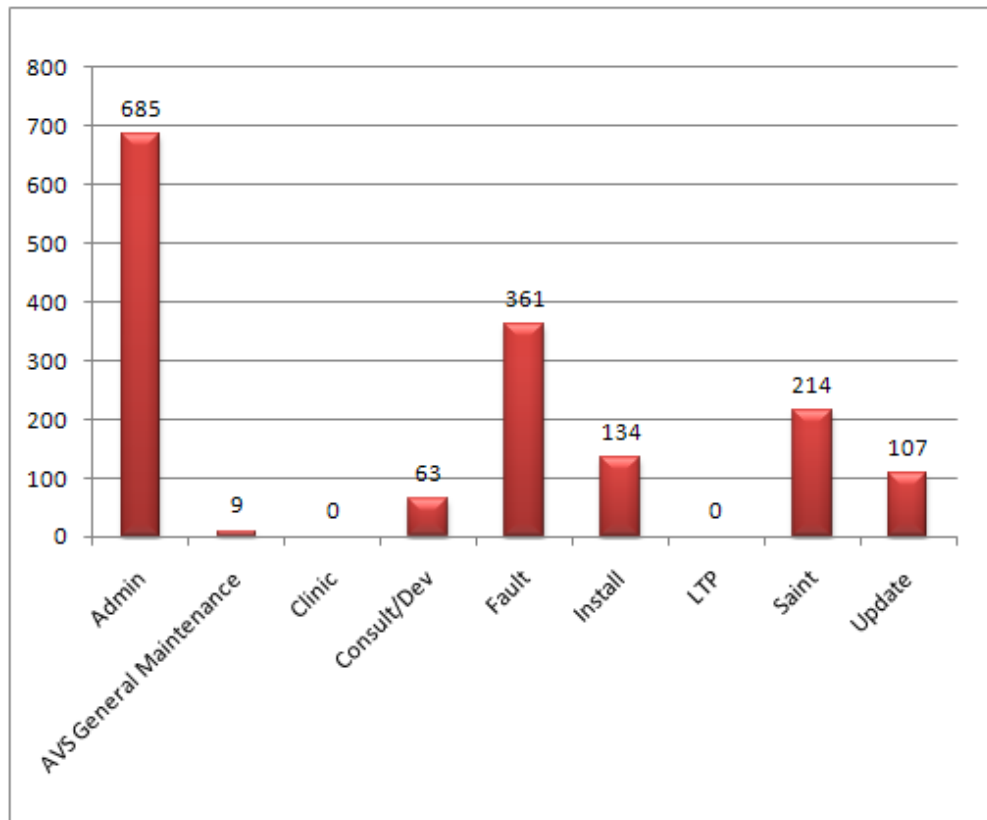


ICT Servicedesk Monthly Report - September 2009

Total number of jobs entered for September 2009 was 1573. A breakdown by category can be seen below.

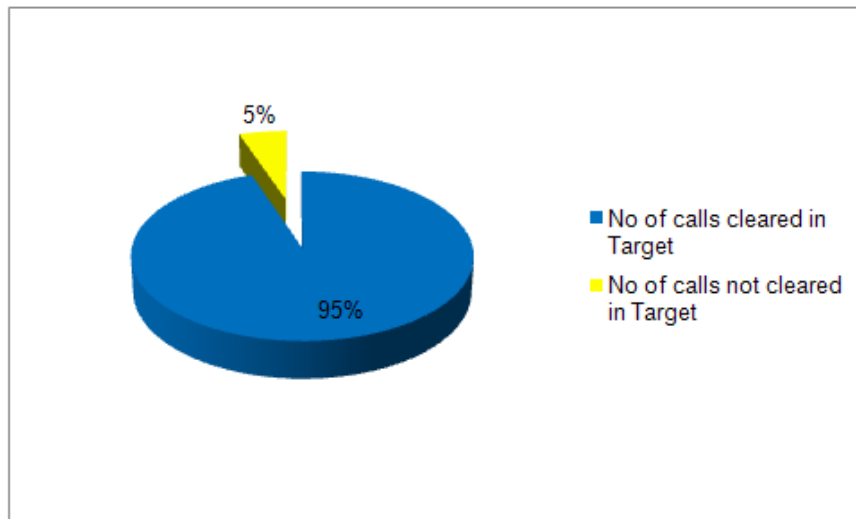
CHART 1: Total number of Jobs by Category – September 2009



Admin	685
AVS General Maintenance	9
Clinic	0
Consult / Dev	63
Fault	361
Install	134
LTP	0
Saint	214
Update	107

Total number of jobs completed in September 2009 was 1510, with a completion rate before or on target of 95%. Please see chart 2 below. There were 577 jobs carried forward to October 2009.

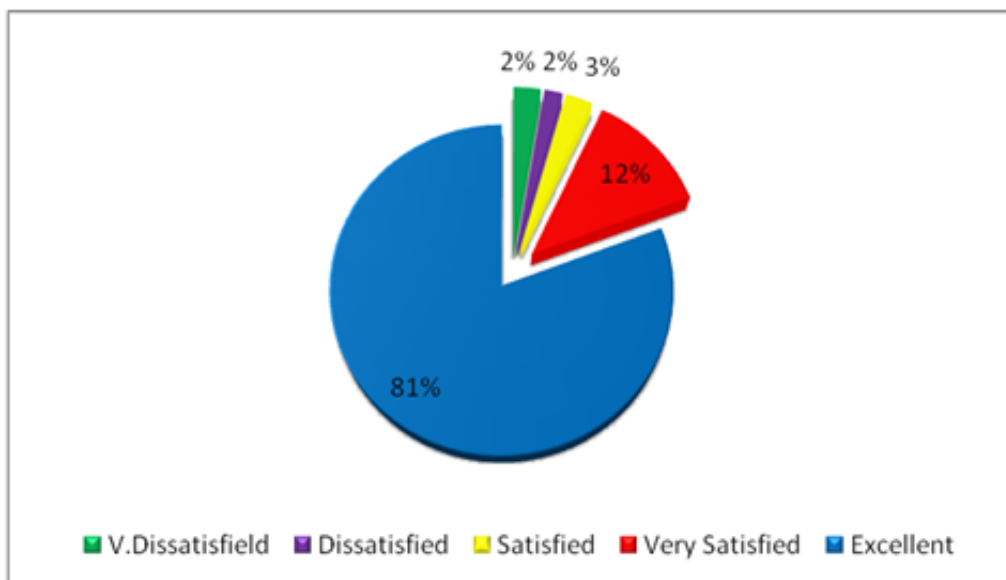
CHART 2: Percentage of jobs cleared within target – September 2009



Number of calls cleared in target	95%
Number of calls not cleared in target	5%

Of the 1510 jobs completed in September 2009 we received 114 responses to our telephone and web based Customer Satisfaction Survey. 93% of respondents gave a rating of excellent or very satisfied. Please see further detail in chart 3 below.

CHART 3: Satisfaction rates – September 2009



V.Dissatisfied	3
Dissatisfied	2
Satisfied	3
Very Satisfied	14
Excellent	92

NorMAN Out of Hours Service:

During September, 41 calls were logged with the NorMAN Out of Hours Service. Of these 41 calls, 14 were resolved by NorMAN staff and 27 were referred back to ICT Servicedesk.

Roger Goodair
Christine Thacker
September 2009