

Reference Number: FOI202425/336
From: Private Individual
Date: 04 November 2024
Subject: Number of computer/IT problems reported to the IT department

Q1 How many computer/IT problems were reported to the IT department in the last 12 months, excluding password queries

A1 15,737

Q2 How many of these were resolved by the user turning the computer off and on when advised to do so by the IT advisor

A2 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Call resolutions are recorded as free text. Therefore, it is not possible to report on how many calls were resolved by following this specific advice.

Q3 With regard to the above two questions what were the numbers in relations to online IT x-rays services and online IT blood services

A3 35