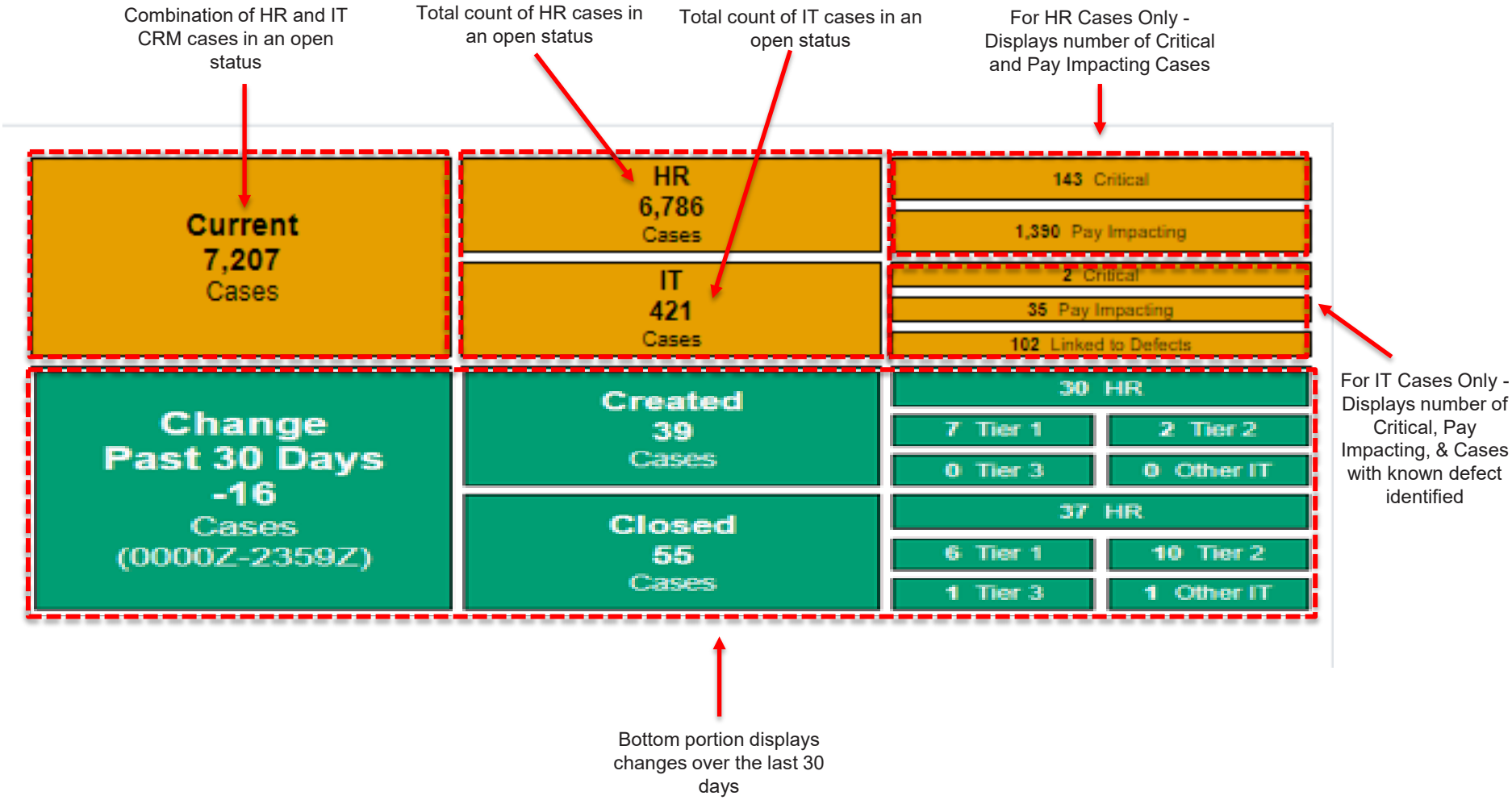
IPPS-A
INTEGRATED PERSONNEL AND PAY SYSTEM - ARMY
U.S. ARMY
CRM Dashboard
Metrics
02 May 2024
One Soldier ★ One Record ★ One Army

# Open CRM Case Count – Legend:

***The data listed only includes Active Component CRM cases in an Open Status.***



# Training Units:

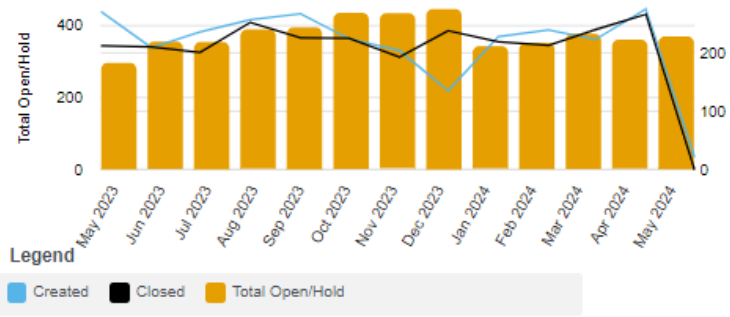
| | | |
|---|---|---|
| **Current 376 Cases** | HR 360 Cases | 1 Critical; 65 Pay Impacting |
| | IT 16 Cases | 0 Critical; 0 Pay Impacting; 0 Linked to Defects |
| **Change Past 30 Days -14 Cases (0000Z-2359Z)** | Created 25 Cases | 21 HR; 4 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |
| | Closed 39 Cases | 31 HR; 5 Tier 1; 2 Tier 2; 1 Tier 3; 0 Other IT |

**By Priority**

| | |
|---|---|
| 272 | 5 - Standard |
| 65 | 3 - Pay Impa... |
| 18 | 4 - Medium |
| 4 | 2 - High |
| 1 | 1 - Critical |

**By Category**

| | |
|---|---|
| 81 | Pay Inquiry |
| 73 | Records Man... |
| 62 | IPPS-A Techni... |
| 46 | Absence Man... |
| 22 | Career Manag... |




# Divisions:

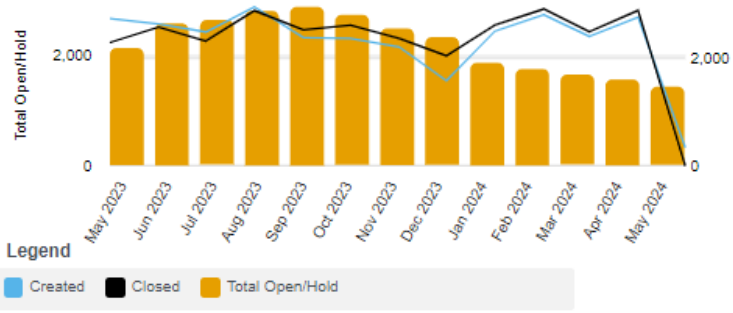
| | | |
|---|---|---|
| **Current 1,585 Cases** | HR 1,498 Cases | 9 Critical; 298 Pay Impacting |
| | IT 87 Cases | 0 Critical; 4 Pay Impacting; 1 Linked to Defects |
| **Change Past 30 Days + 35 Cases (0000Z-2359Z)** | Created 377 Cases | 341 HR; 22 Tier 1; 14 Tier 2; 0 Tier 3; 0 Other IT |
| | Closed 342 Cases | 285 HR; 30 Tier 1; 25 Tier 2; 2 Tier 3; 0 Other IT |

**By Priority**

| | |
|---|---|
| 1,118 | 5 - Standard |
| 298 | 3 - Pay Impa... |
| 46 | 4 - Medium |
| 27 | 2 - High |
| 9 | 1 - Critical |

**By Category**

| | |
|---|---|
| 405 | Pay Inquiry |
| 363 | Records Man... |
| 137 | Absence Man... |
| 136 | Promotions & ... |
| 122 | Career Manag... |




# ASCCs:

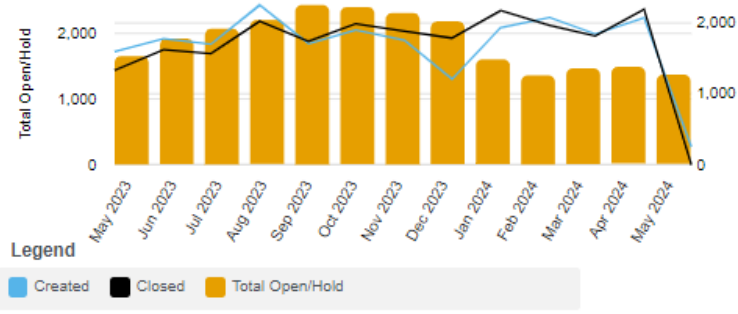
| | | |
|---|---|---|
| **Current 1,435 Cases** | HR 1,385 Cases | 10 Critical; 320 Pay Impacting |
| | IT 50 Cases | 1 Critical; 1 Pay Impacting; 1 Linked to Defects |
| **Change Past 30 Days -7 Cases (0000Z-2359Z)** | Created 270 Cases | 251 HR; 12 Tier 1; 6 Tier 2; 0 Tier 3; 1 Other IT |
| | Closed 277 Cases | 238 HR; 15 Tier 1; 22 Tier 2; 1 Tier 3; 1 Other IT |

**By Priority**

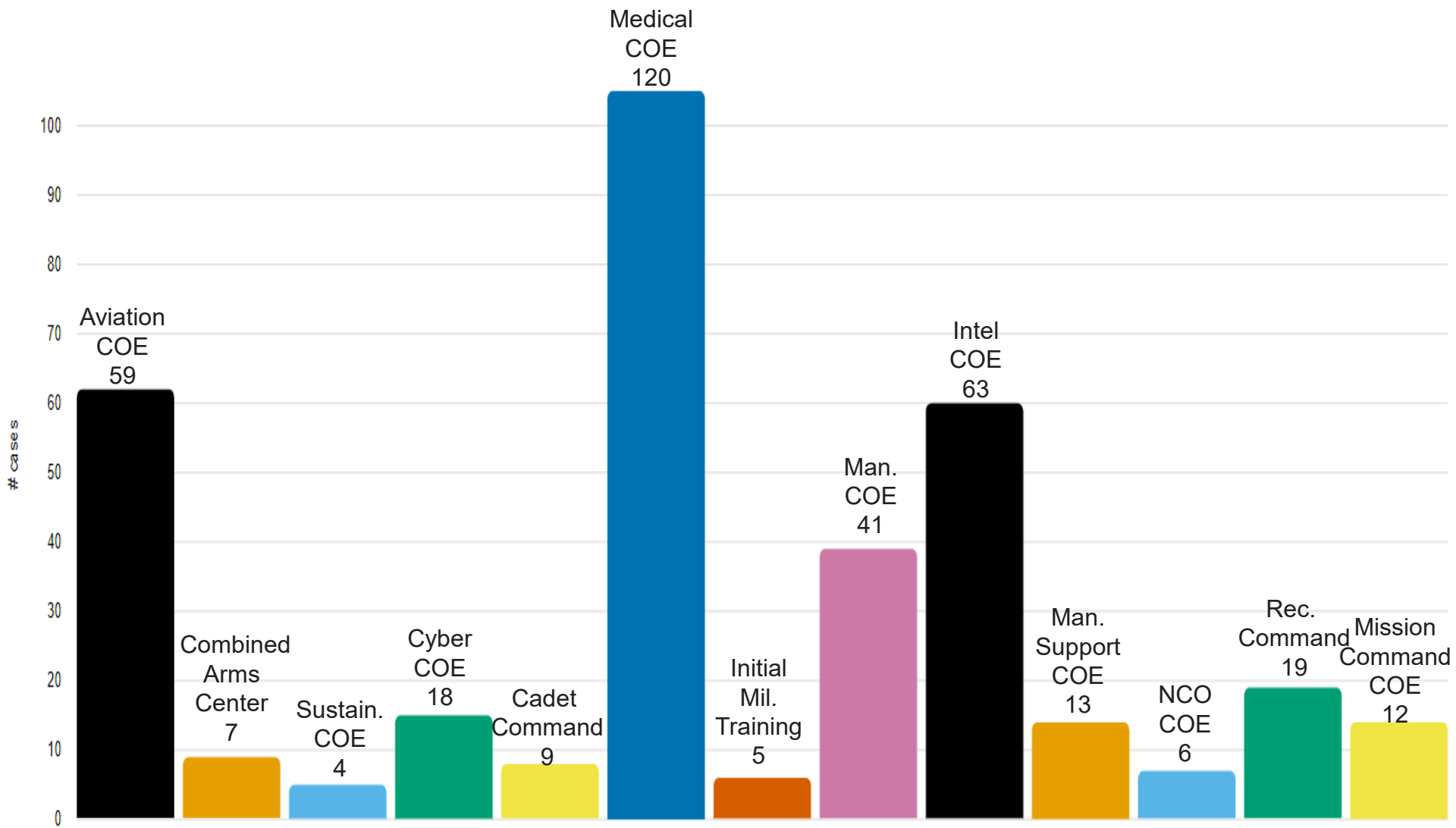
| | |
|---|---|
| 984 | 5 - Standard |
| 320 | 3 - Pay Impa... |
| 38 | 4 - Medium |
| 33 | 2 - High |
| 10 | 1 - Critical |

**By Category**

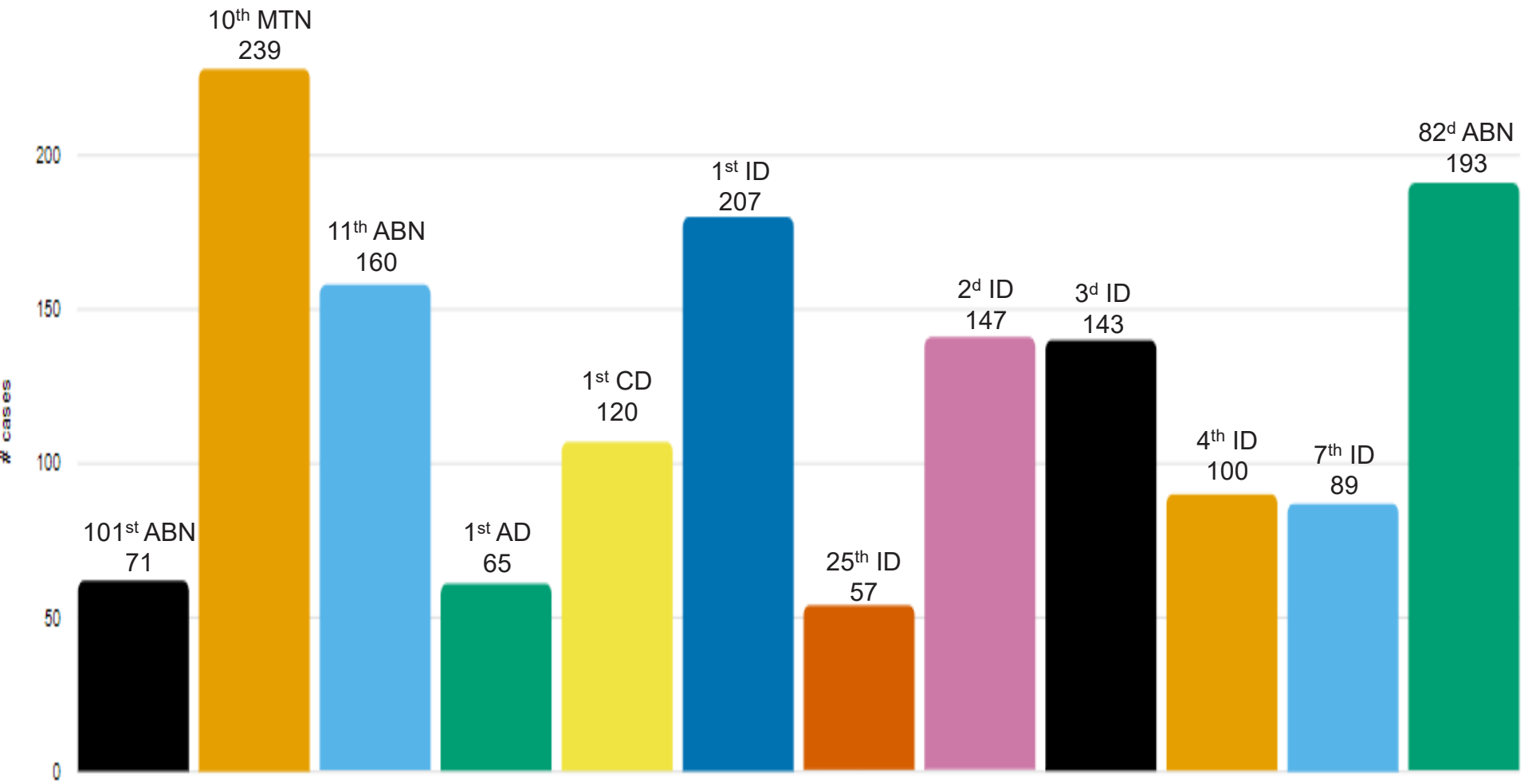
| | |
|---|---|
| 396 | Pay Inquiry |
| 309 | Records Man... |
| 168 | Career Manag... |
| 152 | IPPS-A Techni... |
| 92 | Promotions & ... |



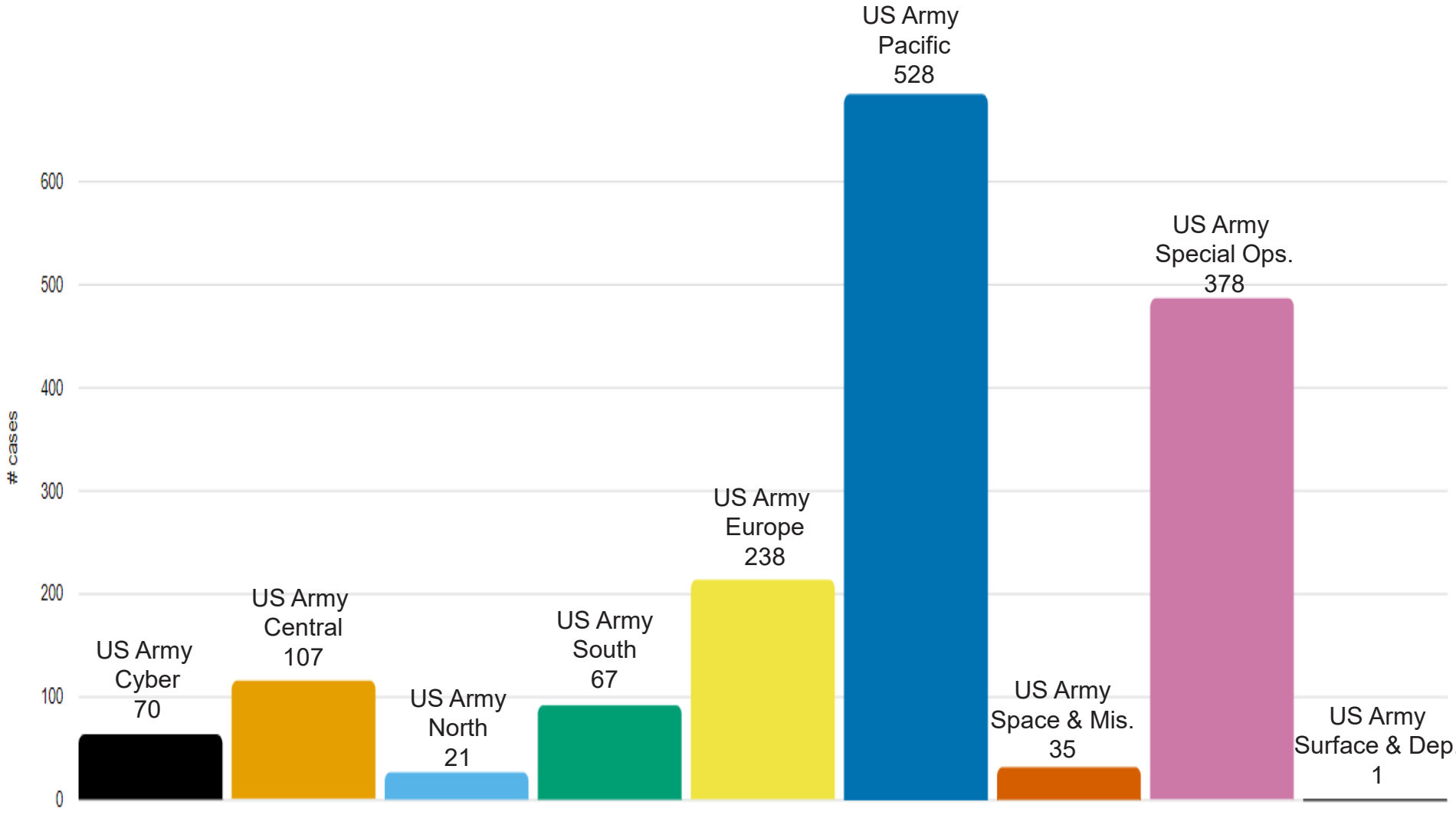
# CRM Case Metrics - Training Units

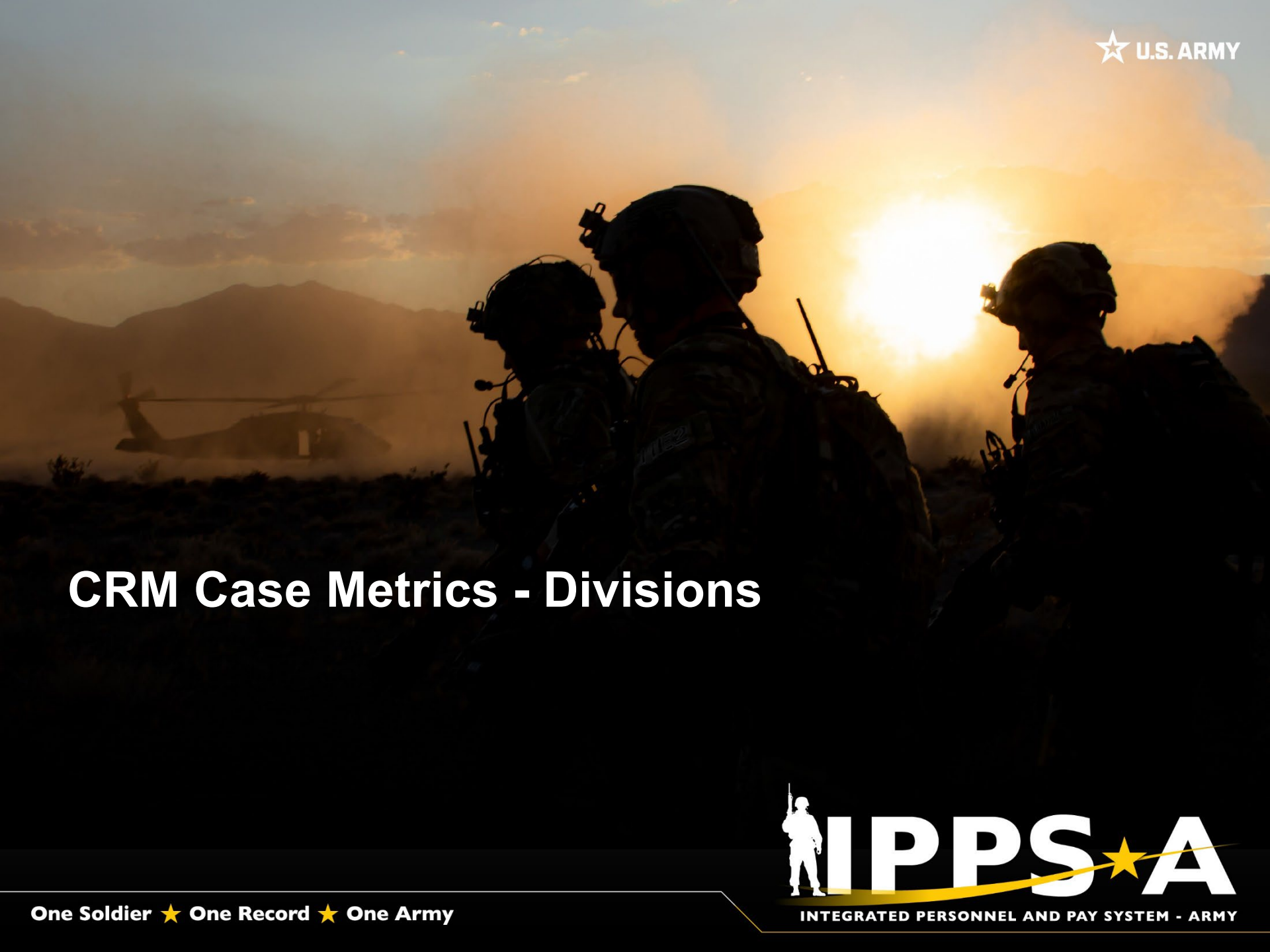


# CRM Case Metrics - Divisions



# CRM Case Metrics - ASCCs






# CRM Case Metrics - Divisions

# 101st Airborne Division:

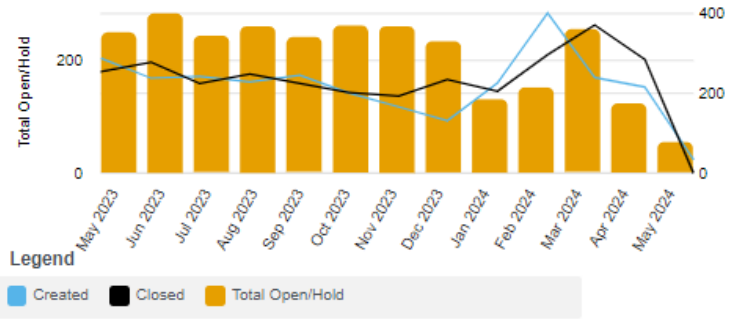
| | | | |
|---|---|---|---|
| **Current 71 Cases** | HR 62 Cases | 1 Critical | |
| | | 12 Pay Impacting | |
| | IT 9 Cases | 0 Critical | |
| | | 1 Pay Impacting | |
| | | 0 Linked to Defects | |
| **Change Past 30 Days + 8 Cases (0000Z-2359Z)** | Created 36 Cases | 33 HR | |
| | | 1 Tier 1 | 2 Tier 2 |
| | | 0 Tier 3 | 0 Other IT |
| | Closed 28 Cases | 26 HR | |
| | | 1 Tier 1 | 1 Tier 2 |
| | | 0 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 44 | 5 - Standard |
| 12 | 3 - Pay Impa... |
| 3 | 2 - High |
| 2 | 4 - Medium |
| 1 | 1 - Critical |

**By Category**

| | |
|---|---|
| 15 | Pay Inquiry |
| 13 | Records Man... |
| 8 | Promotions & ... |
| 8 | Absence Man... |
| 5 | Awards |




# 10th Mountain Division:

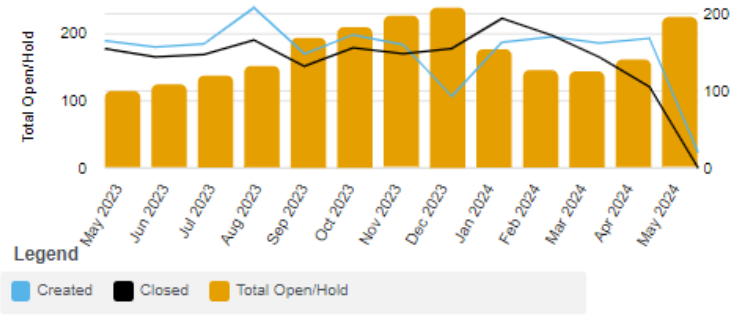
| | | | |
|---|---|---|---|
| **Current 239 Cases** | HR 228 Cases | 4 Critical | |
| | | 30 Pay Impacting | |
| | IT 11 Cases | 0 Critical | |
| | | 0 Pay Impacting | |
| | | 1 Linked to Defects | |
| **Change Past 30 Days + 4 Cases (0000Z-2359Z)** | Created 23 Cases | 20 HR | |
| | | 0 Tier 1 | 3 Tier 2 |
| | | 0 Tier 3 | 0 Other IT |
| | Closed 19 Cases | 17 HR | |
| | | 1 Tier 1 | 1 Tier 2 |
| | | 0 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 176 | 5 - Standard |
| 30 | 3 - Pay Impa... |
| 10 | 4 - Medium |
| 8 | 2 - High |
| 4 | 1 - Critical |

**By Category**

| | |
|---|---|
| 58 | Records Man... |
| 37 | Pay Inquiry |
| 28 | Career Manag... |
| 26 | Promotions & ... |
| 21 | Absence Man... |




# 11st Airborne Division:

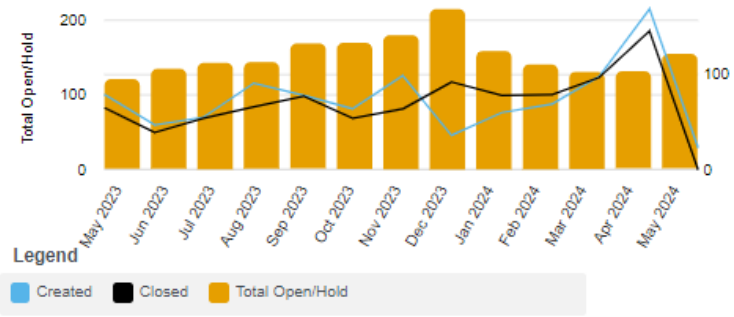
| | | | |
|---|---|---|---|
| **Current 160 Cases** | HR 158 Cases | 1 Critical | |
| | | 13 Pay Impacting | |
| | IT 2 Cases | 0 Critical | |
| | | 1 Pay Impacting | |
| | | 0 Linked to Defects | |
| **Change Past 30 Days + 3 Cases (0000Z-2359Z)** | Created 23 Cases | 23 HR | |
| | | 0 Tier 1 | 0 Tier 2 |
| | | 0 Tier 3 | 0 Other IT |
| | Closed 20 Cases | 20 HR | |
| | | 0 Tier 1 | 0 Tier 2 |
| | | 0 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 135 | 5 - Standard |
| 13 | 3 - Pay Impa... |
| 6 | 4 - Medium |
| 3 | 2 - High |
| 1 | 1 - Critical |

**By Category**

| | |
|---|---|
| 80 | Records Man... |
| 16 | Pay Inquiry |
| 12 | Career Manag... |
| 7 | Promotions & ... |
| 7 | IPPS-A Techni... |



# 1st Armored Division:

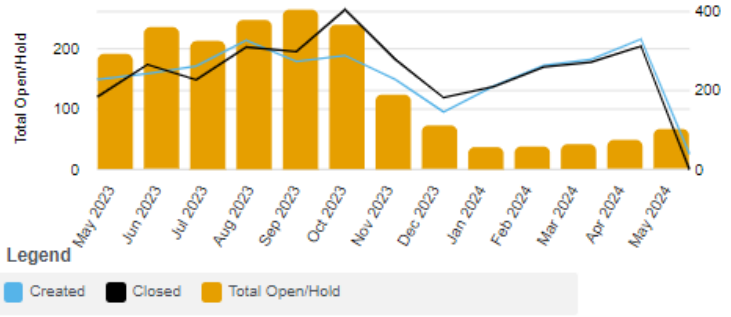
| | | | | |
|---|---|---|---|---|
| **Current** 65 Cases | HR 60 Cases | 0 Critical | 11 Pay Impacting | |
| | IT 5 Cases | 0 Critical | 0 Pay Impacting | 0 Linked to Defects |
| **Change Past 30 Days** -6 Cases (0000Z-2359Z) | Created 42 Cases | 39 HR | 2 Tier 1 | 1 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |
| | Closed 48 Cases | 46 HR | 2 Tier 1 | 0 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 46 | 5 - Standard |
| 11 | 3 - Pay Impa... |
| 2 | 2 - High |
| 1 | 4 - Medium |
| 0 | 1 - Critical |

**By Category**

| | |
|---|---|
| 14 | Pay Inquiry |
| 13 | Records Man... |
| 11 | Absence Man... |
| 6 | Promotions & ... |
| 6 | Career Manag... |




# 1st Cavalry Division:

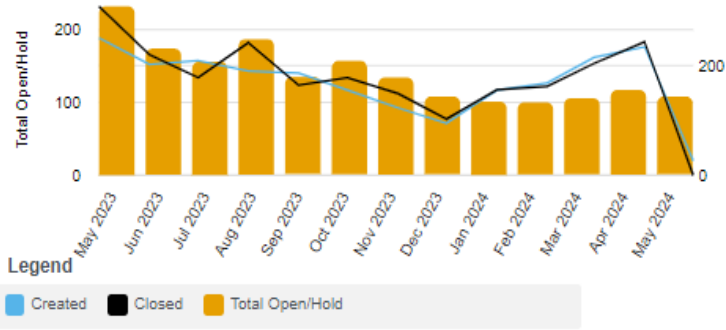
| | | | | |
|---|---|---|---|---|
| **Current** 120 Cases | HR 107 Cases | 1 Critical | 44 Pay Impacting | |
| | IT 13 Cases | 0 Critical | 0 Pay Impacting | 0 Linked to Defects |
| **Change Past 30 Days** -8 Cases (0000Z-2359Z) | Created 29 Cases | 27 HR | 2 Tier 1 | 0 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |
| | Closed 37 Cases | 28 HR | 3 Tier 1 | 4 Tier 2 |
| | | | 2 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 60 | 5 - Standard |
| 44 | 3 - Pay Impa... |
| 2 | 4 - Medium |
| 1 | 1 - Critical |
| 0 | 2 - High |

**By Category**

| | |
|---|---|
| 59 | Pay Inquiry |
| 11 | Records Man... |
| 10 | IPPS-A Techni... |
| 7 | Awards |
| 7 | Absence Man... |




# 1st Infantry Division:

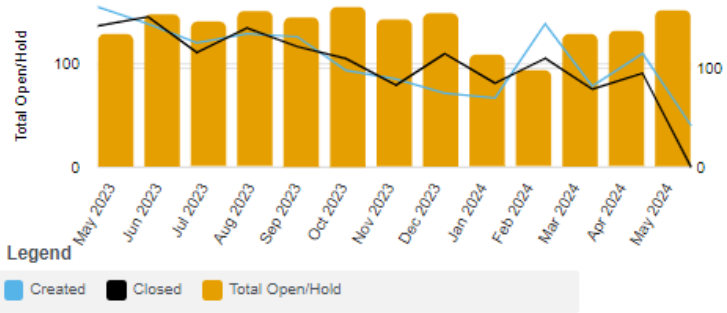
| | | | | |
|---|---|---|---|---|
| **Current** 207 Cases | HR 180 Cases | 0 Critical | 28 Pay Impacting | |
| | IT 27 Cases | 0 Critical | 0 Pay Impacting | 0 Linked to Defects |
| **Change Past 30 Days** + 24 Cases (0000Z-2359Z) | Created 45 Cases | 42 HR | 2 Tier 1 | 1 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |
| | Closed 21 Cases | 14 HR | 4 Tier 1 | 3 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 145 | 5 - Standard |
| 28 | 3 - Pay Impa... |
| 5 | 4 - Medium |
| 2 | 2 - High |
| 0 | 1 - Critical |

**By Category**

| | |
|---|---|
| 36 | Pay Inquiry |
| 34 | Records Man... |
| 22 | Promotions & ... |
| 20 | IPPS-A Techni... |
| 17 | Absence Man... |



# 25th Infantry Division:

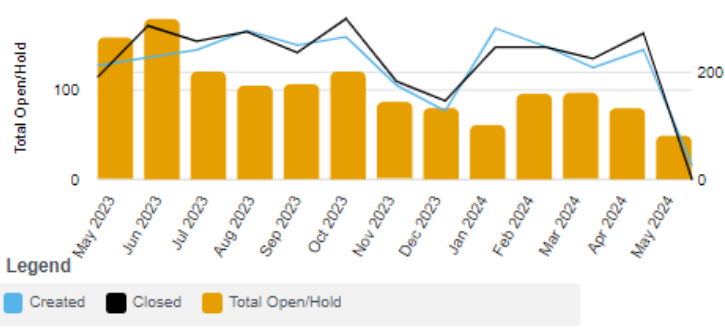
| | | |
|---|---|---|
| **Current** 57 Cases | HR 54 Cases | 0 Critical |
| | | 20 Pay Impacting |
| | IT 3 Cases | 0 Critical |
| | | 0 Pay Impacting |
| | | 0 Linked to Defects |
| **Change Past 30 Days + 1** Cases (0000Z-2359Z) | Created 29 Cases | 26 HR |
| | | 3 Tier 1 / 0 Tier 2 |
| | | 0 Tier 3 / 0 Other IT |
| | Closed 28 Cases | 21 HR |
| | | 3 Tier 1 / 4 Tier 2 |
| | | 0 Tier 3 / 0 Other IT |

By Priority

| | |
|---|---|
| 34 | 5 - Standard |
| 20 | 3 - Pay Impa... |
| 0 | 4 - Medium |
| 0 | 2 - High |
| 0 | 1 - Critical |

By Category

| | |
|---|---|
| 30 | Pay Inquiry |
| 7 | Promotions & ... |
| 5 | Records Man... |
| 3 | Career Manag... |
| 3 | Benefits |




# 2d Infantry Division:

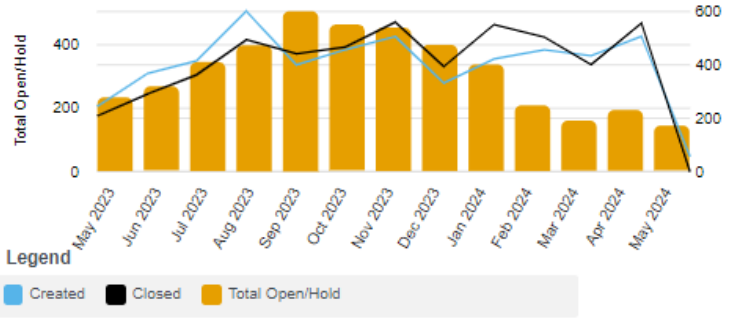
| | | |
|---|---|---|
| **Current** 147 Cases | HR 147 Cases | 1 Critical |
| | | 56 Pay Impacting |
| | IT 0 Cases | 0 Critical |
| | | 0 Pay Impacting |
| | | 0 Linked to Defects |
| **Change Past 30 Days** 0 Cases (0000Z-2359Z) | Created 58 Cases | 57 HR |
| | | 0 Tier 1 / 1 Tier 2 |
| | | 0 Tier 3 / 0 Other IT |
| | Closed 58 Cases | 55 HR |
| | | 0 Tier 1 / 3 Tier 2 |
| | | 0 Tier 3 / 0 Other IT |

By Priority

| | |
|---|---|
| 81 | 5 - Standard |
| 56 | 3 - Pay Impa... |
| 6 | 2 - High |
| 3 | 4 - Medium |
| 1 | 1 - Critical |

By Category

| | |
|---|---|
| 83 | Pay Inquiry |
| 29 | Records Man... |
| 10 | Change Requ... |
| 7 | Career Manag... |
| 7 | Awards |




# 3d Infantry Division:

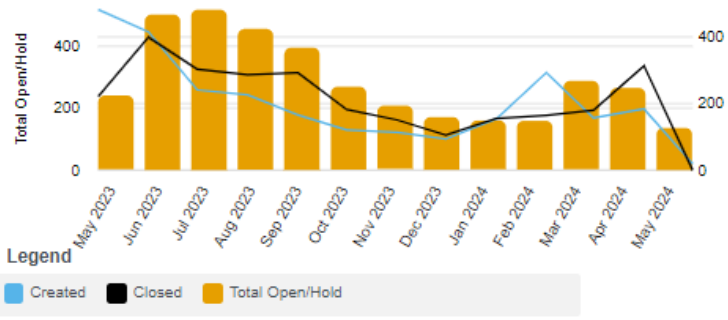
| | | |
|---|---|---|
| **Current** 143 Cases | HR 140 Cases | 0 Critical |
| | | 39 Pay Impacting |
| | IT 3 Cases | 0 Critical |
| | | 0 Pay Impacting |
| | | 0 Linked to Defects |
| **Change Past 30 Days + 2** Cases (0000Z-2359Z) | Created 22 Cases | 19 HR |
| | | 2 Tier 1 / 1 Tier 2 |
| | | 0 Tier 3 / 0 Other IT |
| | Closed 20 Cases | 15 HR |
| | | 2 Tier 1 / 3 Tier 2 |
| | | 0 Tier 3 / 0 Other IT |

By Priority

| | |
|---|---|
| 94 | 5 - Standard |
| 39 | 3 - Pay Impa... |
| 5 | 4 - Medium |
| 2 | 2 - High |
| 0 | 1 - Critical |

By Category

| | |
|---|---|
| 47 | Pay Inquiry |
| 30 | Records Man... |
| 16 | Absence Man... |
| 12 | IPPS-A Techni... |
| 7 | Promotions & ... |



# 4th Infantry Division:

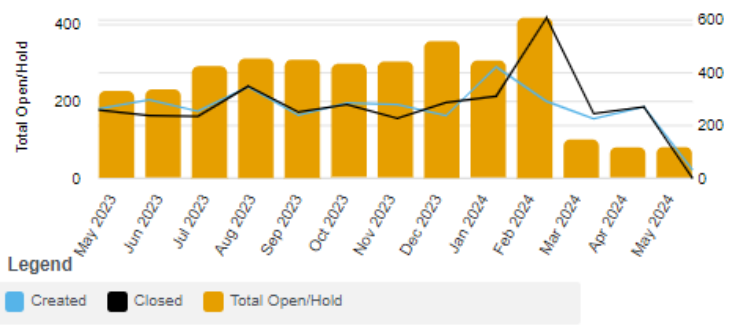
| | | | | | |
|---|---|---|---|---|---|
| **Current** 100 Cases | HR 90 Cases | 0 Critical | 22 Pay Impacting | | |
| | IT 10 Cases | 0 Critical | 2 Pay Impacting | 0 Linked to Defects | |
| **Change Past 30 Days + 10** Cases (0000Z-2359Z) | Created 37 Cases | 31 HR | 2 Tier 1 | 4 Tier 2 | 0 Tier 3 / 0 Other IT |
| | Closed 27 Cases | 22 HR | 3 Tier 1 | 2 Tier 2 | 0 Tier 3 / 0 Other IT |

**By Priority**

| | |
|---|---|
| 64 | 5 - Standard |
| 22 | 3 - Pay Impa... |
| 4 | 4 - Medium |
| 0 | 2 - High |
| 0 | 1 - Critical |

**By Category**

| | |
|---|---|
| 33 | Pay Inquiry |
| 15 | Records Man... |
| 10 | Absence Man... |
| 9 | IPPS-A Techni... |
| 8 | Career Manag... |




# 7th Infantry Division:

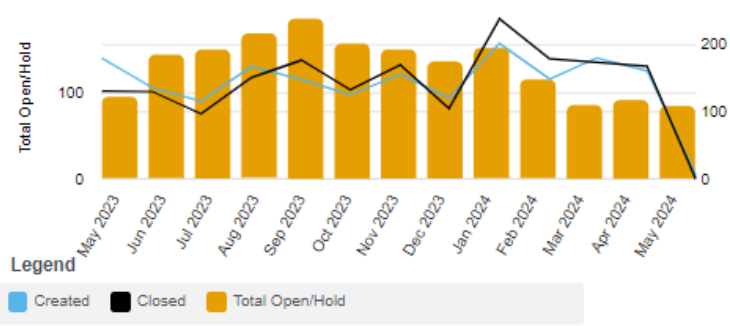
| | | | | | |
|---|---|---|---|---|---|
| **Current** 89 Cases | HR 87 Cases | 1 Critical | 14 Pay Impacting | | |
| | IT 2 Cases | 0 Critical | 0 Pay Impacting | 0 Linked to Defects | |
| **Change Past 30 Days -1** Cases (0000Z-2359Z) | Created 7 Cases | 6 HR | 1 Tier 1 | 0 Tier 2 | 0 Tier 3 / 0 Other IT |
| | Closed 8 Cases | 4 HR | 3 Tier 1 | 1 Tier 2 | 0 Tier 3 / 0 Other IT |

**By Priority**

| | |
|---|---|
| 70 | 5 - Standard |
| 14 | 3 - Pay Impa... |
| 1 | 4 - Medium |
| 1 | 2 - High |
| 1 | 1 - Critical |

**By Category**

| | |
|---|---|
| 24 | Records Man... |
| 19 | Pay Inquiry |
| 11 | Promotions & ... |
| 9 | Career Manag... |
| 6 | Absence Man... |




# 82d Airborne Division:

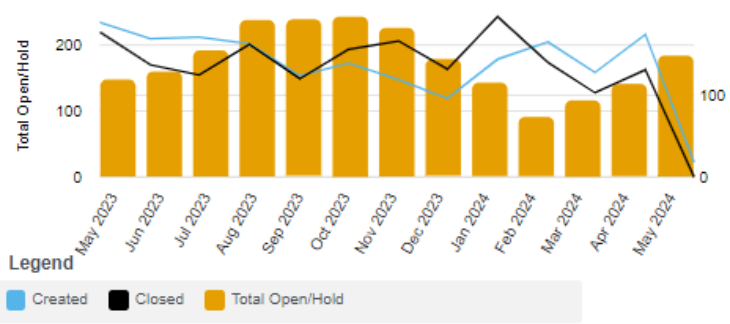
| | | | | | |
|---|---|---|---|---|---|
| **Current** 193 Cases | HR 191 Cases | 0 Critical | 13 Pay Impacting | | |
| | IT 2 Cases | 0 Critical | 0 Pay Impacting | 0 Linked to Defects | |
| **Change Past 30 Days + 4** Cases (0000Z-2359Z) | Created 26 Cases | 18 HR | 7 Tier 1 | 1 Tier 2 | 0 Tier 3 / 0 Other IT |
| | Closed 22 Cases | 11 HR | 8 Tier 1 | 3 Tier 2 | 0 Tier 3 / 0 Other IT |

**By Priority**

| | |
|---|---|
| 171 | 5 - Standard |
| 13 | 3 - Pay Impa... |
| 7 | 4 - Medium |
| 0 | 2 - High |
| 0 | 1 - Critical |

**By Category**

| | |
|---|---|
| 51 | Records Man... |
| 27 | Promotions & ... |
| 27 | Absence Man... |
| 22 | Pay Inquiry |
| 19 | IPPS-A Techni... |



# CRM Case Metrics - ASCCs

# U.S. Army Cyber Command:

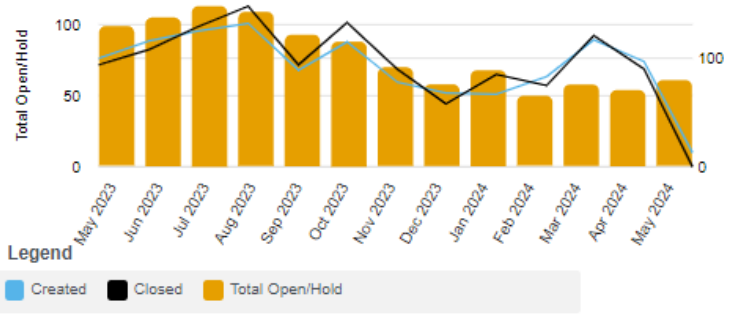
| | | |
|---|---|---|
| **Current 70 Cases** | HR 67 Cases | 0 Critical; 21 Pay Impacting |
| | IT 3 Cases | 0 Critical; 0 Pay Impacting; 0 Linked to Defects |
| **Change Past 30 Days + 5 Cases (0000Z-2359Z)** | Created 13 Cases | 13 HR; 0 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |
| | Closed 8 Cases | 7 HR; 0 Tier 1; 0 Tier 2; 1 Tier 3; 0 Other IT |

**By Priority**

| | |
|---|---|
| 37 | 5 - Standard |
| 21 | 3 - Pay Impa... |
| 8 | 4 - Medium |
| 1 | 2 - High |
| 0 | 1 - Critical |

**By Category**

| | |
|---|---|
| 26 | Pay Inquiry |
| 19 | Records Man... |
| 11 | IPPS-A Techni... |
| 3 | Job Data |
| 2 | Promotions & ... |




# U.S. Army Central Command:

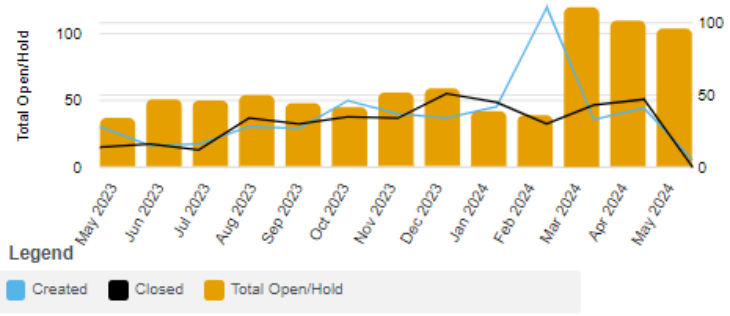
| | | |
|---|---|---|
| **Current 107 Cases** | HR 106 Cases | 1 Critical; 8 Pay Impacting |
| | IT 1 Cases | 0 Critical; 0 Pay Impacting; 0 Linked to Defects |
| **Change Past 30 Days + 2 Cases (0000Z-2359Z)** | Created 5 Cases | 5 HR; 0 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |
| | Closed 3 Cases | 3 HR; 0 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |

**By Priority**

| | |
|---|---|
| 89 | 5 - Standard |
| 8 | 3 - Pay Impa... |
| 5 | 2 - High |
| 3 | 4 - Medium |
| 1 | 1 - Critical |

**By Category**

| | |
|---|---|
| 67 | Career Manag... |
| 8 | Records Man... |
| 8 | Pay Inquiry |
| 8 | IPPS-A Techni... |
| 3 | IPPS-A HR Pr... |




# U.S. Army North Command:

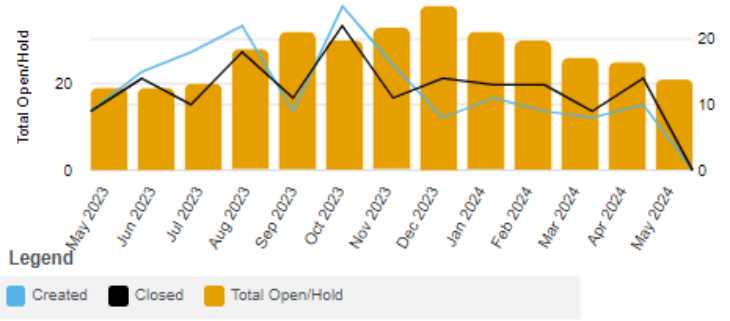
| | | |
|---|---|---|
| **Current 21 Cases** | HR 21 Cases | 1 Critical; 6 Pay Impacting |
| | IT 0 Cases | 0 Critical; 0 Pay Impacting; 0 Linked to Defects |
| **Change Past 30 Days 0 Cases (0000Z-2359Z)** | Created 0 Cases | 0 HR; 0 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |
| | Closed 0 Cases | 0 HR; 0 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |

**By Priority**

| | |
|---|---|
| 14 | 5 - Standard |
| 6 | 3 - Pay Impa... |
| 1 | 1 - Critical |
| 0 | 4 - Medium |
| 0 | 2 - High |

**By Category**

| | |
|---|---|
| 7 | Pay Inquiry |
| 4 | Job Data |
| 2 | Records Man... |
| 2 | IPPS-A HR Pr... |
| 2 | Enhancement... |



# U.S. Army South Command:

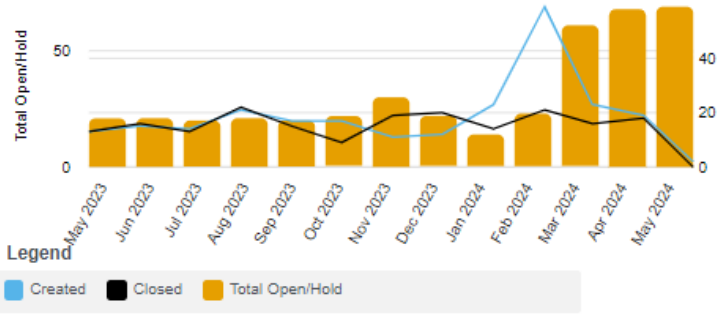
| | | | | |
|---|---|---|---|---|
| **Current 67 Cases** | HR 66 Cases | 2 Critical | 4 Pay Impacting | |
| | IT 1 Cases | 0 Critical | 0 Pay Impacting | 0 Linked to Defects |
| **Change Past 30 Days -4 Cases (0000Z-2359Z)** | Created 2 Cases | 2 HR | 0 Tier 1 | 0 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |
| | Closed 6 Cases | 5 HR | 1 Tier 1 | 0 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 59 | 5 - Standard |
| 4 | 3 - Pay Impa... |
| 2 | 1 - Critical |
| 1 | 4 - Medium |
| 0 | 2 - High |

**By Category**

| | |
|---|---|
| 36 | IPPS-A Techni... |
| 12 | Records Man... |
| 6 | Pay Inquiry |
| 5 | Career Manag... |
| 3 | Awards |




# U.S. Army Europe Command:

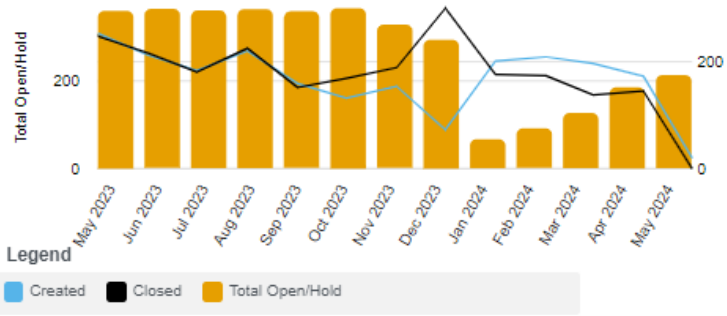
| | | | | |
|---|---|---|---|---|
| **Current 238 Cases** | HR 225 Cases | 1 Critical | 37 Pay Impacting | |
| | IT 13 Cases | 0 Critical | 0 Pay Impacting | 0 Linked to Defects |
| **Change Past 30 Days + 10 Cases (0000Z-2359Z)** | Created 22 Cases | 20 HR | 1 Tier 1 | 1 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |
| | Closed 12 Cases | 9 HR | 2 Tier 1 | 1 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 180 | 5 - Standard |
| 37 | 3 - Pay Impa... |
| 4 | 4 - Medium |
| 3 | 2 - High |
| 1 | 1 - Critical |

**By Category**

| | |
|---|---|
| 60 | Records Man... |
| 44 | Pay Inquiry |
| 28 | Promotions & ... |
| 21 | IPPS-A Techni... |
| 19 | Career Manag... |




# U.S. Army Pacific Command:

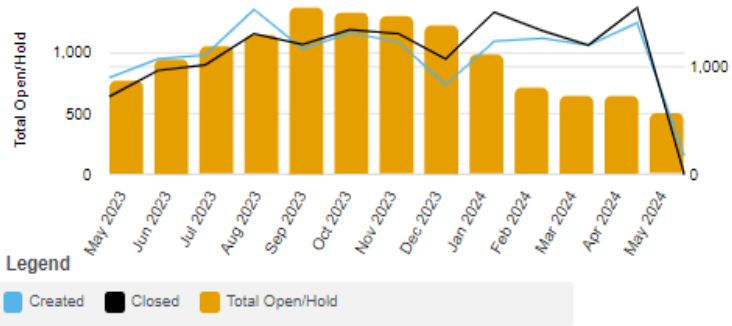
| | | | | |
|---|---|---|---|---|
| **Current 528 Cases** | HR 518 Cases | 3 Critical | 172 Pay Impacting | |
| | IT 10 Cases | 0 Critical | 1 Pay Impacting | 0 Linked to Defects |
| **Change Past 30 Days + 1 Cases (0000Z-2359Z)** | Created 178 Cases | 171 HR | 5 Tier 1 | 1 Tier 2 |
| | | | 0 Tier 3 | 1 Other IT |
| | Closed 177 Cases | 158 HR | 7 Tier 1 | 12 Tier 2 |
| | | | 0 Tier 3 | 0 Other IT |

**By Priority**

| | |
|---|---|
| 321 | 5 - Standard |
| 172 | 3 - Pay Impa... |
| 13 | 2 - High |
| 9 | 4 - Medium |
| 3 | 1 - Critical |

**By Category**

| | |
|---|---|
| 238 | Pay Inquiry |
| 117 | Records Man... |
| 26 | Career Manag... |
| 25 | Absence Man... |
| 24 | Promotions & ... |



# U.S. Army Space & Missile Defense Command:

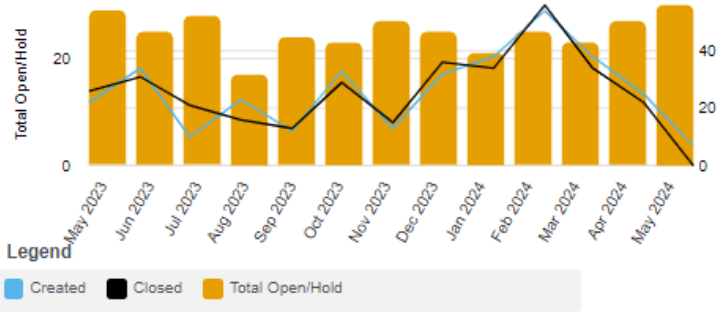
| | | |
|---|---|---|
| **Current 35 Cases** | HR 32 Cases | 0 Critical; 6 Pay Impacting |
| | IT 3 Cases | 0 Critical; 0 Pay Impacting; 0 Linked to Defects |
| **Change Past 30 Days + 2 Cases (0000Z-2359Z)** | Created 9 Cases | 7 HR; 2 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |
| | Closed 7 Cases | 5 HR; 1 Tier 1; 0 Tier 2; 0 Tier 3; 1 Other IT |

By Priority

| | |
|---|---|
| 26 | 5 - Standard |
| 6 | 3 - Pay Impa... |
| 0 | 4 - Medium |
| 0 | 2 - High |
| 0 | 1 - Critical |

By Category

| | |
|---|---|
| 10 | Records Man... |
| 8 | Pay Inquiry |
| 4 | Career Manag... |
| 3 | Promotions & ... |
| 3 | Awards |




# U.S. Army Special Operations Command:

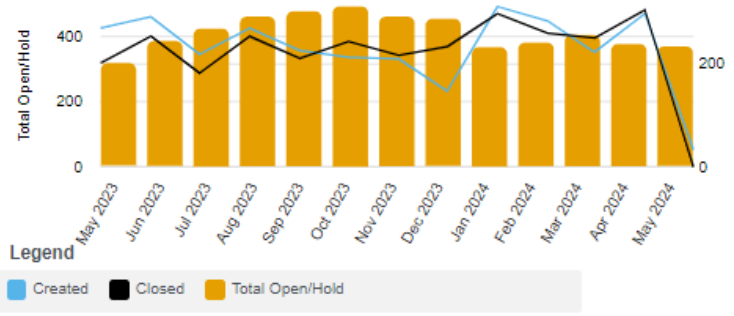
| | | |
|---|---|---|
| **Current 378 Cases** | HR 359 Cases | 2 Critical; 71 Pay Impacting |
| | IT 19 Cases | 1 Critical; 0 Pay Impacting; 1 Linked to Defects |
| **Change Past 30 Days -16 Cases (0000Z-2359Z)** | Created 41 Cases | 33 HR; 4 Tier 1; 4 Tier 2; 0 Tier 3; 0 Other IT |
| | Closed 57 Cases | 44 HR; 4 Tier 1; 9 Tier 2; 0 Tier 3; 0 Other IT |

By Priority

| | |
|---|---|
| 262 | 5 - Standard |
| 71 | 3 - Pay Impa... |
| 13 | 4 - Medium |
| 11 | 2 - High |
| 2 | 1 - Critical |

By Category

| | |
|---|---|
| 81 | Records Man... |
| 68 | Pay Inquiry |
| 53 | IPPS-A Techni... |
| 46 | Career Manag... |
| 31 | Promotions & ... |

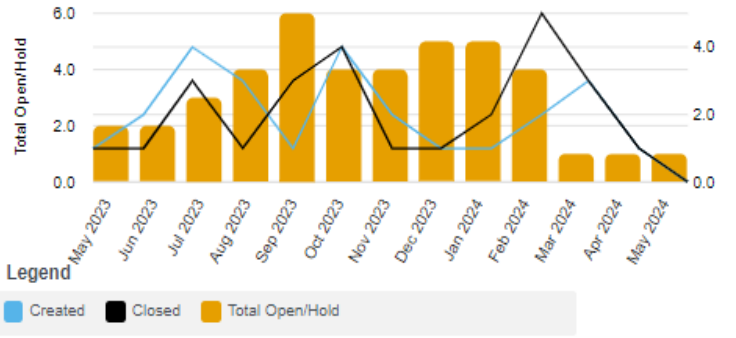



# U.S. Army Surface Deployment & Distribution Command :

| | | |
|---|---|---|
| **Current 1 Cases** | HR 1 Cases | 0 Critical; 0 Pay Impacting |
| | IT 0 Cases | 0 Critical; 0 Pay Impacting; 0 Linked to Defects |
| **Change Past 30 Days 0 Cases (0000Z-2359Z)** | Created 0 Cases | 0 HR; 0 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |
| | Closed 0 Cases | 0 HR; 0 Tier 1; 0 Tier 2; 0 Tier 3; 0 Other IT |

By Priority

| | |
|---|---|
| 1 | 5 - Standard |
| 0 | 4 - Medium |
| 0 | 3 - Pay Impa... |
| 0 | 2 - High |
| 0 | 1 - Critical |

By Category

| | |
|---|---|
| 1 | IPPS-A Technical I... |