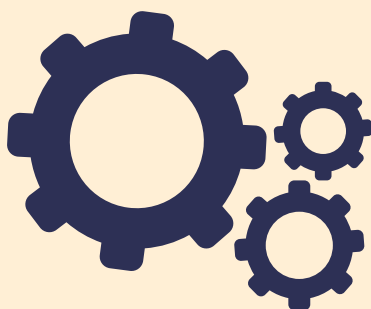


IT STATS APRIL 2021



NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



University System requests were the highest top-level category again this month requests relating to SITS being the highest with 95 tickets.



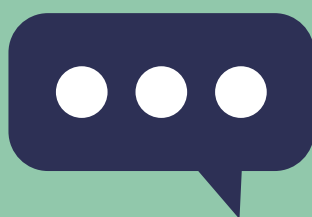
Software & Learning tools was the highest top-level incident category with issues related to Blackboard being the highest, closely followed by SOLE & Office 365.



Data & Security was the second-highest top-level category for incidents in April with calls relating to MFA (79) being the highest.



648
CALLS
DOWN FROM 796 IN
MARCH



134 LIVE
CHATS
DOWN FROM 211 IN
MARCH

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

PRORITY 1 INCIDENT

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

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

PRORITY 2 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