Tickets Created Reference Guide



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Tickets Created Reference Guide

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| Objective |
| --- |
| The purpose of this document is to explain the analytical capabilities that the Tickets Created subject area of the data warehouse provides. |

| Intended Audience |
| --- |
| The intended audience is any data analyst, report writer or application developer who needs to consume Tickets Created data from the Tickets Created subject area in the data warehouse. This document assumes that the technical capabilities of the person using this product include the ability to extract data from databases using SQL. |

| Background |
| --- |
| The Tickets Created subject area was developed at Rackspace in 2015 and has grown and been modified in the Data Warehouse since then. This subject area provides one way integration of Tickets Createdor information. The consumer can view items such as:   * Ticket: This provides information about the ticket such as the subject of the ticket, the date and time at which the ticket was created, the source system in which the ticket was created, who created the ticket and who raised the ticket, the severity, priority, complexity, status, category, subcategory of the ticket will be provided.   Metrics include:   * No of Tickets: This metric provides the number of tickets created and can be analyzed along different qualifiers such as account associated with the ticket etc. |

| Data Flow |
| --- |
| Figure 1 illustrates the data flow of the data used to create the Tickets Created subject area.  Data Flow descriptions:   * **Sources**: Ticketing CRM systems such as CORE, ENCORE are used to generate the Tickets Created data. More systems will be added in subsequent releases. * **Staging Area**: A volatile storage area used to temporarily house the data before it is loaded into the data warehouse. * **Data Warehouse**: A non-volatile time series storage area. * **Data Mart**: A non-volatile time series storage area made for end use consumption. * **Presentation Layer**: Various visual represenations of revenue data such as dashboards, reports, and applications. * **Data Quality Framework**: A quality process used to ensure the state of completeness, validity, consistency, timeliness and accuracy that makes data appropriate for a specific use. |

Figure 1: Data Flow goes here

| Analytical Solution |
| --- |
| Rackspace data analysts and data scientists need to be able to answer fundamental business questions about the Tickets Created subject area such as:  **List of all business questions for Tickets Created goes here**  The logic data model in Figure 2 describes the entities involved in the Tickets Created dataset. |

Figure 2: Conceptual Data Model goes here

| Dimensional Dataset |
| --- |
| The physical realization of a dimensional dataset is made up of Fact Tables and Dimension Tables. A view joins a fact Tickets Created object to all its related dimension objects.  The dimensions associated with a Fact Tickets Created table are listed below. Refer to the [Data Warehouse Data Dictionary](https://rackerstuff.rackspace.com/sites/OpenDataPlatform/Documents/Forms/AllItems.aspx?InitialTabId=Ribbon.Read&VisibilityContext=WSSTabPersistence#InplviewHashece1254b-2f6c-4266-9025-2e1ddaaffe41=Paged%3DTRUE-PagedPrev%3DTRUE-p_SortBehavior%3D0-p_FileLeafRef%3DSKU%255fAssignment%255fCurrent%255fMonth%255fFutureState%252epdf-p_ID%3D73-PageFirstRow%3D71) in Sharepoint for dimension descriptions.  **List of all dimensions used goes here** |

| Technical Details |
| --- |
| The following sections contain technical details for the Tickets Created subject area. |

| Source System Data Availability |
| --- |
| The data warehouse loads are dependent on the source systems running related processes such as CORE and ENCORE. The sources are loaded by means of their designated extraction procedures into their respective Operational Datastores. On a daily basis, data is loaded from these ODS databases to rebuild dimensions and facts and then are pushed to the Data Mart. |

| Frequency |
| --- |
| The Data Warehouse loads data from CORE and ENCORE ODS once every 24 hours. |

|  |
| --- |
| Granularity |
| The granularity is by tickets. |

| Historical Data |
| --- |
| The historical data in Tickets Created dates back to 2007. |

| Dataset Type |
| --- |
| The Data Warehouse team puts out three different types of datasets: normalized, de-normalized, and dimensional. The Tickets Created subject area is a dimensional dataset. The key point on the design of dimensional models is to resolve questions in the format “measures by dimensions.”  Dimensional models are commonly referred to as a star schema as they are comprised of a central fact table surrounded by several dimension tables. Two types of data entities are involved in dimensional datasets:   * Facts (Measurements – Numerical Values) * Dimensions (Contexts and Attributes – Text, Strings, Dates, & Flags)   The key benefits of dimensional models are:   * Separate environment from transactional systems (objects the data warehouse team creates) * Allows for high-performance of select/read queries * Insulated from changes in source systems * Intuitive to developers and business users of queries * Contains data from multiple source systems * Optimized format for data warehouses, data marts, and BI tools * Provides historical perspective (one of the most valuable benefits of a dimensional data set)   When you are analyzing a row in the Tickets Created dataset that has an event date of 1/1/2012, all the attributes of the related dimensions such as the ticket attributes are the attributes of that ticket as the tickets looked on 1/1/2012. |

| Login Information |
| --- |
| For example, use the following login information to access the Tickets Created data on the Data Platform. Contact the [Information Management team](mailto:RackerBl_Team@rackspace.com?subject=ACG%20connection%20string): RackerBl\_Team@rackspace.com.  MS SQL Server: EBI-ETL  Login: SSO  Password: Your sso password |

Appendix A: Glossary/Acronyms

Provide clear and concise definitions for terms used in this document that may be unfamiliar to readers of the document. Acronyms should be included in this table. Terms are to be listed in alphabetical order.

Table 1: Glossary/Acronyms

| Term | Definition |
| --- | --- |
| Business Intelligence | (BI) A set of techniques and tools for the transformation of raw data into meaningful and useful information for business analysis purposes |
| Data Mart | A non-volatile time series storage area made for end use consumption. |
| Data Quality Framework | A quality process used to ensure the state of completeness, validity, consistency, timeliness and accuracy that makes data appropriate for a specific use. |
| Data Warehouse | A non-volatile time series storage area. |
| Presentation Layer | Various visual represenations of revenue data such as dashboards, reports, and applications. |
| Secure File Transfer Protocol | (SFTP) A network protocol for accessing, transferring and managing files on remote systems. |
| Source | The Adobe Site Catalyst Data customer relationship management (CRM) systems (Sales Force and HMDB) used to generate the Site\_Visit data. |
| Staging Area | A volatile storage area used to temporarily house the data before it’s loaded into the data warehouse. |

Revision History

This version of the document replaces and obsoletes all previous versions. The most recent changes are described in the following table:

Table : Record of Changes

| Date | Author/Owner | Description of Change |
| --- | --- | --- |
|  |  |  |