FOI_0766_2022-23 – FOI Request Concerning – IT / Digital Information

1. **How many active user accounts do you have in your organisation?**

   6117 active user accounts

2. **On average how many IT incidents are raised per month?**

   4457 incidents per month average

3. **On average how many IT Service Requests are raised per month?**

   1109 service requests per month on average

4. **On average how many IT incidents are closed per month?**

   4207 incidents closed per month on average

5. **On average how many IT Service Requests are closed per month?**

   902 service requests closed per month on average

6. **How many staff do you have in the following teams?**

   Solent NHS Trust IT contract is a fully managed outsourced service contract with 3rd party supplier. Therefore, below questions are not applicable

   a. **Service Desk**

   b. **Desktop Services Team**

   c. **System Admin (server)**

   d. **Network Team**

   e. **Telephony Team**

7. **Do you have other IT teams and how many staff are within each?**

   Solent NHS Trust have an in-house IT team operating as the Intelligent Client Function, providing governance and assurance against the outsourced IT contract

8. **On average, how many tickets are closed by the Service desk per month?**

   3235 closed per month average

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9. On average, how many tickets are closed by the Desktop Services Team per month?

625 closed per month average

10. On average, how many tickets are closed by the System Admin (server) per month?

135 closed per month average

11. On average, how many tickets are closed by the Network Team per month?

65 closed per month average

12. On average, how many tickets are closed by the Telephony per month?

40 closed per month average

13. On average, how many tickets are in the backlog every month?

179 average per month

14. What is your IT to organisation SLA's?

P1   4 hr resolution (24 x 7)
P2   8 hr resolution (working hours)
P3   3 Days (30hrs working hours)
P4   5 Days (50hrs working hours)
GoS   >80% per month target (Grade of Service)

15. On average, what is your FCR percentage per month?

93.73% (of Fix Time Fixable Tickets)

16. On average, what is your Breached SLA percentage per month?

< 5% breached ticket SLA estimate (This reporting is nonstandard and would suggest a Vexatious request)