

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 09/08/17**

- All Assignment Groups



**CARILIONCLINIC**

Incident Count

295

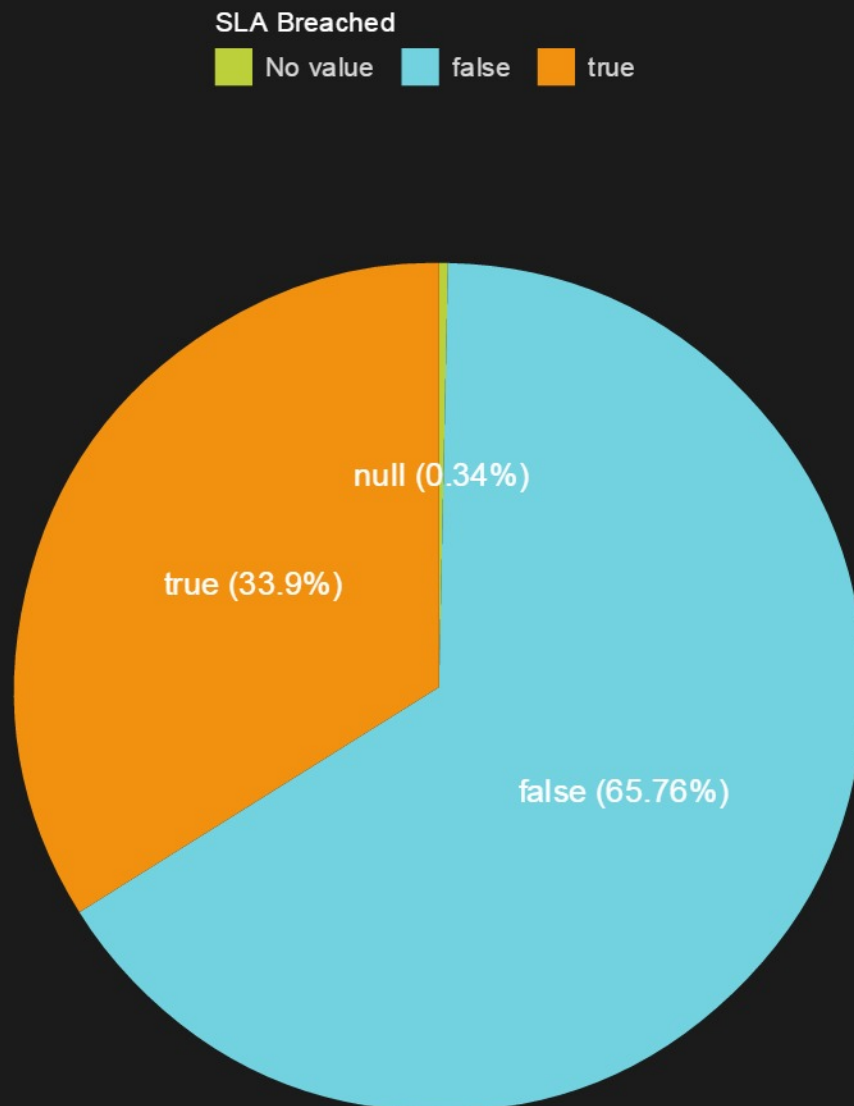
Oldest Incident (Days)

130

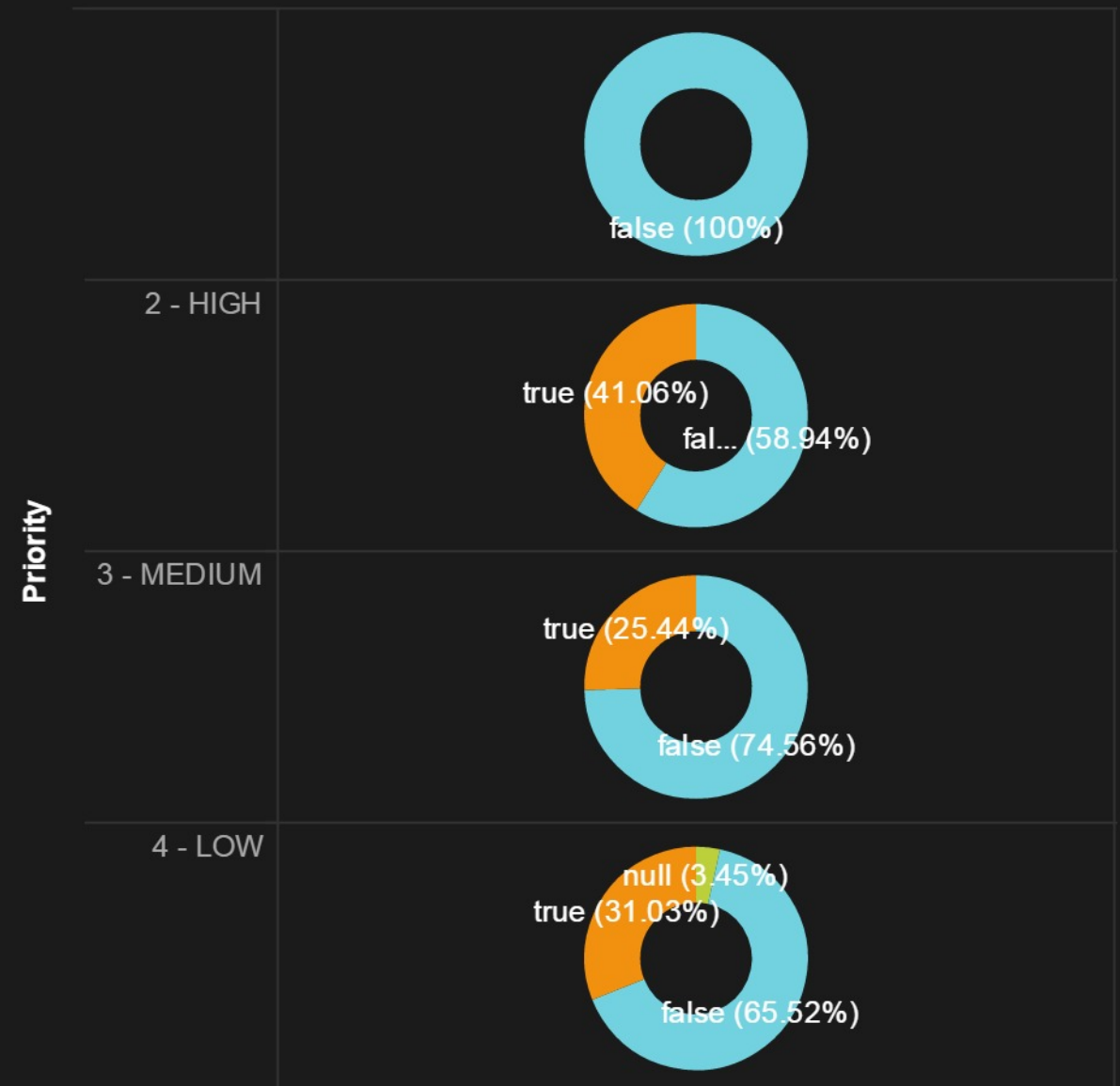
Avg Incident Age (Days)

8.37

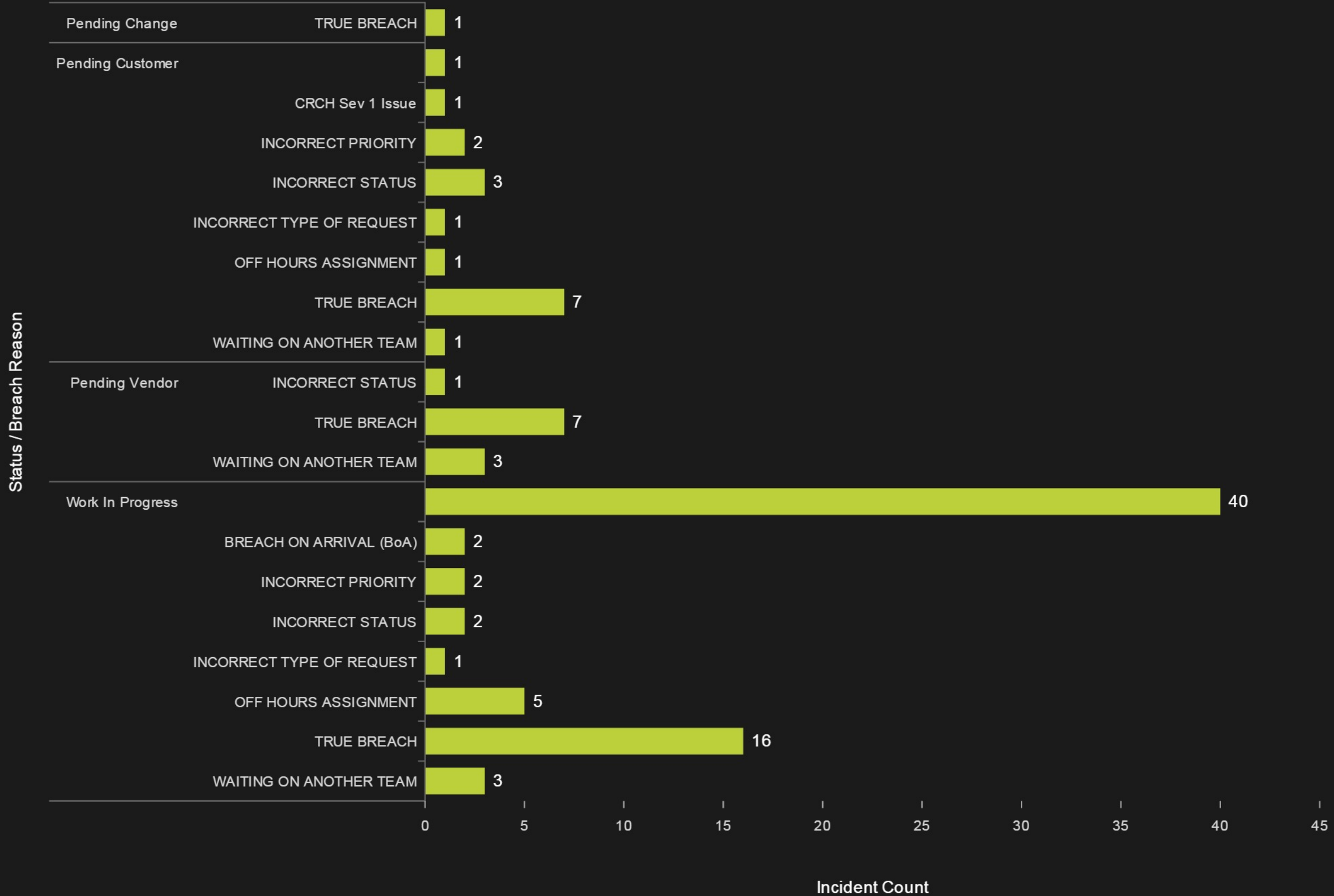
Incident Count by SLA Breached



Incident Count by Priority and SLA Breached



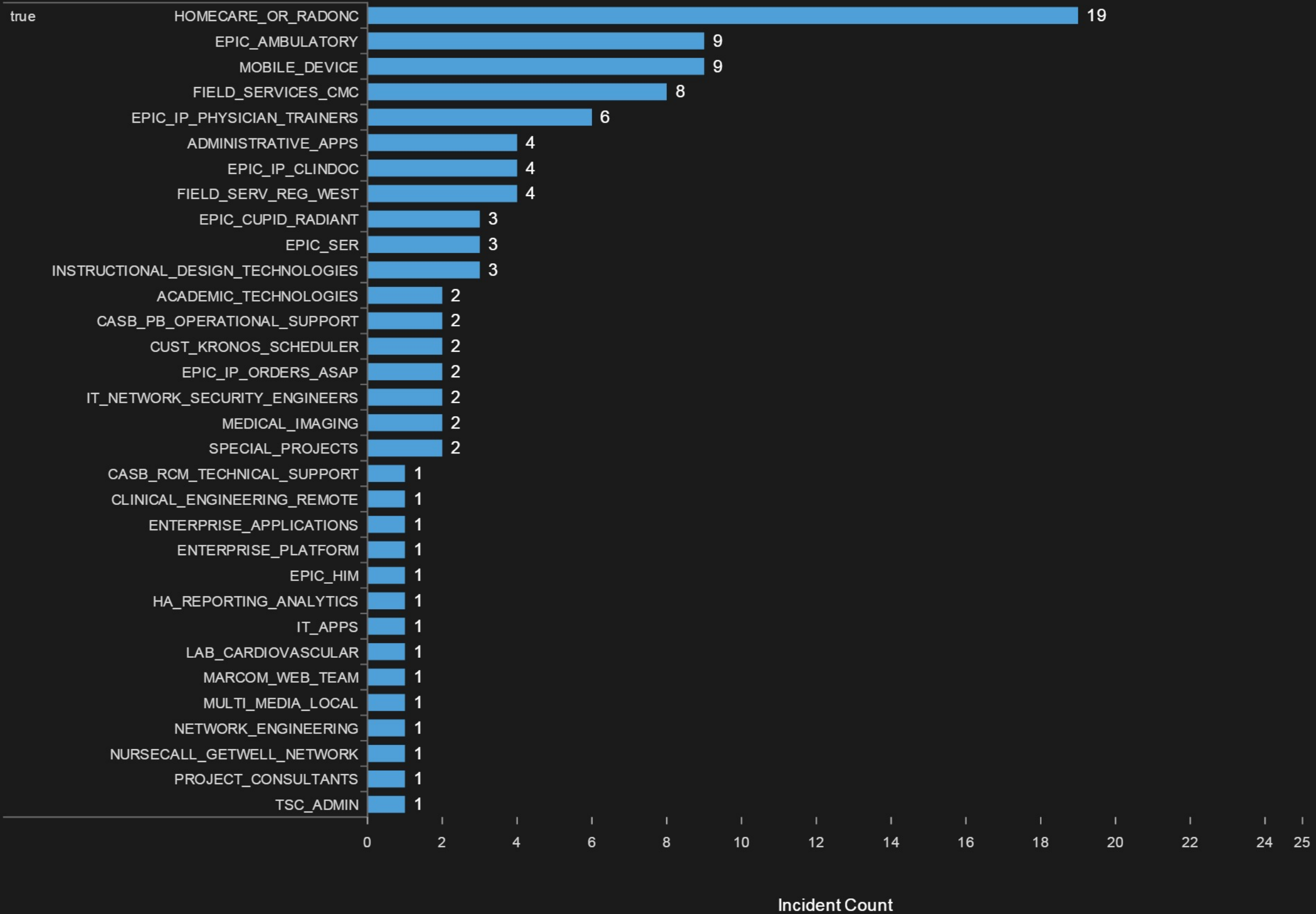
## Incident Count by Status and Breach Reason





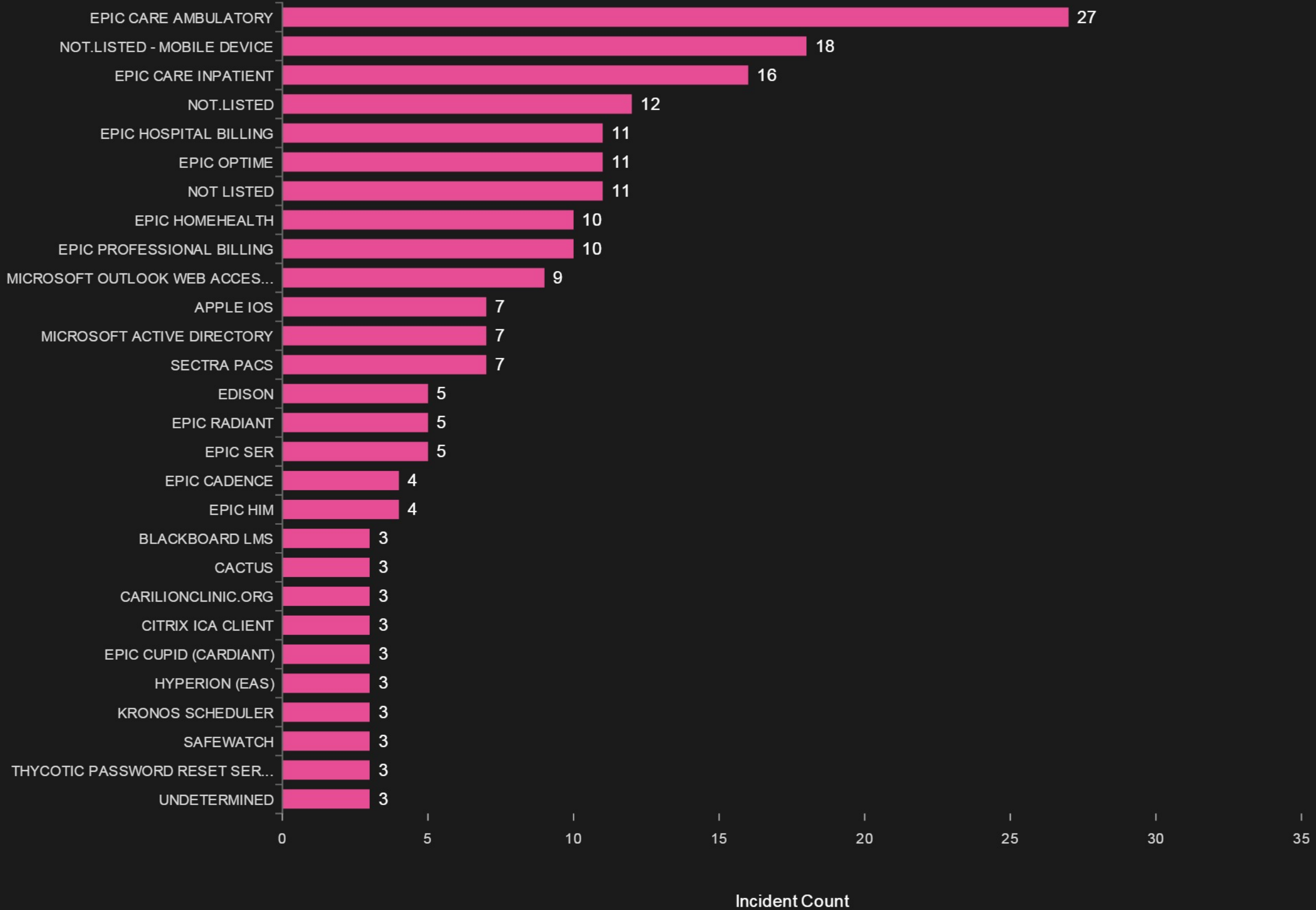
## Incident Count by SLA Breached and Assignment

SLA Breached / Assignment

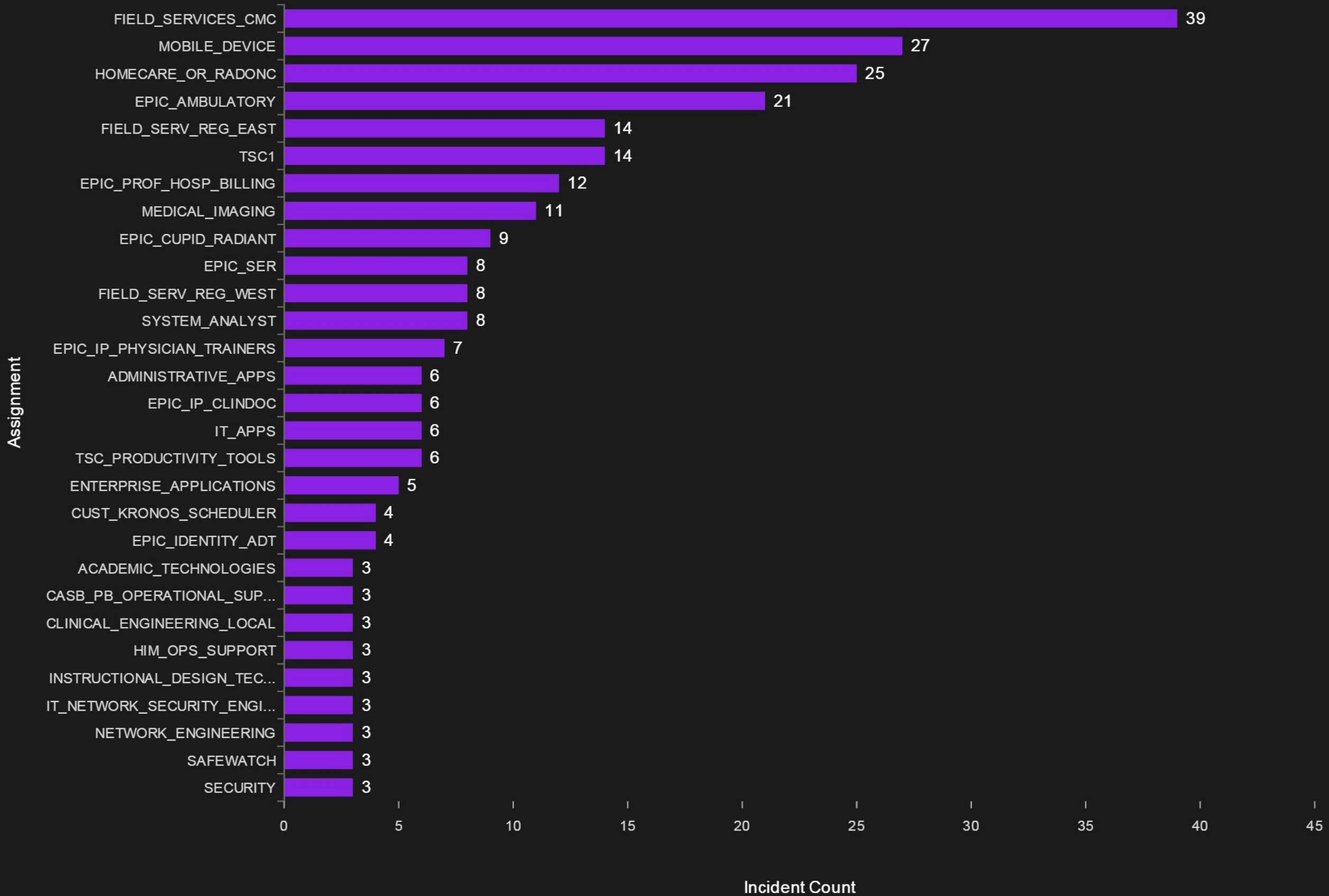


## Top 20 Incident Count by Affected CI

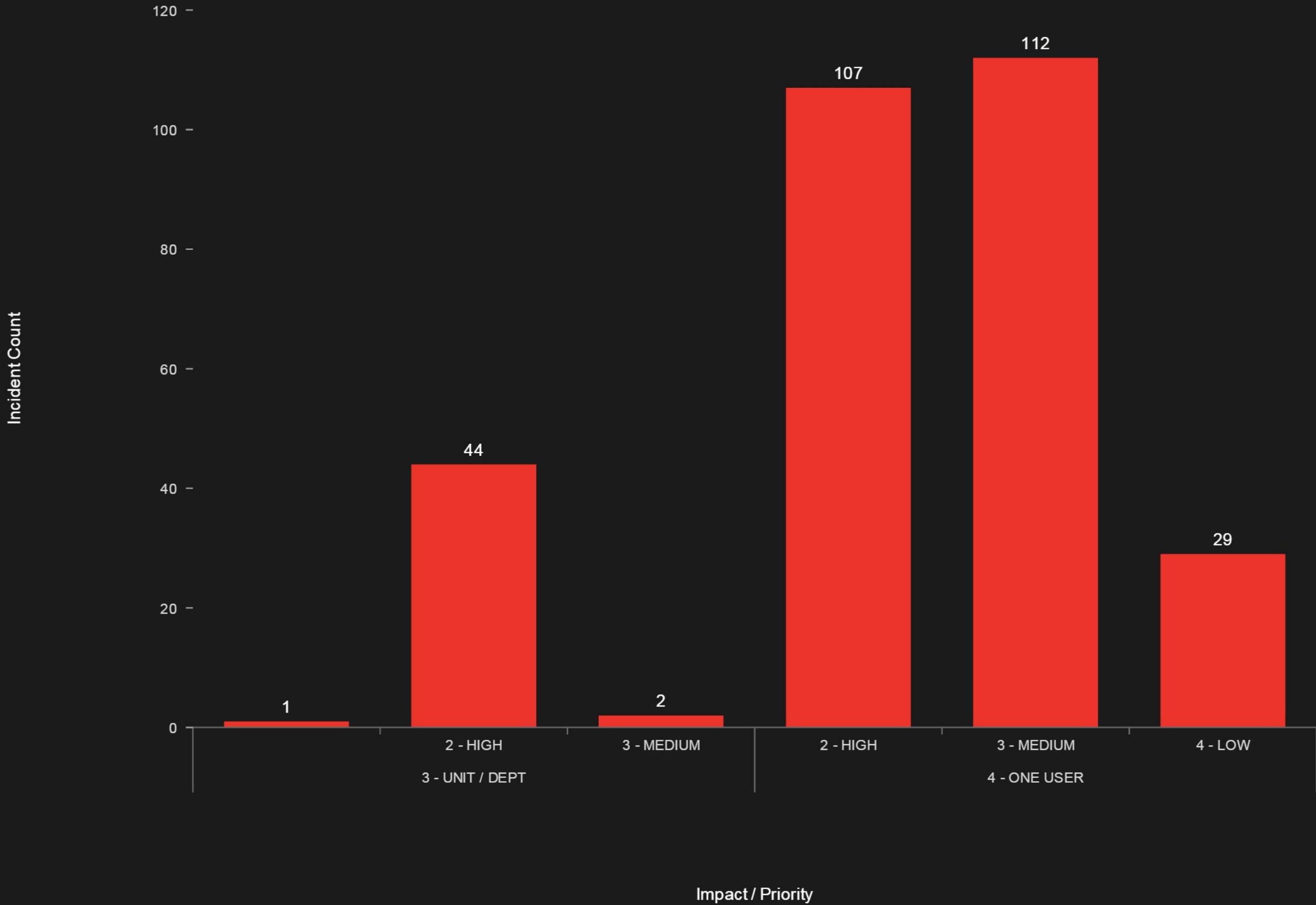
Affected CI



## Top 25 Incident Count by Assignment

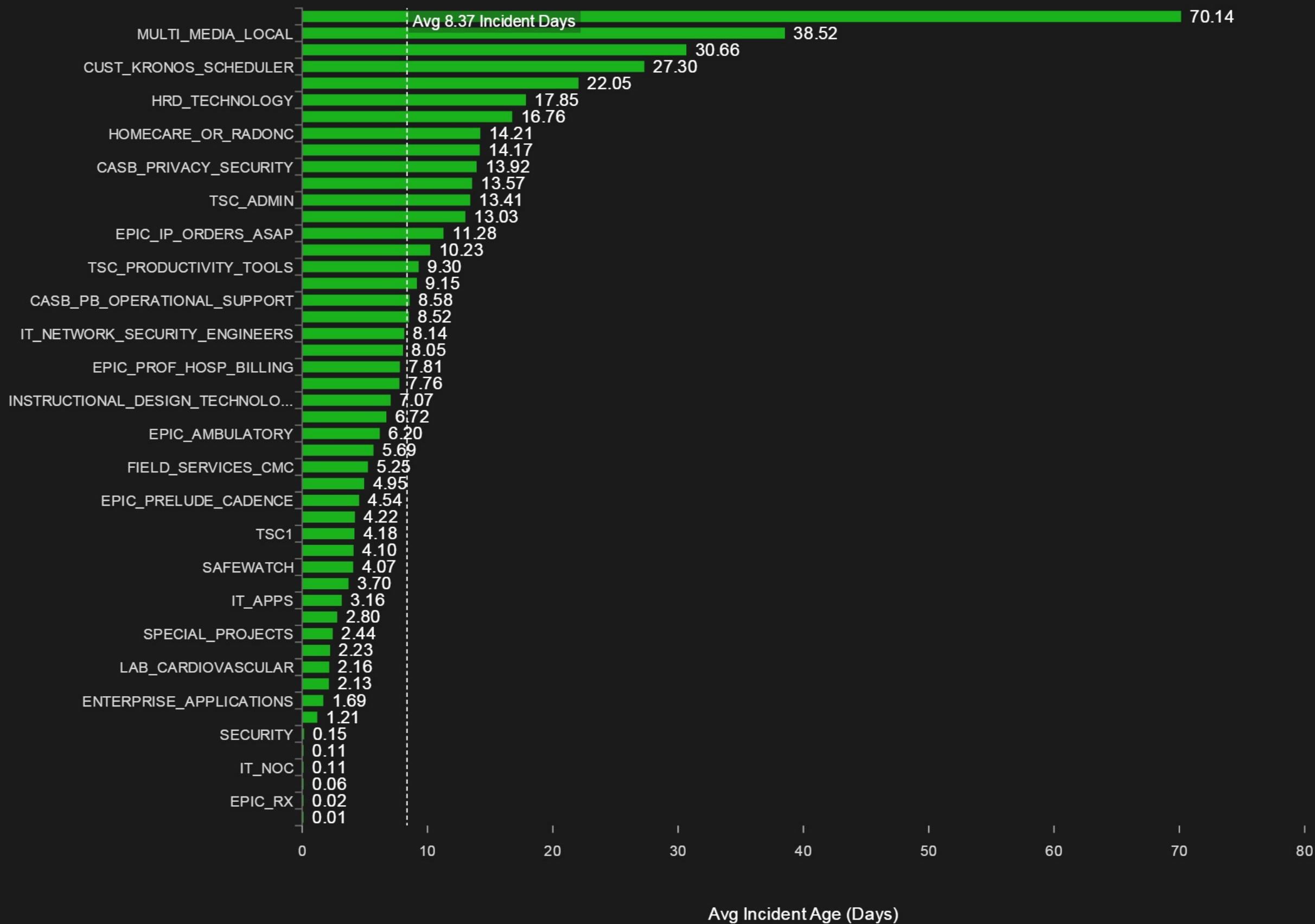


## Incident Count by Impact and Priority



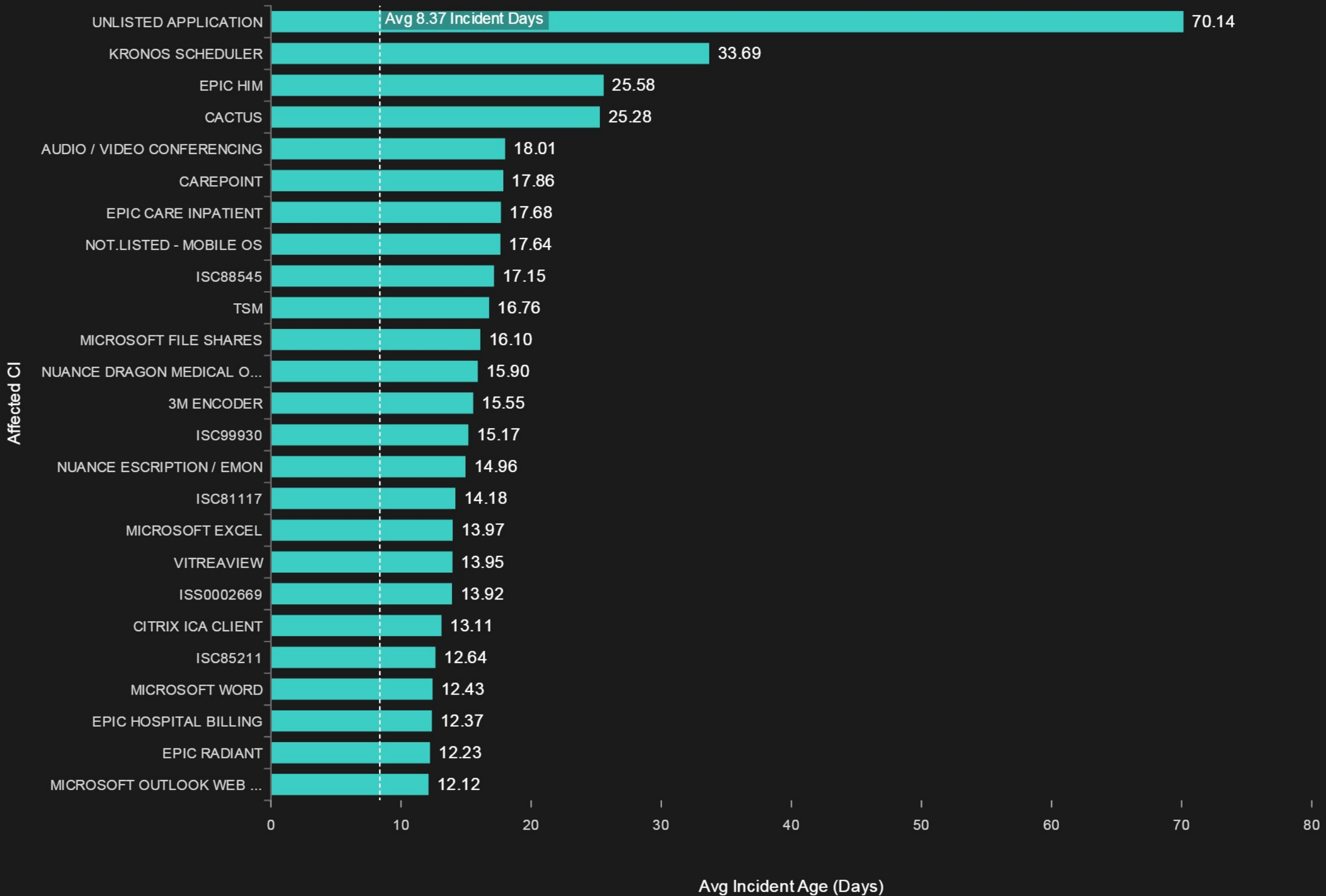
## Avg Incident Age (Days) by Assignment

Assignment

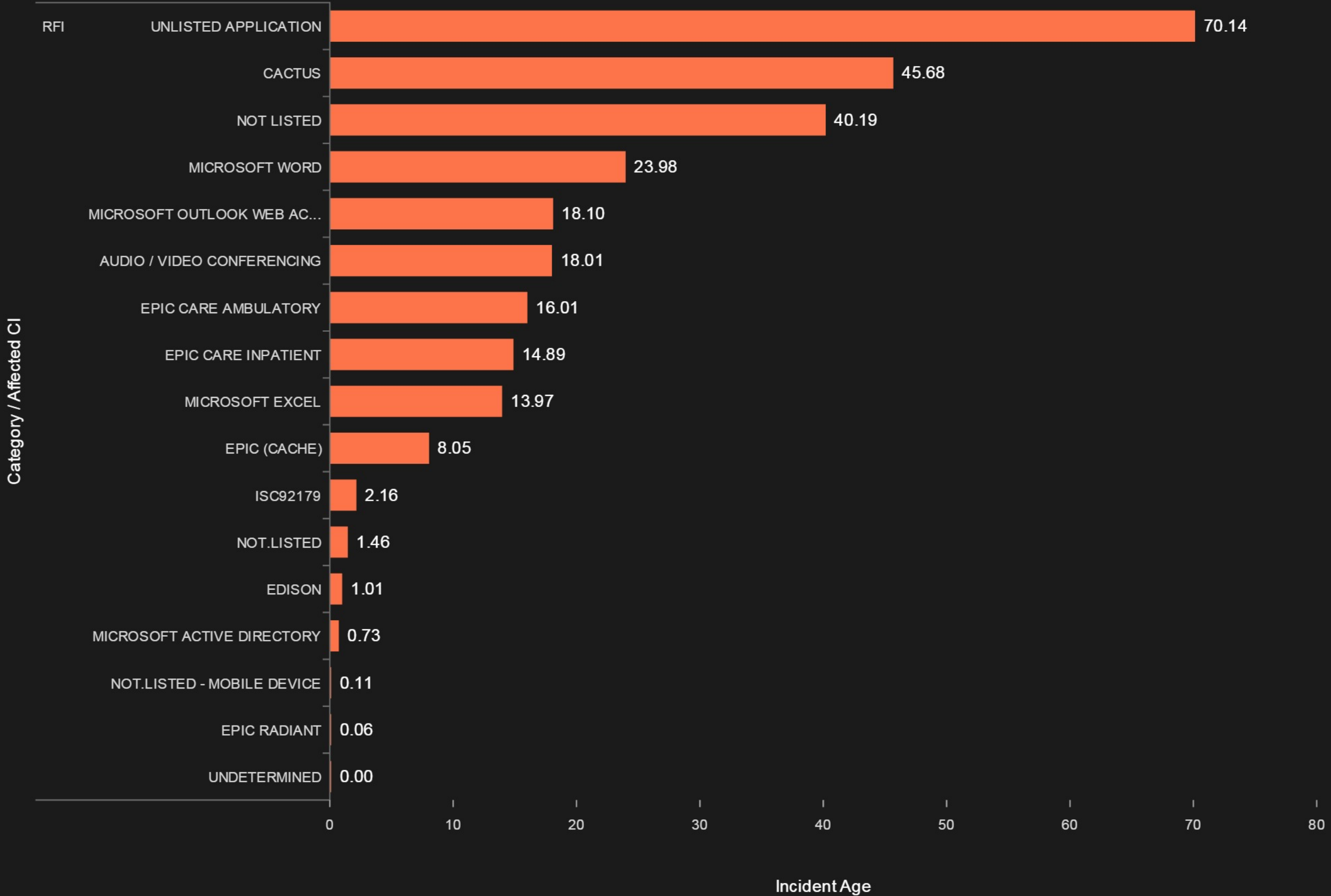




## Top 25 Avg Incident Age (Days) by Affected CI

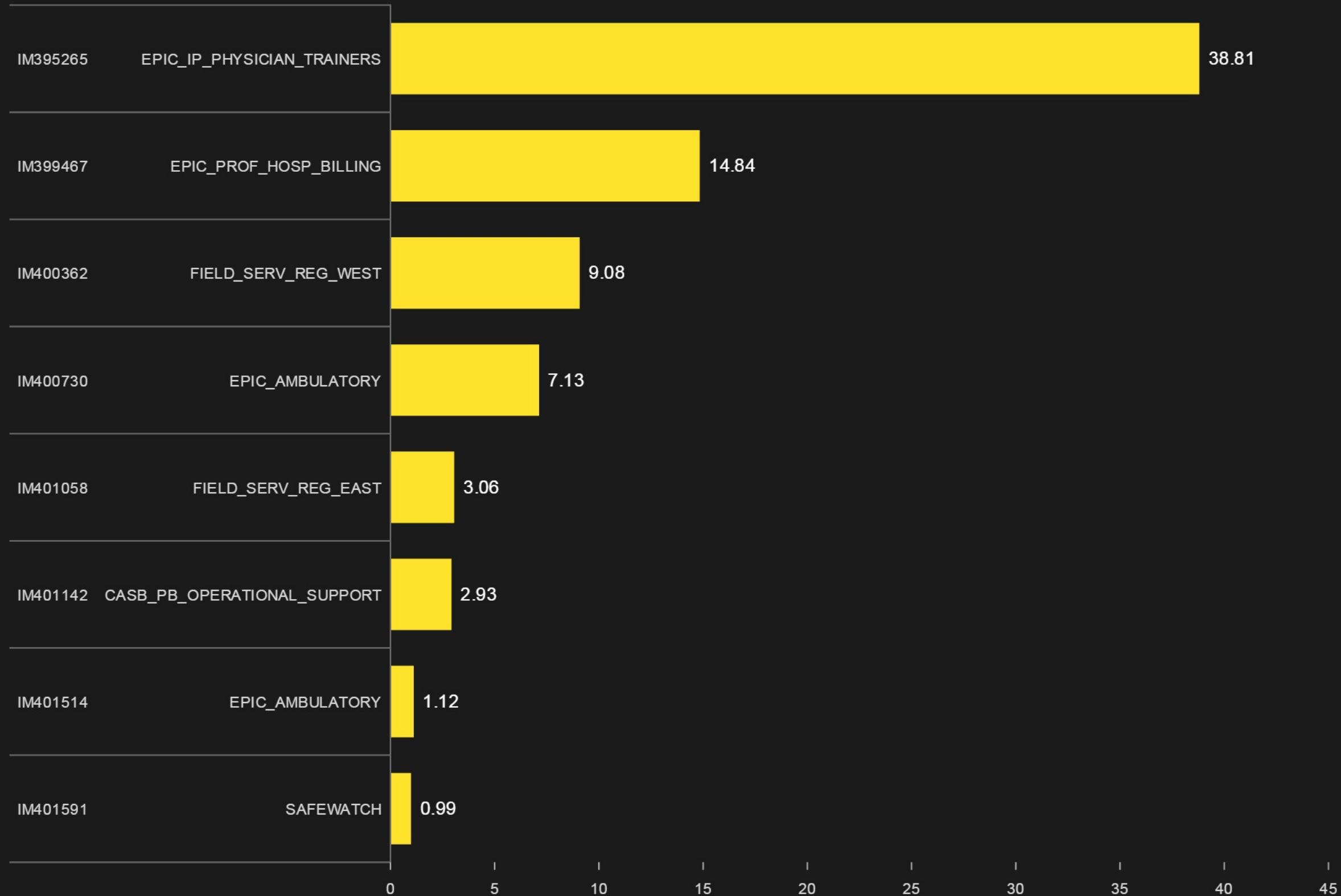


## Incident Age by Category and Affected CI



Incident Age by Incident ID and Assignment

Incident ID / Assignment



Incident Age