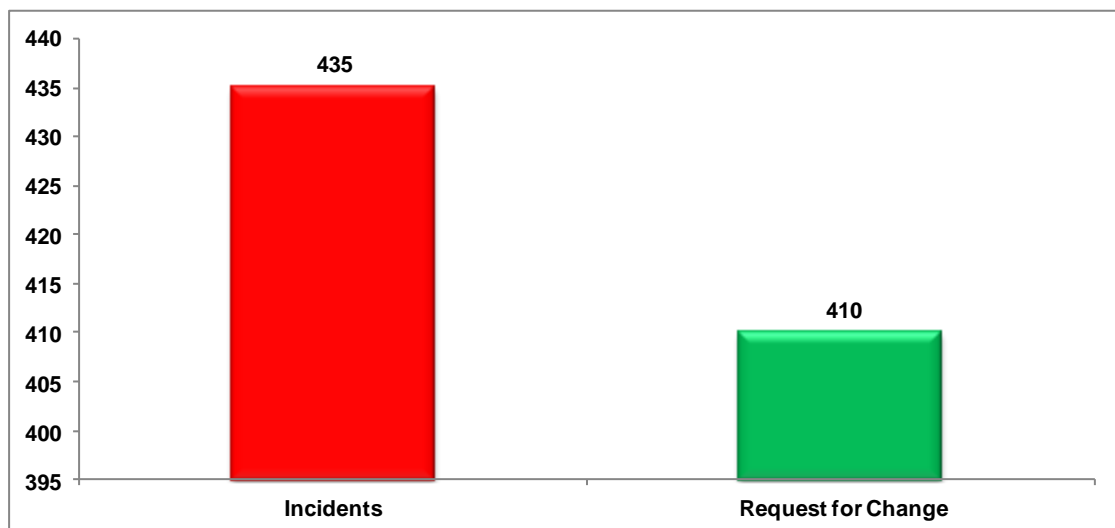


IT Services Monthly Report - November 2011

ICT Servicedesk was involved in 2929 calls and received 1517 emails during November 2011. The total number of jobs entered in RMS Servicedesk for completion by IT Services during November 2011 was 845. A breakdown of the jobs by category can be seen in chart 1 below.

CHART 1: Total number of Jobs by Category – November 2011



Incidents	435
Request for Change	410

The top ten applications for Incidents and Request for Change are listed in the table below:

Table 1: Top Ten Applications for Incidents

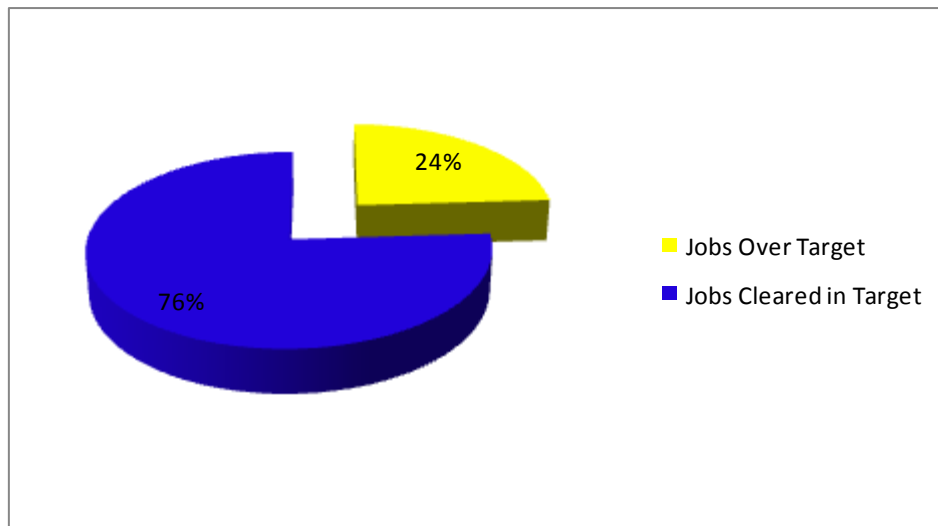
Application	No of Jobs
Desktop hardware	59
Printer related	40
Email accounts	39
Sunray related	35
staff/student personal PC	31
E5 Finance Application	19
Anti-virus related	17
Socket (Voice)	13
SAINT client related	12
Telephone related	11

Table 2: Top Ten Applications for Request for Change

Application	No of Jobs
NDS accounts	42
Email accounts	31
Socket (Voice)	24
Printer related	23
***BOOTP/DHCP	20
Mobile device related	20
E5 Finance Application	18
Telephone related	17
Desktop hardware	14
Meeting Maker accounts	14

Total number of jobs completed by IT Services in November 2011 was 844, with a completion rate before or on target of 76%. Please see chart 2 below.

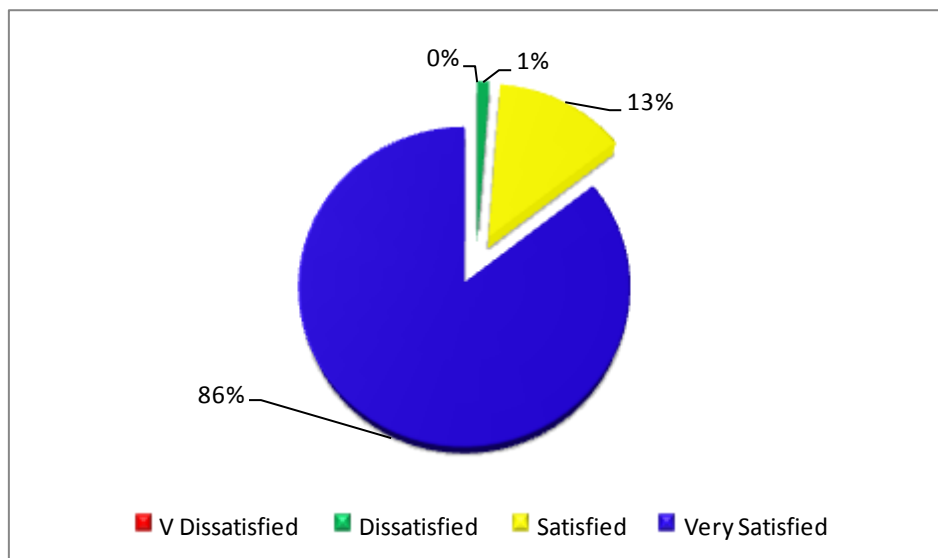
CHART 2: Percentage of jobs cleared within target – November 2011



Number of calls cleared in target	76%
Number of calls not cleared in target	24%

Of the 844 jobs completed in November 2011 we received 83 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 – November 2011



V.Dissatisfied	0
Dissatisfied	1
Satisfied	11
Very Satisfied	71

A sample of comments from this month's survey results

"A bit drawn out but we got there. Thanks".

"An excellent service from Richard Fletcher - many thanks".

"Thanks Andrew".

"Great service; expertise and attention to detail. Over and above the call of duty! Much appreciated."

"Richard dealt quickly and very efficiently with this job. Thanks".

"Friendly, helpful member of staff. Efficient completion of job".

"Chris dealt with the problem in a highly professional manner. Excellent!".

"The job was completed to satisfaction but it is still frustrating that having to phone to have my account reset to be able to log in seems to be becoming a regular occurrence."

"Ray thanks, great work".

"At first my job was not given a high priority but when I explained the situation it was dealt with extremely professionally. Many Thanks Nigel".

"Very Professional as usual".

"Thanks again for your excellent service".

"Tariq - great support as always. Many thanks. Debra".

"1st class thank you".

“A prompt response to an urgent CCTV fault affecting 7 cameras, problem resolved at the first visit and full service resumed. Thank you.”.

Took a while, but got there in the end. Makes life much easier thanks to Simon and Rachel for their persistence and perseverance.”.

“Good Job Thank you”.

“Excellent, thank you”.

“Graham and Ray did a great job!”.

“This job was initially requested on the 17th September and was referred to our technical support team on the 3rd October. The reference number for this request was VI140056. I have been informed that the job was lost in the change-over of the systems at the start of term, which I appreciate can happen. However, I thought it best to inform you of this as part of your satisfaction survey”.

NorMAN Out of Hours Service

During November, 9 calls were logged with the NorMAN Out of Hours Service. Of these 9 calls, 7 were resolved by NorMAN staff and 2 were referred back to ICT Servicedesk.