

# IT STATS SEPTEMBER 2020



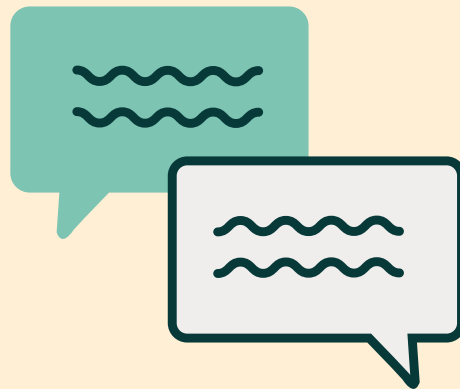
NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



**Multifactor authentication was introduced on student accounts in September accounting for 685 of the incidents reported.**



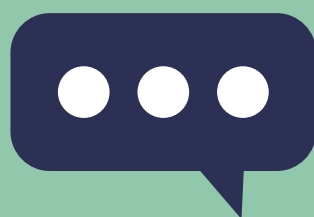
**A major incident occurred on the 10th September. A key component of the network core failed disrupting multiple services.**



**We had a significant increase in chat sessions this month, with both staff and students engaging with the new service.**



**3600**  
**CALLS**  
UP FROM 949 IN  
AUGUST



**658 LIVE**  
**CHATS**  
UP FROM 53 IN  
AUGUST

# 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**