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Resilience Insights User Guide

Everbridge Suite

January 2024

Everbridge Resilience Insights

Everbridge Resilience Insights is an add-on to Everbridge's Critical Event Management (CEM) Suite. Everbridge Resilience Insights provides access to Everbridge's rich risk intelligence data to deliver actionable insights with precision, agility, and confidence.

Dashboards

Dashboard	Description
Risk Events Analysis	The dashboard displays all the Risk Event data for your CEM Organization. This data is not correlated with your Assets or Contacts. The Risk Event data can be filtered across time, source, category, subcategory, severity, description, and location.
Alert Analysis	This dashboard displays all of the Alerts generated in your Organization based on your specific alert settings.
Alert Trends	This dashboard displays daily, monthly, and quarterly Alert trends, as well as the number of launched Incidents and Critical Events.
Alerts Actions	This dashboard displays all the user or system actions taken on an Alert and the average time to Acknowledge or Launch an Incident.
US City Crime Risk Events from Everbridge RIMC	This dashboard displays the total number of Crime Risk Events in each US City as reported by the Everbridge **Risk Intelligence Monitoring Center (RIMC)**. The dashboard can be copied and updated for different countries or risk event categories for additional analysis.
Country Risk Events from Everbridge RIMC	This dashboard displays the total number of Risk Events in each Country as reported by the Everbridge **Risk Intelligence Monitoring Center (RIMC)**. The dashboard can be copied and updated for different countries or risk event categories for additional analysis.
Country Risk Events from Everbridge RIMC (non-US)	This dashboard displays the same data as the **Country Risk Events from Everbridge RIMC** dashboard but with the US excluded.
Risk Event Location Analysis	This dashboard can be used to track Risk Event trends for a specific proximity and location. To update the Location, copy and edit the Location filter with a new proximity, latitude, and longitude.
Risk Event Location Comparison	This dashboard allows you to compare risk event trends across two locations. To update each location, copy and edit the Location filter with a new proximity, latitude, and longitude.
Asset Threat Analysis	This dashboard displays the total number of Alerts affecting your Asset or Asset Types. The data can be

	filtered across time, source, category, subcategory, severity, description, and location.
Response Analytics	The Response dashboard contains all the Incidents created for the CEM Organization.

Filters

Each dashboard contains a row of Filters. Each dashboard Filter selected will affect the data displayed in each of the dashboard widgets and tables. It is recommended that you use the Filters to narrow the data to the criteria that meet your use case.

Each Dashboard will have a set of default filters. You can add, remove or change the behavior of Filters when the dashboard is in **Edit Mode.**

Filters	Description
Effective Date	The date and time when the Risk Event occurred.
Source	The specific Risk Event feed that generated the Risk Event.
Category	The specific CEM category for the Risk Event.
Subcategory	The specific CEM subcategory for the Risk Event.
Severity	The Risk Event severity: Unknown, Minor, Moderate, Severe, Extreme.
Description	The Summary field for the Risk Event.
Location	Set a specific proximity around a latitude/longitude to view Risk Events or alerts.

Download Data

Each Dashboard, and each widget within the Dashboard, contains a **Download** menu item. Dashboard downloads are currently limited to 1000 rows.

Data can be downloaded in the following formats:

- TXT (tab-separated values)
- Excel spreadsheet (Excel 2007 or later)
- CSV
- JSON
- HTML
- Markdown
- PNG (image of visualization)
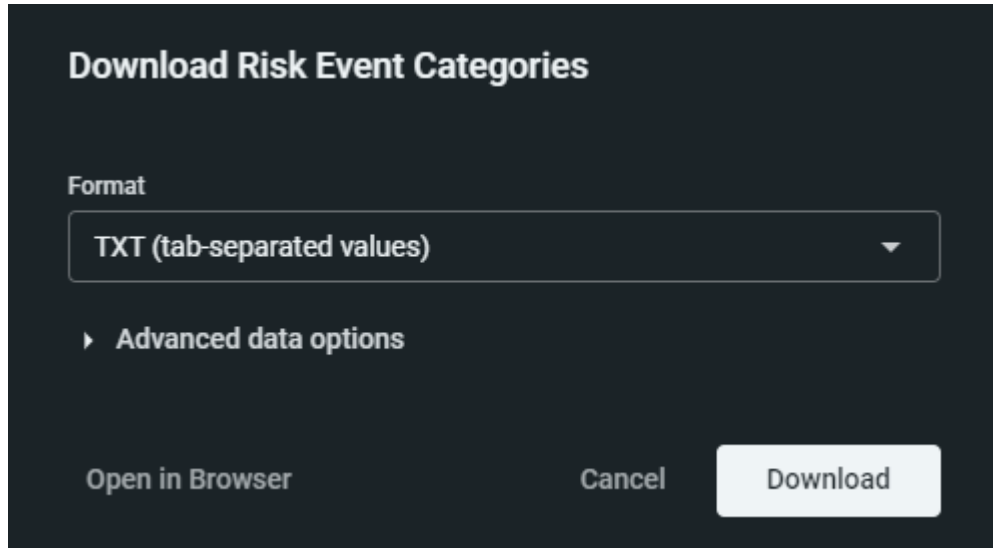
Dashboard downloads are currently limited to 1000 rows.

Explore

The Operator can right-click on widgets within the dashboard to reveal additional data functions, including:

Explore: Allows the Operator to view the data elements in a table format.

Drill into: Allows the Operator to visualize or view the data as a table. The visualization will allow the Operator to further filter the data for analysis.

Dashboards: Allows the Operator to access data in a different dashboard element that may not be available using the filters.
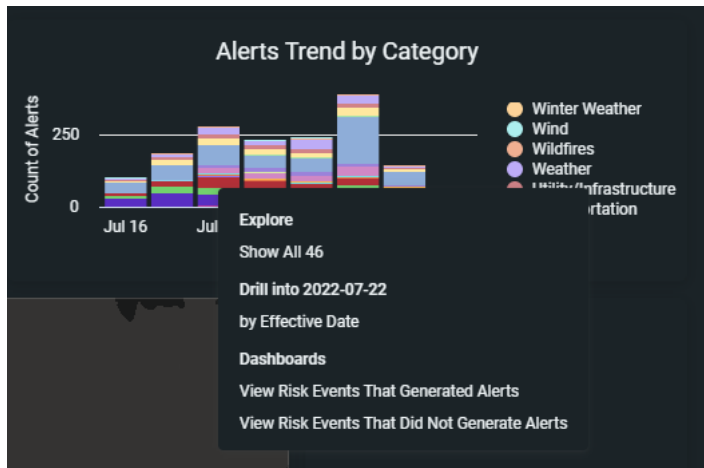
Scheduled Delivery

Each Dashboard allows the Operator to schedule the immediate or recurring delivery of the configured dashboard. The **Schedule Delivery** feature can be accessed from the Schedule Delivery dashboard menu. If you have already created schedules for this dashboard, an existing schedules window appears that shows the schedules you have set along with some information about each one, such as destination and format.
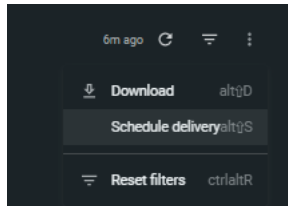
The **Schedule Delivery** feature will send the dashboard content as configured or you can edit the Settings, Filters, and Advanced Options in the menu. A Scheduled delivery can be edited, duplicated, or deleted.

The **Format** field contains a drop-down menu of available formats:

- **CSV ZIP File**: The unformatted data from the dashboard is delivered as a collection of comma-separated values (CSV) files in a zipped directory. For deliveries to email, the ZIP file is delivered as an email attachment.
- **PDF**: An image of the dashboard as a single PDF file. The default layout displays widgets as they are arranged in the dashboard, but other layout and sizing options are available under Advanced options. For deliveries to email, the file is delivered as an email attachment.
- **PNG Visualization**: An image of the dashboard as a single PNG file. The default layout displays widgets as they are arranged in the dashboard, but

other layout options are available under Advanced options. For deliveries to email, the image appears inline within the body of the email.

Unsubscribe

Recipients of scheduled deliveries can unsubscribe from a link in the email.

User-Defined Dashboards

Managing Dashboards

Action	Description
Copy in My Dashboard	Each dashboard must be copied to your *My Dashboards* folder before you can edit the Dashboard. Dashboards in this folder are only visible to the specific user.
Copy to Shared Dashboards	Once edited in *My Dashboards* a dashboard can be copied to *Shared Dashboards*. Dashboards in *Shared Dashboards* can be seen by all users in that Organization that have access to Resilience Insights.
Move to Shared Dashboards	Once edited in *My Dashboards* a dashboard can be moved to *Shared Dashboards*. Moved dashboards will no longer display in My Dashboards.
Favorite	Each dashboard can be added your Favorites folder by selecting **Add to Favorites**
Share	Each dashboard can be shared to email recipients. See *Schedule Delivery.*
Edit	Each dashboard can be edited and saved in your My or Shared Dashboards folder. See *Customize Dashboards.*

Customizing Dashboards

Adding widgets

Select **Add Widget** to add a widget from the library:
- Select a widget from the **Dashboard Widgets**
- Or edit dashboard and add visualization to create widget.

Entering Edit Mode in Dashboards

Select Edit dashboard from the dashboard menu:
- In Edit Mode, you can add, move, edit, or delete widgets or filters, or edit the dashboard title.
- You can tell that you're in edit mode by the edit toolbar at the top of the dashboard.

As you begin to make edits, the Save button appears. Click **Save** to save your edits and exit Edit Mode.

To discard edits, click **Cancel.**

Add or remove filters

Filters can be added or removed from dashboards so that users can narrow the dashboard's results to the data they are interested in. To get started, make sure the dashboard is in edit mode:
- To remove an existing filter, click on the ellipse and select **Delete.**
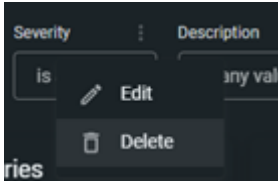
- To add a new filter, click on **Filters** > **Add Filter** in the edit menu and search for available filters from the data tables.
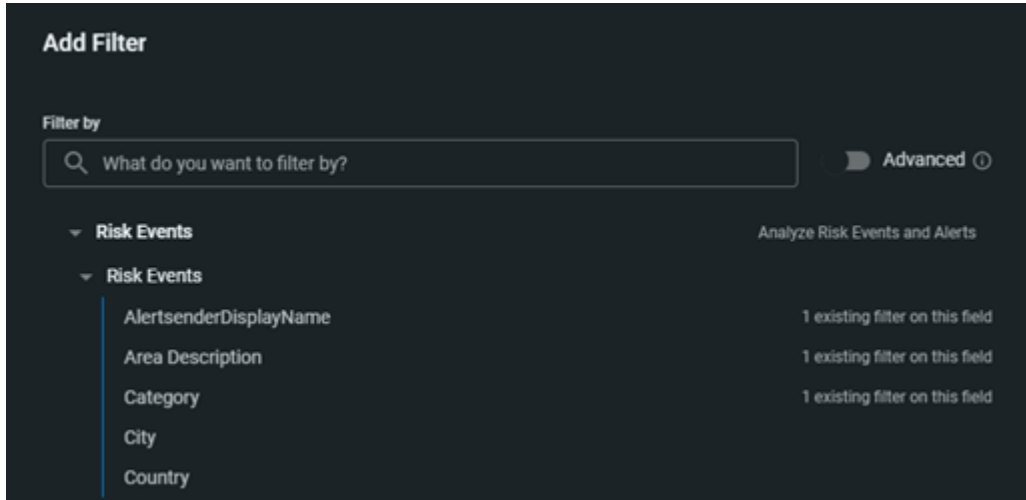
Rearranging and resizing widgets

In Edit Mode, you can move and resize widgets on a dashboard. Click and drag on the six-dot icon in the upper left of a widget to move it. When you drag a widget to a new location on the dashboard, grid lines appear to help you position the widget.

Click and drag on the bottom right corner of the widget to resize it.

You can also use the Move tile option in the widget's edit menu to move the widget to the top or the bottom of the dashboard.

Widget size and grid layout

When you add a visualization using grid layout to a dashboard, the grid arrangement can become responsive to the size of the dashboard widget.

For example, you have a dashboard widget with a visualization that uses a grid layout of four small charts. If you size the widget to be short and wide, the small charts appear as one row of four. If you size the widget as a square, the small charts are repositioned to two rows of two. If you size the widget to be narrow but tall, the charts are repositioned to four rows of one.

Editing widgets

In Edit Mode, the three-dot menu at the top right of each widget shows the available edit options.

Editing a widget's data, visualization, or filters

In Edit Mode, you can edit a widget's underlying data, visualization, or filters — including the title of the widget — directly in the dashboard.

Click **Edit** in the widget's three-dot menu to open the **Explore** menu.

The Explore menu has four main sections:
1. Fields
2. Filters
3. Visualization
4. Data
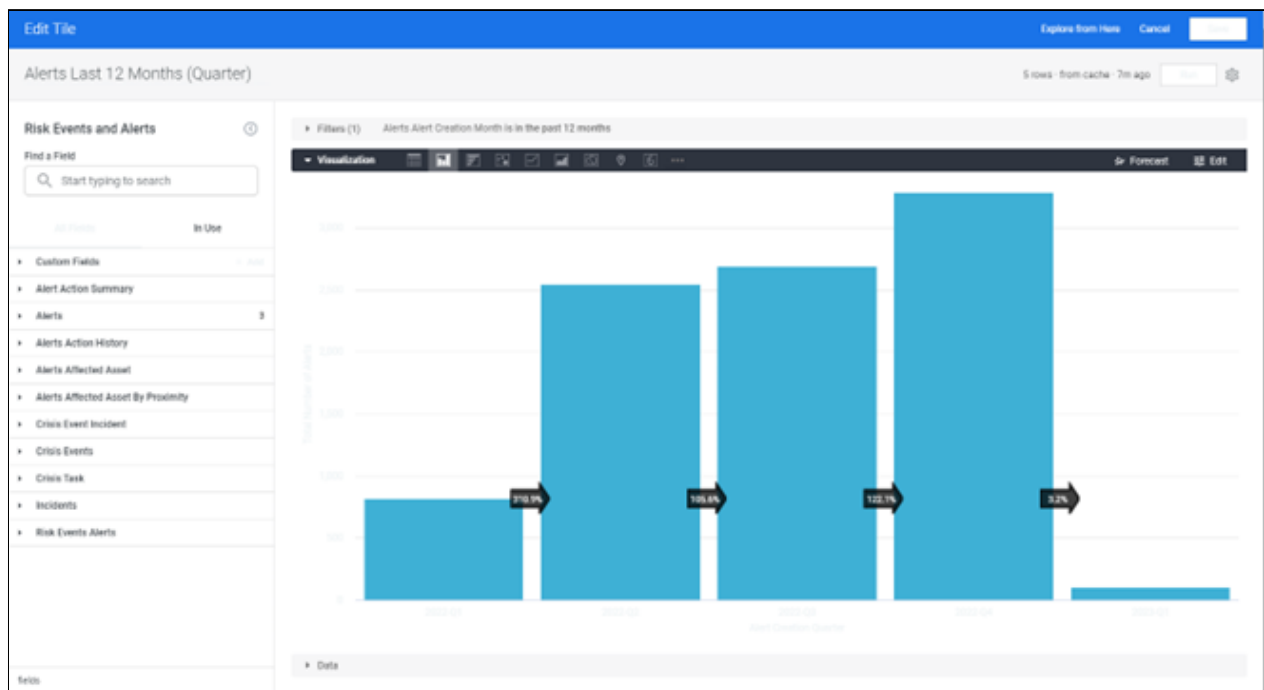
Fields

From the field picker, you can select the data fields that you will use to build your chart. You can expand and collapse data field groupings in the menu or search for a data field by keyword. As you select data fields in the picker, they will be listed

under the 'In Use' header, so you can easily keep track of the fields you have pulled into your report. A full list of tables and fields be found under Data Library.

Filters

Any data fields used as a filter will appear in this section of the chart builder. Here you can define the operators, attributes, and logic for the filter(s).

Visualization

In this section, you are required to a choose chart type to visualize the data you have selected in the picker.

Data

This section shows all of the fields you have selected from the field picker to make up the data set of the chart you are building. The columns in this table can be reordered and pivoted to optimize the display of the data in Visualization.

Create a widget

In Edit Mode, Select **Add** > **Visualization**. Select the appropriate data, visualizations, and filters to create your own widget.

Using Location filter for geographic analysis

On a new or existing Dashboard, you can add the Location filter for proximity around a specific latitude and longitude. Enter Edit Mode for the dashboard and select **Filters** > **Add Filter**. Select **Location**.
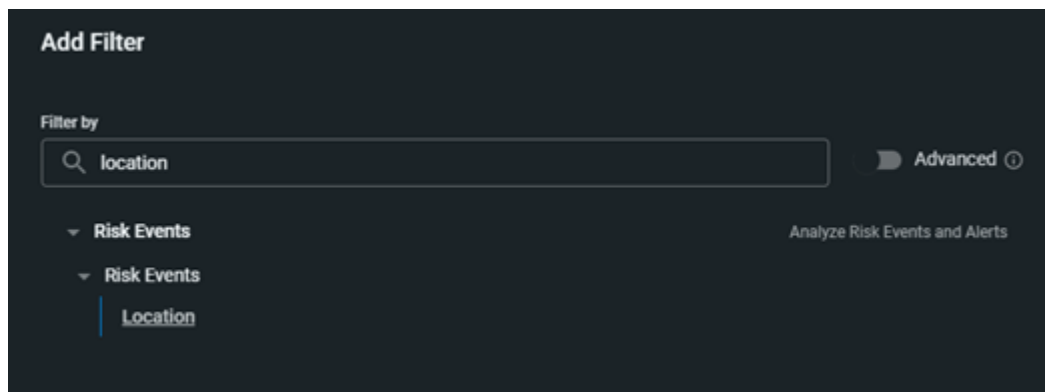
The **Location** field supports Circle and Box options. For **Circle,** the user will enter proximity, metric and latitude, and longitude. For **Box,** the user will enter the four

geographic points of the shape. This will filter the data for any Risk Events or Alerts that are inside or intersect the shape.
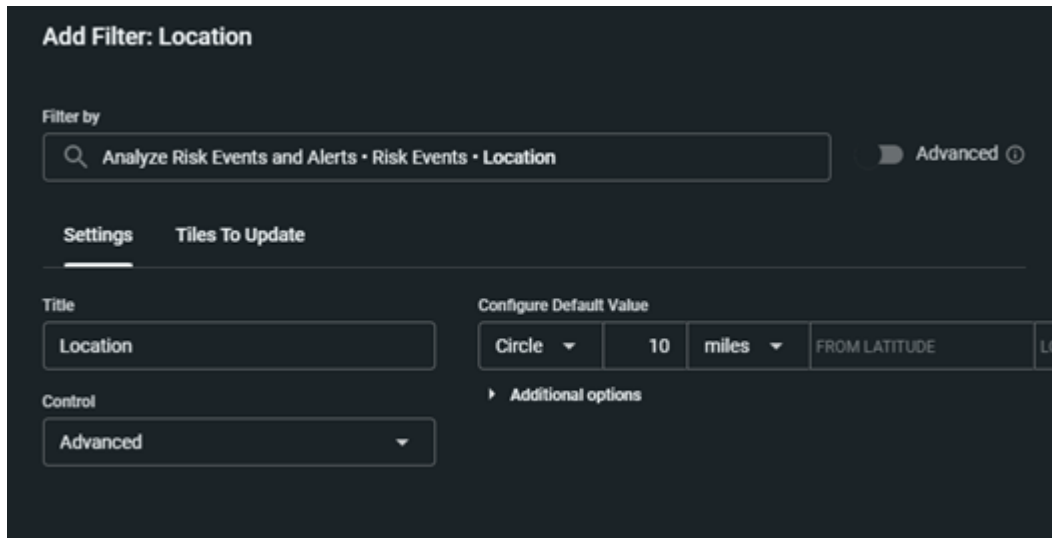
The **Location** filter can be used for city or street-level filtering.

Dashboard Widgets

Risk Events

The **Risk Event Dashboard** contains all the Risk Events generated in that CEM Organization. The dashboard contains the following displays or widgets.

Widget	Data	Type	Description
Risk Event Count	Risk Events	Count	Displays the total number of Risk Events generated.
Top Categories	Risk Events	Table	Displays the sum of Risk Event Categories.
Risk Event Severity	Risk Events	Table	Displays the sum of Risk Event Severities.
Risk Event Sources	Risk Events	Table	Displays the sum of Risk Event Sources.
Risk Events	Risk Events	Map	The aggregation of Risk Event density displayed as a heat map.
Risk Event Categories	Risk Events	Pie Chart	The distribution of Risk Events across CEM Categories.
Table View	Risk Events	Table	A table view of the Risk Events displayed.

Risk Event Alerts

The **Risk Event Alerts Dashboard** contains all the Risk Events that generated an Alert in your CEM Organization. It represents all the CEM Alerts generated based on your specific alert settings.

Widget	Data	Type	Description
Alert Rate by Source	Alerts	Count	Displays the percentage of alerts from each Risk Event source.
Alert Trends	Alerts	Line Chart	Displays the trends of Alerts in the CEM Organization.
Affected Asset Alerts Count	Alerts	Table	Displays the sum of Alerts per affected asset.
Alerts Trend by Category	Alerts	Bar Chart	Displays Alert counts by category.
Risk Events Count	Alerts	Count	Displays the total number of Risk Events that are generated.
Total Alerts Created	Alerts	Count	Displays the total number of alerts that are generated.
Alert Rate by Source	Alerts	Table	Displays the percentage of alerts to Risk Events that are generated.
Cumulative Count of Impacted Assets	Alerts	Count	The sum of affected assets from Alerts.
Average Time to Acknowledge	Alerts	Count	The average time for the user or system to acknowledge an Alert.
Alert View	Alerts	Table	A table view of the Alerts that are displayed. The table is limited to 1000 rows for display and export.

Alerts Actions

The alert actions dashboard contains all the user or system actions taken on an Alert.

Widget	Data	Type	Description
Risk Event Trend	Alert Actions	Line Chart	The trend lines for Risk Events for the Effective Date time frame by severity.
Total Number of Risk Events	Alert Actions	Count	The total number of Risk Events received.
Total Alerts	Alert Actions	Bar Charts	The total number of Alerts by Severity.
Incidents Created	Alert Actions	Count	The total number of Incidents created from an Alert.
Critical Events Created	Alert Actions	Count	The total number of Critical Events created from an Alert.
Average Alert Acknowledge Time (in hours)	Alert Actions	Bar Chart	The Alert acknowledged time for Alerts by Severity.
Average Incident Launch Time	Alert Actions	Bar Chart	The average time to launch an Incident from an Alert.
Table View	Alert Actions	Table	A table view of the alerts acknowledged. The table is limited to 1000 rows for display and export.

Response

The Response Dashboard contains all the Incidents created for the CEM Organization.

Widget	Data	Type	Description
Incident Status	Response	Column Chart	Incident counts based on status.
Escalation Notification	Response	Pie Chart	The total count of instances where an Incident is escalated between responders assigned to an escalation policy.
Incidents Created	Response	Line Chart	Trend line of Incidents that are created.
Incidents Closed	Response	Line Chart	Trend line of Incidents that are closed.
Notification Count by Incidents	Response	Line Chart	Displays the minimum, maximum, average, and median number of Notifications per Incident.
Top 10 Incidents by Notification Count	Response	Bar Chart	Displays the Top 10 Incidents by the number of notifications.
Top 10 Most Used Templates	Response	Bar Chart	Lists the top 10 most used templates.
Top 10 Most Used Variable Name & Value Combinations	Response	Bar Chart	Lists the top 10 most used variable name and value combinations.
Incident Mean Time to Acknowledge (MTTA)	Response	Line Chart	Displays the trend of Incident mean time to acknowledge Incident (MTTA).
Incident Mean Time to Resolve (MTTR)	Response	Line Chart	Displays the trend of the mean time to resolve an Incident (MTTR).

Attempt Success Rate	Response	Line Chart	Displays the average success rate targeting a specific delivery path.
Attempt Failure Rate	Response	Line Chart	Displays the average failure rate targeting a specific delivery path.
Attempt Acknowledgment Rate per Delivery Path	Response	Line Chart	Displays the rate of acknowledgment targeting a specific delivery path.
Attempt Average Time to Acknowledge per Delivery Path	Response	Line Chart	Displays the average time to acknowledgment targeting a specific delivery path.

Data Library

Risk Events

The **Risk Event Dashboard** contains all the Risk Event data for your CEM Organization.

Table	Data Set	Attribute	Type
Risk Events	Risk Events	AlertsenderDisplayName	Dimension
Risk Events	Risk Events	Area Description	Dimension
Risk Events	Risk Events	Category	Dimension
Risk Events	Risk Events	City	Dimension
Risk Events	Risk Events	Country	Dimension
Risk Events	Risk Events	Created Date	Dimension
Risk Events	Risk Events	Description	Dimension
Risk Events	Risk Events	Effective Date	Dimension
Risk Events	Risk Events	Headline	Dimension
Risk Events	Risk Events	Severity	Dimension
Risk Events	Risk Events	Source	Dimension
Risk Events	Risk Events	State	Dimension
Risk Events	Risk Events	Subcategory	Dimension
Risk Events	Risk Events	Total Number of Risk Events	Measure

Alerts

The **Risk Event Alerts Dashboard** contains all the risk events that generated an Alert in your CEM organization. It represents all the CEM Alerts generated based on your specific alert settings.

Table	Data Set	Attribute	Type
Alerts	Alert Action Summary	Alert Acknowledgement Time	Dimension
Alerts	Alert Action Summary	Alert Creation Date	Dimension
Alerts	Alert Action Summary	Alert ID	Dimension
Alerts	Alert Action Summary	Critical Event Creation Time	Dimension
Alerts	Alert Action Summary	Critical Event ID	Dimension
Alerts	Alert Action Summary	Critical Event Launched By	Dimension
Alerts	Alert Action Summary	Critical Event Launched (Yes/No)	Dimension
Alerts	Alert Action Summary	Critical Event Notes	Dimension
Alerts	Alert Action Summary	First Incident Launch	Dimension
Alerts	Alert Action Summary	Incident ID	Dimension
Alerts	Alert Action Summary	Incident Launched By	Dimension
Alerts	Alert Action Summary	Incident Launched (Yes/No)	Dimension
Alerts	Alert Action Summary	Incident Notes	Dimension
Alerts	Alert Action Summary	Last Acknowledged By	Dimension
Alerts	Alert Action Summary	Last Acknowledgement Notes	Dimension
Alerts	Alert Action Summary	Organization ID	Dimension
Alerts	Alert Action Summary	Time to Acknowledge (in hours)	Dimension
Alerts	Alert Action Summary	Time to Acknowledge (in minutes)	Dimension
Alerts	Alert Action Summary	Time Until Critical Event Launch (in hours)	Dimension
Alerts	Alert Action Summary	Time Until First Incident Launch (in hours)	Dimension
Alerts	Alert Action Summary	Average Acknowledgement Time (in minutes)	Measure
Alerts	Alert Action Summary	Average Acknowledgement Time (in hours)	Measure
Alerts	Alert Action Summary	Average Hours to Incident Creation	Measure
Alerts	Alert Action Summary	Total Number of Critical Events Created	Measure
Alerts	Alert Action Summary	Total Number of Incidents Created	Measure
Alerts	Alerts	Affected Asset Count	Dimension
Alerts	Alerts	Alert Acknowledgement Date	Dimension
Alerts	Alerts	Alert ID	Dimension
Alerts	Alerts	Alert Rate	Measure
Alerts	Alerts	Count	Measure
Alerts	Alerts	Cumulitive Count of Impacted Assets	Measure
Alerts	Alerts	Total Number of Alerts	Measure
Alerts	Alert Action History	Actiontime Date	Dimension

Alerts	Alert Action History	Alertid	Dimension
Alerts	Alert Action History	Disposition	Dimension
Alerts	Alert Action History	Username	Dimension
Alerts	Alert Action History	Count of Alerts	Measure
Alerts	Alerts Affected Asset by Proximity	Asset Label - Distance	Dimension
Alerts	Alerts Affected Asset by Proximity	Category	Measure
Alerts	Alerts Affected Asset by Proximity	Asset Label - Distance	Measure
Alerts	Alerts Affected Asset by Proximity	Count	Measure
Alerts	Alerts Affected Asset by Proximity	TotalNumberOfAssetsLabels	Measure
Alerts	Alerts Affected Asset by Proximity	TotalNumberOfAssets	Measure
Alerts	Crisis Event Incident	Critical Event ID	Dimension
Alerts	Crisis Event Incident	Incident ID	Dimension
Alerts	Crisis Event Incident	Incident Name	Dimension
Alerts	Crisis Event Incident	Incident Type	Dimension
Alerts	Crisis Event Incident	Template ID	Dimension
Alerts	Crisis Event Incident	Count	Measure
Alerts	Crisis Events	Createddate Date	Dimension
Alerts	Crisis Events	Createdname	Dimension
Alerts	Crisis Events	Critical Event ID	Dimension
Alerts	Crisis Events	Critical Event Owner	Dimension
Alerts	Crisis Events	Critical Event Status	Dimension
Alerts	Crisis Events	Description	Dimension
Alerts	Crisis Events	Event Type	Dimension
Alerts	Crisis Events	Lastmodifieddate Date	Dimension
Alerts	Crisis Events	Lastmodifiedname	Dimension
Alerts	Crisis Events	Title	Dimension
Alerts	Crisis Events	Count	Measure
Alerts	Crisis Task	Contactowners	Dimension
Alerts	Crisis Task	Createddate Date	Dimension
Alerts	Crisis Task	Createdname	Dimension
Alerts	Crisis Task	Crisiseventlauncheddate Date	Dimension
Alerts	Crisis Task	Crisistaskstatus	Dimension
Alerts	Crisis Task	Is Active (Yes/No)	Dimension
Alerts	Crisis Task	Is Attention (Yes/No)	Dimension
Alerts	Crisis Task	Is Completed (Yes/No)	Dimension
Alerts	Crisis Task	Is In Progress (Yes/No)	Dimension
Alerts	Crisis Task	Lastmodifieddate Date	Dimension

Alerts	Crisis Task	Lastmodifiedname	Dimension
Alerts	Crisis Task	Name	Dimension
Alerts	Crisis Task	Status	Dimension
Alerts	Crisis Task	Active Tasks	Measure
Alerts	Crisis Task	Attention	Measure
Alerts	Crisis Task	Completed	Measure
Alerts	Crisis Task	In Progress	Measure
Alerts	Crisis Task	Task Count	Measure
Alerts	Incidents	Acknowledged (Yes/No)	Dimension
Alerts	Incidents	Acknowledgement	Dimension
Alerts	Incidents	Acknowledgement Count	Dimension
Alerts	Incidents	Action	Dimension
Alerts	Incidents	Closed	Dimension
Alerts	Incidents	Closed (Yes/No)	Dimension
Alerts	Incidents	Closed By	Dimension
Alerts	Incidents	Created	Dimension
Alerts	Incidents	Created Name	Dimension
Alerts	Incidents	Escalated (Yes/No)	Dimension
Alerts	Incidents	Has Journal (Yes/No)	Dimension
Alerts	Incidents	Incident Chat Enabled (Yes/No)	Dimension
Alerts	Incidents	Incident ID	Dimension
Alerts	Incidents	Last Modified	Dimension
Alerts	Incidents	Last Modified Name	Dimension
Alerts	Incidents	Name	Dimension
Alerts	Incidents	Open (Yes/No)	Dimension
Alerts	Incidents	Service Type	Dimension
Alerts	Incidents	Status	Dimension
Alerts	Incidents	Sub-service Type	Dimension
Alerts	Incidents	Time to Acknowledgement (in minutes)	Dimension
Alerts	Incidents	Time to Close (in minutes)	Dimension
Alerts	Incidents	Type	Dimension
Alerts	Incidents	Average Notification Count	Measure
Alerts	Incidents	Count	Measure
Alerts	Incidents	Max Notification Count	Measure
Alerts	Incidents	Mean Time to Acknowledgement in Minutes (MTTA)	Measure
Alerts	Incidents	Mean Time to Resolution in Minutes (MTTR)	Measure
Alerts	Incidents	Median Notification Count	Measure
Alerts	Incidents	Minimum Notification Count	Measure
Alerts	Incidents	Notification Count	Measure
Alerts	Incidents	Percent Escalated	Measure
Alerts	Incidents	Percent of Acknowledged Incidents	Measure

Alerts	Incidents	Percent of Closed Incidents	Measure
Alerts	Incidents	Percent of Open Incidents	Measure
Alerts	Incidents	Total Number of Escalated Incidents	Measure
Alerts	Incidents	Total Number of Incidents	Measure
Alerts	Incidents	Total Number of Open Incidents	Measure
Alerts	Risk Events Alerts	AlertsenderDisplayName	Dimension
Alerts	Risk Events Alerts	Area Description	Dimension
Alerts	Risk Events Alerts	Category	Dimension
Alerts	Risk Events Alerts	City	Dimension
Alerts	Risk Events Alerts	Country	Dimension
Alerts	Risk Events Alerts	Created Date	Dimension
Alerts	Risk Events Alerts	Description	Dimension
Alerts	Risk Events Alerts	Effective Date	Dimension
Alerts	Risk Events Alerts	Headline	Dimension
Alerts	Risk Events Alerts	Severity	Dimension
Alerts	Risk Events Alerts	Source	Dimension
Alerts	Risk Events Alerts	State	Dimension
Alerts	Risk Events Alerts	Subcategory	Dimension
Alerts	Risk Events Alerts	Total Number of Risk Events	Dimension

Response

The Response dashboard contains all the Incidents and Notifications created in the CEM Organization.

Table	Data Set	Attribute	Type
Incidents	Attempts	Attempt ID	Dimension
Incidents	Attempts	Attempt Time	Dimension
Incidents	Attempts	Calendar	Dimension
Incidents	Attempts	Confirmed	Dimension
Incidents	Attempts	Created	Dimension
Incidents	Attempts	Delivery Path	Dimension
Incidents	Attempts	Life Safety (Yes / No)	Dimension
Incidents	Attempts	Notification ID	Dimension
Incidents	Attempts	Source Name	Dimension
Incidents	Attempts	Source Type	Dimension
Incidents	Attempts	State	Dimension
Incidents	Attempts	Time to Acknowledge (Minutes)	Dimension
Incidents	Attempts	Avg	Measure
Incidents	Attempts	Count	Measure
Incidents	Attempts	Percent of Acknowledged Attempts	Measure
Incidents	Attempts	Percent of Failed Attempts	Measure
Incidents	Attempts	Percent of Successful Attempts	Measure
Incidents	Attempts	Total Number of Acknowledged Attempts	Measure
Incidents	Attempts	Total Number of Attempts	Measure
Incidents	Attempts	Total Number of Failed Attempts	Measure
Incidents	Attempts	Total Number of Successful Attempts	Measure
Incidents	Attempts	Filter by field	Measure

Incidents	Incidents	Acknowledged (Yes / No)	Dimension
Incidents	Incidents	Acknowledgment	Dimension
Incidents	Incidents	Acknowledgment Count	Dimension
Incidents	Incidents	Action	Dimension
Incidents	Incidents	Closed	Dimension
Incidents	Incidents	Closed (Yes / No)	Dimension
Incidents	Incidents	Closed By	Dimension
Incidents	Incidents	Created	Dimension
Incidents	Incidents	Created Name	Dimension
Incidents	Incidents	Escalated (Yes / No)	Dimension
Incidents	Incidents	Has Journal (Yes / No)	Dimension
Incidents	Incidents	Incident Chat Enabled (Yes / No)	Dimension
Incidents	Incidents	Incident ID	Dimension
Incidents	Incidents	Last Modified	Dimension
Incidents	Incidents	Last Modified Name	Dimension
Incidents	Incidents	Name	Dimension
Incidents	Incidents	Open (Yes / No)	Dimension
Incidents	Incidents	Service Type	Dimension
Incidents	Incidents	Status	Dimension
Incidents	Incidents	Sub-Service Type	Dimension
Incidents	Incidents	Time to Acknowledgment (Minutes)	Dimension
Incidents	Incidents	Time to Close (Minutes)	Dimension
Incidents	Incidents	Type	Dimension
Incidents	Incidents	Average Notification Count	Measure
Incidents	Incidents	Count	Measure
Incidents	Incidents	Max Notification Count	Measure
Incidents	Incidents	Mean Time to Acknowledgment in Minutes (MTTA)	Measure

Incidents	Incidents	Mean Time to Resolution in Minutes (MTTR)	Measure
Incidents	Incidents	Median Notification Count	Measure
Incidents	Incidents	Min Notification Count	Measure
Incidents	Incidents	Notification Count	Measure
Incidents	Incidents	Percent Escalated	Measure
Incidents	Incidents	Percent of Acknowledged Incidents	Measure
Incidents	Incidents	Percent of Closed Incidents	Measure
Incidents	Incidents	Percent of Open Incidents	Measure
Incidents	Incidents	Total Number of Acknowledged Incidents	Measure
Incidents	Incidents	Total Number of Closed Incidents	Measure
Incidents	Incidents	Total Number of Escalated Incidents	Measure
Incidents	Incidents	Total Number of Incidents	Measure
Incidents	Incidents	Total Number of Open Incidents	Measure
Incidents	Notifications	Content Type	Dimension
Incidents	Notifications	Created	Dimension
Incidents	Notifications	Created Name	Dimension
Incidents	Notifications	Delivery Path Order	Dimension
Incidents	Notifications	Escalated (Yes / No)	Dimension
Incidents	Notifications	Incident ID	Dimension
Incidents	Notifications	Last Modified	Dimension
Incidents	Notifications	Last Modified Name	Dimension
Incidents	Notifications	Launch Type	Dimension
Incidents	Notifications	Notification ID	Dimension
Incidents	Notifications	Priority	Dimension
Incidents	Notifications	Sender Username	Dimension
Incidents	Notifications	Source	Dimension
Incidents	Notifications	Start	Dimension

Incidents	Notifications	Status	Dimension
Incidents	Notifications	Text Message	Dimension
Incidents	Notifications	Title	Dimension
Incidents	Notifications	Type	Dimension
Incidents	Notifications	Notification Count	Measure
Incidents	Template	Created	Dimension
Incidents	Template	Incident ID	Dimension
Incidents	Template	Last Modified	Dimension
Incidents	Template	Notification ID	Dimension
Incidents	Template	Template ID	Dimension
Incidents	Template	Template Name	Dimension
Incidents	Template	Template Name (at notification	Dimension
Incidents	Template	Count	Measure
Incidents	Variable	Created	Dimension
Incidents	Variable	Incident ID	Dimension
Incidents	Variable	Last Modified	Dimension
Incidents	Variable	Notification ID	Dimension
Incidents	Variable	Variable Name	Dimension
Incidents	Variable	Variable Name (at notification time)	Dimension
Incidents	Variable	Variable Name & Value	Dimension
Incidents	Variable	Variable Value	Dimension
Incidents	Variable	Count	Measure
Notifications	Attempts	Attempt ID	Dimension
Notifications	Attempts	Attempt Time	Dimension
Notifications	Attempts	Calendar	Dimension
Notifications	Attempts	Confirmed	Dimension
Notifications	Attempts	Created	Dimension

Notifications	Attempts	Delivery Path	Dimension
Notifications	Attempts	Life Safety (Yes / No)	Dimension
Notifications	Attempts	Notification ID	Dimension
Notifications	Attempts	Source Name	Dimension
Notifications	Attempts	Source Type	Dimension
Notifications	Attempts	State	Dimension
Notifications	Attempts	Time to Acknowledge (Minutes)	Dimension
Notifications	Attempts	Avg	Measure
Notifications	Attempts	Count	Measure
Notifications	Attempts	Percent of Acknowledged Attempts	Measure
Notifications	Attempts	Percent of Failed Attempts	Measure
Notifications	Attempts	Percent of Successful Attempts	Measure
Notifications	Attempts	Total Number of Acknowledged Attempts	Measure
Notifications	Attempts	Total Number of Attempts	Measure
Notifications	Attempts	Total Number of Failed Attempts	Measure
Notifications	Attempts	Total Number of Successful Attempts	Measure
Notifications	Notifications	Content Type	Dimension
Notifications	Notifications	Created	Dimension
Notifications	Notifications	Created Name	Dimension
Notifications	Notifications	Pivot data	Dimension
Notifications	Notifications	Filter by field	Dimension
Notifications	Notifications	Info	Dimension
Notifications	Notifications	More	Dimension
Notifications	Notifications	Delivery Path Order	Dimension
Notifications	Notifications	Escalated (Yes / No)	Dimension
Notifications	Notifications	Incident ID	Dimension
Notifications	Notifications	Last Modified	Dimension

Notifications	Notifications	Last Modified Name	Dimension
Notifications	Notifications	Launch Type	Dimension
Notifications	Notifications	Notification ID	Dimension
Notifications	Notifications	Priority	Dimension
Notifications	Notifications	Sender Username	Dimension
Notifications	Notifications	Source	Dimension
Notifications	Notifications	Start	Dimension
Notifications	Notifications	Status	Dimension
Notifications	Notifications	Text Message	Dimension
Notifications	Notifications	Title	Dimension
Notifications	Notifications	Type	Dimension
Notifications	Notifications	Notification Count	Measure
Notifications	Template	Created	Dimension
Notifications	Template	Incident ID	Dimension
Notifications	Template	Last Modified	Dimension
Notifications	Template	Notification ID	Dimension
Notifications	Template	Template ID	Dimension
Notifications	Template	Template Name	Dimension
Notifications	Template	Template Name (at notification	Dimension
Notifications	Template	Count	Measure
Notifications	Variable	Created	Dimension
Notifications	Variable	Incident ID	Dimension
Notifications	Variable	Last Modified	Dimension
Notifications	Variable	Notification ID	Dimension
Notifications	Variable	Variable Name	Dimension
Notifications	Variable	Variable Name (at notification time)	Dimension
Notifications	Variable	Variable Name & Value	Dimension

Notifications	Variable	Variable Value	Dimension
Notifications	Variable	Count	Measure