

# Incident Management Report

Category

All

Status

All

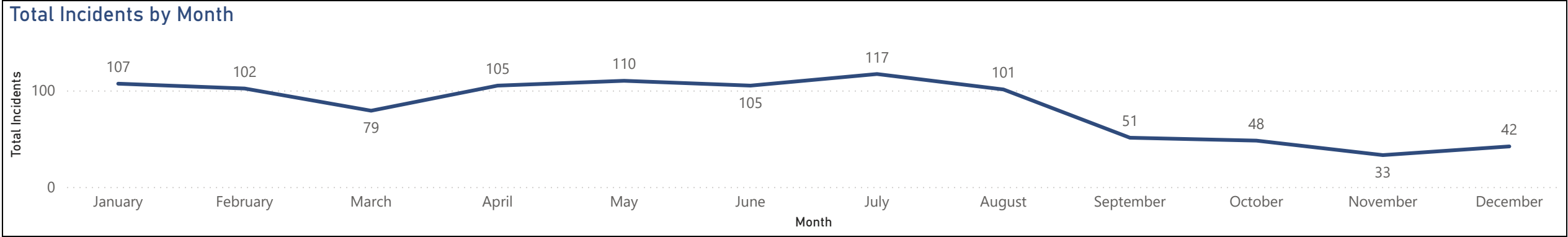
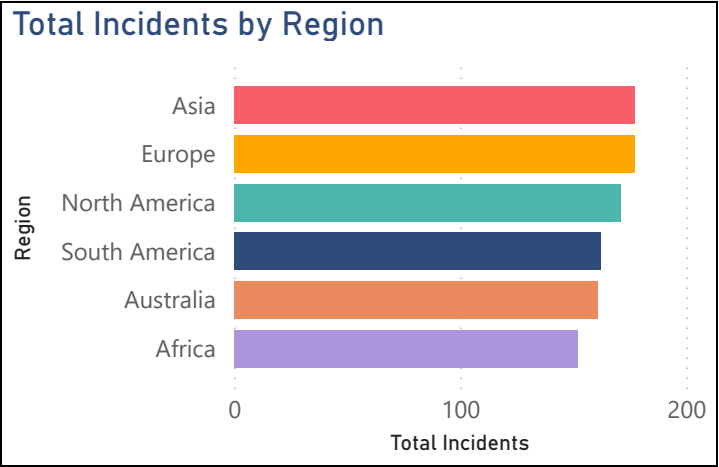
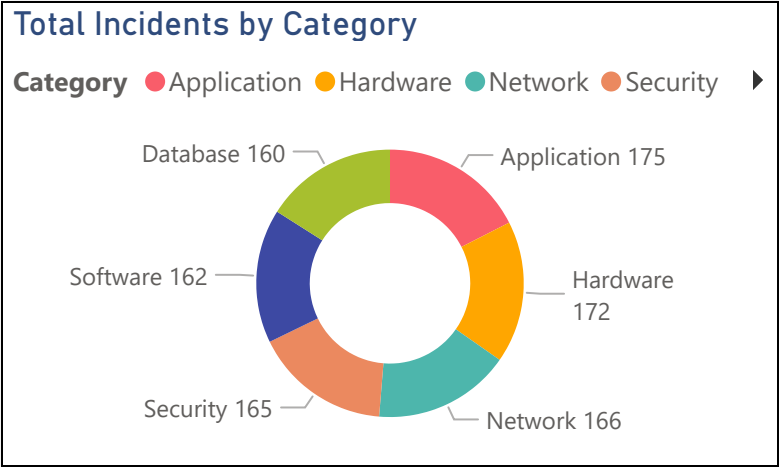
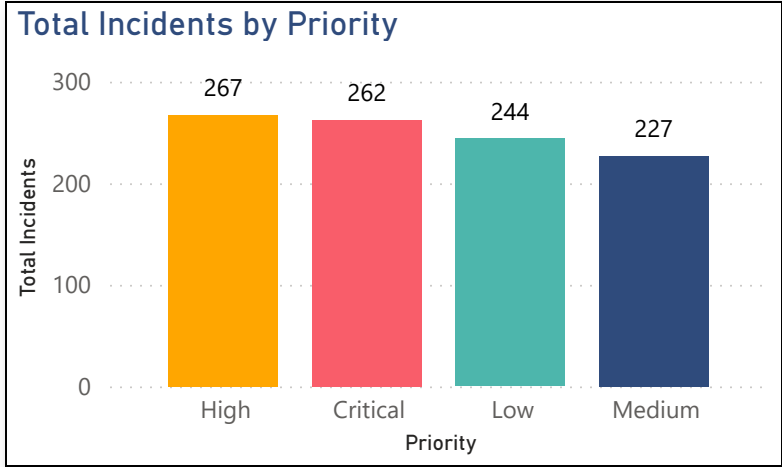
Priority

All

Region

All

1000	235	268	251	15.43
Total Incidents	Open Incidents	Closed Incidents	InProgress Incidents	Avg_resolution_Time





# Incident Management Report

IncidentID	CaseNumber	Category	Priority	Status	Region	OpenDate	CloseDate
INC10013	CASE20013	Network	Low	Open	Australia	Saturday, March 30, 2024	Saturday, April 06, 2024
INC10017	CASE20017	Network	Low	Open	Africa	Saturday, September 16, 2023	Thursday, September 28, 2023
INC10052	CASE20052	Network	Low	Open	Europe	Tuesday, January 03, 2023	Thursday, January 19, 2023
INC10182	CASE20182	Application	Low	Open	Australia	Monday, July 31, 2023	Sunday, August 13, 2023
INC10252	CASE20252	Software	Low	Open	Asia	Monday, April 08, 2024	Wednesday, May 08, 2024
INC10258	CASE20258	Security	Low	Open	Africa	Sunday, July 14, 2024	Monday, July 22, 2024
INC10274	CASE20274	Software	Low	Open	Australia	Monday, May 06, 2024	Monday, June 03, 2024
INC10279	CASE20279	Network	Low	Open	North America	Friday, October 20, 2023	Thursday, November 02, 2023
INC10292	CASE20292	Database	Low	Open	Europe	Saturday, October 21, 2023	Monday, October 23, 2023
INC10295	CASE20295	Security	Low	Open	Africa	Sunday, March 05, 2023	Thursday, March 30, 2023
INC10299	CASE20299	Hardware	Low	Open	North America	Friday, February 03, 2023	Friday, February 10, 2023
INC10302	CASE20302	Database	Low	Open	Asia	Saturday, April 15, 2023	
INC10326	CASE20326	Application	Low	Open	Africa	Sunday, October 29, 2023	Thursday, November 16, 2023
INC10356	CASE20356	Application	Low	Open	Australia	Tuesday, January 02, 2024	Sunday, January 14, 2024
INC10418	CASE20418	Hardware	Low	Open	South America	Monday, April 17, 2023	Friday, May 12, 2023
INC10419	CASE20419	Software	Low	Open	Europe	Sunday, July 30, 2023	
INC10420	CASE20420	Network	Low	Open	Asia	Thursday, July 04, 2024	Wednesday, July 17, 2024
INC10421	CASE20421	Network	Low	Open	Australia	Thursday, March 21, 2024	Wednesday, April 03, 2024
INC10426	CASE20426	Software	Low	Open	Europe	Wednesday, December 06, 2023	Thursday, December 21, 2023
INC10428	CASE20428	Hardware	Low	Open	North America	Friday, March 31, 2023	
INC10432	CASE20432	Application	Low	Open	Australia	Friday, September 15, 2023	Tuesday, October 10, 2023
INC10436	CASE20436	Security	Low	Open	Asia	Tuesday, August 22, 2023	Friday, September 01, 2023
INC10462	CASE20462	Network	Low	Open	Australia	Friday, February 09, 2024	Tuesday, February 20, 2024
INC10463	CASE20463	Software	Low	Open	Europe	Wednesday, February 01, 2023	Thursday, February 23, 2023
INC10487	CASE20487	Hardware	Low	Open	North America	Thursday, November 09, 2023	Friday, December 01, 2023
INC10519	CASE20519	Software	Low	Open	North America	Thursday, October 19, 2023	Thursday, November 09, 2023
INC10540	CASE20540	Database	Low	Open	South America	Wednesday, October 11, 2023	Sunday, October 22, 2023
INC10547	CASE20547	Network	Low	Open	Europe	Wednesday, January 03, 2024	Monday, January 29, 2024

# Incident Management Report

0.08

SLA Breach %

1.00

Reopen Rate %

Reopened



Yes



SLA\_Breached



All



IncidentID	CaseNumber	Category	Priority	Region	Reopened	SLA_Breached
INC10004	CASE20004	Software	Critical	North America	Yes	No
INC10008	CASE20008	Application	Low	Africa	Yes	No
INC10028	CASE20028	Application	Critical	Australia	Yes	No
INC10032	CASE20032	Security	Medium	Australia	Yes	No
INC10034	CASE20034	Software	Low	North America	Yes	No
INC10041	CASE20041	Hardware	Medium	South America	Yes	No
INC10060	CASE20060	Software	Low	North America	Yes	No
INC10062	CASE20062	Database	Low	Australia	Yes	No
INC10066	CASE20066	Application	High	Africa	Yes	No
INC10072	CASE20072	Network	High	Asia	Yes	No
INC10079	CASE20079	Software	Critical	Europe	Yes	No
INC10089	CASE20089	Network	Low	South America	Yes	No
INC10093	CASE20093	Database	Critical	Europe	Yes	No
INC10106	CASE20106	Network	Low	Australia	Yes	No
INC10112	CASE20112	Network	Critical	Europe	Yes	No
INC10125	CASE20125	Hardware	Medium	South America	Yes	No
INC10131	CASE20131	Application	Low	Africa	Yes	No