

FTB - Product overview

The objective of the *FIX THE BASICS* program is to improve the critical services provided by DT to the business.

The objective of the Fix the basic dashboard project is to extract data from Helix in order to compute KPIs about the ticket resolution system.

The purpose of this dashboard is to monitor the execution and availability of some selected critical services established by DT for the Solvay group. This dashboard allows the follow-up of the tickets (incidents and service requests) created in Service One Helix regarding the backlog size, backlog aging and average resolution time.

The KPIs are provided to the business via a dashboard developed on Tableau.

Key Contacts

Role	Name	Email	Location (Country / Site)
Application Owner	Marie-Line Ardito	marie-line.ardito@solvay.com	France, Lyon Silex 2
Product Owner	Otto Van der Veken	ottovander.veken@solvay.com	Netherlands, Remote working
Data Architect	João Fonseca	joao.fonseca@solvay.com	Portugal, Carnaxide
Data Architect	Ramprasad Tak	ramprasad.tak@solvay.com	France, Aubervillier
Data Engineer	Mattéo Menghetti	matteo.menghetti@solvay.com	France, Lyon Silex 2
Data Functional Analyst / Project manager	Emma Glasson	emma.glasson@solvay.com	Portugal, Carnaxide

Criticality

Low

Legal Constraints

None

Related Documentation

Document	Link
Project dashboard Drive Folder	
Technical document	