**Event Log - Data Set Information:**

This is an event log of an incident management process extracted from an audit system used by an IT company.   
  
Number of instances: 141,712 events (24,918 incidents)  
Number of attributes: 36 attributes   
  
The missing values should be considered as unknown information.

**Attribute Information:**

|  |  |  |
| --- | --- | --- |
|  | **Attribute** | **Description** |
| 1 | number | Incident identifier |
| 2 | incident state | Eight levels controlling the incident management process transitions from opening until closing the case |
| 3 | active | Boolean attribute that shows whether the record is active or closed/canceled |
| 4 | reassignment\_count | Number of times the incident has the group or the support analysts changed |
| 5 | reopen\_count | Number of times the incident resolution was rejected by the caller |
| 6 | sys\_mod\_count | Number of incident updates until that moment |
| 7 | made\_sla | Boolean attribute that shows whether the incident exceeded the target SLA |
| 8 | caller\_id | Identifier of the user affected |
| 9 | opened\_by | Identifier of the user who reported the incident |
| 10 | opened\_at | Incident user opening date and time |
| 11 | sys\_created\_by | Identifier of the user who registered the incident |
| 12 | sys\_created\_at | Incident system creation date and time |
| 13 | sys\_updated\_by | Identifier of the user who updated the incident and generated the current log record |
| 14 | sys\_updated\_at | Incident system update date and time |
| 15 | contact\_type | Categorical attribute that shows by what means the incident was reported |
| 16 | location | Identifier of the location of the place affected |
| 17 | category | First-level description of the affected service |
| 18 | subcategory | Second-level description of the affected service (related to the first level description, i.e., to category) |
| 19 | u\_symptom | Description of the user perception about service availability |
| 20 | cmdb\_ci | (Confirmation item) identifier used to report the affected item (not mandatory) |
| 21 | impact | Description of the impact caused by the incident |
| 22 | urgency | Description of the urgency informed by the user for the incident resolution |
| 23 | priority | Calculated by the system based on 'impact' and 'urgency' |
| 24 | assignment\_group | Identifier of the support group in charge of the incident |
| 25 | assigned\_to | Identifier of the user in charge of the incident |
| 26 | knowledge | Boolean attribute that shows whether a knowledge base document was used to resolve the incident |
| 27 | u\_priority\_confirmation | Boolean attribute that shows whether the priority field has been double-checked |
| 28 | notify | Categorical attribute that shows whether notifications were generated for the incident |
| 29 | problem\_id | Identifier of the problem associated with the incident |
| 30 | rfc | (Request for change) identifier of the change request associated with the incident |
| 31 | vendor | Identifier of the vendor in charge of the incident |
| 32 | caused\_by | Identifier of the RFC responsible by the incident |
| 33 | close\_code | Identifier of the resolution of the incident |
| 34 | resolved\_by | Identifier of the user who resolved the incident |
| 35 | resolved\_at | Incident user resolution date and time (dependent variable) |
| 36 | closed\_at | Incident user close date and time (dependent variable) |