

# Laporan Perkhidmatan ICT - April 2012

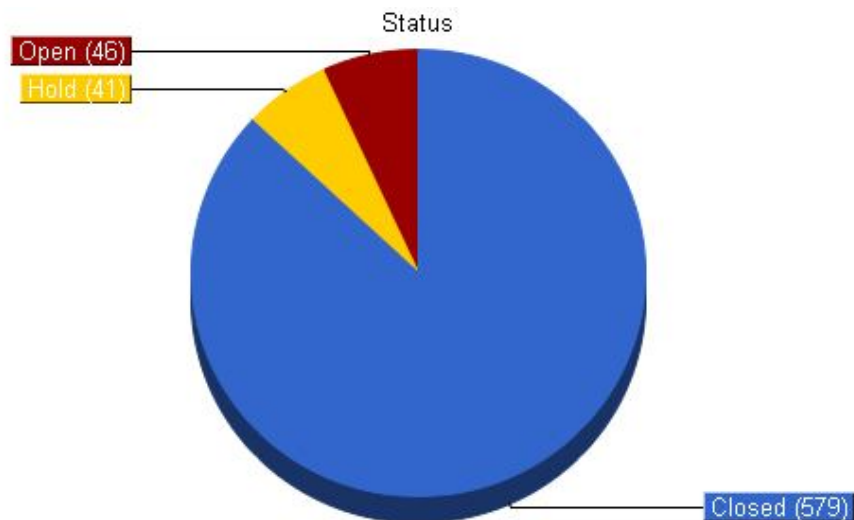
<b>Open Tickets:</b>	46
<b>Hold Tickets:</b>	41
<b>Closed Tickets:</b>	579
<b>Total Tickets:</b>	666
<b>Past Due Tickets:</b>	69

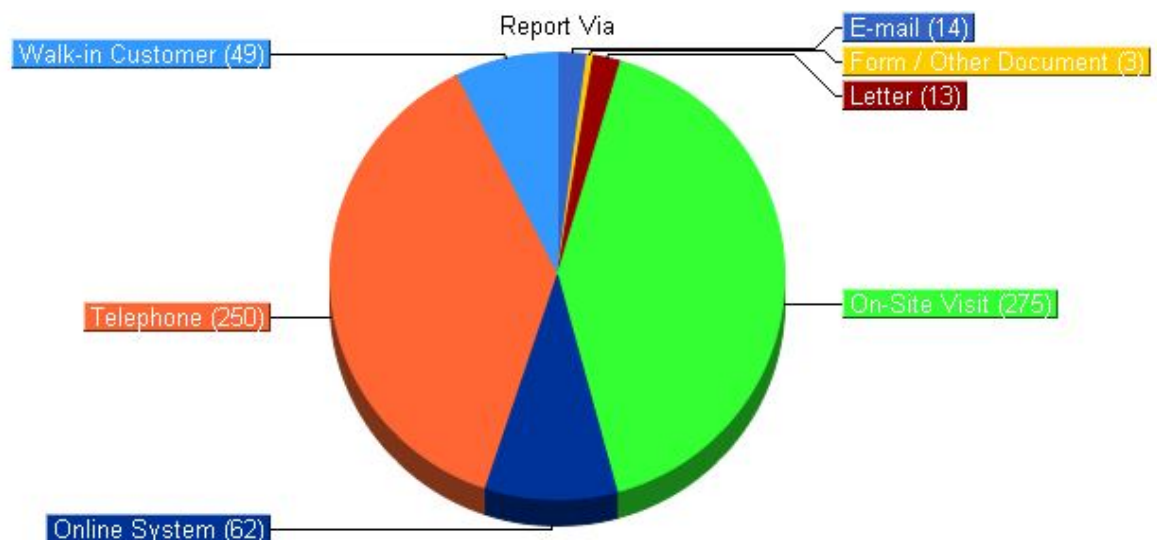
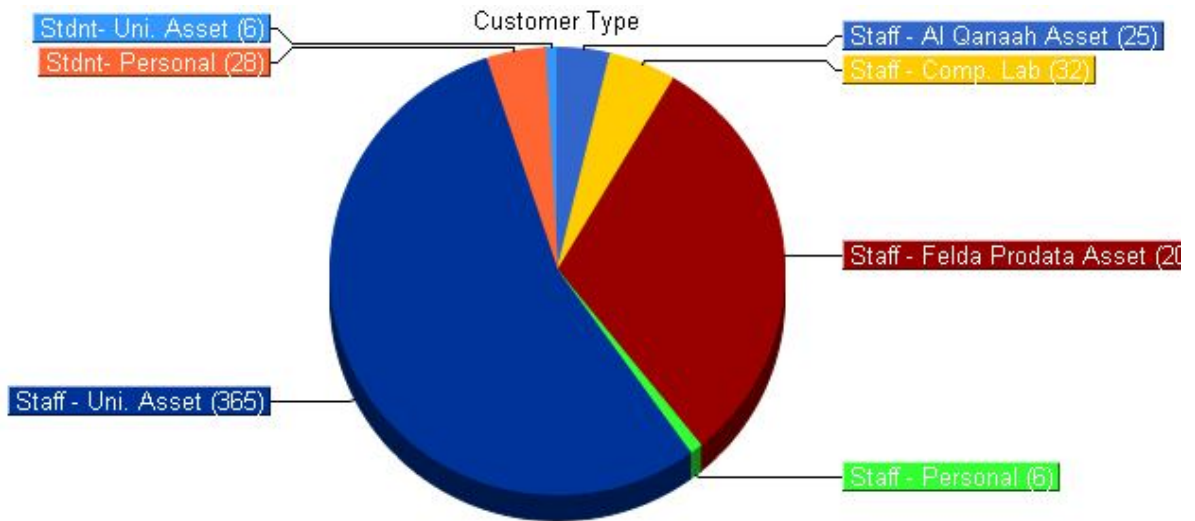
Tickets Issued				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
491	175	0	0	666

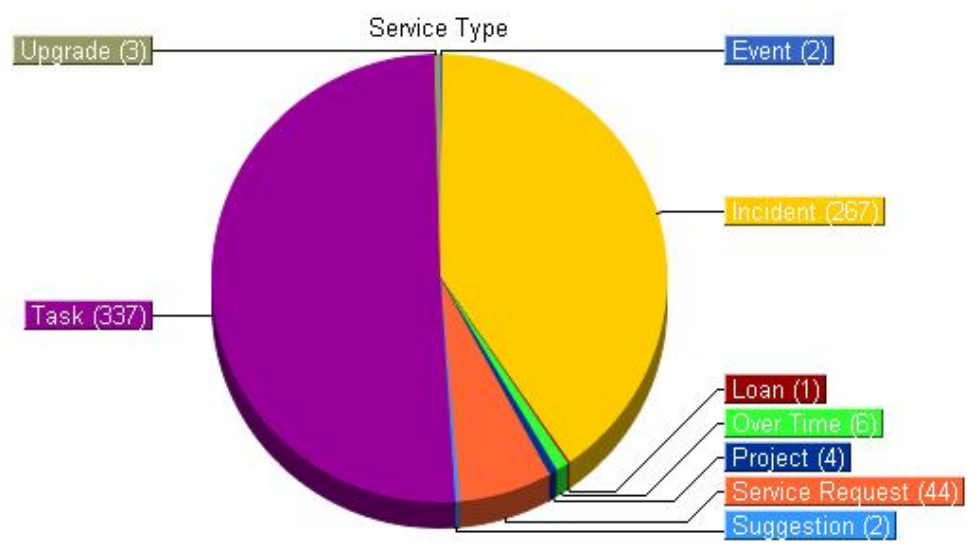
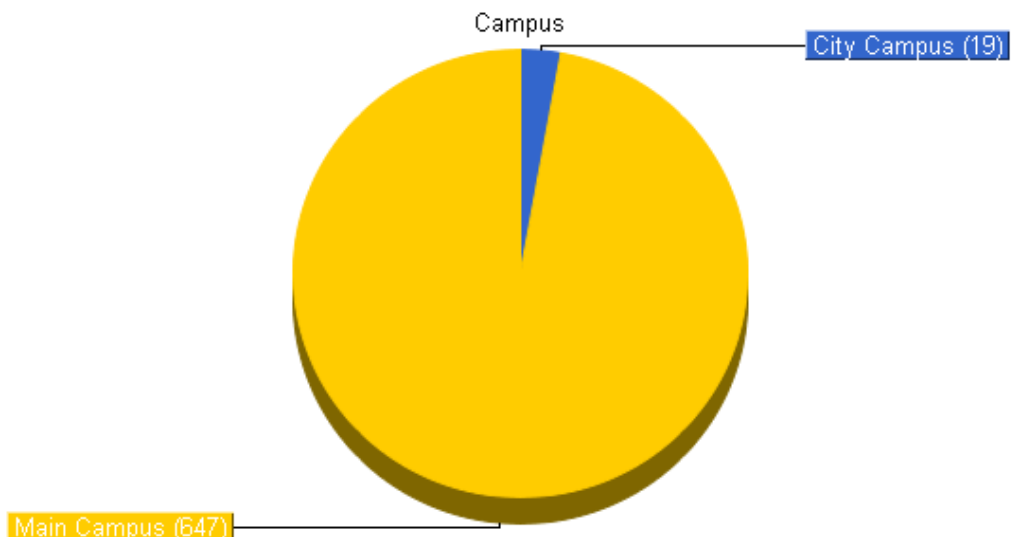
Tickets Closed				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
408	171	0	0	579

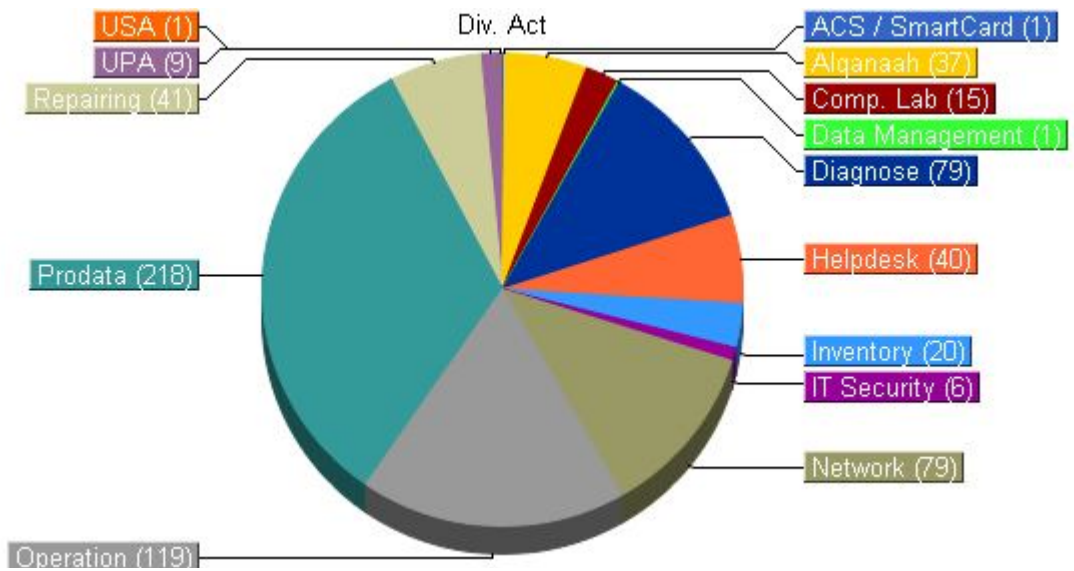
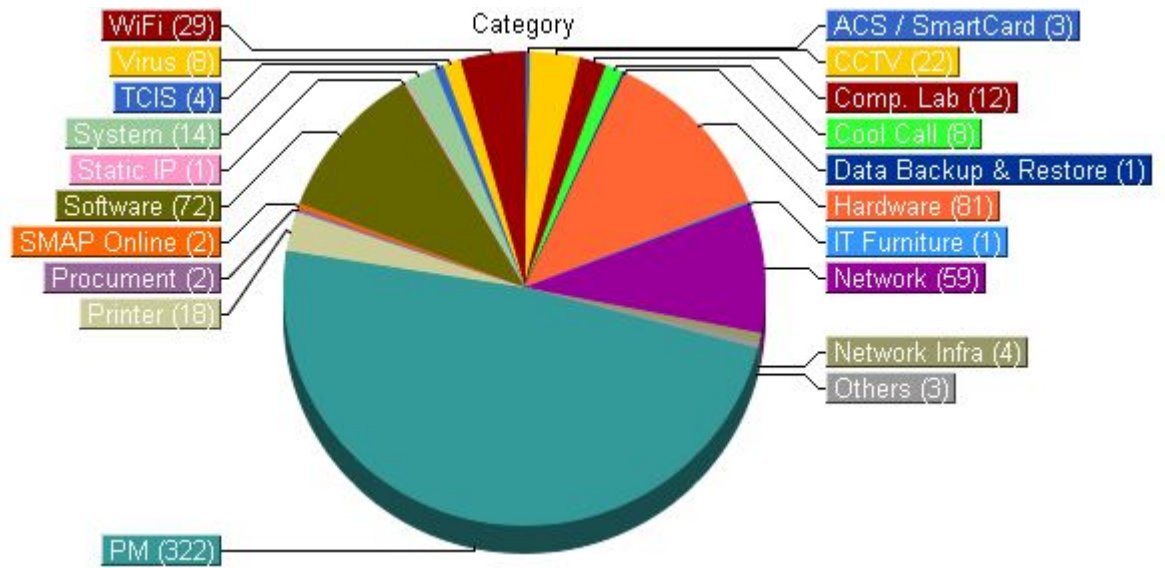
Ticket Resolution Time				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
452	83	43	1	0

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









### User Satisfaction

