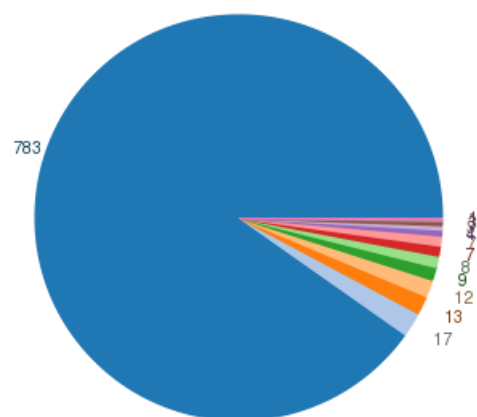Oracle (90.21 %)
ACER (1.96 %)
TOSHIBA (1.5 %)
HP (1.38 %)
LENOVO (1.04 %)
SAMSUNG (0.92 %)
MTEK (0.81 %)
DELL (0.81 %)
Cisco (0.46 %)
ASUS (0.35 %)
IMAC (0.35 %)
SONY (0.12 %)
IBM (0.12 %)

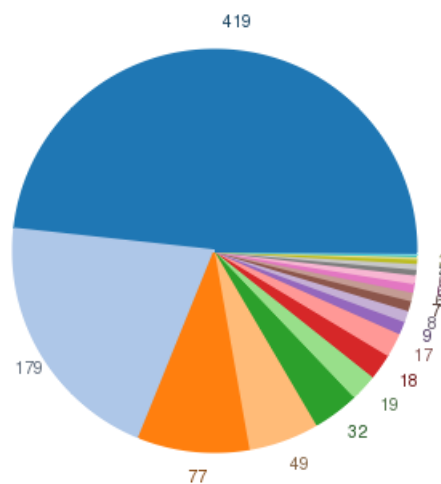Computers per manufacturer du 11 June au 10 July 2022

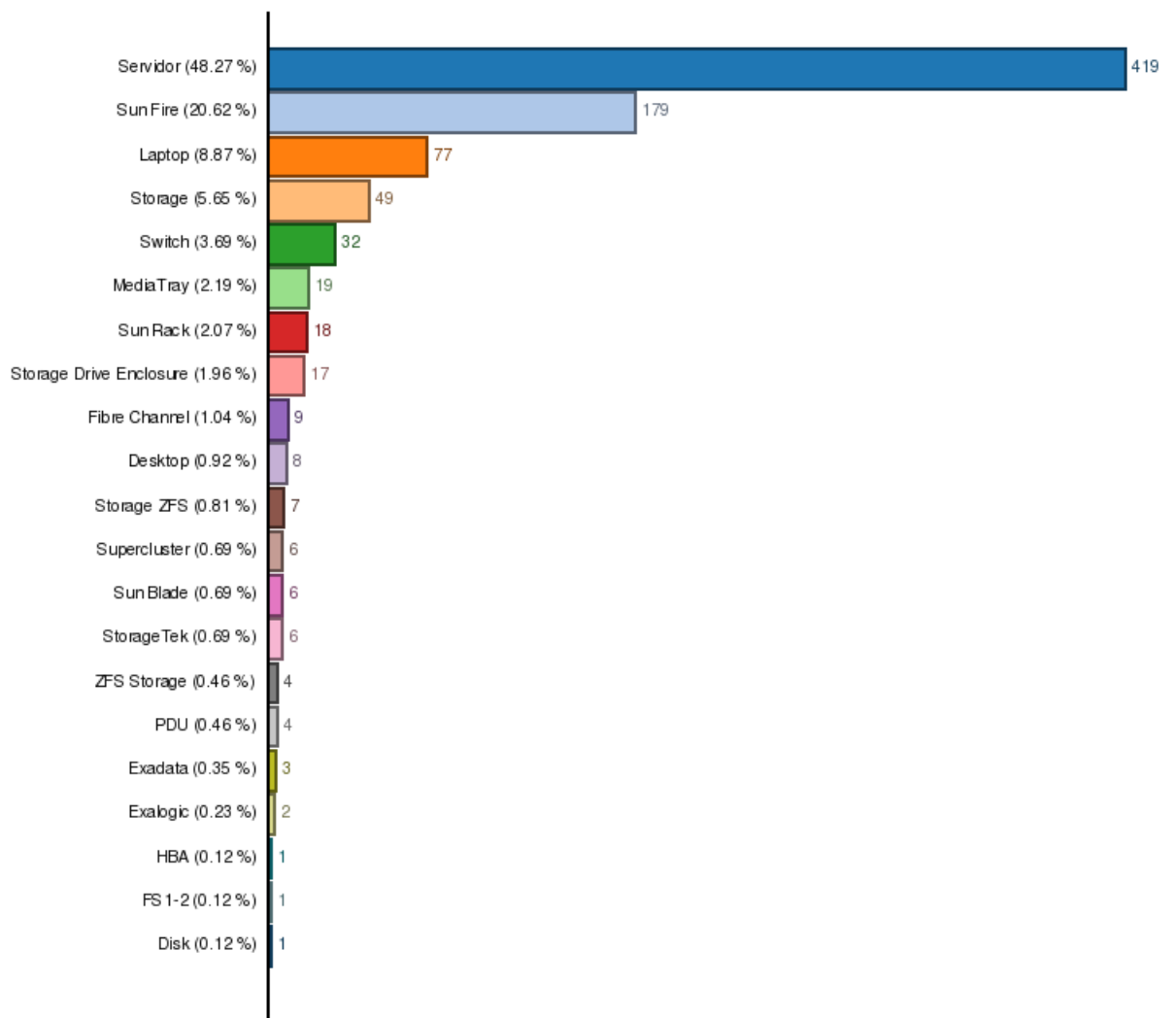| Manufacturer | Count |
|---|---|
| Oracle (90.21 %) | 783 |
| ACER (1.96 %) | 17 |
| TOSHIBA (1.5 %) | 13 |
| HP (1.38 %) | 12 |
| LENOVO (1.04 %) | 9 |
| SAMSUNG (0.92 %) | 8 |
| MTEK (0.81 %) | 7 |
| DELL (0.81 %) | 7 |
| Cisco (0.46%) | 4 |
| ASUS (0.35 %) | 3 |
| IMAC (0.35 %) | 3 |
| SONY (0.12%) | 1 |
| IBM (0.12%) | 1 |

Computers per manufacturer du 11 June au 10 July 2022

- Servidor (48.27 %)
- Sun Fire (20.62 %)
- Laptop (8.87 %)
- Storage (5.65 %)
- Switch (3.69 %)
- MediaTray (2.19 %)
- Sun Rack (2.07 %)
- Storage Drive Enclosure (1.96 %)
- Fibre Channel (1.04 %)
- Desktop (0.92 %)
- Storage ZFS (0.81 %)
- Supercluster (0.69 %)
- Sun Blade (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 11 June au 10 July 2022

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Computers per type du 11 June au 10 July 2022

| Type | Count |
|------|-------|
| Servidor (48.27 %) | 419 |
| Sun Fire (20.62 %) | 179 |
| Laptop (8.87 %) | 77 |
| Storage (5.65 %) | 49 |
| Switch (3.69 %) | 32 |
| MediaTray (2.19 %) | 19 |
| Sun Rack (2.07 %) | 18 |
| Storage Drive Enclosure (1.96 %) | 17 |
| Fibre Channel (1.04 %) | 9 |
| Desktop (0.92 %) | 8 |
| Storage ZFS (0.81 %) | 7 |
| Supercluster (0.69 %) | 6 |
| Sun Blade (0.69 %) | 6 |
| StorageTek (0.69 %) | 6 |
| ZFS Storage (0.46 %) | 4 |
| PDU (0.46 %) | 4 |
| Exadata (0.35 %) | 3 |
| Exalogic (0.23 %) | 2 |
| HBA (0.12 %) | 1 |
| FS 1-2 (0.12 %) | 1 |
| Disk (0.12 %) | 1 |

Computer per age du 11 June au 10 July 2022

| | |
|---|---|
| < 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 11 June au 10 July 2022
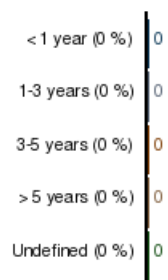
Windows (100 %)

48

Computers per OS du 11 June au 10 July 2022

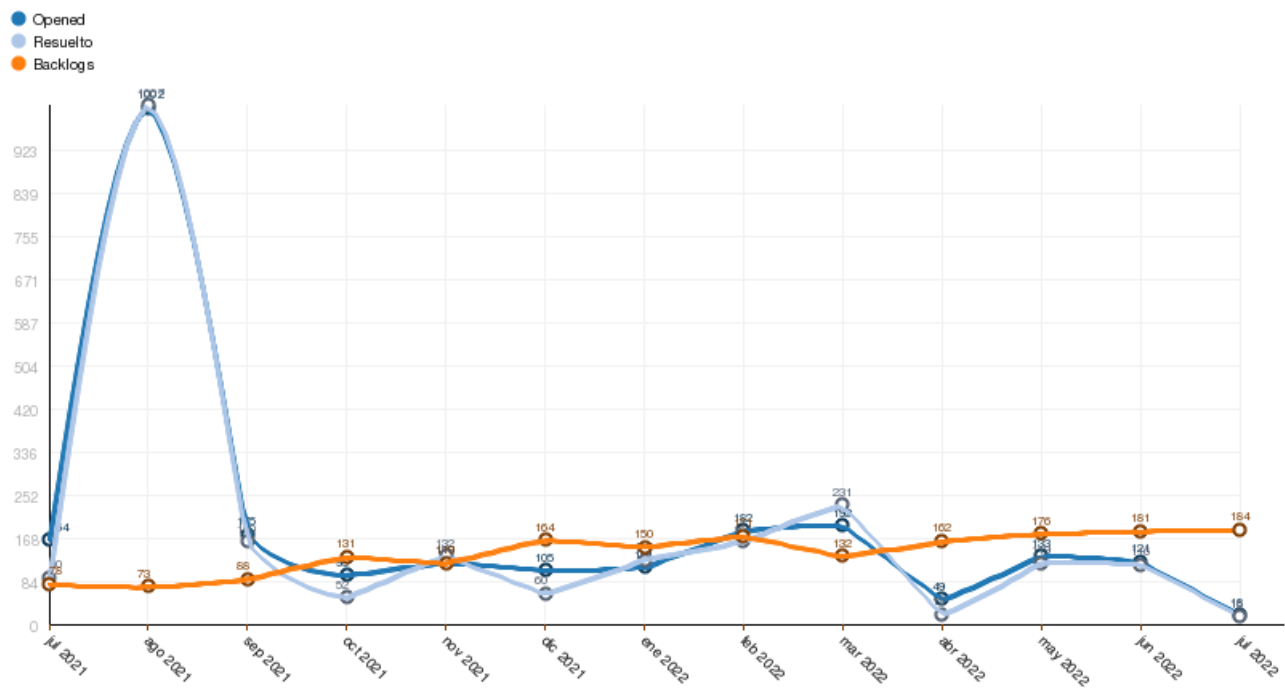Windows (100 %)    48

Computers per OS du 11 June au 10 July 2022

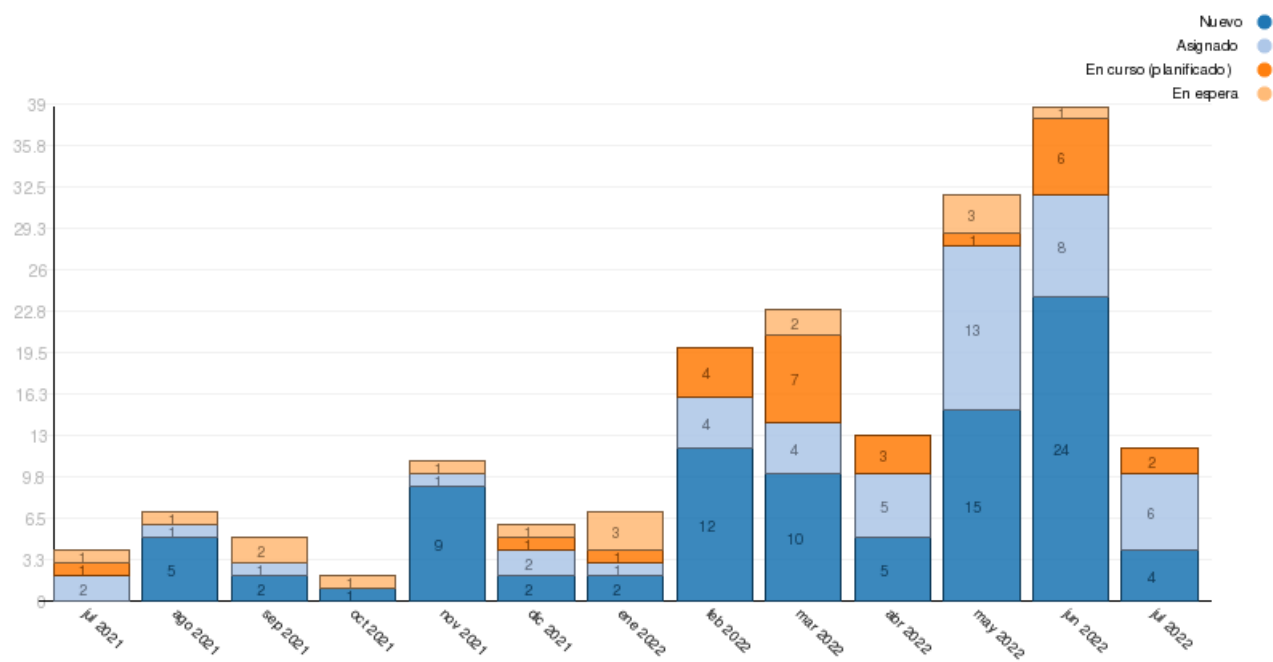Windows distribution du 11 June au 10 July 2022

N/A (100 %)                                                                                                    1
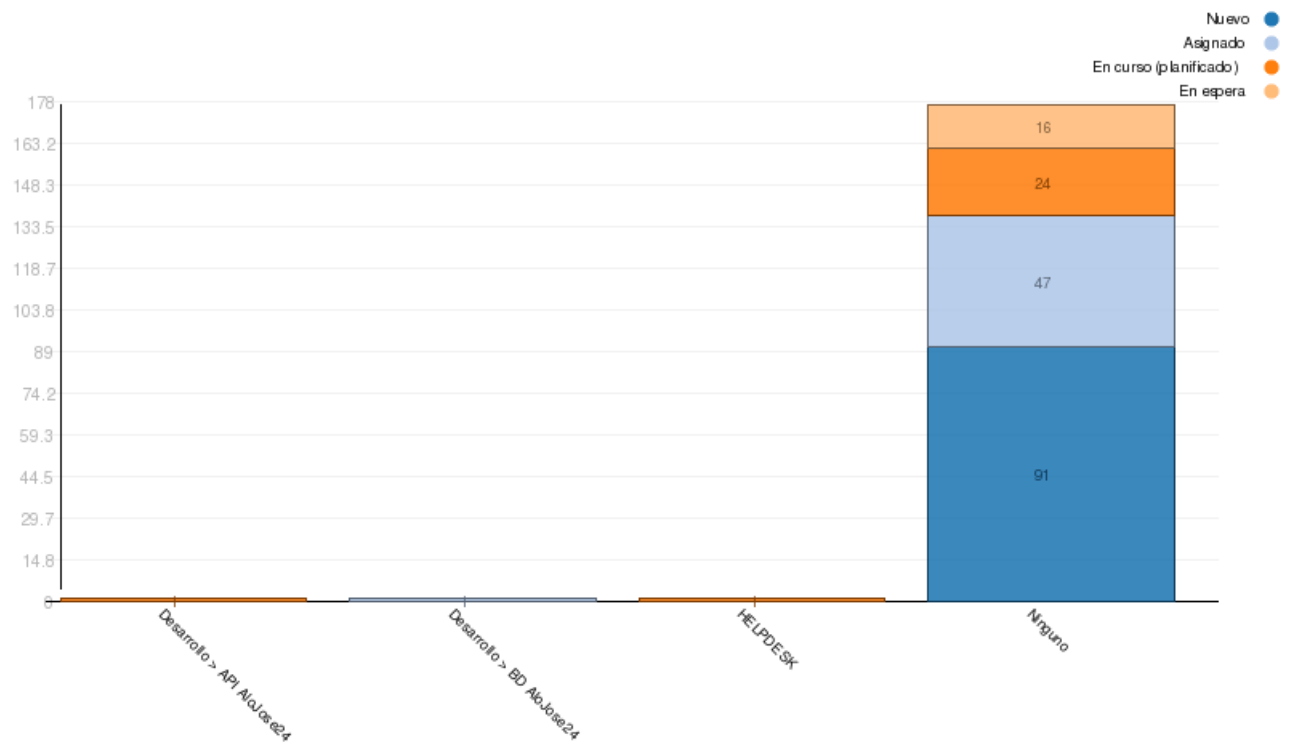
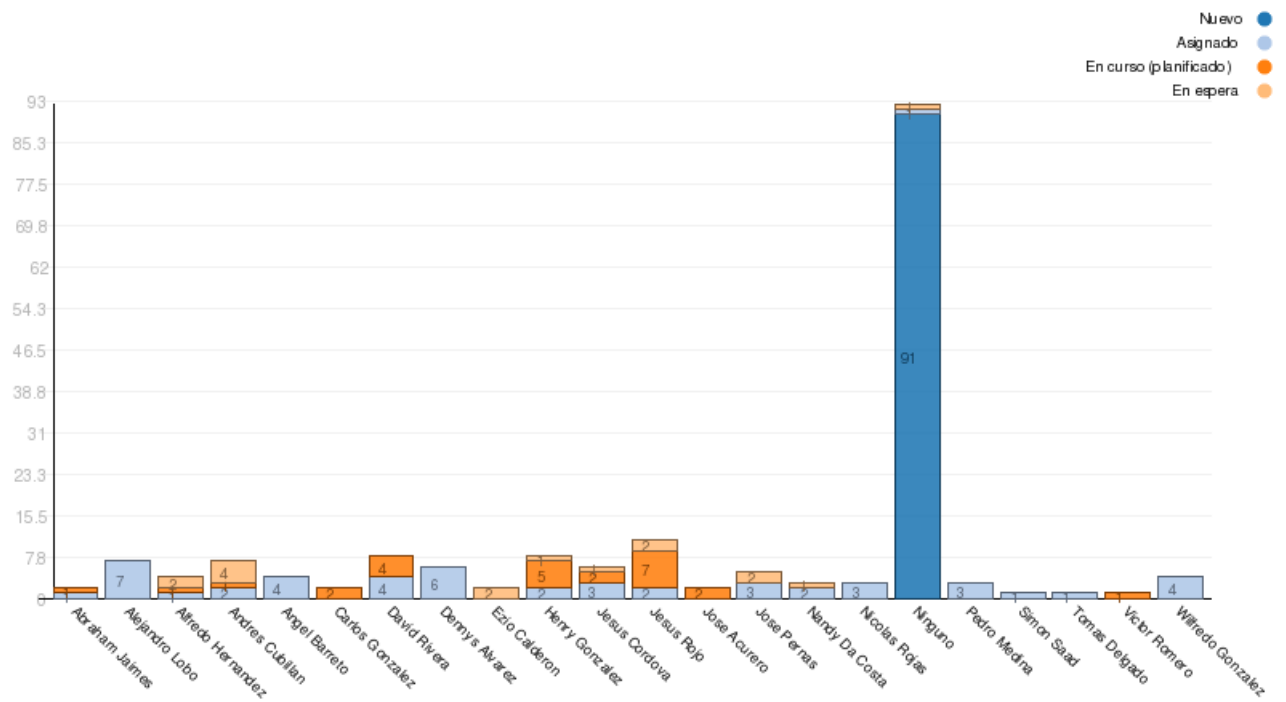Computers per entities du 11 June au 10 July 2022
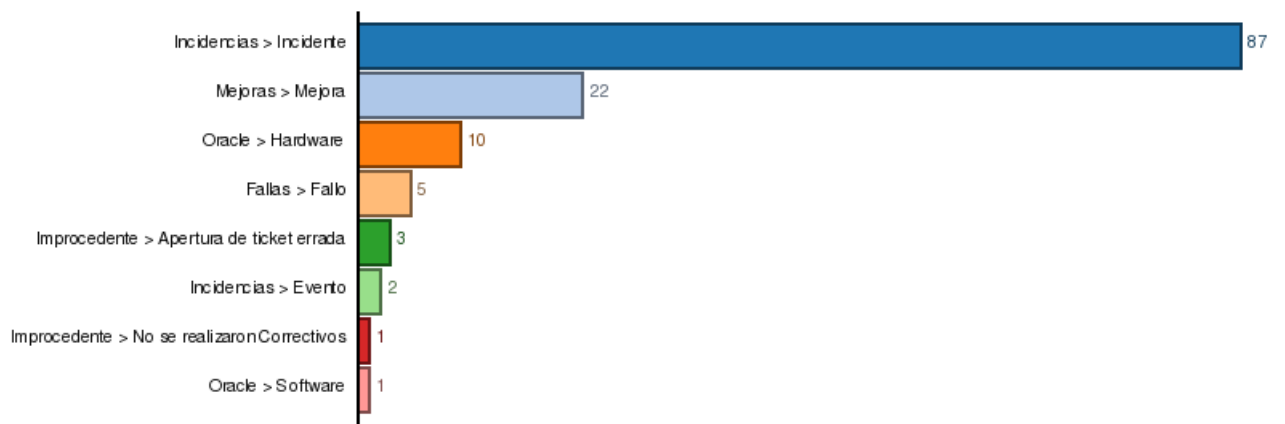
Backlog du 11 July 2021 au 10 July 2022

Ticket age du 11 July 2021 au 10 July 2022

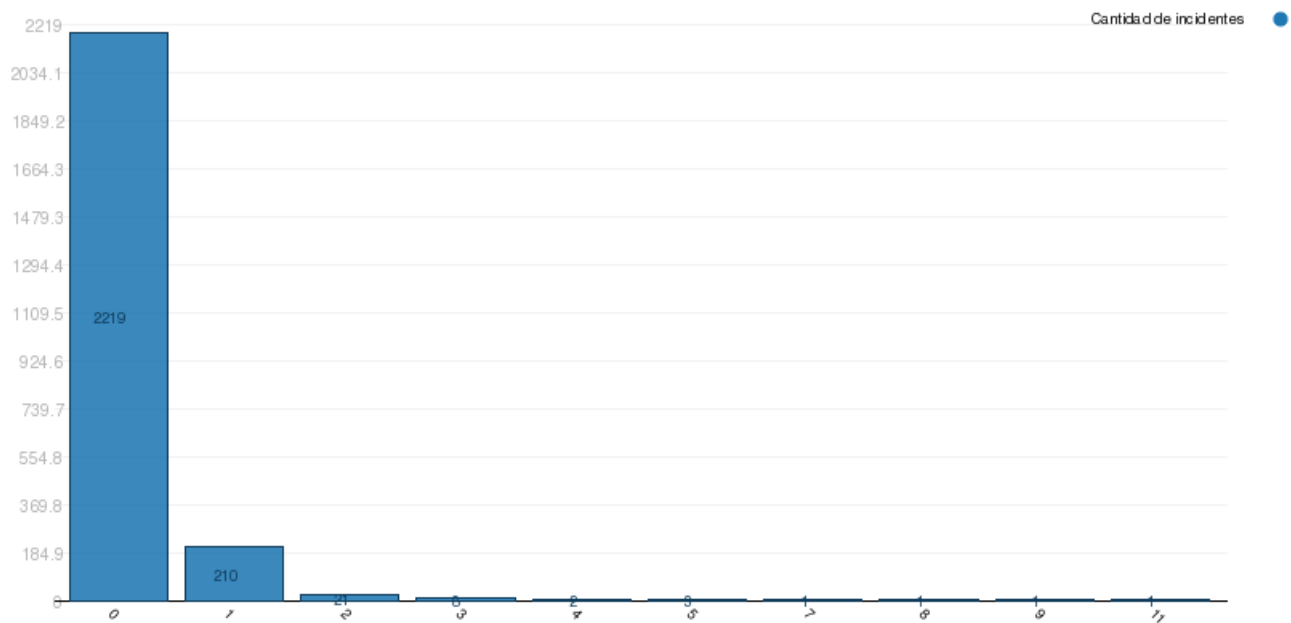Tickets per group du 11 July 2021 au 10 July 2022

Tickets per technician du 11 July 2021 au 10 July 2022

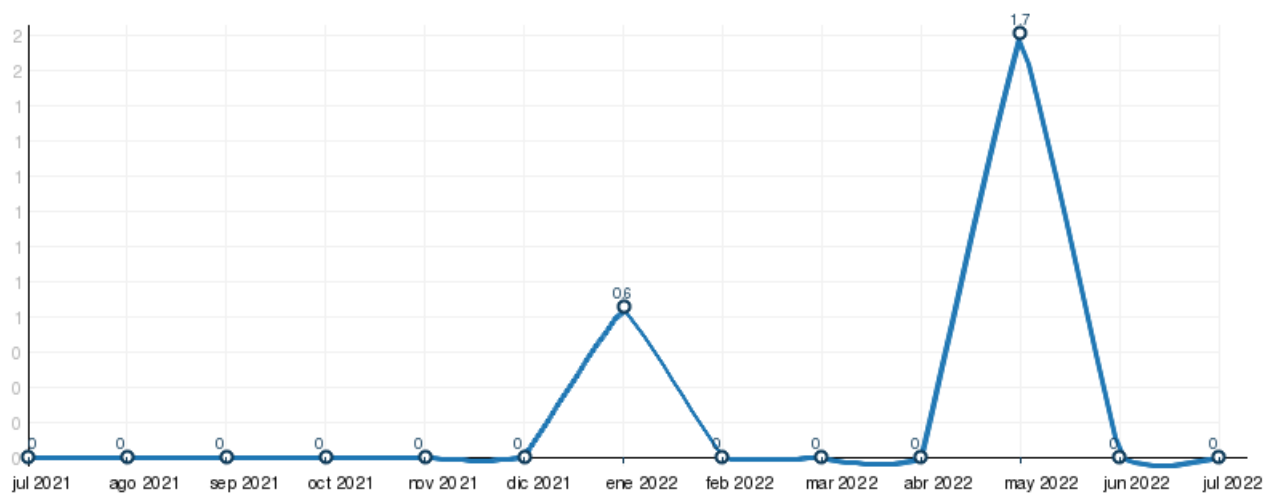| Category | Value |
|---|---|
| Incidencias > Incidente | 87 |
| Mejoras > Mejora | 22 |
| Oracle > Hardware | 10 |
| Fallas > Fallo | 5 |
| Improcedente > Apertura de ticket errada | 3 |
| Incidencias > Evento | 2 |
| Improcedente > No se realizaron Correctivos | 1 |
| Oracle > Software | 1 |

TOP categories du 11 June au 10 July 2022
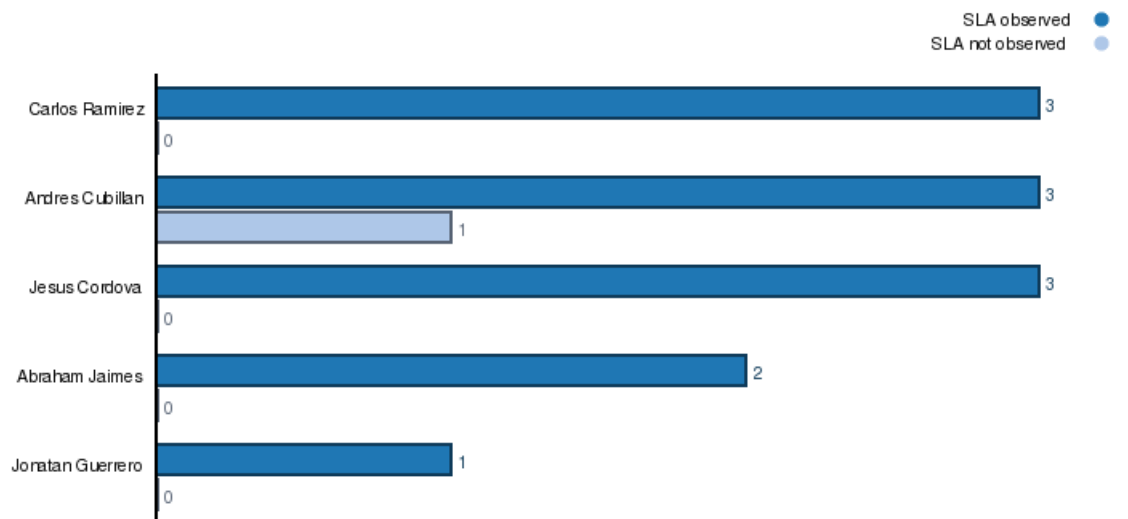
TOP requester groups du 11 June au 10 July 2022

Number of group changes du 11 July 2021 au 10 July 2022

Task action times and solve delay comparison du 11 July 2021 au 10 July 2022

Incidente

9

6

Tickets per SLA ordered by categories du 11 July 2021 au 10 July 2022

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Carlos Ramirez — 3 / 0

Ardres Cubillan — 3 / 1

Jesus Cordova — 3 / 0

Abraham Jaimes — 2 / 0

Jonatan Guerrero — 1 / 0

Tickets per SLA ordered by techicians du 11 July 2021 au 10 July 2022

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Legend:
- API AloJose24
- Admin Alojose24
- App Alojose24
- Solution Center
- Interfaz Web Alojose24
- BD AloJose24
- Software Factory
- App Your247Doc
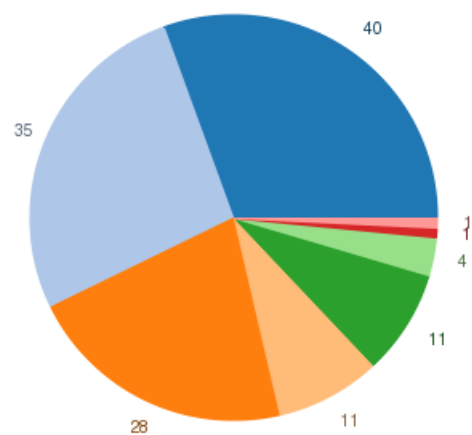
Number of ticket per entity du 11 June au 10 July 2022
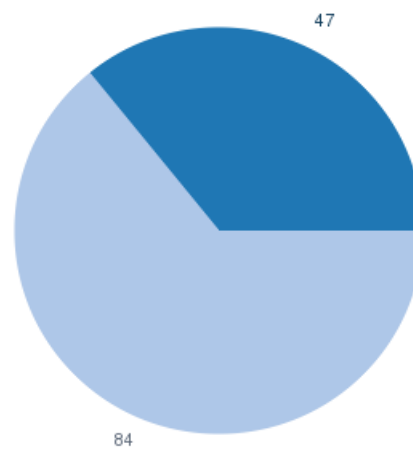
Number of ticket per entity du 11 June au 10 July 2022
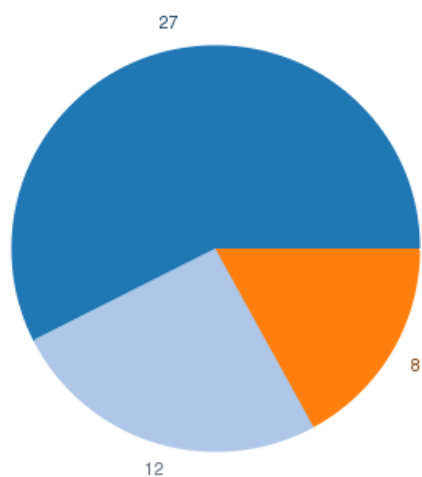
2022-07-11 14:34:47
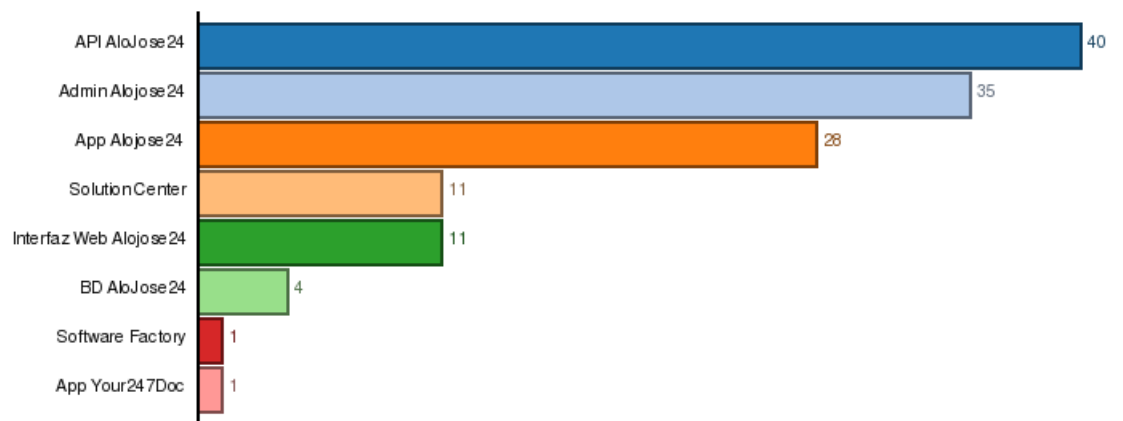
Number of ticket per category and entity du 11 July 2021 au 10 July 2022

- Opened
- Cerrado

47

84

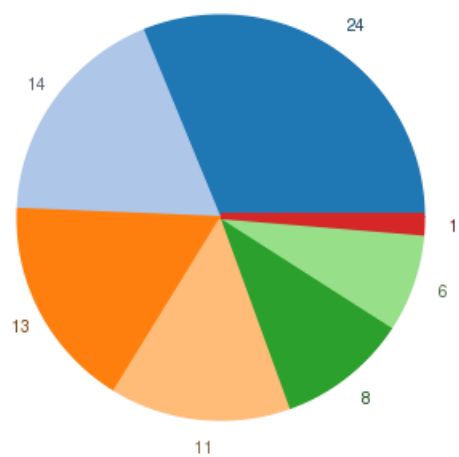Number of opened and closed tickets du 11 June au 10 July 2022

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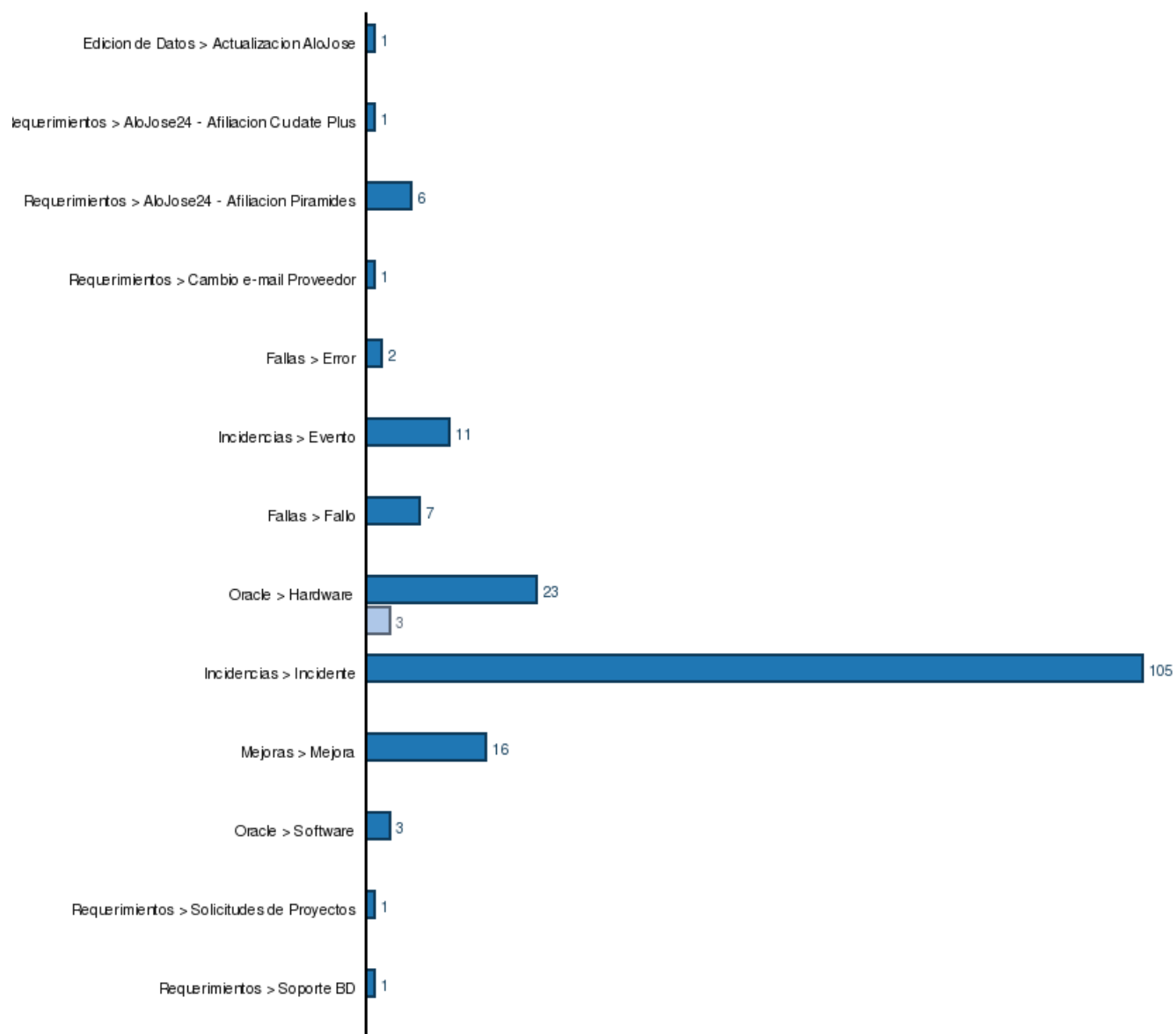- Processing (assigned)
- Encurso (planificado)
- Enespera

27

8

12

Number of opened tickets per status du 11 June au 10 July 2022

- Cordoba Diana
- Yarihuaman Kimberling
- Hernandez Raiza
- Granado Jeiny
- Barradas Cleiver
- Aguilera Gabriela
- Telefonica Servicios Movistar VE

Top 10 requesters du 11 June au 10 July 2022

Edicion de Datos > Actualizacion AloJose ▮ 1

lequerimientos > AloJose24 - Afiliacion Cudate Plus ▮ 1

Requerimientos > AloJose24 - Afiliacion Piramides ▬ 6

Requerimientos > Cambio e-mail Proveedor ▮ 1

Fallas > Error ▮ 2

Incidencias > Evento ▬ 11

Fallas > Fallo ▬ 7

Oracle > Hardware ▬ 23
▮ 3

Incidencias > Incidente ▬▬▬▬▬▬▬▬▬▬▬ 105

Mejoras > Mejora ▬ 16

Oracle > Software ▮ 3

Requerimientos > Solicitudes de Proyectos ▮ 1

Requerimientos > Soporte BD ▮ 1

Number of opened tickets per category and type du 11 July 2021 au 10 July 2022

Solicitud ●
Incidente ●
3 ●

| Categoría | Valor |
|---|---|
| Plataforma > Administracion de Plataforma Correo | 1 |
| Fallas > Afectacion Parcial | 1 |
| Requerimientos > AloJose24 - Afiliacion Cudate Plus | 57 |
| Requerimientos > AloJose24 - Afiliacion Ministerio Pesca | 3 |
| Requerimientos > AloJose24 - Afiliacion Oceanica | 104 |
| Requerimientos > AloJose24 - Afiliacion Piramides | 790 |
| Improcedente > Apertura de ticket errada | 12 |
| Edicion de Datos > Cedula y/o Usuario | 3 |
| Incidencias > Comunicaciones | 1 |
| Fallas > Comunicaciones | 2 |
| Requerimientos > Creacion de Usuario | 3 |
| Desbloqueo > Desbloqueo de Usuarios | 21 |
| Fallas > Error | 20 |
| Incidencias > Evento | 27 |
| Fallas > Fallo | 122 |
| Oracle > Hardware | 20 / 1 |
| Edicion de Datos > Historial Medico | 4 |
| Incidencias > Incidente | 824 |
| Mejoras > Mejora | 249 |
| BD Multinacional > Modificacion Cuenta de Correo | 1 |
| Improcedente > No se realizaron Correctivos | 2 |
| Oracle > Software | 1 / 1 |
| Requerimientos > Solicitudes a Soporte | 2 |
| Requerimientos > Solicitudes de Proyectos | 5 / 14 |
| Requerimientos > Soporte BD | 1 |

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Number of closed tickets per category and type du 11 July 2021 au 10 July 2022

Ninguno — 94
1113

AloJose24 — 91
2

API AloJose24 — 1
1

CondeSalud — 11
10

Your247Doc — 34
1

Admin Alojose24 — 1

App Alojose24 — 1

App Your247Doc — 1

HELPDESK — 1

Requerimientos — 2
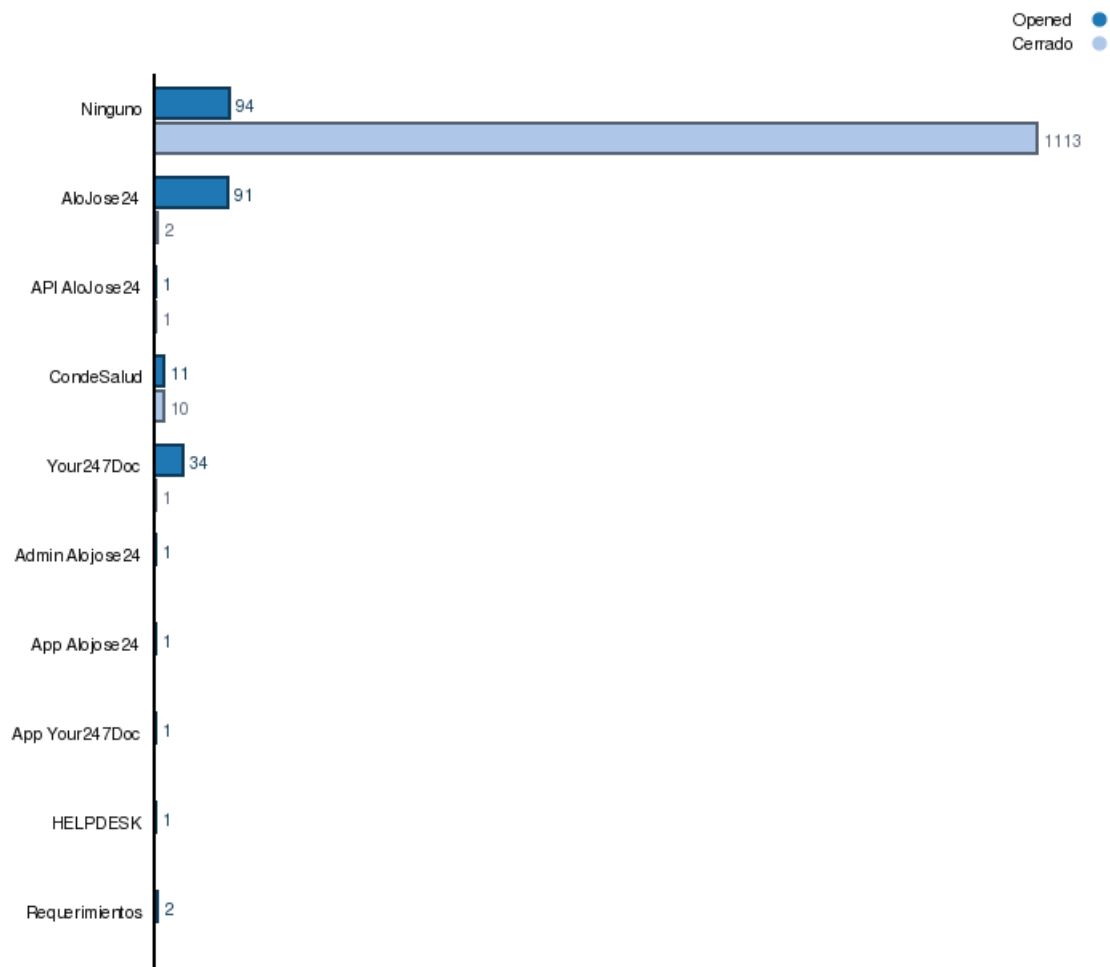
Number of opened and closed tickets per service du 11 July 2021 au 10 July 2022

Edicion de Datos > Actualizacion AloJose — 1, 0, 0, 0

Requerimientos > AloJose24 - Afiliacion Cudate Plus — 1, 0, 0, 0

Requerimientos > AloJose24 - Afiliacion Piramides — 5, 1, 0, 0

Requerimientos > Cambio e-mail Proveedor — 0, 1, 0, 0

Fallas > Error — 2, 0, 0, 0

Incidencias > Evento — 5, 1, 3, 2

Fallas > Fallo — 4, 1, 0, 2

Oracle > Hardware — 0, 24, 0, 2

Incidencias > Incidente — 67, 16, 15, 7

Mejoras > Mejora — 6, 1, 6, 3

Oracle > Software — 0, 2, 1, 0

Requerimientos > Solicitudes de Proyectos — 0, 0, 1, 0

Requerimientos > Soporte BD — 0, 1, 0, 0

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Number of openened tickets per category and status du 11 July 2021 au 10 July 2022

Number of ticket evolution over the period du 11 July 2021 au 10 July 2022
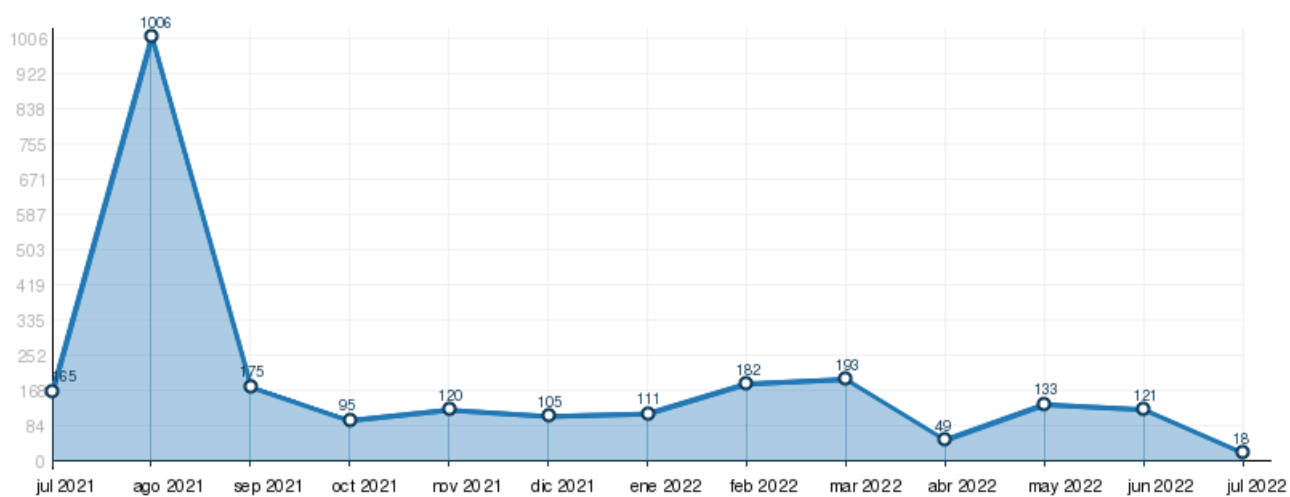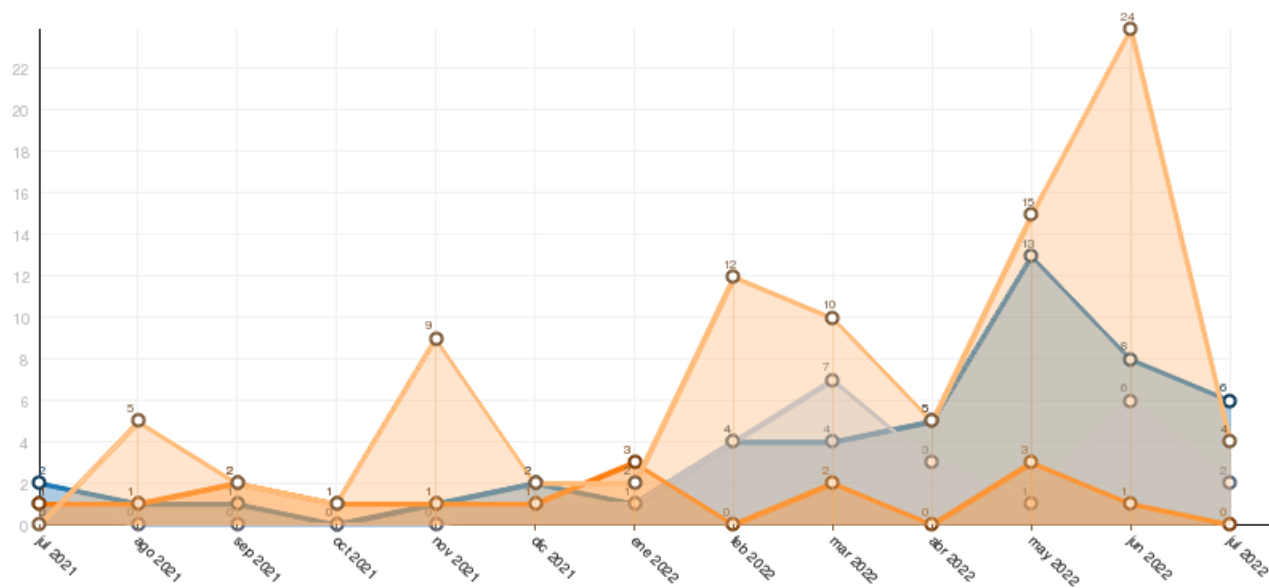
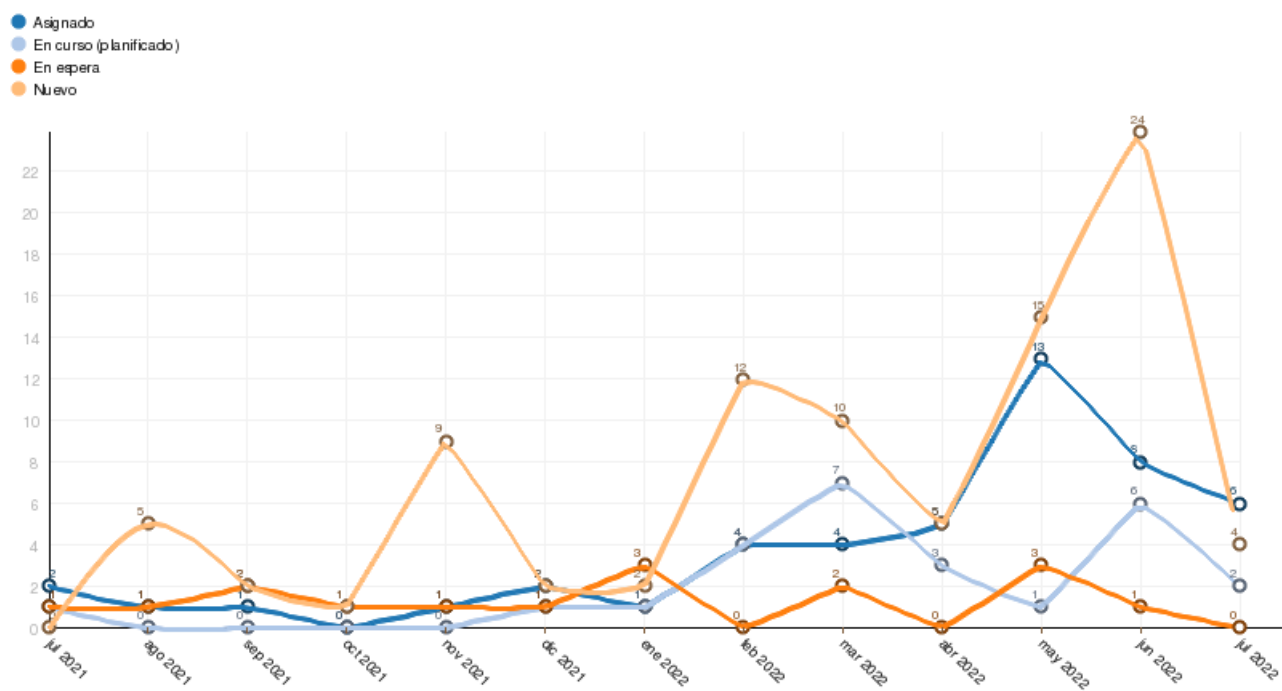Number of ticket evolution over the period du 11 July 2021 au 10 July 2022
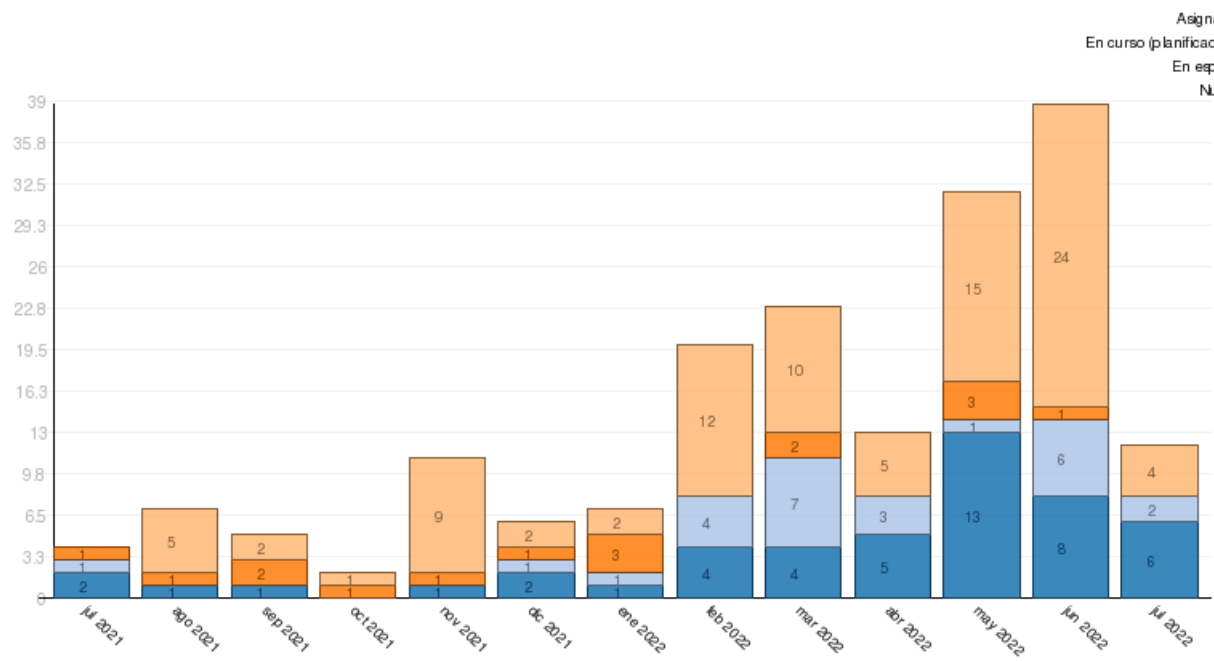
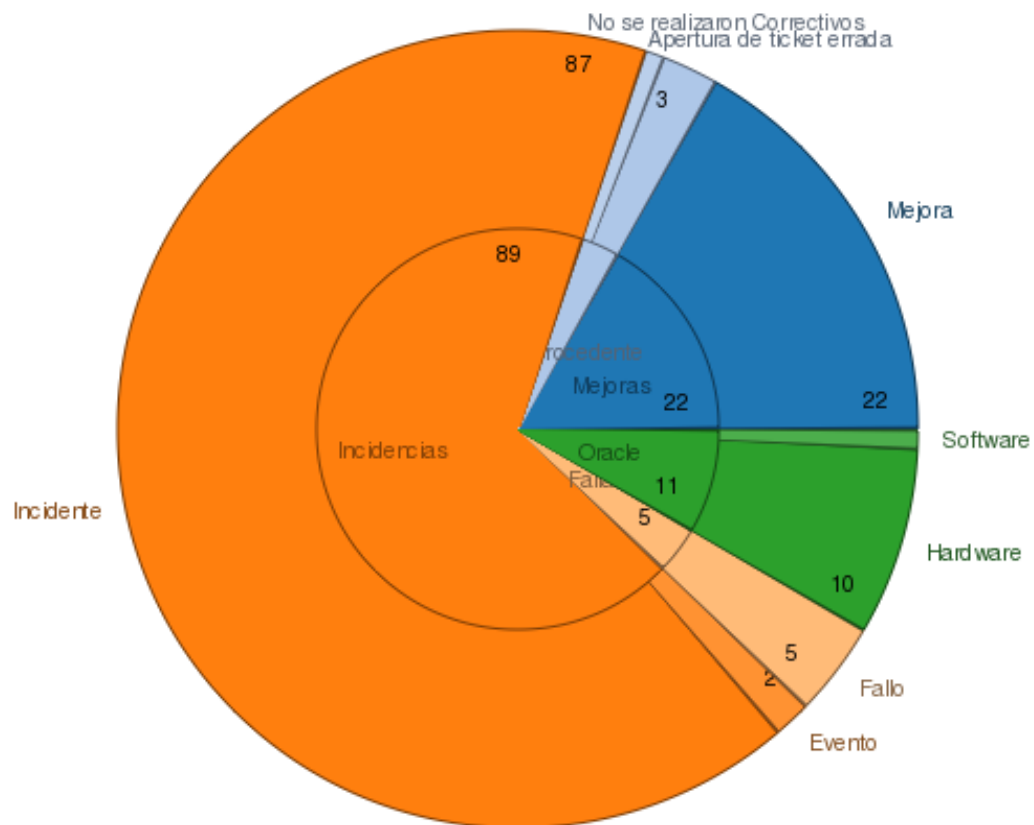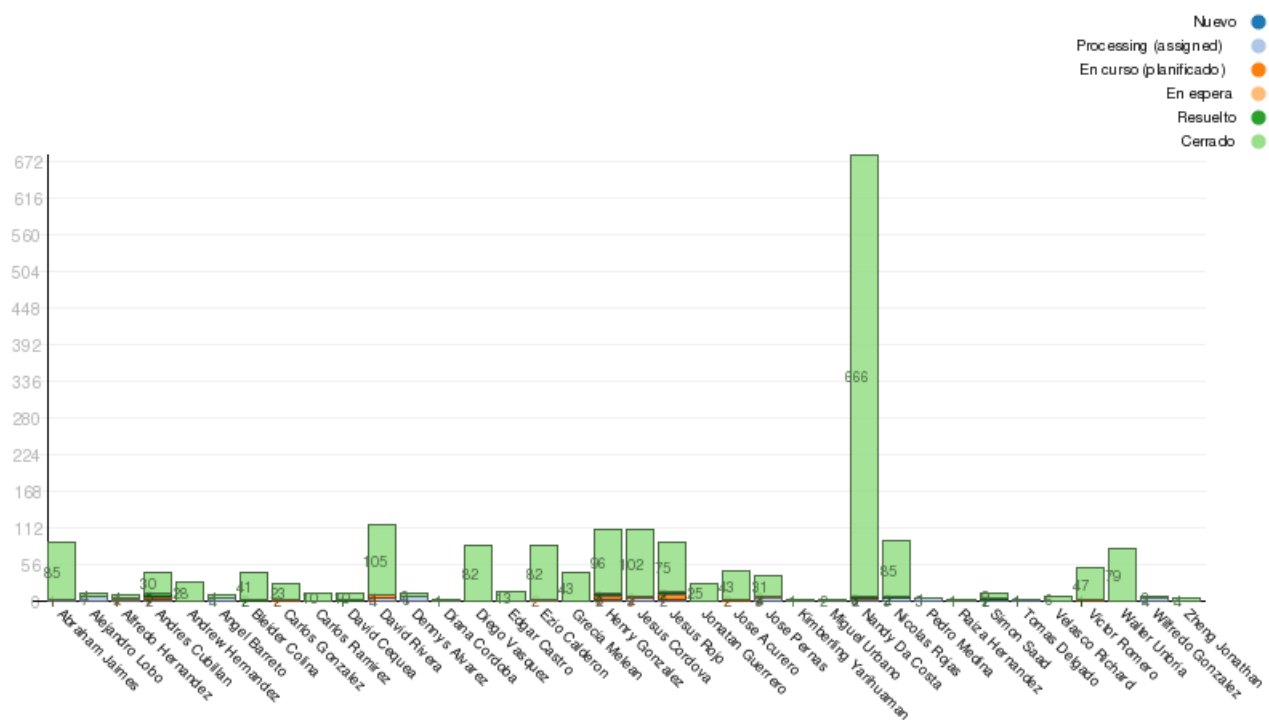Number of ticket evolution over the period (per status) du 11 July 2021 au 10 July 2022

Number of ticket evolution over the period (per status) du 11 July 2021 au 10 July 2022
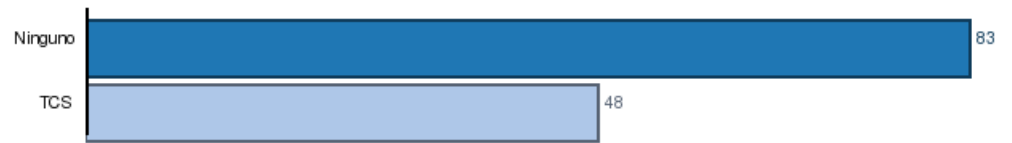
Number of ticket evolution over the period (per status) du 11 July 2021 au 10 July 2022

Distribution of tickets per category and child categories du 11 June au 10 July 2022

Number of tickets per status and technician du 11 July 2021 au 10 July 2022

Number of ticket per requester location du 11 June au 10 July 2022