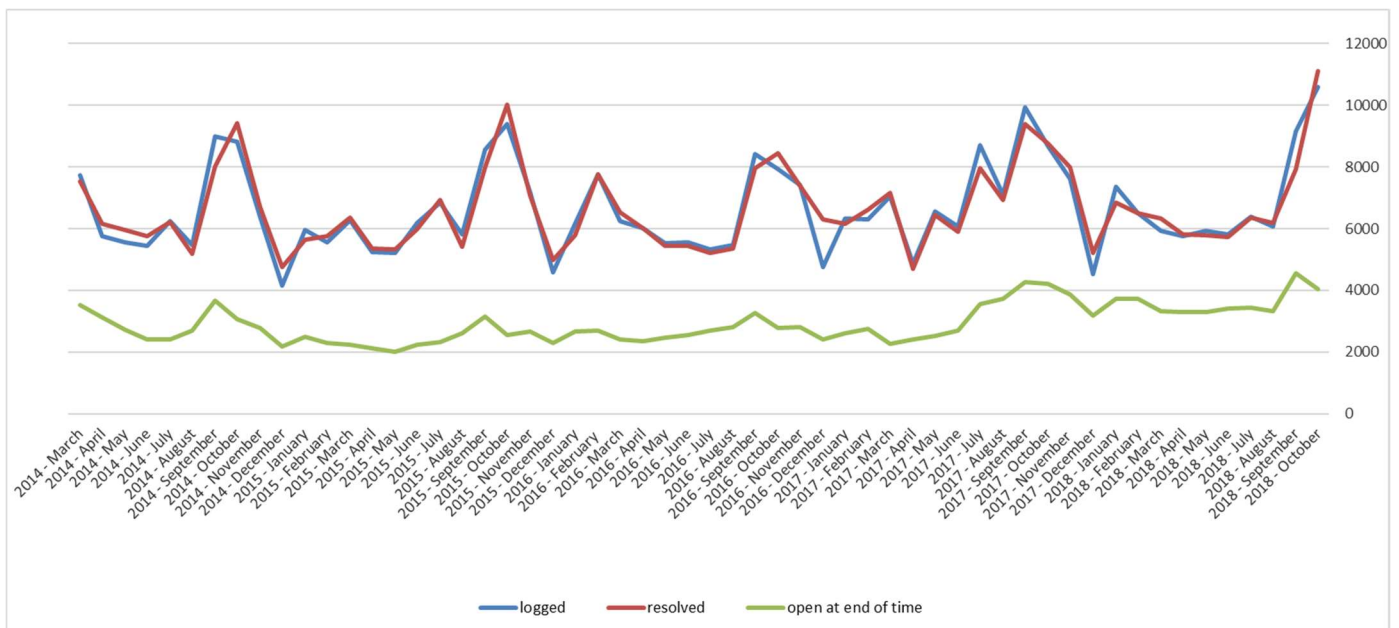


October 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - October		
Incident Type	Logged	Resolved
Malfunction	1856	1894
Service Request	7828	8330
Change Request	101	111
Request for information	724	705
Information Security incident	73	76
Total	10585	11118

Ticket trends over time

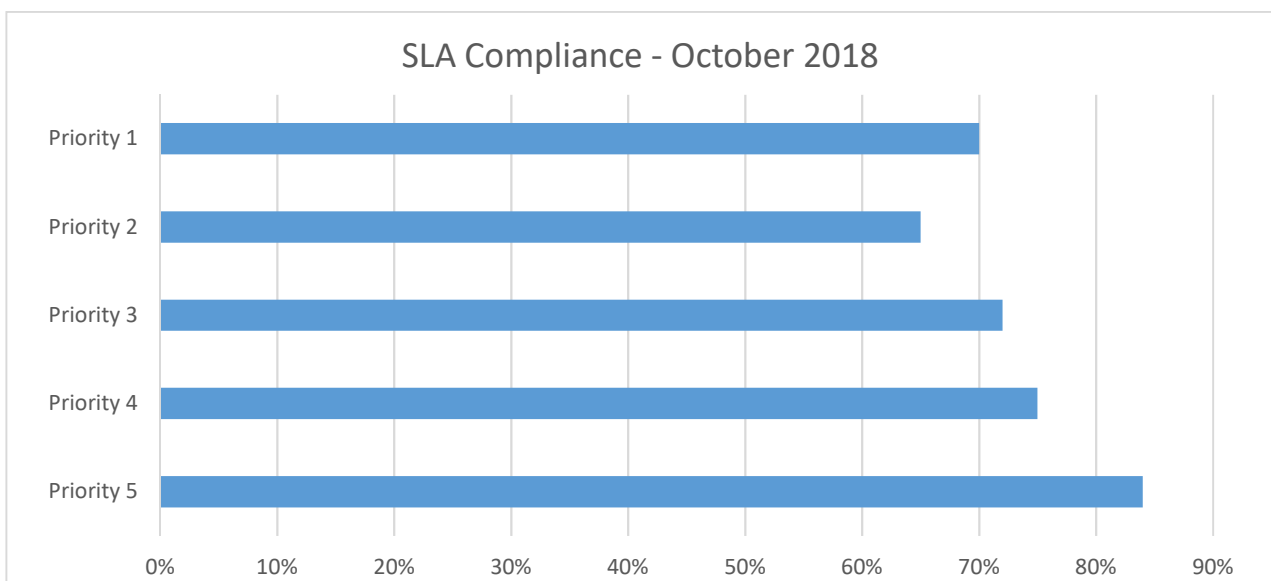


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

October 2018	SLA met	Number of contacts
Priority 1	832	1182
Priority 2	1765	2709
Priority 3	2958	4133
Priority 4	269	360
Priority 5	1743	2073
Total	7653	10585

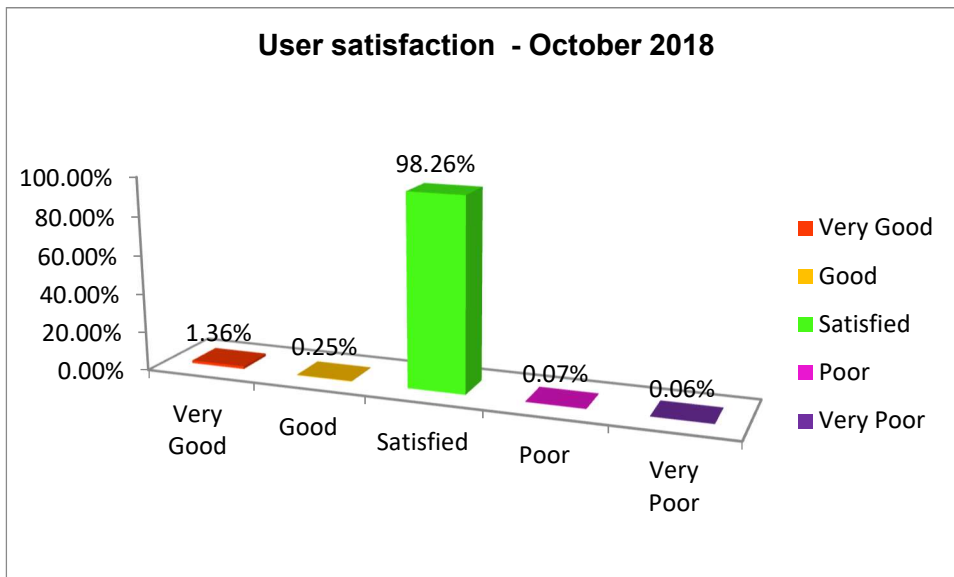
Our overall compliance for this month is 72% of all tickets.



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>

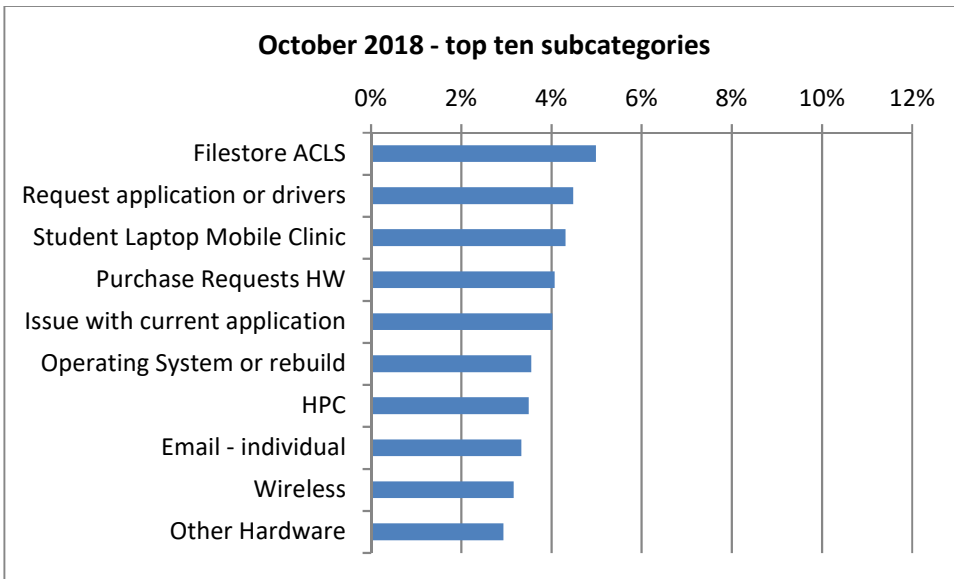
User Satisfaction Ratings

2018 - October	
Very Good	113
Good	21
Satisfied	8185
Poor	6
Very Poor	5
Total	8330

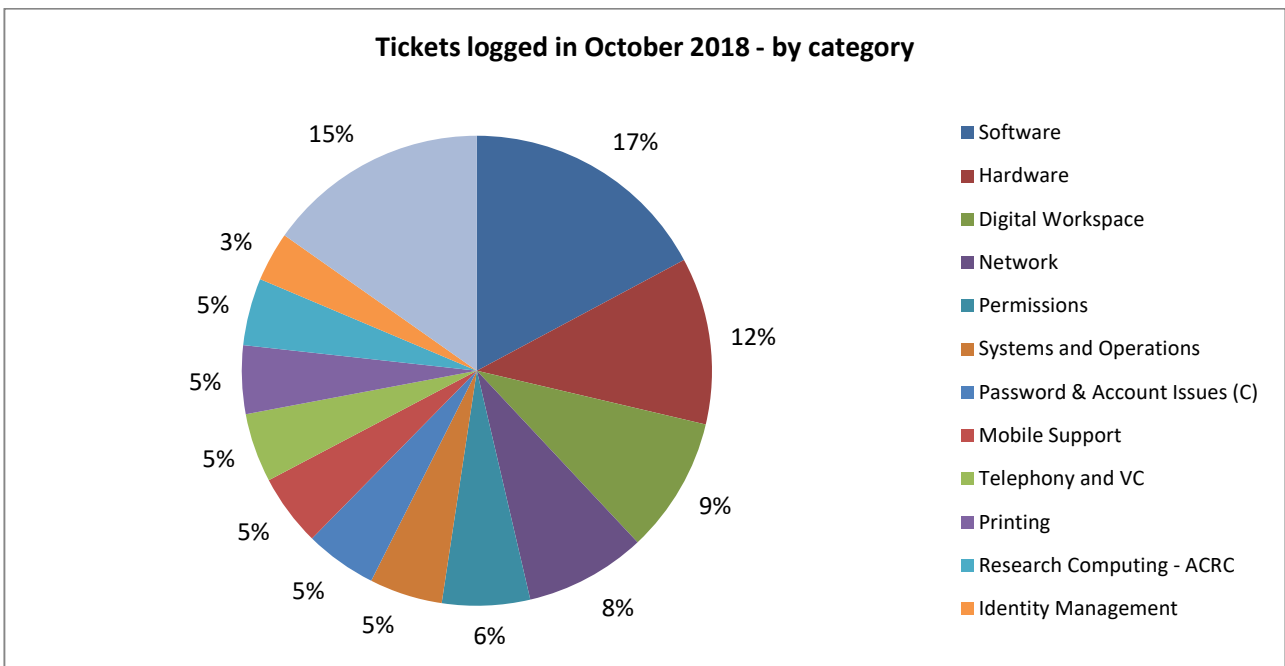


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



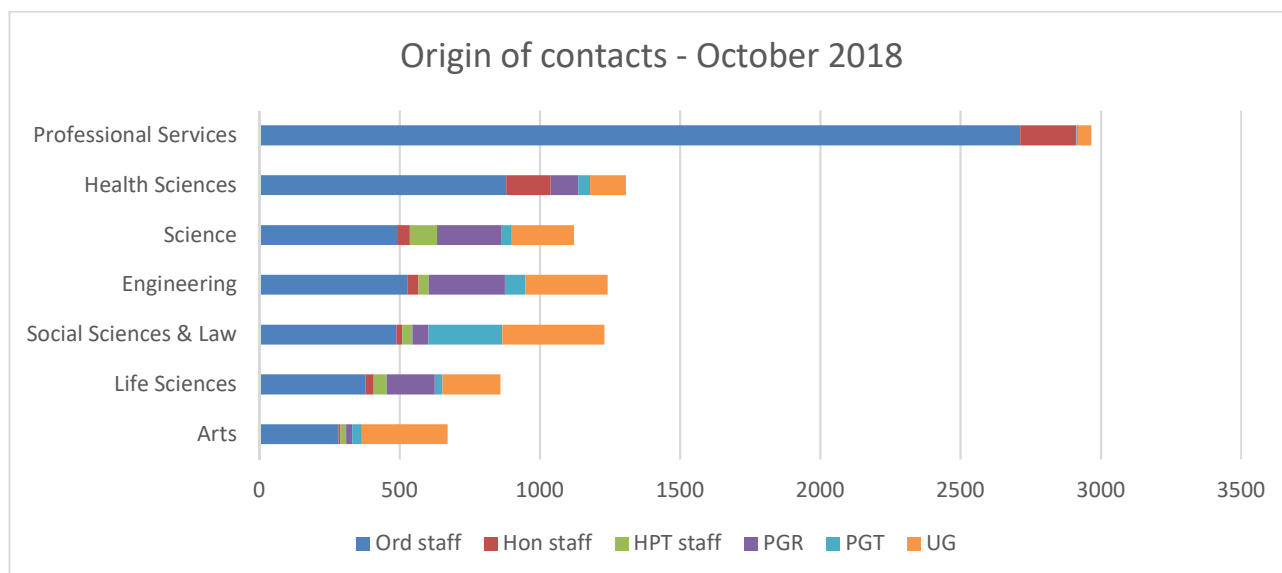
Category of tickets



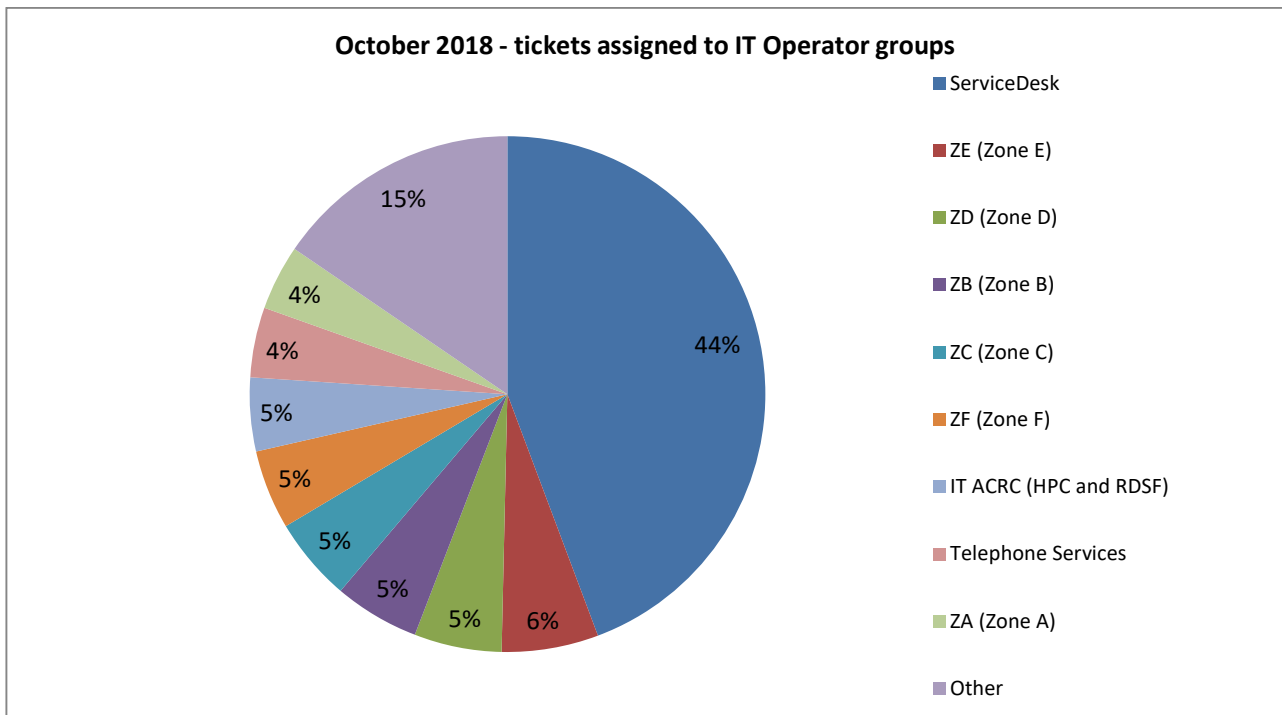
Origin of tickets

October 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	282	7	20	22	34	306	671
Life Sciences	378	29	47	172	27	206	859
Social Sciences & Law	488	21	37	57	263	364	1230
Engineering	527	40	37	272	73	293	1242
Science	494	42	97	229	35	225	1122
Health Sciences	880	159	0	98	42	128	1307
Professional Services	2713	199	1	1	4	48	2966
Unknown							1188
Total							10585

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.

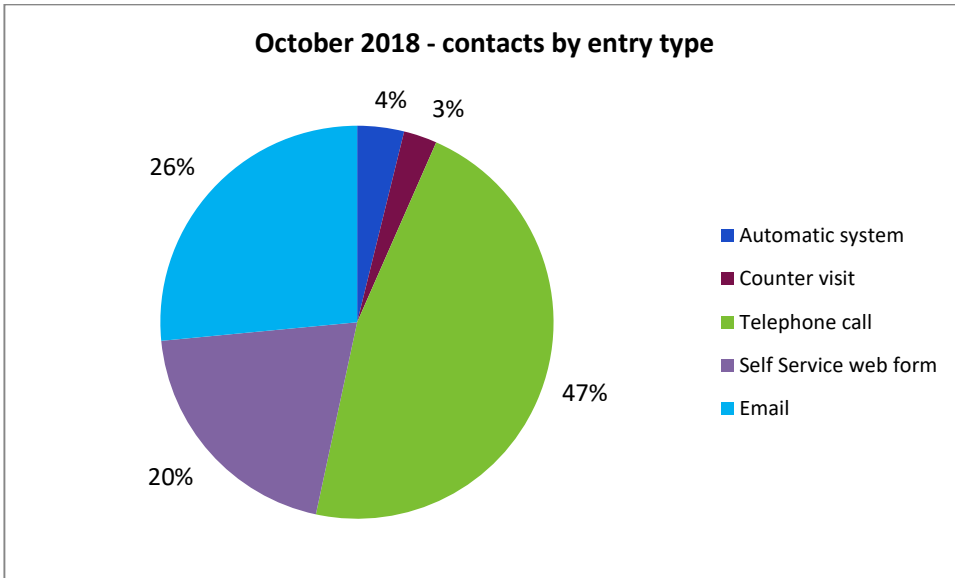


Destination of tickets



Entry type of tickets

2018 - October	
Automatic system	409
Counter visit	291
Telephone call	4948
Self Service web form	2130
Email	2807
Total	10585



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