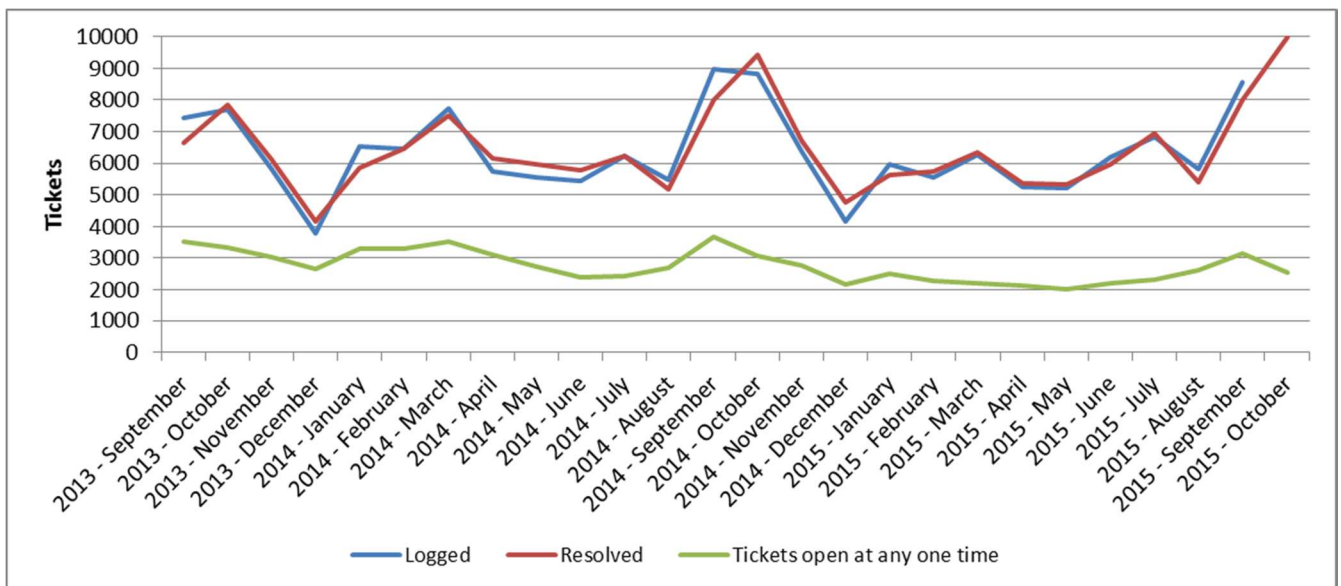


October 2015 - Incident Management and Request Fulfilment

Tickets recorded

2015 - October		
Incident Type	Logged	Resolved
Malfunction	2013	2159
Service Request	6245	6660
Change Request	73	79
Request for information	1057	1107
Breach of Regulations	3	6
Total	9391	10011

Ticket trends over time

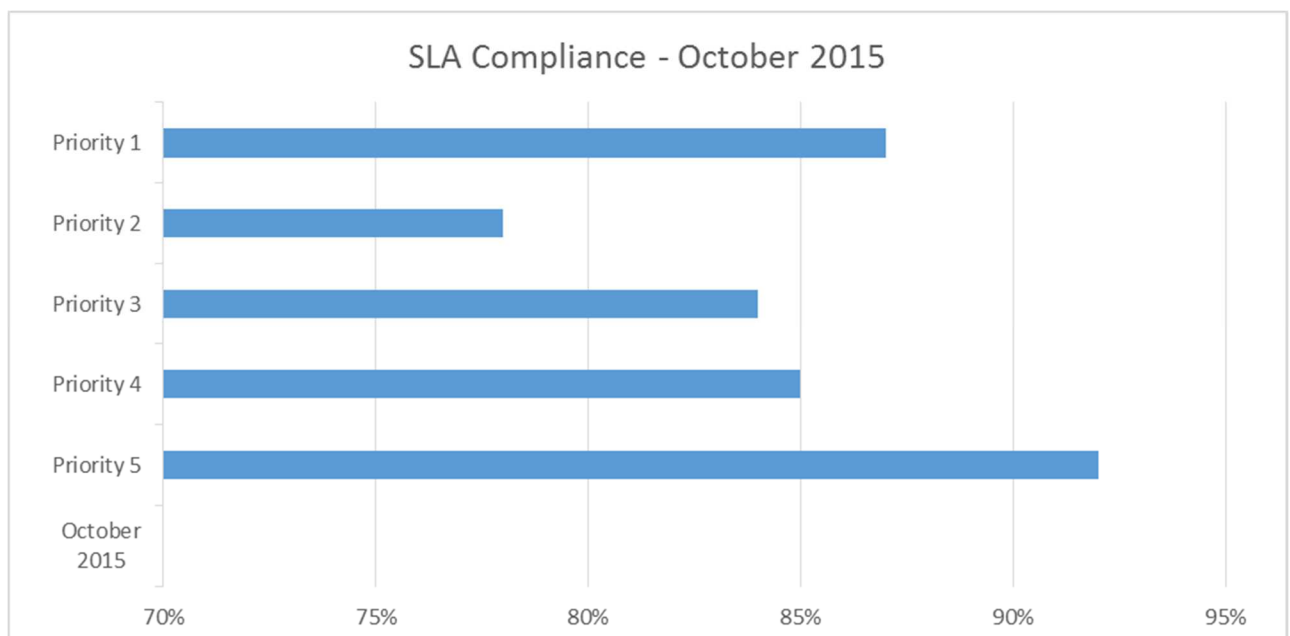


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

	SLA met	Number of contacts
Priority 1	974	1125
Priority 2	1199	1544
Priority 3	2975	3553
Priority 4	718	845
Priority 5	2072	2254
Total	7984	9391

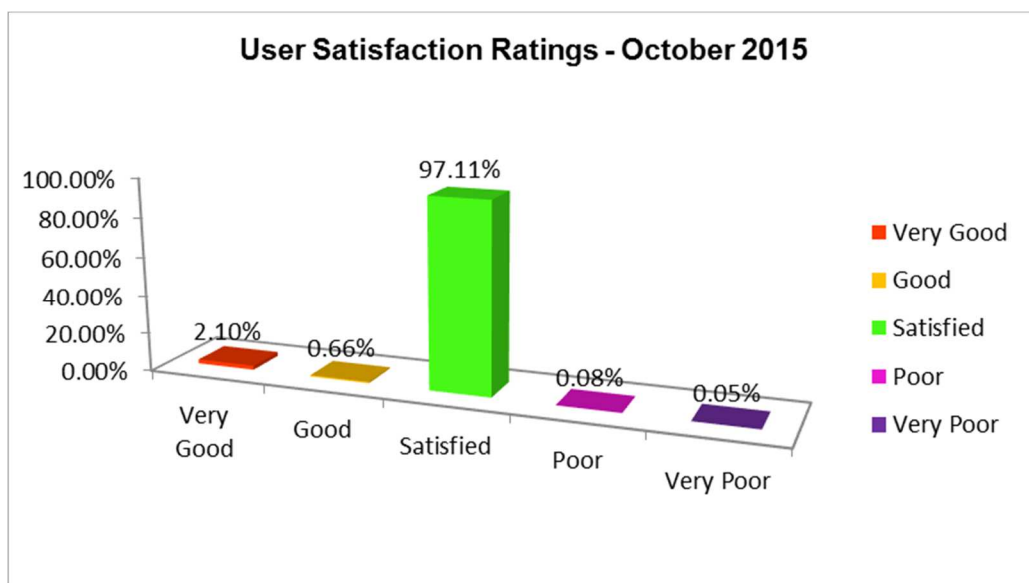
Our overall compliance for this month is 85% of all tickets.



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>

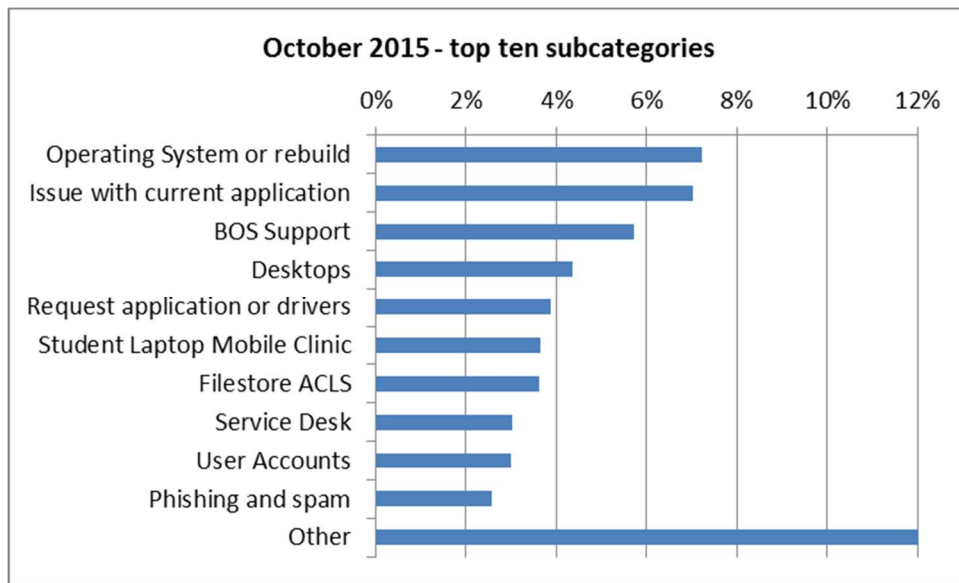
User Satisfaction Ratings

2015 - October	
Very Good	210
Good	66
Satisfied	9722
Poor	8
Very Poor	5
Total	10011

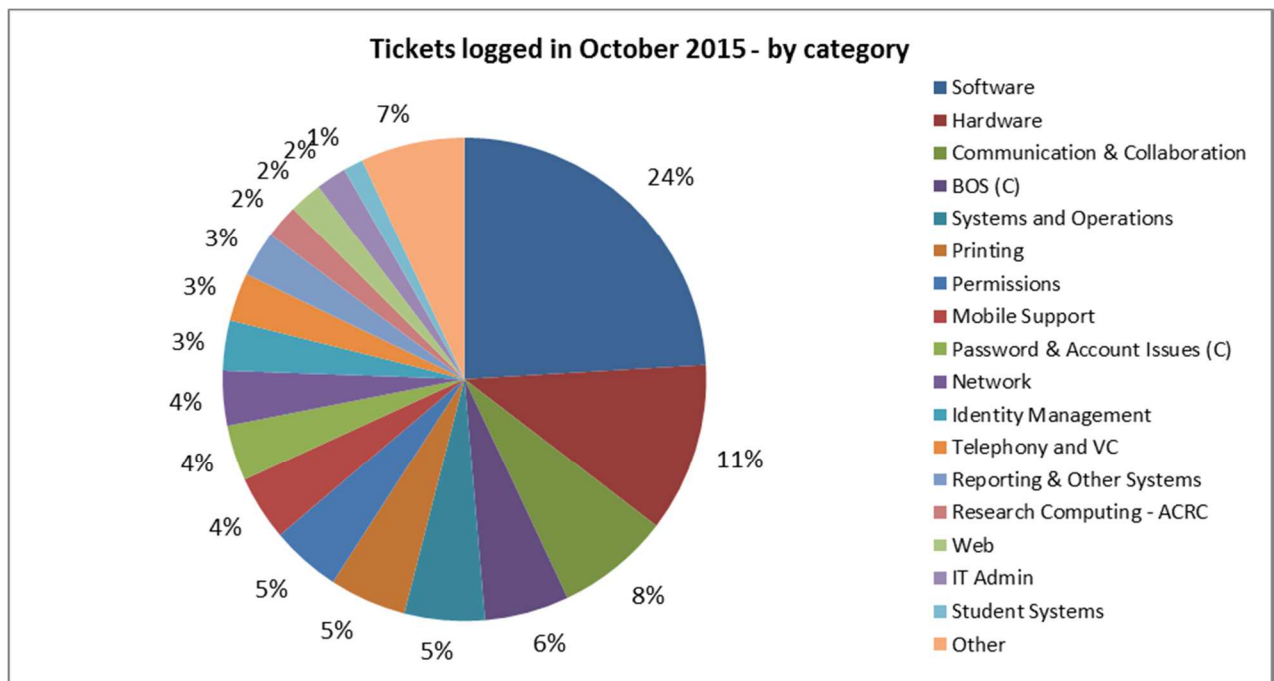


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



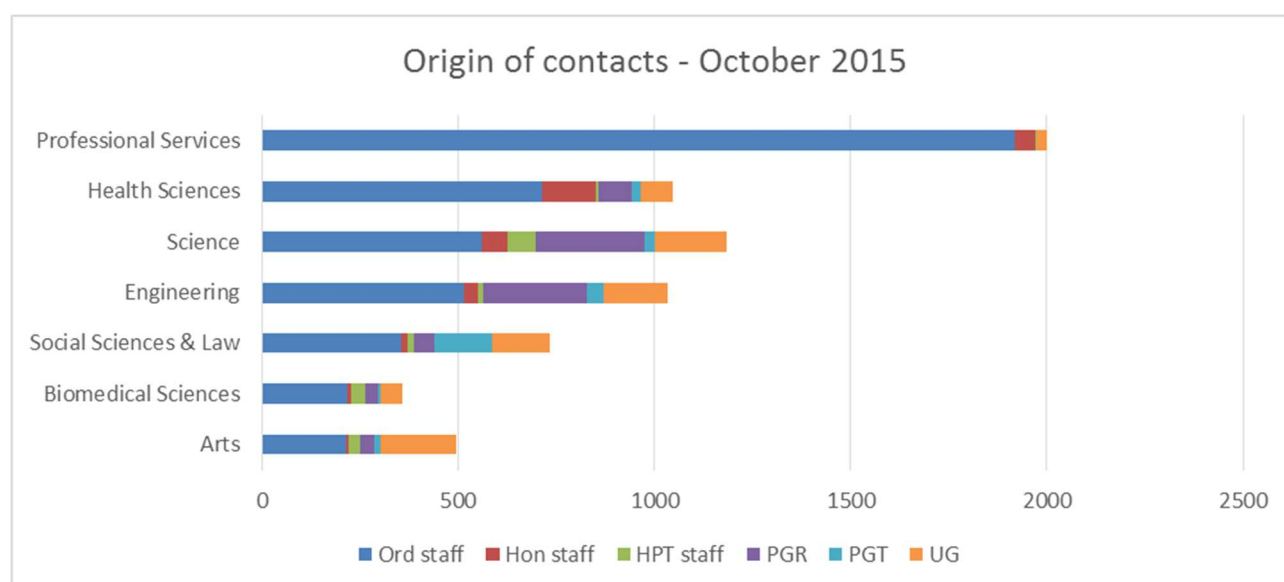
Category of tickets



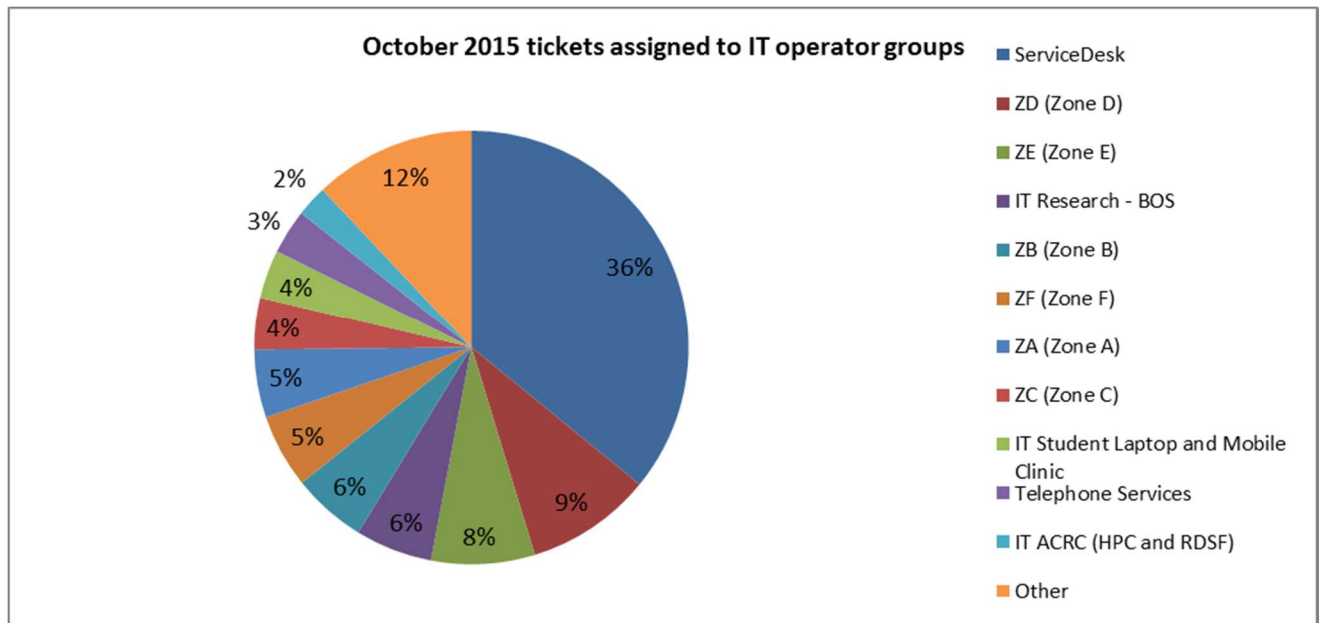
Origin of tickets

October	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	214	8	29	35	17	192	495
Biomedical Sciences	219	8	37	32	6	55	357
Social Sciences & Law	355	15	19	51	147	145	732
Engineering	514	37	14	262	42	166	1035
Science	559	66	71	280	25	182	1183
Health Sciences	713	138	5	87	21	82	1046
Professional Services	1917	55	1	0	1	25	1999
Unknown							2544
Total							9391

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.

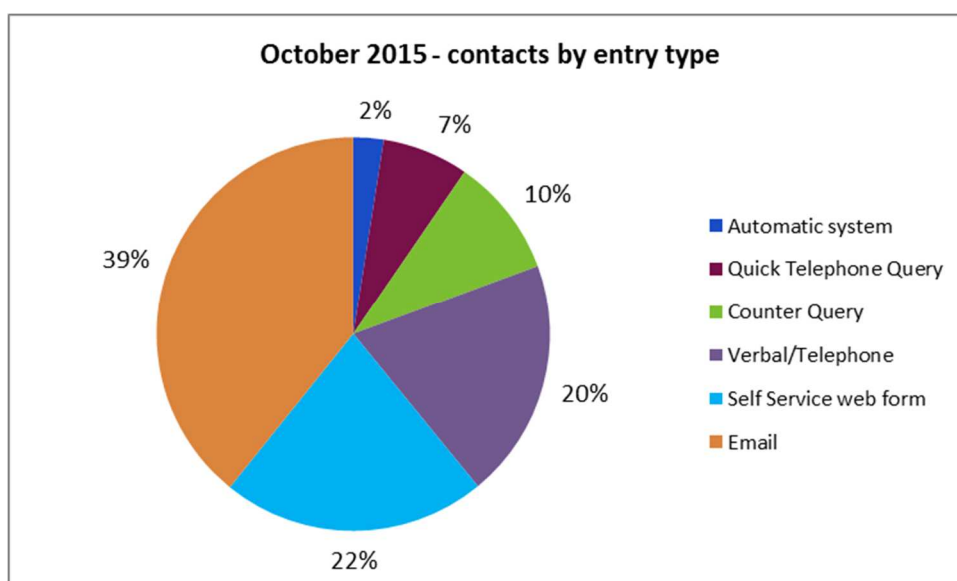


Destination of tickets



Entry type of tickets

2015 - October	
Automatic system	233
Quick Telephone Query	666
Counter Query	920
Verbal/Telephone	1851
Self Service web form	2039
Email	3682
Total	9391



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