		Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
IT issues requests made in each of the last 12 months	Calls classified as 'Service Requests'												
		1391	1308	1275	1192	1749	2149	1893	1966	2171	1966	1480	2154
IT incidents raised in each of the last 12 months	Calls classified as 'Incidents'												
		79	42	17	26	64	85	45	211	46	75	12	44
Unclassified issues handled by IT in each of the last 12 months	These calls were handled, but not classified as service requests or incidents												
		449	785	569	674	425	96	78	138	188	142	94	96
Average IT Helpdesk response time (when an e-ticket is raised) for each of the last 12 months	Average Time Taken to Respond to an Inbound Enquiry (average time, HH:MM:SS, from logged until first update - calls logged 8am-6pm, Mon-Fri in period)												
	Logging method: Other (telephone etc...)	00:08:39	00:44:39	00:00:23	00:00:14	00:07:20	00:32:35	02:02:13	00:12:32	00:20:49	00:21:39	38:10:26	00:08:41
	Logging method: Escalation	00:03:05	02:03:04	00:30:08	00:01:45	00:09:47	00:07:21	00:25:50	00:53:18	00:38:08 ([1])	00:13:17	00:01:12	00:31:16
	Logging method: Email	00:52:18	01:20:31	00:48:32	00:36:45	01:38:33	01:09:33	00:31:35	01:19:36	00:55:17	01:07:23	00:36:32	00:24:46
Average IT Helpdesk waiting time (when calling the helpdesk directly) for each of the last 12 months													
	Average speed of answer (mm:ss)	00:11	00:10	00:10	00:10	00:09	00:11	00:10	00:11	00:11	00:14	00:09	00:14
Average IT Helpdesk turnaround time for e-tickets for each of the last 12 months	Average Time Taken to Resolve (HH:MM:SS, from logged until resolved)												
	Logging method: Other (telephone etc...)	49:47:37	12:44:17	16:01:56	25:31:34	33:33:27	19:34:33	09:14:33	10:17:12	18:55:12	14:21:20	33:14:07	14:48:33
	Logging method: Escalation	05:30:30	477:29:47 ([2])	26:07:48	69:54:04	888:41:11 ([3])	45:53:16	85:33:42	16:55:20	20:07:47	15:44:28	06:37:40	19:34:55
	Logging method: Email	24:29:37	30:53:29	50:36:55	39:21:37	37:00:27	24:37:36	19:37:21	23:03:40	31:34:54	15:46:04	34:53:28	26:30:28