

ITSM Executive Dashboard

1000

Total Incidents

29.70%

SLA Compliance Rate

11M

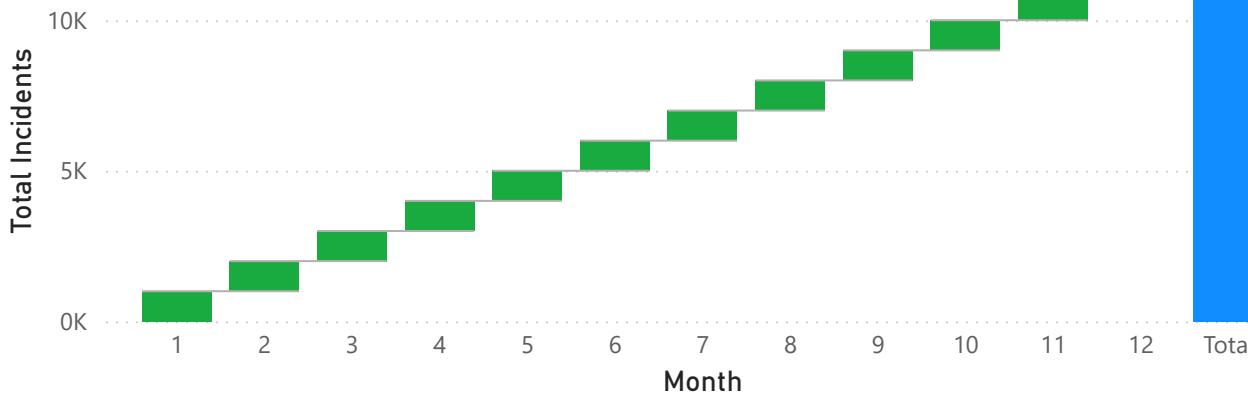
Total Cloud Cost

0.26%

Budget Variance %

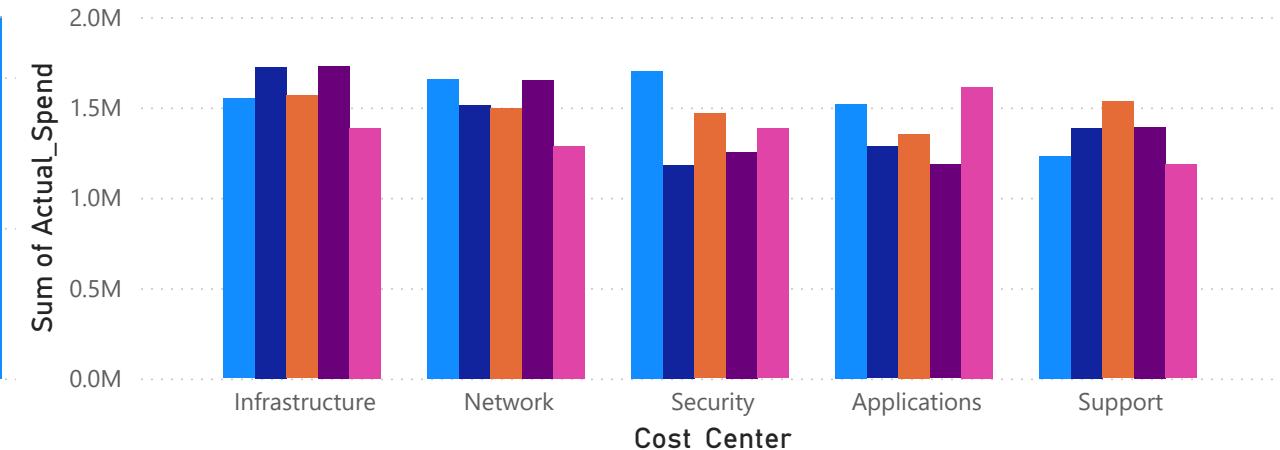
Total Incidents and SLA Compliance Rate by Month

● Increase ● Decrease ● Total

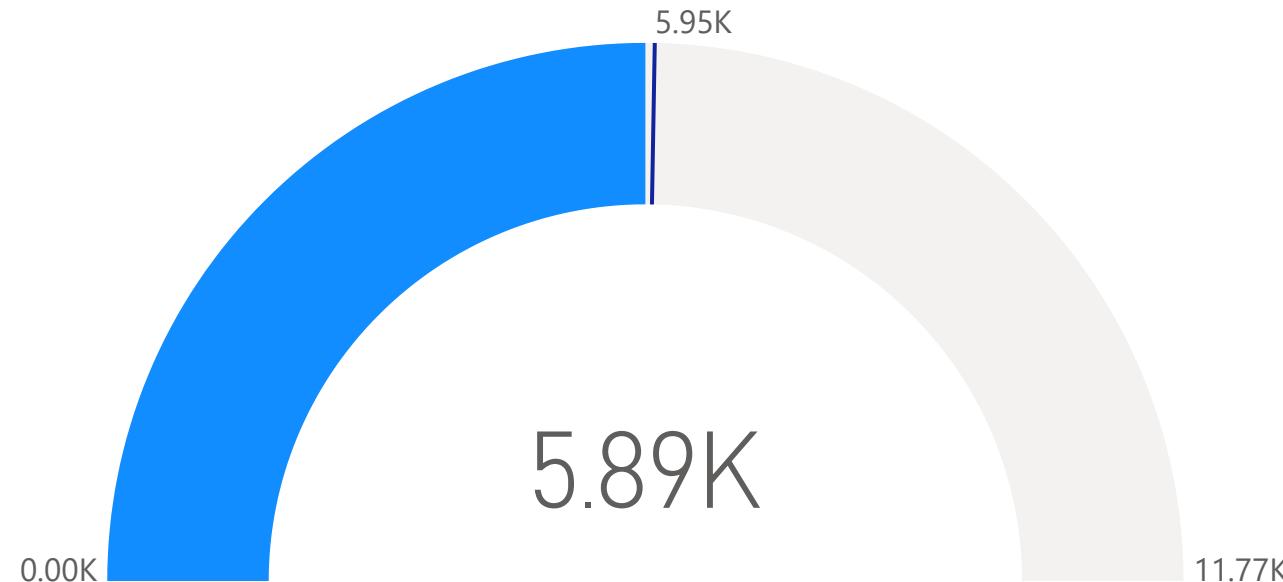


Actual_Spend by Cost_Center and Cost_Type

Cost_Type ● Cloud Services ● Hardware ● Maintenance ● Personnel ● Software

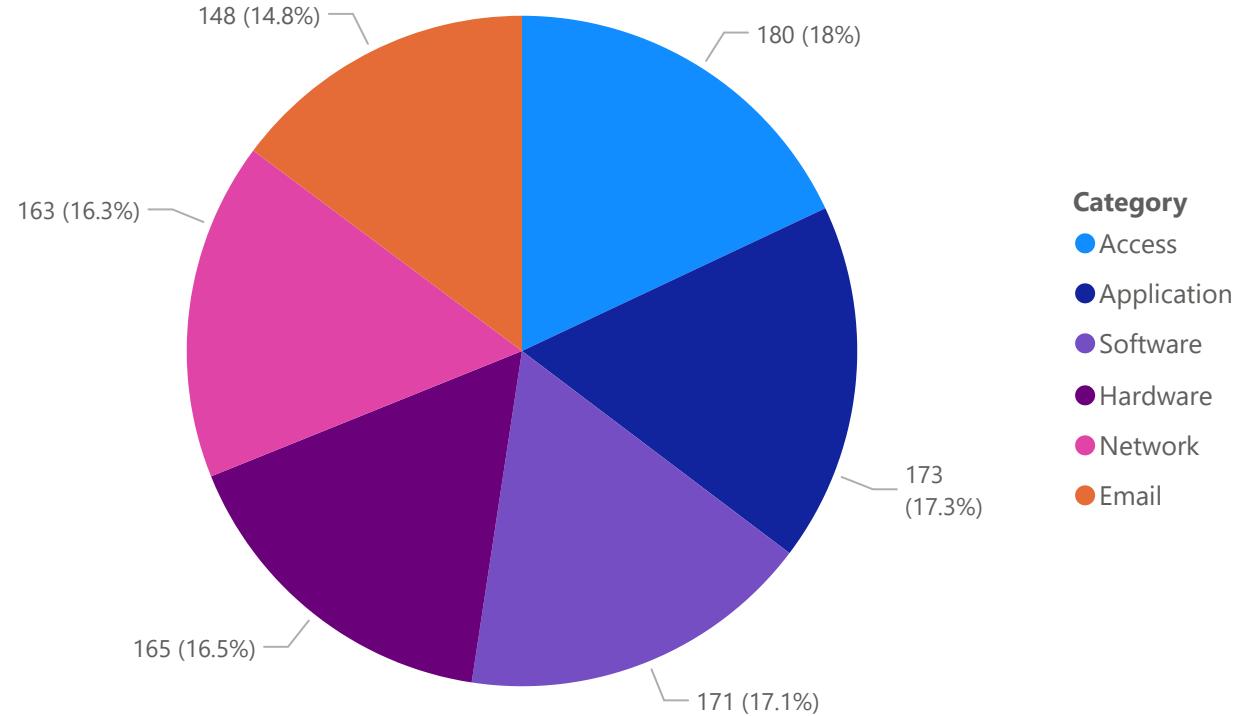


Actual_Availability and Target_Availability



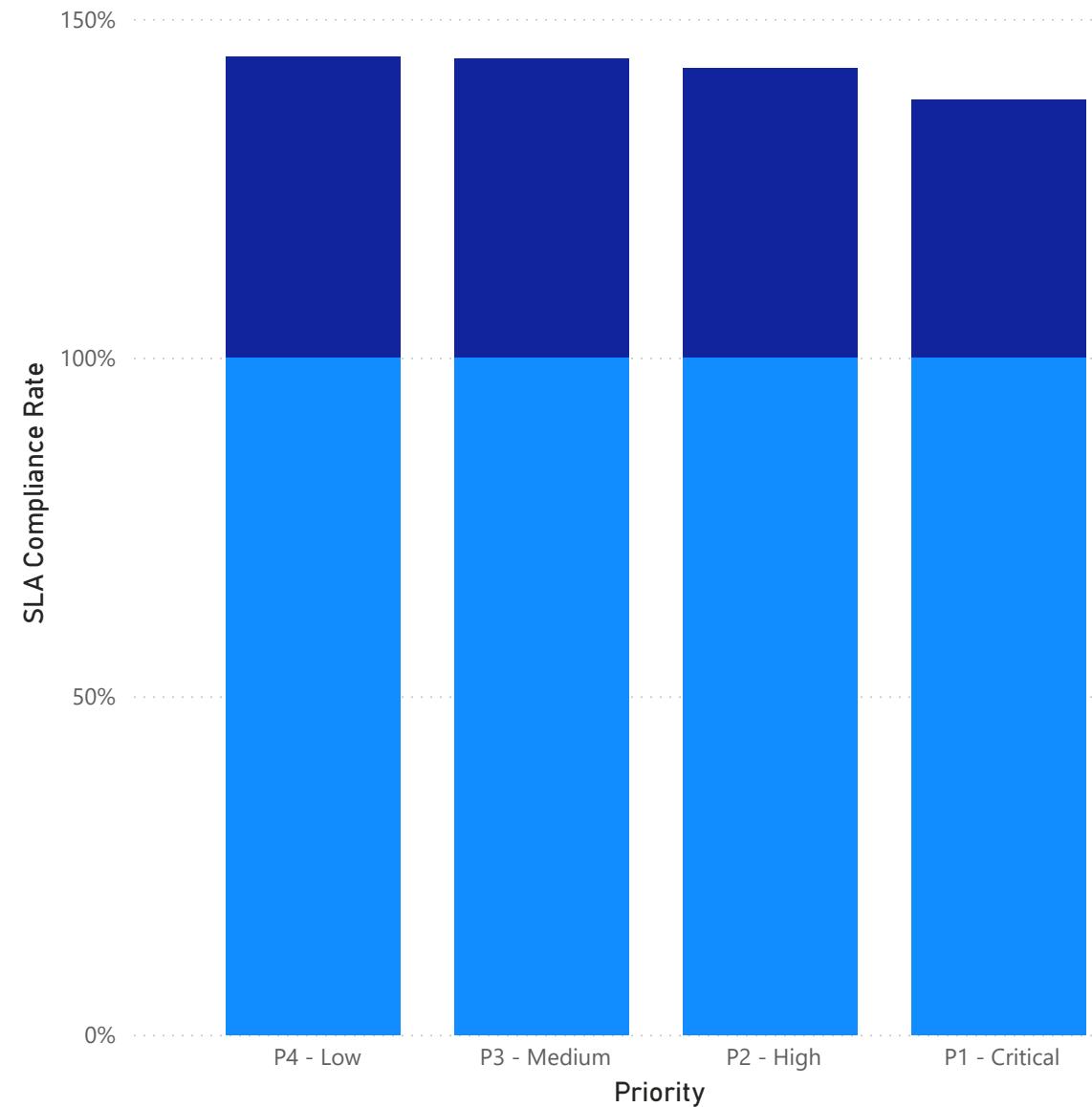
Incident Analytics Dashboard

Total Incidents by Category



SLA Compliance Rate by Priority and SLA_Breach

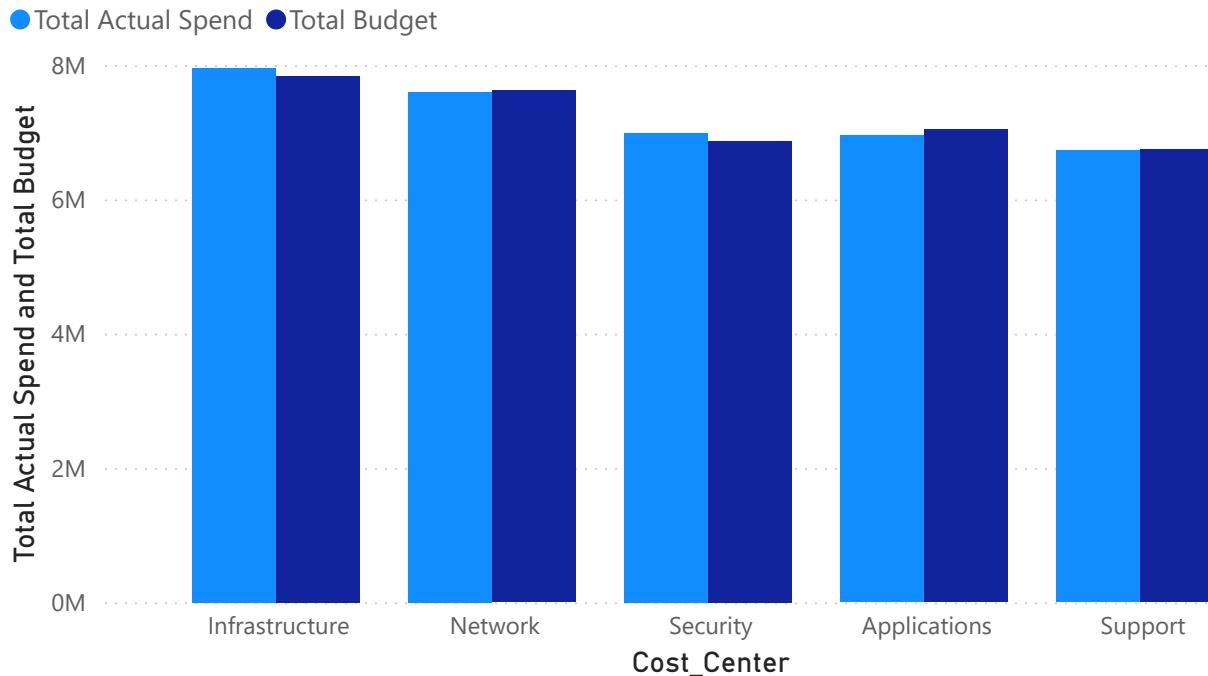
SLA_Breach ● False ● True



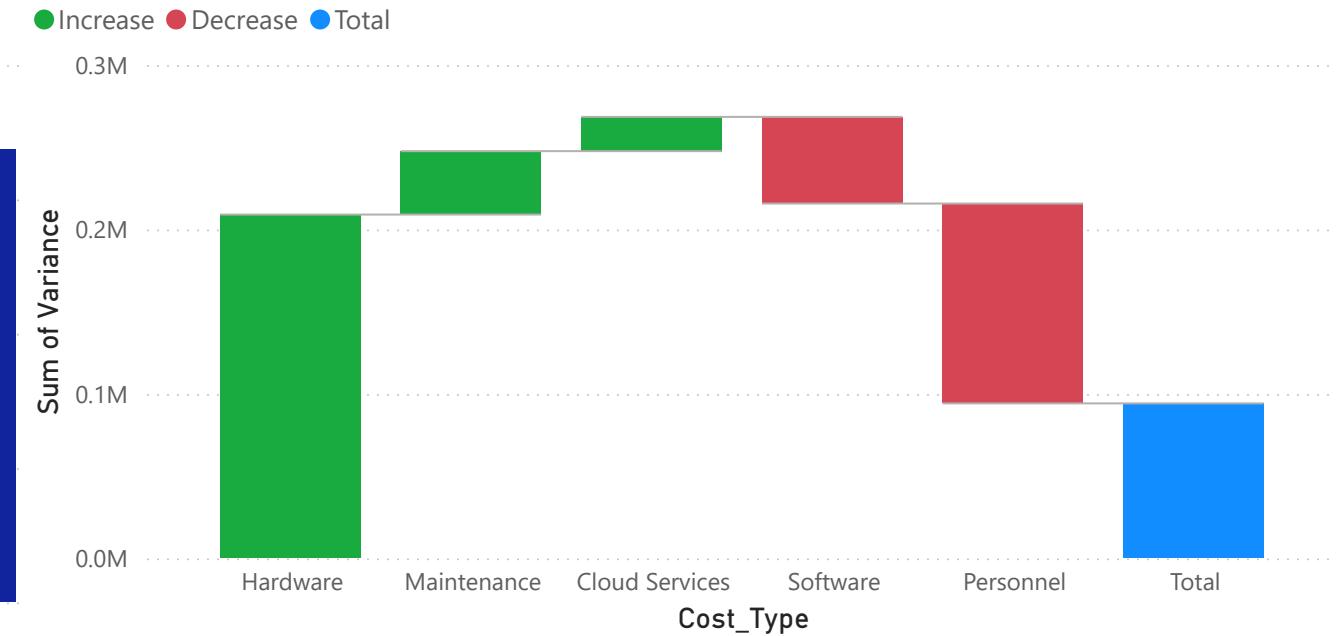
| Total Incidents | Avg Resolution Time | SLA Compliance Rate | Assignment_Group |
|-----------------|---------------------|---------------------|------------------|
| 256 | 86.85 | 28.13% | App Support |
| 282 | 85.75 | 29.08% | Infrastructure |
| 235 | 88.01 | 29.36% | Network Team |
| 227 | 80.30 | 32.60% | Service Desk |
| 1000 | 85.33 | 29.70% | |

Financial Insights

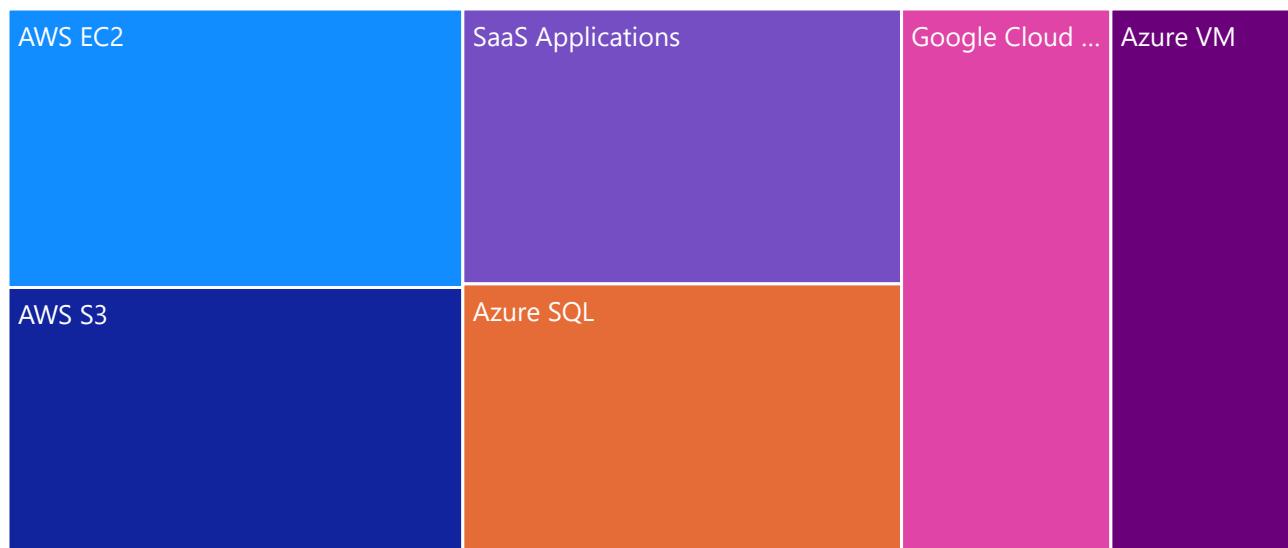
Total Actual Spend and Total Budget by Cost_Center



Variance by Cost_Type



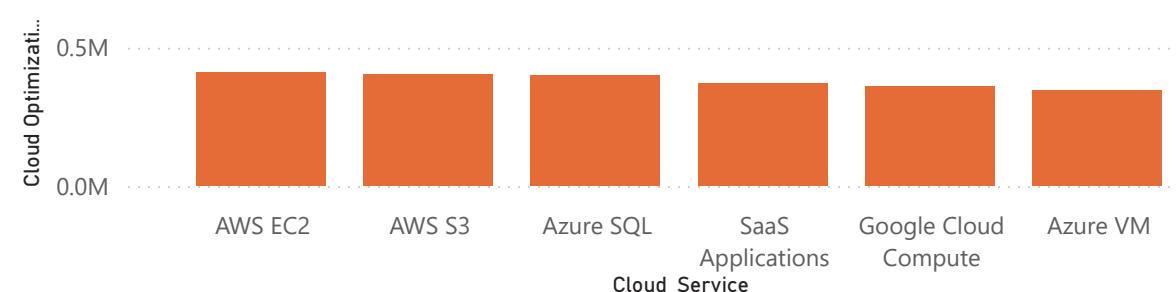
Total Cloud Cost by Cloud_Service



2.29M

Cloud Optimization Opportunity

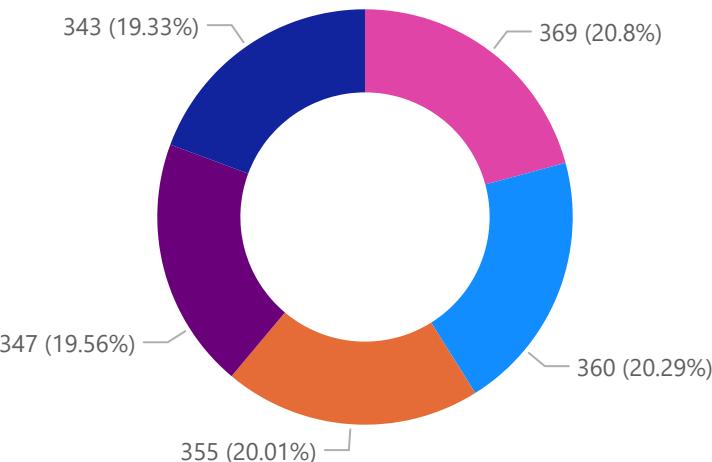
Cloud Optimization Opportunity by Cloud_Service



Resource Analytics

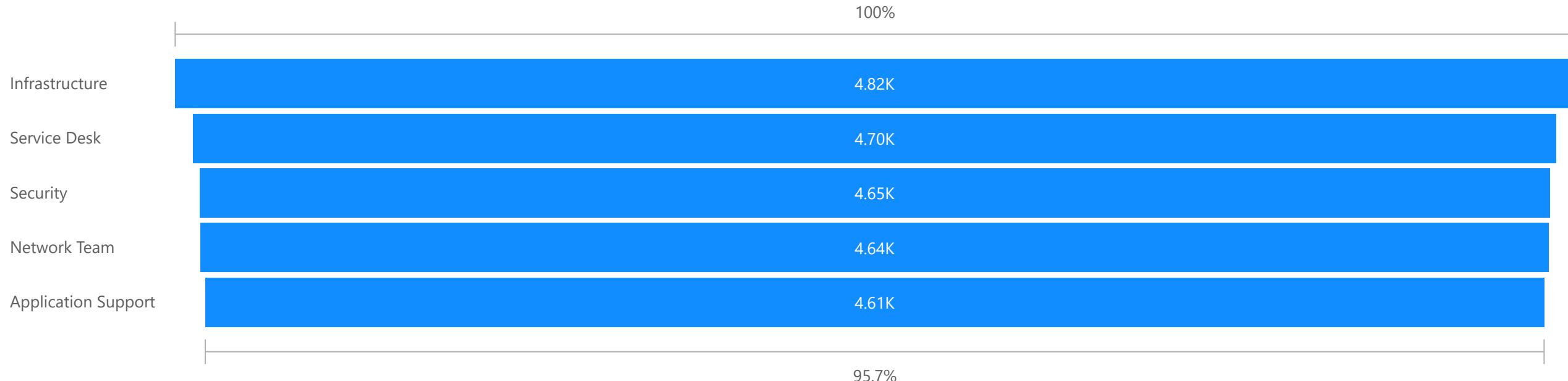
| Team | Sum of Headcount | Sum of Utilization_Percentage |
|---------------------|------------------|-------------------------------|
| Application Support | 386 | 4,611.20 |
| Infrastructure | 335 | 4,818.19 |
| Network Team | 354 | 4,642.81 |
| Security | 328 | 4,648.94 |
| Service Desk | 371 | 4,695.42 |
| Total | 1774 | 23,416.56 |

Headcount by Skill_Set



- Skill_Set**
- Technical Support
 - Cloud Architecture
 - Network Engineering
 - Security Analysis
 - Database Admin

Utilization_Percentage by Team



Technology Lifecycle Dashboard

Incident_Management

Category

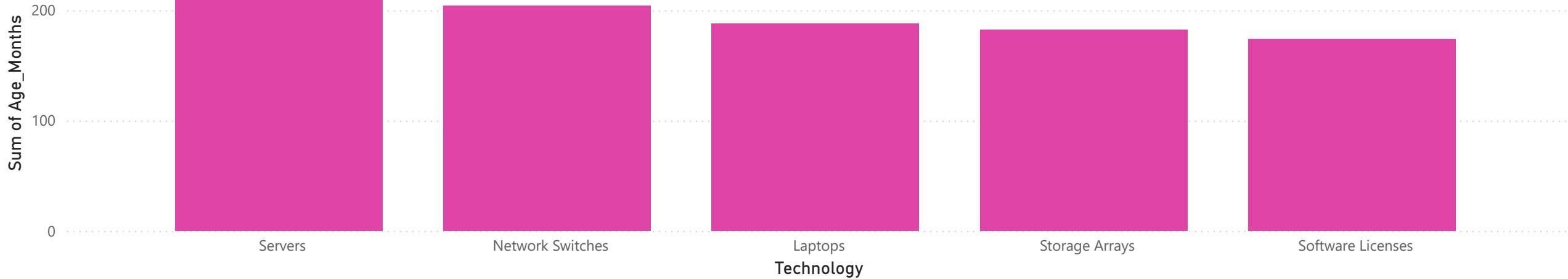
All

Incident_Management[Priority]

Priority

All

Age_Months by Technology



Replacement_Cost by Age_Months and Current_Status

Current_Status ● Needs Replacement ● Operational ● Under Maintenance

