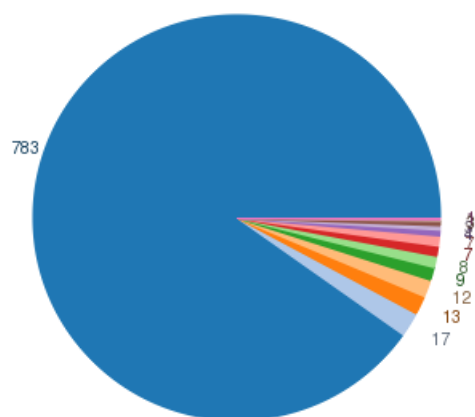


-
- Oracle (90.21 %)
 - ACER (1.96 %)
 - TOSHIBA (1.5 %)
 - HP (1.38 %)
 - LENOVO (1.04 %)
 - SAMSUNG (0.92 %)
 - MTEK (0.81 %)
 - DELL (0.81 %)
 - Cisco (0.46 %)
 - ASUS (0.35 %)
 - IMAC (0.35 %)
 - SONY (0.12 %)
 - IBM (0.12 %)

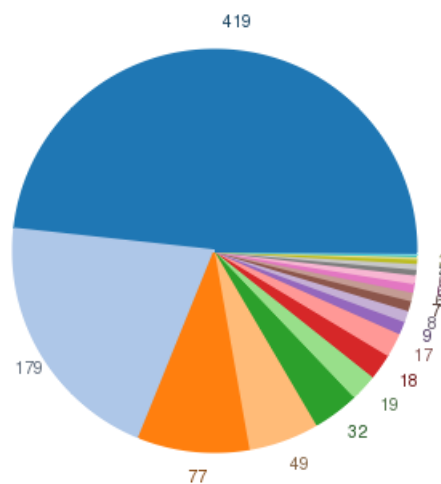


Computers per manufacturer du 9 November au 8 December 2022

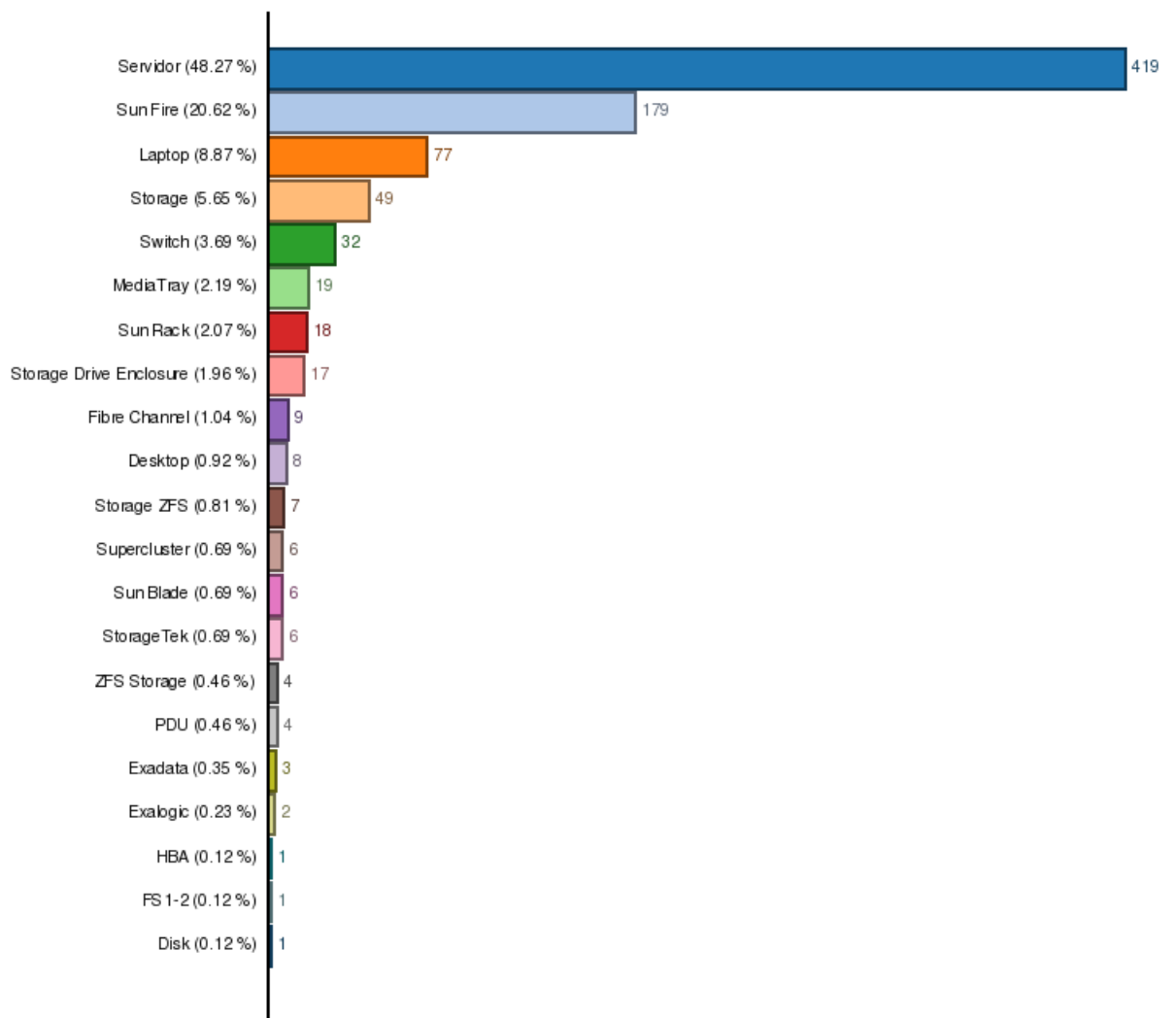


Computers per manufacturer du 9 November au 8 December 2022

- Servidor (48.27 %)
- SunFire (20.62 %)
- Laptop (8.87 %)
- Storage (5.65 %)
- Switch (3.69 %)
- MediaTray (2.19 %)
- SunRack (2.07 %)
- Storage Drive Enclosure (1.96 %)
- Fibre Channel (1.04 %)
- Desktop (0.92 %)
- Storage ZFS (0.81 %)
- Supercluster (0.69 %)
- SunBlade (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 %)



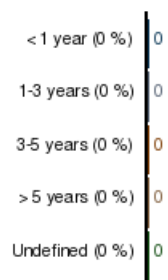
Computers per type du 9 November au 8 December 2022



Computers per type du 9 November au 8 December 2022

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

Computer per age du 9 November au 8 December 2022



Computer per age du 9 November au 8 December 2022

● Windows (100 %)



48

Computers per OS du 9 November au 8 December 2022



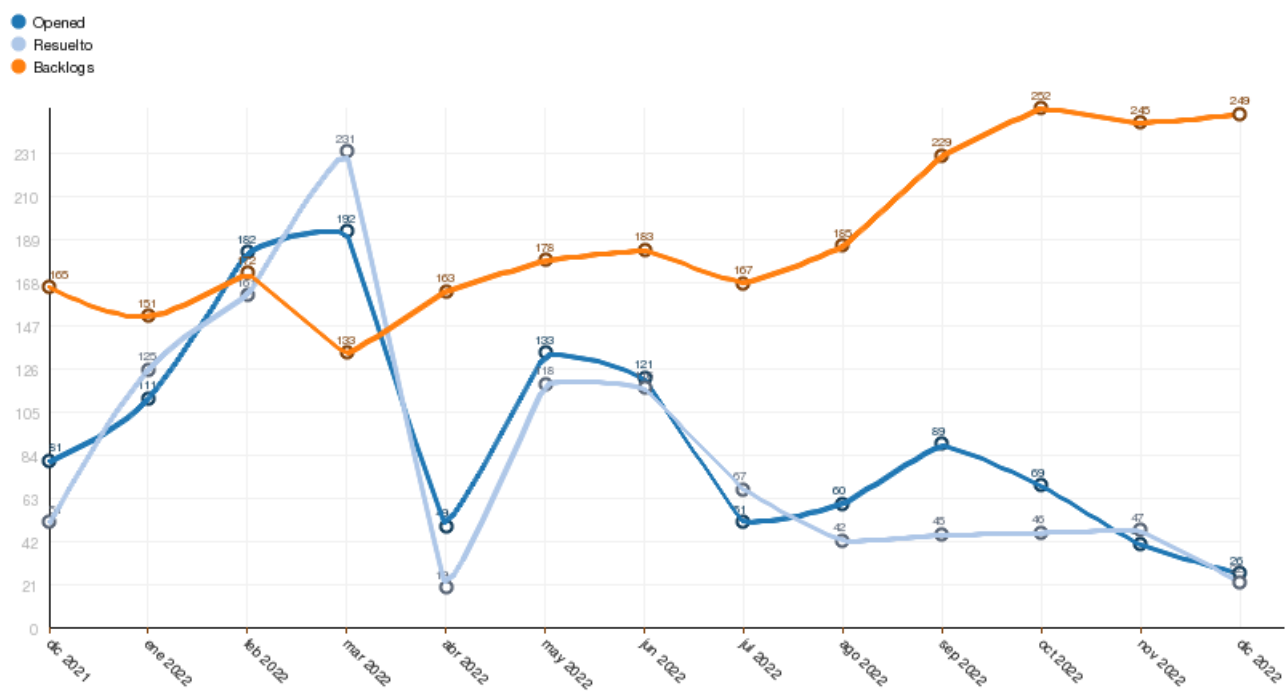
Computers per OS du 9 November au 8 December 2022



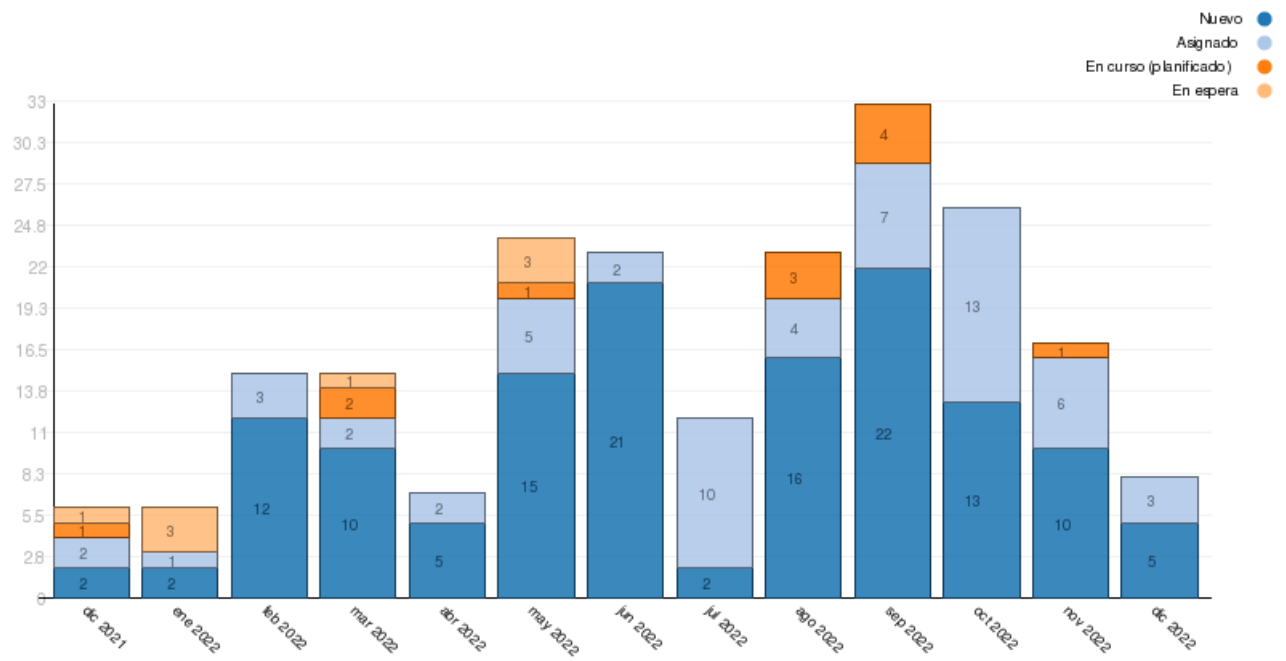
Windows distribution du 9 November au 8 December 2022



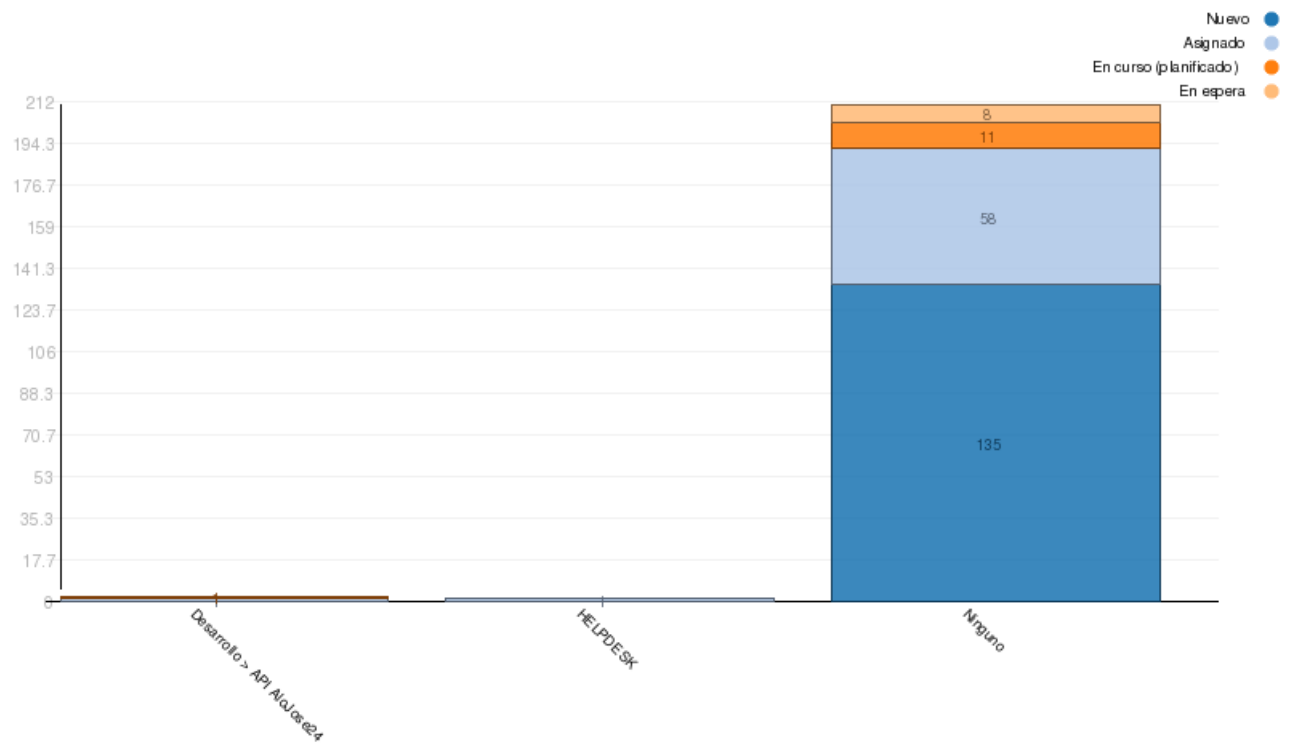
Computers per entities du 9 November au 8 December 2022



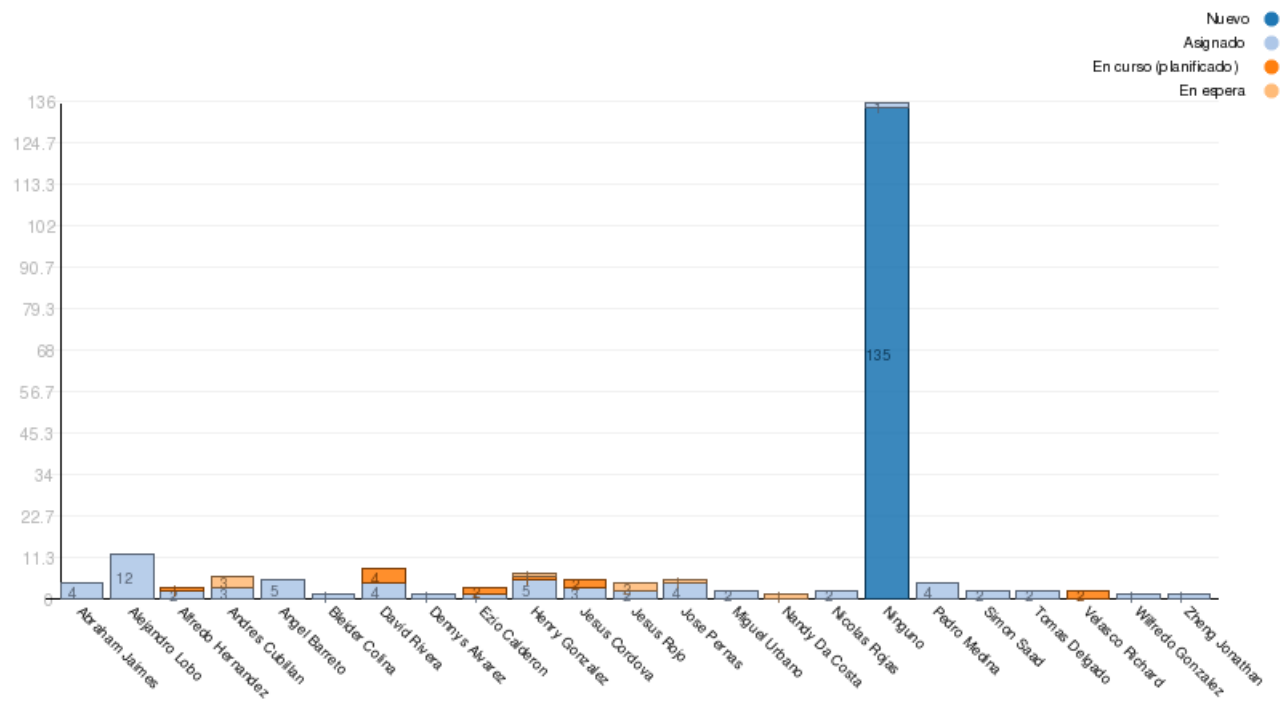
Backlog du 9 December 2021 au 8 December 2022



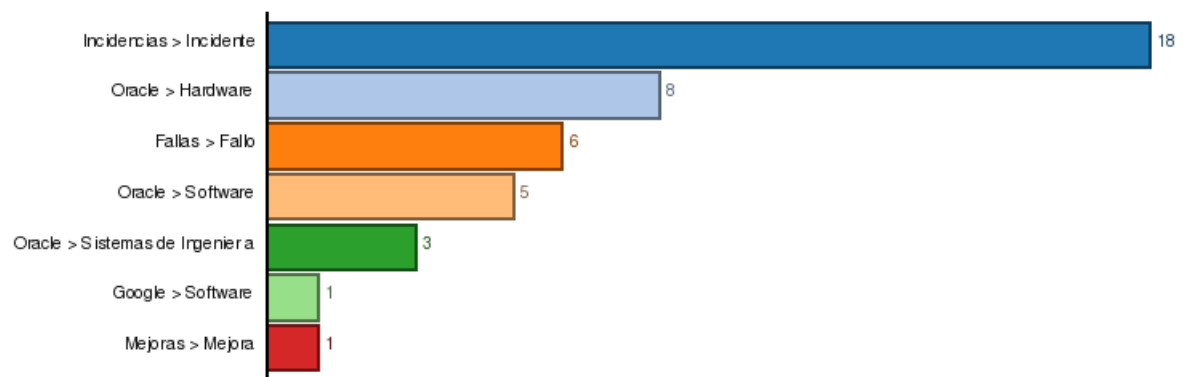
Ticket age du 9 December 2021 au 8 December 2022



Tickets per group du 9 December 2021 au 8 December 2022



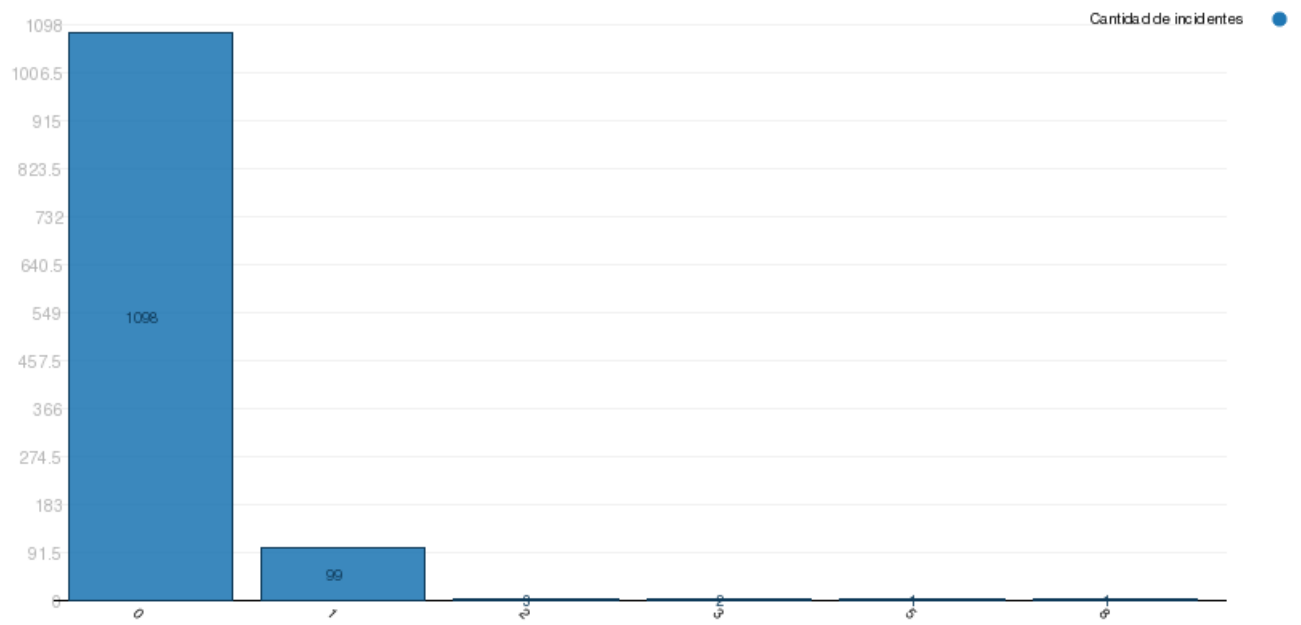
Tickets per technician du 9 December 2021 au 8 December 2022



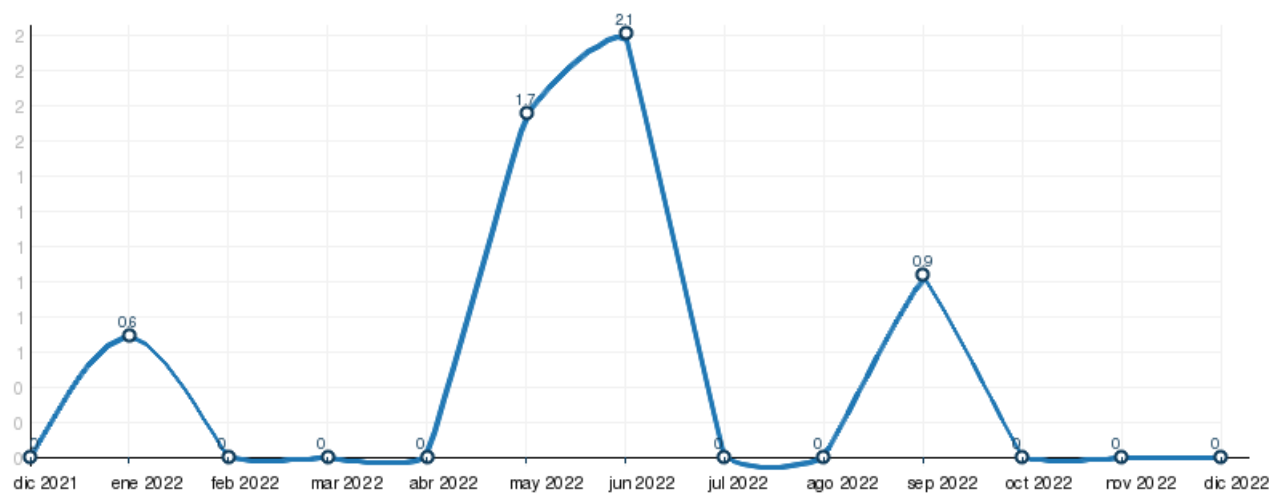
TOP categories du 9 November au 8 December 2022



TOP requester groups du 9 November au 8 December 2022

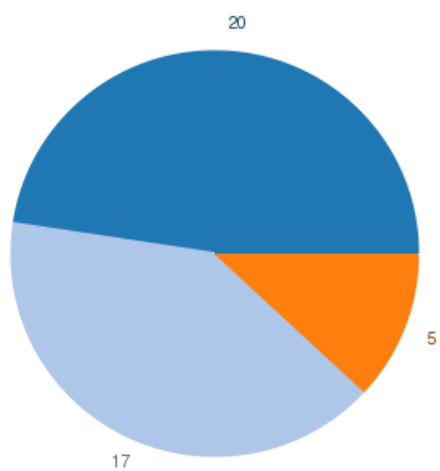


Number of group changes du 9 December 2021 au 8 December 2022

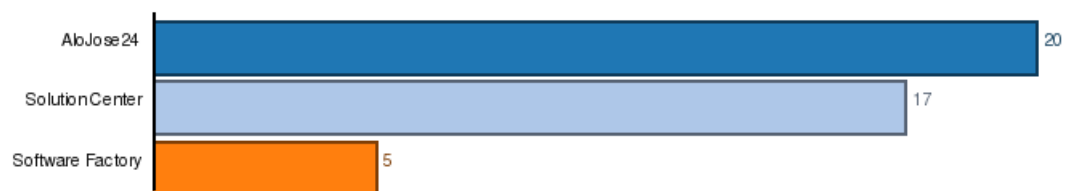


Task action times and solve delay comparison du 9 December 2021 au 8 December 2022

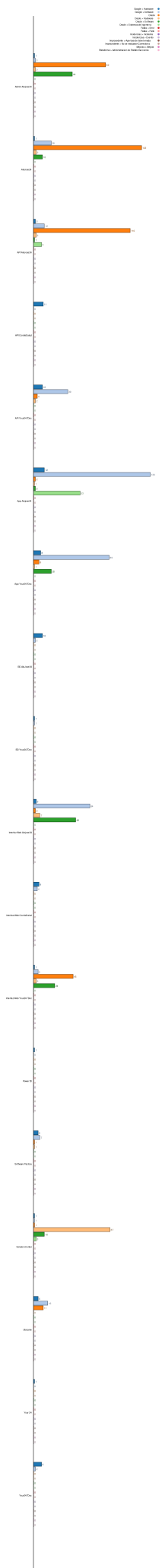
-
- AloJose24
 - SolutionCenter
 - Software Factory



Number of ticket per entity du 9 November au 8 December 2022

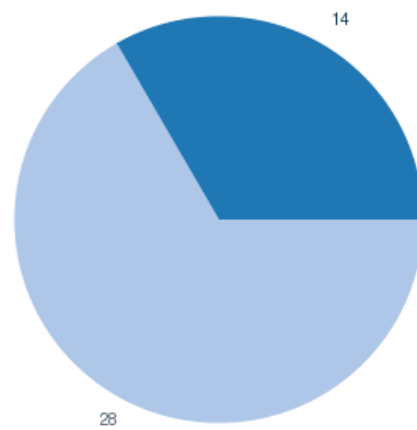


Number of ticket per entity du 9 November au 8 December 2022



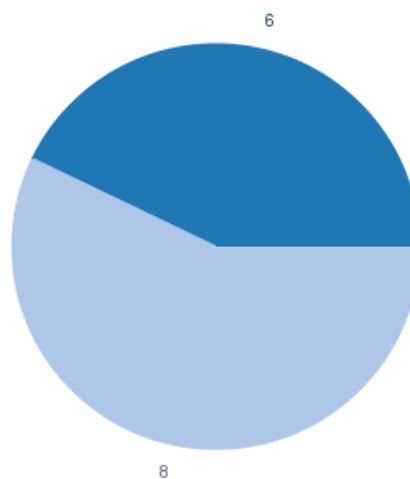
Number of ticket per category and entity du 9 December 2021 au 8 December 2022

● Opened
● Cerrado



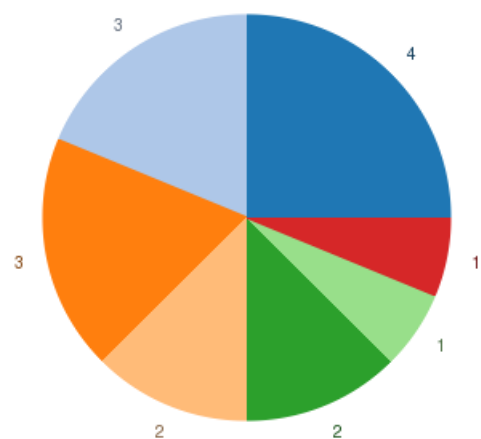
Number of opened and closed tickets du 9 November au 8 December 2022

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

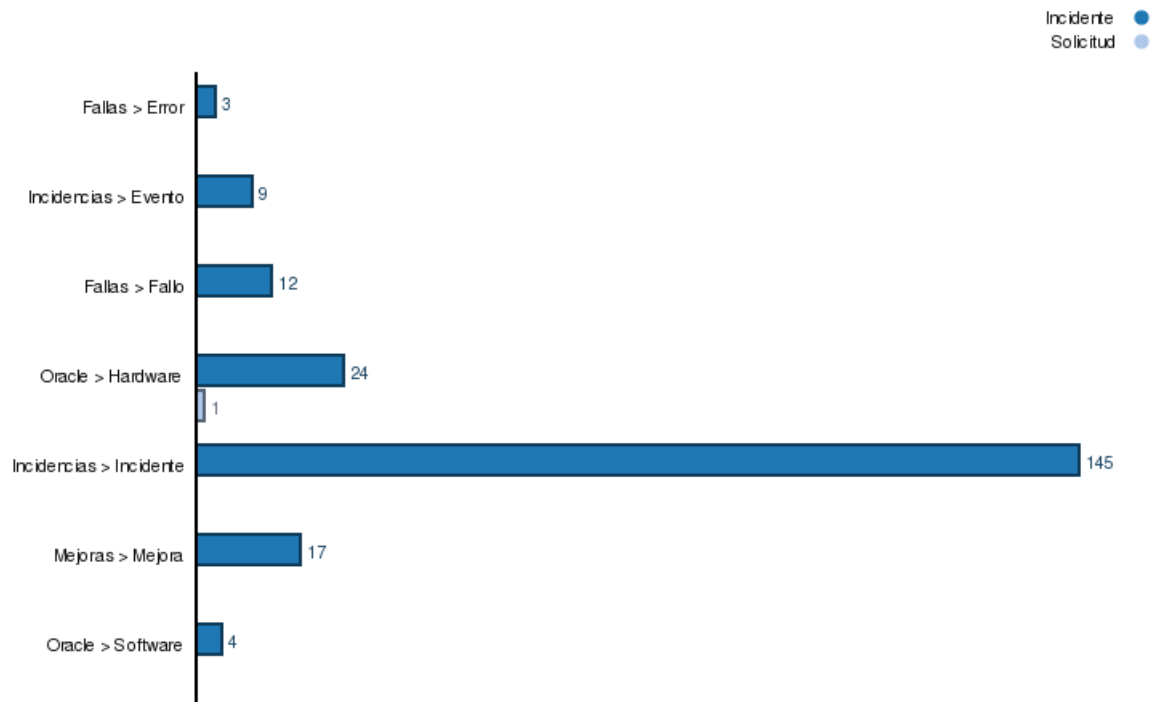


Number of opened tickets per status du 9 November au 8 December 2022

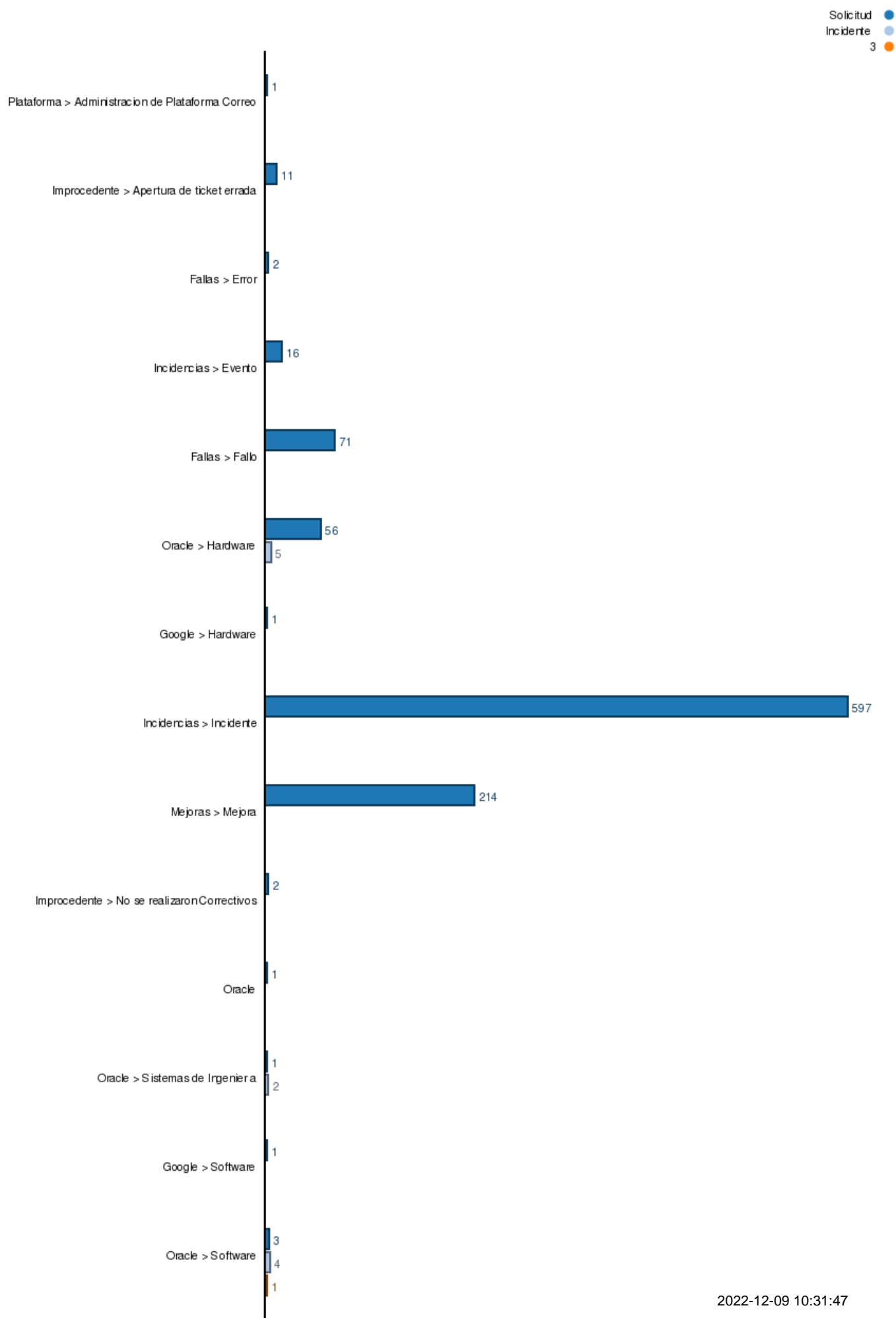
-
- Bancaribe
 - Hernandez Raiza
 - Aguilera Gabriela
 - Seguros Universitas
 - Telefonica Servicios Movistar VE
 - Banco Provincial
 - Telefonica Servicios TST



Top 10 requesters du 9 November au 8 December 2022

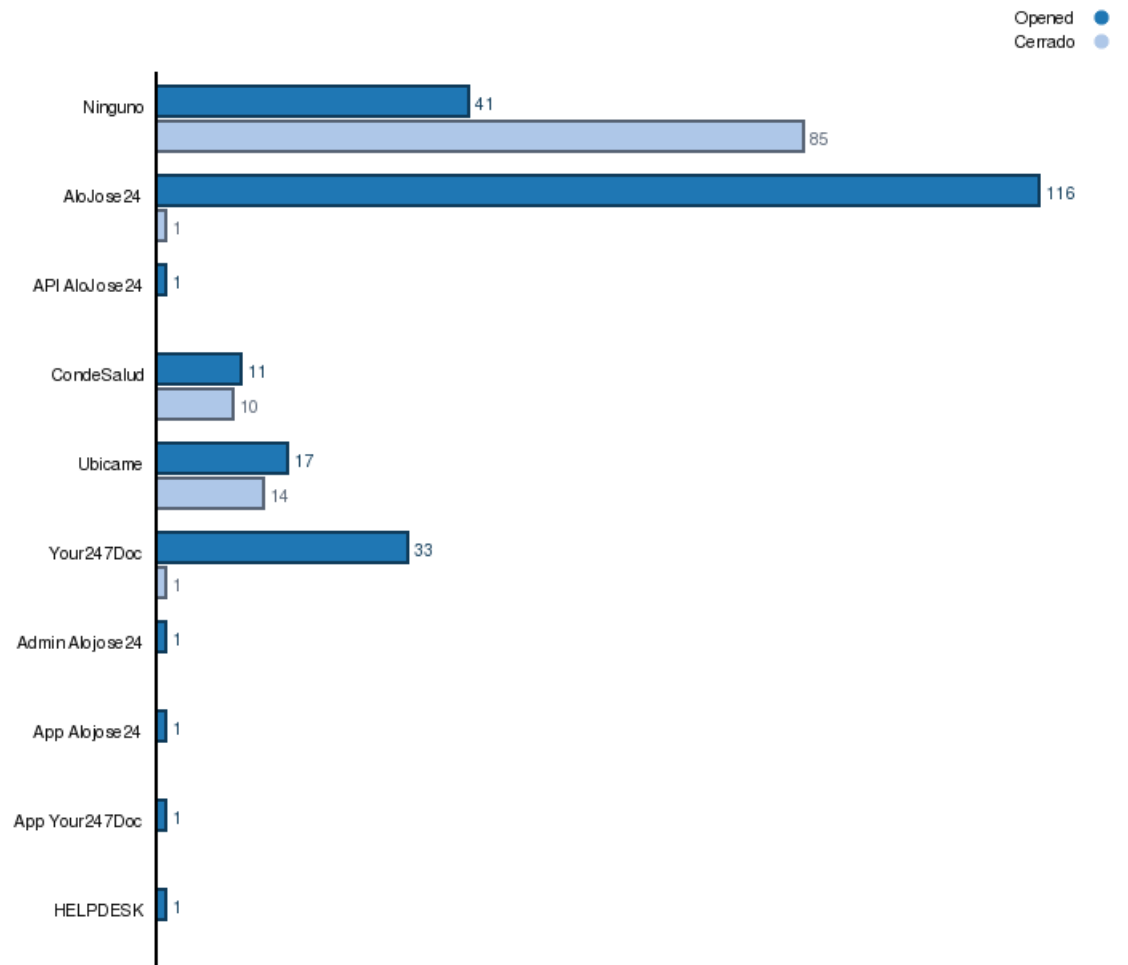


Number of opened tickets per category and type du 9 December 2021 au 8 December 2022

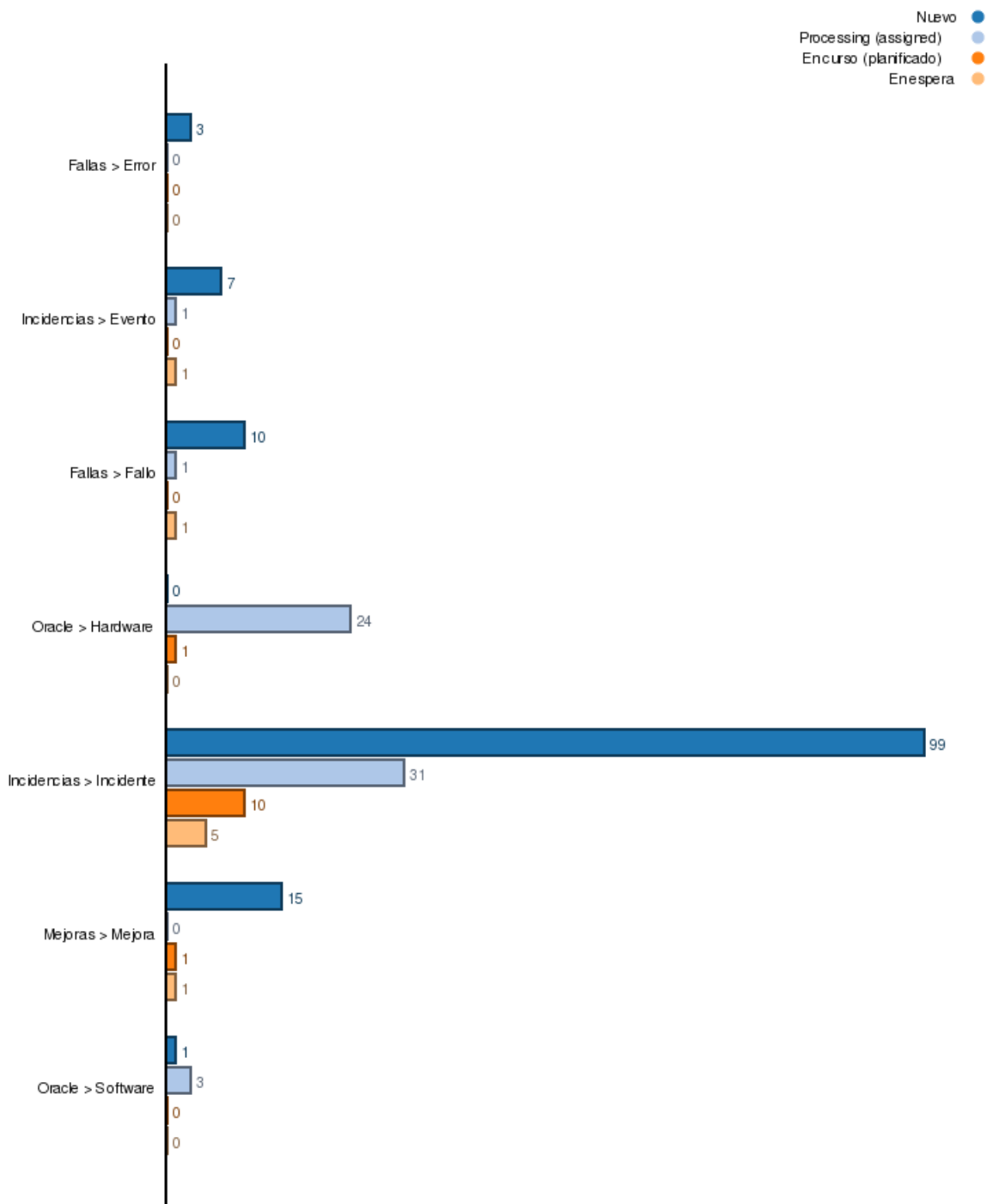


2022-12-09 10:31:47

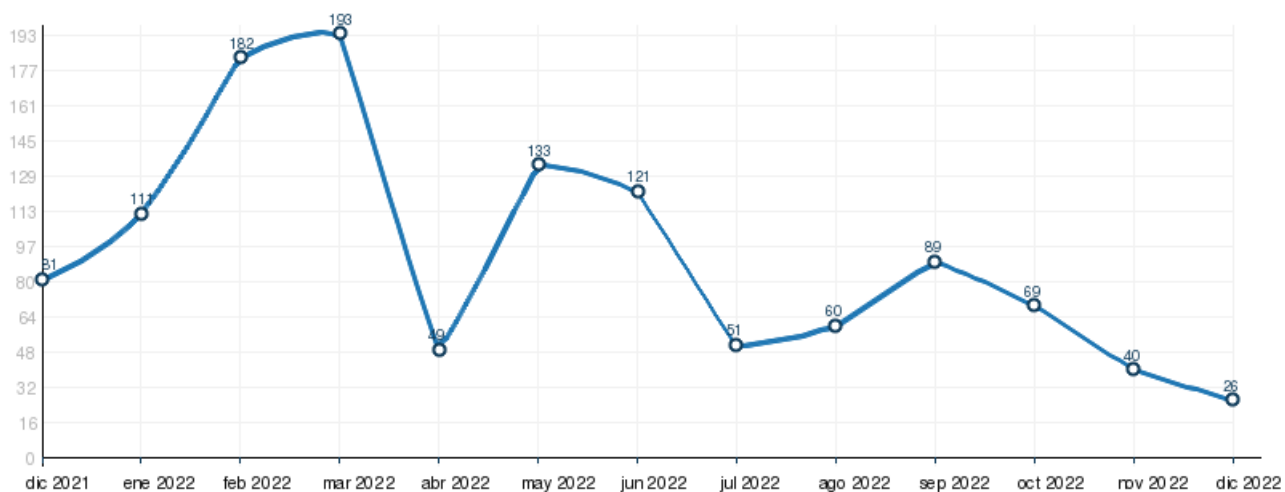
Number of closed tickets per category and type du 9 December 2021 au 8 December 2022



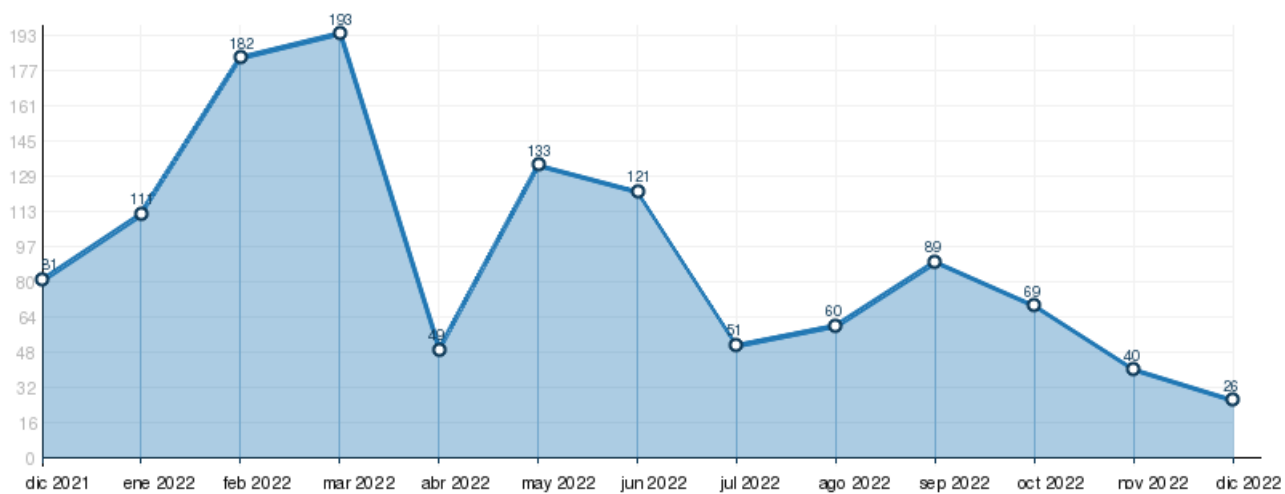
Number of opened and closed tickets per service du 9 December 2021 au 8 December 2022



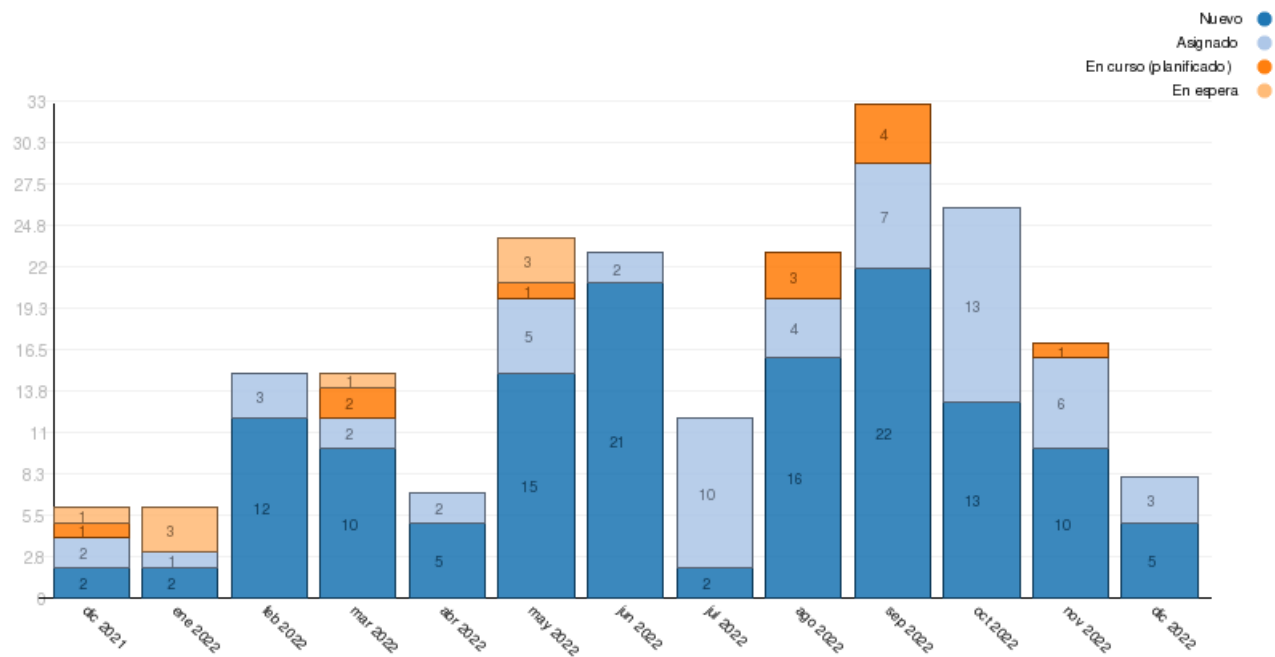
Number of opened tickets per category and status du 9 December 2021 au 8 December 2022



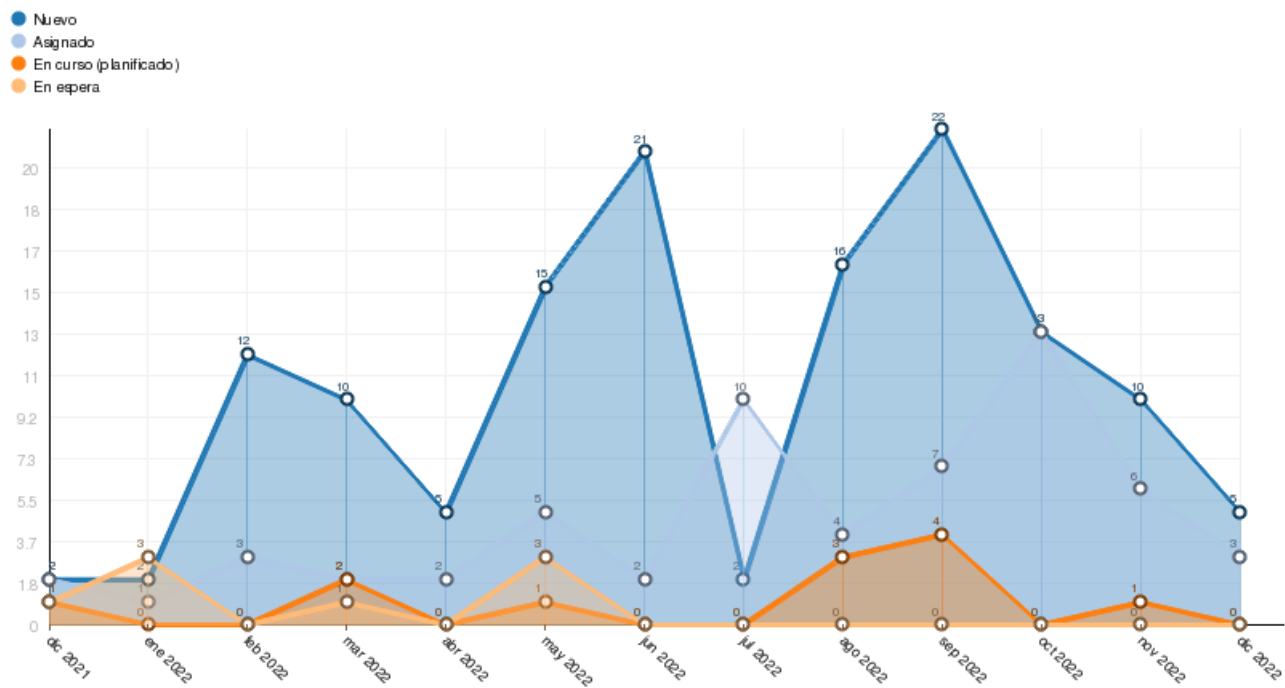
Number of ticket evolution over the period du 9 December 2021 au 8 December 2022



Number of ticket evolution over the period du 9 December 2021 au 8 December 2022

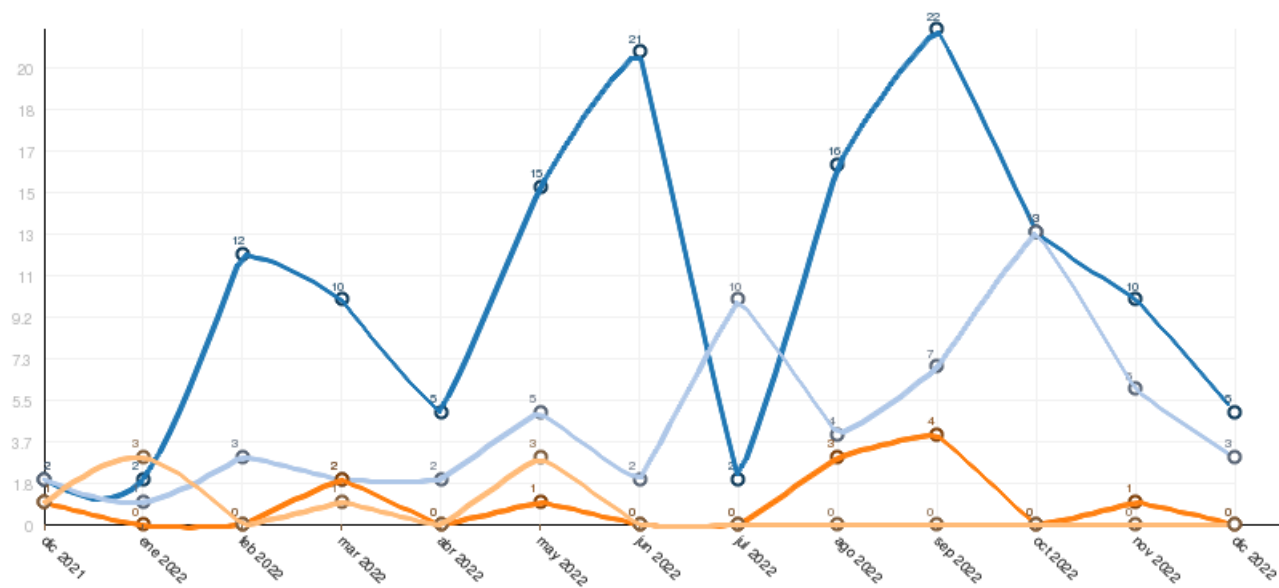


Number of ticket evolution over the period (per status) du 9 December 2021 au 8 December 2022

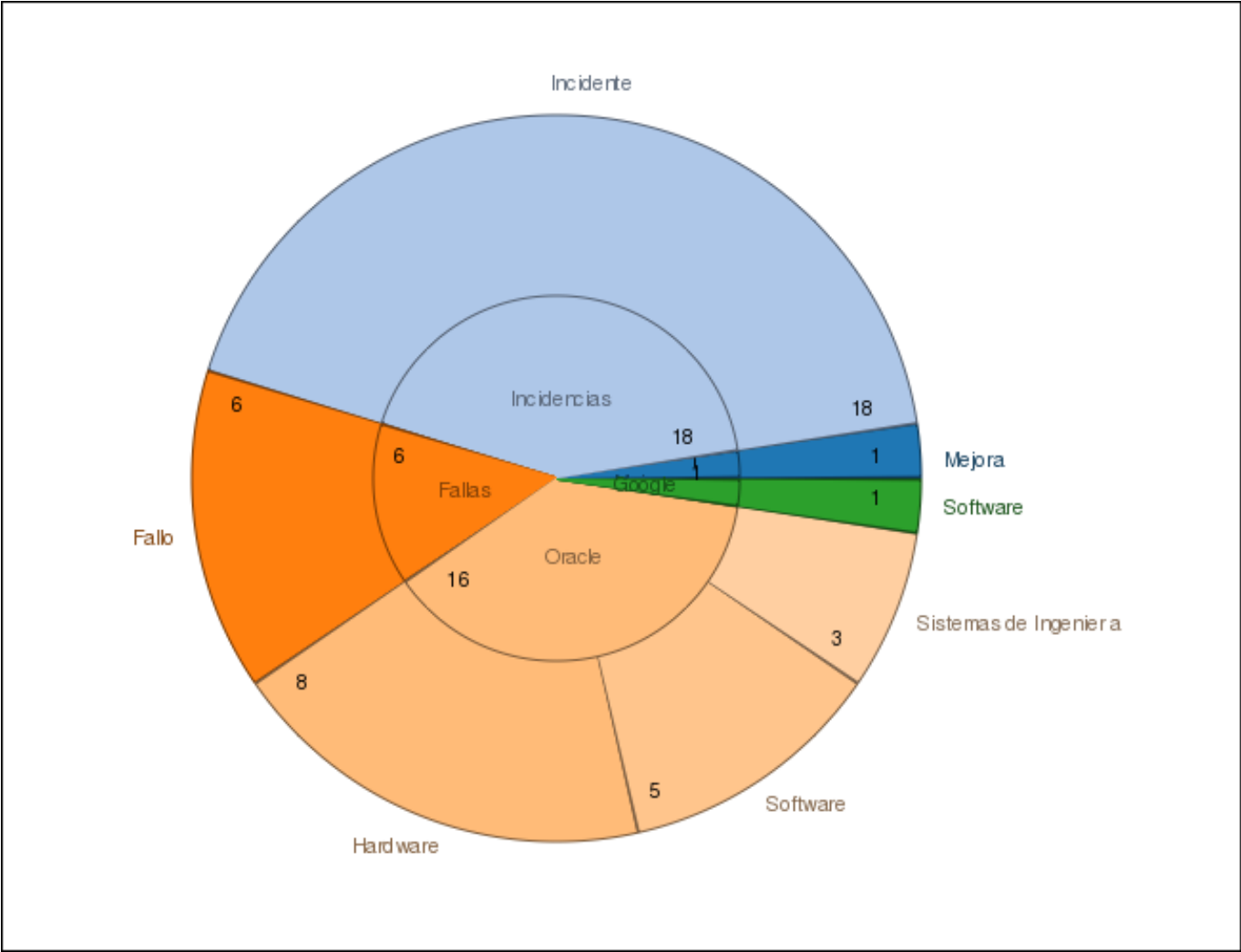


Number of ticket evolution over the period (per status) du 9 December 2021 au 8 December 2022

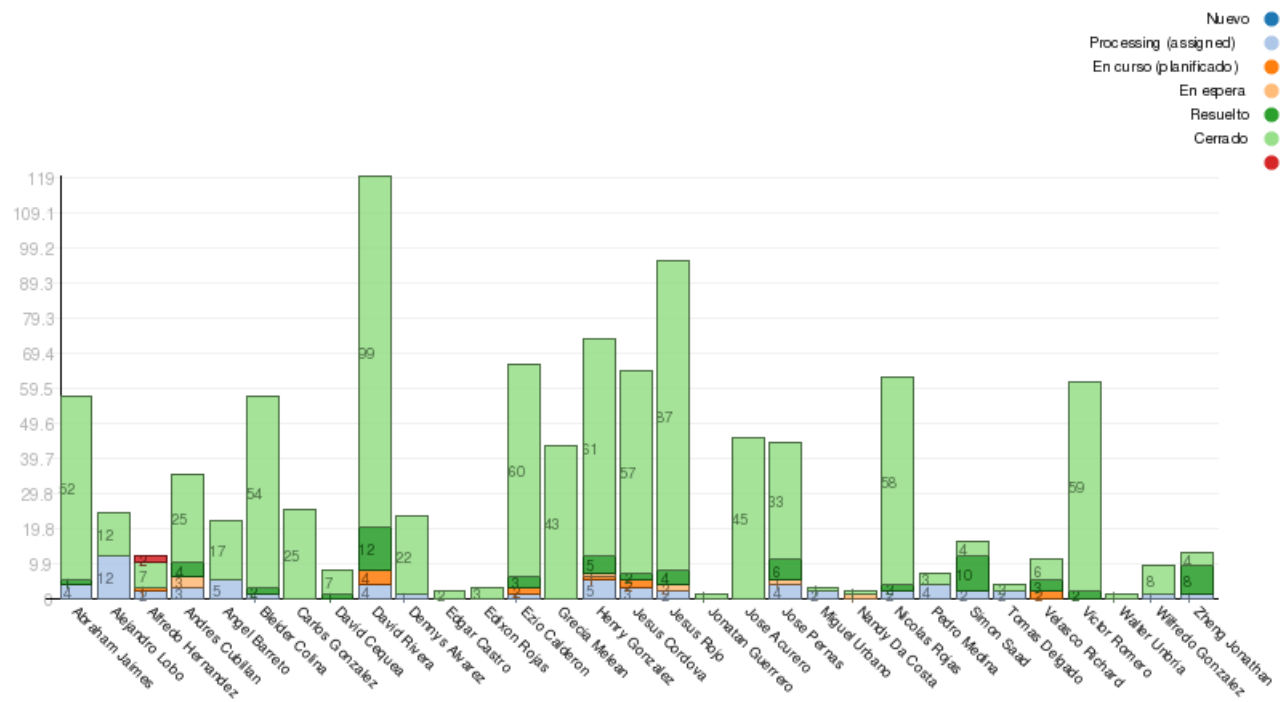
- Nuevo
- Asignado
- En curso (planificado)
- En espera



Number of ticket evolution over the period (per status) du 9 December 2021 au 8 December 2022



Distribution of tickets per category and child categories du 9 November au 8 December 2022



Number of tickets per status and technician du 9 December 2021 au 8 December 2022



Number of ticket per requester location du 9 November au 8 December 2022