

5 November 2024

Michael Ward

By email: [fyi-request-28536-27488972@requests.fyi.org.nz](mailto:fyi-request-28536-27488972@requests.fyi.org.nz)

Tēnā koe Michael

We refer to your request for information under the Official Information Act 1982 (the Act) received 26 September 2024, in which you have asked for information in relation to IT services at Massey University. I respond to each part of your request as follows:

1. a copy of the Service Level Agreement between IT services and students of Massey University

This part of your request is refused as the information does not exist. There is no Service Level Agreement between IT services and students of Massey University. (Section 18(e))

2. the number of requests made to IT services in 2019
3. the number of requests made to IT services in 2020
4. the number of requests made to IT services in 2021
5. the number of requests made to IT services in 2022
6. the number of requests made to IT services in 2023
7. the number of requests made to IT services in 2024
8. the average resolution time of requests made to IT Services in 2019
9. the average resolution time of requests made to IT Services in 2020
10. the average resolution time of requests made to IT services in 2021
11. the average resolution time of requests made to IT services in 2022
12. the average resolution time of requests made to IT services in 2023
13. the average resolution time of requests made to IT services in 2024

Information relating to items 2-13 is provided in the following tables. Please note:

- This includes all incidents and service requests assigned to IT Service teams and logged in the IT service management system from 2019 until 17 October 2024 and subsequently resolved.
- Events categorized as Maintenance, Work Request or Project are reported separately as they are expected to take longer to complete than standard incidents and requests.
- In all cases average time to resolve excludes evenings, weekends and public holidays.

Incidents (break/fix)

Year logged	Total Incidents	Avg SLA time to resolve (hours)
2019	14911	91
2020	13766	80
2021	14271	89
2022	12676	69
2023	12355	50

2024	8772	22
Total	76751	

#### Service Requests

Year logged	Total Service Requests	Avg SLA time to resolve (hours)
2019	39852	80
2020	42234	65
2021	35122	58
2022	31169	53
2023	27826	39
2024	19391	22
Total	195594	

#### Work Requests

Work initiated by customers but outside IT Services' standard services. Can be either Incidents or Service Requests.

Year logged	Total Incidents	Avg SLA time to resolve (hours)
2019	39	368
2020	30	119
2021	44	126
2022	10	86
2023	11	402
2024	1	0
Total	135	

Year logged	Total Service Requests	Avg SLA time to resolve (hours)
2019	242	861
2020	280	983
2021	342	684
2022	162	655
2023	118	429
2024	91	173
Total	1235	

#### Maintenance Requests

Logged by IT Services staff to record and track required maintenance activities. Service Requests only.

Year logged	Total Service Requests	Avg SLA time to resolve (hours)
2019	2989	307
2020	2895	398

2021	2599	265
2022	2973	217
2023	2970	94
2024	2442	33
Total	16868	

### Project Requests

Used by ITS staff to record and track actual time spent on project activities on a given project. Service Requests only.

Year logged	Total Service Requests	Avg SLA time to resolve (hours)
2019	86	2158
2020	49	2394
2021	91	2868
2022	84	1957
2023	69	779
2024	11	205
Total	390	

14. all correspondence (emails, Teams, Signal, Whatsapp, etc) between IT services team members regarding resolution time or level of service.

The University cannot provide you with all correspondence between IT services team members regarding "resolution time" and "level of service" without substantial collation or research.

We have undertaken a preliminary assessment of the time involved in meeting this part of your request. For a single IT services team member using the search term "level of service" for email communications only, we identified 300 emails potentially within scope. There are approximately 200 staff within the IT services team. Therefore, we estimate that for this single communication channel, a manual review of approximately 50,000-60,000 individual items of correspondence would be required in order to determine whether that information is within the scope of your request. We would then need to retrieve, extract and assemble each item deemed within scope. Note that this estimate is limited to a single communication channel and only for 1 of the 2 search terms provided.

We have considered whether applying a charge would assist in processing this part of your request, however the work could not easily be completed or backfilled by temporary staff, and to divert resources from the IT services team would have a substantial and unreasonable impact on the other operations of that department.

We also do not believe an extension to the timeframe for this request would enable us to undertake this work, as the workload pressures facing this team are not expected to abate, nor are there likely to be additional resources become available to undertake this work.

Therefore, this part of your request is refused in accordance with section 18(f) of the Act.

15. copies of all complaints received by IT services

The University cannot provide you with copies of all complaints received by IT Services without substantial collation or research. There is no single channel through which a complaint would be logged and stored, noting that the IT service management tool uses various categories for requests and faults logged by the business and there is not a 'complaints' category.

Having taken into account the number of staff, communication channels and complexity in identifying information that may fall within the scope of this part of your request, in addition to considering whether it could reasonably be completed through applying a charge or requesting an extension of time to provide this, we do not consider either of those options to be viable and are therefore refusing this part of your request in accordance with section 18(f).

However, in this case because other parts of your request relate to service delivery and support, we have tried to partially meet this part of your request by providing correspondence regarding complaints held by the current Manager Support Services (the most likely avenue for service related complaints to be received). That information is provided in the attached PDF file. Please note that redactions have been applied to protect the privacy of natural persons in accordance with section 9(2)(a) of the Act.

We trust this is the information you require. Please be advised of your right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

Jodie Banner  
Director Governance and Assurance