

# Operational Health Snapshot

Rolling 4 weeks

Last refreshed

1/21/2026, 11:01:29 AM

Just now

Data last updated

1/21/2026, 10:38:51 AM

22 min ago

Cache hit (file)

CADENCE

Weekly

EOS 2026

ON TRACK

13

Healthy metrics

AT RISK

3

Needs attention

TOTAL METRICS

17

Across 4 categories

Operational Stability

4 metrics

OPERATIONAL STABILITY

Unplanned Business Disruptions

Unplanned Incidents causing disruption to 1 or more business services or applications

LATEST (JAN 12)

2

PANIC

More than 2



On Track

ABSOLUTE VALUE

OPERATIONAL STABILITY

Average Time to Restore Service

Average Time to solve unplanned incidents

LATEST (JAN 12)

0.3

PANIC

More than 8 hours



On Track

ABSOLUTE VALUE

OPERATIONAL STABILITY

Critical System Uptime

Total duration tickets where Impact is (Crisis, Major, Site Down, or Sever Issue) subtracting 240 work hours

LATEST (JAN 12)

99.5%

PANIC

Less than 95%



On Track

PERCENT-BASED

OPERATIONAL STABILITY

Repeat System Issues

Change tickets where system is the same on more than 1 ticket per system

LATEST (JAN 12)

2

PANIC

More than 1



At Risk

ABSOLUTE VALUE

Security & Risk

4 metrics

SECURITY & RISK

Critical Security Events

Darktrace EOS Report Critical Incidents  
requiring investigation

LATEST (JAN 12)

PANIC

0

Greater than 3



Unknown

ABSOLUTE VALUE

SECURITY & RISK

Critical Systems Fully Patched

Critical Windows Patches

LATEST (JAN 12)

PANIC

98.8%

Less than 95%



On Track

PERCENT-BASED

SECURITY & RISK

Employees Falling for Phishing

KnowBe4 - Phishing Campaign Report -  
Failed Users (Clicked or Responded to  
simulated phishing email)

LATEST (JAN 12)

PANIC

0.0%

More than 5%



On Track

PERCENT-BASED

SECURITY & RISK

Backups (Server/Datto) Success  
Rate

Percentage of completed backups

LATEST (JAN 12)

PANIC

100.0%

Less than 90%



On Track

PERCENT-BASED

Service Effectiveness (Team Support)

5 metrics

SERVICE EFFECTIVENESS (TEAM SUPPORT)

### Support Requets per Team Member

Support Load - User Tickets divided by Users

LATEST (JAN 12)

**0.23**

PANIC

**More than 2**



On Track

ABSOLUTE VALUE

SERVICE EFFECTIVENESS (TEAM SUPPORT)

### Average Team Member Issue Resolution Time

Average Team Member Ticket Duration - AVG time team member ticket was open (8 hours = 1 day)

LATEST (JAN 12)

**6.87**

PANIC

**More than 24 Hours**



On Track

ABSOLUTE VALUE

SERVICE EFFECTIVENESS (TEAM SUPPORT)

### Issues Resolved On Time

User issues resolved within 2 business days (16 work hours)

LATEST (JAN 12)

**77.4%**

PANIC

**Less than 85%**



At Risk

PERCENT-BASED

SERVICE EFFECTIVENESS (TEAM SUPPORT)

### User Satisfaction Score

Ticket Rating, up to 5 points per survey, average score is used of all surveys in time period

LATEST (JAN 12)

**98.8%**

PANIC

**Less than 85%**



On Track

PERCENT-BASED

SERVICE EFFECTIVENESS (TEAM SUPPORT)

Total Team Member Tickets

Tickets generated by a team member

LATEST (JAN 12)

PANIC

37

More than 50



On Track

ABSOLUTE VALUE

System Changes & Reliability

4 metrics

SYSTEM CHANGES & RELIABILITY

Successful System Changes

Changes where no subsequent incidents occurred

LATEST (JAN 12)

PANIC

83.3%

Less than 90%



At Risk

PERCENT-BASED

SYSTEM CHANGES & RELIABILITY

Emergency System Changes

Emergency Change Tickets

LATEST (JAN 12)

PANIC

0

More than 2



On Track

ABSOLUTE VALUE

#### SYSTEM CHANGES & RELIABILITY

### Changes Causing Disruption

Changes where incident did occur 'Server Down, Site Down, or Critical'

LATEST (JAN 12)

PANIC

1

More than 1



On Track

ABSOLUTE VALUE

#### SYSTEM CHANGES & RELIABILITY

### High-Impact System Changes

Changes where potential impact was 'Server Down, Site Down, or Critical'

LATEST (JAN 12)

PANIC

2

More than 2



On Track

ABSOLUTE VALUE

## Trend Focus

Latest view for the selected metric.

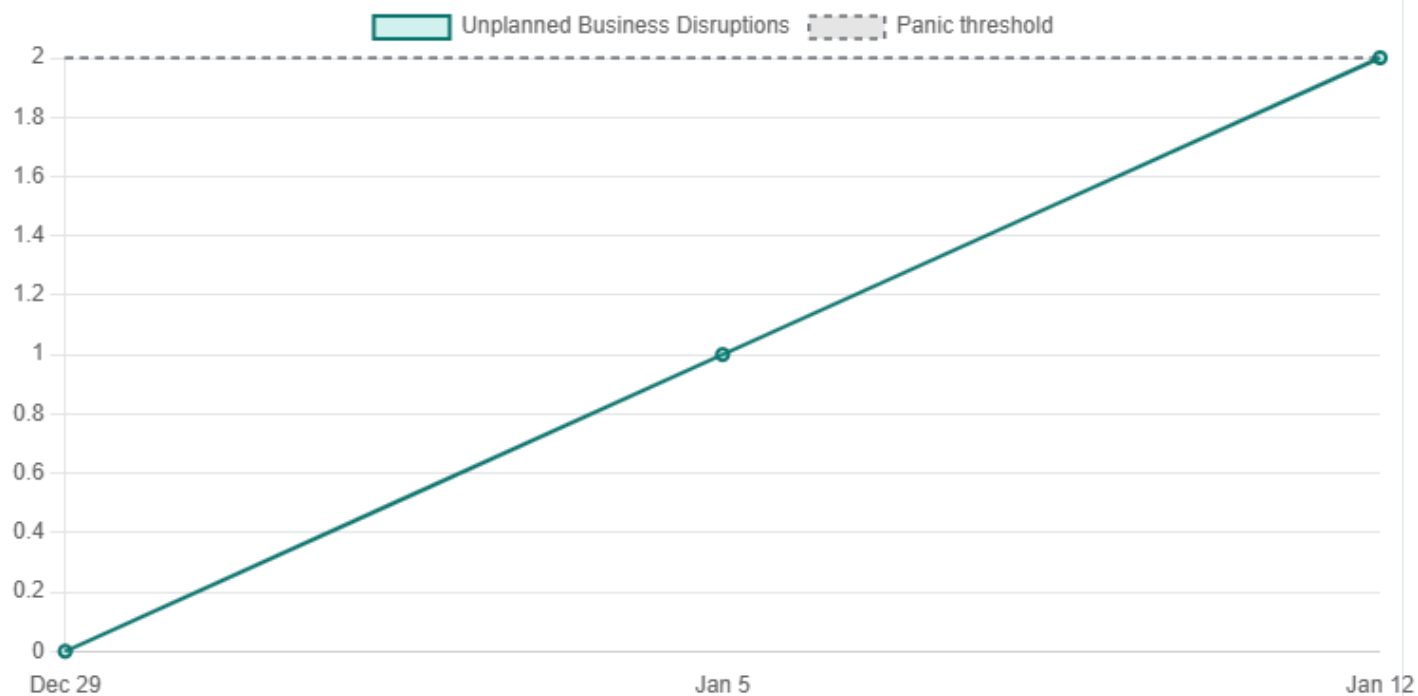
Operational Stability — Unplanned Business Disruptions



### Unplanned Business Disruptions

Unplanned Incidents causing disruption to 1 or more business services or applications

P: More than 2



Week	Value
Dec 29	0
Jan 5	1
Jan 12	2