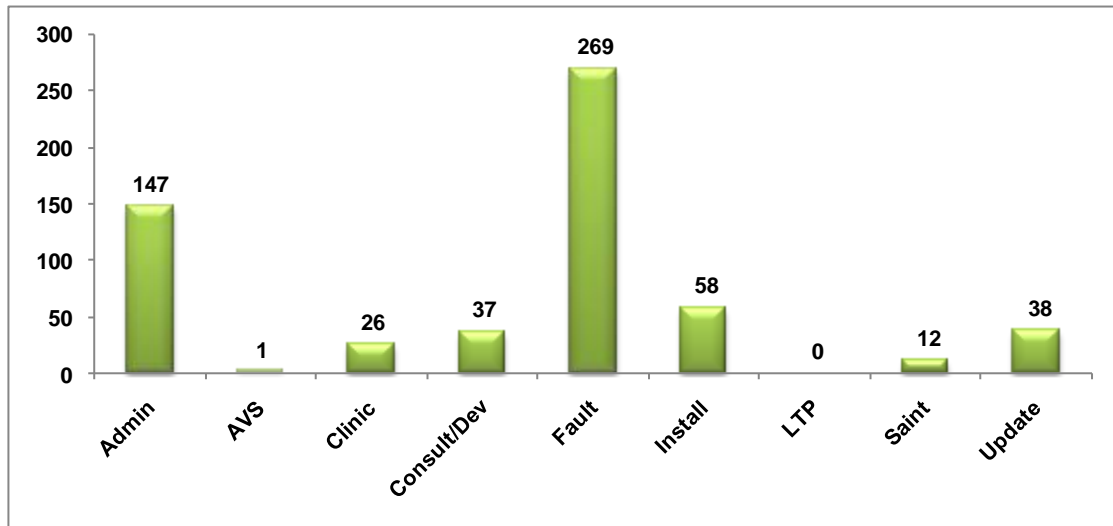


IT Services Monthly Report - April 2011

Total number of jobs entered by IT Services during April 2011 was 588. A breakdown by category can be seen in chart 1 below.

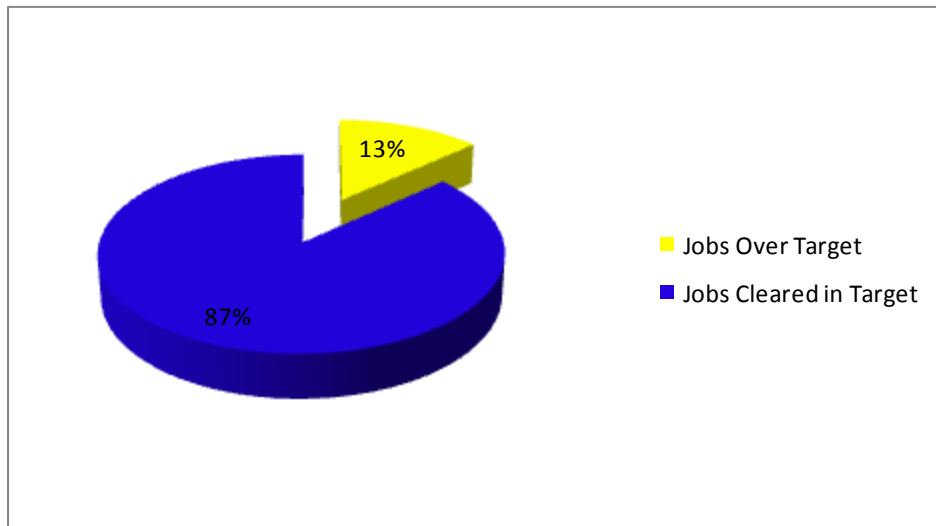
CHART 1: Total number of Jobs by Category – April 2011



Admin	147
AVS General Maintenance	1
Clinic	26
Consult / Dev	37
Fault	269
Install	58
LTP	0
Saint	12
Update	38

Total number of jobs completed by IT Services in April 2011 was 586, with a completion rate before or on target of 87%. Please see chart 2 below.

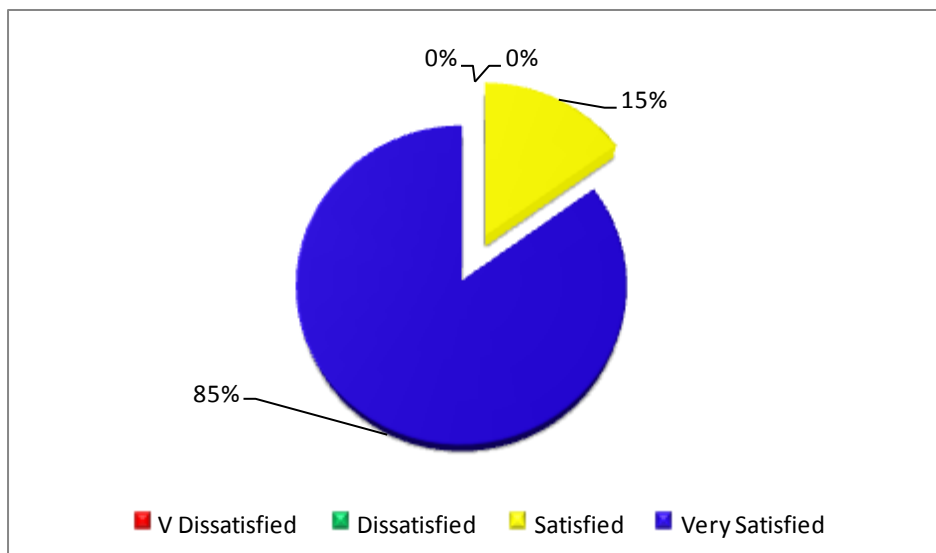
CHART 2: Percentage of jobs cleared within target – April 2011



Number of calls cleared in target	87%
Number of calls not cleared in target	13%

Of the 586 jobs completed in April 2011 we received 73 responses to our web based Customer Satisfaction Survey. 100% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

CHART 3: Customer satisfaction survey results – April 2011



V.Dissatisfied	0
Dissatisfied	0
Satisfied	11
Very Satisfied	62

A sample of comments from this month's survey results

"Prompt service and very helpful approach"

"Simon is always very helpful, friendly and efficient whenever he has dealt with our problems"

"Superb - and the immense patience shown to people like me with very limited technical expertise is really appreciated!"

"We're all very lucky to have such a great ICT team! Thank you"

"Great assistance! I was well impressed! And Janette saved the day!"

"Both the telephone responses on 3333 and the follow up from the technical staff have been, as ever, spot on. This is so much appreciated"

"Alastair was helpful and carried out the job with minimum of fuss and completed it with every expectation reached."

"Happy with how it was dealt with but alarmed that for a period of time emails were disappearing without trace."

"Very quick and extremely helpful response which solved the problem"

"Dougie has persevered with this job through to final completion. Thank you for sticking with it."

"I know it's cheeky but I would have liked a quicker response - only because of the nature of my job and frustration of not being able to use my electronic office stuff. Otherwise, a very good job. Thanks"

"good explanation re the email list system"

"Rachel was very helpful; the team in general always go out of their way to assist and never judge my inexperience with technology!"

"The job was resolved very easily once the person with the right knowledge was involved. For this form, could you improve it by making the job number appear automatically? Thanks for what was done"

"I found the member of staff very helpful and sympathetic towards me. She was able to explain to me what may happen if the pen drive is repaired and it was satisfactory. She provided me with appropriate advice on how to protect my work in future. Thanks again"

"As always, Janette provided a keen and helpful response. If there was an Extremely Satisfied option, I would be very pleased to select it"

"I was really happy having my problem sorted out and FOR FREE! The member of staff was very patient and kind with me. I am really grateful!"

"A huge thank you to Janette, who is fantastic and very professional"

"Really quick and speedy resolution from Paula - many thanks!"

"the staff were very friendly and helpful and completed the job within an hour so I was very impressed"

"Doggie is always extremely helpful and he always gets it sorted quickly and efficiently"

"Job = document recovery request. The only comment i would add is to pay more attention to realistic time lines. I was originally emailed back and told my request"

would be dealt with on the 18/04 (approx 2 weeks) which would not have been useful to me, as the assignment was due before that, but then on the same day as that email, i received a second email to say that the request had been completed. Slightly conflicting responses- causes confusion. But very thankful that request was in fact dealt with promptly.”

“I was after some software, it doesn't get issued by IT so not satisfied to my request, however no fault with the service”

NorMAN Out of Hours Service

During April, 40 calls were logged with the NorMAN Out of Hours Service. Of these 40 calls, 19 were resolved by NorMAN staff and 21 were referred back to ICT Servicedesk.