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| SLA Analyzer |

SLA Analyzer is a java application designed to match a ticket with its SLA and determine whether it is burned out or not when it reaches an Assignment Group (AG) of interest. This assignment groups were defined by the user during the design phase.ñ

SLA Analyzer

The most important part of the process of SLA Analyzer is performed by the classes in the classes diagram.

In the class SlaReportGenerator method generateReport occurs most of the process:

1. First verifies that the file names are not empty
2. Read the incident workbook
3. Read the audit workbook
4. Parse the incident workbook with the IncidentParser to obtain a list of Incident objects.
5. Parse the audit workbook with the AuditParser to obtain a list of Audit objects.
6. Integrate the incidents with the Audits that are related to them
7. SlaAnalyzer analyzes the incidents and compute the required values (burned out, time to fix, etc.) and generates a list of ReportDetails. This class contains the list of interesting Assigment Groups.
8. The list of ReportDetail is written in a sample workbook that contains only the headers in the form of rows in an excel document.



Figure . SLA Analyzer classes