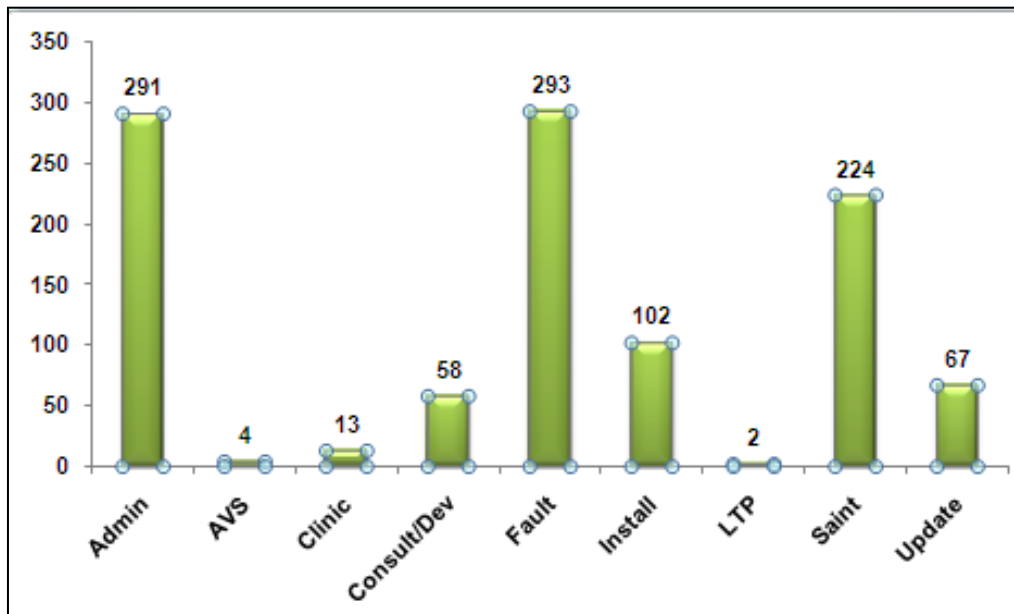


ICT Servicedesk Monthly Report - June 2010

Total number of jobs entered for June 2010 was 1054. A breakdown by category can be seen in chart 1 below.

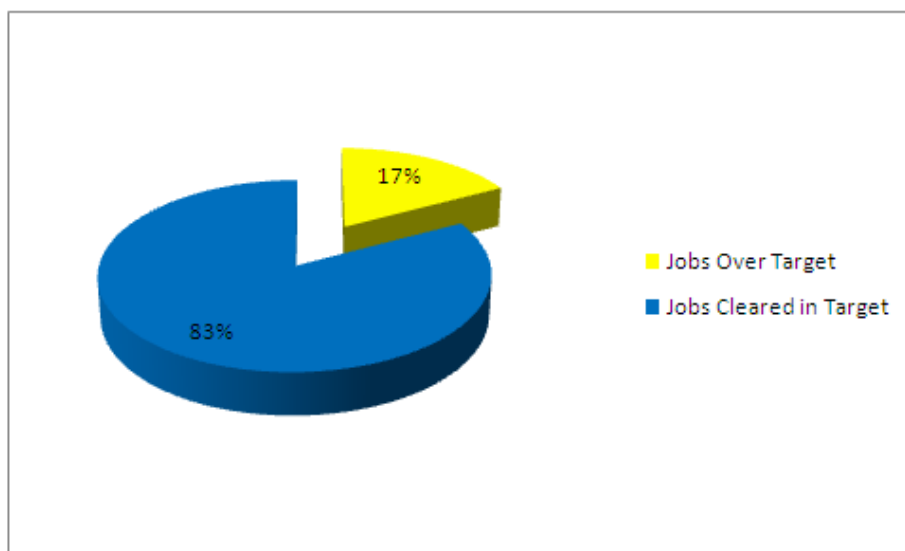
CHART 1: Total number of Jobs by Category – June 2010



Admin	291
AVS General Maintenance	4
Clinic	13
Consult / Dev	58
Fault	293
Install	102
LTP	2
Saint	224
Update	67

Total number of jobs completed in June 2010 was 1145, with a completion rate before or on target of 83%. Please see chart 2 below. There were 391 jobs carried forward to July 2010. Readers should be aware, that IT Services carried out some RMS Servicedesk “housekeeping” during June, which resulted in a significant number of long outstanding jobs being cleared from our queues. This is responsible for the reduction of “cleared in target” jobs to 83%. On a more positive note, this has also resulted in a significantly reduced number of jobs being carried forward in to July. CHART 2: Percentage of jobs cleared within target – June 2010

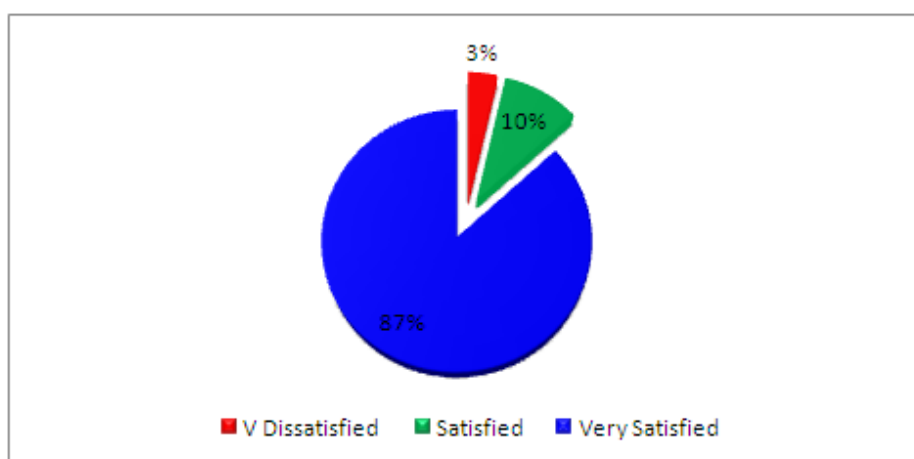
CHART 2: Percentage of jobs cleared within target – June 2010



Number of calls cleared in target	83%
Number of calls not cleared in target	17%

Of the 1145 jobs completed in June 2010 we received 83 responses to our telephone and web based Customer Satisfaction Survey. 97% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

CHART 3: Customer satisfaction survey results – June 2010



V.Dissatisfied	3
Satisfied	8
Very Satisfied	72

A sample of comments from this month’s survey results:

“Thanks and well done to Peter Jones, who made it his personal mission to solve this problem, which may not even have been entirely his area. Much appreciated”

“Just saved me a lot of work repairing my own silly mistake!!! Thanks”

“Thanks to Ray and Stella - sorted it very speedily”

“Steve actioned this call very promptly, and gave some very helpful extra advice.”

“Response and action very effective”

“Janette was very helpful as ever.”

“more prompt, efficient and helpful service from Tariq and Janette – thanks”

“The staff in the estates team and voice comms team have been very helpful although communication about why the job was delayed in the first place (needing H&S to check for asbestos) was not passed on”

“Once again, excellent service from the Infrastructure team”

“Great thanks - I'm delighted to finally be able to work at my own desk!”

“Thankyou for the prompt response.”

“Advice was to the point and informative and issue was resolved promptly.”

“Very quick, thanks”

“Without secretaries, one is very helpless with phone that is permanently engaged. This was dealt with in the time specified, however I was in fact without a phone for 3 days. I don't hold Learner Support Services responsible, I think it was probably handled as quickly as you could.”

“Great job within the desired time limit!”

“Prompt and informative as usual.”

“I find that anything outside of a very rigid set of criteria is not supported by this service leading to incredible amounts of stress, and a feeling which is the opposite of support.”

“I could not communicate with clients which has caused delays in the work i do.

“No option to choose 'dissatisfied'. Didn't have access to user area for nearly all of my working day. However, I understand it was an exceptional circumstance”

“It is a bit meaningless to comment on my degree of satisfaction with the member of staff who deal with the job request as I had no contact with them - I just saw the outcome. So if I'm satisfied that the job has been done (and it was a simple request for restoration of a missing function - student photos) then presumably I'm satisfied with the member of staff so not a very satisfying satisfaction survey question!”

NorMAN Out of Hours Service:

During June, 15 calls were logged with the NorMAN Out of Hours Service. Of these 15 calls, 5 were resolved by NorMAN staff and 10 were referred back to ICT Servicedesk.

Roger Goodair

Christine Thacker

June 2010