

# INCIDENTS AND WORK ORDERS KPI

## January 2023

- *INCIDENTS*
  - Analytics
    - Tickets: 24
    - Age: 27 days
    - Resolved: 18
    - Resolution time: 22 days
  - Dashboarding
    - Tickets: 85
    - Age: 9 days
    - Resolved: 69
    - Resolution time: 9 days
  - Reporting
    - Tickets: 85
    - Age: 32 days
    - Resolved: 90
    - Resolution time: 17 days
  
- *WORK ORDERS*
  - Analytics
    - Tickets: 38
    - Age: 31 days
    - Resolved: 48
    - Resolution time: 22 days
  - Dashboarding
    - Tickets: 15
    - Age: 59 days
    - Resolved: 14
    - Resolution time: 22 days
  - Reporting
    - Tickets: 68
    - Age: 67 days
    - Resolved: 55
    - Resolution time: 30 days