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Reporting Period
(01/03/2014 - 22/05/2014)

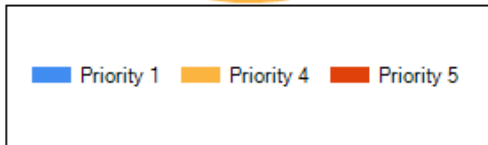
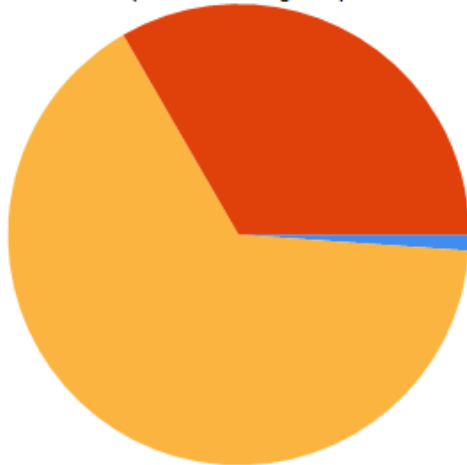


Ticket Metrics by Priority

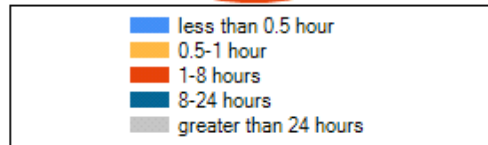
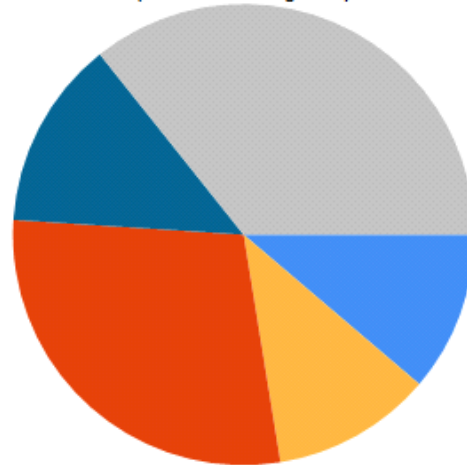
(Completed, Non-Recurring Tickets Only)

Priority	Number of Tickets	Percentage	Average Resolution Time (Hours)	Average Resolution Time (Business Hours)
Priority 1	1	1.11	0.00	0.00
Priority 4	59	65.56	45.91	12.11
Priority 5	30	33.33	53.72	14.00

Ticket Distribution by Priority
(excludes recurring tickets)



Ticket Distribution by Average Resolution Time
(excludes recurring tickets)



Ticket Metrics By Issue Type and Priority
 (Completed, Non-Recurring Tickets Only)

Issue/Sub-Issue Type	Priority 1	Priority 4	Priority 5	Total
No Issue Type				2
No Sub-Issue Type	1	1	0	
Change Request				56
Add/ amend email addresses	0	9	3	
Add/Delete Hardware	0	2	1	
Add/delete printer	0	0	2	
Add/delete user	0	1	0	
Software installation or upgrade	0	15	12	
Workstation changes/additions	0	5	6	
Incident				6
Server issue	0	1	0	
Workstation/Laptop	0	5	0	
Monitoring				2
Alert	0	0	2	
Routine Maintenance				1
Healthchecks	0	0	1	
Service Request				10
Documentation	0	0	1	
File Recovery	0	2	0	
Request for information	0	2	1	
User access/password	0	4	0	
User Support				13
Email issues	0	1	1	
Network Drives	0	1	0	
Operating system	0	1	0	
Scanner issues	0	1	0	
Software problem	0	8	0	