

# Xtraction for CA Service Management

## BUSINESS UNIT MONTHLY REPORT - HR MARCH 2011

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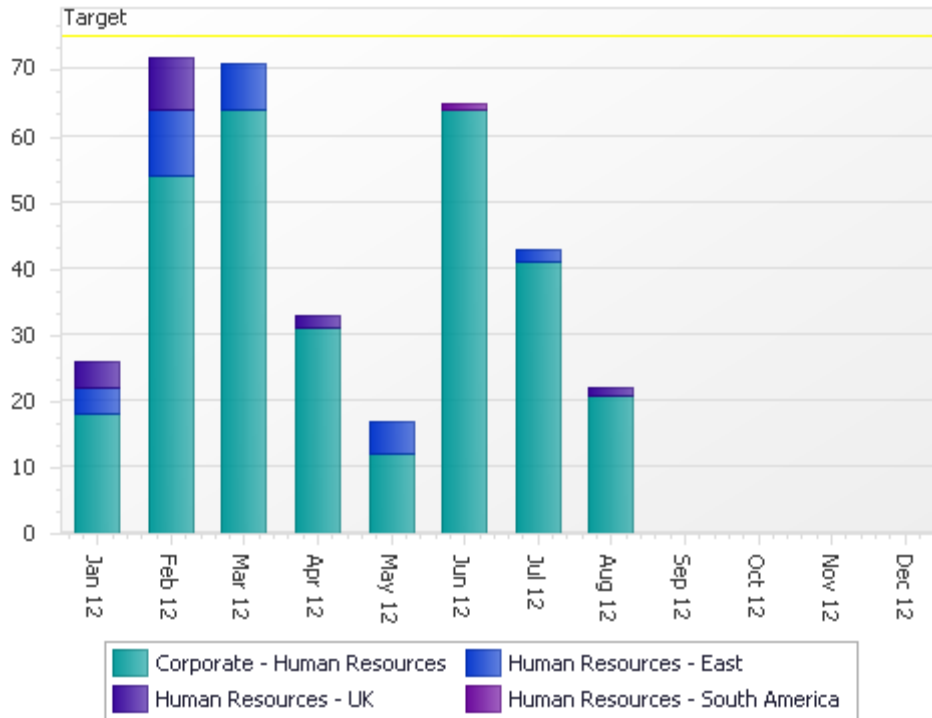
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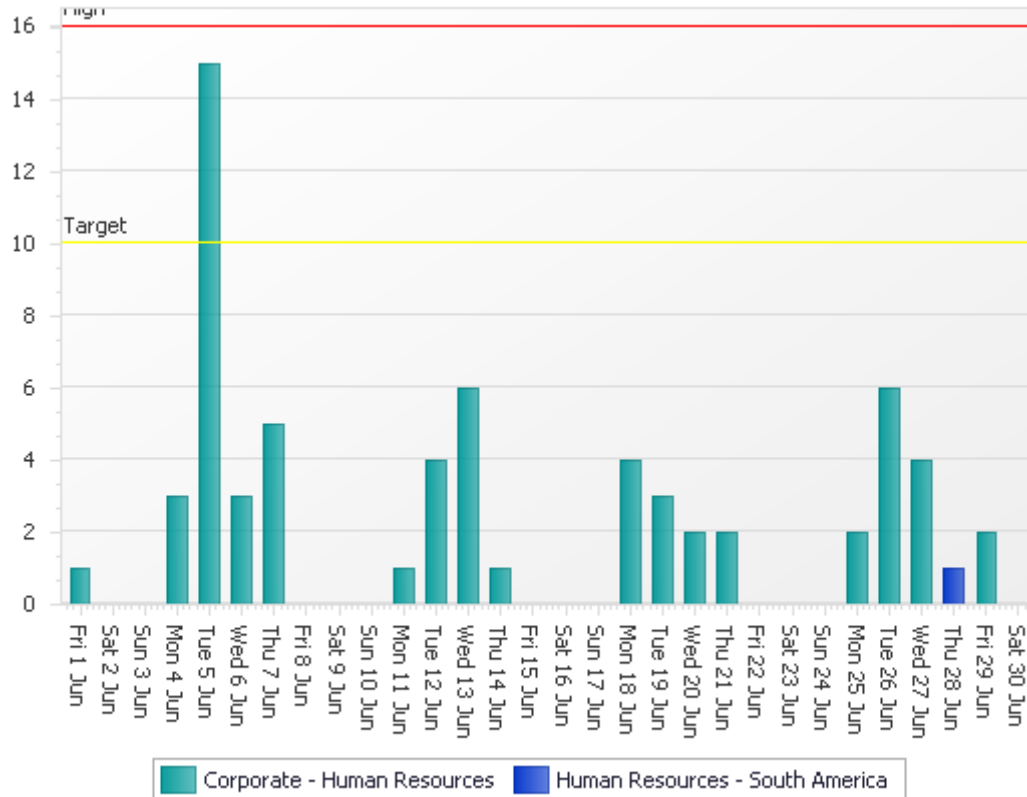
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**HR REQUESTS - THIS YEAR**



Total: 349, Created: 26-Jul-2012 03:48 PM

HR REQUESTS - LAST MONTH

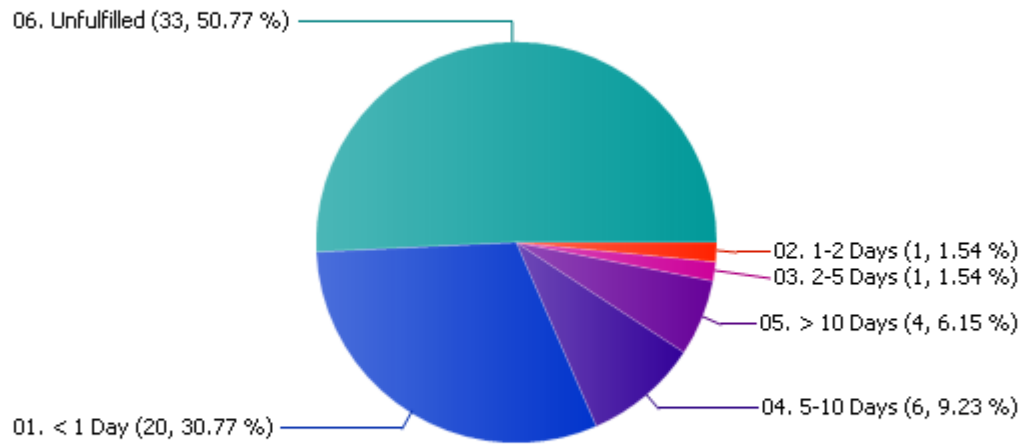


Total: 65, Created: 26-Jul-2012 03:48 PM

## HR REQUESTS - SERVICE BREAKOUT

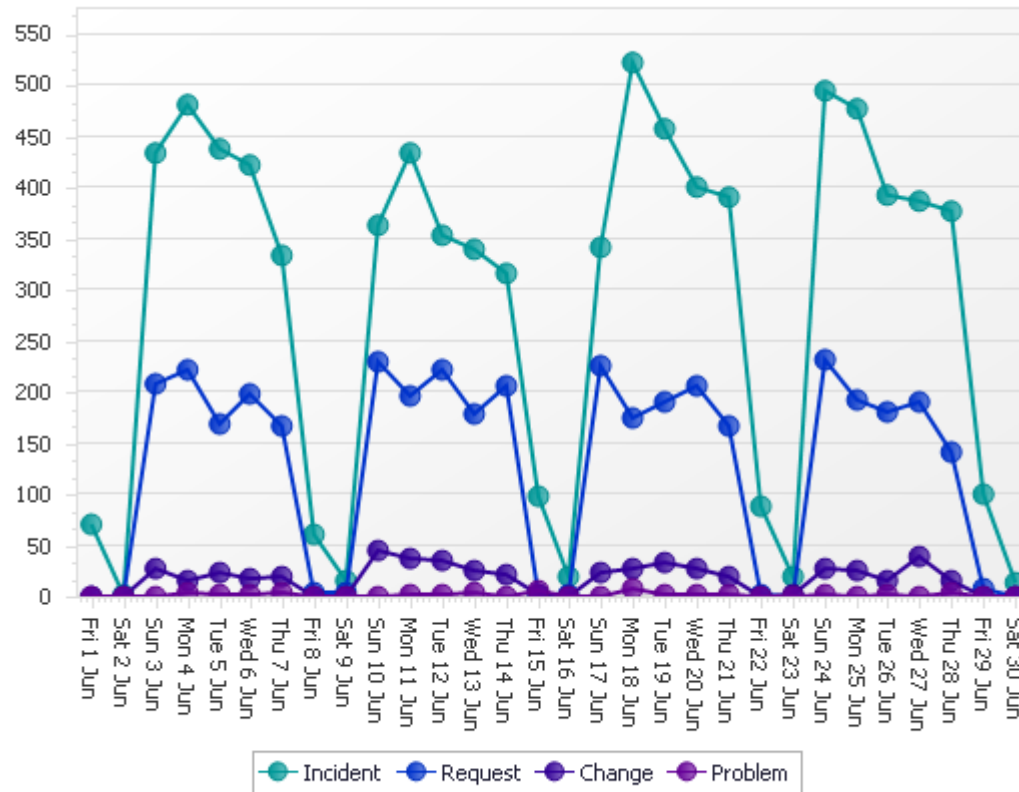
	Corporate - Human Resources	Human Resources - South America	TOTAL
Request New Software	17		17
Access to Existing File Share	12		12
Access to Oracle	9		9
Request Hardware	8		8
Access to Reports	5		5
Request Desktop	5		5
Request Loaner Laptop	3		3
Request FTP (Non-Corporate Employee)	1		1
Remove User from Email Distribution List	1		1
Access to Wireless Network - Guest Access		1	1

HR REQUESTS - TIME TO FULFILL



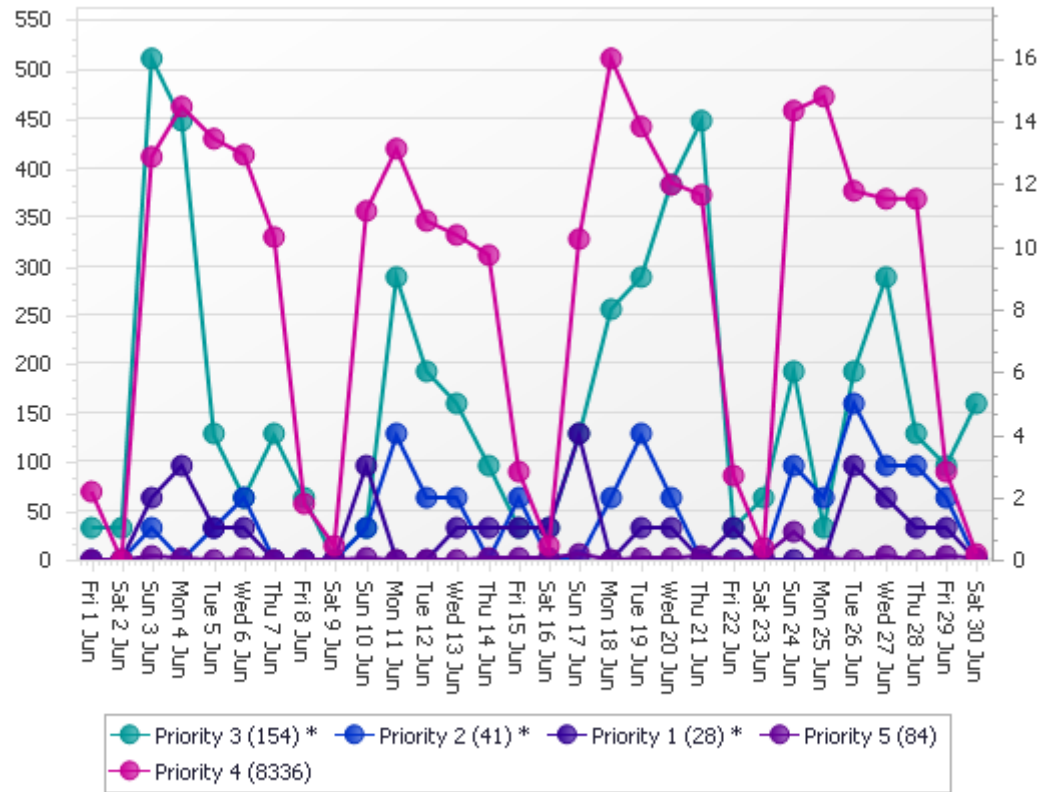
Total: 65, Created: 26-Jul-2012 03:48 PM

HR TICKETS



Total: 13126, Created: 26-Jul-2012 03:48 PM

HR INCIDENTS - PRIORITIES



Created: 26-Jul-2012 03:48 PM

HR INCIDENTS - RESOLUTION TIMES

	01. < 10 Mins	02. 10 Mins - 1 Hour	03. 1 - 6 Hours	04. 6 - 24 Hours	05. 1 - 2 Days	06. 2 - 5 Days	07. 5 - 10 Days	08. 10 - 20 Days	09. > 20 Days	10. Not Resolved	TOTAL
Human Resources	99	16	6	4	3	9	1	1	1	1	138

**HR INCIDENTS - UNRESOLVED**

Number	Open Date	Priority	Affected Service	Status	Affected End User Department	Group	Assignee	Summary
39601	21-Jul-2011 07:40:52 PM	3		Cancelled	Human Resources	Cybox Application Development and Support		This is a sample summary.
59034	29-Sep-2011 08:07:44 PM	3		Cancelled	Human Resources	iBot Online Application	Wendolyn Rack	This is a sample summary.
33772	28-Jun-2011 02:14:48 AM	3	Internet Banking Access Account Information	Hold	Human Resources	Turino Online		This is a sample summary.
540139	18-Jun-2012 06:45:57 PM	4	Internet Banking International services	Waiting Call Back	Human Resources	Client Services	Marylouise Stembridge	This is a sample summary.
547958	10-Jul-2012 07:00:23 PM	4	Internet Banking International services	1. Open	Human Resources	Client Services	Benton Pezzullo	This is a sample summary.
132426	15-Mar-2012 12:21:00 AM	4	ATM Network	9. Closed	Human Resources	Enterprise Infrastructure Services - Wintel	Norah Hanninen	This is a sample summary.
49994	30-Aug-2011 10:28:52 PM	4		Cancelled	Human Resources	iBot Online Application	Nisha Zenger	This is a sample summary.
83012	2-Jan-2012 01:01:52 AM	4		Cancelled	Human Resources	iBot Online Application	Karena Swed	This is a sample summary.
106956	22-Mar-2012 02:11:50 AM	4		1. Open	Human Resources	Intranet Support		This is a sample summary.
130743	14-Mar-2012 11:05:00 PM	4	ATM Network	9. Closed	Human Resources	LTTE Service Desk	Donetta Henningsen	This is a sample summary.
7539	13-Mar-2011 08:21:17 PM	4		Cancelled	Human Resources	Service Desk		This is a sample summary.