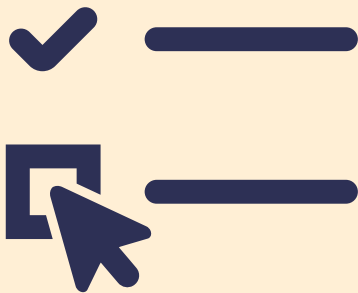


# IT STATS FEBRUARY 2021



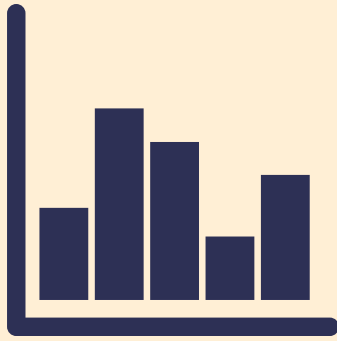
NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



Software & Learning tool requests were the highest category this month with requests relating to Online Surveys being the highest with 36 requests.



Software & Learning tools were the highest incident category with incidents related to SOLE being the highest (70).

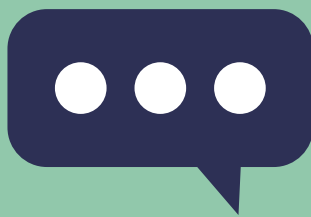


Several of the changes in February were related to revising categories in the Service Desk Software to reflect the new structure and produce better reporting.



928  
**CALLS**

DOWN FROM 1246 IN  
JANUARY



243 LIVE  
**CHATS**

DOWN FROM 257 IN  
JANUARY

# 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**