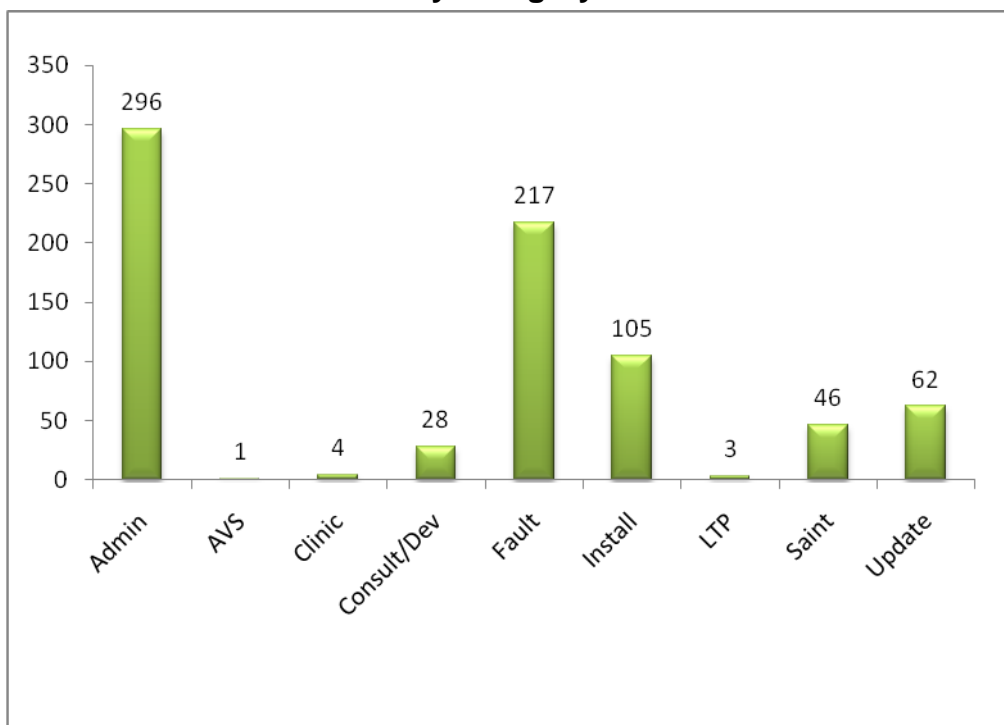


ICT Servicedesk Monthly Report - December 2009

Total number of jobs entered for December 2009 was 762. A breakdown by category can be seen below.

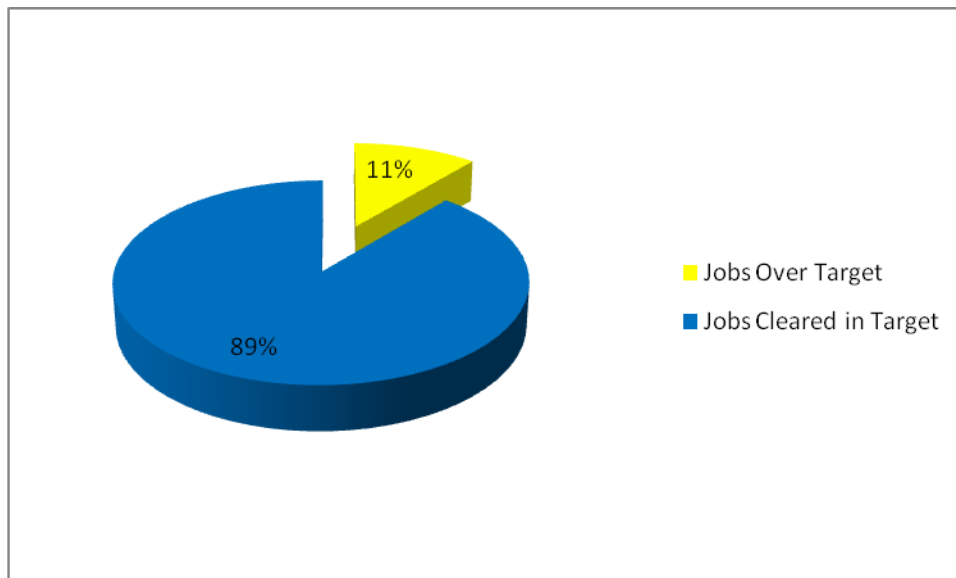
CHART 1: Total number of Jobs by Category – December 2009



Admin	296
AVS General Maintenance	1
Clinic	4
Consult / Dev	28
Fault	217
Install	105
LTP	3
Saint	46
Update	62

Total number of jobs completed in December 2009 was 773, with a completion rate before or on target of 89%. Please see chart 2 below. There were 560 jobs carried forward to January 2010.

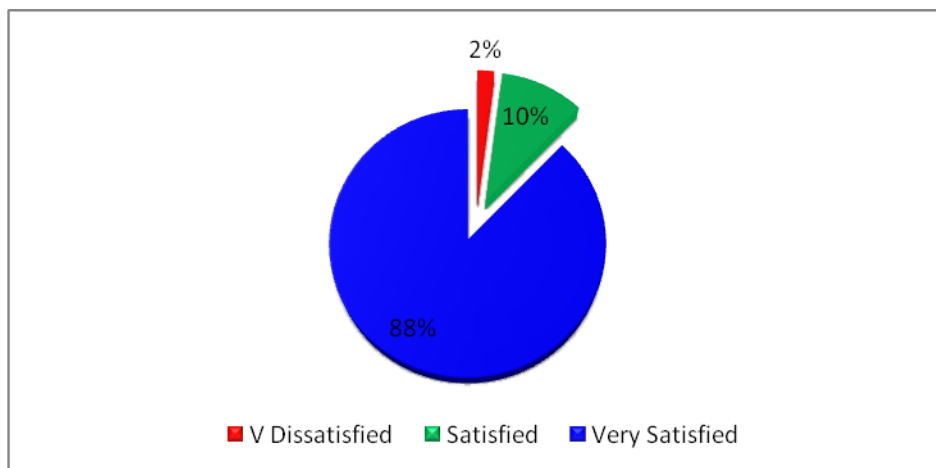
CHART 2: Percentage of jobs cleared within target – December 2009



Number of calls cleared in target	89%
Number of calls not cleared in target	11%

Of the 773 jobs completed in December 2009 we received 49 responses to our telephone and web based Customer Satisfaction Survey. 98% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

CHART 3: Satisfaction rates – December 2009



V.Dissatisfied	1
Satisfied	5
Very Satisfied	43

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

“A minor job, very quickly dealt with.”

“I was very happy with the service offered and with the time Tariq took to correct my problem.”

“Prompt response and explanation of how to solve the problem.”

“Could not wish for better. Excellent service”

“Friendly, helpful, quick and would not hesitate about calling again”

Job couldn't be resolved initially, but not through John's fault. John kept on the case and informed us once resolved”

“This job was done almost immediately - couldn't have provided better service!”

“This job was done very efficiently and within a couple of hours of being logged.”

“Went a lot better than expected with very little for me to sort out once the PC was handed over.”

NorMAN Out of Hours Service:

During December, 36 calls were logged with the NorMAN Out of Hours Service. Of these 36 calls, 12 were resolved by NorMAN staff and 24 were referred back to ICT Servicedesk.

Roger Goodair
Christine Thacker
December 2009