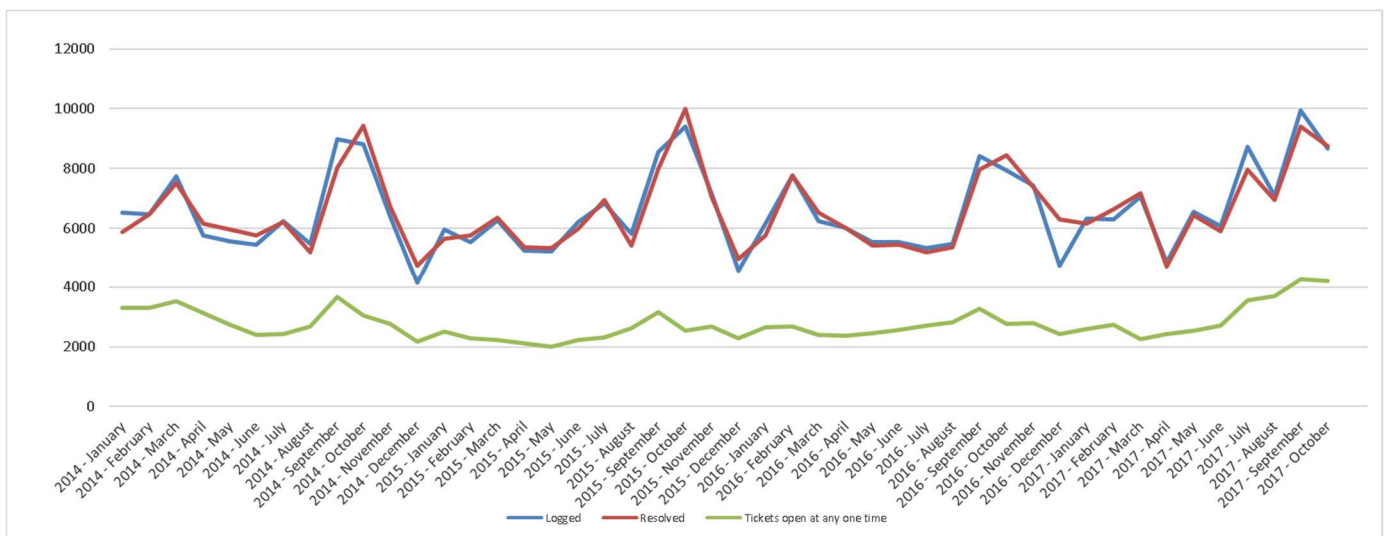


October 2017 - Incident Management and Request Fulfilment

Tickets recorded

2017 - October		
Incident Type	Logged	Resolved
Malfunction	1200	1171
Service Request	6956	7059
Change Request	57	62
Request for information	382	387
Information Security incident	60	74
Total	8681	8753

Ticket trends over time

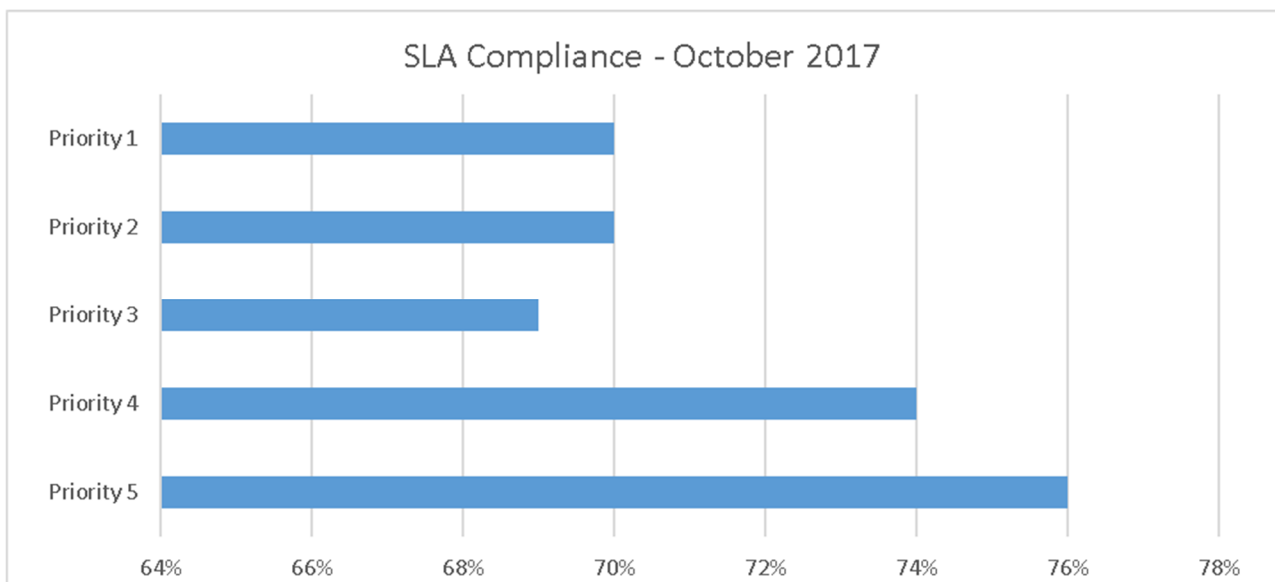


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

October 2017	SLA met	Number of contacts
Priority 1	589	844
Priority 2	1420	2039
Priority 3	2410	3481
Priority 4	294	397
Priority 5	1381	1816
Total	6148	8681

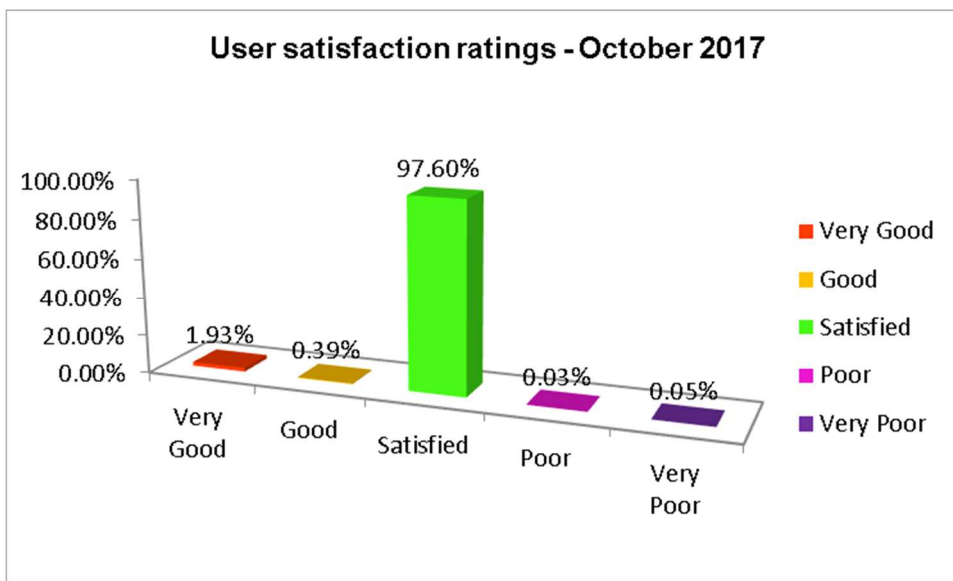
Our overall compliance for this month is 71% of all tickets.



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>

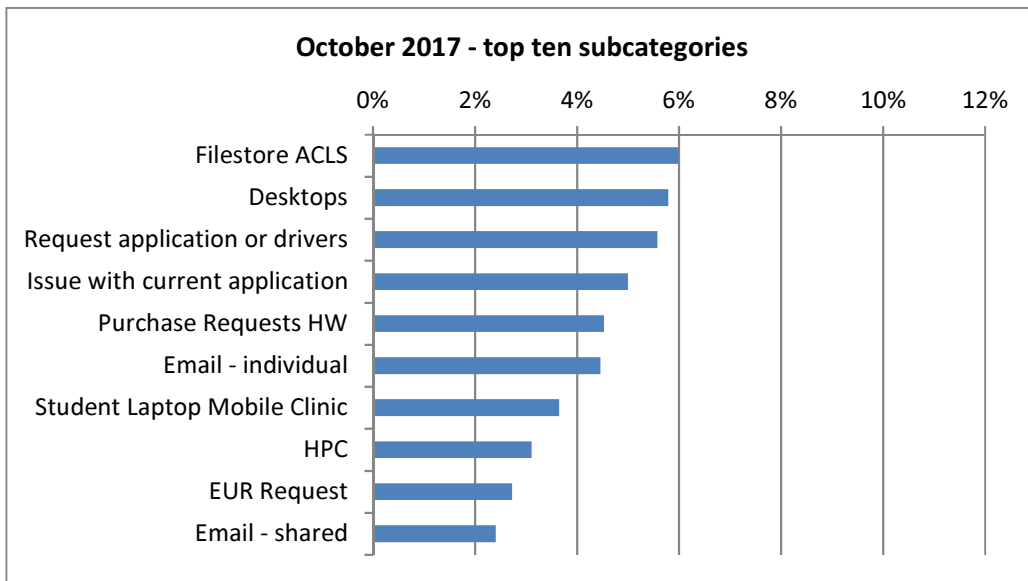
User Satisfaction Ratings

2017 - October	
Very Good	169
Good	34
Satisfied	8543
Poor	3
Very Poor	4
Total	8753

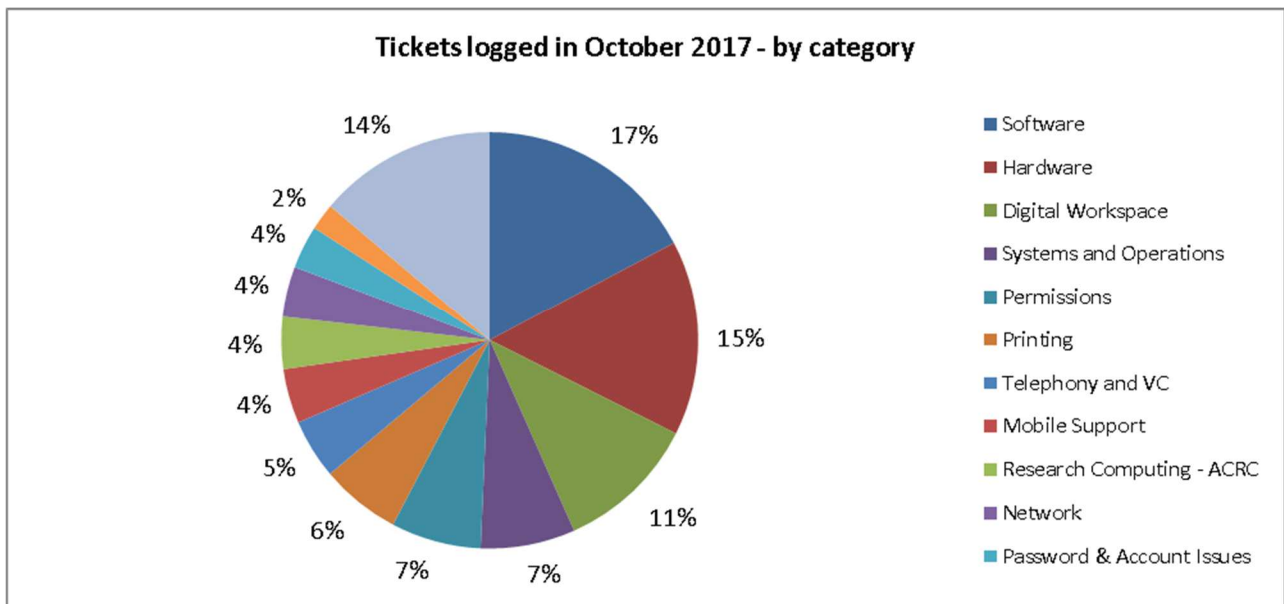


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



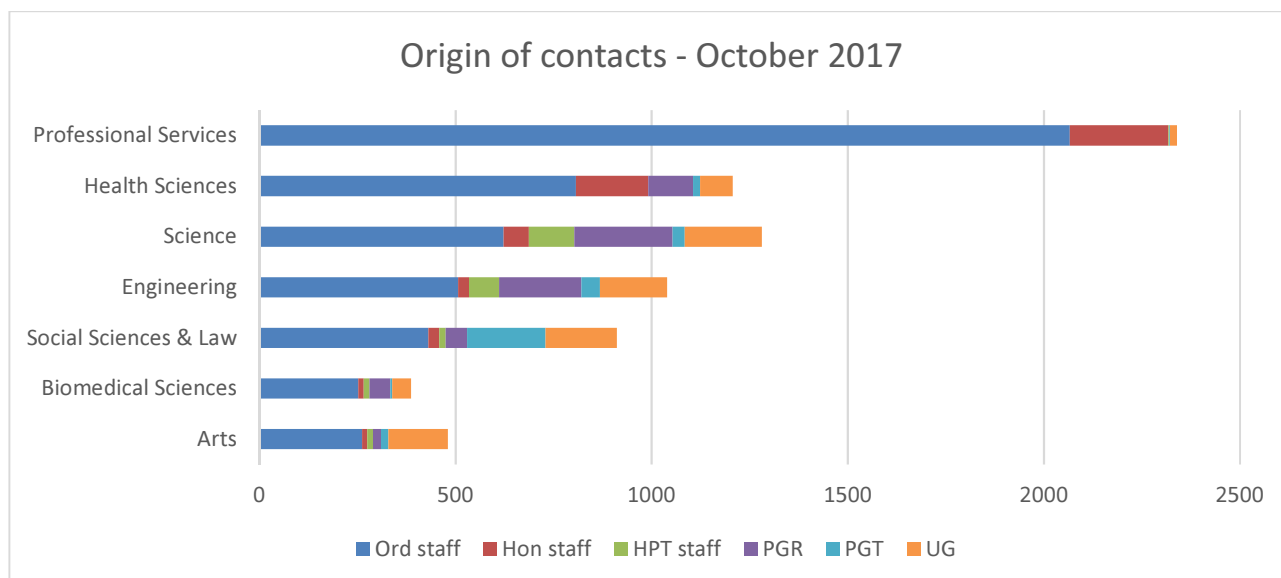
Category of tickets



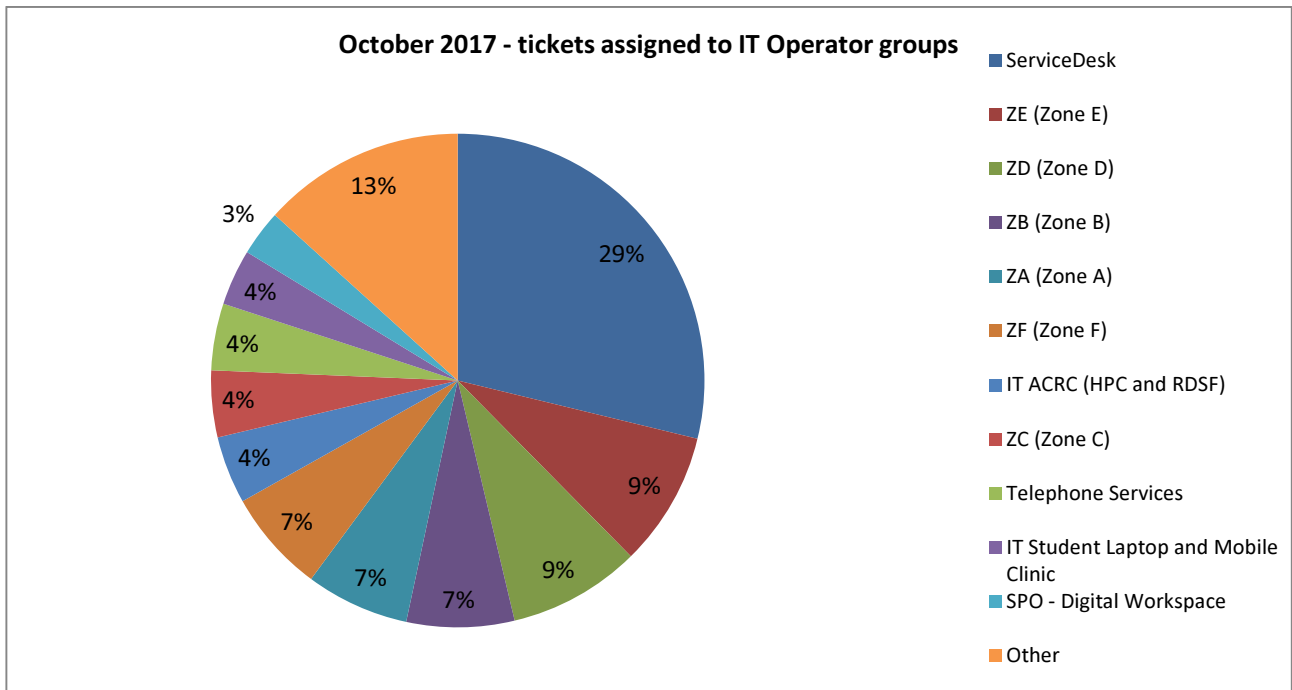
Origin of tickets

October 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	262	13	15	20	19	152	481
Biomedical Sciences	252	14	15	53	5	48	387
Social Sciences & Law	431	28	16	55	200	182	912
Engineering	507	28	76	210	47	172	1040
Science	623	64	116	251	31	196	1281
Health Sciences	807	185	0	114	18	83	1207
Professional Services	2066	252	2	0	2	18	2340
Unknown							1033
Total							8681

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.

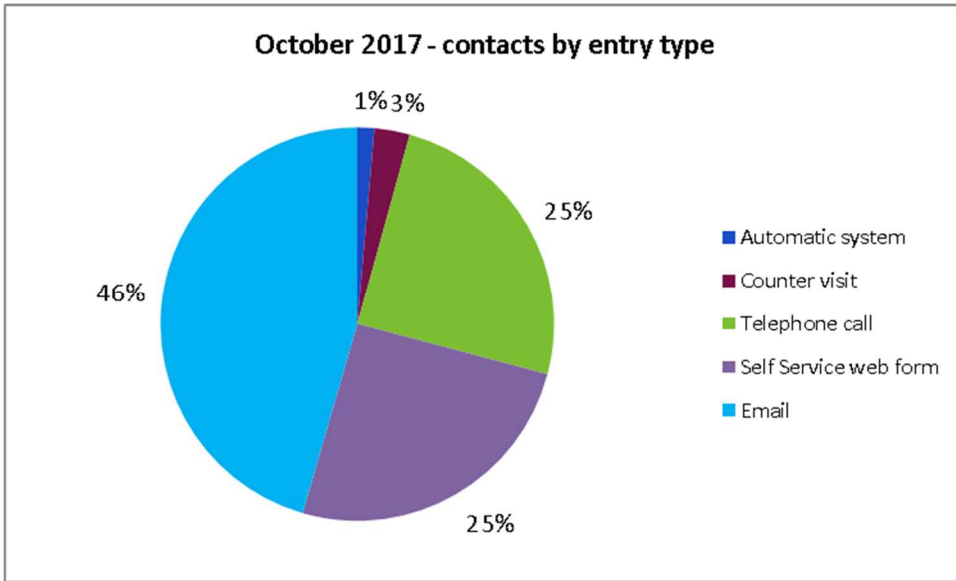


Destination of tickets



Entry type of tickets

2017 - October	
Automatic system	121
Counter visit	252
Telephone call	2155
Self Service web form	2202
Email	3951
Total	8681



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