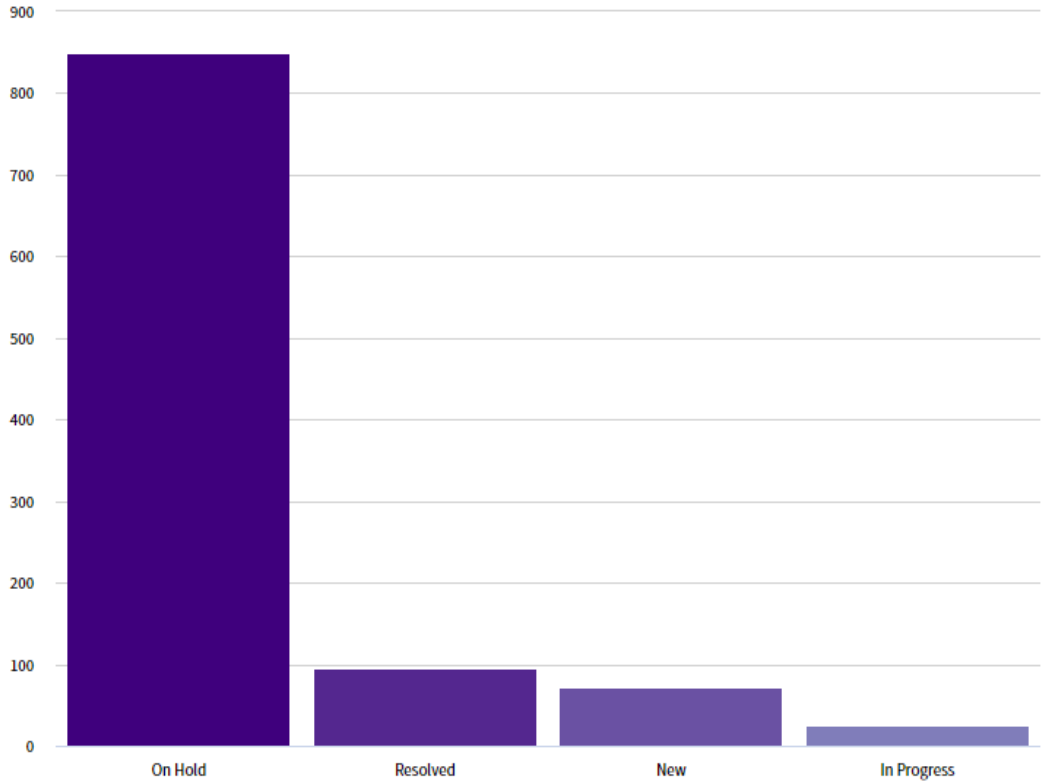
Snapshot view of the current open Incidents by state and priority

DCC Operations
Your Smart Partner



State	Incident Count	Percentage of Count
On Hold	849	81.48%
Resolved	95	9.12%
New	72	6.91%
In Progress	26	2.5%
Total	1,042	100%

Priority Totals		Incident Count Totals	Percentage of Count
4 - Low Total		1,031	98.94%
3 - Moderate Total		11	1.06%
Priority	State	Incident Count	Percentage of Count
4 - Low	New	71	6.89%
	In Progress	23	2.23%
	On Hold	844	81.86%
	Resolved	93	9.02%
3 - Moderate	New	1	9.09%
	In Progress	3	27.27%
	On Hold	5	45.45%
	Resolved	2	18.18%
Total		1,042	100%

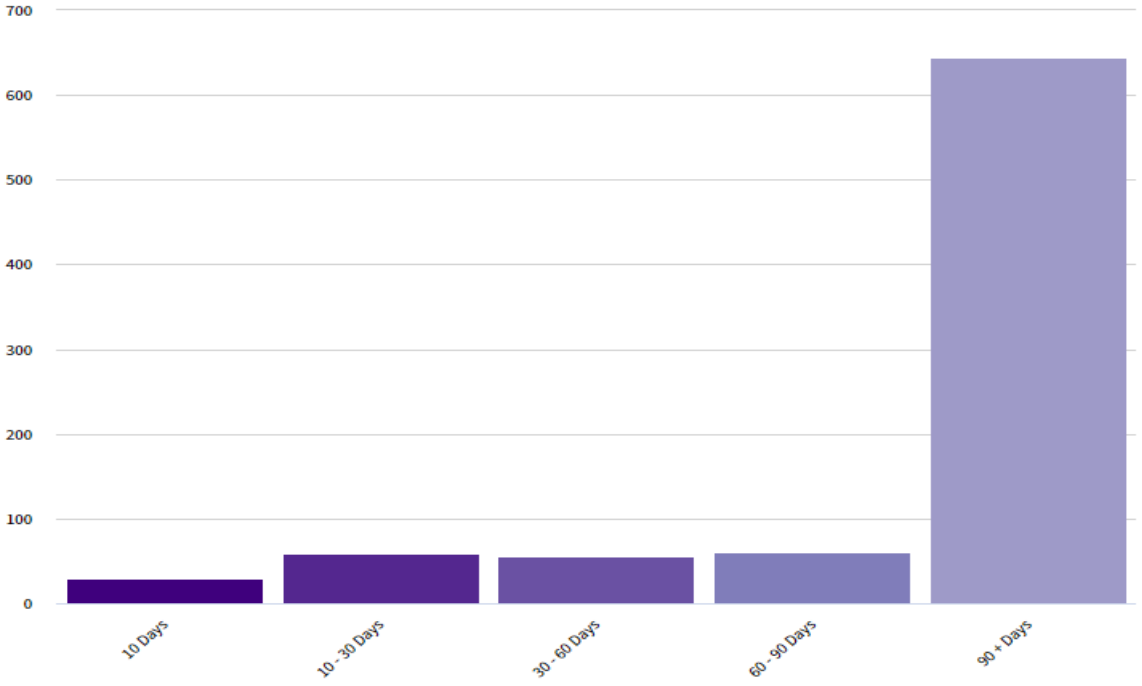
Summary

As of 22/06 there are 1042 incidents in an open state which includes “Resolved” as incidents stay in this state for 3 days to allow users to reject the resolution provided.

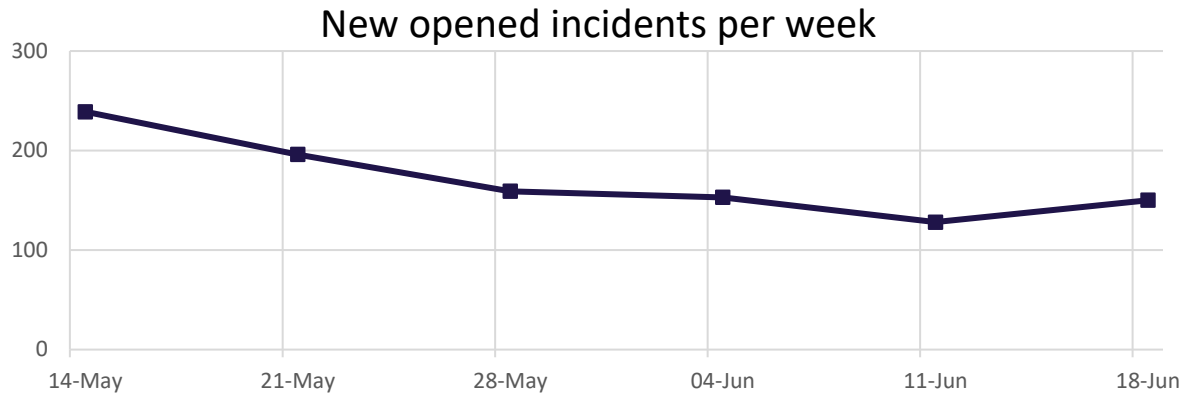
Within this stage 849 are on hold with a market participant, New and In progress states are used for DNO’s and other licensed parties.

Out of the 1042, 98.94% of these are P4 incidents, 1.06% are P3 and we have no current major incidents open.

A view of trending of new incidents coming into the desk and age of current on hold incidents



Created	Incident Count	Percentage of Count
10 Days	29	3.42%
10 - 30 Days	59	6.95%
30 - 60 Days	55	6.48%
60 - 90 Days	61	7.18%
90 + Days	645	75.97%
Total	849	100%



Commentary

Between the 12th June and 18th of June we have received 150 Incidents

- 101 were related to Error API.
- 15 were related to Failed Registration.
- 11 were related to One or more CSS business validation errors
- With the remainder being across several areas.

To the left the graph is showing the age of incidents which are currently on hold awaiting a market participant response.