**Issue #1**

Issue type “Story”

Summary

In order to anticipate breaches of SLAs me as Service Owner I want to compute the duration SLA

Description

For a given service, on monthly base, the system must compute the duration of each single ticket as:

# of days = Ticket Closed Date - Ticket Open Date

Create

**Issue #2**

Issue type “Bug”

Summary

Aging View Group are not aggregating tickets correctly

Description

the Graph grouping # of open tickets per range of days is not reflecting the real data

e.g. this is the graph extracted today 24th Jan

*images attachments*

the ranges

up to 1 day is empty should be empty - correct

2-3 days is empty should be 3 tickets - wrong

4-5 days is empty should be empty - correct

6-10 days is empty should be 6 tickets - wrong

11-20 days is 1 ticket should be 3 tickets - wrong

21+ days is empty should be 1 ticket - wrong

**Issue #3**

Issue type “Story”

Summary

In order to have insight in the ticket context, me as service owner i want to highlighted the most common 3 words in all the tickets of my service

Description

We are using free text box for the user to provide details in term of the ticket they are raising. This is powerful from a user perspective because she does not feel limited in expressing her concern.

that said this is driving additional effort from a service support as it is more difficult to categorize the ticket.

in order to have a view on possible patterns, analyzing the most common 3 words used by the user will allow us to have better insight and classification of the tickets

**Issue #4**

Issue type “Story”

Summary

In order to avoid breaches of SLAs me as Service Owner I want to have computed the duration SLA and its prediction to 10 days

Description

For a given service, on daily base, the system has to compute the current duration of each single closed ticket in the month as:

# of days = Ticket Closed Date - Ticket Open Date

per each single ticket we need to determine wherever it breached the SLA (mapping the right expected service level) or not

the duration KPI = # of ticket within SLA / total # of tickets has to be >= 90%

in case open tickets the system has to predict if SLA is not breached wherever the open tickets are open within

1 day

3 days

5 days

10 days

**Issue #5**

Issue type “Story”

Summary

In order to have insight on the most common type of tickets me as service owner I want to have a view on the root cause analysis of the closed tickets

Description

Each ticket is tagged with the category summarizing the root cause analysis. The system have to have a view on volumes per category and timeline trends

**Issue #6**

Issue type “Story”

Summary

In order to have insight on unexpected increase or decrease of tickets me as service owner I want to have a view on variances

Description

Each ticket is tagged with the category summarizing the root cause analysis. The system have to have a view on volumes per category and timeline trends.

Delta on daily base compared to the previous day, 7 days ago, 1 month and 1 year ago.

**Issue #7**

Issue type “Story”

Summary

In order to have a prompt notification of relevant variances me as service owner I want to have an alert sent to me via email immediately.

Description

Once the system verifies a variance of +-3% in any of the KPIs compared to the previous measure, the system will immediately send an email notification to the service owner

**Issue #8**

Issue type “Story”

Summary

In order to have a fresh view of my service me as service owner I want to receive a daily recap each morning.

Description

The System must send on daily base to the service owner a snapshot (volumes, aging, risks and forecast of the day) each morning at the opening of the service.

**Issue #9**

Issue type “Story”

Summary

In order to have a simple access to the knowledge base me as service owner I want to search for open text the articles and the ticket system.

Description

The System must collect in a single document library all the knowledge base articles and provide a search capability that seamless retrieve content from the document library and the ticket system per open text search.

**Issue #10**

Issue type “Story”

Summary

In order to drive a transparency culture as TOP manager I want to have all the Critical Performance Indicators published on screens.

Description

The System must provide real time public view on the Critical Performance Indicators defined as per contract.

**Issue #11**

Issue type “Story”

Summary

In order to have clear view on the monthly performances of the service, me as Tactical meeting attendee I want to have a shared and updated view on SLAs and KPIs.

Description

The System must provide monthly view on the SLAs and KPIs with ease access to all the stakeholders during the tactical meeting.

**Issue #12**

Issue type “Story”

Summary

In order to increase performances and drive savings of 10% me as service owner I want to have suggested and automated Root Cause Analysis.

Description

The System must provide AI capabilities to assess root cause analysis and suggested resolution steps with accuracy of 90+% on at least 30% of the volume of the tickets.

**Issue #13**

Issue type “Story”

Summary

In order to have insight of the system behavior me as service owner I want to have a view on the most common root causes.

Description

The System must provide trends and volume of root cause analysis and give suggestions (by rule based) on potential problem managements.

**Issue #14**

Issue type “Story”

Summary

In order to have a view on the business impact, me as service owner I want to have a view of the potential penalties owned to the business.

Description

The System must provide a report of all the incidents and tickets that could had an impact on the business and their related penalties as per contract.

**Issue #15**

Issue type “Story”

Summary

In order to increase performances and drive savings of 10% me as service owner I want to have a proactive view on service degradation risks

Description

The System must correlate user behavior analytics, applications logs, platform logs and infrastructure logs, to drive insight on service degradation risk or unreported risks to proactively anticipate issues and outages.

**Issue #16**

Issue type “Story”

Summary

In order to take real time decisions, me as service owner I want to have *Technis* integrated online with the ticketing system.

Description

Our System [Technics] must have a 2-way asynchronous integration with the ticketing system. This on one hand, will enable *Techinis* to aggregate real time data and support effective and prompt decisions. While on the other hand, we will update the ticketing system will all the intelligent RCA done on *Technis* for each single ticket.

**Issue #17**

Issue type “Story”

Summary

In order to, conduct efficiencies analysis, me as service owner I want to have the ticket volume analysis.

Description

The System must provide volume ticket counting and trend based on single service and variation of the timeline.

**Issue #18**

Issue type “Story”

Summary

In order to, have a quick view on aging of the ticket me as service owner I want to know for how many days a single ticket has been opened.

Description

As initial quick win, the System must provide a visual ranking of the number of days tickets are opened. This Issue will be further enhanced once the system is more mature.

**Issue #19**

Issue type “Story”

Summary

In order to, have a quick view on the service performance me as service owner I want to know snapshot status of the service.

Description

As initial quick win, the System must provide a visual representation of all the today ticket types and volume compared to 1 week ago. This Issue will be further enhanced once the system is more mature.