

**Report Title:** SDT\_SLA  
**Run Date and Time:** 2017-02-17 03:50:28 Pacific Standard Time  
**Run By:** Rajasekar, Sathyaraj (502693350)  
**Table name:** incident  
**Query Condition:** Assignment group = @HEALTH SDT\_APAC\_SUPPORT AND Created >= 2016-12-06 00:00:00  
**Sort Order:** Assigned to in ascending order

38 Incidents

Number	Priority	State	Time worked	Resolve time	Reassignment count	Duration	Due date	Created	Closed	Actual Start Time	Made SLA
INC1552201	5 - Request for Service	New			0			2017-02-14 03:57:29		2017-02-14 03:57:29	true
INC1357120	3 - Moderate	Closed		3,304,754	0	38 Days 5 Hours 59 Minutes		2016-12-08 18:14:34	2017-01-19 00:40:38	2016-12-08 18:14:33	false
INC1389372	2 - High	Closed		1,838,547	0	21 Days 6 Hours 42 Minutes		2016-12-25 17:31:53	2017-01-19 00:40:38	2016-12-25 17:31:53	false
INC1371682	3 - Moderate	Closed		2,693,277	0	31 Days 4 Hours 7 Minutes		2016-12-15 20:05:09	2017-01-19 00:40:38	2016-12-15 20:05:09	false
INC1702654	4 - Low	Validation And Closure		2,496	0	41 Minutes		2017-02-16 22:12:01		2017-02-16 22:12:01	true
INC1447031	5 - Request for Service	(100)			0			2017-01-24 02:28:14		2017-01-24 02:26:22	true
INC1446914	5 - Request for Service	(100)			0			2017-01-24 02:23:59		2017-01-24 01:46:35	true
INC1447028	5 - Request for Service	(100)			0			2017-01-24 02:26:16		2017-01-24 02:24:13	true
INC1447060	5 - Request for Service	(100)			0			2017-01-24 02:41:37		2017-01-24 02:35:13	true
INC1491236	4 - Low	Validation And Closure		196,620	0	2 Days 6 Hours 37 Minutes		2017-02-12 17:15:38		2017-02-12 17:15:38	true
INC1448985	4 - Low	Closed		621,981	0	7 Days 4 Hours 46 Minutes		2017-01-24 21:42:33	2017-02-06 02:40:33	2017-01-24 21:42:33	true
INC1447042	5 - Request for Service	(100)			0			2017-01-24 02:35:02		2017-01-24 02:30:35	true
INC1447037	5 - Request for Service	(100)			0			2017-01-24 02:30:30		2017-01-24 02:28:18	true

Number	Priority	State	Time worked	Resolve time	Reassignment count	Duration	Due date	Created	Closed	Actual Start Time	Made SLA
INC1364614	3 - Moderate	Closed		72,820	0	20 Hours 13 Minutes		2016-12-13 02:33:49	2016-12-18 23:40:44	2016-12-13 02:33:49	true
INC1435230	5 - Request for Service	(100)			0			2017-01-18 01:48:19		2017-01-18 01:44:51	true
INC1420698	2 - High	(100)			0			2017-01-11 19:54:36		2017-01-11 19:54:36	true
INC1491231	3 - Moderate	(100)			0			2017-02-12 17:09:46		2017-02-12 17:09:46	true
INC1435289	5 - Request for Service	(100)			0			2017-01-18 02:02:53		2017-01-18 01:58:02	true
INC1409263	2 - High	Closed		422,663	0	4 Days 21 Hours 24 Minutes		2017-01-05 23:30:13	2017-01-13 21:40:39	2017-01-05 23:30:12	false
INC1477114	4 - Low	Awaiting User Info			0			2017-02-06 22:07:54		2017-02-06 22:07:53	true
INC1435245	5 - Request for Service	(100)			0			2017-01-18 01:57:11		2017-01-18 01:49:35	true
INC1486871	3 - Moderate	(100)			0			2017-02-09 17:54:02		2017-02-09 17:45:31	true
INC1435961	5 - Request for Service	(100)			0			2017-01-18 05:43:14		2017-01-18 05:30:22	true
INC1480047	2 - High	(100)			0			2017-02-07 16:30:38		2017-02-07 16:30:38	true
INC1474664	5 - Request for Service	Closed		4,123	0	1 Hour 8 Minutes		2017-02-06 03:25:03	2017-02-09 04:42:12	2017-02-06 03:22:11	true
INC1469439	3 - Moderate	Closed		1,787	0	29 Minutes		2017-02-02 21:52:04	2017-02-07 22:41:13	2017-02-02 21:52:01	true
INC1370193	3 - Moderate	(100)			0			2016-12-15 04:17:46		2016-12-15 04:17:42	true
INC1382493	4 - Low	Closed		466,495	0	5 Days 9 Hours 34 Minutes		2016-12-20 23:45:10	2016-12-29 09:40:46	2016-12-20 23:45:09	true
INC1384595	2 - High	Closed		1,646,420	0	19 Days 1 Hour 20 Minutes		2016-12-21 19:32:51	2017-01-12 21:40:25	2016-12-21 19:32:50	false
INC1464027	1 - Critical	Awaiting User Info			0			2017-01-31 20:22:36		2017-01-31 20:22:36	true
INC1480772	4 - Low	Awaiting User Info			0			2017-02-07 22:44:31		2017-02-07 22:44:28	true

Number	Priority	State	Time worked	Resolve time	Reassignment count	Duration	Due date	Created	Closed	Actual Start Time	Made SLA
INC1454094	5 - Request for Service	(100)			0			2017-01-26 22:39:56		2017-01-26 22:19:34	true
INC1463913	5 - Request for Service	(100)			0			2017-01-31 18:28:47		2017-01-31 18:28:47	true
INC1401020	2 - High	Closed		506,100	0	5 Days 20 Hours 35 Minutes		2017-01-02 21:51:29	2017-01-11 21:42:03	2017-01-02 21:51:29	false
INC1415878	2 - High	Closed		605,279	0	7 Days 7 Minutes		2017-01-10 01:13:12	2017-01-20 01:40:26	2017-01-10 01:13:12	false
INC1399196	2 - High	Closed		796,439	0	9 Days 5 Hours 13 Minutes		2017-01-01 18:03:37	2017-01-15 23:40:24	2017-01-01 18:03:37	false
INC1408831	1 - Critical	Closed		13,604	0	3 Hours 46 Minutes		2017-01-05 18:38:26	2017-01-12 02:41:03	2017-01-05 18:38:25	false
INC1480941	4 - Low	(100)			0			2017-02-07 23:34:05		2017-02-07 23:34:01	true