





Total Request 3422

Closed

3255

167

Open

69.81%

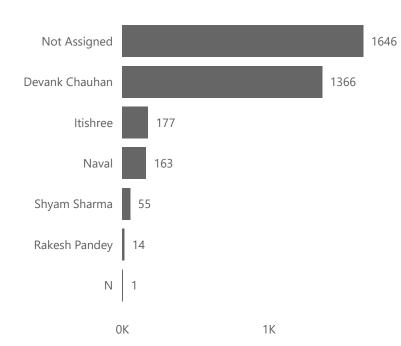
SLA %

## **Request Priority**

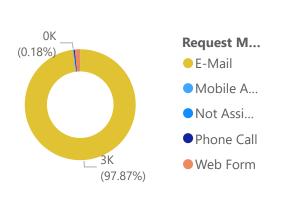




## **Request Closed By Technician**



## **Request by Modes**



Category	Total Request ▼	Closed	Pending Requests
E-Mail	2576	2544	32
Hardware	405	332	73
IT Asset	213	160	53
Telephone	74	68	6
EOD	36	35	1
Network	33	33	0
Software	22	22	0
General	20	18	2
Internet	13	13	0
Database	11	11	0
Google Workspace	5	5	0
Server	5	5	0
Google Drive	3	3	0
HRMS	2	2	0
Services	2	2	0
BYOD	1	1	0
Printers	1	1	0
Total	3422	3255	167