



Reopenings — 12.4 % then 2.1 %

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The figure that does not flatter the agent · 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
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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96 outdated sheets rewritten	The whole base	No reopening of the second quarter cites an outdated sheet any more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

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: _____

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