JOHNSON & JOHNSON

Incident Management Deliverables

GROUP - 5

MGMT 6570 – ADVANCED DATA RESOURCE MANAGEMENT

Deliverable 1: KA Attachment Rate by Application

Task: Our first task was to evaluate KA attachment rate by application which we had to show for the month selected as a percentage.

"KA attachment rate by application – show % for the month selected"

Key Fields: Following key fields are used.

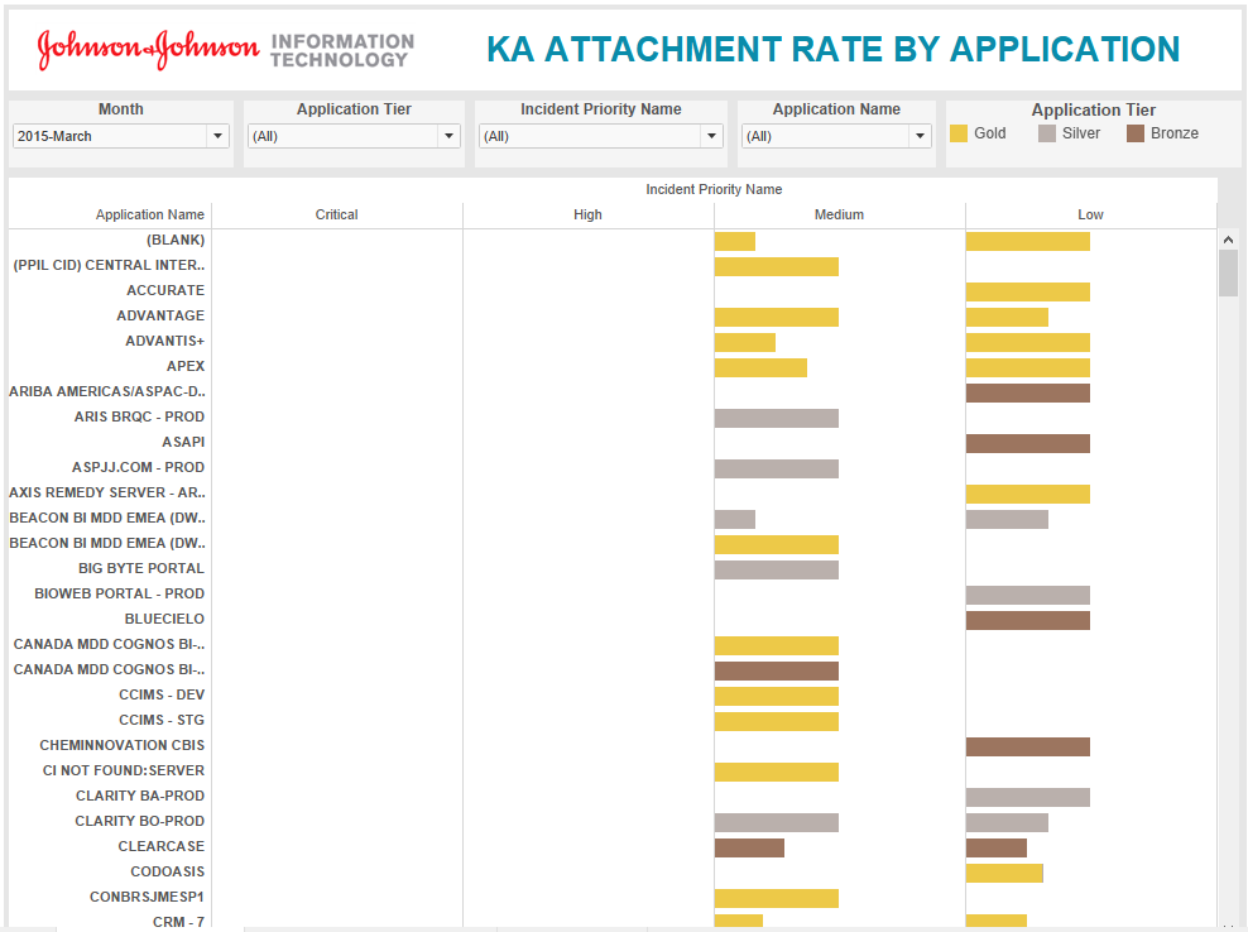
- **Incident Priority Name**
- **KA Rate (Month)**
- **Application Name**

Filters: Filters on the following fields are required for the assessment.

- **COUNT(Application Name)**
  - **Condition Applied: SUM([Incidents with KA M]) > 0**
- **Application Tier**
- **Incident Priority Name**
- **Application Name**

Marks: Some details were augmented by using a color scheme for added information.

- **Application Tiers**
  Color codes - Yellow for Gold, Grey for Silver, Brown for Bronze



Deliverable 2: Analysis of Incident Resolution Notes

Task: Analysis of incident resolution notes for 12 months running. Utilize a word cloud by configuration item (Application Name).

Key Fields: Following key fields are used.

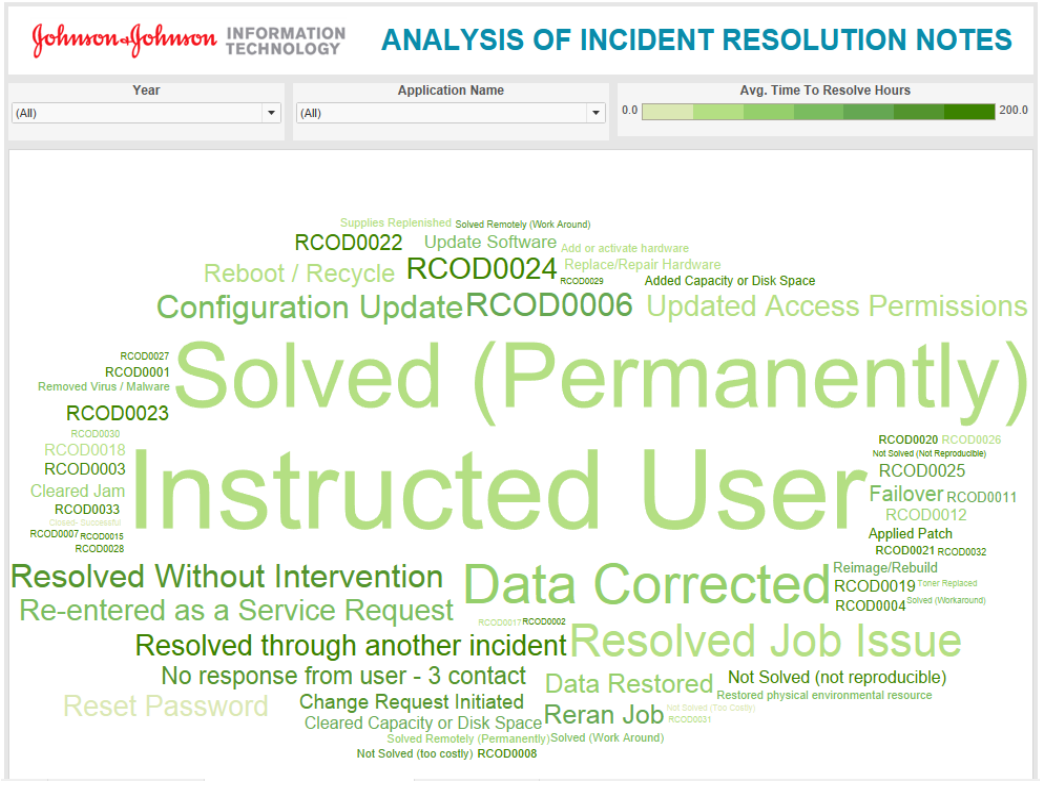
- **INCDT_CLSE_CD**
- **Month of Incident Resolved Datetime (13 months) PY**

Filters: Filters on the following fields are required for the assessment.

- **Year of Incident Resolved Datetime (13 months) PY**
  - **Will allow user to select between years to see the word cloud for 12 mo running**
- **Month of Incident Resolved Datetime (13 months) PY**
  - **Selected all twelve months**
- **Application Name**
- **INCDT_CLSE_CD**
- **COUNT(INCDT_CLSE_CD)**

Marks: Some details were augmented by using a color scheme for added information.

- **AVG(Time to Resolve Hours)**
  - **Color gradient applied as an extra detail to showcase the average resolved hours associated with certain resolution notes**
- **COUNT(Application Name) – Associated with text size**
- **MAX(Application Name)**
  - **Added detail to show which application has the highest incidence of a particular resolution text phrase**



Deliverable 3: SLA Adherence

Task: Evaluation of SLA Adherence by group and service level

Key Fields: Following key fields are used.

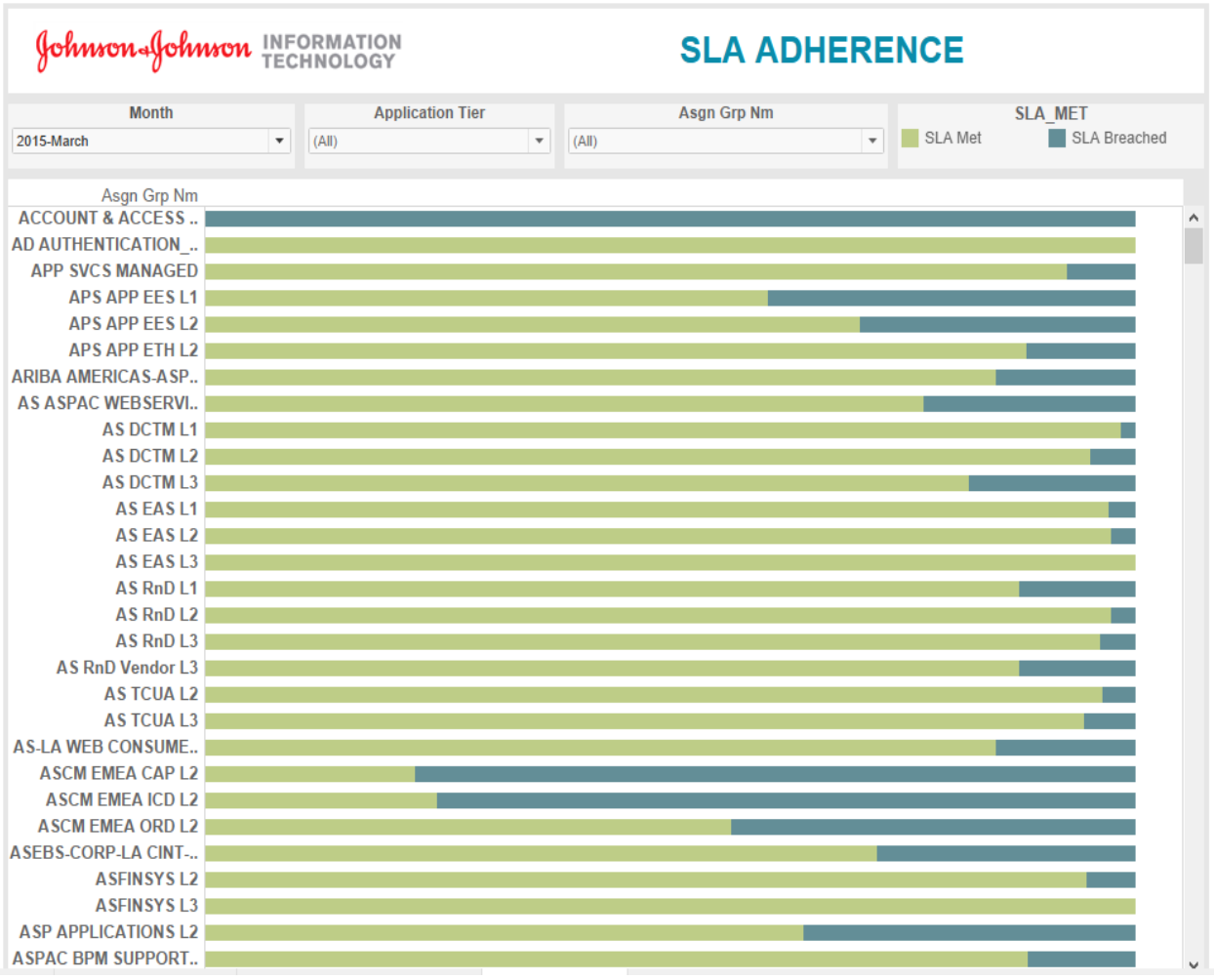
- **AGG(Incident Volume)**
  - **Computing the current value as the percentage of the total. Totals summarize SLA_MET and SLA_Breached for each Asgn Grp Nm.**
- **Asgn Grp Nm**

Filters: Filters on the following fields are required for the assessment.

- **Month and Year of Incident Resolved Datetime (13 months) PY**
- **Application Tier**
- **Asgn Grp Nm**

Marks: Some details were augmented by using a color scheme for added information.

- **Color differentiation between SLA_MET and SLA_Breached**
- **AGG(Incident Volume)**
  - **Added as an extra detail when hovering**

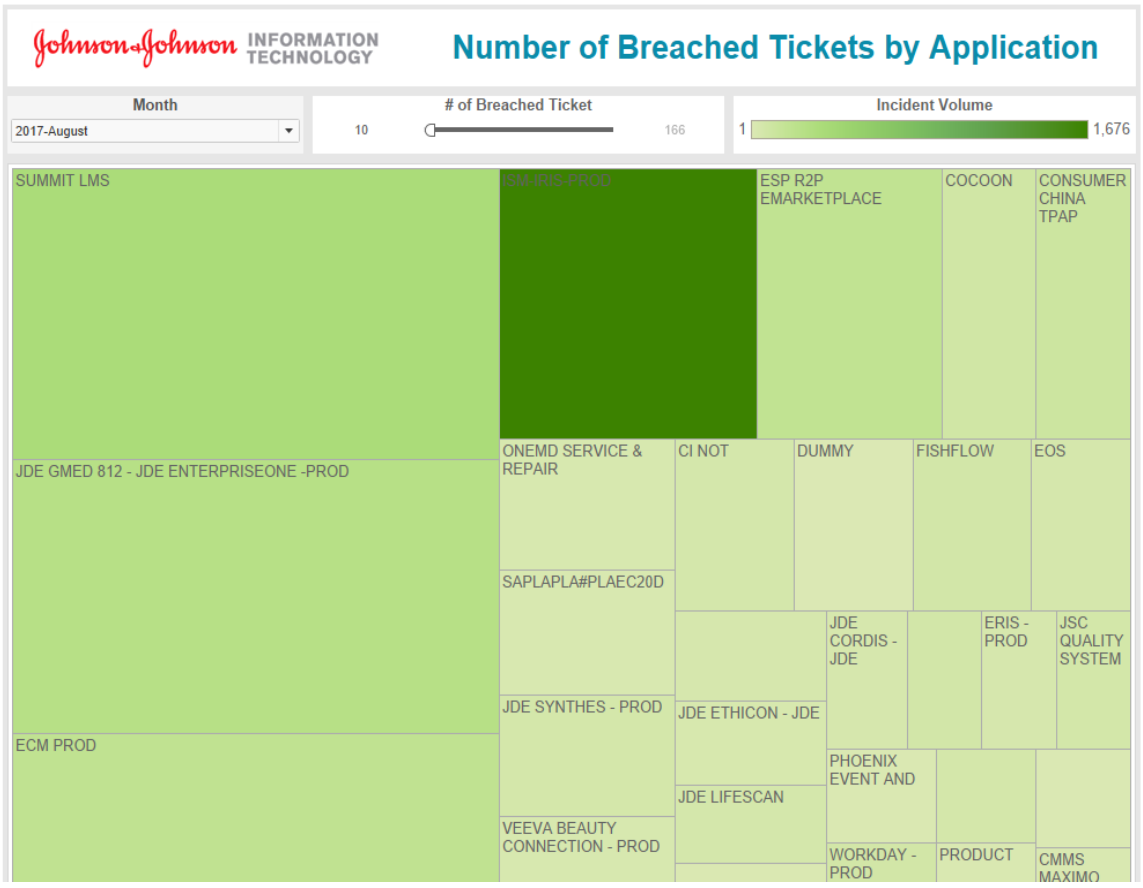


Deliverable 4: Number of Breached Tickets by Application

Task: Per the first proposal, this Tableau view displays the number of breached tickets by application name. The treemap highlights the applications that need more support (larger box sizes indicate a higher breached ticket rate which was calculated). For example, in August 2017 the top three applications with the highest beached ticket rates were SUMMIT LMS (16.45%), JDE GMED 812 – JDE ENTERPRISEONE – PROD (15.56%), and ECM PROD (11.50%). This view can be used to effectively allocate resources to aid in improving work efficiency and reduce the number of breached tickets.

Key Fields: Following key fields are used.

- **AGG(# of Breached Tickets)**
  - **Calculated field: SUM(IF [SLA Met Indicator] = 'N' THEN 1 ELSE 0 END)**
- **Incident Volume**
  - **Represents total number of tickets raised by month by on the assumption that a ticket was attached to the incident**
- **% of Total # of Breached Ticket**
  - **Total number of breached tickets by application / Total number of tickets (as a percentage)**
- **% of Total # of Breached Ticket per Application**
  - **Total number of breached tickets by application / Total number of tickets by application (as a percentage)**



Deliverable 5: Performance of Service Groups

Task: Per the second proposal, this Tableau view assess the performance of support tickets by support area & GOC. The dashboard displays the performance of all support tickets by proximity to zero; the best performing tickets are farthest to the right within the chart. This dashboard is also useful for exploratory data analysis of tickets across multiple dimensions within the database (i.e. drill down analysis of support tickets by GOC, Service Support Group, Incident Contact Method, and Resolution Group Manager Name). Each ticket is described by:

- **Application Name**
- **Application Tier**
- **Assigned Manager Name**
- **GOC Name**
- **Incident Close Note**
- **Incident Close Description**
- **Incident Contact Method**
- **Incident Resolution Category Description**
- **Region Code**
- **Resolution Group Manager Name**
- **Resolution Group Name**
- **Resolution Group ID**
- **Service (Group)**
- **SLA Name**
- **Max. Time To Resolve (hrs.), Target**
- **Time to Resolve (hrs.), Actual**

Key Fields: Following key fields are used.

- **Grouped by:**
  - GOC
  - Service Group
  - Resolution Group
  - Incident Contact
- **Filtered by:**
  - SLA agreement
  - Region Code
  - Priority
  - SLA Condition (Field: “Sla Met”)
  - Ticket Level & Priority (Field: “Sla nm”)
  - SLA Breach Reason Code
  - [Aggregated Measures]:
    - Tickets (N) by GOC
    - Total Time to resolve tickets by Service, Manager, & GOC
    - Incident Contact Method (N)
- **Columns:**
  - GOC Name
  - SUM of Time to Resolve

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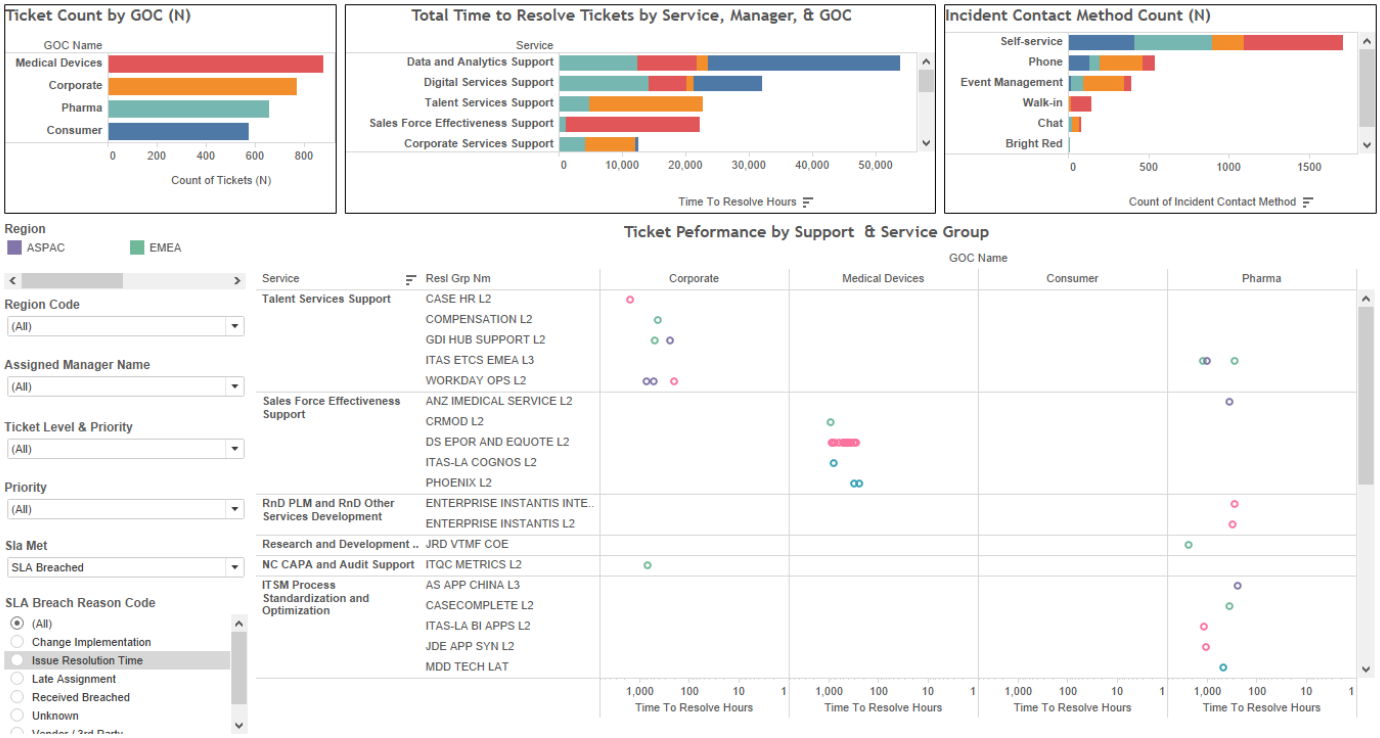
- **Rows:**
  - Service Group Name
  - Resolution Group Name



*Note: Within the Tableau file there are a total of five dashboards. The worksheets for each dashboard have been hidden and can be viewed.