IT STATS JULY 2020

816
613
incidents

511
572
requests

2
5
key service incidents

0
0
major incidents

12
13
changes

17
16
problems
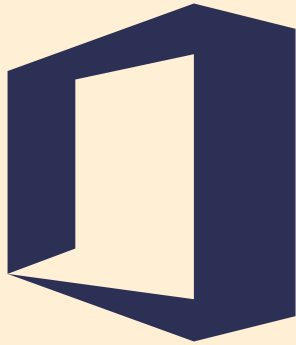
NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON

127 incidents were recorded from staff relating to application support, with just under half related to Office 365. With most records relating to issues accessing the service or advice on how to use it.

We are looking at improving training materials and knowledge articles for O365 as part of the new Service Desk project.
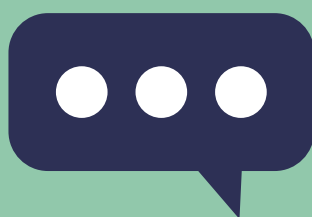
For the second month running requests for OneDrive were most popular along with Teams and and Windows Virtual Desktop, again reflecting tools to aid staff when working from home.
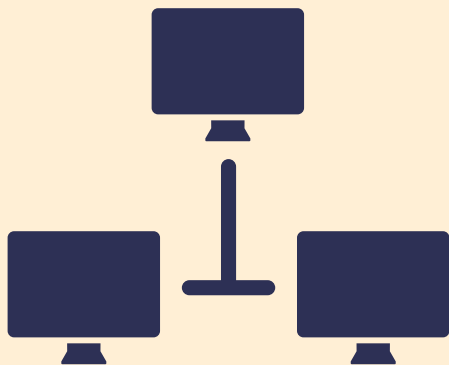
Upgrades to the network infrastructure at the Arena and Peirson featured in changes for July.

547 CALLS
AVERAGE WAIT TIME 39 SECS

49 LIVE CHATS
DOWN FROM 78 IN JUNE

DEFINITIONS

REQUEST

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

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

INCIDENT

KEY SERVICE INCIDENT

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

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

MAJOR INCIDENT

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.

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.

PROBLEM

WE AIM TO ANSWER A CALL WITHIN 40 SECONDS