

**CALLS HANDLED FOR CENTRE FOR CONTINUING PROFESSIONAL DEVELOPMENT BY
: 'ICT SERVICES GARANKUWA','ICT SERVICES SOSHANGUVE','ICT SERVICES
PRETORIA'**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	44	44	0	100.00%	44	0	100.00%
FEBRUARY 2006	14	14	0	100.00%	14	0	100.00%
MARCH 2006	43	42	1	97.67%	43	0	100.00%
APRIL 2006	14	14	0	100.00%	14	0	100.00%
MAY 2006	17	17	0	100.00%	17	0	100.00%
JUNE 2006	15	15	0	100.00%	15	0	100.00%
JULY 2006	11	11	0	100.00%	11	0	100.00%
AUGUST 2006	8	8	0	100.00%	8	0	100.00%
SEPTEMBER 2006	7	7	0	100.00%	7	0	100.00%
OCTOBER 2006	13	13	0	100.00%	13	0	100.00%
NOVEMBER 2006	3	3	0	100.00%	3	0	100.00%
DECEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	190	189	1	99.47%	190	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
AUGUST 2006	4	3	1	75.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	4	3	1	75.00%	4	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	194	192	2	98.97%	194	0	100.00%