Document generated on 11-30-2024

# Data Analysis for incident Dump

## Initial Description of the Data Received

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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## Column Fill Statistics

|  |  |  |
| --- | --- | --- |
| Column | Filled Count | Missing Values % |
| Number | 2227 | 0 |
| Priority | 2227 | 0 |
| State | 2227 | 0 |
| Assignment group | 2227 | 0 |
| Assigned to | 2226 | 0 |
| Short description | 2227 | 0 |
| Created | 2227 | 0 |
| Updated | 2227 | 0 |
| Closed | 2043 | 8 |
| Resolved | 2051 | 8 |
| Task type | 2227 | 0 |
| Description | 2207 | 1 |
| Parent | 0 | 100 |
| Parent Incident | 32 | 99 |
| Configuration item | 1325 | 41 |
| Impact | 2227 | 0 |
| Urgency | 2227 | 0 |
| Category | 2227 | 0 |
| Subcategory | 2227 | 0 |
| Resolution notes | 2063 | 7 |
| Resolution code | 2064 | 7 |
| Resolved by | 2051 | 8 |
| Additional comments | 1930 | 13 |
| Comments and Work notes | 2081 | 7 |

Original data preprocessed as field names to lowercase and no spaces ['number', 'priority', 'state', 'assignment\_group', 'assigned\_to', 'short\_description', 'created', 'updated', 'closed', 'resolved', 'task\_type', 'description', 'parent', 'parent\_incident', 'configuration\_item', 'impact', 'urgency', 'category', 'subcategory', 'resolution\_notes', 'resolution\_code', 'resolved\_by', 'additional\_comments', 'comments\_and\_work\_notes'].

The fields to be drop (>20% missing values) are ['parent', 'parent\_incident', 'configuration\_item'].

Definitive fields to be processed and analyzed are ['number', 'priority', 'state', 'assignment\_group', 'assigned\_to', 'short\_description', 'created', 'updated', 'task\_type', 'description', 'impact', 'urgency', 'category', 'subcategory', 'resolution\_notes', 'resolution\_code', 'resolved\_by', 'additional\_comments', 'comments\_and\_work\_notes'].

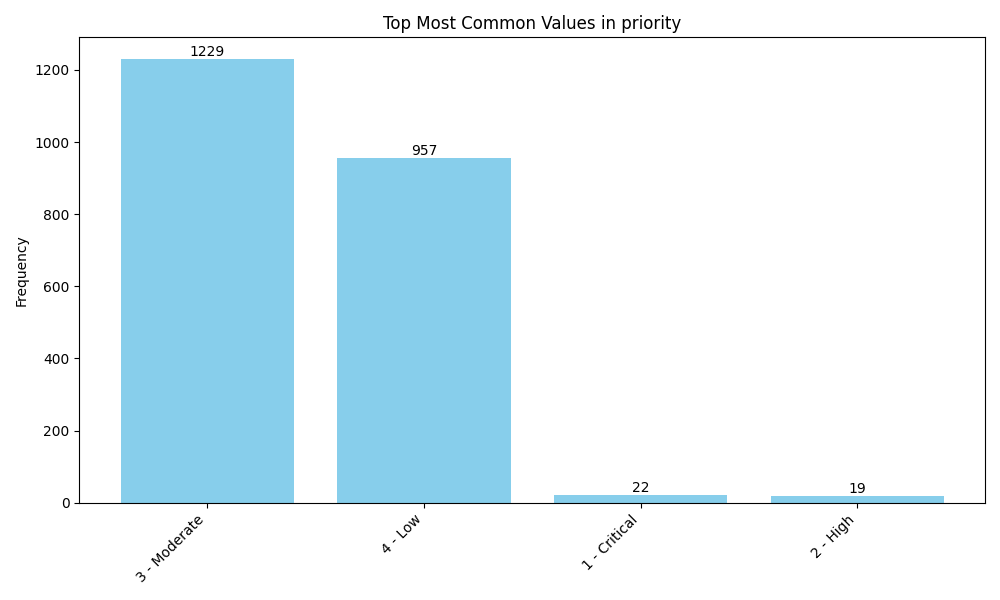
## Unique values

Unique priority are = 4

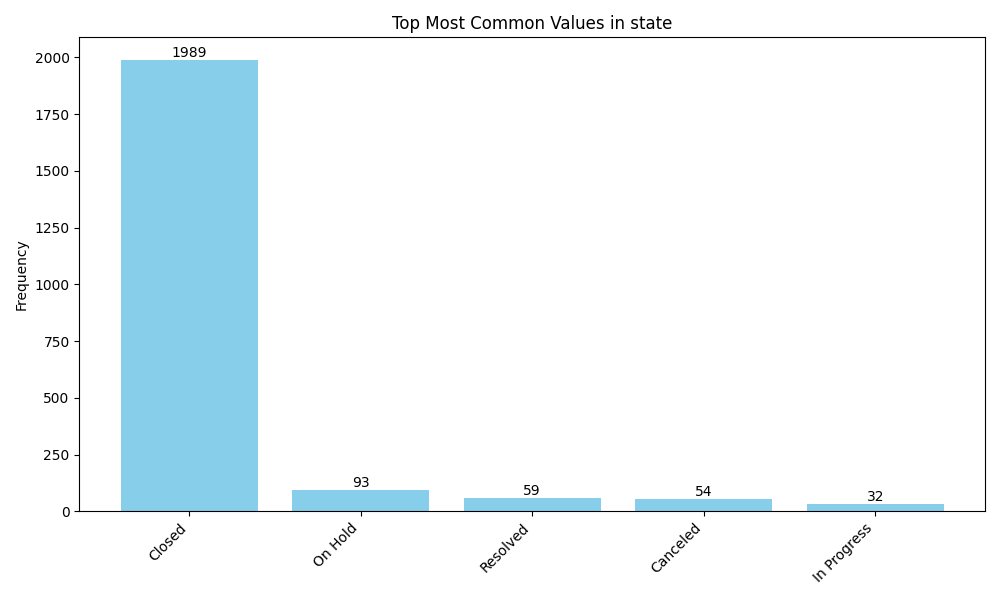
Unique state are = 5

## Notes

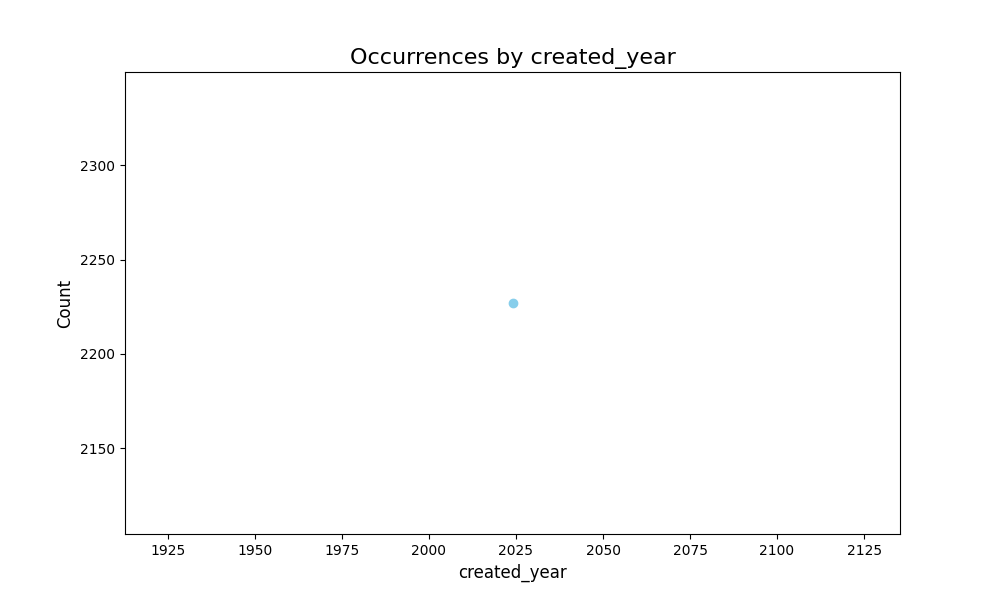
## Analysis of priority field.



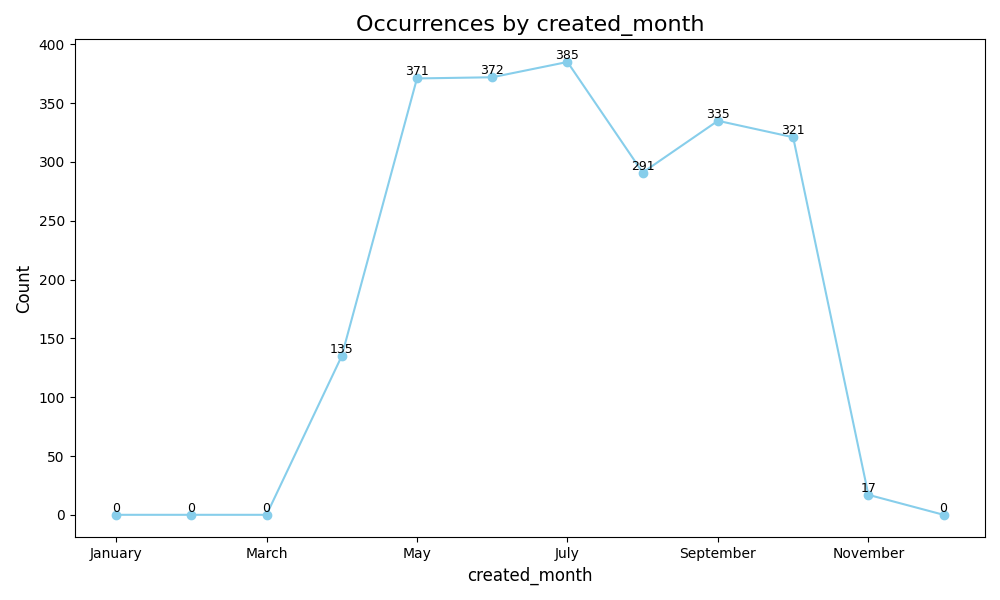
## Analysis of state field.



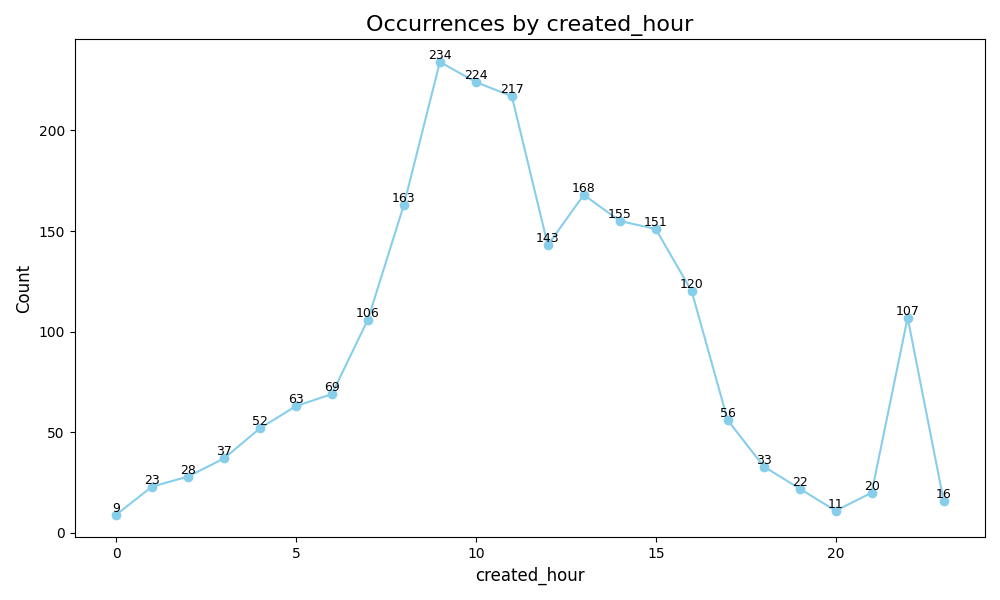
## Analysis of created\_year field.



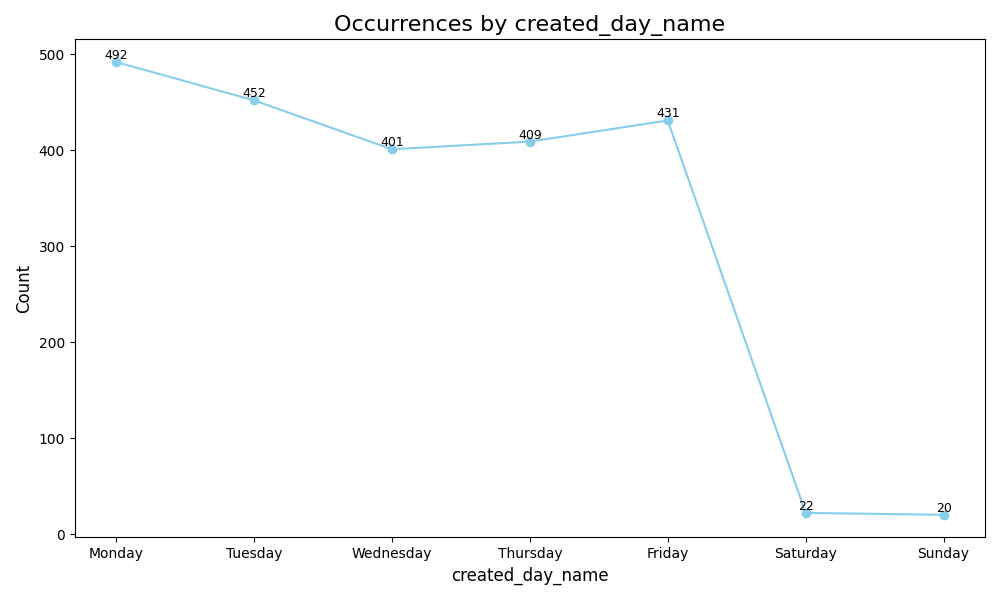
## Analysis of created\_month field.



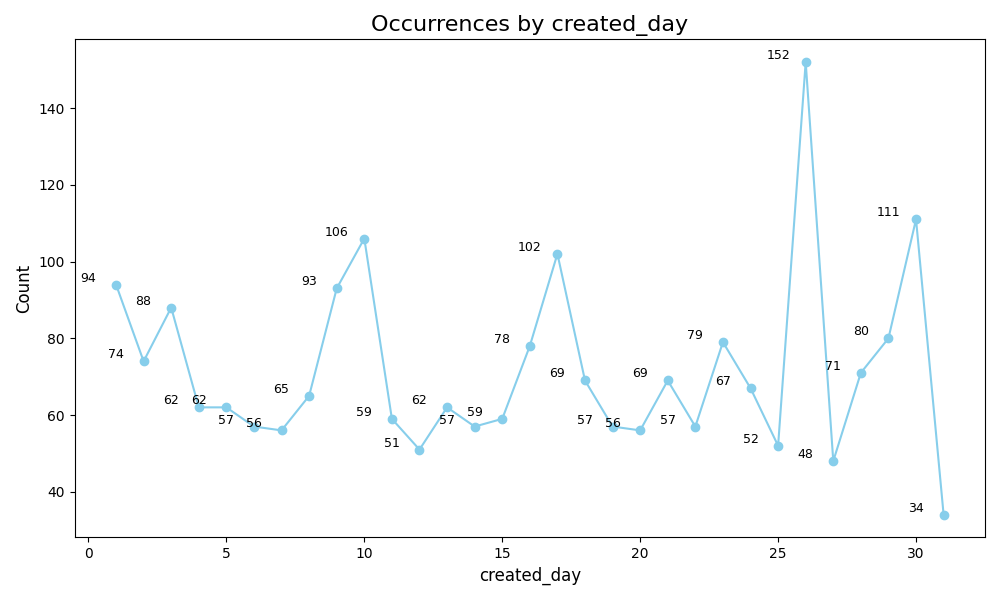
## Analysis of created\_hour field.



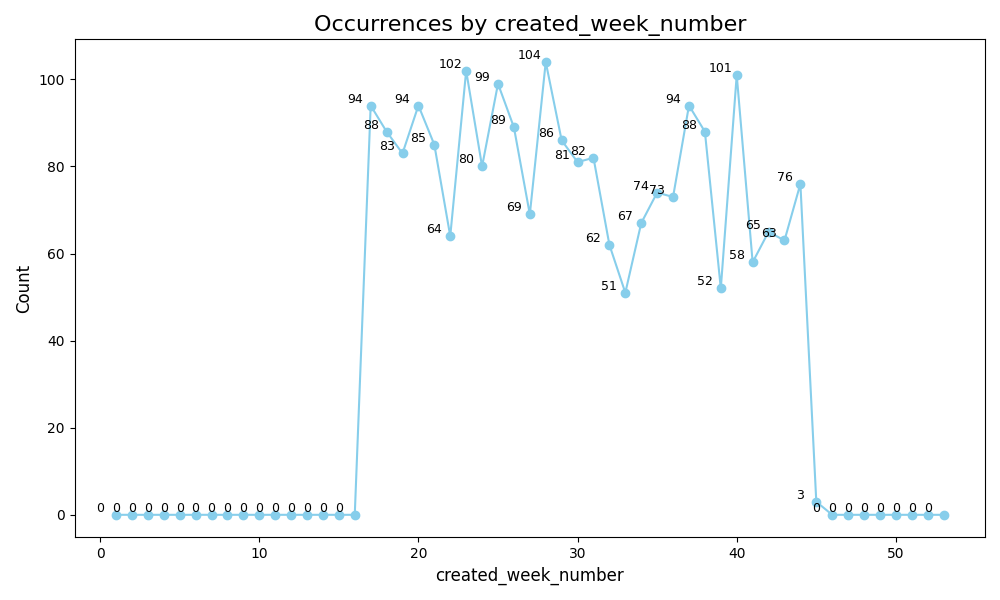
## Analysis of created\_day\_name field.



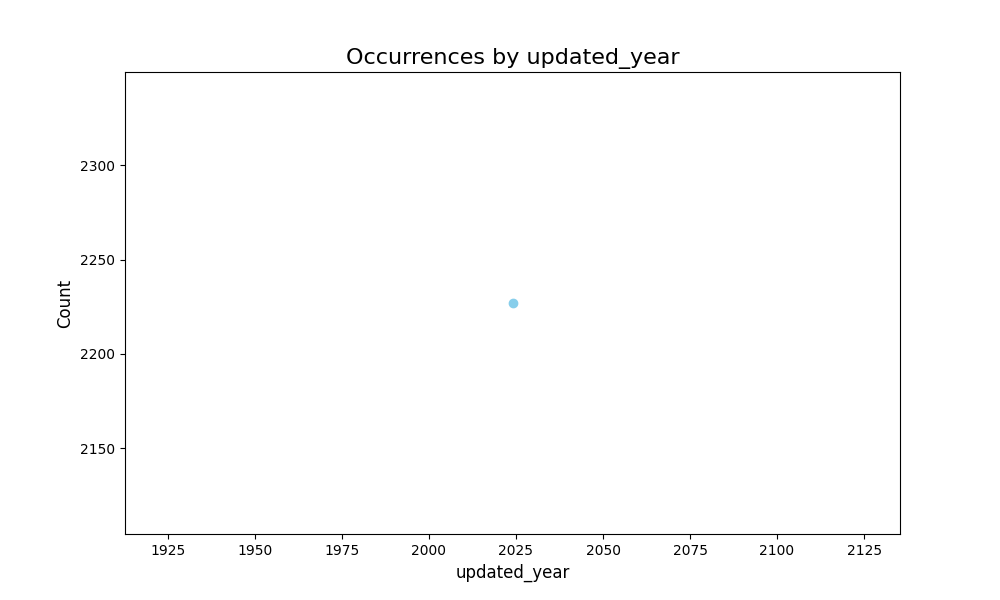
## Analysis of created\_day field.



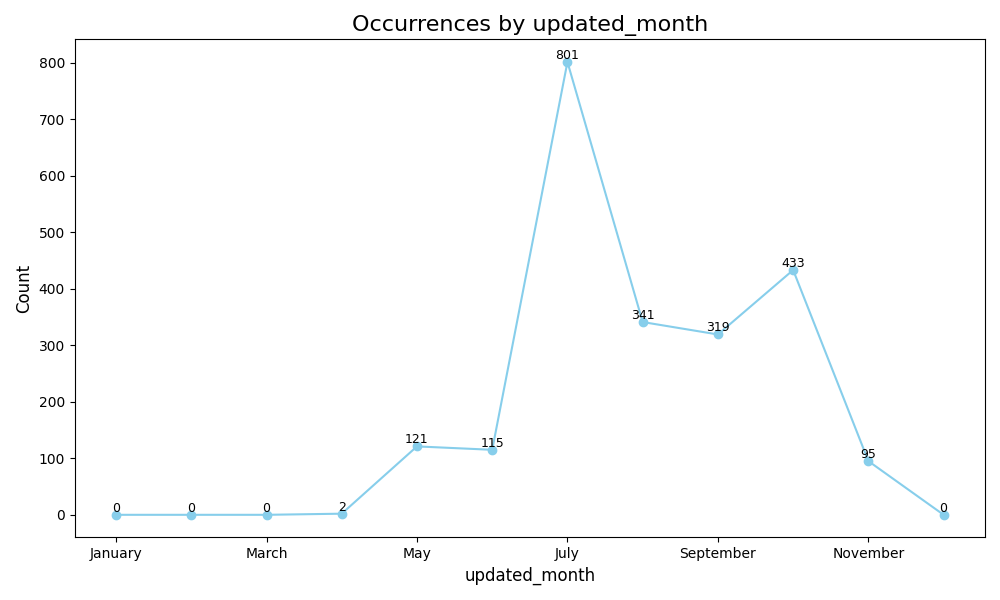
## Analysis of created\_week\_number field.



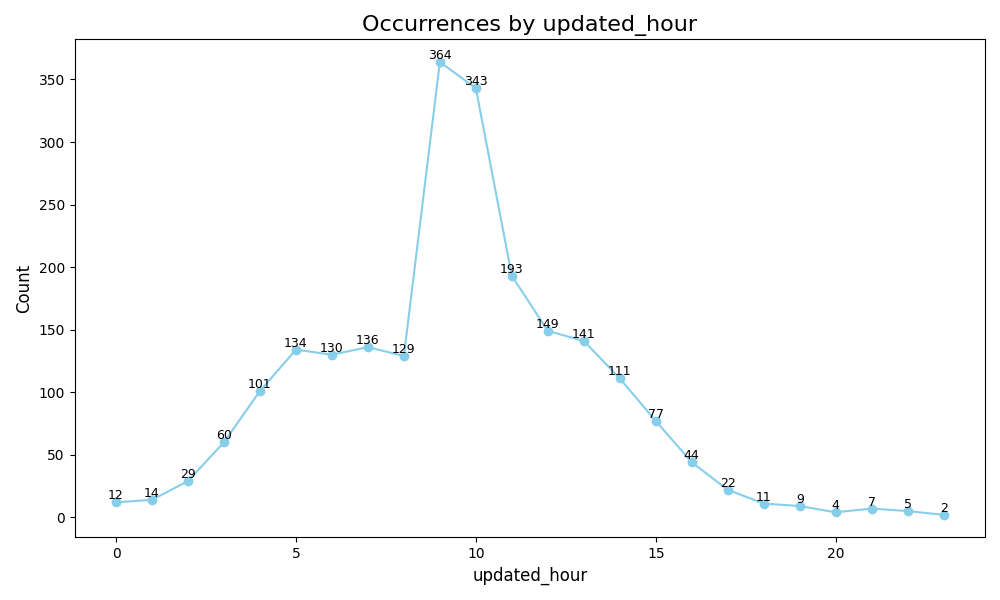
## Analysis of updated\_year field.



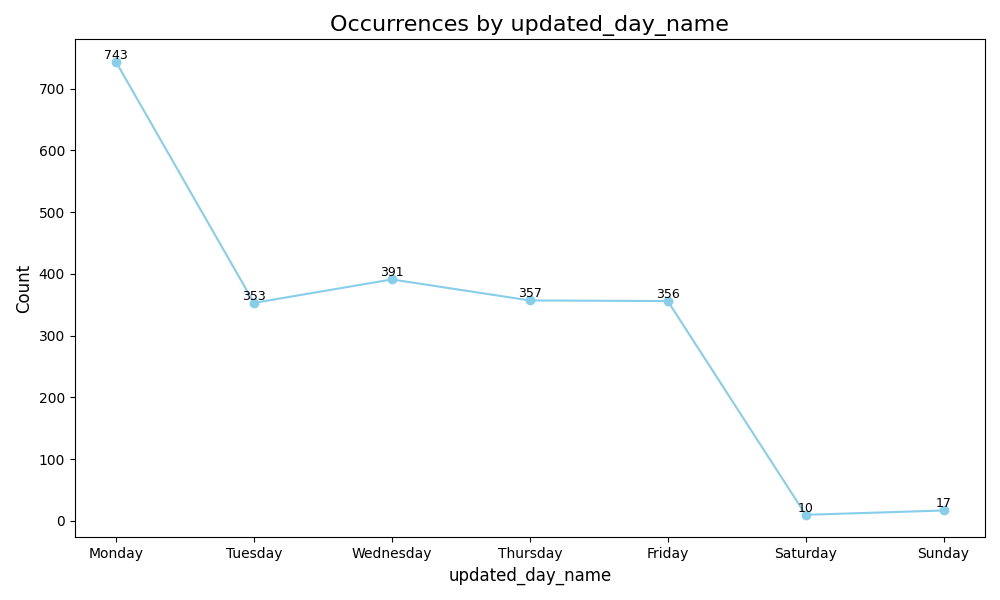
## Analysis of updated\_month field.



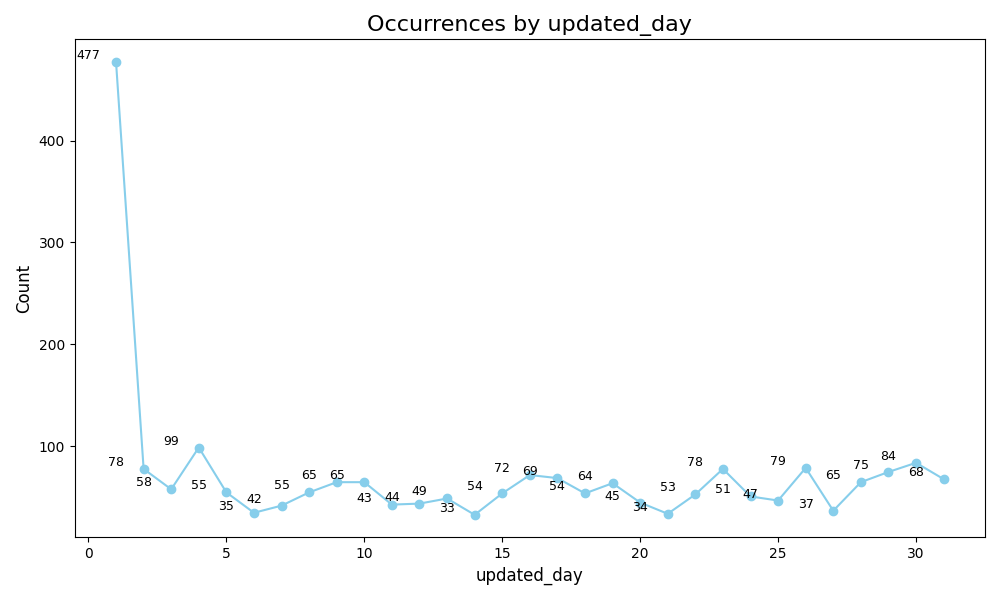
## Analysis of updated\_hour field.



## Analysis of updated\_day\_name field.



## Analysis of updated\_day field.



## Analysis of updated\_week\_number field.

