

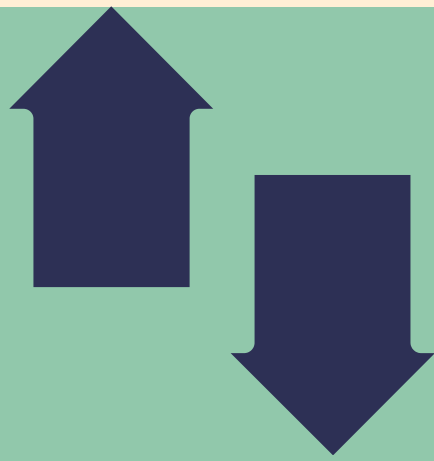
# IT STATS AUGUST 2020



NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



Changes were down this month due to a 2 week change freeze across the clearing period.



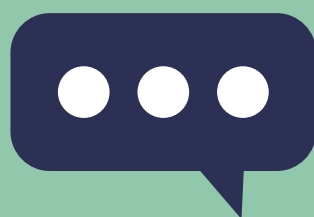
The trend of increasing requests and decreasing incidents continues throughout August reflecting Schools and Departments preparing for the new semester and returning to site.



Password changes were most requested in August.



**992**  
**CALLS**  
AVERAGE WAIT  
TIME 59 SECS



**53 LIVE**  
**CHATS**  
UP FROM 49 IN  
JULY

# 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**