

Predictive IT Risk & Workforce Optimization Dashboard

50K

Total Tickets

33K

Active Tickets

72%

SLA Breach Rate

1119

Near SLA Tickets

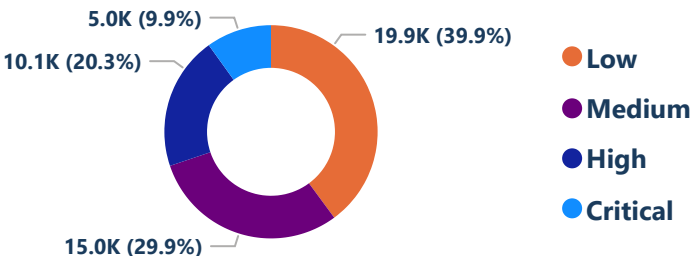
74.34%

SLA Risk Index

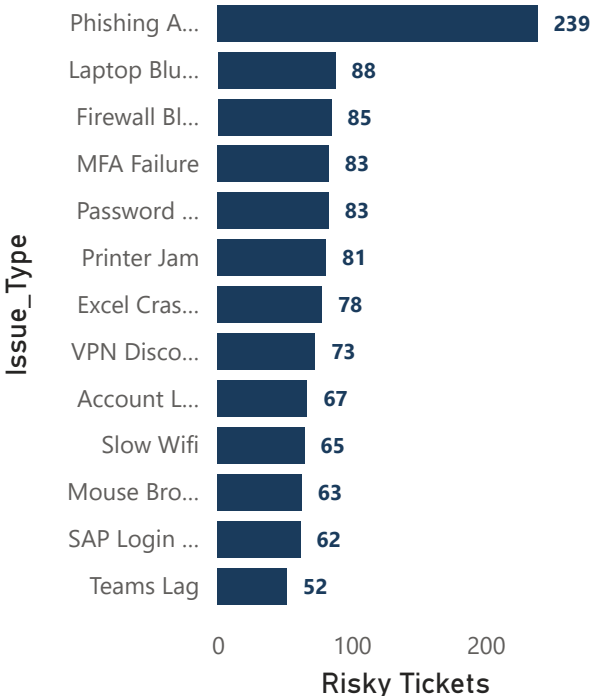
Ticket Inflow Trend



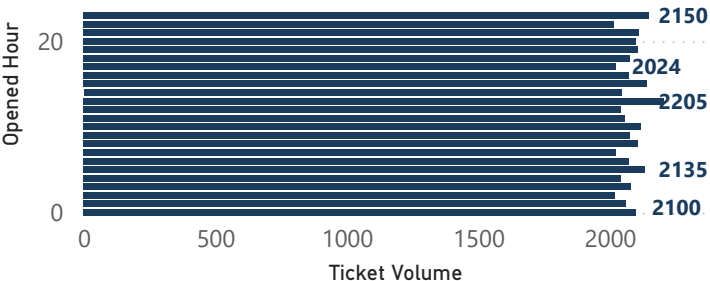
Workload Distribution by Priority



Top Issue Types Driving SLA Risk



Failure Pattern by Hour of Day



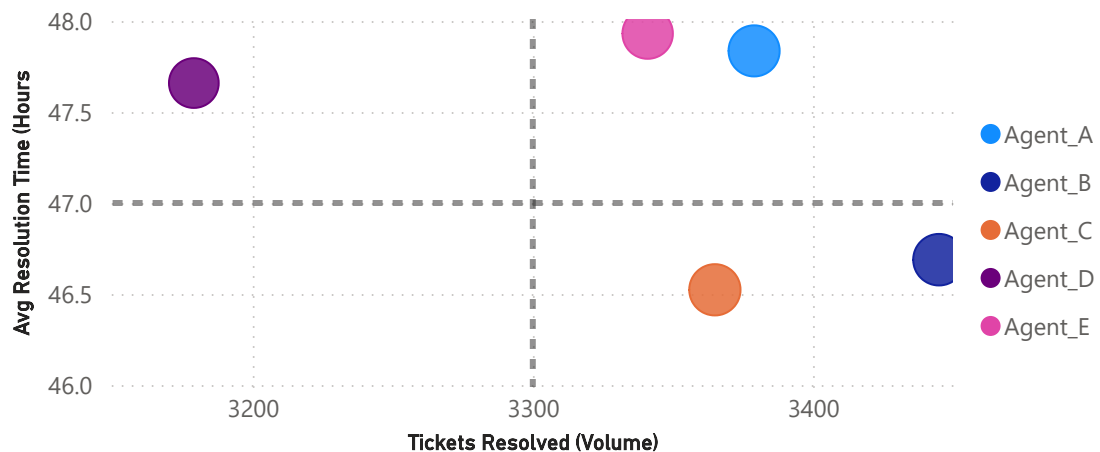
SLA Near-Breach Risk Matrix

Category	Critical	High	Low	Medium	At-Risk Ticket
Access/Auth	75	52	47	59	233
Hardware	78	52	46	56	232
Network	100	38	34	51	223
Security	87	39	54	59	239
Software	78	37	36	41	192

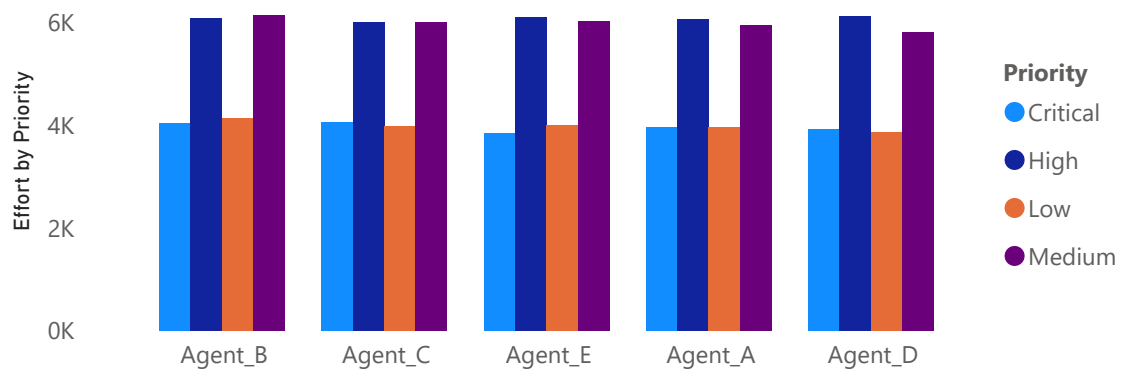


AGENT LOAD & BURNOUT ANALYSIS

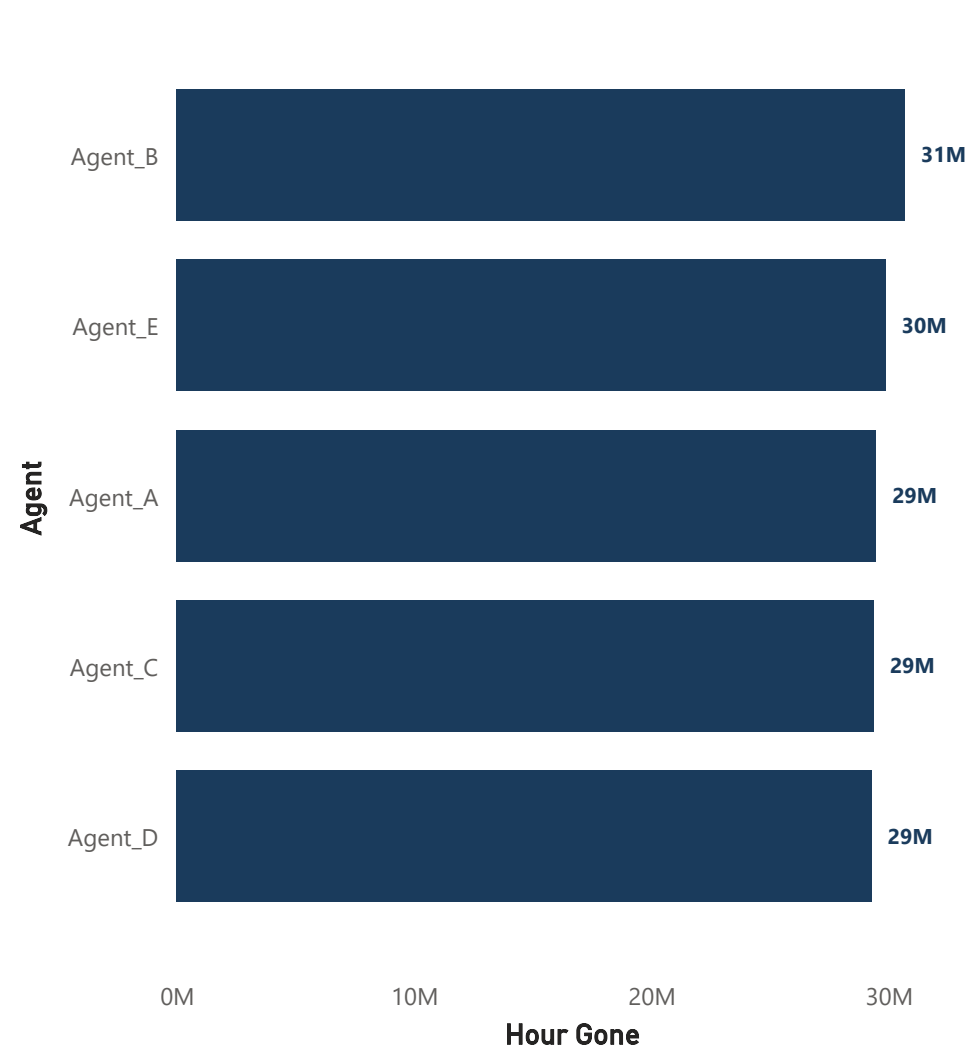
Agent Sustainability Quadrant



Resolution Time by Priority and Agent



Total Resolution Effort by Agent





FAILURE PATTERN & PREVENTIVE MAINTENANCE

Recurring Failure Pattern by Day of Week

Issue_Type	Friday	Monday	Saturday	Sunday	Thursday	Tuesday	Wednesday	Total
Account Locked	535	462	442	452	504	478	498	3371
Excel Crashing	481	487	487	480	481	478	479	3373
Firewall Block	455	473	481	484	499	490	469	3351
Laptop Blue Screen	449	497	479	472	452	468	513	3330
MFA Failure	440	483	467	473	485	499	449	3296
Mouse Broken	469	468	456	513	465	482	432	3285
Password Reset	485	484	515	462	460	481	510	3397
Phishing Alert	1430	1453	1426	1476	1463	1479	1381	10108
Printer Jam	494	481	493	494	422	452	461	3297
SAP Login Fail	490	483	480	477	435	475	466	3306
Slow Wifi	503	482	499	437	475	469	465	3330
Teams Lag	484	447	440	470	462	420	478	3201
VPN Disconnect	502	469	488	462	463	505	466	3355

Preventive Maintenance Decision Table

Issue_Type	Total Tickets	Recurring Failure Score	Recommended Action
Account Locked	3371	259.31	Fix System
Excel Crashing	3373	259.46	Fix System
Firewall Block	3351	257.77	Fix System
Laptop Blue Screen	3330	256.15	Fix System
MFA Failure	3296	253.54	Fix System
Mouse Broken	3285	252.69	Fix System
Password Reset	3397	261.31	Fix System
Phishing Alert	10108	777.54	Fix System
Printer Jam	3297	253.62	Fix System
SAP Login Fail	3306	254.31	Fix System
Slow Wifi	3330	256.15	Fix System
Teams Lag	3201	246.23	Fix System

Priority

Critical

High

Low

Status

Closed

Open

Pending Vendor

Repeat Failure Trend Over Time

