Technology Services Group

Metrics- Ops and Support

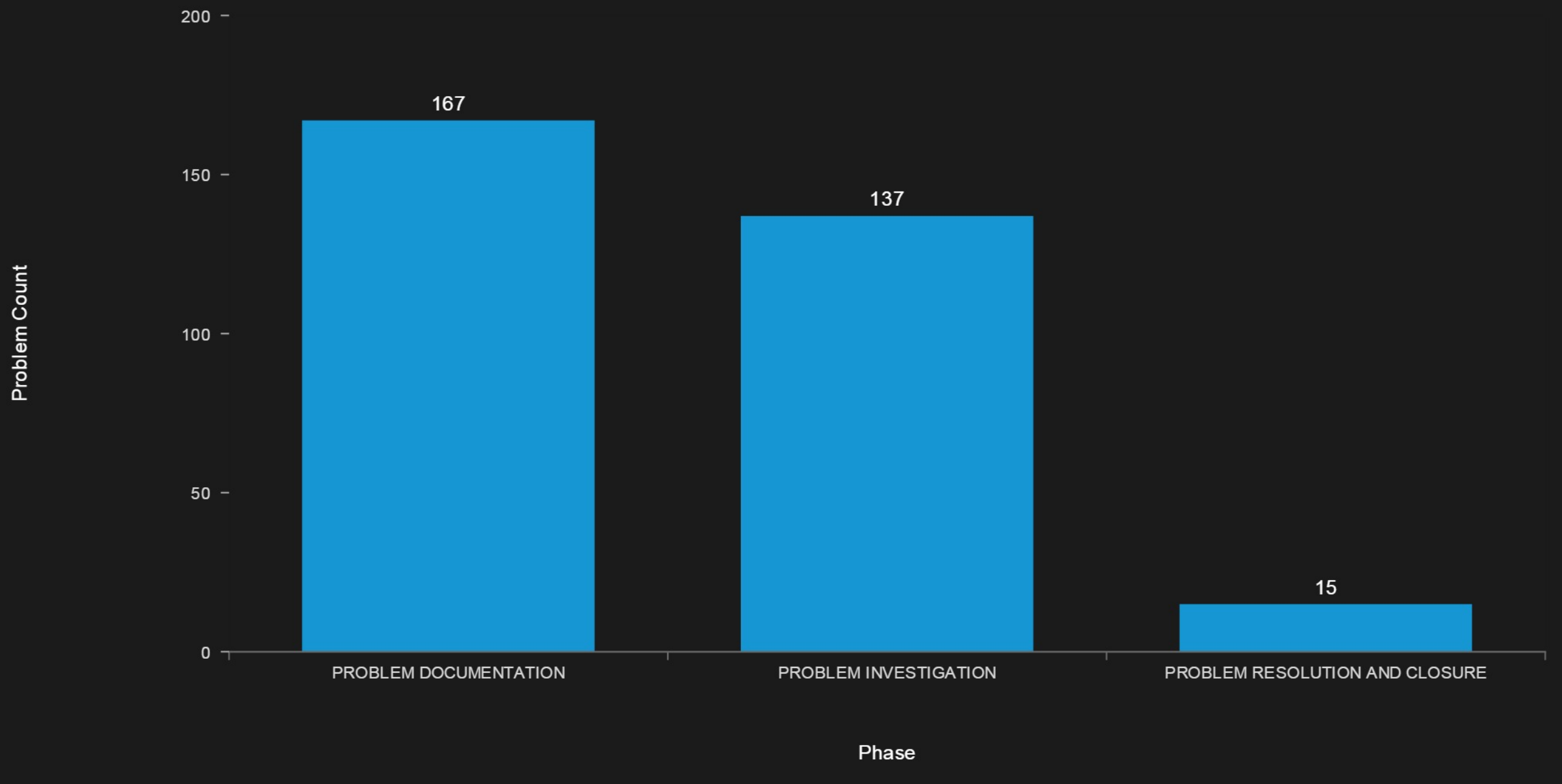
Open Problems 09/19/17

- All Assignment Groups

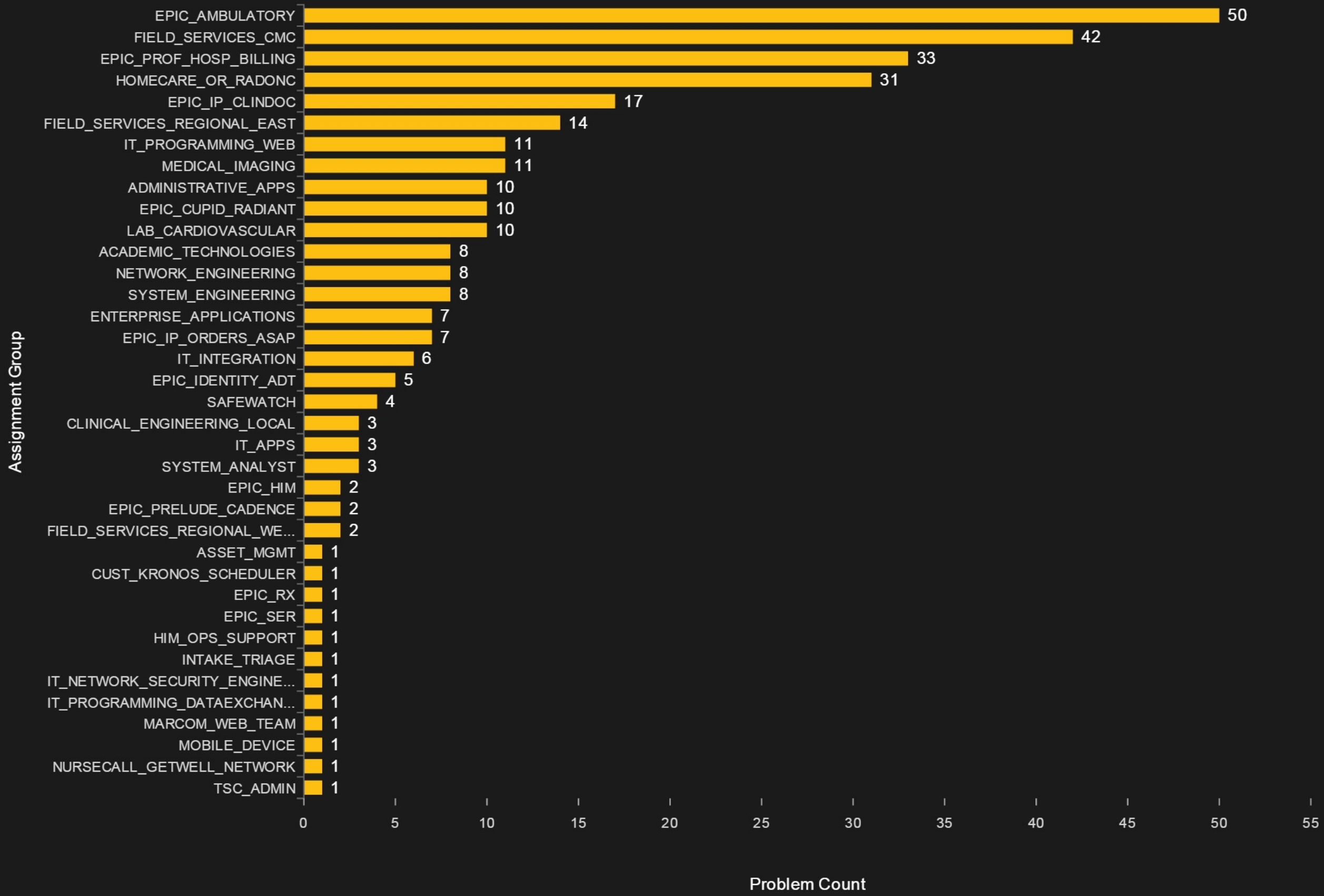
CarilionClinic

Problem Count	Oldest Problem (Days)	Avg Problem Age (Days)	RCA Count
319	613	67	37

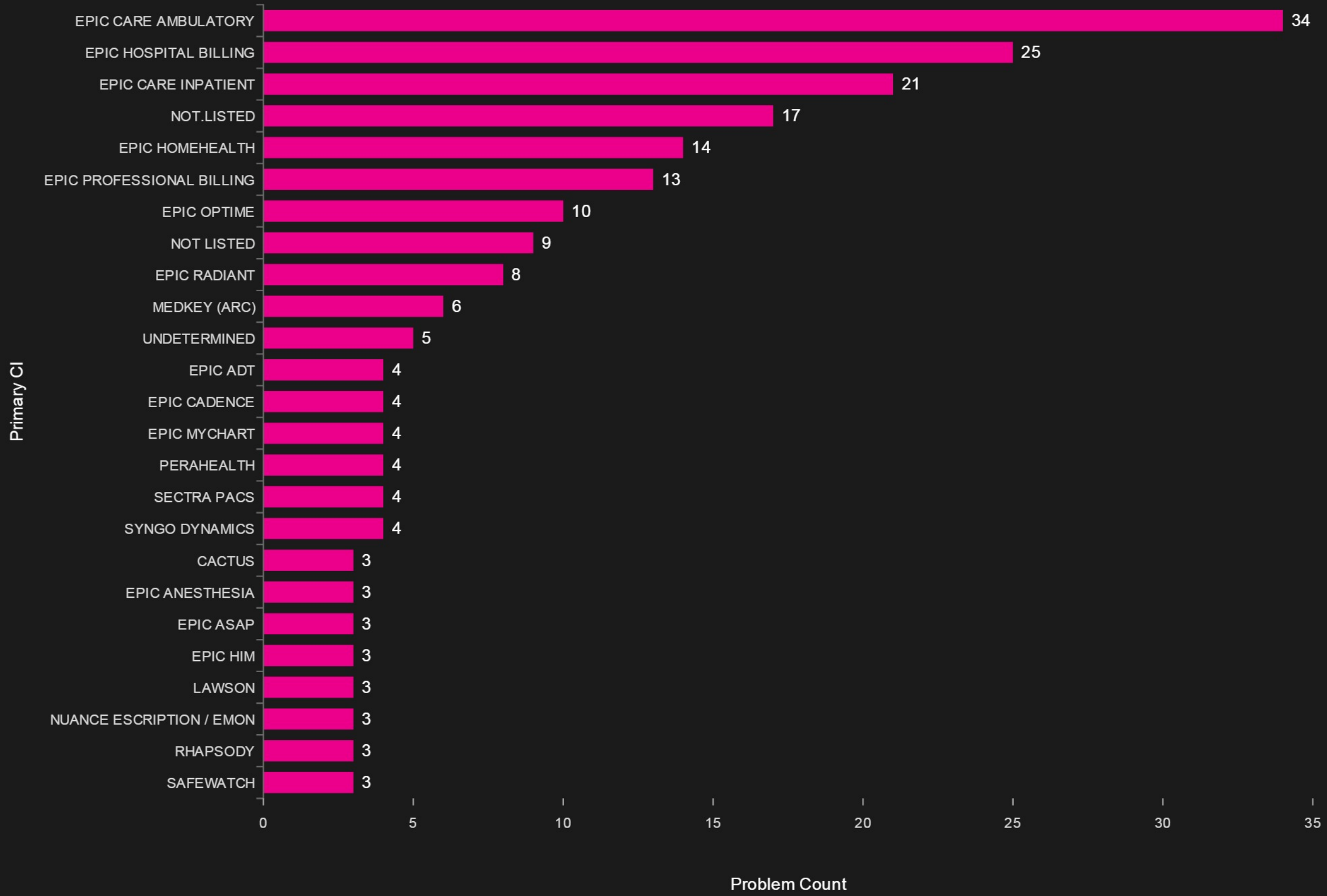
Problem Count by Phase



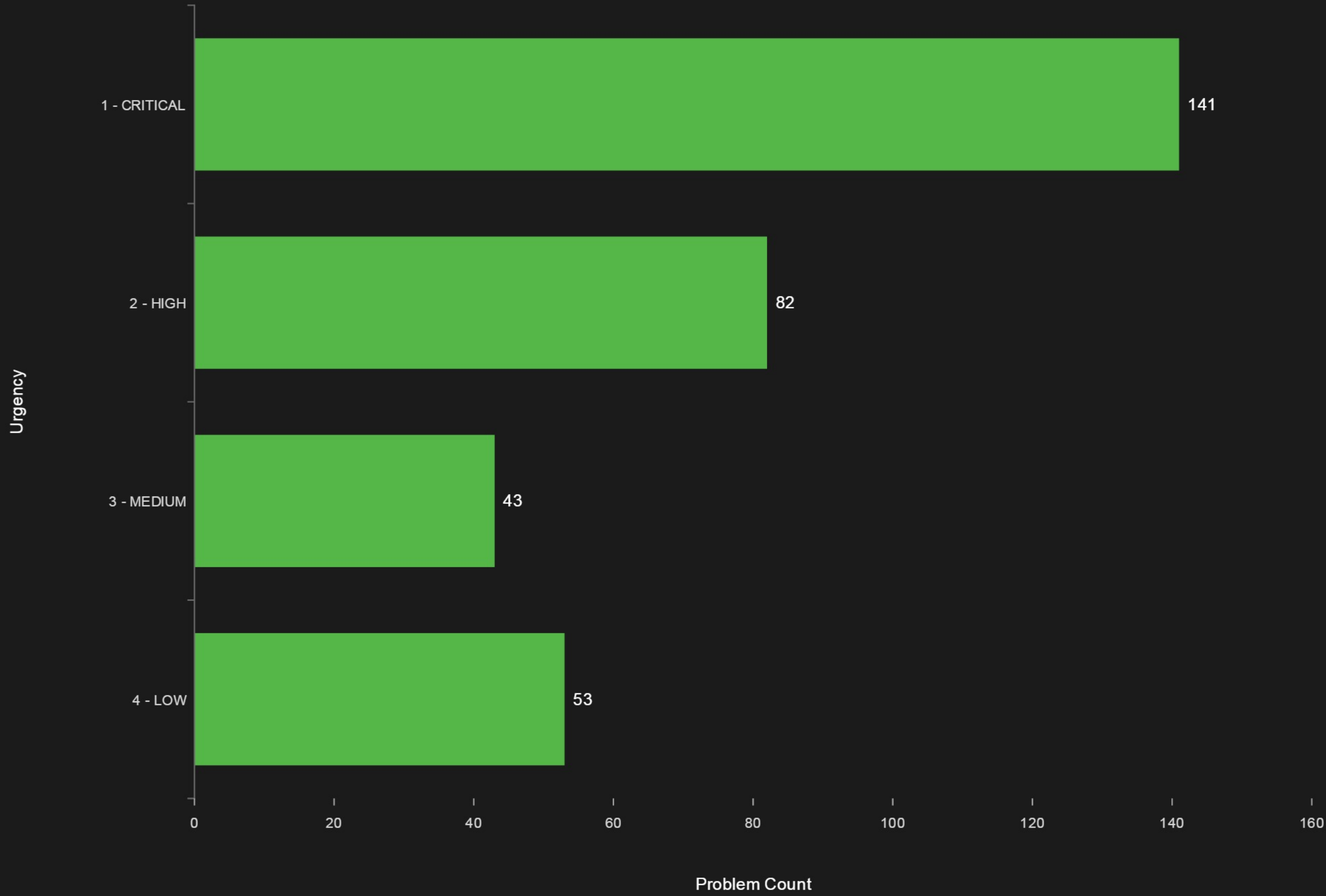
Problem Count by Assignment Group



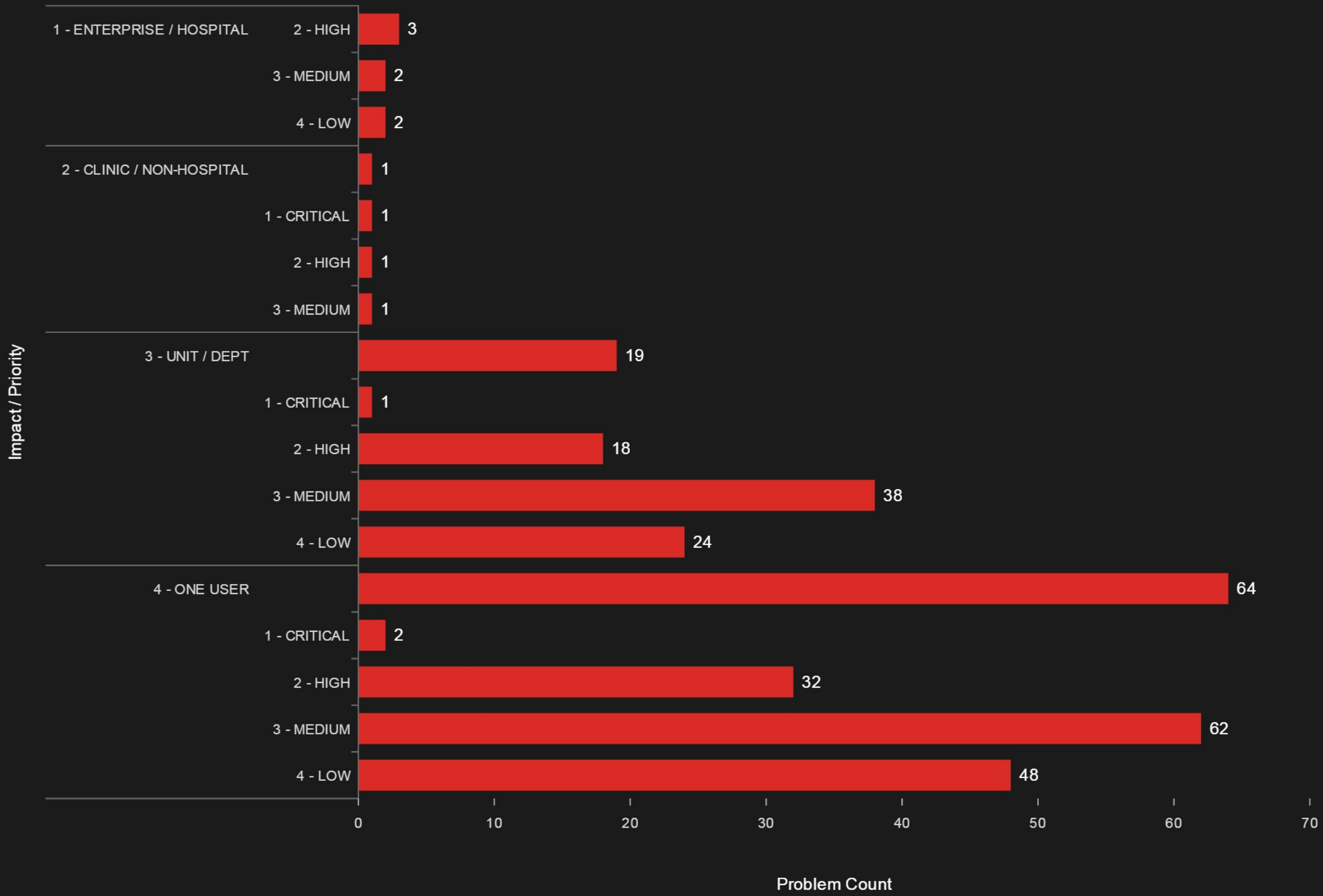
Top 20 Problem Count by Primary CI



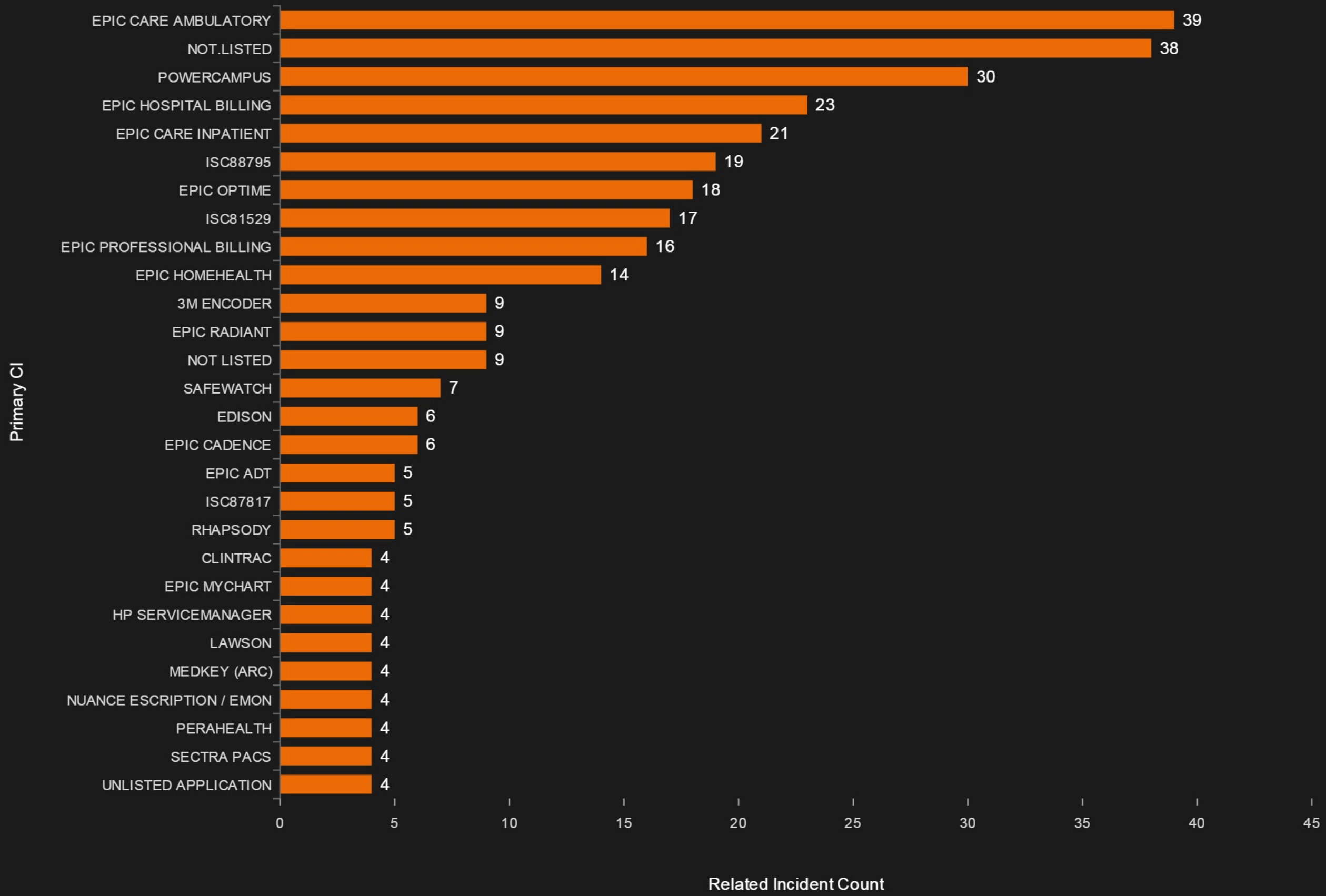
Problem Count by Urgency



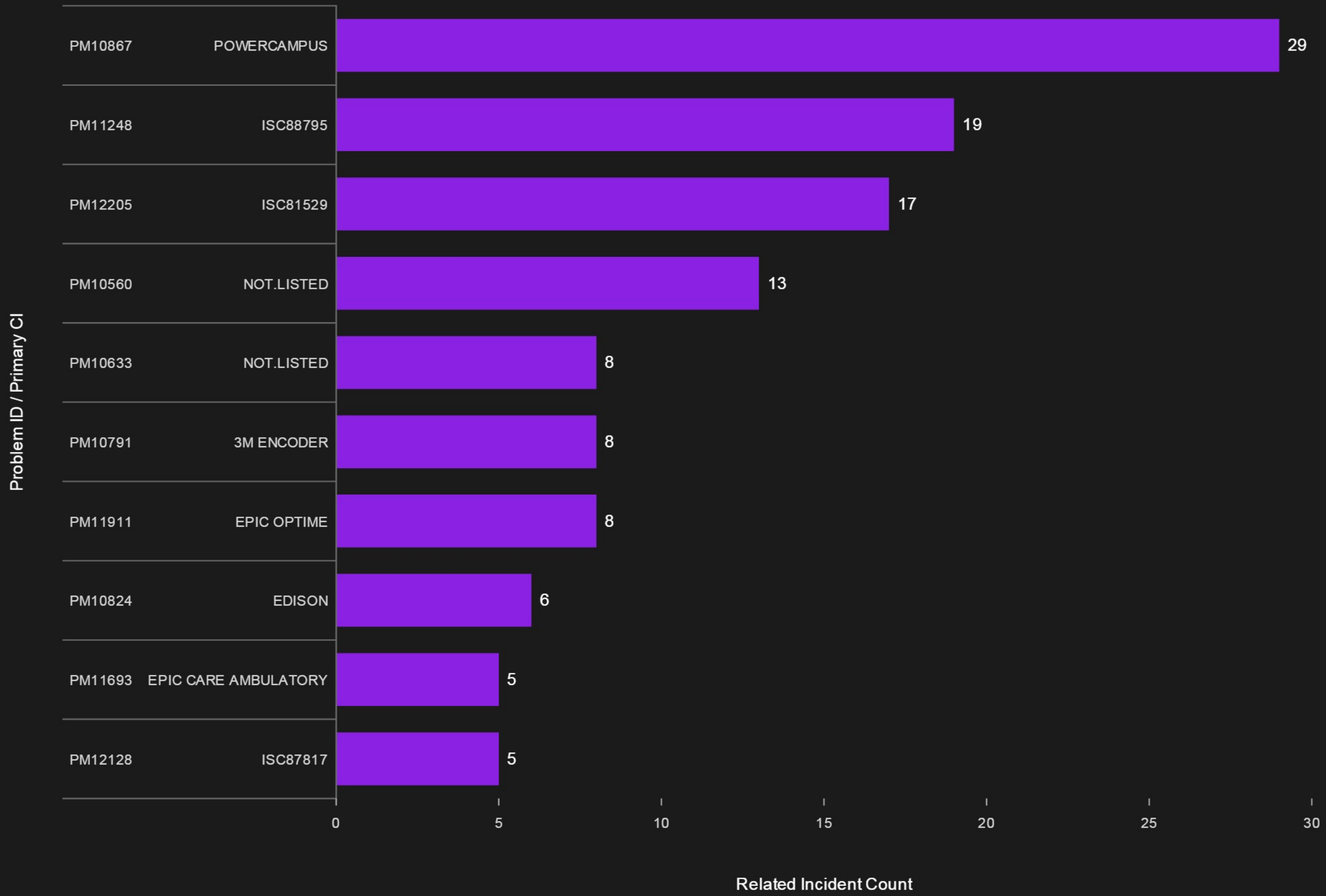
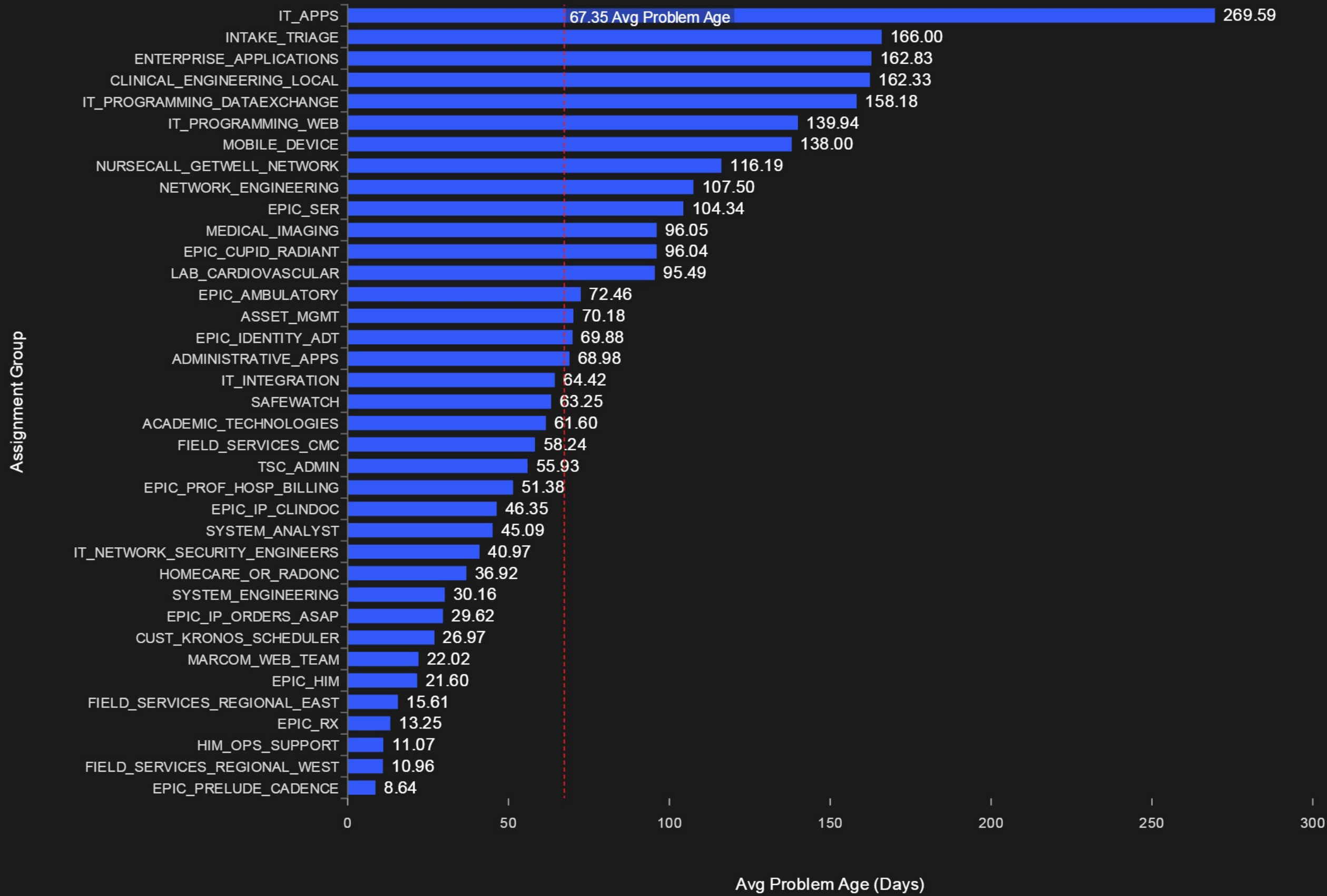
Problem Count by Impact and Priority



Top 20 Related Incident Count by Primary CI



Top 10 Related Incident Count by Problem ID and Primary CI



Avg Problem Age (Days) by Assignment Group