EADS Dashboard

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

230

# of applications supported by EADS

500+

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

1293

# of tickets/projects opened in last 6 mo.

1079

# of tickets/projects resolved in last 6 mo.

**Highly visible projects completed/supported by EADS in 2018**

- CSU Learn (Sum Total)
- Privileged Access Management (PAM)
- PeopleSoft Numeric Accounts (Supports MFA)
- Salesforce/TargetX for Academic Advising
- Campus Logic for Financial Aid
- Intelligent Capture for Transcripts

**Resolved Requests, by Application/Month (Last 6 Months)**

<table>
<thead>
<tr>
<th>Month</th>
<th>Blackboard</th>
<th>General App Support &amp; Dev.</th>
<th>PeopleSoft</th>
<th>Perceptive Content</th>
<th>All Other Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep '18</td>
<td>52</td>
<td>22</td>
<td>13</td>
<td>38</td>
<td>73</td>
</tr>
<tr>
<td>Oct '18</td>
<td>47</td>
<td>17</td>
<td>19</td>
<td>24</td>
<td>95</td>
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<tr>
<td>Nov '18</td>
<td>13</td>
<td>22</td>
<td>19</td>
<td>38</td>
<td>73</td>
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<tr>
<td>Dec '18</td>
<td>47</td>
<td>22</td>
<td>19</td>
<td>38</td>
<td>95</td>
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<tr>
<td>Jan '19</td>
<td>39</td>
<td>33</td>
<td>33</td>
<td>136</td>
<td>136</td>
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<tr>
<td>Feb '19</td>
<td>39</td>
<td>39</td>
<td>39</td>
<td>65</td>
<td>65</td>
</tr>
</tbody>
</table>

**Resolved Requests, by Application/Month (Last 6 Months)**

- Blackboard, 422, 39%
- General App Support & Dev., 147, 14%
- PeopleSoft, 140, 13%
- Perceptive Content, 71, 7%
- Salesforce, 80, 7%
- All Other Services, 219, 20%
109
Departments submitted requests in last 6 mo.

Resolved Service Requests (Top 8 Clients, Last 6 Months)

- Academic Affairs, 384, 49%
- Student Affairs, 305, 39%
- Office of Admissions, 74
- Top 8 Clients, 343
- All Others Combined (101 Departments), 446

Resolved Service Requests (by Division, Last 6 Months)

- Student Affairs, 305, 39%
- Business and Finance, 89, 11%
- Advancement, 5, 1%
- Other/Misc, 4, 0%
- President’s Office, 2, 0%
- Academic Affairs, 384, 49%

The data on this page includes 789 tickets/projects that have been resolved on behalf of campus clients, not including IRES departments.

The data on page 1 above shows more resolved tickets/projects (1293), because page 1 includes those tickets/projects that were logged by campus clients AND IRES. Tickets/projects logged by IRES typically represent operational maintenance for enterprise systems (e.g., PeopleSoft maintenance and upgrades, Blackboard maintenance and upgrades, security issues, etc.)