

Laporan Perkhidmatan ICT - March 2012

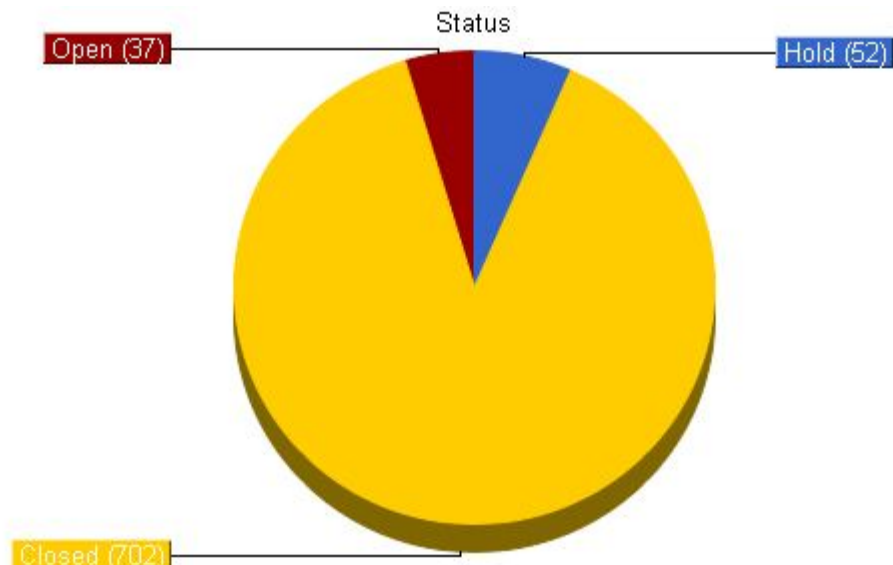
Open Tickets:	37
Hold Tickets:	52
Closed Tickets:	702
Total Tickets:	791
Past Due Tickets:	76

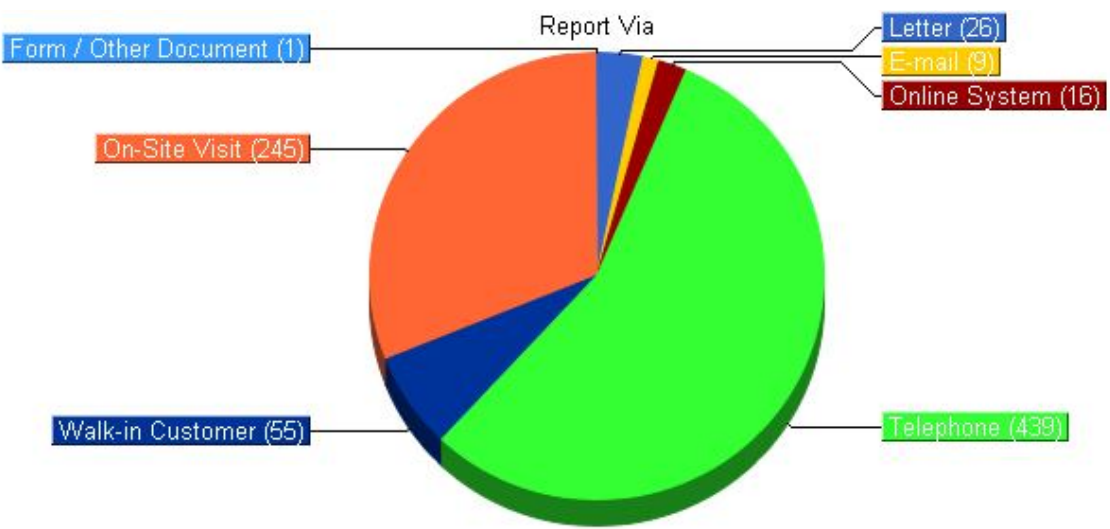
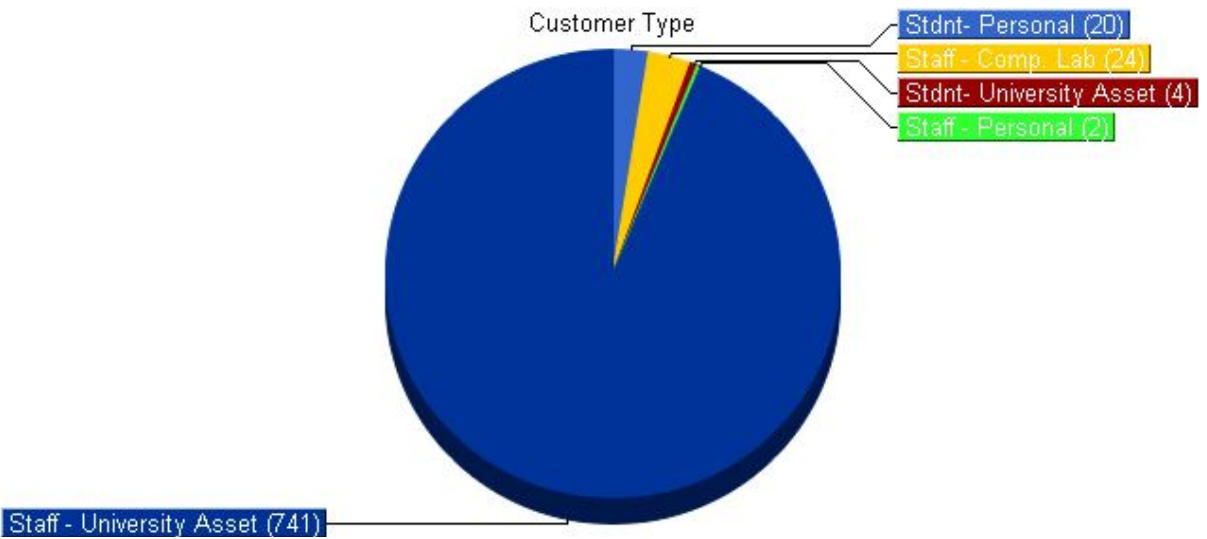
Tickets Issued				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
690	101	0	0	791

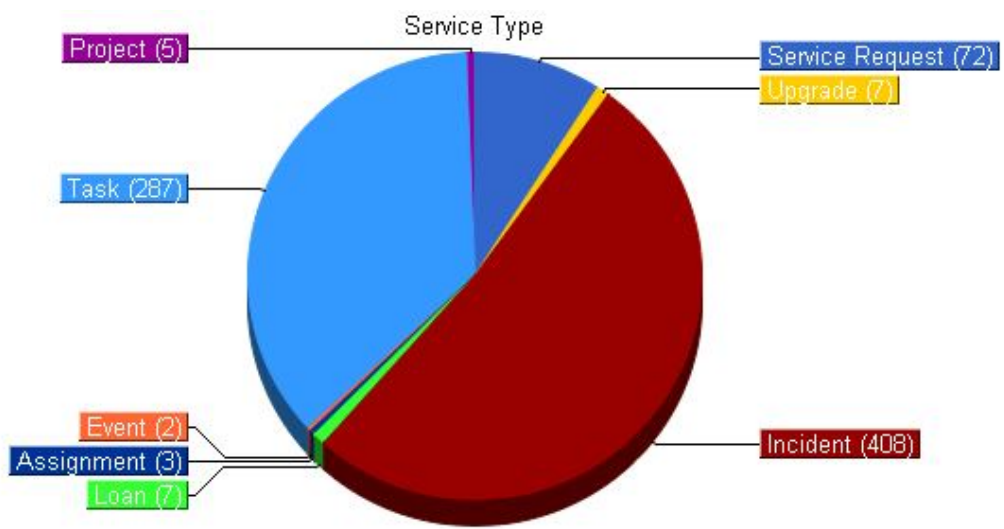
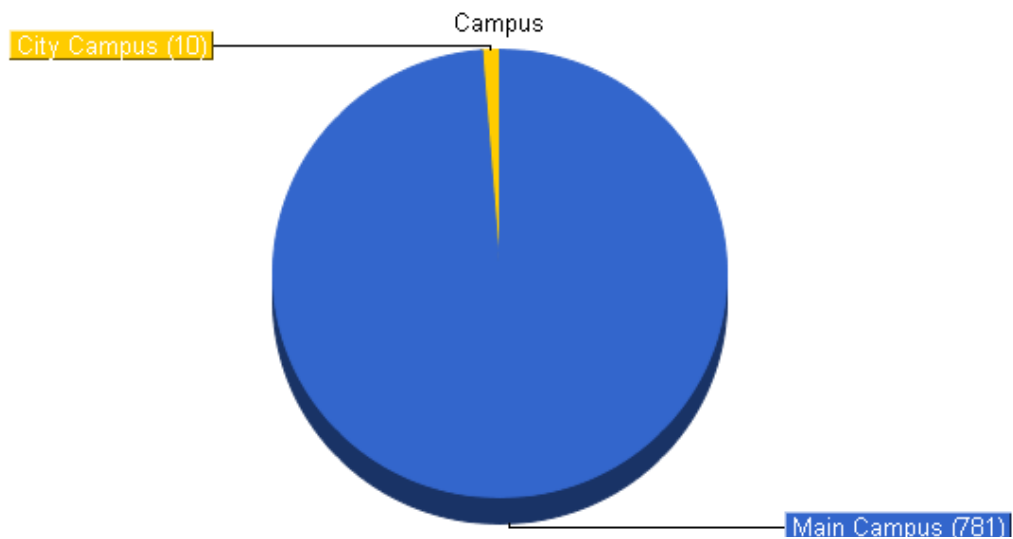
Tickets Closed				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
609	93	0	0	702

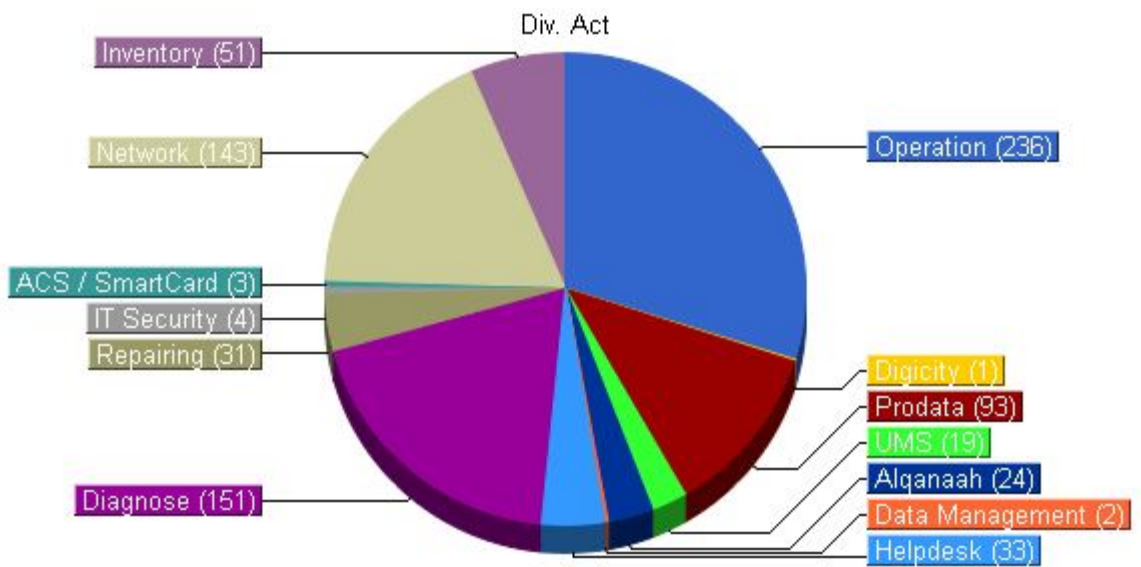
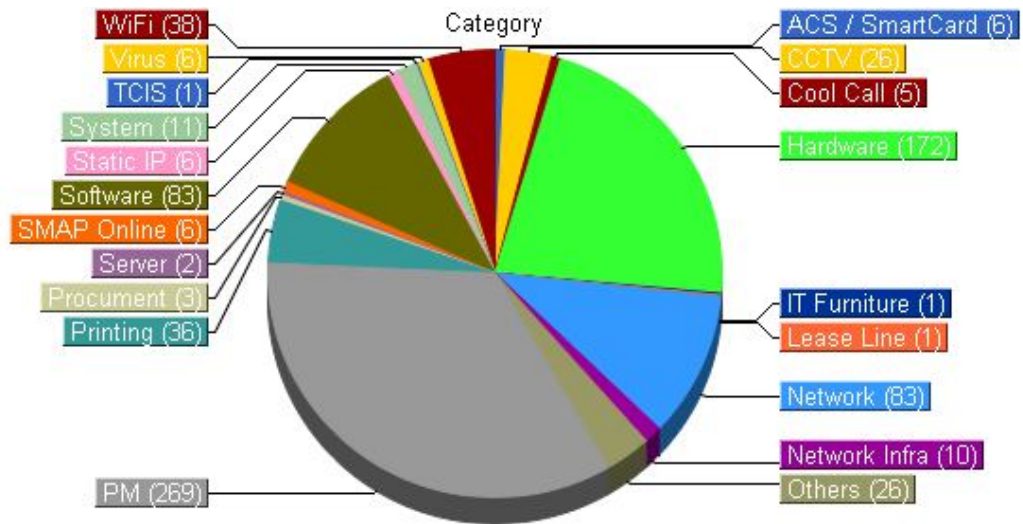
Ticket Resolution Time				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
511	127	63	1	0

Past Due Tickets				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
7	18	46	5	0









User Satisfaction

