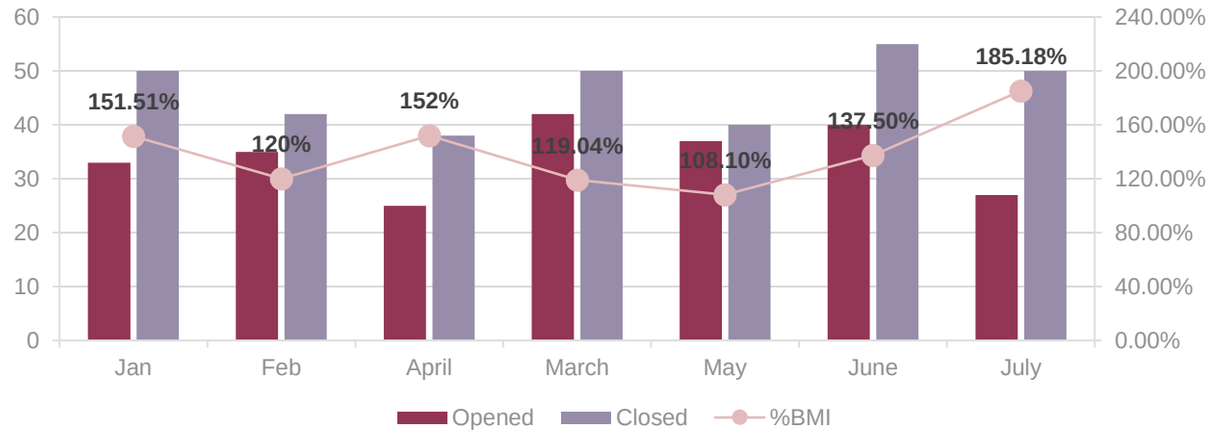
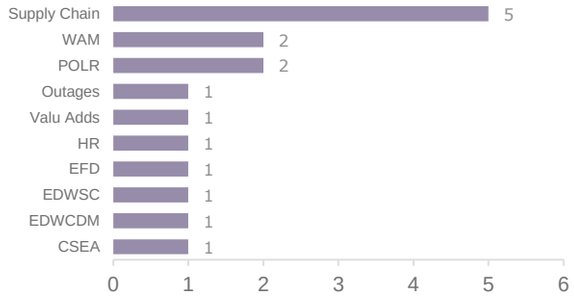
BI Ops KPI Dashboard

Run : September 02, 2017 | RFW | INC | Time Spent

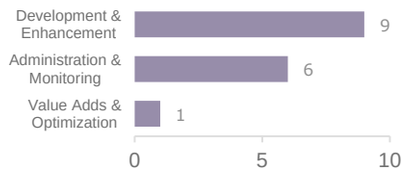
BMI Trend



Active RFWs (by Subject Area)



Active RFWs (by Type of Work)



Active RFWs (by Age)

State	Count
> 60 Days	3
45 to 60 Days	1
30 to 45 Days	4
Not Ageing	3
Total	**11**

Active RFWs (by State)

State	Count
Validate Request	11
Work in Progress	4
Deferred	1
Total	**16**

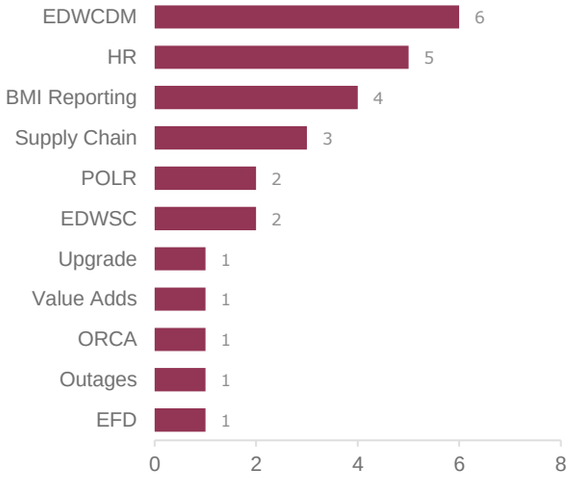
MTD | Last Completed Week

RFW Count (Open and Closed)

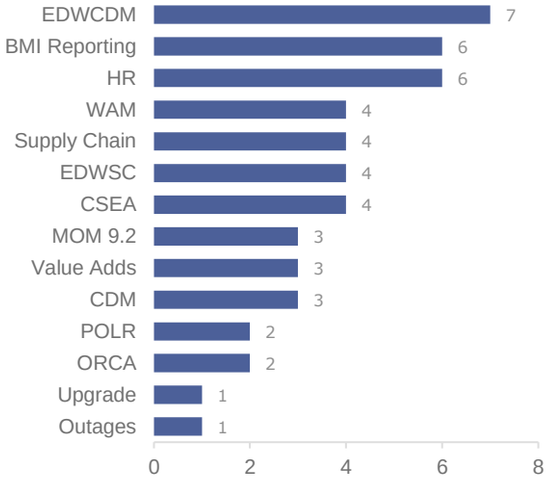
TICKETS OPENED 27

TICKETS CLOSED 50

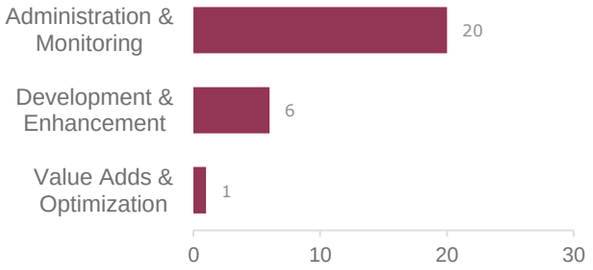
RFWs Opened (by Subject Area)



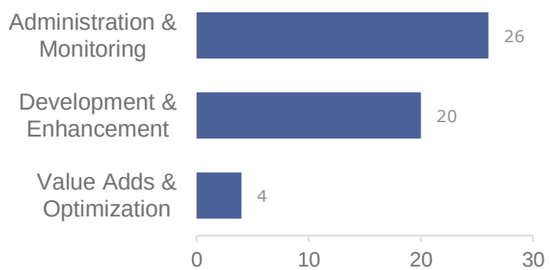
RFWs Closed (by Subject Area)



RFWs Opened (by Type of Work)



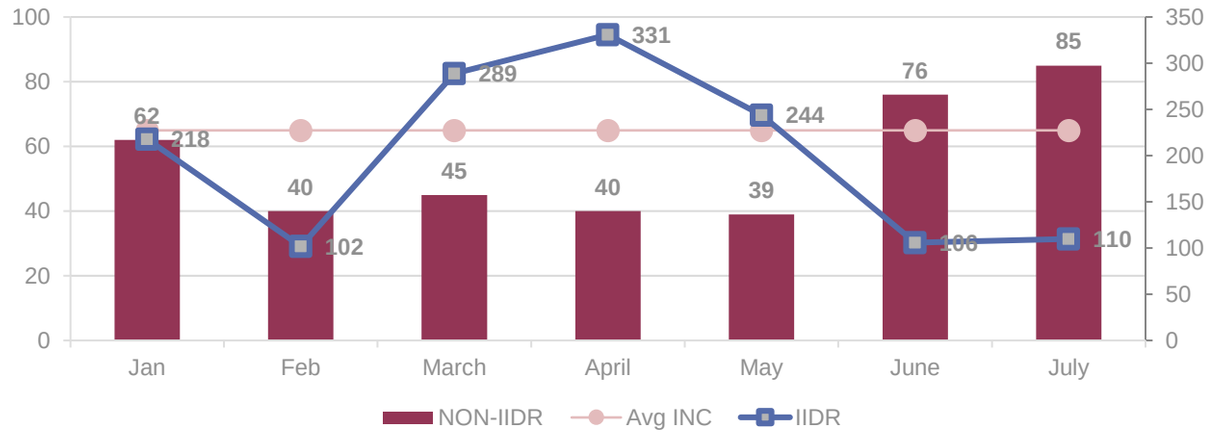
RFWs Closed (by Type of Work)



BI Ops KPI Dashboard

Run : September 02, 2017 | RFW | INC | Time Spent

YTD Incident Analysis



INC Counts for Last Completed Week

TOTAL TICKETS OPENED	15	TOTAL TICKETS RESOLVED	14	IIDR COUNT	7	NON-IIDR COUNT	8

NON-IIDR Tickets	Technology	Environment	Last Week	Previous Week
Batch Job Failure	Informatica	TEST	1	2
		PROD	3	5
	MicroStrategy	PROD	-	2
User INCs			4	3
Total			**8**	**12**

INC Details for Last Completed Week

Incident ID	Description	Owned By	Created Date Time	Status	Resolved Date Time	Customer Display Name
INC10094122	Microstrategy Dev I- Server failures.	Deshmukh,Harshwardhan	21-08-2017 13:06	Resolved	21-08-2017 13:09	Deshmukh,Harshwardhan
INC10094123	CSEA Technician daily performance report getting clipped\r\n \r\n \r\nfor scott anita	Deshmukh,Harshwardhan	21-08-2017 14:17	Resolved	21-08-2017 14:20	Deshmukh,Harshwardhan
INC10094493	Callback: 610-774-5727\r\nLocation: GENN2\r\nWorkstation: WS053067\r\n \r\nCustomer is trying to connect BIRDP and CDAPD databases and is getting the error unable to connect\r\nCustomer is using Discoverer version 11.1.1.3.0, no patch information available\r\nCustomer was unable to locate EUL\r\nAssigning per KNW	Balpande,Ankush G	22-08-2017 19:03	Closed	23-08-2017 22:40	Zemyan Dapkewicz,Julie L
INC10094518	It looks like the link from ServiceNow PPM to the IT Capital Spending Dashboards in microstrategy is broken. When I look at the list of ERs, there are no PPM numbers associated with them. please see attached email for screen shot.\r\nhttp://app-epm-2/MicroStrategy/asp/Main.aspx?evt=2048026&src=Main.as	Balpande,Ankush G	22-08-2017 19:46	Pending		Pelizzoni,Megan P

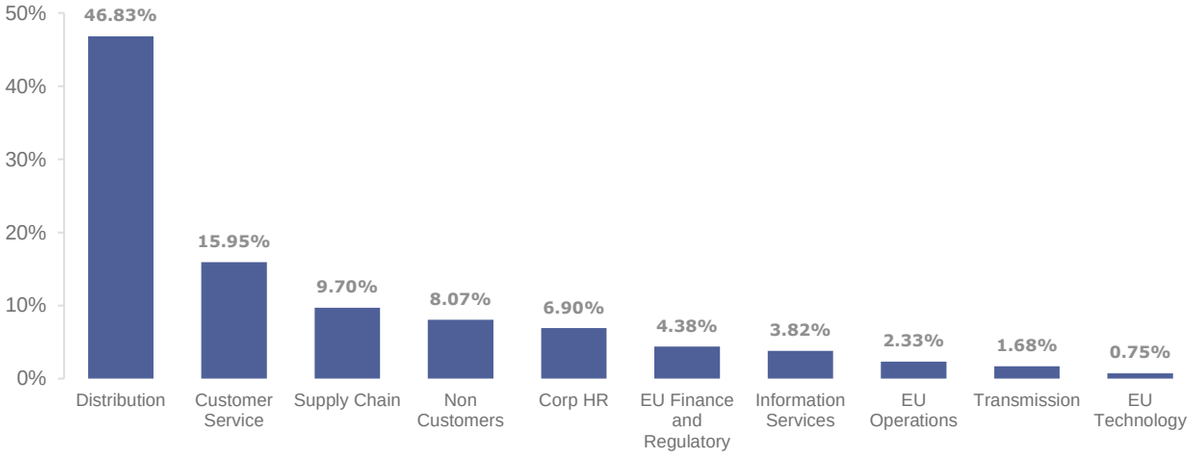
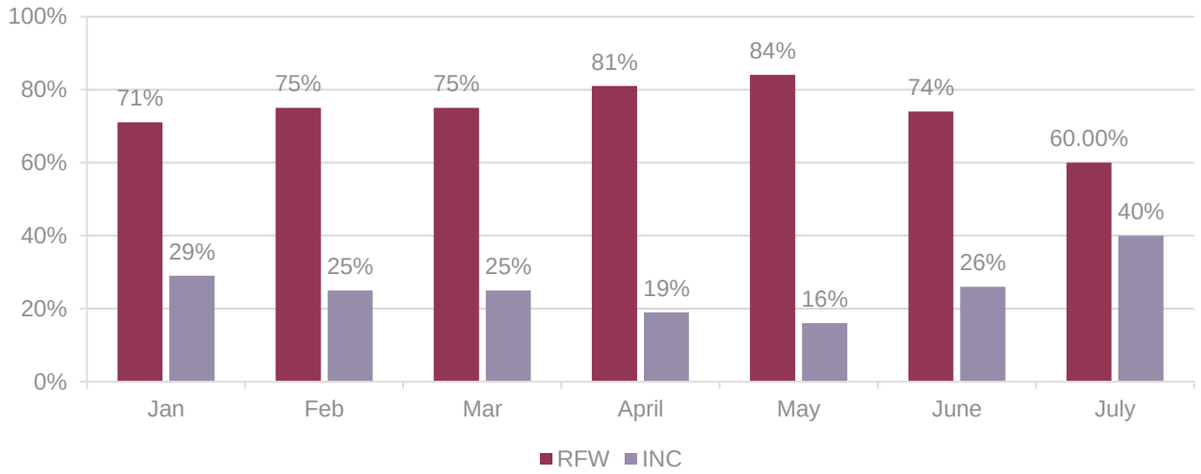
BI Ops KPI Dashboard

Run : September 02, 2017 | RFW | INC | Time Spent

Monthly Hours Details

TOTAL HOURS	CAPACITY UTILIZATION	% RFW TIME SPENT	% INC TIME SPENT
1072	97.9%	59.70%	40.29%

Hours Spent Monthly by Business Line



YTD Hours Spent Analysis