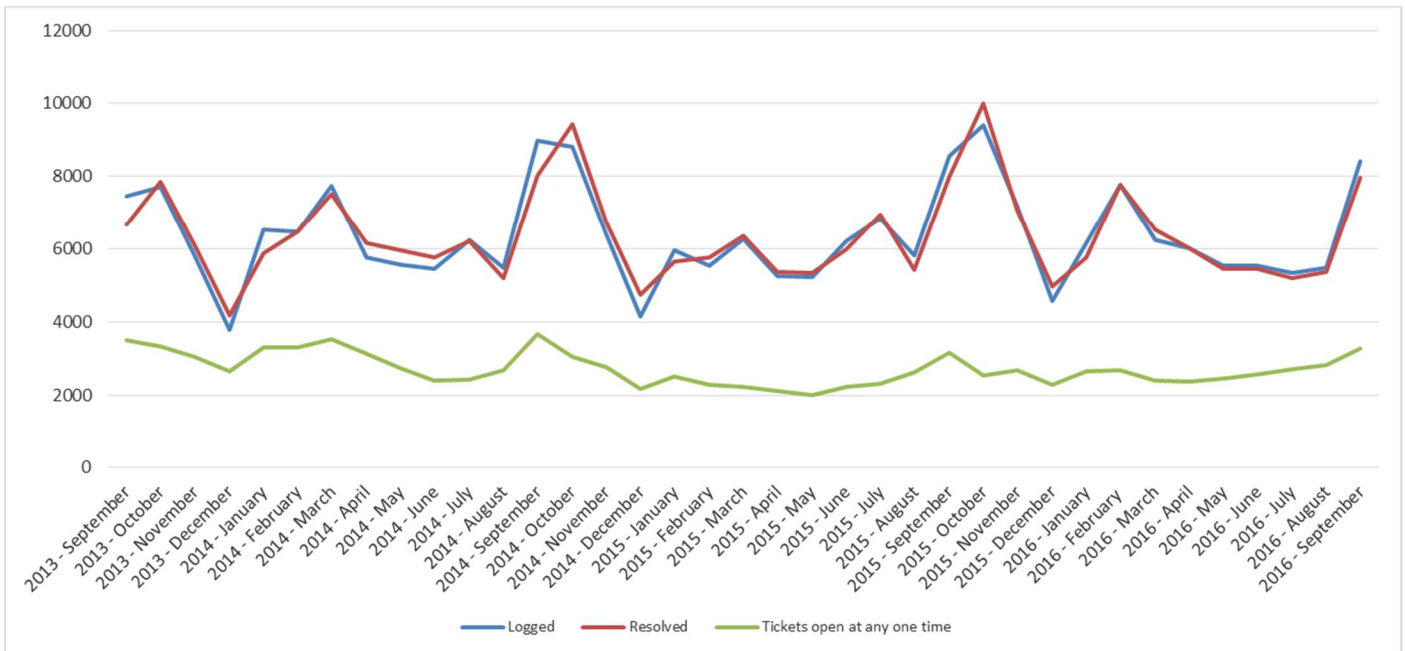


September 2016 - Incident Management and Request Fulfilment

Tickets recorded

2016 - September		
Incident Type	Logged	Resolved
Malfunction	1544	1410
Service Request	6004	5747
Change Request	64	57
Request for information	766	746
Breach of Regulations	28	14
Total	8407	7974

Ticket trends over time

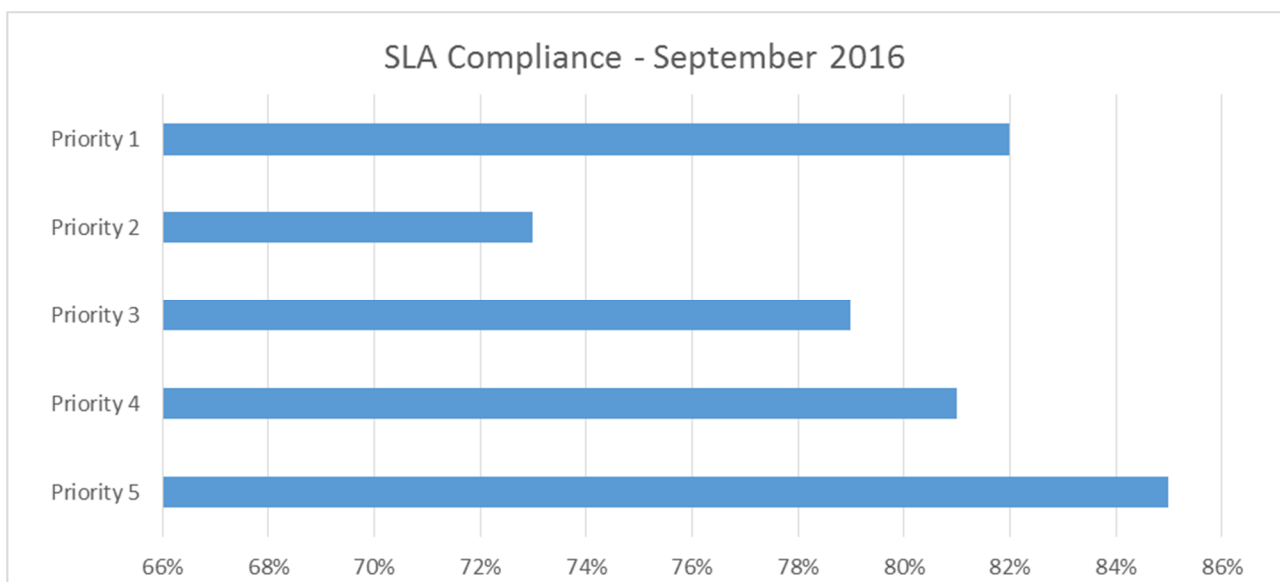


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

September 2016	SLA met	Number of contacts
Priority 1	696	847
Priority 2	1122	1545
Priority 3	2538	3216
Priority 4	524	649
Priority 5	1769	2075
Total	6649	8332

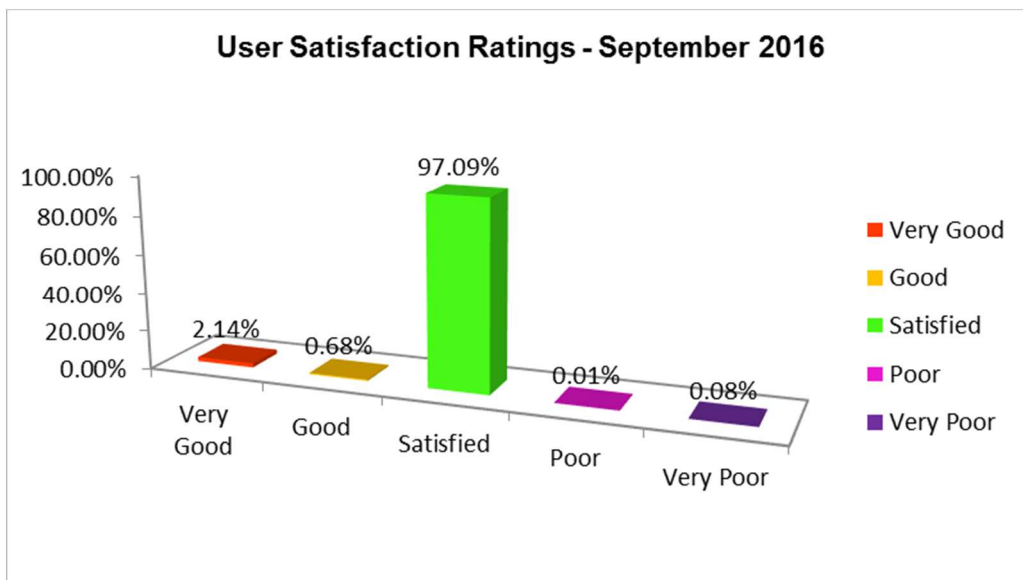
Our overall compliance for this month is 80% of all tickets.



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>

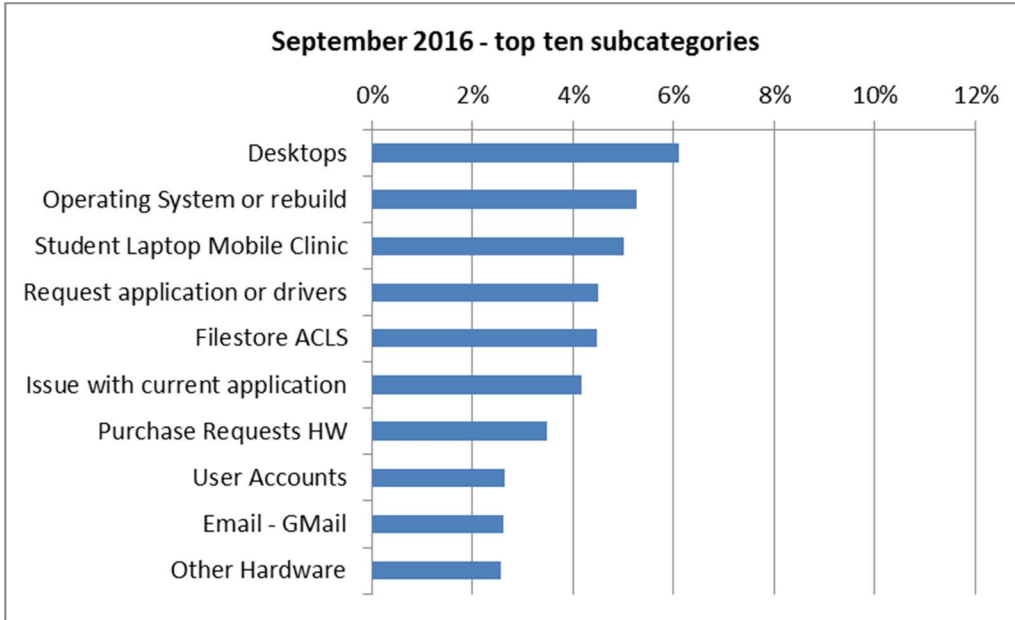
User Satisfaction Ratings

2016 - September	
Very Good	171
Good	54
Satisfied	7742
Poor	1
Very Poor	6
Total	7974

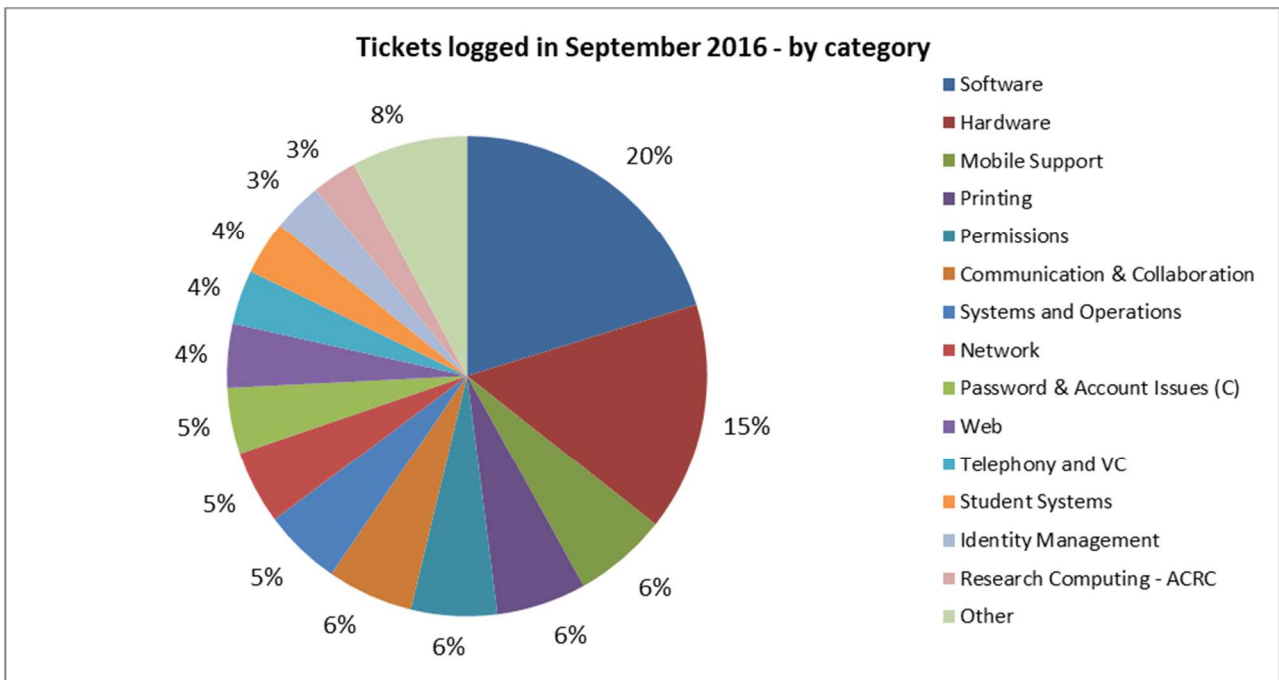


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



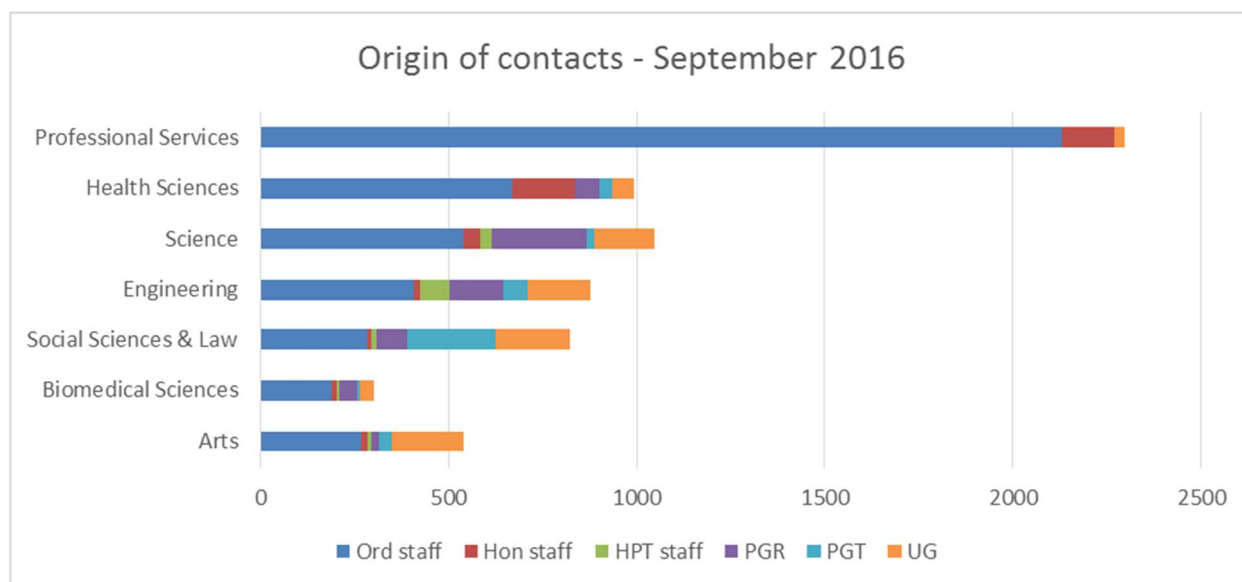
Category of tickets



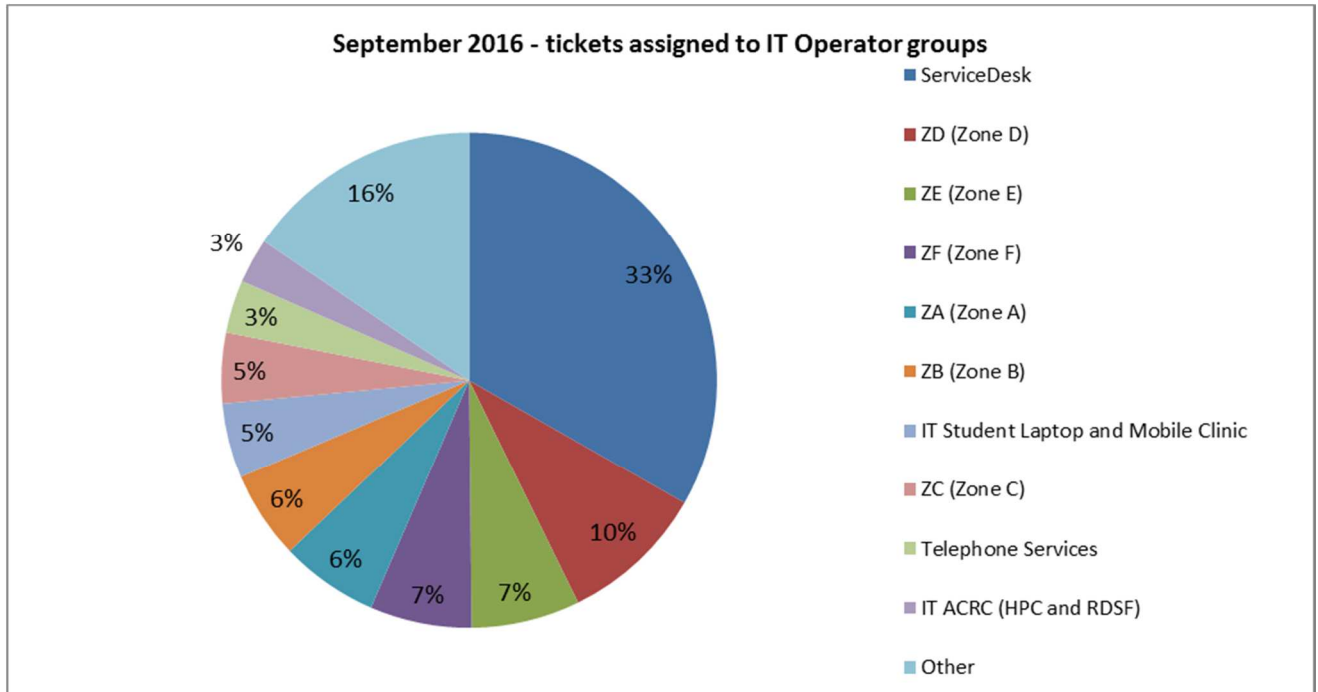
Origin of tickets

September 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	267	19	11	19	35	191	542
Biomedical Sciences	190	14	7	46	7	39	303
Social Sciences & Law	285	11	14	80	236	196	822
Engineering	406	19	78	143	63	169	878
Science	539	46	30	251	21	161	1048
Health Sciences	668	167	0	67	32	59	994
Professional Services	2130	139	0	1	0	26	2296
Unknown							412
Total							8407

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.

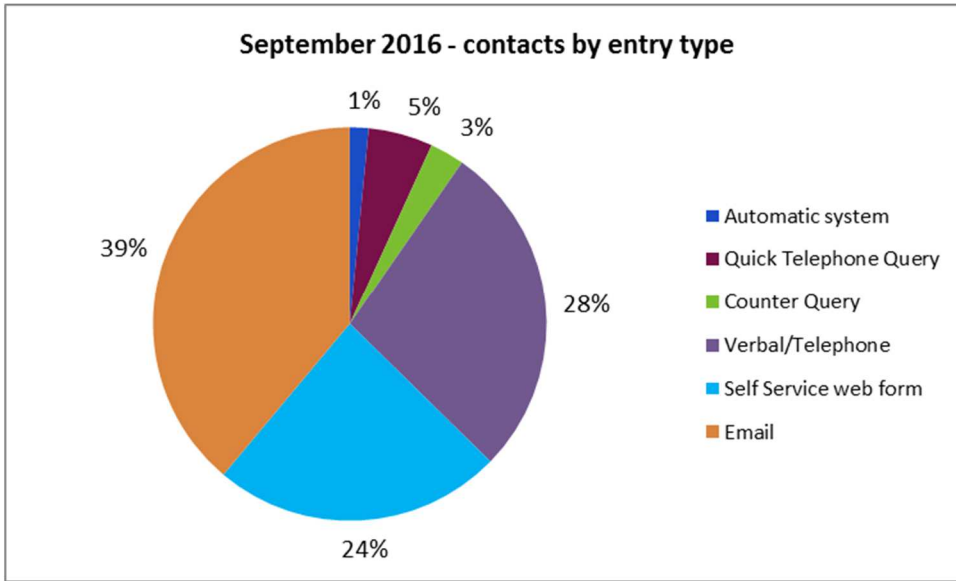


Destination of tickets



Entry type of tickets

2016 - September	
Automatic system	129
Quick Telephone Query	445
Counter Query	238
Verbal/Telephone	2326
Self Service web form	1999
Email	3270
Total	8407



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