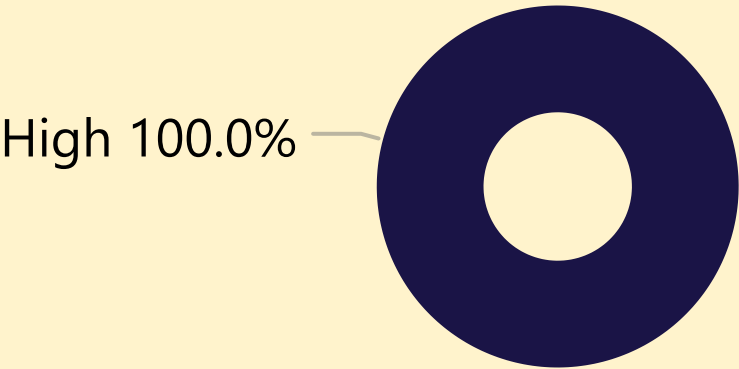


Incident Count by Assigned Business Unit



CORPORATE FUNCTIONS

Incidents by Priority



Resolved Date

2/1/2025

7/2/2025



Incident Volume

1

Major Incidents Only

Average CI Outage

2.70

for all impacted CIs
regardless of market

Overall MTTR

2.05

from ticket creation

Average Time to Create

0.25

from actual start time

Average Time to Identify
Solution

2.02

from ticket creation

Average Time to Resolve

0.03

from solution identified

Change Rate

(Blank)

Recurrence Rate

(Blank)

Incident Number	Incident URL	Business Impact	Priority	Recurring Incident	Caused by Change Y/N	Assigned C
INC00962633	Link	Customers and agents were unable to access multiple LSM sites within the APAC region. This was preventing users from viewing contact information for underwriters and claims contacts that they need to work with.	High	No		APAC INFF
Total						