

Freedom of Information Request

Ref: 24-845

3 January 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold some of the information you are requesting

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

211163 Service Requests and Incidents logged on our ticketing platform 01/01/2024-31/12/2024. This represents everything logged via telephone, email, self-service, and automated logging (excluding password resets).

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

64116 (30.4%) Service Requests and Incidents logged were resolved within 5 minutes. We are unable to say how many incidents were resolved by "turning the computer off and on"

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

24905 Service Requests and Incidents logged in our ticketing platform 01/01/2024-31/12/2024, of which 3650 (14.7% of the total logged) Service Requests and Incidents logged were resolved within 5 minutes. We are unable to say how many incidents were resolved by "turning the computer off and on".

12242 Service Requests and Incidents logged in our ticketing platform 01/01/2024-31/12/2024, and related to our "ICE" system, of which 3196 (26.2% of the total logged) Service Requests and Incidents logged were resolved within 5 minutes. We are unable to say how many incidents were resolved by "turning the computer off and on"

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust