

**CALLS HANDLED FOR DIRECTORATE INFORMATION TECHNOLOGY SERVICES 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 GARANKUWA							
APRIL 2006	1	1	0	100.00%	1	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	3	3	0	100.00 %	3	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	101	90	11	89.11%	101	0	100.00%
FEBRUARY 2006	78	74	4	94.87%	77	1	98.72%
MARCH 2006	88	84	4	95.45%	86	2	97.73%
APRIL 2006	55	54	1	98.18%	55	0	100.00%
MAY 2006	70	65	5	92.86%	69	1	98.57%
JUNE 2006	72	68	4	94.44%	72	0	100.00%
JULY 2006	86	80	6	93.02%	85	1	98.84%
AUGUST 2006	92	89	3	96.74%	90	2	97.83%
SEPTEMBER 2006	58	57	1	98.28%	57	1	98.28%
OCTOBER 2006	70	66	4	94.29%	69	1	98.57%
NOVEMBER 2006	56	55	1	98.21%	56	0	100.00%
DECEMBER 2006	5	5	0	100.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	831	787	44	94.71%	822	9	98.92%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	1	1	0	100.00%	1	0	100.00%
FEBRUARY 2006	1	1	0	100.00%	1	0	100.00%
MARCH 2006	5	4	1	80.00%	5	0	100.00%
APRIL 2006	2	2	0	100.00%	2	0	100.00%
MAY 2006	2	1	1	50.00%	2	0	100.00%
AUGUST 2006	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2006	2	1	1	50.00%	2	0	100.00%
NOVEMBER 2006	2	1	1	50.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	16	12	4	75.00%	16	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	850	802	48	94.35%	841	9	98.94%