

Ref. No: 1564  
Date: 21<sup>st</sup> February 2025  
Subject: IT Issues

## REQUEST

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?

## RESPONSE

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

50,986

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?

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