Technical Operations Vital Statistics

Strategy Plan 2025
v.1

Kindbody Tech Ops
Brian Scott - Sr. Manager Tech Ops

TECH OPS VITAL STATS REQUIREMENTS

CLOSED TICKETS REQUIREMENTS

01 Closed Tickets (Last 7 Days)

- **Filters**: Assignee, Summary/Description, KPI, and KPI Measure.
- **Visualization**:
  a. Table Gadget: Displays detailed ticket information.
  b. Bar Chart: Visualizes the number of tickets closed per assignee or grouped by KPI measure.

02 Closed Tickets (Last 90 Days)

- **Filters**: Assignee, Summary/Description, KPI, and KPI Measure.
- **Visualization**:
  a. Table Gadget: Shows ticket details over the last 90 days.
  b. Line Chart: Tracks KPI trends across the period.

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TECH OPS VITAL STATS REQUIREMENTS

OPEN TICKETS REQUIREMENTS

01 Open Tickets by Assignee

- **Filters**: Assignee, Summary/Description, Status
- **Visualization**:.
  a. Stacked Bar Chart: Displays open tickets per assignee, categorized by status..

02 Open Tickets by Priority

- **Filters**: Priority, Summary/Description, and Status.
- **Visualization**:
  a. Pie Chart: Shows distribution of open tickets by priority.

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TECH OPS VITAL STATS REQUIREMENTS

OPEN TICKETS REQUIREMENTS

03 Tech Ops Open Tickets (All Statuses)

- **Filters**: Status, Summary/Description, and Assignee..
- **Visualization**:
  a. Filter Results Gadget: Groups tickets by status for a clear breakdown.

04 Open Blocked Tickets

- **Filters**: Assignee, Summary/Description, KPI, and Reason of Block, Escalation Path
- **Visualization**:
  a. Table Gadget: Highlights blocked tickets with reasons.
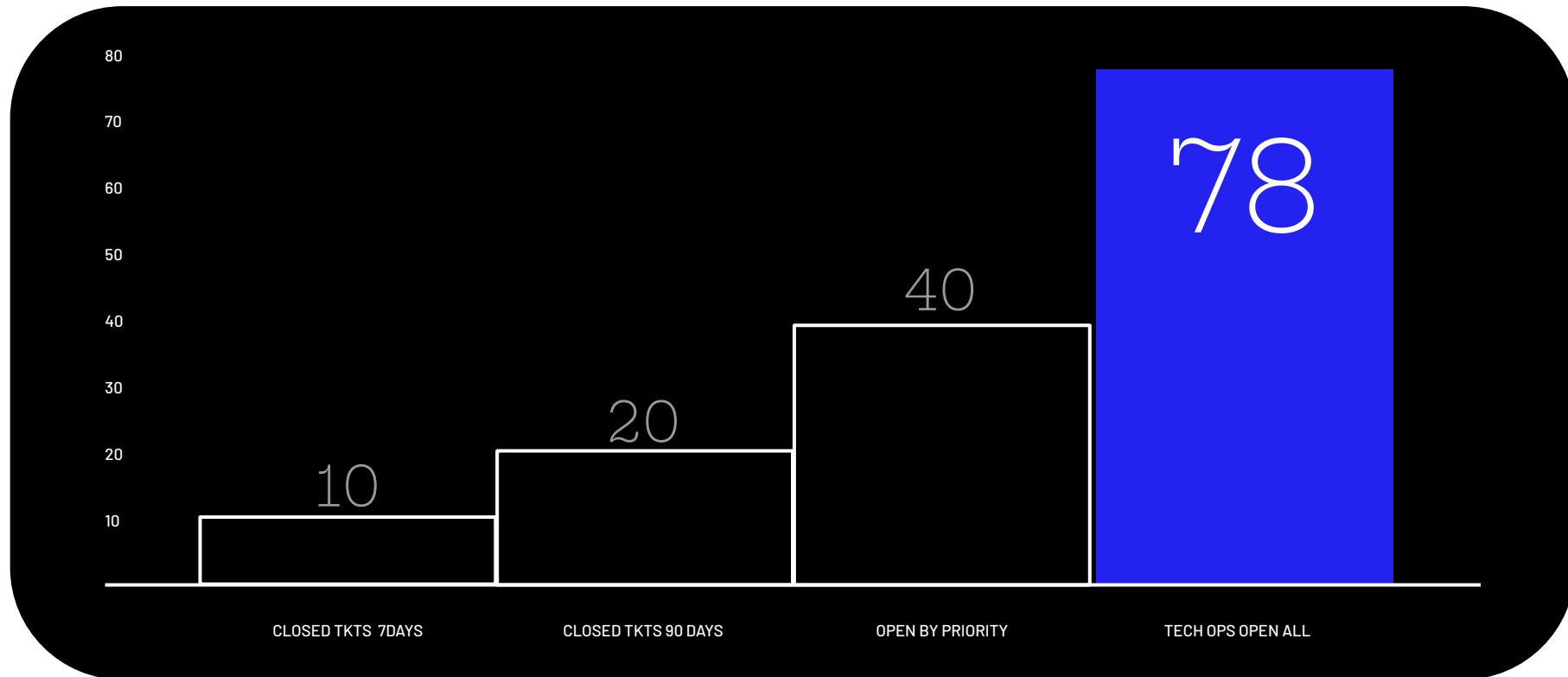 b. Bar Chart: Displays blocked tickets per assignee or by reason for block

05 Keep Tech Ops Tickets Gadget

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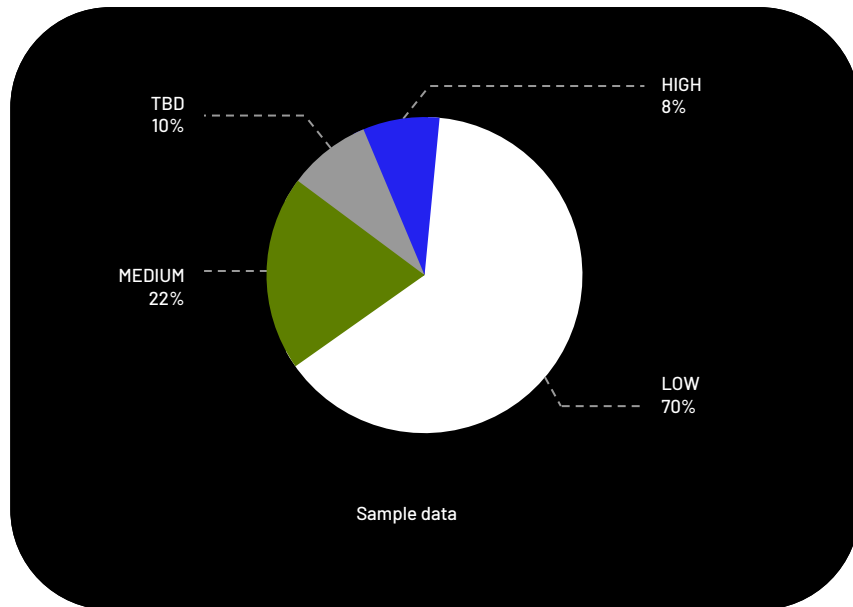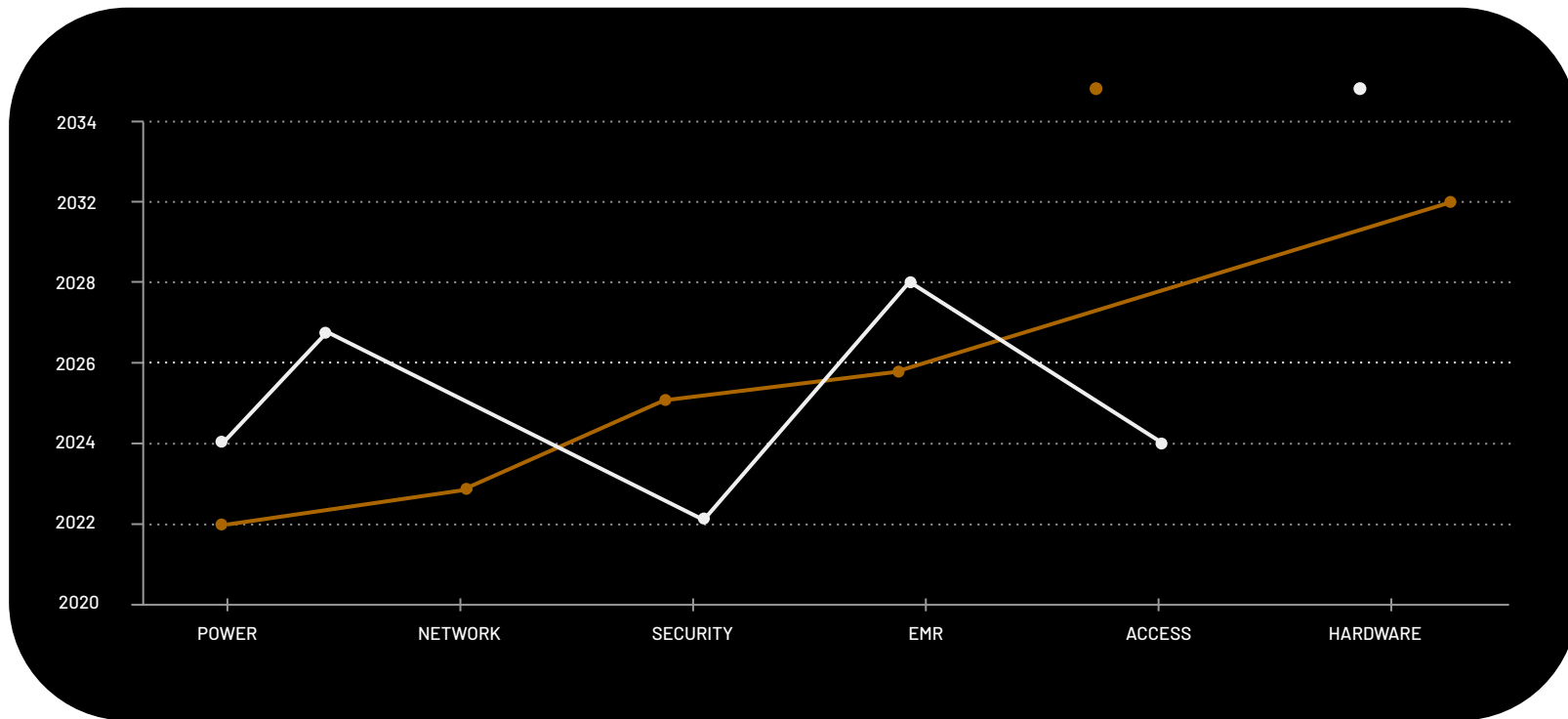
TECH OPS VITAL STATS

SAMPLE

TECH OPS VITAL STATS - Open by Priority

- ***Highest***
- ***High***
- ***Medium***
- ***Low***
- ***Lowest***
  *We should think about reducing down to just three levels
1. **High (Work Stop)**
2. **Medium (Work Around)**
3. **Low (No Work Stop)**

TBD
10%

HIGH
8%

MEDIUM
22%

LOW
70%

Sample data

KPI TRENDS X Over Time

Tracks KPI trends across FIXED TIME period.

Questions?

THANK YOU

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