1- Group:

1. Mohammed Waleed Saleem
2. Asma Boujbel
3. Shivangi Patil

2- Dataset:

[311 Service Requests - Dashboard | City of Chicago | Data Portal](https://data.cityofchicago.org/Service-Requests/311-Service-Requests-Dashboard/7ang-hqyz)

3- Purpose of data warehouse scheme,

to analyze the 311 service request phone calls / call service request classification.

We would like to determine: \_

1. Number of service call per type, wards, month, and quarter
2. Monthly statistic classified by the complaint type (noise, animal, information, security … etc) per zip-code down to street.
3. Number of service requests by each ward, broken down by hours and days of the week (to get the Busy hour/day) that might impact the service response time.
4. SLA service request per OWNER DEPARTMENT, to identify the best in term of service response depending on the number of (request status) or time duration to resolve it.
5. Duplicated cases , classified by the owner department per SR type