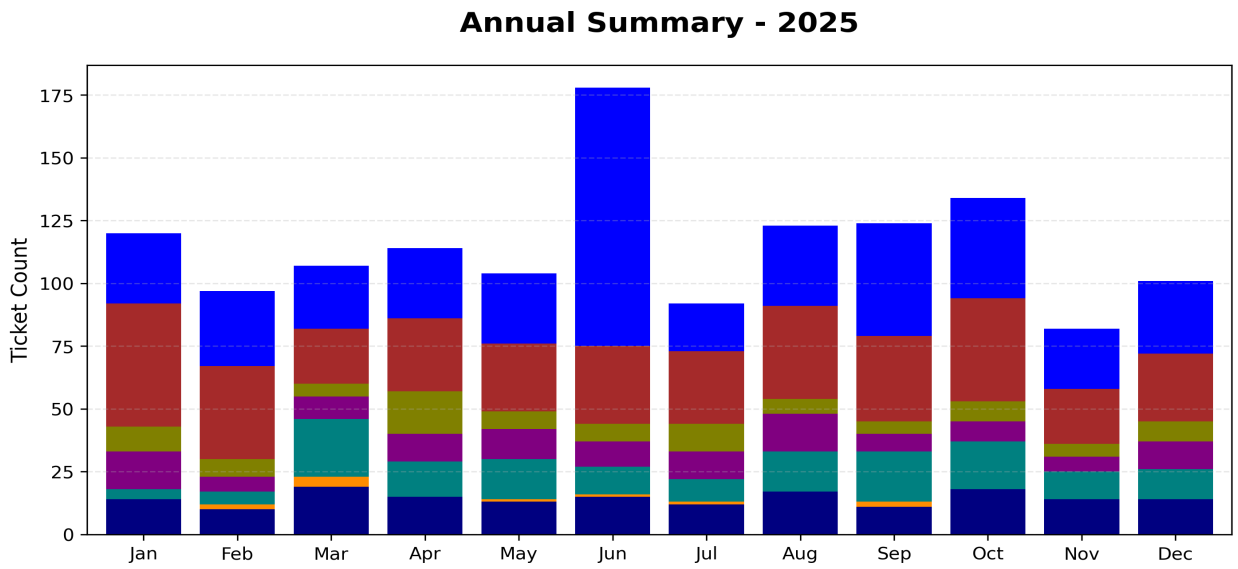
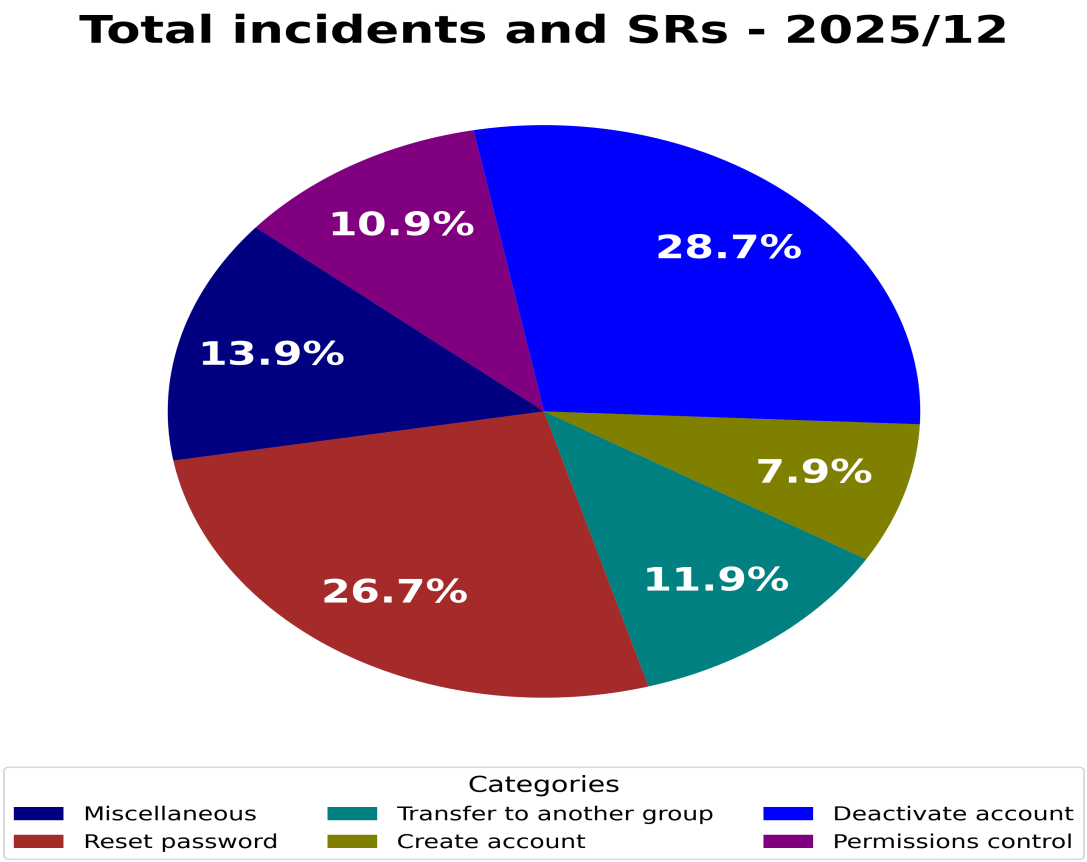
Monthly Report - 2025/12

Total Tickets: 101 | Closed: 83



Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Miscellaneous	14	10	19	15	13	15	12	17	11	18	14	14
Development	0	2	4	0	1	1	1	0	2	0	0	0
Transfer to another group	4	5	23	14	16	11	9	16	20	19	11	12
Permissions control	15	6	9	11	12	10	11	15	7	8	6	11
Create account	10	7	5	17	7	7	11	6	5	8	5	8
Reset password	49	37	22	29	27	31	29	37	34	41	22	27
Deactivate account	28	30	25	28	28	103	19	32	45	40	24	29

Monthly Ticket Distribution



Monthly KPI Pivot Table

Type	Category	TRANS_NON	TRANS_WORK	OPEN	CLOSE
Incident	Miscellaneous	0	0	1	2
Incident	Reset password	0	0	0	1
Incident	Transfer to another group	1	0	0	0
Service	Create account	0	0	0	8
Service	Deactivate account	0	0	0	29
Service	Miscellaneous	1	0	1	9
Service	Permissions control	0	0	3	8
Service	Reset password	0	0	0	26
Service	Transfer to another group	10	1	0	0

SLA Breach

Ticket No.	Requested for	Description	Time-Arrive	Business elapsed time	Remarks
INC 123 546	Tugi	reset password	2025/12/27	2 hours 30 minutes(222333444%)	test3
333	Mikal	asdfa	2025/12/27	222(433%)	

Development Efforts

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
ME Hours	8.0	13.0	12.0	14.0	7.0	30.0	6.0	19.0	2.0	2.0	0.0	0.0	113.0
SOW Planned	16	16	16	16	16	16	16	16	16	16	16	16	192
Carry Forward	8.0	3.0	4.0	2.0	9.0	-14.0	10.0	-3.0	14.0	14.0	16.0	16.0	79.0