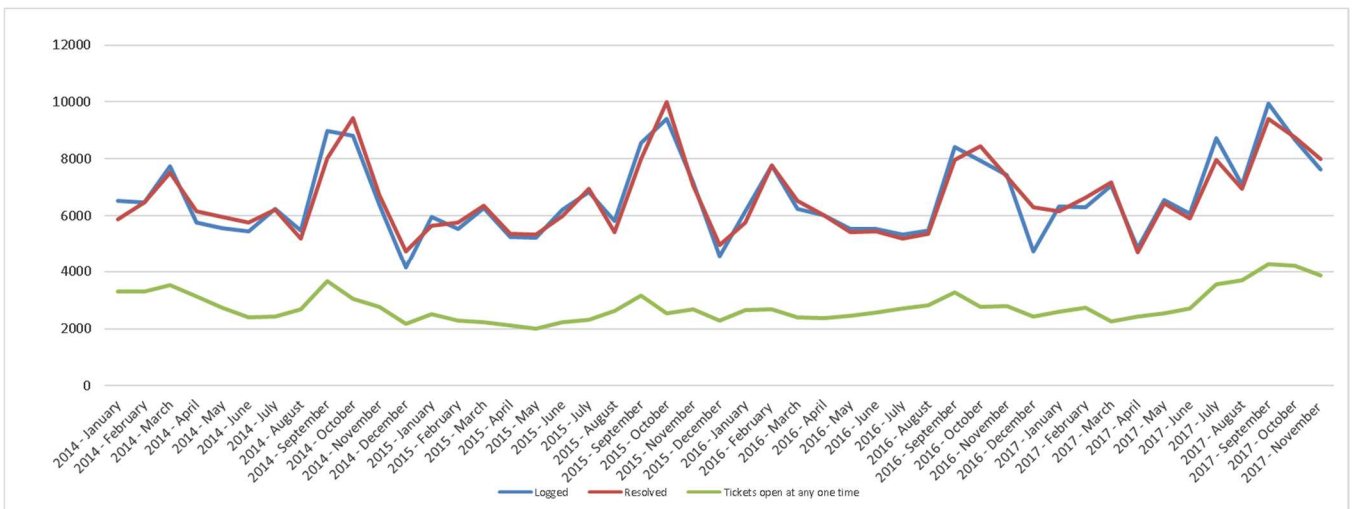


## November 2017 - Incident Management and Request Fulfilment

### Tickets recorded

2017 - November		
Incident Type	Logged	Resolved
Malfunction	1328	1309
Service Request	5855	6226
Change Request	43	44
Request for information	320	340
Information Security incident	68	63
<b>Total</b>	<b>7625</b>	<b>7983</b>

### Ticket trends over time

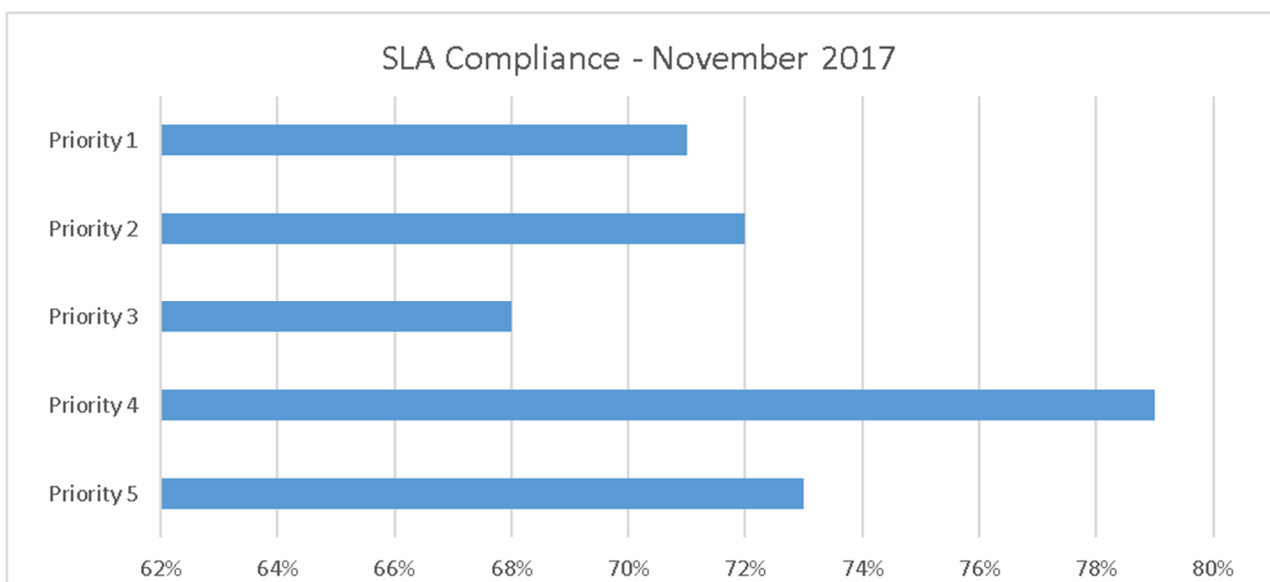


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

November 2017	SLA met	Number of contacts
Priority 1	556	788
Priority 2	1585	2189
Priority 3	1831	2673
Priority 4	285	359
Priority 5	1197	1509
Total	5454	7518

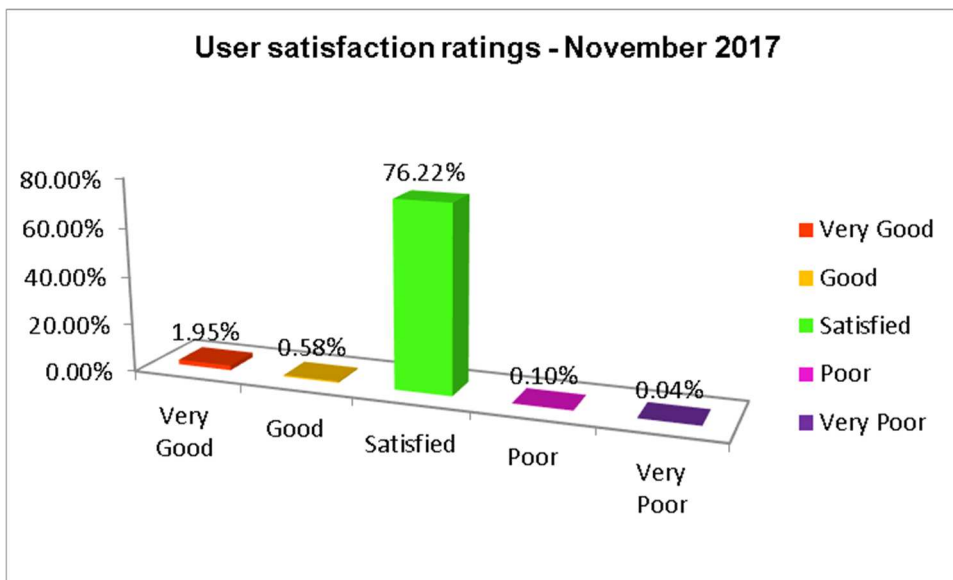
Our overall compliance for this month is 73% of all tickets.



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>

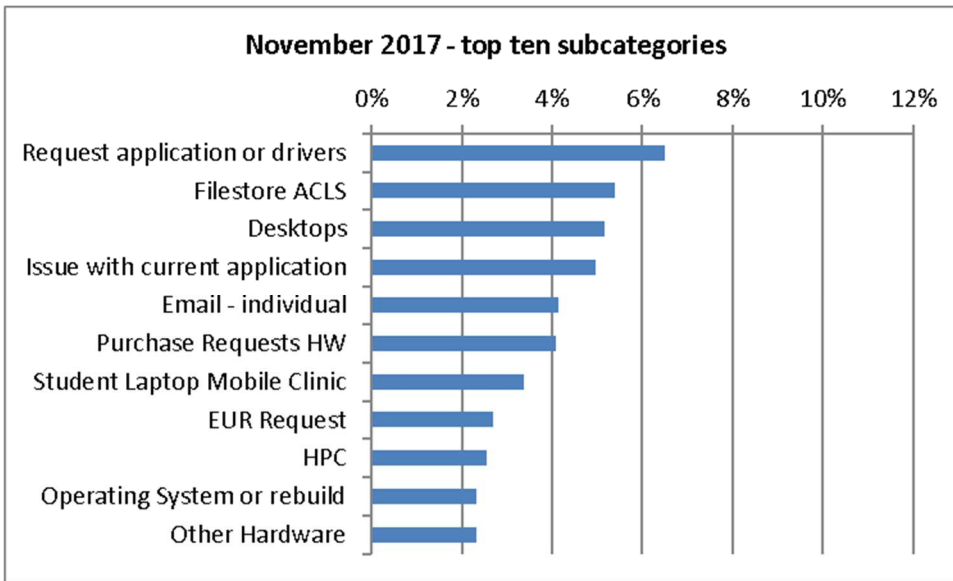
## User Satisfaction Ratings

2017 - November	
Very Good	156
Good	46
Satisfied	6085
Poor	8
Very Poor	3
Total	7983

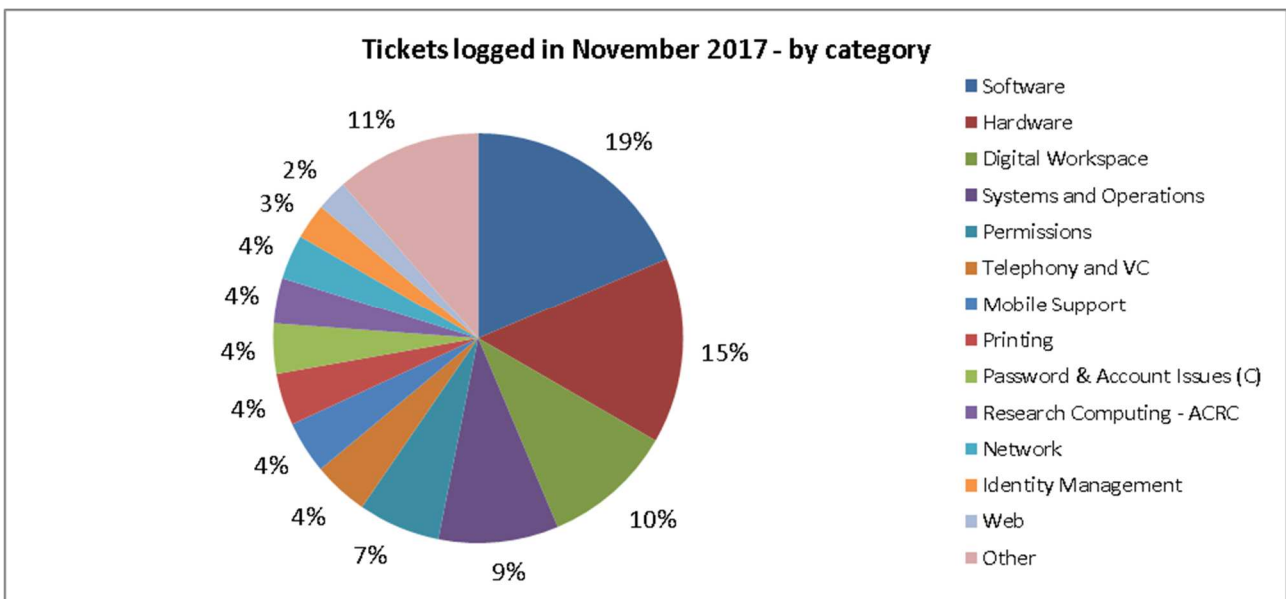


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



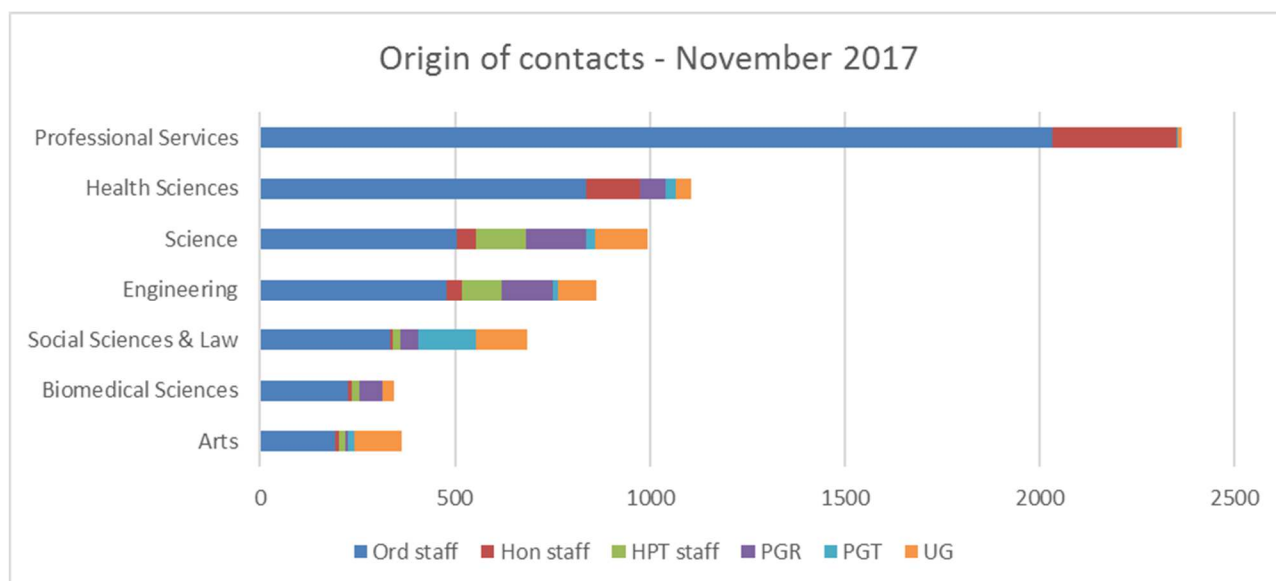
## Category of tickets



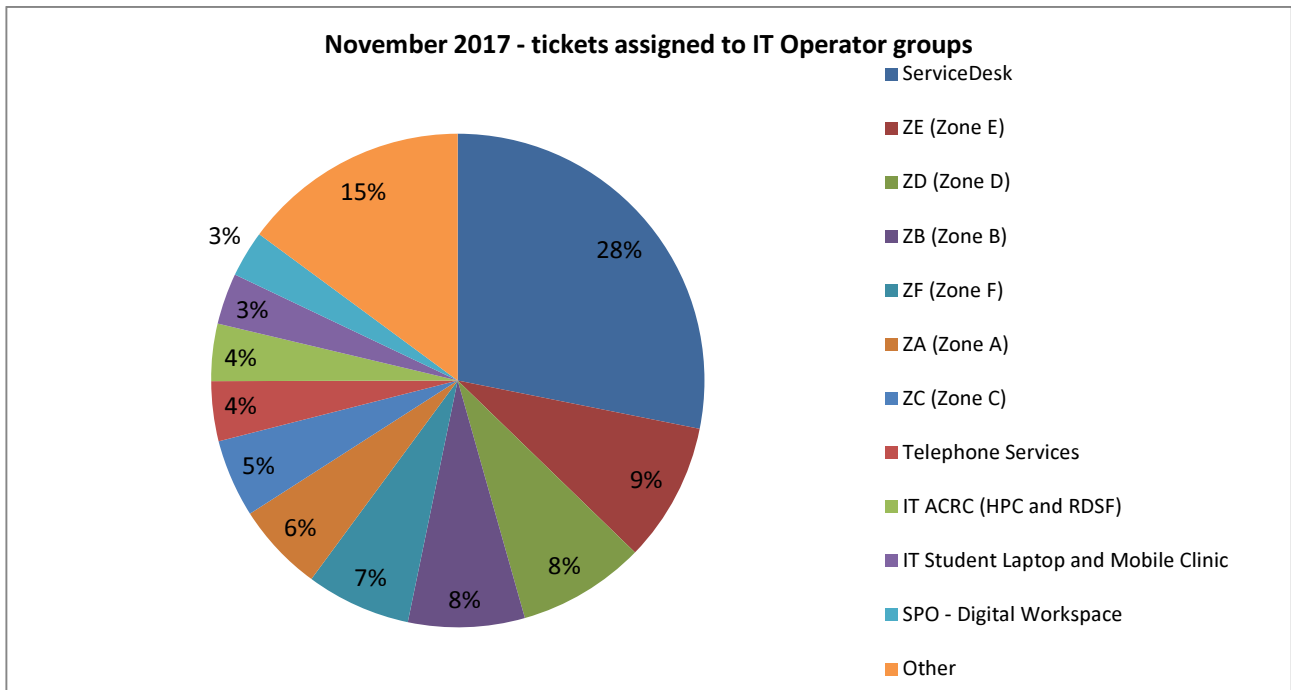
## Origin of tickets

November 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	194	10	14	7	18	119	362
Biomedical Sciences	227	9	18	59	1	31	345
Social Sciences & Law	334	8	17	46	148	131	684
Engineering	480	37	102	133	11	99	862
Science	505	48	130	155	23	134	995
Health Sciences	835	139	1	66	27	38	1106
Professional Services	2033	318	1	0	2	9	2363
Unknown							908
Total							7625

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.

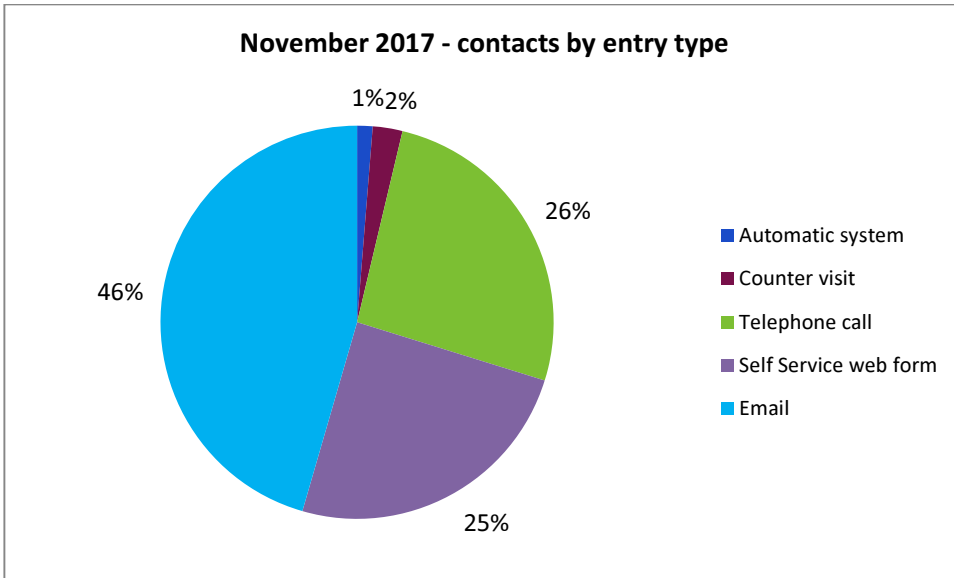


## Destination of tickets



## Entry type of tickets

2017 - November	
Automatic system	97
Counter visit	188
Telephone call	1986
Self Service web form	1883
Email	3471
<b>Total</b>	<b>7625</b>



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