

IT STATS JUNE 2021



NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



We had a P1 incident this month that affected telephony and other key services. This was due to the environmental conditions within the City Campus data centre causing multiple fan failures in the distribution switches connecting services.



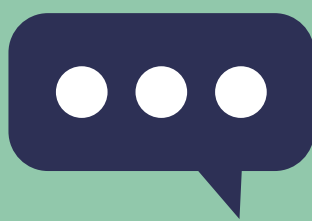
Problems & incidents relating to SITS and Blackboard were highest again this month. Moving forward these call types will be in a separate report that TEL or the DMU can access as they were not directly dealt with by IT.



Data and Security was the highest IT Service incident category this month with 290 tickets. 171 calls related to MFA and 81 were related to password resets.



877
CALLS
UP FROM 710 IN
MAY



83 LIVE
CHATS
DOWN FROM 88 IN
MAY

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**