IT STATS JANUARY 2021

625
1155
incidents

406
768
requests

4
7
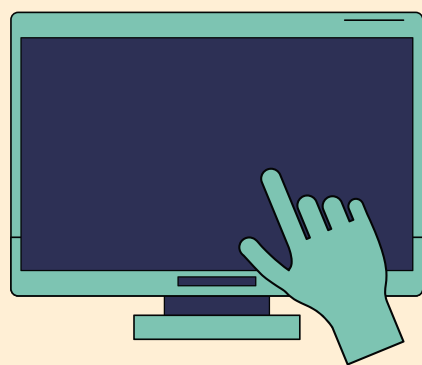key service incidents

0
0
major incidents

11
12
changes

12
12
problems

NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON

Application requests were the highest category for the third month running with requests relating to SOLE/SITS being the highest with 122 requests.
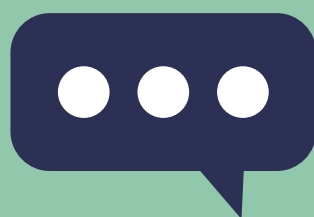
User accounts and permissions were the highest incident category for the second month running with most incidents related to user accounts being the highest.
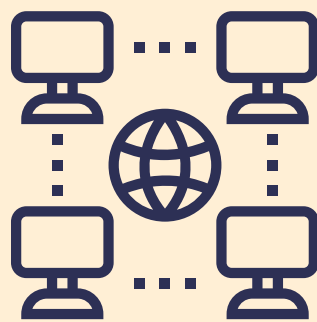
Several of the changes in January were related to work to prepare for the Core network upgrade.

1246 CALLS
UP FROM 580 IN DECEMBER

257 LIVE CHATS
UP FROM 110 IN DECEMBER

DEFINITIONS

REQUEST

A Service Request is a user request for information, advice or for access to an IT service.

INCIDENT

An unplanned interruption to an IT Service or reduction in the quality of an IT service.

KEY SERVICE INCIDENT

An unplanned interruption to a single key Service resulting in downtime or degraded performance.

MAJOR INCIDENT

Incidents which cause serious interruptions to business activities across the University.

CHANGE

Anything that alters or modifies the IT environment. This includes a change to any system or service that has the potential to affect the stability and reliability of the IT infrastructure or disrupt the University's business.

PROBLEM

The cause of one or more Incidents. The cause is not usually known at the time a Problem record is created. Problems can take many months to resolve.

WE AIM TO ANSWER A CALL WITHIN 40 SECONDS