

## Incident Management Dashboard

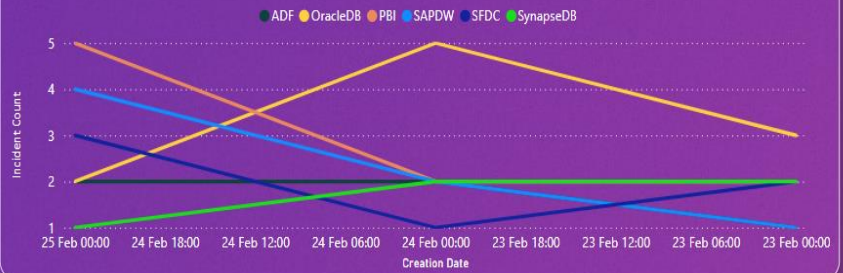
15

Incidents Per Day

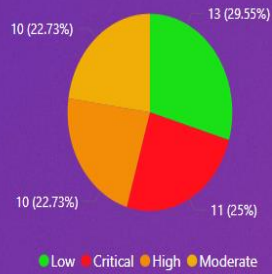
55%

% SLA Compliance

Applicationwise Incident Trend



Overall Severity Distribution



Applicationwise Severity Distribution



## Support Performance Tracker

### Application

- ☐ ADF
- ☐ OracleDB
- ☐ PBI
- ☐ SAPDW
- ☐ SFDC
- ☐ SynapseDB

### SLA

Select all 1 2 3 4

### Date

- ☐ 01-01-2022
- ☐ 02-01-2022
- ☐ 03-01-2022
- ☐ 04-01-2022
- ☐ 05-01-2022
- ☐ 06-01-2022
- ☐ 07-01-2022
- ☐ 08-01-2022
- ☐ 09-01-2022
- ☐ 10-01-2022
- ☐ 11-01-2022
- ☐ 12-01-2022

Creation Date	23-02-2022		24-02-2022		25-02-2022		Total	
SupportMemberName	Avg TAT	Incident Count	Avg TAT	Incident Count	Avg TAT	Incident Count	Avg TAT	Incident Count
Tintin	13.00	3	12.00	4	13.67	3	12.80	10
Obelix	8.00	1	8.00	2	8.75	4	8.43	7
Haddock	13.00	3	12.40	5	12.00	4	12.42	12
Cakophoneix	12.00	2	12.00	1	10.33	3	11.17	6
Asterix	12.00	2	14.50	2	11.60	5	12.33	9
Total	12.18	11	11.93	14	11.21	19	11.68	44