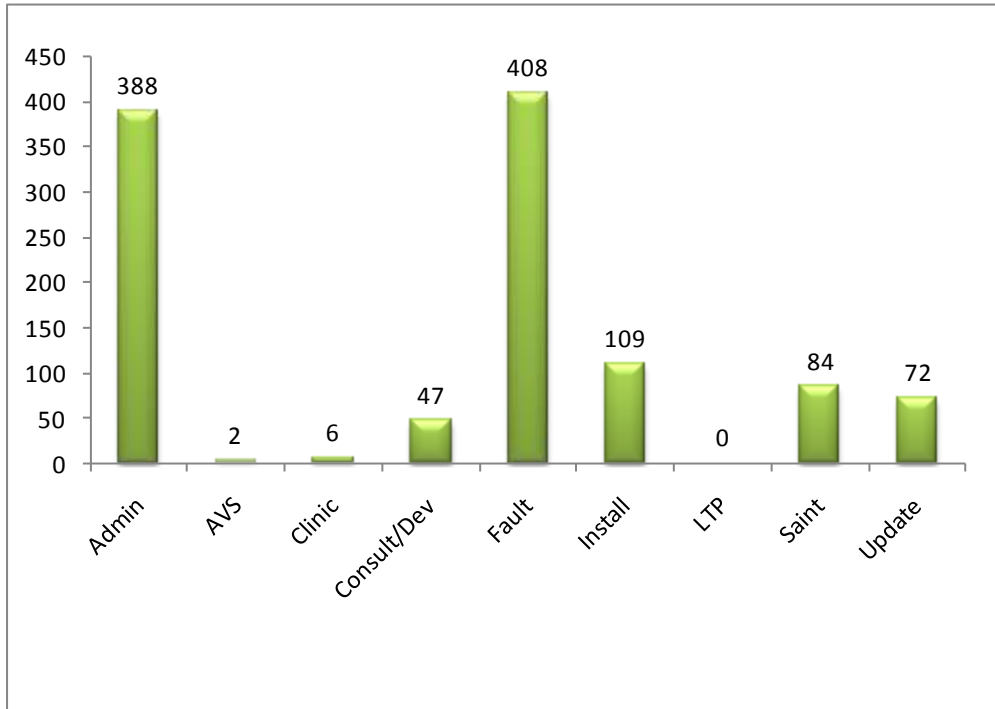


ICT Servicedesk Monthly Report - March 2010

Total number of jobs entered for March 2010 was 1116. A breakdown by category can be seen below.

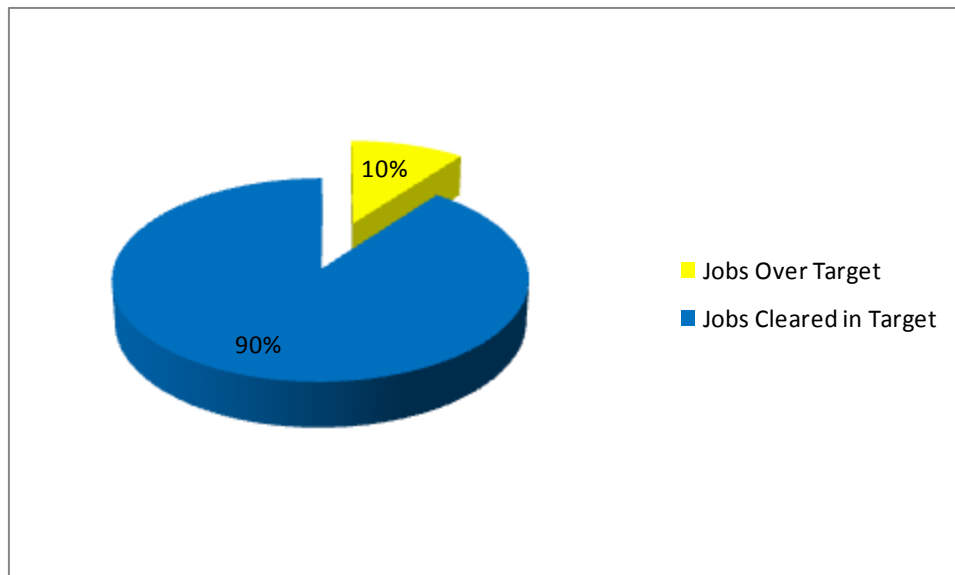
CHART 1: Total number of Jobs by Category – March 2010



Admin	388
AVS General Maintenance	2
Clinic	6
Consult / Dev	47
Fault	408
Install	109
LTP	0
Saint	84
Update	72

Total number of jobs completed in March 2010 was 1143, with a completion rate before or on target of 90%. Please see chart 2 below. There were 475 jobs carried forward to April 2010.

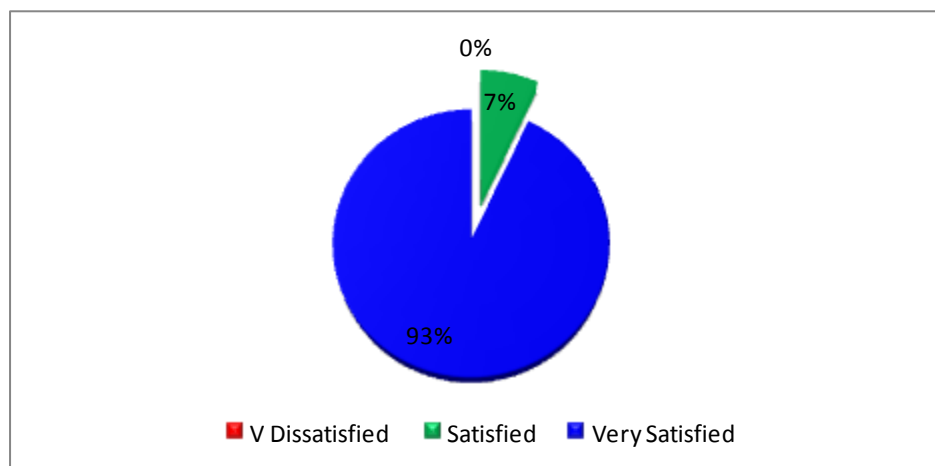
CHART 2: Percentage of jobs cleared within target – March 2010



Number of calls cleared in target	90%
Number of calls not cleared in target	10%

Of the 1143 jobs completed in March 2010 we received 115 responses to our telephone and web based Customer Satisfaction Survey. 100% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

CHART 3: Satisfaction rates – March 2010



V.Dissatisfied	0
Satisfied	8
Very Satisfied	107

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

"I was very impressed with how quickly this was dealt which met our needs".

"Fantastic Service, Job completed as requested, very helpful and efficient service. On time and liaised well".

"Jeanette was brilliant and dealt with it straight away which helped me a lot as I was under pressure to get the job done to the required deadline".

"Jeanette was a really good help! She was also very patient with my machine, but the end results are great because I can actually use my laptop!! Thanks for the help".

"Fantastic quick response and completion of the problem".

"Very helpful, and kept informed at all times".

"I am always very Satisfied with the ITC service desk for all the requests done efficiently".

"Ray helped me out very well with my new computer. answered all my questions and gave useful advice".

"Can an electronic internal requisition form be introduced".

"This job was completed very quickly and within the time scales provided by myself - Very pleased customer".

"Got a really helpful explanation and follow-up email".

"Prompt and Professional".

"Excellent response by the Infrastructure team - very rapid resolution of the problem".

"All jobs put in were dealt with swiftly".

"Very impressed with the speed and efficiency of job completion, thank you".

"Job completed very quickly. Sue sorted out my foolish error and restored me as well as my emails back into order!".

"Richard was very helpful, tolerant of my stupidity and efficient in cleaning up the computer. Many thanks to him".

"1st class operative. Highly recommended".

"Very swift response to an urgent request".

"Quick service, and Sue was very helpful with my queries arising from job".

"Ray was really helpful on the phone, organised a technician as soon as he realised it could be a hardware problem and continued to follow up until the technician had completed the job".

"Dougie was really helpful and spent a long time getting my Outlook working properly, as well as dealing with an error message that was totally unrelated but great to get rid of. Many thanks - PS - why doesn't this feedback form fill in the call reference number for me automatically, given that I'm clicking into it from an email that includes that number? Just a thought".

"Hi this job was completed within the hour. However, i was told it may take 2-3 days, that would have caused massive delays so i'm well impressed with the 1 hour turn-around. Only suggestion is a more clear indicator of how long the job will take, ie, a few hours if thats what it will take. thanks-hassan-admissions".

NorMAN Out of Hours Service:

During March, 151 calls were logged with the NorMAN Out of Hours Service. Of these 151 calls, 78 were resolved by NorMAN staff and 73 were referred back to ICT Servicedesk.

Roger Goodair
Christine Thacker
March 2010