Video 10 Summary: Managing Business Data Requests

This video focuses on strategies for expertly handling business data requests as a data analyst. It emphasizes the importance of using ticketing systems to manage, track, and prioritize requests efficiently.

Key Elements of a Ticketing System

- Type: Categorizes requests to group similar issues or assign them to specific responders.

- Priority: Helps determine the urgency and importance of each request.

- Status: Tracks the progress of requests with labels such as assigned, in progress, fixed, verified, and reopened.

Intake Questions for Data Requests

To gather complete information, analysts should ask:

- What: Clarify the scope of the data needed.

- When: Determine the time range for the data.

- Who: Identify the target population or dataset.

- Where: Specify geographic or categorical segmentation.

- Why: Understand the business context and purpose.

- How (Refresh): Decide on the frequency of data updates.

- How (Delivery): Choose the format for delivering the data (e.g., report, dashboard).

Parent-Child Relationships in Ticketing

Complex requests can be broken down into subtasks using parent-child relationships. This allows different team members to work on subtickets simultaneously and ensures dependencies are managed properly.

Expected Benefits

- Improved organization and tracking of requests.

- Enhanced collaboration and communication among team members.

- Efficient handling of multiple requests and subtasks.

- Better documentation and historical record keeping for future reference.