OPERATION TEAM WORKLOAD AND PERFORMANCE ANALISIS

**GROUP 6**

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# Background

INTEL Malaysia MPE VLE LAB PPV is using outsource operation and technician team to perform lab operation which cover lot run and system down debug across 15 tools. Tech will be need to perform debug on any down platform for several stage before escalated to module if still not able to recover, MPE Lab management have set few performance indicator based line depend on work perform and priority of work. The task perform based on ticketing system, all the information related to the task will be include in the ticket

The collection of data giving us opportunity to measure their performance, workload and effectiveness. This project is to perform analysis operation team ticket for whole year and evaluate the performance. We can also try to predict future workload so that we able to get headcount prepare to ensure operation run smooth

# Problem Definition

1. What is the workload of operation team monthly/weekly/daily?
2. Is the task priority set really impact the work done time?
3. Is the task perform within the estimated time?
4. Is there any difference between day shift and night shift?
5. Is there any trend for ticket raise (seasonal/time frame)?
6. Can we predict the number of ticket raise monthly/weekly/daily?

# Objective

To analyze the operation workload and predict the future trend so able to plan headcount allocation.

The trend involves are:

1. Overall trend
   * To analyst the whole operation trend.
   * To study is there any seasonal trend on ticket raise or common period of time where no of ticket higher compare to other time
2. Relationship between ticket priority and ticket elapse time
   * To measure is there any difference in work done when priority is set.
3. Work Done Compliance
   * To analyst the trend of work compliances, if the task performs within estimated time.
4. Between shift comparison
   * To evaluate performance between day shift and night shift.
5. Future trend prediction
   * To predict the number of ticket raise for the next few month.

# DESCRIPTION OF DATASET

|  |  |
| --- | --- |
| Data Column Name | Data Description |
| id | Ticket unique ID |
| title | Ticket request Title |
| component | Ticket category sub-component |
| owner | Ticket owner (operation team) |
| priority | Ticket priority |
| status | Ticket status |
| reason | Remark on ticket status |
| lab | Lab name |
| org\_unit | Department name |
| program | Product name |
| customer\_contact | Tools owner/user |
| update\_by | Latest update on ticket by |
| submitted\_date | Ticket open timestamp |
| closed\_date | Ticket closed timestamp |
| acknowledged\_date | Ticket acknowledgement timestamp |
| eta | Estimated ticket closed by tech |
| eta\_request | Eta requested by customer |
| category | Ticket category |
| cell\_id | Tools id number |