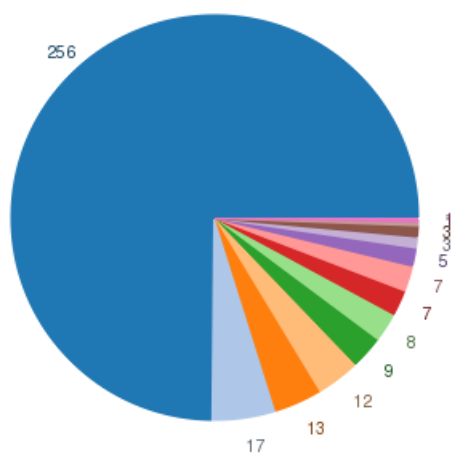
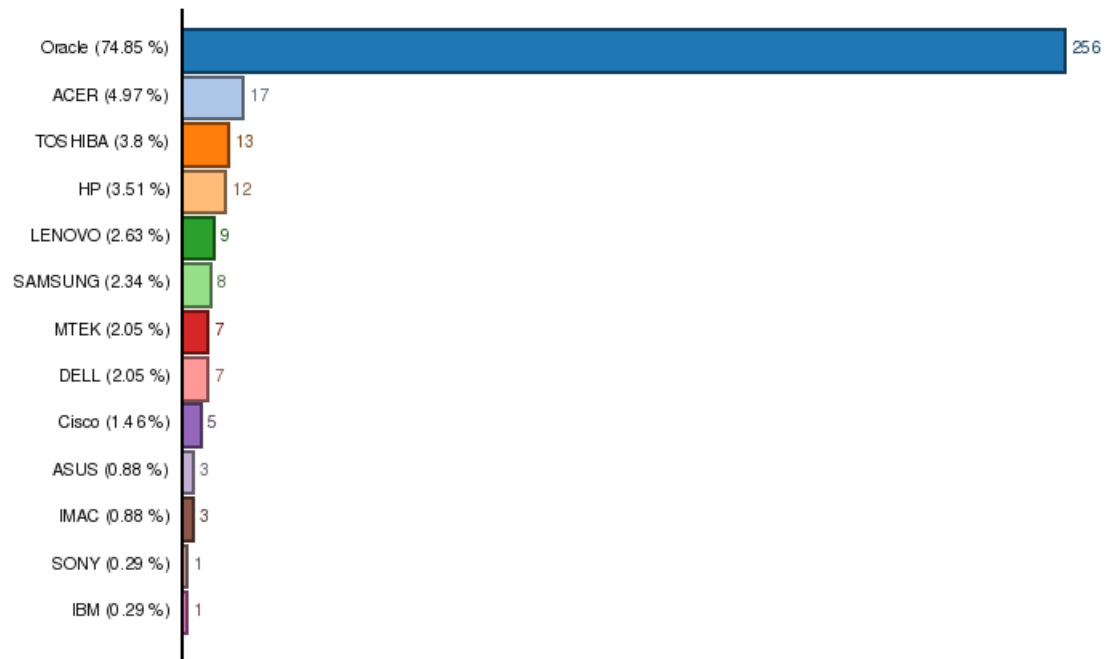


-
- Oracle (74.85 %)
 - ACER (4.97 %)
 - TOSHIBA (3.8 %)
 - HP (3.51 %)
 - LENOVO (2.63 %)
 - SAMSUNG (2.34 %)
 - MTEK (2.05 %)
 - DELL (2.05 %)
 - Cisco (1.46 %)
 - ASUS (0.88 %)
 - IMAC (0.88 %)
 - SONY (0.29 %)
 - IBM (0.29 %)

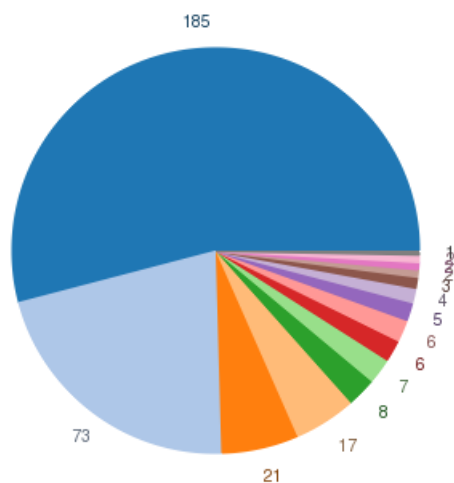


Computers per manufacturer du 14 June au 13 July 2021

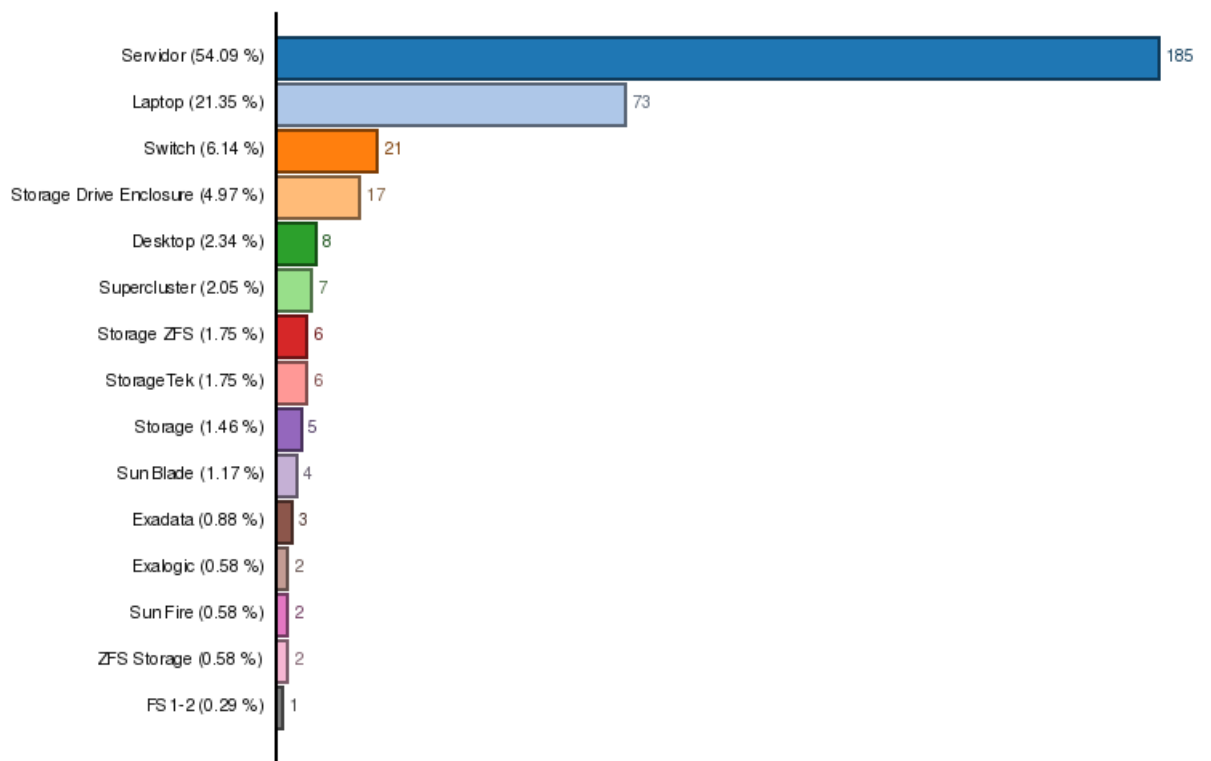


Computers per manufacturer du 14 June au 13 July 2021

- Servidor (54.09 %)
- Laptop (21.35 %)
- Switch (6.14 %)
- Storage Drive Enclosure (4.97 %)
- Desktop (2.34 %)
- Supercluster (2.05 %)
- Storage ZFS (1.75 %)
- StorageTek (1.75 %)
- Storage (1.46 %)
- Sun Blade (1.17 %)
- Exadata (0.88 %)
- Exalogic (0.58 %)
- Sun Fire (0.58 %)
- ZFS Storage (0.58 %)
- FS 1-2 (0.29 %)



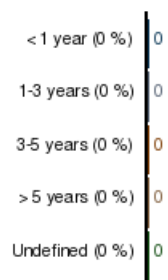
Computers per type du 14 June au 13 July 2021



Computers per type du 14 June au 13 July 2021

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

Computer per age du 14 June au 13 July 2021



Computer per age du 14 June au 13 July 2021

● Windows (100 %)



48

Computers per OS du 14 June au 13 July 2021



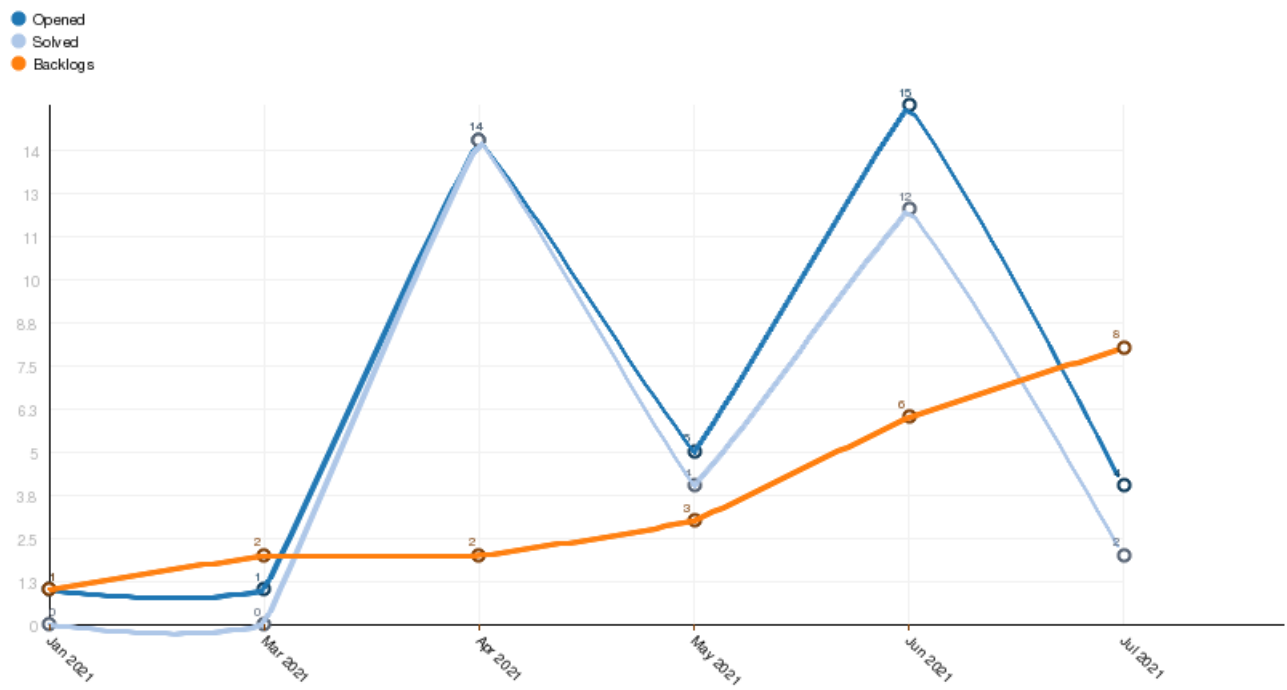
Computers per OS du 14 June au 13 July 2021



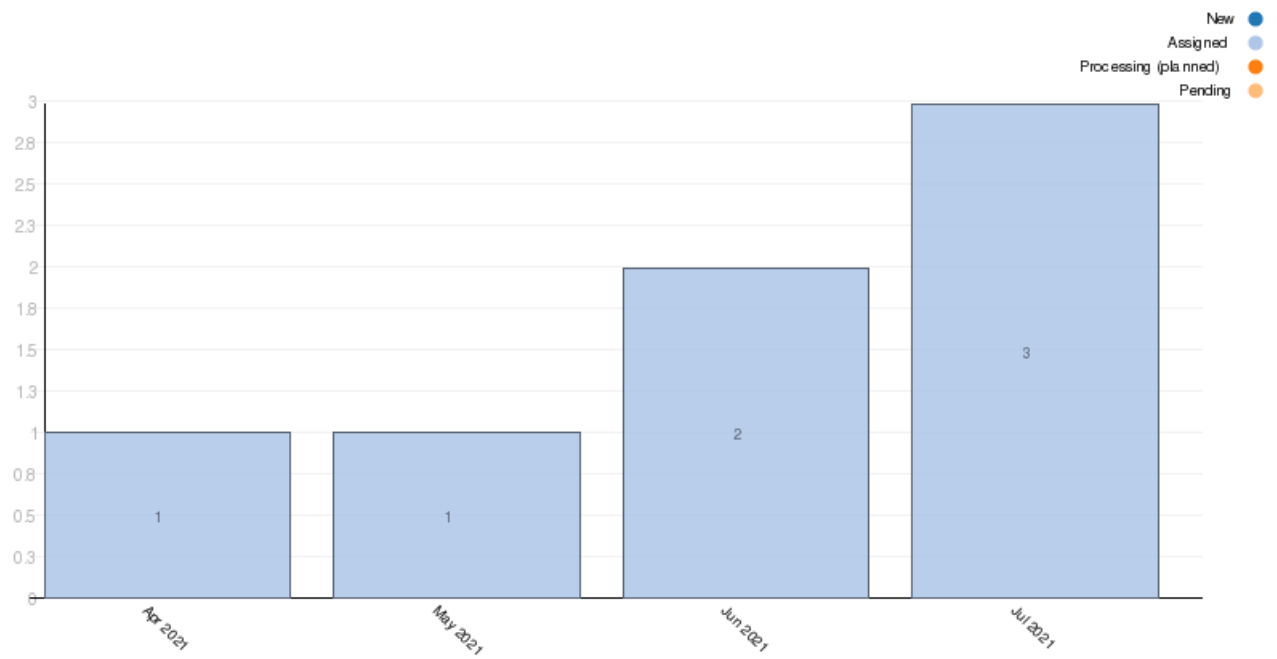
Windows distribution du 14 June au 13 July 2021



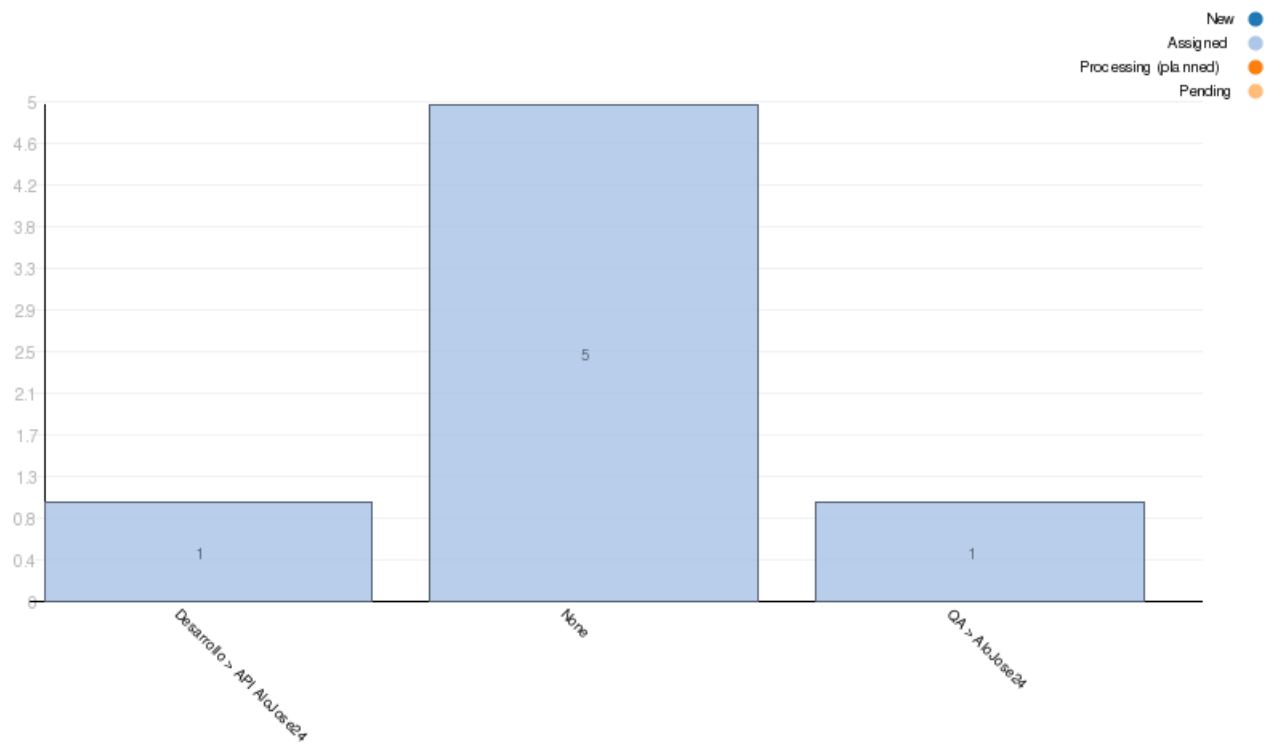
Computers per entities du 14 June au 13 July 2021



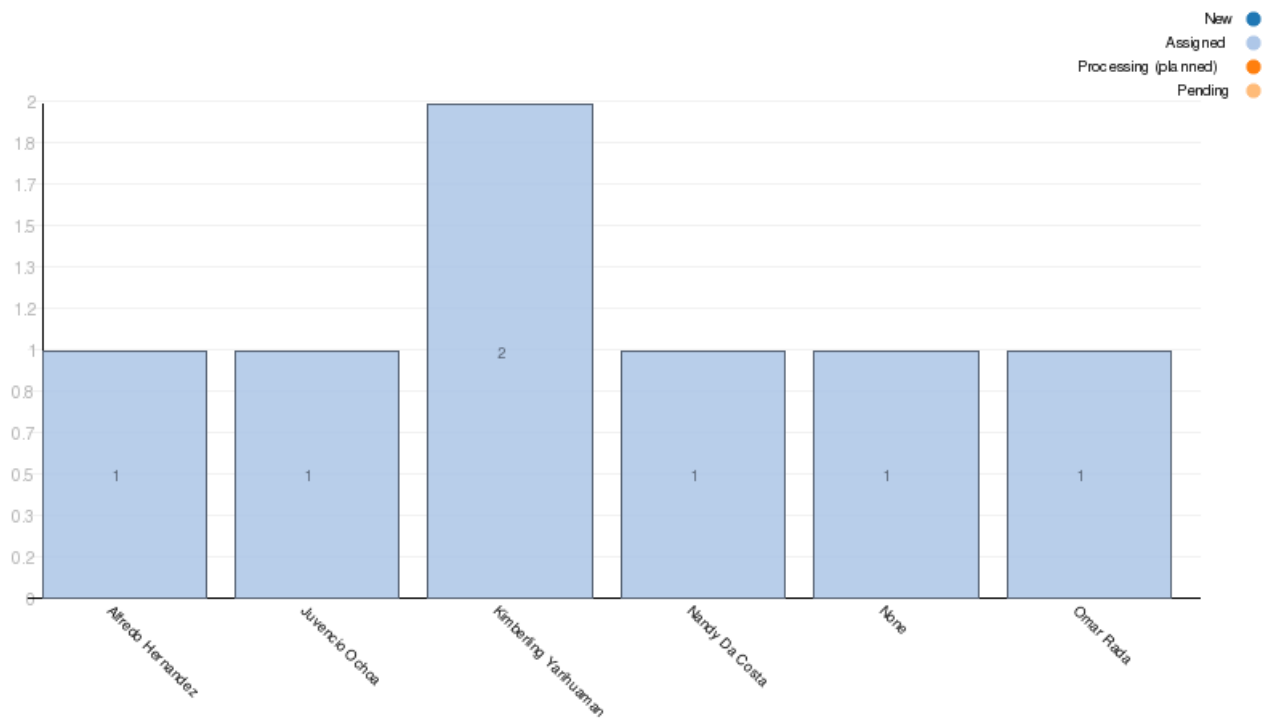
Backlog du 14 July 2020 au 13 July 2021



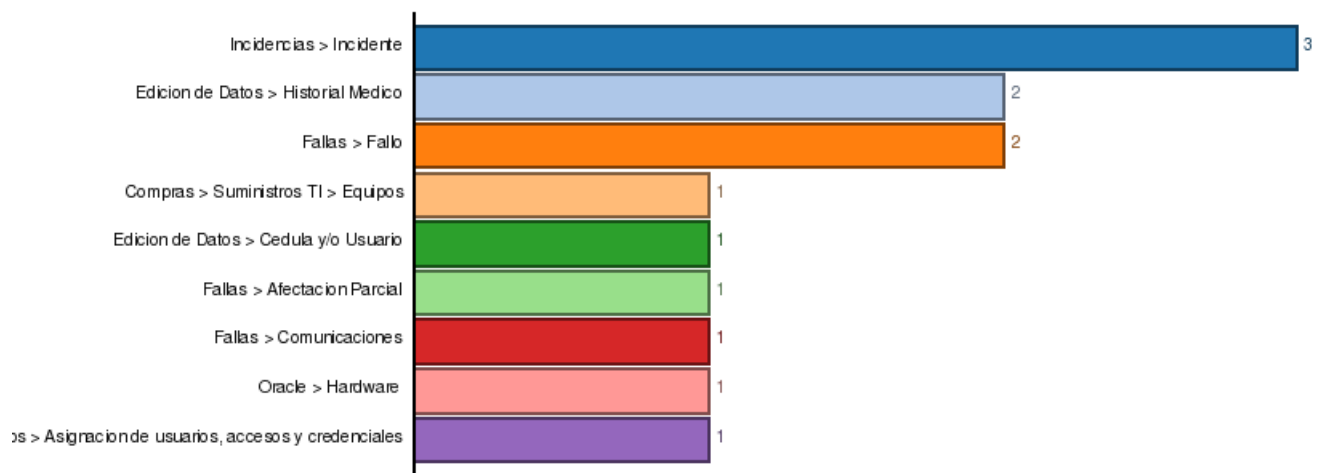
Ticket age du 14 July 2020 au 13 July 2021



Tickets per group du 14 July 2020 au 13 July 2021



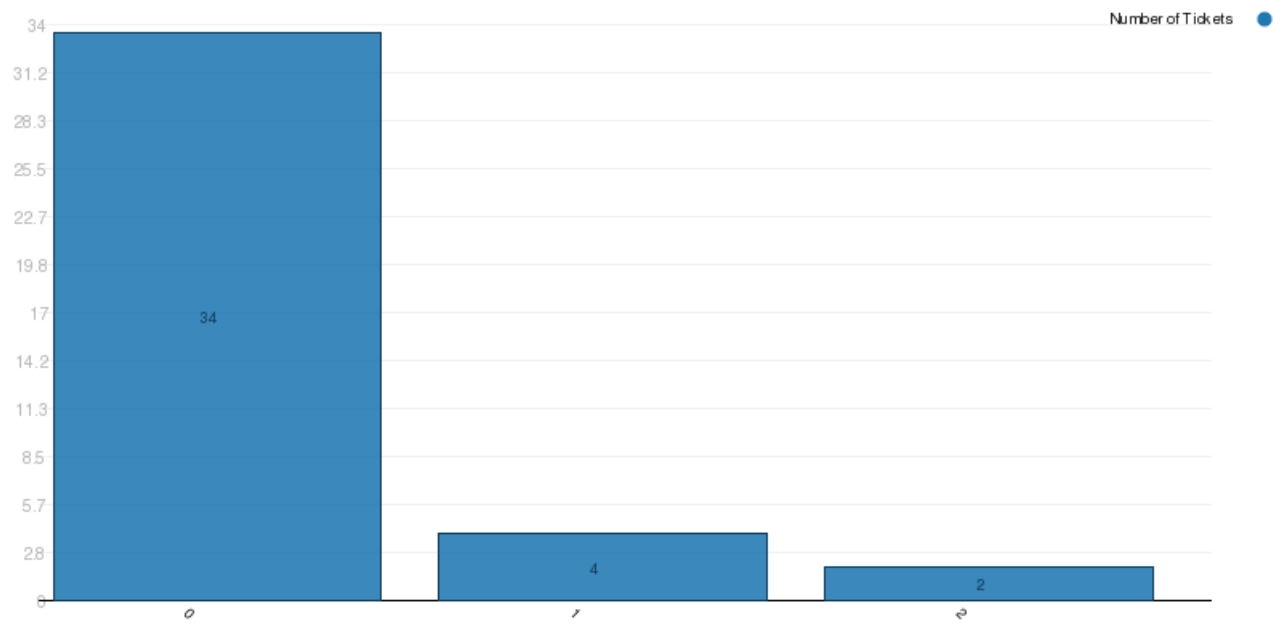
Tickets per technician du 14 July 2020 au 13 July 2021



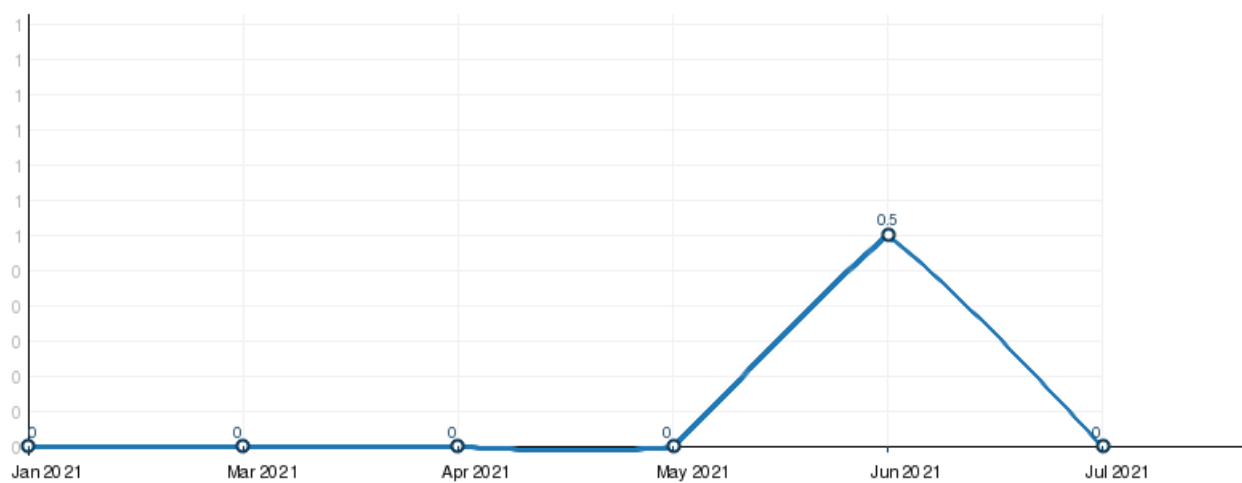
TOP categories du 14 June au 13 July 2021



TOP requester groups du 14 June au 13 July 2021

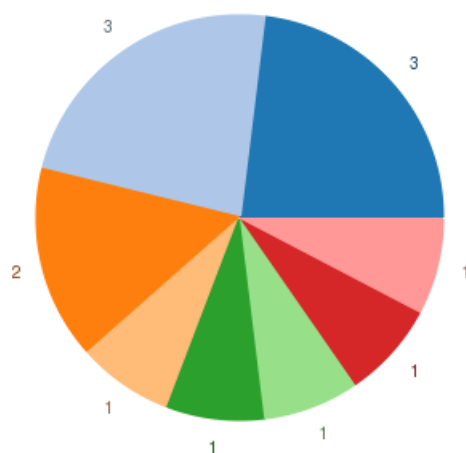


Number of group changes du 14 July 2020 au 13 July 2021

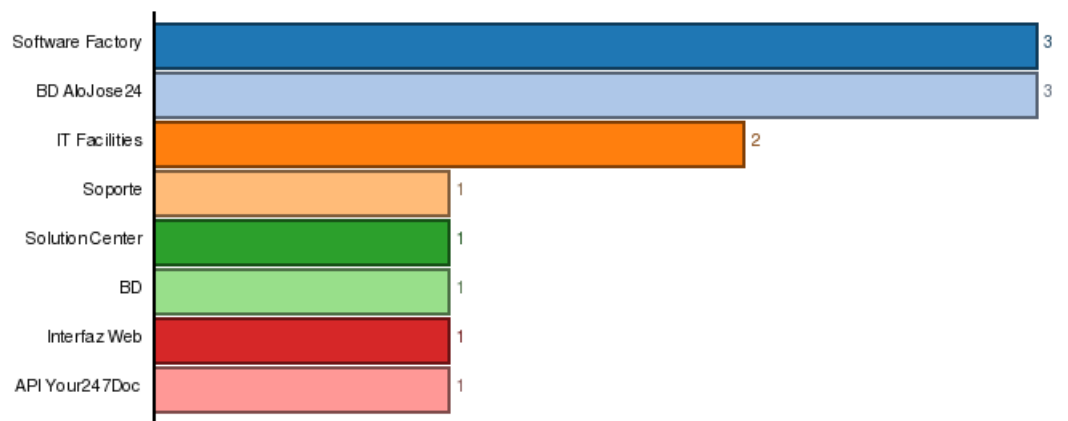


Task action times and solve delay comparison du 14 July 2020 au 13 July 2021

-
- Software Factory
 - BD AloJose24
 - IT Facilities
 - Soporte
 - SolutionCenter
 - BD
 - Interfaz Web
 - API Your247Doc



Number of ticket per entity du 14 June au 13 July 2021

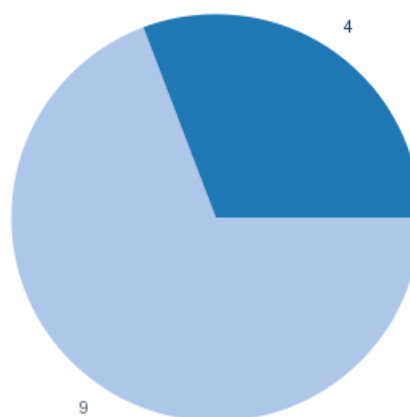


Number of ticket per entity du 14 June au 13 July 2021



Number of ticket per category and entity du 14 July 2020 au 13 July 2021

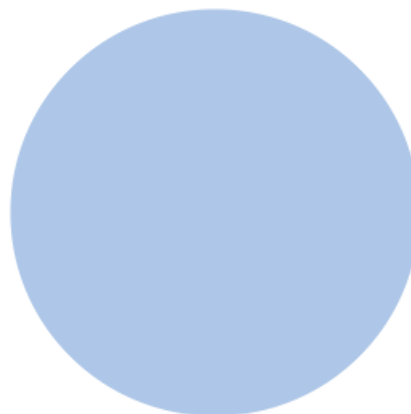
● Opened
● Closed



Number of opened and closed tickets du 14 June au 13 July 2021

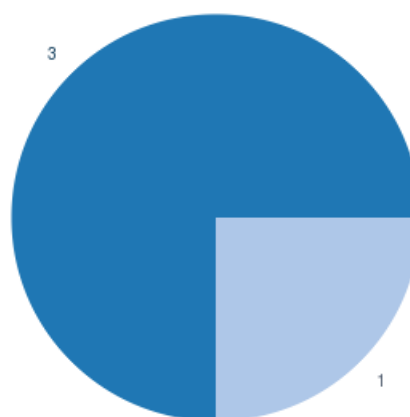
-
- New
 - Processing (assigned)
 - Processing (planned)
 - Pending

4

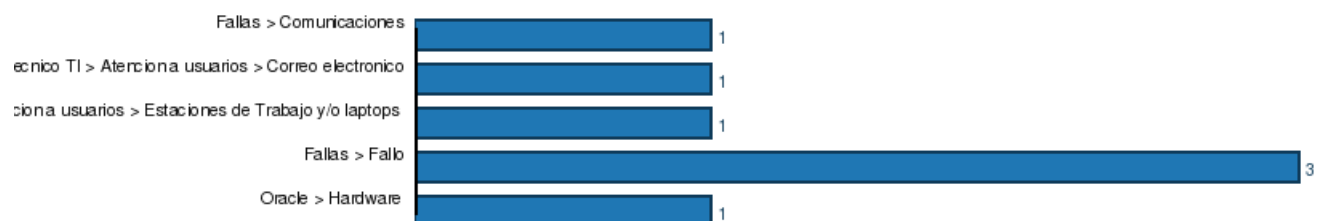


Number of opened tickets per status du 14 June au 13 July 2021

● Calderon Marco
● Amas Jhoarder

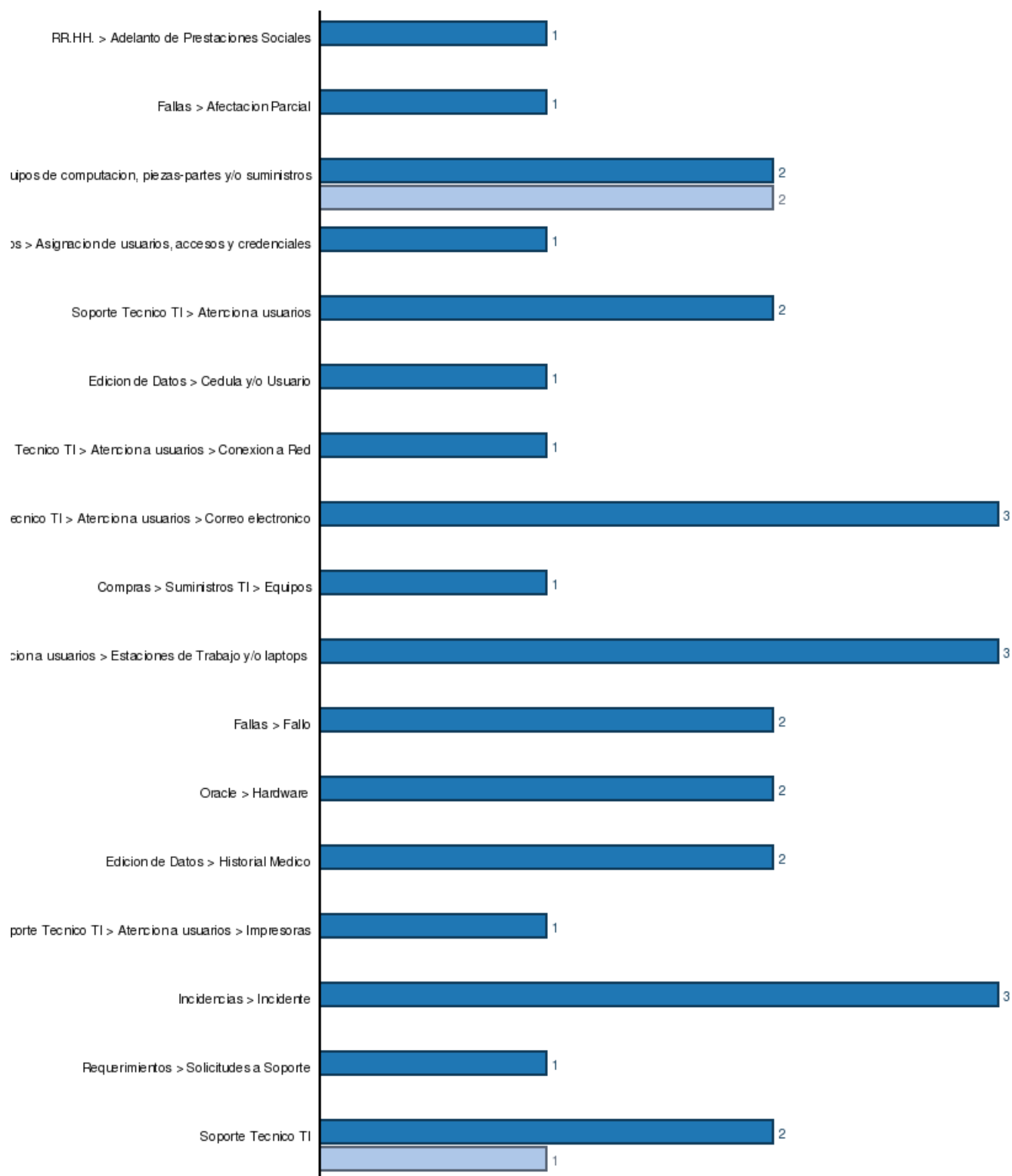


Top 10 requesters du 14 June au 13 July 2021



Number of opened tickets per category and type du 14 July 2020 au 13 July 2021

Request ●
Incident ●

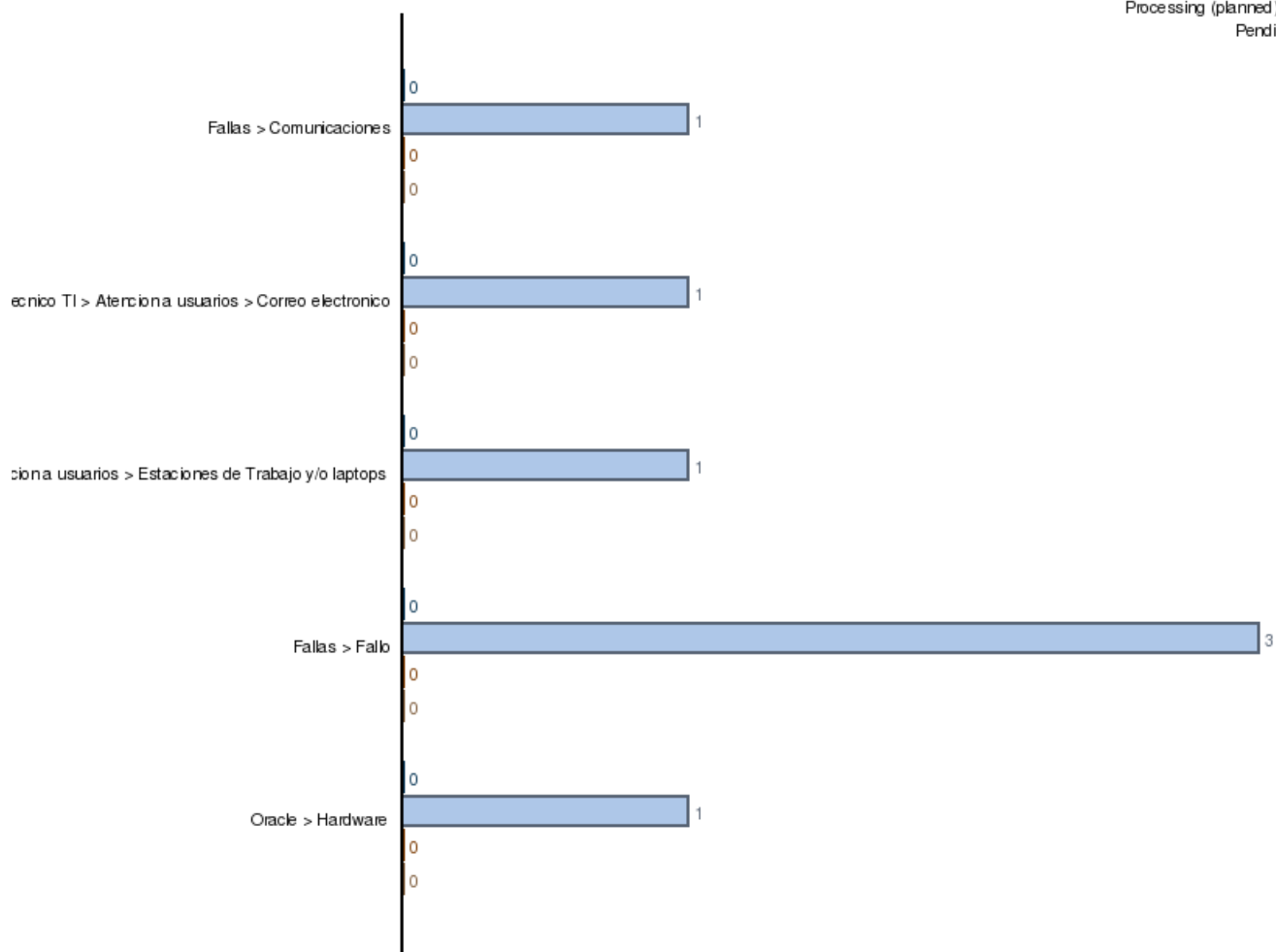


Number of closed tickets per category and type du 14 July 2020 au 13 July 2021

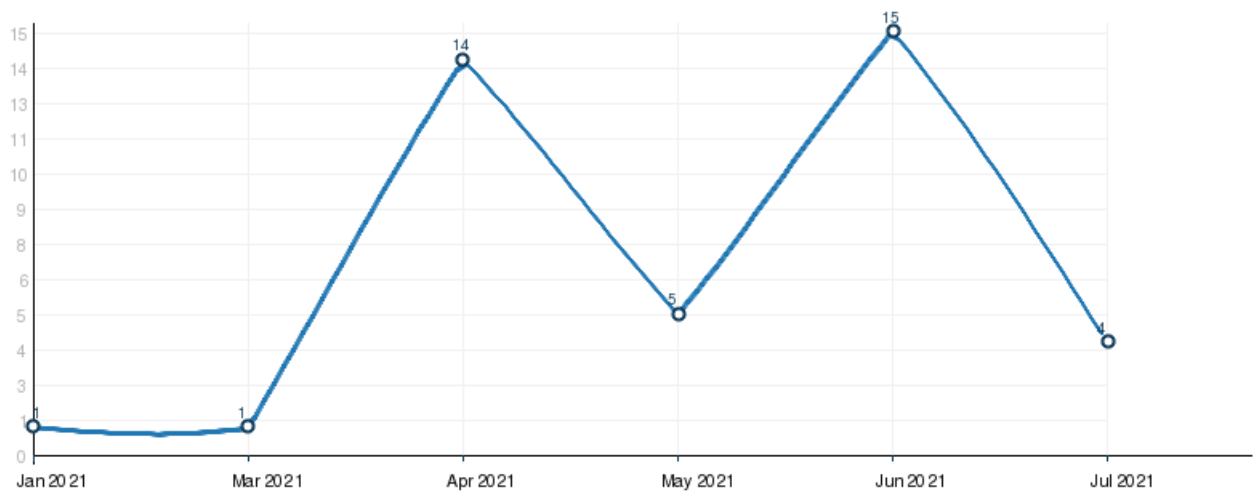


Number of opened and closed tickets per service du 14 July 2020 au 13 July 2021

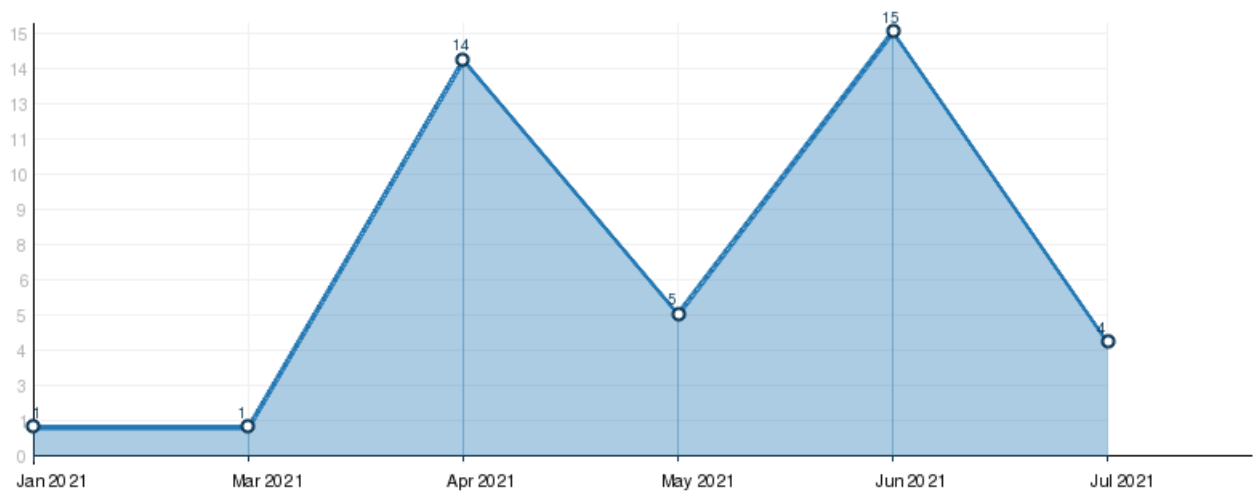
New ●
 Processing (assigned) ●
 Processing (planned) ●
 Pending ●



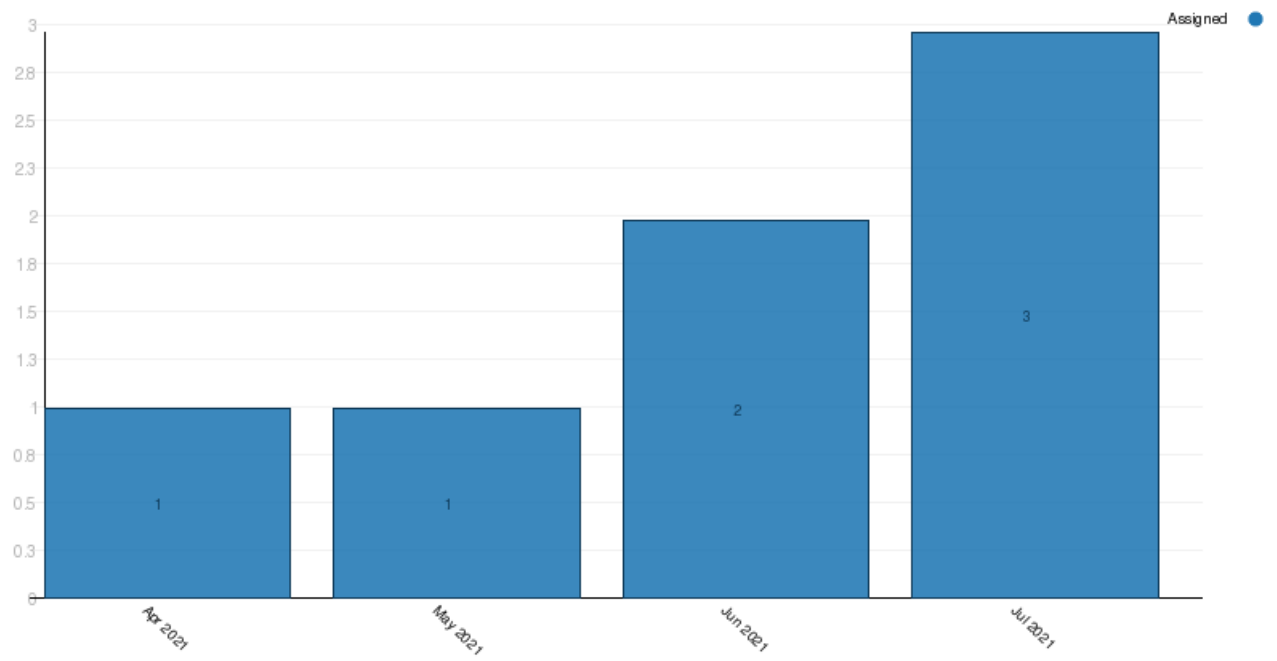
Number of opened tickets per category and status du 14 July 2020 au 13 July 2021



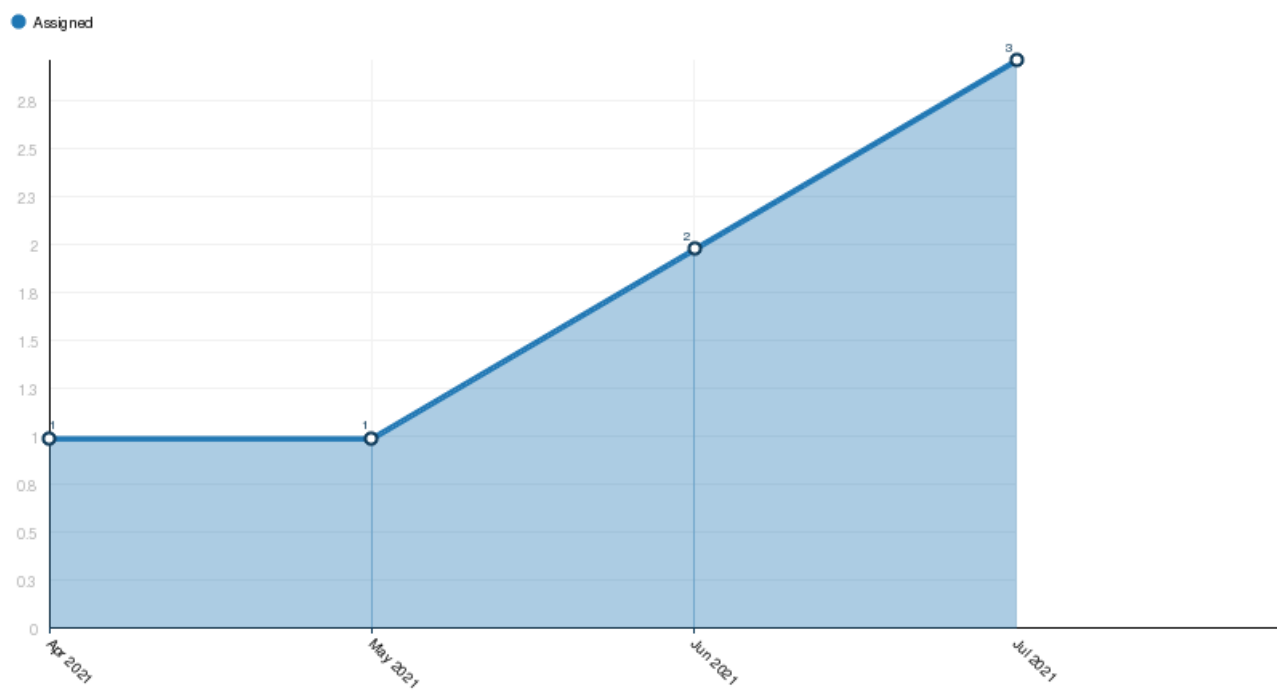
Number of ticket evolution over the period du 14 July 2020 au 13 July 2021



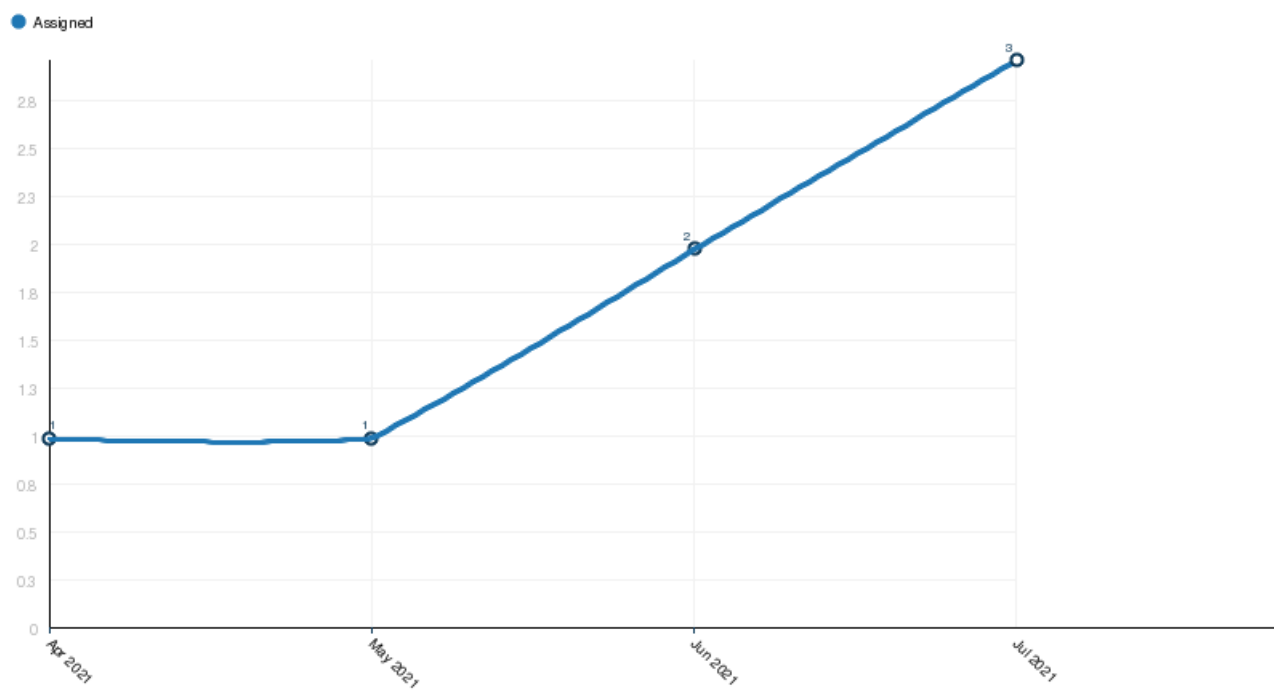
Number of ticket evolution over the period du 14 July 2020 au 13 July 2021



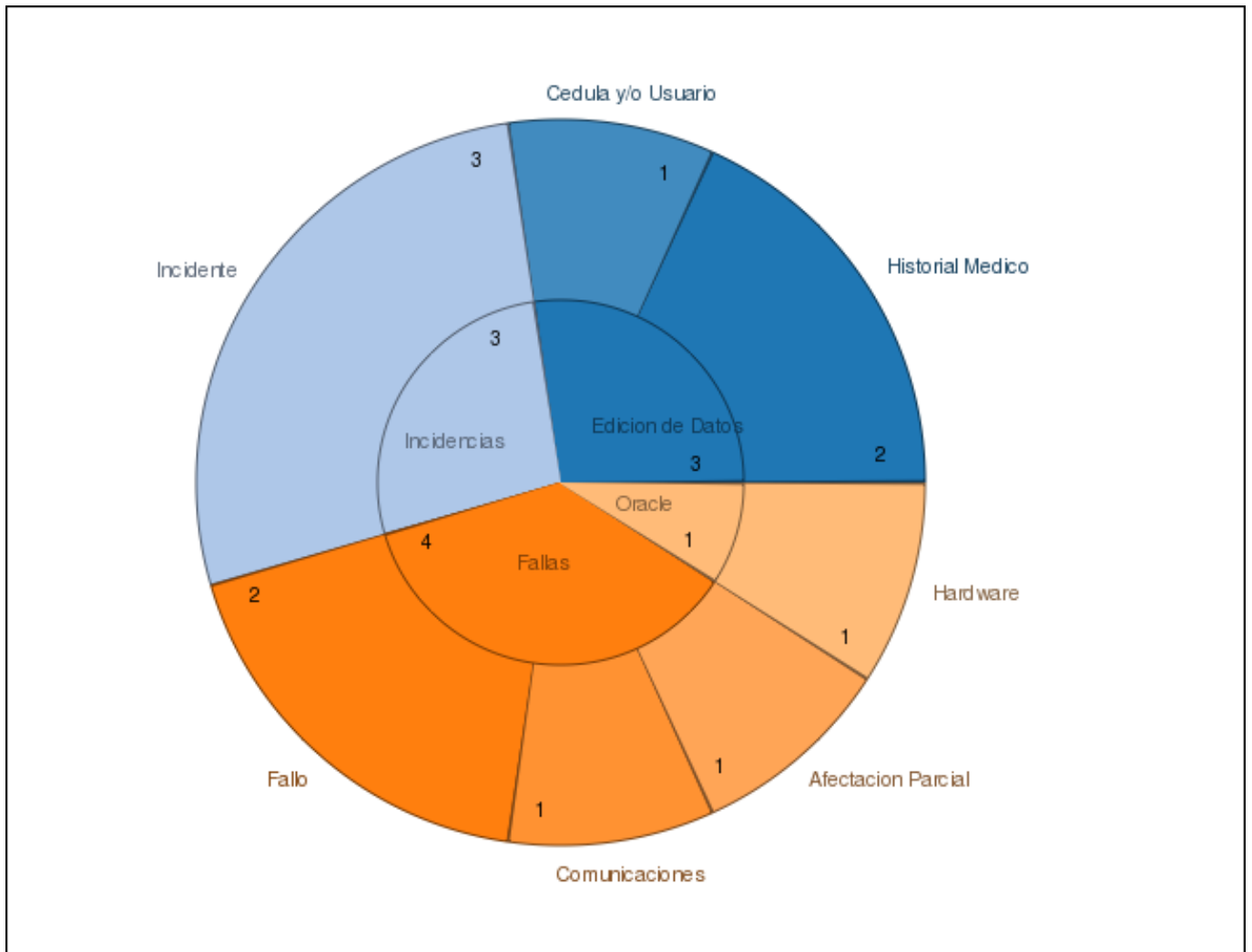
Number of ticket evolution over the period (per status) du 14 July 2020 au 13 July 2021



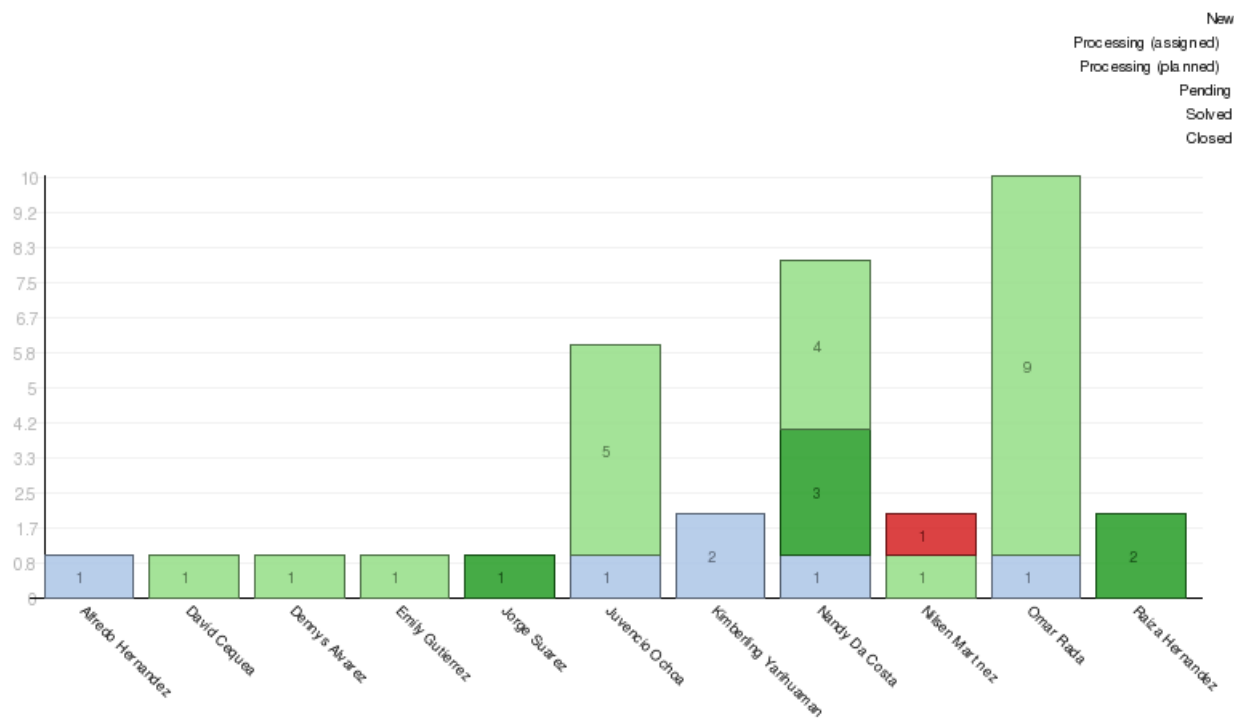
Number of ticket evolution over the period (per status) du 14 July 2020 au 13 July 2021



Number of ticket evolution over the period (per status) du 14 July 2020 au 13 July 2021



Distribution of tickets per category and child categories du 14 June au 13 July 2021



Number of tickets per status and technician du 14 July 2020 au 13 July 2021



Number of ticket per requester location du 14 June au 13 July 2021