

ITSM Executive Dashboard

1000

Total Incidents

29.70%

SLA Compliance Rate

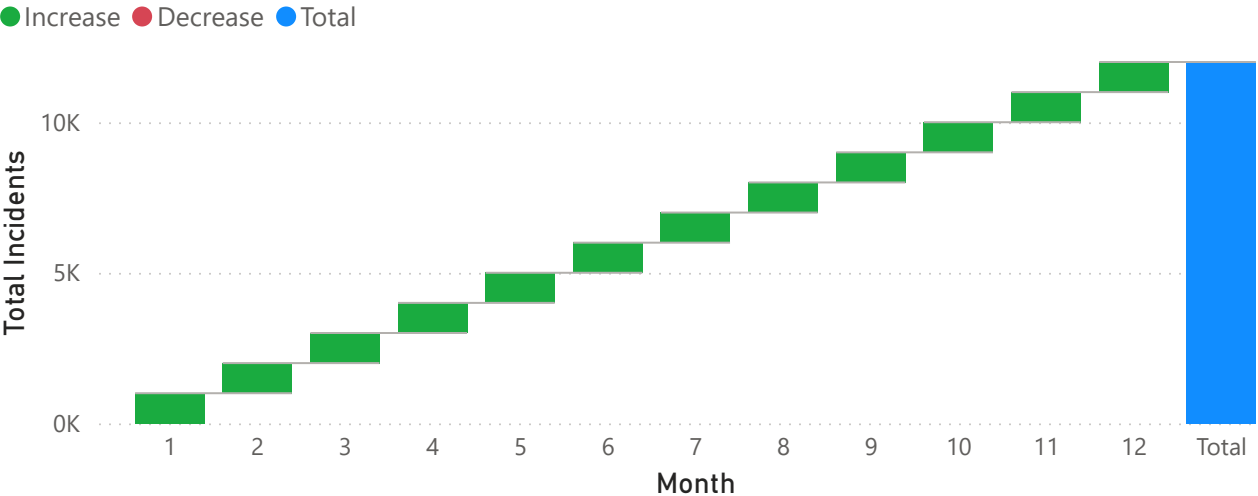
11M

Total Cloud Cost

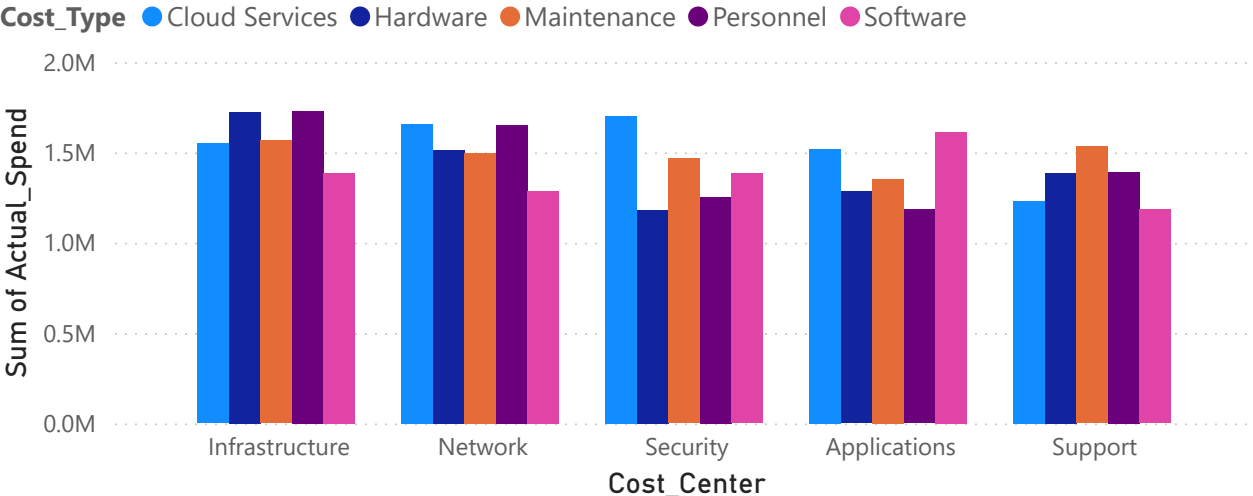
0.26%

Budget Variance %

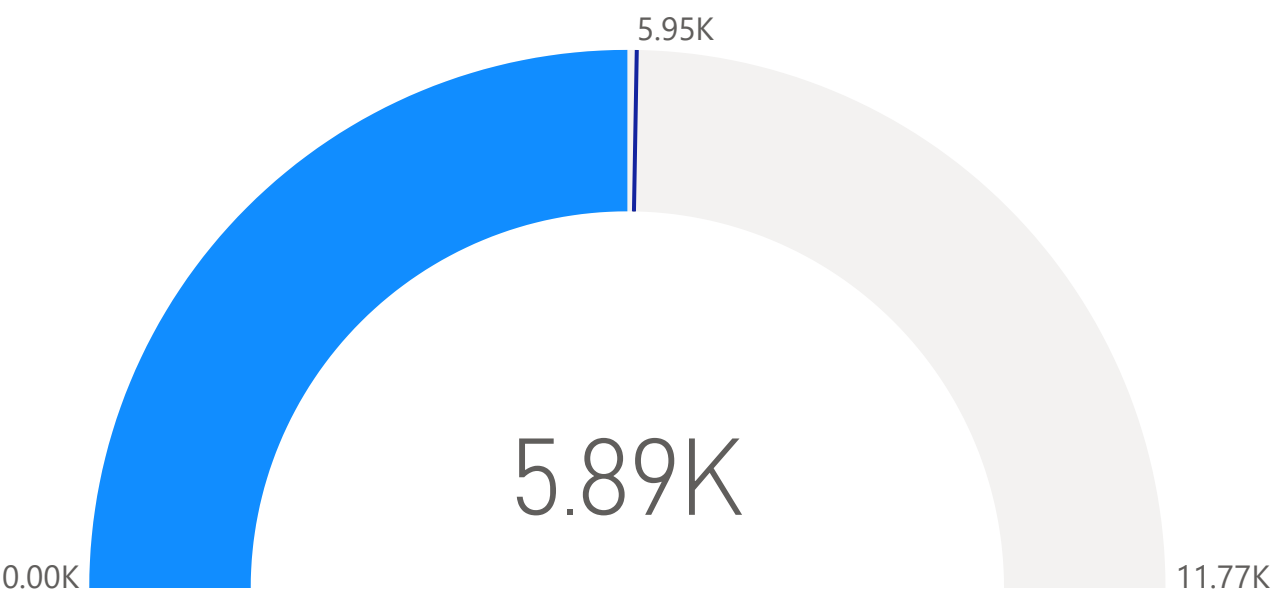
Total Incidents and SLA Compliance Rate by Month



Actual_Spend by Cost_Center and Cost_Type

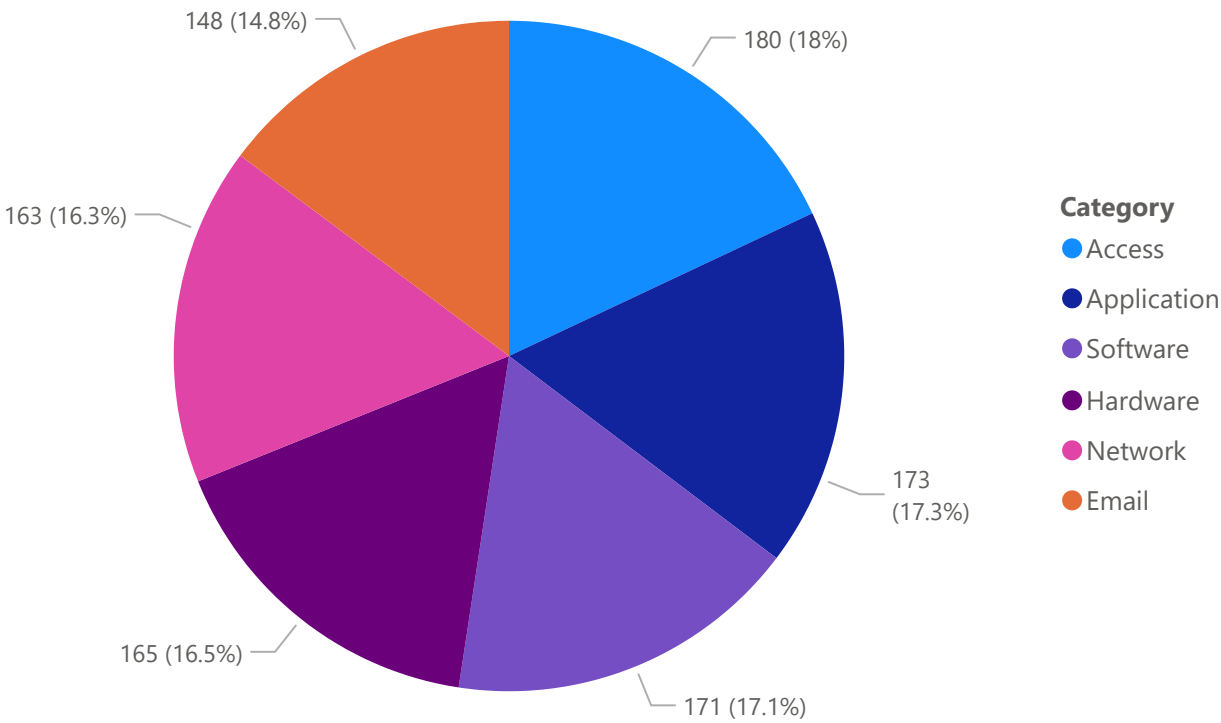


Actual_Availability and Target_Availability



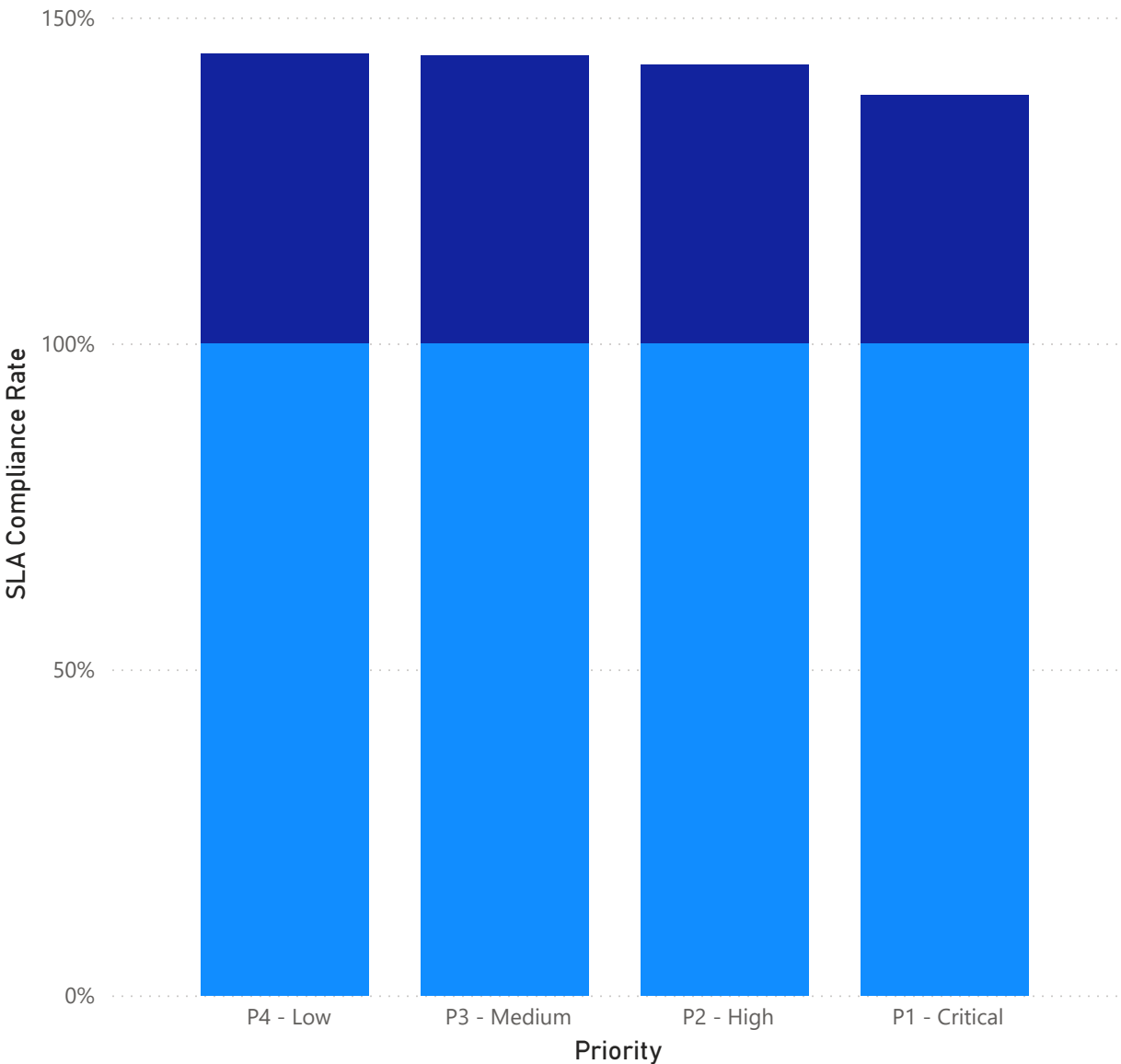
Incident Analytics Dashboard

Total Incidents by Category



SLA Compliance Rate by Priority and SLA_Breach

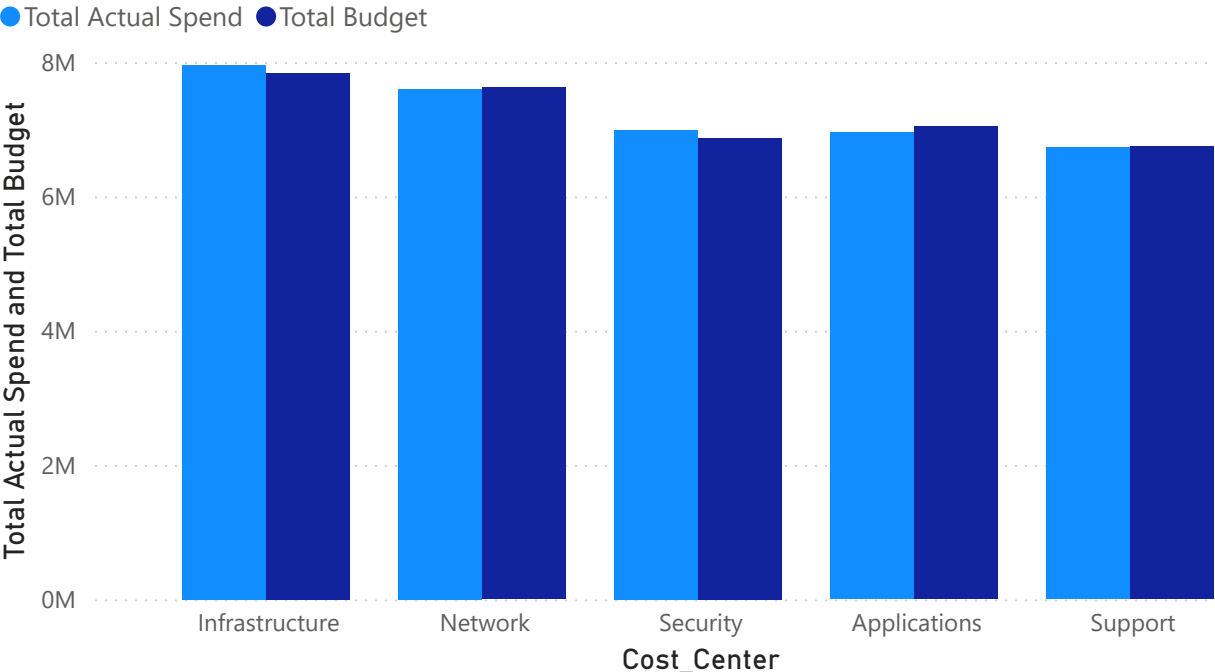
SLA_Breach ● False ● True



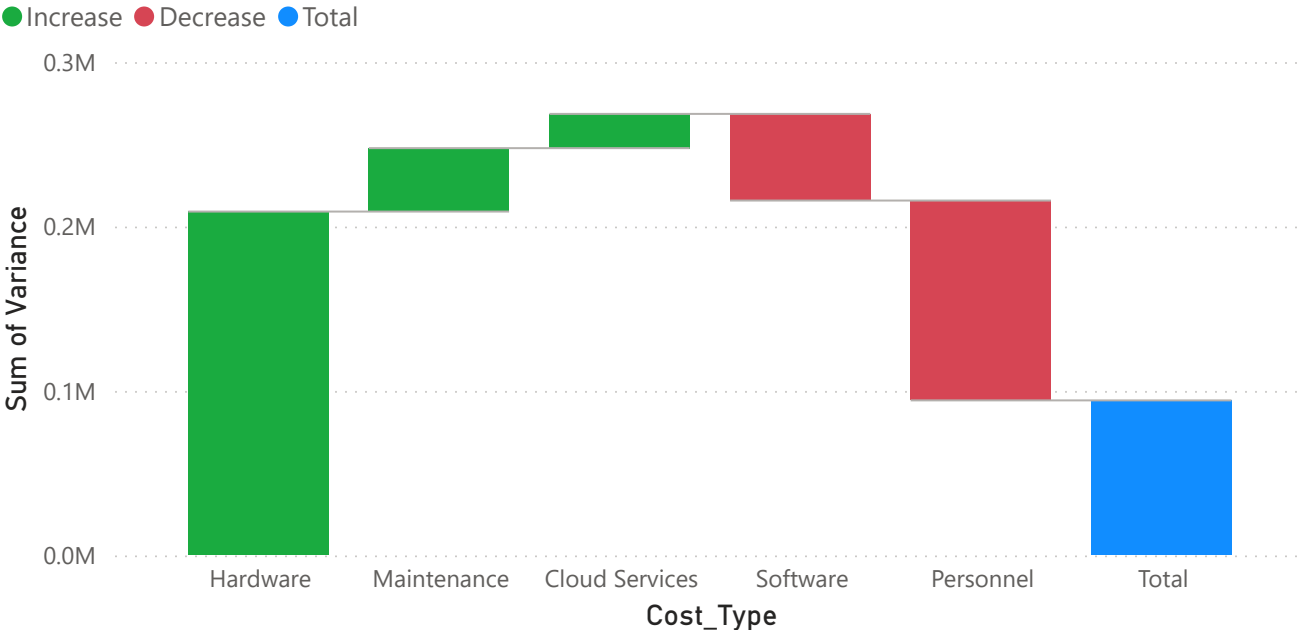
Total Incidents	Avg Resolution Time	SLA Compliance Rate	Assignment_Group
256	86.85	28.13%	App Support
282	85.75	29.08%	Infrastructure
235	88.01	29.36%	Network Team
227	80.30	32.60%	Service Desk
1000	85.33	29.70%	

Financial Insights

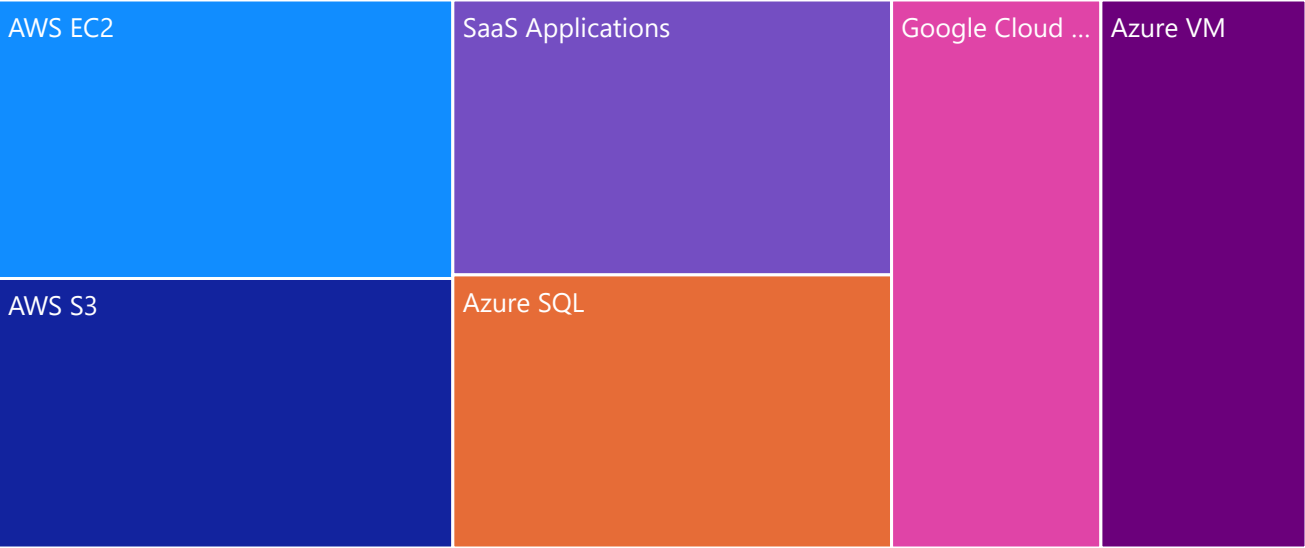
Total Actual Spend and Total Budget by Cost_Center



Variance by Cost_Type



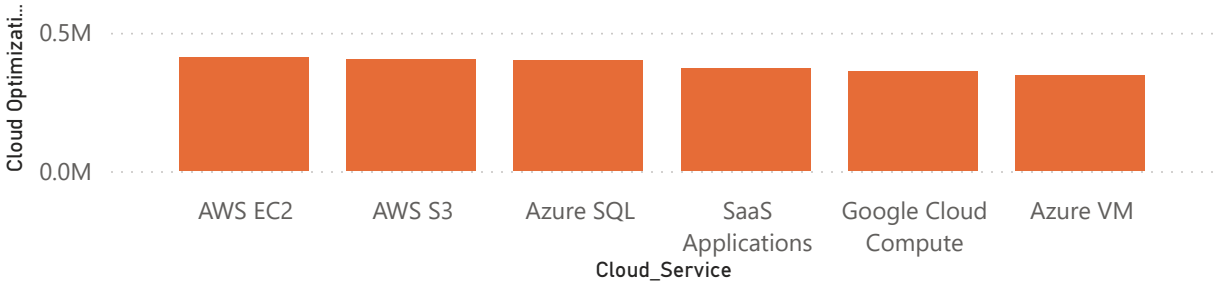
Total Cloud Cost by Cloud_Service



2.29M

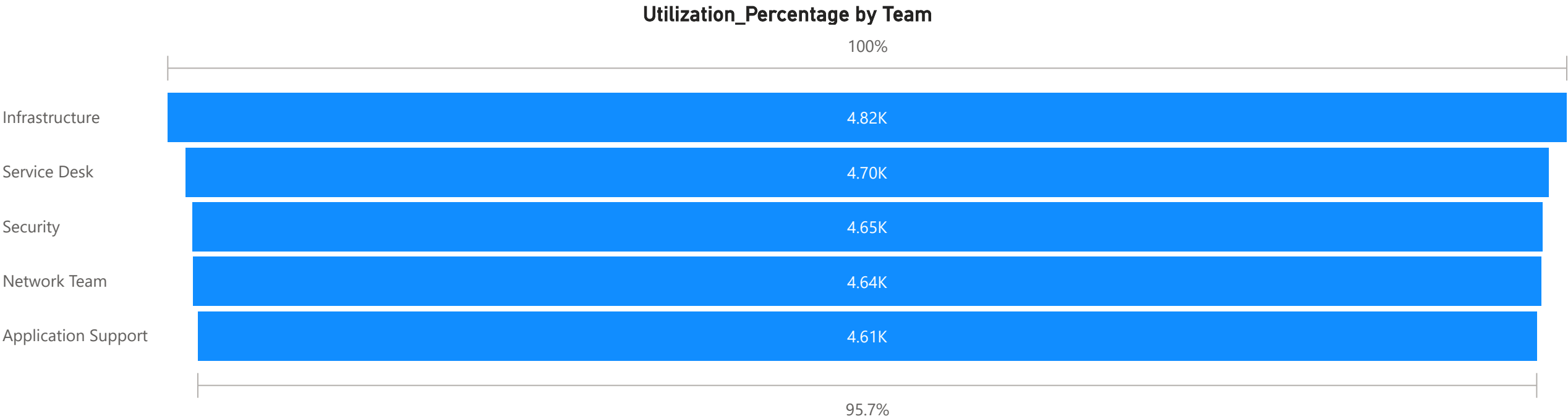
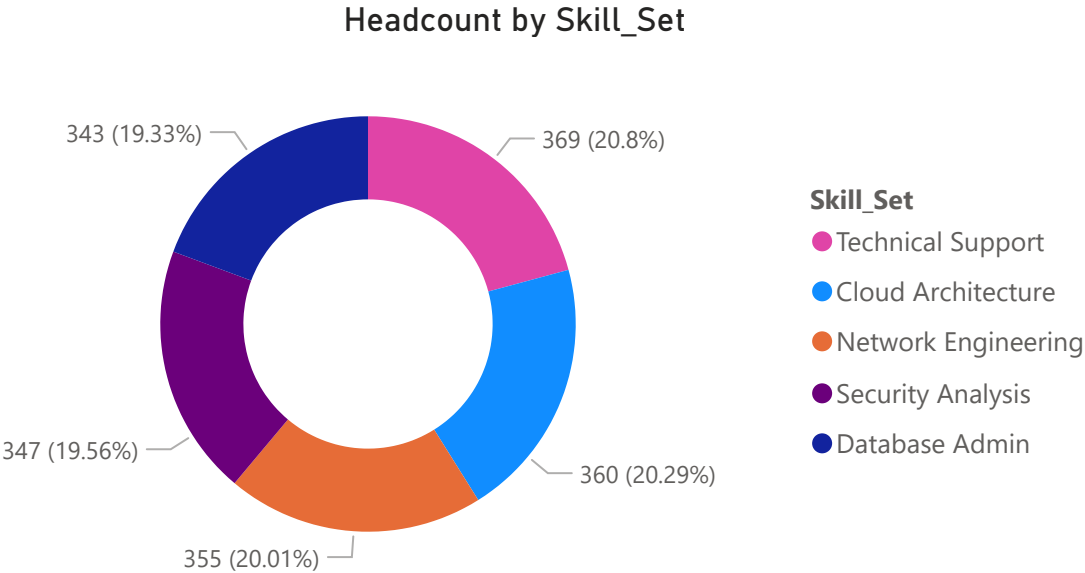
Cloud Optimization Opportunity

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



Technology Lifecycle Dashboard

Incident_Management

Category

All

Incident_Management[

Priority

All

Age_Months by Technology

Sum of Age_Months

200
100
0

Servers

Network Switches

Laptops

Storage Arrays

Software Licenses

Technology

Replacement_Cost by Age_Months and Current_Status

Current_Status ● Needs Replacement ● Operational ● Under Maintenance

0K

20K

40K

60K

80K

Sum of Replacement_Cost