

## 1. Detail description of the selected dataset

This dataset represents an event log of an incident management process obtained from the audit system of a ServiceNowTM platform utilized by an IT company.

- **Data Source:** <https://www.kaggle.com/datasets/vipulshinde/incident-response-log?datasetId=771310&sortBy=dateRun&tab=collaboration>
- **Dataset Name:** Incident Response Log

### 1.1. Domain

IT service management (ITSM)

### 1.2. Attributes & Datatypes

- |                                |                                      |
|--------------------------------|--------------------------------------|
| 1. number: Text                | 19. u_symptom: Text                  |
| 2. incident state: Categorical | 20. cmdb_ci: Text                    |
| 3. active: Boolean             | 21. impact: Categorical              |
| 4. reassignment_count: Integer | 22. urgency: Categorical             |
| 5. reopen_count: Integer       | 23. priority: Categorical            |
| 6. sys_mod_count: Integer      | 24. assignment_group: Text           |
| 7. made_sla: Boolean           | 25. assigned_to: Text                |
| 8. caller_id: Text             | 26. knowledge: Boolean               |
| 9. opened_by: Text             | 27. u_priority_confirmation: Boolean |
| 10. opened_at: Date            | 28. notify: Categorical              |
| 11. sys_created_by: Text       | 29. problem_id: Text                 |
| 12. sys_created_at: Date       | 30. rfc (request for change): Text   |
| 13. sys_updated_by: Text       | 31. vendor: Text                     |
| 14. sys_updated_at: Date       | 32. caused_by: Text                  |
| 15. contact_type: Categorical  | 33. close_code: Text                 |
| 16. location: Text             | 34. resolved_by: Text                |
| 17. category: Text             | 35. resolved_at: Date                |
| 18. subcategory: Text          | 36. closed_at: Date                  |

## 2. Decision Makers

IT Operations Team, Service Management Team

## 3. Research Questions

- How does the MTTR change over time for different types of incidents?
- Can we use machine learning models to accurately predict the MTTR for new incidents based on the attributes in the dataset?

## 4. Expected Deliverables/ Outcomes

By addressing the mentioned research questions, can provide valuable insights into the incident resolution process and identify areas for improvement, optimize resource allocation, incident prioritization, capacity planning and provide better service to customers.

## 5. Information/ Data Disclosure

The information contained in this document and dataset is confidential and intended only for the recipient. The recipient is required to protect the confidentiality of the information and do not to use or disclose it in any manner.