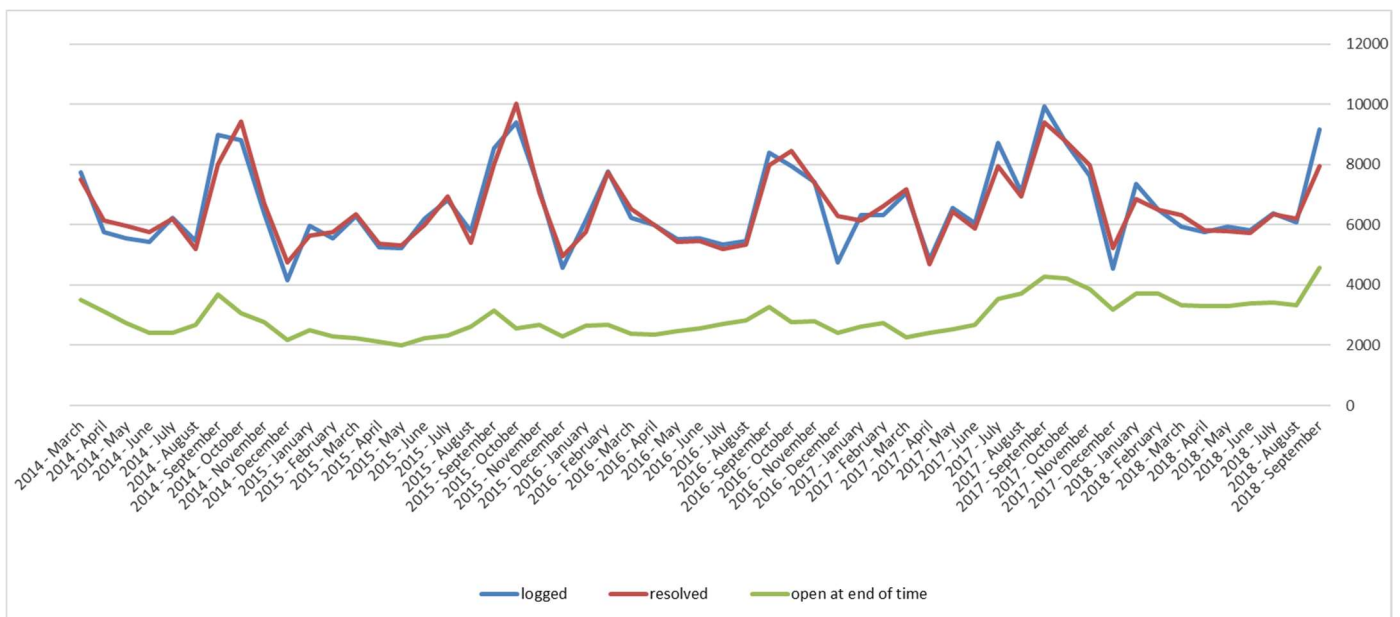


September 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - September		
Incident Type	Logged	Resolved
Malfunction	1296	1047
Service Request	7215	6350
Change Request	70	54
Request for information	438	369
Information Security incident	151	121
Total	9170	7941

Ticket trends over time

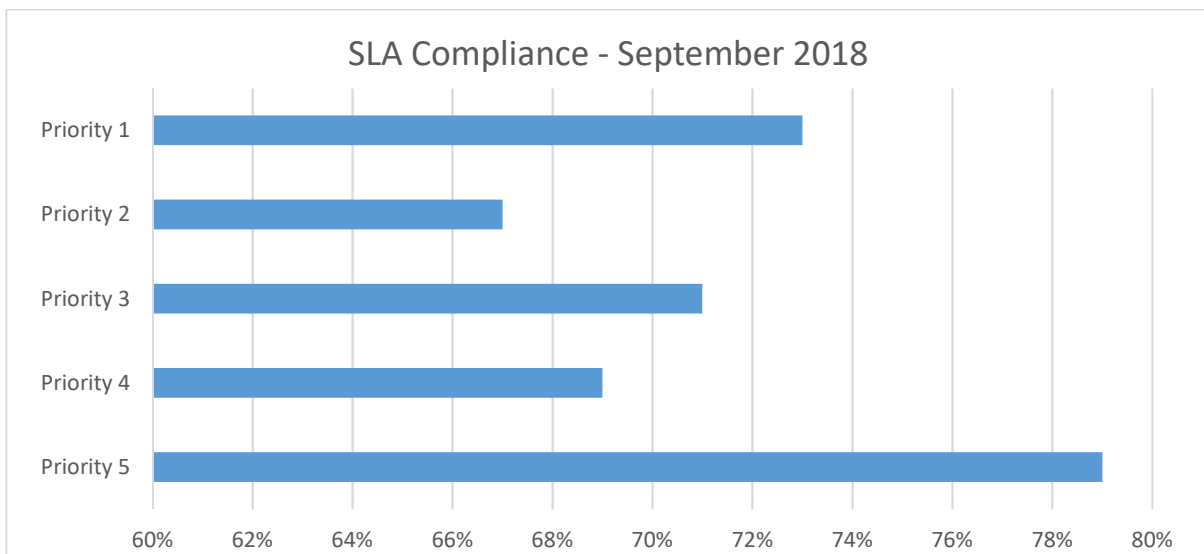


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

September 2018	SLA met	Number of contacts
Priority 1	777	1061
Priority 2	1569	2344
Priority 3	2577	3650
Priority 4	236	342
Priority 5	1322	1673
Total	6481	9070

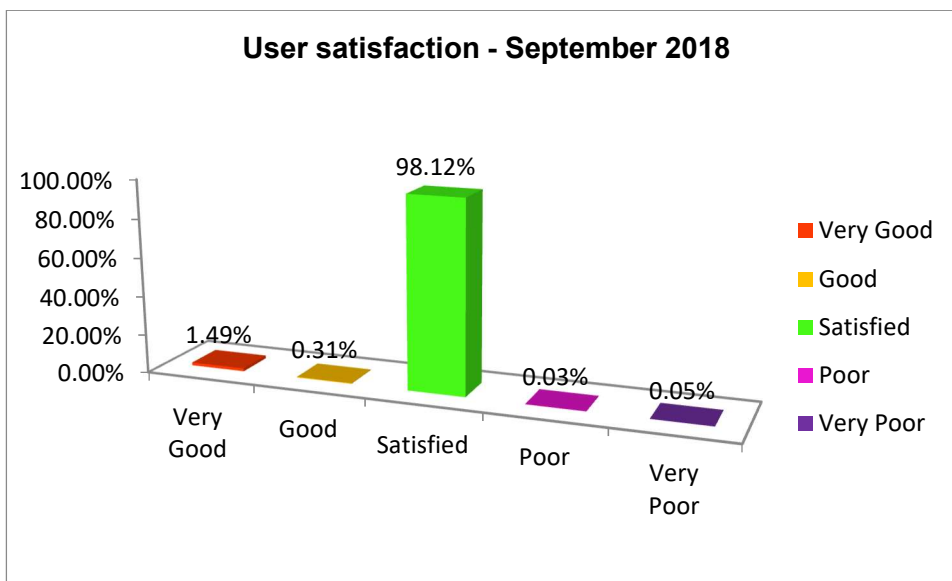
Our overall compliance for this month is 71% of all tickets.



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>

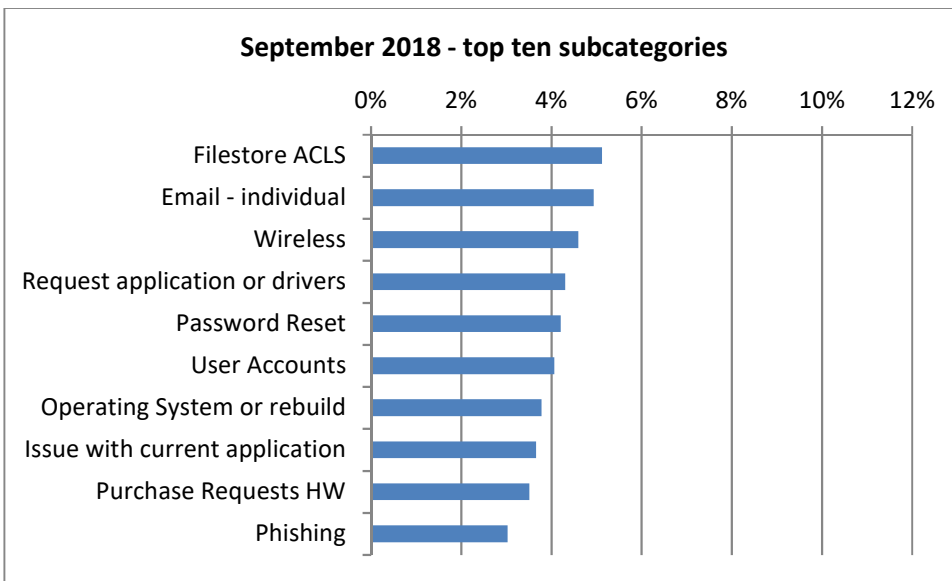
User Satisfaction Ratings

2018 - September	
Very Good	118
Good	25
Satisfied	7792
Poor	2
Very Poor	4
Total	7941

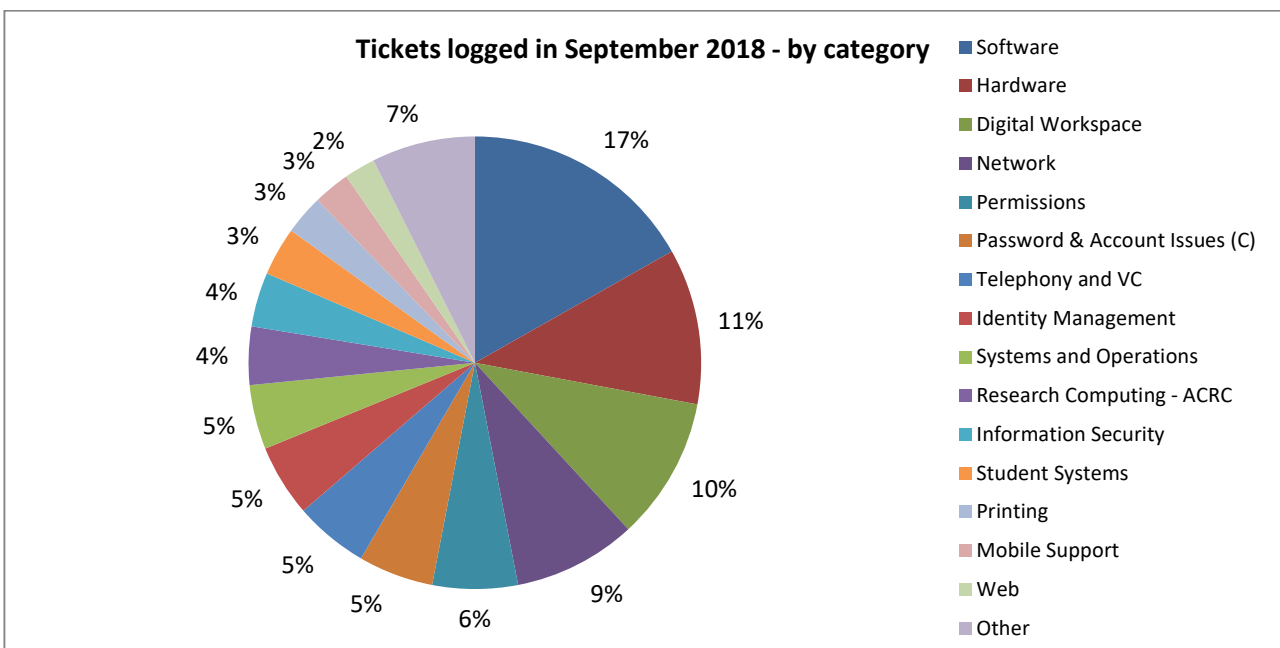


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



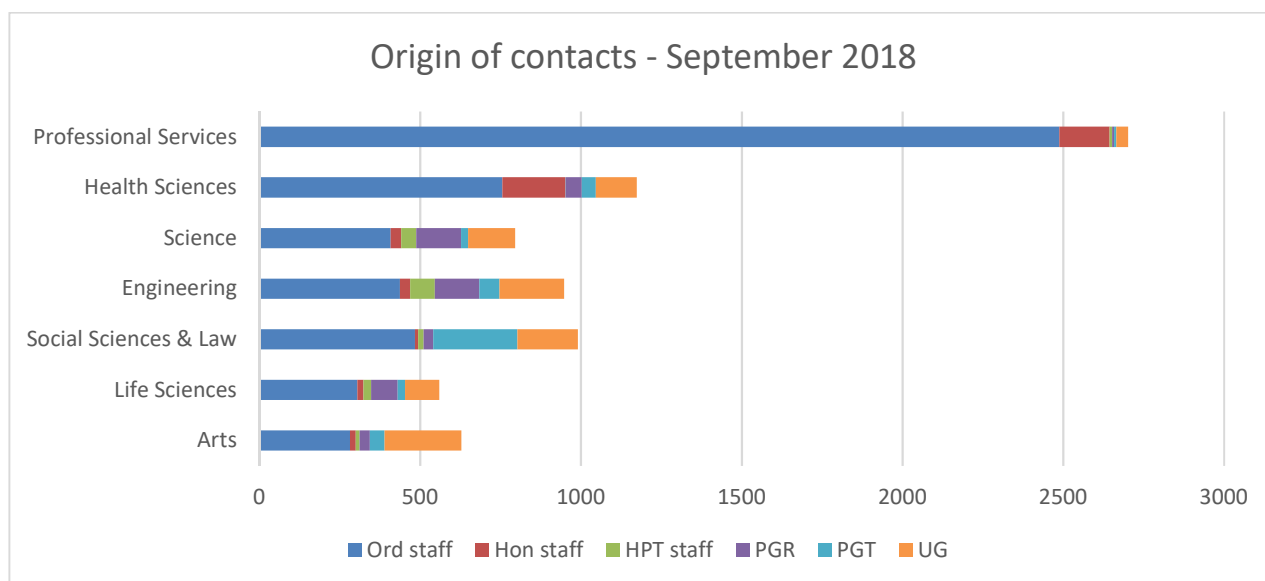
Category of tickets



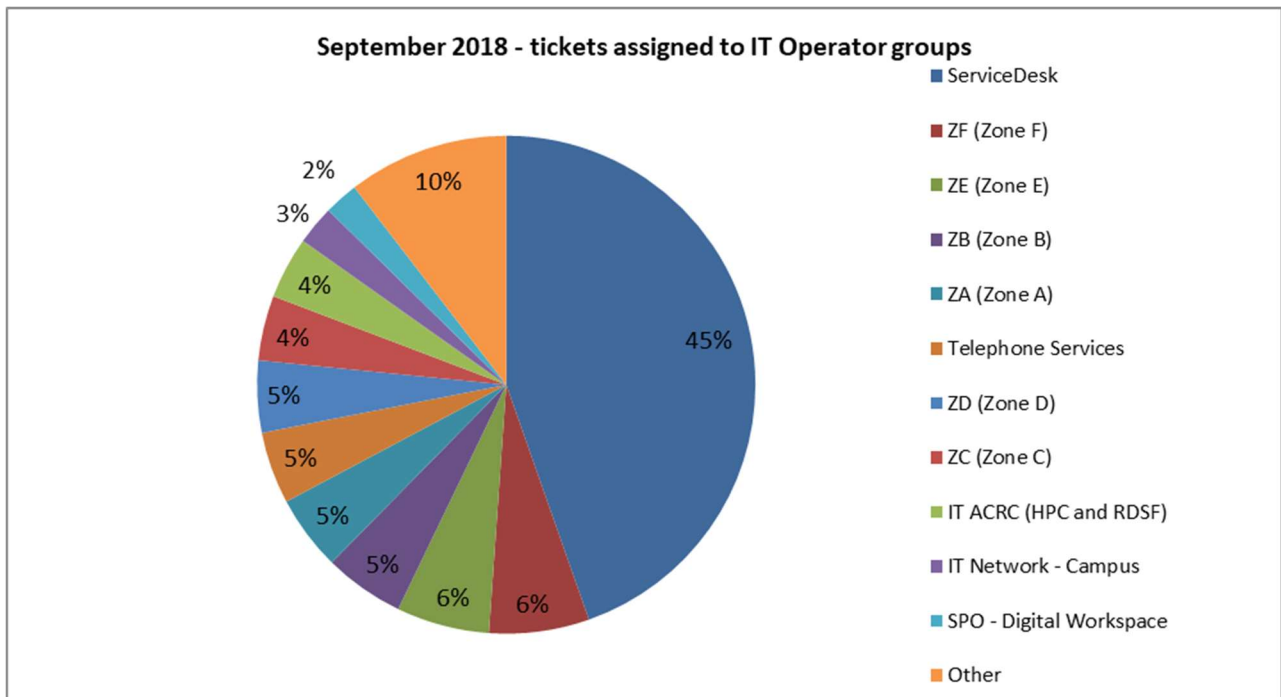
Origin of tickets

September 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	282	18	12	32	45	239	628
Life Sciences	305	19	24	82	23	107	560
Social Sciences & Law	484	10	17	30	261	189	991
Engineering	437	32	77	138	63	201	948
Science	408	33	47	139	22	147	796
Health Sciences	756	195	1	51	43	128	1174
Professional Services	2488	156	8	6	7	37	2702
Unknown							1371
Total							9170

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.

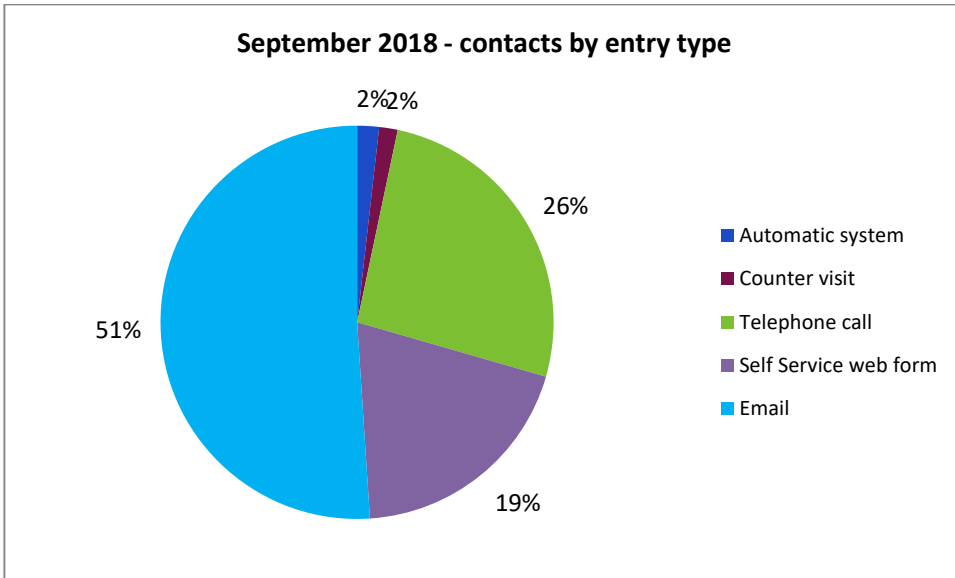


Destination of tickets



Entry type of tickets

2018 - September	
Automatic system	165
Counter visit	141
Telephone call	2397
Self Service web form	1787
Email	4680
Total	9170



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