

Technician Utilisation Report

March 2011

162 Hours (22 Days) available in the Month

Customer Name	Description	Hours	Utilisation
Andrew		270.3	166%
ABC Engineering	Outside SLA	229.9	
Superb Software Ltd	Internal	18.7	
Power TB Ltd	Outside SLA	14.3	
Power TB Ltd	Client Incident	3.1	
Superb Software Ltd	Outside SLA	2.5	
Purple Industries	Outside SLA	1.0	
ABC Engineering	Client Incident	0.8	
Andy		138.8	85%
David		0.1	0%
Fraser		142.1	87%
Paul		1.0	1%
Stuart		123.3	76%
Total for all Technicians		675.6	

*Note: 'Available Hours' and 'Utilisation' are based on the average number of working hours in a month (i.e. 7.5 hours per day*5*52/12)*