



# Technology Services Group

**Metrics- Ops and Support**

**Open Incidents 09/20/17**

- All Assignment Groups



**CARILIONCLINIC**

Incident Count

234

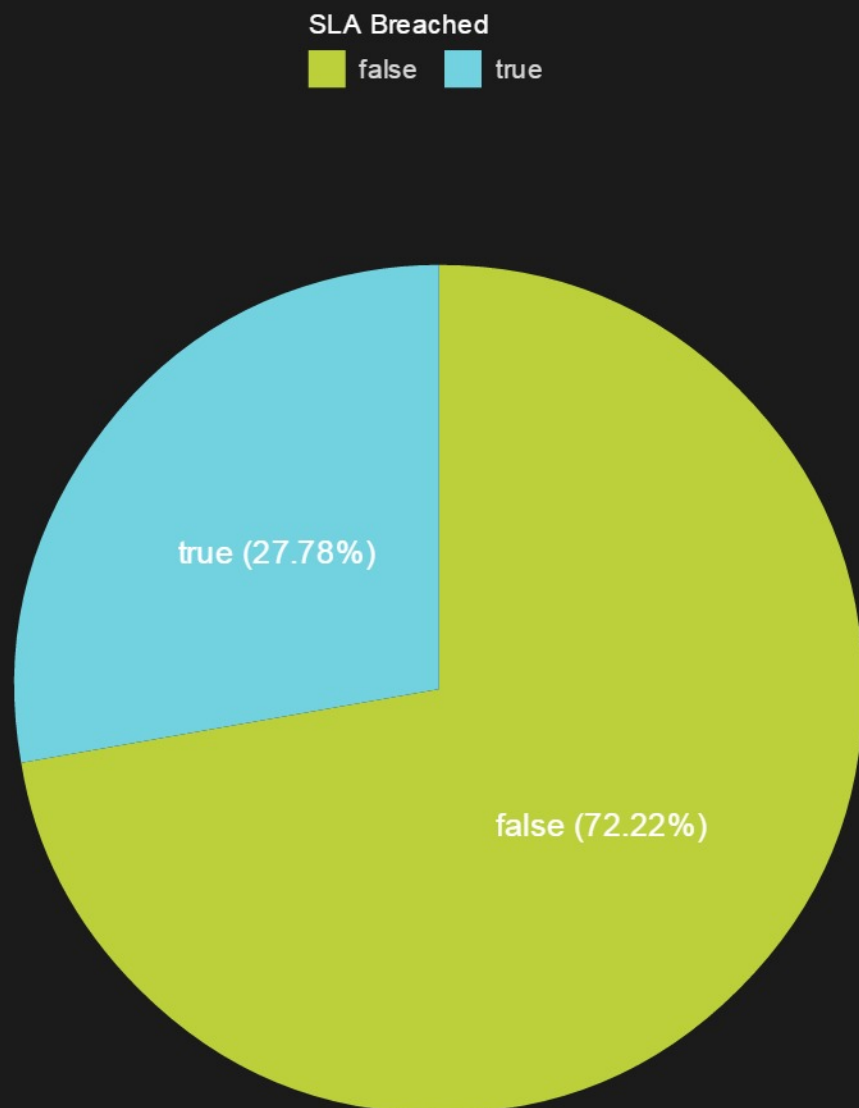
Oldest Age (Days)

89.12

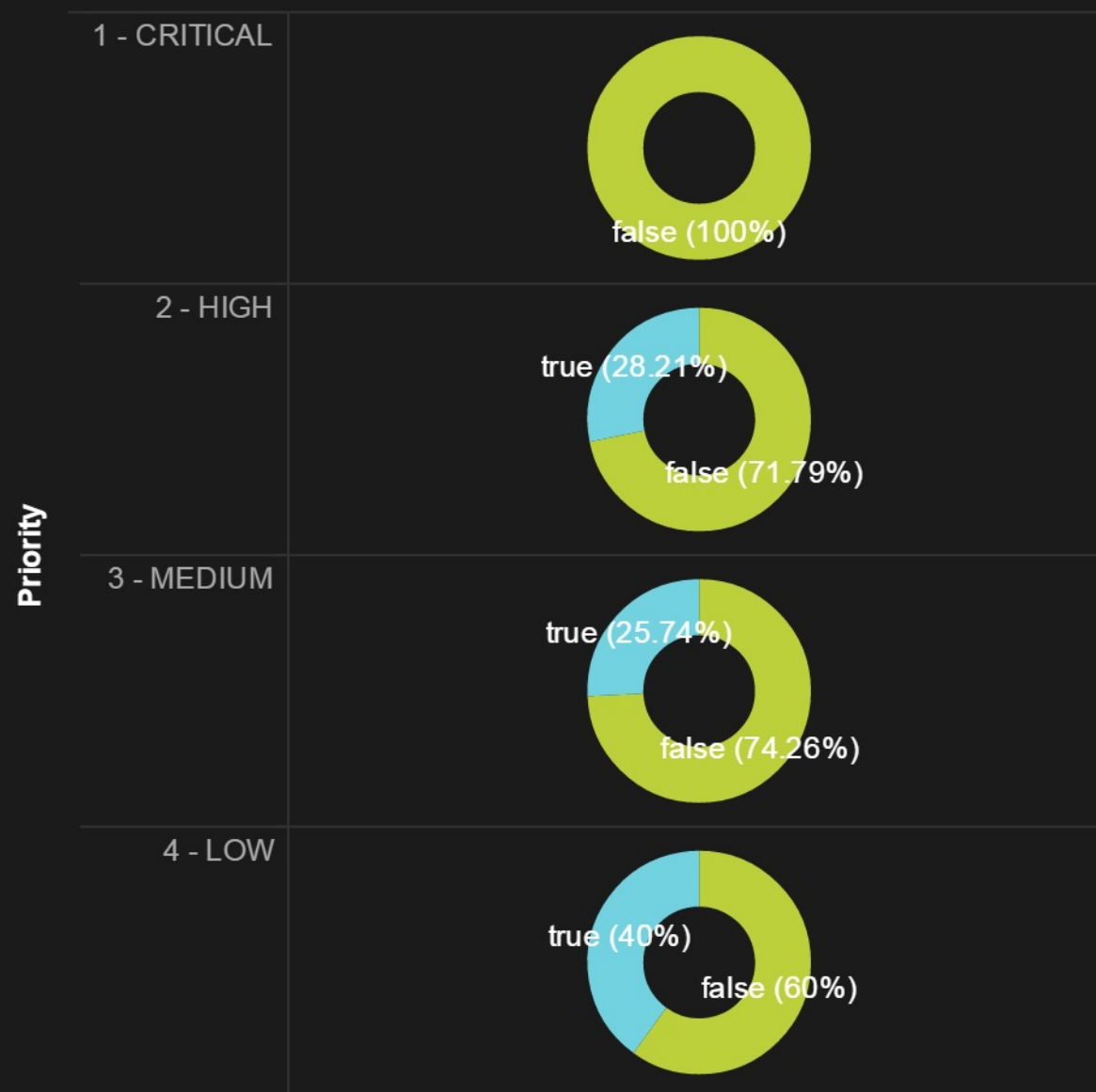
Avg Incident Age (Days)

7.51

Incident Count by SLA Breached

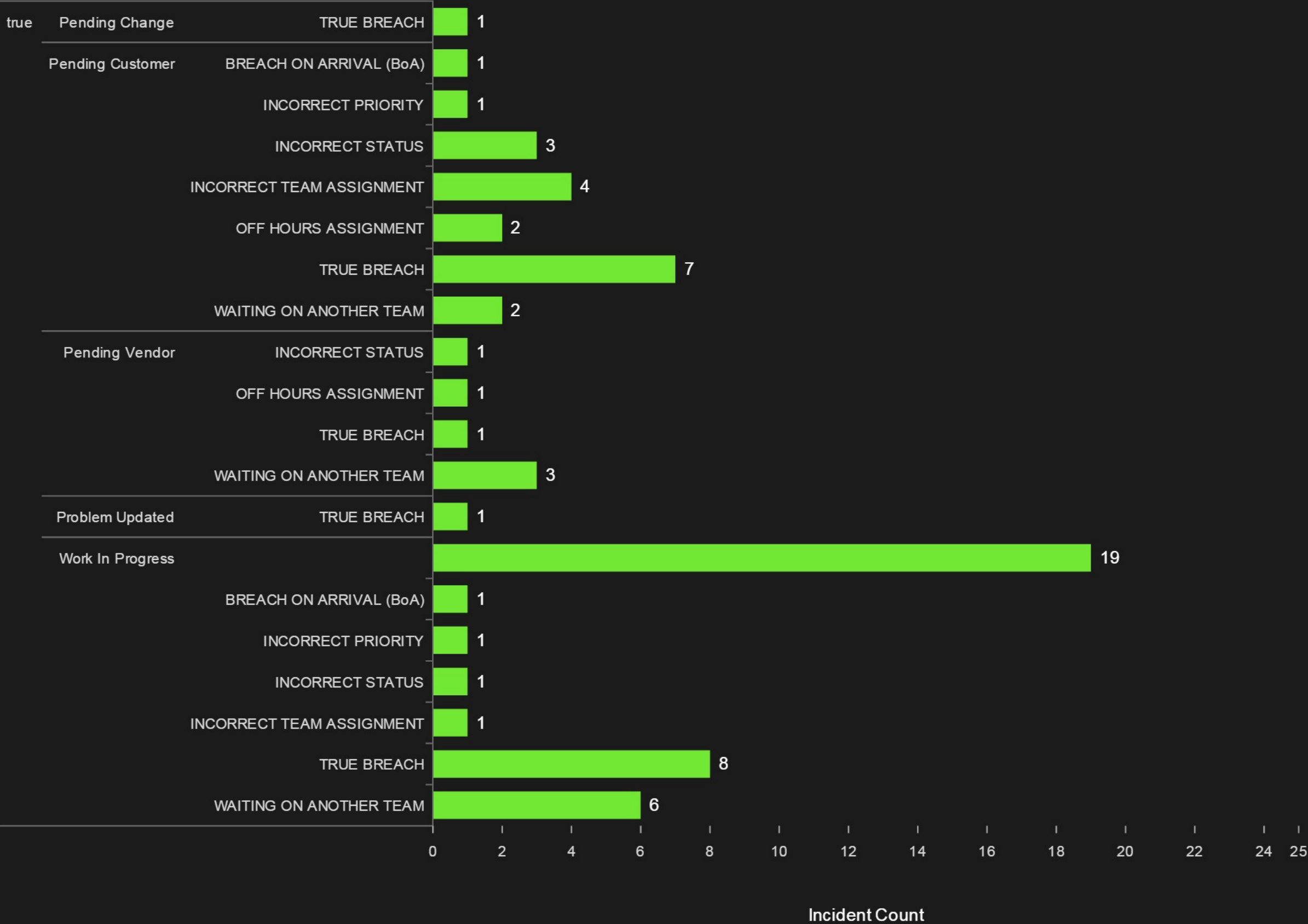


Incident Count by Priority and SLA Breached



Incident Count by SLA Breached, Status and Breach Reason

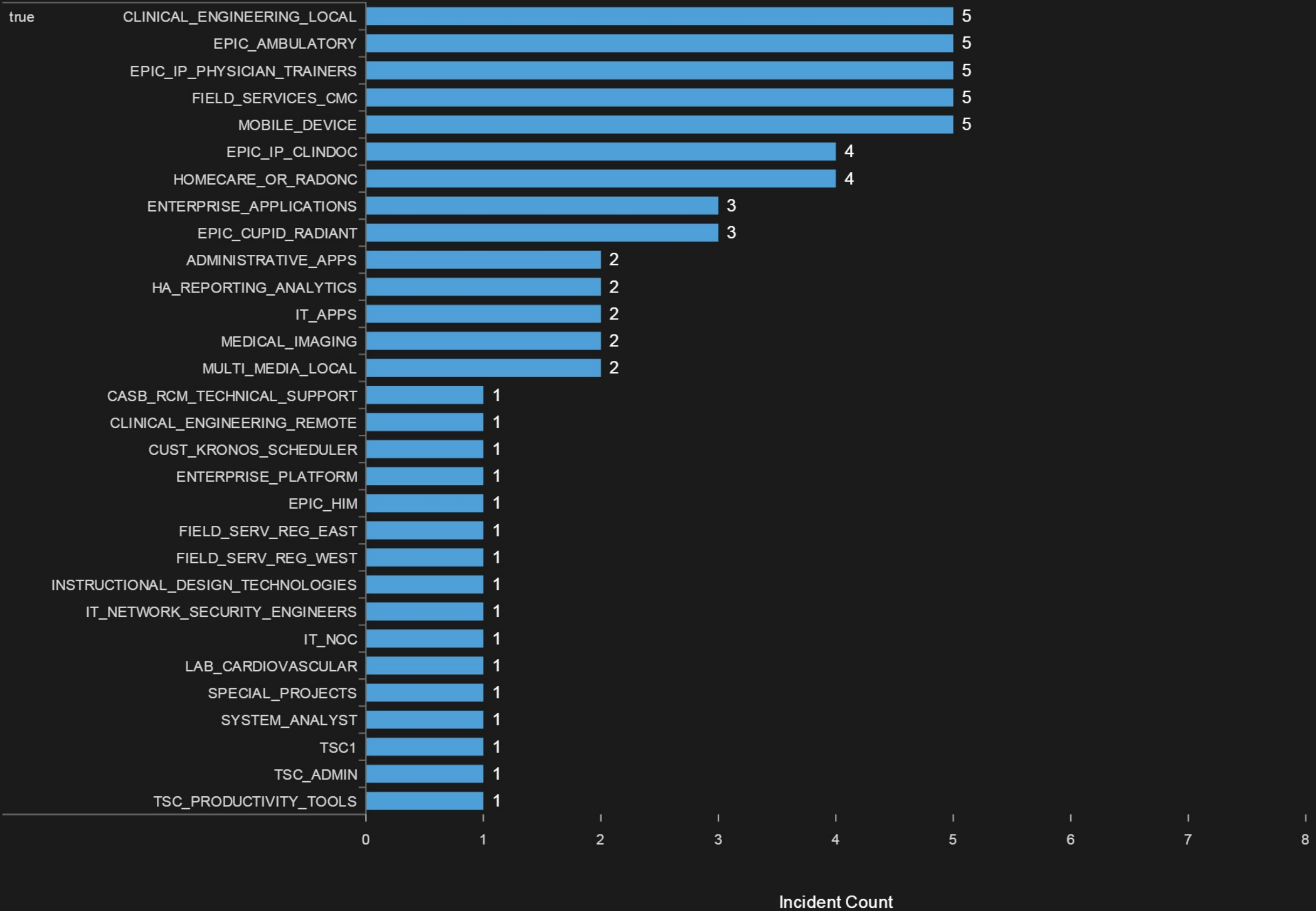
SLA Breached / Status / Breach Reason



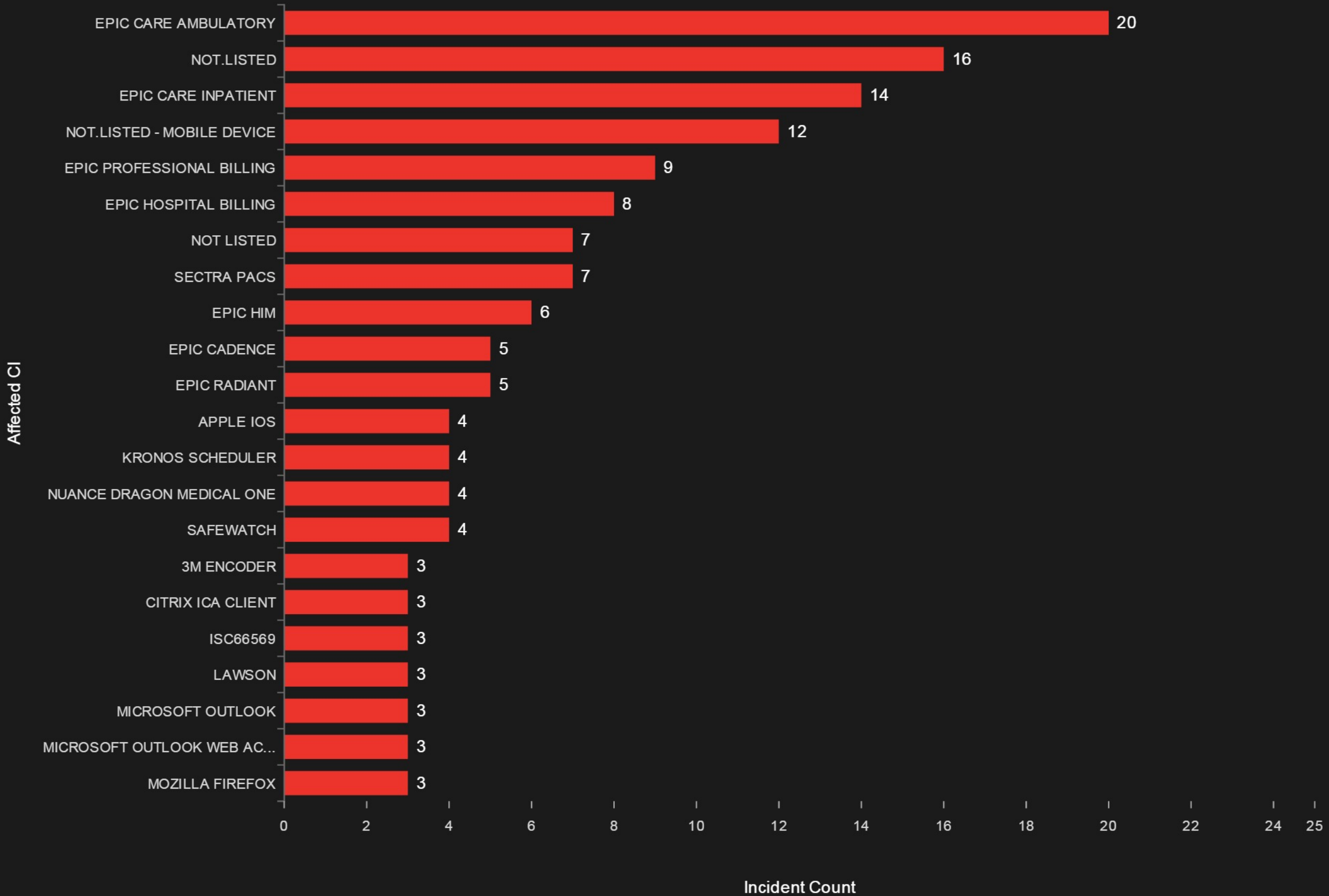


## Incident Count by SLA Breached and Assignment

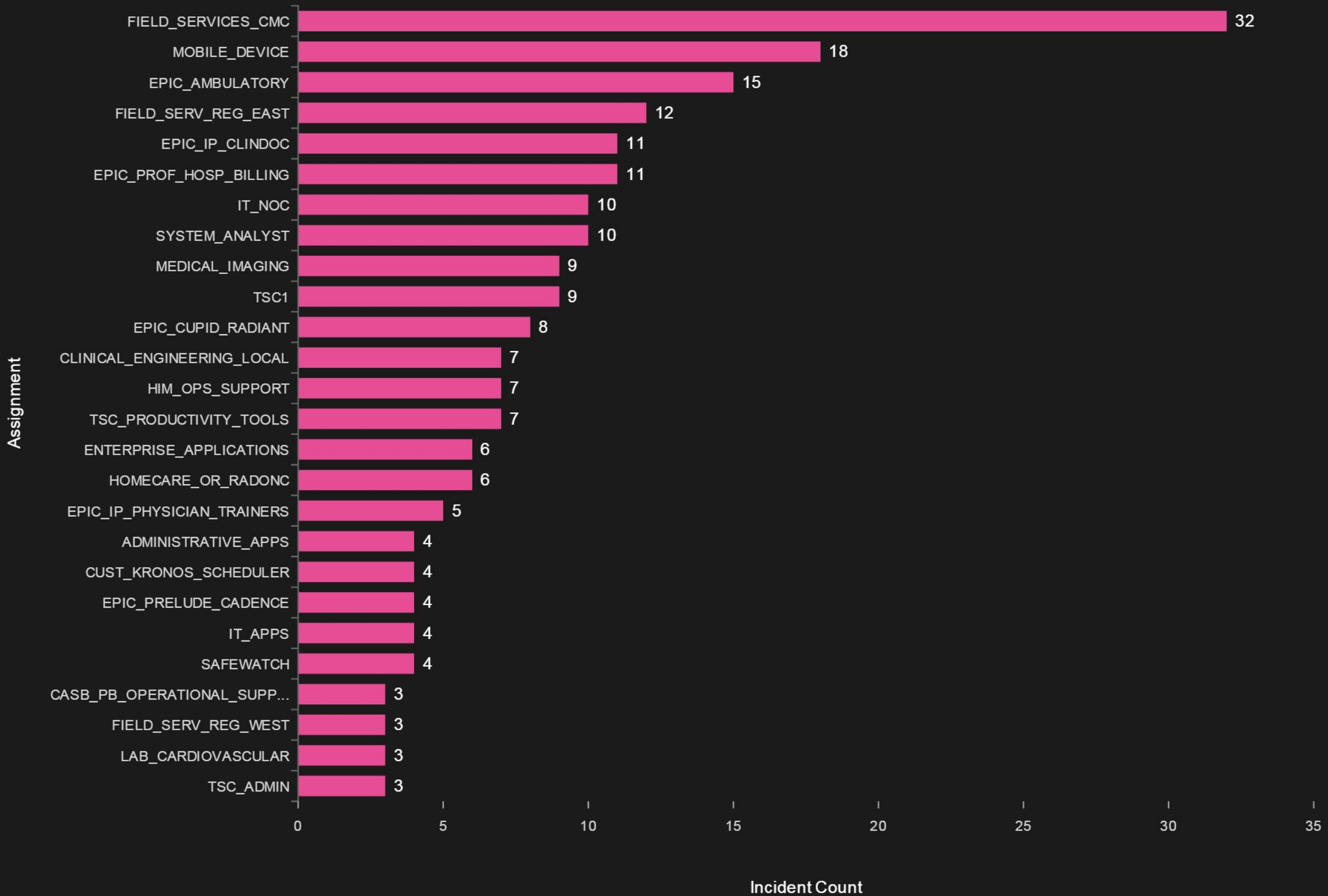
SLA Breached / Assignment



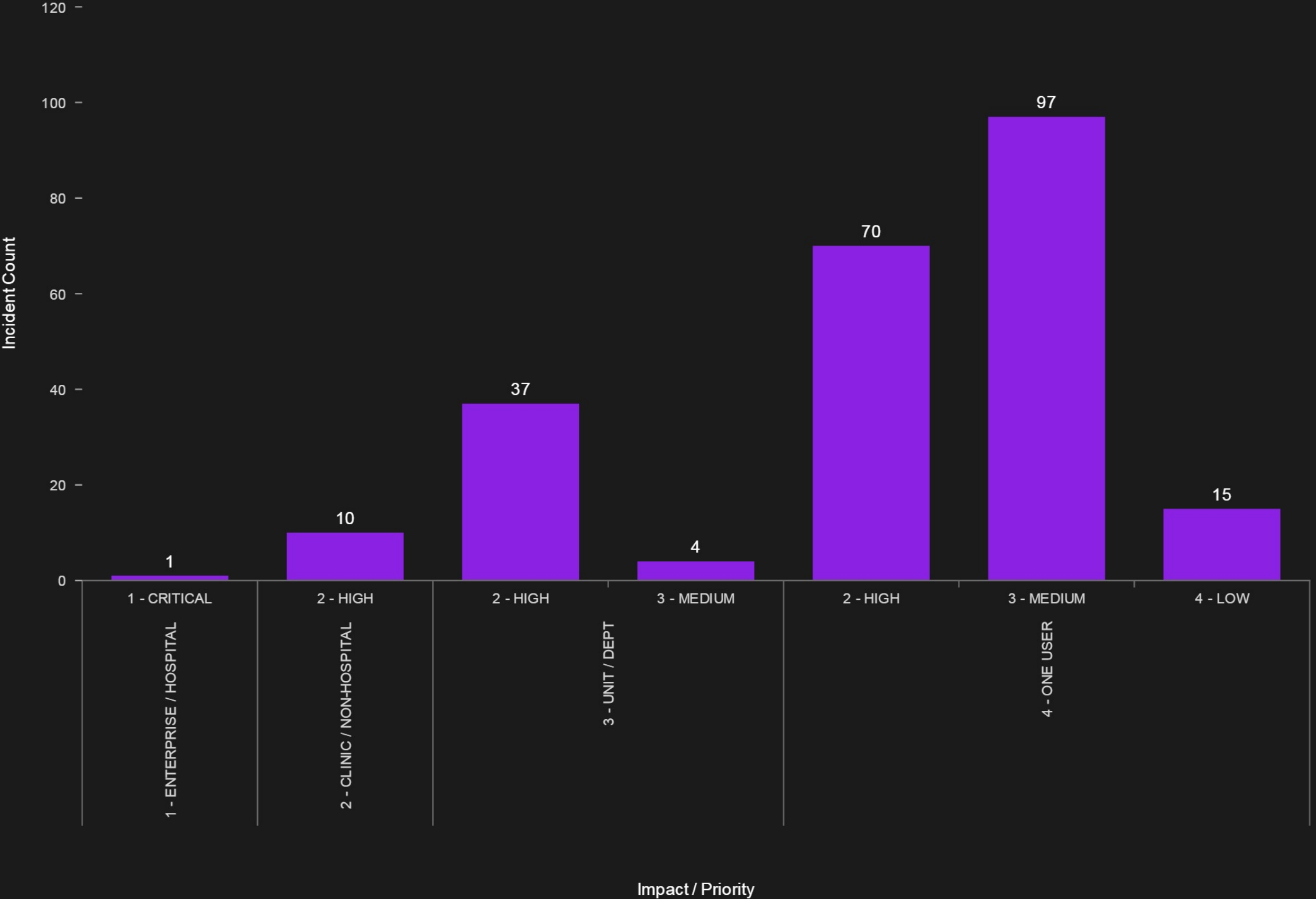
## Top 20 Incident Count by Affected CI



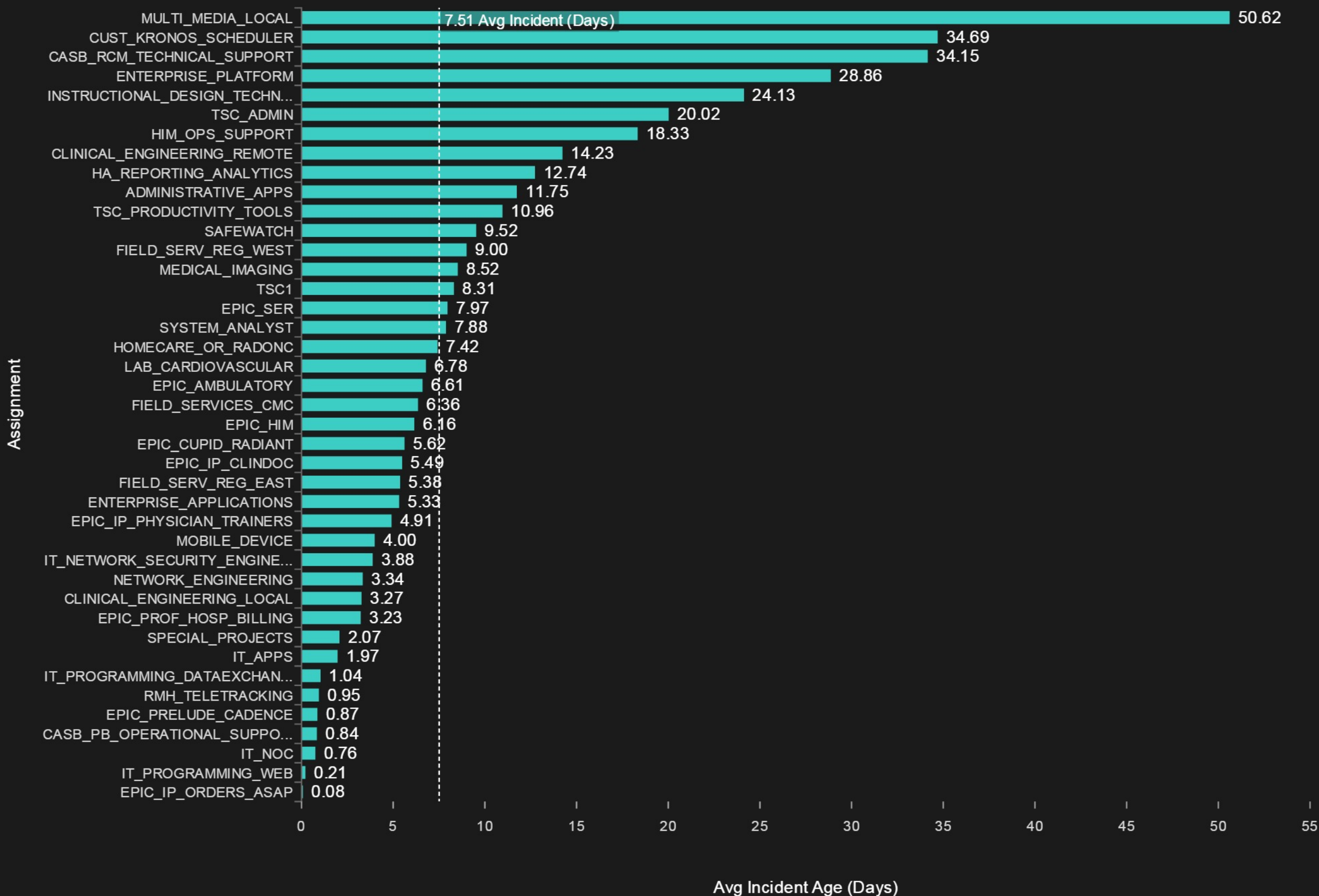
## Top 25 Incident Count by Assignment



Incident Count by Impact and Priority

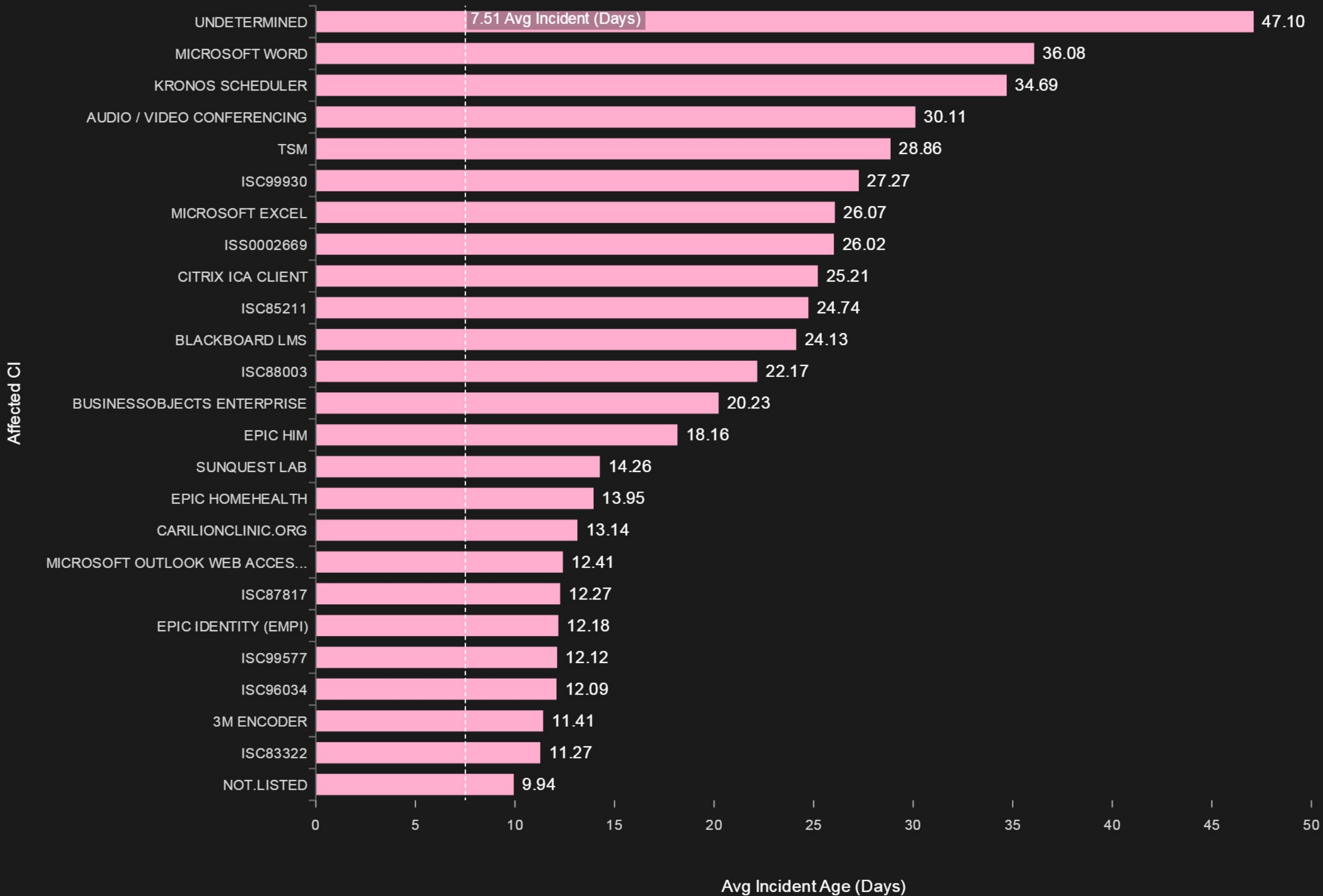


## Avg Incident Age (Days) by Assignment

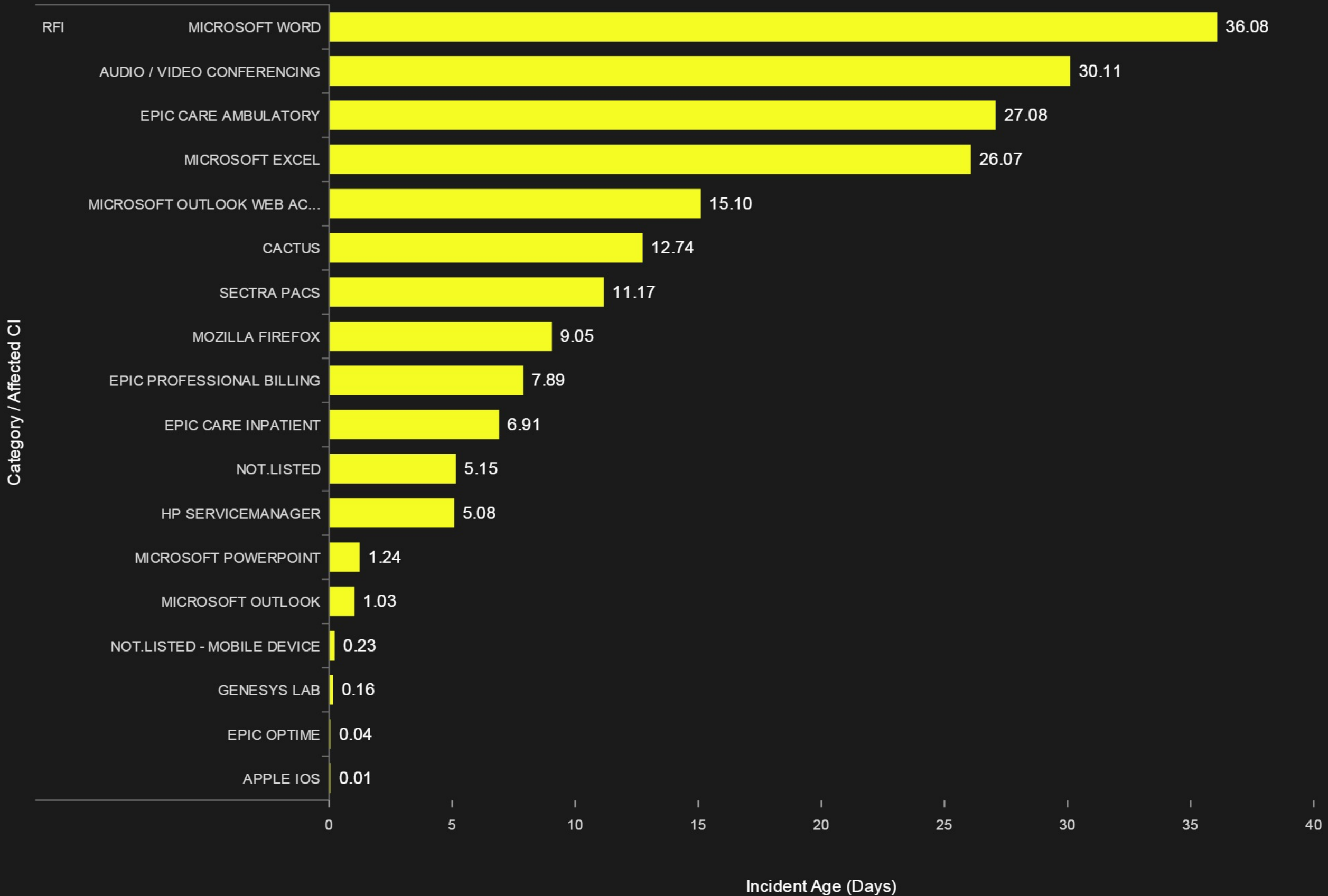




## Top 25 Avg Incident Age (Days) by Affected CI



## Incident Age (Days) by Category and Affected CI



Reopened Incident Age (Days) by Incident ID and Assignment

