

Incident Dataset - Description Table

Attributes	Description
number	Incident Number
incident_state	State of incident ('New', 'Resolved', 'Closed', 'Active', 'Awaiting User Info', 'Awaiting Problem', 'Awaiting Vendor', 'Awaiting Evidence')
active	False - if closed, rest all state is active= True
reassignment_count	# of times incidents has been reassigned
reopen_count	# of times incidents has been reopened
sys_mod_count	# of times incidents has been updated
made_sla	Has SLA-(Service Level Agreement) met? i.e. incident closed within SLA (True/False)
caller_id	Incident reporter i.e. caller
opened_by	User who has created the Incident
opened_at	Incident Opened Time
sys_created_by	System ID
sys_created_at	System create time
sys_updated_by	Person/data source which last updated the record
sys_updated_at	System Update time
contact_type	Mode of Contact - ['Phone', 'Email', 'Self service', 'Direct opening', 'IVR']
location	Incident reported/impacted Location
category	Incident Category
subcategory	Incident Sub-Category
u_symptom	Symptom/Issue type
cmdb_ci	Configuration Management Database - Configuration Item that is impacted.
impact	Level of Impact - ['1 - High', '2 - Medium', '3 - Low']
urgency	Level of Urgency -['1 - High', '2 - Medium', '3 - Low']
priority	Priority - ['4 - Low', '3 - Moderate', '2 - High', '1 - Critical']
assignment_group	Incident assignment group
assigned_to	Incident assigned to user/person
knowledge	Knowledge base - available (True/False)
u_priority_confirmation	Priority Confirmation
notify	Notify Though Mail or not
problem_id	Problem ID if available
rfc	Require for change
vendor	Vendor Information -if available
caused_by	Incident Caused by any change
closed_code	Incident Closer Code
resolved_by	Incident Resolve by username/person
resolved_at	Resolved at time
closed_at	Closed time