

Technical Operations Dashboard

The technical operations team that works towards detecting and diagnosing infrastructure & application performance for maintaining expected level of services is an important function of the Security platform. The dashboard attempts to measure all the steps being taken by this team and the value it offers to its customers.

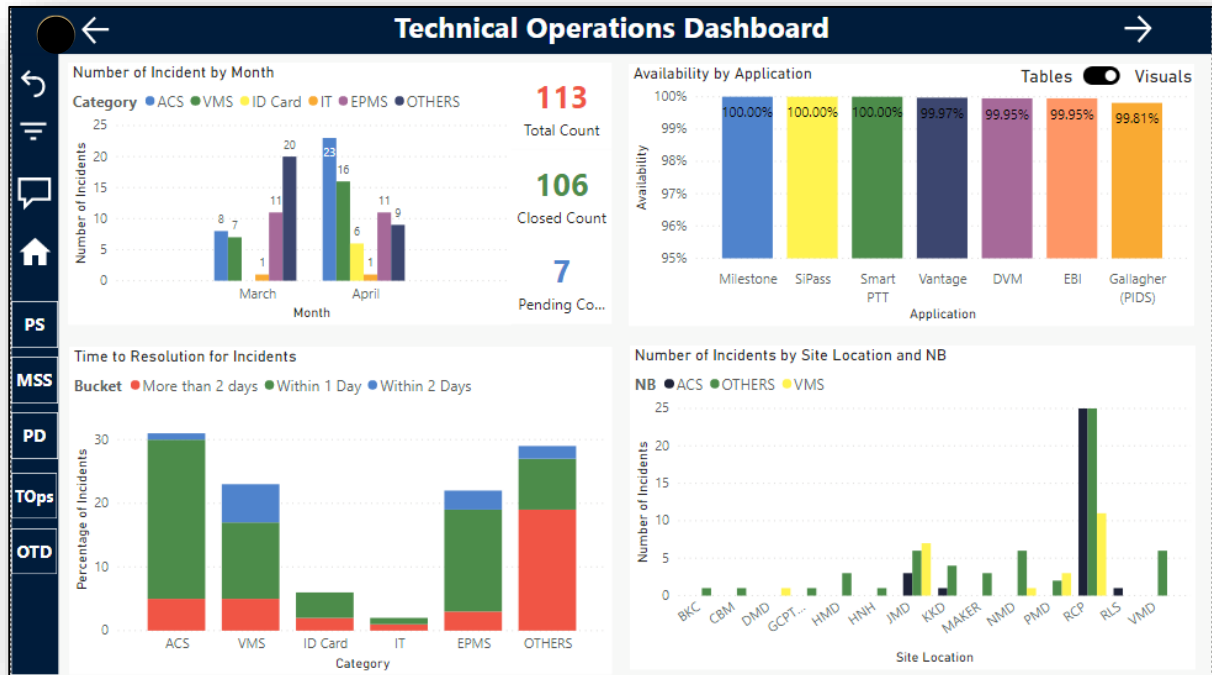


Figure 1 Technical Operations Dashboard

The **Left Side** is the Navigation bar which houses a number of buttons. The details of the buttons are as follows: -

- i. **Reset Button:** - It will reset all the filters selected on the page
- ii. **Hamburger Icon:** - This houses all the filters that can be applied to the data on the page. Figure 3 on the next page gives the preview of the same. The filters that can be applied are as follows: -
 - a. **Category:** - This helps select between the category of issues of incidents raised.
 - b. **Sub Category:** - This helps select between the sub- category of issues of incidents that are raised.
 - c. **Site Location filter:** - This will give user an option to select one or multiple sites based on which the data of the whole dashboard will change. The default view will be Select all view which means data across all sites will be taken in account.
 - d. **Time Range filter:** - This can be used to view the data between any date ranges. Default view will be Last 1 week.
- iii. **Q&A Button:** - This helps the user to ask any question related to data to an AI powered Chat Bot. Figure 4 on the next page gives the preview of the same.

For the Six pages of the dashboard there is a navigation button which can help jump between the pages

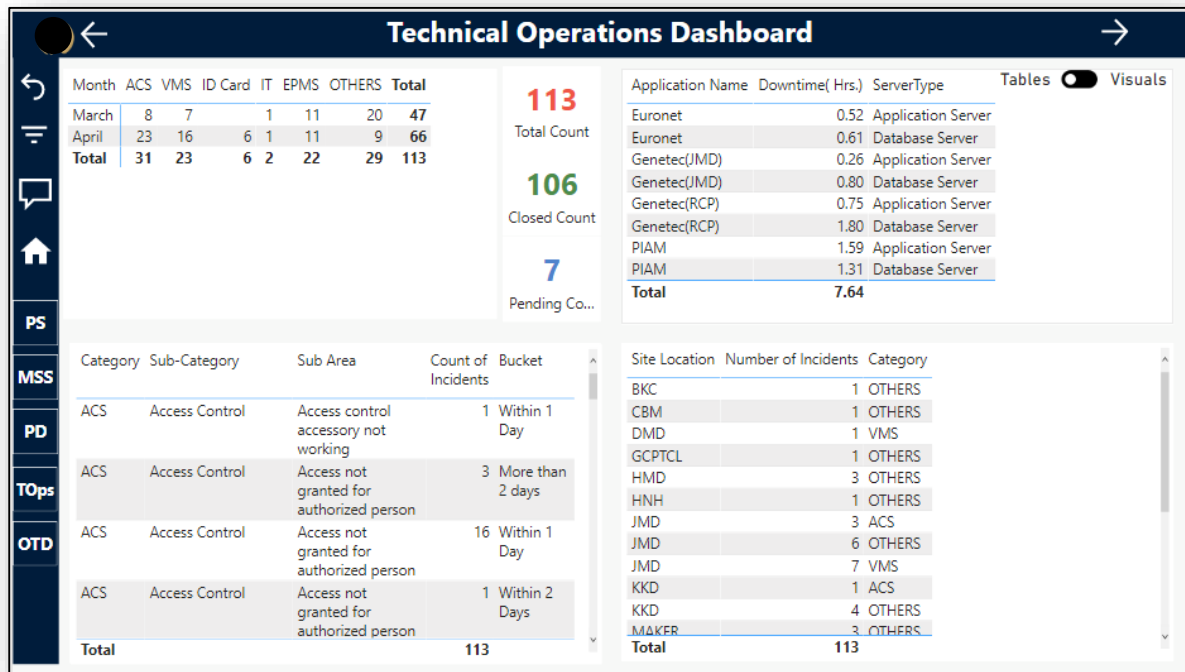


Figure 2 Technical Operations Dashboard Tabular View

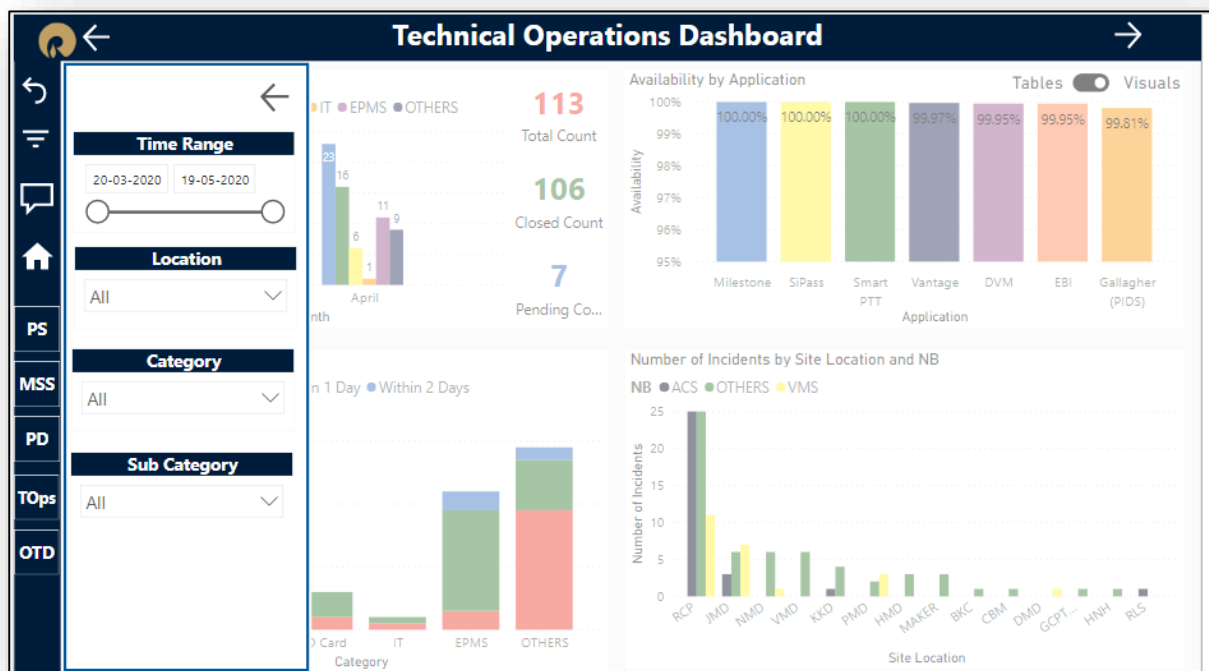


Figure 3 Technical Operations Dashboard Filters

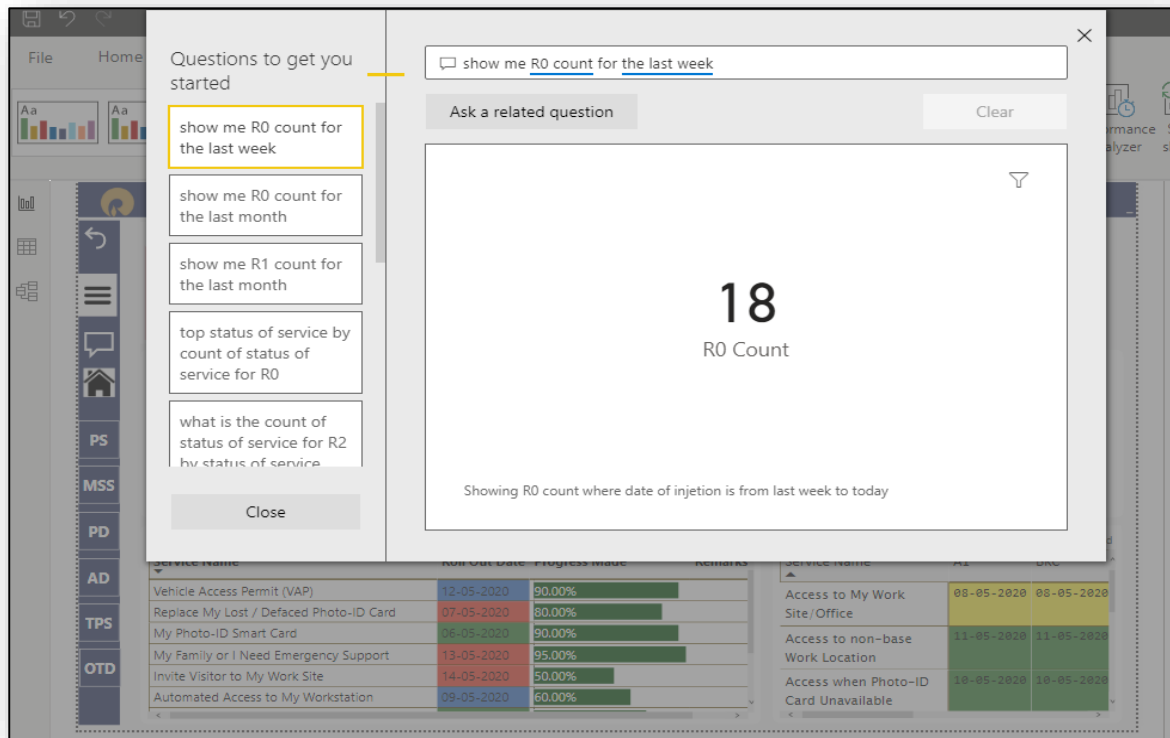


Figure 4 Q&A Pane

There are 4 visualizations or tables depending on the view selected. A toggle at the left hand top corner helps select between the 2 views. The four visualizations are as follows:-

The **top left** visualization gives the counts of incidents raised by month further categorized at the category level. When you hover on the graph another graph pops up that shows the subcategory counts as well. Just adjacent to it are the number of incidents, open and closed incidents as well.

The **top right** visualization gives the server availability in percentages of the various applications. The more the availability the better is for the team

The **bottom left** visualization gives the counts of incidents categorized by the time bucket. The 3 buckets are within 1 day, within 2 days and more than 2 days. It also shows the category distribution in each of the bucket. When you hover on the graph another graph pops up that shows the subcategory bucket as well.

The **bottom right** visualization gives the number of counts of incidents raised by site location further categorized at the category level. When you hover on the graph another graph pops up that shows the subcategory counts as well.