

Registered Incidents July 2005		
Category		
Category	Total	
	Number absolute	Number relative
ADS Request	4	0.95%
EMS	32	7.60%
Hardware	29	6.89%
Network	32	7.60%
Operating Systems	4	0.95%
SIMS	272	64.61%
Services	8	1.90%
Software	12	2.85%
Website/Secure EDT	28	6.65%
General total	421	100.00%

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ADS Request

Registered Incidents July 2005		
Category / ADS Request - Sub category		
Sub category	Total	
	Number absolute	Number relative
Account Password Reset	1	25.00%
File Restore	3	75.00%
General total	4	100.00%

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EMS

Registered Incidents July 2005		
Category / EMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
Account Change/Reset	14	43.75%
Crystal Reports	6	18.75%
General	6	18.75%
Installation Required	5	15.62%
Pulse	1	3.12%
General total	32	100.00%

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Hardware

Registered Incidents July 2005		
Category / Hardware - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	3	10.34%
Curriculum Server	1	3.45%
Laptop	2	6.90%
Monitor	2	6.90%
Other Hardware	3	10.34%
PC	14	48.28%
Photocopier	1	3.45%
Printer	2	6.90%
Scanner	1	3.45%
General total	29	100.00%

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Network

Registered Incidents July 2005		
Category / Network - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	16	50.00%
Curriculum Server	7	21.88%
Email	2	6.25%
Internet	2	6.25%
Intranet	3	9.38%
PC Connectivity	2	6.25%
General total	32	100.00%

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Operating Systems

Registered Incidents July 2005		
Category / Operating Systems - Sub category		
Sub category	Total	
	Number absolute	Number relative
Windows XP	4	100.00%
General total	4	100.00%

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Registered Incidents July 2005 Category / SIMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
.net Misc	52	19.12%
.net Reporting	11	4.04%
.net STAR 7	12	4.41%
Academic Management	2	0.74%
Assessment Manager 6	21	7.72%
Attendance	13	4.78%
Common Transfer File	13	4.78%
Core Integrator	11	4.04%
Data Check Utility	1	0.37%
Data Manager	2	0.74%
End of Year	44	16.18%
Exams Organiser 6	4	1.47%
FMS	9	3.31%
Key Stage 2/3 Transition	1	0.37%
Launcher	1	0.37%
Midas	1	0.37%
Nova - T	9	3.31%
Performance Analysis	1	0.37%
Personnel	4	1.47%
Profiles	1	0.37%
Rep Gen Lite	2	0.74%
SOLUS	3	1.10%
Setup / Connection	1	0.37%
Sims General	48	17.65%
Star	3	1.10%
Upgrade	2	0.74%
General total	272	100.00%

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Services

Registered Incidents July 2005		
Category / Services - Sub category		
Sub category	Total	
	Number absolute	Number relative
Consultation	1	12.50%
Information Request	1	12.50%
Procurement	6	75.00%
General total	8	100.00%

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Software

Registered Incidents July 2005		
Category / Software - Sub category		
Sub category	Total	
	Number absolute	Number relative
Antivirus	9	75.00%
Microsoft Office	3	25.00%
General total	12	100.00%

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Website/Secure EDT

Registered Incidents July 2005		
Category / Website/Secure EDT - Sub category		
Sub category	Total	
	Number absolute	Number relative
Certificate Request	11	39.29%
Change Request	2	7.14%
Issues on Upload	12	42.86%
Uploaded File Change/Deletion	1	3.57%
Website Account Password Reset	2	7.14%
General total	28	100.00%