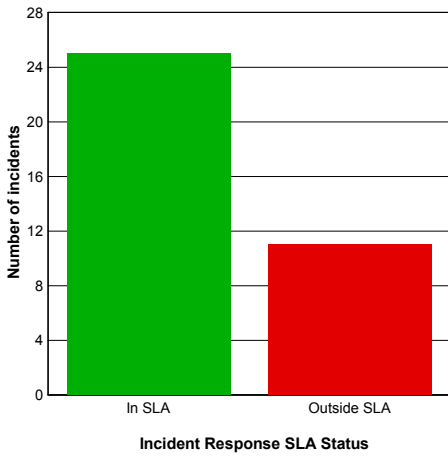


# Service Level Dashboard

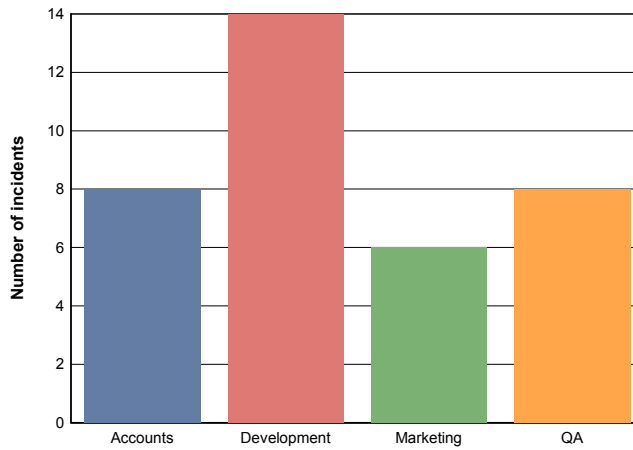
Activity Status: **VERY BUSY**

25 incidents today

### Active - current status



### Current workload - by department

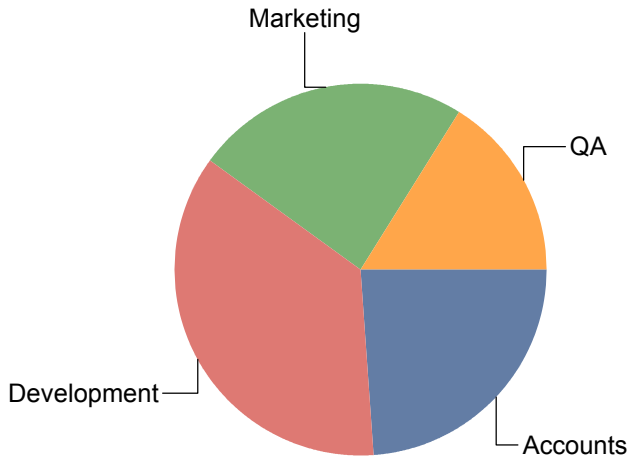


### Over a month old

(UNASSIGNED)	3
MARIA	3
BENITA	2
DAVID	2
HELP-DESK	1

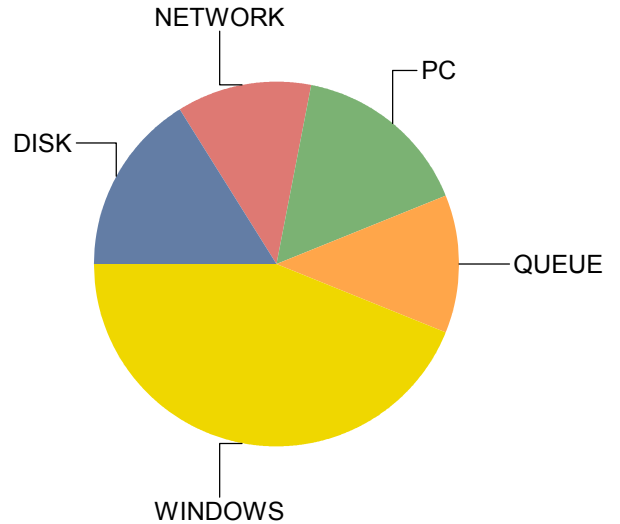
### Incidents Logged Today

by Department

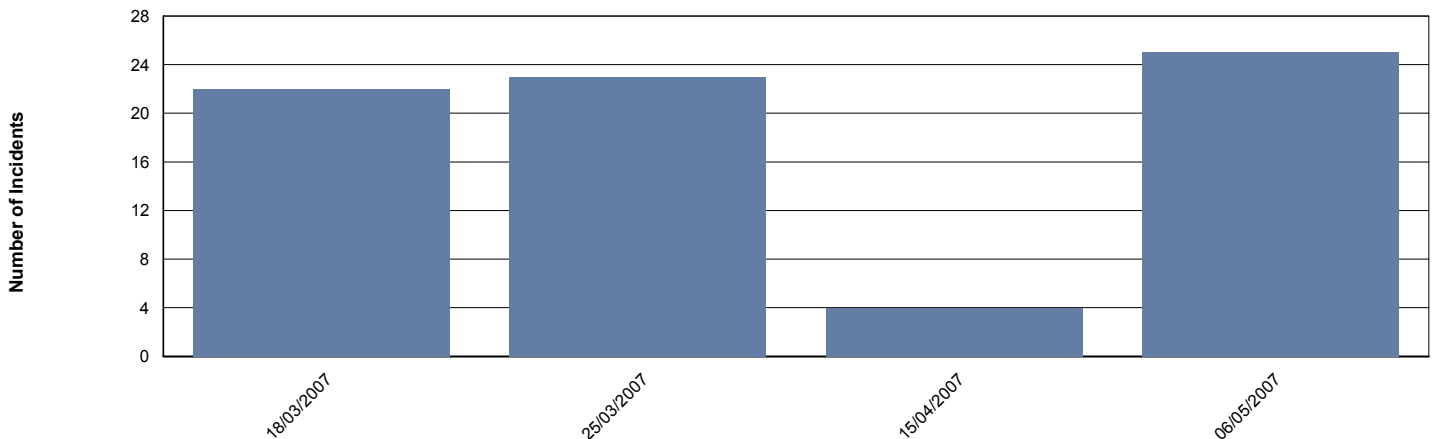


### Incidents Logged Today

by Type



### Incident count per week



# Active Incidents Summary

- Amber markers represent incidents which have escalated to level 2
- Red markers represent incidents in breach of SLA (level 3 or greater)

Ref No	Reported By	Urgency Code	Escalation Level	Type	Problem summary	Entered Date
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## Accounts

●	TUT0000037	Elliot/Sara	B	3	DEVICE	Faulty Mouse	26-Mar-2007	9:42
●	TUT0000039	LeBeau/Jean	C	3	UNIX	How to change label on disk	26-Mar-2007	9:44
	TUT0000081	Elliot/Sara	A	0	NETWORK	Dept. has lost all network access	09-May-2007	12:50
	TUT0000071	Elliot/Sara	B	0	QUEUE	The Dept. Laser printer queue is stuck	09-May-2007	12:43
	TUT0000069	Elliot/Sara	C	0	WINDOWS	Need a logon to the Aims Server	09-May-2007	12:41
	TUT0000063	LeBeau/Jean	C	0	NETWORK	Intermittent network service today	09-May-2007	12:37
	TUT0000078	LeBeau/Jean	C	0	PC	Need a new keyboard, some keys are stuck	09-May-2007	12:48
	TUT0000075	LeBeau/Jean	C	0	PC	Needs a new mouse	09-May-2007	12:46

## Development

●	TUT0000033	Sriram/Ranjani	B	3	PC	Transfer print jobs to other queue	26-Mar-2007	9:36
●	TUT0000027	Smith/Tom	B	3	PC	Can't run MS Publisher	24-Mar-2007	10:39
●	TUT0000029	Dillon/Teresa	B	3	SCHEDULE	Dependencies in batch jobs	26-Mar-2007	9:31
●	TUT0000023	Arun/Paul	C	3	PC	Color twitches	22-Mar-2007	10:08
●	TUT0000019	Dillon/Teresa	C	3	DEVICE	Need a new keyboard	24-Mar-2007	9:38
	TUT0000080	Smith/Tom	A	0	DISK	Possible hard disk fault	09-May-2007	12:49
	TUT0000082	Arun/Paul	A	0	PC	Problem with workstation monitor	09-May-2007	12:50
	TUT0000085	Dillon/Teresa	B	0	WINDOWS	Windows stopped responding	09-May-2007	13:02
	TUT0000070	Arun/Paul	B	0	NETWORK	Unable to access the Internet	09-May-2007	12:42
	TUT0000062	Dillon/Teresa	C	0	PC	Workstation is very slow starting up	09-May-2007	12:36
	TUT0000074	Dillon/Teresa	C	0	QUEUE	2-sided copying doesn't work	09-May-2007	12:45
	TUT0000068	Smith/Tom	C	0	WINDOWS	Need a logon to the Aims Server	09-May-2007	12:40
	TUT0000083	Jackson/Cynthia	C	0	QUEUE	Enquiry about the current state of the print run	09-May-2007	12:51
	TUT0000073	Smith/Tom	C	0	WINDOWS	User-locked application	09-May-2007	12:45

## Marketing

	TUT0000066	Lee/Chong	B	0	DISK	Production disk "W" is full	09-May-2007	12:38
	TUT0000072	Iford/Michael	B	0	WINDOWS	Windows stopped responding	09-May-2007	12:44
	TUT0000084	Iford/Michael	B	0	WINDOWS	Windows out of memory	09-May-2007	12:52
	TUT0000064	Lee/Chong	C	0	WINDOWS	How to select a new default printer	09-May-2007	12:37
	TUT0000061	Lee/Chong	C	0	DISK	Production disk "V" is beginning to fill up	09-May-2007	12:27
	TUT0000076	Lee/Chong	C	0	DISK	Production disk "U" is nearly full	09-May-2007	12:47

## QA

●	TUT0000025	Webb/Dorothy	B	3	PC	Can't fax over network	24-Mar-2007	10:26
●	TUT0000040	Sanchez/Antonio	C	3	WINDOWS	Turn off mail notification	26-Mar-2007	9:45
●	TUT0000015	Webb/Dorothy	C	3	OFFICE	Telephone echoes	24-Mar-2007	9:02
●	TUT0000032	Sanchez/Antonio	C	3	PROCESS	How to kill a process	26-Mar-2007	9:35
	TUT0000065	Sanchez/Antonio	C	0	WINDOWS	How to control multiple monitors	09-May-2007	12:38
	TUT0000077	Sanchez/Antonio	C	0	WINDOWS	Needs password reset as has forgotten it	09-May-2007	12:47
	TUT0000079	Webb/Dorothy	C	0	WINDOWS	Needs password reset as has forgotten it	09-May-2007	12:49
	TUT0000067	Webb/Dorothy	C	0	WINDOWS	Needs password reset as has forgotten it	09-May-2007	12:39