Good work Tuhina.

Good work and well done in terms of the coding practices applied. Make sure to spend your time wisely and to communicate the appropriate components to the appropriate audience. Business users are generally not interested in process and technical detail, and you could reduce the introduction and make it more relevant to business users in the presentation. Also be careful of large amounts or dense text as this could be difficult to consume. When using graphs to tell a story, the message should be apparent, and you can use bullets to highlight or communicate key messages. The notebook was of exceptional quality (including the update) and you did well in the technical report. The technical report could potentially be improved by the addition of tables or figures in the body of the report to help technical users what you observed in the data.

You did well to contextualise the project and to present different views and interpretation of the data but could extend the analysis to provide additional business suggestions. You made a good start, but could go into more analytical depth based on the provided questions. Other opportunities missed include evaluating patterns based on not just absolute numbers, but also scaling data to allow you to compare the patterns for data sets with different scales. (Good work in looking at this separately). Good observations regarding capacity planning. What do you think would be reasonable in terms of utilisation bands? When do you think additional capacity will be required? For what? Where?

Good work in presenting the information to a business audience in your presentation.

**Presentation**
Good work overall. You did well to make the information easy to consume and to comment on the trends visible in the data. As per the previous comment, there was room to add different views and to contextualise the information in such a manner that it would be more useful in decision making. You could also expand on translating the observations into more specific recommendations. Your context and background were clear, and you did well to position the presentation. Are there opportunities for better utilisation of resources? Could you make specific recommendations of actions to implement, or further areas to collect data and analyse the situation? How could Twitter or other social media data be used, or do you have specific data collection suggestions in order to be able to demonstrate the potential value to the business? Are there opportunities to perform sentiment analysis? How could related keywords be used? Were there opportunities to make predictions based on the available data regarding capacity for specific service types or settings? Make sure to make maximal use of the available time allocated to include additional insights, observations and suggestions.

When looking at the Twitter data there are different questions that can be posed. We can explore sentiment or identify related keywords and trends. Make sure that you are specific in terms of the explanations provided and how these could be of value to the business. While the provided set was limited, it could still be used to demonstrate principles, or, to serve as example of how to better specify the requirements for data collection.

Good work overall. You did well with the wrangling and data exploration, but could practice extending the discussion around interpretation and making recommendations based on the observed trends.

**As general observations**, the report is for a technical audience to validate and reproduce (if required) your results and the presentation is typically aimed at business users who want to understand what you did and how this would be useful to the business. Having the separate components allows you to focus the artifacts on the needs of the specific audience. Make sure to reframe the business questions and be specific about the elements you wish to explore based on your understanding and insights in the data. Your recommended actions should focus on the questions posed and you should be clear about assumptions, risks, and suggested future actions. Make sure to include the relevant information that your target audience requires and that would appeal to them. Make sure to be succinct in your descriptions and to include the information required for the various tasks in an easy to consume and focussed manner.

Good work overall.