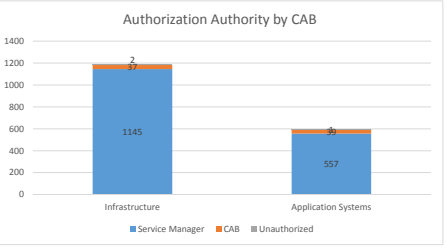
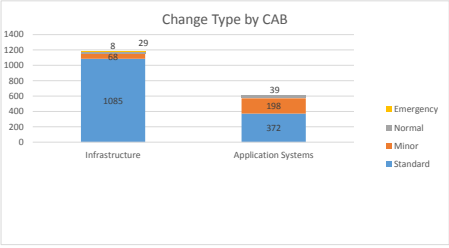
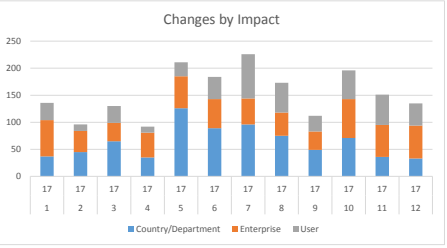
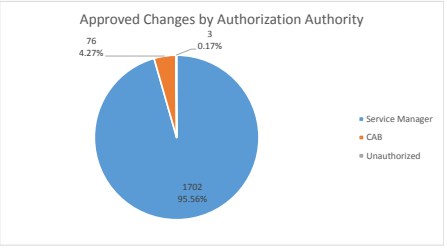
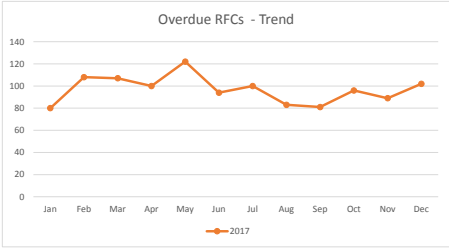
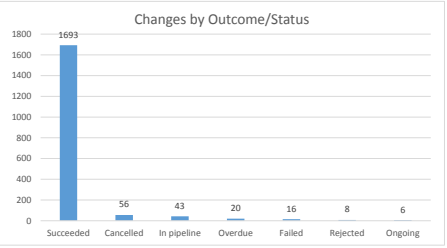
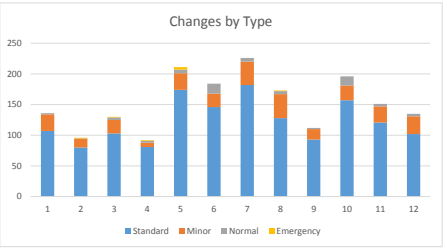
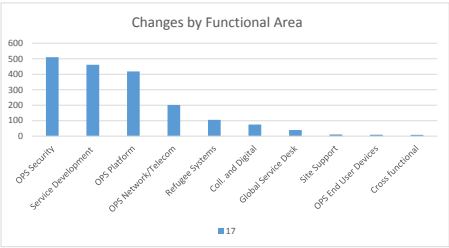
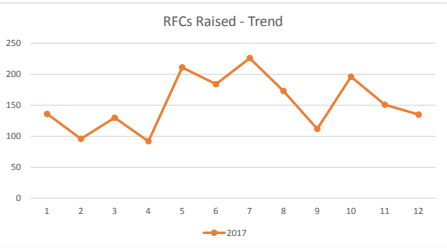


2017 INFRASTRUCTURE RFCs BY CATEGORY

Area	Infrastructure												
	Month												
Category	1	2	3	4	5	6	7	8	9	10	11	12	Grand Total
Active Directory Domain Service								2	1	4	2	1	10
Connectivity	10	5	12	8	13	12	14	11	7	15	11	9	127
Desktop Support				1	10		3	6	1	1			22
Device configuration									1	1			2
DHCP - Dynamic Host Configuration Protocol										1	2		3
DNS - Domain Name Server		1							6	3		5	15
DS_Printer_Network_HP		1	1										2
DS_STDApps_VirusScan						1	1						2
KEMP Load Balancer								1	2	1			4
Local Admin Rights								5	5	17	15	10	52
McAfee (ePO)								3	2	8	3	1	17
MessagingServices_Domain				2							1		3
MessagingServices_FireWall	38	16	20	17	16	29	22	10	13	21	9	15	226
MessagingServices_Internet												1	1
MessagingServices_Server	1	1	1	1		1						2	7
Microsoft Exchange								1		4	2	1	8
Mobile Messaging											1		1
NS_Connectivity		1											1
NS_NetworkOS	6	8	13	10	5	8	2	4	3	4	3		66
NS_Server	8	9	9	13	11		7	13	10		6	8	94
NS_Wireless				1		1							2
Password Active Directory					1						1		2
Patches and Updates						1							1
Platform General			1		3	3	4			7	1		19
Server Migration			1			1	1						3
Server Support	16	17	16	12	22	32	31	24	8	20	25	22	245
SQL Server		1									1	1	3
Support Outlook					1	1							2
Telephony	1	2						2				3	8
TS_VSAT_Voice											1		1
TS_VSAT_Voice&Data					1					1			2
UMP - User Management Portal							7						7
User Administration Active Directory	6		1		2	3	5	3					20
VDI - Virtual Desktop Infrastructure						1				7			8
VPN Remote Access	8	6	11	2	1	12	53	37	19	22	24	12	207
Grand Total	94	68	86	67	86	106	150	122	78	137	108	91	1193



Count of Area	Column Labels		
Row Labels	Infrastructure	Application Systems	Grand Total
1	94	42	136
2	68	28	96
3	86	44	130
4	67	25	92
5	86	125	211
6	106	78	184
7	150	76	226
8	122	51	173
9	78	34	112
10	137	59	196
11	108	43	151
12	91	44	135
Grand Total	1193	649	1842

Count of Change Type	Column Labels				
Row Labels	Standard	Minor	Normal	Emergency	Grand Total
1	107	27	2		136
2	80	14	1	1	96
3	103	22	4	1	130
4	81	7	3	1	92
5	174	27	6	4	211
6	146	22	16		184
7	182	38	6		226
8	128	39	5	1	173
9	93	17	2		112
10	157	24	15		196
11	121	26	4		151
12	102	29	4		135
Grand Total	1474	292	68	8	1842

Count of Approv	Column Labels			
Row Labels	Service Manager	CAB	Unauthc	Grand Total
Infrastructure	1145	37	2	1184
Application Systems	557	39	1	597
Grand Total	1702	76	3	1781

Count of Change Type	Column Labels				
Row Labels	Standard	Minor	Normal	Emergency	Grand Total
Infrastructure	1085	68	29	8	1190
Application Systems	372	198	39		609
Grand Total	1457	266	68	8	1799

Count of Functional Area	Column Labels		
Row Labels		17	Grand Total
OPS Security	510	510	
Service Development	461	461	
OPS Platform	418	418	
OPS Network/Telecom	202	202	
Refugee Systems	106	106	
Coll. and Digital	75	75	
Global Service Desk	40	40	
Site Support	11	11	
OPS End User Devices	10	10	
Cross functional	9	9	
Grand Total	1842	1842	

Count of Approv	Column Labels				
Row Labels	CAB	Service Manager	Unauthorized	Grand Total	
1	2	124		126	
2	2	92		94	
3	5	120		125	
4	4	88		92	
5	10	197		207	
6	16	166		182	
7	6	212	1	219	
8	6	161		167	
9	2	106		108	
10	15	175		190	
11	4	140	2	146	
12	4	121		125	
Grand Total	76	1702	3	1781	

Overdue RFCs			
	2017	xxxx	yyyy
Jan	80		
Feb	108	100	200
Mar	107	100	200
Apr	100		
May	122		
Jun	94		
Jul	100		
Aug	83		
Sep	81		
Oct	96		
Nov	89		
Dec	102		

Row Labels	Count of Change Outcome	Row Labels	Count of Approv
Succeeded	1693	Service Manager	1702
Cancelled	56	CAB	76
In pipeline	43	Unauthorized	3
Overdue	20	Grand Total	1781
Failed	16		
Rejected	8		
Ongoing	6		
Grand Total	1842		

Count of Impact	Column Labels			
Row Labels	Country/Department	User	Grand Total	
1	37	67	32	136
17	37	67	32	136
2	45	39	12	96
17	45	39	12	96
3	65	34	31	130
17	65	34	31	130
4	35	46	11	92
17	35	46	11	92
5	126	59	26	211
17	126	59	26	211
6	89	54	41	184
17	89	54	41	184
7	96	48	82	226
17	96	48	82	226
8	75	43	55	173
17	75	43	55	173
9	49	34	29	112
17	49	34	29	112
10	71	72	53	196
17	71	72	53	196
11	36	59	56	151
17	36	59	56	151
12	33	61	41	135
17	33	61	41	135
Grand Total	757	616	469	1842

Count of Impact	Column Labels		
Row Labels	2017	Grand Total	
1	136	136	
2	96	96	
3	130	130	
4	92	92	
5	211	211	
6	184	184	
7	226	226	
8	173	173	
9	112	112	
10	196	196	
11	151	151	
12	135	135	
Grand Total	1842	1842	