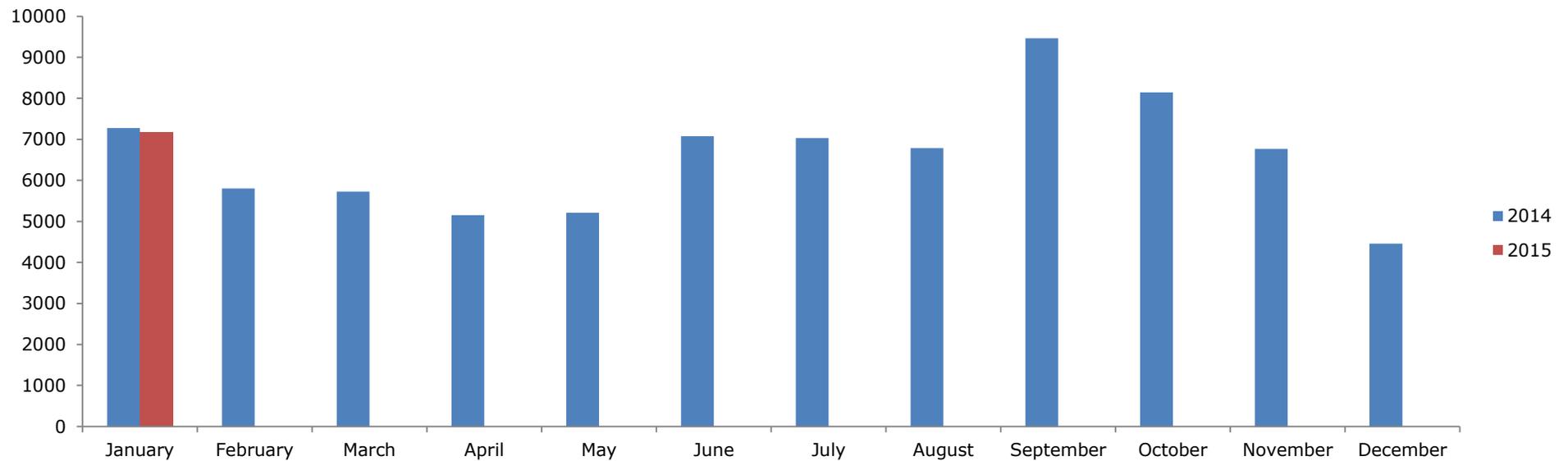


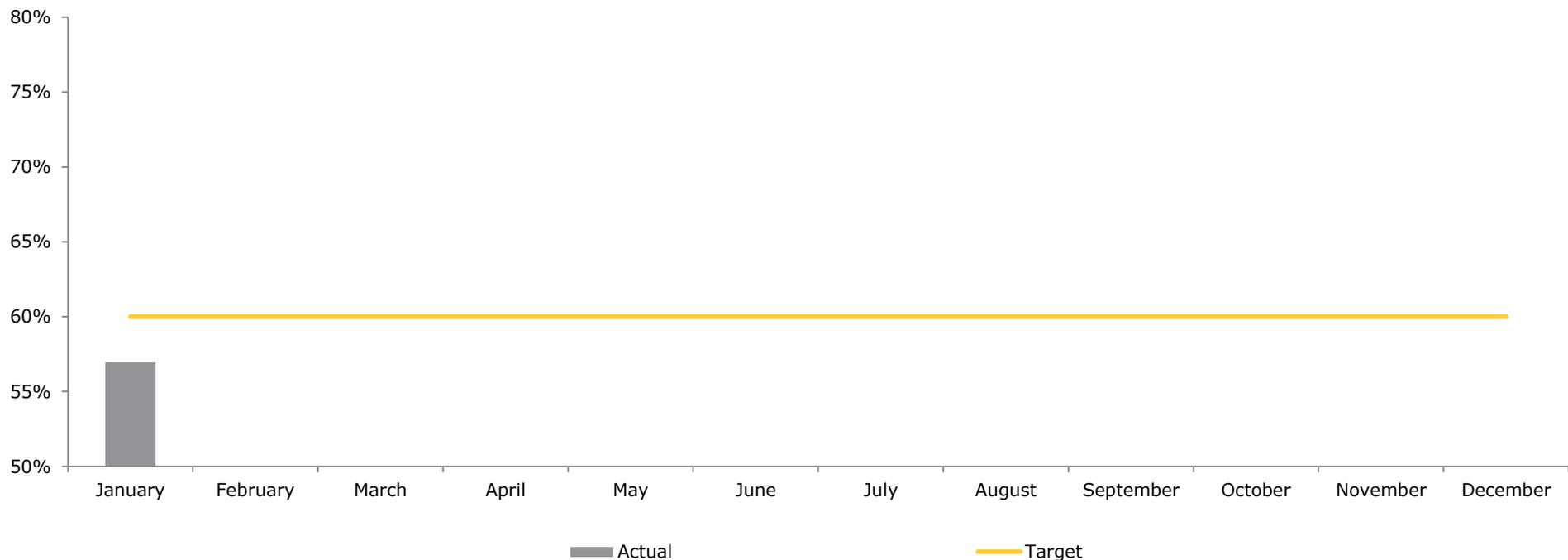
### Total service desk submissions by month

This line graph compares the volume of items over time submitted through the service desk or its staff members. This includes items by telephone, web submissions, email and out of hours service desk. This indicator is compared to the previous year.



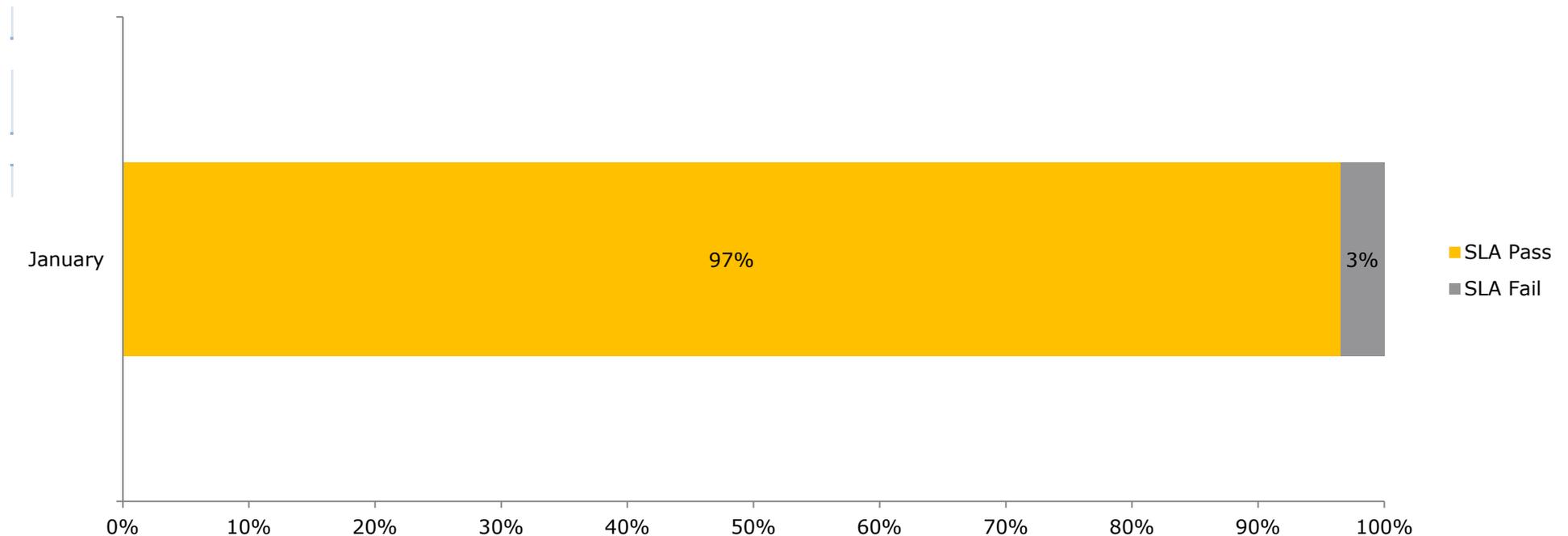
### First time fix rate by telephone and month

The graph below compares the first time fix rate by telephone against the Service Desk Institute standard of 60% for each calendar month in the current year. This metric is based on the number of telephone submissions received in a month and the proportion of these which are resolved at the initial stage of customer 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 whether 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
Closed	5292	410	274	86	6062
Open	690	215	131	71	1107
<b>Grand Total</b>	5982	625	405	157	7169