

500 rows or more coming in every day in xlsx
 Calculations are done app side

Velocity day by day (added to daily)

Report date	7, 14, 22, 30, 30	14 columns
Open count	Age	
Assigned count		
	7, 30, 90 create count	
	7, 30, 90 closed count	

Ticket Snapshot (rebuild daily)

Assigned Name
Status
Priority
Date Requested
Date completed
Support Group

missing anything?

Weekly reviews (updated daily)

Username
7, 30, 90 closed count
Assigned count
7, 14, 22, 30, 30 Age

Added to weekly
 Requires Ticket Snapshot
 Table to have Ticket ID's

↓
 Trigger on a ticket status
 being updated to close

row data

- Assigned To Name
- Status
- Priority
- Date requested
- Date completed
- Support group

Things I could add
 changes that could be made

row	changes that could be made
Ticket ID	Could do update calls to the data base to show last or most priority tickets creating my own facts table
Ticket title + above	Display purposes for clock board

really old
 missing tickets
 ↓ fix?

all tickets lost are given in support groups but only the closed tickets for the last 90 days

calculated column for age?

Pros	Cons
less app work	Possible database slow downs
faster interface	less database space

Or calculate in storage app