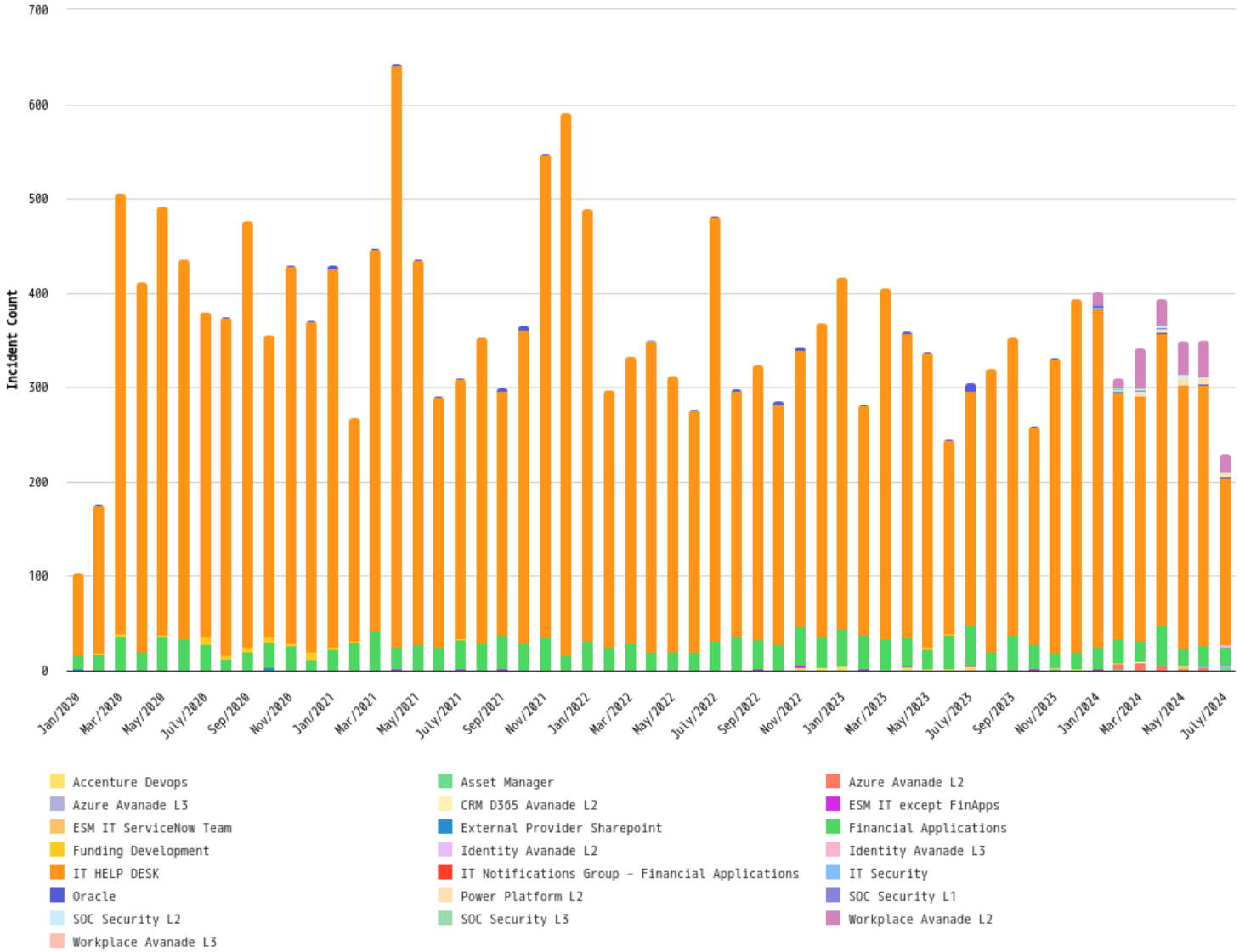


Report Title: amount of incidents since 2020 by assignment group
Run Date and Time: 22/07/2024 13:35:15 Central European Summer Time
Run by: Markus Sewenig
Table name: incident
Query Condition: Status = Closed AND Opened > 01/01/2020 23:59:59
Group by: Assignment group

amount of incidents since 2020 by assignment group



Closed Totals	Count Totals	Percent
Jan/2020 Total	105	0.52%
Feb/2020 Total	177	0.88%
Mar/2020 Total	507	2.53%

Closed Totals	Count Totals	Percent
Apr/2020 Total	413	2.06%
May/2020 Total	493	2.46%
June/2020 Total	436	2.17%
July/2020 Total	381	1.9%
Aug/2020 Total	375	1.87%
Sep/2020 Total	477	2.38%
Oct/2020 Total	356	1.77%
Nov/2020 Total	430	2.14%
Dec/2020 Total	372	1.85%
Jan/2021 Total	430	2.14%
Feb/2021 Total	269	1.34%
Mar/2021 Total	448	2.23%
Apr/2021 Total	644	3.21%
May/2021 Total	436	2.17%
June/2021 Total	291	1.45%
July/2021 Total	310	1.54%
Aug/2021 Total	354	1.76%
Sep/2021 Total	300	1.49%
Oct/2021 Total	366	1.82%
Nov/2021 Total	549	2.73%
Dec/2021 Total	592	2.95%
Jan/2022 Total	490	2.44%
Feb/2022 Total	298	1.48%
Mar/2022 Total	333	1.66%
Apr/2022 Total	351	1.75%
May/2022 Total	313	1.56%
June/2022 Total	277	1.38%
July/2022 Total	482	2.4%
Aug/2022 Total	299	1.49%

Closed Totals	Count Totals	Percent
Sep/2022 Total	324	1.61%
Oct/2022 Total	286	1.42%
Nov/2022 Total	344	1.71%
Dec/2022 Total	369	1.84%
Jan/2023 Total	417	2.08%
Feb/2023 Total	283	1.41%
Mar/2023 Total	406	2.02%
Apr/2023 Total	360	1.79%
May/2023 Total	339	1.69%
June/2023 Total	246	1.23%
July/2023 Total	305	1.52%
Aug/2023 Total	321	1.6%
Sep/2023 Total	354	1.76%
Oct/2023 Total	260	1.3%
Nov/2023 Total	332	1.65%
Dec/2023 Total	395	1.97%
Jan/2024 Total	402	2%
Feb/2024 Total	310	1.54%
Mar/2024 Total	343	1.71%
Apr/2024 Total	394	1.96%
May/2024 Total	350	1.74%
June/2024 Total	351	1.75%
July/2024 Total	231	1.15%

Closed	Assignment group	Count	Percent
Jan/2020	External Provider Sharepoint	2	1.9%
	Financial Applications	14	13.33%
	Funding Development	1	0.95%
	IT HELP DESK	88	83.81%

Closed	Assignment group	Count	Percent
Feb/2020	ESM IT except FinApps	1	0.56%
	Financial Applications	17	9.6%
	Funding Development	1	0.56%
	IT HELP DESK	157	88.7%
	Oracle	1	0.56%
Mar/2020	Financial Applications	37	7.3%
	Funding Development	2	0.39%
	IT HELP DESK	468	92.31%
Apr/2020	External Provider Sharepoint	1	0.24%
	Financial Applications	19	4.6%
	Funding Development	1	0.24%
	IT HELP DESK	392	94.92%
May/2020	External Provider Sharepoint	1	0.2%
	Financial Applications	36	7.3%
	Funding Development	1	0.2%
	IT HELP DESK	455	92.29%
June/2020	Financial Applications	34	7.8%
	IT HELP DESK	402	92.2%
July/2020	External Provider Sharepoint	1	0.26%
	Financial Applications	27	7.09%
	Funding Development	9	2.36%
	IT HELP DESK	343	90.03%
	IT Notifications Group – Financial Applications	1	0.26%
Aug/2020	Financial Applications	13	3.47%
	Funding Development	4	1.07%
	IT HELP DESK	357	95.2%

Closed	Assignment group	Count	Percent
	Oracle	1	0.27%
Sep/2020	Financial Applications	21	4.4%
	Funding Development	4	0.84%
	IT HELP DESK	452	94.76%
Oct/2020	ESM IT except FinApps	1	0.28%
	External Provider Sharepoint	3	0.84%
	Financial Applications	27	7.58%
	Funding Development	6	1.69%
	IT HELP DESK	319	89.61%
Nov/2020	Financial Applications	27	6.28%
	Funding Development	2	0.47%
	IT HELP DESK	400	93.02%
	Oracle	1	0.23%
Dec/2020	Financial Applications	12	3.23%
	Funding Development	9	2.42%
	IT HELP DESK	349	93.82%
	IT Security	1	0.27%
	Oracle	1	0.27%
Jan/2021	ESM IT except FinApps	1	0.23%
	Financial Applications	22	5.12%
	Funding Development	3	0.7%
	IT HELP DESK	400	93.02%
	Oracle	4	0.93%
Feb/2021	Financial Applications	31	11.52%
	Funding Development	1	0.37%
	IT HELP DESK	236	87.73%

Closed	Assignment group	Count	Percent
	Oracle	1	0.37%
Mar/2021	Financial Applications	42	9.38%
	IT HELP DESK	405	90.4%
	Oracle	1	0.22%
Apr/2021	ESM IT except FinApps	2	0.31%
	Financial Applications	24	3.73%
	IT HELP DESK	616	95.65%
	Oracle	2	0.31%
May/2021	Financial Applications	28	6.42%
	IT HELP DESK	407	93.35%
	Oracle	1	0.23%
June/2021	Financial Applications	26	8.93%
	IT HELP DESK	264	90.72%
	Oracle	1	0.34%
July/2021	ESM IT except FinApps	2	0.65%
	Financial Applications	31	10%
	Funding Development	1	0.32%
	IT HELP DESK	275	88.71%
	Oracle	1	0.32%
Aug/2021	Financial Applications	29	8.19%
	IT HELP DESK	325	91.81%
Sep/2021	ESM IT except FinApps	2	0.67%
	Financial Applications	36	12%
	IT HELP DESK	259	86.33%
	Oracle	3	1%

Closed	Assignment group	Count	Percent
Oct/2021	Financial Applications	29	7.92%
	IT HELP DESK	332	90.71%
	Oracle	5	1.37%
Nov/2021	Asset Manager	1	0.18%
	Financial Applications	35	6.38%
	IT HELP DESK	511	93.08%
	Oracle	2	0.36%
Dec/2021	Financial Applications	17	2.87%
	IT HELP DESK	575	97.13%
Jan/2022	Financial Applications	32	6.53%
	IT HELP DESK	458	93.47%
Feb/2022	Financial Applications	25	8.39%
	IT HELP DESK	273	91.61%
Mar/2022	Financial Applications	29	8.71%
	IT HELP DESK	304	91.29%
Apr/2022	ESM IT except FinApps	1	0.28%
	Financial Applications	20	5.7%
	IT HELP DESK	329	93.73%
	IT Security	1	0.28%
May/2022	Financial Applications	20	6.39%
	IT HELP DESK	293	93.61%
June/2022	Financial Applications	20	7.22%
	IT HELP DESK	256	92.42%
	Oracle	1	0.36%
July/2022	Financial Applications	32	6.64%

Closed	Assignment group	Count	Percent
	IT HELP DESK	449	93.15%
	Oracle	1	0.21%
Aug/2022	Asset Manager	1	0.33%
	Financial Applications	36	12.04%
	IT HELP DESK	260	86.96%
	Oracle	2	0.67%
Sep/2022	ESM IT except FinApps	3	0.93%
	Financial Applications	30	9.26%
	IT HELP DESK	291	89.81%
Oct/2022	External Provider Sharepoint	1	0.35%
	Financial Applications	27	9.44%
	IT HELP DESK	255	89.16%
	Oracle	3	1.05%
Nov/2022	Accenture Devops	4	1.16%
	ESM IT except FinApps	2	0.58%
	Financial Applications	41	11.92%
	IT HELP DESK	293	85.17%
	Oracle	4	1.16%
Dec/2022	Accenture Devops	4	1.08%
	Financial Applications	33	8.94%
	IT HELP DESK	332	89.97%
Jan/2023	Accenture Devops	5	1.2%
	Financial Applications	40	9.59%
	IT HELP DESK	372	89.21%
Feb/2023	Accenture Devops	1	0.35%
	ESM IT except FinApps	1	0.35%

Closed	Assignment group	Count	Percent
	Financial Applications	36	12.72%
	IT HELP DESK	243	85.87%
	Oracle	2	0.71%
Mar/2023	Asset Manager	3	0.74%
	Financial Applications	32	7.88%
	IT HELP DESK	371	91.38%
Apr/2023	Accenture Devops	4	1.11%
	Asset Manager	1	0.28%
	ESM IT except FinApps	1	0.28%
	Financial Applications	30	8.33%
	IT HELP DESK	322	89.44%
	Oracle	2	0.56%
May/2023	Accenture Devops	2	0.59%
	Asset Manager	1	0.29%
	Financial Applications	20	5.9%
	Funding Development	2	0.59%
	IT HELP DESK	312	92.04%
	Oracle	2	0.59%
June/2023	Accenture Devops	2	0.81%
	Asset Manager	1	0.41%
	Financial Applications	35	14.23%
	Funding Development	1	0.41%
	IT HELP DESK	205	83.33%
	Oracle	2	0.81%
July/2023	Accenture Devops	5	1.64%
	ESM IT except FinApps	1	0.33%
	Financial Applications	42	13.77%

Closed	Assignment group	Count	Percent
	IT HELP DESK	249	81.64%
	Oracle	8	2.62%
Aug/2023	Accenture Devops	1	0.31%
	Financial Applications	20	6.23%
	IT HELP DESK	300	93.46%
Sep/2023	Financial Applications	38	10.73%
	IT HELP DESK	316	89.27%
Oct/2023	Asset Manager	1	0.38%
	ESM IT except FinApps	2	0.77%
	Financial Applications	25	9.62%
	IT HELP DESK	231	88.85%
	Oracle	1	0.38%
Nov/2023	Asset Manager	2	0.6%
	ESM IT except FinApps	1	0.3%
	ESM IT ServiceNow Team	1	0.3%
	Financial Applications	15	4.52%
	IT HELP DESK	312	93.98%
	Oracle	1	0.3%
Dec/2023	Accenture Devops	2	0.51%
	Financial Applications	18	4.56%
	IT HELP DESK	374	94.68%
	Workplace Avana L2	1	0.25%
Jan/2024	Accenture Devops	1	0.25%
	ESM IT except FinApps	1	0.25%
	Financial Applications	23	5.72%
	IT HELP DESK	359	89.3%

Closed	Assignment group	Count	Percent
	IT Security	2	0.5%
	Oracle	1	0.25%
	SOC Security L1	1	0.25%
	Workplace Avanade L2	14	3.48%
Feb/2024	Accenture Devops	1	0.32%
	Asset Manager	1	0.32%
	Azure Avanade L2	6	1.94%
	ESM IT ServiceNow Team	1	0.32%
	Financial Applications	26	8.39%
	IT HELP DESK	260	83.87%
	SOC Security L1	2	0.65%
	SOC Security L2	1	0.32%
	SOC Security L3	3	0.97%
	Workplace Avanade L2	9	2.9%
Mar/2024	Asset Manager	1	0.29%
	Azure Avanade L2	8	2.33%
	CRM D365 Avanade L2	1	0.29%
	Financial Applications	22	6.41%
	IT HELP DESK	260	75.8%
	Power Platform L2	5	1.46%
	SOC Security L1	1	0.29%
	SOC Security L2	1	0.29%
	SOC Security L3	2	0.58%
	Workplace Avanade L2	41	11.95%
	Workplace Avanade L3	1	0.29%
Apr/2024	Accenture Devops	1	0.25%
	Azure Avanade L2	5	1.27%
	Financial Applications	43	10.91%

Closed	Assignment group	Count	Percent
	IT HELP DESK	309	78.43%
	Oracle	1	0.25%
	Power Platform L2	4	1.02%
	SOC Security L1	1	0.25%
	SOC Security L2	2	0.51%
	Workplace Avanade L2	28	7.11%
May/2024	Azure Avanade L2	3	0.86%
	ESM IT ServiceNow Team	3	0.86%
	Financial Applications	18	5.14%
	IT HELP DESK	279	79.71%
	Power Platform L2	7	2%
	SOC Security L2	4	1.14%
	Workplace Avanade L2	36	10.29%
June/2024	Accenture Devops	1	0.28%
	Azure Avanade L2	3	0.85%
	Azure Avanade L3	1	0.28%
	Financial Applications	22	6.27%
	IT HELP DESK	276	78.63%
	Oracle	1	0.28%
	Power Platform L2	6	1.71%
	SOC Security L2	2	0.57%
	Workplace Avanade L2	38	10.83%
	Workplace Avanade L3	1	0.28%
July/2024	Accenture Devops	1	0.43%
	Asset Manager	3	1.3%
	Azure Avanade L3	2	0.87%
	Financial Applications	20	8.66%
	Identity Avanade L2	1	0.43%

Closed	Assignment group	Count	Percent
	Identity Avanade L3	1	0.43%
	IT HELP DESK	177	76.62%
	Oracle	1	0.43%
	Power Platform L2	4	1.73%
	SOC Security L2	1	0.43%
	Workplace Avanade L2	20	8.66%
Total		20,076	