EADS Dashboard

Enterprise Applications and Data Services

Data Source: Jul 2015 – Feb 2016

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

110 # of applications supported by EAPP

260 # of unique application instances (prod/non-prod)

1,495 # of service requests opened in AY ’15-’16

Opened Service Requests (by Application/Month)
Jul ’15 - Feb ’16

Opened Service Requests (by Application)
Academic Year ’15 - ’16

Peoplesoft, 331, 22%

Reporting, 266, 18%

ImageNow, 194, 13%

Blackboard, 221, 15%

All Other Services, 310, 21%

General App Support & Dev., 173, 11%
EADS Dashboard  
Enterprise Applications and Data Services

Data Source: Jul 2015 – Feb 2016

1,188
# of service requests resolved in AY ’15-'16

Resolved Service Requests (by Application/Month)  
Jul '15 - Feb '16

Resolved Service Requests (by Application)  
Academic Year '15 - '16

Peoplesoft, 240, 20%
Reporting, 226, 19%
Blackboard, 192, 16%
All Other Services, 283, 24%
General App Support & Dev., 115, 10%
ImageNow, 132, 11%
125
# of departments that have submitted requests in AY ‘15–’16

Resolved Service Requests (by Client)
Academic Year '15 - '16

Resolved Service Requests (by VP Division)
Academic Year '15 - '16

IRES is broken out from Academic Affairs here because tickets opened by IRES typically represent operational maintenance for enterprise systems (e.g. PeopleSoft maintenance and upgrades, Blackboard maintenance and upgrades, security issues, etc.)