

Predictive AMS & SLA Analytics

COURSE CONTENT

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About Multisoft

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About Course

Predictive AMS & SLA Analytics Training by Multisoft Systems combines application-management concepts with practical service analytics and predictive techniques. The program focuses on using AMS operational data to anticipate SLA risks, forecast service demand, analyze resolution performance, and enable proactive support decisions. Through practical service scenarios, participants gain an understanding of how predictive insights can improve visibility, prioritization, resource planning, and continuous service improvement in enterprise AMS environments.

Module 1: Application Management Services (AMS) & SLA Foundations

- ✓ Understanding the AMS operating model
- ✓ Application support and maintenance lifecycle
- ✓ L1, L2 and L3 support structures
- ✓ Incident, problem, request and change processes
- ✓ Understanding Service Level Agreements (SLAs)
- ✓ SLA, OLA and underpinning contract concepts
- ✓ Service-level targets and measurement criteria
- ✓ Response time vs. resolution time
- ✓ Business hours, calendars and SLA clocks
- ✓ SLA exclusions, pauses and exceptions
- ✓ Relationship between service quality and business outcomes

Module 2: AMS Data Landscape & Analytics Readiness

- ✓ Sources of AMS operational data
- ✓ Incident and service-request datasets
- ✓ Problem and change records
- ✓ SLA event and performance data
- ✓ Application monitoring and availability information
- ✓ Ticket timestamps and lifecycle events
- ✓ Assignment groups and support-team data
- ✓ Data quality assessment
- ✓ Missing, inconsistent and duplicate records
- ✓ Data cleansing and normalization

- ✓ Creating analytics-ready AMS datasets
- ✓ Historical data requirements for predictive analysis

Module 3: SLA, KPI & Service Performance Analytics

- ✓ Designing an SLA measurement framework
- ✓ Defining operational KPIs
- ✓ SLA compliance percentage
- ✓ Mean Time to Acknowledge (MTTA)
- ✓ Mean Time to Resolve (MTTR)
- ✓ First-response and resolution performance
- ✓ Incident backlog analysis
- ✓ Aging ticket analysis
- ✓ Reopen and reassignment rates
- ✓ Application-wise performance analysis
- ✓ Support-team performance trends
- ✓ Priority and severity-based analysis
- ✓ Identifying recurring SLA performance gaps
- ✓ Establishing service-performance baselines

Module 4: Descriptive & Diagnostic AMS Analytics

- ✓ Descriptive analytics for service operations
- ✓ Ticket-volume trends
- ✓ Incident distribution analysis
- ✓ Time-series patterns
- ✓ Peak-period identification

- ✓ Application and service segmentation
- ✓ Priority and category analysis
- ✓ Pareto analysis of incidents
- ✓ Recurring incident identification
- ✓ Correlation between operational variables
- ✓ Drill-down and diagnostic analysis
- ✓ Identifying factors influencing resolution delays
- ✓ Root-cause-oriented analytics

Module 5: Predictive Analytics Foundations for AMS

- ✓ Predictive analytics concepts in service management
- ✓ Descriptive vs. diagnostic vs. predictive analytics
- ✓ Defining prediction objectives
- ✓ Selecting target variables
- ✓ Feature identification and engineering
- ✓ Training and validation datasets
- ✓ Classification concepts
- ✓ Regression concepts
- ✓ Time-series forecasting fundamentals
- ✓ Model evaluation principles
- ✓ Accuracy, precision, recall and related measures
- ✓ Avoiding overfitting and data leakage
- ✓ Interpreting predictive results for AMS decisions

Module 6: Incident & Ticket Volume Forecasting

- ✓ Historical incident-volume analysis
- ✓ Identifying trends and seasonality
- ✓ Time-based ticket patterns
- ✓ Application-specific demand patterns
- ✓ Incident arrival forecasting
- ✓ Service-request volume forecasting
- ✓ Priority-wise workload prediction
- ✓ Short-term vs. long-term forecasts
- ✓ Forecast accuracy measurement
- ✓ Detecting unusual changes in ticket demand
- ✓ Translating forecasts into support planning
- ✓ Practical workload forecasting scenarios

Module 7: Predictive SLA Breach & Resolution Analytics

- ✓ Understanding SLA breach drivers
- ✓ Identifying early-warning indicators
- ✓ Ticket age and remaining SLA time
- ✓ Predicting resolution duration
- ✓ SLA breach probability estimation
- ✓ Impact of priority and complexity
- ✓ Assignment and reassignment patterns
- ✓ Historical team performance as a predictor
- ✓ Application-specific SLA risks
- ✓ Creating ticket-level risk scores

- ✓ High-risk ticket prioritization
- ✓ Predictive alerts before SLA violations
- ✓ Escalation triggers based on risk
- ✓ Interpreting SLA prediction results
- ✓ Reducing false alerts and improving prediction relevance

Module 8: Anomaly Detection & Predictive Service Health

- ✓ Understanding operational anomalies
- ✓ Establishing normal service baselines
- ✓ Detecting abnormal ticket spikes
- ✓ Resolution-time anomalies
- ✓ Application-performance deviations
- ✓ Unusual SLA deterioration
- ✓ Threshold-based vs. analytical anomaly detection
- ✓ Identifying emerging service degradation
- ✓ Correlating anomalies across service indicators
- ✓ Predictive service-health scoring
- ✓ Risk indicators for critical applications
- ✓ Proactive investigation of abnormal patterns
- ✓ Supporting preventive service-management actions

Module 9: Workload, Capacity & Resource Analytics

- ✓ Understanding AMS workload drivers
- ✓ Ticket-to-resource relationships
- ✓ Support-team utilization analysis

- ✓ Skill and assignment patterns
- ✓ Forecasting workload by application
- ✓ Forecasting workload by support group
- ✓ Peak workload prediction
- ✓ Resource-demand estimation
- ✓ Capacity planning using historical patterns
- ✓ Identifying potential support bottlenecks
- ✓ Shift and coverage planning insights
- ✓ Balancing SLA commitments with available capacity
- ✓ Data-driven workforce planning

Module 10: Predictive AMS Dashboards, Alerts & Decision Support

- ✓ Designing operational analytics dashboards
- ✓ Executive vs. operational dashboards
- ✓ SLA compliance visualization
- ✓ SLA-at-risk indicators
- ✓ Incident and backlog trends
- ✓ Forecast vs. actual performance
- ✓ Application health indicators
- ✓ Predictive risk visualization
- ✓ Ticket risk prioritization
- ✓ Exception-based reporting
- ✓ Alert and notification concepts
- ✓ Designing actionable predictive alerts

- ✓ Dashboard drill-down capabilities
- ✓ Turning analytics into operational actions
- ✓ Communicating predictive insights to stakeholders

Module 11: Continuous Improvement & Practical Predictive AMS Use Cases

- ✓ Moving from reactive to proactive AMS
- ✓ Analytics-driven service improvement
- ✓ Identifying recurring service issues
- ✓ Prioritizing improvement opportunities
- ✓ Reducing SLA breaches through predictive interventions
- ✓ Optimizing support processes using analytics
- ✓ Evaluating prediction effectiveness
- ✓ Monitoring model performance over time
- ✓ Model recalibration and changing service patterns
- ✓ Governance of predictive analytics
- ✓ Data privacy and responsible analytics considerations
- ✓ Predictive AMS maturity roadmap
- ✓ Incident-volume forecasting scenario
- ✓ SLA breach-risk analysis scenario
- ✓ Workload and staffing prediction scenario
- ✓ Service-health and anomaly scenario
- ✓ Building an end-to-end predictive AMS analytics approach