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POWER GRID CONNECTIONS

This Tableau Accelerator allows you to:

- **Assess & Improve your ability to handle requests related to Power Grid connections**
- **Appraise the level of service we deliver**
- **Identify requests to handle first**
- **Focus our efforts on areas that need it most**

Answer key business questions

- How many requests are currently open?
- How efficiently did we complete requests?
- Which requests should we prioritize?
- How effective are our work centers in handling requests within the timeframes set by the regulator? How do they compare with each other?

Monitor and improve KPIs

Requests

- **Created Requests:** Total number of requests created
- **Open Requests:** Number of requests that are currently open
- **Completed Requests:** Number of requests that were completed over the period

Adherence to SLA

- **Nb Completed Requests subject to SLA:** Total number of completed requests with defined agreed date
- **Nb Completed Requests in SLA:** Number of requests that have been completed within the timeframe defined by the regulator (only considering requests that are subject to SLA)

- **Completed Requests in SLA %:** Share of requests that have been completed within the timeframe defined by the regulator (only considering requests that are subject to SLA) (expressed in %)

- **Nb Completed Requests not in SLA:** Number of requests that have been completed beyond the timeframe defined by the regulator (only considering requests that are subject to SLA)

- **Completed Requests not in SLA %:** Share of requests that were completed beyond the timeframe defined by the regulator (only considering requests that are subject to SLA) (expressed in %)

Time

- **Average Cycle Time:** Average number of business days to close the request (only for closed requests that are subject to SLA, expressed in day)
- **Average End-to-End Time:** Average number of days to close a request, from request date to complete date (expressed in day)

Required attributes

- **Request ID** (*string*): Unique request identifier
- **Requester** (*string*): Client/Company name
- **Work Centre** (*string*): Depot request assigned to
- **Worksite Country** (*string; role: country*): Country where the connection will be done
- **Worksite ZipCode** (*string; role: zipcode*): Zipcode where the connection will be done
- **Actual Complete Date** (*datetime*): The date the request was actually completed by
- **Request Date** (*datetime*): The date the request was submitted to the distributor
- **Expected Complete Date** (*datetime*): The date the request should be completed by
- **Request Type** (*string*): Type of connection intervention ← sample values: "New connection", "Abolition", "Alteration",...
- **Usage** (*string*): Usage of the connection ← sample values: "Residential", "Commercial",...
- **Phases Requested** (*string*): Number of phases of the connection ← sample values: "One phase", "Three-phase",...
- **Is a Renewable Installation?** (*string*) ← Expected values: "Y" if renewable, "N" otherwise
- **Is Request Complete?** (*string*) ← Expected values: "Y" if the request is complete, "N" otherwise
- **Is Request subject to SLA?** (*string*) ← Expected values: "Y" if the request is subject to an SLA, "N" otherwise