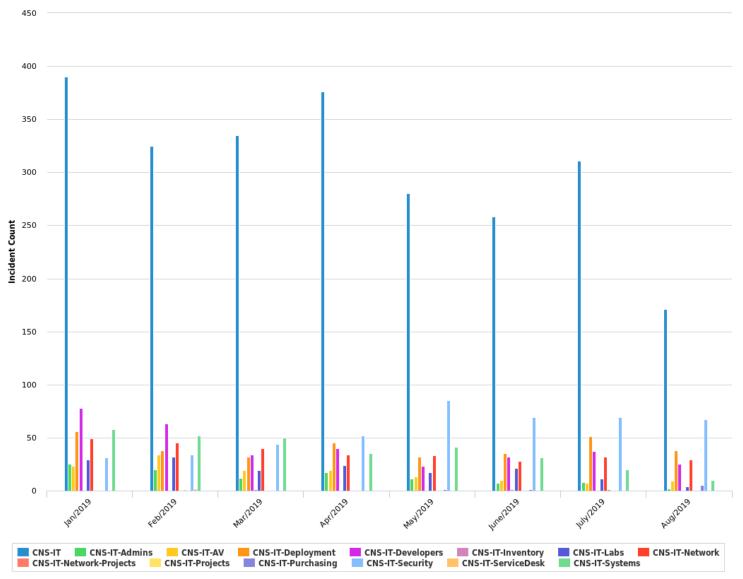|	
Report Title:	**CNS IT 2019 Report
Run Date and Time:	2019-08-19 11:11:27 Central Daylight Time
Run by:	Melissa Medina-Razzaque
Table name:	incident
Query Condition:	Assignment group Name starts with cns AND Opened >= 2019-01-01 00:00:00
Group by:	Assignment group

**CNS IT 2019 Report

Legend: CNS-IT, CNS-IT-Admins, CNS-IT-AV, CNS-IT-Deployment, CNS-IT-Developers, CNS-IT-Inventory, CNS-IT-Labs, CNS-IT-Network, CNS-IT-Network-Projects, CNS-IT-Projects, CNS-IT-Purchasing, CNS-IT-Security, CNS-IT-ServiceDesk, CNS-IT-Systems

Opened Totals	Count Totals	Percent
Jan/2019 Total	739	16.25%
Feb/2019 Total	646	14.2%
Mar/2019 Total	586	12.88%
Apr/2019 Total	642	14.11%

Opened Totals	Count Totals	Percent
May/2019 Total	**536**	**11.78%**
June/2019 Total	**493**	**10.84%**
July/2019 Total	**547**	**12.02%**
Aug/2019 Total	**360**	**7.91%**

Opened	Assignment group	Count	Percent
Jan/2019	CNS-IT	390	52.77%
	CNS-IT-Admins	25	3.38%
	CNS-IT-AV	23	3.11%
	CNS-IT-Deployment	56	7.58%
	CNS-IT-Developers	78	10.55%
	CNS-IT-Labs	29	3.92%
	CNS-IT-Network	49	6.63%
	CNS-IT-Security	31	4.19%
	CNS-IT-Systems	58	7.85%
Feb/2019	CNS-IT	325	50.31%
	CNS-IT-Admins	20	3.1%
	CNS-IT-AV	34	5.26%
	CNS-IT-Deployment	38	5.88%
	CNS-IT-Developers	63	9.75%
	CNS-IT-Labs	32	4.95%
	CNS-IT-Network	45	6.97%
	CNS-IT-Projects	1	0.15%
	CNS-IT-Security	34	5.26%
	CNS-IT-ServiceDesk	2	0.31%
	CNS-IT-Systems	52	8.05%
Mar/2019	CNS-IT	335	57.17%
	CNS-IT-Admins	12	2.05%
	CNS-IT-AV	19	3.24%
	CNS-IT-Deployment	32	5.46%
	CNS-IT-Developers	34	5.8%
	CNS-IT-Inventory	1	0.17%
	CNS-IT-Labs	19	3.24%
	CNS-IT-Network	40	6.83%

Opened	Assignment group	Count	Percent
	CNS-IT-Security	44	7.51%
	CNS-IT-Systems	50	8.53%
Apr/2019	CNS-IT	376	58.57%
	CNS-IT-Admins	17	2.65%
	CNS-IT-AV	19	2.96%
	CNS-IT-Deployment	45	7.01%
	CNS-IT-Developers	40	6.23%
	CNS-IT-Labs	24	3.74%
	CNS-IT-Network	34	5.3%
	CNS-IT-Security	52	8.1%
	CNS-IT-Systems	35	5.45%
May/2019	CNS-IT	280	52.24%
	CNS-IT-Admins	11	2.05%
	CNS-IT-AV	13	2.43%
	CNS-IT-Deployment	32	5.97%
	CNS-IT-Developers	23	4.29%
	CNS-IT-Labs	17	3.17%
	CNS-IT-Network	33	6.16%
	CNS-IT-Purchasing	1	0.19%
	CNS-IT-Security	85	15.86%
	CNS-IT-Systems	41	7.65%
June/2019	CNS-IT	258	52.33%
	CNS-IT-Admins	7	1.42%
	CNS-IT-AV	10	2.03%
	CNS-IT-Deployment	35	7.1%
	CNS-IT-Developers	32	6.49%
	CNS-IT-Inventory	1	0.2%
	CNS-IT-Labs	21	4.26%
	CNS-IT-Network	28	5.68%
	CNS-IT-Purchasing	1	0.2%
	CNS-IT-Security	69	14%
	CNS-IT-Systems	31	6.29%

Opened	Assignment group	Count	Percent
July/2019	CNS-IT	311	56.86%
	CNS-IT-Admins	8	1.46%
	CNS-IT-AV	7	1.28%
	CNS-IT-Deployment	51	9.32%
	CNS-IT-Developers	37	6.76%
	CNS-IT-Labs	11	2.01%
	CNS-IT-Network	32	5.85%
	CNS-IT-Network-Projects	1	0.18%
	CNS-IT-Security	69	12.61%
	CNS-IT-Systems	20	3.66%
Aug/2019	CNS-IT	171	47.5%
	CNS-IT-Admins	2	0.56%
	CNS-IT-AV	9	2.5%
	CNS-IT-Deployment	38	10.56%
	CNS-IT-Developers	25	6.94%
	CNS-IT-Labs	4	1.11%
	CNS-IT-Network	29	8.06%
	CNS-IT-Purchasing	5	1.39%
	CNS-IT-Security	67	18.61%
	CNS-IT-Systems	10	2.78%
Total		**4,549**	