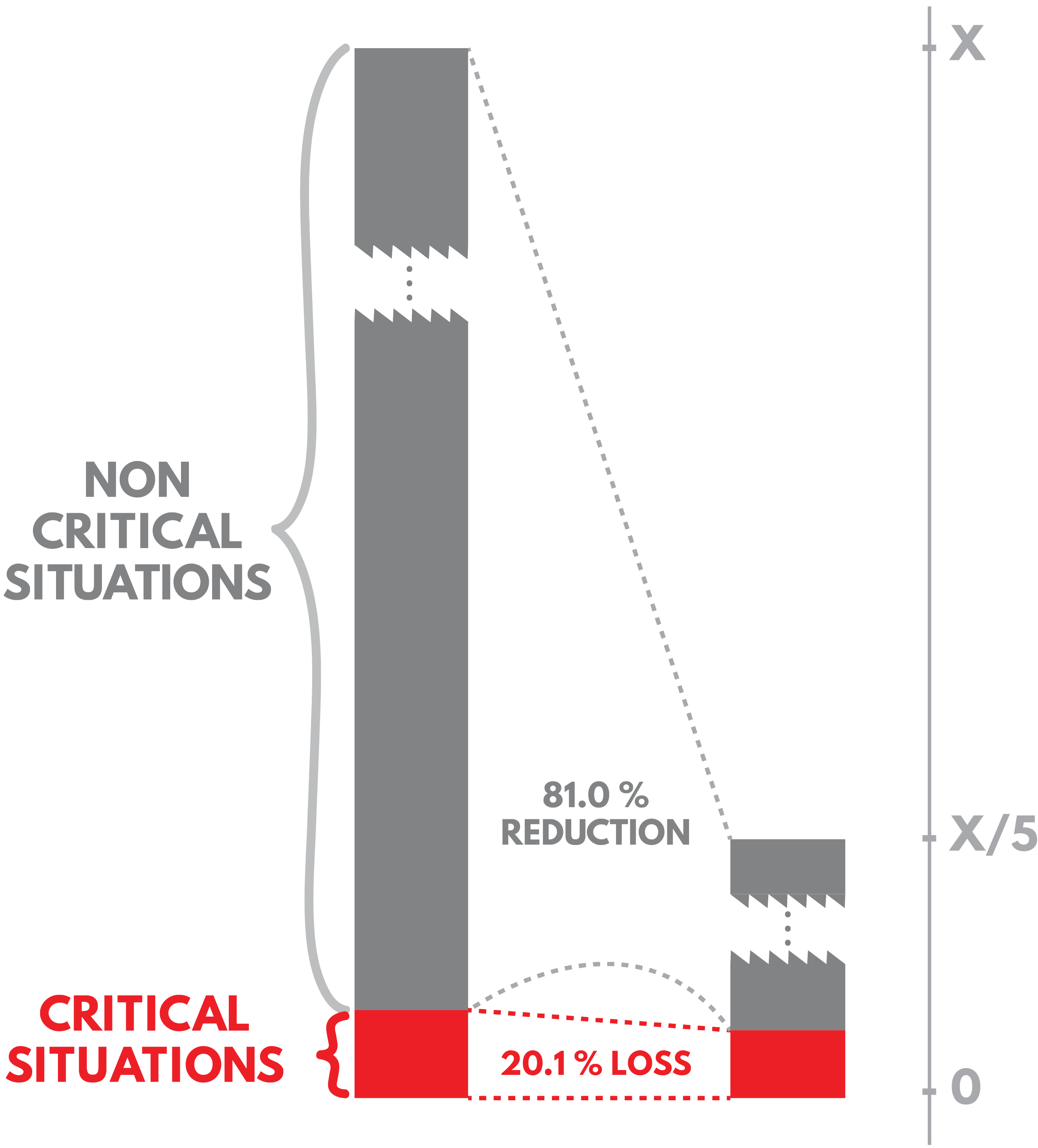


ÉCrits

Modelling Escalation Risk in Problem Management Records (PMRs)



Results / Contributions

Relevant attributes and associated importance to model
Machine learning model with 80% accuracy and 80% recall

Research Questions

- RQ1 What are the relevant attributes to predict support issue escalation?
- RQ2 Can machine learning be used to recall the majority of critical situations?

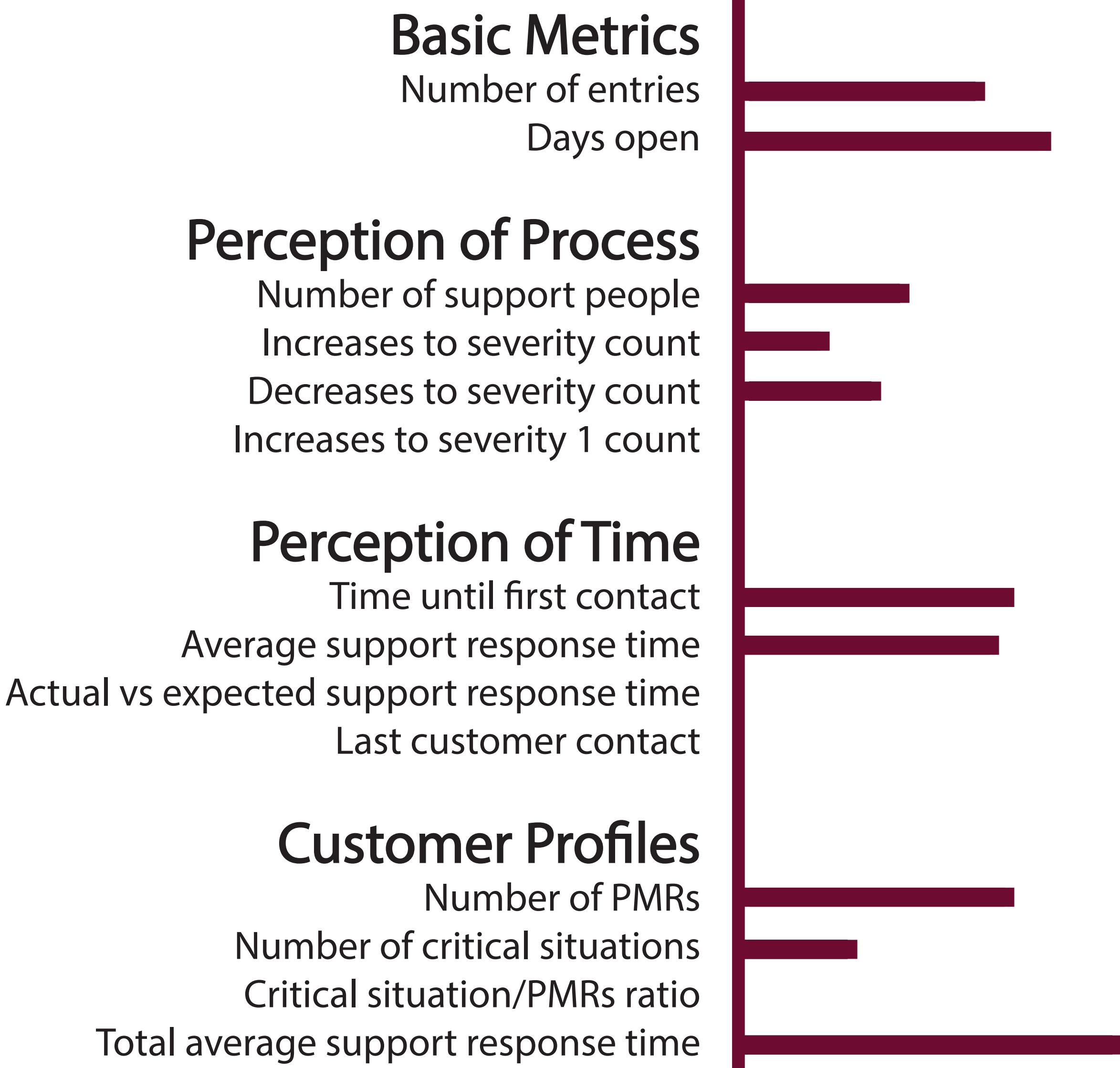
Methodology

Onsite field study to learn about IBM practice, workflow, and data stores.

Design and evaluate a machine learning model to harness information from previous PMRs

Design, implement, and validate a tool that supports identification of PMRs at high risk of escalation

Model Attributes Importance



Sort PMRs based on what's important to your team

Pertinent info allows for quick triage

Subscriptions for quick access to important PMRs

Displaying model features gives insight into escalation risk

Custom inputs for dialogue not visible to customers

