



# Technology Services Group

**Metrics- Ops and Support**

**Incident Queue 08/28/17**

- All Assignment Groups



**CARILIONCLINIC**

Incident Count

289

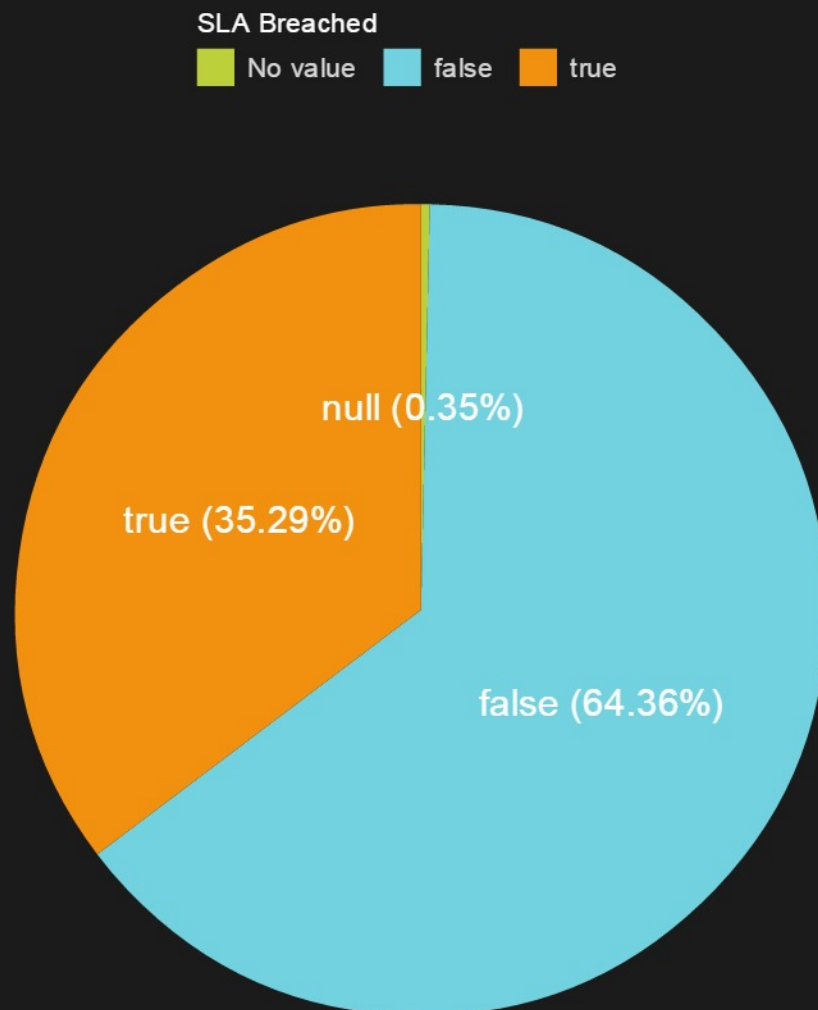
Oldest Incident (Days)

119

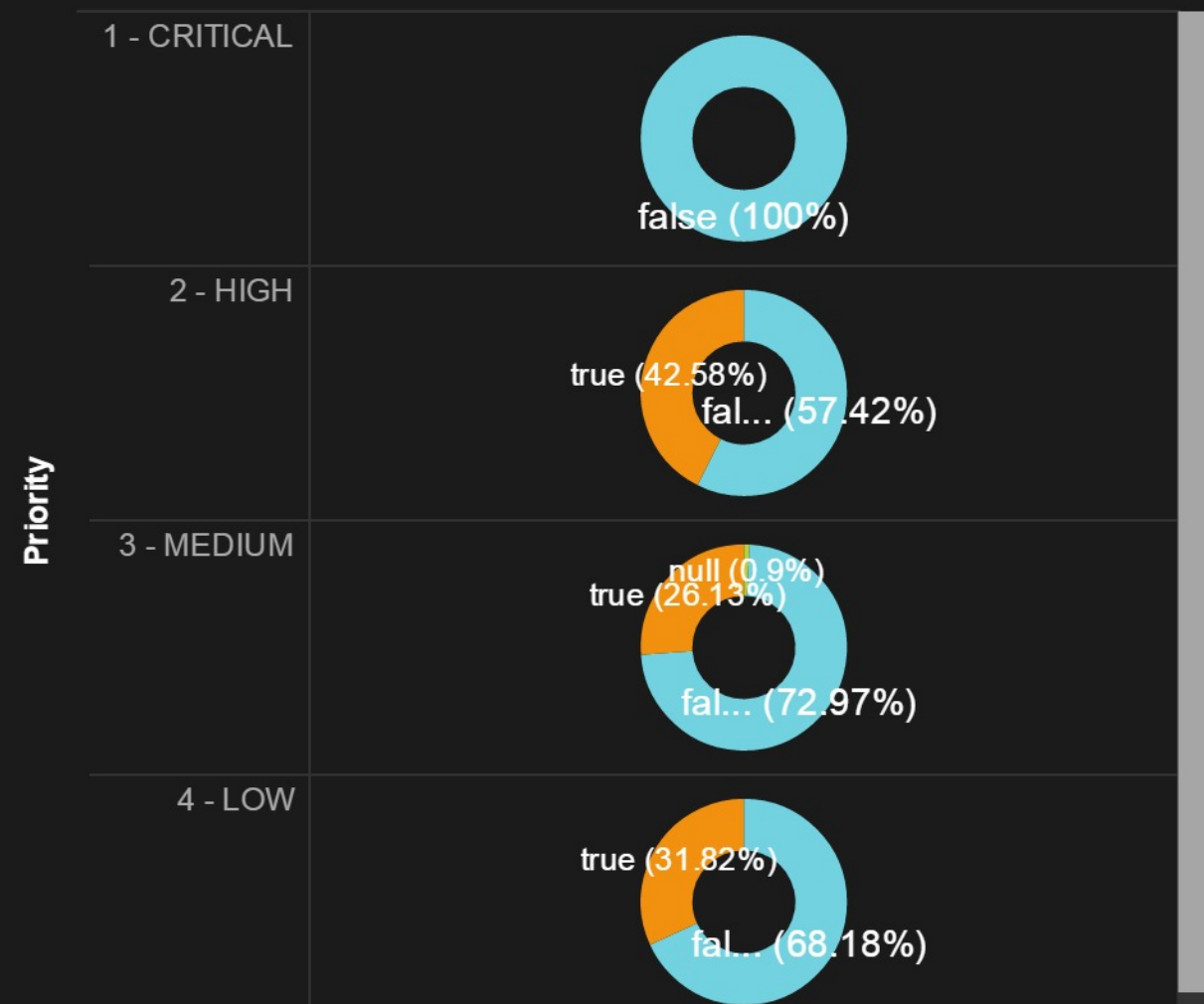
Avg Incident Age (Days)

7.80

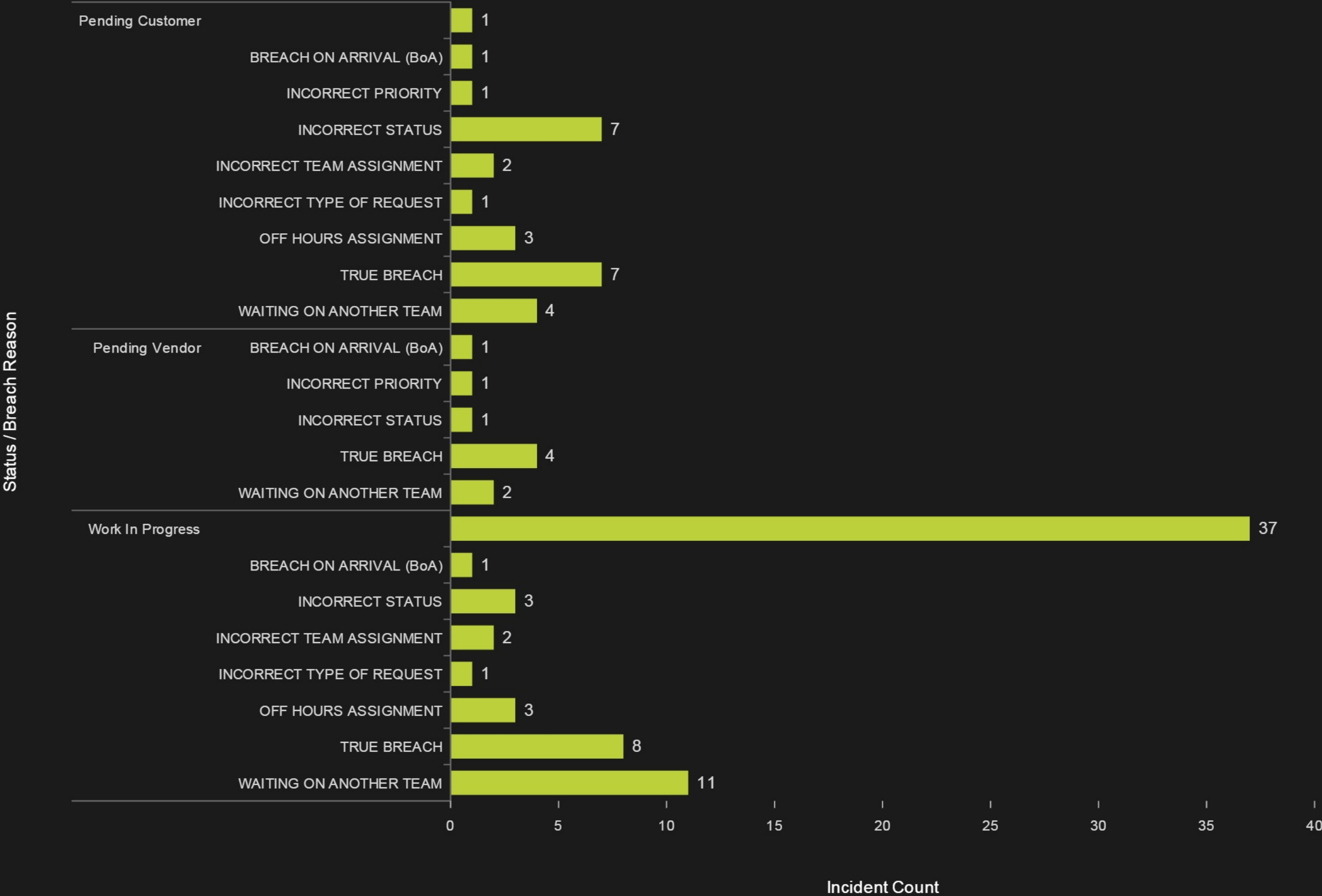
Incident Count by SLA Breached



Incident Count by Priority and SLA Breached



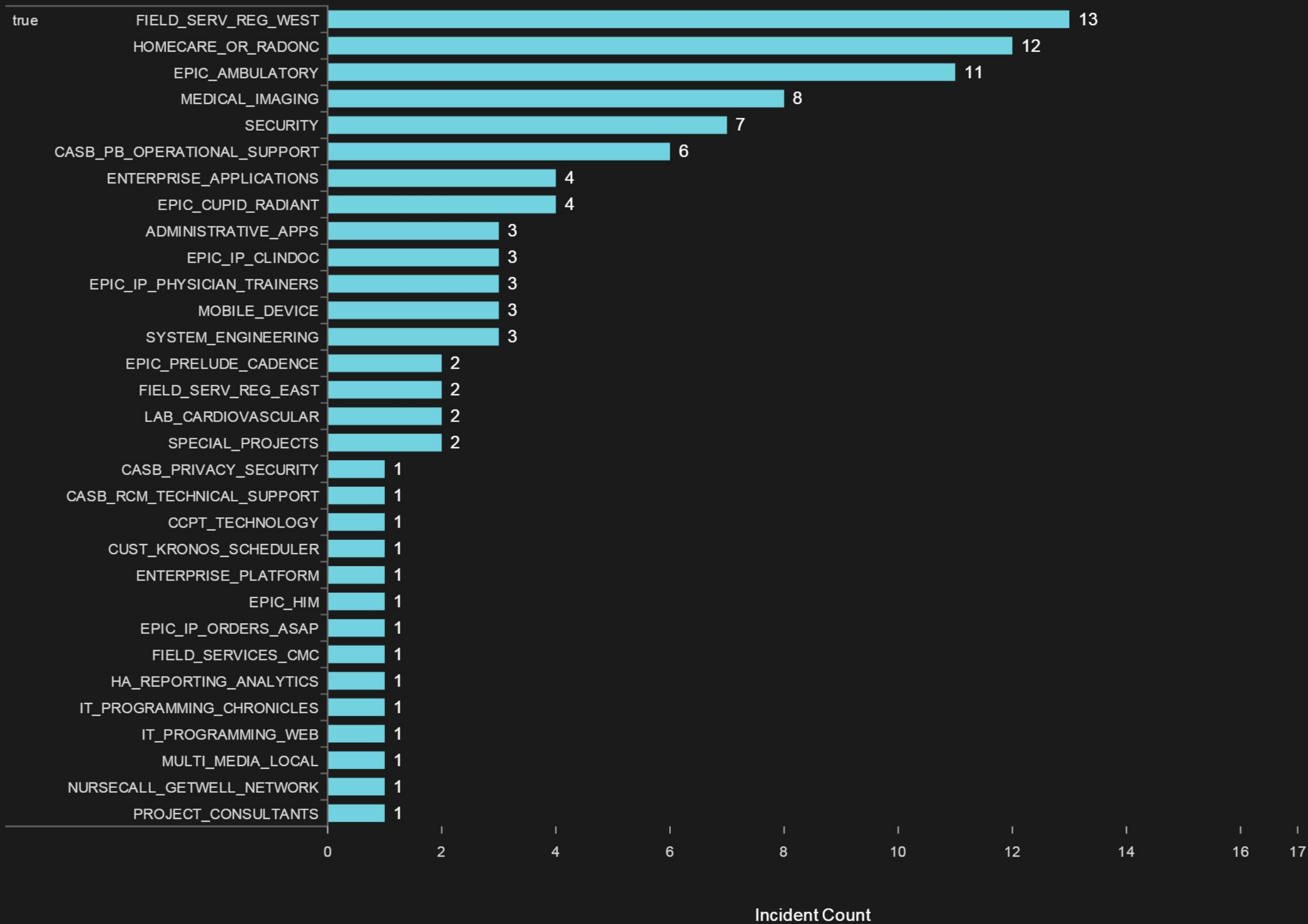
Incident Count by Status and Breach Reason





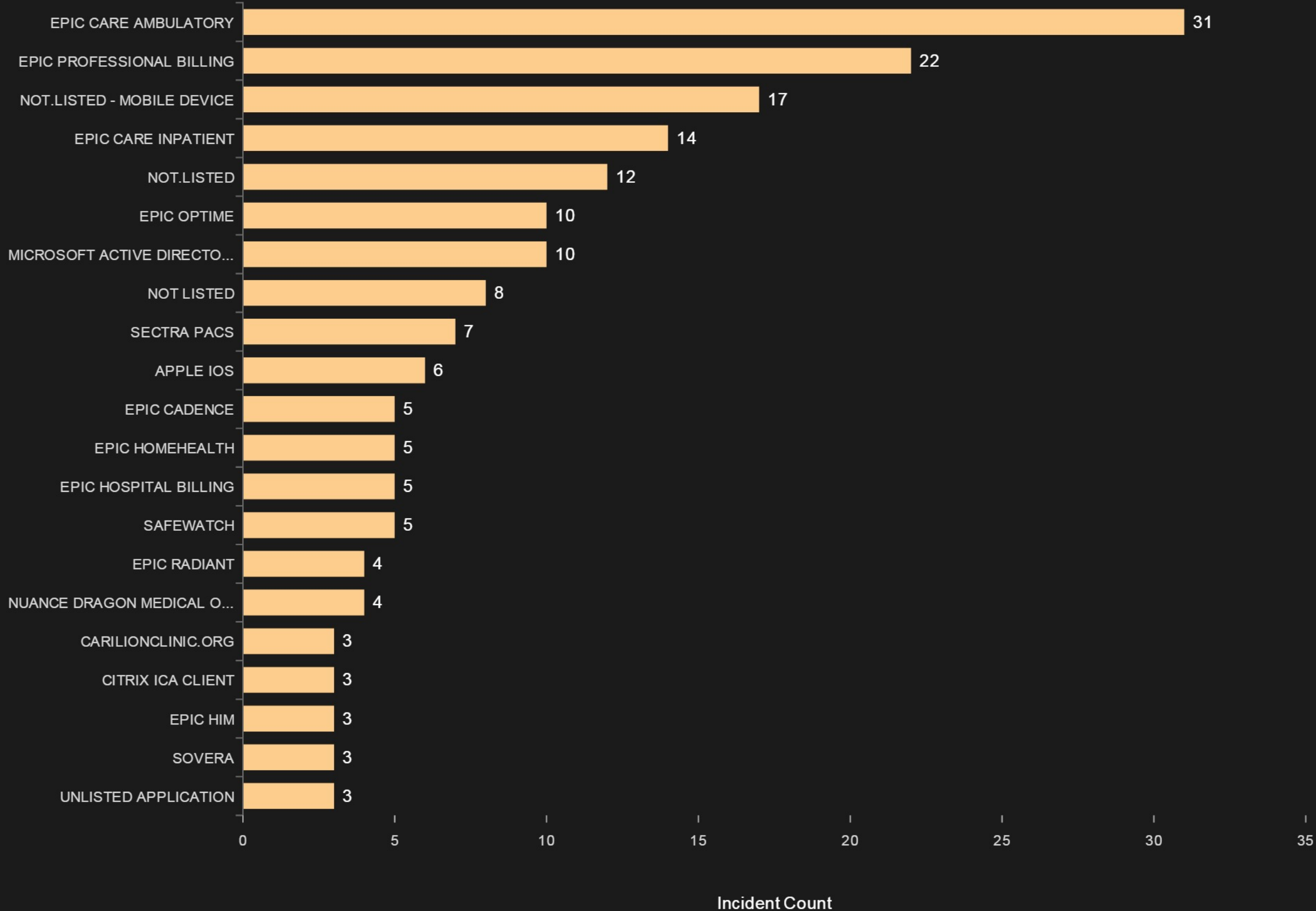
## Incident Count by SLA Breached and Assignment

SLA Breached / Assignment



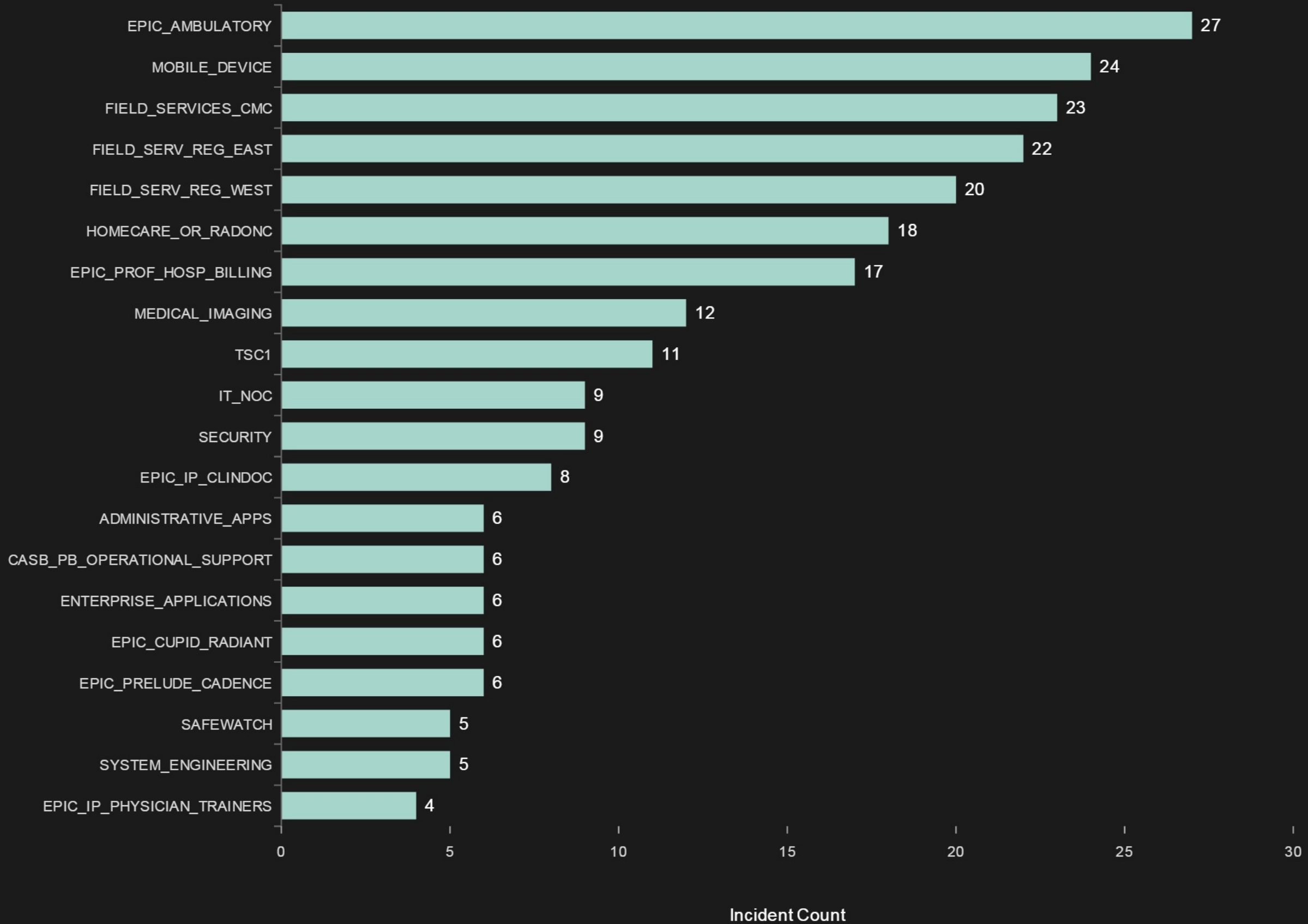
## Top 20 Incident Count by Affected CI

Affected CI

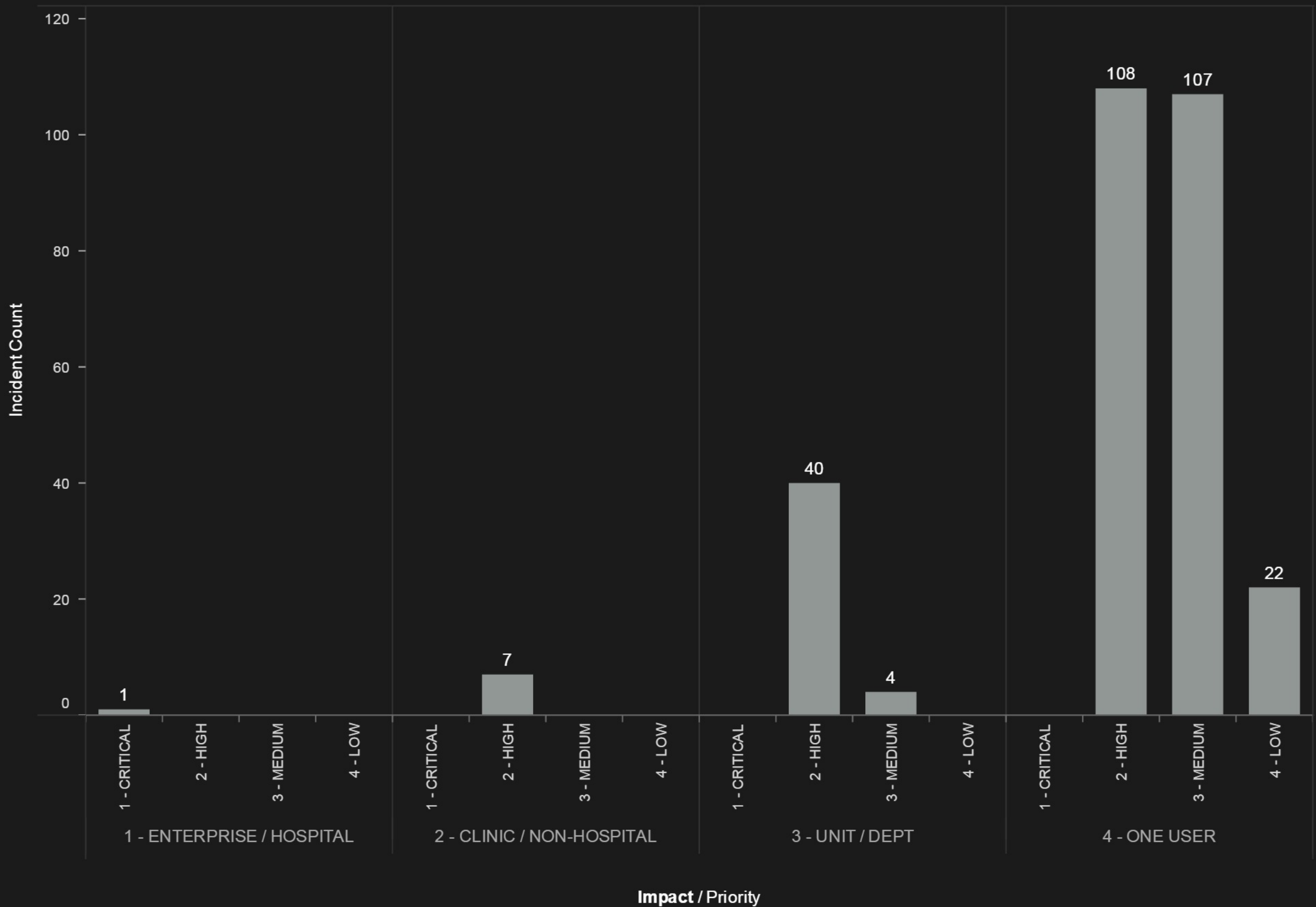


## Top 20 Incident Count by Assignment

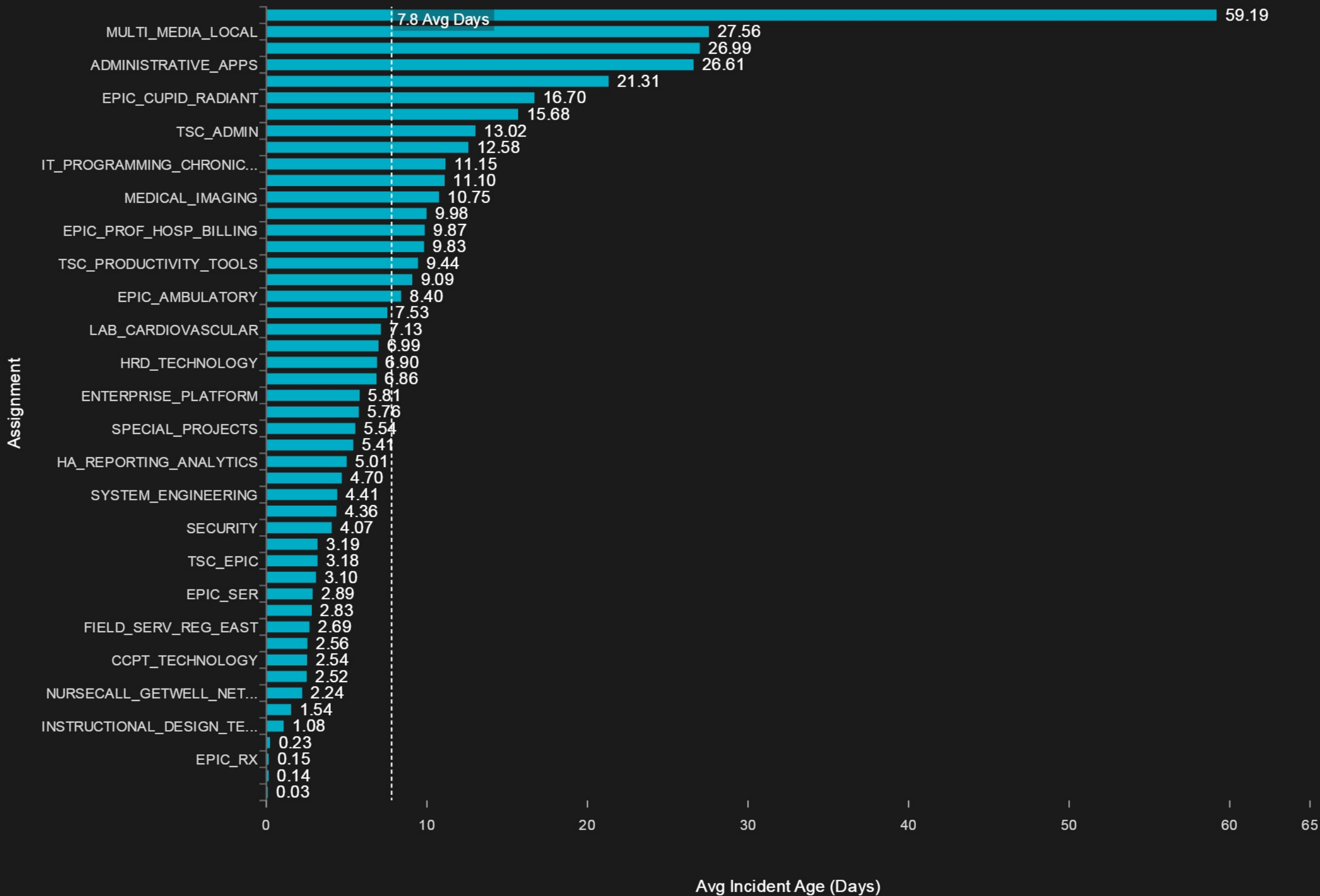
Assignment



## Incident Count by Impact and Priority



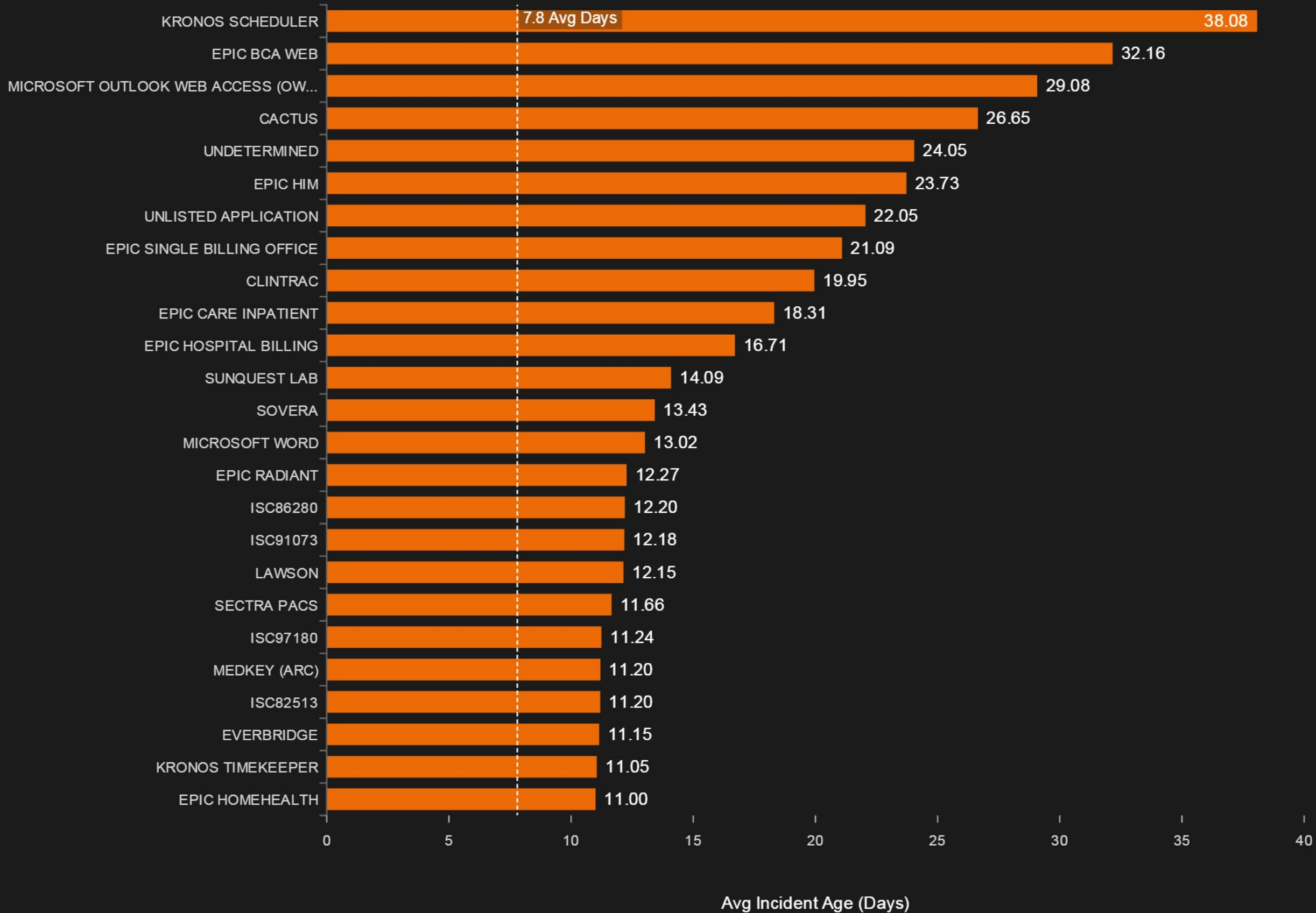
## Avg Incident Age (Days) by Assignment



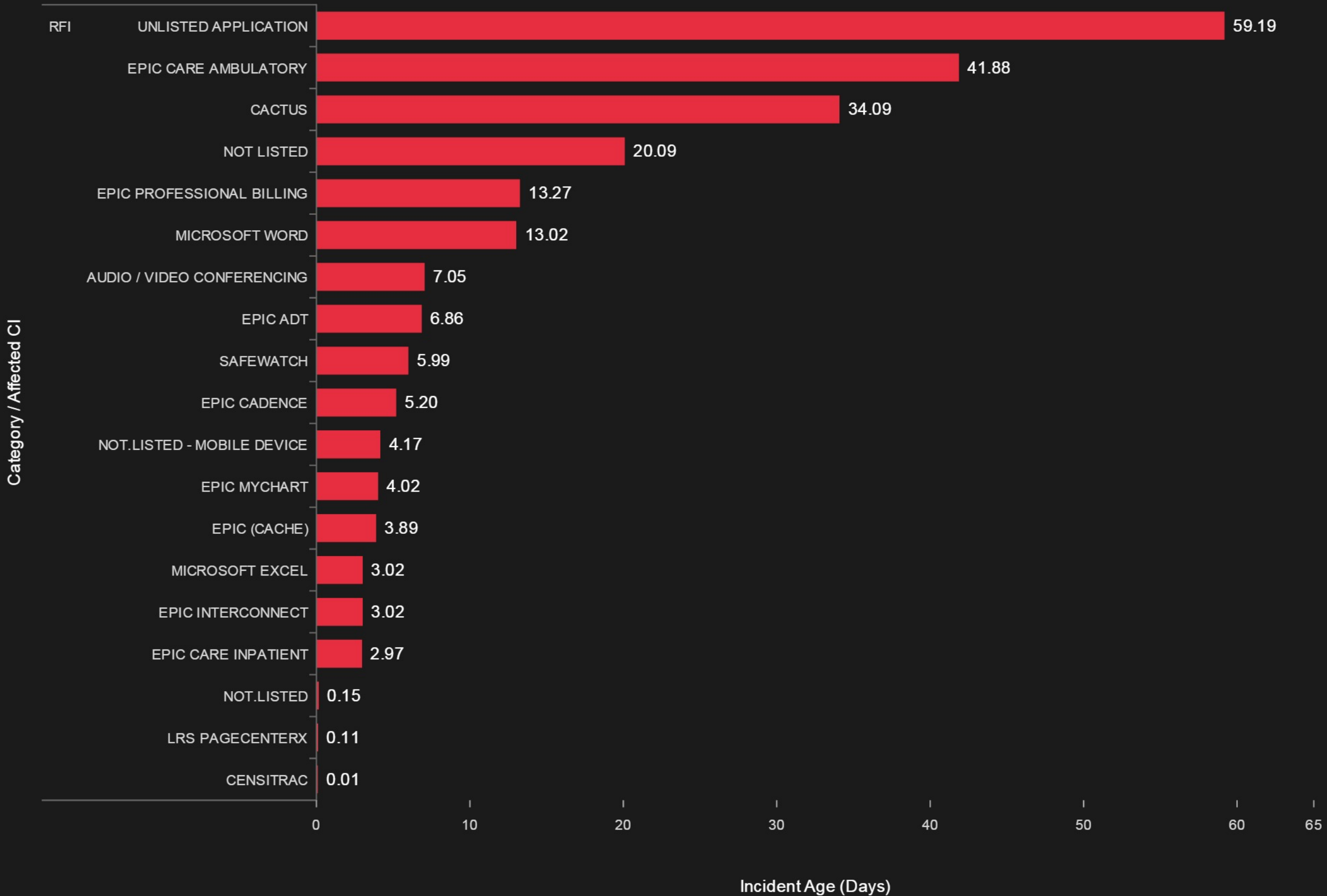


## Top 25 Avg Incident Age (Days) by Affected CI

Affected CI



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



Incident Age (Days) by Assignment, Incident ID and Affected CI

