

**Reference Number:** FOIAH2425/429  
**From:** Private Individual  
**Date:** 04 November 2024  
**Subject:** IT Service Desk Requests in 2024

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

**A1** 36,271

**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 - call resolutions are recorded as free text, so 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 relation to online IT x-rays services and online IT blood services

**A3** 133