



## IT Service Desk – Executive Overview Dashboard



Month Year

All

Ticket Category

All

46606

Total Tickets

46597

Closed Tickets

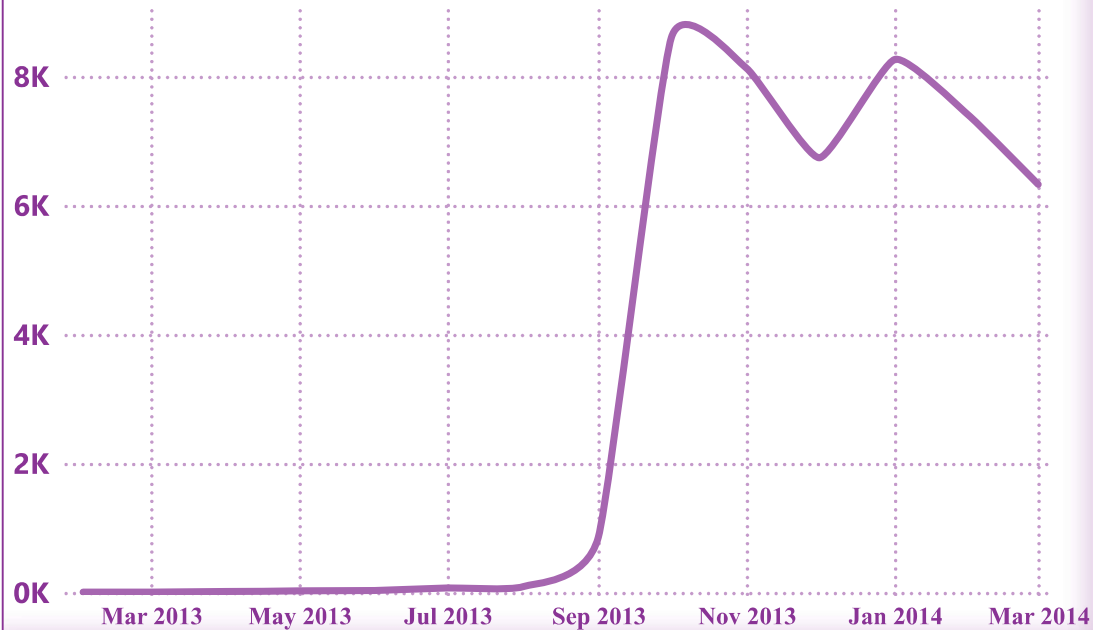
2284

Reopened Tickets

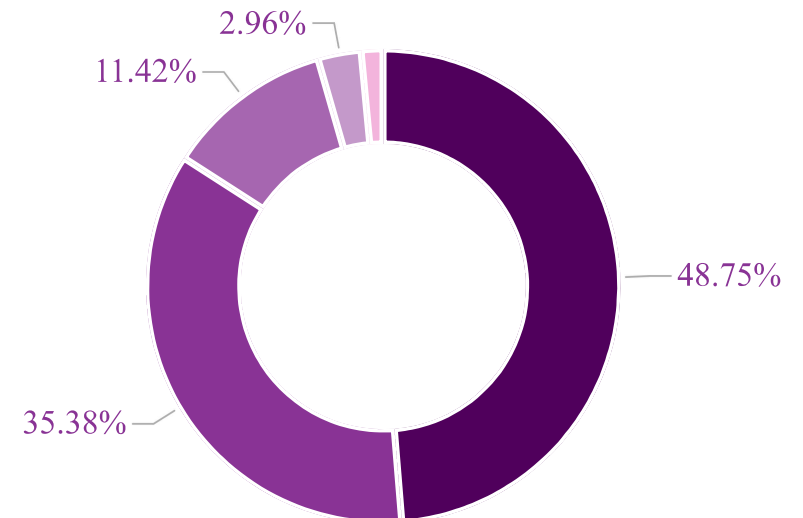
4.0

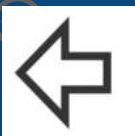
Avg Handle Time (Mins)

Incident Volume Trend Monthly



Ticket Distribution by Priority

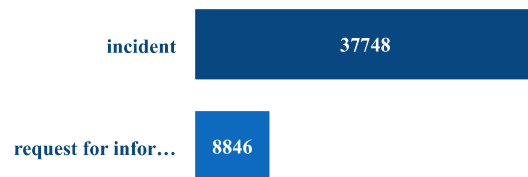




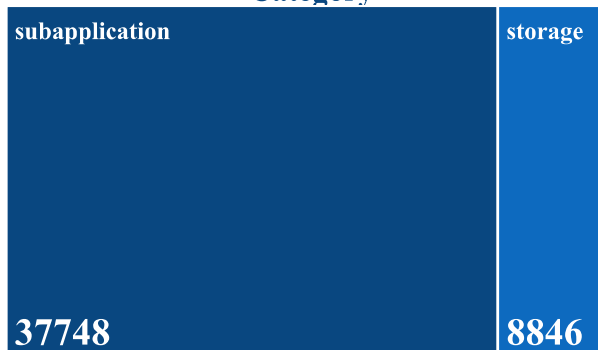
## IT Service Desk – Incident & Category Analysis



### Ticket Volume by Category



### Incident Contribution by Configuration Category



Select Priority ...

All

Select Month / Y...

All

**incident**

Highest volume category

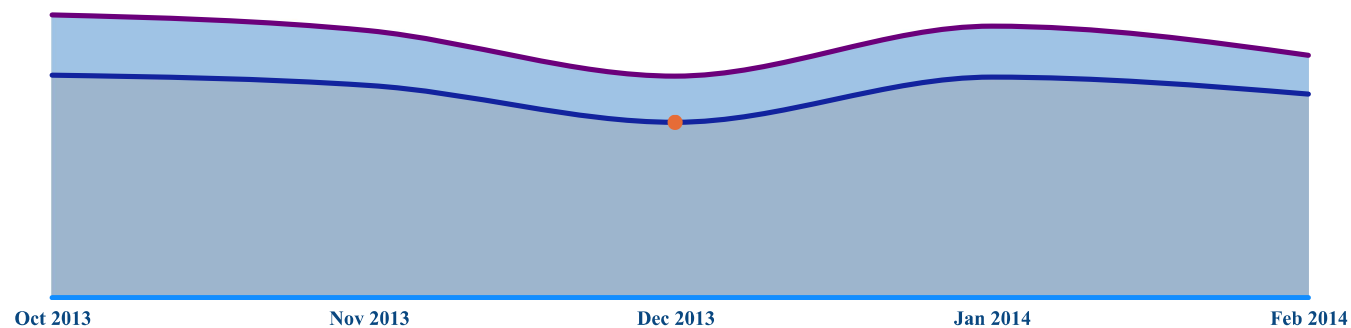
**SAN**

Highest volume subcategory

### Ticket Count by Category and Priority



### Monthly Ticket Trend by Top Categories





# IT Service Desk – SLA & Performance Analysis

Select Month / Year

All

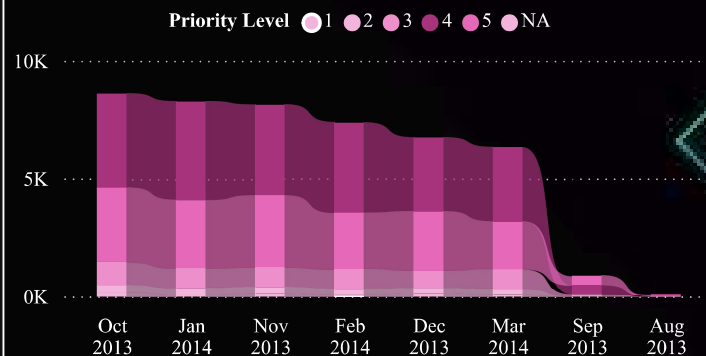
Select Priority Level

All

Ticket Category

All

## Priority Ranking Trend Over Time



**13.3%**  
SLA  
Compliance %

**39203**  
SLA Breached  
Tickets

**26.9**  
Avg Resolution  
Time (Hours)

Priority Level

4

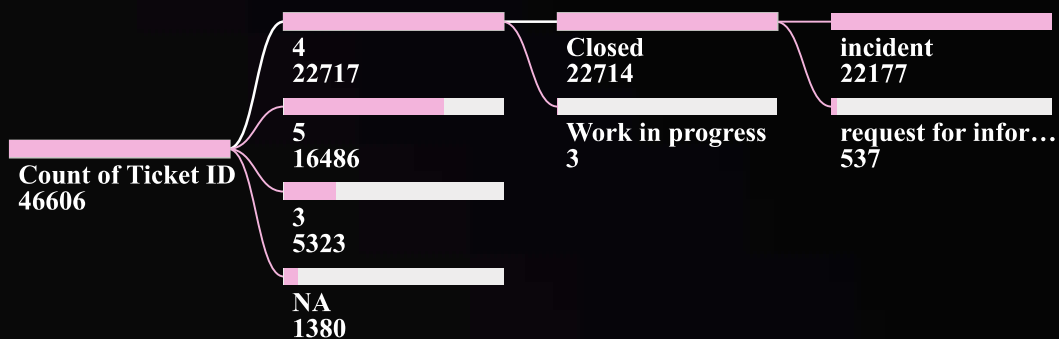
Ticket Status

Closed

Ticket Category

Count of Ticket ID

46606



## Ticket Volume by Priority Level

