Executive Dashboard | Use the last two years in your dataset to see YoY change

Year All   Active All   Priority All

★ Incidents

730
YTD Opened Incidents | **Active:** 60

100   **2017**

2016

O Ş M N M H T A E E K A

Overdue: 9%

AVG Time To Solve an Incident **3 day(s) 23:12:34**

★ YTD Total Incidents by Category and YoY Change

Category	Value		YoY Change
software	168		69,7%
Technical Incident	134		57,6%
Other	116		22,1%
hardware	112		45,5%
Unified Communications	73		-6,4%
network	69		-16,9%
Security	46		
inquiry	12	Average	-49,5%

★ Problems

350
YTD Opened Problems | **Active:** 1.016

50   **2017**

0   2016

O Ş M N M H T A E E K A

Overdue: 0%

Critical and High Priority	Known Errors: **0,0%**
37% of Total	Probs with rel. Incidents: **54**

★ Age of Active Problems

+ than 90d   1.016

★ Requests

8.995
YTD Opened Requests | **Active:** 18.258

1K   **2017**

0K   2016

O Ş M N M H T A E E K A

Overdue: 97%

Made SLA? **100% of Total**

★ YTD Top 10 Items by Requests and YoY Change

Item	Value	YoY Change
Carpet Cleaning	229	-10,20%
Company portal	226	-2,59%
Fireworks	226	
Asus G Series	225	-13,79%
Packaging and Shipping	224	-2,18%
Copy Service	221	-9,80%
Telephone Extension	216	-13,60%
Assign Office Space	216	-13,60%
Office Desktop	216	-15,29%
Apple MacBook Pro 15"	214	-21,90%