

Laporan Perkhidmatan ICT - Januari 2012

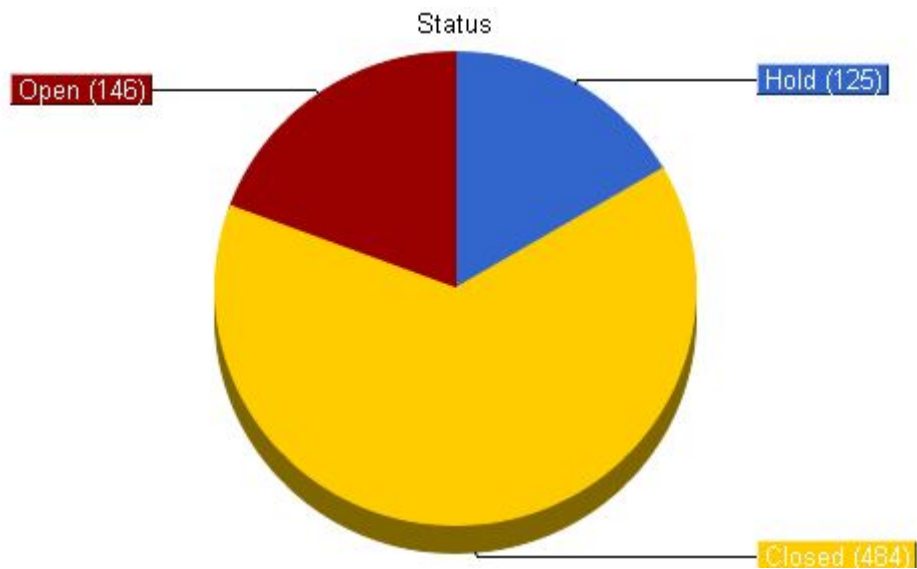
Open Tickets:	146
Hold Tickets:	125
Closed Tickets:	484
Total Tickets:	755
Past Due Tickets:	68

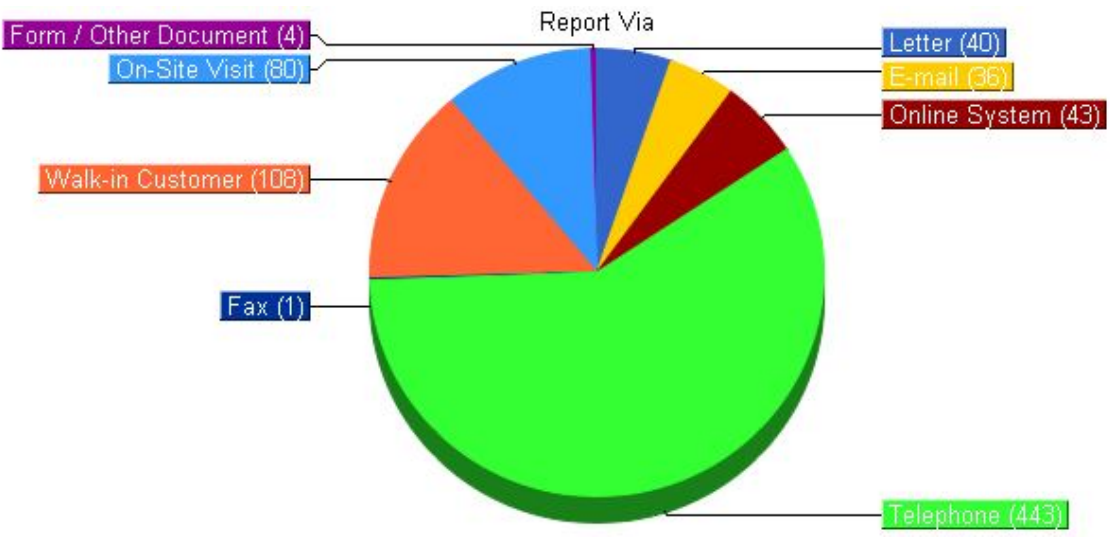
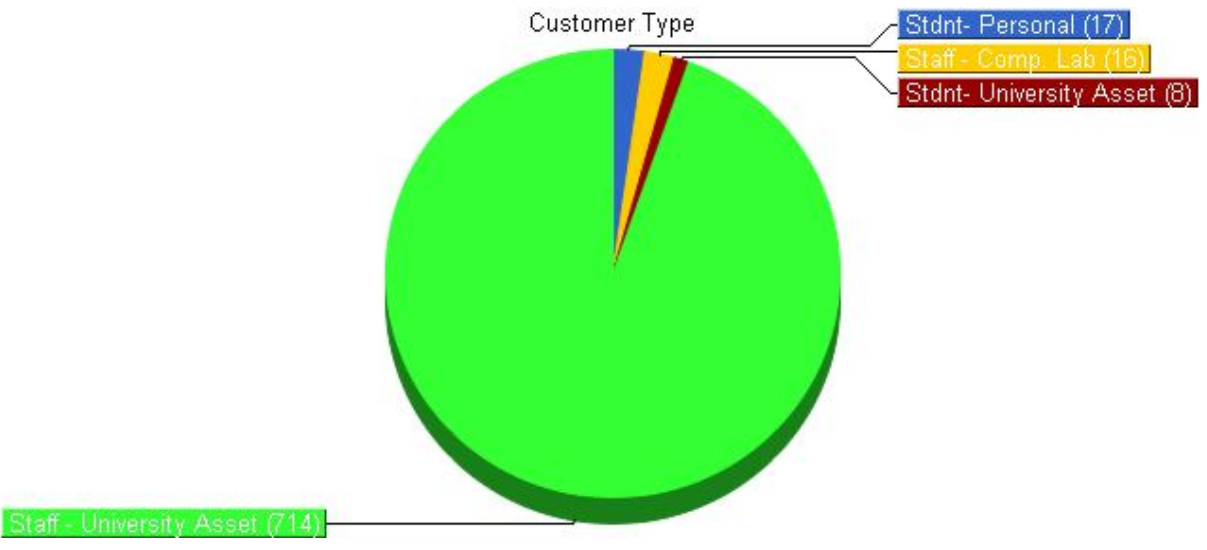
Tickets Issued				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
468	77	21	189	755

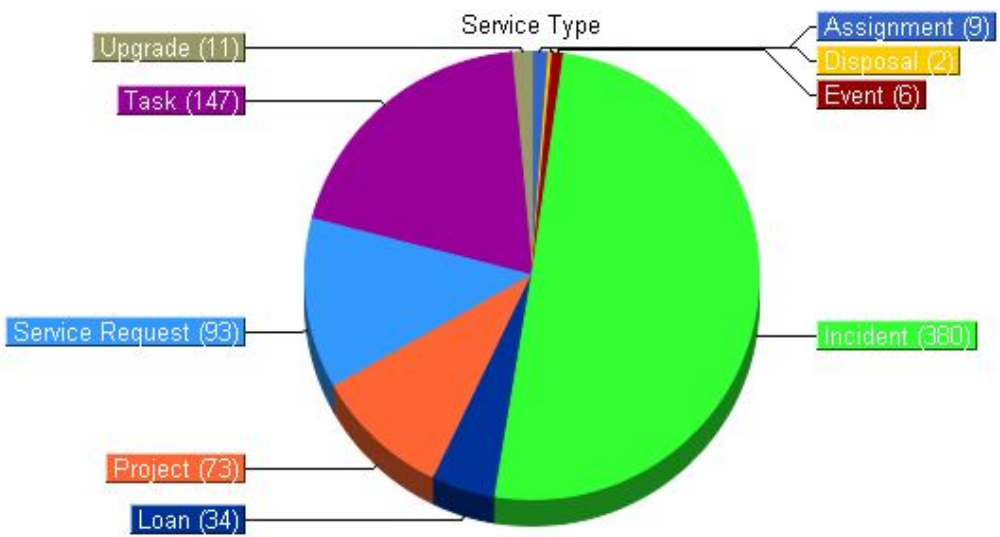
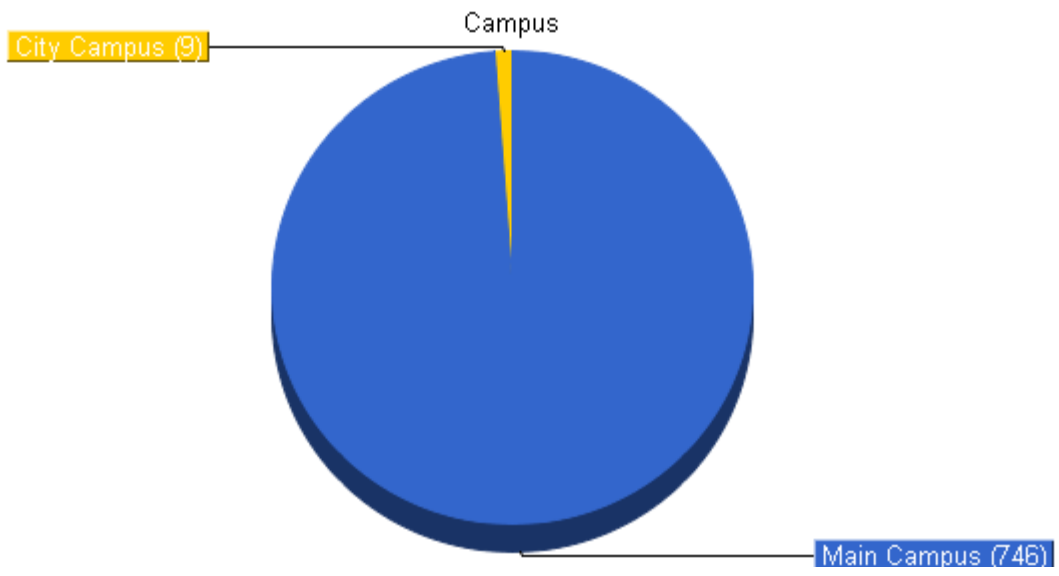
Tickets Closed				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
390	50	13	31	484

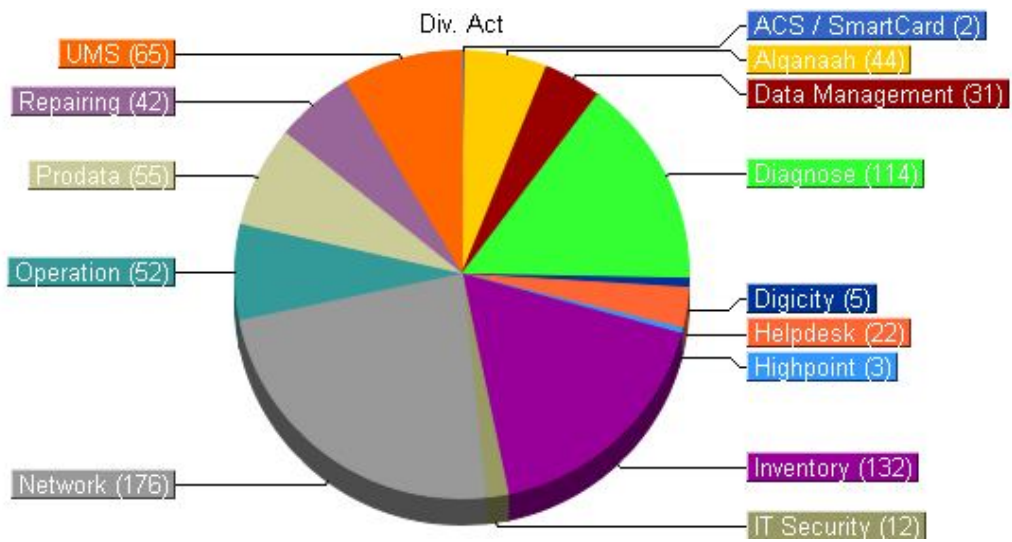
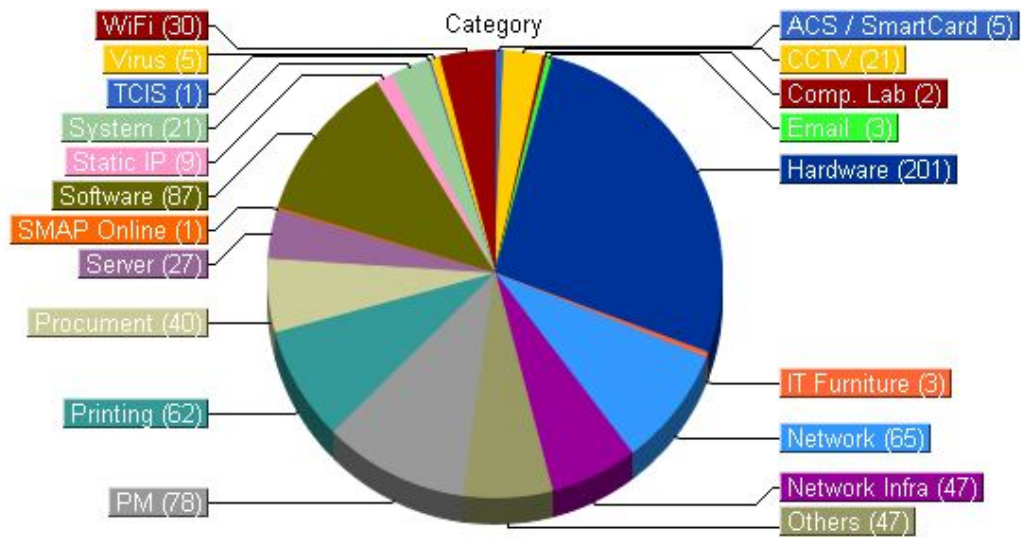
Ticket Resolution Time				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
276	81	78	17	0

Past Due Tickets				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
5	7	7	4	45









User Satisfaction

