Hi Team,

PFA for complete reference on Ticket and Request count.

There are 79 infra tickets in our queue.

* Awaiting user info  : 35
* Assigned                   : 15
* Work in progress    : 14
* Awaiting 3rd party : 9
* Awaiting change     : 0

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **DDP** | **Bitlocker** | **SEP** | **SPLUNK** | **OKTA** | **Scansafe** | **IPS** | **TPAM** | **VM** | **GRAND TOTAL** |
| **Awaiting user Info** | 8 | 3 | 10 | 10 | 3 | 11 | 1 | 0 | 0 | 46 |
| **Assigned** | 1 | 2 | 6 | 2 | 4 | 1 | 1 | 1 | 0 | 18 |
| **WIP** | 4 | 5 | 3 | 1 | 1 | 1 | 1 | 0 | 0 | 16 |
| **Awaiting Change** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Awaiting 3rd Party** | 0 | 0 | 0 | 0 | 1 | 8 | 0 | 0 | 0 | 9 |
| **Number of Open tickets** | 13 | 10 | 19 | 13 | 9 | 21 | 3 | 0 | 0 | 89 |

 There are 170 requests in our queue.

|  |  |
| --- | --- |
| **State** | **Count of Number** |
| Open | 3 |
| Awaiting for change/3rd party | 3 |
| Awaiting User Info | 53 |
| Work In Progress | 70 |
| Assigned | 40 |
| **Grand Total** | 170 |

Thanks and Regards,

Ashish Maikhuri