Team Dynamix Data Reporting

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Agenda

- Terminology
- ITPC-0605 EDW/BI Team Dynamix Project Summary
- Service Desk Reporting Universe Overview
- Access
- Q&A
Terminology

- **EDW** - The data warehouse environment that AITS stores and combines data for use by all University of Illinois campuses.
- **BusinessObjects** - an SAP suite of products which allows customers to view, sort and analyze data.
- **EDDIE** - The University’s acronym (Enterprise Data Delivery Information Environment) for the web-based delivery of BusinessObjects.
- **Webi** - short for Web Intelligence; the self-service environment for creating ad hoc queries, a component of BusinessObjects.
- **Solution Library** - Reports created for specific purposes that can easily be edited for your specific needs.
EDW/BI TDX Project Summary

- ITPC-0605 EDW/BI Team Dynamix - This project consisted of sourcing TDX ticket data into the data warehouse.
- The purpose of the EDW solution is to allow for analytical reporting on TDX Service Desk data. Individual ticket details are best reviewed in the TDX application.
- 13 tables were created.
- Data is updated daily from the previous business day.
- New Service Desk Reporting universe was created. This universe includes the data from the 13 tables.
- Basic data and pre-calculated KPIs were included in the universe.
- Additional calculations can be created through formulas and variables (Documentation on Advanced Queries or SAP Tutorials)
- Titles, descriptions, and responses within tickets/surveys were not pulled into the data due to security and HIPAA concerns.
Service Desk Reporting Universe Overview

- The universe is set up with Business Layers.
- Business Layers are a collection of objects that can be used together when creating reports. They are used to organize data in a more logical manner.
- Example: Ticket Feed Activity data does not have a relationship to survey information. However, both areas have a relationship to Ticket Details.
- Each Business Layer contains groups of data.
  - Ticket Activity
  - Feed Activity
  - Assignments
  - Survey Response
  - Ticket Tasks
  - Workflow
Ticket Activity Business Layer includes Ticket Details, Requestor, Creator, and Pre-defined Conditions.

Ticket Details:
- # Tickets Opened
- # Tickets Closed
- # of Transfers
- Ticket Number
- Ticket Link
- Open Date (Open Day, Open Month, Open Year)
- Close Date (Close Day, Close Month, Close Year)
- Initial Resolve Date
- Last Mod Date
- Status Name
- Status Class
- Application
- Service
- Create Method Desc
- Current Group Name
- Initial Group Name
Ticket Activity Business Layer includes Ticket Details, Requestor, Creator, and Pre-defined Conditions.

Ticket Details continued:
- Ticket Classification 1
- Ticket Classification 2
- Ticket Type
- Ticket Category Type
- Ticket COA Code
- Ticket Org Code
- Form Name
- Elapsed Time
- Elapsed Time in Minutes
- Parent
- Transfer Hub
- Application Source
- Application Destination
- Previously Assigned Indicator
Ticket Activity Business Layer includes Ticket Details, Requestor, Creator, and Pre-defined Conditions.

Ticket Details continued:
Impact
Urgency
Create to Respond
Create to Respond by Abs
Create to Respond by Oper
Create to Resolve
Create to Resolve by Abs
Create to Resolve by Oper
Created to Last Assign
Create to Last Assign by Abs
Create to Last Assign by Oper
Create to Final Assign
Create to Final Assign by Abs
Create to Final Assign by Oper
Survey Comment

Requestor
- Requestor Full Name
- Requestor UNI
- Requestor Net ID
- Requestor Email
- Requestor Contact Type

Creator
- Creator Full Name
- Creator UNI
- Creator Net ID
- Creator Chart Org Cd
- Creator Home Campus Cd
- Creator Home College Cd
- Creator Home Dept Cd
- Creator Email
- Creator Contact Type

Conditions
- Opened Last Month
- Closed Last Month
- Closed Last Year
Service Desk Reporting Universe Overview

Ticket Activity Business Layer includes Ticket Details, Requestor, Creator, and Pre-defined Conditions.

Ticket Details continued:
Create to Initial Resolve Abs
Create to Initial Resolve Oper
Create to Initial Respond Abs
Create to Initial Respond Oper
Survey Comment Ind

Requestor:
Requester Full Name (First, Middle, Last Name)
Requestor UIN
Requestor Net ID
Requestor Email
Requestor Contact Type
Ticket Activity Business Layer includes Ticket Details, Requestor, Creator, and Pre-defined Conditions.

Creator:
- Creator Full Name (First, Middle Last Name)
- Creator UIN
- Creator Net ID
- Creator Chart-Org Cd/Name
- Creator Home Campus Cd/Name
- Creator Home College Cd/Name
- Creator Home Dept Cd/Name
- Creator Email
- Creator Contact Type

Conditions:
- Opened Last Month
- Closed Last Month
- Closed Last Year
Feed Activity Business Layer includes Ticket Details and Feed Activity Classes:

Feed Activity:

- Activity Type
- Activity Person Full Name (First, Middle, Last Name)
- Activity Person UIN
- Activity Person Net ID
- Activity Person Email
- Activity Person Contact Type
- Date of Activity
- Activity Last Mod Date
- Previous Status
- New Status
- Status Change Date
- Status Duration
Assignments Business Layer includes Ticket Details, Requestor, Creator and Assignment Classes:

- **Assignment:**
  - Assigned to Group Name

- **Assignee:**
  - Assignee Full Name (First, Middle, Last Name)
  - Assignee UIN
  - Assignee Net ID
  - Assignee Email
  - Assignee Contact Type

- **Same Group Assignee:**
  - Same Grp Assignee Full Name (First, Middle, Last Name)
  - Same Grp Assignee UIN
  - Same Grp Assignee Net ID
  - Same Grp Assignee Email
  - Same Grp Assignee Contact Type
Assignments Business Layer includes Ticket Details, Requestor, Creator and Assignment Classes continued:

Assigned By:

Assigned By Full Name (First, Middle, Last Name)
Assigned By UIN
Assigned By Net ID
Assigned By Email
Assigned By Contact Type
Survey Response Business Layer includes Ticket Details and Survey Classes:

Survey:

Survey Name
Survey ID
Survey Question
Response Answer
Survey Response Date
Responder Full Name (First, Middle, Last Name)
Responder UIN
Responder Net ID
Responder Email
Responder Contact Type
Responder Active Employee
Ticket Tasks Business Layer includes Ticket Details and Tasks Classes:

Tasks:

- Task ID
- Task Responsibility Group
- Task Assignee Full Name (First, Middle Last Name)
- Task Assignee UIN
- Task Assignee Net ID
- Task Assignee Email
- Task Assignee Contact Type
- Task Scheduled Start Date
- Task Scheduled End Date
- Task Create Date
- Task Complete Date
Workflow Business Layer includes Ticket Details and Workflow Classes:

Workflow:
- Workflow Name
- Workflow Complete Ind

Workflow Assignee:
- Workflow Assignee Full Name (First, Middle, Last)
- Workflow Assignee UIN
- Workflow Assignee Net ID
- Workflow Assignee Email
- Workflow Assignee Contact Type
Workflow Business Layer includes Ticket Details and Workflow Classes:

Workflow Continued:

- Workflow Stage
- Workflow Order Number
- Workflow Stage Status Desc
- Workflow Stage Responsible Grp
- Workflow Step
- Workflow Step Order Number
Workflow Business Layer includes Ticket Details and Workflow Classes continued:

Workflow Step Assignee:
Workflow Step Assignee Full Name (First, Middle, Last Name)
Workflow Step Assignee UIN
Workflow Step Assignee Net ID
Workflow Step Assignee Email
Workflow Step Assignee Contact Type
How to Get Access.

- Contact your USC - they will submit a request through DS Unit Security Contact (USC) Application
  - Job Category = Data Analyst – Limited
  - Data Subject Area = Service Desk Reporting
Creating your own ad hoc report

- Log into EDDIE [https://eddie.ds.uillinois.edu/](https://eddie.ds.uillinois.edu/)
Creating your own ad hoc report

- Enter Netid/Password
Creating your own ad hoc report

- Authenticate with 2FA

Authenticate

Use: Mobile (XXX-XXX-5408)

- Call me
- Text me
- Use a passcode

New phone but same number? Use 'Call me' or 'Text me'

- Remember me for 24 hours

Can't use your registered device? Get a temporary passcode
Creating your own ad hoc report

- Click on Preferences
Creating your own ad hoc report

- Click Web Intelligence
- Make sure set to HTML
- Click Save & Close
Creating your own ad hoc report

Open Web Intelligence
Creating your own ad hoc report

Select new document, Universe, and then click OK
Creating your own ad hoc report

- Select Service Desk Reporting and click OK
Creating your own ad hoc report

Start building
Questions?
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Decision Support - AITS
   Contact Us: dsuss@uillinois.edu
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   Additional training:
   https://wwwaits.uillinois.edu/services/reports_and_data/help_and_training/training/