IT\_SERVICES\_GENERAL\_BI

-- NUMERIC NULL VALUE TO AVG IPDATE

SELECT AVG(Hours\_Billed)

FROM IT

---NULL VALUES FIND

SELECT COUNT(\*) FROM IT

WHERE Hours\_Billed IS NULL

--- UPFDATE NULL VALUES

UPDATE IT

SET Hours\_Billed = '1045'

WHERE Hours\_Billed IS NULL

-- Avg. Resource Utilization

SELECT AVG(Resource\_Utilization) AS AVG\_RESOURCE

FROM IT



-- Total Hours Billed

SELECT SUM( Hours\_Billed) AS TOTAL\_HOURS

FROM IT

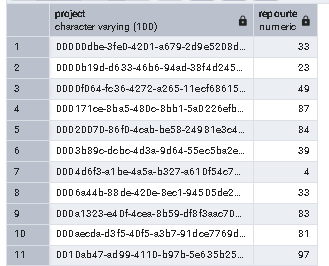


-- Bugs Reported per Project

SELECT PROJECT\_ID AS PROJECT, SUM(Bugs\_Reported) AS REPOURTE

FROM IT

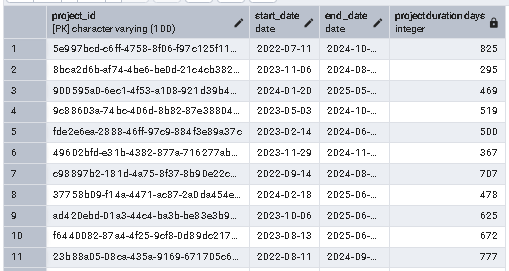
GROUP BY PROJECT\_ID



-- Project Duration (End Date - Start Date)

SELECT PROJECT\_ID,START\_DATE,END\_DATE, END\_DATE - START\_DATE AS ProjectDurationDays

FROM IT



-- Utilization vs Bugs Utilization

SELECT SUM(Resource\_Utilization) AS Utilization ,SUM(Bugs\_Reported)AS Utilization

FROM IT



# --Work / Analysis

SELECT \* FROM IT

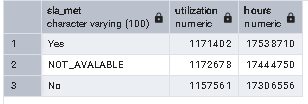
-- KPI cards for Utilization, SLA, Hours

SELECT SLA\_MET, SUM(RESOURCE\_UTILIZATION) AS Utilization, SUM(Hours\_Billed) AS HOURS

FROM IT

GROUP BY SLA\_MET

ORDER BY SLA\_MET DESC



# -- Gantt chart style project timeline

-- Cluster chart: Bugs vs Hours Billed

SELECT SUM(BUGS\_REPORTED) AS BUGS, SUM(HOURS\_BILLED) AS HOURS\_BILLED

FROM IT



# -- Client-wise filters to monitor project delivery

-- Identify long-running or overdue projects