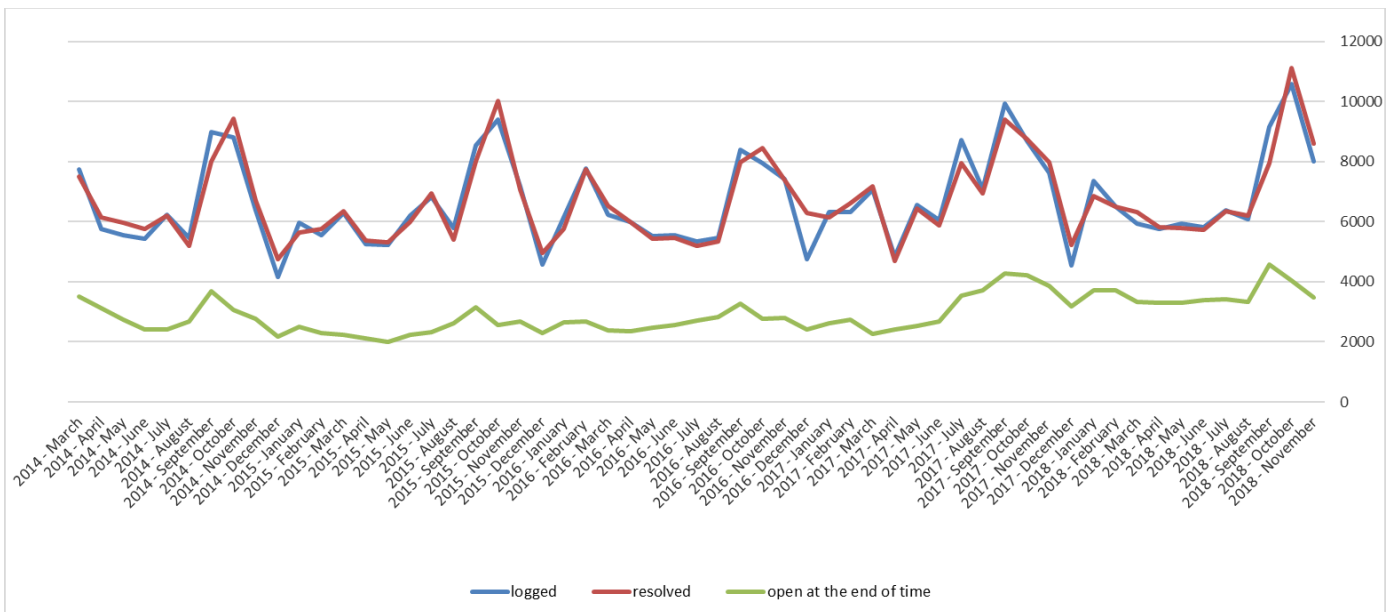


November 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - November		
Incident Type	Logged	Resolved
Malfunction	1371	1508
Service Request	5888	6266
Change Request	41	50
Request for information	494	531
Information Security incident	216	243
Total	8016	10681

Ticket trends over time

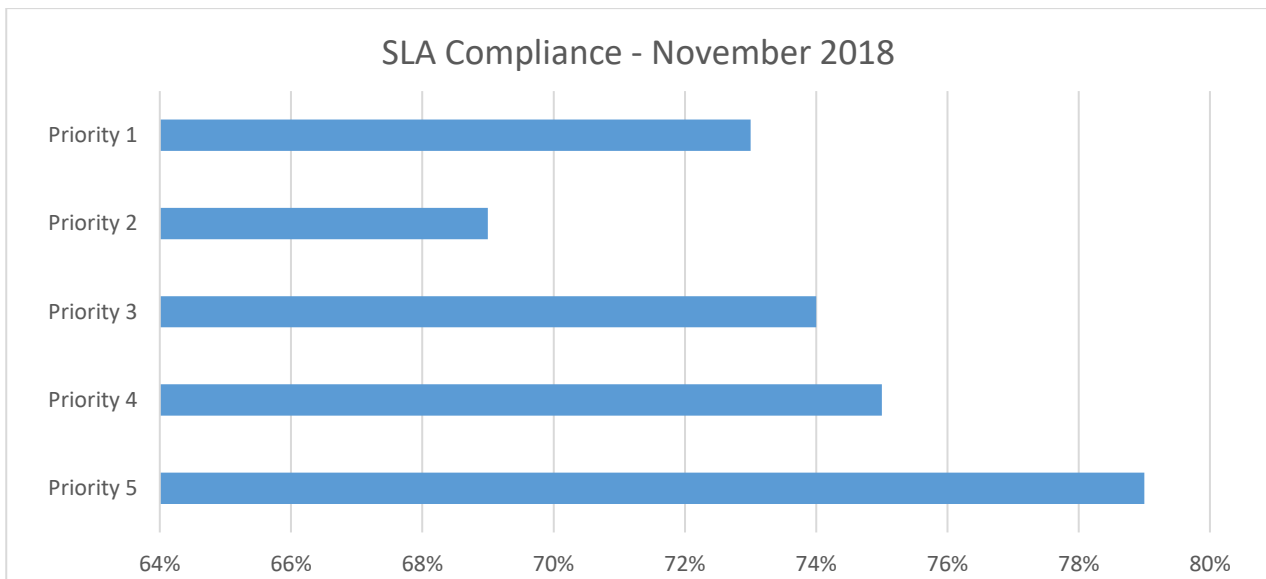


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

November 2018	SLA met	Number of contacts
Priority 1	784	1072
Priority 2	1514	2199
Priority 3	2216	3008
Priority 4	175	233
Priority 5	1131	1434
Total	5820	7946

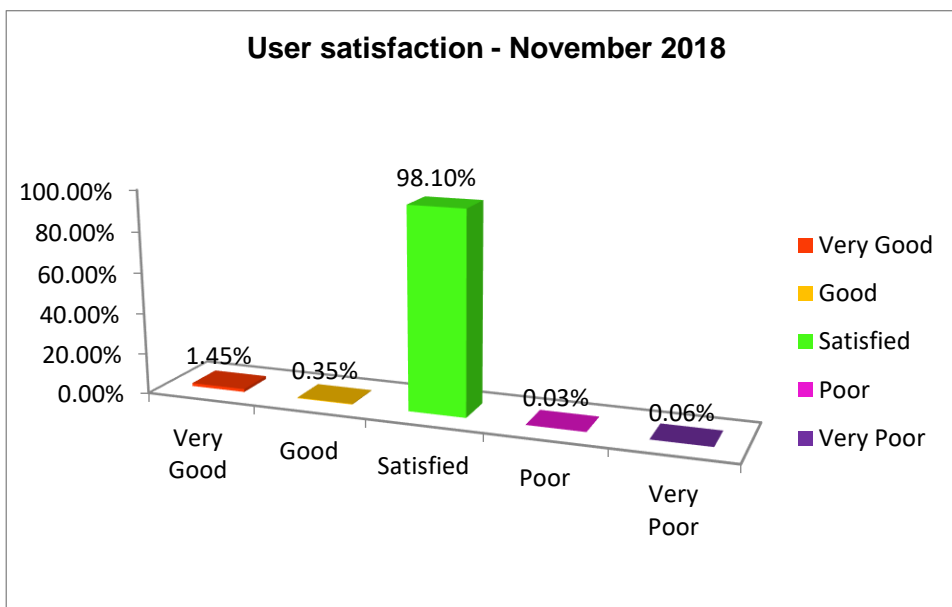
Our overall compliance for this month is 73% of all tickets.



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>

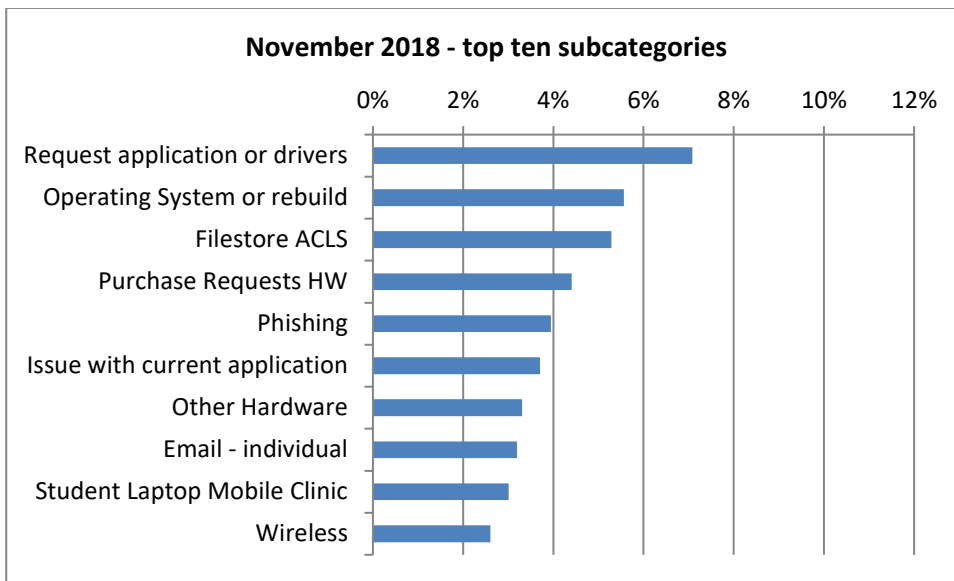
User Satisfaction Ratings

2018 - November	
Very Good	125
Good	30
Satisfied	8438
Poor	3
Very Poor	5
Total	8601

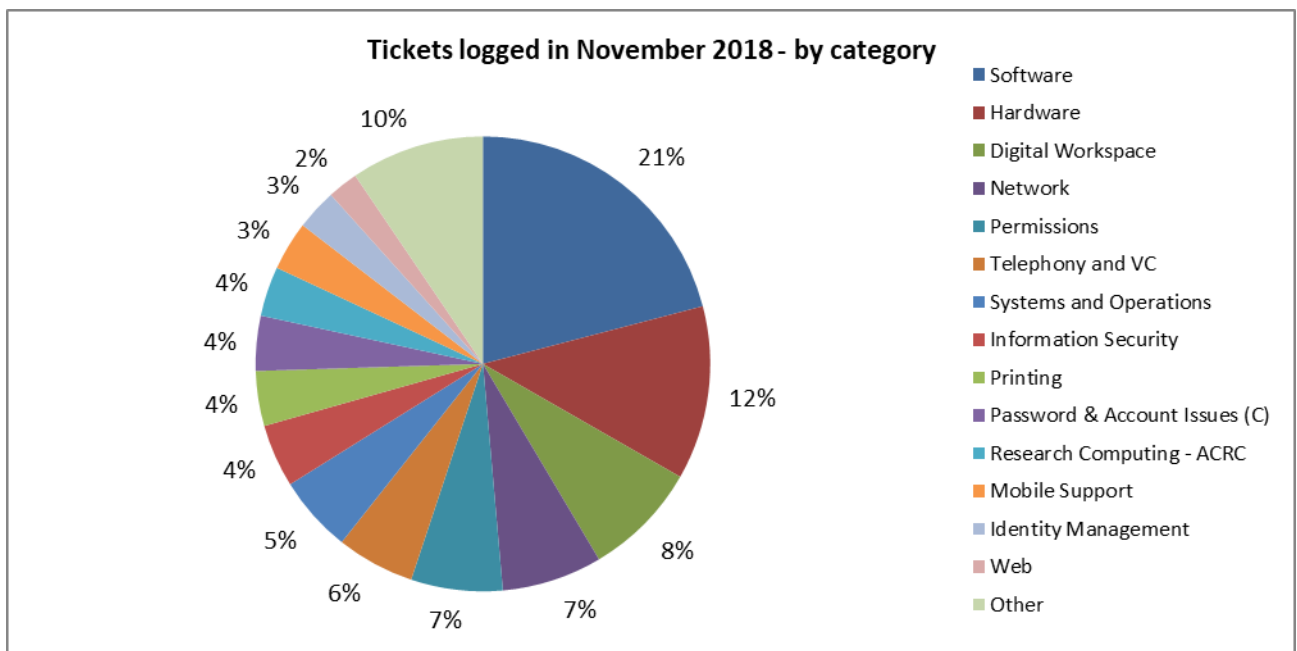


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



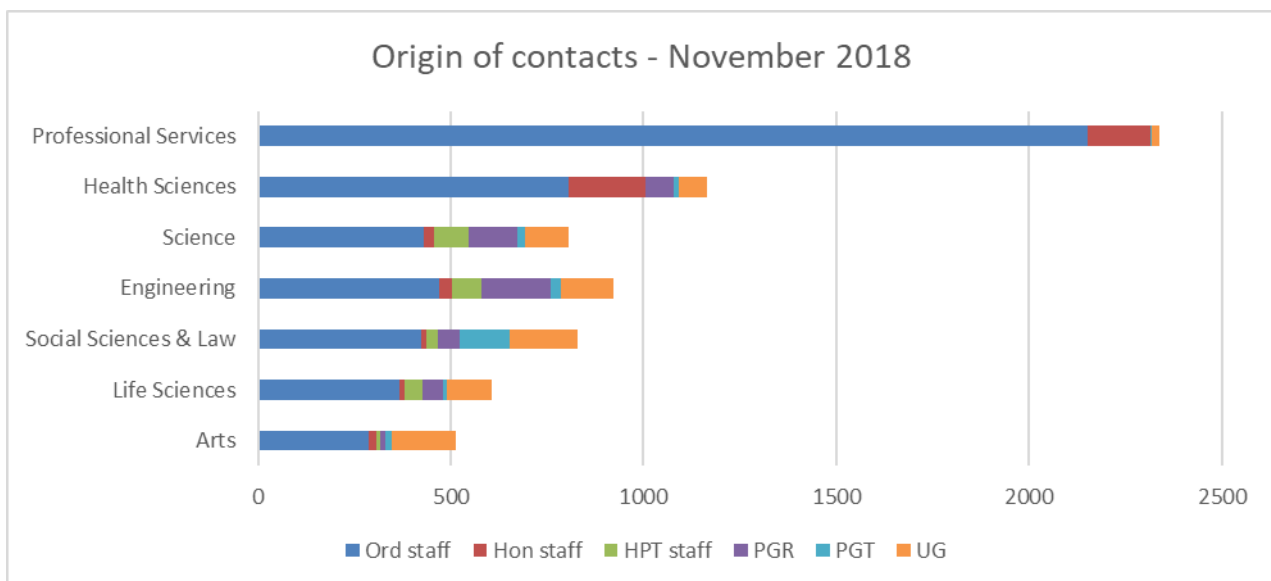
Category of tickets



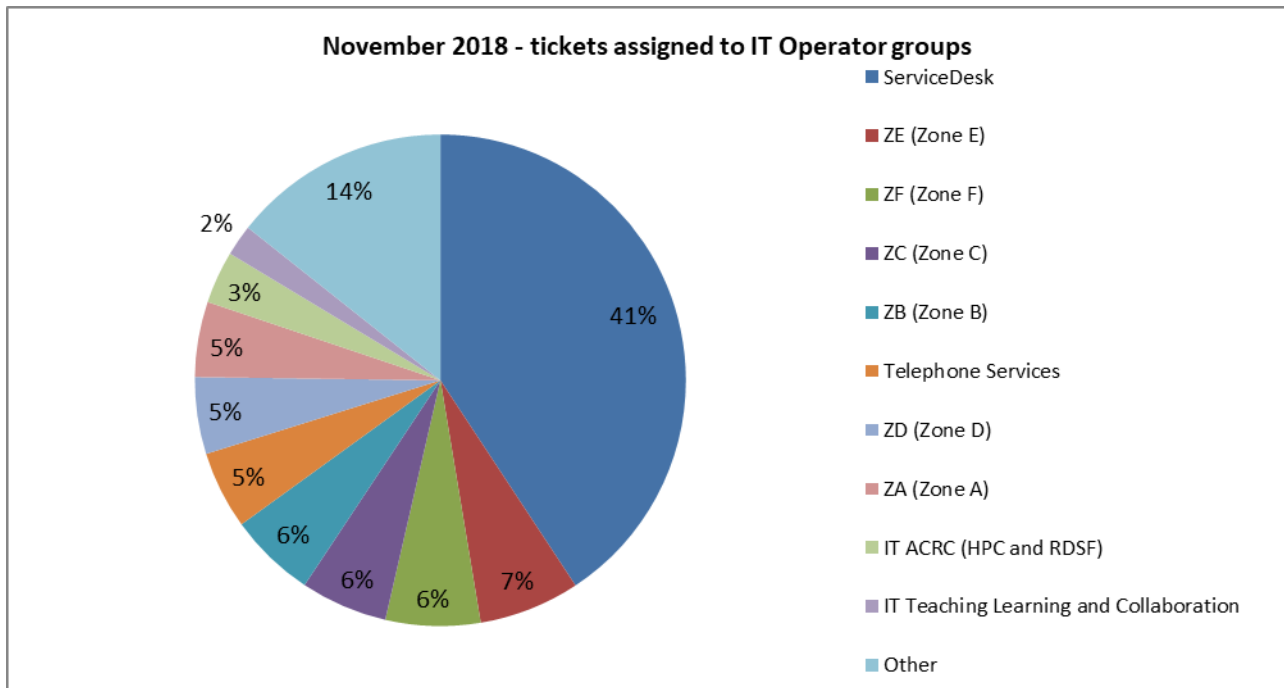
Origin of tickets

November 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	288	19	11	11	19	165	513
Life Sciences	367	14	46	54	8	117	606
Social Sciences & Law	424	14	30	56	129	176	829
Engineering	469	34	77	179	26	138	923
Science	430	28	89	127	20	110	804
Health Sciences	805	199	2	72	15	71	1164
Professional Services	2153	162	1	1	2	21	2340
Unknown							837
Total							8016

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.

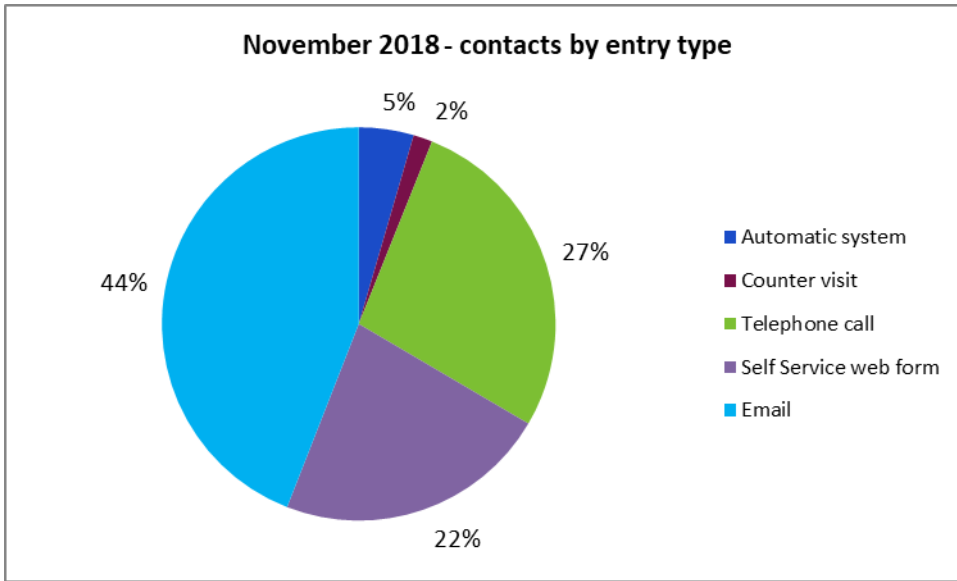


Destination of tickets



Entry type of tickets

2018 - November	
Automatic system	361
Counter visit	126
Telephone call	2195
Self Service web form	1802
Email	3532
Total	8016



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