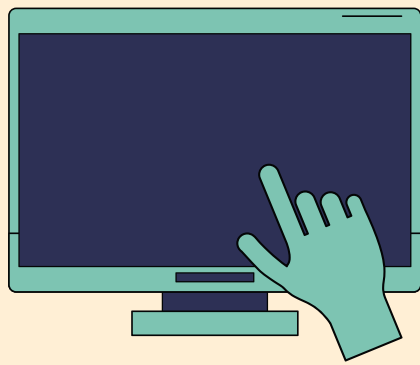


# IT STATS DECEMBER 2020



NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



**Application requests were the highest category for the second month running with requests relating to SOLE/SITS & online survey tools being the highest.**



**User accounts and permissions were the highest incident category in December with most incidents related to accessing network accounts.**

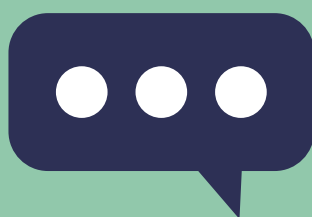


**December included a University shutdown period from the 18th December until January which is why figures are lower for the month.**



**580  
CALLS**

DOWN FROM 1033 IN  
NOVEMBER



**110 LIVE  
CHATS**

DOWN FROM 221 IN  
NOVEMBER

# 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**