



Team Dynamix Data Reporting

Stephanie Adams, Functional Area Coordinator

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.

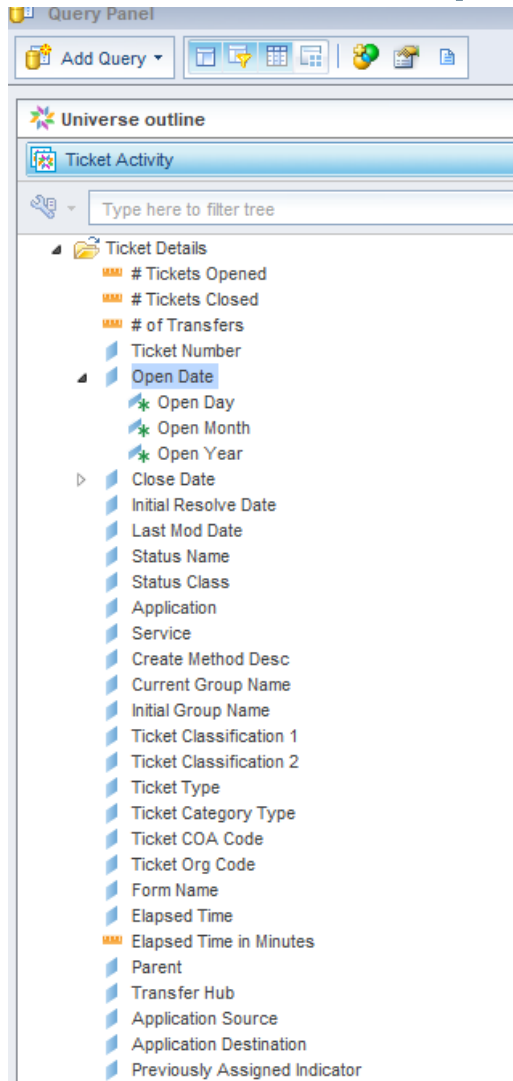
EDW/BI TDX Project Summary

- ▶ 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 include 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

Service Desk Reporting Universe Overview



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

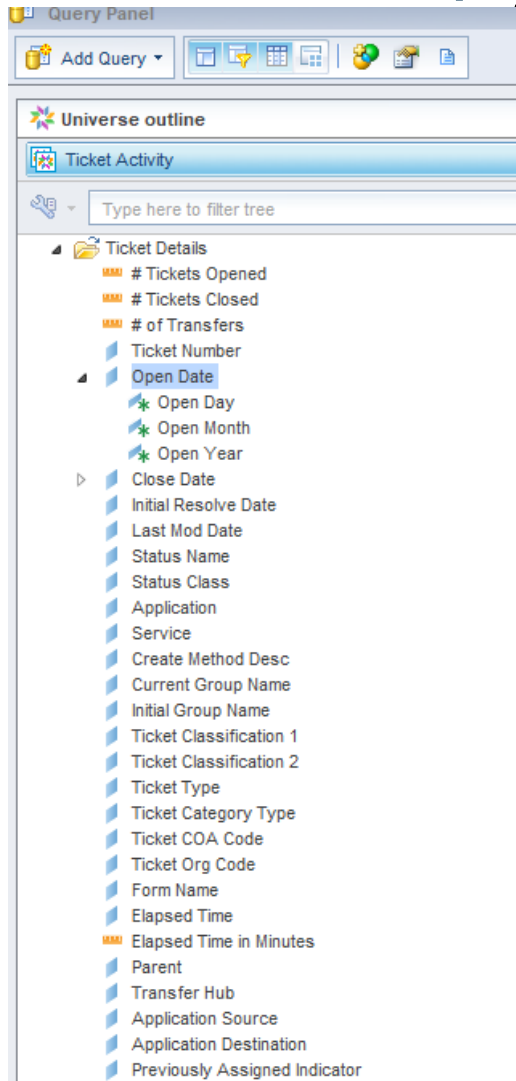
Service

Create Method Desc

Current Group Name

Initial Group Name

Service Desk Reporting Universe Overview



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

Service Desk Reporting Universe Overview

- Previously Assigned Indicator
- Impact
- Urgency
- Create to Respond Abs
- Create to Respond Oper
- Create To Resolve Abs
- Create to Resolve Oper
- Create to Last Assign Abs
- Create to Last Assign Oper
- Respond to Resolve Abs
- Respond to Resolve Oper
- Respond to Respond By Abs
- Respond to Respond By Oper
- Resolve to Resolve By Abs
- Resolve to Resolve By Oper
- Create to Initial Resolve Abs
- Create to Initial Resolve Oper
- Create to Initial Respond Abs
- Create to Initial Respond Oper
- Survey Comment Ind
- Requestor
 - Requestor Full Name
 - Requestor UIN
 - Requestor Net ID
 - Requestor Email
 - Requestor Contact Type
- Creator
 - Creator Full Name
 - Creator UIN
 - 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

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

Ticket Details continued:

Impact

Urgency

Create to Respond Abs

Create to Respond Oper

Create to Resolve Abs

Create to Resolve Oper

Create to Last Assign Abs

Create to Last Assign Oper

Respond to Resolve Abs

Respond to Resolve Oper

Respond to Respond By Abs

Respond to Respond By Oper

Resolve to Resolve By Abs

Resolve to Initial Resolve By Oper

Service Desk Reporting Universe Overview

- Previously Assigned Indicator
- Impact
- Urgency
- Create to Respond Abs
- Create to Respond Oper
- Create To Resolve Abs
- Create to Resolve Oper
- Create to Last Assign Abs
- Create to Last Assign Oper
- Respond to Resolve Abs
- Respond to Resolve Oper
- Respond to Respond By Abs
- Respond to Respond By Oper
- Resolve to Resolve By Abs
- Resolve to Resolve By Oper
- Create to Initial Resolve Abs
- Create to Initial Resolve Oper
- Create to Initial Respond Abs
- Create to Initial Respond Oper
- Survey Comment Ind
- Requestor
 - Requestor Full Name
 - Requestor UIN
 - Requestor Net ID
 - Requestor Email
 - Requestor Contact Type
- Creator
 - Creator Full Name
 - Creator UIN
 - 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

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:

Requestor Full Name (First, Middle, Last Name)
Requestor UIN
Requestor Net ID
Requestor Email
Requestor Contact Type

Service Desk Reporting Universe Overview

- Previously Assigned Indicator
- Impact
- Urgency
- Create to Respond Abs
- Create to Respond Oper
- Create To Resolve Abs
- Create to Resolve Oper
- Create to Last Assign Abs
- Create to Last Assign Oper
- Respond to Resolve Abs
- Respond to Resolve Oper
- Respond to Respond By Abs
- Respond to Respond By Oper
- Resolve to Resolve By Abs
- Resolve to Resolve By Oper
- Create to Initial Resolve Abs
- Create to Initial Resolve Oper
- Create to Initial Respond Abs
- Create to Initial Respond Oper
- Survey Comment Ind
- Requestor
 - Requestor Full Name
 - Requestor UIN
 - Requestor Net ID
 - Requestor Email
 - Requestor Contact Type
- Creator
 - Creator Full Name
 - Creator UIN
 - 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

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

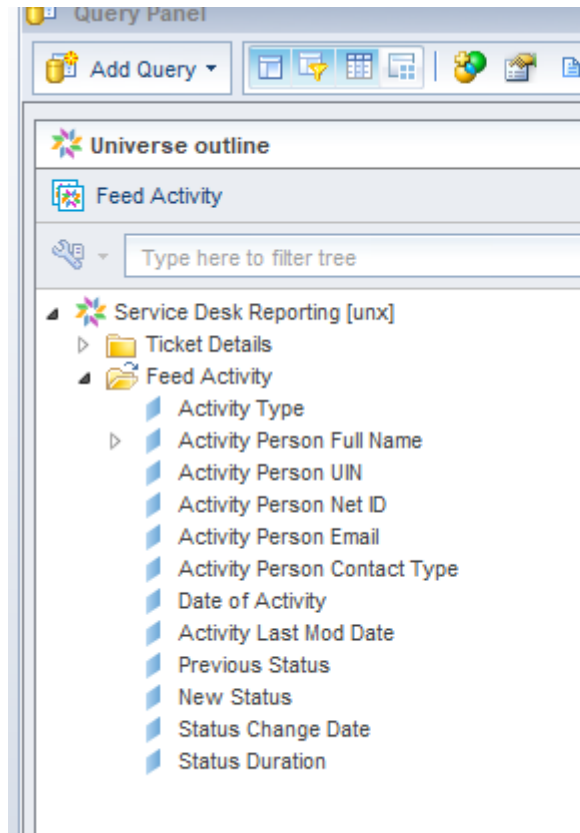
Conditions:

Opened Last Month

Closed Last Month

Closed Last Year

Service Desk Reporting Universe Overview



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

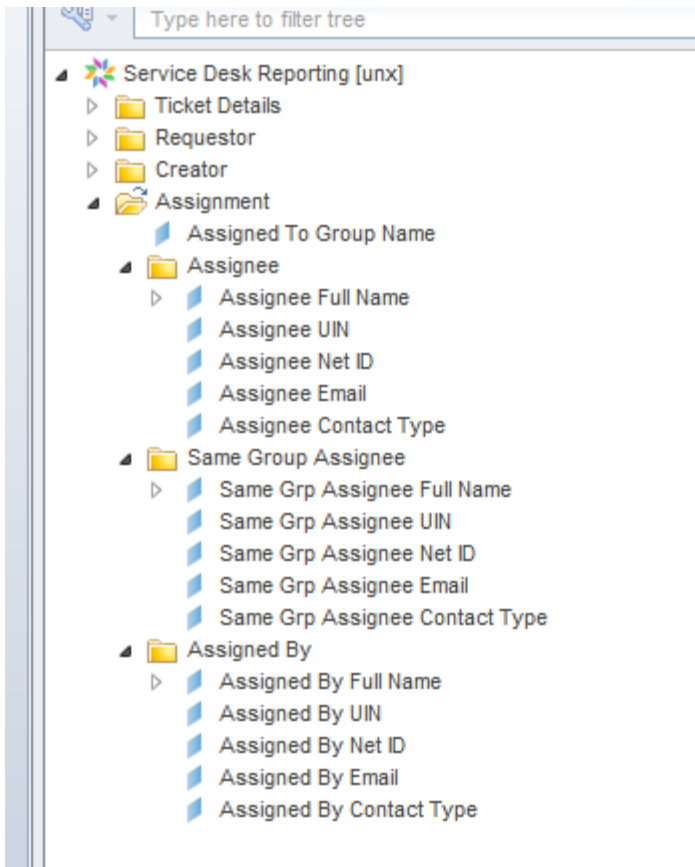
Previous Status

New Status

Status Change Date

Status Duration

Service Desk Reporting Universe Overview



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)

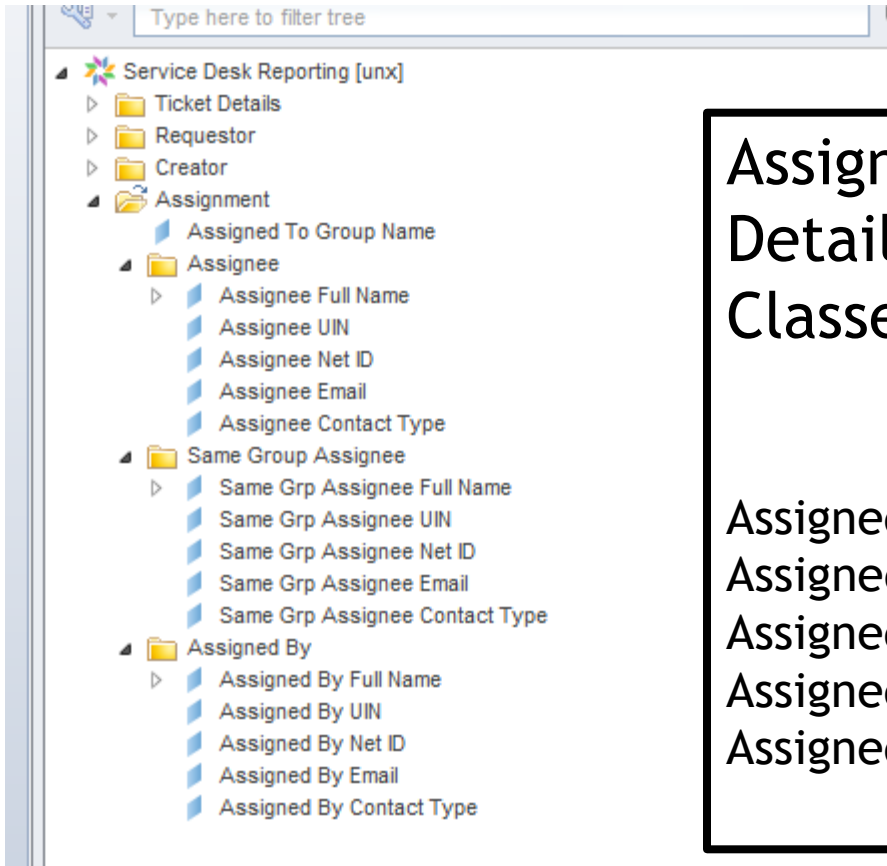
Same Grp Assignee UIN

Same Grp Assignee Net ID

Same Grp Assignee Email

Same Grp Assignee Contact Type

Service Desk Reporting Universe Overview

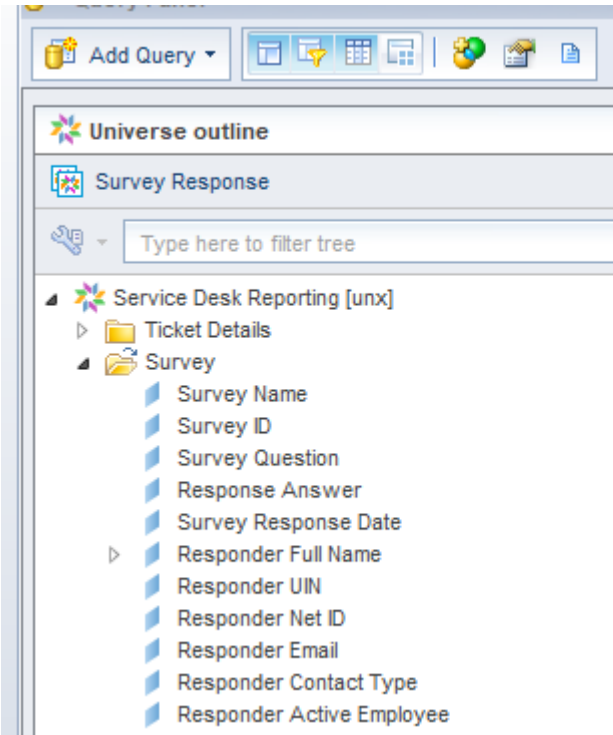


Assignments Business Layer includes Ticket Details, Requestor, Creator and Assignment Classes continued:

Assigned By:

Assigned By Full Name (First, Middle, Last Name)
Assigned By UIN
Assigned By Net ID
Assigned By Email
Assigned By Contact Type

Service Desk Reporting Universe Overview

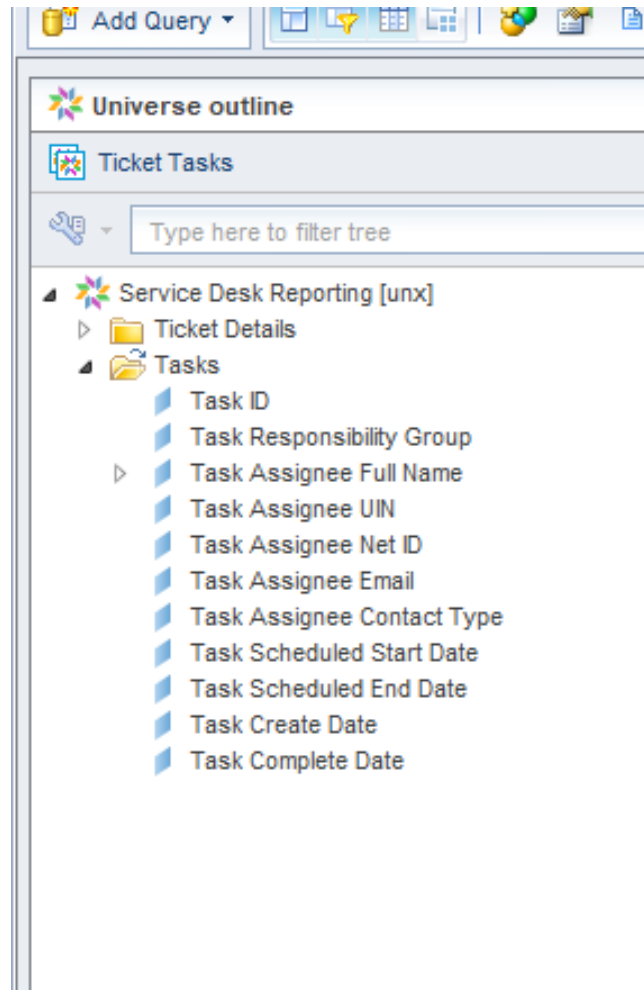


Survey Response Business Layer includes Ticket Details and Survey Classes:

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

Service Desk Reporting Universe Overview

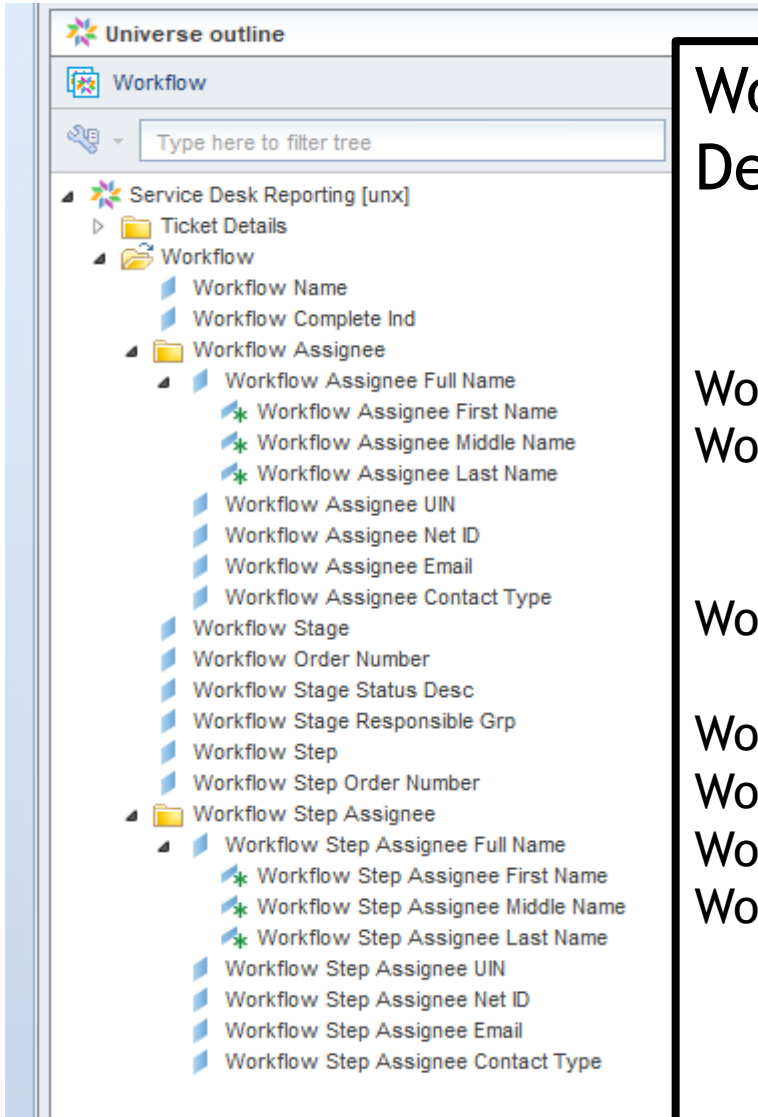


Ticket Tasks Business Layer includes Ticket Details and Tasks Classes:

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

Service Desk Reporting Universe Overview



Workflow Business Layer includes Ticket Details and Workflow Classes:

Workflow:

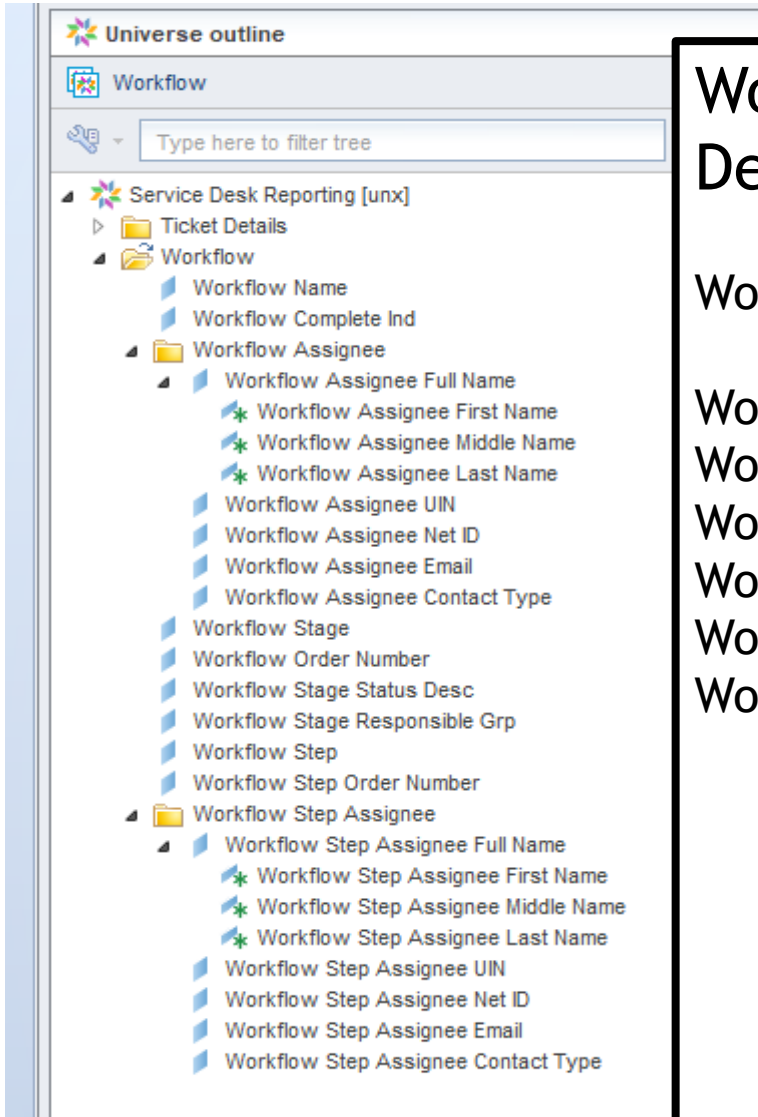
Workflow Name
Workflow Complete Ind

Workflow Assignee:

Workflow Assignee Full Name (First, Middle, Last)

Workflow Assignee UIN
Workflow Assignee Net ID
Workflow Assignee Email
Workflow Assignee Contact Type

Service Desk Reporting Universe Overview

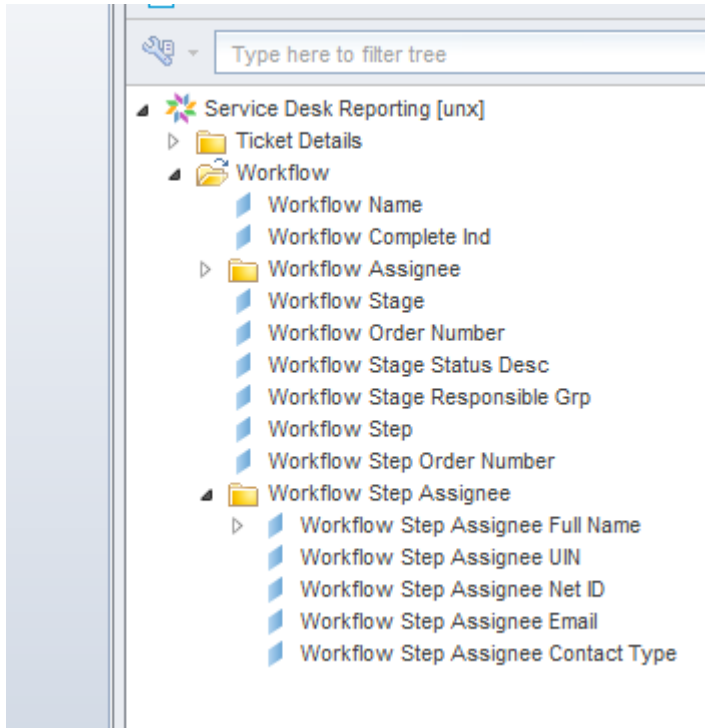


Workflow Business Layer includes Ticket Details and Workflow Classes:

Workflow Continued:

- Workflow Stage
- Workflow Order Number
- Workflow Stage Status Desc
- Workflow Stage Responsible Grp
- Workflow Step
- Workflow Step Order Number

Service Desk Reporting Universe Overview



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

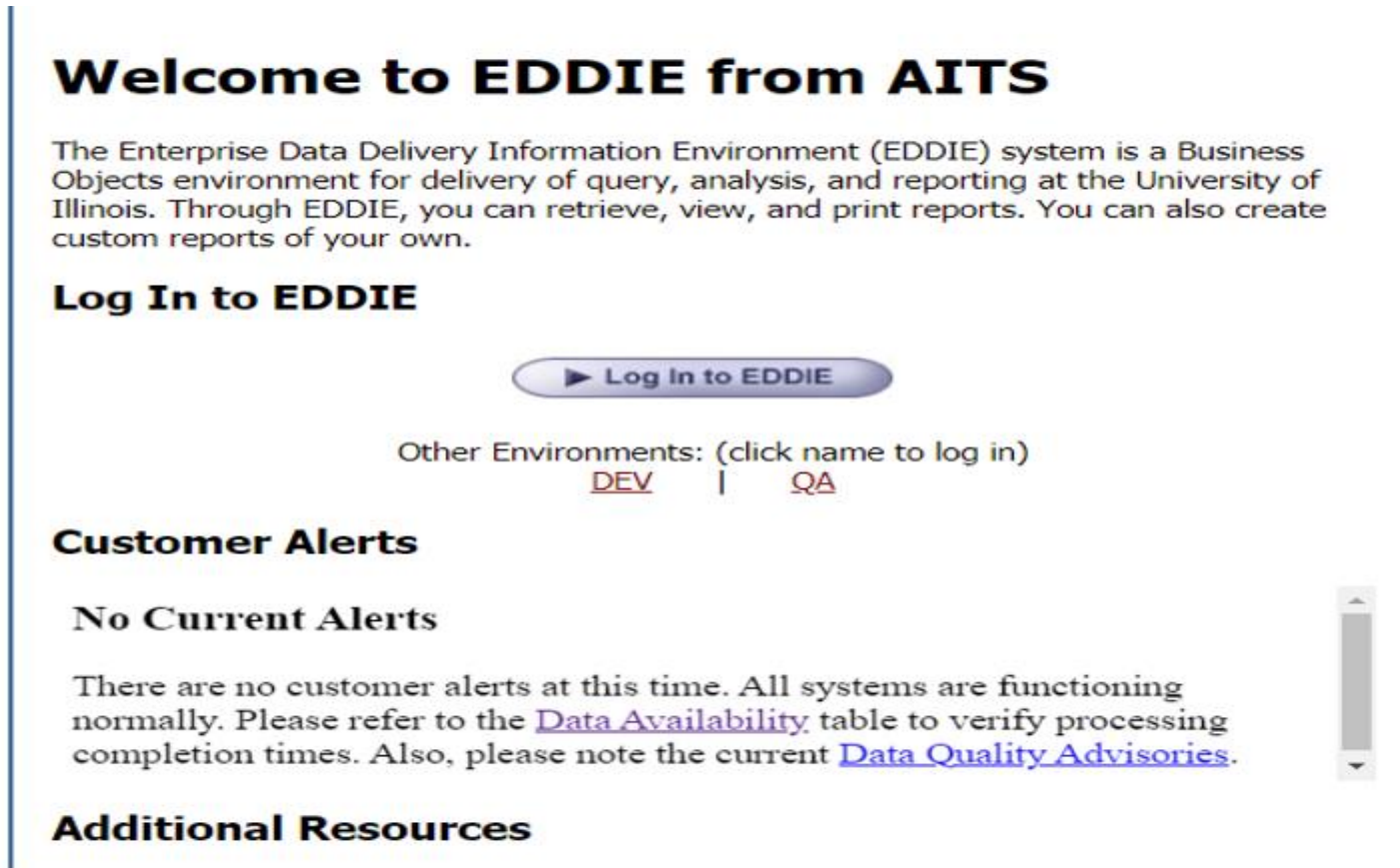
Workflow Step Assignee Contact Type

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/>

A screenshot of the EDDIE system homepage. The page has a white background with blue and grey accents. At the top, there is a heading "Welcome to EDDIE from AITS" in bold black text. Below it is a paragraph of introductory text. A prominent blue button with a right-pointing arrow and the text "Log In to EDDIE" is centered. Underneath the button, there is a section for "Other Environments" with links for "DEV" and "QA". The "Customer Alerts" section shows "No Current Alerts" and a paragraph of status information. At the bottom, there is a section for "Additional Resources". A vertical scrollbar is visible on the right side of the page content.

Welcome to EDDIE from AITS

The Enterprise Data Delivery Information Environment (EDDIE) system is a Business Objects environment for delivery of query, analysis, and reporting at the University of Illinois. Through EDDIE, you can retrieve, view, and print reports. You can also create custom reports of your own.

Log In to EDDIE

▶ Log In to EDDIE

Other Environments: (click name to log in)

[DEV](#) | [QA](#)

Customer Alerts

No Current Alerts

There are no customer alerts at this time. All systems are functioning normally. Please refer to the [Data Availability](#) table to verify processing completion times. Also, please note the current [Data Quality Advisories](#).

Additional Resources

Creating your own ad hoc report

- ▶ Enter Netid/Password

UNIVERSITY OF ILLINOIS SYSTEM
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

NetID

Password

LOG IN

[Forgotten or expired password?](#)


[Account options](#) [Help logging in](#)

Creating your own ad hoc report

▶ Authenticate with 2FA

NetID Center 2FA

Authenticate

Use:  Mobile (XXX-XXX-5408) ▼

[Call me](#)

[Text me](#)

[Use a passcode](#)

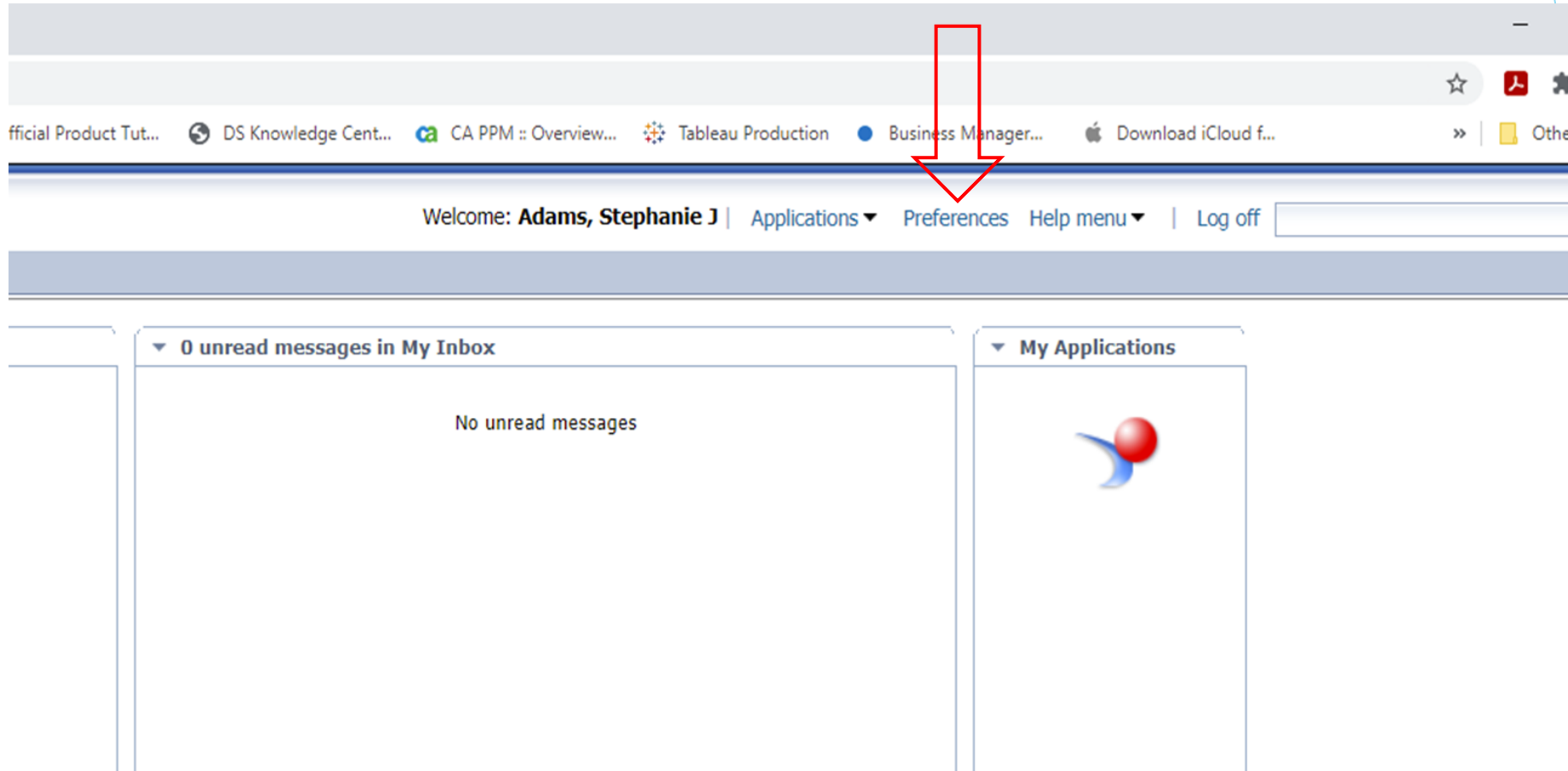
New phone but same number? Use 'Call me' or 'Text me'

Remember me for 24 hours

Can't use your registered device? [Get a temporary passcode](#)

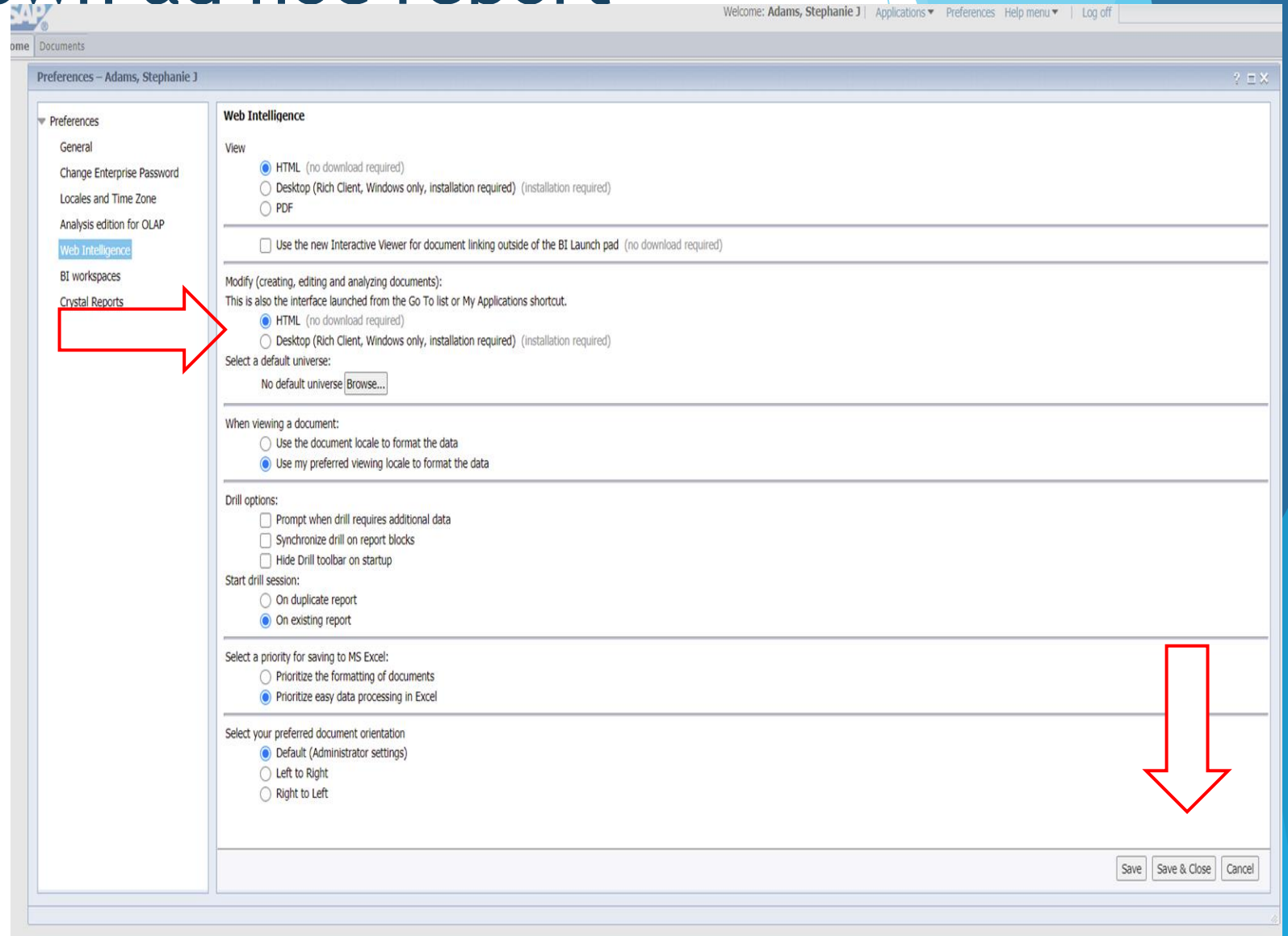
Creating your own ad hoc report

▶ 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

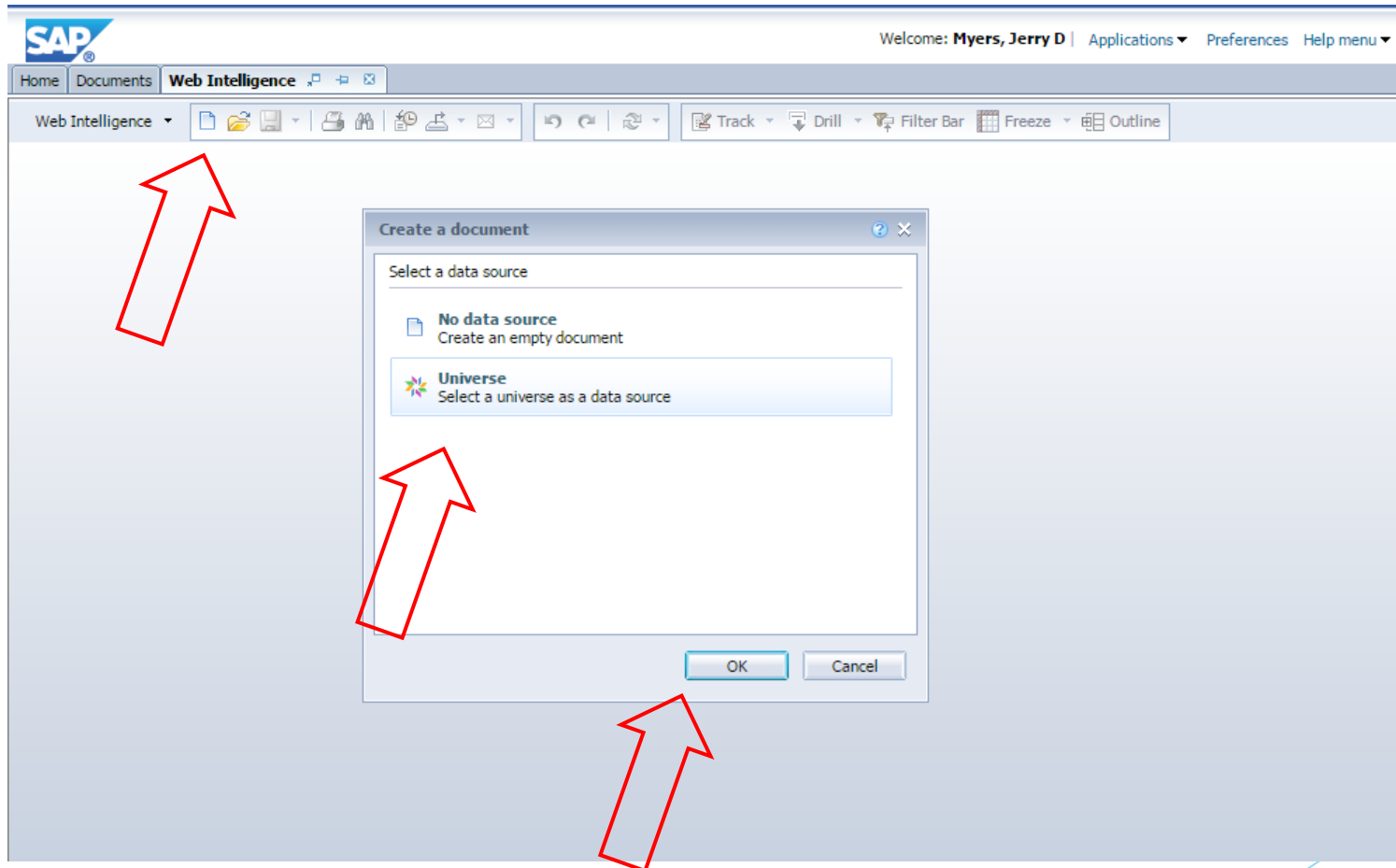
The screenshot displays the SAP Web Intelligence user interface. At the top, the SAP logo is on the left, and the user name 'Welcome: Myers, Jerry D' is on the right, along with navigation links for 'Applications', 'Preferences', 'Help menu', and 'Log off'. Below the header, there are two tabs: 'Home' and 'Documents'. The main content area is divided into several panels:

- My Recently Viewed Documents:** A list of document titles including 'Line_item_detail', 'Unprocessed_ERs', 'Unattached_TCard_Purchases', 'Global_Payment_Transactions_by_Org', 'UR_FIFA_Fixed_Asset_By_Org_UIN_Research', 'UR_FIFA_Fixed_Asset_By_Org_UIN', 'NEW_FIOL_Revenue_Expense_Transfer_Transaction...', 'FIOL_Revenue_Expense_Transfer_Transactions', 'UR_FIFA_Fixed_Asset_By_Org', and 'Expenses_by_Chart_Dept'.
- My Recently Run Documents:** A single entry 'Detailed_Monthly_Expenses' with a green checkmark icon.
- 0 unread messages in My Inbox:** A panel indicating no unread messages.
- 0 Unread Alerts:** A panel indicating no unread alerts.
- My Applications:** A panel containing three application icons. A red arrow points to the bottom icon, which is a red sphere with a blue shadow.

A red arrow points from the 'See more...' link in the 'My Applications' panel towards the right side of the dashboard.

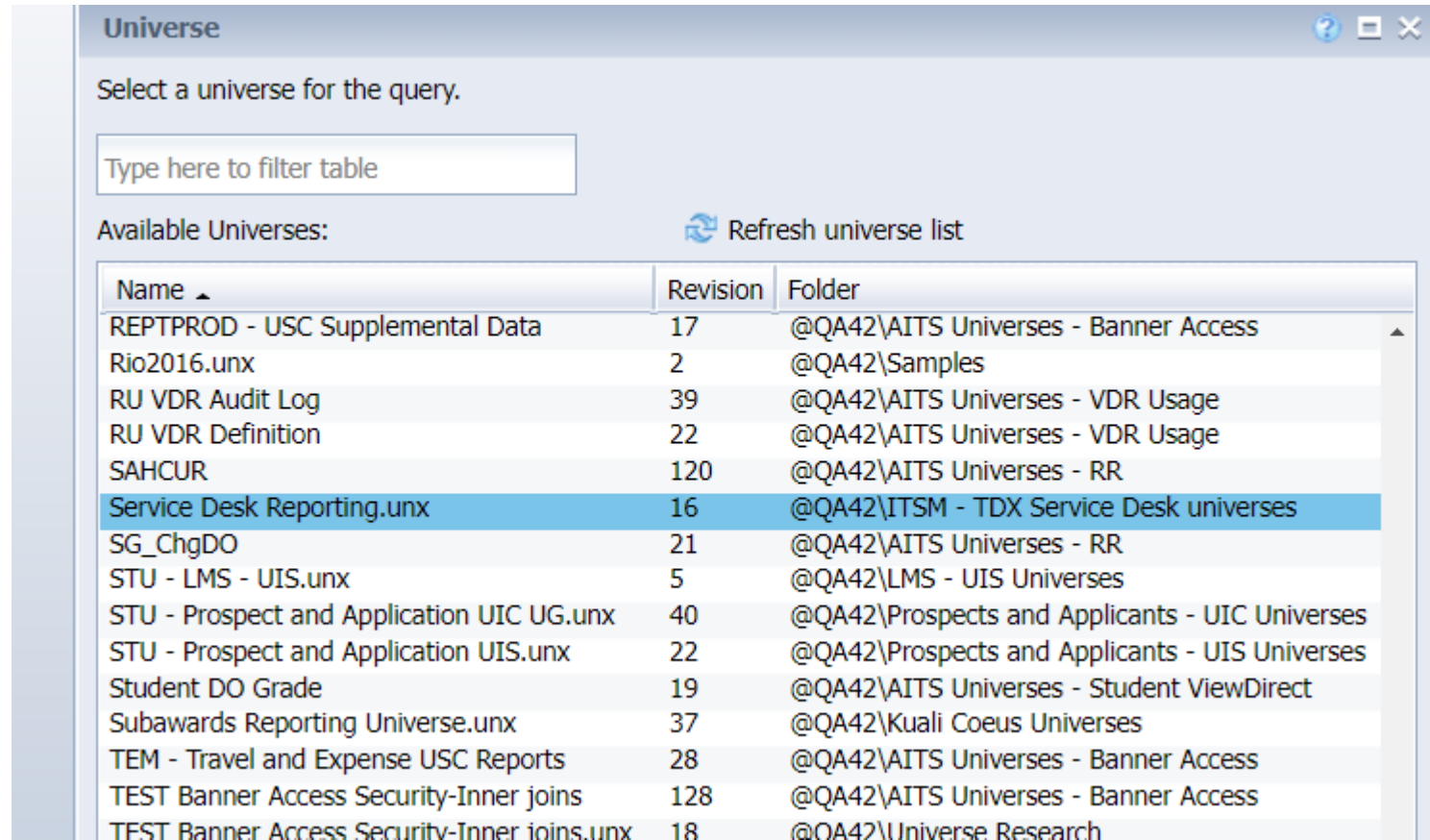
Creating your own ad hoc report

- ▶ Select new document, Universe, and then click OK



Creating your own ad hoc report

- ▶ Select Service Desk Reporting and click OK



Universe

Select a universe for the query.

Type here to filter table

Available Universes: Refresh universe list

Name ▲	Revision	Folder
REPTPROD - USC Supplemental Data	17	@QA42\AITS Universes - Banner Access
Rio2016.unx	2	@QA42\Samples
RU VDR Audit Log	39	@QA42\AITS Universes - VDR Usage
RU VDR Definition	22	@QA42\AITS Universes - VDR Usage
SAHCUR	120	@QA42\AITS Universes - RR
Service Desk Reporting.unx	16	@QA42\ITSM - TDX Service Desk universes
SG_ChgDO	21	@QA42\AITS Universes - RR
STU - LMS - UIS.unx	5	@QA42\LMS - UIS Universes
STU - Prospect and Application UIC UG.unx	40	@QA42\Prospects and Applicants - UIC Universes
STU - Prospect and Application UIS.unx	22	@QA42\Prospects and Applicants - UIS Universes
Student DO Grade	19	@QA42\AITS Universes - Student ViewDirect
Subawards Reporting Universe.unx	37	@QA42\Kuali Coeus Universes
TEM - Travel and Expense USC Reports	28	@QA42\AITS Universes - Banner Access
TEST Banner Access Security-Inner joins	128	@QA42\AITS Universes - Banner Access
TFST Banner Access Security-Inner joins.unx	18	@QA42\Universe Research

Creating your own ad hoc report

▶ Start building

The screenshot displays the 'Query Panel' interface in a 'Web Intelligence' application. The window title bar shows 'Home | Documents | Web Intelligence'. The interface is divided into several sections:

- Query Panel:** Contains an 'Add Query' dropdown menu and several icons for query management.
- Universe outline:** A tree view showing the data source structure. It is currently expanded to 'Ticket Activity'. Below it is a search box labeled 'Type here to filter on ti' and navigation arrows.
- Result Objects:** A large text area with the instruction: 'To include data in reports, select objects on the Universe pane and add them here by clicking the arrow. Click Run Query to return the results.' It includes a 'Run Query' button and a 'Close' button.
- Query Filters:** A section with the instruction: 'To filter the query, select predefined filters or objects in the Universe pane and add them here by clicking the arrow. Select Filter to specify the values you want returned to reports or select Prompt to define a message so users can select values of their choice.' It includes several filter icons.

Questions?

Stephanie Adams

Email: sjadams@uillinois.edu

Phone: (217) 265-7020

Functional Area Coordinator - Operational Data

Decision Support - AITS

Contact Us: dsuss@uillinois.edu

Website: https://www.aits.uillinois.edu/services/reports_and_data/

Additional training:

https://www.aits.uillinois.edu/services/reports_and_data/help_and_training/training/