

Registered Incidents May 2005		
Category		
Category	Total	
	Number absolute	Number relative
ADS Request	13	2.51%
EMS	80	15.47%
Hardware	68	13.15%
Network	58	11.22%
Operating Systems	6	1.16%
SIMS	225	43.52%
Services	9	1.74%
Software	19	3.68%
Website/Secure EDT	39	7.54%
General total	517	100.00%

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ADS Request

Registered Incidents May 2005		
Category / ADS Request - Sub category		
Sub category	Total	
	Number absolute	Number relative
Account Change Request	4	30.77%
Account Creation Request	8	61.54%
File Restore	1	7.69%
General total	13	100.00%

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EMS

Registered Incidents May 2005		
Category / EMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
Account Change/Reset	30	37.50%
Crystal Reports	21	26.25%
General	17	21.25%
Grants & Benefits	1	1.25%
Installation Required	5	6.25%
Pulse	3	3.75%
School Visits Recording	3	3.75%
General total	80	100.00%

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Hardware

Registered Incidents May 2005		
Category / Hardware - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	13	19.12%
Curriculum Server	1	1.47%
Interactive Whiteboard	1	1.47%
Keyboard	2	2.94%
Laptop	11	16.18%
Monitor	1	1.47%
Mouse	1	1.47%
Other Hardware	2	2.94%
PC	13	19.12%
Photocopier	3	4.41%
Printer	20	29.41%
General total	68	100.00%

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Network

Registered Incidents May 2005		
Category / Network - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	10	17.24%
Curriculum Server	2	3.45%
Email	13	22.41%
Internet	4	6.90%
Intranet	4	6.90%
PC Connectivity	25	43.10%
General total	58	100.00%

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Operating Systems

Registered Incidents May 2005		
Category / Operating Systems - Sub category		
Sub category	Total	
	Number absolute	Number relative
Windows XP	6	100.00%
General total	6	100.00%

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SIMS

Registered Incidents May 2005		
Category / SIMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
.net Data Exchange/B2B	2	0.89%
.net Misc	12	5.33%
.net Reporting	12	5.33%
.net STAR 7	9	4.00%
Assessment Manager 6	17	7.56%
Attendance	25	11.11%
Backup	1	0.44%
Common Transfer File	18	8.00%
Core Integrator	4	1.78%
Data Check Utility	5	2.22%
Data Manager	8	3.56%
Exams Organiser 6	11	4.89%
FMS	19	8.44%
Launcher	2	0.89%
Nova - T	10	4.44%
PLASC	2	0.89%
Personnel	9	4.00%
Profiles	11	4.89%
Rep Gen Lite	5	2.22%
Senco	1	0.44%
Setup / Connection	2	0.89%
Sims General	31	13.78%
Star	8	3.56%
Upgrade	1	0.44%
General total	225	100.00%

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Services

Registered Incidents May 2005		
Category / Services - Sub category		
Sub category	Total	
	Number absolute	Number relative
Change Request	1	11.11%
Equipment Loan	1	11.11%
Information Request	1	11.11%
Procurement	5	55.56%
Training	1	11.11%
General total	9	100.00%

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Software

Registered Incidents May 2005		
Category / Software - Sub category		
Sub category	Total	
	Number absolute	Number relative
IPF	1	5.26%
Internet Explorer	2	10.53%
Microsoft Office	10	52.63%
Oracle (J-Initiator)	1	5.26%
Outlook Express	2	10.53%
Professional Personnel	1	5.26%
Real Player	2	10.53%
General total	19	100.00%

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Website/Secure EDT

Registered Incidents May 2005		
Category / Website/Secure EDT - Sub category		
Sub category	Total	
	Number absolute	Number relative
Certificate Request	8	20.51%
Change Request	6	15.38%
Helpdesk Login Account	1	2.56%
Issues on Upload	20	51.28%
Uploaded File Change/Deletion	1	2.56%
Website Account Password Reset	3	7.69%
General total	39	100.00%