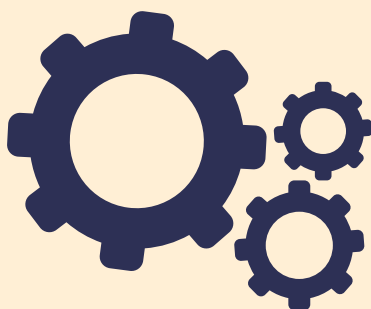


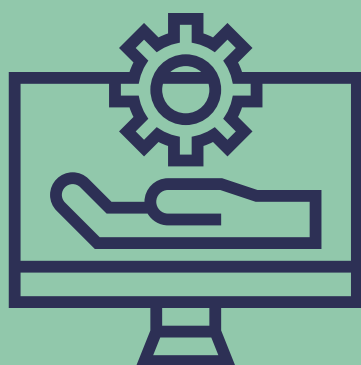
IT STATS MARCH 2021



NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



University System requests were the highest top level category this month with requests relating to SITS being the highest with 115 tickets.



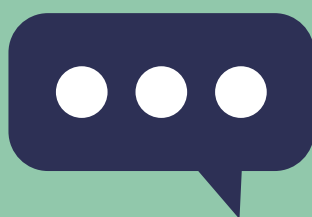
Software & Learning tools were the highest top level incident category with issues related to SOLE being the highest for the second month running, closely followed by Office 365 & Blackboard.



IT Equipment support was the second-highest top level category for incidents in March with calls relating to laptop support (121) being the highest.



796
CALLS
DOWN FROM 928 IN
FEBRUARY



211 LIVE
CHATS
DOWN FROM 243 IN
FEBRUARY

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**