

Northstar Services

Monthly service report / August 2026

Reporting timezone: UTC
SYNTHETIC EXAMPLE - not customer data

Issues created

184

Open now: 13 (as of 2 Sep 2026, 09:00 UTC).
Open now is measured when data is read, not at the end of the reported month.

Issues resolved

184

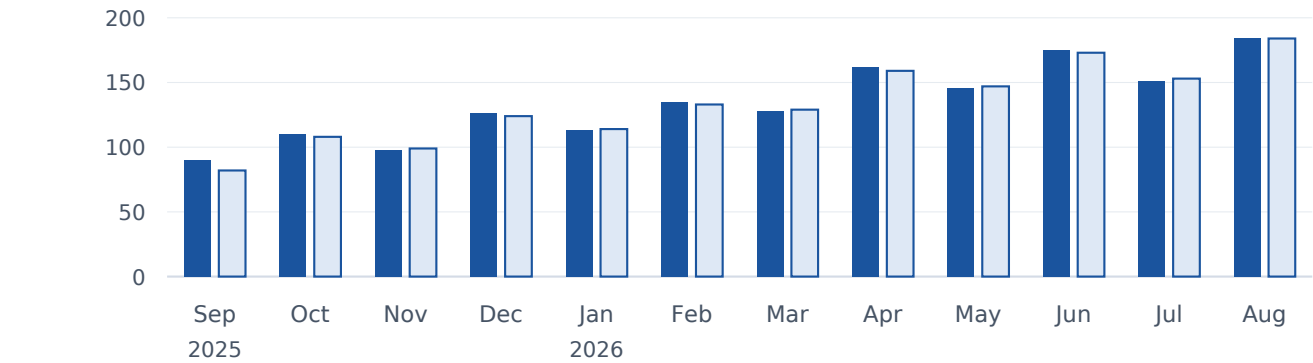
Service level results SUP / Time to resolution

95.7%
SLA met

176 of 184 completed cycles met SLA
8 breached cycles. Average SLA time: 0h 49m 44s.

July 2026: 95.4% met / 153 completed cycles. Average SLA time: 0h 49m 48s.

Created and resolved issues / last 12 months



Created	90	110	98	126	113	135	128	162	146	175	151	184
Resolved	82	108	99	124	114	133	129	159	147	173	153	184

A short mark means zero issues. The table shows exact values.

How to read this report

Coverage

Includes issues visible to the person who generated this report, using current customer assignments. Issues with no customer or several customers are excluded. Jira search may lag. Data is read over time; this is not a full-site audit.

Issue counts

Created uses creation dates; resolved uses current resolution dates, not every status change. Changing or clearing a resolution after reopening can change a new report. Open now counts issues without a resolution when read; some reads precede the time shown.

SLA results

Each SLA uses the time and breach results recorded by Jira Service Management, including its calendar and pauses. Cycles count in the month they ended; reopened issues may add cycles. Ongoing cycles are excluded. N/A means no completed cycles, not 0% or 100% compliance.

Comparisons and detail

The previous month uses the same SLA definitions. The 12-month history uses data and customer assignments available now. This saved report stays fixed; a new report may reflect later Jira changes. The CSV contains the underlying rows.

Period and data read

1 Aug 2026, 00:00 UTC (inclusive) to 1 Sep 2026, 00:00 UTC (exclusive). Read from 2 Sep 2026, 09:00 UTC to 2 Sep 2026, 09:00 UTC. Report timestamp: 2 Sep 2026, 09:00 UTC.