

INFORME PERSONAL DE OBLIGACIONES CONTRACTUALES
PAGO No 12 DE 12 CONTRATO No. STIC- CPS-027-2025
DEL 15 DE DICIEMBRE DE 2025 AL 30 DICIEMBRE DE 2025.

Se entregan los documentos necesarios por parte del contratista para la aprobación de la cuenta correspondiente al periodo del 15 de diciembre de 2025 al 30 de diciembre de 2025, en donde se evidencia la correcta ejecución del objeto del contrato y las actividades del mismo. El detalle de las evidencias de las obligaciones se encuentra en el Sistema de Información Aranda y en el INFORME PERSONAL DE ACTIVIDADES PAGO No. 12 DE 12 - CONTRATO No. STIC-CPS-027-2025, anexo en los documentos adjuntos.

No.	OBLIGACION	CUMPLE	EVIDENCIA
1	Realizar el mantenimiento preventivo de los cuartos de control y diagnosticar el estado de los Switch que se encuentran en el sitio.	SI	Realicé el mantenimiento preventivo de los cuartos de control y diagnosticó el estado de los Switch que se encuentra allí. RF-CUN-11530, RF-CUN-11727.
2	Brindar soporte de la infraestructura computacional, red eléctrica y lógica existente en el sector central de la Gobernación de Cundinamarca	SI	Brindé soporte a la infraestructura computacional (57) y lógica (2). RF-CUN-12113, RF-CUN-12119, RF-CUN-12131, RF-CUN-12134, RF-CUN-11963, RF-CUN-12150, RF-CUN-12151, RF-CUN-12195, RF-CUN-12191, RF-CUN-12207, RF-CUN-12278, RF-CUN-12312, RF-CUN-12114, RF-CUN-12491, RF-CUN-12589, RF-CUN-12587, RF-CUN-12197, RF-CUN-12618, RF-CUN-12386, RF-CUN-12422, RF-CUN-12450, RF-CUN-12686, RF-CUN-12659, RF-CUN-12562, RF-CUN-12588, RF-CUN-12586, RF-CUN-12614, RF-CUN-12661, RF-CUN-12670, RF-CUN-12714, RF-CUN-12819, RF-CUN-12824, RF-CUN-12860, RF-CUN-12783, RF-CUN-12794, RF-CUN-12793, RF-CUN-12813, RF-CUN-12862, RF-CUN-12946, RF-CUN-12938, RF-CUN-13014, RF-CUN-12985, RF-CUN-12863, RF-CUN-13016, RF-CUN-13024, IM-CUN-13018, IM-CUN-13022, RF-CUN-12854, RF-CUN-13094, RF-CUN-13116, RF-CUN-13084, RF-CUN-13122, RF-CUN-13131, IM-CUN-13036, RF-CUN-13265, RF-CUN-11964, RF-CUN-12520, RF-CUN-12828, RF-CUN-11530, RF-CUN-11727.
3	Realizar los cambios y movimientos de las tomas eléctricas y redes de datos para lograr la conectividad de los puestos de trabajo de los usuarios.	SI	Realicé cambios y movimientos de las Redes Eléctricas (1) y de Datos (2). IM-CUN-12378, RF-CUN-11530, RF-CUN-11727
4	Atender por medio de los canales del Punto Único de Contacto de la mesa de ayuda para dar respuesta a las inquietudes relacionadas con el uso de recursos y servicios de plataformas TI.	SI	Atendí los Incidentes y Requerimientos a través de los canales del Punto Único de Contacto de la Mesa de Ayuda. INCIDENTES (97): RF-CUN-12036, RF-CUN-12113, RF-CUN-12119, RF-CUN-12128, RF-CUN-12131, RF-CUN-12130, RF-CUN-12134, RF-CUN-12133, RF-CUN-11963, RF-CUN-12150, RF-CUN-12151, RF-CUN-12195, RF-CUN-12191, RF-CUN-12207, RF-CUN-12236, RF-CUN-12175, RF-CUN-12224, RF-CUN-12278, RF-CUN-12404, RF-CUN-12312, RF-CUN-12277, RF-CUN-12114, RF-CUN-12491, RF-CUN-12589, RF-CUN-12597, RF-CUN-12585, RF-CUN-12583, RF-CUN-12587, RF-CUN-12197, RF-CUN-12618, RF-CUN-12386, RF-CUN-12418, RF-CUN-12421, RF-CUN-12422, RF-CUN-12452, RF-CUN-12450, RF-CUN-12686, RF-CUN-12659, RF-CUN-12562, RF-CUN-12588, RF-CUN-12568, RF-CUN-12586, RF-CUN-12614, RF-CUN-12649, RF-CUN-12651, RF-CUN-12661, RF-CUN-12670, RF-CUN-12713, RF-CUN-12714, RF-CUN-12879, RF-CUN-12819, RF-CUN-12824, RF-CUN-12860, RF-CUN-12933, RF-CUN-12431, RF-CUN-12810, RF-CUN-12783, RF-CUN-12794, RF-CUN-12793, RF-CUN-12826, RF-CUN-12849, RF-CUN-12813, RF-CUN-12862, RF-CUN-12906, RF-CUN-12946, RF-CUN-12938, RF-CUN-12972, RF-CUN-13014, RF-CUN-13017, RF-CUN-12984, RF-CUN-12985, RF-CUN-12863, RF-CUN-13005, RF-CUN-13016, RF-CUN-13024, RF-CUN-12854, RF-CUN-13054, RF-CUN-13037, RF-CUN-13076, RF-CUN-13094, RF-CUN-13116, RF-CUN-13080, RF-CUN-13084, RF-CUN-13185, RF-CUN-13077, RF-CUN-13122, RF-CUN-13131, RF-CUN-13130, RF-CUN-13147, RF-CUN-13265, RF-CUN-11964, RF-CUN-12520, RF-CUN-12828.

			REQUERIMIENTOS (5): IM-CUN-12378, IM-CUN-12687, IM-CUN-13018, IM-CUN-13022, IM-CUN-13036.
5	Comunicar los diferentes medios de contacto de la Mesa de Ayuda para promoverla como Punto Único de Contacto de los usuarios del nivel central.	SI	Comuniqué a los usuarios la existencia de los diferentes medios de Contacto que tiene la Mesa de Ayuda como Punto Único de Contacto y de Atención para los usuarios a nivel Central a través de Stikers y Voz a Voz los siguientes canales. - Extensión 1234. - Línea Telefónica 601 7491234. - WhatsApp 317 5238684. – Telegram 317 5238684. - Correo: soporte@cundinamarca.gov.co - WEB: https://aranda.cundinamarca.gov.co/USDKV8/#/login/ - Presencial: Torre Asamblea Piso 2 – Of. Mesa de Ayuda.
6	Documentar los casos solicitados por los usuarios en la plataforma Aranda que opera en la Mesa de Ayuda y hacer su debida clasificación.	SI	Documenté todos los casos solicitados por los usuarios según el tipo de registro en la Plataforma Aranda. MAIL (29): RF-CUN-12589, RF-CUN-12583, RF-CUN-12587, RF-CUN-12386, RF-CUN-12418, RF-CUN-12686, RF-CUN-12659, RF-CUN-12562, RF-CUN-12588, RF-CUN-12614, IM-CUN-12687, RF-CUN-12824, RF-CUN-12860, RF-CUN-12431, RF-CUN-12794, RF-CUN-12793, RF-CUN-12849, RF-CUN-12862, RF-CUN-12863, RF-CUN-13024, IM-CUN-13018, IM-CUN-13022, RF-CUN-12854, RF-CUN-13080, RF-CUN-13122, RF-CUN-13131, IM-CUN-13036, RF-CUN-13147, RF-CUN-12828. PRESENCIAL (8): RF-CUN-12422, RF-CUN-12452, RF-CUN-12450, RF-CUN-12670, RF-CUN-12985, RF-CUN-13016, RF-CUN-13094, RF-CUN-12520. TELEFÓNICO (3): RF-CUN-12585, IM-CUN-12378, RF-CUN-12933. WEB (45): RF-CUN-12113, RF-CUN-12119, RF-CUN-12128, RF-CUN-12131, RF-CUN-12130, RF-CUN-12134, RF-CUN-12133, RF-CUN-11963, RF-CUN-12150, RF-CUN-12151, RF-CUN-12195, RF-CUN-12207, RF-CUN-12236, RF-CUN-12175, RF-CUN-12224, RF-CUN-12404, RF-CUN-12277, RF-CUN-12114, RF-CUN-12491, RF-CUN-12618, RF-CUN-12568, RF-CUN-12651, RF-CUN-12714, RF-CUN-12879, RF-CUN-12819, RF-CUN-12810, RF-CUN-12783, RF-CUN-12826, RF-CUN-12813, RF-CUN-12906, RF-CUN-12946, RF-CUN-12938, RF-CUN-12972, RF-CUN-13014, RF-CUN-13017, RF-CUN-12984, RF-CUN-13005, RF-CUN-13054, RF-CUN-13037, RF-CUN-13076, RF-CUN-13185, RF-CUN-13077, RF-CUN-13130, RF-CUN-13265, RF-CUN-11964. WHATSAPP (13): RF-CUN-12036, RF-CUN-12191, RF-CUN-12278, RF-CUN-12312, RF-CUN-12597, RF-CUN-12197, RF-CUN-12421, RF-CUN-12586, RF-CUN-12649, RF-CUN-12661, RF-CUN-12713, RF-CUN-13116, RF-CUN-13084.
7	Las demás que le sean asignadas por el supervisor del contrato, que sean inherentes al objeto contractual.	SI	Según las funciones asignadas por el supervisor de Contrato atendí y resolví Tickets de requerimientos, incidentes y peticiones. INCIDENTES (97): RF-CUN-12036, RF-CUN-12113, RF-CUN-12119, RF-CUN-12128, RF-CUN-12131, RF-CUN-12130, RF-CUN-12134, RF-CUN-12133, RF-CUN-11963, RF-CUN-12150, RF-CUN-12151, RF-CUN-12195, RF-CUN-12191, RF-CUN-12207, RF-CUN-12236, RF-CUN-12175, RF-CUN-12224, RF-CUN-12278, RF-CUN-12404, RF-CUN-12312, RF-CUN-12277, RF-CUN-12114, RF-CUN-12491, RF-CUN-12589, RF-CUN-12597, RF-CUN-12585, RF-CUN-12583, RF-CUN-12587,

		RF-CUN-12197, RF-CUN-12618, RF-CUN-12386, RF-CUN-12418, RF-CUN-12421, RF-CUN-12422, RF-CUN-12452, RF-CUN-12450, RF-CUN-12686, RF-CUN-12659, RF-CUN-12562, RF-CUN-12588, RF-CUN-12568, RF-CUN-12586, RF-CUN-12614, RF-CUN-12649, RF-CUN-12651, RF-CUN-12661, RF-CUN-12670, RF-CUN-12713, RF-CUN-12714, RF-CUN-12879, RF-CUN-12819, RF-CUN-12824, RF-CUN-12860, RF-CUN-12933, RF-CUN-12431, RF-CUN-12810, RF-CUN-12783, RF-CUN-12794, RF-CUN-12793, RF-CUN-12826, RF-CUN-12849, RF-CUN-12813, RF-CUN-12862, RF-CUN-12906, RF-CUN-12946, RF-CUN-12938, RF-CUN-12972, RF-CUN-13014, RF-CUN-13017, RF-CUN-12984, RF-CUN-12985, RF-CUN-12863, RF-CUN-13005, RF-CUN-13016, RF-CUN-13024, RF-CUN-12854, RF-CUN-13054, RF-CUN-13037, RF-CUN-13076, RF-CUN-13094, RF-CUN-13116, RF-CUN-13080, RF-CUN-13084, RF-CUN-13185, RF-CUN-13077, RF-CUN-13122, RF-CUN-13131, RF-CUN-13130, RF-CUN-13147, RF-CUN-13265, RF-CUN-11964, RF-CUN-12520, RF-CUN-12828. REQUERIMIENTOS (5): IM-CUN-12378, IM-CUN-12687, IM-CUN-13018, IM-CUN-13022, IM-CUN-13036.
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