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)
- **1,788** # of service requests opened in AY '15-'16

### Opened Service Requests, by Application/Month

**Jul '15 - Mar '16**

<table>
<thead>
<tr>
<th>Month</th>
<th>PeopleSoft</th>
<th>Blackboard</th>
<th>ImageNow</th>
<th>General App Support &amp; Dev.</th>
<th>Reporting</th>
<th>All Other Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul '15</td>
<td>43</td>
<td>70</td>
<td>10</td>
<td>67</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td>Aug '15</td>
<td>25</td>
<td>92</td>
<td>20</td>
<td>22</td>
<td>2</td>
<td>29</td>
</tr>
<tr>
<td>Sep '15</td>
<td>78</td>
<td>20</td>
<td>25</td>
<td>22</td>
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<tr>
<td>Oct '15</td>
<td>62</td>
<td>30</td>
<td>20</td>
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<td>2</td>
<td>41</td>
</tr>
<tr>
<td>Nov '15</td>
<td>23</td>
<td>14</td>
<td>13</td>
<td>30</td>
<td>3</td>
<td>41</td>
</tr>
<tr>
<td>Dec '15</td>
<td>43</td>
<td>17</td>
<td>18</td>
<td>30</td>
<td>3</td>
<td>41</td>
</tr>
<tr>
<td>Jan '16</td>
<td>24</td>
<td>24</td>
<td>12</td>
<td>31</td>
<td>4</td>
<td>42</td>
</tr>
<tr>
<td>Feb '16</td>
<td>28</td>
<td>28</td>
<td>11</td>
<td>31</td>
<td>6</td>
<td>42</td>
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<tr>
<td>Mar '16</td>
<td>45</td>
<td>23</td>
<td>7</td>
<td>33</td>
<td>12</td>
<td>42</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Opened Service Requests by Application

**Academic Year '15 - '16**

- **PeopleSoft**, 372, 21%
- **Blackboard**, 350, 20%
- **ImageNow**, 207, 12%
- **General App Support & Dev.**, 203, 11%
- **All Other Services**, 493, 27%
- **Reporting**, 163, 9%
**EADS Dashboard**

**Enterprise Applications and Data Services**

Data Source: Jul 2015 – Mar 2016

1,443

# of service requests
resolved in AY ’15 - ’16

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**Resolved Service Requests (by Application/Month)**

<table>
<thead>
<tr>
<th>Month</th>
<th>Blackboard</th>
<th>PeopleSoft</th>
<th>Reporting</th>
<th>ImageNow</th>
<th>General App Support &amp; Dev.</th>
<th>All Other Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul '15</td>
<td>13</td>
<td>16</td>
<td>17</td>
<td>27</td>
<td>13</td>
<td>3</td>
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<tr>
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<td>15</td>
<td>21</td>
<td>21</td>
<td>44</td>
<td>19</td>
<td>2</td>
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<tr>
<td>Sep '15</td>
<td>21</td>
<td>73</td>
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<td>13</td>
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<tr>
<td>Oct '15</td>
<td>9</td>
<td>79</td>
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<td>16</td>
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<tr>
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<td>2</td>
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<td>5</td>
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<td>19</td>
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<tr>
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<td>41</td>
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<tr>
<td>Mar '16</td>
<td>20</td>
<td>57</td>
<td>28</td>
<td>45</td>
<td>56</td>
<td>13</td>
</tr>
</tbody>
</table>

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**Resolved Service Requests (by Application)**

**Academic Year ’15 - ’16**

- **Blackboard:** 307, 21%
- **PeopleSoft:** 268, 18%
- **Reporting:** 142, 10%
- **ImageNow:** 142, 10%
- **General App Support & Dev.:** 141, 10%
- **All Other Services:** 443, 31%

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The dashboard provides a comprehensive view of service requests resolved over the academic year from July 2015 to March 2016, highlighting the most resolved services and applications, along with monthly trend analysis.
139 # of departments that have submitted requests in AY ’15-’16

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

- Top 8 Clients, 579
- All Others Combined (128 Departments), 864
- Students (Prospective, Current, Graduated), 96
- Office of the Registrar, 100
- Office of Admissions, 102
- College of Agriculture, 35
- Business Information Technology Services, 90
- Financial Aid & Scholarship Office, 56
- Technology and Learning Program, 50
- Academic Publications & Scheduling Services, 50
- Business Affairs, 165
- Student Affairs, 536
- Academic Affairs, 716
- IRES, 339

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

- Student Affairs, 536, 37%
- Business Affairs, 165, 12%
- Advancement, 13, 1%
- Academic Affairs, 716, 50%
- Academic Affairs (not including IRES), 377, 26%
- IRES, 339, 24%

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.)