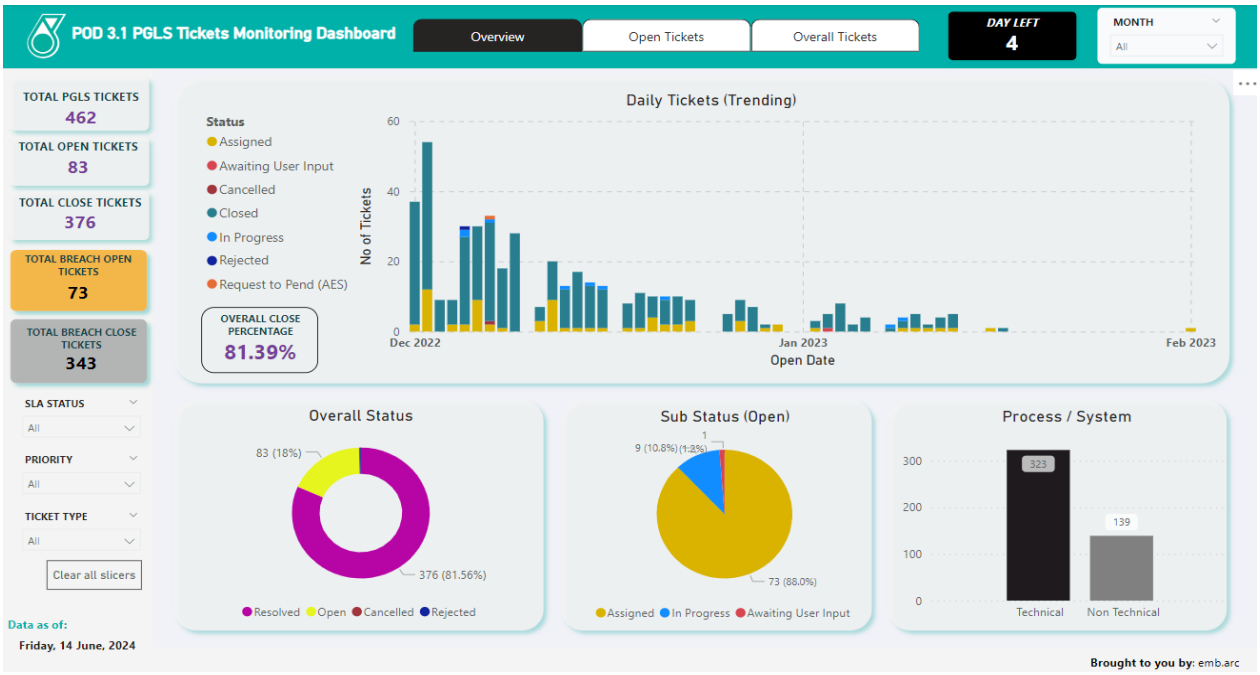
CMP 3.1 PGLS Ticket Monitoring Dashboard User Manual



SharePoint Repository Link	08 PGLS
Power BI Working File (For Edit)	PGLS Ticket Monitoring Dashboard.pbix
Dashboard Link (Published)	POD 3.1 PGLS Tickets Monitoring Dashboard.url
Data Source File	PGLS_SSFTickets.xlsx

1. Data Source

a) Get the report from the SSF System and ensure that it contains the same columns as PGLS_SSFTickets.xlsx (Sharepoint):

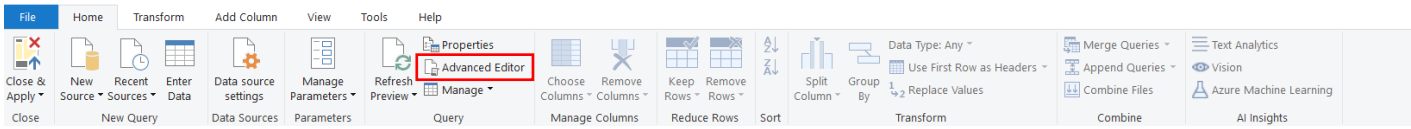
No	Columns
1	Category 1
2	Category 2
3	Category 3
4	Category 4
5	Inbox Status
6	Company Name
7	Status
8	Start Date
9	End Date
10	Completion Date
11	Priority
12	Due On/At
13	Ticket Type

14	Ticket No
15	Volume / No. Item
16	Description
17	Doc Status
18	Employee Responsible (Name)
19	Team
20	Created On/At
21	Last Update On/At
22	Created By
23	Affected User Name
24	Company
25	Status Group
26	Breach Day Taken
27	Resolve Date
28	SLA Status
29	Business Unit

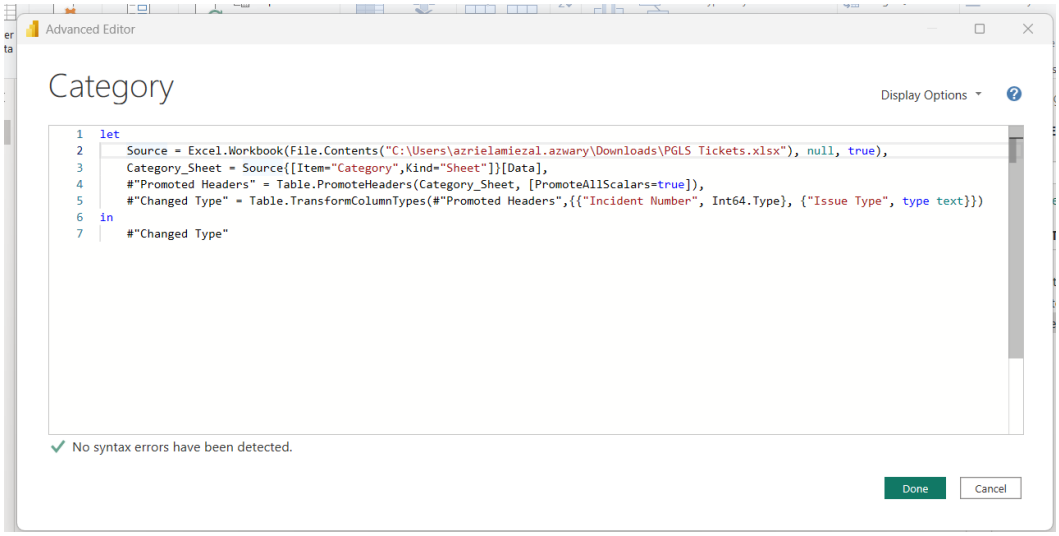
a) If you need to change the source file for the data, follow these steps:

i. Click on “Transform Data”

ii. Click on “Advanced Editor”



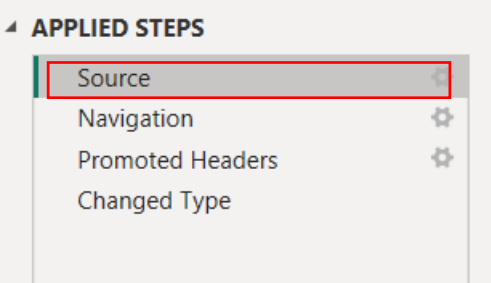
iii. Click on “Source”



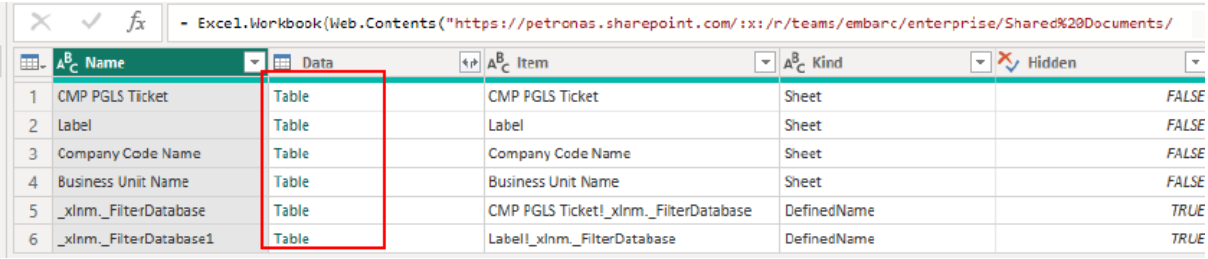

```
let
   Source =
Excel.Workbook(File.Contents("https://petronas.sharepoint.com/:x:/r/teams/embarc/enterprise/Shared%20Documents/5_Phase%202%20Re-scope/02%20POD%203/POD%203.1%20SMA%20EDGE%20for%20KLCC%20and%20PLMMSB/Stage%205/08%20PGLS/SSF%20Tickets/Database/PGLS_SSFTickets.xlsx "), null, true),
```

```
    Category_Sheet = Source{[Item="Category",Kind="Sheet"]}[Data],
    #"Promoted Headers" = Table.PromoteHeaders(Category_Sheet,
[PromoteAllScalars=true]),
    #"Changed Type" = Table.TransformColumnTypes(#"Promoted Headers",{{"Incident
Number", Int64.Type}, {"Issue Type", type text}})
in
    #"Changed Type"
```

iv. Go to “Applied Steps” and click on "Source”.



v. Choose the table you want under the data column.

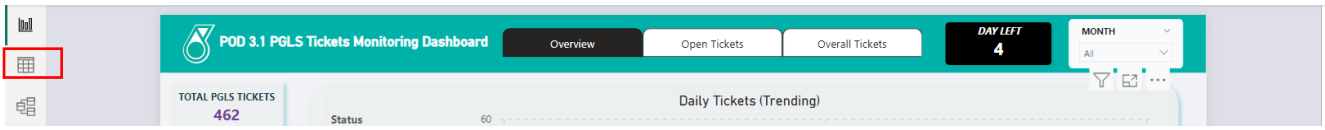


	Name	Data	Item	Kind	Hidden
1	CMP PGLS Ticket	Table	CMP PGLS Ticket	Sheet	FALSE
2	Label	Table	Label	Sheet	FALSE
3	Company Code Name	Table	Company Code Name	Sheet	FALSE
4	Business Unit Name	Table	Business Unit Name	Sheet	FALSE
5	_xlnm._FilterDatabase	Table	CMP PGLS Ticket!_xlnm._FilterDatabase	DefinedName	TRUE
6	_xlnm._FilterDatabase1	Table	Label!_xlnm._FilterDatabase	DefinedName	TRUE

vi. Repeat the above steps for each table.

vii. Click “Close & Apply”

2. **Dashboard Working File (For Edit .pbix)**
   a) Download the " PGLS Ticket Monitoring Dashboard.pbix"
   b) In Table View, you may notice additional columns. These extra columns are created using DAX (Data Analysis Expressions) measures in Power BI.



   c) Here's a comparison of columns between PGLS_SSFTickets.xlsx (Sharepoint) and Table View (Power BI):

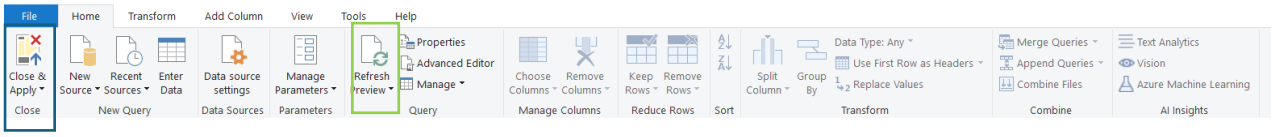
PGLS_SSFTickets.xlsx	Measures
Category 1	
Category 2	
Category 3	
Category 4	
Inbox Status	
Company Name	
Status	
Start Date	
End Date	
Completion Date	
Priority	
Due On/At	
Ticket Type	
Ticket No	
Volume / No. Item	
Description	
Doc Status	
Employee Responsible (Name)	
Team	
Created On/At	
Last Update On/At	
Created By	
Affected User Name	
Company	
Status Group	`Status Group = IF('PGLS Tickets'[Doc Status]="Resolved" || 'PGLS Tickets'[Doc Status]="Closed", "Closed", "Open")`

Breach Day Taken	`Breach Day Taken =`
	`VAR DueDate = 'PGLS Tickets'[Due On/At]`
	`VAR ResolveDate = IF(ISBLANK('PGLS Tickets'[Resolve Date]), TODAY(), 'PGLS Tickets'[Resolve Date]) --`
	
	`RETURN`
	`IF (`

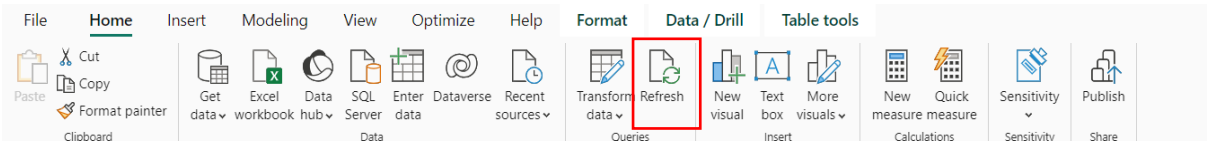
	ISBLANK(DueDate) || ResolveDate < DueDate || ResolveDate = DueDate, 0, -- If 'Due Date', resolved within SLA, or SLA status is not breached, return 0 (CALCULATE(COUNTROWS(CALENDAR(DueDate,ResolveDate)))-1))
Resolve Date	
SLA Status	SLA Status = IF('PGLS Tickets'[Breach Day Taken] <> 0, -- If breach time taken not equal 0 then breached SLA, else Within SLA "Breached SLA", "Within SLA")
Business Unit	

d) To refresh the data, click on "Transform Data"

e) Click the "Refresh" button, and then click "Close & Apply"



f) Click the "Refresh" button again.



g) After refreshing, you'll see the visualizations updated with the new data.

h) You can edit the visualizations as per your preference.

i) After making your edits, publish the report in your workspace.