

Get Started with Reports

Summary Reports – Pies and Scores

Lab 2.2

15 minutes

Lab objectives

In this lab, you create a Pie chart report and enhance it with various grouping and aggregation properties.

You also create a Single score report and enhance it by using configuration options and filter conditions.

A. Create a Pie chart report

In this section, you create a new Pie chart to see the average business duration of problems by Priority.

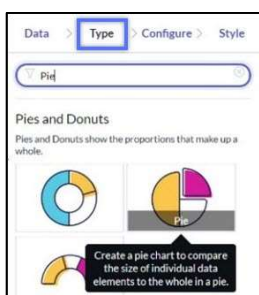
1. Navigate to **Reports > Create New**.
2. While on the **Data** tab, define the report as shown:

Report name: **All Problems by Priority as Pie**

Source type: **Table**

Table: **Problem [problem]**

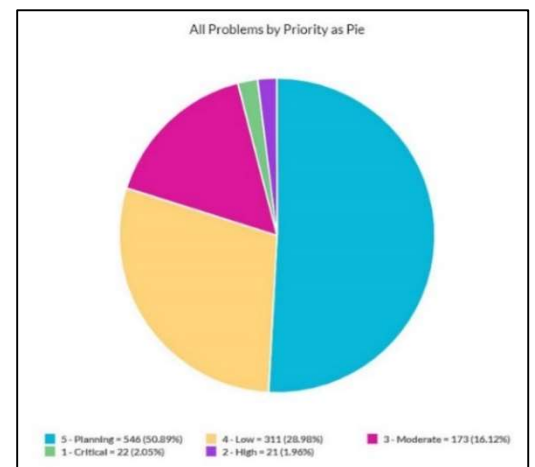
3. Click **Next** or select the **Type** tab to open the **Type** section.
4. Type **Pie** in the **Filter the visualizations** text box and select **Pie** chart type.



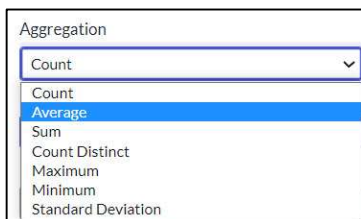
5. Click **Next** or select the **Configure** tab to open the **Configure** section.
6. Select **Priority** attribute from the **Group by** dropdown.



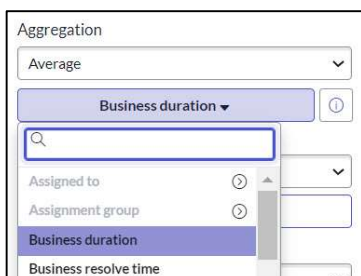
7. Click **Run** to preview your Pie chart and answer the below questions:
 - a. What is the percentage of problems with 1- Critical priority?
 - b. Which Priority group has more than 40% of problems?



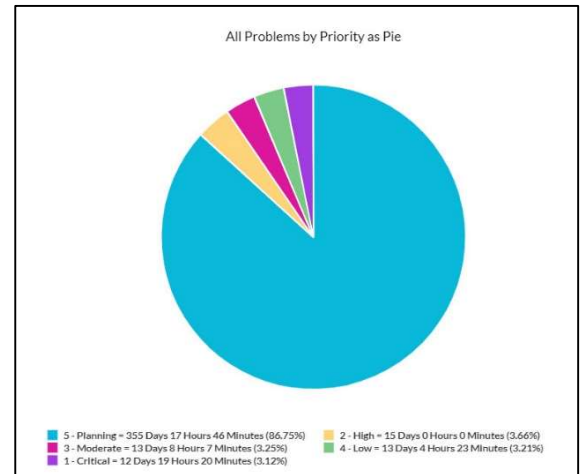
8. Click the **Aggregation** dropdown and select the **Average** option.



9. Select **Business Duration** from the dropdown.



10. Click **Run** to preview your report and answer the following question:
 - a. What is the Average business duration of problems with **4- Low** priority?

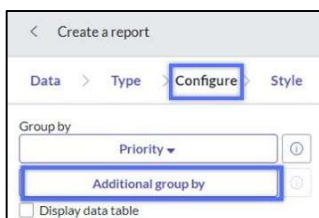


11. **Save** the report.

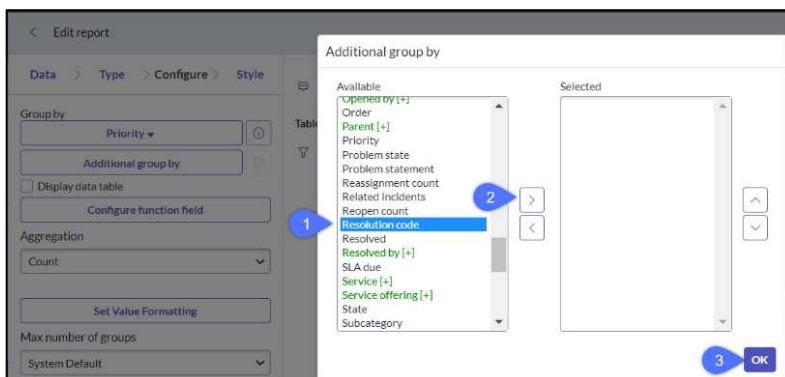
B. Group by Resolution Code

In this section, you modify the previous created report to add a grouping by Resolution Code.

1. If necessary, reopen the **All Problems by Priority as Pie** report you created in the previous section.
2. Navigate to **Configure** tab,
3. Click **Additional group by** to select an additional group by field.



4. Move the **Resolution Code** from the **Available** to **Selected** list by using the arrow.



5. Click **OK**.
6. Click on **Report Title** and rename it to **All Problems by Resolution code as Pie**.

7. Click **Run**.

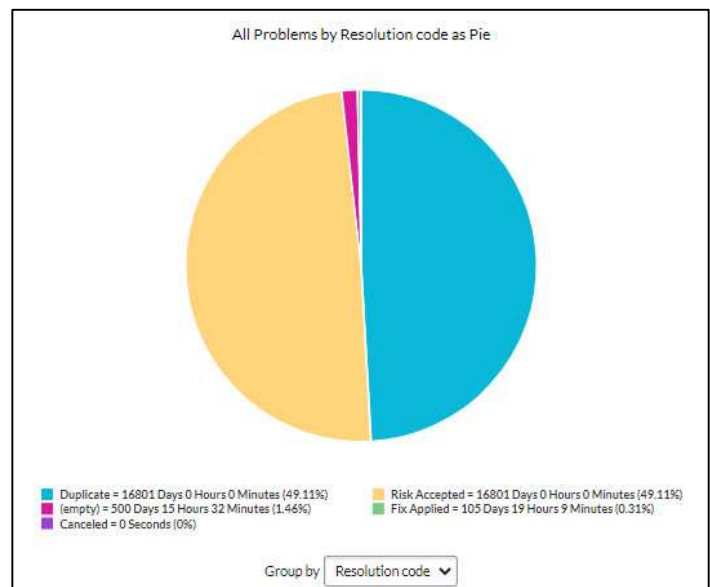
Note: Now you can organize the report output by resolution code and by priority.

8. Organize your report data as specified:

Group by: **Resolution Code**

Questions:

- a. What is the average business duration of Incidents with the **Fix Applied** resolution code?
- b. Which resolution code has an average business duration of 16801 Days?



9. Click **Insert and stay** to insert a new report and stay on the current page.



C. Configure a Score report

In this section, you create a report to generate a single score and aggregate by sum of business duration of all active open incidents with a critical priority state.

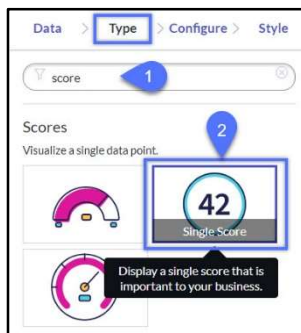
1. Navigate to **Reports > Create New**.
2. While on the **Data** tab and define the report as shown:

Report name: **Open Incidents**

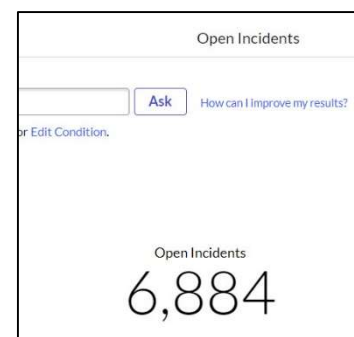
Source type: **Table**

Table: **Incident [incident]**

3. Click **Next** or select the **Type** tab to open the **Type** section.
4. Type **Score** in **Filter the visualizations** and select the **Single Score** type.



5. Click **Run** to preview your report and answer the below question:
 - a. What is total number of all Incidents in the incident table?



6. Click the **Funnel icon** to open the condition builder.
7. Set the following conditions:

Active | is | true AND
Priority | is | 1-Critical

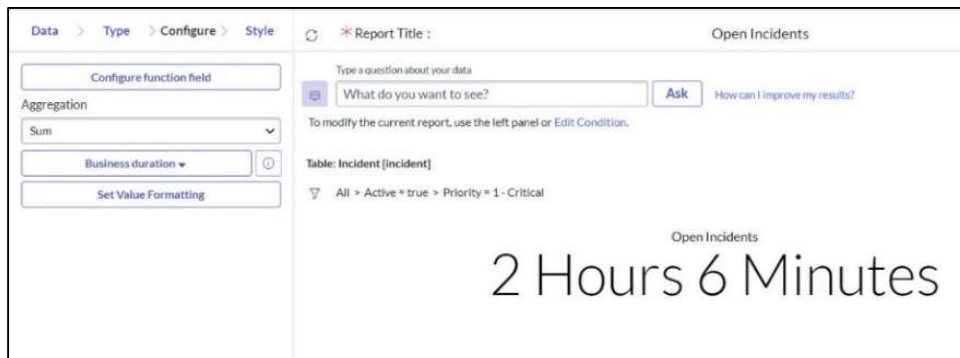
8. Click **Run** to preview your report and answer the below question.
 - a. What is the total number of active incidents with a critical priority state in your report?

Tip: You can close the condition builder panel by clicking the funnel icon again.

9. Click **Next** or select the **Configure** tab to open the **Configure** section.
10. Select **Sum** from the **Aggregation** drop-down.
11. Select the **Business Duration** from dropdown.

12. Click **Run** and preview your report to answer the below question.

a. What is the total average business duration for active critical incidents in your report?



13. **Save** the report.

**Congratulations! You have completed the
Pies and Scores lab.**