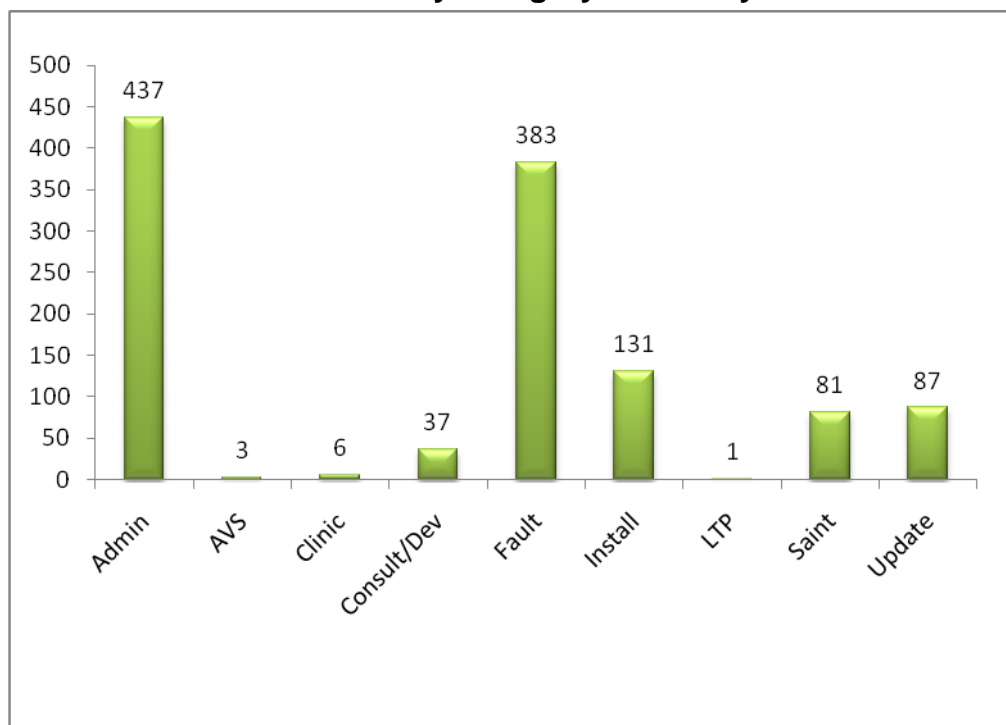


## ICT Servicedesk Monthly Report - January 2010

Total number of jobs entered for January 2010 was 1166. A breakdown by category can be seen below.

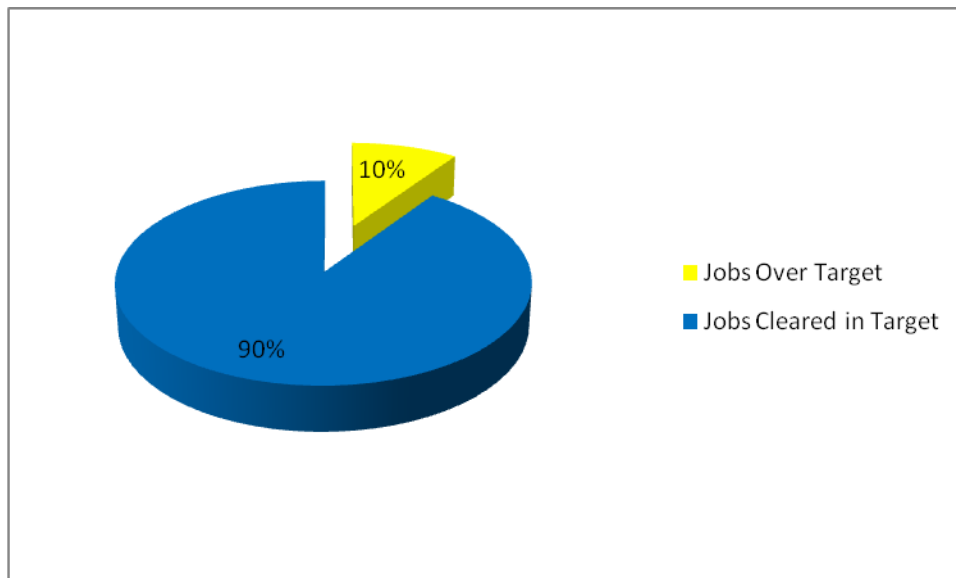
**CHART 1: Total number of Jobs by Category – January 2010**



<b>Admin</b>	<b>437</b>
<b>AVS General Maintenance</b>	<b>3</b>
<b>Clinic</b>	<b>6</b>
<b>Consult / Dev</b>	<b>37</b>
<b>Fault</b>	<b>383</b>
<b>Install</b>	<b>131</b>
<b>LTP</b>	<b>1</b>
<b>Saint</b>	<b>81</b>
<b>Update</b>	<b>87</b>

Total number of jobs completed in January 2010 was 1164, with a completion rate before or on target of 90%. Please see chart 2 below. There were 541 jobs carried forward to February 2010.

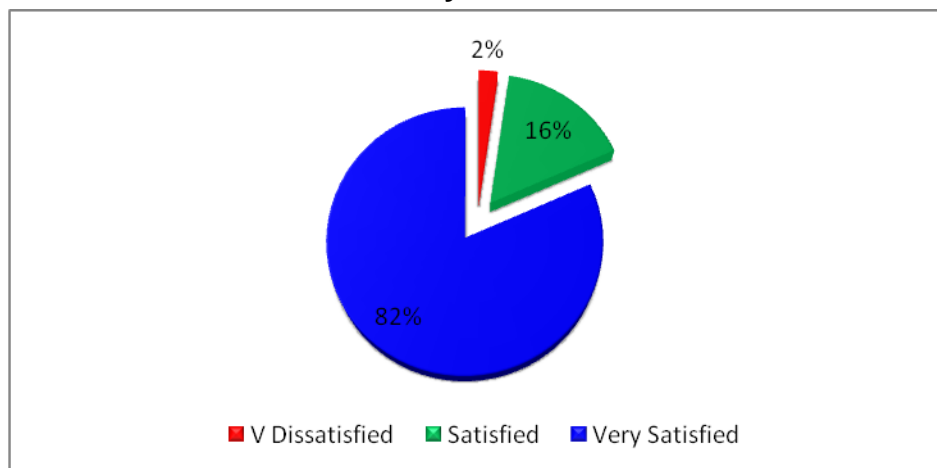
**CHART 2: Percentage of jobs cleared within target – January 2010**



<b>Number of calls cleared in target</b>	90%
<b>Number of calls not cleared in target</b>	10%

Of the 1164 jobs completed in January 2010 we received 87 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 – January 2010**



<b>V.Dissatisfied</b>	2
<b>Satisfied</b>	14
<b>Very Satisfied</b>	71

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

*"I would like to pass on my thanks for the quick turn around that Mark Jones achieved on this job. Much appreciated"*

*"New computer installed quickly and efficiently, but not able to connect printer and said he would come back Rang after a few days (had been out the office for a couple of days) to check when printer would be connected and he came straight over."*

*Cable brought was not quite long enough, but he went away and got one to do the job within a short time”*

*“Jamie is a very helpful person”*

*“Janette was very helpful, enthusiastic, and worked hard to resolve the faults”.*

*“Very, very helpful and a very cheerful team (TDIE”).*

*“I sent an email from Canada concerning accessing my student files and it was dealt with incredibly quick. Great job!”*

*“Not just in respect of this job but in relation to all jobs including logging and responses so far, the service has been very prompt-excellent.”*

*“This call was responded to, and completed very promptly. Additionally J.Wilkinson gave me a soft fruit sweetie, so I'm very happy with the service from IT Services”*

*“Extremely tricky request met with dogged persistence until final resolution achieved”*

*“Although this took some time to sort out when it was dealt with it was to a high standard and the member of staff dealing with the job was very helpful when answering my numerous queries. Very good job. Thanks”*

*“John is brilliant - what more can I say”*

*“Lightning response to my request - as always!!”*

*“The job is done fine, no problems but it just took a long time (one week) this hampered my work. Sorry”*

*“Shame it took someone else reporting the same problem to shift this up your priority list!”*

#### **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  
January 2010