

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
ICT01	Percentage of incidents resolved in less than 2 days	49.31%	90.00%	85.00%	90.00%	89.57%	90.00%		31/12/2021 The Service Desk have been very short staffed through the quarter, through a combination of staff sickness and vacancies. One vacancy was filled in December with another two currently in recruitment (across a team of 6). A further team member has recently returned from long term sick leave. The measure will be monitored internally on a weekly basis and improvement is expected, although new staff will take some time to learn systems and reach full efficiency.
ICT01(D)	Number of incidents	434.00		1,181.00		1,410.00		n/a	
ICT01(N)	Number of incidents resolved within 2 days	214.00		987.00		1,263.00		n/a	
ICT02	Availability of primary systems (office hours)	99.83%	99.00%	100.00%	99.00%	100.00%	99.00%		31/12/2021 Performance within the quarter was positive but a limited set of users' access to the internet was affected in November. Most users were unaffected and the issue was resolved the following day.
ICT06	Total number of incidents and service requests reported (ICT)	2,272		2,914		2,455			31/12/2021 The numbers of calls to the Service Desk were broadly in line with previous years.
WEB03	Number of Website Users	149,804		175,776					Reduced from the previous quarter, possibly signalling a reduction of guidance sought by customers for COVID purposes.