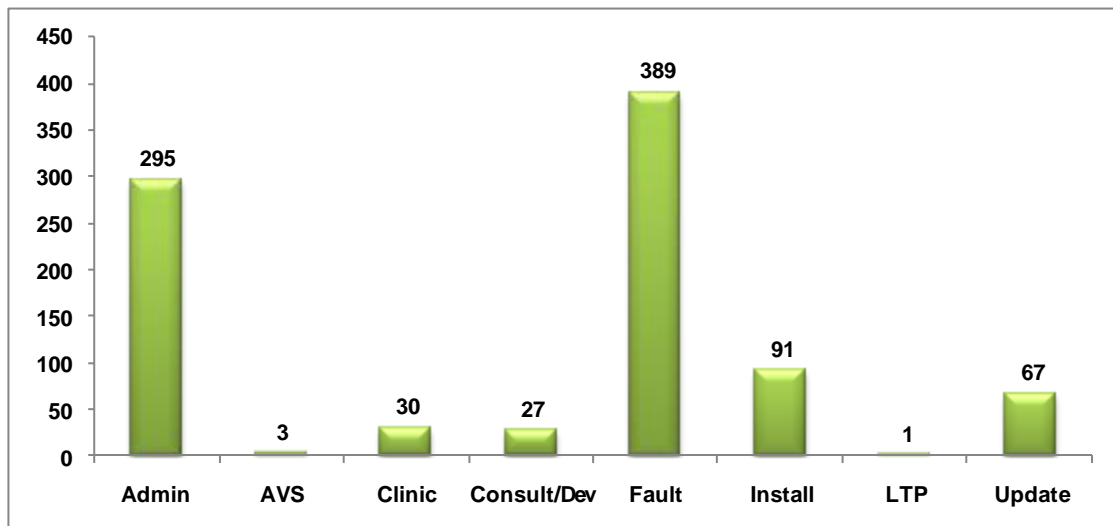


IT Services Monthly Report - March 2011

Total number of jobs entered by IT Services during March 2011 was 903. A breakdown by category can be seen in chart 1 below.

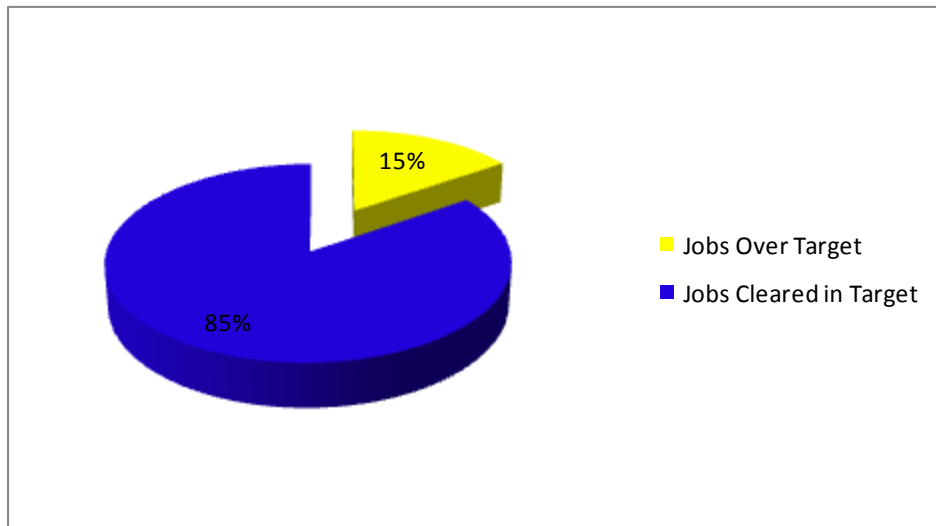
CHART 1: Total number of Jobs by Category – March 2011



Admin	295
AVS General Maintenance	3
Clinic	30
Consult / Dev	27
Fault	389
Install	91
LTP	1
Update	67

Total number of jobs completed by IT Services in March 2011 was 906, with a completion rate before or on target of 85%. Please see chart 2 below.

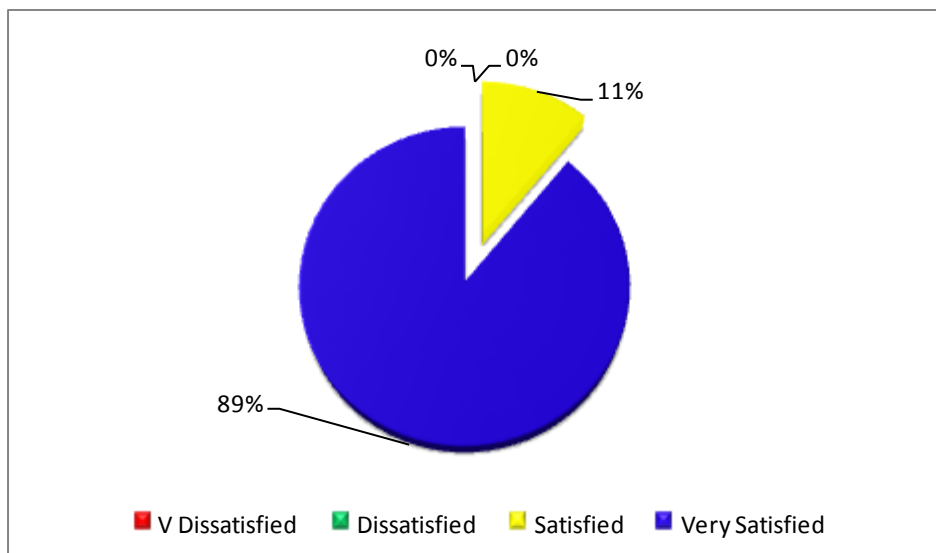
CHART 2: Percentage of jobs cleared within target – March 2011



Number of calls cleared in target	85%
Number of calls not cleared in target	15%

Of the 906 jobs completed in March 2011 we received 100 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 – March 2011



V.Dissatisfied	0
Dissatisfied	0
Satisfied	11
Very Satisfied	89

A sample of comments from this month's survey results

"Janette went above and beyond the call of duty, as she helped me to get another couple of issues sorted out for me with an extremely good attitude to boot. Thanks very much indeed"

"Ray has completed three jobs in quick succession for me - to a very high standard and super fast! Thanks Ray!"

"Took slightly longer than usual to resolve, otherwise no problems."

"As usual, very quickly dealt with."

"Quick and efficient, thank you Ed!"

"I was provided with an Exceptional service by the ICT servicedesk team. I have no complaints or a hint of Dissatisfaction what so ever"

"I understand the response but it still leaves me with a problem"

"I think the Team do a great job, they have always been very helpful to me."

"Rachel was really helpful and answered the problem really quickly"

"Tariq was very helpful thank you"

"Thanks Drew"

"Excellent service"

"many thanks - hope i won't have to call on you again"

"Simon as usual has proven that he is one patient man with great approach to problem solving issue. Thanks Simon for 3 days of step by step revitalisation of my laptop"

"Thank you again for all involved, Regards Tracey"

"A bit slow, would expect 2 day turnaround max for something so straightforward."

"Fantastic support and very friendly, efficient colleagues! Linda"

"Everyone was very polite and helpful"

"I greatly value the expertise provided by the Micros Team for non University image installations of Windows"

"I really appreciate how quickly this was dealt with. Many thanks."

"Absolutely blistering response time"

"The service was very efficient and restored some of my faith in Bradford University staff"

"Simon is always very pleasant, efficient and helpful"

"Sajit has provided without doubt the best IT helpline support I've come across. Great ownership and follow up. Thanks!"

"Chris very helpful. Explained what was being done and why. Was responsive and persistent when the first attempt to remove the viruses and malware were unsuccessful"

"Excellent informative support over the phone, thank you very much"

"Many thanks for doing this promptly Sue"

"Prompt, supportive attention"

"I reported the job on 17th and it was looked at on 21st and finalized on 22nd. I wish they could fasten the speed of response. The work was efficiently carried out in short time. Many thanks"

"Simon was so helpful, keeping us informed at each stage of his progress. A difficult problem which he solved by a process of elimination, thank you"

"Janette always provides the best possible service"

"Tariq was very helpful, and the call back to make sure everything was working was very appreciated"

"Done in double quick time - thank you!"

"Each time I call with a query it is sorted immediately or a temporary measure is suggested to me until the job is sorted"

"I was extremely happy with the service, efficient, helpful and friendly - what more can you ask for?"

"the service was great and i needed the laptop to do my work so Thank you"

NorMAN Out of Hours Service

During March, 93 calls were logged with the NorMAN Out of Hours Service. Of these 93 calls, 44 were resolved by NorMAN staff and 49 were referred back to ICT Servicedesk.