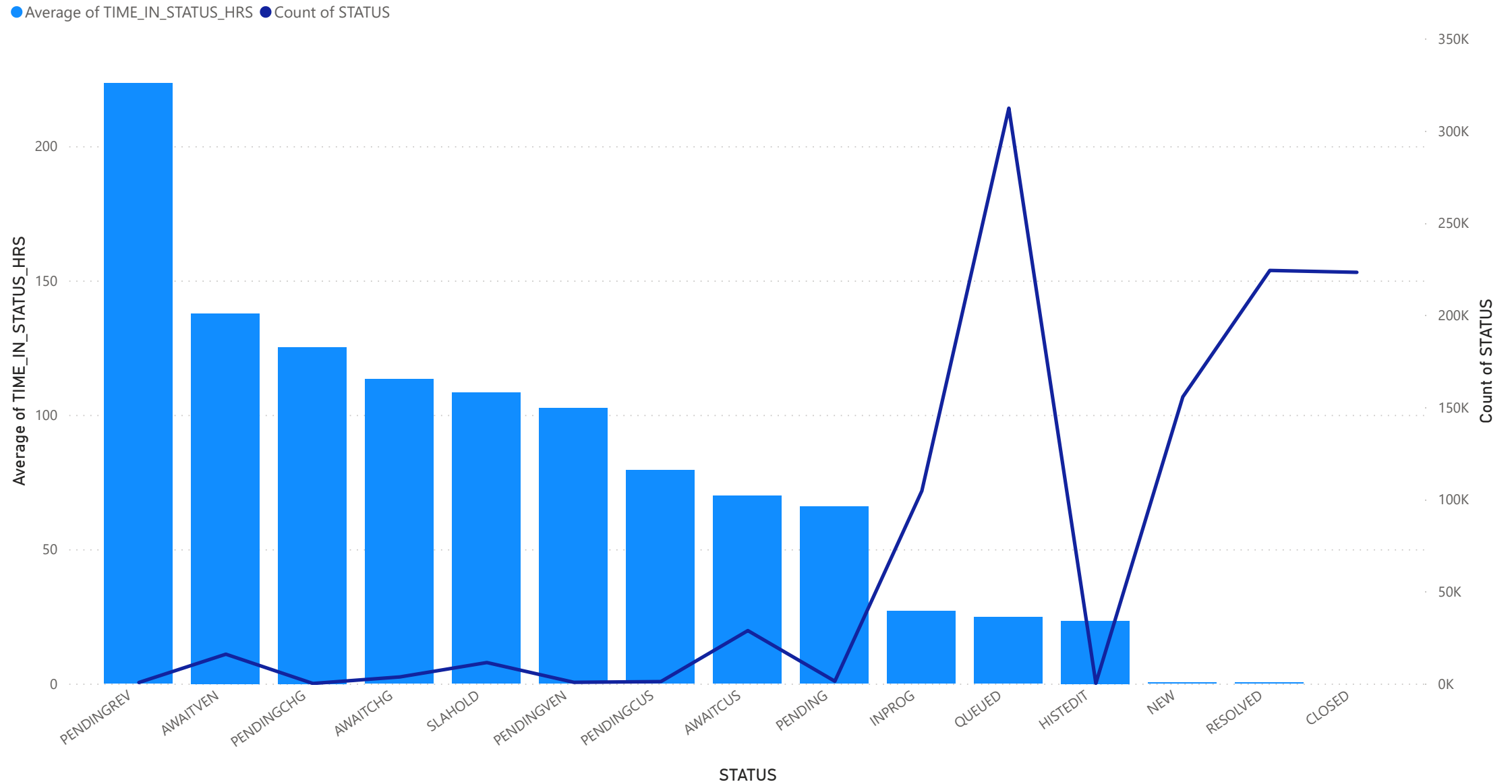
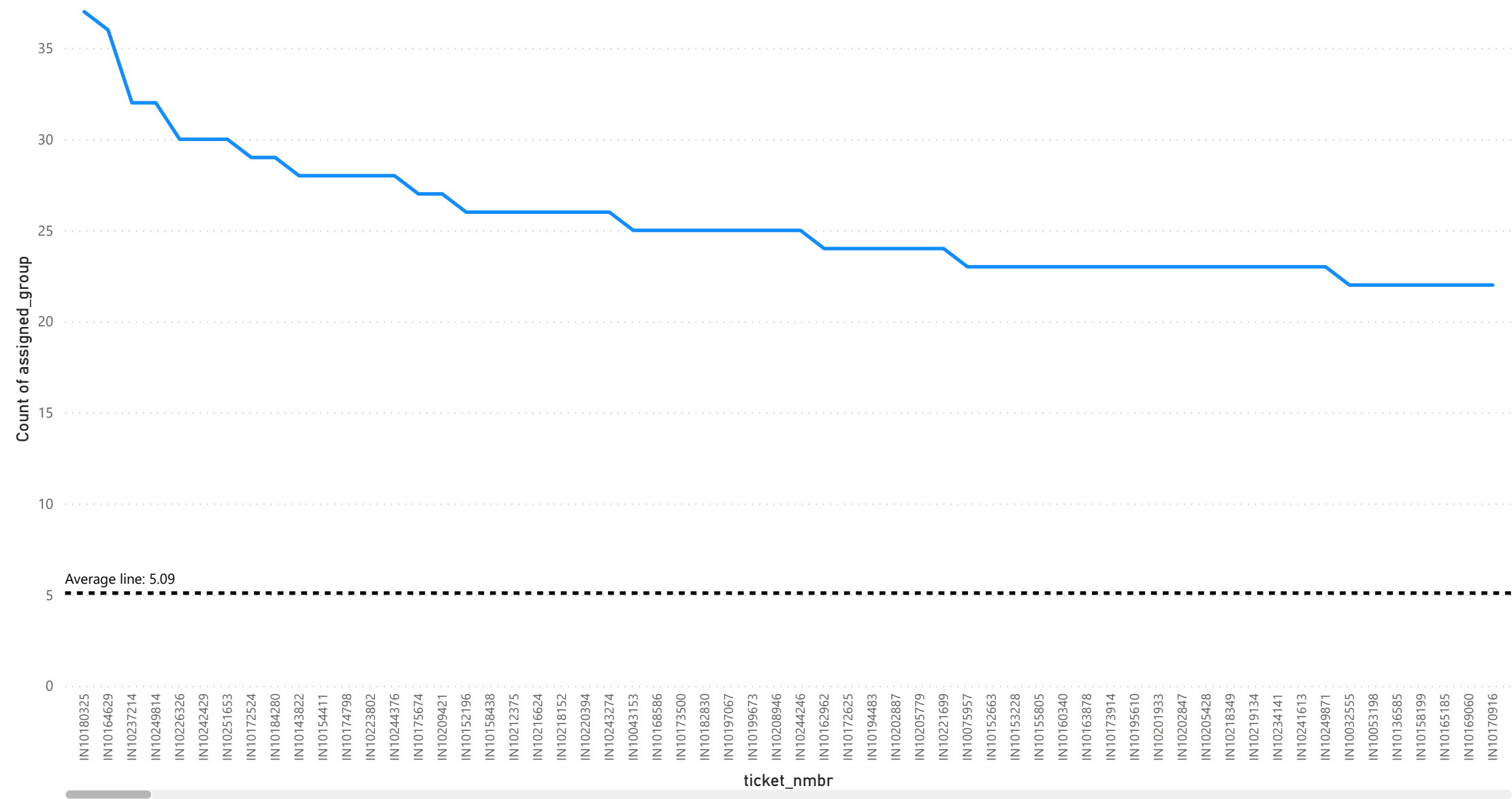


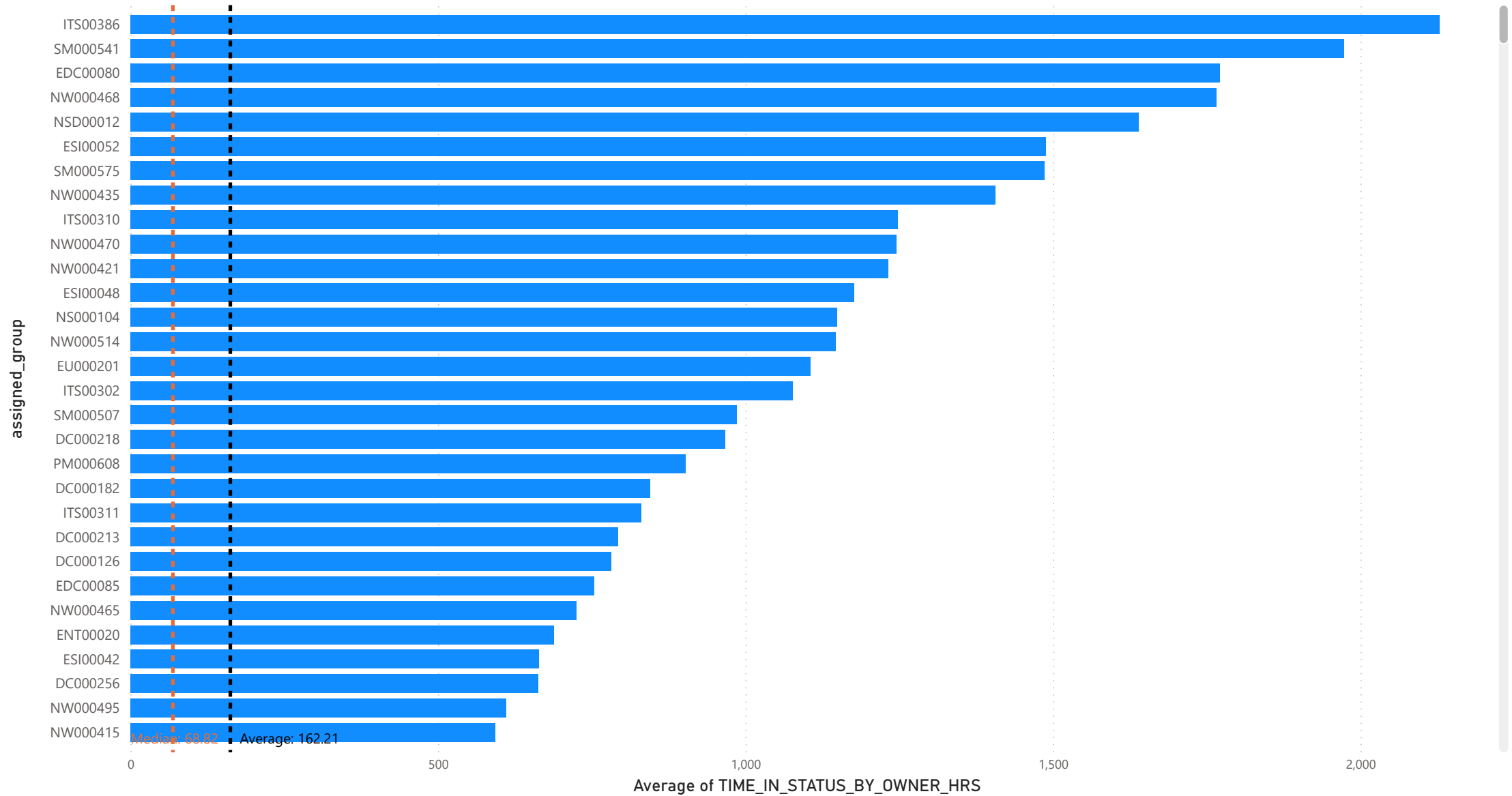
Average time that incidents spend in a particular status.



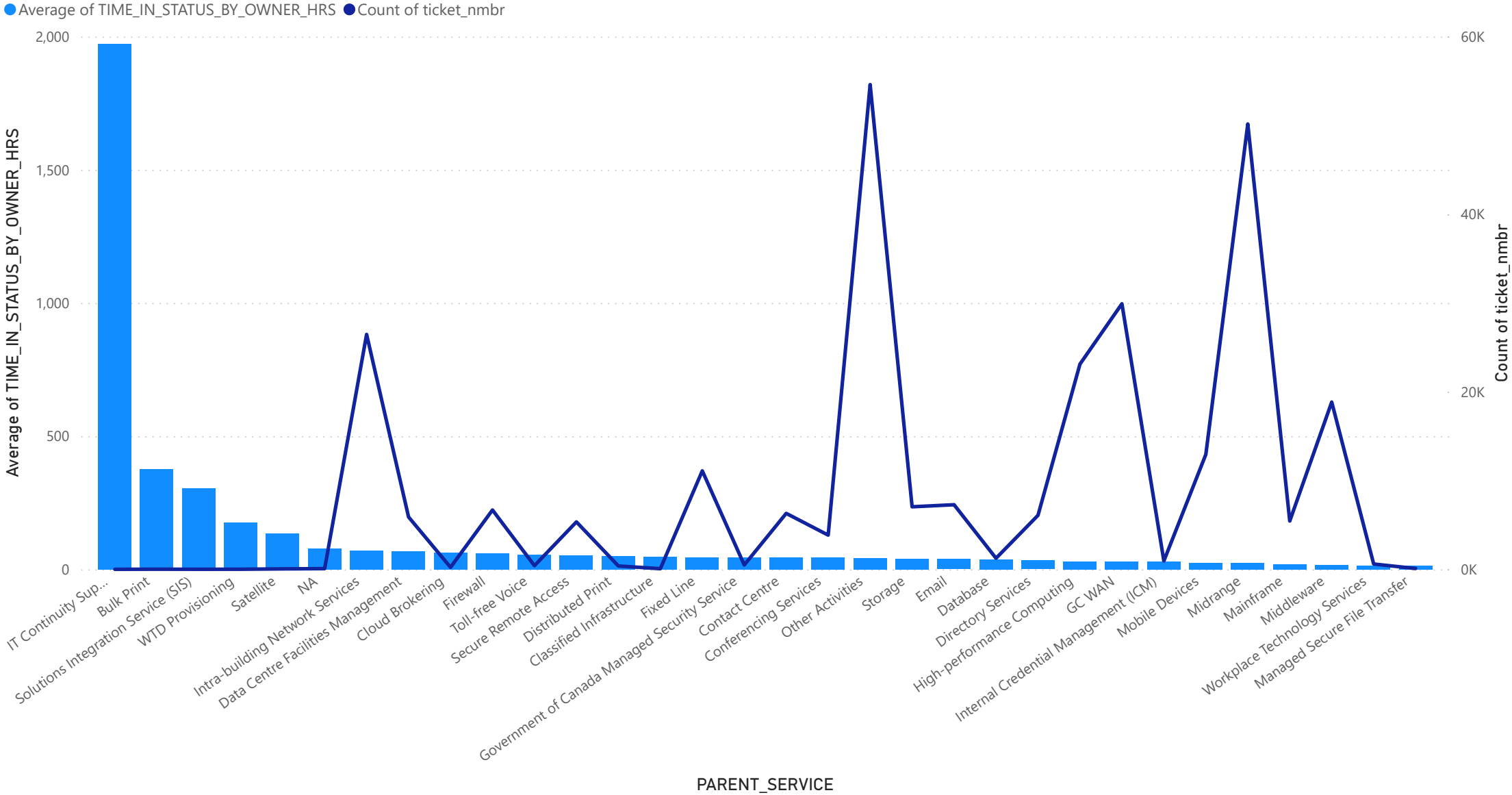
Number of times an incident is reassigned during the life of the ticket.



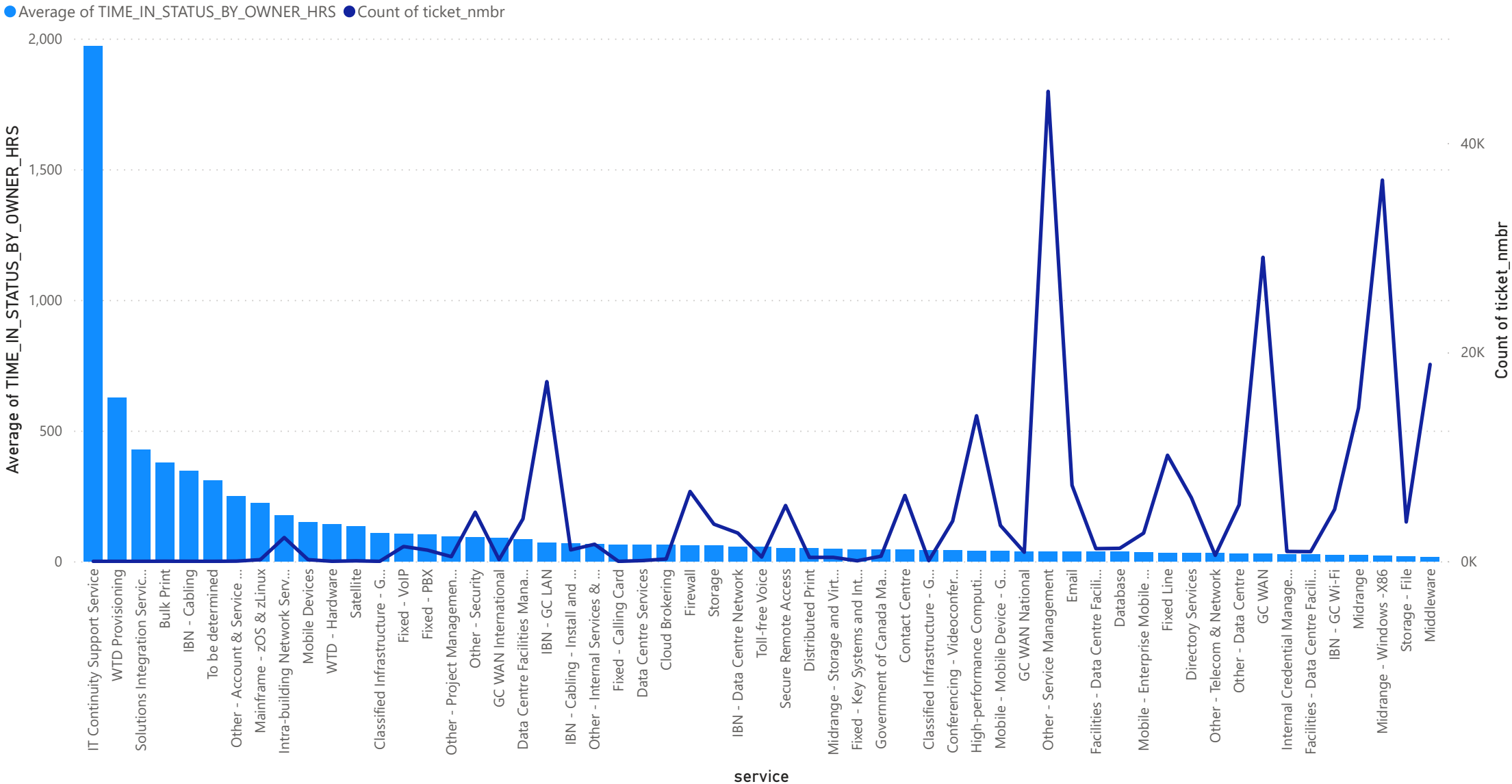
Average time that incidents spend with a particular Suport group(Assigned_Group)



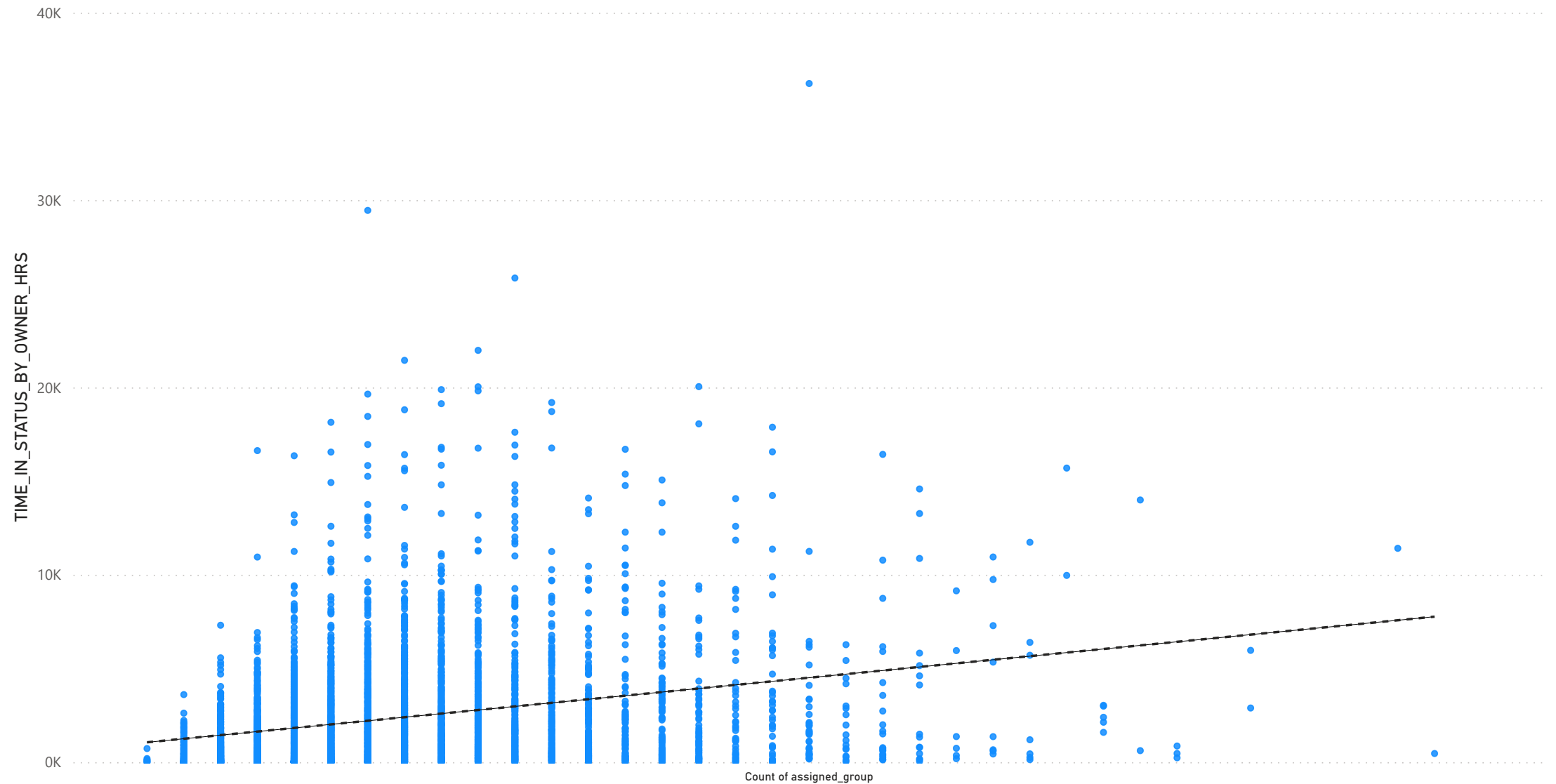
Are there particular parent services that are taking longer on average to be restored?



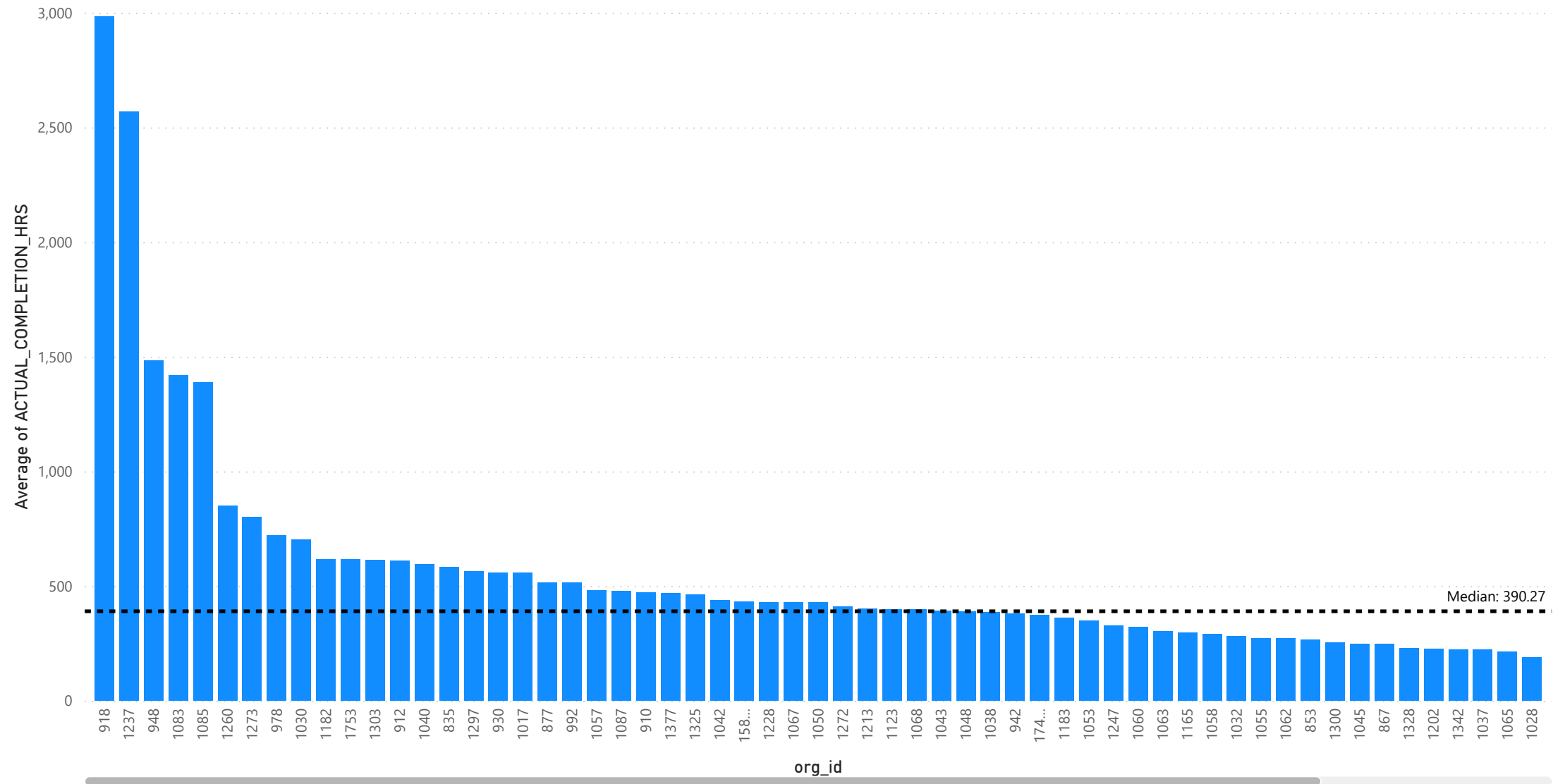
Are there particular parent services that are taking longer on average to be restored?



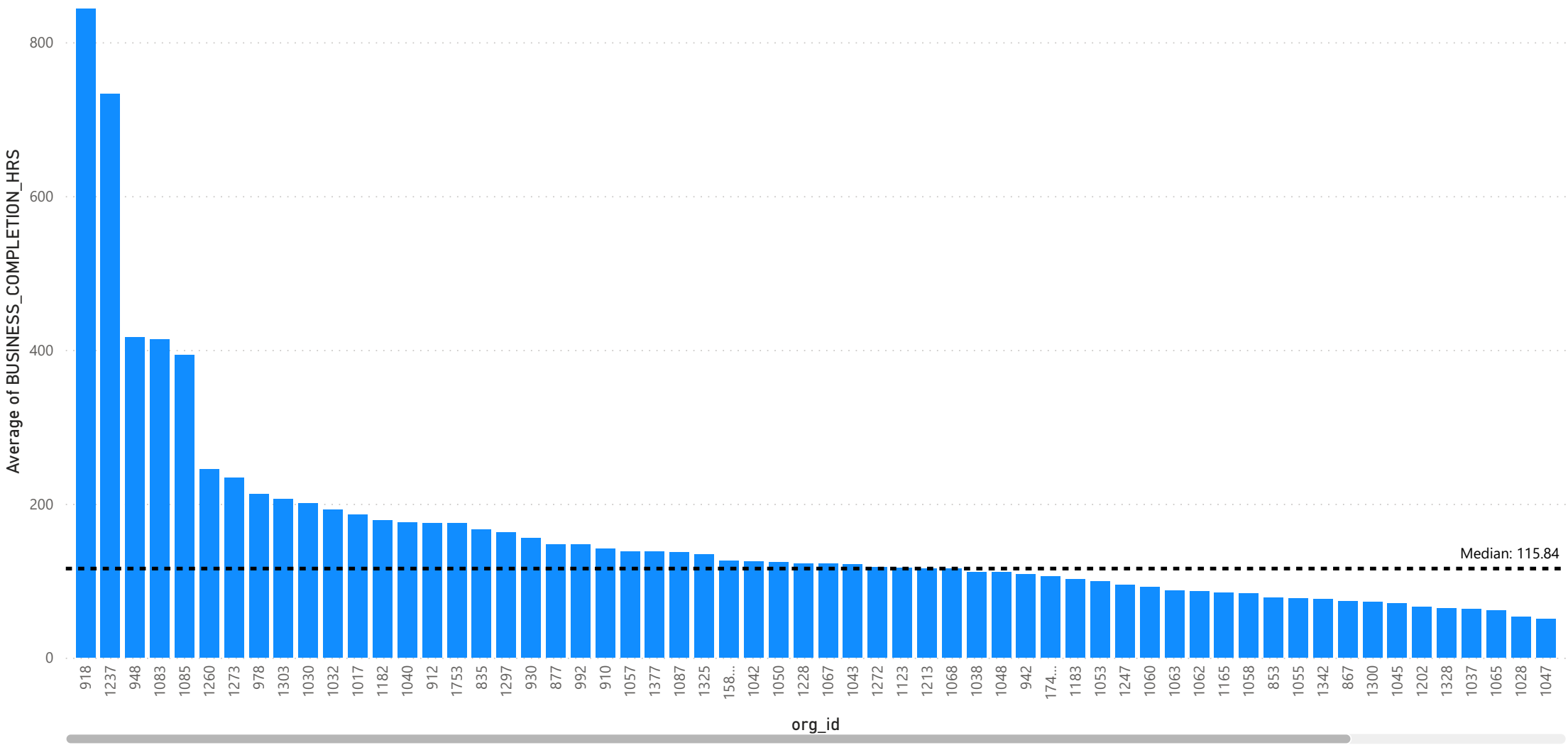
Is there a correlation between the number of times an incident is reassigned and how long it takes to restore?



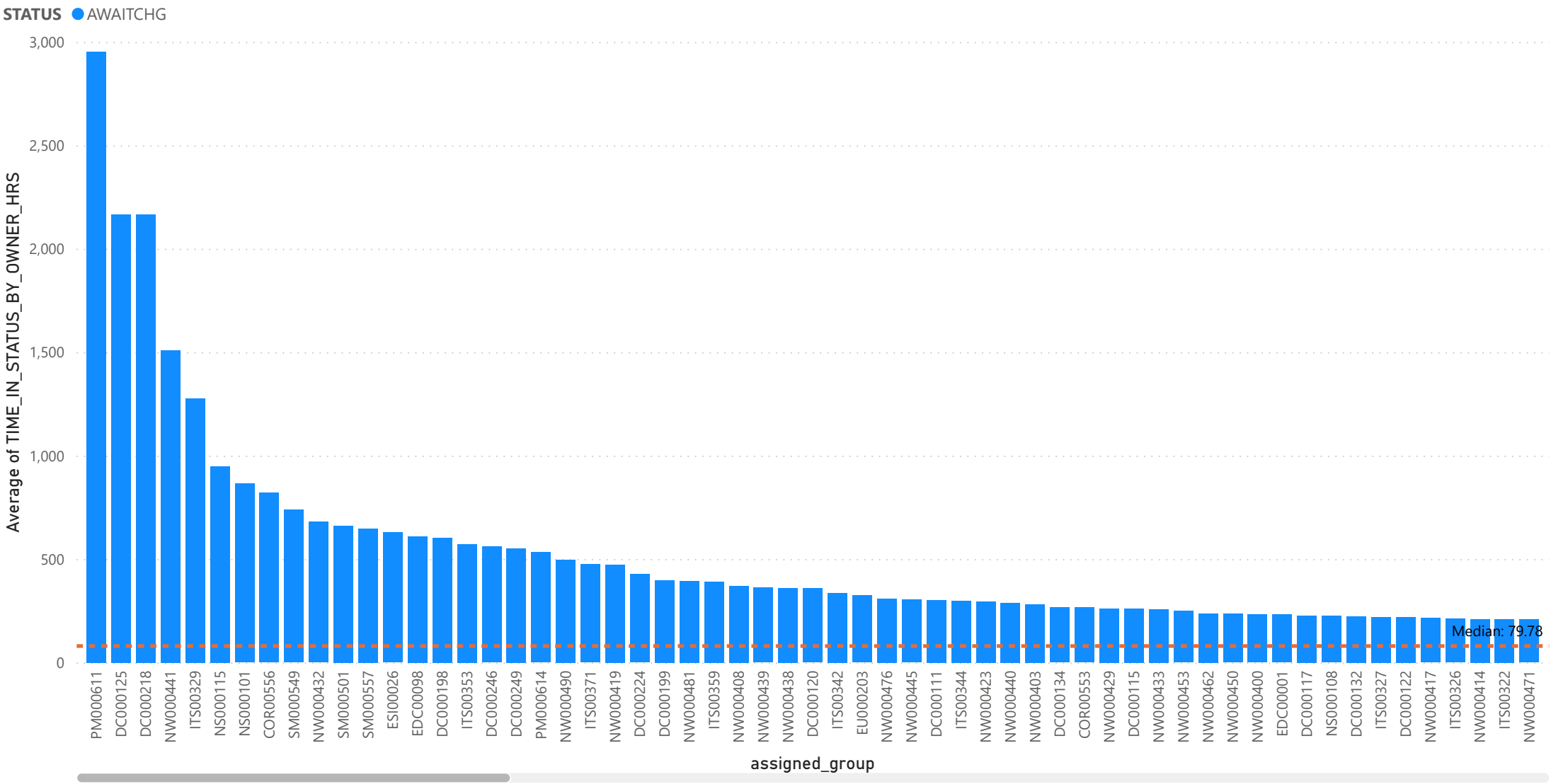
Are there any particular organizations for whom it takes longer on average to restore services? (Actual Completion Hours)



Are there any particular organizations for whom it takes longer on average to restore services? (Business Completion Hours)



Is there a correlation to certain groups where tickets stay in a particular status that is resulting in longer times to restore service?



There are many Event Management tickets. What is the difference in MTRS incidents ticket including and excluding Event Management tickets?

