

Registered Incidents November 2005		
Category		
Category	Total	
	Number absolute	Number relative
ADS Request	1	0.22%
EMS	26	5.68%
Hardware	46	10.04%
Issues	1	0.22%
Network	40	8.73%
Operating Systems	3	0.66%
SIMS	255	55.68%
Services	7	1.53%
Software	37	8.08%
Website/Secure EDT	41	8.95%
Unknown	1	0.22%
General total	458	100.00%

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## ADS Request

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

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## EMS

Registered Incidents November 2005		
Category / EMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
Account Change/Reset	13	50.00%
General	4	15.38%
Installation Required	2	7.69%
Pulse	2	7.69%
Training Manager	5	19.23%
General total	26	100.00%

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## Hardware

Registered Incidents November 2005		
Category / Hardware - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	5	10.87%
CD-ROM	1	2.17%
Curriculum Server	1	2.17%
Interactive Whiteboard	1	2.17%
Keyboard	2	4.35%
Laptop	7	15.22%
Monitor	1	2.17%
Mouse	1	2.17%
Other Hardware	4	8.70%
PC	11	23.91%
PDA	1	2.17%
Printer	10	21.74%
Projector	1	2.17%
General total	46	100.00%

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## Issues

Registered Incidents November 2005		
Category / Issues - Sub category		
Sub category	Total	
	Number absolute	Number relative
Compliments	1	100.00%
General total	1	100.00%

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## Network

Registered Incidents November 2005		
Category / Network - Sub category		
Sub category	Total	
	Number absolute	Number relative
Administration Server	9	22.50%
Comms Equipment	4	10.00%
Curriculum Server	6	15.00%
Email	3	7.50%
Internet	2	5.00%
Intranet	2	5.00%
PC Connectivity	12	30.00%
RM Community Connect 3	2	5.00%
General total	40	100.00%

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## Operating Systems

Registered Incidents November 2005		
Category / Operating Systems - Sub category		
Sub category	Total	
	Number absolute	Number relative
Windows Server 2000	1	33.33%
Windows XP Pro	2	66.67%
General total	3	100.00%

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Registered Incidents November 2005		
Category / SIMS - Sub category		
Sub category	Total	
	Number absolute	Number relative
.net Misc	51	20.00%
.net Reporting	15	5.88%
.net STAR 7	7	2.75%
Academic Management	1	0.39%
Assessment Manager 6	10	3.92%
Attendance	21	8.24%
Common Transfer File	17	6.67%
Data Check Utility	3	1.18%
Data Manager	1	0.39%
Exams Organiser 6	10	3.92%
FMS	11	4.31%
Launcher	3	1.18%
Nova - T	6	2.35%
PLASC	8	3.14%
Performance Analysis	1	0.39%
Personnel	5	1.96%
Setup / Connection	2	0.78%
Sims General	11	4.31%
Star	1	0.39%
Teachers Desktop	1	0.39%
Upgrade	70	27.45%
General total	255	100.00%

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## Services

Registered Incidents November 2005		
Category / Services - Sub category		
Sub category	Total	
	Number absolute	Number relative
Consultation	1	14.29%
Information Request	1	14.29%
On-Site Time	1	14.29%
Procurement	1	14.29%
Training	3	42.86%
General total	7	100.00%

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## Software

Registered Incidents November 2005		
Category / Software - Sub category		
Sub category	Total	
	Number absolute	Number relative
Antivirus	24	64.86%
Microsoft Office	8	21.62%
Other Software	2	5.41%
Outlook Express	1	2.70%
TOPdesk/TAS/TOPsis	2	5.41%
General total	37	100.00%

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## Website/Secure EDT

Registered Incidents November 2005		
Category / Website/Secure EDT - Sub category		
Sub category	Total	
	Number absolute	Number relative
Certificate Request	4	9.76%
Change Request	10	24.39%
Helpdesk Login Account	7	17.07%
Issues on Upload	11	26.83%
Uploaded File Change/Deletion	2	4.88%
Website Account Password Reset	7	17.07%
General total	41	100.00%

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## Unknown

Registered Incidents November 2005		
Category / Unknown - Sub category		
Sub category	Total	
	Number absolute	Number relative
Unknown	1	100.00%
General total	1	100.00%