



23 October 2024

Michael Ward

By email: fyi-request-28533-fdf4305b@requests.fyi.org.nz

Tēnā koe Michael

Official information request regarding Digital Solutions

I refer to your request for information under the Official Information Act 1982 (the Act) dated 26 September 2024:

“Under the Official Information Act, I request the following information:

- a copy of the Service Level Agreement between Digital Solutions and students of Victoria University of Wellington*
- the number of requests made to Digital Solutions in 2019*
- the number of requests made to Digital Solutions in 2020*
- the number of requests made to Digital Solutions in 2021*
- the number of requests made to Digital Solutions in 2022*
- the number of requests made to Digital Solutions in 2023*
- the number of requests made to Digital Solutions so far in 2024*
- the average resolution time of requests made to Digital Solutions in 2019*
- the average resolution time of requests made to Digital Solutions in 2020*
- the average resolution time of requests made to Digital Solutions in 2021*
- the average resolution time of requests made to Digital Solutions in 2022*
- the average resolution time of requests made to Digital Solutions in 2023*
- the average resolution time of requests made to Digital Solutions so far in 2024*
- all correspondence (emails, Teams, Signal, Whatsapp, etc) between Digital Solutions team members regarding resolution time or level of service.*
- copies of all complaints received by digital solutions”*

Te Herenga Waka does not have a Service Level Agreement between Digital Solutions and its students. Therefore this aspect of your request is refused in accordance with s18(e) of the Act as the information does not exist. However we have attached the Digital Solutions Service Catalogue which includes the Digital Solutions Service Management Standards. Please note, some information has been redacted from this document in accordance with s9(2)(a) of the Act in order to protect the privacy of natural persons.

Information regarding the number of requests and average resolution time is contained in the table below. Please note, these times include requests received that have a pre-defined workflow behind them. In some cases the pre-defined workflow includes a delay until a specific date. For example, a request to move a printer could be received two months in advance of the date the printer is required to be moved. The workflow would schedule the action for the applicable date and the request would remain open until the action has been completed.

The times are also inclusive of requests that may be considered 'complete' from a customer perspective but have remained open for administrative purposes. This means the average resolution time may not necessarily be representative of the actual customer resolution time.

Type	Year	Number	Average resolution time of requests (minutes)
Requests made to DS	2019	12080	330455
	2020	12377	113988
	2021	13218	131551
	2022	15312	38609
	2023	13558	52985
	2024	11820	25902
Calls made to DS	2019	70080	8413
	2020	61570	10257
	2021	54871	7164
	2022	49051	16514
	2023	46446	10024
	2024	33871	7009

Digital Solutions has received 73 complaints in the period 2019-2024. Copies of complaints and correspondence regarding resolution time or level of service cannot be made available without substantial collation or research. Therefore these aspects of your request are refused in accordance with s18(f) of the Act.

You have the right to seek an investigation and review by the Ombudsman of the decisions made regarding this request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact me at oiarequests@vuw.ac.nz.

Ngā mihi nui

Blair Doherty

Senior Advisor, Official Information and Privacy
Legal Services
Te Herenga Waka—Victoria University of Wellington