

January - June 2020 DMS Tickets Resolved

Quarter	DBM Ticket	Priority	Date Assigned	Target Date	Date Resolved	Score	Status
1 st Quarter							
	1 DBM-APPS-2020-01-23-12309	Low	2020-01-23	2020-01-31	2020-01-27	5.00	Resolved
	2 DBM-APPS-2020-01-27-12486	Low	2020-01-27	2020-02-05	2020-01-29	5.00	Resolved
	3 DBM-APPS-2020-01-27-12552	Low	2020-01-27	2020-02-05	2020-01-29	5.00	Resolved
	4 DBM-APPS-2020-01-31-13158	Low	2020-01-31	2020-02-07	2020-02-03	5.00	Resolved
	5 DBM-APPS-2020-02-03-13307	Low	2020-02-03	2020-02-12	2020-02-05	5.00	Resolved
	6 DBM-APPS-2020-02-03-13297	Low	2020-02-03	2020-02-12	2020-02-05	5.00	Resolved
	7 DBM-APPS-2020-02-04-13482	Low	2020-02-04	2020-02-13	2020-02-06	5.00	Resolved
	8 DBM-APPS-2020-02-05-13547	Low	2020-02-05	2020-02-14	2020-02-07	5.00	Resolved
	9 DBM-NET-2020-02-05-13666	Low	2020-02-05	2020-02-12	2020-02-07	5.00	Resolved
	10 DBM-APPS-2020-02-12-14244	Low	2020-02-12	2020-02-19	2020-02-14	5.00	Resolved
	11 DBM-APPS-2020-02-12-14286	Low	2020-02-12	2020-02-19	2020-02-14	5.00	Resolved
	12 DBM-APPS-2020-02-12-14287	Low	2020-02-12	2020-02-19	2020-02-14	5.00	Resolved
	13 DBM-APPS-2020-02-12-14288	Low	2020-02-12	2020-02-19	2020-02-14	5.00	Resolved
	14 DBM-APPS-2020-02-12-14300	Low	2020-02-12	2020-02-19	2020-02-14	5.00	Resolved
	15 DBM-APPS-2020-02-13-14354	Low	2020-02-13	2020-02-20	2020-02-17	5.00	Resolved
	16 DBM-APPS-2020-02-13-14395	Low	2020-02-13	2020-02-20	2020-02-17	5.00	Resolved
	17 DBM-APPS-2020-02-14-14498	Low	2020-02-14	2020-02-21	2020-02-17	5.00	Resolved
	18 DBM-APPS-2020-02-17-14529	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	19 DBM-APPS-2020-02-17-14535	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	20 DBM-APPS-2020-02-17-14542	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	21 DBM-APPS-2020-02-17-14549	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	22 DBM-APPS-2020-02-17-14551	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	23 DBM-APPS-2020-02-17-14554	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	24 DBM-APPS-2020-02-17-14555	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	25 DBM-APPS-2020-02-17-14565	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	26 DBM-APPS-2020-02-17-14600	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	27 DBM-APPS-2020-02-17-14601	Low	2020-02-17	2020-02-24	2020-02-19	5.00	Resolved
	28 DBM-APPS-2020-02-18-14611	Low	2020-02-18	2020-02-25	2020-02-20	5.00	Resolved
	29 DBM-APPS-2020-02-18-14639	Low	2020-02-18	2020-02-25	2020-02-20	5.00	Resolved
	30 DBM-APPS-2020-02-18-14679	Low	2020-02-18	2020-02-25	2020-02-20	5.00	Resolved
	31 DBM-APPS-2020-02-19-14738	Low	2020-02-19	2020-02-26	2020-02-21	5.00	Resolved
	32 DBM-APPS-2020-02-21-14986	Low	2020-02-21	2020-02-28	2020-02-24	5.00	Resolved
	33 DBM-APPS-2020-02-26-15176	Low	2020-02-26	2020-03-05	2020-02-28	5.00	Resolved
	34 DBM-APPS-2020-02-26-15186	Low	2020-02-26	2020-03-05	2020-02-28	5.00	Resolved

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35	DBM-APPS-2020-02-27-15254	Low	2020-02-27	2020-03-06	2020-03-02	5.00	Resolved
36	DBM-APPS-2020-02-28-15333	Low	2020-02-28	2020-03-09	2020-03-02	5.00	Resolved
37	DBM-APPS-2020-02-28-15364	Low	2020-02-28	2020-03-09	2020-03-02	5.00	Resolved
38	DBM-APPS-2020-03-03-15580	Low	2020-03-03	2020-03-10	2020-03-05	5.00	Resolved
39	DBM-APPS-2020-03-09-15729	Low	2020-03-09	2020-03-16	2020-03-11	5.00	Resolved
40	DBM-APPS-2020-03-09-15834	Low	2020-03-09	2020-03-16	2020-03-11	5.00	Resolved
41	DBM-APPS-2020-03-09-15937	Low	2020-03-09	2020-03-16	2020-03-11	5.00	Resolved
42	DBM-APPS-2020-03-11-16082	Low	2020-03-11	2020-03-18	2020-03-13	5.00	Resolved
43	DBM-APPS-2020-03-27-16723	Low	2020-03-27	2020-04-03	2020-03-30	5.00	Resolved
44	DBM-APPS-2020-03-27-16731	Low	2020-03-27	2020-04-03	2020-03-30	5.00	Resolved

Total Tickets

44

Average Score/Timeliness

5.00

44

100%

2nd Quarter

1	DBM-APPS-2020-04-17-18299	Low	2020-04-17	2020-04-24	2020-04-20	5.00	Resolved
2	DBM-APPS-2020-04-20-18497	Low	2020-04-20	2020-04-27	2020-04-22	5.00	Resolved
3	DBM-APPS-2020-04-23-18859	Low	2020-04-23	2020-04-30	2020-04-27	5.00	Resolved
4	DBM-NET-2020-04-30-19628	Low	2020-04-30	2020-05-07	2020-05-04	5.00	Resolved
5	DBM-APPS-2020-05-21-21321	Low	2020-05-21	2020-05-28	2020-05-25	5.00	Resolved
6	DBM-APPS-2020-05-21-21323	Low	2020-05-21	2020-05-28	2020-05-25	5.00	Resolved
7	DBM-APPS-2020-05-22-21499	Low	2020-05-22	2020-05-29	2020-05-25	5.00	Resolved
8	DBM-APPS-2020-05-22-21547	Low	2020-05-22	2020-05-29	2020-05-25	5.00	Resolved
9	DBM-APPS-2020-05-26-22152	Low	2020-05-26	2020-06-02	2020-05-28	5.00	Resolved
10	DBM-APPS-2020-05-27-22217	Low	2020-05-27	2020-06-03	2020-05-29	5.00	Resolved
11	DBM-APPS-2020-05-27-22267	Low	2020-05-27	2020-06-03	2020-05-29	5.00	Resolved
12	DBM-APPS-2020-05-28-22399	Low	2020-05-28	2020-06-04	2020-06-01	5.00	Resolved
13	DBM-APPS-2020-05-29-22495	Low	2020-05-29	2020-06-05	2020-06-01	5.00	Resolved
14	DBM-APPS-2020-06-01-22697	Low	2020-06-01	2020-06-08	2020-06-03	5.00	Resolved
15	DBM-APPS-2020-06-03-22971	Low	2020-06-03	2020-06-10	2020-06-05	5.00	Resolved
16	DBM-APPS-2020-06-03-23002	Low	2020-06-03	2020-06-10	2020-06-05	5.00	Resolved
17	DBM-APPS-2020-06-05-23123	Low	2020-06-05	2020-06-12	2020-06-08	5.00	Resolved
18	DBM-APPS-2020-06-05-23136	Low	2020-06-05	2020-06-12	2020-06-08	5.00	Resolved
19	DBM-APPS-2020-06-05-23140	Low	2020-06-05	2020-06-12	2020-06-08	5.00	Resolved
20	DBM-APPS-2020-06-05-23174	Low	2020-06-05	2020-06-12	2020-06-08	5.00	Resolved
21	DBM-APPS-2020-06-08-23203	Low	2020-06-08	2020-06-15	2020-06-10	5.00	Resolved
22	DBM-APPS-2020-06-08-23227	Low	2020-06-08	2020-06-15	2020-06-10	5.00	Resolved
23	DBM-APPS-2020-06-08-23289	Low	2020-06-08	2020-06-15	2020-06-10	5.00	Resolved
24	DBM-APPS-2020-06-09-23343	Low	2020-06-09	2020-06-16	2020-06-11	5.00	Resolved
25	DBM-APPS-2020-06-11-23571	Low	2020-06-11	2020-06-18	2020-06-13	5.00	Resolved

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26	DBM-APPS-2020-06-11-23602	Low	2020-06-11	2020-06-18	2020-06-13	5.00	Resolved
27	DBM-APPS-2020-06-15-23674	Low	2020-06-15	2020-06-22	2020-06-17	5.00	Resolved
28	DBM-APPS-2020-06-15-23683	Low	2020-06-15	2020-06-22	2020-06-17	5.00	Resolved
29	DBM-APPS-2020-06-15-23743	Low	2020-06-15	2020-06-22	2020-06-17	5.00	Resolved
30	DBM-APPS-2020-06-16-23782	Low	2020-06-16	2020-06-23	2020-06-18	5.00	Resolved
31	DBM-APPS-2020-06-16-23799	Low	2020-06-16	2020-06-23	2020-06-18	5.00	Resolved
32	DBM-APPS-2020-05-16-23821	Low	2020-06-16	2020-06-23	2020-06-18	5.00	Resolved
33	DBM-APPS-2020-06-17-23850	Low	2020-06-17	2020-06-24	2020-06-19	5.00	Resolved
34	DBM-APPS-2020-06-19-24111	Low	2020-06-19	2020-06-26	2020-06-22	5.00	Resolved
35	DBM-APPS-2020-06-22-24270	Low	2020-06-22	2020-06-29	2020-06-24	5.00	Resolved
36	DBM-APPS-2020-06-23-24302	Low	2020-06-23	2020-06-30	2020-06-25	5.00	Resolved
37	DBM-APPS-2020-06-24391	Low	2020-06-23	2020-06-30	2020-06-25	5.00	Resolved
38	DBM-APPS-2020-06-26-24655	Low	2020-06-26	2020-07-03	2020-06-29	5.00	Resolved
39	DBM-APPS-2020-06-29-24791	Low	2020-06-29	2020-07-06	2020-07-01	5.00	Resolved
40	DBM-APPS-2020-06-29-24806	Low	2020-06-29	2020-07-06	2020-07-01	5.00	Resolved
41	DBM-APPS-2020-06-24866	Low	2020-06-29	2020-07-06	2020-07-01	5.00	Resolved
42	DBM-APPS-2020-06-30-24911	Low	2020-06-30	2020-07-07	2020-07-02	5.00	Resolved

Total Tickets **42** **5.00**

Total Resolved **42**

Percentage Resolved: 100%

Prepared By:

Melchor C. Dejillo Jr.
Computer Programmer II

George V. Sotelo
Information Technology Officer II

Approved By:

Luis S. Indefenso
Division Chief