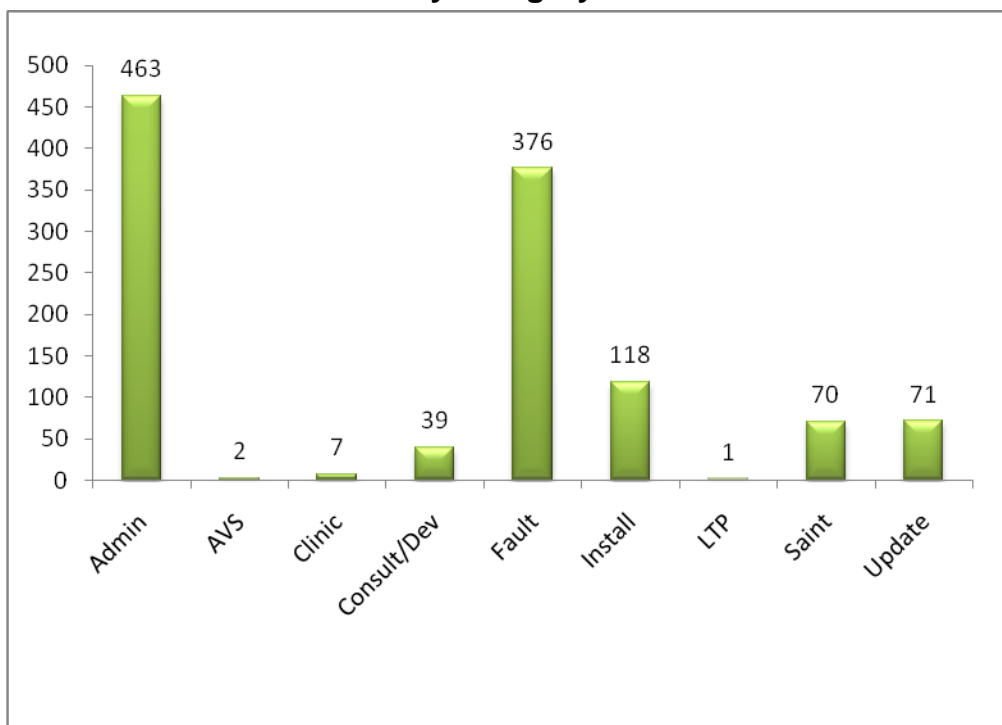


## ICT Servicedesk Monthly Report - November 2009

Total number of jobs entered for November 2009 was 1147. A breakdown by category can be seen below.

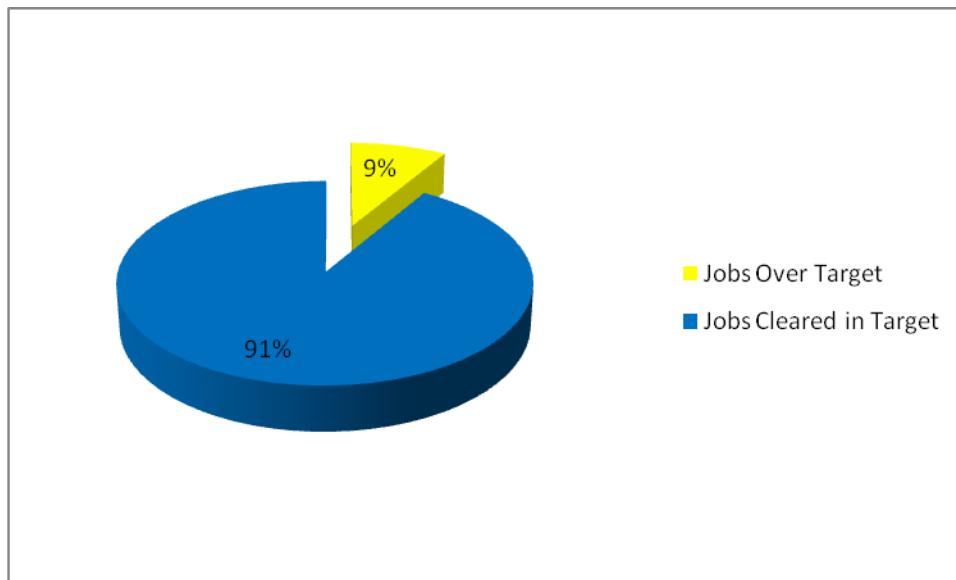
**CHART 1: Total number of Jobs by Category – November 2009**



<b>Admin</b>	463
<b>AVS General Maintenance</b>	2
<b>Clinic</b>	7
<b>Consult / Dev</b>	39
<b>Fault</b>	376
<b>Install</b>	118
<b>LTP</b>	1
<b>Saint</b>	70
<b>Update</b>	71

Total number of jobs completed in November 2009 was 1125, with a completion rate before or on target of 91.38%. Please see chart 2 below. There were 552 jobs carried forward to December 2009.

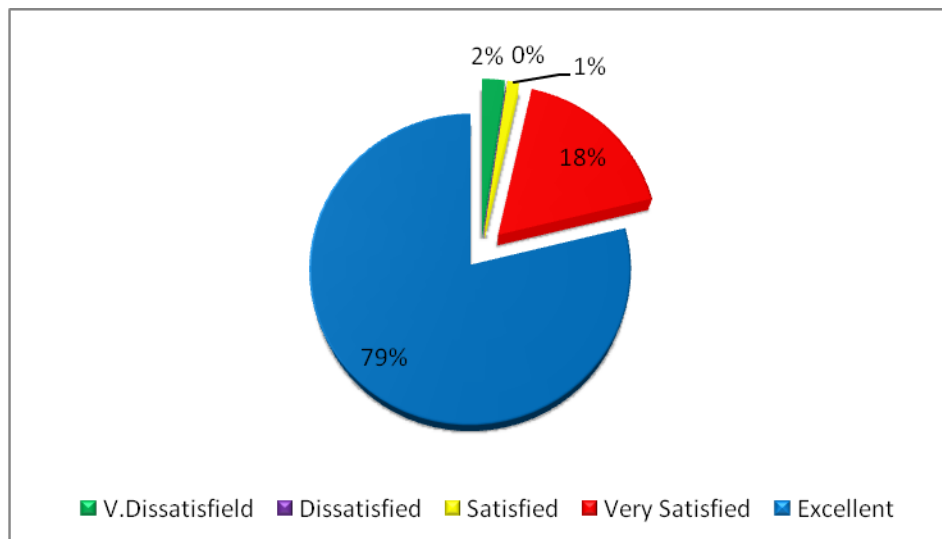
**CHART 2: Percentage of jobs cleared within target – November 2009**



<b>Number of calls cleared in target</b>	91%
<b>Number of calls not cleared in target</b>	9%

Of the 1125 jobs completed in November 2009 we received 101 responses to our telephone and 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: Satisfaction rates – November 2009**



<b>V.Dissatisfied</b>	1
<b>Satisfied</b>	11
<b>Very Satisfied</b>	89

**NorMAN Out of Hours Service:**

During November, 62 calls were logged with the NorMAN Out of Hours Service. Of these 62 calls, 24 were resolved by NorMAN staff and 38 were referred back to ICT Servicedesk.

Roger Goodair  
Christine Thacker  
November 2009