**<Incident Prediction>**

**Business Objective:**

**To predict the impact of the incident raised by the customer.**

**Data Set Details:**

<The dataset is having incidents raised by customers. Which contains an event log of an incident management process extracted from a service desk platform of an IT company.>

<This dataset is having more than 1+ lakh Incidents and some of the data was anonymized for privacy.>

**Acceptance criteria:**

<To build the best model which gives the maximum performance, and need to deploy the model with either RShiny or Flask/Heroku >

**Milestones:**

50 days to complete the Project

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Duration** | **Task start - End Date** |
| Kick off and Business Objective discussion | 1 day | 11-08-2020 |
| Data set Details | 1 Week | 18-08-2020 |
| EDA | 2 Weeks | 01-09-2020 |
| Model Building | 1 Week – 1 ½ week | 12-09-2020 |
| Model Evaluation | 1 ½ week | 23-09-2020 |
| Feedback |  |
| Deployment | 1 Week | 30-09-2020 |
| Final presentation | 1 day | 02-10-2020 |

Protocols:

1. All participants should add here to agreed timelines and timelines will not be extended
2. All the documentation – Final presentation and R/python code to be submitted before the final presentation day
3. All the participants must attend review meetings