

Flash Board Variables Document Index

1. [ARS:Email Incoming Company](#)
2. [ARS:Email Incoming Daily](#)
3. [ARS:Email Incoming Hourly](#)
4. [ARS:Email Incoming Status](#)
5. [ARS:Email Messages Error](#)
6. [ARS:Email Messages Error Logs](#)
7. [ARS:Email Messages Sent](#)
8. [ARS:Email Messages Sent Daily](#)
9. [ARS:Email Messages Sent Hourly](#)
10. [ARS:ITSM Incident Users Fixed Current](#)
11. [ARS:ITSM Incident Users Fixed Daily](#)
12. [ARS:ITSM Incident Users Float Current](#)
13. [ARS:ITSM Incident Users Float Daily](#)
14. [ARS:Notification Messages Events Monthly](#)
15. [ARS:Notification Messages Events Today](#)
16. [ARS:Notification Messages Events Total](#)
17. [ARS:Notification Messages Events Weekly](#)
18. [ARS:Notification Messages Module Monthly](#)
19. [ARS:Notification Messages Module Today](#)
20. [ARS:Notification Messages Module Total](#)
21. [ARS:Notification Messages Module Weekly](#)
22. [ARS:Remedy Client Browsers](#)
23. [ARS:Remedy Client OS](#)
24. [ARS:Remedy Total Users APP01](#)
25. [ARS:Remedy Total Users APP02](#)
26. [ARS:Remedy Total Users APP03](#)
27. [ARS:Remedy User Fixed Max Concurrent](#)
28. [ARS:Remedy User Float Max Concurrent](#)
29. [ARS:Remedy User Read Max Concurrent](#)
30. [ARS:Remedy User Total Max Concurrent](#)
31. [ARS:Remedy Users Fixed Current](#)
32. [ARS:Remedy Users Fixed Hourly](#)
33. [ARS:Remedy Users Float Current](#)
34. [ARS:Remedy Users Float Hourly](#)
35. [ARS:Remedy Users Read Current](#)
36. [ARS:Remedy Users Read Hourly](#)
37. [ARS:Remedy Users Total Hourly](#)
38. [ARS:Remedy Users Unique Daily](#)
39. [ARS:SRD Recent Request Frequency](#)
40. [ARS:SRD Recent Request Non-Other](#)
41. [ARS:SRD Request Frequency](#)

FB Variable : ARS:Email Incoming Company			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	'Create Date' >= (\$TIMESTAMP\$ - ((60 * 60) * 24))		

Help Text

Operation	Count
Expression	
Group By	(Primary: Company , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 4:00:00 PM MST
Collection Interval	
Periodicity	Every 1 Hour(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 2 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Email Incoming Daily			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	'Create Date' >= \$DATE\$		

Help Text

Operation	Count
Expression	
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 10, 2014 10:50:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 5 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Email Incoming Hourly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	'Create Date' >= (\$TIMESTAMP\$ - (60 * 60))		

Help Text

Operation	Count
Expression	
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 10, 2014 4:00:00 PM MST
Collection Interval	
Periodicity	Every 1 Hour(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 1 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Email Incoming Status			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	'Create Date' >= (\$TIMESTAMP\$ - ((60 * 60) * 24))		

Help Text

Operation	Count
Expression	
Group By	(Primary: Status , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 10, 2014 4:00:00 PM MST
Collection Interval	
Periodicity	Every 1 Hour(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 2 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Email Messages Error			
Form	Data Visualization Definition	View	Default Admin View
Qualification	('Send Message' = "Error") AND ('Create Date' >= (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Count
Expression	
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 30, 2013 11:00:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Email Messages Error Logs			
Form	Data Visualization Definition	View	Default Admin View
Qualification	'Create Date' >= (\$TIMESTAMP\$ - ((60 * 60) * 24))		

Help Text

Operation	Count
Expression	
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 30, 2013 11:00:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Email Messages Sent			
Form	Data Visualization Definition	View	Default Admin View
Qualification	('Send Message' = "Sent") AND ('Date Sent' >= (\$TIMESTAMP\$ - (60 * 60)))		

Help Text

Operation	Count
Expression	
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 30, 2013 11:00:00 PM MST
Collection Interval	
Periodicity	Every 1 Hour(s) on Monday,Tuesday,Wednesday,Thursday,Friday From 12 AM To 11 PM
Delete Interval	Expire after 1 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Email Messages Sent Daily			
Form	Data Visualization Definition	View	Default Admin View
Qualification	('Send Message' = "Sent") AND ('Date Sent' >= (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Count
Expression	
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 30, 2013 11:00:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Email Messages Sent Hourly			
Form	Data Visualization Definition	View	Default Admin View
Qualification	('Send Message' = "Sent") AND ('Date Sent' >= (\$TIMESTAMP\$ - (60 * 60)))		

Help Text

Operation	Count
Expression	
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 31, 2013 12:00:00 AM MST
Collection Interval	
Periodicity	Every 1 Hour(s) on Monday,Tuesday,Wednesday,Thursday,Friday From 12 AM To 11 PM
Delete Interval	Expire after 12 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:ITSM Incident Users Fixed Current			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Completed") AND ('Name' = "Remedy Incident Management") AND ('Modified Date' > (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'APP - Fixed Licenses Consumed'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 12, 2014 12:00:00 AM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:ITSM Incident Users Fixed Daily			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Completed") AND ('Name' = "Remedy Incident Management") AND ('Modified Date' > (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Maximum
Expression	'APP - Fixed Licenses Consumed'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 12, 2014 11:45:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:ITSM Incident Users Float Current			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Completed") AND ('Name' = "Remedy Incident Management") AND ('Modified Date' > (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'APP - Floating Licenses Consumed2'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 12, 2014 12:00:00 AM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:ITSM Incident Users Float Daily			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Completed") AND ('Name' = "Remedy Incident Management") AND ('Modified Date' > (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Maximum
Expression	'APP - Floating Licenses Consumed2'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 12, 2014 11:45:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Notification Messages Events Monthly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Notification Event' != \$NULL\$) AND ('Messages Processed Monthly' > 0)		

Help Text

Operation	Sum
Expression	'Messages Processed Monthly'
Group By	(Primary: Notification Event , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	November 24, 2015 12:10:00 PM MST
Collection Interval	
Periodicity	Day 1 of every 1 Month(s)
Delete Interval	Expire after 12 Months
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Notification Messages Events Today			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Notification Event' != \$NULL\$) AND ('Messages Processed Today' > 0)		

Help Text

Operation	Sum
Expression	'Messages Processed Today'
Group By	(Primary: Notification Event , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	November 24, 2015 11:45:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Notification Messages Events Total			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Notification Event' != \$NULL\$) AND ('Messages Processed Total' > 0)		

Help Text

Operation	Sum
Expression	'Messages Processed Total'
Group By	(Primary: Notification Event , Secondary: 0)

Schedule	
Data Collection	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Notification Messages Events Weekly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Notification Event' != \$NULL\$) AND ('Messages Processed Weekly' > 0)		

Help Text

Operation	Sum
Expression	'Messages Processed Weekly'
Group By	(Primary: Notification Event , Secondary: 0)

Schedule	
Data Collection	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Notification Messages Module Monthly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Module Name' != \$NULL\$) AND ('Messages Processed Monthly' > 0)		

Help Text

Operation	Count
Expression	'Messages Processed Monthly'
Group By	(Primary: Module Name , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	November 24, 2015 12:10:00 PM MST
Collection Interval	
Periodicity	Day 1 of every 1 Month(s)
Delete Interval	Expire after 12 Months
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Notification Messages Module Today			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Module Name' != \$NULL\$) AND ('Messages Processed Today' > 0)		

Help Text

Operation	Count
Expression	'Messages Processed Today'
Group By	(Primary: Module Name , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	November 24, 2015 11:45:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Notification Messages Module Total			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Module Name' != \$NULL\$) AND ('Messages Processed Total' > 0)		

Help Text

Operation	Sum
Expression	'Messages Processed Total'
Group By	(Primary: Module Name , Secondary: 0)

Schedule	
Data Collection	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Notification Messages Module Weekly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Module Name' != \$NULL\$) AND ('Messages Processed Weekly' > 0)		

Help Text

Operation	Count
Expression	'Messages Processed Weekly'
Group By	(Primary: Module Name , Secondary: 0)

Schedule	
Data Collection	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Client Browsers			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Client Type' = "Midtier") AND ('Status' = "Active")		

Help Text

Operation	Count
Expression	
Group By	(Primary: Browser Version , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 4:00:00 PM MST
Collection Interval	
Periodicity	Every 1 Day(s)
Delete Interval	Expire after 2 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Client OS			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	'Status' = "Active"		

Help Text

Operation	Count
Expression	
Group By	(Primary: Operating System , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 4:00:00 PM MST
Collection Interval	
Periodicity	Every 1 Day(s)
Delete Interval	Expire after 2 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Total Users APP01			
Form	Data Visualization Definition	View	Default Admin View
Qualification	('Server Name' = "(SERVER NAME REMOVED)") AND ('Time' >= (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'Number of Current Users'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 4:00:00 PM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Total Users APP02			
Form	Data Visualization Definition	View	Default Admin View
Qualification	('Server Name' = "(SERVER NAME REMOVED)") AND ('Time' >= (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'Number of Current Users'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 4:00:00 PM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Total Users APP03			
Form	Data Visualization Definition	View	Default Admin View
Qualification	('Server Name' = "(SERVER NAME REMOVED)") AND ('Time' >= (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'Number of Current Users'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 4:00:00 PM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy User Fixed Max Concurrent			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' >= (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Maximum
Expression	'Fixed Write Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 11:30:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	On
Collection Interval	
Periodicity	Every 1 Week(s) on Sunday
Summary Delete Interval	Expire after 1 Year(s)

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy User Float Max Concurrent			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' >= (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Maximum
Expression	'Floating Write Lic Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 11:30:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	On
Collection Interval	
Periodicity	Every 1 Week(s) on Sunday
Summary Delete Interval	Expire after 1 Year(s)

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy User Read Max Concurrent			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' >= (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Maximum
Expression	'Read Only Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 11:30:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	On
Collection Interval	
Periodicity	Every 1 Week(s) on Sunday
Summary Delete Interval	Expire after 1 Year(s)

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy User Total Max Concurrent			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' >= (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Maximum
Expression	'Number of Current Users'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 15, 2014 11:30:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	On
Collection Interval	
Periodicity	Every 1 Week(s) on Sunday
Summary Delete Interval	Expire after 1 Year(s)

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Users Fixed Current			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' > (\$TIMESTAMP\$ - (60 * 5)))		

Help Text

Operation	Maximum
Expression	'Fixed Write Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 31, 2013 12:00:00 AM MST
Collection Interval	
Periodicity	Every 5 Minute(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 6 Minutes
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Users Fixed Hourly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' >= (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'Fixed Write Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 31, 2013 12:00:00 AM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Monday,Tuesday,Wednesday,Thursday,Friday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Users Float Current			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' > (\$TIMESTAMP\$ - (60 * 5)))		

Help Text

Operation	Maximum
Expression	'Floating Write Lic Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 31, 2013 12:00:00 AM MST
Collection Interval	
Periodicity	Every 5 Minute(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 6 Minutes
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Users Float Hourly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' >= (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'Floating Write Lic Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 31, 2013 12:00:00 AM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Monday,Tuesday,Wednesday,Thursday,Friday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Users Read Current			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' > (\$TIMESTAMP\$ - (60 * 5)))		

Help Text

Operation	Maximum
Expression	'Read Only Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 31, 2013 12:00:00 AM MST
Collection Interval	
Periodicity	Every 5 Minute(s) on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday From 12 AM To 11 PM
Delete Interval	Expire after 6 Minutes
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Users Read Hourly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' >= (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'Read Only Connections'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 31, 2013 12:00:00 AM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Monday,Tuesday,Wednesday,Thursday,Friday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Users Total Hourly			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Statistic Status' = "Completed") AND ('Timestamp' >= (\$TIMESTAMP\$ - (60 * 30)))		

Help Text

Operation	Maximum
Expression	'Number of Current Users'
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	December 31, 2013 12:00:00 AM MST
Collection Interval	
Periodicity	Every 30 Minute(s) on Monday,Tuesday,Wednesday,Thursday,Friday From 12 AM To 11 PM
Delete Interval	Expire after 7 Hours
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:Remedy Users Unique Daily			
Form	Data Visualization Definition	View	Default Administrator View
Qualification	('Status' = "Active") AND ('Modified Date' >= (\$TIMESTAMP\$ - ((60 * 60) * 24)))		

Help Text

Operation	Count
Expression	
Group By	(Primary: 0 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	January 5, 2015 11:50:00 PM MST
Collection Interval	
Periodicity	Every WeekDay
Delete Interval	Expire after 6 Days
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:SRD Recent Request Frequency			
Form	Data Visualization Definition	View	Support
Qualification	('SRD_Status' = "Deployed") AND ('TakeSRDOfflineFlag' = "Online")		

Help Text

Operation	Sum
Expression	'Recent Request Count'
Group By	(Primary: Category1 , Secondary: 0)

Schedule	
Data Collection	On
Start Date/Time	October 13, 2015 7:00:00 PM MDT
Collection Interval	
Periodicity	Every 1 Week(s) on Saturday
Delete Interval	Expire after 8 Weeks
Data Summary	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:SRD Recent Request Non-Other			
Form	Data Visualization Definition	View	Support
Qualification	('SRD_Status' = "Deployed") AND ('TakeSRDOfflineFlag' = "Online") AND ('Category1' != "Other IT Help")		

Help Text

Operation	Sum
Expression	'Recent Request Count'
Group By	(Primary: Category1 , Secondary: 0)

Schedule	
Data Collection	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT

FB Variable : ARS:SRD Request Frequency			
Form	Data Visualization Definition	View	Support
Qualification	('SRD_Status' = "Deployed") AND ('TakeSRDOfflineFlag' = "Online")		

Help Text

Operation	Sum
Expression	'Request Frequency'
Group By	(Primary: Category1 , Secondary: 0)

Schedule	
Data Collection	Off

Permissions		
Name	ID	Type
Public	0	Change

Change History		
Owner:	Last Changed By: AR Init	Last Modified Date: April 11, 2016 9:01:06 AM MDT