

Registered Incidents February 2005		
Category		
Category	Total	
	Incidents absolute	Incidents relative
ADS Request	13	3.46%
EMS	45	11.97%
Hardware	51	13.56%
Network	44	11.70%
Operating Systems	3	0.80%
SIMS	172	45.74%
Services	10	2.66%
Software	21	5.59%
Website/Secure EDT	17	4.52%
General total	376	100.00%

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## ADS Request

Registered Incidents February 2005 Category / ADS Request - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Account Change Request	6	46.15%
Account Creation Request	4	30.77%
Exchange Request	1	7.69%
File Restore	1	7.69%
Web E-mail Access	1	7.69%
General total	13	100.00%

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## EMS

Registered Incidents February 2005		
Category / EMS - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Account Change/Reset	19	42.22%
Crystal Reports	7	15.56%
EPM	5	11.11%
General	9	20.00%
Grants & Benefits	2	4.44%
Installation Required	1	2.22%
Pulse	1	2.22%
SEN	1	2.22%
General total	45	100.00%

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## Hardware

Registered Incidents February 2005		
Category / Hardware - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Administration Server	4	7.84%
Curriculum Server	1	1.96%
Keyboard	1	1.96%
Laptop	6	11.76%
MFP Device	1	1.96%
Monitor	8	15.69%
Other Hardware	3	5.88%
PC	13	25.49%
PDA	1	1.96%
Printer	12	23.53%
Scanner	1	1.96%
General total	51	100.00%

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## Network

Registered Incidents February 2005		
Category / Network - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Administration Server	5	11.36%
Comms Equipment	3	6.82%
Curriculum Server	2	4.55%
Dialup (TCC)	1	2.27%
Email	14	31.82%
Internet	6	13.64%
Intranet	2	4.55%
PC Connectivity	11	25.00%
General total	44	100.00%

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## Operating Systems

Registered Incidents February 2005		
Category / Operating Systems - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Windows XP	3	100.00%
General total	3	100.00%

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Registered Incidents February 2005 Category / SIMS - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
.net Misc	20	11.63%
Assessment Analysis	1	0.58%
Assessment Manager 6	12	6.98%
Attendance	28	16.28%
Common Transfer File	20	11.63%
Core Integrator	5	2.91%
Data Manager	3	1.74%
Exams Organiser 6	15	8.72%
FMS	14	8.14%
Installation	3	1.74%
Launcher	1	0.58%
Nova - T	7	4.07%
PLASC	16	9.30%
Performance Analysis	2	1.16%
Personnel	1	0.58%
Profiles	7	4.07%
Rep Gen Lite	4	2.33%
Senco	1	0.58%
Setup / Connection	1	0.58%
Sims General	8	4.65%
Star	3	1.74%
General total	172	100.00%

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## Services

Registered Incidents February 2005		
Category / Services - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Consultation	2	20.00%
Information Request	5	50.00%
Procurement	2	20.00%
Training	1	10.00%
General total	10	100.00%

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## Software

Registered Incidents February 2005		
Category / Software - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Adobe Acrobat	2	9.52%
Antivirus	1	4.76%
IPF	4	19.05%
Microsoft Office	13	61.90%
Outlook Express	1	4.76%
General total	21	100.00%

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## Website/Secure EDT

Registered Incidents February 2005		
Category / Website/Secure EDT - Specification		
Specification	Total	
	Incidents absolute	Incidents relative
Certificate Request	7	41.18%
Change Request	4	23.53%
Issues on Upload	2	11.76%
Website Account Password Reset	4	23.53%
General total	17	100.00%