Appendix 1 – Current Performance against Service Metrics

COL/LC In House Incident Performance

CoL/LC	KPI Metrics	November 2023	
		Total Ticket Volume	Actual %
Service Performance Measure (Excl Service Desk)	**Total Incidents (Logged)**	**436**	-
	Total Incidents (Closed)	**543**	-
	98% of all **P1 Incidents responded** < 15 minutes	**2**	**0%**
	98% of all **P2 incidents responded** to < 15 minutes	**18**	**6%**
	95% of all **P3 incidents responded** to < 2 hours	**148**	**61%**
	95% of all **P4 incidents responded** to < 8 hours	**438**	**93%**
	98% of all **P1 Incidents resolved** < 2 hours.	**2**	**0%**
	98% of all **P2 Incidents resolved** < 4 hours	**18**	**38%**
	90% of all **P3 incidents resolved** < 8 hours	**148**	**72%**
	90% of all **P4 incidents resolved** < 5 business days	**438**	**91%**

CoLP In House Incident Performance

CoLP	KPI Metrics	November 23	
		Total Ticket Volume	Actual %
	Total Incidents (Logged)	396	-
Service Performance Measure (Excluding Service Desk)	**Total Incidents (closed)**	389	-
	98% of all **P1 Incidents responded** < 15 minutes	4	0%
	98% of all **P2 incidents responded** to < 15 minutes	12	17%
	95% of all **P3 incidents responded** to < 2 hours	117	29%
	95% of all **P4 incidents responded** to <8 hours	256	76%
	98% of all **P1 Incidents resolved** < 2 hours.	4	0%
	98% of all **P2 Incidents resolved** <4 hours	12	50%
	90% of all **P3 incidents resolved** < 8 hours	117	49%
	90% of all **P4 incidents resolved** <5 business days	256	76%