

# Willow Group

## Monthly service report / August 2026

Reporting timezone: UTC  
SYNTHETIC EXAMPLE - not customer data

Issues created

62

Open now: 5 (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

62

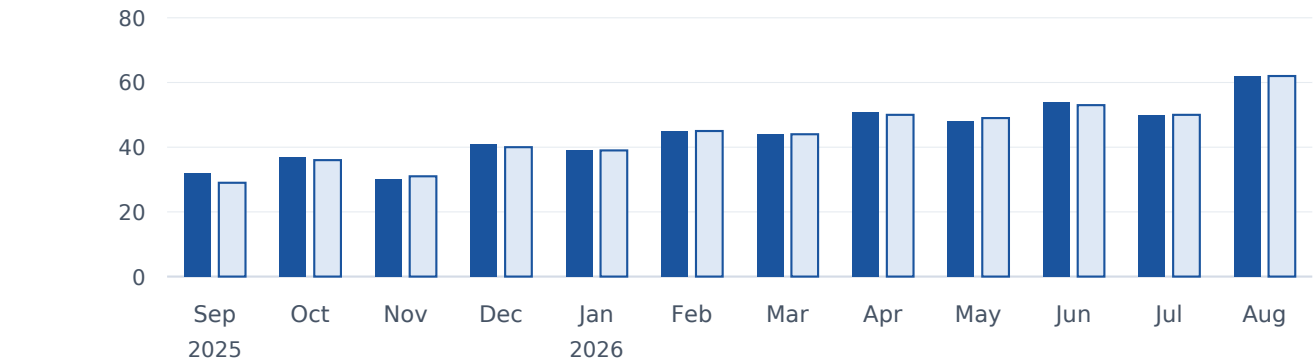
### Service level results SUP / Time to resolution

95.2%

59 of 62 completed cycles met SLA  
3 breached cycles. Average SLA time: 0h 49m 26s.

SLA met  
July 2026: 94.0% met / 50 completed cycles. Average SLA time: 0h 49m 0s.

### Created and resolved issues / last 12 months



|          |    |    |    |    |    |    |    |    |    |    |    |    |
|----------|----|----|----|----|----|----|----|----|----|----|----|----|
| Created  | 32 | 37 | 30 | 41 | 39 | 45 | 44 | 51 | 48 | 54 | 50 | 62 |
| Resolved | 29 | 36 | 31 | 40 | 39 | 45 | 44 | 50 | 49 | 53 | 50 | 62 |

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.