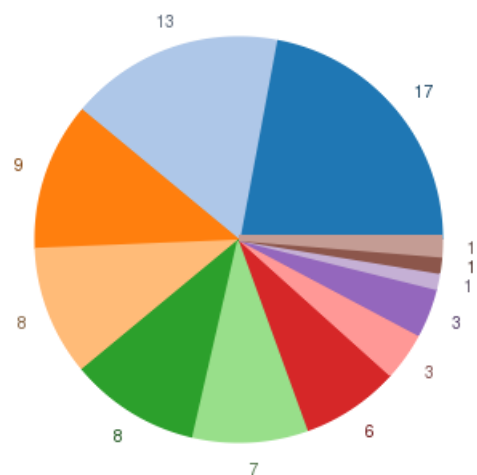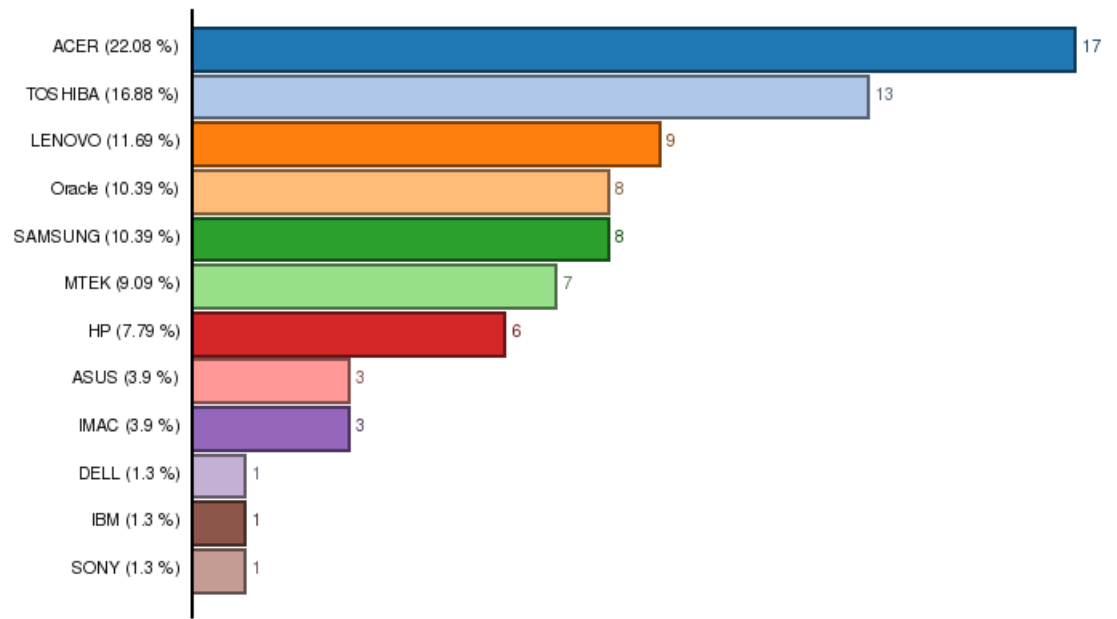ACER (22.08 %)
TOSHIBA (16.88 %)
LENOVO (11.69 %)
Oracle (10.39 %)
SAMSUNG (10.39 %)
MTEK (9.09 %)
HP (7.79 %)
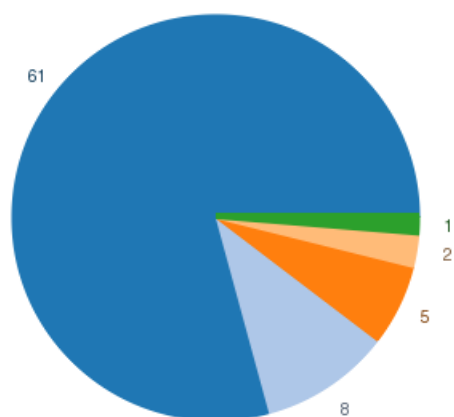ASUS (3.9 %)
IMAC (3.9 %)
DELL (1.3 %)
IBM (1.3 %)
SONY (1.3 %)

Computers per manufacturer du 7 April au 6 May 2021

Computers per manufacturer du 7 April au 6 May 2021

- Laptop (79.22 %)
- Desktop (10.39 %)
- Servidor (6.49 %)
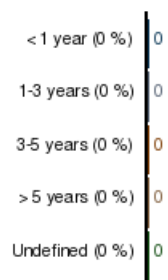- ZFS Storage (2.6 %)
- Storage Drive Enclosure (1.3 %)

61

1

2

5

8

Computers per type du 7 April au 6 May 2021

Computers per type du 7 April au 6 May 2021

Computer per age du 7 April au 6 May 2021

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

Computer per age du 7 April au 6 May 2021

Windows (100 %)

31

Computers per OS du 7 April au 6 May 2021

Windows (100 %) |████████████████████████████████████| 31

Computers per OS du 7 April au 6 May 2021

Windows 10 (39 % du parc)	30
Windows 7 (1 % du parc)	1

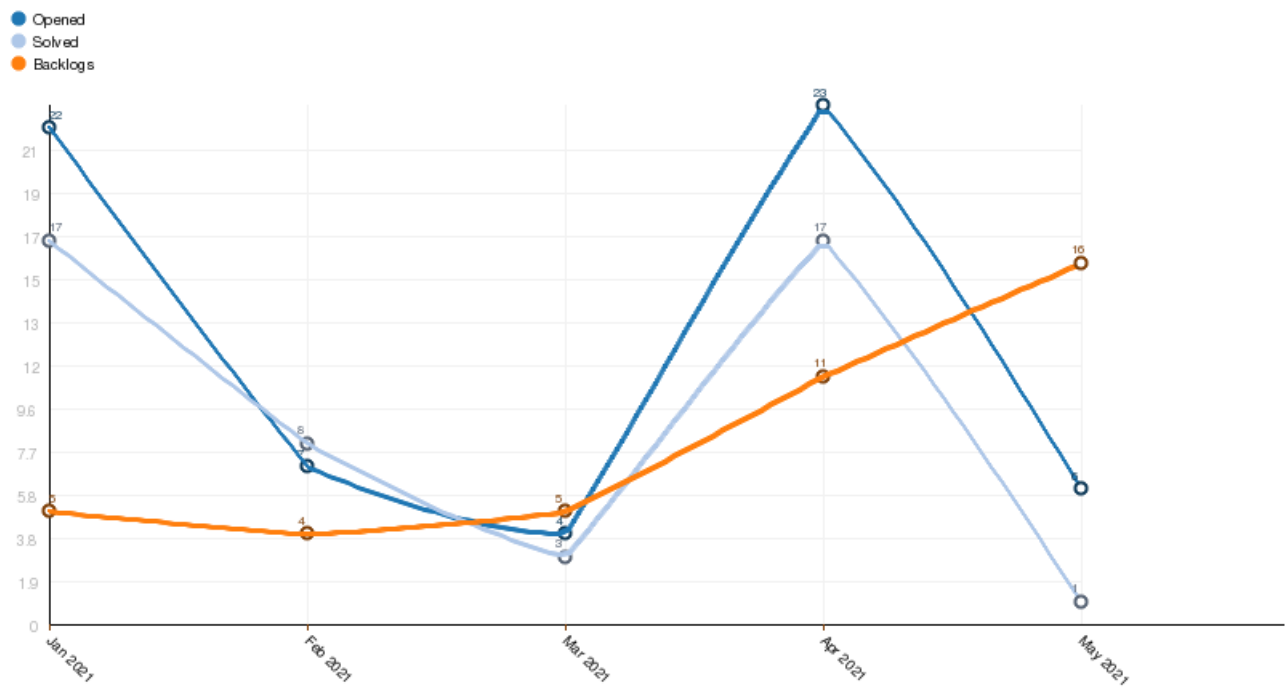Windows distribution du 7 April au 6 May 2021

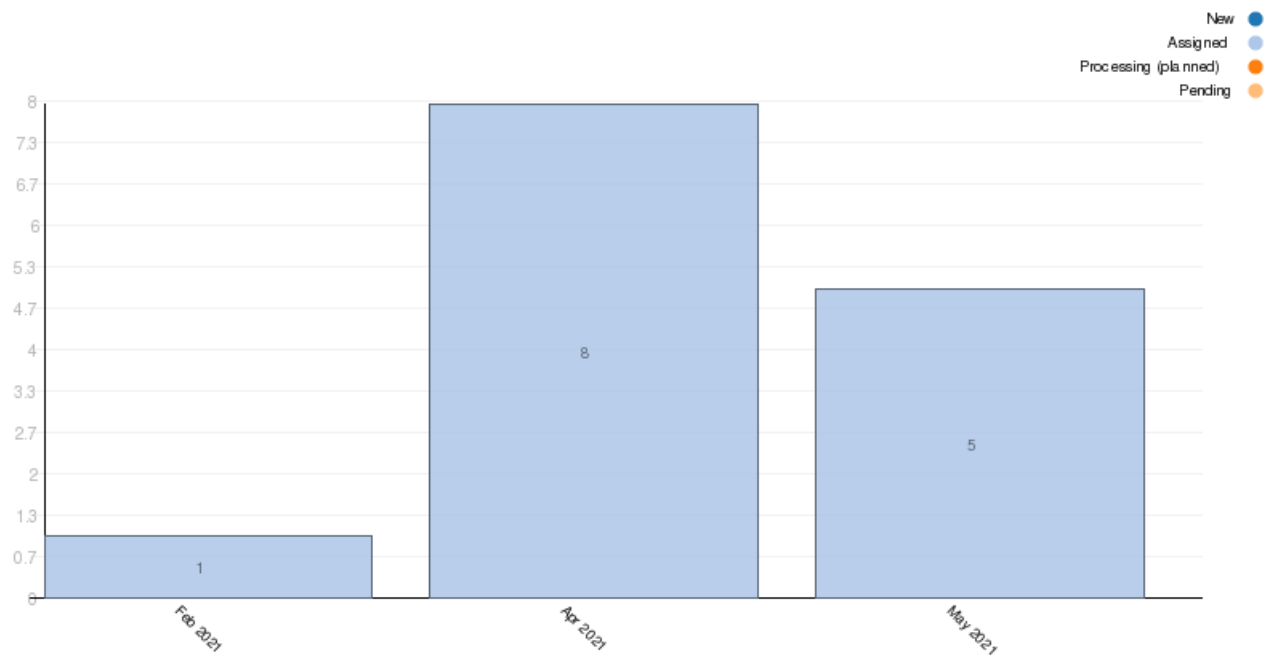N/A (100 %)   1
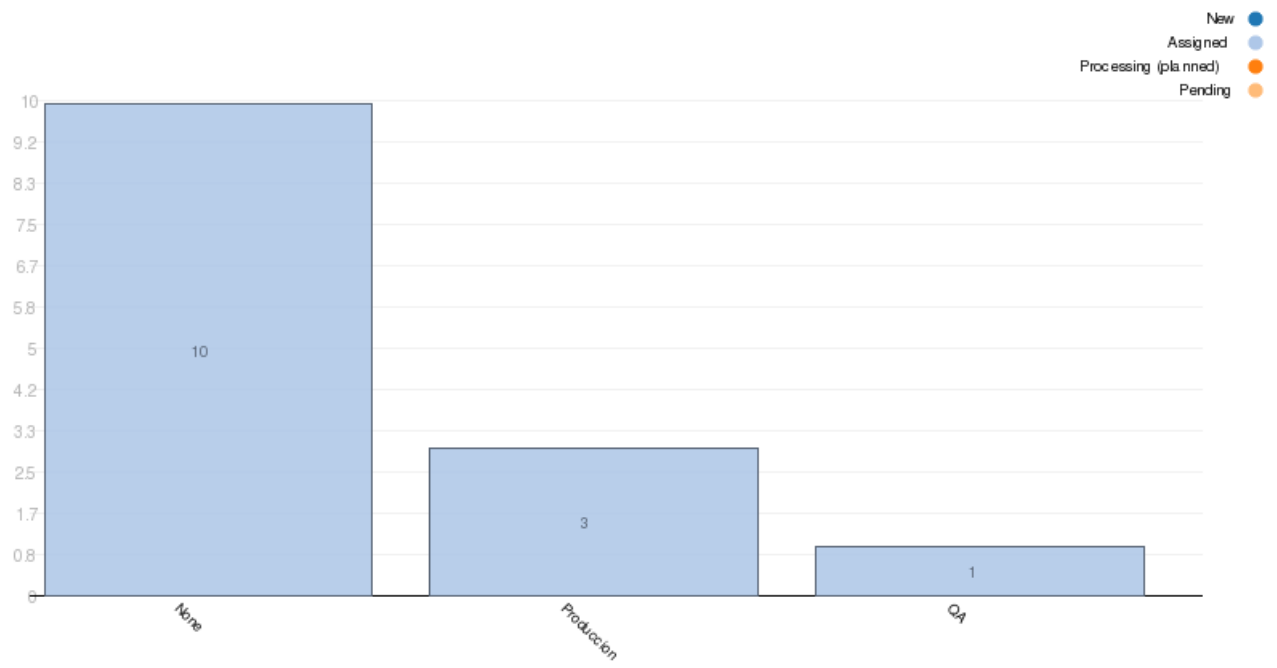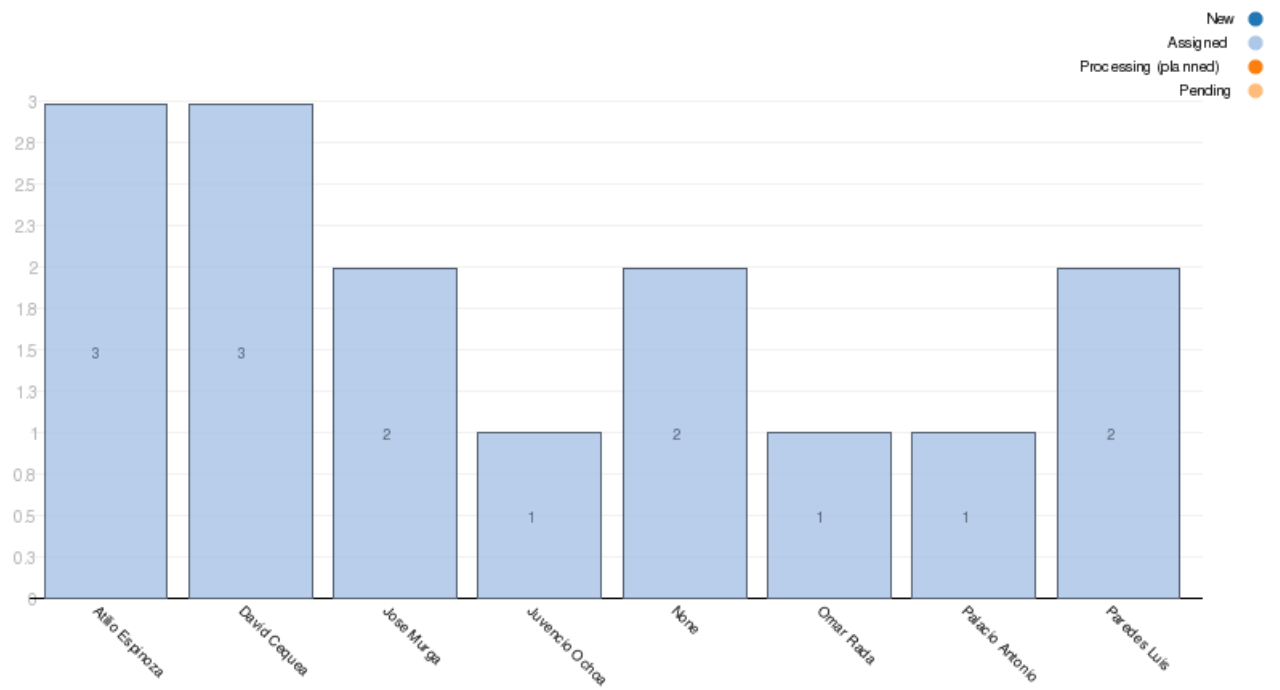
Computers per entities du 7 April au 6 May 2021
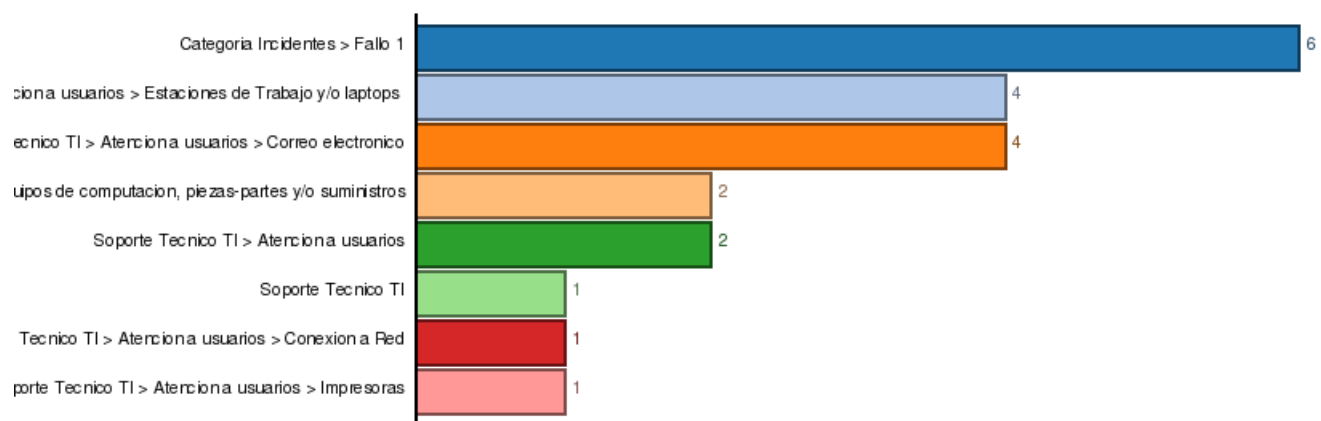
Backlog du 7 May 2020 au 6 May 2021

Ticket age du 7 May 2020 au 6 May 2021
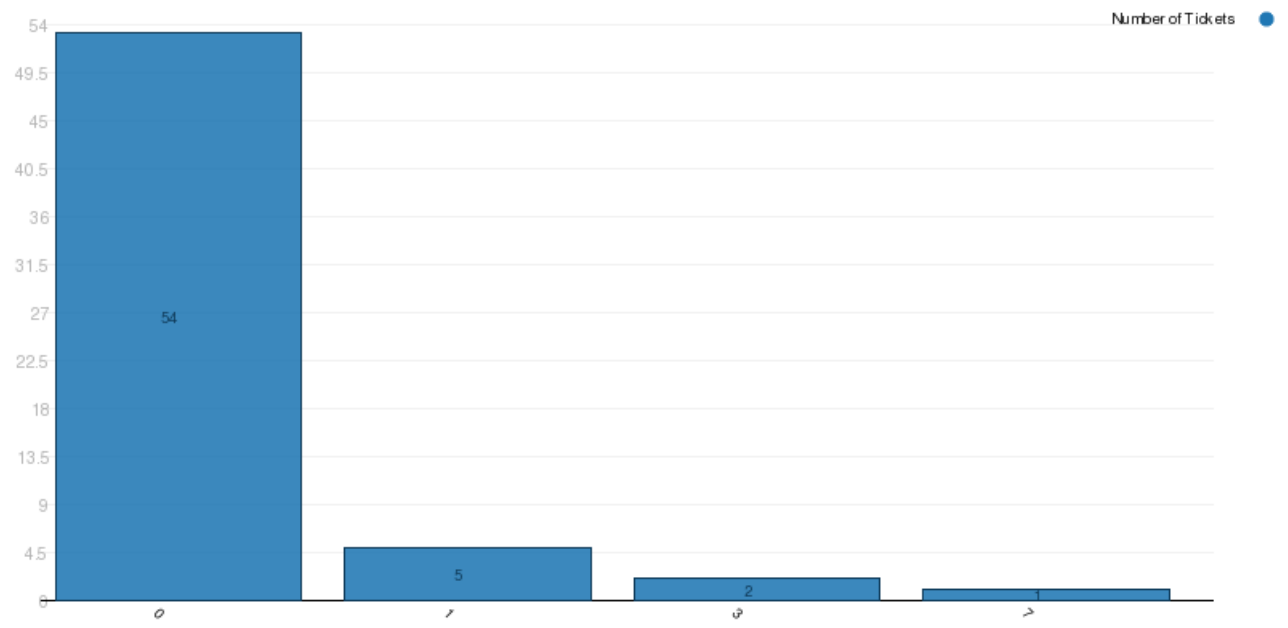
Tickets per group du 7 May 2020 au 6 May 2021

New ●
Assigned ○
Processing (planned) ●
Pending ●

Tickets per technician du 7 May 2020 au 6 May 2021

TOP categories du 7 April au 6 May 2021

Categoria Incidentes > Fallo 1 — 6
ciona usuarios > Estaciones de Trabajo y/o laptops — 4
ecnico TI > Aterciona usuarios > Correo electronico — 4
uipos de computacion, piezas-partes y/o suministros — 2
Soporte Tecnico TI > Aterciona usuarios — 2
Soporte Tecnico TI — 1
Tecnico TI > Aterciona usuarios > Conexion a Red — 1
orte Tecnico TI > Aterciona usuarios > Impresoras — 1

TOP requester groups du 7 April au 6 May 2021

Number of group changes du 7 May 2020 au 6 May 2021
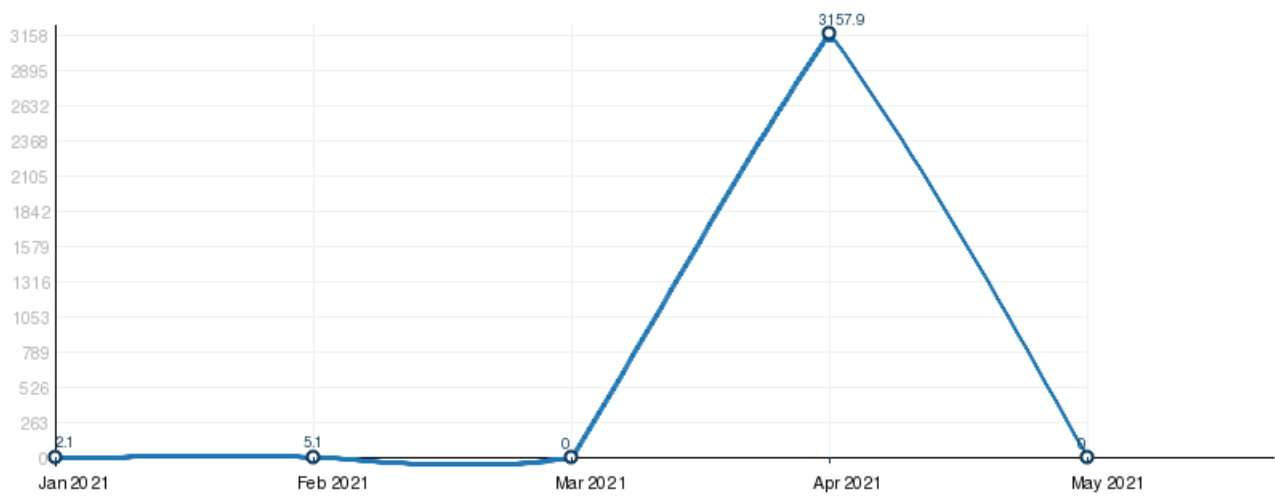
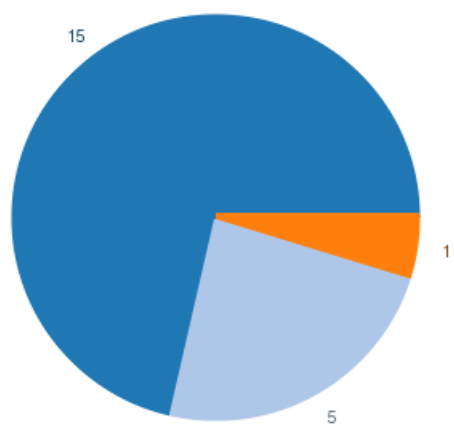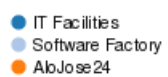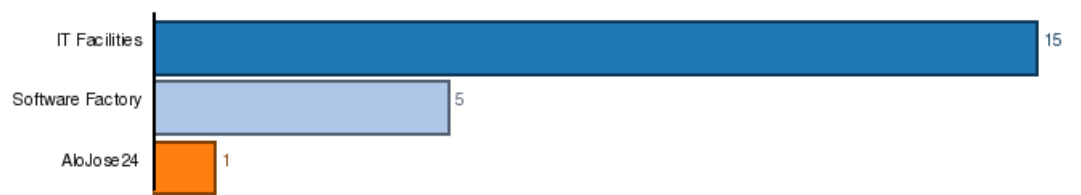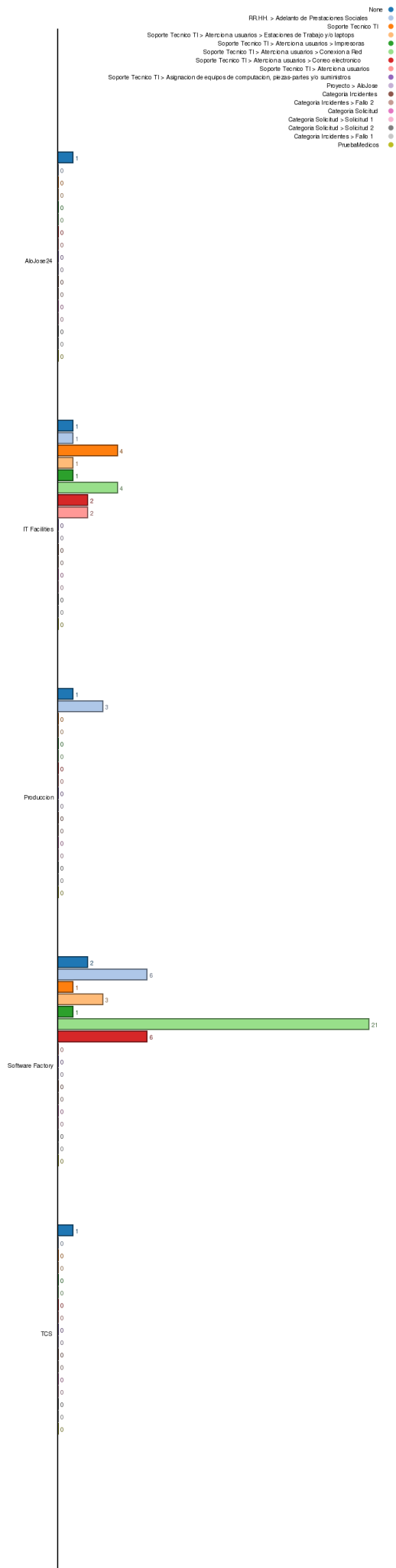Task action times and solve delay comparison du 7 May 2020 au 6 May 2021

15

1

5

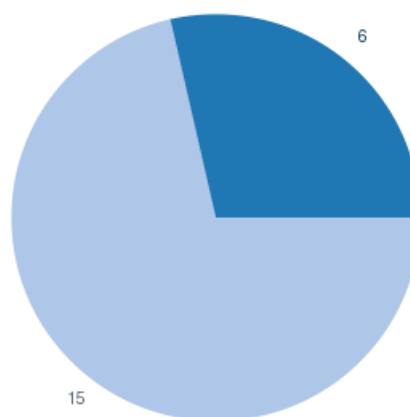Number of ticket per entity du 7 April au 6 May 2021

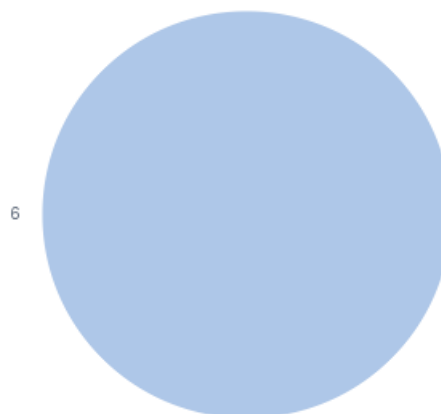Number of ticket per entity du 7 April au 6 May 2021

None ●
RR.HH. > Adelanto de Prestaciones Sociales ●
Soporte Tecnico TI ●
Soporte Tecnico TI > Atenciona usuarios > Estaciones de Trabajo y/o laptops ●
Soporte Tecnico TI > Atenciona usuarios > Impresoras ●
Soporte Tecnico TI > Atenciona usuarios > Conexion a Red ●
Soporte Tecnico TI > Atenciona usuarios > Correo electronico ●
Soporte Tecnico TI > Atenciona usuarios ●
Soporte Tecnico TI > Asignacion de equipos de computacion, piezas-partes y/o suministros ●
Proyecto > AloJose ●
Categoria Incidentes ●
Categoria Incidentes > Fallo 2 ●
Categoria Solicitud ●
Categoria Solicitud > Solicitud 1 ●
Categoria Solicitud > Solicitud 2 ●
Categoria Incidentes > Fallo 1 ●
PruebaMedicos ●

AloJose24

1
0
0
0
0
0
0
0
0
0
0
0
0

IT Facilites

1
1
4
1
1
4
2
2
0
0
0
0
0
0

Produccion

1
3
0
0
0
0
0
0
0
0
0
0
0

Software Factory

2
6
1
3
1
21
6
0
0
0
0
0
0
0
0

TCS

1
0
0
0
0
0
0
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0
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0

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Number of ticket per category and entity du 7 May 2020 au 6 May 2021

Number of opened and closed tickets du 7 April au 6 May 2021
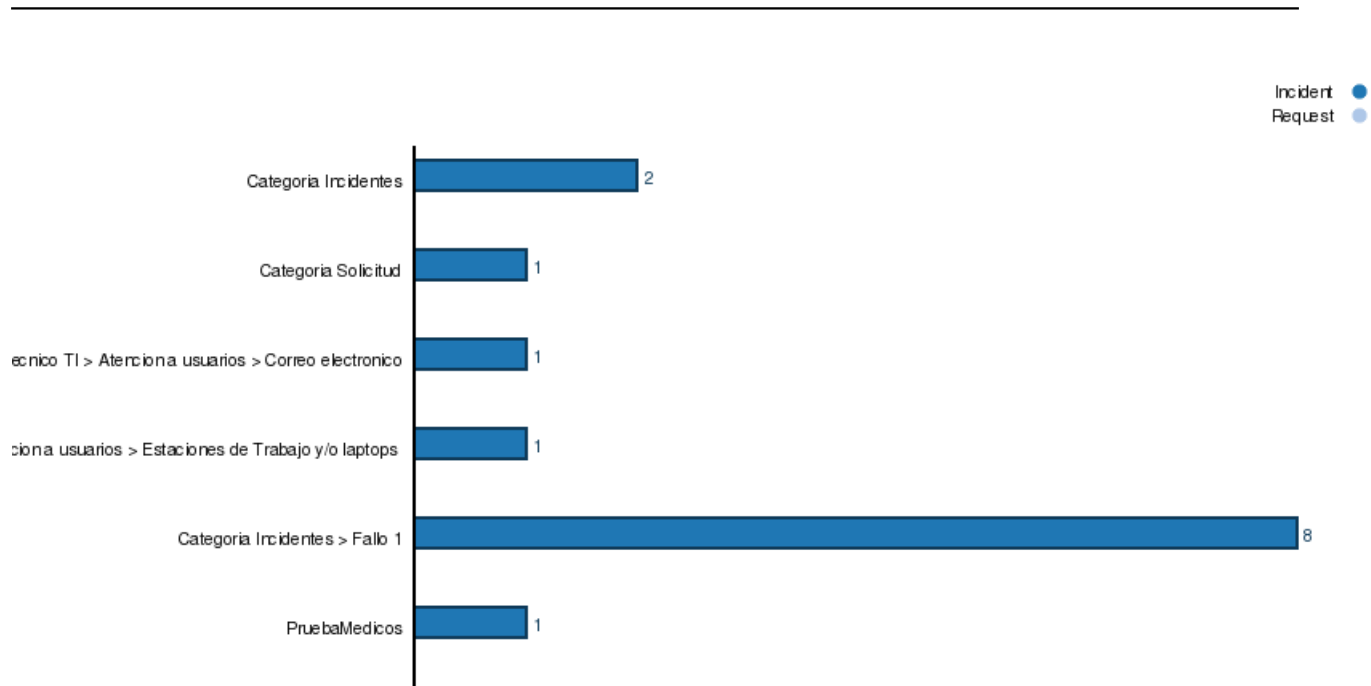
6

Number of opened tickets per status du 7 April au 6 May 2021
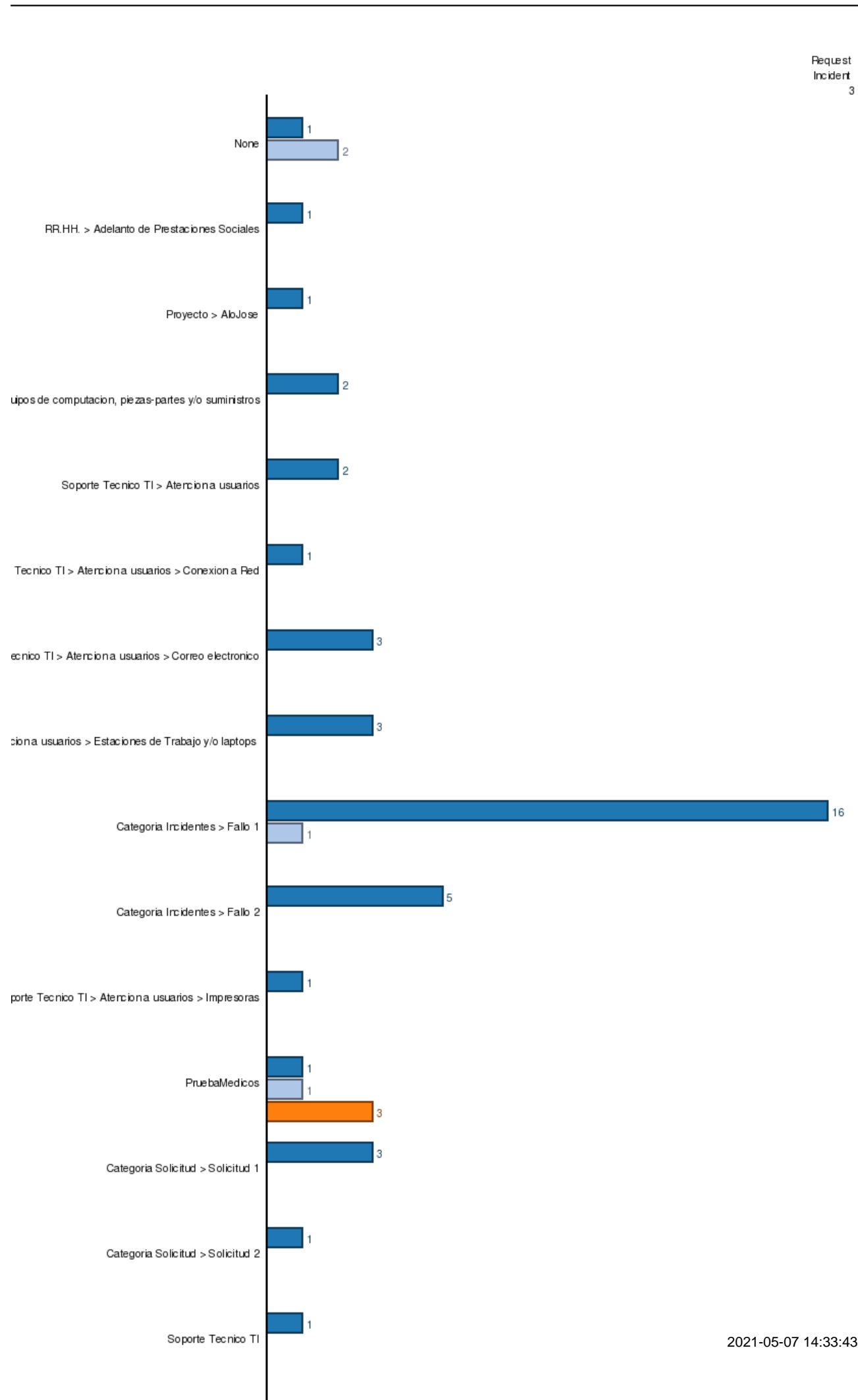
Top 10 requesters du 7 April au 6 May 2021

Legend:
- Liendo Alice
- Pena Marys
- Cordova Jesus
- Hernandez Andrew
- Pico Yuleidy
- Aguilera Gabriela
- Gonzalez Henry
- Allegra Giuseppina
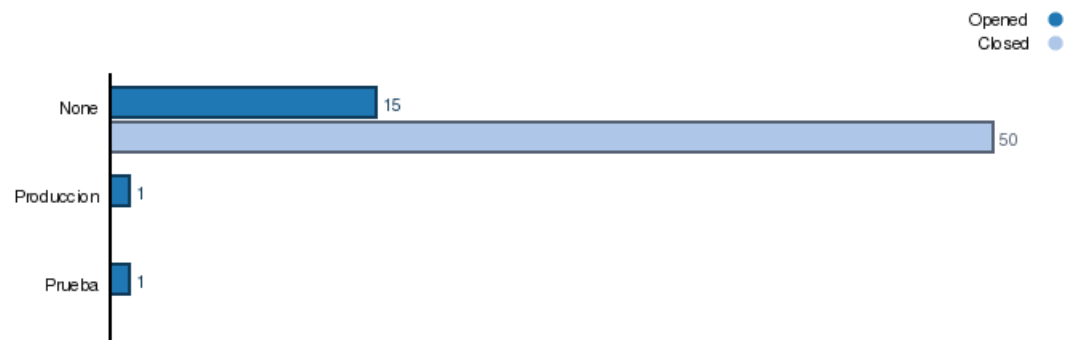- Vizcaino Juan
- Carrillo Luis

Categoria Incidentes	2
Categoria Solicitud	1
ecnico TI > Atenciona usuarios > Correo electronico	1
ciona usuarios > Estaciones de Trabajo y/o laptops	1
Categoria Incidentes > Fallo 1	8
PruebaMedicos	1

Number of opened tickets per category and type du 7 May 2020 au 6 May 2021

Request ●
Incident ●
3 ●

None	1
	2
RR.HH. > Adelanto de Prestaciones Sociales	1
Proyecto > AloJose	1
uipos de computacion, piezas-partes y/o suministros	2
Soporte Tecnico TI > Atenciona usuarios	2
Tecnico TI > Atenciona usuarios > Conexion a Red	1
ecnico TI > Atenciona usuarios > Correo electronico	3
ciona usuarios > Estaciones de Trabajo y/o laptops	3
Categoria Incidentes > Fallo 1	16
	1
Categoria Incidentes > Fallo 2	5
orte Tecnico TI > Atenciona usuarios > Impresoras	1
PruebaMedicos	1
	1
	3
Categoria Solicitud > Solicitud 1	3
Categoria Solicitud > Solicitud 2	1
Soporte Tecnico TI	1

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Number of closed tickets per category and type du 7 May 2020 au 6 May 2021

None — 15

— 50

Produccion — 1

Prueba — 1

Number of opened and closed tickets per service du 7 May 2020 au 6 May 2021
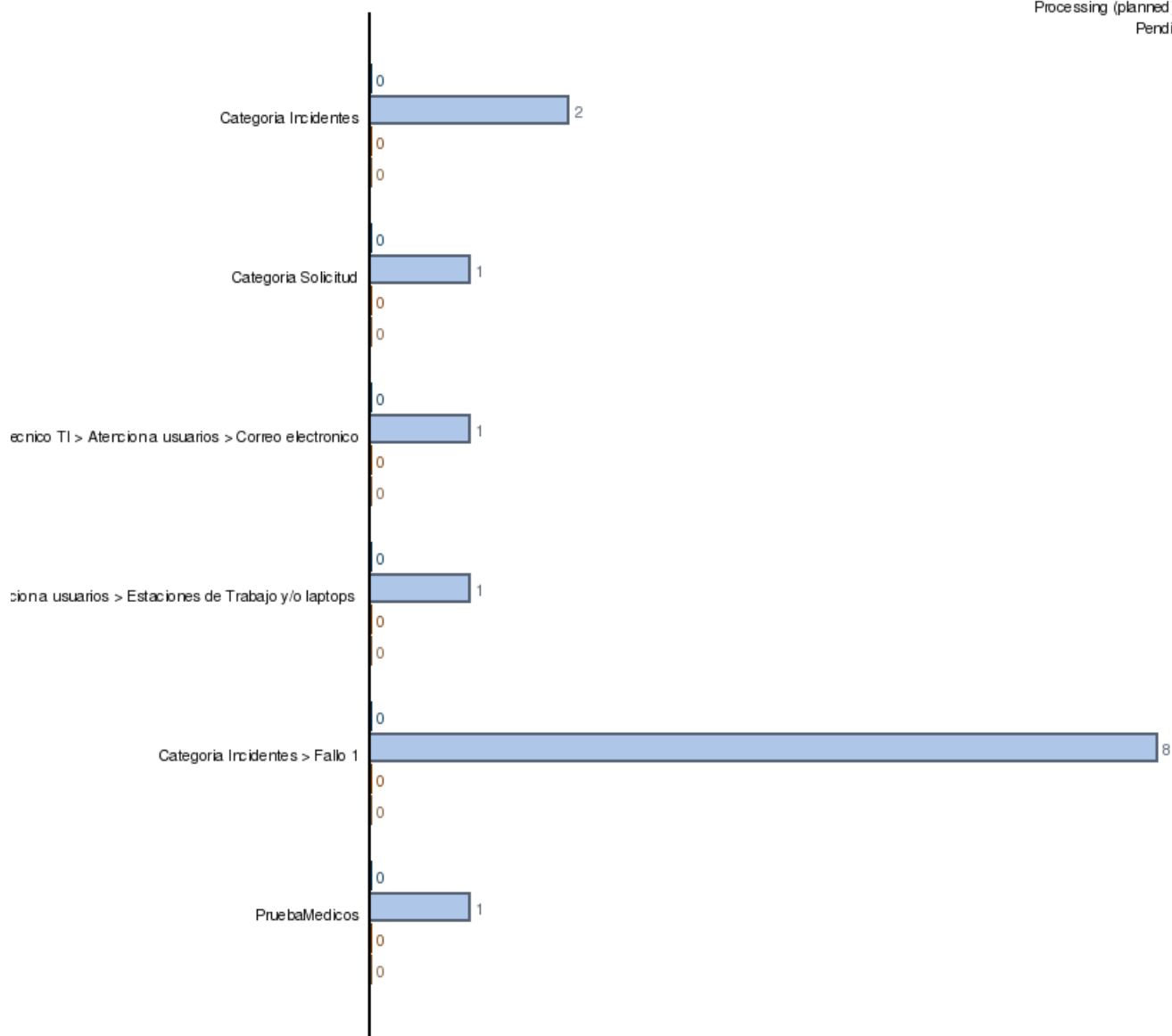
Number of openened tickets per category and status du 7 May 2020 au 6 May 2021
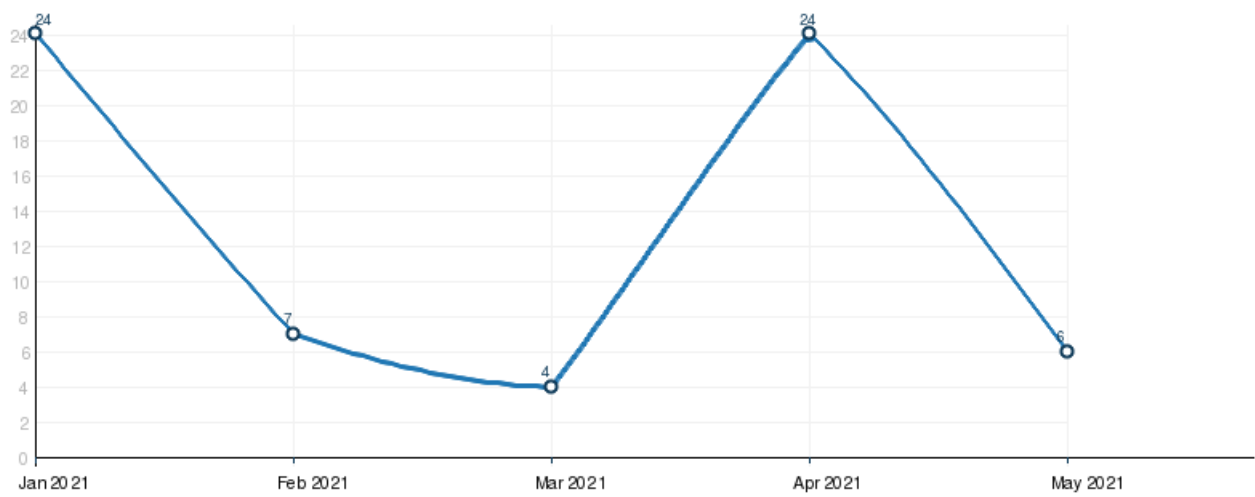
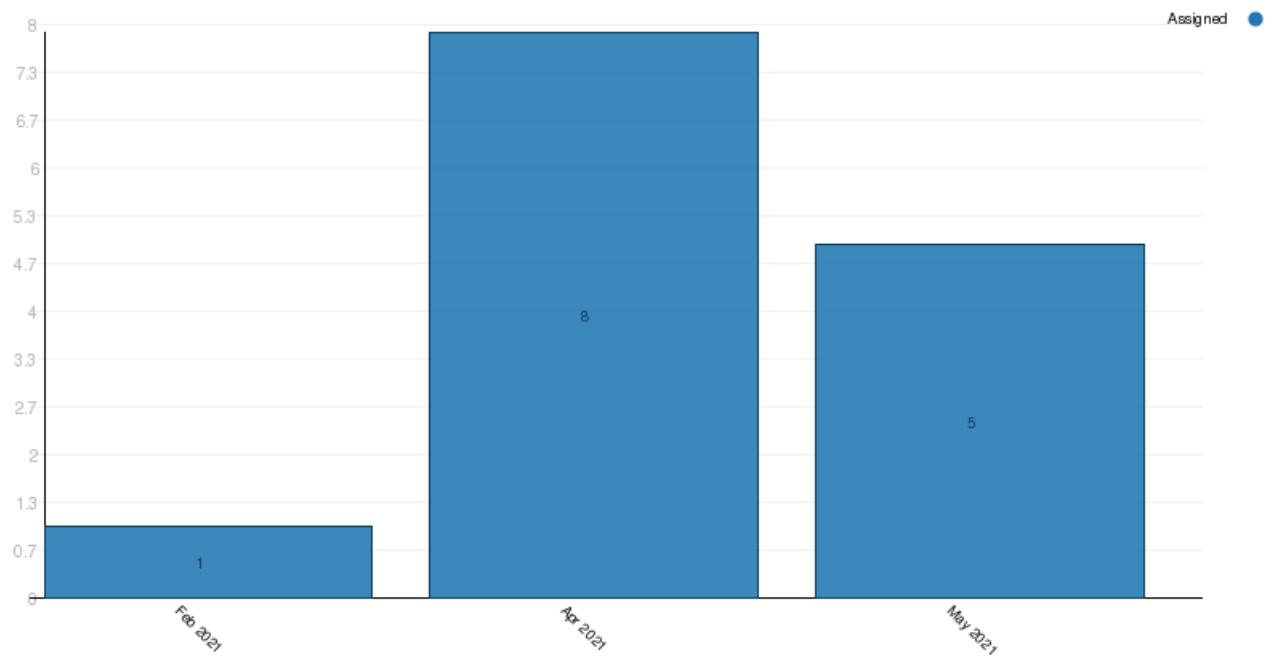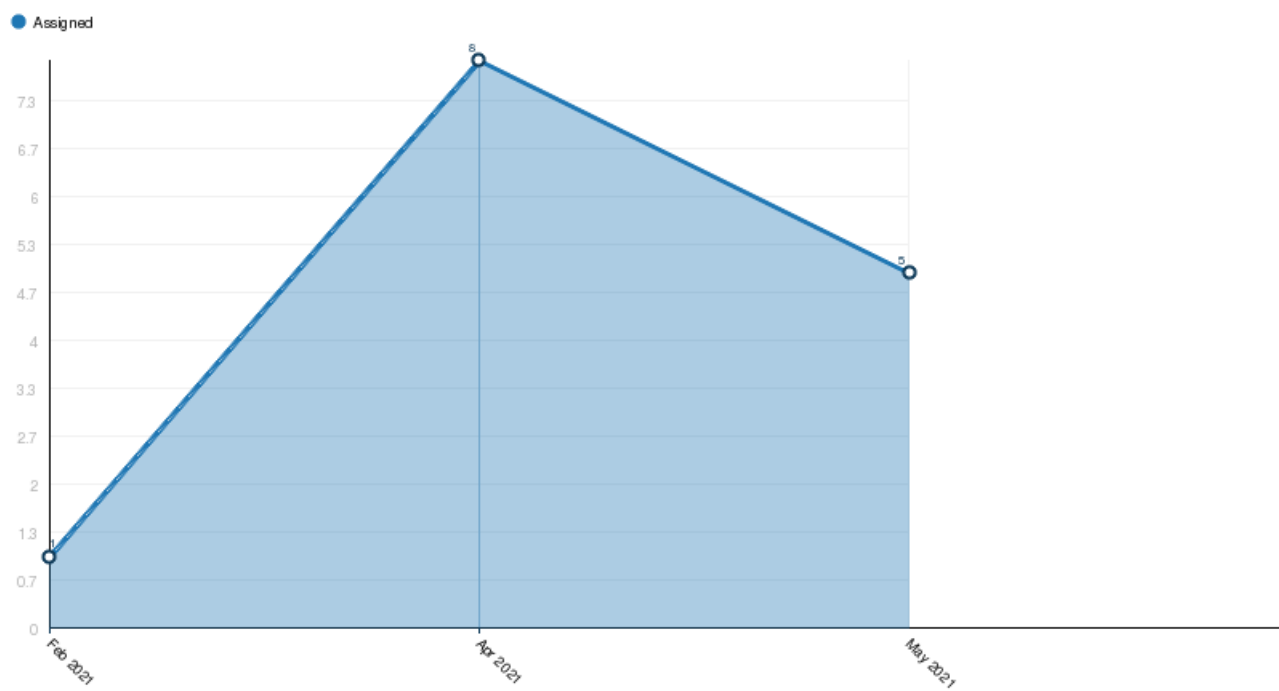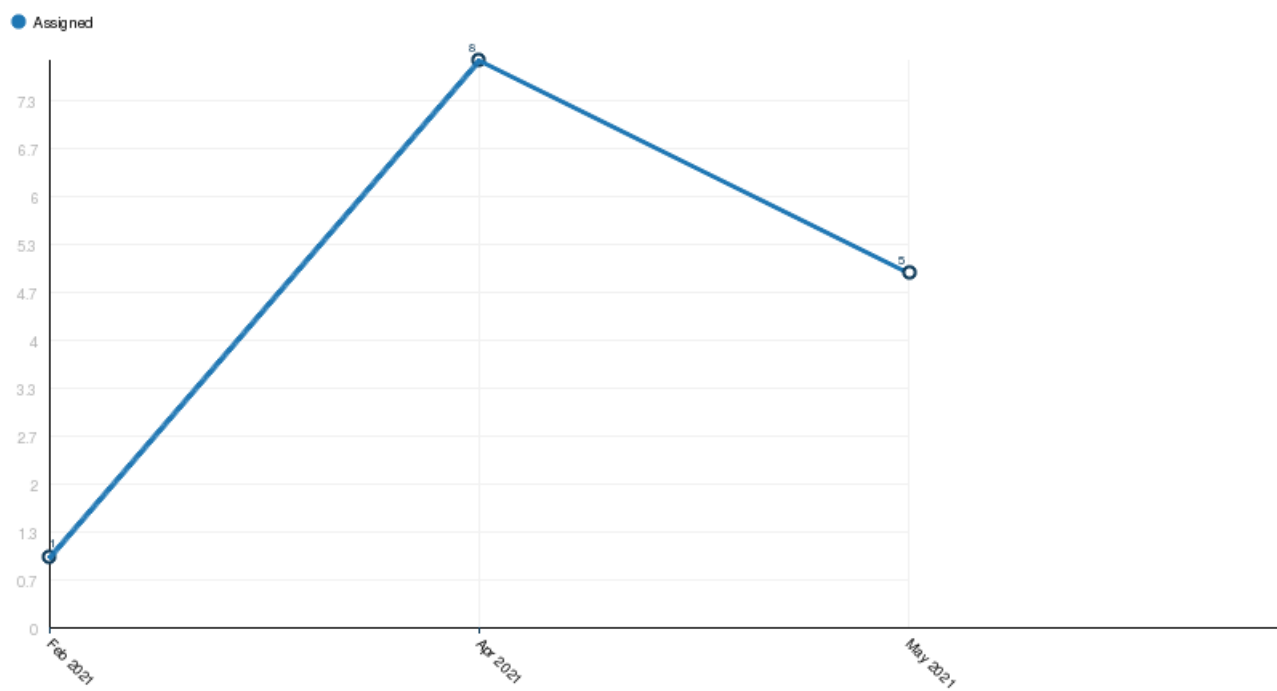Number of ticket evolution over the period du 7 May 2020 au 6 May 2021
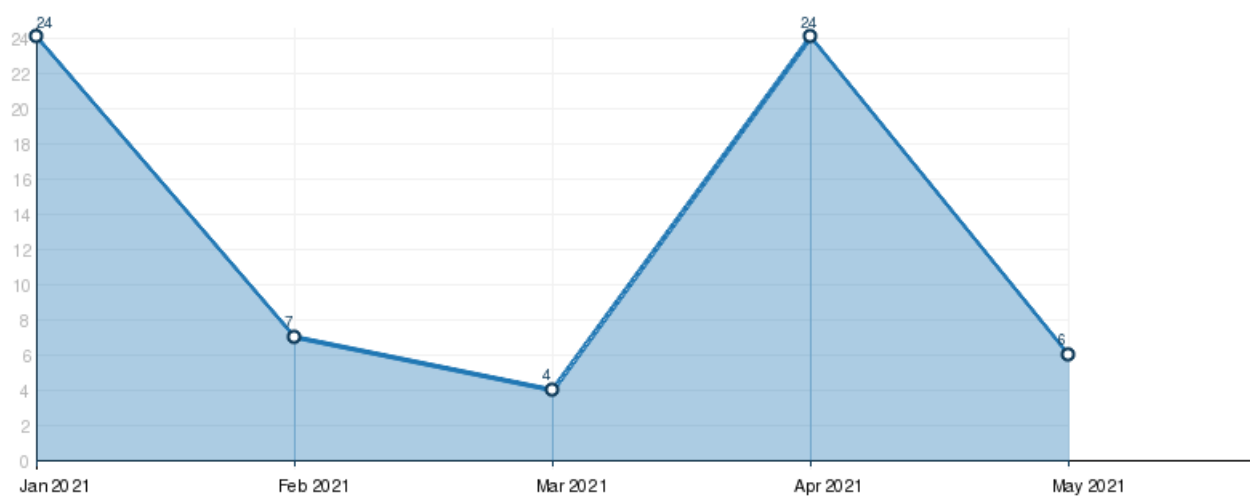
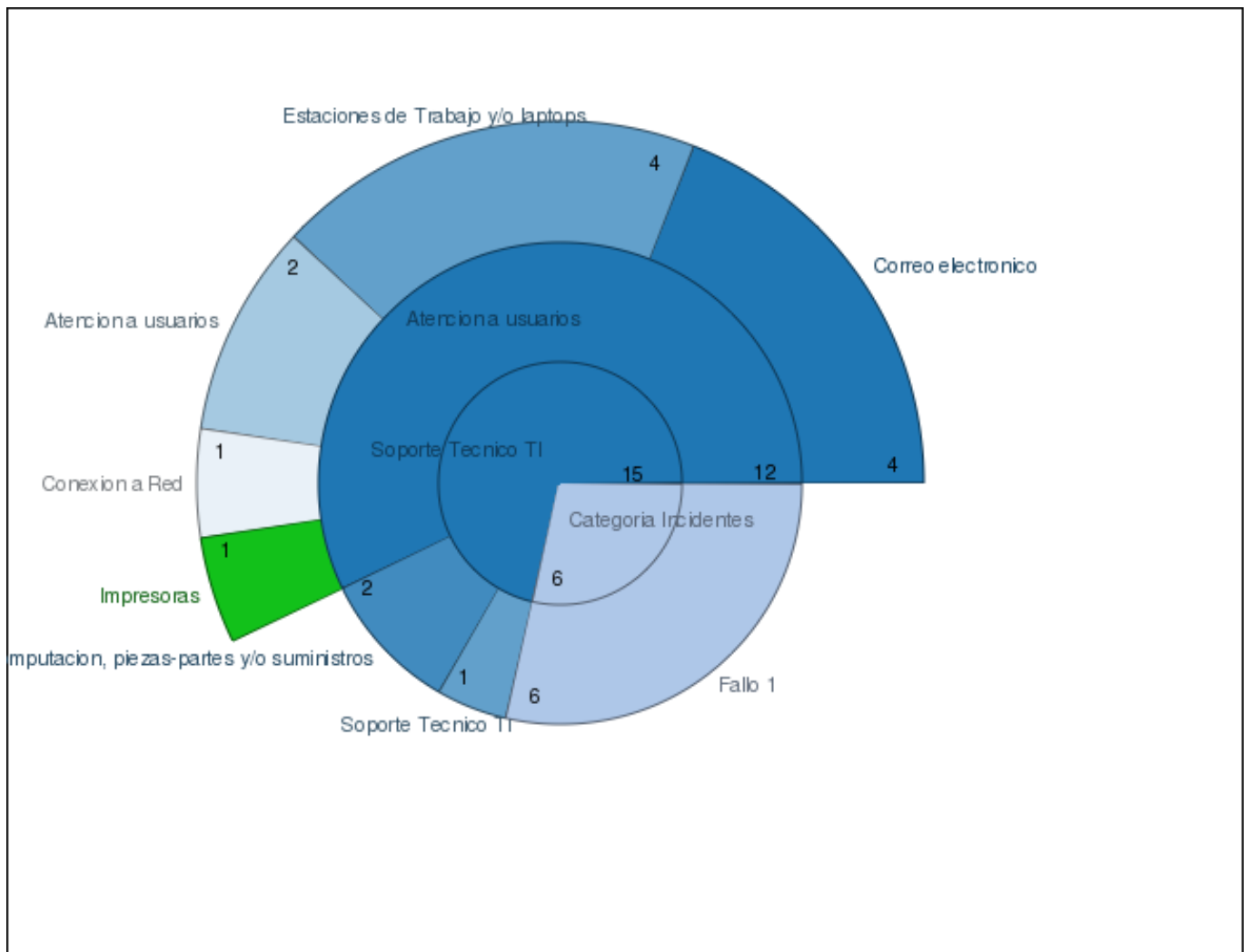Number of ticket evolution over the period du 7 May 2020 au 6 May 2021

Number of ticket evolution over the period (per status) du 7 May 2020 au 6 May 2021

Number of ticket evolution over the period (per status) du 7 May 2020 au 6 May 2021

Number of ticket evolution over the period (per status) du 7 May 2020 au 6 May 2021

Distribution of tickets per category and child categories du 7 April au 6 May 2021

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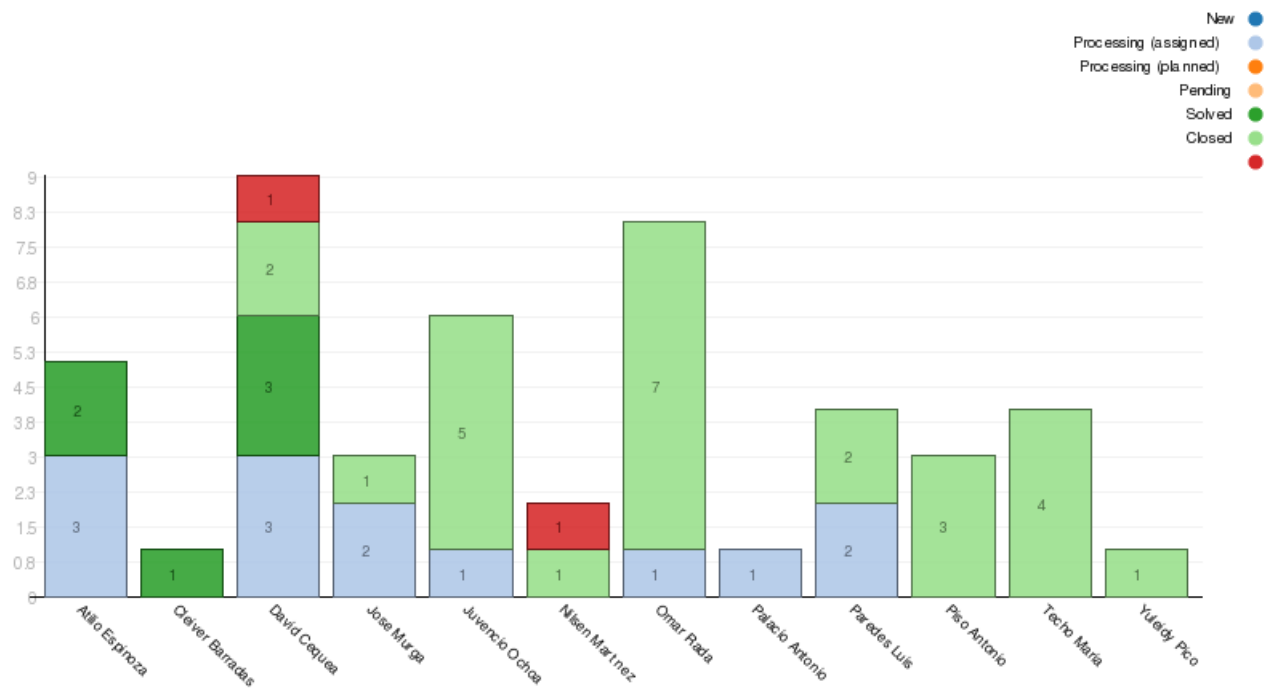
Number of tickets per status and technician du 7 May 2020 au 6 May 2021

2021-05-07 14:33:43

Number of ticket per requester location du 7 April au 6 May 2021