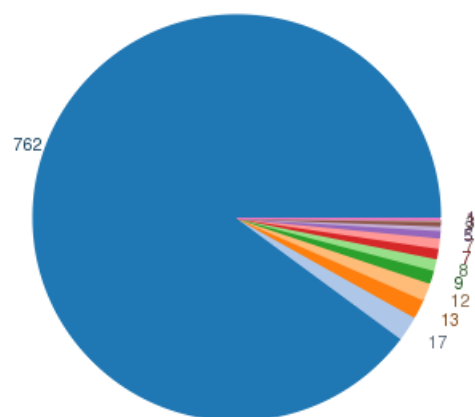


-
- Oracle (89.86 %)
 - ACER (2 %)
 - TOSHIBA (1.53 %)
 - HP (1.42 %)
 - LENOVO (1.06 %)
 - SAMSUNG (0.94 %)
 - MTEK (0.83 %)
 - DELL (0.83 %)
 - Cisco (0.59 %)
 - ASUS (0.35 %)
 - IMAC (0.35 %)
 - SONY (0.12 %)
 - IBM (0.12 %)

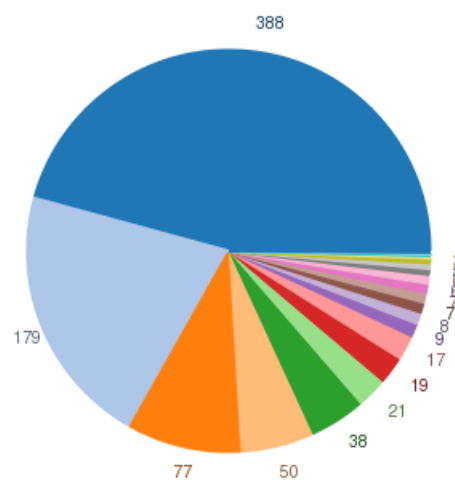


Computers per manufacturer du 26 October au 24 November 2021

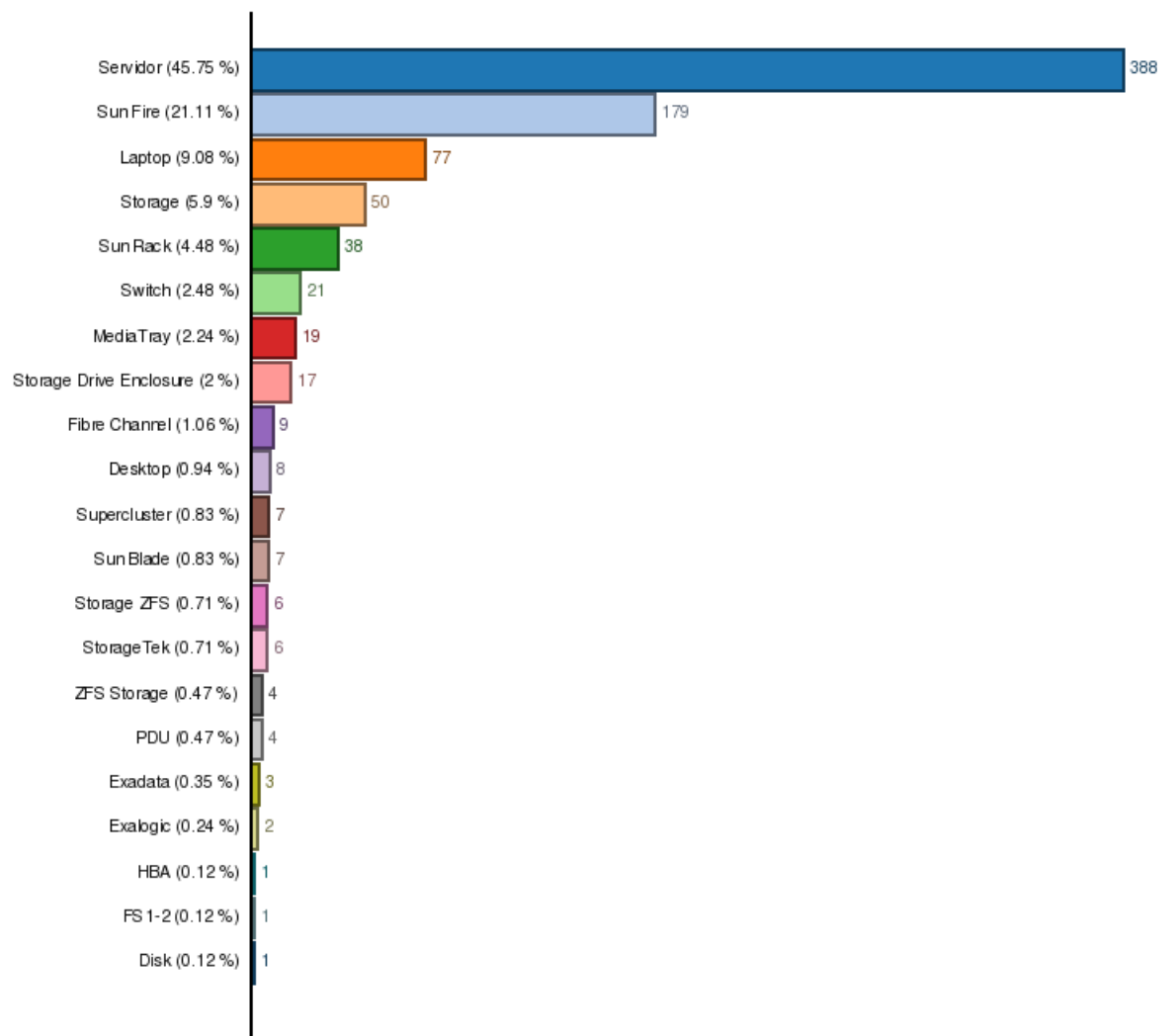


Computers per manufacturer du 26 October au 24 November 2021

- Servidor (45.75 %)
- SunFire (21.11 %)
- Laptop (9.08 %)
- Storage (5.9 %)
- Sun Rack (4.48 %)
- Switch (2.48 %)
- MediaTray (2.24 %)
- Storage Drive Enclosure (2 %)
- Fibre Channel (1.06 %)
- Desktop (0.94 %)
- Supercluster (0.83 %)
- Sun Blade (0.83 %)
- Storage ZFS (0.71 %)
- StorageTek (0.71 %)
- ZFS Storage (0.47 %)
- PDU (0.47 %)
- Exadata (0.35 %)
- Exalogic (0.24 %)
- HBA (0.12 %)
- FS 1-2 (0.12 %)
- Disk (0.12 %)



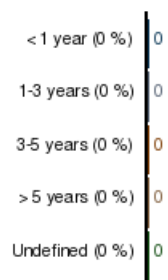
Computers per type du 26 October au 24 November 2021



Computers per type du 26 October au 24 November 2021

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

Computer per age du 26 October au 24 November 2021



Computer per age du 26 October au 24 November 2021

● Windows (100 %)



48

Computers per OS du 26 October au 24 November 2021



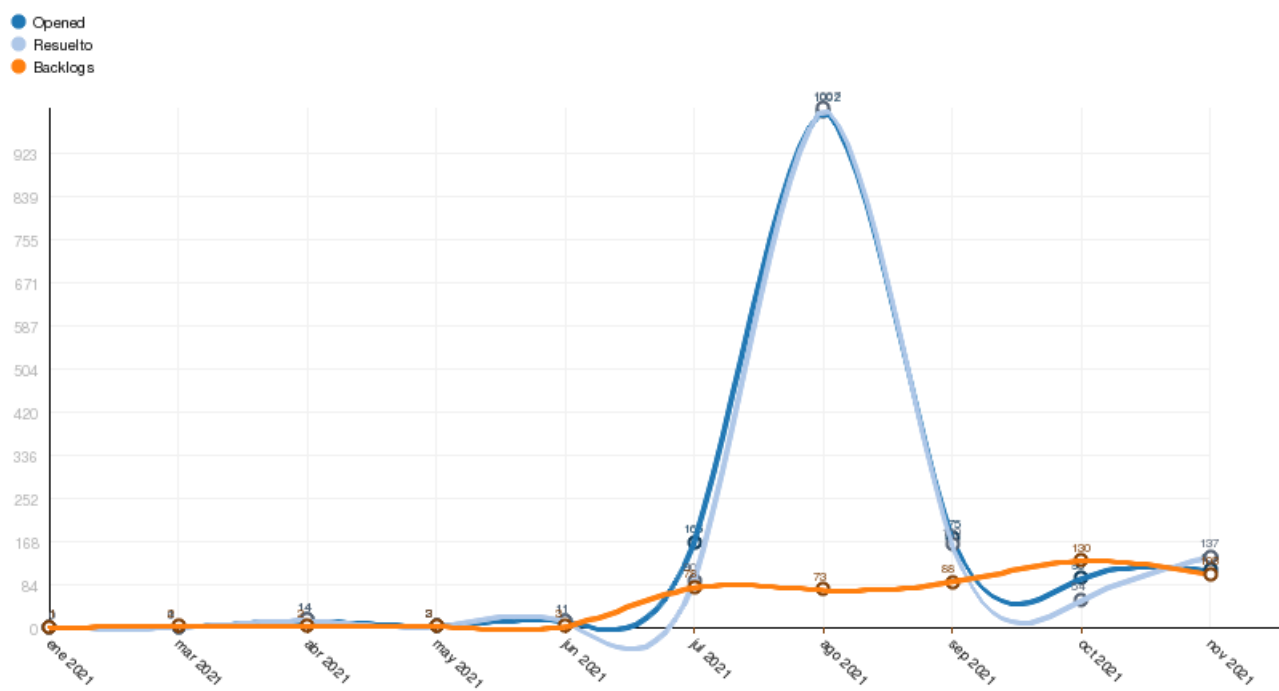
Computers per OS du 26 October au 24 November 2021



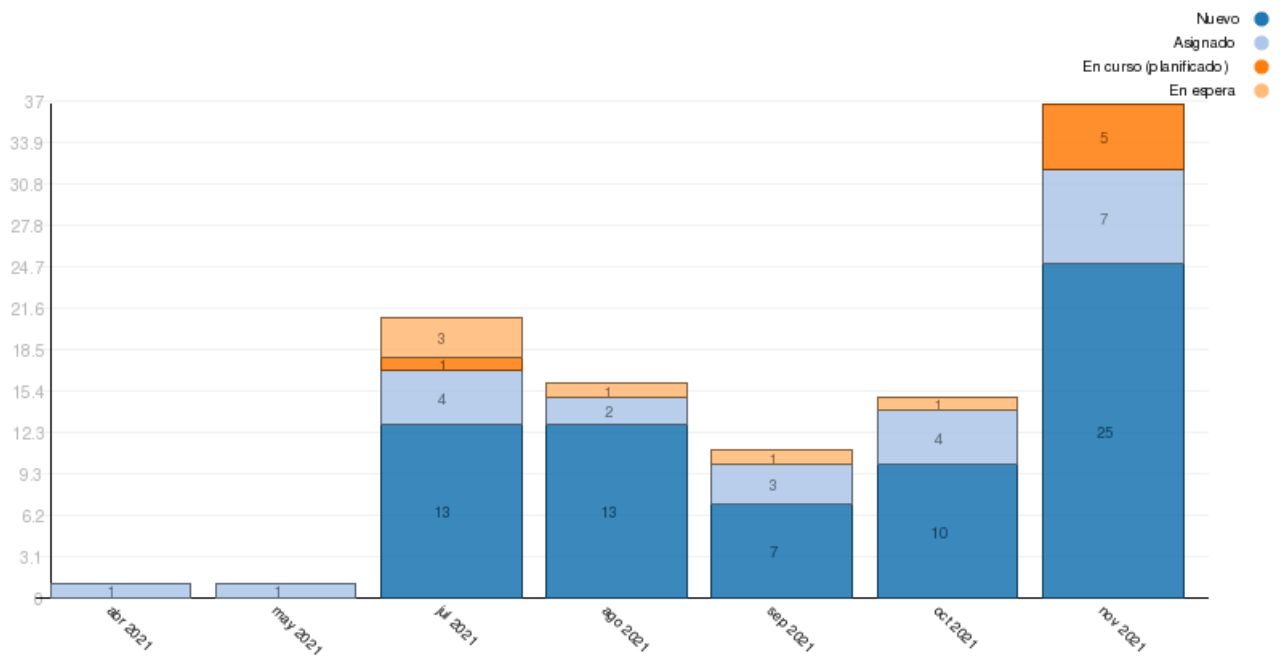
Windows distribution du 26 October au 24 November 2021



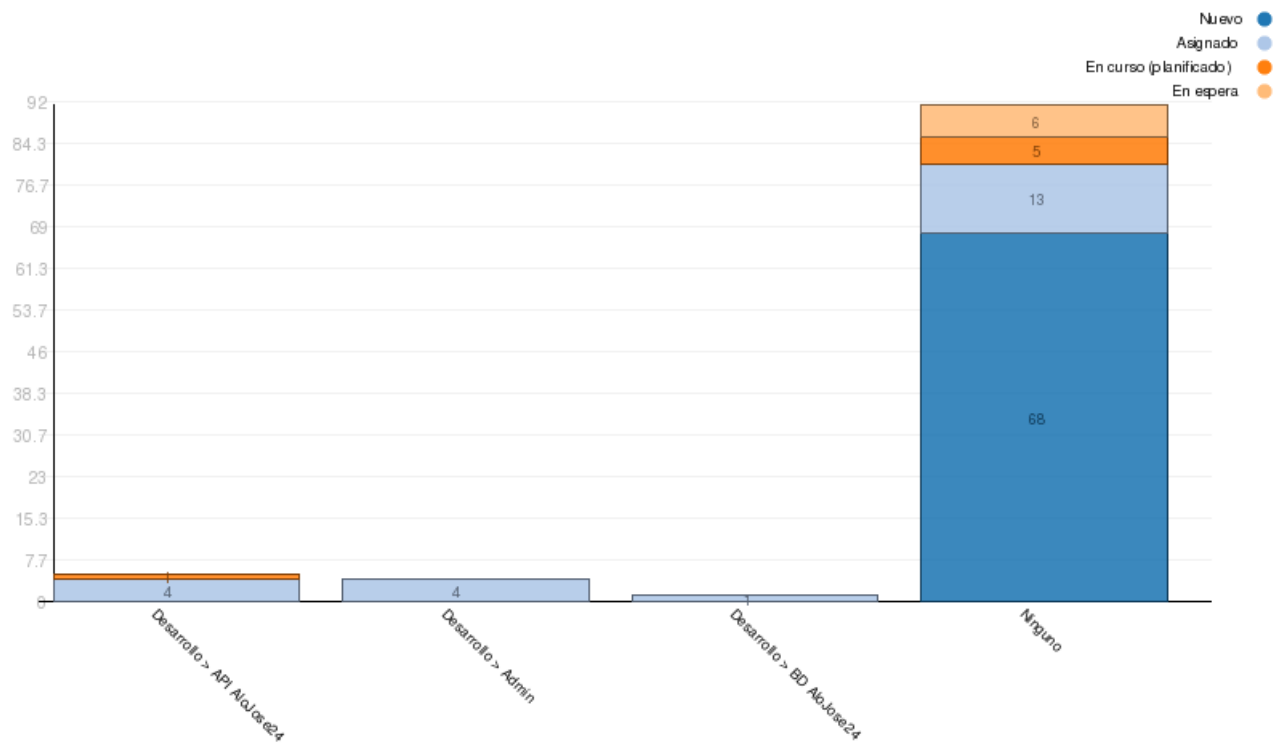
Computers per entities du 26 October au 24 November 2021



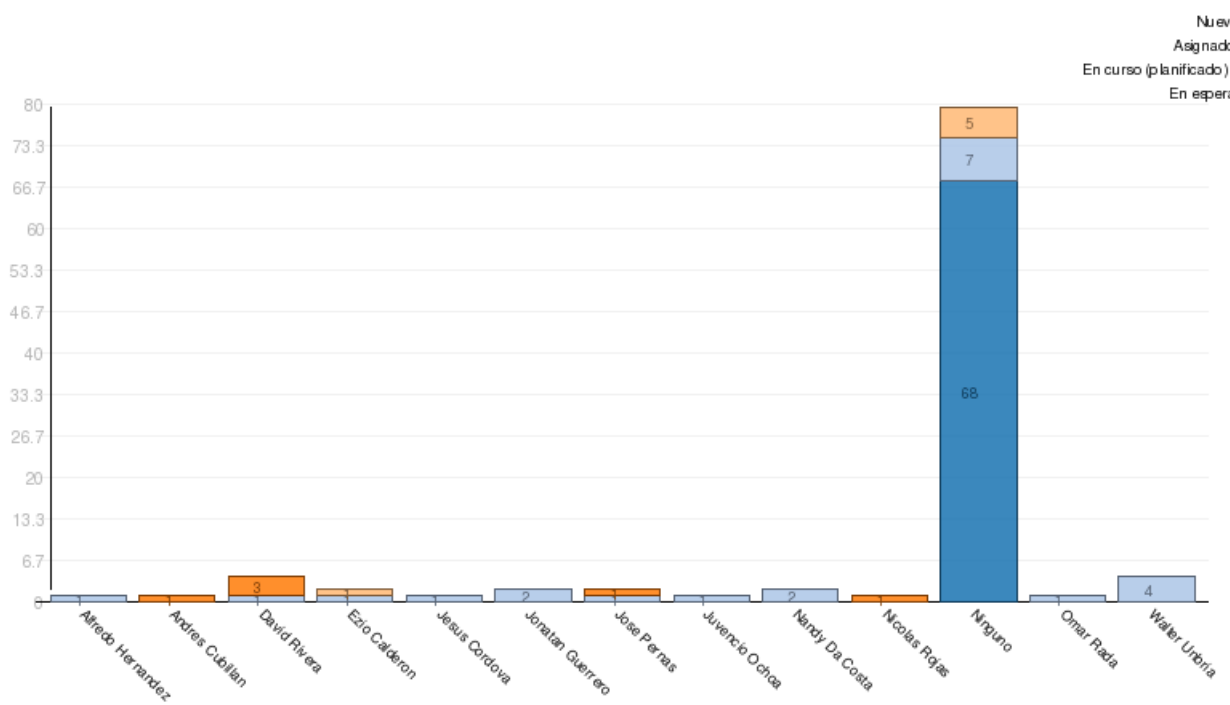
Backlog du 25 November 2020 au 24 November 2021



Ticket age du 25 November 2020 au 24 November 2021



Tickets per group du 25 November 2020 au 24 November 2021



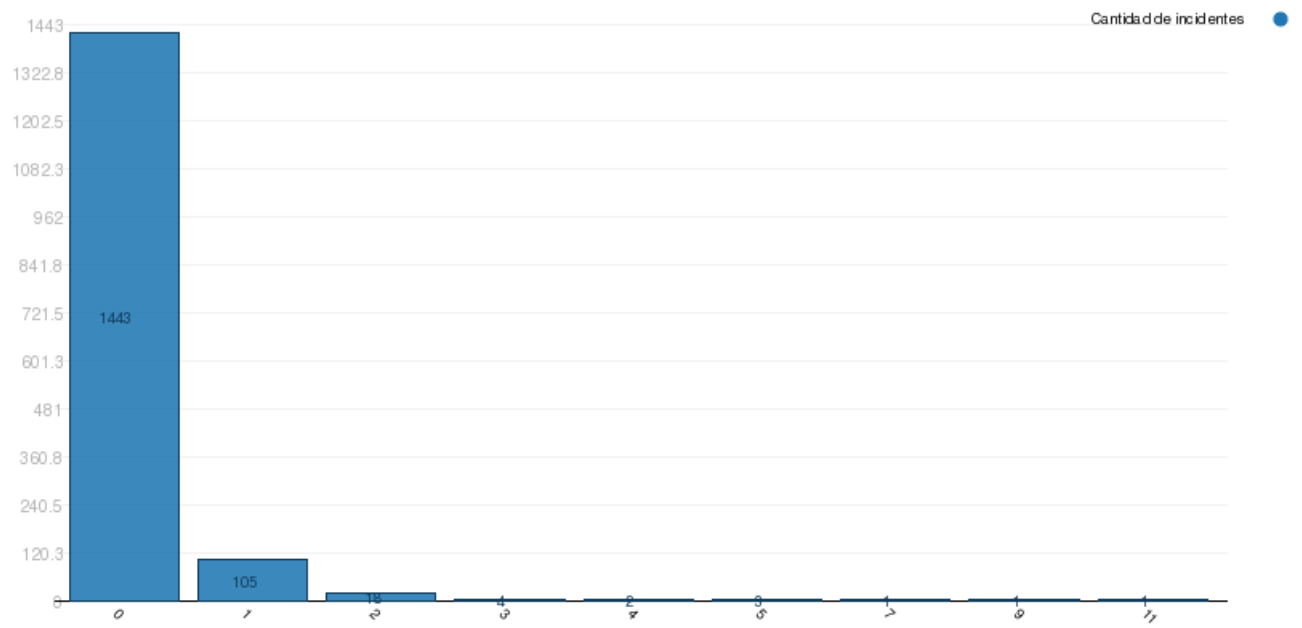
Tickets per technician du 25 November 2020 au 24 November 2021



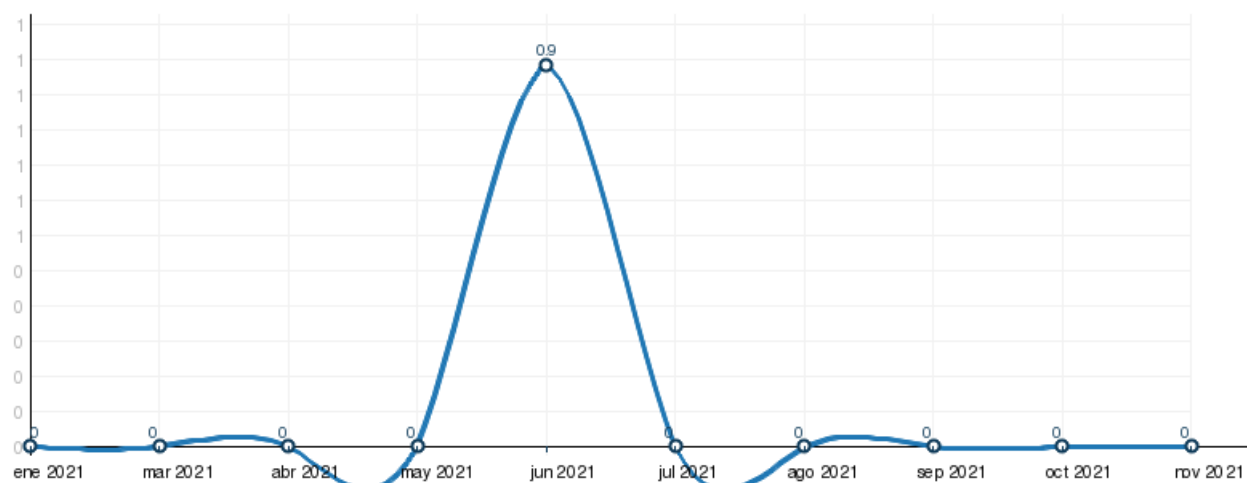
TOP categories du 26 October au 24 November 2021



TOP requester groups du 26 October au 24 November 2021



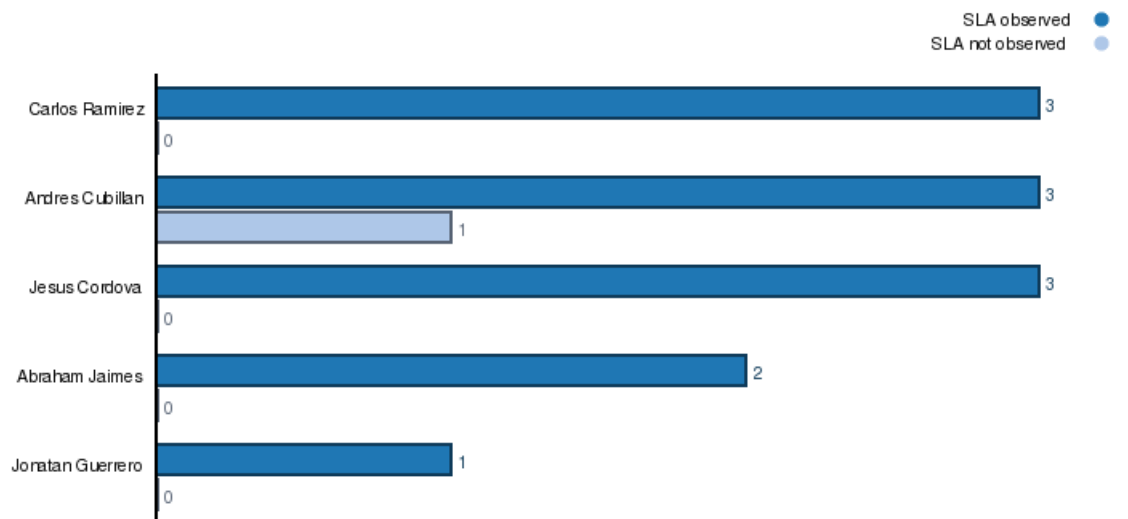
Number of group changes du 25 November 2020 au 24 November 2021



Task action times and solve delay comparison du 25 November 2020 au 24 November 2021

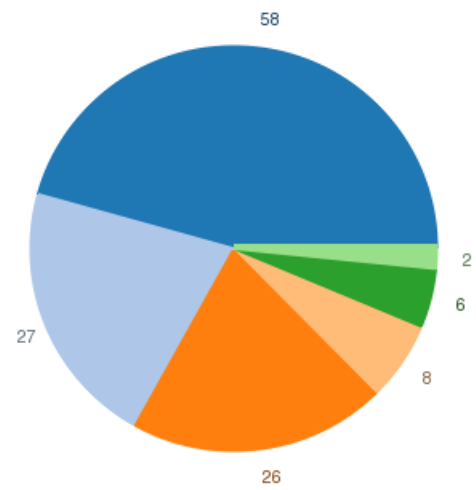


Tickets per SLA ordered by categories du 25 November 2020 au 24 November 2021

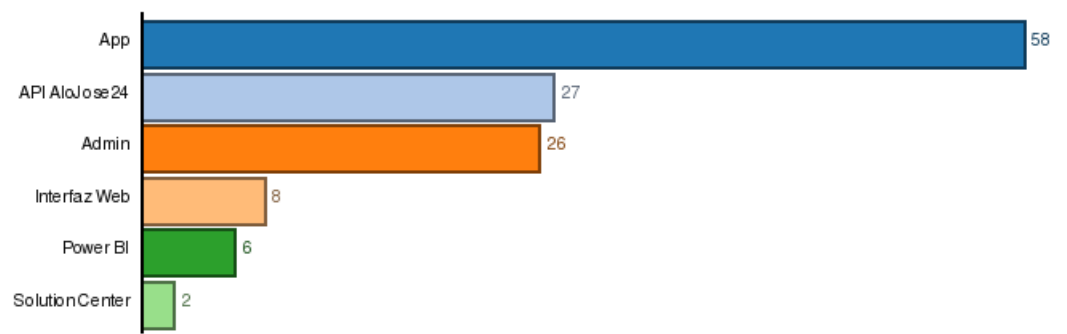


Tickets per SLA ordered by techicians du 25 November 2020 au 24 November 2021

-
- App
 - API AloJose24
 - Admin
 - Interfaz Web
 - Power BI
 - SolutionCenter



Number of ticket per entity du 26 October au 24 November 2021

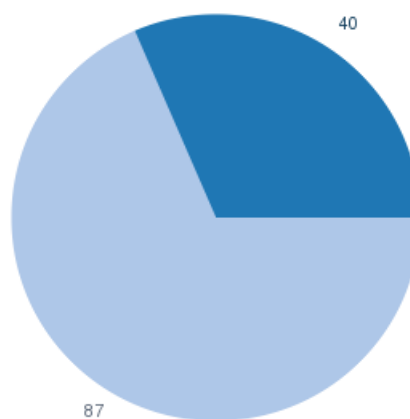


Number of ticket per entity du 26 October au 24 November 2021



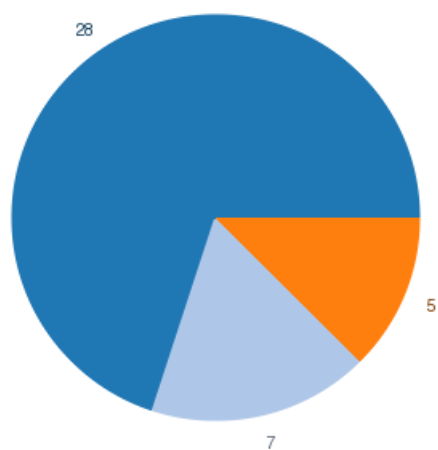
Number of ticket per category and entity du 25 November 2020 au 24 November 2021

● Opened
● Cerrado



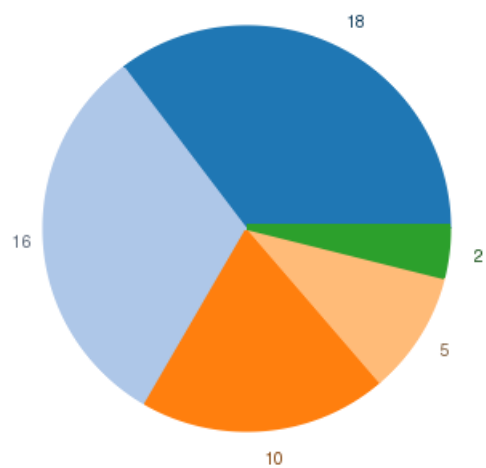
Number of opened and closed tickets du 26 October au 24 November 2021

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



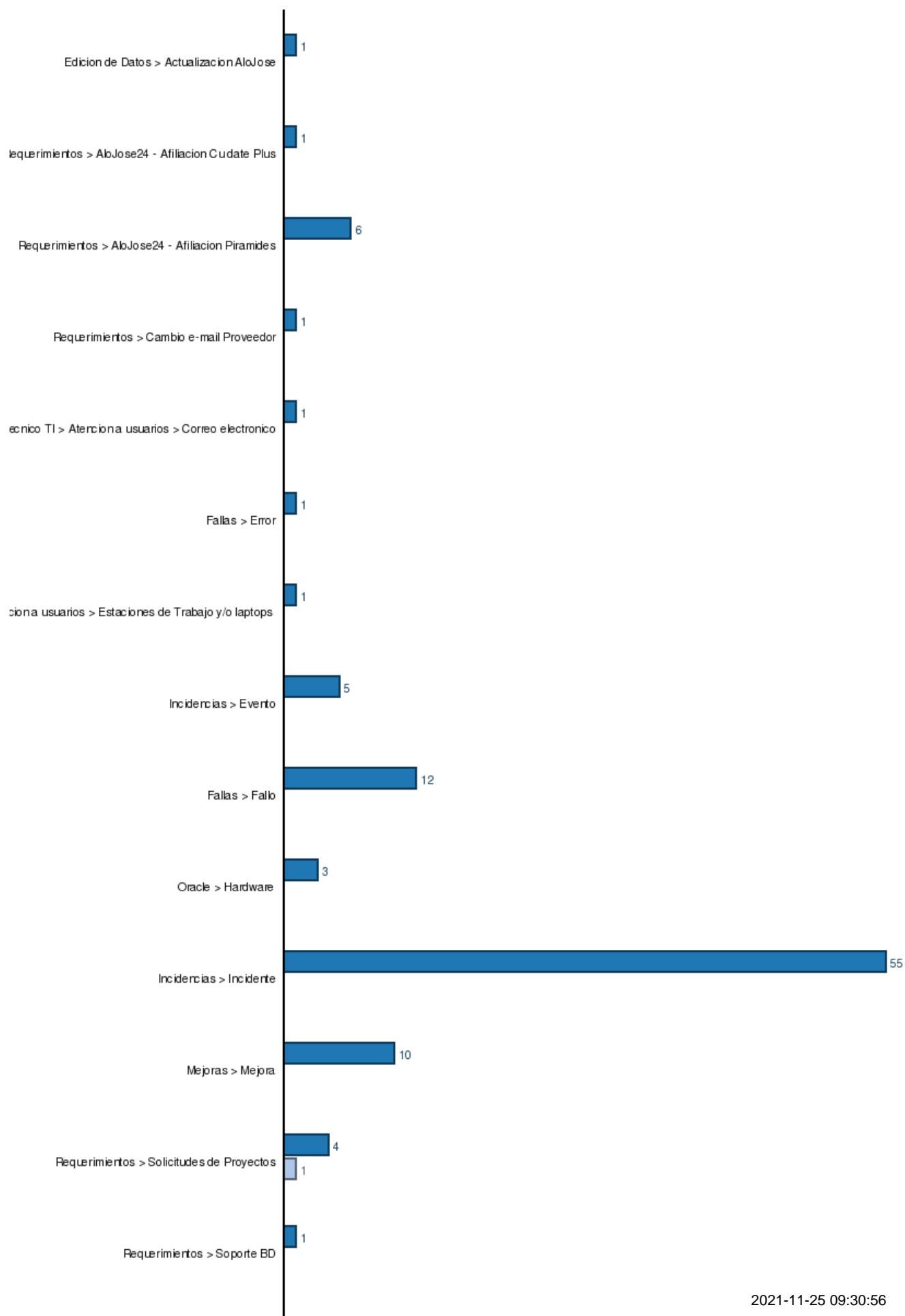
Number of opened tickets per status du 26 October au 24 November 2021

-
- Yarihuaman Kimberling
 - Hernandez Raiza
 - Granado Jeiny
 - Barradas Cleiver
 - Aguilera Gabriela



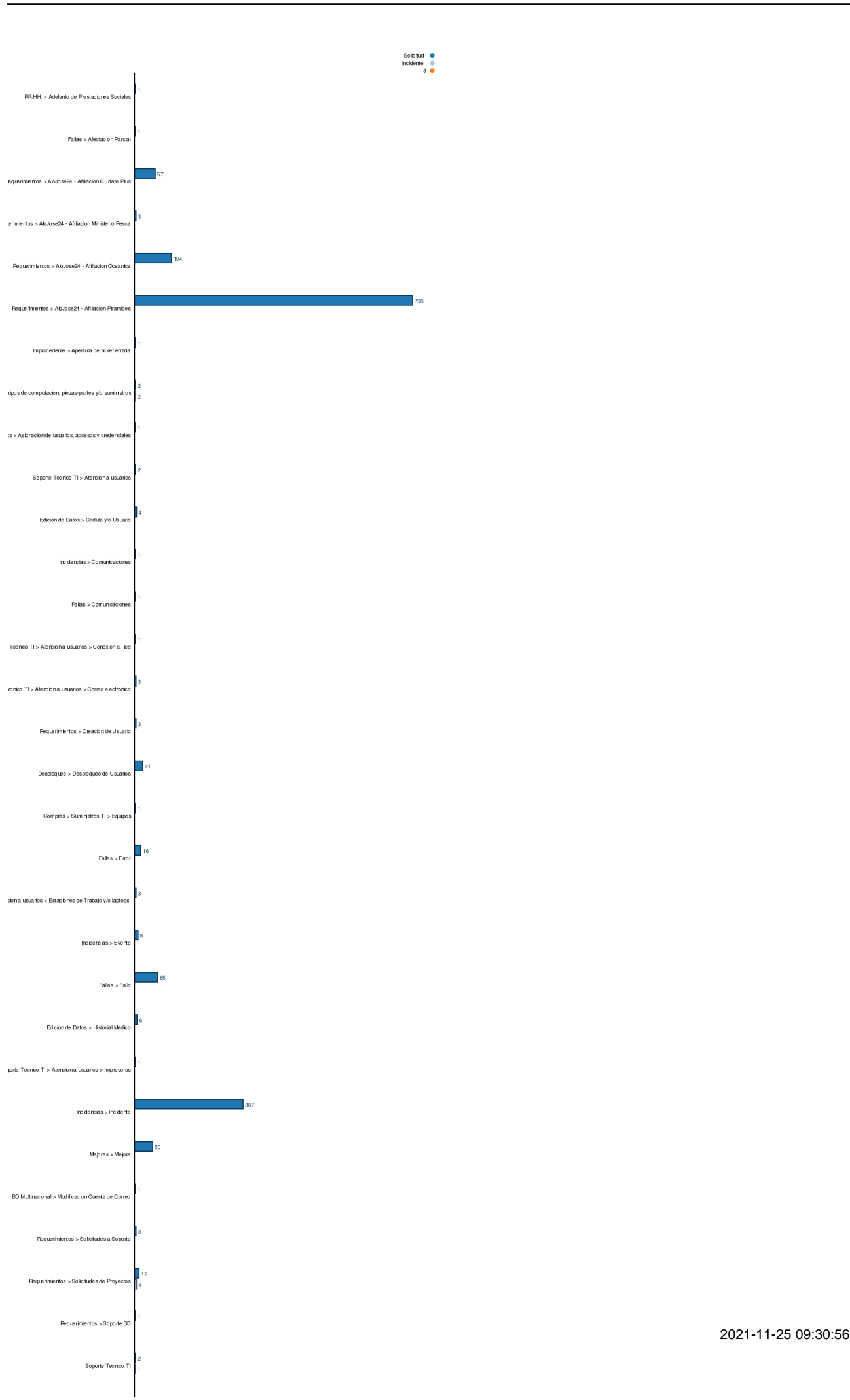
Top 10 requesters du 26 October au 24 November 2021

Solicitud ●
Incidente ●
3 ●

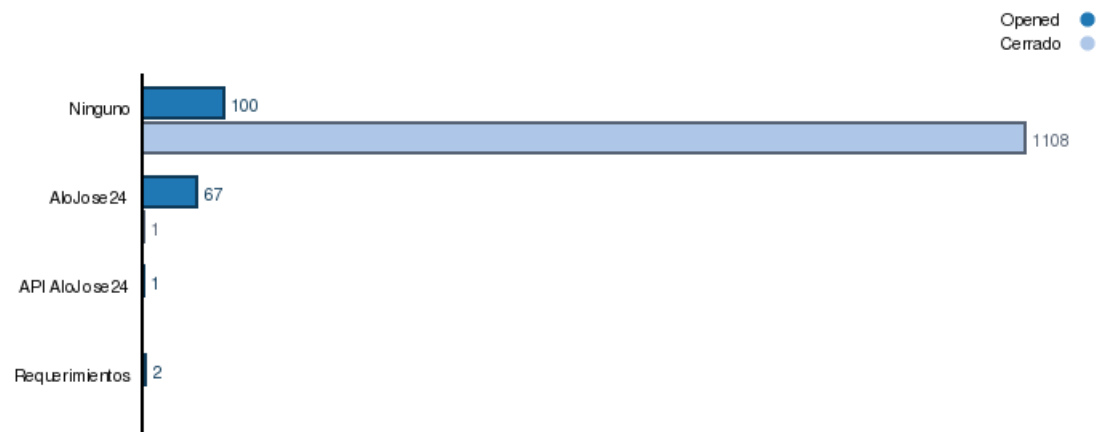


2021-11-25 09:30:56

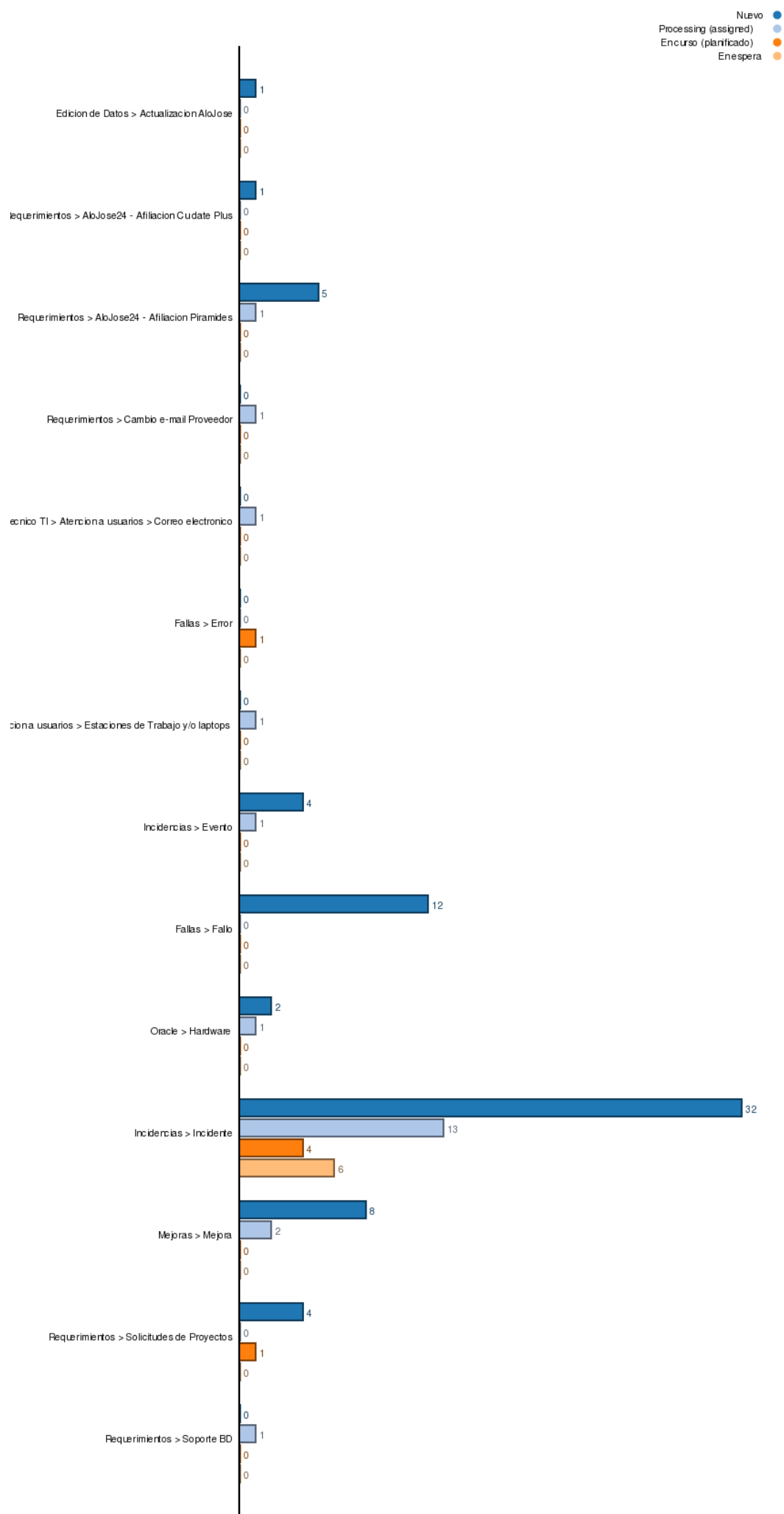
Number of opened tickets per category and type du 25 November 2020 au 24 November 2021



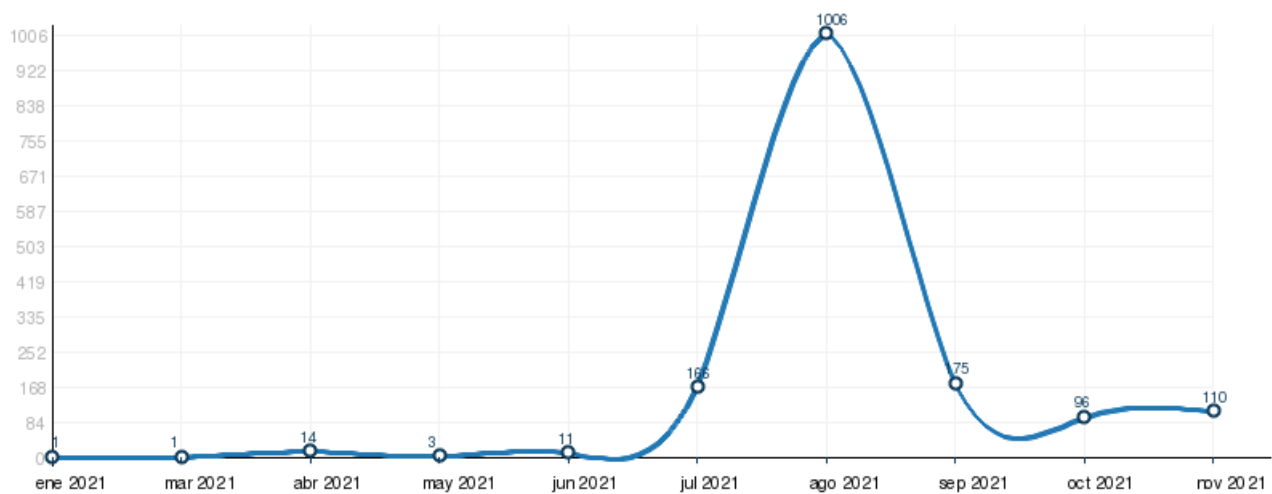
Number of closed tickets per category and type du 25 November 2020 au 24 November 2021



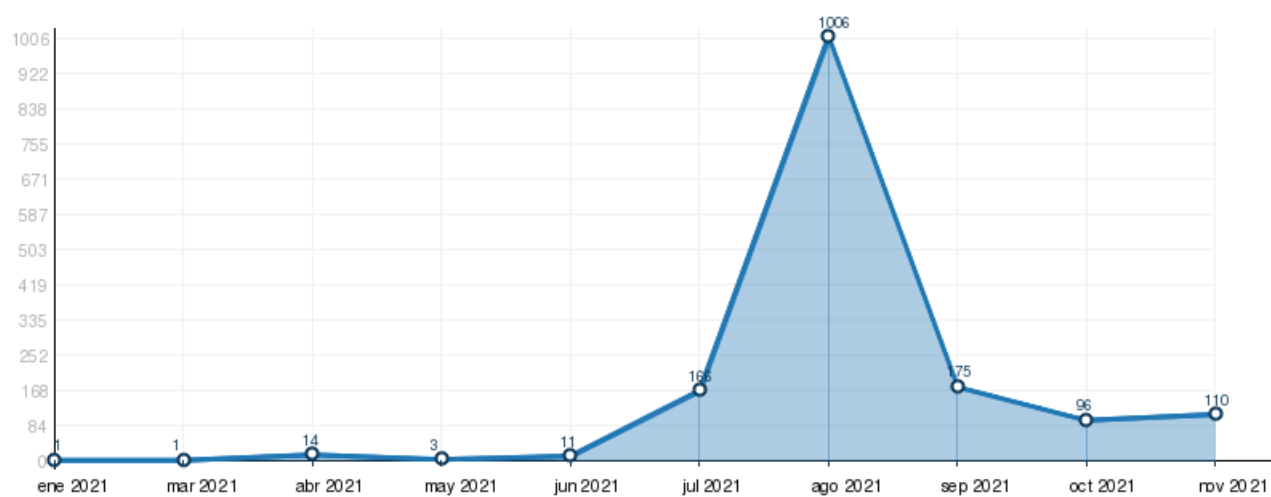
Number of opened and closed tickets per service du 25 November 2020 au 24 November 2021



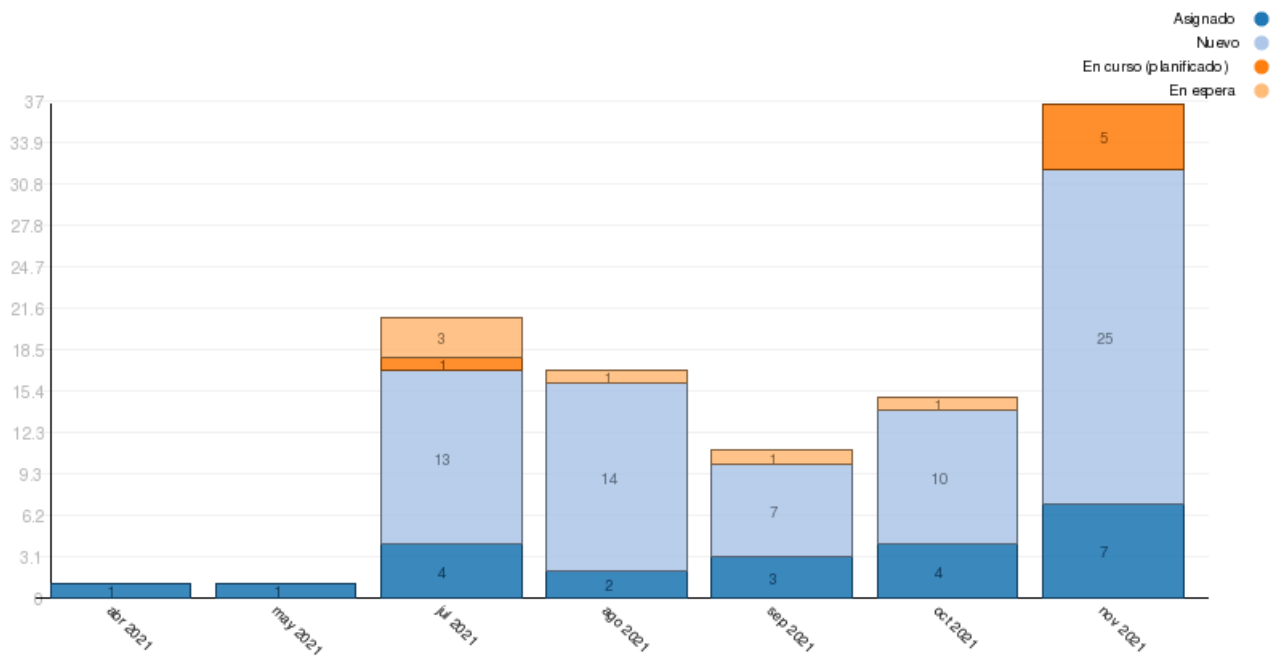
Number of openened tickets per category and status du 25 November 2020 au 24 November 2021



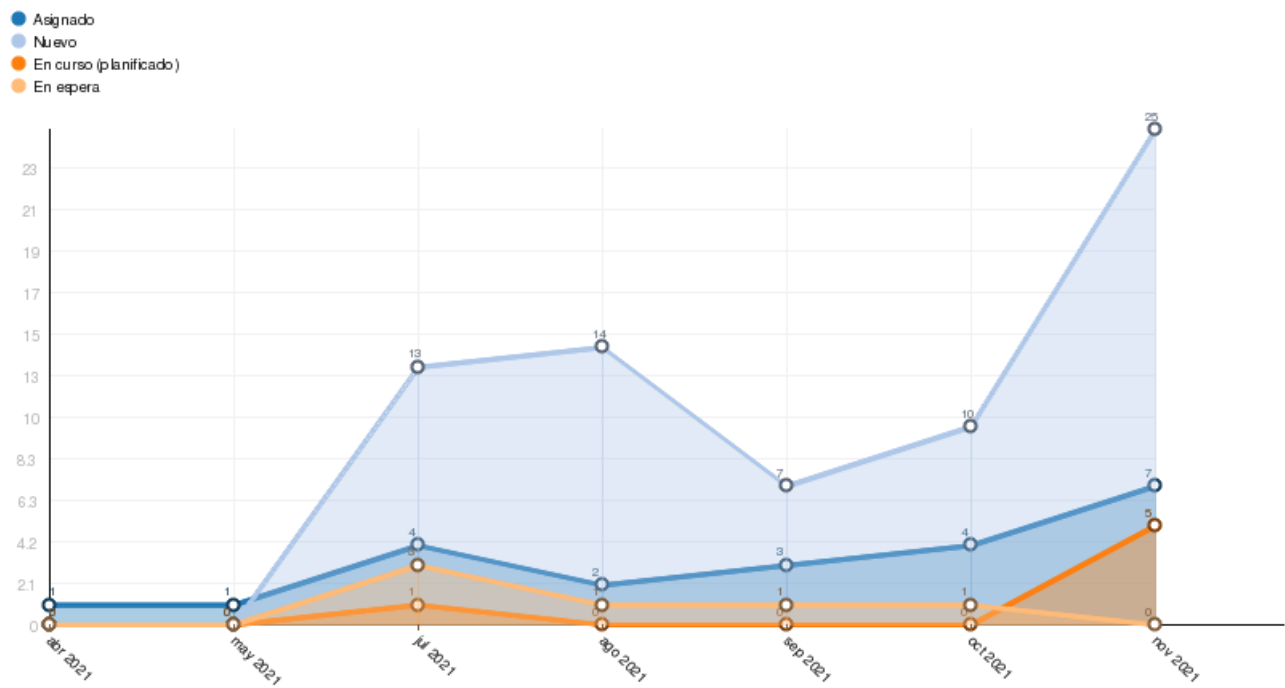
Number of ticket evolution over the period du 25 November 2020 au 24 November 2021



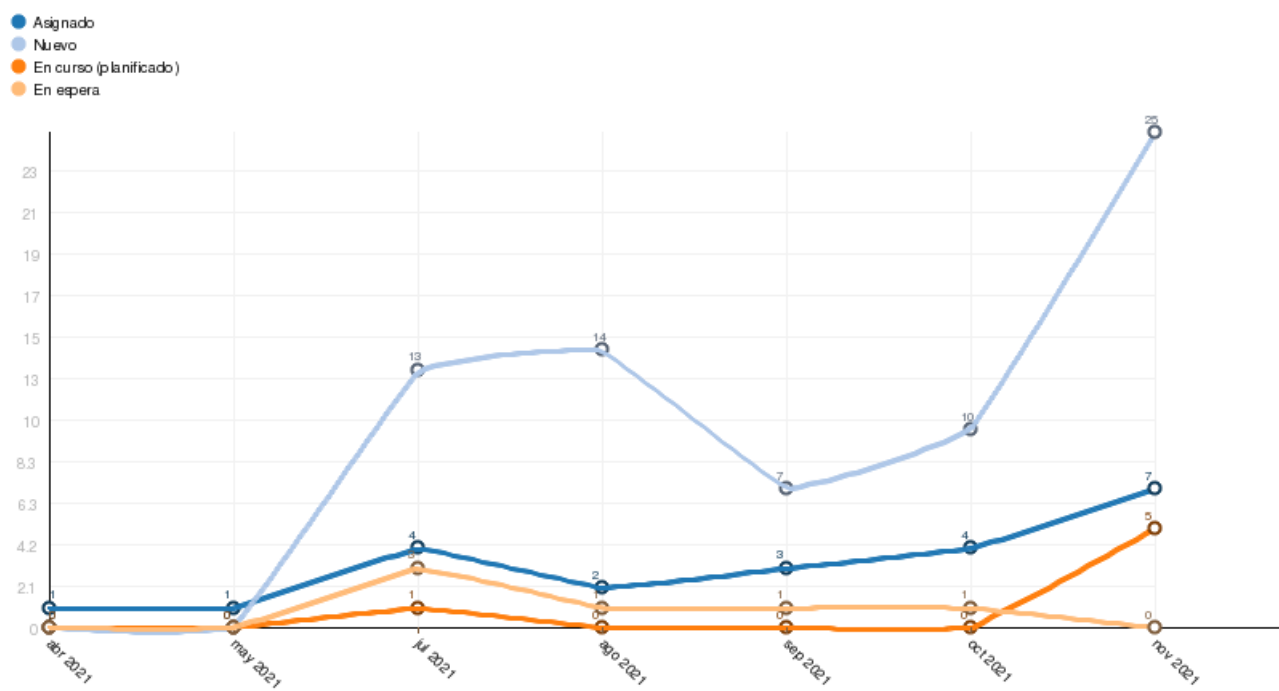
Number of ticket evolution over the period du 25 November 2020 au 24 November 2021



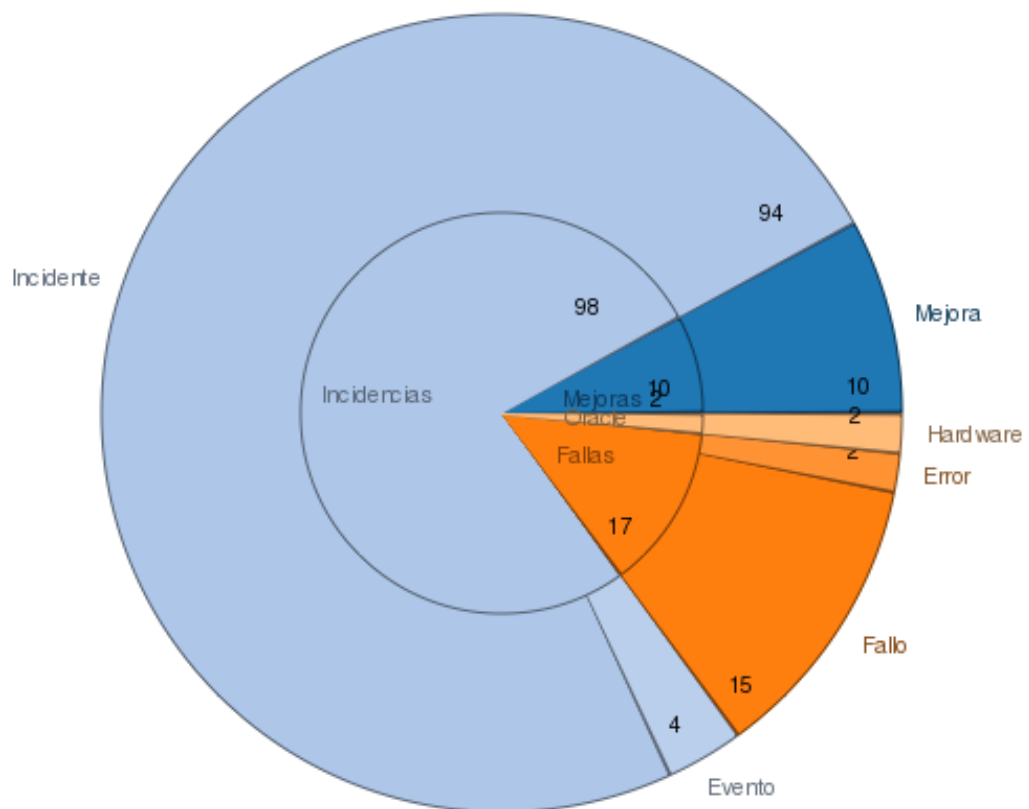
Number of ticket evolution over the period (per status) du 25 November 2020 au 24 November 2021



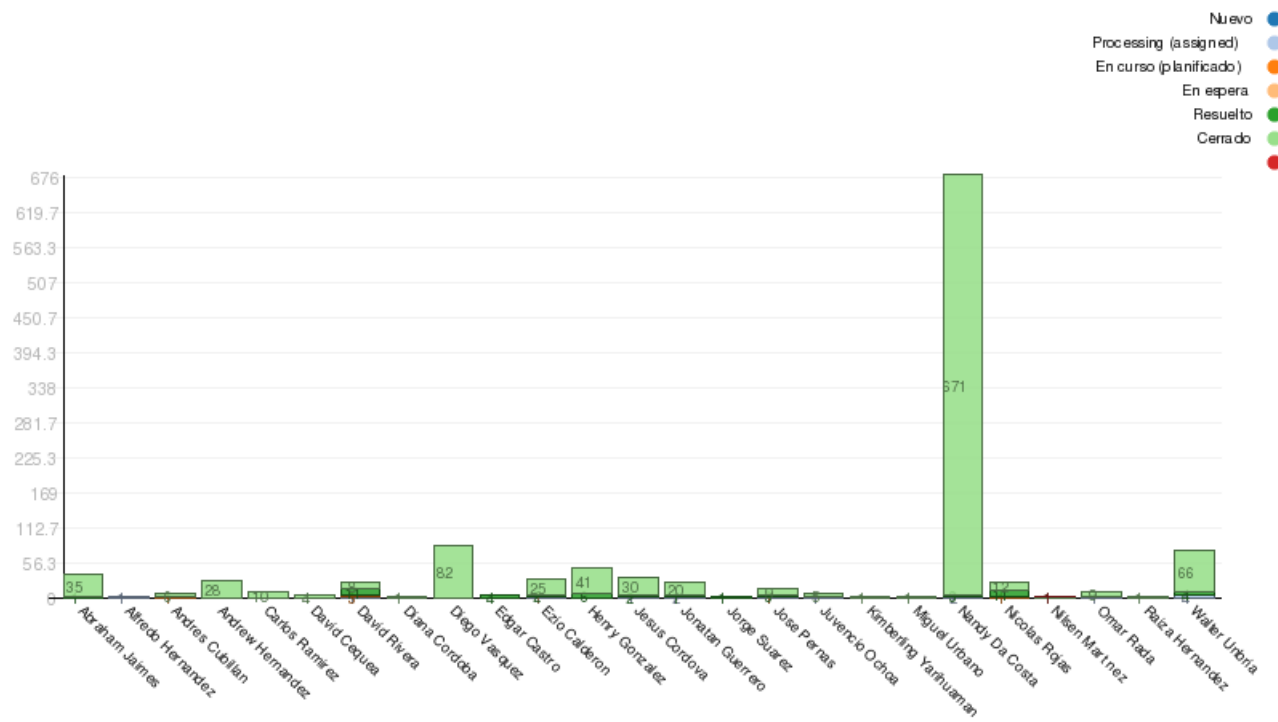
Number of ticket evolution over the period (per status) du 25 November 2020 au 24 November 2021



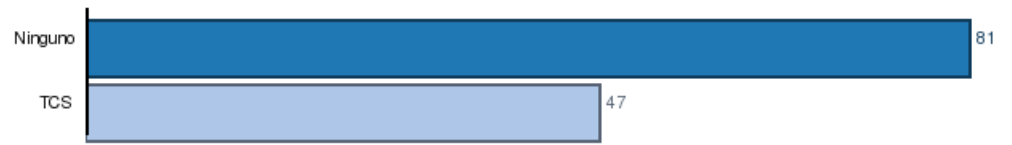
Number of ticket evolution over the period (per status) du 25 November 2020 au 24 November 2021



Distribution of tickets per category and child categories du 26 October au 24 November 2021



Number of tickets per status and technician du 25 November 2020 au 24 November 2021



Number of ticket per requester location du 26 October au 24 November 2021