

# IT Services in Numbers *August 2023 – July 2024*



**1.8 Billion**

connections blocked  
by security intelligence



**95,679**

tickets  
resolved



**170,000**

Liverpool Life logins  
(launched 10th June 2024)



**6,826**

software  
downloads



**914 Million**

malicious emails  
blocked



**13,000**

managed Windows  
Services devices



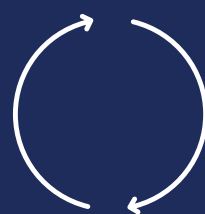
**7,000**

Graduation Registration Portal  
users (launched on 10th April 2024)



**121,168**

applications installed  
from Installed Uni Apps



**8,584**

pieces of IT equipment  
securely recycled



**3,600**

managed Teaching  
Centre workstations



**16,000**

new Timetables app  
downloads



**1,487**

PC's installed in  
Student PC Centres



**84,411**

incidents  
raised



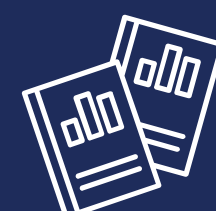
**6,169**

devices upgraded to  
Microsoft Office 365



**17,000**

new My Liverpool App  
downloads



**250**

PMO records  
created



**11,407**

service requests  
raised



**456 Million**

files stored



**855**

individuals in total attended IT  
Services led/related training



**27**

full PMO projects  
delivered