



Monthly Report

Report Generated

5/9/2007

Overview

Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Overall Ticket Volume

Call Logging Ratio				
Total Tickets Created				2958
Metric	Team	Open	Closed	Rate %
Tier 1		2296	2287	77%
	Cross Functional	745	744	
	Financials and Physical Resources	849	848	
	Human Resource Management System	251	248	
	MAIS LINC	160	158	
	Research Administration Systems	117	116	
	Student Administration	174	173	
Tier 2		662	620	21%
	Cross Functional	193	186	
	Financials and Physical Resources	106	99	
	Human Resource Management System	77	75	
	MAIS LINC	10	6	
	Research Administration Systems	140	124	
	Student Administration	136	130	
TOTALS		2958	2907	98%

Tier 2 Team Totals			
Tier 2 Team	Remain		Total
	Open	Closed	
Access Services	0	17	17
Application Infrastructure Group	2	44	46
Asset Mgmt Technical Team	0	0	0
Campus Community	2	30	32
CLC Metrics	0	0	0
Communications Team	0	3	3
Duplicate Emplids	0	27	27
EDI	0	0	0
Enterprise Imaging	3	34	37
eResearch	16	121	137
Financials CPU	1	32	33
Gateway	0	0	0
GL/P Security	0	1	1
HR Benefits	0	3	3
HR Human Resources	0	28	28
HR Payroll	0	17	17
HR Time and Labor	0	22	22
HR Vendor Load	0	0	0
Inventory Technical	0	1	1
M-Marketsite	0	17	17
MAIS LINC PST	4	2	6
Mainframe	0	0	0
Merit Processing	0	0	0
Merit Security Group	0	0	0
ODS Technical Team	0	0	0
On site support request	0	0	0
Oracle Database Administrators	0	5	5
OVPD	0	1	1
Performance Team	0	5	5
PO Failures	0	0	0
Report Conversions	0	9	9
Reporting Services	9	19	28
SA Financial Aid/Student Financials	0	8	8
SA Recruiting Admissions	1	59	60
SA SRCAA	4	45	49
Service Center Referral	0	0	0
SNS Support	0	0	0
Space Analysis Office	0	0	0
Space Technical Team	0	0	0
SUB Support	0	10	10
Supply Chain	0	0	0
Systems Support	0	0	0
Training Admin	0	0	0
Two Factor Tech	0	0	0
Vencher Load Process	0	0	0
WES URGENT	0	1	1
Windows Enterprise Systems	0	58	58

Ticket Origination			
Total Tickets Created			2958
Metric	Team	Total	Rate %
Incoming Email		426	14%
	Cross Functional	119	
	Financials and Physical Resources	37	
	Human Resource Management System	37	
	MAIS LINC	25	
	Research Administration Systems	107	
	Student Administration	101	
Incoming Call		2532	86%
	Cross Functional	819	
	Financials and Physical Resources	918	
	Human Resource Management System	291	
	MAIS LINC	145	
	Research Administration Systems	150	
	Student Administration	209	
TOTALS		2958	100%



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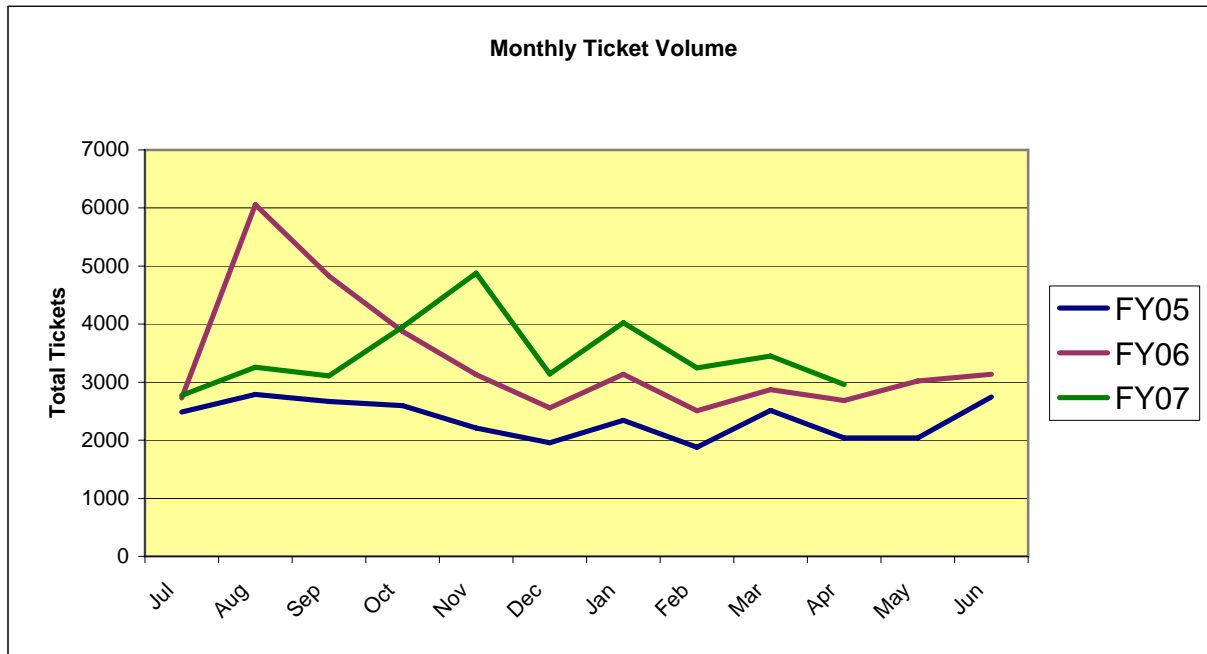
Overview

Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Monthly Ticket Totals by Fiscal Year





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Overview

Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Data Delivery Totals

Dataset	Tier 1	Reporting Services	Other	TOTALS
AR01 Accts Receivable and Billing	0	0	0	0
BN01 Benefits	0	0	0	0
Business Objects Tool	74	4	7	85
CMB	8	1	0	9
CR01 CRAS	0	0	0	0
CRL01 CRAS Legacy Data Set	0	0	0	0
DV01 DAC	2	0	2	4
FN01 Rev Exp Act and Endow Share	7	5	3	15
FN02 Balance Sheet Activity	0	0	0	0
FN03 Journal Detail	2	0	0	2
FN04 GL Procurement Link	0	0	0	0
FN05 Budget Transaction Activity	0	0	0	0
FN06 Procurement	18	4	1	23
FNL01 Financial Legacy Data Set	1	0	0	1
HR01 Human Resources Data Set	13	2	1	16
HR02 Human Resources Snap Shot	0	0	0	0
HRL01 Human Resources Legacy Data Set	7	0	0	7
Not Universe Specific	69	5	17	91
PH01 Physical Resources	0	0	0	0
PY01 Payroll	17	1	2	20
PYL01 Payroll Legacy Data Set	0	0	0	0
RS01 eResearch	0	1	0	1
SA01 Admissions Rosters	1	0	1	2
SA02 Recruiting and Admissions	10	1	0	11
SA03 Student Records	5	1	1	7
SA04 FinAid/Stufin	1	1	0	2
SA05 Third Week Data	0	0	0	0
SA06 Admissions Snapshot	0	0	0	0
SAL01 Student Legacy Data	0	0	0	0
SAL02 03WC Legacy Data	0	0	0	0
SM01 Space Management	1	0	0	1
TL01 Time and Labor	3	0	1	4
UP01 Utilities and Plant	0	0	0	0
#DRA01 PRISM	4	1	0	5
TOTALS	243	27	36	306



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Calls Received and Tickets Created for 4/1/07-4/30/07

MAIS Help Desk

DBA Terminations Totals

Panel Search Terminations Total		0
Team		Total
Cross Functional		0
Financials and Physical Resources		0
Human Resource Management System		0
MAIS LINC		0
Research Administration Systems		0
Student Administration		0

Query Termination Total		5
Team		Total
Cross Functional		0
Financials and Physical Resources		2
Human Resource Management System		1
MAIS LINC		0
Research Administration Systems		0
Student Administration		2



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Calls Received and Tickets Created for

4/1/07-4/30/07

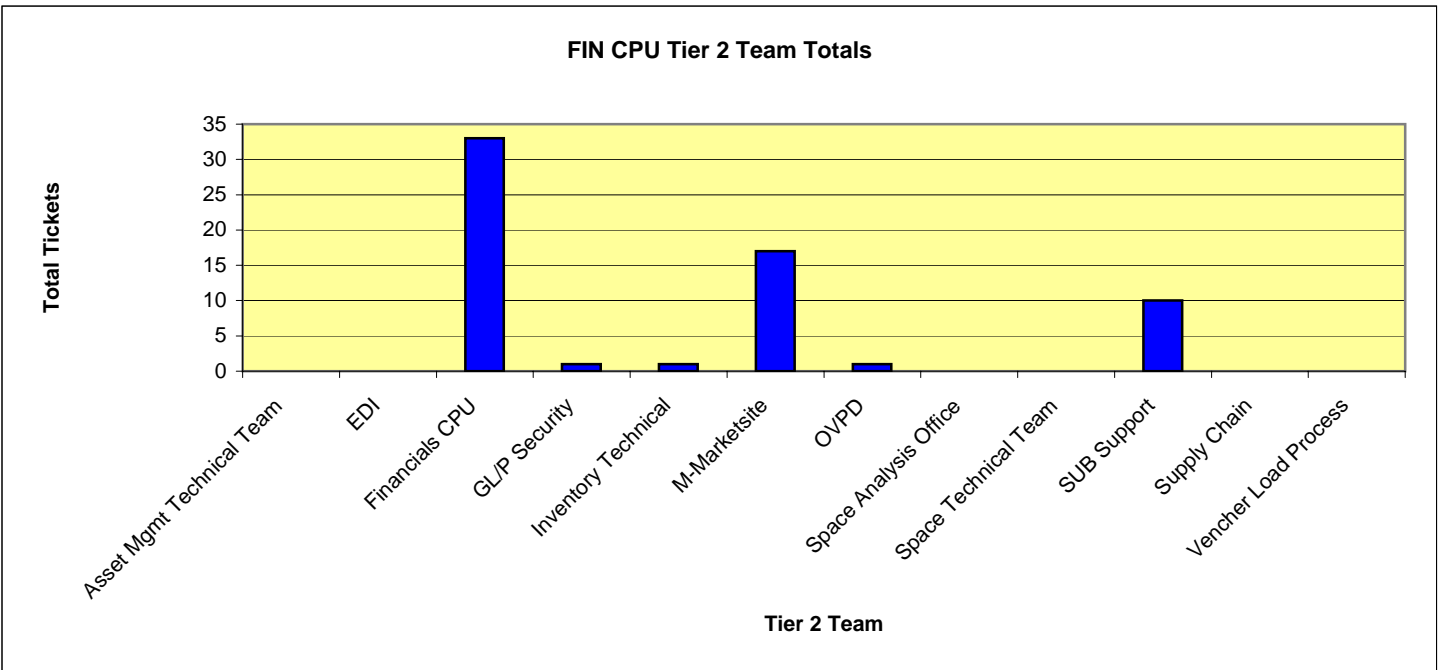
MAIS Help Desk

Financials and Physical Resources Overall Ticket Volume

Call Logging Ratio			
Metric	Open	Closed	Rate %
Total Tickets Created			955
Tier 1	849	848	89%
Tier 2	106	99	10%
TOTALS	955	947	99%

Ticket Origination		
Metric	Total	Rate %
Total Tickets Created		955
Incoming Email	37	4%
Incoming Call	918	96%
TOTALS	955	100%

Tier 2 Team Totals			
Tier 2 Team	Remain Open	Closed	Total
Asset Mgmt Technical Team	0	0	0
EDI	0	0	0
Financials CPU	1	32	33
GL/P Security	0	1	1
Inventory Technical	0	1	1
M-Marketsite	0	17	17
OVPD	0	1	1
Space Analysis Office	0	0	0
Space Technical Team	0	0	0
SUB Support	0	10	10
Supply Chain	0	0	0
Vencher Load Process	0	0	0
TOTALS	1	62	63





Monthly Report

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Overview

Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Financials and Physical Resources Environment and Module Detail

Environment	Total
Data Warehouse	59
Mainframe	4
ODS	34
Production	857
Web	1

Environment	Module	Total
Data Warehouse	Data Delivery	42
	Data Delivery v.5	2
	Data Delivery Webl	2
	Development Data (DAC)	13
Mainframe	Development Data (DAC)	4
ODS	General Ledger	31
	Procurement	3
Production	General Ledger	12
	Inventory	2
	Procurement	833
	Space Management	10
Web	Procurement	1



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Overview

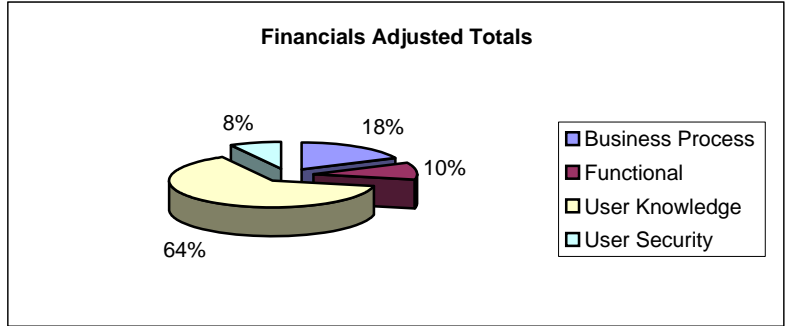
Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Financials and Physical Resources Adjusted Totals

Problem	Total
Business Process	142
Functional	82
User Knowledge	503
User Security	64





Monthly Report

Report Generated **5/9/2007** Overview
Calls Received and Tickets Created for **4/1/07-4/30/07**

MAIS Help Desk

Financials and Physical Resources Problem, Resolution and Indicator Detail

Problem	Resolution	Indicator	Total	
Business Process	Central Office Procedure	Accounts Payable	142	
		P-Card Group	2	
	Informational	Central Office Website	1	
		Finprod Availability	1	
		General Information	27	
	Referral		113	
			Access Services	1
			Accounts Payable	17
			CPU/MAIS/Help Desk Tier 2	2
			Development Office	1
			Financial Operations	12
			MDC	1
			Originating Department	6
			P-Card Group	16
			Purchasing and / or Buyer	27
			Unit Budget Administrator	1
			Unit Liaison	1
			Vendor	10
	Vendor Maintenance	18		
	Functional	Add/Modify Data	82	
End User Modification			24	
Query Support		T2 Modification	19	
		Create Query	5	
Referral		Modify User Created Query	5	
		Accounts Payable	3	
		CPU/MAIS/Help Desk Tier 2	53	
		Development Office	3	
		Financial Operations	29	
		Originating Department	2	
P-Card Group	2			
Purchasing and / or Buyer	1			
System Administrator	6			
Vendor Maintenance	1			
Misdirected	Redirected	7		
		Campus Operator	2	
		Central Office	2	
Printing	Workaround	1		
		Workaround	2	

Problem	Resolution	Indicator	Total	
Technical	Modify Application		160	
			14	
	Modify Connection	Browser-Delete Cache/Mod. Setting	13	
		MAIS System Modification (MSR)	1	
	Modify Database		17	
		Error Message	4	
		T2 Modification	1	
	Modify Transaction	Workaround	12	
			3	
	Modify Workstation	T2 Modification	3	
			35	
	Performance	Error Message	25	
		Workaround	10	
			21	
		Alter Temp Folder	2	
		Employee Desktop Issue	5	
		Software Installation	1	
		Web Browser Settings	13	
	Profile		15	
		FIN ODS	1	
		Fin Prod	12	
	Referral	Query Terminated by DBA	2	
			2	
	System Not Available	Delete Cache Files	1	
		HD Profile Reset	1	
			29	
		CPU/MAIS/Help Desk Tier 2	17	
		Development Office	1	
		MCIT	1	
		Originating Department	1	
		System Administrator	6	
		Vendor	3	
			24	
	User Knowledge	Fin Prod	18	
		Server Infrastructure	6	
			503	
		End User Training		476
			ePro Req	100
			Inventory	1
			M-Marketsite Browse	3
			M-Marketsite Req	106
			P Card Activity	79
			Payment Status	2
Reporting			51	
Run Report			1	
Service Unit Billing			5	
Space Management			2	
Vendor Inquiry			18	
Voucher			108	
Navigation			27	
	Page/Panel Navigation	19		
User Security	Web Navigation	8		
		64		
	Access Review	37		
		1		
		1		
		25		

Problem	Resolution	Indicator	Total
	Referral	MToken Activation	1
		T2 Security Modification	1
		Temp Tokencode	1
		User Knowledge or Error	7
			27
		Access Services	8
		P-Card Group	3
		System Administrator	1
		Unit Liaison	15



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4/1/07-4/30/07

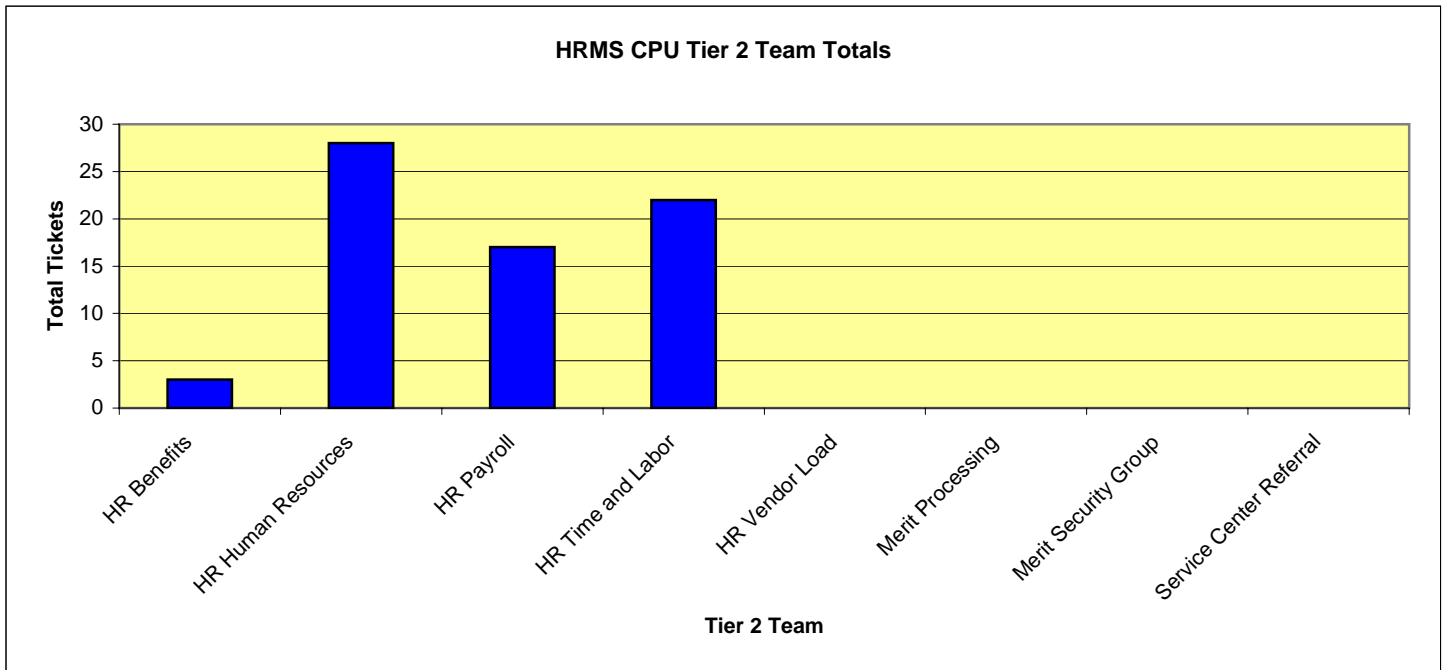
MAIS Help Desk

Human Resources Management System Overall Ticket Volume

Call Logging Ratio			
Total Tickets Created			328
Metric	Open	Closed	Rate %
Tier 1	251	248	76%
Tier 2	77	75	23%
TOTALS	328	323	98%

Ticket Origination		
Total Tickets Created		328
Metric	Total	Rate %
Incoming Email	37	11%
Incoming Call	291	89%
TOTALS	328	100%

Tier 2 Team Totals			
Tier 2 Team	Remain Open	Closed	Total
CLC Metrics	0	0	0
HR Benefits	0	3	3
HR Human Resources	0	28	28
HR Payroll	0	17	17
HR Time and Labor	0	22	22
HR Vendor Load	0	0	0
Merit Processing	0	0	0
Merit Security Group	0	0	0
Service Center Referral	0	0	0
TOTALS	0	70	70





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Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Human Resource Management System Environment and Module Detail

Environment	Total
Data Warehouse	46
ODS	2
Production	232
Web	48

Environment	Module	Total
Data Warehouse		
	Data Delivery	42
	Data Delivery v.5	1
	Data Delivery Webl	3
ODS		
	Human Resources	1
	Payroll/Time & Labor	1
Production		
	Benefits	4
	Data Delivery	1
	Employee Self Service	15
	Human Resources	99
	Payroll/Time & Labor	113
Web		
	Human Resources	48



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Calls Received and Tickets Created for

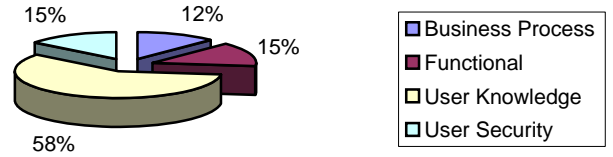
4/1/07-4/30/07

MAIS Help Desk

Human Resource Management System Adjusted Totals

Problem	Total
Business Process	35
Functional	41
User Knowledge	165
User Security	41

Human Resource Management System Adjusted Totals





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Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Human Resource Management System Problem, Resolution and Indicator Detail

Problem	Resolution	Indicator	Total
Business Process	Informational	General Information	9
		CPU/MAIS/Help Desk Tier 2	9
	Referral	Employment Office	26
		HR	3
		HRRIS	2
		Originating Department	6
		Payroll Office	5
			5
			5
			5
Functional	Add/Modify Data	End User Modification	41
		T2 Modification	13
	Query Support	Create Query	6
		Modify Corp Document	7
		Modify User Created Query	5
	Referral	CPU/MAIS/Help Desk Tier 2	3
		HR	1
		HRRIS	1
		Payroll Office	1
			23
Misdirected	Redirected	HR/Pay Service Center	17
			1
			1
Printing	Referral	CPU/MAIS/Help Desk Tier 2	3
			1
	Tier 2 Modification	MAIS System Modification	1
			1
			1
Technical	Workaround	Modify Citrix Settings	1
			42
	Modify Application	MAIS System Modification (MSR)	3
			3
	Modify Connection	Error Message	4
		Workaround	1
	Modify Database		3
		T2 Modification	8
	Modify Transaction		8
		Workaround	3
	Modify Workstation		3
		Alter Temp Folder	5
		Employee Desktop Issue	1
	Performance	Web Browser Settings	1
		HE Prod	3
Query Terminated by DBA		2	
Profile		1	
	HD Profile Reset	1	

Problem	Resolution	Indicator	Total		
User Knowledge	Referral	CPU/MAIS/Help Desk Tier 2	13		
		System Administrator	8		
	System Not Available		5		
		Server Infrastructure	3		
	End User Training		3		
			165		
	User Security	Access Review	Additional Pay	161	
			Benefits	5	
			DBE Change	1	
			Effort Certification	21	
			eMploy-Other	1	
			ESS-Other	6	
			HR-Other	2	
			Job Bids	5	
			Job Data Change	2	
			Job Offer	20	
			Job Req	7	
			Leave Accruals	13	
			Maintain Schedules	1	
			Maintain Static Groups	4	
			Manager Desktop	6	
			Other	1	
			Payroll	1	
			Reporting	27	
			Time Entry	36	
			Total Picture	1	
	Navigation	Page/Panel Navigation		4	
			3		
Web Navigation			1		
Referral	Access Review		41		
		HD Citrix PW Reset	36		
		HD Lockout Reset	1		
		HD PW Reset with Access Services	1		
		M1 Review	12		
		Non Compliance	1		
		T2 Security Modification	2		
		User Knowledge or Error	18		
		Referral	HR		5
				Unit Liaison	1
			4		



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4/1/07-4/30/07

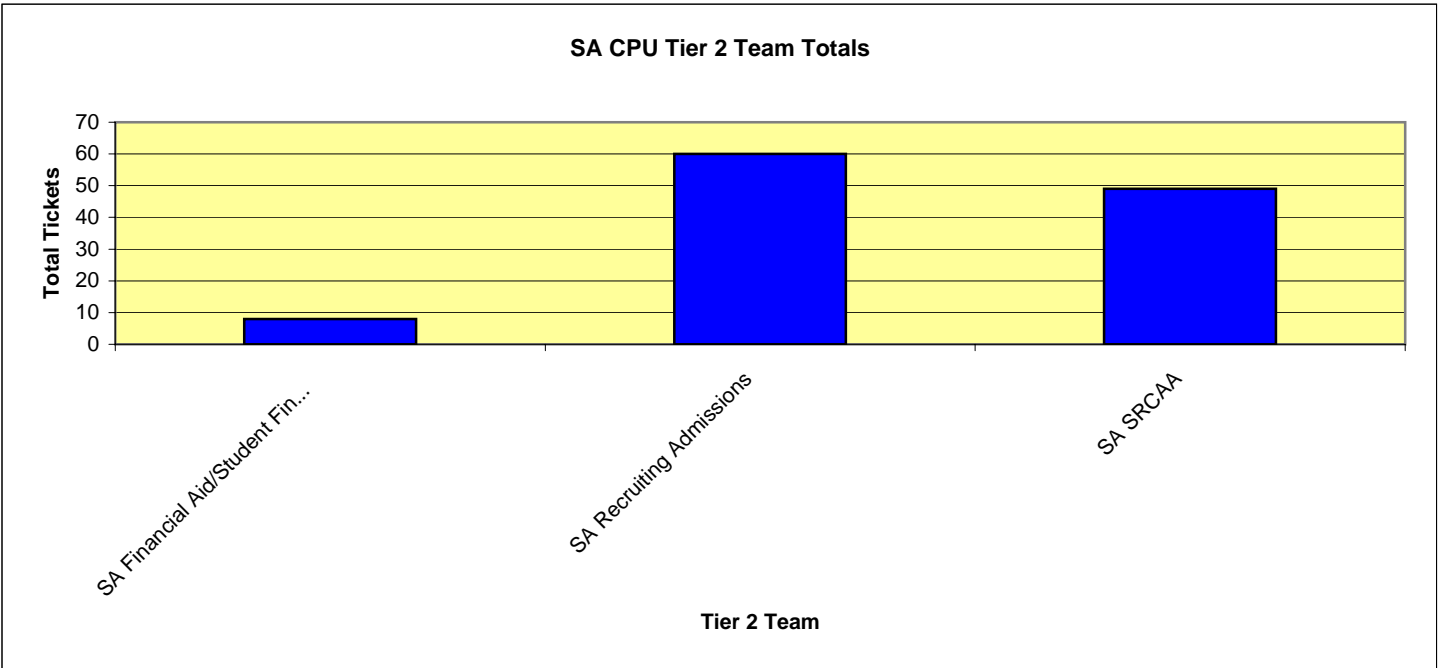
MAIS Help Desk

Student Administration Overall Ticket Volume

Call Logging Ratio			
Total Tickets Created			310
Metric	Open	Closed	Rate %
Tier 1	174	173	56%
Tier 2	136	130	42%
TOTALS	310	303	98%

Tier 2 Team Totals			
Tier 2 Team	Remain Open	Closed	Total
SA Financial Aid/Student Financials	0	8	8
SA Recruiting Admissions	1	59	60
SA SRCAA	4	45	49
TOTALS	5	112	117

Ticket Origination		
Total Tickets Created		310
Metric	Total	Rate %
Incoming Email	101	33%
Incoming Call	209	67%
TOTALS	310	100%





Monthly Report

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Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Student Administration Environment and Module Detail

Environment	Total
Data Warehouse	22
ODS	1
Production	287

Environment	Module	Total
Data Warehouse	Data Delivery	18
	Data Delivery v.5	4
ODS	Student Financials	1
Production	Academic Advisement	2
	Curriculum	12
	Financial Aid	10
	Recruiting/Admissions	70
	SEVIS	14
	Student Financials	1
	Student Records	64
	Student Self Service	22
Teaching Support	92	



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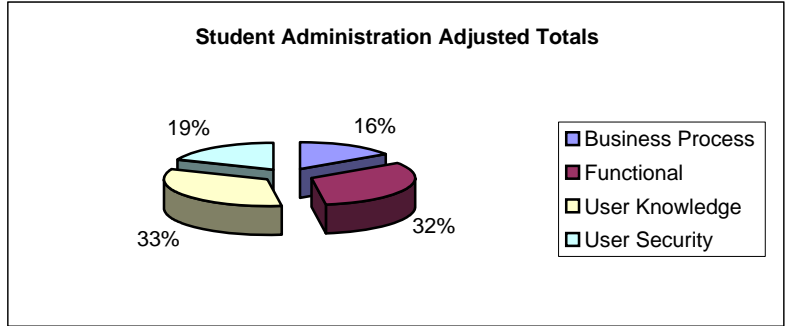
Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Student Administration Adjusted Totals

Problem	Total
Business Process	43
Functional	89
User Knowledge	92
User Security	52





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Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Student Administration Problem, Resolution and Indicator Detail

Problem	Resolution	Indicator	Total
Business Process	Central Office Procedure		43
			1
	Informational	CPU / MAIS	1
		General Information	13
	Referral		13
			29
		Access Services	1
		Admissions Office	3
		CPU/MAIS/Help Desk Tier 2	5
		ITCS / 4- Help	1
		Originating Department	6
		RO	13
	Functional		89
		Add/Modify Data	
Data Integrity			5
End User Modification			4
Query Support		T2 Modification	36
			9
		Create Query	3
		Modify Corp Document	2
		Modify User Created Query	3
Referral		Workaround	1
			35
		CPU/MAIS/Help Desk Tier 2	33
		RO	2
Technical			34
	Modify Application	4	
	Modify Connection	MAIS System Modification (MSR)	4
		Error Message	1
	Modify Database		1
		T2 Modification	6
	Modify Transaction		6
		Workaround	2
	Modify Workstation		2
		Web Browser Settings	5
	Performance		5
		Query Terminated by DBA	2
	Referral		2
			12
CPU/MAIS/Help Desk Tier 2		10	
ITCS / 4- Help		1	
System Not Available	System Administrator	1	
		1	
User Knowledge	System Not Available	2	
	Server Infrastructure	2	
		92	
	End User Training		86
		Application Activity	10
		Award Entry	2
		Class Creation	1
		Class Maintenance	3
		Class Roster	1
		FA-Other	1
		1	

Problem	Resolution	Indicator	Total
User Security	Navigation	Reporting	14
		SEVIS	6
		SR-Other	11
		TS-Other	2
		Web Grades	35
			6
		Page/Panel Navigation	4
		Web Navigation	2
			52
			30
	Access Review		
		HD Lockout Reset	5
		M1 Review	9
		Secondary Security Report	4
		User Knowledge or Error	12
	Referral		22
		Access Services	3
		CPU/MAIS/Help Desk Tier 2	3
		ITCS Accounts Office	2
		ITCS / 4- Help	1
	MDC	3	
	Originating Department	7	
	RO	1	
	Unit Liaison	2	



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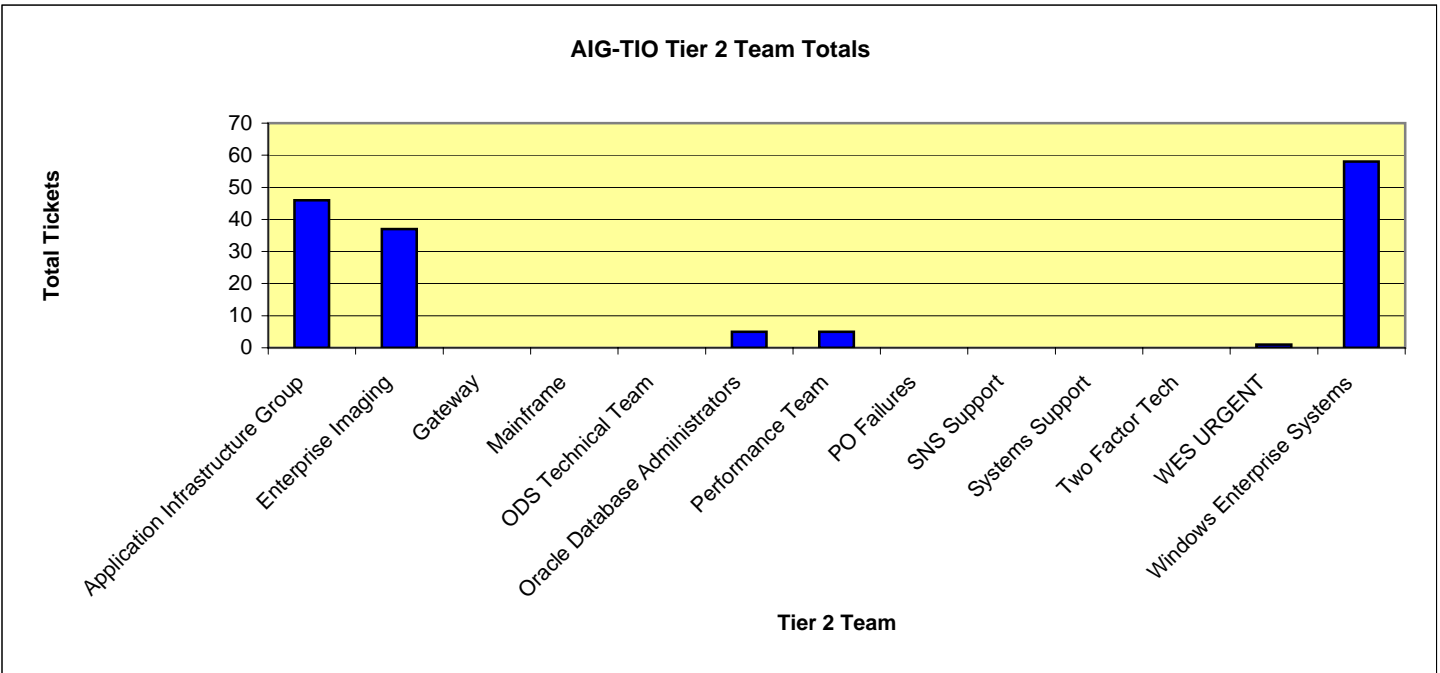
4/1/07-4/30/07

MAIS Help Desk

AIG/TIO Overall Ticket Volume

Call Logging Ratio			
Metric	Open	Closed	Rate %
Total Tickets Created			646
Tier 1	395	393	61%
Tier 2	251	237	37%
TOTALS	646	630	98%

Tier 2 Team Totals			
Tier 2 Team	Remain Open	Closed	Total
Application Infrastructure Group	2	44	46
Enterprise Imaging	3	34	37
Gateway	0	0	0
Mainframe	0	0	0
ODS Technical Team	0	0	0
Oracle Database Administrators	0	5	5
Performance Team	0	5	5
PO Failures	0	0	0
SNS Support	0	0	0
Systems Support	0	0	0
Two Factor Tech	0	0	0
WES URGENT	0	1	1
Windows Enterprise Systems	0	58	58
TOTALS	5	147	152





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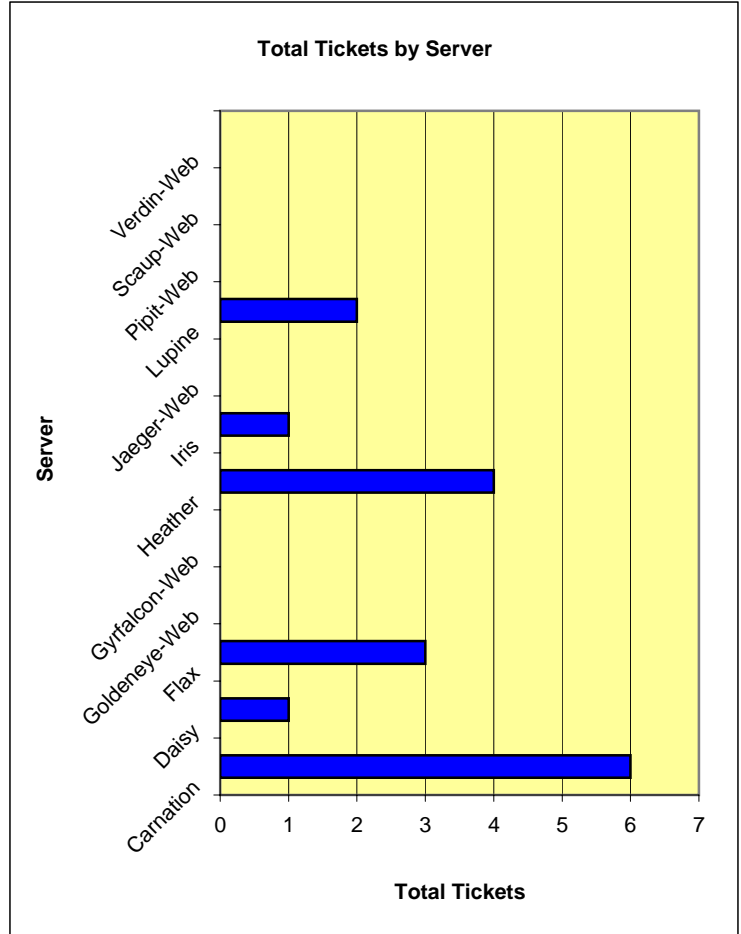
Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

AIG/TIO Tickets by Server

Server	Total
Carnation	6
Daisy	1
Flax	3
Goldeneye-Web	0
Gyr Falcon-Web	0
Heather	4
Iris	1
Jaeger-Web	0
Lupine	2
Pipit-Web	0
Scaup-Web	0
Verdin-Web	0





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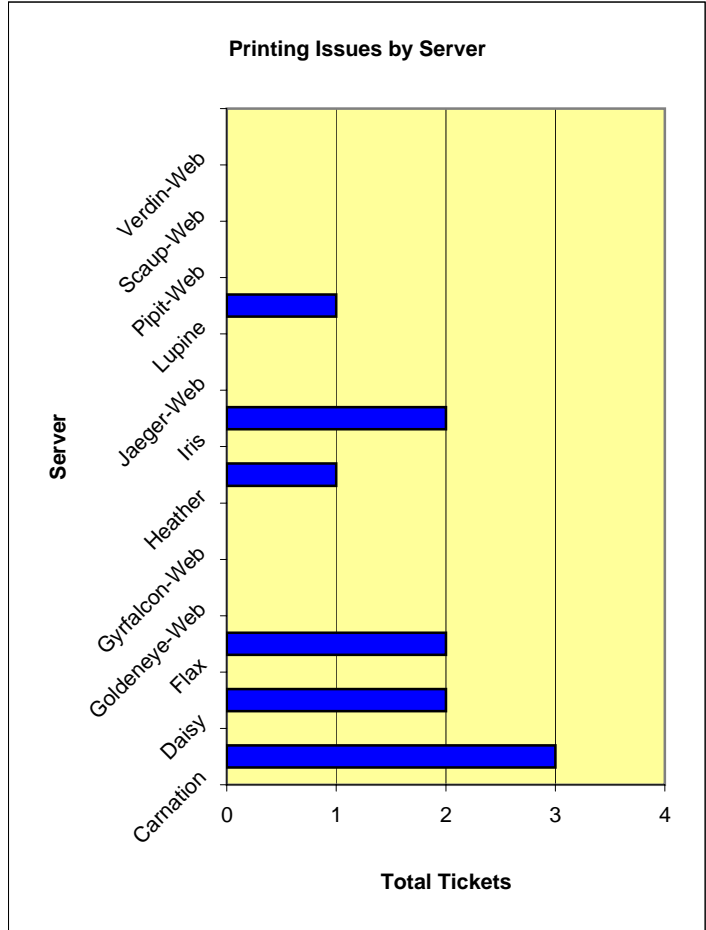
Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

AIG/TIO Printer Issues by Server

Server	Total
Carnation	3
Daisy	2
Flax	2
Goldeneye-Web	0
Gyr Falcon-Web	0
Heather	1
Iris	2
Jaeger-Web	0
Lupine	1
Pipit-Web	0
Scaup-Web	0
Verdin-Web	0





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05/09/07

Overview

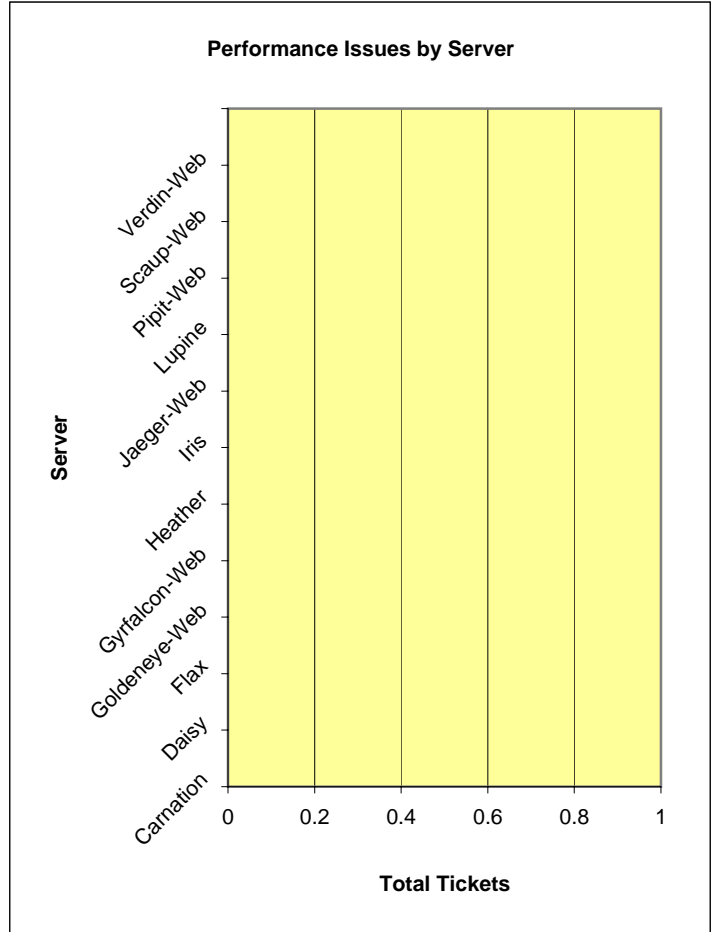
Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

AIG/TIO Performance Issues by Server

Server	Total
Carnation	0
Daisy	0
Flax	0
Goldeneye-Web	0
Gyr Falcon-Web	0
Heather	0
Iris	0
Jaeger-Web	0
Lupine	0
Pipit-Web	0
Scaup-Web	0
Verdin-Web	0





Monthly Report

Report Generated

5/9/2007

Overview

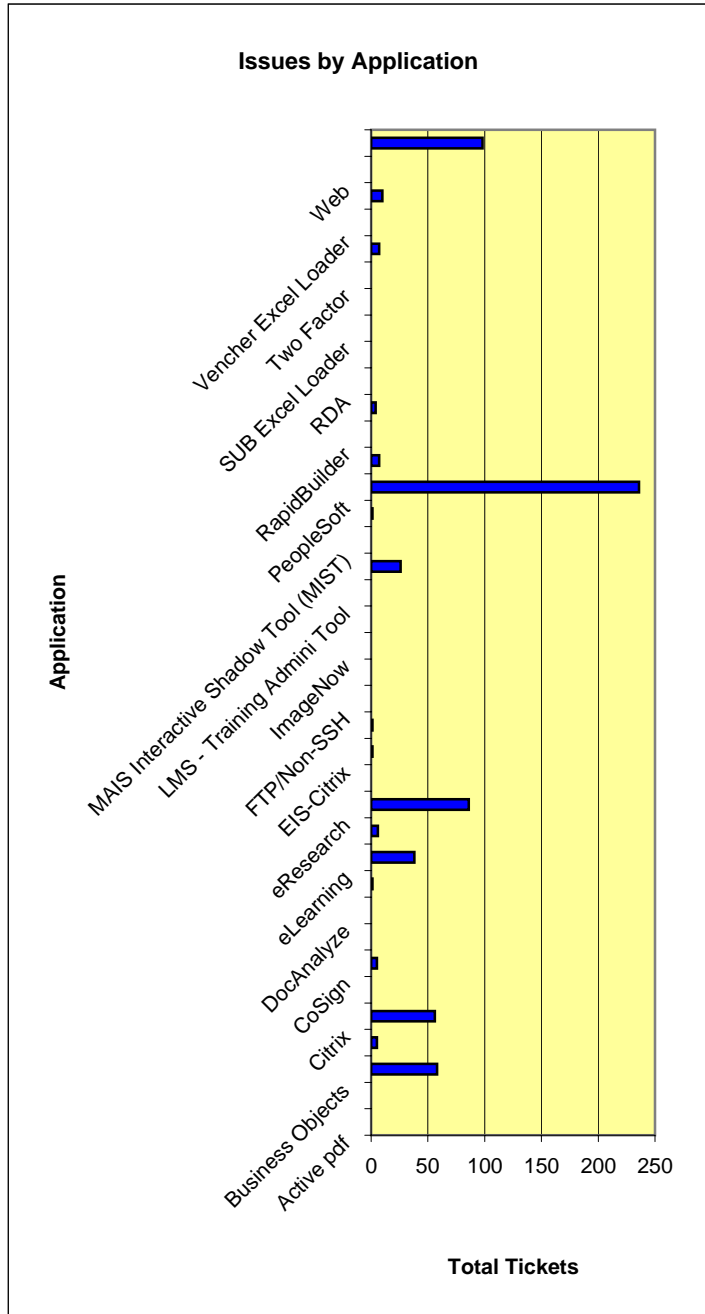
Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

AIG/TIO Tickets by Application

Application	Total
Active pdf	0
Adobe Acrobat Reader	0
Business Objects	58
Business Objects XIR2	5
Citrix	56
CLC Metrics	0
CoSign	5
DAC Alumni Web Interface	0
DocAnalyze	0
DSC-Mainframe	1
eLearning	38
eMploy	6
eResearch	86
EDI	0
EIS-Citrix	1
EIS-Non Citrix	1
FTP/Non-SSH	0
FTP/SSH	0
ImageNow	0
LCMS - Course Dev Tool	0
LMS - Training Admini Tool	0
M-Marketsite	26
MAIS Interactive Shadow Tool (MIST)	0
Nvision	1
PeopleSoft	236
PS Query	7
RapidBuilder	0
RapidPlayer	4
RDA	0
SQLnet	0
SUB Excel Loader	0
TNSnames File	0
Two Factor	0
Unsupported	7
Vencher Excel Loader	0
Vista Plus	10
Web	0
WebNow	98





Monthly Report

Report Generated

5/9/2007

Overview

Calls Received and Tickets Created for

4/1/07-4/30/07

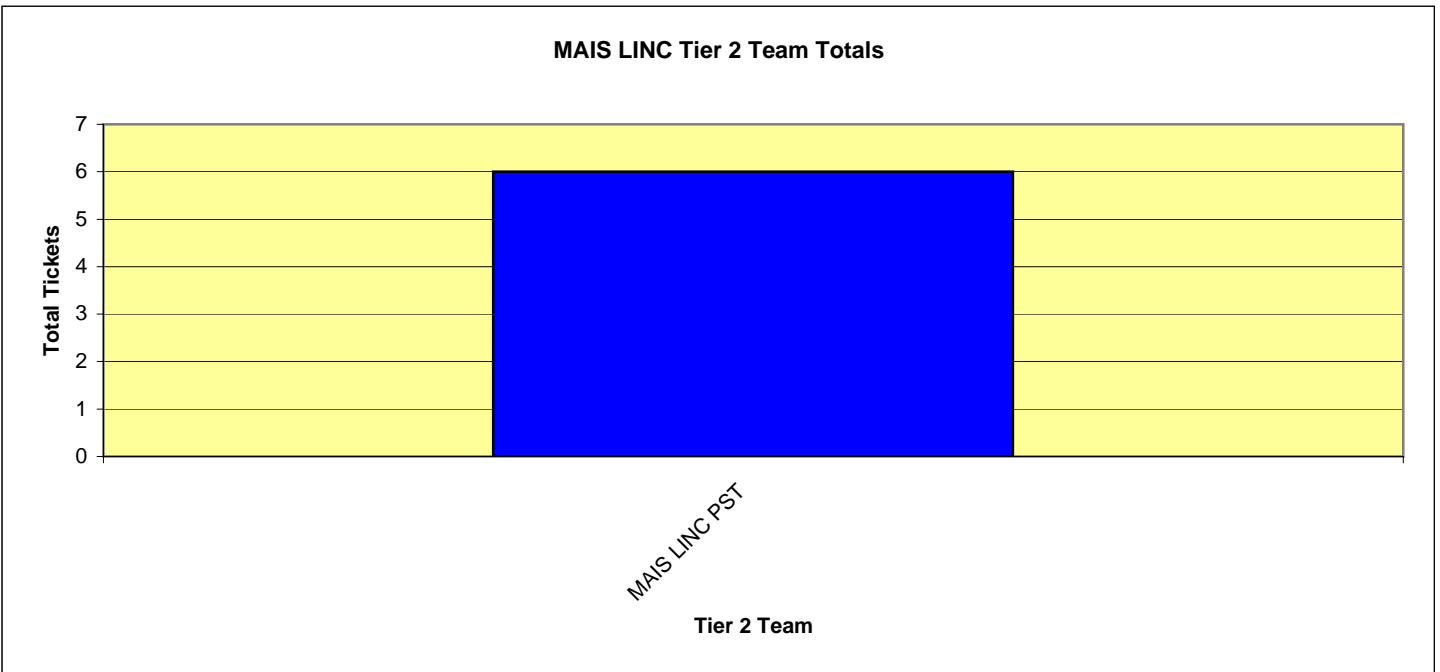
MAIS Help Desk

MAIS LINC Overall Ticket Volume

Call Logging Ratio			
Metric	Open	Closed	Rate %
Total Tickets Created			170
Tier 1	160	158	93%
Tier 2	10	6	4%
TOTALS	170	164	96%

Tier 2 Team Totals			
Tier 2 Team	Open	Closed	Total
MAIS LINC PST	4	2	6
TOTALS	4	2	6

Ticket Origination		
Metric	Total	Rate %
Total Tickets Created		170
Incoming Email	25	15%
Incoming Call	145	85%
TOTALS	170	100%





Monthly Report

Report Generated	5/9/2007	Overview	
		Calls Received and Tickets Created for	4/1/07-4/30/07

MAIS Help Desk

MAIS LINC Environment and Module Detail

Environment	Total
Production	170

Environment	Module	Total
Production	MAIS LINC	170



Monthly Report

Report Generated

5/9/2007

Overview

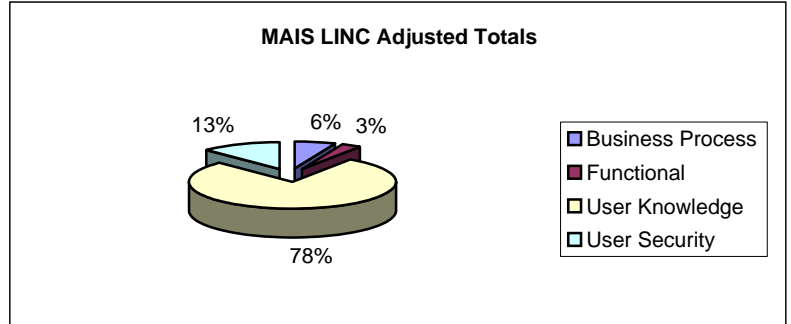
Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

MAIS LINC Adjusted Totals

Problem	Total
Business Process	8
Functional	4
User Knowledge	100
User Security	16





Monthly Report

Report Generated

5/9/2007

Overview

Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

MAIS LINC Problem, Resolution and Indicator Detail

Problem	Resolution	Indicator	Total
Business Process	Informational		8
		General Information	3
	Referral		3
Functional	Add/Modify Data	Access Services	5
		CPU/MAIS/Help Desk Tier 2	4
	Referral		1
	End User Modification		4
	End User Modification		2
Technical	Referral	Access Services	2
		CPU/MAIS/Help Desk Tier 2	1
	Modify Application		42
	Browser-Delete Cache/Mod. Setting		10
	Modify Connection		10
	Error Message		5
	Workaround		1
	Modify Database		4
	T2 Modification		1
	Modify Transaction		3
	Workaround		3
	Modify Workstation		11
	Employee Desktop Issue		2
	Software Installation		4
	Web Browser Settings		5
User Knowledge	Referral	CPU/MAIS/Help Desk Tier 2	9
		MCIT	3
	System Administrator		2
	System Not Available		4
	MAIS LINC		3
User Security	End User Training		100
		MAIS LINC	99
	Navigation		99
User Security	Access Review	Page/Panel Navigation	1
			1
	Access Review		16
	M1 Review		13
	T2 Security Modification		8
	User Knowledge or Error		1
	Referral		4
Access Services		3	
Unit Liaison		2	
			1



Monthly Report

Report Generated

5/9/2007

Overview

Calls Received and Tickets Created for

4/1/07-4/30/07

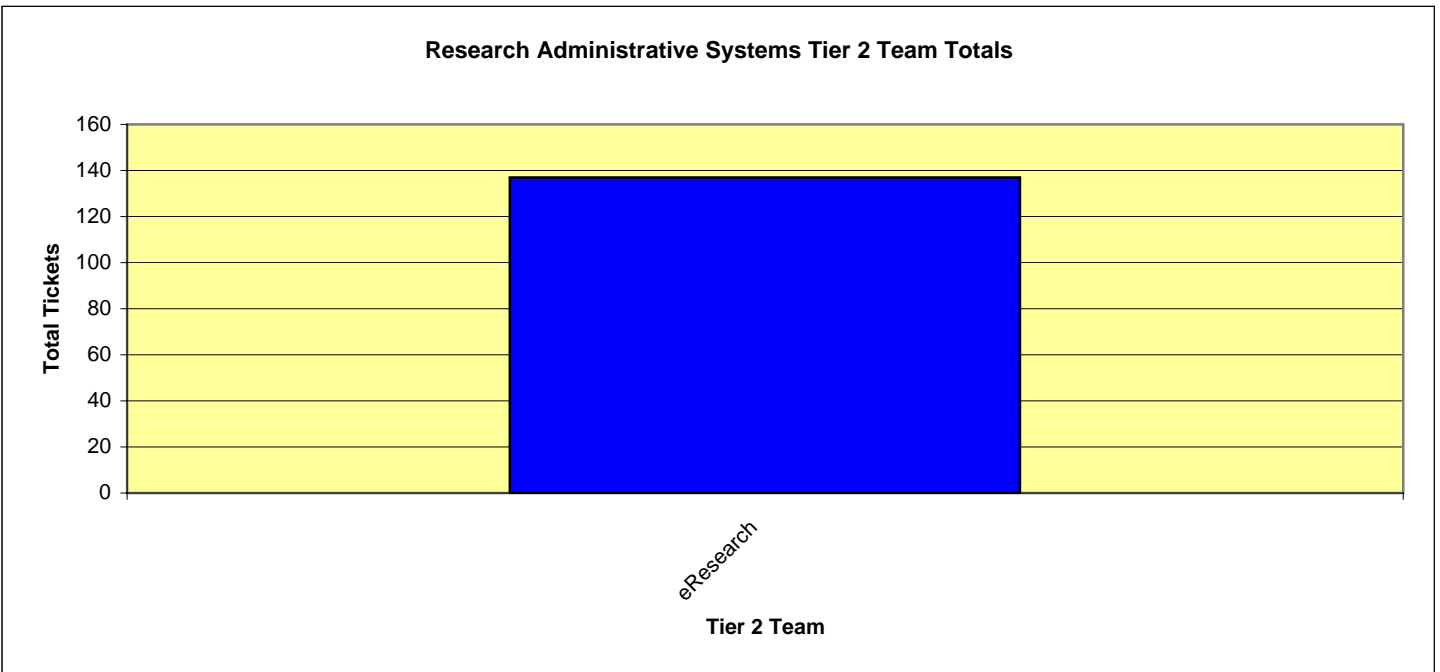
MAIS Help Desk

Research Administration Systems Overall Ticket Volume

Call Logging Ratio			
Total Tickets Created			257
Metric	Open	Closed	Rate %
Tier 1	117	116	45%
Tier 2	140	124	48%
TOTALS	257	240	93%

Tier 2 Team Totals			
Tier 2 Team	Remain Open	Closed	Total
eResearch	16	121	137
TOTALS	16	121	137

Ticket Origination		
Total Tickets Created		257
Metric	Total	Rate %
Incoming Email	107	42%
Incoming Call	150	58%
TOTALS	257	100%





Monthly Report

Report Generated **5/9/2007** Overview
 Calls Received and Tickets Created for **4/1/07-4/30/07**

MAIS Help Desk

Research Administration Systems Environment and Module Detail

Environment	Total
Data Warehouse	6
Production	251

Environment	Module	Total
Data Warehouse		
	Data Delivery	6
Production		
	Research Administration Systems	251



Monthly Report

Report Generated

5/9/2007

Overview

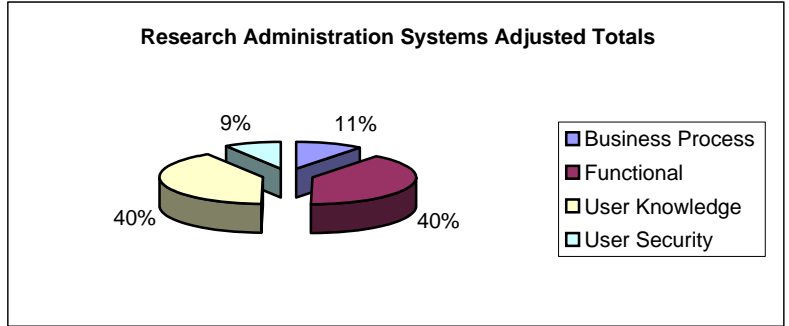
Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Research Administration Systems Adjusted Totals

Problem	Total
Business Process	18
Functional	67
User Knowledge	69
User Security	15





Monthly Report

Report Generated

5/9/2007

Overview

Calls Received and Tickets Created for

4/1/07-4/30/07

MAIS Help Desk

Research Administration Systems Problem, Resolution and Indicator Detail

Problem	Resolution	Indicator	Total	
Business Process	Informational		18	
		General Information	4	
	Referral		14	
		CPU/MAIS/Help Desk Tier 2	3	
		IBC	1	
		IRB BSHS	3	
		IRB Med	5	
		Originating Department	2	
	Functional	Add/Modify Data		67
			End User Modification	31
T2 Modification			12	
Referral			19	
			36	
		CPU/MAIS/Help Desk Tier 2	34	
		DRDA Office	1	
		Originating Department	1	
Technical	Modify Application		88	
		Browser-Delete Cache/Mod. Setting	12	
		MAIS System Modification (MSR)	1	
	Modify Connection		11	
		Error Message	6	
		T2 Modification	2	
		Workaround	1	
	Modify Database		3	
		T2 Modification	20	
	Modify Transaction		20	
		Error Message	12	
		Workaround	3	
	Performance		9	
			4	
		eResearch	4	
			4	
	Referral		22	
CPU/MAIS/Help Desk Tier 2		18		
DRDA Office		1		
System Administrator		3		
		3		
System Not Available		12		
	eResearch	12		
User Knowledge	End User Training		69	
			67	
		AE/ORIO	2	
		Amendment	11	
		eResearch-Other	26	
		eResearch Study	26	
		Reporting	1	
		SCR	1	
			1	

Problem	Resolution	Indicator	Total
User Security	Navigation		2
		Page/Panel Navigation	1
		Web Navigation	1
	Access Review		15
			9
		Non Compliance	1
		T2 Security Modification	6
	Referral	User Knowledge or Error	2
			6
		CPU/MAIS/Help Desk Tier 2	4
	ITCS Accounts Office	2	



Monthly Report Glossary

MAIS Help Desk

Terminology	Definition
Adjusted Totals	The data presented in this area of the report removes the totals for issues the team has no direct control over such as technical, printing or misdirected calls. This appears in the report for the following teams: Financials and Physical Resources, Human Resources Management System, Student Administration, MAIS LINC, and Research Administration Systems.
AIG/TIO	Application Infrastructure Group/Technical Infrastructure Operations. This group is unique in that it touches on all areas of the M-Pathways system. As a result, additional areas of the report provide detail on the system-wide support provided by AIG/TIO.
Application	The software used to access or process relevant information. Examples include Business Objects, CoSign, FTP, PeopleSoft, RapidPlayer, and SUB Excel Loader.
Call Logging Ratio	This is number of calls assigned to Tier 1 and Tier 2 and their percentage of the Total Tickets Created.
Closed	The number of tickets that were closed in the reporting period.
Cross Functional	Issues that either are not the responsibility of a specific team or affect all teams. Examples include Campus Community, Report Manager, and the Wolverine Access Gateway.
Data Delivery Totals	This area of the report provides details for each of the datasets in the data warehouse.
Dataset	The individual dataset in the data warehouse that is queried against. Examples are SA03, HR01, PY01, FN06, and SM01.
DBA Terminations Totals	This area of the report provides details on the number of panel search and query terminations performed by the Oracle Database Administrators.
Environment	The store of data used to complete a function. This includes areas such as Production, ODS, Web, and Data Warehouse.

Terminology	Definition
Environment and Module Detail	These areas of the report provide totals for each of the environment areas. There is additional detail provided in the form of the modules related to each environment. This appears in the report for the following teams: Financials and Physical Resources, Human Resources Management System, Student Administration, MAIS LINC, and Research Administration Systems.
Financials and Physical Resources	This combines the Financials and Physical Resources systems of M-Pathways. Financials consists of the Procurement and General Ledger modules while Physical Resources is comprised of the Asset Management, Inventory, and Space Management modules.
Human Resources Management System	This is the area of M-Pathways consisting of the Benefits, Human Resources, Payroll, and Time & Labor modules.
Incoming Call	Indicates that an issue was reported via a method of phone or voice mail.
Incoming Email	Indicates that an issue was reported via email.
Indicator	A convention attached to a specific type of call, used to monitor both long-term and emergent issues. The Help Desk or an outside department/group requesting call data may name these indicators. Examples include Application Activity, Award Entry, Individual Web Server, MCIT Issue, Requisition, and Vendor Maintenance.
MAIS LINC	Michigan Administrative Information Services Learning & Information Center. This provides access to the latest M-Pathways related training, documentation, and communications.
Metric	The particular area that is being analyzed and evaluated.
Module	A group of related business processes and/or pieces of information. These are all of the individual pieces of the M-Pathways system such as Human Resources, Time & Labor, Student Records, and Procurement.
Open	The number of tickets that were opened in the reporting period.
Other	This is used in the Data Delivery Totals area to represent those issues that are not addressed by Tier 1 or Reporting Services. This is expected to remain low in all cases.
Overall Ticket Volume	This portion of the report provides high-level ticket information. Data is displayed for individual teams on their respective pages of the report. This appears on the first page of the report as a summary as well as for the following teams: Financials and Physical Resources, Human Resources Management System, Student Administration, MAIS LINC, and Research Administration Systems.

Terminology	Definition
Overview	This is used to display the reporting period. This is displayed on each page of the report as a reference.
Panel Search Terminations Total	The number, by team, of panel search terminations performed by the Oracle Database Administrators.
Performance Issues by Server	This area of the report provides the total number of performance related issues encountered. In addition, it shows the number of these issues for each individual server.
Printer Issues by Server	This area of the report provides the total number of printing related issues encountered. In addition, it shows the number of these issues for each individual server.
Problem	A challenge or error preventing a user from accomplishing a desired task. Examples include Business Process, Functional, Misdirected, Technical, and User Knowledge.
Problem, Resolution and Indicator Detail	These areas of the report provide totals for each of the reported problem areas. There is additional detail provided in the form of the resolution and indicator related to each problem area. This appears in the report for the following teams: Financials and Physical Resources, Human Resources Management System, Student Administration, MAIS LINC, and Research Administration Systems.
Query Termination Total	The number, by team, of query terminations performed by the Oracle Database Administrators.
Rate %	For the Call Logging Ratio area, this is the resolution rate, expressed as a percentage, for Tier 1 and Tier 2 based on the total number of tickets. For the Ticket Origination area, this is the percentage of tickets for each method of origination based on the total number of tickets. This appears on the first page of the report as a summary as well as for the following teams: Financials and Physical Resources, Human Resources Management System, Student Administration, MAIS LINC, and Research Administration Systems.
Remain Open	The number of tickets for a Tier 2 Team that remain open at the end of the reporting period.
Report Generated	The date the report was generated. This is displayed on each page of the report as a reference.
Reporting Services	A cross functional group that provides support to users of the data warehouse and reporting environments for all areas of M-Pathways. It is comprised of individuals from all of the teams.
Research Administration Systems	Those areas related to the management of research information and data.

Terminology	Definition
Resolution	The method used to remedy the user's challenge or error. Examples include Central Office Procedure, End User Training, Navigation, Performance, and Tier 2 Modification.
Server	The names assigned to the Citrix and web servers that make M-Pathways available to users.
Student Administration	This is the area of M-Pathways consisting of the Recruiting/Admissions, Financial Aid, Student Financials, Student Records, Curriculum, and Academic Advising modules.
Team	Each of the individual systems that makes up M-Pathways. These include Cross Functional, Financials and Physical Resources, Human Resources Management System, Student Administration, MAIS LINC, and Research Administration Systems.
Ticket Origination	This is the method by which the issue was received, either phone or email.
Tickets by Application	This area of the report shows the total number of issues related to each of the applications.
Tickets by Server	This area of the report shows the total number of issues related to each of the servers used by M-Pathways.
Tier 1	The front-line Help Desk Consultants who provide initial support for users. These consultants triage with users and investigate reported issues to provide a resolution. When appropriate, they escalate issues to the appropriate Tier 2 team.
Tier 2	The second level of support provided by MAIS for support of the M-Pathways systems. At this level, staff have expert knowledge of specific areas of the system.
Tier 2 Team	An team of expert technical and functional staff based on module. These teams are comprised of staff from the core process and central office areas. They are responsible for resolving problems and providing resolution when assigned by Tier One staff.
Tier 2 Team Totals	This section shows the total number of tickets for the reporting period for each Tier 2 Team. Additionally, it shows the number of tickets that were closed during the reporting period and the number of tickets that remain open at the end of the reporting period. This is displayed
Total/Totals	These values represent a sum of the individual values for each reporting area.

Terminology	Definition
Total Tickets Created	This is the total number of tickets created for both T1 and T2. The rate for this portion of the report indicates the percentage of T1 and T2 calls in relation to the total call volume.
Uniqname	A personal identifier that is required for faculty, staff, students, alumni, and others to use a growing number of computing services across the U-M campus.