**ServiceNow Ticket Analysis**

**Key Takeaways: (Page 1)**

**Average Resolution Time per Category-**

1. **Network and Software categories have the highest average resolution times**, at approximately **98.3 hours** and **86.3 hours** respectively.
   * This suggests that issues in these areas are **more complex**, **resource-intensive**, or **may lack streamlined resolution processes**.
2. **Finance-related tickets also show high resolution time** (~84.3 hours), indicating possible delays due to coordination with external departments or sensitive data handling.
3. **Workstation and Facilities issues fall into a mid-range**, averaging **19.4** and **17.4 hours** respectively — likely representing tasks such as desk-side support or office maintenance.
4. **Infrastructure, Business Service, and Collaboration categories are resolved relatively quickly** (between **1 to 12 hours**), showing **efficient handling or lower complexity**.
5. **Hardware issues have the lowest resolution time**, averaging just **0.07 hours (~4 minutes)** — possibly indicating **automated resolutions**, **simple fixes**, or **incorrect ticket categorization** that should be verified.

**Average Resolution Time per Priority-**

1. **Higher priority tickets are resolved faster, showing effective prioritization:**
   * **Critical (Priority 1): ~46.6 hours**
   * **High (Priority 2): ~40.8 hours**
   * **Moderate (Priority 3): ~32.1 hours**
2. **Low priority tickets (Priority 4) have the longest average resolution time, at over 127 hours — nearly 3x longer than critical issues.**
   * **This likely reflects intentional backlog handling or deprioritization in resource allocation, but it may also indicate potential neglect or inefficiencies.**
3. **The data suggests that the organization is appropriately allocating resources to more urgent issues, but may need to review processes for low-priority tickets to avoid excessive delays.**

**Ticket Closure Rate by Assignment Group-**

1. **Most Assignment Groups exhibit a 100% ticket closure rate, reflecting strong operational performance and process adherence.**
2. **However, six groups fall below the 100% mark, indicating incomplete ticket resolution or ongoing backlog:**
   * **AdvancedAuthentication-Lev2 shows the highest non-100% rate at 93.75%, suggesting near-optimal performance with minor exceptions.**
   * **SFA-TSM and Bakup\_Tek-SVC-Lev2 follow at 87.5% and 81.05%, which may reflect temporary bottlenecks or resource challenges.**
   * **CHMDM-Lev2 (71.43%) and ADInfrastructure-Lev2 (66.67%) signal moderate inefficiencies that may need further investigation.**
   * **NxGen-CloudDatabaseSQL-SVC-Lev2 has a critically low closure rate of just 15%, raising potential red flags around workload, capability gaps, or ticket complexity.**
3. **These disparities suggest a need for targeted follow-ups with underperforming groups to identify the root causes — such as process gaps, staffing, ticket aging, or unclear ownership.**

**Assignment Group Performance & Ticket Distribution by State**

**Key Takeaways: (Page 2)**

**This page provides a comprehensive view of ticket management performance across different Assignment Groups and States, helping stakeholders quickly identify areas of strength and concern.**

1. **Assignment Group Ticket Closure Rate Table**

* **A detailed table lists all assignment groups along with their respective ticket closure rates, highlighting overall performance.**
* **To aid in performance monitoring, a custom filter has been integrated, allowing users to dynamically group assignment teams based on their closure rates:**
  + **Below 80% — Groups needing urgent attention**
  + **80–85% — Below satisfactory performance**
  + **85–90% — Near acceptable but room for improvement**
  + **90–95% — Generally strong performers**
  + **95–100% — High-performing, near-complete resolution**

**This filter-driven view enables stakeholders to drill down into underperforming groups, assess trends, and initiate corrective actions where necessary.**

1. **Ticket Volume by State (Matrix View)**

* **A matrix visual breaks down the total ticket volume by State, offering geographical insight into support demand.**
* **This view helps identify regions with consistently high ticket volume, which can inform resource planning, workload balancing, and support strategy.**

**Combined, the assignment group performance and state-wise ticket volume provide a dual lens — both operational and geographical — to guide decision-making and performance optimization.**