



Unite Service Desk

PRODUCTIVITY DASHBOARD DOCUMENT

Introduction

This document explains details of the **Productivity Dashboard**. In the Productivity Dashboard, there are 3 sheets included - **Open Ticket, Resolution Time & Life Time**.

The first page that user is navigated to after logging in is shown in the figure 1. This page is called as 'Open Ticket' and it is intended to show the Aging of all the Open Tickets. This dashboard does not have anything selected by default. Hence, all the values generated in the graphs are by default.

Open Ticket

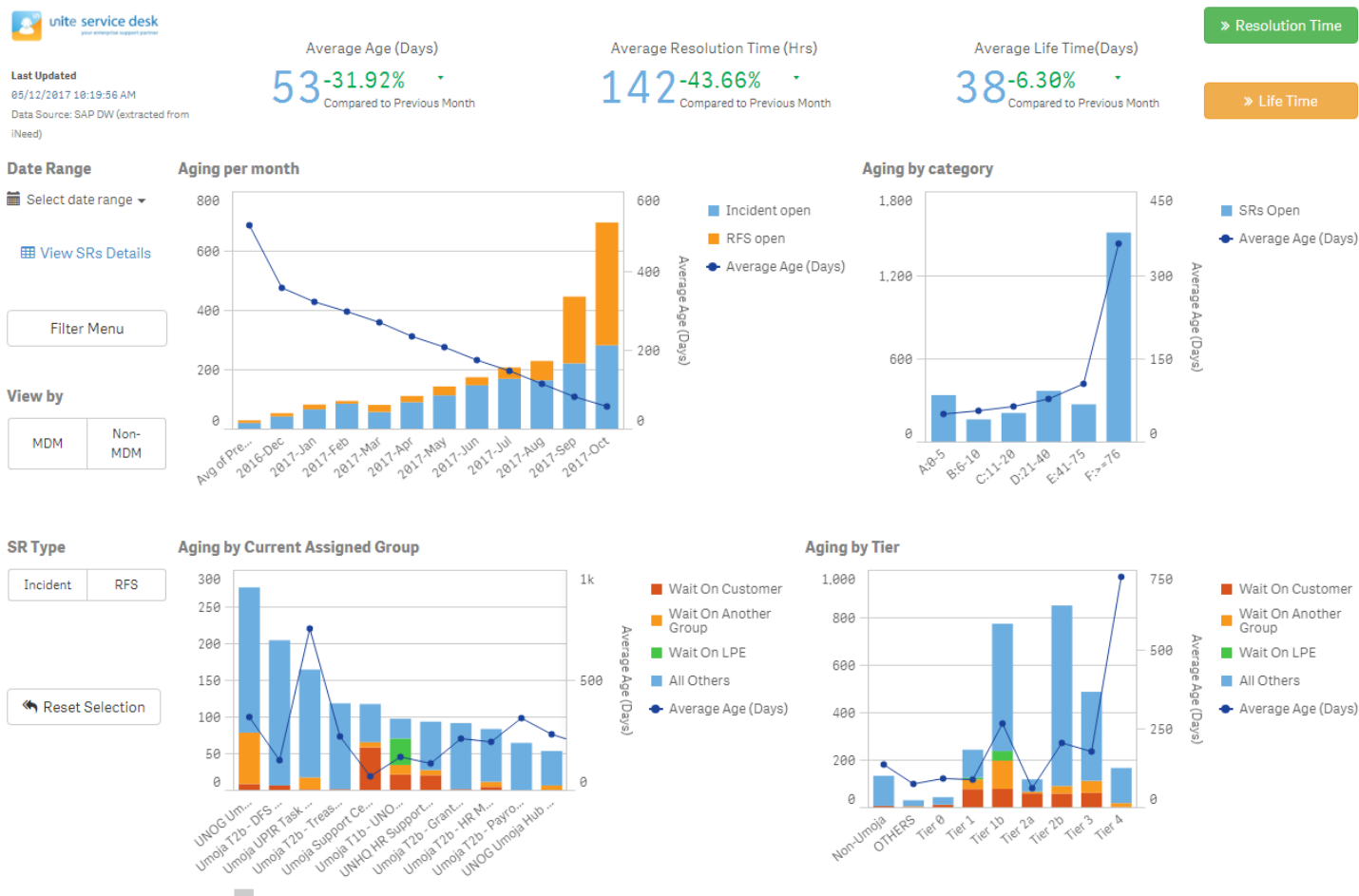


Figure 1: Open Ticket Dashboard

The main elements covered in this dashboard and which are common to Resolution Time & Life Time are as follows:

- KPI
- Filters
- Navigation

KPI

KPI or Key Performance Indicators are present on the top of the Productivity dashboard (see figure 2).



Figure 2: KPI

- Average Age (Days) of this Month compared to previous Month: This is the first KPI on all the dashboards. The following points defines this KPI, the formula and other features.
 - Average Age of Open Tickets this month compared to Average Age of Open Tickets previous month
 - SR status includes: {**New, Pending, Open,**}
 - Formula used: ***today() - SR_START_DT***[Unite_Service_Desk_SR_OPEN]
- Average Resolution Time (Hrs) of this Month compared to previous Month: This is the second KPI on all the dashboards. The following points defines this KPI, the formula and other features.
 - Average Resolution Time of Tickets this month compared to Average Resolution Time of Tickets in previous month
 - SR status includes: {**Resolved, Closed, Cancelled**}
 - Formula used: ***(ACTUAL_END_DATE-ACTUAL_START_DATE-TOTAL_PENDING_DELAY)*24***[Unite_Service_Desk_SR_WO_ALL]
- Average Life Time (Days) of this Month compared to previous Month: This is the third KPI on all the dashboards. The following points defines this KPI, the formula and other features.
 - Average Life Time of Tickets this month compared to Average Life Time of Tickets in previous month
 - SR status includes: {**Resolved, Closed, Cancelled**}
 - Formula used: ***CLOSED_DATE-CREATED_DATE***[Unite_Service_Desk_SR_WO_ALL]

Filters

By Default, none of the filters are selected when you log-in. Users are suggested to filter the dashboards according to their organizations, functional units, sub-areas and tiers to make it easier for them to visualize graphs. This will also enable users to see only relevant information. Various filters available for these dashboards are listed below:

- Field/Non-Field
- Master Organization
- Function Process
- Sub Area
- Tier
- Current Assigned Group
- Process Owner
- SR Type
- SR Priority
- Status
- Region

The filter menu will be visible once you click Filter menu button as shown in figure 3 below:

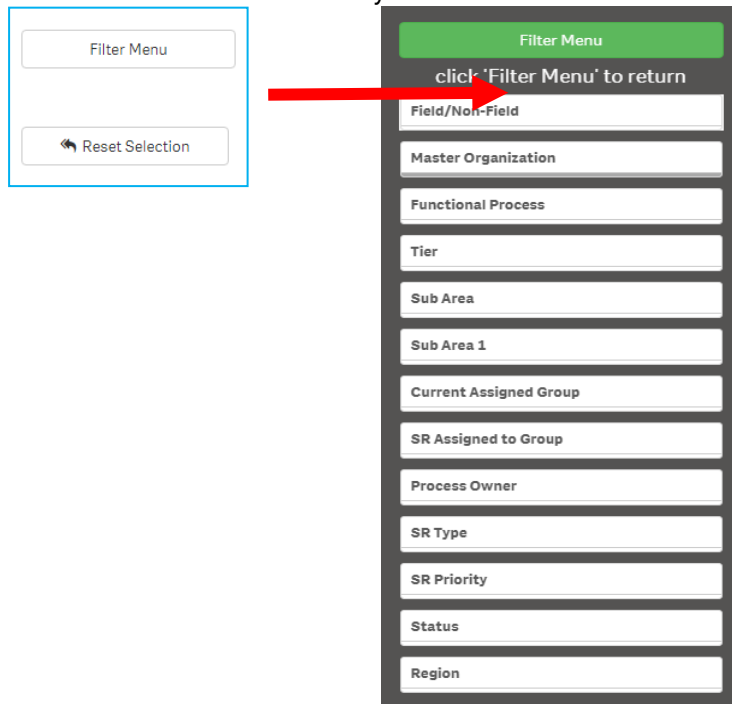


Figure 3: Filter menu and Filter Selection

Graphs

This section will cover all the graphs presented on the Open Ticket dashboard. This section will go into details for each of the 4 graphs and what they mean.

Aging per month

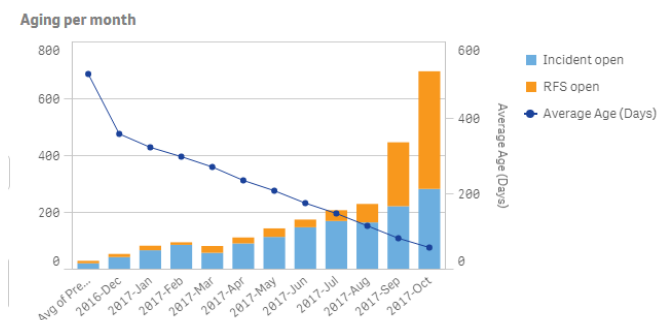


Figure 4: Aging per month

This is first graph on the Open Ticket dashboard. The following points will help you understand what this graph entails:

- SRs Created of SR Types (Incident & RFS) in the latest 12 months
- Average of previous 12 months.

$$= \frac{\text{\# of SRs created from previous 24 months to previous 12 months}}{12}$$
- SRs status includes: {New, Pending, Open}
- Dimension (X-axis): **SR_START_DT** [Unite_Service_Desk_SR_OPEN]
- Measure (Y-axis) primary: **SR_NUM** [Unite_Service_Desk_SR_OPEN]
- Measure (Y-axis) secondary: **Average Age (Days)**

Aging per category

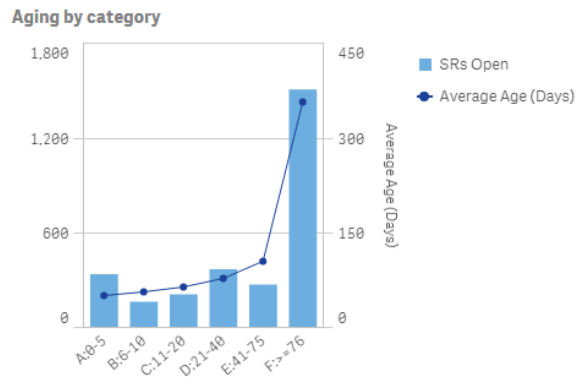


Figure 5: Aging per category

- SRs status includes: **{New, Pending, Open}**
- Dimension (X-axis): This dimension contains Categories According to Age which are as follows:
'A:0-5', 'B:6-10', 'C:11-20', 'D:21-40', 'E:41-75', 'F:>=76'
- Measure (Y-axis) primary: **CountSR**[Unite_Service_Desk_SR_OPEN]
- Measure (Y-axis) secondary: **Average Age (Days)**

Aging by Current Assigned Group

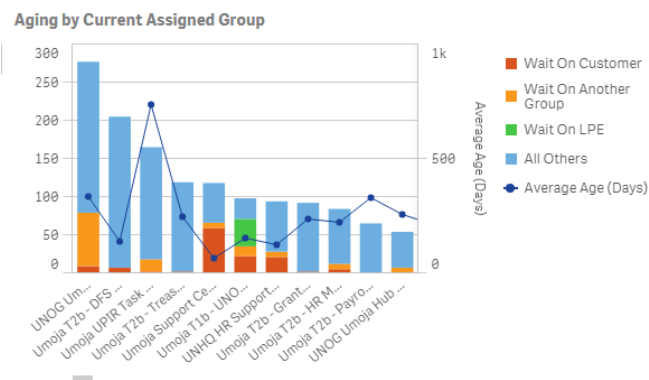


Figure 6: Aging by Current Assigned Group

- SRs status includes: **{New, Pending, Open}**
- Dimension (X-axis): **Current Assigned Group_Open**[Unite_Service_Desk_SR_OPEN]
- Measure (Y-axis) primary: **Sum (Wait On Customer), Sum(Wait on Another Group), Sum(Wait on LPE), Sum)All Others)** [Unite_Service_Desk_SR_OPEN]
- Measure (Y-axis) secondary: **Average Age (Days)**

Aging by Tier

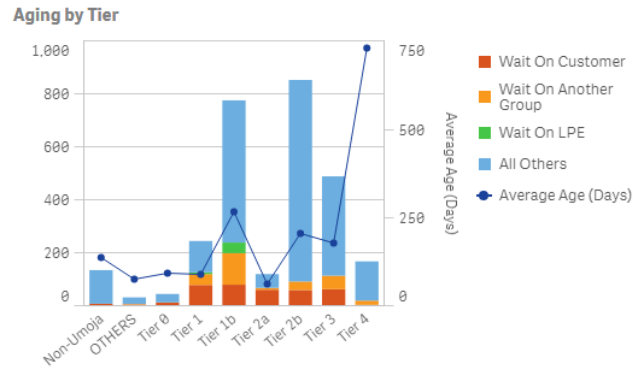


Figure 7: Aging by Tier

- SRs status includes: **{New, Pending, Open}**
- Dimension (X-axis): ***Tier_Open***[Unite_Service_Desk_SR_OPEN]
- Measure (Y-axis) primary: ***Sum (Wait On Customer), Sum(Wait on Another Group), Sum(Wait on LPE), Sum (All Others)*** [Unite_Service_Desk_SR_OPEN]
- Measure (Y-axis) secondary: ***Average Age (Days)***

Navigation

There are two buttons for navigation at the top of the open Ticket Dashboard. The buttons can be seen in figure 9.

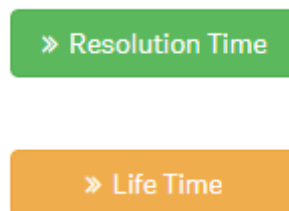


Figure 9: Navigation Buttons

Resolution Time

This button will navigate the user to Resolution Time dashboard which can be seen in Figure 10. This dashboard contains 4 graphs. Filters can be applied to these graphs as well as illustrated before. Users can always go back to the Open Ticket dashboard using the Aging button shown at the top right corner of the page.

Resolution Time



Last Updated
05/12/2017 10:19:56 AM
Data Source: SAP DW (extracted from iNeed)

Average Age (Days)

53-31.92%
Compared to Previous Month

Average Resolution Time (Hrs)

142-43.66%
Compared to Previous Month

Average Life Time(Days)

38-6.30%
Compared to Previous Month

◀ Aging

▶ Life Time

Date Range

Select date range ▼

View SRs Details

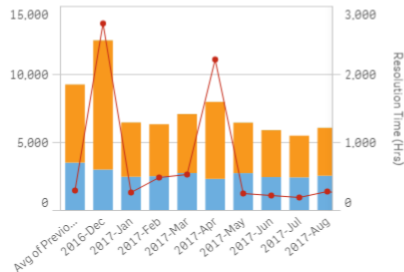
Filter Menu

View by

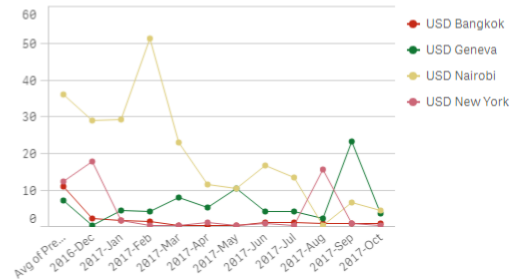
MDM

Non-MDM

Resolution Time per Month (Hrs)



Resolution Time by Hubs

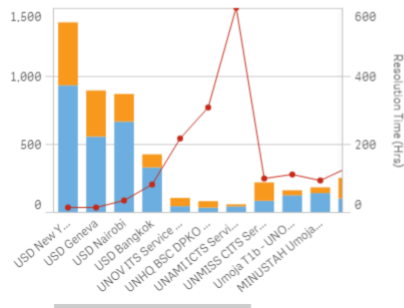


SR Type

Incident RFS

Reset Selection

Resolution Time by Assigned Group (Hrs)



Resolution Time by Tier (Hrs)

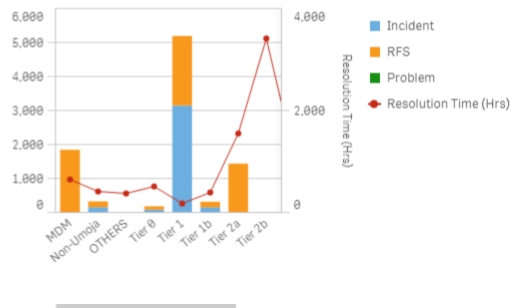


Figure 10: Resolution Time Dashboard

Graphs

This section will cover all the graphs presented on the Resolution Time dashboard. This section will go into details for each of the 4 graphs and what they mean.

Resolution Time per month

Resolution Time per Month (Hrs)

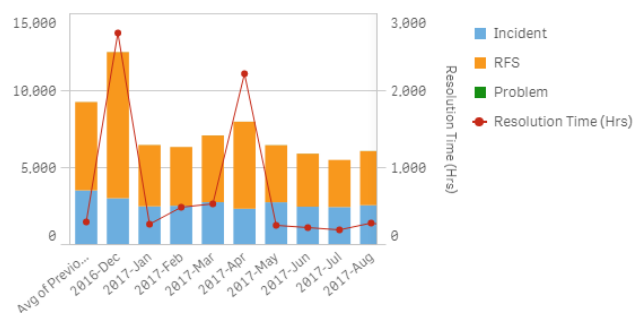


Figure 11: Resolution Time per month

- SRs status includes: **{Resolved, Closed, Cancelled}**
- Dimension (X-axis): **CLOSED_DATE**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) primary: **SR Number**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) secondary: **Resolution Time (Hrs)**

Resolution Time by Hubs

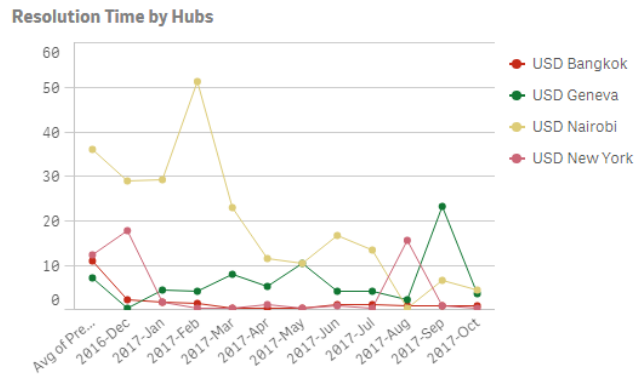


Figure 11: Resolution Time by Hubs

- SRs status includes: **{Resolved, Closed, Cancelled}**
- Dimension (X-axis): **CLOSED_DATE**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) primary: **Resolution Time (Hrs)**

Resolution Time by Assigned Group

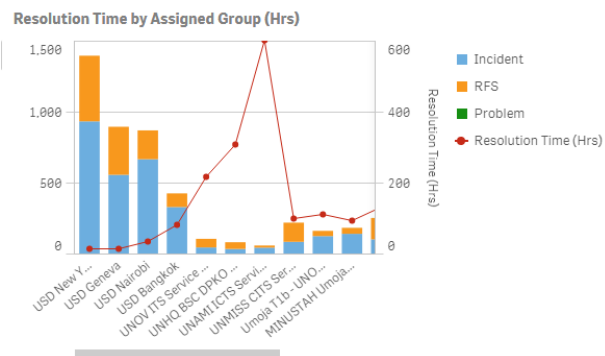


Figure 12: Resolution Time by Assigned Group

- SRs status includes: **{Resolved, Closed, Cancelled}**
- Dimension (X-axis): **ASSIGNED_GROUP**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) primary: **SR Number**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) secondary: **Resolution Time (Hrs)**

Resolution Time by Tier (Hrs)

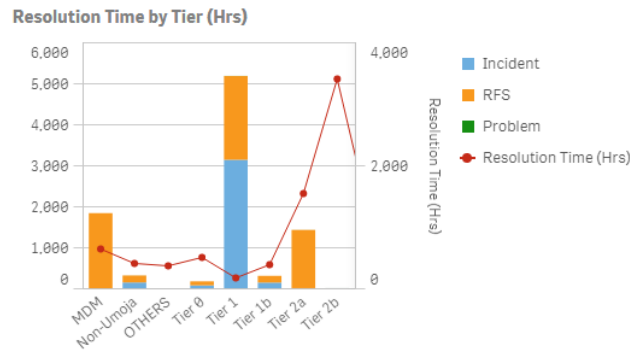


Figure 13: Resolution Time by Tier

- SRs status includes: **{Resolved, Closed, Cancelled}**
- Dimension (X-axis): **TIER** [Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) primary: **SR Number** [Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) secondary: **Resolution Time (Hrs)**

This dashboard also contains a navigation link to Life Time dashboard. This navigation can be achieved by clicking button Life Time present at the top right corner of the dashboard below Aging button.

Life Time

This dashboard is the 3rd dashboard and it shows everything about Lifetime of a ticket. It has the same layout as the Open Ticket and Resolution dashboards. The only difference here is that it contains graphs and visualizations for SR's that are closed.

Life Time

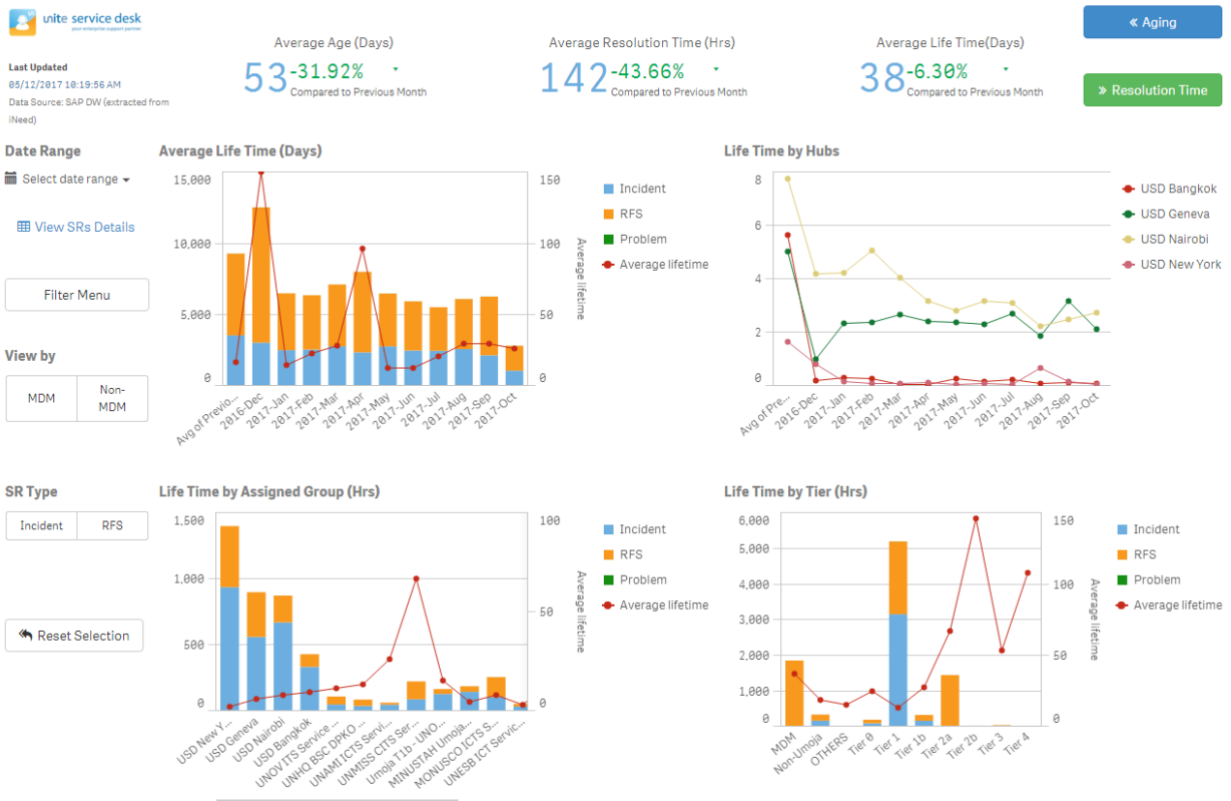


Figure 14: Life Time dashboard

User can navigate back to Open Ticket and Resolution Time dashboards and apply filters according to their master organizations and function groups.

Graphs

This section will cover all the graphs presented on the Life Time dashboard. This section will go into details for each of the 4 graphs and what they mean.

Average Life Time (Days)

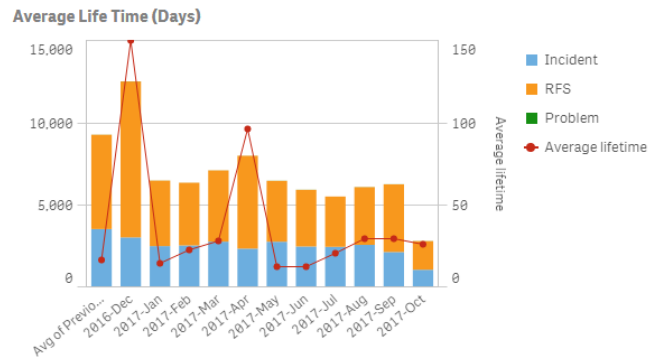


Figure 15: Average Life Time (Days)

- SRs status includes: **{Resolved, Closed, Cancelled}**
- Dimension (X-axis): **CLOSED_DATE**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) primary: **SR Number**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) secondary: **Life Time (Days)**

Life Time by Hubs

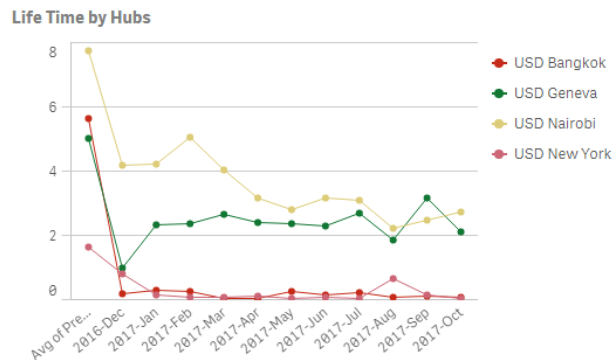


Figure 16: Life Time by Hubs

- SRs status includes: **{Resolved, Closed, Cancelled}**
- Dimension (X-axis): **CLOSED_DATE**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) primary: **Life Time (Days)**

Life Time by Assigned Group (Days)

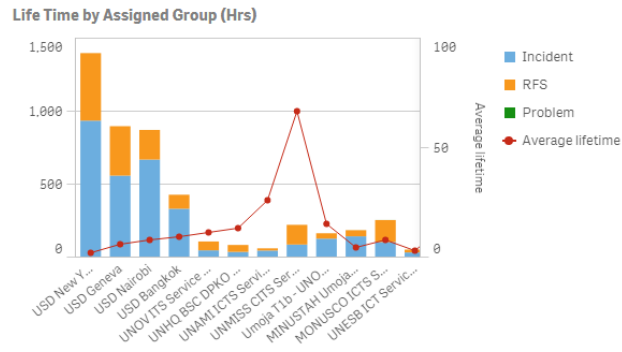


Figure 17: Life Time by Assigned Group (Hrs)

- SRs status includes: **{Resolved, Closed, Cancelled}**
- Dimension (X-axis): **ASSIGNED_GROUP**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) primary: **SR Number**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) secondary: **Life Time (Days)**

Life Time by Tier (Days)

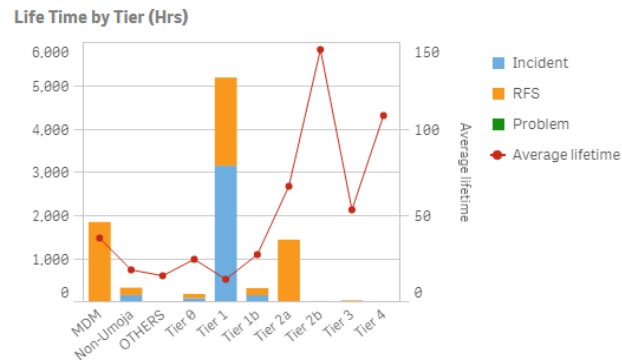



Figure 18: Life Time by Tier dashboard

- SRs status includes: **{Resolved, Closed, Cancelled}**
- Dimension (X-axis): **TIER**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) primary: **SR Number**[Unite_Service_Desk_SR_WO_ALL]
- Measure (Y-axis) secondary: **Life Time (Days)**

SR Details

There is a button on the left side of every Dashboard which directs to the SR Details page

 [View SRs Details](#)

SR details

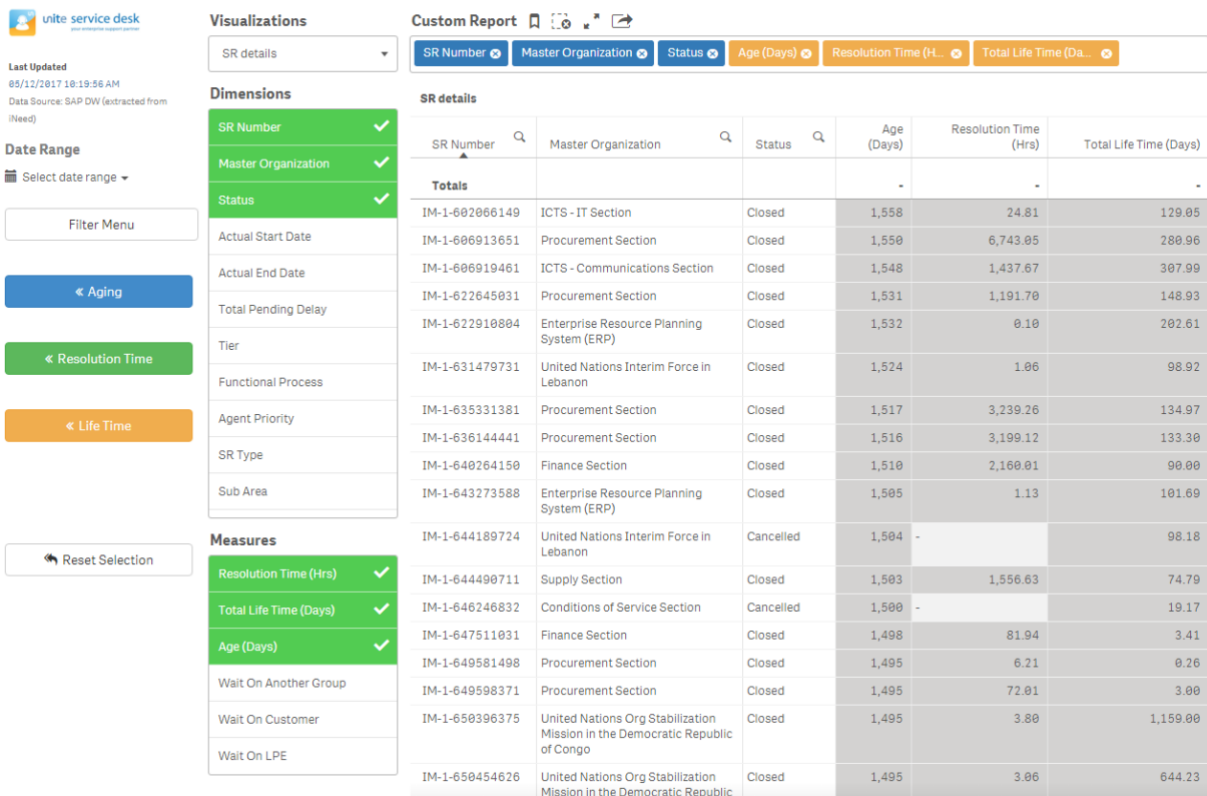


Figure 19: SR Details

This is the default view of the SR details dashboard. Its main purpose is to show the details about SR or WO one by one and compare them if required. There is an option to search an SR according to the required filters. The white background tabs are Dimensions and Silver background tabs are measures.
