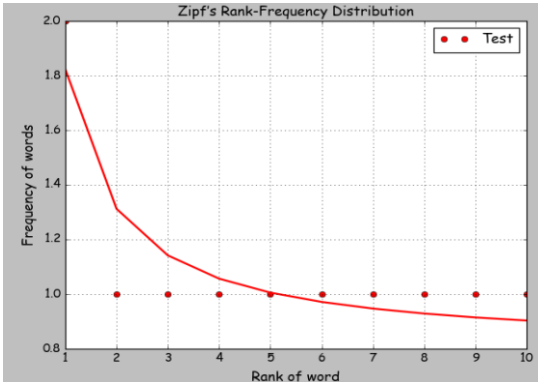
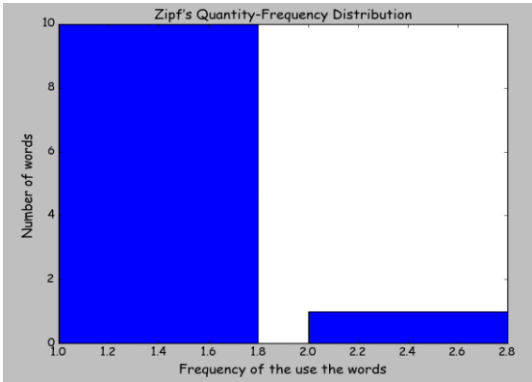


Illustrative application of Zipf's Laws on IT tickets.

Ticket 1: “Proceed with cluster schema due to address import. New db schema has to be put in place.”	
Zipf's Quantity-Frequency Distribution	<p>{'schema': 2, 'db': 1, 'new': 1, 'cluster': 1, 'place': 1, 'proceed': 1, 'put': 1, 'import': 1, 'due': 1, 'address': 1, 'normal': 1}</p> <p>[2, 1, 1, 1, 1, 1, 1, 1, 1, 1]</p>
Zipf's Rank-Frequency Distribution	<p>{1: 10, 2: 1} 10 words occur once and 1 word occurs twice</p> <p>$a = 0.801$, whereby a is an average frequency of words. With increasing rank of words, their frequency tends to be closer to 1.</p> <p>$b = 1.022$, whereby b is a slope of the hyperbolic function. Coefficient b 1.022 value is low. The speed of new words appearance is rather high, what implies a condensed information flow and Readability “effortless”.</p>



Ticket 2: “Related to the SAP R3 AAA migration all partner applications of SAP Germany have to move over their interfaces to the new SAP environment in Potsdam Nord. Firewall clearances have to be done as a prerequisite. This change consists of three steps: 1) Update service registry for application App1: on the SAP servers (online task for manager group XYZ); 2) Reconfigure application App2 to use SAP environment; 3) Restart of App2 application.”	
Zipf’s Quantity-Frequency Distribution	{‘server’: 1, ‘cleanc’: 1, ‘consist’: 1, ‘prerequisit’: 1, ‘migrat’: 1, ‘move’: 1, ‘new’: 1, ‘done’: 1, ‘environ’: 2, ‘app’: 3, ‘updat’: 1, ‘onlin’: 1, ‘partner’: 1, ‘potsdam’: 1, ‘chang’: 1, ‘manager’: 1, ‘group’: 1, ‘use’: 1, ‘relat’: 1, ‘reconfigur’: 1, ‘servic’: 1, ‘registri’: 1, ‘step’: 1, ‘R3’: 1, ‘restart’: 1, ‘nord’: 1, ‘xyz’: 1, ‘task’: 1, ‘three’: 1, ‘sap’: 5, ‘germany’: 1, ‘applic’: 4, ‘firewal’: 1, ‘interfac’: 1, ‘aaa’: 1} [5, 4, 3, 2, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1]
Zipf’s Rank-Frequency Distribution	{1: 31, 2: 1, 3: 1, 4: 1, 5: 1} 31 words occur once, 1 word occurs twice, 1 word 3 times, etc. a = 0.73, whereby a is an average frequency of words. With increasing rank of words, their frequency tends to be closer to 1. b = 4.66, whereby b is a slope of the hyperbolic function. Coefficient b 4.66 value is relative high. The speed of new words appearance is lower, i.e. a few words are repeated, what implies a disperse information flow and Readability “involving effort”.

