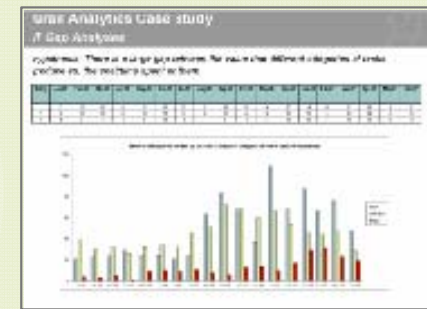
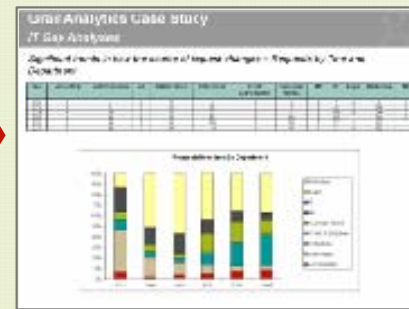
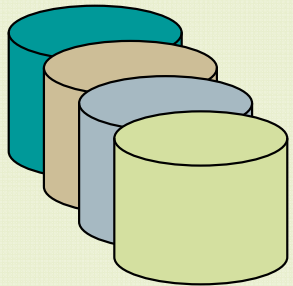


IT Capacity Utilization Analysis

- **Client Objective:** Retainer client needed help quantifying capacity gap in IT department
- **Grail Research Approach:** Gathered, cleaned and analyzed data from a variety of sources to provide client with insights and supporting evidence about the gap



Gathered internal data from various systems; organized, cleaned and consolidated data

Worked with client to segregate data and create new variables needed to effectively conduct analysis (e.g., categorize IT requests as high, medium, low)

Brainstormed comprehensive set of hypotheses; developed and executed analysis to test each hypothesis

Presented conclusions and collaborated with client to identify potential solutions

3 days

4 days

5 days

2 days