DT-DASH: USER GUIDE

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1. Introduction

Welcome to the DT DASH. Your Data Availability Starts Here!

The goal of this dashboard is to provide day to day useful DT information from a user friendly perspective, in near real time *(1 hour refresh frequ ency for overall KPIs; Crisis / Major Incidents - 15 min refresh frequency)* and at a click, so improving transparency, supporting daily tasks and easing data-driven decision-making.

This guide will assist you in navigating and using the dashboard to access and analyze key DT data.

2. Accessing the Dashboard (for all DT DASH views)

- You can access this dashboard via **https://dt-dash.solvay.com/ or** via **Qlik Sense Solvay Hub .**

To access via **Qlik Sense Solvay Hub** please follow these steps:

1. Open your web browser and go to **Qlik Sense Solvay Hub**- link here.
2. Log in using your company credentials.
3. Once logged in, you can search for **DT DASH**.

By default, you will have access to the tab called *DT DASH: Your Single Point of Contact with DT*.

- Depending on your role within Solvay, you can **ask to have access to other pages -** currently available: *DT DASH: Site Control Tower (for Site Managers and Country Managers) and Service Management (for Service Owners)*.
  - *Please use Service One > Corporate Dashboard Access Request Form for that access request.*

- ***You can access this dashboard in your mobile DT DASH 'On the go'***

To install DT DASH on your mobile device **scan the QRCode and enter your login, password, and security authentication details.**

- Optimizing DT DASH display on Laptops

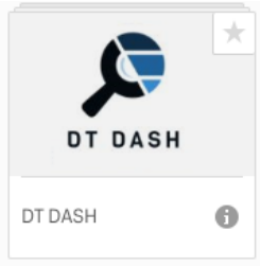
In some cases, like for other Qlik Sense dashboards, the DT DASH may not display correctly, even if accessed on a laptop using the default recommended display settings. This can result in misalignment, scaling issues, or incomplete views of the KPIs.

If you experience display problems, try adjusting:

- Zoom Level (%): Use your browser's zoom function (e.g., Ctrl + or Ctrl -) to resize the view.
- Display Scaling: Go to Settings > System > Display > Scale and modify the scaling percentage to optimize visibility.

These adjustments can help ensure the dashboard is displayed correctly.

- You can **add this dashboard to your Qlik favorites** by clicking on the **star** in the up right corner of the DT DASH image:



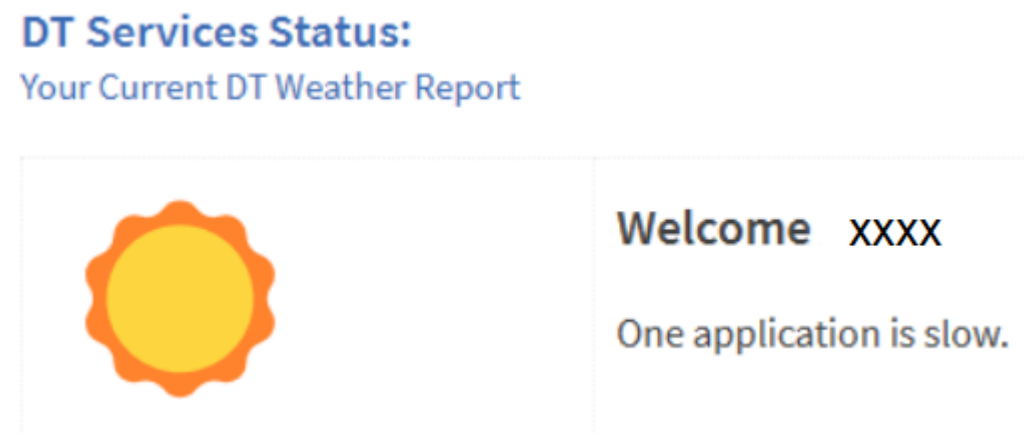
3. Navigating the Dashboard

3.1. *Your Single Point of Contact with DT (available to all users)*

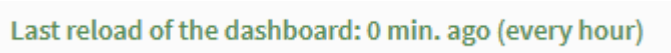
DT DASH starts by showing you the OVERALL STATUS of DT services and applications with **clear indicators listed below:**

- **DT SERVICES STATUS with your current DT Weather Report**

  Just like a weather forecast, this section gives you an **overview of the health and performance of all DT services** with the related details.



- **Information is updated every hour -** you can check the last reload time on the top right:



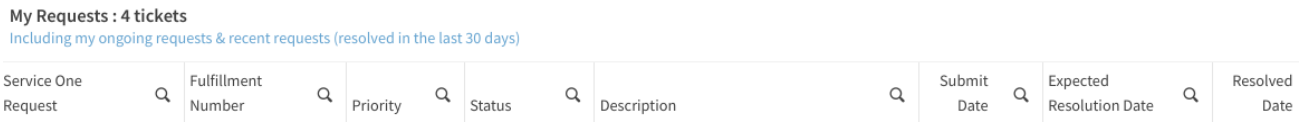
- **MY REQUESTS - where you have a summary of the status of your current request (or closed in the last 30 days)**

A user-friendly interface to manage your requests efficiently. Here are the functionalities available:

- **Three filters** to quickly access the tickets list and its details

  - **My Requests:** by clicking here, you can access the requests you have created in the last 6 months and that are ongoing or closed in the last 30 days. This includes both incidents, cases and service requests.
  - **Requests Needing my Action:** This filter allows you to see the requests that are pending from your action or feedback. It helps prioritize tasks that are pending from response or action.
  - **My Fastlaned Requests:** This section lists all your requests that have been tagged by you as *fastlaned* for quicker resolution. It helps you to monitor the status and progress of high-priority requests.

Below it, you find a **table with more details about the corresponding requests,** resulting from the selection done in the three previous filters:



  - **Service One Request:** This column shows the *Request ID* reference created automatically in Service One when you raised the ticket. This is an unique identifier that can be alphanumeric (e.g., REQ000000xxxxxx or CASE-000xxxxxxx) or purely numeric (e.g., 1234567).
  - **Fulfilment Number:** A specific reference associated with the technical process, for technical teams use.
  - **Priority:** Shows the priority level of each request (e.g., Low, Medium, High, Fastlaned).
  - **Status:** Indicates the current status of the request (e.g., Pending, Cancelled, Closed).
  - **Description:** Provides a brief description or purpose of request, usually the same as the one entered by you upon its creation, but can have additional info according to the technical fulfilment process.

- **Submit Date:** The date the request was submitted.
- **Expected Resolution date :** The estimated date for your request to be resolved, according to the average time for the same request type in the last 2 months.
- **Resolved Date:** The date the request was resolved.

You can move the order of the columns to better fit your needs - just click and move it. And besides the quick filters, you can search directly for any ticket using the magnifying glass on top of each column in the table.

Direct link from Service One Request reference to that request page in Service One

The **Service One Request** column contains a **direct hyperlink for each request**. This feature is designed to streamline your interaction and improve efficiency.

How It Works

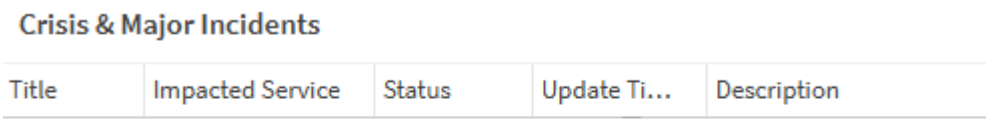
- **Service One Request ID Hyperlink:** Each request ID in the table is a clickable link.
- **Functionality:** By clicking on the hyperlink, you are taken directly to the corresponding page in Service One.

Benefits

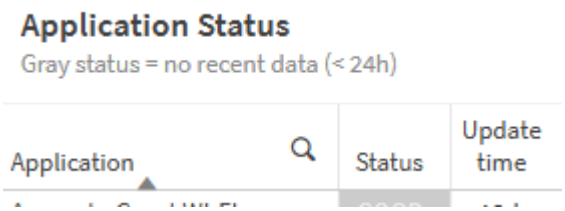
- **Quick Access:** You can instantly access detailed information about a specific incident / request without having to manually search for it in Service One.
- **Ease of Updates:** This feature allows you to quickly provide requested feedback or update the incident / request status as needed.
- **Improved Efficiency:** Saves time by reducing the number of steps needed to navigate between the DT DASH and Service One

• MY DAILY DT SERVICES - where you find the details of the DT services status

- **Crisis & Major Incidents** to quickly access the status of the recent or new major incidents that can impact your daily activities.

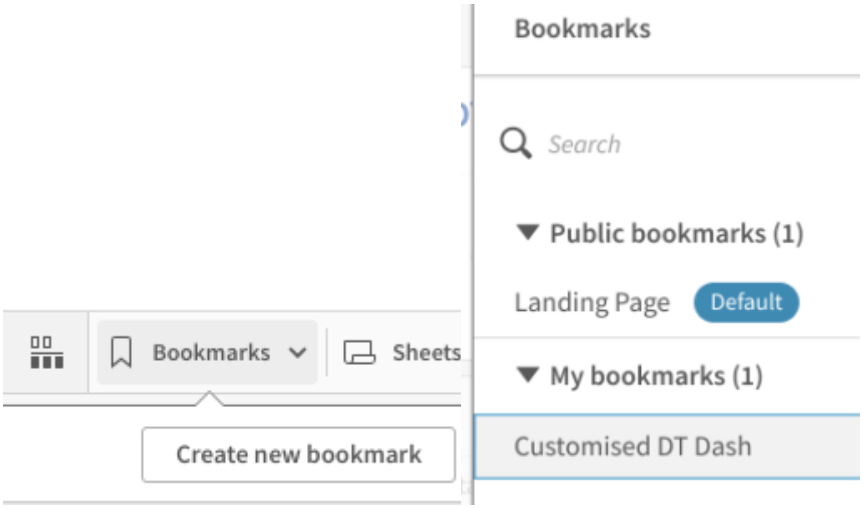


- **Application Status** to quickly access the performance status of DT applications, highlighting performance issues or blockages, with an indicator that ranges from green (good) to red (blocked) for quick assessment.



You can <u>customize the list of applications you want to follow up</u> on:

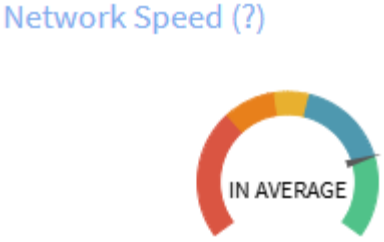
***1/** select those applications in the list; **2/** go to 'Bookmarks' on the top right corner and create a 'New bookmark'; **3/** edit the title name of that bookmark, if you wish. Next time you login DT dash you can open that customised view in 'My Bookmarks'*



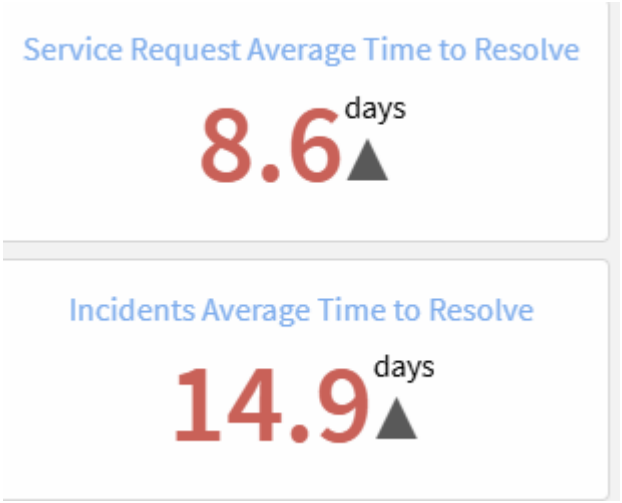
- **My Site:** to provide a snapshot of the user site DT Services. The site is automatically identified upon the user SSO profile.

- <u>Network Speed</u>: provides an evaluation of the local Network speed, comparing to the last 3 months information. The visual indicator highlights whether the network speed is slower, in average, or faster than previous trends, helping you quickly assess performance.

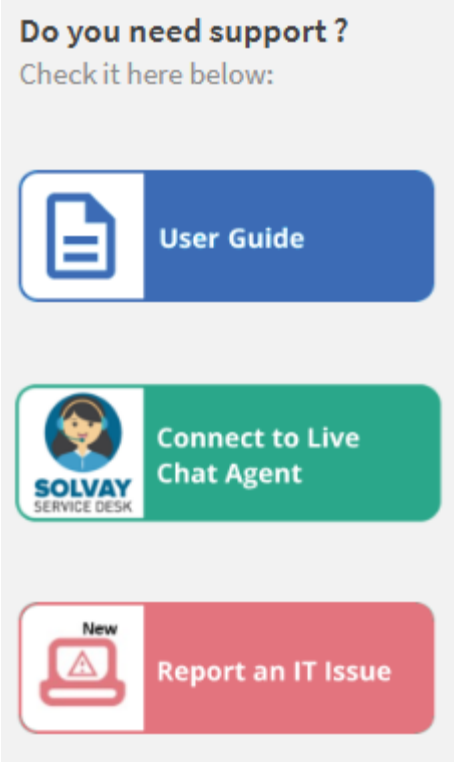
(The list of sites being monitored is still in progress, so this information might still not be available to some sites).



- Service Requests and Incidents Average Time to Resolve: this allows you to know how much time in average is taking in your site to resolve a specific request type.



- **To SUPPORT you at any time,** you can also find direct **links to this User Guide**, **Service One Live Chat Agent,** and **Service One pages to report IT issues.**



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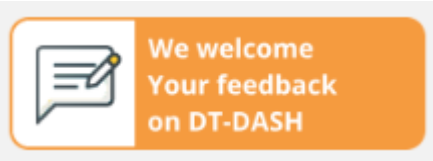
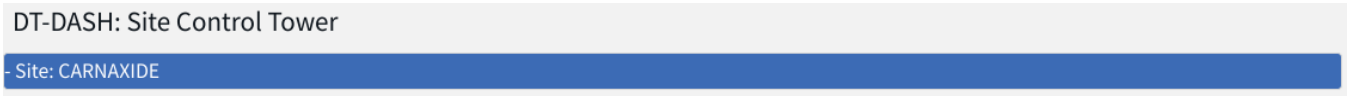
- This Dashboard aims to answer your needs, so **your inputs are critical and feedback is very welcome - you can use this:**



3.2. *DT DASH: Site Control Tower (available only to site management related roles)*

The Site Control Tower page is designed specifically for Site Management team members and other site management authorised users. Each section provides specific insights and data points essential for monitoring and managing service operations.

- The **user site** is automatically identified upon user connection and the information shown is automatically filtered to the **user profile corresponding site**.



However, in this DT DASH view the site management **user can select other sites** under his perimeter in **'Change site'** as well as **filter by GBU or by company**, and the dashboard will show corresponding cumulative results.

Remember to remove your active filters from the Site Control Tower page, if you switch DT Dash page (DT DASH: Your Single Point of Contact with DT). Otherwise these will also be applied there and you might not see any result as consequence.

- **Site-Specific Insights** - Last Calendar week & last 2 months:

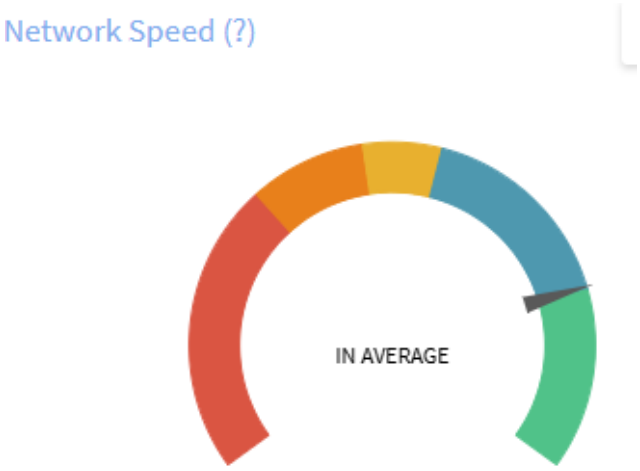
Created Incidents (Last Calendar Week) and variation versus previous 7 days	• Displays the total number of incidents created in the last calendar week and the delta versus the previous similar time frame.
Resolved Incidents (Last Calendar Week) and variation versus previous 7 days	• Displays the total number of incidents resolved in the last calendar week and the delta versus the previous similar time frame.
Created Incidents per day - trend last week	• Displays the last 7 days trend with figures per day

Created Incidents per week - trend last 2 months	• Displays the last 2 months trend with figures per week
Incidents Average Time to Resolve (Last Calendar Week) and variation versus previous 7 days	• Indicates the average time (in days) taken to resolve incidents in the last calendar week and the delta versus the previous similar time frame.
Development WorkOrders Average Time to Resolve (Last 2 months) and variation versus previous 7 days	• Shows the average time (in days) taken to resolve work orders related to developments in the last 2 months and the delta versus the previous similar time frame.
Support WorkOrders Average Time to Resolve (Last calendar week) and variation versus previous 7 days	• Shows the average time (in days) taken to resolve work orders related to support in the last calendar week and the delta versus the previous similar time frame.
Unassigned Incidents Backlog (%)	• Shows the percentage of unassigned incidents compared to the total backlog.
Pending - Sub State Wise Backlog Volume	• Breaks down the backlog volume by sub-state categories such as Infrastructure Change, Client Hold, Third Party Action Required, and Client Action Required.
Incidents Backlog per GBU	• Indicates the % of incidents in the backlog per requester GBU and the totals (when hovering the mouse over the KPI)

- ***Site Network Speed***

The **current network speed for the selected site(s),** similar to the one included in the previous page (*Your Single Point of Contact with DT),*but in this case it's possible to select a different site and the gauge shows that info (like the other KPIs that also adapt when a different site is selected)

(Only possible to show 1 site performance at a time. The list of sites being monitored is still in progress, so this information might still not be available to some sites).



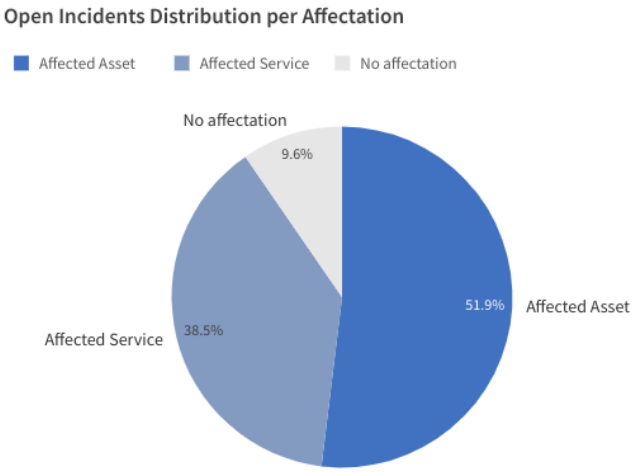
3.3 'Service Management' (available only to Service Management related roles)

The Service Management tab provides data-driven insights to help service managers make informed decisions, prioritize critical incidents, ensure compliance with service targets, and track resolution progress effectively.

This tab consists of multiple visualizations designed to provide insights into open incidents, their impact, age distribution, and backlog status. Purpose: Helps identify which area (assets or services) faces the most challenges.

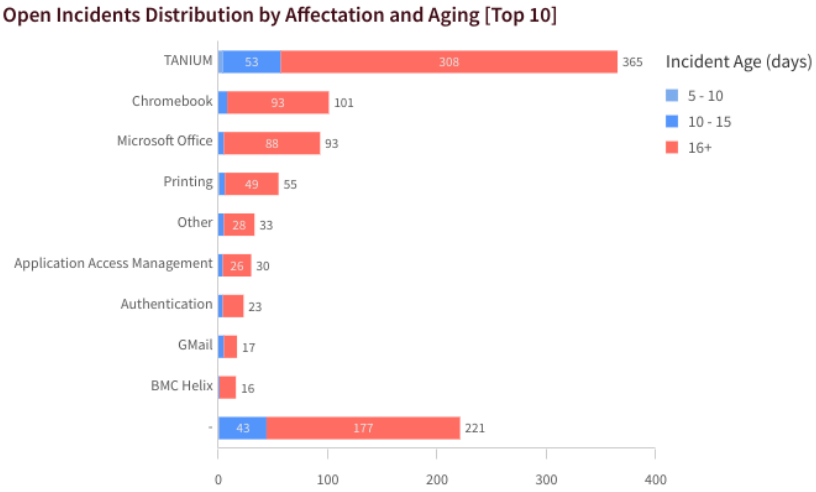
Below is a breakdown of each section:

- **Open Incidents Distribution per Affectation (Pie Chart)**
  It displays the proportion of open incidents by affectation type:
  - Affected Asset: Incidents tied to specific assets
  - Affected Service: Incidents impacting services
  - No Affectation: Incidents without a specific target affectation.

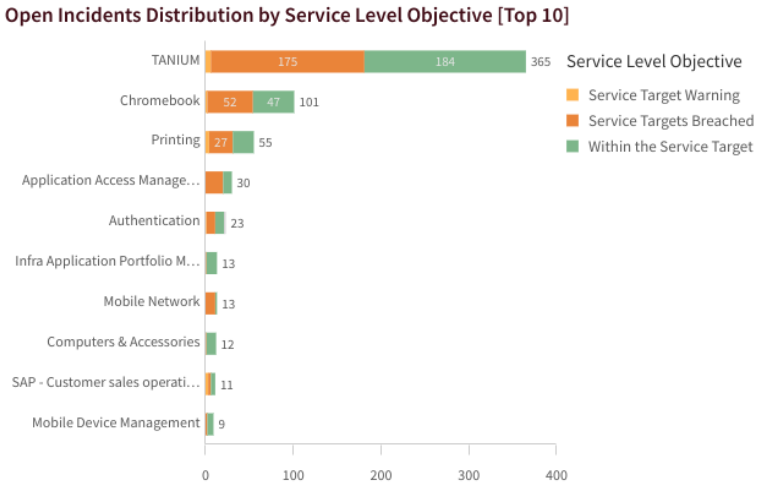


- **Open Incidents Distribution by Affectation and Aging (Bar Chart - Top 10) . Prioritizes long-standing incidents by affectation to focus remediation efforts.**

  It shows open incidents categorized by the top 10 affectations and their age groups:
  - 5–10 Days (Blue)
  - 10–15 Days (Light Blue)
  - 16+ Days (Red)

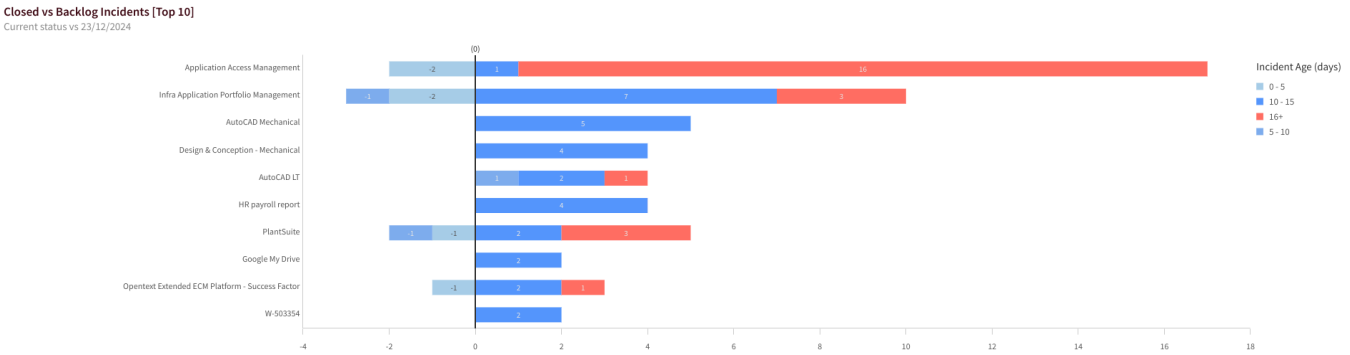


- **Open Incidents Distribution by Service Level Objective (Bar Chart - Top 10). Monitors SLO compliance and flags areas requiring urgent action.**
  It highlights the top 10 open incidents based on their service level objectives (SLOs):
  - Service Target Warning (Orange): Incidents nearing breach thresholds.
  - Service Targets Breached (Red): Incidents that have exceeded acceptable limits.
  - Within the Service Target (Green): Incidents resolved within acceptable thresholds.



- **Closed vs Backlog Incidents [Top 10] (Bar Chart). Purpose: Tracks resolution progress and identifies persistent backlogs.**
  It compares closed incidents versus backlog incidents for the top 10 categories.
  - Closed (Negative values): Recently resolved incidents.
  - Backlog (Positive values): Outstanding incidents yet to be addressed.

The chart uses a color code to represent the aging of both resolved and backlog tickets, helping to analyze and prioritize backlog actions based on alignment with SLA targets.



4. **Support**

For **Access Request,** please go to Service One > Corporate Dashboard Access Request Form.

To **provide feedback**, please use 'We welcome your feedback' on DT-DASH first tab.

For any **technical issues** or **data inaccuracy** identified, please use 'Report an IT issue' on DT-DASH first tab, selecting DT-DASH.

For **any other question**, please reach Rita MESSIAS or Roberto CARNEVALE.

5. Personal data protection disclaimer

In order to monitor the user experience and propose improvements to DT DASH, Solvay, as Data Controller, will access personal data from the tool : name, surname, logs of users.

This data processing is based on the legitimate interest of Solvay to monitor and improve the performance, functionality, and user experience..

The personal data will only be accessed by the dashboard administrator team. The data will be retained as long as necessary for the purposes for which it was collected, unless otherwise required by applicable law or regulatory obligations.

According to the Data Protection Legislation (GDPR and local legislation), you have the right to access, rectify, and request deletion of your personal data. You can also exercise your right to limit or object to the processing of your data.

To exercise these rights or if you have any questions about the processing of your data, you can contact privacy@solvay.com

If you feel, after contacting us, that your rights have not been respected, you may lodge a complaint with your local supervisory authority.