

Laporan Perkhidmatan ICT - Mei 2012

Open Tickets:	30
Hold Tickets:	21
Closed Tickets:	1040
Total Tickets:	1091
Past Due Tickets:	45

Tickets Issued				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
934	157	0	0	1091

Tickets Closed				
0 - 30 days	30 - 60 days	60 - 90 days	> 90 days	Total
886	154	0	0	1040

Ticket Resolution Time				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
869	118	52	1	0

Past Due Tickets				
0 - 2 days	2 - 7 days	7 - 30 days	30 - 60 days	> 60 days
2	24	19	0	0









