How much ==IDSC== is proactive?

This dashboard intends to categorize created problems at L3, according their origin, to define part of proactivity of ==IDSC==.

Reactive definition

A reactive problem is a problem created by the L3 after:

- Incident reception and a root cause analysis is required,
- Direct request from Airbus to launch an investigation

Proactive definition

A proactive problem is a problem created by the L3 after:

- Issue detected by the L3==/Product Owner== before the users do,
- Escalation confirmed from the L3 Monitoring,
- Preventive study on potential bottleneck identified (robustness mainly)

==Basically for any problems without incidents linked to it.==

How to use the dashboard
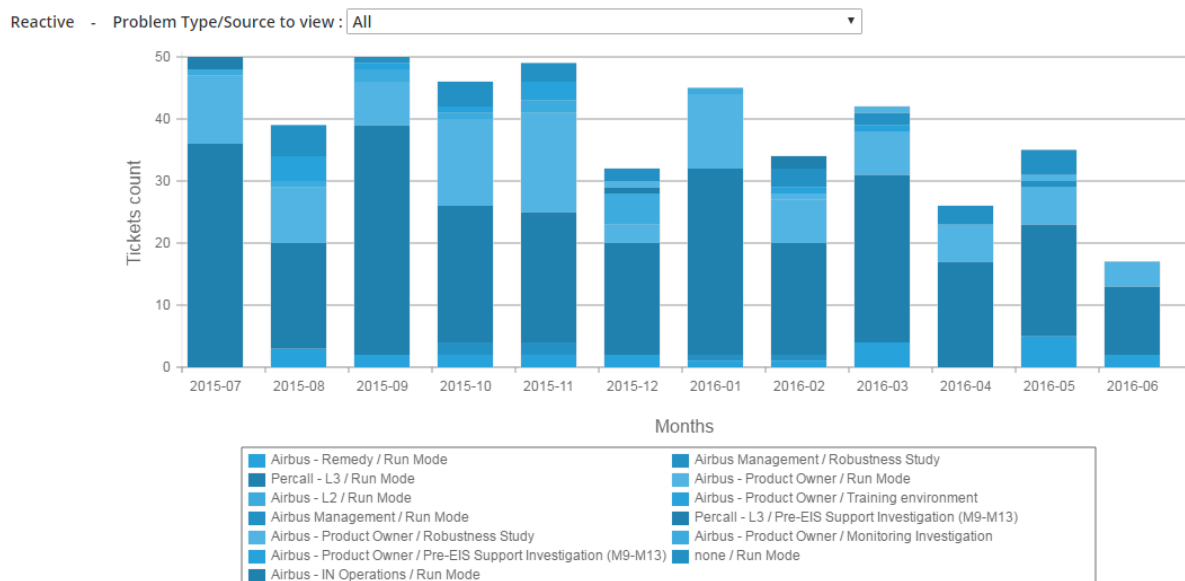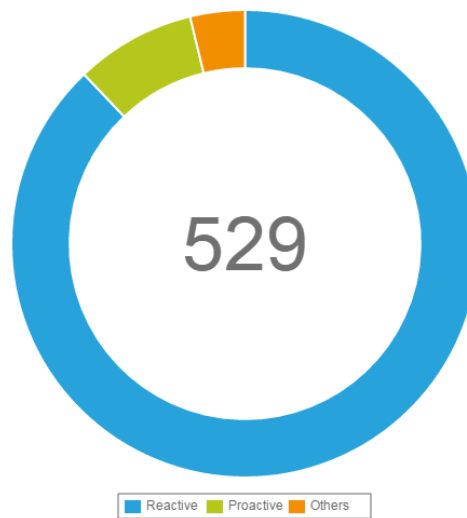
1- Select the time frame for expected data:

Start date *	2015-07
End date *	2016-06

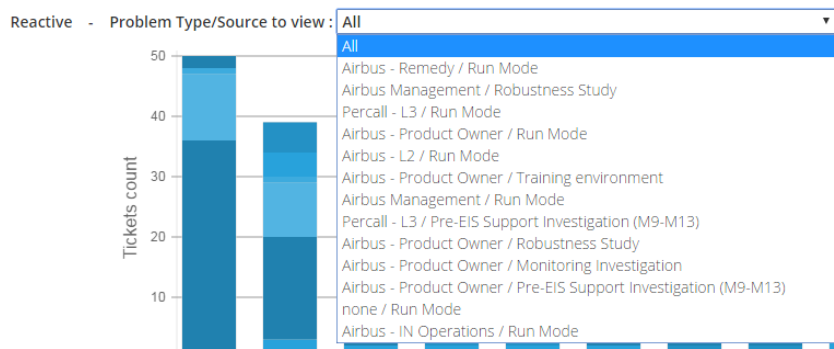By default, the last twelve months are selected (including the current month)

2- Select if you want to see an historic of the data per month or the global volume of data:

📊 Time view	🥧 Volume

The required chart will be then displayed:

Reactive vs Proactive

or

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Reactive Proactive Others

3- To retrieve the tickets details of the data, click on the chart sections required.
   it will then display a second chart with the detailed origins:

Reactive - Problem Type/Source to view : All

Airbus - Remedy / Run Mode
Percall - L3 / Run Mode
Airbus - L2 / Run Mode
Airbus Management / Run Mode
Airbus - Product Owner / Robustness Study
Airbus - Product Owner / Pre-EIS Support Investigation (M9-M13)
Airbus - IN Operations / Run Mode
Airbus Management / Robustness Study
Airbus - Product Owner / Run Mode
Airbus - Product Owner / Training environment
Percall - L3 / Pre-EIS Support Investigation (M9-M13)
Airbus - Product Owner / Monitoring Investigation
none / Run Mode

For this specific chart, you can then filter for a single origin by using the list:

Then click one of the origins section will display the data details in a table:

For the specific "Time view" chart, you will also have the possibility to filter for a single product in order to refine the analysis: