

## Incident and Request Management

### Incident Management

**Purpose:** Track IT incidents and their resolution

**KPI's covered:**

- Total Incidents Opened / Closed
- SLA Compliance (Achieved vs Breached)
- First Contact Resolution %
- Average TTR (Time to Resolve)
- Top Incident Categories / Priority Distribution
- Backlog / Pending Incidents

### Request Management

**Purpose:** Track service requests and fulfillment.

**KPI's covered:**

- Total Requests Raised / Completed
- Average Request Fulfillment Time
- SLA Compliance for Requests
- Request Type / Category Analysis
- Top Requesting Departments

### Agent Performance

**Purpose:** To track each agent's performance through SLA achievement and ticket status, helping identify efficiency and improvement areas.

**How it is used:**

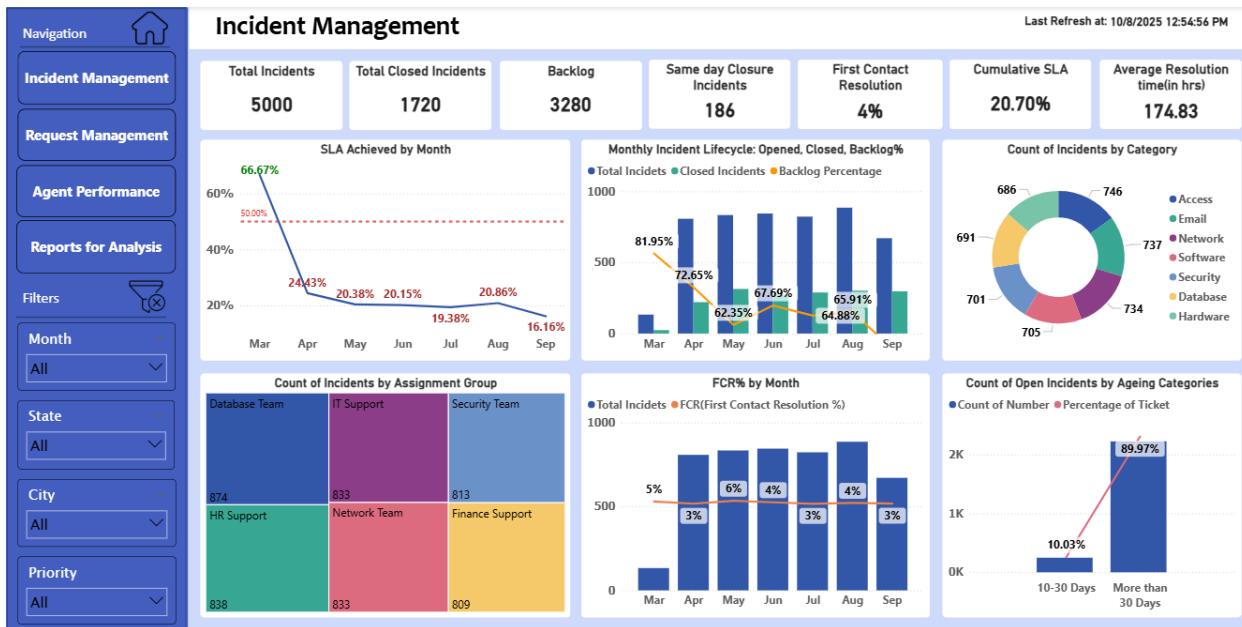
- Helps identify training or workload balancing needs based on open vs. closed tickets.
- Supports data-driven performance reviews and recognition of top-performing agents.

### Reports for Analysis

**Purpose:** Provide detailed reports and insights to engineers or stakeholders to help them analyze incidents and requests, identify root causes, and implement corrective actions.

**How it is used:**

- Engineers review the reports to perform Root Cause Analysis (RCA) for recurring issues.
- Acts as a reference for performance monitoring and process improvement initiatives.



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### Request Management

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Category	Value
Total Request	5000
Closed Request	1255
Backlog Request	3745
Cumulative SLA	23.11%
Same day Close Request	62
Average Resolution Time (in hrs)	239.67

#### SLA Achieved by Month

This line chart tracks the percentage of SLA achieved each month. The Y-axis ranges from 0% to 100%. A green line starts at 100% in March and drops sharply to 50.00% in April. It then fluctuates between 16.52% and 31.34% for the rest of the year.

Month	SLA Achieved (%)
Mar	100.00%
Apr	50.00%
May	24.20%
Jun	17.62%
Jul	16.52%
Aug	29.95%
Sep	19.67%
Oct	31.34%

#### Monthly Request Lifecycle: Opened, Closed, Backlog%

This bar chart displays the count of requests for three categories: Total Requests (blue), Closed Requests (green), and Request Backlog (orange). The X-axis shows months from March to September. The Y-axis ranges from 0 to 1000.

Month	Total Requests	Closed Requests	Request Backlog
Mar	100	50	99%
Apr	82	40	82%
May	74	35	74%
Jun	74	35	74%
Jul	76	35	76%
Aug	73	35	73%
Sep	66	35	66%

#### Count of Request by Catalog Item

This pie chart illustrates the distribution of requests across five catalog items. The segments are labeled with their respective counts: Monitor Re... (501), VPN Setup (524), Password R... (508), Laptop Pro... (514), and Printer Inst... (521).

Catalog Item	Count
Monitor Re...	501
VPN Setup	524
Password R...	508
Laptop Pro...	514
Printer Inst...	521

#### Count of Request by Assignment Group

This stacked bar chart breaks down requests by assignment group. The total count is 3.09K. The segments are: HR Services (1.04K), IT Support (1.00K), Finance Desk (0.99K), Network Team (1.01K), and Admin Services (0.96K).

Assignment Group	Count
HR Services	1.04K
IT Support	1.00K
Finance Desk	0.99K
Network Team	1.01K
Admin Services	0.96K

#### Average of Resolution Hours by Assignment Group

This horizontal bar chart shows the average resolution time in hours for each assignment group. The Y-axis represents the assignment groups, and the X-axis represents the average resolution hours. The values are: Admin Services (249.35), Finance Desk (241.22), IT Support (239.71), Network Team (238.03), and HR Services (230.86).

Assignment Group	Avg Resolution Hours
Admin Services	249.35
Finance Desk	241.22
IT Support	239.71
Network Team	238.03
HR Services	230.86

#### Count of Request by Ageing Category

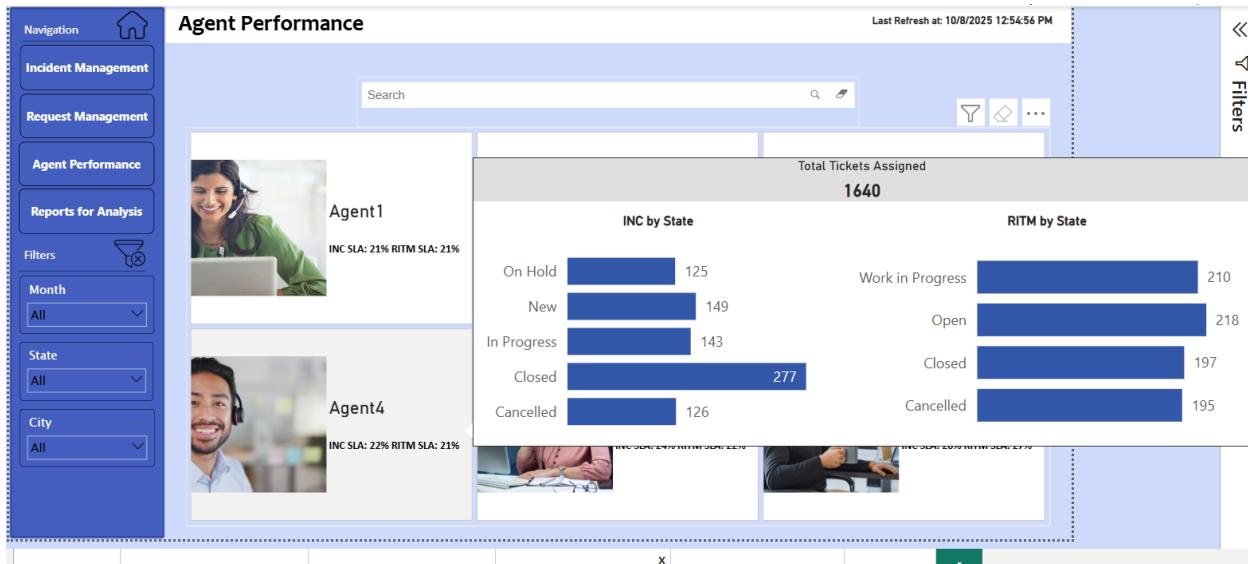
This bar chart compares the count of requests between two ageing categories. The X-axis categories are '10-30 Days' and 'More than 30 Days'. The Y-axis represents the count of requests. The values are: 10-30 Days (9.44%) and More than 30 Days (90.56%).

Ageing Category	Count
10-30 Days	9.44%
More than 30 Days	90.56%

The screenshot shows a dashboard titled "Agent Performance". On the left, there's a sidebar with navigation links: "Navigation" (with a house icon), "Incident Management", "Request Management", "Agent Performance" (selected, with a blue background), "Reports for Analysis", and "Filters" (with a funnel icon). Below these are dropdown menus for "Month" (set to "All") and "State" (set to "All"). Further down are dropdown menus for "City" (set to "All"). The main area has a search bar at the top right. It displays six agent profiles in a grid:

- Agent1**: INC SLA: 21% RITM SLA: 21%
- Agent2**: INC SLA: 16% RITM SLA: 23%
- Agent3**: INC SLA: 21% RITM SLA: 25%
- Agent4**: INC SLA: 22% RITM SLA: 21%
- Agent5**: INC SLA: 24% RITM SLA: 22%
- Agent6**: INC SLA: 20% RITM SLA: 27%

Each profile includes a small photo of the agent and their name and performance statistics.



**Reports for Analysis**

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Filters

Month All

State All

City All

Incident Volume

Number	Category	Assignment Group	Ageing Categories	Priority	Engineer
INC100012	Network	Finance Support	More than 30 Days	Critical	Agent5
INC100035	Email	Finance Support	10-30 Days	High	Agent6
INC100037	Software	HR Support	More than 30 Days	High	Agent3
INC100046	Security	Network Team	10-30 Days	Medium	Agent2
INC100052	Hardware	HR Support	More than 30 Days	High	Agent2
INC100061	Access	HR Support	More than 30 Days	High	Agent3
INC100068	Access	IT Support	More than 30 Days	Medium	Agent6
INC100071	Network	Network Team	More than 30 Days	Medium	Agent6
INC100073	Software	IT Support	More than 30 Days	Medium	Agent5
INC100077	Hardware	IT Support	More than 30 Days	Critical	Agent6
INC100078	Software	HR Support	More than 30 Days	Medium	Agent2
INC100081	Network	Network Team	More than 30 Days	Medium	Agent3
INC100087	Access	IT Support	More than 30 Days	Medium	Agent2
INC100094	Software	Network Team	More than 30 Days	Medium	Agent5
INC100110	Database	Finance Support	More than 30 Days	High	Agent5

Request Volume

Number	Catalog Item	Assignment Group	Ageing Category	Assigned To
RITM50001	Password Reset	Finance Desk	More than 30 Days	Agent5
RITM50002	Software Patch	Admin Services	More than 30 Days	Agent6
RITM50003	Software Patch	IT Support	More than 30 Days	Agent4
RITM50004	Monitor Replacement	HR Services	More than 30 Days	Agent1
RITM50005	VPN Setup	IT Support	More than 30 Days	Agent2
RITM50006	Printer Installation	HR Services	More than 30 Days	Agent6
RITM50007	VPN Setup	Network Team	More than 30 Days	Agent4
RITM50008	Email Account	IT Support	More than 30 Days	Agent2
RITM50009	VPN Setup	IT Support	More than 30 Days	Agent4
RITM50010	Email Account	IT Support	More than 30 Days	Agent6
RITM50011	VPN Setup	IT Support	More than 30 Days	Agent2
RITM50012	VPN Setup	Finance Desk	More than 30 Days	Agent2
RITM50013	Email Account	IT Support	More than 30 Days	Agent1
RITM50014	Email Account	Network Team	More than 30 Days	Agent5