



# Technology Services Group

**Metrics- Ops and Support**

**Open Incidents 10/02/17**

- All Assignment Groups



**CARILIONCLINIC**

Incident Count

277

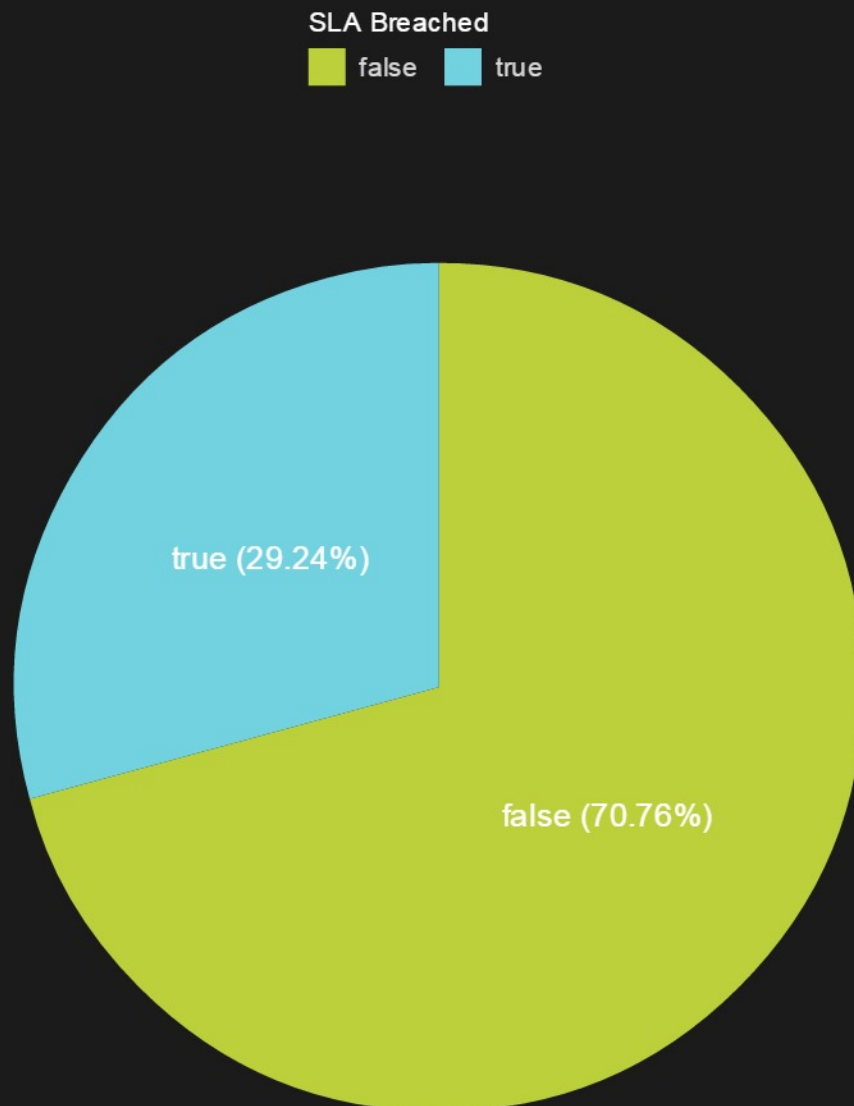
Oldest Incident Age (Days)

101.1

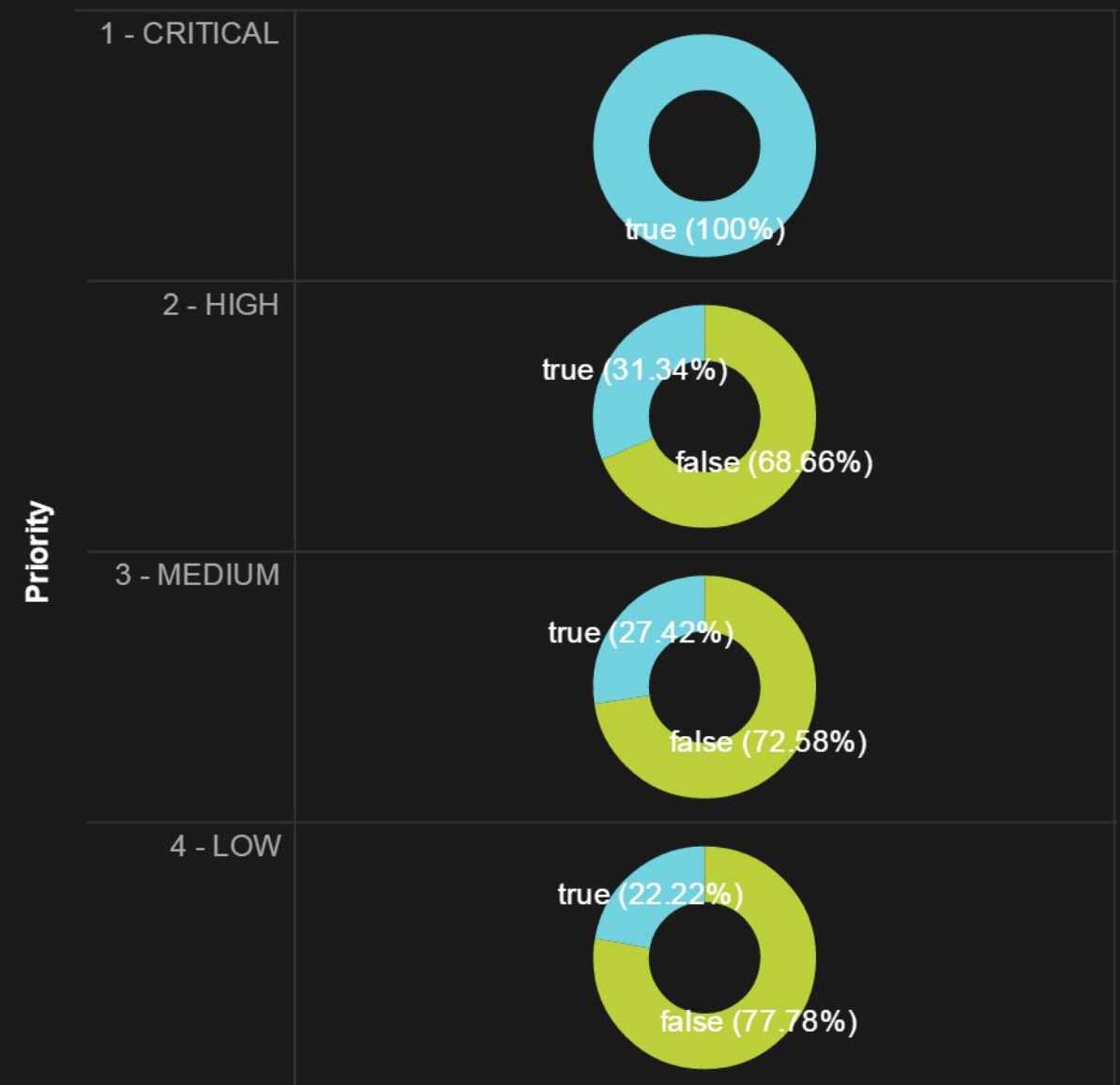
Avg Incident Age (Days)

8.00

Incident Count by SLA Breached

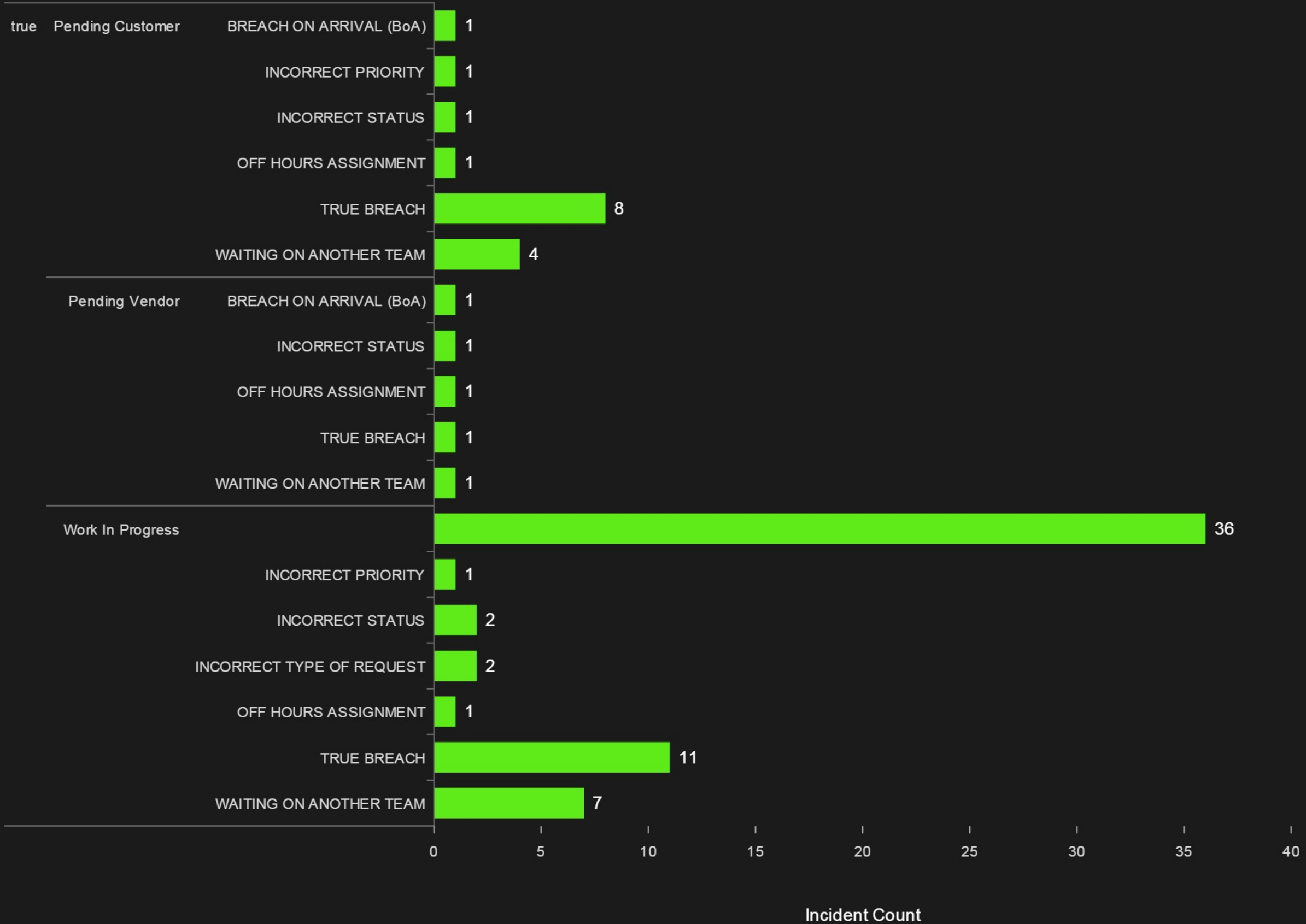


Incident Count by Priority and SLA Breached



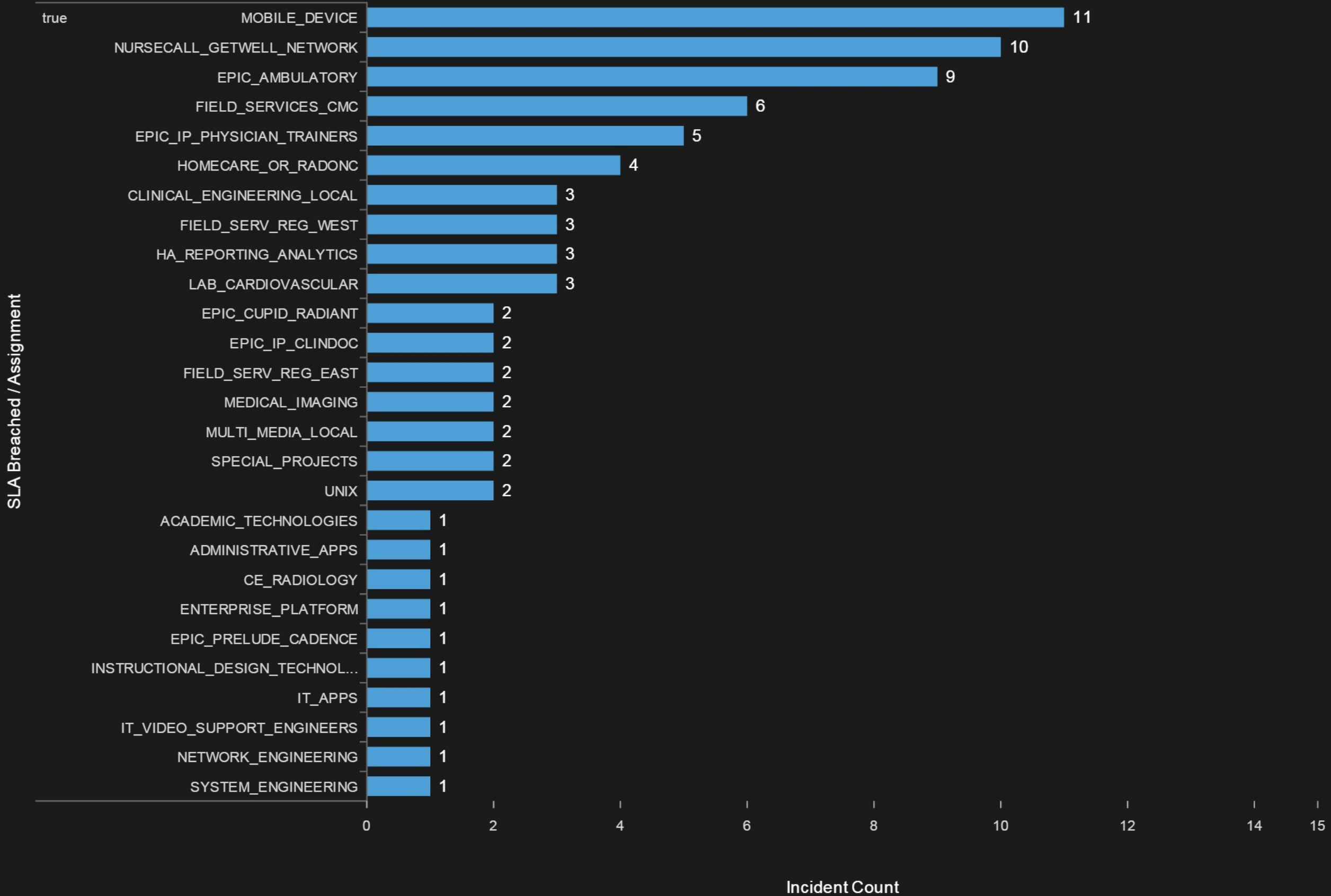
## Incident Count by SLA Breached, Status and Breach Reason

SLA Breached / Status / Breach Reason



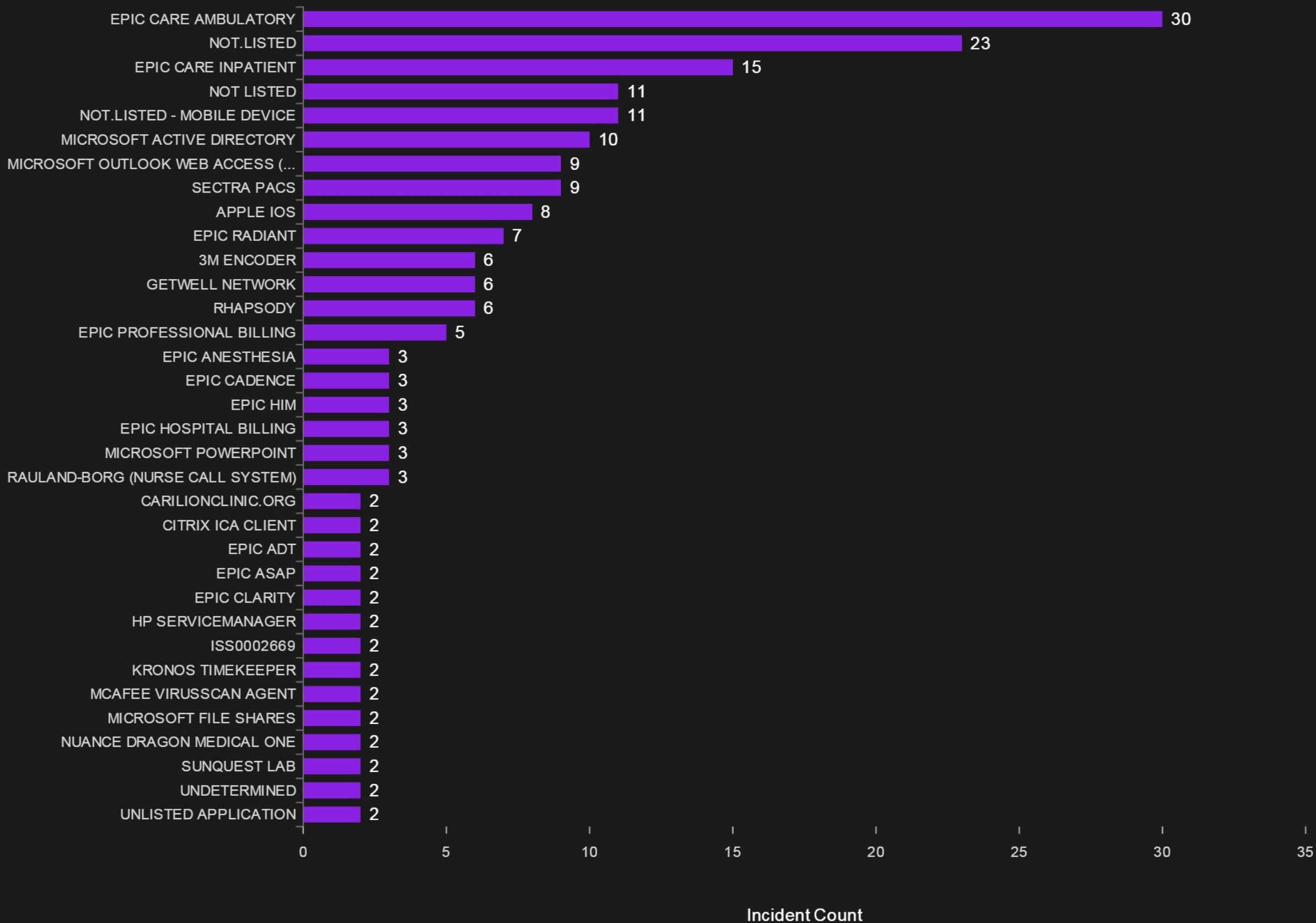


## Incident Count by SLA Breached and Assignment



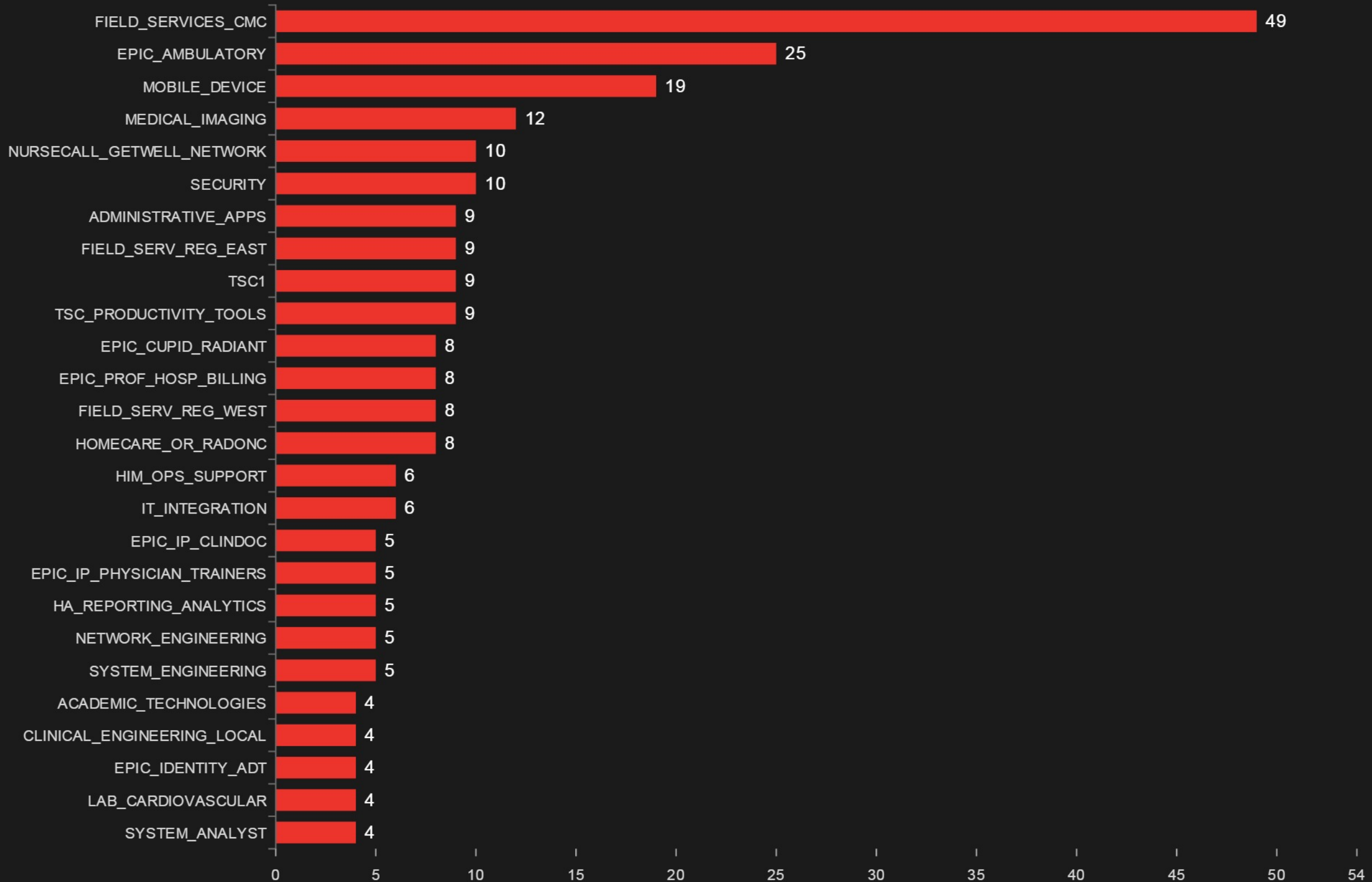
## Top 25 Incident Count by Affected CI

Affected CI



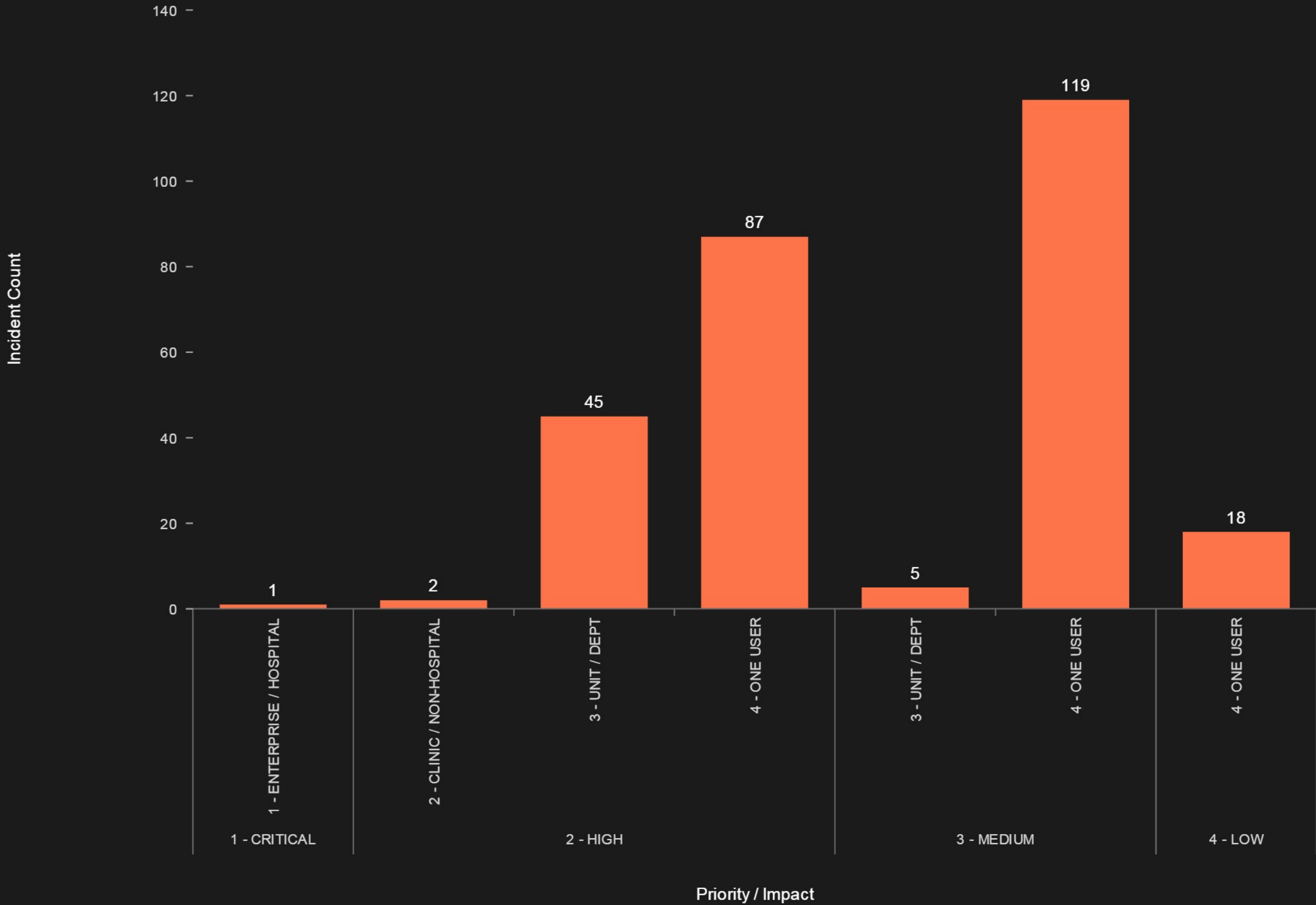
## Top 25 Incident Count by Assignment

Assignment

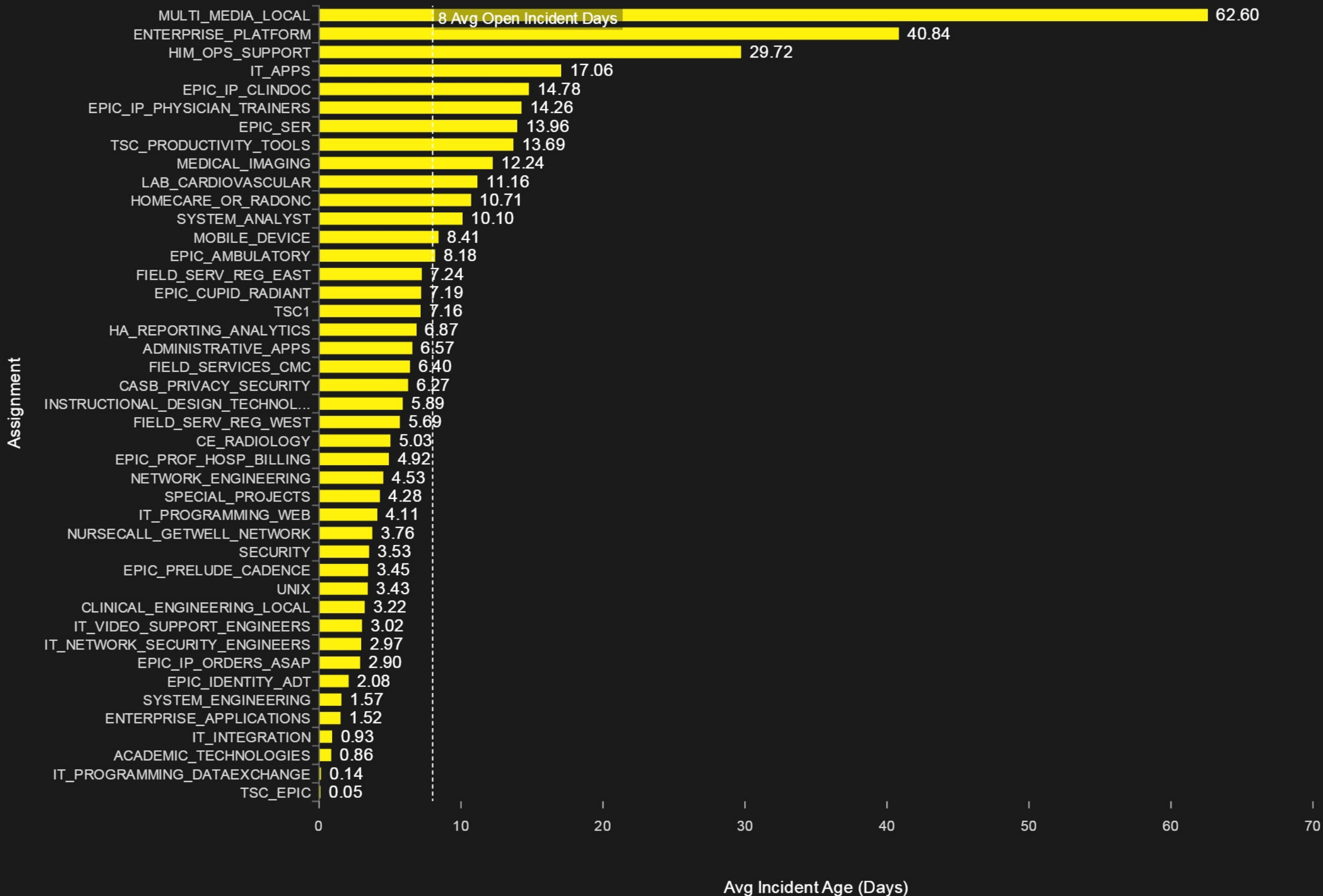


Incident Count

## Incident Count by Priority and Impact

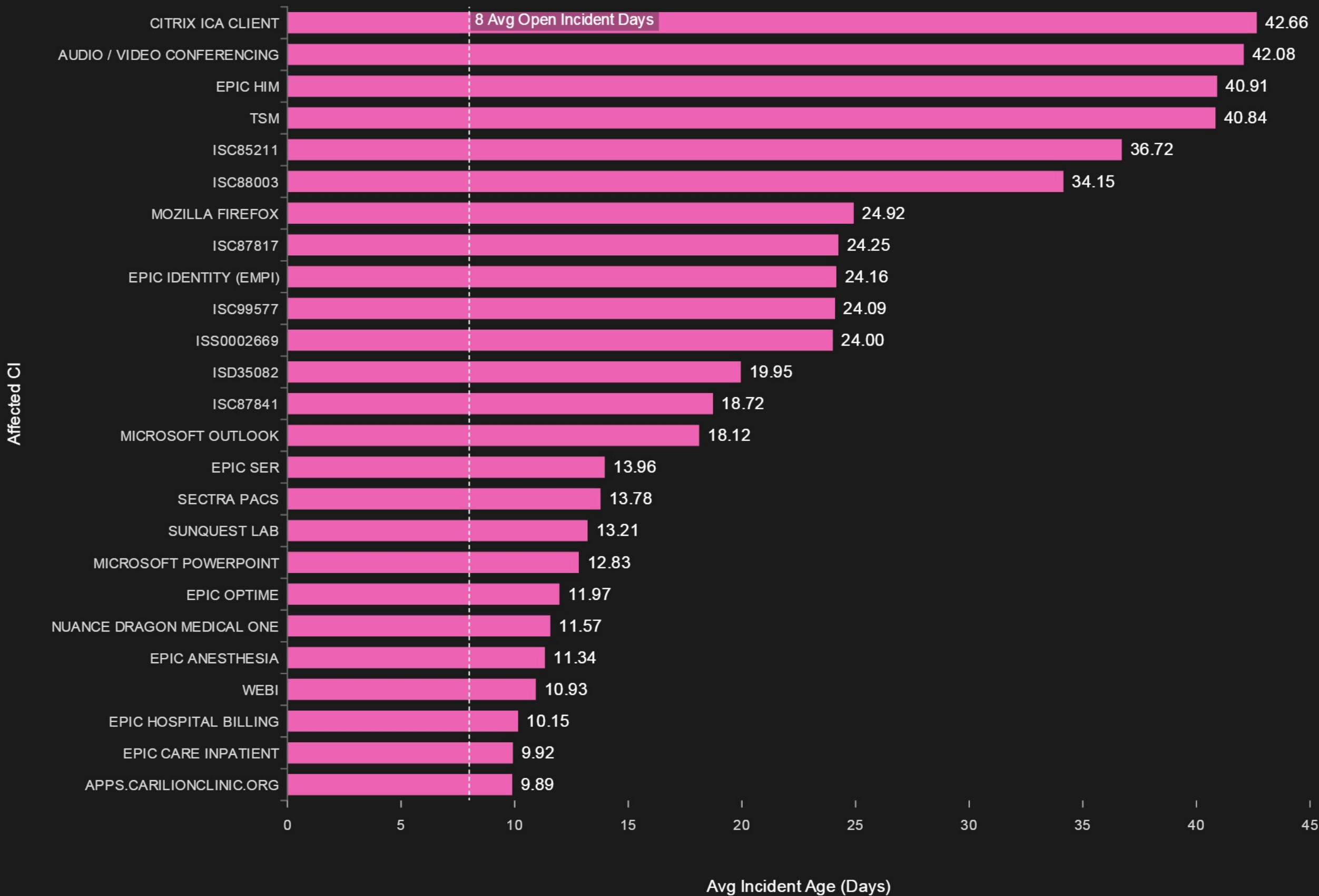


## Avg Incident Age (Days) by Assignment

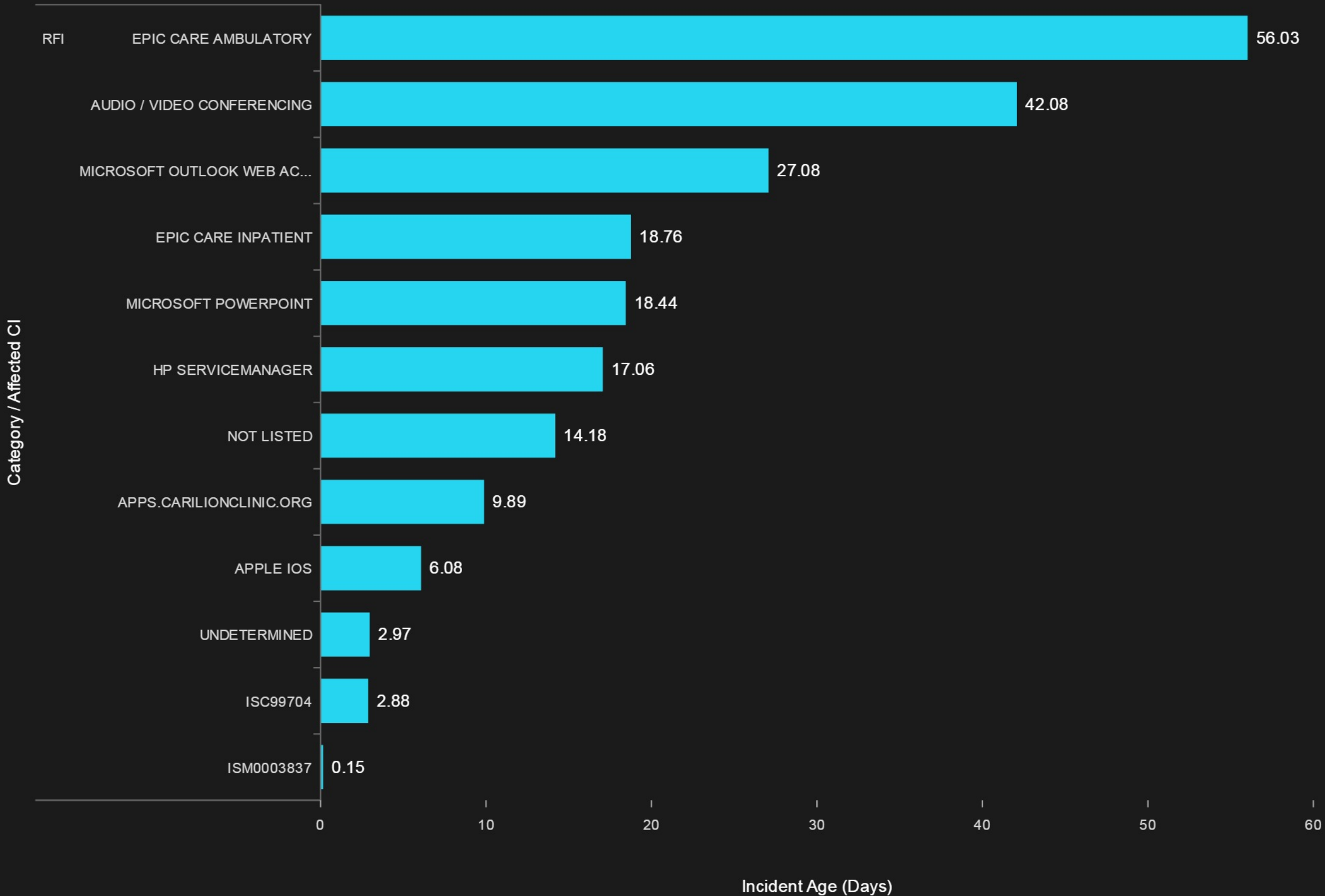




## Top 25 Avg Incident Age (Days) by Affected CI



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



Reopened Incident Age (Days) by Incident ID and Assignment

Incident ID / Assignment

