

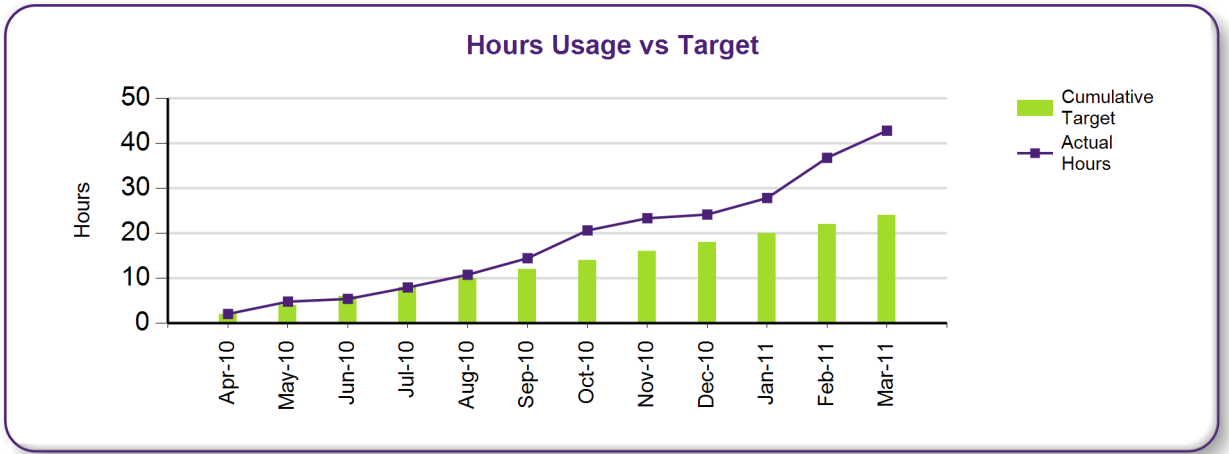
Monthly Summary of IT Support Activity

LLW

March 2011

1. Executive Summary

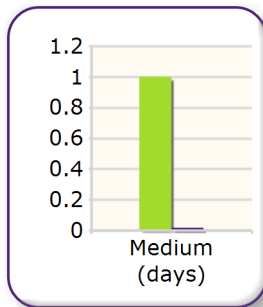
Support Time Used



Service Level Performance

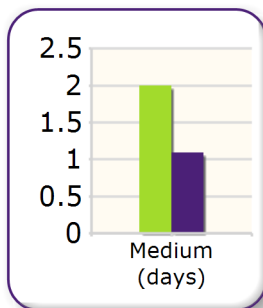
Number of SLA Breaches: zero

'Respond By' SLA:



Target Response Time Average Response Time

'Fix Estimate By' SLA:



2. Backups

Backup Testing

Backup testing completed on: 18 March 2011	
By: Stuart	Confirmed by:
<i>for Superb Software Ltd</i>	<i>for LLW</i>

3. Summary of Activity

No of Tickets Raised by Client

	March 2011	YTD
Urgent	0	5
Medium	5	14
Low	1	15
Total	6	34

Hours Usage

			March 2011		YTD	
			Actual	Weighted	Actual	Weighted
Client Incident	Urgent	1.5	0.0	0.0	3.3	4.9
	Medium	1.0	5.1	5.1	13.0	13.0
	Low	0.5	1.9	0.9	27.7	13.9
SLA Maintenance	Medium	1.0	0.0	0.0	10.9	10.9
	Low	0.5	0.0	0.0	0.2	0.1
Total			7.0	6.0	55.1	42.8
Target				2.0		24.0

During the month, there were the following highlights:

- NAS drive problems resolved by Stuart guiding Ed through the disassembly and re-assembly of the NAS drive. Advised the correct shutdown procedure for the NAS.

4. Recommendations on Extra Work Required

It is recommended that the following tasks should be performed in the near future:

- Nothing significant.