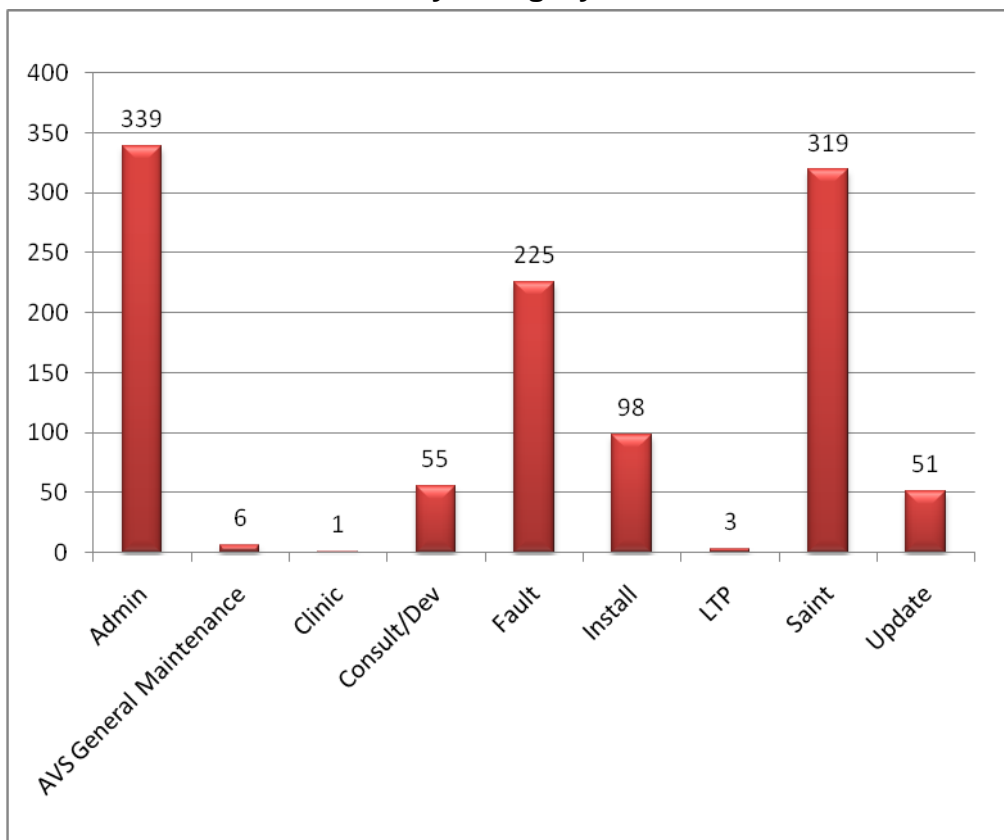


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Total number of jobs entered for June 2009 was 1097. A breakdown by category can be seen below.

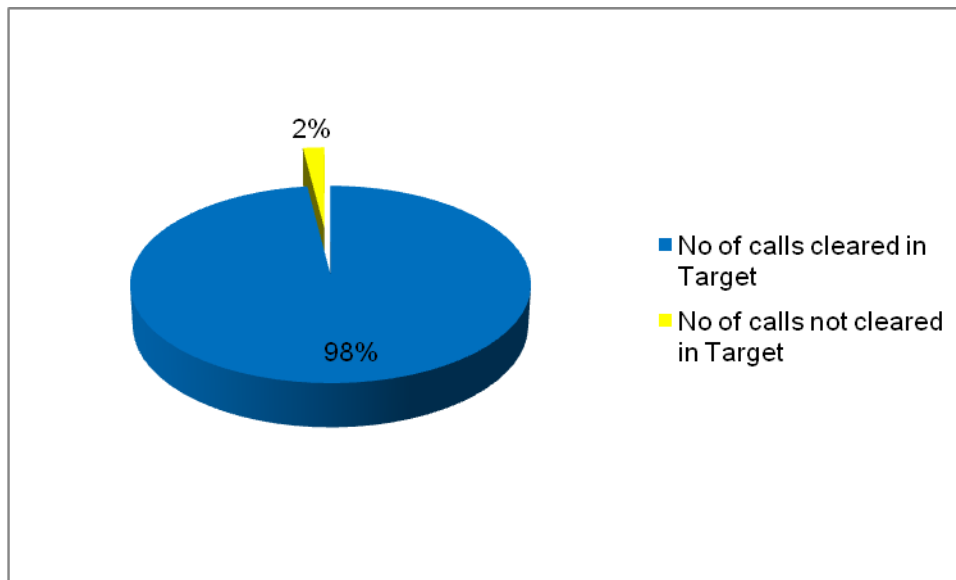
CHART 1: Total number of Jobs by Category – June 2009



Admin	339
AVS General Maintenance	6
Clinic	1
Consult / Dev	55
Fault	225
Install	98
LTP	3
Saint	319
Update	51

Total number of jobs completed in June 2009 was 1046, with a completion rate before or on target of 98%. Please see chart 2 below. There were 455 jobs carried forward to July 2009.

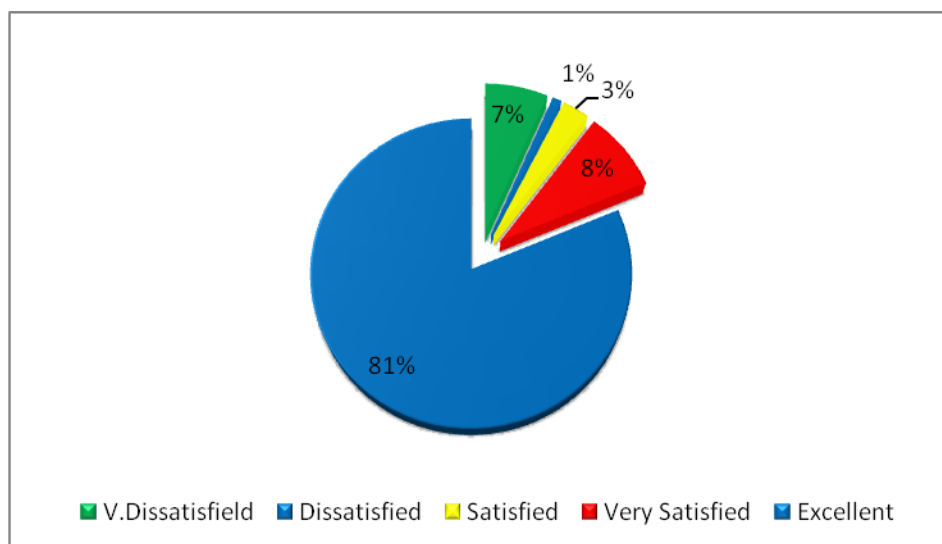
CHART 2: Percentage of jobs cleared within target – June 2009



Number of calls cleared in target	98%
Number of calls not cleared in target	2%

Of the 1046 jobs completed in June 2009 we received 107 responses to our telephone and web based Customer Satisfaction Survey. 89% of respondents gave a rating of excellent or very satisfied. Please see further detail in chart 3 below.

CHART 3: Satisfaction rates – June 2009



V.Dissatisfied	7
Dissatisfied	1
Satisfied	3
Very Satisfied	9
Excellent	87

NorMAN Out of Hours Service:

During June, 9 calls were logged with the NorMAN Out of Hours Service. Of these 9 calls, 5 were resolved by NorMAN staff and 4 were referred back to ICT Servicedesk.

Roger Goodair
Christine Thacker
June 2009