



Technology Services Group

Metrics- Ops and Support

Open Incident Queue 09/04/17

- All Assignment Groups



CARILIONCLINIC

Incident Count

251

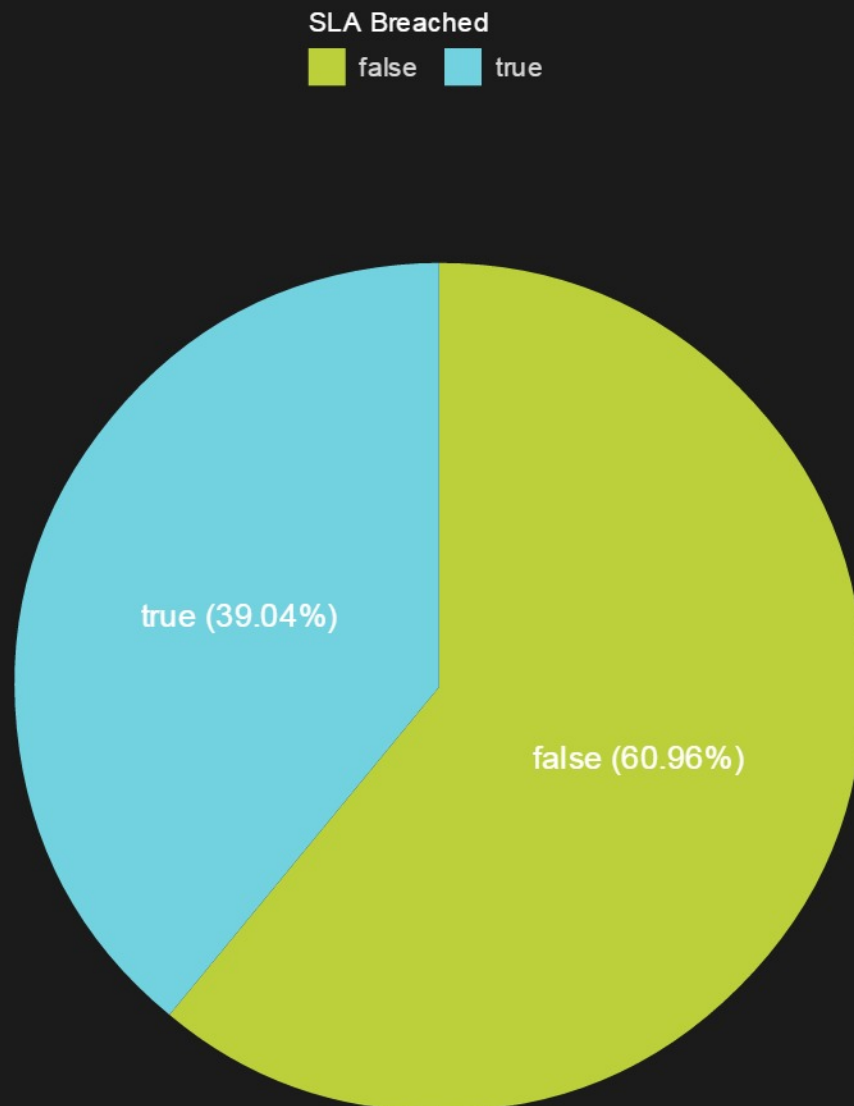
Oldest Incident (Days)

126

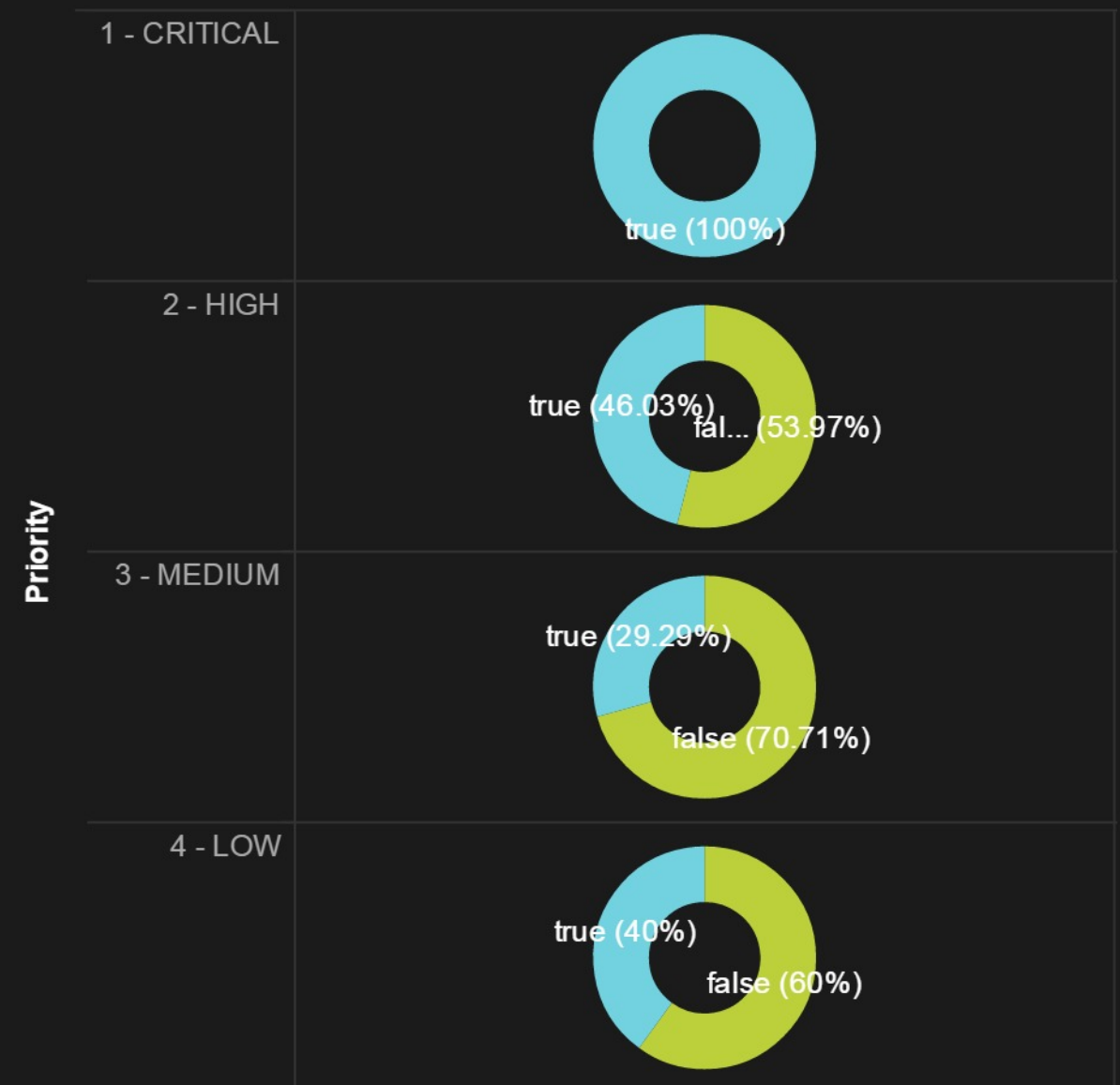
Avg Incident Age (Days)

10.55

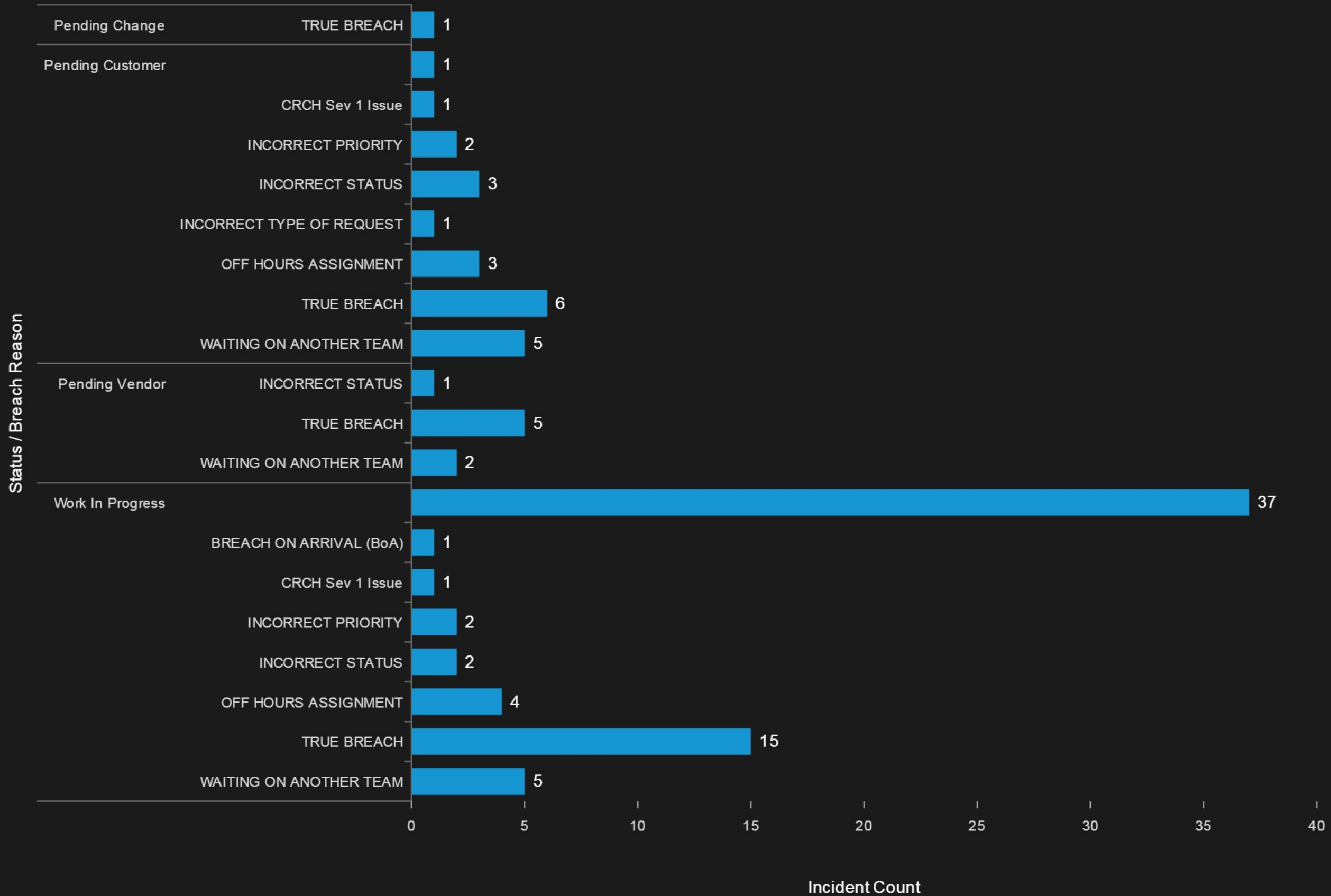
Incident Count by SLA Breached



Incident Count by Priority and SLA Breached

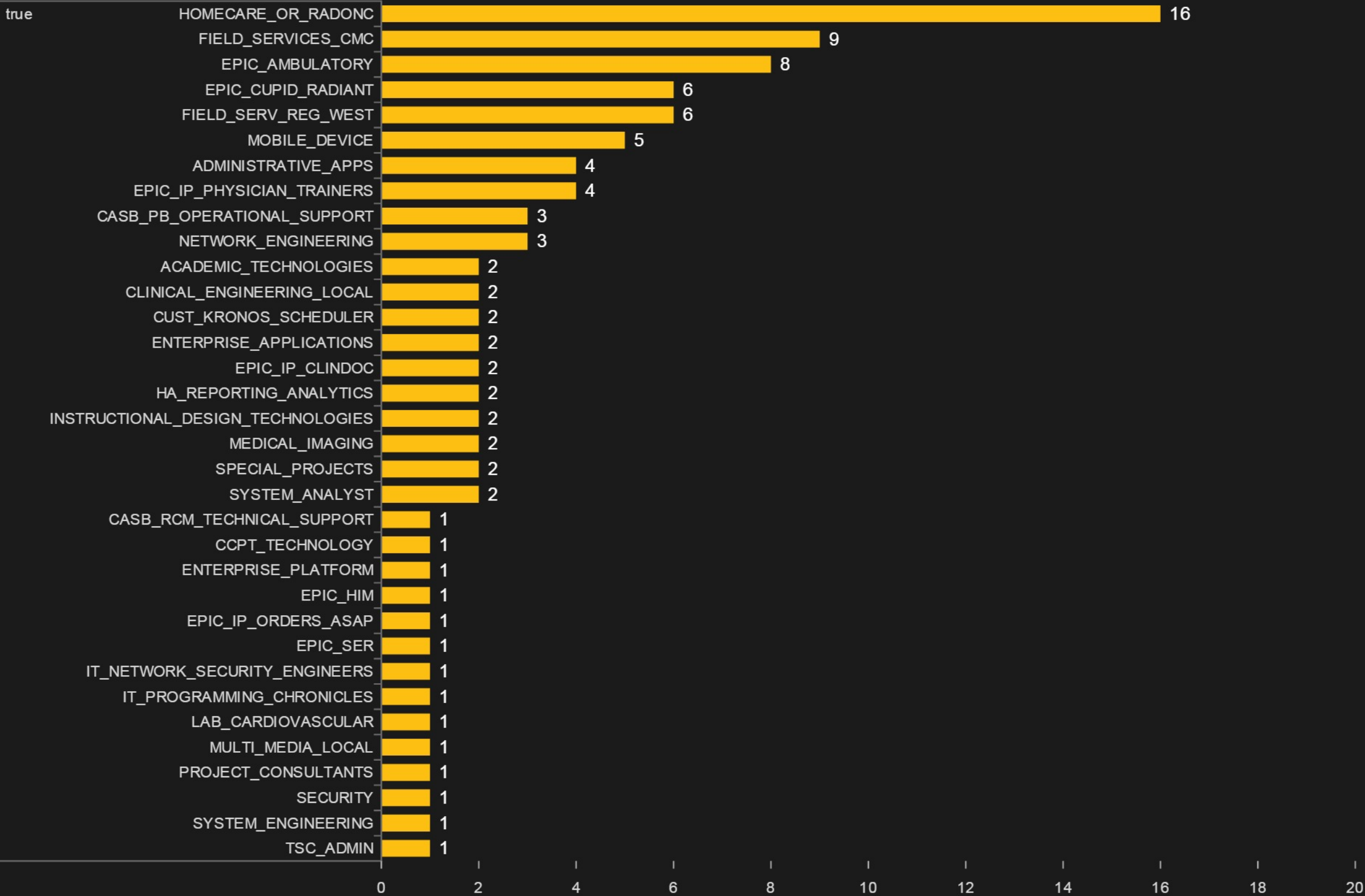


Incident Count by Status and Breach Reason



Incident Count by SLA Breached and Assignment

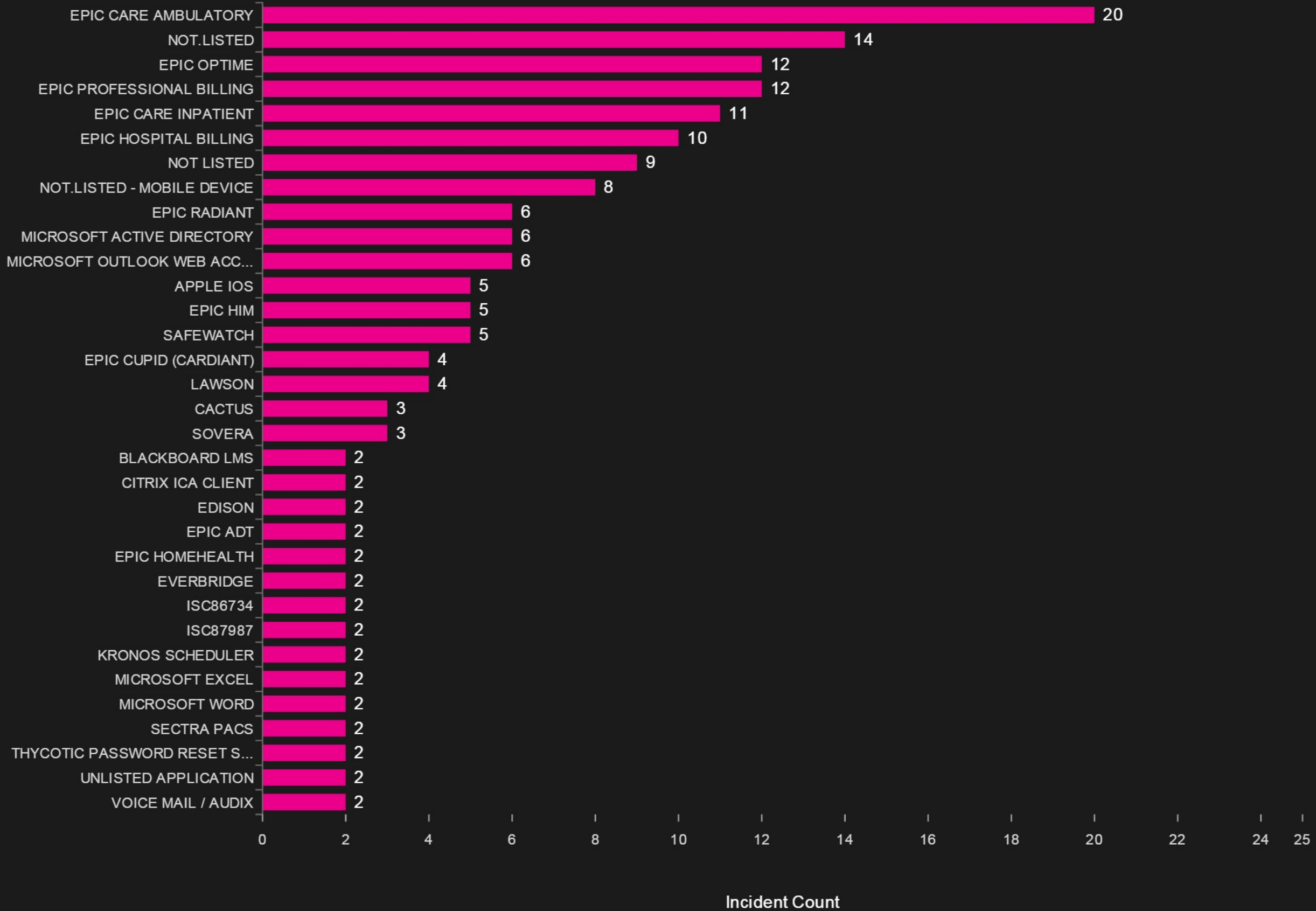
SLA Breached / Assignment



Incident Count

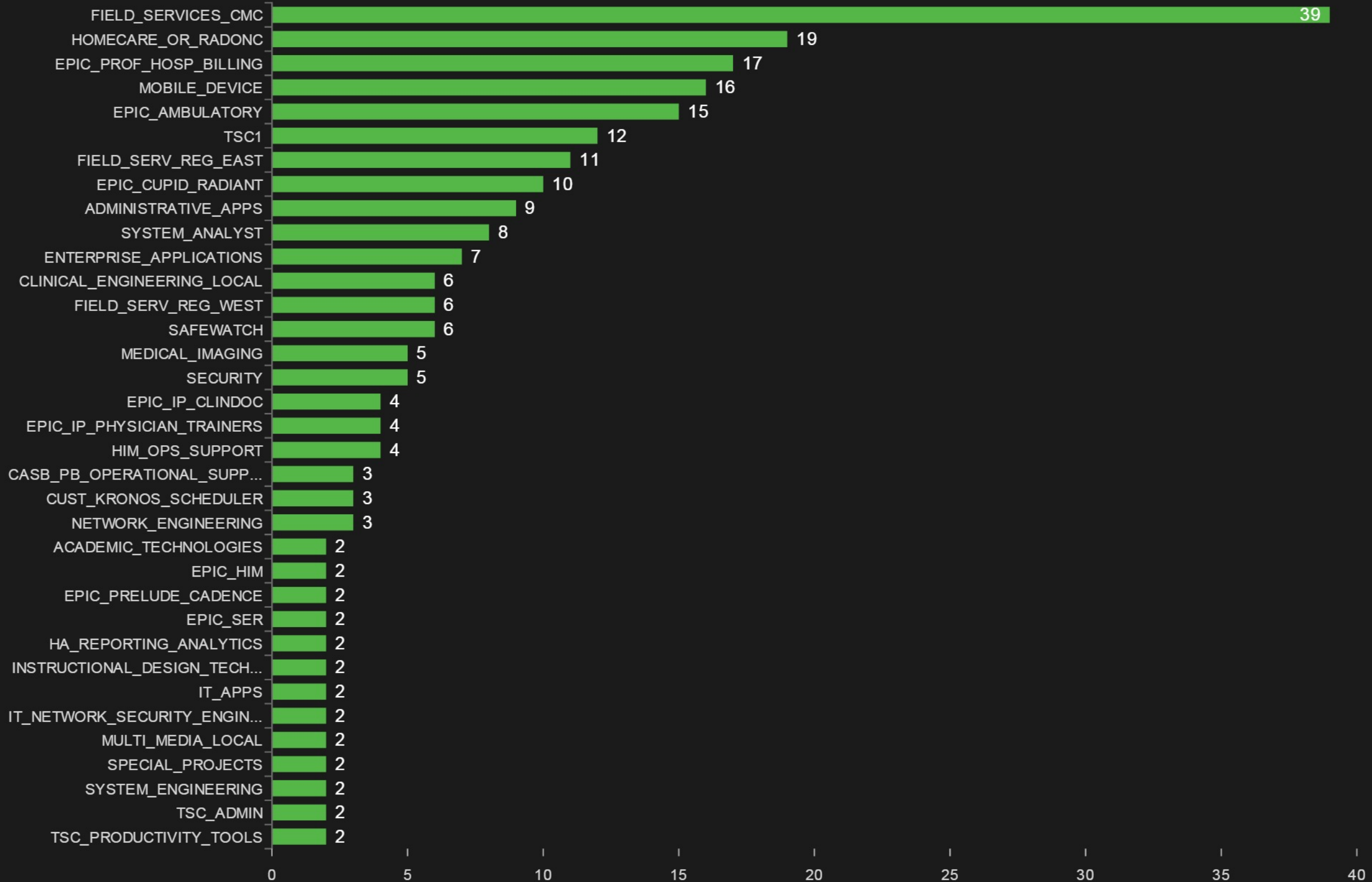
Top 20 Incident Count by Affected CI

Affected CI



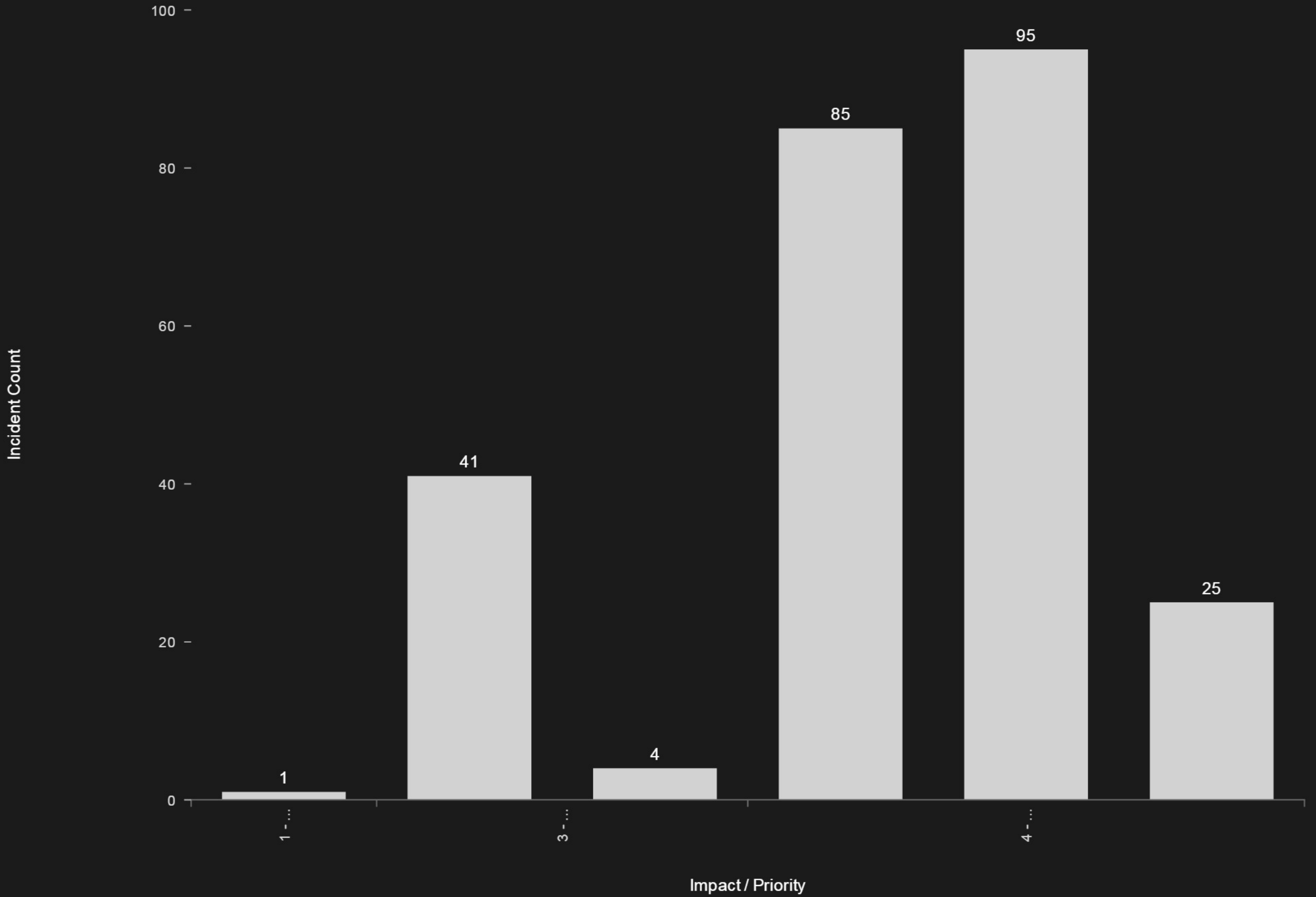
Top 25 Incident Count by Assignment

Assignment

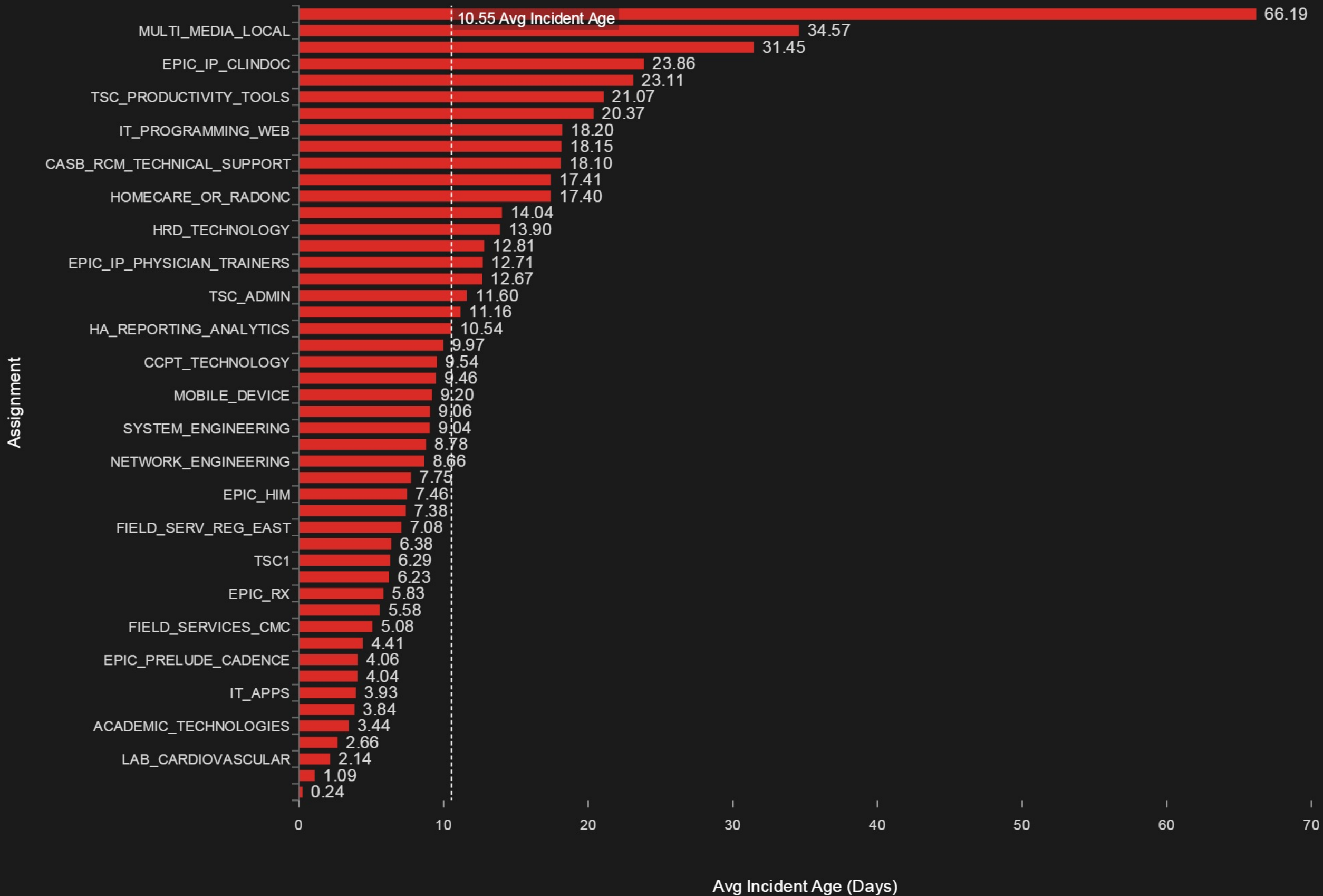


Incident Count

Incident Count by Impact and Priority

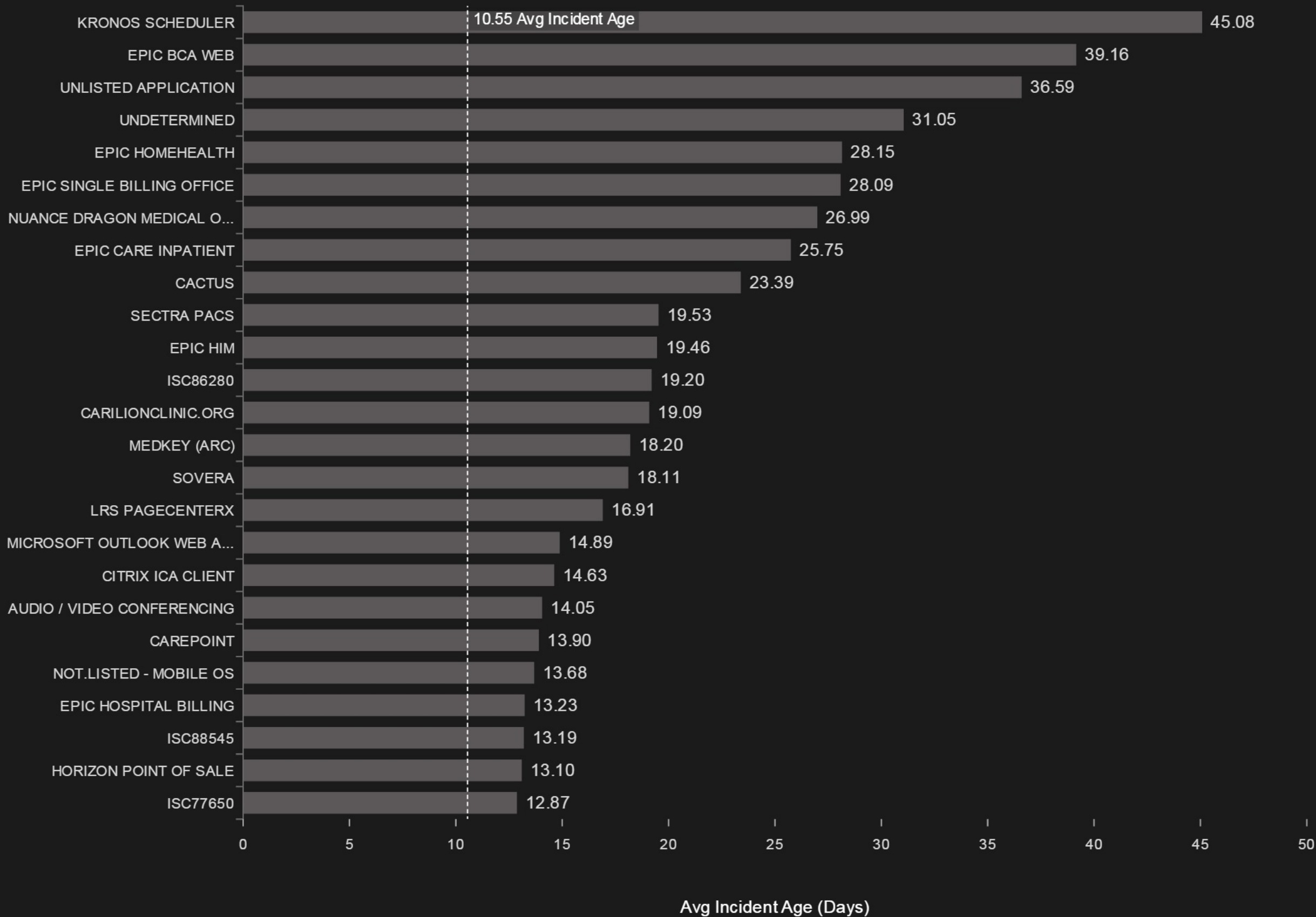


Avg Incident Age (Days) by Assignment

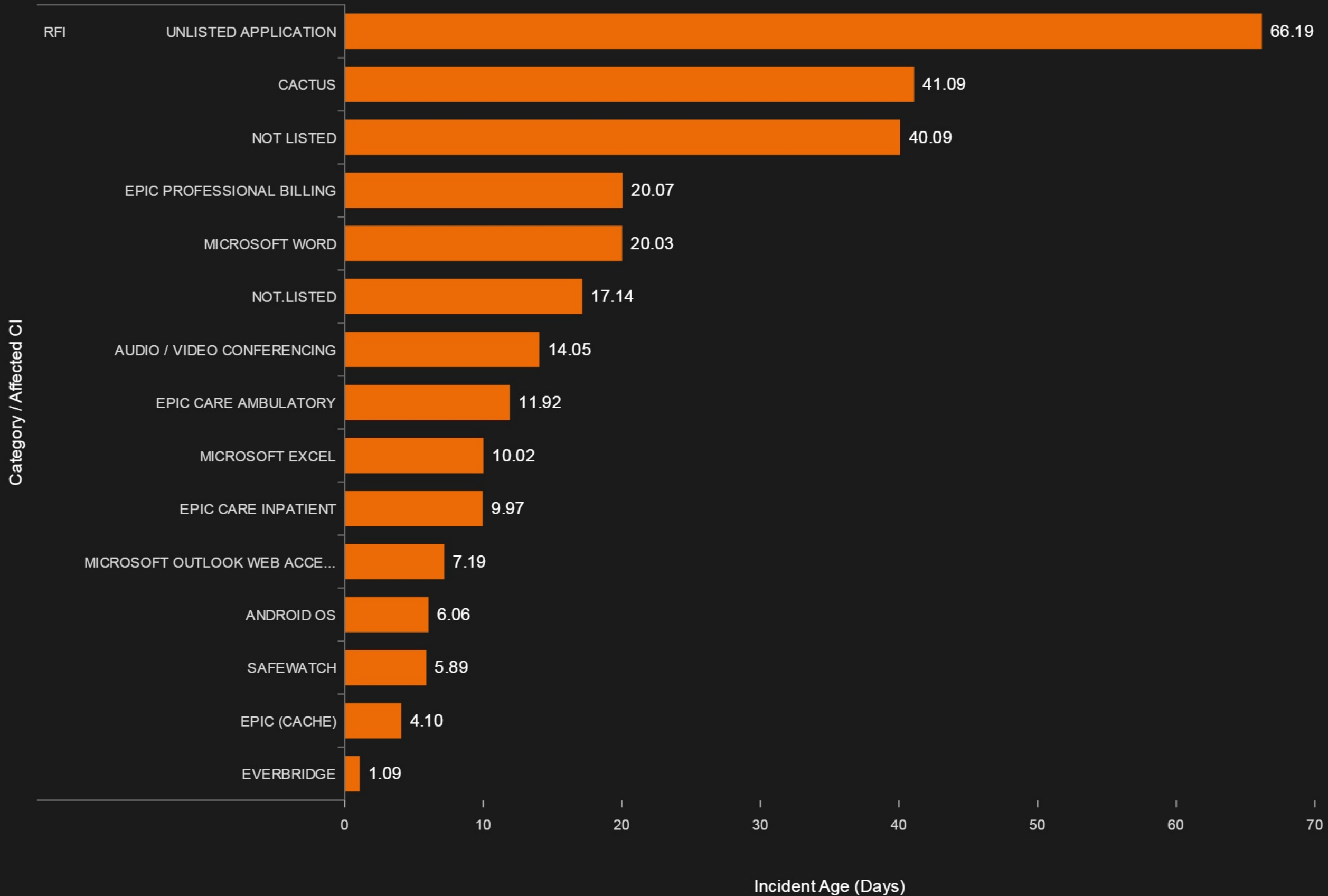


Top 25 Avg Incident Age (Days) by Affected CI

Affected CI



Incident Age (Days) by Category and Affected CI



Reopened Incident Age (Days) by Incident ID and Assignment

