EADS Dashboard

Enterprise Applications and Data Services

Data Source: Jul 2015 – Apr 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)
- **1,951**: # of service requests opened in AY '15-'16

**Opened Service Requests, by Application/Month**

Jul '15 - Apr '16

**Opened Service Requests by Application**

Academic Year '15 - '16

- **Blackboard**, 478, 24%
- **Reporting**, 349, 18%
- **PeopleSoft**, 246, 13%
- **ImageNow**, 241, 12%
- **General App Support & Dev.**, 230, 12%
- **All Other Services**, 407, 21%
EADS Dashboard

Enterprise Applications and Data Services

Data Source: Jul 2015 – Apr 2016

1,550

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

Resolved Service Requests (by Application/Month) Jul ’15 - Apr ’16

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

Blackboard, 423, 27%
PeopleSoft, 137, 9%
General App Support & Dev., 163, 10%
All Other Services, 366, 24%
Reporting, 291, 19%
ImageNow, 170, 11%
139

# of departments that have submitted requests in AY '15-'16

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

- All Others Combined (128 Departments), 959
- Top 8 Clients, 591
  - Business Information Technology Services, 105
  - Office of Admissions, 97
  - Students (Prospective, Current, Graduated), 101
  - IRES, 402, 26%
  - Academic Affairs, 439, 28%
  - Academic Affairs (not including IRES), 841, 54%
  - Student Affairs, 519, 34%
  - Business Affairs, 163, 11%
  - Advancement, 23, 1%

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

- Student Affairs, 519, 34%
- Business Affairs, 163, 11%
- Advancement, 23, 1%
- Academic Affairs, 439, 28%
- IRES, 402, 26%

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.)