

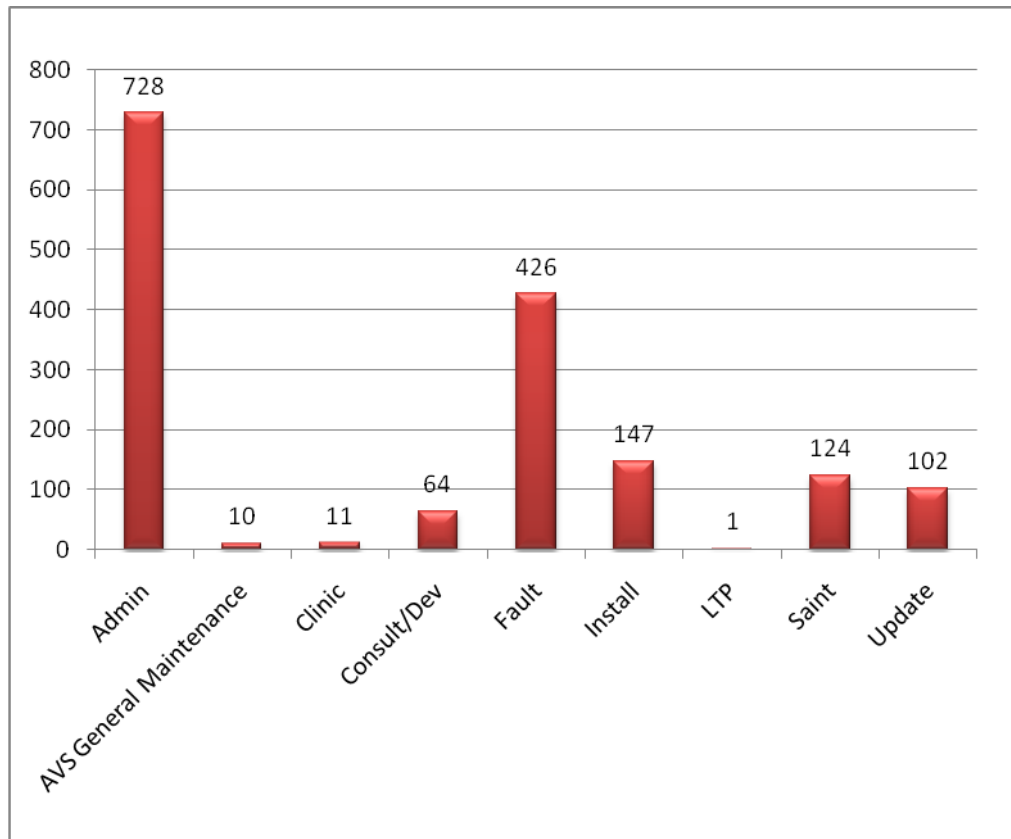
**ICT SERVICEDESK
MONTHLY REPORT
OCTOBER 2009**



ICT SERVICEDESK MONTHLY REPORT – OCTOBER 2009

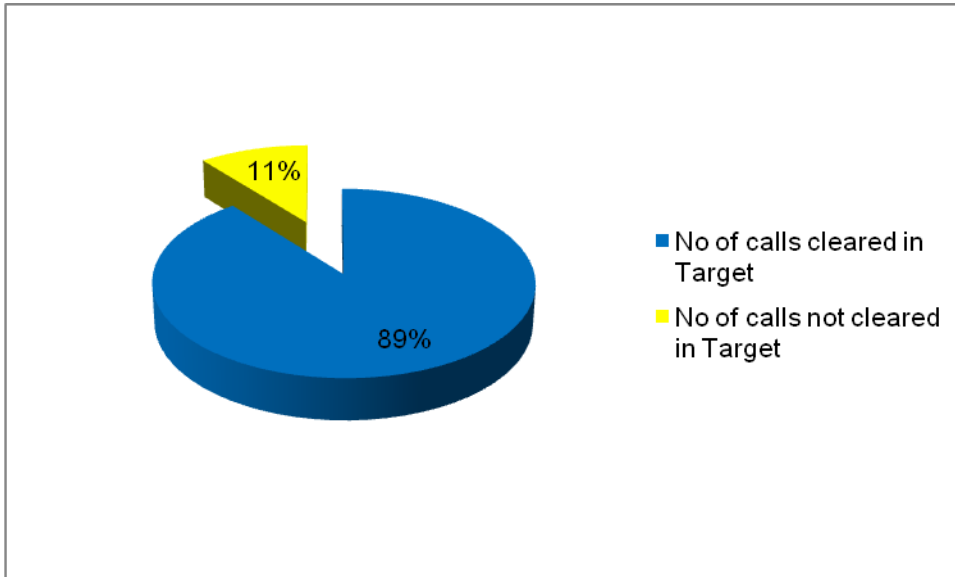
Total number of jobs entered for October 2009 was 1613. A breakdown by category can be seen in chart 1 below.

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

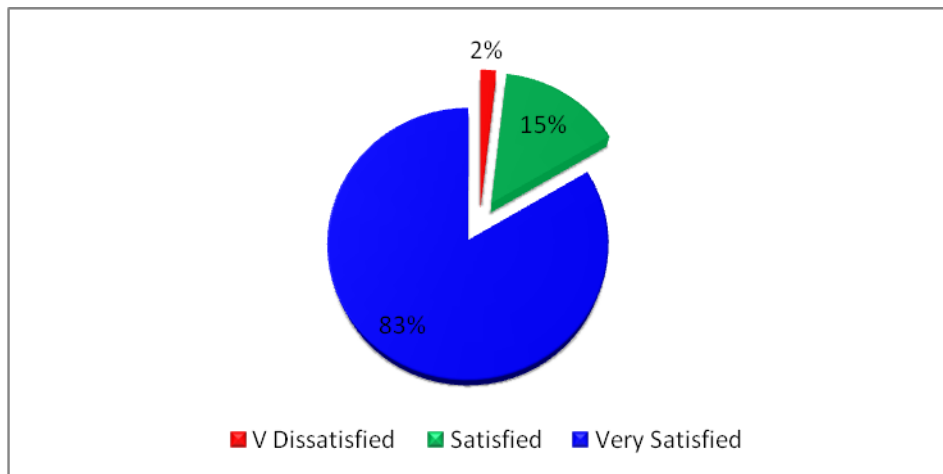


Total number of jobs completed in October 2009 was 1658, with a completion rate before or on target of 89.3%. Please see chart 2 below. There were 529 jobs carried forward to November 2009.

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



Of the 1658 jobs completed in October 2009 we received 109 responses to our telephone and web based Customer Satisfaction Survey. 98% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.



Very Dissatisfied	2
Satisfied	16
Very Satisfied	91

NorMAN Out of Hours Service:

During October, 43 calls were logged with the NorMAN Out of Hours Service. Of these 43 calls, 14 were resolved by NorMAN staff and 29 were referred back to ICT Servicedesk.

**Roger Goodair
Christine Thacker
October 2009**