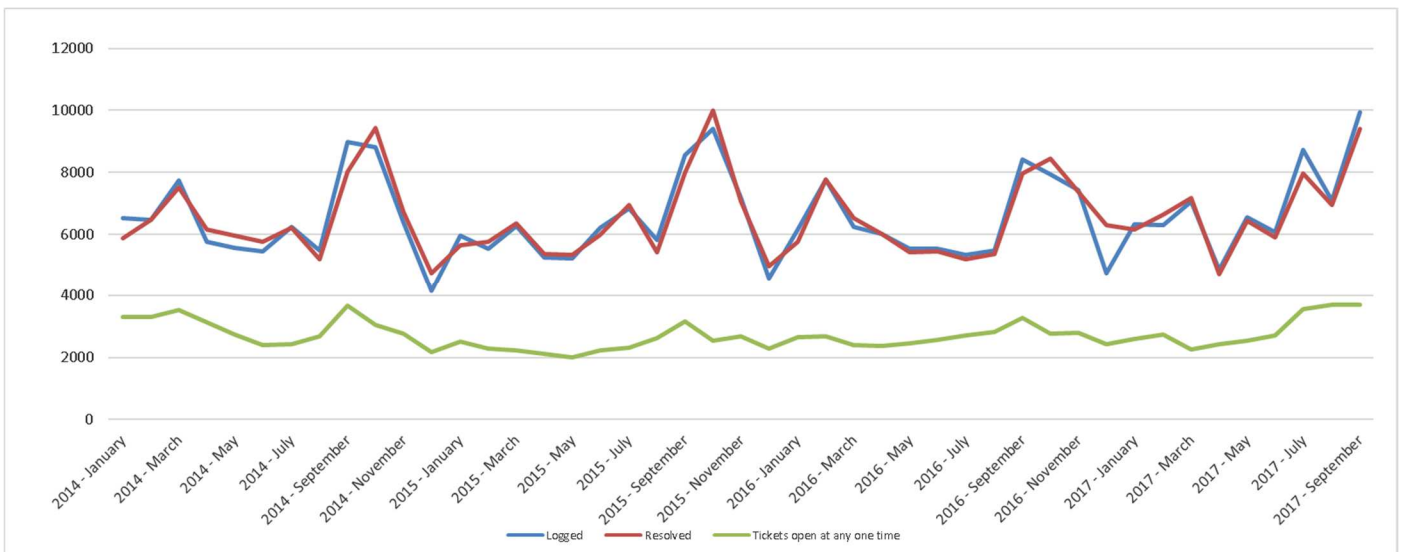


September 2017 - Incident Management and Request Fulfilment

Tickets recorded

2017 - September		
Incident Type	Logged	Resolved
Malfunction	1367	1294
Service Request	7957	7495
Change Request	49	49
Request for information	455	440
Information Security incident	106	114
Total	9937	9392

Ticket trends over time

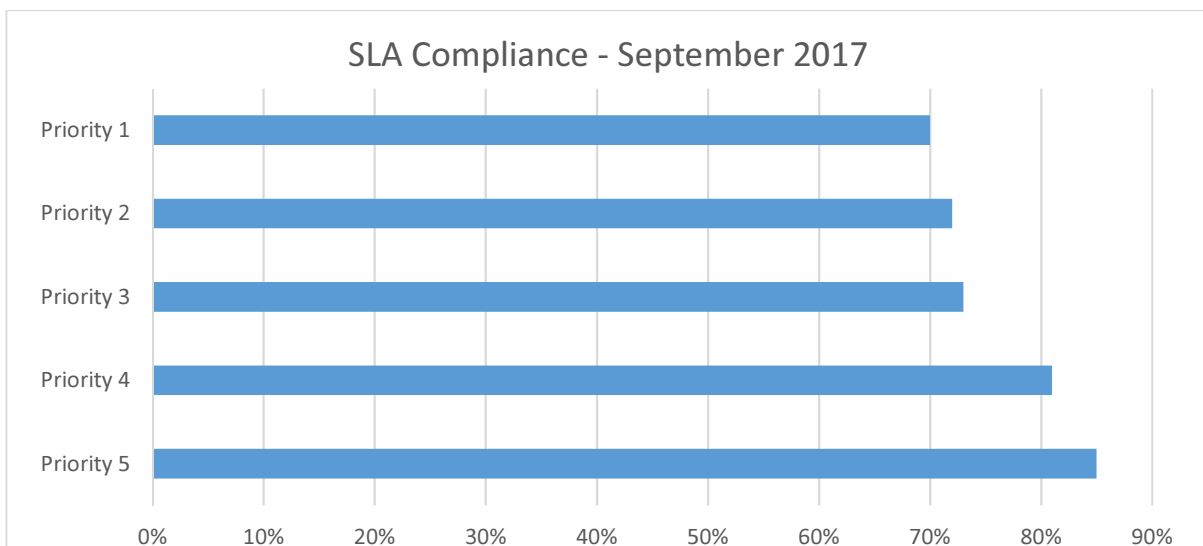


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

September 2017	SLA met	Number of contacts
Priority 1	808	1153
Priority 2	1558	2174
Priority 3	2756	3798
Priority 4	408	505
Priority 5	1873	2216
Total	7456	9937

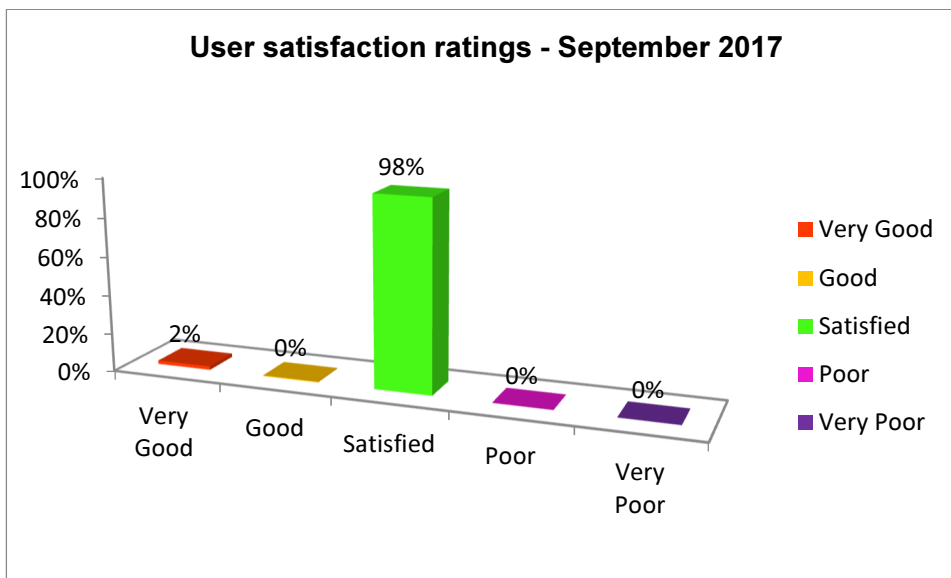
Our overall compliance for this month is 75% of all tickets.



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>

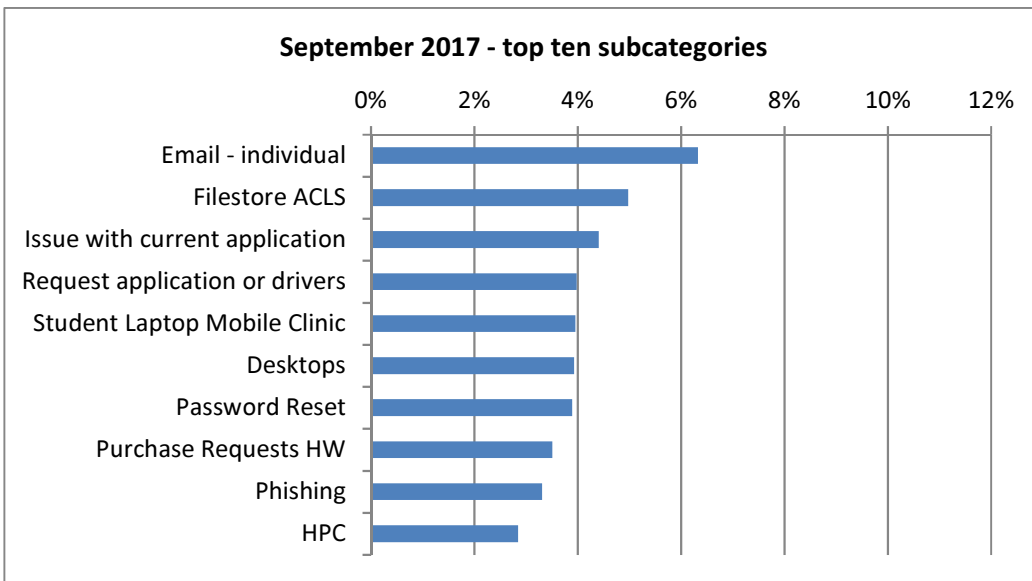
User Satisfaction Ratings

2017 - September	
Very Good	169
Good	35
Satisfied	9178
Poor	2
Very Poor	8
Total	9392

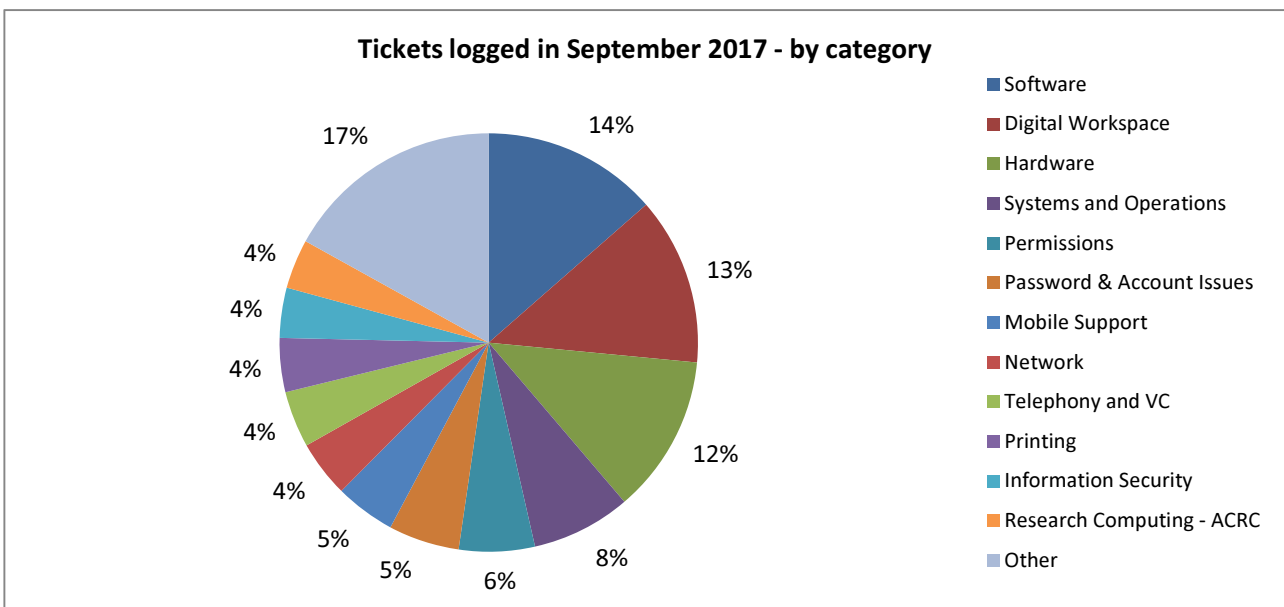


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



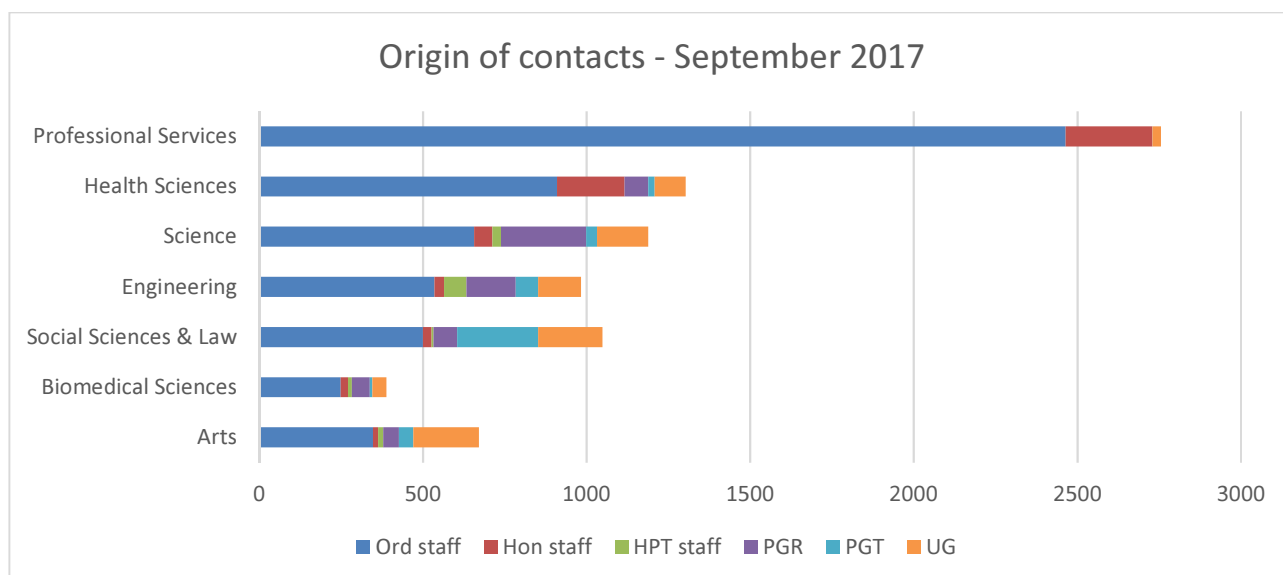
Category of tickets



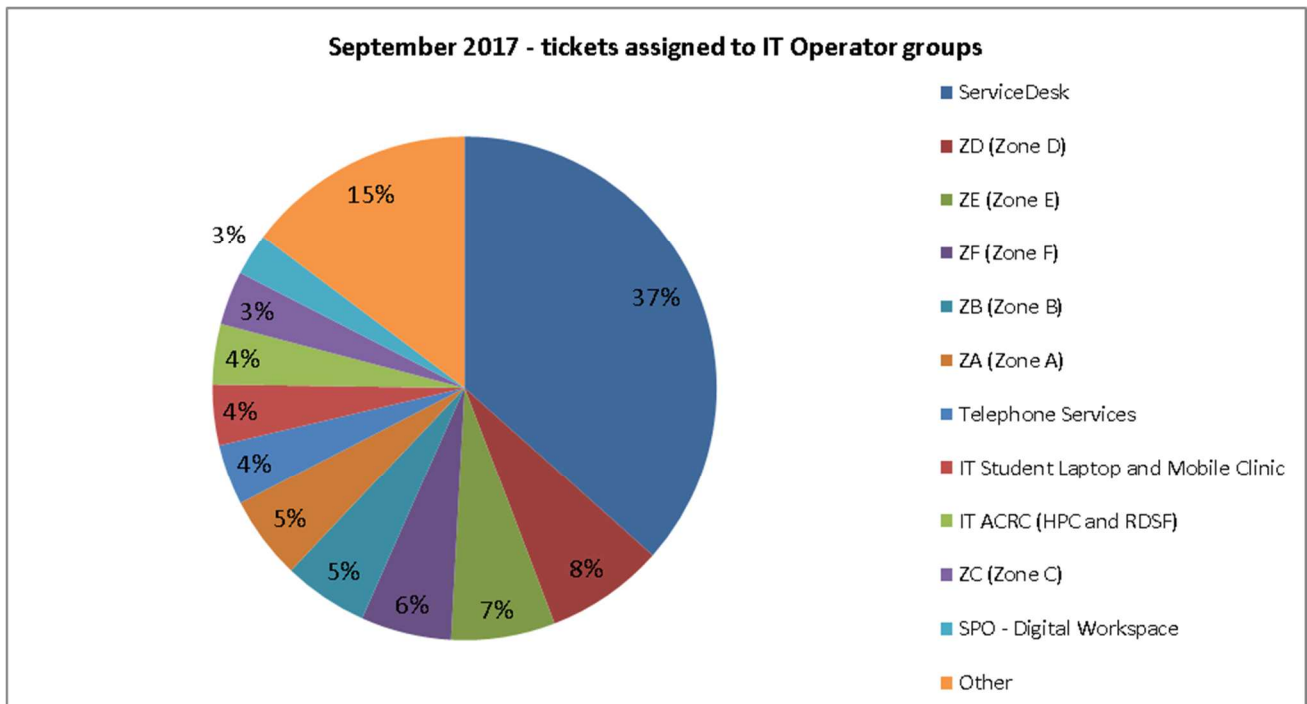
Origin of tickets

September 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	347	16	16	48	44	200	671
Biomedical Sciences	249	22	12	55	7	43	388
Social Sciences & Law	500	26	6	73	247	197	1049
Engineering	535	30	68	151	68	131	983
Science	656	56	27	260	33	157	1189
Health Sciences	910	206	0	73	19	95	1303
Professional Services	2464	264	0	1	0	27	2756
Unknown							1598
Total							9937

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.

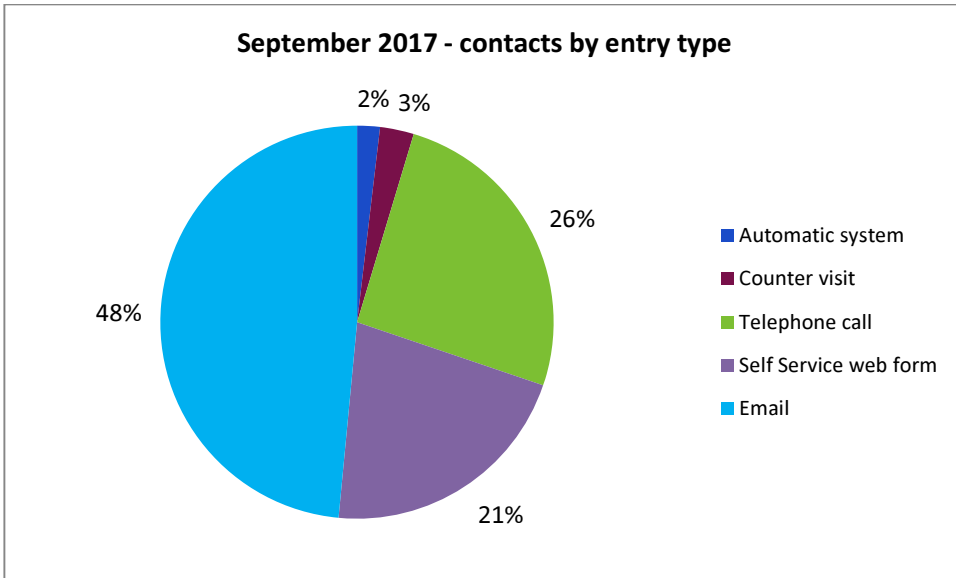


Destination of tickets



Entry type of tickets

2017 - September	
Automatic system	186
Counter visit	277
Telephone call	2537
Self Service web form	2117
Email	4820
Total	9937



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