Use Case 4: Rabobank Helpdesk

Business Case:

Rabobank Group ICT has to implement an increasing number of software releases, while the time to market is decreasing. Rabobank Group ICT has implemented the ITIL-processes and therefore uses the Change-process for implementing these so called planned changes. Rabobank Group ICT is looking for fact-based insight into sub questions, concerning the impact of changes in the past, to predict the workload at the Service Desk and/or IT Operations after future changes. The challenge is to design a (draft) predictive model, which can be used to implement in a BI environment. The purpose of this predictive model will be to support Business Change Management in implementing software releases with less impact on the Service Desk and/or IT Operations. We have prepared several case-files with anonymous information from Rabobank Netherlands Group ICT for this challenge. The files contain record details from an ITIL Service Management tool called HP Service Manager. We provide you with extracts in CSV with the Interaction-, Incident- or Change-number as case ID. Next to these case-files, we provide you with an Activity-log, related to the Incident-cases. There is also a document detailing the data in the CSV file and providing background to the Service Management tool.

Analysis Goals:

- Understanding actual business process of the Rabobank helpdesk

Data:

See: http://data.4tu.nl/repository/uuid:c3e5d162-0cfd-4bb0-bd82-af5268819c35

Data Task:

- Proposal for setting up a data structure for the project

Business and Data Understanding Task:

Application Environment:
- Size and Scope of the business
- What kind of application scenario is possible?

Business Perspective:
- What are the business perspectives of interest?
- Who is the owner of the business process?
- Who are the process subjects

BI Views:
- What BI-Views are defined by the data?

Analytical goals:
- Formulate KPIs and find possible influential factors
- Formulate some analytical goals

Assessment of Data:
- Ideas for data assessment

Modeling Task:
- Do you have any ideas and proposals?

Analysis Task:
- Do you know any analysis techniques?