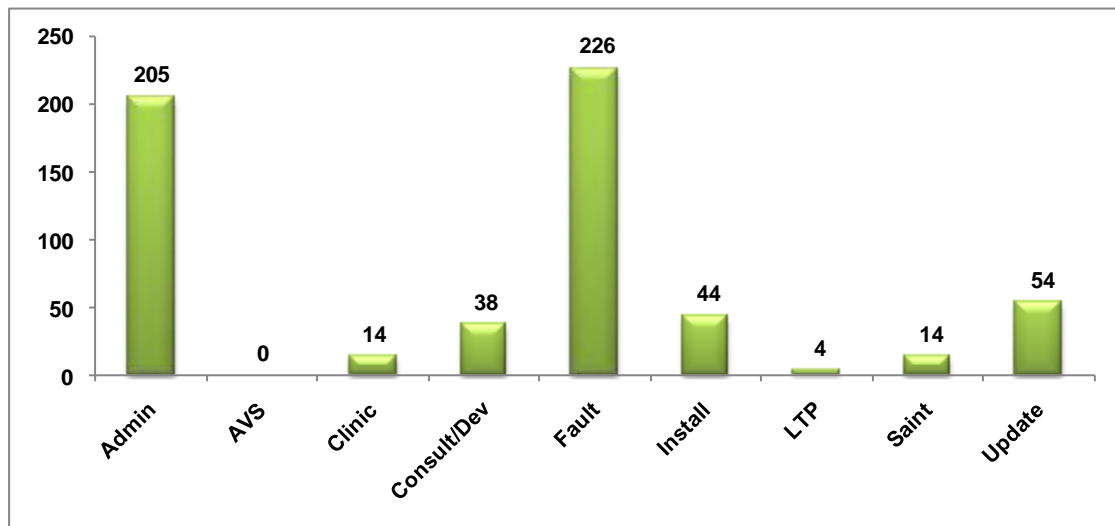


## IT Services Monthly Report - May 2011

Total number of jobs entered by IT Services during May 2011 was 599. A breakdown by category can be seen in chart 1 below.

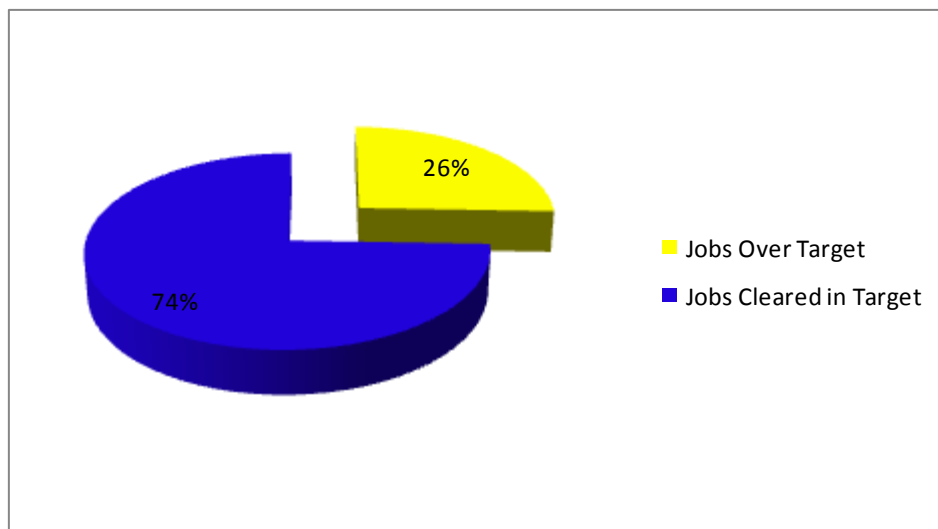
**CHART 1: Total number of Jobs by Category – May 2011**



<b>Admin</b>	205
<b>AVS General Maintenance</b>	0
<b>Clinic</b>	14
<b>Consult / Dev</b>	38
<b>Fault</b>	226
<b>Install</b>	44
<b>LTP</b>	4
<b>Saint</b>	14
<b>Update</b>	54

Total number of jobs completed by IT Services in May 2011 was 630, with a completion rate before or on target of 74.4%. Please see chart 2 below.

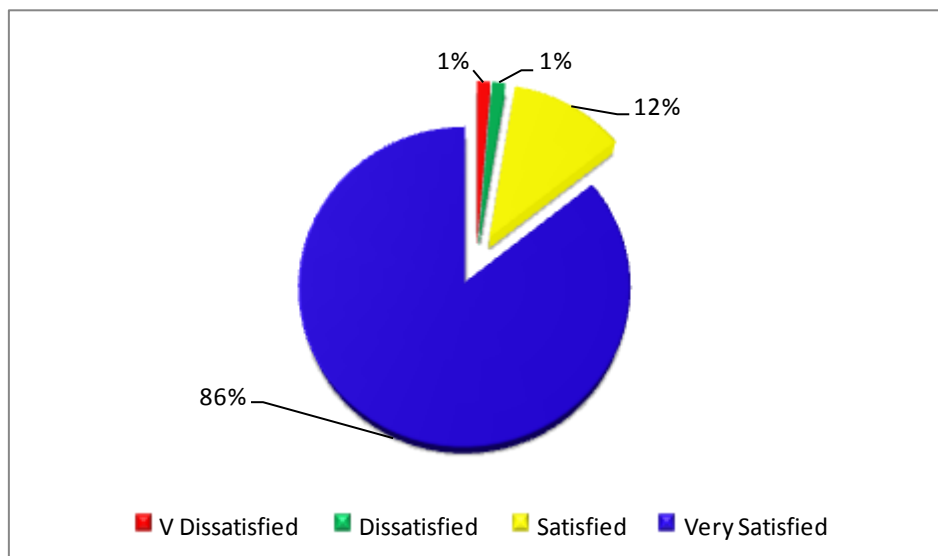
**CHART 2: Percentage of jobs cleared within target – May 2011**



<b>Number of calls cleared in target</b>	<b>74%</b>
<b>Number of calls not cleared in target</b>	<b>26%</b>

Of the 630 jobs completed in May 2011 we received 77 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 – May 2011**



<b>V.Dissatisfied</b>	<b>1</b>
<b>Dissatisfied</b>	<b>1</b>
<b>Satisfied</b>	<b>9</b>
<b>Very Satisfied</b>	<b>66</b>

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

*"Both Sue and Hanif are very helpful. Sue managed to retrieve the folders so well done Sue!"*

*"Splendid response, expertly and smoothly handled. If this RMS Job was a car, it would be a Porsche"*

*"Paula was very very helpful"*

*"Hanif was lovely: calm, understanding and helpful. Couldn't ask for more."*

*"Extremely helpful and very pleasant"*

*"Thanks Rachel. You're a star!"*

*"Problem sorted very quickly, even when the problem was due to 3rd party. Thanks Mark."*

*"LSS are always prompt in replying to requests and keep us informed of progress."*

*"Thank you for your prompt action"*

*"Exemplary service - calls are always answered promptly and the service is excellent"*

*"Very helpful and friendly response."*

*"I reported the job on 06.05.2011 and had an e-mail to say job would be completed by 10.05.2011 on 11.05.2011 I phoned ICT helpdesk and was told the job had not been logged on. Contacted ICT helpdesk on 17.05.2011 and person spoke to said would get back to me and eventually my problem with the Collaborative planner was resolved"*

*"Thank you Hanif for doing an excellent job and for the great communication during the installation process"*

*"Excellent service and all done while having a jolly good conversation and a laugh! really appreciate"*

*"It seemed to take a long time (a week) to sort out for a fairly fundamental requirement to be able to print. "This relates to the CED printer job as a whole not this particular job that was held up because it took time to network enable the new printer. I'm happy with this job which only relates to connecting my Mac to the printer service."*

*"I was bounced around and told many different things about ordering mobiles! Firstly i was told to do it myself then told that the ICT service desk did it themselves. I was given a price for connection and monthly costs and told to put them on an order then had all my orders sent back and had to amend them without the information. This made some orders last a few months in total."*

*In the end everything was sorted well but it took a good time to get to that point!*

*"This job should have taken 18 seconds not 18 days"*

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

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