



# INCEDENT MANAGEMENT DASHBOARD

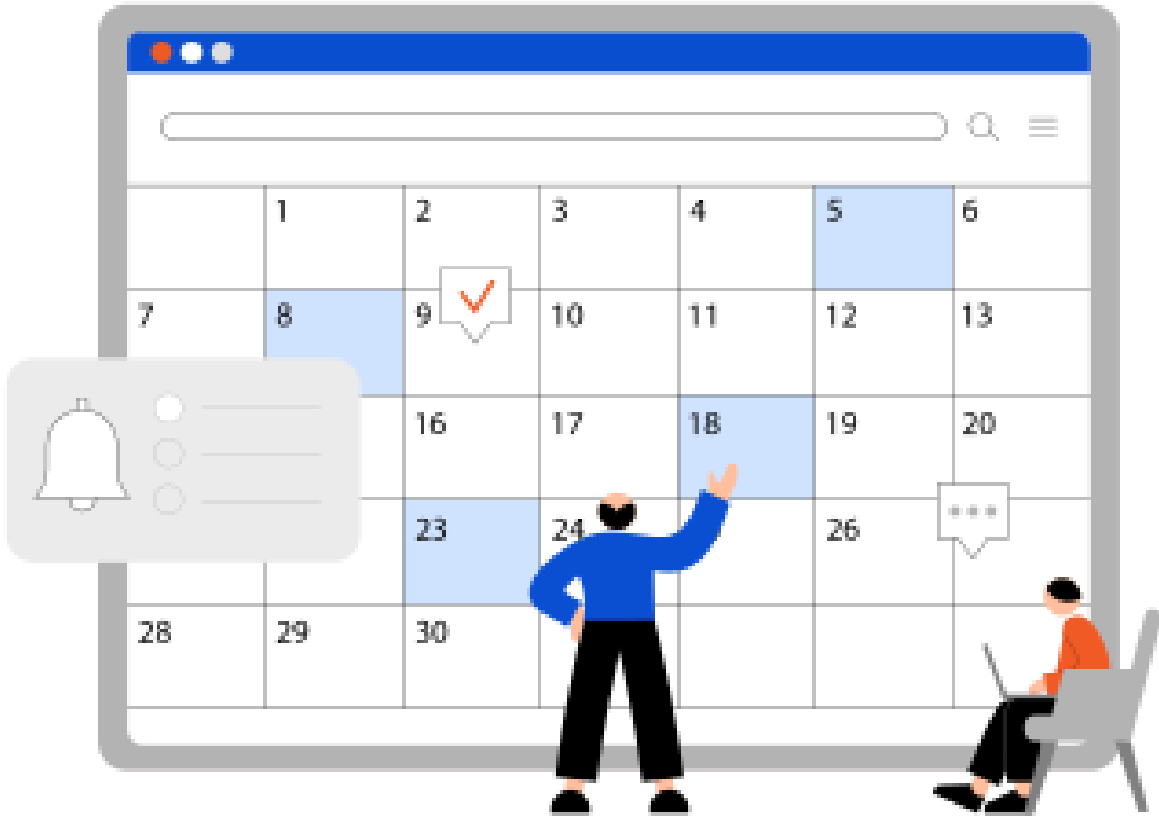
Last Refresh - 3/14/2025 9:13:26 PM

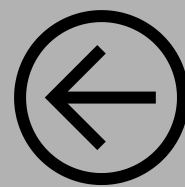
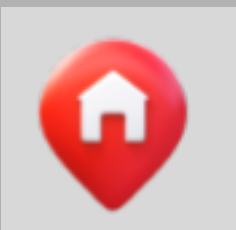


## P1 & P2 Incidents Report



## P3 & P4 Incidents Report





## P1 & P2 - INCEDENT 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

5,338

Active\_status

1

Pending\_status

1

Resolved\_status

4

Closed\_status

5,337

### Over All Tickets Status

# Incidents

5,338

Active\_status

1

Pending\_status

1

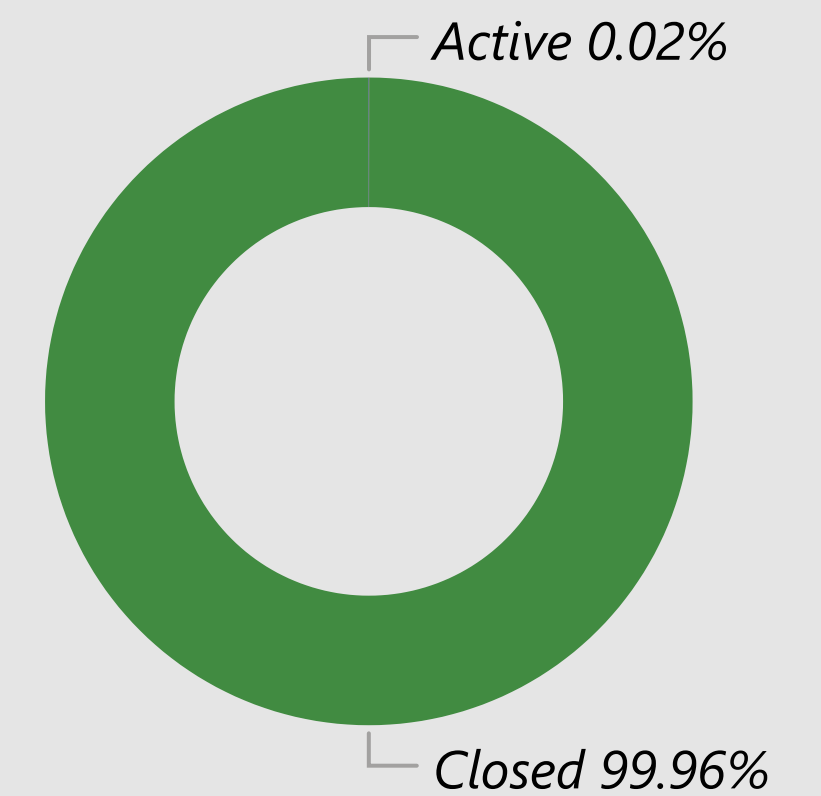
Resolved\_status

4

Closed\_status

5,337

### Incident Progress Status

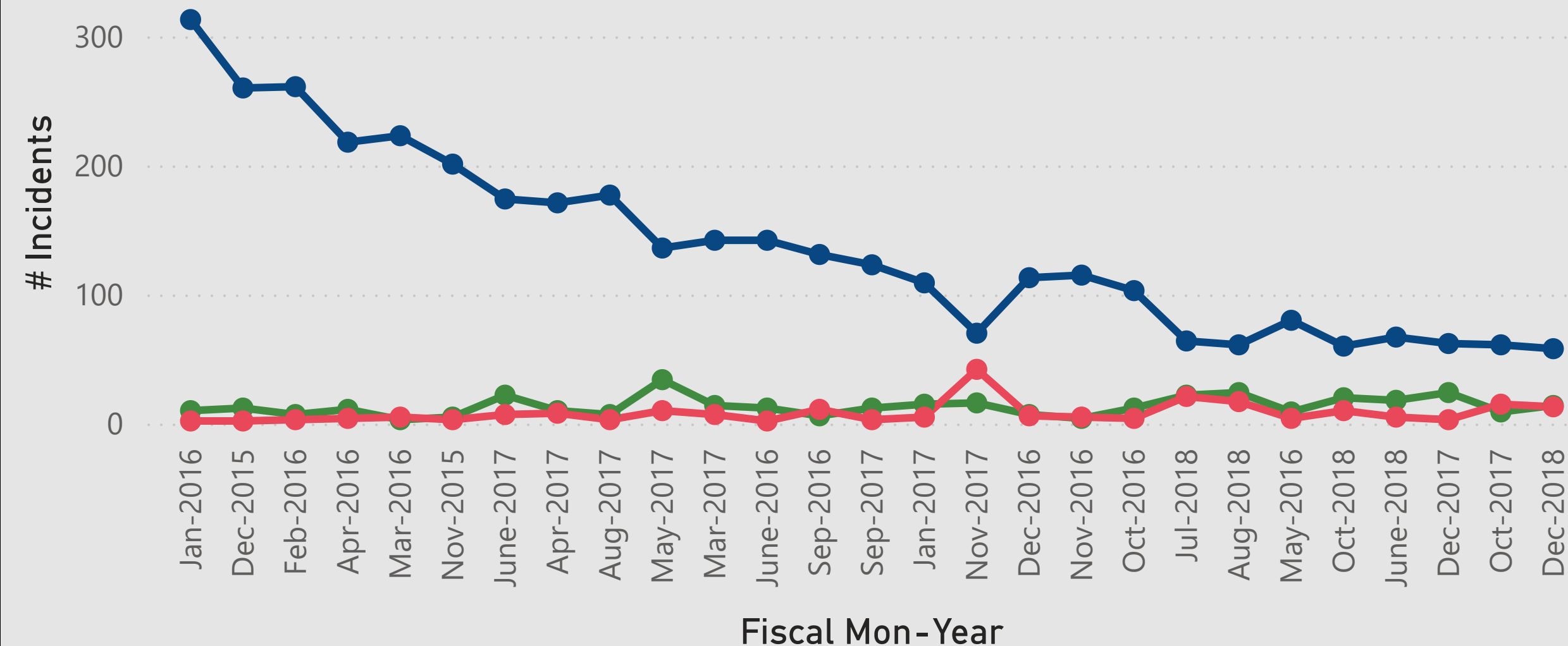


### Incidents per Region(cumulative)

Region AMERICAS APAC EMEA SYSTEM

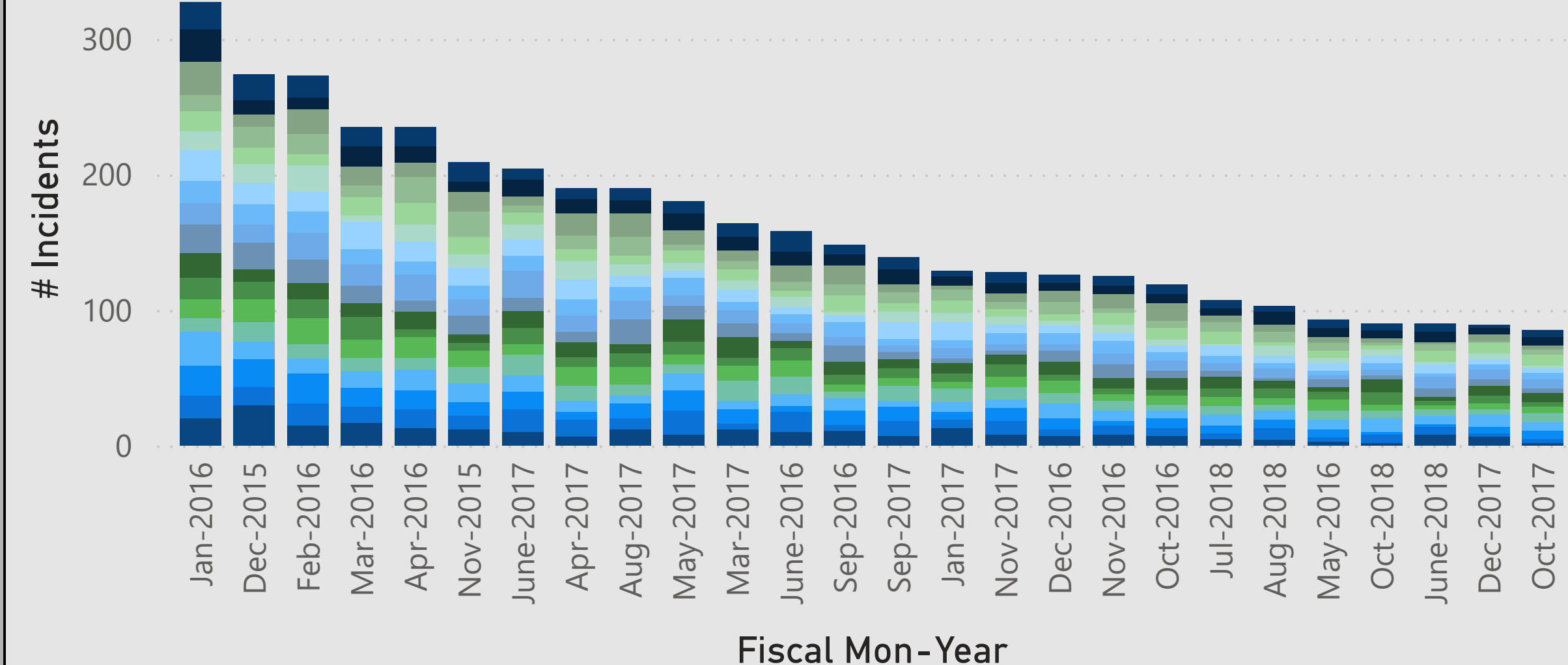
Region

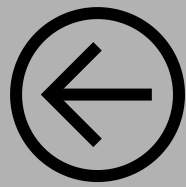
Priority



### Incidents per Month

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





P3 & P4 - INCEDENT 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

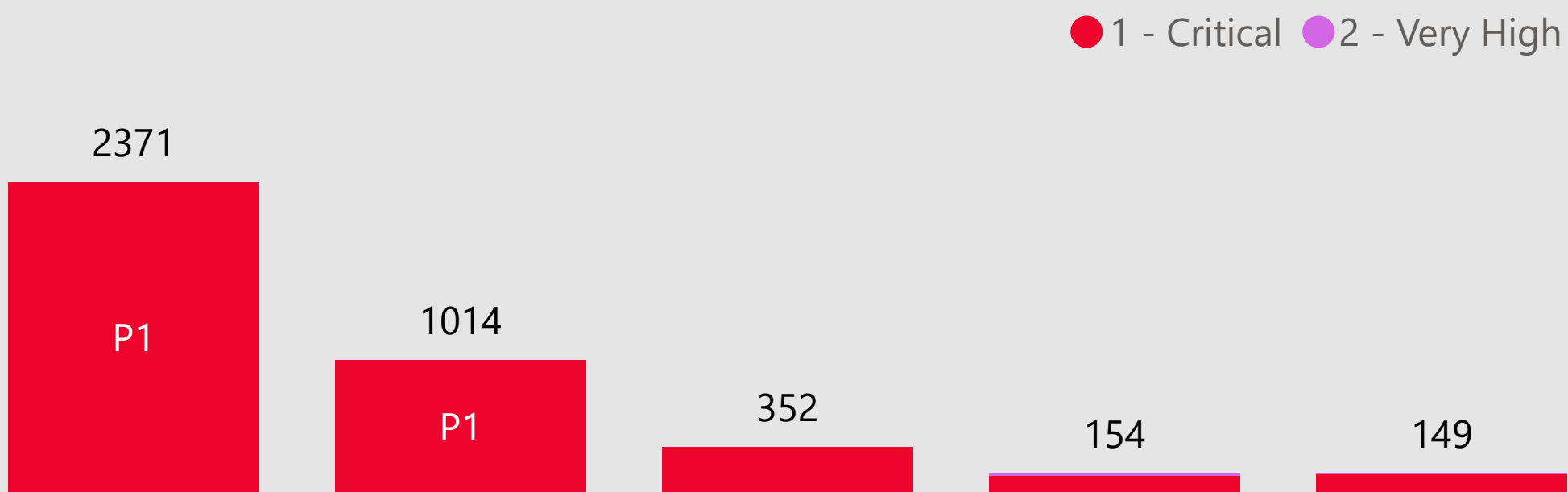
# Tickets P3 & P4  
(Previously P1,P2)

825

# Tickets P3 & P4 (Never  
P1,P2)

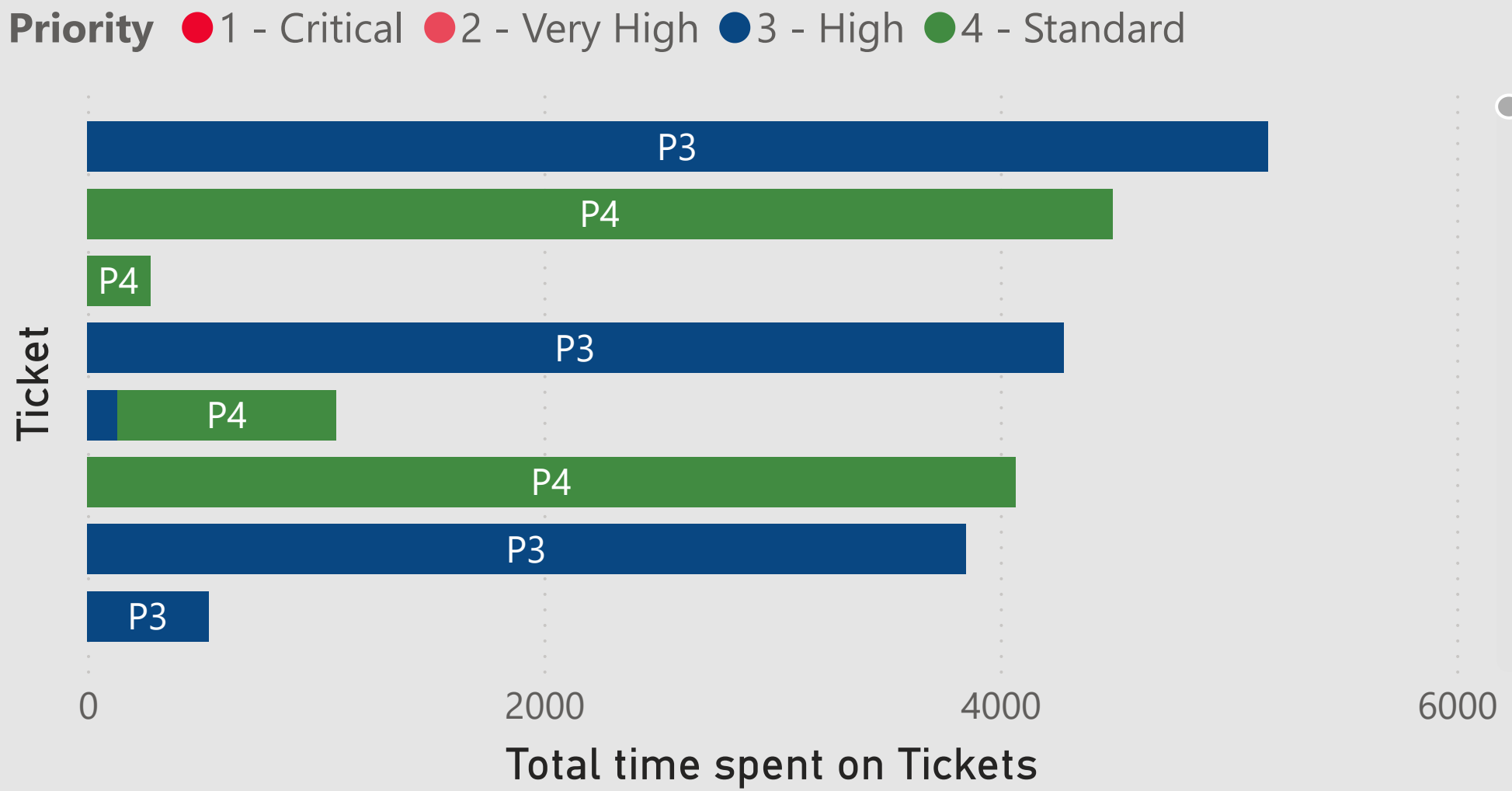
7150

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 [ % ]

