

IT STATS OCTOBER 2020



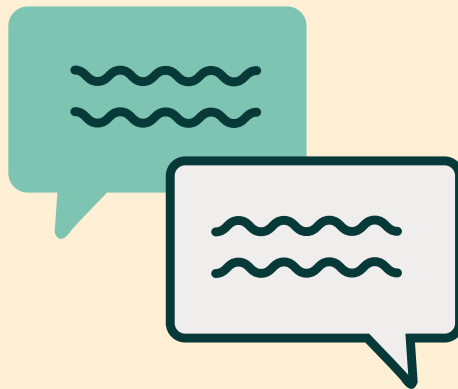
NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



This month we introduced a dedicated line for teaching room support which prioritised call outs to teaching rooms. In October 253 calls were answered to this line.



Calls relating to access to accounts and multifactor authentication were our highest incident categories in October accounting for 431 tickets.

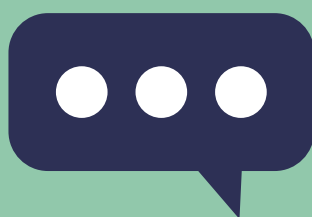


O365, Teams and Windows Virtual Desktop were the highest request categories for October.



1504
CALLS

DOWN FROM 3600 IN
SEPTEMBER



334 LIVE
CHATS

DOWN FROM 658 IN
SEPTEMBER

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**