

Registered Incidents June 2005		
Category		
Category	Total	
	Number absolute	Number relative
EMS	37	8.11%
Hardware	45	9.87%
Network	42	9.21%
Operating Systems	5	1.10%
SIMS	269	58.99%
Services	5	1.10%
Software	11	2.41%
Website/Secure EDT	42	9.21%
General total	456	100.00%

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## EMS

Registered Incidents June 2005		
Category / EMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
Account Change/Reset	13	35.14%
Crystal Reports	3	8.11%
General	6	16.22%
Governors	1	2.70%
Grants & Benefits	1	2.70%
Installation Required	6	16.22%
Pulse	6	16.22%
School Visits Recording	1	2.70%
General total	37	100.00%

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## Hardware

Registered Incidents June 2005		
Category / Hardware - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	12	26.67%
Laptop	7	15.56%
Monitor	1	2.22%
Other Hardware	1	2.22%
PC	10	22.22%
PDA	1	2.22%
Photocopier	2	4.44%
Printer	10	22.22%
Projector	1	2.22%
General total	45	100.00%

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## Network

Registered Incidents June 2005		
Category / Network - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	20	47.62%
Comms Equipment	3	7.14%
Curriculum Server	1	2.38%
Dialup (TCC)	1	2.38%
Email	5	11.90%
Internet	3	7.14%
Intranet	2	4.76%
PC Connectivity	7	16.67%
General total	42	100.00%

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## Operating Systems

Registered Incidents June 2005		
Category / Operating Systems - Sub category		
Sub category	Total	
	Number absolute	Number relative
Windows XP	5	100.00%
General total	5	100.00%

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## SIMS

Registered Incidents June 2005		
Category / SIMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
.net Data Exchange/B2B	7	2.60%
.net Misc	29	10.78%
.net Reporting	10	3.72%
.net STAR 7	14	5.20%
Assessment Manager 6	29	10.78%
Attendance	27	10.04%
Common Transfer File	19	7.06%
Core Integrator	13	4.83%
Data Check Utility	4	1.49%
Data Manager	6	2.23%
End of Year	2	0.74%
Exams Organiser 6	2	0.74%
FMS	16	5.95%
Launcher	2	0.74%
Nova - T	16	5.95%
Personnel	9	3.35%
Profiles	7	2.60%
Rep Gen Lite	3	1.12%
SOLUS	4	1.49%
Senco	1	0.37%
Setup / Connection	4	1.49%
Sims General	37	13.75%
Star	4	1.49%
Upgrade	4	1.49%
General total	269	100.00%

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## Services

Registered Incidents June 2005		
Category / Services - Sub category		
Sub category	Total	
	Number absolute	Number relative
Information Request	3	60.00%
Procurement	2	40.00%
General total	5	100.00%

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## Software

Registered Incidents June 2005		
Category / Software - Sub category		
Sub category	Total	
	Number absolute	Number relative
Antivirus	1	9.09%
Internet Explorer	1	9.09%
Microsoft Office	7	63.64%
Professional Personnel	1	9.09%
TOPdesk/TAS/TOPsis	1	9.09%
General total	11	100.00%

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## Website/Secure EDT

Registered Incidents June 2005		
Category / Website/Secure EDT - Sub category		
Sub category	Total	
	Number absolute	Number relative
Certificate Request	10	23.81%
Change Request	12	28.57%
Issues on Upload	13	30.95%
Uploaded File Change/Deletion	6	14.29%
Website Account Password Reset	1	2.38%
General total	42	100.00%