Report Title: **CNS IT 2019 Report

Run Date and Time: 2019-08-19 11:11:27 Central Daylight Time

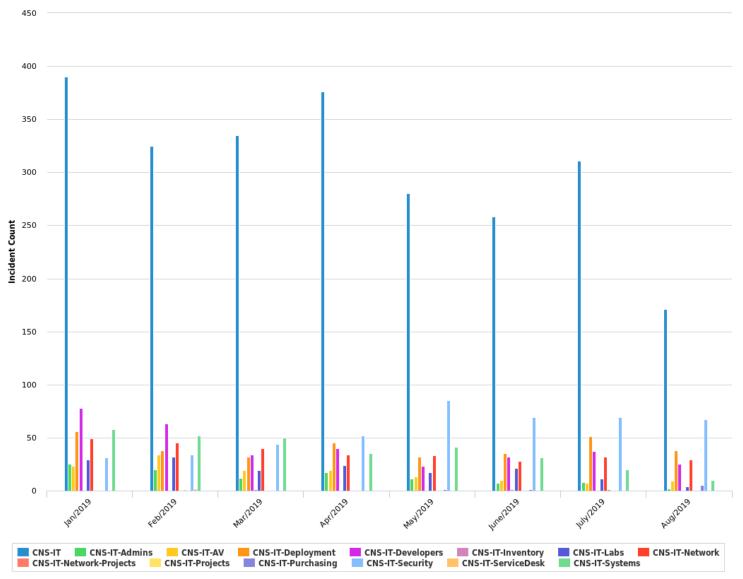
Run by: Melissa Medina-Razzaque

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



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%

	536	11.78%
	493	10.84%
	547	12.02%
	360	7.91%
Assignment group	Count	Percent
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%
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%
CNS-IT	335	57.17%
		2.05%
		3.24%
		5.46%
		5.8%
		0.17%
·		3.24%
CNS-IT-Network	40	6.83%
	CNS-IT-Admins CNS-IT-AV CNS-IT-Deployment CNS-IT-Developers CNS-IT-Labs CNS-IT-Network CNS-IT-Security CNS-IT-Systems CNS-IT-AV CNS-IT-Deployment CNS-IT-Deployment CNS-IT-Developers CNS-IT-Labs CNS-IT-Labs CNS-IT-Developers CNS-IT-Projects CNS-IT-Security CNS-IT-Security CNS-IT-Security CNS-IT-Security CNS-IT-Security CNS-IT-Security CNS-IT-Security CNS-IT-Deployment CNS-IT-Deployment CNS-IT-Developers CNS-IT-Admins CNS-IT-Deployment CNS-IT-Developers CNS-IT-Developers CNS-IT-Developers CNS-IT-Inventory CNS-IT-Labs	Assignment group Count CNS-IT 390 CNS-IT-Admins 25 CNS-IT-AV 23 CNS-IT-Deployment 56 CNS-IT-Developers 78 CNS-IT-Labs 29 CNS-IT-Network 49 CNS-IT-Security 31 CNS-IT-Systems 58 CNS-IT-Admins 20 CNS-IT-Admins 20 CNS-IT-Deployment 38 CNS-IT-Developers 63 CNS-IT-Labs 32 CNS-IT-Network 45 CNS-IT-Network 45 CNS-IT-Security 34 CNS-IT-ServiceDesk 2 CNS-IT-Systems 52 CNS-IT-Systems 52 CNS-IT-Admins 12 CNS-IT-Admins 12 CNS-IT-Deployment 32 CNS-IT-Deployment 32 CNS-IT-Developers 34 CNS-IT-Inventory 1 CNS-IT-Inventory 1 CNS-IT-Labs 19

CNS-IT-Security	44	7.540/
ONO IT Outland		7.51%
CNS-IT-Systems	50	8.53%
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%
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%
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%
	CNS-IT-Admins CNS-IT-AV CNS-IT-Deployment CNS-IT-Developers CNS-IT-Labs CNS-IT-Network CNS-IT-Security CNS-IT-Systems CNS-IT-Admins CNS-IT-Admins CNS-IT-Deployment CNS-IT-Deployment CNS-IT-Unchasing CNS-IT-Security CNS-IT-Systems CNS-IT-Purchasing CNS-IT-Systems CNS-IT-Purchasing CNS-IT-Systems CNS-IT-CNS-IT-Admins CNS-IT-Deployment CNS-IT-Systems CNS-IT-Inventory CNS-IT-Deployment CNS-IT-Deployment CNS-IT-Developers CNS-IT-Inventory CNS-IT-Labs CNS-IT-Inventory CNS-IT-Labs CNS-IT-Network CNS-IT-Network CNS-IT-Network CNS-IT-Network CNS-IT-Purchasing CNS-IT-Security	CNS-IT-Admins 17 CNS-IT-AV 19 CNS-IT-Deployment 45 CNS-IT-Developers 40 CNS-IT-Developers 24 CNS-IT-Labs 24 CNS-IT-Network 34 CNS-IT-Security 52 CNS-IT-Systems 35 CNS-IT-Systems 11 CNS-IT-Admins 11 CNS-IT-AV 13 CNS-IT-Developers 23 CNS-IT-Labs 17 CNS-IT-Network 33 CNS-IT-Purchasing 1 CNS-IT-Systems 41 CNS-IT-Systems 41 CNS-IT-Admins 7 CNS-IT-AV 10 CNS-IT-APV 10 CNS-IT-Developers 32 CNS-IT-Developers 32 CNS-IT-Inventory 1 CNS-IT-Network 28 CNS-IT-Network 28 CNS-IT-Purchasing 1 CNS-IT-Security 69

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%
A/2040	CNIC IT	171	47.50/
Aug/2019	CNS-IT		47.5%
	CNS-IT-Admins	2	0.56%
	CNS-IT-AV	9	2.5%
CNS- CNS- CNS-	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	