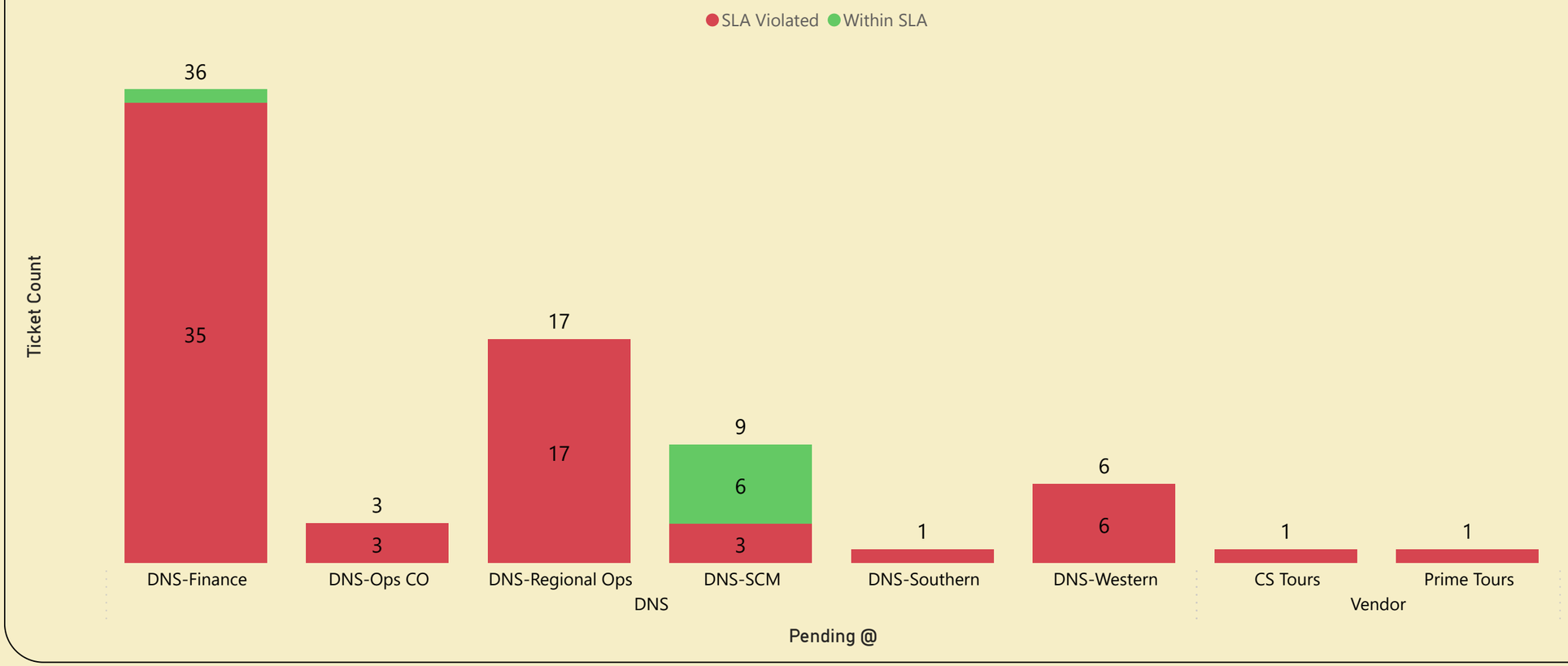
PENDING TICKETS

Category	Region	Pending @	Service Month
All	All	All	All

Current Status with Pending Division

High Level Pending @	DNS							Vendor			Total
Milestone	DNS-Finance	DNS-Ops CO	DNS-Regional Ops	DNS-SCM	DNS-Southern	DNS-Western	Total	CS Tours	Prime Tours	Total	
01 Request Invoice		3	14		1	4	**22**				**22**
02 Submit Invoice								1	1	**2**	**2**
03 Invoice Validation (Region/CO)			3			2	**5**				**5**
04 Invoice Validation (DNS SCM)				9			**9**				**9**
06 PO Pending	23						**23**				**23**
07 SES Pending	1						**1**				**1**
08 Payment Confirmation Pending	12						**12**				**12**
Total	**36**	**3**	**17**	**9**	**1**	**6**	**72**	**1**	**1**	**2**	**74**

SLA/Aging of Pending Tasks



Pending Tickets

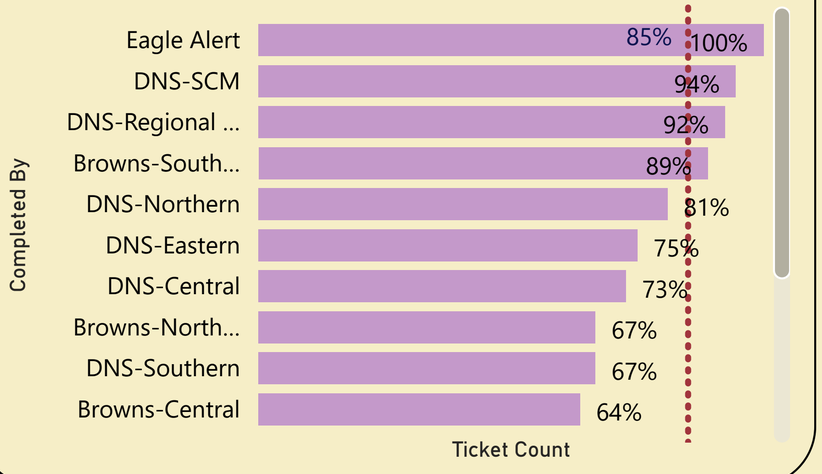
Category	June 30	July 31	Total
AC	4	4	**8**
Caretaker	1		**1**
CCTV		1	**1**
Depot-office-Security		3	**3**
FTG	4	4	**8**
Investigation		1	**1**
PG	6	5	**11**
PIS	4	5	**9**
Refuel	5	7	**12**
Security	3	2	**5**
Vehicle - Additional	3	4	**7**
Vehicle - Base Rental	4	4	**8**
Total	**34**	**40**	**74**

COMPLETED TICKETS

Completed Tasks SLA Status - Division

High Level Completed By	SLA Violated	Within SLA	Total
⊟ **DNS**	**56**	**131**	**187**
DNS-Central	6	16	**22**
DNS-Eastern	5	15	**20**
DNS-Finance	17	8	**25**
DNS-Northern	4	17	**21**
DNS-Regional Ops	1	12	**13**
DNS-SCM	2	34	**36**
DNS-Southern	6	12	**18**
DNS-Western	15	17	**32**
⊟ **Vendor**	**23**	**47**	**70**
Avant Guard	1	1	**2**
Browns - CO	1		**1**
Browns-Central	4	7	**11**
Browns-Eastern	4	6	**10**
Total	**79**	**178**	**257**

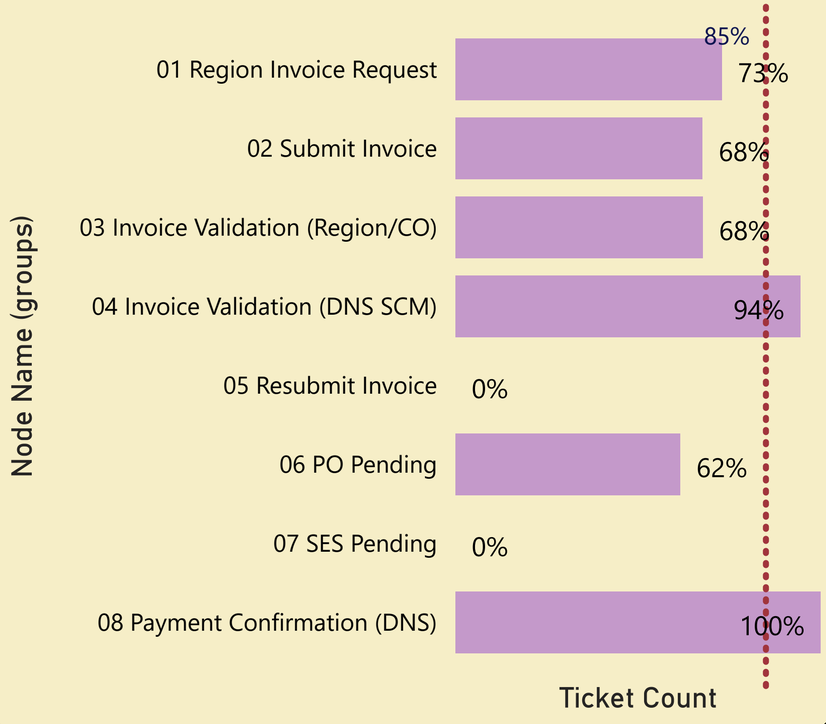
Completed Tasks SLA Status - Division



Completed Tasks SLA Status - Milestone

Milestone	SLA Violated	Within SLA	Total
01 Region Invoice Request	17	47	**64**
02 Submit Invoice	22	46	**68**
03 Invoice Validation (Region/CO)	20	42	**62**
04 Invoice Validation (DNS SCM)	2	34	**36**
05 Resubmit Invoice	1		**1**
06 PO Pending	5	8	**13**
07 SES Pending	12		**12**
08 Payment Confirmation (DNS)		1	**1**
Total	**79**	**178**	**257**

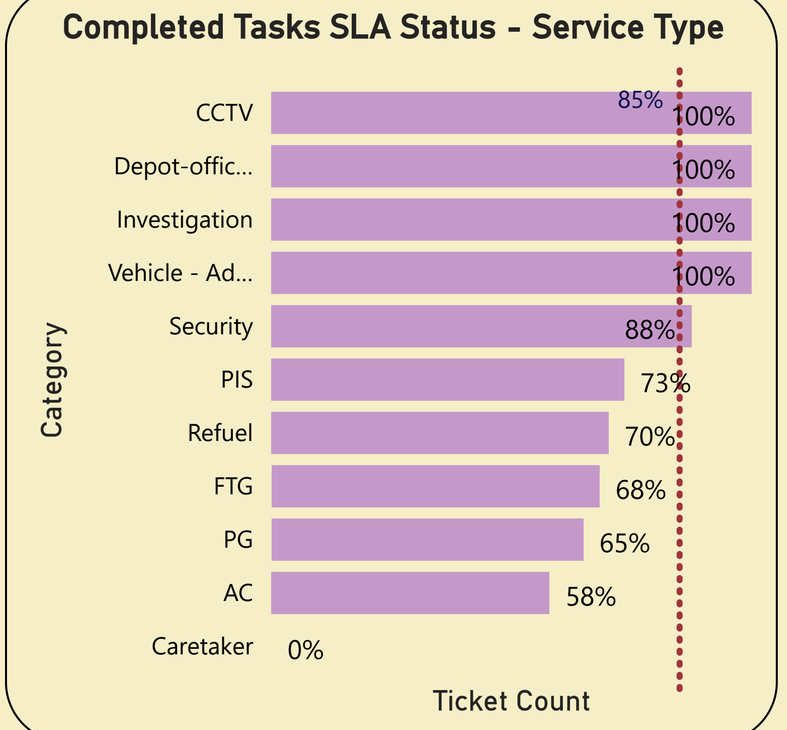
Completed Tasks SLA Status - Milestone



Completed Tasks SLA Status - Service Type

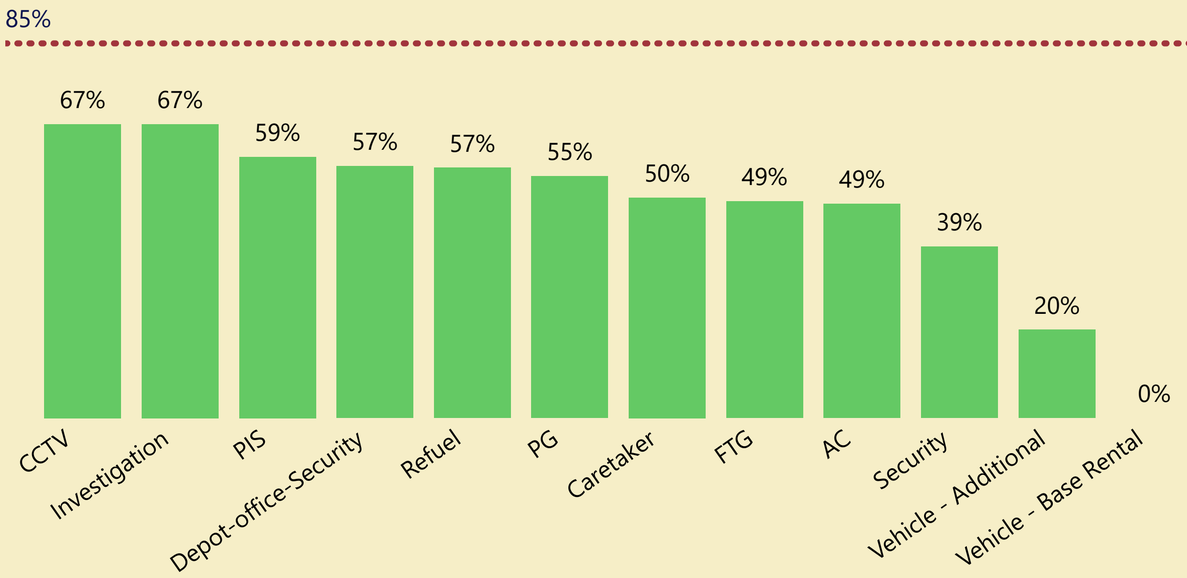
Category	SLA Violated	Within SLA	Total
AC	16	22	**38**
Caretaker	2		**2**
CCTV		4	**4**
Depot-office-Security		4	**4**
FTG	13	28	**41**
Investigation		4	**4**
PG	20	38	**58**
PIS	13	36	**49**
Total	**79**	**178**	**257**

Completed Tasks SLA Status - Service Type

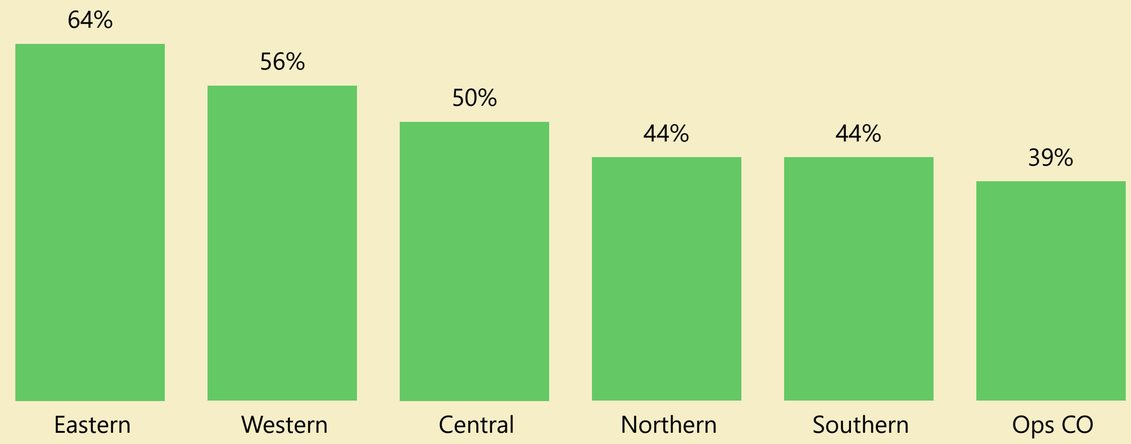


SLA ACHIEVEMENT

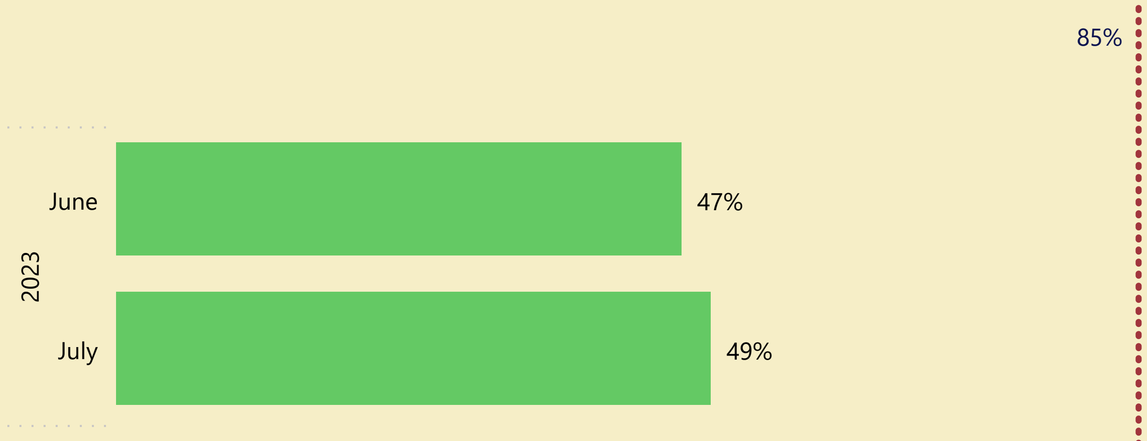
Service Type



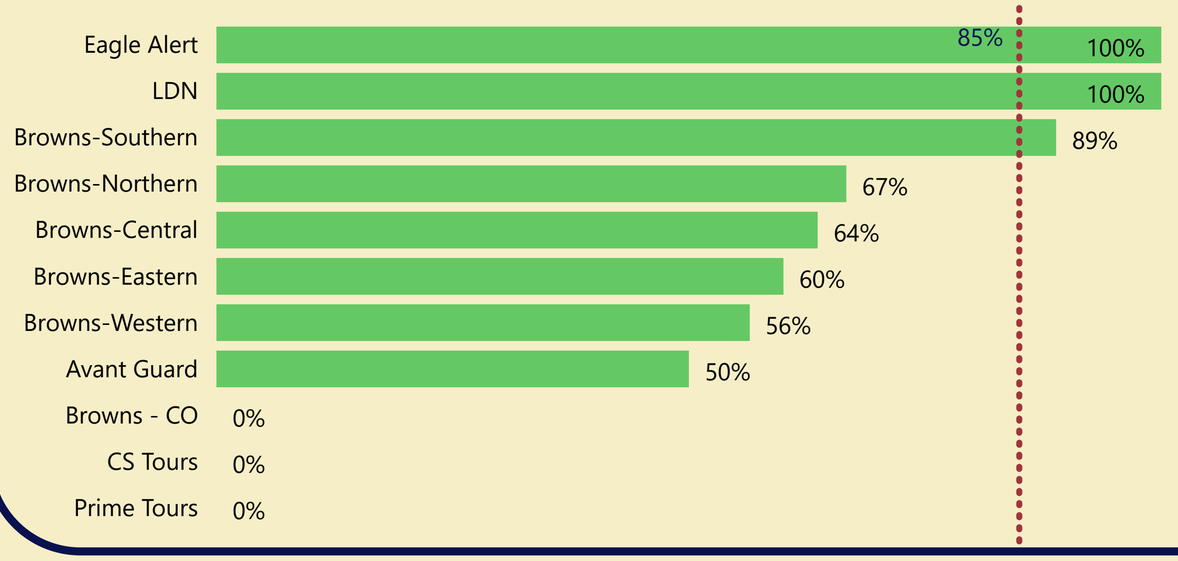
Region



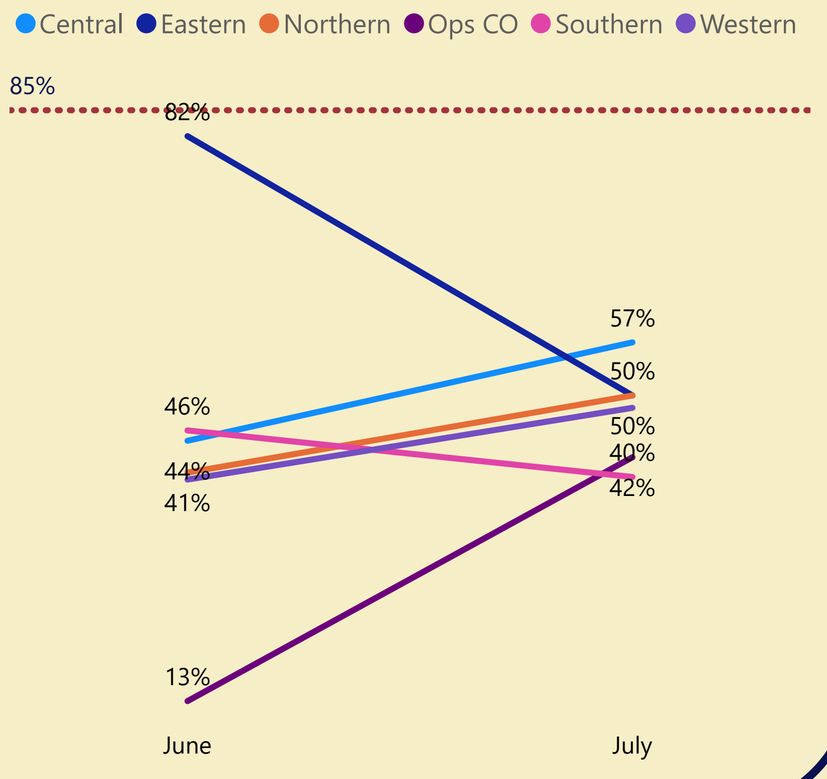
Service Month



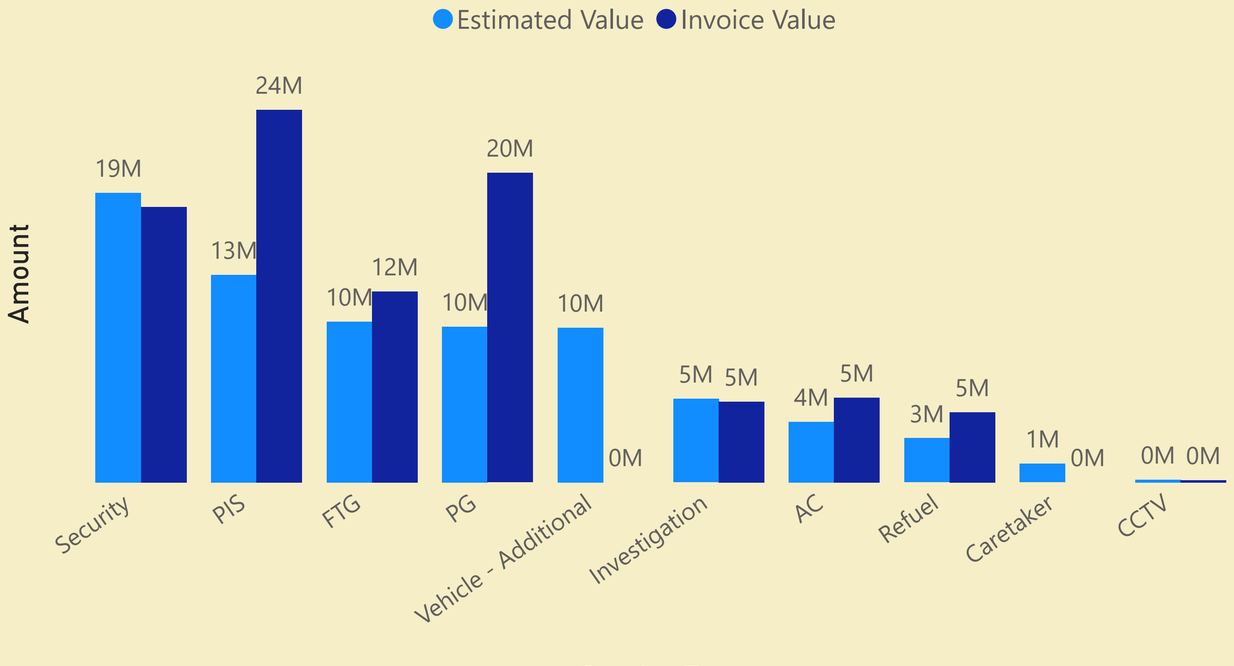
Vendors



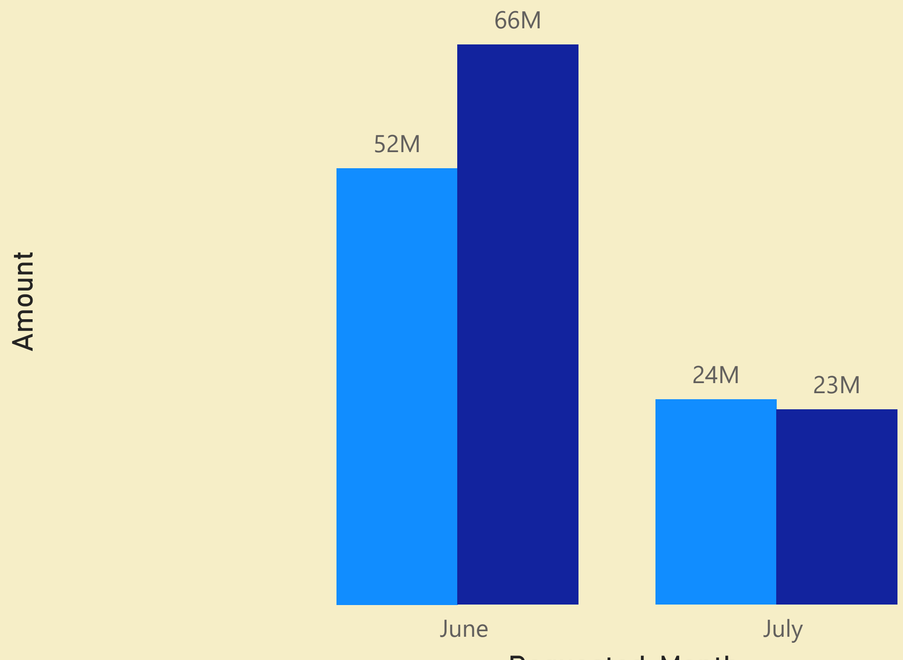
Region



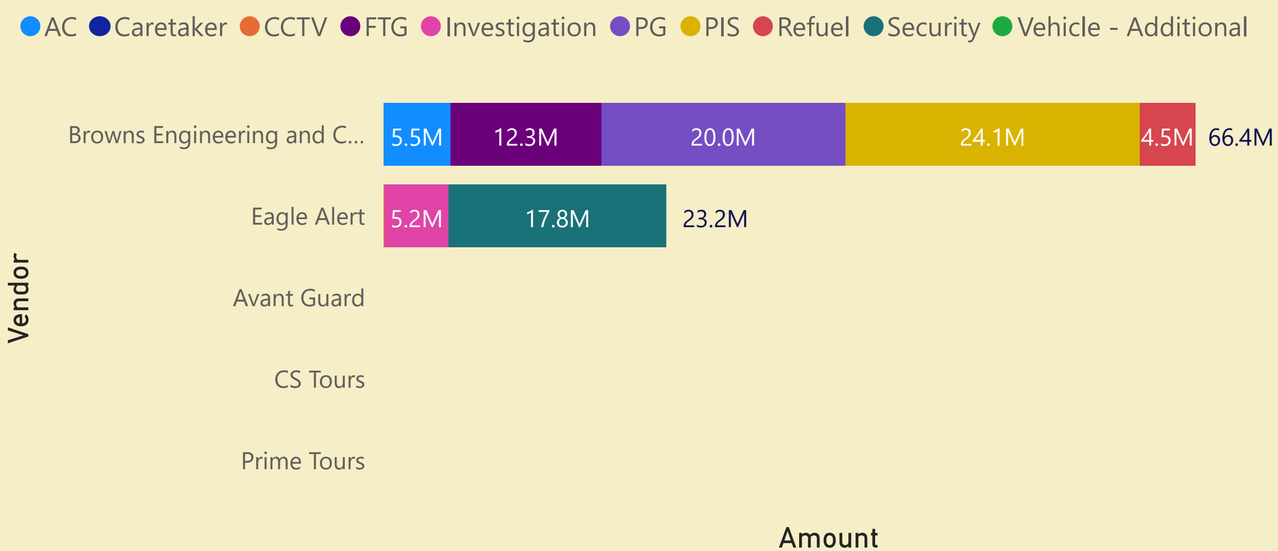
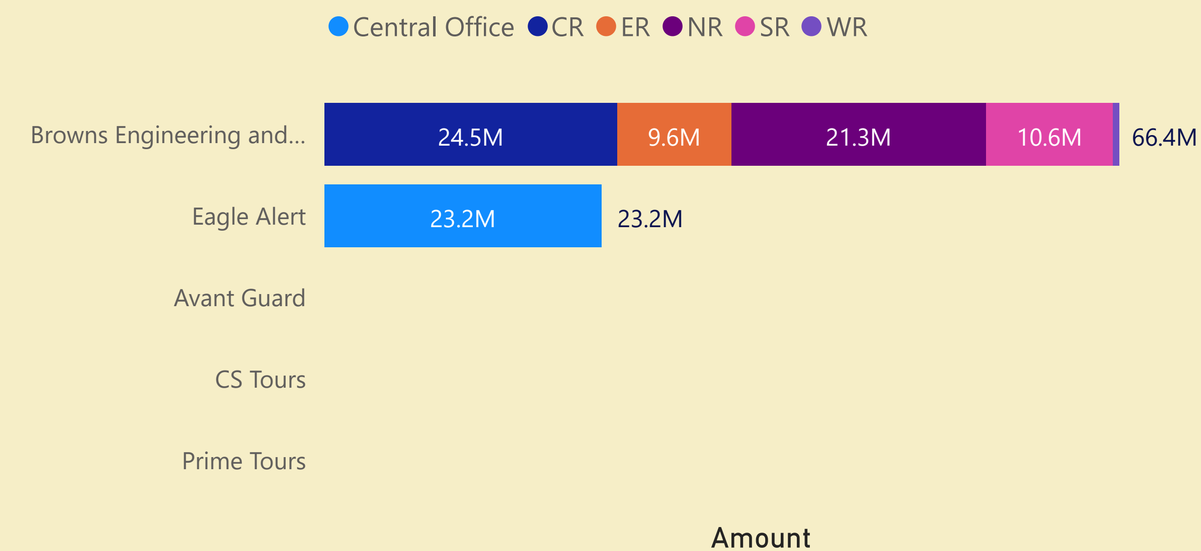
Service Type - Estimated vs. Actual Cost Comparison



Request Month - Estimated vs. Actual Cost Comparison



Contractor Wise Cost Comparison



Region Wise Cost Comparison