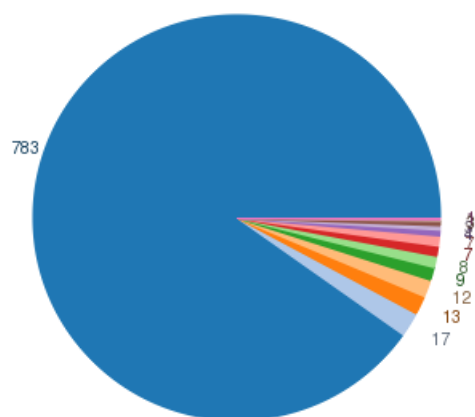


-
- Oracle (90.21 %)
 - ACER (1.96 %)
 - TOSHIBA (1.5 %)
 - HP (1.38 %)
 - LENOVO (1.04 %)
 - SAMSUNG (0.92 %)
 - MTEK (0.81 %)
 - DELL (0.81 %)
 - Cisco (0.46 %)
 - ASUS (0.35 %)
 - IMAC (0.35 %)
 - SONY (0.12 %)
 - IBM (0.12 %)

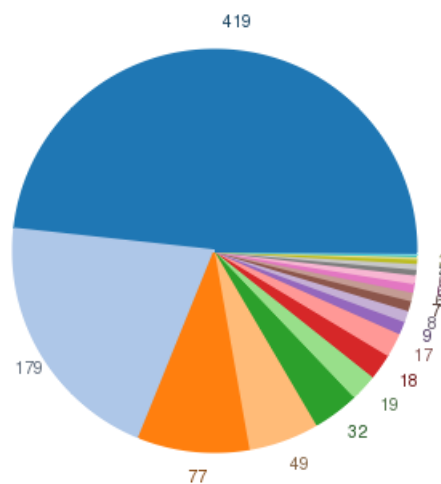


Computers per manufacturer du 17 September au 16 October 2022

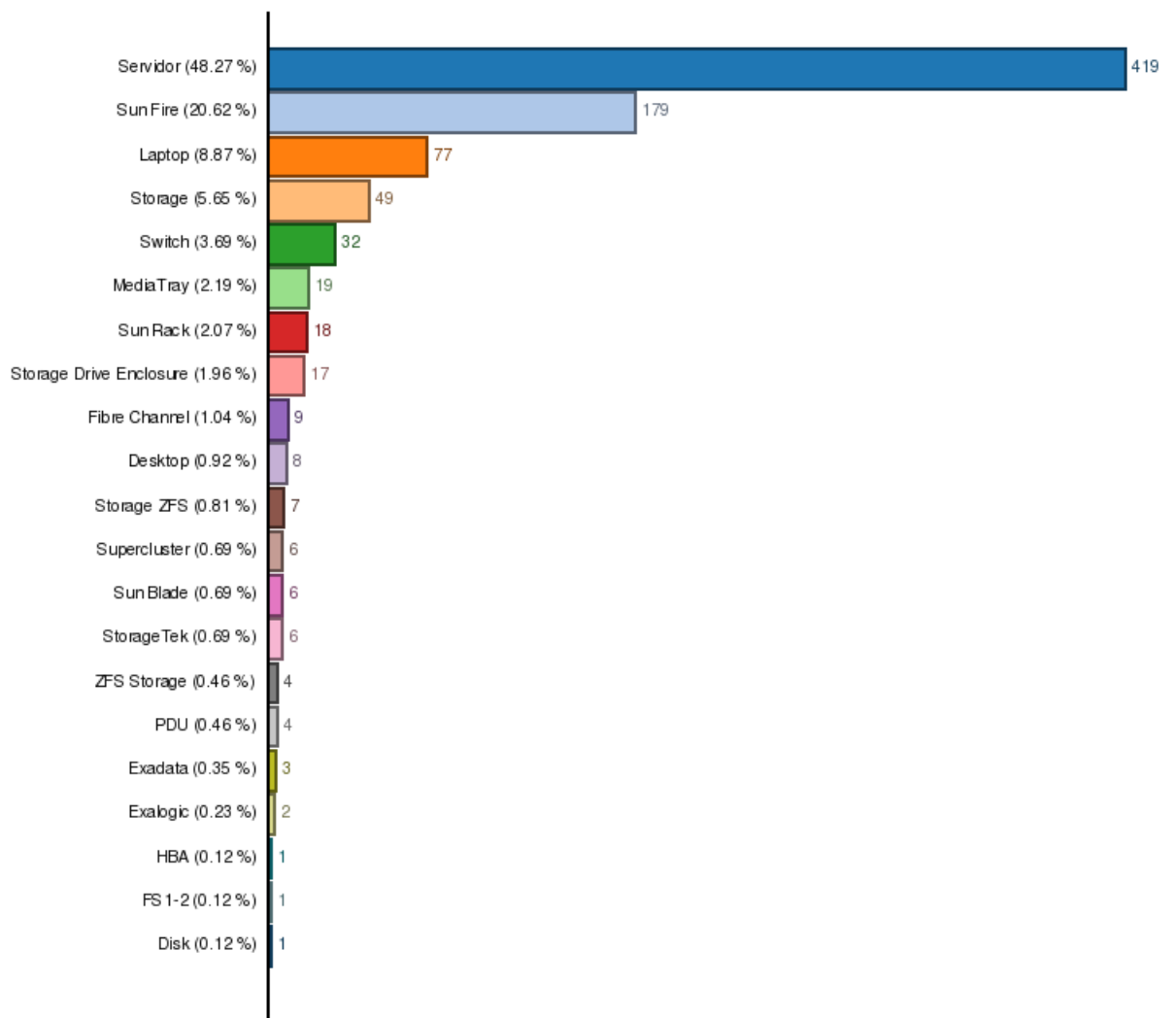


Computers per manufacturer du 17 September au 16 October 2022

- 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 %)



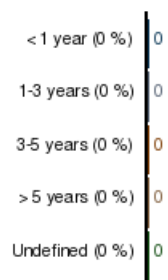
Computers per type du 17 September au 16 October 2022



Computers per type du 17 September au 16 October 2022

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

Computer per age du 17 September au 16 October 2022



Computer per age du 17 September au 16 October 2022

● Windows (100 %)

48



Computers per OS du 17 September au 16 October 2022



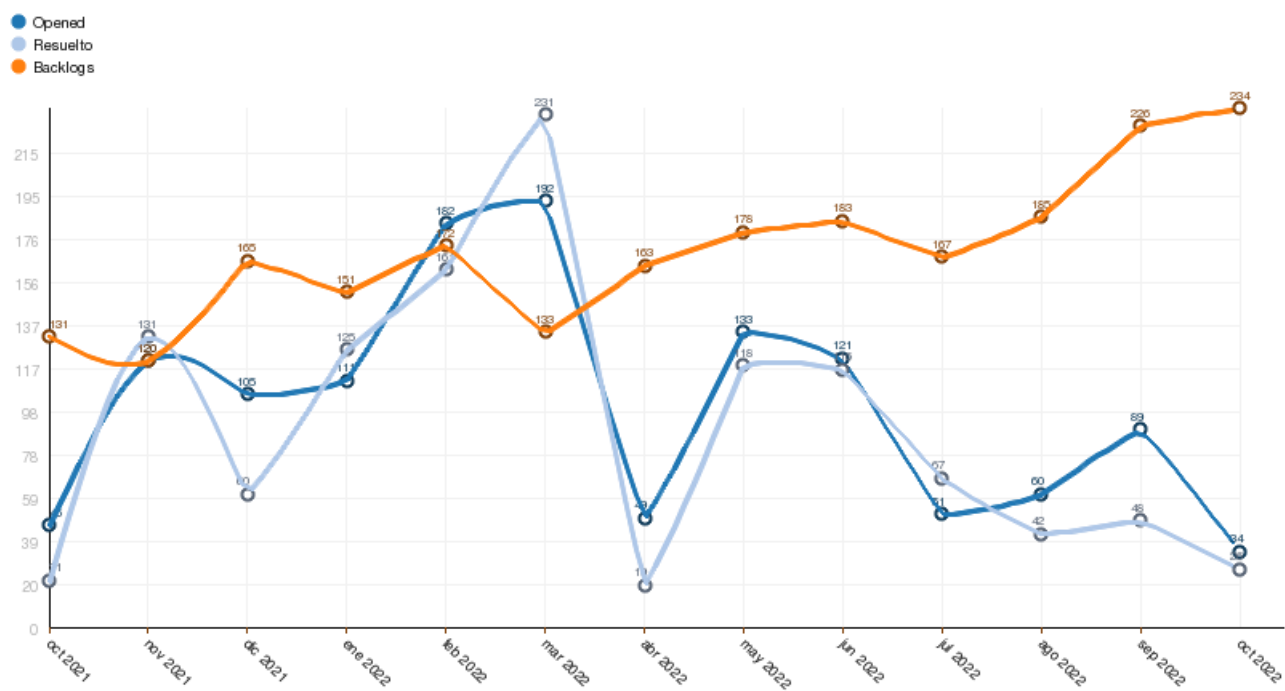
Computers per OS du 17 September au 16 October 2022



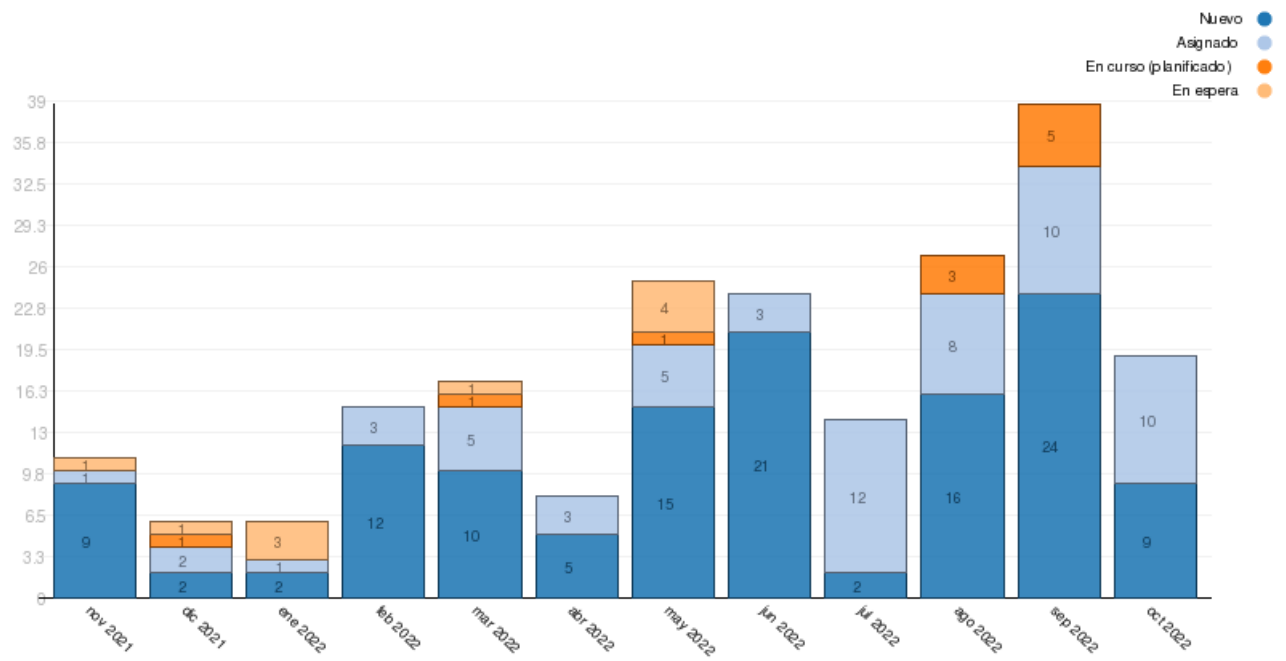
Windows distribution du 17 September au 16 October 2022



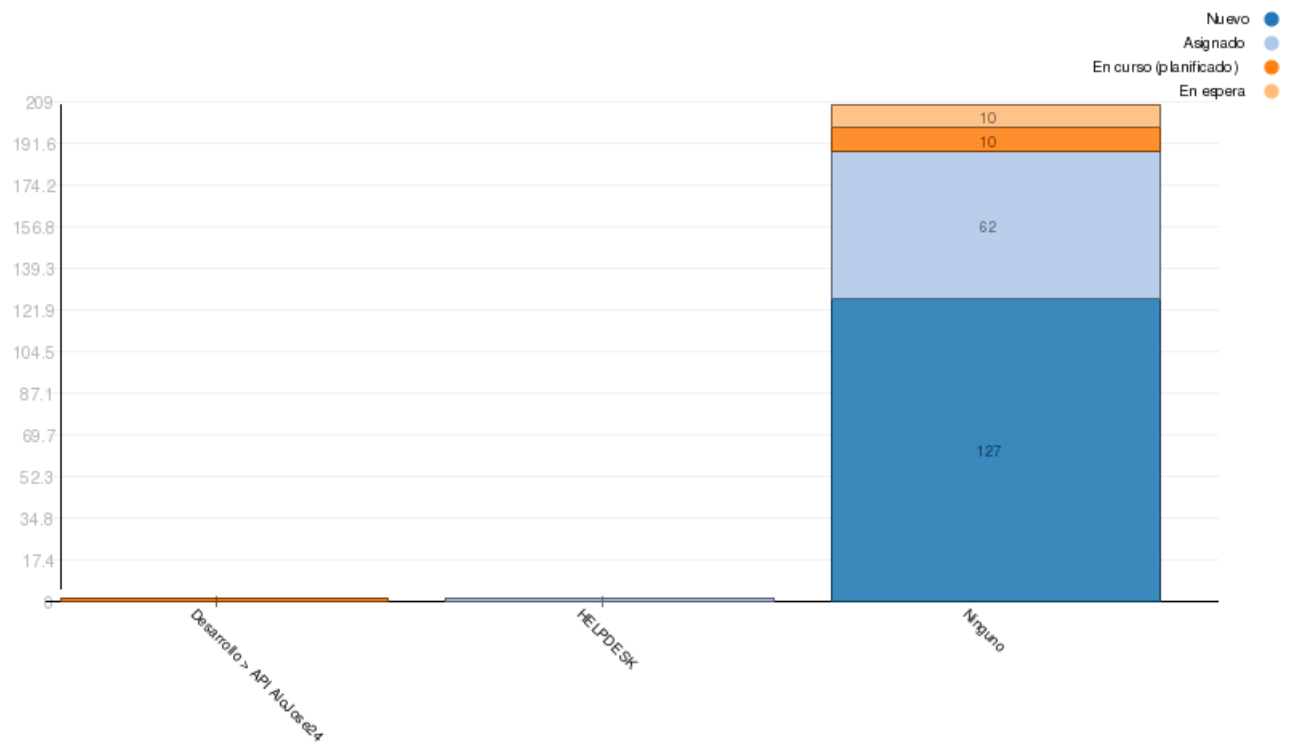
Computers per entities du 17 September au 16 October 2022



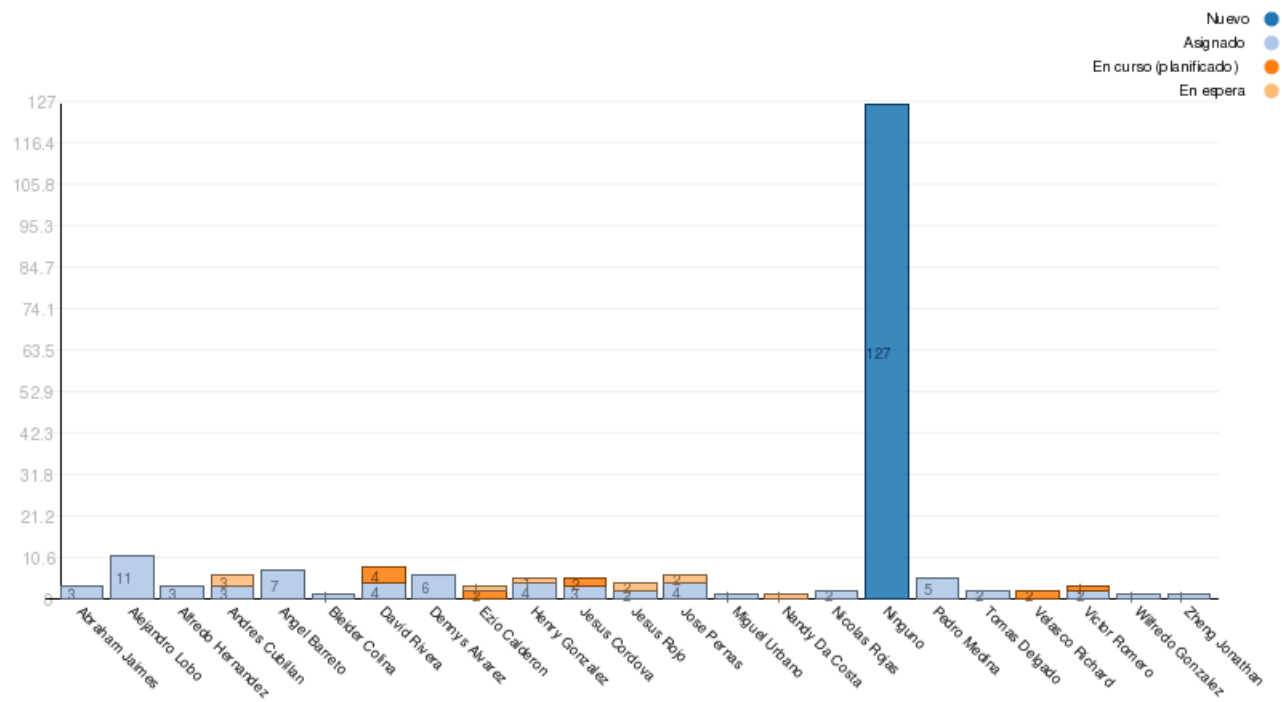
Backlog du 17 October 2021 au 16 October 2022



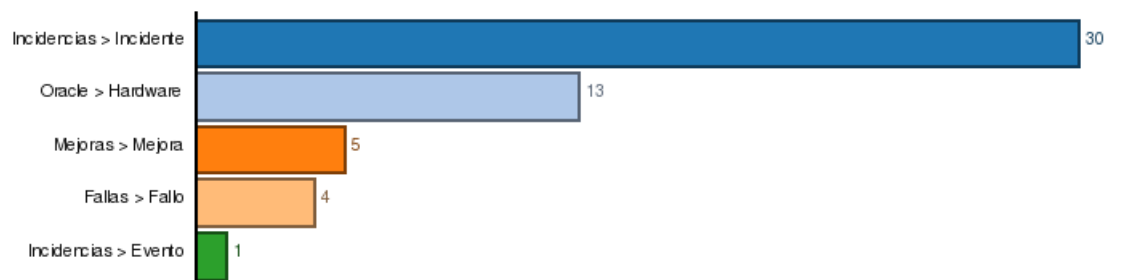
Ticket age du 17 October 2021 au 16 October 2022



Tickets per group du 17 October 2021 au 16 October 2022



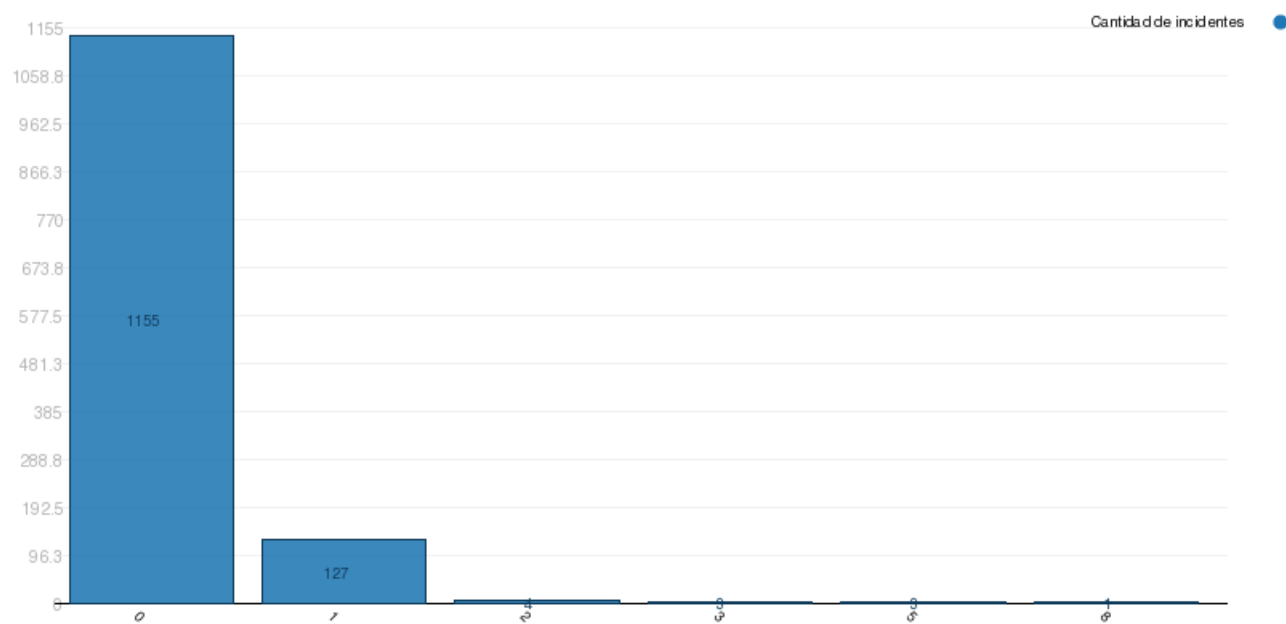
Tickets per technician du 17 October 2021 au 16 October 2022



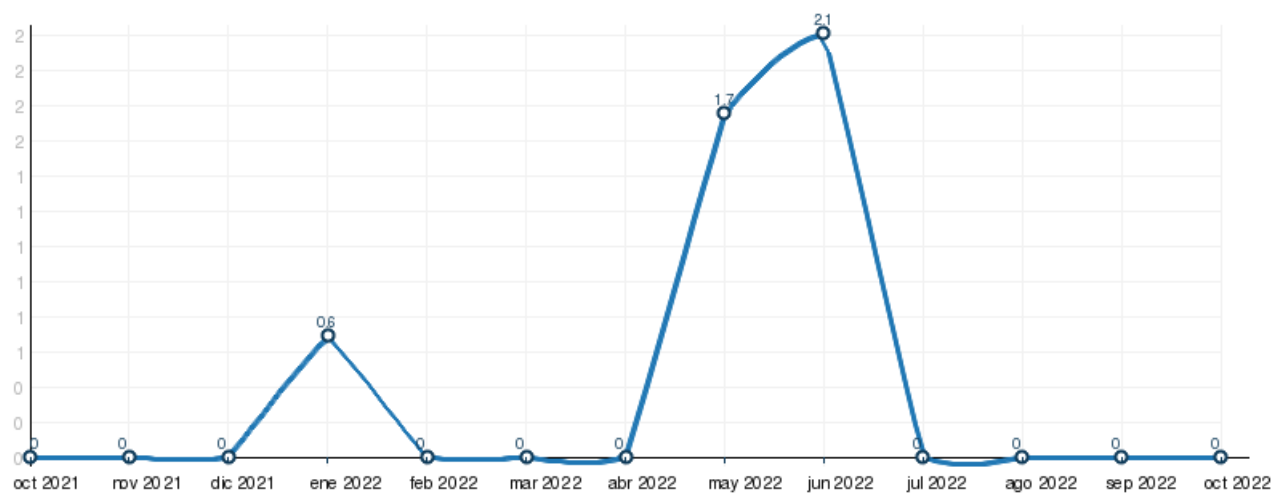
TOP categories du 17 September au 16 October 2022



TOP requester groups du 17 September au 16 October 2022

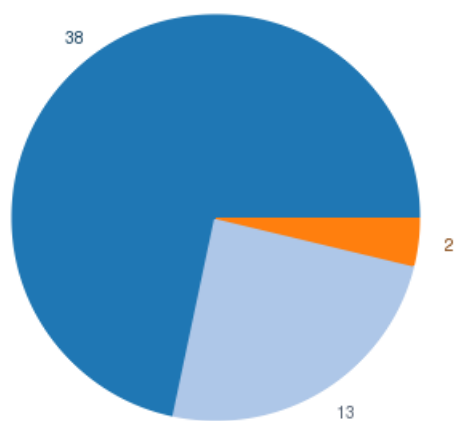


Number of group changes du 17 October 2021 au 16 October 2022

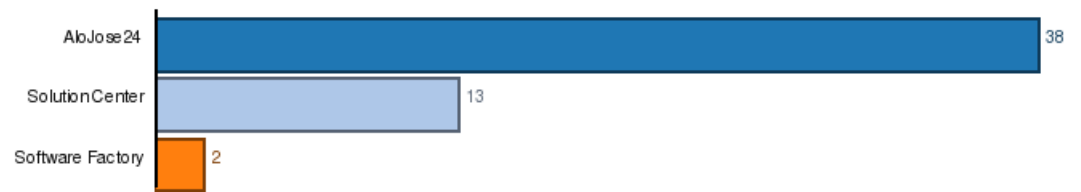


Task action times and solve delay comparison du 17 October 2021 au 16 October 2022

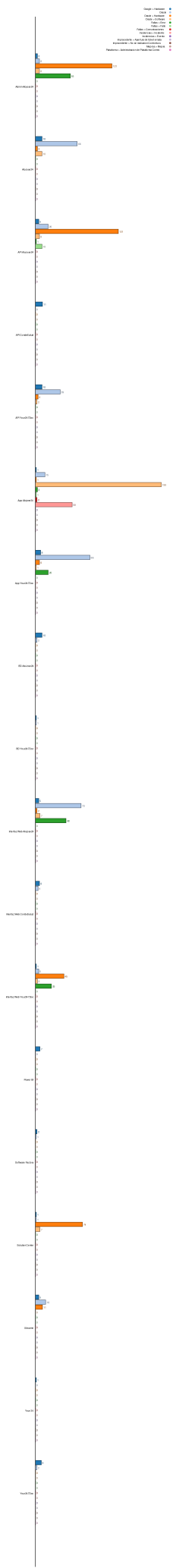
-
- AloJose24
 - SolutionCenter
 - Software Factory



Number of ticket per entity du 17 September au 16 October 2022

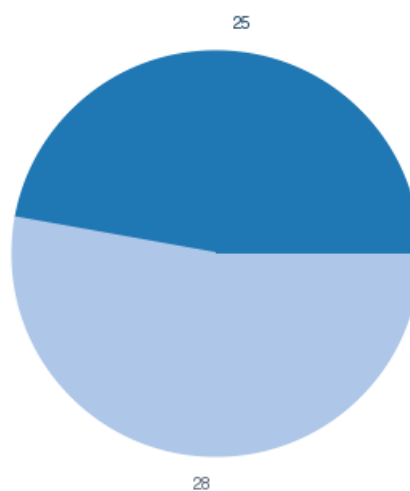


Number of ticket per entity du 17 September au 16 October 2022



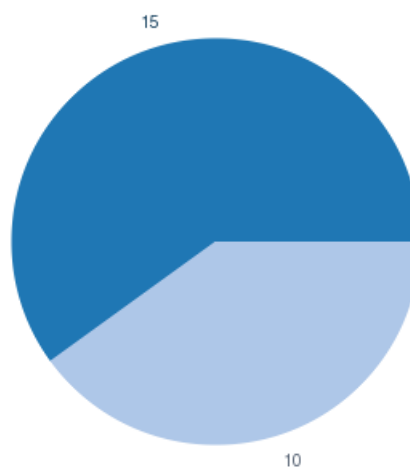
Number of ticket per category and entity du 17 October 2021 au 16 October 2022

● Opened
● Cerrado



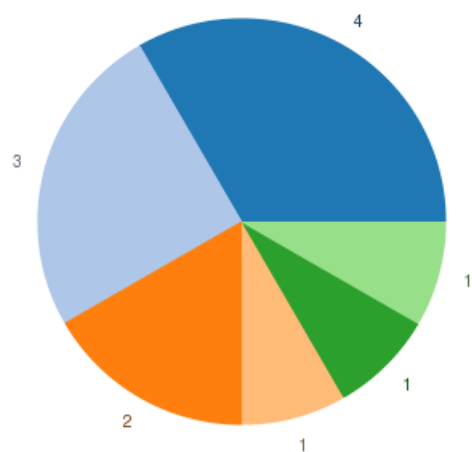
Number of opened and closed tickets du 17 September au 16 October 2022

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

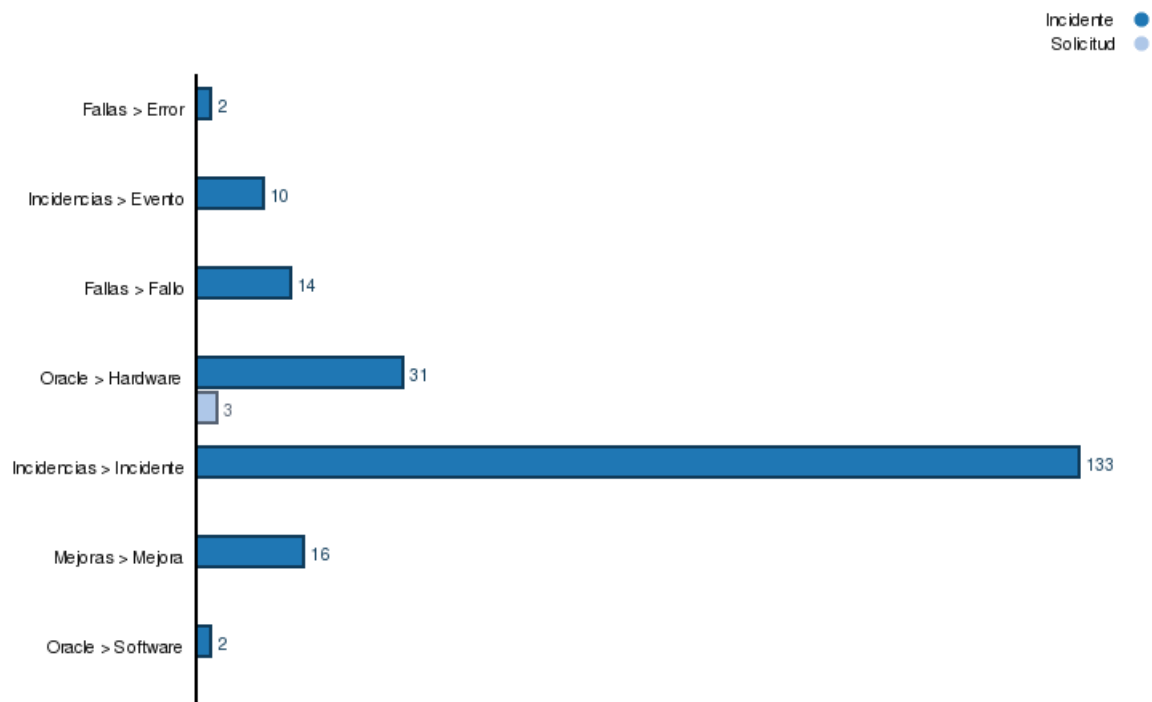


Number of opened tickets per status du 17 September au 16 October 2022

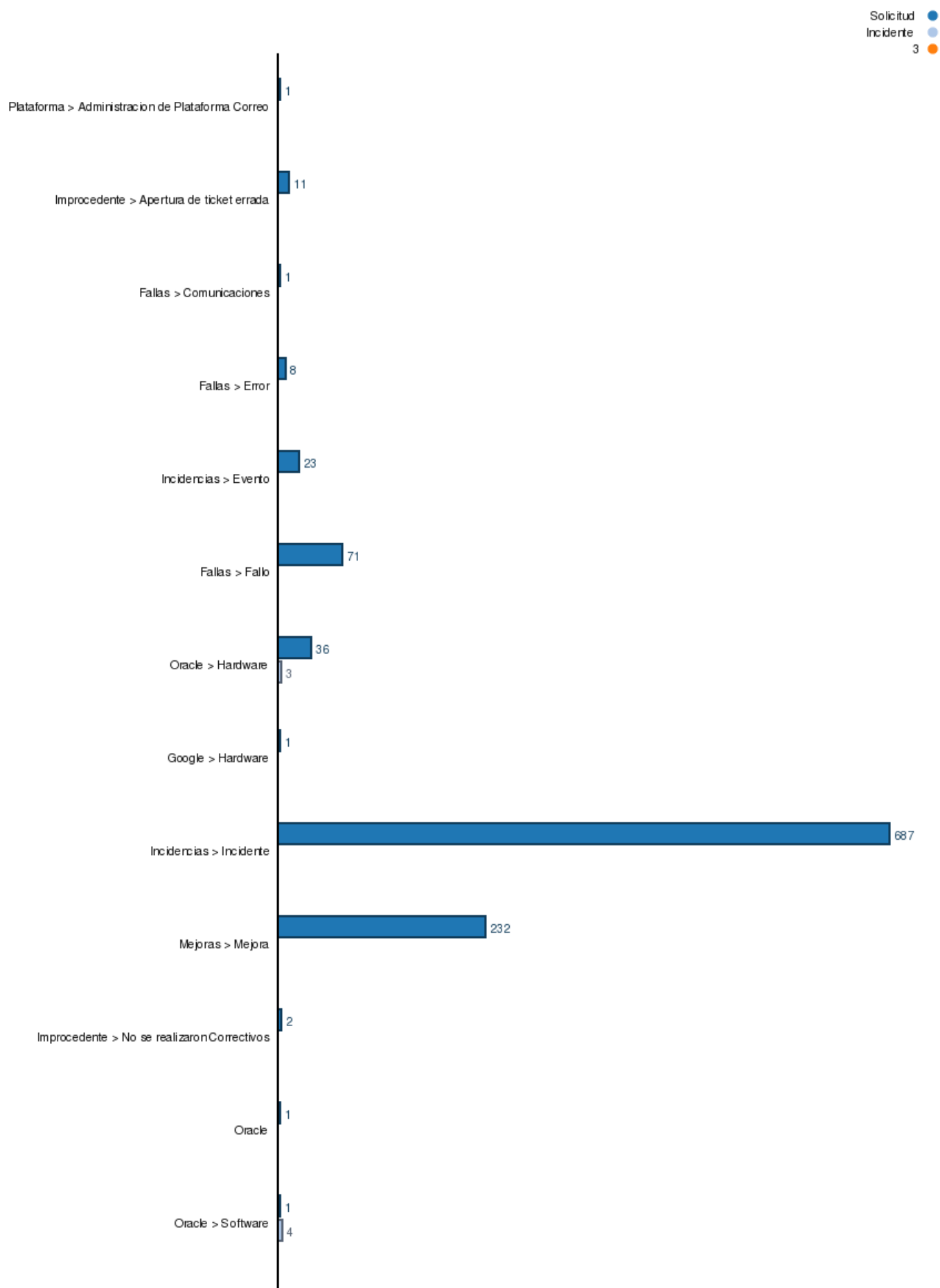
-
- Hernandez Raiza
 - Aguilera Gabriela
 - Granado Jeiny
 - Digitel
 - Barradas Cleiver
 - Telefonica Servicios Movistar VE



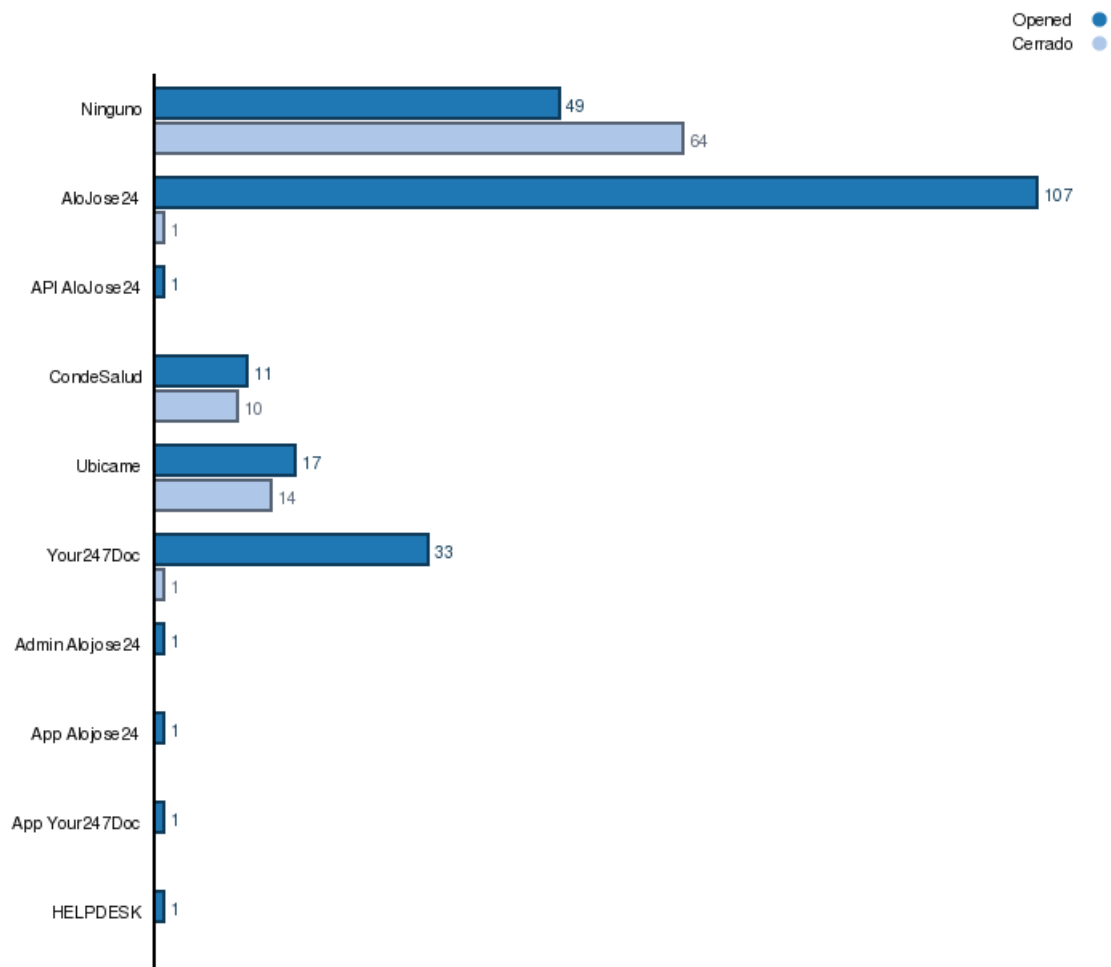
Top 10 requesters du 17 September au 16 October 2022



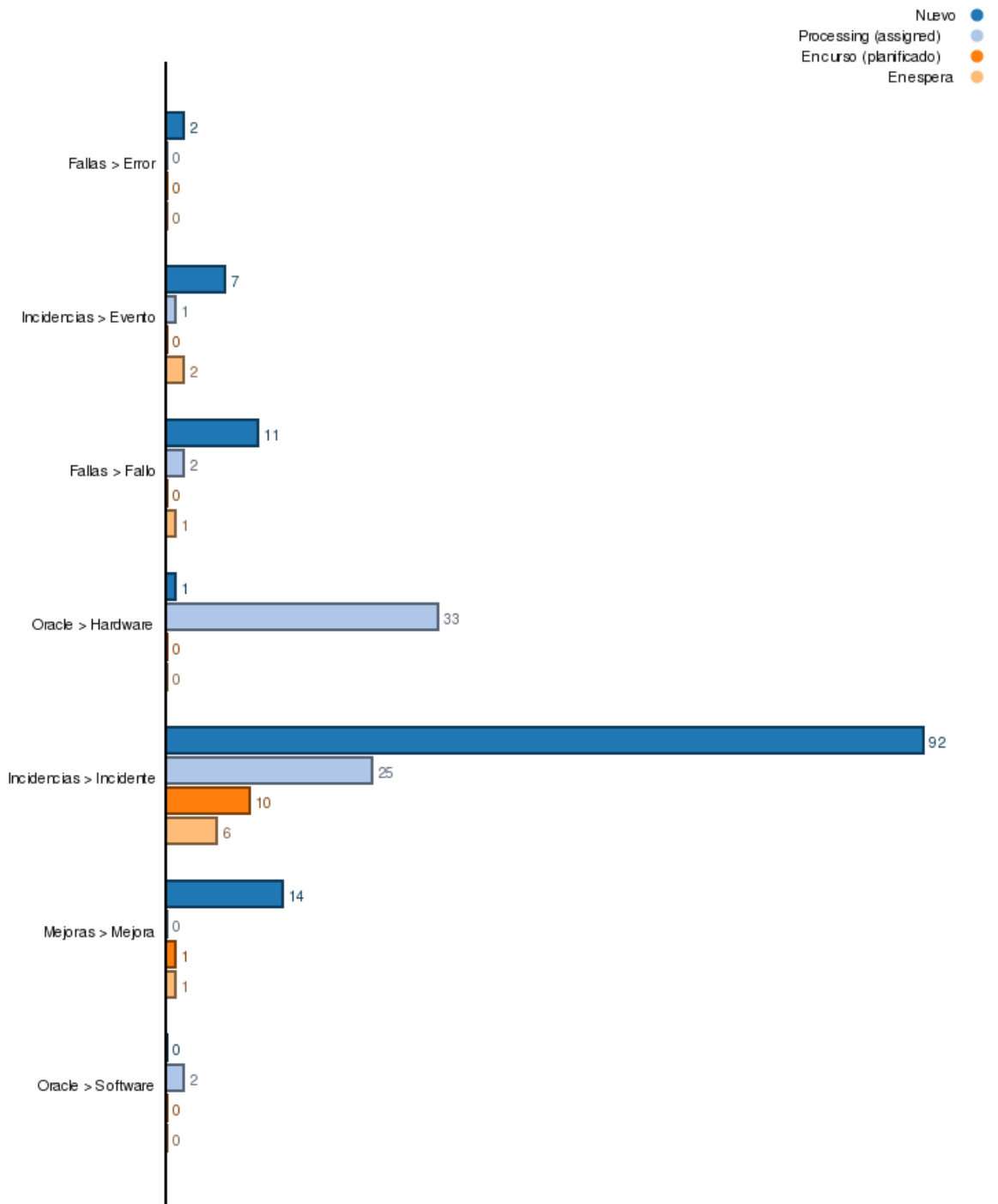
Number of opened tickets per category and type du 17 October 2021 au 16 October 2022



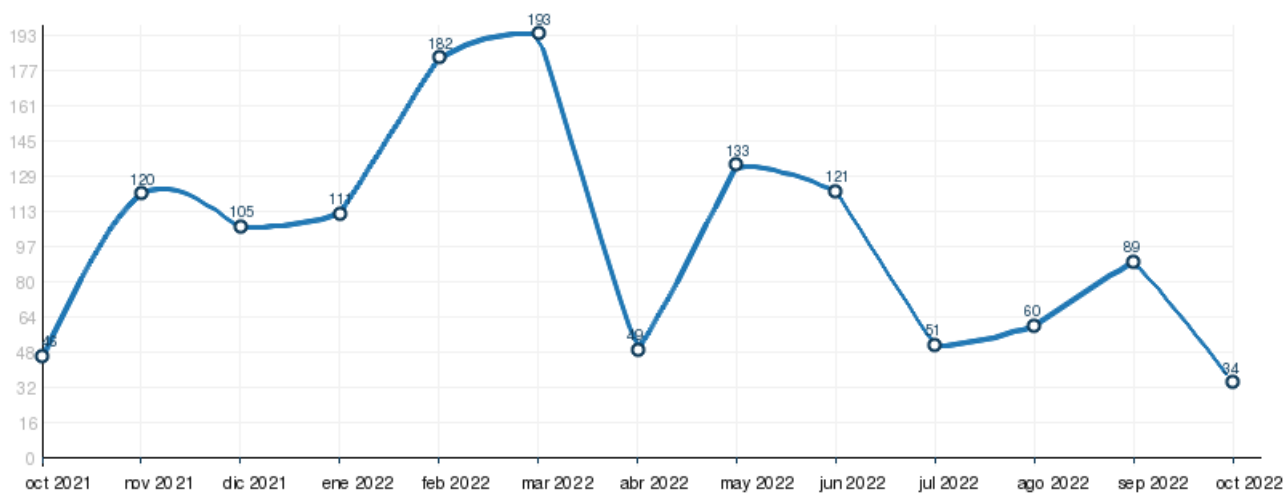
Number of closed tickets per category and type du 17 October 2021 au 16 October 2022



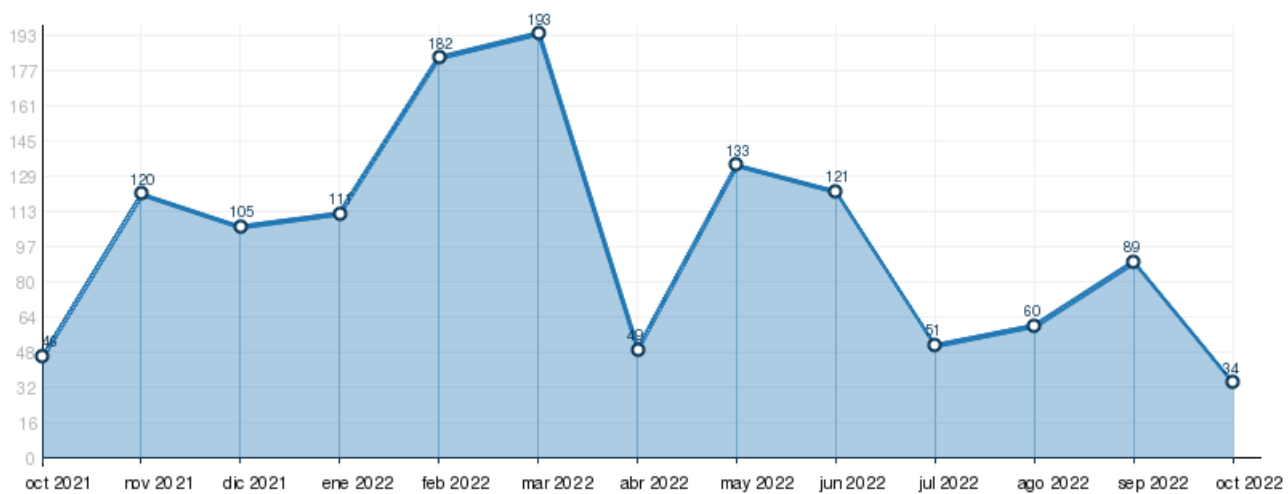
Number of opened and closed tickets per service du 17 October 2021 au 16 October 2022



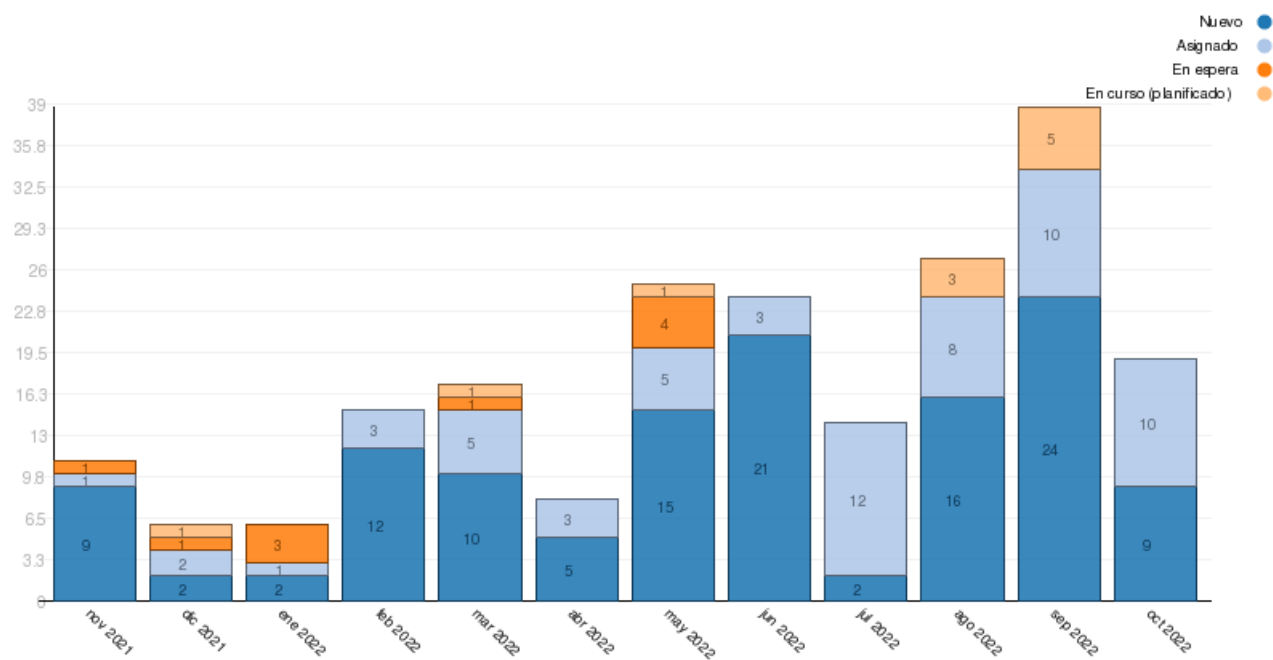
Number of opened tickets per category and status du 17 October 2021 au 16 October 2022



Number of ticket evolution over the period du 17 October 2021 au 16 October 2022

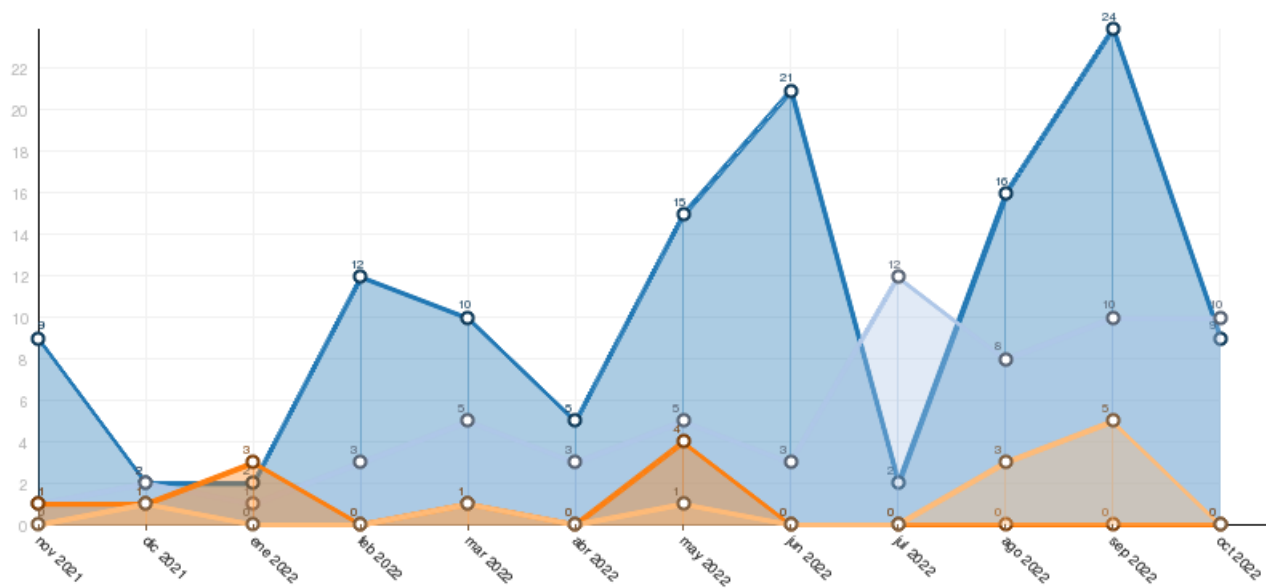


Number of ticket evolution over the period du 17 October 2021 au 16 October 2022

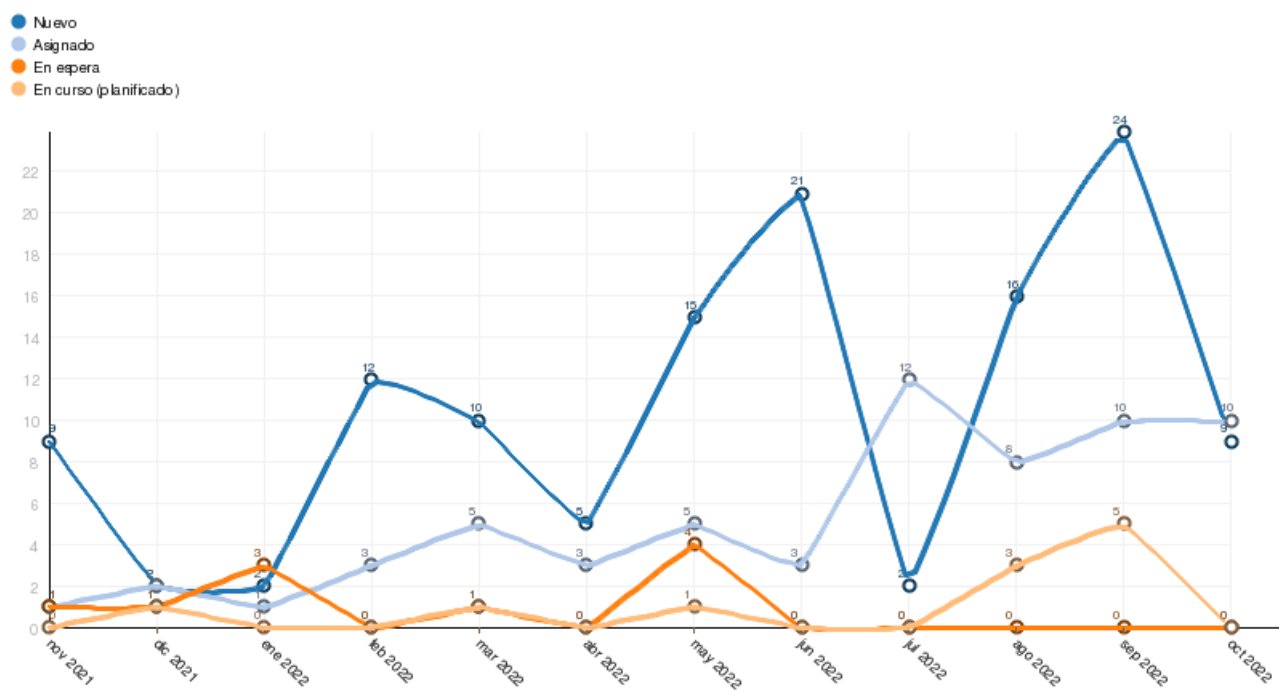


Number of ticket evolution over the period (per status) du 17 October 2021 au 16 October 2022

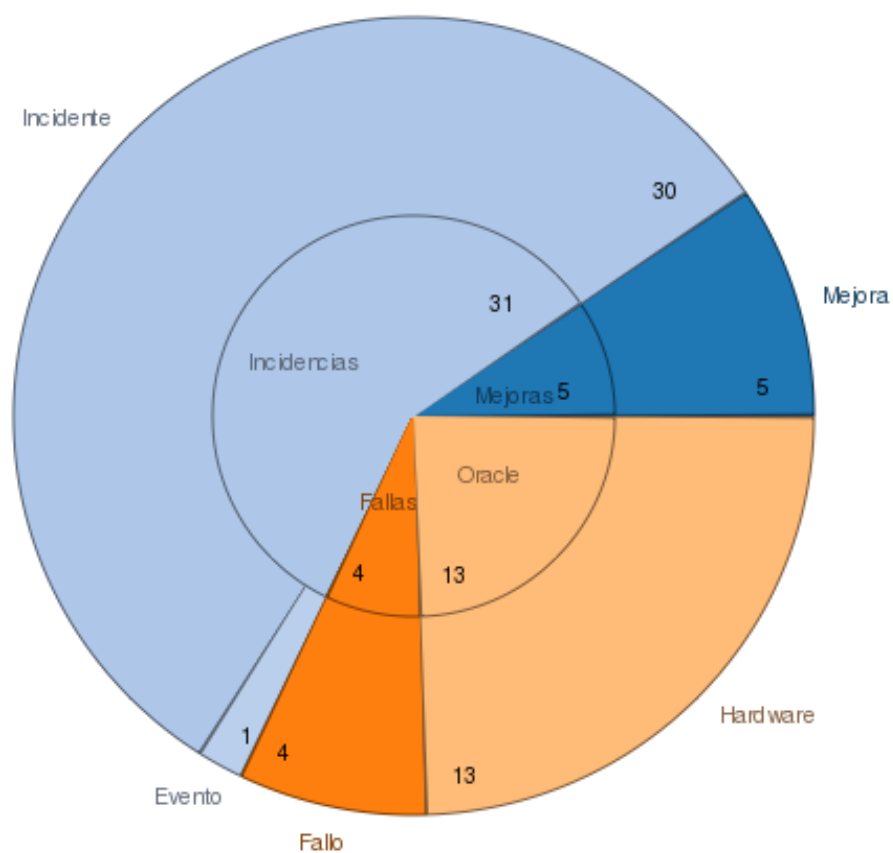
- Nuevo
- Asignado
- En espera
- En curso (planificado)



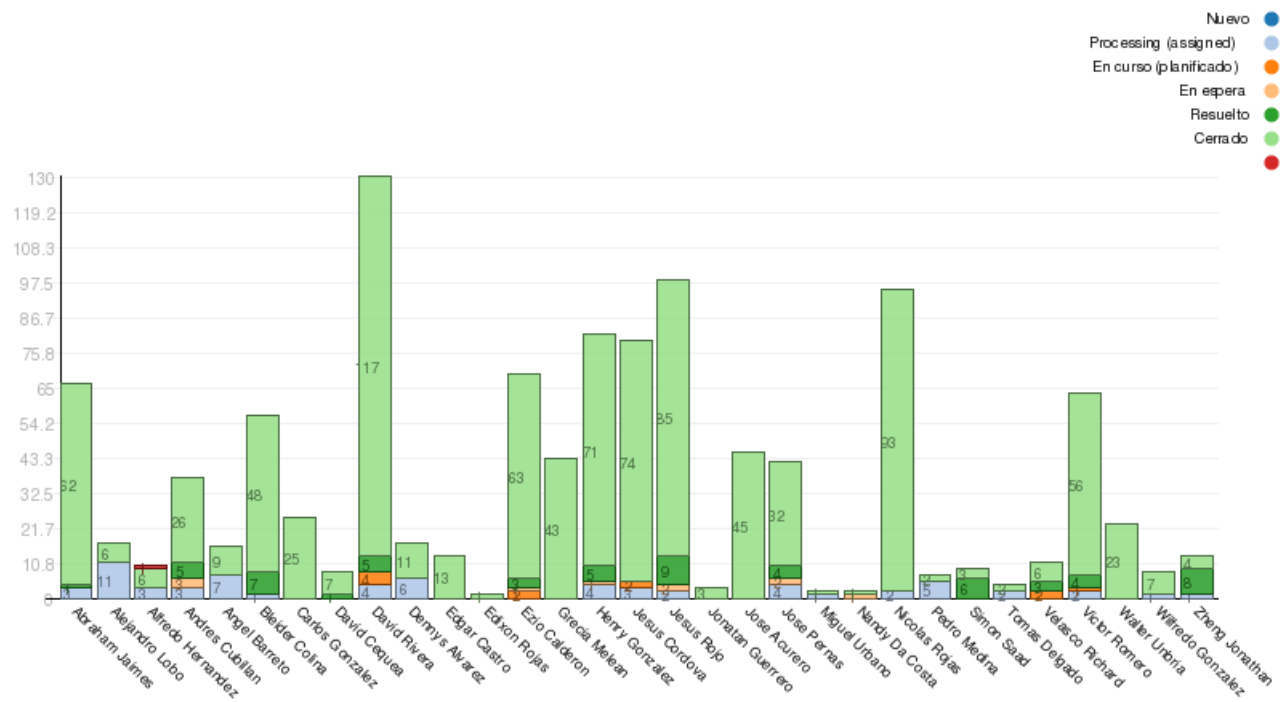
Number of ticket evolution over the period (per status) du 17 October 2021 au 16 October 2022



Number of ticket evolution over the period (per status) du 17 October 2021 au 16 October 2022



Distribution of tickets per category and child categories du 17 September au 16 October 2022



Number of tickets per status and technician du 17 October 2021 au 16 October 2022



Number of ticket per requester location du 17 September au 16 October 2022