

SERVICE DESK MANAGEMENT REPORTS

1.2.1 Incident Category Report

The report shows the breakdown of closed incident requests by category and provides an indicator of volume and duration, for each category. It allows analysis of incidents by category for billing purposes and contract management purposes.

1.2.2 Incidents by Category Report

It shows the breakdown of closed incident requests, by category and provides an indicator of volume and duration for each category. The report provides a drill-down function to list individual incident numbers. It allows a review of where the Customer Service Analyst's time is spent and the possible re-allocation of problems or personnel. It also allows for the inclusion of all incidents. It can alternately be restricted to display only designated "Major" incidents.

1.2.3 Incident Source Report

The report lists an account's total number of incident requests by source.

1.2.4 Detailed Incident Source Report

The report provides a detailed report on incident requests from a specific source. It displays a drill down to list individual incident numbers.

1.2.5 Unsuccessful Knowledge Search Report

This report provides data on self service incidents where knowledge was searched but did not resolve the incident. It is usually run on an account basis (i.e., Tenant specific). It does not cross tenants.

The report shows a breakdown of closed incident requests, by category and provides an indicator of volume and duration for each category. The report drills down to list individual incident numbers. It also allows a review of the Knowledge Management (KM) process to assess the quality/relevancy of captured knowledge.

1.2.6 Incidents by Hardware Model Report

The report shows a breakdown of closed incident requests, by category and provides an indicator of volume and duration for each category. It also allows analysis on incidents by Asset Class and Model, to support procurement decisions or provide advice to customers on procurement. The goal of this report is to provide a breakdown of incidents by hardware model, e.g., Dell D610 Laptop.

1.2.7 Reassigned Incidents Report

This report provides data on incidents reassigned and the reasons why. To understand training requirements or SLA breaches and associated financial penalties. It is usually run on an account basis (i.e., Tenant specific). It does not cross tenants. This report can also help identify faulty workflow steps and possible enhancements.

1.2.8 Re-Categorized Incidents Report

This report provides data on incidents that required a re-categorization upon resolution for billing purposes and training purposes.

The report shows Incident Requests that have been re-categorized. It displays the; initial category and queue group, issue number, resulting category and queue group, counts, and percentages.

1.2.9 Incident Resolution Report

The report provides a list of all the resolution codes used within the specified time period. The list will display codes from the most commonly used to the least.

1.2.10 Incidents without Associated Asset or CI Report

This report provides data on incidents due to missing Assets or CIs in the CMDB, to evaluate process performance, CMDB accuracy, the availability of services, and reliability.

The report shows a breakdown of closed incident requests by category and provides an indicator of volume and duration for each category. The report provides a drill-down function to list individual incident numbers. It also allows for the analysis of CFG and IM; process performance, CMDB accuracy, availability of services, and reliability.

1.2.11 Incident Resolution Method Report

This report provides data on incidents that could have been resolved by lower level support groups, for training purposes and to provide additional value to customer service packages

The report provides a list of all resolution methods used within the specified time period. The list will display methods from the most commonly used to the least. The goal of this report is to understand where efficiencies can be made. It will identify areas where knowledge can be used to eliminate recurring transfers of tickets to a higher level, to improve SLA responsiveness and closure at lower levels within support. The report will display the count against each incident category, that was forwarded to a higher level (say level 3), but resolved at a lower level (say level 1 or 2).

1.2.12 Incident Categories without Service Type Report

This report provides data on closed incidents that do not have an associated service type.

The report shows the breakdown of closed incident requests by category and provides an indicator of volume and duration for each category. It also allows analysis of incidents that were submitted/closed that did not have a service type attached.

1.2.13 Root Cause Category Report

This report provides data on Root Cause categories in order to provide insight into failure susceptibility and to influence availability and capacity management procurement decisions

Problem Management Root Cause Codes, are created on a Client by Client basis, and any additions or deletions to the root cause codes, must follow standard change control practices. The report provides a list of all the root cause codes used within the specified time period. The list will display codes from most commonly used to the least.

1.2.14 Created CI Report

This report provides data on what CIs were created. It is usually run on an account basis (i.e., Tenant specific). The report displays new CIs created within the specified date/time range.

1.2.15 Updated CI Report

This report provides data on what CIs were updated. The report displays existing CIs updated within the specified date/time range.

1.2.16 Deleted CI Report

This report provides data on what CIs were deleted. The report displays existing CIs deleted (marked inactive) within the specified date/time range.

1.2.17 CMDB Reconciliation Report

This report provides data on the results of the reconciliation in both instances where CIs are automatically created/updated, and those that are manually updated

Based upon customized business rules for reconciliation, this report displays the results of the reconciliation, in both instances where CIs are automatically created/updated and those that are manually updated within the specified date/time range.

1.2.18 CI Maintenance Window Conflict Report

This report provides data on CIs that are linked to a scheduled change and have conflicting maintenance windows.

The report identifies if CI's are linked to multiple services and have conflicting maintenance windows. Maintenance windows define time periods where changes are allowed, not allowed and when the service should absolutely be up. These windows link directly to how priority/risk is calculated in incident, problem and change management. This report identifies when there is a conflict between multiple windows, whether applied directly to the CI or inherited through a related service.

1.3.1 Aggregate Reports

Overall Summary

This report shows the count of Requests and Change Orders created and closed, between the start and end dates, as well as the average time to close. It also contains a report of the Top 5 Request Areas associated with Requests, and a report of the Top 5 Categories for Change Orders.

1.3.2 Asset Reports

Asset List

This report shows the Resource Family (Hardware, Software etc), the type of Asset (keyboard, modem etc.), the serial number for that Asset, a more detailed description of the Asset.

1.3.3 Incident, Problem & Request Management Reports

Volume and Trend

This report shows annual trend of opened and closed incidents based on a user selected annual trending parameter.

Mean Time To Acknowledge and Mean Time To Resolve

This report shows annual trend of mean time to acknowledge incidents (MTTA) and mean time to resolve incidents (MTTR) against the current month, and previous 3 months.

Incident Traceability Matrix

This report enlists the Incidents and shows the related Problems and Change Orders. Hyperlink on the Incident # opens a sub-report showing the brief details of the Incidents, Problems and Change Order

Problem Traceability Matrix

This report enlists the Problems that have relationships with Incidents and Change Orders. Hyperlink on the Problem # opens a sub-report showing the brief details of the Problems, Incidents and Change Orders.

Active Requests Aging

This report shows count of all open Requests by the number of weeks open.

Active Requests Aging by Groups

This shows count of open Requests by the number of weeks open. User must input a Group name for a search of only Requests in that Group.

Active Requests Aging by Priority

This report shows count of open Requests by the number of weeks open. Adjacent bars break up counts by Priorities.

Active Requests Aging by Priority for Groups

This report shows count of open Requests by the number of weeks open. Adjacent bars break up counts by Priorities. User must input a Group name for a search of Requests in that Group.

Active Requests Aging by Priority for Request Areas

This report shows count of open Requests by the number of weeks open. Adjacent bars break up counts by Priorities. User must input a Request Area name for a search of Requests in that Request Area.

Active Requests Aging by Request Areas

This reports shows count of open Requests by the number of weeks open. User must input a Request Area for a search of only Requests in that Request Area.

Active Requests Aging by Status

This report shows count of open Requests by the number of weeks open. User must input a Status Name for a search of only Requests in that Status.

Active Requests Aging Report by Priority for Status

This report shows count of open Requests by the number of weeks open. Adjacent bars break up counts by Priorities. User must input a Status name for a search of Requests in that Status.

Volume and Trend

This report shows annual trend of opened and closed requests based on a user selected annual trending parameter.

Mean Time To Acknowledge & Mean Time To Resolve

This report shows annual trend of mean time to acknowledge requests (MTTA) and mean time to resolve requests (MTTR) against the current month, and previous 3 months.

Analyst Count by Priority of Active Requests

This report shows open Request counts by Priority grouped by Analyst.

Analyst Summary

This report shows the number of Analysts assigned to Requests by Status.

Request Aging Detail by Organization and Analyst

This report provides a detailed summary of all currently open Requests by Organization and Analyst, and the last activity that occurred and by whom. Sorted descending on time open.

Request List by Analyst

This report shows a list of Requests assigned to each Analyst.

Requests by Failed Service Type for Groups

This report shows the percentage of each Service Type failure based on the total Service Type failures in one Group, in certain Groups, or in ALL Groups.

Violated SLA for Groups

This report shows the number of Requests violated by the number of times violated. Requires a start and end date, and Group name for a search of only Requests opened during that date range, and assigned to that Group, or all Groups.

SLA Violation

This report shows annual trend on % of SLA violation against the opened requests volume .

Active Request List

A list of active Requests grouped by Analyst.

Active Requests at Weeks End

This report shows counts of opened Requests for today, 7 days ago (1 week ago), 14 days ago (2 weeks ago), and so on for 5 weeks. The counts are shown on the bars for each Week Ending date. The opened Request counts, for each Week Ending date, include the previous 6 days, up to and including the 7th day (Week Ending date).

Activity of Requests

This report lists the activities for all Requests, grouped by Request.

Analyst List by Organization

A list of Analysts organized by their Organization.

Key Organization Summary

This report lists each Request currently open for Customers whose Organizations have a 48 Hour Resolution Service Type. This is a template for reporting by Service Type when the activity of an Organization is more important than that of a particular person.

Open/Closed Call Analysis by Analyst

This report lists counts of Requests active at the start date, new Requests entered during the period, Requests closed during the period, the number of active Requests at the end of the period, and the change in the number of active Requests over the period.

Request Activity Counts by Customer Organization

This report provides a count of Request Activities by type, sorted by Customer Organization. The counts are based on Requests that were opened between the Start and End Dates.

Request Aging Detail

This report provides a detailed summary of all currently open Requests by Organization and the last Activity that occurred and by whom.

Request Areas Currently Active

This report shows the count of open Requests by Request Area.

Request List

This report shows a list of Requests.

Not Closed Requests by Priority

This report provides a count of Requests with no Closed Date by Customer Location. The numbers are further broken down by Priority. Additionally, the report totals the number of Requests active, inactive and with an SLA Violation.

Not Closed Requests by Priority with Attached Change Orders

This report provides a count of Requests with no Close Date and attached Change Orders. The numbers are grouped by Customer Location and Priority.

Resolved Requests by Priority with Resolved Date

This report provides a count of Requests that have been resolved but not yet closed. The Requests are listed by Customer Location and Priority.

Request Properties by Request Area

This report lists all Requests and their Properties within the user selected date range, grouped by Request Area.

Request Property Values

This report lists Request Properties based on the Open Date range selected by the user. The list shows each Property, and all the responses to that Property.

1.3.4 Change Management Reports

Aging Reports

Active Change Orders Aging

This report shows count of all open Change Orders by the number of weeks open.

Active Change Orders Aging by Categories

This report shows count of open Change Orders by the number of weeks open. User must input a Category name for a search of Change Orders in that Category.

Active Change Orders Aging by Group

This report shows count of open Change Orders by the number of weeks open. To see these results for a specific Group or Groups, select the Group Name(s) when the report is initially run.

Active Change Orders Aging by Priority

This report shows count of all open Change Orders by the number of weeks open. Adjacent bars break up counts by Priorities.

Active Change Orders Aging by Priority for Categories

This report shows count of open Change Orders by the number of weeks open. Adjacent bars break up counts by Priorities. User must input a Category name for a search of Change Orders in that Category.

Active Change Orders Aging by Priority for Groups

This report shows count of open Change Orders by the number of weeks open. Adjacent bars break up counts by Priorities. User must input a Group name for a search of Change Orders in that Group.

Active Change Orders Aging by Priority for Status

This report shows count of open Change Orders by the number of weeks open. Adjacent bars break up counts by Priorities. User must input a Status name for a search of Change Orders in that Status.

Active Change Orders Aging by Status

This report shows count of open Change Orders by the number of weeks open. User must input a Status Name for a search of only Change Orders in that Status.

Compliance Reports

All Rejected Change Orders

This report shows total number of Change Orders, Number of Rejected Change Orders, % of Change Orders Rejected during approval phase, group by Change Category, Change Group, for the specified period.

Average Duration of Change Order

This report shows total number of Change Orders, average duration for Change Order completion group by Category, Change Group, for the specified period

Change Order Implementation Cost Details

This report shows the associated costs for Change Order of each Category grouped by Change Group, Category, No. of Change Order, Actual Cost and Estimated Cost for all the Change Order's for the specified period.

Change Order in Detail

This report shows complete details of the Change Order(s).

Change Orders by Change Type

This report shows total number of completed Change Orders and Percentage of Change Orders for each Change Type group by Change Group and Category for the specified period.

Change Orders by Closure Code

This report shows total number of Change Orders, % of Change Orders for each Closure Code group by Change Group and Category for the specified period.

Change Orders Initiated by Problem/Incident

This report shows the Total number of Change Orders, Change Orders Initiated by Incident/Problem and % of Change Orders Initiated by Incident/Problem tickets group by Change Group and Category for the specified period.

Change Orders Outside Blackout Window

This report shows total number of Change Orders, Number of Change Orders scheduled outside Blackout Window and % of Change Orders scheduled outside the Blackout window group by Change Group and Category for the specified period.

Change Orders Outside Maintenance Window

This report shows Total number of Change Orders, Number of Change Orders scheduled outside Maintenance Window and % of Change Orders scheduled Outside the Maintenance window group by Change Group and Category for the specified period.

Configuration Items Associated to Change Order

This report shows Configuration Items, number of associated Change Orders grouped by Change Group and Category for the specified period.

Forecast Reports

Change Orders Approved and Scheduled for Implementation

This report by default shows Change Order#, Change Group, Category, Priority, Risk Level, Status and Planned Implementation Date of all Change Orders those are approved and planned for implementation.

Change Orders Waiting for CAB Approval

This report by default shows Change Orders Waiting for CAB Approval, Change Order#, Category, Priority, Risk Level, Status, Planned Implementation Date & time and No. of elapsed days since its opened. This report by default is sorted by Risk Level.

Resource Reports

Analyst Count By Priority of Open Change Orders

This report shows open Change Orders counts that are displayed by Analyst assigned to the Change Orders and broken up by Priority.

Change Orders by Failed Service Type for Groups

This report shows the percentage of each Service Type failure based on the total Service Type failures in one Group, in specific Groups, or in ALL Groups

Workflow Tasks Pending

This report shows a list of Workflow Tasks that are in Pending Status, and the duration (within Workshift Hours) that it has been in Pending Status from the time the Workflow Task started.

Trend Reports

Trend Report By Group

This report shows historical data of % of Change Orders for each Closure code grouped by Change Group for specified Change Groups.

Volume Reports

Active Change Orders at Weeks End

This report shows counts of opened Change Orders for today, 7 days ago (1 week ago), 14 days ago (2 weeks ago), and so on for 5 weeks.

Change Categories Currently Active

This report shows the count of open Change Orders by Change Category.

Change Orders by Failed Service Type for Change Categories

This report shows the percentage of each Service Type failure based on the total Service Type failures in a particular Change Category, or a Group of specific Change Categories, or in ALL Change Categories.

Change Order Totals by Assignee

A start and end date must be entered for this report. Also, the analyst(s) last name needs to be specified or ALL for a list of all analysts. Estimated Time and Cost are shown, plus the Total Time and Cost and average Time To Close.

Change Orders by Failed Service Type for Change Categories

This report shows the percentage of each Service Type failure based on the total Service Type failures in a particular Change Category, or a Group of specific Change Categories, or in ALL Change Categories.

Change Orders by Failed Service Type for Statuses

This report shows the percentage of each Service Type failure based on the total Service Type failures in a particular Status, or in a Group of specific Statuses, or in ALL Statuses.

Total Volume of Change Orders

This report shows counts of both opened and closed Change Orders by Interface for today, 7 days ago (1 week ago), 14 days ago (2 weeks ago), and so on for about five weeks.

Total Volume of Change Orders by Interface

This report shows counts of both opened and closed Change Orders by Interface for today, 7 days ago (1 week ago), 14 days ago (2 weeks ago), and so on for about five weeks.

Workflow Task Aging

A list of Workflow Tasks and the duration (within Workshift Hours) it took to complete one task to another, per Change Order.

Change Properties by Category

This report lists all Change Orders and their Properties with an open date in the user selected date range, grouped by Category.

Properties Values by Property

This report lists Change Order Properties based on the open date range selected by the user. The list shows each Property, and all the responses to that Property.

Issue Reports

Active Issues Aging

This report shows count of all open Issues by the number of weeks open.

Active Issues Aging by Categories

This report shows count of Issues by the number of weeks open. User must input a Category name for a search of only Issues in that Category.

Active Issues Aging by Groups

This report shows count of open Issues by the number of weeks open. Adjacent bars break up counts by priorities. User must input a Group(s).

Active Issues Aging by Priority

This report shows count of all open Issues by the number of weeks open.

Active Issues Aging by Priority for Categories

This report shows count of open Issues by the number of weeks open. Adjacent bars break up counts by Priorities. User must input a Category name for a search of Issues in that Category.

Active Issues Aging by Priority for Groups

This report shows count of open Issues by the number of weeks open. Adjacent bars break up counts by priorities. User must input a Group name for a search of Issues in that Group.

Active Issues Aging by Priority for Status

This report shows count of open Issues by the number of weeks open. Adjacent bars break up counts by Priorities. User must input a Status.

Active Issues Aging by Status

This report shows count of open Issues by the number of weeks open. Adjacent bars break up counts by priorities. User must input a Status.

Analyst Count by Priority of Active Issues

This report displays Active Issue counts by Analyst assigned to the Issue and broken up by Priority.

Issues by Failed Service Type for Groups

This report shows the percentage of each Service Type failure based on the total Service Type failures in one Group, in specific Groups, or in ALL Groups.

Plan Task Pending

A list of Plan Tasks that are in Pending Status, and the duration (within Workshift hours) that it has been in Pending Status from the time the Plan Task started.

Active Issues at Weeks End

This report shows counts of opened Issues for today, 7 days ago (1 week ago), 14 days ago (2 weeks ago), and so on for 5 weeks. The counts are shown on the bars for each Week Ending date. The opened Issue counts, for each Week Ending date, include the previous 6 days, up to and including the 7th day (Week Ending date)

Issue Categories Currently Active

This report shows count of open Issues by Category.

Issue Totals

A start and end date must be entered for this report. Also, the Analyst(s) last name needs to be specified or ALL for a list of all Analysts. Estimated Time and Cost are shown, plus the Total Time and Cost and average TimeTo Close. Note : Analyst filter is a combination of User(s) Login Id and User(s) Last Name

Issues by Failed Service Type for Categories

This report shows the percentage of each Service Type failure based on the total Service Type failures in a particular Change Category, or a Group of specific Change Categories, or in ALL Change Categories.

Issues by Failed Service Type for Status

This report shows the percentage of each Service Type failure based on the total Service Type failures in a particular Status, or in a Group of specific Statuses, or in ALL Statuses.

Plan Task Aging

A list of Plan Tasks and the duration (within Workshift hours) it took to complete one task to another, per Change Order.

Total Volume of Issues

This report shows counts of both opened and closed Issues for today, 7 days ago (1 week ago), 14 days ago (2 weeks ago), and so on for about five weeks.

Total Volume of Issues by Interface

This report shows the counts of both opened and closed Issues by Interface for today, 7 days ago (1 week ago), 14 days ago (2 weeks ago), and so on for about five weeks.

Issue Properties by Category

This report lists all Issues and their Properties with an open date in the user selected date range, grouped by Category.

Issue Property Values

This report lists all values for each Issue Property with an Issue open date in the user selected date range.

Key Performance Indicator Reports

Service Desk Application-Level Transaction Measurements

This report produces graphs showing a comparison of transaction processing times for a chosen system type Key Performance Indicator over a user specified period of time. The values are collected and stored by the Service Desk Key Performance Indicator functionality, which can be activated by a Service Desk administrator.

Service Desk Application-Level Transaction Rates of Change

This report renders a line graph showing the rate of change for a selected system activity during a selected time frame. Information displayed on this report is derived from data gathered over time by active Key Performance Indicators of type system, which are configured and activated by a Service Desk Administrator. This report is useful for understanding normal system activity over the near term, and understanding the gradual trend of system transactions over the long term.

Service Desk SQL and Stored Query KPI Values

This report renders a list and a line graph showing values collected by a selected Key Performance Indicator over a selected time frame. Information displayed on this report is derived from data gathered over time by active Key Performance Indicators of type SQL and Stored Query, which are configured and activated by a Service Desk Administrator. This report is useful for revealing what values have been collected in the Kpi Data Table.

1.3.5 Knowledge Management Reports

Comments by Contact

This report shows Comments on Knowledge Documents sorted by Contact

Document Usage by Contact

This report shows how Knowledge Documents have been utilized and is sorted by Contact.

Searches by Contact

This report shows Knowledge Tools searches by Contact.

System Usage by Contact

This report shows Knowledge Tools session and search information sorted by Contact.

User Sessions - Visits to Site

This report shows Knowledge Tools session and search information sorted by Contact.

Users Opening Issues Without Searching Knowledge

This report shows Issues opened without searching Knowledge.

Users Opening Requests Without Searching Knowledge

This report shows Requests opened without searching Knowledge.

Comments by Document

This report shows comments sorted by Knowledge Document.

Document FAQ Rating

This report shows Knowledge Documents sorted by FAQ Rating.

Document Ratings

This report shows a list and pie chart of Knowledge Document Ratings.

Documents Viewed Detail

This report shows details about the viewing of a specific Knowledge Document

Knowledge Feedback

This report shows Knowledge Documents feedback.

Knowledge Usage for Issues

This report shows information about the number of sessions where users do not open Issues, percentage of Self Service, the total number of Solutions, the number of Issues opened over a time frame.

Knowledge Usage for Requests

This report shows information about the number of sessions where users do not open Requests, percentage of Self Service, the total number of Solutions, the number of Requests opened over a time frame.

Least Frequently Viewed Documents

This report shows Knowledge Documents viewed least frequently.

Most Frequently Viewed Documents

This report shows Knowledge Documents viewed most frequently.

Poor Votes

This report shows a list of Documents with not helpful at all rating.

Candidate Documents for Retirement

This report shows a list of Documents that are candidates for retirement.

Documents by Status

This report shows Knowledge Documents grouped by Status.

Documents Created Via Knowledge Categories

This report shows Knowledge Documents created via Knowledge Categories or via Submit Knowledge and assigned to the Category owner.

Documents Published

This report shows Knowledge Documents that have been published.

Documents Scheduled for Expiration

This report shows Knowledge Documents that are scheduled to expire within the specified time frame.

Documents with Inactive Assignees

This report shows Knowledge Documents with Inactive Assignees.

Documents with Inactive Owners

This report shows Knowledge Documents with Inactive Owners

Expired Documents

This report shows Knowledge Documents that have expired.

Submitted Knowledge

This report shows Knowledge Documents submitted via the Submit Knowledge link in the Customer, Employee UI.

Unpublished Documents

This report shows Knowledge Documents that have been unpublished.

Contact FAQ Ratings

This report shows summary of Knowledge Document FAQ ratings by Contact.

Contact FAQ Ratings Detail

This report shows details of Knowledge Document FAQ ratings by Contact.

Contact Information

This report shows a list of all Contacts, with name, login, role, status, email address, last login date and Groups the Contact is a member of.

Documents Solving Issues by Contact

This report shows Knowledge Documents that have solved Issues.

Documents Solving Requests by Contact

This report shows Knowledge Documents that have solved Requests.

Issues Solved by Document

This report shows details of Knowledge Documents that have solved Issues. Information about the Issues that was resolved by the Document is also listed.

Knowledge Initiators Detail

This report shows details of Knowledge Documents grouped by the Contact that created them.

Knowledge Initiators Summary

This report shows a summary line for each Contact, how many Knowledge Documents and a percentage of the total number of Knowledge Documents that were created by the Contact.

Requests Solved by Document

This report shows details of Knowledge Documents that have solved Requests. Information about the Request that was resolved by the document is also listed.

Noise Words

This report shows Knowledge Document Noise Words.

Special Terms

This report shows Knowledge Document Special Terms

Synonyms

This report shows Knowledge Document Synonyms.

Issues Avoided

This report shows details of Issues Avoided.

Issues Closed with Knowledge

This report shows information on Issues closed with Knowledge.

Issues Closed without Knowledge

This report shows a list of Issues that have not been resolved by any Knowledge Documents.

Most Frequent Searches

This report shows most frequent Knowledge Tools searches

Requests Avoided

This report shows details of Requests Avoided.

Requests Closed with Knowledge

This report shows information on Requests closed with Knowledge.

Requests Closed without Knowledge

This report shows a list of Requests that have not been resolved by any Knowledge Documents.

Searches

This report shows Knowledge Tools searches for a specific date range, Search Source and Search Type.

Documents Solving Issues

This report shows Knowledge Documents that have solved Issues.

Documents Solving Issues Detail

This report shows details of Issues that have solved a specific Knowledge Document.

Documents Solving Requests

This report shows Knowledge Documents that have solved Requests.

Documents Solving Requests Detail

This report shows details of Requests that have solved a specific Knowledge Document.

Issues Created Based on Knowledge Documents

This report shows Issues created when the link create an Issue based on this document is selected, filter by RA and Category. Link type in klinks is 2.

Knowledge Documents Created from Issues

This report shows proportion of Issues used to generate a Knowledge Document.

Knowledge Documents Created from Requests

This report shows proportion of Requests to generate a Knowledge Document.

Linked Knowledge to Issues

This report shows Linked Knowledge to Issues.

Linked Knowledge to Requests

This report shows Linked Knowledge to Requests.

Requests Created Based on Knowledge Documents

This report shows Requests created when the link, create a Request based on this document is selected, filter by RA and Category. Link type in klinks is 2.

Knowledge Management Metrics

This report shows various Knowledge Management Metrics about Searches, Knowledge Life Cycle Management and others.

1.3.6 Survey Reports

Survey Details

This report shows details of a given Survey name (or ALL) that lists the specifics of each Survey completed. It will look very similar to the actual Survey, but filled in with the Customers choices and comments.

Survey Summary

This report shows a summary of a given Survey name (or ALL) that lists the percentages and counts of responses for each answer, per question, based on the total number of responses for this Survey.

Survey Summary with Comments

This report shows a summary of a given Survey name (or ALL) that lists the percentages and counts of responses for each answer, per question, based on the total number of responses for this Survey. Includes Customer Comments.

2. SERVICE LEVEL CATALOG MGMT REPORTS

2.2.1 Violated SLA Report

This report provides a tool for monitoring and determining which SLAs have not been met. The report lists Service Request SLAs for selected Client(s) that have violated their compliance threshold. This report follows the contractual agreement that the Service Provider has with each individual Customer.

This report lists Service Request SLAs for selected Client(s) that have violated their compliance threshold. All of the metrics on the report are for Service Fulfillment requests. These reports differ depending on the particular Customer for whom the report is being generated. While one Customer may have a "Data Network Services Install Timeliness" metric, another Customer may not, as a result, different reports are done for different Customers. No two Customers have the same service level requirements, since those metrics are driven by contractual arrangements between the Service Provider and the Customer being sourced.

Each Client has a specific business calendar associated with the account that determines the definition of; "Week to date", "Month to date", and "Year to date", as well as, which compliance % actually determines non-compliance with the SLA (usually this is "Month to date" but it can be another based on the contract). This business calendar needs to drive the required calculations for dates and SLA compliance.

Optional Requirement, If possible, provide link back to a particular SLA within the solution to view the underlying, defining SLA criteria.

2.2.2 Service Level Agreement Report

Provides a tool for monitoring all SLAs for a particular Client. This report lists Service Request SLAs for selected Client(s) and the associated metrics of compliance. It follows the contractual agreement that the Service Provider has with each individual Customer.

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Each Client has a specific business calendar associated with the account that determines the definition of; "Week to date", "Month to date", and "Year to date", as well as, which compliance % actually determines non-compliance with the SLA (usually this is "Month to date" but it can be another based on the contract). This business calendar needs to drive the required calculations for dates and SLA compliance.

Optional Requirement, If possible, provide link back to the particular SLA within the solution to view the underlying, defining SLA criteria.

2.2.3 Service Request Lifecycle Expectations Report

This report provides a tool for viewing SLA compliance of a complete Service Request from an overarching end-to-end perspective, as well as, broken down into its constituent components. It follows the contractual agreement that the Service Provider has with each individual Customer.

The report lists end-to-end Service Request SLAs for selected Client(s), including their constituent components and displays the associated measures of compliance.

All of the metrics on the report are for Service Fulfillment requests. These reports differ depending on the particular Customer for whom the report is being generated. While one Customer may have a "Data Network Services Install Timeliness" metric, another Customer may not, as a result, different reports are done for different Customers. No two Customers have the same service level requirements since those are driven by contractual arrangements between the SP and Customer being sourced.

Each Client has a specific business calendar associated with the account that determines the definition of; "Week to date", "Month to date", and "Year to date", as well as, which compliance % actually determines non-compliance with the SLA (usually this is "Month to date" but it can be another based on the contract). This business calendar needs to drive the required calculations for dates and SLA compliance.

Optional Requirement, if possible, provide a link back to a particular SLA within the solution to view the underlying, defining SLA criteria.

2.2.4 Service Request Fulfillment Report

This report provides a high-level review of Service Request Fulfillment activity. It follows the contractual agreement that the Service Provider has with each individual Customer. It lists; Service Request Fulfillment categories, sub-categories, (optionally) tasks for selected Client(s), provides associated counts and average times across a defined time slice.

All of the metrics on the report are for Service Fulfillment requests. These reports differ depending on the particular Customer for whom the report is being generated. While one Customer may have a "Data Network Services Install Timeliness" metric, another Customer may not, as a result, different reports are done for different Customers. No two Customers have the same service level requirements since those are driven by contractual arrangements between the Service Provider and the Customer being sourced.

This report displays a table, where each row is for one request sub-category. There are columns, to show the; average time, in days, hours and minutes. You can then approve, fulfill and complete the requests for this request sub-category. The date range is used to limit the list to just those requests whose initial creation date is within the range. This report highlights any times, where the average, is longer than the violation duration, for the request sub-category and highlights in a different color, any times where the average is longer than the warning duration, for the request sub-category.

Each Client has a specific business calendar associated with the account, which determines the definition of; "Week to date", "Month to date", and "Year to date." This business calendar needs to drive the required calculations for dates and SLA compliance.

Optional Requirement, If possible, provide link back to a particular SLA within the solution to see the underlying, defining SLA criteria.