

## WELCOME TO FP20 ANALYTICS CHALLENGE "IT Help Desk Analysis"

### ABOUT

Welcome to FP20 Analytics Challenge 8! With this challenge, we are going to analyse IT service ticket data to build our own operational dashboards to measure metrics over time. Your dashboard will help the organization identify automation candidates, optimize usage, and reduce costs.

### INTRODUCTION

Below is your stage. Read me carefully!

#### Timeline

The challenge will run from **21/07/2023, closing at 11:59pm UK time on 21/08/2023.**

#### Tools

Reports will be presented in **Excel, Power BI, or Tableau.**

#### Access to the Group and Forum

Link to our challenges group can be found here:

<https://www.linkedin.com/groups/12751070/>

Link to FP20 Analytics Challenges website can be found here:

<https://fp20analytics.com/challenge>

#### **\*IMPORTANT\***

We start to accept Tableau report now! If you know how to use this BI tool, please show your stunning dashboard!

All Reports must be published in novyPro and the link added in the submission, for **better judging**. Please below link to novyPro site and video on how to load your report to novyPro.

**NovyPro:**

<https://www.novypro.com/>

**Instruction Video:**

<https://www.youtube.com/watch?v=jkcAYgFGWUY>

## **THE BRIEF**

Within this challenge, you are presented with a reliable dataset that shows the IT tickets data and Agents' profiles for a fictitious company that you work for. You will provide your actionable insight into your organization trends, usage patterns, systems behaviours, service level agreement etc. It will help our IT department to stay up to date with industry developments.

**Briefly, we have some special requests for this analysis, and you will define the metrics based on above needs:**

### **In the Tickets Table**

- The client requires the canvas settings of the PBI report to be H:1080 - W:1920
- The client would like columns Severity and Priority to be split into 2 columns, creating an ID and classification columns. Example Severity Key column = 0 and Severity Type = Unclassified.
- The Average Resolution time is 4.5 days. The Client would like to create a new column where if the Resolution time is above 3.5 days = "Outside SLA" and if it is below "Within SLA". This will allow the client to push for all calls to stay within the limit by targeting these calls and agents.

### **In the IT Agents Table**

- Column Full Name to be split into 2 columns Name and Last Name, where last name is missing to be obtained from the email address column.
- Name and Last name columns must be Capitalize first words and trimmed.
- Year/Month/Date of birth must be in one Column - data type Date.
- The client would also like to know the Age of the Agents from the Agents' DOB to 31/12/2020.

\*Reports is limited to 2 pages, feel free to use all the techniques at your disposal – tooltips, drill throughs, page navigations, etc.

### **The Resources (English & Spanish versions)**

- 1.An Excel spreadsheet with 2 tabs.
- 2.PDF with the Intro and Brief in the English Language.
- 3.PDF with the Intro and Brief in the Spanish Language.

## Submission of entries

### **\*IMPORTANT\***

Please enter the 2 pages of your report as PDF format in a [LinkedIn post](#) with the following wording. Please post the same in the LinkedIn's **Community Group**.

**"I am participating in FP20 Analytics Challenge 8" please see screenshots of my report pages in PDF format if possible.**

Enter a small summary about you report.

Use the hashtag **#FP20Analytics** and **#FP20AnalyticsITTicketsAnalysis** and tag **@Federico Pastor**.