



Visualizations

Build visual

Filters

Values

Add data fields here

Drill through

Cross-report

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Add drill-through fields here

Data

Search

ITSM_data (2)

Alert_Status

average_incid...

avg inci...

Category

CI_Cat

CI_Name

CI_Subcat

Close_Time

Closed

Closure_Code

Count of Incid...

Count_of_Inci...

Handle_Time_...

Impact

Incident_ID

KB_number

max

Max_No_of_Re...

NO OF CLOSE...

NO OF WORK...

No_of_Reassig...

No of Relate...

Incidents Recieved

46606

Category	Sum of Urgency
complaint	55
incident	151898
request for change	5
request for information	43295
Total	195253

CI_Cat	Count_of_Incidents
subapplication	7782
storage	703
software	333
Phone	2
officeelectronics	152
networkcomponents	107
hardware	442
displaydevice	212
database	214
computer	3643
applicationcomponent	5
application	32900
Total	111
	46606

At 8611, October had the highest Count_of_Incidents and was 45,221.05% higher than April, which had the lowest Count_of_Incidents at 19.October accounted for 18.48% of Count_of_Incidents.

Across all 12 Month, Count_of_Incidents ranged from 19 to 8611.

Count of incidents is higher in application configuration category.

Sum of urgency in category request for information is 43295.

Maximum number of reassignments done in application configuration item category.

Impact

12345NS

Count_of_Incidents by Month

Max of No_of_Reassignments by CI_Cat

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