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6-2021

Capstone Case Study Guide MAPFRE

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Capstone Case Study Guide

MAPFRE

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1 Purpose of Case Study

1.1 Introduction

Mapfre is a Top-Notch insurer and a competitive and fast-evolving insurance company. Clark team will help Mapfre to organize to secure systems availability and resilience to support the business process. Assist and recommend the IT team for further analysis and identify data, trends, and patterns and come up with to improve the services.

1.2 Major Stakeholders

MAPFRE USA – IT team

2 Project Goal and Scope

2.1 Project Goal

The Clark University Capstone students will be provided an overview of Site Reliability Engineering (SRE) best practices, and leverage its principles to Analyze incidents, problems, and changes. Embrace SRE principles and make suggestions to improve the way MAPFRE USA provides IT as a service to its internal and external customers (agents).

2.2 Project Scope

Start Date March 18th, 2021

End Date June 4th, 2021

The ServiceNow SRE Assessment is a 12-week engagement involving analysis of MAPFRE USA's ServiceNow. Abstract/Executive Summary - Measures of Success

Project Outcomes	Measure of Success
SFD – Solution Flow Document	A document containing details and results of the Service Now analysis including any recommendations for eliminating recurring issues (written report).
SLI specification documents and the corresponding SLO	Analysis on identified critical business transactions on SLI and SLO

A&R – Analytics, and Reports drill down	Presentation of analysis results, including recommendations to improve IT as a service to MAPFRE stakeholders (PowerPoint).

3.Executive Summary:

Site Reliability Engineering (SRE) teams are responsible for the availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning of their services. Decreasing the meantime to resolution (MTTR), Time to mitigate an issue (TTM) are the KPIs SRE teams want to measure against business applications. ServiceNow platform acts as a system of record and system of engagement for the SRE teams.

The ServiceNow SRE Assessment is a 12-week engagement involving analysis of MAPFRE USA's ServiceNow. The Clark University Capstone students will be provided an overview of Site Reliability Engineering (SRE) best practices, and leverage its principles to:

Analyze incidents, problems, and change. Embrace SRE principles and make suggestions to improve the way MAPFRE USA provides IT as a service to its internal and external customers (agents).
Project Details:

- Analyze the current volume of incidents, problems, and changes recorded within the Service Now database, identify clusters of related incidents, perform root cause analysis, and recommend possible solutions to eliminate.
- Review Key Process Indicators (KPI)
- Assist with defining Service Level Objectives (SLO)
- Identify and establish baselines Service Level Indicators (SLI) for critical business transactions. (LIVO and Tronweb)
- Create a standard template for defining SLI and SLO specifications.
- Assist in negotiating SLO targets and documenting the outcome.
- Explore ways in which to technically implement Error Budgets. How does a rolling window work? Is that better than a fixed time box? How do you measure and update the remaining budget as time moves through either the rolling window or the fixed time box?
- Analyze MTTR and TTM; make suggestions leveraging SRE best practices to improve response times.
- Expose areas that contain toil which can be eliminated through automation.

- Provide recommendations for applying SRE best practices to improve MAPFRE USA's IT service delivery
- Deliverables
- The document containing details and results of the Service Now analysis including any recommendations for eliminating recurring issues (written report).
- SLI specification documents and the corresponding SLO documents for the identified critical business transactions.
- Presentation of analysis results, including recommendations to improve IT as a service to MAPFRE stakeholders (PowerPoint).

4. The Challenge

- The first problem is data; the Mapfre data only included a few data points from 2015 to 2019, but the dataset mostly contains data from 2020 and 2021 (till now). This reduces the capacity to spot any trends or aberrant behavior in the data.
- A large number of fields in the dataset were redundant and included null values. We discovered the reason after receiving client input.
- As a result, we used Python's pandas to clean the data. The data was imported into a Jupyter notebook, and the fields with only null values were eliminated. Another data change we made was filtering and eliminating data before 2020, leaving only data from 2020 forward. After that, the cleansed data is sent to Tableau.
- Even if the data contains no null values, the majority of the fields are present since the service now system requires/generates them. However, the fields are of little use for analysis or further investigation.
- Severity is another issue with change request data; the majority of CRs are of mild severity. And most of the CR are desktop, Citrix, and monthly upgrades.

5. The Solution

We created a python script to clean data, which entails deleting fields that aren't needed and eliminating data with null values.

Another strategy we adopted was to concentrate on data that was not collected on a weekly or monthly basis. The reason for this is that the system is new, and there was little data before 2020.

Comparing data from only the months for which we have data from both years (2020 and 2021). Instead of using data from the entire year, this method yields better results (since we are only halfway through the year 2021). Comparing the entire 2020 year with merely a few months of data from 2021 adds no value.

IT PS Systems Programming Team 218
IT AS LIVO GW - BillingCenter Group
IT PS Operations Team 214
CGI ACIC Production Support
CGI ACIC Essential Services
IT PS Server & Storage Team 193
IT AS Insurance Operations - Billing
IT AS LIVO - AgencyPort - GW
IT PS Database Team 173
IT AS Claims Production Support
IT PS Voice and Data Network Team 142
IT AS LIVO GW- Middleware/Integrations G..
IT AS LIVO - DataHub/InfoCenter Group
IT AS Insurance Operations - MA Filings/CGI
IT PS LIVO GW - Infrastructure Print 103
IT PS Asistencia Software Development
CGI NH AgencyPort Support
IT PS Desktop Support - Asistencia 81
IT PS EUS Voice
IS Engineering
IT AS LIVO DMS Group
IT AS SAS Production Support
IT AS Verti Guidewire Support 53
IT AS Customer Data Production Support
IT AS Verti BI and Operational Reports 34
IT AS IPA Production Support
IT AS TronWeb Warranty Support
IT AS Verti Salesforce CRM 30
IT AS Mapfre Digital Sales
IT PS ECM Team 27
IT AS MAPFRE Yacht Support

Closed By | User and Assigned Group
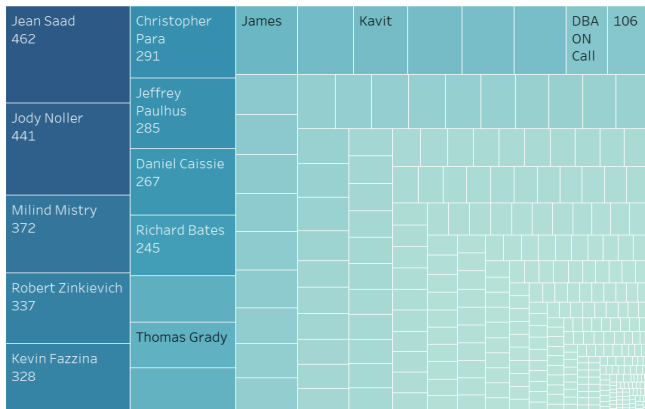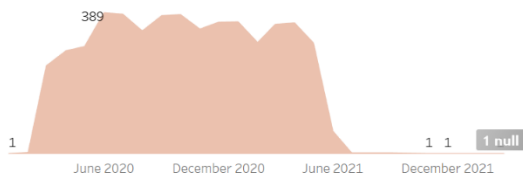
Jean Saad 462
Christopher Para 291
James
Kavit
DBA ON Call
106
Jody Noller 441
Jeffrey Paulhus 285
Daniel Caissie 267
Milind Mistry 372
Richard Bates 245
Robert Zinkievich 337
Thomas Grady
Kevin Fazzina 328

Change Request

Emergency? (All)
Select Year (All)
Select Month (All)

New CRs 2020 onwards
389
1
June 2020   December 2020   June 2021   December 2021
1 1 1 null

Top 10 Assignment Group by CR

IT PS Server & Storage Team
29.34%

IT AS Datawarehouse Production Support
17.02%

CR by Category

Applications Software
52.70%
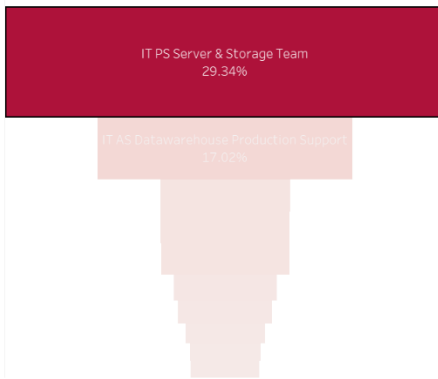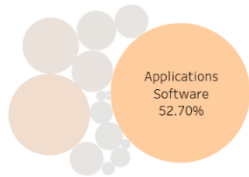
Change Request

U Emergency (All)
Year of Start Date (All)
Month of Start Date (All)

Status of CR

Cancelled	Closed Complete	Closed Incomplete	Closed Skipped	Open	Work in Progress
8.16%	85.19%	1.12%	3.95%	1.56%	0.02%

CR by Priority & Impact

Priority			
1 - Critical	20.41%	44.90%	26.53%
2 - Urgent	31.82%	45.45%	15.91%
3 - High	12.03%	46.83%	39.58%
4 - Moderate		90.10%	
5 - Low	23.06%	71.17%	

Impact ■ 5 - Very L ■ 4 - Low ■ 3 - Mediu ■ 2 - High ■ 1 - Very H
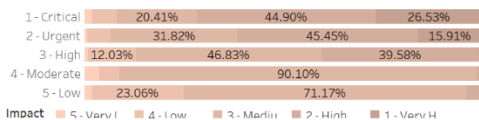
Top 10 Assignment Group by Priority & CR

Count o..
1   611

Assignment Group	1 - Critical	2 - Urgent	Priority 3 - High	4 - Modera..	5 - Low
IT PS Server & Storag..	7	4	70	611	373
IT AS Datawarehous..	1	170	781	166
IS Engineering	1	24	80	150
IT PS Systems Progra..	3	3	70	87	200
IT AS Digital Producti..	4	24	80	
IT AS LIVO GW - Billin..	6	15	90	44
IT AS LIVO GW - Middl..	8	27	39	44
IT AS Data Control Te..	29	63	21	88
IT AS LIVO - DataHub..	5	1	156	3	2
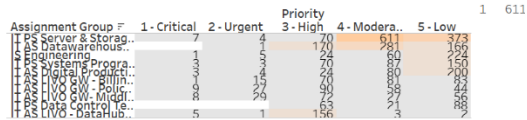
Time in Hours for closing the CRs

0	
1	28.09%
2	10.68%
3	7.06%
4	3.62%
5	
6	3.61%

Emergency Change Request

CR comparison by Assignment Group for 2020 & 2021

Short Description

Assignment Group	Year	
IT AS Datawarehouse Production S..	2020	
	2021	
IT AS LIVO - DataHub/InfoCenter Gr..	2020	
	2021	
IT AS LIVO GW - PolicyCenter Group	2020	
	2021	
IT AS LIVO GW - BillingCenter Group	2020	
	2021	
IS Engineering	2020	
	2021	
IT PS Systems Programming Team	2020	
	2021	
IT PS Server & Storage Team	2020	
	2021	
IT AS Customer Data Production Su..	2020	
	2021	
CGI ACIC Production Support	2020	
	2021	
IT AS LIVO - Conversion Group	2020	
	2021	175.0%
IT PS Data Control Team	2020	
	2021	
IT AS Insurance Operations - MA Fil..	2020	
	2021	
IT AS Digital Production Support	2020	
	2021	

Count .. 1 ▬▬▬▬▬▬▬ 11

Emergency Change Request by configuration item
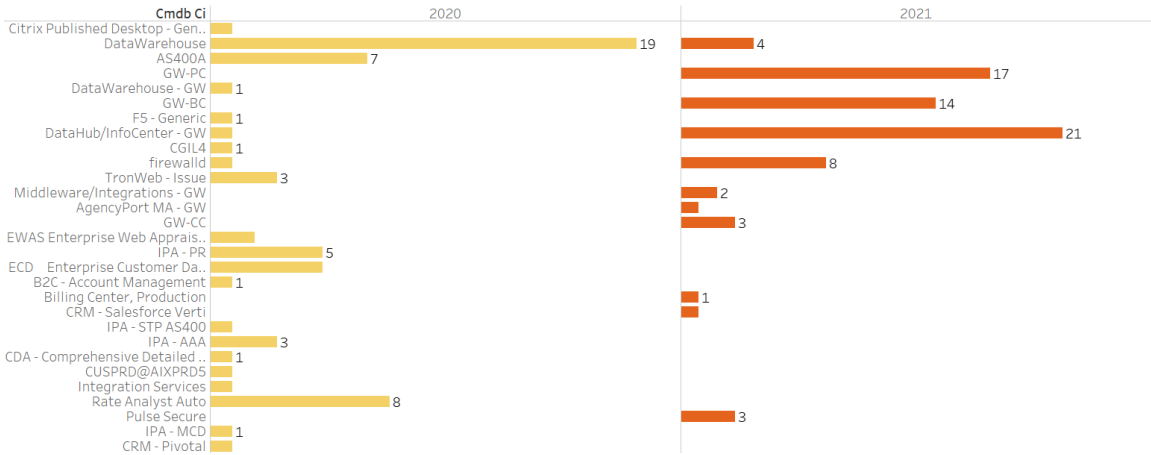
Cmdb Ci	2020	2021
Citrix Published Desktop - Gen..		
DataWarehouse	19	4
AS400A	7	
GW-PC		17
DataWarehouse - GW	1	
GW-BC		14
F5 - Generic	1	
DataHub/InfoCenter - GW		21
CGIL4	1	
firewalld		8
TronWeb - Issue	3	
Middleware/Integrations - GW		2
AgencyPort MA - GW		
GW-CC		3
EWAS Enterprise Web Apprais..		
IPA - PR	5	
ECD Enterprise Customer Da..		
B2C - Account Management	1	
Billing Center, Production		1
CRM - Salesforce Verti		
IPA - STP AS400		
IPA - AAA	3	
CDA - Comprehensive Detailed ..	1	
CUSPRD@AIXPRD5		
Integration Services		
Rate Analyst Auto	8	
Pulse Secure		3
IPA - MCD	1	
CRM - Pivotal		

Problem Analysis

Assignment Group
(All)

Year of Sys Updated On
(All)

Distinct count of Number
9 — 552

Asignment Group Problem Count (2)

- IT AS Datawarehouse Production
- IT AS LIVO GW-
- IT AS LIVO GW -
- IT AS LIVO GW -
- IT AS LIVO -
- IT AS Digital Production Support
- IT AS LIVO GW - PolicyCenter Group
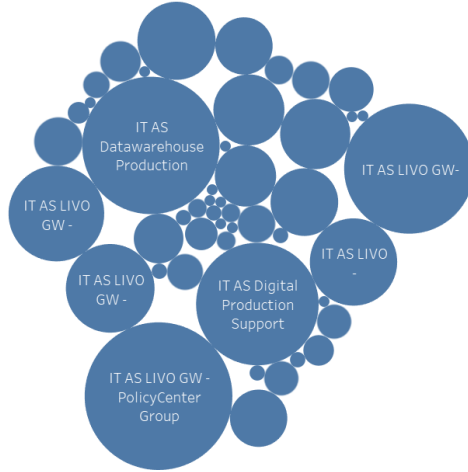
Problem Status Analysis (2)

Closed/Resolved 552	Pending Change 171
Open 517	

Assignee Level Problem Analysis (2)

Assignee	Value
Null	220
Eric Jokl	55
Raymond Major	
Anand Sundararajan	51
Saravana Raj Shan..	
Sunil Ravichandran	32
Arun Rajasekaran	
Paulo Soderi	24
Harikumar Balasub..	
Santoshi Kotha	19
Michelle Daveau	
Matthew Moussa	19
Deeban Durairaj	
Mohanapriva Shan..	18
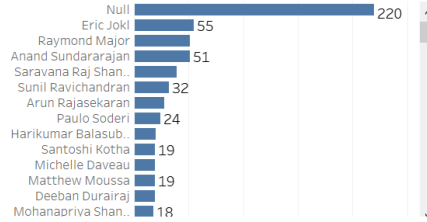
Rankings of Configuration Item for **August**
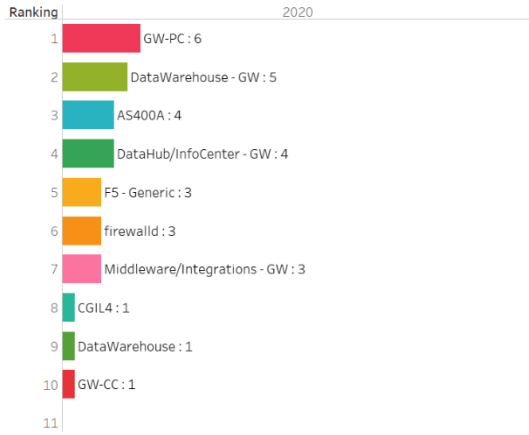
Emergency?
True

Month of Start D..
August

Show history

Ranking	2020	2021
1	GW-PC : 6	
2	DataWarehouse - GW : 5	
3	AS400A : 4	
4	DataHub/InfoCenter - GW : 4	
5	F5 - Generic : 3	
6	firewalld : 3	
7	Middleware/Integrations - GW : 3	
8	CGIL4 : 1	
9	DataWarehouse : 1	
10	GW-CC : 1	
11		

Problem Analysis

Root Cause Analysis by Assigned Group

Priority
(All)

Root Cause
(All)

Priority Level Problem

High	Low	Minor	Moderate	Planning
53	210	176	136	711

Root Cause Analysis

IT AS LIVO GW -

IT AS LIVO GW-

Assignee Level Problem Analysis (2)

Assignee	Value
Null	220
Eric Jokl	55
Raymond Major	
Anand Sundararajan	51
Saravana Raj Shan..	39
Sunil Ravichandran	32
Arun Rajasekaran	
Paulo Soderi	24
Harikumar Balasub..	
Santoshi Kotha	19
Michelle Daveau	
Matthew Moussa	19
Deeban Durairaj	
Mohanapriya Shan..	18
Michael Miller	
Benita Asir	18
Senthilkumar Krish..	
Ignacio Castillo	17
Milind Mistry	
Paul Edwards	14
Jose Flores	
Govardhan Panyam	14
Aravindh Puhazhen..	
Bijoy Joseph	13
Ravi Kumar Vanjar..	
Pratheesh Kumar ..	12
Shashank Pai	
Robin Graves	11
Prashanth KV	

Priority

Impact
3 - Low

| 0 | 100 | 200 | 300 | 400 | 500 | 600 | 700 | 800 | 900 | 1000 | 1100 | 1200 |

Priority
- Planning
- Low
- Minor
- Moderate
- High

Monthly State

Date Mon..	Problem State	Count
January	Closed/Resolved	
	Open	
February	Closed/Resolved	
	Open	
March	Closed/Resolved	
	Development	
	Open	
	Pending Change	
	Testing	
April	Closed/Resolved	
	Open	
November	Closed/Resolved	
	Open	
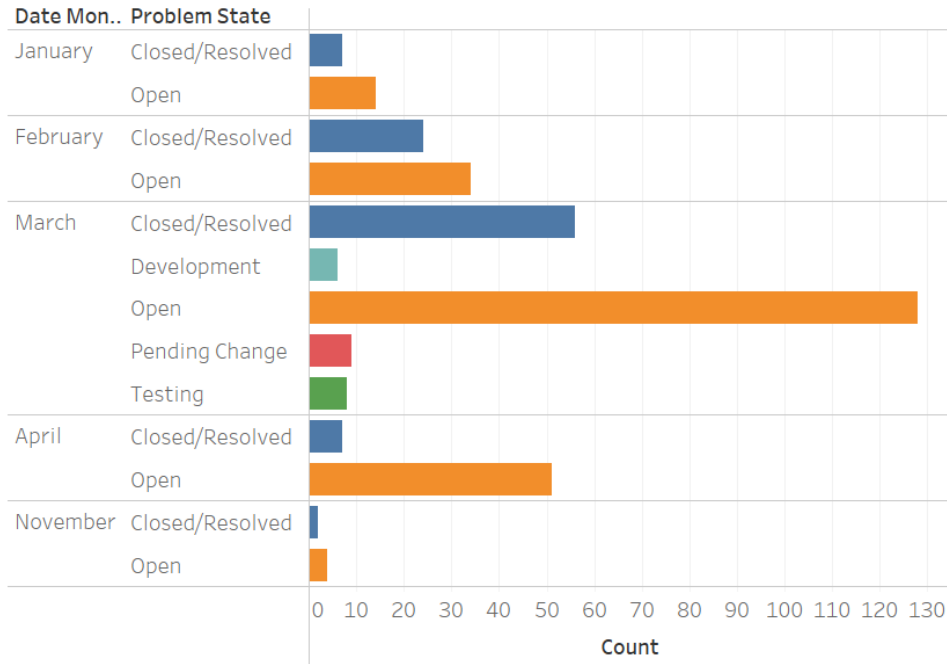
Year of Sys Upd..
(All)

State
- Closed/Resol..
- Development
- Open
- Pending Cha..
- Testing

Date Wday
- thursday
- monday
- saturday
- sunday
- friday

Configuration Management
- DataWar..
- PolicyCe..
- B2C - GW ..
- GW-PC

% of Total Count of..
4.50% 44.10%

Operations load

Assignment ..	Date ..	Count
IT AS Datawareh..	monday	
IT AS Digital Production Support	thursday	
	monday	
	saturday	
	friday	
IT AS LIVO GW - ClaimsCenter Group	thursday	
	monday	
	sunday	
IT AS LIVO GW - PolicyCenter Group	thursday	
	monday	
	saturday	
	sunday	
	friday	
IT AS LIVO GW- Middleware/ Integrations Group	thursday	
	monday	
	saturday	
	sunday	
	friday	
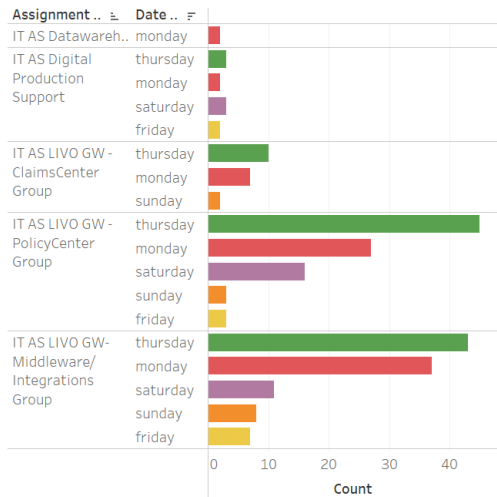
Top-5 IT AS Operations Group

Assignment Gro..	
IT AS Datawareh..	
IT AS Digital Pro..	
IT AS LIVO GW - ..	
IT AS LIVO GW- ..	

| 0% | 5% | 10% | 15% | 20% | 25% | 30% | 35% | 40% | 45% |

Percentage Total
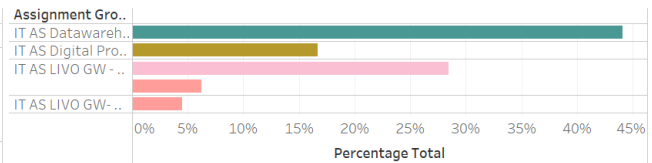
Top-5 IT PS Operations Group
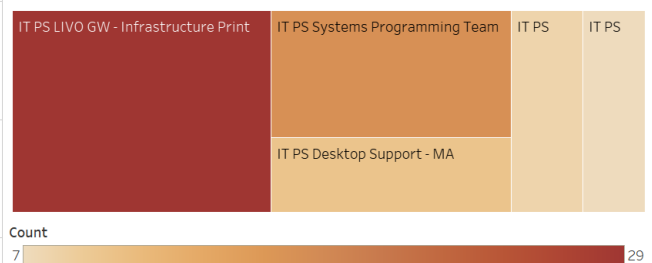
IT PS LIVO GW - Infrastructure Print
IT PS Systems Programming Team
IT PS
IT PS
IT PS Desktop Support - MA

Count
7   29

Cause of the Problems
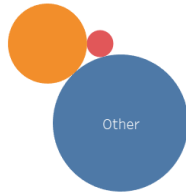
Other

Cause Code Color shows details about Cause of the issues. Size shows count of tickets. The marks are labeled by Cause. The data is filtered on Assignment Group and Root Cause. The Assignment Group filter keeps 48 of 48 members. The Root Cause filter keeps 419 of 419 members. The view is filtered on U Cause Code, which keeps Application/Software Failure, Human Error and Other.

Root Cause

Assignment .. ≞	Count
IT AS LIVO GW - ..	33
IT AS LIVO GW - C..	50
IT AS Datawareh..	115
IT AS LIVO GW- ..	133
IT AS LIVO GW - ..	139

U Cause Code / Cmdb Ci
Other

- GW-PC
- Policy Center, Production
- B2C - GW Account Management
- DataWarehouse
- ClaimCenter

Category	Count
PolicyCen..	10
GW-PC	15
Policy Ce..	13
B2C - GW ..	23
DataWar..	25
ClaimCen..	30

Application Failure

Assignment Gro..	Count
IT AS Datawarehouse ..	4
	7
IT AS Digital Production Support	1
	1
	17
IT AS LIVO GW - ..	1
IT AS LIVO GW - ..	1
IT AS LIVO GW- ..	3

Instance.Task Id.Assigned To	How easy was the service desk to do bu..	How effective was the se..	How enjoyable was the se..	Grand Total	No Ticket Handled	Max	Achv %
Christopher Para	13	13	13	39	3	45	86.67%
Jean Saad	19	19	19	57	4	60	95.00%
Jeffrey Paulhus	0	0	0	0	0	0	0.00%
Jody Noller	60	60	60	180	12	180	100.00%
John Hodges	0	0	0	0	0	0	0.00%
Kevin Fazzina	0	0	0	0	0	0	0.00%
Marcus Wilson	5	5	5	15	1	15	100.00%
Richard Bates	15	15	15	45	3	45	100.00%
Robert Zinkievich	25	25	25	75	5	75	100.00%
Rocsany Cobas	0	0	0	0	0	0	0.00%
Salvador Martinez	0	0	0	0	0	0	0.00%
Grand Total				411	28	420	98%

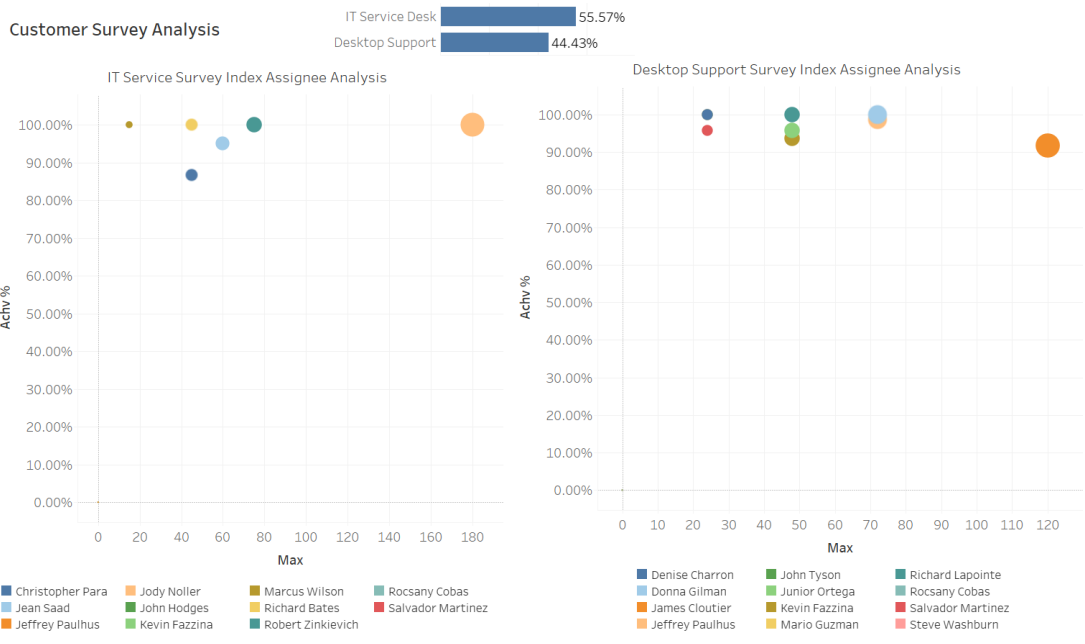| Instance.Task Id.Assigned To	courteous and respectful was the desktop technician w..	satisfied are you with your overall desktop s..	How satisfied were you with the response time to your issue	Please rate the technical compete..	Grand Total	No Ticket Handled	Max	Achv %
Denise Charron	6	6	6	6	24	1	24	100.00%
Donna Gilman	18	18	18	18	72	3	72	100.00%
James Cloutier	27	27	29	27	110	5	120	91.67%
Jeffrey Paulhus	18	18	17	18	71	3	72	98.61%
John Tyson	0	0	0	0	0	0	0	0.00%
Junior Ortega	12	12	10	12	46	2	48	95.83%
Kevin Fazzina	12	9	12	12	45	2	48	93.75%
Mario Guzman	6	6	6	6	24	1	24	100.00%
Richard Lapointe	12	12	12	12	48	2	48	100.00%
Rocsany Cobas	6	6	6	6	24	1	24	100.00%
Salvador Martinez	6	6	5	6	23	1	24	95.83%
Steve Washburn	0	0	0	0	0	0	0	0.00%
Grand Total					487	21	504	97%

Customer Survey Analysis

IT Service Desk █████████ 55.57%
Desktop Support ██████ 44.43%

IT Service Survey Index Assignee Analysis

Desktop Support Survey Index Assignee Analysis

IT Service Desk legend:
- Christopher Para
- Jean Saad
- Jeffrey Paulhus
- Jody Noller
- John Hodges
- Kevin Fazzina
- Marcus Wilson
- Richard Bates
- Robert Zinkievich
- Rocsany Cobas
- Salvador Martinez

Desktop Support legend:
- Denise Charron
- Donna Gilman
- James Cloutier
- Jeffrey Paulhus
- John Tyson
- Junior Ortega
- Kevin Fazzina
- Mario Guzman
- Richard Lapointe
- Rocsany Cobas
- Salvador Martinez
- Steve Washburn

Drill Down

Category
- (All)
- Desktop Support
- ☑ IT Service Desk

Value
- (All)
- 0
- 3
- 4
- ☑ 5

Metric.Question
- How easy was the servi..
- How effective was the s..
- How enjoyable was the ..

6.Conclusion / Recommendations

Update the status of the ticket to reflect whether the status is Active or Not, to have the correct number of Active tickets

Active But Incident State is "Resolved"

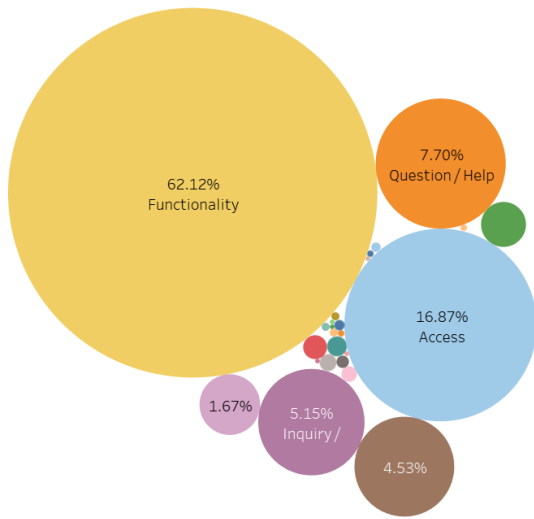| Active ..	Incident State	Priority	Incident Nu..	Assign..	Short Description
Active	Resolved	Minor	INC1607043	Erin Downes	Special Project:: NH AP 5.3/My Clients/search by property addres..
			INC1738420	Louis Pineda	EDW AS400 New Business in Mnthly Sumry incorrect
		Moderate	INC1793748	Lisa Rob inson	MAPFRE NCL POLICY 8008030009175

Unassigned and On Hold Tickets should be channeled to respective Assigned Group s and Assignees

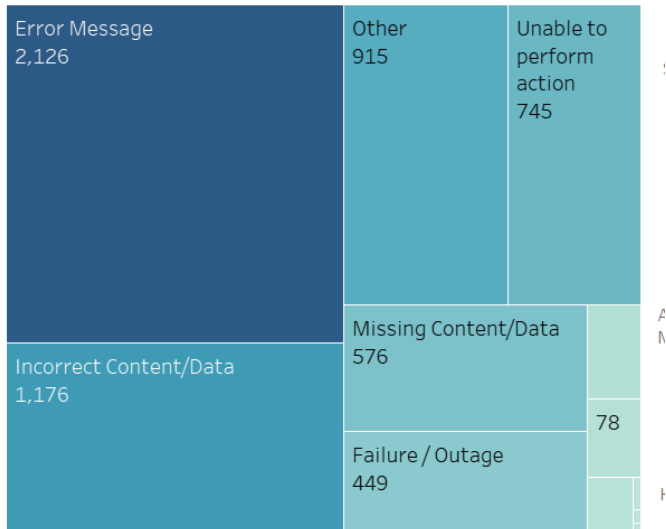|			Priority		
Incident State (g..	Critical	Major	Minor	Modera..	Grand ..
Assigned		0.03%	0.68%	0.70%	1.41%
Closed	0.04%	11.21%	52.44%	31.68%	95.37%
On Hold Waiting ..			0.87%	1.38%	2.25%
Resolved			0.02%	0.01%	0.03%
Unassigned			0.53%	0.41%	0.94%
Grand Total	0.04%	11.24%	54.54%	34.18%	100.00%

Some assignees have got more tickets equal distribution of tickets.

Assigned To	Critical	Major	Minor	Modera..	Grand T..
Jean Saad			395	67	462
Jody Noller		5	372	64	441
Milind Mistry		4	246	122	372
Robert Zinkievich		1	284	52	337
Kevin Fazzina			163	165	328
Christopher Para		2	255	34	291
Jeffrey Paulhus			127	158	285
Daniel Caissie			200	67	267
Richard Bates			242	3	245
Saravana Raj Shan..		79	29	79	187
Thomas Grady		1	136	46	183
Deborah Ramsey		134	35	9	178
James Cloutier			60	102	162
Richard Lapointe		1	58	88	147
Kavit Sanghvi		25	54	64	143
Denise Charron			98	44	142
Richard Bonina		129	4	4	137
Rocsany Cobas			85	51	136
DBA ON Call		77	18	14	109
Null			59	47	106
Donna Gilman			30	65	95
Richard Kelly		8	55	32	95
Salvador Martinez		1	71	21	93
Evan Nelson III		35	19	37	91
Junior Ortega			41	50	91
Michael Malanson	1	7	40	43	91

Category Incident Analysis

62.12% Functionality	7.70% Question / Help
	16.87% Access
1.67%	5.15% Inquiry /
	4.53%

Subcategory Analysis

Error Message 2,126	Other 915	Unable to perform action 745	
Incorrect Content/Data 1,176	Missing Content/Data 576		78
	Failure / Outage 449		

- Aging tickets should be closed with the permission of users
- Every ticket should have the Activity Due and SLA Due

Active IR

Incident Number..	Assigned To	Incident State	Short Description	Sys Created On	Sys Updated On	Activity Due	Sla Due
INC1532833	Prathyusha Devi ..	Assigned	Compliance - Idaho Insurance Verification Web Service	8/14/2017 10:15:35 AM	4/27/2021 8:10:11 AM	UNKNOWN	UNKNOWN
INC1565010	Heidi Gustafson	On Hold Wait..	Manual Auto - Policy QY8415: Coverage / Premium screen	1/15/2018 9:38:25 AM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1566856	Null	Unassigned	Maintenance: Job ENFDRECV runs in robot @ 1:00 p.m.daily not producing th..	1/23/2018 11:23:55 AM	3/23/2021 2:35:06 PM	UNKNOWN	UNKNOWN
INC1572362	Null	Unassigned	Special Project: V12 Future dated transaction being generated for policies	2/15/2018 10:23:59 AM	3/24/2021 10:30:39 AM	UNKNOWN	UNKNOWN
INC1573155	Null	Unassigned	Finance - V12 Tables - ALSTMF items that do not tie back to ALCOVR	2/20/2018 1:55:40 PM	3/22/2021 3:51:40 PM	UNKNOWN	UNKNOWN
INC1574065	Heidi Gustafson	On Hold Wait..	FAC Application Out of Balances	2/23/2018 11:02:48 AM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1581817	Null	Unassigned	Compliance: ACPA1259814 system is capturing the written premium as the p..	3/29/2018 8:15:22 AM	3/30/2021 1:18:39 PM	UNKNOWN	UNKNOWN
INC1584252	Null	Unassigned	Finance - B05050X report does not total correctly.	4/9/2018 4:02:46 PM	4/1/2021 7:41:12 AM	UNKNOWN	UNKNOWN
INC1585883	Heidi Gustafson	On Hold Wait..	MA Auto DNR issue MAIP 4th year not being cancelled	4/17/2018 2:05:38 PM	2/10/2021 10:43:00 AM	UNKNOWN	UNKNOWN
INC1589376	Prathyusha Devi ..	Assigned	Maintenance: Control balances two spreadsheets attached and report 3800 a..	5/3/2018 2:33:48 PM	5/5/2021 1:31:54 PM	UNKNOWN	UNKNOWN
INC1598351	Null	Unassigned	Special Project: V12 & TronWeb Defensive Driver Requirement Clarification	6/19/2018 9:26:56 AM	3/24/2021 2:23:13 PM	UNKNOWN	UNKNOWN
INC1604690	Jose Flores	On Hold Wait..	AS400 eCW Reserve issue	7/20/2018 8:00:16 AM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1605808	Anjaneya Lakshm..	On Hold Wait..	COMPARE.com Issue - PLEASE ASSIGN TO JULIE SIDDLE'S TEAM - Compare is ..	7/25/2018 10:21:13 AM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1606973	Arul Neelan	Assigned	Compliance: ME/VT Home & CT (PLRT) renewals not having cov C increase wit..	7/31/2018 11:03:43 AM	4/15/2021 3:16:20 PM	UNKNOWN	UNKNOWN
INC1607043	Erin Downes	Resolved	Special Project:: NH AP 5.3/My Clients/search by property address especially ..	7/31/2018 2:09:41 PM	5/14/2021 11:21:04 AM	UNKNOWN	UNKNOWN
INC1615066	Heidi Gustafson	On Hold Wait..	WE have an OOB for Commerce Premium for 08/2018 after running Transtoca..	9/10/2018 1:46:16 PM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1621196	Robert Thomas	Assigned	AI Agent Memos - Search function not working in some circumstances	10/9/2018 2:20:11 PM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1623481	Null	Unassigned	Special Project: V12 Extract Changes - for Current Balance calculation	10/18/2018 3:31:34 PM	3/24/2021 2:16:14 PM	UNKNOWN	UNKNOWN
INC1627313	Heidi Gustafson	On Hold Wait..	Manual Auto Posting_ Umbrella Discount	11/5/2018 8:04:03 AM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1627314	Heidi Gustafson	On Hold Wait..	Manual Auto Posting - Van Wagon Pickup Indicator	11/5/2018 8:05:05 AM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1628280	Heidi Gustafson	On Hold Wait..	OOB on attached FAC-01 spreadsheet of (16) for October. Was out of balance..	11/7/2018 4:14:48 PM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1631607	Krishna Chintha	Assigned	NH AP 5.3: Excess vehicle not tiered correctly (NHPA 000053399 MICHAEL GR..	11/27/2018 8:39:36 AM	4/16/2021 10:35:31 AM	UNKNOWN	UNKNOWN
INC1632998	Krishna Chintha	Assigned	Quote 5076 Nahed Bishop hands free vio...giving 1 pt not 3...incorrecte tierin..	12/3/2018 1:41:48 PM	4/19/2021 2:04:31 AM	UNKNOWN	UNKNOWN
INC1635429	Heidi Gustafson	On Hold Wait..	OOB of (1) in attached FAC-01 spreadsheet for November.	12/12/2018 1:51:23 PM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1638587	Null	Unassigned	Special Project: cipa 2212913 -need to replace car from a 2011 jeep to a 2015 ..	1/2/2019 8:10:32 AM	4/15/2021 3:20:27 PM	UNKNOWN	UNKNOWN
INC1639449	Heidi Gustafson	On Hold Wait..	OOB of (20) in attached FAC-01 spreadsheet for December.	1/4/2019 4:08:30 PM	5/5/2021 4:44:32 PM	UNKNOWN	UNKNOWN
INC1639750	Kevin Swanson	On Hold Wait..	Access to update Mapfre wiki pages	1/7/2019 2:02:16 PM	2/1/2021 8:39:31 AM	UNKNOWN	UNKNOWN
INC1641520	Null	Unassigned	Special Project -information on how to request a column be added to two tabl..	1/15/2019 3:33:17 PM	3/24/2021 2:20:14 PM	UNKNOWN	UNKNOWN

- Auto closure with the user confirmation
- Focus on regular issues and monitor and automate the same
- Regulate the Incident Tickets by Timely Follow up and Next Action Items on tickets
- On hold due to Vender, Users and Approvals need to intimate the respective vendors, users, and approvals.
- Coaching the IT team and Capacity Planning
- Reviews of the Incident Tickets timely basis in regulator interval of time
- Retrospective meetings on Critical tickets
- Impact analysis
- In comparison to other IT PS teams, the Server & Storage Team receives more change requests. And the majority of these requests are in the area of Application Software.
- We can say that the system is healthy based on the state of CRs because 85.19 percent of CRs are Closed Complete.
- Nearly 68 percent of CRs are addressed in less than 6 hours, and 98 percent are closed in less than 24 hours.
- A low count in the dataset at any particular moment is recommended for an emergency modification request. And the results of the analysis backed up this claim.
- The vast majority of the CRs were in the moderate range.