

Registered Incidents October 2005		
Category		
Category	Total	
	Number absolute	Number relative
ADS Request	1	0.32%
EMS	22	6.98%
Hardware	39	12.38%
Issues	2	0.63%
Network	31	9.84%
Operating Systems	2	0.63%
SIMS	165	52.38%
Services	11	3.49%
Software	14	4.44%
Website/Secure EDT	28	8.89%
General total	315	100.00%

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## ADS Request

Registered Incidents October 2005		
Category / ADS Request - Sub category		
Sub category	Total	
	Number absolute	Number relative
Account Creation Request	1	100.00%
General total	1	100.00%

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## EMS

Registered Incidents October 2005		
Category / EMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
Account Change/Reset	8	36.36%
Crystal Reports	1	4.55%
General	10	45.45%
Pulse	2	9.09%
School Visits Recording	1	4.55%
General total	22	100.00%

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## Hardware

Registered Incidents October 2005		
Category / Hardware - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	3	7.69%
Interactive Whiteboard	5	12.82%
Keyboard	2	5.13%
Laptop	6	15.38%
Other Hardware	1	2.56%
PC	7	17.95%
Printer	13	33.33%
Projector	2	5.13%
General total	39	100.00%

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## Issues

Registered Incidents October 2005		
Category / Issues - Sub category		
Sub category	Total	
	Number absolute	Number relative
Complaints	1	50.00%
Compliments	1	50.00%
General total	2	100.00%

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## Network

Registered Incidents October 2005		
Category / Network - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	8	25.81%
Comms Equipment	2	6.45%
Curriculum Server	2	6.45%
Email	2	6.45%
Internet	4	12.90%
Intranet	8	25.81%
PC Connectivity	4	12.90%
RM Community Connect 3	1	3.23%
General total	31	100.00%

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## Operating Systems

Registered Incidents October 2005		
Category / Operating Systems - Sub category		
Sub category	Total	
	Number absolute	Number relative
Windows Server 2000	1	50.00%
Windows XP Pro	1	50.00%
General total	2	100.00%

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Registered Incidents October 2005		
Category / SIMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
.net Data Exchange/B2B	3	1.82%
.net Misc	46	27.88%
.net Reporting	9	5.45%
.net STAR 7	1	0.61%
Assessment Manager 6	8	4.85%
Attendance	22	13.33%
Common Transfer File	6	3.64%
Core Integrator	1	0.61%
Data Check Utility	15	9.09%
Data Manager	1	0.61%
Equipment Register	1	0.61%
Exams Organiser 6	3	1.82%
FMS	9	5.45%
Launcher	1	0.61%
Nova - T	5	3.03%
PLASC	1	0.61%
Personnel	2	1.21%
Photo Importer	1	0.61%
Profiles	2	1.21%
Senco	3	1.82%
Setup / Connection	1	0.61%
Sims General	21	12.73%
Star	2	1.21%
Upgrade	1	0.61%
<b>General total</b>	<b>165</b>	<b>100.00%</b>

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## Services

Registered Incidents October 2005		
Category / Services - Sub category		
Sub category	Total	
	Number absolute	Number relative
Consultation	1	9.09%
Information Request	1	9.09%
On-Site Time	1	9.09%
Procurement	4	36.36%
Training	4	36.36%
General total	11	100.00%

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## Software

Registered Incidents October 2005		
Category / Software - Sub category		
Sub category	Total	
	Number absolute	Number relative
Antivirus	8	57.14%
Microsoft Office	3	21.43%
Other Software	2	14.29%
Outlook Express	1	7.14%
General total	14	100.00%

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## Website/Secure EDT

Registered Incidents October 2005		
Category / Website/Secure EDT - Sub category		
Sub category	Total	
	Number absolute	Number relative
Certificate Request	8	28.57%
Change Request	8	28.57%
Issues on Upload	9	32.14%
Uploaded File Change/Deletion	2	7.14%
Website Account Password Reset	1	3.57%
General total	28	100.00%