Technology Services Group

Metrics- Ops and Support

Open Incidents Queue 09/06/17

- All Assignment Groups

CarilionClinic

Incident Count

306

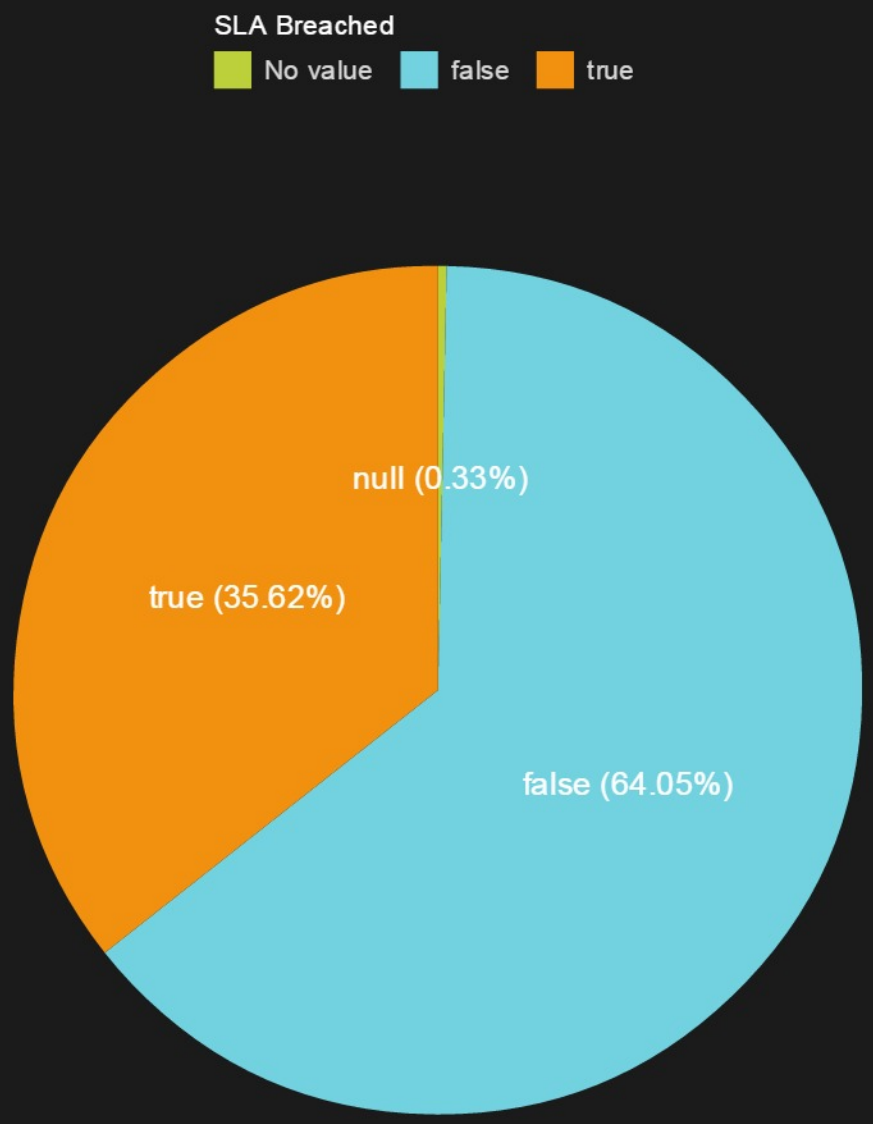
Oldest Incident (Days)

128

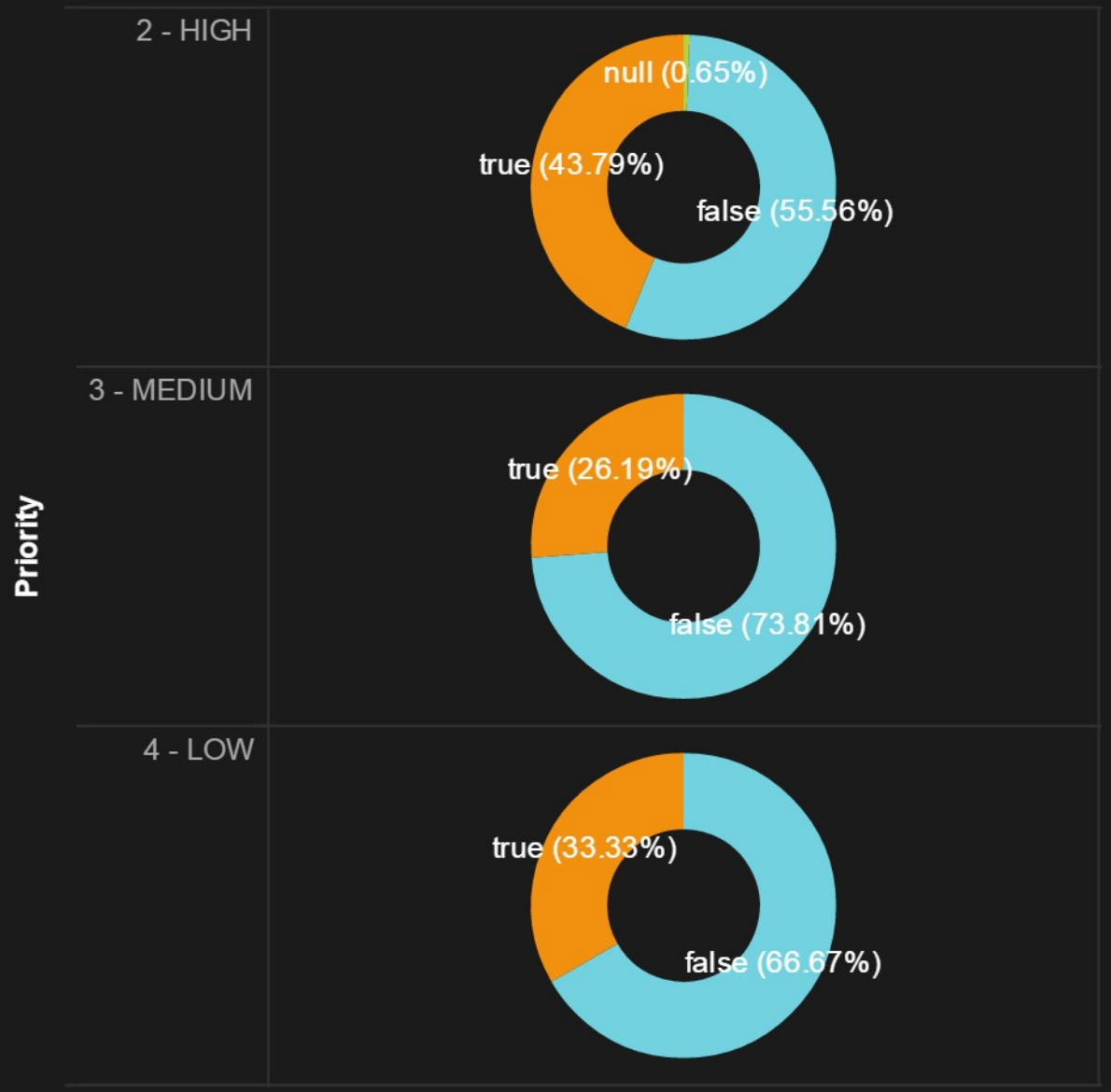
Avg Incident Age (Days)

8.23

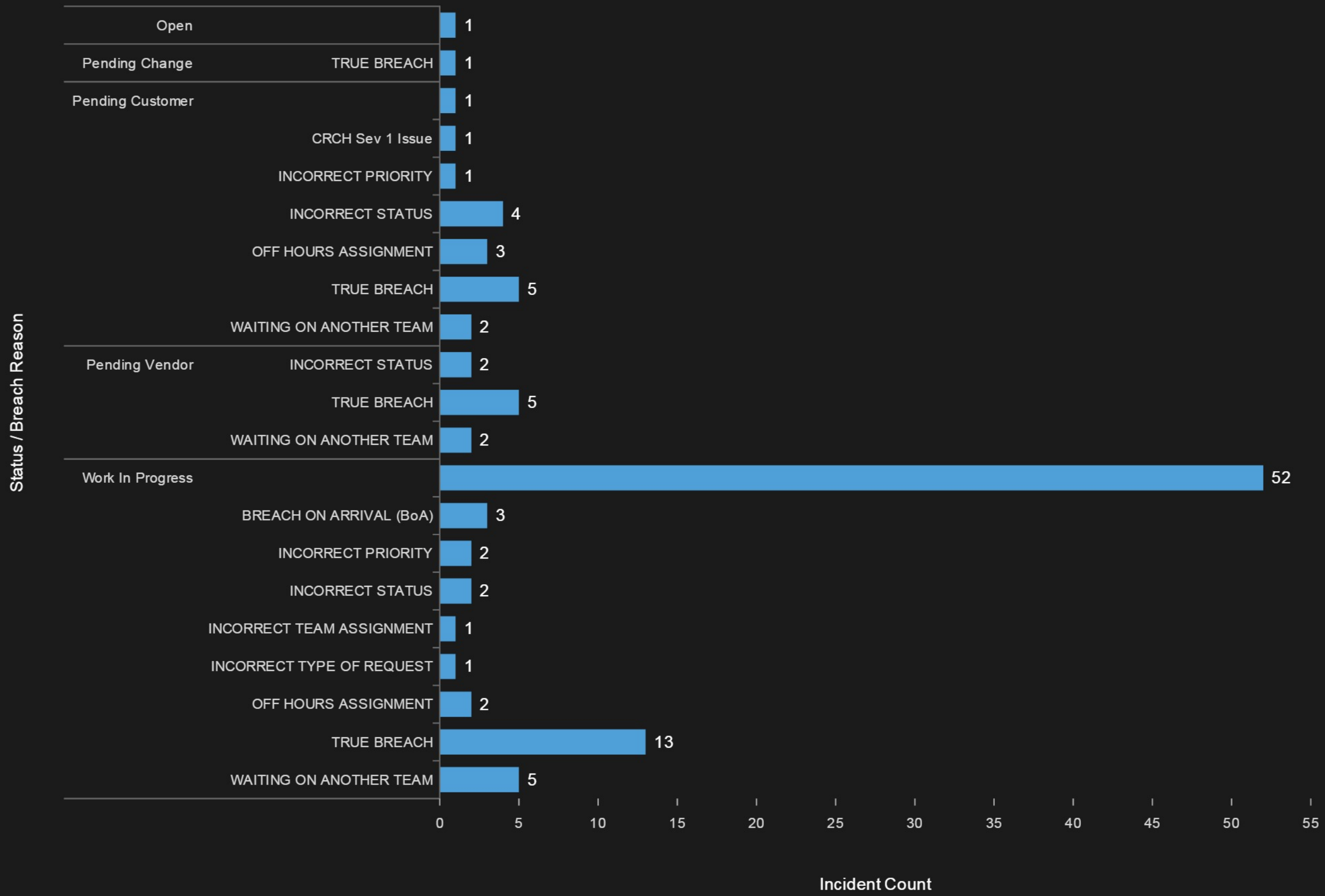
Incident Count by SLA Breached



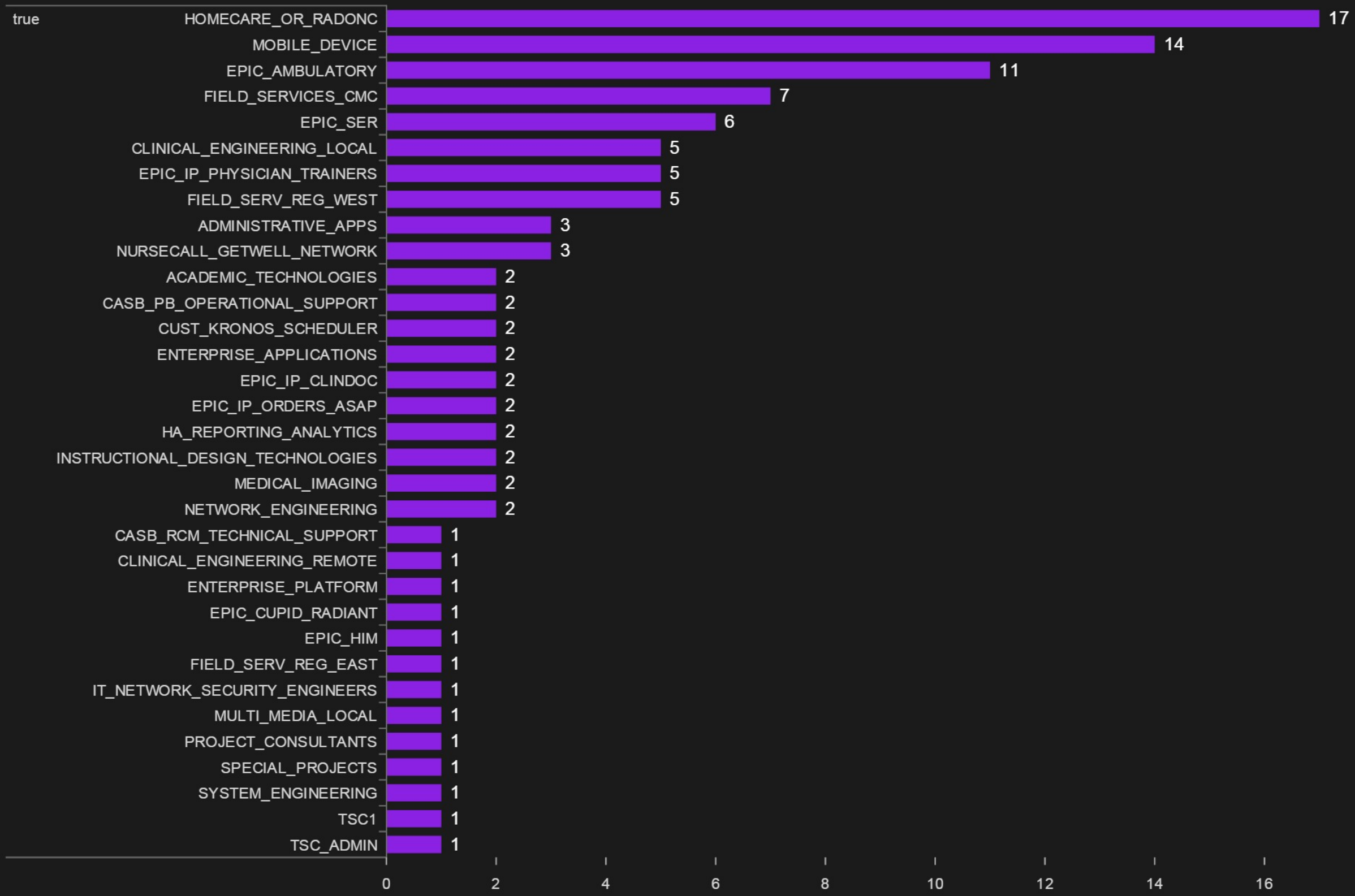
Incident Count by Priority and SLA Breached



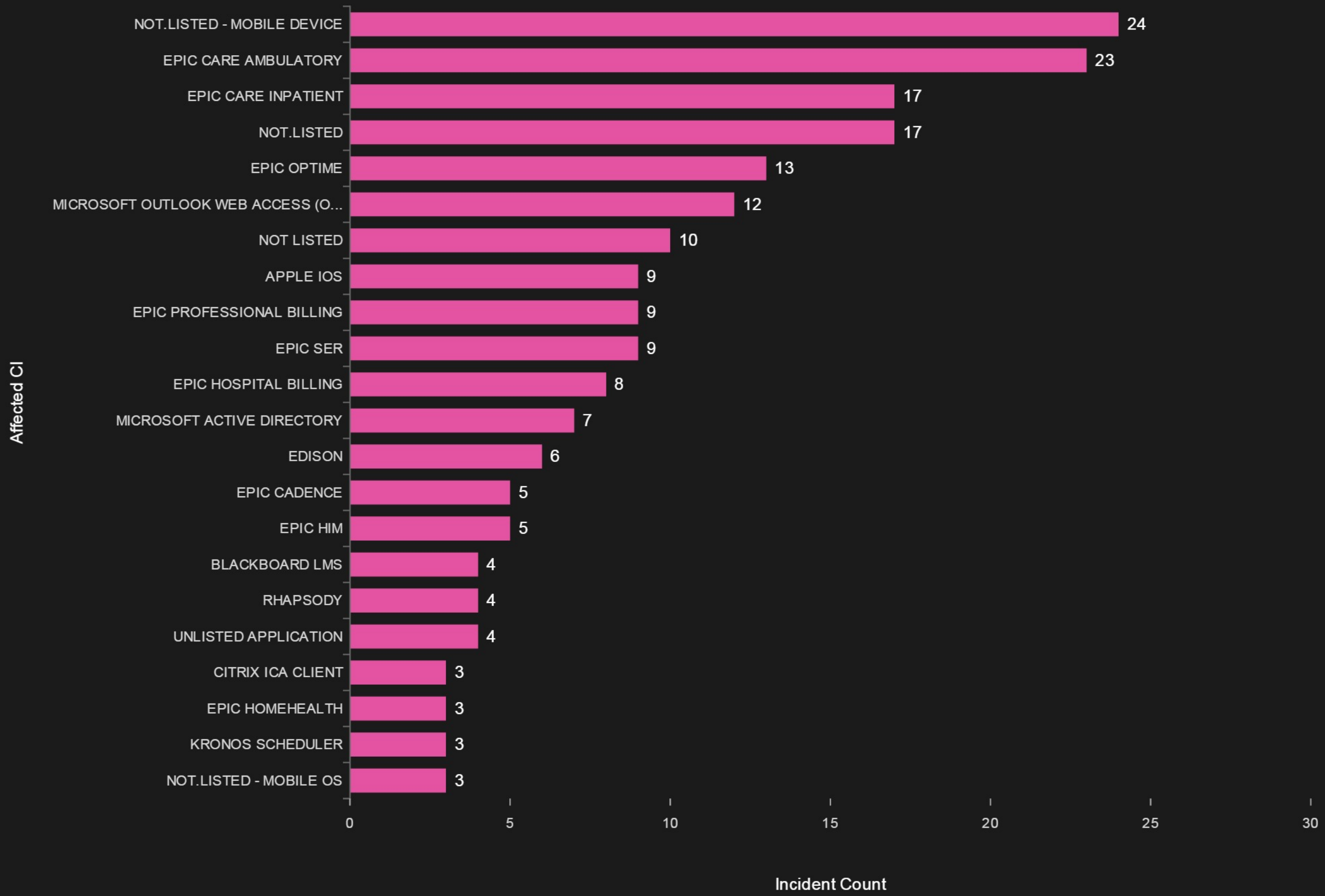
Incident Count by Status and Breach Reason



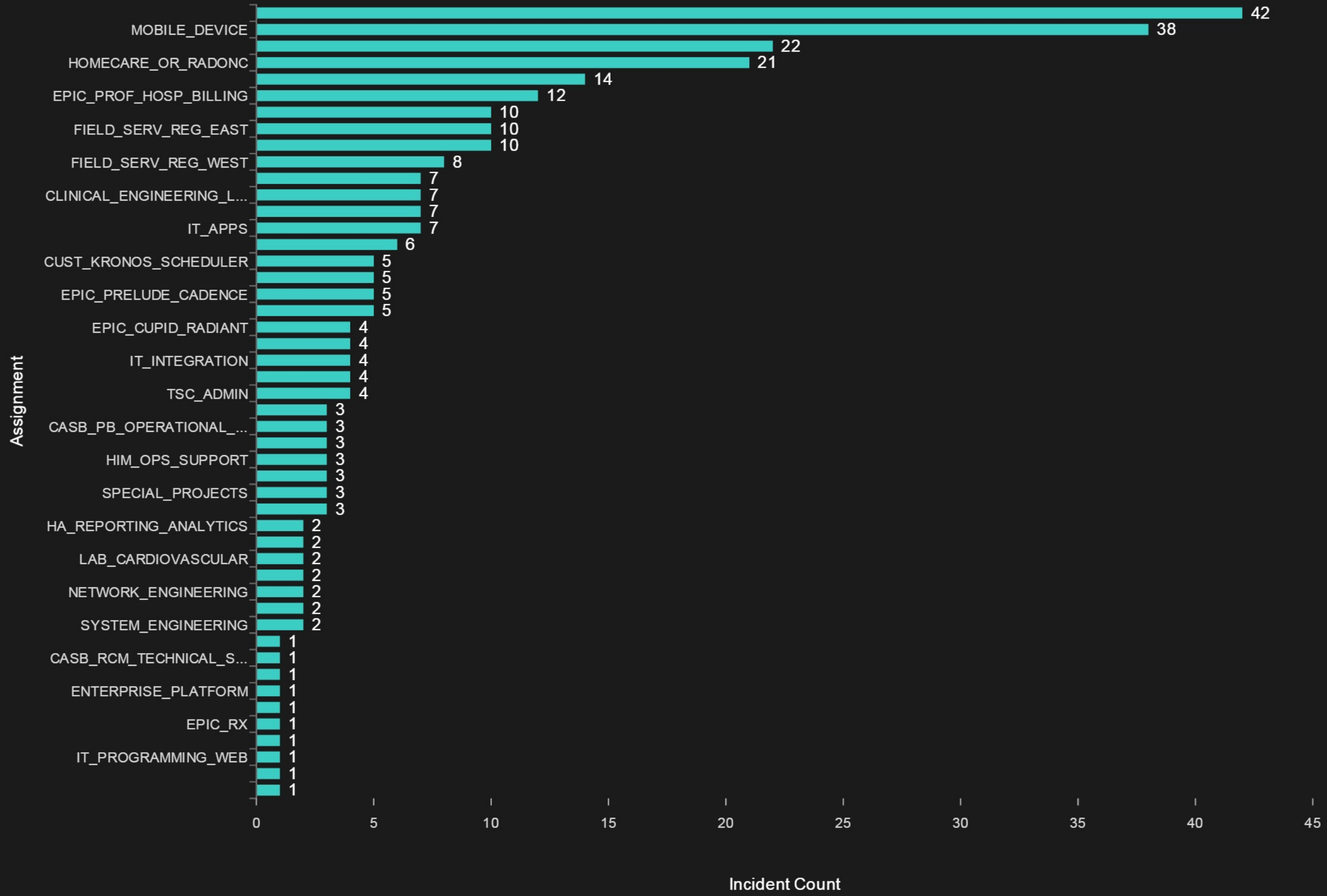
Incident Count by SLA Breached and Assignment



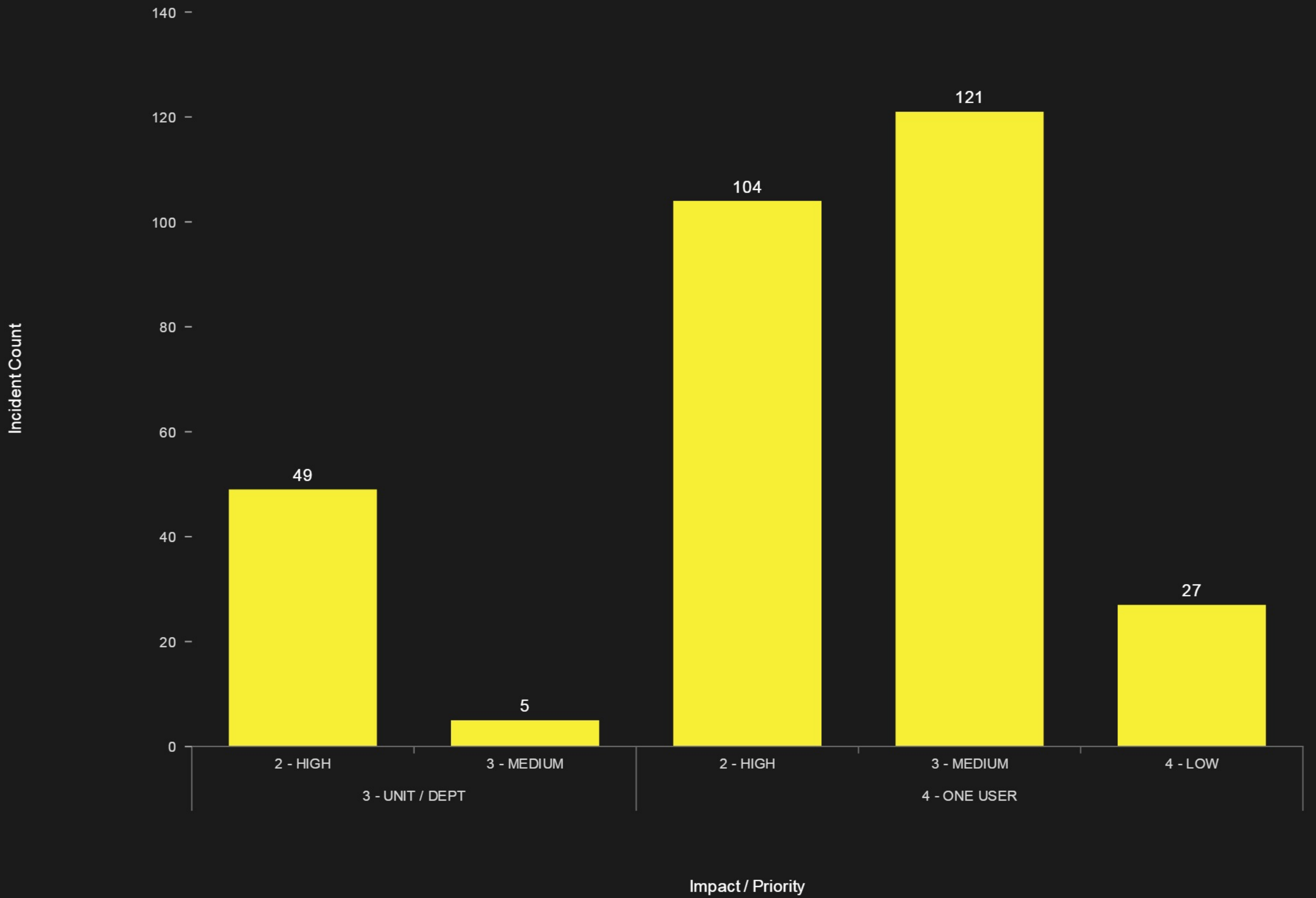
Top 20 Incident Count by Affected CI



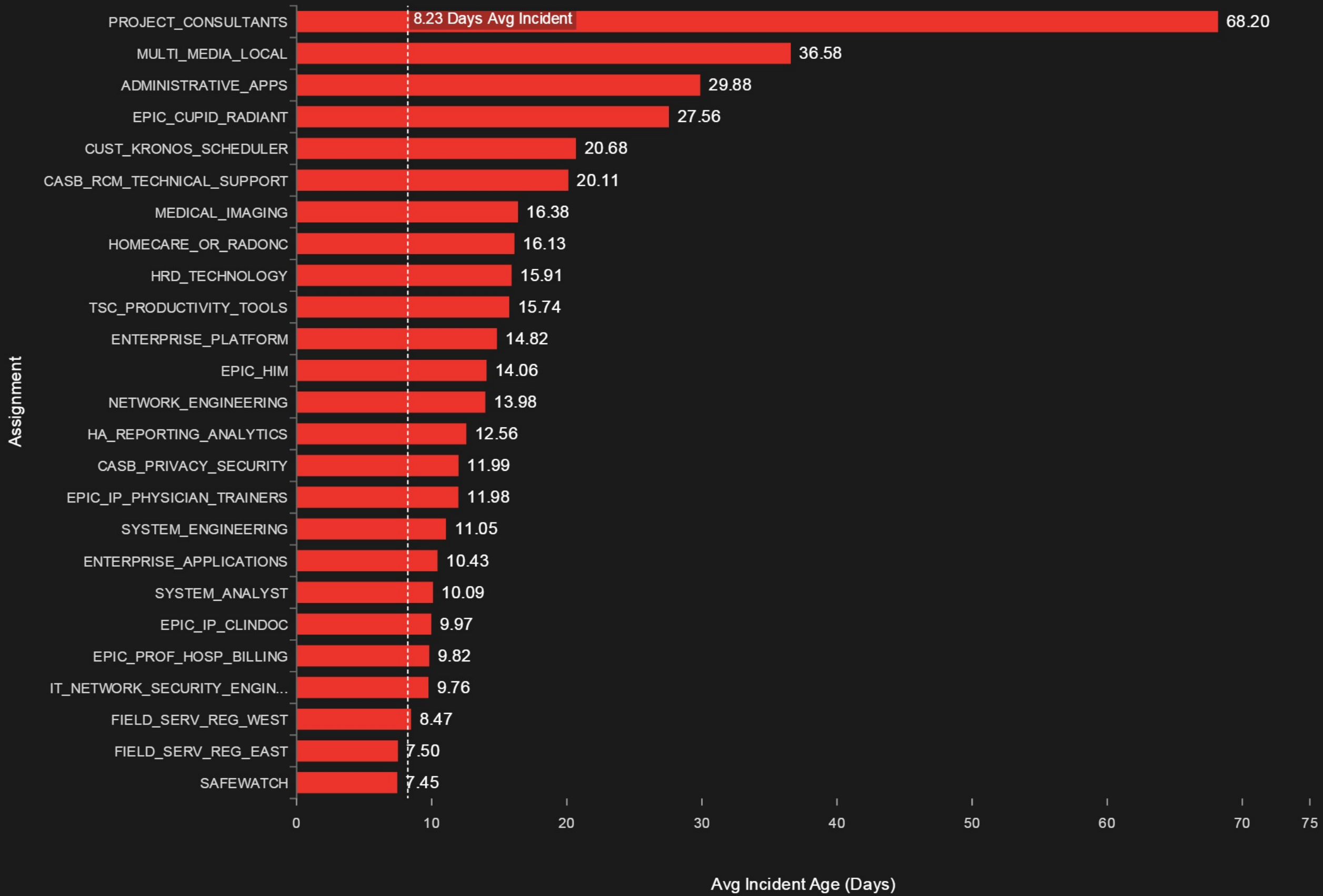
Incident Count by Assignment



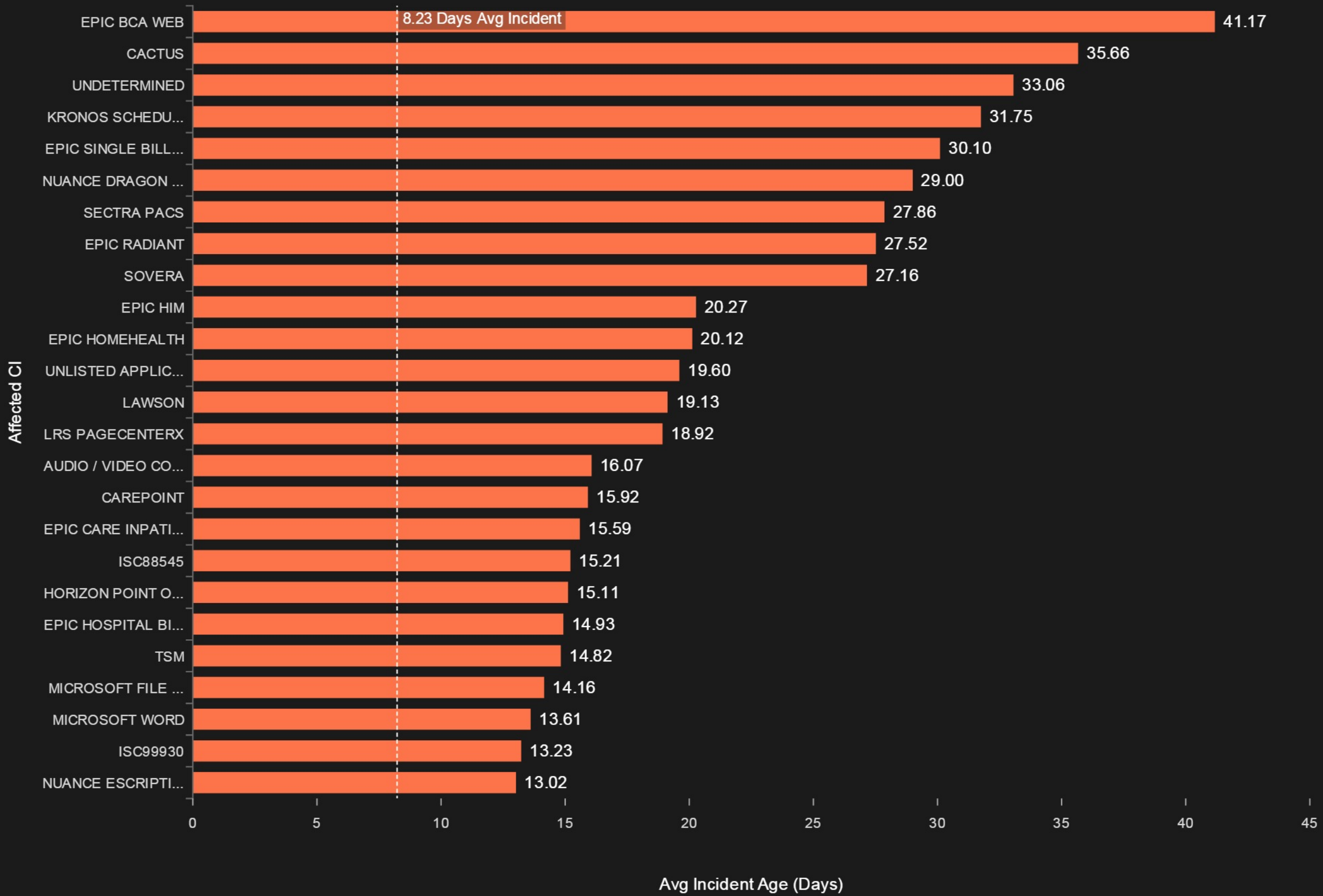
Incident Count by Impact and Priority



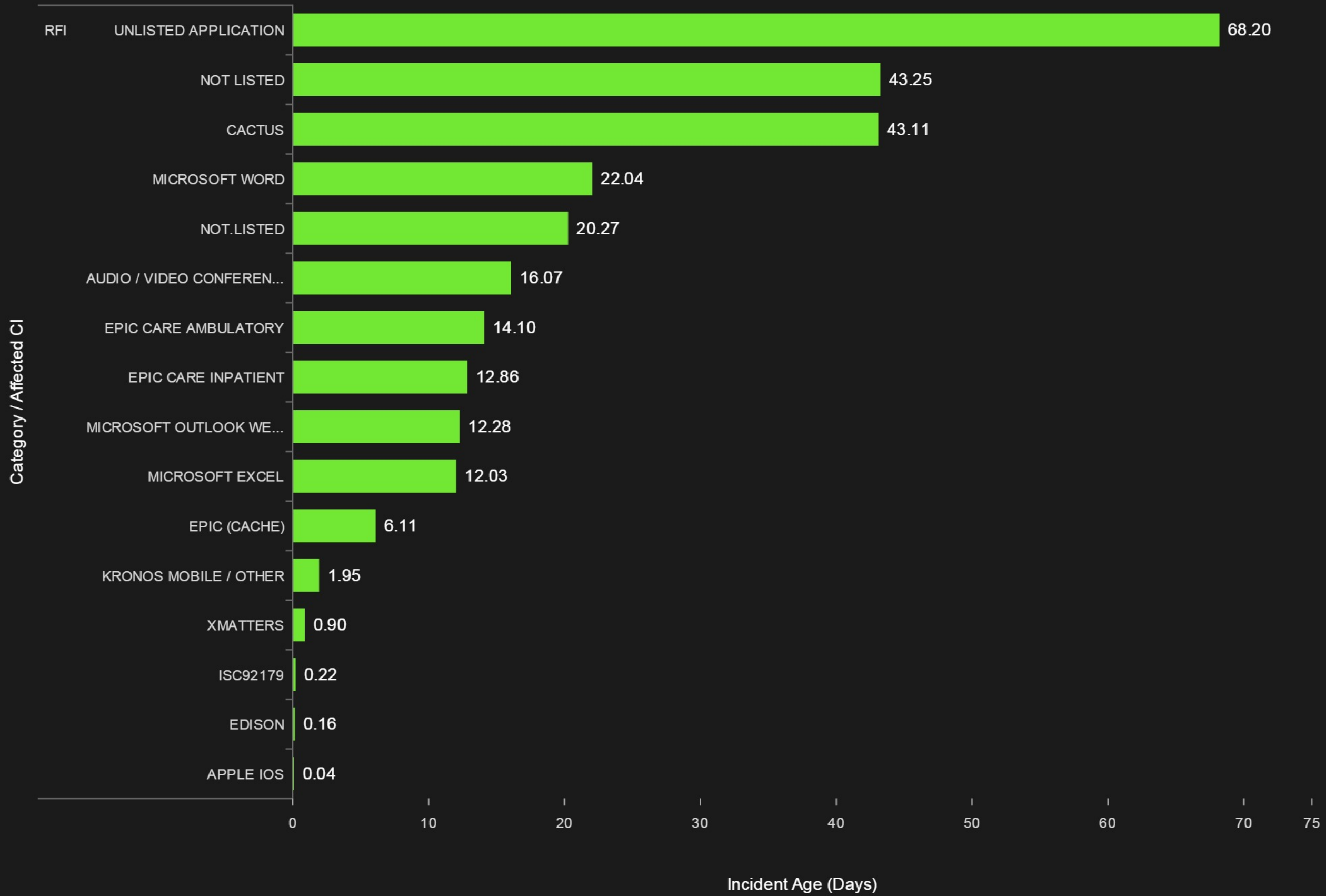
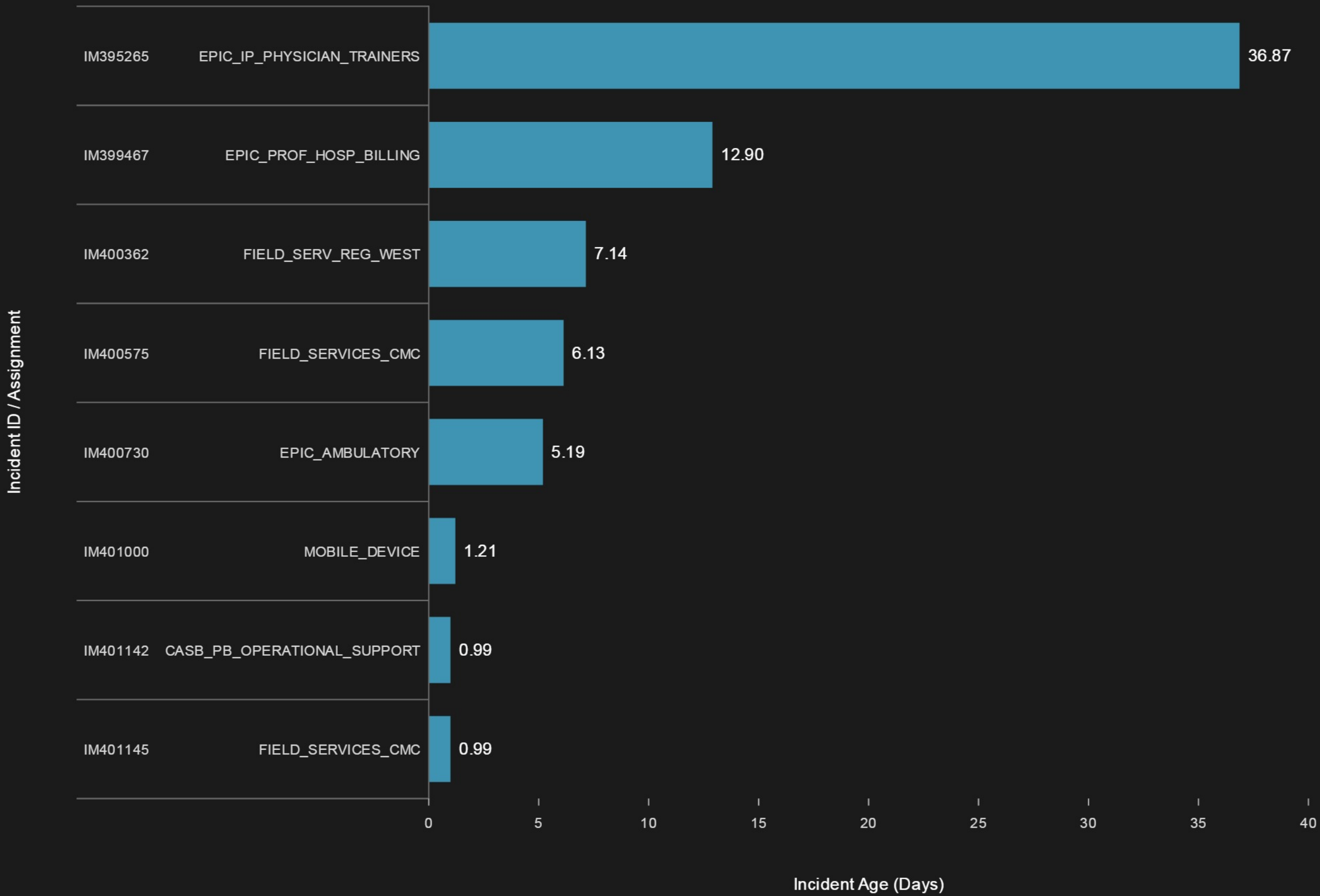
Top 25 Avg Incident Age (Days) by Assignment



Top 25 Avg Incident Age (Days) by Affected CI



Incident Age (Days) by Category and Affected CI



Incident Age (Days) by Incident ID and Assignment