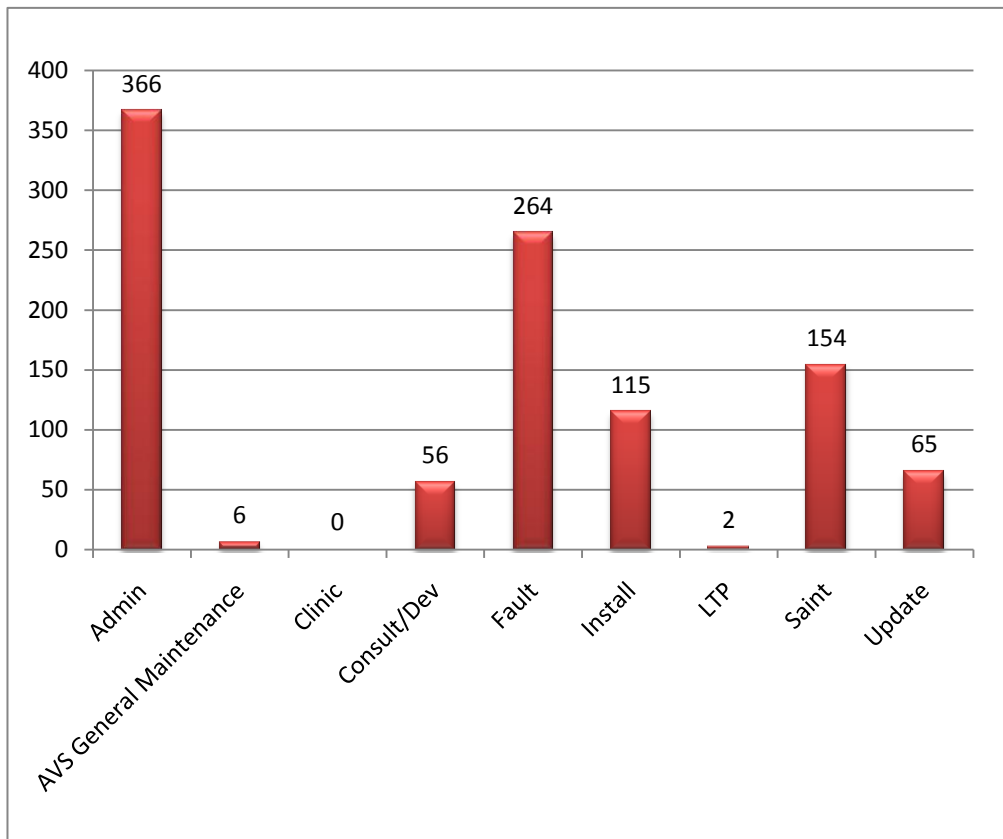


## ICT Servicedesk Monthly Report - July 2009

Total number of jobs entered for July 2009 was 1028. A breakdown by category can be seen below.

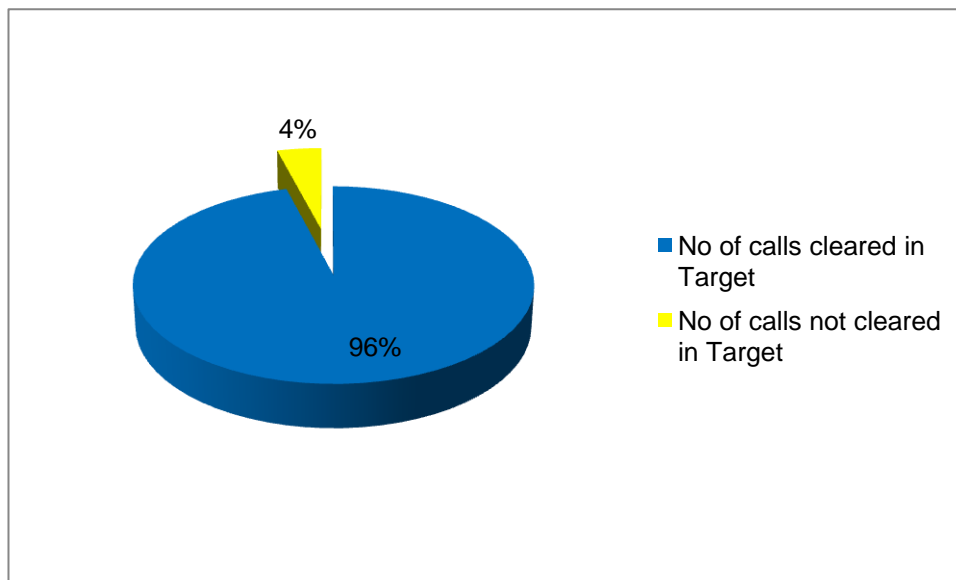
**CHART 1: Total number of Jobs by Category – July 2009**



<b>Admin</b>	366
<b>AVS General Maintenance</b>	6
<b>Clinic</b>	0
<b>Consult / Dev</b>	56
<b>Fault</b>	264
<b>Install</b>	115
<b>LTP</b>	2
<b>Saint</b>	154
<b>Update</b>	65

Total number of jobs completed in July 2009 was 926, with a completion rate before or on target of 96%. Please see chart 2 below. There were 552 jobs carried forward to August 2009.

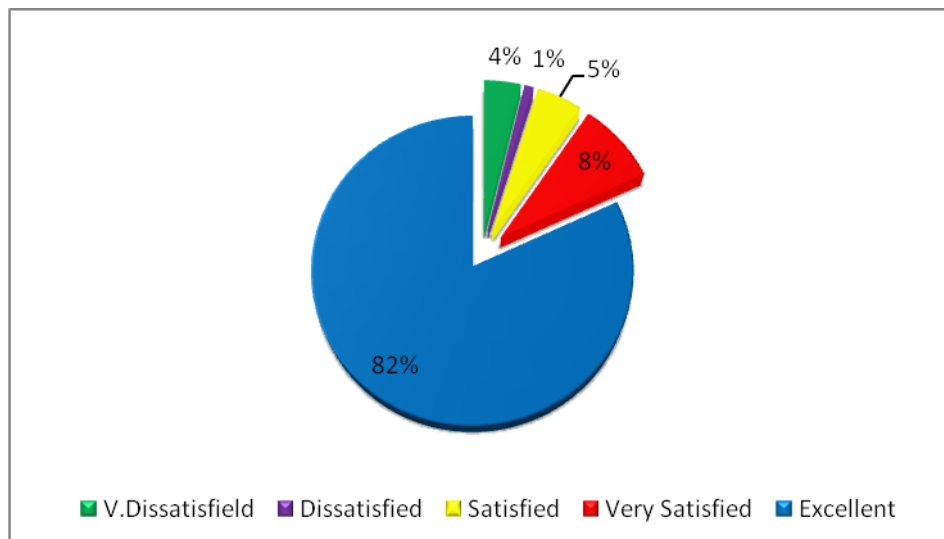
**CHART 2: Percentage of jobs cleared within target – July 2009**



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

Of the 926 jobs completed in July 2009 we received 105 responses to our telephone and web based Customer Satisfaction Survey. 90% of respondents gave a rating of excellent or very satisfied. Please see further detail in chart 3 below.

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



<b>V.Dissatisfied</b>	<b>4</b>
<b>Dissatisfied</b>	<b>1</b>
<b>Satisfied</b>	<b>5</b>
<b>Very Satisfied</b>	<b>9</b>
<b>Excellent</b>	<b>86</b>

**NorMAN Out of Hours Service:**

During July, 8 calls were logged with the NorMAN Out of Hours Service. Of these 8 calls, 3 were resolved by NorMAN staff and 5 were referred back to ICT Servicedesk.

Roger Goodair  
Christine Thacker  
July 2009