

# KPIs

## February 2025

Comment:

- Incidents (support and corrective maintenance):
  - Big increase this of incident on reporting, again due to the Office 365 migration and the Analysis for Office macro not visible.
  - One old incident went back in the dashboard queue and we have difficulty to close one Talend incident.
  - Resolution time is good.
- Work Orders and Service requests:
  - Small decrease of the incoming but no decrease on the backlog size due to the Hard freeze period.
  - Consequently, the age is growing a little bit.

Incident	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	159	149	15	15	13	20	5	99%
Dashboarding	33	33	6	10	63	15	5	100%
GCP and dataiku	3	2	2	4	9	15	15	100%
Talend	2	1	2	4	26	15	8	100%
<b>Total</b>	<b>197</b>	<b>185</b>	<b>25</b>	<b>33</b>	<b>26</b>	<b>17</b>	<b>5</b>	<b>99%</b>

Work Orders	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	47	34	27	80	50	60	12	50
Dashboarding	19	22	3	15	36	40	32	30
GCP and dataiku	59	52	26	15	17	25	7	15
Talend	19	21	9	10	22	25	14	15
<b>Total</b>	<b>144</b>	<b>129</b>	<b>65</b>	<b>120</b>	<b>32</b>	<b>50</b>	<b>14</b>	<b>40</b>

## January 2025

Comment:

- Incidents (support and corrective maintenance):
  - Incident backlog still under control despite a pic of activity on reporting due to the migration to Office 365, the Analysis for Excel macro is not visible anymore.
- Work Orders and Service requests:
  - Our backlog size is growing slowly due to the hard frozen period, even if we observe an increase on the demand.
  - For service requests, the resolution time is below our target.

Incident	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	101	98	10	15	8	20	6	99%
Dashboarding	27	20	7	10	5	15	4	100%
GCP and dataiku	5	3	1	4	23	15	4	80%
Talend	9	6	3	4	7	15	9	100%
<b>Total</b>	<b>142</b>	<b>127</b>	<b>21</b>	<b>33</b>	<b>8</b>	<b>17</b>	<b>6</b>	<b>98%</b>

Work Orders	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	42	38	23	80	49	60	12	50
Dashboarding	30	17	8	15	44	40	18	30
GCP and dataiku	60	52	21	15	12	25	15	15
Talend	31	22	13	10	10	25	7	15
<b>Total</b>	<b>163</b>	<b>129</b>	<b>65</b>	<b>120</b>	<b>29</b>	<b>50</b>	<b>13</b>	<b>40</b>

## December 2024

Comment:

- Incidents (support and corrective maintenance):

- Incident backlog still under control.
- Work Orders and Service requests:
  - Strong decrease of the backlog thanks to the effort done at the end of the year to deliver changes before the frozen period.
  - The focus was on the oldest evolutions, reason why the resolution time increased a lot on Reporting and dashboarding allowing a decrease of the backlog age.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	49	75	6	15	8	20	11	92%
Dashboarding	26	23	3	10	12	15	4	97%
GCP and dataiku	6	4	2	4	3	15	4	100%
Talend	1	0	2	4	18	15	0	100%
<b>Total</b>	<b>82</b>	<b>102</b>	<b>13</b>	<b>33</b>	<b>10</b>	<b>17</b>	<b>9</b>	<b>93%</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	27	45	18	80	48	60	52	50
Dashboarding	35	22	11	15	47	40	57	30
GCP and dataiku	58	51	16	15	22	25	9	15
Talend	29	26	3	10	7	25	7	15
<b>Total</b>	<b>149</b>	<b>144</b>	<b>48</b>	<b>120</b>	<b>37</b>	<b>50</b>	<b>29</b>	<b>40</b>

## November 2024

### Comment:

- Incidents (support and corrective maintenance):
  - Strong decrease of the incoming (-30%) probably thanks to the actions taken on the monitoring and data load control.
  - This month, the global backlog reduced again
  - There is on 40 days old Talend incident we can't close, because the root cause is still under investigation
- Work Orders and Service requests:
  - As incident, a smaller incoming this month and despite this we were not able to decrease again the backlog size.
  - Even if the average age of the backlog is stable, the very old backlog for Dashboarding decreased, so clearly old WO are in our radar to close them.
  - We start to observe the frozen period effect with demand which are stopped before to go in our backlog.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	36	37	6	15	12	20	6	97%
Dashboarding	21	26	6	10	3	15	5	93%
GCP and dataiku	0	0	0	4	0	15	0	67%
Talend	3	4	1	4	40	15	3	100%
<b>Total</b>	<b>60</b>	<b>67</b>	<b>13</b>	<b>33</b>	<b>10</b>	<b>17</b>	<b>5</b>	<b>96%</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	38	31	38	80	50	60	25	50
Dashboarding	36	19	19	15	68	40	36	30
GCP and dataiku	51	67	10	15	23	25	17	15
Talend	28	25	8	10	67	25	6	15
<b>Total</b>	<b>153</b>	<b>142</b>	<b>75</b>	<b>120</b>	<b>53</b>	<b>50</b>	<b>19</b>	<b>40</b>

## October 2024

### Comment:

- Incidents (support and corrective maintenance):
  - Second month with an incident backlog under control and below the target thanks to new controls which have been put in place and allowed to reduce the number of the data quality issue.
- Work Orders and Service requests:
  - A significant reduction of the work orders (-47) this month despite a normal month in the incoming.
  - As a consequence and because we still have difficulties to close very old WO, the age has increased.
  - Effort to close the oldest WO should continue

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	57	62	6	15	11	20	6	95%
Dashboarding	23	17	8	10	7	15	3	100%
GCP and dataiku	4	4	0	4	0	15	3	100%
Talend	9	9	2	4	11	15	4	100%
<b>Total</b>	<b>93</b>	<b>92</b>	<b>16</b>	<b>33</b>	<b>9</b>	<b>17</b>	<b>5</b>	<b>97%</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	39	52	29	80	57	60	33	50
Dashboarding	68	50	14	15	115	40	25	30
GCP and dataiku	51	73	30	15	28	25	18	15
Talend	32	33	5	10	15	25	24	15
<b>Total</b>	<b>190</b>	<b>208</b>	<b>78</b>	<b>120</b>	<b>54</b>	<b>50</b>	<b>24</b>	<b>40</b>

## September 2024

Comment:

- Incidents (support and corrective maintenance):
  - We reached a new record during this month with only 8 tickets in our backlog.
  - The performance of the team was very good during this month.
  - Strong incoming the last few days, but the situation is under control.
- Work Orders and Service requests:
  - Again a strong incoming, especially in the service requests.
  - Stabilization of the Reporting backlog and good improvement on Talend backlog size which is below the target for the first time, one or two old evolutions have to decrease the backlog age.
  - Globally, it is an improvement in the backlog size and age.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	67	65	11	15	13	20	5	96%
Dashboarding	25	27	1	10	1	15	7	100%
GCP and dataiku	1	4	0	4	0	15	5	75%
Talend	4	2	2	4	2	15	5	100%
<b>Total</b>	<b>97</b>	<b>98</b>	<b>14</b>	<b>33</b>	<b>11</b>	<b>17</b>	<b>6</b>	<b>96%</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	40	43	38	80	48	60	37	50
Dashboarding	57	35	22	15	99	40	37	30
GCP and dataiku	70	68	55	15	19	25	22	15
Talend	25	28	10	10	86	25	10	15
<b>Total</b>	<b>192</b>	<b>174</b>	<b>125</b>	<b>120</b>	<b>47</b>	<b>50</b>	<b>27</b>	<b>40</b>

## August 2024

Comment:

- Incidents (support and corrective maintenance):
  - We reached a record at the end of this month with the lowest incident backlog we never had.
  - Very good performance from the Reporting team.
  - Last attention point on dashboarding (Tableau and CG Calame) where we have 2 old tickets.
- Work Orders and Service requests:
  - For a summer month the incoming was still high and less tickets were closed compare to the incoming.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	60	70	5	15	11	20	8	95%
Dashboarding	24	25	4	10	47	15	7	95%
GCP and dataiku	6	3	3	4	4	15	1	100%
Talend	5	4	2	4	6	15	20	67%
<b>Total</b>	<b>95</b>	<b>102</b>	<b>14</b>	<b>33</b>	<b>19</b>	<b>17</b>	<b>8</b>	<b>95%</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	37	38	38	80	55	60	27	50
Dashboarding	54	23	30	15	79	40	37	30
GCP and dataiku	76	50	62	15	20	25	15	15
Talend	18	22	14	10	59	25	23	15
<b>Total</b>	<b>185</b>	<b>133</b>	<b>144</b>	<b>120</b>	<b>45</b>	<b>50</b>	<b>24</b>	<b>40</b>

## July 2024

Comment:

- Incidents (support and corrective maintenance):
  - The incident backlog decreased again this month.
  - Attention point is still about old tickets for Talend and Dashboarding
- Work Orders and Service requests:
  - This month the backlog size decreased but the aging increased because we are not able to close the oldest tickets.
  - Resolution time globally decreased thanks to a big decrease on Reporting, for the rest it was an increase.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	62	57	17	15	13	20	10	96%
Dashboarding	31	34	7	10	21	15	11	91%
GCP and dataiku	6	6	0	4	0	15	2	100%
Talend	5	5	3	4	56	15	4	80%
<b>Total</b>	<b>104</b>	<b>102</b>	<b>27</b>	<b>33</b>	<b>20</b>	<b>17</b>	<b>10</b>	<b>94%</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	56	49	34	80	44	60	23	50
Dashboarding	43	26	33	15	76	40	36	30
GCP and dataiku	108	138	38	15	17	25	19	15
Talend	24	21	22	10	44	25	24	15
<b>Total</b>	<b>231</b>	<b>234</b>	<b>127</b>	<b>120</b>	<b>44</b>	<b>50</b>	<b>22</b>	<b>40</b>

## June 2024

Comment:

- Incidents (support and corrective maintenance):
  - Incoming again decreases in June which allowed to continue to reduce the backlog and the resolution time as well. Our pain points are still dashboarding due to a CGI capacity. On Talend the difficulty is really to close the ticket.
  - On Talend the situation has improved, the backlog is back under control but still aged, old tickets have been closed breaching the SLA.
- Work Orders and Service requests:
  - Decrease due to the resolution of the key rotation
  - Good resolution time this month but it is artificial because the backlog age has increased, so it means that old evolutions are not resolved.

Incident	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	54	55	15	15	22	20	5	96%
Dashboarding	31	37	11	10	21	15	19	93%
GCP and dataiku	3	3	0	4	0	15	2	100%
Talend	3	2	5	4	51	15	47	50%
<b>Total</b>	<b>91</b>	<b>97</b>	<b>31</b>	<b>33</b>	<b>26</b>	<b>17</b>	<b>11</b>	<b>94%</b>

Work Orders	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	32	30	35	80	49	60	36	50
Dashboarding	25	21	35	15	57	40	17	30
GCP and dataiku	43	82	51	15	32	25	22	15
Talend	24	22	14	10	57	25	17	15
<b>Total</b>	<b>124</b>	<b>155</b>	<b>135</b>	<b>120</b>	<b>45</b>	<b>50</b>	<b>23</b>	<b>40</b>

## May 2024

### Comment:

- Incidents (support and corrective maintenance):
  - Lower incoming in May which allowed to reduce the backlog and the resolution time as well. Still have difficulties with dashboarding due to a lack of capacity on CGI side.
  - On Talend the situation has improved, the backlog is back under control but still aged, old tickets have been closed breaching the SLA.
- Work Orders and Service requests:
  - Big increase of the backlog due to the massive creation of GCP service request for key rotation.
  - Number of old tickets were closed this month which provides a bad resolution time but allow to reduce the backlog age.

Incident	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	59	59	16	15	12	20	9	96%
Dashboarding	41	40	16	10	39	15	14	100%
GCP and dataiku	2	2	0	4	0	15	3	100%
Talend	2	2	4	4	46	15	49	60%
<b>Total</b>	<b>104</b>	<b>103</b>	<b>36</b>	<b>33</b>	<b>28</b>	<b>17</b>	<b>12</b>	<b>96%</b>

Work Orders	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	43	34	40	80	54	60	33	50
Dashboarding	36	22	26	15	41	40	45	30
GCP and dataiku	147	59	108	15	12	25	16	15
Talend	23	27	14	10	59	25	67	15
<b>Total</b>	<b>249</b>	<b>142</b>	<b>188</b>	<b>120</b>	<b>28</b>	<b>50</b>	<b>34</b>	<b>40</b>

## April 2024

### Comment:

- Incidents (support and corrective maintenance):
  - Still high incoming for dashboards, especially the last migrated ones.
  - On Talend the bottleneck is still visible and the team has difficulty to absorb the incoming.
  - On Reporting, situation is back under control
  - Global SLA is a bit behind our target
- Work Orders and Service requests:
  - Globally lower incoming and better delivery which conduct to a backlog reduction
  - Once again, slownesses are concentrated on Dashboards and Talend

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	62	71	13	15	14	20	13	90%
Dashboarding	51	62	11	10	29	15	11	90%
GCP and dataiku	4	5	0	4	0	15	4	100%
Talend	9	11	10	4	45	15	37	50.00%
<b>Total</b>	<b>126</b>	<b>149</b>	<b>34</b>	<b>33</b>	<b>28</b>	<b>17</b>	<b>14</b>	<b>88.00%</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	43	43	28	80	78	60	47	50
Dashboarding	32	31	22	15	65	40	17	30
GCP and dataiku	47	52	24	15	25	25	19	15
Talend	15	28	19	10	112	25	34	15
<b>Total</b>	<b>137</b>	<b>154</b>	<b>93</b>	<b>120</b>	<b>68</b>	<b>50</b>	<b>29</b>	<b>40</b>

## March 2024

**Comment:**

- Incidents:
  - Incoming this month a bit higher than a normal month, still due to the new dashboards and we don't have real tendency for Reporting.
  - Performance to solve the ticket is not good so the backlog increased again but not the age.
  - Also this month the global SLA is under the target due to the Analytics
- Work Orders and Service requests:
  - Reporting continue to decrease for the 3 consecutive months
  - At the opposite and without a higher incoming, the global backlog has increased due to several security alert on Analytics and Service requests for Talend move to prod.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	91	91	30	15	32	20	10	96%
Dashboarding	48	40	23	10	26	15	11	96%
GCP and dataiku	4	7	1	4	15	15	62	67%
Talend	8	6	10	4	46	15	21	62.50%
<b>Total</b>	<b>151</b>	<b>144</b>	<b>64</b>	<b>33</b>	<b>32</b>	<b>17</b>	<b>13</b>	<b>93.00%</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	57	59	32	80	98	60	36	50
Dashboarding	24	18	22	15	56	40	76	30
GCP and dataiku	48	37	40	15	24	25	62	15
Talend	32	10	32	10	79	25	10	15
<b>Total</b>	<b>161</b>	<b>124</b>	<b>126</b>	<b>120</b>	<b>62</b>	<b>50</b>	<b>47</b>	<b>40</b>

## February 2024

**Comment:**

- Incidents:
  - Normal global incoming this month but a poor performance to solve them, so the backlog didn't decrease.
  - Continue to increase for dashboarding and Talend, still link to the new dashboards and the lack of motivation and skills in the dashboarding team.
- Work Orders and Service requests:
  - Good decrease this month for Reporting (again) and Talend and we can see that old WO were closed because the age decreased as well.
  - Even with a big incoming on GCP and Dataiku, the backlog is stable.
  - Warning also on Dashboarding because the backlog increased, one agent was off during one week.

Incident	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	72	67	26	15	32	20	8	97%
Dashboarding	52	50	20	10	18	15	8	100%
GCP and dataiku	5	4	4	4	95	15	17	100%
Talend	8	5	8	4	33	15	21	66.70%
<b>Total</b>	<b>137</b>	<b>126</b>	<b>58</b>	<b>33</b>	<b>32</b>	<b>17</b>	<b>9</b>	<b>97.60%</b>

Work Orders	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	61	49	40	80	98	60	56	50
Dashboarding	32	19	21	15	93	40	6	30
GCP and dataiku	55	58	31	15	36	25	14	15
Talend	21	29	16	10	105	25	38	15
<b>Total</b>	<b>169</b>	<b>155</b>	<b>108</b>	<b>120</b>	<b>80</b>	<b>50</b>	<b>31</b>	<b>40</b>

## January 2024

### Comment:

- Incidents:
  - Still high incoming this month and especially on Dashboarding activity due to the release of the new Tableau and QlikSense dashboard migrated from QlikView.
  - On Talend the backlog starts to grow due to the new dashboards but also the difficulty to close the tickets.
  - On Reporting even if the backlog is high, the team has managed the incoming.
  - SLA under to the expected level
- Work Orders and Service requests
  - Again a good performance on Reporting and dashboarding where we can see the backlogs really decreasing.
  - Strong incoming for Analytics with a lower delivery and the backlog increased, they are at 90% service requests.

Incident	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	90	92	34	15	22	20	10	94%
Dashboarding	48	39	15	10	15	15	8	89.2%
GCP and dataiku	4	7	2	4	180	15	24	100%
Talend	12	9	5	4	24	15	12	44.40%
<b>Total</b>	<b>154</b>	<b>147</b>	<b>56</b>	<b>33</b>	<b>26</b>	<b>17</b>	<b>10</b>	<b>97.4</b>

Work Orders	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	46	58	44	80	122	60	54	50
Dashboarding	27	32	12	15	139	40	36	30
GCP and dataiku	75	67	32	15	44	25	15	15
Talend	36	26	23	10	89	25	10	15
<b>Total</b>	<b>184</b>	<b>183</b>	<b>111</b>	<b>120</b>	<b>95</b>	<b>50</b>	<b>30</b>	<b>40</b>

## December 2023

### Comment:

- Incidents:
  - Huge incoming this month with a good resolution rate for Reporting team who has closed more tickets than the incoming.
  - Lower delivery in dashboarding team which increase the backlog size this month.
  - Still a very old incident on Dataiku which pollutes the backlog age.
  - SLAs were respected this month
- Work Orders:
  - Incoming this month is back to normal but not the backlog size which is still very high even if we can observe a small decrease.
  - Backlog age is very high, but it can be explained by the hard frozen period until Jan 21st.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	115	132	33	15	30	20	8	97.1
Dashboarding	23	19	13	10	13	15	7	100.0
GCP and dataiku	2	1	6	4	75	15	6	100
Talend	1	3	2	4	38	15	7	100
<b>Total</b>	<b>141</b>	<b>155</b>	<b>54</b>	<b>33</b>	<b>31</b>	<b>17</b>	<b>8</b>	<b>97</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	57	64	61	80	114	60	16	50
Dashboarding	13	9	27	15	88	40	18	30
GCP and dataiku	56	54	38	15	38	25	12	15
Talend	12	13	21	10	77	25	17	15
<b>Total</b>	<b>138</b>	<b>140</b>	<b>147</b>	<b>120</b>	<b>84</b>	<b>50</b>	<b>15</b>	<b>40</b>

## November 2023

### Comment:

- Due to PO2 preparation, a lot of changes have been done on BW authorizations and as a consequence a lot of incident and Service requests have been created.
- Incidents:
  - Except for the Reporting where we have difficulties to absorb the pick linked to PO2, for the rest, the backlog is under control.
  - Still a very old incident on Dataiku which pollutes the backlog age.
  - SLAs were respected this month
- Work Orders:
  - Exceptional incoming this month which downgrade again the backlog size and age.
  - Number of solved Work Orders this month is good as wekk, at the same level of the backlog size.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	93	64	46	15	15	20	7	96.4
Dashboarding	25	23	5	10	5	15	5	96.0
GCP and dataiku	8	10	5	4	54	15	3	100
Talend	4	4	3	4	4	15	28	100
<b>Total</b>	<b>130</b>	<b>101</b>	<b>59</b>	<b>33</b>	<b>17</b>	<b>17</b>	<b>7</b>	<b>98</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	103	79	81	80	88	60	32	50
Dashboarding	50	19	27	15	54	40	23	30
GCP and dataiku	66	38	32	15	31	25	15	15
Talend	23	18	17	10	91	25	12	15
<b>Total</b>	<b>242</b>	<b>154</b>	<b>157</b>	<b>120</b>	<b>71</b>	<b>50</b>	<b>24</b>	<b>40</b>

## October 2023

### Comment:

- Incidents:
  - The backlog size is under control, but we can observe a backlog age growing due to the difficulty to close solved incidents on Talend
  - Even if there is progress on the very old Dataiku ticket, this one is not yet closed.
  - SLAs were respected this month
- Work Orders:
  - Backlog size and age have increased, this is the consequence of our request to decrease on Q4 30% of the capacity to deliver on Reporting and dashboarding.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	60	57	16	15	22	20	10	99.3
Dashboarding	52	55	6	10	9	15	6	95.3
GCP and dataiku	11	5	2	4	114	15	2	100
Talend	3	1	3	4	33	15	0	100
<b>Total</b>	<b>126</b>	<b>118</b>	<b>27</b>	<b>33</b>	<b>27</b>	<b>17</b>	<b>8</b>	<b>98</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	52	36	83	80	89	60	53	50
Dashboarding	24	15	28	15	58	40	48	30
GCP and dataiku	58	52	26	15	34	25	13	15
Talend	16	16	15	10	70	25	11	15
<b>Total</b>	<b>150</b>	<b>119</b>	<b>152</b>	<b>120</b>	<b>72</b>	<b>50</b>	<b>29</b>	<b>40</b>

## September 2023

Comment:

- Incidents:
  - Good performance on incident resolution except for dashboarding where we still have a backlog a bit higher than the target.
  - Only one very old incident (Dataiku) penalize the backlog aging for the platform, and action has been taken to close this incident in October.
  - On Talend 1 incident breached the SLA providing an average lower than our target.
- Work Orders:
  - Good decrease of the backlog for the reporting
  - Degradation of the backlog age for all even if the resolution time is improving.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	81	85	11	15	15	20	7	97.0
Dashboarding	35	28	12	10	10	15	7	95.5
GCP and dataiku	2	3	1	4	182	15	3	100
Talend	4	4	1	4	12	15	25	75
<b>Total</b>	<b>122</b>	<b>120</b>	<b>25</b>	<b>33</b>	<b>19</b>	<b>17</b>	<b>8</b>	<b>96</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	59	27	76	80	92	60	15	50
Dashboarding	14	10	16	15	83	40	46	30
GCP and dataiku	50	44	26	15	21	25	28	15
Talend	28	15	16	10	47	25	4	15
<b>Total</b>	<b>151</b>	<b>96</b>	<b>134</b>	<b>120</b>	<b>72</b>	<b>50</b>		

## August 2023

Comment: Backlog size back to normal but the resolution time has increased.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	81	79	19	15	18	20	12	94.6
Dashboarding	31	25	11	10	12	15	4	81.5
GCP and dataiku	7	6	2	4	80	15	4	100
Talend	1	2	2	4	40	15	22	100
<b>Total</b>	<b>120</b>	<b>112</b>	<b>34</b>	<b>33</b>	<b>21</b>	<b>17</b>	<b>10</b>	<b>95</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	53	52	50	80	105	60	34	50
Dashboarding	29	19	17	15	62	40	15	30
GCP and dataiku	39	28	30	15	38	25	18	15
Talend	11	13	6	10	80	25	4	15
<b>Total</b>	<b>132</b>	<b>112</b>	<b>103</b>	<b>120</b>	<b>77</b>	<b>50</b>		

### July 2023

Comment: Strong impact of PO2 this month especially for the reporting applications. Still difficulties for Dataiku and Talend to close old incidents.

About Work Orders, the backlog size is improving but the delivery time not at all which impacts the backlog age.

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	145	119	27	15	18	20	6	97.4
Dashboarding	73	56	11	10	7	15	5	96.5
GCP and dataiku	6	7	1	4	119	15	7	88
Talend	4	2	3	4	23	15	2	67
<b>Total</b>	<b>228</b>	<b>184</b>	<b>42</b>	<b>33</b>	<b>18</b>	<b>17</b>	<b>6</b>	<b>97</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	43	51	57	80	90	60	64	50
Dashboarding	7	8	13	15	120	40	14	30
GCP and dataiku	30	31	21	15	35	25	17	15
Talend	8	8	2	10	1	25	34	15
<b>Total</b>	<b>88</b>	<b>98</b>	<b>93</b>	<b>120</b>	<b>80</b>	<b>50</b>		

### June 2023

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	43	43	9	12	22	20	11	97.5
Dashboarding	52	43	11	10	12	15	7	86.7
GCP and dataiku	5	6	3	4	42	15	44	25
Talend	17	15	1	4	13	15	16	67
<b>Total</b>	<b>117</b>	<b>107</b>	<b>24</b>	<b>30</b>	<b>20</b>	<b>17</b>	<b>12</b>	<b>93</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	36	27	54	80	98	60	26	50
Dashboarding	23	22	17	15	73	40	45	30
GCP and dataiku	46	32	28	15	27	25	11	15
Talend	40	36	3	10	104	25	18	15
<b>Total</b>	<b>145</b>	<b>117</b>	<b>102</b>	<b>120</b>	<b>75</b>	<b>50</b>		

### May 2023

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	56	59	13	12	16.5	20	14.6	96.61
Dashboarding	77	72	9	10	13	15	4	96.67
GCP and dataiku	7	5	5	4	58	15	7.3	100
Talend	4	5	1	4	12	15	11.9	60
<b>Total</b>	<b>144</b>	<b>141</b>	<b>28</b>	<b>30</b>	<b>22.63</b>	<b>17</b>	<b>8.83</b>	<b>94.90</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	39	36	61	80	84.8	60	47.7	50
Dashboarding	11	16	20	15	81	40	86	30
GCP and dataiku	40	36	13	15	16	25	10	15
Talend	22	18	7	10	40	25	10	15
<b>Total</b>	<b>112</b>	<b>106</b>	<b>101</b>	<b>120</b>	<b>72.09</b>	<b>50</b>		

### April 2023

<b>Incident</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	SLA
Reporting	71	56	17	12	16.8	20	7.1	96.67
Dashboarding	56	44	7	10	14	15	4.3	100
GCP and dataiku	5	2	4	4	40	15	1	50
Talend	8	8	5	4	30	15	17	100
<b>Total</b>	<b>140</b>	<b>110</b>	<b>33</b>	<b>30</b>	<b>21</b>	<b>17</b>	<b>7</b>	<b>96.26</b>

<b>Work Orders</b>	New	Solved	Backlog	Target backlog	Backlog Aging	Target backlog Aging	Resolution time	Target resolution time
Reporting	35	38	50	80	83	60	22.5	50
Dashboarding	10	6	30	15	98	40	51	30
GCP and dataiku	34	12	17	15	13	25	5	15
Talend	13	10	8	10	31	25	33	15
<b>Total</b>	<b>92</b>	<b>66</b>	<b>105</b>	<b>120</b>	<b>72</b>	<b>50</b>		