EADS is comprised of ADS (Applications and Data Services), DLT (Distributed Learning Technologies), and EAPP (Enterprise Applications).

EADS develops and supports enterprise academic and administrative applications.

EADS supports approximately **110 applications** across **260 instances** (production and non-production).

EADS received **1199 requests** in Team Dynamix from July 2015 through January 2016.

**Notes:**
- "Service Requests" represent tickets within TeamDynamix.
- TeamDynamix went live in July 2015; the number of requests that month was higher than normal given the import of open tickets from Footprints.
- "All Other Services" represented 41 other services/applications for the given time frame.
- Blackboard is supported by multiple groups including DLT, TLP and ITSS; ticket counts within this report only represent work performed by DLT.
EADS has resolved **936 requests** from July 2015 through January 2016!
EADS has fielded requests from **120 departments** across campus from July 2015 through January 2016.

**Most Active Clients** (Based on Number of Opened Service Requests)
Academic Year 15-16

- **Top 8 Clients, 569**
  - Office of Admissions, 134
  - Office of the Registrar, 109
  - Students (Prospective, Current, Graduated), 71
  - Business Information Technology Services, 71
  - Financial Aid & Scholarship Office, 61
  - Academic Publications & Scheduling Services, 57
  - College of Agriculture, 39
  - Academic Advising Programs, 27

**Service Requests Opened by Division**
Academic Year 15-16

- **Student Affairs, 557, 47%**
- **Academic Affairs, 498, 42%**
- **Advancement, 6, 0%**
- **Business Affairs, 136, 11%**
- **Academic Affairs (not including IRES), 271, 23%**
- **IRES, 227, 19%**

IRES is broken out from Academic Affairs here because tickets opened by IRES typically represent operational maintenance for enterprise systems (e.g. PeopleSoft maintenance/upgrades, Blackboard maintenance/upgrades, security issues, etc..)
Service Requests Resolved by Division
Academic Year 15-16

- Student Affairs, 399, 43%
- Business Affairs, 123, 13%
- Advancement, 5, 0%
- Academic Affairs, 407, 44%
- IRES, 176, 19%
- Academic Affairs (not including IRES), 231, 25%

Data Source: Jul 2015 – Jan 2016