UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN · CHICAGO · SPRINGFIELD

Subject Area Enh./Oper. Reference Number	Summary Description	Table/View Affected	Table/View Columns Affected	Universe/Dashboard/Cube Affected	Universe/Dashboard/Cube Objects Affected
12/8/2016 Student Enhancement 20161117_R4038057	Add Maximum Override Hours to a Registration Universe Maximum Override Hours has been added to the STU - Registration Limited universe.			EDW - STU Registration Limited	
12/8/2016 HR Enhancement 20161109_R4032406	Add CFOAPAL Hierarchies folder to the Payroll universe Added CFOAPAL hierarchies folder in order to allow users of the Payroll universe to filter Accounting Detail data by college and other pieces of the org hierarchy.			EDW - HR Payroll	CFOAPAL Hierarchies folder - new folder containing folders and objects for all the pieces of the CFOAPAL
12/15/2016 Finance Enhancement 20160909_R3996275	New Grant Fields Add Kuali Coeus proposal number and Discard Date to Grant data.	T_GRANT	GRANT_AWARD_NBR GRANT_DISCARD_DATE	EDW - Finance Grants ITD	Proposal Number Discard Date
12/8/2016 OTH Enhancement 20161005_R4012058	Update to the AITS - Service Desk dashboard Update to the Average Transfers to Close and Median Time to Close metrics in the AITS - Service Desk dashboard to remove the "First Contact Resolution" tickets from the calculations.			AITS - Service Desk dashboard	
12/8/2016 OTH Enhancement 20161013_R4017160	Update to logic for the First Contact Resolution Ind in the T_TCKT table and EDW - Helpdesk Reporting universe 1) Add COMPLETE_DT to DC_UNCTR.T_TCKT that will hold the date of a ticket being marked as zCOMPLETE. 2) Update the logic for T_TCKT.FIRST_CONTACT_RSLNT_IND to use the new complete date field in addition to the resolve date and close date to account for any of the above to be used in the First Contact Resolution Indicator. 3) Update the description for Resolved on First Contact Ind object in the EDW - Helpdesk Reporting universe. 4) Add objects to the EDW - Helpdesk Reporting universe.	T_TCKT	COMPLETE_DT FIRST_CONTACT_RSLNT_IND	EDW - Helpdesk Reporting	Resolved on First Contact Ind Complete Date Complete Day Complete Month Complete Year