



Technology Services Group

Metrics- Ops and Support

Open Incidents 08/23/17

- All Assignment Groups



CARILIONCLINIC

Incident Count

295

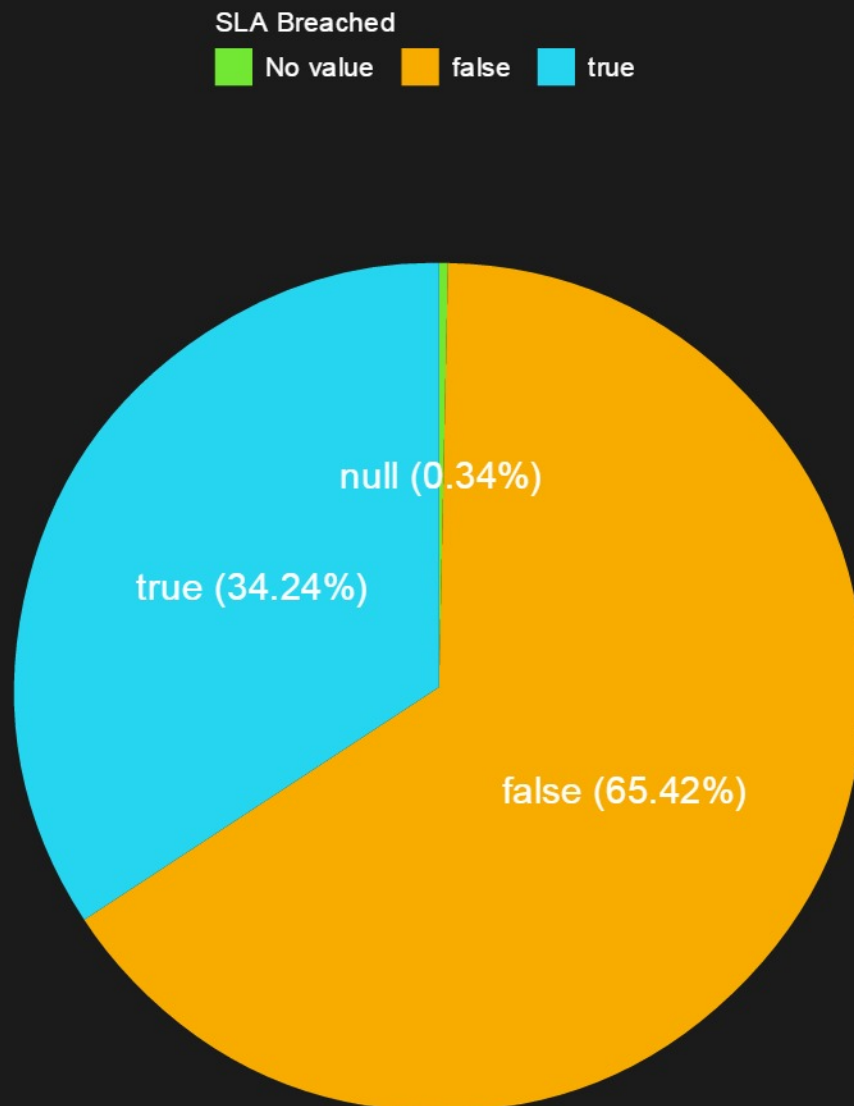
Oldest Incident (Days)

113.8

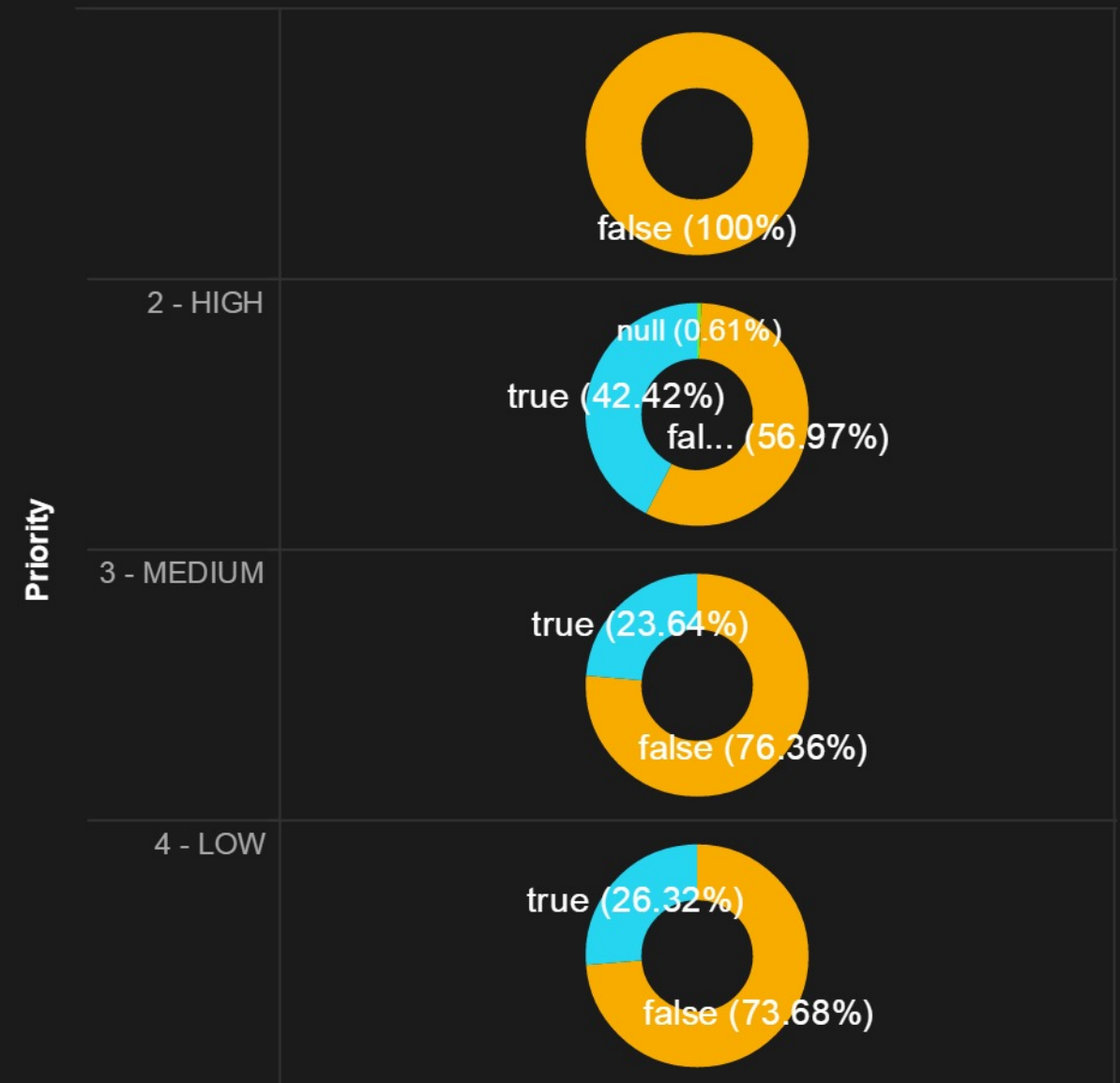
Avg Incident Age (Days)

7.47

Incident Count by SLA Breached

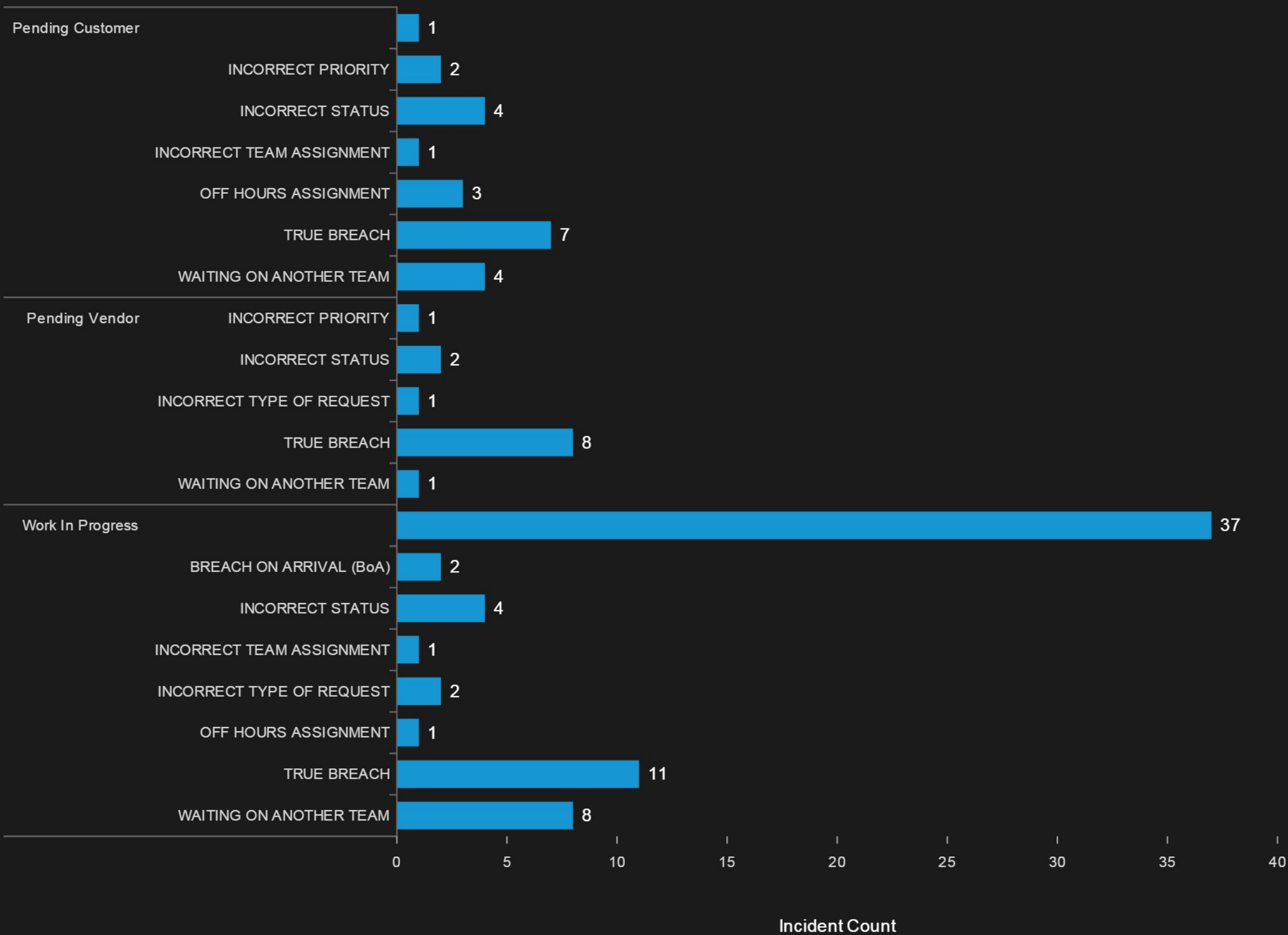


Incident Count by Priority and SLA Breached

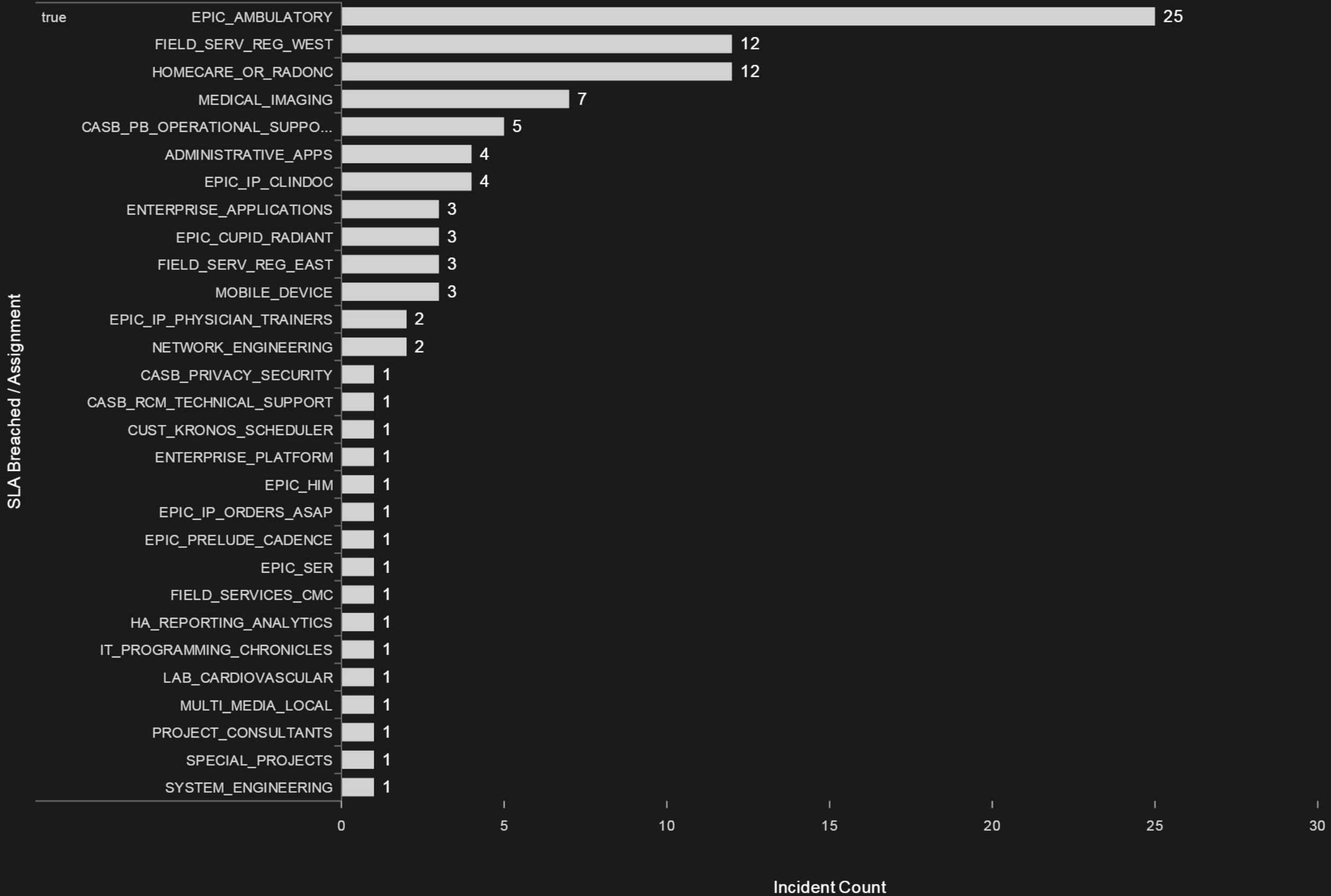


Incident Count by Status and Breach Reason

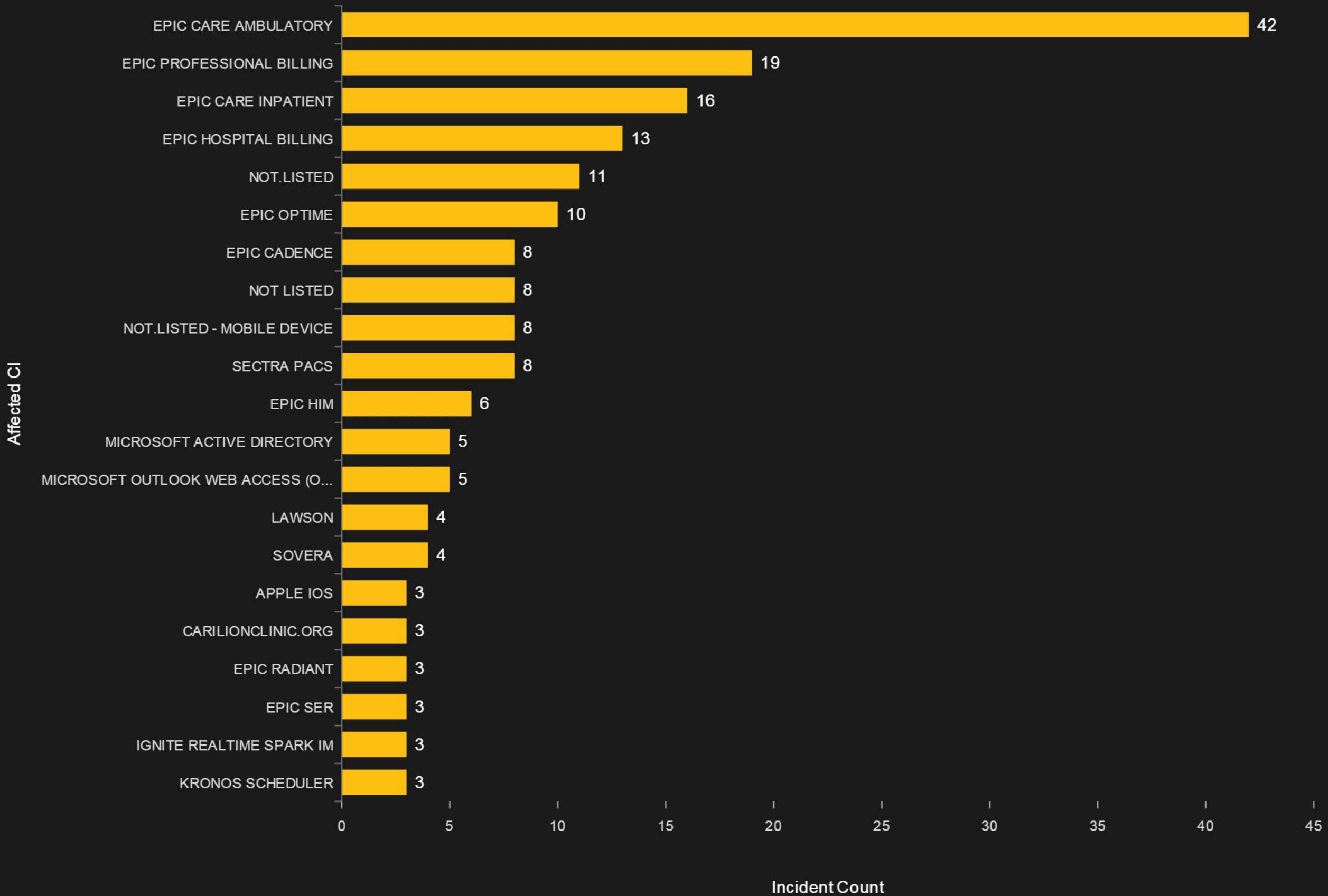
Status / Breach Reason



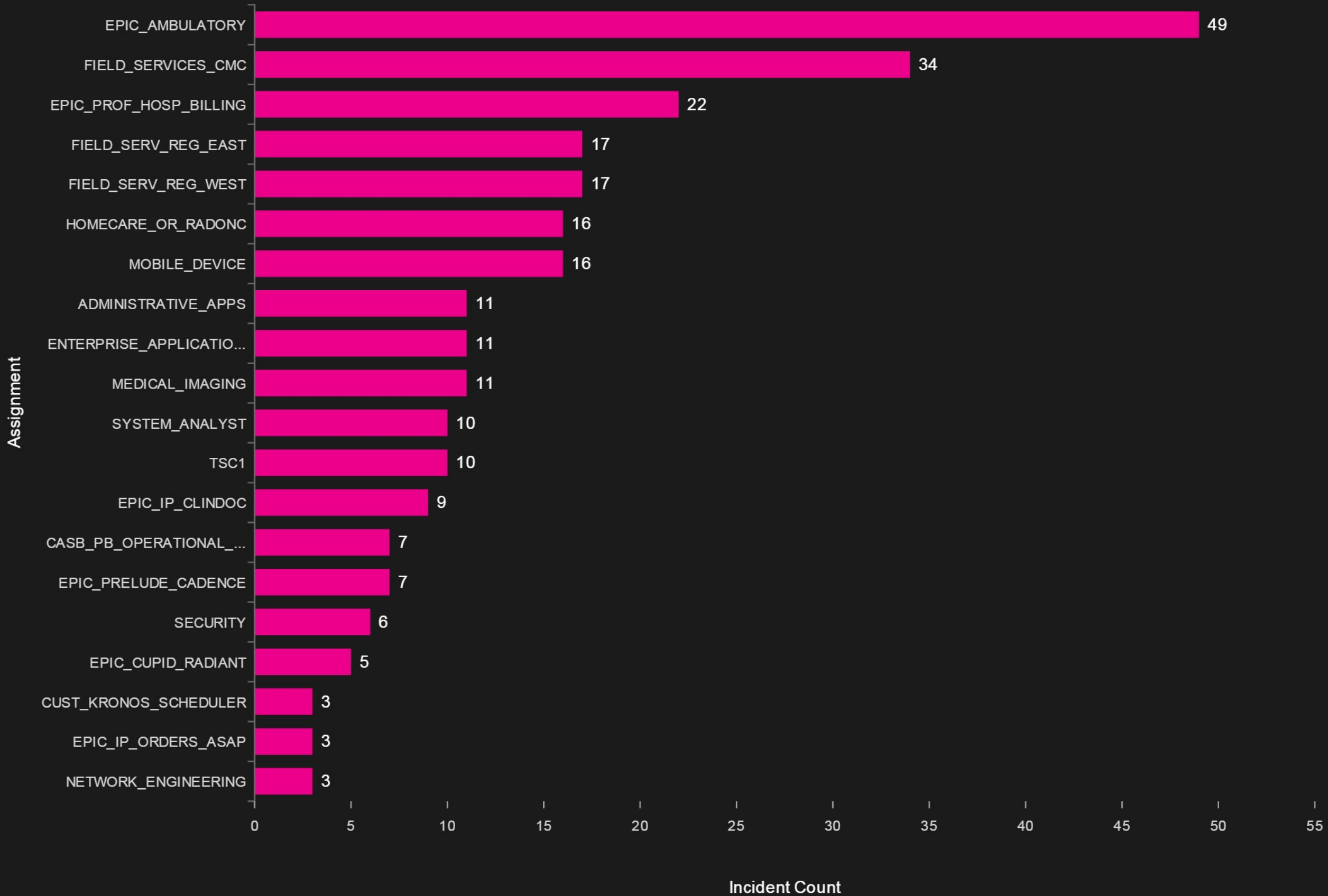
Incident Count by SLA Breached and Assignment



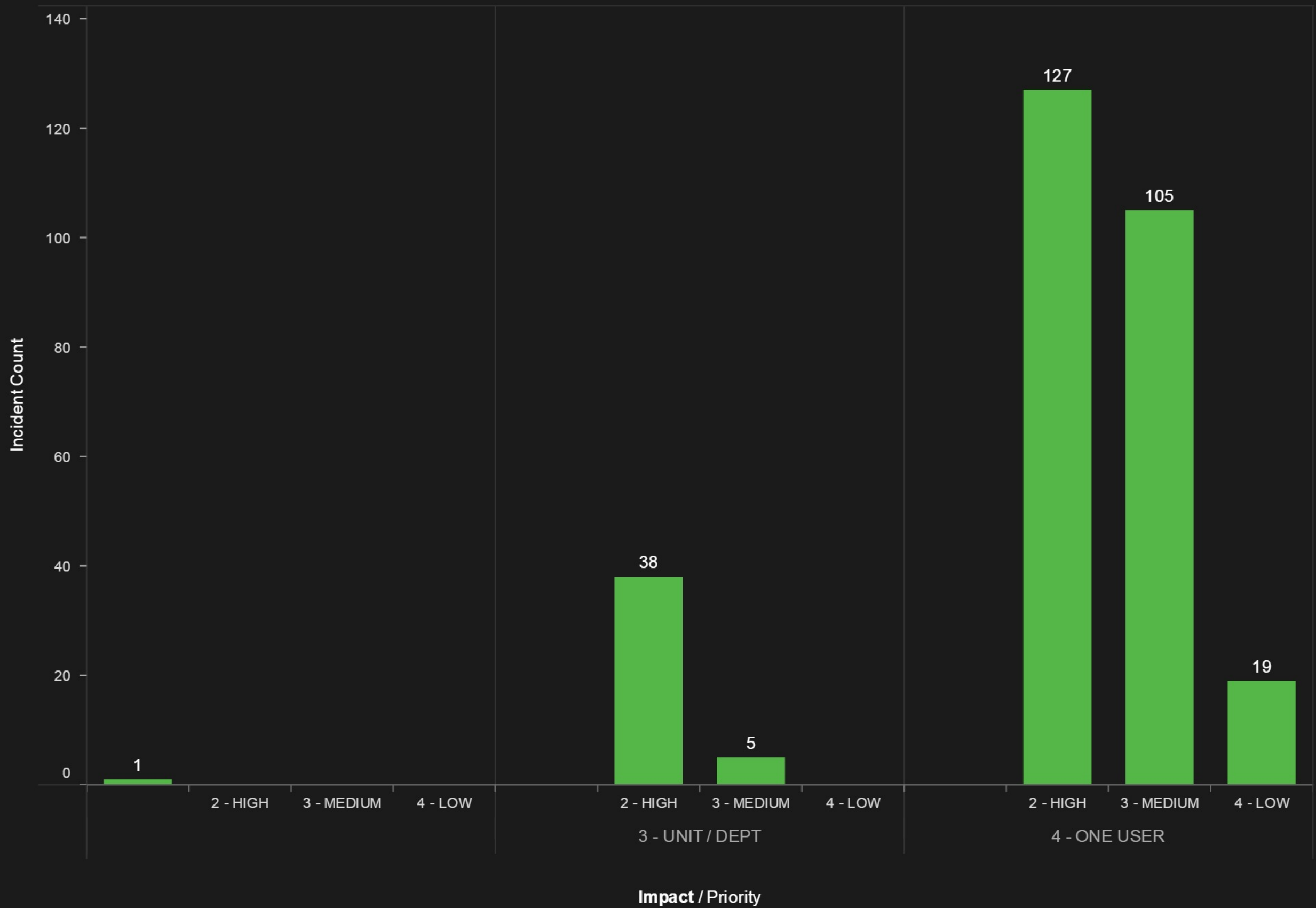
Top 20 Incident Count by Affected CI



Top 20 Incident Count by Assignment

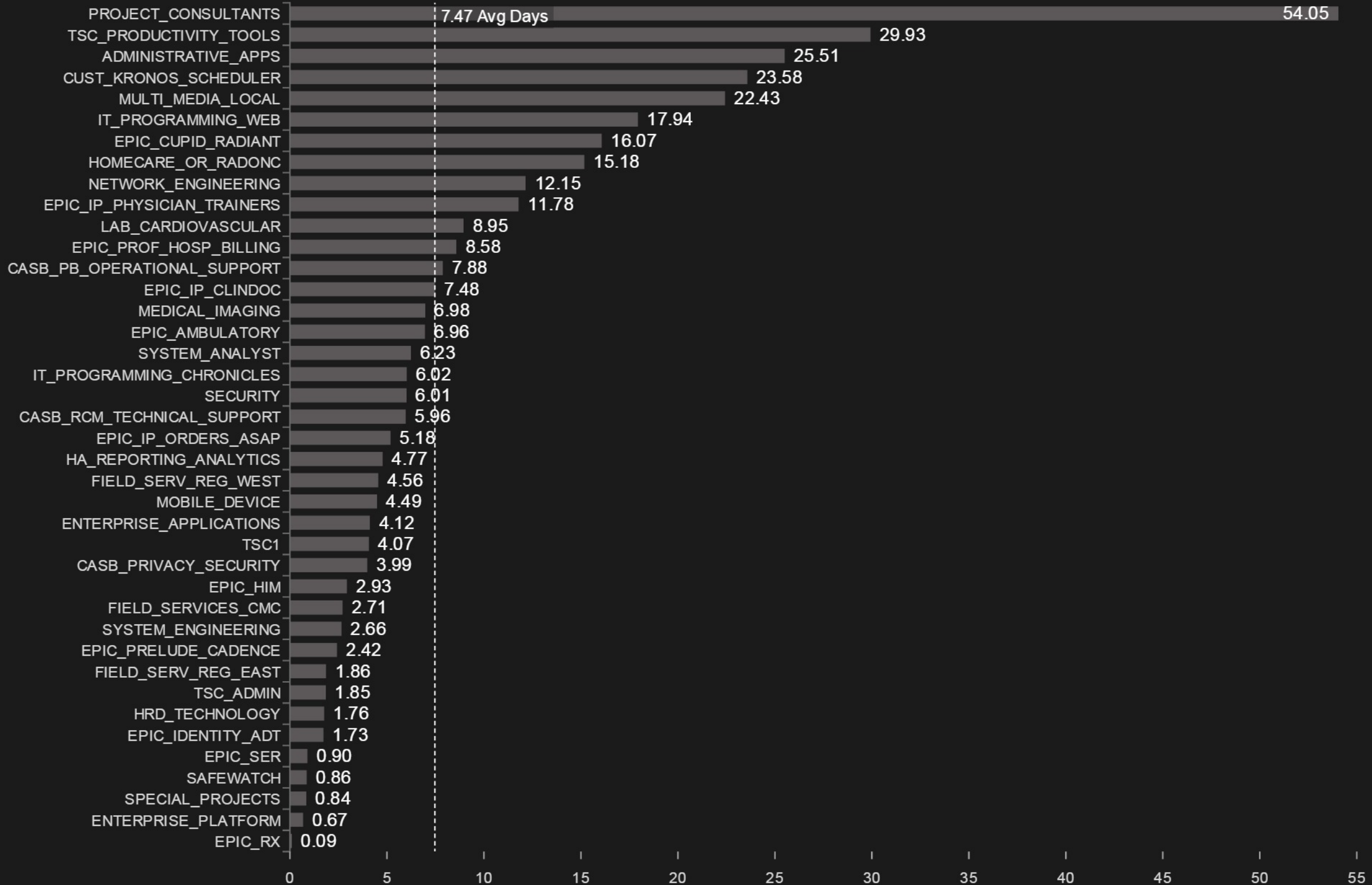


Incident Count by Impact and Priority



Avg Incident Age (Days) by Assignment

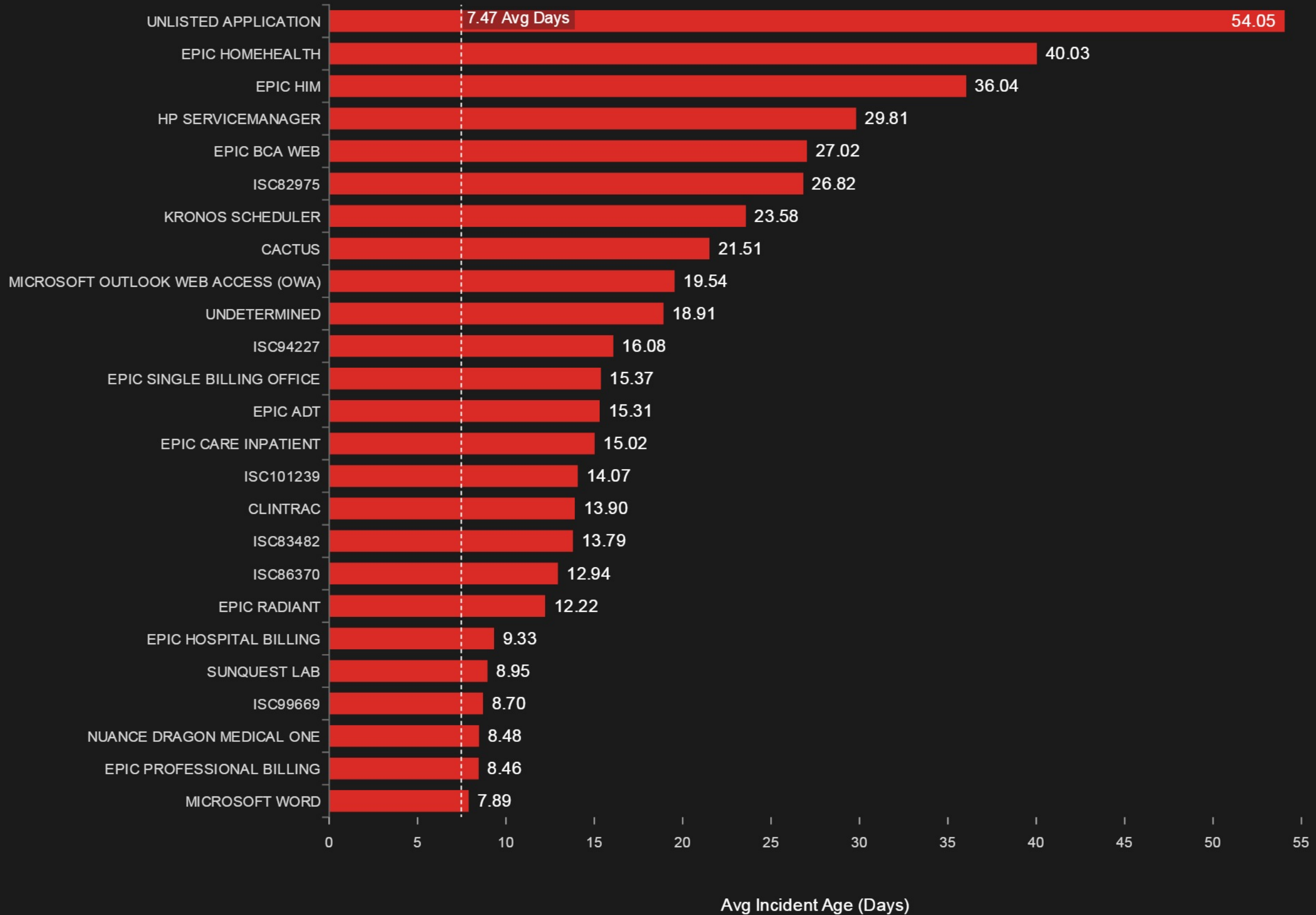
Assignment



Avg Incident Age (Days)

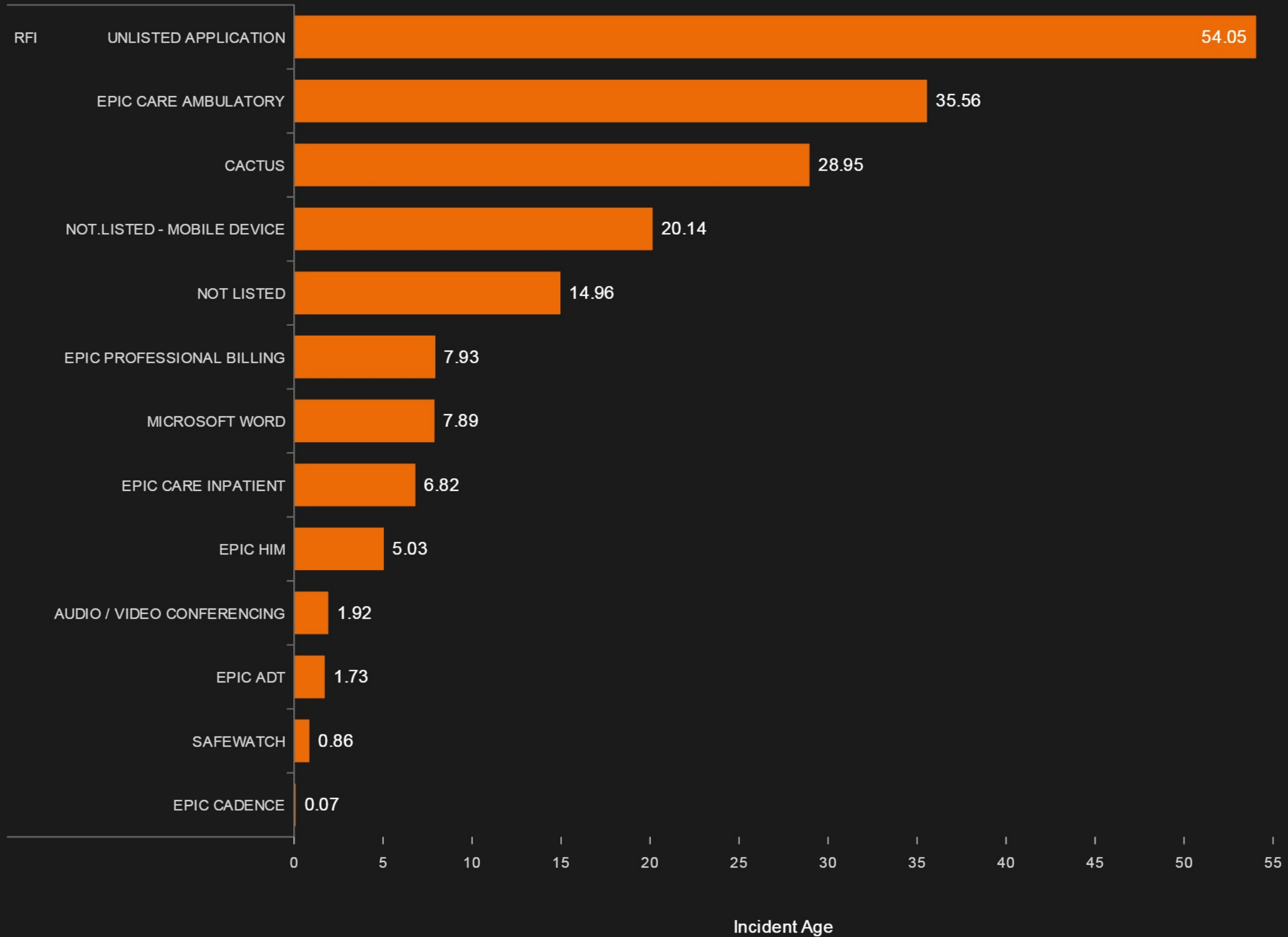
Top 25 Avg Incident Age (Days) by Affected CI

Affected CI



Incident Age by Category and Affected CI

Category / Affected CI



Incident Age by Assignment, Incident ID and Affected CI

