



Technology Services Group

Metrics- Ops and Support

Open Incidents 10/18/17

- All Assignment Groups



CARILIONCLINIC

Incident Count

250

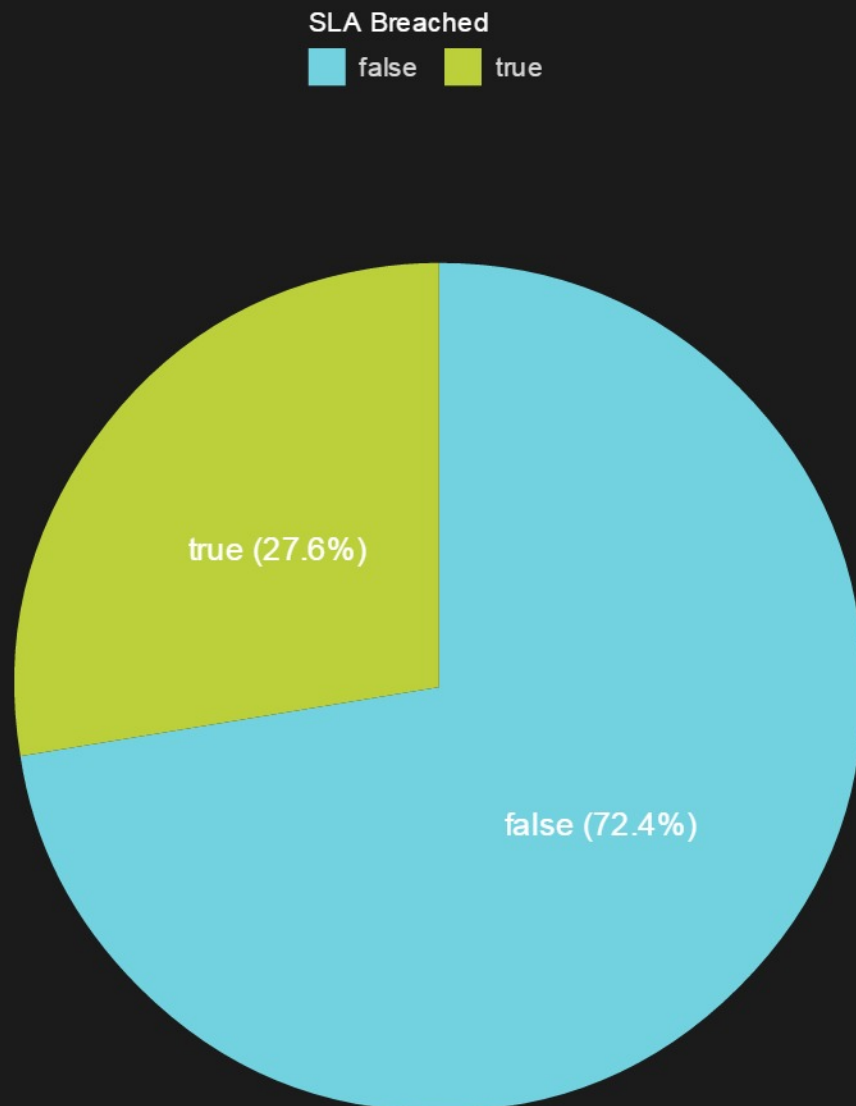
Oldest Incident (Days)

117

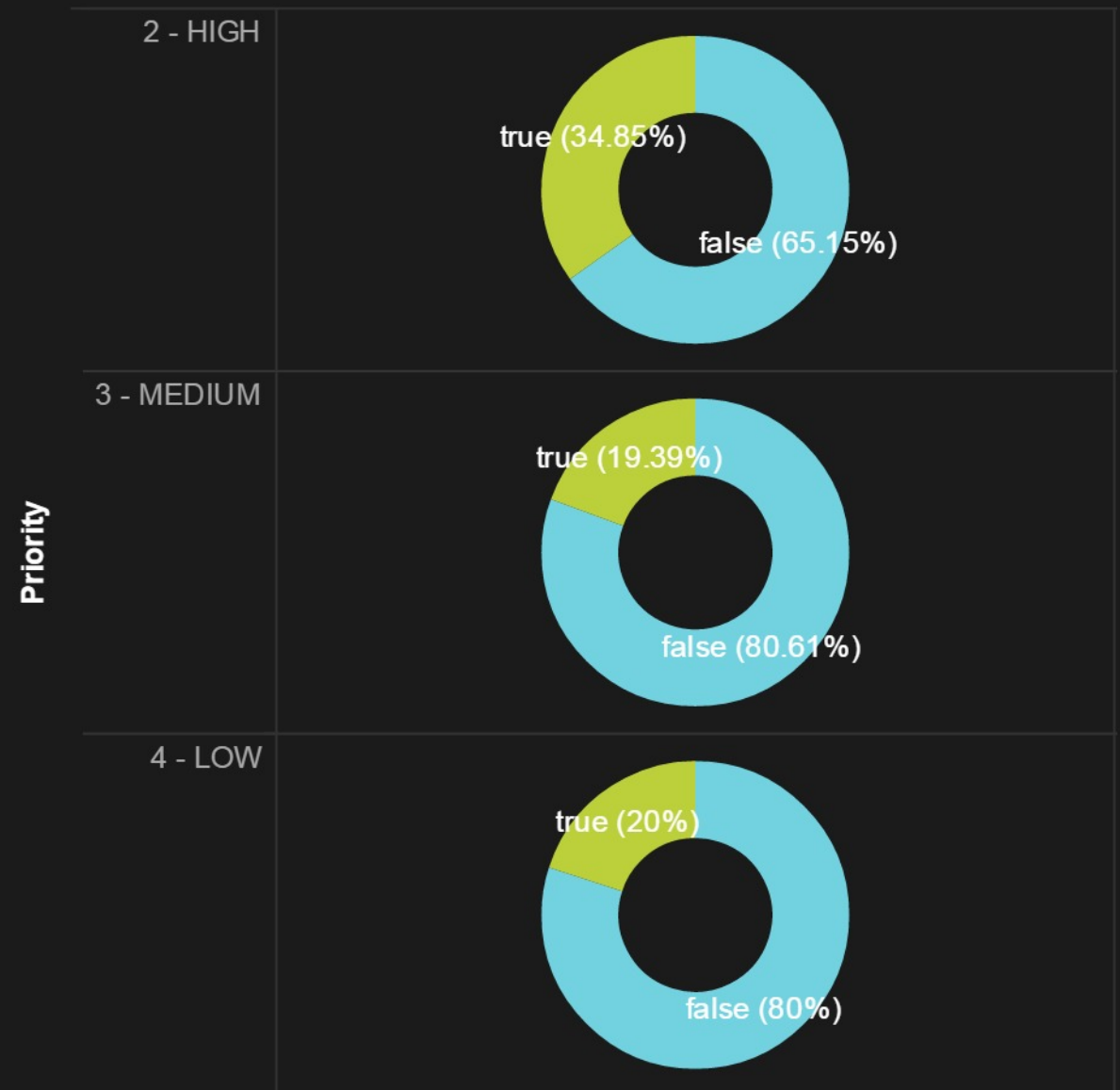
Avg Incident Age (Days)

8.72

Incident Count by SLA Breached

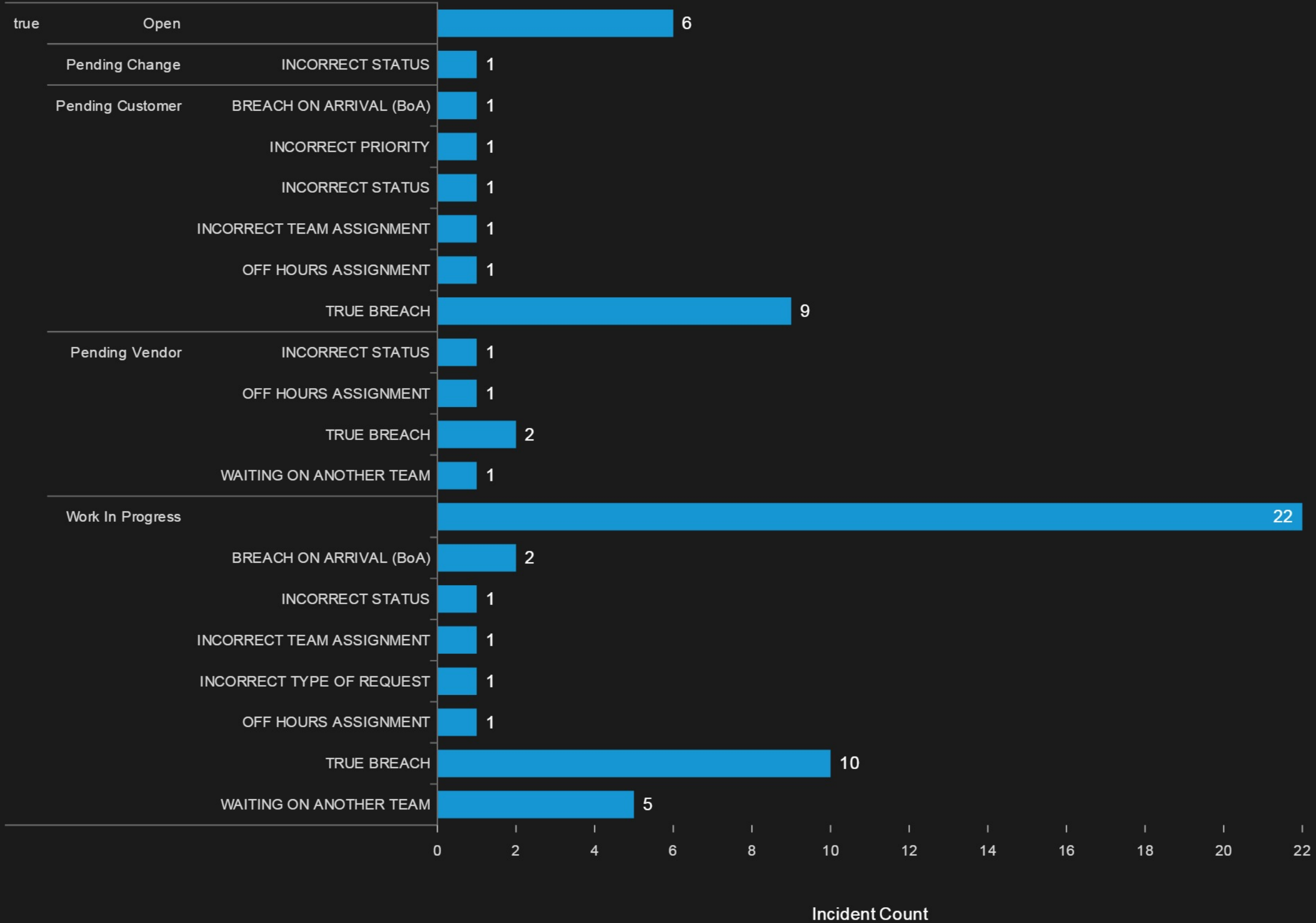


Incident Count by Priority and SLA Breached



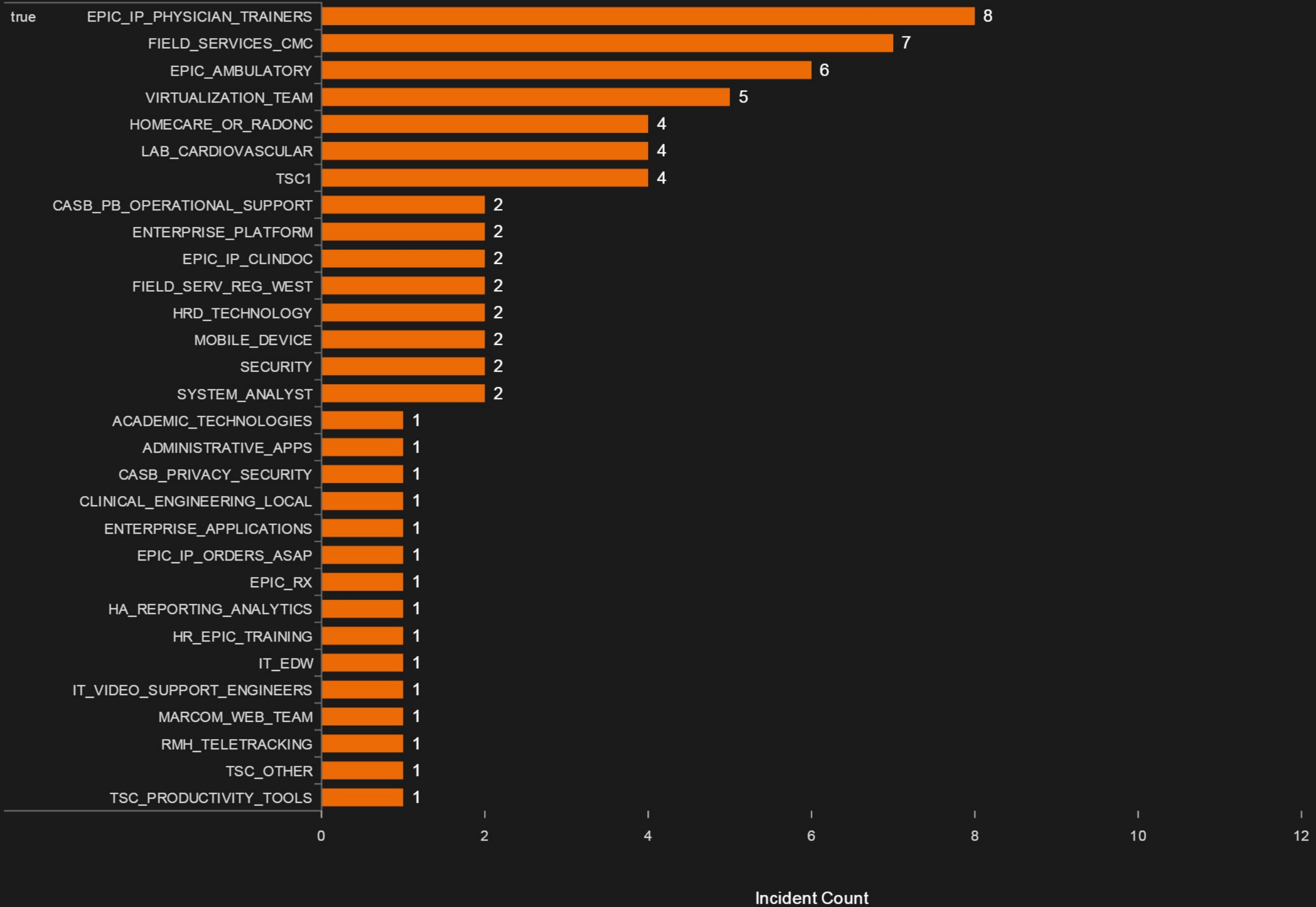
Incident Count by SLA Breached, Status and Breach Reason

SLA Breached / Status / Chs Breach Reason

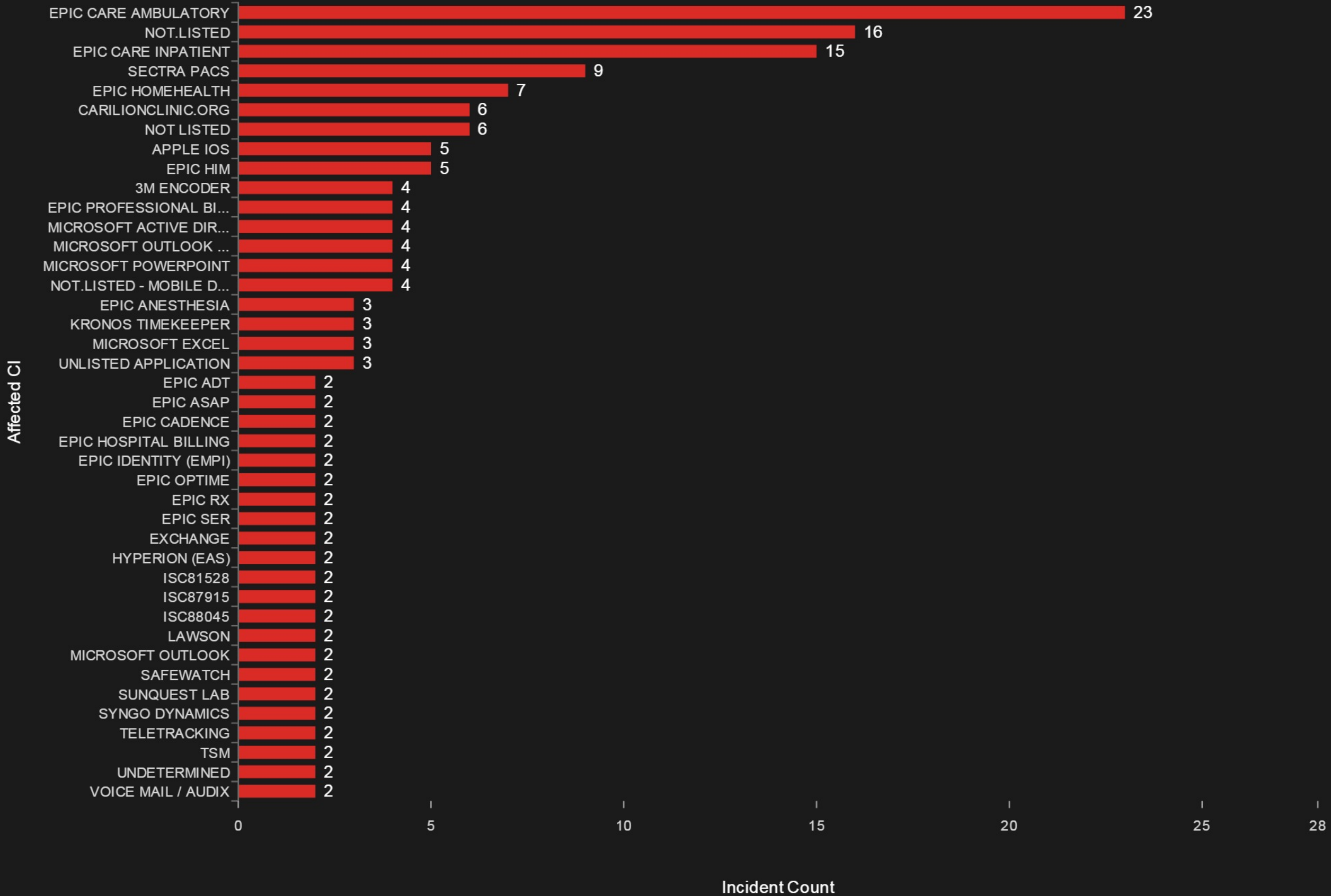


Incident Count by SLA Breached and Assignment

SLA Breached / Assignment

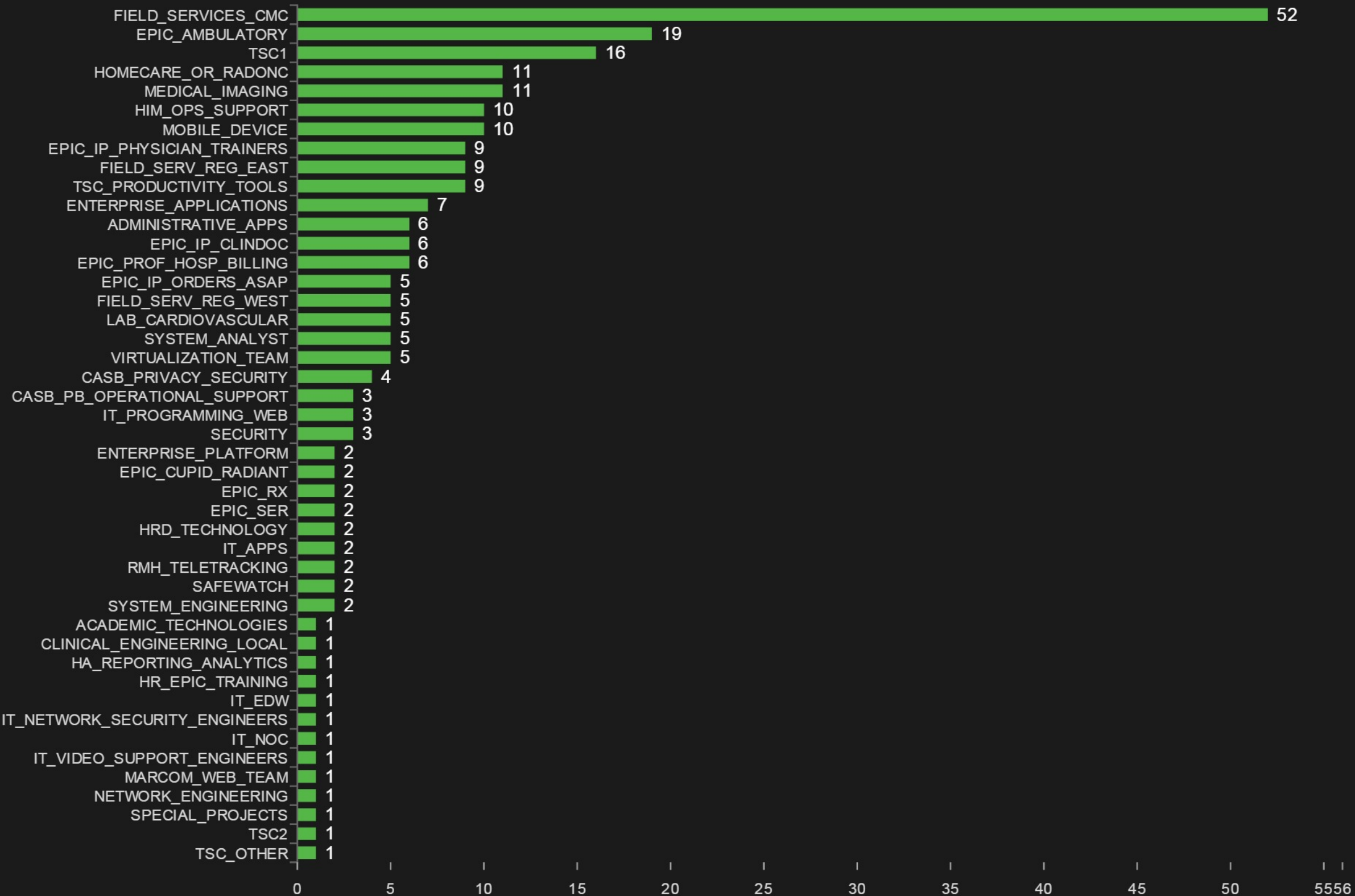


Top 25 Incident Count by Affected CI



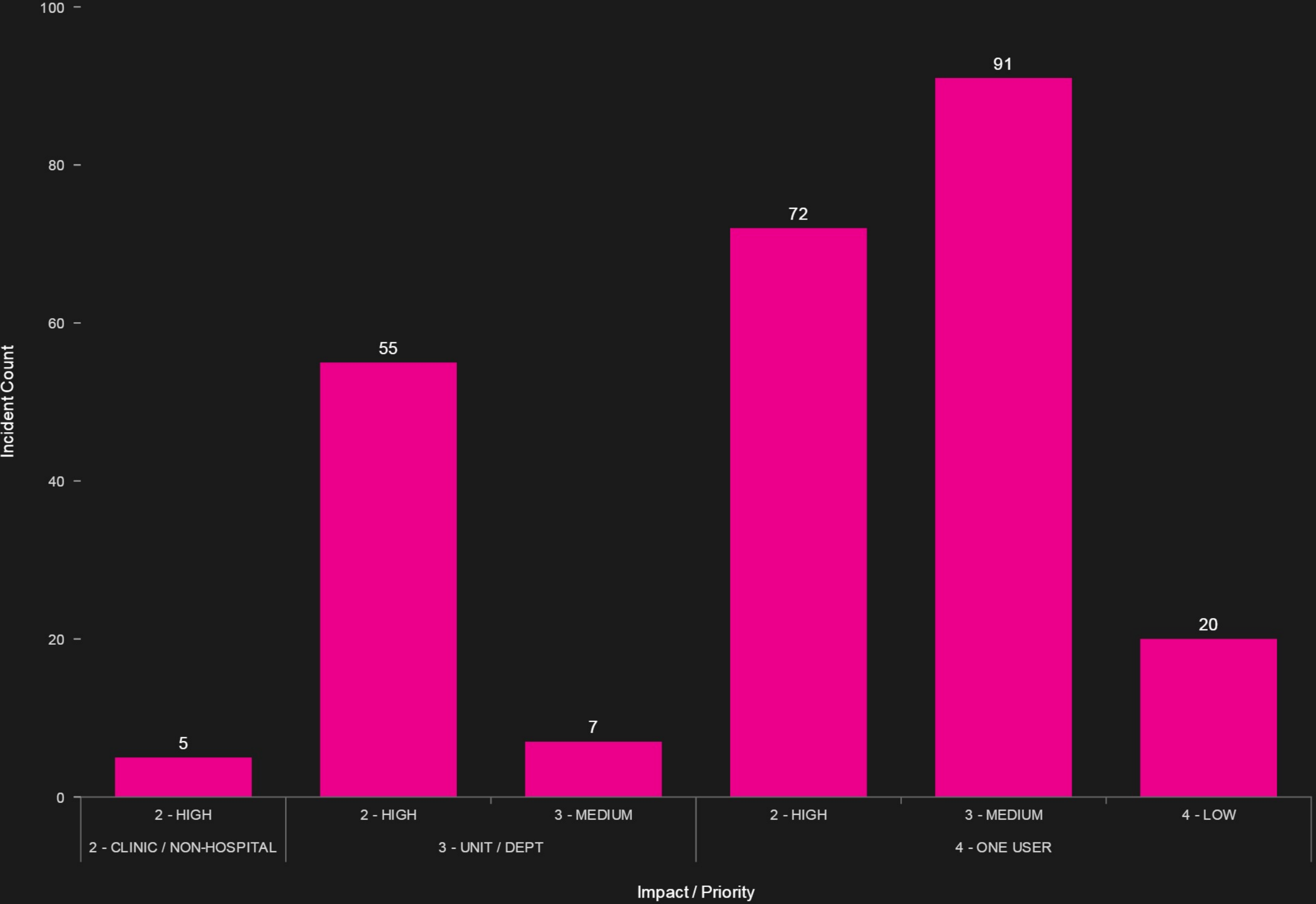
Incident Count by Assignment

Assignment



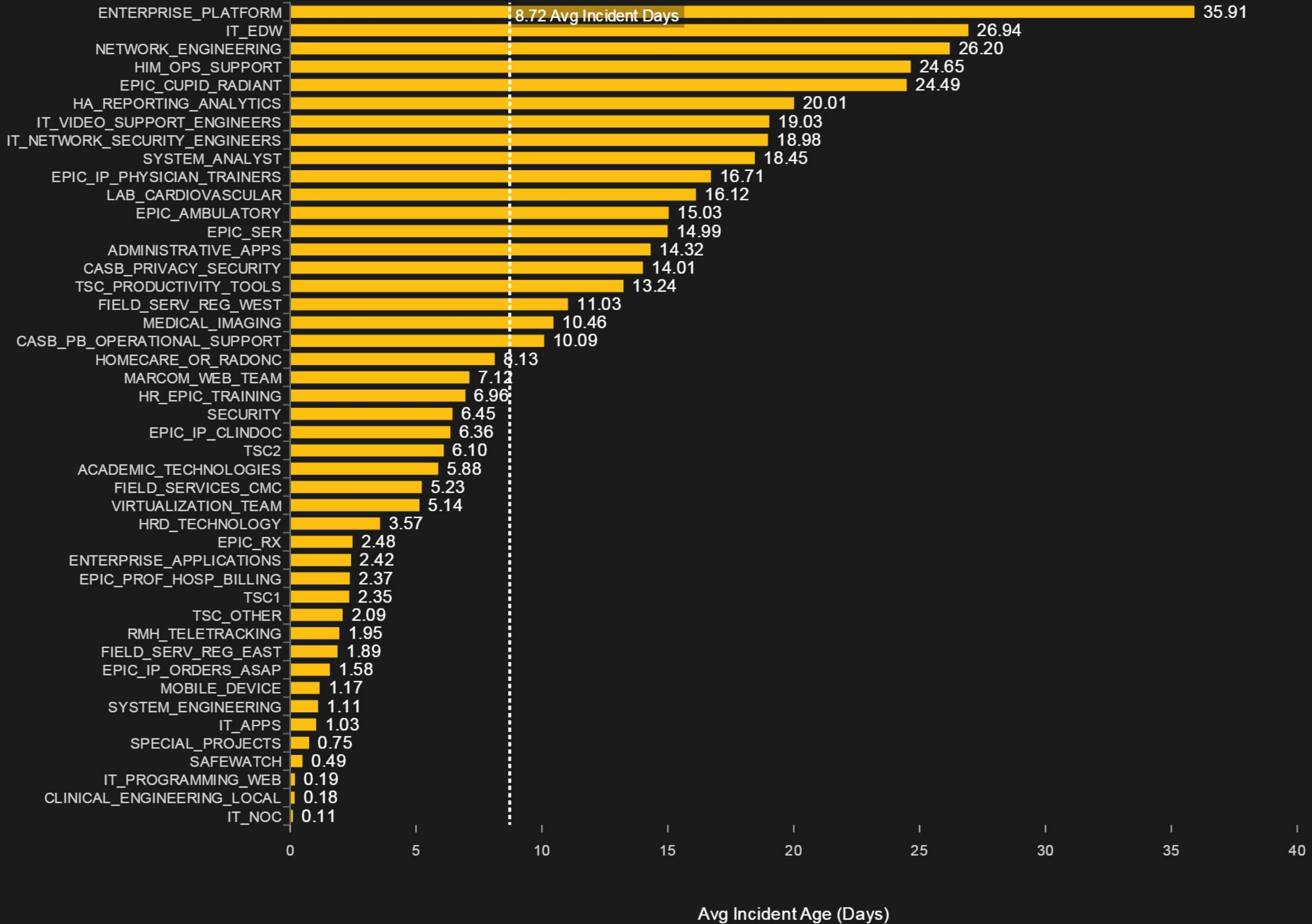
Incident Count

Incident Count by Impact and Priority

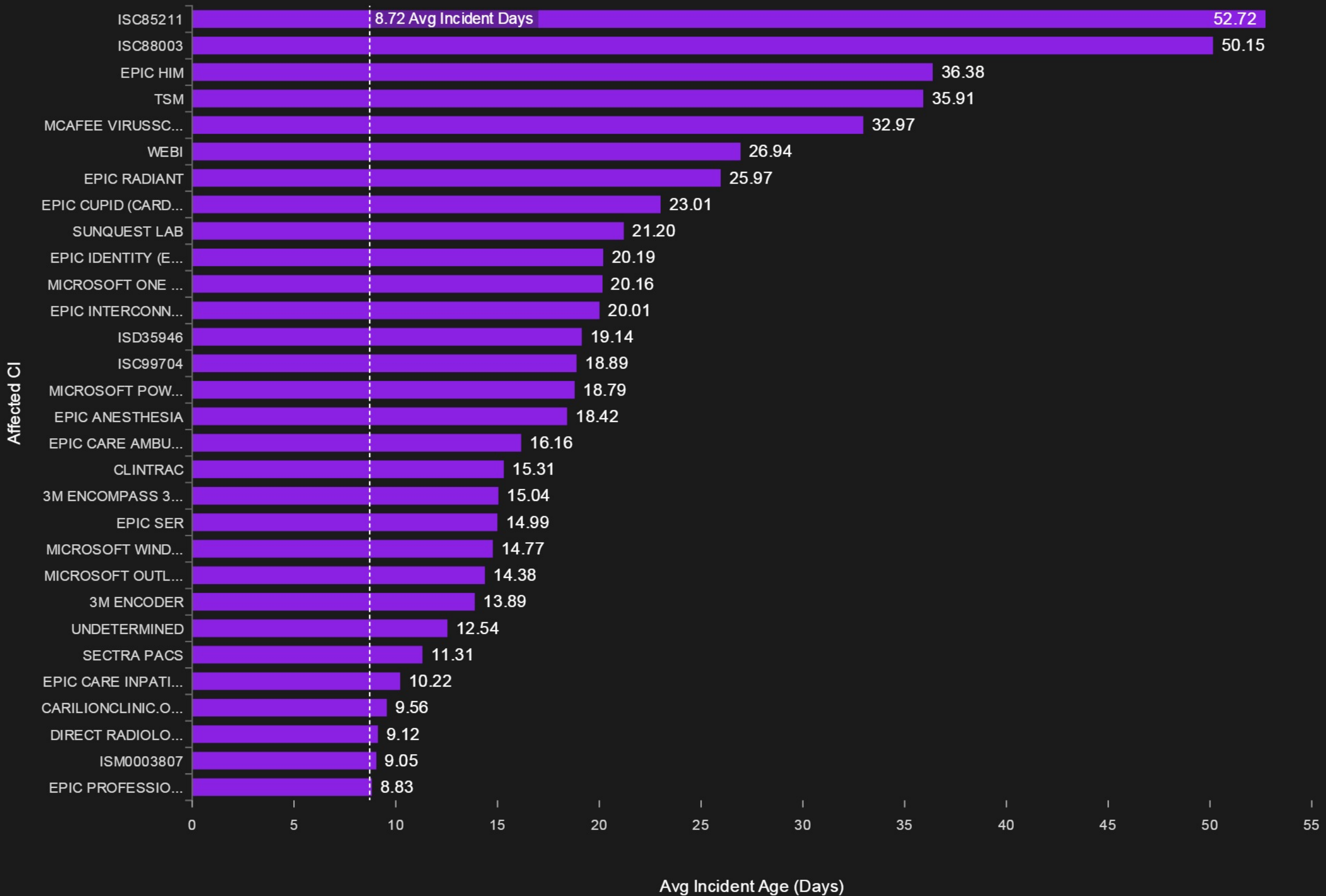


Avg Incident Age (Days) by Assignment

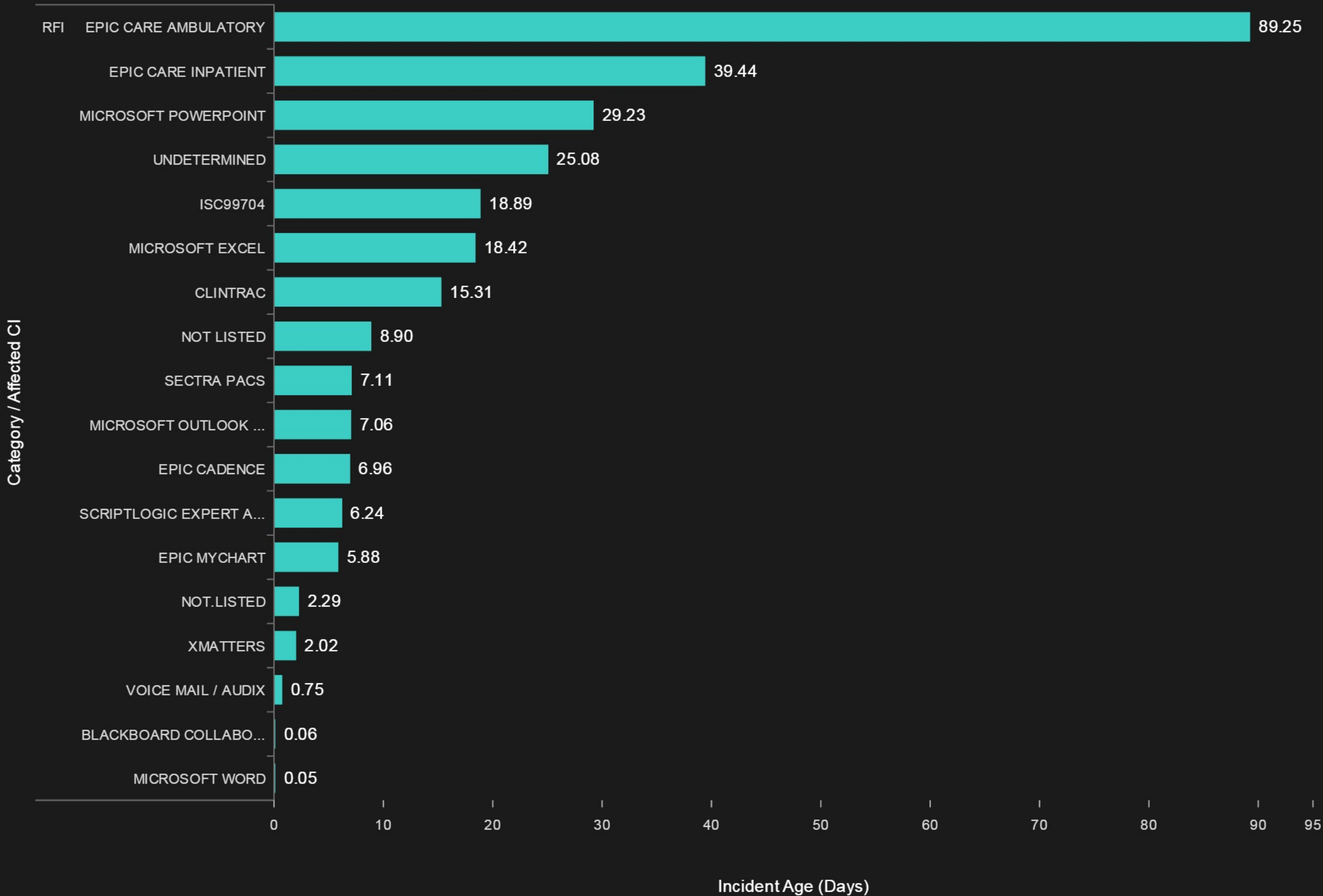
Assignment



Top 30 Avg Incident Age (Days) by Affected CI



Incident Age (Days) by Category and Affected CI



Incident Age (Days) by Incident ID and Assignment

