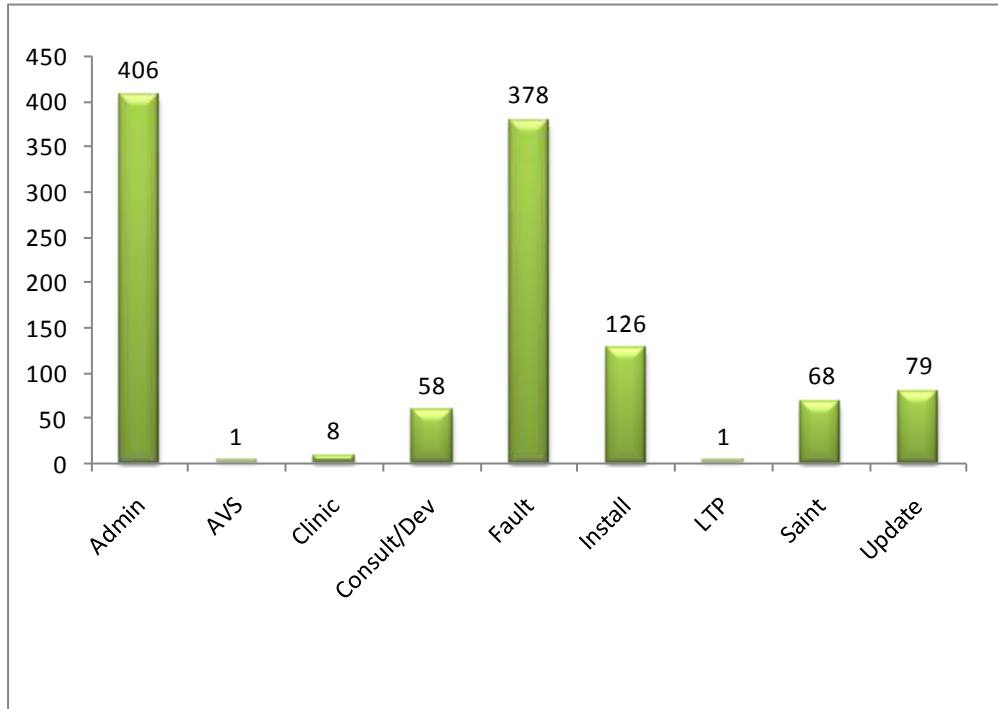


## ICT Servicedesk Monthly Report - February 2010

Total number of jobs entered for February 2010 was 1125. A breakdown by category can be seen below.

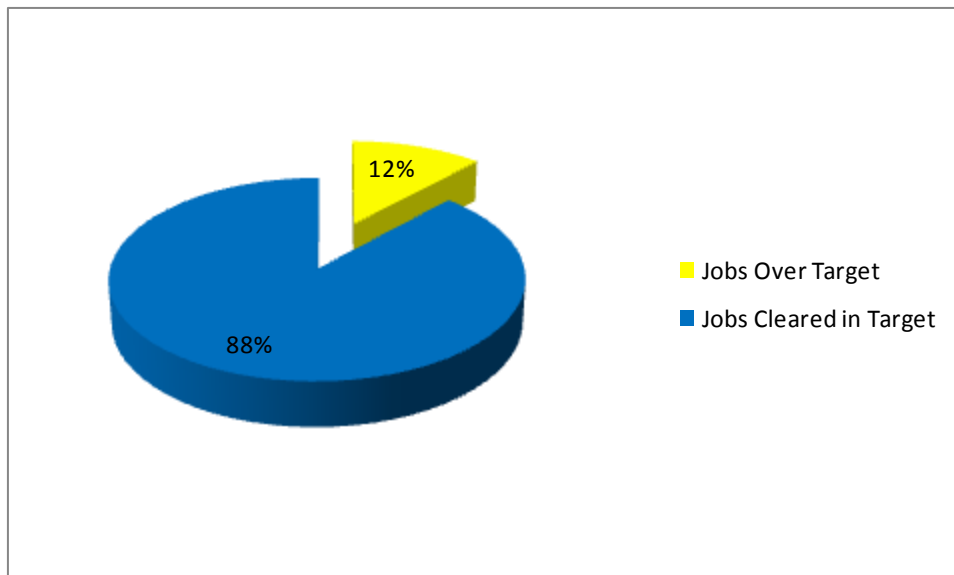
**CHART 1: Total number of Jobs by Category – February 2010**



<b>Admin</b>	406
<b>AVS General Maintenance</b>	1
<b>Clinic</b>	8
<b>Consult / Dev</b>	58
<b>Fault</b>	378
<b>Install</b>	126
<b>LTP</b>	1
<b>Saint</b>	68
<b>Update</b>	79

Total number of jobs completed in February 2010 was 1158, with a completion rate before or on target of 88%. Please see chart 2 below. There were 513 jobs carried forward to March 2010.

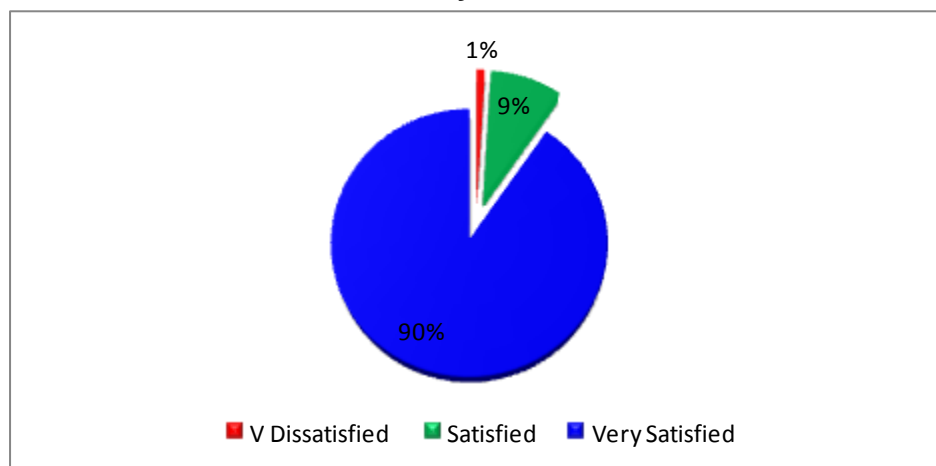
**CHART 2: Percentage of jobs cleared within target – February 2010**



<b>Number of calls cleared in target</b>	<b>88%</b>
<b>Number of calls not cleared in target</b>	<b>12%</b>

Of the 1158 jobs completed in February 2010 we received 104 responses to our telephone and web based Customer Satisfaction Survey. 99% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

**CHART 3: Satisfaction rates – February 2010**



<b>V.Dissatisfied</b>	<b>1</b>
<b>Satisfied</b>	<b>9</b>
<b>Very Satisfied</b>	<b>94</b>

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

"the service was excellent. Dave was with us within 10 minutes of sending the request and the laptop was back within a couple of hours. if only everything else in life was this good!"

“Customer Service was excellent. To follow up on the problem: downloading Malwarebytes and performing a full scan located and removed 3 infections (2 of which were worms). Thanks for the help!”

“Excellent piece of complex work executed quickly and with exemplary competence”

“Answered follow-up question very promptly and in a manner intelligible to a bear of very little brain”

“Susan is always most obliging. As always, great pleasure and satisfaction is received from my dealings with her”

“Top service provided by a 1st class guy”

“tariq was very helpful with the whole process.”

“Support was great, it's just a pain that working between SoM and main campus causes these issues”

“Our 'Counter PCs' at SoH Library are vital for our front-line service, so the prompt response was most welcome”

“Neil was dedicated and very thorough - I can't thank him enough for sorting this issue out (even though it was my fault in the first place).”

“AMAZINGLY quick and professional response! VERY thankful!!!”

“John persevered with a complex problem until he was able to fix it. There was a workaround in the meantime”

“Jamie ALWAYS works fast and professional, a HUGE thank you to him!”

“Yes the job completed as requested we have wired access but still limited and slow network access in the LearnHigher Room, very difficult to get anything done quickly!”

“This is the first time I have completed this survey, but not the first time I have been satisfied with the outcome of my problem. So you can add an extra tick in the satisfied box, if you want.”

“Verity contacted me to confirm details. Been a problem for 18 months so really happy it's fixed”

“I think it took a long time to get this sorted. I was left in limbo a bit as we have a department laptop, but this is used regularly for workshops, etc, and I felt that the job should have been a higher priority”

“It took several calls and emails to various staff over three weeks to sort it satisfactorily. I have no complaint with any individual - all were very willing to help. It's just that, in practice, the job remained unsorted. All seems OK now though.”

“Would have liked installation to have been completed sooner, but understand that other priorities may have made this difficult.”

“Steel cages for computers needed to be removed from former cluster room. Cages unbolted, but have not been removed from room. It may be that the cages are awaiting collection and my criticism is unjustified”

### **NorMAN Out of Hours Service:**

During February, 46 calls were logged with the NorMAN Out of Hours Service. Of these 46 calls, 16 were resolved by NorMAN staff and 30 were referred back to ICT Servicedesk.

Roger Goodair  
Christine Thacker  
February 2010