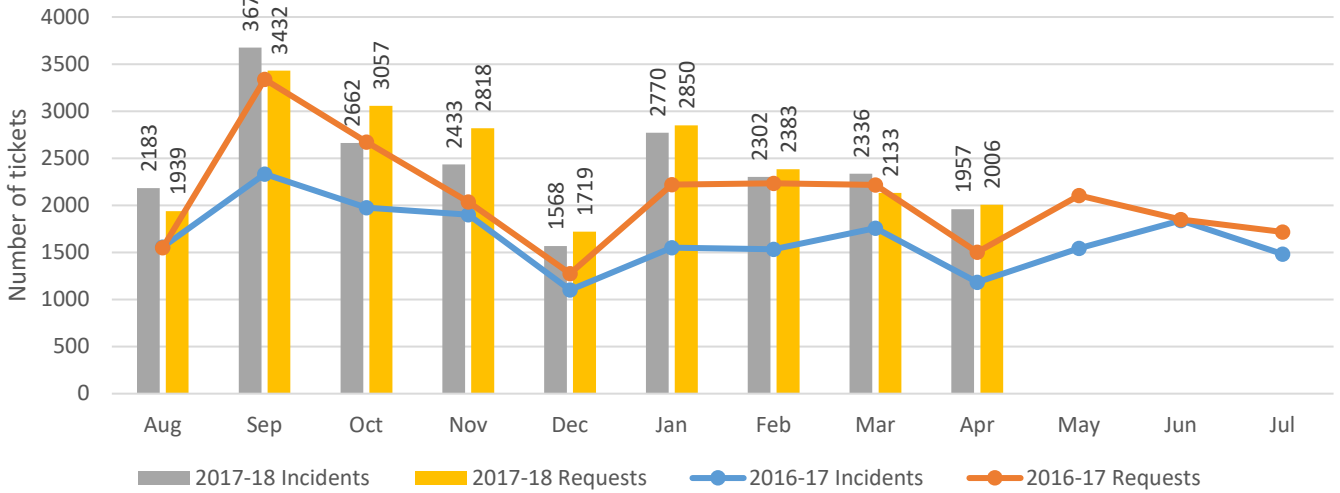


# UEA IT Services Key Performance Indicators

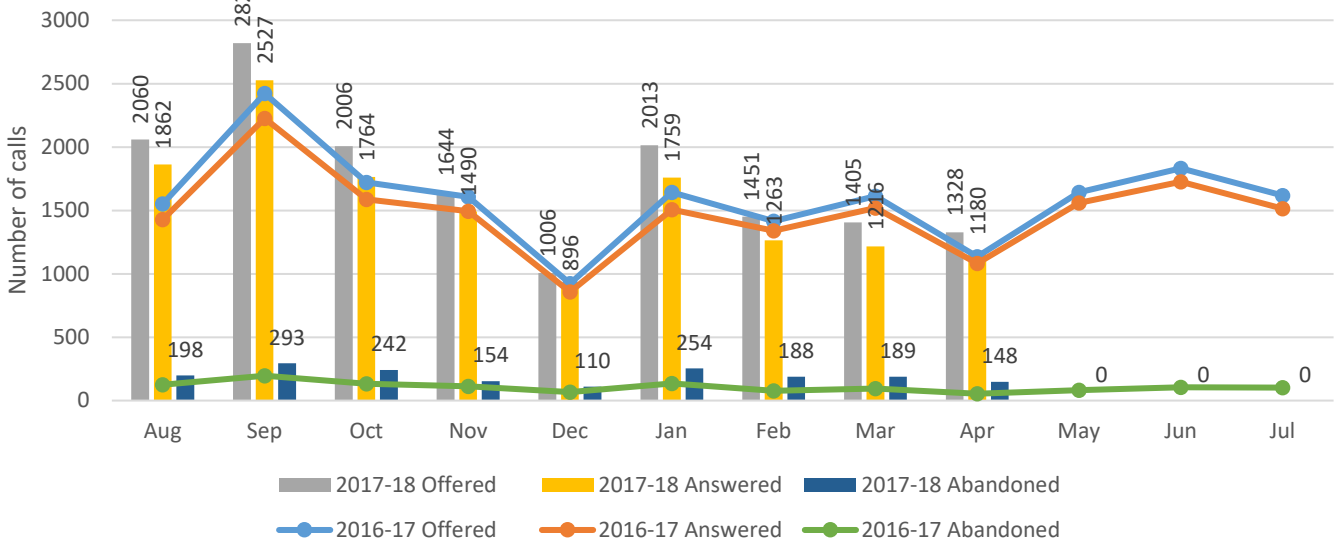
April 2018

# RESPONSE & RESOLUTION

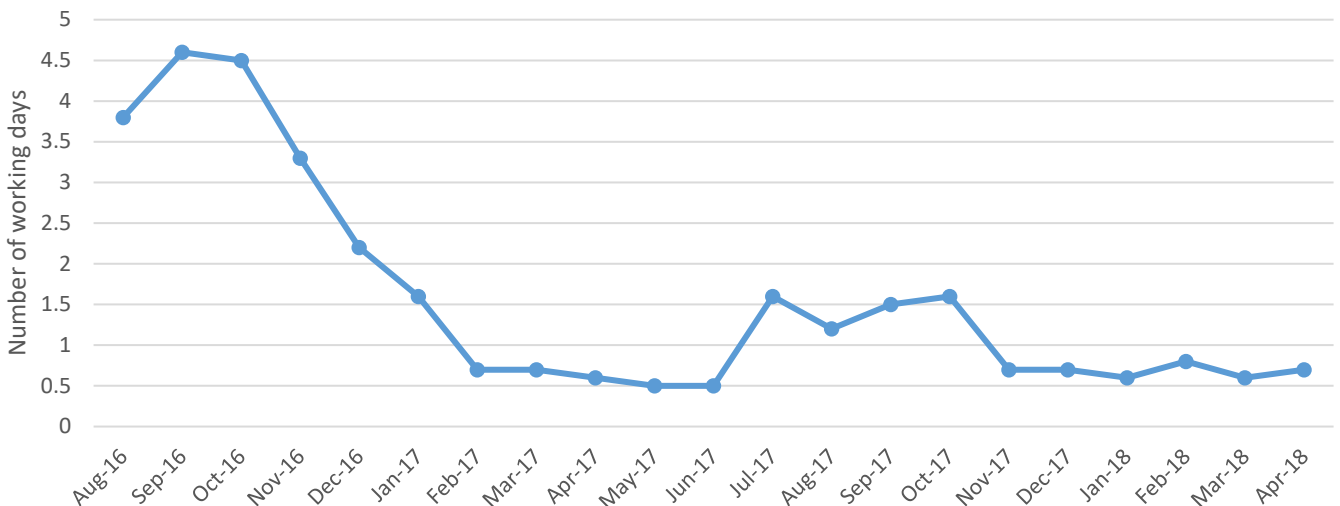
## Number of tickets logged by incident and request



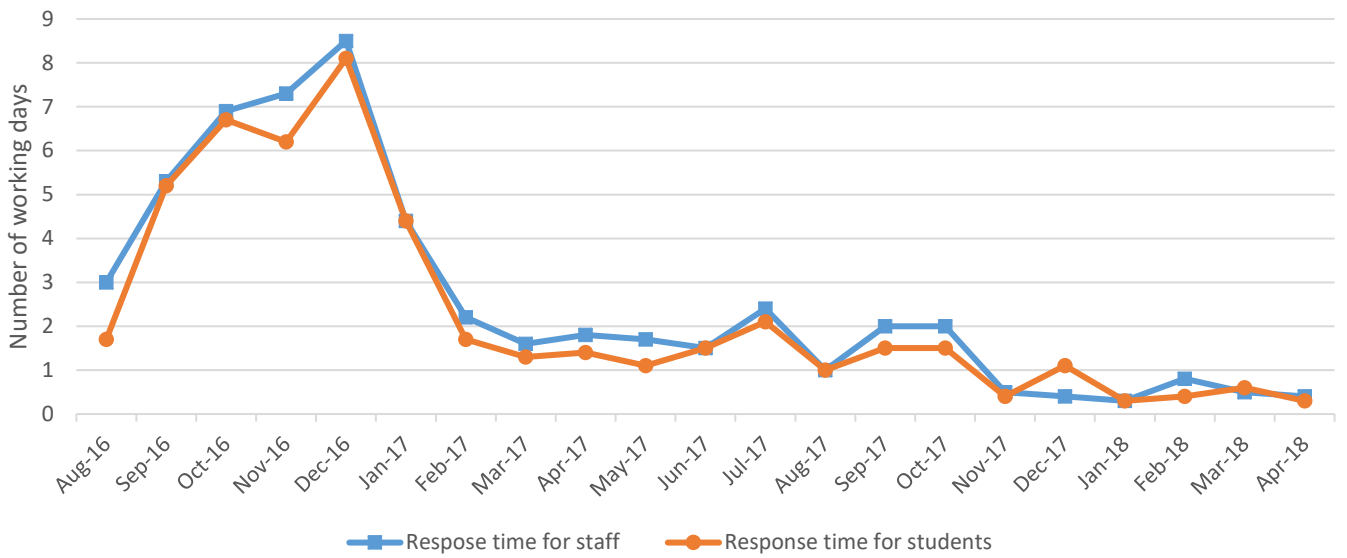
## Telephone calls to IT Service Desk Calls



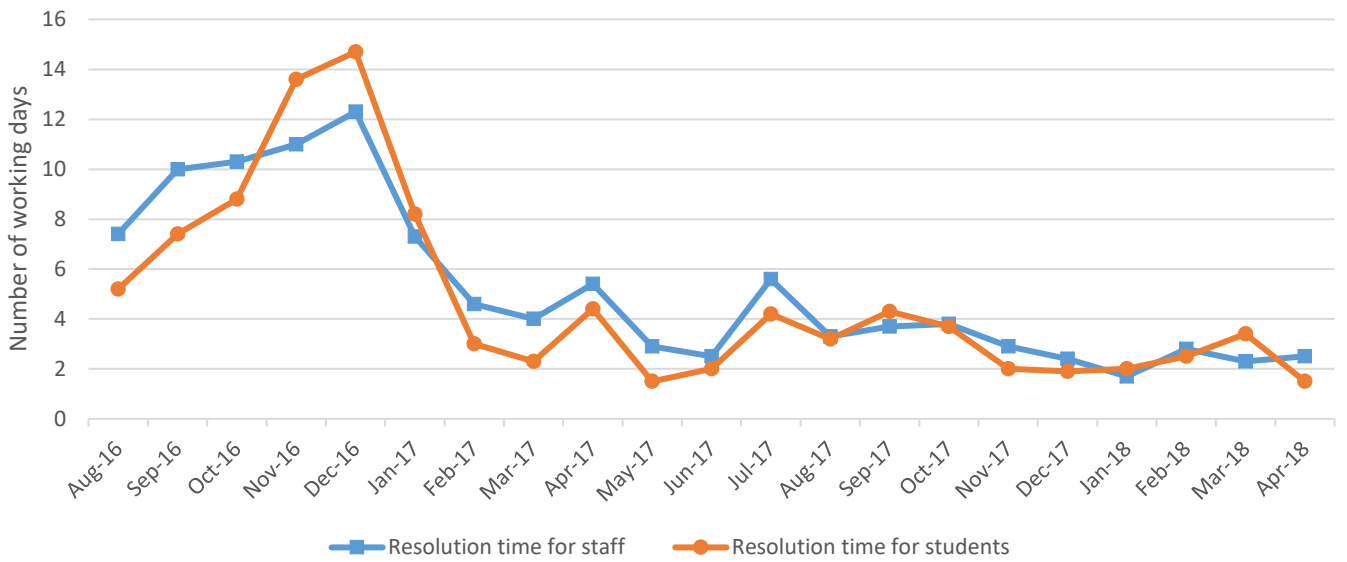
## Average time to triage new tickets by the IT Service Desk



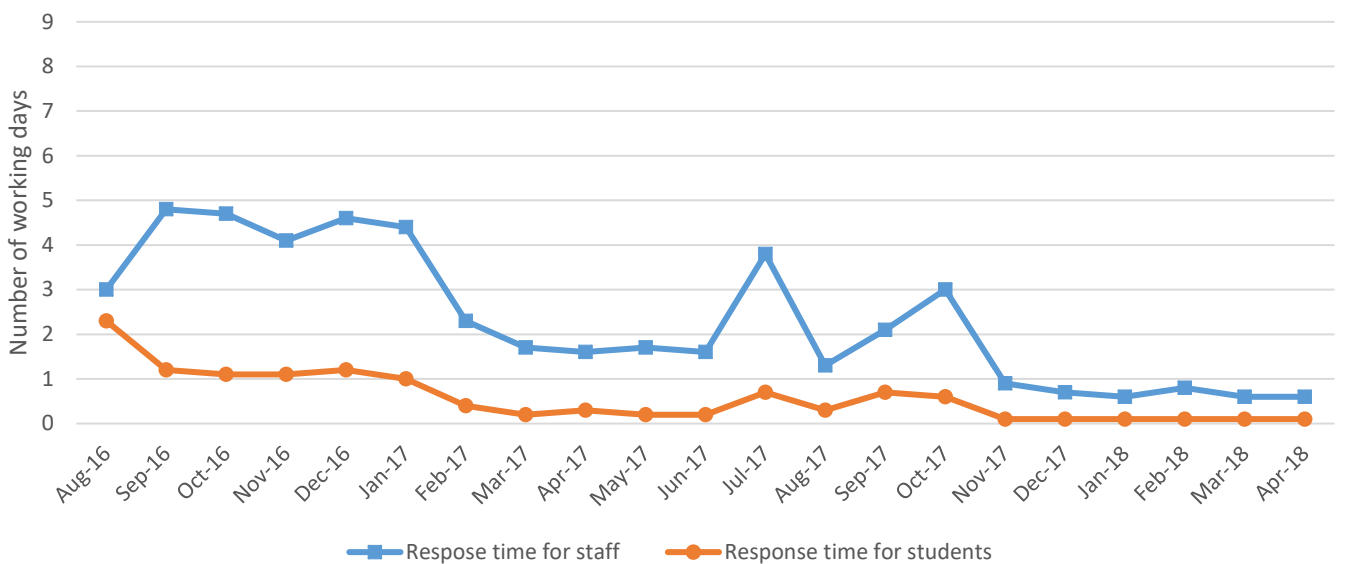
### Average response time for incidents



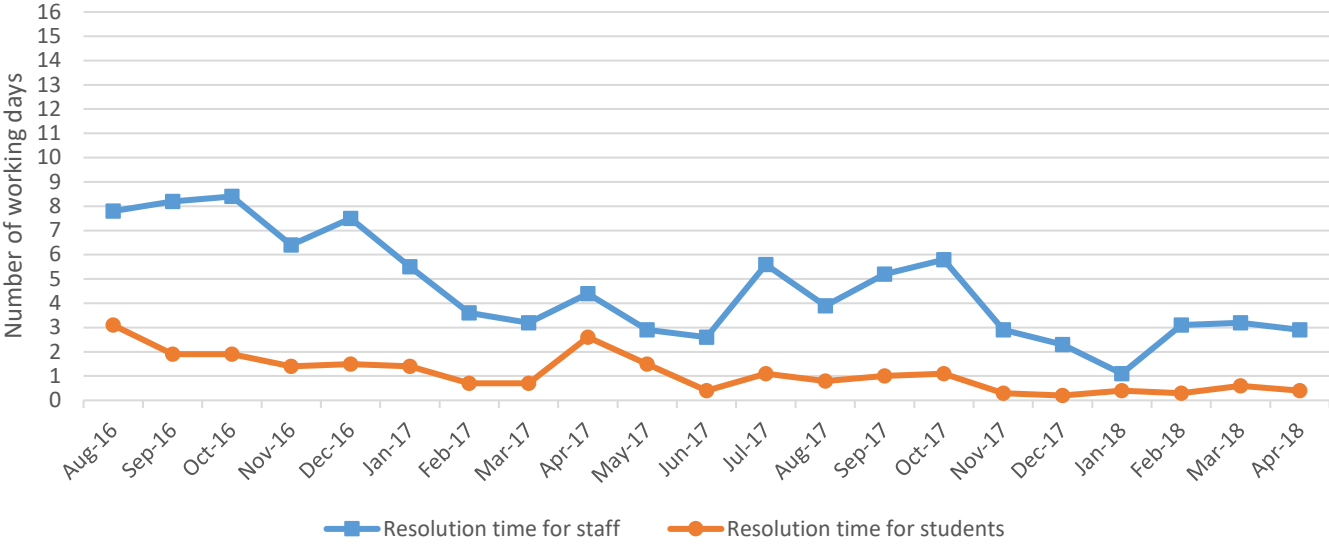
### Average resolution time for incidents



### Average response time for requests

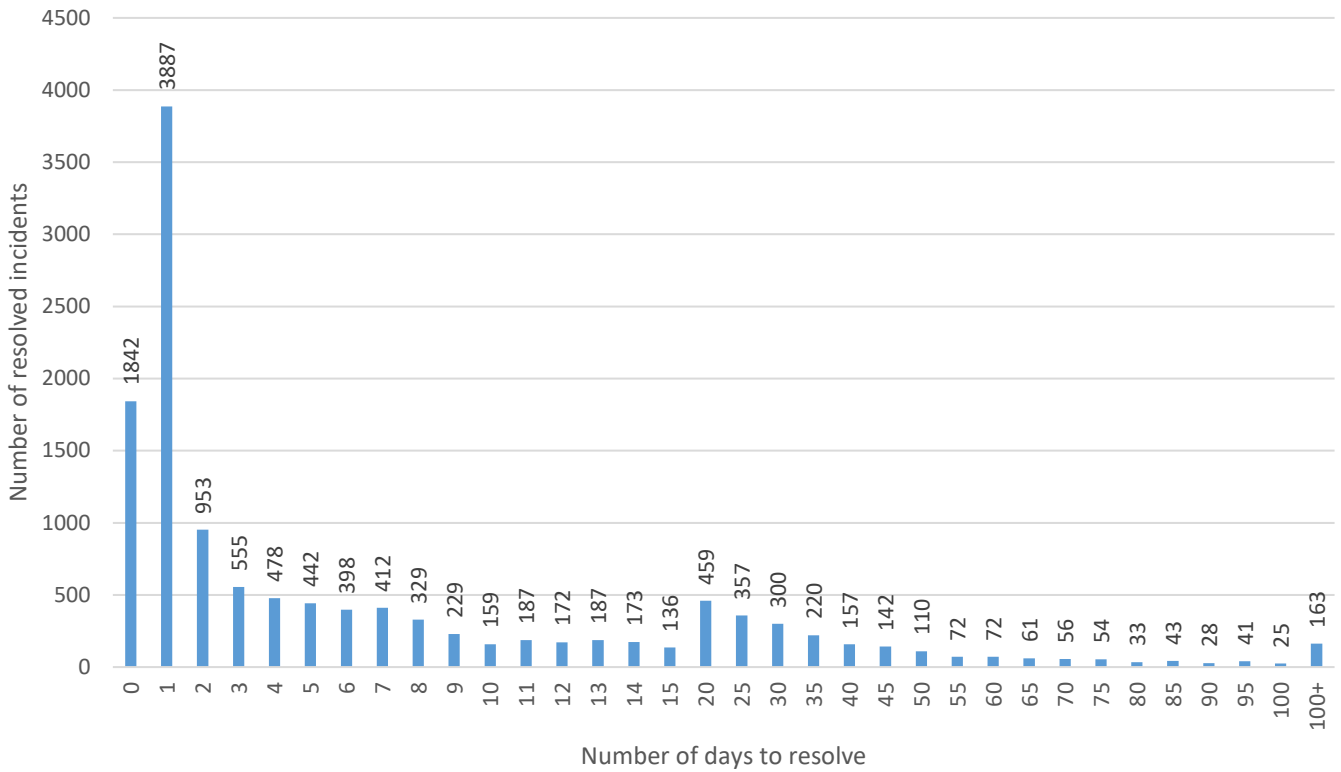


### Average resolution time for requests

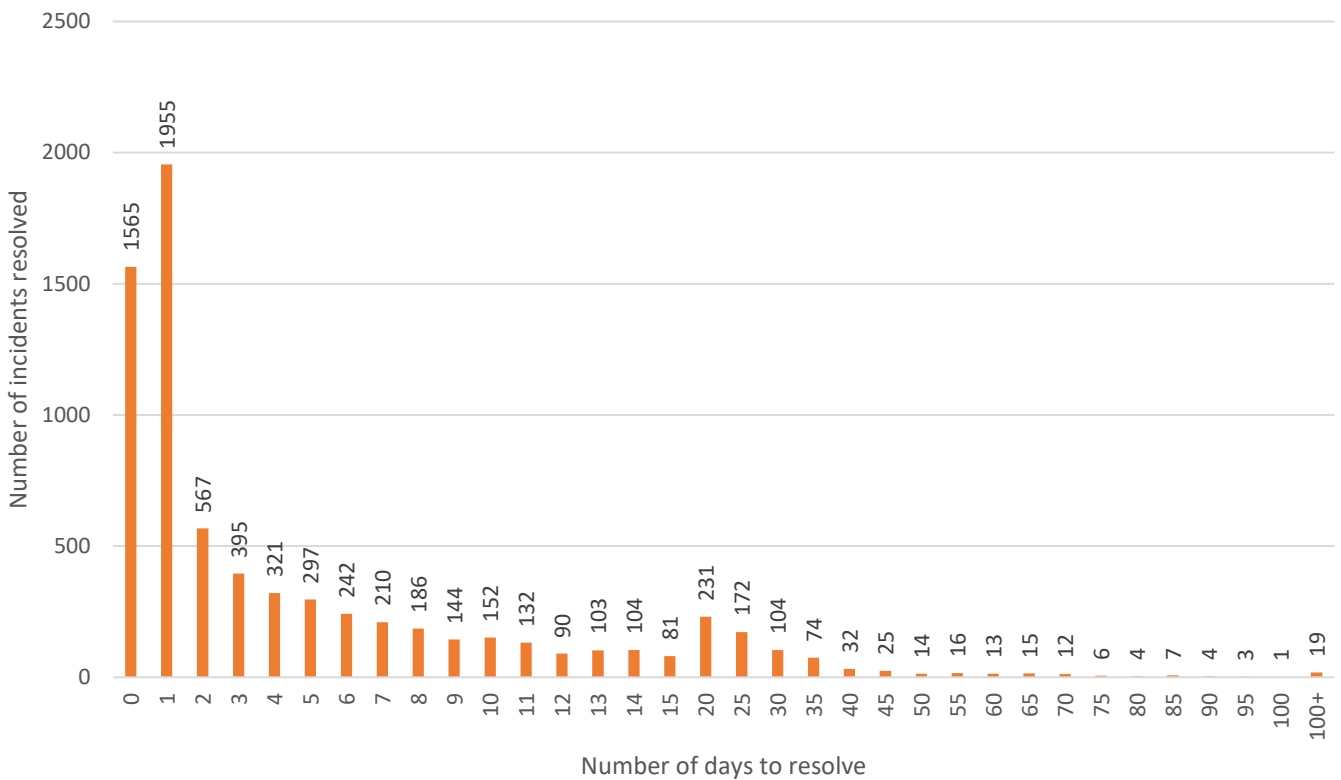


# DISTRIBUTION OF INCIDENTS WITH DAYS TAKEN TO RESOLVE

Distribution of staff incidents May 2017 - Apr 2018  
Number of incidents resolved - 12,932

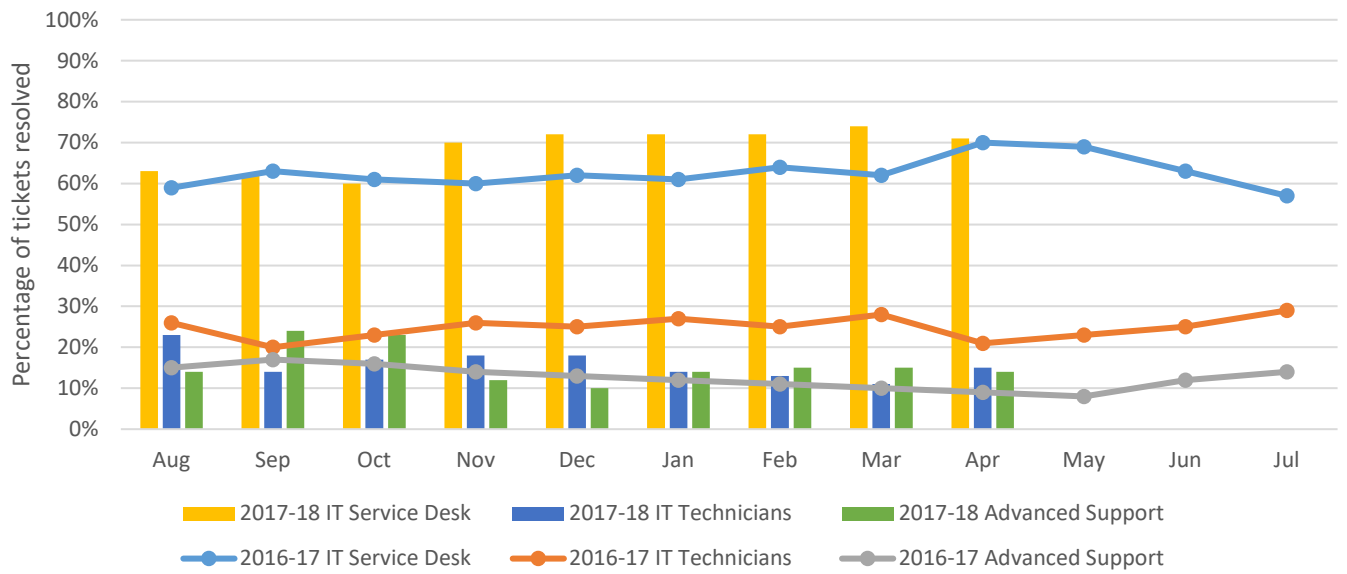


Distribution of resolved student incidents May 2017 - Apr 2018  
Number of incidents resolved - 7,296



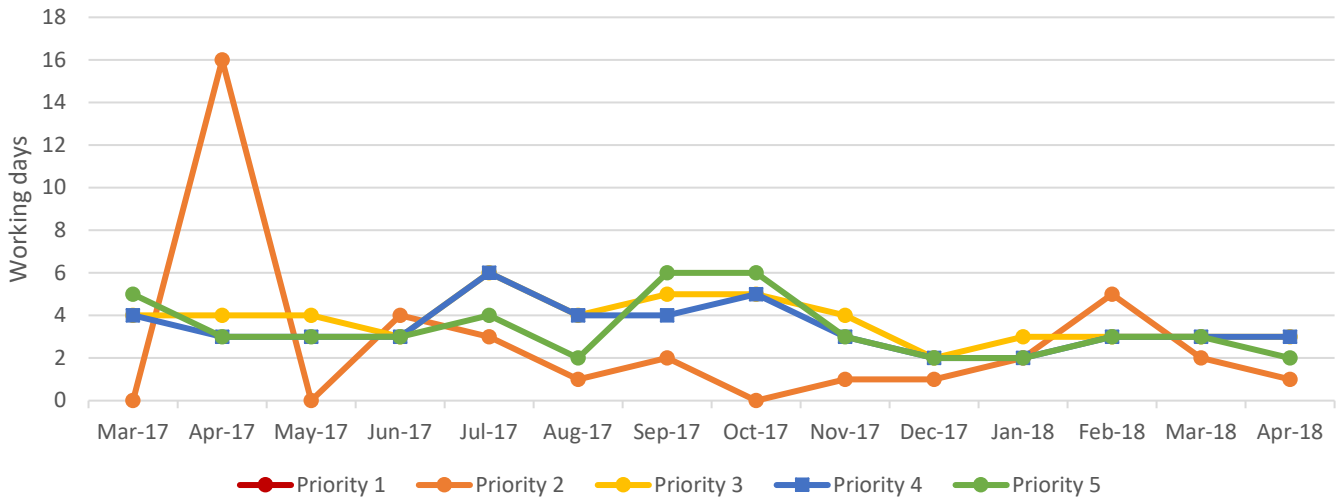
# TEAM BREAKDOWNS

All tickets resolved by teams

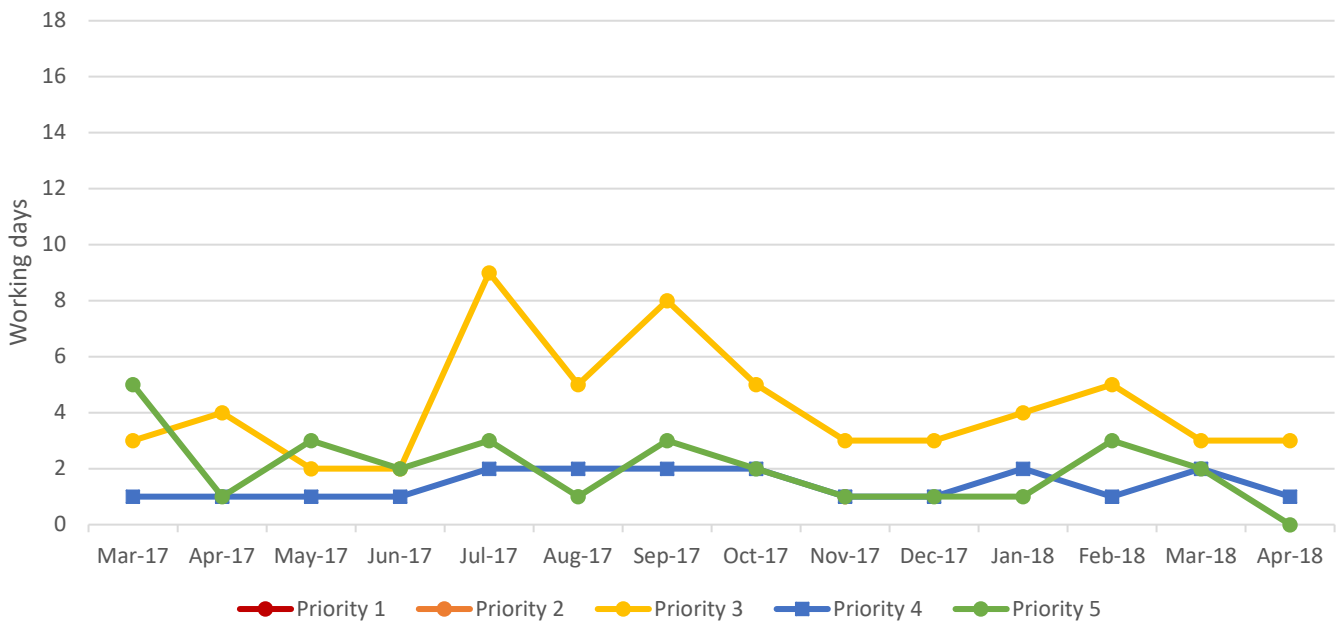


# RESOLUTION TIMES BY PRIORITY

Average resolution time for all staff incidents by priority

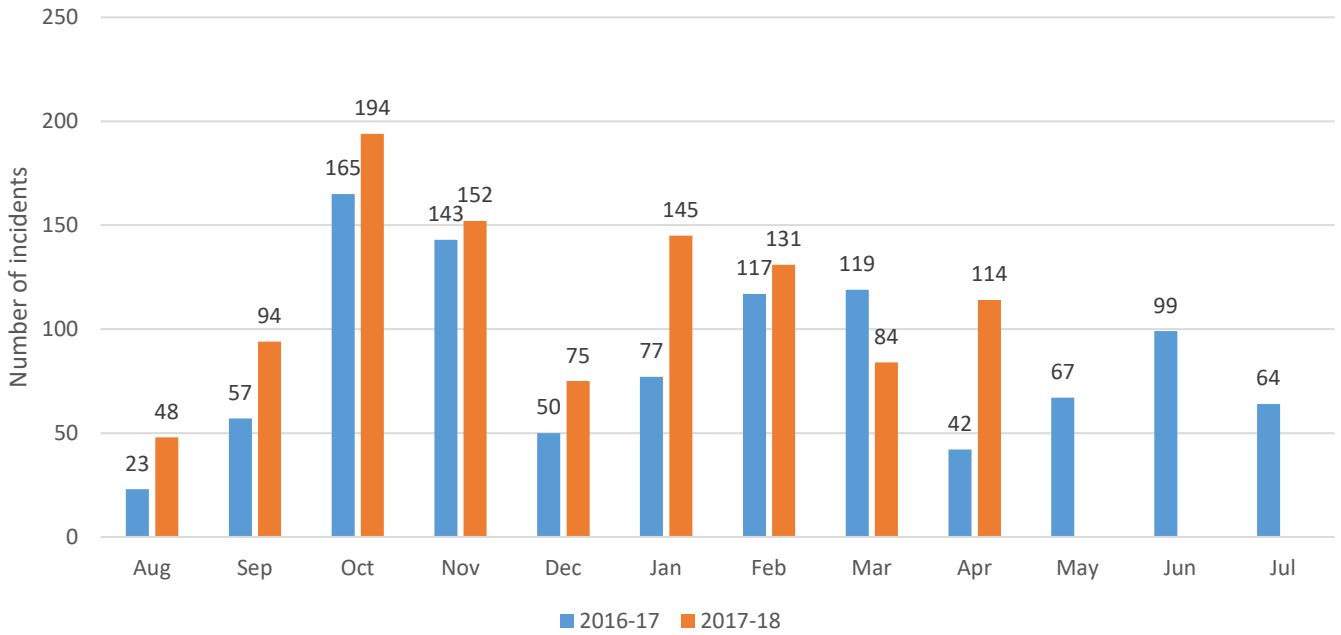


Average resolution time for all student incidents by priority



# LEARNING SPACE SUPPORT

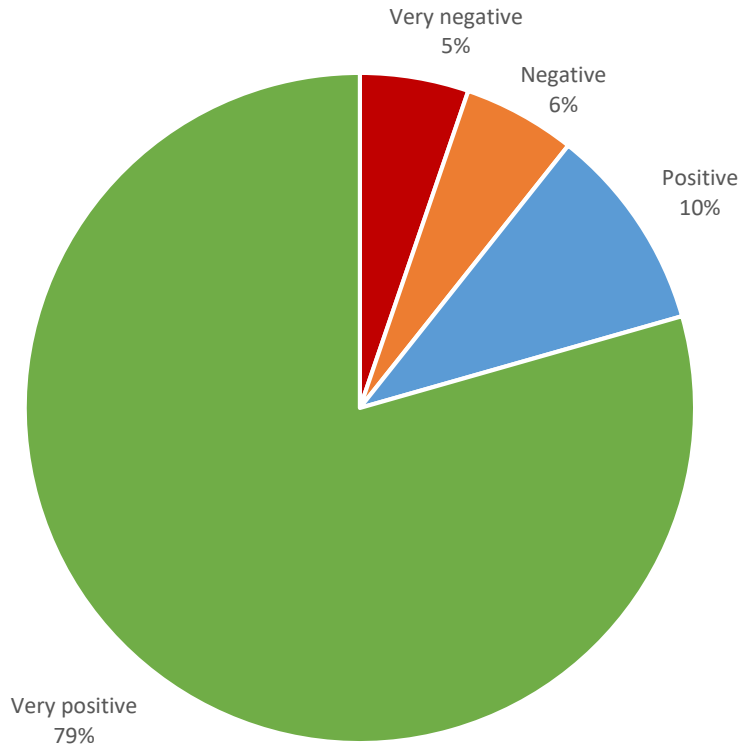
## Number of Learning Space Support incidents





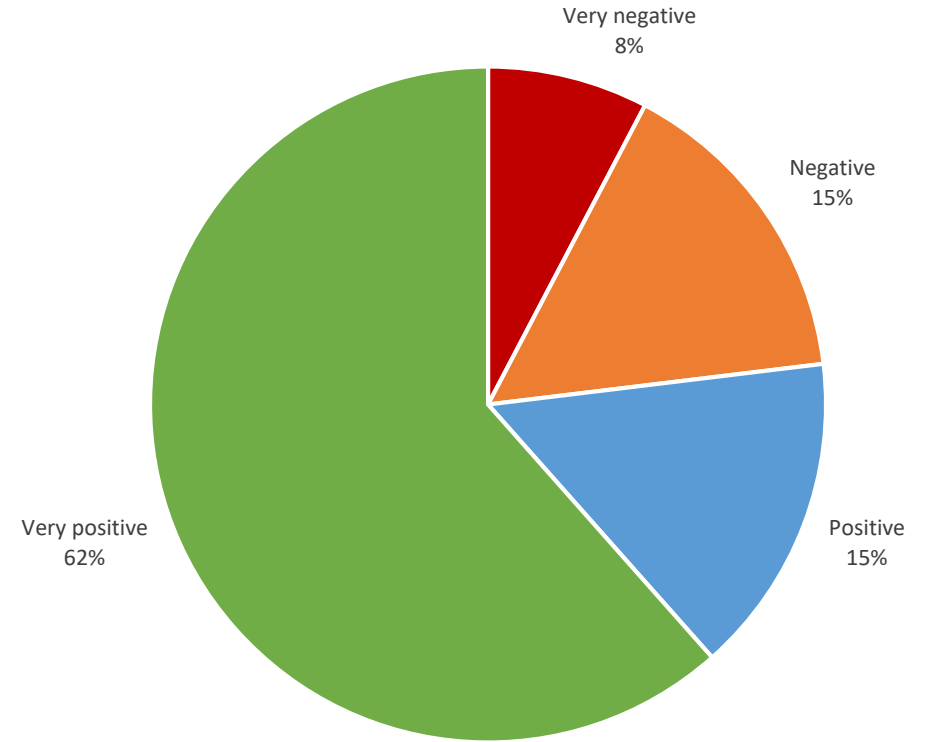
# CUSTOMER SATISFACTION

MAY 2017 – APRIL 2018



VERY NEGATIVE	27
NEGATIVE	28
POSITIVE	51
VERY POSITIVE	409
<b>TOTAL</b>	<b>515</b>
<b>NUMBER OF TICKETS RESOLVED</b>	<b>53,510</b>

APRIL 2018



VERY NEGATIVE	1
NEGATIVE	2
POSITIVE	2
VERY POSITIVE	8
<b>TOTAL</b>	<b>13</b>
<b>NUMBER OF TICKETS RESOLVED</b>	<b>3,897</b>