

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
FEBRUARY 2005	1	1	0	100.00%	1	0	100.00%
APRIL 2005	1	1	0	100.00%	1	0	100.00%
MAY 2005	1	1	0	100.00%	1	0	100.00%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	1	1	0	100.00%	1	0	100.00%
AUGUST 2005	2	1	1	50.00%	2	0	100.00%
SEPTEMBER 2005	1	0	1	0.00%	1	0	100.00%
OCTOBER 2005	3	3	0	100.00%	3	0	100.00%
NOVEMBER 2005	7	7	0	100.00%	7	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	18	16	2	88.89%	18	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	82	76	6	92.68%	82	0	100.00%
FEBRUARY 2005	102	101	1	99.02%	102	0	100.00%
MARCH 2005	64	61	3	95.31%	64	0	100.00%
APRIL 2005	52	51	1	98.08%	52	0	100.00%
MAY 2005	47	46	1	97.87%	47	0	100.00%
JUNE 2005	50	48	2	96.00%	50	0	100.00%
JULY 2005	80	77	3	96.25%	79	1	98.75%
AUGUST 2005	76	74	2	97.37%	76	0	100.00%
SEPTEMBER 2005	54	52	2	96.30%	54	0	100.00%
OCTOBER 2005	58	56	2	96.55%	58	0	100.00%
NOVEMBER 2005	65	63	2	96.92%	65	0	100.00%
DECEMBER 2005	11	9	2	81.82%	11	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	741	714	27	96.36%	740	1	99.87%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
FEBRUARY 2005	1	0	1	0.00%	1	0	100.00%
MARCH 2005	1	0	1	0.00%	1	0	100.00%
APRIL 2005	2	1	1	50.00%	2	0	100.00%
MAY 2005	1	0	1	0.00%	1	0	100.00%
JUNE 2005	2	2	0	100.00%	2	0	100.00%
JULY 2005	1	1	0	100.00%	1	0	100.00%
AUGUST 2005	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2005	2	1	1	50.00%	2	0	100.00%
OCTOBER 2005	3	2	1	66.67%	3	0	100.00%
NOVEMBER 2005	4	2	2	50.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	18	10	8	55.56%	18	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	777	740	37	95.24%	776	1	99.87%