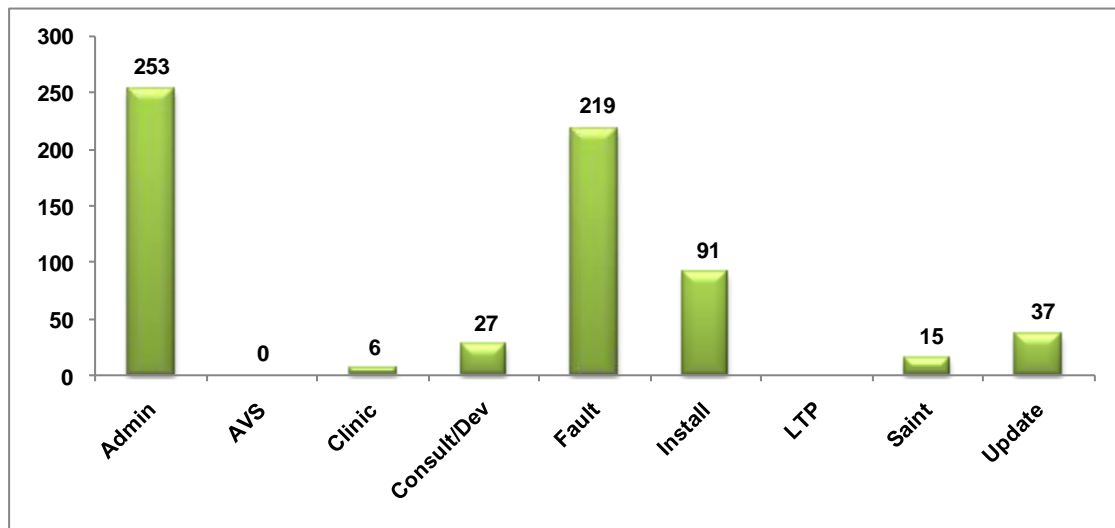


## IT Services Monthly Report - June 2011

Total number of jobs entered by IT Services during June 2011 was 648. A breakdown by category can be seen in chart 1 below.

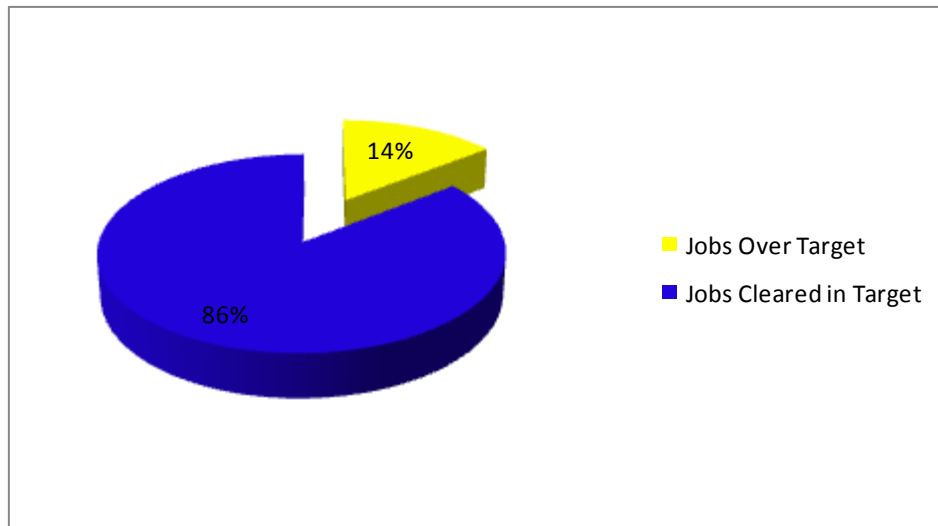
**CHART 1: Total number of Jobs by Category – June 2011**



<b>Admin</b>	253
<b>AVS General Maintenance</b>	0
<b>Clinic</b>	6
<b>Consult / Dev</b>	27
<b>Fault</b>	219
<b>Install</b>	91
<b>LTP</b>	0
<b>Saint</b>	15
<b>Update</b>	37

Total number of jobs completed by IT Services in June 2011 was 664, with a completion rate before or on target of 85.54%. Please see chart 2 below.

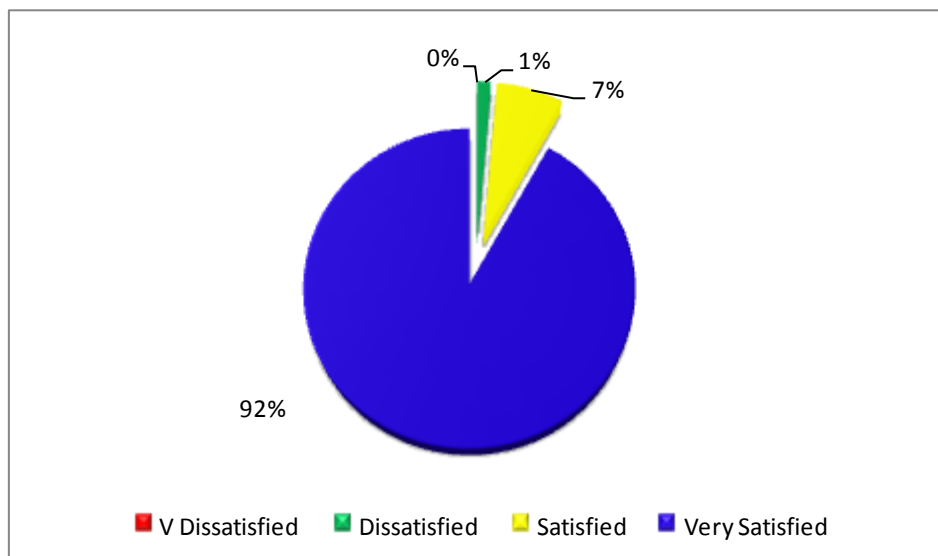
**CHART 2: Percentage of jobs cleared within target – June 2011**



<b>Number of calls cleared in target</b>	<b>86%</b>
<b>Number of calls not cleared in target</b>	<b>14%</b>

Of the 664 jobs completed in June 2011 we received 74 responses to our web based Customer Satisfaction Survey. 99% 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 2011**



<b>V.Dissatisfied</b>	<b>0</b>
<b>Dissatisfied</b>	<b>1</b>
<b>Satisfied</b>	<b>5</b>
<b>Very Satisfied</b>	<b>68</b>

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

*Tariq was very helpful and efficient Thanks'.*

*'Very good service and extremely helpful'.*

*'Really helpful and quick at sorting the problem'.*

*'I logged a job and within a few hours it was resolved. All my lost files were retrieved. Very pleased.'*

*'John Fairhall has been prompt to my call and carried through the job very professionally. I am very pleased. Tk you'*

*'I have no words to describe Janette's professionalism! I just watched her amazing work with my mouth open and in total admiration! Janet, you are THE BEST! MANY MANY THANKS! :-)'*

*'Thanks to Jeanette for sorting the problem with my Outlook files and folders. Job done well. Mohan'*

*'Excellent - apologies for earlier response - I didn't believe it could have been completed so quickly as we have previously been unsuccessful in completing the job'*

*'It was fixed really quickly!'*

*'Job was completed fast. Great response from ITC Services Staff, Thanks'*

*'Always helpful and great help/service with a smile! Thanks Janette.'*

*'Fault occurred at 23:23:26.on 20th June but due to no IT call out support being available issue couldn't be resolved until following morning.'*

*'The staff were unbelievably helpful, efficient and prompt'*

*'Polite, friendly and knowledgeable. Nothing was too much trouble. Many thanks for a job well done'*

*'John was very friendly and helpful. He was even patient with all my questions!'*

***'This job was urgent. There was no pickup on the telephone calls. Emailed in desperation got allocated a job number then nothing! We contacted a member of the help team ourselves from then on the job was completed in an excellent manner. Thank you Richard.'***

***'Expected completion dates on the confirmation email being realistic would be helpful. My expected completion was 21 July 2011 for a job logged on 9 June and completed on 10 June'***

### **NorMAN Out of Hours Service**

During June, 8 calls were logged with the NorMAN Out of Hours Service. Of these 8 calls, 2 were resolved by NorMAN staff and 6 were referred back to ICT Servicedesk.