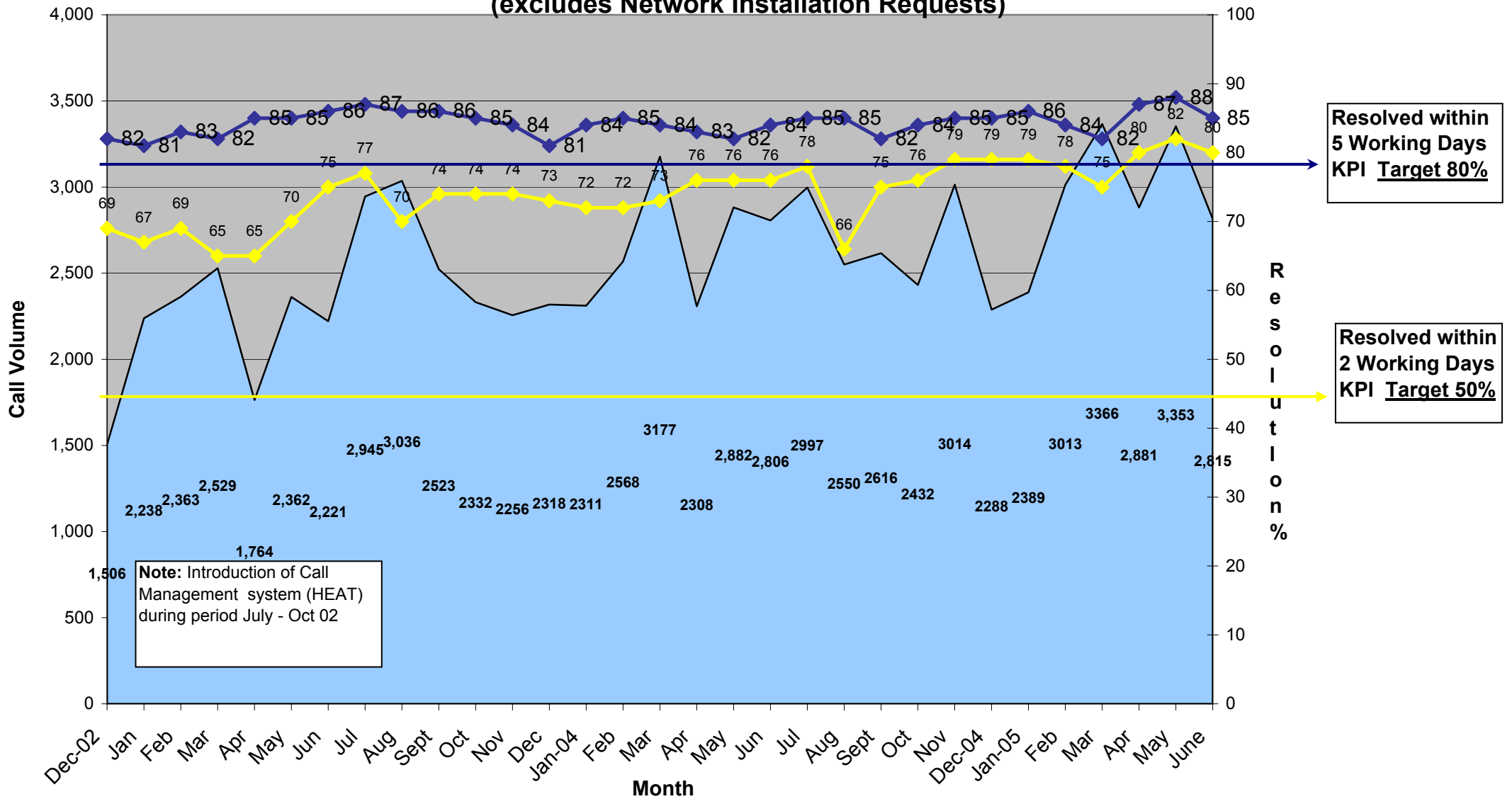


# IT Support for Staff

## Performance against KPI - Calls for Assistance

(excludes Network Installation Requests)



**Note:** Introduction of Call Management system (HEAT) during period July - Oct 02

Resolved within 5 Working Days  
KPI Target 80%

Resolved within 2 Working Days  
KPI Target 50%

<span style="color: blue;">■</span> Total Calls minus Identified Requests	<span style="color: yellow;">◆</span> % of Calls minus requests Resolved within 2 WD	<span style="color: purple;">◆</span> % of Calls minus Requests resolved within 5 WD
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