|  |  |
| --- | --- |
| **Incident Dataset - Description Table** | |
| **Attributes** | **Description** |
| **number** | Incident Number |
| **incident\_state** | State of incident ('New', 'Resolved', 'Closed', 'Active', 'Awaiting User Info', 'Awaiting Problem', 'Awaiting Vendor', 'Awaiting Evidence') |
| **active** | False - if closed, rest all state is active= True |
| **reassignment\_count** | # of times incidents has been reassigned |
| **reopen\_count** | # of times incidents has been reopened |
| **sys\_mod\_count** | # of times incidents has been updated |
| **made\_sla** | Has SLA-(Service Level Agreement) met? i.e. incident closed within SLA (True/False) |
| **caller\_id** | Incident reporter i.e. caller |
| **opened\_by** | User who has created the Incident |
| **opened\_at** | Incident Opened Time |
| **sys\_created\_by** | System ID |
| **sys\_created\_at** | System create time |
| **sys\_updated\_by** | Person/data source which last updated the record |
| **sys\_updated\_at** | System Update time |
| **contact\_type** | Mode of Contact - ['Phone', 'Email', 'Self service', 'Direct opening', 'IVR'] |
| **location** | Incident reported/impacted Location |
| **category** | Incident Category |
| **subcategory** | Incident Sub-Category |
| **u\_symptom** | Symptom/Issue type |
| **cmd** | Configuration Management Database - Configuration Item that is impacted. |
| **impact** | Level of Impact - [ '1 - High','2 - Medium', '3 - Low'] |
| **urgency** | Level of Urgency -[ '1 - High','2 - Medium', '3 - Low'] |
| **priority** | Priority - ['4 - Low', '3 - Moderate', '2 - High', '1 - Critical'] |
| **assignment\_group** | Incident assignment group |
| **assigned\_to** | Incident assigned to user/person |
| **knowledge** | Knowledge base - available (True/False) |
| **u\_priority\_confirmation** | Priority Confirmation |
| **notify** | Notify Though Mail or not |
| **problem\_id** | Problem ID if available |
| **rfc** | Require for change |
| **vendor** | Vendor Information -if available |
| **caused\_by** | Incident Caused by any change |
| **closed\_code** | Incident Closer Code |
| **resolved\_by** | Incident Resolve by username/person |
| **resolved\_at** | Resolved at time |
| **closed\_at** | Closed time |