Technology Services Group

Metrics- Ops and Support

Open Problems 10/05/17

- **All Assignment Groups**

CARILION CLINIC

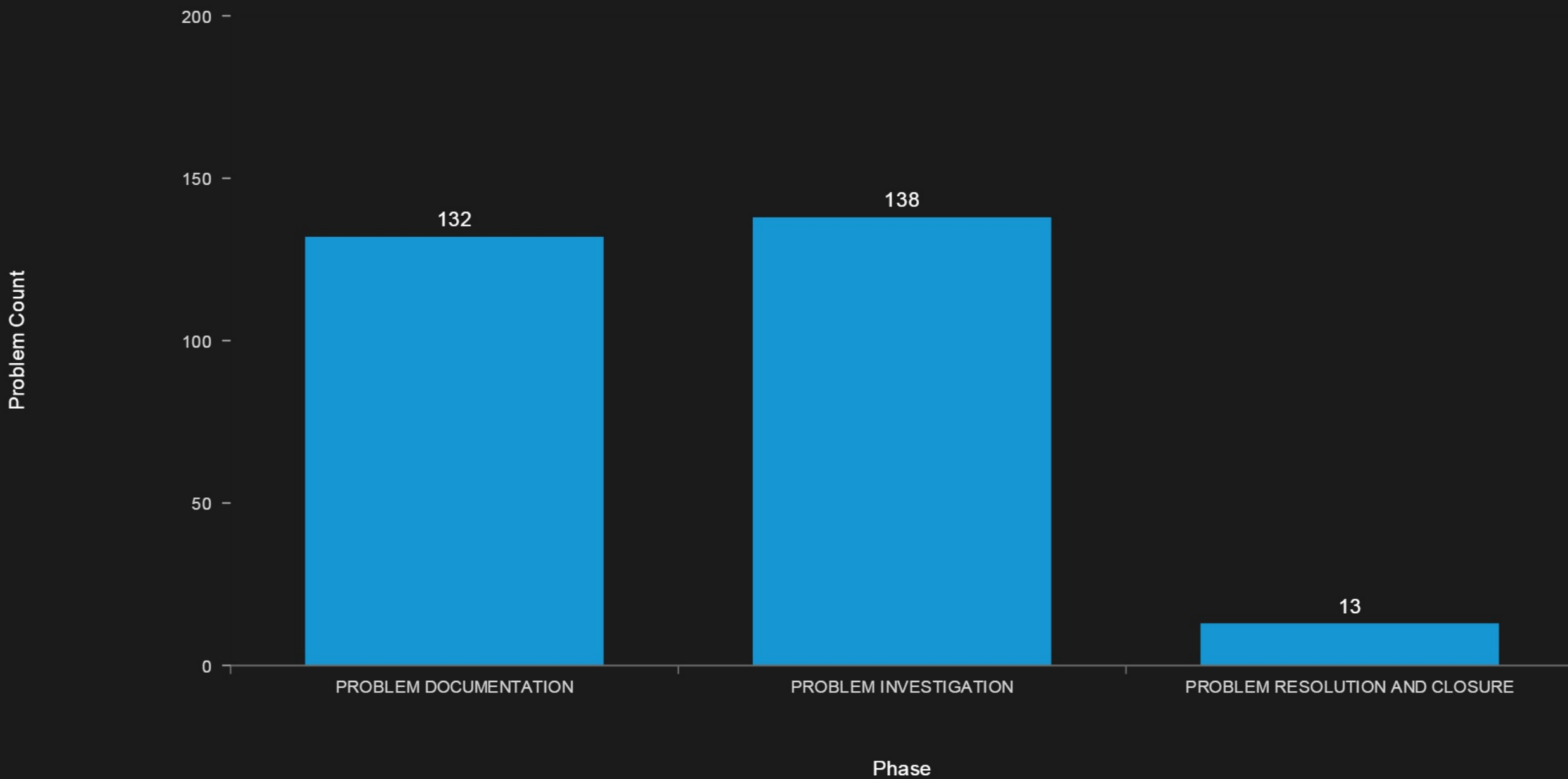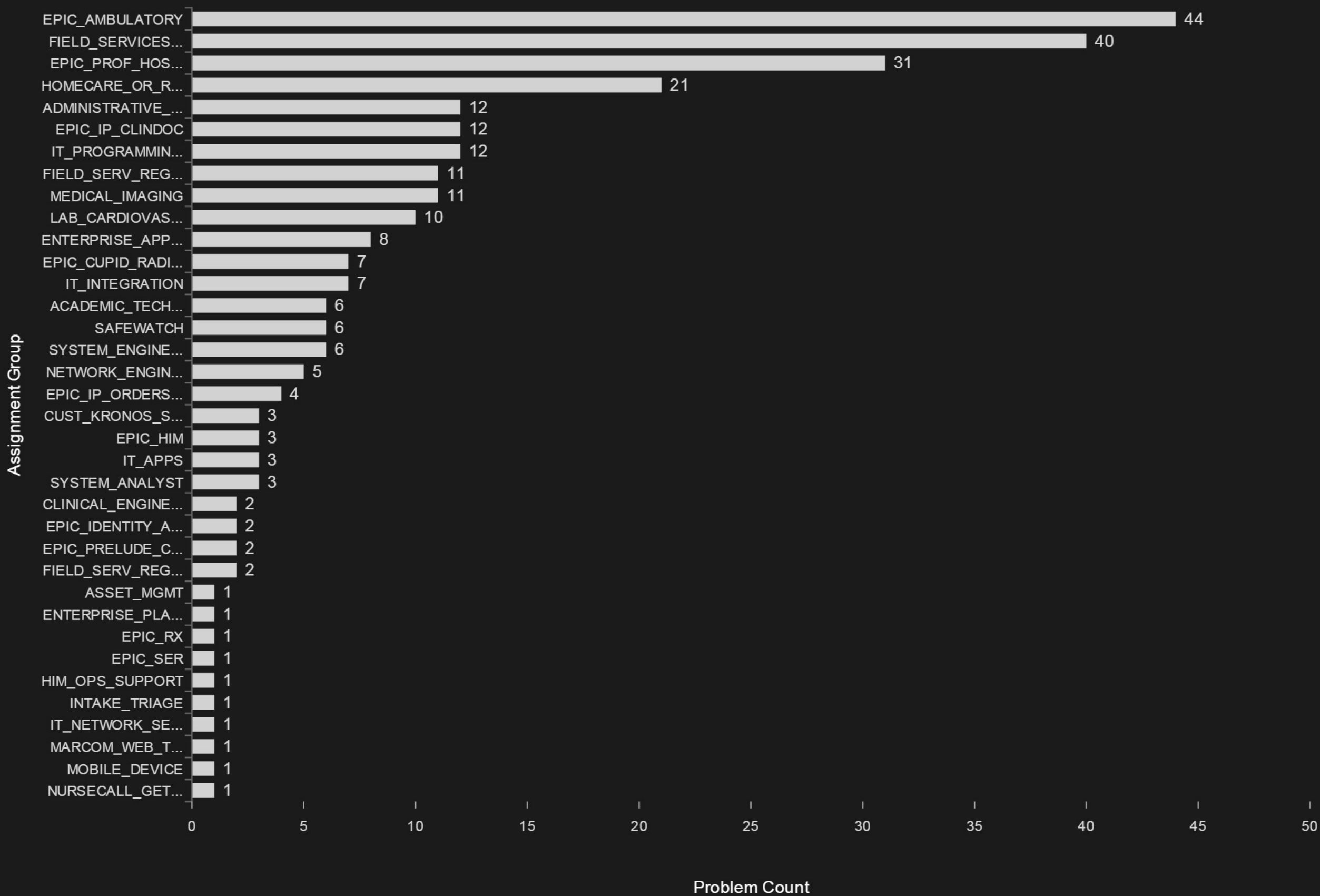| Problem Count	Oldest Problem (Days)	Avg Problem Age (Days)	Root Cause Count
283	**629**	**73**	**29**

Problem Count by Phase

Problem Count by Assignment Group

Assignment Group	Problem Count
EPIC_AMBULATORY	44
FIELD_SERVICES...	40
EPIC_PROF_HOS...	31
HOMECARE_OR_R...	21
ADMINISTRATIVE_...	12
EPIC_IP_CLINDOC	12
IT_PROGRAMMIN...	12
FIELD_SERV_REG...	11
MEDICAL_IMAGING	11
LAB_CARDIOVAS...	10
ENTERPRISE_APP...	8
EPIC_CUPID_RADI...	7
IT_INTEGRATION	7
ACADEMIC_TECH...	6
SAFEWATCH	6
SYSTEM_ENGINE...	6
NETWORK_ENGIN...	5
EPIC_IP_ORDERS...	4
CUST_KRONOS_S...	3
EPIC_HIM	3
IT_APPS	3
SYSTEM_ANALYST	3
CLINICAL_ENGINE...	2
EPIC_IDENTITY_A...	2
EPIC_PRELUDE_C...	2
FIELD_SERV_REG...	2
ASSET_MGMT	1
ENTERPRISE_PLA...	1
EPIC_RX	1
EPIC_SER	1
HIM_OPS_SUPPORT	1
INTAKE_TRIAGE	1
IT_NETWORK_SE...	1
MARCOM_WEB_T...	1
MOBILE_DEVICE	1
NURSECALL_GET...	1

Top 25 Problem Count by Primary CI

Primary CI	Problem Count
EPIC CARE AMBULATORY	31
EPIC HOSPITAL BILLING	23
EPIC CARE INPATIENT	16
EPIC PROFESSIONAL BIL...	12
NOT LISTED	12
EPIC HOMEHEALTH	11
NOT.LISTED	11
EPIC OPTIME	6
EPIC RADIANT	6
MEDKEY (ARC)	6
SAFEWATCH	6
EPIC HIM	5
SECTRA PACS	5
SYNGO DYNAMICS	5
EPIC CADENCE	4
LAWSON	4
RHAPSODY	4
	3
CACTUS	3
EPIC ADT	3
EPIC MYCHART	3
KRONOS SCHEDULER	3
NUANCE ESCRIPTION / E...	3
UNDETERMINED	3
3M ENCODER	2
CHSWEB	2
CITRIX NETSCALER	2
CLINTRAC	2
EDISON	2
EPIC ANESTHESIA	2
EPIC ASAP	2
EPIC RX	2
EPIC SINGLE BILLING OF...	2
GENESYS LAB	2
HYPERION (EAS)	2
KRONOS TIMEKEEPER	2
MOSAIQ	2
NOT.LISTED - MOBILE OS	2
PERAHEALTH	2
POWERCAMPUS	2

Problem Count by Urgency

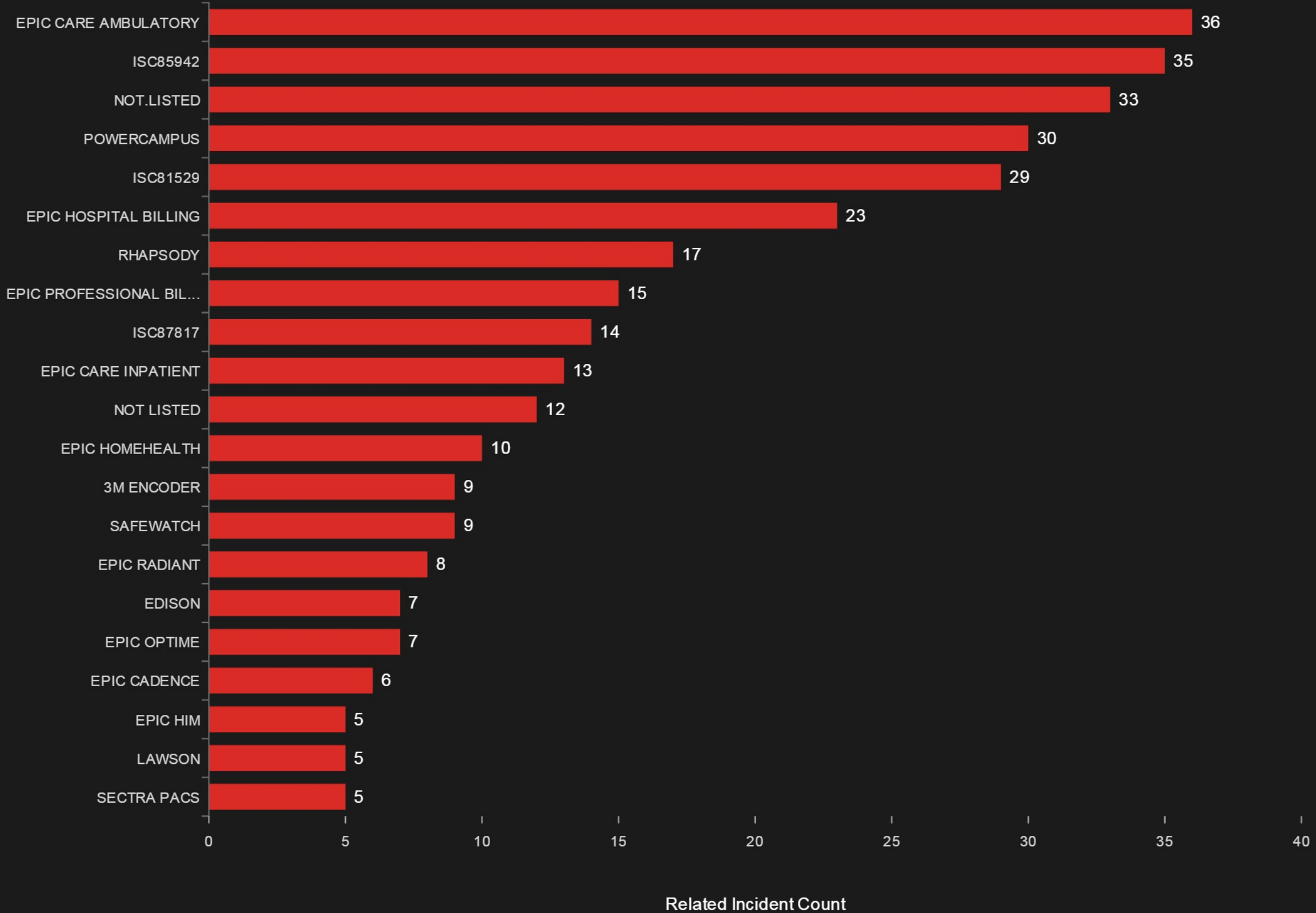| Urgency	Problem Count
1 - CRITICAL	91
2 - HIGH	78
3 - MEDIUM	56
4 - LOW	58
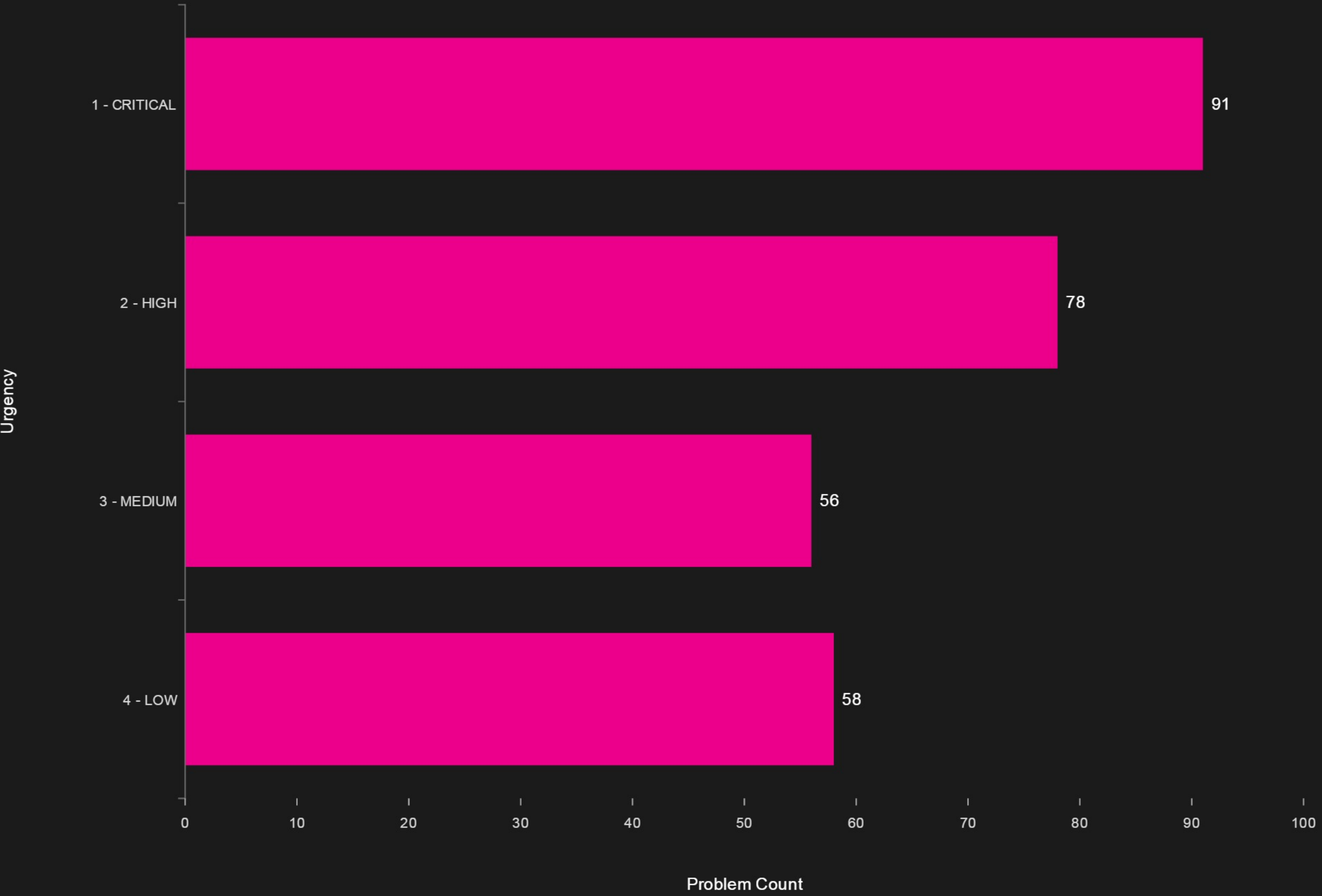
Problem Count by Impact and Priority
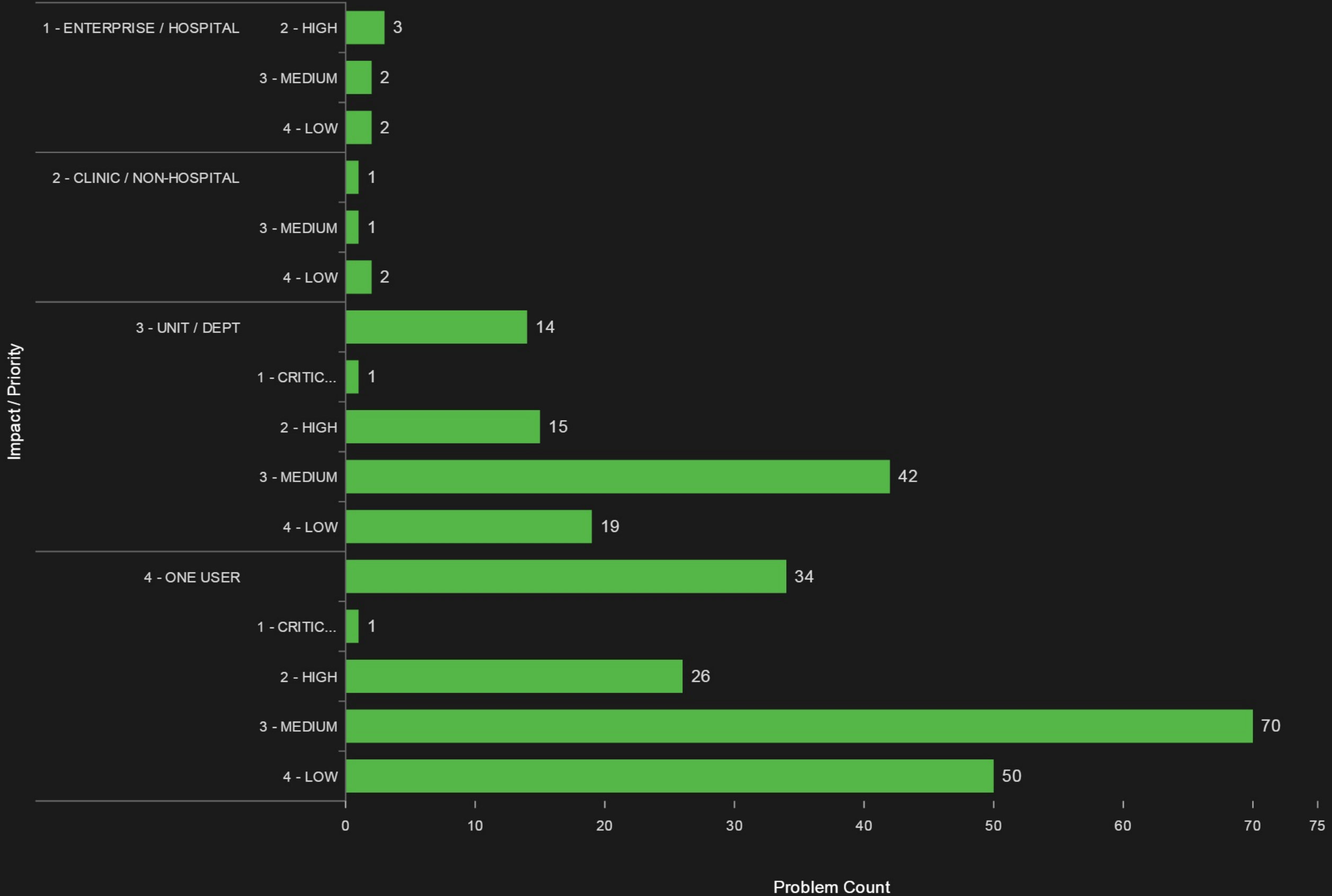
Top 20 Related Incident Count by Primary CI

Top 10 Related Incident Count by Problem ID and Primary CI

Problem ID / Primary CI	Related Incident Count
PM12280 ISC85942	35
PM10867 POWERCAMPUS	29
PM12205 ISC81529	29
PM12128 ISC87817	14
PM10560 NOT.LISTED	13
PM12278 RHAPSODY	12
PM10633 NOT.LISTED	8
PM10791 3M ENCODER	8
PM10824 EDISON	6
PM11693 EPIC CARE AM...	5