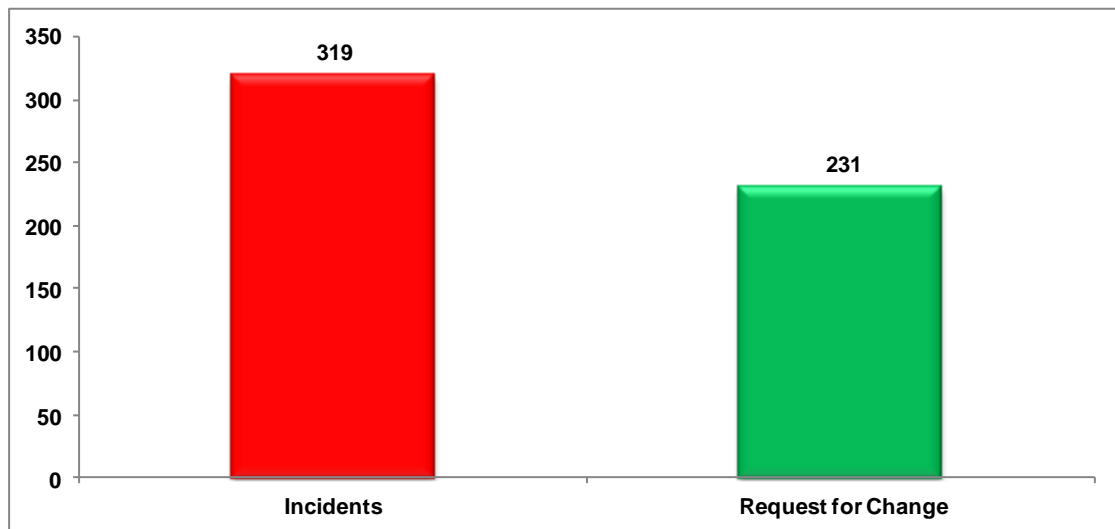


IT Services Monthly Report - December 2011

ICT Servicedesk was involved in 1991 calls and received 1260 emails during December 2011. The total number of jobs entered in RMS Servicedesk for completion by IT Services during December 2011 was 550. A breakdown of the jobs by category can be seen in chart 1 below.

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



Incidents	319
Request for Change	231

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

Table 1: Top Ten Applications for Incidents

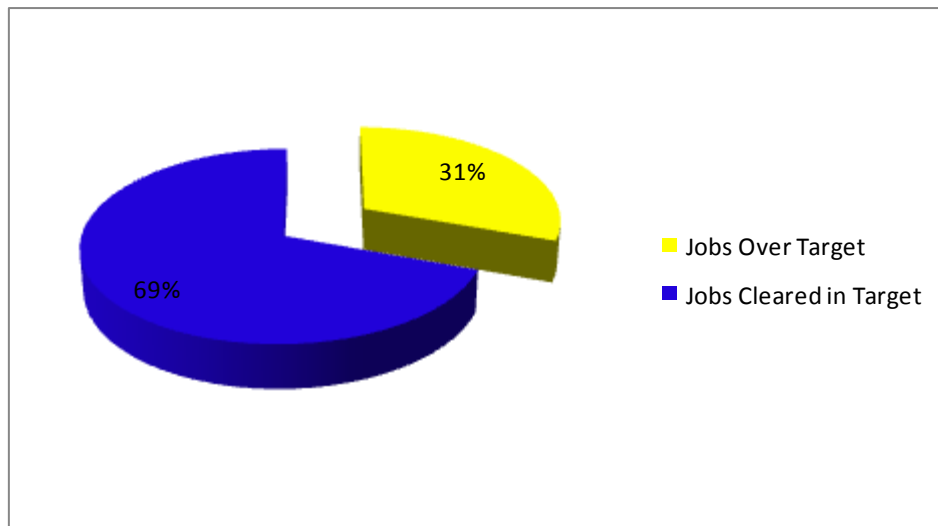
Application	No of Jobs
Desktop hardware	35
E5 Finance Applications	29
Email accounts	27
SAINT Client Related	26
Sunray Related	21
To be classified	12
Staff/Student personal PC	11
LDAP Accounts	11
Socket (Voice)	10

Table 2: Top Ten Applications for Request for Change

Application	No of Jobs
Email Accounts	29
NDS Accounts	22
Socket (Voice)	13
E5 Finance Application	11
Bootp/DHCP	10
Desktop Hardware	9
Majordomo	9
Meeting Maker Accounts	9
Mobile device related	8
Public cluster	7

Total number of jobs completed by IT Services in December 2011 was 599, with a completion rate before or on target of 69%. Please see chart 2 below.

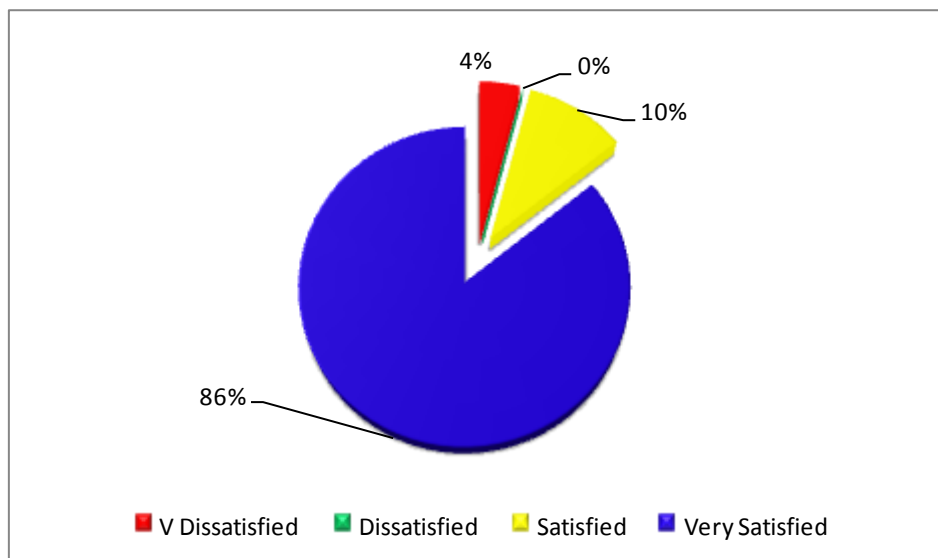
CHART 2: Percentage of jobs cleared within target – December 2011



Number of calls cleared in target	69%
Number of calls not cleared in target	31%

Of the 599 jobs completed in December 2011 we received 49 responses to our web based Customer Satisfaction Survey. 96% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

CHART 3: Customer satisfaction survey results – December 2011



V.Dissatisfied	2
Dissatisfied	0
Satisfied	5
Very Satisfied	42

A sample of comments from this month's survey results

"Excellent response - kept fully informed. Thank you".

"Richard was a star as ever - and thanks a million to all those involved in making our social media training session a great success!"

"Cheers Richard - however small the query you don't seem to mind!"

"Paula provided the data very promptly".

"Thank you for the job done well on time".

"As ever Sue, excellent service, thanks alot."

"Great friendly service, the staff put themselves out to get the problem fixed properly."

"Chris is always very helpful and 'fixes' things efficiently and promptly".

"The main issue was that nothing seemed to have been done for ages initially. Once it properly kicked off all was fine. Thanks to Simon for sorting it out!"

"Could not sort out hotmail query as problem is ongoing and out of the University remit. Did give tips on how to get around the problem."

"Chris is very efficient and professional".

"Excellent prompt response from Jeanette and rectified effectively as ever. Keep up the good work!"

"Hello, I don't normally fill in this form as I raise such a lot of jobs, but this time I just wanted to say how quickly and efficiently Ray did the actual swapping of memory and how helpful he was beforehand about checking the specs and RAM capacities"

of the various PCs that I asked about. So, thank you. I will now revert to my usual tight-lipped self”.

“My enquiry was dealt with VERY quickly with a solution. Thank you so much for your support!”.

“Michelle was very helpful and kept me informed regarding the necessary process - thank you”.

“Was unable to have a shared area created as wished.”.

“It took a great deal of chasing and going back and forth with this, causing me to have to use unacceptable methods to satisfy customer demand, however Doug could not have been more helpful and supportive when it was getting sorted”.

NorMAN Out of Hours Service

During December, 12 calls were logged with the NorMAN Out of Hours Service. Of these 12 calls, 6 were resolved by NorMAN staff and 6 were referred back to ICT Servicedesk.