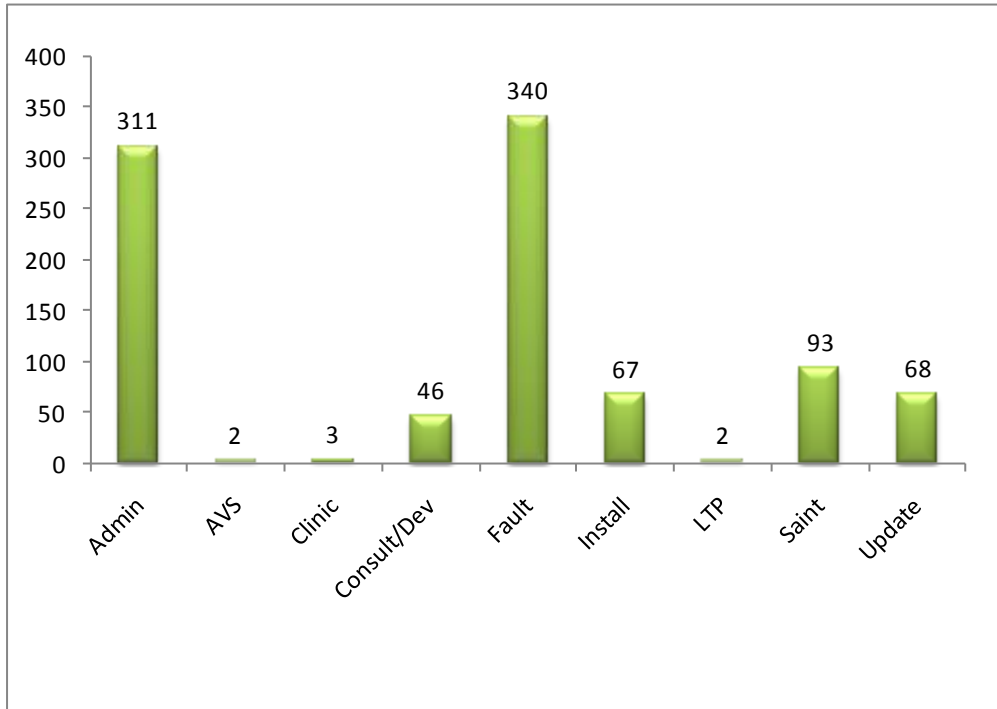


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Total number of jobs entered for April 2010 was 932. A breakdown by category can be seen below.

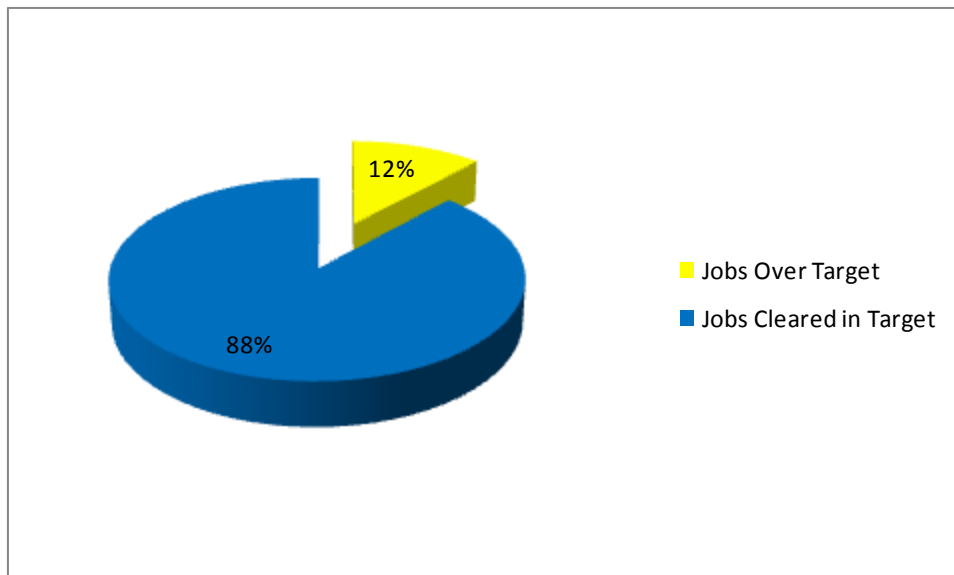
CHART 1: Total number of Jobs by Category – April 2010



Admin	311
AVS General Maintenance	2
Clinic	3
Consult / Dev	46
Fault	340
Install	67
LTP	2
Saint	93
Update	68

Total number of jobs completed in April 2010 was 941, with a completion rate before or on target of 88%. Please see chart 2 below. There were 467 jobs carried forward to May 2010.

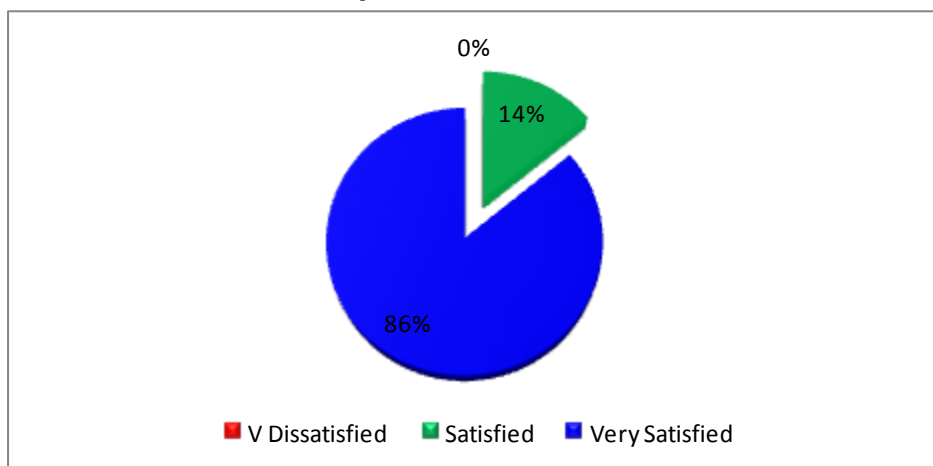
CHART 2: Percentage of jobs cleared within target – April 2010



Number of calls cleared in target	88%
Number of calls not cleared in target	12%

Of the 941 jobs completed in April 2010 we received 71 responses to our telephone and web based Customer Satisfaction Survey. 100% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

CHART 3: Satisfaction rates – April 2010



V.Dissatisfied	0
Satisfied	10
Very Satisfied	61

A sample of comments from this month's survey results:

"Very quickly done, thank you"

"Extremely efficient, knowledgeable and friendly service. Thank you!"

"Staff are very helpful every time we request any job".

“Pleasant and helpful telephone manner”

“Thanks for instant and helpful response, particularly at difficult time re Macafee”

“Personal touch and really caring staff member. He helped me to resolve issue with no time”.

“Given this was a job requested by Pat to resolve a non-IT but AV problem. Ray's resolution of the problem was beyond the call of duty:-) Thanks Roger and Ray”.

“The service provided was wonderful and the result is going to make our remote operation much smoother! Thank you from the Dubai Office”

“Simon is knowledgeable, professional and approachable and he did his utmost to resolve the issue quickly”

NorMAN Out of Hours Service:

During April, 55 calls were logged with the NorMAN Out of Hours Service. Of these 55 calls, 31 were resolved by NorMAN staff and 24 were referred back to ICT Servicedesk.

Roger Goodair
Christine Thacker
April 2010