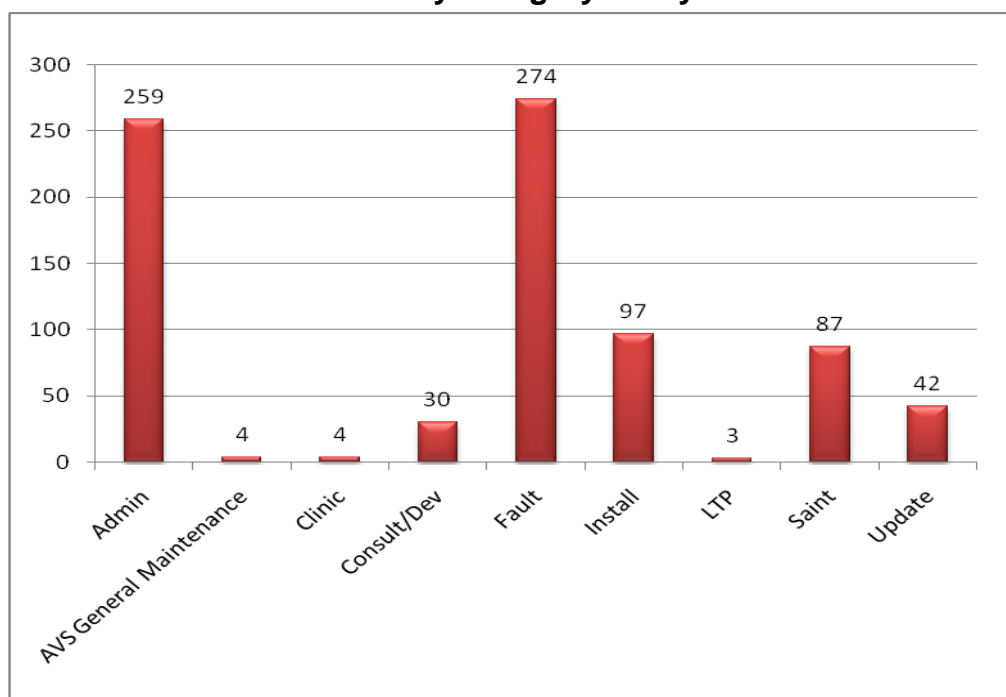


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Total number of jobs entered for May 2009 was 800. A breakdown by category can be seen below.

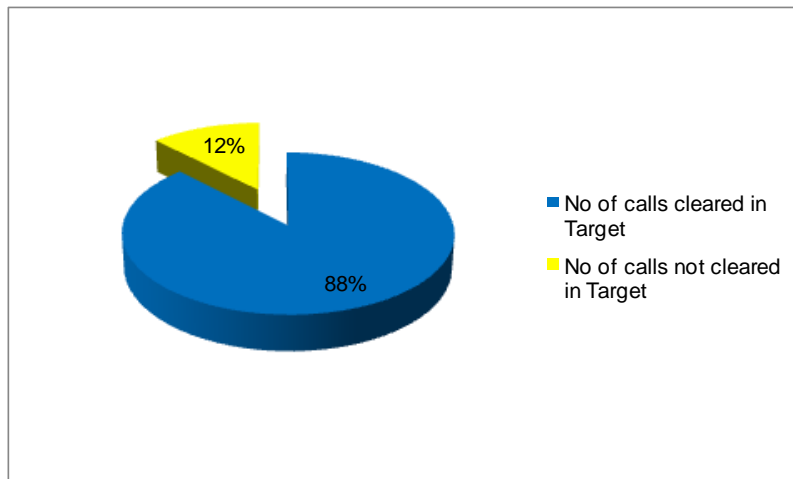
CHART 1: Total number of Jobs by Category – May 2009



Admin	259
AVS General Maintenance	4
Clinic	4
Consult / Dev	30
Fault	274
Install	97
LTP	3
Saint	87
Update	42

Total number of jobs completed in May 2009 was 842, with a completion rate before or on target of 87.7%. Please see chart 2 below. There were 406 jobs carried forward to June 2009.

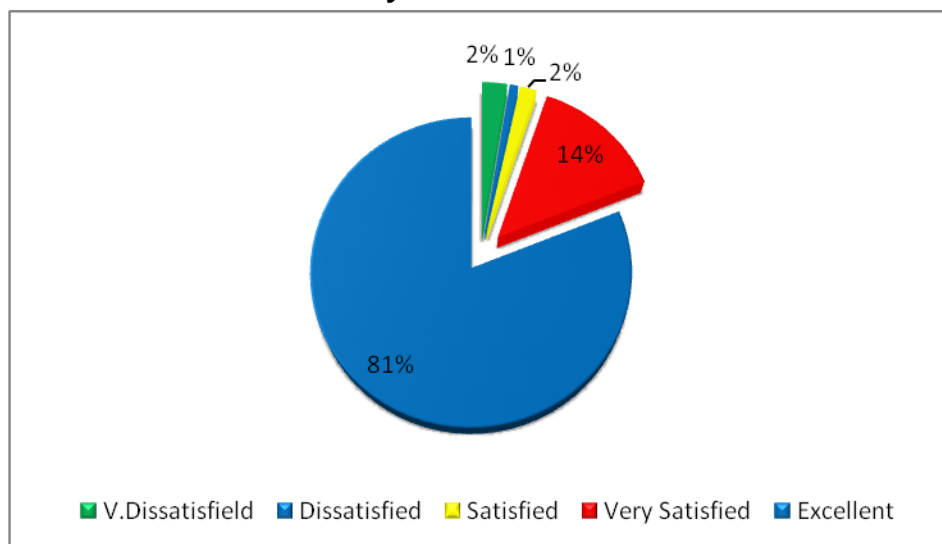
CHART 2: Percentage of jobs cleared within target – May 2009



Number of calls cleared in target	88%
Number of calls not cleared in target	12%

Of the 842 jobs completed in May 2009 we received 119 responses to our telephone and web based Customer Satisfaction Survey. 95% of respondents gave a rating of excellent or very satisfied. Please see further detail in chart 3 below.

CHART 2: Satisfaction rates – May 2009



V.Dissatisfied	3
Dissatisfied	1
Satisfied	2
Very Satisfied	17
Excellent	96

NorMAN Out of Hours Service:

During May, 21 calls were logged with the NorMAN Out of Hours Service. Of these 21 calls, 10 were resolved by NorMAN staff and 11 were referred back to ICT Servicedesk.

Roger Goodair
Christine Thacker
May 2009