

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES
SOSHANGUVE','ICT SERVICES PRETORIA' FOR DIRECTORATE INFORMATION
TECHNOLOGY SERVICES**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
APRIL 2005	1	1	0	100.00%	1	0	100.00%
MAY 2005	2	2	0	100.00%	2	0	100.00%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
AUGUST 2005	2	1	1	50.00%	2	0	100.00%
NOVEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	8	7	1	87.50%	8	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	100	95	5	95.00%	100	0	100.00%
MARCH 2005	68	63	5	92.65%	68	0	100.00%
APRIL 2005	53	48	5	90.57%	53	0	100.00%
MAY 2005	45	44	1	97.78%	45	0	100.00%
JUNE 2005	73	67	6	91.78%	73	0	100.00%
JULY 2005	53	48	5	90.57%	52	1	98.11%
AUGUST 2005	72	71	1	98.61%	72	0	100.00%
SEPTEMBER 2005	60	55	5	91.67%	60	0	100.00%
OCTOBER 2005	89	80	9	89.89%	88	1	98.88%
NOVEMBER 2005	47	41	6	87.23%	47	0	100.00%
DECEMBER 2005	30	30	0	100.00%	30	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	772	718	54	93.01%	770	2	99.74%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
APRIL 2005	1	0	1	0.00%	1	0	100.00%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	2	1	1	50.00%	2	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%
NOVEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	8	5	3	62.50%	8	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	788	730	58	92.64%	786	2	99.75%