

DKG Presentation

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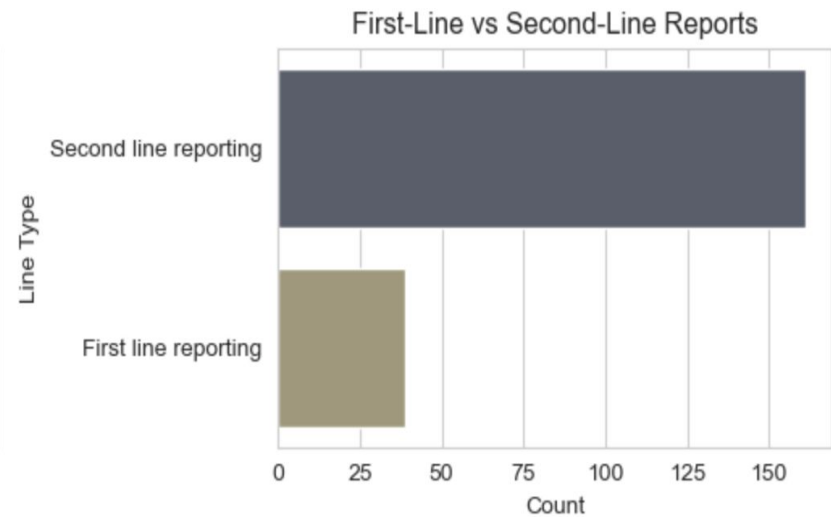
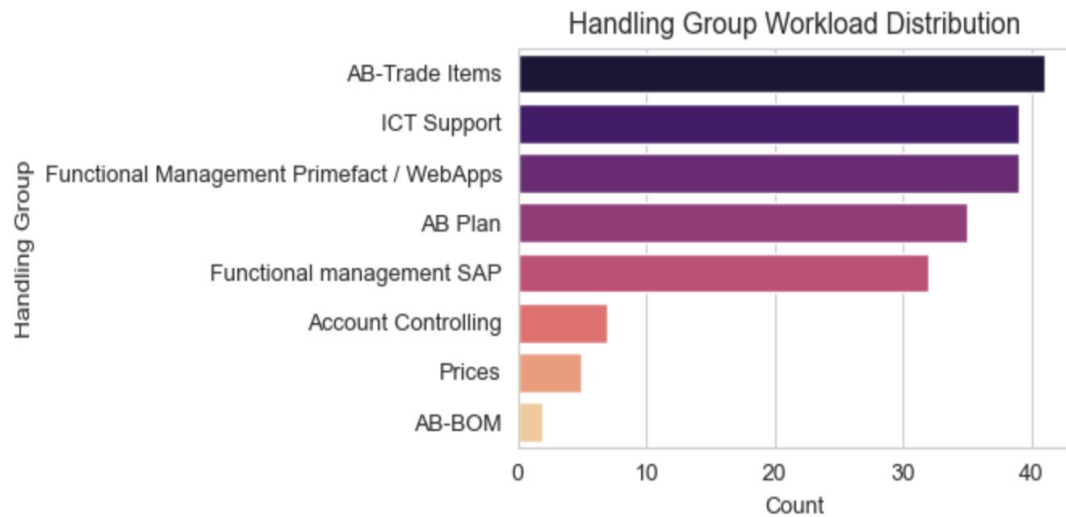
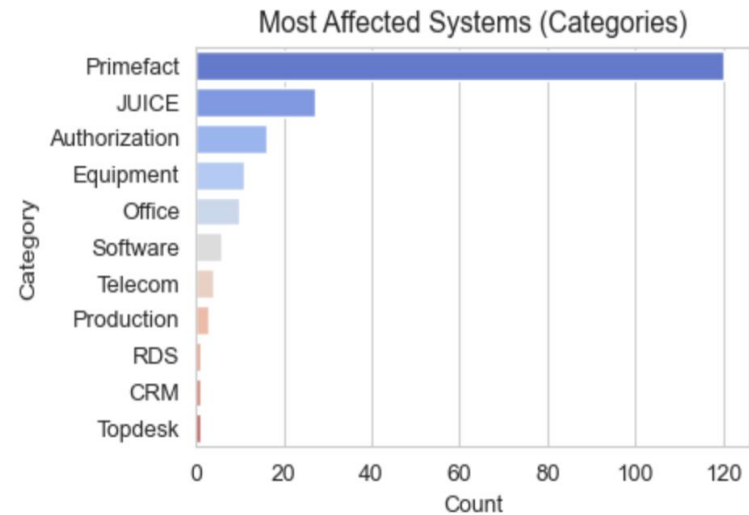
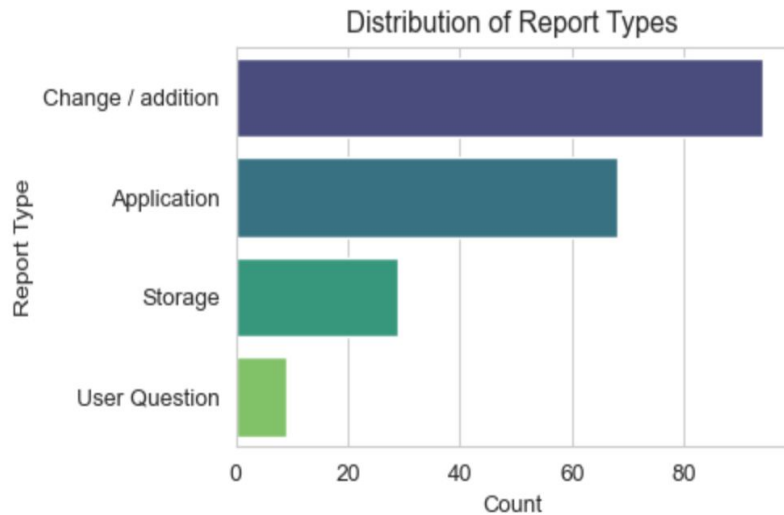
By: Kade Widler



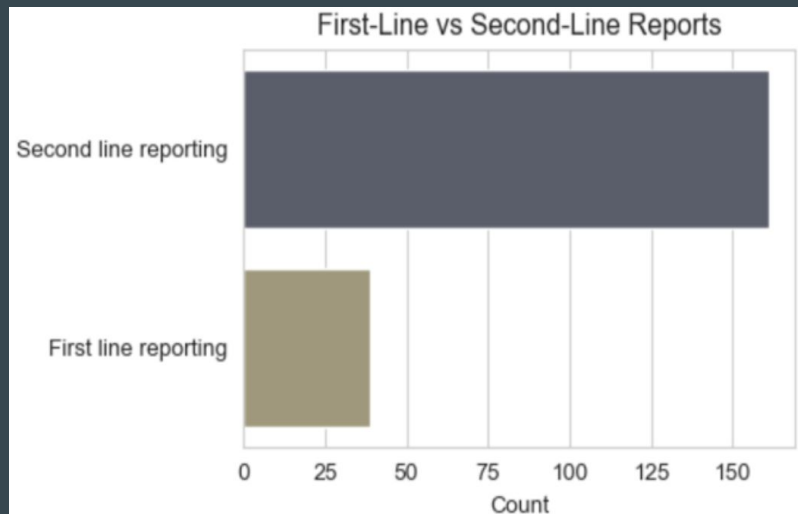
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Outline

1. Initial Insights from EDA
2. Insights from K Modes Clustering Model
3. Final Takeaways



Reports



- First-line support may not be sufficient, as too many cases are handled by second-line teams
- Improve first-line troubleshooting guides to spread workload

Report Types

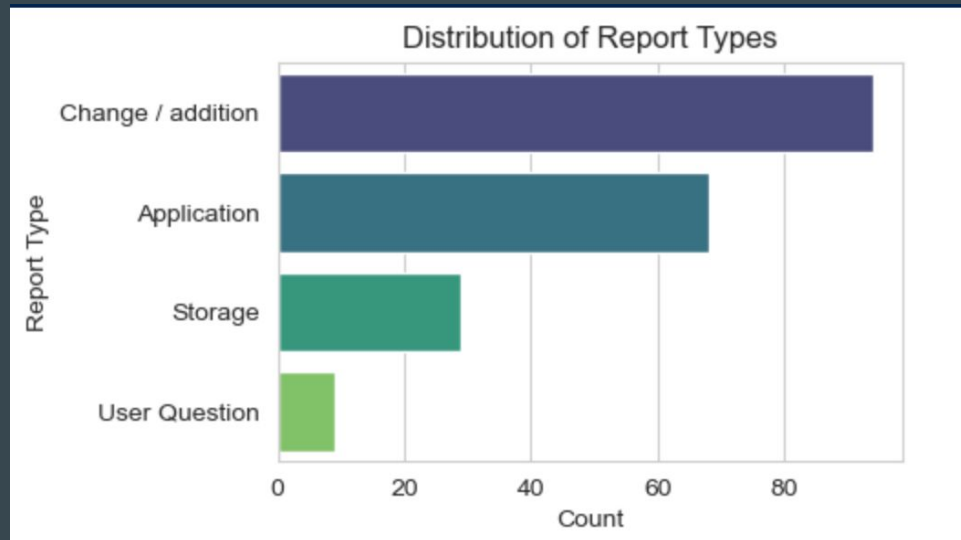
The most common types of reports are Application Issues and Change/Additions requests.

Business Impact:

- The company is frequently modifying software applications (Primefact)
- IT teams spend a significant amount of time managing changes and resolving system issues

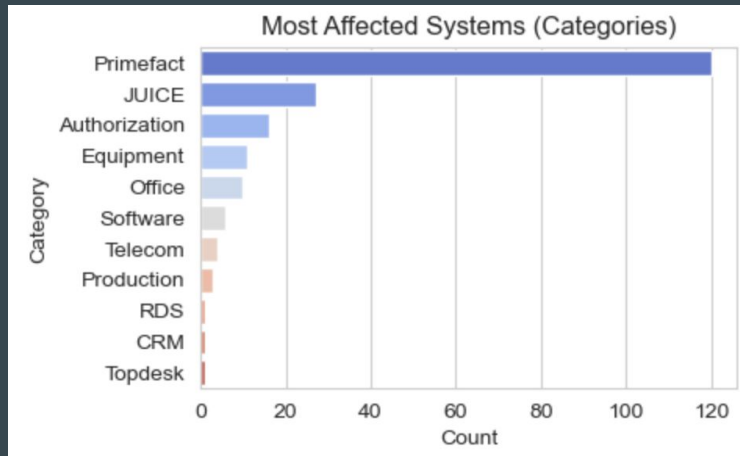
Business Application:

- Enhance software stability (Primefact & JUICE may require more proactive maintenance)
- Automate (tickets) simple change requests (chatbot or self-service portal)



Systems

Primefact dominates the reports, followed by JUICE



Business Impact:

- Primefact is critical but unstable, causing frequent interruptions and requiring constant maintenance
- (JUICE) impact warehouse & finance functions tracking the course of inventory items picked, packed, and shipped.
- Authorization & storage issues indicate access management inefficiencies (security vulnerabilities and data breaches)

Business Application:

- Investigate why Primefact has so many issues: Is it a software flaw? Are users trained properly? What is wrong with ticket submissions/resolutions?
- Improve system monitoring for early detection of problems
- Automate authorization changes

Workload Distribution

Top 5 handling teams receive majority of requests

Business Impact:

- These teams might be overloaded, causing slower resolution times
- Resource allocation issues (automation)

Business Application:

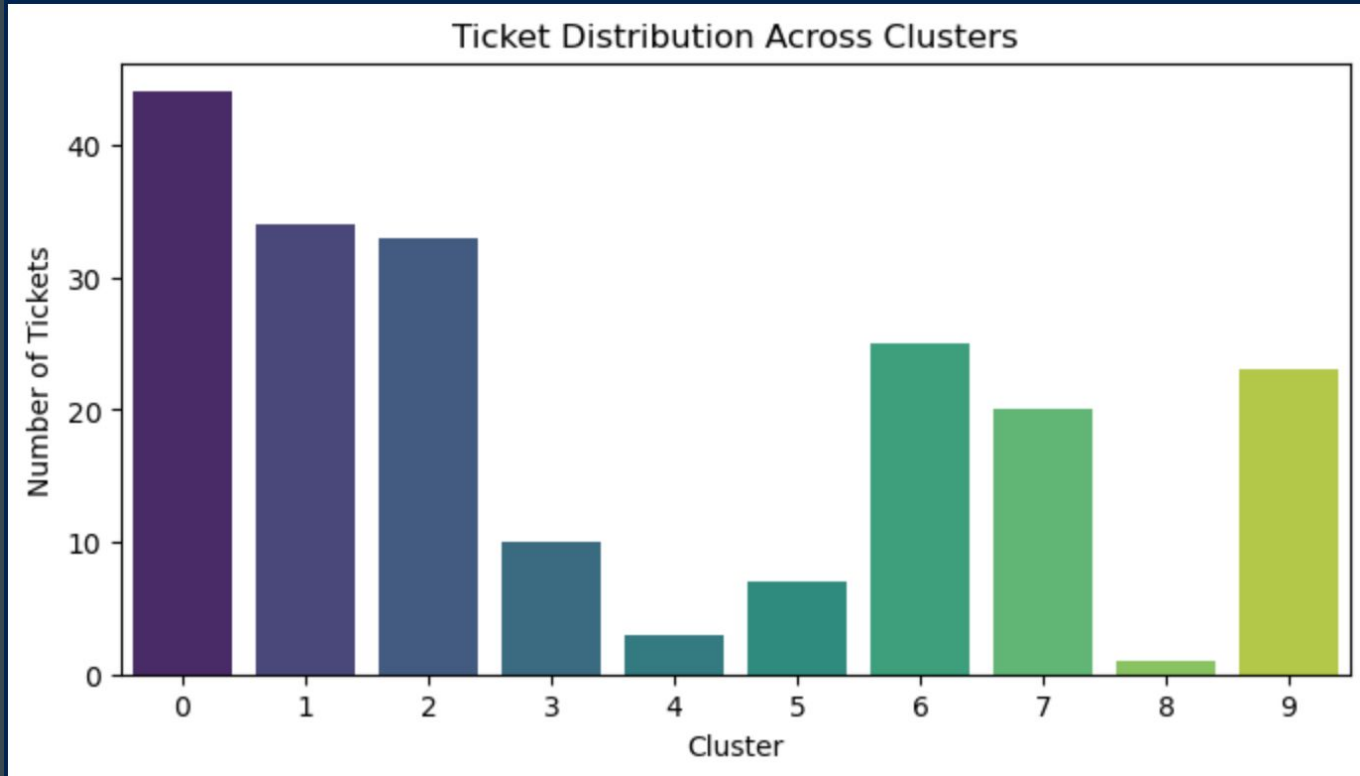
- Balance workload by training more employees
- How are these assignments getting allocated?
- Introduce performance tracking



Final Takeaways from EDA

1. Primefact & JUICE require more proactive maintenance
2. Chatbot for ticket submissions
3. Balance Workload

Clustering Model



Report Type

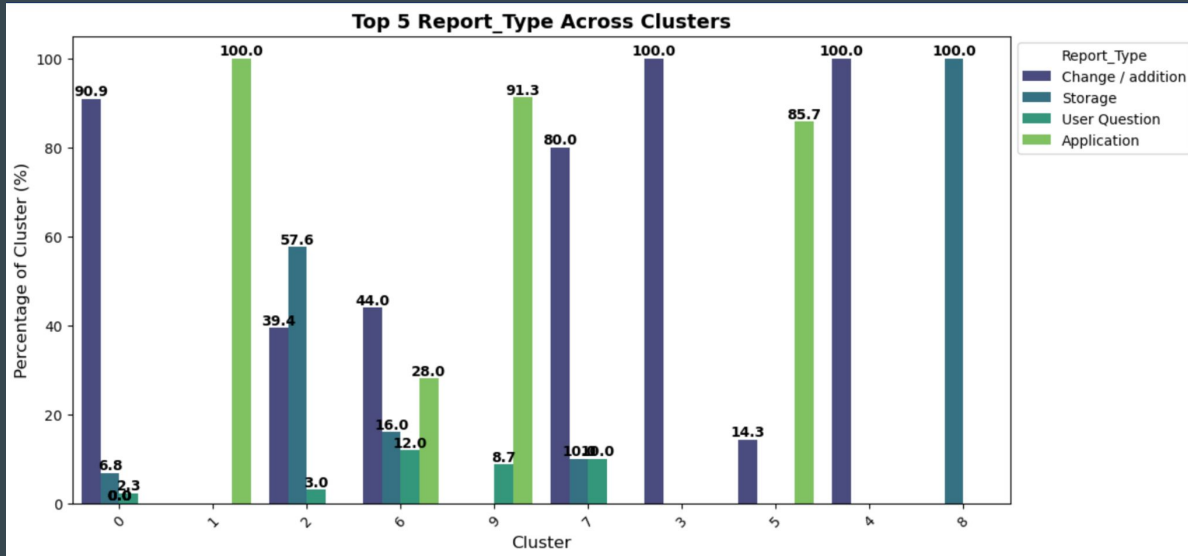
Cluster 0 → 90.9% of tickets relate to "Change/Additions" → Indicates frequent Primefact modification

Cluster 1 → 100% of tickets are "User Questions" → Suggests training or system usability issues.

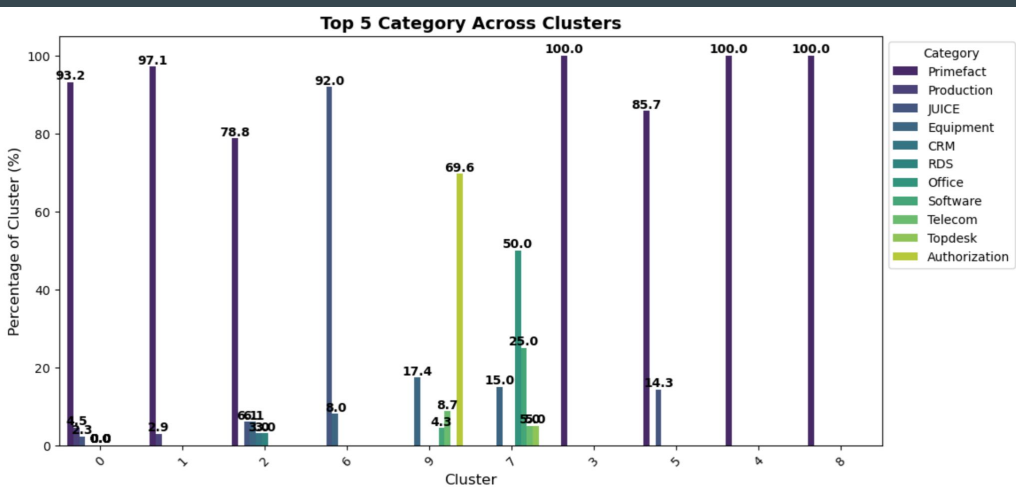
Cluster 2 → 57.6% of tickets relate to "Storage" → Likely related to inventory or access problems (JUICE)

Cluster 3, 4, 5, 6, 9 → 100% "Change/Additions" → Workflow / Assignment allocation errors

Cluster 8 → 100% "Storage" → Indicates a separate, critical storage issue. (Automate authorization)



Category



Primefact dominates in most clusters (0,1,3,5,9) → Indicates a centralized system dependency

Cluster 2 → Mix of Production, Equipment, and RDS categories → Likely related to hardware and logistics (JUICE for repeat tickets)

Cluster 7 → Telecom & Office issues (50%) → Suggests communication-related between teams (Workflow)

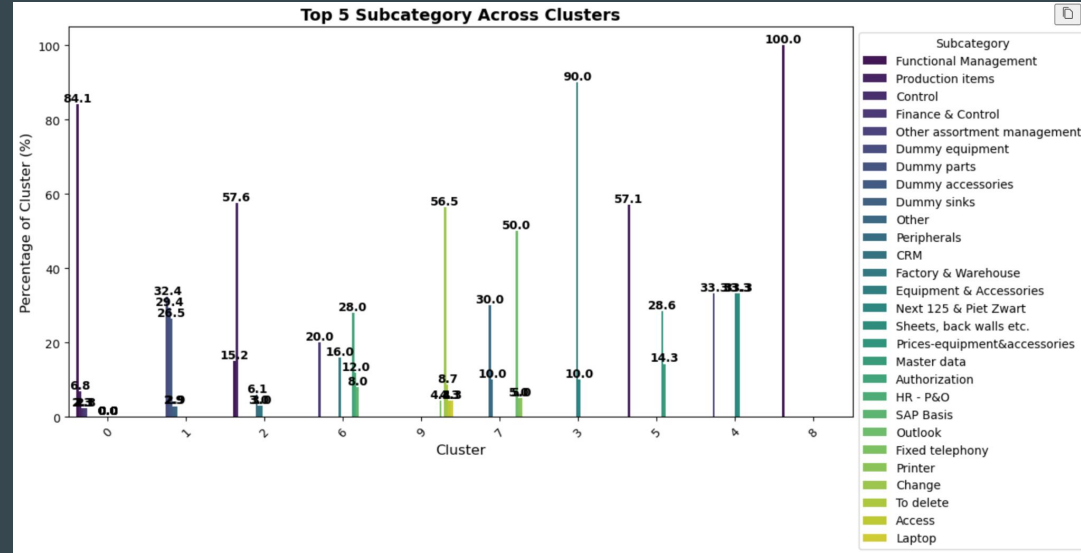
Cluster 9 → Authorization (69.6%) → Indicates frequent access/security changes (Automate authorization)

Subcategory

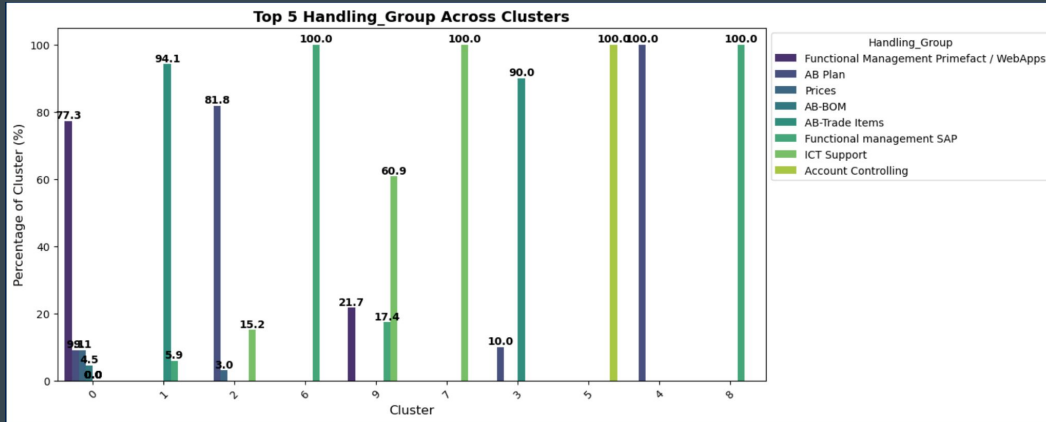
Cluster 0 → 84.1% related to "Functional Management" → (Automate assignment allocation)

Cluster 6 → High percentage of "Production Items" (57.6%) → (JUICE) Detection of supply chain errors

Cluster 9 → High mix of Authorization (56.5%) & Master Data (30%) → Indicates data governance (Automate authorization)



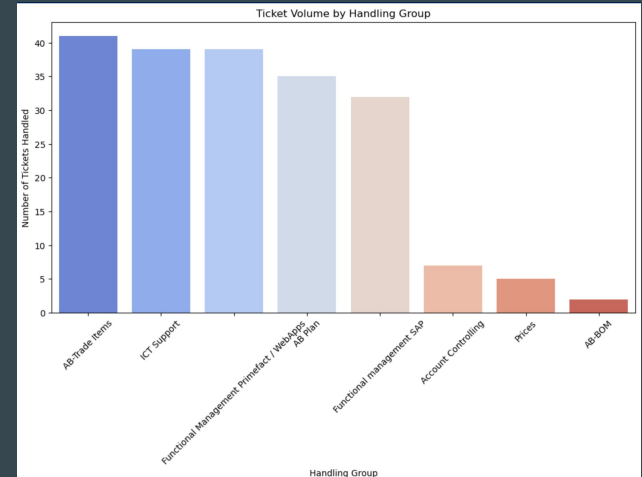
Handling Group



Cluster 0 → Functional Management Primefact / WebApps (77.3%) → Automation (chatbot)

Cluster 1 → 94.1% handled by AB Plan → Indicates a bottleneck in resource planning (increase efficiency) (investigate time it takes for each group to resolve issues)

Cluster 5, 4, 8 → 100% handled by specialized groups → Suggests clear-cut issue categories (dedicated tooling and training)



Final Takeaways / Future Research

1. Ticket Automation (chatbot for submissions)
2. Primefact and team resource allocation
3. Investigate AB Plan ticket resolution (time quantity)



DKG

The image features a dark blue-grey background. Centered on this background is a 3D hexagonal prism, rendered in a slightly lighter shade of blue-grey. The prism is oriented such that its top and bottom hexagonal faces are visible. On the front-facing hexagonal face, the letters "DKG" are printed in a bold, white, sans-serif typeface. The letters are evenly spaced and centered within the face of the prism.