

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES
SOSHANGUVE','ICT SERVICES PRETORIA' FOR STRATEGIC MANAGEMENT SUPPORT**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
MAY 2005	1	1	0	100.00%	1	0	100.00%
AUGUST 2005	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2005	2	2	0	100.00%	2	0	100.00%
OCTOBER 2005	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	7	7	0	100.00 %	7	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	28	22	6	78.57%	28	0	100.00%
FEBRUARY 2005	31	28	3	90.32%	31	0	100.00%
MARCH 2005	19	18	1	94.74%	19	0	100.00%
APRIL 2005	13	13	0	100.00%	13	0	100.00%
MAY 2005	6	6	0	100.00%	6	0	100.00%
JUNE 2005	12	9	3	75.00%	12	0	100.00%
JULY 2005	7	5	2	71.43%	7	0	100.00%
AUGUST 2005	37	35	2	94.59%	37	0	100.00%
SEPTEMBER 2005	17	17	0	100.00%	17	0	100.00%
OCTOBER 2005	16	13	3	81.25%	16	0	100.00%
NOVEMBER 2005	14	13	1	92.86%	14	0	100.00%
DECEMBER 2005	5	5	0	100.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	205	184	21	89.76%	205	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
FEBRUARY 2005	2	2	0	100.00%	2	0	100.00%
MARCH 2005	1	0	1	0.00%	1	0	100.00%
MAY 2005	2	2	0	100.00%	2	0	100.00%
JUNE 2005	1	0	1	0.00%	1	0	100.00%
JULY 2005	2	0	2	0.00%	2	0	100.00%
AUGUST 2005	2	1	1	50.00%	2	0	100.00%
SEPTEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	13	8	5	61.54%	13	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	225	199	26	88.44%	225	0	100.00%