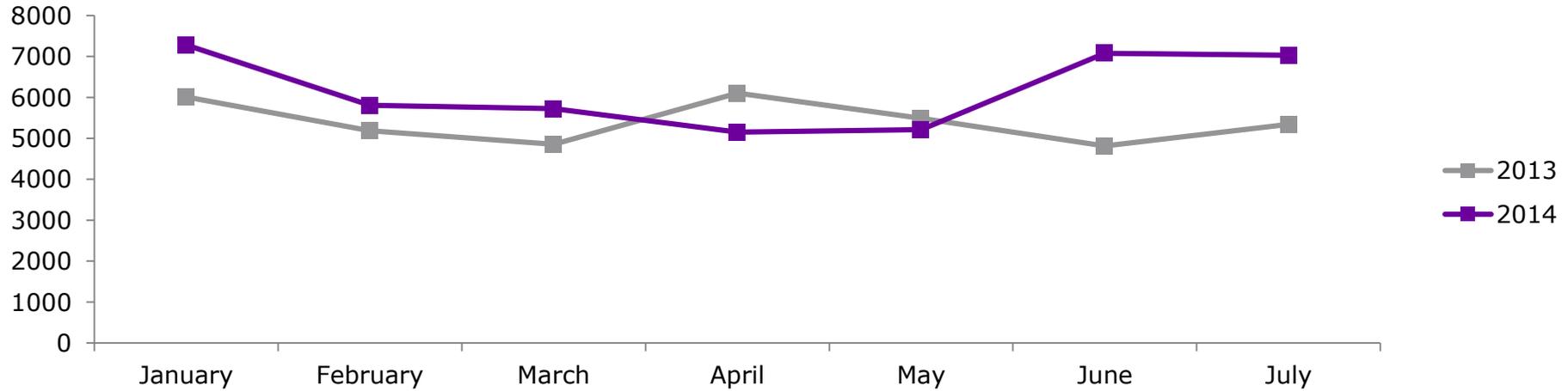## Total service desk submissions by month

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.
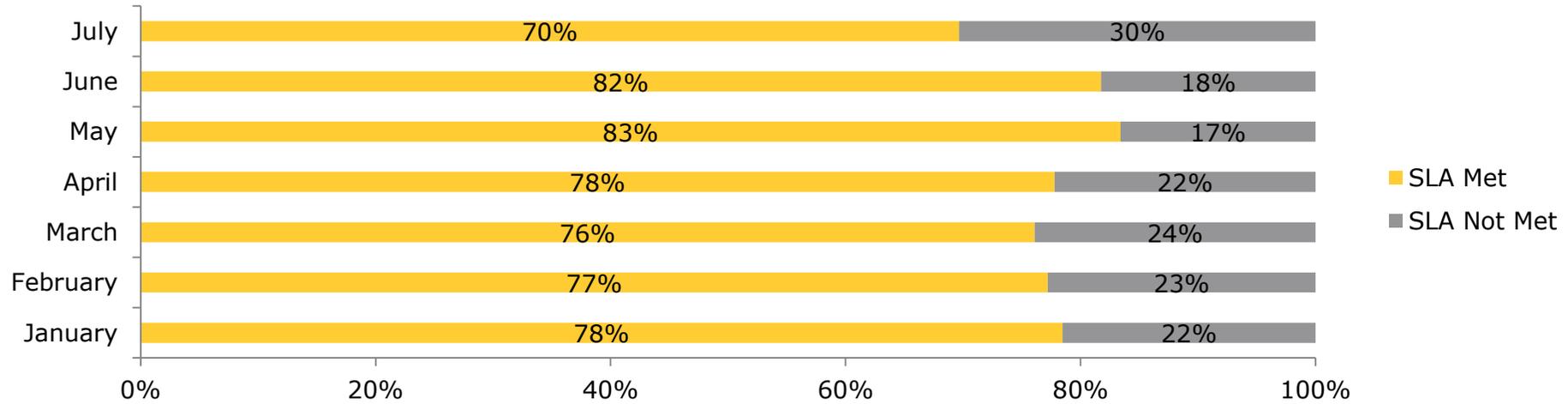
First time fix rate by telephone and month

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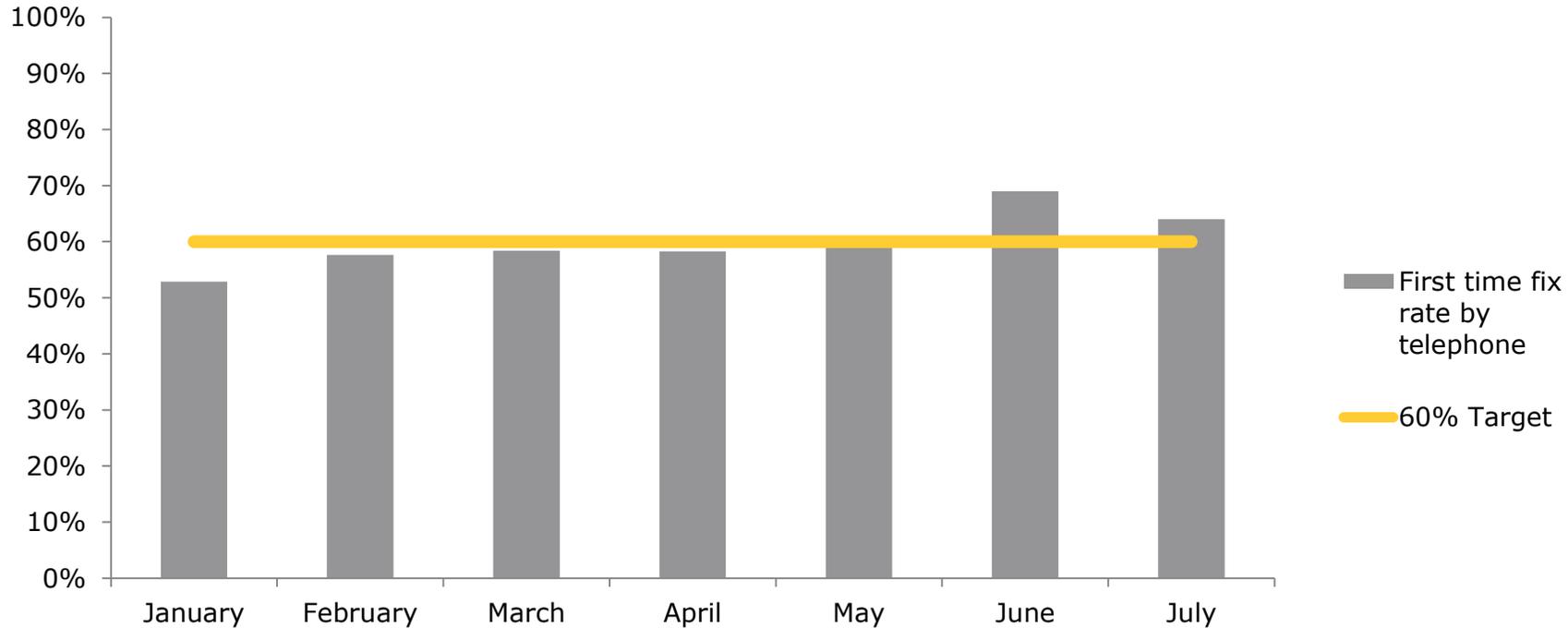
Calls with wait time of 2 minutes or less by month

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.

Month	SLA Met	SLA Not Met
July	70%	30%
June	82%	18%
May	83%	17%
April	78%	22%
March	76%	24%
February	77%	23%
January	78%	22%

Mehmood Mulla - Commercial Analyst
05/08/2014

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.

Incident Status	Within a working day	Within 2-3 working days	Within 4-7 working days	8 working days or more	Grand Total
Complete	4635	1000	299	143	6077
In Progress	46	32	26	120	224
Pending Action	271	94	109	255	729
Grand Total	**4952**	**1126**	**434**	**518**	**7030**

Mehmood Mulla - Commercial Analyst
05/08/2014