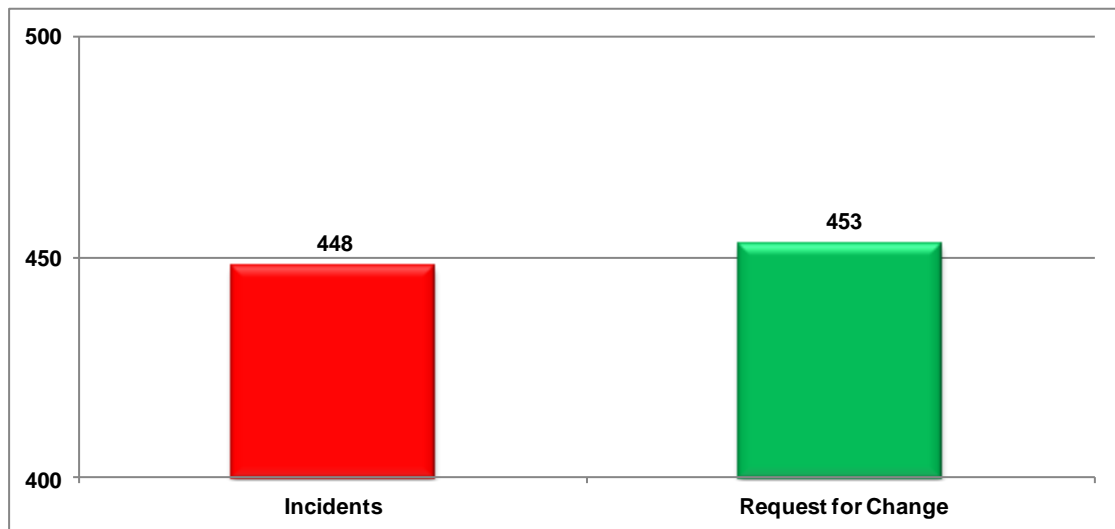


IT Services Monthly Report - January 2012

ICT Servicedesk was involved in 3124 calls and received 1843 emails during January 2012. The total number of jobs entered in RMS Servicedesk for completion by IT Services during January 2012 was 897. A breakdown of the jobs by category can be seen in chart 1 below.

CHART 1: Total number of Jobs by Category – January 2012



Incidents	448
Request for Change	453

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

Table 1: Top Ten Applications for Incidents

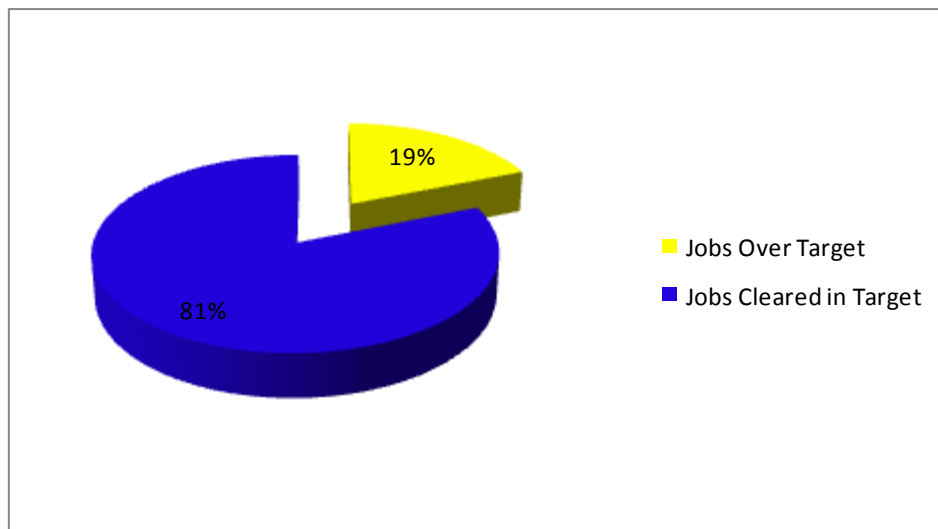
Application	No of Jobs
Desktop hardware	62
Email accounts	29
SAINT Client Related	29
E5 Finance Application	25
Sunray Related	24
NDS Accounts	21
Printer Related	21
To be classified	21
Oracle database admin	17

Table 2: Top Ten Applications for Request for Change

Application	No of Jobs
NDS Accounts	50
Email Accounts	39
Meeting Maker Accounts	23
Desktop Hardware	21
Mobile device related	20
Public clusters	17
E5 Finance application	16
BO related	14
Sunray related	14
Socket (Voice)	14

Total number of jobs completed by IT Services in January 2012 was 848, with a completion rate before or on target of 81%. Please see chart 2 below.

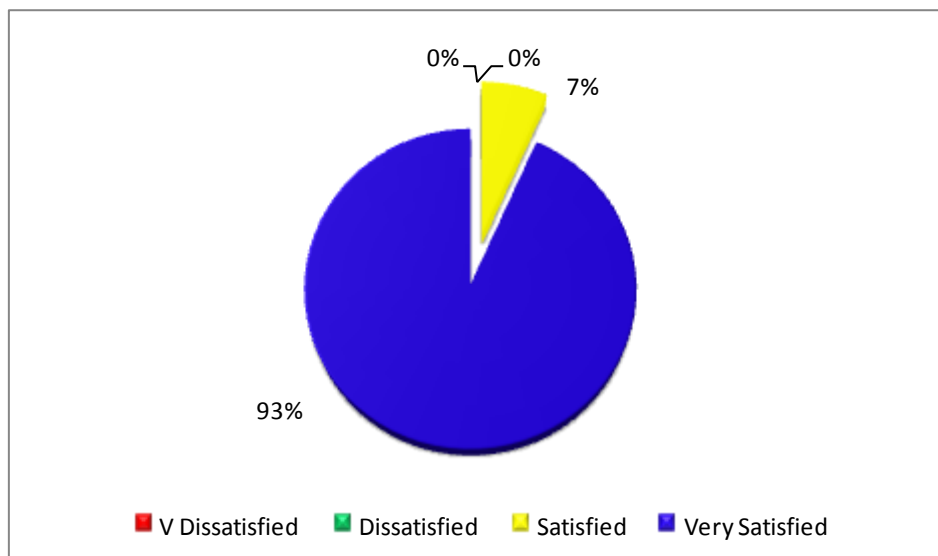
CHART 2: Percentage of jobs cleared within target – January 2012



Number of calls cleared in target	81%
Number of calls not cleared in target	19%

Of the 848 jobs completed in January 2012 we received 75 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 – January 2012



V.Dissatisfied	0
Dissatisfied	0
Satisfied	5
Very Satisfied	70

NorMAN Out of Hours Service

During January, 42 calls were logged with the NorMAN out-of-hours Service. Of these 33 calls, 7 were resolved by NorMAN staff and 35 were referred back to ICT Servicedesk. Of the 35 which were referred back to ICT Servicedesk 23 were reports that the email service was down over the weekend 15/16th January and 9 were reporting the machine room alarm alerts for 02.01 and E60.