



# Technology Services Group

**Metrics- Ops and Support**

**Open Incident Queue 09/25/17**

- All Assignment Groups



**CARILIONCLINIC**

Incident Count

254

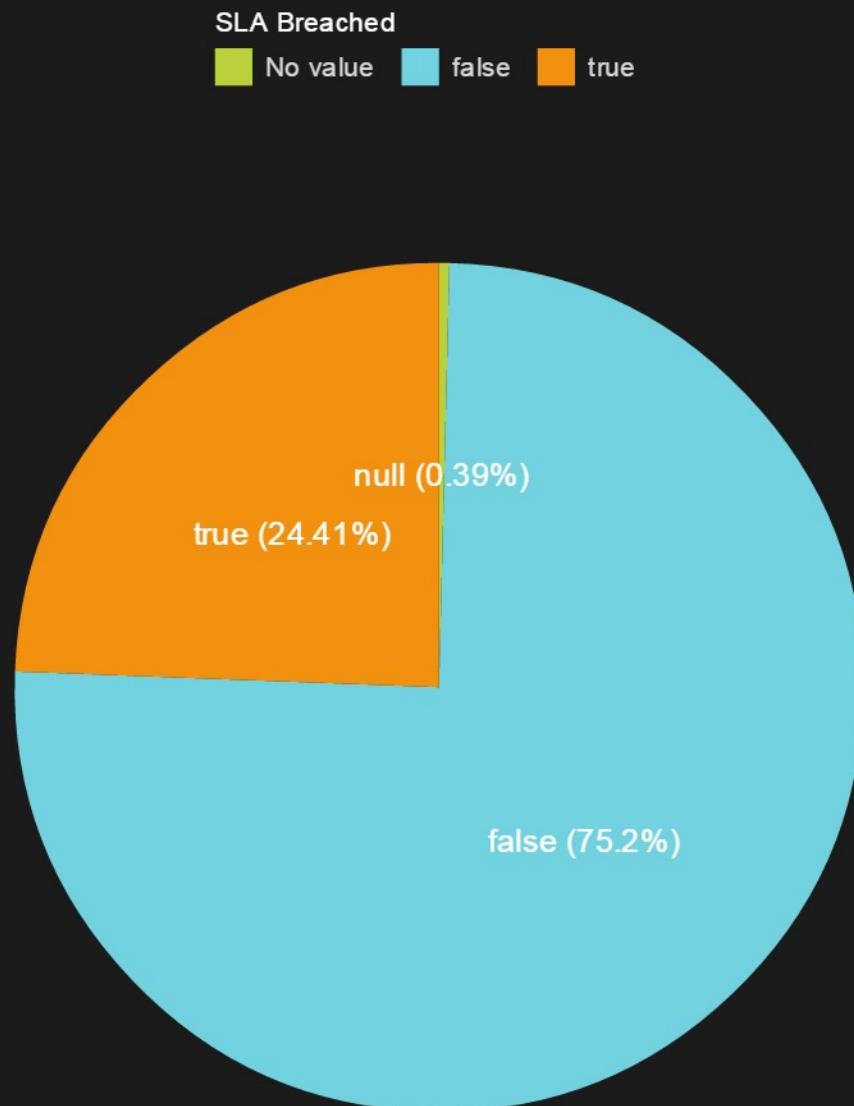
Oldest Incident (Days)

94.08

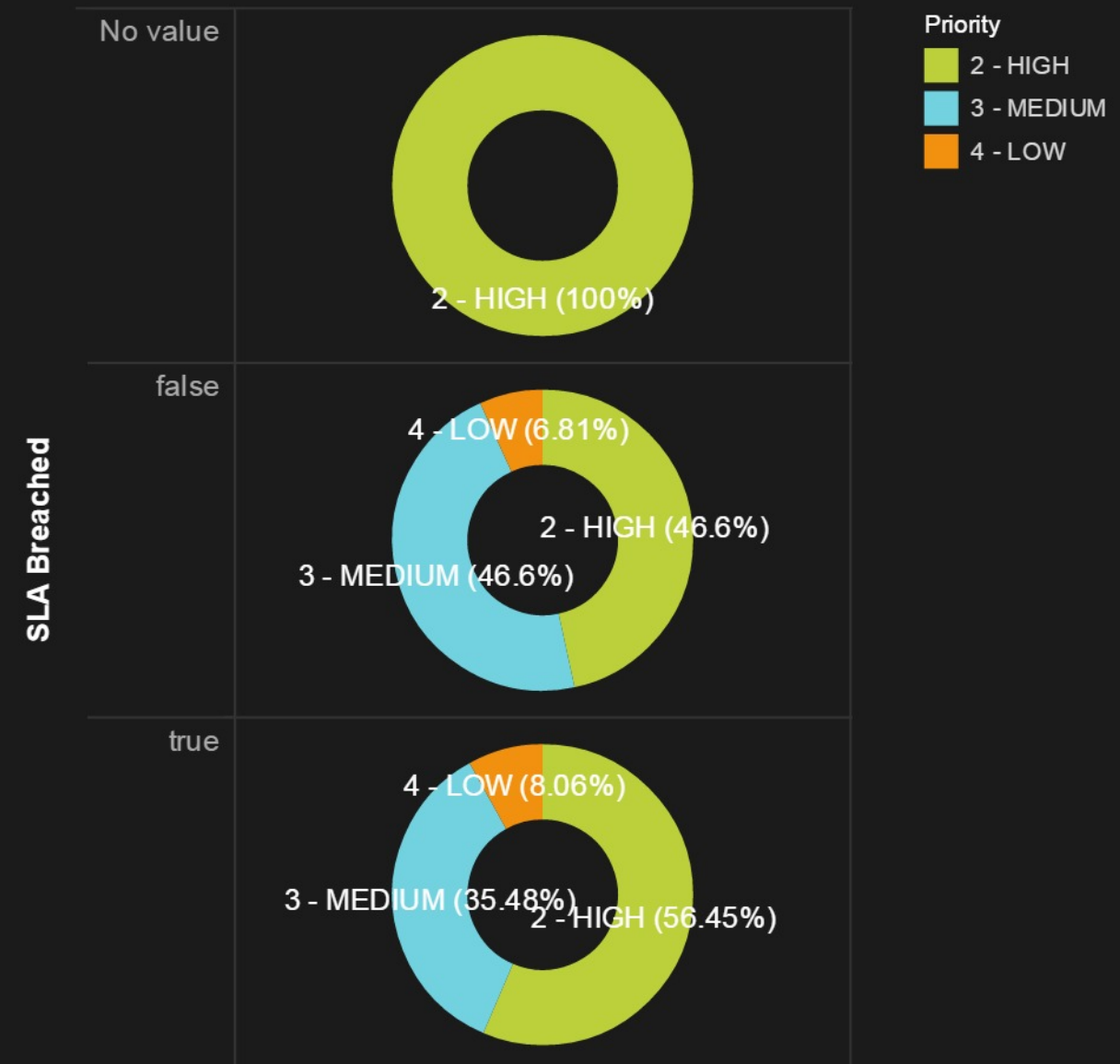
Avg Incident Age (Days)

9.05

Incident Count by SLA Breached

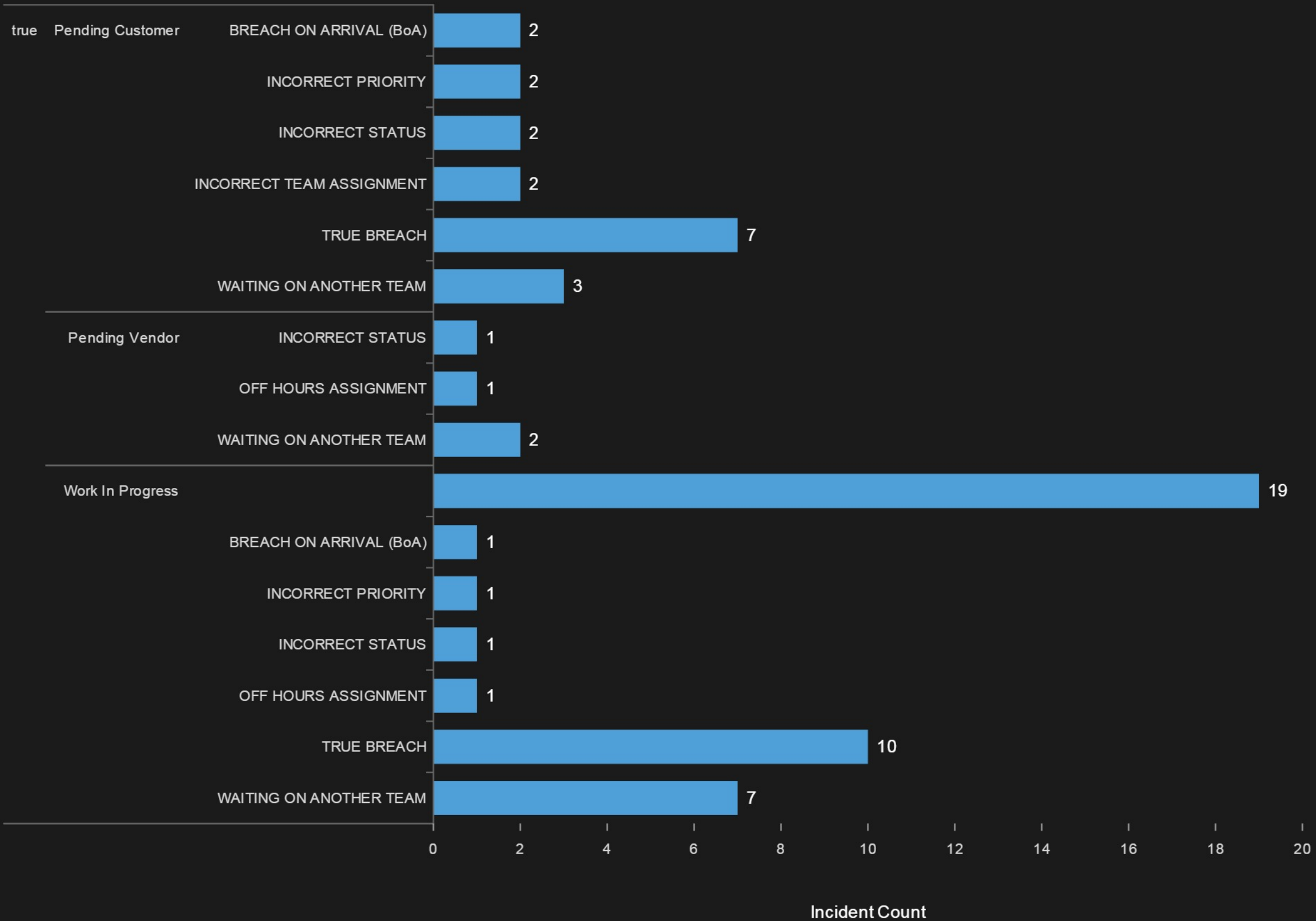


Incident Count by SLA Breached ...



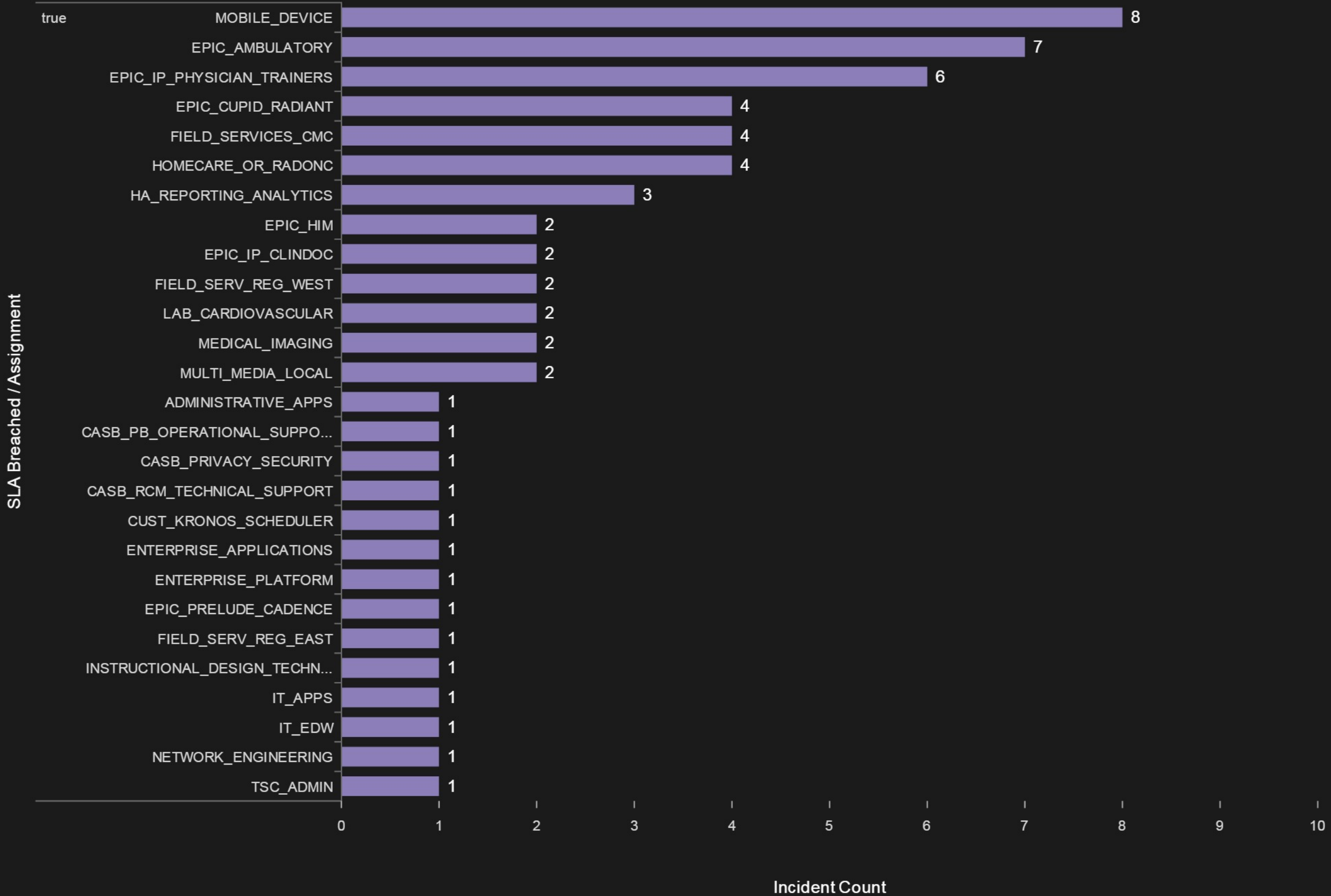
## Incident Count by SLA Breached, Status and Breach Reason

SLA Breached / Status / Breach Reason

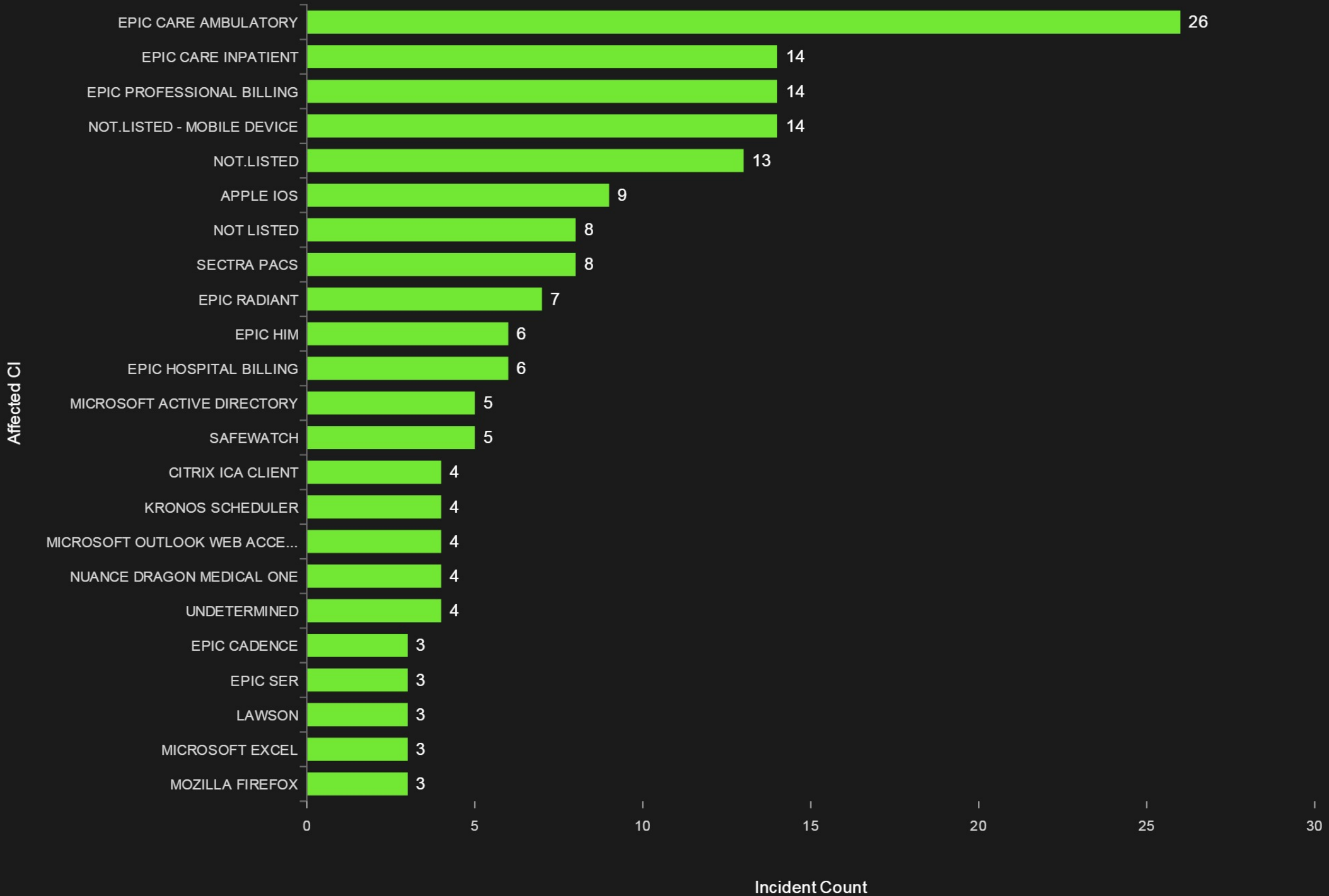




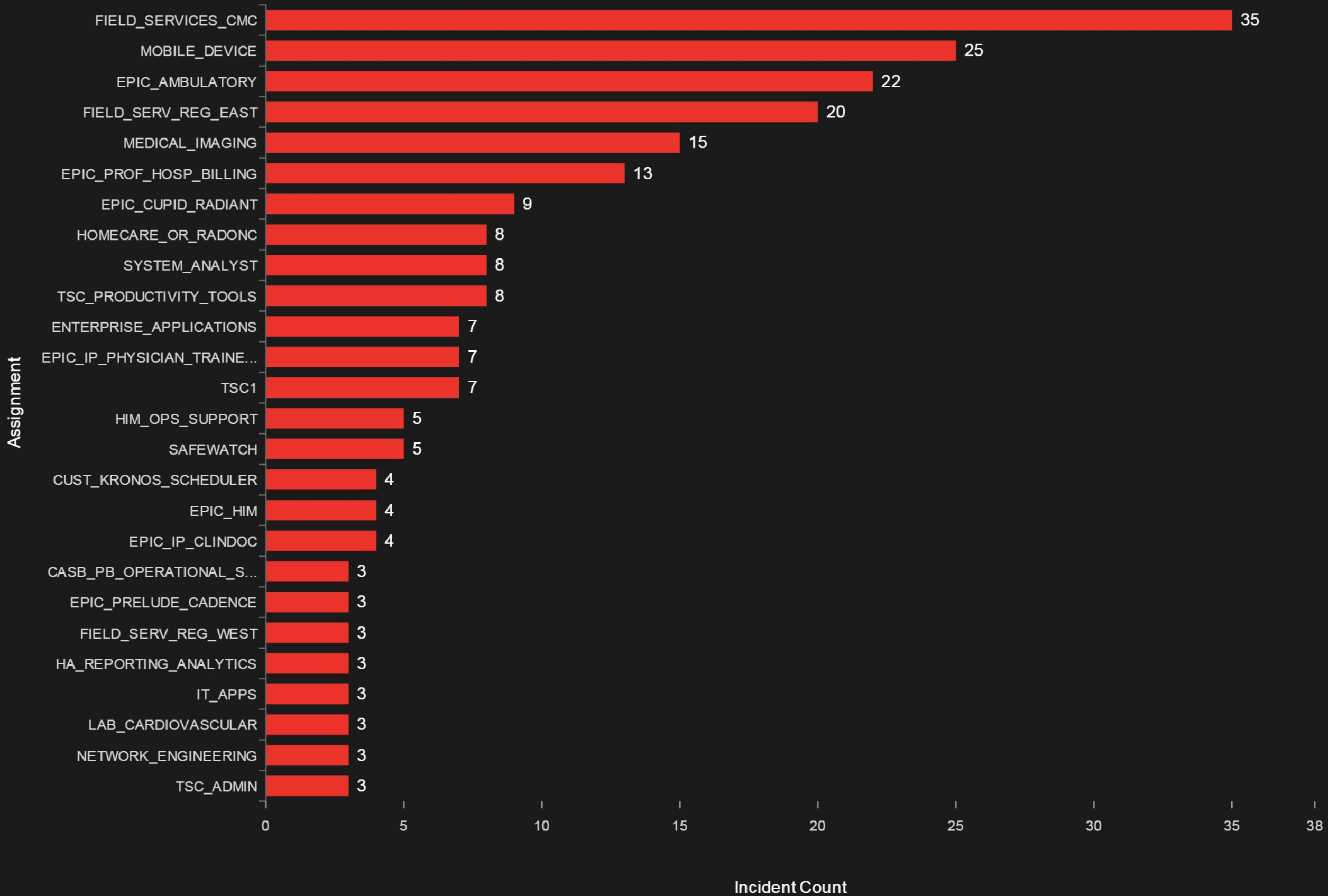
## Incident Count by SLA Breached and Assignment



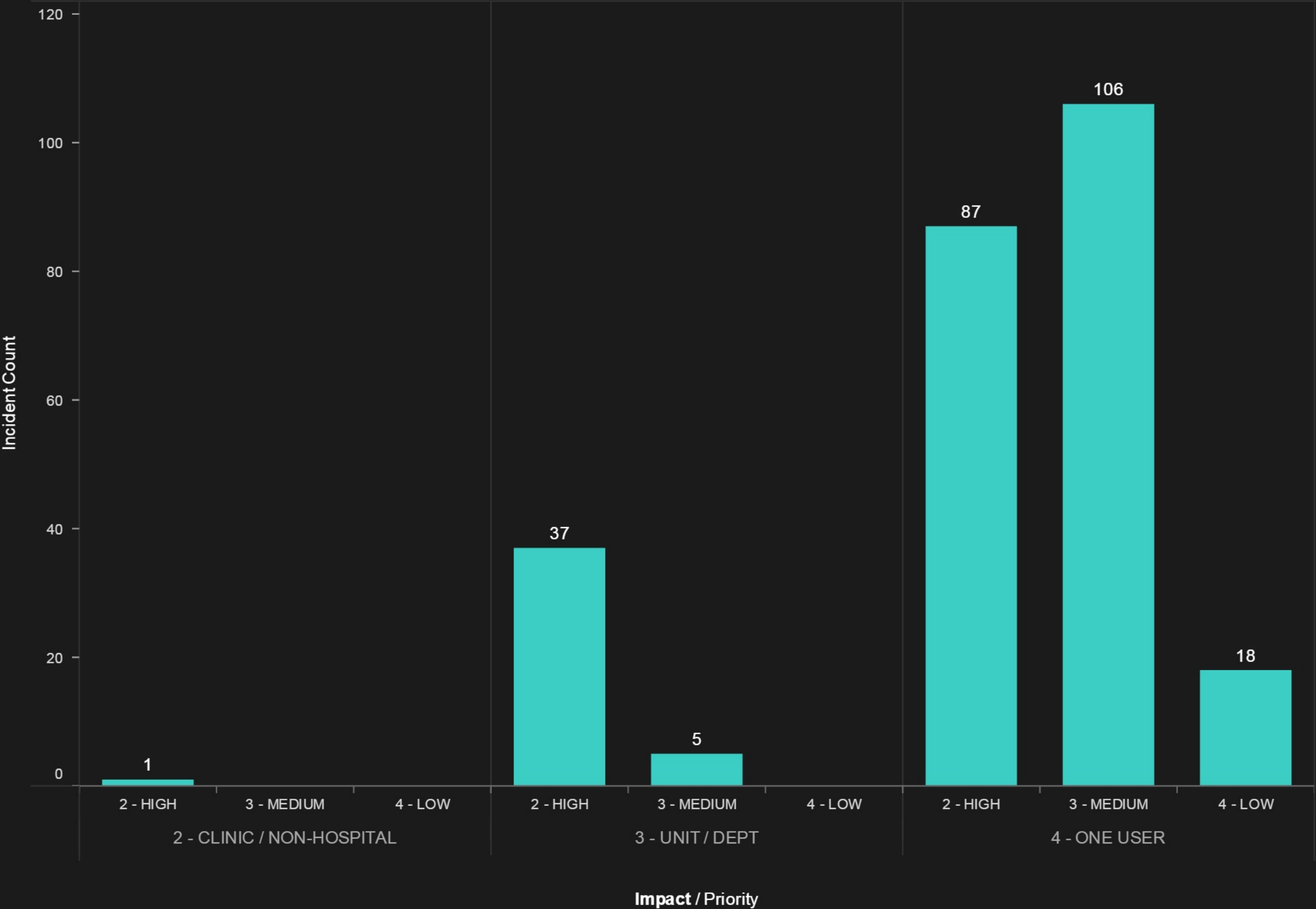
## Top 20 Incident Count by Affected CI



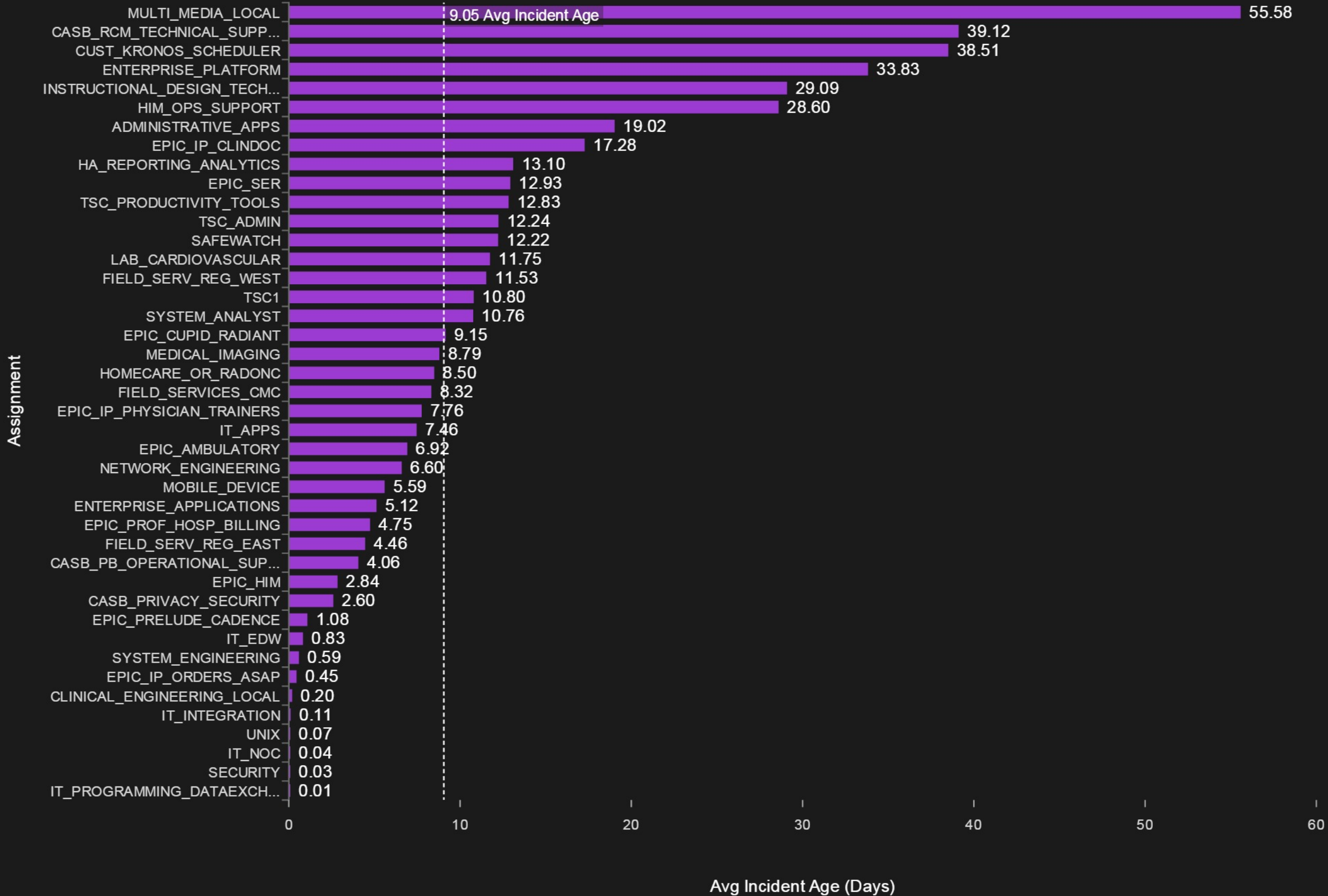
## Top 25 Incident Count by Assignment



Incident Count by Impact and Priority



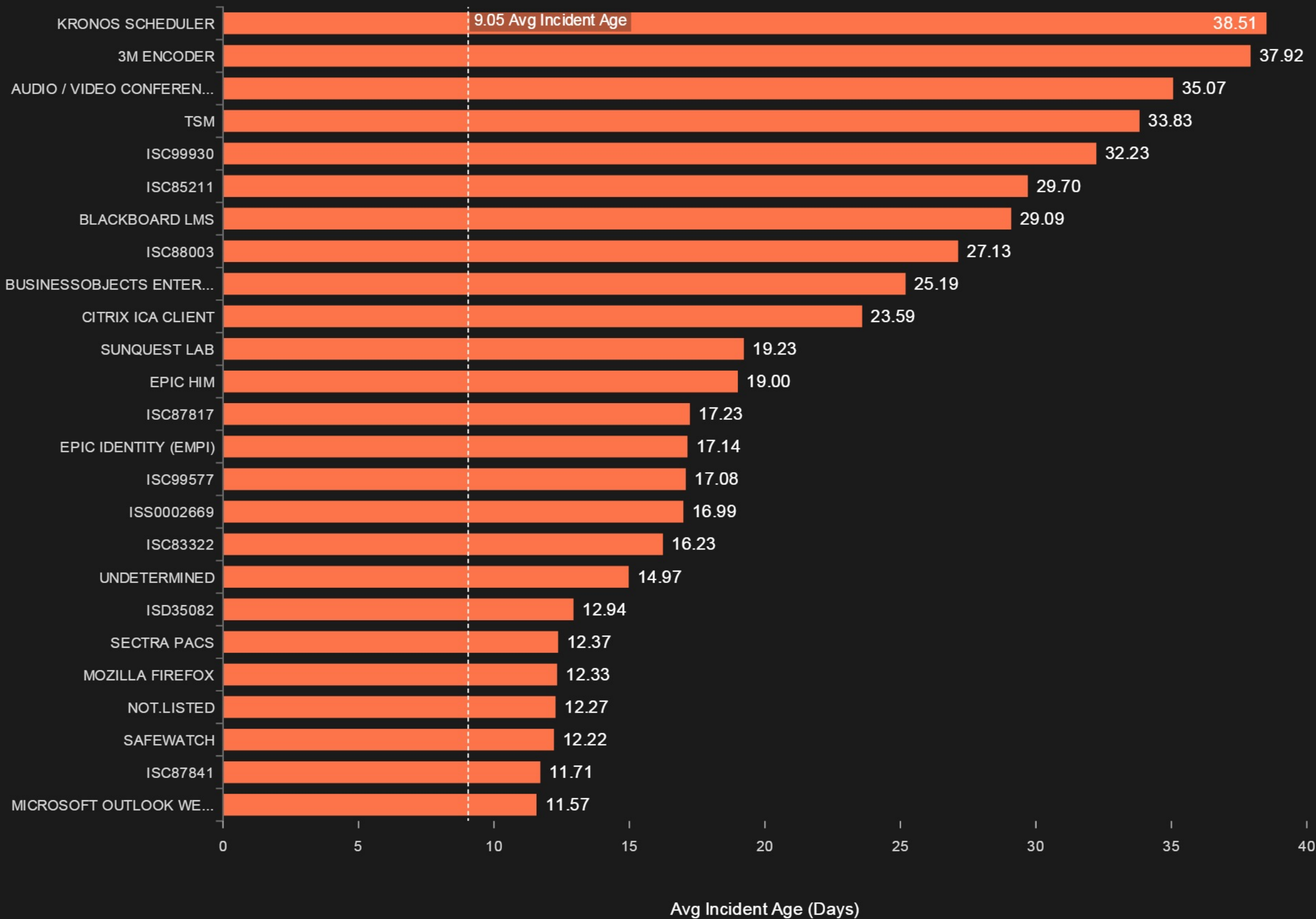
## Avg Incident Age (Days) by Assignment



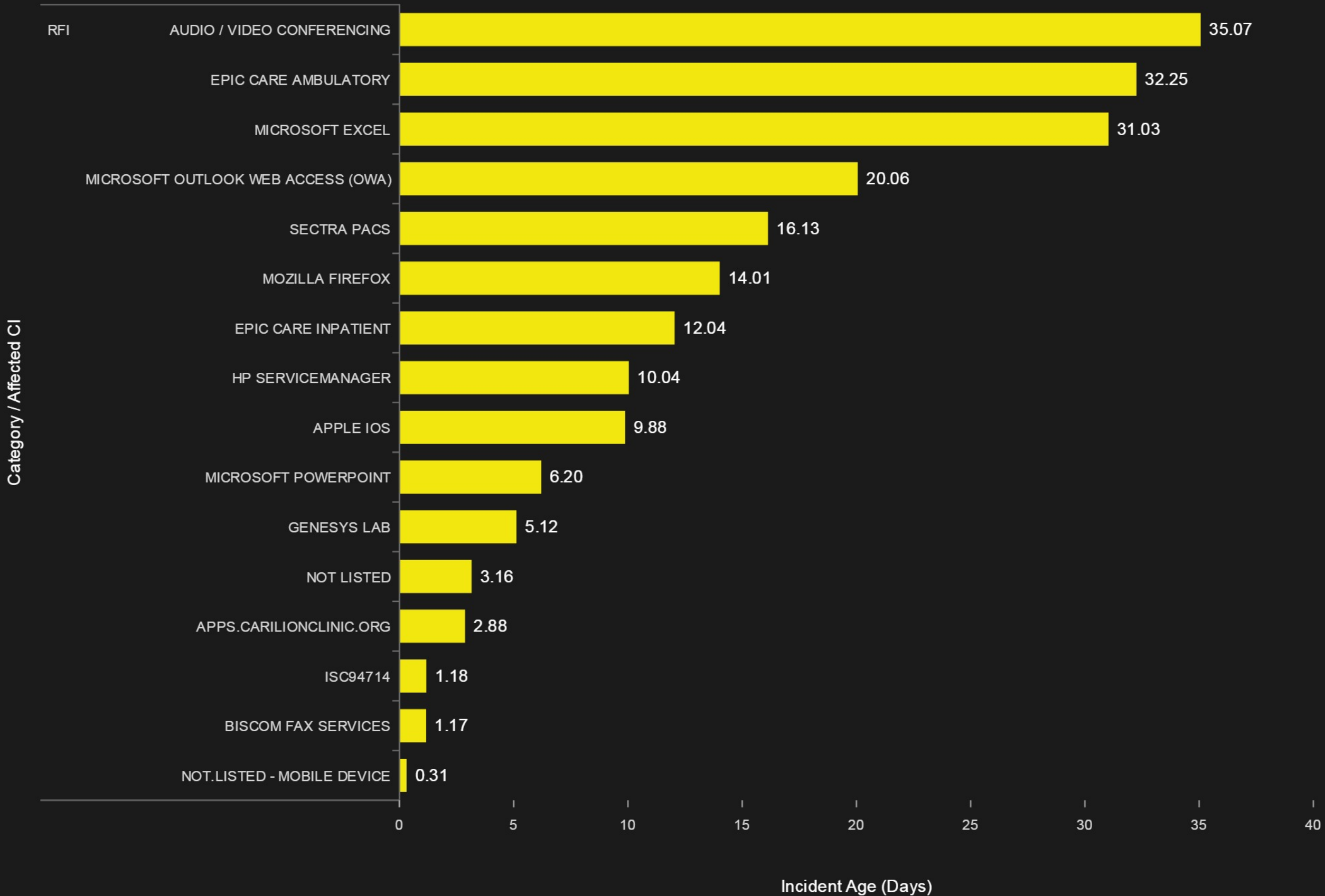


## Top 25 Avg Incident Age (Days) by Affected CI

Affected CI



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



Reopened Incident Age (Days) by Incident ID and Assignment

Incident ID / Assignment

