

4. Helpdesk Report

The total call volumes being handled by the Helpdesk is increasing due to the increased number of PPMs that are now being issued by the helpdesk system.

As PPMs are added and removed from the schedule to streamline the system, it will slightly affect the trend going forward but this should level out eventually.

The following table details the call activities at helpdesk for the period 01 December 2016 to 23 December 2016:

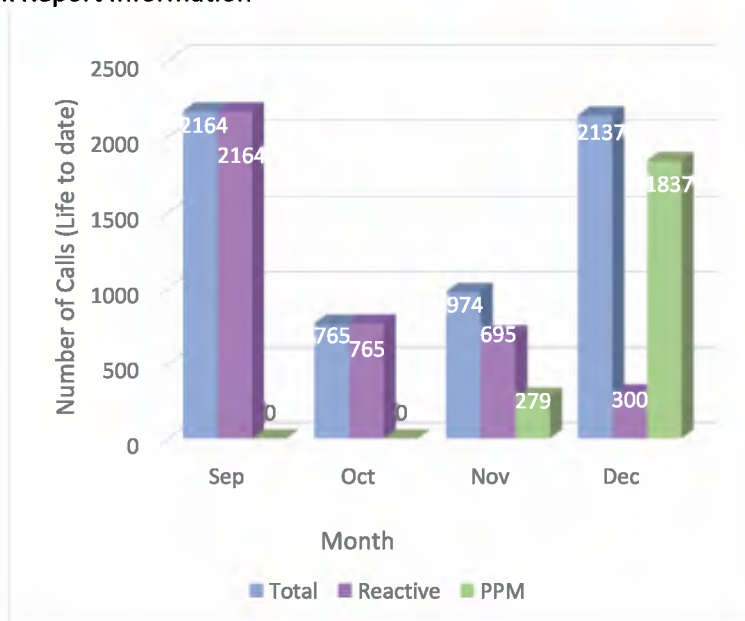
Table 1 – Helpdesk Report Information

Helpdesk Report Information			
Data Extracted: 22 /12/2016 @ 07:11:42 AM			
Information Description	Total	Reactive	PPM
Calls Attended To in December 2016 (A)	2 137	300	1 837
Calls Carried over from November 2016 (B)	236		
New Calls Logged in December 2016 (A-B)	1 901	278	1 623
Calls Closed in December 2016 (C)	1 923	270	1 653
Calls Carried Over to Next Reporting Cycle (A-C)	214	30	184
Calls Closed Within SLA Time in December 2016 (D)	1 923	270	1 653
SLA Time Achievement (D/C *100)	100%	100%	100%
Possible availability penalty	R 0.00	R 0.00	R 0.00
Possible performance penalty	R 0.00	R 0.00	R 0.00

The calls attended per Category (Reactive and PPM) are shown in Graph 1 below. The main difference from September to December is the fact that all PPMs were handled outside of the helpdesk system in September 2016 but have now since been moved for tracking within the helpdesk system from December 2016.

December calls consist mainly of PPMs that are now issued via the helpdesk system and a small percentage is reactive calls.

Graph 1 – Helpdesk Report Information



5. Technical Services

Table 2 below is a breakdown of the total technical calls handled during December 2016, and a clear distinction between reactive (breakdown) calls and PPM calls that were attended to by the technical team and service providers is provided:

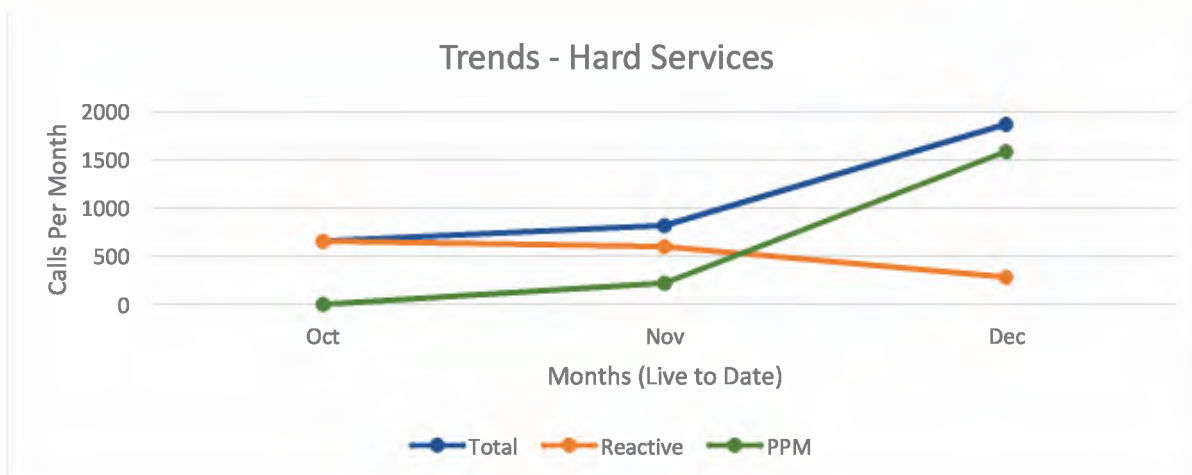
Table 2 – Technical Services Report Information

Helpdesk Report - Technical Services			
Data Extracted: 22/12/2016 @ 07:11:42			
Information Description	Total	Reactive	PPM
Calls Attended To in December 2016 (A)	1 870	283	1 587
Calls Carried over from November 2016 (B)	233		
New Calls Logged in December 2016 (A-B)	1 637	261	1 376
Calls Closed in December 2016 (C)	1 657	254	1 403
Calls Carried Over to Next Reporting Cycle (A-C)	213	29	184
Calls Closed Within SLA Time in December 2016 (D)	1 657	254	1 403
SLA Time Achievement (D/C *100)	100%	100%	100%
Possible availability penalty	R 0.00	R 0.00	R 0.00
Possible performance penalty	R 0.00	R 0.00	R 0.00

The hard service calls increased by more than a 100% to 1870 calls in December 2016 compared to 819 calls in November 2016 due to all PPMs now being issued via the helpdesk system.

The number of hard services reactive calls logged in December 2016 compared to November 2016 is significantly lower. Graph 2 below indicates the month to month trends of the Total calls logged and a split between Reactive and PPM calls.

Graph 2 – Hard Services Report Information



There were 29 reactive calls and 184 PPM calls that are carried over to the next reporting cycle. These calls are either assigned as patent or latent defect or are subject to parts or subcontractor availability. In these cases, the priority dependent time to rectification will allow for these calls to be carried over without incurring penalties.

A breakdown of hard services calls per Discipline attended to in December 2016 can be found in **Tables 3 to 7 below.**

- Table 7 (HVAC calls) indicates that this area needs attention as there were 633 calls logged in one month.
- DFMS have formally raised the concerns regarding the high call ratio of HVAC. Testimony to this is that the incident relating to DDG Henning’s office ceiling collapse as a result of poor fan coil drainage, highlighted the absence of a drainage point designed for but not installed. A similar problem is now being experienced within the floor below. Same omission as the SG/DDG floor drainage point omission.
- On return from builders annual break 11/01/2017, D&C and DipFM will convene a meeting to discuss this specific matter (and other HVAC related matters).

Table 3

Help Desk – IDtek – Access Control & CCTV	
Data Extracted: 22/12/2016 @ 07:11:42	
Calls Carried over from November 2016 (A)	0
New Calls Logged in December 2016 (B)	5
Calls Closed in December 2016 (C)	4
Calls Carried Over to Next Reporting Cycle (B-C)	1
Calls Closed Within SLA Time in December 2016 (D)	4
SLA Time Achievement (D/C *100)	100%
Possible availability penalty	R 0.00
Possible performance penalty	R 0.00

Table 4

Help Desk – Electrical	
Data Extracted: 22/12/2016 @ 07:11:42	
Calls Carried over from November 2016 (A)	3
New Calls Logged in December 2016 (B)	41
Calls Closed in December 2016 (C)	44
Calls Carried Over to Next Reporting Cycle (A+B-C)	0
Calls Closed Within SLA Time in December 2016 (D)	44
SLA Time Achievement (D/C *100)	100%
Possible availability penalty	R 0.00
Possible performance penalty	R 0.00

Table 5

Help Desk – Fire Equipment	
Data Extracted: 22/12/2016 @ 07:11:42	
Calls Carried over from November 2016 (A)	0
New Calls Logged in December 2016 (B)	1
Calls Closed in December 2016 (C)	1
Calls Carried Over to Next Reporting Cycle (A+B-C)	0
Calls Closed Within SLA Time in December 2016 (D)	1
SLA Time Achievement (D/C *100)	100%
Possible availability penalty	R 0.00
Possible performance penalty	R 0.00

Table 6

Help Desk – HVAC	
Data Extracted: 22 /12/2016 @ 07:11:42	
Calls Carried over from November 2016 (A)	0
New Calls Logged in December 2016 (B)	633
Calls Closed in December 2016 (C)	662
Calls Carried Over to Next Reporting Cycle (A+B-C)	1
Calls Closed Within SLA Time in December 2016 (D)	662
SLA Time Achievement (D/C *100)	100%
Possible availability penalty	R 0.00
Possible performance penalty	R 0.00

Table 7

Help Desk – Lifts	
Data Extracted: 22/12/2016 @ 07:11:42	
Calls Carried over from November 2016 (A)	0
New Calls Logged in December 2016 (B)	14
Calls Closed in December 2016 (C)	14
Calls Carried Over to Next Reporting Cycle (A+B-C)	0
Calls Closed Within SLA Time in December 2016 (D)	14
SLA Time Achievement (D/C *100)	100%
Possible availability penalty	R 0.00
Possible performance penalty	R 0.00

6. Soft Services

6.1. Brief Report from Helpdesk

Table 8 below is a breakdown of the total soft services calls handled during December 2016

Table 8 – Soft Services Report Information

Help Desk – Lifts		Calls Closed	Carried Over to Next Period
Data Extracted: 22/12/2016 @ 07:11:42 AM	Calls Logged		
Cleaning	17	16	1
Hygiene	1	1	0
Landscaping	0	0	0
Security	0	0	0
Catering	7	7	0
Possible availability penalty		R 0.00	
Possible performance penalty		R 0.00	

6.2. Waste Management

Below is the waste collected during the December 2016.

Description	Product Weight (KG)
Cardboard	570.00
Common Mix Waste	372.10
Mixed Plastic	229.10
Tetra Pack	12.00
Tin	56.70
White Paper	194.90
Green Waste	4 770.00
Total	6 204.80
Used Cooking Oil (litres)	175 litres

7. Official Opening of Isibalo House

Below is a brief report on the contribution made by the Soft Services during the official opening of the building event:

7.1. Cleaning

There was a need for cleaning staff members to work overtime on the 11th of December 2016 (day before the event), on which 21 permanent cleaning staff members worked overtime for +- 10 hours. Servest Cleaning also arranged for additional staff members from Head office to assist with the cleaning prior to the event. Shifts were scheduled as below:

- Morning shift from 05h00 to 13h00
- Afternoon shift from 12h00 to 18h00