

# UA Innovate: Data Analytics Category

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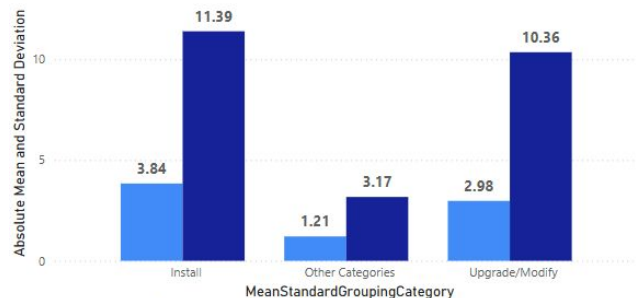


# Key Point 1: Disparity in Scheduling Between Operation Categories

- Generally, teams are too far under-scheduled
- Certain OpCats struggle with this the most
- Difference between scheduled and actual end time is key
- Graphing mean and std. dev. of difference shows contrast
- Removing problematic entries shrinks mean and std. dev
- Reassess scheduling of Install and Modify/Upgrade CRQs

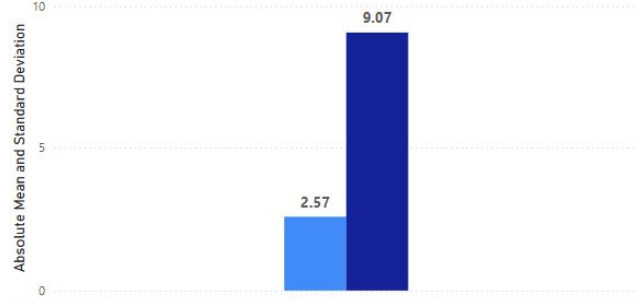
Abs. Mean and Std. Dev of Work Schedule Diff. By Category

● Absolute Mean ● Standard Deviation



Abs. Mean and Std.Dev of Work Schedule Difference

● Absolute Mean ● Standard Deviation





## Key Point 2: Our Overworked Coordinator

- Our primary coordinator is overworked
  - Annually, 603 hours are lost on ticket completion and closure
- Another coordinator could cut that time in half
- Exact number of additional coordinators to hire?
- With every 2 coordinators, hired, the amount of lost hours decreases by 50%, creating an exponentially decaying relationship
- With modeling, the point of diminishing returns can be found- the graph will reach a point where the hours lost levels out, with no benefit of additional employees



## Key Point 3: Staff/Worker Counts Would Be Valuable Information

DeadlinesMissed	CustomerDept
4	CORE NETWORK ENGINEERING
1	FO AL FIBER TO DISTRIBUTION
3	FO AL LONG HAUL FIBER
1	FO AL OPERATIONS
3	FO GA LONG HAUL FIBER
1	FO GA OPERATIONS
2	FO NE OPERATIONS
1	FO NE-PROJECTS
1	NW RAN OPS
9	TELECOM AGGREGATE SERVICES
16	TELECOM CORE SERVICES
7	TELECOM EDGE SERVICES

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- Worst thing for business is missed deadlines
- How can we minimize missed deadlines
- Reallocate workers based on dept. need
- Issue:
  - We don't know if departments are actually under/overstaffed
- Solution:
  - Track staff counts for each department over time
- We can better understand staffing needs of departments this way