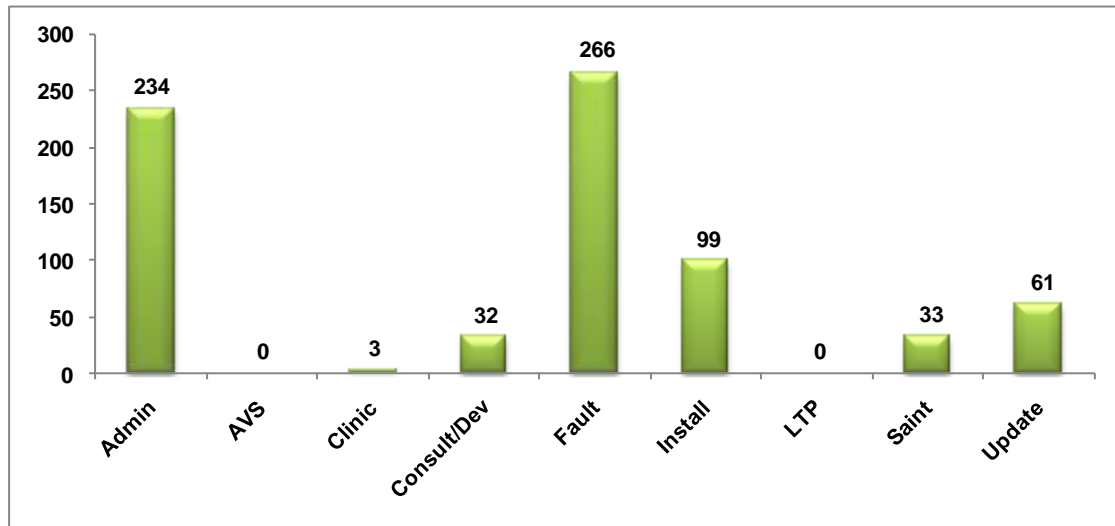


## IT Services Monthly Report - July 2011

Total number of jobs entered by IT Services during July 2011 was 728. A breakdown by category can be seen in chart 1 below.

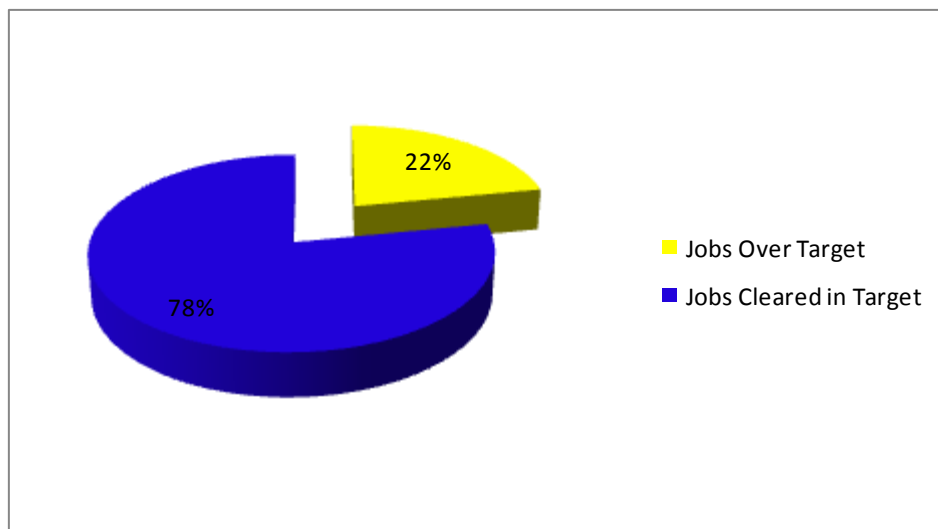
**CHART 1: Total number of Jobs by Category – July 2011**



<b>Admin</b>	234
<b>AVS General Maintenance</b>	0
<b>Clinic</b>	3
<b>Consult / Dev</b>	32
<b>Fault</b>	266
<b>Install</b>	99
<b>LTP</b>	0
<b>Saint</b>	33
<b>Update</b>	61

Total number of jobs completed by IT Services in July 2011 was 689, with a completion rate before or on target of 78.08%. Please see chart 2 below.

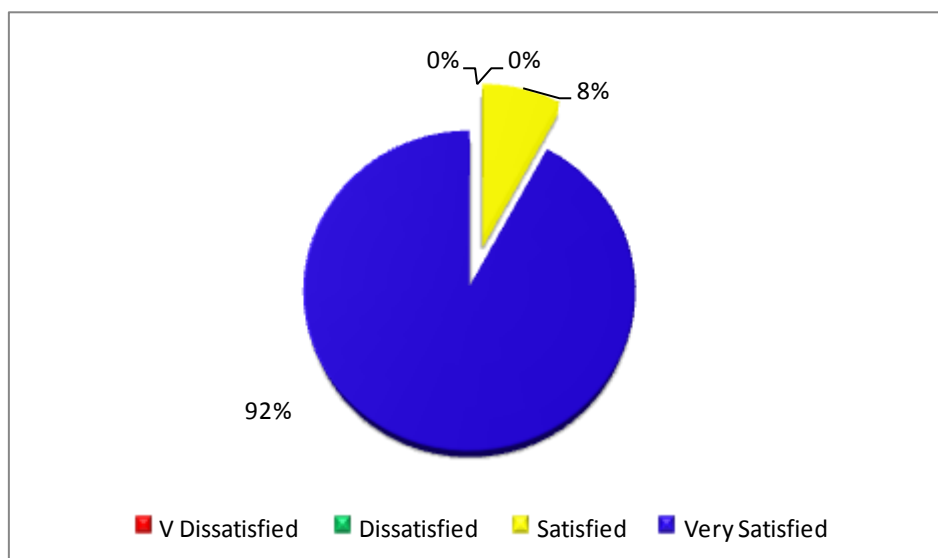
**CHART 2: Percentage of jobs cleared within target – July 2011**



<b>Number of calls cleared in target</b>	<b>78%</b>
<b>Number of calls not cleared in target</b>	<b>22%</b>

Of the 689 jobs completed in July 2011 we received 63 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 – July 2011**



<b>V.Dissatisfied</b>	<b>0</b>
<b>Dissatisfied</b>	<b>0</b>
<b>Satisfied</b>	<b>5</b>
<b>Very Satisfied</b>	<b>58</b>

**A sample of comments from this month's survey results**

*"Were Janette a steam engine, she would easily be part of Thomas the Tank Engine's 'really useful crew'. Thank you for your determination".*

*“Would have preferred a quicker response but Tariq did a great job as always and he was realistic about when he could undertake the job in terms of timelines! Thanks. Debra”.*

*“Thanks Richard and Janette”.*

*“Very nice person who dealt with the problem very efficiently. Good communicator as well!”.*

*“The team responded to me quickly”.*

*“ICT helpful as always!”.*

*“Chris was very helpful and suggested ways of improving my email archiving. Thank you”.*

*“To be honest, I'm not sure what the issue was or what solved it!”.*

*“Job was completed as requested - thank you”.*

*“Chris is the person who came to sort the job for the Equality Unit. He did a fantastic job, very helpful and extremely polite. The Equality Unit would like to pass on our gratitude to Chris for his quick and efficient work.”.*

*“Completed almost before I had time to draw breath. Thank you! VERY satisfied”.*

*“Dave always resolves any issues very quickly”.*

*“Problem dealt with politely and efficiently by Richard”.*

*“Excellent and timely service from this staff member as per usual”.*

*“Very speedy response from John - explained options and helped me decide on best data bundle for my requirements”.*

### **NorMAN Out of Hours Service**

During July, 24 calls were logged with the NorMAN Out of Hours Service. Of these 24 calls, 8 were resolved by NorMAN staff and 16 were referred back to ICT Servicedesk.