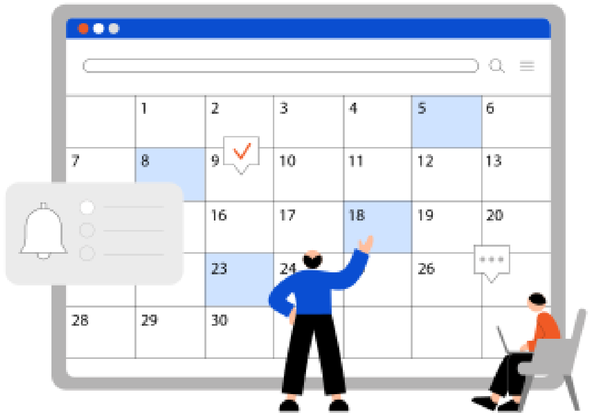
INCIDENT MANAGEMENT DASHBOARD

Last Refresh - 3/16/2025 12:04:46 PM

01 02

P1 & P2 Incidents Report



03 04

P3 & P4 Incidents Report

P1 & P2 - INCIDENT REPORT

P1 & P2 Incidents Report

P3 & P4 Incidents Report

Year

All

Priority

- [ ] Select all
- [ ] 1 - Critical
- [ ] 2 - Very High

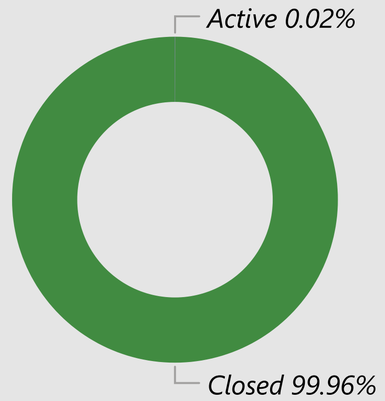
Last 30 Days Ticket Status

# Incidents	Active_status	Pending_status	Resolved_status	Closed_status
5,338	1	1	4	5,337

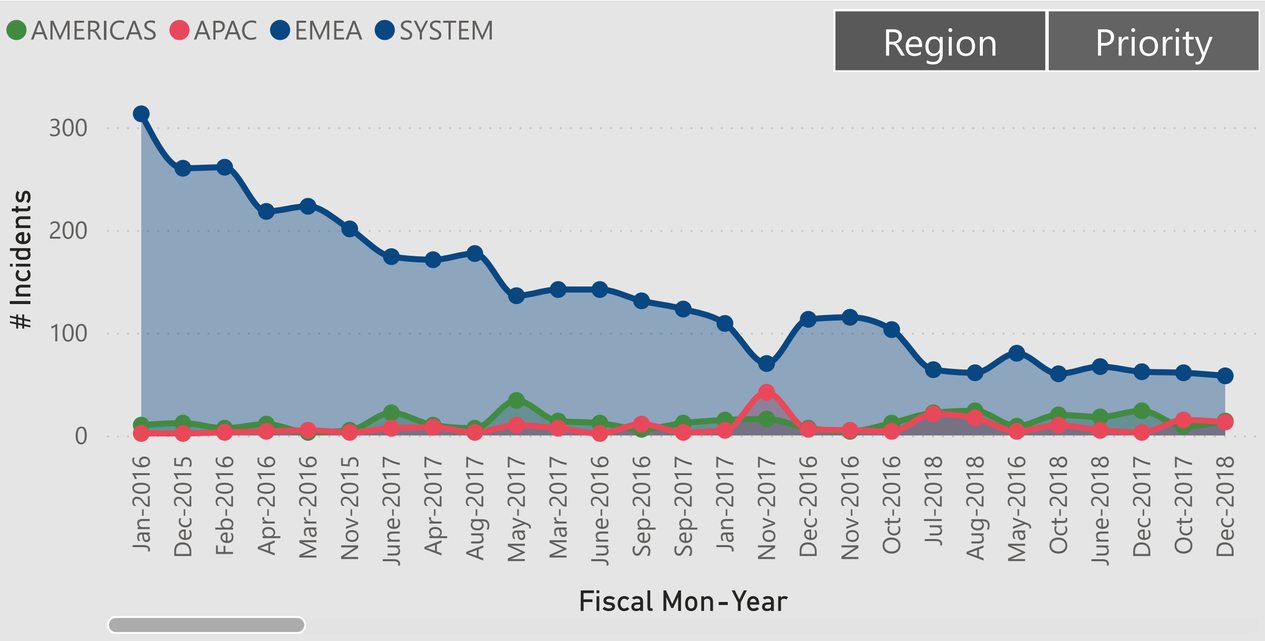
Over All Tickets Status

# Incidents	Active_status	Pending_status	Resolved_status	Closed_status
5,338	1	1	4	5,337

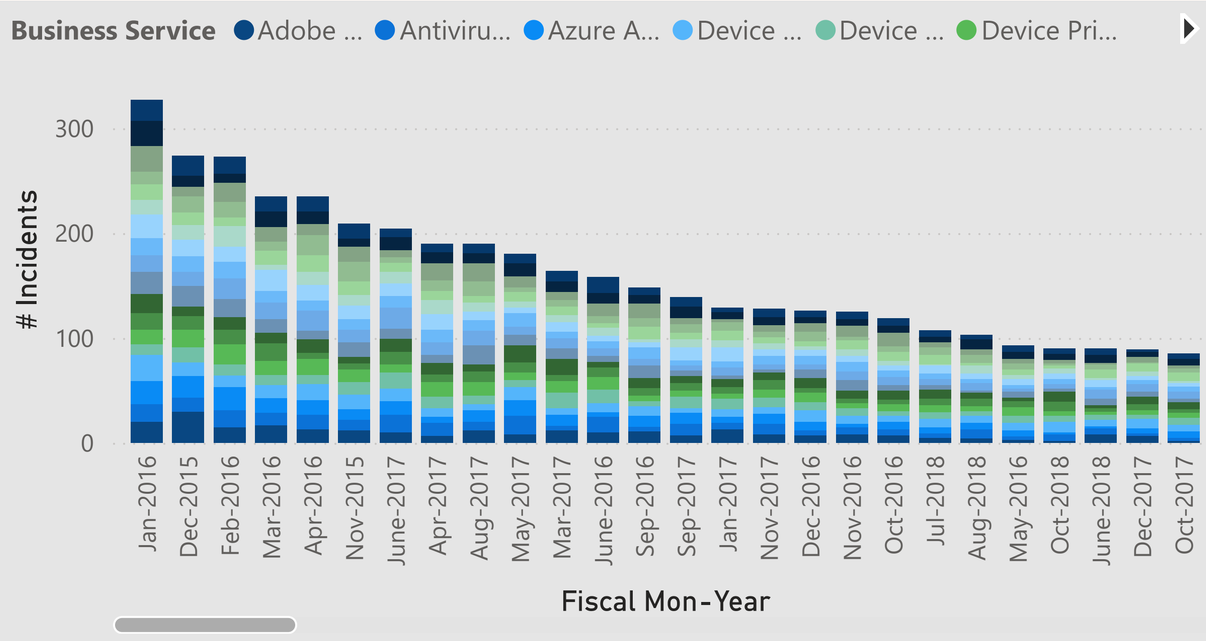
Incident Progress Status



Incidents per Region(cumilative)



Incidents per Month



P3 & P4 - INCIDENT REPORT

P1 & P2 Incidents Report

P3 & P4 Incidents Report

Ticket

All

Ticket Status

- [x] Select all
- [x] Current P3 or P4 previous<> P1 or P2
- [x] Current P3 or P4 previous= P1 or P2

Tickets

7975

Tickets P3 & P4 (Previously P1,P2)

825

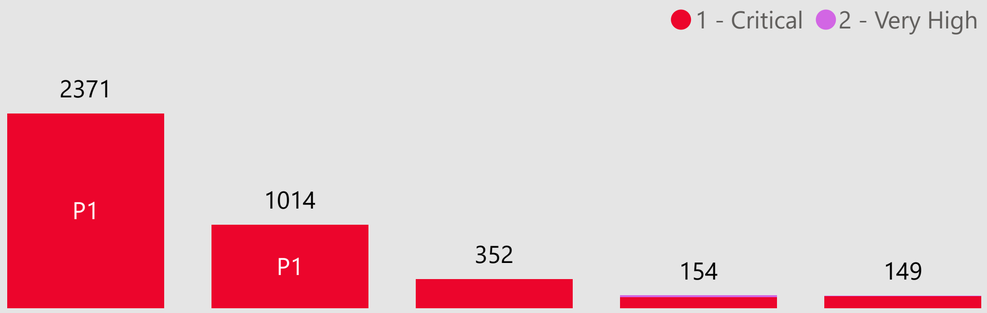
Tickets P3 & P4 (Never P1,P2)

7150

Ticket's New & Old Status

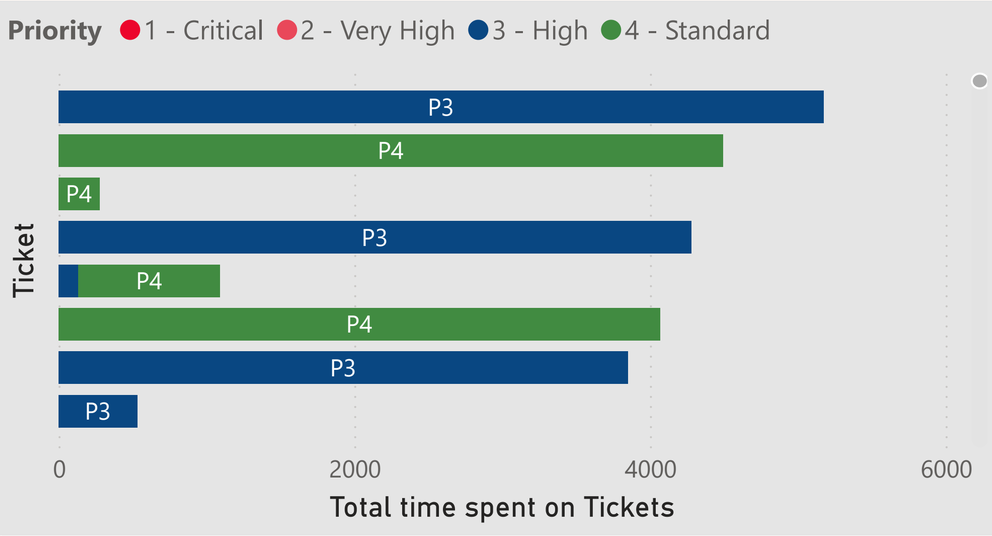
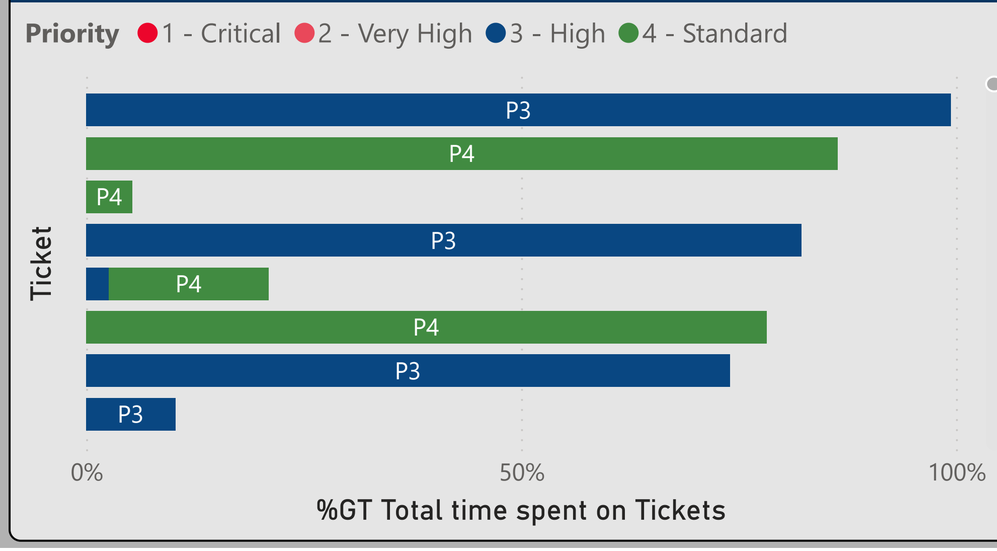
Ticket	New Priority	Old Priority
INCxxx0614	P1	P1
INCxxx0614	P1	P2
INCxxx1224	P1	P1
INCxxx1224	P1	P2
INCxxx2720	P1	P1
INCxxx2720	P1	P1
INCxxx2720	P1	P2
INCxxx3795	P1	P1
INCxxx3795	P1	P3
INCxxx3923	P1	P1
INCxxx3923	P1	P3
INCxxx4893	P1	P1
INCxxx4893	P1	P4
INCxxx5443	P1	P1
INCxxx5443	P1	P4
INCxxx5818	P1	P1
INCxxx5818	P1	P4
INCxxx5963	P1	P1
INCxxx7851	P1	P1
INCxxx7851	P1	P2
INCxxx7851	P1	P3
INCxxx0104	P2	P2
INCxxx0104	P2	P4

Time spent per Ticket (Top 5) [Hours] P1 & P2



Time spent per Ticket (Top 5) [Hours] P3 & P4

Time spent per incident across priorities in [Hours]



Time spent per incident across priorities in [%]