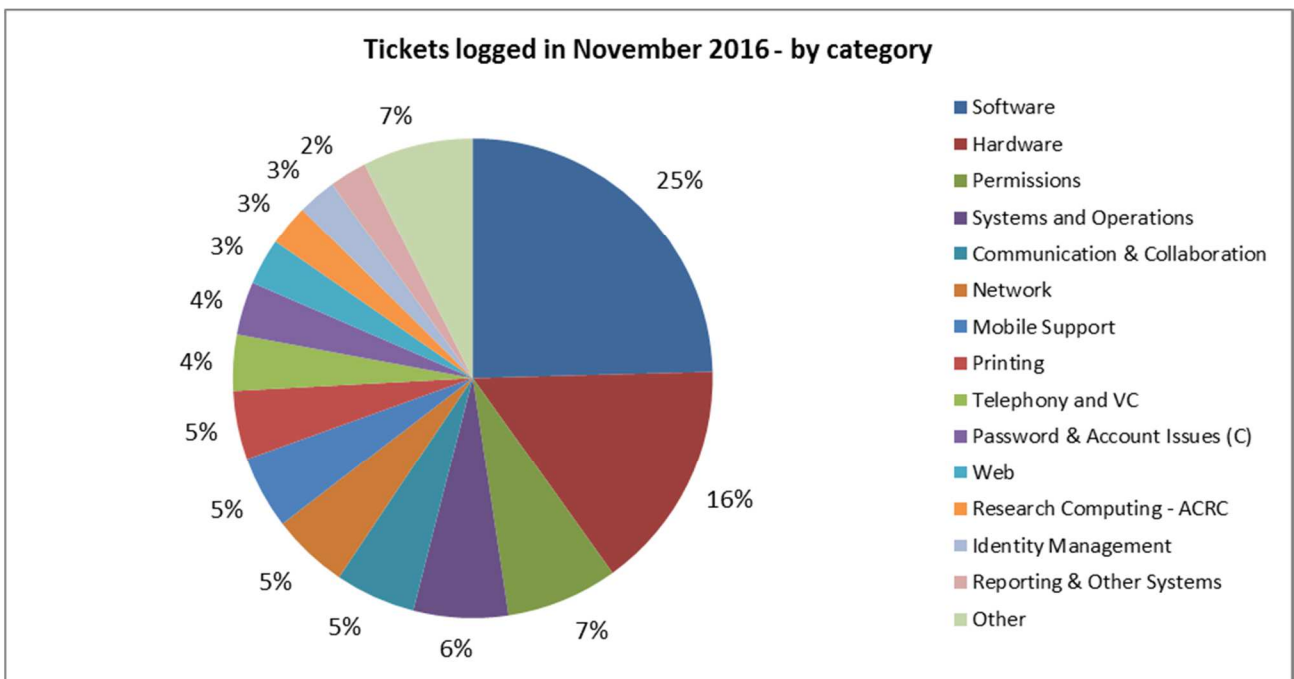


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



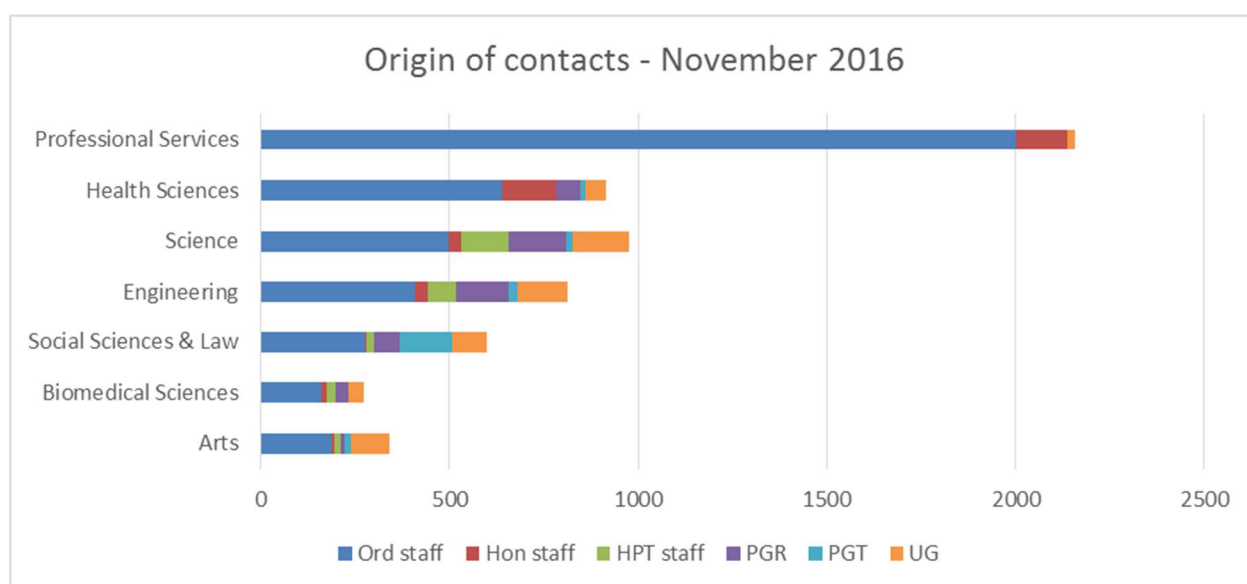
Category of tickets



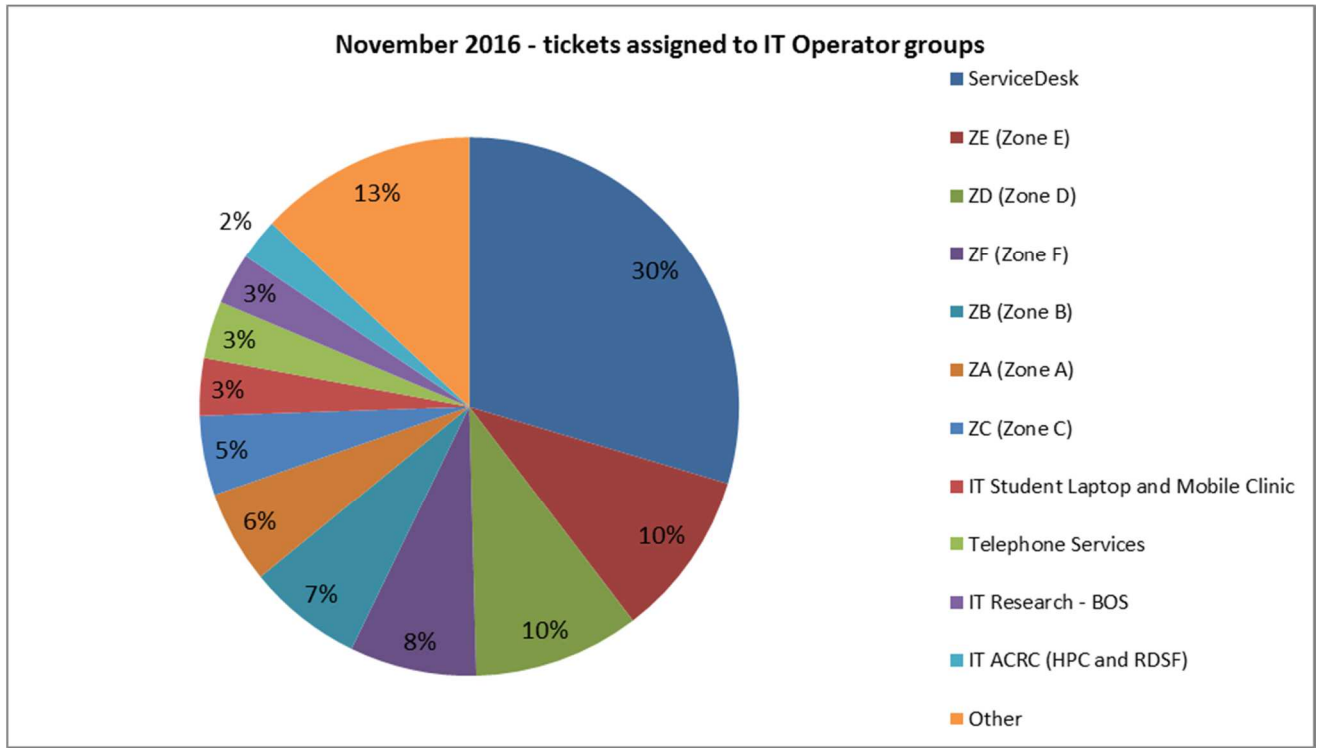
Origin of tickets

November 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	189	7	15	11	16	102	340
Biomedical Sciences	161	13	24	33	2	39	272
Social Sciences & Law	276	3	21	67	141	92	600
Engineering	410	32	74	141	23	132	812
Science	498	34	124	153	18	150	977
Health Sciences	641	140	0	67	14	52	914
Professional Services	2001	136	0	0	0	22	2160
Unknown							1344
Total							7419

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.

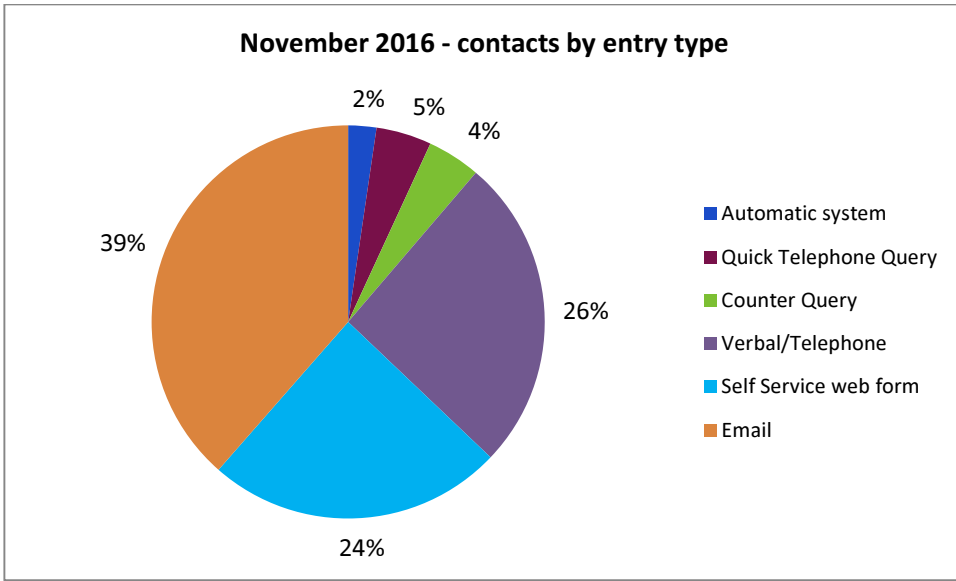


Destination of tickets



Entry type of tickets

2016 - November	
Automatic system	171
Quick Telephone Query	340
Counter Query	324
Verbal/Telephone	1917
Self Service web form	1808
Email	2859
Total	7419



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