



INCIDENT MANAGEMENT DASHBOARD

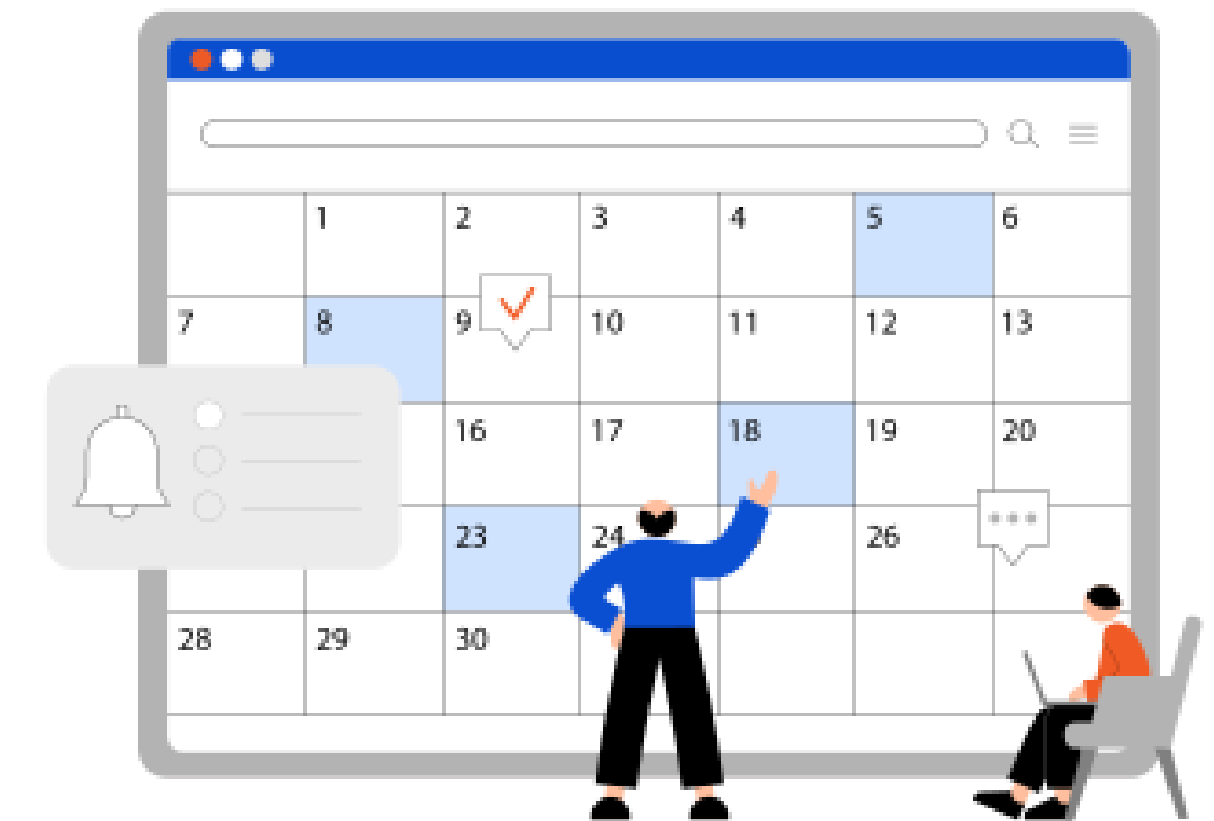
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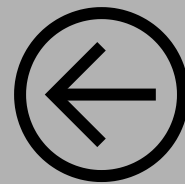
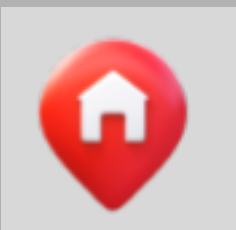


P1 & P2 Incidents Report



P3 & P4 Incidents Report





P1 & P2 - INCIDENT REPORT

P1 & P2 Incidents Report

P3 & P4 Incidents Report



Year

All



Last 30 Days Ticket Status

Incidents

5,338

Active_status

1

Pending_status

1

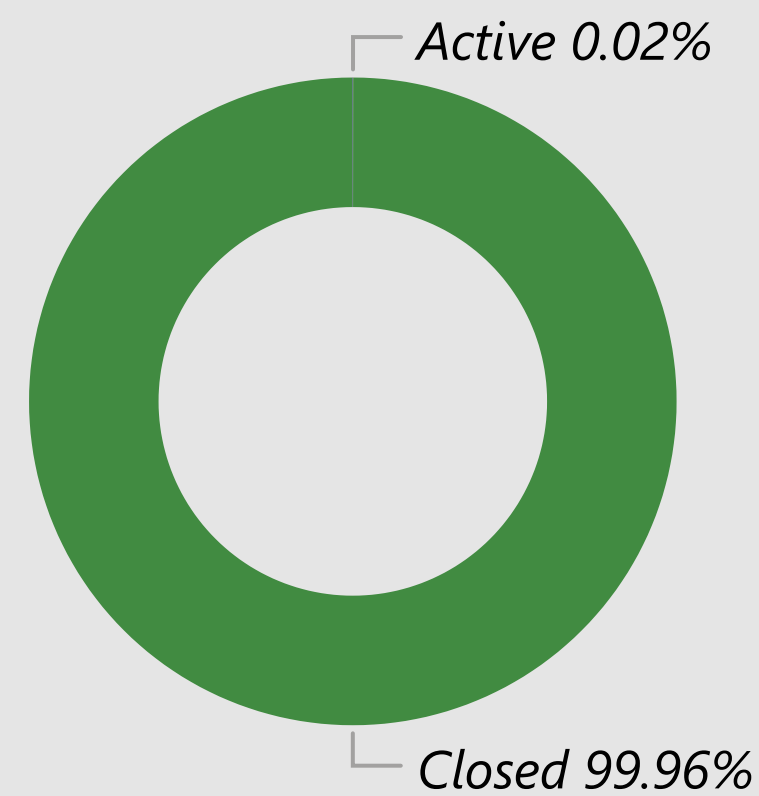
Resolved_status

4

Closed_status

5,337

Incident Progress Status



Priority

- ☐ Select all
- ☐ 1 - Critical
- ☐ 2 - Very High

Over All Tickets Status

Incidents

5,338

Active_status

1

Pending_status

1

Resolved_status

4

Closed_status

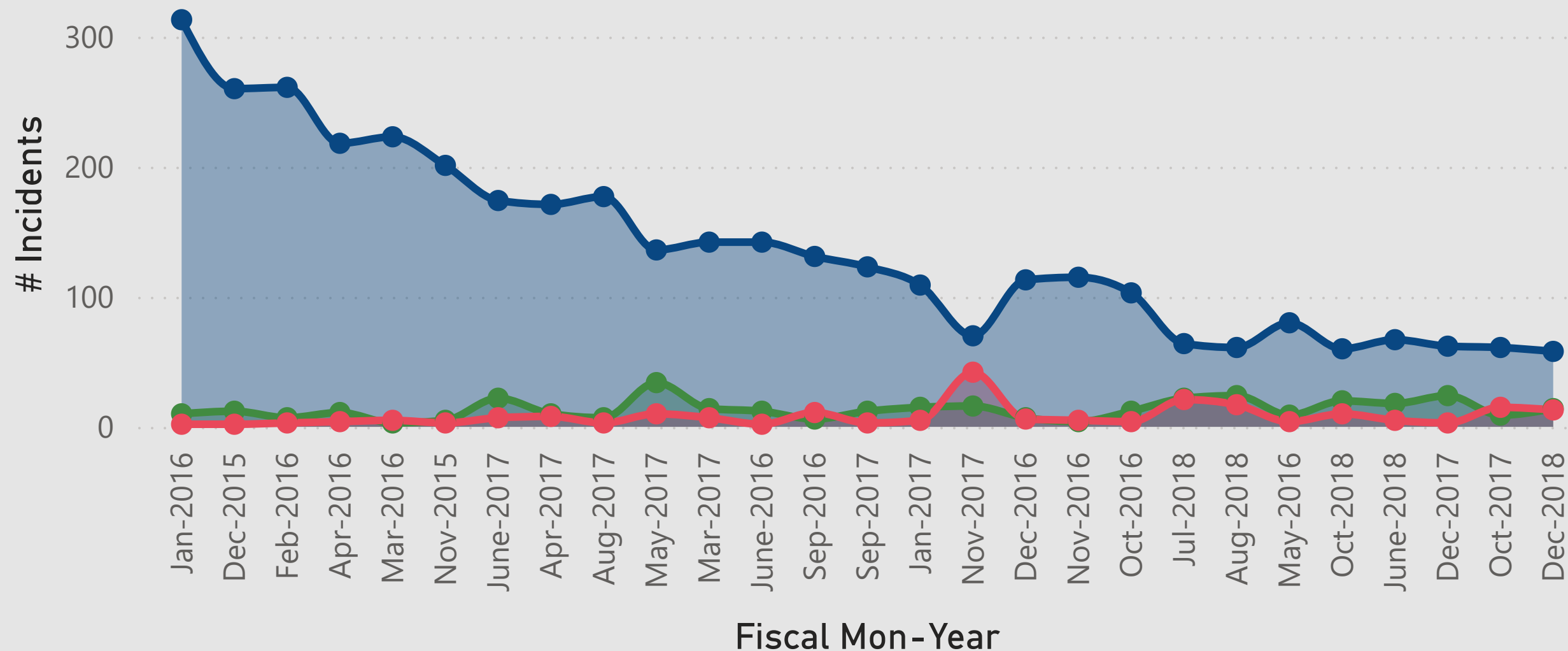
5,337

Incidents per Region(cumulative)

AMERICAS APAC EMEA SYSTEM

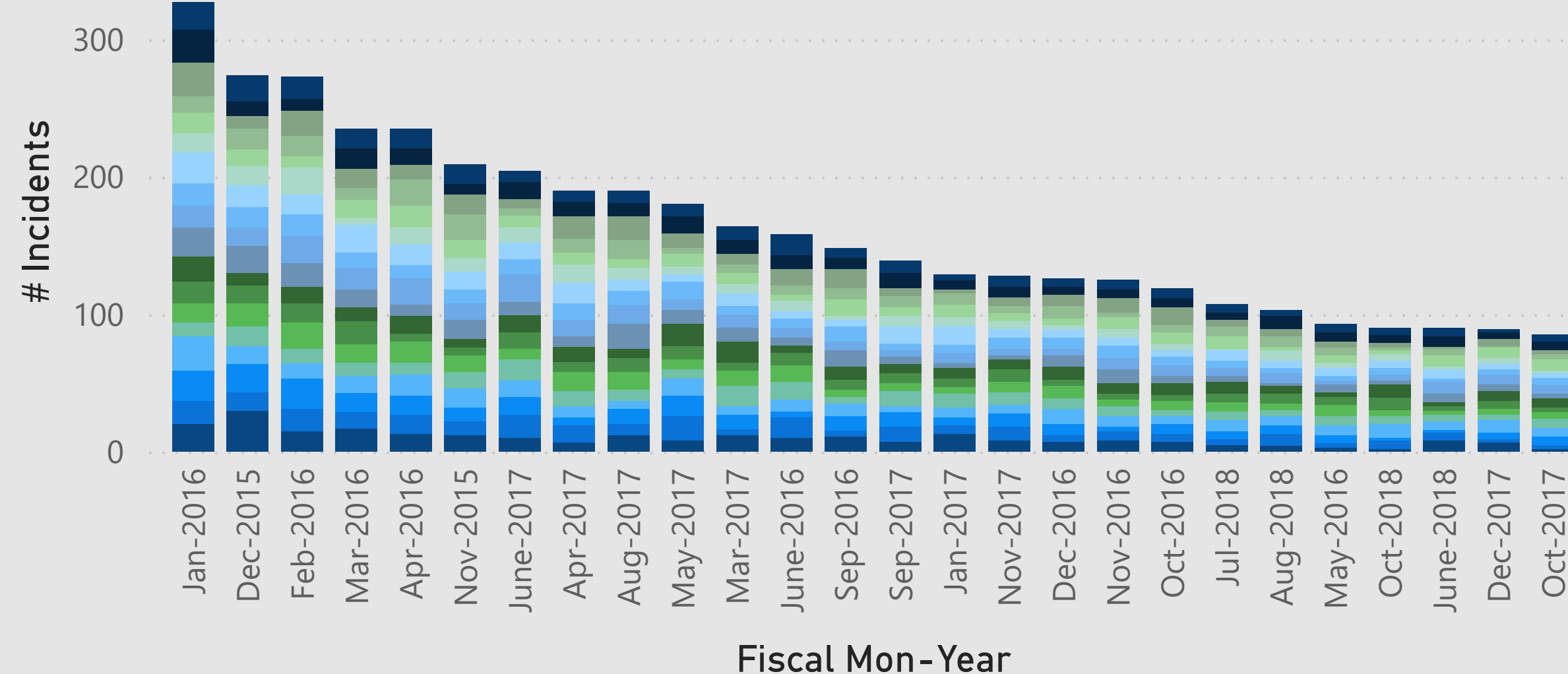
Region

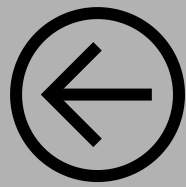
Priority



Incidents per Month

Business Service Adobe ... Antiviru... Azure A... Device ... Device ... Device Pri...





P3 & P4 - INCIDENT REPORT

P1 & P2 Incidents Report

P3 & P4 Incidents Report



Ticket

All



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 | 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 |

Ticket Status

- ☐ Select all
- ☐ Current P3 or P4 previous<> P1 or P2
- ☐ Current P3 or P4 previous= P1 or P2

Tickets

7975

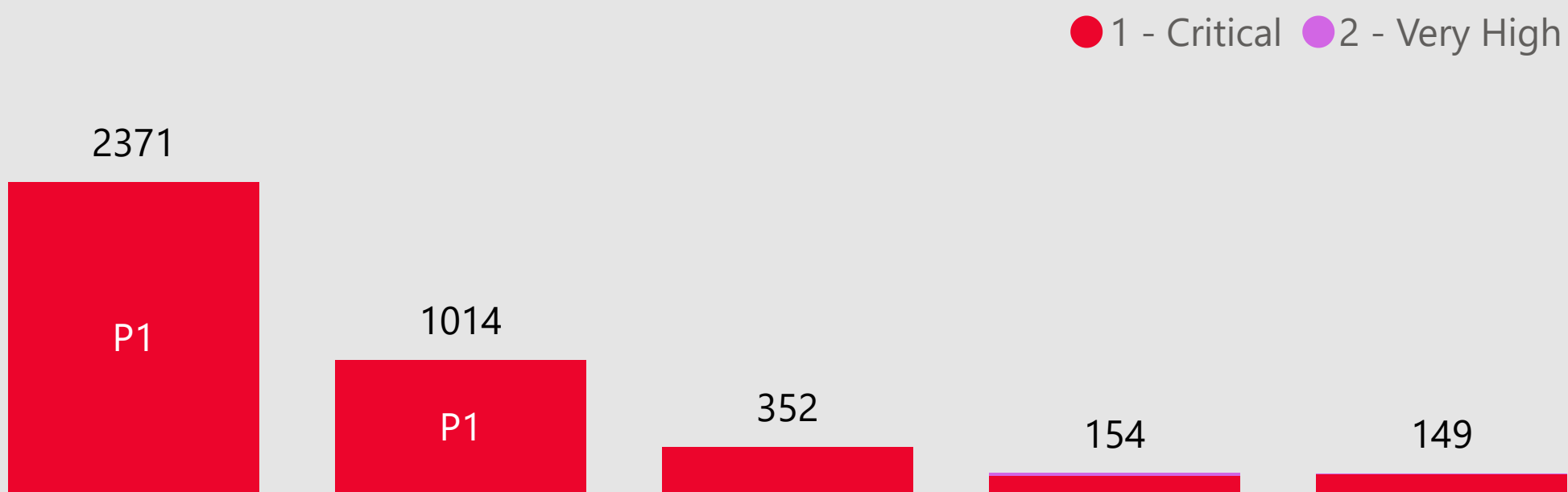
Tickets P3 & P4 (Previously P1,P2)

825

Tickets P3 & P4 (Never P1,P2)

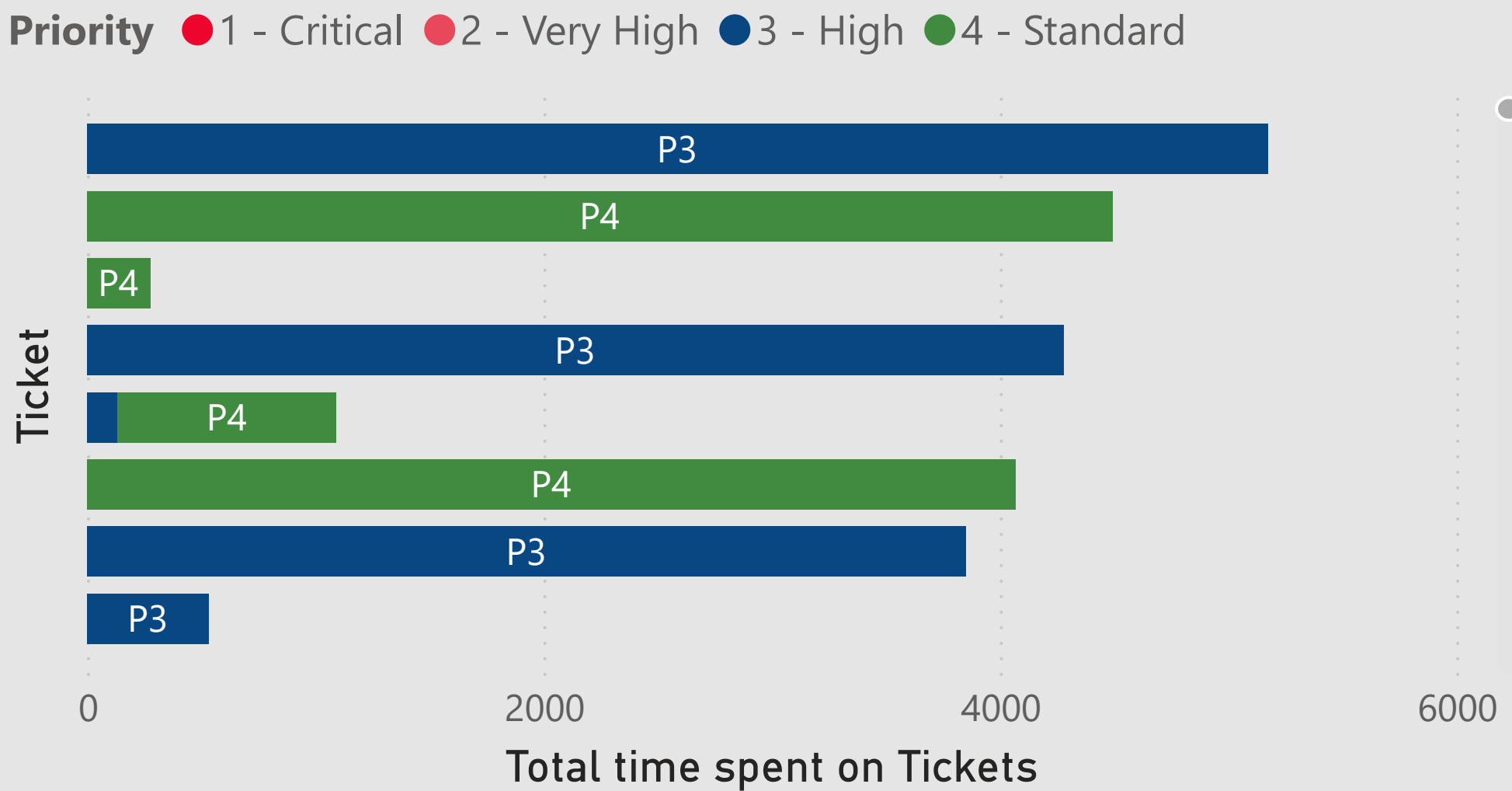
7150

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 [%]

