EADS Dashboard

Enterprise Applications and Data Services

Data Source: Nov 2018 – Apr 2019 (Last 6 Months)

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)
- **1336** # of tickets/projects opened in last 6 mo.
- **1031** # of tickets/projects resolved in last 6 mo.

**Highly visible projects completed/supported by EADS in 2018-19**
- Salesforce/TargetX for Orientation (Phase I)
- Ad Astra Migration to the Cloud
- Advancement CRM RFP
- Salesforce/TargetX for Academic Advising
- Campus Logic for Financial Aid
- Intelligent Capture for Transcripts

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

- **Blackboard**, 422, 36%
- **PeopleSoft**, 140, 12%
- **Salesforce**, 80, 7%
- **Perceptive Content**, 71, 6%
- **All Other Services**, 323, 27%

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

- Nov ‘18: 20, 22
- Dec ‘18: 19, 22
- Jan ‘19: 136, 22
- Feb ‘19: 38, 22
- Mar ‘19: 77, 22
- Apr ‘19: 75, 22
- Mar ‘19: 57, 22
102 Departments submitted requests in last 6 mo.

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

- Student Affairs, 305, 40%
- Academic Affairs, 299, 40%
- Business and Finance, 142, 19%
- Other/Misc, 4, 1%
- Advancement, 3, 0%
- President's Office, 1, 0%
- Office of Admissions, 68
- Technology and Learning Program, 34
- Business Information Technology Services, 30
- Office of the Registrar, 29
- Professional Development, 57
- Academic Publications & Scheduling Services, 43

The data on this page includes 754 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 (1336), 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.)