

Laporan Perkhidmatan ICT - April 2012

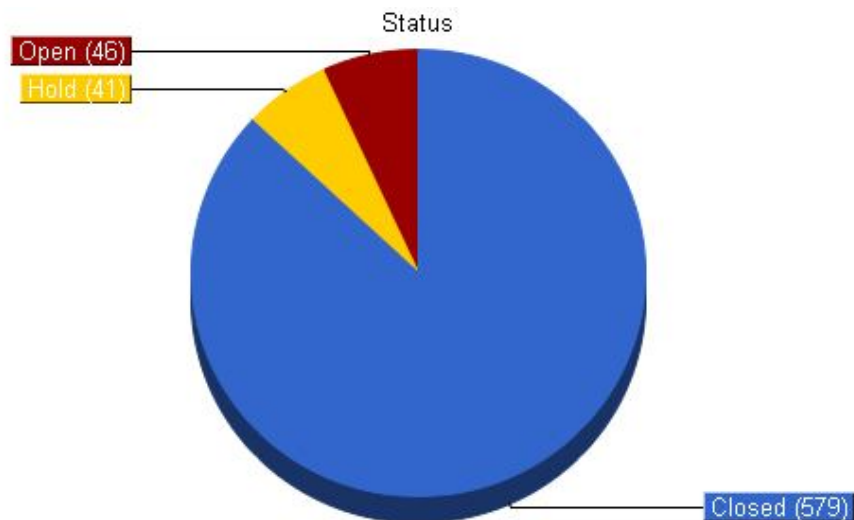
Open Tickets:	46
Hold Tickets:	41
Closed Tickets:	579
Total Tickets:	666
Past Due Tickets:	69

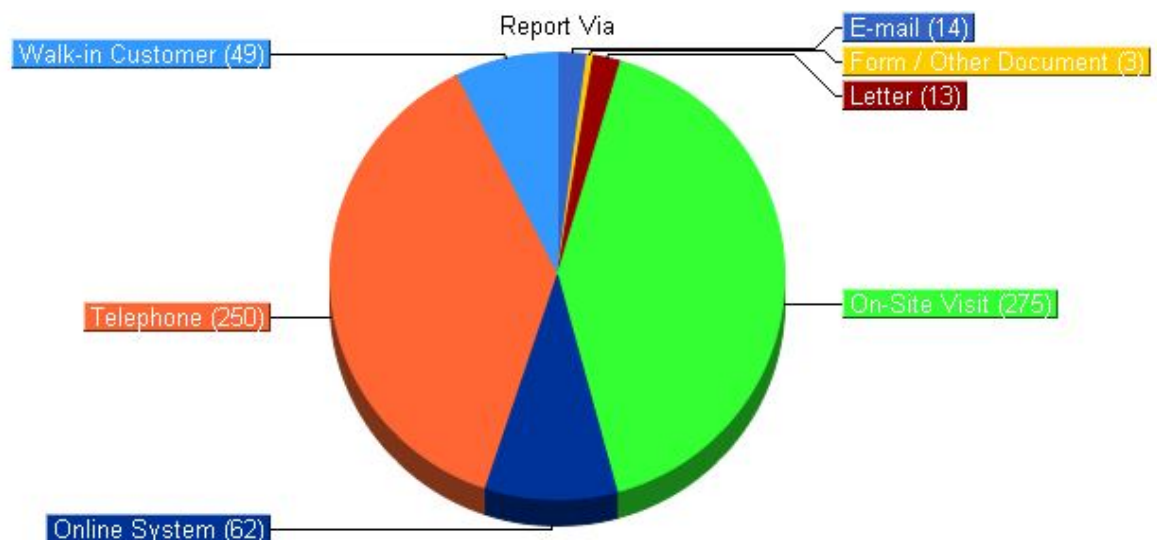
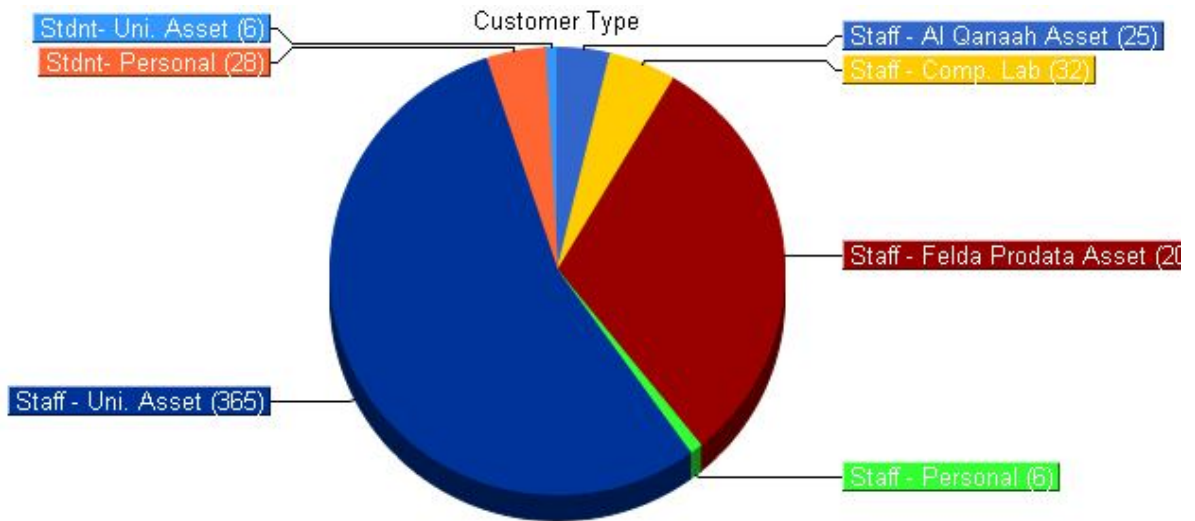
Tickets Issued				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
491	175	0	0	666

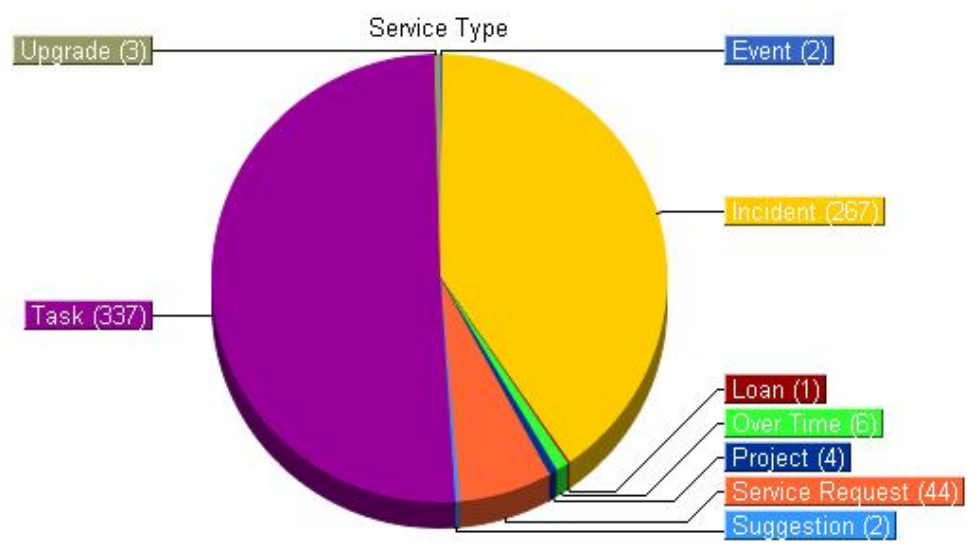
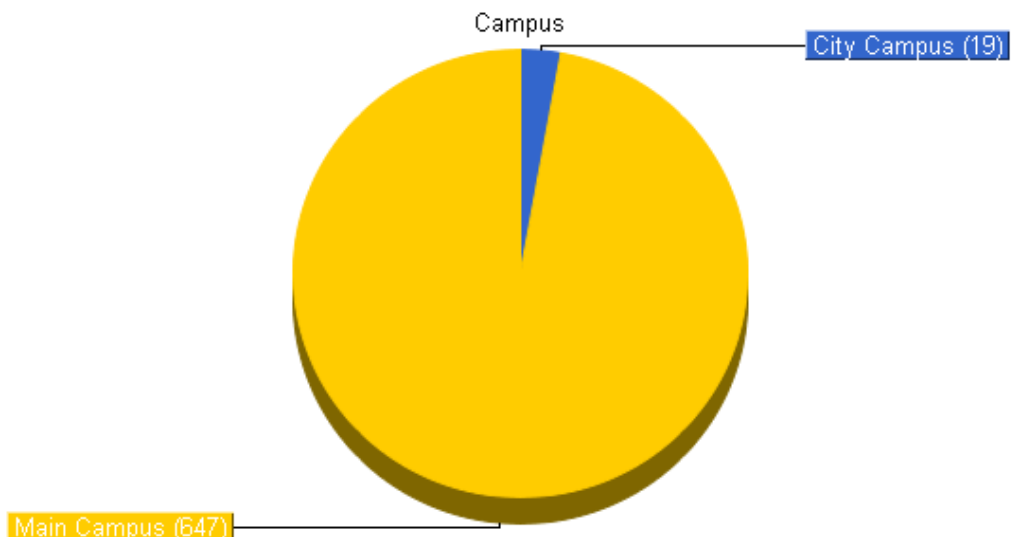
Tickets Closed				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
408	171	0	0	579

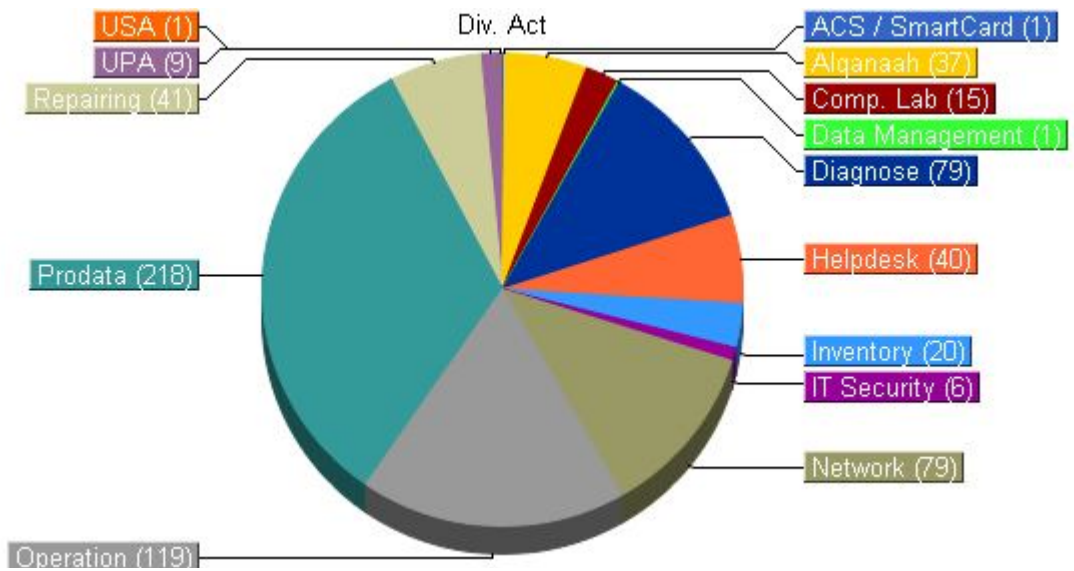
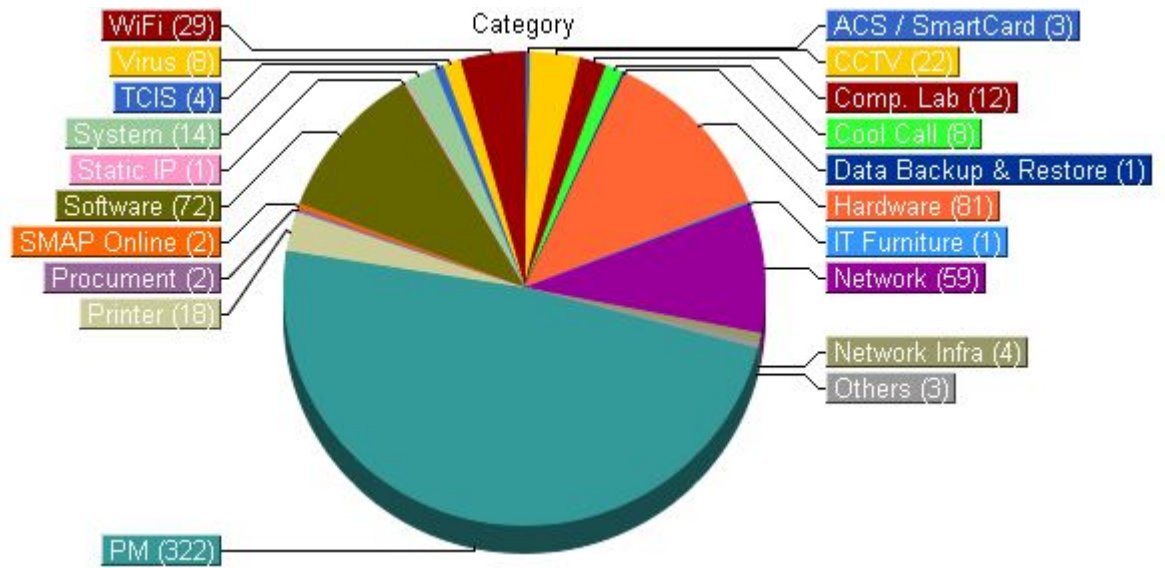
Ticket Resolution Time				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
452	83	43	1	0

Past Due Tickets				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
8	24	37	0	0









User Satisfaction

