IT STATS AUGUST 2021

815
1225
incidents

449
553
requests

0
1
Priority 1 incidents

2
2
Priority 2 incidents

15
9
changes

5
5
problems

NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON

We had one P1 incident this month that affected the main switchboard, the issue related to the reception staff getting disconnected from the switchboard software. The issue was resolved following a restart of the system.
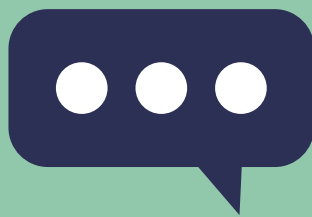
Software & Learning Tools was the highest request category this month with 58 tickets with requests for software advice (13 tickets) & O365 (11 tickets) being the highest.

Data and Security was the highest incident category for the third month with 393 tickets. 142 calls related to MFA and 185 were related to password resets.

1108 CALLS
DOWN FROM 684 IN JULY

136 LIVE CHATS
UP FROM 99 IN JULY

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.

PRORITY 1 INCIDENT

A serious operational shutdown, where the organisation is unable to function.

PRORITY 2 INCIDENT

A limited operational shutdown, where some of the organisation is unable to function.

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