Incident Tracking Tool

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Abstract/Problem Statement:

XYZ Communications is a diversified Canadian communications and media company engaged in three primary lines of business through its wholly owned subsidiaries Wireless, Cable and Media. XYZ Wireless provides wireless voice and data communications services across Canada more than 10 million customers. XYZ Cable is Canada's largest cable television provider, whose territory covers approximately more than 5 million homes in Ontario, New Brunswick and Newfoundland with 64% basic penetration of its homes passed. Its advanced digital two-way hybrid fiber-coax network provides the leading selection of on-demand and high-definition programming including an extensive line up of sports and multicultural programming.

XYZ business objective is to maximize subscribers, revenue, operating profit and return on invested capital by enhancing our position as one of Canada's leading diversified communications and media companies. The strategy is to be the preferred provider of communications, entertainment and information services to Canadians. XYZ seeks to take advantage of opportunities to leverage our networks, infrastructure, sales channels, brand and

marketing resources across the XYZ group of companies by implementing cross-selling and joint sales distribution initiatives as well as cost reduction initiatives through infrastructure sharing, to create value for its customers and shareholders.

XYZ helps to identify and facilitate opportunities for Wireless, Cable and Media to create bundled products and service offerings at attractive prices, in addition to implementing cross-marketing and cross-promotion of products and services to increase sales and enhance subscriber loyalty. XYZ also works to identify and implement areas of opportunity for our businesses that will enhance operating efficiencies by sharing infrastructure, corporate services and sales distribution channels. XYZ continues to develop brand awareness and promote the XYZ brand as a symbol of quality, innovation and value and of a diversified Canadian media and communications company.

Since we are working on Production Support activities, our work primarily focuses on Tickets & Incidents triaging, system health monitoring along with 99.5% application availability. The problem with this requirement is we need a common platform to coordinate Tickets and Incidents into a single dashboard if client asks for Metrics Data. Since this ask is tedious and time consuming process as both are residing in different tools. So, we need a tool to extract data at anytime and single dashboard to collate incidents, tickets for all applications supported.

Proposed Solution:

The solution to this problem is AAA which is a Single web application will help you track the status of Production Support incidents & Tickets on a real time basis within a unified GUI (Dashboard). This application refers to BBB (Incident Tool), CCC (Ticket tool) for the data related to incidents & tickets respectively and makes the process of tracking easy and flexible. It also acts as a Single Source of Truth, simplifies SLA tracking and Ticket management to a greater extent. It presents complex Incident information in easy-to-understand graphics and offers powerful search, automated report generation, Quick Ticket Classification.

Glossary:

Letters	Denotes
XYZ	Client
AAA	Web application Tool
BBB	Incident Tool
CCC	Tickets Tool