

Global Service Desk Performance Report

FROM: 5/1/2013 TO: 6/3/2013

Monday, June 03, 2013

Global Incident Dashboard

Urgency	Currently Open	Open Breached SLA	Outstanding >30 Days	Total Closed in Month	Closed Breached SLA	% Closed in Target	% Failed Target
High	1	1	0	17	3	82.35%	17.65%
Medium	25	24	3	166	29	82.53%	17.47%
Low	233	200	68	2260	516	77.17%	22.83%
Total	259	225	71	2443	548	77.57%	22.43%

Monday, June 03, 2013

Global Service Request Dashboard

Urgency	Currently Open	Open Breached SLA	Outstanding >30 Days	Total Closed in Month	Closed Breached SLA	% Closed in Target	% Failed Target
High	1	1	1	1	1	0.00%	100.00%
Medium	15	11	3	39	6	84.62%	15.38%
Low	104	70	38	829	201	75.75%	24.25%
Total	120	82	42	869	208	76.06%	23.94%

Service Desk Tickets By Officer

Officer	Incidents		Service Requests		Total Open	Total Closed	Performance
	Open	Closed	Open	Closed			
	9	166	1	4	10	170	8.66%
		1	13	88		89	4.54%
	12	261	3	91	15	352	17.94%
	6	275	1	17	7	292	14.88%
		2		3		5	0.25%
	11	65	4	86	15	151	7.70%
	4	41	3	147	7	188	9.58%
	2	20		1		21	1.07%
	5	156	1	3	6	159	8.10%
	8	82	6	89	14	171	8.72%
	20	155	9	54	29	209	10.65%
	7	111	5	44	12	155	7.90%
	84	1335	46	627			

Grand Total Closed

1962