

Status

Closed

In Progress

Open

112

Amount of Tickets

4.19 Hours

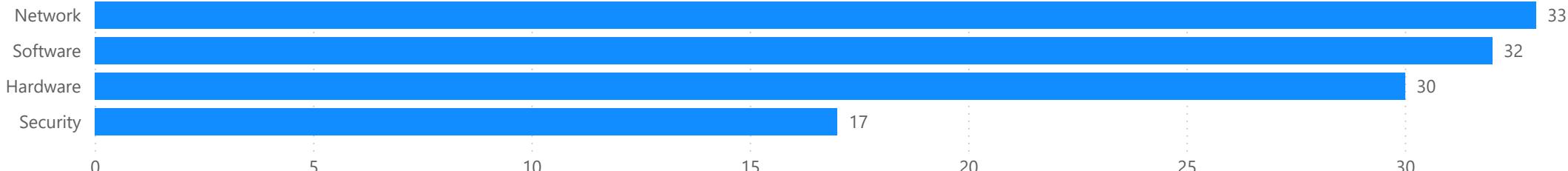
Avg Resolution Time

100%

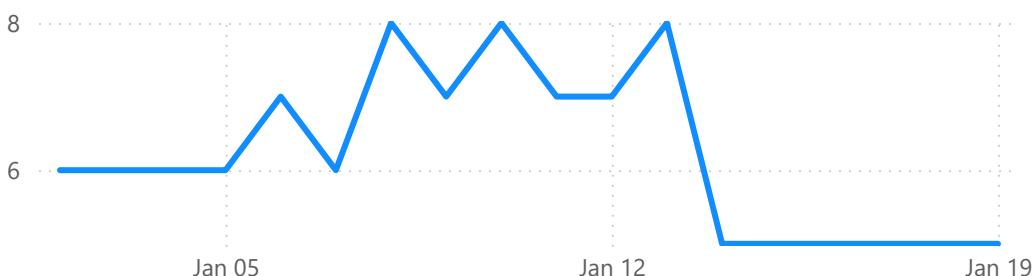
SLA Compliance

JANUARY SERVICE DESK OVERVIEW

Tickets by Category



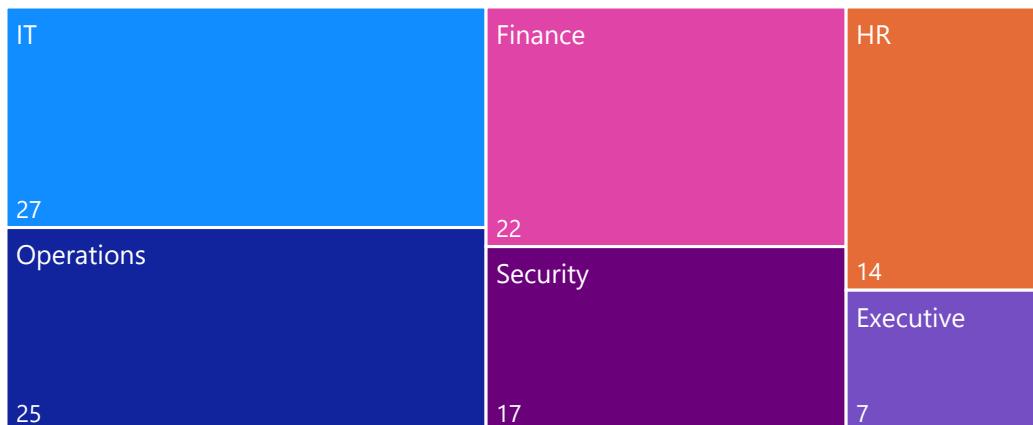
Tickets by Date



Ticket Priority



Tickets by Department



Tickets by Hour of the Day

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
8:00:00	3	4	2	2	4	4	3	22
9:00:00	1	1	3	1	3	2	4	15
10:00:00	3	3		3	2	4	2	17
11:00:00	4	2	2	1	4	1	3	17
12:00:00	2		1	2	1	1	1	8
13:00:00	2	3	1	2	2	3	2	15
14:00:00	1	1	1	1	1	3	2	10
15:00:00	2	1	1	1	1	1	1	8
Total	18	15	11	13	18	19	18	112

Hardware

Helpdesk

Network

Software

Emily Harris

Best Technician

Helpdesk

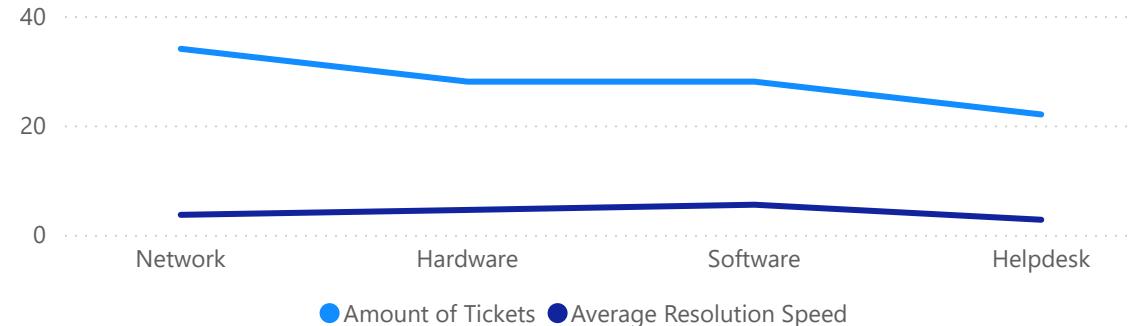
Best Team

4.19

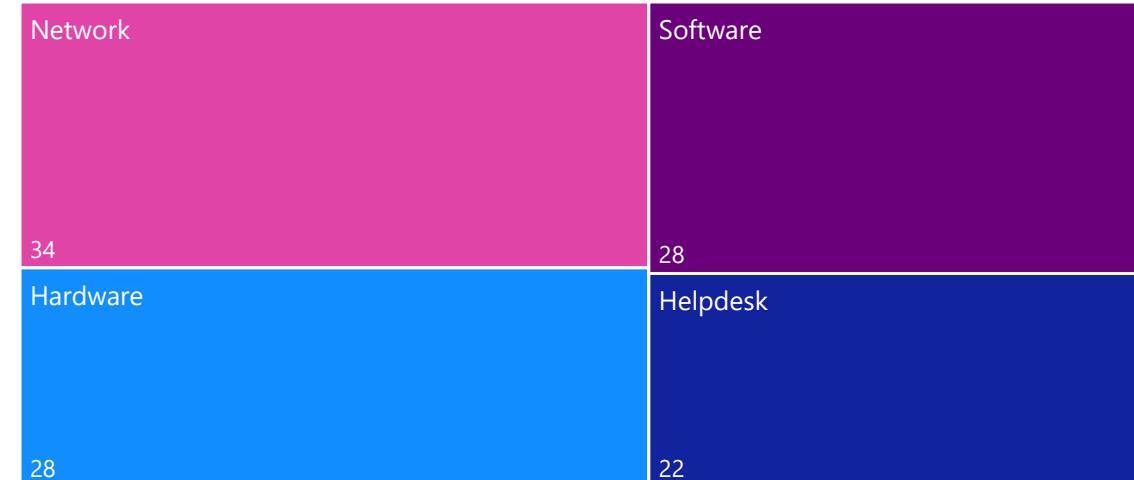
Avg Resolution Time

January Technician Performance Overview

Resolution Speed vs Ticket Volume



Tickets by Team



Average Resolution Time by Technicians

Name	Hardware	Helpdesk	Network	Software	Total
Emily Harris	1.67				1.67
Victoria King		2.33			2.33
John Roberts			2.50		2.50
Ethan Walker				2.67	2.67
Michael Brown				2.67	2.67
Brianna Taylor	2.75				2.75
Sophia White		2.75			2.75
Maria Gomez	2.83				2.83
Daniel Scott	3.00				3.00
Rachel Adams		3.00			3.00
Samuel Grant		3.17			3.17
Jasmine Cooper	3.20				3.20
Kevin Thompson			3.33		3.33
Ryan Thompson		3.50			3.50
Christopher Lee			3.67		3.67
Olivia Martin		3.67			3.67
David Johnson			5.00		5.00
Alicia Parker		7.67			7.67
Brandon Wright	11.75				11.75
Joshua Smith				12.50	12.50
Total	4.55	2.75	3.65	5.50	4.19

Location

- Branch A
- Branch B
- Cafeteria
- Data Center
- Executive Office
- Finance Office
- HQ - Hallway
- HQ - Network Closet
- HQ - Server Room
- HR Office
- IT Office
- Lobby
- Operations
- Parking Lot
- Retail Store
- Security Wing
- Warehouse

96.05%

Average Device Uptime

Branch A

Location 1

Warehouse

Location 2

Switch

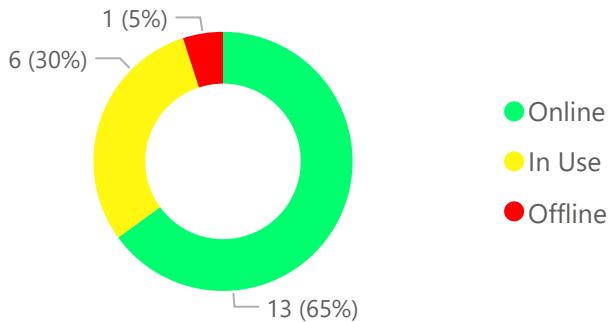
Most Problematic Device

20

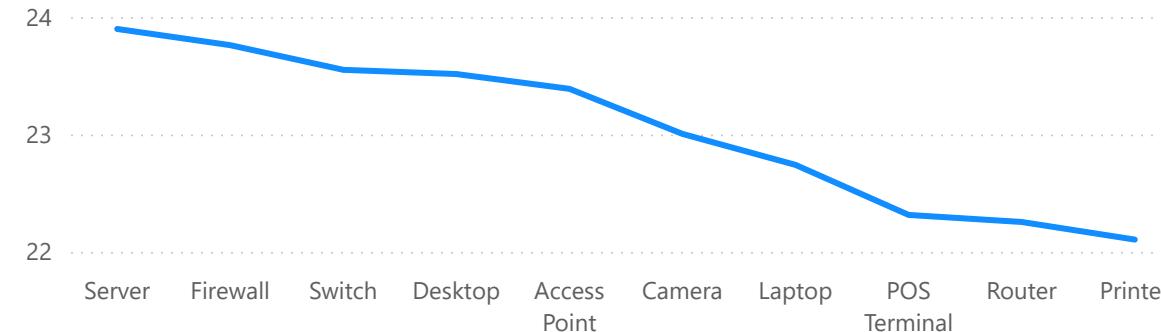
Amount of Devices

January Infrastructure & Devices Overview

Devices Status



Mean Time between Device Failure by Hours



Device Type

- Access Point
- Camera
- Desktop
- Firewall
- Laptop
- POS Terminal
- Printer
- Router
- Server
- Switch

Location

Location	Access Point	Camera	Desktop	Firewall	Laptop	POS Terminal	Printer	Router	Server	Switch	Total
Warehouse	6										6
Security Wing		8									8
Parking Lot			5								5
Operations											2
Lobby											5
IT Office											2
HR Office					8						8
HQ - Server Room						8					16
HQ - Network Closet				5							9
HQ - Hallway											5
Finance Office						4					4
Executive Office							7				7
Data Center									6		6
Cafeteria								4			4
Branch B					5						12
Branch A									6		13
Total	11	13	10	13	11	4	7	14	13	16	112