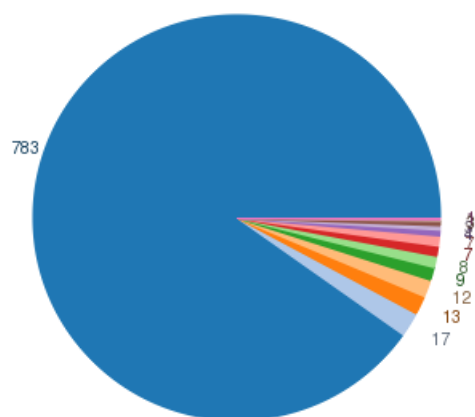


- 
- Oracle (90.21 %)
  - ACER (1.96 %)
  - TOSHIBA (1.5 %)
  - HP (1.38 %)
  - LENOVO (1.04 %)
  - SAMSUNG (0.92 %)
  - MTEK (0.81 %)
  - DELL (0.81 %)
  - Cisco (0.46 %)
  - ASUS (0.35 %)
  - IMAC (0.35 %)
  - SONY (0.12 %)
  - IBM (0.12 %)

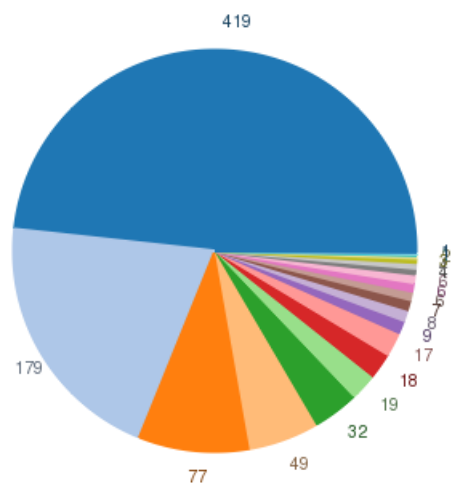


Computers per manufacturer du 23 July au 21 August 2022

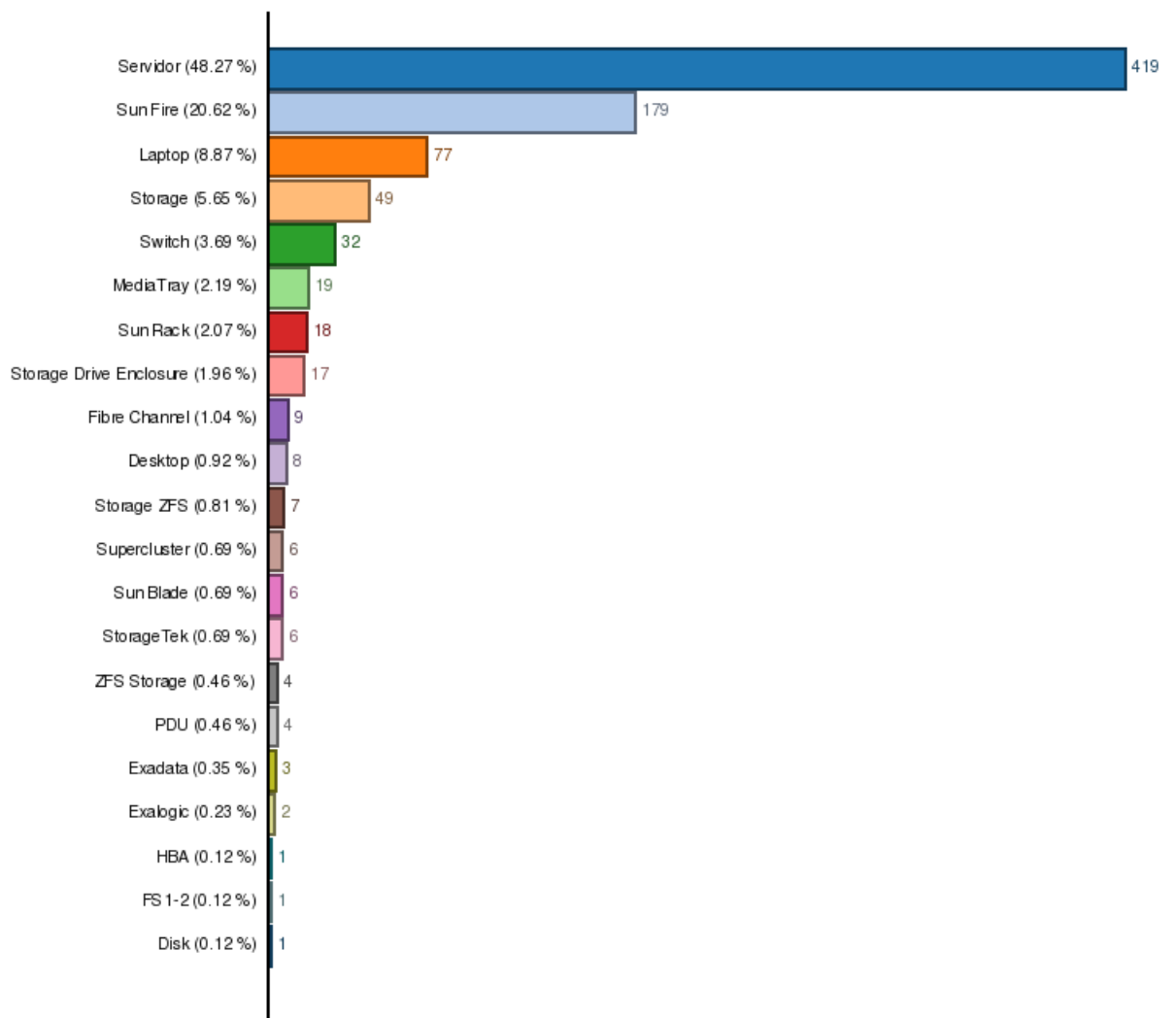


Computers per manufacturer du 23 July au 21 August 2022

- Servidor (48.27 %)
- SunFire (20.62 %)
- Laptop (8.87 %)
- Storage (5.65 %)
- Switch (3.69 %)
- MediaTray (2.19 %)
- SunRack (2.07 %)
- Storage Drive Enclosure (1.96 %)
- 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 %)



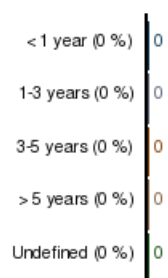
Computers per type du 23 July au 21 August 2022



Computers per type du 23 July au 21 August 2022

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

Computer per age du 23 July au 21 August 2022



Computer per age du 23 July au 21 August 2022

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● Windows (100 %)



48

Computers per OS du 23 July au 21 August 2022



Computers per OS du 23 July au 21 August 2022

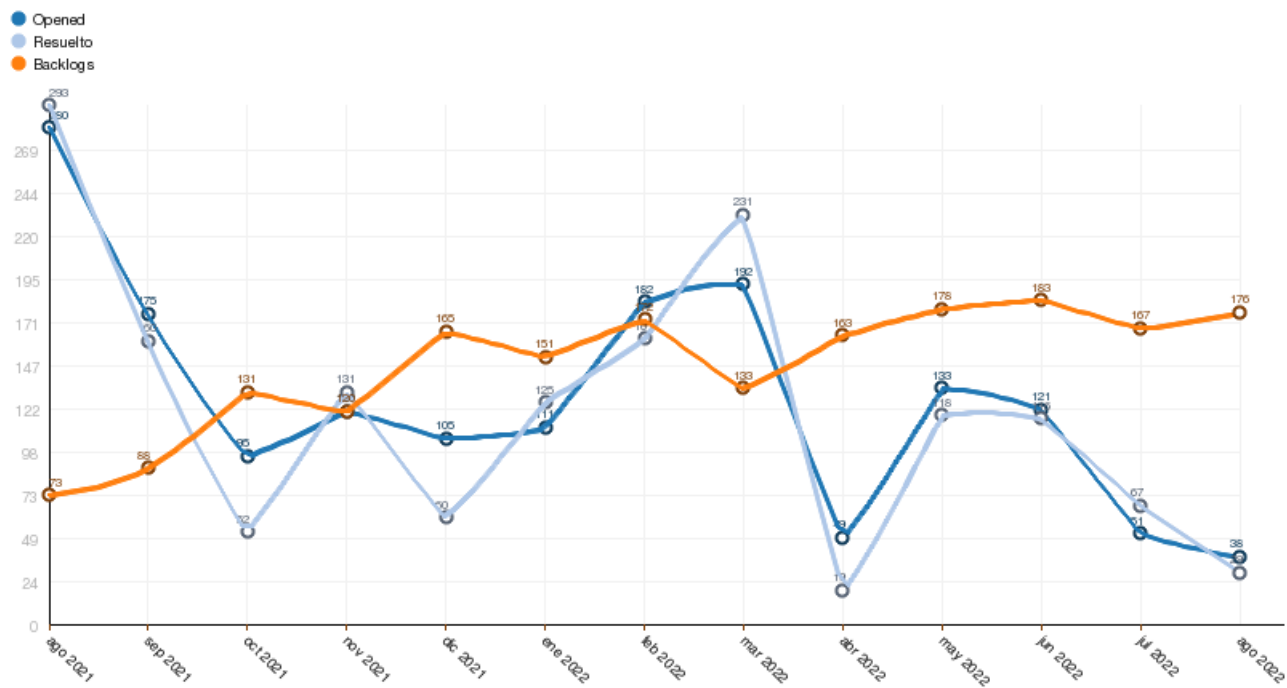




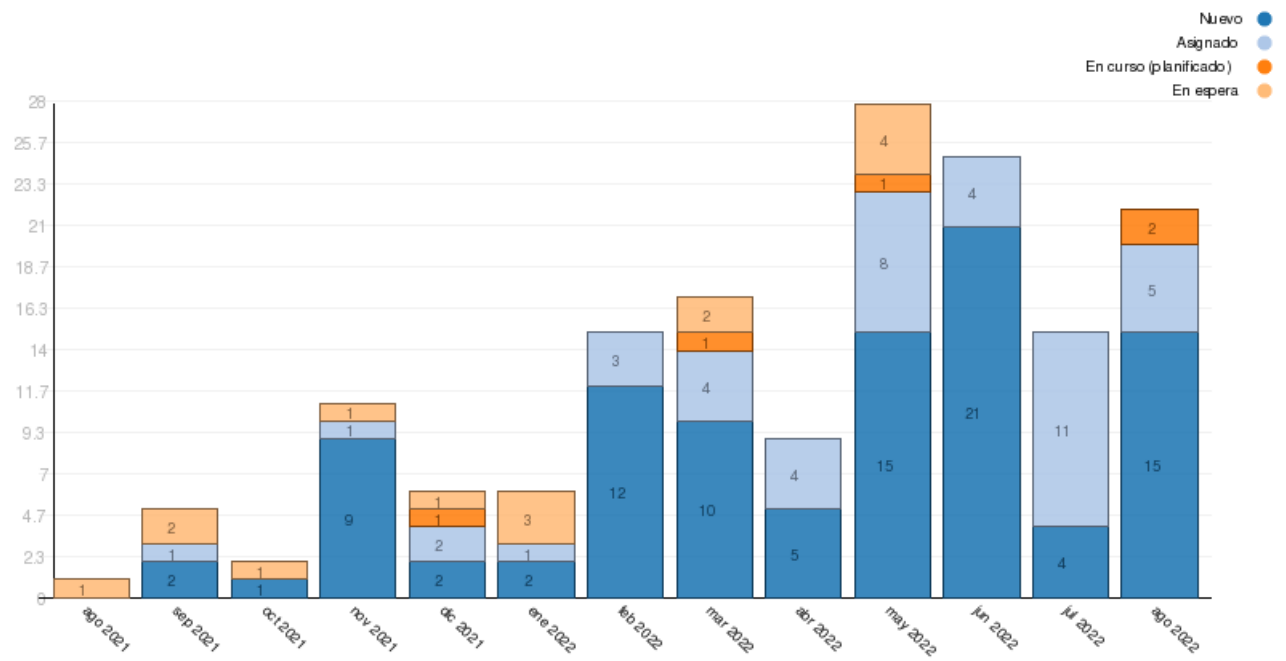
Windows distribution du 23 July au 21 August 2022



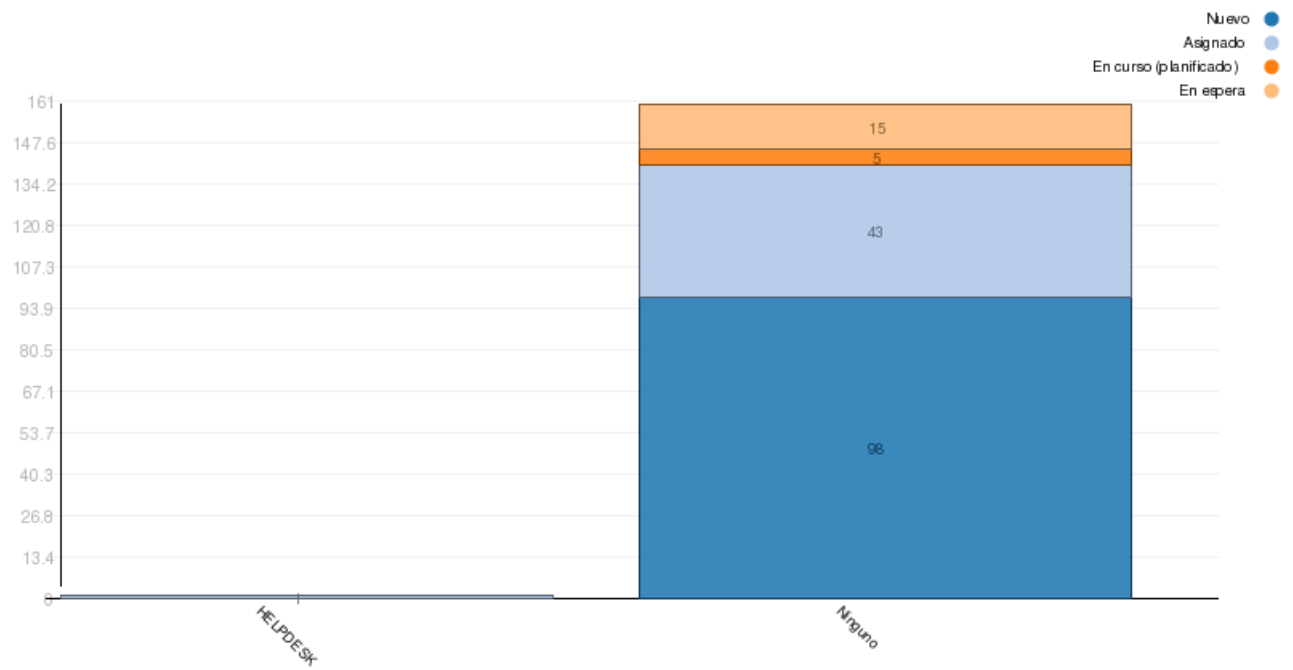
Computers per entities du 23 July au 21 August 2022



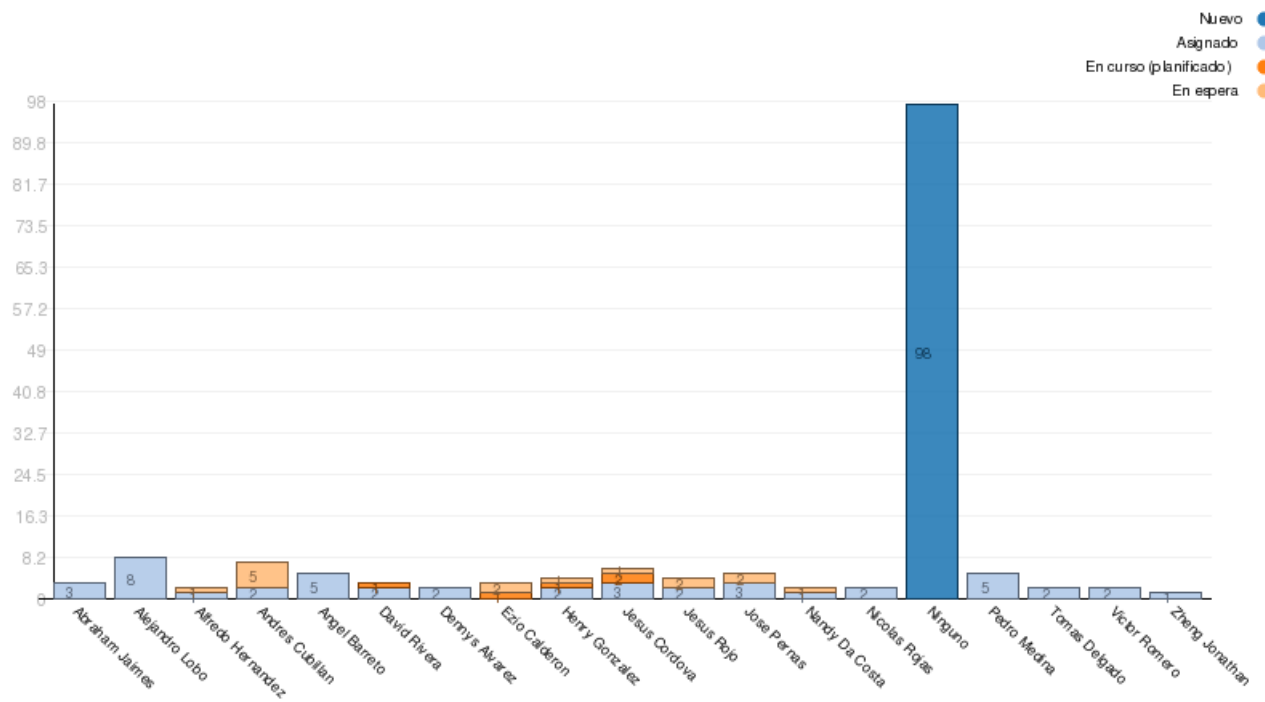
Backlog du 22 August 2021 au 21 August 2022



Ticket age du 22 August 2021 au 21 August 2022



Tickets per group du 22 August 2021 au 21 August 2022



Tickets per technician du 22 August 2021 au 21 August 2022

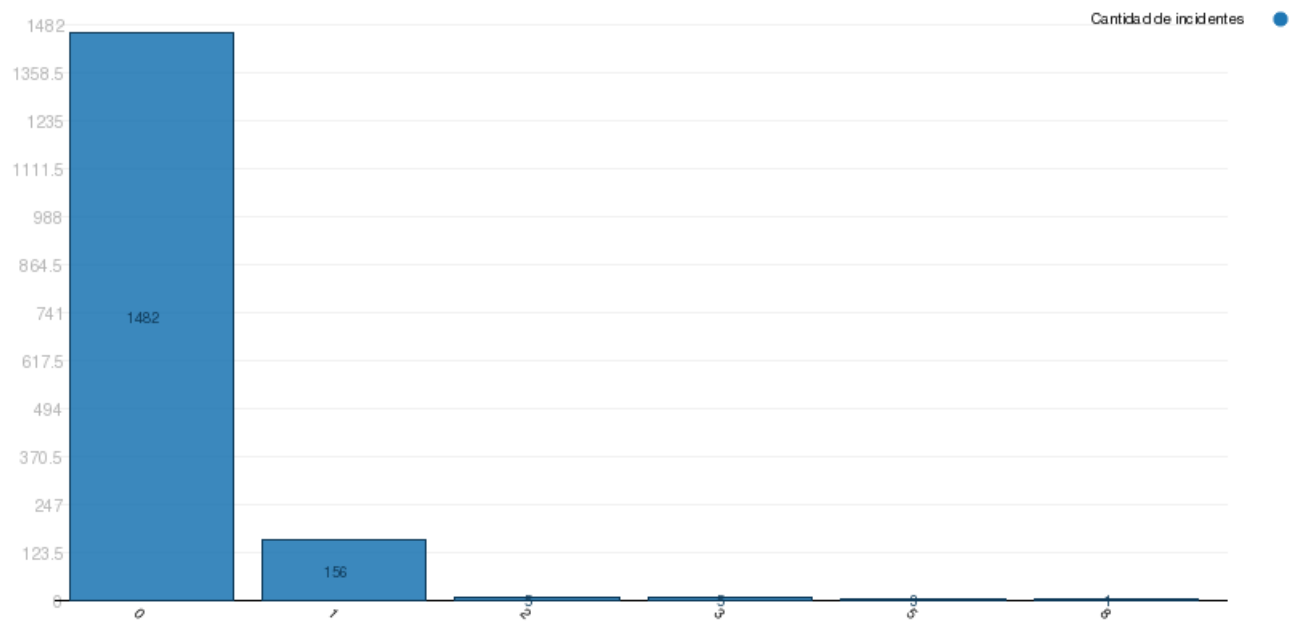


TOP categories du 23 July au 21 August 2022

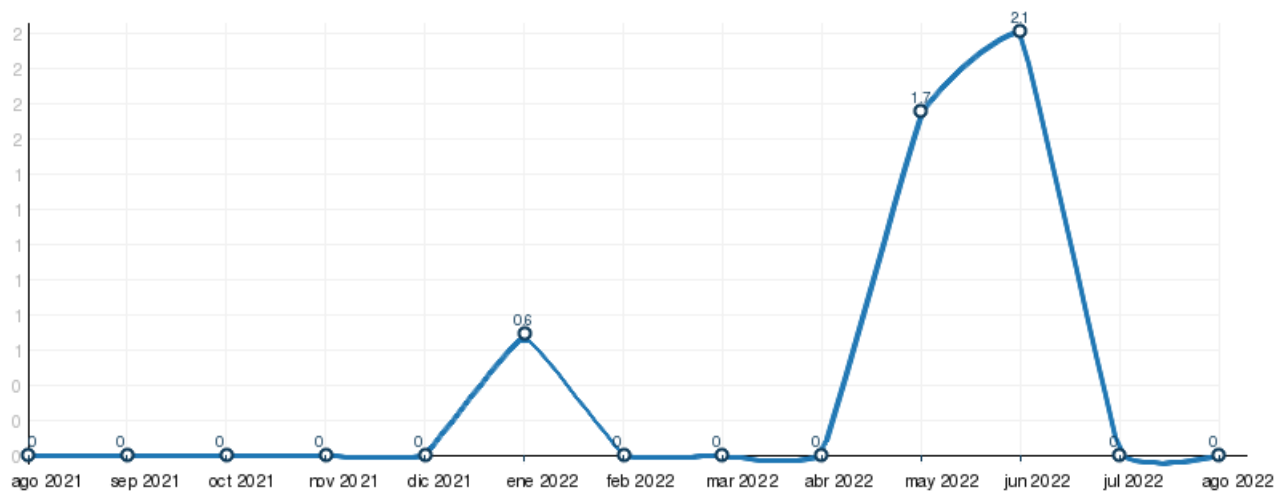


TOP requester groups du 23 July au 21 August 2022



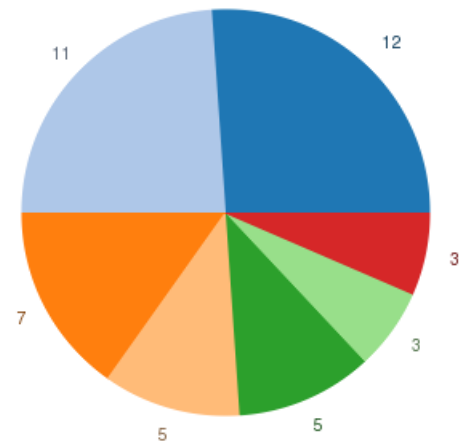


Number of group changes du 22 August 2021 au 21 August 2022

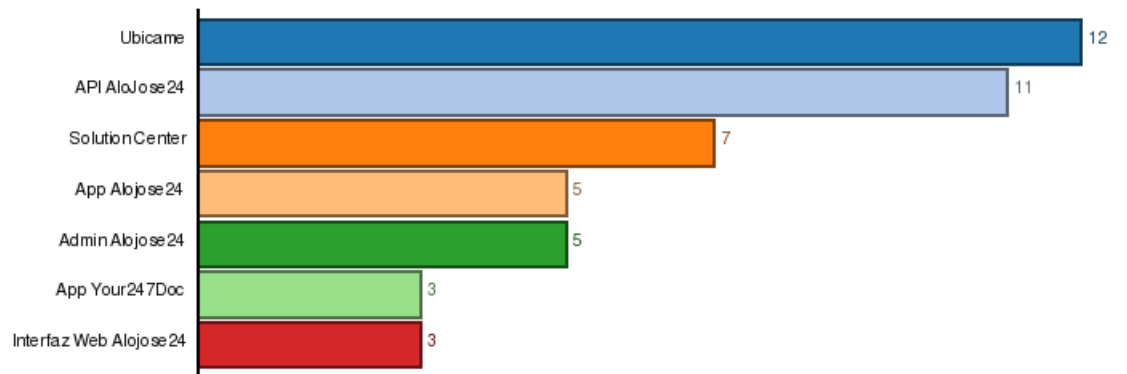


Task action times and solve delay comparison du 22 August 2021 au 21 August 2022

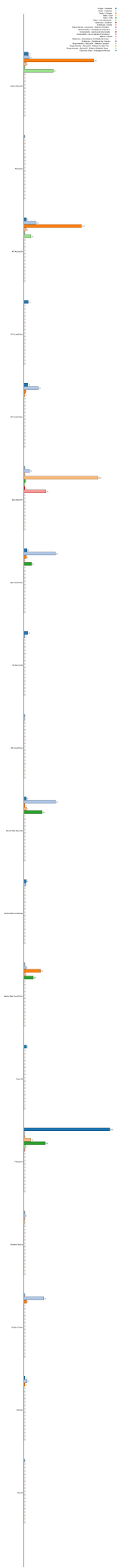
- 
- Ubicame
  - API AloJose24
  - SolutionCenter
  - App AloJose24
  - Admin AloJose24
  - App Your247Doc
  - Interfaz Web AloJose24



Number of ticket per entity du 23 July au 21 August 2022



Number of ticket per entity du 23 July au 21 August 2022

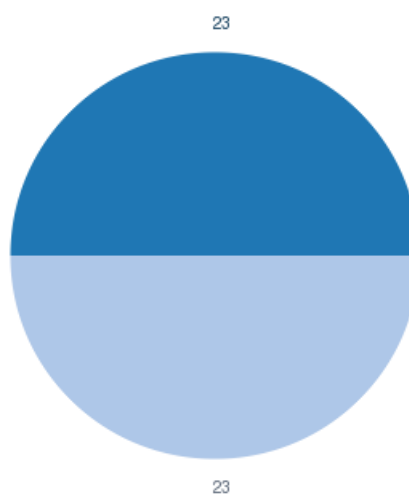


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Number of ticket per category and entity du 22 August 2021 au 21 August 2022

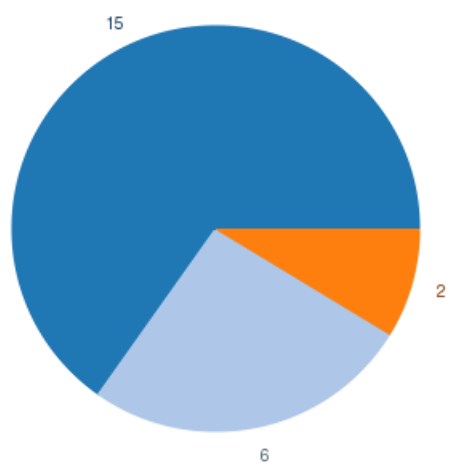
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● Opened  
● Cerrado



Number of opened and closed tickets du 23 July au 21 August 2022

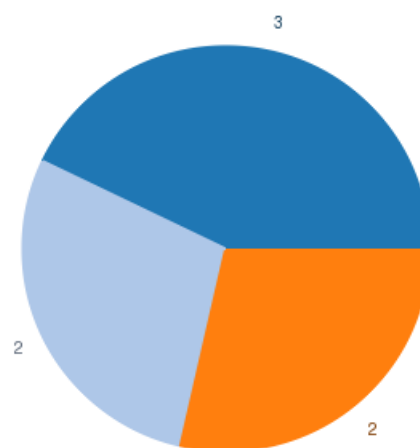
- 
- Nuevo
  - Processing (assigned)
  - En curso (planificado)
  - En espera



Number of opened tickets per status du 23 July au 21 August 2022

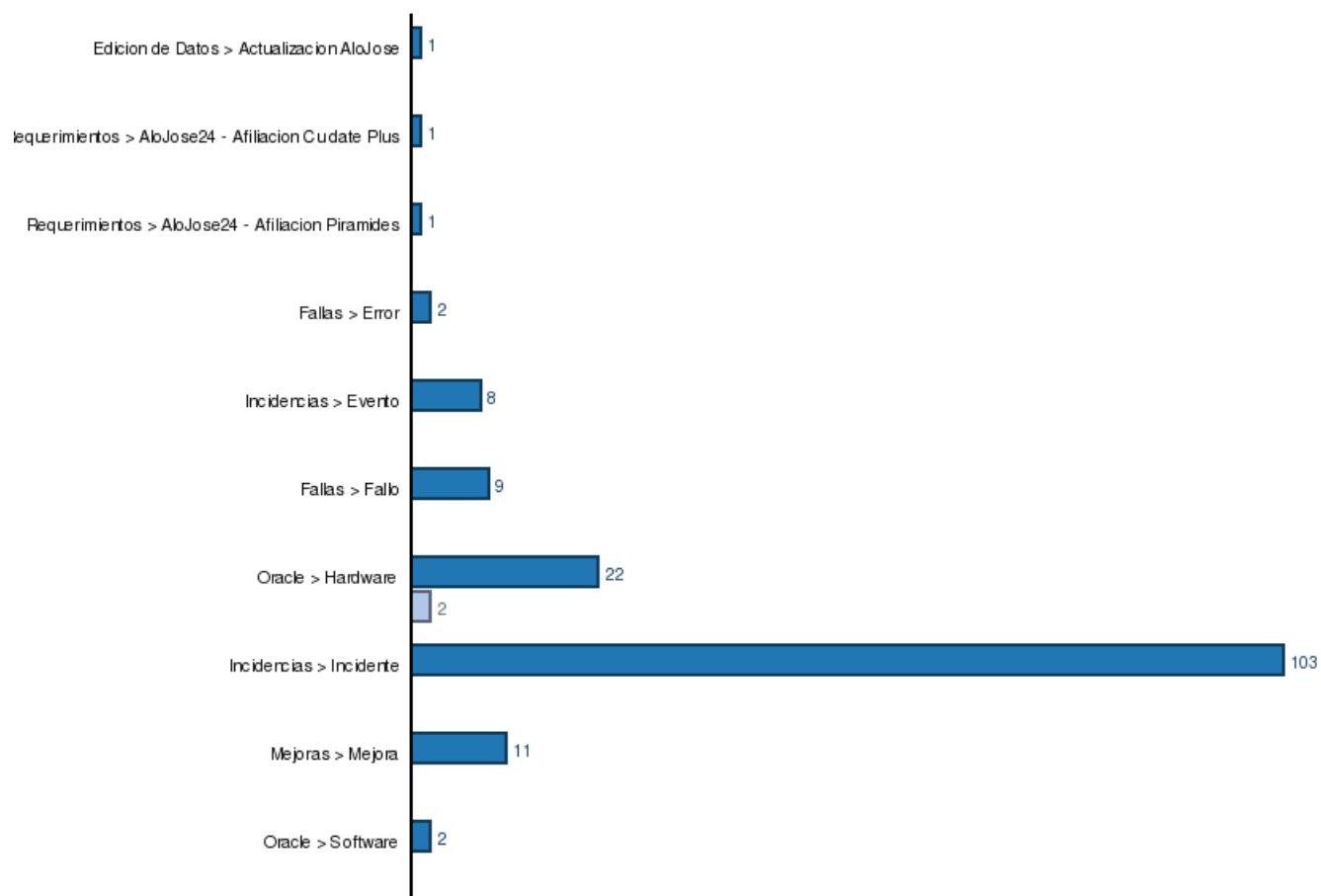


- 
- Hernandez Raiza
  - Bancaribe
  - Barradas Cleiver



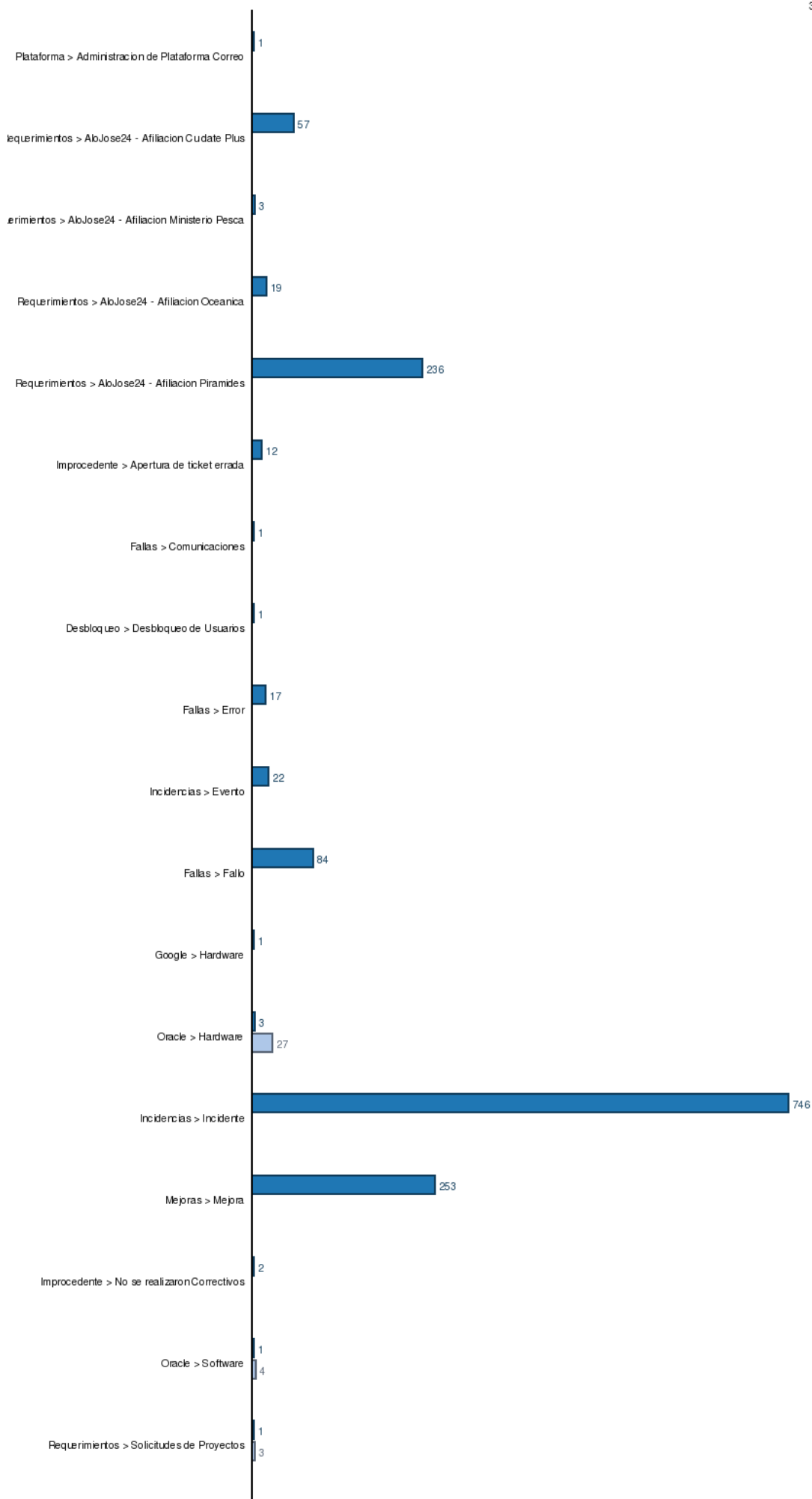
Top 10 requesters du 23 July au 21 August 2022

Solicitud ●  
Incidente ●



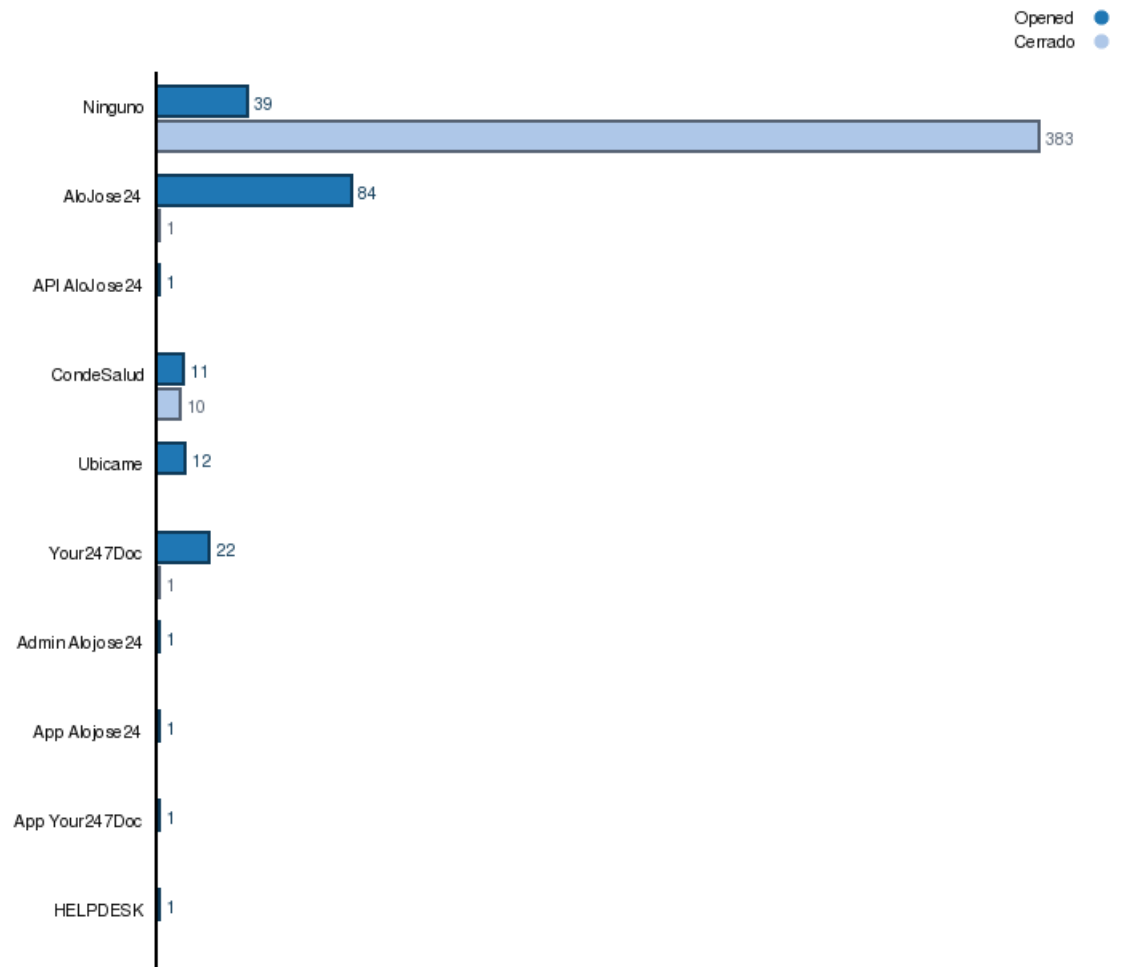
Number of opened tickets per category and type du 22 August 2021 au 21 August 2022

Solicitud ●  
Incidente ●  
3 ●



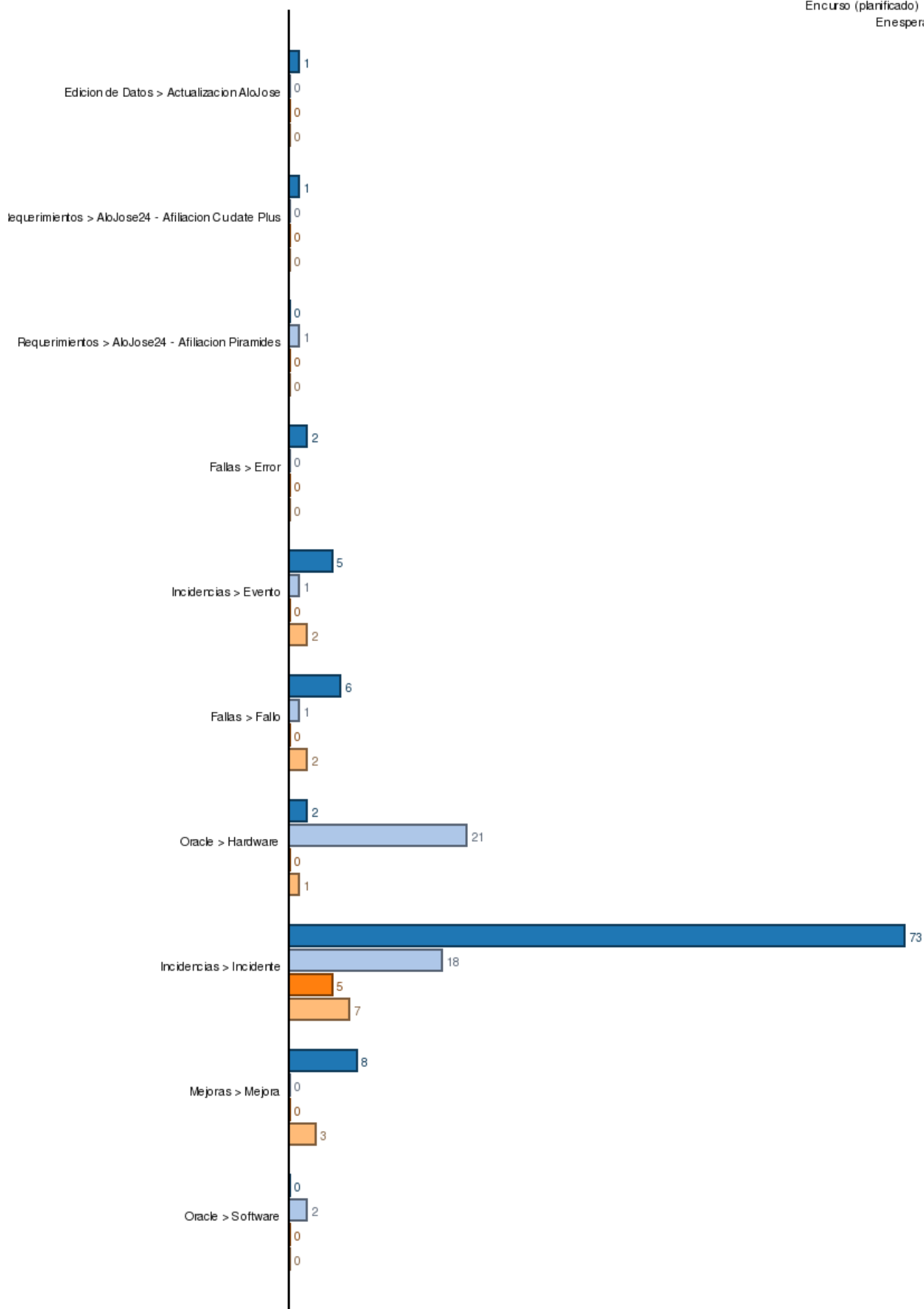
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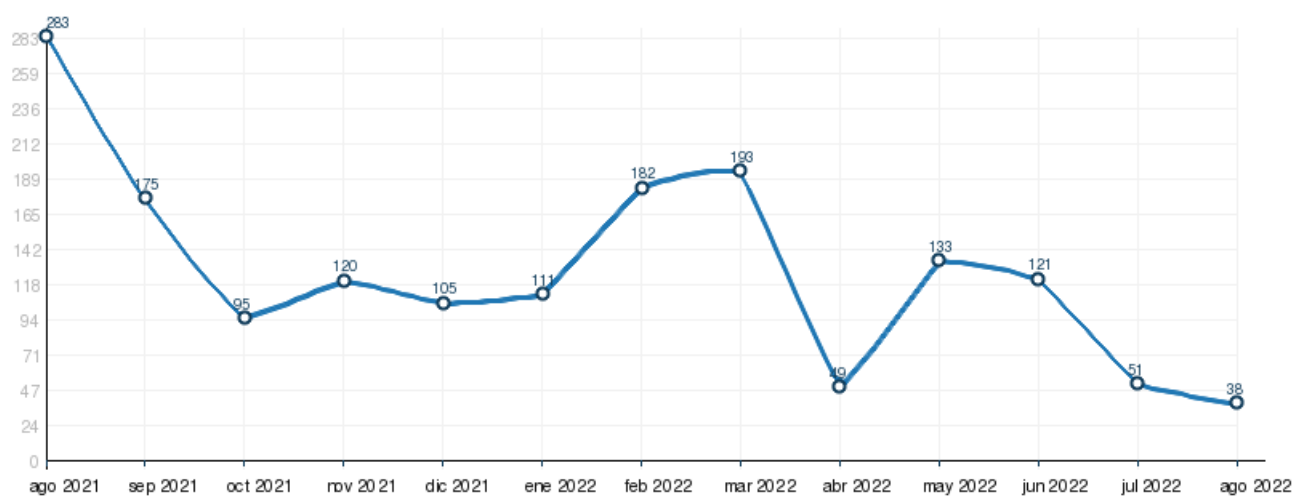
Number of closed tickets per category and type du 22 August 2021 au 21 August 2022



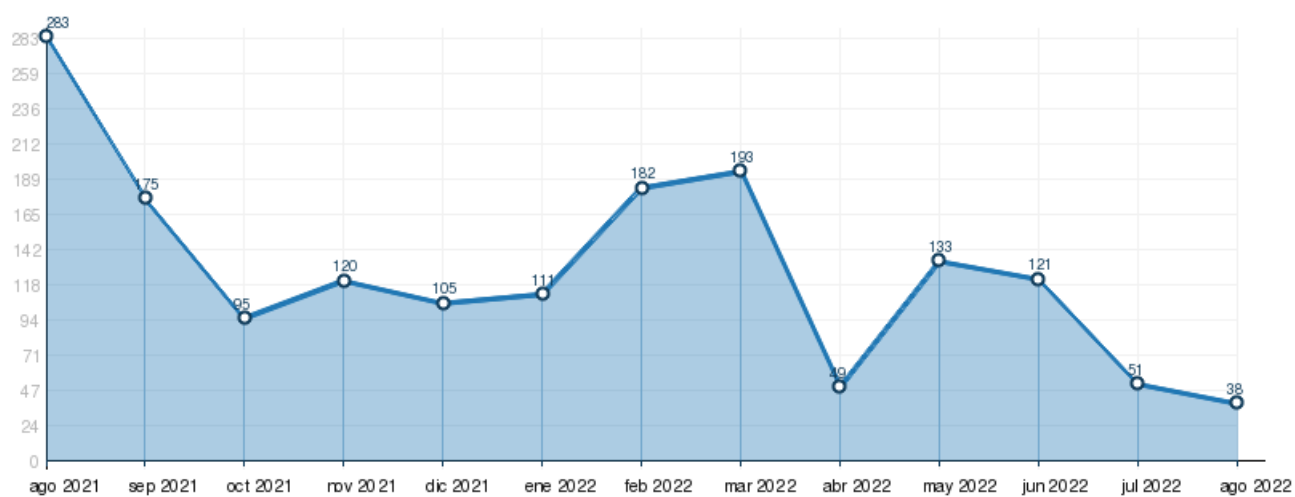
Number of opened and closed tickets per service du 22 August 2021 au 21 August 2022

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



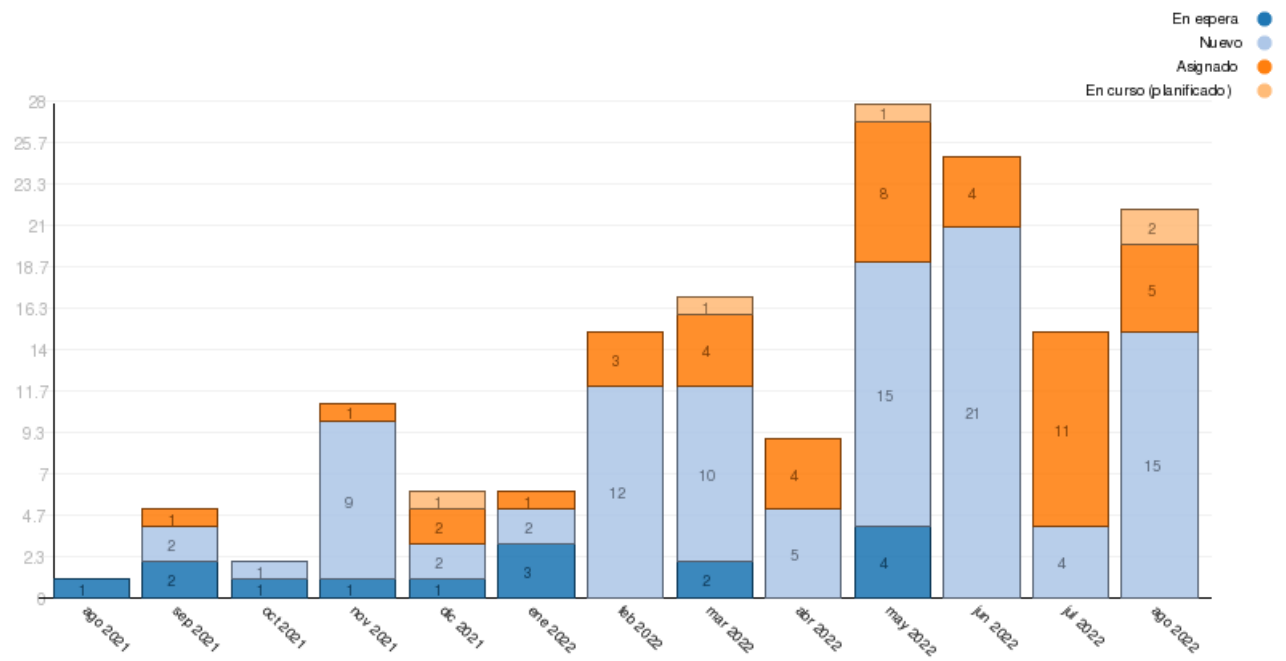


Number of ticket evolution over the period du 22 August 2021 au 21 August 2022



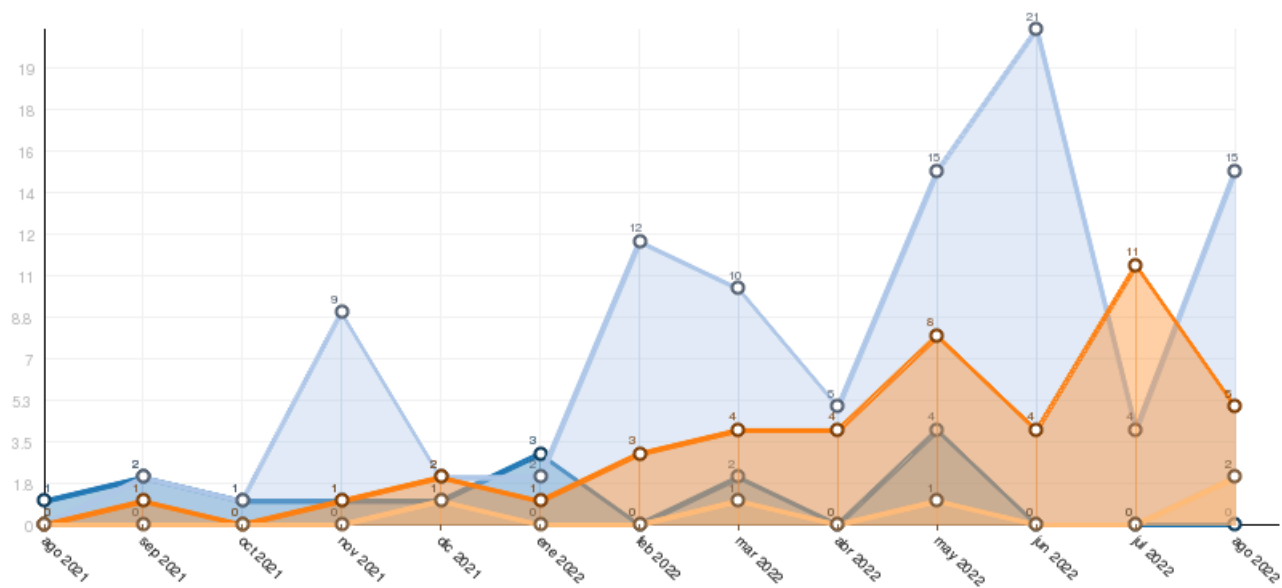
Number of ticket evolution over the period du 22 August 2021 au 21 August 2022





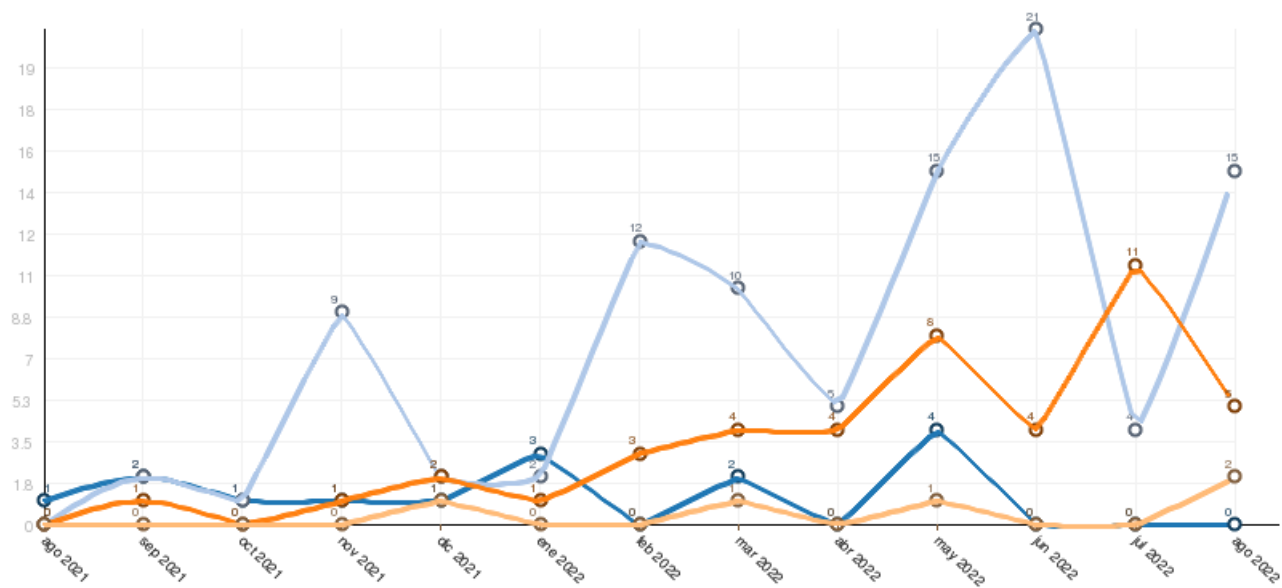
Number of ticket evolution over the period (per status) du 22 August 2021 au 21 August 2022

- En espera
- Nuevo
- Asignado
- En curso (planificado)

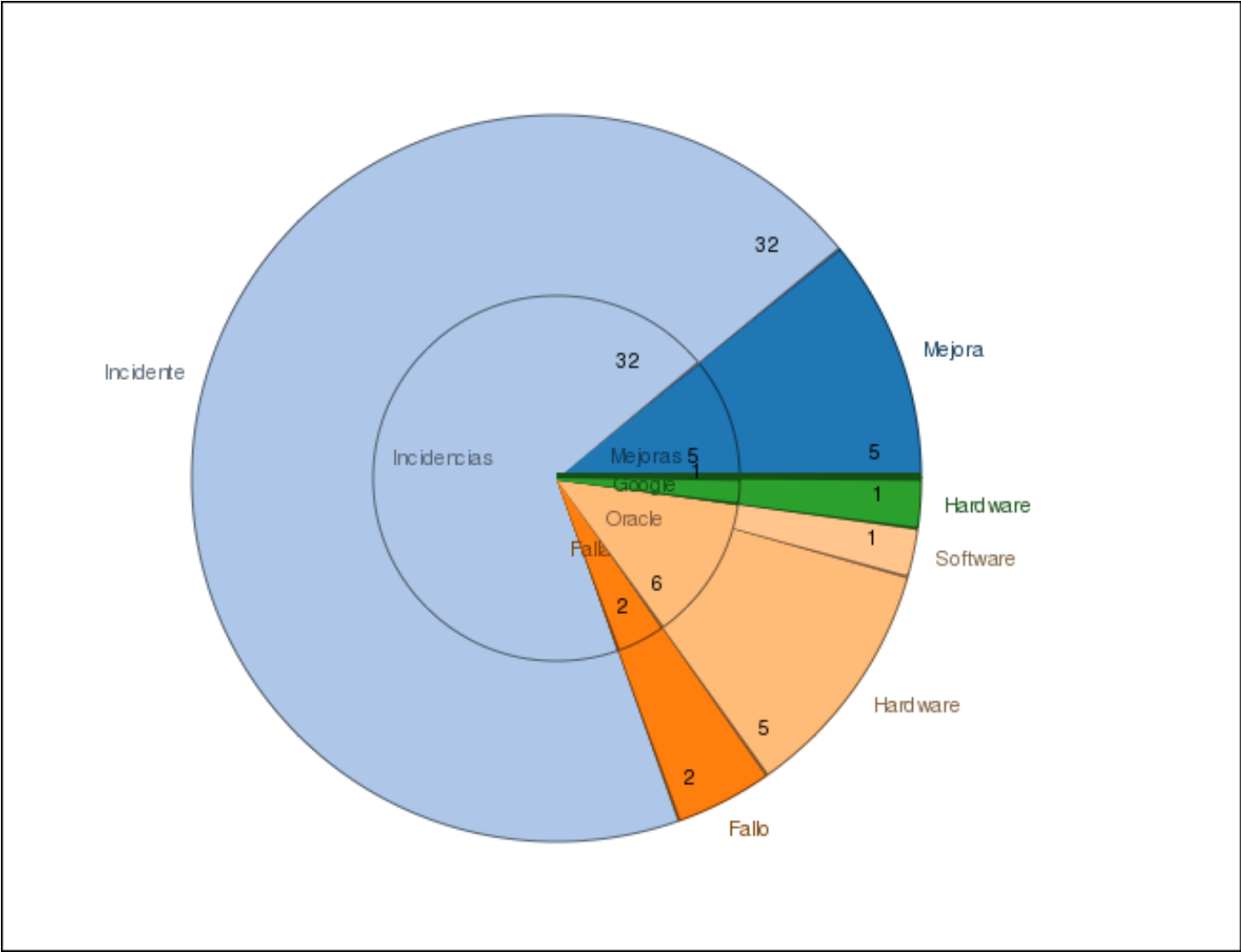


Number of ticket evolution over the period (per status) du 22 August 2021 au 21 August 2022

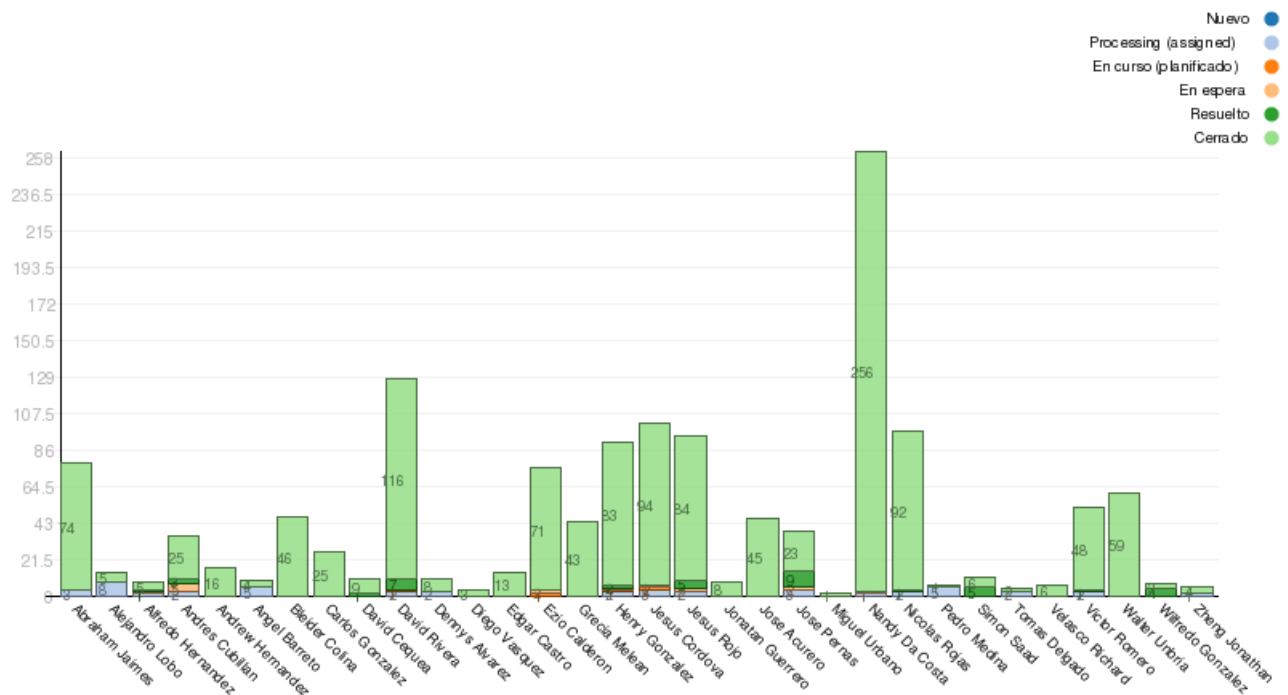
- En espera
- Nuevo
- Asignado
- En curso (planificado)



Number of ticket evolution over the period (per status) du 22 August 2021 au 21 August 2022



Distribution of tickets per category and child categories du 23 July au 21 August 2022



Number of tickets per status and technician du 22 August 2021 au 21 August 2022



Number of ticket per requester location du 23 July au 21 August 2022