

# Laporan Perkhidmatan ICT - Jun 2012

Open Tickets:	4
Hold Tickets:	8
Closed Tickets:	1023
Total Tickets:	1035
Past Due Tickets:	4

Tickets Issued				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
2	995	38	0	1035

Tickets Closed				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
2	983	38	0	1023

Ticket Resolution Time				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
775	152	76	20	0

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









