

## Ticket and Asset Deployment Data

|           |         | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 |
|-----------|---------|--------|--------|--------|--------|--------|
| Incidents | Created | 1,501  | 1,337  | 2,333  | 1,387  | 1,089  |
|           | Closed  | 1,484  | 1,335  | 2,393  | 1,372  | 1,082  |
| Requests  | Created | 179    | 205    | 202    | 276    | 317    |
|           | Closed  | 179    | 169    | 256    | 272    | 329    |

|          |              |    |    |    |    |    |
|----------|--------------|----|----|----|----|----|
| Requests | Procurement  | 1  | 5  | 6  | 10 | 15 |
|          | Reallocation | 24 | 36 | 83 | 74 | 71 |