

DT-DASH Functional Documentation

Note: The one highlighted with yellow are currently excluded from the dashboard in production

Terminology

Term	Description
User site	The site of the user who has logged in to the dashboard (in the document below we call the site of the user who logged in the dashboard as <i>user site</i>)
Service request	The ticket that user creates in service one
Helix ticket	One service one ticket can have one to many corresponding tickets in Helix in categories such as Work order (WO), Incident (INC), and CASE . An INC ticket in Helix is mapped to only one Service one ticket. However, more than one WO tickets can be associated to one service one ticket.
Open/Closed tickets	Tickets with the following status: CASE "Closed", " Pending ", " Assigned ", "Cancelled", " In progress ", "New" INC "Resolved", " Pending ", "Closed", " In Progress ", "Cancelled", " Assigned " WO "Rejected", " Pending ", "Cancelled", "Completed", " Assigned ", " Waiting Approval ", " Planning ", "Closed", " In Progress "
Tickets pending user actions	Tickets with the status:"Pending" AND Status Reason: WO & INC "Status_Reason": "Client Action Required" CASE StatusReason:"Customer Response", "Customer Follow Up Required"
Fastlane ticket	WO tickets with "Escalated Fastlane"= "YES", INC tickets with "Escalated fastlane"=Yes CASE tickets with "Escalated_Custom"=10
Today	In the document below, Today means the date that the user opens a dashboard and viewing the KPIs. The dashboard is being updated every hrs (Figures captured by KPIs is updated every hr)
Crisis/Maior incident	WOs with the work_order_template_used="Critical/Major Incident Communication"

User view

The DT DASH user view aims to provide users with comprehensive visibility into tickets raised globally, their site's operations, and the details and status of their own tickets.

Important Note: The rows highlighted in yellow are obsolete, as these indicators have not been implemented in production.

Context	Indicators /graphs / Fields	Description
DT Global status	DT weather	This KPI represents a dynamic weather icon that reflects the current status of DT services. The icon adjusts and provides details based on last information received (according to refresh time) on factors such as service slowdowns or crisis, blocked apps, incidents, or user pending tickets . It transitions from sunny (indicating smooth service) to stormy (reflecting significant issues or disruptions), providing an intuitive, visual summary of system health and performance for quick monitoring and proactive action. DT-DASH Mappings:
My Requests	My Requests tab	Source: Service One and Helix Total of ongoing requests or closed / resolved in the last 30 days

My Requests	Requests Needing my Action tab	Source: Service One and Helix Total of ongoing requests that need user action to proceed. Service one tickets in which at least one of the related helix tickets is with the "Status_Reason": "Client Action Required". Calculation at Helix ticket level: The number of INC and WO where status "pending" AND "Status_Reason": "Client Action Required" And The number of CASE tickets where status "pending" AND statusReason: "Customer Response"AND "Customer Follow Up Required"
My Requests	My Fastlaned Requests tab	Source: Helix Fastlane is defined at WO, INC, and Case ticket level. The number of service request tickets for which the corresponding : WO in helix is "Escalated Fastlane"= "YES", AND INC is "Total_Escalation_Level"= between 0 to 13 (not applicable for case tickets) AND CASE with "Escalated_Custom"= 10 If the Service one ticket refers to WOs in helix, at least one of the WO associated should be "Escalated Fastlane"= "YES" to be counted as Fastlane.
My Requests - details table	Service one request reference	Source: Service One The ID of the service one ticket. - An INC ticket in Helix is mapped to only one Service one ticket. However, more than one WO tickets can be associated to one Service One ticket. In this section only represents ticket id at service one level. The service one tickets with status= "waiting for approval" has not yet a corresponding ticket in Helix. When a service one ticket is approved, a Helix ticket will be created. - The service one ticket ID should appear in the dashboard as soon as created in the service one (no matter if the corresponding ticket in Helix is created yet). - As soon as the corresponding helix ticket created, it should be considered for the related calculations in the dashboard. - In the dashboard, the hyperlink should land the user to the service one to see the details. - Including HELIX tickets for which there is a link with Service request and tickets in SR for which there is NO link to helix.
My Requests - details table	Fulfillment number	Source: Helix A specific reference associated with the technical process, for technical teams use in helix. One service request can be linked to one or more fulfillment references. No hyperlink is expected to the user because the communication is done via Service One reference. This is just informative in case user needs to refer to it when asked by technical teams.
My Requests - details table	Priority	Source: Helix Calculation: if the service one ticket is an INC ticket in helix, "Priority"= the priority of the helix ticket if the service one ticket is WO ticket in helix, "Priority"= Fastlane or Normal based on "Escalated Fastlane" attribute of WO Exception: Incident tickets might become Fastlane. In this situation "Priority"= Fastlane or Normal based on "Escalated fastlane" attribute of INC . if the service one ticket is a case ticket in helix, "Priority"= the priority of the helix ticket. Exception: Incident & Case tickets might become Fastlane. In this situation: INC "Priority"= Fastlane or Normal based on "Escalated fastlane"attribute of INC. Case "Priority"= Fastlane or Normal based on "Escalated_custom"attribute of INC.
My Requests details table	Status	Source: Service One and Helix CASE "Closed", "Pending", "Assigned", "Cancelled", "In progress" INC "Resolved", "Pending", "Closed", "In Progress", "Cancelled", "Assigned" WO "Rejected", "Pending", "Cancelled", "Completed", "Assigned", "Waiting Approval", "Planning", "Closed", "In Progress" If still pending from approval in Service one, the status will show that status, Once a fulfillment reference is created in Helix, it reflects Helix status.

My Reque sts details table	Description	Source: Service One The title of the service one ticket Anonymisation if related to HR: Condition IF (line_of_business == human-resources) then "**** Anonymised info ****" else > source value.
My Reque sts details table	Submit date	Source: Service One The submission date of the service one ticket
My Reque sts details table	Expected resolution date	Source: Service One and Helix • Identify the SR Type of Each Ticket: Extract the SR type from the user list for each ticket. • Find Corresponding MTTR in the Reference File: Match the SR type from the user list with the SR type in the reference file to retrieve the MTTR. blocked URL https://docs.google.com/spreadsheets/d/14tu7mSb4co4CXGHL-9y-4Y-mqErW6er4ei8dX6BjOuQ/edit?pli=1&gid=0#gid=0 Connect your Google account • Calculate "Expected resolution date": Add the MTTR to the submit date of each ticket. Then, round the resulting date to the next day to get the "estimated resolution date". • Calculate the days passed since the Submit Date and compare it with Expected resolution date". • Specify states including: ◦ If the status of the ticket is 'closed','cancelled','canceled','completed','rejected','resolved' => we display "completed" (grey background) ◦ if the ongoing resolution date < 1.15 * estimated resolution date => "too early" (grey background) ◦ if the ongoing resolution date >= 1.15 * estimated resolution date and <= 1.15 * estimated resolution date => "ontime" (green background) ◦ if the ongoing resolution date > 1.15 * estimated resolution date => "overdue" (red background) ◦ if not possible to compute => "not available" (grey background) In order to determine the estimated resolution date of a ticket (available only for workorders): ◦ we compute the average resolution time of the tickets of the same service in the last 3 months ◦ and add this average resolution time to the submit date.
My Reque sts details table	Resolved date	Source: Service One and Helix Calculation: if the service one ticket is an INC ticket in helix, "Resolved date"= the "last resolved date" of the INC ticket if the service one ticket refers to one/many WO tickets in helix, "resolved date"= Max "Completed_date" of all WO associated AND all WOs "status"= "Resolved","Closed" OR "Canceled"
My Daily DT Servic es	Crisis & Major Incidents	Source: Helix There is a WorkOrder (Crisis Ticket) managed by Siam team (part of Command Center) that is expected to update it upon any Crisis or Major Incident is identified. The table is then populated accordingly. • When WO (crisis ticket) is resolved, the status should turn mainly "complete", "Closed", "Rejected", "Closed" . Green in the dashboard • The WO (crisis ticket) with status "Cancelled" are excluded • The WOs with Status "In progress" always should appear on top of the list Red in the dashboard • When WO (crisis ticket) is still ongoing (NOT resolved yet), the status is mainly "In progress". In case the other status such as "Pending", "Planning", "Assigned", "Waiting Approval" appears, the red colorcoding rules should be applied.

My Daily DT Services	Application status	Source: Kadiska and SolMan Connectivity per Application The avg connectivity for a specific application. it is used to assess the performance of individual applications globally. Calculation steps: AVG (CT) per Site Application in the Last Hour: Compute the average connection time for each application globally AVG (CT) per Site Application in the Last 3 Months: Compute the mean and standard deviation of the connection time for each application and use these as the reference for evaluating the last hour's connectivity. Display the results in the dashboard using 4 states visual as below: <i>4 States explanation:</i> <u>Fast:</u> - When the AVG (CT) in the last hour is less than the mean CT of the last 3 months minus 1 standard deviations. <u>Medium:</u> - When the AVG (CT) in the last hour is within 4 standard deviations below the mean CT of the last 3 months but less than the mean CT. <u>Slow:</u> - When the AVG (CT) in the last hour is greater than the mean CT but less than the mean CT plus 4 standard deviations. <u>Blocked:</u> - When the AVG (CT) in the last hour is greater than or equal to the mean CT plus 4 standard deviations, or there is no connectivity at all. Example Calculation-> NOH Last 3 Months Mean () CT: 37ms Last 3 Months Standard Deviation () CT: 17ms Fast: AVG (CT) in the last hour< (-) 37ms - 17ms = 20ms Medium: (-) <AVG (CT) in the last hour<(+) 20< AVG (CT) in the last hour<54 Slow: (+) <AVG (CT) in the last hour<(+ 2*) 54< AVG (CT) in the last hour<37+2*17=71 Blocked: AVG (CT) in the last hour>(+ 2*) <i>Note: if there is no information related to the application up to 3 months, it will still be displayed, with the related last update time, due to the 3 months average calculation baseline.</i>
My Site	Name of the user site	Displays the user site by default, according to his HR register
My Site	Network speed	Average Connection Time-> AVG (CT) KPI : Site Connectivity gauge The avg connectivity time at a specific site. it helps in evaluating the performance of each site individually. 4 states: Blocked, Slower, In average, Faster Calculation steps: AVG (CT) per Site in the last hr : Compute the average connection time at each site. AVG (CT) per Site in the Last 3 Months: Compute the mean and standard deviation of the connection time for at each site and use these as the reference for evaluating the last hour's connectivity. Display the results (last 3 months average vs current speed) in the dashboard Applied a pseudo fibonacci sequence (1.33 - 1.66 - 2 - 3) > to confirm to finetune the sensitivity to capture from lower instability.
My Site	Service Request Average Time to Resolve	Average number of days taken to resolve service requests in the user site, during the last 2 months. Color coding: Color coding: comparing to previous period of 2 months vs last 2 months. Green = Decrease versus previous 2 months; Orange = Stable; Red = increase 1. Retrieve Ticket Data: WO tickets with "Status": "Resolved" AND "Closed" AND Last Resolved Date falls within the last 2 months in the user site. 2. Calculate the Time to Resolve by subtracting the 'Submit Date' from the "completed date" for each ticket. 3. Calculate AVG of the Time to resolve data

My Site	Incidents Average Time to Resolve	Average number of days taken to resolve Incidents in the user site, during the last 7 Days. Color coding: comparing to previous period of 7 days vs last 7 days Green = Decrease versus previous 7 days; Orange = Stable; Red = increase 1. Retrieve Ticket Data: WO tickets with "Status": "Resolved" AND "Closed" AND Last Resolved Date falls within the last 7 days in the user site. 2. Calculate the Time to Resolve by subtracting the 'Submit Date' from the "completed date" for each ticket. 3. Calculate AVG of the Time to resolve data
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DSDS view

The Site Manager view aims to provide comprehensive visibility into tickets raised per site, covering various aspects such as the number of tickets raised, resolved, their current status, priority levels, and required actions.

Scope:

Tickets assigned to DSDS Tickets with Service Type: "User Service Restoration", "Security incident", "user service request"

DSDS view is not available for every user in Solvay, the access should be approved by g giusti and ricardo neves.

Context	KPI name	Indicators /graphs / Fields	Description
WO resolution times (in days)	WO resolution times (in days)	KPI	1. Retrieve Ticket Data: WO tickets with (unit: days) "Status": "Closed" , "Completed" And "Rejected" AND "Completed date" falls within the last 7 days in the user site. Exclude: Submit date- Completed date < 5 mins 2. Calculate the Time to Resolve by subtracting the 'Submit Date' from the "Completed date" for each ticket. 3. Calculate Mean of the Time to resolve data:
WO	Rejected % of WO	KPI	WO rejected: Tickets created in the user site with Status='Rejected' Calculation: Rejected % of WO=(Number of WO rejected with "submit date" falling in the last 7 days /total number of tickets with "submit date" falling in the last 7 days) * 100
WO	Overdue%	KPI	WO Overdue: Tickets created in the user site with the associating ticket in the measurement site where: svt_title='Standard Support Target' AND goal_sched_goal_time < up_elapsed_time Overdue % of WO=(Number of WO Overdue with "submit date" falling in the last 7 days /total number of WO tickets with "submit date" falling in the last 7 days) * 100 Note: Mostly After feb 2024 we have svt_title='Standard Support Target'. Might have minimal impact on the calculation of this KPI
INC	Resolved Incident last calendar week	KPI	The number of incidents created in the user site with "last resolved date" falls within last 7 days (not considering the time stamp for the calculation)
INC	MTTR of last week resolved incidents (in days)	KPI	1. Retrieve Ticket Data: INC tickets with (unit is days) "Status": "Resolved" OR "Closed" AND Last Resolved Date falls within the last 7 days in the user site. 2. Calculate the Time to Resolve by subtracting the 'Submit Date' from the "last resolved date" for each ticket. timestamp considered for calculation Exclude: Submit date- resolved date < 5 mins 3. Calculate Mean of the Time to resolve data:
INC	Created incidents last calendar week	KPI	The number of INC created in the user site with "submit date" falls within last 7 days

INC	%unassigned backlog INC	Pie chart	Scope is open tickets for both assigned & unassigned (excluding the ones with "Status": "Resolved", "Closed" AND "Canceled" -open tickets) Unassigned INC= Tickets created in the user site WHERE "Assignee Login ID" is Null. Note that Status can be 'Assigned' but it is not reliable, we have many records with assigned status but assignee column is null. Assigned INC= the same as above with "Assignee Login ID" filled. Calculation: % Unassigned INC: (number of unassigned INC with "submit date" falls within the last 7 days/ total open INC tickets per user site with "submit date" falls within the last 7 days) *100
INC	Pending Sub state wise backlog volume	Pie chart	Pending INC= Tickets created in the user site with "Status": "Pending" Calculation: % Pending INC per 'status_reason' : (number of pending INC with with "submit date" falls within the last 7 days AND "status reason"= x/total INC tickets per user site with "submit date" falls within the last 7 days)

Global view

The global view is capturing insights globally without any filter on the site.

Context	Indicator name	Indicator /Graphs/ Field	Description
INC	Incident age	PI chart	• Filters: ◦ only open tickets are included.-> (INC tickets with status: In progress, Pending, Assigned;) ◦ tickets submitted in the last 15 days for INC are captured • Categorization: ◦ Calculates the age of the ticket in days-> Age=date difference of current date and submit date. This gives the number of days since the ticket was submitted. ◦ Tickets are categorized into 5-day ranges (e.g., 0-5 days, 6-10 days, 11-15 days,). • Aggregation: ◦ Groups results by <code>service_type</code> and <code>age_category</code>. • Ordering in a bar chart: ◦ Results are ordered by <code>age_category</code> in a bar chart
INC	Incident age trend	Bar chart	The differences of the age of INCs per category between the current period and the previous period. For that the snapshot of age per category specified above is needed in the last 15 days

INC	Affected service	Pie Chart	Filters • Include only open tickets: INC tickets with statuses: In Progress, Pending, Assigned. • Filter tickets submitted in the last 15 days: Categorization • Affected Service Categorization: ◦ Based on whether the ServiceCI field is filled: ▪ Filled ServiceCI: Considered for SLA categorization. ▪ Not Filled ServiceCI: Excluded from SLA analysis. Aggregation • For Affected Services: ◦ Count the number of tickets where the ServiceCI field is filled and those where it is not. ◦ Present this as a pie chart to show the proportion of tickets with/without ServiceCI. • For SLA Categories: ◦ Count the number of tickets in each SLA category (IN SLA, NO SLA, OVER SLA) for each affected service. ◦ Aggregate data per service type to show a comparison of SLA performance. Visualization • Graph: ◦ Create a stacked horizontal bar chart to represent SLA categories (IN SLA, NO SLA, OVER SLA) for (Top ten) affected service. ▪ X-axis: Percentage (0%–100%). ▪ Y-axis: Affected services. ▪ Colors: • Blue for IN SLA. • Yellow for NO SLA. • Red for OVER SLA. • Pie Chart: ◦ Show the proportion of tickets with ServiceCI filled vs. not filled. Pie Chart: ▪ Show the proportion of tickets with ServiceCI filled vs. not filled.
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INC	SLA status	stacked horizontal bar char	Filters • Include only open tickets: INC tickets with statuses: In Progress, Pending, Assigned. • Filter tickets submitted in the last 15 days: Categorization • SLA Categorization (for tickets with ServiceCI filled): ◦ Use slm_status for SLA categorization: ▪ IN SLA: (slm_status = Green: 1 & 3) ▪ NO SLA: (slm_status = Yellow: 4 & 5) ▪ OVER SLA: (slm_status = Red: 2) W slm_status <table><tr><td>1</td><td>Within the Service Target</td></tr><tr><td>2</td><td>Service Targets Breached</td></tr><tr><td>3</td><td>Service Target Warning</td></tr><tr><td>4</td><td>No Service Target Assigned</td></tr><tr><td>5</td><td><i>null</i></td></tr></table> For SLA Categories: ◦ Count the number of tickets in each SLA category (IN SLA, NO SLA, OVER SLA) for each affected service. ◦ Aggregate data per service type to show a comparison of SLA performance. Visualization • Graph: ◦ Create a stacked horizontal bar chart to represent SLA categories (IN SLA, NO SLA, OVER SLA) for (Top ten) affected service. ▪ X-axis: Percentage (0%–100%). ▪ Y-axis: Affected services. ▪ Colors: • Blue for IN SLA. • Yellow for NO SLA. • Red for OVER SLA.	1	Within the Service Target	2	Service Targets Breached	3	Service Target Warning	4	No Service Target Assigned	5	<i>null</i>
1	Within the Service Target												
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Service Management view