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| Top 100 Aging Tickets (INC and WO) |
| Top 100 Aging Tickets (INC and WO) |

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| --- | --- | --- | --- | --- | --- |
| Request Number | Incident Number | Work Order ID | SR MeasurementStatus | Summary | Age of Ticket |
| REQ000000000116 |  | [WO0000000000369](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000000369) | Missed Goal | Request for iPad Accessories | 94.00 |
| REQ000000000131 |  | [WO0000000000439](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000000439) | Met | Request for iPad Accessories | 92.00 |
| REQ000000000162 | [INC000000000806](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000000806) |  | Met | TEST INC FOR REQ | 90.00 |
| REQ000000000162 | [INC000000000806](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000000806) |  | Missed | TEST INC FOR REQ | 90.00 |
| REQ000000000204 |  | [WO0000000000501](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000000501) | Met | Request for iPad | 90.00 |
| REQ000000000281 | [INC000000000973](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000000973) |  | Met | testing | 89.00 |
| REQ000000000281 | [INC000000000973](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000000973) |  | Missed | testing | 89.00 |
| REQ000000000418 | [INC000000001008](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001008) |  | Met | testing from Alvyn's id | 88.00 |
| REQ000000000425 | [INC000000001012](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001012) |  | Met | Average (4 samples) disk free on E:\ is now 17%, which is below the error threshold (20%) out of tot | 88.00 |
| REQ000000000509 | [INC000000001104](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001104) |  | Met | Test 9132018 | 87.00 |
| REQ000000000513 | [INC000000001108](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001108) |  | Met | Log a Complaint | 87.00 |
| REQ000000000515 | [INC000000001121](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001121) |  | Met | Submit a Compliment | 87.00 |
| REQ000000000720 | [INC000000001369](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001369) |  | Met | Unable to SSH into QMS server | 86.00 |
| REQ000000000737 | [INC000000001392](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001392) |  | Met | Unable to log a request | 86.00 |
| REQ000000000745 | [INC000000001422](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001422) |  | Met | Can't print at Binjai L11 | 86.00 |
| REQ000000000745 | [INC000000001422](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001422) |  | Missed | Can't print at Binjai L11 | 86.00 |
| REQ000000000755 | [INC000000001449](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001449) |  | Met | resume date test | 83.00 |
| REQ000000000759 | [INC000000001457](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001457) |  | Met | test | 83.00 |
| REQ000000000761 | [INC000000001459](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001459) |  | Met | 123 | 83.00 |
| REQ000000000761 | [INC000000001459](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001459) |  | Missed | 123 | 83.00 |
| REQ000000001078 | [INC000000001715](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000001715) |  | Met | Unable to access WiFi at Level 24 | 79.00 |
| REQ000000001520 | [INC000000002123](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000002123) |  | Met | Error while related two incidents in SmartIT | 78.00 |
| REQ000000002154 | [INC000000002768](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000002768) |  | Met | asd | 76.00 |
| REQ000000002434 | [INC000000003043](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003043) |  | Missed | Unable to access Wifi | 75.00 |
| REQ000000002440 | [INC000000003045](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003045) |  | Met | Unable to access Wifi | 75.00 |
| REQ000000002463 | [INC000000003090](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003090) |  | Met | Test Incident lagi | 75.00 |
| REQ000000002464 | [INC000000003075](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003075) |  | Met | Unable to access Wifi | 75.00 |
| REQ000000002720 | [INC000000003301](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003301) |  | Met | cannot create knowledge article | 74.00 |
| REQ000000002745 |  | [WO0000000002315](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002315) | Missed Goal | Access Management - Commercial Optimisation | 74.00 |
| REQ000000002807 | [INC000000003368](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003368) |  | Met | Emails are getting stuck on outbox. | 73.00 |
| REQ000000002829 | [INC000000003377](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003377) |  | Missed | Unable to access Tier 1 Application (Engineering Management App) | 73.00 |
| REQ000000002830 | [INC000000003378](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003378) |  | Met | Unable to access Tier 3 Application (Crude Assay Management) | 73.00 |
| REQ000000002833 | [INC000000003379](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003379) |  | Missed | Unable to access Tier 3 Application (Crude Assay Management) | 73.00 |
| REQ000000002833 | [INC000000003379](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003379) |  | Missed Goal | Unable to access Tier 3 Application (Crude Assay Management) | 73.00 |
| REQ000000002837 | [INC000000003380](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003380) |  | Missed | Unable to access Reimagine Wi-Fi at the HIVE | 73.00 |
| REQ000000002837 | [INC000000003380](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003380) |  | Missed Goal | Unable to access Reimagine Wi-Fi at the HIVE | 73.00 |
| REQ000000002843 |  | [WO0000000002312](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002312) | Missed Goal | Access Management - Commercial Optimisation | 73.00 |
| REQ000000003169 |  | [WO0000000001573](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000001573) | Missed Goal | Request for Assessment Services | 73.00 |
| REQ000000003503 | [INC000000003803](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003803) |  | Missed | Average (5 samples) memory usage is now 62%, which is above the error threshold (60%) | 72.00 |
| REQ000000003623 | [INC000000003948](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000003948) |  | Met | Unable to access reimagine VPN | 71.00 |
| REQ000000003712 |  | [WO0000000002313](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002313) | Missed Goal | Access Management - Commercial Optimisation | 68.00 |
| REQ000000003723 | [INC000000004047](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004047) |  | Met | Email Service is Down | 68.00 |
| REQ000000003726 | [INC000000004042](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004042) |  | Met | WiFi issue | 68.00 |
| REQ000000003728 | [INC000000004067](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004067) |  | Met | Network Issue in PICMO | 68.00 |
| REQ000000003733 | [INC000000004056](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004056) |  | Met | WiFi issue | 68.00 |
| REQ000000003734 | [INC000000004066](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004066) |  | Met | WiFi issue | 68.00 |
| REQ000000003737 | [INC000000004039](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004039) |  | Met | WiFi issue | 68.00 |
| REQ000000003756 | [INC000000004114](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004114) |  | Met | WiFi issue | 68.00 |
| REQ000000003760 | [INC000000004120](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004120) |  | Met | WiFi issue | 68.00 |
| REQ000000003769 |  | [WO0000000001914](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000001914) | Missed Goal | Internet Gateway Frequent Outage | 68.00 |
| REQ000000003770 | [INC000000004143](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000004143) |  | Met | Request for PC | 68.00 |
| REQ000000004603 | [INC000000005125](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000005125) |  | Met | TEST RESUME DATE VALIDATION | 65.00 |
| REQ000000005244 | [INC000000005759](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000005759) |  | Met | 53 | 63.00 |
| REQ000000005249 | [INC000000005762](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000005762) |  | Met | Average (5 samples) total cpu is now 3.99%, which is above the error threshold (1%).Top Processes [s | 63.00 |
| REQ000000005341 | [INC000000006368](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000006368) |  | Met | WiFi issue 3 | 61.00 |
| REQ000000005342 | [INC000000006371](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000006371) |  | Met | WiFi issue | 61.00 |
| REQ000000005738 |  | [WO0000000002635](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002635) | Missed Goal | Request for iPad | 60.00 |
| REQ000000006081 | [INC000000007184](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007184) |  | Met | WiFi issue | 59.00 |
| REQ000000006218 | [INC000000007351](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007351) |  | Met | Log a Complaint | 59.00 |
| REQ000000006227 | [INC000000007371](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007371) |  | Met | Submit a Compliment | 59.00 |
| REQ000000006254 | [INC000000007420](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007420) |  | Met | Log an issue for ICT Services | 59.00 |
| REQ000000006280 | [INC000000007492](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007492) |  | Met | Unable to SSH into the QMS server | 59.00 |
| REQ000000006289 | [INC000000007501](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007501) |  | Met | Unable to SSH into the QMS server | 59.00 |
| REQ000000006482 | [INC000000007716](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007716) |  | Met | Standard Change - Please proceed with usual timeline | 58.00 |
| REQ000000006490 | [INC000000007728](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007728) |  | Missed | Log an issue for ICT Services | 58.00 |
| REQ000000006490 | [INC000000007728](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000007728) |  | Missed Goal | Log an issue for ICT Services | 58.00 |
| REQ000000007205 | [INC000000008516](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008516) |  | Met | Tesr | 54.00 |
| REQ000000007519 | [INC000000008846](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008846) |  | Met | ATEX Device Issue | 52.00 |
| REQ000000007521 |  | [WO0000000002309](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002309) | Missed Goal | Request for MyPassport ID | 52.00 |
| REQ000000007524 | [INC000000008875](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008875) |  | Met | Recurring Wi-Fi issue | 52.00 |
| REQ000000007528 | [INC000000008878](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008878) |  | Met | Infra | 48.00 |
| REQ000000007538 | [INC000000008899](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008899) |  | Met | WiFi issue / no signal | 48.00 |
| REQ000000007538 | [INC000000008899](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008899) |  | Missed | WiFi issue / no signal | 48.00 |
| REQ000000007538 | [INC000000008899](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008899) |  | Missed Goal | WiFi issue / no signal | 48.00 |
| REQ000000007540 | [INC000000008907](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008907) |  | Met | Get Help from SSC | 48.00 |
| REQ000000007540 | [INC000000008907](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008907) |  | Missed | Get Help from SSC | 48.00 |
| REQ000000007540 | [INC000000008907](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008907) |  | Missed Goal | Get Help from SSC | 48.00 |
| REQ000000007546 | [INC000000008917](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008917) |  | Met | Log an issue for ICT Services | 48.00 |
| REQ000000007548 | [INC000000008927](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008927) |  | Met | Pravindra Kumar | 48.00 |
| REQ000000007560 | [INC000000008931](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008931) |  | Missed Goal | Log an issue for Business Services | 47.00 |
| REQ000000007564 | [INC000000008933](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008933) |  | Met | Log an issue for ICT Services | 47.00 |
| REQ000000007564 | [INC000000008933](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008933) |  | Missed Goal | Log an issue for ICT Services | 47.00 |
| REQ000000007568 | [INC000000008935](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008935) |  | Met | Log an issue for ICT Services | 47.00 |
| REQ000000007568 | [INC000000008935](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000008935) |  | Missed Goal | Log an issue for ICT Services | 47.00 |
| REQ000000007602 | [INC000000009003](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009003) |  | Missed Goal | tes | 46.00 |
| REQ000000007603 | [INC000000009004](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009004) |  | Missed Goal | test | 46.00 |
| REQ000000007606 | [INC000000009007](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009007) |  | Missed Goal | Test | 46.00 |
| REQ000000007607 | [INC000000009008](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009008) |  | Missed Goal | test | 46.00 |
| REQ000000007608 | [INC000000009009](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009009) |  | Missed Goal | Test 2 | 46.00 |
| REQ000000007609 |  | [WO0000000002427](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002427) | Missed Goal | Request for Personal Computer | 46.00 |
| REQ000000007624 | [INC000000009038](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009038) |  | Missed Goal | SAP ERP Financial - User ID and Password login Issue | 45.00 |
| REQ000000007626 | [INC000000009045](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009045) |  | Met | reset password | 45.00 |
| REQ000000007626 | [INC000000009045](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009045) |  | Missed Goal | reset password | 45.00 |
| REQ000000007627 | [INC000000009044](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009044) |  | Missed Goal | Unable to Switch On ATEX certified handheld device | 45.00 |
| REQ000000007628 | [INC000000009049](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009049) |  | Missed Goal | Handheld Device - iPad Replacement | 45.00 |
| REQ000000007629 | [INC000000009051](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009051) |  | Missed Goal | Cannot access the Cority | 45.00 |
| REQ000000007630 | [INC000000009052](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009052) |  | Missed Goal | Request for Mobility Device | 45.00 |
| REQ000000007631 | [INC000000009050](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009050) |  | Missed Goal | test | 45.00 |
| REQ000000007632 | [INC000000009055](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009055) |  | Missed Goal | 123 | 45.00 |
| REQ000000007633 | [INC000000009054](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009054) |  | Missed Goal | PRPC and Plant Application - Mass Balance ID Issue | 45.00 |

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| --- | --- | --- | --- | --- | --- |
| Request Number | Incident Number | Work Order ID | SR MeasurementStatus | Summary | Age of Ticket |
| REQ000000007634 |  | [WO0000000002424](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002424) | Missed Goal | Request for Telephony Devices | 45.00 |
| REQ000000007635 | [INC000000009056](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009056) |  | Missed Goal | ATEX devices faulty | 45.00 |
| REQ000000007639 | [INC000000009059](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009059) |  | Missed Goal | Multiple users cannot access the Cority | 45.00 |
| REQ000000007640 | [INC000000009060](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009060) |  | Missed Goal | Multiple users cannot access the Engineering Management | 45.00 |
| REQ000000007642 |  | [WO0000000002631](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002631) | Missed Goal | Request for Telephony Services | 45.00 |
| REQ000000007643 |  | [WO0000000002425](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002425) | Missed Goal | Request for MyPassport ID | 45.00 |
| REQ000000007644 | [INC000000009061](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009061) |  | Missed Goal | Log an issue for ICT Services | 45.00 |
| REQ000000007645 |  | [WO0000000002426](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002426) | Missed Goal | Request for Printer Add-On | 45.00 |
| REQ000000007646 | [INC000000009063](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009063) |  | Met | Issue with DB replication | 45.00 |
| REQ000000007646 | [INC000000009063](https://picssc.dev.petronas.com/smartit/app/#/search/INC000000009063) |  | Missed Goal | Issue with DB replication | 45.00 |
| REQ000000007653 |  | [WO0000000002623](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002623) | Missed Goal | Request for iPad | 45.00 |
| REQ000000007654 |  | [WO0000000002624](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002624) | Missed Goal | Request for iPad | 45.00 |
| REQ000000007657 |  | [WO0000000002626](https://picssc.dev.petronas.com/smartit/app/#/search/WO0000000002626) | Missed Goal | Request for iPad | 45.00 |