Interview prep work

This is to have discussion on common base.

Here are four sources of information, that combined will allow you to go thru the different request below. I will be reviewing with you, how you would address this request.

Background

Incident level information captured for multiple customers for the last few months. Customers have different locations/sites and have circuits associated with those sites. These circuits are also related to products. There are critical timestamps capturing life cycle milestones. Issue reason and closure reason capture additional information on the incidents.

Key KPIs/Metrics

1. Key Volume of incidents based on
   * Customer, Site, Products, Issue Reason - Monthly
2. Mean Time to Resolve (MTTR)
   * Mean time taken from the creation of the incident (measured) to resolution
   * Customer, Site, Products, Issue Reason - Monthly
3. Mean Time to Resolve % (MTTR %)
   * Number of incidents (measured) resolved within the target
   * Customer, Site, Products, Issue Reason - Monthly
4. Service Availability %
   * The percentage of, time service was available at a customer site
   * Key Components:
     + Down Time: total time a service was unavailable at a customer site due to severity 1 or 2 (measured) incident
     + Total Planned Uptime: Total calendar days (hours) the service is set up to be available at the customer site
   * Service Availability Hours = Total Planned Uptime – Down Time
   * Customer, Site - Monthly
5. What other information we can get from this data?