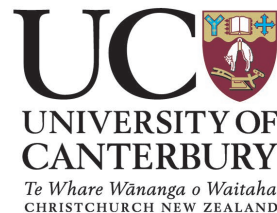


Office of the Registrar

Information and Records Management
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Email: records@canterbury.ac.nz
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24 October 2024

Michael Ward

By email: fyi-request-28538-d73b4201@requests.fyi.org.nz

Dear Michael

Official Information Act 24.150 University of Canterbury IT Service Desk

I refer to the Official Information Act (the Act) request dated 26 September 2024 regarding the University of Canterbury's (UC) IT Service Desk. You have specifically requested:

- *Under the Official Information Act, I request the following information:*
 - *a copy of the Service Level Agreement between The IT service desk and students of Canterbury University*
 - *the number of requests made to The IT service desk in 2019*
 - *the number of requests made to The IT service desk in 2020*
 - *the number of requests made to The IT service desk in 2021*
 - *the number of requests made to The IT service desk in 2022*
 - *the number of requests made to The IT service desk in 2023*
 - *the number of requests made to The IT service desk in 2024*
 - *the average resolution time of requests made to The IT service desk in 2019*
 - *the average resolution time of requests made to The IT service desk in 2020*
 - *the average resolution time of requests made to The IT service desk in 2021*
 - *the average resolution time of requests made to The IT service desk in 2022*
 - *the average resolution time of requests made to The IT service desk in 2023*
 - *the average resolution time of requests made to The IT service desk in 2024*
 - *all correspondence (emails, Teams, Signal, Whatsapp, etc) between The IT service desk team members regarding resolution time or level of service.*
 - *copies of all complaints received by The IT service desk*

Upon seeking clarification regarding your scope question on 4 October 2024, you clarified on 14 October 2024:

Could I please rescope that part of my request to be communications regarding student queries?

The Act requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to Thursday 31 October 2024.

This extension is required because your consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit, due to a time of high workload and competing priorities in the relevant teams.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

Information and Records Management