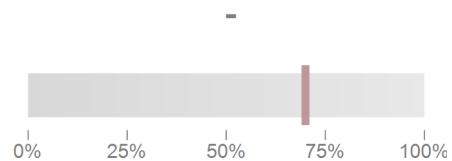


Desenvolvimento

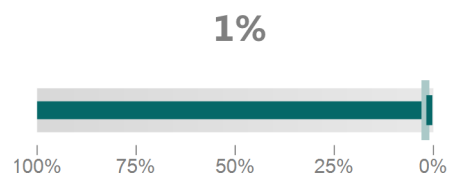
Adesão média ao processo SIGA-ME

[Saiba mais](#)

Meta: 70%

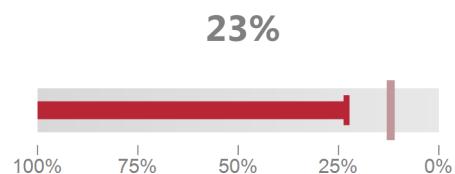
Catálogo de Serviços

Incidentes não categorizados

[Saiba mais](#)

Meta: 2%

Carga na Central de Atendimento

[Saiba mais](#)

Meta: 12%

Implantação

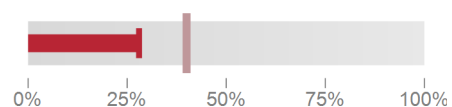
Indicadores de TIC

2017

Integridade do BDGC

[Saiba mais](#)

28%

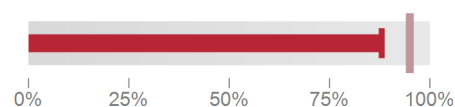


Meta: 40%

Sucesso em implantações compostas

[Saiba mais](#)

88%

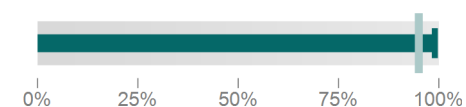


Meta: 95%

Sucesso em implantações unitárias

[Saiba mais](#)

99%



Meta: 95%

Incidentes

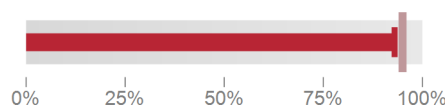
Indicadores de TIC

2017

Incidentes ou requisições registrados

[Saiba mais](#)

93%

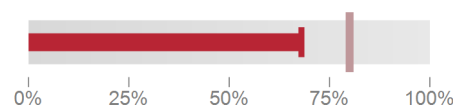


Meta: 95%

Solução no 1º contato

[Saiba mais](#)

68%

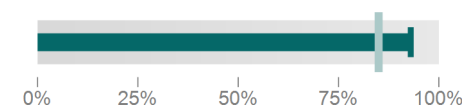


Meta: 80%

Satisfação dos usuários em incidentes

[Saiba mais](#)

93%

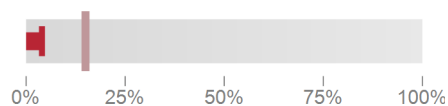


Meta: 85%

Taxa de resposta de pesquisas

[Saiba mais](#)

4%



Meta: 15%

Projetos

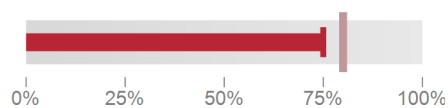
Indicadores de TIC

2017

Média de adesão ao PGP-Cenin

[Saiba mais](#)

75%



Meta: 80%

Gerentes de projeto treinados

[Saiba mais](#)

-

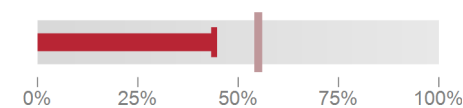


Meta: 51

Projetos em dia

[Saiba mais](#)

44%

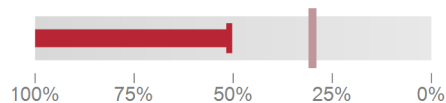


Meta: 55%

Atraso médio em projetos

[Saiba mais](#)

51%



Meta: 30%

Plano Estratégico de TIC

Acessos a serviços CD

[Saiba mais](#)

Acesso ao Portal por dispositivos móveis

[Saiba mais](#)

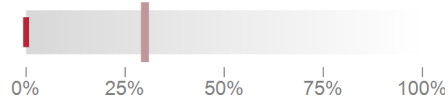
Acessos a aplicativos para dispositivos móveis

[Saiba mais](#)

Indicadores de TIC

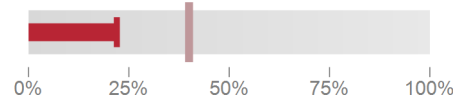
2017

-29%



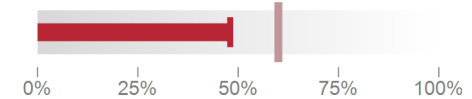
Meta: 30%

22%



Meta: 40%

48%

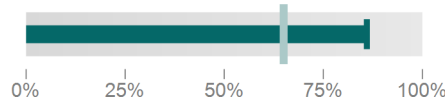


Meta: 60%

Demandas priorizadas

[Saiba mais](#)

86%

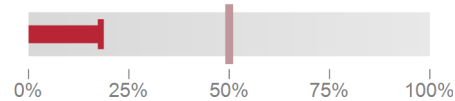


Meta: 65%

Demandas entregues em dia

[Saiba mais](#)

18%

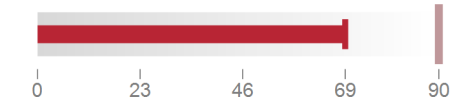


Meta: 50%

Demandas entregues desde 2015

[Saiba mais](#)

69

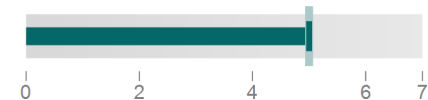


Meta: 90

Diretorias com painéis gerenciais

[Saiba mais](#)

5



Meta: 5

Processos modelados automatizados

[Saiba mais](#)

7



Meta: 10

Acordos de Nível de Serviço cumpridos

[Saiba mais](#)

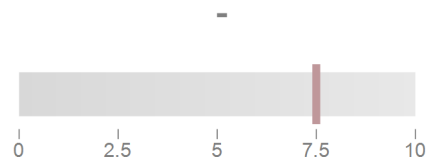
0



Meta: 7

Satisfação de órgãos parlamentares com a TI

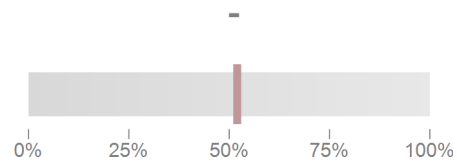
[Saiba mais](#)



Meta: 7.5

Satisfação dos servidores do CENIN

[Saiba mais](#)



Meta: 52%