

Laporan Perkhidmatan ICT - Februari 2012

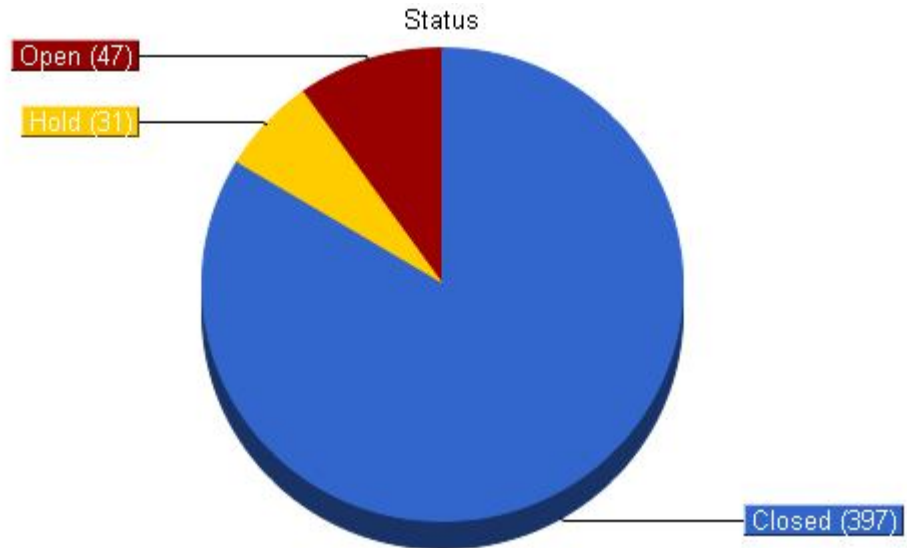
Open Tickets:	47
Hold Tickets:	31
Closed Tickets:	397
Total Tickets:	475
Past Due Tickets:	56

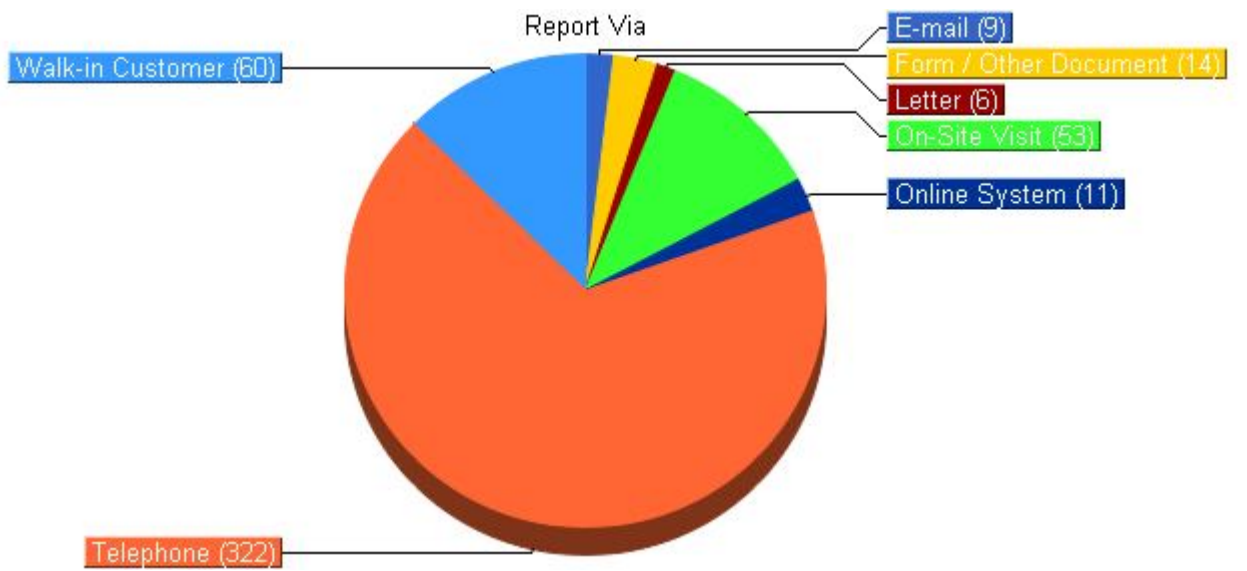
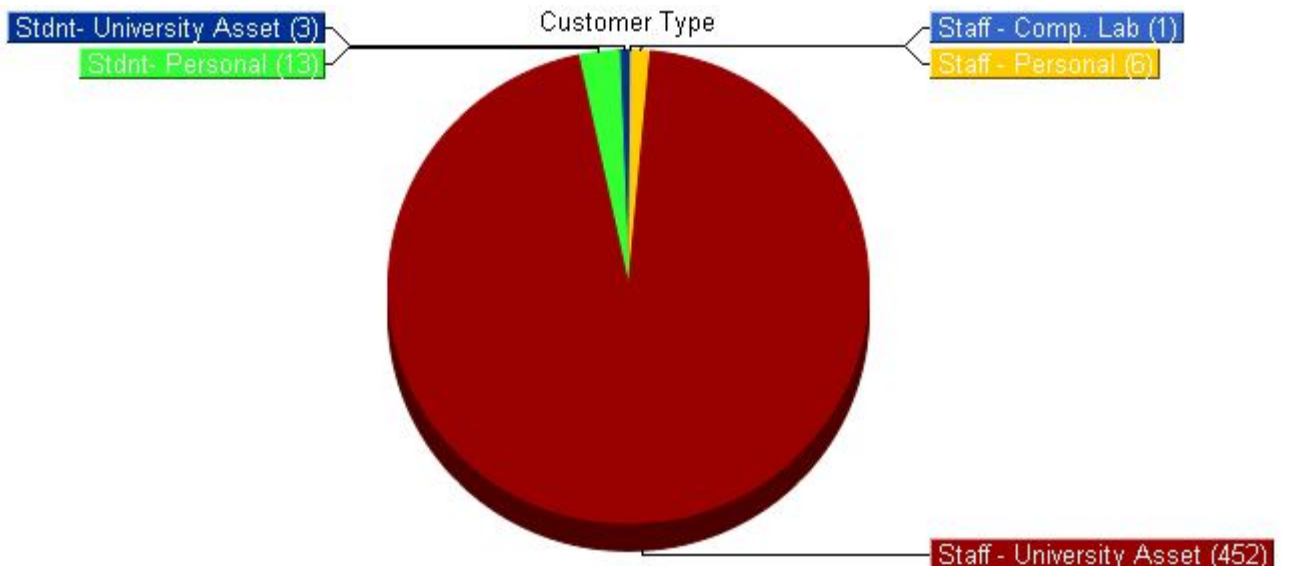
Tickets Issued				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
422	53	0	0	475

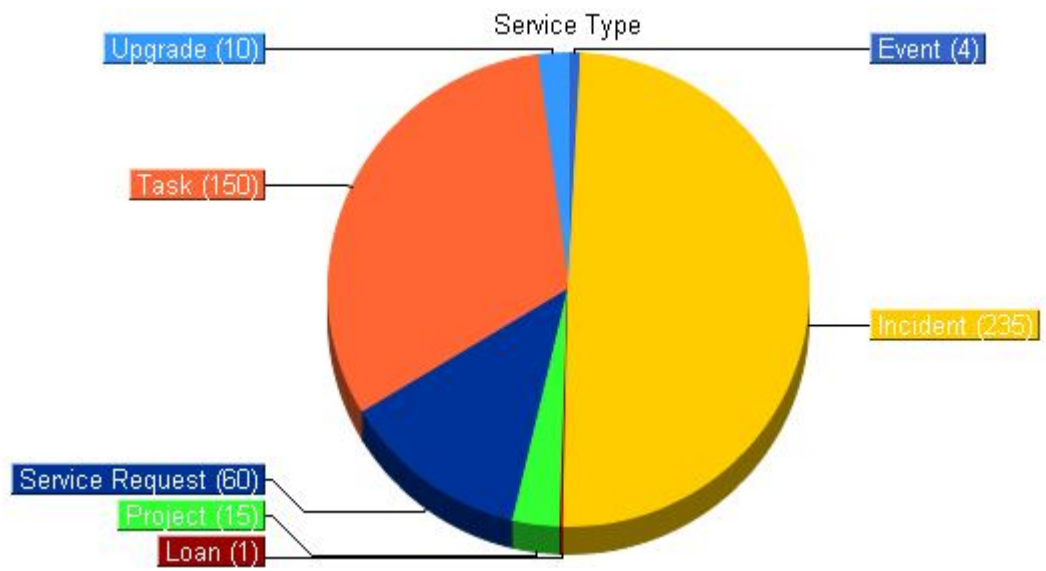
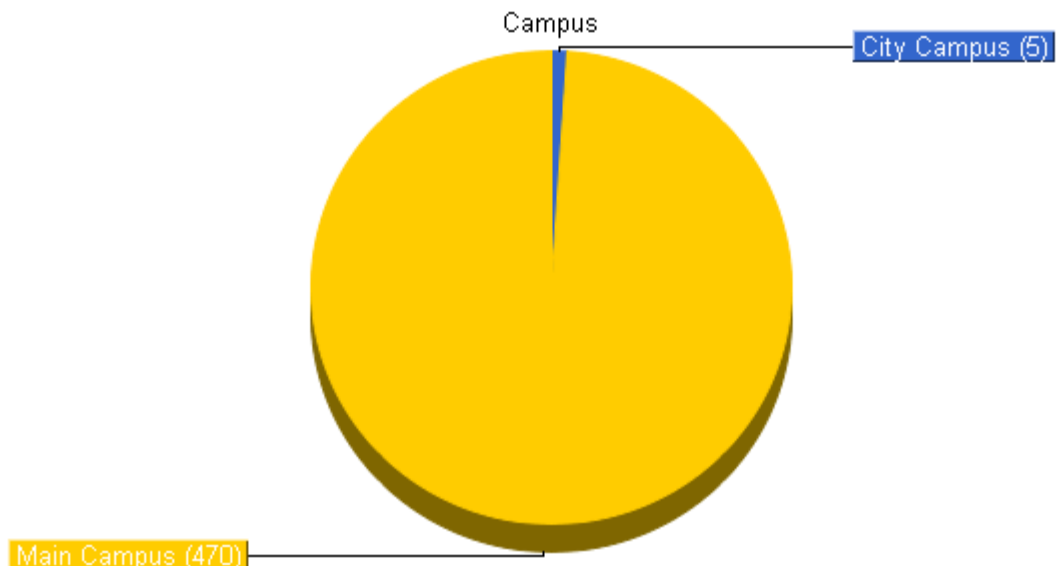
Tickets Closed				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
350	47	0	0	397

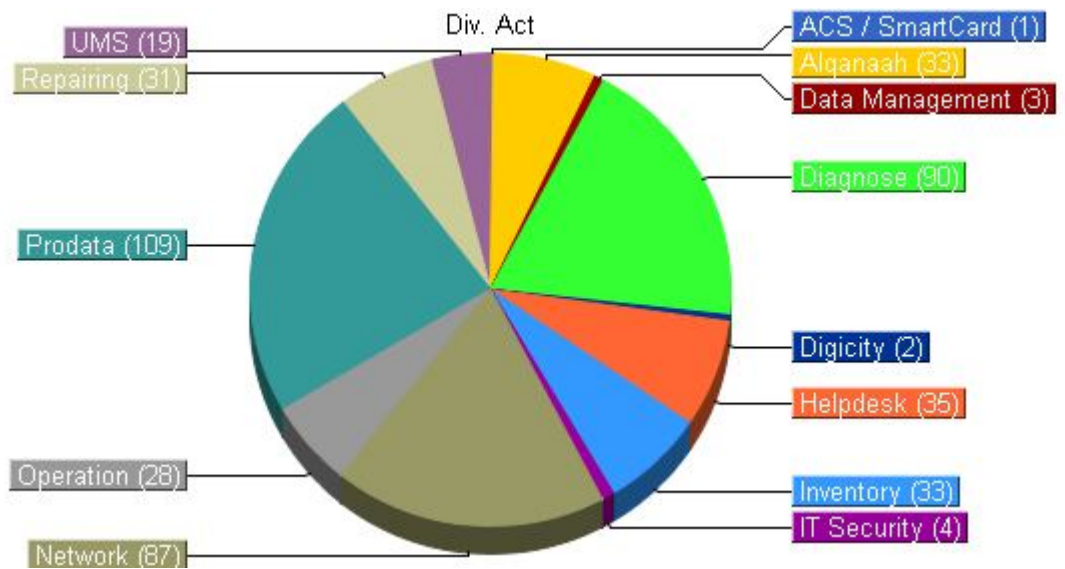
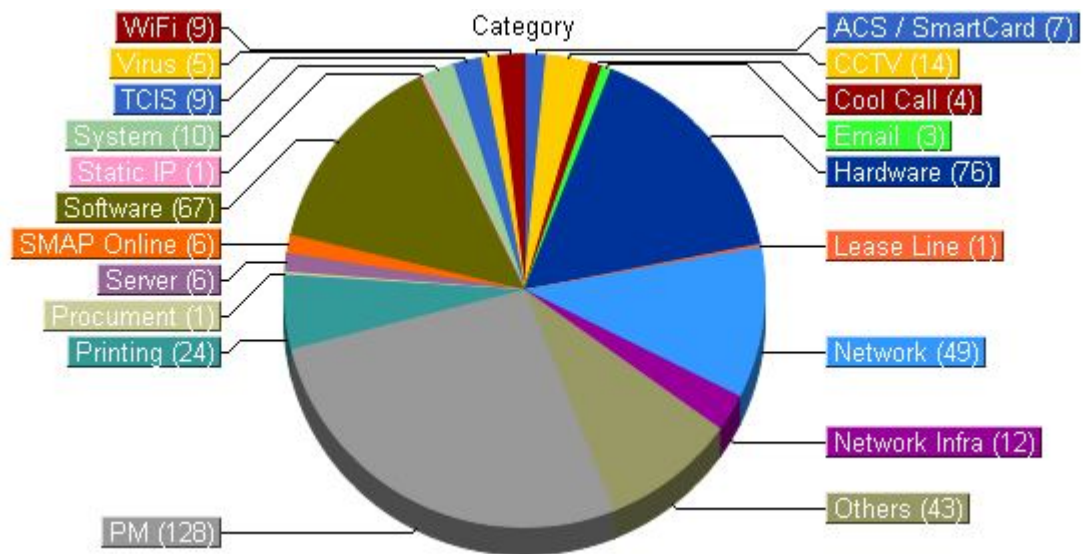
Ticket Resolution Time				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
301	67	29	0	0

Past Due Tickets				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
7	20	28	1	0









User Satisfaction

