

Finance Department (Digital Services) Performance Measures Report

Period:

- **2025/26 Financial Year**

Mandatory Training

Staff who have completed the Safeguarding training

100%

Mandatory Training

Staff who have completed the Domestic Abuse training

99.3%

IT Dept 2025/26

Number of incidents recorded by the IT ServiceDesk

15189

IT Dept 2025/26

Total number of incidents resolved

15136

IT Dept 2025/26

Incidents resolved within a week

84%

IT Dept 2025/26

Incidents resolved with 1 day

64%

IT Servicedesk (1st line) 2025/26

Incidents resolved within 1 day

73%

IT Dept (all) 2025/26

Satisfaction: A very happy or happy percentage. *Suggest a questionnaire to ALL IT users.*

100%

IT
(Infrastructure)

Number of cyber incidents

1

IT
(Infrastructure)

Number of serious service interruptions

1

IT
(Infrastructure)
Core Network Availability
(April'25-March-26)

100%

IT (Development)

Number satisfied declared

100%

IT (Development)

Failure Demand (checks)

10%

IT (Digital Learning Service)

Customer Satisfaction

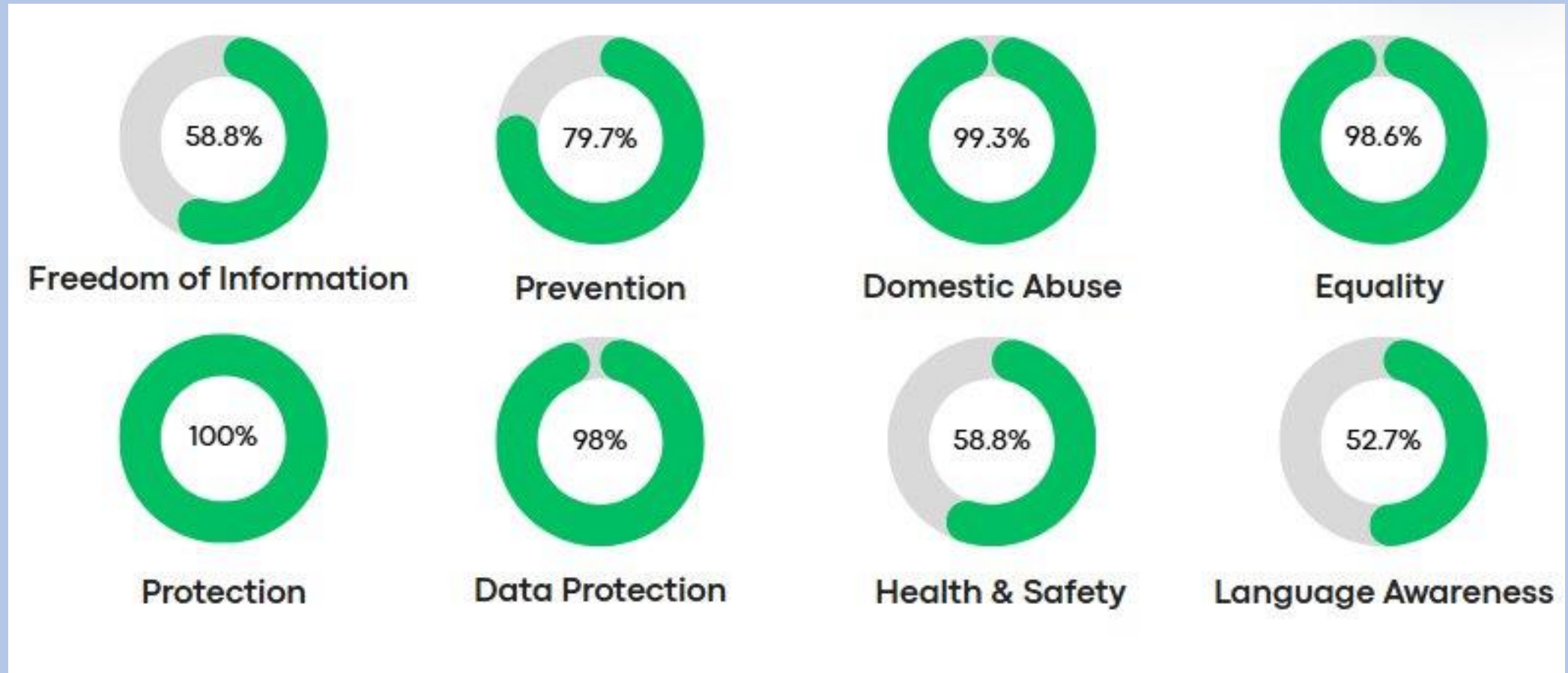


Mandatory Training

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Overview of performance:

Based on the latest data, 3 members of staff have not completed the Safeguarding training, and 5 have not completed the Domestic Abuse training. A personal message has been sent to all those who have not completed the Safeguarding and Domestic Abuse training demanding that the course be completed – some of the officers are new to the Council in recent weeks



IT Service – Support –

Service Manager – Bryn Goodman Jones

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Service purpose: To collaborate with our customers to offer, develop and evolve solutions in response to business needs.

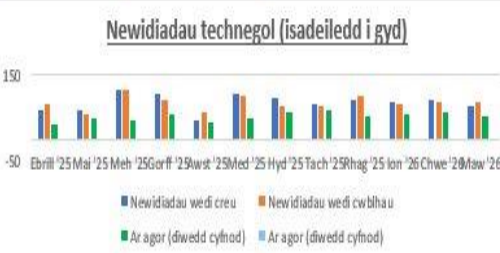
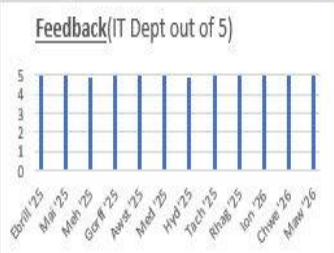
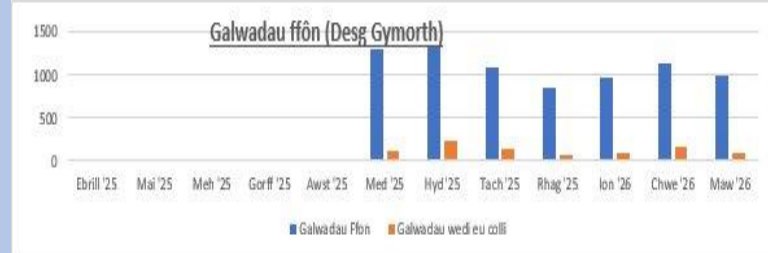
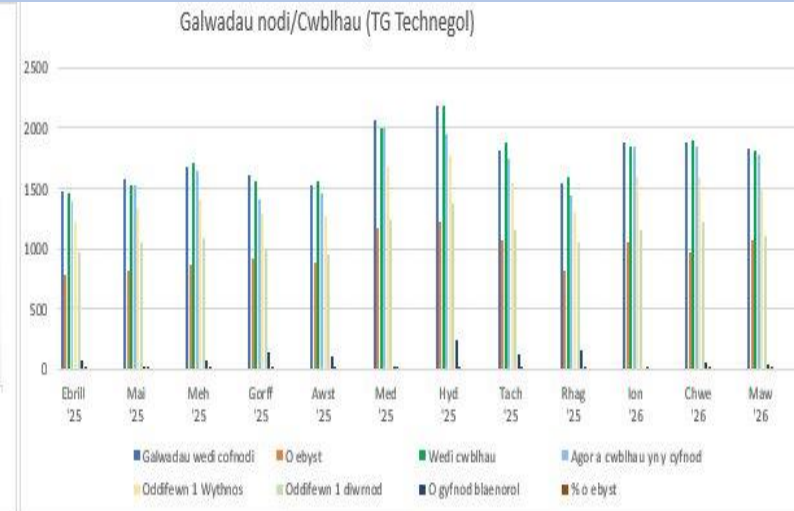
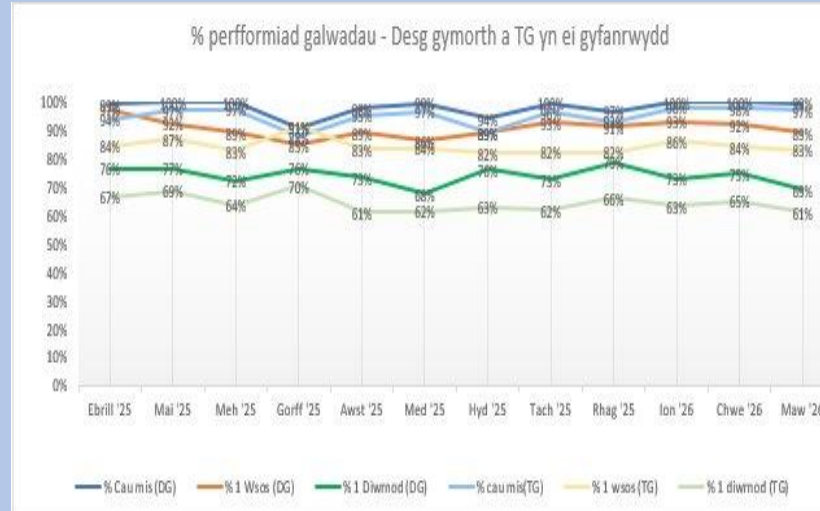
Performance Overview: 2025-2026

Phone Calls to the Helpdesk

- Phone calls received: - **8781**
- Percentage answered - **87%**

Requests for Technical Support

- Total support requests recorded: **15189**
- Total support requests via emails: **8527 (56%)**
- Total support requests *opened and closed* for period: **14406**
- **Support requests completed (all IT): 15136**
 - Completed within **1 week: 12700 (84%)**
 - Of the above completed in **24 hours: 9615 (64%)**
- **Support requests completed (Helpdesk only) 8934**
 - Completed within **1 week: 8238 (92%)**
 - Of the above completed in **24 hours: 6559 (73%)**
- **Technical Changes**
 - Number of technical changes created: **734**
 - Number of technical changes completed: **708**



Quick review of the year

A large number of changes, updates and new systems have been introduced. Work to upgrade ALL Council Windows devices to the Windows 11 version before October has been successfully completed and on time. This ensured the security of the Council's digital systems. The work included replacing nearly 600 laptops/PCs and updating 2,000 devices remotely without staff having to return equipment to Council offices. Offering Copilot Chat software to all Council employees. This provides a secure way to use AI to support staff in completing tasks more efficiently. Expanding the use of Teams Rooms to facilitate internal and external virtual meetings. This supports remote meetings and saves officers' time. Introducing more Microsoft 365 apps securely – this is work that will continue to expand into 2026–27. Ongoing work to strengthen the security of our infrastructure. Providing more ways for staff to securely connect to the Council's systems.

IT Service - Infrastructure

Service Manager – Gwyn Jones

Service purpose: To develop and support the Council's infrastructure to provide a resilient and secure platform to host the Council's information technology services.

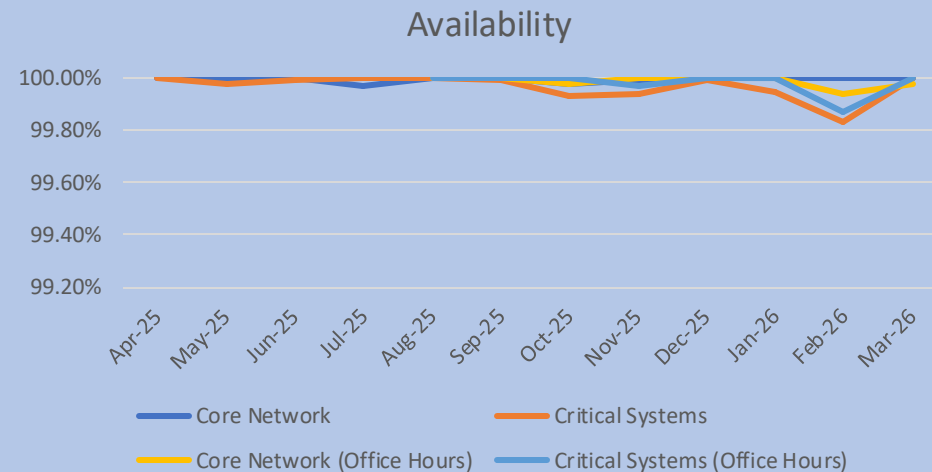
Performance Overview:

Period statistics

Statistics are recorded through the IT Help Desk. As a call is closed, all users who have logged that call are given the offer to leave feedback.

(Complex) Changes are a record of changes that can affect a system/server/network, and therefore several users. These are mostly entries from our internal users and do not include feedback.

📞 Incidents and Changes		🌐 Diogelwch (SOC / E-bost / AV)	
Total Incidents Logged	3,668	Attempts blocked by Firewall	888,902
Total Incidents Closed	3,615	Malicious Emails Blocked	1,056,167
Incidents open at the end of the period	107	AntiVirus Warnings (total)	344
Number of Feedback	82	SOC Incidents (Total)	42
Average Feedback Score (out of 5)	5.0	Cyber Incidents	1
Total of Complex Changes Logged	799		
Total of Complex Changes Closed	792		
Complex Changes open at the end of the period	33		



Updates

- Completed transfer to new telephony system. 3 Contact Centres/1719 Softphones/1539 Desk Phones now live (CC2)
- Analog to Digital Telephone Lines. Some transferred new telephone system. Payment machines transferred to network. Others cancelled with no usage or no longer required.
 - 98 lines left for departments to identify and transfer (out of 493). Around £190k p.a. saved. (On average £40 per month) (GWYD1)
- New IPAM (IP Address Management) system installed. Improved management and further securing internet access. (GWYD2)
- Improved electrical resilience in Caernarfon Data Centre (GWYD2)
- Migrating School Servers centrally. Internal environment built to migrate Schools' virtual servers still in use, saving renewal costs and improve central management and resilience.
- Cyber Incident – May 2025
- Network Outage – November 2025

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IT Service - Development

Service Managers – Elfyn Evans, Rhodri Fretwell (April 2025 – March 2026)

Service purpose: To collaborate with our customers to offer, develop and evolve solutions in response to business needs.

Development - projects that enable the Council's services to operate more effectively and efficiently, as well as providing direct benefit to the people of Gwynedd.

Completed	Accepted	In progress	Waiting for comment
26	37	42	35

Satisfaction feedback – By reflecting on projects and listening to the feedback from our customers, we continue to learn and improve.

'Were you happy with the proposals, a solution on service in general that was received by the development unit?'

Happy	Happy, but room for improvement	Not happy
15	0	0

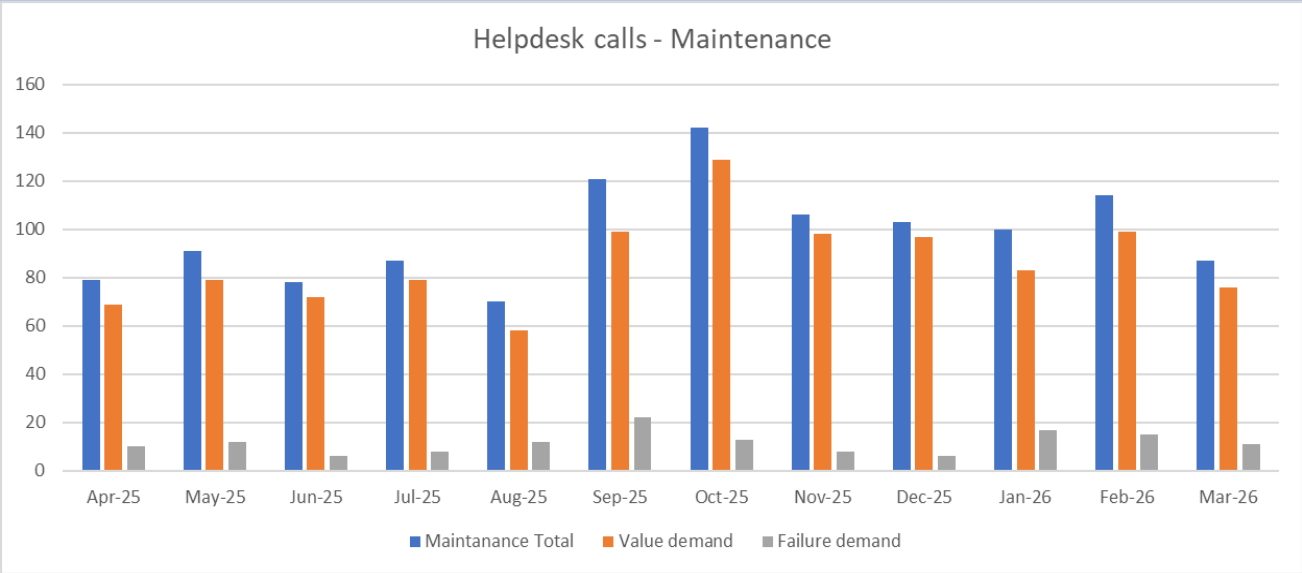
Opportunities to improve – None in this reporting period

Maintenance – responding to calls for support from our customers / maintaining our systems

- **Value demand (90%):** improvements to systems, as well as the provision of technical/expert support to users.
- **Failure demand (10%):** customers are struggling to achieve what they need to do or report defects in a system.
- **69 of the calls completed received 5* feedback**
- **1,366 Helpdesk requests during period 2025/26**

Projects of interest

- Establishing of the "Individual Development Plan" systems
- Supply of the "Fleet Asset Management" system for Conwy. Other authorities are also showing interest
- Funding from the Shared Prosperity Fund to deploy sensors, e.g. home care and Vaping monitoring in schools
- Artificial Intelligence – categorisation and automation of general enquiries
- Developments in mobile working



IT Service – Digital Learning Service

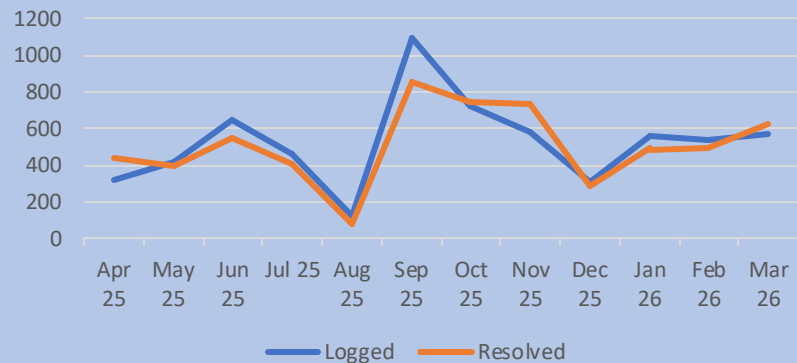
Service Manager: Gwenan Pritchard

Purpose: To lead, support and collaborate with our schools to deliver the highest quality digital teaching and ensure the best opportunities for Gwynedd's pupils.

Calls

	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Logged	314	420	646	460	126	1091	719	578	305	563	537	571
Resolved	436	396	551	405	81	852	743	736	281	490	493	627

GDD Calls 2025/26



Devices GDD supports

Windows (Teachers)	1929
Windows (Students)	6511
Chromebooks	6818
iPads	3003

Projects

Implementing a new MIS system (Management Information System)

Upgraded to a newer version of remote management software

Engineered a new secure system for online examinations

Engineered a new system for MacOS management

Moved away from historic systems

Removal of out of support / end of life devices

Development and improvement of the central printing system

Regular meetings and working in partnership with Safeguarding Officers

Coordinated upgrades of the school dinner system

Developed a new asset management system

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