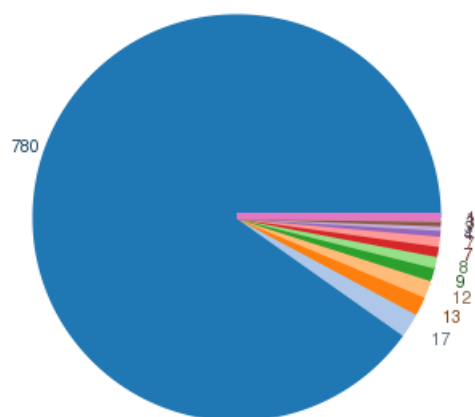


-
- Oracle (90.17 %)
 - ACER (1.97 %)
 - TOSHIBA (1.5 %)
 - HP (1.39 %)
 - LENOVO (1.04 %)
 - SAMSUNG (0.92 %)
 - MTEK (0.81 %)
 - DELL (0.81 %)
 - Cisco (0.46 %)
 - ASUS (0.35 %)
 - IMAC (0.35 %)
 - SONY (0.12 %)
 - IBM (0.12 %)

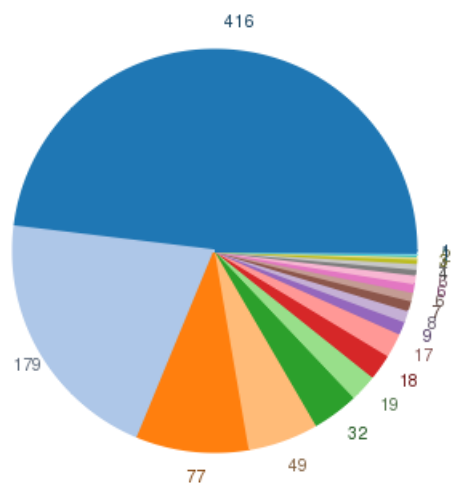


Computers per manufacturer du 1 au 30 May 2022

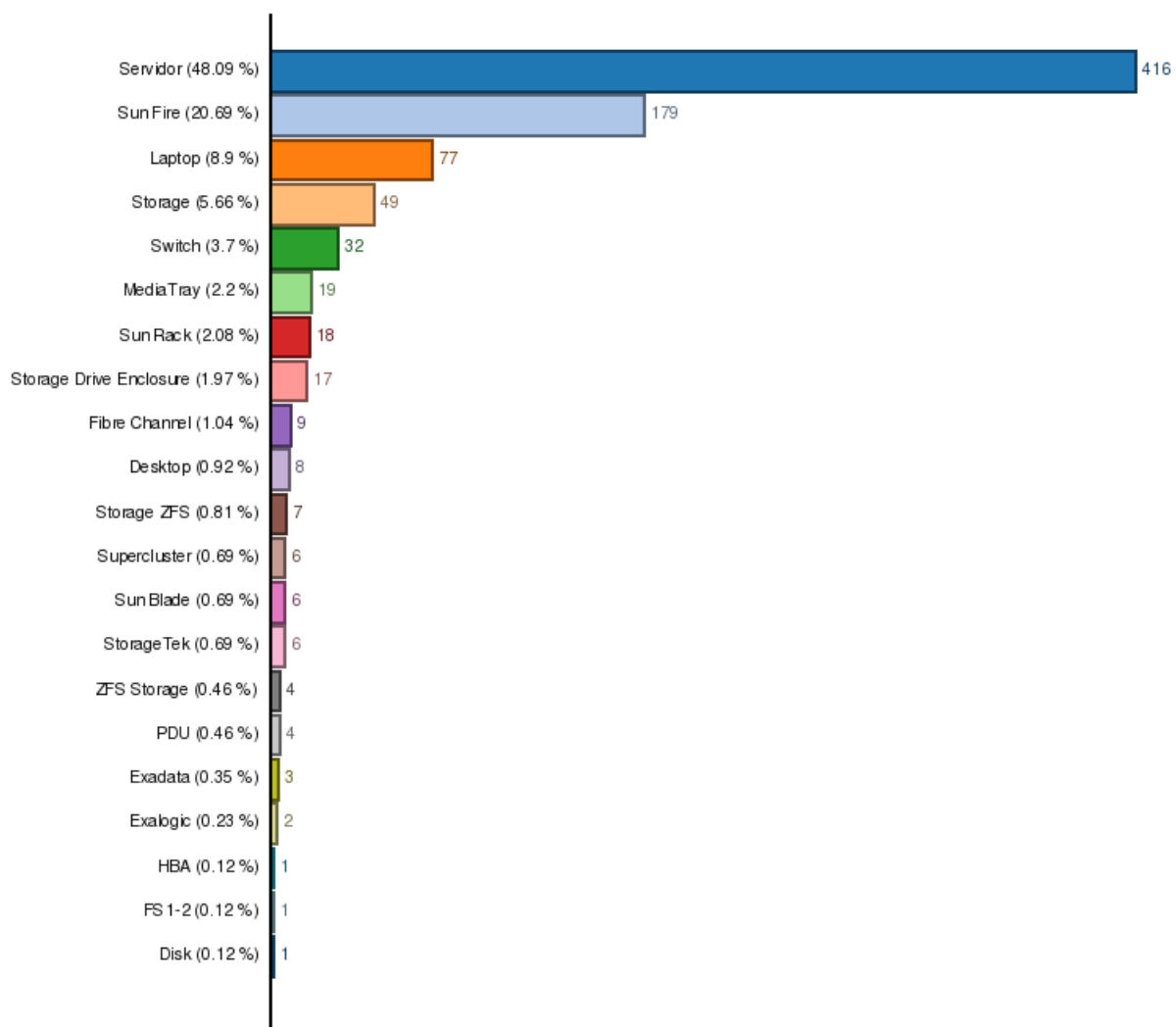


Computers per manufacturer du 1 au 30 May 2022

- Servidor (48.09 %)
- SunFire (20.69 %)
- Laptop (8.9 %)
- Storage (5.66 %)
- Switch (3.7 %)
- MediaTray (2.2 %)
- SunRack (2.08 %)
- Storage Drive Enclosure (1.97 %)
- Fibre Channel (1.04 %)
- Desktop (0.92 %)
- Storage ZFS (0.81 %)
- Supercluster (0.69 %)
- SunBlade (0.69 %)
- StorageTek (0.69 %)
- ZFS Storage (0.46 %)
- PDU (0.46 %)
- Exadata (0.35 %)
- Exalogic (0.23 %)
- HBA (0.12 %)
- FS 1-2 (0.12 %)
- Disk (0.12 %)



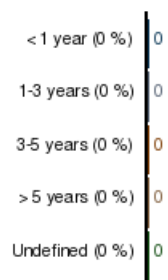
Computers per type du 1 au 30 May 2022



Computers per type du 1 au 30 May 2022

-
- < 1 year (0 %)
 - 1-3 years (0 %)
 - 3-5 years (0 %)
 - > 5 years (0 %)
 - Undefined (0 %)

Computer per age du 1 au 30 May 2022



Computer per age du 1 au 30 May 2022

● Windows (100 %)

48



Computers per OS du 1 au 30 May 2022



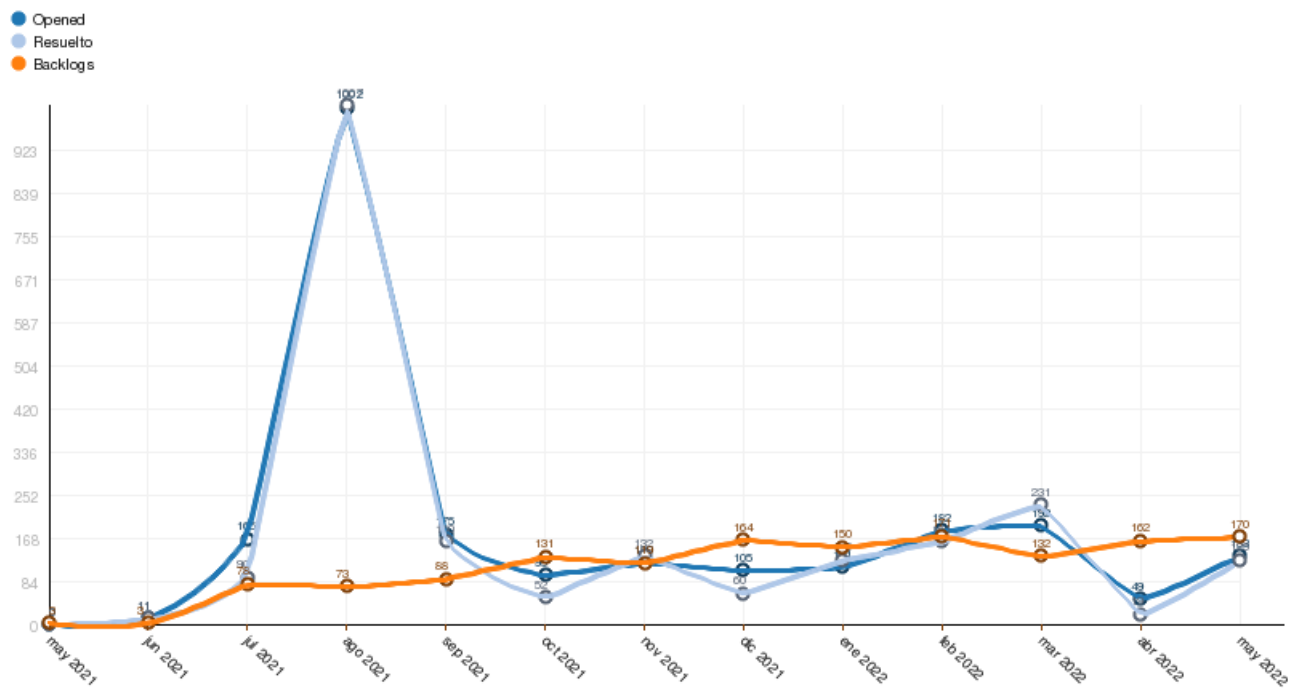
Computers per OS du 1 au 30 May 2022



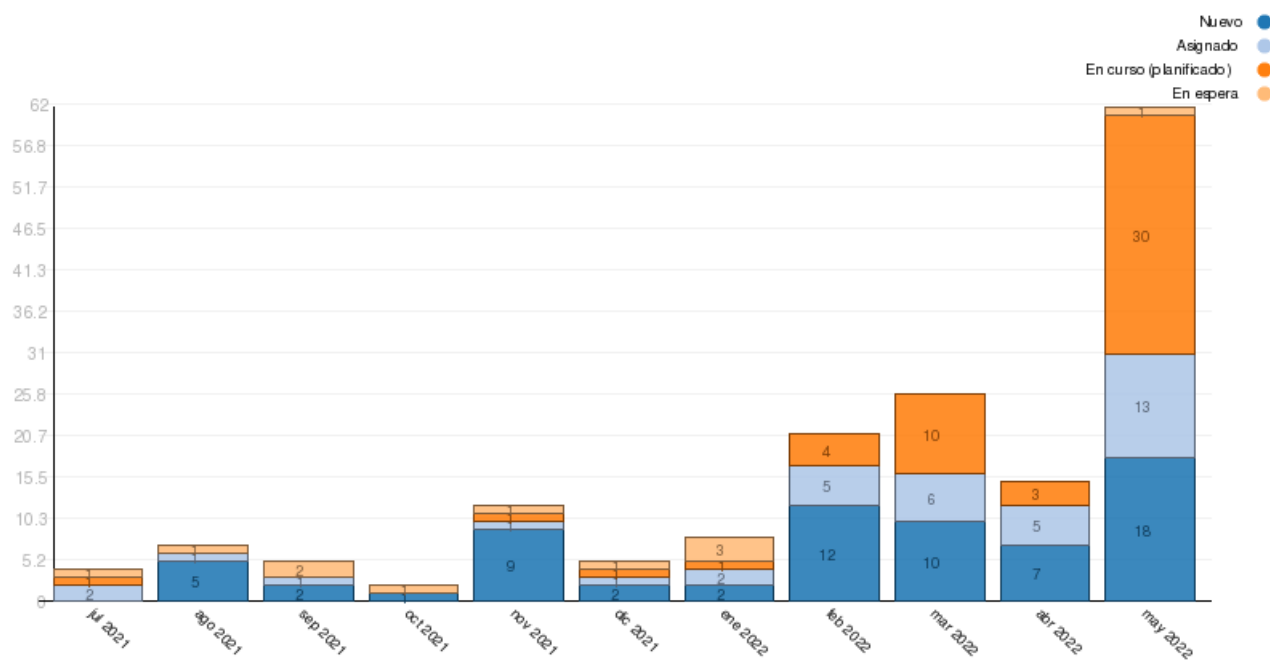
Windows distribution du 1 au 30 May 2022



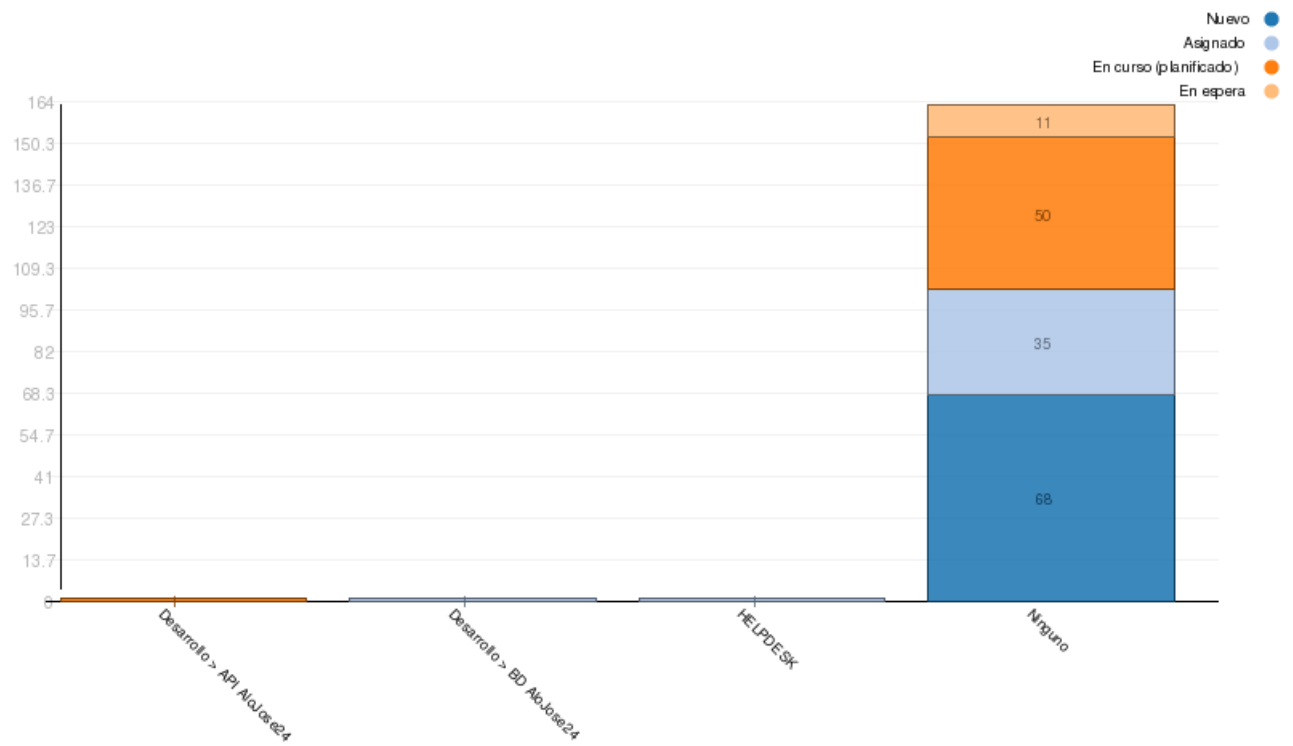
Computers per entities du 1 au 30 May 2022



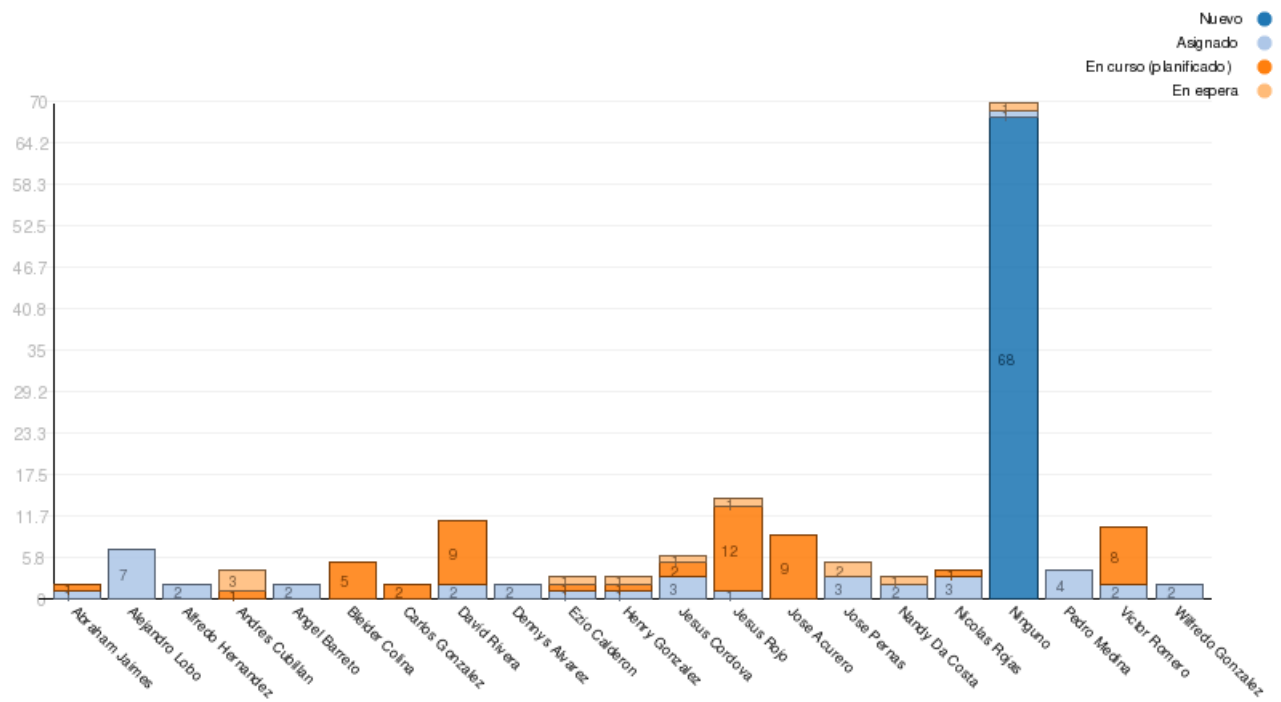
Backlog du 31 May 2021 au 30 May 2022



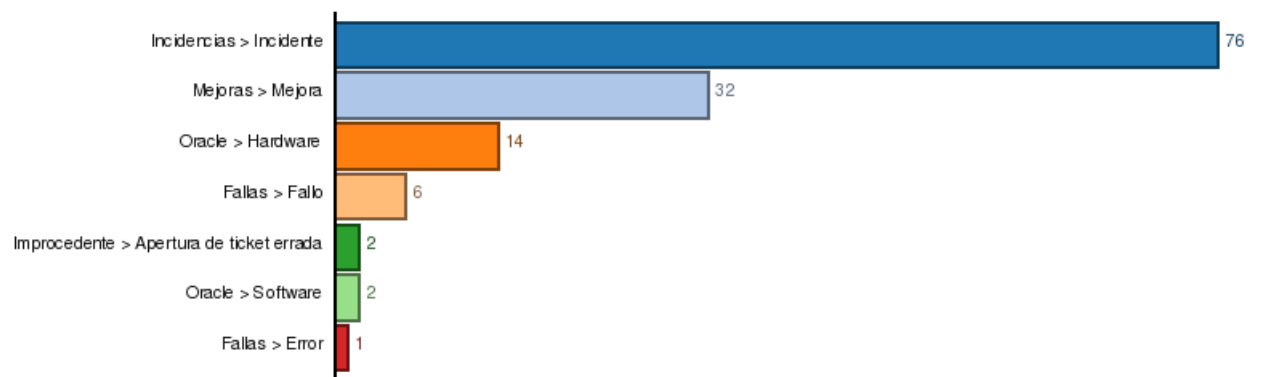
Ticket age du 31 May 2021 au 30 May 2022



Tickets per group du 31 May 2021 au 30 May 2022



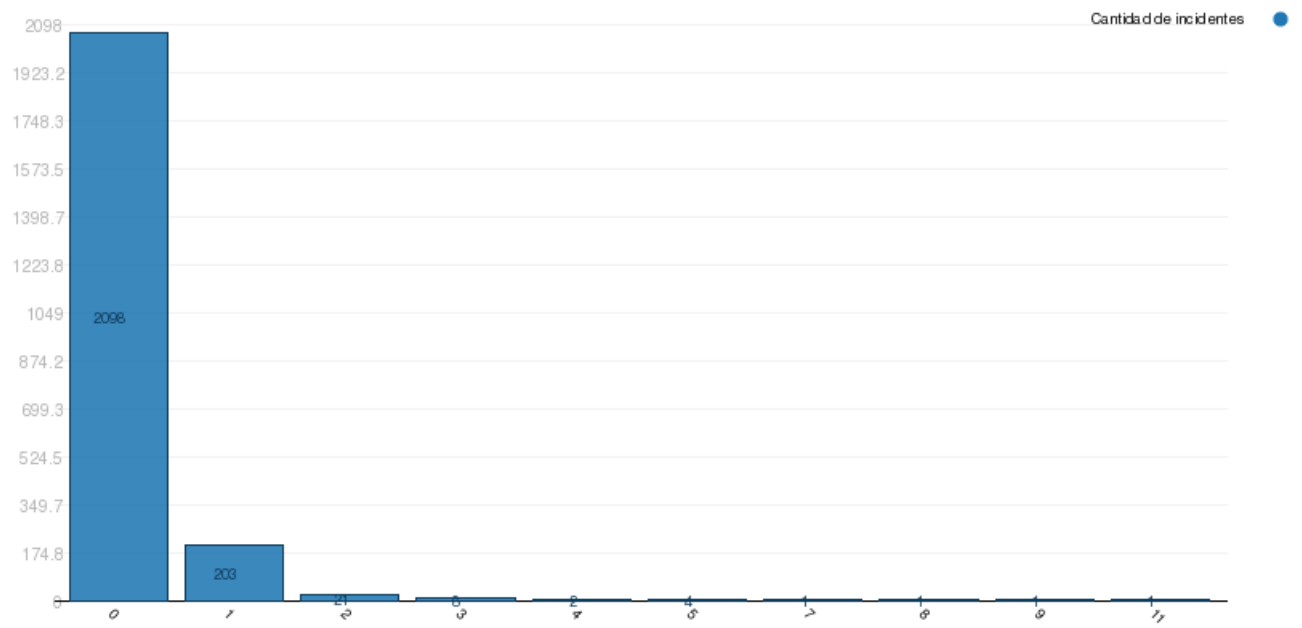
Tickets per technician du 31 May 2021 au 30 May 2022



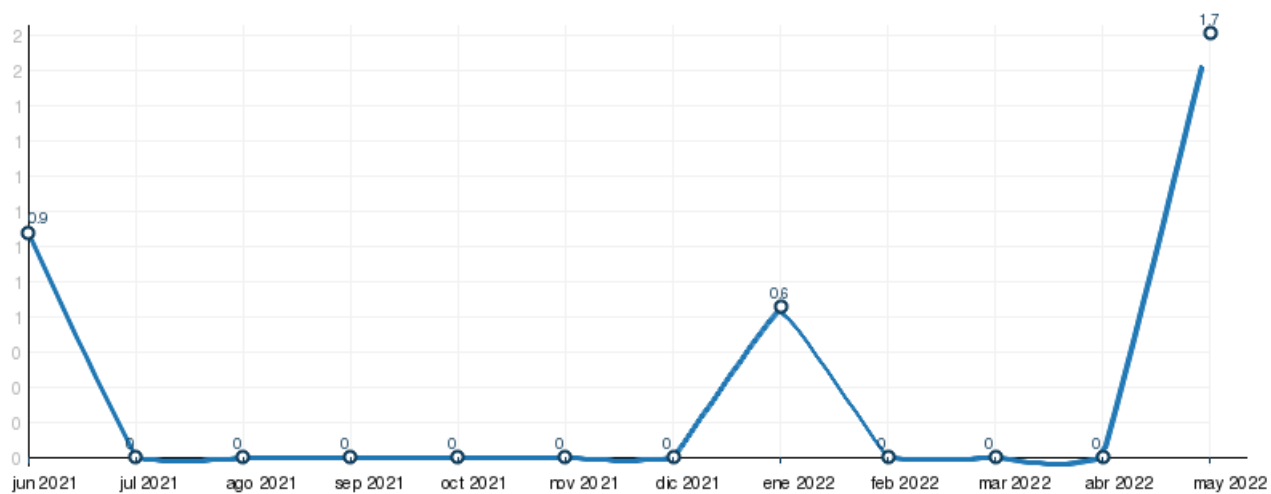
TOP categories du 1 au 30 May 2022



TOP requester groups du 1 au 30 May 2022



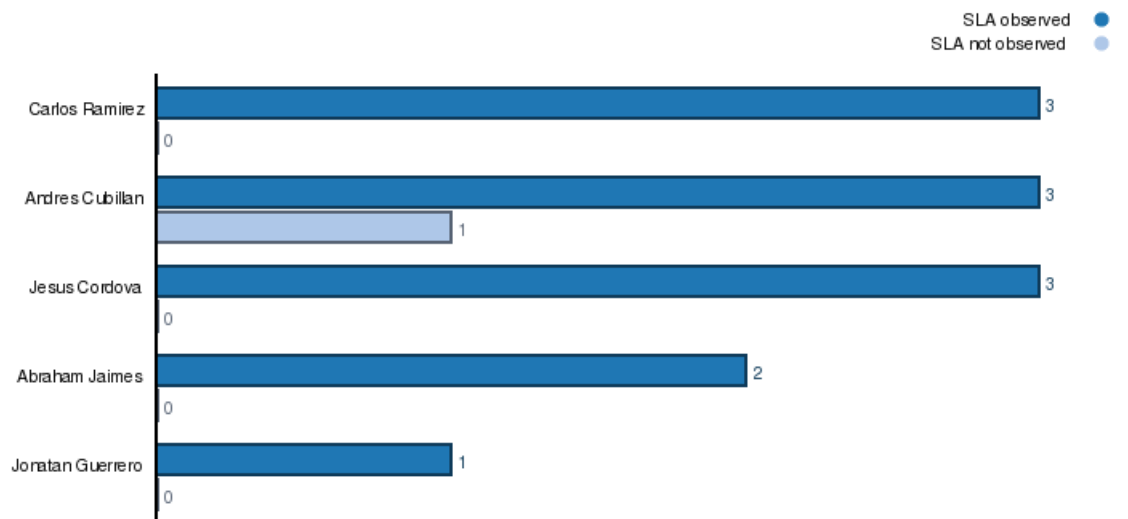
Number of group changes du 31 May 2021 au 30 May 2022



Task action times and solve delay comparison du 31 May 2021 au 30 May 2022

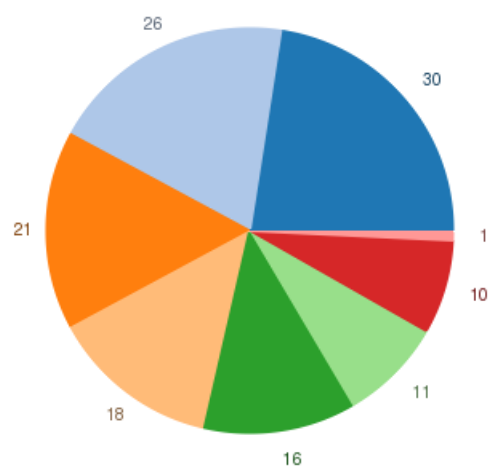


Tickets per SLA ordered by categories du 31 May 2021 au 30 May 2022

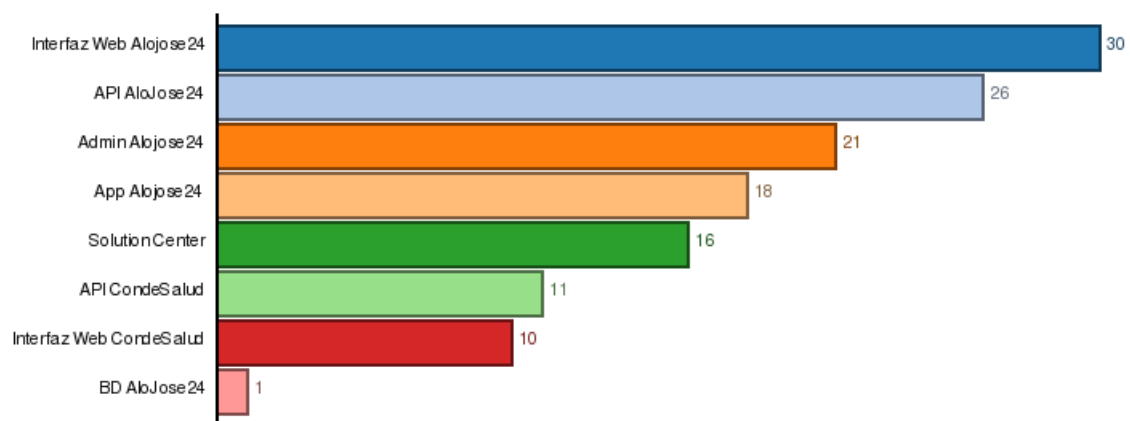


Tickets per SLA ordered by techicians du 31 May 2021 au 30 May 2022

-
- Interfaz Web AloJose24
 - API AloJose24
 - Admin AloJose24
 - App AloJose24
 - SolutionCenter
 - API CondeSalud
 - Interfaz Web CondeSalud
 - BD AloJose24



Number of ticket per entity du 1 au 30 May 2022

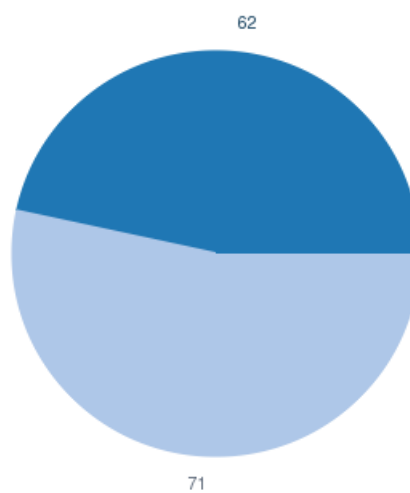


Number of ticket per entity du 1 au 30 May 2022



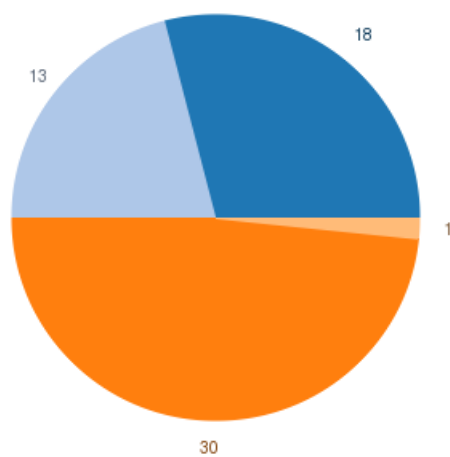
Number of ticket per category and entity du 31 May 2021 au 30 May 2022

● Opened
● Cerrado



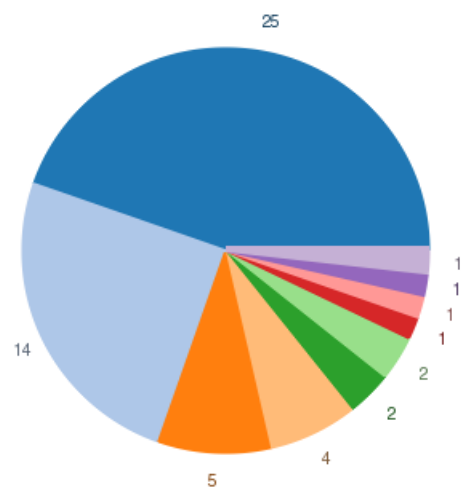
Number of opened and closed tickets du 1 au 30 May 2022

-
- Nuevo
 - Processing (assigned)
 - Encurso (planificado)
 - Enespera



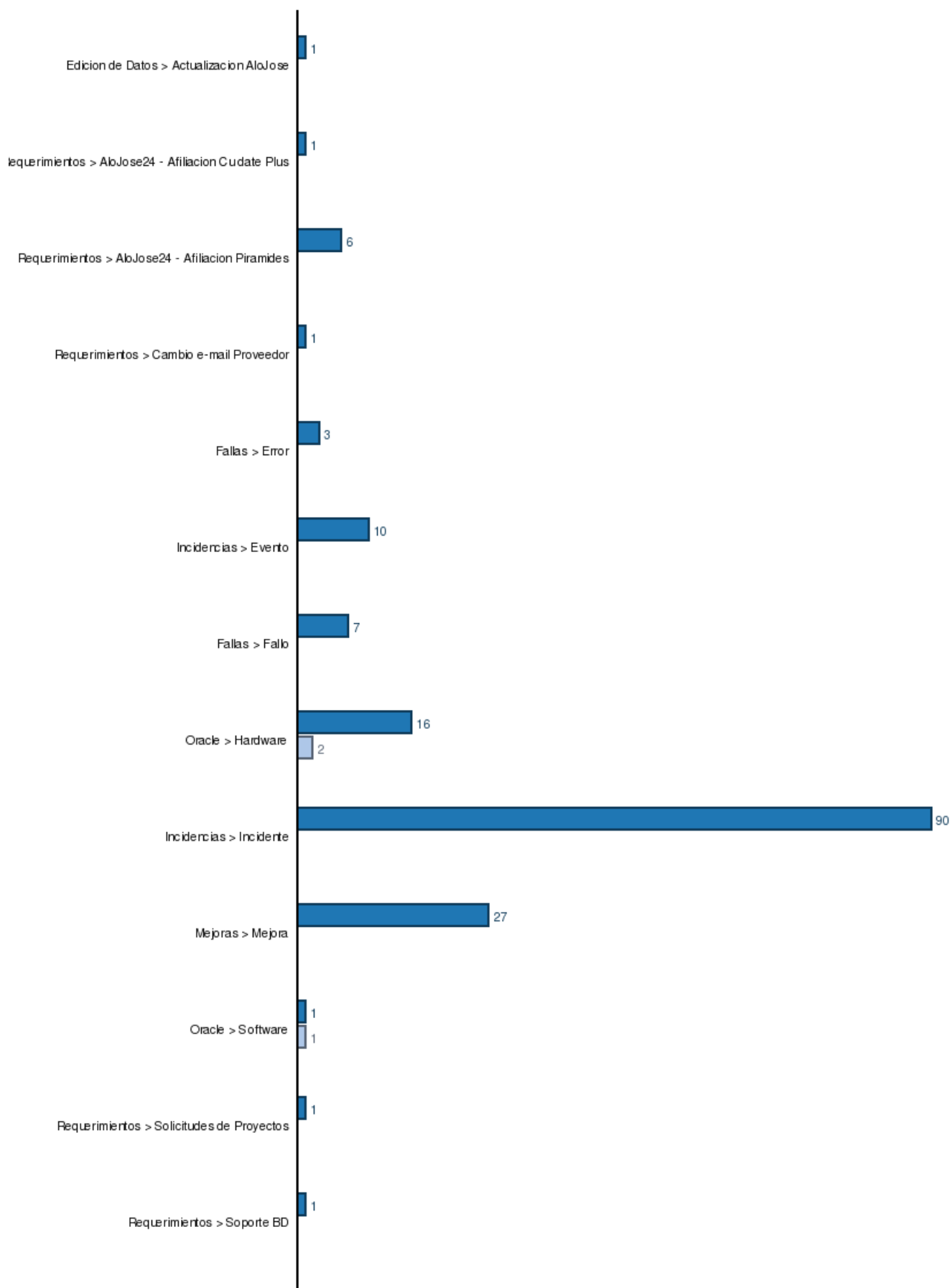
Number of opened tickets per status du 1 au 30 May 2022

-
- Cordoba Diana
 - Yarihuaman Kimberling
 - Hernandez Raiza
 - Aguilera Gabriela
 - Bancaribe
 - Telefonica Servicios Movistar VE
 - Farmatodo
 - Undefined
 - Granado Jeiny
 - Toyota

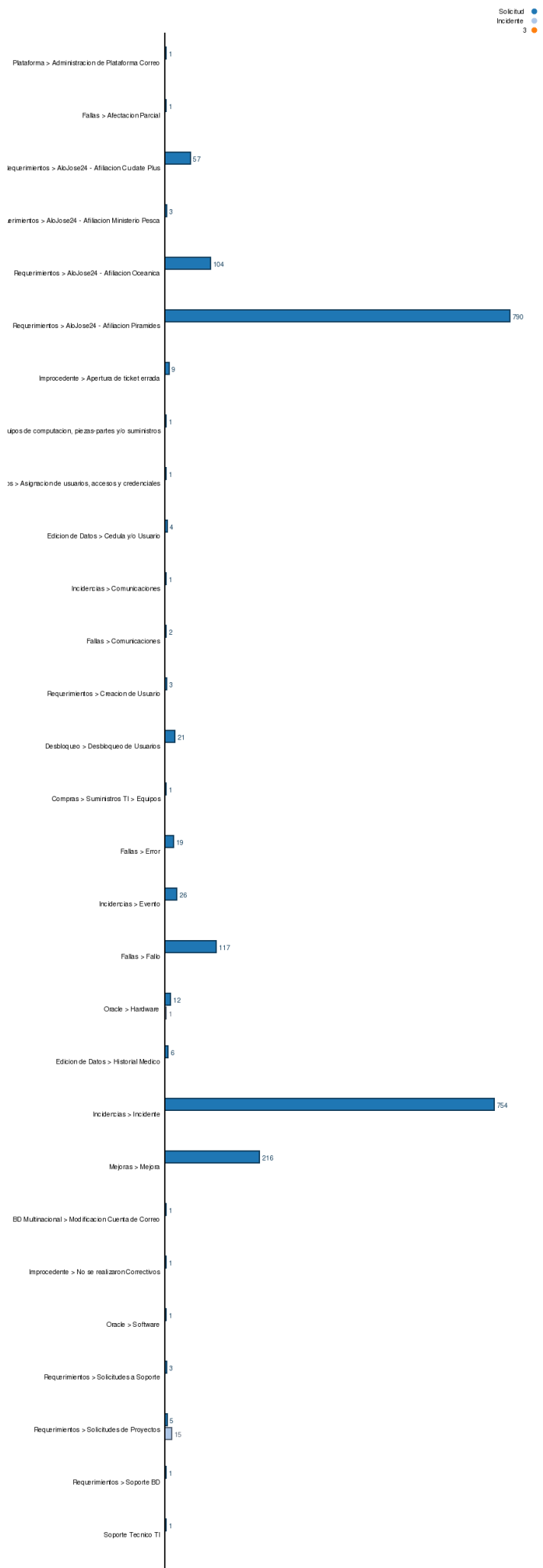


Top 10 requesters du 1 au 30 May 2022

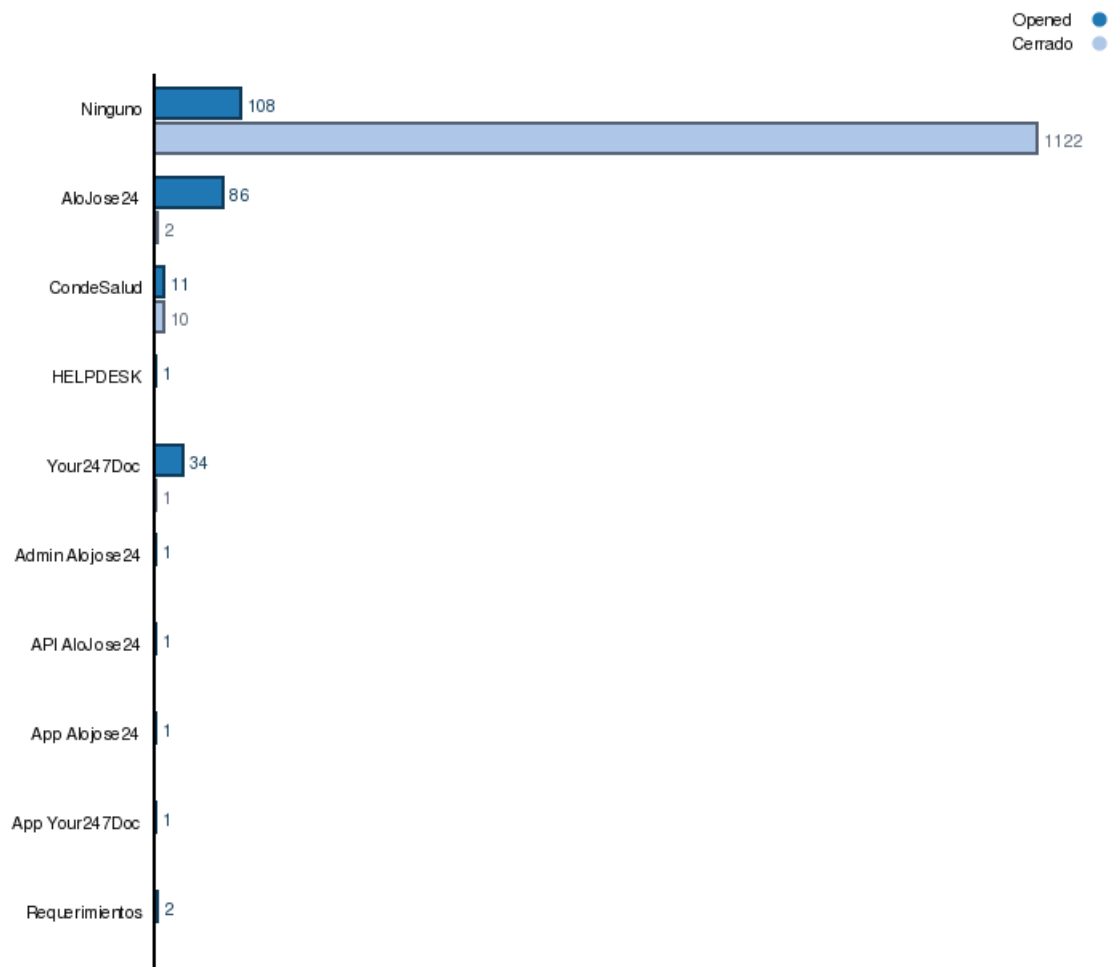
Solicitud ●
Incidente ●
3 ●



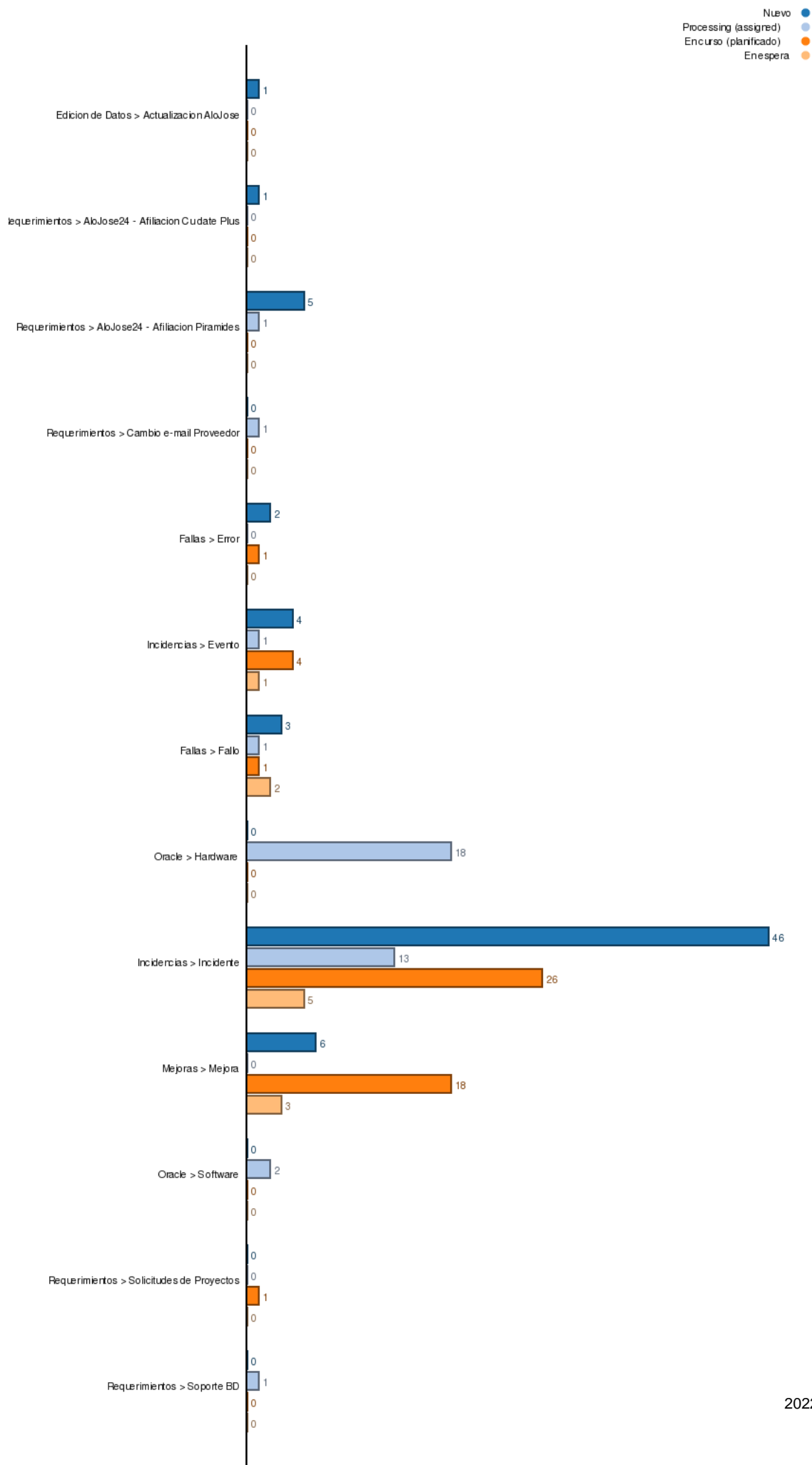
Number of opened tickets per category and type du 31 May 2021 au 30 May 2022



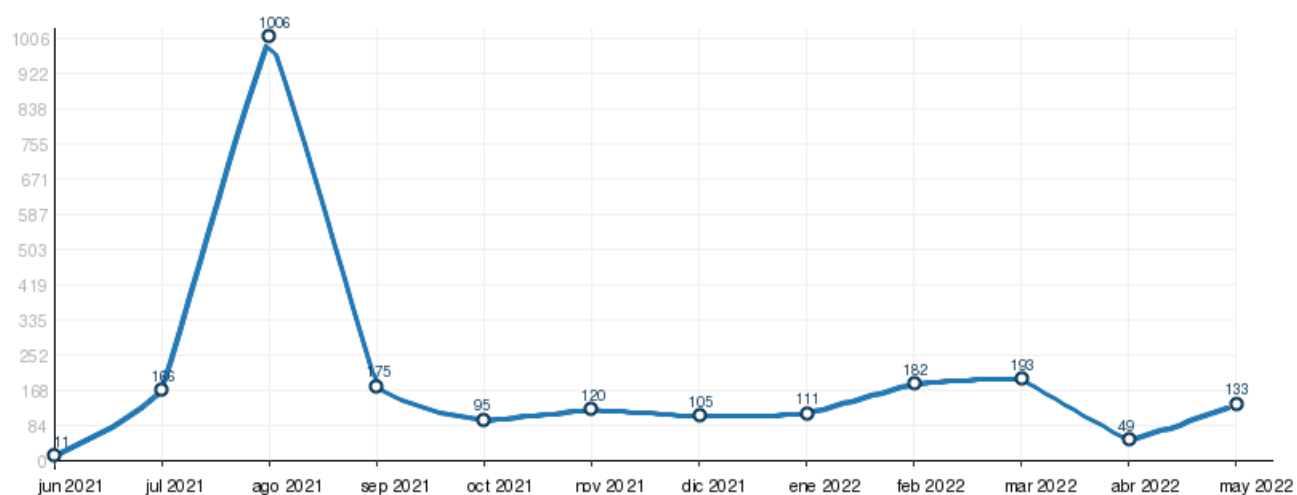
Number of closed tickets per category and type du 31 May 2021 au 30 May 2022



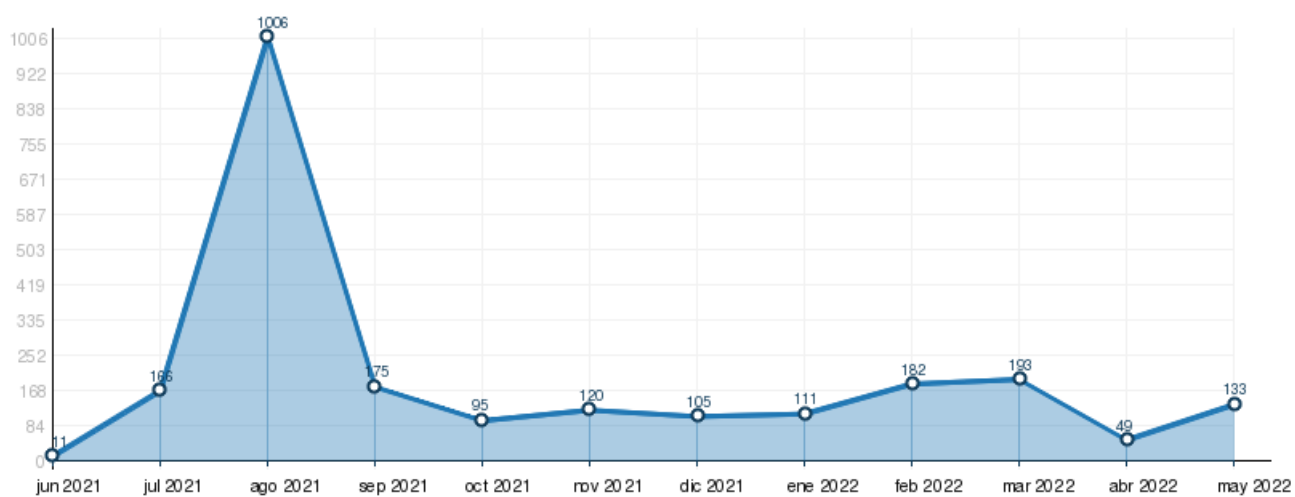
Number of opened and closed tickets per service du 31 May 2021 au 30 May 2022



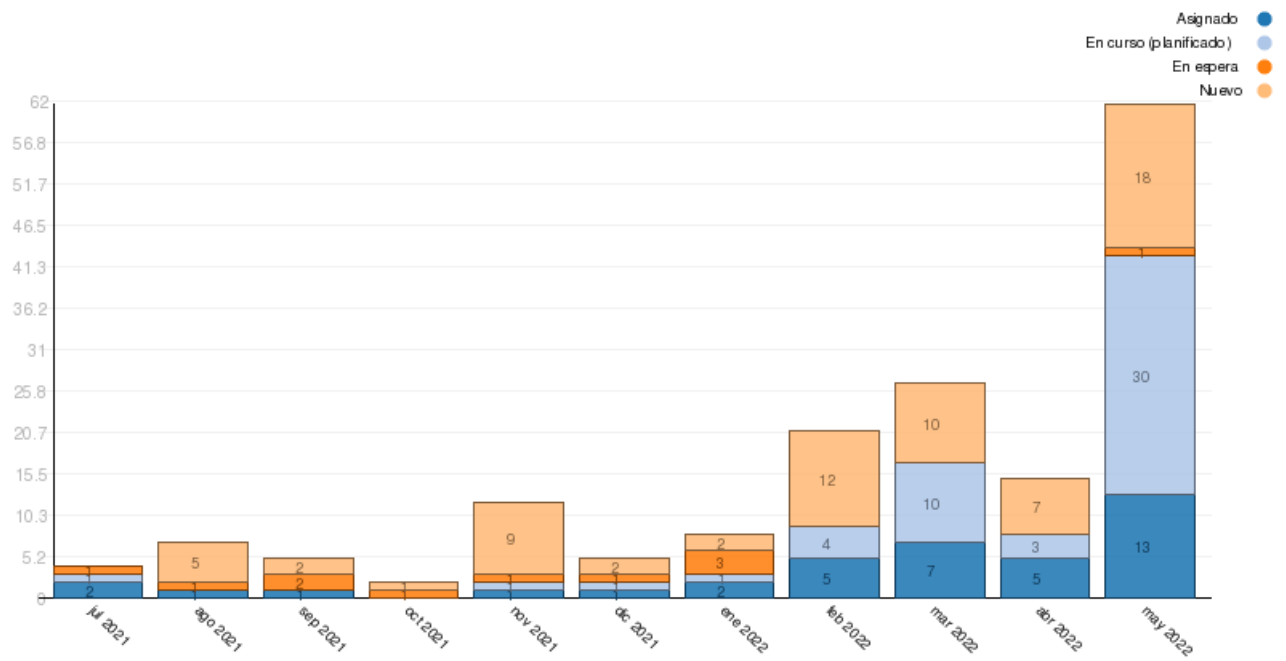
Number of openened tickets per category and status du 31 May 2021 au 30 May 2022



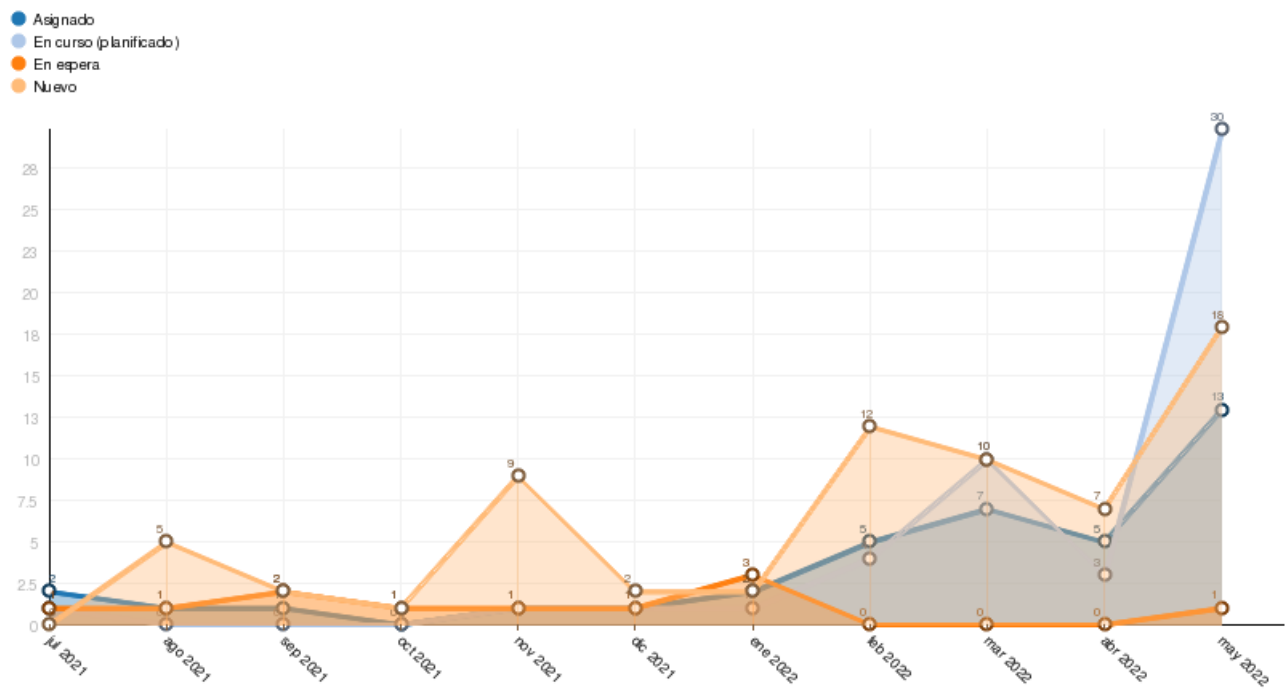
Number of ticket evolution over the period du 31 May 2021 au 30 May 2022



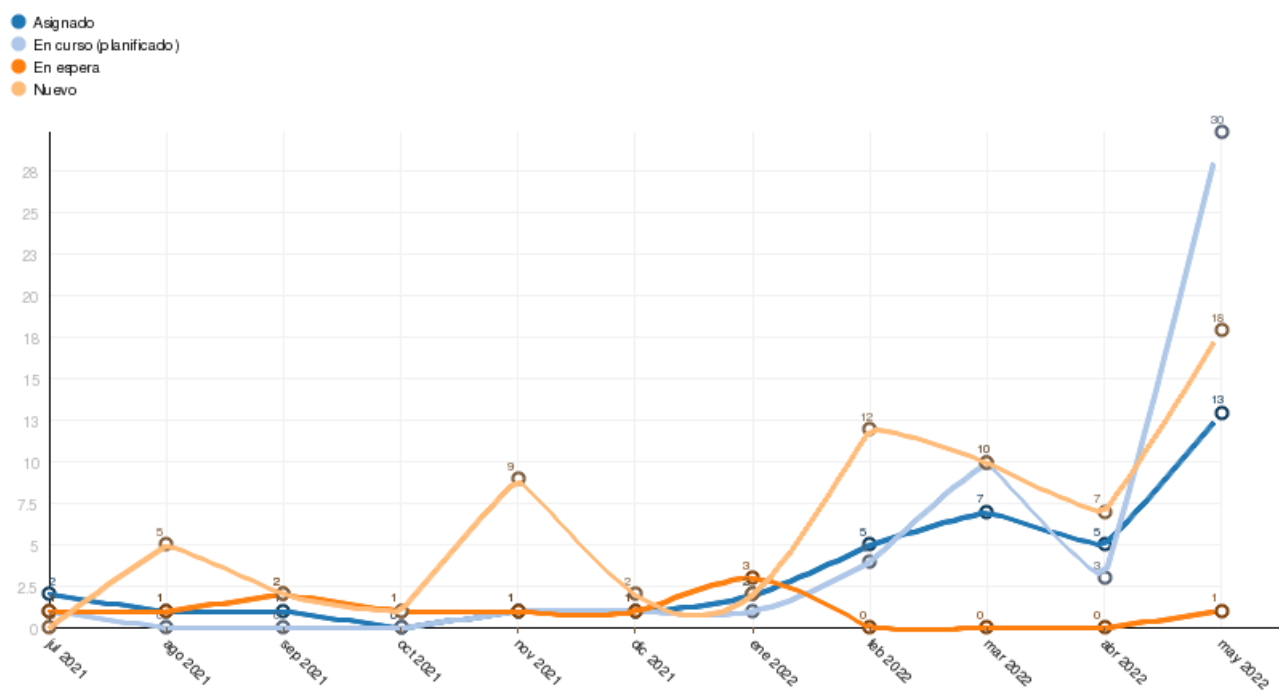
Number of ticket evolution over the period du 31 May 2021 au 30 May 2022



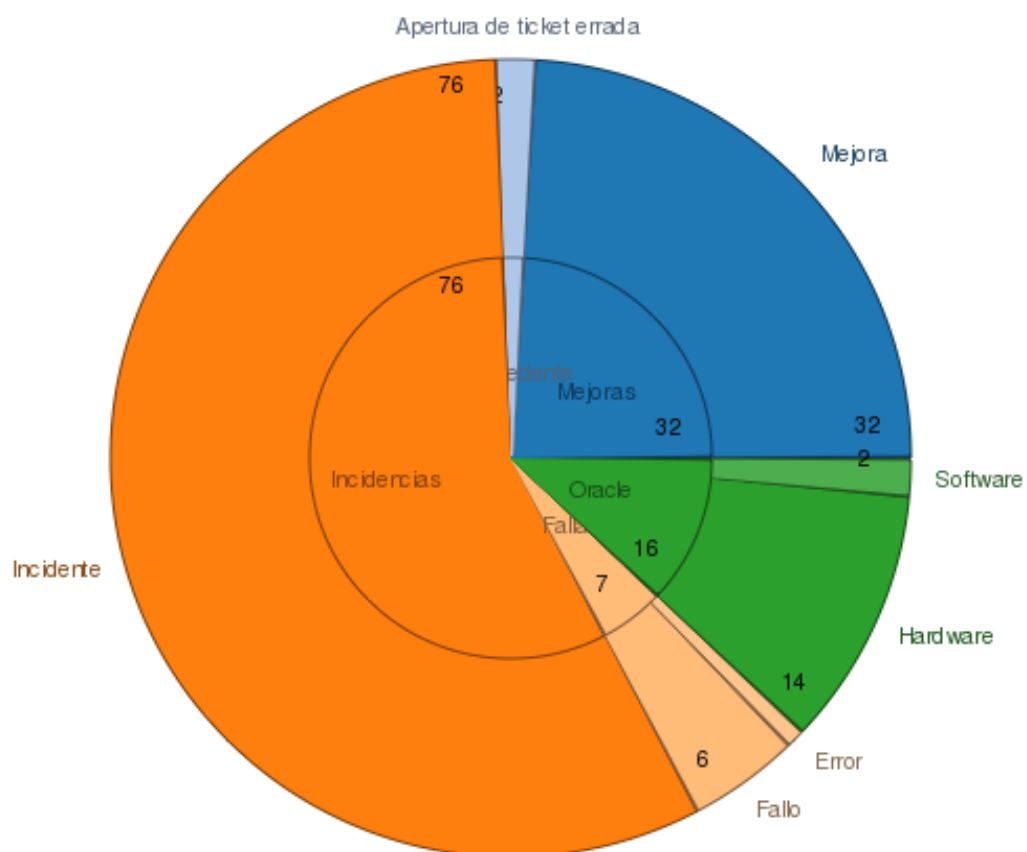
Number of ticket evolution over the period (per status) du 31 May 2021 au 30 May 2022



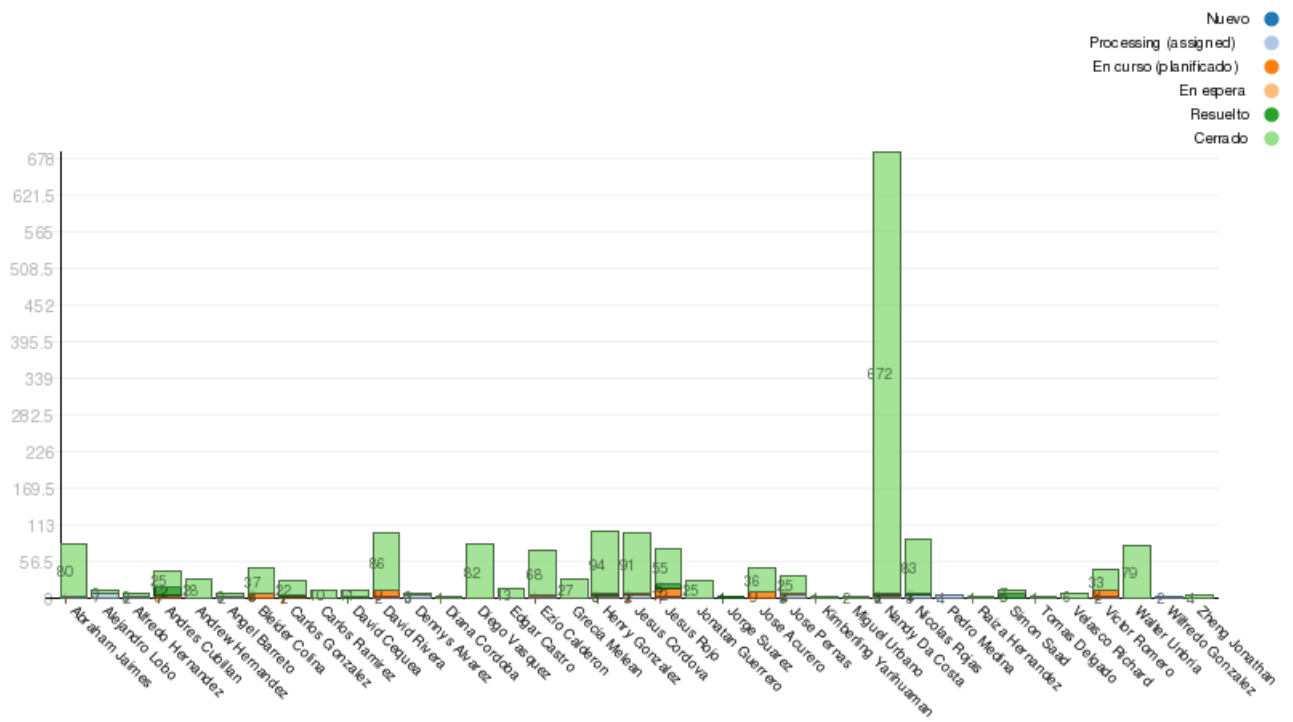
Number of ticket evolution over the period (per status) du 31 May 2021 au 30 May 2022



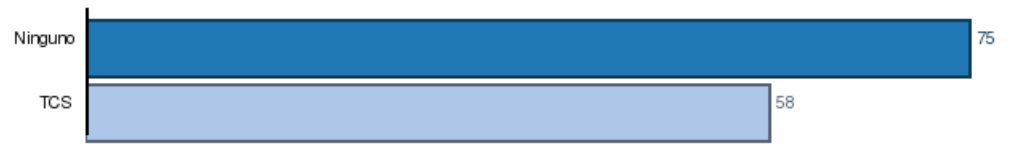
Number of ticket evolution over the period (per status) du 31 May 2021 au 30 May 2022



Distribution of tickets per category and child categories du 1 au 30 May 2022



Number of tickets per status and technician du 31 May 2021 au 30 May 2022



Number of ticket per requester location du 1 au 30 May 2022