

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.



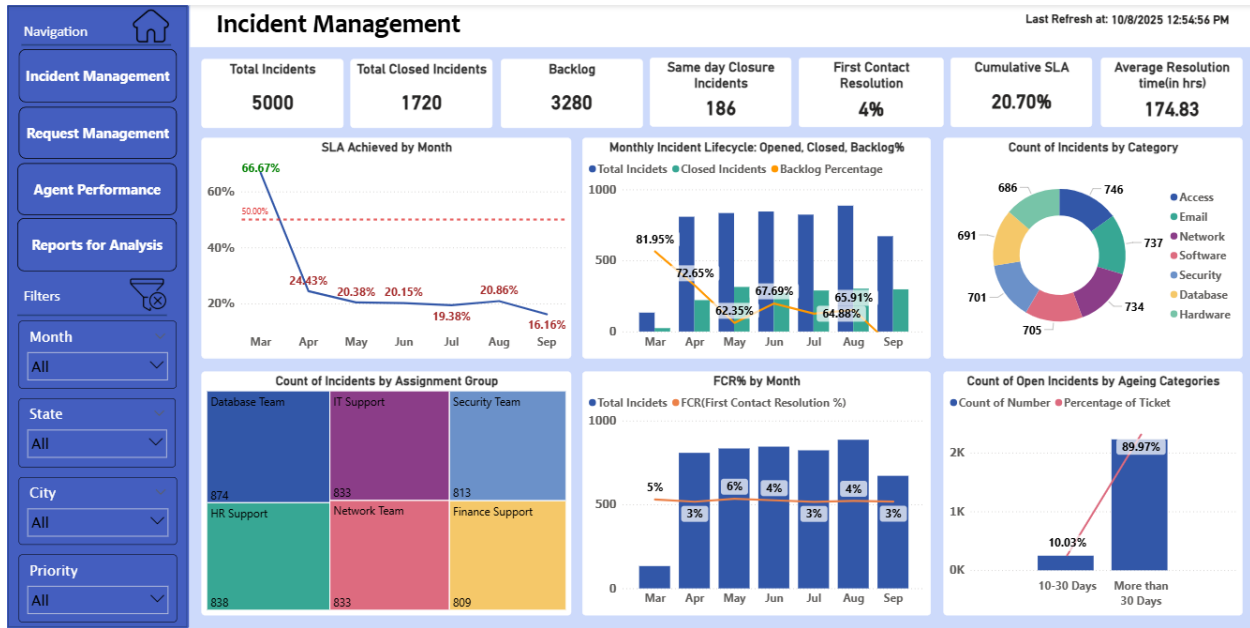
Reports for Analysis

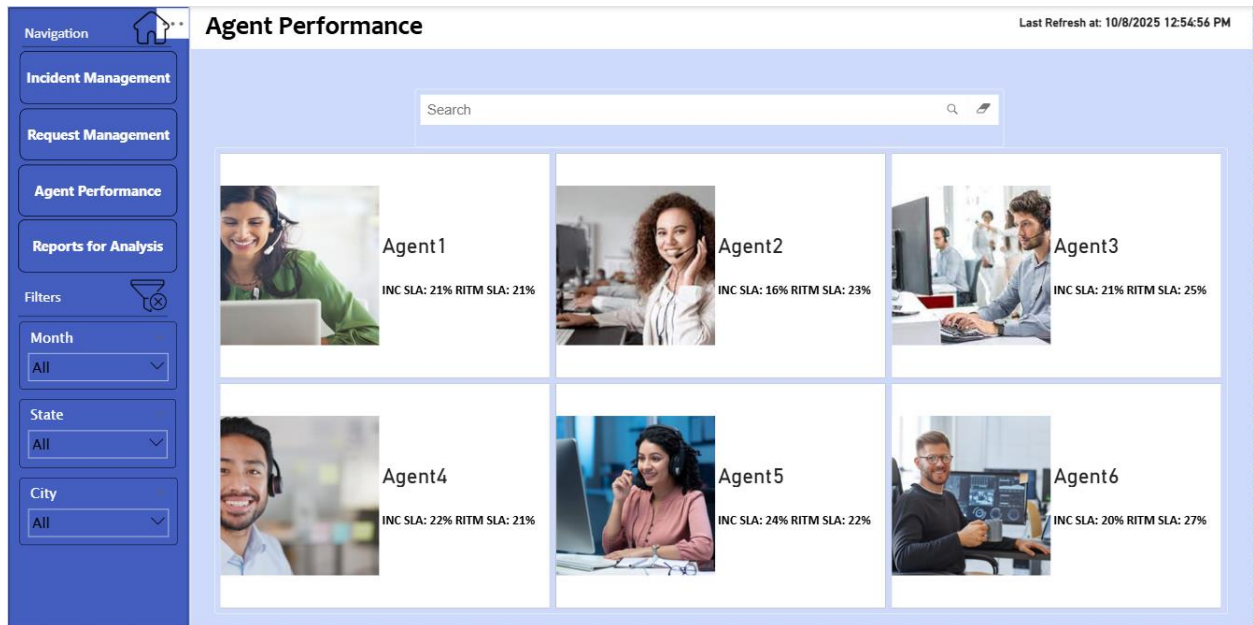
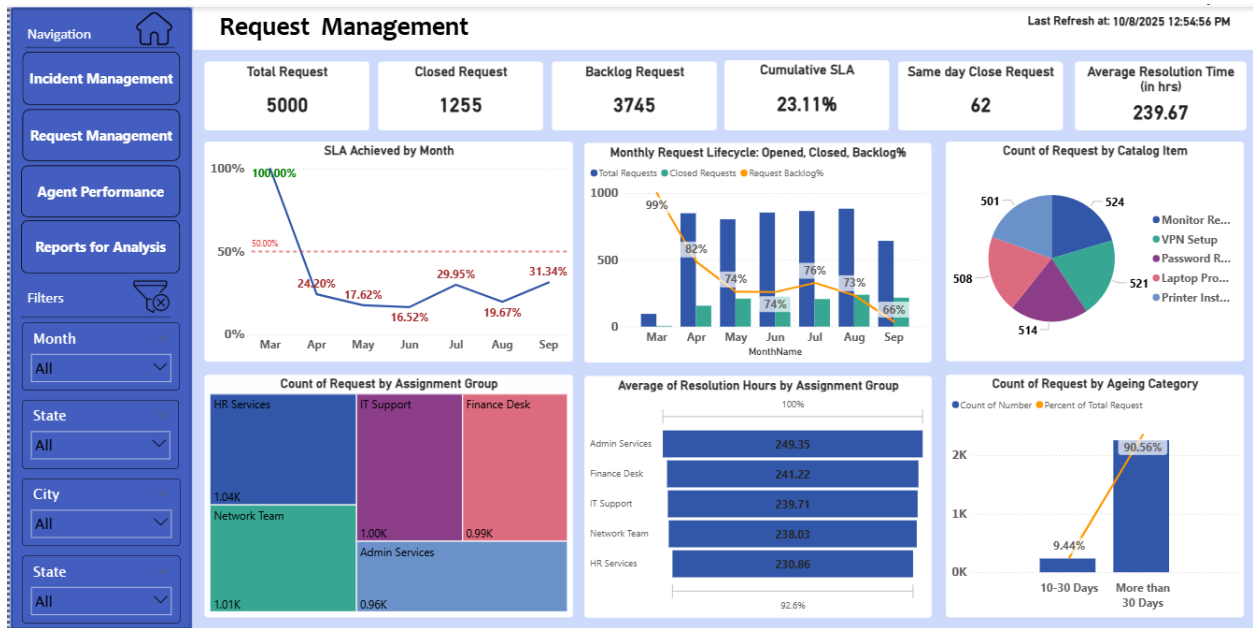
Purpose:

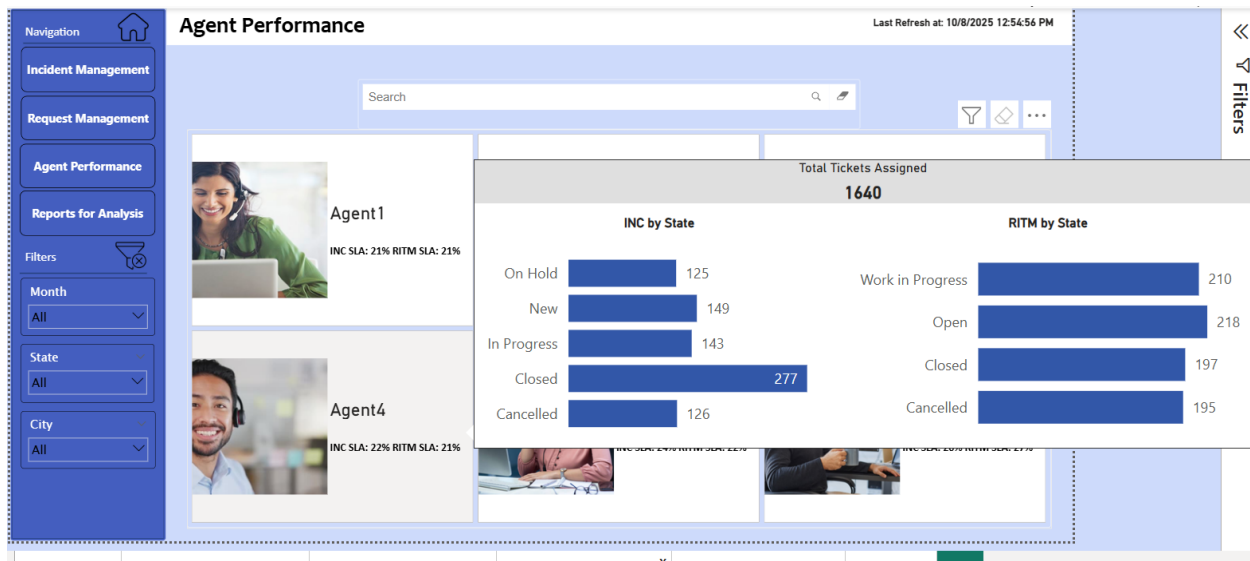
Provide detailed reports and insights to engineers or stakeholders to help them analyze incidents and requests, identify root causes, and implement corrective actions.

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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Reports for Analysis

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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