

ServiceNow Incident Health Report

This report summarizes 10,000 ServiceNow-style incident records after removing 0 duplicate rows. The average time to resolve a ticket is approximately 8.9 hours, with an overall SLA breach rate of 9.1%. Currently, 8,491 incidents are resolved/closed (84.9% of all tickets), and 1,509 remain open.

Key KPIs

Metric	Value
Rows (raw)	10,000
Rows (clean)	10,000
Removed duplicates	0
Resolved/Closed incidents	8,491
Open incidents	1,509
Resolved/Closed rate	84.9%
Overall SLA breach rate	9.1%
Average time to close (MTTR)	8.9 hours

Incident Volume by Priority

Priority	Incident Count
1 - Critical	784
2 - High	2,267
3 - Moderate	4,454
4 - Low	2,495

SLA Breach Rate by Priority

Priority	SLA Breach Rate (%)
1 - Critical	25.6%
2 - High	25.1%
3 - Moderate	2.2%
4 - Low	1.8%

Top 10 Assignment Groups by MTTR

Assignment Group	MTTR (hours)
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IT Support	9.0
App Dev	8.9
Network	8.9
HR Tech	8.8
Security	8.7