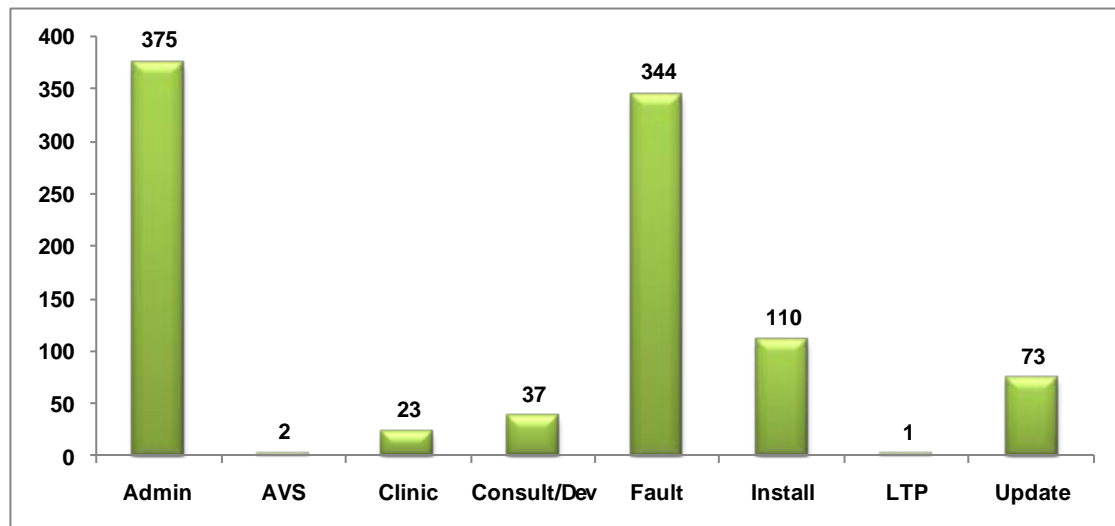


IT Services Monthly Report - January 2011

Total number of jobs entered by IT Services during January 2011 was 965. A breakdown by category can be seen in chart 1 below.

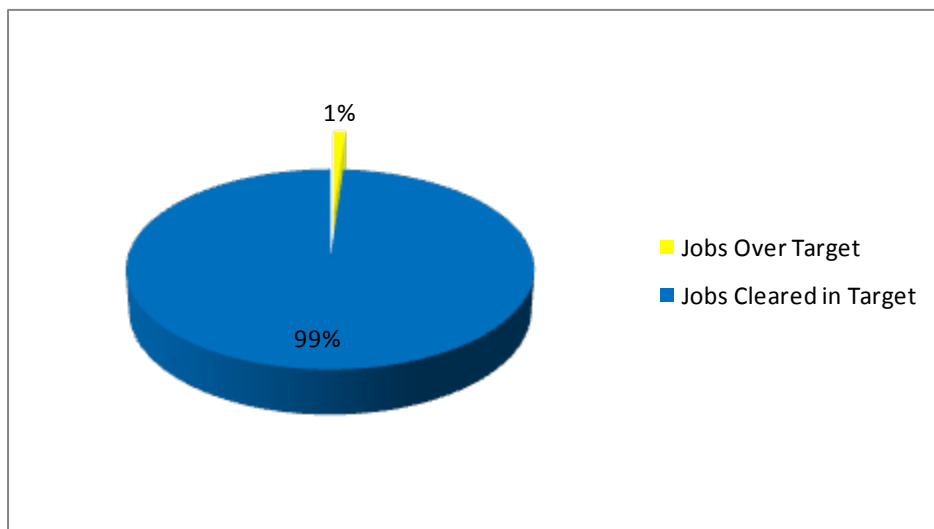
CHART 1: Total number of Jobs by Category – January 2011



Admin	375
AVS General Maintenance	2
Clinic	23
Consult / Dev	37
Fault	344
Install	110
LTP	1
Update	73

Total number of jobs completed by IT Services in January 2011 was 981, with a completion rate before or on target of 99%. Please see chart 2 below.

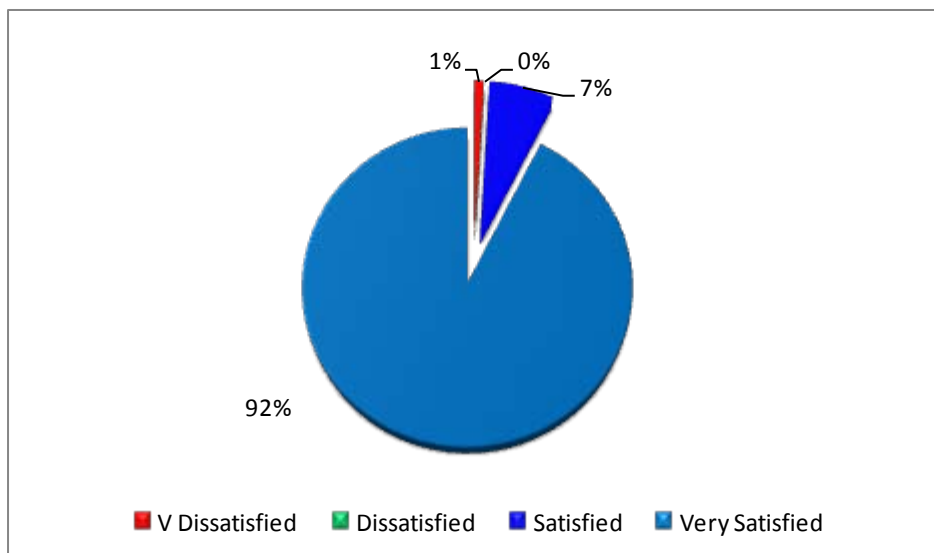
CHART 2: Percentage of jobs cleared within target – January 2011



Number of calls cleared in target	99%
Number of calls not cleared in target	1%

Of the 981 jobs completed in January 2011 we received 107 responses to our web based Customer Satisfaction Survey. 98% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

CHART 3: Customer satisfaction survey results – January 2011



V.Dissatisfied	1
Dissatisfied	0
Satisfied	7
Very Satisfied	99

A sample of comments from this month's survey results

"The job was completed very quickly; virtually a same day service".

"I submitted a request for a Blackboard organisation to be created at 1328 hours on Tuesday 4 January 2011 to the ICT Service Desk. The request was responded to by ICT Service Desk at 1448 hours and forwarded to the Blackboard team for attention immediately. A Blackboard team member responded about the request via Pronto about a minute later and the organisation was created by 1504 hours! Yikes, that was quick! One cannot be more impressed by the speed and efficiency with which this request was dealt with by ICT Service Desk and the Blackboard team. I fear that my actual building of the organisation may take longer;-) Actually, Roger, you need another satisfaction classification - how about Extremely Satisfied? Thanks Pat".

"Brilliant as ever - thanks John F".

"The member of staff was very pleasant and i commend him for although it took quite a while, he was not impatient. Thank you."

"My request was dealt with promptly, and I was kept informed of progress".

"Chris was very helpful and really knew what he was doing. Problem solved. Thanks!"

"Good service despite key member of staff away. Resolved successfully but a slight delay".

"Very prompt, professional help. Staff member was aware of a staff shortage (due to annual leave) in the School. Changed default setting in addition to the help required to make use of e-mail easier in the future."

"I was just frustrated that my computer was not working as soon as I started work and had to start using an hour later. Thank you."

"You are great you did a superb job love you guys. Cheers".

"As usual Chris was, extremely efficient, polite and knowledgeable. He always goes the extra mile and this time was no exception".

"Excellent helpful service. Thank you!"

"Keep up the good work".

"Alastair had our printing problem sorted in no time".

"The problem was reported at lunchtime - a call reference was issued immediately and it was completed within one hour - fantastic – thanks".

"Chris is very helpful and polite. I find Sunray very 'glitchy' though - I regularly have issues of screens freezing and login issues."

"You can always rely on Janette because she is very good at what she does and is very helpful and friendly".

"Thank you for getting my query sorted so quickly. Very much appreciated".

"prompt service, excellent advice and patience from John Cheers".

"Ray was brilliant - knew what to do and got it sorted with minimal fuss. I wonder how many people sit cursing the slowness of their machines not realising help is near at hand!"

"The service I received today was excellent, thank you very much".

"Thank you for your prompt assistance".

"Overall very supportive and efficient service".

"Pleased she did not laugh out loud at my stupidity!!".

"Excellent, prompt service".

"Very satisfied with how it was dealt with but frustrated that it arose in the first place. Why are module instructors deleted if a module moves semester? It has wasted time sorting it out".

"Very quick response. Very clear and helpful. Thanks.".

"The service I received was absolutely first class in every aspect, and I am extremely grateful for the pleasant and timely assistance from the gentleman that dealt with my problem".

"Ray Brown advised swiftly and v politely re the issue".

"Thank you so much, you people are doing a great job keep it up".

"Excellent response time".

"No problems at all - went like clockwork.".

"I called several times to report the fault with the Desktop NO PG06 in TO.2 Ashfield Bldg right from the beginning of December 2010. However it was my follow-up call of 3rd January 2011 that seemed to get the job done. On all the previous occasions, service desk personnel seemed to log the job details and on one occasion promise that parts had been ordered and that the matter was in hand. However, as highlighted during my 3rd Jan call, no one offered me a Job No or confirmed a name under which the job had been logged. I had been specifying the Room No and The Desktop No up on till that point, but it turns out that none of these could lead the adviser who took my call on the 3rd to the job details - so she logged it afresh under my name and UB No. and pointed out that she was doing so and that in following up that was all I needed to quote. I am glad that the job was then done within 48 hours thereafter - no follow-up call was necessary. Unfortunately I don't remember her name - but well done to her.".

"Not very easy to get hold of the Blackboard team but v helpful when I did".

NorMAN Out of Hours Service

During January, 43 calls were logged with the NorMAN Out of Hours Service. Of these 43 calls, 20 were resolved by NorMAN staff and 23 were referred back to ICT Servicedesk.