

ANALISA ADUAN & PERKHIDMATAN - OPERASI BAHAGIAN INFOSTRUKTUR UiTM CAWANGAN SARAWAK

ANALISA ADUAN & PERKHIDMATAN ICT | Data From UNITS

KAMPUS

TAHUN: 2024

(1)

BULAN

ADUAN STATUS

PENGADU

KATEGORI

ADUAN ICT

STATUS ADUAN / PERKHIDMATAN ICT

JUMLAH ADUAN ICT  
1,042

COMPLETED & VERIFIED

942

90.40%

IN PROGRESS

4

0.38%

CANCELLED

40

3.84%

CLOSED

56

5.37%

KAMPUS

SAMARAHAN

492

47.22%

SAMARAHAN 2

383

36.76%

MUKAH

167

16.03%

PENGADU

MASA TINDAK BALAS SELESAI (HARI)

STAF

413

39.64%

STUDENT

421

40.40%

GUEST

208

19.96%

≤ 3 HARI

924

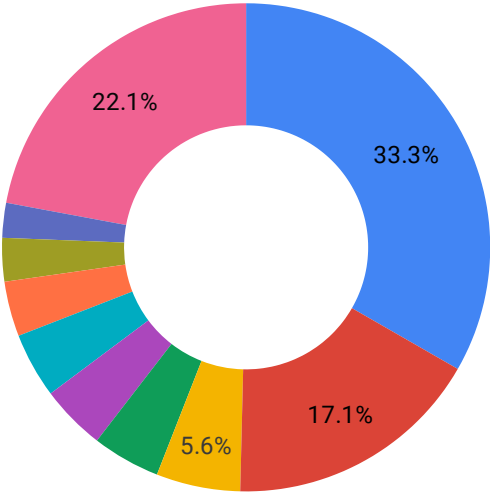
92.49%

> 3 HARI

75

7.51%

KATEGORI ADUAN



OPERASI - EMEL  
GOOGLE

OPERASI - EMEL  
MICROSOFT 365

APLIKASI - TURNITIN

RANGKAIAN - TANPA  
WAYAR

SISTEM - STUDENT  
PORTAL

RANGKAIAN -  
BERWAYAR

SISTEM - SIMS  
AKADEMIK

KESELAMATAN -  
WEB SSO

SISTEM - UFUTURE

Others

KATEGORI ADUAN

JUMLAH

1. OPERASI - EMEL GOOGLE

347

2. OPERASI - EMEL MICROSOFT 365

178

3. APLIKASI - TURNITIN

58

4. RANGKAIAN - TANPA WAYAR

47

5. RANGKAIAN - BERWAYAR

45

6. SISTEM - STUDENT PORTAL

45

7. SISTEM - SIMS AKADEMIK

38

8. KESELAMATAN - WEB SSO

30

9. SISTEM - UFUTURE

24

10. OPERASI - PERKAKASAN KOMPUTER

23

Grand total

1,042

1 - 48 / 48

<

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1ST LEVEL STAF

RESPONSE DAY (S)

ADUAN ICT

NO ADUAN

PENGADU

STUDENT

STAFF

GUEST

3

null

>3

2

1

0

13

22

16

31

42

297

20

14

56

36

52

235

1

1

1

12

19

163

JUMLAH ADUAN

## ANALISA ADUAN & PERKHIDMATAN - OPERASI BAHAGIAN INFOSTRUKTUR UiTM CAWANGAN SARAWAK

ANALISA ADUAN &amp; PERKHIDMATAN ICT | Data From UNITS

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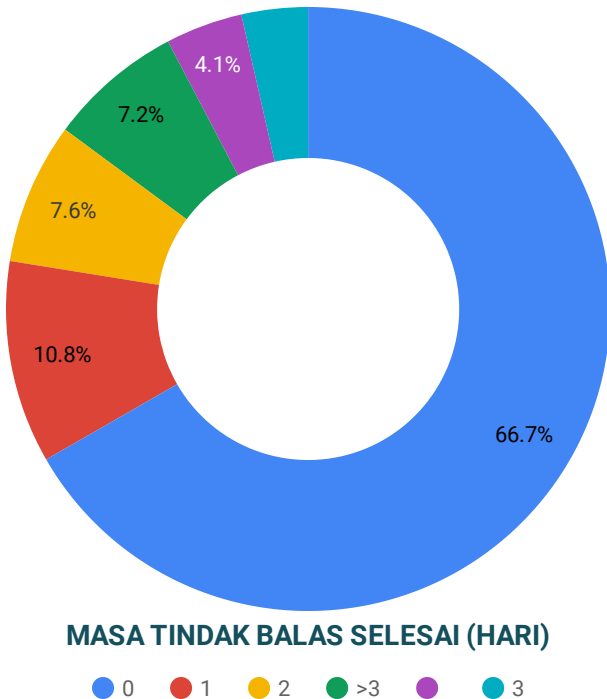
BULAN

ADUAN STATUS

PENGADU

KATEGORI

ADUAN ICT



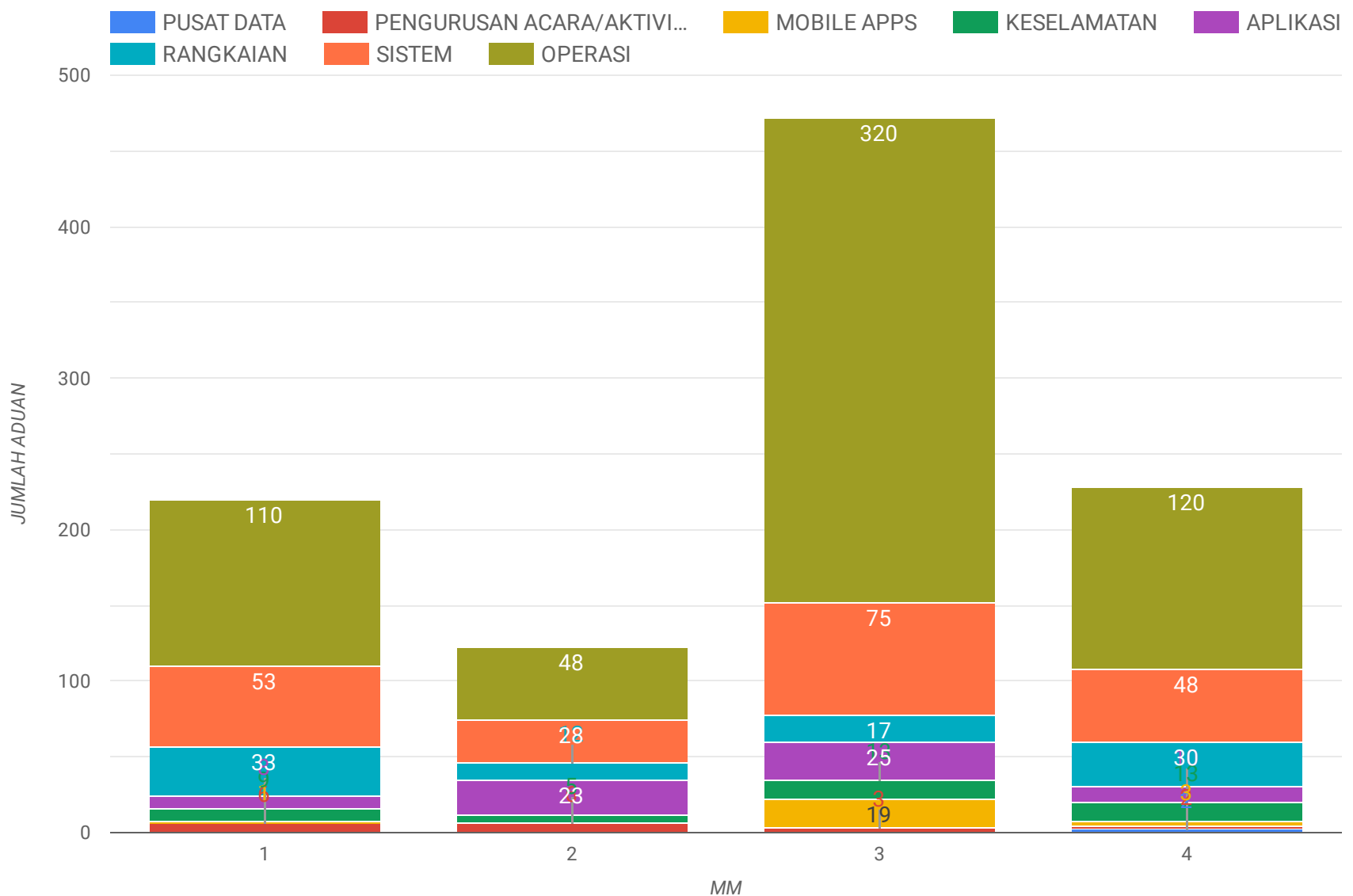
KATEGORI ADUAN ② ▾		SUB-KATEGORI	JUMLAH ① ▾
1.	OPERASI - EMEL GOOGLE	NEW ACCOUNT	134
2.	OPERASI - EMEL GOOGLE	FORGOT PASSWORD	124
3.	OPERASI - EMEL MICROSOFT 365	AKAUN BAHARU	97
4.	OPERASI - EMEL MICROSOFT 365	OTHERS	62
5.	APLIKASI - TURNITIN	PENGAKTIFAN AKAUN	53
6.	OPERASI - EMEL GOOGLE	OTHERS	37
7.	RANGKAIAN - BERWAYAR	OTHERS	30
8.	SISTEM - SIMS AKADEMIK	PERMOHONAN AKAUN SIMS	25
9.	OPERASI - EMEL GOOGLE	REACTIVATE	24
10.	OPERASI - EMEL MICROSOFT 365	LUPA KATA LALUAN	19
11.	SISTEM - STUDENT PORTAL	CHANGE EMAIL ADDRESS	17
Grand total			1,042
1 - 113 / 113 < >			

## 1ST LEVEL STAF

RESPONSE DAY (S)

ADUAN ICT

NO ADUAN



ANALISA ADUAN & PERKHIDMATAN - OPERASI BAHAGIAN INFOSTRUKTUR UiTM CAWANGAN SARAWAK

ANALISA ADUAN & PERKHIDMATAN ICT | Data From UNITS

KAMPUS

TAHUN: 2024

(1)

BULAN

ADUAN STATUS

PENGADU

KATEGORI

ADUAN ICT

	NO. ADUAN	KATEGORI	SUB-KATEGORI	PENGADU	KAMPUS	STATUS	TEMPOH
1.	A20240116251069	RANGKAIAN - BERWAYAR	OTHERS	STAFF	SAMARAHAN	ADUAN CANCELLED	-
2.	A20240118166499	OPERASI - EMEL GOOGLE	FORGOT PASSWORD	STUDENT	SAMARAHAN	ADUAN CANCELLED	-
3.	A20240126170166	OPERASI - EMEL GOOGLE	FORGOT PASSWORD	STUDENT	SAMARAHAN	ADUAN CANCELLED	-
4.	A20240221010966	PENGURUSAN ACARA/AKTIVITI	HYBRID (FIZIKAL DAN ONLINE)	STAFF	SAMARAHAN	ADUAN CANCELLED	-
5.	A20240308216467	SISTEM - UFUTURE	SISTEM UFUTURE	STUDENT	SAMARAHAN	ADUAN CANCELLED	-
6.	A20240309340208	OPERASI - PERISIAN	OTHERS	STAFF	SAMARAHAN	ADUAN CANCELLED	-
7.	A20240312210921	SISTEM - WARGA@UITM	KEMASKINI NO PEKERJA	STAFF	SAMARAHAN	ADUAN CANCELLED	-
8.	A20240312176971	SISTEM - SIMS AKADEMIK	PERMOHONAN AKAUN SIMS	STAFF	SAMARAHAN	ADUAN CANCELLED	-
9.	A20240315139446	APLIKASI - TURNITIN	PENGAKTIFAN AKAUN	STAFF	SAMARAHAN	ADUAN CANCELLED	-
10.	A20240316023357	OPERASI - EMEL GOOGLE	NEW ACCOUNT	STUDENT	SAMARAHAN	ADUAN CANCELLED	-
11.	A20240324269601	OPERASI - EMEL MICROSOFT 365	AKAUN BAHARU	STUDENT	SAMARAHAN	ADUAN CANCELLED	-

1 - 1042 / 1042<>

1ST LEVEL STAF

RESPONSE DAY (S)

ADUAN ICT

NO ADUAN

ANALISA TIKET 1ST LEVEL

	STAFF ON DUTY	JUMLAH <div></div>
1.	AIMA SUMIYATI BINTI MALIKI	138
2.	NORHAFIZAH BINTI MADHI	63
3.	SITI SARA BINTI JULAIHI	60
4.	AMINUDDIN BIN BAKAR	60
5.	SHILEYUSKEN MIJEN	58
6.	AWANG BAHARUDIN B. AWANG AHMAD	48
7.	ARIZZAN BIN JAINI	32
8.	AMIZAN BIN HAJI TAHET	20
9.	JUHARI BIN NORILY	18
10.	RAFIDAH BINTI AHMAD	17
11.	JULIANA BINTI KARTAWI	16
12.	SYARIFUDDIN BIN BUJANG	15
13.	NAZAREEN BIN ABDUL LATIFF	11
14.	SUHANAH BINTI SHUHOR	8
15.	IRENE BINTI SELUROH	4
16.	ANAS ASRAWY BIN PENDAPAT	3
17.	NARANG ANAK GERAMAN	3
	Grand total	574

1 - 17 / 17<>

STAFF ON DUTY

JUMLAH ADUAN 1ST & 2ND LEVEL

1,003

1ST LEVEL

574

57.23%

2ND LEVEL

429

42.77%

MASA TINDAK BALAS SELESAI (HARI)

≤ 3 HARI

924

92.49%

> 3 HARI

75

7.51%