

Totaal aantal Tickets

Year	2020											
Queue	January	February	March	April	May	June	July	August	September	October	November	December
Level II		1										1
OD I	276	243	460	299	289	289	418	317	355	280	359	392
OD II (Escalation / Beheer)	38	27	36	29	29	28	41	22	39	37	37	43
Totaal	314	271	496	328	318	317	459	339	394	317	397	435

Incidenten

Year	2020											
Queue	January	February	March	April	May	June	July	August	September	October	November	December
Level II		1										1
OD I	127	83	169	138	137	128	176	161	156	128	187	200
OD II (Escalation / Beheer)	9	4	7	6	6	3	11	6	8	7	6	13
Totaal	136	88	176	144	143	131	187	167	164	135	194	213

Changes

Year	2020											
Queue	January	February	March	April	May	June	July	August	September	October	November	December
OD I	65	58	115	66	85	77	94	60	68	72	98	112
OD II (Escalation / Beheer)	23	15	19	13	14	19	20	9	20	25	21	23
Totaal	88	73	134	79	99	96	114	69	88	97	119	135

Service request

Year	2020											
Queue	January	February	March	April	May	June	July	August	September	October	November	December
OD I	83	101	174	95	67	83	146	95	131	80	73	80
OD II (Escalation / Beheer)	6	6	9	9	9	5	8	3	10	3	9	7
Totaal	89	107	183	104	76	88	154	98	141	83	82	87

Problems

Year	2020											
Queue	January	February	March	April	June	July	August	September	October	November		
OD I	1	1	2			1	2	1				1
OD II (Escalation / Beheer)			2	1	1	1	2	4	1	2		1
Totaal	1	3	3	1	2	4	5	1	2	2		2

OD 1 is eerste lijn OD 2 is tweede-lijn

28 procent betreft incidenten – problems en request rondom applicaties waarvan het merendeel klant specifieke applicaties betreft

4 procent betreft Email tickets

21 procent betreft tickets rondom toegang tot omgeving (passwords, mutaties, MFA)

De rest betreft standaard changes, werkplek, netwerk en server en storage infrastructuur