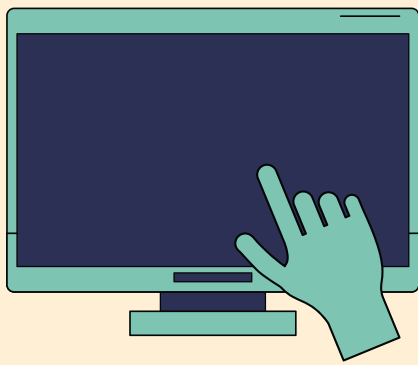


IT STATS NOVEMBER 2020



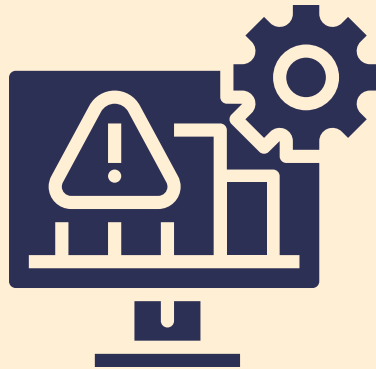
NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



Application requests were the highest category for November with requests relating to online survey tools being the highest.



We closed six problem records this month. Two were related to Halls of residence, one relating to network security and the other related to students not being able to connect their devices. Both were resolved by the switch to Glide.

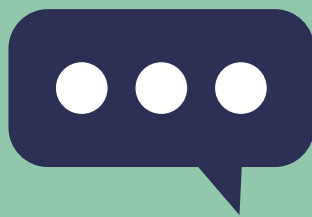


Incidents relating to MyDay were one of the top categories in November which were related to a Service Incident on the 25th where there were issues with our hosted service.



**1033
CALLS**

DOWN FROM 1504 IN
OCTOBER



**221 LIVE
CHATS**

DOWN FROM 334 IN
SEPTEMBER

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**