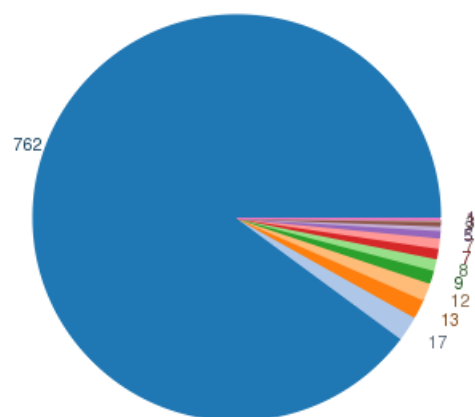


-
- Oracle (89.86 %)
 - ACER (2 %)
 - TOSHIBA (1.53 %)
 - HP (1.42 %)
 - LENOVO (1.06 %)
 - SAMSUNG (0.94 %)
 - MTEK (0.83 %)
 - DELL (0.83 %)
 - Cisco (0.59 %)
 - ASUS (0.35 %)
 - IMAC (0.35 %)
 - SONY (0.12 %)
 - IBM (0.12 %)

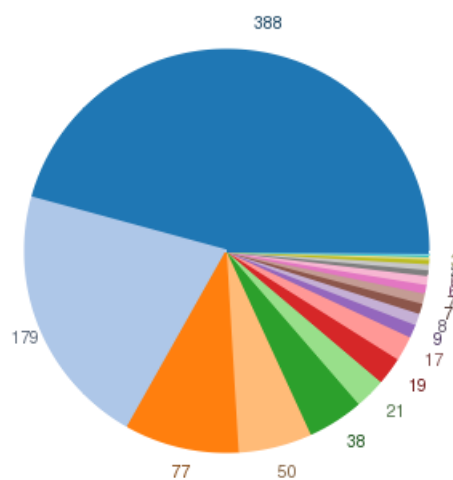


Computers per manufacturer du 20 September au 19 October 2021

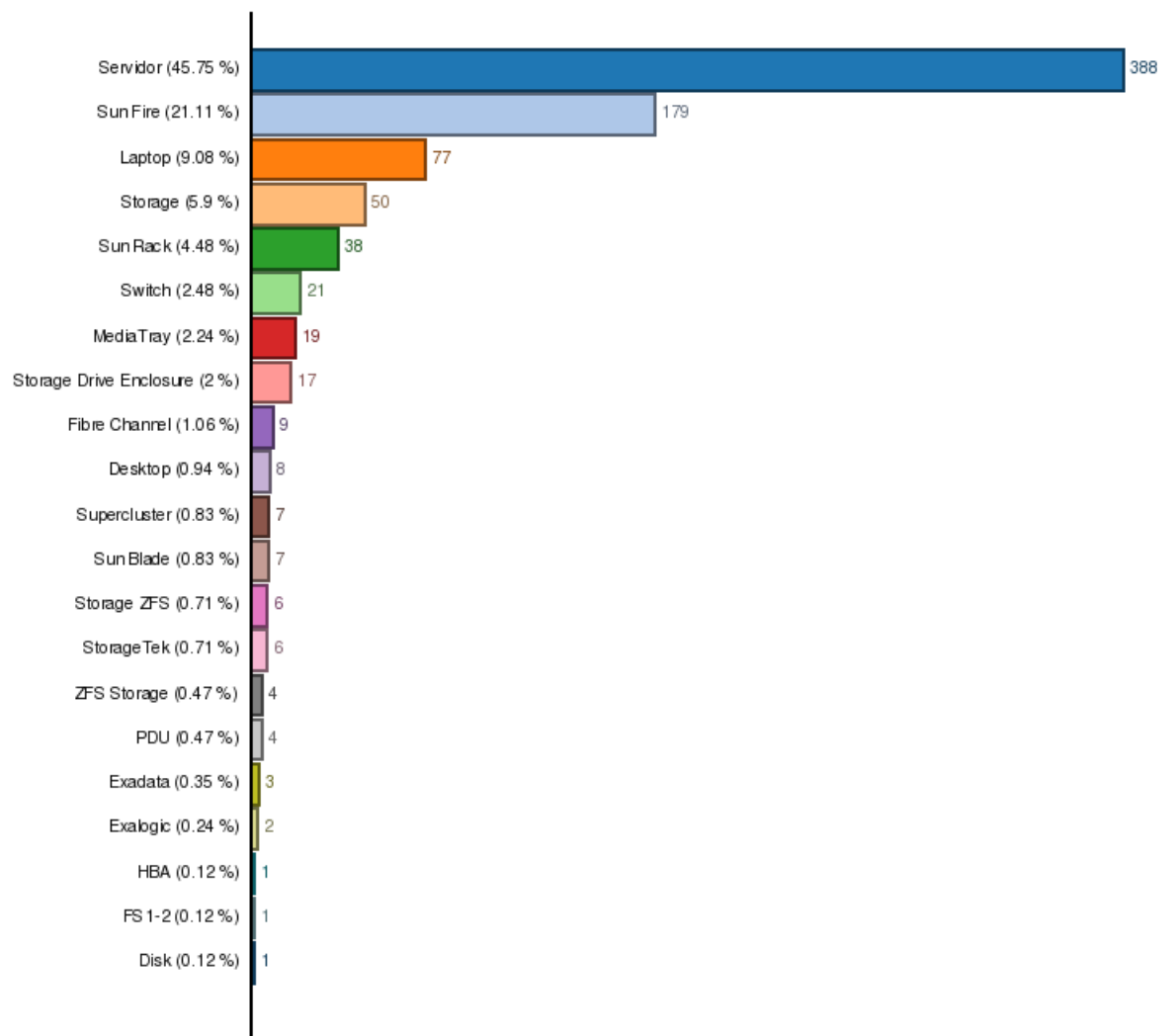


Computers per manufacturer du 20 September au 19 October 2021

- 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 %)



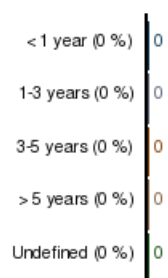
Computers per type du 20 September au 19 October 2021



Computers per type du 20 September au 19 October 2021

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

Computer per age du 20 September au 19 October 2021



Computer per age du 20 September au 19 October 2021

● Windows (100 %)

48



Computers per OS du 20 September au 19 October 2021



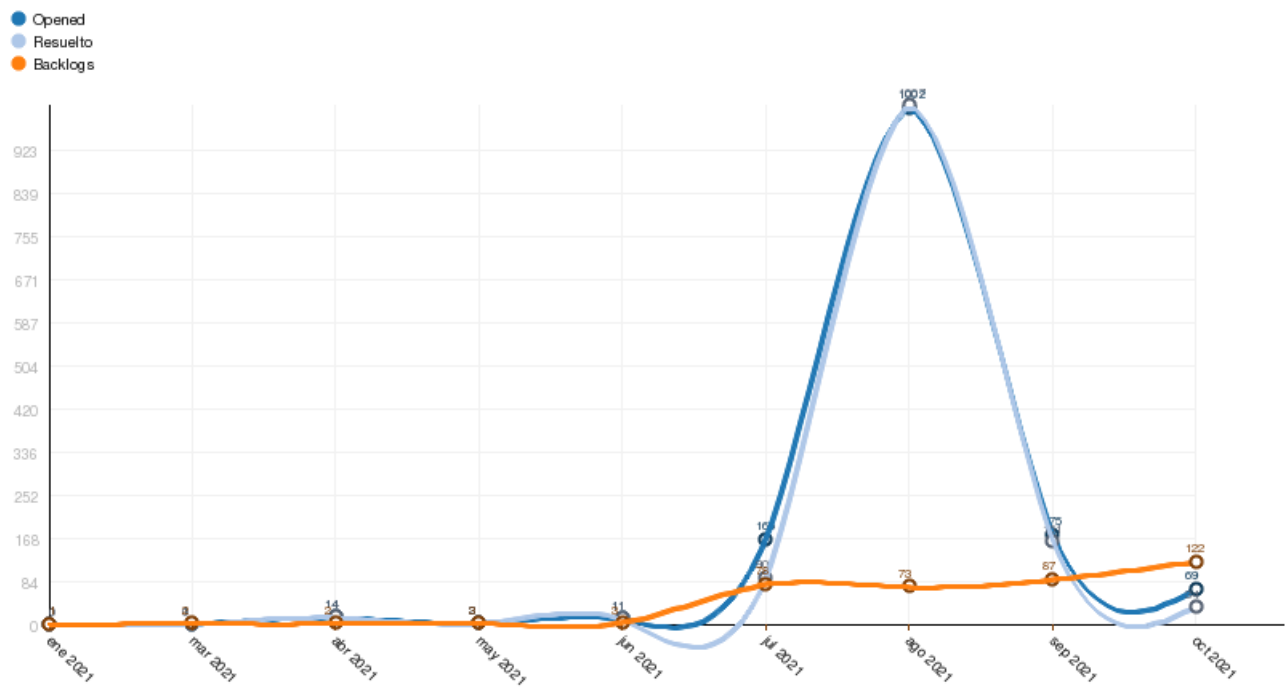
Computers per OS du 20 September au 19 October 2021



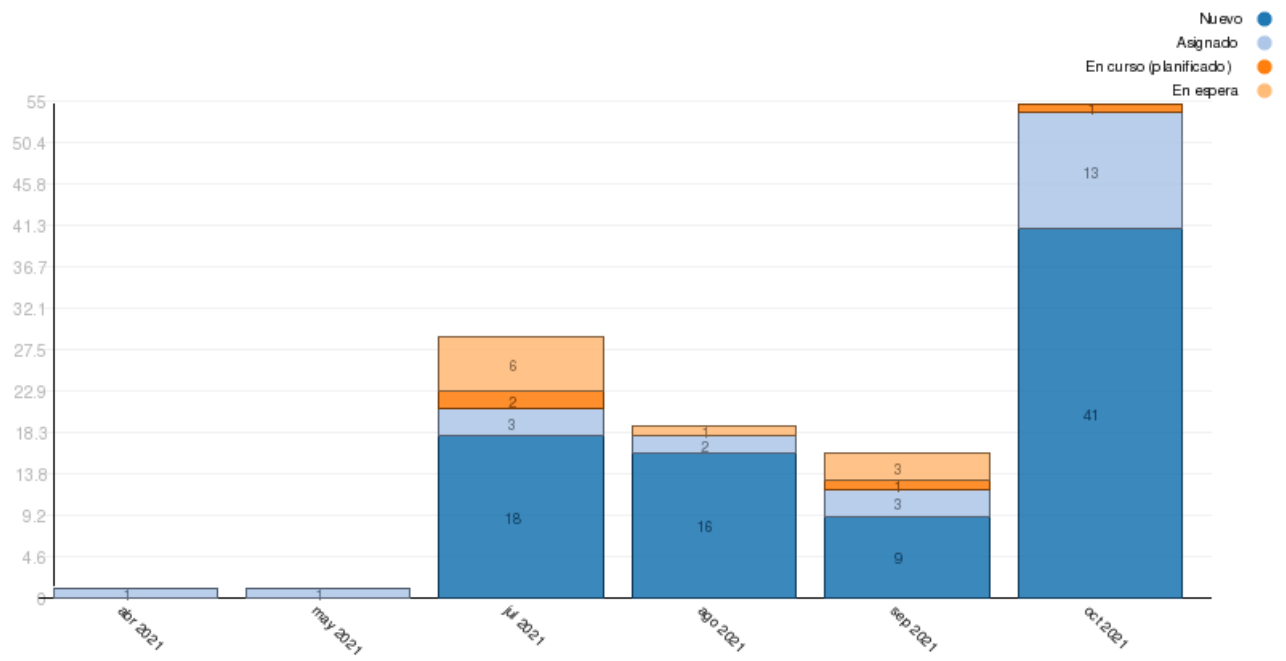
Windows distribution du 20 September au 19 October 2021



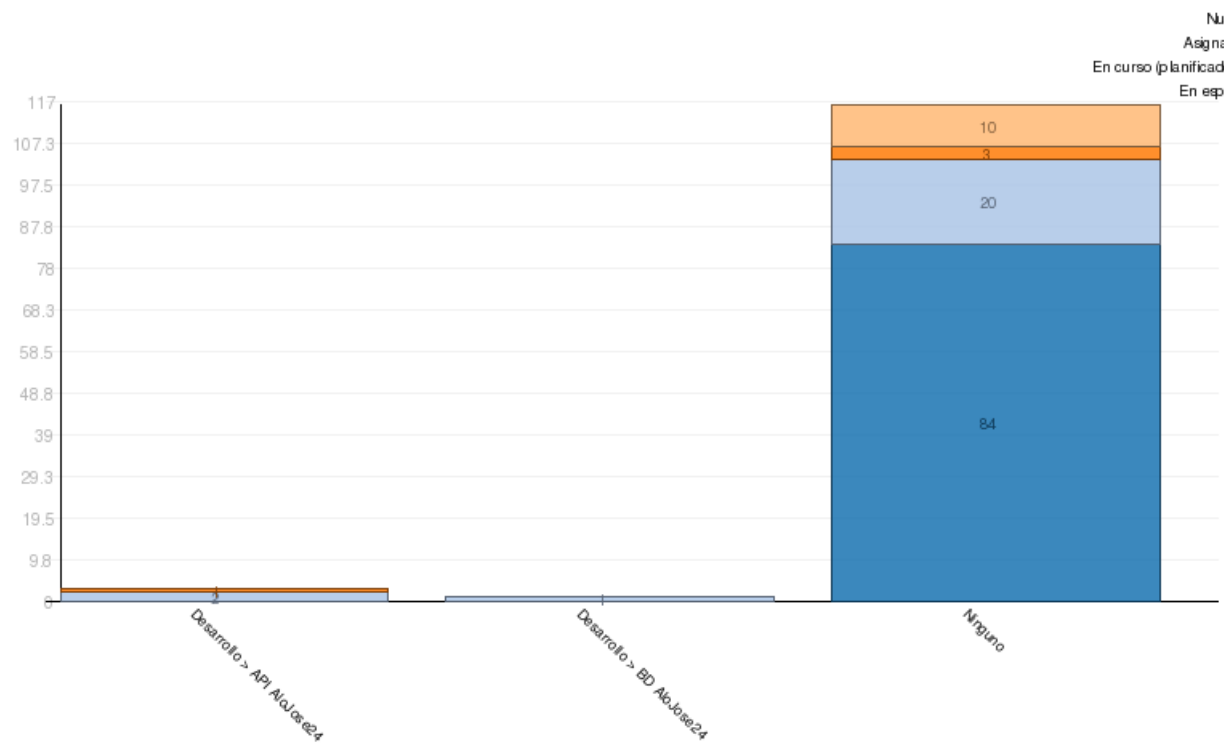
Computers per entities du 20 September au 19 October 2021



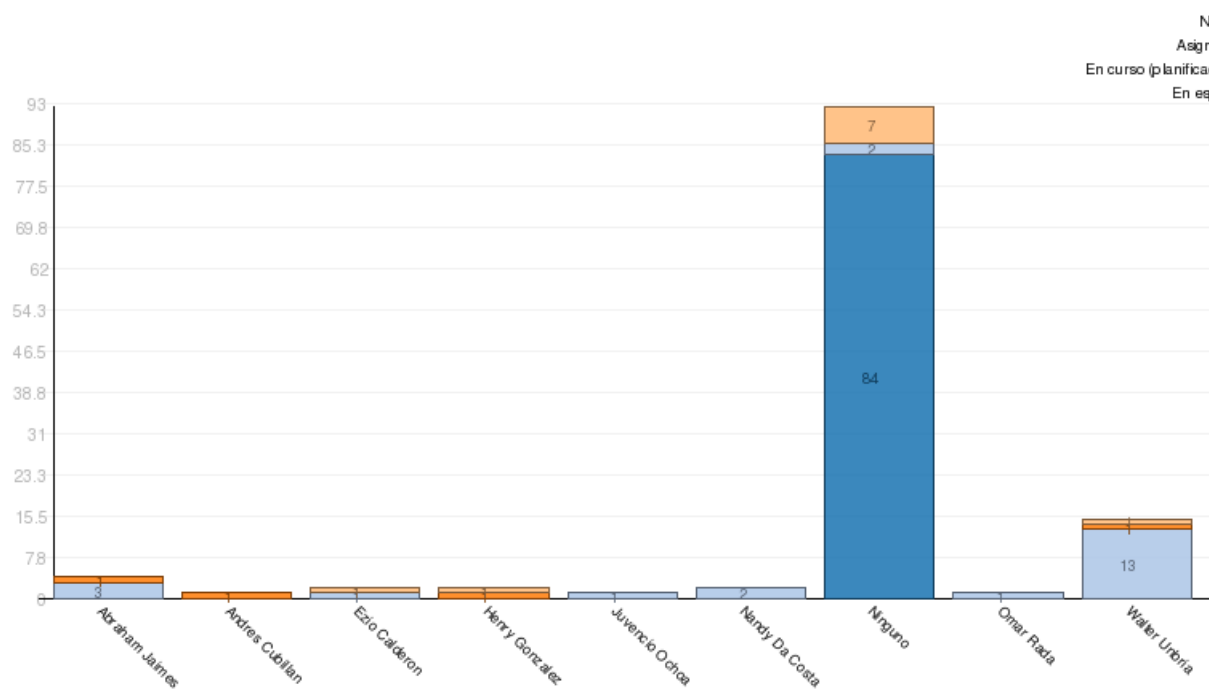
Backlog du 20 October 2020 au 19 October 2021



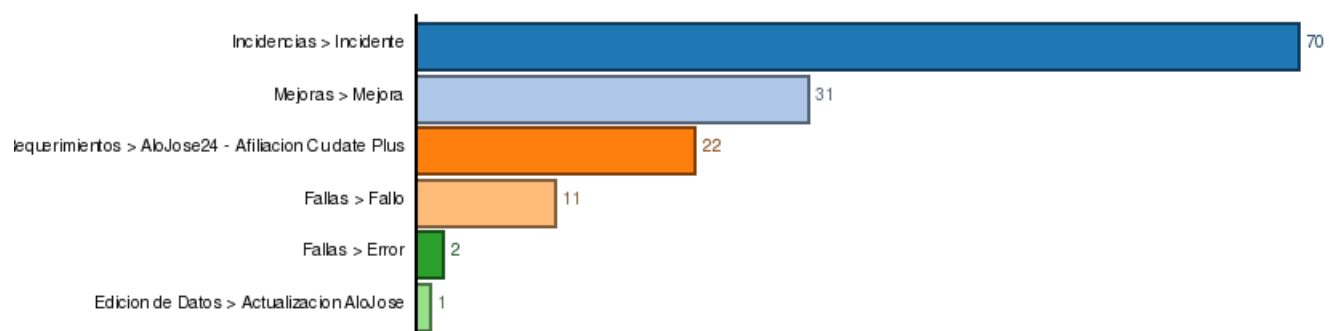
Ticket age du 20 October 2020 au 19 October 2021



Tickets per group du 20 October 2020 au 19 October 2021



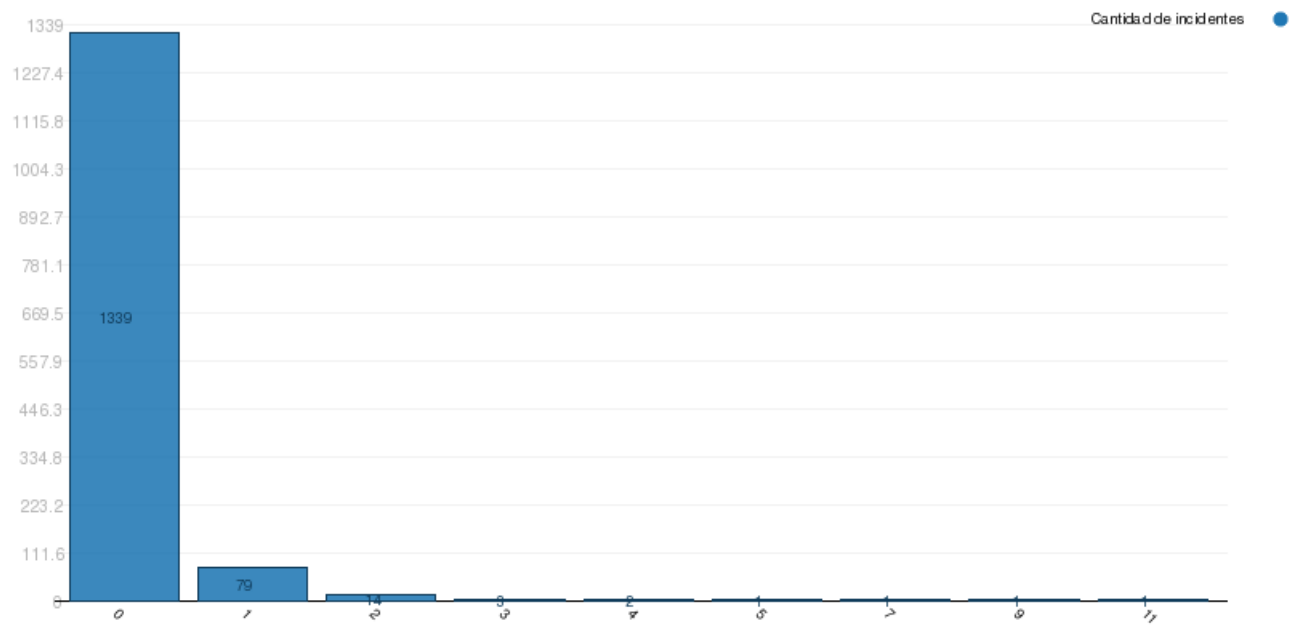
Tickets per technician du 20 October 2020 au 19 October 2021



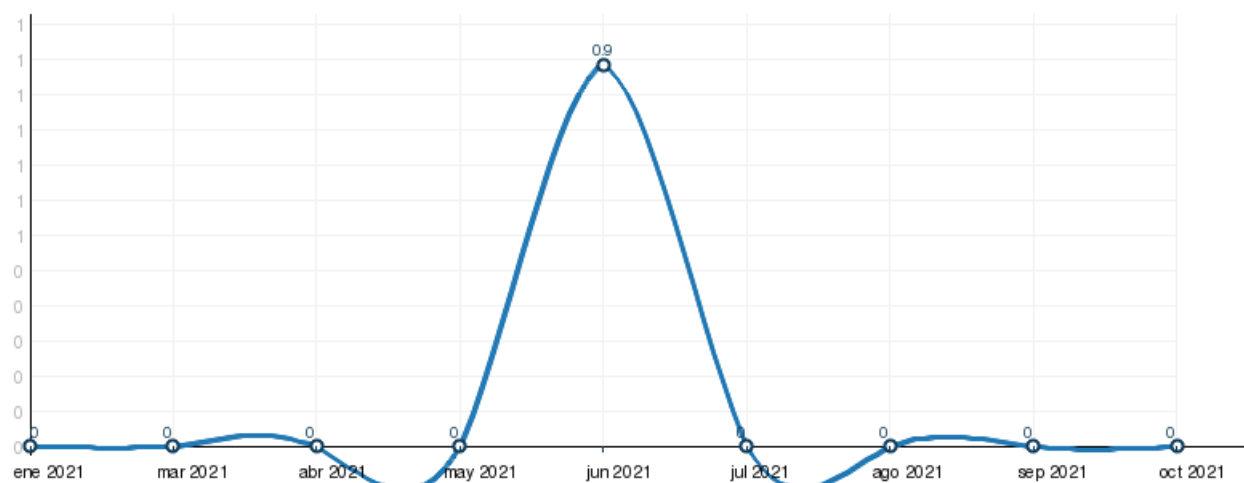
TOP categories du 20 September au 19 October 2021



TOP requester groups du 20 September au 19 October 2021



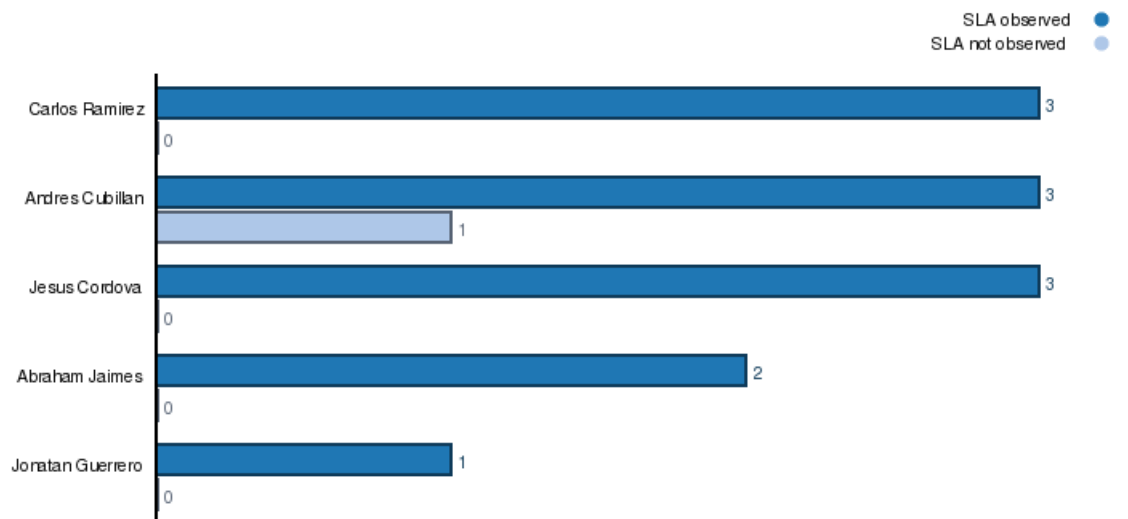
Number of group changes du 20 October 2020 au 19 October 2021



Task action times and solve delay comparison du 20 October 2020 au 19 October 2021

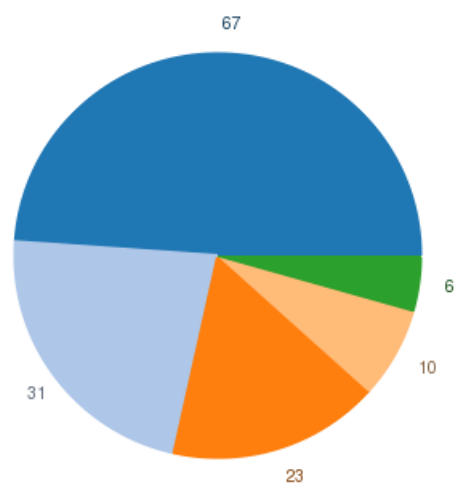


Tickets per SLA ordered by categories du 20 October 2020 au 19 October 2021

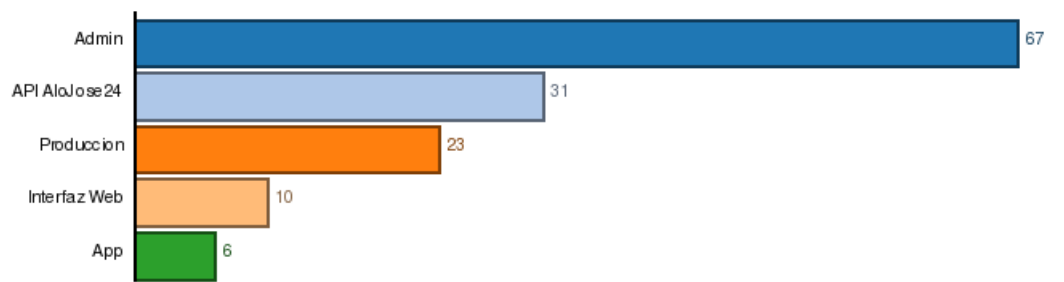


Tickets per SLA ordered by techicians du 20 October 2020 au 19 October 2021

-
- Admin
 - API AloJose24
 - Production
 - Interfaz Web
 - App



Number of ticket per entity du 20 September au 19 October 2021

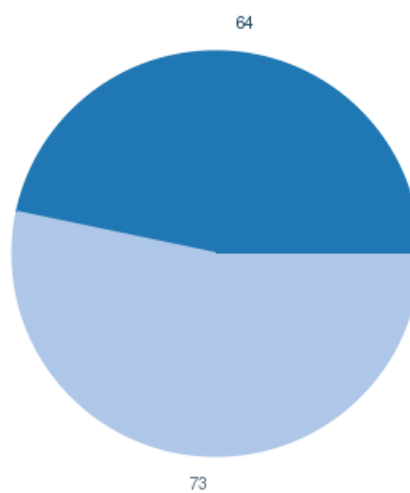


Number of ticket per entity du 20 September au 19 October 2021



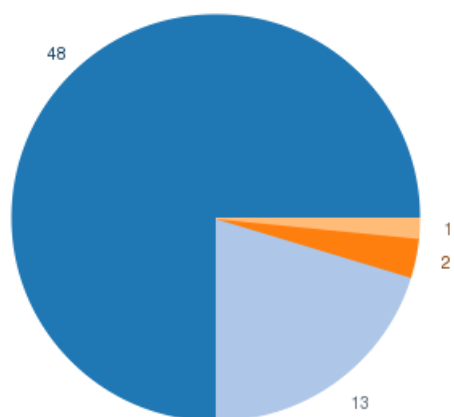
Number of ticket per category and entity du 20 October 2020 au 19 October 2021

● Opened
● Cerrado



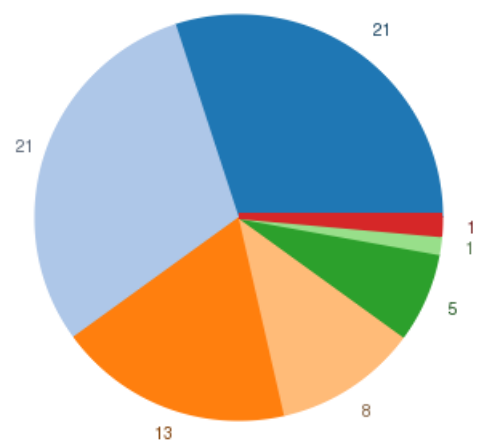
Number of opened and closed tickets du 20 September au 19 October 2021

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



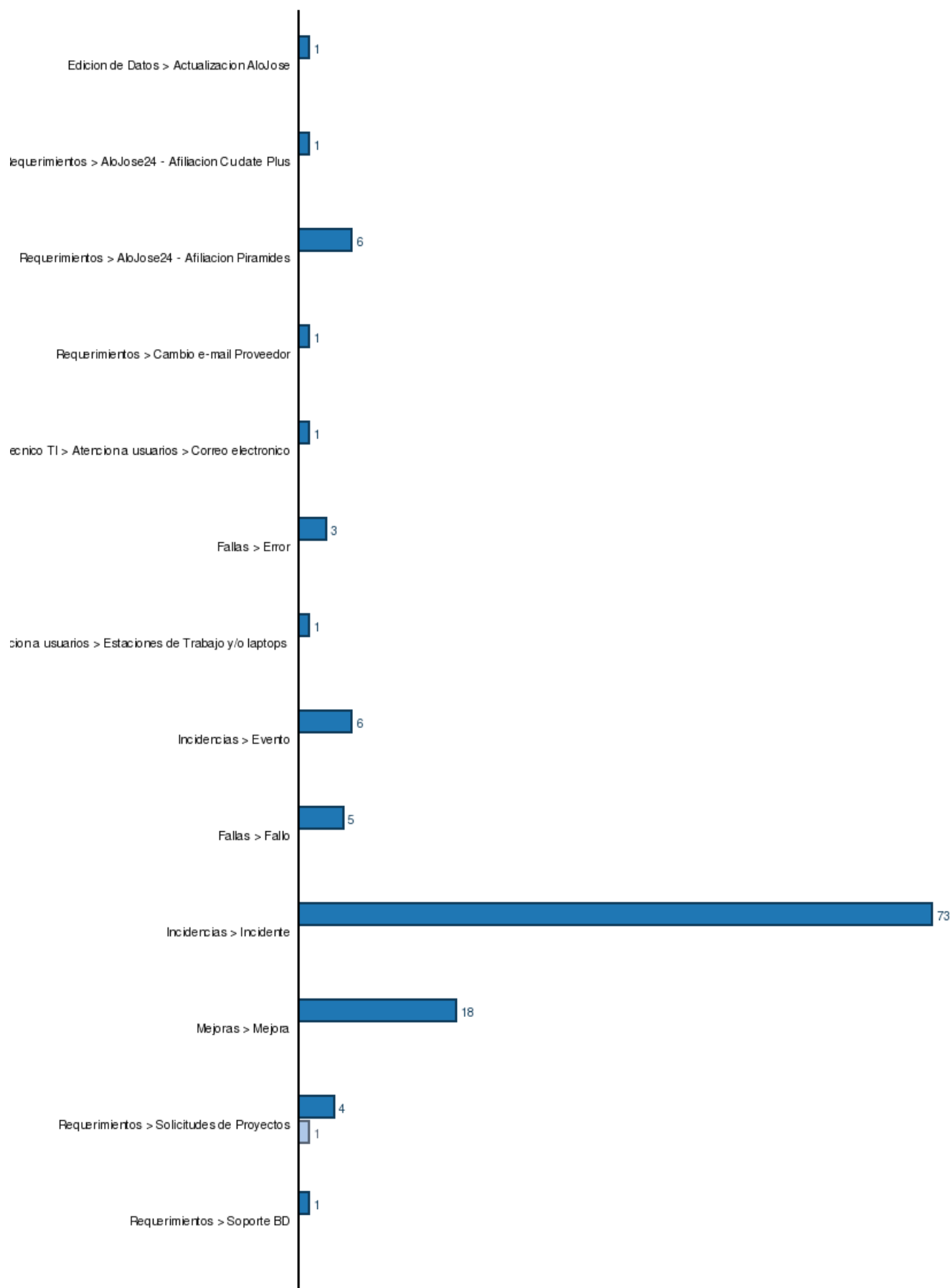
Number of opened tickets per status du 20 September au 19 October 2021

-
- Vasquez Diego
 - Yarihuaman Kimberling
 - Hernandez Raiza
 - Cordoba Diana
 - Granado Jeiny
 - Aguilera Gabriela
 - Barradas Cleiver

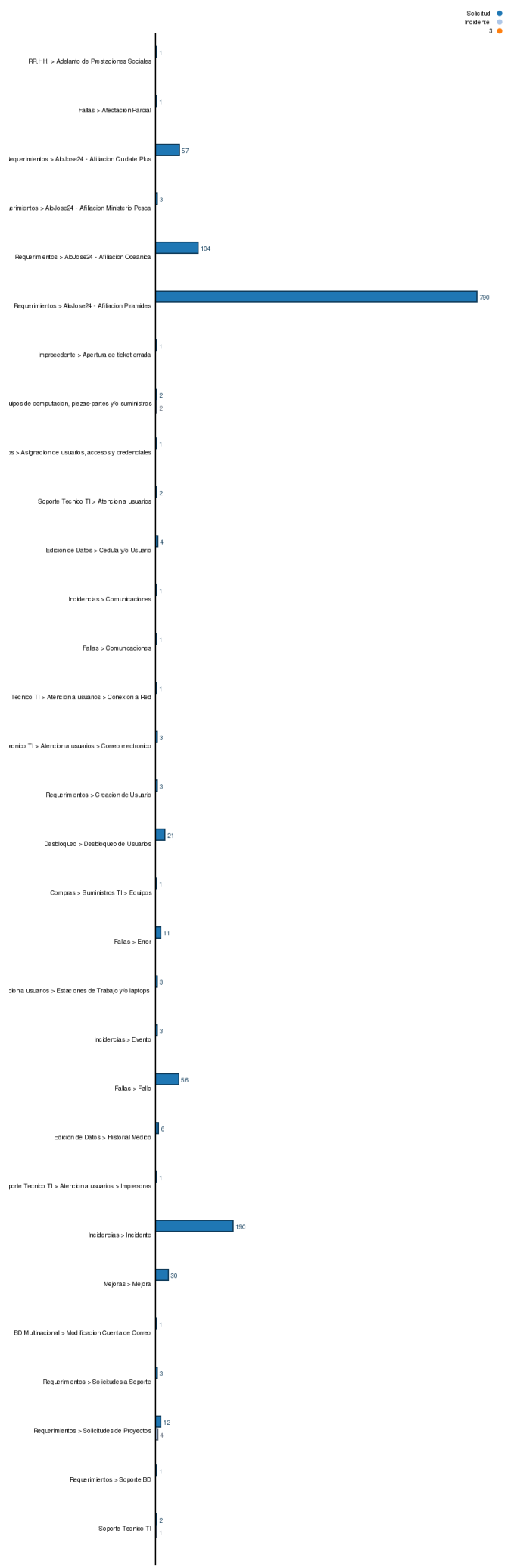


Top 10 requesters du 20 September au 19 October 2021

Solicitud ●
Incidente ●
3 ●



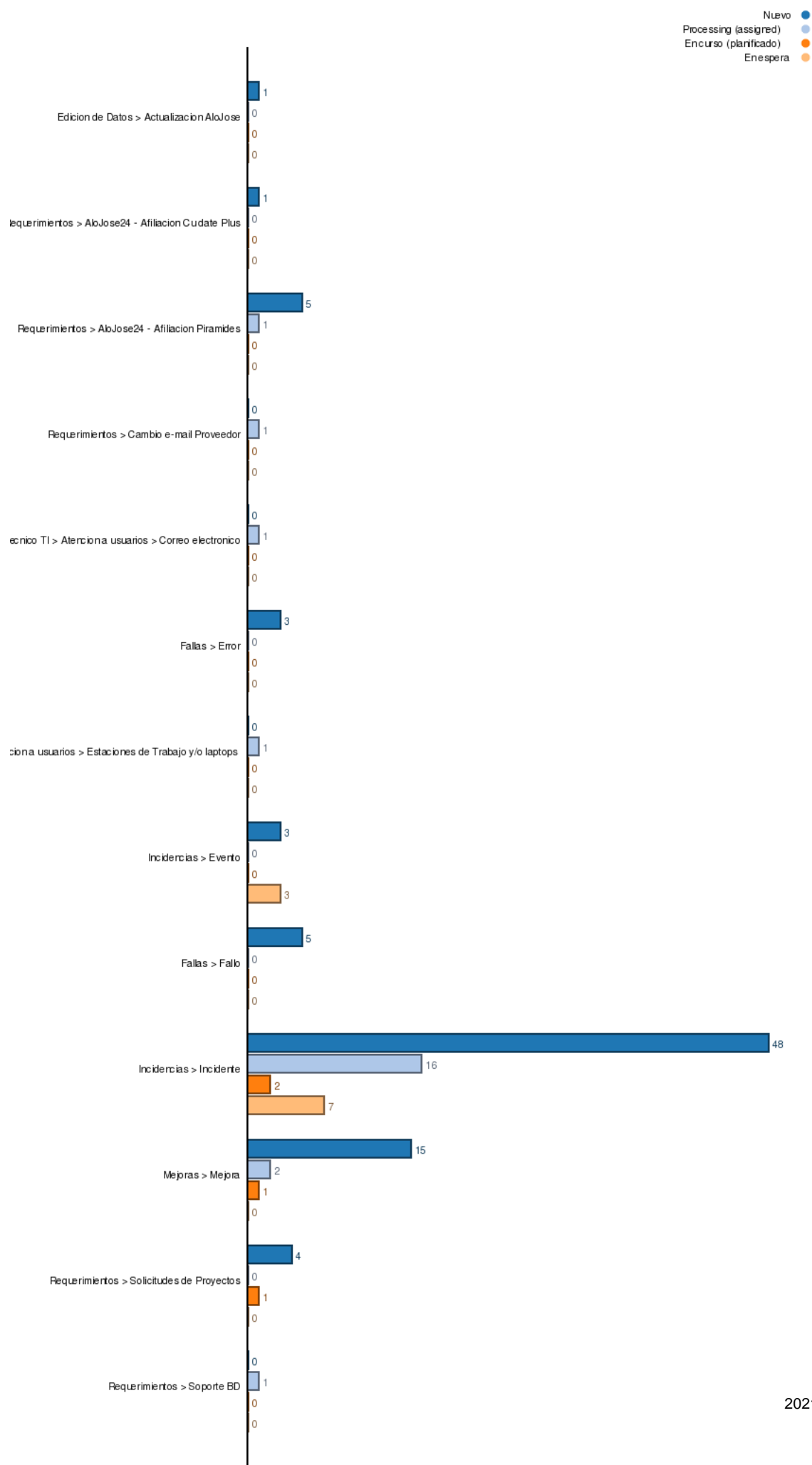
Number of opened tickets per category and type du 20 October 2020 au 19 October 2021



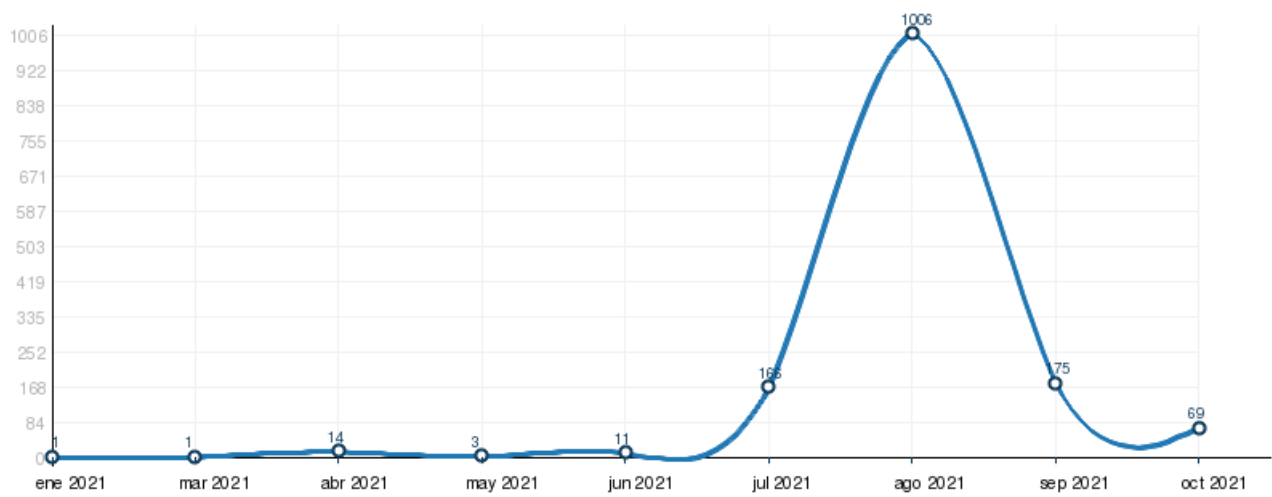
Number of closed tickets per category and type du 20 October 2020 au 19 October 2021



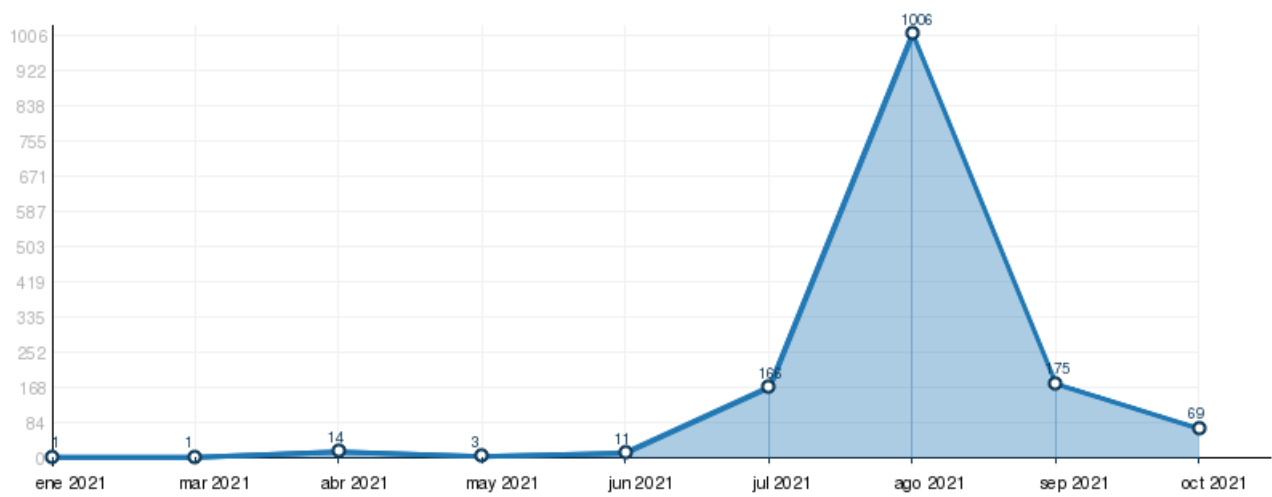
Number of opened and closed tickets per service du 20 October 2020 au 19 October 2021



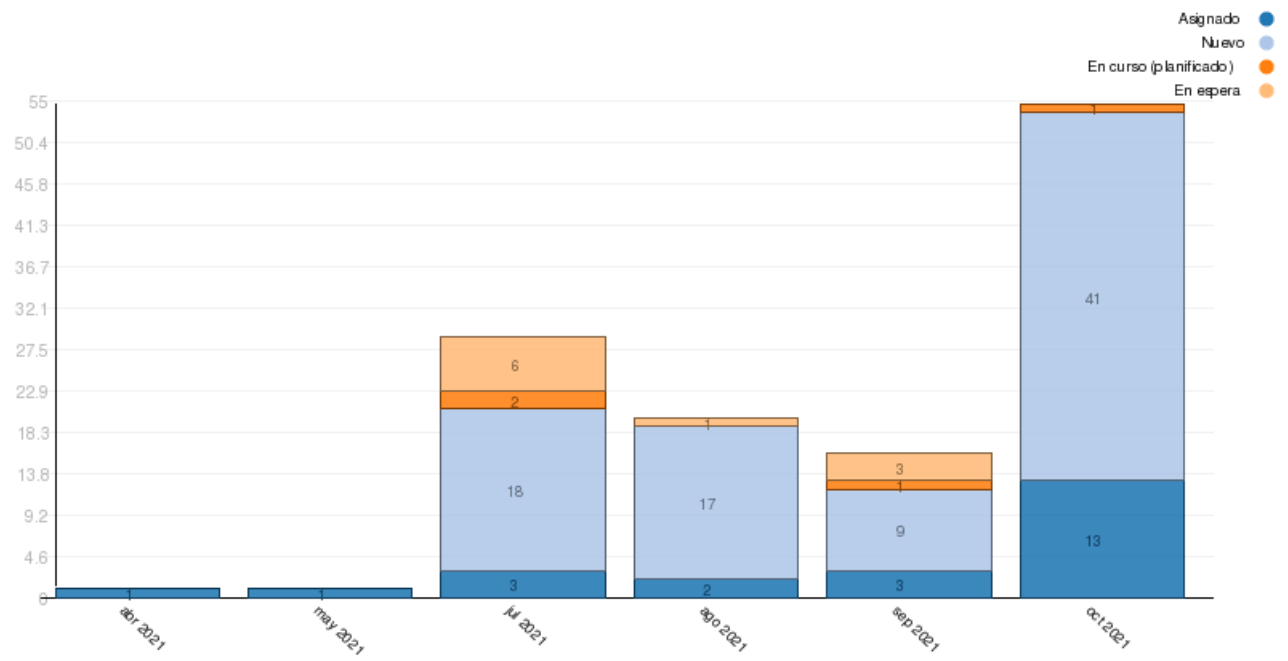
Number of openened tickets per category and status du 20 October 2020 au 19 October 2021



Number of ticket evolution over the period du 20 October 2020 au 19 October 2021

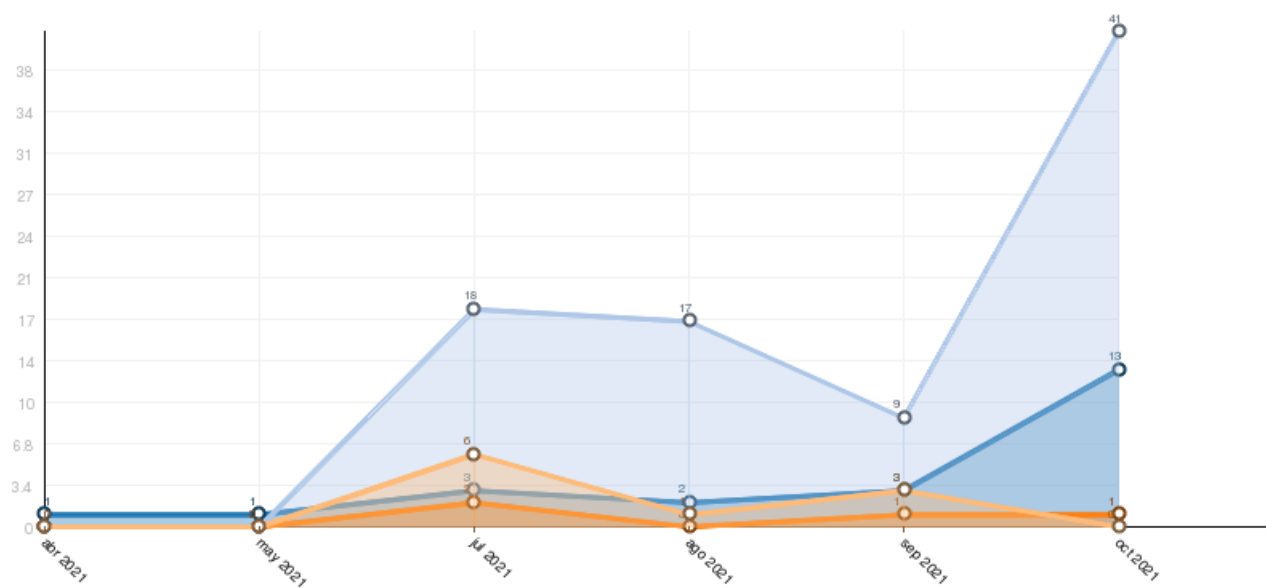


Number of ticket evolution over the period du 20 October 2020 au 19 October 2021



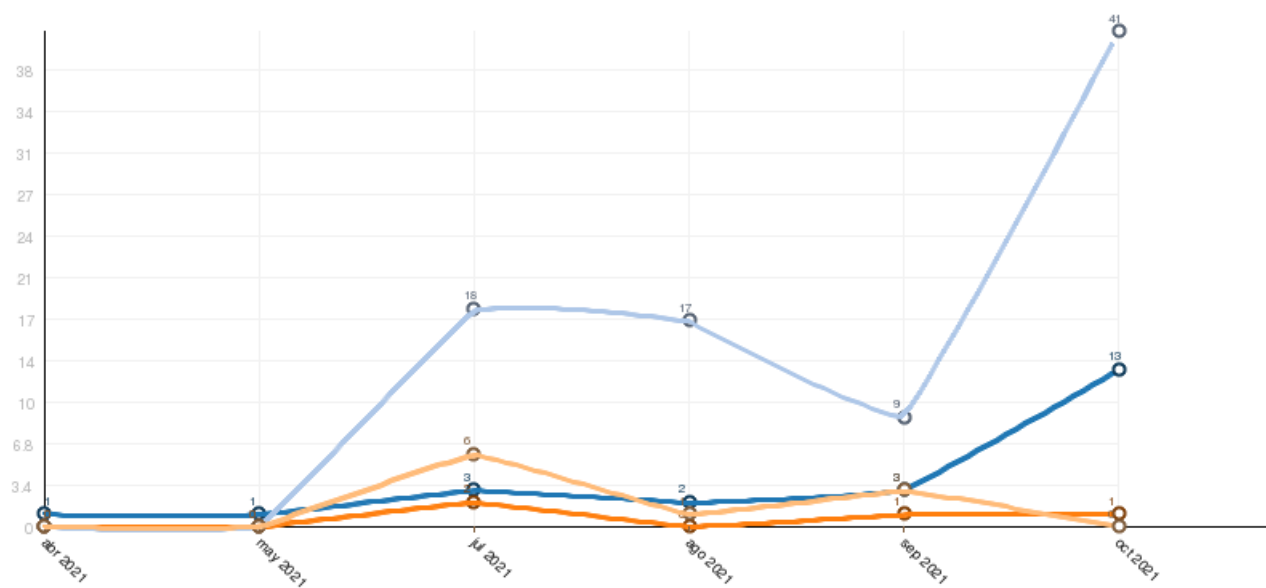
Number of ticket evolution over the period (per status) du 20 October 2020 au 19 October 2021

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

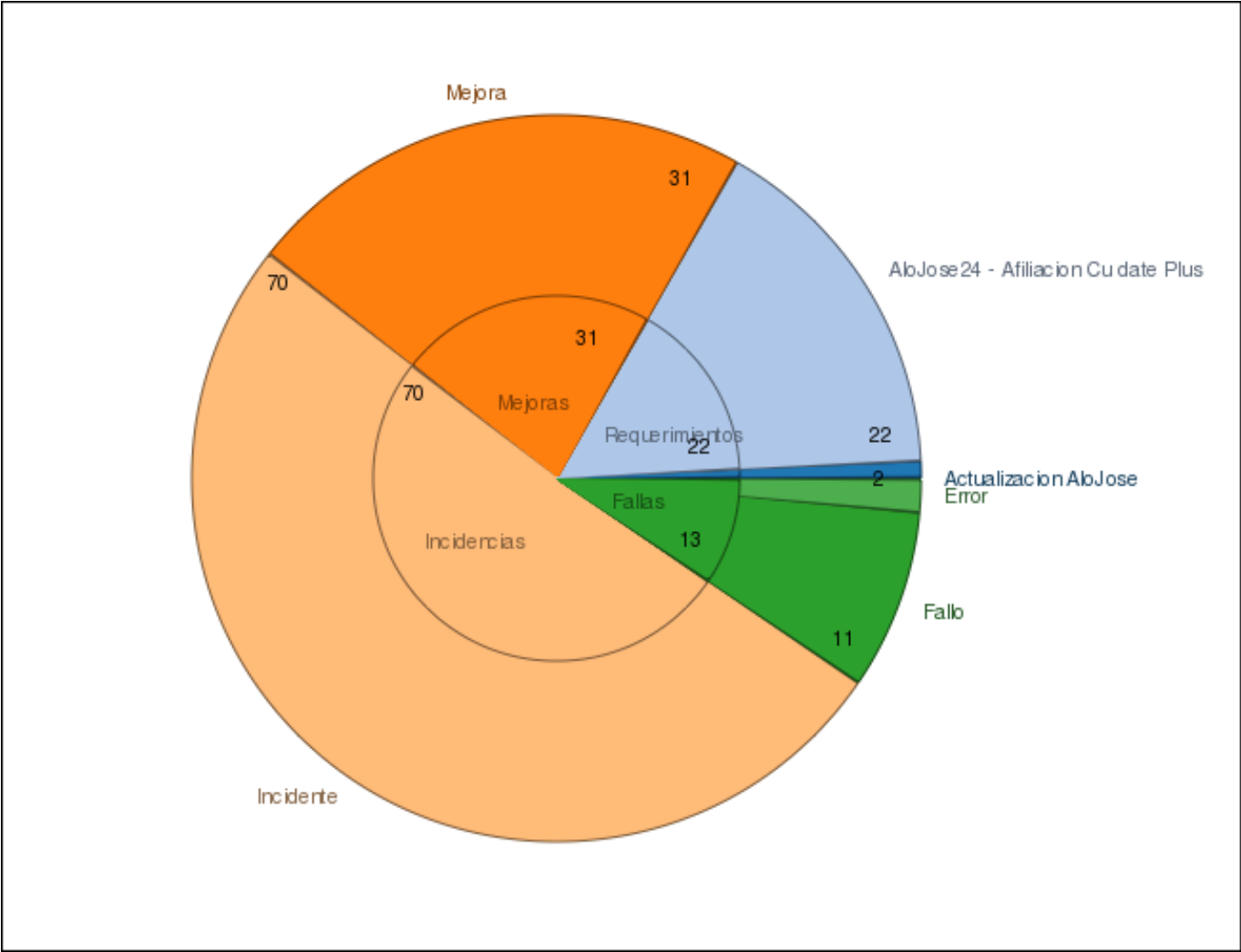


Number of ticket evolution over the period (per status) du 20 October 2020 au 19 October 2021

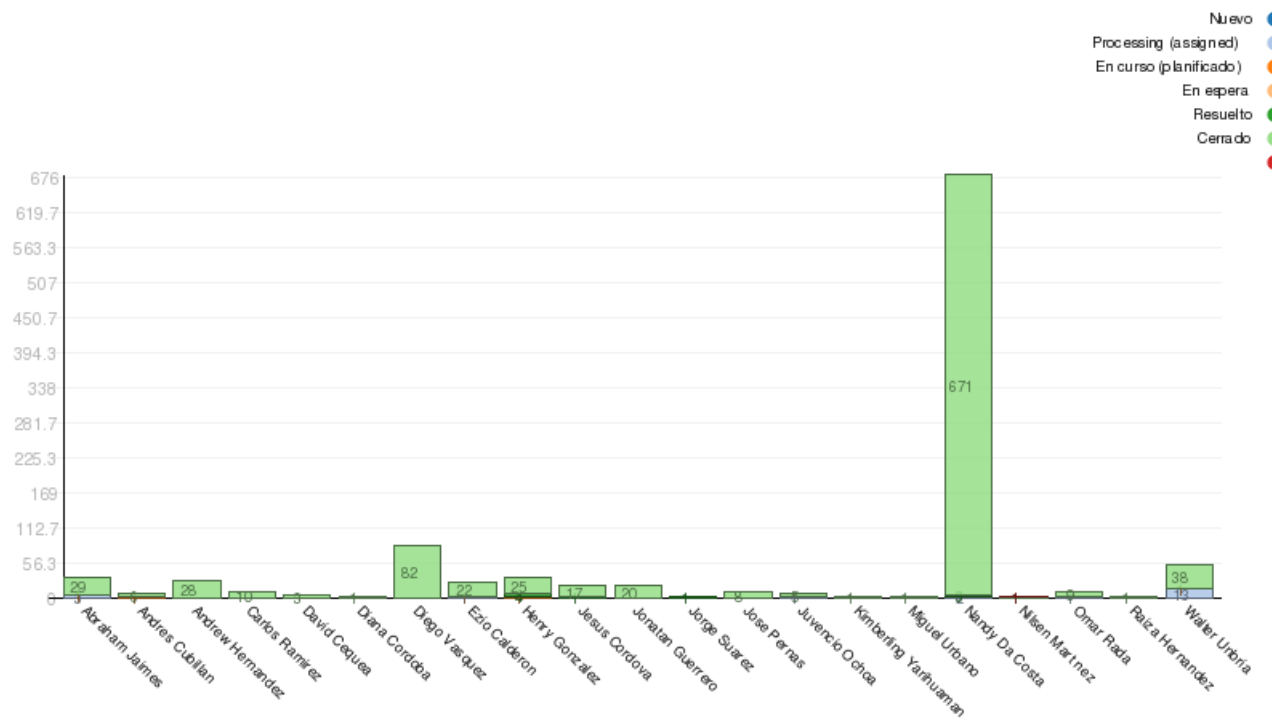
- Asignado
- Nuevo
- En curso (planificado)
- En espera



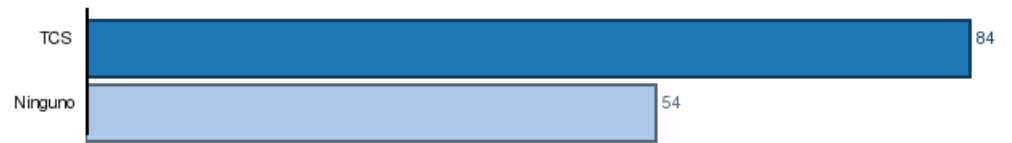
Number of ticket evolution over the period (per status) du 20 October 2020 au 19 October 2021



Distribution of tickets per category and child categories du 20 September au 19 October 2021



Number of tickets per status and technician du 20 October 2020 au 19 October 2021



Number of ticket per requester location du 20 September au 19 October 2021