

**1,765** customer incident and request tickets were raised in October 2023.



**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 CDSF Demand Estimation team carry out a number of activities in line with UNC requirements covered in Section H.



In October 2023, **100%** of the 11 obligations as set out within Service lines were achieved.

**425** customers from 67 different organisations have joined our training sessions since January 2023.

Customers tell us on average they have had a 56% knowledge increase as a result of the various training sessions.