### **Task:**

### Imaging a security system that register incidents that occur within an organization. Each incident has attributes such as the created time, closed time, severity, and status.

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### Your goal is to calculate Average Time of Incident is Opened (By Severity)

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### **Description:**

* Average time an incident is “opened” in SOC. Incident “opened” time is measured as the time frame between the creation time and closure time of an incident.
* Data for a specific date should be calculated as the average of all incidents closed during the past 7 days.
* Data should be presented as a graph where **X-axis** represents the date, and the **Y-axis** is the average number.

### **Measurement unit:**

* Unit: Hours
* Precision Point: Integer rounded to a nearest whole number

### **User Input Parameters:**

* Health Threshold (Green-Yellow-Red (GYR) ranges of MTTR Hours per Severity)

| **Severity** | **Green** | **Yellow** | **Red** |
| --- | --- | --- | --- |
| Critical | Max Hours for Healthy Status | Hour range for Warning Status | Minimum Hours before Problematic |
| High | Max Hours for Healthy Status | Hour range for Warning Status | Minimum Hours before Problematic |
| Medium | Max Hours for Healthy Status | Hour range for Warning Status | Minimum Hours before Problematic |
| Low | Max Hours for Healthy Status | Hour range for Warning Status | Minimum Hours before Problematic |



