



Weekly Monitoring MTD February & Maret

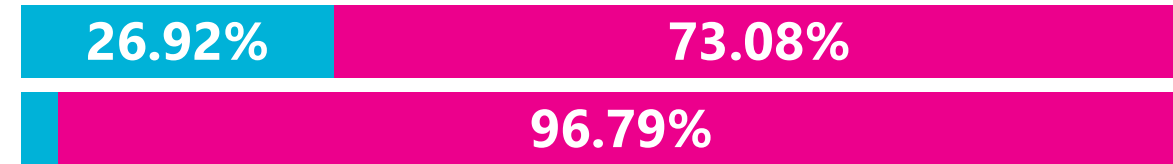
Cut Off Week
06/03/2024 09.00

% Ach MTD IT Support



Status SLA ● On time ● Overdue

% Ach MTD SDG Support



Status SLA ● On time ● Overdue

% Ach MTD Legal Support



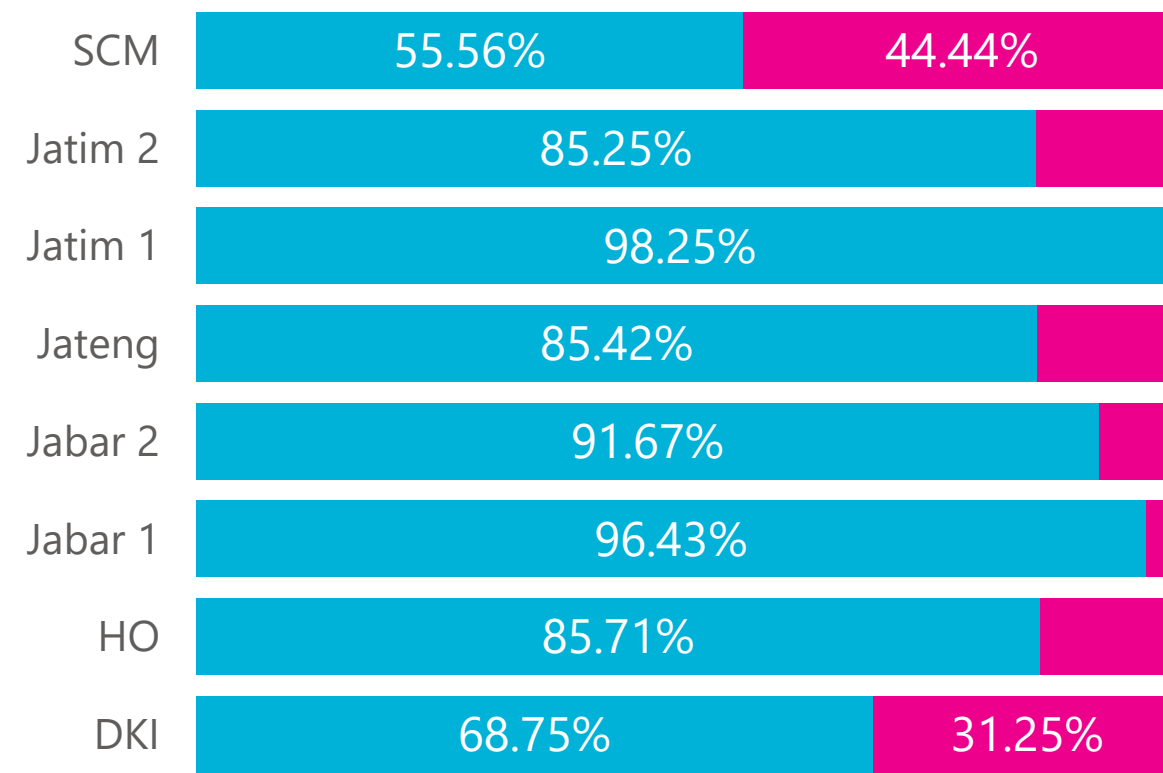
Status SLA ● On time ● Overdue

% Ach MTD QA Issue



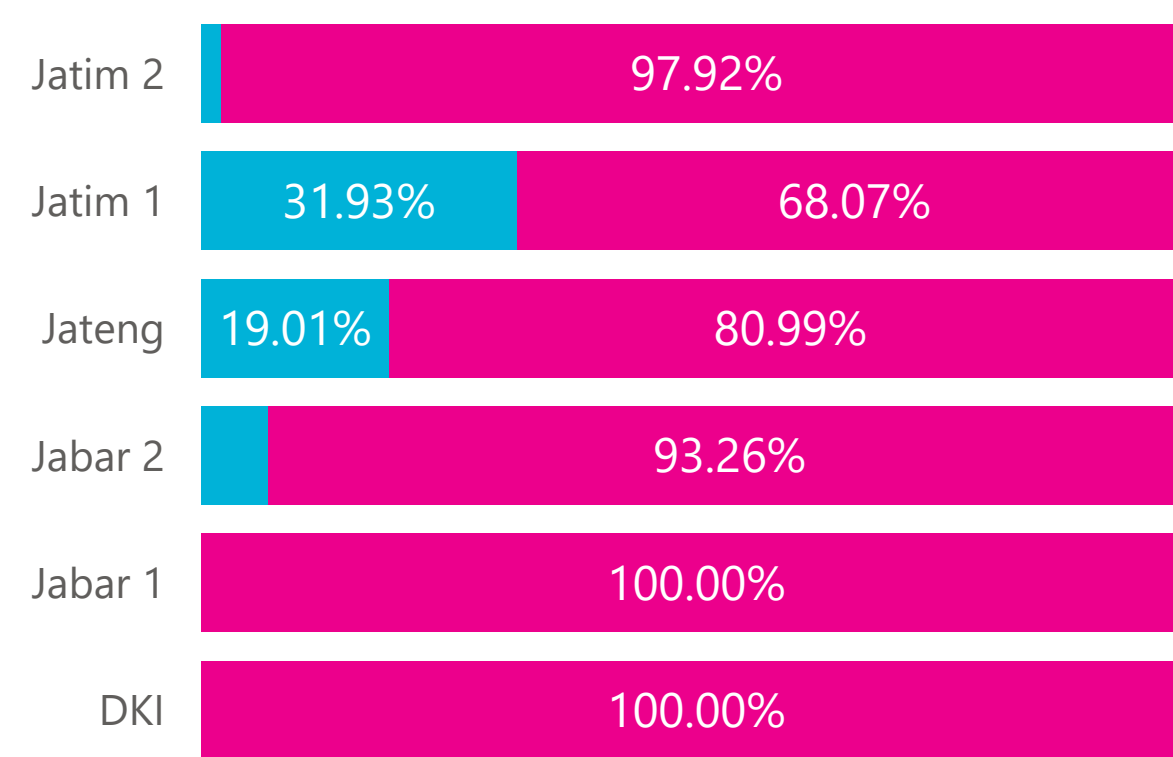
Status SLA ● On time

% IT Support By Region



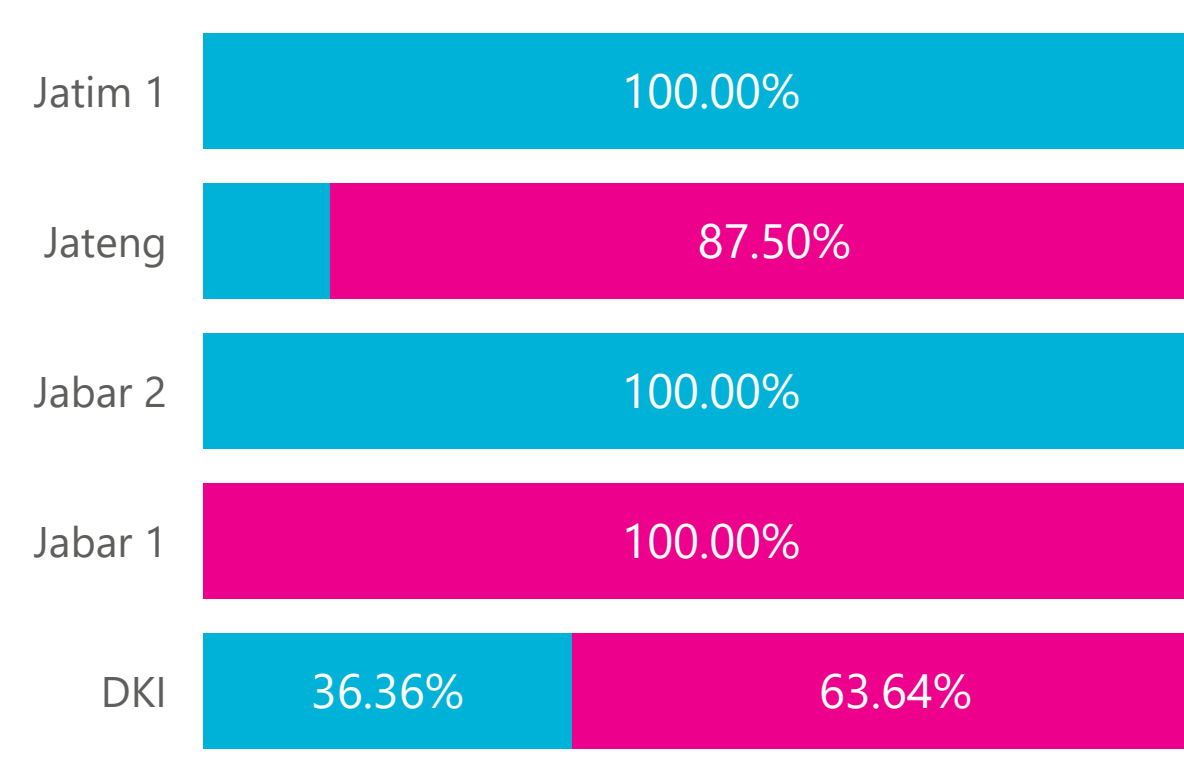
Status SLA ● On time ● Overdue

% SDG Support By Region



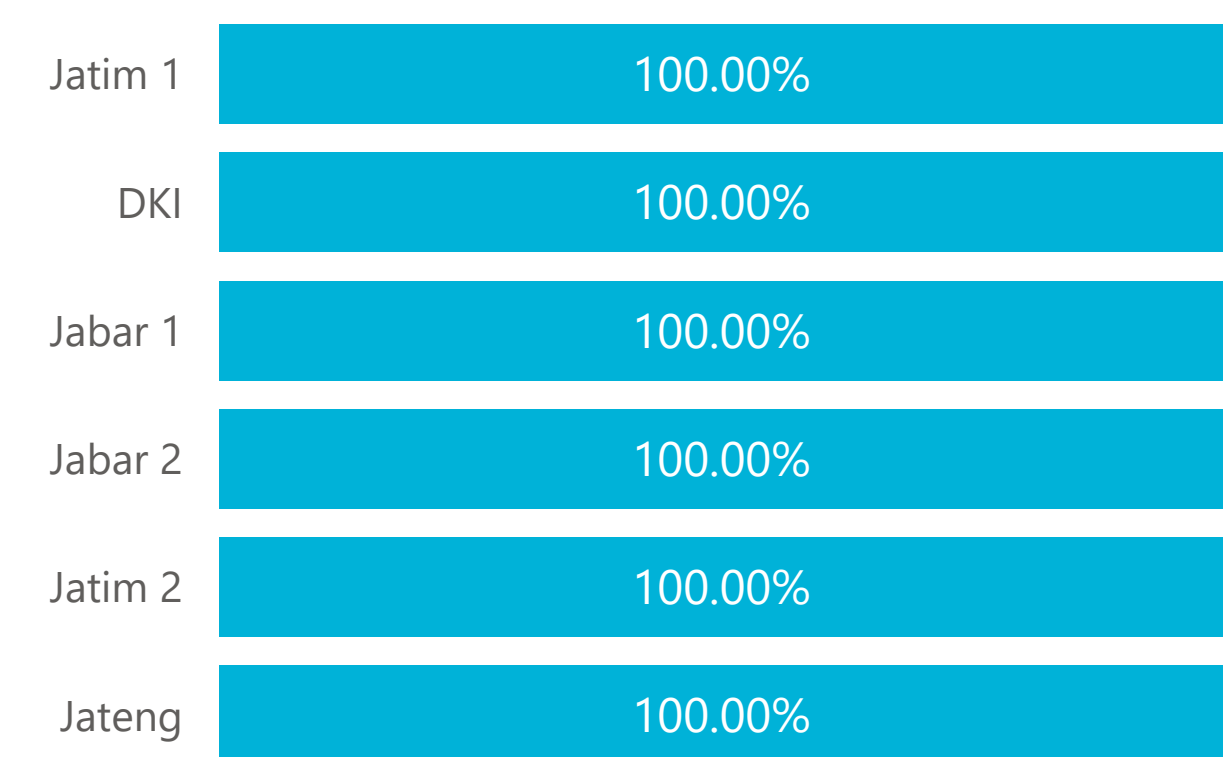
Status SLA ● On time ● Overdue

% Legal Support By Region



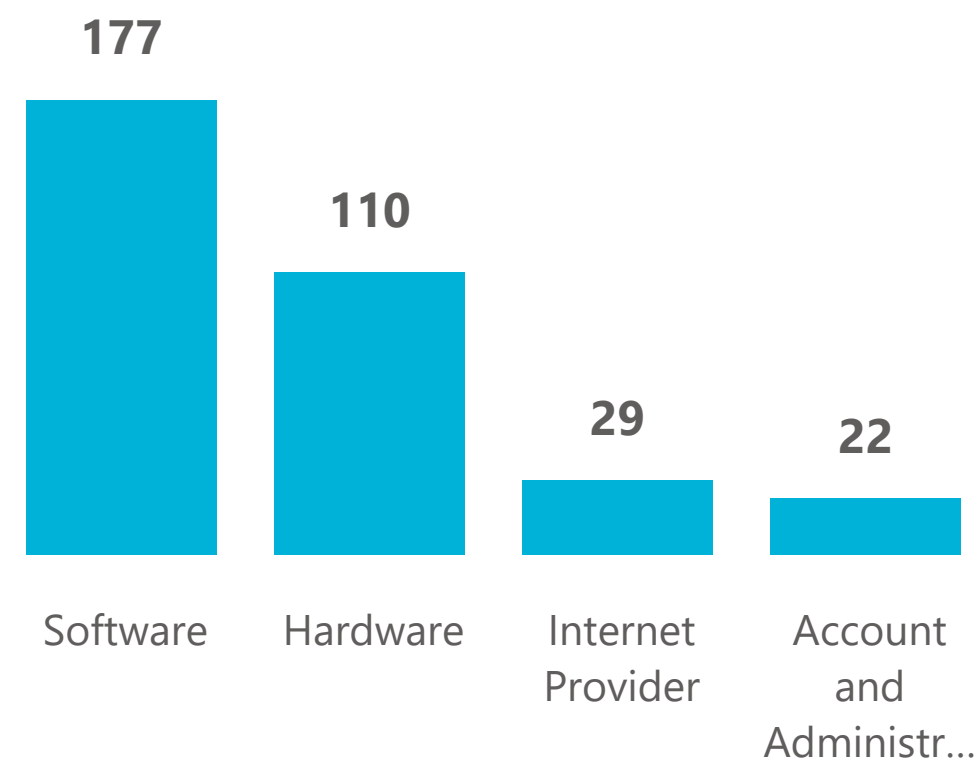
Status SLA ● On time ● Overdue

% QA Issue By Region

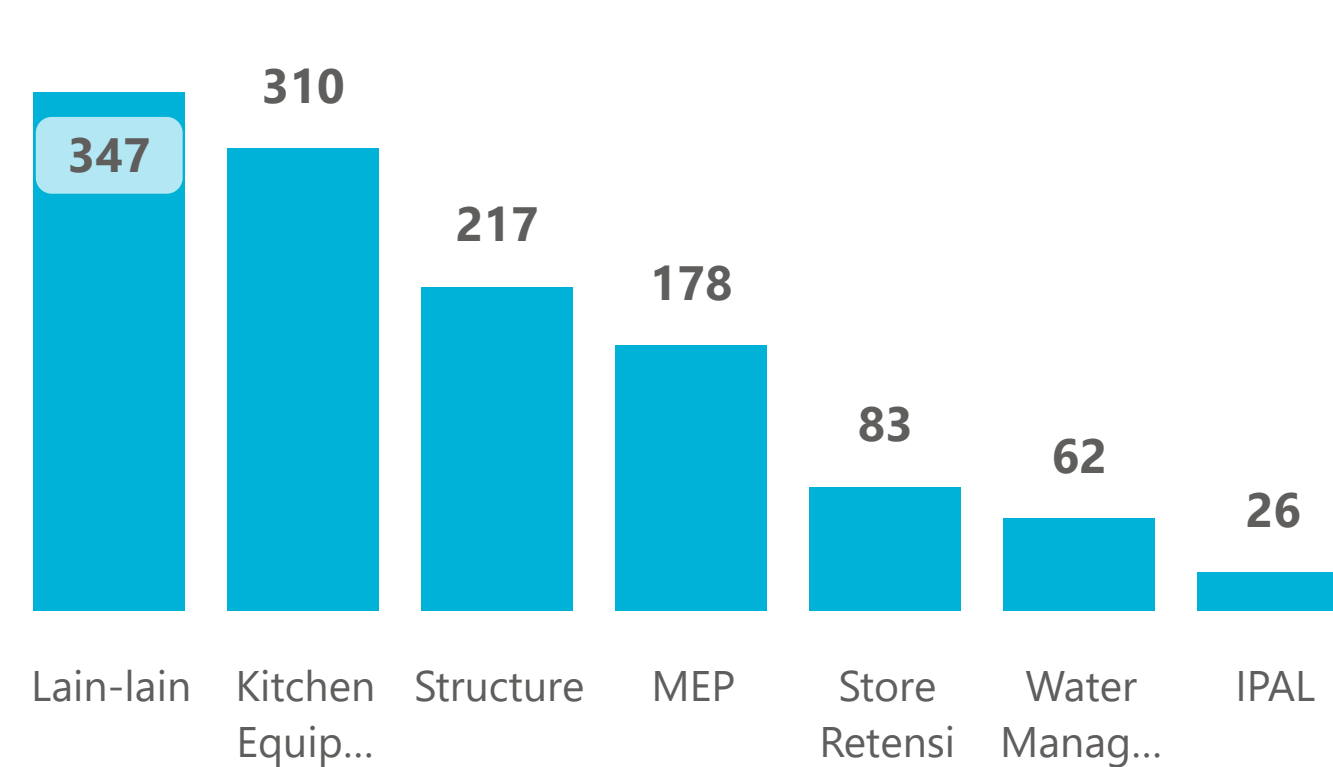


Status SLA ● On time

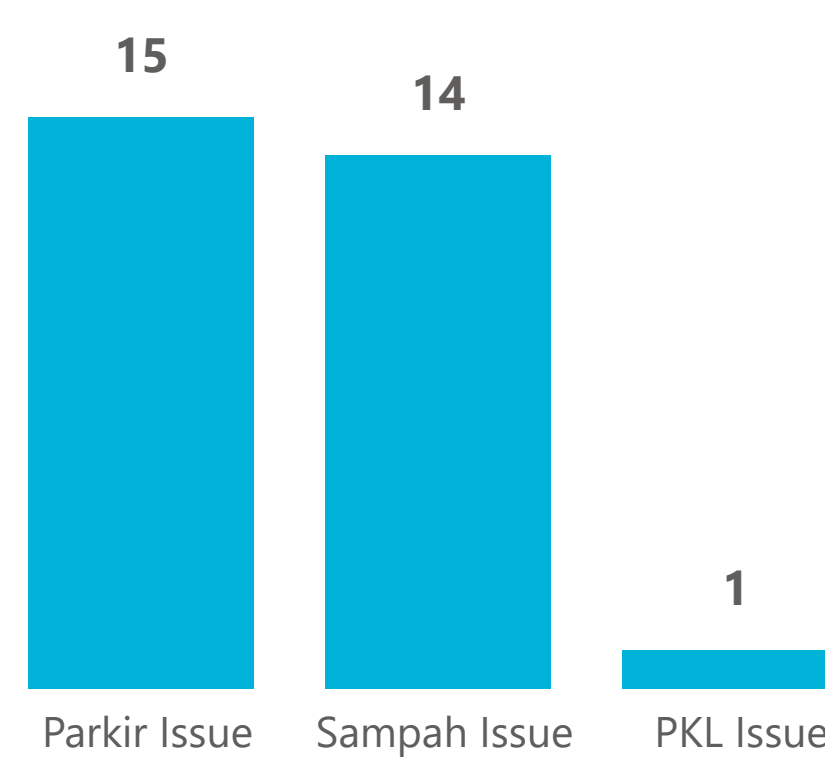
Count Ticket IT by Category



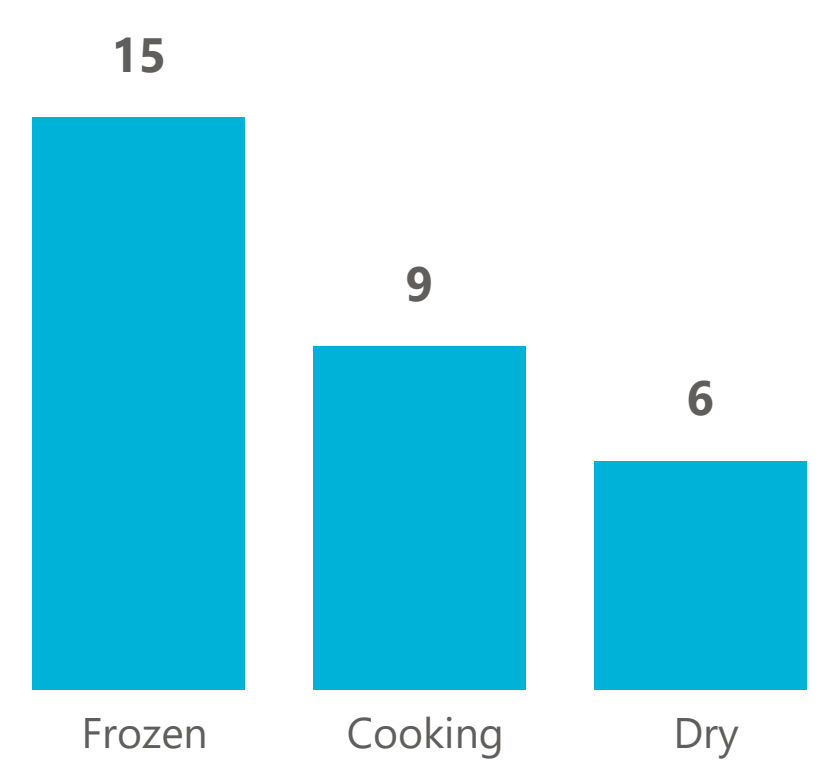
Count of Ticket SDG by Category



Count of Ticket Legal by Category

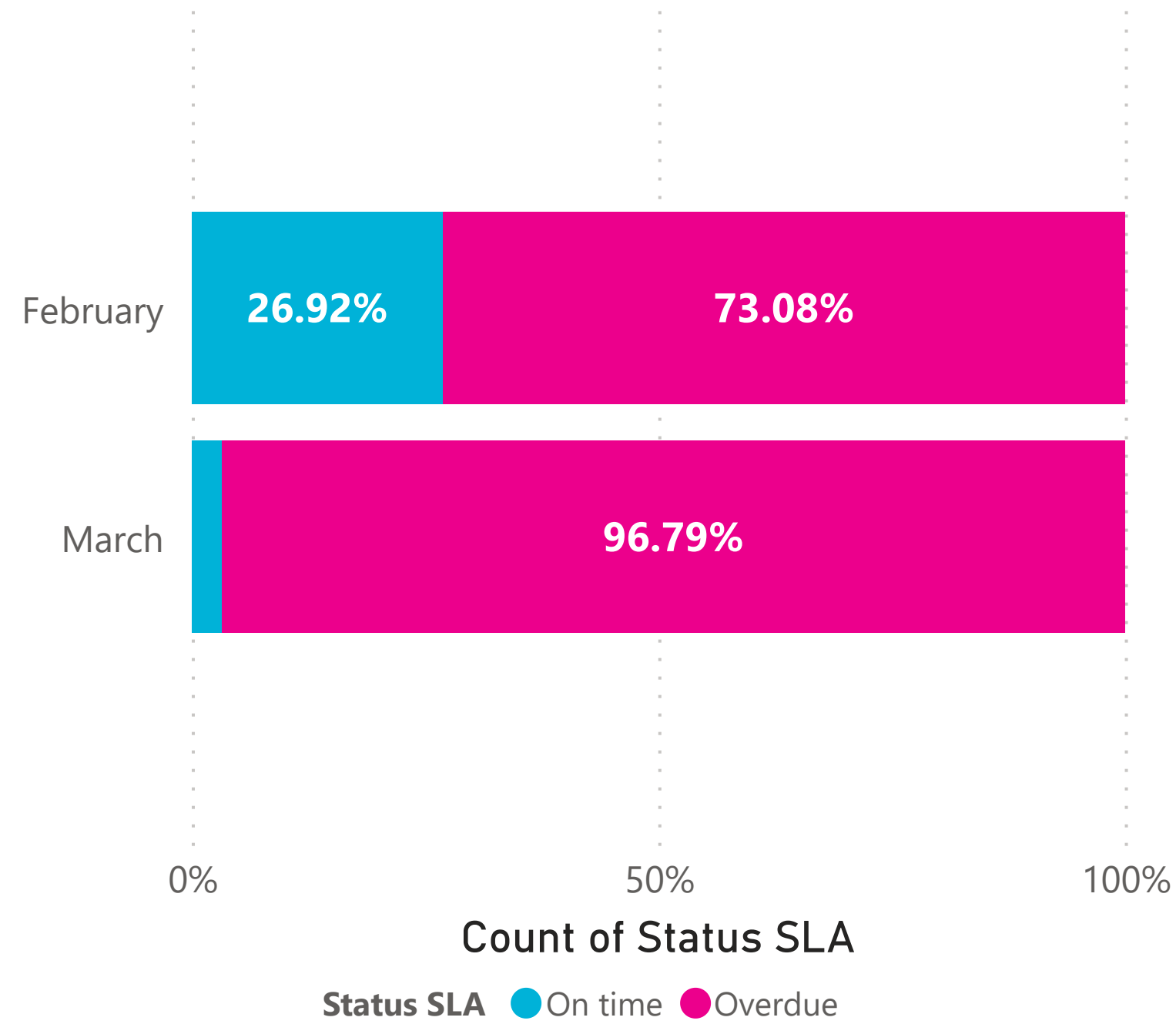


Count of Ticket QA by Category

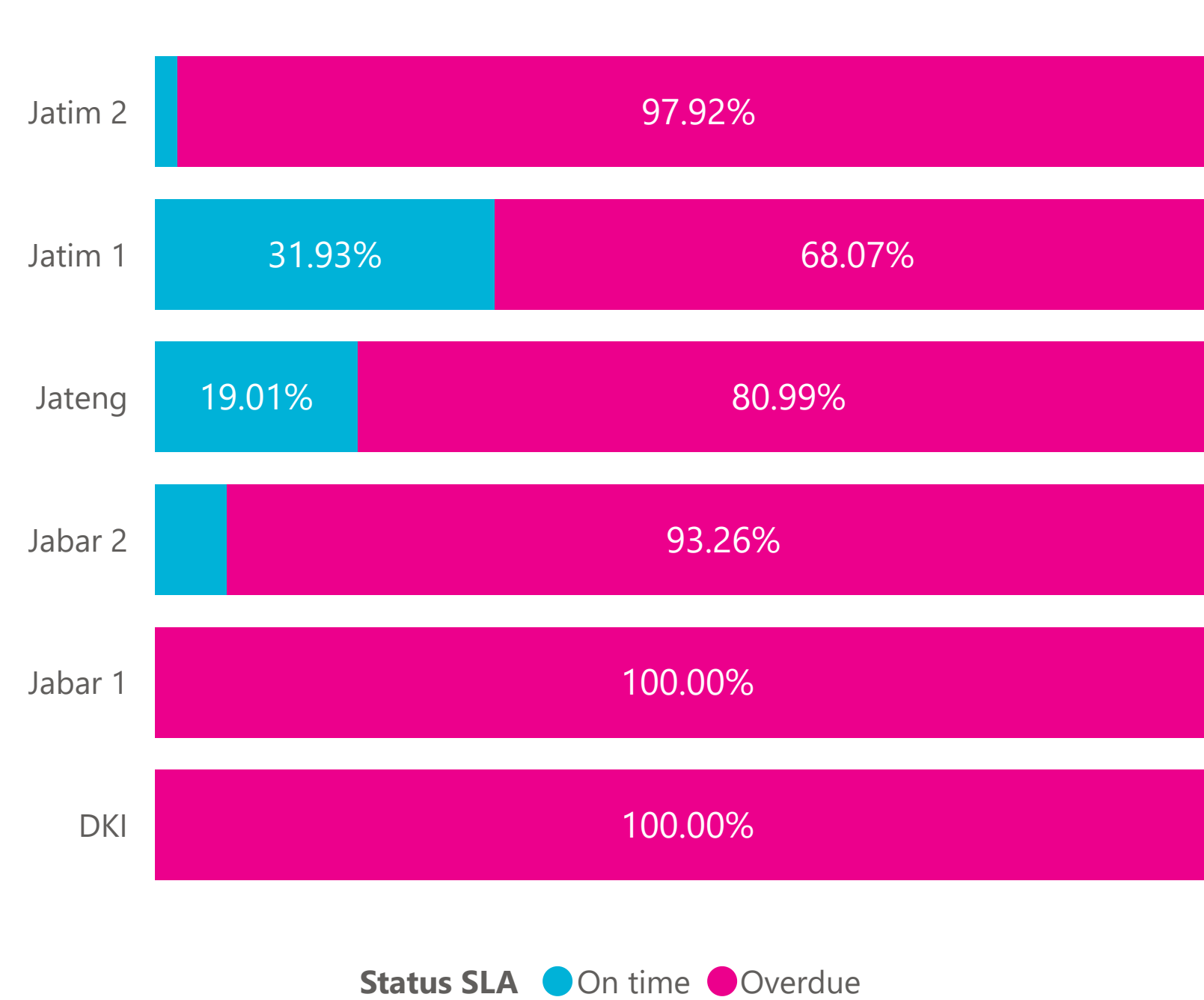




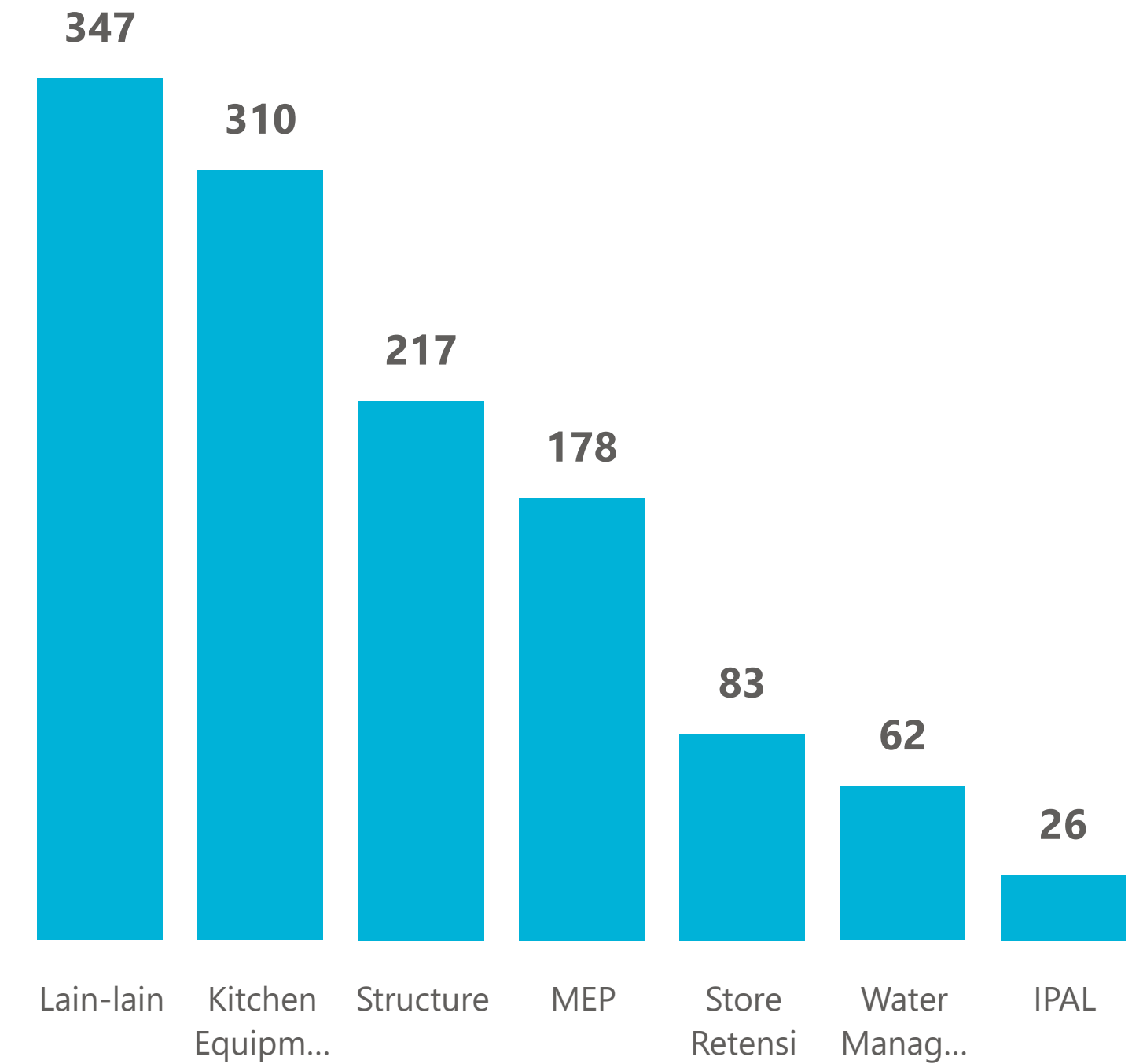
% Ach MTD SDG Support



% SDG Support By Region

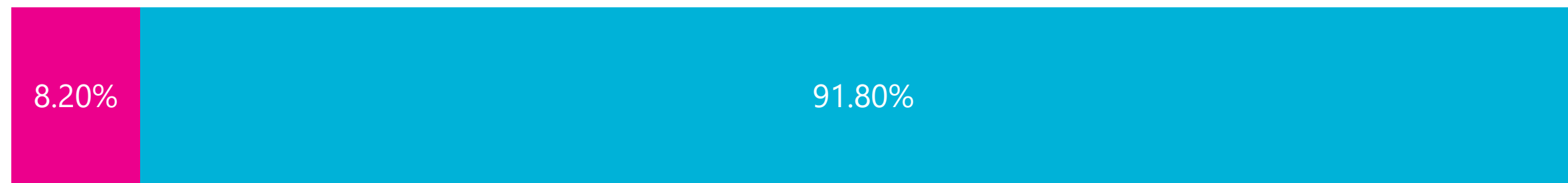


Count of Ticket SDG by Category



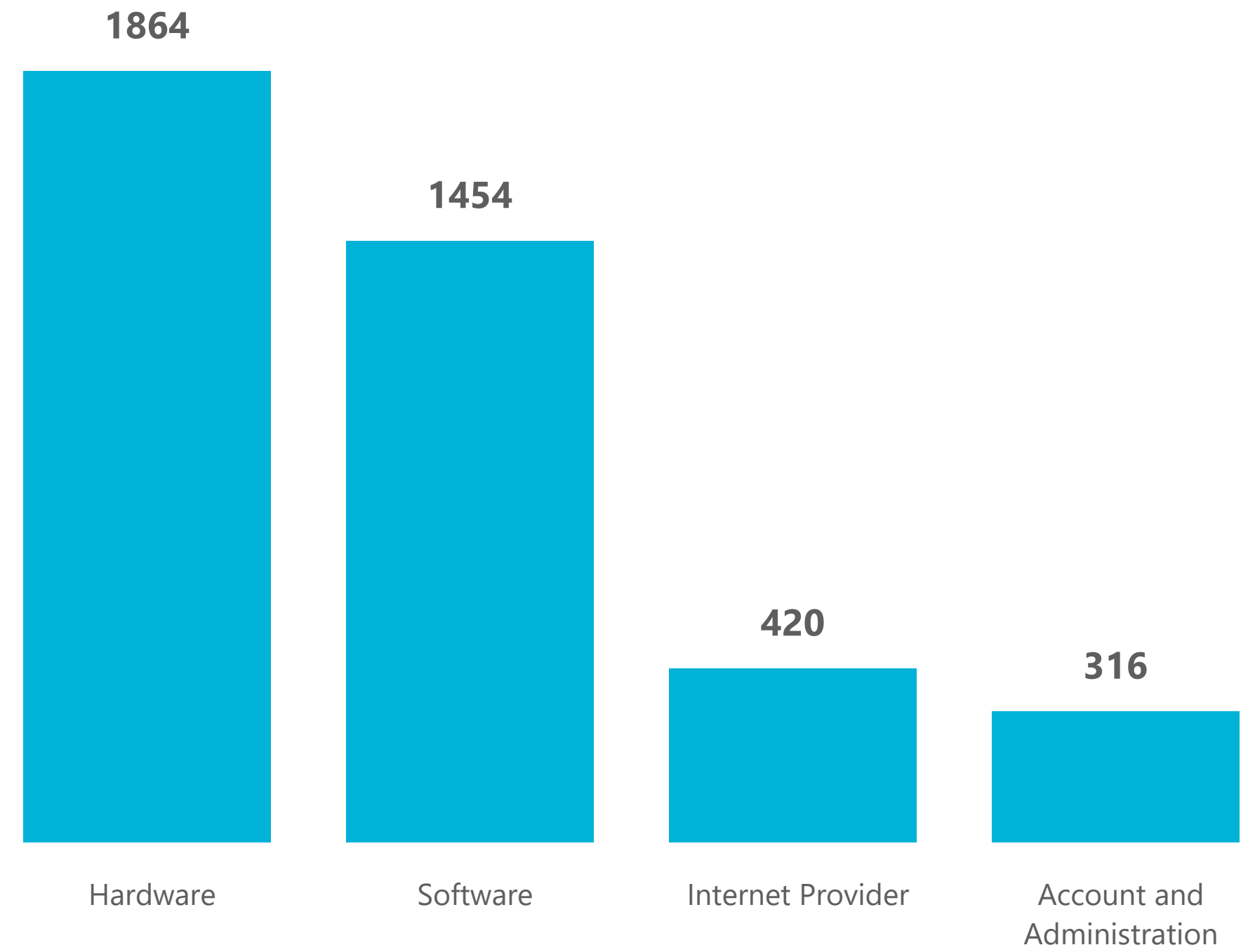
% IT Support By Category

January



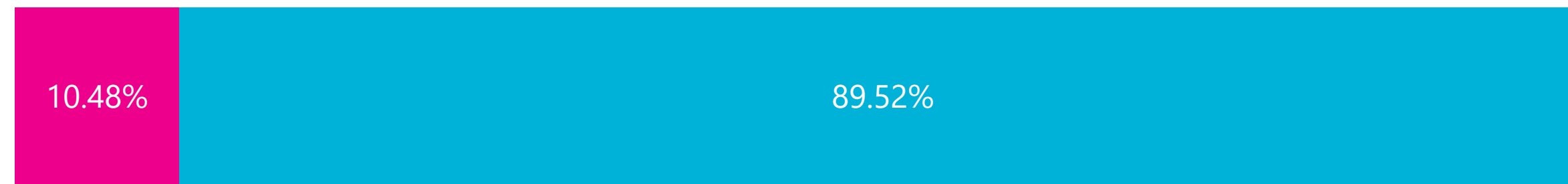
Category Summary ● ESB ● Solis

Count Ticket IT by Category



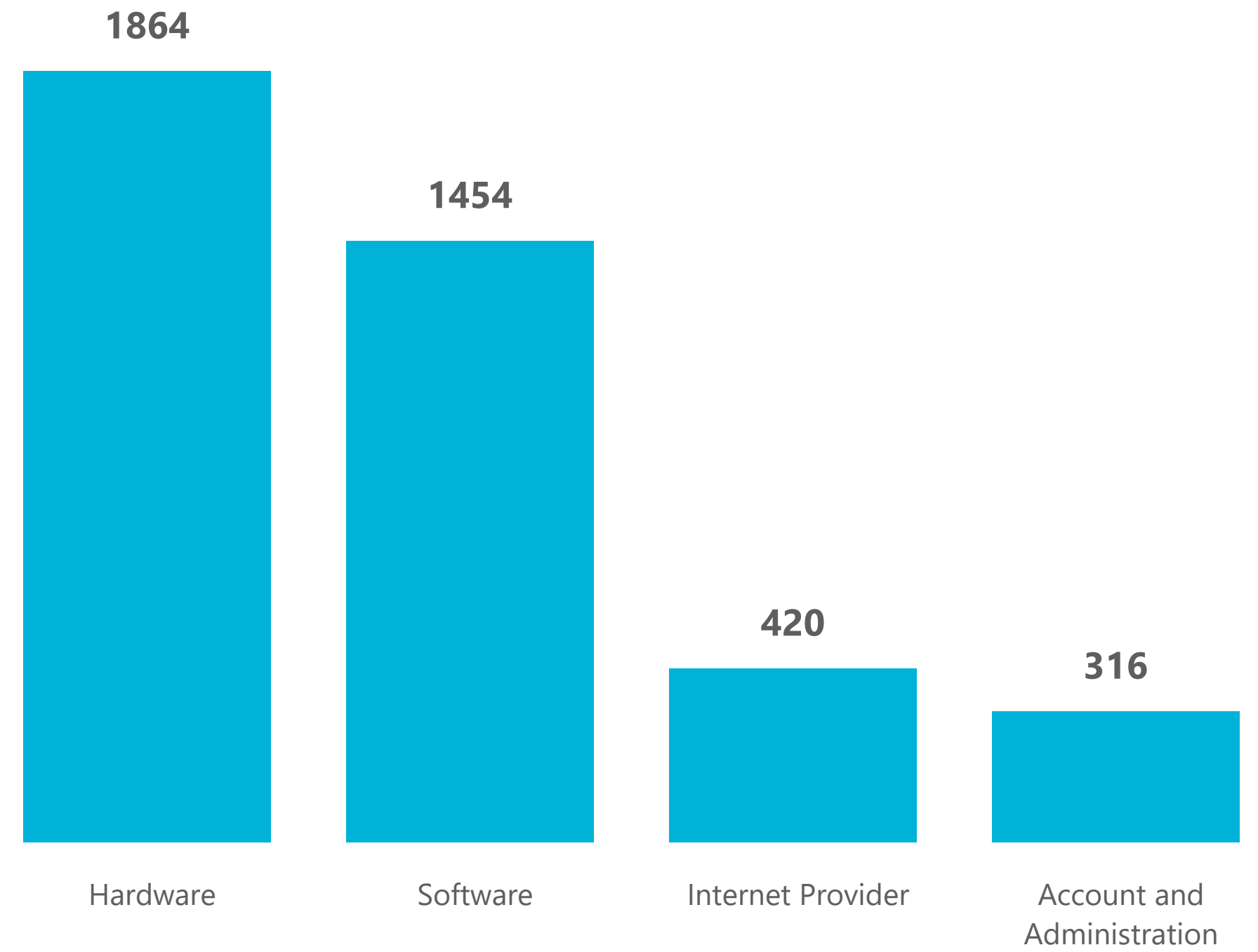
% IT Support By Category

February



Category Summary ● ESB ● Solis

Count Ticket IT by Category



% IT Support By Category

December

96.50%

Category Summary ● ESB ● Solis

Count Ticket IT by Category

1864

1454

420

316

Hardware

Software

Internet Provider

Account and
Administration