Reopenings — 12.4 % then 2.1 %

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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The figure the agent publishes about itself · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The figure is published by the agent itself**, with its measured cause and the correction that followed. *A reopening is a closed ticket that a member of staff reopens because their incident persists.*

The figure, its cause, its correction

Quarter	Closures	Reopenings within 48 h	Rate
First	950	**118**	**12.4 %**
Second	1,010	**21**	**2.1 %**

The cause, measured and not supposed

Origin	Reopenings	What had happened

Sheets made wrong by the portal migration	**87 out of 118**	**Screens gone, labels changed, login address replaced — the procedure was faithfully applied and it had aged**
Workstations outside the inventoried estate	**31 out of 118**	**Set up by a member municipality without going through the IT department**

What the agent did with it

Correction	Reach	Measured effect
96 outdated sheets rewritten	The whole base	**No reopening of the second quarter cites an outdated sheet any more**
Rewriting the night that follows any configuration change	Permanent	**The cause can no longer rebuild itself**
Unknown workstations reported to the asset manager	From the first ticket	**31 workstations reported, 28 attached to the inventory within three weeks**

The rule that holds the figure

Situation	What the agent does	Result of the quarter
Missing information	**It asks for it: what is missing, where it looked, who holds it — request already drafted**	**96 requests prepared, 88 answers back within 48 hours**
Workstation missing from the inventory	Flagged, never assumed standard	31 reports
Software version not found	**Asked for, never assumed up to date**	**That is what makes 2.1 % a figure to rely on**

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No reopening was re-closed by the agent: the 139 reopenings of the two quarters were all taken back by a technician. **Across 1,960 tickets, no closure escaped the regime signed by the department.**

For the authority to settle

Route for attaching workstations set up by a member municipality to the estate: _____

Request a demo with your own documents

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