Help Smith to address the recurring issue with permanent fix

Category: **Python, R, Java, C#, CPP**

The Context:

Smith is a service delivery manager, and he owns the production support monitoring and application operational support for data and analytics engagement, he has x no of peoples scattered across India who works 24*7 and provides support.

As part of the process improvement initiative, Smith wants to ensure that whenever the issue is reported by the user a permanent fix is applied so that it does not reoccur in the future or for recurring issues process should fix the issue automatically.

Smith has shared the last six months of incident extract.

The Ask:

Can you help Smith to identify how many issues are recurring in nature.

This will help smith address the reoccurring issue with permanent fix and reduce the influx of tickets in future.

Dataset: - Incident_event_log.csv