## Fjöldi atvika á hverju sumri (maí til loka ágúst) árin 2013-2022.

STATS - Issue sta	atistics		<b>v</b>				
Date from 01/05/2	013 00:00	Date	to 31/08/2013 23:59 Issue type A	· · · ·	Show Report	Show in Excel	
Average issue life	cycle times (mir	nutes)	Average count of issues processed per hour	Total count of issues proce	essed		
Response time	-			Count			
78 485		131.862	9.03	26475			
Choose report							
STATS - Issue st	tatistics		v				
Date from 01/05/	2014 00:00	Date	to 31/08/2014 23:59 Issue type	All 👻	Show Report	Show in Exce	
Average issue life	e cucle times (m	inutes)	Average count of issues processed per hour	Total count of issues pro	hoseod		
Response time		and the second second	Count	Count			
117.123	65.717	183 405	7.799	22406			
117.120	03.111	103.403	1.1.03	22400			
Choose report STATS - Issue st	atiatian						
STATS - Issue si	ausues		v				
Date from 01/05/	2015 00:00	Date	to 31/08/2015 23:59 Issue type		Show Report	Show in Excel	
Average leave life	- avala timan (mi	nutan)	Average count of issues processed per hour	Total count of incurs proc	accord.		
Average issue life cycle times (minutes) Response time Working time Total time			Count	Count			
118.048	113.896	231.94	8 422	24196			
110 040	110,000	201.04	0.722	24100			
hoose report							
STATS - Issue sta	atistics		*				
Date from 01/05/2	016 00:00	Date	to 31/08/2016 23:59 Issue type #		Show Report	Show in Excel	
weraga jegua lifa	cycle timer (mi	nutee)	Average count of issues processed per hour	Total count of issues pro-	casead		
werage issue life cycle times (minutes) Response time Working time Total time			Count	Count			
-	-	167.221		21637			
Response time			7.526	21637			
-	47.06	107.221					
Response time	47.06	167.221					
Response time 120.155 hoose report		167.221					
Response time 120.155 hoose report		167.221	~				
Response time 120.155 hoose report STATS - Issue sta	atistics		to 31/08/2017 23:59 Issue type	All 🗸	Show Report	Show in Excel	
Response time 120.155 hoose report STATS - Issue sta	atistics			All 🗸	Show Report	Show in Excel	
Response time 120.155 hoose report STATS - Issue sta bate from 01/05/2	atistics 2017 00:00	Date				Show in Excel	
Response time	atistics 1017 00:00 cycle times (mi	Date nutes)	to 31/08/2017 23:59 Issue type			Show in Excel	

\*Fyrirvari varðandi áreiðanleika talningar (fjöldi atvika)

hoose report	al at las							
STATS - Issue st	atistics		v					
ate from 01/05/2	018 00:00	Data	to 31/08/2018 23:59 Issue	huma	All	Chau Dopert	Show in Exce	
ate from 01/05/	010 00.00	Date	to 51/00/2010 23.55 Issue	type	~	Show Report	Show in Exce	
werage issue life	cycle times (mi	nutes)	Average count of issues processed per	hour	Total count of issues	processed		
Response time		In the formation	Count		Count			
127.45	50.934	178.328	6.798		19538			
hoose report								
STATS - Issue sta	ilistics		v					
Date from 01/05/2	019 00:00	Date	to 31/08/2019 23:59 Issue ty	pe A		Show Report	Show in Excel	
werage issue life	cycle times (mir	nutes)	Average count of issues processed per hour		Total count of issues processed			
Response time	Working time	Total time	Count		Count			
203.577	204.141	407.33	6.904		19580			
Choose report								
STATS - Issue st	atistics		~					
Date from 01/05/.	2020 00:00	Date	to 31/08/2020 23:59 Issue t	ype /	All 🗸	Show Report	Show in Excel	
Average issue life			Average count of issues processed per	hour				
Response time	-		Count	_	Count			
187.193	57.945	245_081	7.241	_	20803			
Choose report STATS - Issue st	atistics							
51A15 - 13506 51	anouco							
Date from 01/05/	2021 00:00	Date	to 31/08/2021 23:59 Issue	type	All	Show Report	Show in Exce	
Average issue life cycle times (minutes)			Average count of issues processed per hour		Total count of issues	processed		
Response time	Working time	Total time	Count		Count			
232.896	73.365	306.179	7.723		22521			
Choose report								
STATS - Issue s	tatistics		Ŷ					
Date from 01/05/	2022 00:00	Date	to 31/08/2022 23:59 Issue	type	All	Show Report	Show in Excel	
	erage issue life cycle times (minutes) Average count of issues processed per hou							
			Average count of issues processed per	hour	Total count of issues	processed		
Average issue life Response time			Average count of issues processed per Count	hour	Total count of issues   Count	processed		