

ServiceNow Reporting

Current State:

- **Tickets Created During Fiscal Month**
- **Pass/Fail based on SLA that never gets reviewed or updated**
- **No distinction made based on State other than Open or Resolved/Closed**

Discussion Topics:

- **Tickets Resolved During Fiscal Month?**
- **5 Day SLA? Varying SLA?**
- **Awaiting Email, Waiting Info, Varying States?**



Commentary

Current State:

- **Commentary requests are sent out with metrics collection, and comments are compiled in Excel.**
- **Power BI doesn't have a commentary feature.**

Discussion Topics:

- **Commentary would require us to build custom applications.**
 - **Software Cost**
 - **Skillset Challenges**
 - **Potential Solution: Power Apps**
 - **Licensing Costs**
 - **Usage Costs**
- **Storage? How Long?**

Oracle Data

Current State:

- **Oracle is source for many transactional based information.**
- **Prior hesitation about RPA team having access to pull direct queries.**
- **9 Months to get accurate aging query**
- **Discoverer going away.**
- **Long run times.**

Discussion Topics:

- **GBS Pursuit? Corporate Analytics?**
- **Create content we need in EDW?**



Data Storage

Discussion Topics:

- **Storage expectation:**
 - **Recommend 25 Months**
- **Summary Level Data**
 - **Team Level Drill Down where appropriate**
 - **Not Transactional Level**