

Help Desk Analysis Code

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Introduction

This is a set of tools to analyse the CMS help desk (<http://cms.ncas.ac.uk/wiki/CmsHelpdesk>) database. The database is an SQL database generated by the Trac (<http://trac.edgewall.org/>) part of the CMS web site.

This project began in 2017.

The code consists of a set of Bash scripts with embedded SQL queries (in 'here' documents) which produce the fundamental data in comma separated value format. These are then further analysed by R scripts to produce graphs.

Download the code and unpack it. Use the command 'AnalyzeCMSHelp' to create all the graphs. This takes the current year as an argument - some of the statistics are year based e.g. **AnalyzeCMSHelp 2018**. It should finish in less than ten minutes.

The assumption is that the database is stored in `~/Helpdesk/trac_latest.db`.

The output is a set of CSV and JPEG files in the same directory as the code.