

LET'S GAS ABOUT...

FEBRUARY 2024

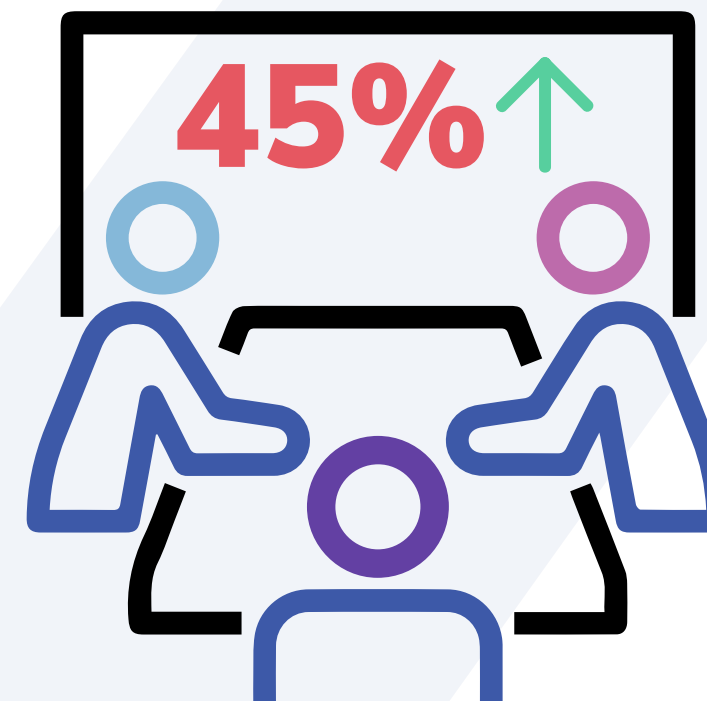
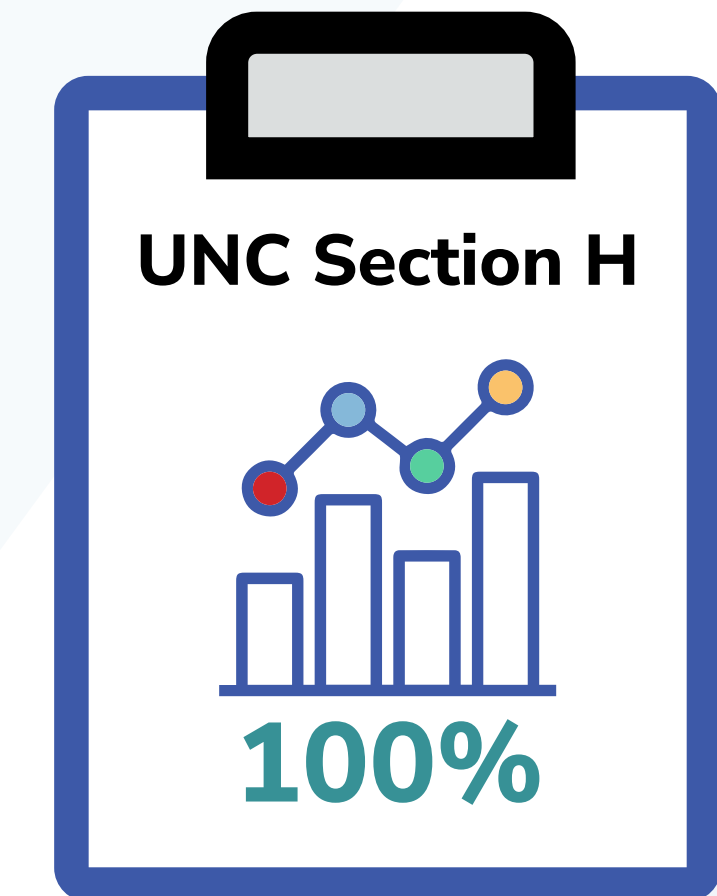
xserve



In February 2024, **1,914** incident and request tickets were responded to within the agreed SLA.

This is a **99%** ticket response rate and **9%** above the DSC target.

100% of the obligations set out within the CDSP service lines for Demand Estimation were achieved in February 2024, ensuring consistent delivery of these obligations under Section H of the UNC.



Since January 2024, we have hosted five customer training sessions and have had **168** customers from **37** organisations participate.

Customers tell us that, on average, they had a **45% knowledge increase** as a result of the various training sessions.