

Inferences Document:

1. Service Requests Over Time:

Overall Trend: There is a steady increase in service requests from 2018 to 2021.

Monthly Basis: Service requests exhibit seasonal fluctuations with higher volumes during certain months.

2. Volume of Service Requests by Source:

Overall Trend: The majority of service requests are received from specific sources, with some sources showing an increasing trend over time.

3. Volume of Service Requests by Department:

Overall Trend: Certain departments receive a higher volume of service requests compared to others, indicating varying levels of demand for services across departments.

4. Top 10 Performance Metrics (Response Time) per CATEGORY and Type of Request:

Fastest Response Time: Identified top 10 cases with the fastest response times, categorized by Category1 and Type of Request, indicating areas of efficiency in service delivery.

5. Geographical Visualization:

Top 10 Areas: Identified the top 10 areas where the most number of requests were raised, highlighting regions with higher service demand.

6. Departmental Workload Comparison:

Workload Distribution: Visualized workload distribution among different departments and workgroups, identifying departments with heavier service burdens.

7. Response Time Analysis:

Response Time Distribution: Analysed the distribution of response times for each department, identifying outliers or patterns that may indicate areas for improvement in response efficiency.

8. Service Request Status Composition:

Composition Change: Visualized the composition of service request statuses over the years 2018-2021, highlighting changes in the proportion of open, closed, and in-progress requests.

9. Time to Closure Analysis:

Average Closure Times: Visualized average days to close service requests for each Category1, identifying categories with consistently longer closure times and potential bottlenecks in the service process.

10. Workload Efficiency:

Relationship Visualization: Explored the relationship between workload (number of service requests) and efficiency (days to close) for each department, identifying departments with high workload but efficient closure times and vice versa.

Overall, the analysis provides insights into service request trends, departmental performance, and areas for improvement in service delivery and efficiency. These insights can guide decision-making and resource allocation to enhance overall service quality and responsiveness.