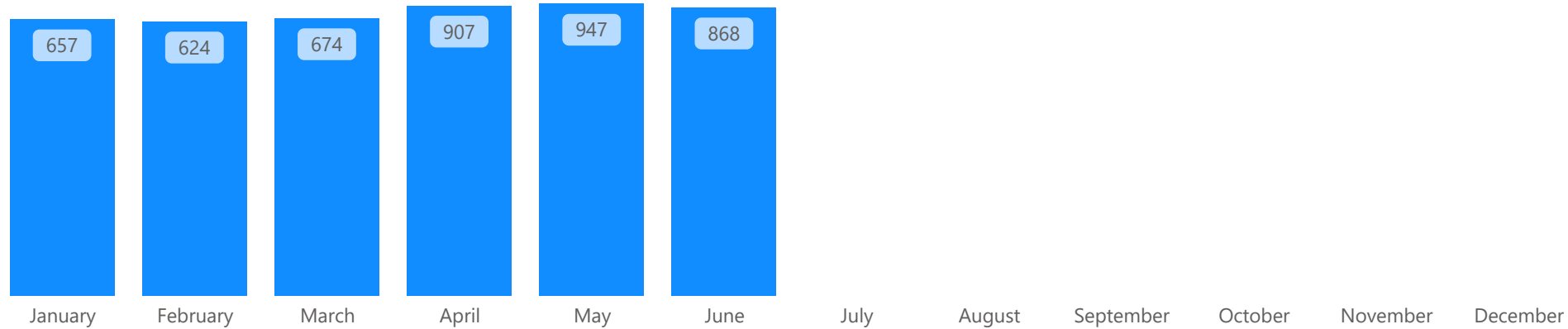




IT Support Requests



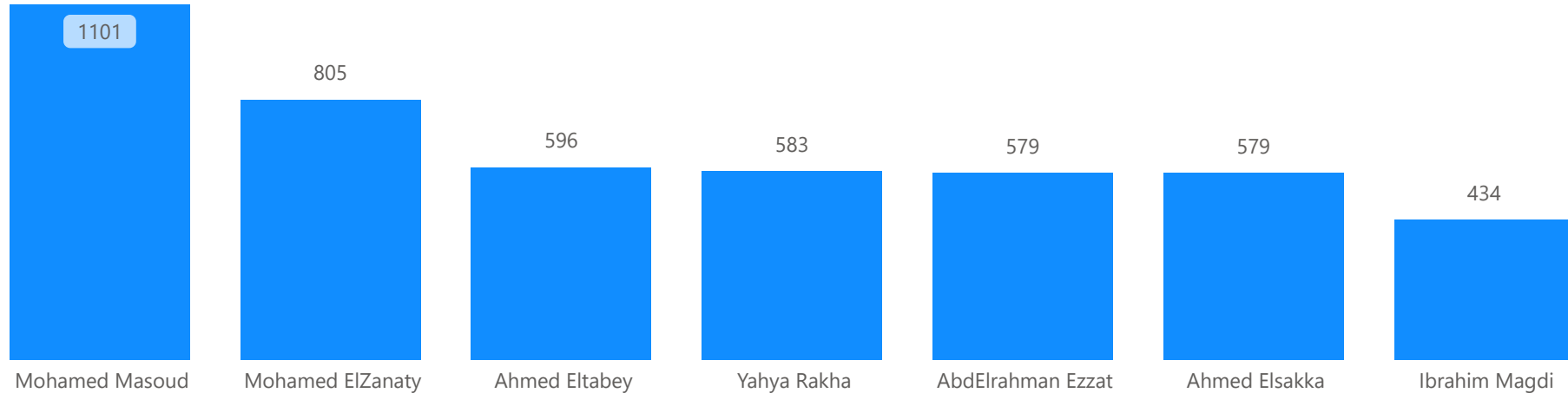
Support-Requests Count by Month&Day



Hours & Minutes

0h 35m

Support Requests Count by Technician



Month

- ☐ January
- ☐ February
- ☐ March
- ☐ April
- ☐ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September
- ☐ October
- ☐ November
- ☐ December

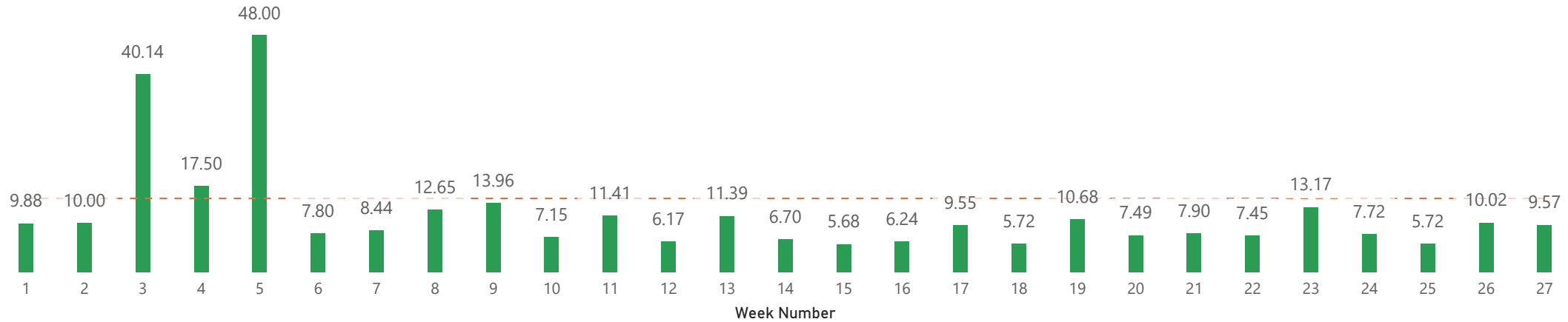


Operation Average Request

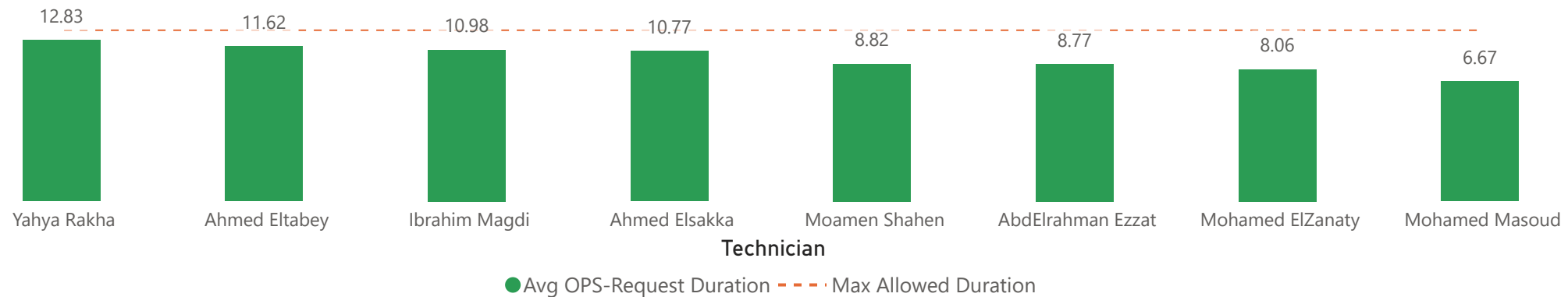
APM TERMINALS  Lifting Global Trade.



OPS Requests Avg Duration by Week



OPS Requests Avg by Technician



Month

- ☐ January
- ☐ February
- ☐ March
- ☐ April
- ☐ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September
- ☐ October
- ☐ November
- ☐ December

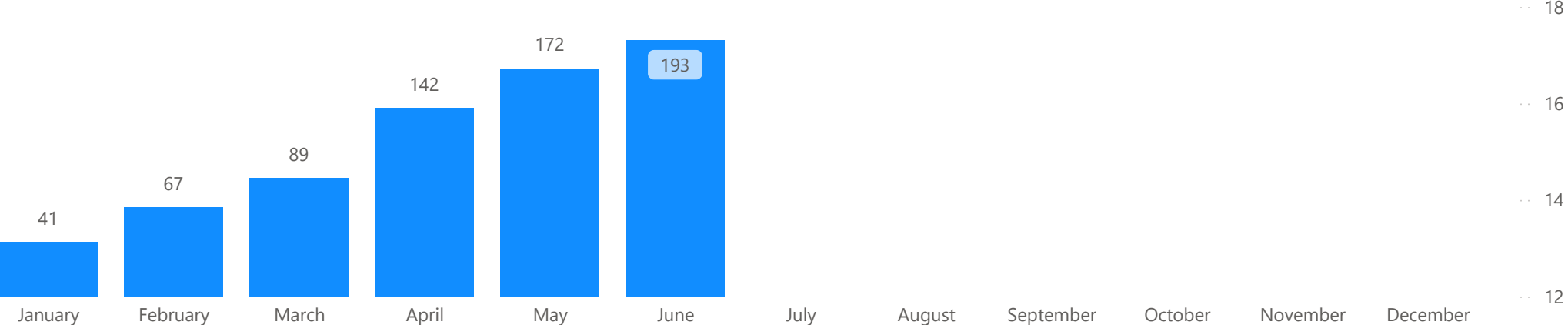




Operation Requests



OPS-Requests Count



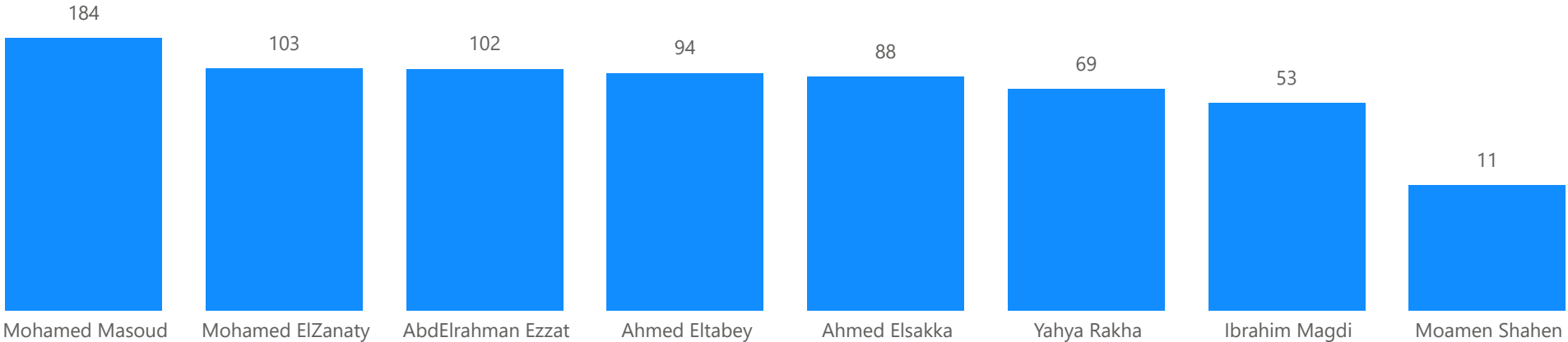
OPS Request

704

Month

- ☐ January
- ☐ February
- ☐ March
- ☐ April
- ☐ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September
- ☐ October
- ☐ November
- ☐ December

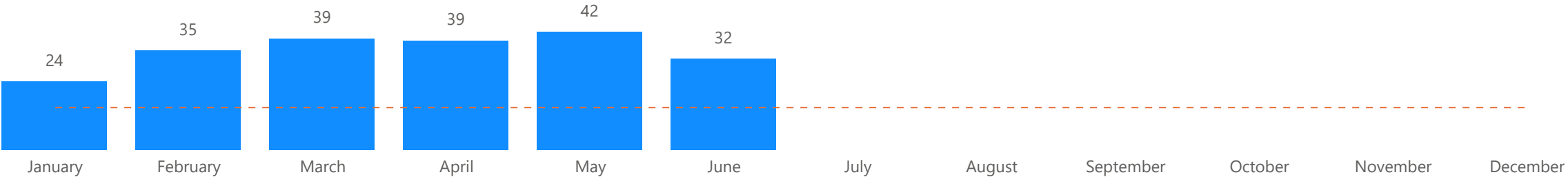
OPS-Requests Count by Technician



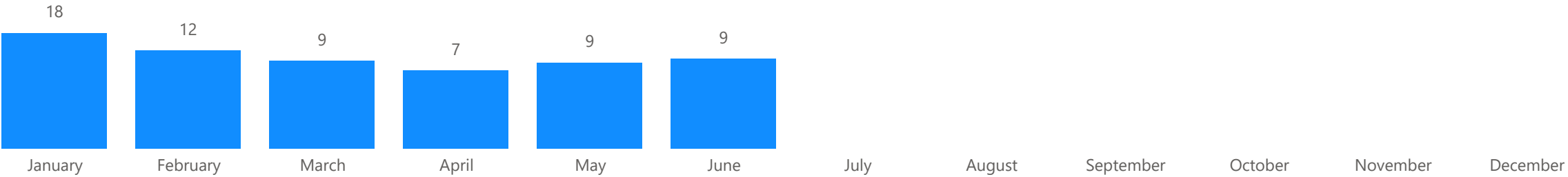
Support & OPS Metrics – Monthly Overview



Support Request Avg Resolution Time



OPS Requests Avg Resolution Time



OPS-Requests Count

