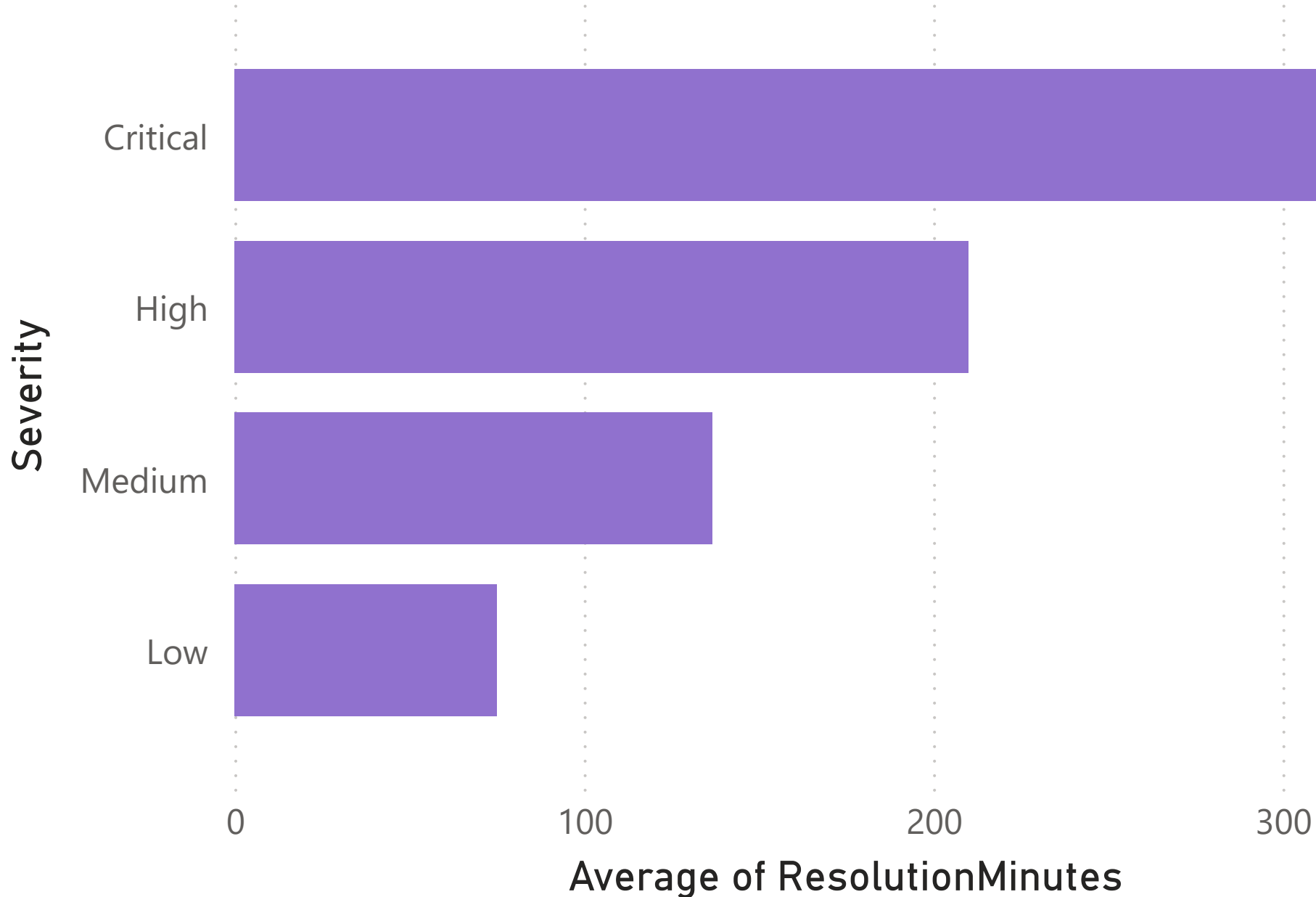## Average MTTR (minutes)

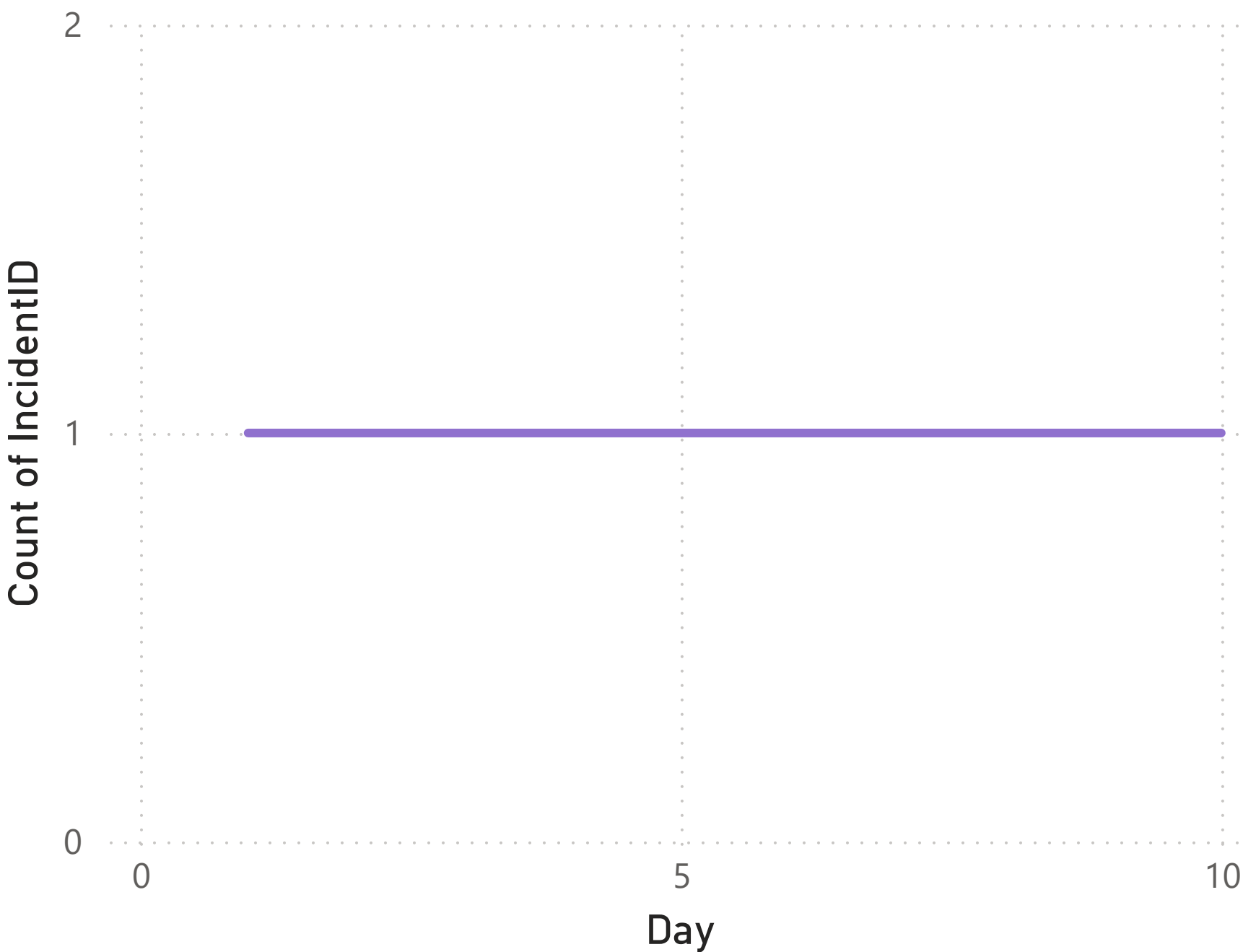**182.00**

Average of ResolutionMinutes

Average MTTR by Incident Severity

Critical incidents take significantly longer to resolve than low-severity incidents
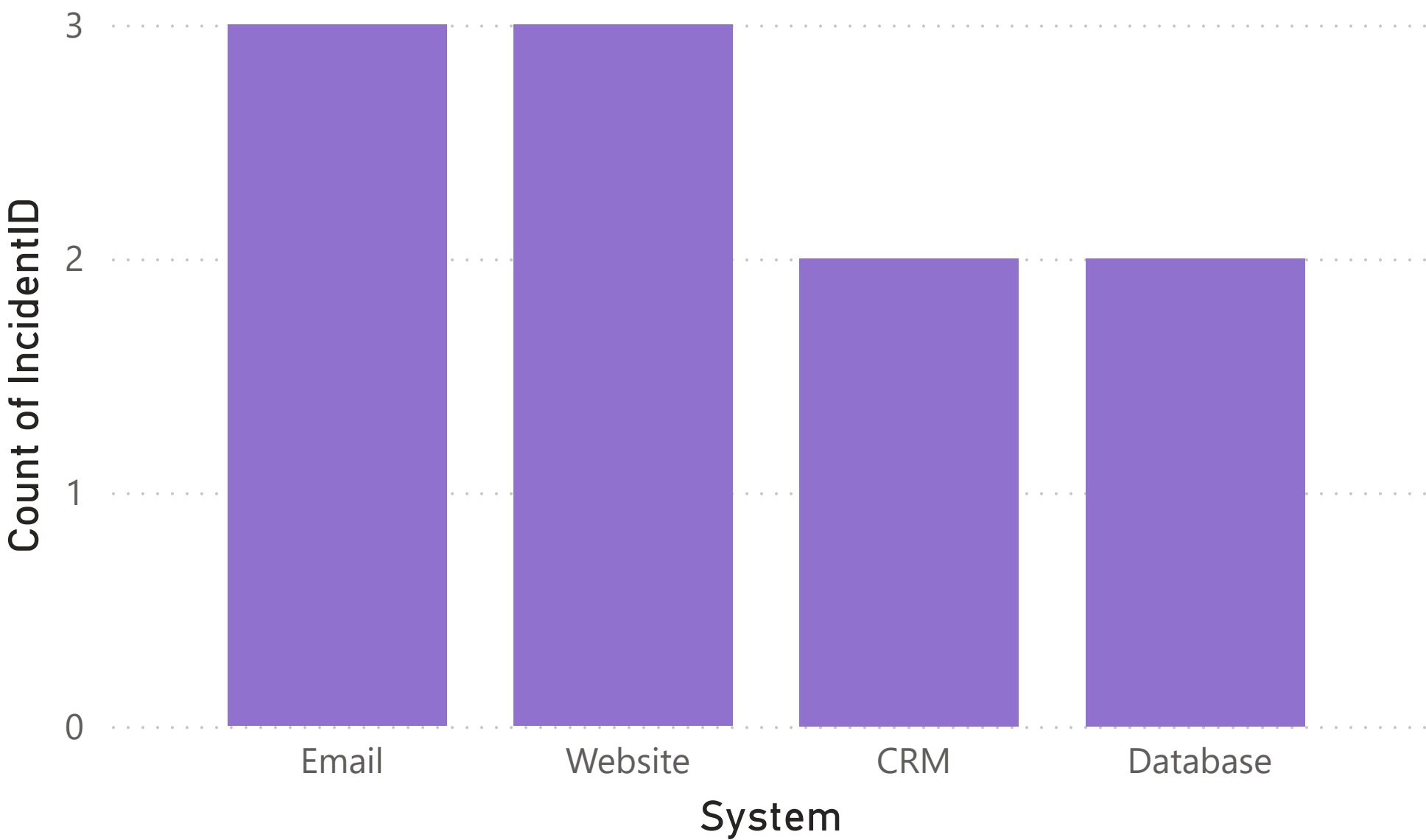

Incidents Over Time

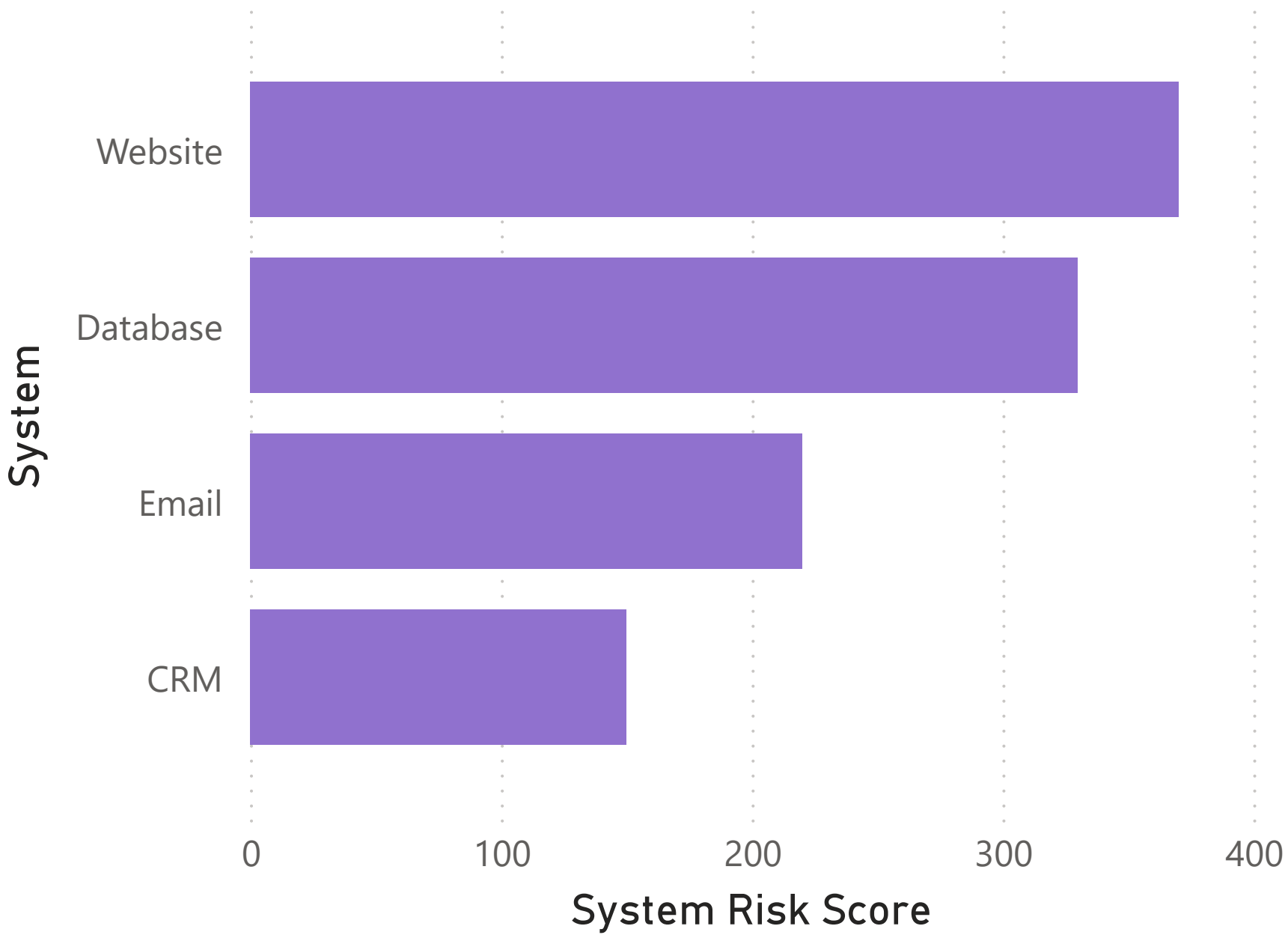This helps identify spikes and operational instability over time

Incident Volume by System
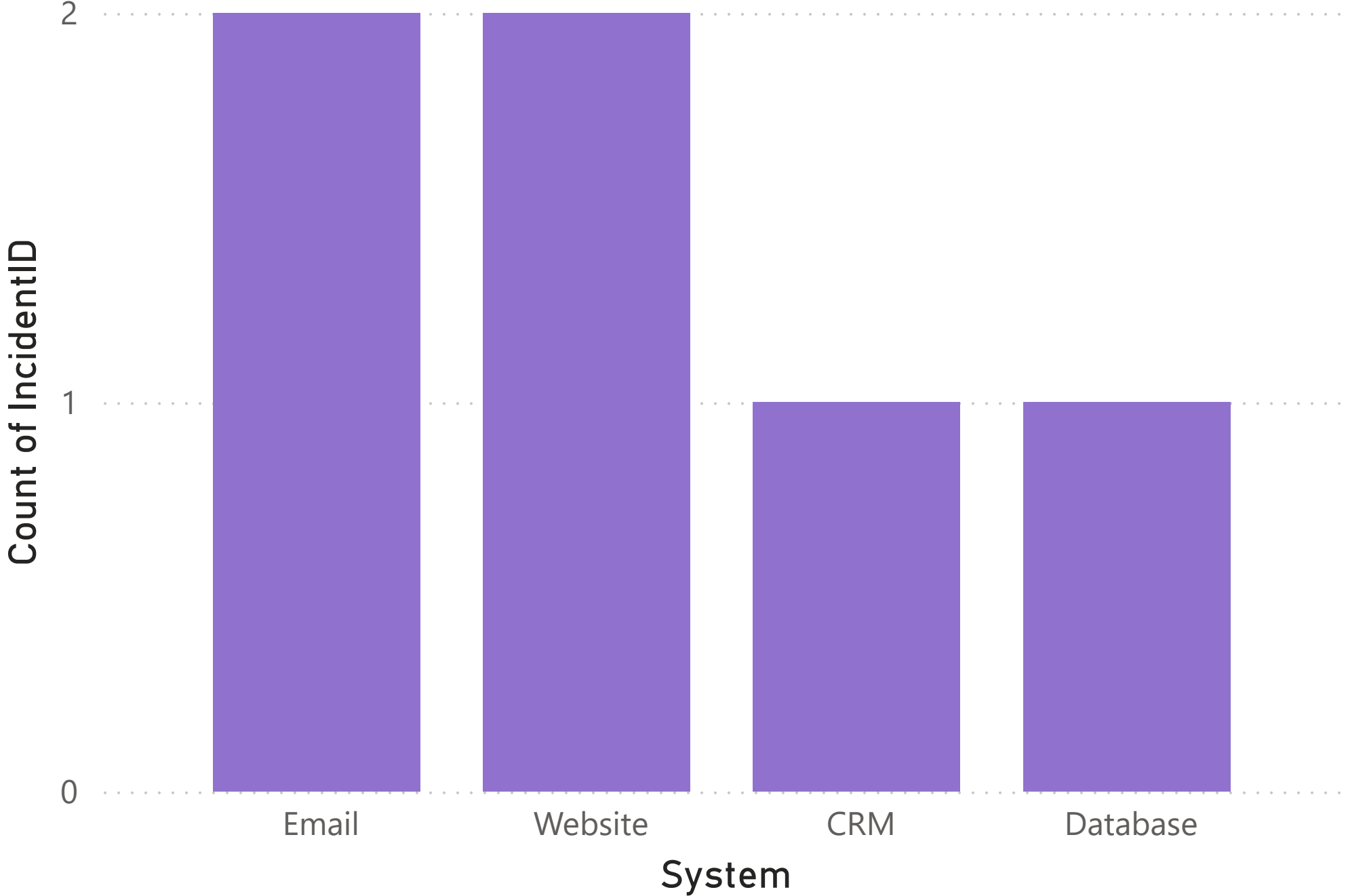
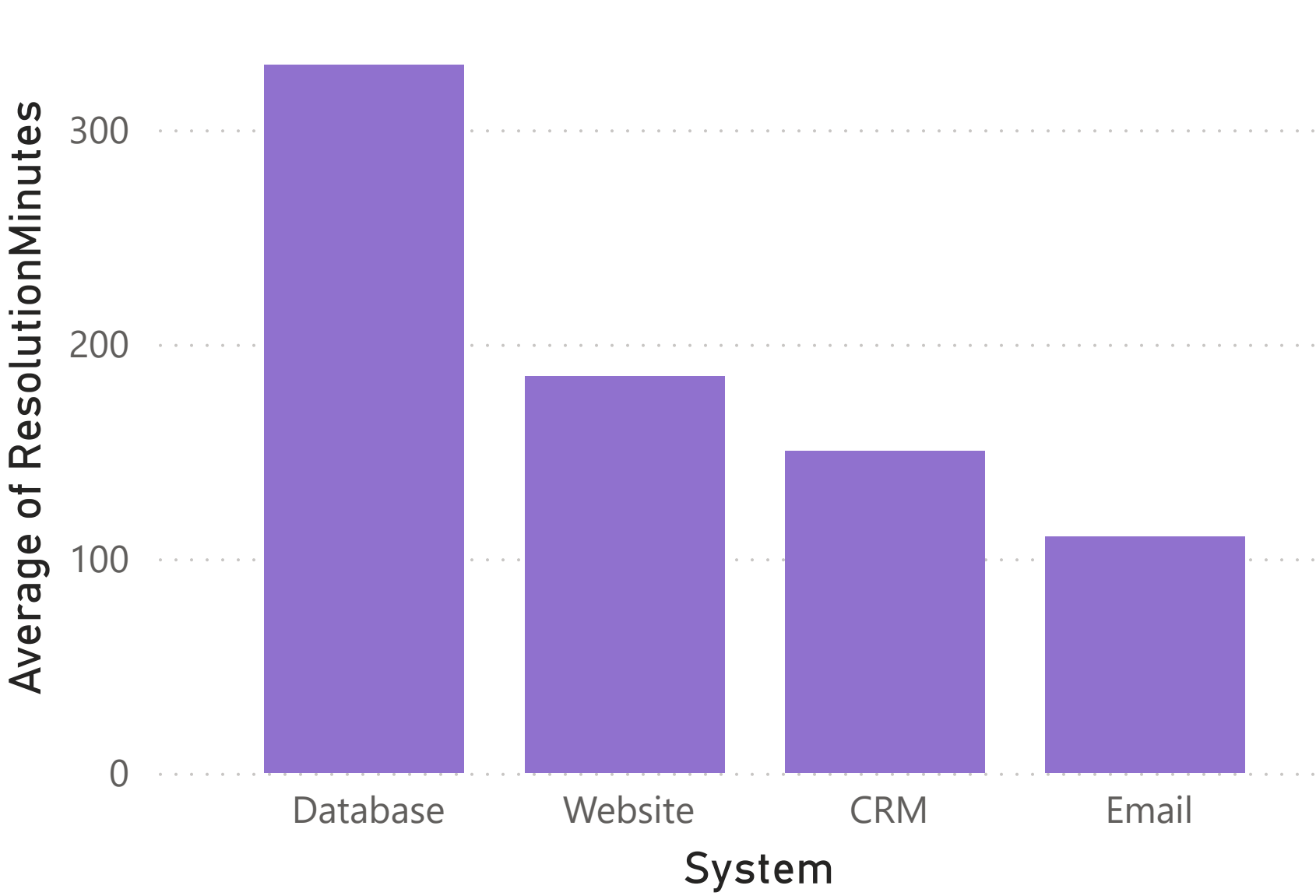Shows where operational load is concentrated

Risk Score by System

Visual A: Incident Count by System

370.00

Max System Risk Score

Visual B: Avg MTTR by System

Average of ResolutionMinutes by System

Severity List

Severity

- ☐ Select all
- ☐ Critical
- ☐ High
- ☐ Low
- ☐ Medium

System List

System

- ☐ CRM
- ☐ Database
- ☐ Email
- ☐ Website

Incident Date Range

OpenedTime

| 1/1/2024 📅 | 1/6/2024 📅 |

Ask a question about your data

Try one of these to get started

System Risk Score

This score represents operational risk by combining:
• Incident frequency
• Average resolution time (MTTR)

Formula:

CRM

System Details:

Total Incidents

10

Count of IncidentID