IT STATS SEPTEMBER 2021

1225
2410
incidents

553
1418
requests

1
0
Priority 1 incidents

2
1
Priority 2 incidents

9
16
changes

5
6
problems

NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON

There was a big spike in incidents reported to the Service Desk in September compared to August as a result of the start of the Semester. For comparison, 2,410 incidents were logged this year compared to 2,846 at the same point last year.
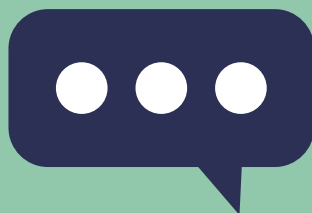
There was also large increase in requests, we had 1,418 this September compared to 1,062 in September 2020.

P2

The Prority 2 incident was an issue related to the Blackboard App where students were unable to login.

1791 CALLS
UP FROM 1108 IN AUGUST

177 LIVE CHATS
UP FROM 136 IN AUGUST

DEFINITIONS

REQUEST

A Service Request is a user request for information, advice or for access to an IT service.

INCIDENT

An unplanned interruption to an IT Service or reduction in the quality of an IT service.

PRORITY 1 INCIDENT

A serious operational shutdown, where the organisation is unable to function.

PRORITY 2 INCIDENT

A limited operational shutdown, where some of the organisation is unable to function.

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.

PROBLEM

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.

WE AIM TO ANSWER A CALL WITHIN 40 SECONDS