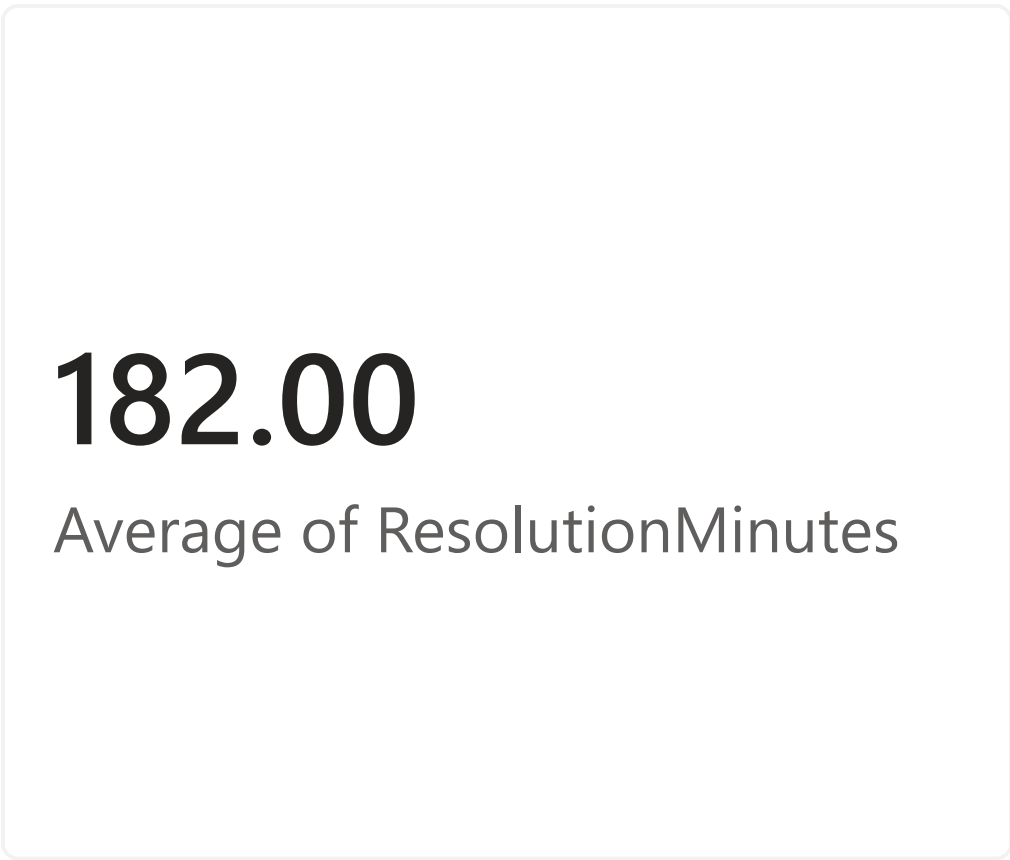


IT Operations Reliability Analytics Dashboard

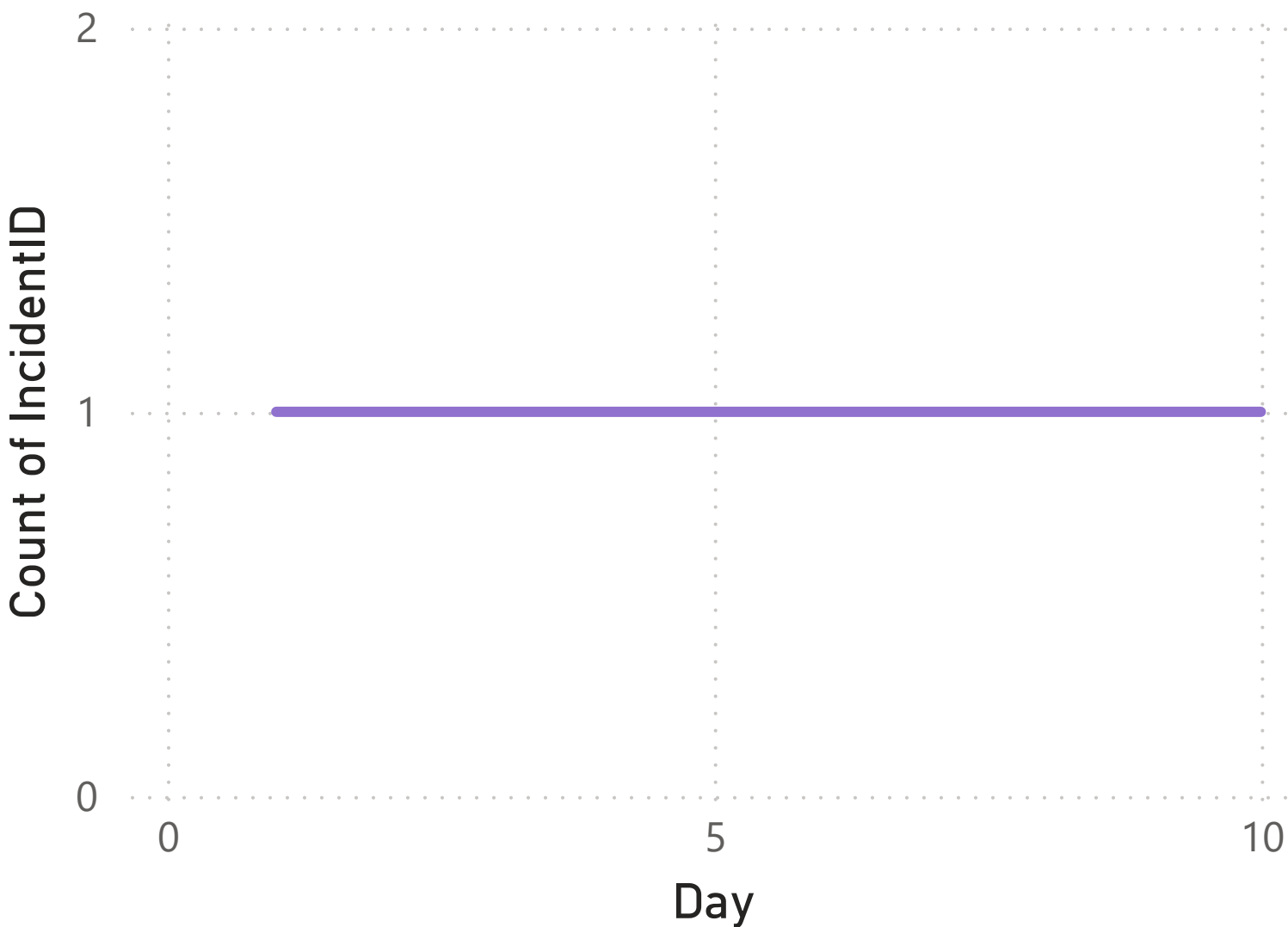
Analyzing incident trends, mean time to resolution (MTTR), and system risk to improve IT operational reliability and response performance.

Average MTTR (minutes)



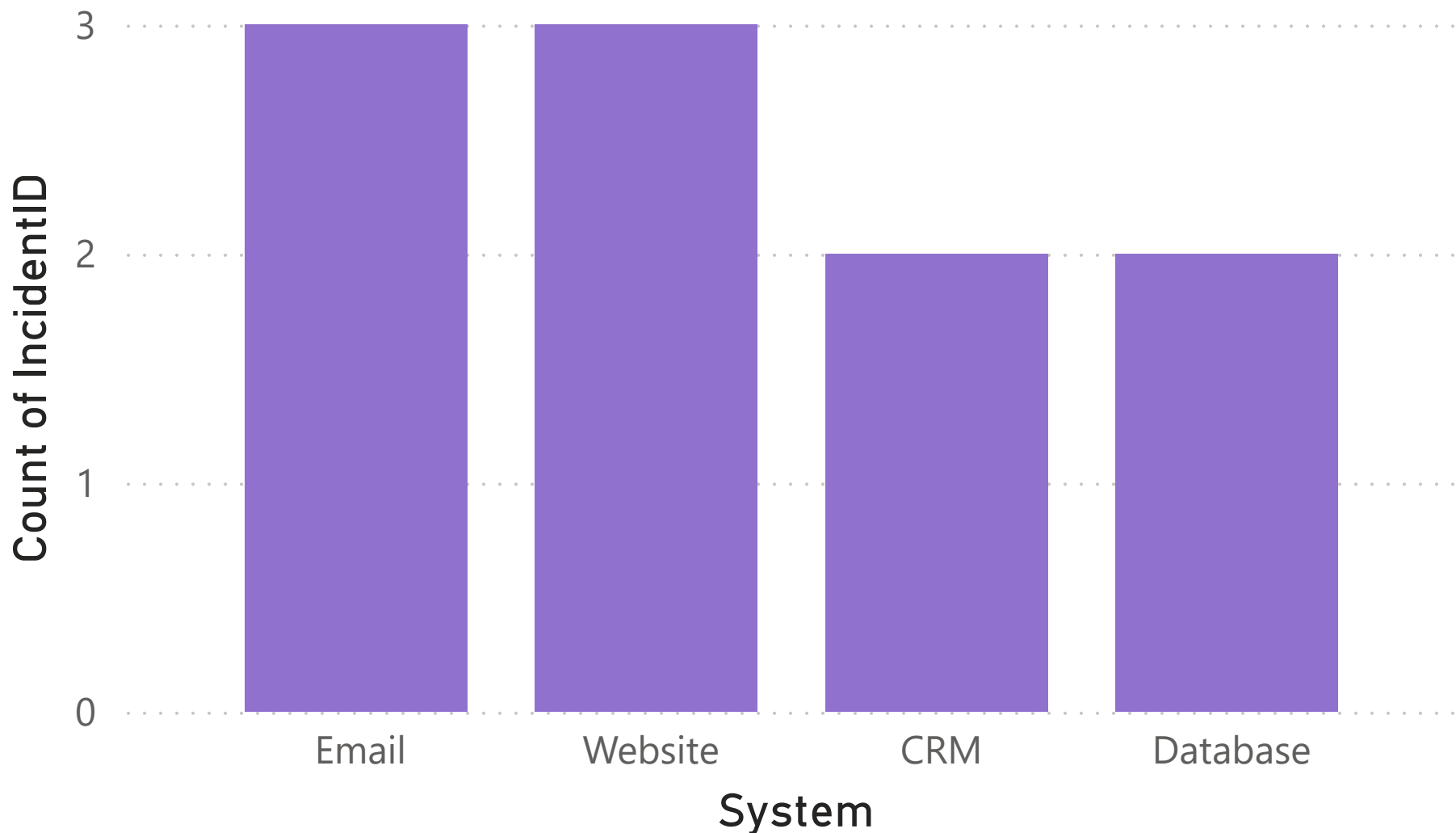
Incidents Over Time

This helps identify spikes and operational instability over time



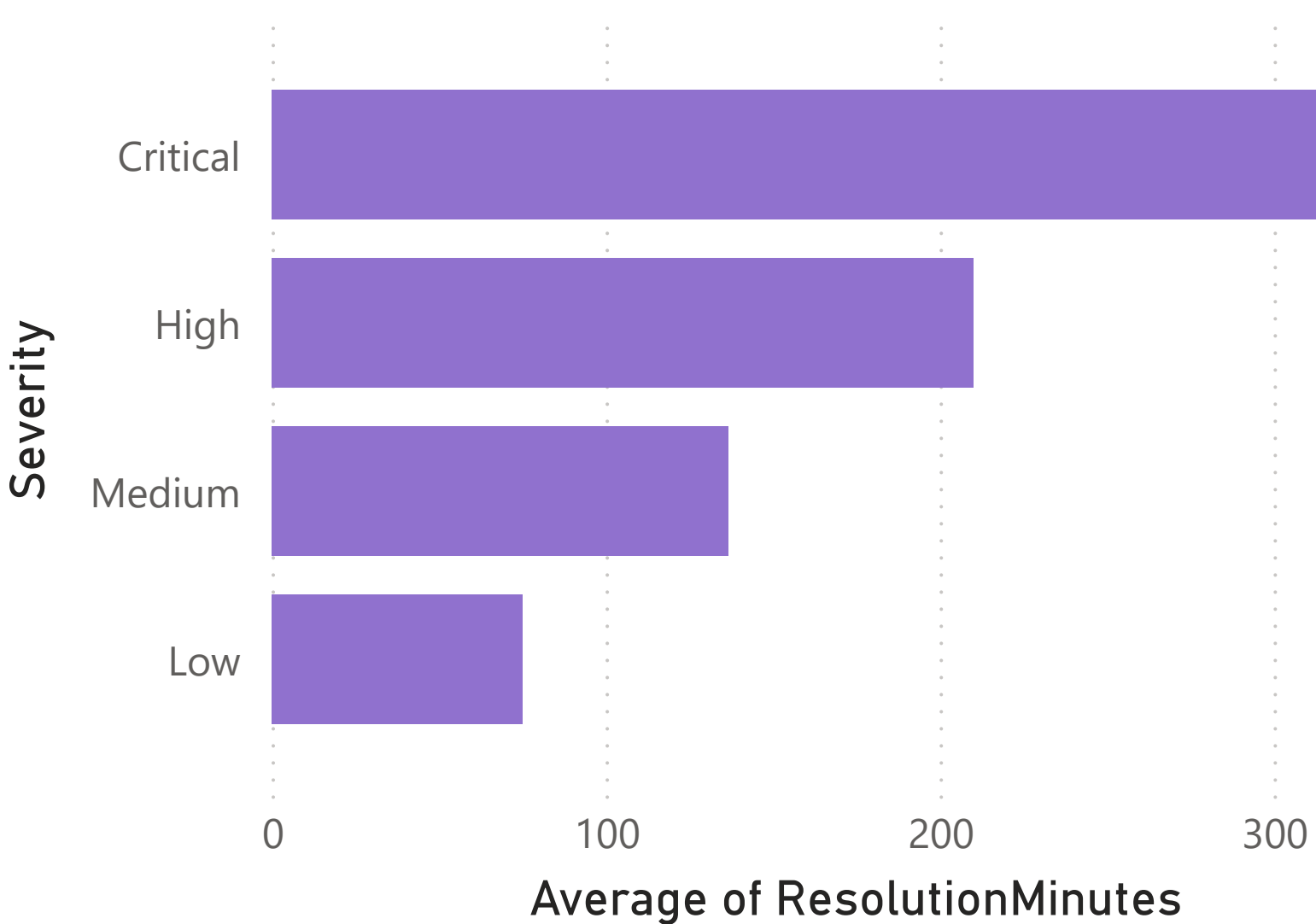
Incident Volume by System

Shows where operational load is concentrated

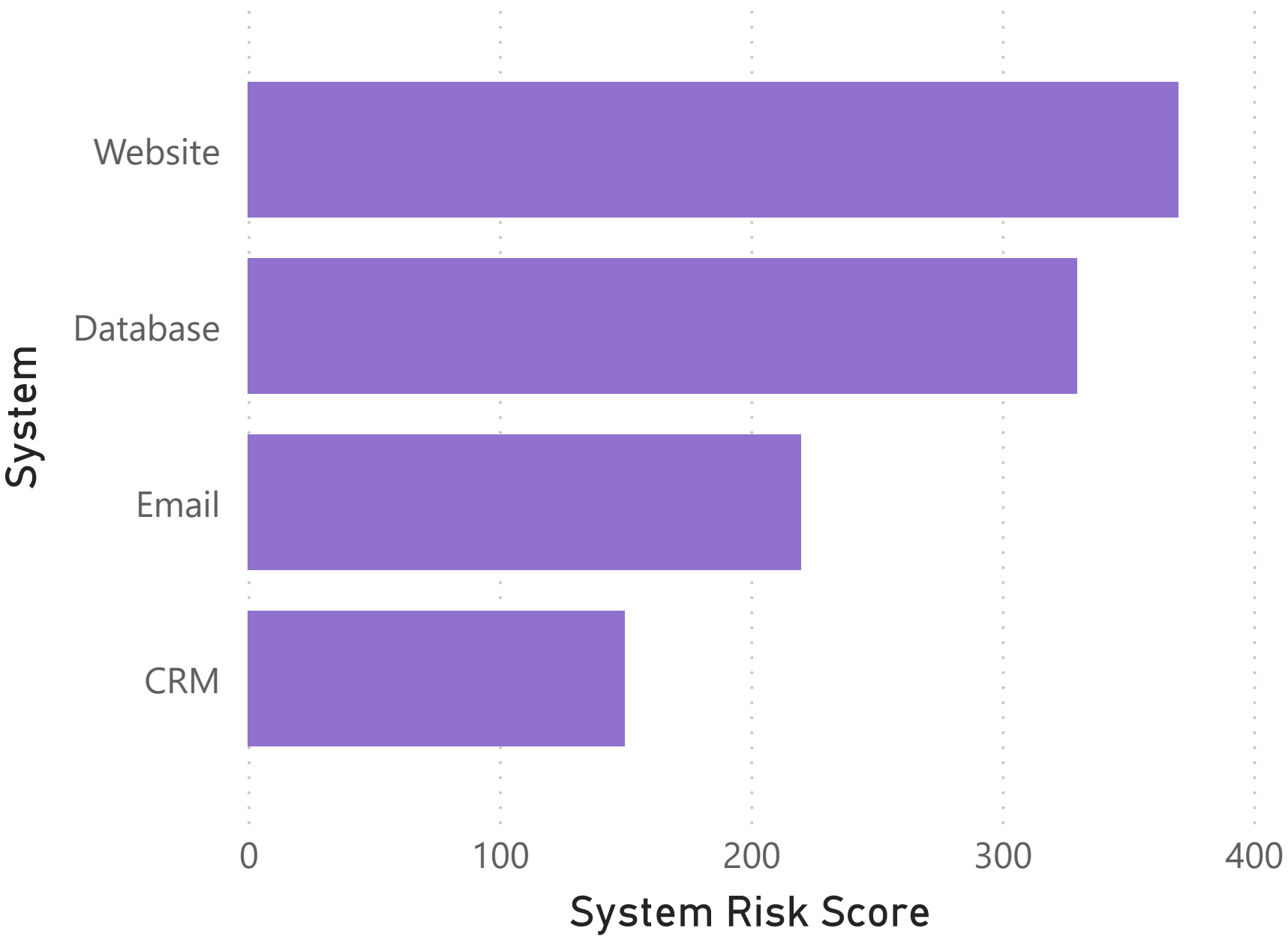


Average MTTR by Incident Severity

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



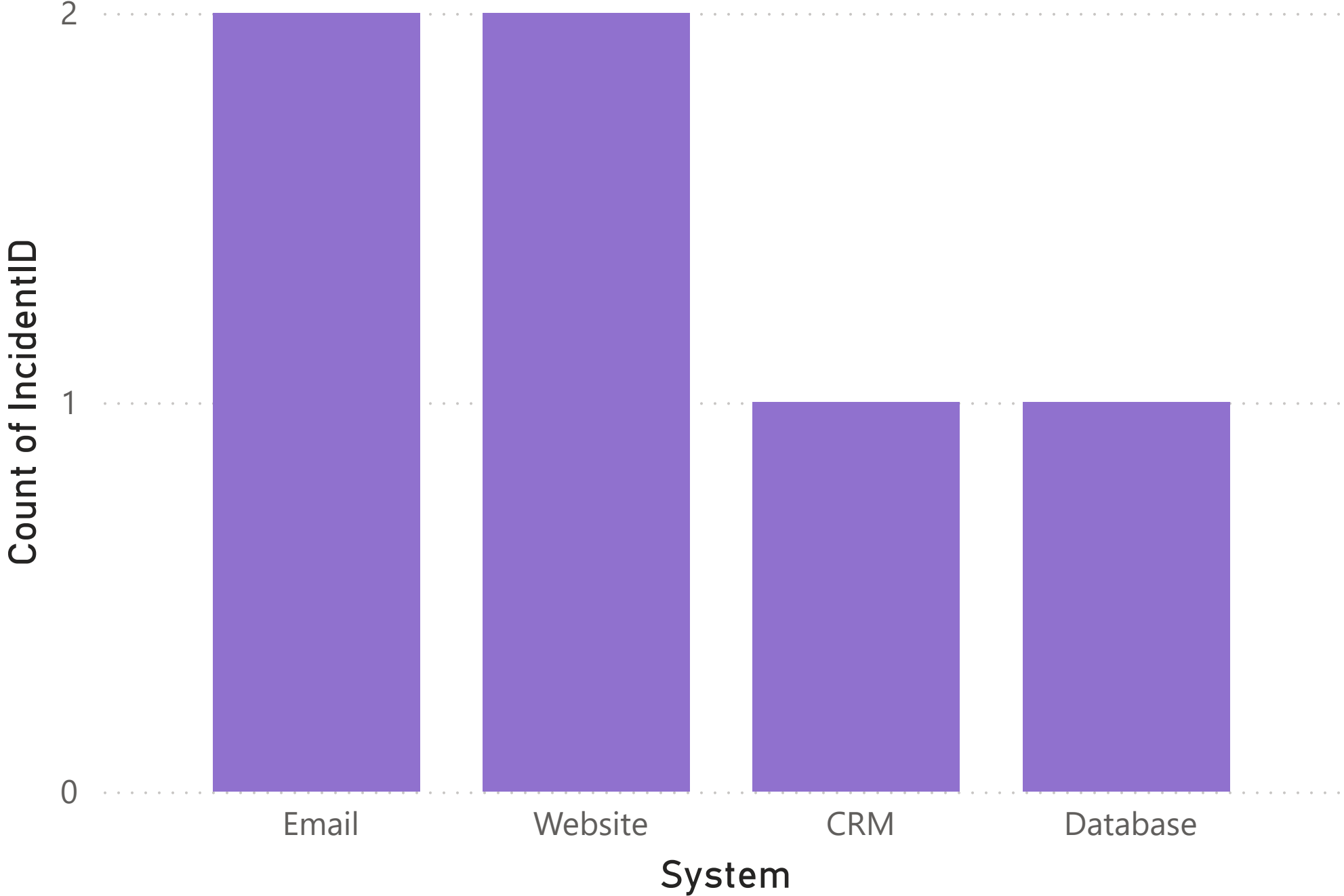
Risk Score by System



370.00

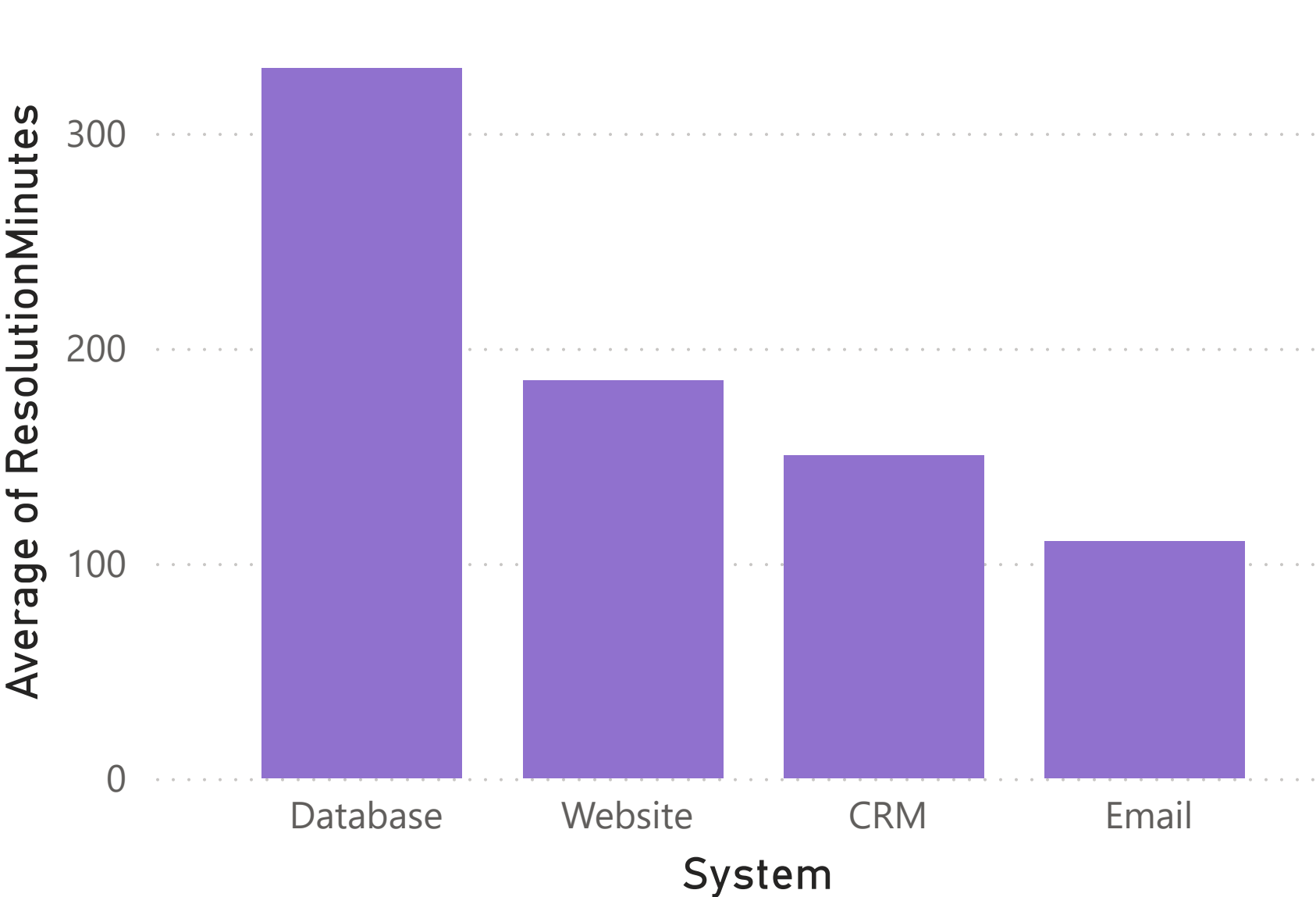
Max System Risk Score

Visual A: Incident Count by System



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

System risk score by system

This score represents operational risk by combining:

- Incident frequency
- Average resolution time (MTTR)

Formula:



Total Incidents

10

Count of IncidentID