

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	106	103	3	97.17%	106	0	100.00%
FEBRUARY 2005	75	71	4	94.67%	75	0	100.00%
MARCH 2005	45	43	2	95.56%	45	0	100.00%
APRIL 2005	51	50	1	98.04%	51	0	100.00%
MAY 2005	50	42	8	84.00%	50	0	100.00%
JUNE 2005	40	40	0	100.00%	40	0	100.00%
JULY 2005	49	47	2	95.92%	48	1	97.96%
AUGUST 2005	75	71	4	94.67%	75	0	100.00%
SEPTEMBER 2005	39	38	1	97.44%	39	0	100.00%
OCTOBER 2005	65	64	1	98.46%	65	0	100.00%
NOVEMBER 2005	39	37	2	94.87%	39	0	100.00%
DECEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	637	609	28	95.60%	636	1	99.84%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	1	0	1	0.00%	1	0	100.00%
APRIL 2005	3	2	1	66.67%	2	1	66.67%
MAY 2005	1	0	1	0.00%	1	0	100.00%
OCTOBER 2005	2	1	1	50.00%	2	0	100.00%
NOVEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	8	4	4	50.00%	7	1	87.50%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	645	613	32	95.04%	643	2	99.69%