Overview of Email requests and MS Bookings statistics 2020-Now

ServiceNow

MS Bookings

Total Number of Incidents in Selected Year(s)	Number of Incidents in 2022	Number of Incidents in 2023	Number of consultations booked (September 2022 - Now)
2516	**688**	**369**	**131**

Last Refresh Date

8/21/2023
3:05:12 PM

Select Year(s):

Year
- ☑ Select all
- ☑ 2020
- ☑ 2021
- ☑ 2022
- ☑ 2023

Total Number of Incidents by Department - Top 10

Department 6 — 346
Department 5 — 330
Department 3 — 295
Departme... — 220
Depart... — 187
Departm... — 107
De... — 63
D... — 52
Departm... — 66

Number of Incidents by Month

Year ● 2020 ● 2021 ● 2022 ● 2023

Number of Incidents by Year

Year ● 2020 ● 2021 ● 2022 ● 2023

346, 1113, 688, 369

Number of Consultations by Month

Year ● 2022 ● 2023

Number of Consultations by Year

Year ● 2022 ● 2023
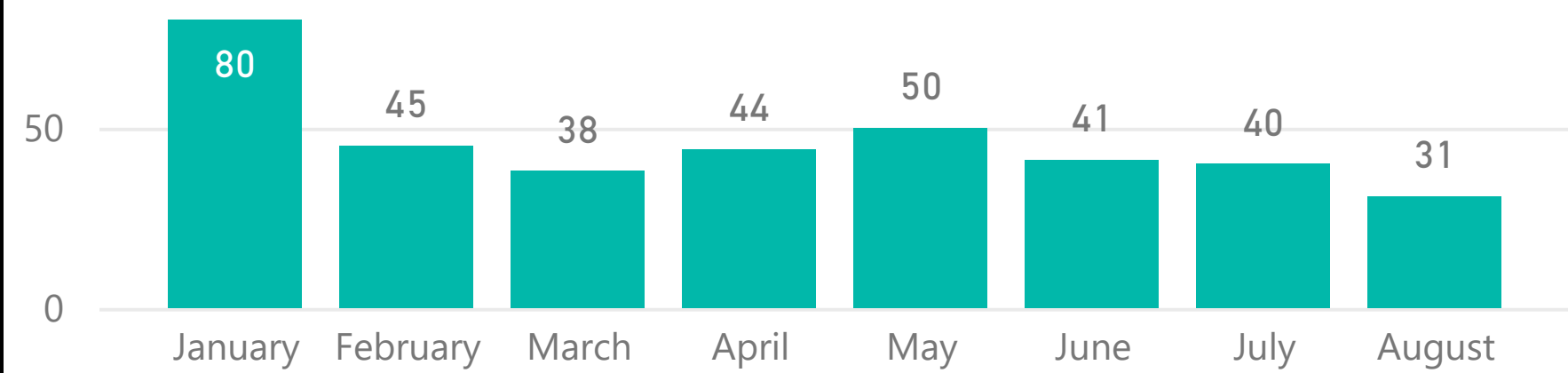
91, 40

Overview of ServiceNow and MS Bookings statistics 2023

ServiceNow

Number of ServiceNow Incidents in 2023

369

Number of Incidents opened by Month
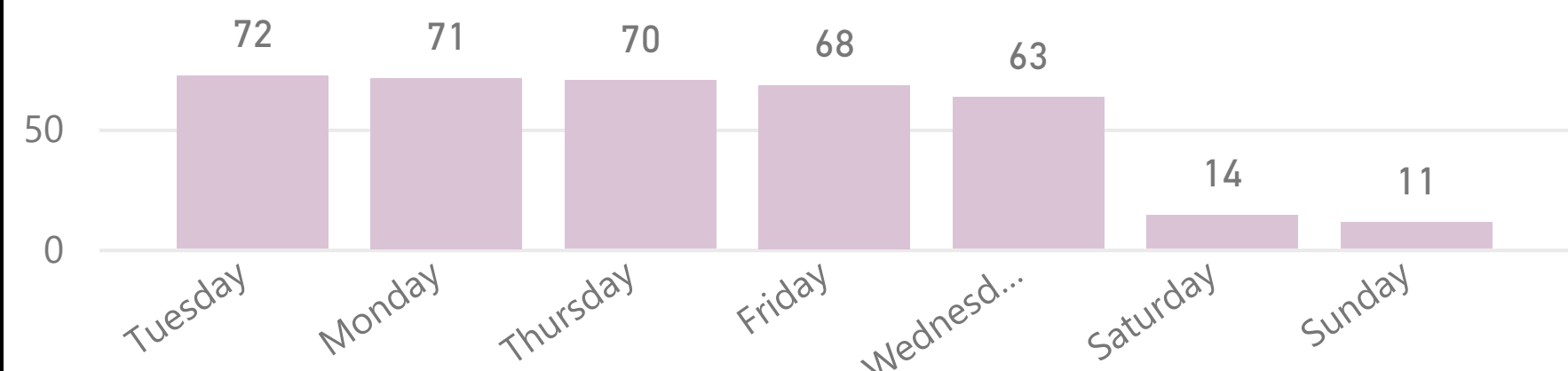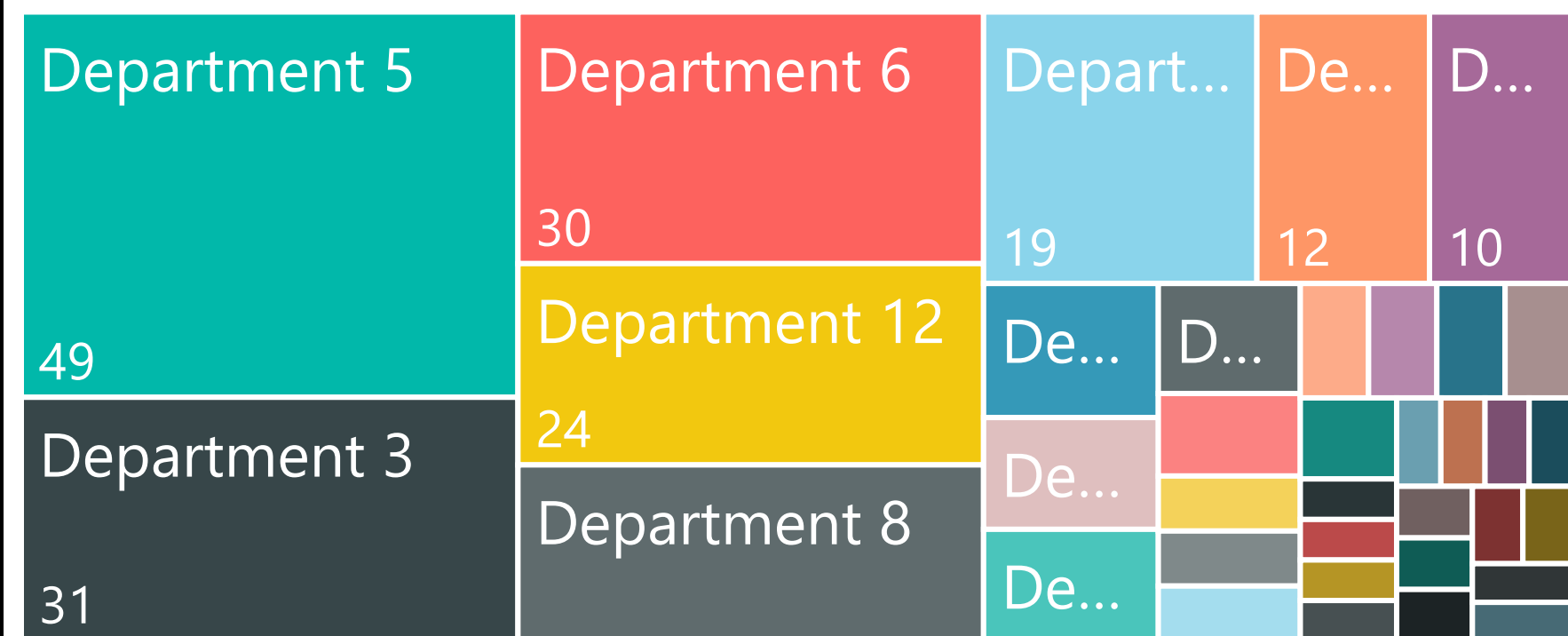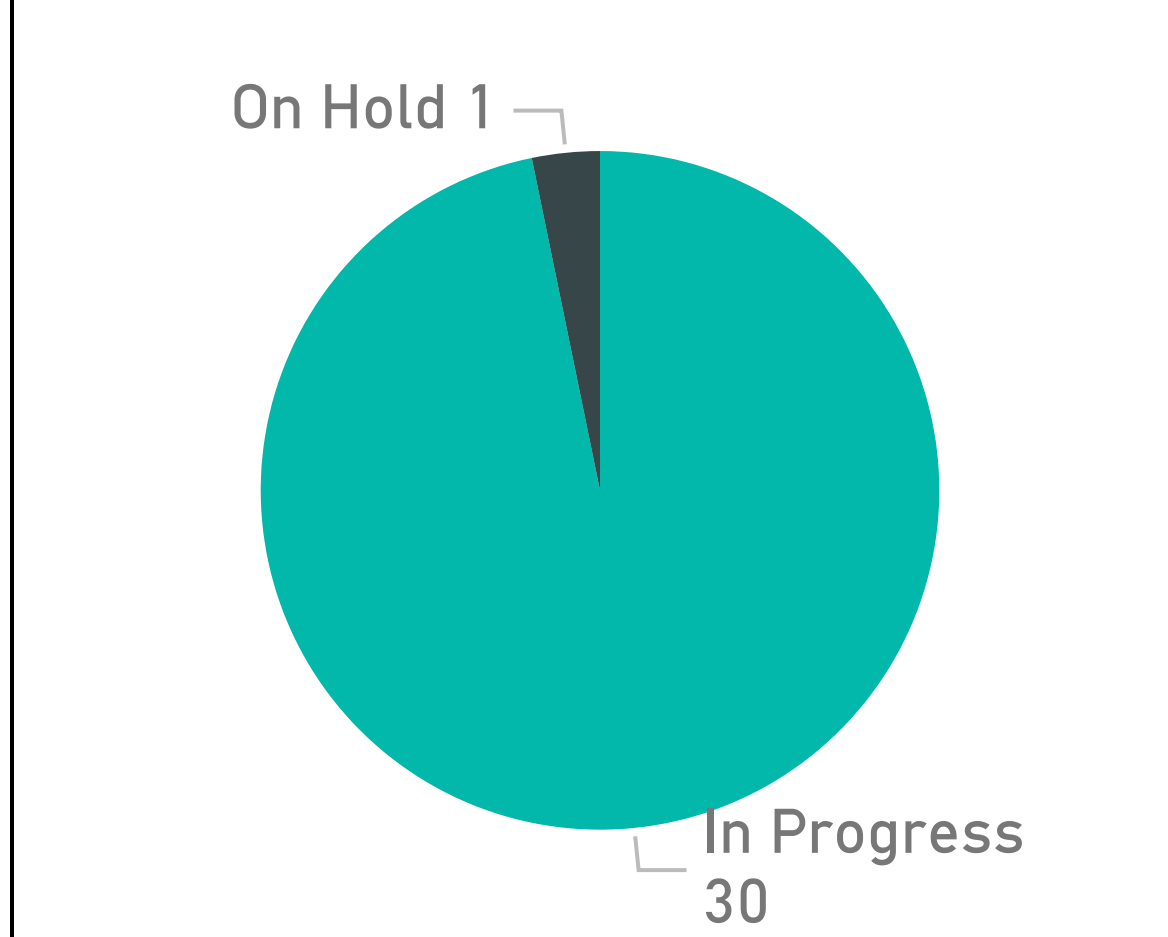

Month	Count
January	80
February	45
March	38
April	44
May	50
June	41
July	40
August	31

Number of Incidents opened by Week

Day	Count
Tuesday	72
Monday	71
Thursday	70
Friday	68
Wednesd...	63
Saturday	14
Sunday	11

Number of Incidents by Department - Top 10

Department	Count
Department 5	49
Department 6	30
Department ...	19
De...	12
D...	10
Department 12	24
Department 3	31
Department 8	

Incident State

- On Hold 1
- In Progress 30

Top 5 ETO Tags

Tags	Count of Number
ETO_NewQuercusCourseRequest	42
ETO_ResourceFeedbackForm	40
ETO_Spam	38
Total	**178**

MS Bookings

Number of consultations booked in 2023

40

Number of Incidents opened by Month
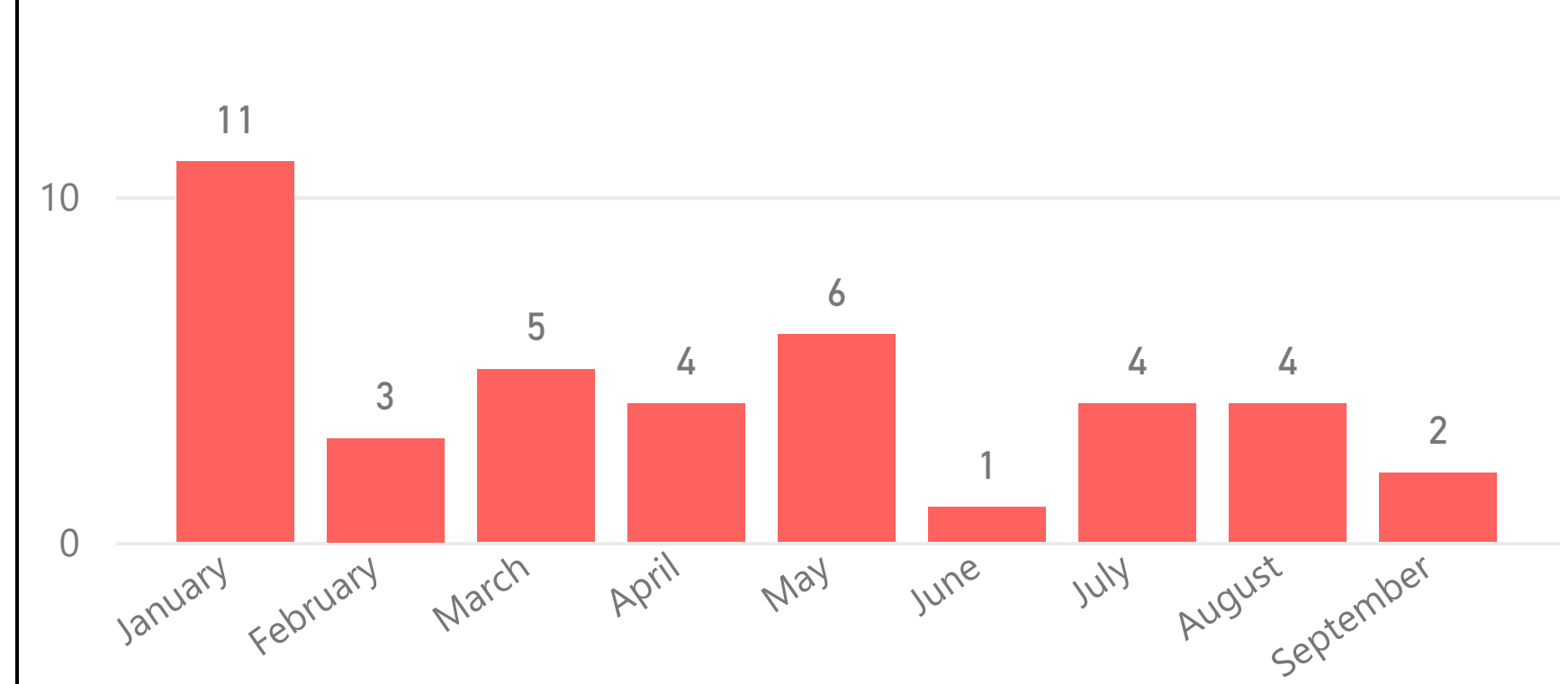
Month	Count
January	11
February	3
March	5
April	4
May	6
June	1
July	4
August	4
September	2

Consultations by Service

- Content Pro... 1
- Academic Tool... 39
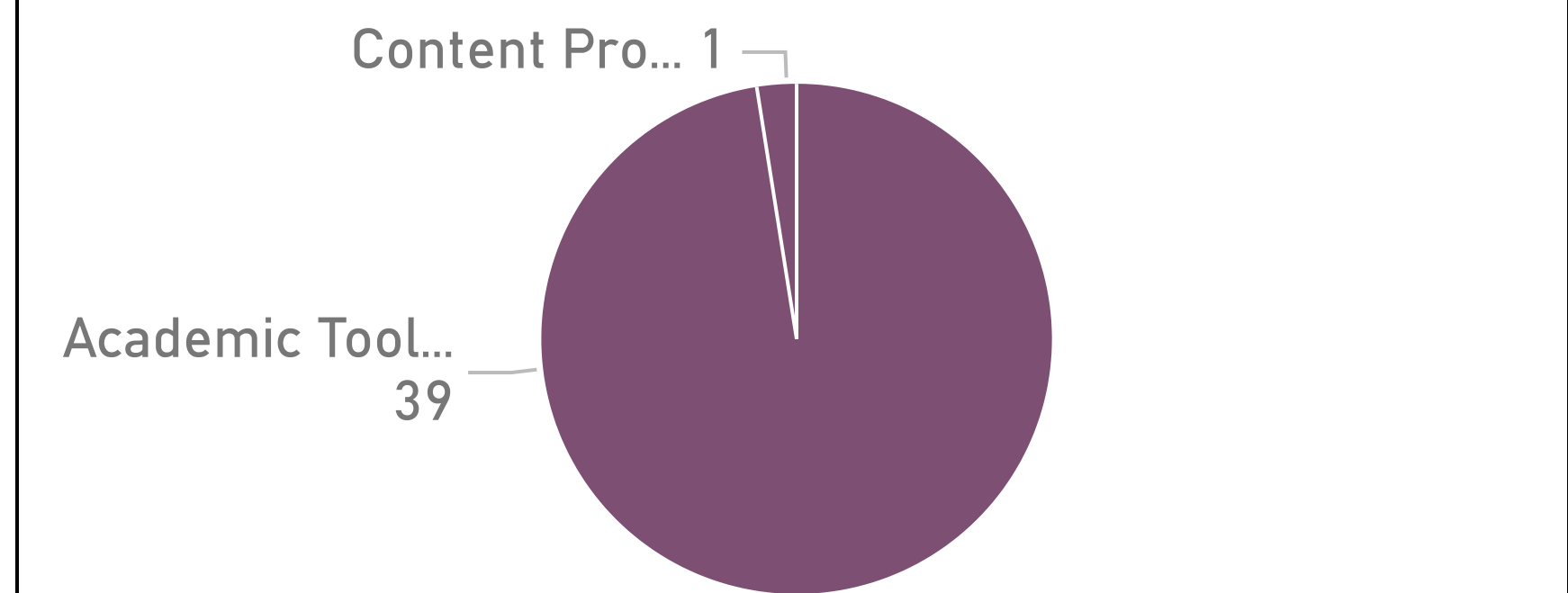
Year
- ☑ Select all
- ☑ 2020
- ☑ 2021
- ☑ 2022
- ☑ 2023

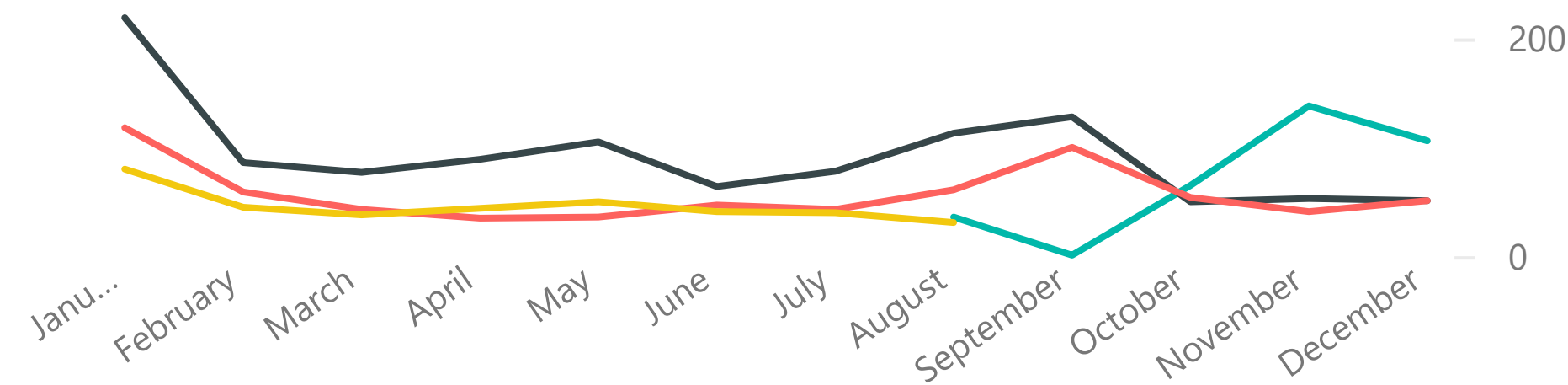| Number of Incidents in 2021	Number of Incidents in 2022	Number of Incidents in 2023
1113	**688**	**369**

Last Refresh Date

**8/21/2023
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This page will be completed after the Category data becomes available

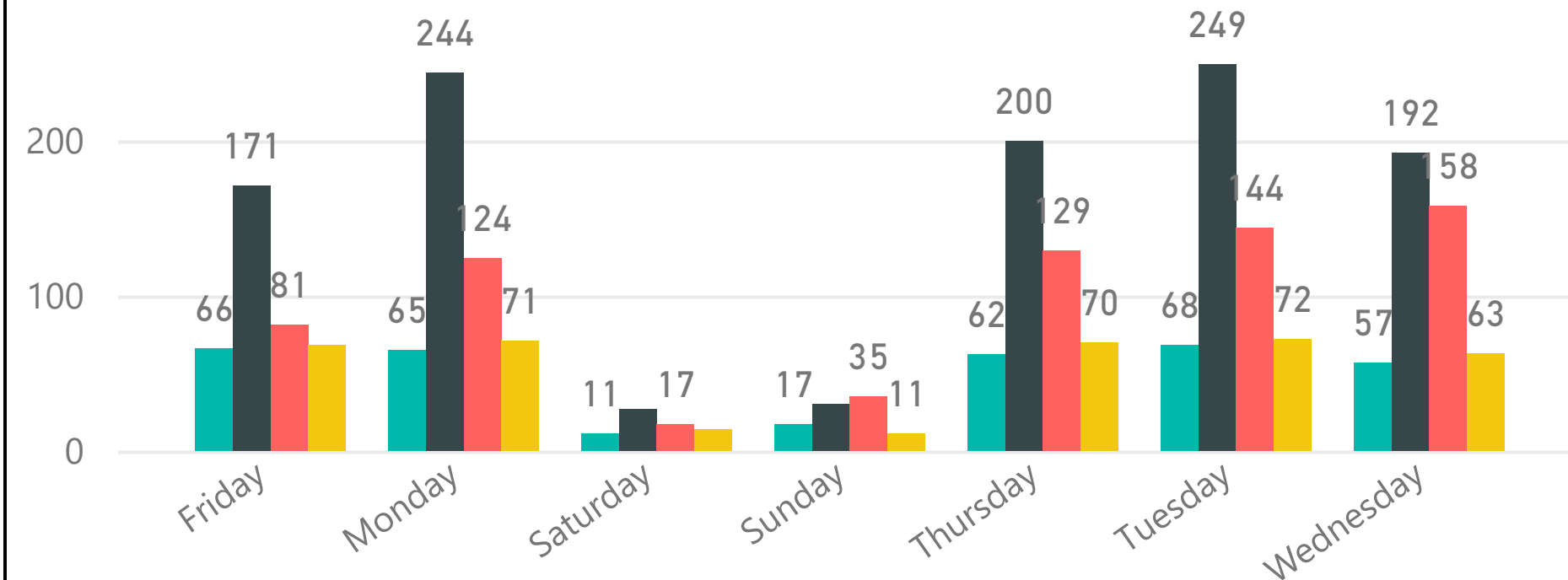## Number of ServiceNow requests by month

Year ● 2020 ● 2021 ● 2022 ● 2023
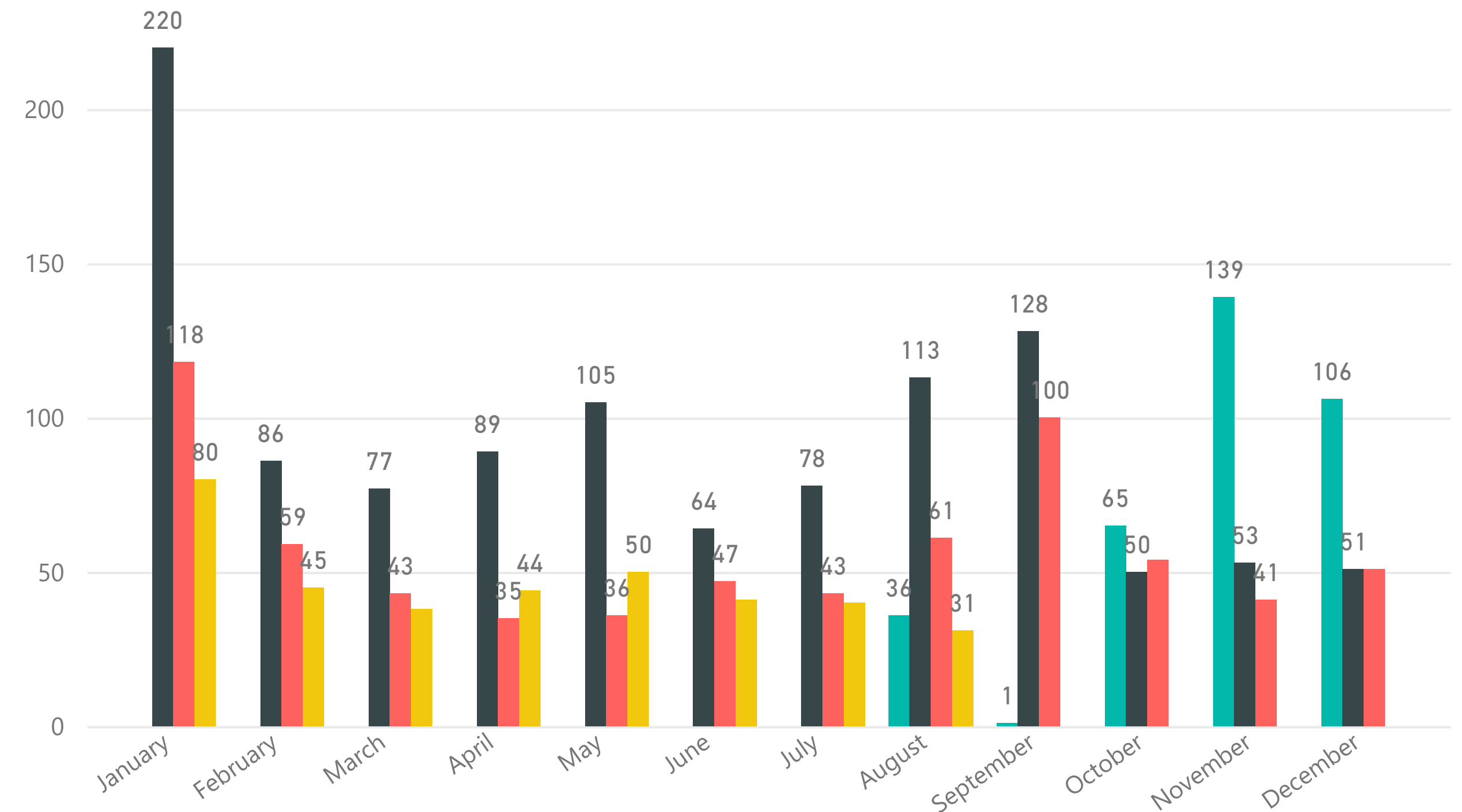
Number of ServiceNow requests by Week

Year ● 2020 ● 2021 ● 2022 ● 2023

Number of ServiceNow requests by month

Year ● 2020 ● 2021 ● 2022 ● 2023

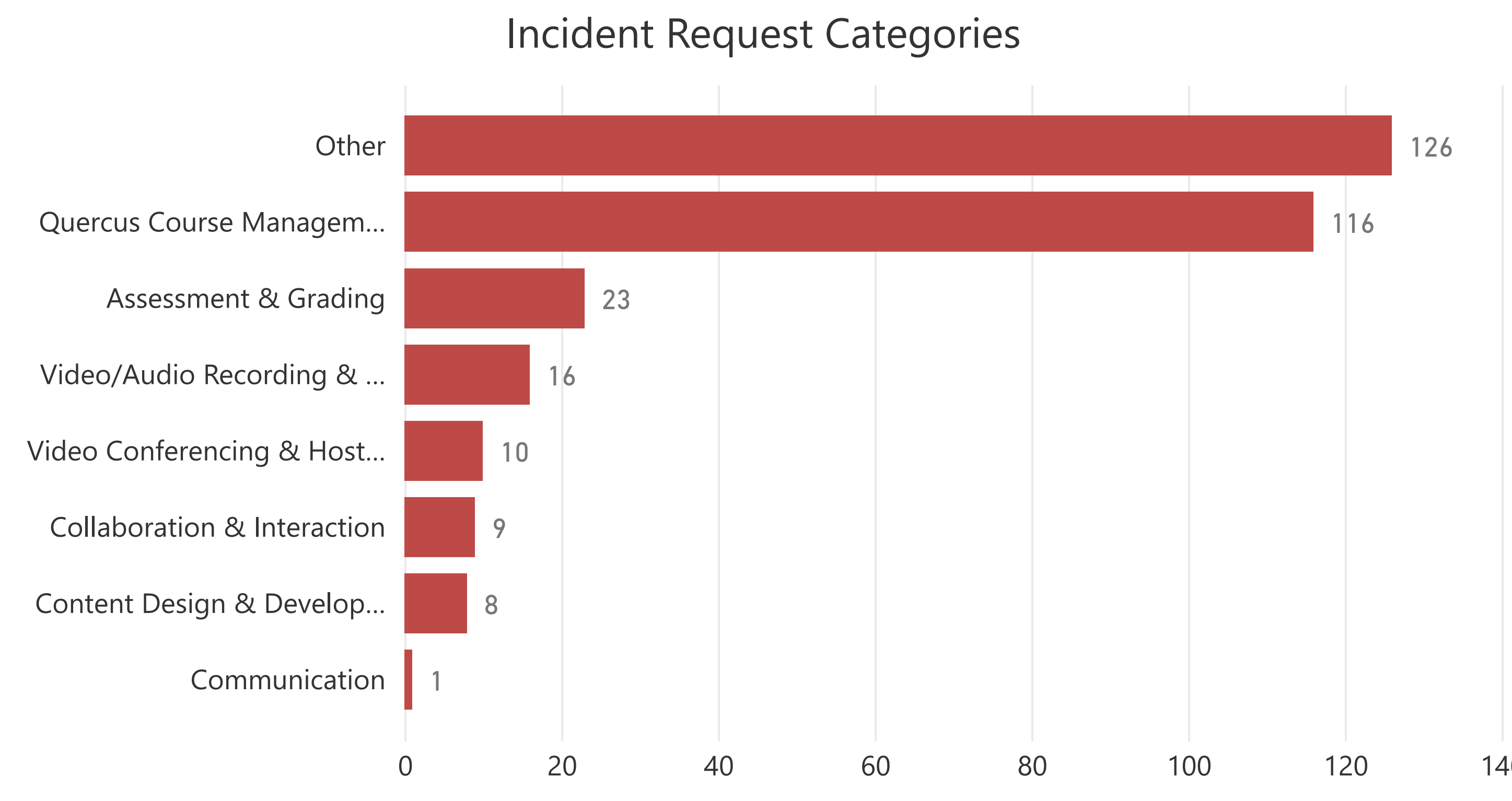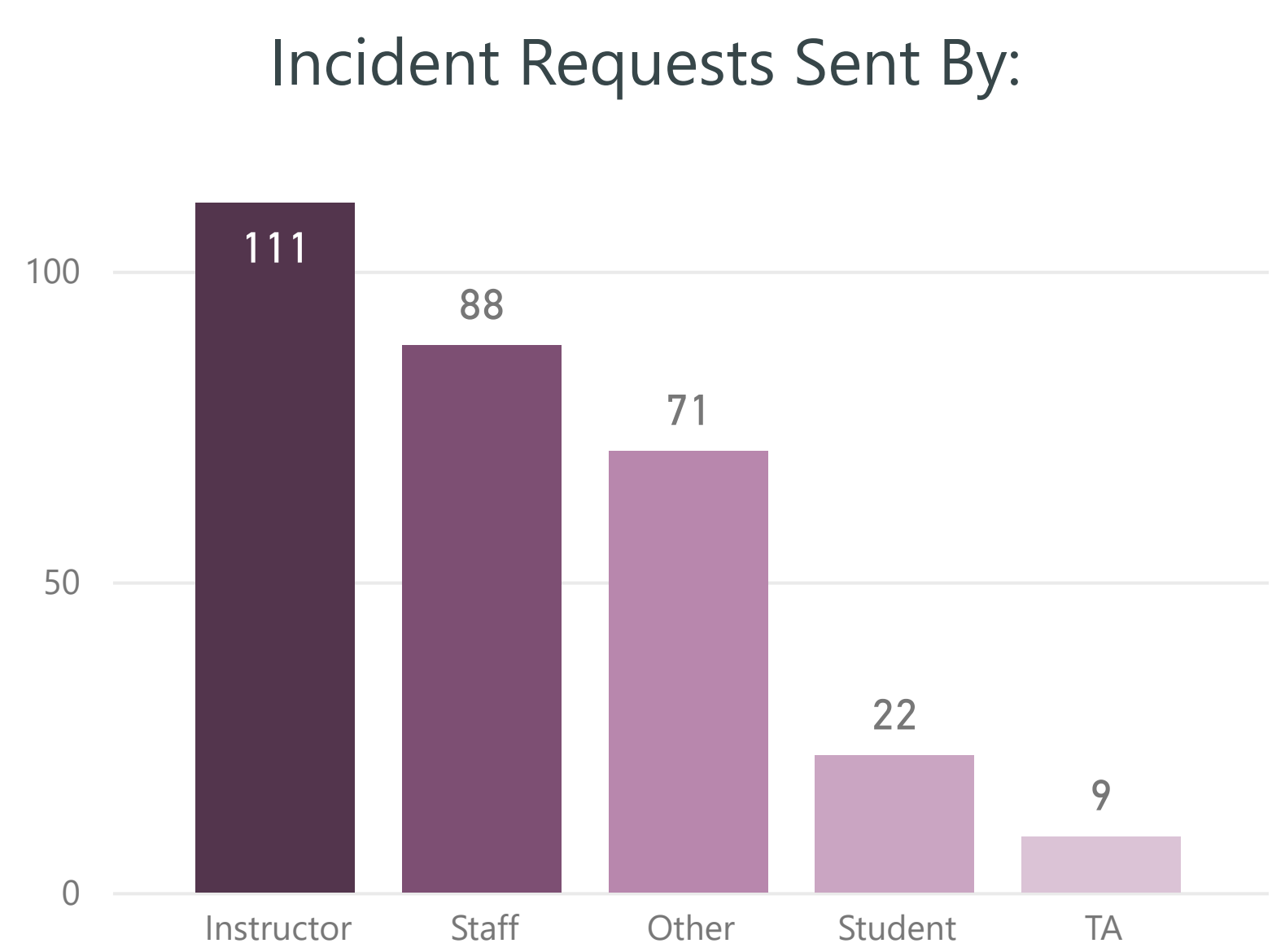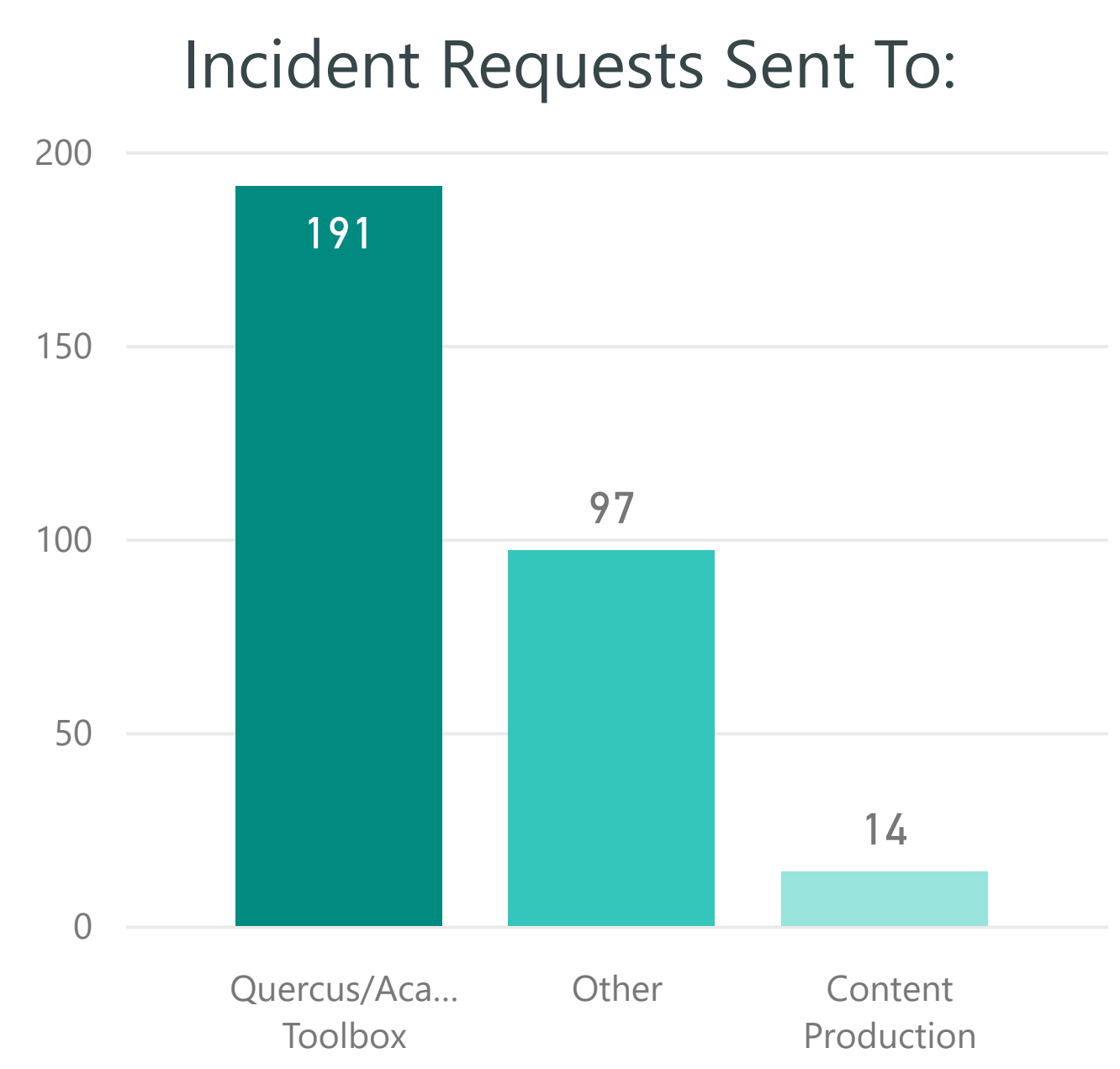**Number of Tagged Incidents**

529

Number of Unique Tags

71

Number of Categorized Incidents

309

Tags data was mainly generated starting September 2022. Categories data was generated starting January 2023

Incident Requests Sent To:

Category	Count
Quercus/Aca... Toolbox	191
Other	97
Content Production	14

Incident Requests Sent By:

Sender	Count
Instructor	111
Staff	88
Other	71
Student	22
TA	9

Incident Request Categories

Category	Count
Other	126
Quercus Course Managem...	116
Assessment & Grading	23
Video/Audio Recording & ...	16
Video Conferencing & Host...	10
Collaboration & Interaction	9
Content Design & Develop...	8
Communication	1

ETO Tags

Tags	Count of Number
ETO_NewQuercusCourse Request	42
ETO_ResourceFeedbackForm	40
ETO_Spam	38
ETO_CourseAccess	30
ETO_QQAccountRequest	28
ETO_AddRemovePeople	25
ETO_Assignments	23
ETO_Other	22
ETO_CourseSettings	20
ETO_ROSI	16
ETO_Workshop	15
ETO_Crowdmark	14
ETO_CourseCrosslisting	13
ETO_LectureCapture	13
ETO_Minerva	12
ETO_Quizzes	11
ETO_Redirected	10
ETO_Gradebook	9
ETO_OCCS	9
ETO_UnvettedTools	9
ETO_MyMedia	8
ETO_Newsletter	8
ETO_Video	8
ETO_MSStream	6
ETO_Ouriginal	6
ETO_QuercusAccess	6
ETO_SpeedGrader	6
Total	**529**

Number of consultations booked in Selected Year(s)

121

Select Month(s):

Month
- ☐ Select all
- ☑ January
- ☑ February
- ☑ March
- ☑ April
- ☑ May
- ☑ June
- ☑ July
- ☐ August
- ☑ September
- ☑ October
- ☑ November
- ☑ December

Select Year(s):

Year
- ☑ Select all
- ☑ 2022
- ☑ 2023

Consultations by Service

- Content Production (1 h... 4
- Quercus/Acad... 43
- Quercus/Academic T... 69

Consultations by Team

- Content Production 7
- Academic Toolbox 114

Number of Consultations by Month

Year ● 2022 ● 2023

Month	2022	2023
January	2	11
February	2	3
March	7	5
April	4	4
May	3	6
June	2	1
July	6	4
September	18	2
October	19	
November	12	
December	10	
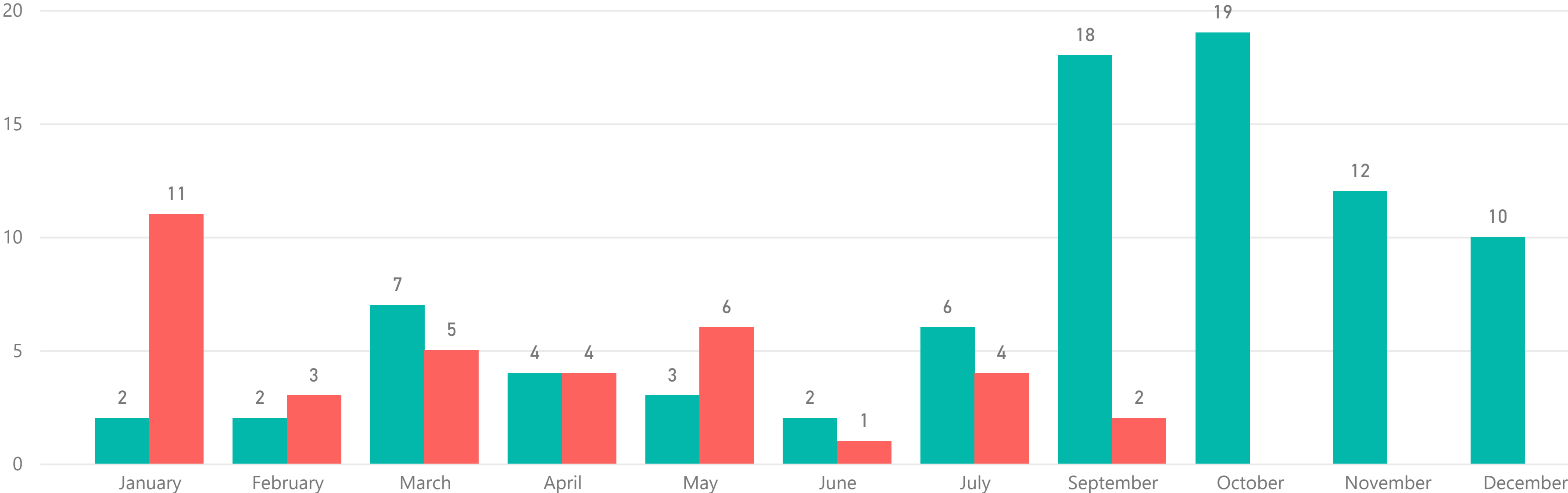
Total Number of Incidents
2516

Average Duration (Days)
79.63

Average of Duration of Incidents Assigned to (in days)

Team Member 3	Team Member 1	Team Member 4	Team Member 5	Team Member 2
130.65	63.77	31.23	28.53	18.42
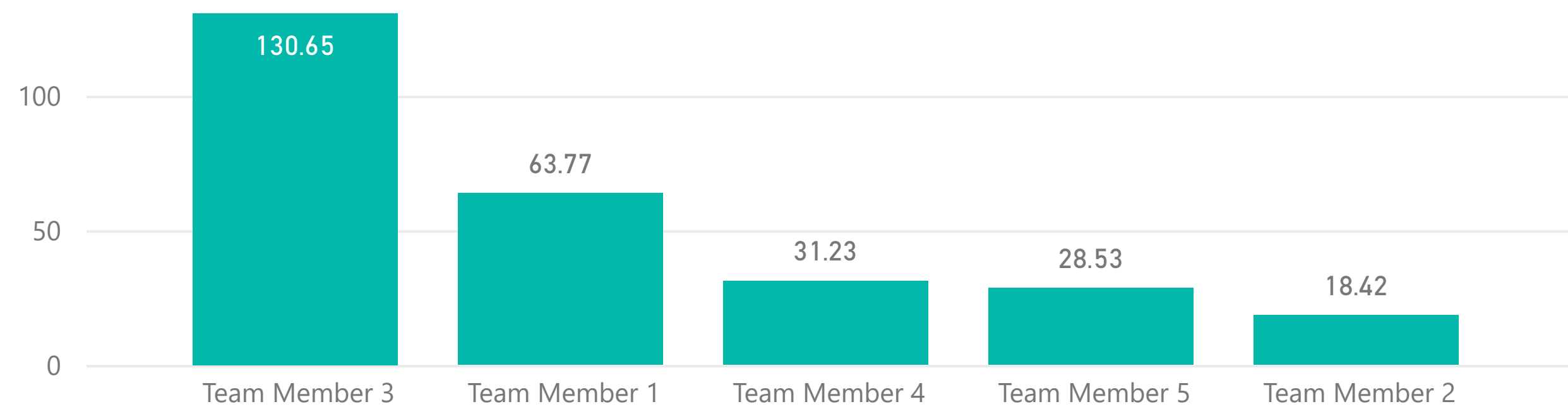
Average of Duration of Incidents opened in (Month)

January	February	March	April	May	June	July	August	September	October	November	December
125.81	109.16	102.37	72.76	50.79	42.07	52.71	58.18	60.28	39.91	77.26	104.26
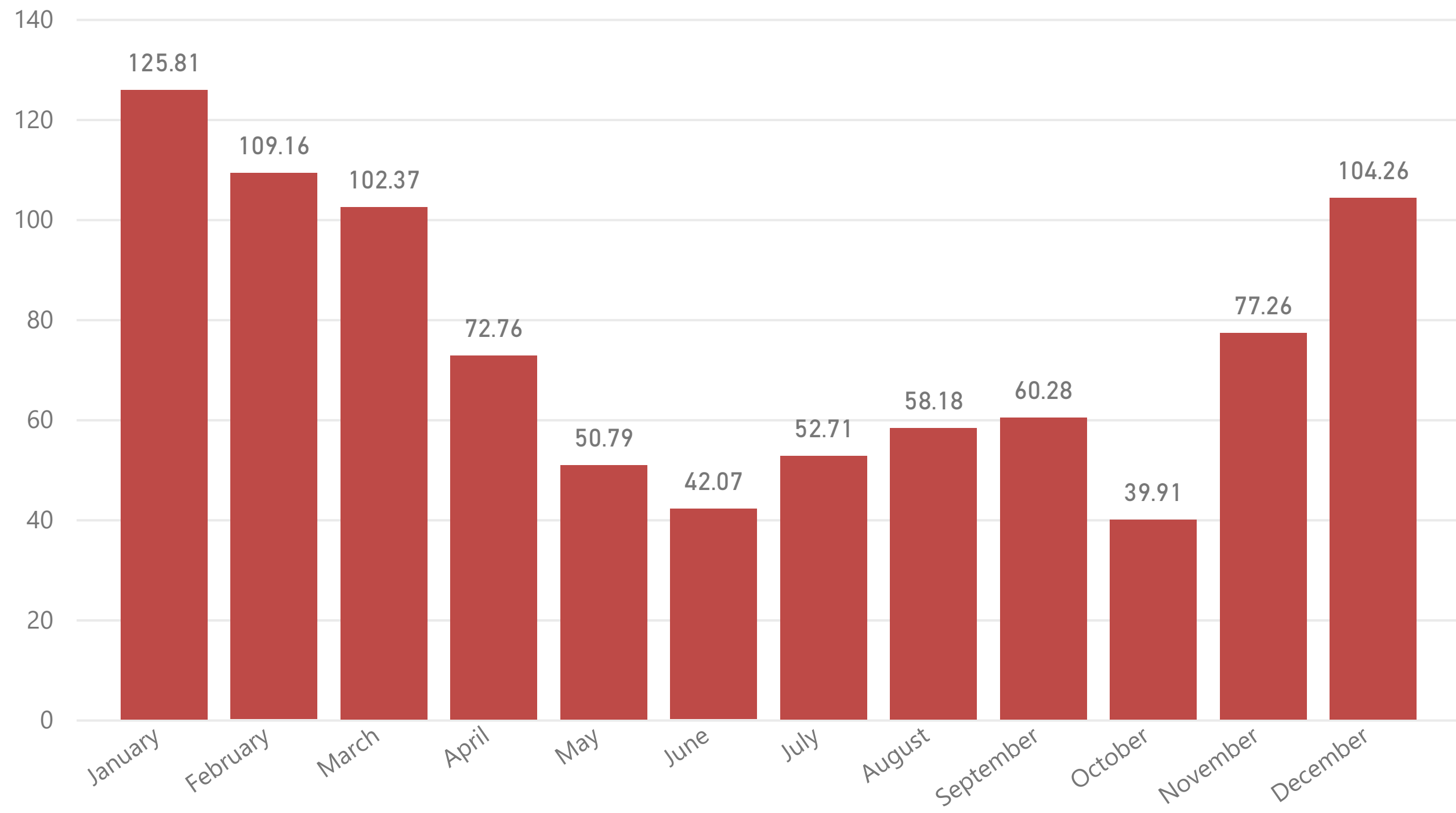
Number of Incidents open on (Week Day)
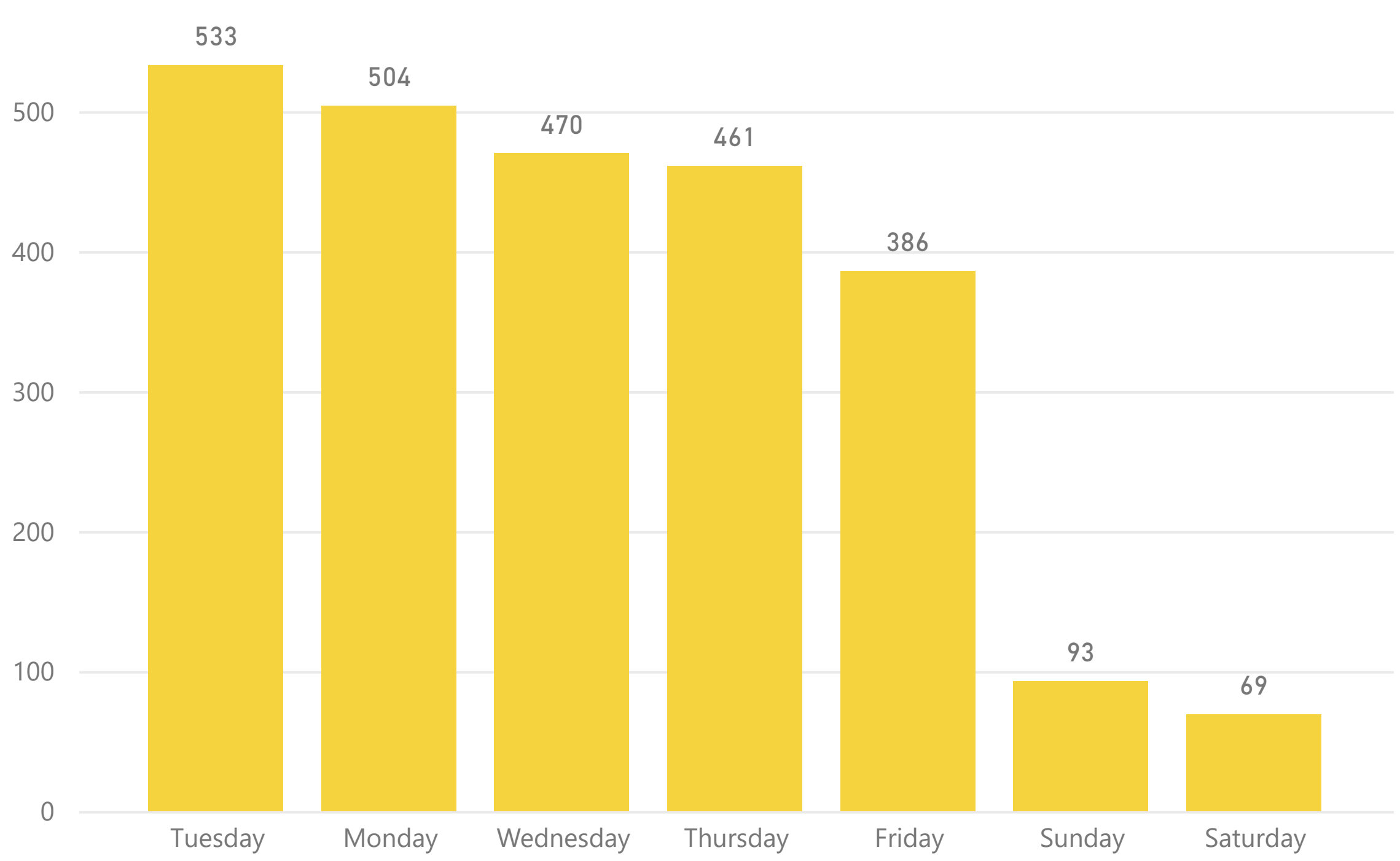
Tuesday	Monday	Wednesday	Thursday	Friday	Sunday	Saturday
533	504	470	461	386	93	69

Total Number of Incidents in Selected Year(s)

2519

Total Number of Tagged Incidents

472

Total Number of Unique Tags

101

Select Year(s):

Year

- ☑ Select all
- ☑ 2020
- ☑ 2021
- ☑ 2022
- ☑ 2023

Top 5 ETO Tags

Tags	Count of Number ▼
ETO_NewQuercusCourseRequest	42
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ETO Tags

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ETO_AddRemovePeople	25
ETO_Assignments	23
ETO_Other	22
ETO_CourseSettings	20
ETO_ROSI	16
ETO_Workshop	15
Total	**530**

Number of Tags - Top 20