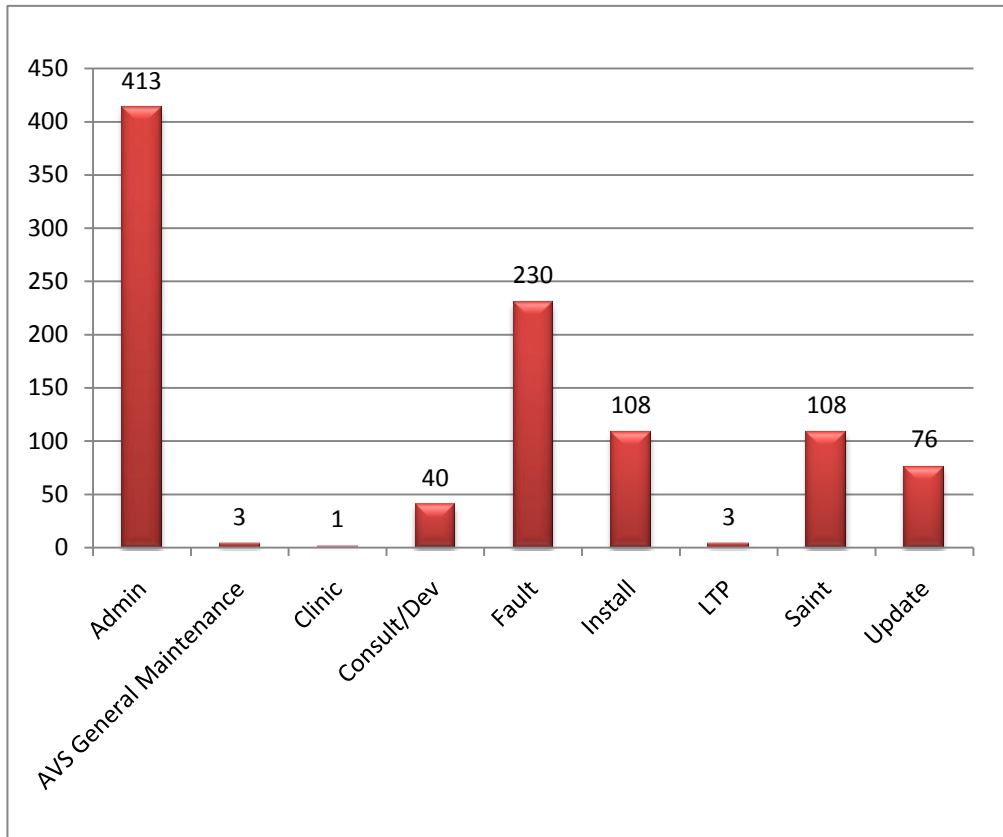


## ICT Servicedesk Monthly Report - August 2009

Total number of jobs entered for August 2009 was 982. A breakdown by category can be seen below.

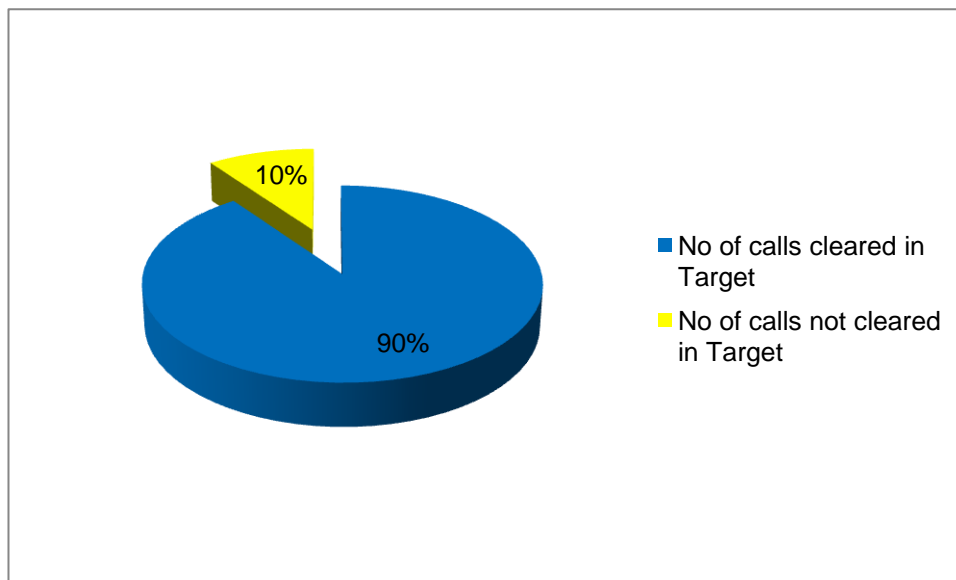
**CHART 1: Total number of Jobs by Category – August 2009**



<b>Admin</b>	413
<b>AVS General Maintenance</b>	3
<b>Clinic</b>	1
<b>Consult / Dev</b>	40
<b>Fault</b>	230
<b>Install</b>	108
<b>LTP</b>	3
<b>Saint</b>	108
<b>Update</b>	76

Total number of jobs completed in August 2009 was 988, with a completion rate before or on target of 90%. Please see chart 2 below. There were 525 jobs carried forward to September 2009.

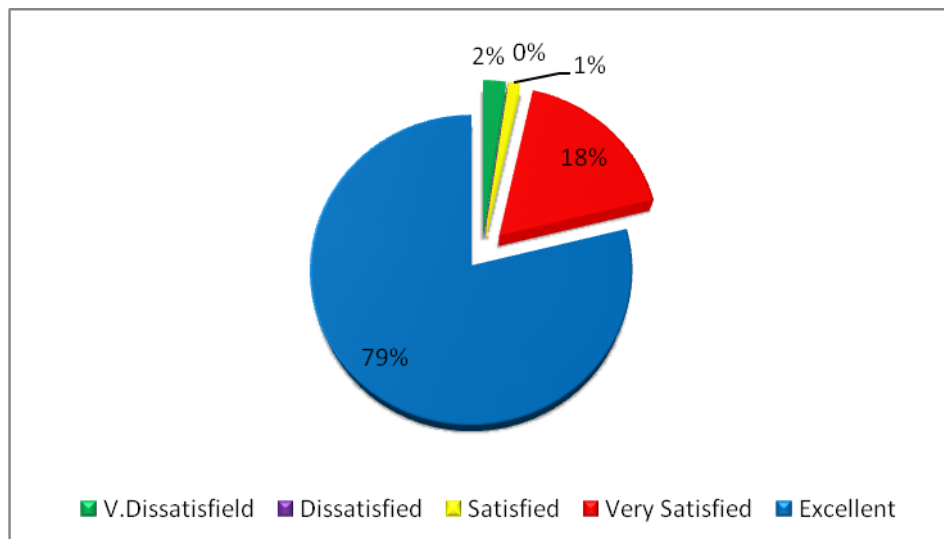
**CHART 2: Percentage of jobs cleared within target – August 2009**



<b>Number of calls cleared in target</b>	96%
<b>Number of calls not cleared in target</b>	4%

Of the 988 jobs completed in August 2009 we received 85 responses to our telephone and web based Customer Satisfaction Survey. 97% of respondents gave a rating of excellent or very satisfied. Please see further detail in chart 3 below.

**CHART 3: Satisfaction rates – August 2009**



<b>V.Dissatisfied</b>	2
<b>Dissatisfied</b>	0
<b>Satisfied</b>	1
<b>Very Satisfied</b>	15
<b>Excellent</b>	67

**NorMAN Out of Hours Service:**

During August, 18 calls were logged with the NorMAN Out of Hours Service. Of these 18 calls, 10 were resolved by NorMAN staff and 8 were referred back to ICT Servicedesk.

Roger Goodair  
Christine Thacker  
August 2009