

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	Missed Goal	Request for iPad Accessories	94.00
REQ000000000131		WO0000000000439	Met	Request for iPad Accessories	92.00
REQ000000000162	INC0000000000806		Met	TEST INC FOR REQ	90.00
REQ000000000162	INC0000000000806		Missed	TEST INC FOR REQ	90.00
REQ000000000204		WO0000000000501	Met	Request for iPad	90.00
REQ000000000281	INC0000000000973		Met	testing	89.00
REQ000000000281	INC0000000000973		Missed	testing	89.00
REQ000000000418	INC0000000001008		Met	testing from Alvyn's id	88.00
REQ000000000425	INC0000000001012		Met	Average (4 samples) disk free on E:\ is now 17%, which is below the error threshold (20%) out of tot	88.00
REQ000000000509	INC0000000001104		Met	Test 9132018	87.00
REQ000000000513	INC0000000001108		Met	Log a Complaint	87.00
REQ000000000515	INC0000000001121		Met	Submit a Compliment	87.00
REQ000000000720	INC0000000001369		Met	Unable to SSH into QMS server	86.00
REQ000000000737	INC0000000001392		Met	Unable to log a request	86.00
REQ000000000745	INC0000000001422		Met	Can't print at Binjai L11	86.00
REQ000000000745	INC0000000001422		Missed	Can't print at Binjai L11	86.00
REQ000000000755	INC0000000001449		Met	resume date test	83.00
REQ000000000759	INC0000000001457		Met	test	83.00
REQ000000000761	INC0000000001459		Met	123	83.00
REQ000000000761	INC0000000001459		Missed	123	83.00
REQ000000001078	INC0000000001715		Met	Unable to access WiFi at Level 24	79.00
REQ000000001520	INC0000000002123		Met	Error while related two incidents in SmartIT	78.00
REQ000000002154	INC0000000002768		Met	asd	76.00
REQ000000002434	INC0000000003043		Missed	Unable to access Wifi	75.00
REQ000000002440	INC0000000003045		Met	Unable to access Wifi	75.00
REQ000000002463	INC0000000003090		Met	Test Incident lagi	75.00
REQ000000002464	INC0000000003075		Met	Unable to access Wifi	75.00
REQ000000002720	INC0000000003301		Met	cannot create knowledge article	74.00
REQ000000002745		WO0000000002315	Missed Goal	Access Management - Commercial Optimisation	74.00
REQ000000002807	INC0000000003368		Met	Emails are getting stuck on outbox.	73.00
REQ000000002829	INC0000000003377		Missed	Unable to access Tier 1 Application (Engineering Management App)	73.00
REQ000000002830	INC0000000003378		Met	Unable to access Tier 3 Application (Crude Assay Management)	73.00

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REQ000000002833	INC000000003379		Missed	Unable to access Tier 3 Application (Crude Assay Management)	73.00
REQ000000002833	INC000000003379		Missed Goal	Unable to access Tier 3 Application (Crude Assay Management)	73.00
REQ000000002837	INC000000003380		Missed	Unable to access Reimagine Wi-Fi at the HIVE	73.00
REQ000000002837	INC000000003380		Missed Goal	Unable to access Reimagine Wi-Fi at the HIVE	73.00
REQ000000002843		WO0000000002312	Missed Goal	Access Management - Commercial Optimisation	73.00
REQ000000003169		WO0000000001573	Missed Goal	Request for Assessment Services	73.00
REQ000000003503	INC000000003803		Missed	Average (5 samples) memory usage is now 62%, which is above the error threshold (60%)	72.00
REQ000000003623	INC000000003948		Met	Unable to access reimagine VPN	71.00
REQ000000003712		WO0000000002313	Missed Goal	Access Management - Commercial Optimisation	68.00
REQ000000003723	INC000000004047		Met	Email Service is Down	68.00
REQ000000003726	INC000000004042		Met	WiFi issue	68.00
REQ000000003728	INC000000004067		Met	Network Issue in PICMO	68.00
REQ000000003733	INC000000004056		Met	WiFi issue	68.00
REQ000000003734	INC000000004066		Met	WiFi issue	68.00
REQ000000003737	INC000000004039		Met	WiFi issue	68.00
REQ000000003756	INC000000004114		Met	WiFi issue	68.00
REQ000000003760	INC000000004120		Met	WiFi issue	68.00
REQ000000003769		WO0000000001914	Missed Goal	Internet Gateway Frequent Outage	68.00
REQ000000003770	INC000000004143		Met	Request for PC	68.00
REQ000000004603	INC000000005125		Met	TEST RESUME DATE VALIDATION	65.00
REQ000000005244	INC000000005759		Met	53	63.00
REQ000000005249	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		Met	WiFi issue 3	61.00
REQ000000005342	INC000000006371		Met	WiFi issue	61.00
REQ000000005738		WO0000000002635	Missed Goal	Request for iPad	60.00
REQ000000006081	INC000000007184		Met	WiFi issue	59.00
REQ000000006218	INC000000007351		Met	Log a Complaint	59.00
REQ000000006227	INC000000007371		Met	Submit a Compliment	59.00
REQ000000006254	INC000000007420		Met	Log an issue for ICT Services	59.00
REQ000000006280	INC000000007492		Met	Unable to SSH into the QMS server	59.00
REQ000000006289	INC000000007501		Met	Unable to SSH into the QMS server	59.00
REQ000000006482	INC000000007716		Met	Standard Change - Please proceed with usual timeline	58.00

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REQ000000006490	INC000000007728		Missed	Log an issue for ICT Services	58.00
REQ000000006490	INC000000007728		Missed Goal	Log an issue for ICT Services	58.00
REQ000000007205	INC000000008516		Met	Tesr	54.00
REQ000000007519	INC000000008846		Met	ATEX Device Issue	52.00
REQ000000007521		WO000000002309	Missed Goal	Request for MyPassport ID	52.00
REQ000000007524	INC000000008875		Met	Recurring Wi-Fi issue	52.00
REQ000000007528	INC000000008878		Met	Infra	48.00
REQ000000007538	INC000000008899		Met	WiFi issue / no signal	48.00
REQ000000007538	INC000000008899		Missed	WiFi issue / no signal	48.00
REQ000000007538	INC000000008899		Missed Goal	WiFi issue / no signal	48.00
REQ000000007540	INC000000008907		Met	Get Help from SSC	48.00
REQ000000007540	INC000000008907		Missed	Get Help from SSC	48.00
REQ000000007540	INC000000008907		Missed Goal	Get Help from SSC	48.00
REQ000000007546	INC000000008917		Met	Log an issue for ICT Services	48.00
REQ000000007548	INC000000008927		Met	Pravindra Kumar	48.00
REQ000000007560	INC000000008931		Missed Goal	Log an issue for Business Services	47.00
REQ000000007564	INC000000008933		Met	Log an issue for ICT Services	47.00
REQ000000007564	INC000000008933		Missed Goal	Log an issue for ICT Services	47.00
REQ000000007568	INC000000008935		Met	Log an issue for ICT Services	47.00
REQ000000007568	INC000000008935		Missed Goal	Log an issue for ICT Services	47.00
REQ000000007602	INC000000009003		Missed Goal	tes	46.00
REQ000000007603	INC000000009004		Missed Goal	test	46.00
REQ000000007606	INC000000009007		Missed Goal	Test	46.00
REQ000000007607	INC000000009008		Missed Goal	test	46.00
REQ000000007608	INC000000009009		Missed Goal	Test 2	46.00
REQ000000007609		WO000000002427	Missed Goal	Request for Personal Computer	46.00
REQ000000007624	INC000000009038		Missed Goal	SAP ERP Financial - User ID and Password login Issue	45.00
REQ000000007626	INC000000009045		Met	reset password	45.00
REQ000000007626	INC000000009045		Missed Goal	reset password	45.00
REQ000000007627	INC000000009044		Missed Goal	Unable to Switch On ATEX certified handheld device	45.00
REQ000000007628	INC000000009049		Missed Goal	Handheld Device - iPad Replacement	45.00
REQ000000007629	INC000000009051		Missed Goal	Cannot access the Cority	45.00
REQ000000007630	INC000000009052		Missed Goal	Request for Mobility Device	45.00
REQ000000007631	INC000000009050		Missed Goal	test	45.00
REQ000000007632	INC000000009055		Missed Goal	123	45.00
REQ000000007633	INC000000009054		Missed Goal	PRPC and Plant Application - Mass Balance ID Issue	45.00

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REQ000000007634		WO0000000002424	Missed Goal	Request for Telephony Devices	45.00
REQ000000007635	INC000000009056		Missed Goal	ATEX devices faulty	45.00
REQ000000007639	INC000000009059		Missed Goal	Multiple users cannot access the Cority	45.00
REQ000000007640	INC000000009060		Missed Goal	Multiple users cannot access the Engineering Management	45.00
REQ000000007642		WO0000000002631	Missed Goal	Request for Telephony Services	45.00
REQ000000007643		WO0000000002425	Missed Goal	Request for MyPassport ID	45.00
REQ000000007644	INC000000009061		Missed Goal	Log an issue for ICT Services	45.00
REQ000000007645		WO0000000002426	Missed Goal	Request for Printer Add-On	45.00
REQ000000007646	INC000000009063		Met	Issue with DB replication	45.00
REQ000000007646	INC000000009063		Missed Goal	Issue with DB replication	45.00
REQ000000007653		WO0000000002623	Missed Goal	Request for iPad	45.00
REQ000000007654		WO0000000002624	Missed Goal	Request for iPad	45.00
REQ000000007657		WO0000000002626	Missed Goal	Request for iPad	45.00

