1. Show total number of tickets over time window as graph by class.

I think it’s similar to this graph except we’re using the Class column in EventLog

A graph of a ticket distribution

Description automatically generated with medium confidence

A screen shot of a black and white screen

Description automatically generated

1. Show successful deployment over deployment failures as line chart by month

I think it’s exactly this graph. I’m assuming that Green means successful deployment and Red is failed deployment.

A graph with numbers and a line

Description automatically generated

1. Show MTTR over time window. MTTR = Duration/Number of Tickets

MTTR stands for mean time to repair, which is the average time it takes to repair a system (repair + testing time). Looks like it’s this graph but I’m not sure if he wants it by class

A graph of numbers and lines

Description automatically generated

1. Try a couple of other interesting dashboards you might come up with. Play around with the generated data.

I was thinking we try to look at examples online. I haven’t looked myself. Maybe something like this website can provide samples?

<https://www.datapine.com/dashboard-examples-and-templates/zendesk>