

FrontRange HEAT: Incident Data Analysis

Prepared by Will Hanrott from data generated on 7th July 2015.

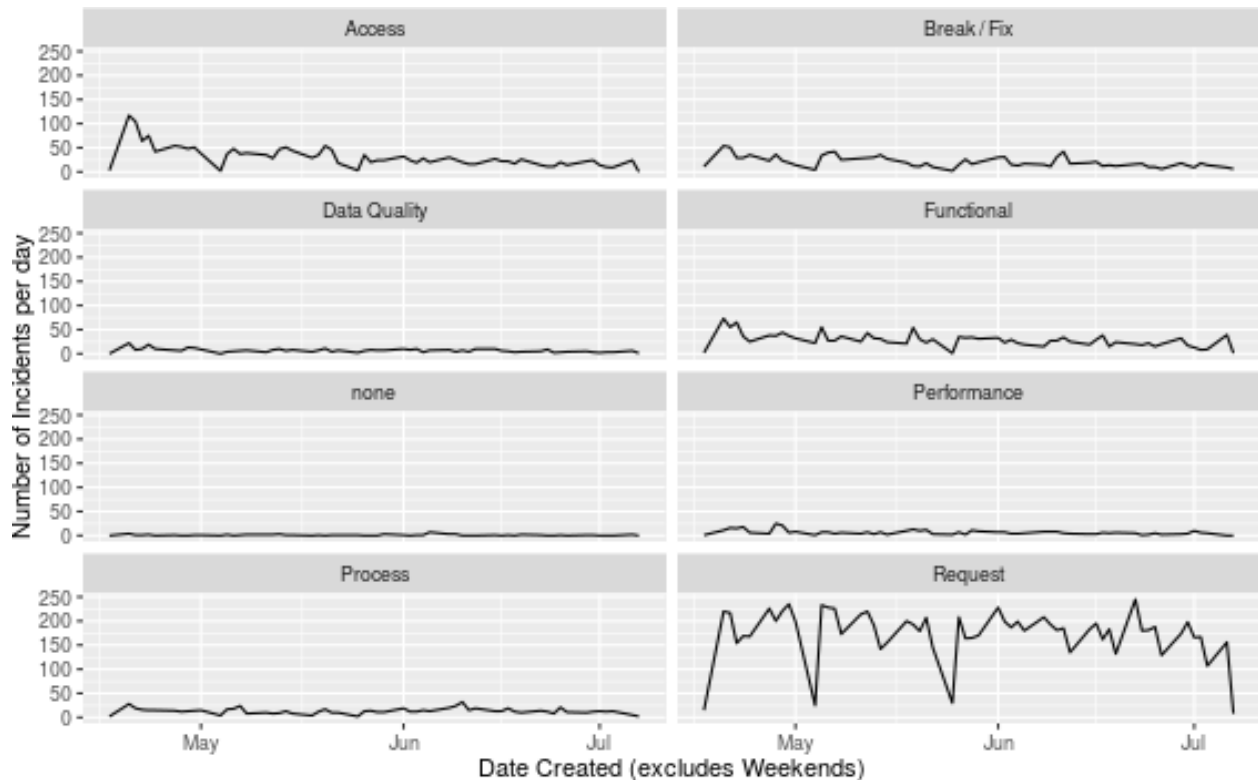
Data includes all Incidents created in FrontRange HEAT between 17th April 2015 and 6th July 2015 (inclusive)

Which Symptoms Are Being Reported?

The data has been filtered:

- to remove Symptom = Spam
- to remove data for weekends

The data has been grouped by day and by Symptom.

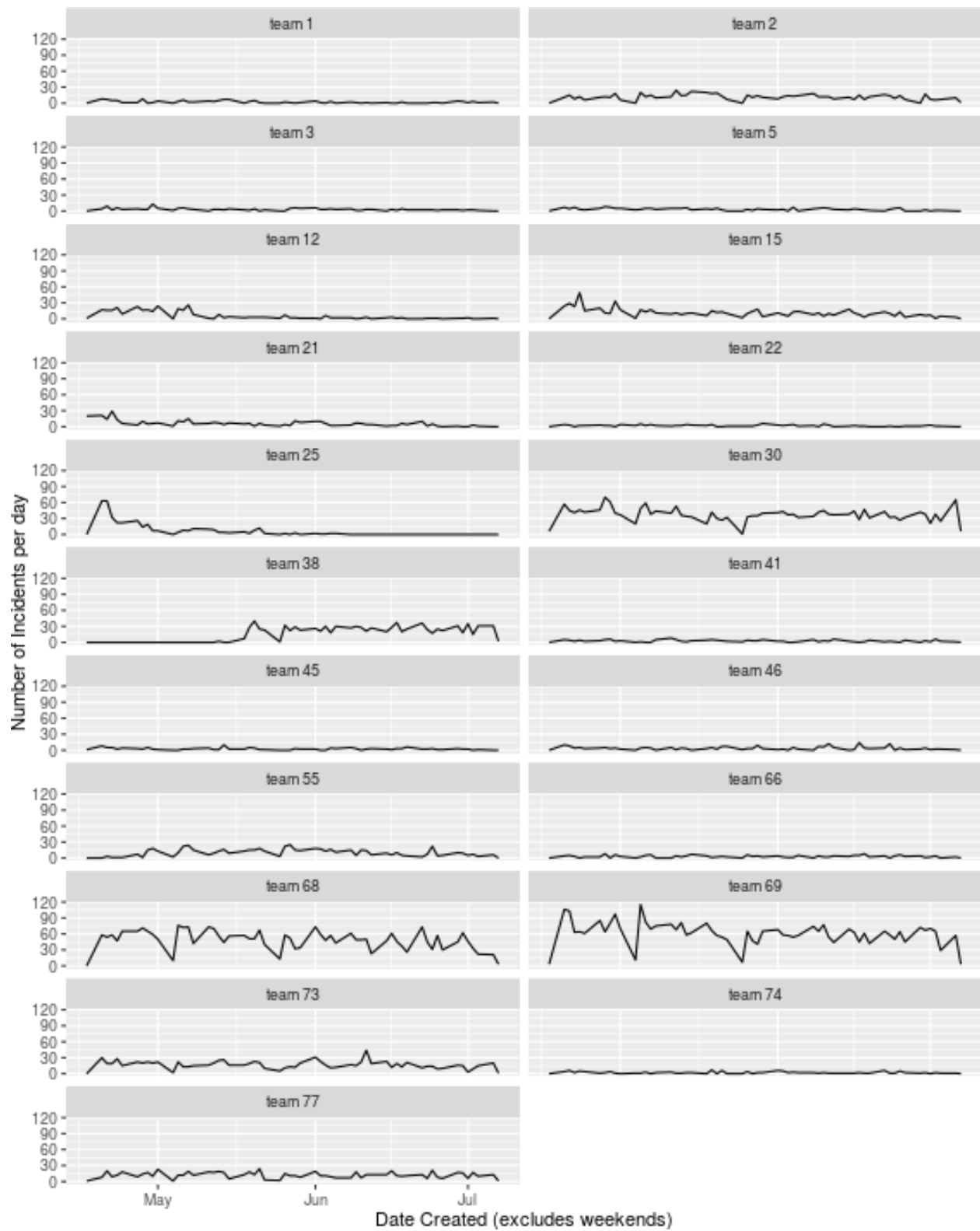


Which Teams are Logging Incidents?

The data has been filtered:

- to remove Symptom = Spam
- to remove data for weekends
- to include Teams which have logged greater than 100 incidents

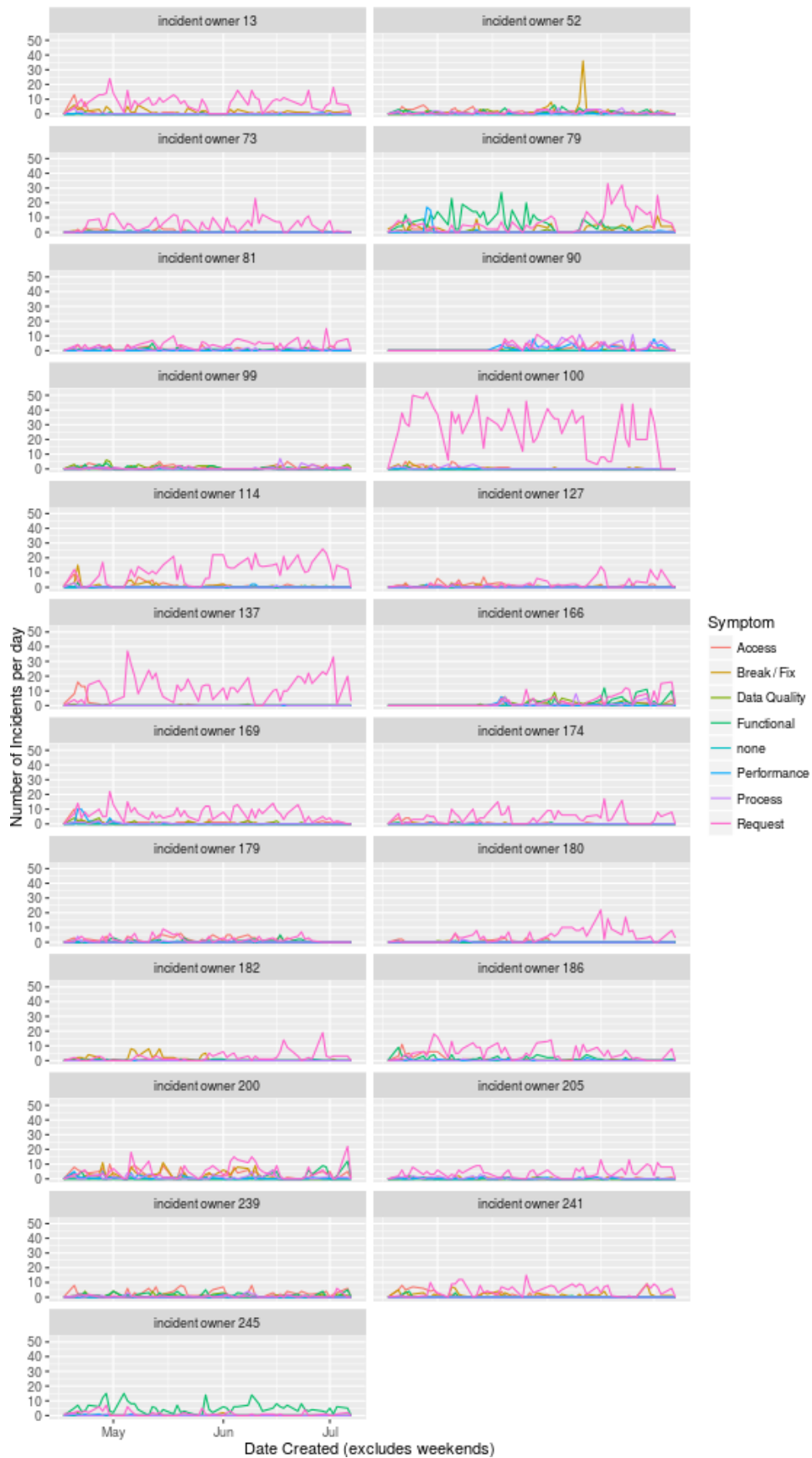
Please note that the scales on the 'y' axis are different to the panels above. The 'x' axis scales are the same.



Who are the top incident Owners and what are the Symptoms?

The data has been filtered:

- to remove Symptom = Spam
- to remove data for weekends
- to include Owners who have logged at least 200 incidents

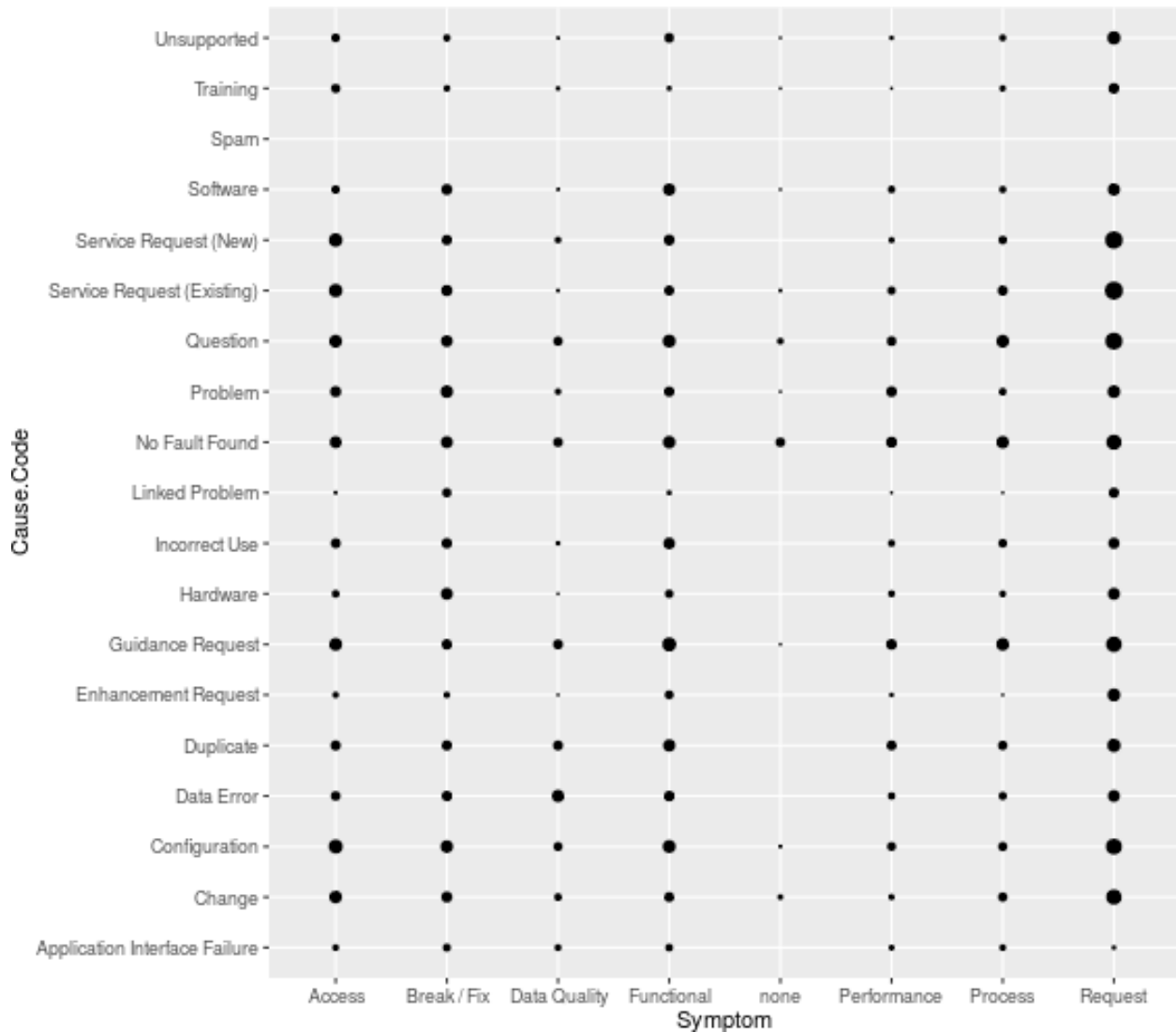


Which Symptoms and Causes are most strongly correlated?

The data has been filtered:

- to remove Symptom = Spam
- to remove data for weekends

NB: The size is the log2 of the total number of incidents for each point.



Here is the same data as a Chord Diagram: (this did work but I removed it after an update broke the plot)

Which are the Customers with the highest number of incidents?

The data has been filtered:

- to remove Symptom = Spam
- to remove data for weekends

Customer Name	Customer Email	Frequency
customer 53	person@provider.com	30
customer 303	person@provider.com	32
customer 1011	person@provider.com	31
customer 1023	person@provider.com	33
customer 1798	person@provider.com	2935
customer 1859	person@provider.com	32
customer 1915	person@provider.com	30
customer 1998	person@provider.com	29
customer 2264	person@provider.com	34
customer 2600	person@provider.com	35
customer 2631	person@provider.com	34
customer 2966	person@provider.com	30
customer 2973	person@provider.com	32
customer 3092	person@provider.com	52
customer 3153	person@provider.com	32
customer 3660	person@provider.com	36
customer 3777	person@provider.com	59
customer 4018	person@provider.com	36
customer 4549	person@provider.com	145
customer 4588	person@provider.com	72