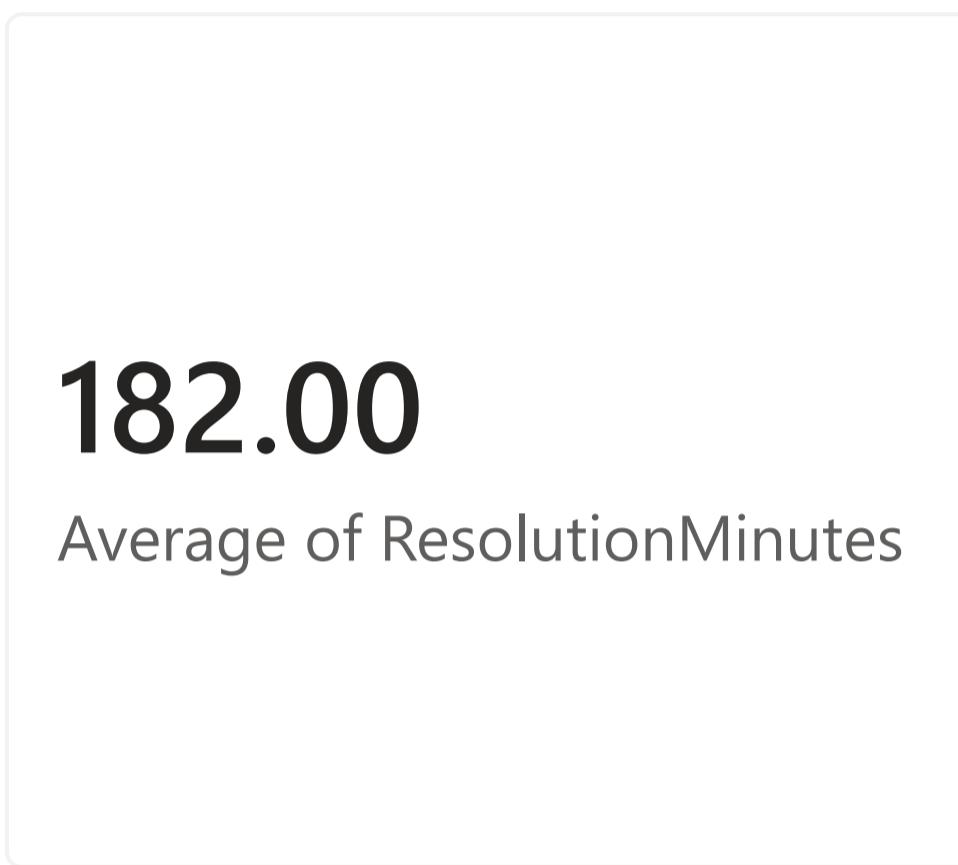


IT Operations Reliability Analytics Dashboard

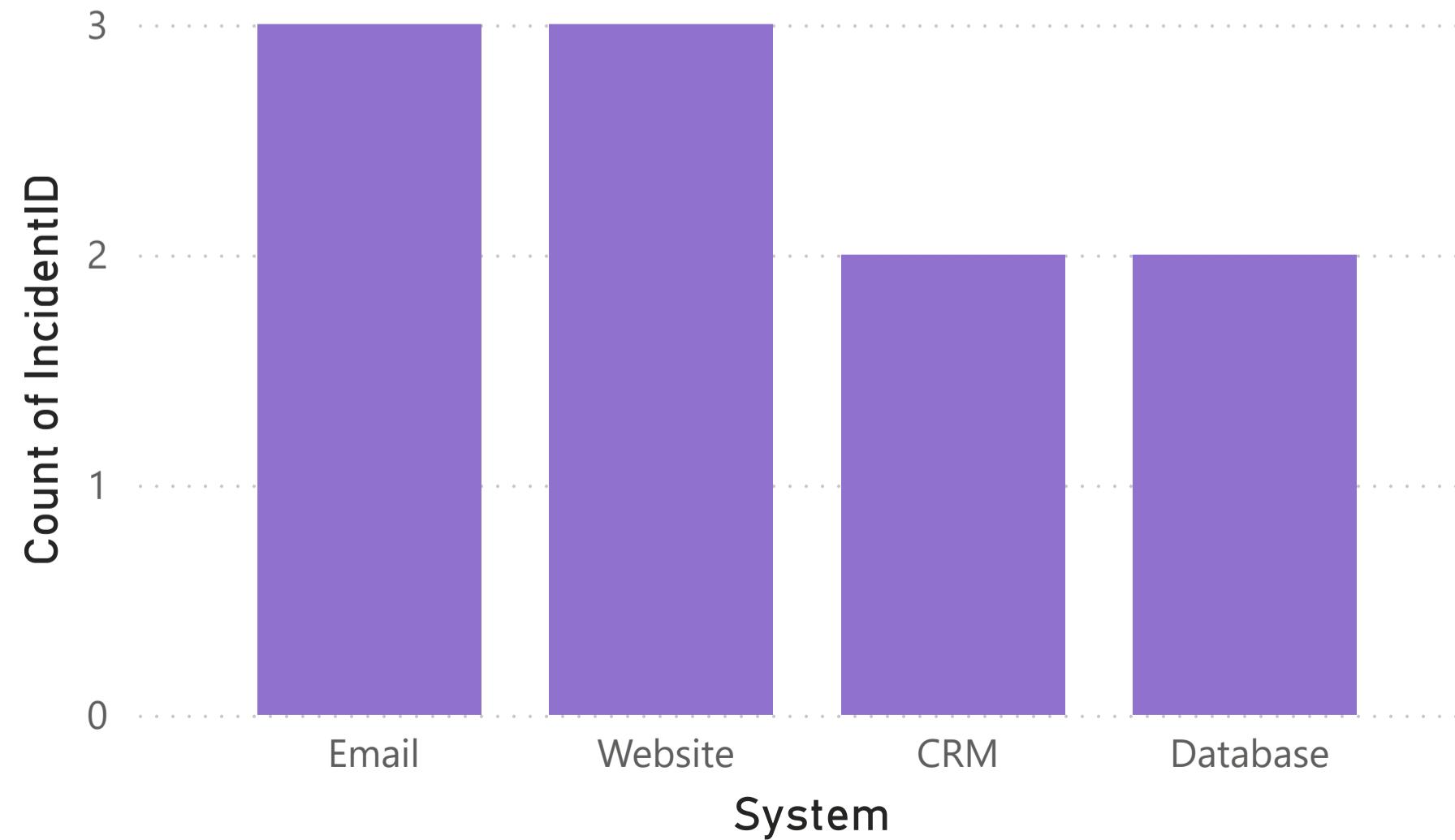
Analyzing incident trends, mean time to resolution (MTTR), and system risk to improve IT operational reliability and response performance.

Average MTTR (minutes)



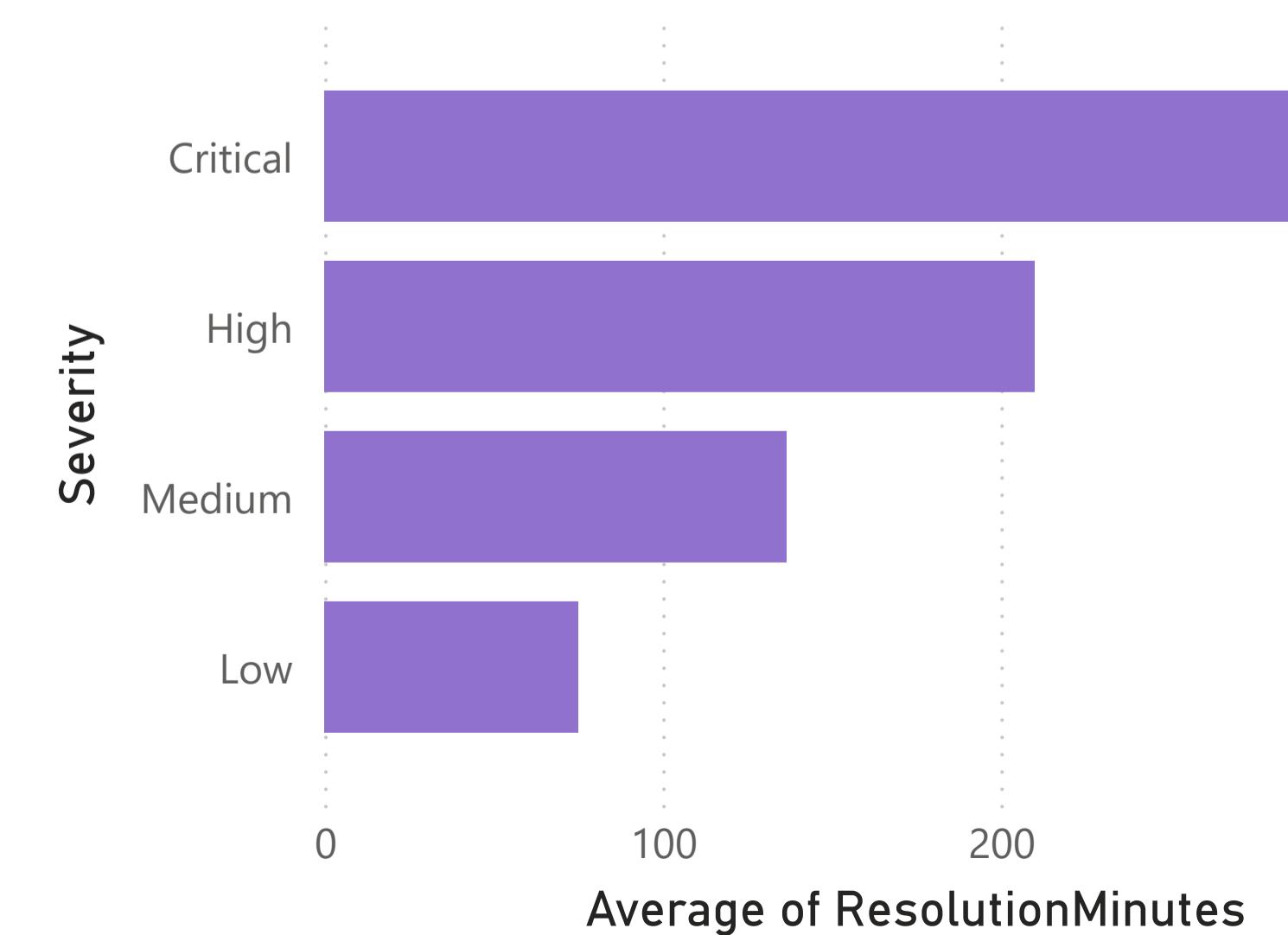
Incident Volume by System

Shows where operational load is concentrated



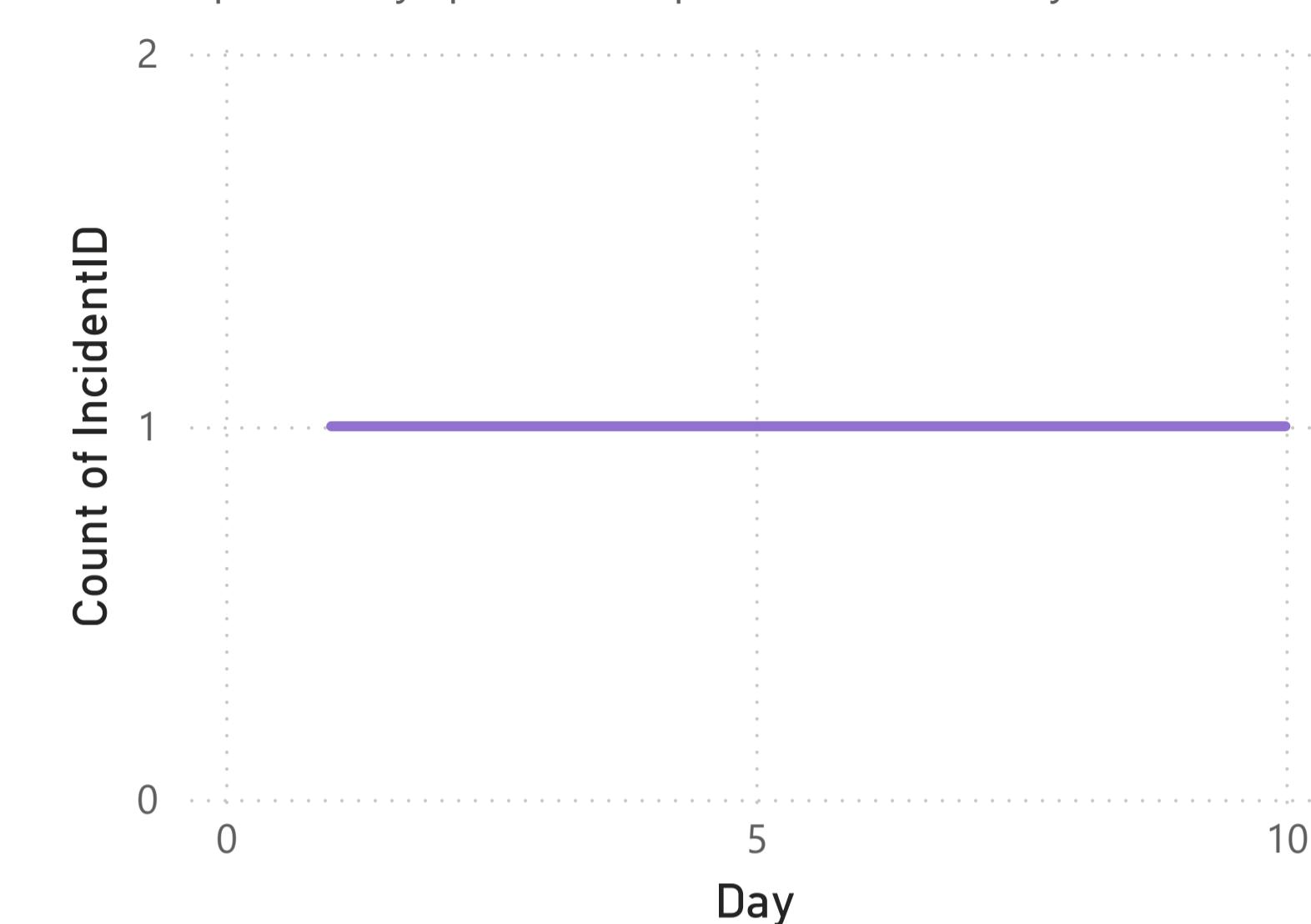
Average MTTR by Incident Severity

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



Incidents Over Time

This helps identify spikes and operational instability over time



Risk Score by System

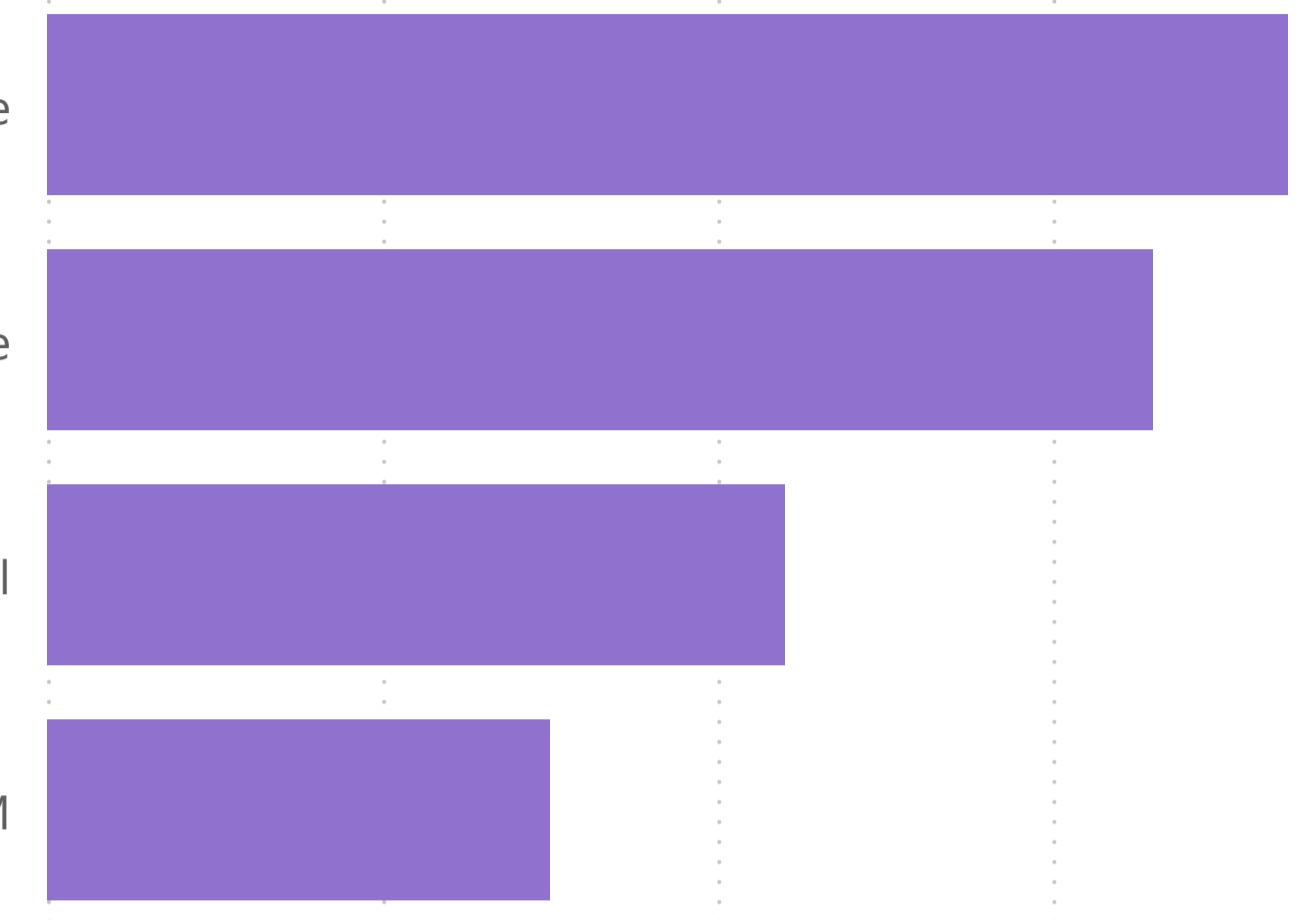
System

Website

Database

Email

CRM



370.00

Max System Risk Score

Visual A: Incident Count by System

Count of IncidentID

2

1

0

Email

Website

CRM

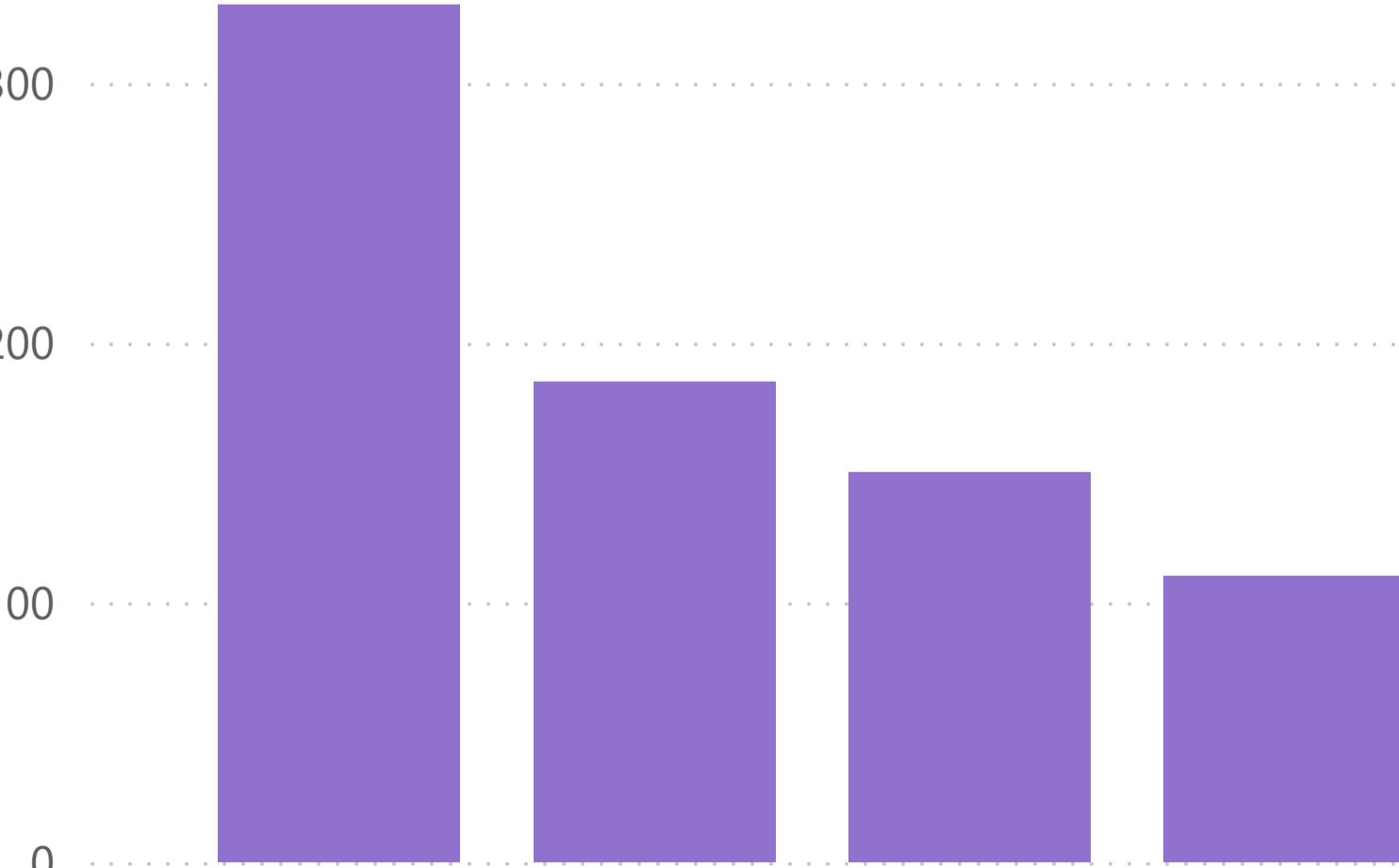
Database

System

Visual B: Avg MTTR by System

Average of ResolutionMinutes by System

Average of ResolutionMinutes



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:



System Details:

10

Count of IncidentID