

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES  
SOSHANGUVE','ICT SERVICES PRETORIA' FOR ARTS**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	56	53	3	94.64%	56	0	100.00%
FEBRUARY 2005	57	56	1	98.25%	57	0	100.00%
MARCH 2005	25	21	4	84.00%	25	0	100.00%
APRIL 2005	39	38	1	97.44%	39	0	100.00%
MAY 2005	33	32	1	96.97%	33	0	100.00%
JUNE 2005	51	51	0	100.00%	51	0	100.00%
JULY 2005	33	33	0	100.00%	33	0	100.00%
AUGUST 2005	36	33	3	91.67%	36	0	100.00%
SEPTEMBER 2005	17	13	4	76.47%	17	0	100.00%
OCTOBER 2005	32	30	2	93.75%	32	0	100.00%
NOVEMBER 2005	22	22	0	100.00%	22	0	100.00%
DECEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	403	384	19	95.29%	403	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	1	1	0	100.00%	1	0	100.00%
MARCH 2005	1	1	0	100.00%	1	0	100.00%
MAY 2005	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	5	5	0	100.00 %	5	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	408	389	19	95.34%	408	0	100.00%