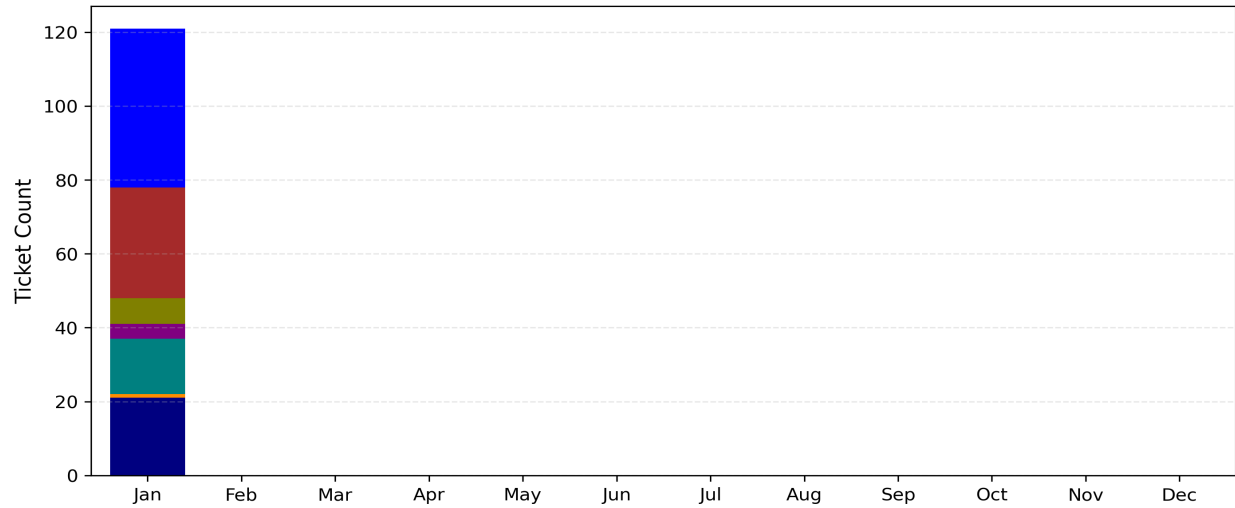


Monthly Report - 2026/01

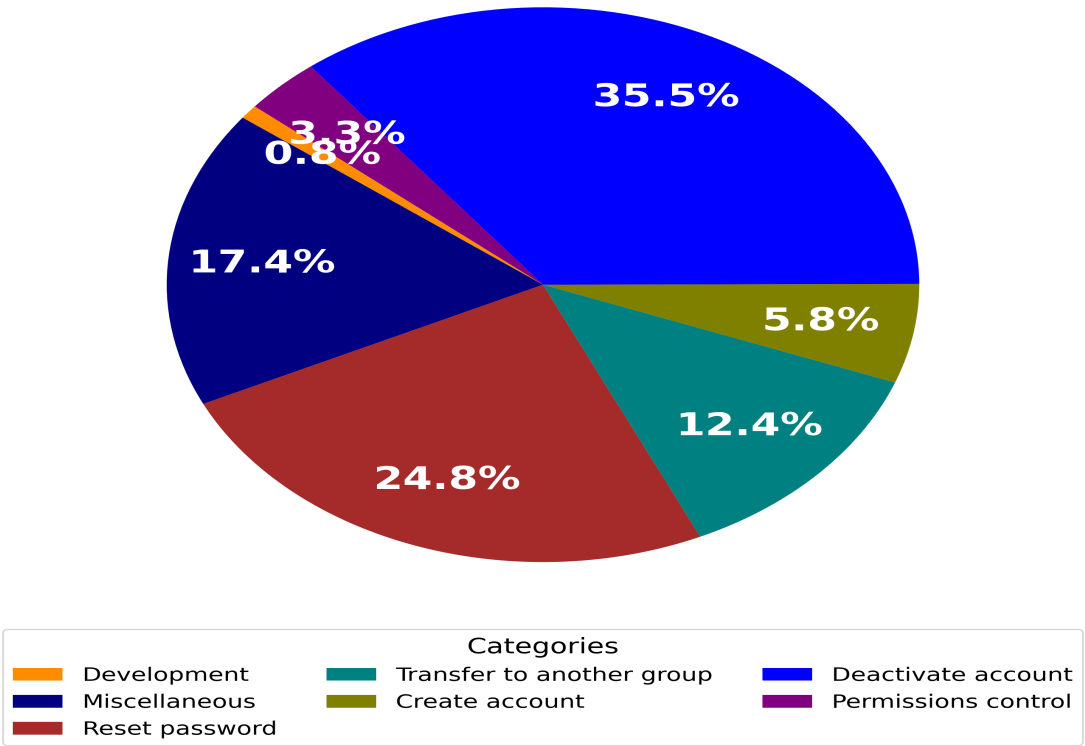
Total Tickets: 121 | Closed: 101

Annual Summary - 2026

[illegible]

Monthly Ticket Distribution

Total incidents and SRs - 2026/01



Monthly KPI Pivot Table

Type	Category	TRANS_NON	TRANS_WORK	OPEN	CLOSE
Change Request	Development	0	0	1	0
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	1	6
Service	Deactivate account	0	0	0	43
Service	Miscellaneous	0	0	1	17
Service	Permissions control	0	0	1	3
Service	Reset password	0	0	0	29
Service	Transfer to another group	9	5	0	0

SLA Breach

No SLA breach data for this month.

Development Efforts

[illegible]