

LET'S GAS ABOUT...

JUNE 2024

xserve

1733 customer incident and request tickets were raised in June 2024.

99% of those tickets were responded to within the agreed SLAs.

Ticket response rates are 9% above the DSC target.



The Demand Estimation Sub Committee and CDSP Demand Estimation team carry out a number of activities in line with UNC requirements covered in Section H.

In June 2024, **100%** of the 14 obligations as set out within Service lines have been achieved.

216 customers have joined our training sessions since January 2024.

Customers tell us on average they have had a **68%** knowledge increase as a result of various training sessions.

Sessions include Change awareness, Process days and Customer Induction days.

