Finance Reports Metrics

## Summary:

The source is an excel file containing data from 3 years. The data is available in a time range of September 2018 to September 2020. September – August is considered as one financial year. A financial year is further categorized into 13 periods, each period consisting 4 weeks. The given dataset appears to be for tickets that fail to meet SLA/has delayed resolution times. The runtime is calculated and a reason for the delay is stated as well.

Below is my understanding about the data along with possible reports, further clarifications are required:

## Data:

1. Date
2. Day
3. P/W(Derived)
4. Period
5. Week
6. Expected Start Time
7. Period Lock
8. Period Unlock
9. Report Delivery
10. RUNTIME (MINUTES)
11. Inaccurate Data?
12. Morning of
13. Reason for being late
14. Category

## Clarification on Data:

1. Expected Start Time (2)
2. Period Lock
3. Period Unlock
4. Report Delivery
5. RUNTIME (MINUTES)
6. Morning of
7. Period (1 Period = 4 weeks, 13 Periods in a FY)

## Known Insights:

1. Reports counts based on time range trending
   1. Expected Start time
   2. Lock time
   3. Unlock time
   4. Delivery time
2. Time range trending
   1. Indicators based on threshold
   2. Comparison with time ranges(year/period/week)
3. Runtime report in Period/week/time frame level
4. Period level delivery times
5. YOY Comparison of
   1. Counts & their percentages
   2. SLA Change percentages

## Questions on data:

1. What is the total report count?
   1. How many are in each time range?
   2. What percentage of the total count is in each time range?
   3. What are the counts and percentages in each period, in each year?
2. What is the YOY Change in the counts?
3. Why has there been a drastic change in the comparison?
   1. Visualize possible factors in the report.