



Technology Services Group

Metrics- Ops and Support

Open Problems 10/18/17

- All Assignment Groups



CARILIONCLINIC

Problem Count

282

Oldest Problem (Days)

642

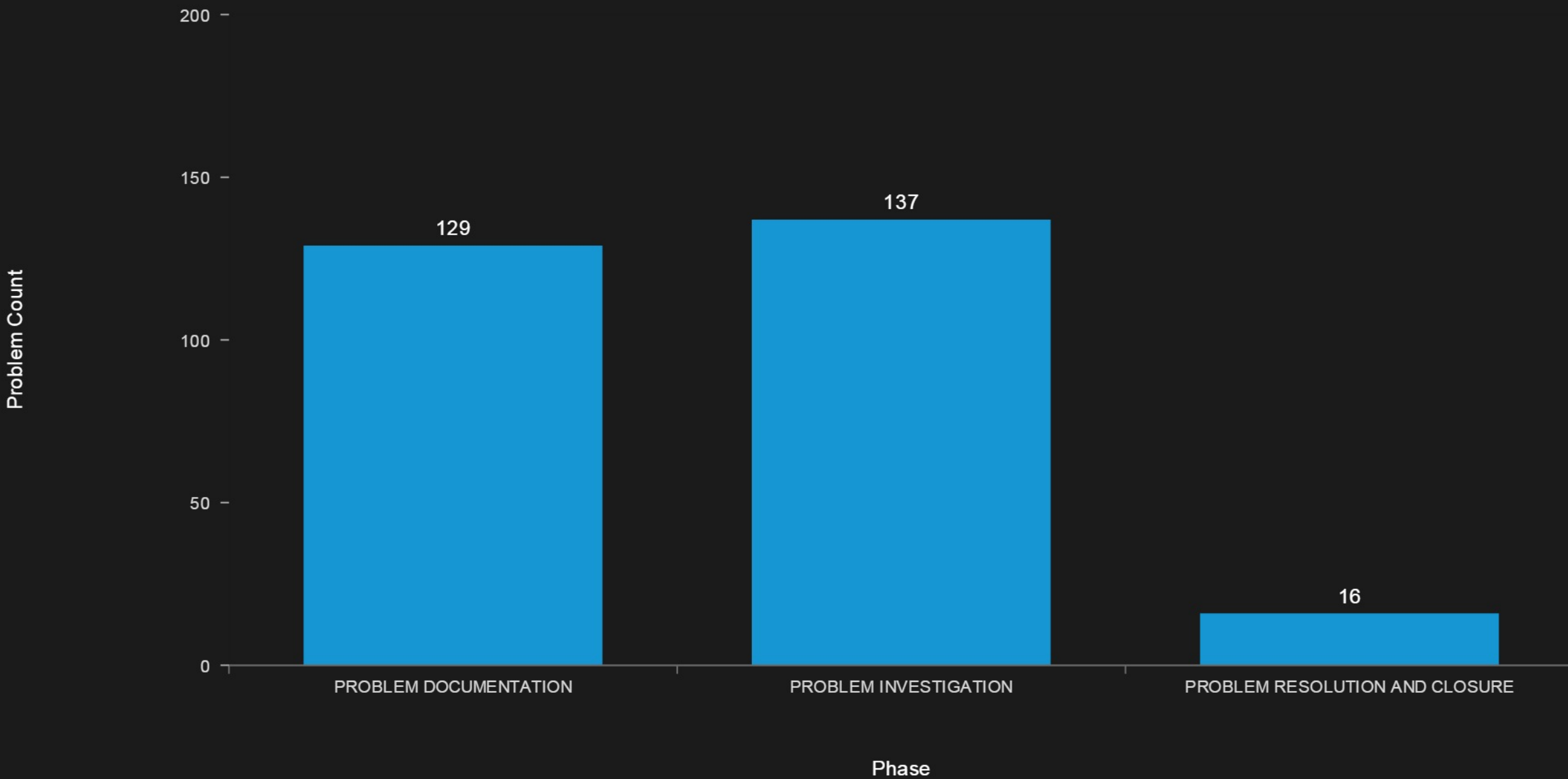
Avg Problem Age (Days)

75

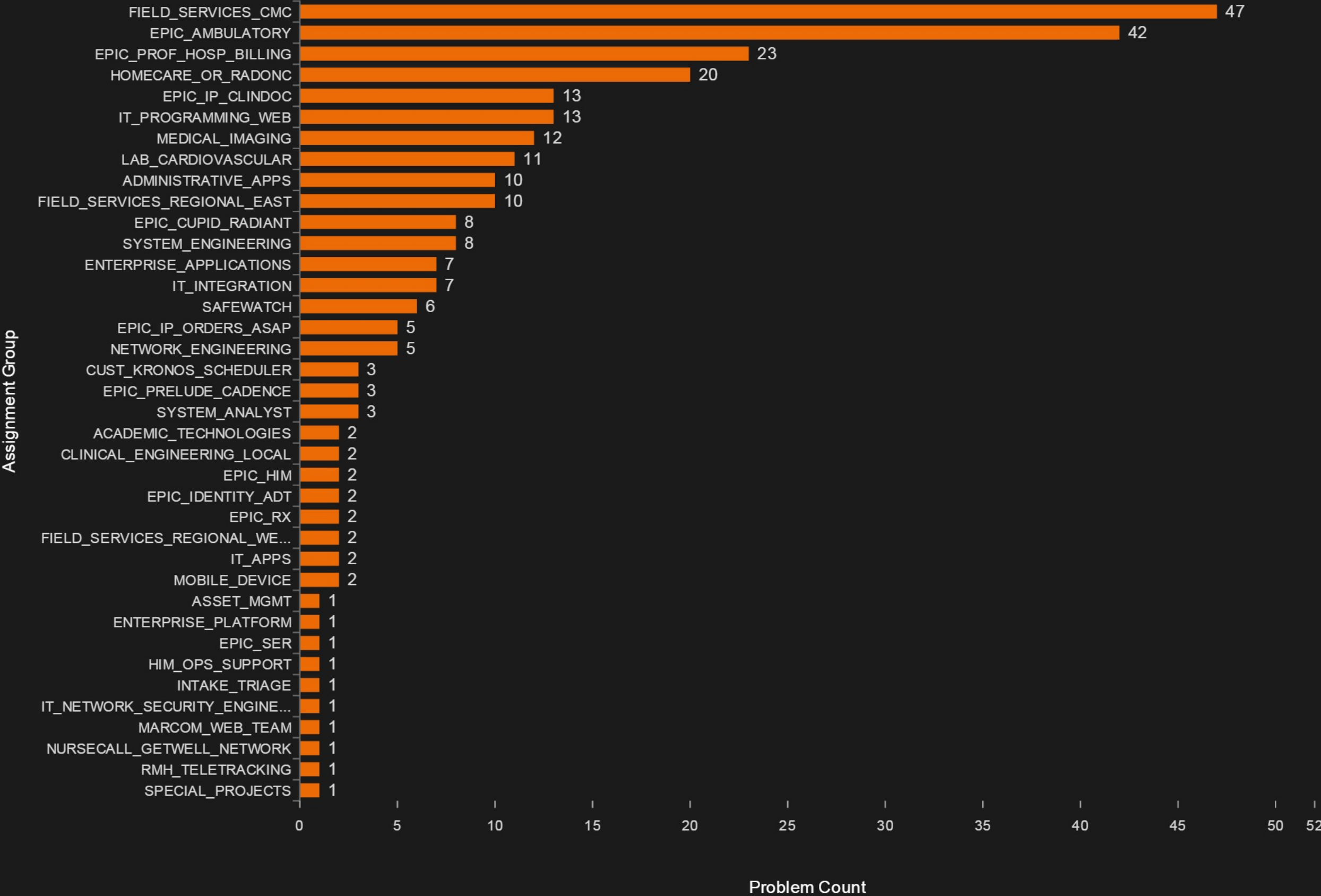
RCA Count

32

Problem Count by Phase

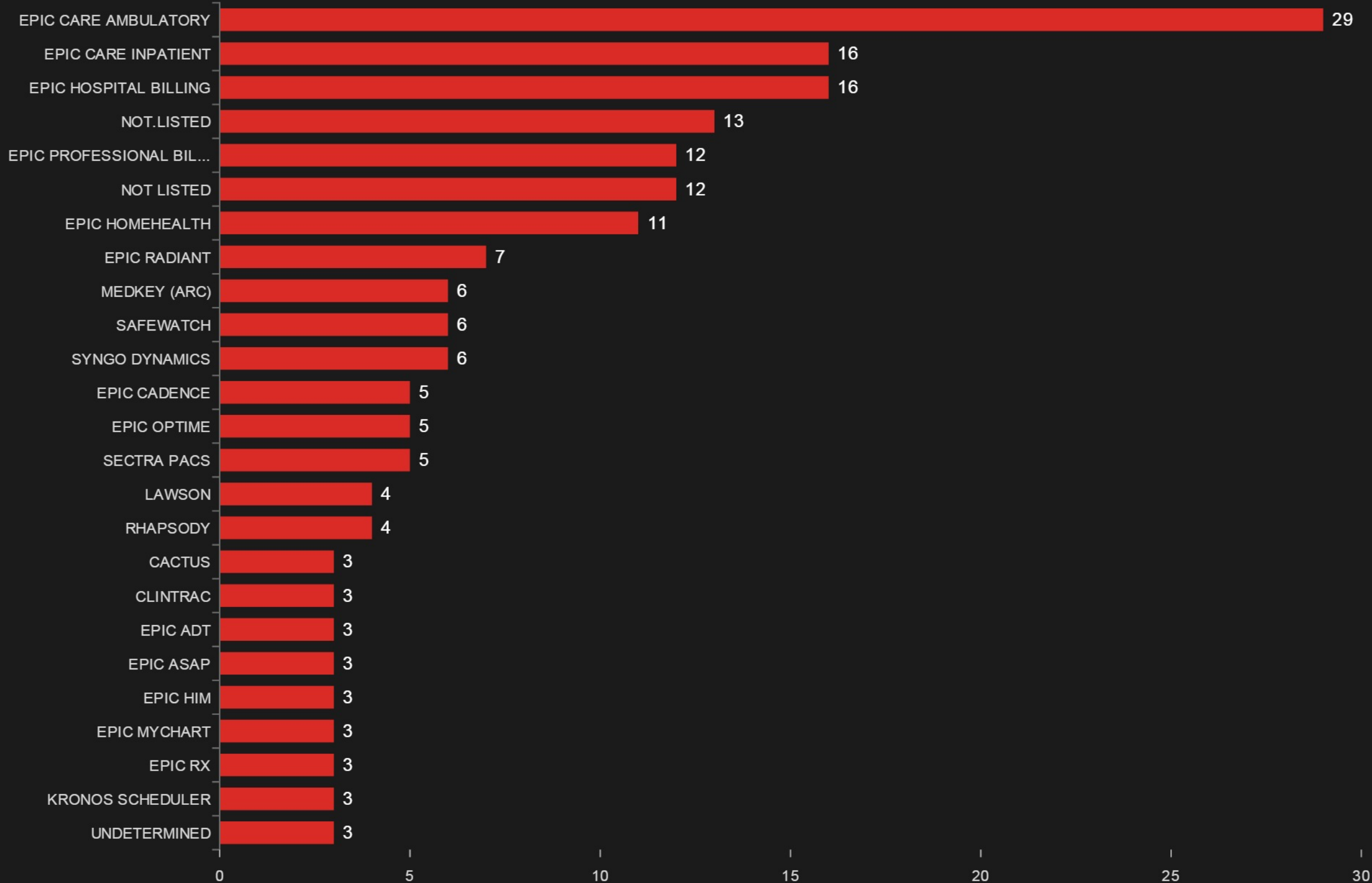


Problem Count by Assignment Group



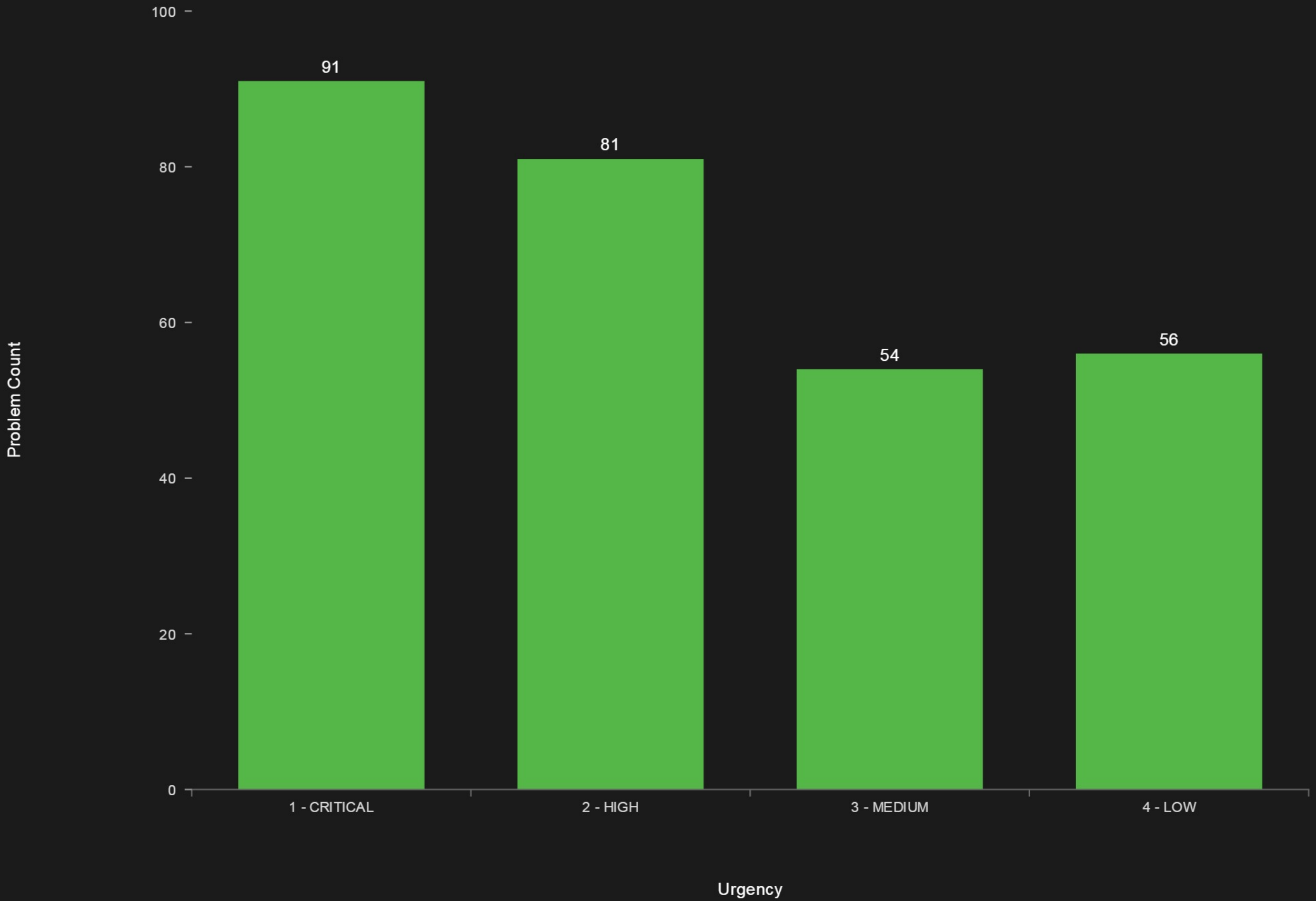
Top 25 Problem Count by Primary CI

Primary CI



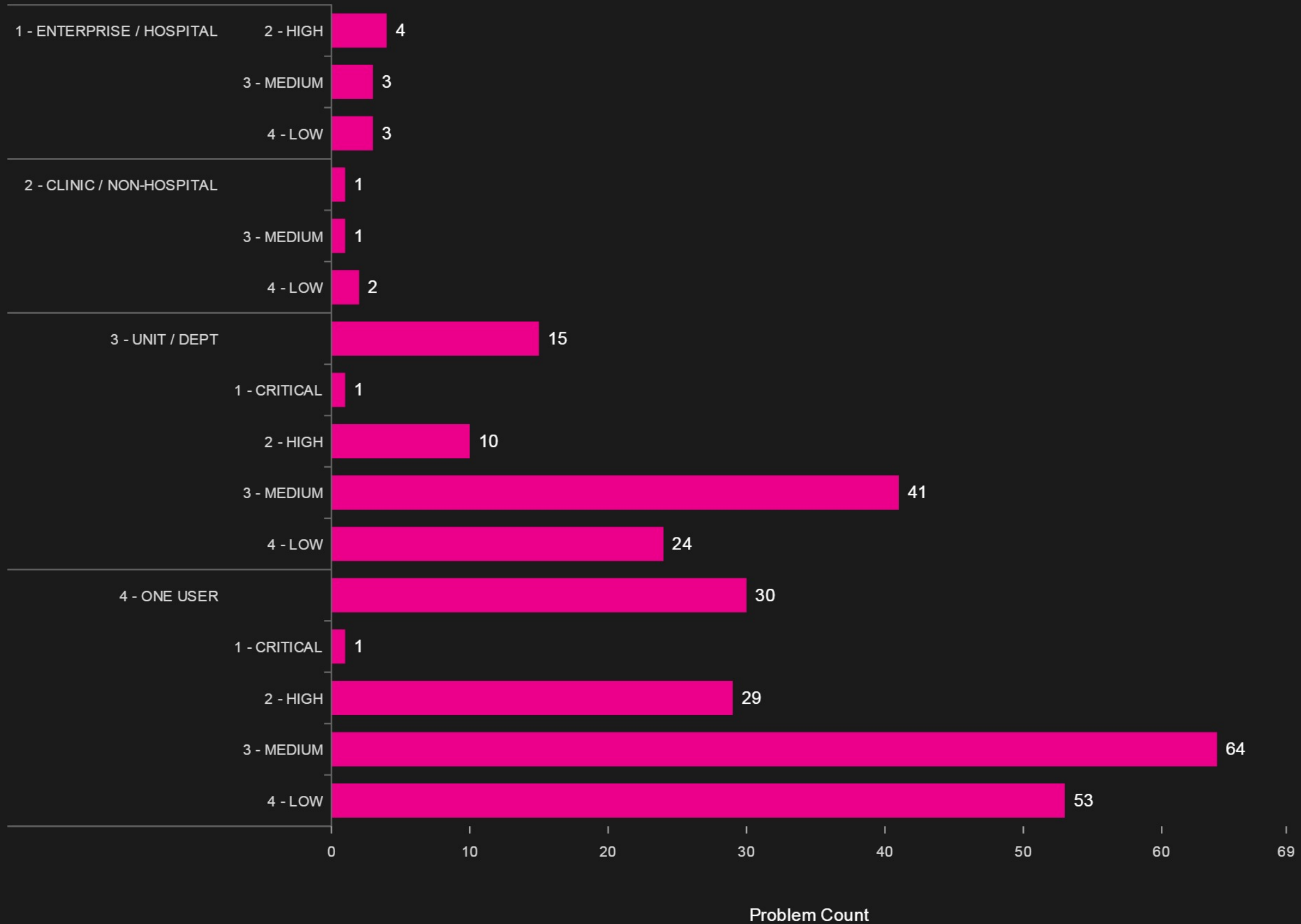
Problem Count

Problem Count by Urgency



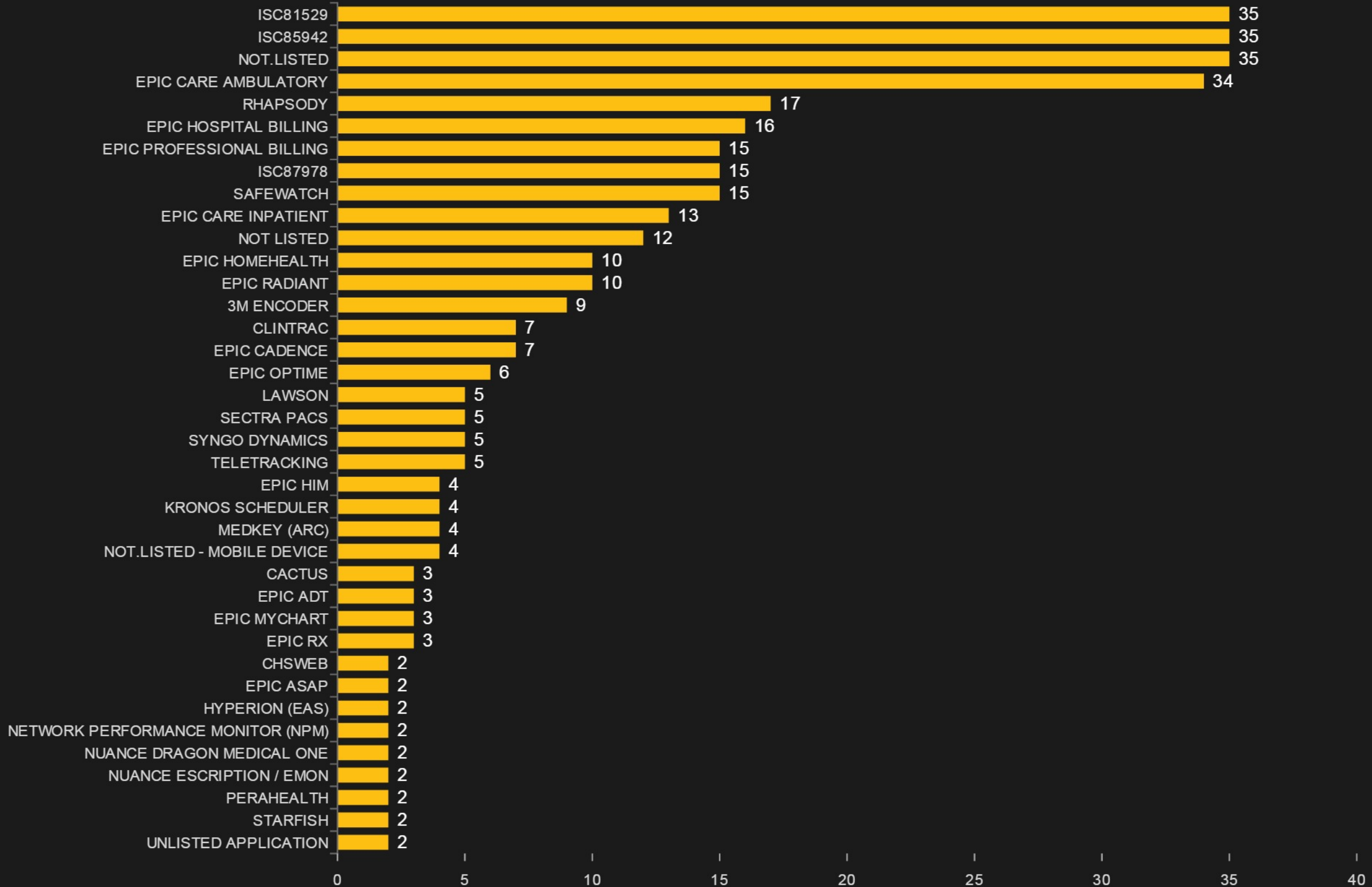
Problem Count by Impact and Priority

Impact / Priority



Top 30 Related Incident Count by Primary CI

Primary CI



Related Incident Count

Top 10 Related Incident Count by Problem ID and Primary CI

