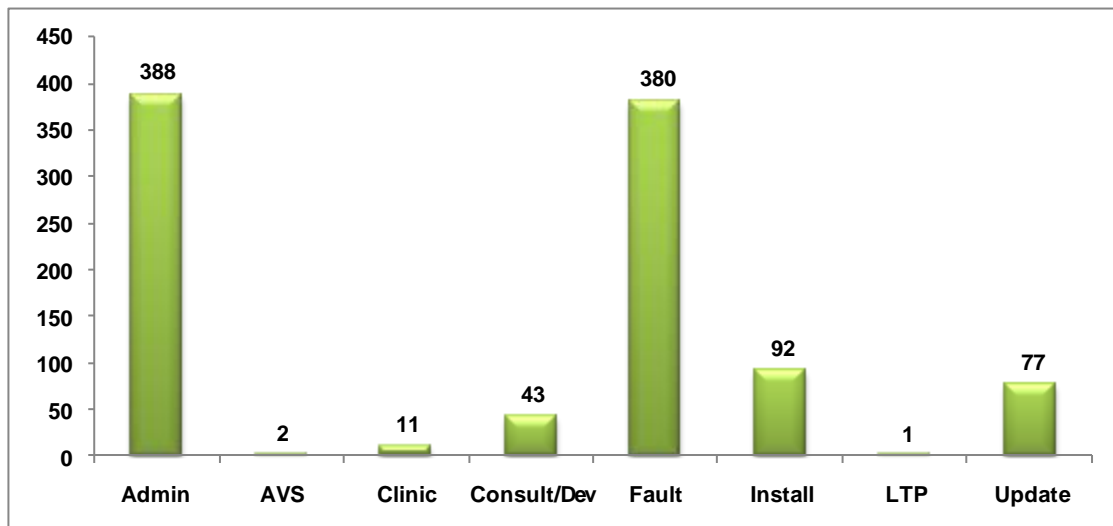


IT Services Monthly Report - February 2011

Total number of jobs entered by IT Services during February 2011 was 994. A breakdown by category can be seen in chart 1 below.

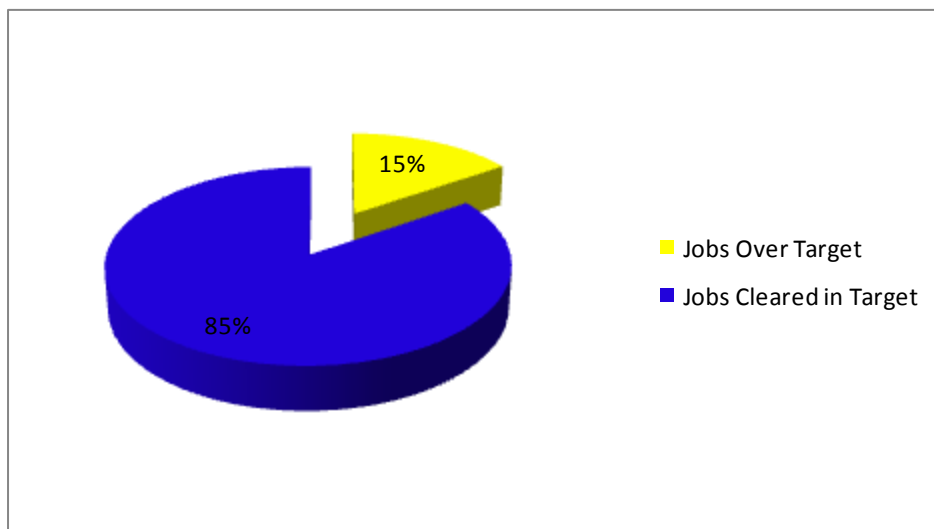
CHART 1: Total number of Jobs by Category – February 2011



Admin	388
AVS General Maintenance	2
Clinic	11
Consult / Dev	43
Fault	380
Install	92
LTP	1
Update	77

Total number of jobs completed by IT Services in February 2011 was 1031, with a completion rate before or on target of 85%. Please see chart 2 below.

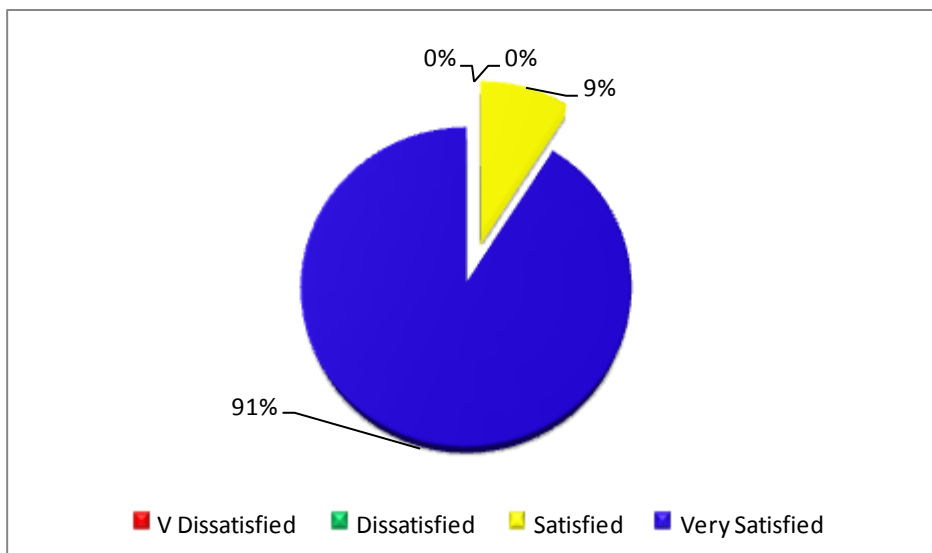
CHART 2: Percentage of jobs cleared within target – February 2011



Number of calls cleared in target	85%
Number of calls not cleared in target	15%

Of the 1031 jobs completed in February 2011 we received 100 responses to our 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: Customer satisfaction survey results – February 2011



V.Dissatisfied	0
Dissatisfied	0
Satisfied	9
Very Satisfied	91

A sample of comments from this month's survey results

"Thanks Richard for your excellent support!"

"An excellent job. Jamie and I tried installing this software on a cluster image last year which did not work - fortunately at that time I was able to gather enough laptops for the taught session. This time around (with 36 computers needed!) Jamie got it working and after testing on one PC it was then put onto the cluster computers for the workshop session. All worked very smoothly. Many thanks"

"Considering that the job was submitted by a Hon staff member who is only on premises from time to time and therefore could not respond immediately to queries, I'm amazed at speed it was done. Keep up the good work, hope we don't bother you too much in future!"

"Maureen Readle provided excellent service as ever"

"Stella very quick to set things moving and Andrew great with cable and advice and both at getting quote for roamnet base station – thanks"

"richard has a lot of patience!"

"As usual very speedy service. Always very friendly when speaking on the phone."

"quick response excellent service"

"Excellent assistance, thank you"

"Absolutely delighted with Maureen's prompt and constructive action!"

"Very prompt attention"

"Many thanks for your prompt response. I have contact the lecturers who needed this done to let them know they can now use Wimba Create - this was the last stage of a long process"

"Staff always very helpful."

"This is a bit misleading because the fault fixed itself overnight, but I was contacted promptly and the followup checks were done"

"I do like that Chris fella - Isn't he great"

"Thanks Verity"

"Richard referred me to a free anti-malware product which worked so well I'm using it at home too. It is odd, however, that Macafee could not deal with the original virus problem"

"The member of staff who dealt with my problem was very tolerant considering that we went beyond their normal working hours just to finish the started job. A big thank you to him. Very helpful people who know what they are doing"

"Thanks to Maureen yet again"

"I was very pleased with the effort and time Sue Gregson put into this request and its successful conclusion"

"Very helpful. Sorted the problem out immediately as it was preventing me from using my PC. Excellent Service"

"good service again - thankyou!"

"Such patience and lovely person!"

“Simon was prompt, very professional and supportive”

“Great service as ever, you've made me very happy, thanks!”

“Very speedy and helpful support and Hanif even called to see if the problem was solved”

“Alastair sure knows his stuff”

“IT support have been very helpful and quick with any enquiries or problems I have had.”

“Jeanaette helped in with my problems and she was informative, clear in explaining IT things and kept me informed of the progress of the problem/enquiry-FULL HOUSE POINTS TO HER”

“Fantastic service. Thank you”

“Well, i was amazed when i found all my lost inbox back in my box. I was very happy also because the estimated complete date was March 11 and by the early hours of February 28, it was already done! My minor dissatisfaction lies in the status of some of the messages. I had intentionally left (or marked) some of them as 'unread' so i'd notice them and go back to it's content but all my messages are marked as 'read”

“Jeanette spent a lot of time to get it all sorted out - much appreciated”

Although the computers were checked at 8 am, there were some that did not work when tried at 2 pm

NorMAN Out of Hours Service

During February, 24 calls were logged with the NorMAN Out of Hours Service. Of these 24 calls, 10 were resolved by NorMAN staff and 14 were referred back to ICT Servicedesk.