

	RELATÓRIO DE AUDITORIA CONSAD/SUAUD GIS – 1º Nível	Grau de Sigilo	#20 Reservado
		Relatório	2020/0009
		Modalidade	??
		Data	14/10/2020

Processo em Análise	20201126150934
Criticidade Institucional	20201126150934

1. Superintendente Suaud:	oi
2. Auditor:	20201126150934
3. Distribuição:	??
	??
	??
4. Rating de criticidade do Relatório	??

SUMÁRIO EXECUTIVO

Em cumprimento ao Planejamento Anual de Atividades de Auditoria Interna – PAAAI 2020, apresenta-se relatório de auditoria direta realizada na <<>>.

1. OBJETIVO

Teste No Desenvolvimento do Relatório

2. METODOLOGIA

Tipo	Sigla	Nome	Meta	Penalidade
Indicadores de Desempenho	ICA	Índice de Chamadas Atendidas.	>= 97% das chamadas atendidas.	Multa de 0,5% quando ICA < 97%.
	ICAT	Índice de Chamadas Atendidas no Tempo.	>= 80% das chamadas atendidas em até 20 segundos.	Multa de 0,5% quando ICAT < 80%.
	ITE	Índice de Tolerância de Espera.	<=0,5% das chamadas em espera superior a 90 segundos.	Multa de 0,5% quando ITE > 0,50%.
	IRN1	Índice de Resolução no Service Desk	>=90% de soluções de interações, incidentes e requisições de serviços no Service Desk em conformidade com os prazos do Catálogo de Serviços.	Multa de 0,7% quando IRN1 < 90%.
	IME	Índice de Monitoramento de Escalações	98% das escalações monitoradas e identificadas com TMA - Tempo Máximo de Atendimento >= 60% do Prazo definido no Catálogo de Serviços.	Multa de 0,7% quando IME não atingido.
Indicadores de Qualidade.	ISA	Índice de Satisfação com o Atendimento	80% dos usuários "Muito Satisfeito" ou "Satisfeito".	Multa de 0,3% quando ISA < 80%.
	IACQT	Índice de Atendimento com Qualidade Técnica	98% dos níveis mínimos de qualidade dos procedimentos e informações acordados na descrição do Atendimento Técnico.	Multa de 0,3% quando IACQT < 98%.
	IABC	Índice de Atualização da Base de Conhecimento.	Cumprir mensalmente com no mínimo 10 artigos/revisões homologadas e publicados na base de conhecimento.	Multa de 0,1% quando IABC < 10.

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.

Indicadores		set/19	out/19	nov/19	dez/19	jan/20	fev/20	mar/20	abr/20	mai/20	jun/20	jul/20	Meta
Desempenho	ICA	81,33%	92,74%	91,44%	97,70%	97,66%	98,32%	87,49%	87,14%	94,21%	97,45%	92,34%	≥ 97%
	ICAT	27,67%	90,20%	87,00%	88,19%	90,63%	91,16%	67,10%	70,50%	89,62%	90,24%	78,45%	≥ 80%
	ITE	81,23%	4,09%	8,01%	5,34%	4,42%	4,26%	20,97%	18,68%	7,36%	3,97%	13,21%	≤ 0,50%
	ITRR	16,38%	41,46%	24,30%	32,60%	53,93%	48,38%	51,05%	50,41%	55,58%	57,83%	76,37%	≥90%
	IRN1	40,73%	65,47%	1,95%	46,99%	68,34%	49,14%	84,84%	65,25%	68,15%	58,06%	53,72%	≥90%
	IAIDP	15,29%	33,40%	15,91%	35,12%	36,28%	69,49%	32,69%	30,63%	29,41%	29,96%	30,14%	≥98%
	IRSD	35,00%	61,81%	6,51%	50,55%	59,98%	60,50%	65,95%	60,00%	56,68%	58,41%	48,68%	≥50%
	IARSDP	45,53%	68,25%	64,41%	35,12%	69,62%	67,14%	75,48%	67,61%	71,49%	76,70%	67,98%	≥98%
Qualidade	ISU	92,91%	94,96%	96,00%	96,00%	95,11%	89,19%	95,71%	100,00%	92,62%	98,00%	95,01%	≥80%
	IACQT	99,73%	99,12%	60,14%	98,45%	100,00%	99,76%	99,48%	99,51%	99,52%	99,56%	100,00%	≥98%
	IABC	12	10	16	8	25	22	20	36	37	36	38	≥2

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	set/19	out/19	nov/19	dez/19	jan/20	fev/20	mar/20	abr/20	mai/20	jun/20	jul/20	ago/20	Total
Iterações (IT)	8.461	8.915	7.942	8.116	7.900	6.730	9.948	7.333	7.745	8.212	8.380	8.453	98.135
Pesq. de satisfação (PS)	141	124	65	39	48	37	35	4	122	310	190	49	1.164
Relação IT/PS	1,67%	1,39%	0,82%	0,48%	0,61%	0,55%	0,35%	0,05%	1,58%	3,77%	2,27%	0,58%	1,19%

Indicadores		ago/20	Meta
Desempenho	ICA	95,50%	>= 97%
	ICAT	83,51%	>= 80%
	ITE	8,36%	<= 0,50%
	IRN1	59,49%	>=90%
	IME	100,00%	>=98%
Qualidade	ISA	99,48%	>=80%
	IACQT	99,62%	>=98%
	IABC	46	>=10

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Dia	CA	CP"	TCF	Incidente BRB
01/10/2019	133	22	37	
02/10/2019	135	7	11	
03/10/2019	140	6	14	
04/10/2019	115	8	13	
05/10/2019	3	0	0	
06/10/2019	0	0	0	
07/10/2019	205	31	58	IT01074892
08/10/2019	114	2	3	
09/10/2019	132	3	4	IT01076221
10/10/2019	100	0	3	
11/10/2019	102	0	1	
12/10/2019	0	0	0	
13/10/2019	0	3	3	
14/10/2019	155	5	10	IT01074892
15/10/2019	181	4	15	IT01078811
16/10/2019	365	19	50	IT01079683
17/10/2019	183	15	36	IT01080309
18/10/2019	93	0	0	
19/10/2019	4	0	0	
20/10/2019	0	0	0	
21/10/2019	158	0	1	
22/10/2019	114	0	0	
23/10/2019	135	5	5	
24/10/2019	101	1	4	
25/10/2019	108	0	0	
26/10/2019	0	0	0	
27/10/2019	1	0	0	
28/10/2019	185	0	1	
29/10/2019	77	0	0	
30/10/2019	103	2	3	
31/10/2019	88	0	0	
Total Mensal	2009	56	99	

Dia	CA	CP"	TCF	Incidente BRB
01/11/2019	94	2	3	
02/11/2019	4	2	1	
03/11/2019	1	3	2	
04/11/2019	197	10	27	IN276167
05/11/2019	138	9	18	
06/11/2019	113	4	8	
07/11/2019	153	6	14	IN276779
08/11/2019	136	4	8	
09/11/2019	2	0	0	
10/11/2019	0	0	0	
11/11/2019	215	3	19	
12/11/2019	135	4	10	
13/11/2019	121	0	2	
14/11/2019	85	2	5	
15/11/2019	7	0	0	
16/11/2019	40	35	49	IN277999
17/11/2019	3	1	1	
18/11/2019	211	1	7	IN277999
19/11/2019	113	0	3	
20/11/2019	117	7	12	
21/11/2019	96	0	0	
22/11/2019	122	12	19	
23/11/2019	3	0	0	
24/11/2019	0	0	0	
25/11/2019	141	21	32	
26/11/2019	127	7	14	
27/11/2019	106	1	0	
28/11/2019	141	2	2	IN279588
29/11/2019	224	50	89	IN279754
30/11/2019	33	4	18	IN279987
Total Mensal	1879	82	157	

3. CONTEXTUALIZAÇÃO

Teste No Desenvolvimento do Relatório