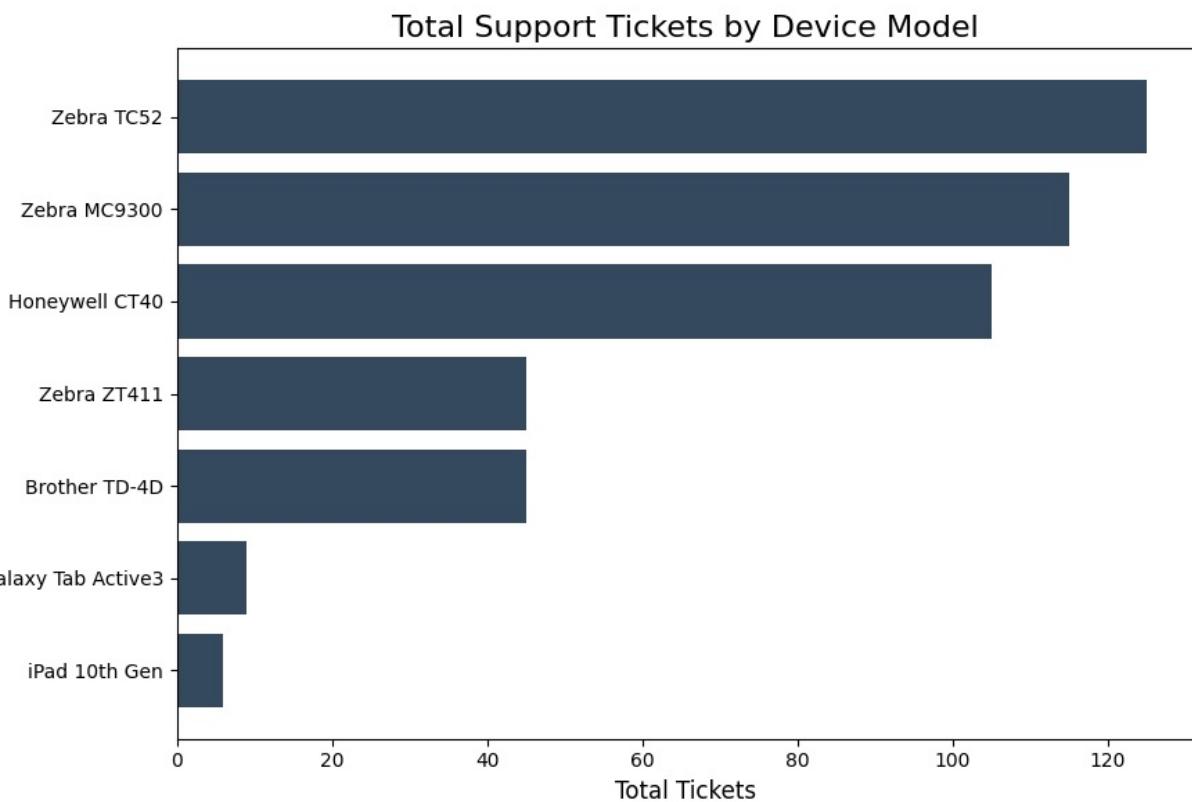


Logistics IT Support Analysis

1. Identifying Critical Hardware Failures

We tracked the total number of IT support incidents across various warehouse device models to identify potential hardware replacement needs.

```
SELECT d.model, COUNT(t.ticket_id) AS total_tickets
FROM Devices d
JOIN Support_Tickets t ON d.device_id = t.device_id
GROUP BY d.model
ORDER BY total_tickets DESC;
```



Management Insight (Actionable Recommendation):

The data clearly highlights that the Zebra TC52 and Zebra MC9300 mobile scanners generate the vast majority of our IT support workload (125 and 115 tickets respectively). As a Key User, I recommend prioritizing "Troubleshooting Training" for these specific models. If the failure rate of the legacy TC52 continues, we should consider budgeting for newer models in the next fiscal year.

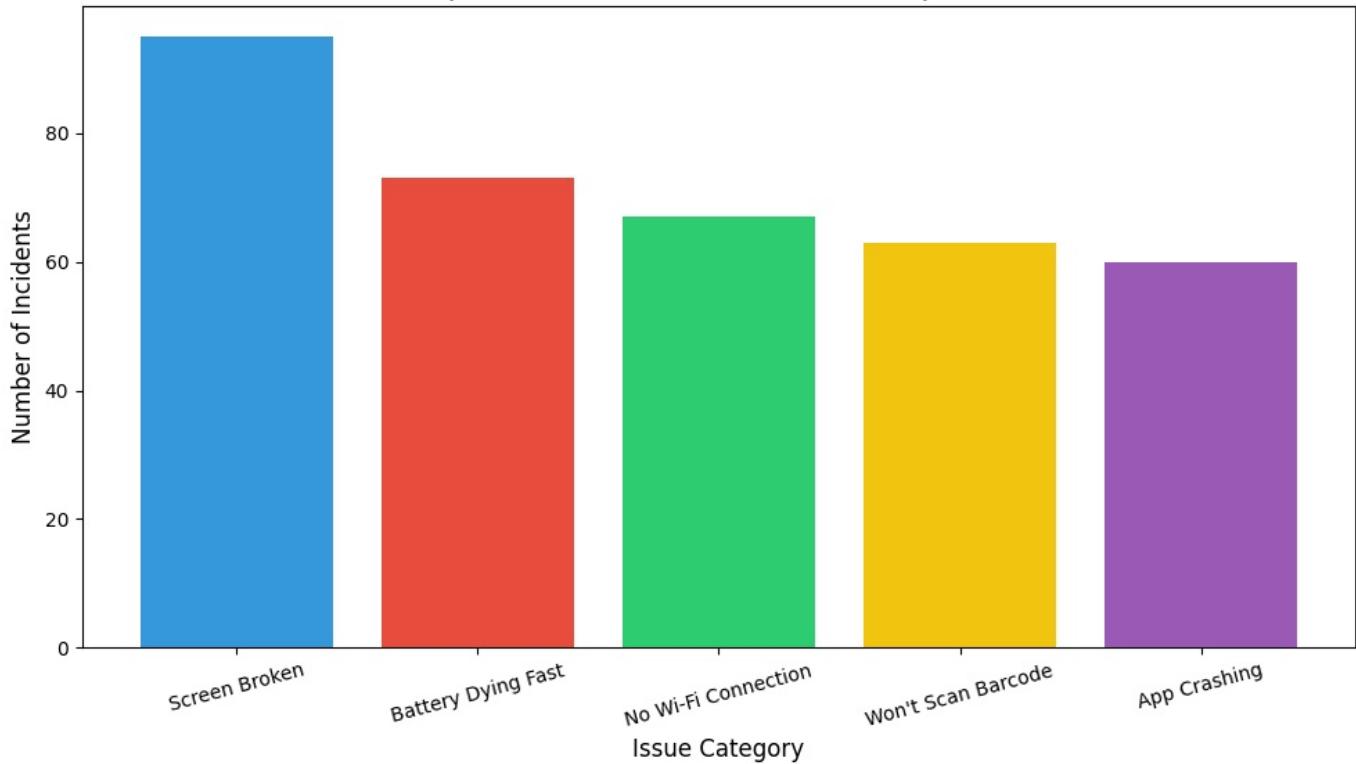
2. Top IT Issues / Error Analysis

To reduce the load on 1st-level support, we analyzed the root causes of all reported IT issues.

```
SELECT issue_category, COUNT(ticket_id) AS incident_count,
       ROUND(COUNT(ticket_id) * 100.0 / (SELECT COUNT(*) FROM Support_Tickets), 1) AS percentage_of_total
FROM Support_Tickets
GROUP BY issue_category
```

```
ORDER BY incident_count DESC;
```

Top 5 Most Common IT Issues Reported



Management Insight (Actionable Recommendation):

Currently, "Screen Broken" (21.1%) and "No Wi-Fi Connection" (14.9%) are in the top 3 issues.

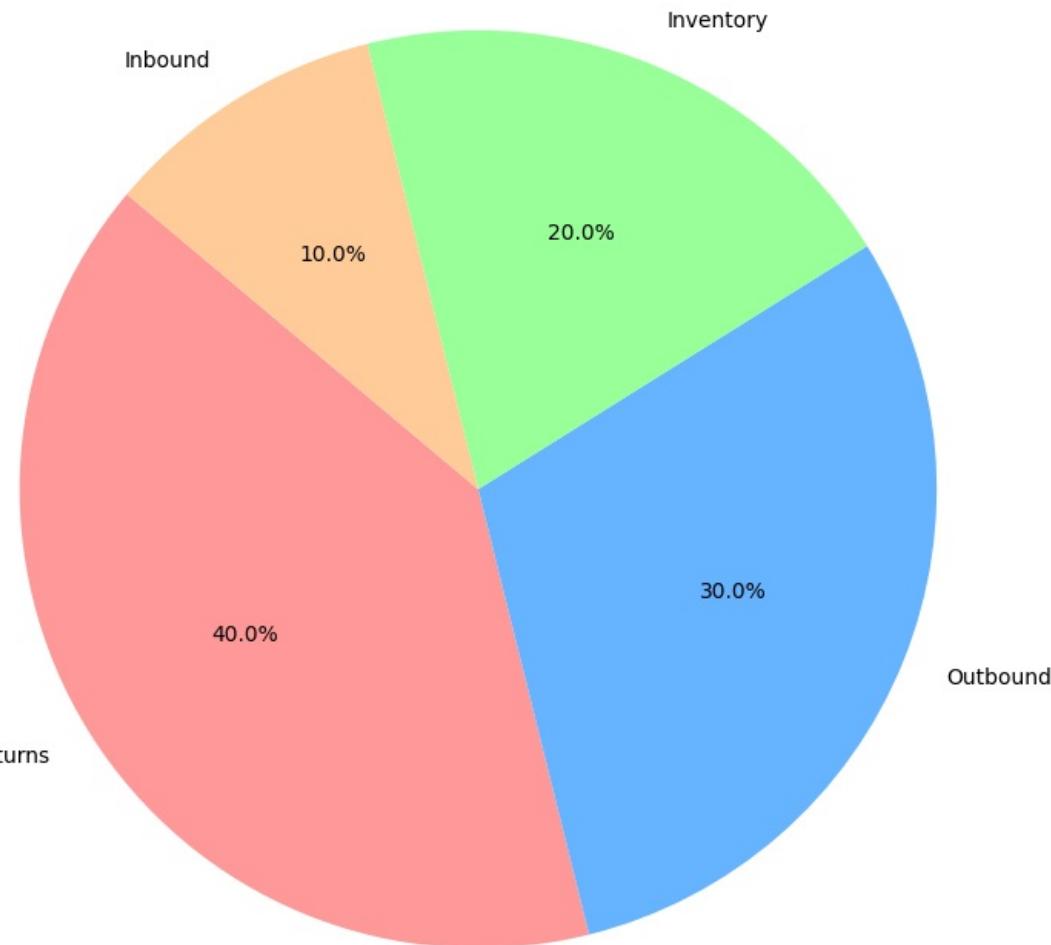
- Action 1:** To mitigate broken screens, we should enforce the use of heavy-duty rubber cases and install screen protectors on all mobile scanners.
- Action 2:** To address the Wi-Fi dropouts, we need to instruct employees to soft-reset localized access points, or investigate Wi-Fi dead zones in the warehouse (especially in the Outbound area).

3. Active Support Workload by Department

By monitoring the active (open) tickets by department, we ensure operational continuity and prevent bottlenecks in the logistics process.

```
SELECT e.department, COUNT(t.ticket_id) AS open_tickets
FROM Employees e
JOIN Support_Tickets t ON e.employee_id = t.employee_id
WHERE t.status = 'Open'
GROUP BY e.department
ORDER BY open_tickets DESC;
```

Open Tickets Distribution by Department



Management Insight (Actionable Recommendation):

The **Returns department** currently has the highest number of unresolved IT issues (12 open tickets). Since Returns processing relies heavily on immediate scanner syncing, any delay here creates a backlog of unsellable inventory. I recommend immediately dispatching an IT resource to the Returns floor to clear this backlog and investigate if there is a systemic issue (such as a faulty WMS syncing station) causing this spike.