

**CALLS HANDLED FOR STRATEGIC MANAGEMENT SUPPORT 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							
JANUARY 2006	1	1	0	100.00%	1	0	100.00%
FEBRUARY 2006	3	3	0	100.00%	3	0	100.00%
MARCH 2006	1	1	0	100.00%	1	0	100.00%
APRIL 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	6	6	0	100.00 %	6	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	21	21	0	100.00%	21	0	100.00%
FEBRUARY 2006	12	12	0	100.00%	12	0	100.00%
MARCH 2006	11	10	1	90.91%	11	0	100.00%
APRIL 2006	8	8	0	100.00%	8	0	100.00%
MAY 2006	21	20	1	95.24%	21	0	100.00%
JUNE 2006	12	12	0	100.00%	12	0	100.00%
JULY 2006	15	12	3	80.00%	15	0	100.00%
AUGUST 2006	13	12	1	92.31%	12	1	92.31%
SEPTEMBER 2006	5	4	1	80.00%	5	0	100.00%
OCTOBER 2006	14	14	0	100.00%	14	0	100.00%
NOVEMBER 2006	12	9	3	75.00%	12	0	100.00%
DECEMBER 2006	1	0	1	0.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	145	134	11	92.41%	144	1	99.31%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	151	140	11	92.72%	150	1	99.34%