**INFORME SISTEMA OTRS**

Análisis de Colas

Primer Semestre 2015

Enero - Julio

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| **ENTRENAMIENTO FUNCIONAL**  Primer Semestre 2015 | | | | | |
| **Solicitudes Atendidas** | | **679** | |  | |
| Cerrados Satisfactoriamente | | **532** | |
| Por certificar | | **109** | |
| Rechazados | | **36** | |
| Cerrados sin Éxito | | **2** | |
| Suspendidos | | **0** | |
| Pendientes | | **0** | |
| **Tiempo de Respuesta** | | | |
|  | **Promedio** | **Mínima** | **Máxima** |
| **Entrenamiento y Soporte Funcional** | 154h 57m | 0h 1m | 3980h 25m |
| Creación Usuarios Windows | N/A | N/A | N/A |
| **Eventualidades Observadas:** | |
| * **Creación de Código de acceso a página de extranet para Intermediarios:**   282 solicitudes.   * **Certificación de Trámite de Perfil de Usuario:** 166 solicitudes. * **Acceso Denegado – Falta de Autorización:** 137 solicitudes. * **Revisión y/o Modificación del sistema:**   51 solicitudes. | * **Solicitud Carpeta Compartida**   30 solicitudes.   * **Desbloqueo de Usuario:**   29 solicitudes.   * **Creación de Usuario para acceso a página web para Proveedores:**   28 solicitudes |
| Usuarios Acsel\X y Extranets | 139h 23m | 0h 31m | 1800h 55m |

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| **SISTEMA DE INFORMACIÓN**  Primer Semestre 2015 | | | | |
| **Solicitudes Atendidas** | | **859** | |  |
| Cerrados Satisfactoriamente | | **741** | |
| Por certificar | | **16** | |
| Rechazados | | **57** | |
| Cerrados sin Éxito | | **09** | |
| Suspendidos | | **01** | |
| Pendientes | | **36** | |
| **Tiempo de Respuesta** | | | |
|  | **Promedio** | **Mínima** | **Máxima** |
| **Sistemas de Información** | 68h 49m | 0h 13m | 860h 5m |
| Acsel\X | 98h 51m | 0h 1m | 3692h 42m | **Eventualidades Observadas** |
| Adam | 68h 14m | 1h 42m | 1607h 55m | * **Corrección de valores:**   380 Solicitudes.   * **Revisión y modificación de parámetros:**   415 Solicitudes.   * **Errores de impresión:**   78 Solicitudes. |
| Base de Datos | 641h 48m | 28h 37m | 1434h 52m |
| Extranet | 325h 14m | 1h 18m | 2729h 30m |
| NAF | N/A | N/A | N/A |

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| **SOPORTE E INFRAESTRUCTURA**  Primer Semestre 2015 | | | | | |
| **Solicitudes Atendidas** | | **521** | |  | |
| Cerrados Correctamente | | **484** | |
| Por Certificar | | **0** | |
| Rechazados | | **25** | |
| Cerrados sin Éxito | | **03** | |
| Suspendidos | | **0** | |
| Pendientes | | **1** | |
| **Tiempo de Respuesta** | | | |
|  | **Promedio** | **Mínima** | **Máxima** |
| **Soporte e Infraestructura** | 82h 34m | 0h 1m | 1994h 44m |
| Correo Electrónico | 77h 25m | 2h 40m | 699h 24m |
| **Eventualidades Observadas:** | |
| Cámaras y Control de Acceso | 74h 14m | 74h 14m | 74h 14m |
| * **Nuevo Usuario Directorio Activo:**   97 Solicitudes.   * **Revisión de equipo:**   84 Solicitudes.   * **Solicitudes de Acceso:**   71 Solicitudes.   * **Actualización de hardware / software:**   53 Solicitudes.   * **Suspensión de usuario:**   44 Solicitudes. | * **Solicitud de Equipo:**   32 Solicitudes.   * **Traslado de data a carpeta compartida:**   30 Solicitudes.   * **Error a nivel de software:**   22 Solicitudes.   * **Configuración de Equipo:**   13 Solicitudes. |
| Internet | 200h 46m | 0h 28m | 957h 28m |
| PCs / Impresoras / Equipos | 148h 5m | 0h 18m | 1728h 21m |
| Rotativas | N/A | N/A | N/A |
| Telefonía | 259h 35m | 2h 50m | 1724h 3m |
| Usuarios Windows | 146h 44m | 0h 41m | 600h 58m |

**REVISIÓN MENSUAL DETALLADA**

Desde Enero hasta Julio 2015.

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| **ENERO** | | | | | | | | | | | |
|  | **Por Certificar+** | **Abierto** | **Cerrado Satisfactoriamente** | **Cerrado sin Éxito** | **Eliminado** | **Mezclado** | **Nuevo** | **Por certificar** | **Rechazado** | **Suspendido** | **Sumatoria** |
| **Entrenamiento y Soporte Funcional** | 0 | 0 | **53** | 0 | 0 | 0 | 0 | **11** | **3** | 0 | **67** |
| Creación Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Usuarios Acsel/x y Extranet | 0 | 0 | **14** | 0 | 0 | 0 | 0 | **4** | **1** | 0 | **19** |
| **Sistemas de información** | 0 | 0 | **5** | 0 | 0 | 0 | 0 | 0 | **2** | 0 | **7** |
| Acsel/x | 0 | **1** | **70** | **1** | 0 | 0 | **1** | **1** | **7** | 0 | **81** |
| ADAM | 0 | 0 | **10** | 0 | 0 | 0 | 0 | **1** | **1** | 0 | **12** |
| Base de Datos | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Extranet | 0 | **1** | **4** | **1** | 0 | 0 | 0 | **1** | **1** | 0 | **8** |
| NAF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Soporte e Infraestructura** | 0 | 0 | **33** | 0 | 0 | 0 | 0 | **1** | **2** | 0 | **36** |
| Correo Electrónico | 0 | 0 | **2** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **2** |
| Cámaras/Control Acceso | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Internet | 0 | 0 | **2** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **2** |
| PCs, Impresoras, Equipos | 0 | 0 | **12** | 0 | 0 | 0 | 0 | 0 | **2** | 0 | **14** |
| Rotativas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Centro | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Occidente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Oriente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Telefonía | 0 | 0 | **5** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **5** |
| Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Sumatoria** | **0** | **2** | **210** | **2** | **0** | **0** | **1** | **19** | **19** | **0** | **253** |

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| **FEBRERO** | | | | | | | | | | | |
|  | **Por Certificar+** | **Abierto** | **Cerrado Satisfactoriamente** | **Cerrado sin Éxito** | **Eliminado** | **Mezclado** | **Nuevo** | **Por certificar** | **Rechazado** | **Suspendido** | **Sumatoria** |
| **Entrenamiento y Soporte Funcional** | 0 | 0 | **56** | 0 | 0 | 0 | 0 | **4** | **2** | 0 | **62** |
| Creación Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Usuarios Acsel/x y Extranet | 0 | 0 | **17** | 0 | 0 | 0 | 0 | **1** | 0 | 0 | **18** |
| **Sistemas de información** | 0 | 0 | **4** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **5** |
| Acsel/x | 0 | **2** | **61** | **1** | 0 | 0 | **4** | **2** | **5** | 0 | **75** |
| ADAM | 0 | 0 | **9** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **9** |
| Base de Datos | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Extranet | 0 | 0 | **6** | 0 | 0 | 0 | **1** | **1** | 0 | 0 | **8** |
| NAF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Soporte e Infraestructura** | 0 | 0 | **18** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **19** |
| Correo Electrónico | 0 | 0 | **4** | 0 | 0 | 0 | 0 | 0 | **2** | 0 | **6** |
| Cámaras/Control Acceso | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** | 0 | 0 | **1** |
| Internet | 0 | 0 | **2** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **3** |
| PCs, Impresoras, Equipos | 0 | 0 | **11** | 0 | 0 | 0 | **1** | 0 | **1** | 0 | **13** |
| Rotativas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Centro | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Occidente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Oriente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Telefonía | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Sumatoria** | **0** | **2** | **189** | **1** | **0** | **0** | **6** | **9** | **13** | **0** | **220** |

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| **MARZO** | | | | | | | | | | | |
|  | **Por Certificar+** | **Abierto** | **Cerrado Satisfactoriamente** | **Cerrado sin Éxito** | **Eliminado** | **Mezclado** | **Nuevo** | **Por certificar** | **Rechazado** | **Suspendido** | **Sumatoria** |
| **Entrenamiento y Soporte Funcional** | 0 | 0 | **66** | 0 | 0 | 0 | **1** | **11** | **4** | 0 | **82** |
| Creación Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Usuarios Acsel/x y Extranet | 0 | **1** | **19** | 0 | 0 | 0 | 0 | **2** | **2** | 0 | **24** |
| **Sistemas de información** | 0 | 0 | **5** | 0 | 0 | 0 | **1** | **2** | 0 | 0 | **8** |
| Acsel/x | 0 | **3** | **103** | **1** | 0 | 0 | **3** | **2** | **7** | 0 | **119** |
| ADAM | 0 | 0 | **4** | 0 | 0 | 0 | 0 | **2** | 0 | 0 | **6** |
| Base de Datos | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Extranet | 0 | 0 | **3** | 0 | 0 | 0 | **1** | 0 | **1** | 0 | **5** |
| NAF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Soporte e Infraestructura** | 0 | 0 | **22** | 0 | 0 | 0 | 0 | **3** | **3** | 0 | **28** |
| Correo Electrónico | 0 | 0 | **5** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **5** |
| Cámaras/Control Acceso | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **1** |
| Internet | 0 | 0 | **5** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **5** |
| PCs, Impresoras, Equipos | 0 | 0 | **9** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **10** |
| Rotativas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Centro | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Occidente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Oriente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Telefonía | 0 | 0 | **6** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **6** |
| Usuarios Windows | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| **Sumatoria** | **0** | **4** | **248** | **1** | **0** | **0** | **6** | **22** | **19** | **0** | **300** |

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| **ABRIL** | | | | | | | | | | | |
|  | **Por Certificar+** | **Abierto** | **Cerrado Satisfactoriamente** | **Cerrado sin Éxito** | **Eliminado** | **Mezclado** | **Nuevo** | **Por certificar** | **Rechazado** | **Suspendido** | **Sumatoria** |
| **Entrenamiento y Soporte Funcional** | 0 | 0 | **103** | **1** | 0 | 0 | 0 | **9** | **6** | 0 | **119** |
| Creación Usuarios Windows | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| Usuarios Acsel/x y Extranet | 0 | 0 | **14** | 0 | 0 | 0 | 0 | **6** | 0 | 0 | **20** |
| **Sistemas de información** | 0 | **1** | **12** | 0 | 0 | 0 | 0 | **1** | 0 | 0 | **14** |
| Acsel/x | 0 | **4** | **75** | 0 | 0 | 0 | **3** | **4** | **3** | 0 | **89** |
| ADAM | 0 | **1** | **6** | **2** | 0 | 0 | **1** | 0 | **2** | 0 | **12** |
| Base de Datos | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| Extranet | 0 | **1** | **5** | 0 | 0 | 0 | **2** | **1** | 0 | 0 | **9** |
| NAF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Soporte e Infraestructura** | 0 | **1** | **39** | **1** | 0 | 0 | 0 | **2** | **3** | 0 | **46** |
| Correo Electrónico | 0 | 0 | **3** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **3** |
| Cámaras/Control Acceso | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Internet | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| PCs, Impresoras, Equipos | 0 | 0 | **18** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **19** |
| Rotativas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Centro | 0 | 0 | **4** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **4** |
| Soporte Región Occidente | 0 | 0 | **5** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **5** |
| Soporte Región Oriente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Telefonía | 0 | 0 | **4** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **5** |
| Usuarios Windows | 0 | 0 | **5** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **5** |
| **Sumatoria** | **0** | **8** | **296** | **4** | **0** | **0** | **6** | **23** | **16** | **0** | **353** |

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| **MAYO** | | | | | | | | | | | |
|  | **Por Certificar+** | **Abierto** | **Cerrado Satisfactoriamente** | **Cerrado sin Éxito** | **Eliminado** | **Mezclado** | **Nuevo** | **Por certificar** | **Rechazado** | **Suspendido** | **Sumatoria** |
| **Entrenamiento y Soporte Funcional** | 0 | 0 | **104** | 0 | 0 | 0 | 0 | **8** | **4** | 0 | **116** |
| Creación Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **1** |
| Usuarios Acsel/x y Extranet | 0 | **3** | **12** | 0 | 0 | 0 | **1** | **3** | 0 | 0 | **19** |
| **Sistemas de información** | 0 | **1** | **28** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **30** |
| Acsel/x | 0 | **4** | **53** | 0 | 0 | 0 | **4** | **3** | **9** | 0 | **73** |
| ADAM | 0 | **1** | **5** | **1** | 0 | 0 | 0 | **2** | 0 | 0 | **9** |
| Base de Datos | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| Extranet | 0 | **1** | **9** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **10** |
| NAF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Soporte e Infraestructura** | 0 | 0 | **51** | 0 | 0 | 0 | 0 | **1** | **1** | 0 | **53** |
| Correo Electrónico | 0 | 0 | **6** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **7** |
| Cámaras/Control Acceso | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Internet | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| PCs, Impresoras, Equipos | 0 | 0 | **8** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **8** |
| Rotativas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Centro | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Occidente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Oriente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Telefonía | 0 | **1** | **5** | **2** | 0 | 0 | **1** | 0 | 0 | 0 | **9** |
| Usuarios Windows | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| **Sumatoria** | **0** | **11** | **284** | **3** | **0** | **0** | **6** | **17** | **17** | **0** | **338** |

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| **JUNIO** | | | | | | | | | | | |
|  | **Por Certificar+** | **Abierto** | **Cerrado Satisfactoriamente** | **Cerrado sin Éxito** | **Eliminado** | **Mezclado** | **Nuevo** | **Por certificar** | **Rechazado** | **Suspendido** | **Sumatoria** |
| **Entrenamiento y Soporte Funcional** | 0 | 0 | **64** | 0 | 0 | 0 | **1** | **7** | **1** | 0 | **73** |
| Creación Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Usuarios Acsel/x y Extranet | 0 | **1** | **6** | 0 | 0 | 0 | 0 | 0 | **1** | 0 | **8** |
| **Sistemas de información** | 0 | **1** | **20** | 0 | 0 | 0 | 0 | **1** | 0 | 0 | **22** |
| Acsel/x | 0 | **1** | **88** | **2** | 0 | 0 | **2** | **3** | **10** | 0 | **106** |
| ADAM | 0 | 0 | **12** | 0 | 0 | 0 | **1** | **4** | **2** | **1** | **20** |
| Base de Datos | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Extranet | 0 | 0 | **5** | 0 | 0 | 0 | 0 | **2** | 0 | 0 | **7** |
| NAF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Soporte e Infraestructura** | 0 | 0 | **56** | 0 | 0 | 0 | **1** | 0 | **2** | 0 | **59** |
| Correo Electrónico | 0 | 0 | **8** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **8** |
| Cámaras/Control Acceso | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| Internet | 0 | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| PCs, Impresoras, Equipos | 0 | 0 | **12** | 0 | 0 | 0 | **1** | 0 | 0 | 0 | **13** |
| Rotativas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Centro | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Occidente | 0 | **1** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| Soporte Región Oriente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Telefonía | 0 | 0 | **2** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **2** |
| Usuarios Windows | 0 | 0 | **2** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **2** |
| **Sumatoria** | **0** | **4** | **277** | **2** | **0** | **0** | **6** | **17** | **16** | **1** | **323** |

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| **JULIO** | | | | | | | | | | | |
|  | **Por Certificar+** | **Abierto** | **Cerrado Satisfactoriamente** | **Cerrado sin Éxito** | **Eliminado** | **Mezclado** | **Nuevo** | **Por certificar** | **Rechazado** | **Suspendido** | **Sumatoria** |
| **Entrenamiento y Soporte Funcional** | **1** | **1** | **61** | 0 | 0 | 0 | 0 | **14** | **4** | 0 | **81** |
| Creación Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Usuarios Acsel/x y Extranet | 0 | **1** | **8** | **1** | 0 | 0 | **2** | 0 | **1** | 0 | **13** |
| **Sistemas de información** | **1** | 0 | **10** | 0 | 0 | 0 | **1** | 0 | **1** | 0 | **13** |
| Acsel/x | **1** | **4** | **69** | 0 | 0 | 0 | **14** | **3** | **6** | 0 | **97** |
| ADAM | 0 | **2** | **7** | 0 | 0 | 0 | 0 | 0 | **2** | 0 | **11** |
| Base de Datos | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Extranet | 0 | 0 | **2** | 0 | 0 | 0 | **1** | **1** | **1** | 0 | **5** |
| NAF | 0 | 0 | 0 | 0 | 0 | 0 | **1** | 0 | 0 | 0 | **1** |
| **Soporte e Infraestructura** | **3** | 0 | **51** | 0 | 0 | 0 | **5** | 0 | **3** | 0 | **62** |
| Correo Electrónico | 0 | 0 | **9** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **9** |
| Cámaras/Control Acceso | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Internet | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| PCs, Impresoras, Equipos | 0 | 0 | **7** | 0 | 0 | 0 | **1** | 0 | 0 | 0 | **8** |
| Rotativas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Centro | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Occidente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Soporte Región Oriente | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Telefonía | **1** | 0 | **3** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **4** |
| Usuarios Windows | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Sumatoria** | **7** | **8** | **227** | **1** | **0** | **0** | **25** | **18** | **18** | **0** | **304** |