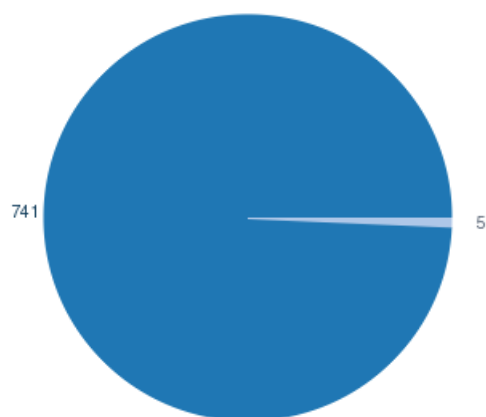

● Oracle (99.33 %)
● Cisco (0.67 %)

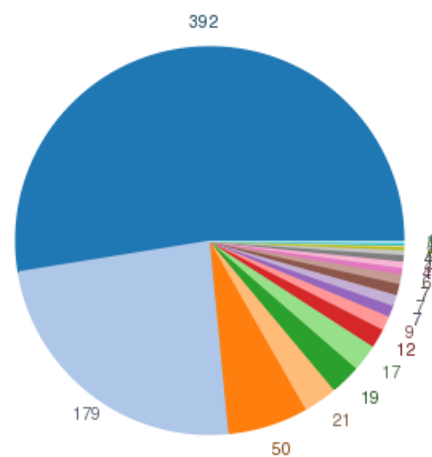


Computers per manufacturer du 17 January au 15 February 2022

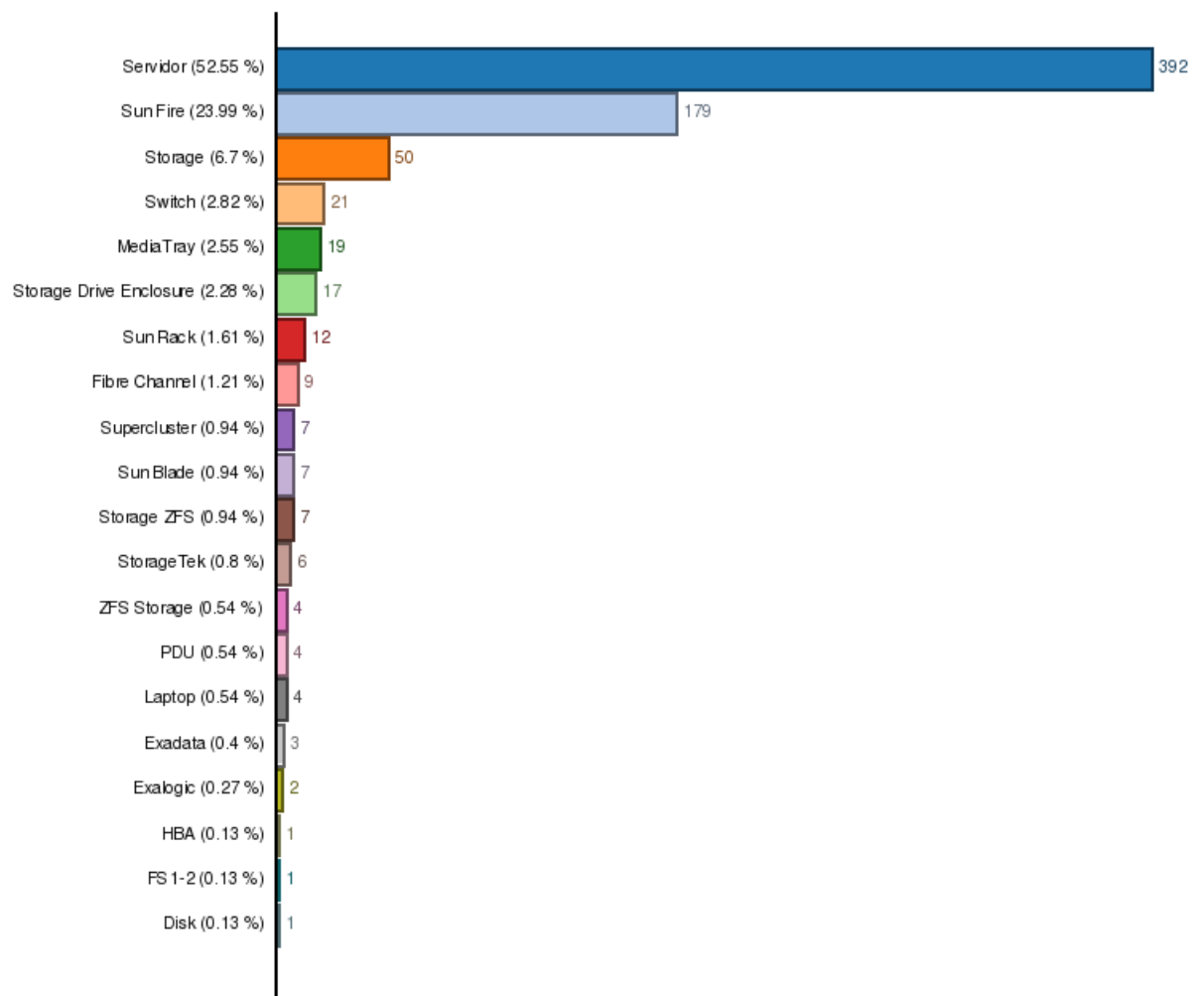


Computers per manufacturer du 17 January au 15 February 2022

- Servidor (52.55 %)
- Sun Fire (23.99 %)
- Storage (6.7 %)
- Switch (2.82 %)
- MediaTray (2.55 %)
- Storage Drive Enclosure (2.28 %)
- Sun Rack (1.61 %)
- Fibre Channel (1.21 %)
- Supercluster (0.94 %)
- Sun Blade (0.94 %)
- Storage ZFS (0.94 %)
- StorageTek (0.8 %)
- ZFS Storage (0.54 %)
- PDU (0.54 %)
- Laptop (0.54 %)
- Exadata (0.4 %)
- Exalogic (0.27 %)
- HBA (0.13 %)
- FS 1-2 (0.13 %)
- Disk (0.13 %)



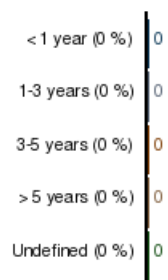
Computers per type du 17 January au 15 February 2022



Computers per type du 17 January au 15 February 2022

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

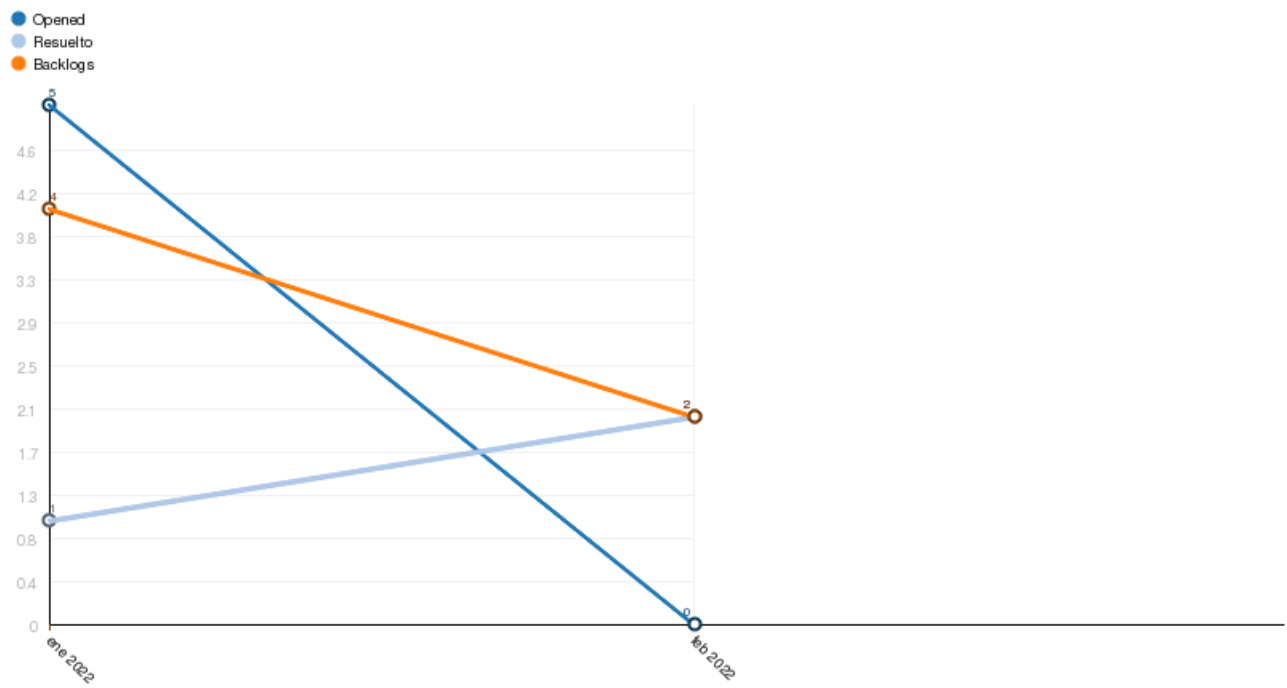
Computer per age du 17 January au 15 February 2022



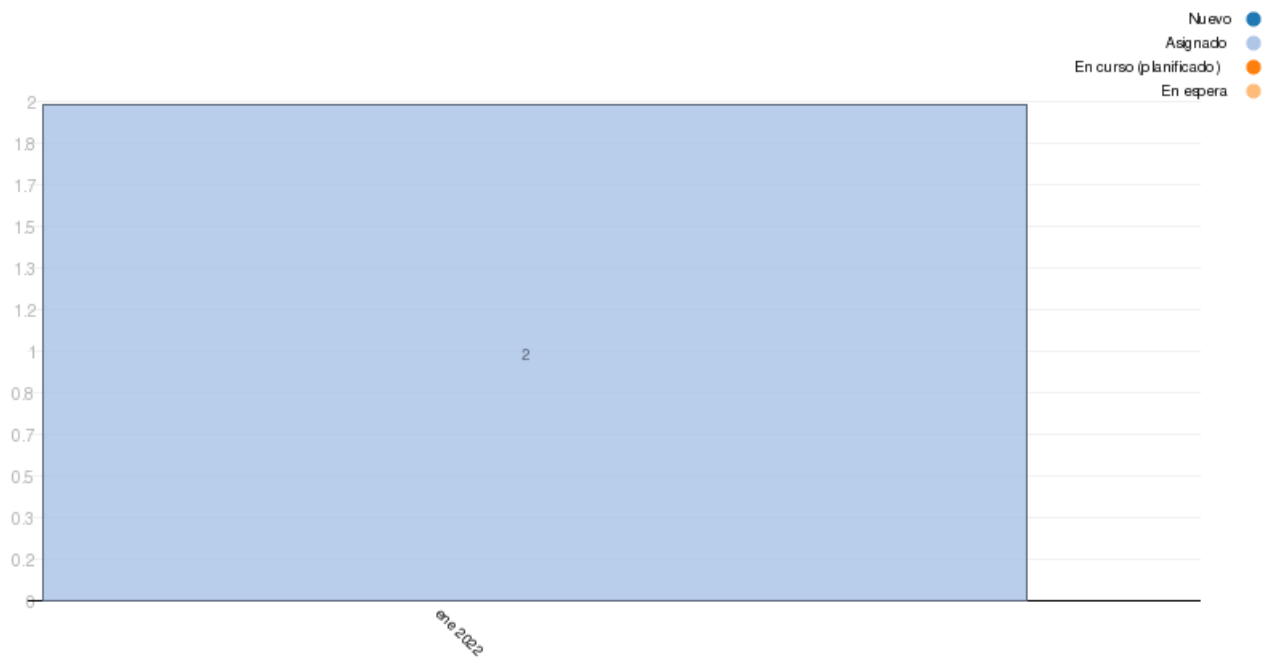
Computer per age du 17 January au 15 February 2022



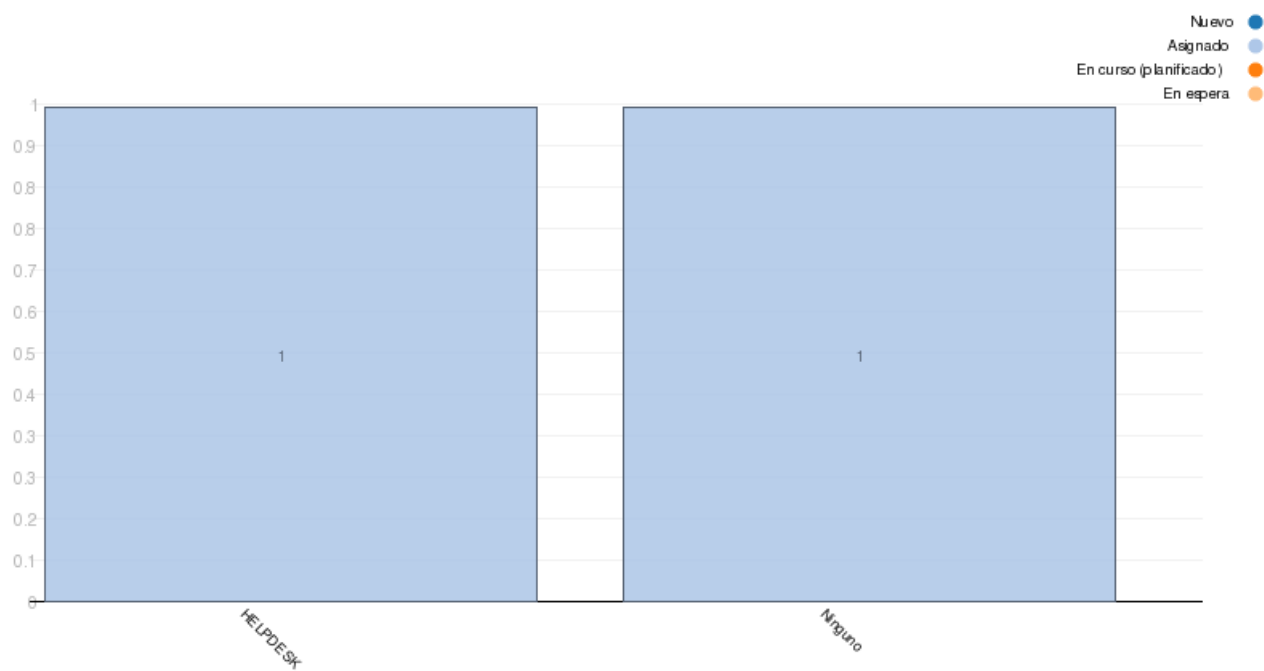
Computers per entities du 17 January au 15 February 2022



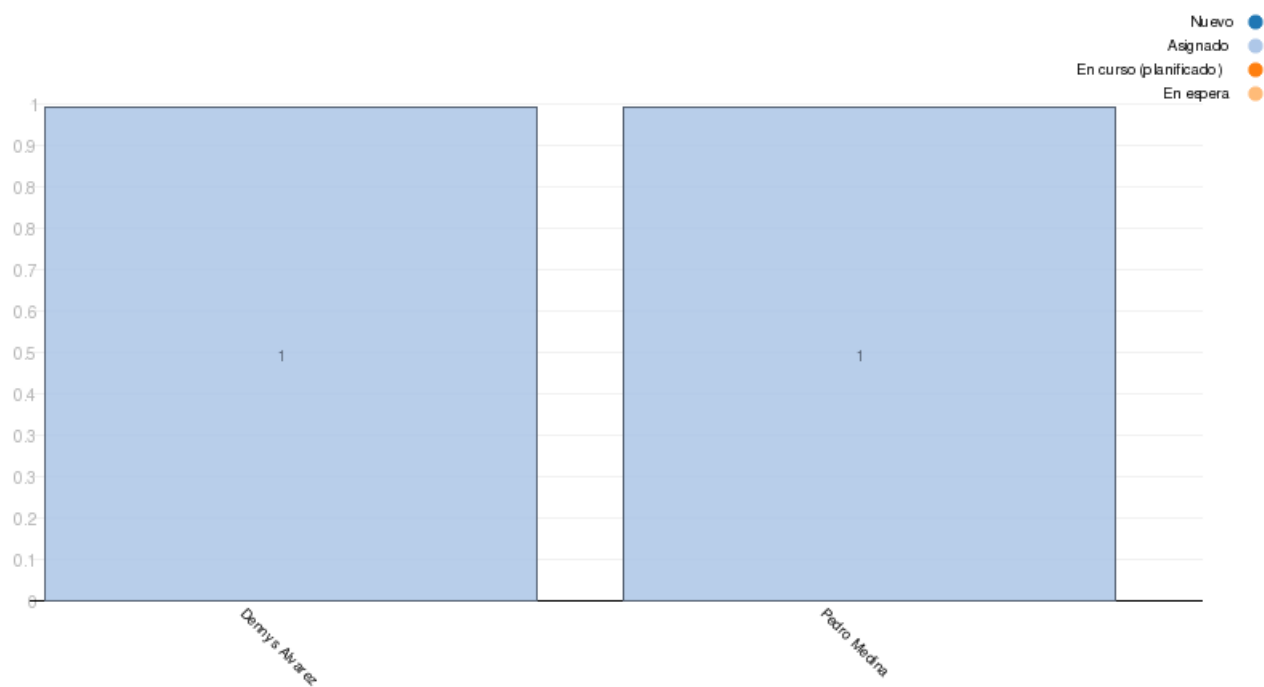
Backlog du 16 February 2021 au 15 February 2022



Ticket age du 16 February 2021 au 15 February 2022



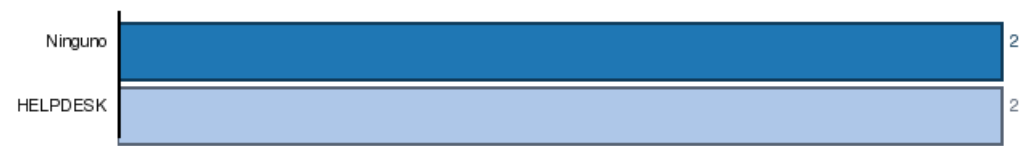
Tickets per group du 16 February 2021 au 15 February 2022



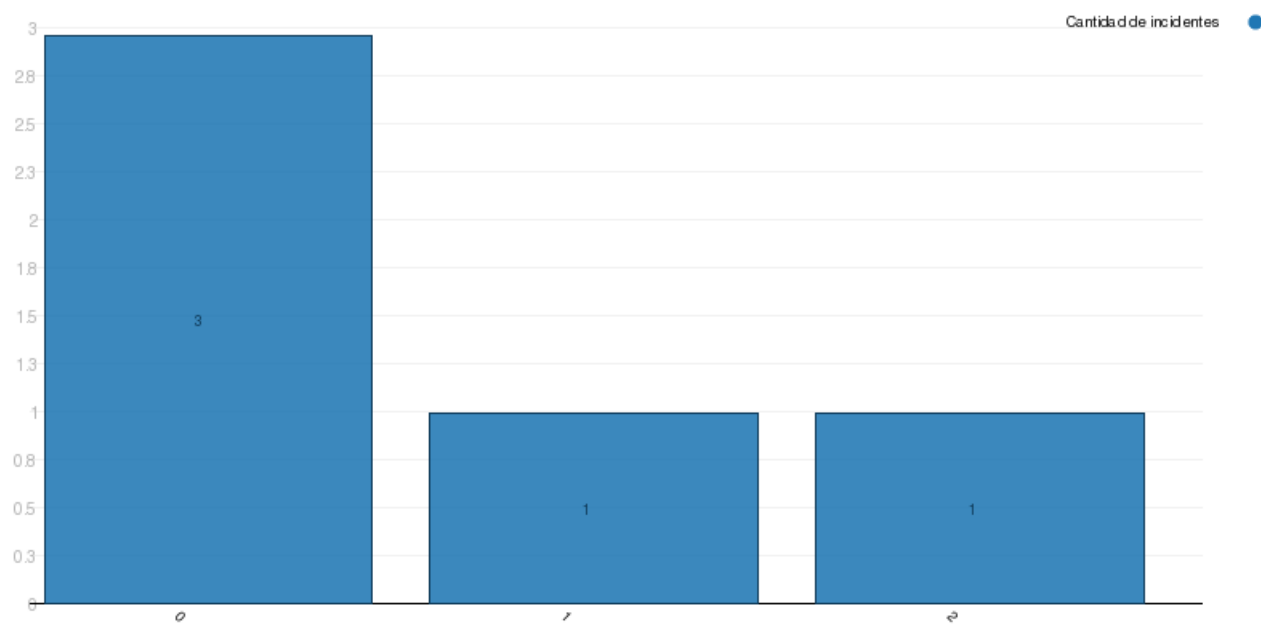
Tickets per technician du 16 February 2021 au 15 February 2022



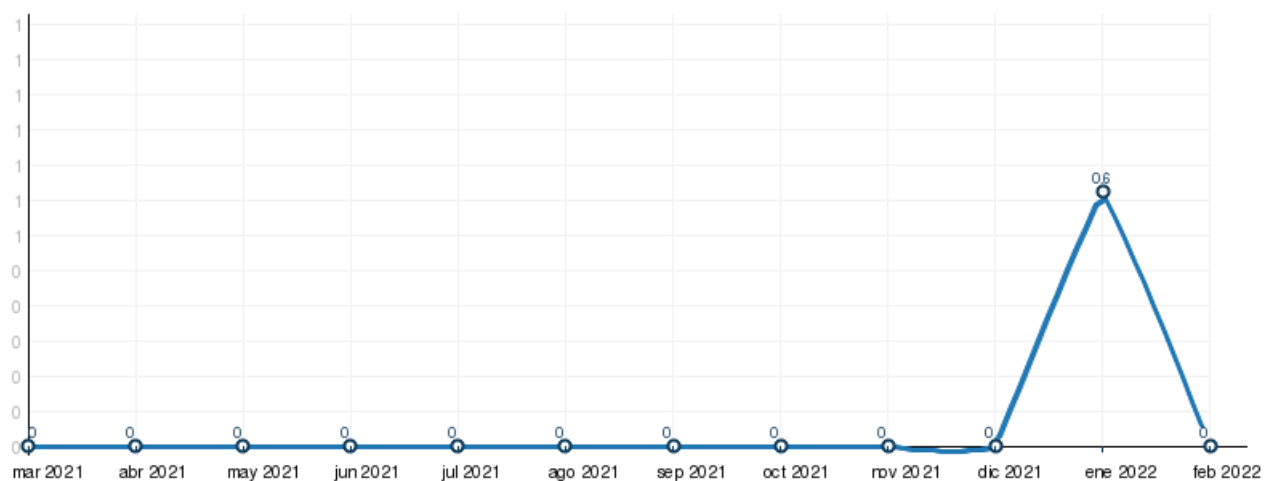
TOP categories du 17 January au 15 February 2022



TOP requester groups du 17 January au 15 February 2022



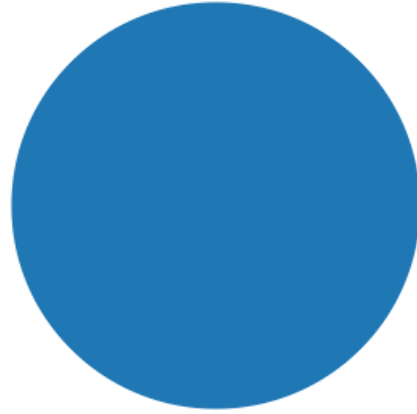
Number of group changes du 16 February 2021 au 15 February 2022



Task action times and solve delay comparison du 16 February 2021 au 15 February 2022

● SolutionCenter

4



Number of ticket per entity du 17 January au 15 February 2022



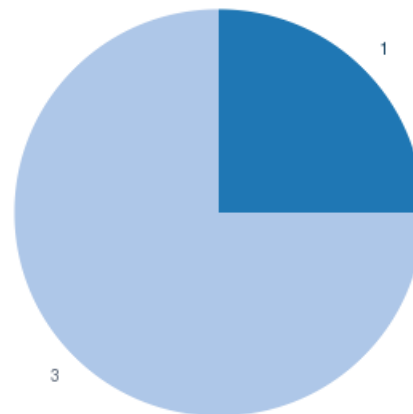
Number of ticket per entity du 17 January au 15 February 2022

SolutionCenter

5

Number of ticket per category and entity du 16 February 2021 au 15 February 2022

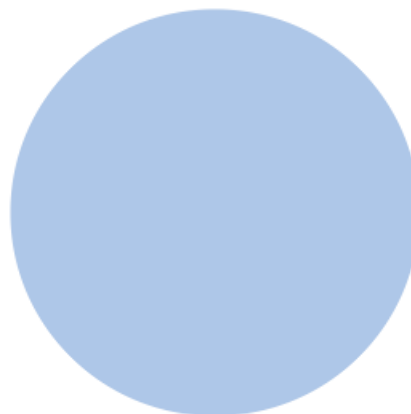
● Opened
● Cerrado



Number of opened and closed tickets du 17 January au 15 February 2022

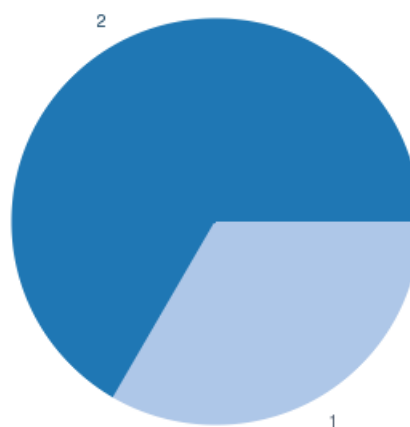
-
- Nuevo
 - Processing (assigned)
 - En curso (planificado)
 - En espera

1



Number of opened tickets per status du 17 January au 15 February 2022

● Telefonica Servicios Movistar VE
● Toyota



Top 10 requesters du 17 January au 15 February 2022

Oracle > Hardware

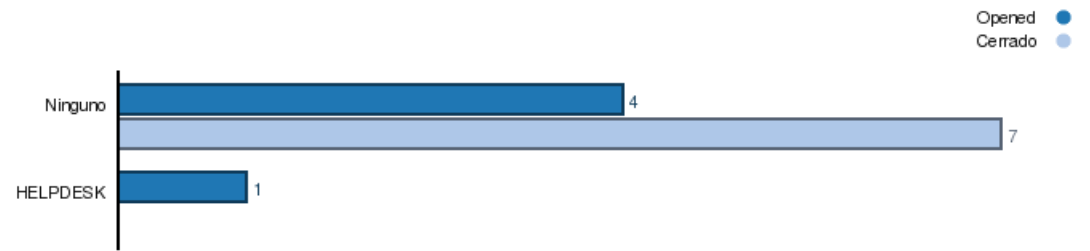


Number of opened tickets per category and type du 16 February 2021 au 15 February 2022

Oracle > Hardware



Number of closed tickets per category and type du 16 February 2021 au 15 February 2022



Number of opened and closed tickets per service du 16 February 2021 au 15 February 2022



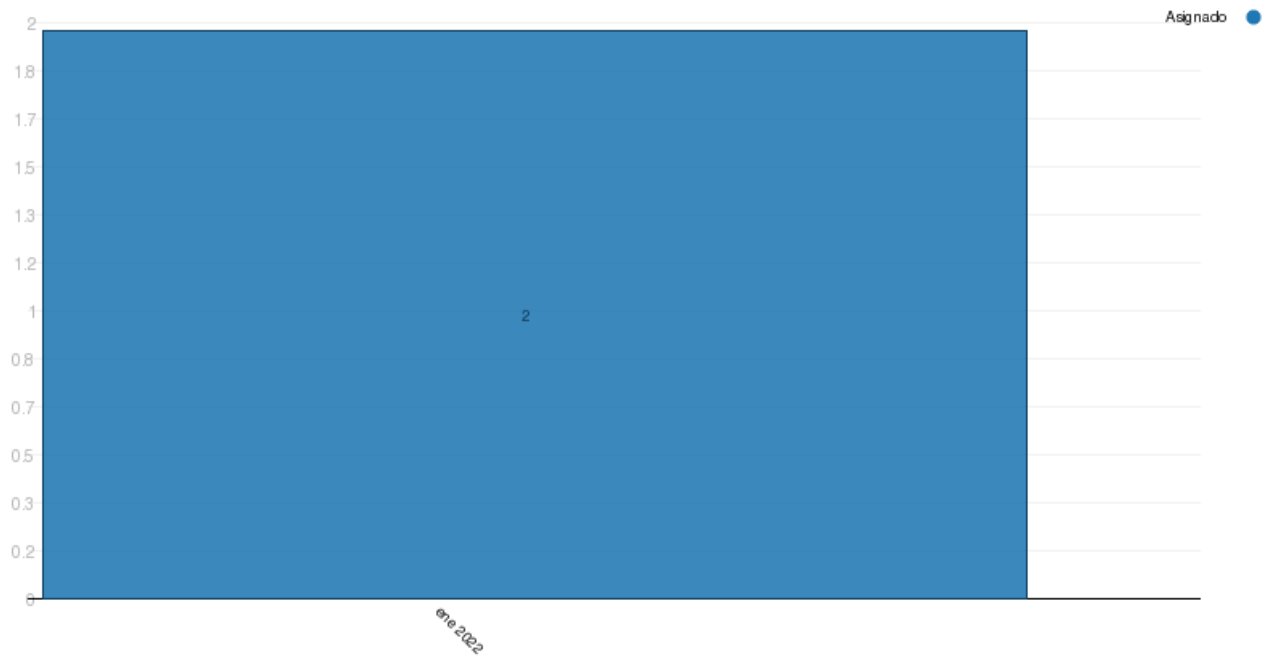
Number of openened tickets per category and status du 16 February 2021 au 15 February 2022

5
5
4
4
3
3
3
3
2
2
1
1
0
0

Number of ticket evolution over the period du 16 February 2021 au 15 February 2022

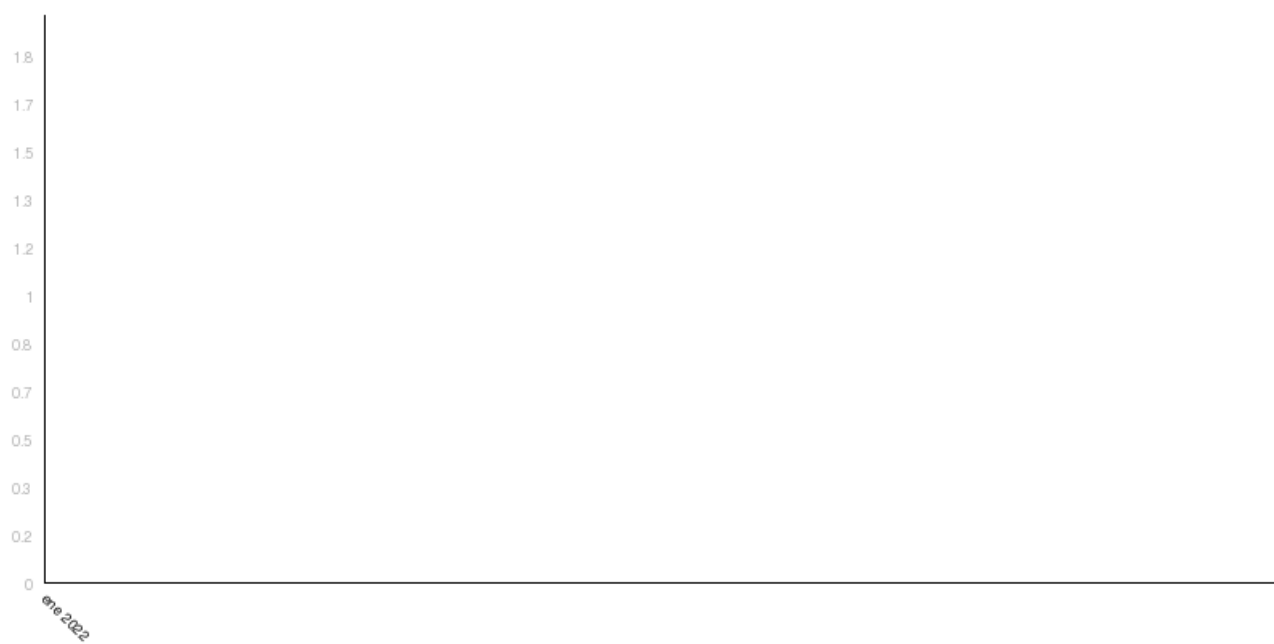
5
5
4
4
3
3
3
3
2
2
1
1
0
0

Number of ticket evolution over the period du 16 February 2021 au 15 February 2022



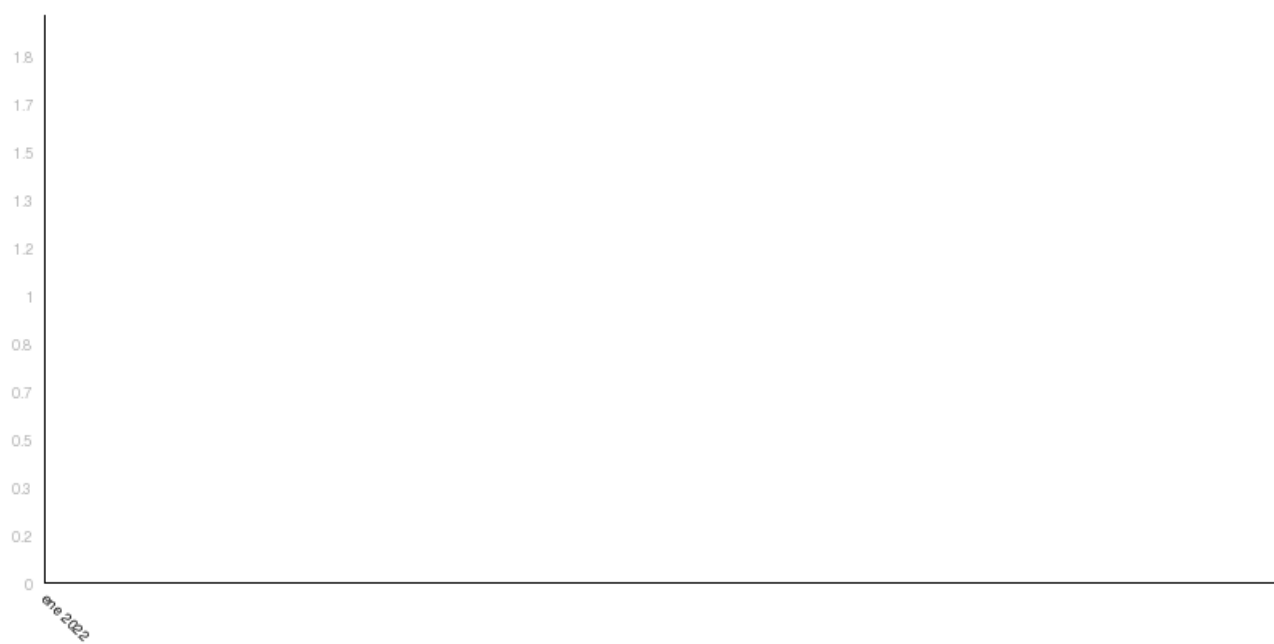
Number of ticket evolution over the period (per status) du 16 February 2021 au 15 February 2022

● Asignado

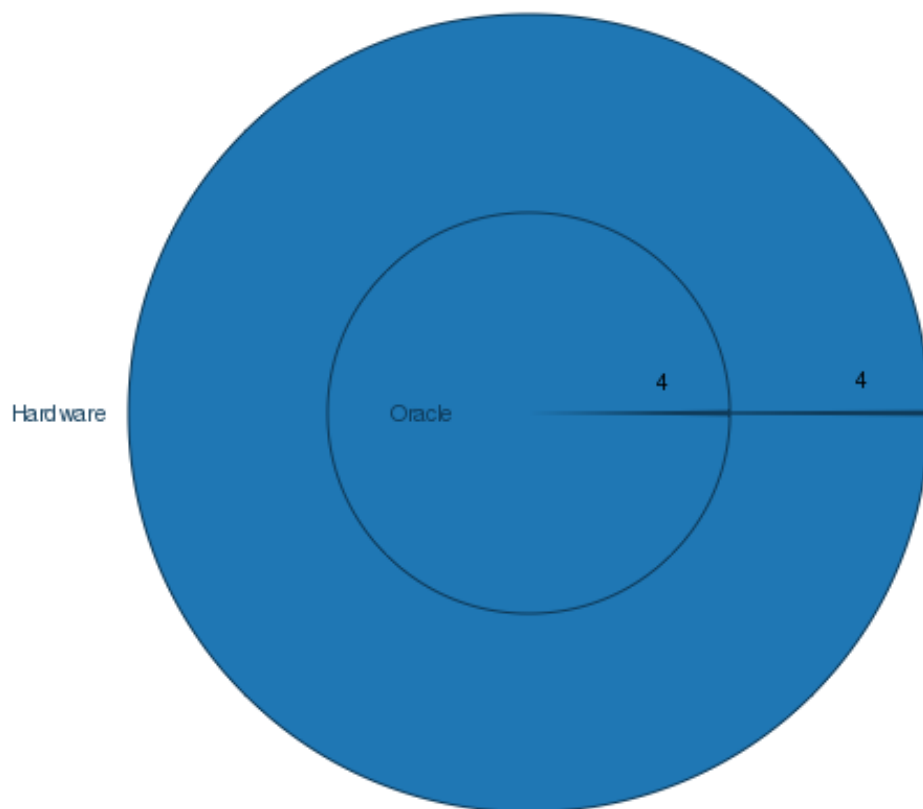


Number of ticket evolution over the period (per status) du 16 February 2021 au 15 February 2022

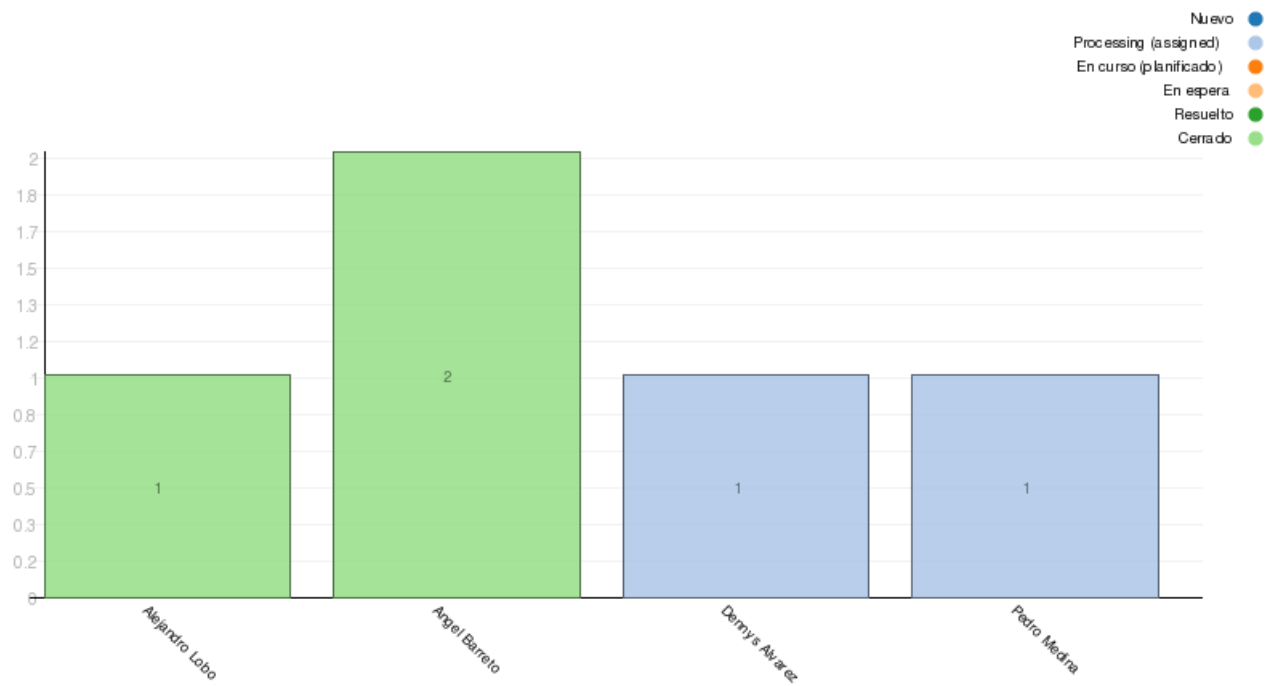
● Asignado



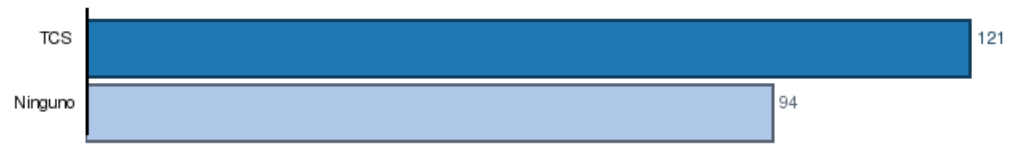
Number of ticket evolution over the period (per status) du 16 February 2021 au 15 February 2022



Distribution of tickets per category and child categories du 17 January au 15 February 2022



Number of tickets per status and technician du 16 February 2021 au 15 February 2022



Number of ticket per requester location du 17 January au 15 February 2022