

An abstract graphic of a circuit board with various components like resistors, capacitors, and integrated circuits, rendered in white and light blue lines on a dark blue background.

Technology Services Group

Metrics- Ops and Support

Incident Queue 08/30/17

- All Assignment Groups



CARILIONCLINIC

Incident Count

325

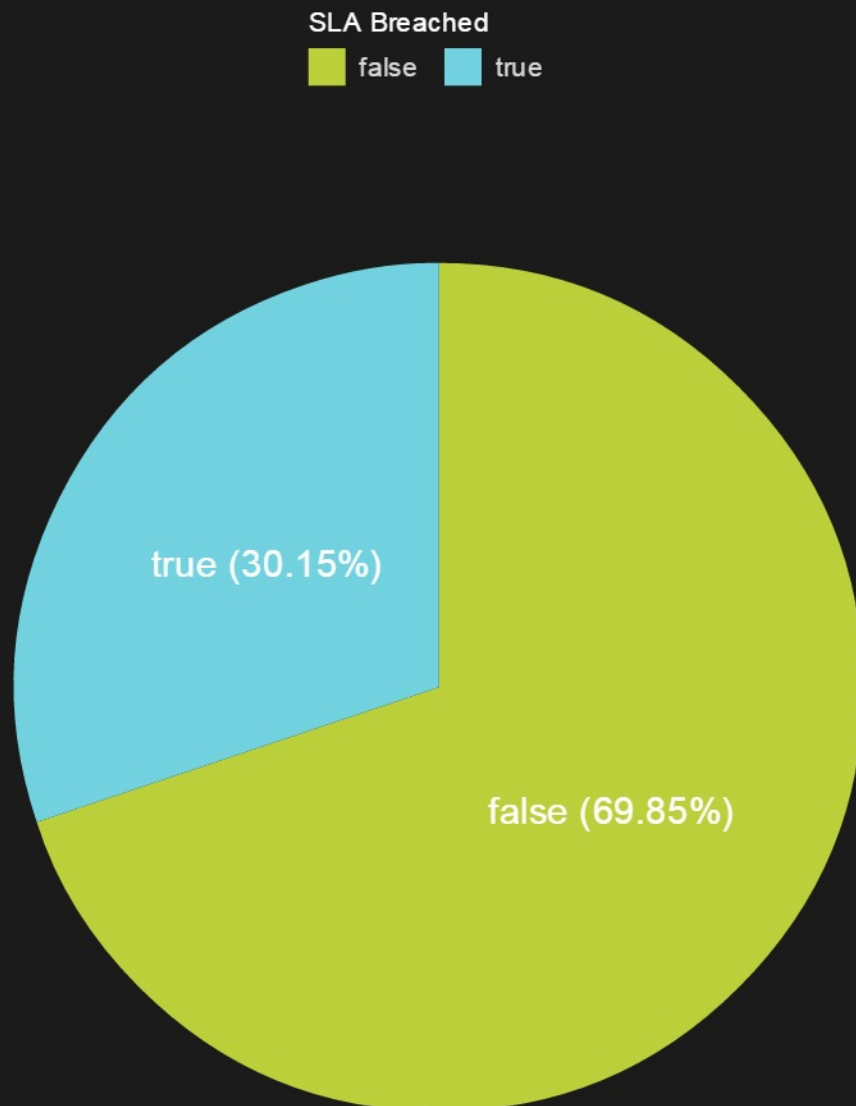
Oldest Incident (Days)

121

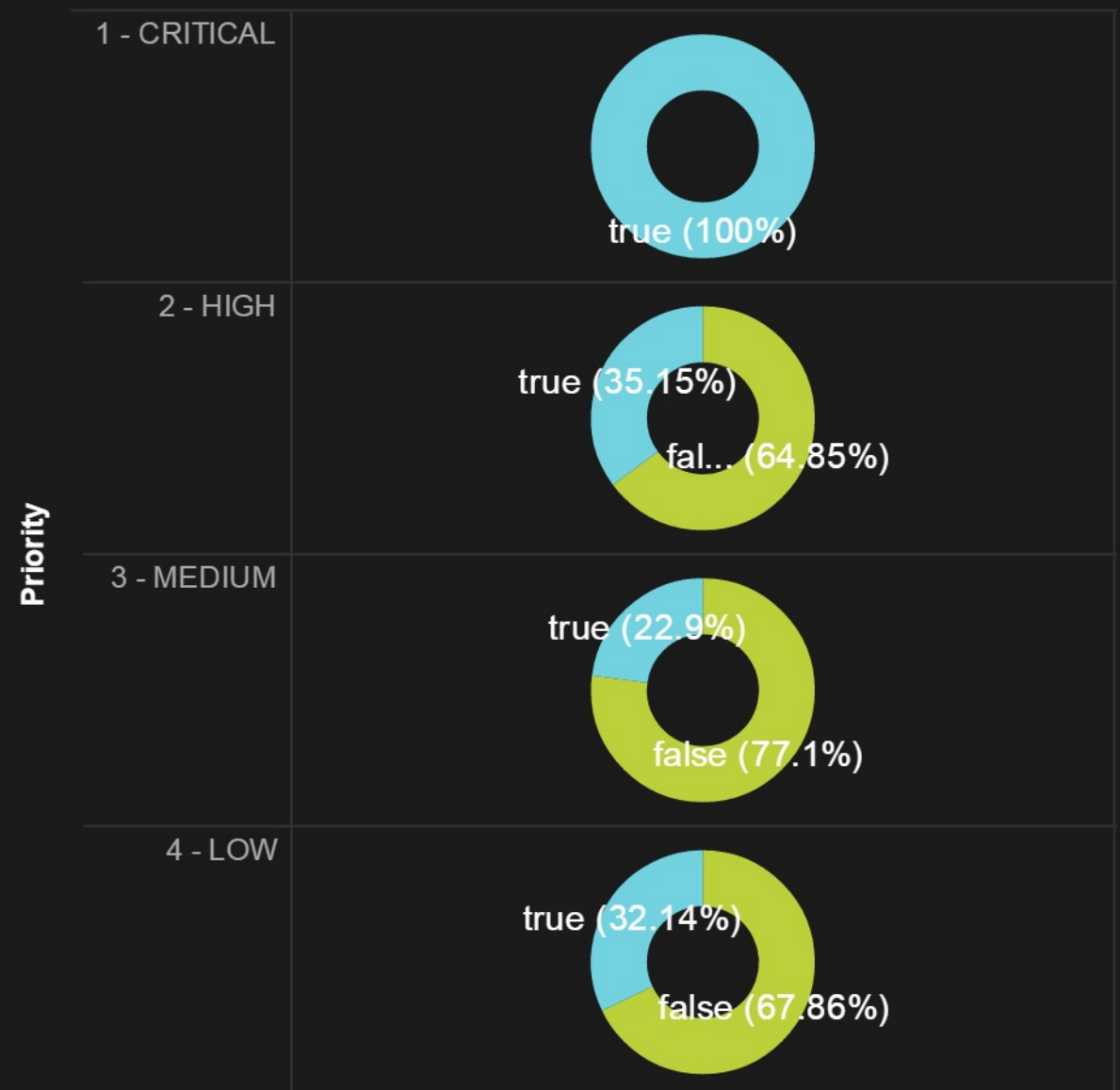
Avg Incident Age (Days)

6.52

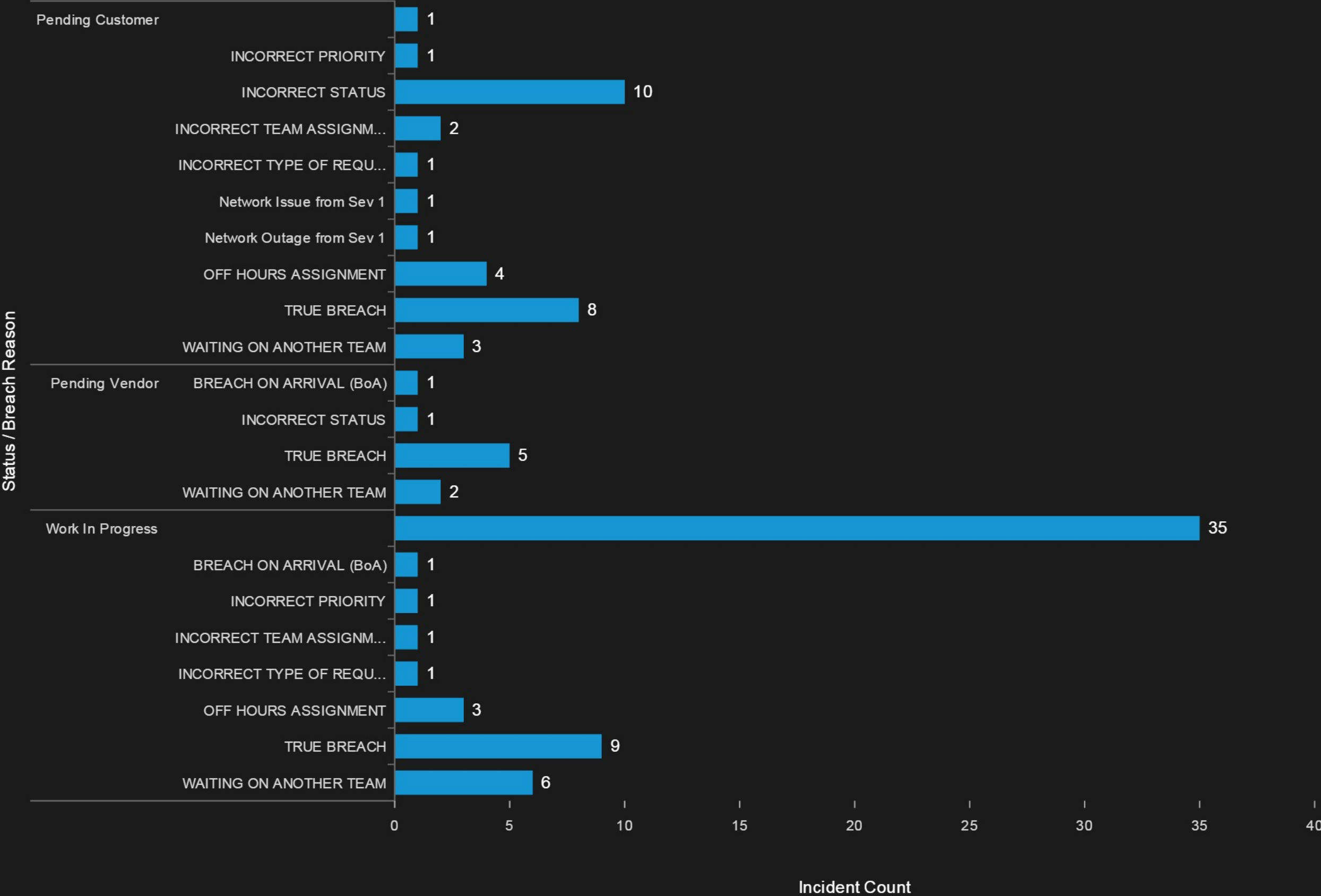
Incident Count by SLA Breached



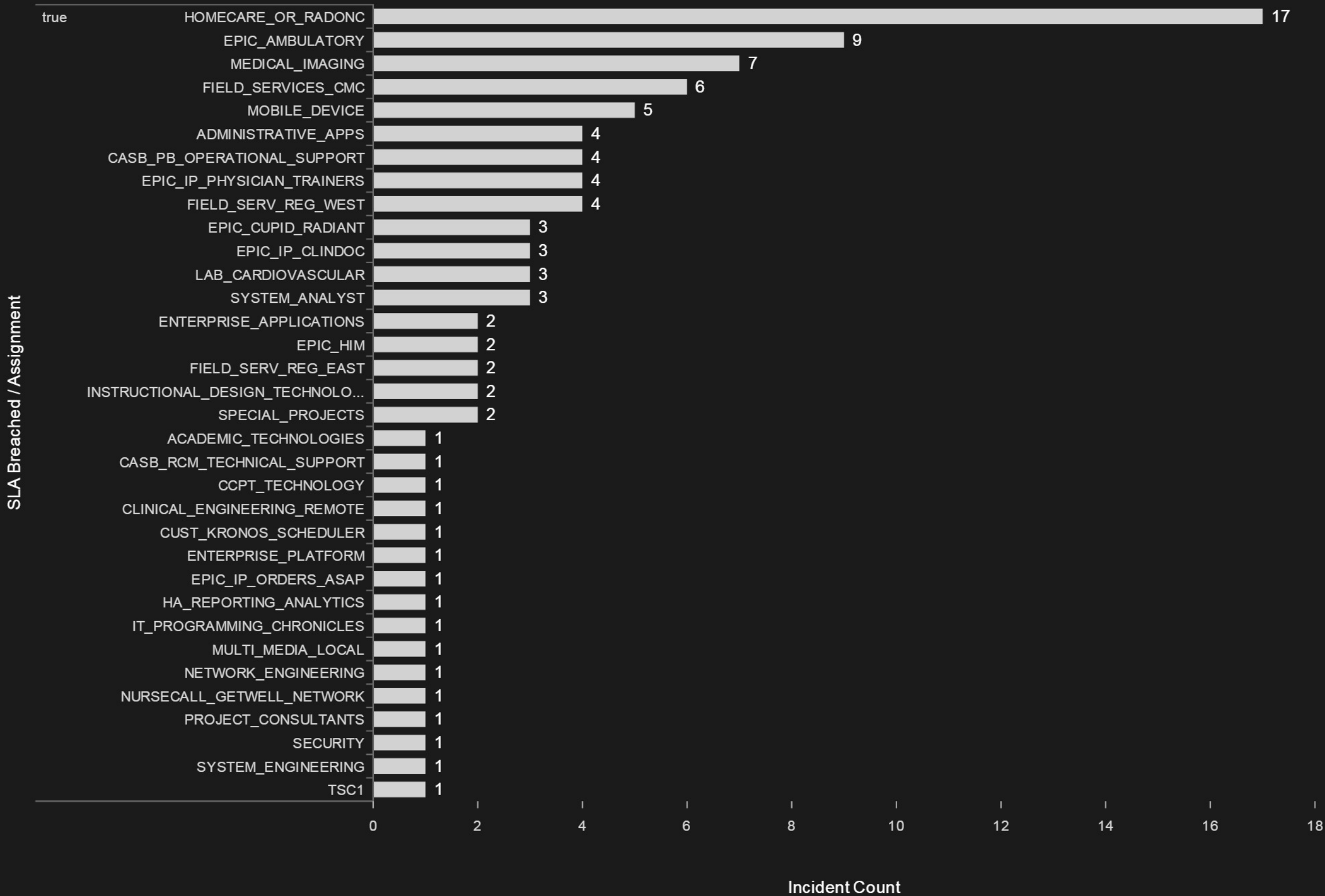
Incident Count by Priority and SLA Breached



Incident Count by Status and Breach Reason

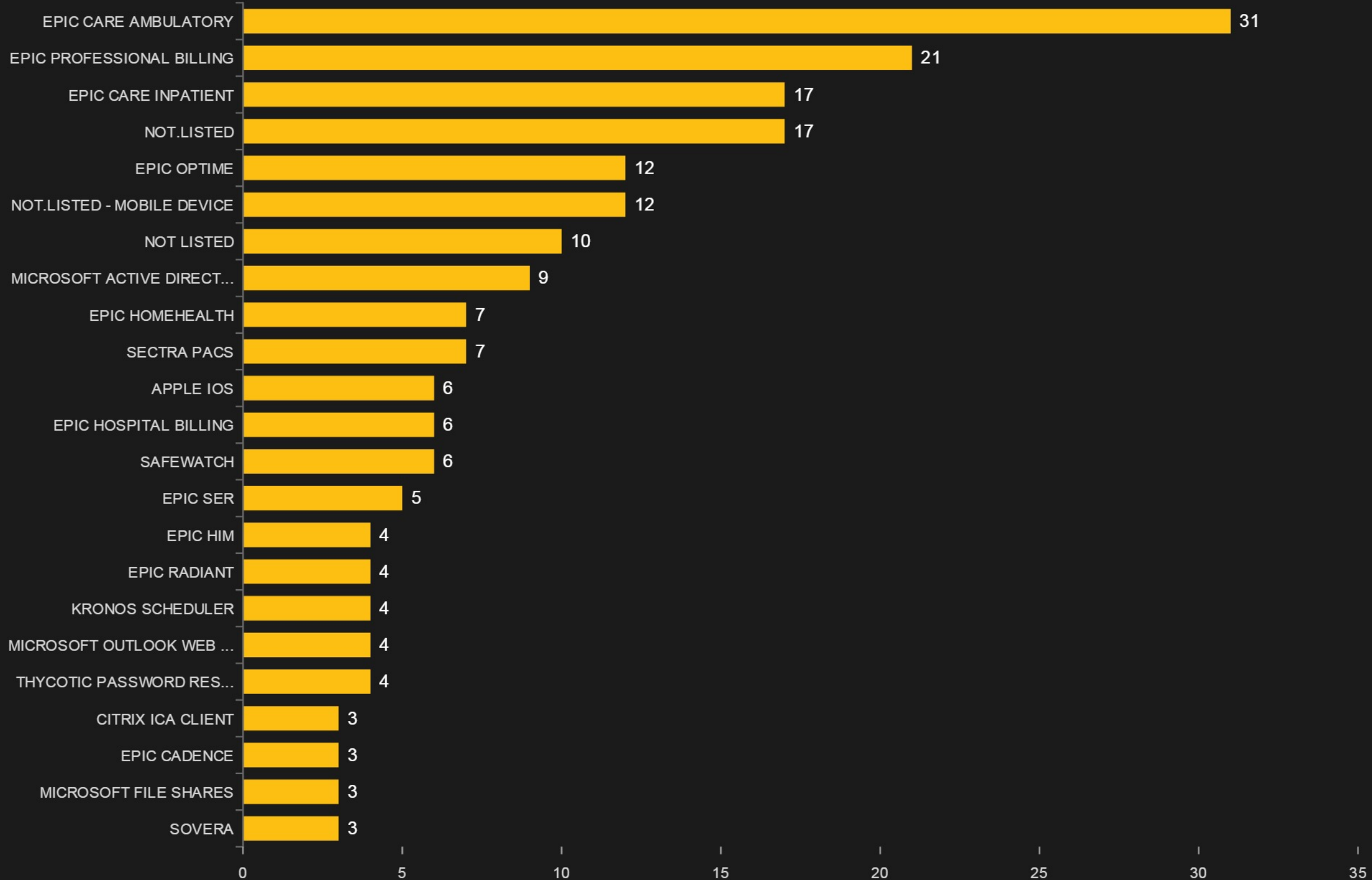


Incident Count by SLA Breached and Assignment



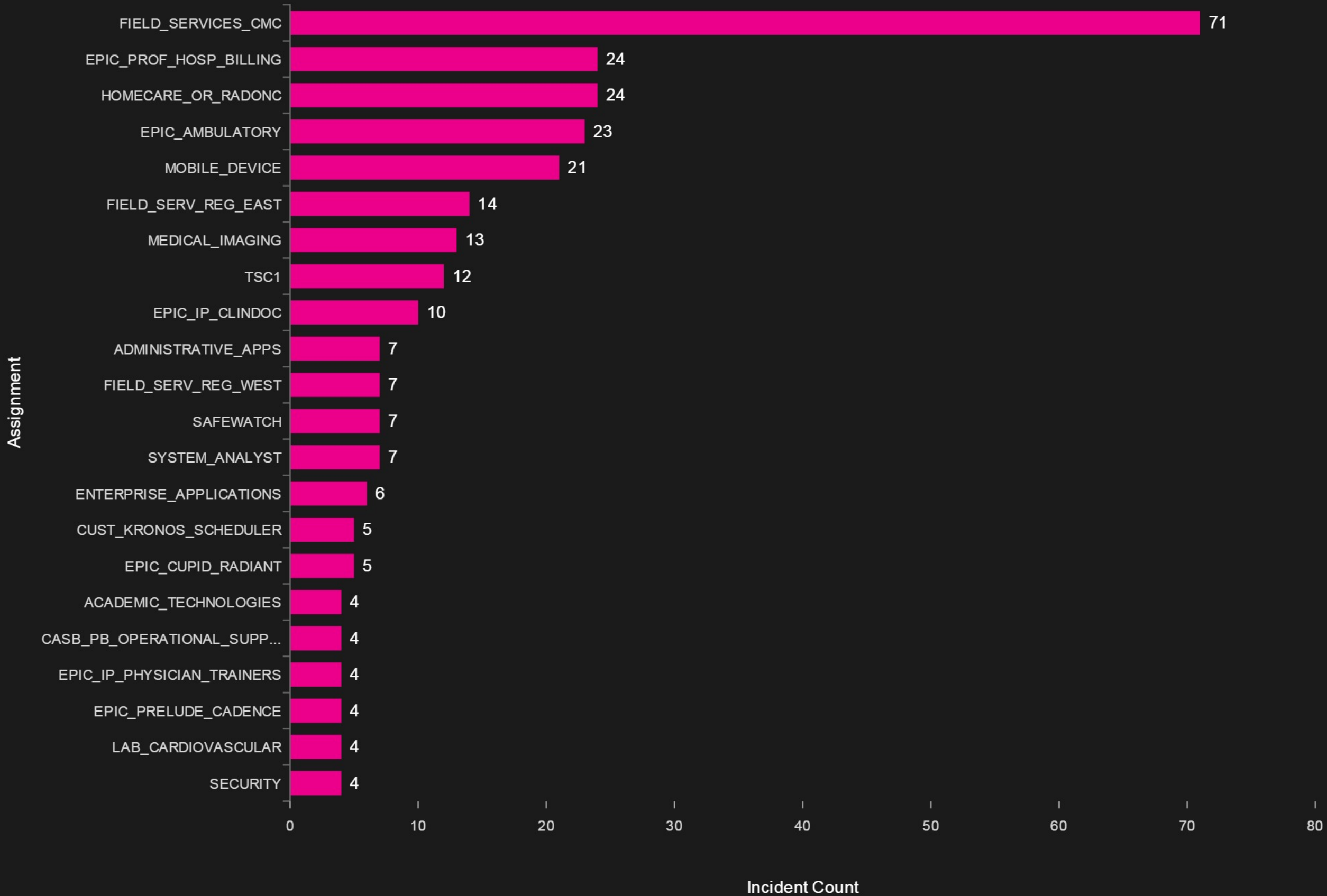
Top 20 Incident Count by Affected CI

Affected CI

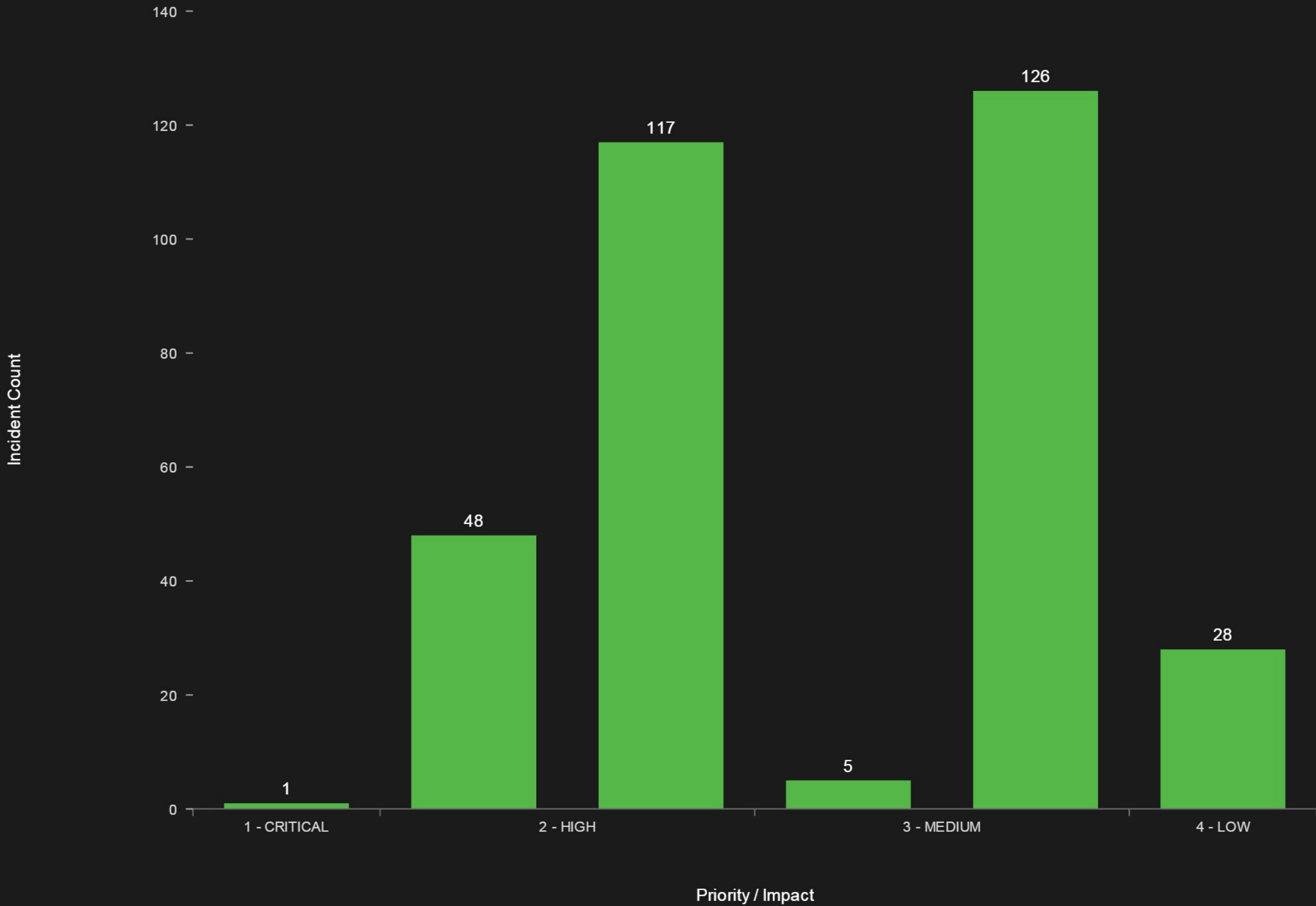


Incident Count

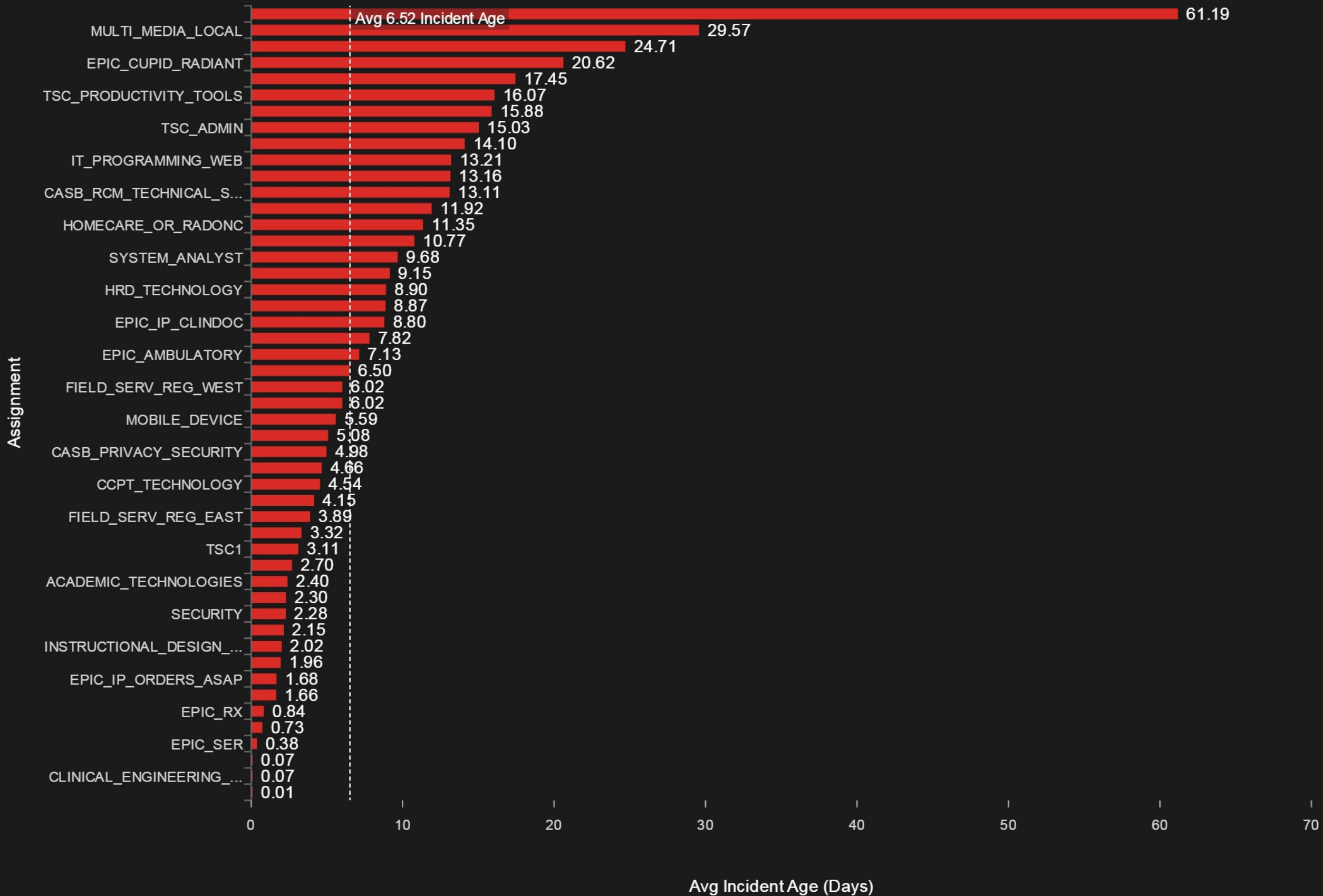
Top 20 Incident Count by Assignment



Incident Count by Priority and Impact

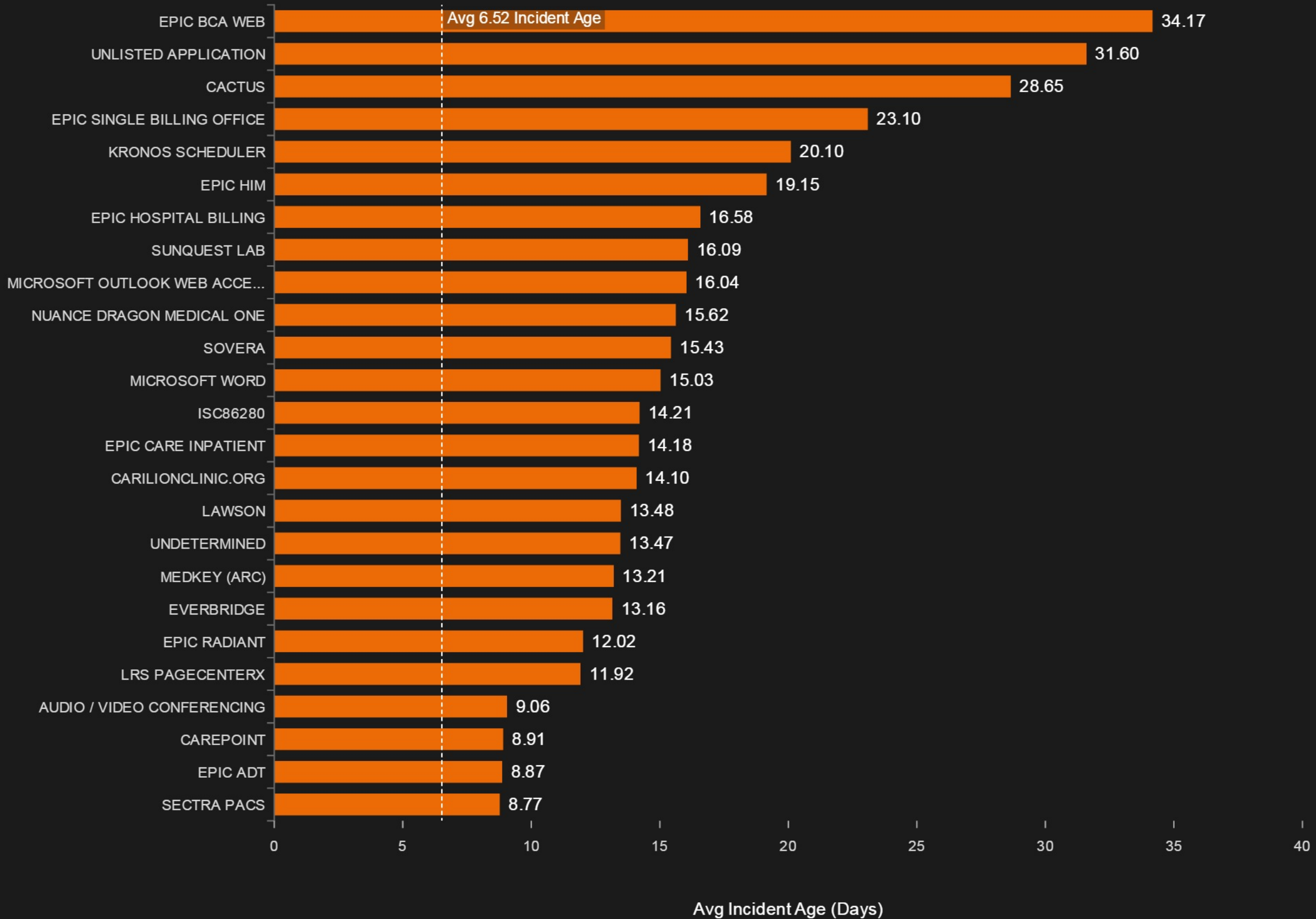


Avg Incident Age (Days) by Assignment

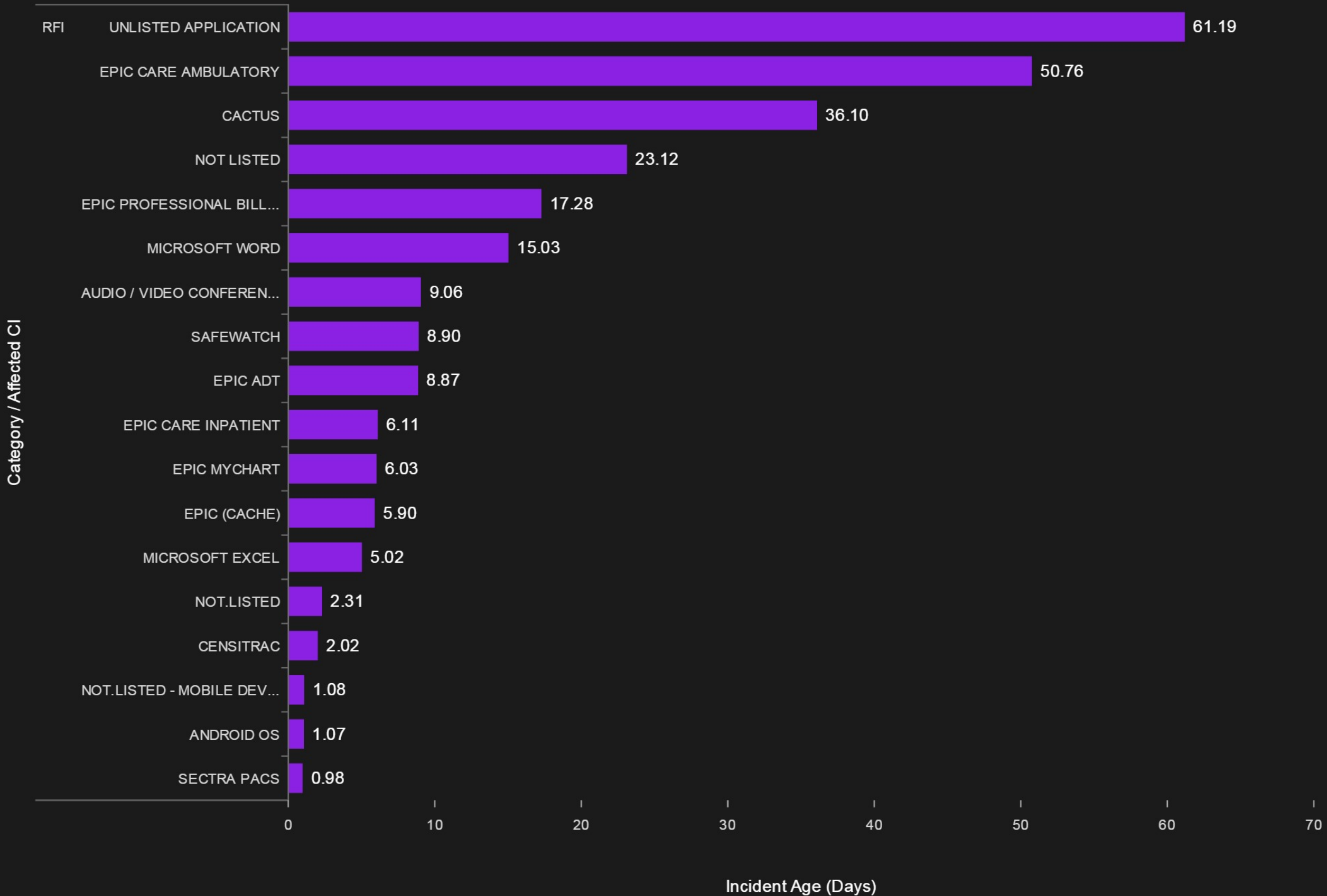


Top 25 Avg Incident Age (Days) by Affected CI

Affected CI



Incident Age (Days) by Category and Affected CI



Reopened Incident Age (Days) by Assignment, Incident ID and Affected CI

