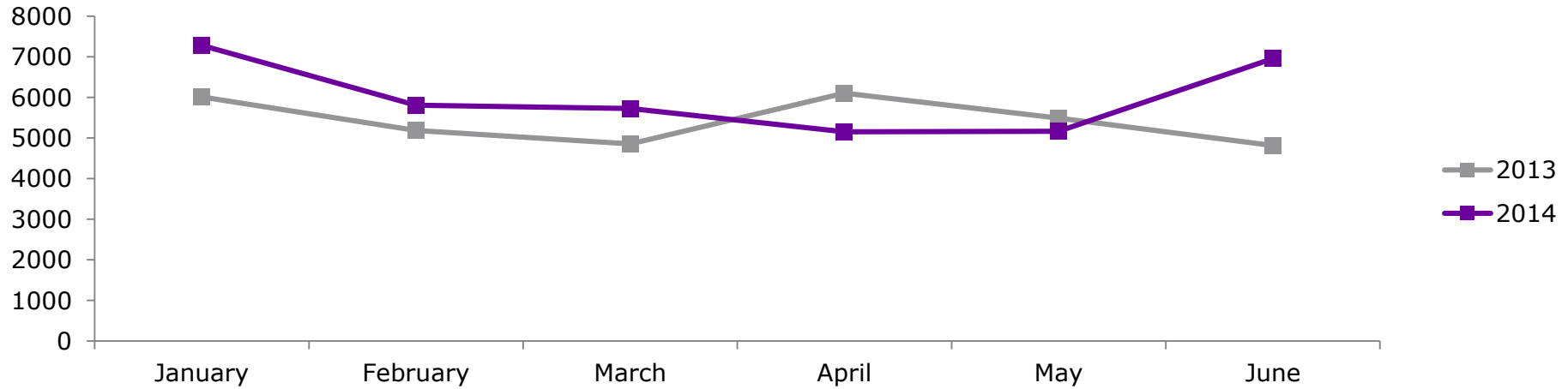


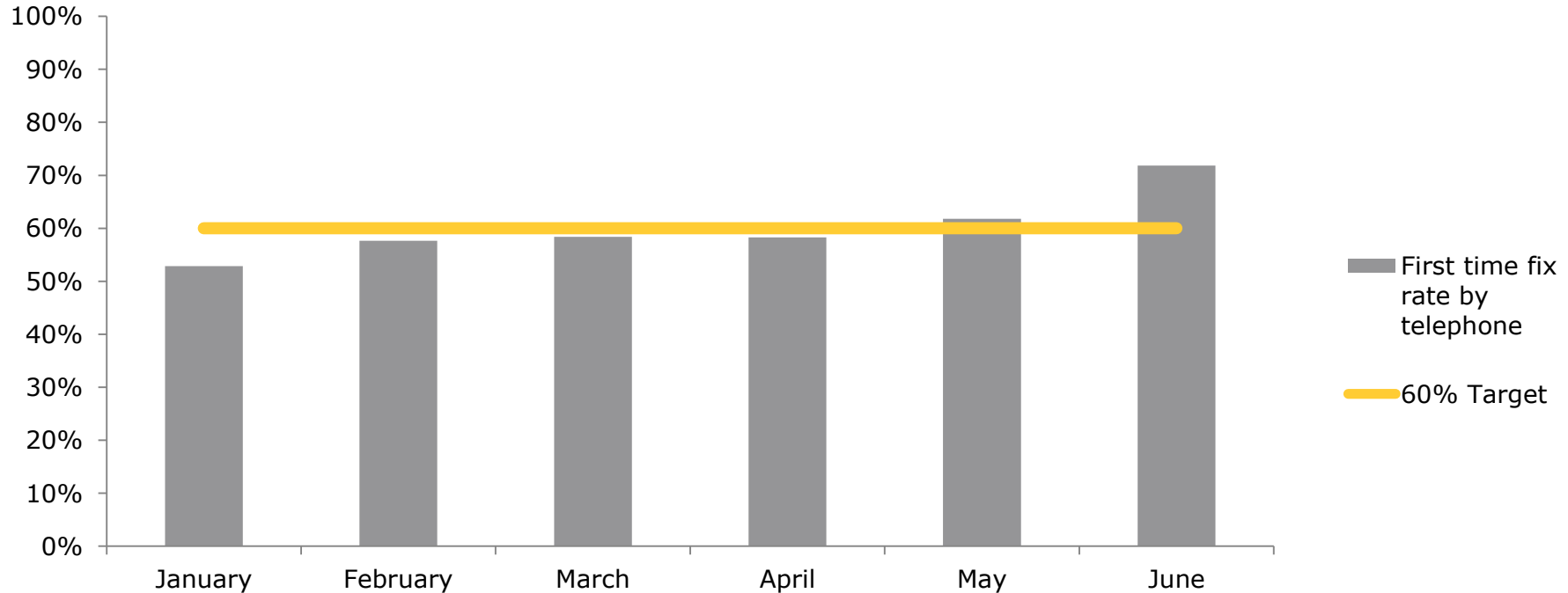
**Total service desk submissions by month**

This line graph compares the items submitted through the service desk or its staff members by telephone, web submission, email and out of hours service desk. This information is compared to the previous year.



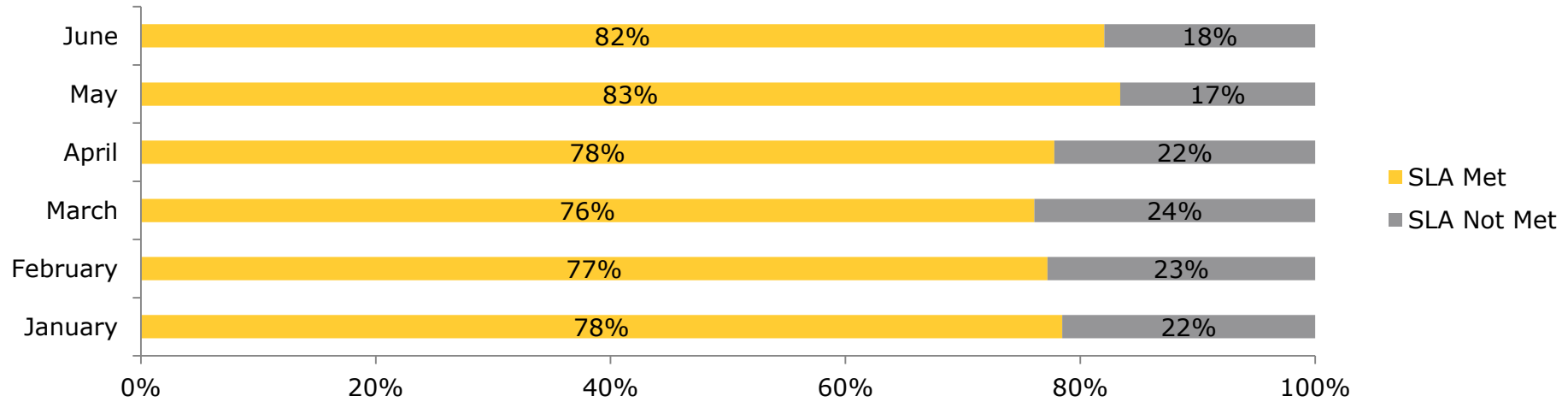
### First time fix rate by telephone and month

The graph below compares the first time fix rate by telephone against the Service Desk Institute standard of 60% in this area for each calendar month in the current year. The first time fix rate by telephone is based on the number of telephone submissions received in a month and the proportion of these that are resolved at the initial stage of contact.



**Calls with wait time of 2 minutes or less by month**

As a result of the recent Staff IT Survey, we are now proactively monitoring the duration of time customers have to wait for their calls to be answered. We aim to ensure that all calls are answered within two minutes.



### Requests resolved by timescale and month

This table summarises the status of service desk submissions by their respective time scale where the information is available for the current calendar month.

<b>Incident Status</b>	<b>Within a working day</b>	<b>Within 2-3 working days</b>	<b>Within 4-7 working days</b>	<b>8 working days or more</b>	<b>Grand Total</b>
Complete	5005	689	270	91	6055
In Progress	85	52	37	35	209
Pending Action	422	152	72	45	691
<b>Grand Total</b>	<b>5512</b>	<b>893</b>	<b>379</b>	<b>171</b>	<b>6955</b>