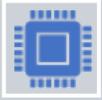


Uptime for IT infrastructure



IT infrastructure comprises the fundamental components and resources that underpin IT services and operations. It serves as the backbone, facilitating the functionality of technology. These elements are crucial for operating various systems, including websites, email services, complex business applications, and data storage.



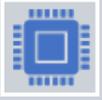
Uptime for IT infrastructure denotes the percentage of time during which the IT infrastructure is accessible for use. This metric is essential in assessing reliability, as it reflects how consistently IT services are available without interruption. High uptime indicates minimal downtime.

Uptime and P1's for IT infrastructure 2023 / 2024		
	East Herts	Stevenage
Apr-23	100%	100%
May-23	100%	92.30%
Jun-23	100%	100%
Jul-23	100%	100%
Aug-23	100%	100%
Sep-23	100%	100%
Oct-23	100%	100%
Nov-23	100%	100%
Dec-23	100%	100%
Jan-24	100%	100%
Feb-24	100%	100%
Mar-24	100%	100%
Total	100%	99%

Uptime and P1's for IT infrastructure. 2024 / 2025		
	East Herts	Stevenage
Apr-24	100%	100%
May-24	100%	100%
Jun-24	100%	100%
Jul-24	100%	100%
Aug-24	100%	100%
Sep-24	100%	100%
Oct-24	100%	100%
Nov-24	100%	100%
Dec-24	100%	100%
Jan-25	100%	100%
Feb-25	100%	100%
Mar-25	100%	99.83%
Total	100%	100%

Uptime and P1's for IT infrastructure. 2025 / 2026			
	East Herts	Stevenage	
Apr-25	99.73.%	100%	EHC Only - Desk phones and ZC offline
May-25	95.85%	95.85%	Applications unavailable - printing unavailable - some users cannot reauthenticate once disconnected from Hosted Desktop
Jun-25	91.19%	91.19%	Users unable to login - FSLogix Error
Jul-25	97.17%	97.17%	Users unable to login - FSLogix Error
Aug-25	99.84.%	99.84.%	VDI system detected overrun of a stack based buffer
Sep-25	98.8%	98.8%	FSLogix Profile Issue
Oct-25	99.1%	99.42.%	MFA Extension Plug in to Radius Server Error
Nov-25	100%	100%	
Dec-25	100%	100%	
Jan-26			
Feb-26			
Mar-26			
Total	97.44%	97.57%	The target is 99%

Uptime for IT Network



IT Network infrastructure consists of the hardware, software, and services that enable computers and devices to connect and communicate. This includes components such as routers (to direct traffic between networks), switches (to connect devices within a network), firewalls (for security), cables (such as Ethernet and fiber optic), and wireless access points.



Uptime for IT Network infrastructure refers to the percentage of time that the network and its components – including routers, switches, and firewalls – are fully operational and available for devices to connect and communicate. It is a measure of the reliability and accessibility of the network, which impacts productivity and the ability to access IT resources.

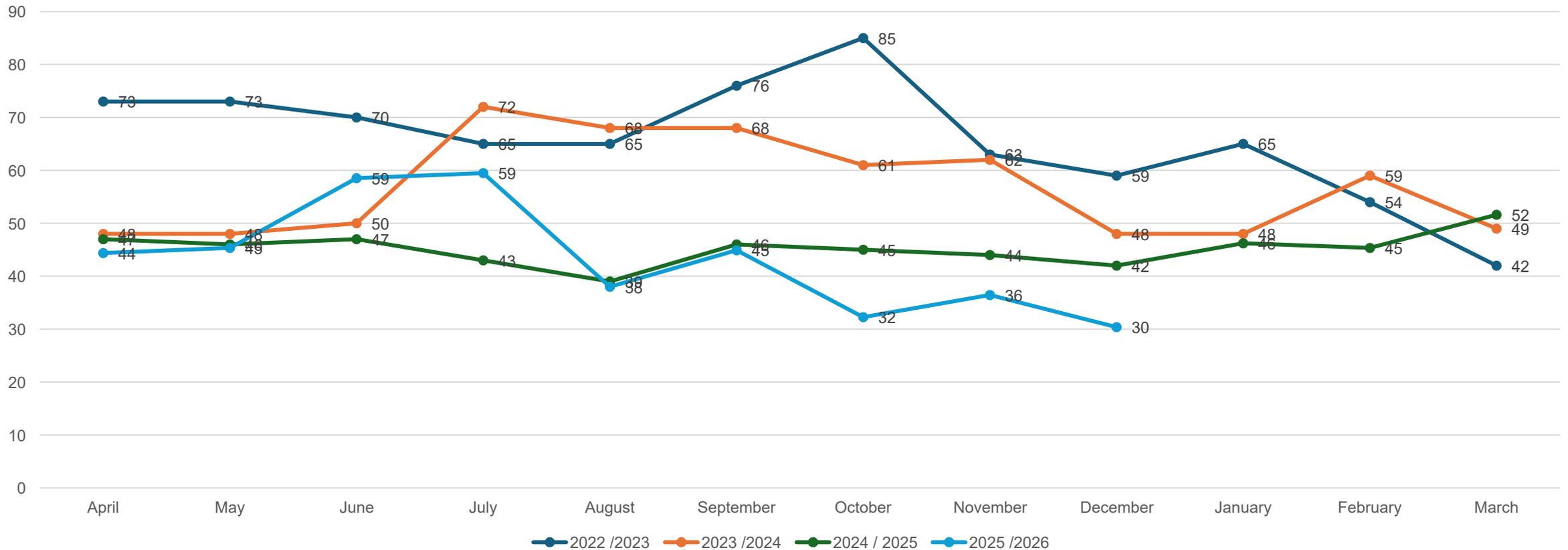
Uptime and P1's for IT Network infrastructure.		
2023 / 2024		
	East Herts	Stevenage
Apr-23	100%	100%
May-23	100%	100%
Jun-23	100%	100%
Jul-23	100%	100%
Aug-23	100%	100%
Sep-23	100%	100%
Oct-23	100%	100%
Nov-23	97.50%	97.50%
Dec-23	100%	100%
Jan-24	100%	100%
Feb-24	100%	100%
Mar-24	100%	100%
Total	99.8%	99.8%

Uptime and P1's for IT Network infrastructure.		
2024 / 2025		
	East Herts	Stevenage
Apr-24	100%	100%
May-24	100%	100%
Jun-24	100%	100%
Jul-24	100%	100%
Aug-24	100%	100%
Sep-24	98.6 %	98.6 %
Oct-24	99.46%	99.46%
Nov-24	100%	100%
Dec-24	100%	100%
Jan-25	99.7%	99.7%
Feb-25	99.9%	100%
Mar-25	99.98%	99.03%
Total	99.81%	99.73%

Uptime and P1's for IT Network infrastructure.			
2025 / 2026			
	East Herts	Stevenage	
Apr-25	100%	100%	
May-25	100%	100%	
Jun-25	100%	100%	
Jul-25	100%	100%	
Aug-25	100%	100%	
Sep-25	98.9%	100%	BT made an unplanned change
Oct-25	100%	100%	
Nov-25	100%	100%	
Dec-25	100%	100%	
Total	100%	100%	The target is 99%

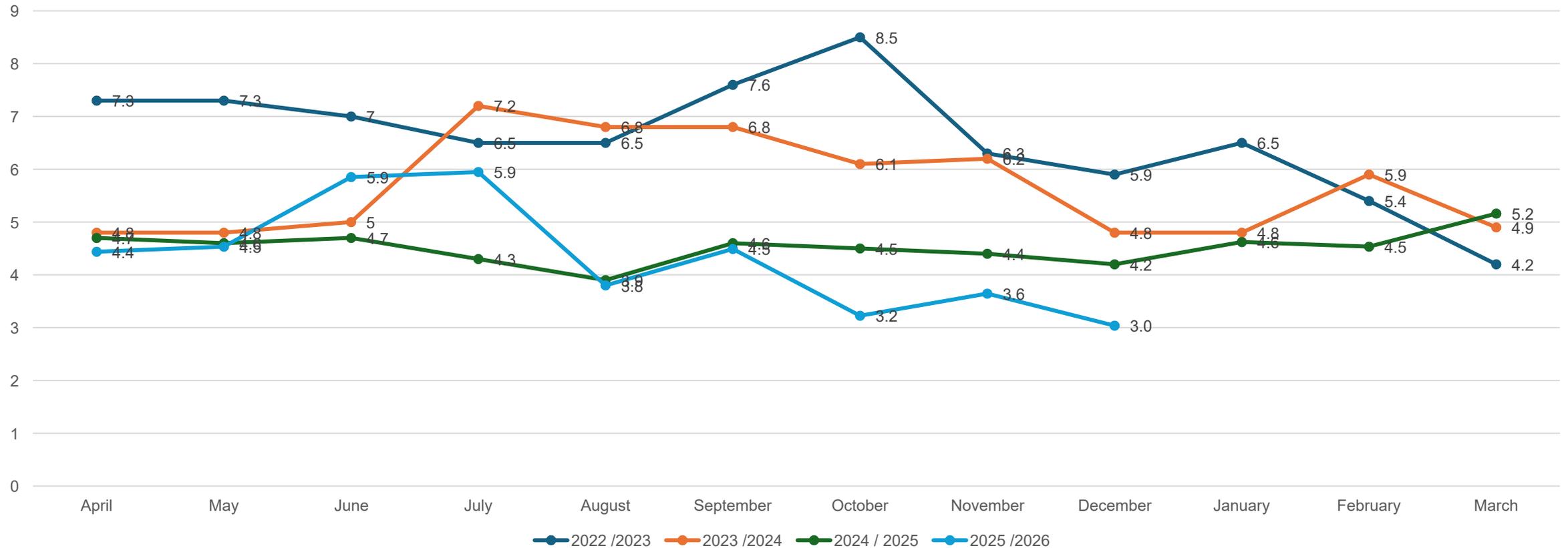
Number Calls Logged Per Day

NUMBER CALLS LOGGED PER DAY



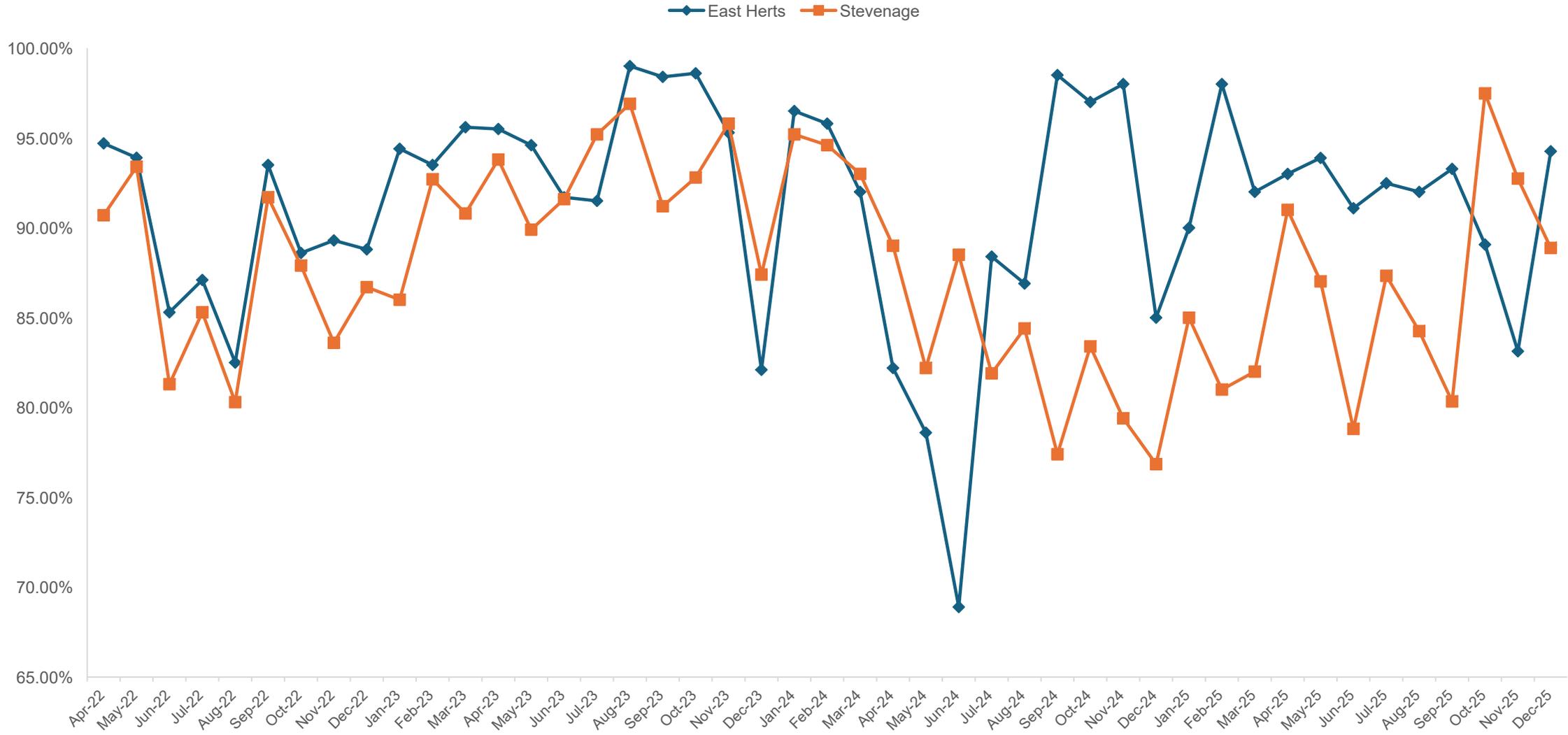
Number Calls Logged Per Hour

NUMBER CALLS LOGGED PER HOUR

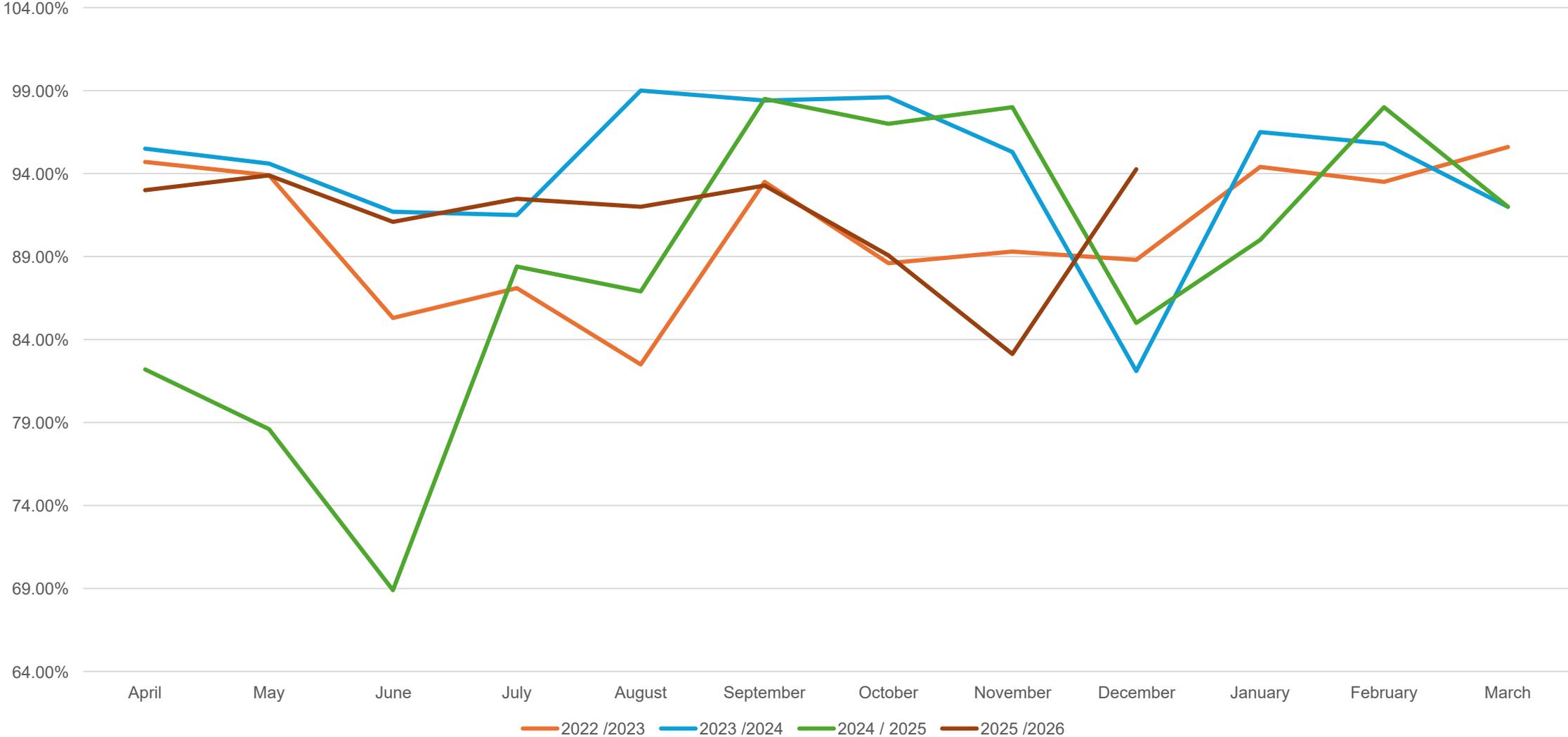


Year on Year	East Herts	Stevenage	
April 2022 to March 2023	90.60%	87.53%	
April 2023 to March 2024	94.25%	93.12%	Up
April 2024 to March 2025	88.63%	83.23%	Down
April 2025 to March 2026	91.36%	87.54%	Up

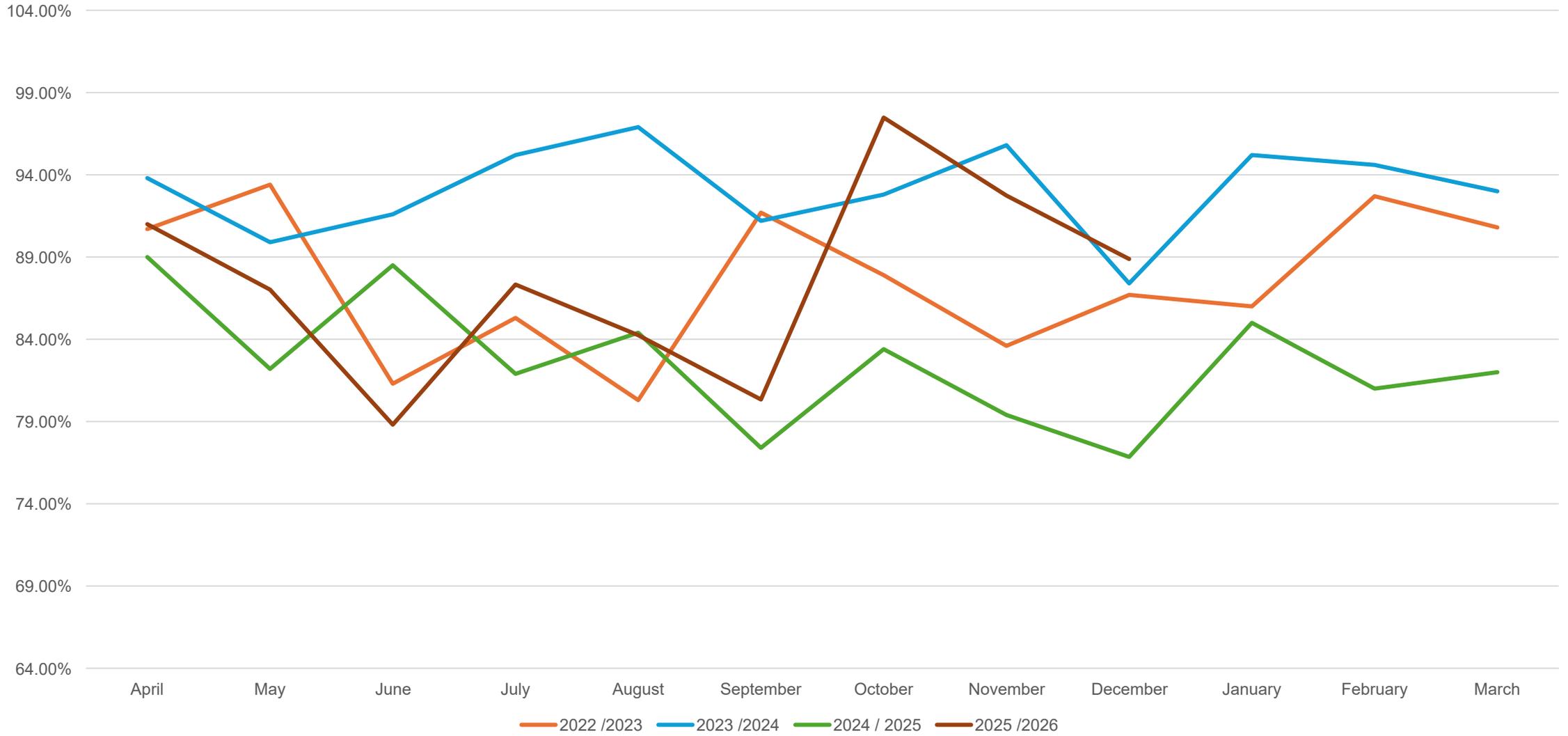
INCIDENTS THAT ARE RESOLVED WITHIN FOUR HOURS



East Herts Incidents that are fixed within four hours.



Stevenage Incidents that are fixed within four hours.



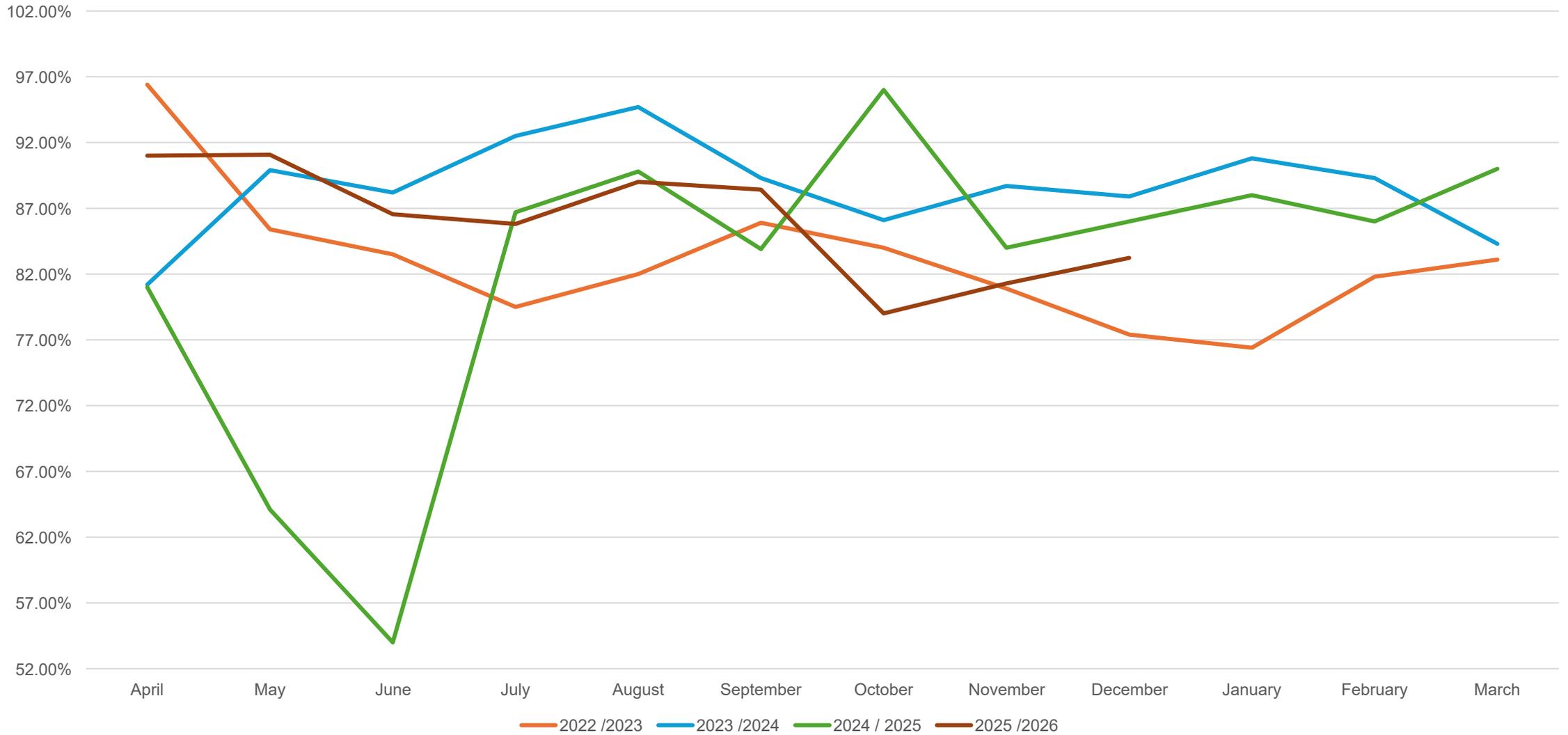
SERVICE REQUESTS MEETING SLA

◆ Service Requests meeting SLA East Herts
 ■ Service Requests meeting SLA Stevenage

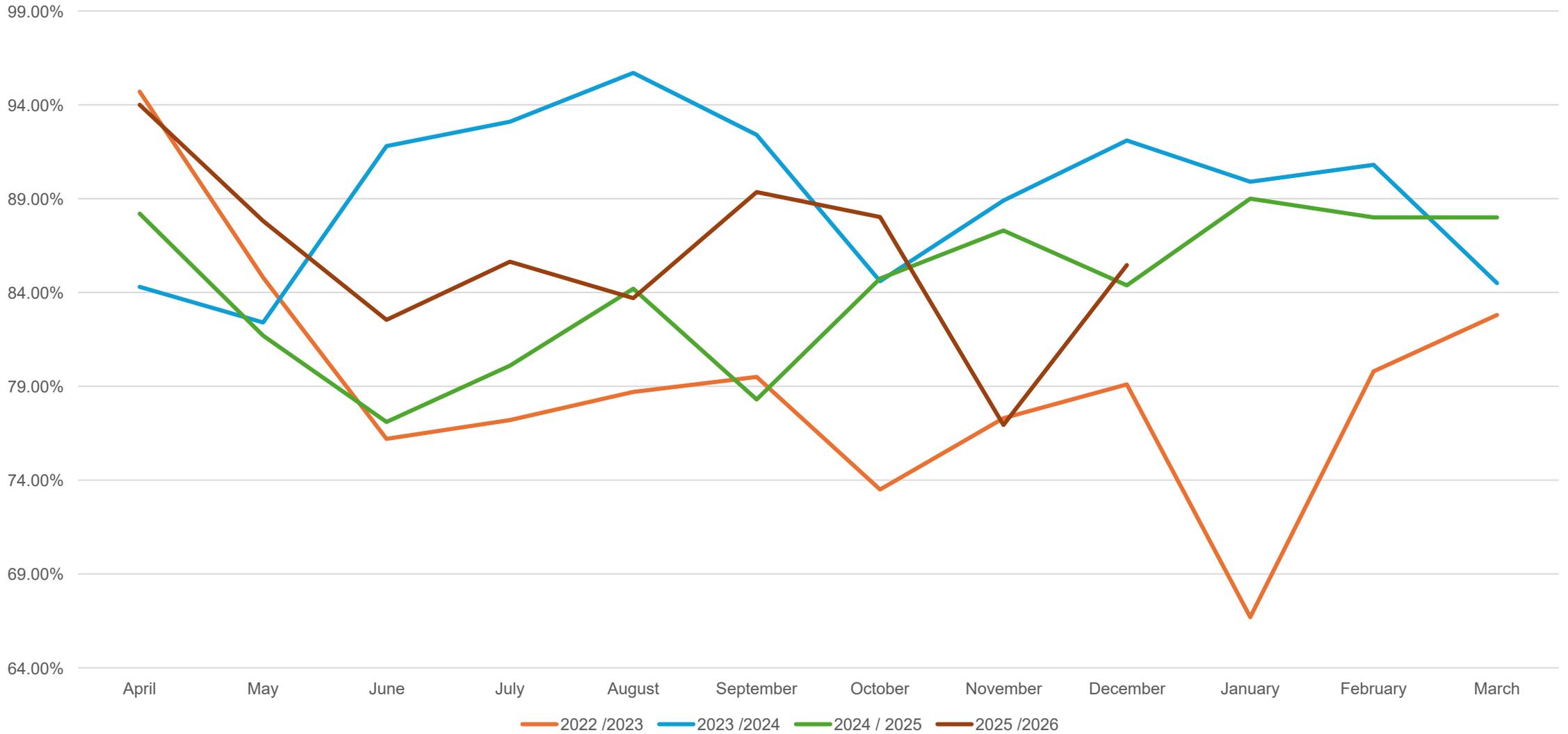


Year on Year	East Herts	Stevenage	
April 2022 to March 2023	83.03%	79.19%	
April 2023 to March 2024	88.58%	89.21%	Up
April 2024 to March 2025	82.46%	82.89%	Down
April 2025 to March 2026	86.15%	85.94%	Up

East HertsService Requests meeting SLA .

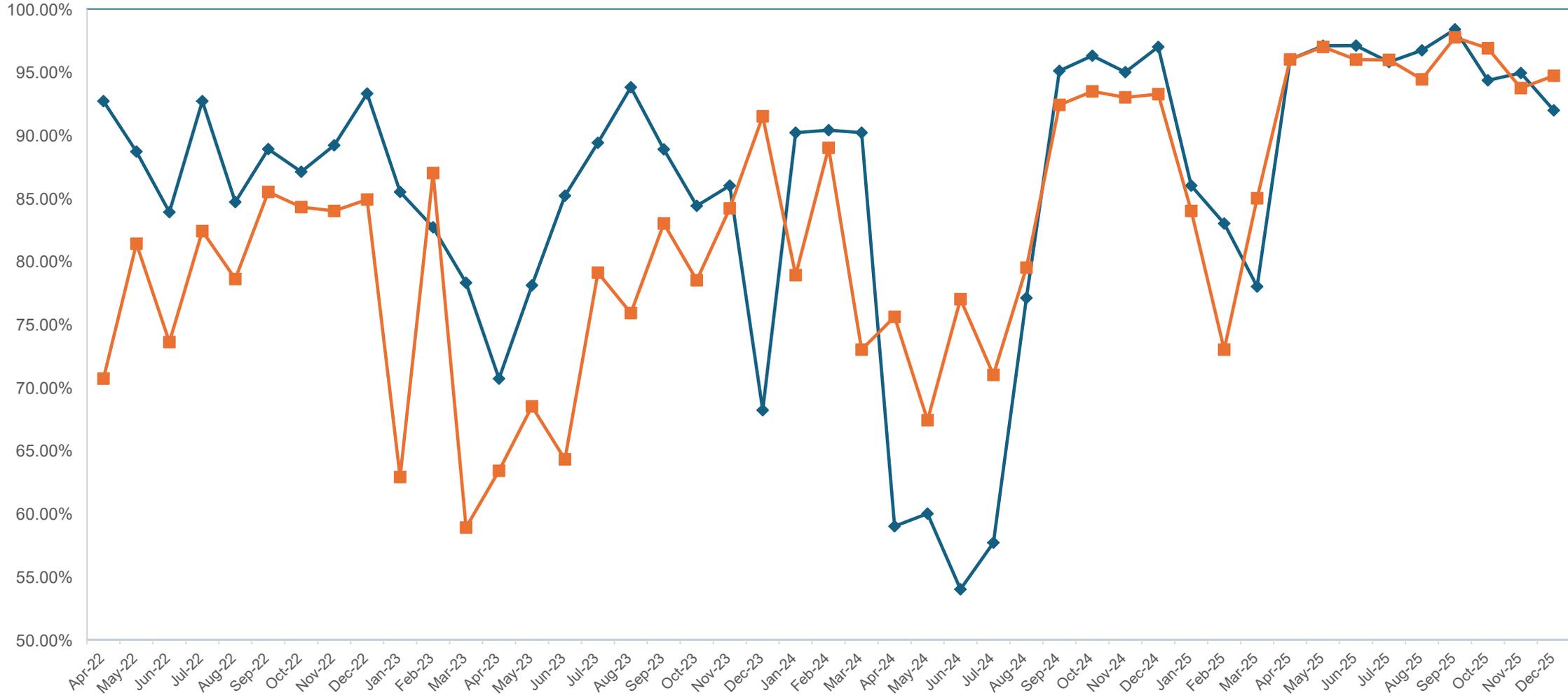


Stevenage Service Requests meeting SLA



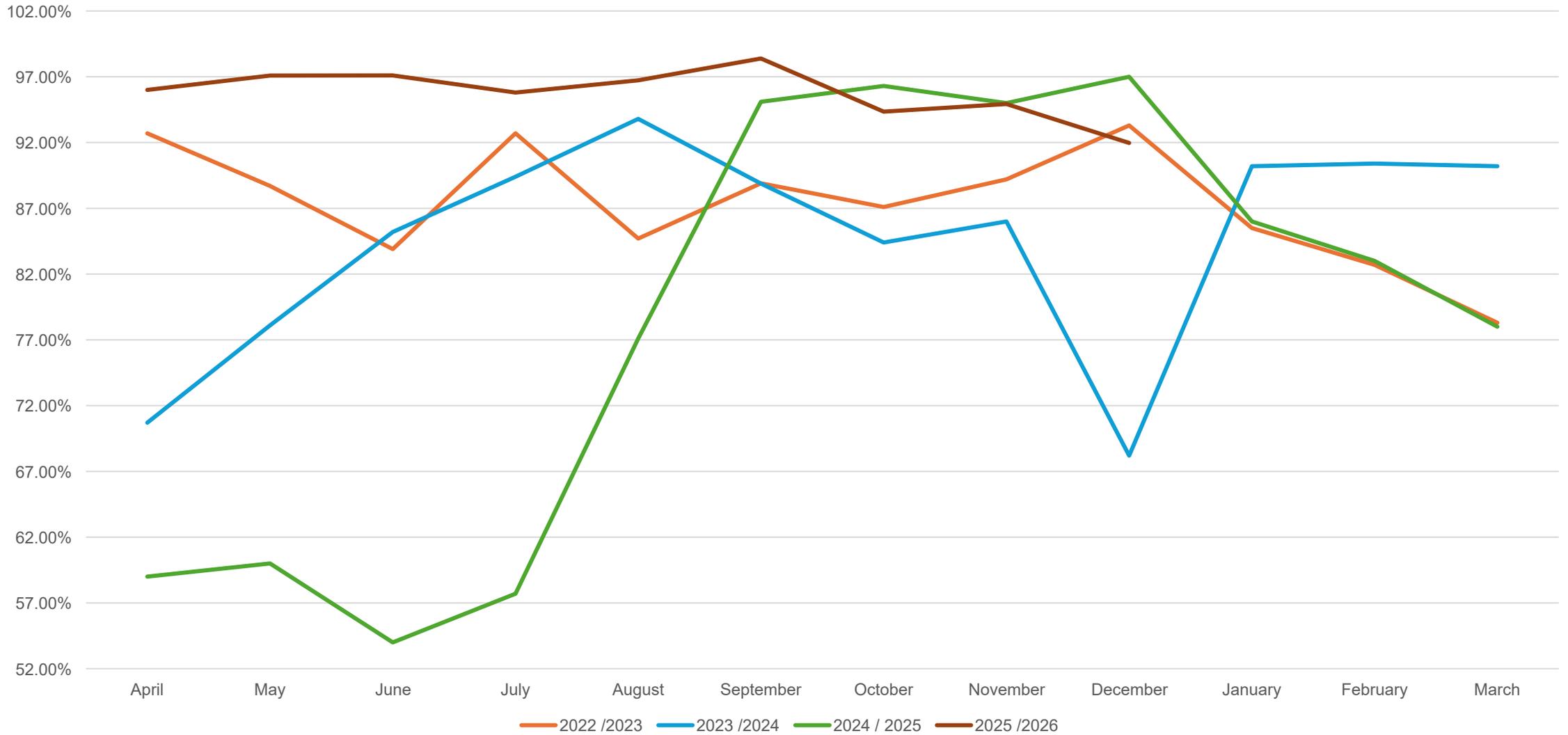
FIRST LINE FIX BY THE SERVICE DESK

—◆— East Herts —■— Stevenage



Year on Year	East Herts	Stevenage	
April 2022 to March 2023	87.31%	77.85%	
April 2023 to March 2024	84.62%	77.44%	down
April 2024 to March 2025	78.18%	82.05%	down/up
April 2025 to March 2026	95.82%	95.83%	Up

East Herts First line fix by the Service Desk



Stevenage First line fix by the Service Desk

