

# 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

### Critical System Uptime

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

LATEST (JAN 12)

**99.5%**

PANIC

**Less than 95%**

On Track

PERCENT-BASED

#### 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

### 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

### 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

### Critical Systems Fully Patched

Critical Windows Patches

LATEST (JAN 12)

PANIC

**98.8%**

**Less than 95%**

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 Requests 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)

## 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)

## 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)

## 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