The Tavistock and Portman NHS Foundation Trust

Freedom of Information Act 2000 disclosure log entry

Reference

22-23063

Date sent

27/07/22

Subject

IT Service Desk Staff & Requests

Details of enquiry

1. How many active user accounts do you have in your organisation?
2. On average how many IT incidents are raised per month?
3. On average how many IT Service Requests are raised per month?
4. On average how many IT incidents are closed per month?
5. On average how many IT Service Requests are closed per month?

How many staff do you have in the following teams:

6. Service Desk
7. Desktop Services Team
8. System Admin (server)
9. Network Team
10. Telephony Team
11. Do you have any other IT teams and how many staff are within each?
12. On average, how many tickets are closed by the Service desk per month?
13. On average, how many tickets are closed by the Desktop Services Team per month?
14. On average, how many tickets are closed by the System Admin (server) per month?
15. On average, how many tickets are closed by the Network Team per month?
16. On average, how many tickets are closed by the Telephony per month?
17. On average, how many tickets are in the backlog every month?
18. What are your IT to organisation SLA's?
19. On an average, what is your FCR percentage per month?
20. On an average, what is your Breached SLA percentage per month?

Response sent

1. How many active user accounts do you have in your organisation?
    1400

2. On average how many IT incidents are raised per month?
    Circa 300

3. On average how many IT Service Requests are raised per month?
    Circa 700

4. On average how many IT incidents are closed per month?
    Circa 300

5. On average how many IT Service Requests are closed per month?
    Circa 700

How many staff do you have in the following teams:

6. Service Desk

6 staff members

7. Desktop Services Team
   This is not a separate team and is part of service desk team

8. System Admin (server)
   This is not a separate team and is part of service desk team

9. Network Team
   This is not a separate team and is part of service desk team

10. Telephony Team
    This is not a separate team and is part of service desk team

11. Do you have any other IT teams and how many staff are within each?
    We do not have any other "help desk" type teams within IT

12. On average, how many tickets are closed by the Service desk per month?
    Circa 700

13. On average, how many tickets are closed by the Desktop Services Team per month?
    This is not a separate team and is part of service desk team

14. On average, how many tickets are closed by the System Admin (server) per month?
    This is not a separate team and is part of service desk team

15. On average, how many tickets are closed by the Network Team per month?
    This is not a separate team and is part of service desk team

16. On average, how many tickets are closed by the Telephony per month?
    This is not a separate team and is part of service desk team

17. On average, how many tickets are in the backlog every month?
    Very few but varies month by month

18. What are your IT to organisation SLA's?
    We do not hold this data

19. On an average, what is your FCR percentage per month?
    We do not hold this data

20. On an average, what is your Breached SLA percentage per month?
    We do not hold percentage data, but about 3 are not resolved within the month.