A screenshot of a computer

Description automatically generated

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Description automatically generated



**Prompts:**

What was the most common cause of incidents?

Can you identify the most frequent environment affected by incidents?

Is there any pattern regarding the duration of incidents across different environments?

Which incidents had the highest impact?

Were there any incidents with a low impact but a long duration?

What were the most common resolutions for incidents with a high impact?

Were there any incidents that required hardware replacement?

Can you identify any trends in the time of day when incidents occurred?

Were there any recurring issues that needed multiple resolutions over time?

Which environment had the highest frequency of incidents?