

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES
SOSHANGUVE','ICT SERVICES PRETORIA' FOR COMMITTEE OF TECHNIKON
PRINCIPALS**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	11	6	5	54.55%	10	1	90.91%
FEBRUARY 2005	7	3	4	42.86%	7	0	100.00%
MARCH 2005	5	4	1	80.00%	5	0	100.00%
APRIL 2005	3	3	0	100.00%	3	0	100.00%
MAY 2005	4	3	1	75.00%	4	0	100.00%
JUNE 2005	6	3	3	50.00%	6	0	100.00%
SEPTEMBER 2005	1	1	0	100.00%	1	0	100.00%
OCTOBER 2005	1	0	1	0.00%	1	0	100.00%
NOVEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	39	24	15	61.54%	38	1	97.44%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	39	24	15	61.54%	38	1	97.44%