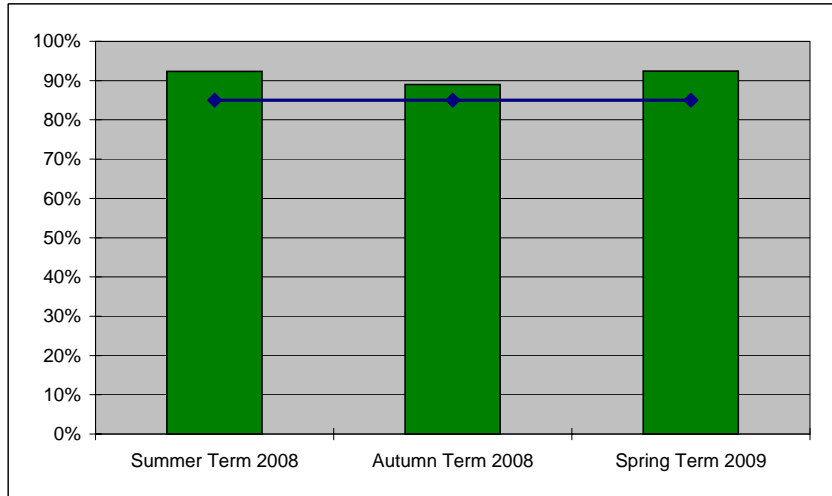


ICT DEVELOPMENT SERVICE

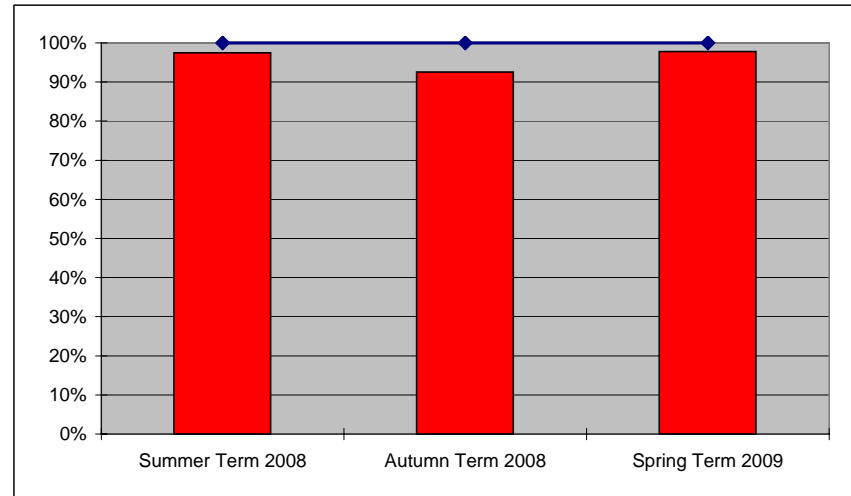
2008/2009

Analysis of Support calls dealt with by ICT Development Service

% Fixed with SLA Target



% Responded within 1 working day



	% Fixed within SLA Target	Target
Summer Term 2008	92.30%	85.00%
Autumn Term 2008	88.96%	85.00%
Spring Term 2009	92.45%	85.00%

	% Response within Working Day	Target
Summer Term 2008	97.50%	100.00%
Autumn Term 2008	92.53%	100.00%
Spring Term 2009	97.81%	100.00%