

Ref: FOI/GS/ID 9510

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Reported computer and IT problems.

You asked: All questions are shown as received by the Trust.

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

Trust response:

1. 69051
2. The team do not record a turn it off and on-again resolution.
3. We are unable to break down the calls to that level of detail.