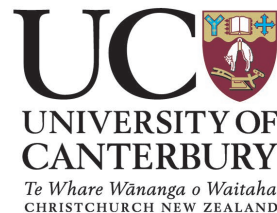Office of the Registrar

Information and Records Management
Tel: +64 3 366 7001
Email: records@canterbury.ac.nz
Web: www.canterbury.ac.nz/irm

25 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

Service Level Agreement

There is no Service Level Agreement between the Service Desk and UC students. This is therefore refused under s 18(e) of the Act, as it does not exist.

Number of requests and average resolution time

Please note that the University is unable to provide information regarding the number of requests and resolution times from 2019 – mid 2022, as a new ticketing system was implemented in mid 2022. This information is refused under s 18(e), as despite reasonable efforts to locate it, it cannot be found.

Total number of requests handled and closed off by Service Desk between mid- 2022 -3 October 2024 : 11589 requests.

Please note, this quantity represents requests that have been closed off within the Service Desk assignment group/queue and is not reflective of other tickets that the Service Desk have handled and escalated across (i.e. another resolver group outside of Service Desk). This also includes requests made by UC staff and students.

Average resolution time for these requests from mid-2022 to 3 October 2024: 3 days, 13 hours, 15 minutes.

Please note that this is also for requests made by UC staff and students.

Correspondence from IT Service Desk team members

We asked for clarification regarding your correspondence query on 4 October 2024, outlining the following:

Kia ora Michael

In processing your request, we would like to seek your clarification on one aspect.

The question regarding correspondence is broad in nature - all correspondence (emails, Teams, Signal, Whatsapp, etc) between The IT service desk team members regarding resolution time or level of service.

To refine this question, is there a specific topic or topics that you are interested in for? For example, the resolution time or level of service could be in relation to the general IT requests, a specific IT programme, IT service incidents, student IT queries etc.

If you could please let us know, that would be greatly appreciated.

We sent a follow up on 11 October 2024. You confirmed your clarification on 14 October 2024. You further clarified:

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

Due to the substantial amount of work that would be required to research and collate the information you have requested; we are refusing your request under section s 18(f) of the Act. The challenge in meeting the request is that extracting the volume of information (2928 tickets). It would require going into each service ticket individually and harvesting that information manually, which cumulatively would take considerable time and affect the ability of the IT Service Desk to staff their team at full capacity.

However, we are able to provide a breakdown of the number of student requests made in each part year/year since the implementation of the new ticketing system.

Total student requests handled and closed off by Service Desk:

Mid 2022 to 31 December 2022 – 448 requests.

**1 January 2023 – 31 December 2023** – 1024 requests.

1 January 2024 – 22 October 2024 -1456 requests.

Complaints

Please note that the complaint correspondence attached is those complaints that have been lodged through the formal complaint process, which has been updated since 2019. Please see here for further information UC's complaints process. Personal information has been redacted in these complaints under s 9(2)(a) of the Act to protect the complainant's privacy. It is in the public interest that the confidentiality of the complaints process is respected whilst providing transparency on the topics of complaint within the scope of this request.

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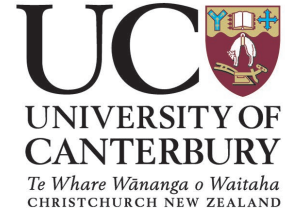
Complaint information that is not related to the IT Service component of the complaints is out of scope of this request.

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

Attachments:

Complaints 1 – 3 regarding IT Service Desk