

Vice-Chancellor's Office

24 October 2024

Michael

By email: fyi-request-28535-5dd89eb3@requests.fyi.org.nz

Tēnā koe Michael

I refer to your Official Information Act 1982 ("Act") email request of 26 September 2024, seeking information on the University's IT services.

You had specifically sought the following information:

- a copy of the Service Level Agreement between IT services and students of Lincoln University;
- the number of requests made to IT services in years 2019 to 2024;
- the average resolution time of requests made to IT Services in years 2019 to 2024; and
- all correspondence (emails, Teams, Signal, Whatsapp, etc) between IT services team members regarding resolution time or level of service.
- copies of all complaints received by IT services.

Service Level Agreement

Such agreement between IT Services and Lincoln University students does not. This part of your request is therefore refused pursuant to s. 18(e) of the Act.

Number of Requests

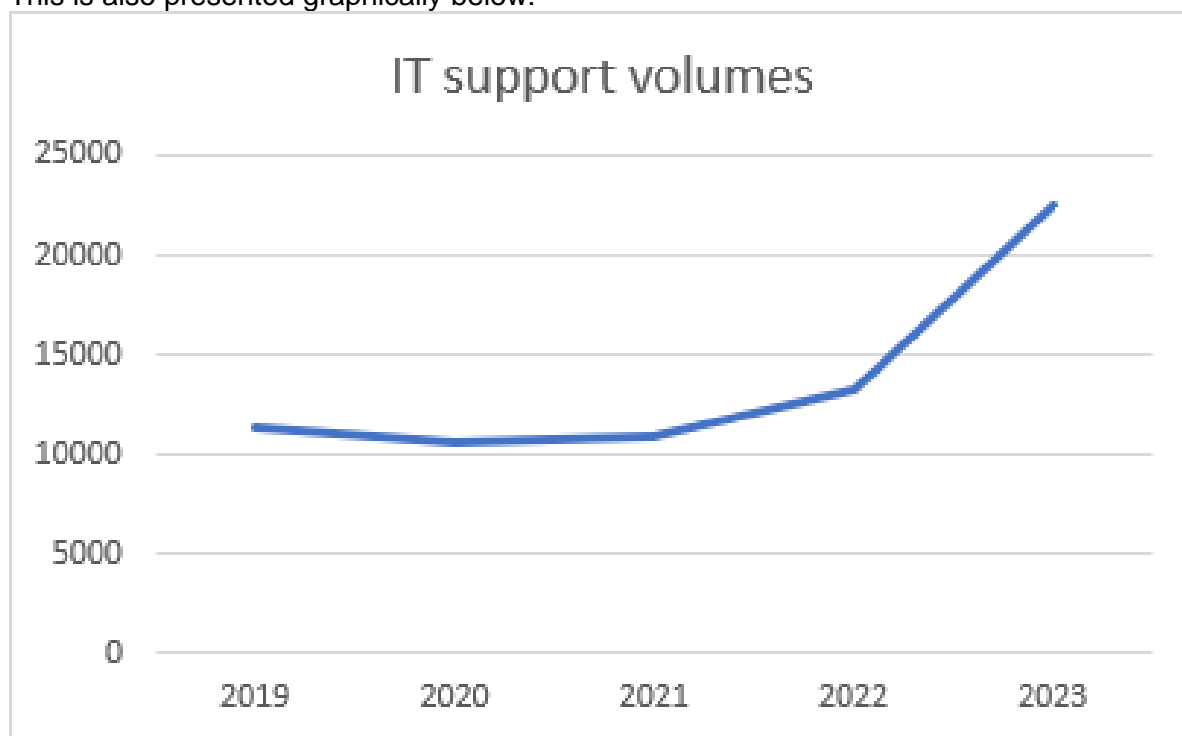
Please find below the number of recorded incidents and requests logged in the Service Now ticketing system for the years you have requested (2024 to the end of September):

Year	IT helpdesk requests
2019	11251
2020	10327
2021	10820
2022	13123
2023	22534
2024 to end September	14795 (to end of September)



Lincoln University
PO Box 85084, Lincoln 7647
Christchurch, New Zealand
0800 10 60 10
www.lincoln.ac.nz

This is also presented graphically below:



Resolution Times

Lincoln University is not able to provide IT request resolution times as it does not record information other than when the ticket was opened and then again when it was closed. This does not consider working hours and suspend the clock over non-working periods that may occur for any reason, including awaiting further contact or information from the requestor.

To try an extrapolate further data would be onerous, requiring each IT ticket to be manually reviewed and given >6,500 tickets raised, amounts to substantial collation and research. This part of your request is therefore refused pursuant to s. 18(f) of the Act.

All Correspondence within IT

This part of your request is refused pursuant to s. 18(f) of the Act as the requested information cannot be made available without substantial collation or research.

Copies of Complaints

This part of your request is refused pursuant to s. 9(2)(a) and s.9(2)(ba) of the Act, as complaints involving third parties are subject to obligations of confidentiality and privacy to those complainants. It is also refused pursuant to s. 18(f) of the Act, as the requested information cannot be made available without substantial collation or research

Please note that you are entitled, under the Privacy Act 2020, to request information held by the university if it involves a complaint made to the university by you.

If you wish to discuss this response, please contact the undersigned.

Please note that you are entitled, under section 28 of the Official Information Act 1982, to have this response reviewed by the Office of the Ombudsman.

Nāku noa, nā



Tim Lester
General Counsel

Email: oja@lincoln.ac.nz