Technology Services Group

Metrics- Ops and Support

Open Incidents 10/11/17

- All Assignment Groups

CarilionClinic

Incident Count

224

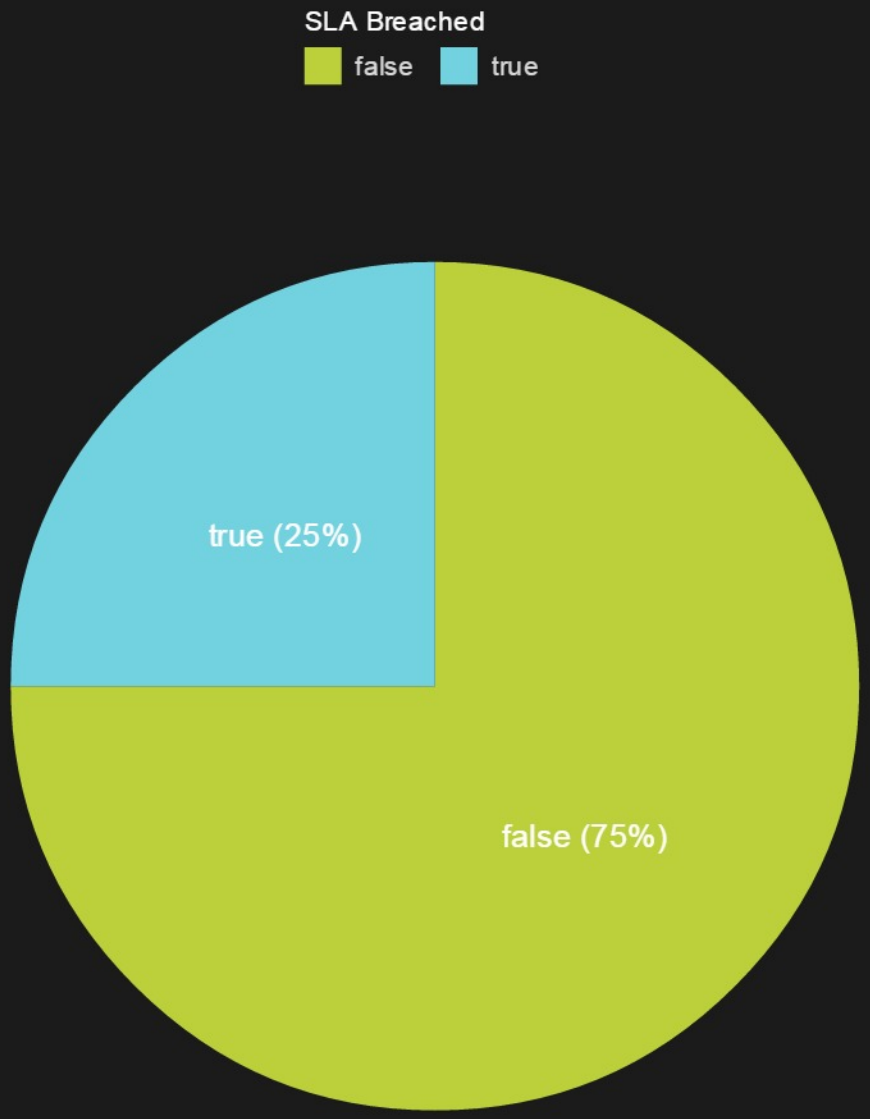
Oldest Incident (Days)

110

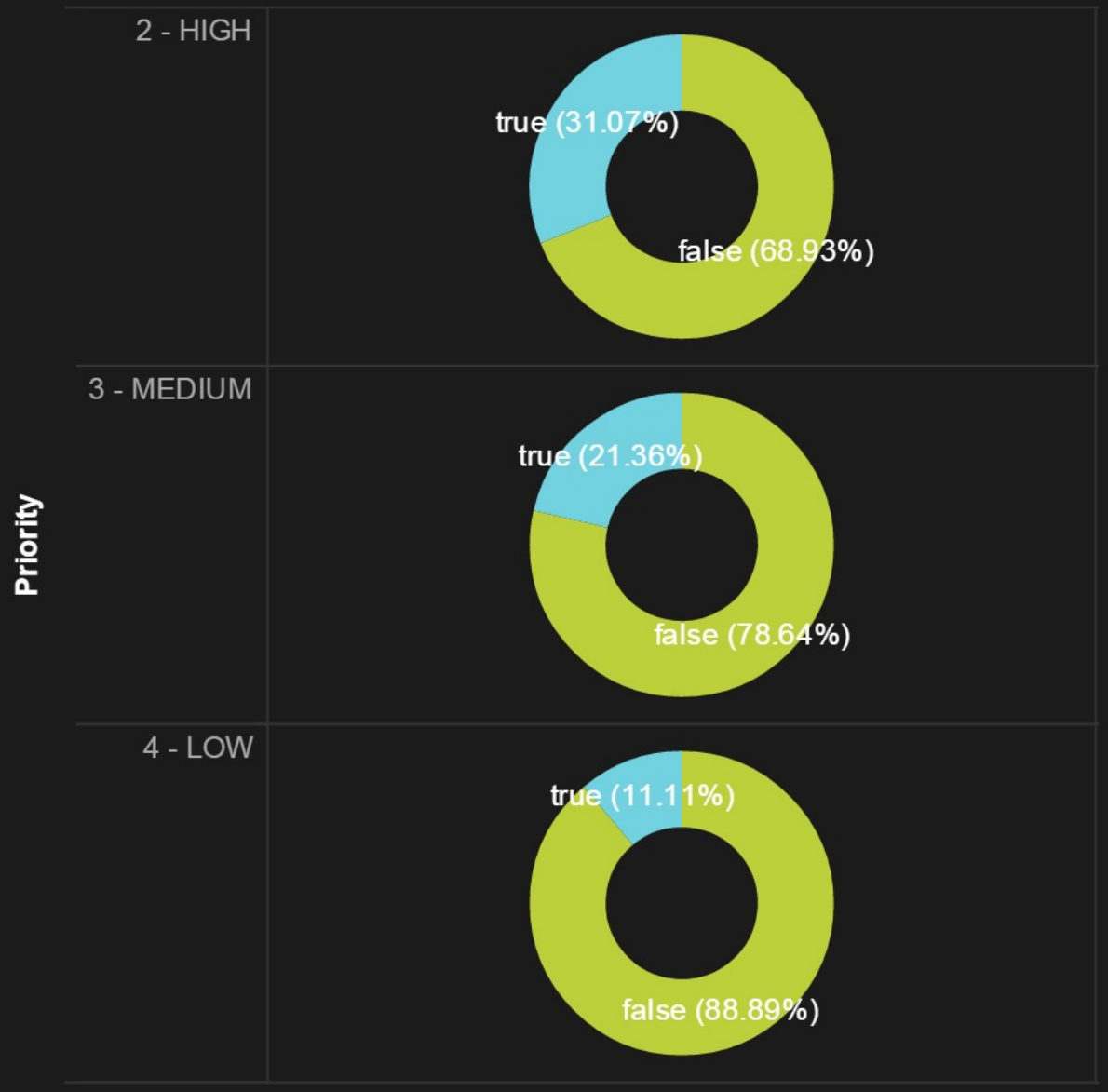
Avg Incident Age (Days)

8.74

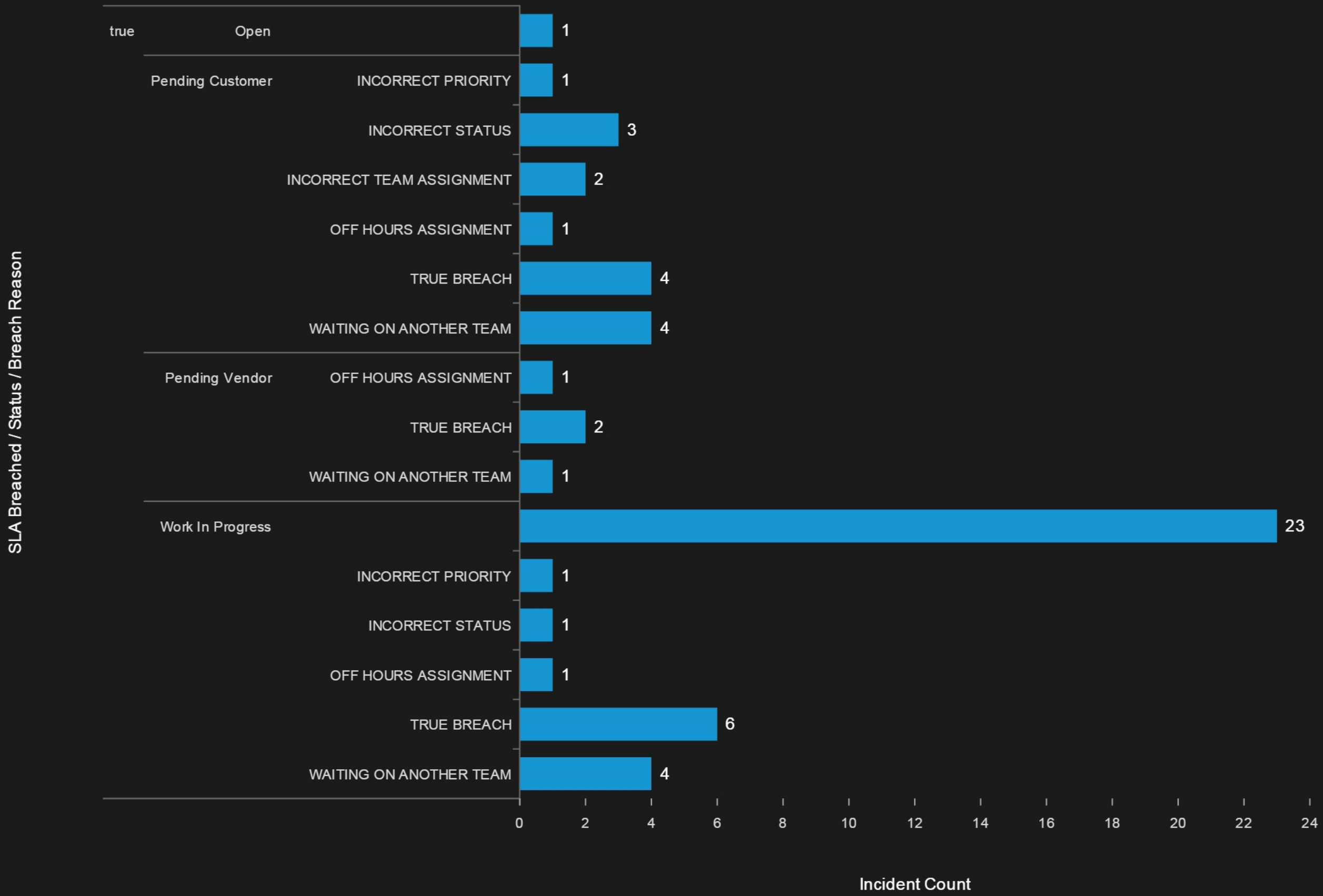
Incident Count by SLA Breached



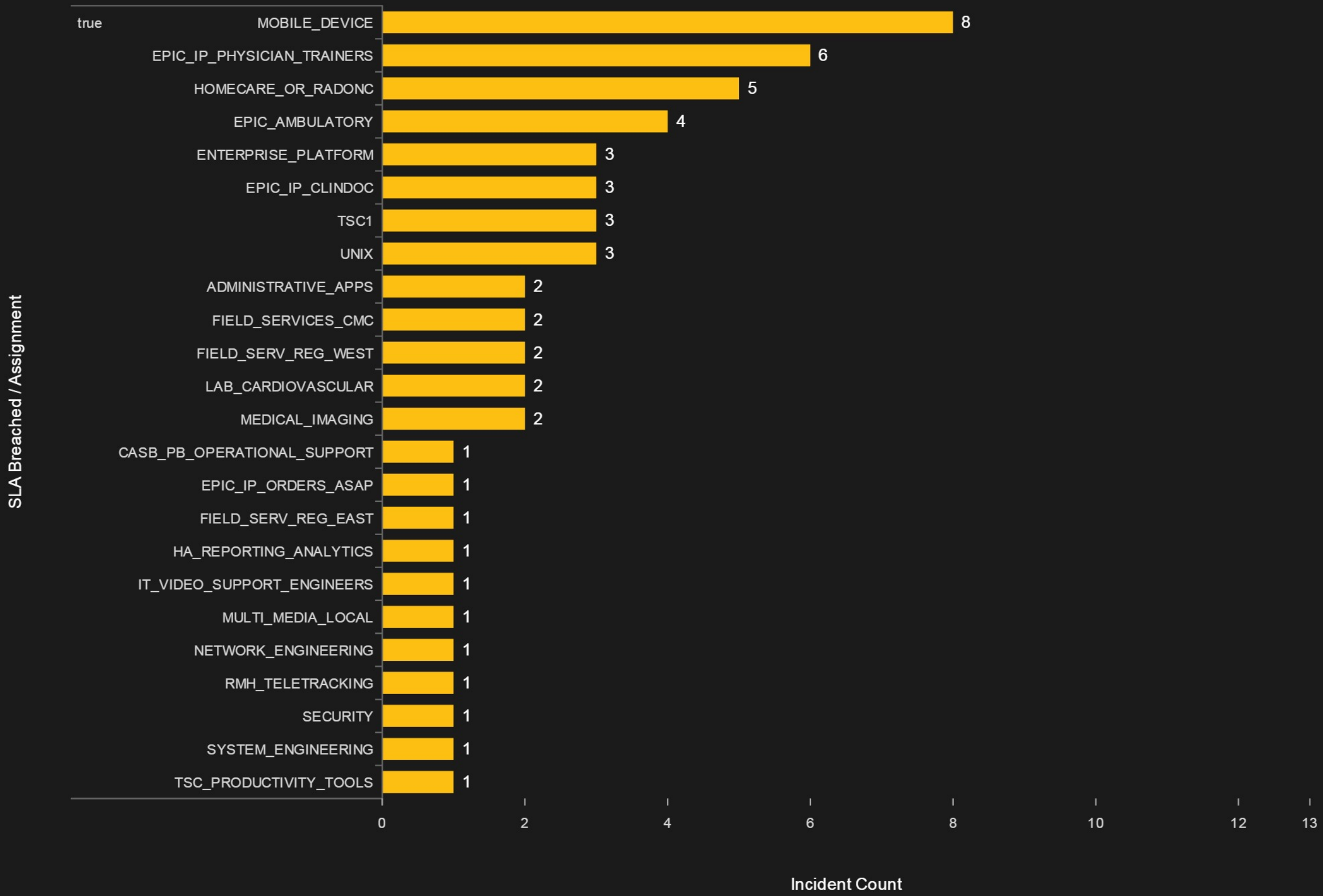
Incident Count by Priority and SLA Breached



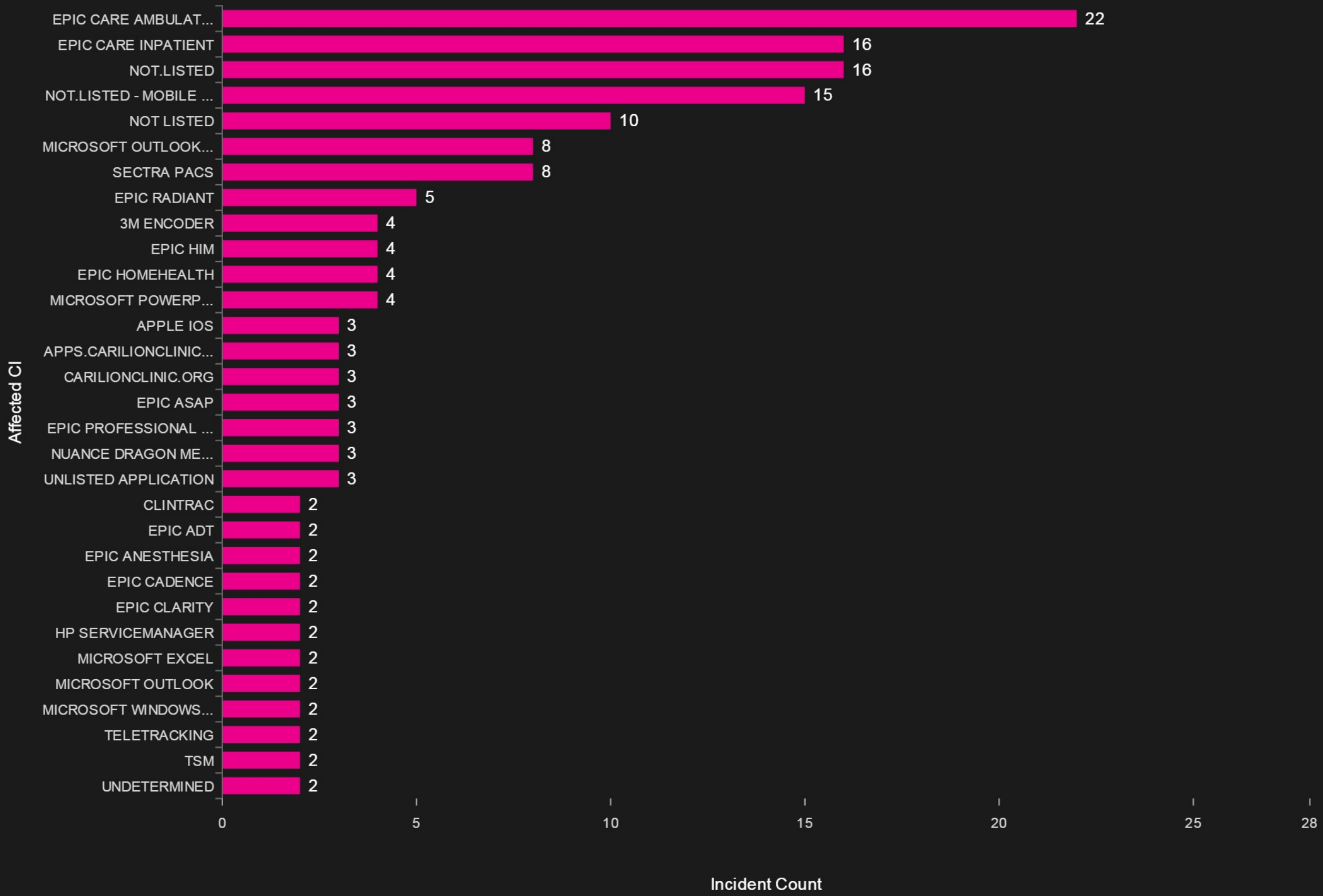
Incident Count by SLA Breached, Status and Breach Reason



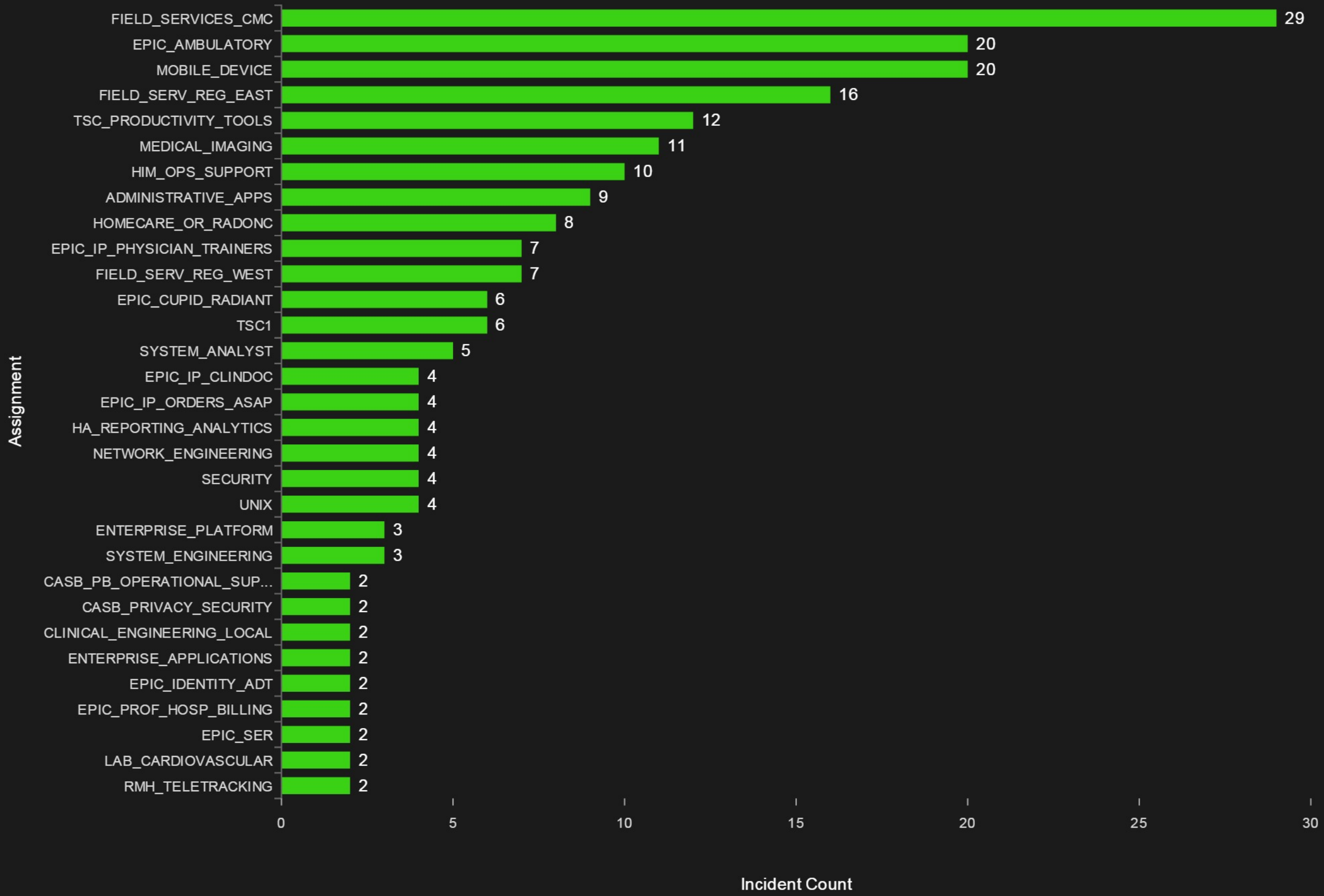
Incident Count by SLA Breached and Assignment



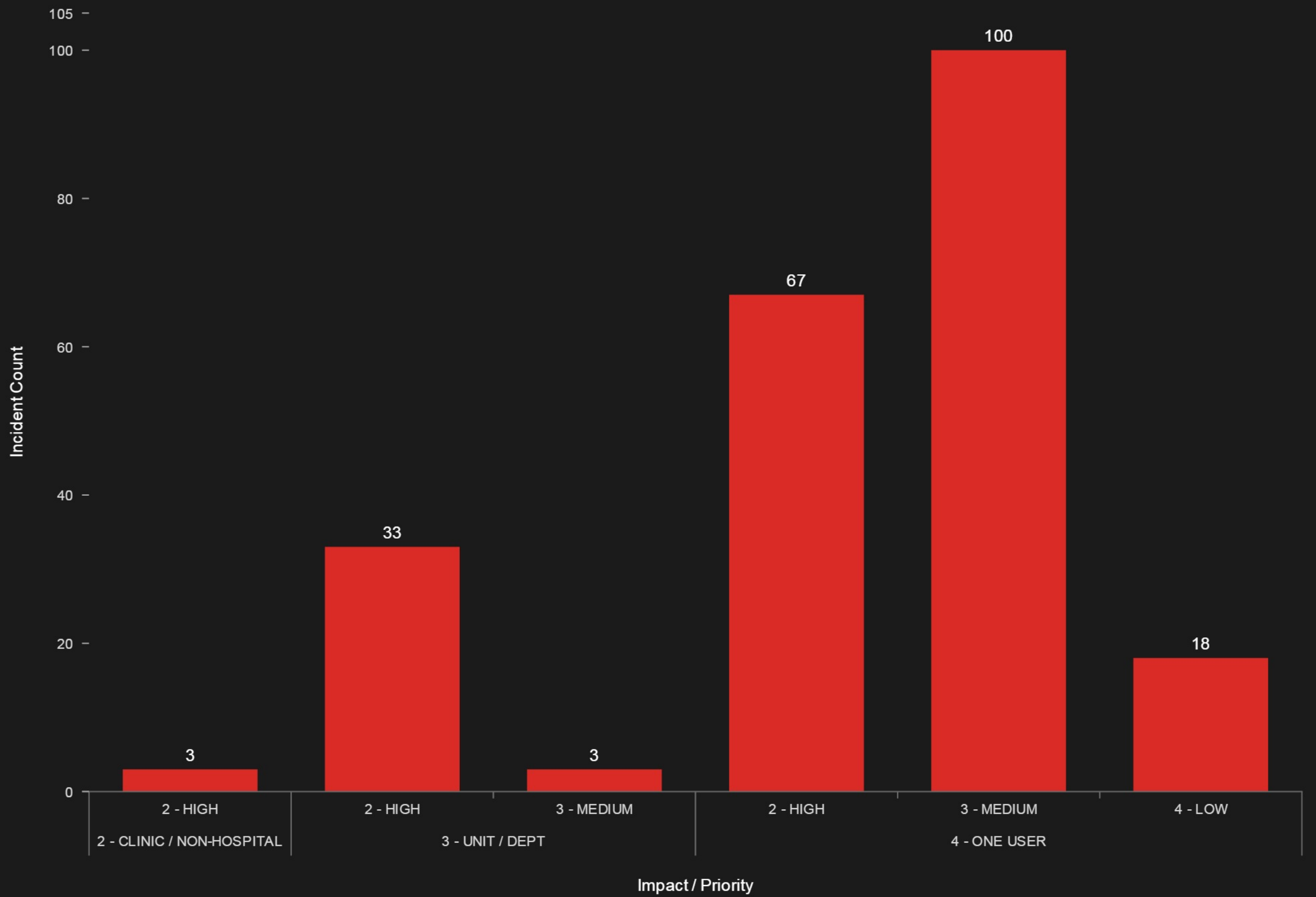
Top 25 Incident Count by Affected CI



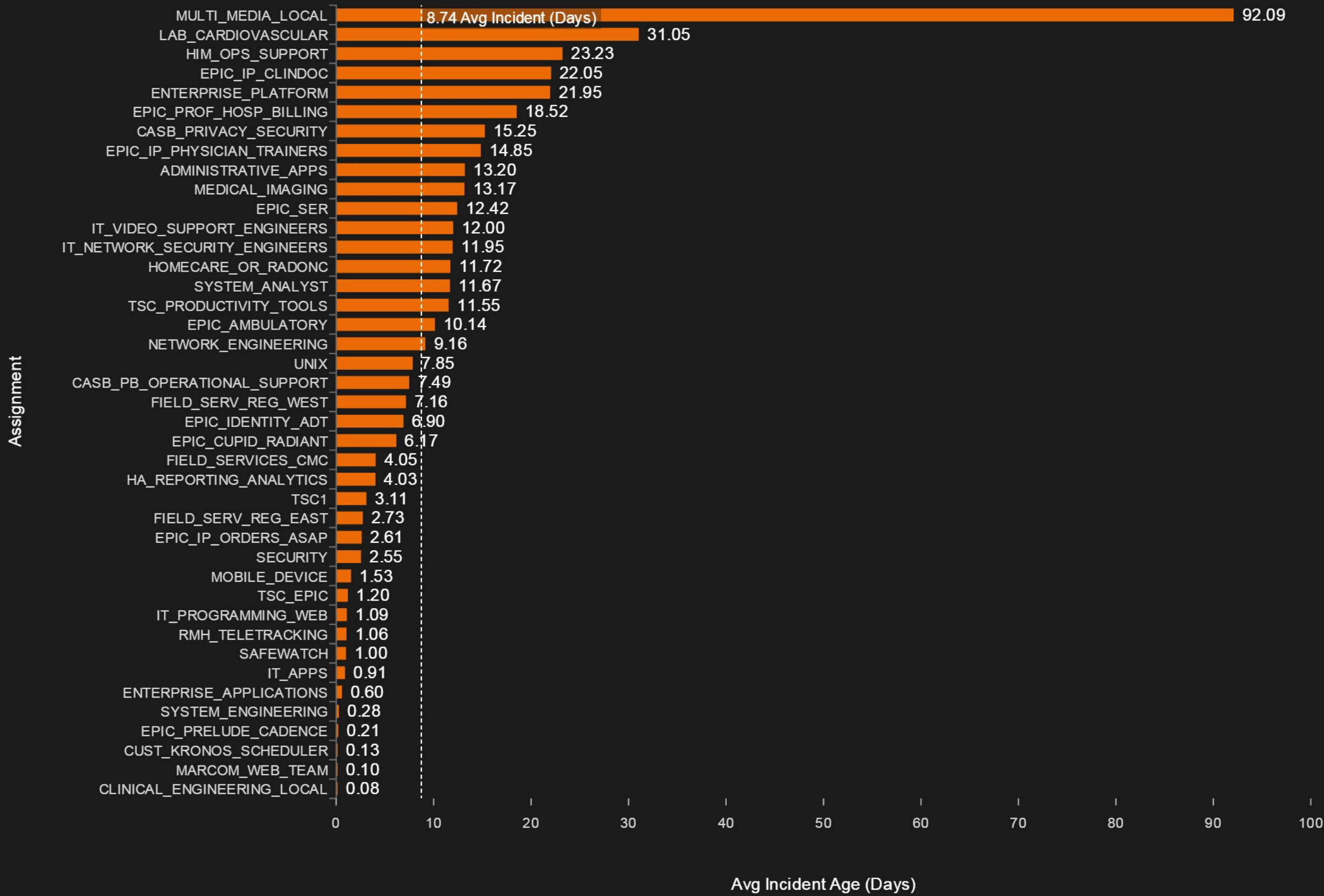
Top 25 Incident Count by Assignment



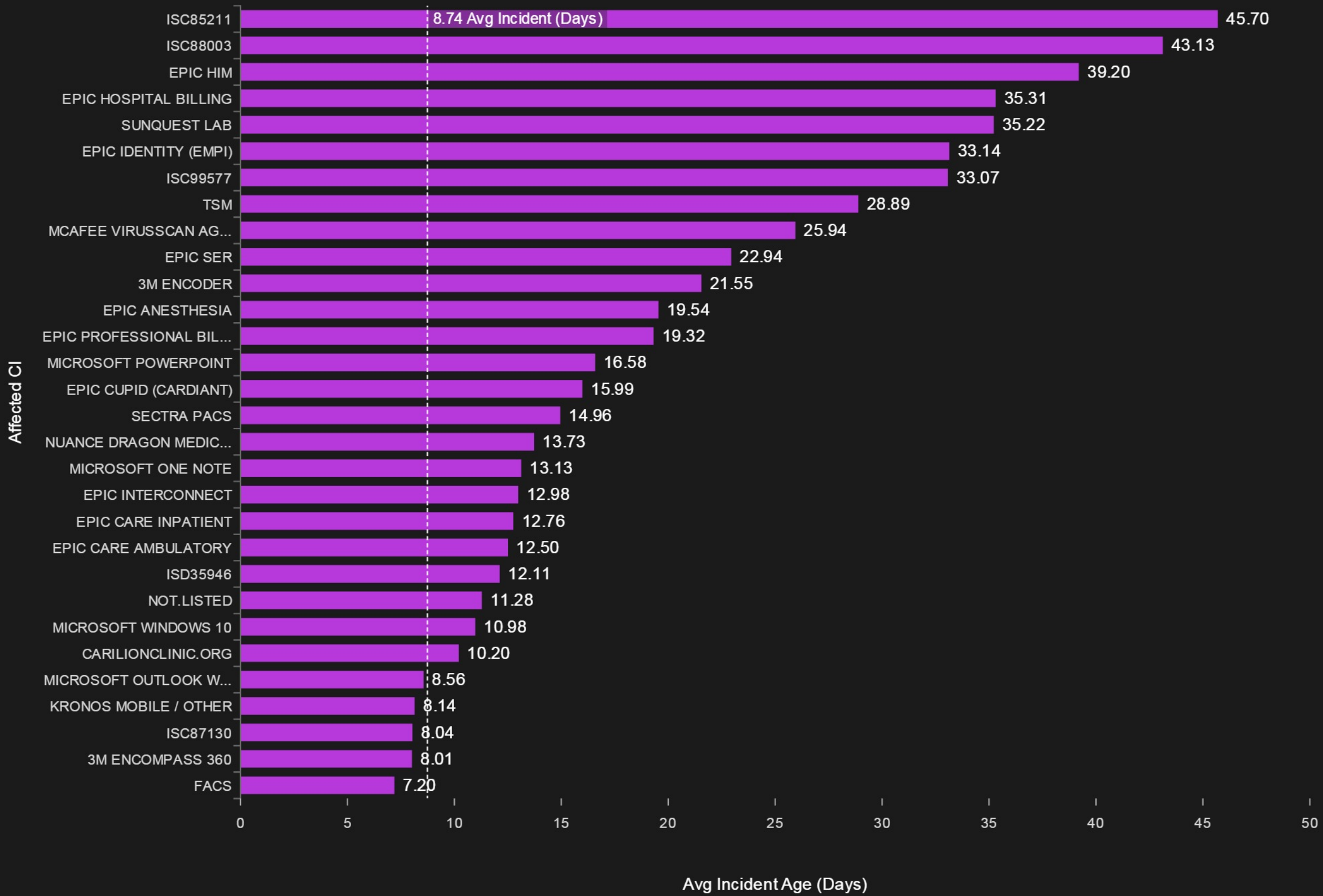
Incident Count by Impact and Priority



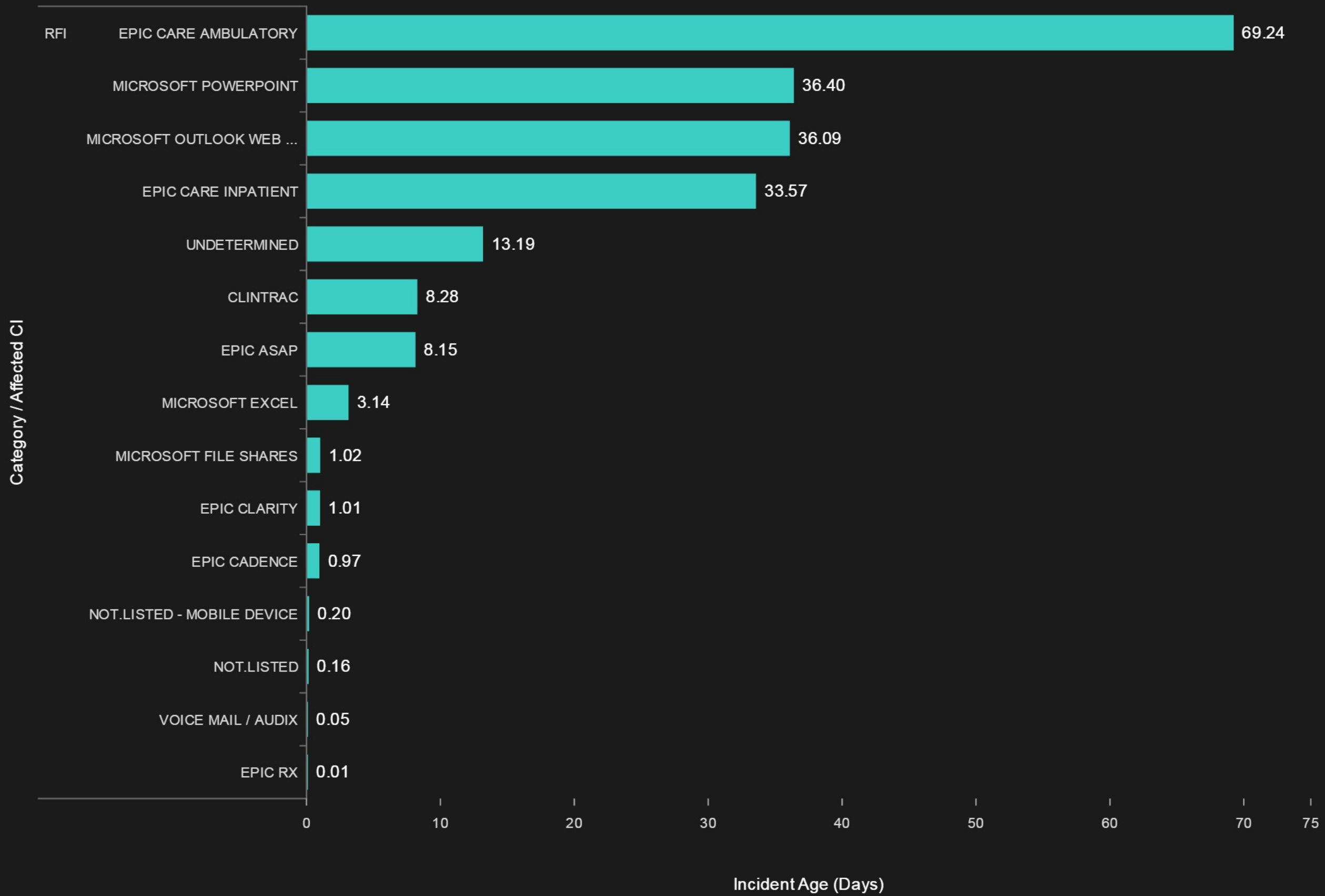
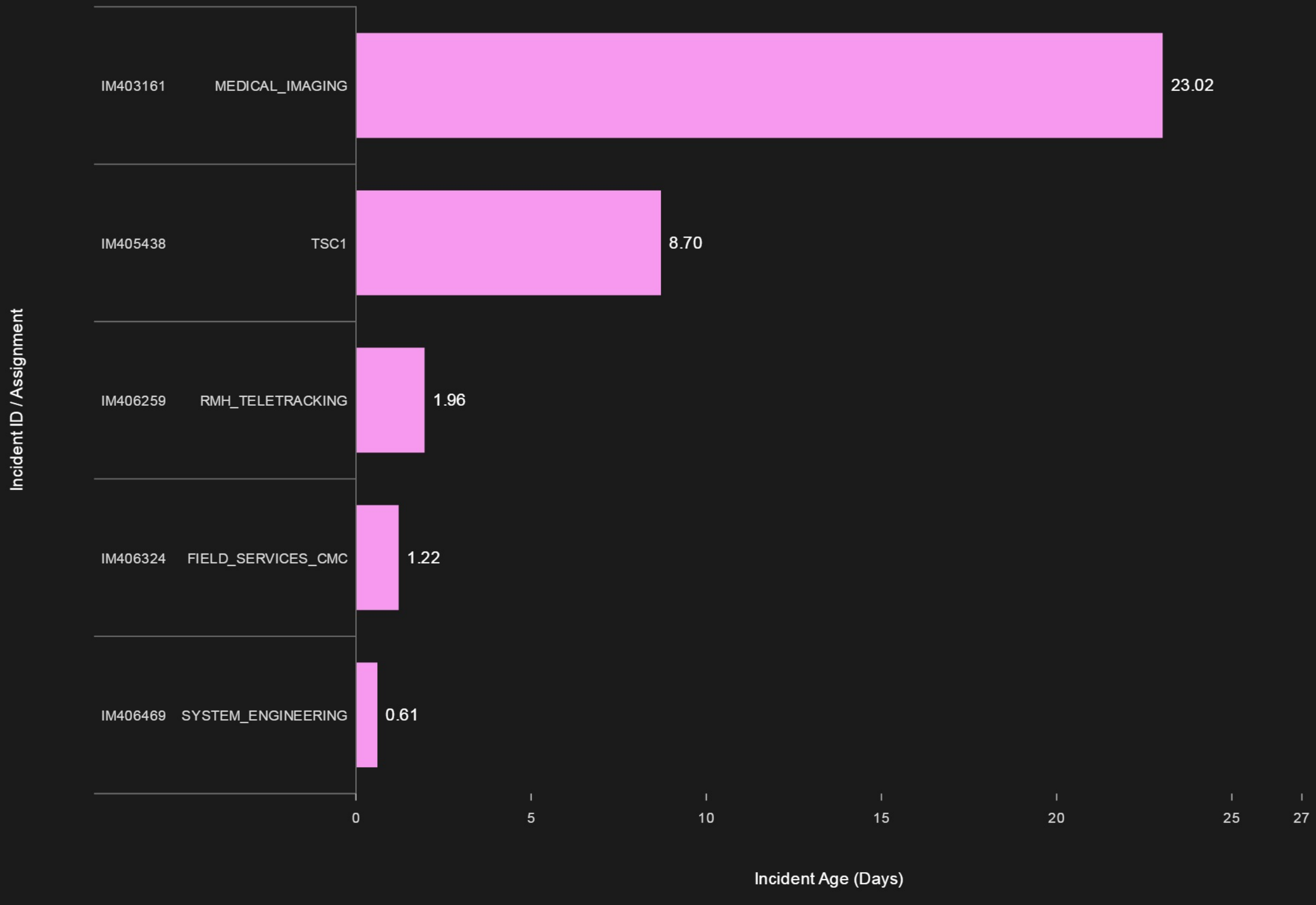
Avg Incident Age (Days) by Assignment



Top 30 Avg Incident Age (Days) by Affected CI



Incident Age (Days) by Category and Affected CI



Reopened Incident Age (Days) by Incident ID and Assignment