Workday Report

Count of total Tickets opened

0.59K (5.37%)
2.09K (19.04%)
3.02K (27.53%)
2.28K (20.77%)
2.66K (24.29%)

assignment_group (C...
- Integration
- Security
- HR
- Finance
- Service Connect
- Procurement
- Workday

Count of Open Tickets

9
39 (3.64%)
85 (34.41%)
52 (21.05%)
56 (22.67%)

assignment_group (Cat...
- Finance
- Service Connect
- HR
- Integration
- Security
- Workday
- Procurement
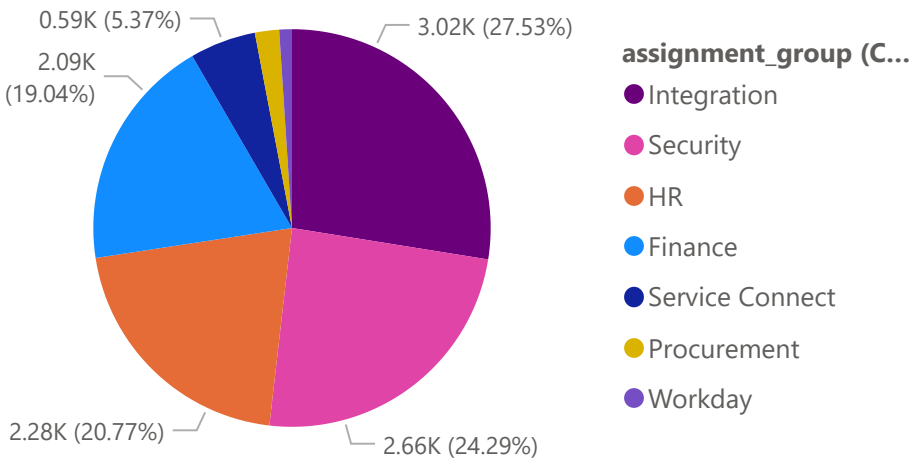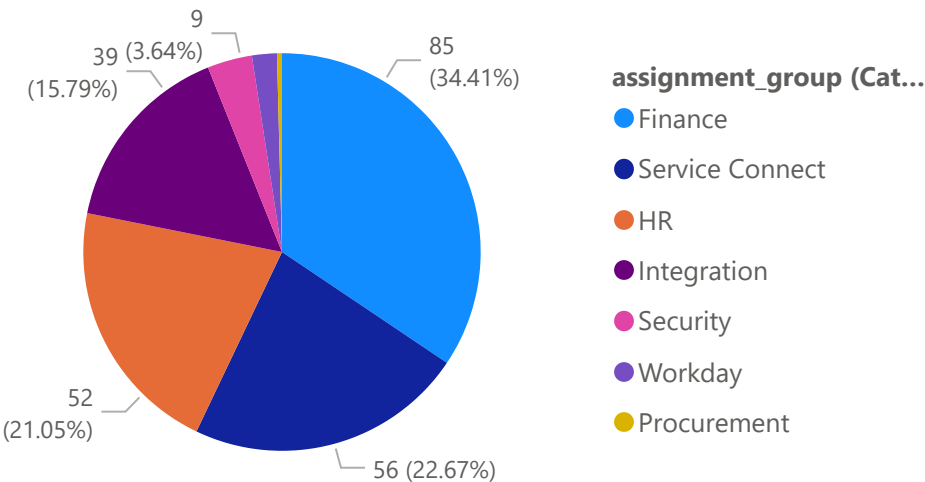
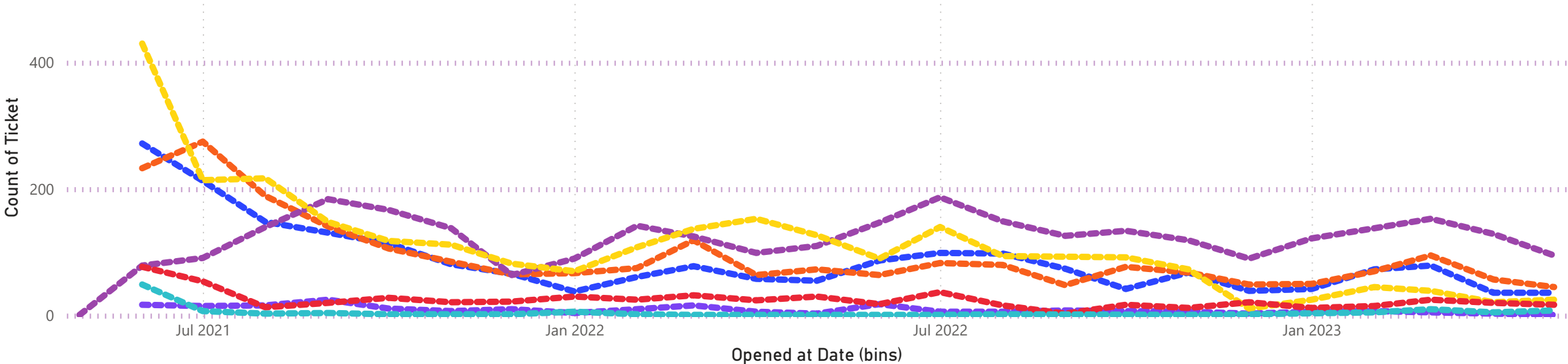**247** Open Tickets

10.71K Closed Tickets

10.97K Count of total Tickets

Count of Opened Tickets per month

Assignment Group ● Finance ● HR ● Integration ● Procurement ● Security ● Service Connect ● Workday

Count of Ticket

400
200
0

Jul 2021   Jan 2022   Jul 2022   Jan 2023
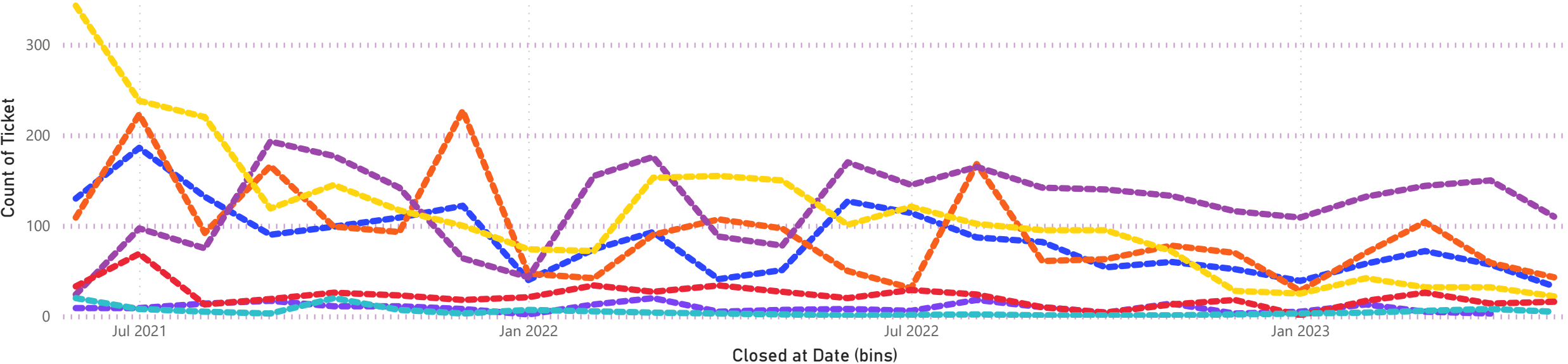
Opened at Date (bins)

Count of Opened Tickets per month

Assignment Group ● Finance ● HR ● Integration ● Procurement ● Security ● Service Connect ● Workday

Count of Ticket

300
200
100
0

Jul 2021   Jan 2022   Jul 2022   Jan 2023

Closed at Date (bins)

Resolution time taken for Tickets

Division

Finance	HR	Integration	Procurement	Security	Service Connect	Workday

5/7/2021   5/23/2023

Time taken to close P1 tickets

Priority ● 1 - Critical

Incident Resolution Target - 4 Hours

Count of Ticket

Hours took to Resolve (groups)
0-4 Hours | 5-8 Hours | 9-24 Hours | 4-5 Days | 11-15 Days | 16 Days - 1 Month | 1-2 Months
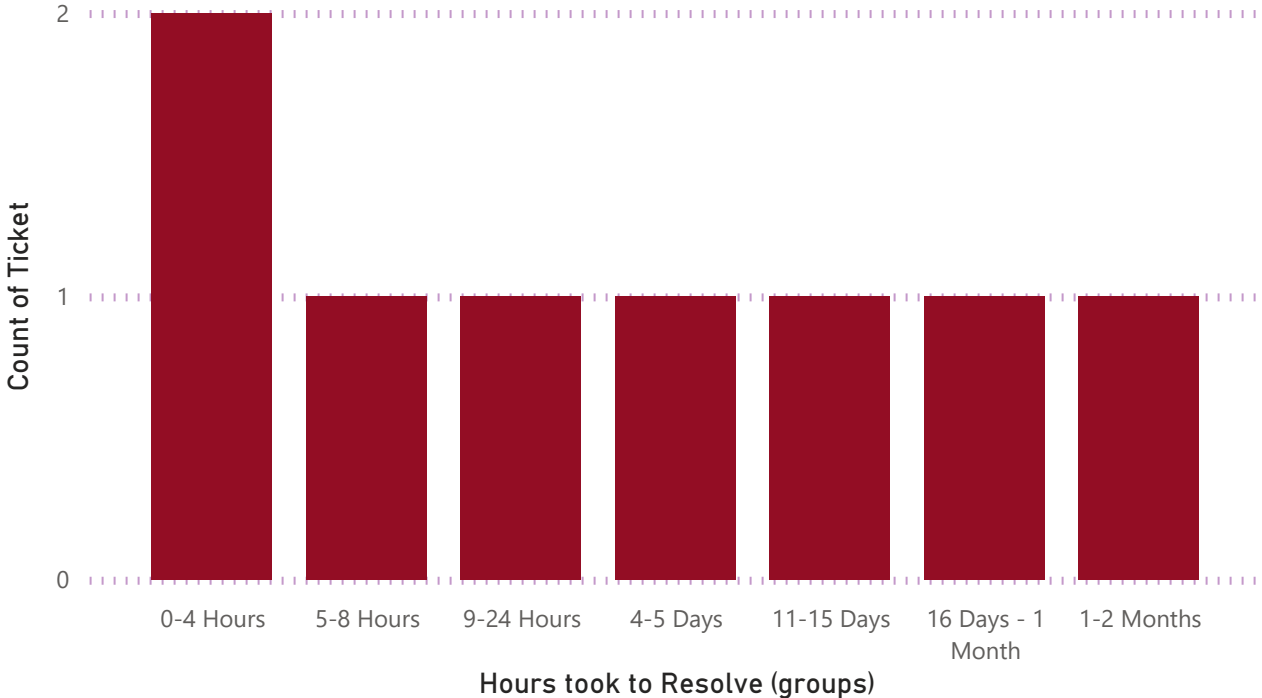
Time taken to close P2 tickets

Priority ● 2 - High

Incident Resolution Target - 8 Hours

Count of Ticket

Hours took to Resolve (groups)
0-4 Hours | 5-8 Hours | 9-24 Hours | 2-3 Days | 4-5 Days | 11-15 Days | 16 Days - 1 Month | 1-2 Months
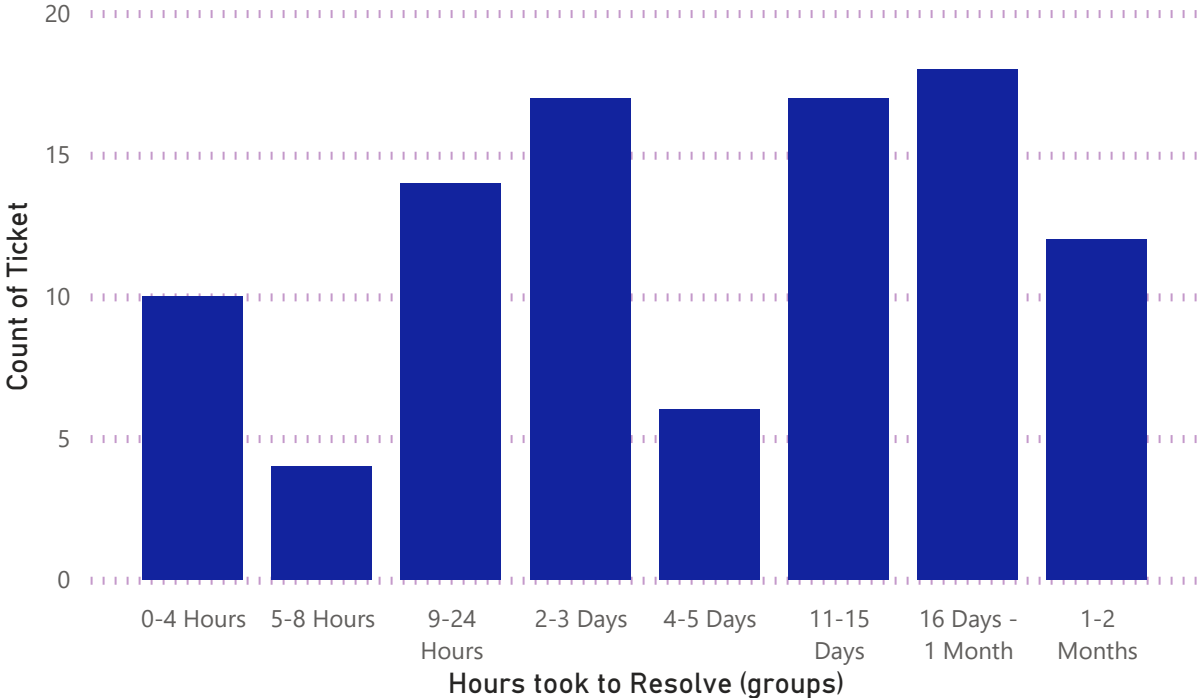
Time taken to close P3 tickets

Priority ● 3 - Moderate

Incident Resolution Target - 5 Days

Count of Ticket

Hours took to Resolve (groups)
0-4 Hours | 5-8 Hours | 9-24 Hours | 2-3 Days | 4-5 Days | 11-15 Days | 16 Days - 1 Month | 1-2 Months
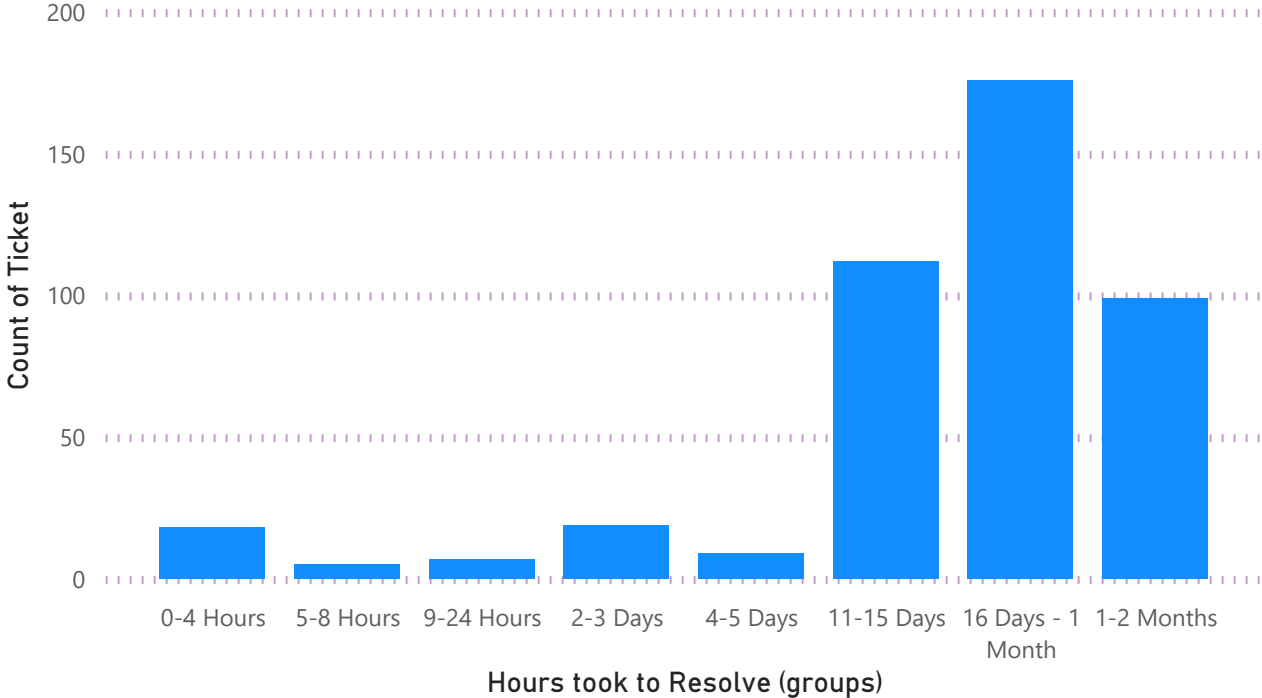
Time taken to close P4 tickets

Priority ● 4 - Low

Incident Resolution Target - 15 Days

Count of Ticket

Hours took to Resolve (groups)
0-4 Hours | 5-8 Hours | 9-24 Hours | 2-3 Days | 4-5 Days | 11-15 Days | 16 Days - 1 Month | 1-2 Months