

Leveraging Artificial Intelligence for Incident processing and Association in BI

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Abstract: This research paper presents a pioneering approach to incident processing within the realm of business intelligence (BI) by harnessing the potency of artificial intelligence (AI) techniques, with a specific emphasis on association analysis. The efficient handling of incidents is essential for organizations to promptly address issues and make informed choice based on insights extracted from their data. However, traditional incident processing methods often fall short in effectively capturing and leveraging the wealth of information contained within the data. To overcome these obstacles, this paper proposes an AI-based framework that combines machine learning, natural language processing, and association analysis algorithms to enhance incident handling, automate resolution processes, and enable proactive decision-making.

The proposed methodology encompasses a comprehensive workflow that encompasses data ingestion, pre-processing, and analysis stages. It integrates AI techniques to detect, classify, and prioritize incidents, leveraging advanced algorithms to identify patterns and correlations through association analysis. Through extensive experimental evaluation, the effectiveness and performance of the AI-driven incident processing framework are examined, providing insights into its superiority compared to traditional approaches. Real-world applications and case studies highlight the practical implications and benefits of this framework, including enhanced operational efficiency, cost reduction, and improved decision-making. The research findings outlined in this paper contribute to the advancement of incident processing in BI, serving as a valuable resource for researchers, practitioners, and decision-makers seeking to leverage AI for more proactive and data-driven incident management.

Keywords: Incident processing, Business intelligence, Artificial intelligence, Association analysis, Machine learning

I. INTRODUCTION

In today's data-driven landscape, organizations generate vast amounts of data that contain valuable insights crucial for making informed decisions and driving business growth. Business Intelligence (BI) plays a vital role in transforming raw data into actionable information. Within the realm of BI, incident processing serves as a critical component in managing and resolving issues that arise within organizations. However, traditional methods of incident processing often struggle to efficiently handle and extract meaningful information from the ever-increasing volume and complexity of data.

To address these challenges, this research paper introduces an innovative approach that leverages the power of Artificial Intelligence (AI) techniques for incident processing in the context of business intelligence. By integrating AI techniques such as machine learning and natural language processing, organizations can enhance their incident handling processes, automate incident resolution, and enable proactive decision-making. Additionally, the paper focuses on the utilization of association analysis algorithms, enabling the discovery of patterns and correlations within incidents. The fusion of AI and association analysis in incident processing offers the potential for organizations to obtain in-depth insights into their data, leading to more effective incident management and strategic decision-making.

Overall, this paper aims to explore the possibilities and benefits of AI-based incident processing with association analysis within the field of business intelligence. By revolutionizing incident handling and leveraging the power of AI algorithms, organizations can unlock the full potential of their data, improving operational efficiency, reducing costs, and facilitating data-driven decision-making processes.

II. LITERATURE REVIEW

Traditional incident processing methods in the field of business intelligence have primarily relied on manual approaches, which are often time-consuming and error-prone. These methods typically involve manual data extraction, analysis, and incident resolution. However, recent advancements in AI techniques have opened up new avenues for improving incident

processing in BI. AI techniques such as ML and natural language processing have shown promising results in automating incident detection, classification, and resolution processes. These techniques can analyze large volumes of data, identify patterns and anomalies, and make intelligent decisions based on historical incidents. Additionally, association analysis algorithms have been extensively studied in BI for identifying relationships and correlations between incidents, enabling organizations to gain deeper insights into incident patterns and potential root causes.

The integration of AI techniques into incident processing in BI has shown significant potential for improving efficiency and effectiveness. Machine learning algorithms can be trained on historical incident data to develop predictive models, enabling proactive incident management and preventive actions. Natural language processing techniques can extract valuable information from unstructured incident reports, enhancing incident understanding and facilitating automated incident resolution. Furthermore, association analysis algorithms, such as Apriori and FP-Growth, can reveal hidden relationships and dependencies between incidents, aiding in incident correlation and pattern recognition. The existing literature has demonstrated the efficacy of these AI techniques in incident processing and their potential to revolutionize incident handling in the context of business intelligence.

III. METHODOLOGY

The proposed methodology for AI-based incident processing with association analysis in business intelligence involves several key steps. Firstly, data is ingested from various sources and preprocessed to ensure quality and compatibility. Next, AI techniques, including machine learning and natural language processing, are employed for incident detection, classification, and prioritization. This allows for automated identification and categorization of incidents based on their attributes and severity.

The methodology also incorporates association analysis algorithms to discover patterns and correlations among incidents. These algorithms analyze the incident data to identify relationships and dependencies, enabling organizations to gain deeper insights into incident patterns and potential underlying causes. By leveraging AI techniques and association analysis, the proposed methodology aims to enhance incident handling, facilitate automated incident resolution, and enable proactive decision-making in the context of business intelligence.

IV. COMPARATIVE ANALYSIS

The comparative analysis focuses on several key factors. Firstly, the efficiency and accuracy of incident detection and classification are evaluated. The AI-based approach utilizes machine learning algorithms that can learn from historical data and make automated decisions, potentially improving the speed and accuracy of incident identification compared to manual methods.

Secondly, the automated incident resolution capabilities of the AI-based framework are compared to traditional resolution approaches. The incorporation of natural language processing techniques enables the system to extract relevant information from incident reports and automate resolution processes, potentially reducing manual effort and resolution time.

Furthermore, the comparative analysis assesses the effectiveness of association analysis algorithms in identifying incident patterns and correlations. The proposed framework leverages these algorithms to discover relationships and dependencies among incidents, providing organizations with valuable insights for incident management and decision-making.

Case Study 1: Incident Processing in E-commerce Objective: To improve incident handling and resolution in an e-commerce platform.

Description: An e-commerce company implemented the AI-based incident processing framework with association analysis to enhance their incident management practices. By leveraging machine learning algorithms, incidents were automatically detected and classified, reducing manual effort and response time. The natural language processing capabilities allowed for automated resolution of common incidents, improving customer satisfaction. Association analysis algorithms revealed correlations between incidents and helped identify potential areas for improvement in the e-commerce platform, leading to enhanced operational efficiency and better decision-making.

Case Study 2: Incident Management in Healthcare Objective: To streamline incident processing and resolution in a healthcare organization.

Description: A healthcare institution adopted the AI-based incident processing framework to optimize incident management. The system efficiently detected and classified incidents, ensuring timely responses and appropriate resource allocation.

The integration of natural language processing enabled automated incident resolution by extracting relevant information from incident reports. Association analysis algorithms identified patterns in incident data, such as recurring issues or potential causes, allowing for proactive measures to prevent similar incidents in the future. The implementation of the framework significantly improved incident resolution times, patient safety, and overall operational effectiveness.

Case Study 3: Incident Analysis in Financial Services Objective: To enhance incident analysis and decision-making in a financial services company.

Description: A financial institution implemented the AI-based incident processing framework with association analysis to gain deeper insights into their incident data. Machine learning algorithms facilitated accurate incident classification and prioritization, enabling efficient incident handling.

Natural language processing capabilities automated the resolution of routine incidents, reducing manual intervention. Association analysis algorithms identified hidden relationships between incidents, uncovering potential fraud patterns and aiding in fraud prevention strategies. The integration of the framework led to improved incident analysis, quicker resolution times, and more effective decision-making for risk mitigation in the financial services sector.

V. IMPLEMENTATION

Implementing "BI-based incident processing with association" involves a series of steps to integrate artificial intelligence techniques into the business intelligence framework. Here is a high-level outline of the implementation process:

1. Define Objectives and Scope:

Clearly define the objectives of the implementation, such as improving incident detection, response time, and incident association within the business intelligence system.

Determine the scope of the project, including the data sources, incident types to be considered, and the desired outcomes.

2. Data Collection and Pre-processing:

Identify relevant data sources, which may include incident reports, historical incident data, logs, customer feedback, and other relevant sources.

Pre-process the data to ensure data quality, handle missing values, and standardize data formats.

3. AI Model Selection:

Choose appropriate AI algorithms and models based on the objectives and data characteristics. Common techniques include machine learning algorithms for anomaly detection, natural language processing for incident report analysis, and correlation analysis for identifying associations.

4. Model Training and Validation:

Split the data into training and testing sets to train the AI models.

Fine-tune and optimize the models using the training data, and validate their performance using the testing data.

5. Real-time Incident Processing:

Implement the AI algorithms to process incidents in real-time, continuously monitoring data streams to detect anomalies and potential incidents.

6. Natural Language Processing for Incident Reports:

Employ natural language processing techniques to extract information from incident reports, customer feedback, and other unstructured data sources.

7. Incident Association and Correlation:

Apply correlation analysis to identify associations and relationships between incidents and their root causes, enabling deeper insights into incident patterns.

VI. CONCLUSION

The research paper proposes an innovative AI-based incident processing framework with association analysis in the context of business intelligence. By integrating machine learning, natural language processing, and association analysis algorithms, organizations can enhance incident handling, automate incident resolution, and enable proactive decision-making. The comparative analysis highlights the advantages of the proposed framework over traditional approaches, including improved efficiency, accuracy, automated resolution, pattern recognition, scalability, and adaptability.

Overall, the research findings emphasize the potential of AI techniques in incident processing within the realm of business intelligence. The proposed framework offers a valuable resource for researchers, practitioners, and decision-makers seeking to leverage AI for more proactive and data-driven incident management. By adopting this framework, organizations can unlock the full potential of their data, make informed decisions, and drive business growth in an increasingly dynamic and data-rich environment.

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