Incident Metrics Dashboard

Source: Service Portal

Possible Blockers: Access rights

Possible Data:

1. Incident Number
2. Priority
3. Assigned Personnel Name
4. Assignment Group Name
5. Service Configuration Item
6. Incident Type
7. Issue Short Description
8. SLA
9. Severity
10. Reassignment Count
11. Updates
12. Current Status
13. Opened Timeframe
14. Updated Timeframe
15. Resolved Timeframe
16. Closed Timeframe
17. Closed by Personnel Name
18. Mean Time To Fix(MTTF)
19. Business Resolve Time(BRT)
20. Closure Notes

Known Insights:

1. Counts of:
   1. New tickets
   2. Active, Resolved, Closed tickets
   3. Ticket type
   4. Tickets handled by service groups
   5. Different priorities, severities
   6. Each configuration item (area of impact)
   7. Each SLA status
   8. Reassignment
2. Group frequent issues based on
   1. Configuration item
   2. Text from description and short description
3. Impacts on MTTF/BRT based on:
   1. Configuration item
   2. Text mining description, short description, closure notes
   3. Reassignment counts
4. Root cause analysis from texts in closure notes & suggest possible bugs
5. SLA/MTTF/BRT breach counts and factors affecting them
6. Spike in new incident types/counts/other factors & possible reasons (like deployment/outage/peak season)
7. Effectiveness of a group/member based on MTTF/SLA
8. SLA Compliance checks
9. MTTR compliance checks for different severity/priority
10. Ageing tickets (open over 7/N days)
11. Time series comparison of metrics:
    1. Tickets opened/closed
    2. SLA Compliance
    3. MTTP/BRT Compliance
    4. Ticket intake & resolution KPI
12. Top contributors:
    1. SLA breach
    2. MTTR/BRT breach
    3. Aged tickets
    4. Reassignment counts
13. Service improvements
    1. Suggestion/ Implementation counts
    2. Factors affecting completion

Other insights:

1. Tickets prediction
   1. Ensure resource availability for good ticket handling bandwidth
   2. Improve MTTF & SLA
2. Suggest possible bugs and it’s fix to testing teams
3. Incident reduction
   1. Factors
   2. Benefits

Questions:

1. What are the counts of tickets?
2. Why is there a sudden spike or reduction in the tickets?
3. Why is a ticket being reassigned too much?
4. Why has SLA breached for the tickets? (is this same as MTTF/BRT)
   1. What are the possible reasons? (bandwidth/knowledge gap)
5. Who has/has not met MTTF/BRT/SLA and what are the reasons/factors?
6. Are there any aging tickets?
   1. Possible reasons for aging?
7. What is the incident trend for the past years?
   1. What are the trends for months & days?
   2. Any predictions on future figures?
8. What is the ticket intake to resolution ratio?