IT Operations Command Center: Executive Overview

17K — Active Tickets

17% — SLA Breach %

47.32 — MTTR (Hours)

50K — Total Tickets
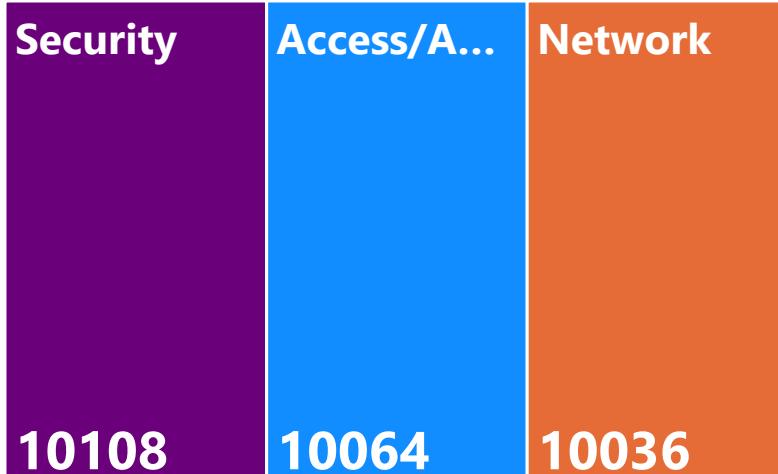
Status

Closed | Open | Pendi...

Total Tickets by Category
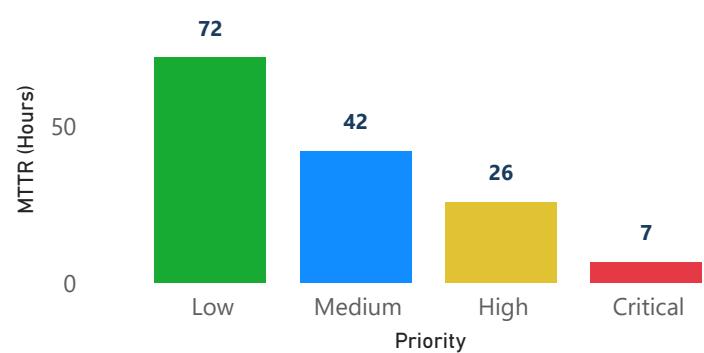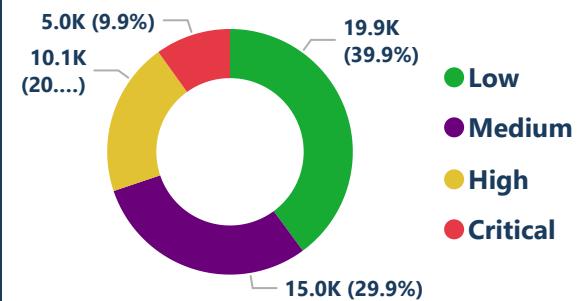
Category	Value
Security	10108
Access/A...	10064
Network	10036
Hardware	9912
Software	9880

MTTR (Hours) by Priority

Priority	MTTR (Hours)
Low	72
Medium	42
High	26
Critical	7
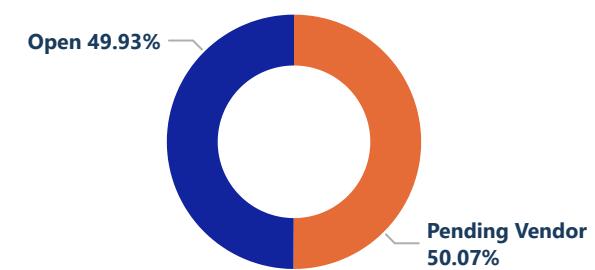
Total Tickets by Priority

- Low: 19.9K (39.9%)
- Medium: 15.0K (29.9%)
- High: 10.1K (20....)
- Critical: 5.0K (9.9%)

SLA Near-Breach Risk Heatmap
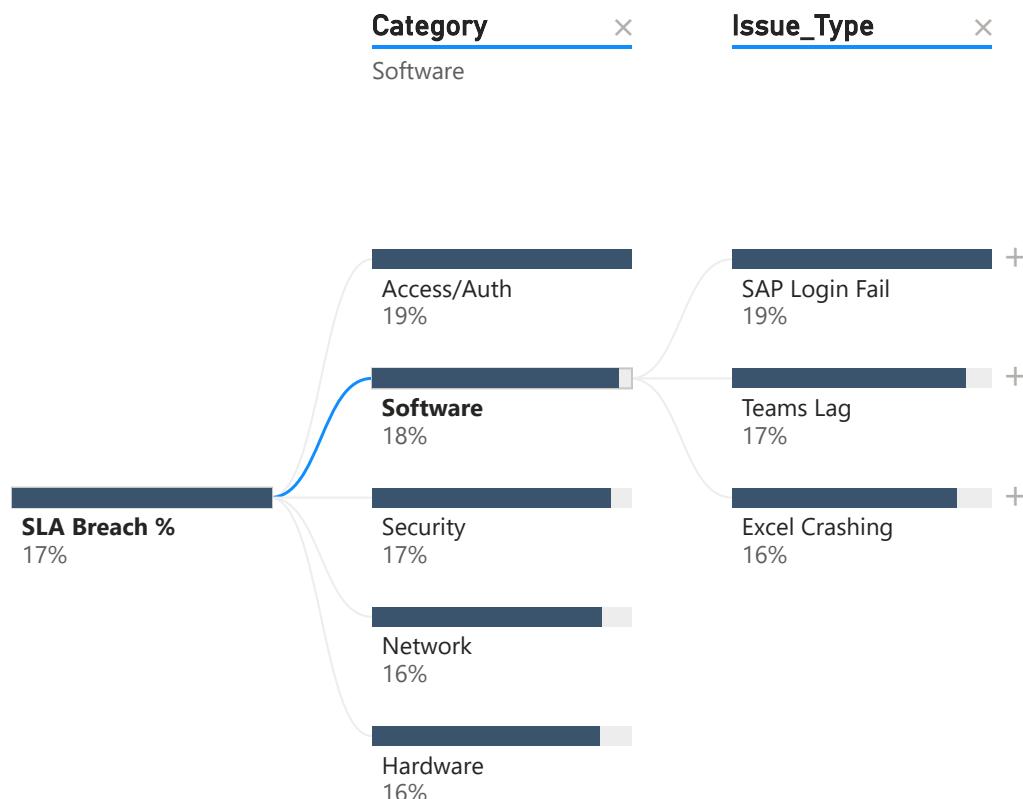
Category	Critical	High	Low	Medium	Total
Access/Auth	75	52	47	57	**231**
Hardware	78	52	46	56	**232**
Network	100	38	34	51	**223**
Security	87	39	51	59	**236**
Software	78	37	35	41	**191**
Total	**418**	**218**	**213**	**264**	**1113**

Current Backlog Composition

- Open 49.93%
- Pending Vendor 50.07%
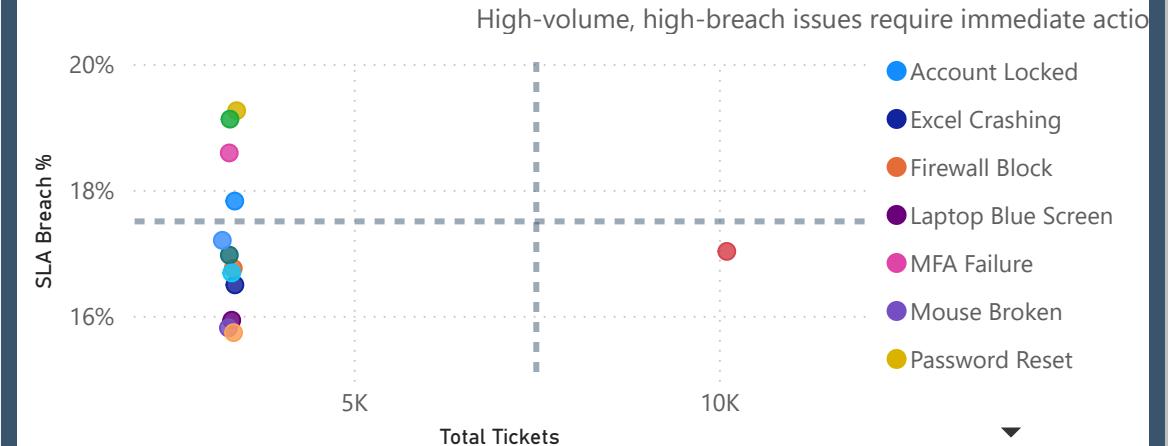
Risk Assessment & Root Cause Analysis
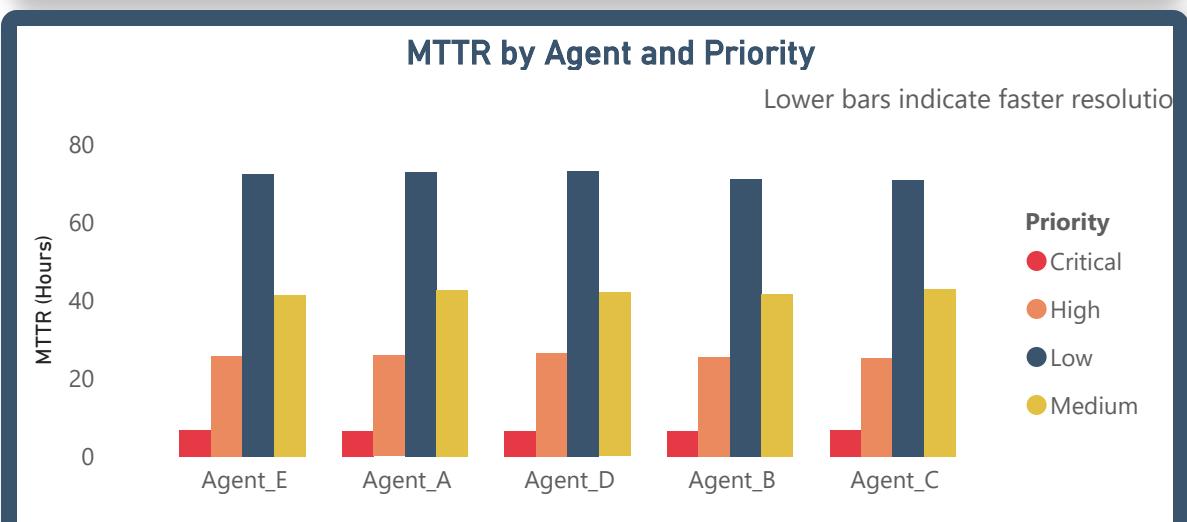
Root Cause Explorer: Why are SLAs Breaching?

Category ✕
Software

Issue_Type ✕

Access/Auth
19%

SAP Login Fail
19%

Software
18%

Teams Lag
17%

SLA Breach %
17%

Security
17%

Excel Crashing
16%

Network
16%

Hardware
16%

Ticket Volume vs SLA Breach Rate by Issue Type

High-volume, high-breach issues require immediate actio

- ● Account Locked
- ● Excel Crashing
- ● Firewall Block
- ● Laptop Blue Screen
- ● MFA Failure
- ● Mouse Broken
- ● Password Reset

SLA Breach %: 20%, 18%, 16%

Total Tickets: 5K, 10K

MTTR by Agent and Priority

Lower bars indicate faster resolutio

MTTR (Hours): 80, 60, 40, 20, 0

Agents: Agent_E, Agent_A, Agent_D, Agent_B, Agent_C

Priority
- ● Critical
- ● High
- ● Low
- ● Medium

Operational SLA Drill-Down & Ticket Analysis

Ticket-Level SLA & Time Buffer Analysis

Ticket ID	Issue Type	Opened At	Agent	SLA Limit (Hours)	SLA Time Buffer (Hours) ▲
INC0000157	Teams Lag	7/20/2025 4:41:19 PM	Agent_A	24.00	-24
INC0001688	Firewall Block	4/21/2025 6:35:31 PM	Agent_A	24.00	-24
INC0003343	Mouse Broken	4/3/2025 2:47:15 PM	Agent_E	24.00	-24
INC0003411	Mouse Broken	1/10/2026 1:42:11 AM	Agent_C	24.00	-24
INC0003482	Laptop Blue Screen	2/11/2025 7:59:09 AM	Agent_C	24.00	-24
INC0004106	Slow Wifi	10/13/2025 12:04:32 PM	Agent_D	24.00	-24
INC0004179	MFA Failure	6/29/2025 8:43:51 AM	Agent_D	24.00	-24
INC0004369	Excel Crashing	1/4/2026 1:46:41 AM	Agent_E	24.00	-24
INC0004410	Phishing Alert	12/21/2025 3:08:30 PM	Agent_D	24.00	-24
INC0004530	Excel Crashing	9/8/2025 1:37:25 PM	Agent_C	24.00	-24
INC0005349	Excel Crashing	5/30/2025 12:19:50 PM	Agent_E	24.00	-24
INC0007064	Firewall Block	8/14/2025 6:35:39 PM	Agent_E	24.00	-24
INC0007145	Firewall Block	5/1/2025 1:26:37 PM	Agent_A	24.00	-24
INC0007273	Laptop Blue Screen	1/23/2025 3:37:04 AM	Agent_D	24.00	-24
INC0010035	Excel Crashing	12/9/2025 4:36:38 AM	Agent_A	24.00	-24
INC0011039	Phishing Alert	2/18/2025 3:19:40 PM	Agent_D	24.00	-24
INC0011647	Mouse Broken	12/28/2025 8:01:34 PM	Agent_E	24.00	-24
INC0012148	Phishing Alert	3/1/2025 10:42:51 PM	Agent_D	24.00	-24
INC0012209	Teams Lag	4/6/2025 8:48:04 PM	Agent_E	24.00	-24
INC0012856	Phishing Alert	8/5/2025 7:44:26 AM	Agent_B	24.00	-24
INC0013119	SAP Login Fail	9/5/2025 10:30:42 PM	Agent_B	24.00	-24
INC0013314	Phishing Alert	6/5/2025 7:17:39 AM	Agent_D	24.00	-24
INC0013329	Firewall Block	3/2/2025 12:26:40 AM	Agent_A	24.00	-24
INC0013609	Excel Crashing	4/24/2025 1:09:29 PM	Agent_A	24.00	-24
INC0014508	Password Reset	1/31/2025 8:17:44 AM	Agent_C	24.00	-24

Status

- Closed
- Open
- Pending Ven...

Priority

- Critical
- High
- Low
- Medium

1113
Near SLA Tickets

27.62
Avg SLA Buffer (Hours)

Insight:

Tickets with negative or near-zero SLA buffer require immediate attention to avoid SLA breaches.