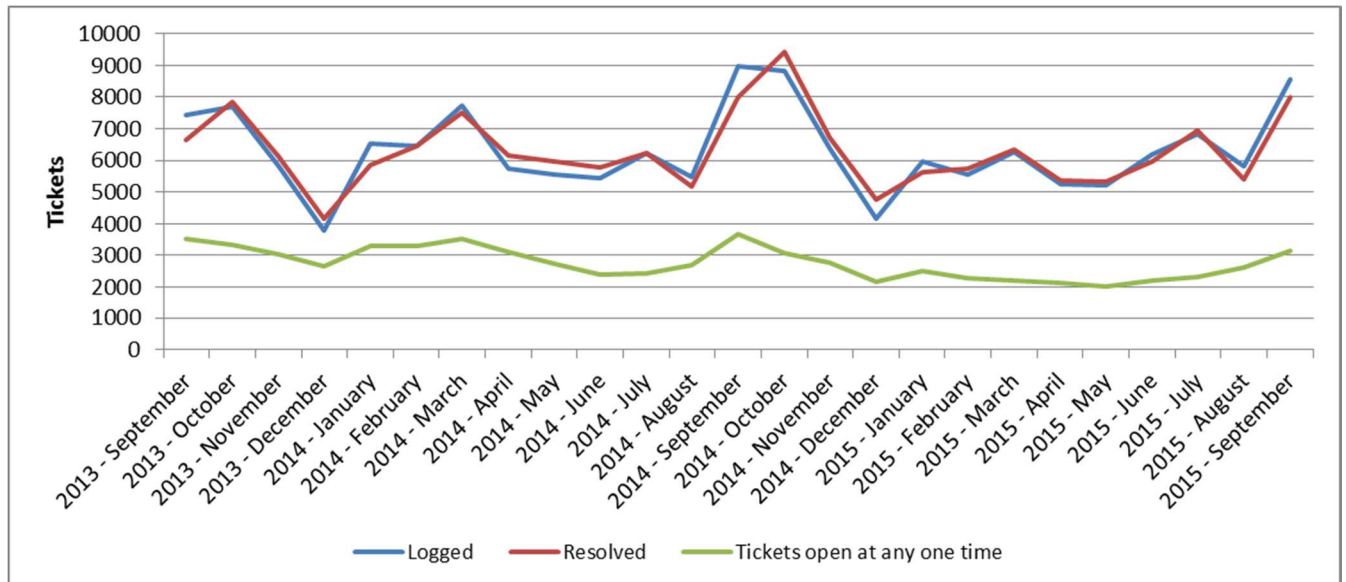


## September 2015 - Incident Management and Request Fulfilment

### Tickets recorded

2015 - September		
Incident Type	Logged	Resolved
Malfunction	1717	1535
Service Request	5758	5450
Change Request	76	68
Request for information	976	925
Breach of Regulations	21	19
<b>Total</b>	<b>8550</b>	<b>7997</b>

### Ticket trends over time

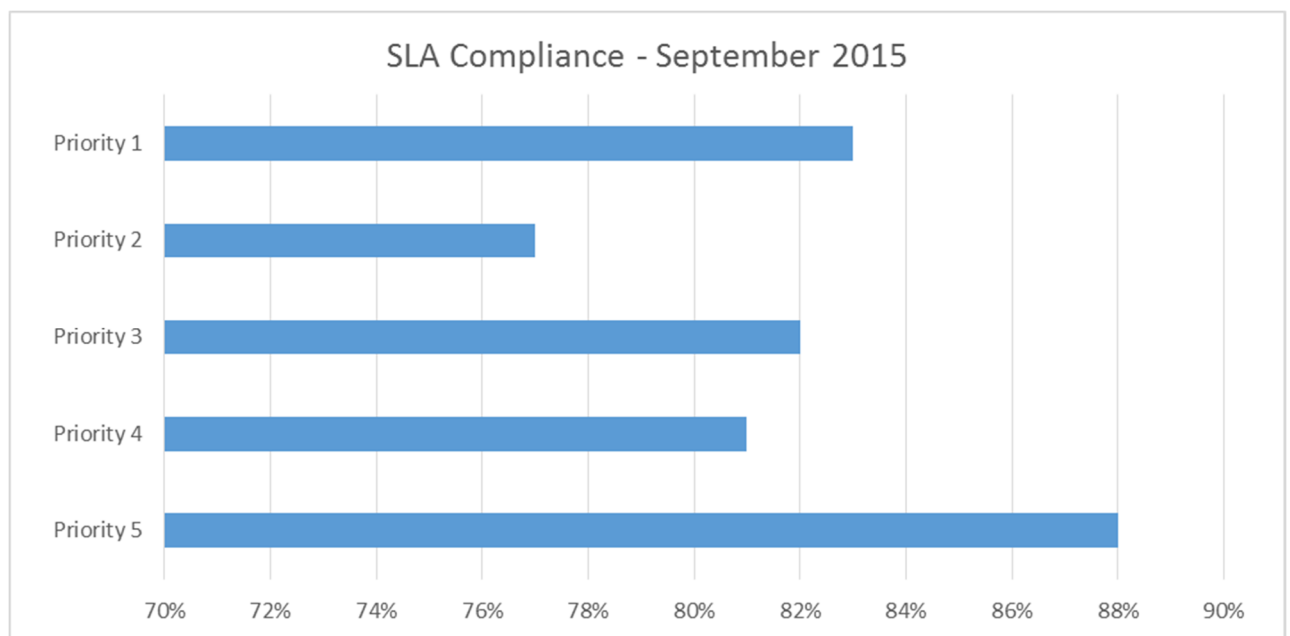


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

	SLA met	Number of contacts
Priority 1	945	1134
Priority 2	1227	1589
Priority 3	2518	3065
Priority 4	575	708
Priority 5	1742	1988
Total	7047	8550

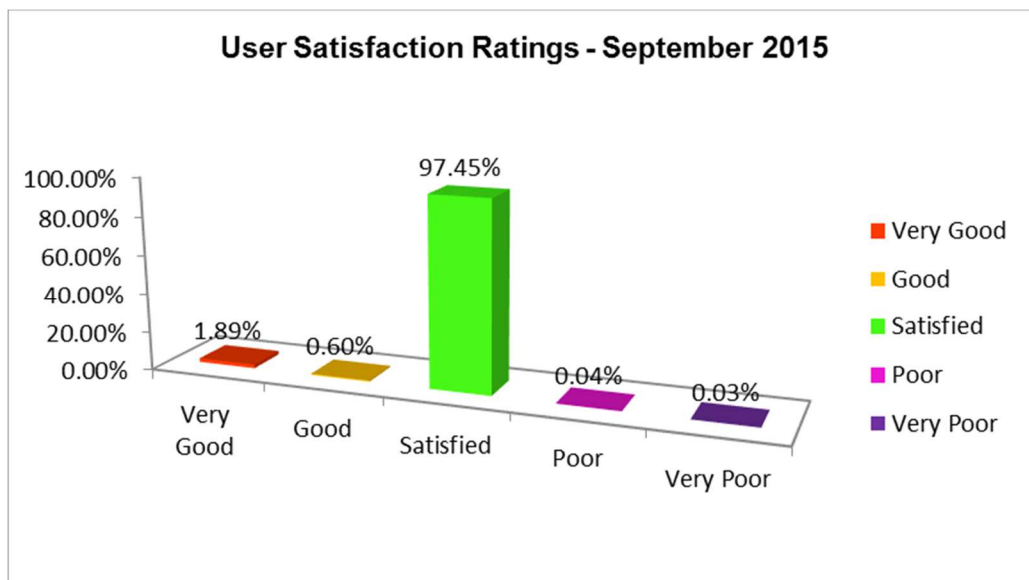
Our overall compliance for this month is 82% of all tickets.



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>

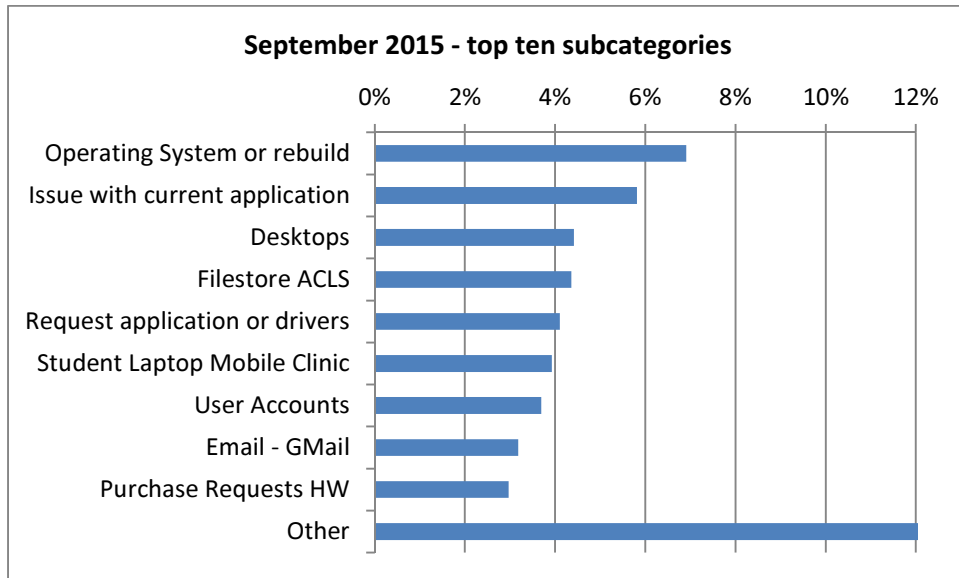
## User Satisfaction Ratings

2015 - September	
Very Good	151
Good	48
Satisfied	7793
Poor	3
Very Poor	2
Total	7997

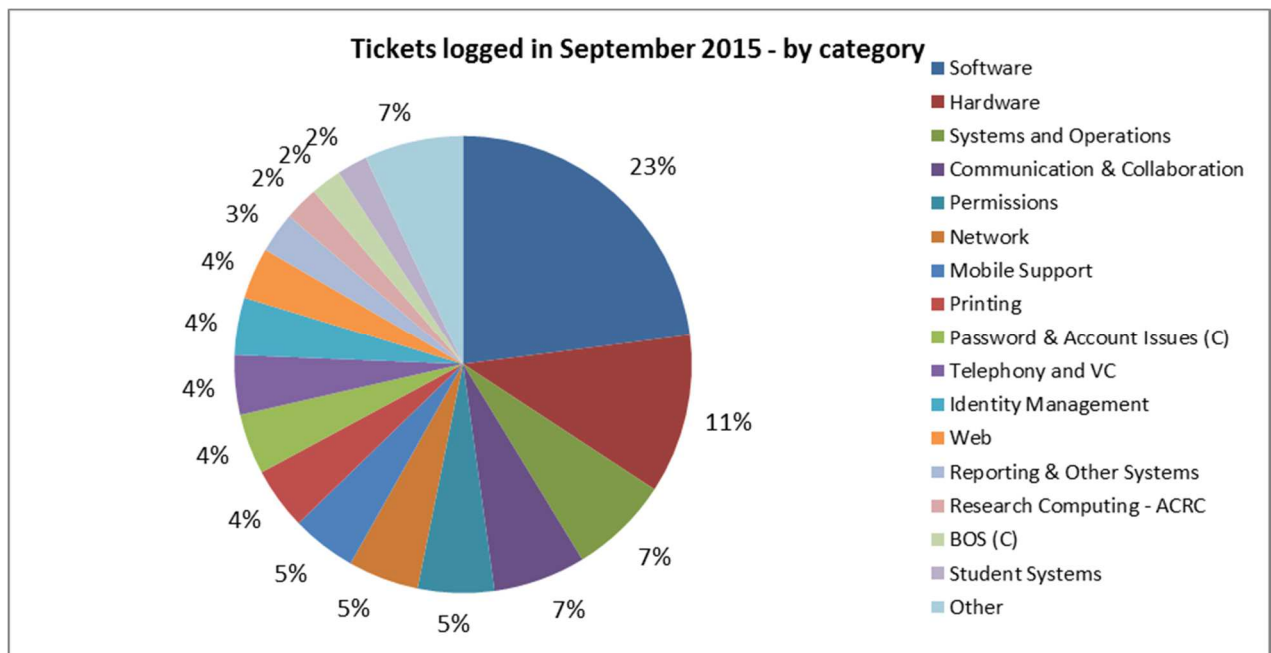


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



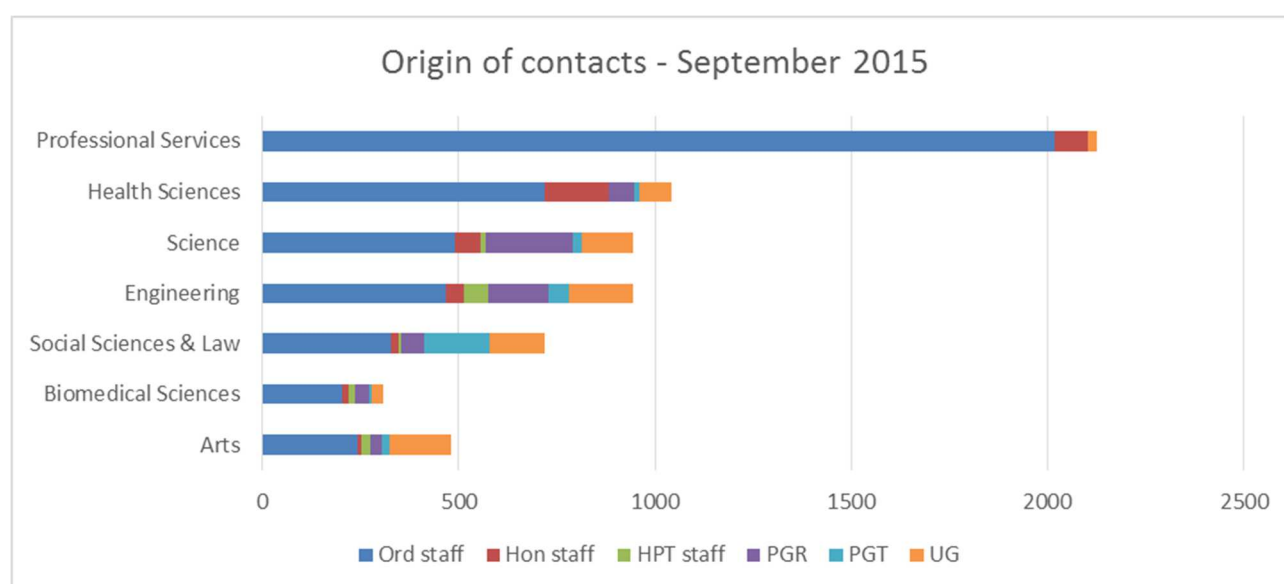
## Category of tickets



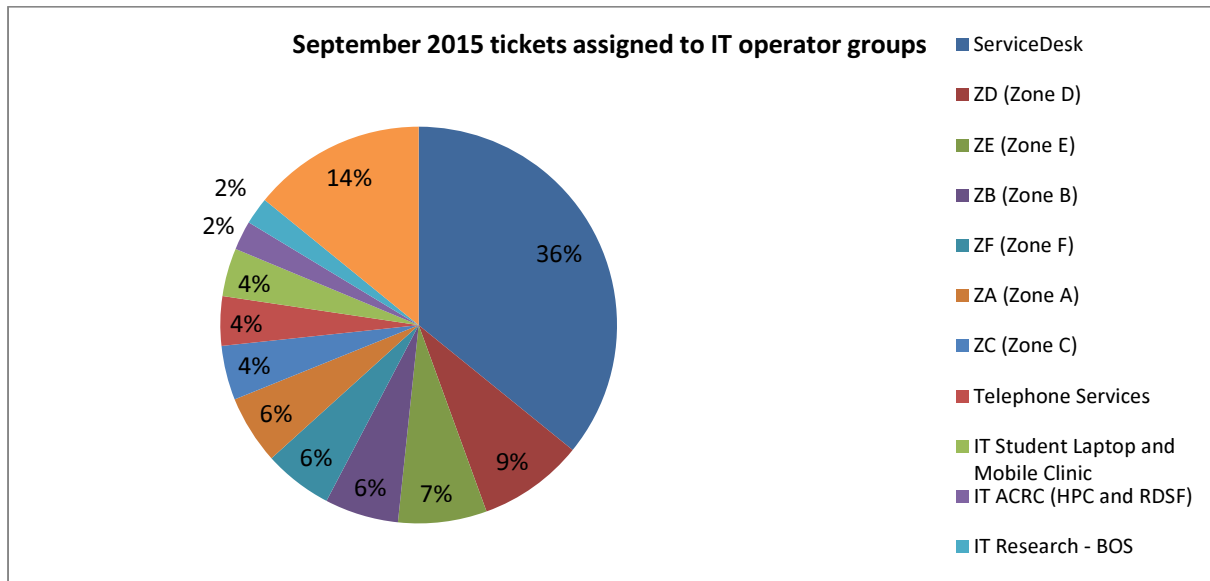
## Origin of tickets

September	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	244	7	24	31	18	158	482
Biomedical Sciences	204	15	16	36	6	32	309
Social Sciences & Law	329	18	6	61	164	141	719
Engineering	469	45	60	155	52	163	948
Science	490	65	15	221	22	131	944
Health Sciences	720	161	1	65	15	81	1043
Professional Services	2017	85	0	0	1	24	2137
Unknown							1968
<b>Total</b>							<b>8550</b>

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.

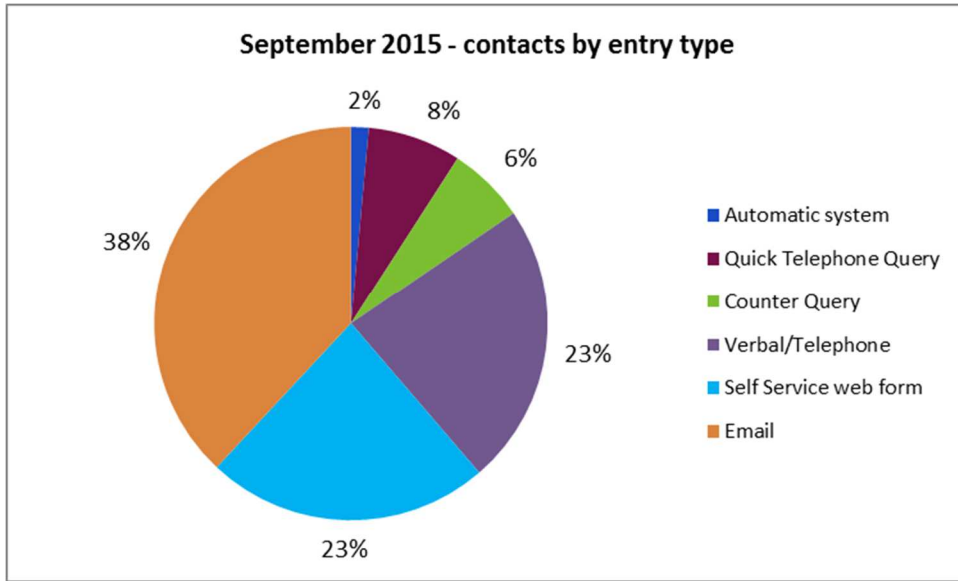


## Destination of tickets



## Entry type of tickets

2015 - September	
Automatic system	124
Quick Telephone Query	656
Counter Query	545
Verbal/Telephone	1983
Self Service web form	1989
Email	3253
<b>Total</b>	<b>8550</b>



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