Laporan Perkhidmatan ICT - Februari 2012

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

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

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

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

Tickets Closed:
- 0 - 30 days: 350
- 30 - 60 days: 47
- 60 - 90 days: 0
- > 90 days: 0
- Total: 397
Customer Type:
- Student - University Asset (452)
- Student - Personal (13)
- Staff - Personal (6)
- Staff - Computer Lab (1)

Report Via:
- Telephone (322)
- On-Site Visit (53)
- Online System (11)
- Form / Other Document (14)
- Letter (6)
- E-mail (9)
- Walk-in Customer (60)