



Client End of Month Report

Prepared for:
Italik
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Service Desk Ticket Statistics

This section only includes statistics for those tickets in the Service Desk queue. This excludes tickets from the Alerts and Changes queue

22 SD Tickets Opened Last Month

16 SD Tickets Completed Last Month

2 SD Tickets Breached Resolution Last M...

1 SD Tickets Breached First Response Last...

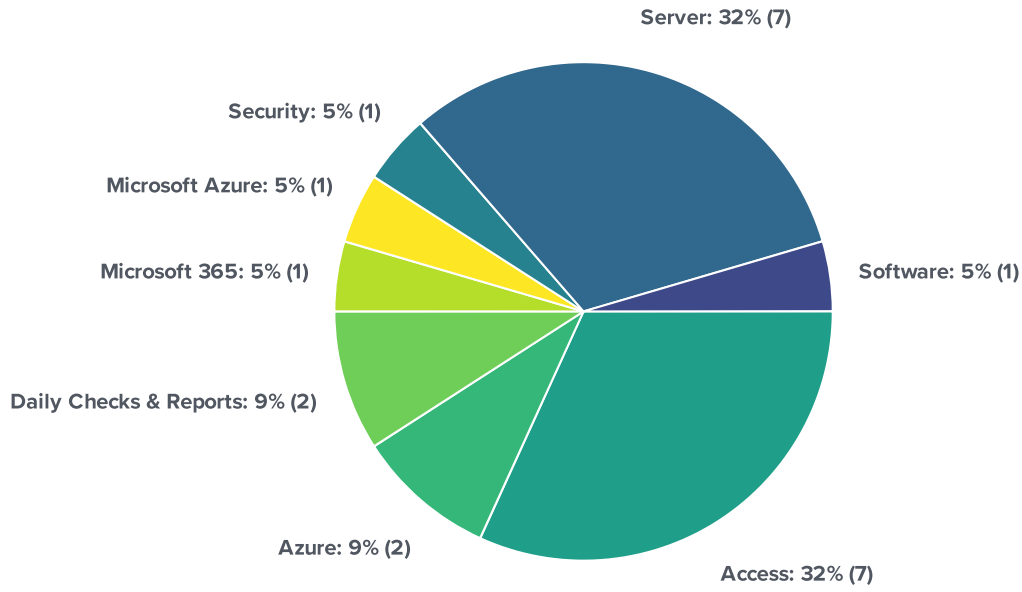
94% SD % Met First Response SLA ...

88% SD % Met Resolution - Last Mo...

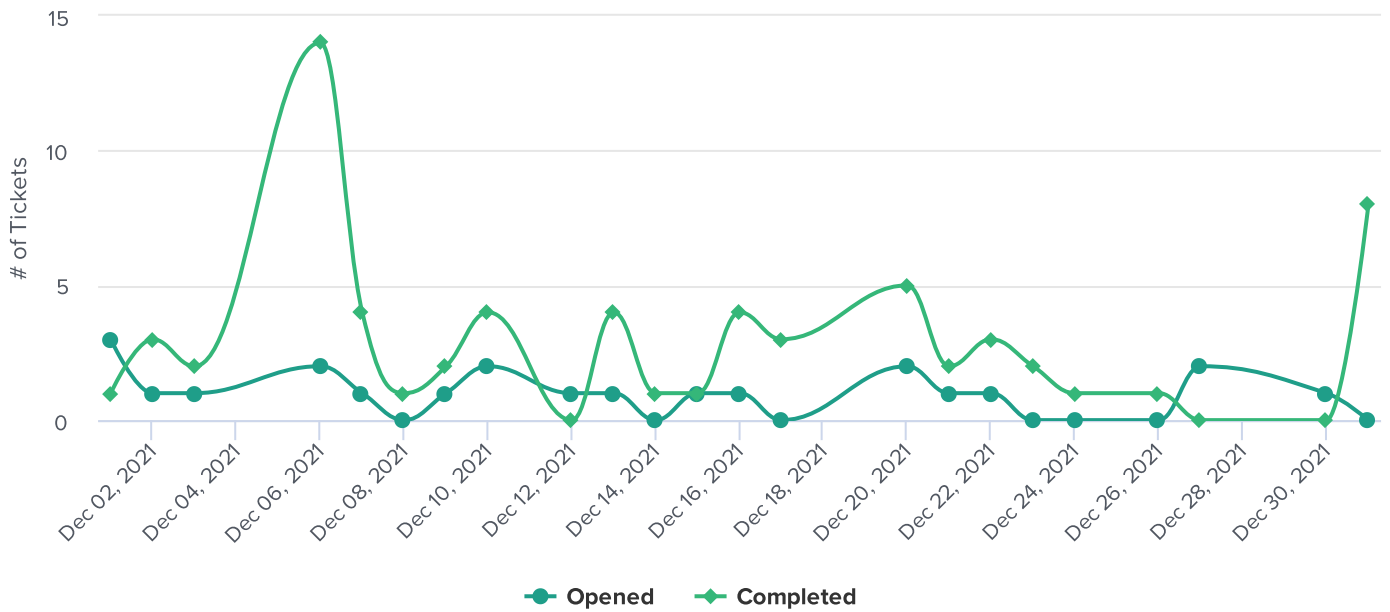
SD SLA Statistics by Priority Last Month

| PRIORITY | TOTAL | # MET SLA | % MET SLA | MET RESPONSE SLA | % RESPONSE SLA | MET RESOLUTION SLA | % RESOLUTION SLA |
|---------------------|-------|-----------|-----------|------------------|----------------|--------------------|------------------|
| P1; Urgent | 1 | 1 | 100% | 1 | 100% | 1 | 100% |
| P4; Low | 14 | 11 | 79% | 13 | 93% | 12 | 86% |
| P5; Service Request | 1 | 1 | 100% | 1 | 100% | 1 | 100% |

SD Tickets Opened by Issue Type Last Month



SD Opened vs Closed Last Month



SD Tickets Opened By Priority Last Month

