

Registered Incidents January 2005		
Category		
Category	Total	
	Incidents absolute	Incidents relative
ADS Request	7	1.24%
EMS	44	7.77%
Hardware	42	7.42%
Network	46	8.13%
Operating Systems	3	0.53%
SIMS	381	67.31%
Services	7	1.24%
Software	22	3.89%
Website/Secure EDT	14	2.47%
General total	566	100.00%

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ADS Request

Registered Incidents January 2005		
Category / ADS Request - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Account Change Request	4	57.14%
File Restore	2	28.57%
Web E-mail Access	1	14.29%
General total	7	100.00%

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EMS

Registered Incidents January 2005 Category / EMS - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Account Change/Reset	11	25.00%
Crystal Reports	8	18.18%
EPM	1	2.27%
General	21	47.73%
Grants & Benefits	2	4.55%
Installation Required	1	2.27%
General total	44	100.00%

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Hardware

Registered Incidents January 2005		
Category / Hardware - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Administration Server	6	14.29%
Interactive Whiteboard	1	2.38%
Keyboard	1	2.38%
Laptop	5	11.90%
Monitor	5	11.90%
Motherboard (Inc BIOS)	1	2.38%
Other Hardware	1	2.38%
PC	8	19.05%
PDA	1	2.38%
Photocopier	3	7.14%
Printer	10	23.81%
General total	42	100.00%

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Network

Registered Incidents January 2005		
Category / Network - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Administration Server	2	4.35%
Comms Equipment	2	4.35%
Curriculum Server	3	6.52%
Email	22	47.83%
Internet	5	10.87%
Intranet	5	10.87%
PC Connectivity	7	15.22%
General total	46	100.00%

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Operating Systems

Registered Incidents January 2005 Category / Operating Systems - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Windows 2000	1	33.33%
Windows XP	2	66.67%
General total	3	100.00%

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Registered Incidents January 2005		
Category / SIMS - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
.net Misc	27	7.09%
Assessment Manager 6	12	3.15%
Attendance	25	6.56%
Common Transfer File	5	1.31%
Core Integrator	7	1.84%
Data Manager	10	2.62%
Exams Organiser 6	9	2.36%
FMS	9	2.36%
Launcher	1	0.26%
Nova - T	12	3.15%
PLASC	231	60.63%
Personnel	5	1.31%
Profiles	1	0.26%
Rep Gen Lite	2	0.52%
Senco	1	0.26%
Setup / Connection	3	0.79%
Sims General	9	2.36%
Star	9	2.36%
System Manager	1	0.26%
Upgrade	1	0.26%
Upgrade - CP293 / .Net 40420	1	0.26%
General total	381	100.00%

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Services

Registered Incidents January 2005		
Category / Services - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Change Request	1	14.29%
Consultation	2	28.57%
Equipment Loan	1	14.29%
Information Request	1	14.29%
Procurement	1	14.29%
Training	1	14.29%
General total	7	100.00%

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Software

Registered Incidents January 2005		
Category / Software - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Adobe Acrobat	1	4.55%
Internet Explorer	1	4.55%
Microsoft Office	16	72.73%
Oracle (J-Initiator)	1	4.55%
Outlook Express	3	13.64%
General total	22	100.00%

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Website/Secure EDT

Registered Incidents January 2005		
Category / Website/Secure EDT - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Certificate Request	3	21.43%
Change Request	6	42.86%
Helpdesk Login Account	1	7.14%
Issues on Upload	3	21.43%
Uploaded File Change/Deletion	1	7.14%
General total	14	100.00%