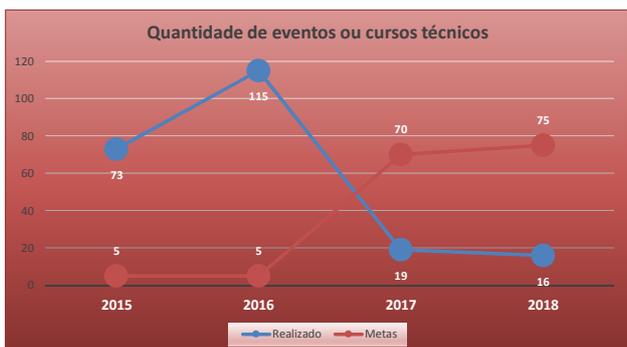
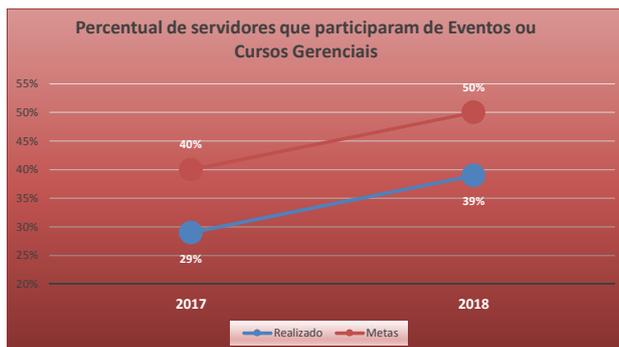
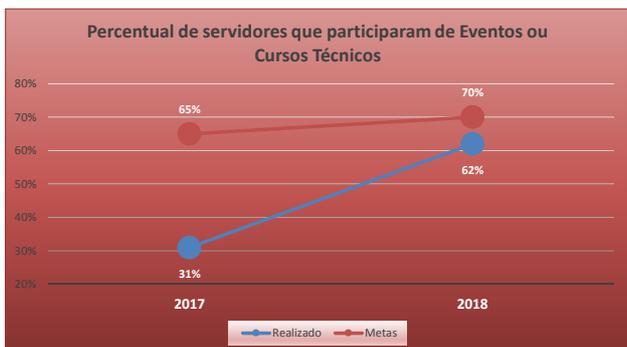
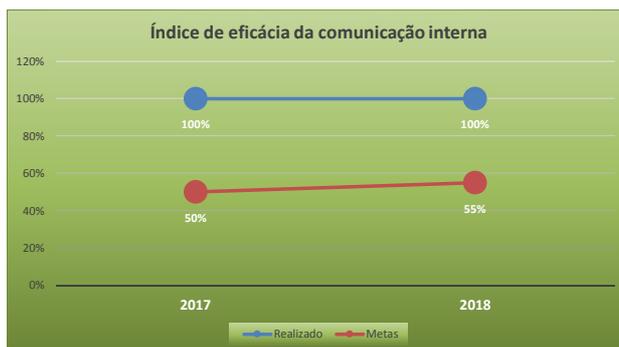


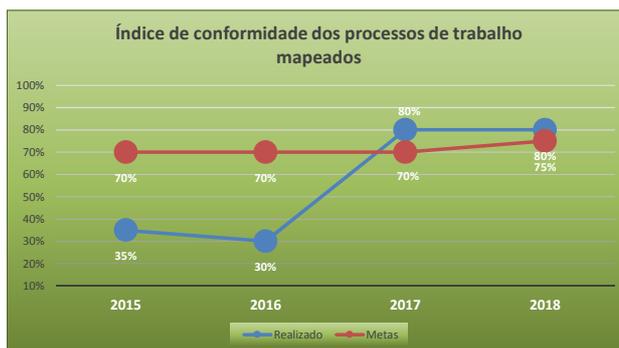
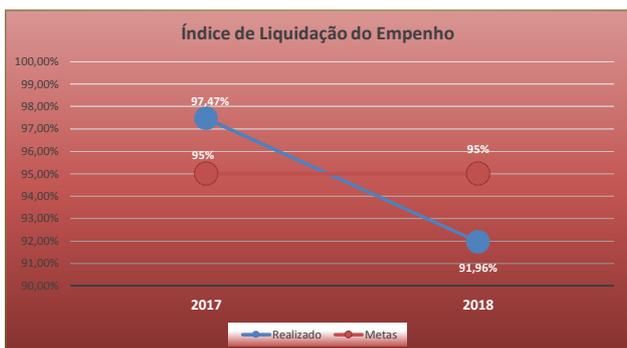
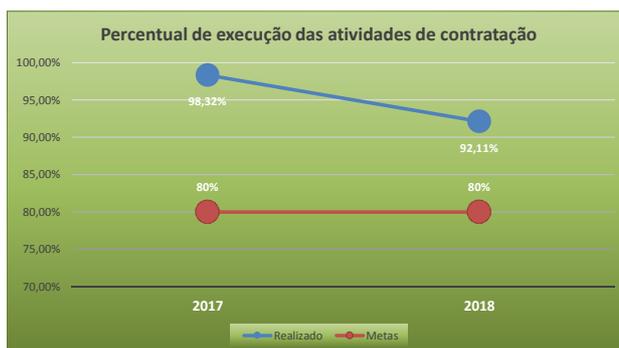
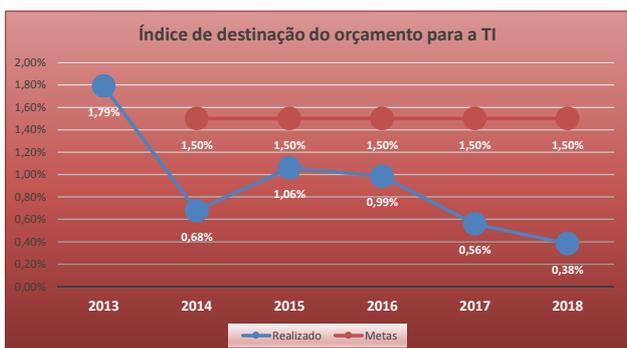
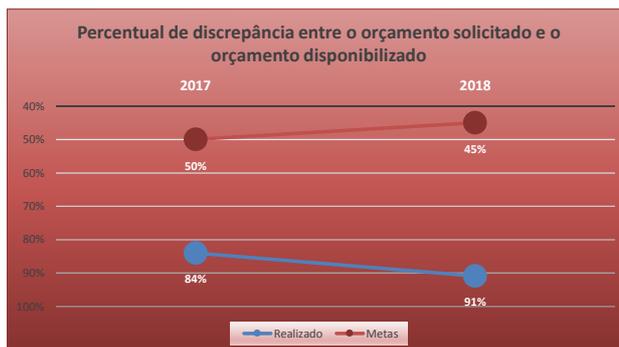
Indicadores Ativos



Até 2016, o nome era "Índice de participação em eventos técnicos".



Até 2016, o nome era "Índice de execução do orçamento de TI".

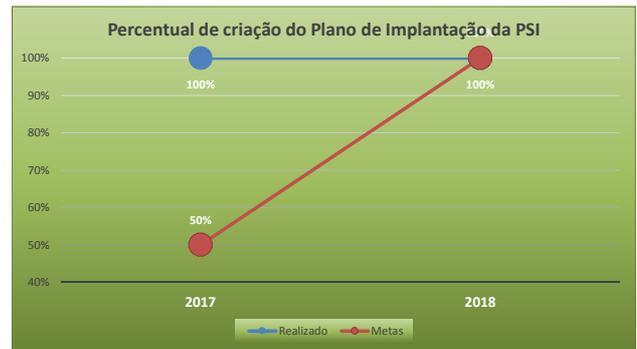
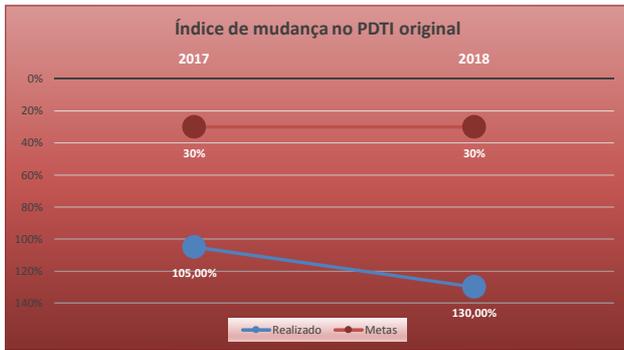


Até 2016, o nome era "Índice de conformidade dos processos internos mapeados".

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Indicadores que não atingiram a meta no último ano.

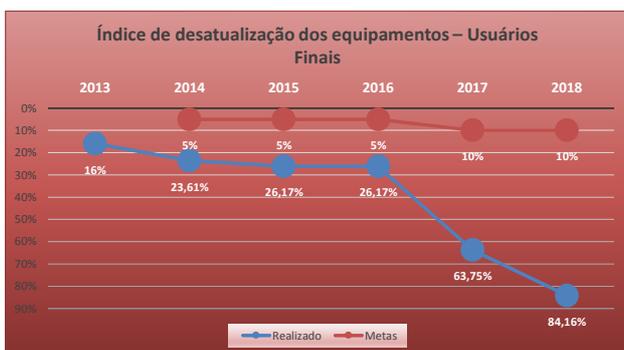
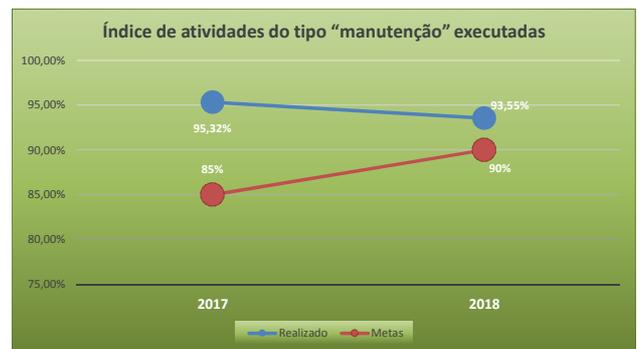
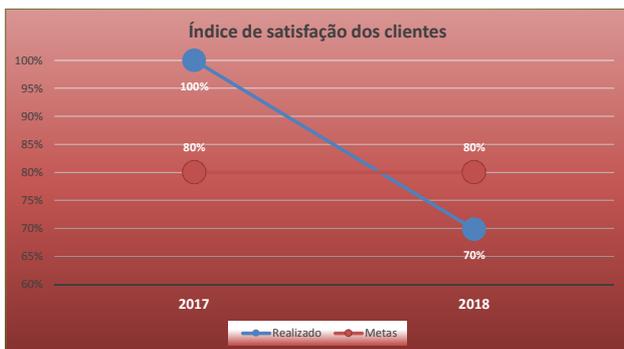
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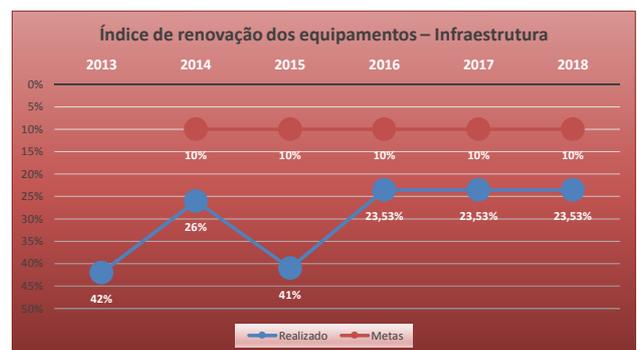
Até 2016, o nome era "Índice de incidentes de segurança".



Até 2016, o nome era "Percentual de cumprimento dos Acordos de Nível de Serviço".



Até 2016, o nome era "Índice de renovação do parque computacional – Usuários Finais".

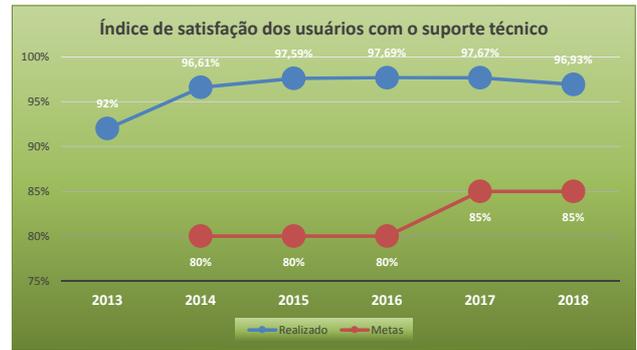
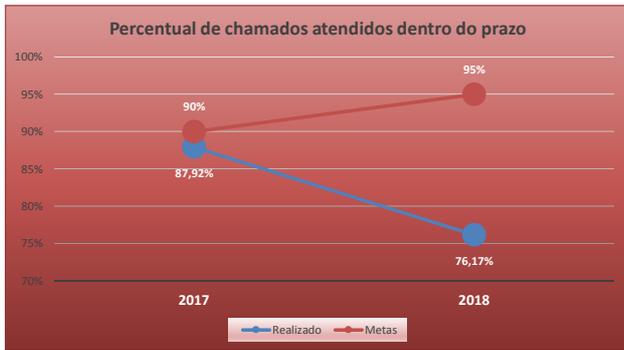


Até 2016, o nome era "Índice de renovação do parque computacional – Infraestrutura".

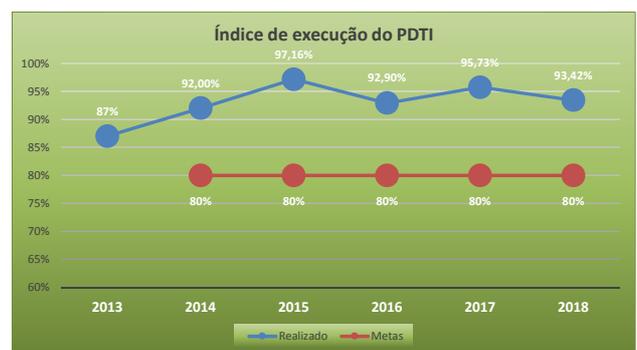
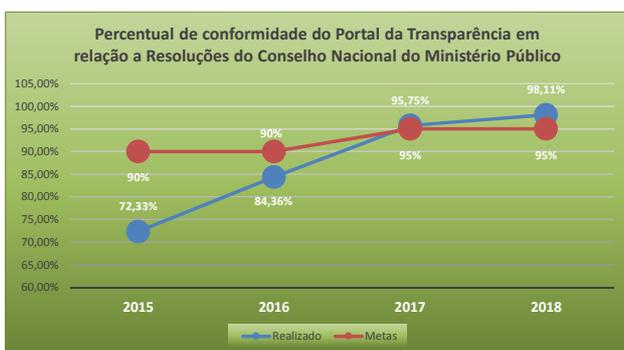
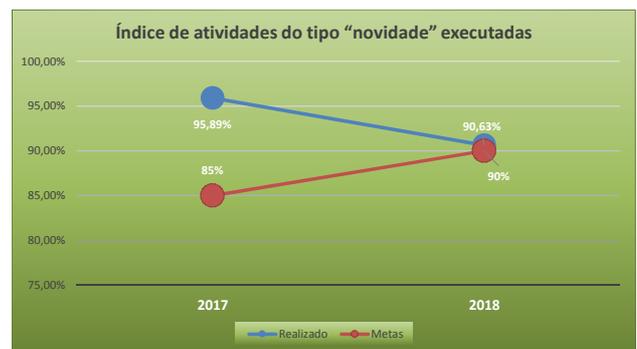
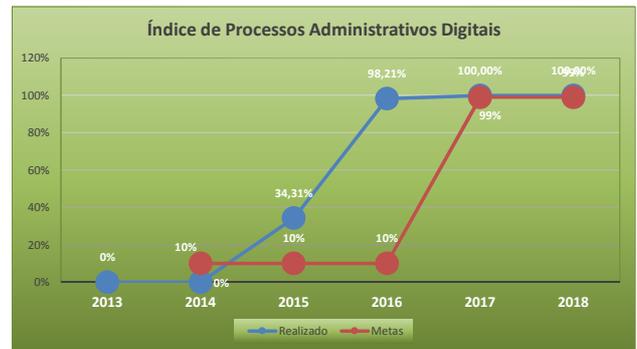
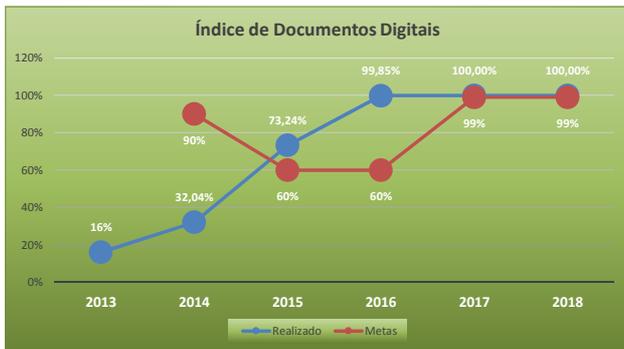
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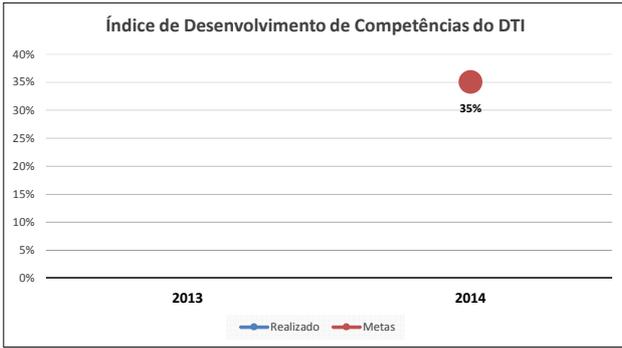
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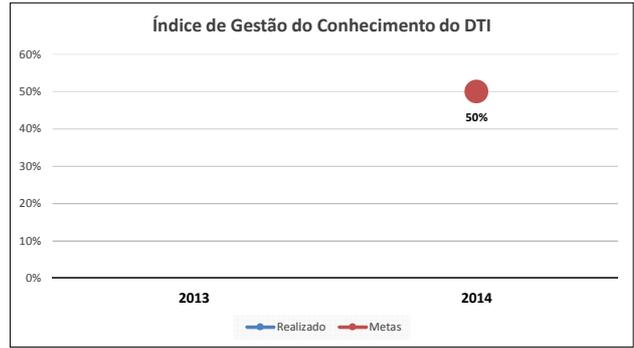
Até 2016, o nome era "Índice de satisfação dos usuários de TI".



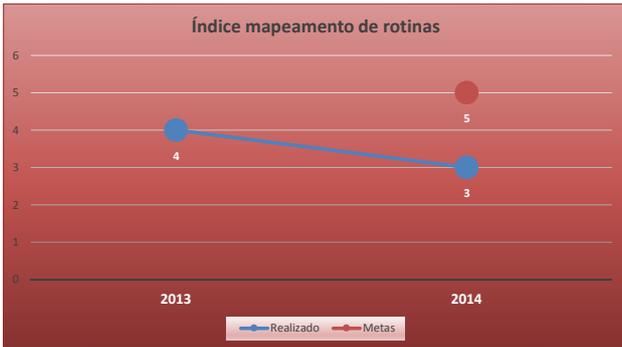
Indicadores Descontinuados



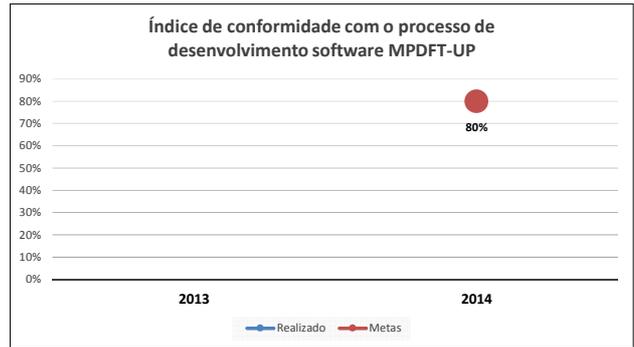
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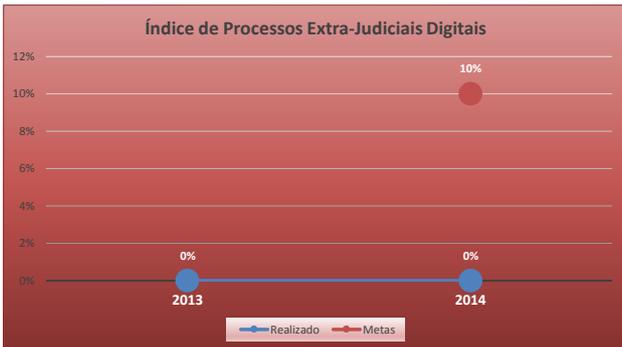
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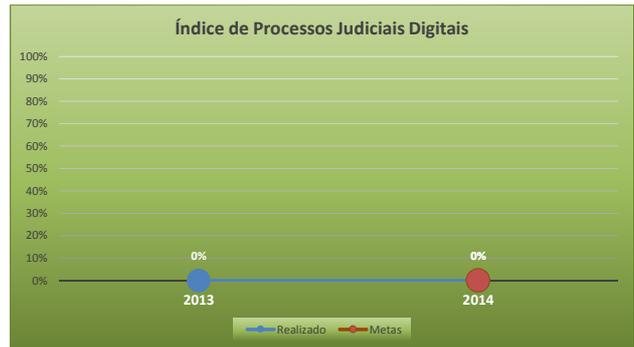
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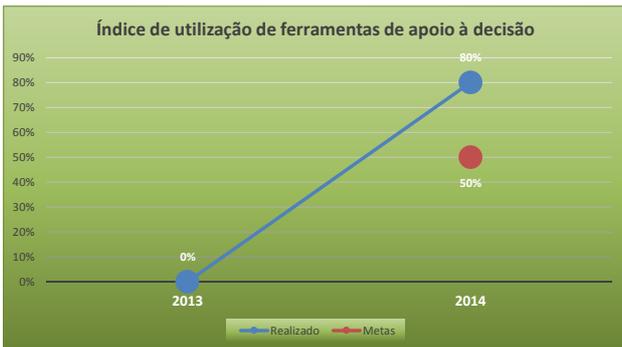
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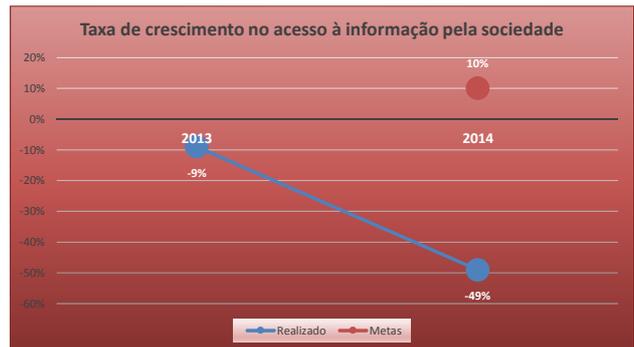
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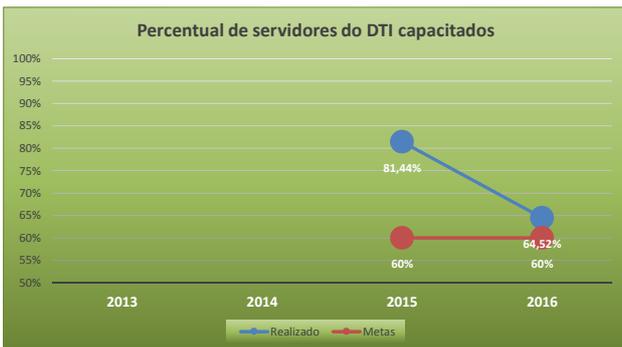
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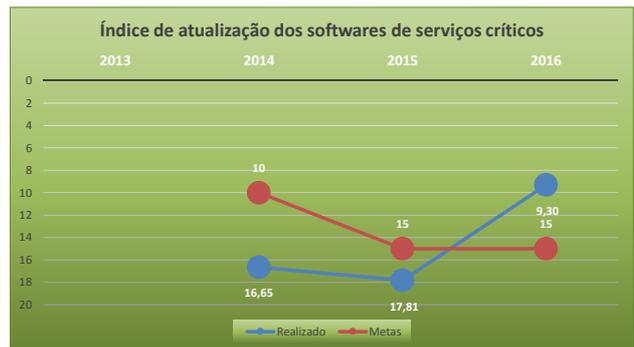
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Indicador descontinuado em 2015.



Indicador descontinuado em 2017.



Indicador descontinuado em 2017.

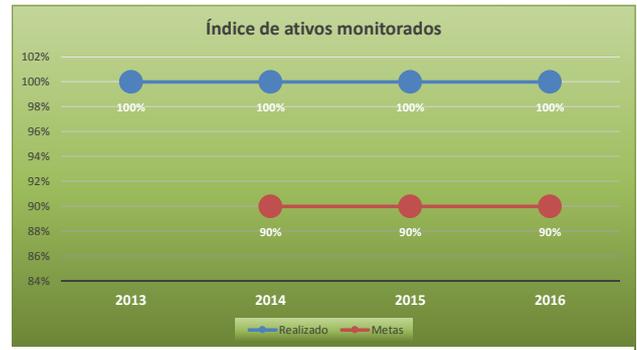
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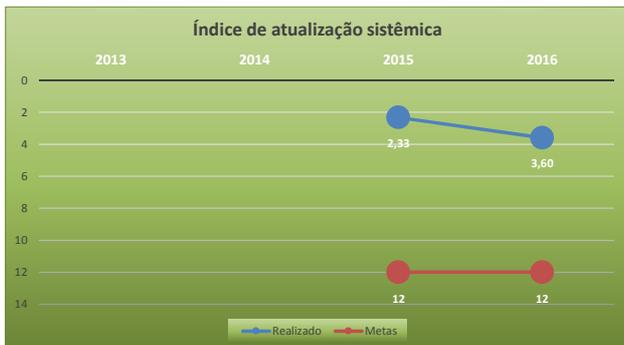
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Até 2014, o nome era "Índice de Tempo de Resposta".
Indicador descontinuado em 2017.



Indicador descontinuado em 2017.



Indicador descontinuado em 2017.