

IT STATS JULY 2021



NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON



We had two P2 incidents this month that affected the staff portal where there was a short outage following a script error in pulling online services, and webmail with a short outage related to an issue with a security patch.



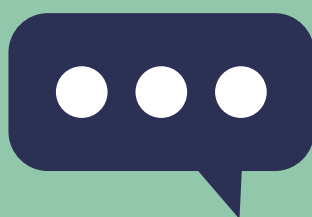
Software & Learning Tools was the highest request category this month with 66 tickets with requests for software advice (17 tickets) & O365 (11 tickets) being the highest.



Data and Security was the highest incident category for the second month with 205 tickets (down from 290 tickets in June). 82 (171 in June) calls related to MFA and 70 (81 in June) were related to password resets.



684
CALLS
DOWN FROM 877 IN
JUNE



99 LIVE
CHATS
UP FROM 83 IN
JUNE

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