

An abstract graphic of a circuit board with various components like resistors, capacitors, and integrated circuits, rendered in white and light blue lines on a dark blue background.

Technology Services Group

Metrics- Ops and Support

Open Incident Queue 09/01/17

- All Assignment Groups



CARILIONCLINIC

Incident Count

281

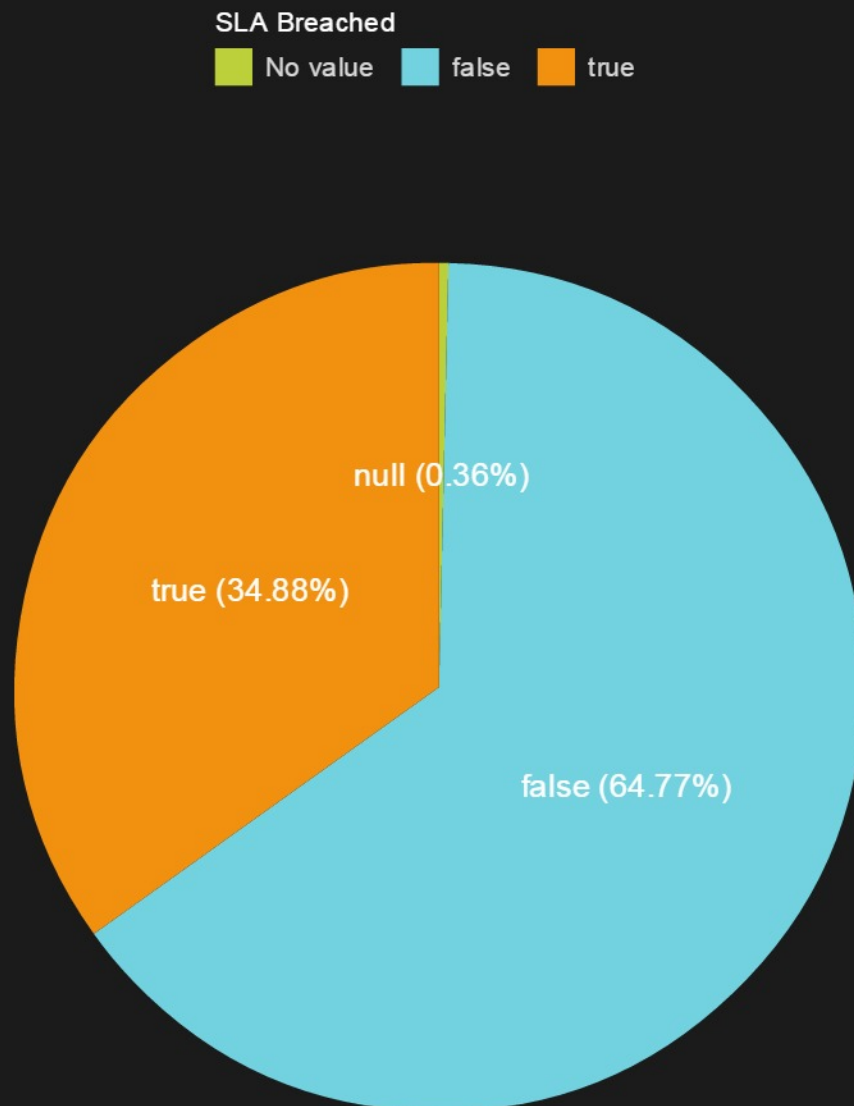
Oldest Incident (Days)

123

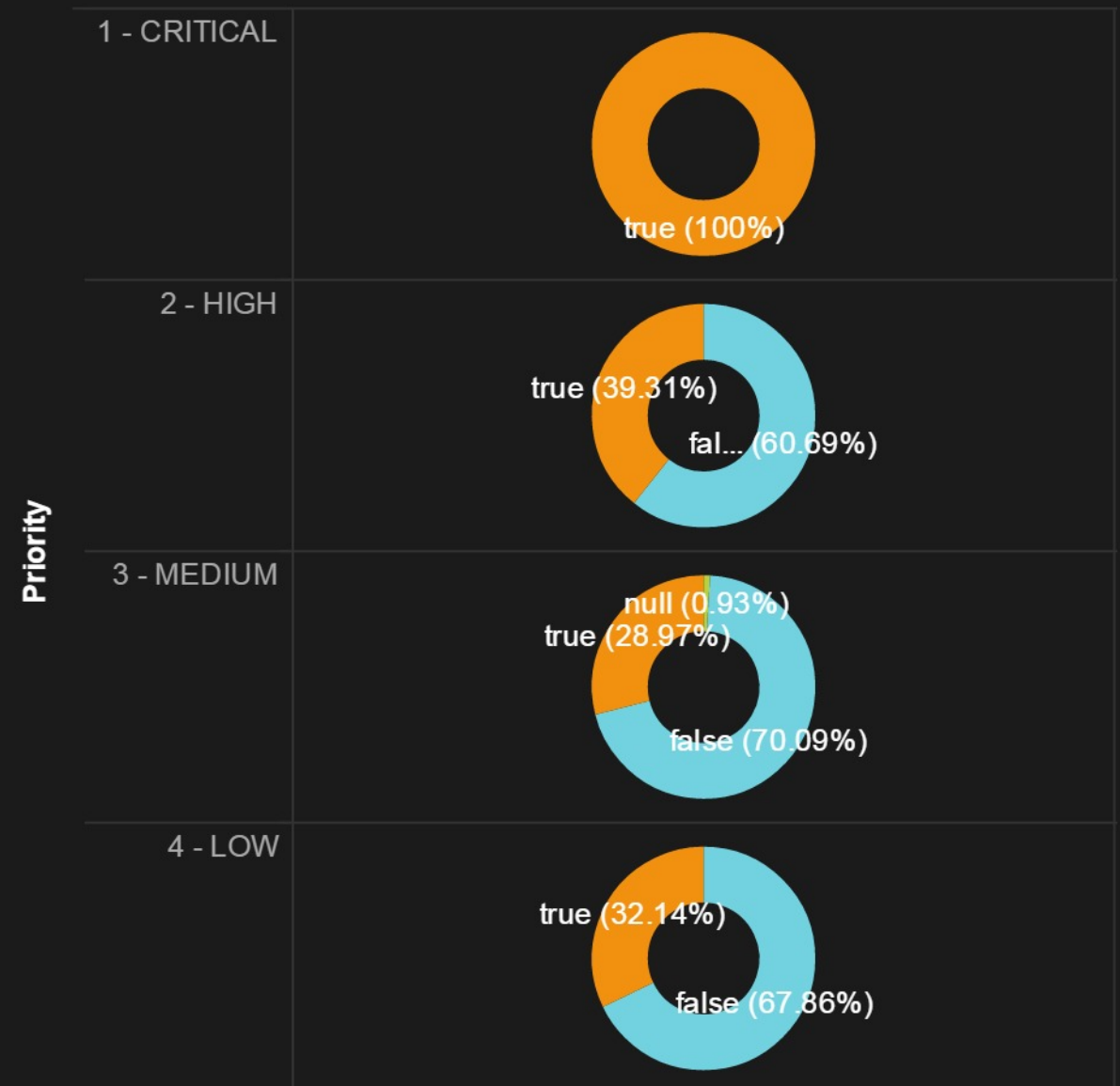
Avg Incident Age (Days)

7.52

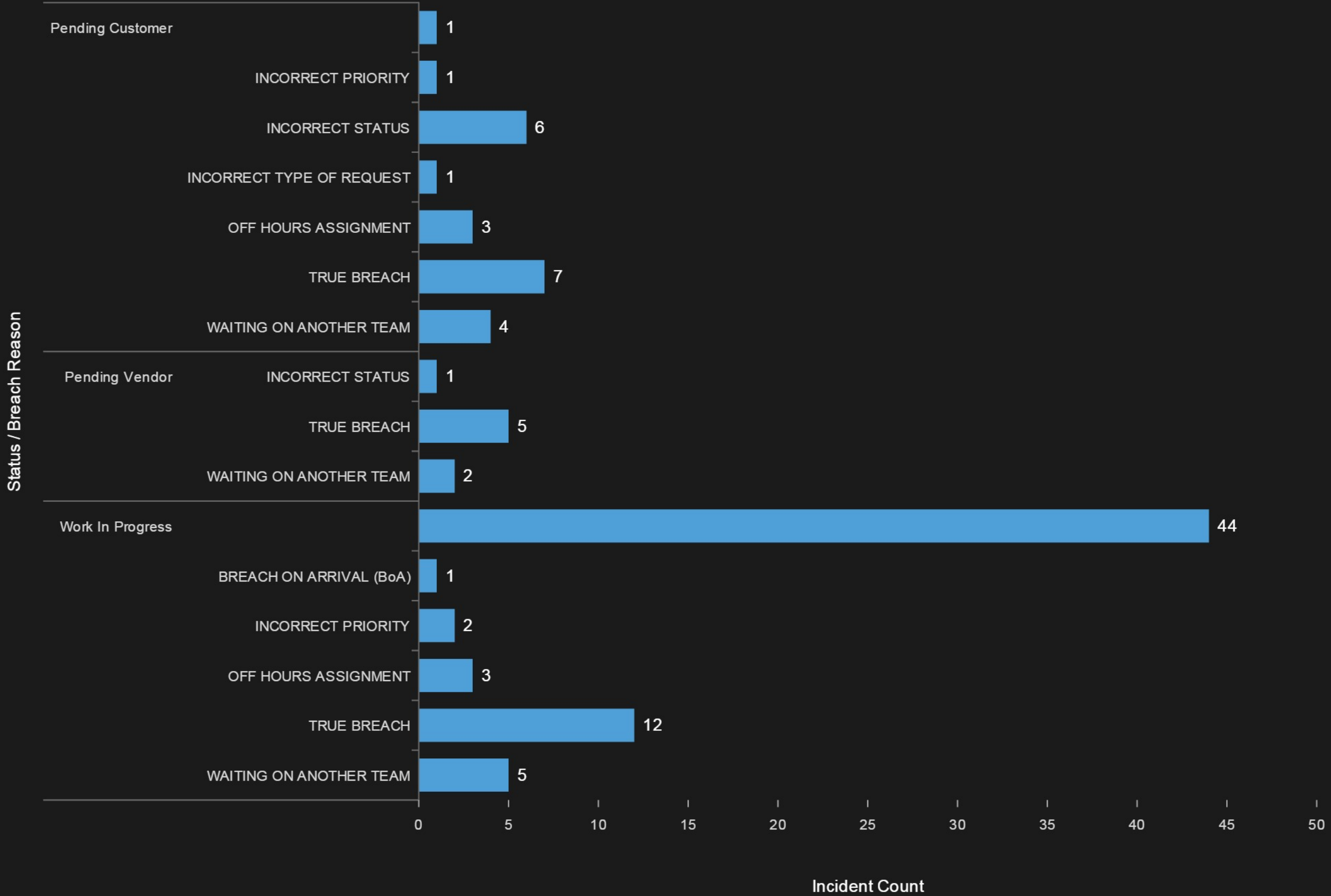
Incident Count by SLA Breached



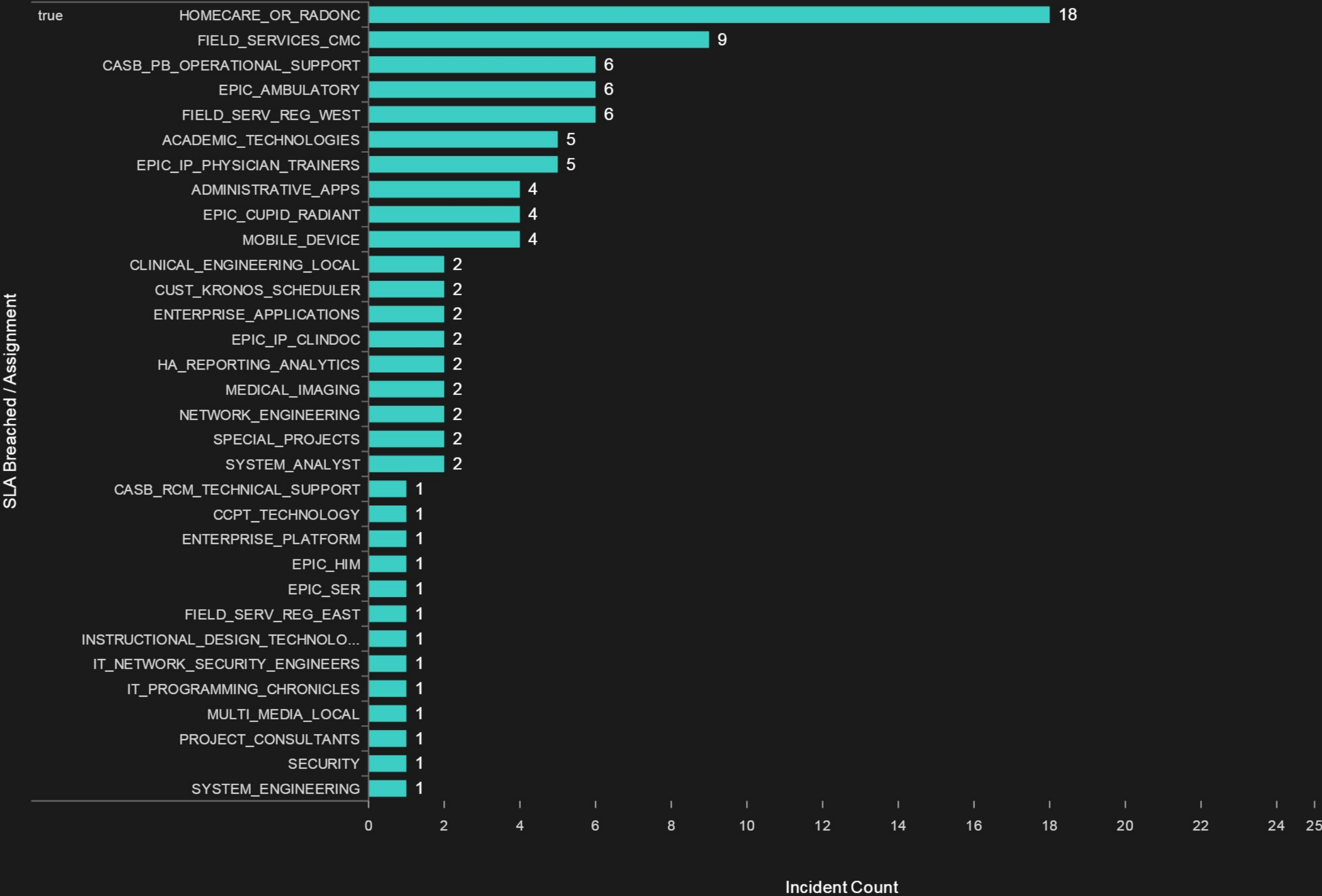
Incident Count by Priority and SLA Breached



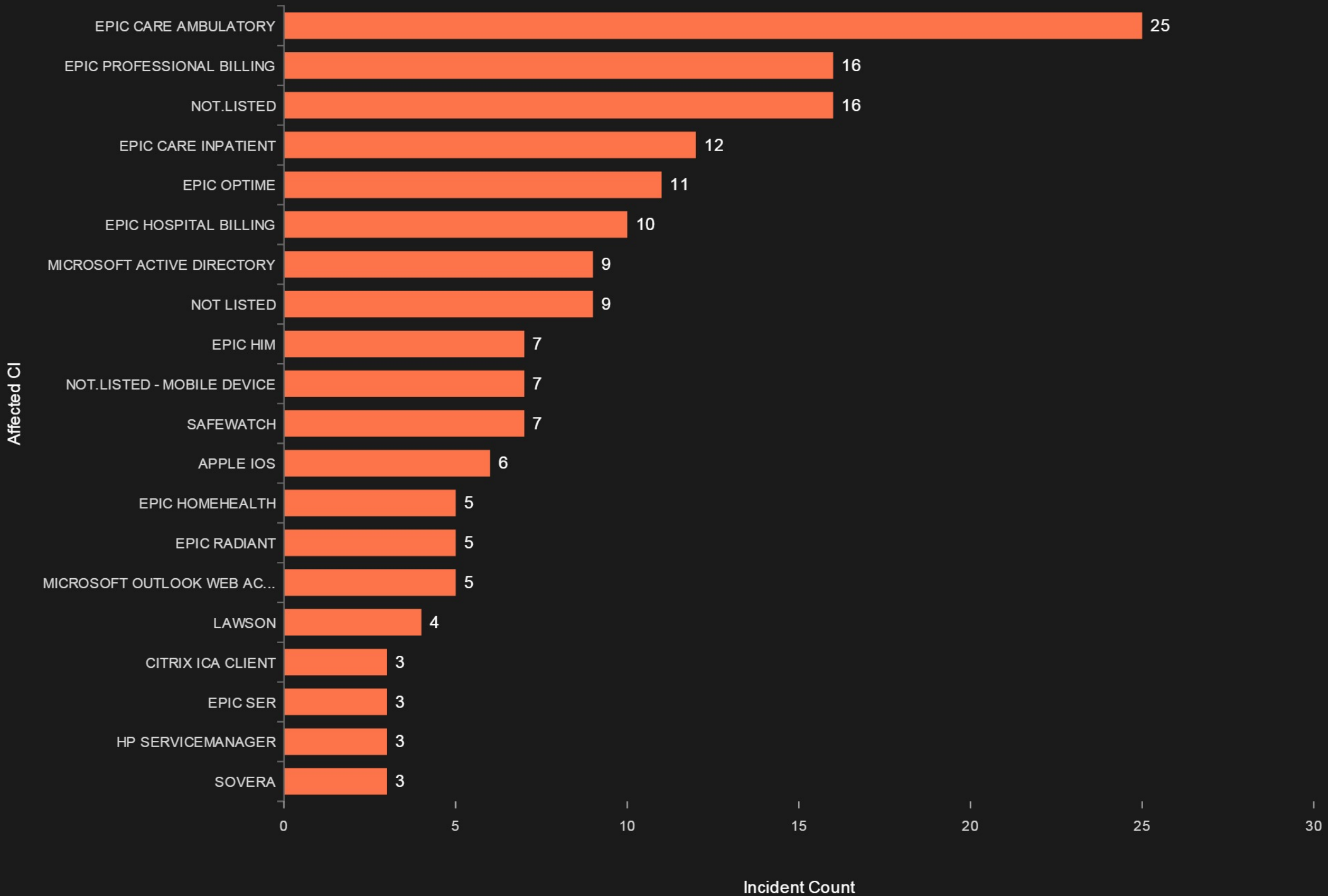
Incident Count by Status and Breach Reason



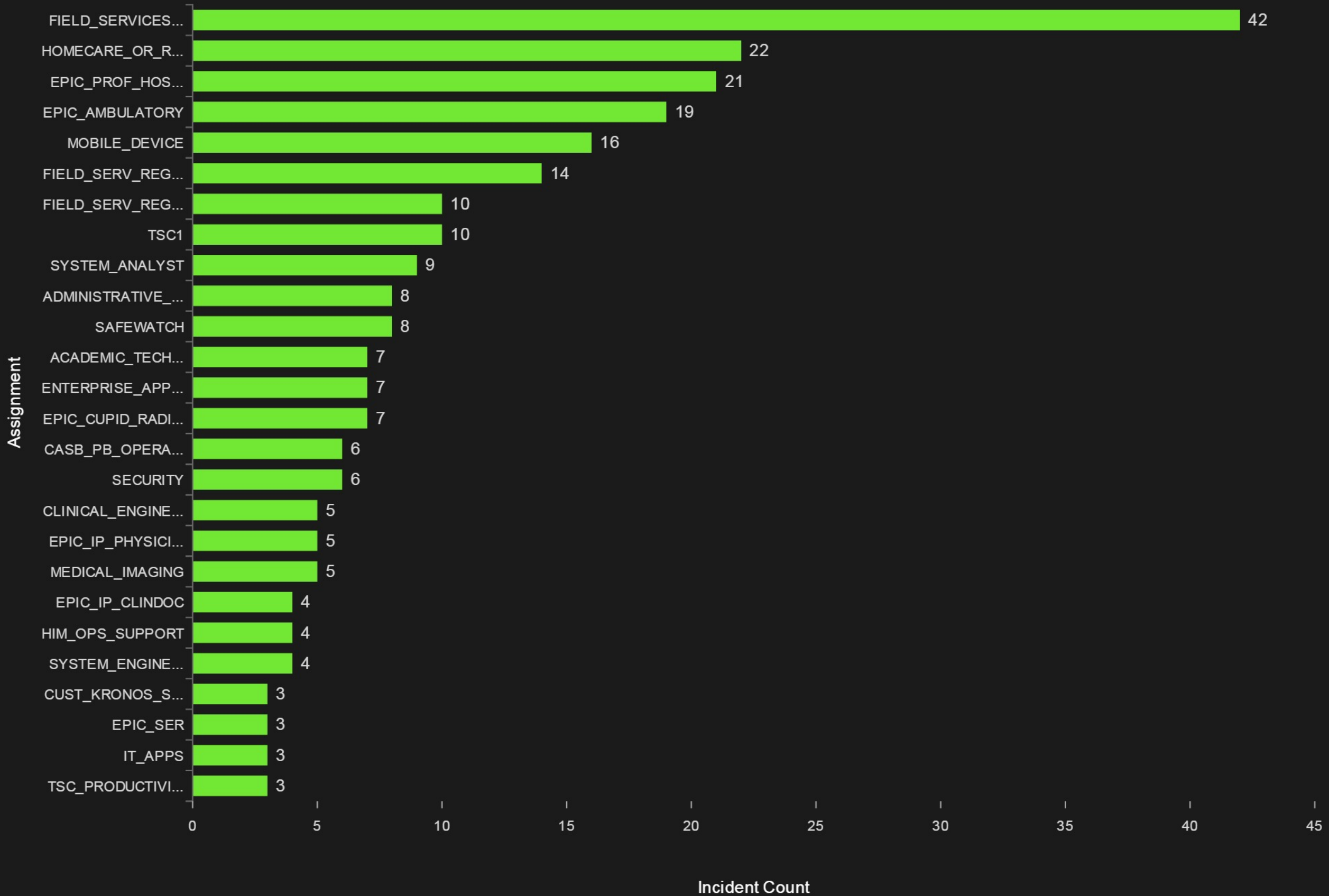
Incident Count by SLA Breached and Assignment



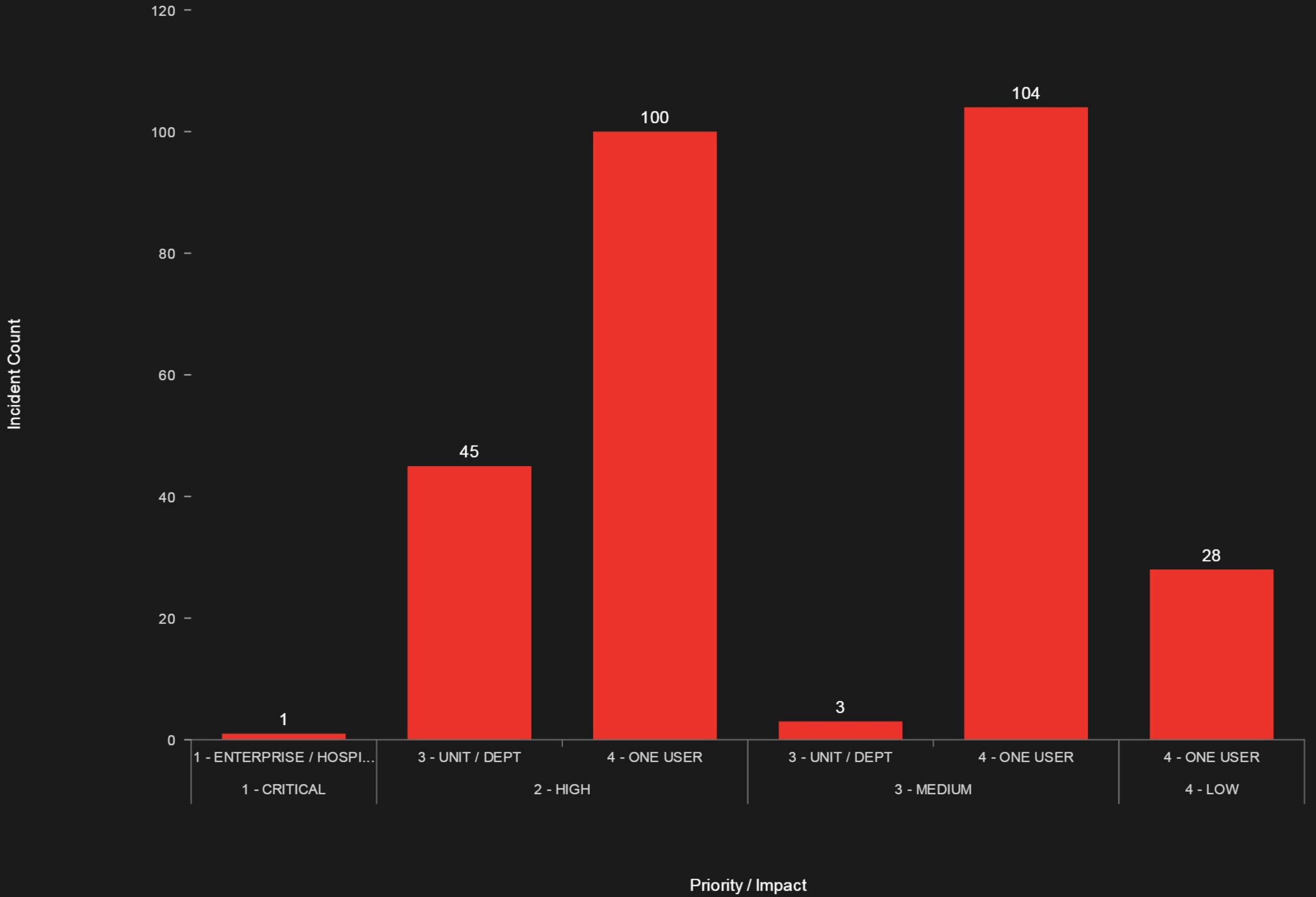
Top 20 Incident Count by Affected CI



Top 25 Incident Count by Assignment

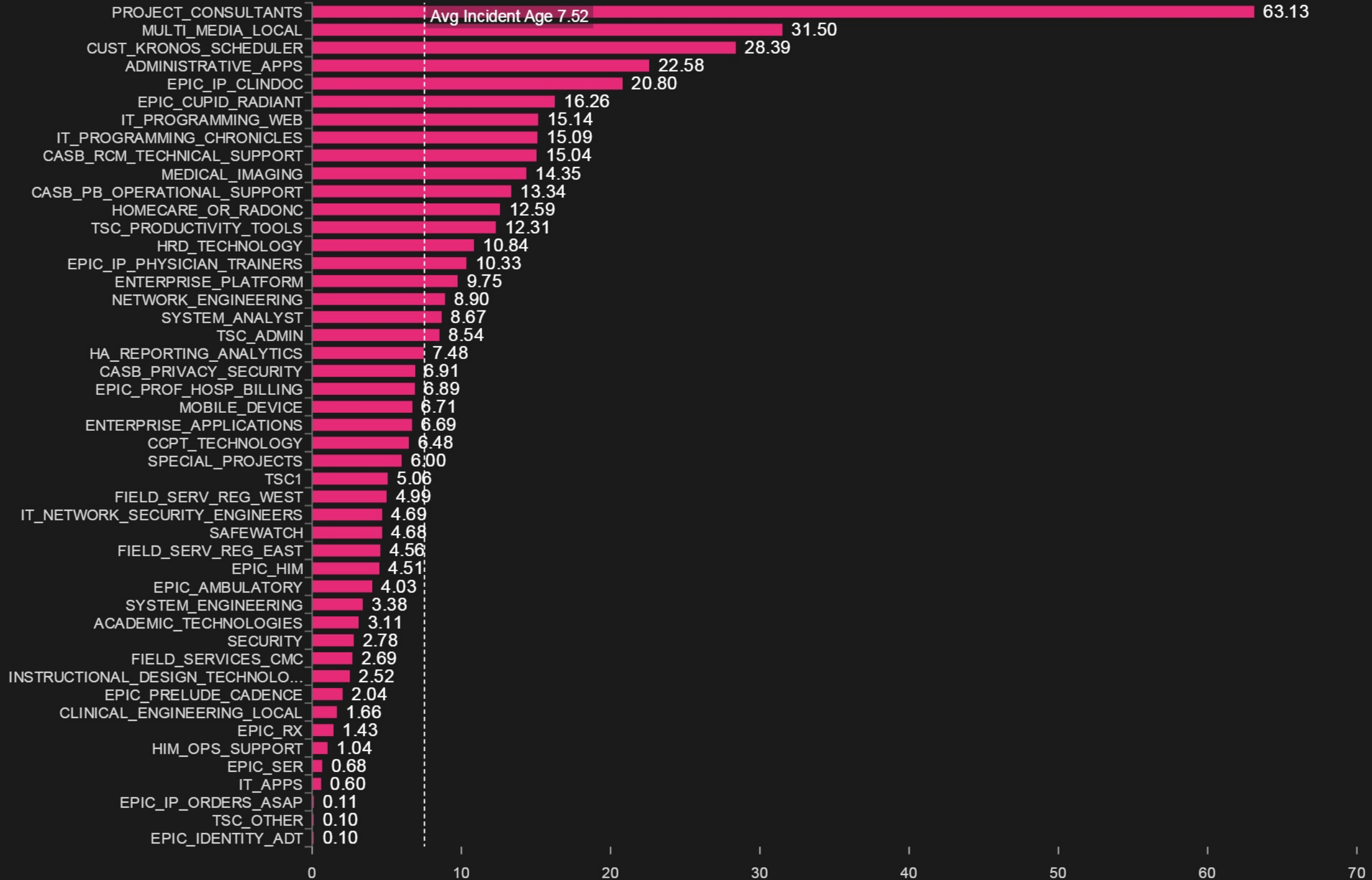


Incident Count by Priority and Impact



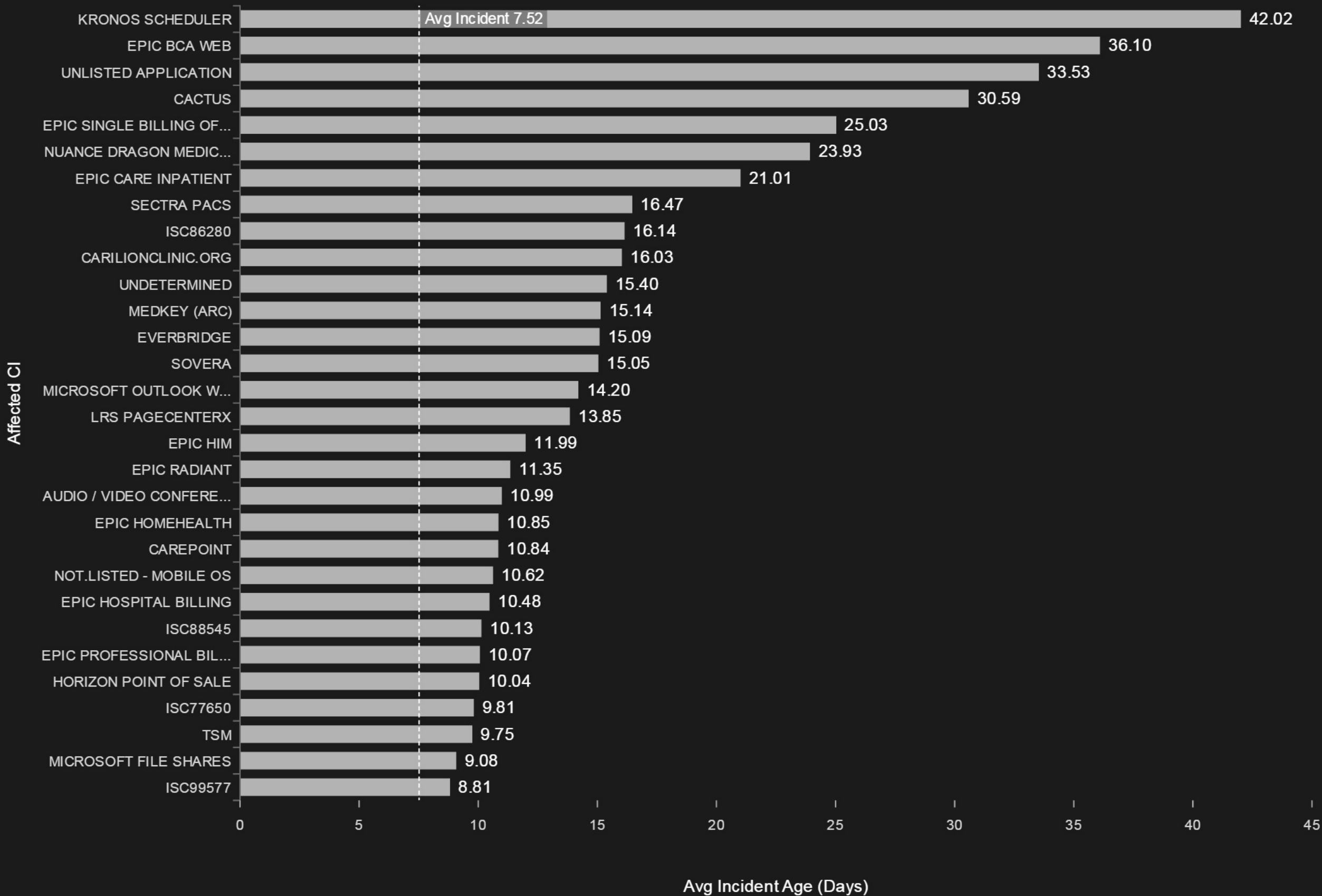
Avg Incident Age (Days) by Assignment

Assignment

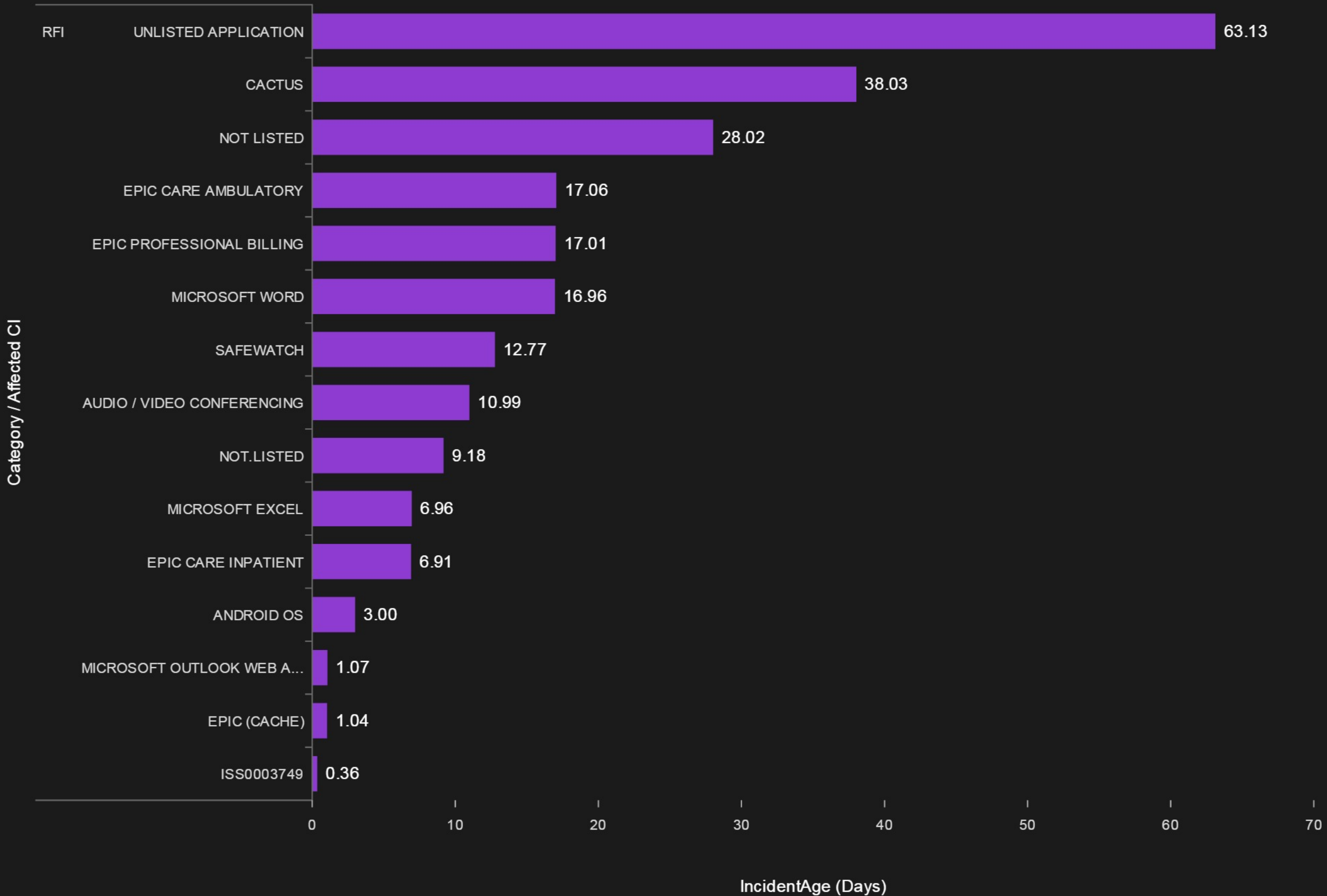


Avg Incident Age (Days)

Top 30 Avg Incident Age (Days) by Affected CI



IncidentAge (Days) by Category and Affected CI



Reopened Incident Age (Days) by Incident ID and Assignment

