Hi Team,

PFA for complete reference on Ticket and Request count.

There are 79 infra tickets in our queue.

* Awaiting user info  : 34
* Assigned                   : 16
* Work in progress    : 19
* Awaiting 3rd party : 10
* Awaiting change     : 0

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | DDP | Bitlocker | SEP | SPLUNK | OKTA | Scansafe | IPS | TPAM | VM | GRAND  TOTAL |
| Awaiting user Info |  |  |  |  |  |  |  |  |  |  |
| Assigned |  |  |  |  |  |  |  |  |  |  |
| WIP |  |  |  |  |  |  |  |  |  |  |
| Awaiting Change |  |  |  |  |  |  |  |  |  |  |
| Awaiting 3rd Party |  |  |  |  |  |  |  |  |  |  |
| Number of Open tickets |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **DDP** | Bitlocker | **SEP** | **SPLUNK** | **OKTA** | **Scansafe** |  |  | **IPS** | **TPAM** | **VM** | **GRAND TOTAL** |  |
|  |  |  |
| **Awaiting user Info** | 11 | 3 | 6 | 13 | 3 | 11 |  |  | 1 | 0 | 0 | 59 |  |
| **Assigned** | 1 | 2 | 10 | 0 | 1 | 2 |  |  | 0 | 0 | 0 | 9 |  |
| **WIP** | 0 | 11 | 5 | 0 | 2 | 2 |  |  | 1 | 0 | 0 | 17 |  |
| **Awaiting Change** | 0 | 0 | 0 | 0 | 0 | 0 |  |  | 0 | 0 | 0 | 0 |  |
| **Awaiting 3rd Party** | 0 | 0 | 0 | 1 | 1 | 9 |  |  | 0 | 0 | 0 | 11 |  |
| **Number of Open tickets** | 12 | 15 | 21 | 14 | 6 | 24 |  |  | 2 | 0 | 0 | 96 |  |

 There are 169 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** | 169 |
|  |  |

Thanks and Regards,

Sheetal Patel.