**Data set Details: -**

The dataset is having incidents raised by customers. Which contains an event log of an incident management process extracted from a service desk platform of an IT company

**ID**

Incident identifier (24,918 different values)

**ID\_status**

Eight levels controlling the incident management process transitions from opening until closing the case

**active**

Boolean attribute that shows whether the record is active or closed/cancelled

**count\_reassign**

Number of times the incident has the group or the support analysts changed

**count\_opening**

Number of times the incident resolution was rejected by the caller

**count\_updated**

Number of incident updates until that moment

**ID\_caller**

Identifier of the user affected

**opened\_by**

Identifier of the user who reported the incident

**opened\_time**

Incident user opening date and time

**Created\_by**

Identifier of the user who registered the incident

**created\_at**

Incident system creation date and time

**updated\_by**

Identifier of the user who updated the incident and generated the current log record

**updated\_at**

Incident system update date and time

**type\_contact**

Categorical attribute that shows by what means the incident was reported

**location**

Identifier of the location of the place affected

**Category Id**

First-level description of the affected service

**user\_symptom**

Description of the user perception about service availability

**Impact**

Description of the impact caused by the incident (values: 1- “High; 2- “Medium;

3- “Low)

**Support\_group**

Identifier of the support group in charge of the incident

**support\_incharge**

Identifier of the user in charge of the incident

**Doc\_knowledge**

Boolean attribute that shows whether a knowledge base document was used to resolve the incident

**confirmation\_check**

Boolean attribute that shows whether the priority field has been double-checked

**Notify**

Categorical attribute that shows whether notifications were generated for the incident

**Problem\_id**

identifier of the problem associated with the incident

**change\_request**

identifier of the change request associated with the incident