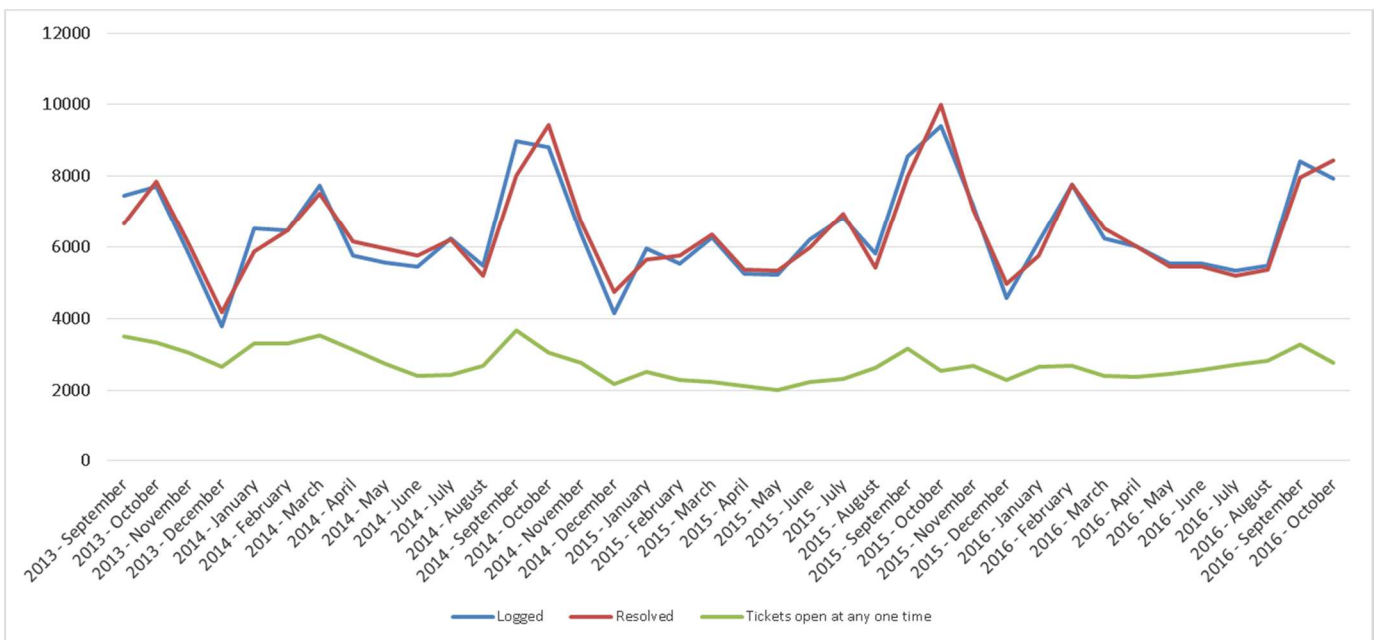


October 2016 - Incident Management and Request Fulfilment

Tickets recorded

2016 - October		
Incident Type	Logged	Resolved
Malfunction	1499	1579
Service Request	5532	5927
Change Request	49	67
Request for information	802	816
Breach of Regulations	51	56
Total	7935	8445

Ticket trends over time

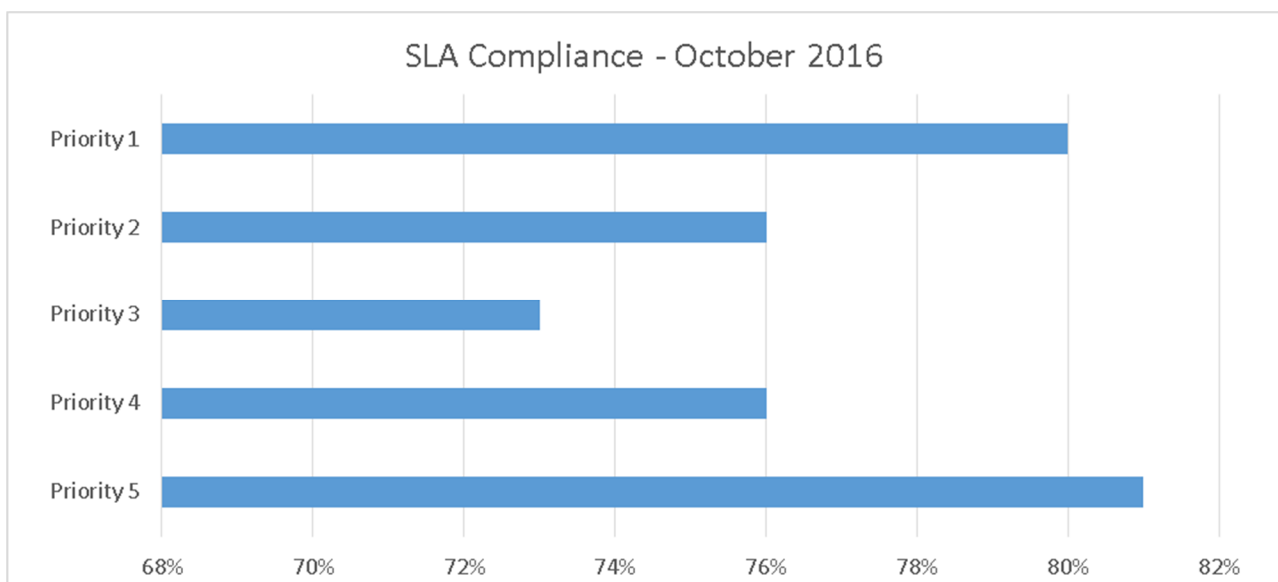


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

October 2016	SLA met	Number of contacts
Priority 1	627	788
Priority 2	1156	1529
Priority 3	2244	3072
Priority 4	464	608
Priority 5	1521	1876
Total	6012	7873

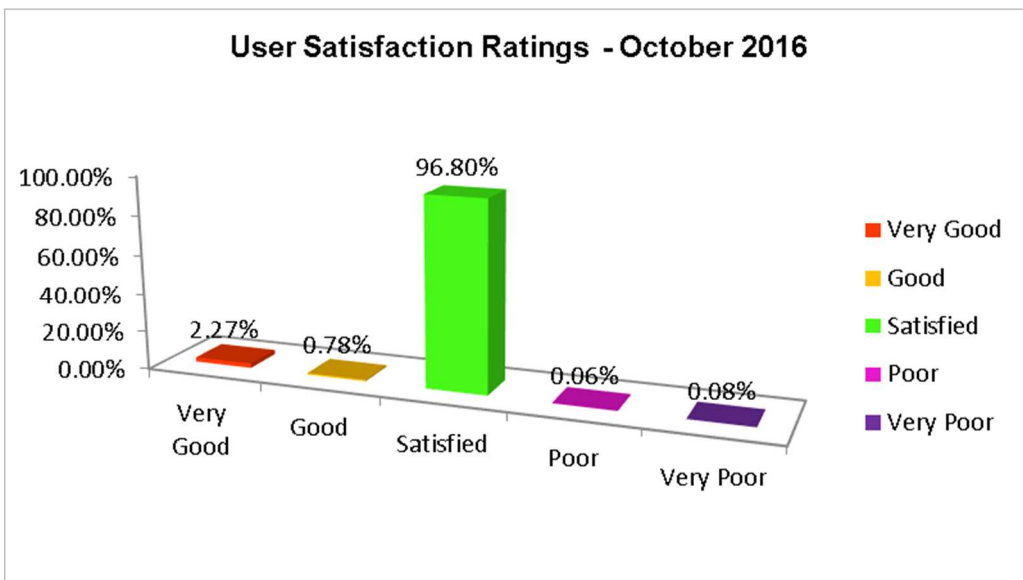
Our overall compliance for this month is 76% of all tickets.



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>

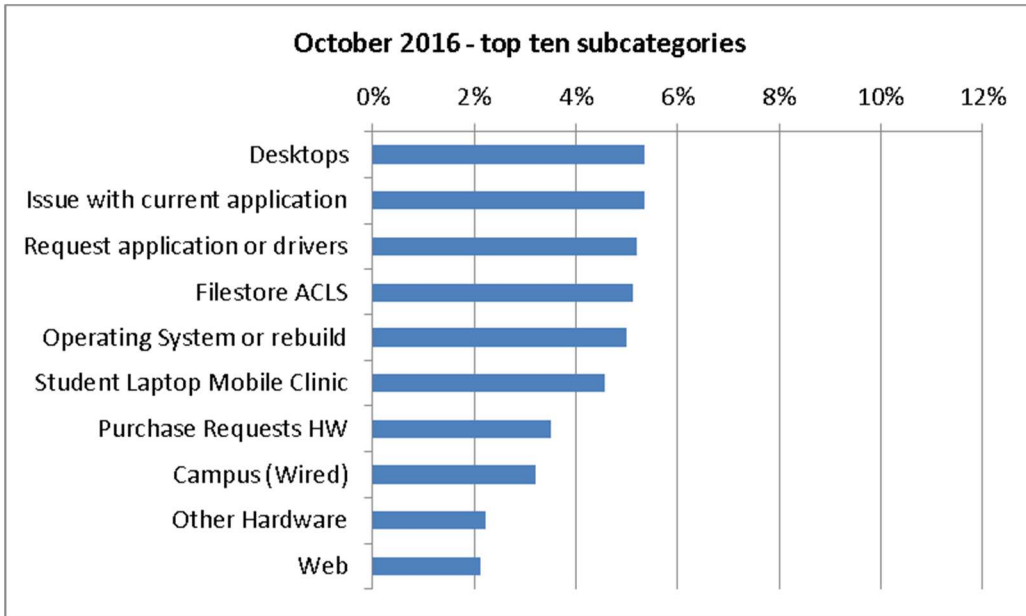
User Satisfaction Ratings

2016 - October	
Very Good	192
Good	66
Satisfied	8175
Poor	5
Very Poor	7
Total	8445

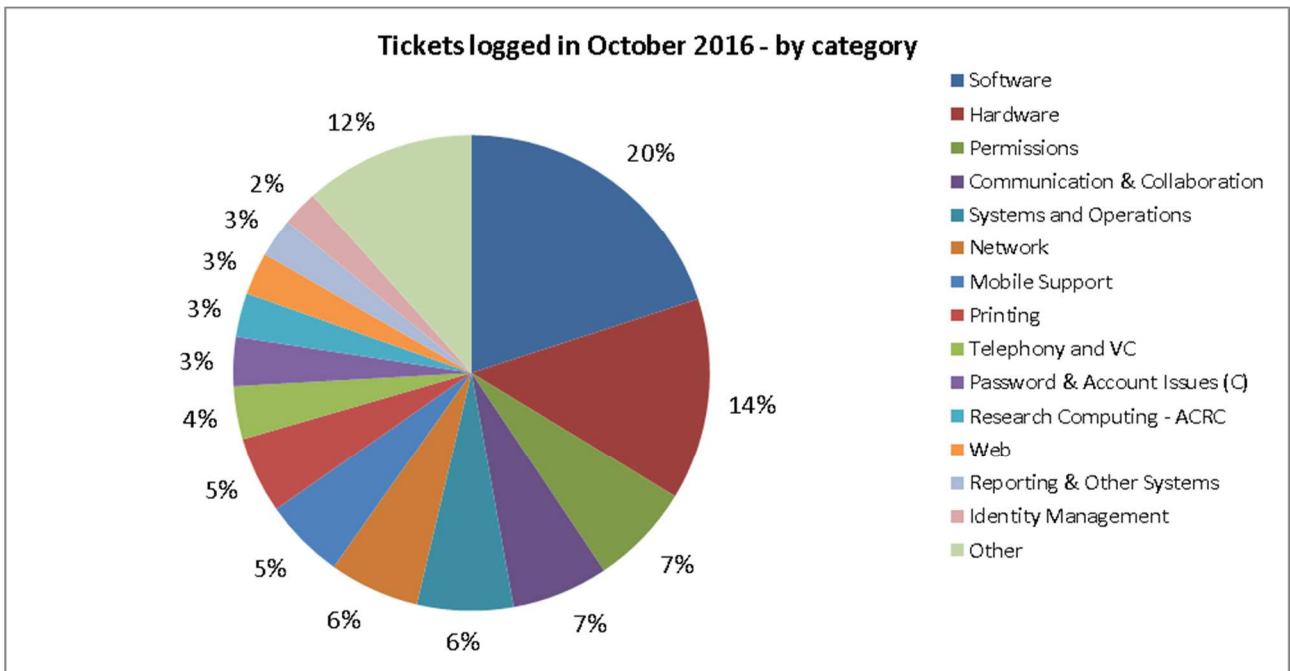


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



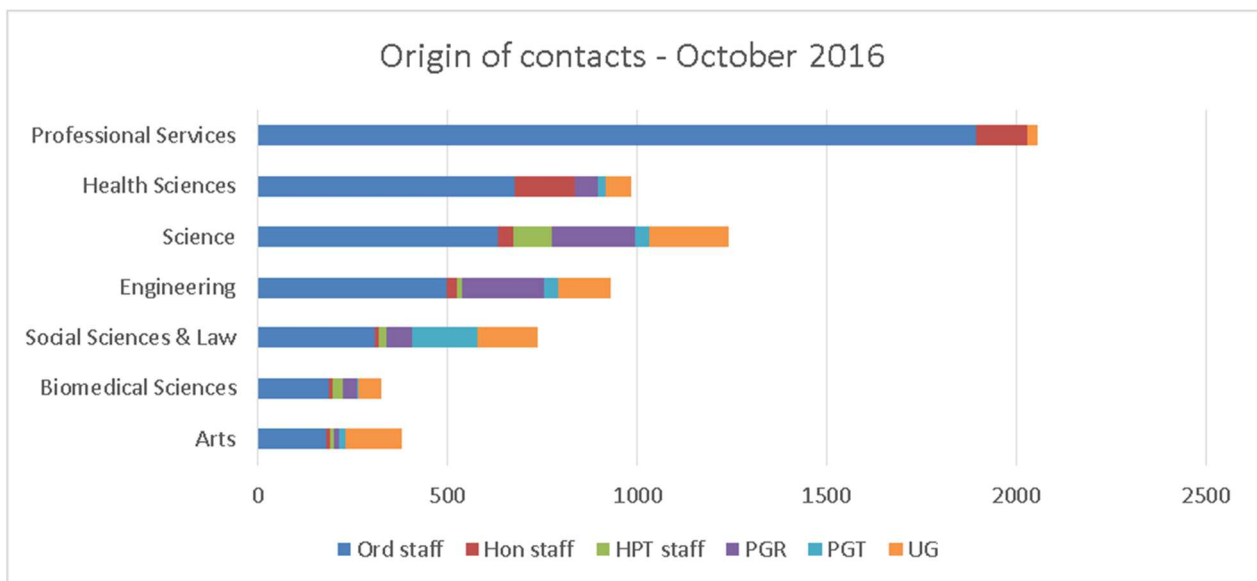
Category of tickets



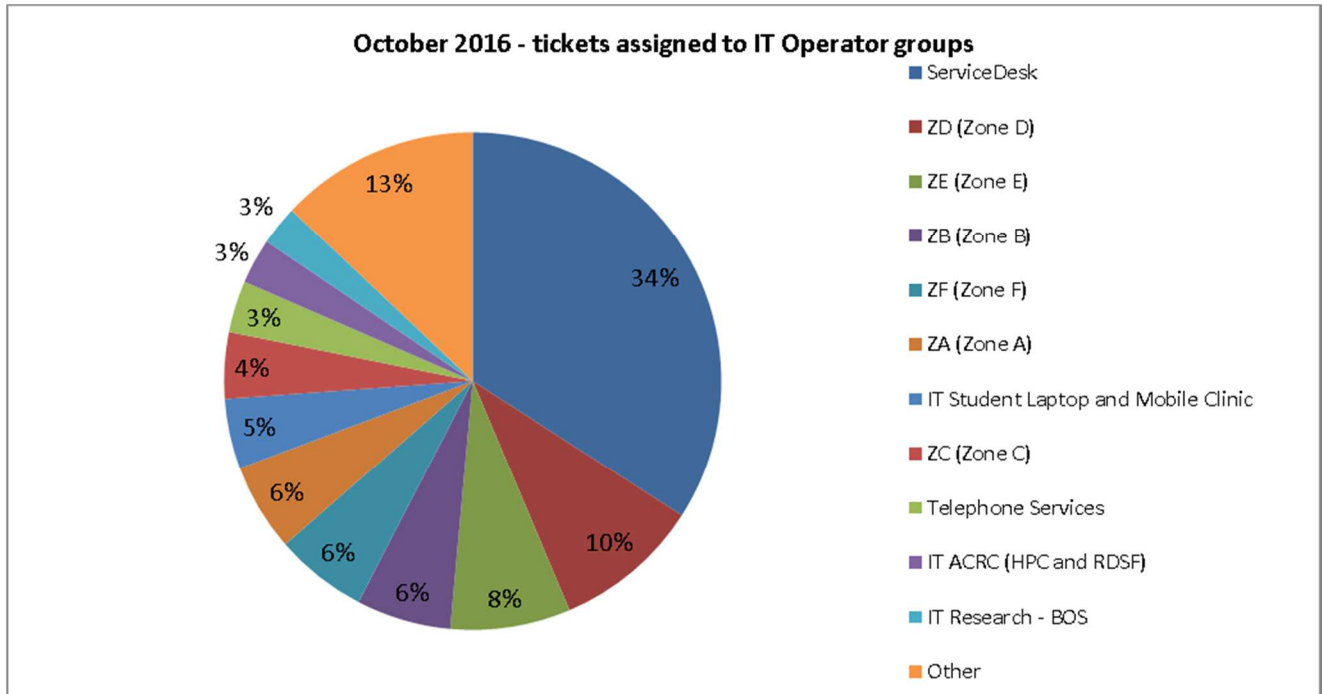
Origin of tickets

October 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	181	8	11	14	17	148	379
Biomedical Sciences	185	13	27	37	2	60	324
Social Sciences & Law	308	12	19	66	173	161	739
Engineering	499	26	13	215	40	139	932
Science	633	42	99	221	37	211	1243
Health Sciences	677	158	0	61	21	69	986
Professional Services	1895	136	0	0	0	26	2057
Unknown							1275
Total							7935

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.

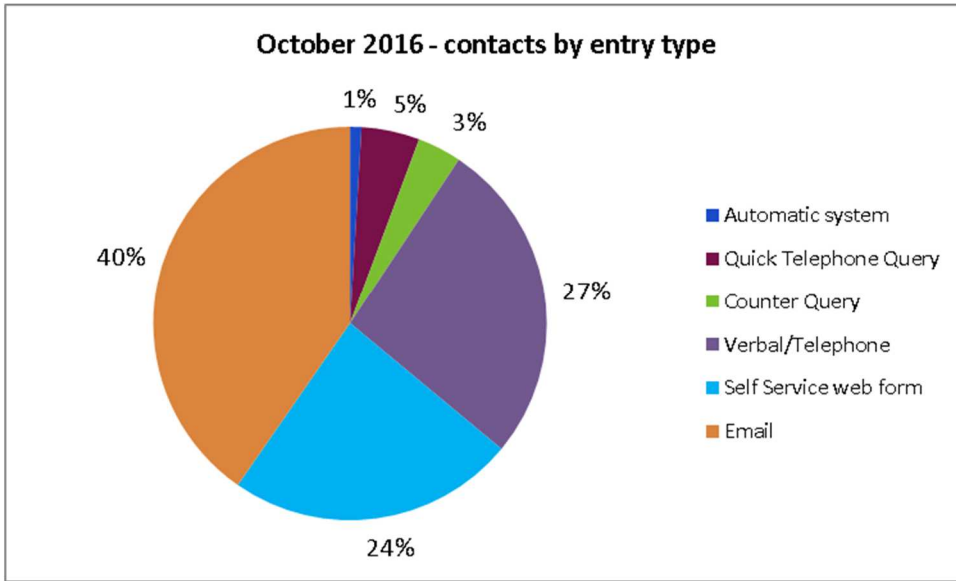


Destination of tickets



Entry type of tickets

2016 - October	
Automatic system	74
Quick Telephone Query	379
Counter Query	287
Verbal/Telephone	2118
Self Service web form	1876
Email	3201
Total	7935



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