

# HP Service Manager

Software Version: 9.41

For the supported Windows® and UNIX® operating systems

## Operational Reports Guide

Document Release Date: September 2015  
Software Release Date: September 2015



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# Chapter 1: Introduction to the Operational Reports guide

HP Service Manager reporting works with Crystal Reports to provide improved reports and Business objects for the batch scheduling of reports. To run HP Service Manager reports with Crystal Reports, you need a working knowledge of the following:

- HP Service Manager
- Crystal Reports
- The HP Service Manager ODBC driver.

To create reports you need a working knowledge of your DBMS or RDBMS, Crystal Reports, and a general understanding of HP Service Manager applications and utilities.

For additional information about any of these concepts, see the following:

- For information about a particular RDBMS, see the vendor documentation for your database type.
- For database configuration, see the *HP Service Manager 9.41 Interactive Installation Guide*.
- For information about HP Service Manager administration and configuration, and customizing the HP Service Manager product, see the *HP Service Manager Help Center*.

## About the Report Files

With the appropriate developer license for Crystal Reports, all report files (\*.rpt) can be customized to meet the needs of your business. Non-Crystal Reports users can review the shipped report files (\*.rpt) to determine which queries, joins, and filters were used for the development of the report. They can then use these details to recreate similar reports by using their own queries, joins, and filters. Each query interacts with any application compatible with the HP Service Manager ODBC driver.

All the released operational reports provided in the 9.40 DVD are based on the HP Service Manager Classic out-of-box data and therefore cannot be used from Service Manager Codeless. For Service Manager Codeless, you can create your own reports based on the instructions in this document.

# Chapter 2: Installing Crystal Reports

In HP Service Manager, reporting works with Crystal Reports to provide detailed reporting and analysis package that help maximize the abilities of your organization. Data monitoring and tracking, using HP Service Manager data from your environment, provide valuable insight to daily operations. Sample reports are provided so that you can build the reports into any reporting system.

## Installation Requirements and Compatibility

### Installation Requirements

The following components must be installed prior to using the HP Service Manager reporting feature:

- HP Service Manager Legacy Listener
- HP Service Manager ODBC Driver
- Crystal Reports

### Software Compatibility

This reporting and analysis package was developed using the following software applications and is considered compatible with these versions only.

- HP Service Manager 9.2x, 9.3x, and 9.4x run-time environment
- HP Service Manager 9.2x, 9.3x, and up to 9.4x applications
- HP Service Manager ODBC Driver
- Crystal Reports 2008, 2013 SP3

### Crystal Reports Compatibility

Crystal Reports 2013 are compatible with all Operation Reports versions, including 1.00, 9.20, 9.21, and 9.30.

## Installing Crystal Reports with HP Service Manager

For information about installing and configuring the legacy listener, the ODBC driver, and installing Crystal Reports for use with HP Service Manager, see the *HP Service Manager Installation Guide*.

For HP Service Manager ODBC driver troubleshooting and best practices, see the Help topics packaged with HP Service Manager product.

## Packaging and File Location

The HP Service Manager Operational Reports package is located in the Reporting\OperationalReports directory on the Service Manager 9.40 installation DVD disc 2 or by clicking **Operational Reports** on the Autorun installation screen. This directory contains a set of Crystal Reports report files (\*.rpt). For additional information about downloading the out-of-box reports, see the *HP Service Manager Installation Guide*.

## Language packs

The languages supported by the language pack install are as follows:

• English	• French	• Japanese
• German	• Spanish	• Italian
• Korean	• Dutch	• Portuguese (Brazilian)
• Swedish	• Chinese Simplified	• Chinese Traditional

The default install language for Crystal Reports is set to English; however, if the native language of your OS is listed above, Crystal Reports will run in that language. The out-of-box reports are not localized and will render in English regardless of what language your Crystal Reports application is using.

You should refer to the Crystal Reports documentation for instructions on how to change the language that Crystal Reports uses.

## Time Zones Settings for Reporting

Crystal Report uses the ODBC driver to access the HP Service Manager database. When an operator creates or updates a record, the date information will be stored into the database using the coordinated universal time (UTC) scale. When an operator queries a record in the database, the ODBC

driver will convert the UTC date to the operator’s time zone as defined in the login profile. Hence the converted date is displayed in the HP Service Manager client’s UI.

In case the Service Manager server and the Service Manager client are running in different time zones with varied operator time zone configurations, you can refer to the following table for a record’s date information displayed in client’s UI.

<b>Operator Time Zone <sup>1</sup></b>	<b>Server System Time Zone</b>	<b>Database Time Zone</b>	<b>Record Time Displayed</b>
N/A	N/A	UTC	UTC
N/A	Defined	UTC	Server system time zone
Defined	N/A	UTC	Operator time zone
Defined	Defined	UTC	Operator time zone

From the table, it can be concluded that:

- If neither the operator time zone nor the server system time zone is defined (null value), date information will be stored in the database using the UTC scale. The date will be displayed as the UTC scale in client (including Eclipse RCP Client, Web tier Client and Crystal Reports).
- If the operator time zone is null and the server system time zone is defined, a record’s date information will be stored into the database using the UTC scale. But the date will be converted and displayed as the system time zone.
- If the operator time zone is defined and the server system time zone is null, a record’s date information will be stored into the database using the UTC scale. But the date will be converted and displayed as the operator time zone.
- If both the operator time zone and the server system time zone are defined, a record’s date information will be stored into the database using the UTC scale. But the date will be converted and displayed as the operator time zone.

Make sure the computer on which the Crystal Reports is running has the same time zone setup with the operator time zone, or has the same time zone setup with the sever time zone in case the operator time zone is null.

To configure the system time zone for HP Service Manager:

<sup>1</sup>Note the Operator refers to the operator account which is used to log in to the ODBC driver. The Operator Time Zone refers to the time zone setup in an operator’s login profile.

1. Log on to Service Manager with a system administrator account.
2. From the System Navigator, click **System Administrator > Base System Configuration > Miscellaneous > System Information Record**.
3. Click **Date Info** to open the tab.
4. In the **Time Zone** field, select the new time zone for the server system.

The screenshot shows the 'System Information Definition' form. The 'Company Information' section is filled out with: Company Name: advantage inc., Address: 1437 Bannock Street, City: Denver, State: CO, and Zip: 80202. Below this is a tabbed interface with tabs for Passwords, General, Active Integrations, Web Services API, Menu Information, Date Info (selected), and Print Options. The 'Date Info' tab is active, showing 'Time Zone' set to 'US/Mountain' and 'Format' set to 'mm/dd/yy'.

5. Click **Save**.

To set the time zone for an individual operator:

1. Log in to the Service Manager system with a system administrator account.
2. From the System Navigator, click **System Administration > Ongoing Maintenance > Operators**.
3. Type the login name of the specified operator in the **Login Name** field.
4. Click **Search**. Detailed profile of the specified operator is displayed in the Operator Record page.
5. Click **Login Profiles** to open the tab.
6. In the **Time Zone** field, select the new time zone for the operator.

Operator Record	
◆ General ◆ Security ◆ Login Profiles ◆ Startup ◆ Notification ◆ Security Groups ◆ Self Service	
Login Profile	
Language:	English
Time Zone:	Beijing
Date Format:	yy/mm/dd
Display Currency	US Dollar
Message Level:	Information
Max Attachment Size:	
Total Attachment Size:	
Knowledge Groups	

7. Click **Save**.

**Note:** To apply the updated operator login profile, you need to log off and then log in to the HP Service Manager server again by using the operator’s account. There is no need to restart the Service Manager service. However, the HP Service Manager ODBC driver accesses the Service Manager database via legacy service and you must restart the ServiceCenter service manually. For more information about how to start the ServiceCenter service, refer to *HP Service Manager Installation Guide*.



## Chapter 3: Report Descriptions and Usage

The intention of this reporting package is to provide users with realistic examples of business reporting requirements. Each report is intended to meet the analytical needs of a generic HP Service Manager business user. All reports in the package can be executed on an HP Service Manager 7.11, 9.20, 9.21, 9.30 and up to 9.41 out-of-box (OOB) system. The reports are intended to be used as a starting point for the development of more detailed, customer-specific reports.

The following tables describe the available application-specific reports, descriptions, and business use. The report files (\*.rpt) can be opened in Crystal Reports and optionally modified to suit your needs. Detailed report descriptions can be viewed by clicking the link in the first column of the table.

### Change Management Reports

Report name	Business user	Description
<a href="#">"Open and Closed Change Requests"</a>	Service Management process managers, IT Management team	This report gives the user the ability to review, for a determined period, a breakdown of open and closed changes by category.
<a href="#">"Percentage of Rejected Changes"</a>	Service Management process managers, IT Management team	This report provides an overview of the number of rejected changes as a percentage of the total number of closed changes in a given time period.
<a href="#">"Percentage of Emergency Changes"</a>	Service Management process managers, IT Management team	This report provides an overview of the number of closed emergency changes as a percentage of the total number of closed changes in a given time period.
<a href="#">"Percentage of Successful Changes"</a>	Service Management process managers, IT Management	This report provides an overview of the number of closed changes that were successfully implemented (including with and without problems) as a percentage of the total number of closed changes in a given time period.

Report name	Business user	Description
	team	
"Changes Scheduled for This Week"	Service Management process managers, IT Management team	This report provides an overview of the changes scheduled for this week.

## Open and Closed Change Requests

### Description

The Open and Closed Change Requests report breaks down changes by state (open or closed), by category, and then by phase. This report contains a graphical representation of the breakdown of open versus closed changes using a pie chart to display the categories. You can double-click any piece of the pie to display a detailed breakdown of that category by phase. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by category and the current phase of the change.

### Customer Value

This report provides a quick view of open and closed change requests for a specified time period. The percentages and totals displayed in group headings allow for a quick, visual overview of which change categories are generating the highest number of change requests, have a large number of change requests pending, or are approving and closing change requests quickly and efficiently. This information can then be used by a Change Management administrator to determine if the workflow in place needs to be adjusted or if a particular department requires additional training or resources to efficiently manage the number of change requests in a given area.

## Percentage of Rejected Changes

### Description

The Percentage of Rejected Changes report breaks down all closed changes in a given time period by status (rejected and non-rejected) and then by service type (Applications, E-mail/Webmail,

Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of rejected versus non-rejected changes using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

## Customer Value

This report provides a quick view of rejected and non-rejected changes for a given time period. Together with rejection reasons the report provides information about the way requesters and the IT organization handle the Change Management process. Reasons for rejecting a change include the following:

- The change is a standard one and should be handled through the Request Management process.
- The change is not a valid one (logical, feasible or unnecessary).
- The change approval is not supported.

This information can be used by a group manager to make decisions and take actions for the following reasons:

- If the request fulfillment process is not satisfactory because many standard changes enter the Change Management process, the request fulfillment process needs to be reviewed for improvements.
- If the requesters use the Change Management process to drop all their functional or technical requirements without consulting the product manager or owner, it might be necessary to adjust the roles and responsibilities of some people to decrease their workload.

## Percentage of Emergency Changes

### Description

The Percentage of Emergency Changes report breaks down all closed changes in a given time period by change type (emergency changes and other changes) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of changes using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that change type by service. This report organizes the

information using groups and sub-groups to help users quickly view percentages and total counts by change type and service.

## Customer Value

This report provides a quick view of emergency changes for a given time period. The emergency change procedure is used to repair a failure (logged as an urgent incident) that has a large negative impact on the business and therefore needs to be fixed as soon as possible, and there is no workaround available that can be used. The percentage of emergency changes compared to all the changes within an organization is a good indication for the quality of Change Management and the service delivered. A well structured and planned Change Management process should limit the number of emergency changes needed after implementation to restore the service availability.

## Percentage of Successful Changes

### Description

The Percentage of Successful Changes report breaks down all closed changes in a given time period by status (failed, successful and successful with problems) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of successful changes, successful changes with problems and failed changes using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

## Customer Value

This report provides a quick view of successful and failed changes for a given time period. Successful changes are changes that were implemented successfully on the first attempt with minimized exposure to risk and a limited severity on the impact and service interruption. This means that there is no fallback needed, there is no unplanned downtime and the change does not cause a failure of the service after going live. A high percentage of successful changes is an indicator for good Change Management while a low percentage is an indicator for inadequate Change Management that needs to be evaluated.

## Changes Scheduled for This Week

### Description

The Changes Scheduled for This Week report provides an overview of changes scheduled for this week. This report contains a graphical representation of the breakdown of changes scheduled for this week using a bar graph. You can double-click any bar to display a detailed breakdown of that changes scheduled for a specified day.

### Customer Value

This reports organizes the information by weekdays and provides a quick view of the changes scheduled for this week. The report is used to communicate the planned changes with the organization and provide visibility to key stakeholders of changes being introduced into the production environment. Reduction in the number of changes from week to week is an indicator for good Change Management while a growth is an indicator for inadequate Change Management that needs to be evaluated.

## Configuration Management Reports

Report name	Business user	Description
"Configuration Item Relationships"	Service Management process managers, IT Management team	This report provides a high level view of the configuration item relationships defined for the organization.
"Configuration Item Summary"	Service Management process managers, IT Management team	This report gives the user the ability to view all the configuration items within their organization grouped by type and then by status.
"Percentage of Configuration Items Related to Other Configuration Items"	Service Management process managers, IT Management team	This report gives the user the ability to review the number of configuration items (CIs) related to one or more other CIs as a percentage of the total number of registered CIs in the Configuration Management System (CMS).

## Configuration Item Relationships

### Description

The Configuration Item Relationships report breaks down the configuration items (CIs) and their downstream relationships by type and then by subtype. If a CI has more than one downstream relationship, the report displays the total count. You can double-click the count to view the full list of downstream relationships.

### Customer Value

This report allows a Configuration Management administrator to evaluate the CI relationships defined in the organization and determine whether the relationship model accurately represents their business needs. The administrator can also see the outage definitions and determine whether to change them.

## Configuration Item Summary

### Description

The Configuration Item Summary report breaks down the configuration items by type and then by status. This report contains a pie chart displaying all configuration items (CIs) by type. You can double-click any piece of the chart to display a detailed breakdown of the CI type by its status. This report uses grouping to provide a view of total counts by type and status.

### Customer Value

This report gives the Configuration Manager administrator a high level overview of all the CIs defined within their organization. The administrator can view the details of any specific CI type and make decisions about inventory based on count and status of existing CIs. The report highlights in red any CIs currently down so that the administrator quickly sees which configuration items need attention.

# Percentage of Configuration Items Related to Other Configuration Items

## Description

The Percentage of Configuration Items Related to Other Configuration Items report provides an overview of the number of CIs within the CMDB for which the relationship with other CIs has been defined compared to the total number of CIs within the Configuration Management System (CMS). It only shows the relationship between CIs. This report contains a graphical representation of the breakdown of all CIs by relationship with other CIs using a pie chart. You can double-click the 'CI related to other CIs' piece of the pie to display a detailed breakdown of that CI type by its subtypes. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by type and subtype of CIs.

## Customer Value

This report provides information about the maturity of the CMDB to support the service management processes. It adds value to the CMDB to register the relationships between CIs instead of only registering the elements. This report also provides insight in the service structures that is used in Problem Management (problem investigation and diagnosis) and Change Management (change assessment and planning). The results of this report can be used by Configuration Management. The maturity of the CMDB is an indicator for the maturity of all other service management processes (there is no use for a mature CMDB when the information is not used).

# Incident Management Reports

Report name	Business user	Description
"Open and Closed Incidents by Category"	Service Management process managers, IT Management team	This report enables the user to review, for a determined period, a breakdown of open and closed incidents by categories and by their associated areas.
"Open and Closed Incidents by Service"	Service Management process managers, IT Management team	This report provides an overview of the number of reported incidents by service in a given time period.
"Backlog of Incidents"	Service Management process managers,	This report enables the user to review the number of incidents that are not closed in a given time period.

Report name	Business user	Description
	IT Management team	
"Reopened Incidents"	Service Management process managers, IT Management team	This report enables the user to review the percentage of reopened incidents by service in a given time period.
"Incidents Closed Meeting SLA Target"	Service Management process managers, IT Management team	This report enables the user to review the number of closed incidents that meet the SLA targets in a given time period, relative to the number of all closed incidents.
"Incident Aging Report"	Service Management process managers, IT Management team	This report enables the user to review the number of all closed incidents opened in the last 30 days by priority and by incident duration.
"Incident Reassignment Analysis"	Service Management process managers, IT Management team	This report enables the user to review the count of incidents opened in the last 13 months (including the current month) by number of reassignment times and by open date.
"Percentage of Incidents by Priority"	Service Management process managers, IT Management team	This report enables the user to review the count of incidents submitted in the last 13 months (including the current month) by open date and by priority.
"Open Incidents Monthly Analysis by Category"	Service Management process managers, IT Management team	This report enables the user to review a breakdown of monthly opened incidents for a determined period by categories and by their associated areas.

## Open and Closed Incidents by Category

### Description

The Open and Closed Incidents by Category report breaks down incidents by state (open or closed), by category, and then by area. This report contains a graphical representation of the breakdown of open versus closed incidents using a chart to display the categories. You can click any piece of the pie to display a detailed breakdown of that category by its areas. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by category and area.



## Customer Value

This report provides a quick view of open and closed incidents for a specified time period. The percentages and totals displayed in group headings allow for quick determination of which categories and areas are generating the highest number of incidents, have a large number of incidents remaining open, or are resolving issues quickly. This information can then be used by an Incident Management administrator to determine if a particular department requires additional training or resources to efficiently manage the number of incidents in a given area.

## Open and Closed Incidents by Service

### Description

The Open and Closed Incidents by Service report breaks down all reported incidents in a given time period by status (open or closed) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of open versus closed incidents using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

## Customer Value

This report provides a quick view of open and closed incidents by service for a given time period. The percentages and totals displayed in group headings indicate the quality of the service delivered. An increase of incidents deviated from the trend line in a certain time period needs to be diagnosed and acted upon. This information can be used by an Incident Management administrator to determine whether a particular department requires additional training or resources to decrease the number of incidents of a given service type. Note that the report excludes interactions logged as incidents but handled by the Service Desk.

## Backlog of Incidents

### Description

The Backlog of Incidents report breaks down non-closed incidents by time period, and then by assignment group. This report contains a graphical representation of the breakdown of all non-closed incidents using a pie chart. You can click any piece of the pie to display a detailed breakdown of that time period by assignment group. The backlog consists of all incidents assigned to a certain group that are not closed yet, for example, all open incidents for this week for the network support group.

### Customer Value

This report provides information about the workload for an assignment group. A growing number of open backlog incidents for a group indicates that they are not able to handle the current workload which is a threat for the SLA target times. This information can be used by a group manager to make decisions about the resources needed for the Incident Management process.

## Reopened Incidents

### Description

The Reopened Incidents report breaks down all incidents that were ever marked closed by status (reopened and non-reopened) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). Using a pie chart, this report provides an overview of the number of incidents that were reopened because the solutions were not accepted by the customer, relative to the number of incidents closed in a given time period. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information into groups and sub-groups to provide a quick view of percentage of reopened incidents.

### Customer Value

This report provides information about the quality of the Incident Management process. Reopened incidents imply extra workload for the support groups and a threat for the Service Level Target dates. Incidents reopened by the Service Desk Agent indicate that the solutions provided did not satisfy the customer, the support group did not do a good job, or the service disruption was due to incorrect diagnosis. Note that this report does not refer to incidents that were recreated, because not all interactions were closed by the solutions provided.

## Incidents Closed Meeting SLA Target

### Description

The Incidents Closed Meeting SLA Target report breaks down all closed incidents in a given time period by status (SLA Target Met and SLA Breached) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of all closed incidents using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

### Customer Value

This report provides a quick view of closed incidents that meet SLA targets by service for a given time period. The percentages and totals displayed in group headings indicate the performance of the support organization. When the percentage of the closed incidents that meet SLA target is low, the Incident Manager needs to find out and analyze the weakest links of the process and define actions to improve the service delivery. Some possible actions are listed below:

- Provide support employees with training to upgrade their knowledge.
- Improve the knowledge database to increase the percentage of closed incidents that are first-time-fixed.
- Activate the Problem Management process to reduce the number of incidents.
- Hire more support employees when resource capacity is an issue.

## Incident Aging Report

### Description

The Incident Aging report breaks down all closed incidents which have been opened in the last 30 days by priority ("1 - Critical", "2 - High", "3 - Average", "4 - Low") and then by incident duration (1<sup>h</sup>t<=1 hour, 1<sup>h</sup>2<sup>h</sup>t<=2 hours, 2<sup>h</sup>4<sup>h</sup>t<=4 hours, 4<sup>h</sup>8<sup>h</sup>t<=8 hours, 8<sup>h</sup>1<sup>d</sup>t<=1 day<sup>2</sup>, 1<sup>d</sup>2<sup>d</sup>t<=2 days, 2<sup>d</sup>3<sup>d</sup>t<=3 days, 3<sup>d</sup>7<sup>d</sup>t<=7 days,

7<t<=15 days, 15<t<=30 days). This report organizes the aforementioned information using both 3D and 2D bar graphs. You can get an overview of the number of closed incidents by priority and by incident duration on the first page of this report. The Incident Count by Duration analysis is displayed in the 2D bar graph. To view detailed breakdown of incidents by open date and by duration, you can click the **Groups** tab in Crystal Preview panel and select priority group names.

## Customer Value

This report provides a quick view of all closed incidents which are opened in the last 30 days by priority and by incident duration. When the incidents start backlogging faster than they can be resolved, the tendency of long incidents resolved time can be exposed in this report. This information can be used by the IT Management team to monitor and report upon the efficiency and effectiveness of the resolved incidents. Service Management process managers can also use this report to develop and follow procedures to reduce the time to resolve incidents and eliminate backlogged incidents.

<sup>1</sup>"t" refers to incident duration.

<sup>2</sup>In this document, "days" refer to calendar days.

## Incident Reassignment Analysis

### Description

The Incident Reassignment Analysis report breaks down all incidents which have been opened in the last 13 months (include the current month) by number of reassignment times and then by incident open date. This report organizes the aforementioned information using 2D and 3D bar graphs. You can get an overview of the incidents count, their open dates and how many times the incidents are reassigned on the first page of this report. To display percentage and detailed breakdown of the reassigned incidents by open/close date and by assignment group, you can browse to the 2D bar graph and double-click any bar of the graph.

To generate a concise display of the reassigned incidents records list, you can press **F5** to open the filter prompt. Then you can specify the reassignment count threshold and click OK to refresh the record list. If the reassignment count of an incident is less than the specified threshold, it will be filtered out. However, the record which is filtered out from the detailed records list will still be counted in the 3D bar graph.

**Caution:** Note that the Incident Reassignment Analysis report only contains the incidents with reassignment activity record. The detailed breakdown of the reassigned incidents only reflects the

reassignment history which is recorded in the database. If you regularly clean up the recent activity records in the activity table, the Reassignment Count and the reassignment history record count may not match.

As shown in the following example, the Reassignment Count of Incident IM00047267 is 2, but only one reassignment history record is displayed due to database cleanup.

Time Period: 10/2009		31.63%				Count: 278	
<i>Below section won't display incidents with Reassignment Count &lt; 1</i>							
Reassignment Count: 2		17.27%				Count: 48	
Incident ID	Title	Open Date	Reassignment Date	Reassigned by	Reassignment History	Current Assignment Group	
IM00047267	User needs to have [SAP 4c BWD] password reset..	10/28/2009 17:25:12	10/29/2009 06:29:34	I97129	Reassignment from IS CSC to Data Security User needs \$ CBWD Business Warehouse Development password reset. Passing on to Data Security	Data Security	
IM00047424	There are some missing and broken links on retail portal for several users depending upon their role. Please	10/30/2009 08:32:00	11/12/2009 07:40:29	lk5ctm	Reassignment from Retail Portal & Misc. Web Apps to A/S - Technical Portal/Web	Retail Portal & Misc. Web Apps	

However, if you remove the activity records which were opened 13 months ago, this report will not be affected.

## Customer Value

This report provides a quick view of the number of all incidents which have been opened in the last 13 months by number of reassignment times and by open date. Incidents are reassigned when:

- Available resources are not sufficient
- Agreements in SLA contracts can not be fulfilled
- Service level cannot be fulfilled

Frequent incident reassignment indicates that the assignment group members are lacking of knowledge or expertise, or inexplicit definition of responsibilities between the assignment groups. This information can be used by the IT Management team and the Service Management process managers to reallocate resources, organize additional trainings and improve record transfer decisions to achieve more efficient record routing.

## Percentage of Incidents by Priority

### Description

The Percentage of Incidents by Priority report breaks down all incidents by priority ("1 - Critical", "2 - High", "3 - Average", "4 - Low") and then by incident open date in the last 13 months (include the current month). This report contains graphical representations of the breakdown of the incidents using stacked bar graphs. You can get an overview of the percentages and totals on the first page of this report. To display the detailed breakdown of the incidents by open/close date and by priority, you can browse for a selected priority in the rest of this report and double-click any bar of the graph.

### Customer Value

This report provides a quick view of the number and percentage of all incidents by priority and by open date in the last 13 months. The percentages and totals displayed on the first page of this report allow for a quick, visual overview of which incident priority is generating the highest percentage, or which month has the largest number of incidents. This information can be used by the IT Management team and the Service Management process managers to determine if the workflow in place needs to be adjusted or to reallocate resources.

## Open Incidents Monthly Analysis by Category

### Description

The Open Incidents Monthly Analysis by Category report breaks down the monthly opened incidents by category and then by area for a specified time period. This report organizes the aforementioned information using 2D bar graphs. You can get an overview of the top 5 categories of incidents opened each month on the first page of this report. To view detailed breakdown of these incidents by category and by area, you can click the **Groups** tab in Crystal Preview panel and select the category you are interested in.

**Note:** This report calculates the incoming incidents in the specified period regardless of the incidents' status (solved or closed) at the query time.

## Customer Value

This report provides a quick view of monthly opened incidents by category and by area for a specified time period. It provides you a quick determination of which categories and months have a large number of incidents opened. This information can then be used by an Incident Management administrator to determine if a particular department requires additional training or resources to efficiently manage the number of incidents in a given area.

## Knowledge Management Reports

Report name	Business user	Description
"Knowledge Management Activity"	Service Management process managers, IT Management team	This report gives the user a breakdown of administrative document activities within Knowledge Management, for a given period of time.
"Knowledge Management Documents Summary"	Service Management process managers, IT Management team	This report gives the user an overview of all knowledge documents broken down by document type.
"Knowledge Management: User Demand "	Service Management process managers, IT Management team	This report gives the user an overview of knowledge document usage highlighting documents that were viewed and documents that were used as solutions, broken down by source.
"Knowledge Management Usage by Department (for SD Interactions)"	Service Management process managers, IT Management team	This report gives the user the ability to review, for a determined period, a breakdown by department of closed Service Desk interactions that used a Knowledge Management document for a solution.
"Self-Service Knowledge Search History"	Service Management process managers, IT Management team	This report gives the user the ability to view the number of Employee Self-Service (ESS) searches for a given time period.

Report name	Business user	Description
"Self-Service Escalated Knowledge Management Search Escalation"	Service Management process managers, IT Management team	This report enables the user to view, for a given time period, the number of ESS searches that result in opening interactions.

## Knowledge Management Activity

### Description

The Knowledge Management Activity report breaks down the Knowledge Management (KM) documents by administrative activity type. This report contains a graphical representation of the document activity using a pie chart. You can double-click any piece of the pie to display the details of the documents for that activity type. The activity types of View and Used Solution are not included as these are specific to the User Demand report and do not reflect administrative activity.

### Customer Value

This report gives a KM administrator the ability to get a very high level overview of the activity occurring against the KM documents. The administrator can use this information to evaluate the KM document workflow and verify that the management of the resources is adequate. The information can be used to determine the volume of documents that are being created, modified, retired and approved. If there are several documents being created but none are being approved this might indicate that there are not enough approvers or that the approver process is inefficient.

## Knowledge Management Documents Summary

### Description

The Knowledge Management Documents Summary report breaks down Knowledge Management (KM) documents by type using a bar graph to display the totals. You can double-click any bar to display a detailed list of the documents within that document type.



## Customer Value

This report gives the KM administrator an overview of the breakdown of KM documents by type allowing the administrator to evaluate the status of the KM database.

## Knowledge Management: User Demand

### Description

The Knowledge Management: User Demand report breaks down Knowledge Management (KM) documents by source and then by their usage. This report contains a graphical representation of the breakdown of documents using a bar graph to display the number of documents viewed and the number of documents used as a solution per source. You can double-click any bar of the chart to display the detailed usage counts within a source by document ID.

## Customer Value

This report provides a quick view of documents within a source that were viewed or used as a solution. This information can be used by a KM administrator to evaluate the content of the KM documents. An administrator can view the detailed information for a particular document within a source and see the total times a document was viewed compared to the total times the document was used as a solution. If the document was viewed several times but not used as a solution this might indicate that the content of the document needs to be updated. An administrator may also determine that the document is invalid and should be retired or that the title and keywords need to be updated in order to better facilitate user searches.

## Knowledge Management Usage by Department (for SD Interactions)

### Description

The Knowledge Management usage by department (for SD Interactions) report breaks down closed Service Desk (SD) interactions by department that use Knowledge Management (KM) documents as solutions to close an interaction. This report contains a bar graph of the ten departments that used the most documents as solutions. Additionally, there is a bar for the other departments with closed interactions. You can double-click any bar to display a detailed breakdown of that department's closed

interactions using KM documents. This report organizes the information using groups to help users quickly view total counts by department.

## Customer Value

This report provides a quick view of closed interactions for a specified time period where KM documents contributed to the resolution. The totals displayed in group headings allow for quick determination of which departments are generating SD interactions being closed using KM documents. This information can then be used to determine if the KM document content for a particular area needs to be increased or updated. This provides the KM Manager with a comprehensive overview of whether or not there are enough documents to solve issues coming from a certain department.

## Self-Service Knowledge Search History

### Description

The Self-Service Knowledge Search History report breaks down all Knowledge Management (KM) searches by two search types: ESS search and non-ESS search. This report contains a graphical representation of the search numbers using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that search type by user ID and search date, etc.

## Customer Value

This report provides a comprehensive overview of the number of Knowledge Management searches. The process managers and the IT management team can use the information of the report to identify knowledge articles for ESS and non-ESS searches. This information can then be used by the KM Manager to determine if extra resources and additional trainings are needed by certain departments.

## Self-Service Escalated Knowledge Management Search Escalation

### Description

The Self-Service Escalated Knowledge Management Search Escalation report breaks down the ESS searches by two states: Escalated search and Non-Escalated search. This report contains a graphical representation of the breakdown of escalated versus non-escalated ESS searches using a pie chart. You

can double-click any piece of the pie to display a detailed breakdown of that state by user ID and search date, etc.

## Customer Value

This report provides a comprehensive overview of the number of escalated ESS searches for a specified time period. If the number of escalated ESS searches is high, it indicates that the number of interactions these searches result in could be high. This information can then be used by the KM Manager to identify areas in which the Knowledge Management database can be enhanced with knowledge articles for end users to solve issues.

## Problem Management Reports

Report name	Business user	Description
<a href="#">"Open and Closed Problems by Area"</a>	Service Management process managers, IT Management team	This report enables the user to review, for a determined period, a breakdown of open and closed problems by area.
<a href="#">"Open and Closed Problems by Service"</a>	Service Management process managers, IT Management team	This report provides an overview of the number of reported problems by service in a given time period.
<a href="#">"Open and Closed Problems by Service"</a>	Service Management process managers, IT Management team	This report enables the user to review, in a given time period, the number of closed problems that meet the SLA targets, relative to the number of all closed problems.
<a href="#">"Average Time to Diagnose Problems"</a>	Service Management process managers, IT Management team	This report enables the user to review, in a given time period, the average time to diagnose problems, pinpoint the root cause, and identify known errors.

## Open and Closed Problems by Area

### Description

The Open and Closed Problems by Area report breaks down problems by state (open or closed), by area, and then by phase. This report contains a graphical representation of the breakdown of open versus closed problems using a pie chart to display the areas. You can double-click any piece of the pie to

display a detailed breakdown of that area by phase. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by area and the current phase of the problem.

## Customer Value

This report provides a quick view of open and closed problems for a specified time period. The percentages and totals displayed in group headings allow for quick determination of which areas are generating the highest number of problems, have a large number of problems remaining open, or are resolving issues quickly. This information can then be used by a Problem Management administrator to determine if the workflow in place needs to be adjusted or if a particular department requires additional training or resources to efficiently manage the number of problems in a given area.

## Open and Closed Problems by Service

### Description

The Open and Closed Problems by Service report breaks down all problems in a given time period by status (open and closed) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of open versus closed problems using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

### Customer Value

This report provides a quick view of open versus closed problems for a given time period. The total number of the problems indicates the availability and quality of the service delivery. After a problem is detected and accepted, it should be recorded in HP Service Manager. Based on the information of the report, the Problem Coordinators can be aware of their workload and make decisions about the resources needed for the Problem Management process.

## Problems Closed Meeting SLA Target

### Description

The Problems Closed Meeting SLA Target report breaks down all closed problems in a given time period by status (SLA Target Met and SLA Breached) and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of all closed problems using a pie chart. You can double-click any piece of the pie to display a detailed breakdown of that status by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by status and service.

### Customer Value

This report provides a quick view of closed problems that meet SLA targets by service for a given time period. The percentages and totals displayed in group headings indicate the performance of the responsible support organization. When the percentage of the closed problems that meet SLA target is low, the Problem Manager needs to find and analyze the weakest links of the process and define actions to improve the service delivery.

## Average Time to Diagnose Problems

### Description

The Average Time to Diagnose Problems report breaks down all open problems in a given time period by priority ("1 - Critical", "2 - High", "3 - Average", "4 - Low") and then by service (Applications, E-mail/Webmail, Intranet/Internet, Printing, Service Management, etc.). This report contains a graphical representation of the breakdown of all open problems using a bar graph. You can double-click any bar to display a detailed breakdown of that priority by service. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by priority and service of the open problems.

### Customer Value

This report provides an insight into the average time to diagnose problems, pinpoint the root cause of incidents and to determine the resolution for a time period. The percentages and totals displayed in group headings indicate the focus of an organization on the Problem Management process and the

extent in which problem analysts are equipped to do their job. A high percentage of the average turnaround time means that there is not enough focus on problem diagnosis. This information can be used by the Problem Manager to adjust the focus on problem diagnosis within different support groups and determine whether extra resources are needed.

## Request Management Reports

Report name	Business user	Description
"Request Aging Report"	Service Management process managers, IT Management team	This report enables the user to review the top 20 categories of requests which are included the highest 90th percentile for requests duration submitted in the last 30 days. It also enables the user to review the distribution of requests for each category by request duration and by request submit date.

## Request Aging Report

### Description

The Request Aging report provides an overview of the top 20 categories of requests which are submitted in the last 30 days and are included in the highest 90th percentile for request duration. It also enables the user to review, for each category, the distribution of requests by request duration and by request submission date. In addition, detailed breakdown of overall requests count by duration (<sup>1</sup> t<=1 day <sup>2</sup>, 1<t<=3 days, 3<t<=7 days, 7<t<=15 days, 15<t<=30 days, 30<t<=60 days, 60<t<=90 days, 90<t<=120 days) is also provided by this report.

This report organizes the aforementioned information using both 3D and 2D bar graphs. You can get an overview of the top 20 categories of requests which have the highest 90th percentile for requests duration on the first page of this report. On the second page, the Request Count by Duration analysis is displayed in 2D bar graph. To view detailed breakdown of the requests, you can click the **Groups** tab in Crystal Preview panel and select the categories you are interested in.

### Customer Value

This report provides a quick view of the top 20 categories of requests which have the highest 90th percentile for requests duration. It also displays request median duration and 90th percentile duration for each category. This report can be used by the IT Management team to get a general impression on

request handling overall performance. Also, it can help management team identify the most challenging area of requests handling.

<sup>1</sup>"t" refers to request duration.

<sup>2</sup>In this document, "days" refer to calendar days.

## Service Desk Reports

Report name	Business user	Description
"Escalated Interactions"	Management Administrators, Staff	This report provides the breakdown of interactions that have been escalated to change requests, incidents, known errors, and quotes.
"Open and Closed Service Desk Interactions"	Management Administrators, Staff	This report gives the user the ability to review, for a determined period, a breakdown of open and closed Service Desk interactions by categories and their associated areas.
"First Time Fixed Interactions"	Management Administrators, Staff	This report enables the user to review, for a given time period, the percentage of interactions closed by the Service Desk upon the first contact without reference to other levels of support.
"Interactions Resulting in Related Issues"	Management Administrators, Staff	This report enables the user to review interactions which result in related issues for a given time period.
"Top 20 Operators by Average Interaction Time in Last 90 Days"	Management Administrators, Staff	This report enables the user to review the analysis of how long, on average, the top 20 operators take to handle an interaction in past 90 days.
"Interactions Closed in a Given Year"	Management Administrators, Staff	This report enables the user to review the interactions closed in a given year by months.
"Number of Service Desk Requests by Department"	Management Administrators, Staff	This report enables the user to review the top ten departments which utilize the help desk in a given time period.

## Escalated Interactions

### Description

The Escalated Interactions report breaks down the interactions by the type of related record (change requests, incidents, known errors, quotes). This report uses a bar graph to provide a representation of the breakdown of interactions by related record type. You can double-click any bar of the graph to display a detailed breakdown of the related record type. To help users view totals quickly, the report organizes the information into groups of related record types.

### Customer Value

This report provides a quick view of escalated interactions opened during a specified period of time. The Service Desk administrator can see a high-level view of the activity originating from the Service Desk and the effect of this activity on the overall system workflows. This enables the administrator to determine what changes may be necessary in order to better support the Service Desk.

## Open and Closed Service Desk Interactions

### Description

The Open and Closed Service Desk Interactions report breaks down interactions by state (open or closed), by category, and then by area. This report contains a graphical representation of the breakdown of open versus closed interactions using a pie chart to display the categories. You can double-click any piece of the pie to display a detailed breakdown of that category by its areas. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by category and area.

### Customer Value

This report provides a quick view of for a specified time period. The percentages and totals displayed in group headings allow for quick determination of which categories and areas are generating the highest number of interactions, have a large number of interactions remaining open, or are resolving issues quickly. This information can then be used by a Service Desk administrator to determine if a particular help desk requires additional training or resources to efficiently manage the number of calls in a given area.



## First Time Fixed Interactions

### Description

The First Time Fixed Interactions report breaks down all closed interactions in a given time period by status (first-time-fixed or non-first-time-fixed), and then by service type (Applications, E-mail/Webmail, Intranet/Internet, My Devices, Printing, Service Management, etc.). Using a pie chart, this report contains a graphical representation of the breakdown of first-time-fixed versus non-first-time-fixed interactions the Service Desk deals with upon the first contact without support from other levels. You can double-click any piece of the pie to display a detailed breakdown of the category by service. This report organizes the information using groups and sub-groups to provide a quick view of percentages and total counts by status and service.

### Customer Value

This report provides information about the knowledge of the Service Desk and the workload handled by the Service Desk for a specified time period. A high first-time-fixed rate indicates that the Service Desk is skillful, knowledgeable, and familiar with using the right tools to help end-users resolve their issues at the initial contact. In addition, the first-time-fixed rate is high only when all Service Desk staff can efficiently use their knowledge and tools. Therefore, sharing knowledge within the whole ICT department, for instance within Problem Management, takes a big part in optimizing the rate. A high first-time-fixed rate also boosts the customer satisfaction rate as end-users like to be helped directly when contacting the Service Desk. This will also improve efficiency at the Service Desk and for the entire IT support organization, as only few actions are needed if an interaction is closed by the Service Desk.

## Interactions Resulting in Related Issues

### Description

The Interactions Resulting in Related Issues report breaks down all closed interactions category 'incident' in a given time period by area (access, data, failure, hardware, performance, security) and then by sub-area (authorization error, login failure, data or file corrupted, system down, etc.). This report contains a graphical representation of the breakdown of all closed interactions using a bar graph. You can double-click any bar to display a detailed breakdown of that area by sub-area. This report organizes the information using groups and sub-groups to help users quickly view percentages and total counts by area and sub-area of the closed interactions.

## Customer Value

This report enables the user to review Service Desk interactions which were not solved by the Service Desk and resulted in related Incidents for a given time period. This information can be used by service management process managers and the IT management team to identify areas in which the Service Desk does not have the knowledge to solve the issue. And the knowledge may be provided by the Service Desk.

## Top 20 Operators by Average Interaction Time in Last 90 Days

### Description

The Top 20 Operators by Average Interaction Time in Last 90 Days report provides an overview of the average interaction handle time by top 20 operators in the past three months. This report contains a graphical representation of the breakdown of the top 20 operators with the longest average interaction handle time using a bar graph. This report also provides a detailed list so that the users can quickly view the average handle time by two different display formats.

## Customer Value

This report shows the amount of conversation time and call wrap-up time for Service Desk Agents. It is useful in calculating and judging the average time to close an interaction for a given Service Desk Agent. This information can be used by service management process managers and the IT management team to identify areas in which the Service Desk can be improved to speed up the average interaction handle time.

## Interactions Closed in a Given Year

### Description

The Interactions Closed in a Given Year report provides an overview of the interactions closed in a given year. This report contains a graphical representation of the breakdown of all interactions closed in a given year using a bar graph. This report also provides a detailed list so that the users can quickly view the numbers of closed interactions by two different display formats.

## Customer Value

This report provides the value of the Service Desk by showing the number of calls closed for a given year. It shows the volume of interactions closed and this information can be used by service management process managers and the IT management team for trending purposes.

## Number of Service Desk Requests by Department

### Description

The Number of Service Desk Requests by Department report provides an overview of the top ten departments which utilize the help desk in a given time period. This report contains a graphical representation of the breakdown of top ten departments utilizing the help desk using a bar graph. This report also provides a detailed list so that the users can quickly view the departments and the numbers of Service Desk requests by two different display formats.

### Customer Value

This reports shows the top ten departments which utilize the help desk in a given time period. The service management process managers and the IT management team can use this report to determine the number of Interactions when negotiating inter-department service level agreements.

## Service Level Management Reports

Report name	Business user	Description
"SLM: Response SLO Metrics"	Management Administrators	This report gives the user the ability to review the target response metrics for the ten lowest performing Service Level Agreements (SLAs) in the specified month.
"SLM: Summary"	Management Administrators	This report gives the user the ability to review the target response and availability metrics for a single Service Level Agreement (SLA) within a given month.
"SLM: Availability-Duration Metrics"	Management Administrators	This report gives the user the ability to review the availability-duration metrics for the ten lowest performing Service Level Targets (SLOs) per Service Level Agreement (SLA) in the specified month.

Report name	Business user	Description
"SLM: Availability-Uptime Metrics"	Management Administrators	This report gives the user the ability to review the availability-uptime metrics for the ten lowest performing Service Level Targets (SLOs) per Service Level Agreement (SLA) in the specified month.

## SLM: Response SLO Metrics

### Description

The SLM: Response SLO Metrics report breaks down the target response objectives by Service Level Agreement (SLA) and then by Service Level Objective (SLO). This report contains a graphical representation of the ten SLAs with the lowest response results ordered from lowest to highest. You can double-click any bar to display a detailed breakdown of that SLA by its SLOs. In the detailed breakdown you can see another chart representing the ten SLOs with the lowest percentage of response results also ordered from lowest to highest. For cases with more than ten SLAs/SLOs, the charts display an extra bar that can be clicked to display the remaining detailed information.

### Customer Value

This report provides a quick analysis of the response objectives achieved for a given month, with a special emphasis in areas within Service Management that need improvement due to the lack of adequate response within the time frame specified in the agreement. Based on this data, management can take actions such as redefining contracts, providing additional training to enhance the response times of the service desks, and restructuring the organization so that each area has sufficient resources to meet the response objectives.

## SLM: Summary

### Description

The SLM: Summary report displays all the response and availability data for a single Service Level Agreement (SLA) for a specified month. The data is grouped by Service Level Objective (SLO) response and then by SLO availability data. The SLO availability data is then grouped by SLO type (duration and uptime).

## Customer Value

This report provides an overview of the performance for an SLA within a given month. This information can be used by management to quickly understand how successful their organization has been in fulfilling the SLA requirements. For example, if the SLA requirements are not being met, this might indicate that the helpdesk needs additional training or resources to fulfill the requirements outlined in the SLA definition, or that the SLA needs to be redefined with more realistic requirements.

## SLM: Availability-Duration Metrics

### Description

The SLM: Availability-Duration Metrics report breaks down the target availability-duration objectives by Service Level Agreement (SLA) and then by Service Level Objective (SLO). This report contains a graphical representation of the ten SLAs with the lowest availability-duration metrics ordered from lowest to highest. You can double-click any bar to display a detailed breakdown of that SLA by its SLOs. In the detailed breakdown, you can see another chart that represents the ten SLOs with the lowest percentage of availability-duration metrics also ordered from lowest to highest. For cases with more than ten SLAs/SLOs, the charts display an extra bar that can be clicked to display the remaining detailed information.

### Customer Value

This report provides a quick analysis of the availability-duration objectives achieved for a given month. This information can be used by management to quickly assess the status of the Configuration Items (CIs) within their organization. For example, the data might indicate that a particular CI is frequently unavailable within the given month and fails to meet the target availability-duration defined within its SLO. Management can then investigate and determine whether the CI needs to be replaced or serviced. Management can also determine that more resources need to be added to the IT department in order to better maintain the availability of the organization's assets. Management can then use this information to prevent future outages which can affect overall productivity and ROI.

## SLM: Availability-Uptime Metrics

### Description

The SLM: Availability-Uptime Metrics report breaks down the target availability-uptime objectives by Service Level Agreement (SLA) and then by Service Level Objective (SLO). This report contains a graphical representation of the ten SLAs with the lowest availability-uptime metrics ordered from lowest to highest. You can double-click any bar to display a detailed breakdown of that SLA by its SLOs. In the detailed breakdown, you can see another chart that represents the ten SLOs with the lowest percentage of availability-uptime metrics also ordered from lowest to highest. For cases with more than ten SLAs/SLOs, the charts display an extra bar that can be clicked to display the remaining detailed information.

### Customer Value

This report provides a quick analysis of the availability-uptime objectives achieved for a given month. This information can be used by management to quickly assess the status of the Configuration Items (CIs) within their organization. For example, the data might indicate that a particular CI is frequently unavailable within the given month and fails to meet the target uptime defined within its SLO. Management can then investigate and determine whether the CI needs to be replaced or serviced. Management can also determine that more resources need to be added to the IT department in order to better maintain the availability of the organization's assets. Management can then use this information to prevent future outages which can affect overall productivity and ROI.

# Chapter 4: Create and Edit Your Own Reports

Out-of-box reports can meet most of your reporting needs. However, as you customize HP Service Manager, you may want to redesign existing reports and create new reports to suit your specific business requirements. This chapter describes how to use Crystal Reports to report on your Service Manager database.

**Note:** This chapter helps you get started using Crystal Reports. For more information, see related HP Service Manager documentation such as *Processes and Best Practices Guide* and *Installation Guide*.

This chapter includes the following topics:

- ["Software Requirements"](#)
- ["Important Crystal Report Notes"](#)
- ["Create SM Operational Reports"](#)

## Software Requirements

Before you start editing or creating Crystal Reports from Service Manager, you need a working knowledge of the following:

- Crystal Reports. You need to have the basic knowledge about how to maintain and design reports using Crystal Reports.
- HP Service Manager Operational Reports. All reports are shipped with Service Manager.
- HP Service Manager ODBC Driver, which is shipped with HP Service Manager installation package. You must have ODBC Driver installed and configured.

## Important Crystal Report Notes

This section contains important information you must be aware of when using Crystal Reports.

## ODBC Driver

You must install and configure ODBC Driver before using Crystal Reports for the following reasons:

- Some reports require the use of certain fields that are not mapped to the database such as `sysmodtime`, etc. These fields get mapped as a blob so they cannot be seen directly from Crystal Reports.
- ODBC Driver is used to keep consistency with reports created in earlier versions of Crystal Reports.
- Not all the users have SQL and sometimes there are issues refreshing the report with an ODBC pointing to a different database.

For steps of installing and configuring ODBC Driver, see *HP Service Manager Installation Guide*.

## Joining Multiple Tables

You can combine the data from multiple tables into a single report. For example, you might want to write a report that displays the details of all open incident records, and also the contact information of the contacts who reported the incidents. The `probsummarym1` table contains all the incident details, but contains only the name and phone number of the contact. Additional information about the contact is in the `contactsm1` table. A join between the two tables allows you to create a report containing information about the records from `probsummarym1` and the detailed contact information from `contactsm1` in a single report.

## Create a Join in Service Manager

Before creating a join, search the database to see if the join already exists.

### Search the Database

1. Start your Service Manager client.
2. Type `db` in the HP Service Manager Command Line, and then press **Enter**. The Database Manager utility opens.
3. Type `joindex` in the Form field, and then click **Search**.

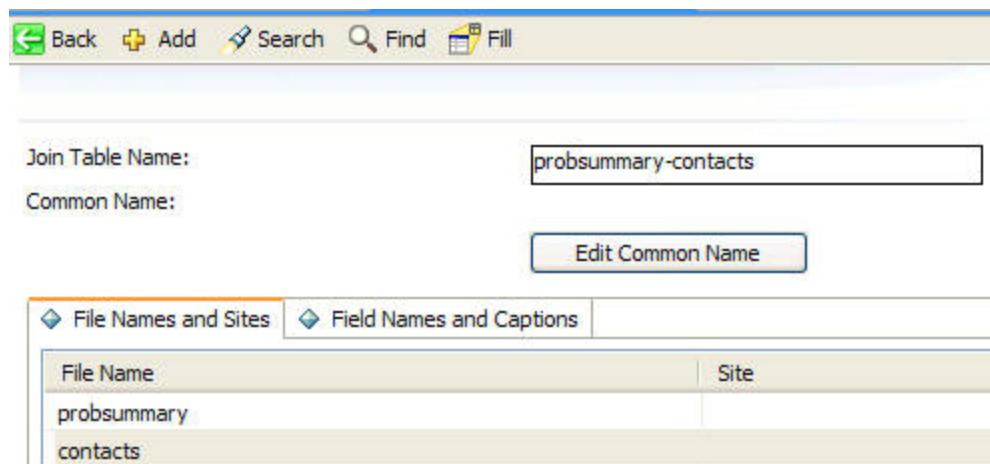


4. Type the name of the join you want to create, and then click **Search** on the toolbar. Join Definition files are typically named for the tables being joined. In this example, you are looking for a join called **probsummary-contacts** or **contacts-probsummary**.

You can create a join if no records are found in the search result.

## Create a Join if It does not Exist

1. Enter a name for the join in the Join Table Name field (keep with the common naming convention).
2. Add the names of the tables to be joined in the fields, starting with the upper-left field and working down in columns.
  - a. Under the File Names and Sites tab, add tables of *probsummary* and *contacts*.
  - b. Click **Add** on the toolbar. The join is created.



The screenshot shows a software interface with a toolbar at the top containing icons for Back, Add, Search, Find, and Fill. Below the toolbar, there is a form with the following fields:

- Join Table Name:
- Common Name:
- 

Below the form is a tabbed interface with two tabs: "File Names and Sites" (selected) and "Field Names and Captions". Under the "File Names and Sites" tab, there is a table with two columns: "File Name" and "Site".

File Name	Site
probsummary	
contacts	

3. Type **db** in the HP Service Manager Command Line and press **Enter**. The main Database Manager window opens.
4. Type **erdddef** in the Form field, and then click **Search**.
5. Search for the Entity Relationship Diagram (ERD) Definition you are about to make. In this case, you might want to search based on the First Filename, Second Filename, and Relationship Type. See the table below for descriptions of these fields.

Field	Description
First Filename	Name of the table you want as the parent table in this join. This table shows all of its records. In the example, this is <code>probsummary</code> because the primary goal is to show all open incidents.
Second Filename	Name of the dependent table. This table only shows records related to each record of the parent table. In the example, the name is <code>contacts</code> because the contact name determines the contact information for each individual incident record.
Relationship Type	One-To-Many, Many-To-One, or One-To-One. This refers to the number of times the record of one table can be connected to records from another table. Use the Many-To-One relationship in this example because a single contact can occur in multiple incident records, but an incident summary can contain only one contact name.

Back Add Search

First Filename

Second Filename

Relationship type  
 ▼

Cascade Deletes?

Casual Relationship?

Distributed Definition?

6. If no match occurs, create an ERD definition by filling in the First Filename, Second Filename, and Relationship Type described in Step 5.
  - a. Type `probsummary` in the First Filename field, `contacts` in the Second Filename field and select **Many to One** from the Relationship type drop-down box.

- b. In the Field Names from First Filename box, enter the fields where you want to create the join (that is, the field in the first table that is equivalent to the field in the second table).
- c. Do the same for the Field Names from Second Filename box. In this example, the **contact.name** field in the **probsummary** table contains the same data as the **contact.name** field in the **contacts** table.
- d. Click **Add**.



- 7. Restart your Service Manager server and the legacy listener.

**Note:** The join does not take effect until you shut down and restart your Service Manager server and the legacy listener.

The join results in the following:

- Your report prints every record in the `probsummary` table that meets your selection criteria.
- For each record, the system looks in the `contacts` table for a record containing the same name in the **contacts.contact.name** field as contained in the **probsummary.contact.name** field. All requested contact information for that record is printed.

## OoB Reports Dependency

Some OoB reports depend on the Join (table `joindefs`) and ERD (table `erddef`) definitions. If the definitions do not exist, you must define them so that you can preview these OoB reports successfully. See the tables below for a summary of the reports and their dependency on the Join and ERD definitions.

**Reports Requiring ERD Definition**

Report Name	First Filename	Second Filename	Relationship Type	Field Names from First Filename	Field Names from Second Filename
Escalated Interactions	incidents	screlation	One to One	incident.id	source
Knowledge Management Activity	kmdocument	kmusagehistory	One to Many	id	kmid
Knowledge Management Summary	kmdoctype	kmdocument	One to Many	name	doctype
SLM: Response SLO Metrics	sla	slaresponse	One to Many	agreement.id	agreement.id
SLM: Summary					
SLM: Availability-Duration Metrics	sla	slamonthly	One to Many	agreement.id	agreement.id
SLM: Availability-Uptime Metrics					

**Reports Requiring Join Definition**

Report Name	Join Table Name	File Names
Escalated Interactions	incidents-screlation	incidents screlation
Knowledge Management Activity	kmdocument-kmusagehistory	kmdocument kmusagehistory
Knowledge Management Summary	kmdoctype-kmdocument	kmdoctype kmdocument
SLM: Response SLO Metrics	sla-slaresponse	sla
SLM: Summary		slaresponse
SLM: Availability-Duration Metrics	joinslamonth	sla
SLM: Availability-Uptime Metrics		slamonthly

## Create SM Operational Reports

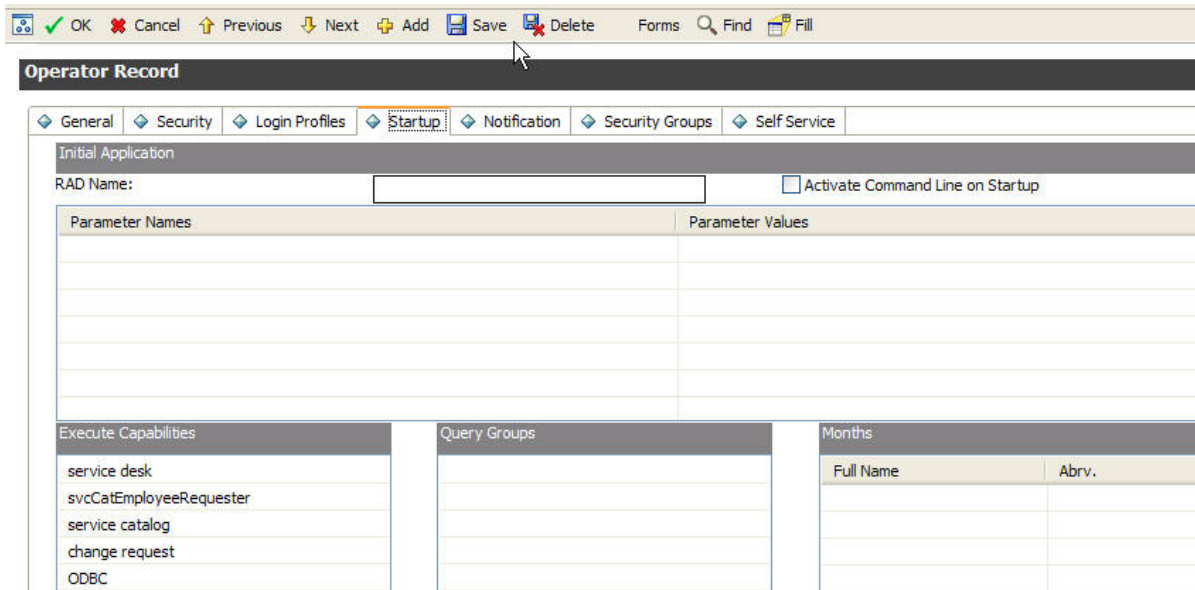
Suppose you might want to create a report that displays the details of all open incident records, and also the contact information of the contacts who reported the incidents. Complete the following tasks to create a report with data extracted from the **probsummarym1** table and the **contactsm1** table:

1. ["Add an ODBC capability word" below](#)
2. ["Start the legacy listener" on the next page](#)
3. ["Create an operational report" on page 51](#)
4. ["Design layout of the report" on page 53](#)

### Add an ODBC capability word

1. Start the Service Manager server.
  - a. Open a command prompt and navigate to *<Service Manager installation path>\Server\RUN*.
  - b. Type `sm.exe`, and then press **Enter**. The Service Manager server is started.
2. Start the Service Manager client.
  - a. Open a command prompt and navigate to *<Service Manager installation path>\Client*.
  - b. Type `ServiceManager.exe`, and then press **Enter**. The Service Manager client is started.
  - c. Log on to Service Manager with a system administrator account.
3. Type `operator` in the Service Manager Command Line, and then press **Enter**. The Operator utility opens.
4. Type the login name of the specified operator in the Login Name field, and then click **Search**.

5. Click the **Startup** tab, type ODBC in the Execute Capabilities table, and then click **Save**.




## Start the legacy listener

1. Open a command prompt and navigate to `<Service Manager installation path>\Server\legacyintegration\RUN`.
2. Type `Scenter.exe -listener:12670 -RPCReadOnly`.
3. Press **Enter**. **Scenter.exe** is started.

### Note:

- For more information about starting the legacy listener, see *HP Service Manager Installation Guide*.
- With the [logical name solution](#), some logical names are mapped to display names. However, the logical names are still used in the generated report because the legacy listener does not use the mapping between logical and display names.

## Create an operational report

1. Start Crystal Reports, and then click New Report  on the Standard toolbar. The Standard Report Creation Wizard opens.
2. Expand the **Create New Connection** folder, and then double-click **ODBC (RDO)**.
3. Select **sc\_report\_odbc** from Data Source Name, and then click **Next**.

**Note:** If **sc\_report\_odbc** is not available in the list of Data Source Name, check whether ODBC Driver is correctly installed and configured.

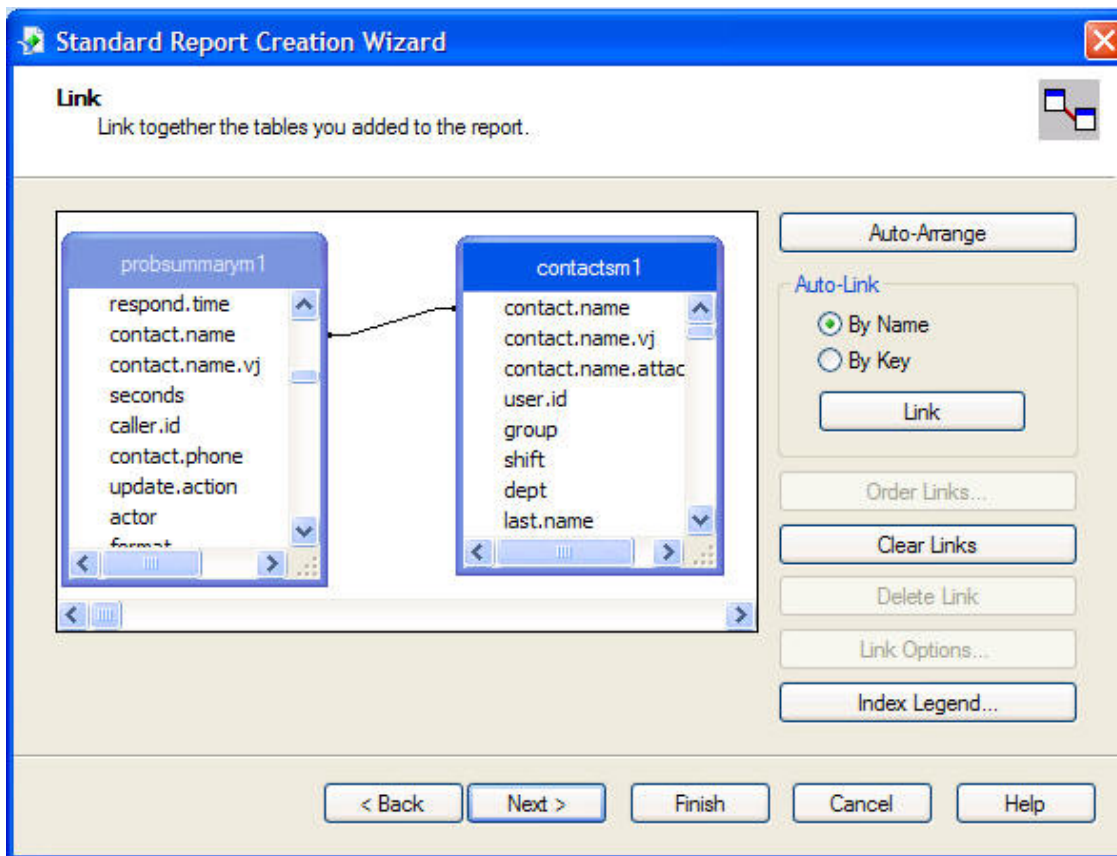
4. In the User ID field, type the login name of the specified operator with ODBC Execute Capability as specified in *Task 1*, and then click **Finish**.

**Note:** User ID is case sensitive.

5. In the Standard Report Creation Wizard, expand the **sc\_report\_odbc** folder and select tables that may be used in your report from the Available Data Sources box to the Selected Tables box using the left (corresponds to left on the screen) and right arrows (corresponds to right on the screen). In this example, select tables of **probsummarym1** and **contactsm1**.
6. Click **Next** to go to the Link page of the wizard.
7. Click **Clear Links** to remove all the default links between the two tables.

**Note:** The default links between the fields of the tables you selected indicate that the data of the fields are the same in these tables. For example, the **contact.name** field in the **probsummarym1** table contains the same data as the **contact.name** field in the **contactsm1** table. You need to clear all links before establishing new links.

8. Select **contact.name** from the **probsummarym1** table, drag and drop to the **contact.name** in the **contactsm1** table. A new link is set up.



**Note:** If you want to modify the Join Type, Enforce Join and Link Type of a link, click the link you create, click **Link Options**, and then select options as needed.

9. Click **Next** to go to the Fields page of the wizard.
10. Select fields you want to display in the report using the left (corresponds to left on the screen) and right arrow (corresponds to right on the screen), and then click **Next**.
11. (Optional) Customize your report on the next three pages of the wizard (you can also skip any of the pages).
  - a. Group the data in the report on the Grouping page.
  - b. Select a subset of information to display on the Record Selection page.
  - c. Choose a template for your report on the Template page.
12. Click **Finish**. The Crystal Reports Preview page opens.



## Design layout of the report

1. Click the **Design** tab to switch to the Crystal Reports Design page.
2. On the Crystal Reports Design page, adjust the size and position of fields and rename the field headers (also as column headers in the report).

**Note:** For advanced report designing, see Crystal Reports online help.

3. Go to **File > Save** to save all modifications that you have made.

## Editing Reports Created in Earlier Versions

If you attempt to edit an out-of-box report created with a version of Crystal Reports that is older than the version you are using, the system will notify you and request that you save the report in the newer Crystal Reports format. This can change the way the report functions and requires additional modifications to the Report to conform to the newer version of Crystal Reports. For information on modifying reports created in an earlier version of Crystal Reports, see *Crystal Reports Help*.

# Chapter 5: Customizing Report Settings

Crystal Reports enables you to customize report settings such as the time range of the report and how the report is run against a reference date. This section explains how to customize all report settings.

**Note:** You cannot customize out-of-box reports that have no Start Date parameter.

## Specifying a Time Range

You have the ability to run a report within a time range by selecting `DateTime` or entering `DateTime` in format of “mm/dd/yyyy hh:mm:ss”.

You can specify a time range for a report by completing the following tasks:

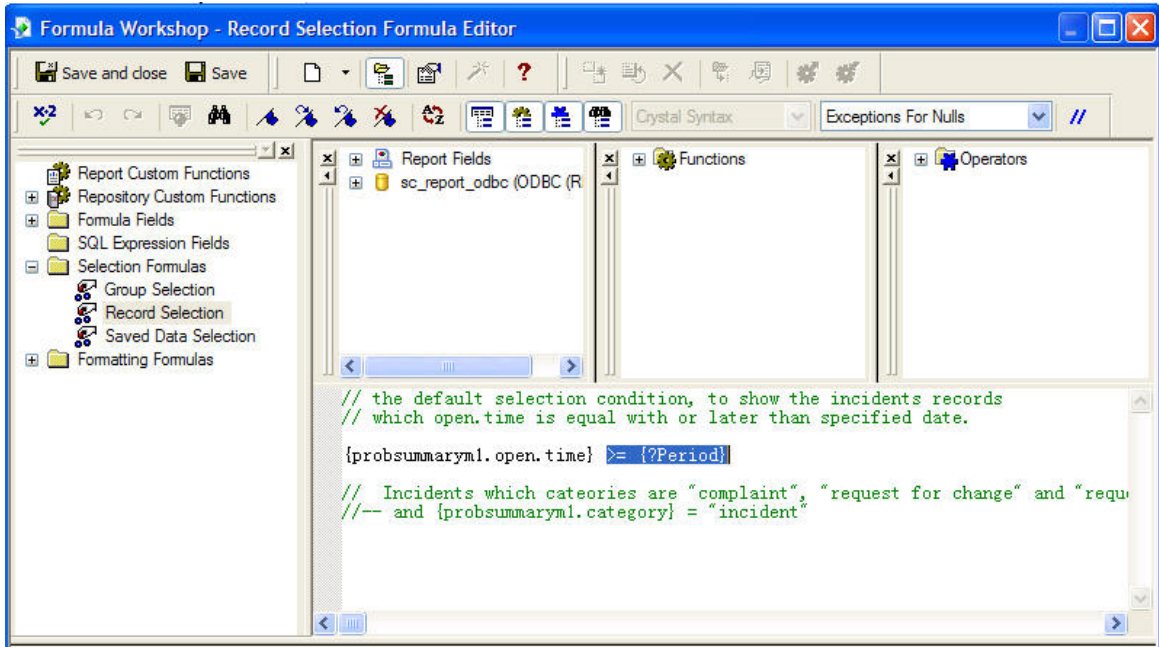
1. ["Rename the Start Date parameter" below](#)
2. ["Modify formulas" on the next page](#)
3. ["Run a customized report" on page 56](#)

## Rename the Start Date parameter


1. Open a report to be customized using Crystal Reports. The Design page opens.
2. From the View menu, click **Field Explorer**. The Field Explorer panel opens.
3. Expand **Parameter Fields**, right-click **Start Date** and select **Rename**.
4. Type `Period` as the new name for the parameter.
5. Double-click **Period**. The Edit Parameter window opens.
6. Select **Static** from the List of Values drop-down menu.
7. In the Value Options section, locate “Allow range values”, and then select **True**.
8. Click **OK**.

## Modify formulas

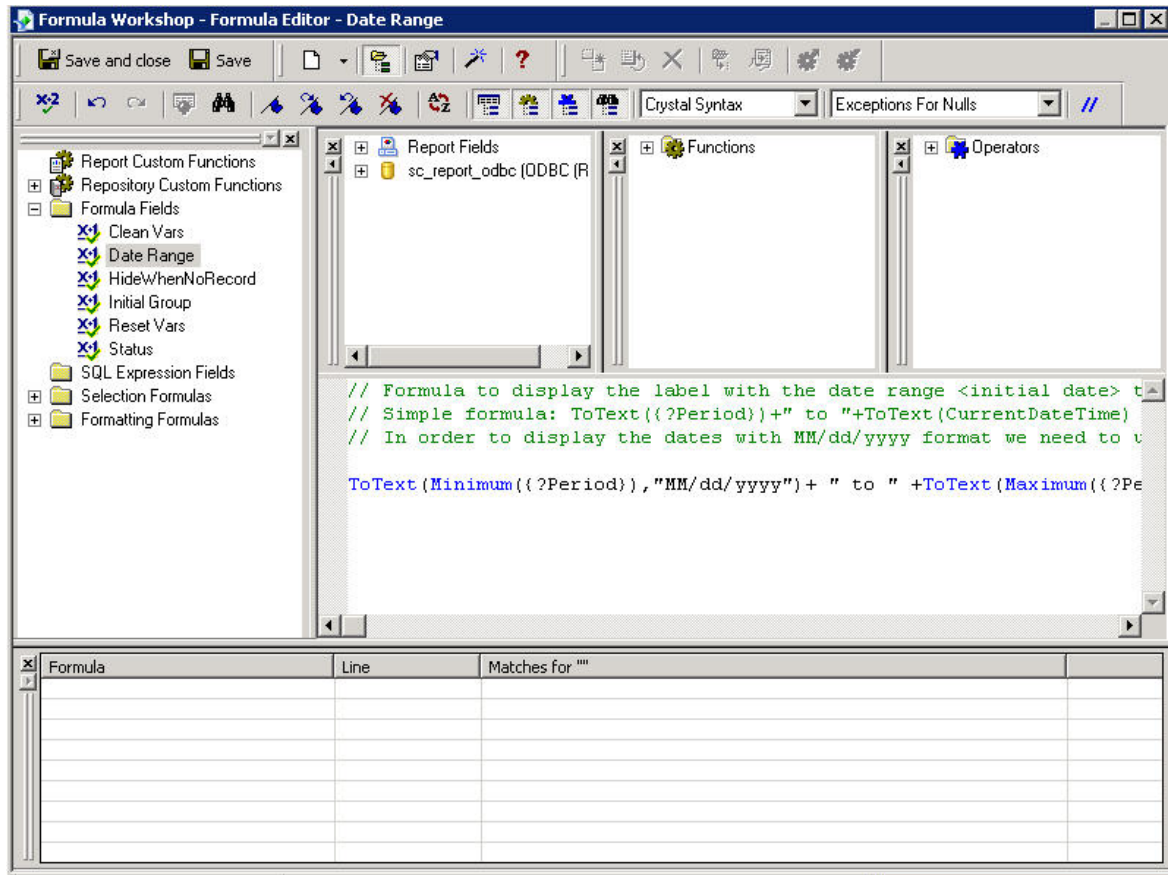
1. From the Report menu, click **Formula Workshop**. The Formula Workshop window opens.
2. Expand **Selection Formulas**, and then click **Record Selection**. The Formula Editor window opens.
3. Replace all the `>= {?Period}` with `in {?Period}` in the editor area as shown below.




### Note:



- Click **Check**  on the toolbar to look for any possible errors in the code. You must fix all errors to proceed.
- Use the search and replace feature to change all instances of `>= {?Period}` in the editor area.

4. Click **Save**.
5. Expand **Formula Fields** and click **Date Range**. The Formula Editor window opens.
6. In the editor area, replace `ToText({?Period}, "MM/dd/yyyy")+ " to " +ToText (CurrentDateTime, "MM/dd/yyyy")` with `ToText(Minimum({?Period}), "MM/dd/yyyy")+ " to " +ToText(Maximum({?Period}), "MM/dd/yyyy")`.



7. Click **Save and close**. The Formula Editor window closes.
8. Click **Save**  on the Standard toolbar to save all modifications that you have made.

## Run a customized report

1. Start the legacy listener. See ["Start the legacy listener"](#).
2. Click **Print Preview**  on the Standard toolbar. The Enter Values window opens.
3. Select the date range by doing one of the following:
  - a. Enter dates in the "mm/dd/yyyy hh:mm:ss" format in the text box provided.
  - b. Click the calendar icon  and select a date.
4. Click **OK** to run the report.

## Customizing Against a Reference Date

You can easily run a report against a reference date by completing the following tasks:

1. ["Add the Reference Date parameter" below](#)
2. ["Add the Reference Condition parameter" below](#)
3. ["Define the cdFormatDateRange function \(Crystal Syntax\)" on page 59](#)
4. ["Define the cdSpecialDateRange function \(Basic Syntax\)" on page 61](#)
5. ["Modify formulas" on page 64](#)
6. ["Run a Customized Report" on page 67](#)

### Add the Reference Date parameter

1. Open a report to be customized using Crystal Reports. The Design page of the report opens.
2. From the View menu, click **Field Explorer**. The Field Explorer panel opens.
3. On the panel, right-click **Parameter Fields** and select **New**. The Create New Parameter window opens.
4. Configure the following:
  - o Name: **Reference Date**
  - o Type: **Date**
  - o List of Values: **Static**
5. In the Value Options section, select **Read only** for Show on (Viewer) Panel option, and then click **OK**. The Reference Date parameter is added into the Parameter Fields.

### Add the Reference Condition parameter

1. Right-click **Parameter Fields**, and then select **New**. The Create New Parameter window opens.
2. Configure the following:

- Name: **Reference Condition**
- Type: **String**
- List of Values: **Static**

3. Import values to the parameter.

- a. Create a **.txt** file with the following content:


```
%%%ShowDescOnly0  
Aged 0 to 30 days  
Aged 31 to 60 days  
Aged 61 to 90 days  
All dates from today  
All dates from tomorrow  
All dates to today  
All dates to yesterday  
Calendar 1st half  
Calendar 2nd half  
Calendar 1st quarter  
Calendar 2nd quarter  
Calendar 3rd quarter  
Calendar 4th quarter  
Last 1 day  
Last 7 days  
Last 4 weeks to Sunday  
Last full week  
Last full month  
Last year month to date  
Last year to date  
Month to date  
Quarter to date  
Next 30 days  
Next 31 to 60 days  
Next 61 to 90 days  
Next 91 to 365 days  
Over 90 days  
Week to date from Sunday  
Year to date
```

- b. In the Create New Parameter window, click **Actions > Import** and select the **.txt** file. The values are imported to the Reference Condition parameter.

**Note:** For more information about the definition of these date ranges, see ["Date Range Definition" on page 69](#).

4. In the Value Options section, do the following:
  - Select **Read only** for Show on (Viewer) Panel.
  - Select a setting option, for example **Month to date** for Default Value.
  - Select **False** for "Allow custom values".
5. Click **OK**. The Reference Condition parameter is added into the Parameter Fields.

## Define the cdFormatDateRange function (Crystal Syntax)

1. From the Report menu, click **Formula Workshop**. The Formula Workshop window opens.
2. Click the down arrow next to **New** , and then select **Custom Function**. The Custom Function Name dialog opens.
3. Type `cdFormatDateRange` in the Name text box, and then click **Use Editor**. The Custom Function Editor window opens.
4. Select **Crystal Syntax** from the drop-down list on the toolbar.
5. Copy the following to replace the existing information in the editor area:

```
Function (DateVar range rng)

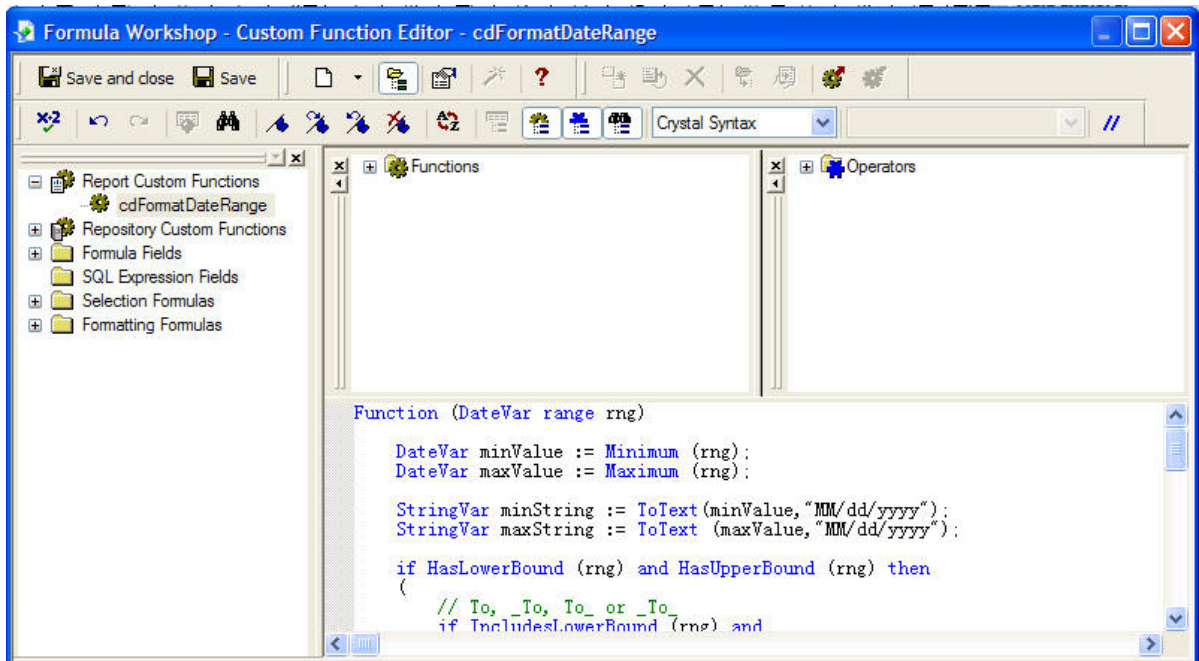
    DateVar minValue := Minimum (rng);
    DateVar maxValue := Maximum (rng);

    StringVar minString := ToText(minValue,"MM/dd/yyyy");
    StringVar maxString := ToText (maxValue,"MM/dd/yyyy");


    if HasLowerBound (rng) and HasUpperBound (rng) then
    (
        // To, _To, To_ or _To_
        if IncludesLowerBound (rng) and
            IncludesUpperBound (rng) then
        (
```

```
        if minValue = maxValue then
            minString
        else
            "between " + minString + " and " + maxString
    )
else if IncludesLowerBound (rng) then
    "between " + minString + " and " + maxString
    + " not including right endpoint"
else if IncludesUpperBound (rng) then
    "between " + minString + " and " + maxString
    + " not including left endpoint"
else
    "between " + minString + " and " + maxString
    + " not including endpoints"
)
else if HasLowerBound (rng) then
(
    // Is > or Is >=
    if IncludesLowerBound (rng) then
        "greater than or equal to " + minString
    else
        "greater than " + minString
)
else if HasUpperBound (rng) then
(
    // Is < or Is <=
    if IncludesUpperBound (rng) then
        "less than or equal to " + maxString
    else
        "less than " + maxString
)
)
```






6. Click **Save and close**. The function is now defined.

**Note:** Click **Check**  on the toolbar to look for any possible errors in the code. You must fix all errors to proceed.

## Define the cdSpecialDateRange function (Basic Syntax)

1. From the Report menu, click **Formula Workshop**. The Formula Workshop window opens.
2. Click the down arrow next to **New** , and then select **Custom Function** as shown below. The Custom Function Name dialog opens.
3. Type `cdSpecialDateRange` in the Name text box, and then click **Use Editor**. The Custom Function Editor window opens.
4. Select **Basic Syntax** from the drop-down list on the toolbar.
5. Copy the following to replace the existing information in the editor area:

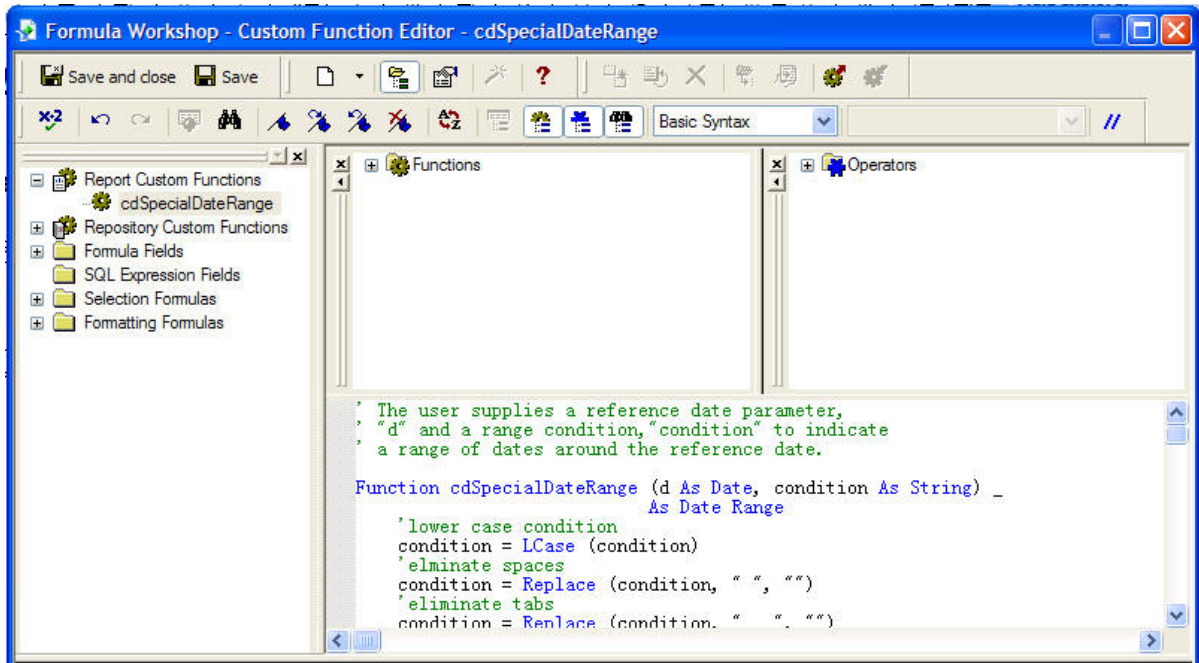
- ' The user supplies a reference date parameter,
- ' "d" and a range condition,"condition" to indicate
- ' a range of dates around the reference date.

```
Function cdSpecialDateRange (d As Date, condition As String) _
    As Date Range
    'lower case condition
    condition = LCase (condition)
    'eliminate spaces
    condition = Replace (condition, " ", "")
    'eliminate tabs
    condition = Replace (condition, " ", "")


    Select Case condition
    Case LCase("Aged0To30Days")
        cdSpecialDateRange = (d - 30) To d
    Case LCase("Aged31To60Days")
        cdSpecialDateRange = (d - 60) To (d - 31)
    Case LCase("Aged61To90Days")
        cdSpecialDateRange = (d - 90) To (d - 61)
    Case LCase("AllDatesFromToday")
        cdSpecialDateRange = Is >= d
    Case LCase("AllDatesFromTomorrow")
        cdSpecialDateRange = Is >= (d + 1)
    Case LCase("AllDatesToToday")
        cdSpecialDateRange = Is <= d
    Case LCase("AllDatesToYesterday")
        cdSpecialDateRange = Is <= (d - 1)
    Case LCase("Calender1stHalf")
        cdSpecialDateRange = CDate(Year(d), 1, 1) _
            To CDate(Year(d), 6, 30)
    Case LCase("Calendar2ndHalf")
        cdSpecialDateRange = CDate(Year(d), 7, 1) _
            To CDate(Year(d), 12, 31)
    Case LCase("Calendar1stQtr"), LCase("Calendar1stQuarter")
        cdSpecialDateRange = CDate(Year(d), 1, 1) _
            To CDate(Year(d), 3, 31)
    Case LCase("Calendar2ndQtr"), LCase("Calendar2ndQuarter")
        cdSpecialDateRange = CDate(Year(d), 4, 1) _
            To CDate(Year(d), 6, 30)
    Case LCase("Calendar3rdQtr"), LCase("Calendar3rdQuarter")
        cdSpecialDateRange = CDate(Year(d), 7, 1) _
            To CDate(Year(d), 9, 30)
    Case LCase("Calendar4thQtr"), LCase("Calendar4thQuarter")
        cdSpecialDateRange = CDate(Year(d), 10, 1) _
            To CDate(Year(d), 12, 31)
```

```
Case LCase("Last4WeeksToSun"), LCase("Last4WeeksToSunday")
    cdSpecialDateRange = (d - 27 - (Weekday(d) - 1)) _
        To (d - (Weekday(d) - 1))
Case LCase("Last1Day")
    cdSpecialDateRange = (d - 1) To d
Case LCase("Last7Days")
    cdSpecialDateRange = (d - 6) To d
Case LCase("LastFullMonth")
    cdSpecialDateRange = DateSerial(Year(d), Month(d) - 1, 1) _
        To DateSerial(Year(d), Month(d), 1 - 1)
Case LCase("QuarterToDate")
    Dim m as Number
    m = ToNumber(Month(d))
    if (m >=1 and m <=3) _
    then cdSpecialDateRange = CDate(Year(d), 1, 1) To d _
    else if (m >=4 and m <=6) _
    then cdSpecialDateRange = CDate(Year(d), 4, 1) To d _
    else if (m >=7 and m <=9) _
    then cdSpecialDateRange = CDate(Year(d), 7, 1) To d _
    else if (m >=10 and m <=12) _
    then cdSpecialDateRange = CDate(Year(d), 10, 1) To d
Case LCase("LastFullWeek")
    cdSpecialDateRange = (d - 6 - Weekday(d)) _
        To (d - Weekday(d))
Case LCase("LastYearMTD"), LCase("LastYearMonthToDate")
    cdSpecialDateRange = CDate(Year(d) - 1, Month(d), 1) _
        To CDate(DateAdd("yyyy", -1, d))
Case LCase("LastYearYTD"), LCase("LastYearToDate")
    cdSpecialDateRange = CDate(Year(d) - 1, 1, 1) _
        To CDate(DateAdd("yyyy", -1, d))
Case LCase("MonthToDate")
    cdSpecialDateRange = CDate(Year(d), Month(d), 1) To d
Case LCase("Next30Days")
    cdSpecialDateRange = d To (d + 30)
Case LCase("Next31To60Days")
    cdSpecialDateRange = (d + 31) To (d + 60)
Case LCase("Next61To90Days")
    cdSpecialDateRange = (d + 61) To (d + 90)
Case LCase("Next91To365Days")
    cdSpecialDateRange = (d + 91) To (d + 365)
Case LCase("Over90Days")
    cdSpecialDateRange = Is <= (d - 91)
Case LCase("WeekToDateFromSun"), LCase("WeekToDateFromSunday")
    cdSpecialDateRange = (d - (Weekday(d) - 1)) To d
Case LCase("YearToDate")
    cdSpecialDateRange = CDate(Year(d), 1, 1) To d
```

```
Case Else  
    'provide default handling and specify a valid range  
    cdSpecialDateRange = CDate(1899, 12, 30) _  
    To CDate(1899, 12, 30)  
End Select  
End Function
```



6. Click **Save and close**. The function is now defined.


**Note:** Click **Check**  on the toolbar to look for any possible errors in the code. You must fix all errors to proceed.

## Modify formulas

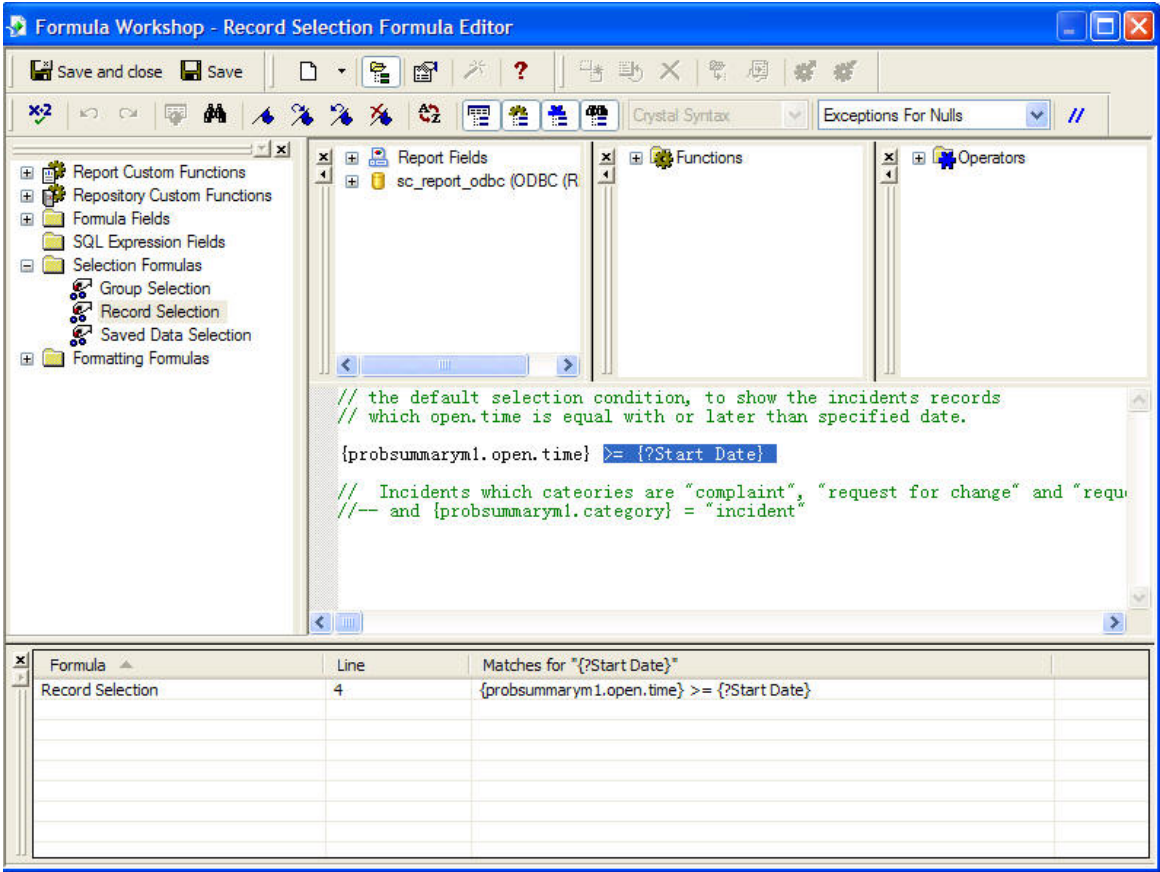
1. On the Field Explorer panel, expand **Formula Fields**, and double-click **Date Range**. The Formula Editor window opens.
2. Copy the following to replace the existing information in the editor area:

```
// This formula displays the range of dates the user has selected by  
// supplying values for the parameters  
// selected by supplying values for the parameters
```

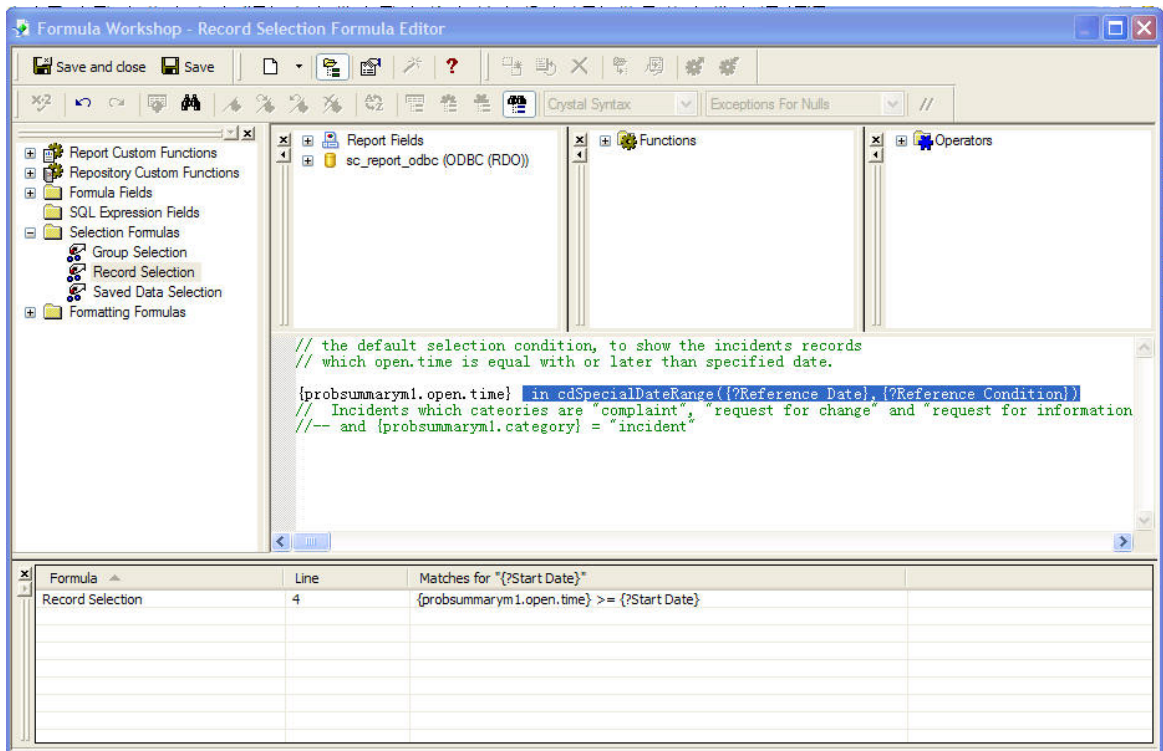
```
"The selected date range is " +cdFormatDateRange  
(cdSpecialDateRange({?Reference Date},{?Reference Condition}))
```


3. Click **Save and close** to save the modification. The Formula Workshop window is closed.
4. On the Field Explorer panel, expand **Parameter Fields**, right-click **Start Date** and select **Find in Formulas**. The Formula Editor window opens.
5. In the editor area, replace all instances of `>= {?Start Date}` with `in cdSpecialDateRange ({?Reference Date},{?Reference Condition})`.
  - Click **Check**  on the toolbar to look for any possible errors in the code. You must fix all errors to proceed.
  - Use the search and replace feature to change all instances of `>= {?Start Date}`.
  - Make sure the code in `cdSpecialDateRange({?Reference Date},{?Reference Condition})` in the same line in case of errors.

**Before**





**After**



6. Click **Save and close** to save this modification.
7. Optional step: Right-click **Start Date** on the Field Explorer panel and select **Delete**.
8. Click **Save**  on the Standard toolbar to save all modifications that you have made.

## Run a Customized Report

1. Start the legacy listener. See ["Start the legacy listener" on page 50](#).
2. Click **Print Preview**  on the Standard toolbar. The Enter Values window opens.
3. Enter the date in "mm/dd/yyyy" format in the Reference Date text box. Or click the calendar icon  and select a date.

**Note:** To modify a customized reference date, click the drop-down list below the Enter

Reference Condition text and select the option you need.

4. To run the report, click **OK**.

**Note:** To modify the prompt text displayed in Enter Values window, double-click a parameter on the Field Explorer panel and modify the content for Prompt Text. For example, to modify Enter Reference Date:, double-click **Reference Date** parameter on the Field Explorer panel, locate the Prompt Text row in the Value Options section, and replace the text as needed.



## Appendix A: Date Range Definition

You are required to import predefined date range values to the Reference Condition Parameter in "[Add the Reference Condition parameter](#)". The table below provides the description and formulas of the imported date ranges.

**Note:** The description in the table is based on the assumption that today is the reference date.

Date Range Function	Function Definition	Pseudo Formula
Aged 0 to 30 days	30 days ago to today	(d - 30) To d
Aged 31 to 60 days	60 days ago to 31 days ago	(d - 60) To (d - 31)
Aged 61 to 90 days	90 days ago to 61 days ago	(d - 90) To (d - 61)
All dates from today	Starting from today	>= d
All dates from tomorrow	Starting from tomorrow	>= (d + 1)
All dates to today	All days prior to today (included)	<= d
All dates to yesterday	All days prior to yesterday (included)	<= (d - 1)
Calendar 1st half	The first half of the year	(Year(d), 1, 1) To (Year(d), 6, 30)
Calendar 2nd half	The second half of the year	(Year(d), 7, 1) To (Year(d), 12, 31)
Calendar 1st quarter	The first quarter of the year	(Year(d), 1, 1) To (Year(d), 3, 31)
Calendar 2nd quarter	The second quarter of the year	(Year(d), 4, 1) To (Year(d), 6, 30)
Calendar 3rd quarter	The third quarter of the year	(Year(d), 7, 1) To (Year(d), 9, 30)
Calendar 4th	The fourth quarter of the year	(Year(d), 10, 1) To (Year(d), 12, 31)

<b>Date Range Function</b>	<b>Function Definition</b>	<b>Pseudo Formula</b>
quarter		
Last 1 day	One day ago to today	(d - 1) To d
Last 7 days	Seven days ago to today	(d - 6) To d
Last 4 weeks to Sunday	The Monday four weeks ago to Sunday of this week	(d - 27 - (Weekday(d) - 1)) To (d - (Weekday(d) - 1))
Last full month	The first day of last month to the last day of last month	DateSerial (Year(d), Month(d) - 1, 1) To DateSerial (Year(d), Month(d), 1 - 1)
Last full week	Sunday to Saturday of last week	(d - 6 - Weekday(d)) To (d - Weekday(d))
Last year month to date	The first day of the same month but last year to the same day of last year	Year(d) - 1, Month(d), 1) To DateAdd ("yyyy", -1, d)
Last year to date	January 1 of last year to the same day of last year	(Year(d) - 1, 1, 1) To DateAdd("yyyy", -1, d)
Month to date	The first day of this month to today	(Year(d), Month(d), 1) To d
Quarter to date	The first day of this quarter to today	m = Month(d) 1 <= m <=3 (Year(d), 1, 1) To d 4 <= m <=6 (Year(d), 4, 1) To d 7 <= m <=9 (Year(d), 7, 1) To d 10 <= m <=12 (Year(d), 10, 1) To d
Next 30 days	Today to the next 30th day	d To (d + 30)
Next 31 to 60 days	The next 31st day to the next 60th day	(d + 31) To (d + 60)
Next 61 to 91 days	The next 61st day to the next 91st day	(d + 61) To (d + 90)
Next 91 to 365 days	The next 91st day to the next 365th day	(d + 91) To (d + 365)
Over 90 days	All days prior to 90 days ago	<= (d - 91)
Week to date from Sunday	Sunday of this week to today	(d - (Weekday(d) - 1)) To d
Year to date	January 1 of this year to today	(Year(d), 1, 1) To d

# Appendix B: Report Examples

This chapter shows 39 samples of different types of reports in PDF format. Click the report links below to view the examples. Note that limitation of document pages forbid full publishment of the reports with asterisks (\*).

- **Change Management Reports**
  - ["Open and Closed Change Requests"](#)
  - ["Percentage of Rejected Changes"](#)
  - ["Percentage of Emergency Changes"](#)
  - ["Percentage of Successful Changes"](#)
  - ["Changes Scheduled for This Week"](#)
  
- **Configuration Management Reports**
  - ["Configuration Item Relationships"](#)
  - ["Configuration Item Summary"](#)
  - [" Percentage of Configuration Items Related to Other Configuration Items"](#)
  
- **Incident Management Reports**
  - ["Open and Closed Incidents by Category"](#)
  - ["Open and Closed Incidents by Service"](#)
  - ["Backlog of Incidents"](#)
  - ["Reopened Incidents"](#)
  - ["Incidents Closed Meeting SLA Target"](#)
  - ["Incident Aging Report" \\*](#)
  - ["Incident Reassignment Analysis" \\*](#)


- "Percentage of Incidents by Priority" \*
- "Open Incidents Monthly Analysis by Category" \*
- Knowledge Management Reports
  - "Knowledge Management Activity"
  - "Knowledge Management Documents Summary"
  - "Knowledge Management: User Demand"
  - "Knowledge Management Usage by Department"
  - " Self-Service Knowledge Search History"
  - "Self-Service Escalated Knowledge Management Search Escalation"
- Problem Management Reports
  - "Open and Closed Problems by Area "
  - "Open and Closed Problems by Service"
  - "Problems Closed Meeting SLA Target"
  - "Average Time to Diagnose Problems"
- Request Management Reports
  - "Request Aging Report" \*
- Service Desk Reports
  - "Escalated Interactions"
  - "Open and Closed Service Desk Interactions"
  - "First Time Fixed Interactions"
  - "Interactions Resulting in Related Issues"
  - "Top 20 Operators by Average Interaction Time in Last 90 Days"

- "Interactions Closed in a Given Year"
- "Number of Service Desk Requests by Department"
- Service Level Management Reports
  - "SLM: Response SLO Metrics"
  - "SLM: Summary"
  - "SLM: Availability-Duration Metrics"
  - "SLM: Availability-Uptime Metrics"

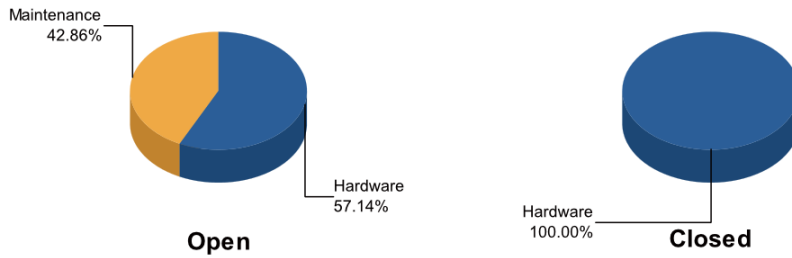
## Change Management Reports

- "Open and Closed Change Requests"
- "Percentage of Rejected Changes"
- "Percentage of Emergency Changes"
- "Percentage of Successful Changes"
- "Changes Scheduled for This Week"

# Open and Closed Change Requests

<b>Open and Closed Change Requests</b>	
06/01/2008 to 10/26/2009	
This report gives the user the ability to review, for a determined period, a breakdown of open and closed changes by category.	

## Changes by State and Category

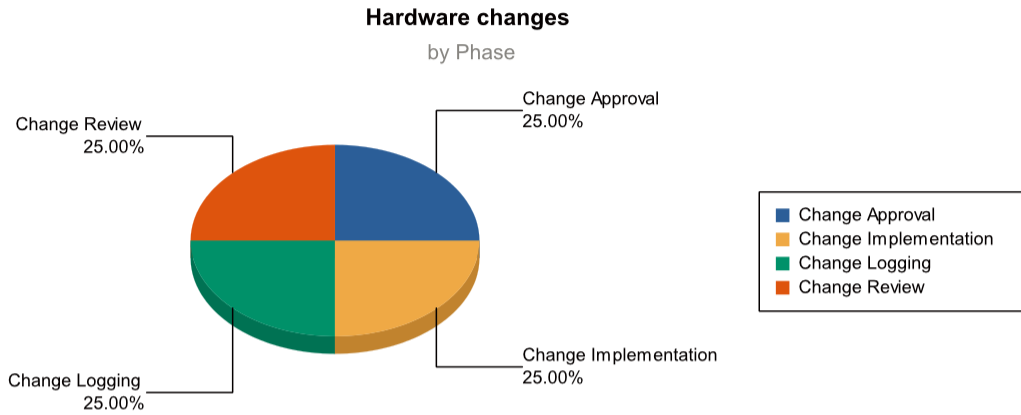


Closed Changes:	9
Open Changes:	7
<b>Total:</b>	<b>16</b>



## Open and Closed Change Requests

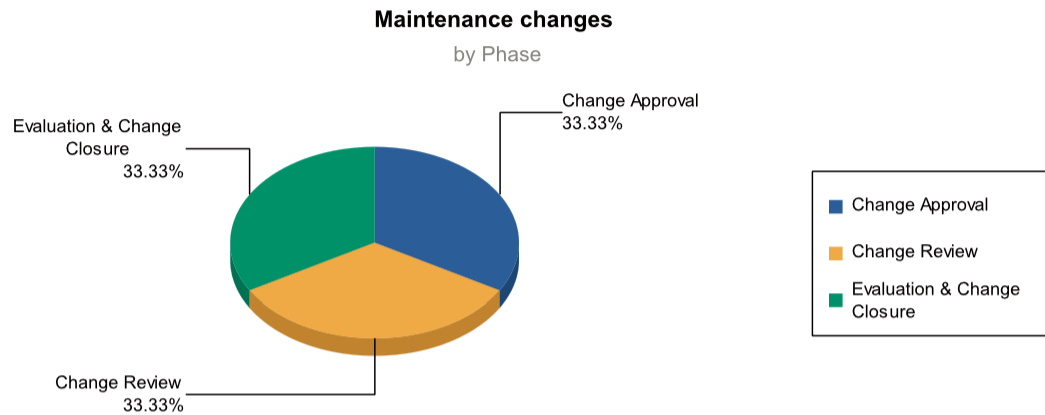
06/01/2008 to 10/26/2009



<b>State: Open</b>	<b>43.75%</b>	<b>Count: 7</b>	
<b>Category: Hardware</b>	<b>57.14%</b>	<b>Count: 4</b>	
<b>Phase: Change Approval</b>	<b>25.00%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Change ID</b>	<b>Title</b>	<b>Open Time</b>
initial	C10013	Fix network patch + new utp cable	06/01/2008 20:59:39
<b>Phase: Change Implementation</b>	<b>25.00%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Change ID</b>	<b>Title</b>	<b>Open Time</b>
initial	C10019	Additional cooling	06/01/2008 20:59:40
<b>Phase: Change Logging</b>	<b>25.00%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Change ID</b>	<b>Title</b>	<b>Open Time</b>
initial	C10018	Network drivers reinstallation	06/01/2008 20:59:40
<b>Phase: Change Review</b>	<b>25.00%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Change ID</b>	<b>Title</b>	<b>Open Time</b>
initial	C10016	Printer replacement	06/01/2008 20:59:40

## Open and Closed Change Requests

06/01/2008 to 10/26/2009



<b>State: Open</b>	<b>43.75%</b>	<b>Count: 7</b>	
<b>Category: Maintenance</b>	<b>42.86%</b>	<b>Count: 3</b>	
<b>Phase: Change Approval</b>	<b>33.33%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Change ID</b>	<b>Title</b>	<b>Open Time</b>
initial	C10014	SPAM filter	06/01/2008 20:59:39
<b>Phase: Change Review</b>	<b>33.33%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Change ID</b>	<b>Title</b>	<b>Open Time</b>
initial	C10006	Virus e-mail	06/02/2008 02:59:39
<b>Phase: Evaluation &amp; Change Closure</b>	<b>33.33%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Change ID</b>	<b>Title</b>	<b>Open Time</b>
initial	C10009	Multiple virusses	06/01/2008 20:59:39

10/26/2009

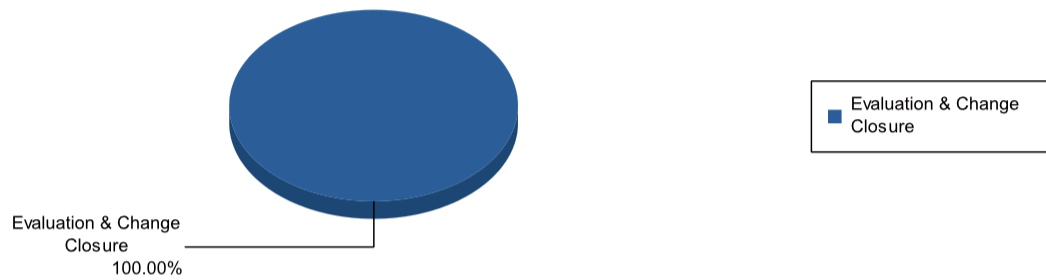
Page 3 of 4



## Open and Closed Change Requests

06/01/2008 to 10/26/2009

**Hardware changes**  
by Phase



<b>State: Closed</b>	<b>56.25%</b>	<b>Count: 9</b>
<b>Category: Hardware</b>	<b>100.00%</b>	<b>Count: 9</b>
<b>Phase: Evaluation &amp; Change Closure</b>	<b>100.00%</b>	<b>Count: 9</b>


Status	Change ID	Title	Duration
closed	C10001	Printer memory upgrade	498 23:45:51
closed	C10002	Unblock websites	499 05:58:21
closed	C10003	Additional internal memory	499 06:20:57
closed	C10004	Memory Upgrade	499 00:21:35
closed	C10005	Firmware upgrade	499 00:02:42
closed	C10007	New network card	505 03:22:16
closed	C10011	Operating system reinstall	499 23:48:23
closed	C10015	Reinstall network drivers	499 06:19:45
closed	C10020	Reinstallation Operating System	499 00:13:02

10/26/2009

Page 4 of 4

# Percentage of Rejected Changes

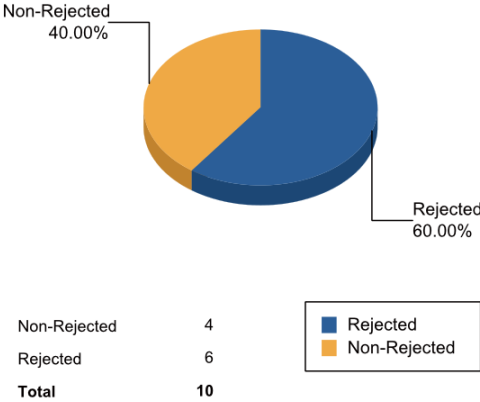
**Percentage of Rejected Changes**



10/01/2005 to 10/20/2009

This report provides an overview of the number of rejected changes as a percentage of the total number of closed changes in a given time period.

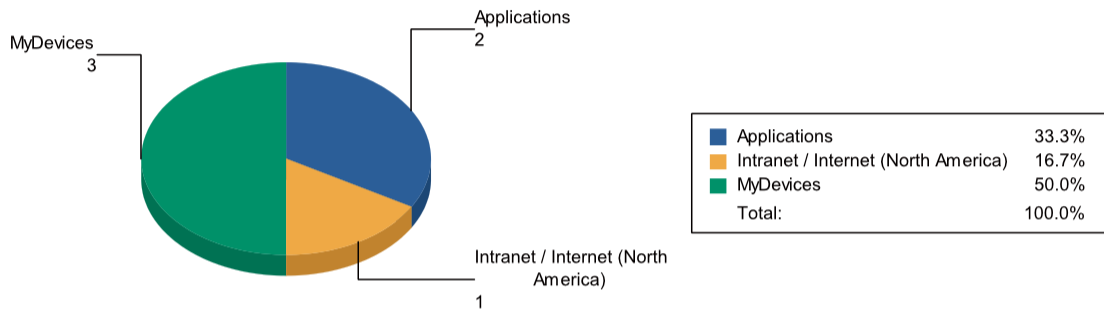
**Percentage of Rejected Changes**



## Percentage of Rejected Changes

10/01/2005 to 10/20/2009

Rejected Changes by Service



State: Rejected		60.00%	Count:6	
<b>Applications</b>		<b>33.00%</b>	<b>Count:2</b>	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10008	Office installation / Upgrade	Rejected	10/14/2009 03:04:26	Rejected Changes.
C10020	Reinstallation Operating System	Rejected	10/14/2009 03:12:42	Rejected Change.
<b>Intranet / Internet (North America)</b>		<b>17.00%</b>	<b>Count:1</b>	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10015	Reinstall network drivers	Rejected	10/14/2009 03:19:25	Rejected Change.
<b>MyDevices</b>		<b>50.00%</b>	<b>Count:3</b>	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10003	Additional internal memory	Rejected	10/14/2009 03:20:35	Here is the rejection reason.
C10004	Memory Upgrade	Rejected	10/14/2009 03:21:14	Here is the reason for the rejection.
C10011	Operating system reinstall	Rejected	10/15/2009 02:48:02	Reject change with closure comments.

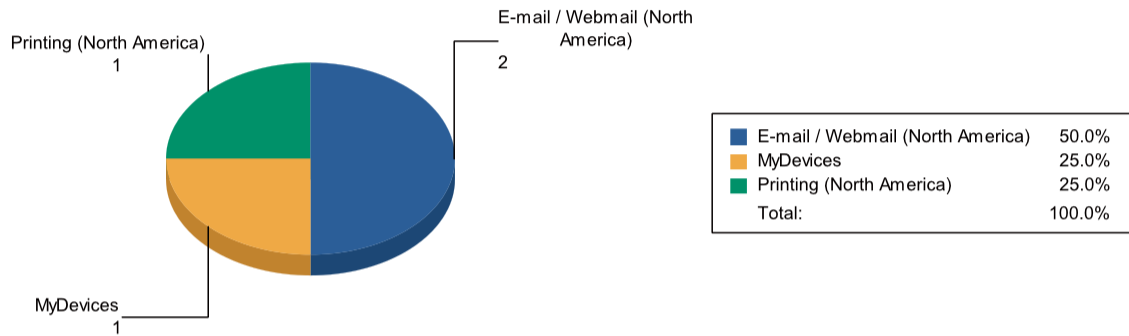
10/20/2009

Page 2 of 3

## Percentage of Rejected Changes

10/01/2005 to 10/20/2009

**Non-Rejected Changes by Service**



State: Non-Rejected		40.00%	Count:4	
<b>E-mail / Webmail (North America)</b>		<b>50.00%</b>	<b>Count:2</b>	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10002	Unblock websites	Successful(with problems)	10/14/2009 02:57:59	Close the change successfully but with problems.
C10017	SPAM filter	Successful	10/14/2009 03:10:16	Close the change successfully.
<b>MyDevices</b>		<b>25.00%</b>	<b>Count:1</b>	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10005	Firmware upgrade	Failed	10/14/2009 03:02:21	Close the change failed.
<b>Printing (North America)</b>		<b>25.00%</b>	<b>Count:1</b>	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10001	Printer memory upgrade	Successful	10/14/2009 02:45:29	Close the changes successfully.


10/20/2009

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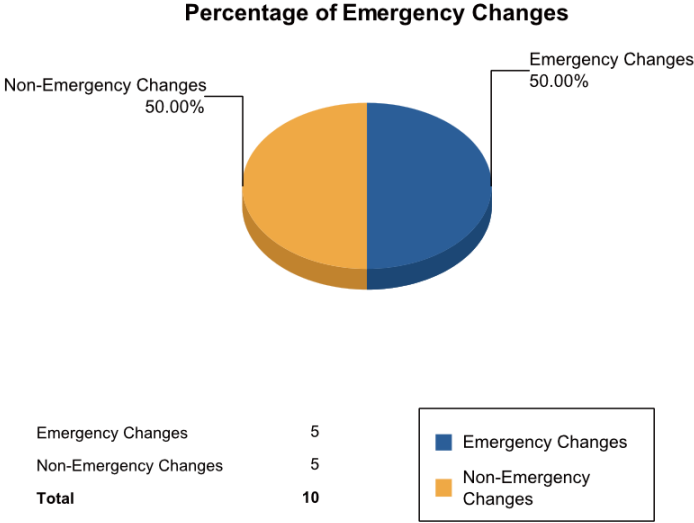
# Percentage of Emergency Changes

**Percentage of Emergency Changes**

10/01/2008 to 10/20/2009



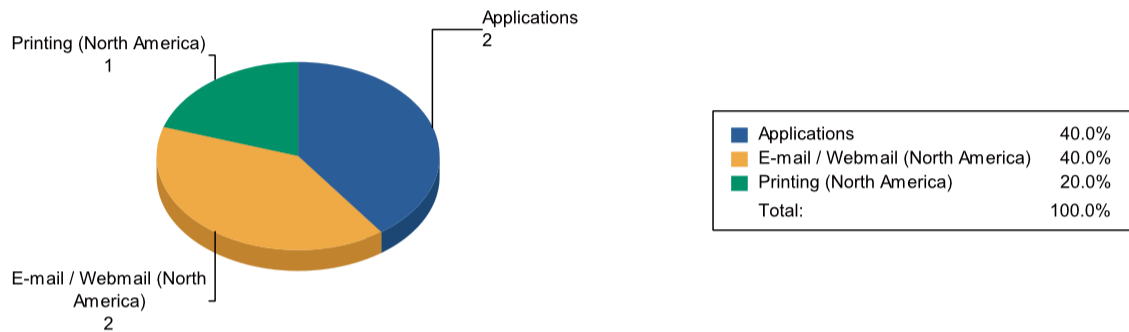
This report provides an overview of the number of closed emergency changes as a percentage of the total number of closed changes in a given time period.



## Percentage of Emergency Changes

10/01/2008 to 10/20/2009

Emergency Changes by Service

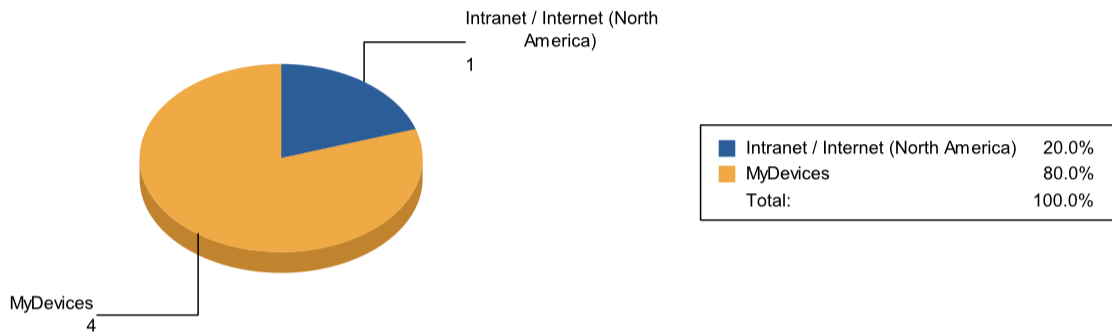


State: Emergency Changes		50.00%	Count:5	
<b>Applications</b>		<b>40.00%</b>	<b>Count:2</b>	
Change ID	Title	Closure Code	Close Time	Initiated By
C10008	Office installation / Upgrade	Rejected	10/14/2009 03:04:26	BRYANT, DOUGLAS
C10020	Reinstallation Operating System	Rejected	10/14/2009 03:12:42	SNAKE, PATRICIA
<b>E-mail / Webmail (North America)</b>		<b>40.00%</b>	<b>Count:2</b>	
Change ID	Title	Closure Code	Close Time	Initiated By
C10002	Unblock websites	Successful(with problems)	10/14/2009 02:57:59	GEES, NORAH
C10017	SPAM filter	Successful	10/14/2009 03:10:16	APARICIO, DENISE
<b>Printing (North America)</b>		<b>20.00%</b>	<b>Count:1</b>	
Change ID	Title	Closure Code	Close Time	Initiated By
C10001	Printer memory upgrade	Successful	10/14/2009 02:45:29	ARMSTRONG, TRACY

## Percentage of Emergency Changes

10/01/2008 to 10/20/2009

**Non-Emergency Changes by Service**




State: Non-Emergency Changes		50.00%	Count:5	
Intranet / Internet (North America)		20.00%	Count:1	
Change ID	Title	Closure Code	Close Time	Initiated By
C10015	Reinstall network drivers	Rejected	10/14/2009 03:19:25	RYAN, JULIA
MyDevices		80.00%	Count:4	
Change ID	Title	Closure Code	Close Time	Initiated By
C10003	Additional internal memory	Rejected	10/14/2009 03:20:35	BARKLEY, CLIFF
C10004	Memory Upgrade	Rejected	10/14/2009 03:21:14	BUCKLE, EMILY
C10005	Firmware upgrade	Failed	10/14/2009 03:02:21	BARROW, JESSE
C10011	Operating system reinstall	Rejected	10/15/2009 02:48:02	GONZALES, KATHERINE

# Percentage of Successful Changes

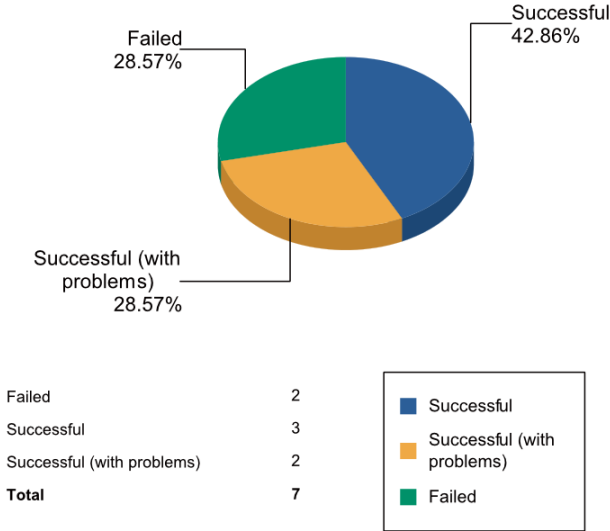
**Percentage of Successful Changes**

10/01/2008 to 10/20/2009



This report provides an overview of the number of closed changes that were successfully implemented (including with and without problems) as a percentage of the total number of closed changes in a given time period.

**Percentage of Successful Changes**

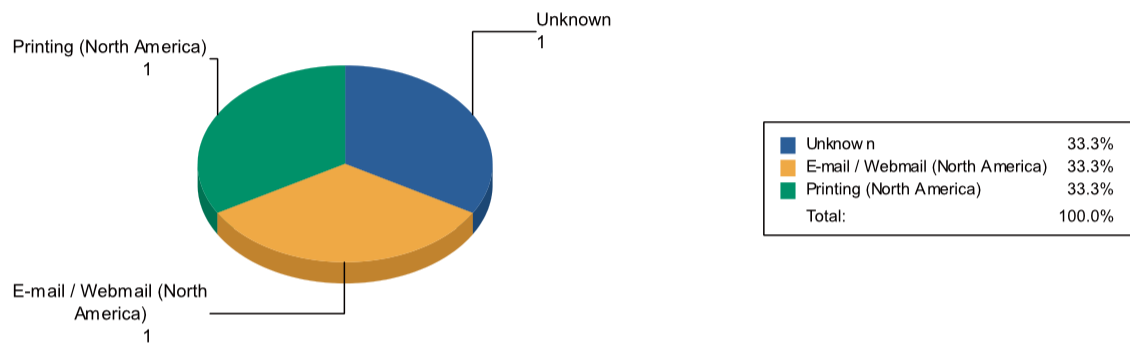




## Percentage of Successful Changes

10/01/2008 to 10/20/2009

Successful Changes by Service

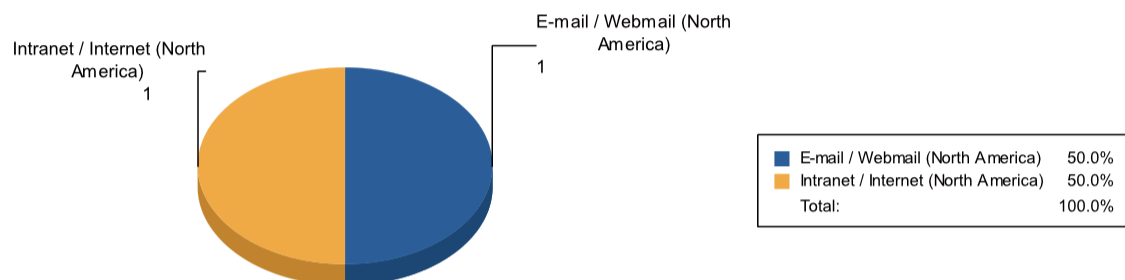


<b>State: Successful</b>		<b>43.00%</b>	<b>Count:3</b>
<b>Unknown</b>		<b>33.00%</b>	<b>Count:1</b>
<b>Change ID</b>	<b>Title</b>	<b>Closure Code</b>	<b>Close Time</b> <b>Closure</b> <b>Comments</b>
C10023	This is the test case for backout change.	Successful	10/20/2009 00:19:24
<b>E-mail / Webmail (North America)</b>		<b>33.00%</b>	<b>Count:1</b>
<b>Change ID</b>	<b>Title</b>	<b>Closure Code</b>	<b>Close Time</b> <b>Closure</b> <b>Comments</b>
C10017	SPAM filter	Successful	10/14/2009 03:10:16    Close the change successfully.
<b>Printing (North America)</b>		<b>33.00%</b>	<b>Count:1</b>
<b>Change ID</b>	<b>Title</b>	<b>Closure Code</b>	<b>Close Time</b> <b>Closure</b> <b>Comments</b>
C10001	Printer memory upgrade	Successful	10/14/2009 02:45:29    Close the changes successfully.

## Percentage of Successful Changes

10/01/2008 to 10/20/2009

**Successful (with problems) Changes by Service**

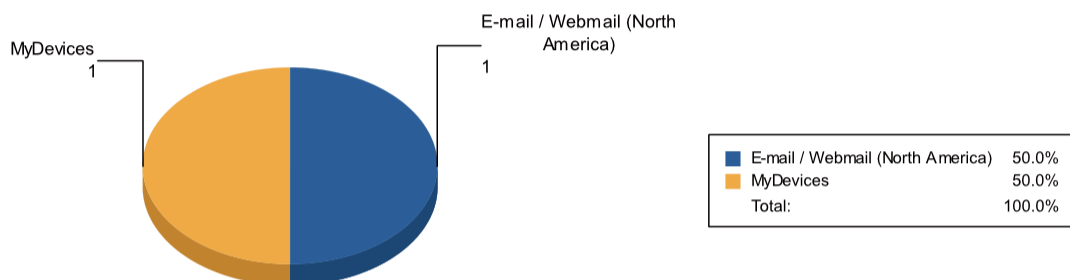


State: Successful (with problems)		29.00%	Count:2	
E-mail / Webmail (North America)		50.00%	Count:1	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10002	Unblock websites	Successful (with problems)	10/14/2009 02:57:59	Close the change successfully but with problems.
Intranet / Internet (North America)		50.00%	Count:1	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10007	New network card	Successful (with problems)	10/20/2009 00:21:55	Close the change successfully but with problems.

## Percentage of Successful Changes


10/01/2008 to 10/20/2009

**Failed Changes by Service**



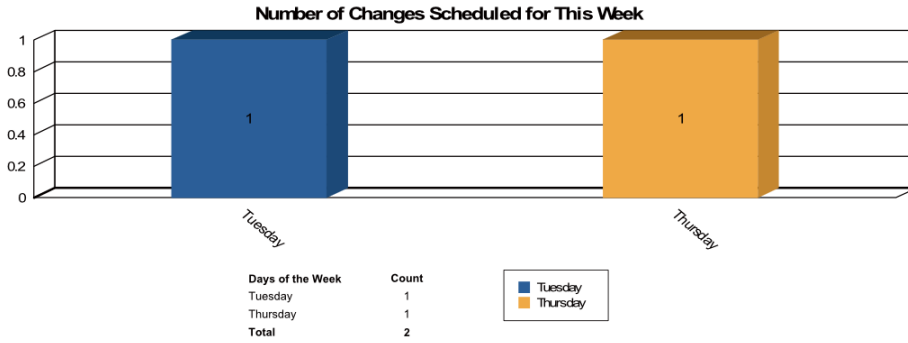
<b>State: Failed</b>		<b>29.00%</b>	<b>Count:2</b>	
<b>E-mail / Webmail (North America)</b>		<b>50.00%</b>	<b>Count:1</b>	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10010	Allow bigger mails to be sent	Failed	10/20/2009 00:23:59	Close the change failed.
<b>MyDevices</b>		<b>50.00%</b>	<b>Count:1</b>	
Change ID	Title	Closure Code	Close Time	Closure Comments
C10005	Firmware upgrade	Failed	10/14/2009 03:02:21	Close the change failed.

# Changes Scheduled for This Week

**Changes Scheduled for This Week** 

08/24/2008 to 08/30/2008

This report enables the user to review changes scheduled for this week.



08/29/2008

Page 1 of 2

## Changes Scheduled for This Week

08/24/2008 to 08/30/2008

Tuesday		50.00%							Count: 1
Change ID	Description	Category	Current Phase	Priority	Approval Status	Initiated by	Assignment Group	Change Coordinator	Service
C10013	Replace utp cable + fix network patch	Hardware	Change Approval	3	pending	BENDER, PETE	Network	Change.Coordinator	Intranet / Internet (North America)
Thursday		50.00%							Count: 1
Change ID	Description	Category	Current Phase	Priority	Approval Status	Initiated by	Assignment Group	Change Coordinator	Service
C10014	Reconfigure spam filter	Maintenance	Change Approval	2	pending	COOK, SOPHIE	Application	Change.Manager	Applications

08/29/2008

Page 2 of 2

## Configuration Management Reports

- ["Configuration Item Relationships"](#)
- ["Configuration Item Summary"](#)
- [" Percentage of Configuration Items Related to Other Configuration Items"](#)

# Configuration Item Relationships

**Configuration Item Relationships** 

This report provides a high level view of the configuration item relationships defined for the organization.

**Relationship Type: Logical**


**Relationship Subtype: Contains**

Upstream CI	Downstream CIs	Outage Dependency	Outage Threshold
Applications	<a href="#">13 related CIs. Double click for details</a>	False	
E-mail / Webmail (Africa)	<a href="#">2 related CIs. Double click for details</a>	False	
E-mail / Webmail (Asia)	<a href="#">2 related CIs. Double click for details</a>	False	
E-mail / Webmail (Australia)	<a href="#">2 related CIs. Double click for details</a>	False	
E-mail / Webmail (Europe)	<a href="#">2 related CIs. Double click for details</a>	False	
E-mail / Webmail (North America)	<a href="#">2 related CIs. Double click for details</a>	False	
E-mail / Webmail (South America)	<a href="#">2 related CIs. Double click for details</a>	False	
Intranet / Internet (Africa)	adv-afr-server-web	True	1
Intranet / Internet (Asia)	adv-asi-server-web	True	1
Intranet / Internet (Australia)	adv-aus-server-web	True	1
Intranet / Internet (Europe)	adv-eur-server-web	True	1
Intranet / Internet (North America)	adv-nam-server-web	True	1
Intranet / Internet (South America)	adv-sam-server-web	True	1
Printing (Africa)	<a href="#">15 related CIs. Double click for details</a>	True	5
Printing (Asia)	<a href="#">12 related CIs. Double click for details</a>	True	4
Printing (Australia)	<a href="#">15 related CIs. Double click for details</a>	True	5
Printing (Europe)	<a href="#">15 related CIs. Double click for details</a>	True	5
Printing (North America)	<a href="#">21 related CIs. Double click for details</a>	True	7
Printing (South America)	<a href="#">18 related CIs. Double click for details</a>	True	6
Service Management	Service Manager	True	1

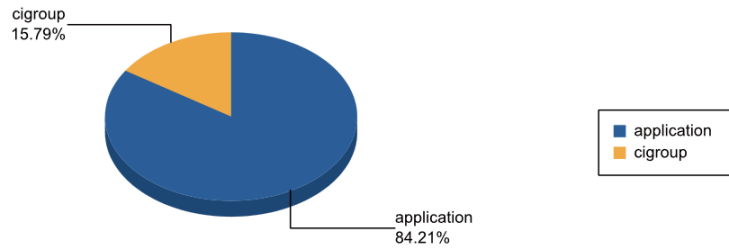
## Configuration Item Relationships

Relationship Type: Physical			
Relationship Subtype: Connects			
Upstream CI	Downstream CIs	Outage Dependency	Outage Threshold
adv-nam-modem	adv-nam-router	False	
adv-nam-router	adv-nam-switch	False	
adv-nam-server-db	<i>4 related CIs. Double click for details</i>	False	
adv-nam-switch	<i>11 related CIs. Double click for details</i>	False	
adv-nam-switch-fin	<i>28 related CIs. Double click for details</i>	False	
adv-nam-switch-hr	<i>28 related CIs. Double click for details</i>	False	
adv-nam-switch-it	<i>18 related CIs. Double click for details</i>	False	
adv-nam-switch-mar	<i>33 related CIs. Double click for details</i>	False	
adv-nam-switch-sal	<i>33 related CIs. Double click for details</i>	False	
adv-nam-switch-sd	<i>13 related CIs. Double click for details</i>	False	
adv-nam-switch-war	<i>18 related CIs. Double click for details</i>	False	

# Configuration Item Summary

<b>Configuration Item Summary</b>	
This report gives the user the ability to view all the configuration items within their organization grouped by type and then by status.	

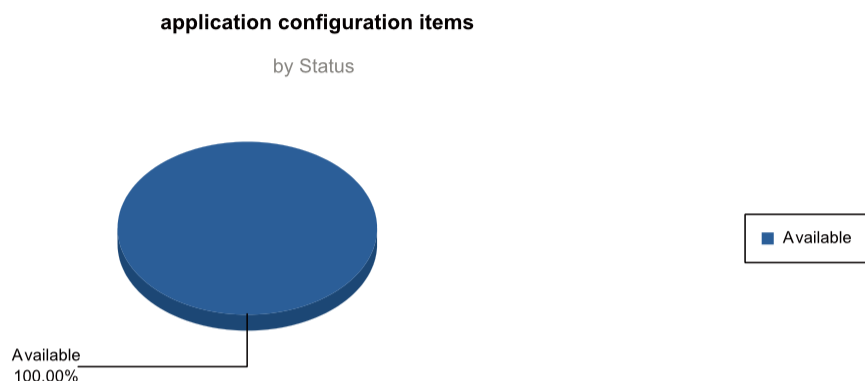
## Configuration Items by Type



Total Configuration Items: 19

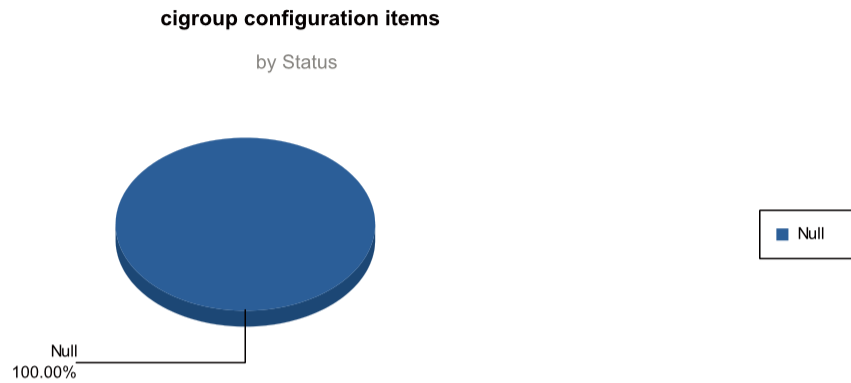


## Configuration Item Summary



Type: application		84.21%	Count: 16
Status: Available		100.00%	Count: 16
CI Identifier	CI Name	Config admin group	System Down?
CI10679	Adobe Reader	Application	False
CI10687	BizTrain	Application	False
CI10683	Internet Explorer 6	Application	False
CI10682	Internet Explorer 7	Application	False
CI10675	Microsoft Office 2003	Application	False
CI10673	Microsoft Office 2007	Application	False
CI10681	Microsoft Outlook	Application	False
CI10676	Microsoft Visio 2003	Application	False
CI10674	Microsoft Visio 2007	Application	False
CI10672	Microsoft Windows	Application	False
CI10677	Norton Anti-Virus	Application	False
CI10685	SAP	Application	False
CI10686	Sales Force	Application	False
CI10684	Service Manager	Service Manager	False
CI10680	VPN Client	Application	False
CI10678	WinRar	Application	False

## Configuration Item Summary



Type: cigroup		15.79%	Count: 3
Status: Null		100.00%	Count: 3
CI Identifier	CI Name	Config admin group	System Down?
C110869	All Laptop Computers		False
	All North America Installed Printers		False
	All PDAs		False

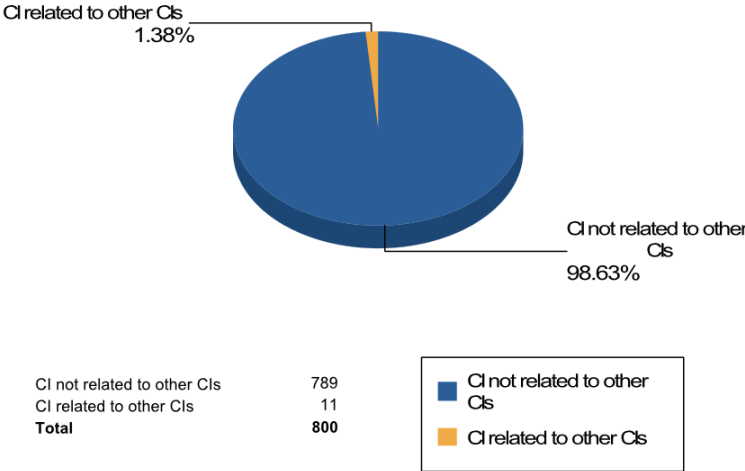
# Percentage of Configuration Items Related to Other Configuration Items

**Percentage of CI's Related to Other CIs**



This report gives the user the ability to review the number of CIs related to one or more other CIs as a percentage of the total number of registered CIs that can be related to other CIs.

**Percentage of CI's Related to Other CIs**




## Percentage of CIs Related to Other CIs

<b>Type: computer</b>			<b>9.09%</b>	<b>Count: 1</b>	
<b>Subtype: Server</b>			<b>100.00%</b>	<b>Count: 1</b>	
CI Name	Status	Relationship Name	Relationship Type	Relationship Subtype	Downstream CIs
adv-nam-server-db	In Use	adv-nam-server-db	Physical	Connects	<i>4 related CIs. Double click for details</i>
<b>Type: networkcomponents</b>			<b>90.91%</b>	<b>Count: 10</b>	
<b>Subtype: Modem</b>			<b>10.00%</b>	<b>Count: 1</b>	
CI Name	Status	Relationship Name	Relationship Type	Relationship Subtype	Downstream CIs
adv-nam-modem	In Use	adv-nam-modem	Physical	Connects	adv-nam-router
<b>Subtype: Router</b>			<b>10.00%</b>	<b>Count: 1</b>	
CI Name	Status	Relationship Name	Relationship Type	Relationship Subtype	Downstream CIs
adv-nam-router	In Use	adv-nam-router	Physical	Connects	adv-nam-switch
<b>Subtype: Switch</b>			<b>80.00%</b>	<b>Count: 8</b>	
CI Name	Status	Relationship Name	Relationship Type	Relationship Subtype	Downstream CIs
adv-nam-switch	In Use	adv-nam-switch	Physical	Connects	<i>11 related CIs. Double click for details</i>
adv-nam-switch-fin	In Use	adv-nam-switch-fin	Physical	Connects	<i>28 related CIs. Double click for details</i>
adv-nam-switch-hr	In Use	adv-nam-switch-hr	Physical	Connects	<i>28 related CIs. Double click for details</i>
adv-nam-switch-it	In Use	adv-nam-switch-it	Physical	Connects	<i>18 related CIs. Double click for details</i>
adv-nam-switch-mar	In Use	adv-nam-switch-mar	Physical	Connects	<i>33 related CIs. Double click for details</i>
adv-nam-switch-sal	In Use	adv-nam-switch-sal	Physical	Connects	<i>33 related CIs. Double click for details</i>
adv-nam-switch-sd	In Use	adv-nam-switch-sd	Physical	Connects	<i>13 related CIs. Double click for details</i>
adv-nam-switch-war	In Use	adv-nam-switch-war	Physical	Connects	<i>18 related CIs. Double click for details</i>

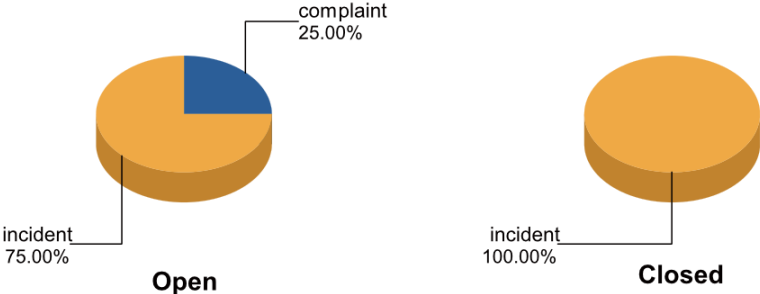
# Incident Management Reports

- ["Open and Closed Incidents by Category"](#)
- ["Open and Closed Incidents by Service"](#)
- ["Backlog of Incidents"](#)
- ["Reopened Incidents"](#)
- ["Incidents Closed Meeting SLA Target"](#)
- ["Incident Aging Report" \\*](#)
- ["Incident Reassignment Analysis" \\*](#)
- ["Percentage of Incidents by Priority" \\*](#)
- ["Open Incidents Monthly Analysis by Category" \\*](#)

# Open and Closed Incidents by Category

<b>Open and Closed Incidents by Category</b> 03/01/2008 to 10/26/2009	
This report gives the user the ability to review, for a determined period, a breakdown of open and closed incidents by categories and their associated areas.	

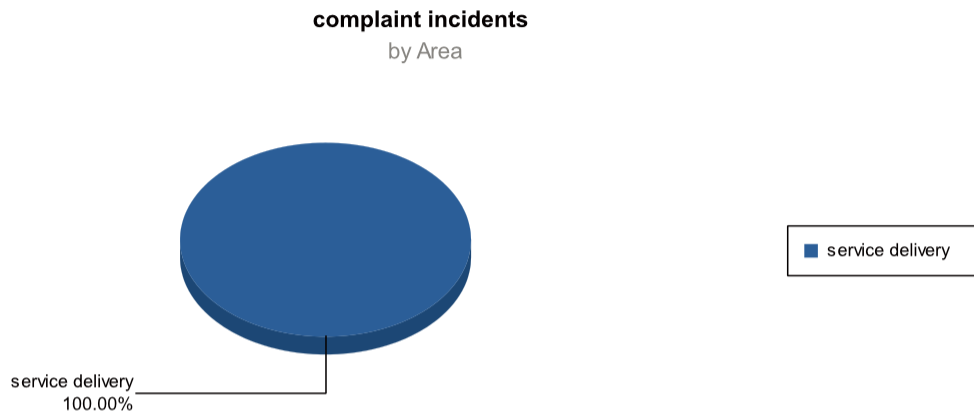
## Incidents by State and Category



Closed Incidents:	1	
Open Incidents:	8	
<b>Total:</b>	<b>9</b>	

## Open and Closed Incidents by Category

03/01/2008 to 10/26/2009

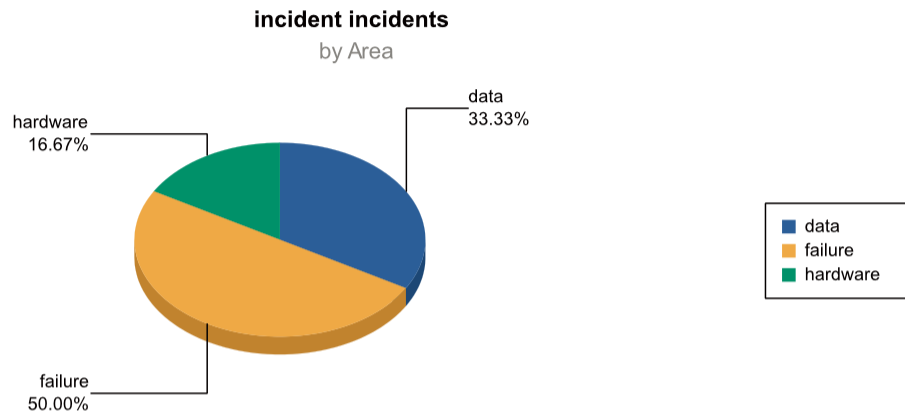


<b>State: Open</b>	<b>88.89%</b>	<b>Count: 8</b>
<b>Category: complaint</b>	<b>25.00%</b>	<b>Count: 2</b>
<b>Area: service delivery</b>	<b>100.00%</b>	<b>Count: 2</b>

Status	Incident ID	Title	Open Time
Open	IM10128	VPN connection drops every 10 minutes	03/05/2008 12:13:00
Open	IM10131	Operating system language is Spanish	03/06/2008 15:45:00

## Open and Closed Incidents by Category

03/01/2008 to 10/26/2009

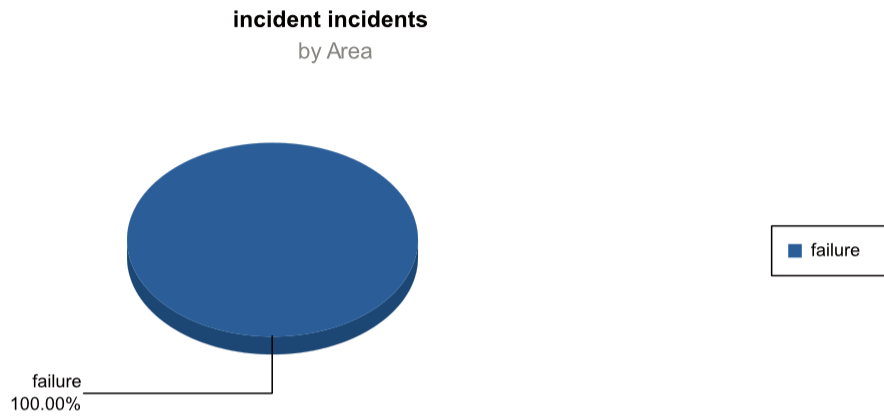


<b>State: Open</b>	<b>88.89%</b>	<b>Count: 8</b>	
<b>Category: incident</b>	<b>75.00%</b>	<b>Count: 6</b>	
<b>Area: data</b>	<b>33.33%</b>	<b>Count: 2</b>	
<b>Status</b>	<b>Incident ID</b>	<b>Title</b>	<b>Open Time</b>
Open	IM10132	Missing data in report	03/09/2008 15:16:00
Open	IM10133	Data is missing in report	03/09/2008 18:17:00
<b>Area: failure</b>	<b>50.00%</b>	<b>Count: 3</b>	
<b>Status</b>	<b>Incident ID</b>	<b>Title</b>	<b>Open Time</b>
Open	IM10125	Error appears when sending e-mail, e-mail stays in outbox	03/02/2008 13:17:00
Open	IM10126	Microsoft Office spel checker checks Chinese language	03/02/2008 17:35:00
Work In Progress	IM10129	Microsoft Office Words reports on every save on existing documents that document is read-only	03/06/2008 14:15:00
<b>Area: hardware</b>	<b>16.67%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Incident ID</b>	<b>Title</b>	<b>Open Time</b>
Work In Progress	IM10127	Laptop cannot boot Operating System	03/03/2008 16:49:00



## Open and Closed Incidents by Category

03/01/2008 to 10/26/2009




<b>State: Closed</b>	<b>11.11%</b>	<b>Count: 1</b>
<b>Category: incident</b>	<b>100.00%</b>	<b>Count: 1</b>
<b>Area: failure</b>	<b>100.00%</b>	<b>Count: 1</b>

Status	Incident ID	Title	Duration	Closure Code
Closed	IM10130	E-mail is not synchronizing with PDA	592 08:53:10	Request Rejected

# Open and Closed Incidents by Service

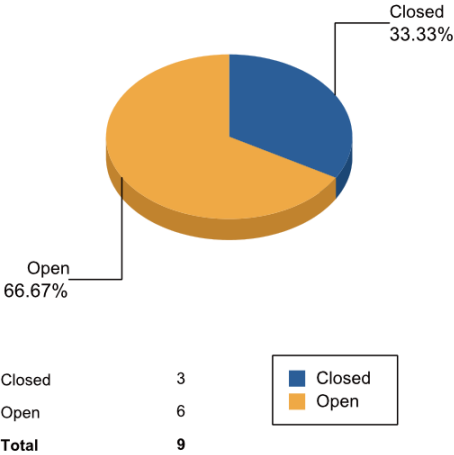
**Open and Closed Incidents by Service**



03/01/2008 to 10/20/2009

This report provides an overview of the number of newly reported incidents in a given time period.

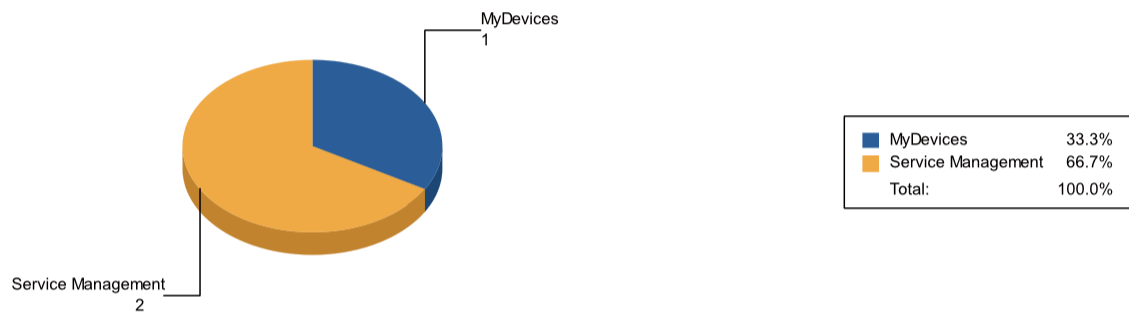
**Percentage of Open and Closed Incidents**



## Open and Closed Incidents by Service

03/01/2008 to 10/20/2009

**Closed Incidents by Service**

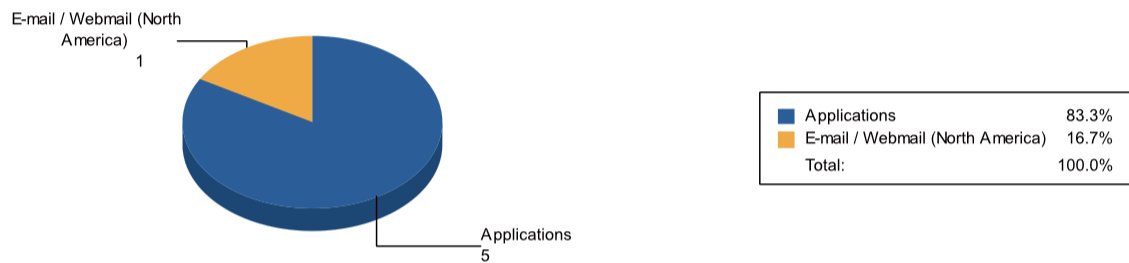


State: Closed		33.00%		Count: 3
<b>MyDevices</b>		<b>33.00%</b>		<b>Count:1</b>
Incident ID	Title	Status	Open Time	Close Time
IM10130	E-mail is not synchronizing with PDA	Closed	03/06/2008 15:13:00	10/20/2009 00:06:10
<b>Service Management</b>		<b>67.00%</b>		<b>Count:2</b>
Incident ID	Title	Status	Open Time	Close Time
IM10132	Missing data in report	Closed	03/09/2008 15:16:00	09/10/2008 10:45:22
IM10133	Data is missing in report	Closed	03/09/2008 18:17:00	09/10/2008 10:46:01

## Open and Closed Incidents by Service

03/01/2008 to 10/20/2009

### Open Incidents by Service




State: Open		67.00%	Count: 6
<b>Applications</b>		<b>83.00%</b>	<b>Count: 5</b>
Incident ID	Title	Status	Open Time
IM10126	Microsoft Office spel checker checks Chinese language	Open	03/02/2008 17:35:00
IM10127	Laptop cannot boot Operating System	Work In Progress	03/03/2008 16:49:00
IM10128	VPN connection drops every 10 minutes	Open	03/05/2008 12:13:00
IM10129	Microsoft Office Words reports on every save on existing documents that document is read-only	Work In Progress	03/06/2008 14:15:00
IM10131	Operating system language is Spanish	Open	03/06/2008 15:45:00
<b>E-mail / Webmail (North America)</b>		<b>17.00%</b>	<b>Count: 1</b>
Incident ID	Title	Status	Open Time
IM10125	Error appears when sending e-mail, e-mail stays in outbox	Open	03/02/2008 13:17:00

10/20/2009

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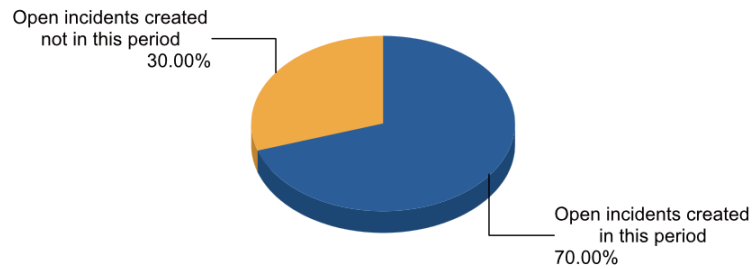
# Backlog of Incidents

**Backlog of Incidents** 

09/06/2007 to 10/20/2009

This report enables the user to review the number of incidents that are not closed in a given time period.

## Open Incidents by Time Period



Open incidents created in this period	7
Open incidents created not in this period	3
<b>Total</b>	<b>10</b>

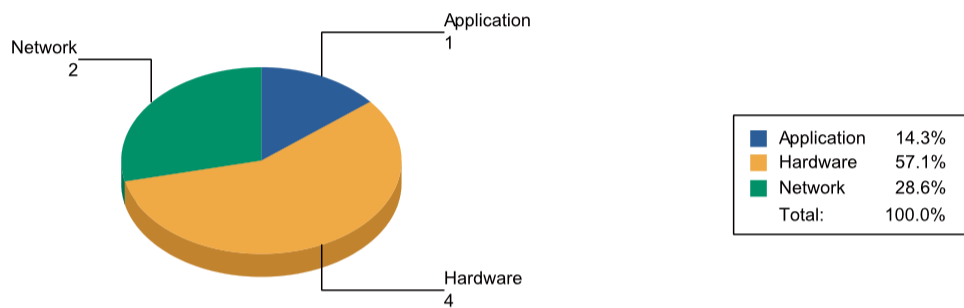
■ Open incidents created in this period

■ Open incidents created not in this period

## Backlog of Incidents

09/06/2007 to 10/20/2009

Incidents supported by Assignment group



State: Open incidents created in this period		70.00%	Count:7	
<b>Application</b>		<b>14.29%</b>	<b>Count:1</b>	
Incident ID	Title	Open Time	Assignee	Status
IM10005	Microsoft Office keeps asking to install Language packs	09/06/2007 15:57:00	Incident.Manager	Work In Progress
<b>Hardware</b>		<b>57.14%</b>	<b>Count:4</b>	
Incident ID	Title	Open Time	Assignee	Status
IM10006	Pop-up appears while working with Office, Office needs installation of additional components	09/06/2007 16:05:00	Incident.Coordinator	Work In Progress
IM10008	Desktop DVD-drive makes strange noises	09/06/2007 18:14:00	Incident.Coordinator	Work In Progress
IM10009	Desktop screen out of order	09/06/2007 18:37:00	Incident.Coordinator	Work In Progress
IM10011	Virus scan notification: Multiple Virusses found	09/10/2007 17:19:00	Incident.Manager	Work In Progress
<b>Network</b>		<b>28.57%</b>	<b>Count:2</b>	
Incident ID	Title	Open Time	Assignee	Status
IM10007	E-mail in outbox isn't beeing sent	09/06/2007 17:05:00	Incident.Manager	Open

10/20/2009

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## Backlog of Incidents

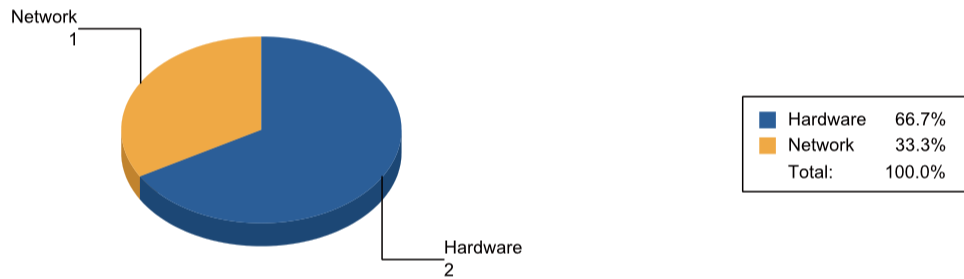
09/06/2007 to 10/20/2009

<b>State: Open incidents created in this period</b>	<b>70.00%</b>	<b>Count:7</b>
---	---------------	----------------

<b>Network</b>	<b>28.57%</b>	<b>Count:2</b>
----------------	---------------	----------------

Incident ID	Title	Open Time	Assignee	Status
IM10010	Network logon failure	09/06/2007 19:52:00	Incident.Manager	Accepted

Incidents supported by Assignment group



<b>State: Open incidents created not in this period</b>	<b>30.00%</b>	<b>Count:3</b>
---	---------------	----------------

<b>Hardware</b>	<b>66.67%</b>	<b>Count:2</b>
-----------------	---------------	----------------

Incident ID	Title	Open Time	Assignee	Status
IM10003	System crashes with message "not enough memory" while opening multiple applications	09/02/2007 21:49:00	Incident.Coordinator	Work In Progress
IM10004	Wireless doesn't connect	09/06/2007 14:02:00	Incident.Analyst	test


<b>Network</b>	<b>33.33%</b>	<b>Count:1</b>
----------------	---------------	----------------

Incident ID	Title	Open Time	Assignee	Status
IM10002	Webmail login failure	09/02/2007 01:51:00	Incident.Analyst	Work In Progress

10/20/2009

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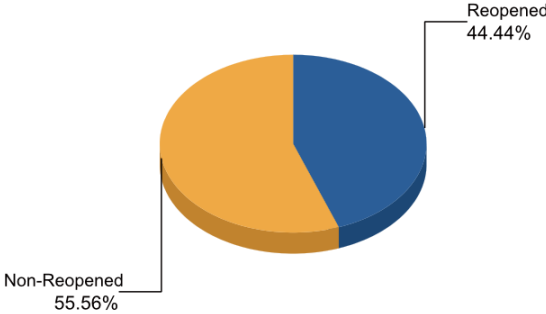
# Reopened Incidents

**Reopened Incidents** 

02/17/2008 to 10/20/2009

This report enables the user to review the percentage of reopened incidents by service in a given time period.

**Percentage of Reopened Incidents**



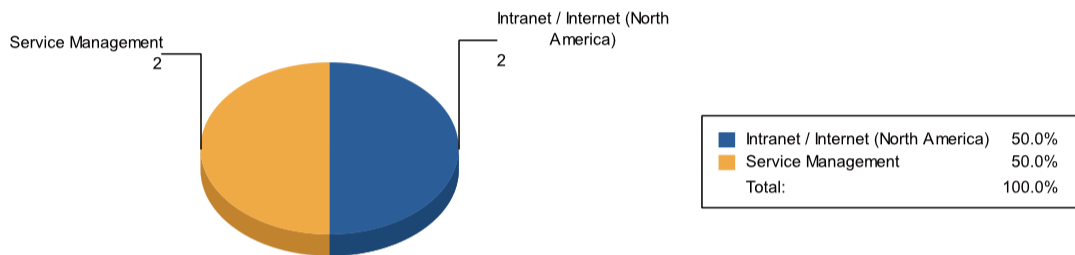
Non-Reopened	5	■ Reopened
Reopened	4	■ Non-Reopened
<b>Total</b>	<b>9</b>	



## Reopened Incidents

02/17/2008 to 10/20/2009

Reopened Incidents by Service

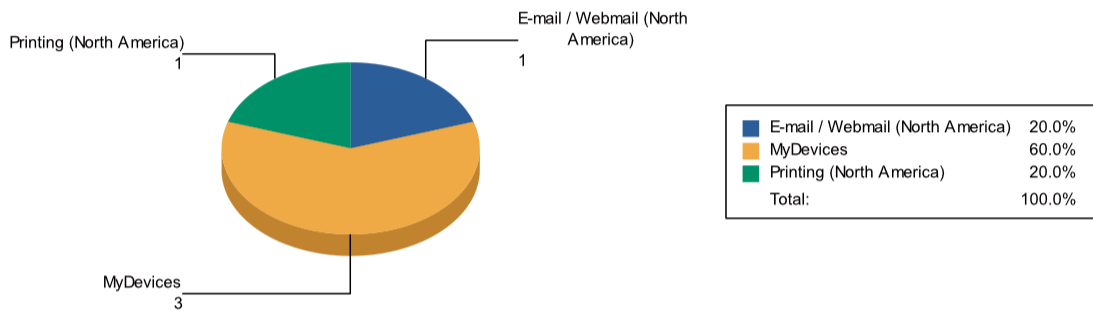


State: Reopened		44.44%	Count:4	
Intranet / Internet (North America)		50.00%	Count:2	
Incident ID	Title	Reopened Time	Reopened By	Close Time
IM10050	Cannot login to network	09/10/2008 10:42:01	falcon	09/10/2008 10:43:39
IM10052	Wireless network connection is lost all of the time	09/10/2008 10:43:56	falcon	09/10/2008 10:44:22
Service Management		50.00%	Count:2	
Incident ID	Title	Reopened Time	Reopened By	Close Time
IM10132	Missing data in report	10/20/2009 00:31:39	falcon	
IM10133	Data is missing in report	10/20/2009 00:31:26	falcon	

## Reopened Incidents


02/17/2008 to 10/20/2009

### Non-Reopened Incidents by Service



State: Non-Reopened		55.56%	Count:5
E-mail / Webmail (North America)		20.00%	Count:1
Incident ID	Title	Close Time	
IM10099	E-mail box is empty. Yesterday there were still 1500 messages	02/18/2008 17:32:00	
MyDevices		60.00%	Count:3
Incident ID	Title	Close Time	
IM10093	Laptop can't switch to the beamer, and won't project images.	02/17/2008 18:12:00	
IM10097	Web browser hangs, system reboot is needed to gain work again	02/17/2008 19:56:00	
IM10130	E-mail is not synchronizing with PDA	10/20/2009 00:06:10	
Printing (North America)		20.00%	Count:1
Incident ID	Title	Close Time	
IM10088	Printjobs are being declined	02/17/2008 14:41:00	

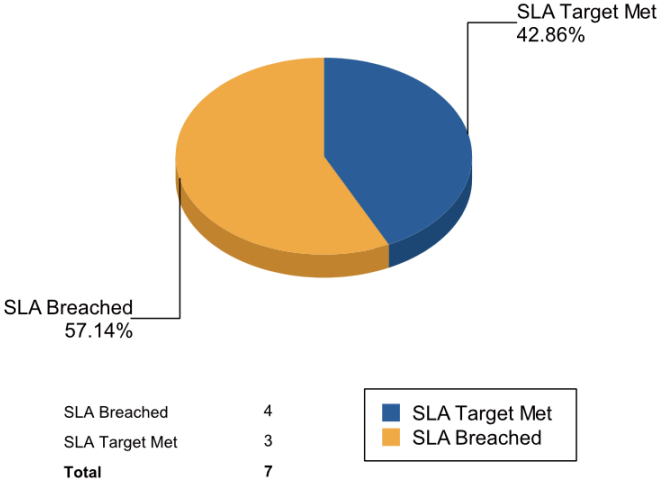
# Incidents Closed Meeting SLA Target

**Incidents Closed Meeting SLA Target** 

02/17/2008 to 10/20/2009

This report enables the user to review, in a given time period, the number of closed incidents that meet the SLA targets, relative to the number of all closed incidents.

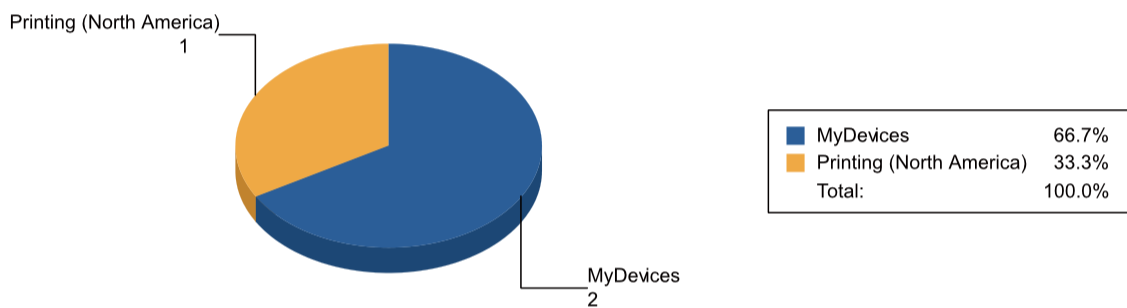
**Percentage of Incidents Meeting SLA Target**



## Incidents Closed Meeting SLA Target

02/17/2008 to 10/20/2009

Incidents SLA Target Met by Service

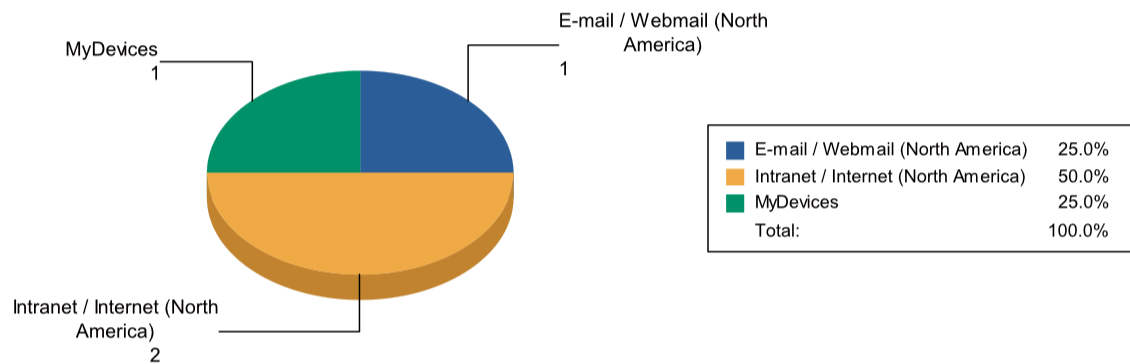


State: SLA Target Met		42.86%	Count:3
<b>MyDevices</b>		<b>66.67%</b>	<b>Count:2</b>
Incident ID	Title	Close Time	Closed By
IM10093	Laptop can't switch to the beamer, and won't project images.	02/17/2008 18:12:00	Incident.Analyst
IM10130	E-mail is not synchronizing with PDA	10/20/2009 00:06:10	falcon
<b>Printing (North America)</b>		<b>33.33%</b>	<b>Count:1</b>
Incident ID	Title	Close Time	Closed By
IM10088	Printjobs are being declined	02/17/2008 14:41:00	Rachel.Boudreau

## Incidents Closed Meeting SLA Target

02/17/2008 to 10/20/2009

Incidents SLA Breached by Service



State: SLA Breached		57.14%	Count:4
E-mail / Webmail (North America)		25.00%	Count:1
Incident ID	Title	Close Time	Closed By
IM10099	E-mail box is empty. Yesterday there were still 1500 messages	02/18/2008 17:32:00	Rachel.Boudreau
Intranet / Internet (North America)		50.00%	Count:2
Incident ID	Title	Close Time	Closed By
IM10050	Cannot login to network	09/10/2008 10:43:39	falcon
IM10052	Wireless network connection is lost all of the time	09/10/2008 10:44:22	falcon
MyDevices		25.00%	Count:1
Incident ID	Title	Close Time	Closed By
IM10097	Web browser hangs, system reboot is needed to gain work again	02/17/2008 19:56:00	Change.Approver

10/20/2009

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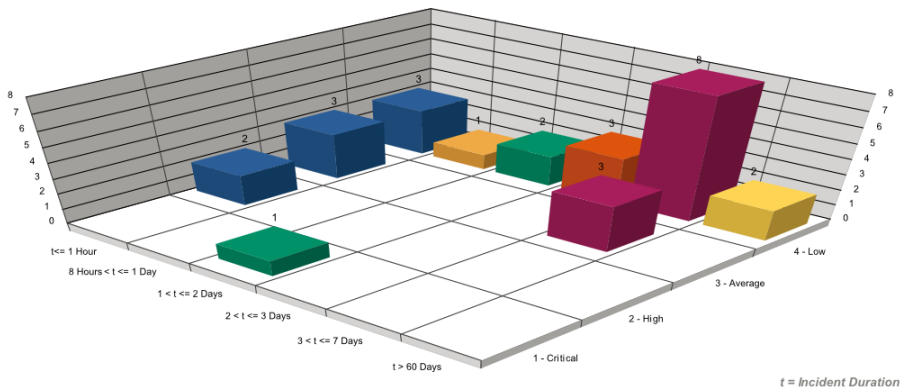
# Incident Aging Report

**Incident Aging Report**

10/31/2008 to 11/30/2008

This report enables the user to review the number of all closed incidents by priority and by incident duration. If the incidents tend to be resolved in a long time, the potential risk of increasing incidents backlog is exposed.

**Number of Closed Incidents by Priority and by Incidents Duration**



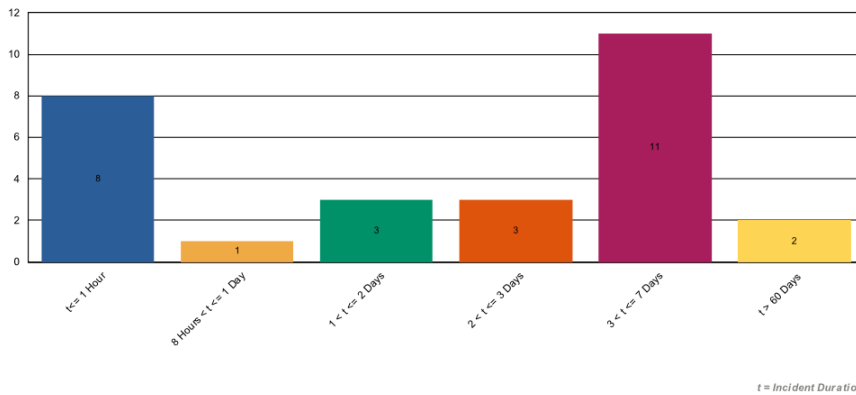
11/30/2008

Page 1 of 16

## Incident Aging Report

10/31/2008 to 11/30/2008

**Incident Count by Duration**



Number of Incidents: 28

Average Incident Duration: 16 days 05 h 31 min

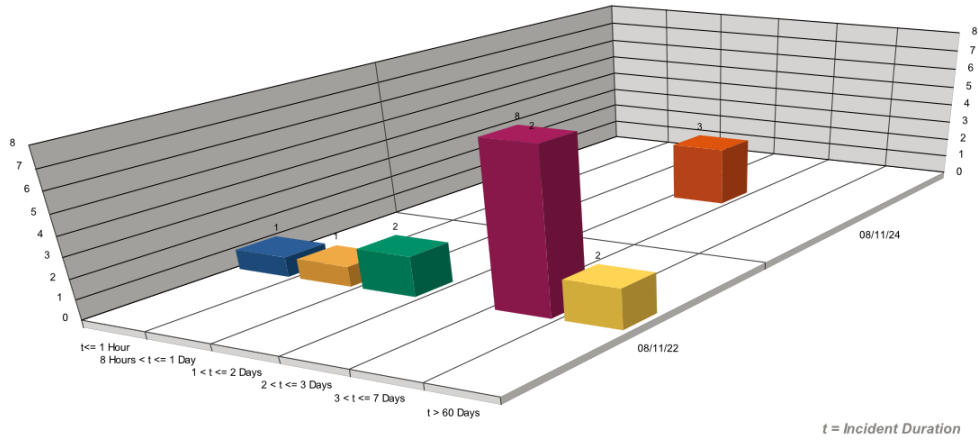
11/30/2008

Page 2 of 16

### Incident Aging Report

10/31/2008 to 11/30/2008

Number of Incidents by Open Date and by Incidents Duration for 4 - Low



<b>Priority: 4 - Low</b>	<b>67.86%</b>	<b>Count: 19</b>
--------------------------	---------------	------------------

11/30/2008

### Incident Aging Report

10/31/2008 to 11/30/2008

<b>Priority: 4 - Low</b>	<b>67.86%</b>	<b>Count: 19</b>
<b>Incidents Duration: t &lt;= 1 Hour</b>	<b>15.79%</b>	<b>Count: 3</b>

Incident ID	Title	Open Time	Close Time	Duration	Closed By
IM00000019	User is getting runtime error on inside portal.	11/22/2008 19:08:56	11/22/2008 19:14:41	0 day 00 h 06 min	falcon
IM00000033	Void Request Form	11/24/2008 19:51:30	11/24/2008 19:57:13	0 day 00 h 06 min	falcon
IM00000034	Void Request Form	11/24/2008 20:01:15	11/24/2008 20:01:55	0 day 00 h 01 min	falcon

11/30/2008

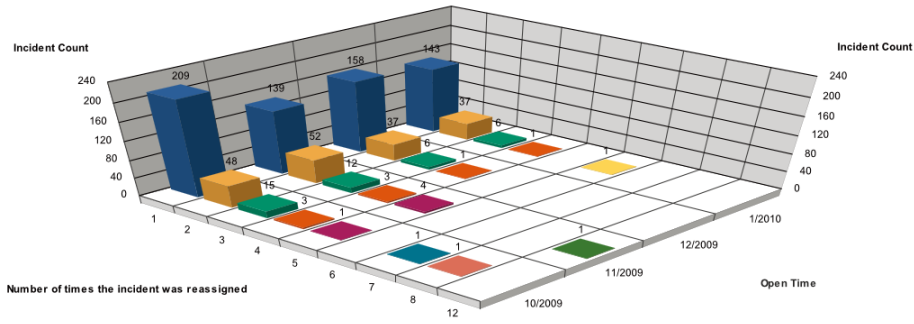
# Incident Reassignment Analysis

**Incident Reassignment Analysis**

11/01/2007 to 11/30/2008

This report gives the user the ability to review how many times incidents were reassigned. The frequent reassignment indicates poor responsibility definition cross teams.

**Number of Incidents by Reassignment Count**



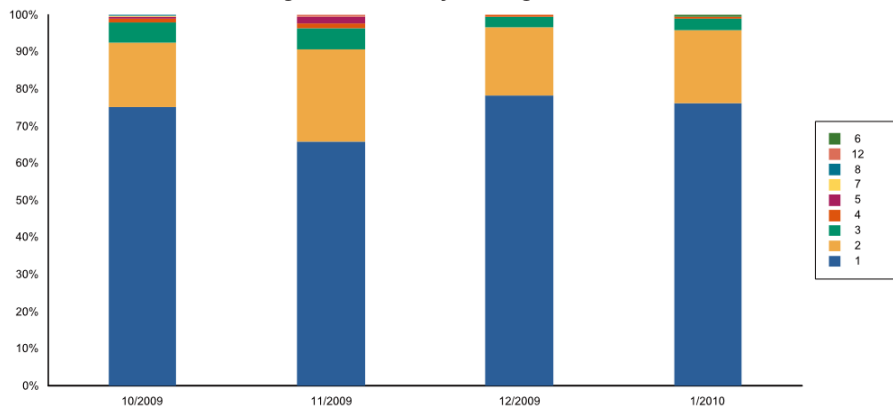
11/30/2008

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## Incident Reassignment Analysis

11/01/2007 to 11/30/2008

**Percentage of Incidents by Reassignment Count**



11/30/2008

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### Incident Reassignment Analysis

12/01/2009 to 12/09/2010

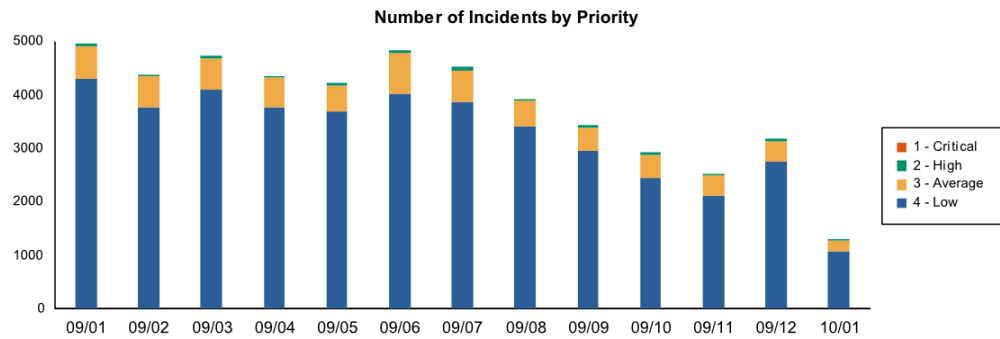
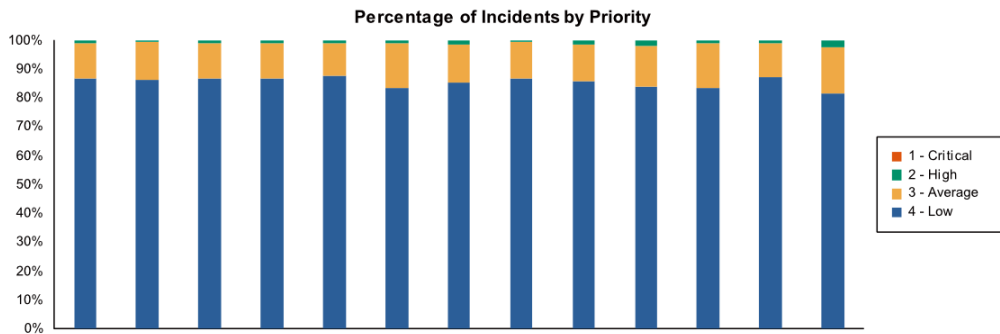
<b>Time Period: 9/2007</b>		<b>100.00%</b>		<b>Count: 1</b>		
<i>Below section won't display incidents with Reassignment Count &lt; 1</i>						
<b>Reassignment Count: 1</b>		<b>100.00%</b>		<b>Count:1</b>		
Incident ID	Title	Open Date	Reassignment Date	Reassigned by	Reassignment History	Current Assignment Group
IM10002	Webmail login failure	09/02/2007 15:51:00	10/08/2010 11:00:06	falcon	Reassignment from Network to E-mail / Webmail (Europe)	E-mail / Webmail (Europe)

# Percentage of Incidents by Priority

**Percentage of Incidents by Priority** 

11/01/2007 to 11/30/2008

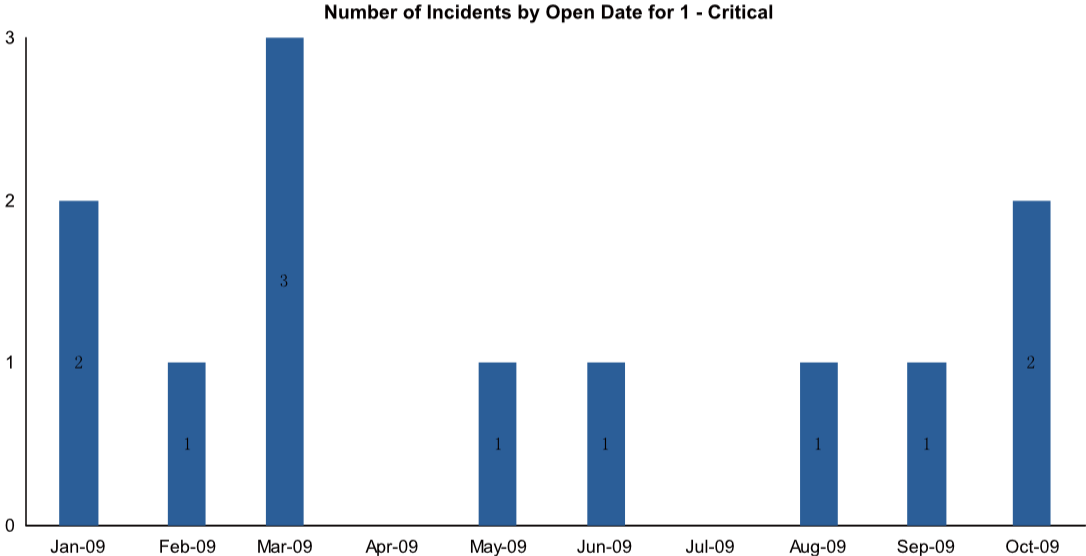
This report gives the user the ability to review incidents which were opened in last 13 months, and a breakdown of incidents by priority.



Priority	09/01	09/02	09/03	09/04	09/05	09/06	09/07	09/08	09/09	09/10	09/11	09/12	10/01	Total
<b>1 - Critical</b>	2	1	3	0	1	1	0	1	1	2	0	0	0	12
<b>2 - High</b>	45	26	52	37	41	54	58	26	46	53	29	29	32	528
<b>3 - Average</b>	597	570	579	546	475	751	595	496	436	420	385	379	213	6,442
<b>4 - Low</b>	4,312	3,783	4,096	3,773	3,702	4,028	3,875	3,405	2,967	2,459	2,114	2,768	1,073	42,355
<b>Total</b>	4,956	4,380	4,730	4,356	4,219	4,834	4,528	3,928	3,450	2,934	2,528	3,176	1,318	49,337
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

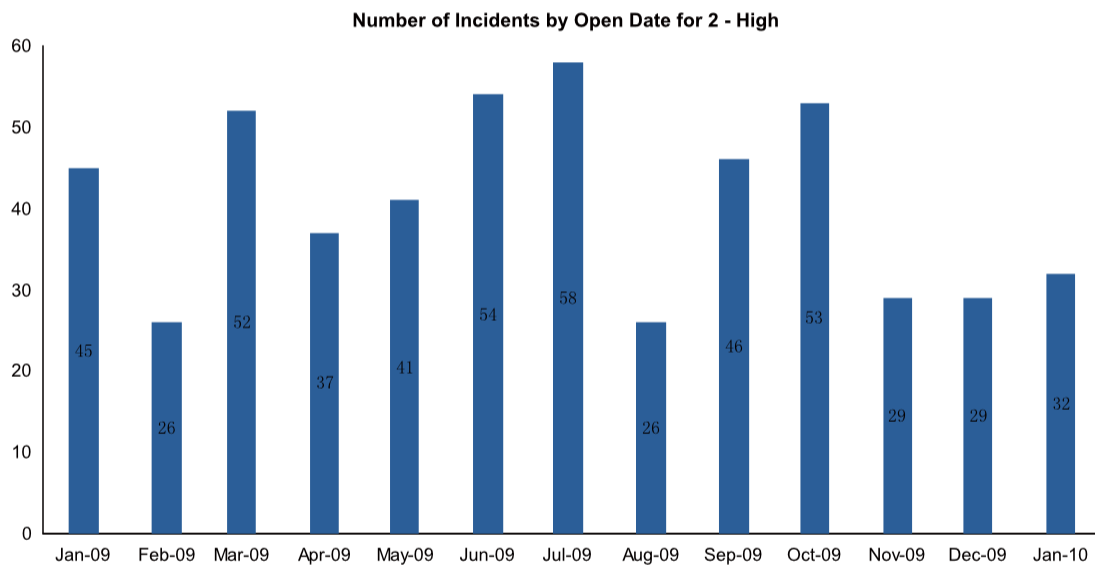
### Percentage of Incidents by Priority

11/01/2007 to 11/30/2008



## Percentage of Incidents by Priority

11/01/2007 to 11/30/2008



11/30/2008

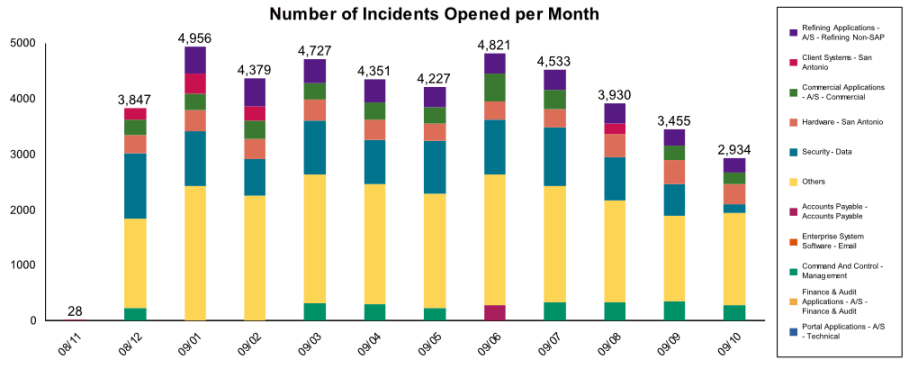
Page 3 of 5

# Open Incidents Monthly Analysis by Category

**Open Incidents Monthly Analysis by Category**

10/01/2008 to 10/31/2009

This report enables the user to review a breakdown of monthly opened incidents for a determined period by categories and their associated areas.

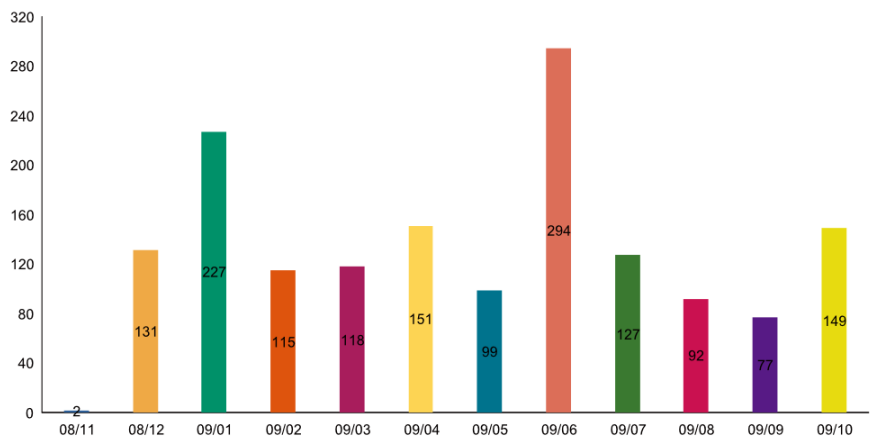


Detailing the top 5 categories for each month.

## Open Incidents Monthly Analysis by Category

10/01/2008 to 10/31/2009

Number of Incidents Opened per Month for Accounts Payable - Accounts Payable



## Knowledge Management Reports

- ["Knowledge Management Activity"](#)
- ["Knowledge Management Documents Summary"](#)
- ["Knowledge Management: User Demand"](#)
- ["Knowledge Management Usage by Department"](#)
- [" Self-Service Knowledge Search History"](#)
- ["Self-Service Escalated Knowledge Management Search Escalation"](#)

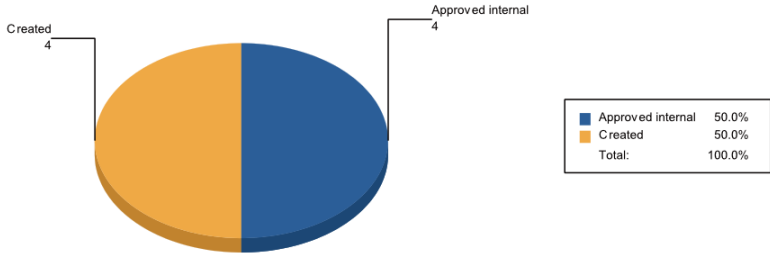
# Knowledge Management Activity

**Knowledge Management Activity** 

05/09/2006 to 10/26/2009

This report gives the user a breakdown of administrative document activities within Knowledge Management, for a given period of time.

### Document Activity



Total Activity Records: 8

<b>Activity: Approved internal</b>	<b>50.00%</b>	<b>Count: 4</b>
------------------------------------	---------------	-----------------

Document ID	Activity Date	Title	User ID	Document Type
KM0012	05/10/2006	Affirmative Action and Equal Employment Opportunity	falcon	reference
KM0017	05/10/2006	Phone troubleshooting	falcon	howto
KM0018	05/10/2006	Quick tips for phone troubleshooting	falcon	external
KM0019	05/10/2006	Monitor problems	falcon	howto

<b>Activity: Created</b>	<b>50.00%</b>	<b>Count: 4</b>
--------------------------	---------------	-----------------

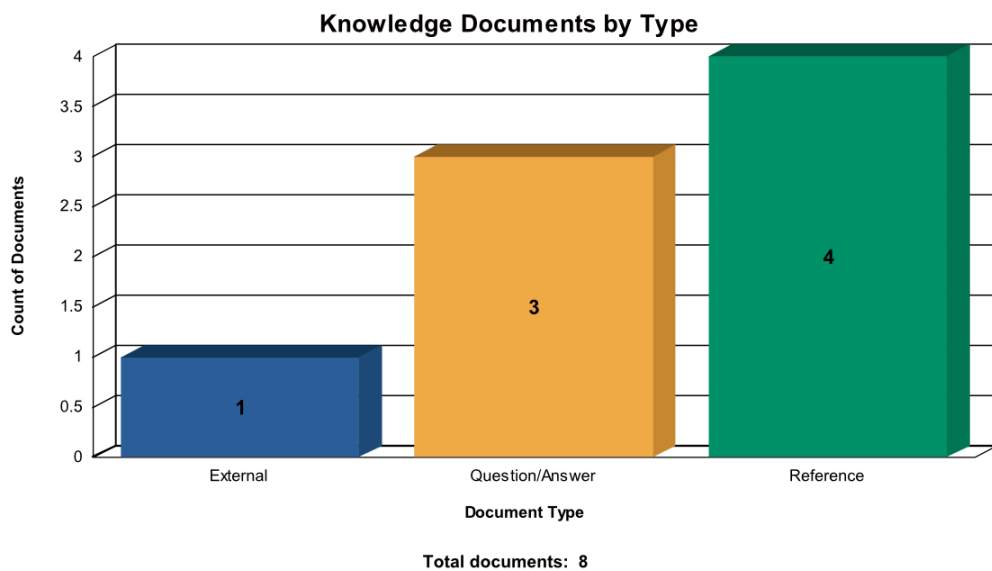
Document ID	Activity Date	Title	User ID	Document Type
KM0012	05/10/2006	Affirmative Action and Equal Employment Opportunity	falcon	reference
KM0017	05/10/2006	Phone troubleshooting	falcon	howto
KM0018	05/10/2006	Quick tips for phone troubleshooting	falcon	external
KM0019	05/10/2006	Monitor problems	falcon	howto

# Knowledge Management Documents Summary

**Knowledge Management Documents Summary**



This report gives the user an overview of all the knowledge documents broken down by document type.



**Document Type: External** **Count: 1**

Document ID	Document Title	Status	Creation Date
KM0018	Quick tips for phone troubleshooting	external	05/10/2006

**Document Type: Question/Answer** **Count: 3**

Document ID	Document Title	Status	Creation Date
KM7	What are the KCS Roles and Responsibilities?	internal	04/18/2006
KM0017	Phone troubleshooting	internal	05/10/2006
KM0019	Monitor problems	external	05/10/2006



## ***Knowledge Management Documents Summary***

<b>Document Type: Reference</b>			<b>Count: 4</b>
<b>Document ID</b>	<b>Document Title</b>	<b>Status</b>	<b>Creation Date</b>
KM0013R	Sexual Harassment	workingcopy	05/10/2006
KM6	The UFFA Model and Quality Solutions	internal	04/18/2006
KM8	Searching in Knowledge Management	external	04/18/2006
KM0012	Affirmative Action and Equal Employment Opportunity	internal	05/10/2006

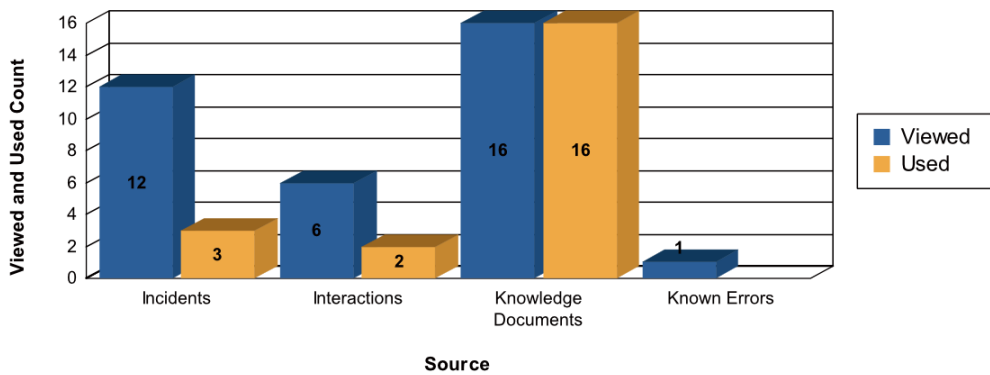
# Knowledge Management: User Demand

**Knowledge Management: User Demand** 

10/01/2007 to 10/27/2009

This report gives the user an overview of the knowledge document usage highlighting documents that were viewed and documents that were used as solutions, broken down by source.

**Documents Viewed and Documents Used as Solutions**  
 by Source



Source	Documents Viewed	Documents Used
Incidents	12	3
Interactions	6	2
Knowledge Documents	16	16
Known Errors	1	0
<b>Total</b>	<b>35</b>	<b>21</b>

## ***Knowledge Management: User Demand***

10/01/2007 to 10/27/2009

### **Source: Incidents**

<b>ID</b>	<b>Total Viewed</b>	<b>Total Used</b>
IM10001	1	1
IM10018	1	0
IM10026	1	0
IM10028	1	1
IM10033	2	0
IM10080	1	1
IM10086	1	0
IM10150	1	0
IM10153	3	0

### **Source: Interactions**

<b>ID</b>	<b>Total Viewed</b>	<b>Total Used</b>
SD10041	3	2
SD10224	2	0
SD10254	1	0

### **Source: Knowledge Documents**

<b>ID</b>	<b>Total Viewed</b>	<b>Total Used</b>
KM0015	1	1
KM0018	3	3
KM0038	12	12

### **Source: Known Errors**

<b>ID</b>	<b>Total Viewed</b>	<b>Total Used</b>
KE10005	1	0


10/27/2009

Page 2 of 2

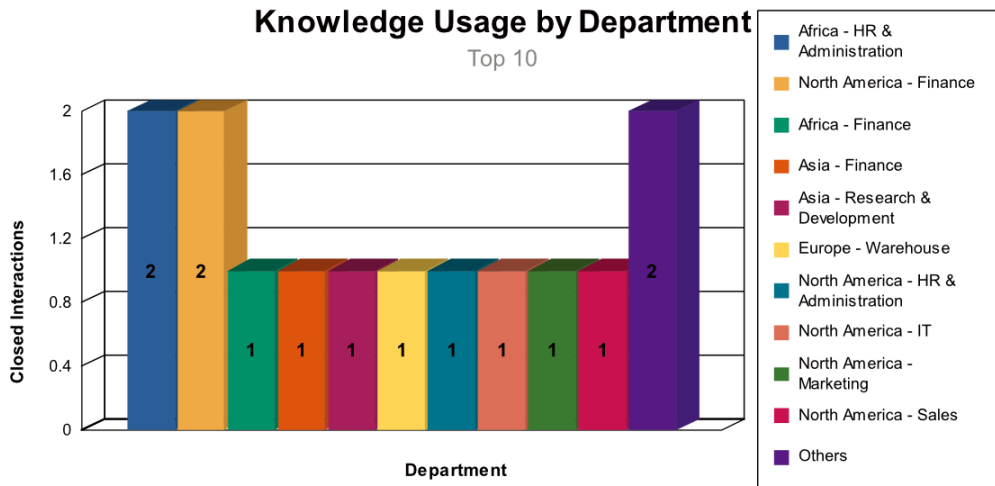
# Knowledge Management Usage by Department

**Knowledge Management usage by department (for SD interactions)**

08/27/2009 to 10/27/2009



This report gives the user the ability to review, for a determined period, a breakdown of closed Service Desk interactions by department that used Knowledge Management for a solution.



Total closed interactions using Knowledge: 14 out of 27

**Department: Africa - HR & Administration** **Total Closed Interactions using Knowledge: 2 out of 2**

Interaction	Title	Severity	Knowledge ID	Closed By
SD10379	Non supported software	4	KM0038	falcon
SD10381	Internet Access malfunction	1	KM0038	falcon

## Knowledge Management usage by department (for SD interactions)

08/27/2009 to 10/27/2009

<b>Department: North America - Finance</b>		<b>Total Closed Interactions using Knowledge: 2 out of 3</b>		
--	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10374	email	2	SD10041	falcon
SD10395	Internet Access malfunction	1	KM0018	falcon

<b>Department: Africa - Finance</b>		<b>Total Closed Interactions using Knowledge: 1 out of 1</b>		
-------------------------------------	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10380	System Virus	1	KM0018	falcon

<b>Department: Asia - Finance</b>		<b>Total Closed Interactions using Knowledge: 1 out of 2</b>		
-----------------------------------	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10389	Internet Access malfunction	1	KM0038	falcon

<b>Department: Asia - Research &amp; Development</b>		<b>Total Closed Interactions using Knowledge: 1 out of 1</b>		
--	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10382	Internet Access malfunction	1	KM0038	falcon

<b>Department: Europe - Warehouse</b>		<b>Total Closed Interactions using Knowledge: 1 out of 1</b>		
---------------------------------------	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10378	Printer malfunction	2	IM10001	falcon

<b>Department: North America - HR &amp; Administration</b>		<b>Total Closed Interactions using Knowledge: 1 out of 11</b>		
--	--	---	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10376	System Virus	1	KM0015	falcon

## Knowledge Management usage by department (for SD interactions)

08/27/2009 to 10/27/2009

<b>Department: North America - IT</b>		<b>Total Closed Interactions using Knowledge: 1 out of 1</b>		
---------------------------------------	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10388	Internet Access malfunction	1	KM0038	falcon

<b>Department: North America - Marketing</b>		<b>Total Closed Interactions using Knowledge: 1 out of 1</b>		
--	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10386	Internet Access malfunction	1	KM0038	falcon

<b>Department: North America - Sales</b>		<b>Total Closed Interactions using Knowledge: 1 out of 1</b>		
--	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10384	Internet Access malfunction	1	KM0038	falcon


<b>Department: North America - Service Desk</b>		<b>Total Closed Interactions using Knowledge: 1 out of 2</b>		
---	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10385	Internet Access malfunction	1	KM0038	falcon

<b>Department: North America - Warehouse</b>		<b>Total Closed Interactions using Knowledge: 1 out of 1</b>		
--	--	--	--	--

Interaction	Title	Severity	Knowledge ID	Closed By
SD10387	Internet Access malfunction	1	KM0038	falcon

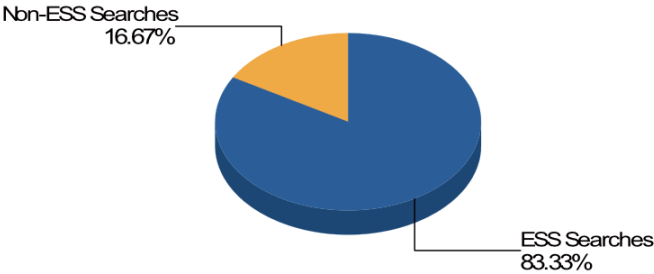
# Self-Service Knowledge Search History

**Self-Service Knowledge Search History** 

07/26/2006 to 07/26/2010

This report enables the user to view the number of Employee Self-Service (ESS) searches for a given time period.

**Percentage of ESS Search History**



ESS Searches	5
Non-ESS Searches	1
<b>Total</b>	<b>6</b>

■ ESS Searches  
■ Non-ESS Searches

## Self-Service Knowledge Search History

07/26/2006 to 07/26/2010

Status: ESS Searches		83.33%	Count:5
User ID	Search Date	Escalated	Interaction ID
falcon	06/12/2010 13:35:49	Non-Escalated	
falcon	06/12/2010 13:36:04	Escalated	SD10317
falcon	06/12/2010 13:48:14	Non-Escalated	
falcon	06/12/2010 13:48:36	Escalated	SD10319
falcon	06/29/2010 18:24:51	Non-Escalated	


  

Status: Non-ESS Searches		16.67%	Count:1
User ID	Search Date	Escalated	Interaction ID
falcon	07/26/2010 15:19:22	Non-Escalated	



# Self-Service Escalated Knowledge Management Search Escalation

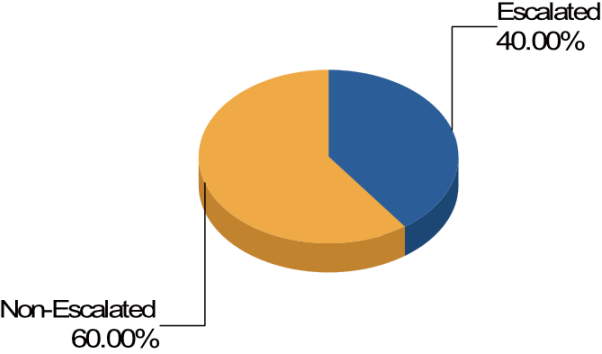
**Self-Service Escalated Knowledge Management Search Escalation**



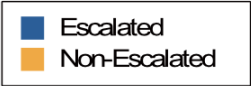
07/26/2006 to 07/26/2010

This report enables the user to view, for a given time period, the number of ESS searches that result in opening interactions.

**Percentage of ESS Escalated Search History**



Escalated	2
Non-Escalated	3
<b>Total</b>	<b>5</b>



## Self-Service Escalated Knowledge Management Search Escalation

07/26/2006 to 07/26/2010

**Status: Escalated** **40.00%** **Count:2**

User ID	Search Date	Interaction ID	Title	Status
falcon	06/12/2010 13:36:04	SD10317	my laptop can't access internet	Open - Idle
falcon	06/12/2010 13:48:36	SD10319	release nt account lock for me	Open - Idle


**Status: Non-Escalated** **60.00%** **Count:3**

User ID	Search Date	Interaction ID	Title	Status
falcon	06/12/2010 13:35:49			
falcon	06/12/2010 13:48:14			
falcon	06/29/2010 18:24:51			

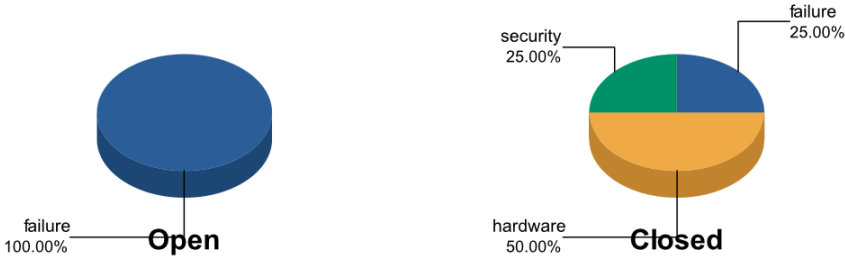
## Problem Management Reports

- ["Open and Closed Problems by Area "](#)
- ["Open and Closed Problems by Service"](#)
- ["Problems Closed Meeting SLA Target"](#)
- ["Average Time to Diagnose Problems"](#)

# Open and Closed Problems by Area

<b>Open and Closed Problems by Area</b>	
10/01/2007 to 10/26/2009	
This report gives the user the ability to review, for a determined period, a breakdown of open and closed problems by area.	

## Problems by State and Area



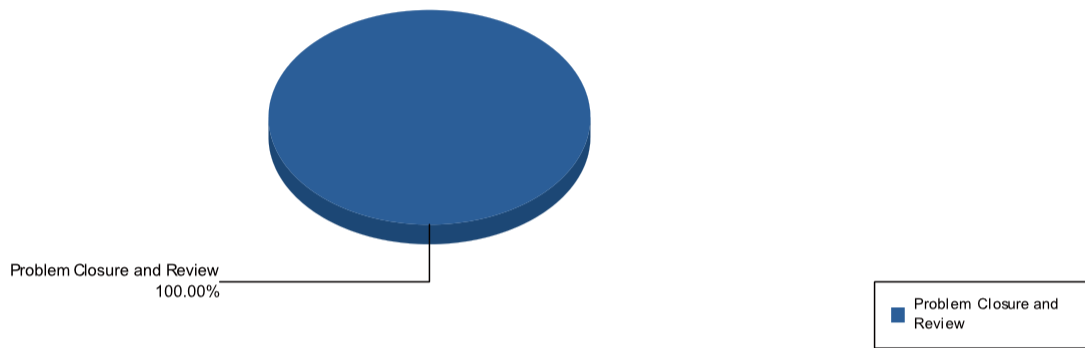
Closed Problems:	4
Open Problems:	1
<b>Total:</b>	<b>5</b>

	failure
	hardware
	security

## Open and Closed Problems by Area

10/01/2007 to 10/26/2009

**failure problems**  
by Phase



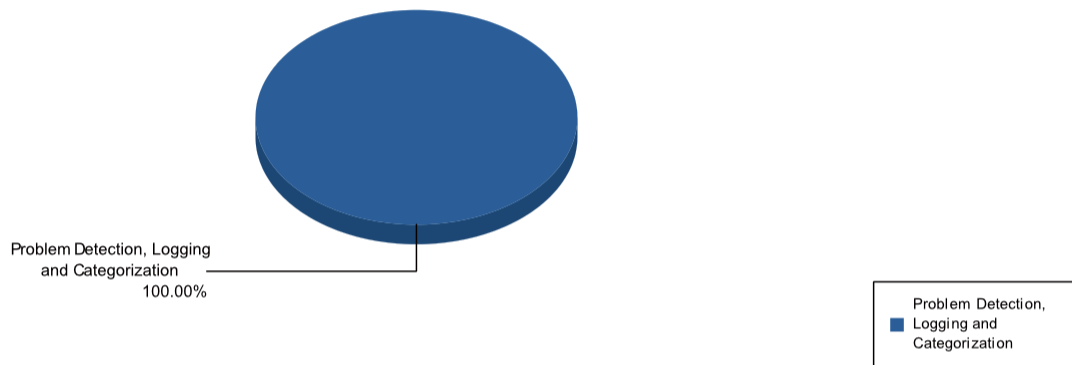
<b>State: Open</b>	<b>20.00%</b>	<b>Count: 1</b>
<b>Area: failure</b>	<b>100.00%</b>	<b>Count: 1</b>
<b>Phase: Problem Closure and Review</b>	<b>100.00%</b>	<b>Count: 1</b>

Status	Problem ID	Title	Open Time
Work In Progress	PM10009	Report function not working.	03/09/2008 12:33:00

## Open and Closed Problems by Area

10/01/2007 to 10/26/2009

**failure problems**  
by Phase

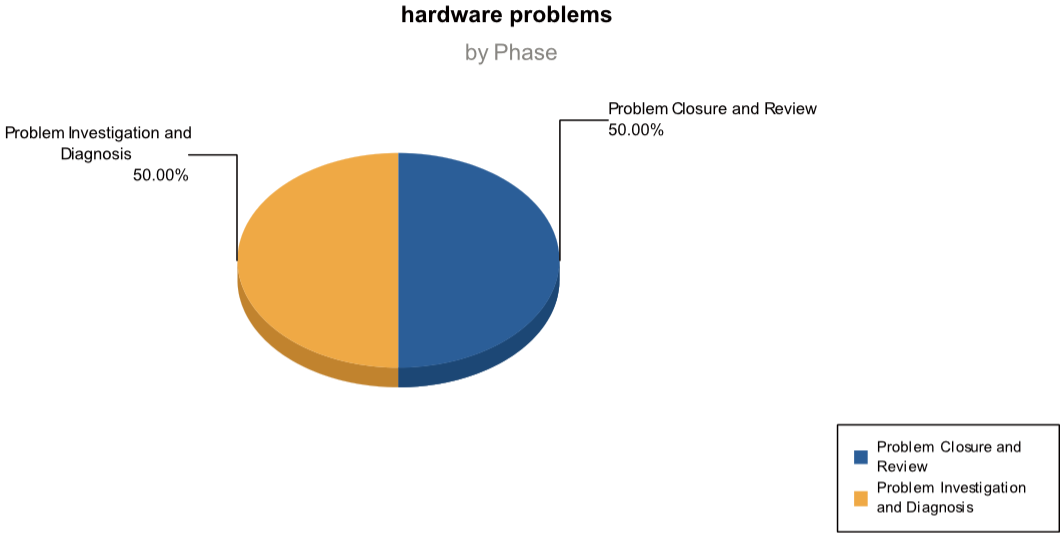


<b>State: Closed</b>	<b>80.00%</b>	<b>Count: 4</b>
<b>Area: failure</b>	<b>25.00%</b>	<b>Count: 1</b>
<b>Phase: Problem Detection, Logging and Categorization</b>	<b>100.00%</b>	<b>Count: 1</b>

Status	Problem ID	Title	Duration
Closed	PM10007	Office re-install	656 17:06:55

## Open and Closed Problems by Area

10/01/2007 to 10/26/2009

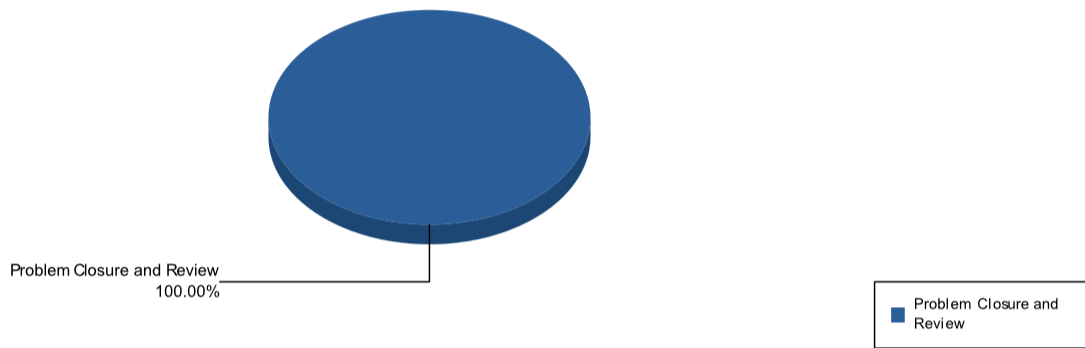


<b>State: Closed</b>	<b>80.00%</b>	<b>Count: 4</b>	
<b>Area: hardware</b>	<b>50.00%</b>	<b>Count: 2</b>	
<b>Phase: Problem Closure and Review</b>	<b>50.00%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Problem ID</b>	<b>Title</b>	<b>Duration</b>
Closed	PM10005	Printer clean-up	737 06:13:31
<b>Phase: Problem Investigation and Diagnosis</b>	<b>50.00%</b>	<b>Count: 1</b>	
<b>Status</b>	<b>Problem ID</b>	<b>Title</b>	<b>Duration</b>
Closed	PM10006	Desktop model HP Pavilion M9160 Elite critical CPU temperature	700 07:18:42

## Open and Closed Problems by Area

10/01/2007 to 10/26/2009

**security problems**  
 by Phase



<b>State: Closed</b>	<b>80.00%</b>	<b>Count: 4</b>
<b>Area: security</b>	<b>25.00%</b>	<b>Count: 1</b>
<b>Phase: Problem Closure and Review</b>	<b>100.00%</b>	<b>Count: 1</b>

Status	Problem ID	Title	Duration
Closed	PM10008	Mailbox runs full with spam	651 13:04:14



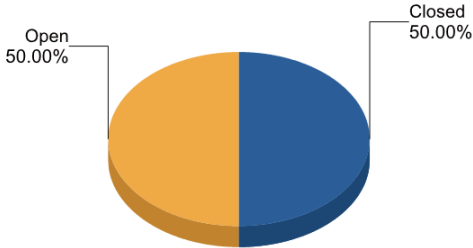
# Open and Closed Problems by Service

**Open and Closed Problems by Service** 

09/03/2007 to 10/20/2009

This report provides an overview of the number of reported problems by service in a given time period.

**Percentage of Open and Closed Problems**

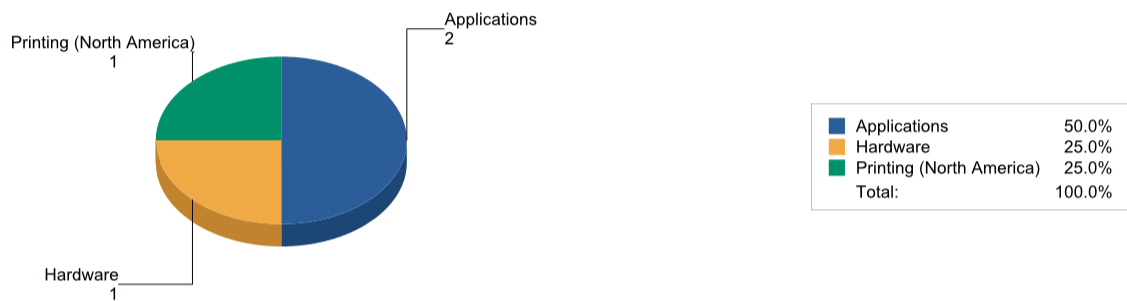


Closed	4	
Open	4	
<b>Total</b>	<b>8</b>	

## Open and Closed Problems by Service

09/03/2007 to 10/20/2009

### Closed Problems by Service

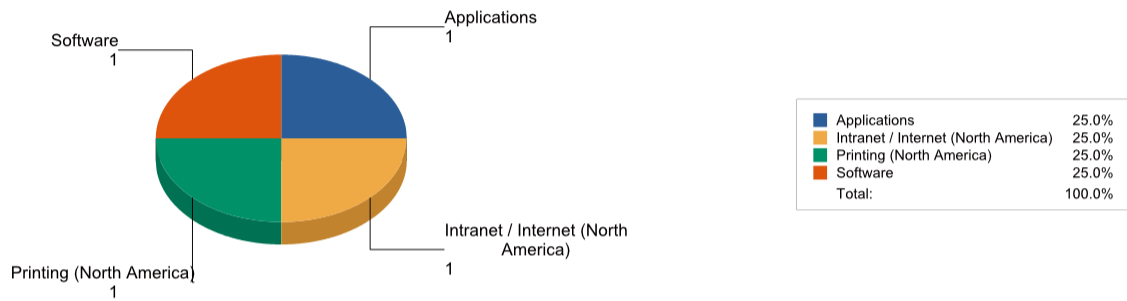


State: Closed		50.00%	Count:4	
<b>Applications</b>		<b>25.00%</b>	<b>Count:2</b>	
Problem ID	Title	Open Time	Phase	Opened By
PM10007	Office re-install	01/02/2008 08:43:00	Problem Detection, Logging and Categorization	Change.Approver
PM10008	Mailbox runs full with spam	01/07/2008 12:43:00	Problem Closure and Review	Change.Approver
<b>Hardware</b>		<b>13.00%</b>	<b>Count:1</b>	
Problem ID	Title	Open Time	Phase	Opened By
PM10006	Desktop model HP Pavilion M9160 Elite critical CPU temperature	11/13/2007 18:15:00	Problem Investigation and Diagnosis	Rachel.Boudreau
<b>Printing (North America)</b>		<b>13.00%</b>	<b>Count:1</b>	
Problem ID	Title	Open Time	Phase	Opened By
PM10005	Printer clean-up	10/07/2007 19:21:00	Problem Closure and Review	Rachel.Boudreau

## Open and Closed Problems by Service

09/03/2007 to 10/20/2009

### Open Problems by Service



State: Open		50.00%	Count:4		
<b>Applications</b>		<b>13.00%</b>	<b>Count:1</b>		
Problem ID	Title	Open Time	Phase	Opened By	
PM10002	Office component installation	09/06/2007 15:57:00	Problem Investigation and Diagnosis	Rachel.Boudreau	
<b>Intranet / Internet (North America)</b>		<b>13.00%</b>	<b>Count:1</b>		
Problem ID	Title	Open Time	Phase	Opened By	
PM10003	Desktop screens not working	09/06/2007 18:37:00	Problem Resolution	Rachel.Boudreau	
<b>Printing (North America)</b>		<b>13.00%</b>	<b>Count:1</b>		
Problem ID	Title	Open Time	Phase	Opened By	
PM10004	Laptop won't recover from Sleep-mode	09/18/2007 19:40:00	Problem Resolution	Incident.Analyst	
<b>Software</b>		<b>13.00%</b>	<b>Count:1</b>		
Problem ID	Title	Open Time	Phase	Opened By	
PM10009	Report function not working.	03/09/2008 12:33:00	Problem Closure and Review	Problem.Manager	


10/20/2009

Page 3 of 3

# Problems Closed Meeting SLA Target

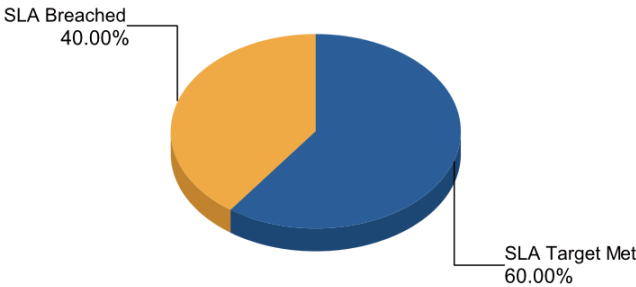
**Problems Closed Meeting SLA Target**

11/06/2004 to 11/06/2009



This report enables the user to review, in a given time period, the number of closed problems that meet the SLA targets, relative to the number of all closed problems.

**Percentage of Problems Meeting SLA Target**



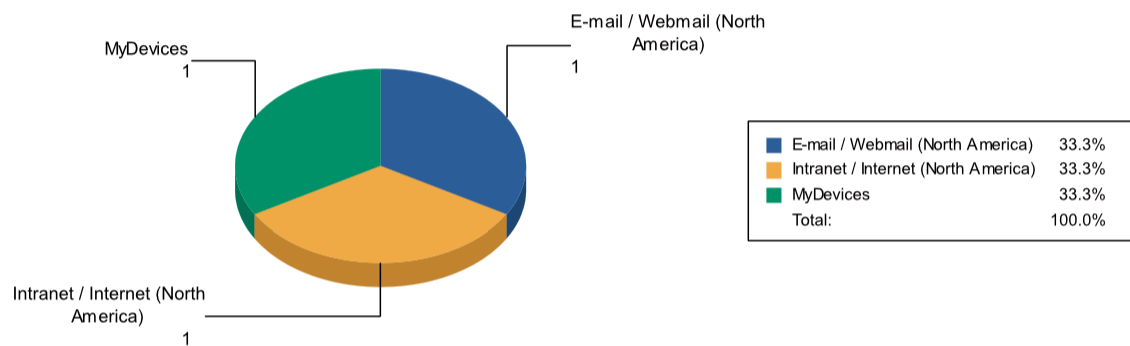
SLA Breached	2
SLA Target Met	3
<b>Total</b>	<b>5</b>

■ SLA Target Met
■ SLA Breached

## Problems Closed Meeting SLA Target

11/06/2004 to 11/06/2009

Problems SLA Target Met by Service

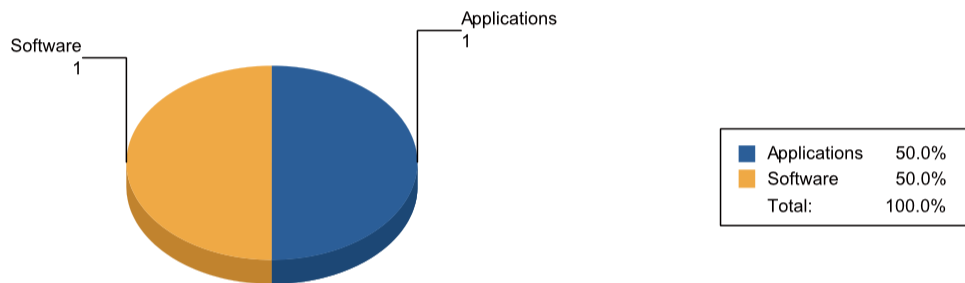


State: SLA Target Met		60.00%	Count:3
<b>E-mail / Webmail (North America)</b>		<b>33.33%</b>	<b>Count:1</b>
Problem ID	Title	Close Time	Closed By
PM10001	Not enough internal memory	09/07/2009 20:36:57	falcon
<b>Intranet / Internet (North America)</b>		<b>33.33%</b>	<b>Count:1</b>
Problem ID	Title	Close Time	Closed By
PM10003	Desktop screens not working	10/26/2009 22:24:44	falcon
<b>MyDevices</b>		<b>33.33%</b>	<b>Count:1</b>
Problem ID	Title	Close Time	Closed By
PM10015	another	11/02/2009 23:06:02	falcon

## Problems Closed Meeting SLA Target

11/06/2004 to 11/06/2009

Problems SLA Breached by Service



State: SLA Breached		40.00%	Count:2
<b>Applications</b>		<b>50.00%</b>	<b>Count:1</b>
Problem ID	Title	Close Time	Closed By
PM10007	Office re-install	10/27/2009 02:17:55	falcon
<b>Software</b>		<b>50.00%</b>	<b>Count:1</b>
Problem ID	Title	Close Time	Closed By
PM10013	Report function not working.	10/27/2009 02:17:42	falcon

# Average Time to Diagnose Problems

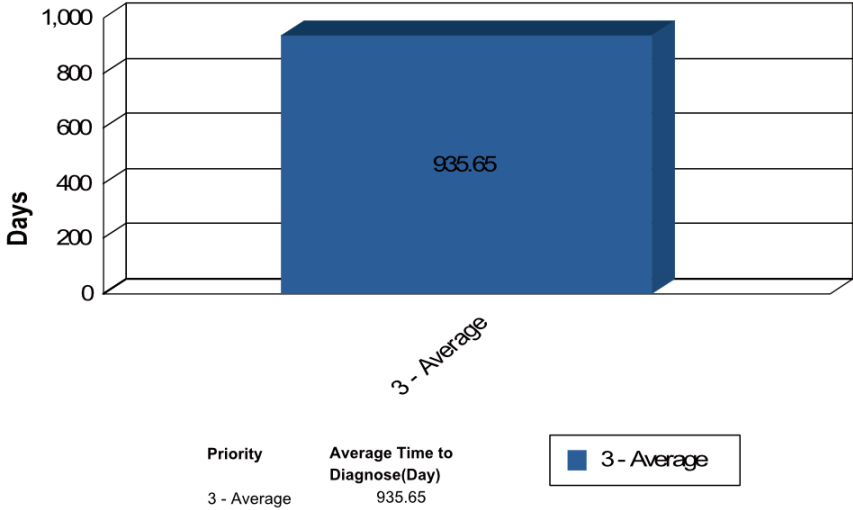
**Average Time to Diagnose Problems**



07/26/2006 to 07/26/2010

This report provides the user with the average time to diagnose problems and pinpoint the root cause and the known errors, in a given time period.

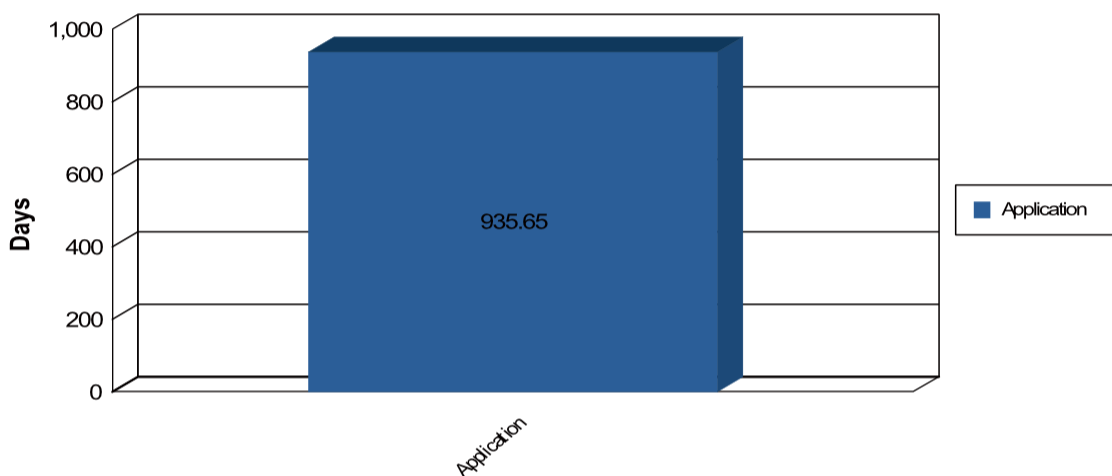
**Average Time to Diagnose Problems by Priority**



## Average Time to Diagnose Problems

07/26/2006 to 07/26/2010

Average Time to Diagnose Problems of 3 - Average Priority by Assignment




Priority: 3 - Average		100.00%		Count:1		
Application		100.00%		Count:1		
Problem ID	Title	Open Time	Service	Related Incident Count	Average Time To Diagnose	Root Cause Target Date
PM10007	Office re-install	01/02/2008 23:43:00	Applications	4	935 15:42:34	08/20/2008 08:00:00



# Request Management Reports

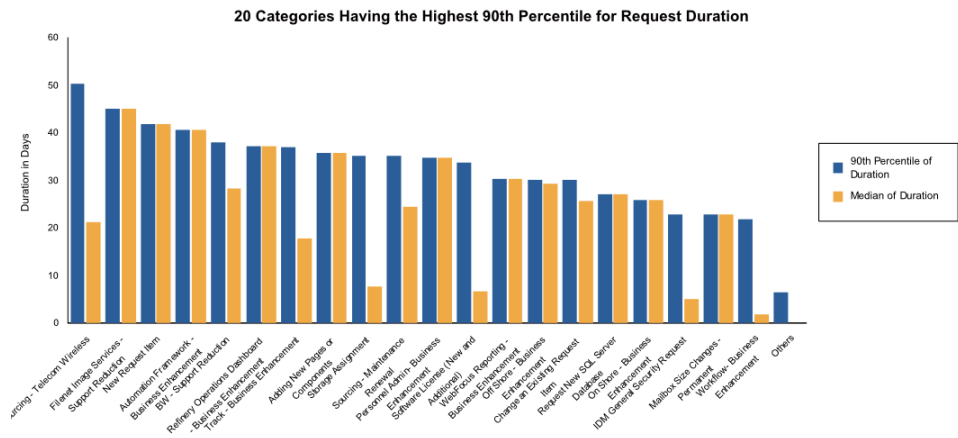
- "Request Aging Report" \*

## Request Aging Report

**Request Aging Report** 

12/01/2009 to 12/31/2009

This report enables the user to review 20 categories having the highest 90th percentile for requests duration. Then user can select the category he interested in from preview panel groups tab to get the distribution of requests by requests duration and by the requests submit date. This report also includes a chart to show overall requests duration distribution in the second page.

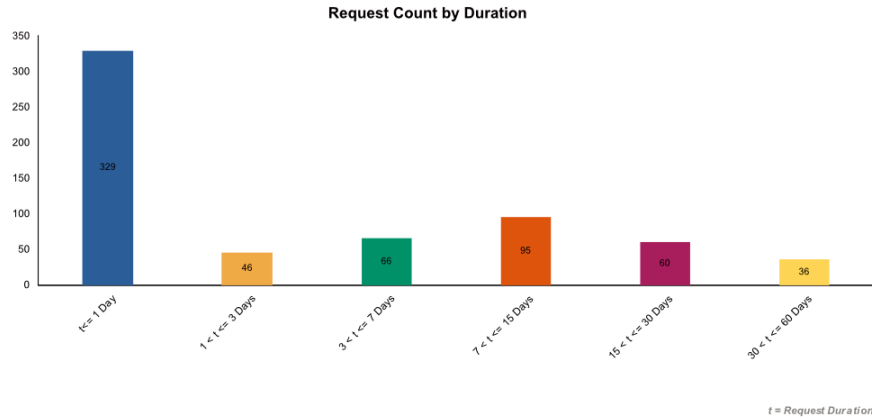


12/31/2009

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### Request Aging Report

12/01/2009 to 12/31/2009



Number of Requests: 632  
Average Request Duration: 6 days 11 h 47 min

12/31/2009

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### Request Aging Report

12/01/2009 to 12/31/2009

<b>Category: Device Requirements</b>		<b>0.32%</b>		<b>Count:2</b>		
<b>Requests Duration: 15 &lt; t &lt;= 30 Days</b>		<b>50.00%</b>		<b>Count:1</b>		
Request ID	Title	Priority	Submit Date	Requested Date	Close Date	Duration
Q00004402	Need a new printer and toner.	medium	12/10/2009 21:48:22	12/11/2009 15:00:00	12/30/2009 19:36:29	19 days 21 h 48 min
<b>Requests Duration: t &lt;= 1 Day</b>		<b>50.00%</b>		<b>Count:1</b>		
Request ID	Title	Priority	Submit Date	Requested Date	Close Date	Duration
Q00004080	Need a new Palm Pilot.	medium	12/02/2009 22:12:45	12/02/2009 06:00:00	12/03/2009 00:46:21	0 day 02 h 34 min

12/31/2009

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## Service Desk Reports

- ["Escalated Interactions"](#)
- ["Open and Closed Service Desk Interactions"](#)
- ["First Time Fixed Interactions"](#)
- ["Interactions Resulting in Related Issues"](#)
- ["Top 20 Operators by Average Interaction Time in Last 90 Days"](#)
- ["Interactions Closed in a Given Year"](#)
- ["Number of Service Desk Requests by Department"](#)

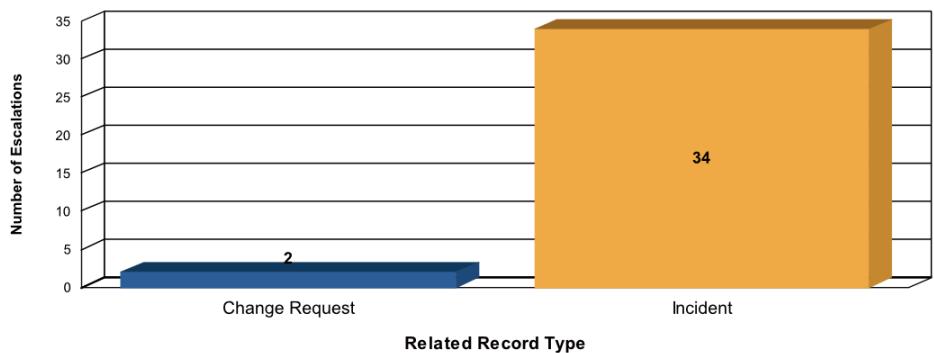
# Escalated Interactions

**Escalated Interactions** 

02/18/2008 to 10/23/2009

This report provides the breakdown of interactions that have been escalated to change requests, incidents, known errors, and quotes.

### Escalations by related record type



**Related record type: Change Request** **Count: 2**

Interaction ID	Interaction Status	Title	Related Record ID	Related Record Status
SD10268	open	Laptop doesn't recover from sleep-mode	C10005	closed
SD10304	open	Laptop cannot boot Operating System	C10020	closed

**Related record type: Incident** **Count: 34**

Interaction ID	Interaction Status	Title	Related Record ID	Related Record Status
SD10262	open	Web browser not responding	IM10108	open
SD10263	open	Critical CPU temperature	IM10109	open
SD10265	open	PC reboots with BIOS message CPU temperature critical	IM10110	open
SD10266	open	Microsoft Office Power Point doesn't startup	IM10107	open

## Escalated Interactions


02/18/2008 to 10/23/2009

Related record type: Incident				Count: 34	
Interaction ID	Interaction Status	Title	Related Record ID	Related Record Status	
SD10268	open	Laptop doesn't recover from sleep-mode	IM10015	open	
SD10269	open	Not enough network patches	IM10111	open	
SD10271	open	Network connection issue	IM10112	open	
SD10272	open	Microsoft Office Power Point won't startup, error on startup	IM10107	open	
SD10275	open	Microsoft Office Power Point can't startup, error on startup	IM10107	open	
SD10276	open	BIOS message CPU temperature critical	IM10113	open	
SD10278	open	Desktop reboots with BIOS message CPU temperature critical	IM10114	open	
SD10279	open	Desktop can't boot from harddrive	IM10115	open	
SD10281	open	Laptop keyboard out of order	IM10116	open	
SD10283	open	Mail stays in outbox	IM10117	open	
SD10284	open	Microsoft Office Words can't startup, error on startup	IM10118	open	
SD10286	open	Unstable internet connection	IM10119	open	
SD10289	open	Windows language keeps changing back to Japanese	IM10120	open	
SD10290	open	Desktop screen out of order	IM10121	open	
SD10292	open	Internet connection can't be made	IM10122	open	
SD10293	open	Internet connection is lost all of the time	IM10123	open	
SD10295	open	No connection to Internet available	IM10122	open	
SD10297	open	Microsoft Office Excel startup failure	IM10124	open	
SD10298	open	No connection to Internet	IM10122	open	
SD10300	open	Internet connection is lost.	IM10122	open	
SD10301	open	Cannot send e-mail	IM10125	open	
SD10302	open	Microsoft Office spell checker checks Chinese language	IM10126	open	
SD10304	open	Laptop cannot boot Operating System	IM10127	open	
SD10305	open	Internet connections are gone.	IM10122	open	
SD10308	open	VPN connection drops every 10 minutes	IM10128	open	
SD10310	open	Microsoft Office Words reports on every save on existing documents that document is read-only	IM10129	open	
SD10311	open	E-mail is not synchronizing with PDA	IM10130	closed	
SD10312	open	Operating system language is Spanish	IM10131	open	
SD10314	closed	Missing data in report	IM10132	open	
SD10315	closed	Data is missing in report	IM10133	open	

10/23/2009

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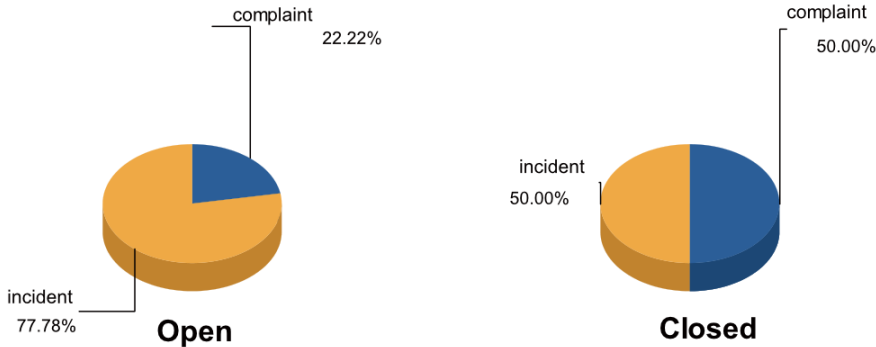
# Open and Closed Service Desk Interactions

**Open and Closed Service Desk Interactions** 

03/01/2008 to 10/26/2009

This report gives the user the ability to review, for a determined period, a breakdown of open and closed Service Desk interactions by categories and their associated areas.

## Interactions by State and Category



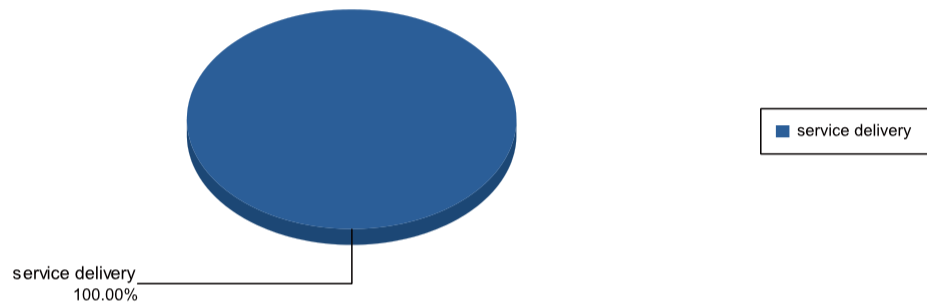
Closed Interactions:	6
Open Interactions:	9
<b>Total:</b>	<b>15</b>



## Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009

**complaint interactions**  
by Area

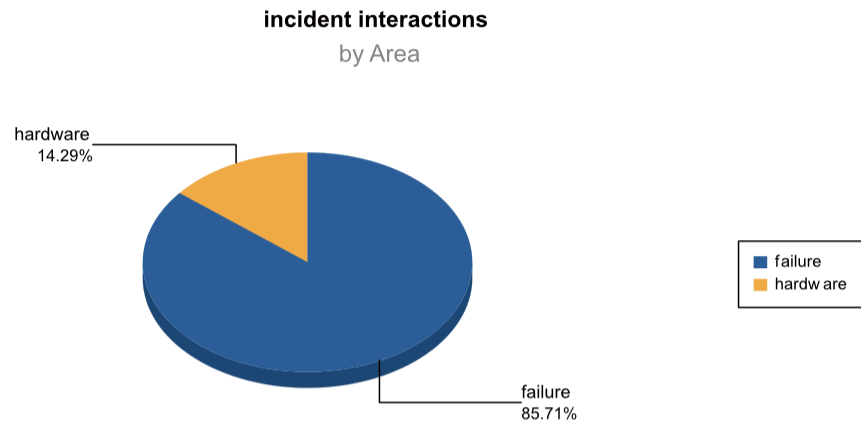


<b>State: Open</b>	<b>60.00%</b>	<b>Count: 9</b>
<b>Category: complaint</b>	<b>22.22%</b>	<b>Count: 2</b>
<b>Area: service delivery</b>	<b>100.00%</b>	<b>Count: 2</b>

Status	Interaction ID	Title	Open Time
Open - Linked	SD10308	VPN connection drops every 10 minutes	03/04/2008 22:13:00
Open - Linked	SD10312	Operating system language is Spanish	03/06/2008 01:45:00

## Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009



<b>State: Open</b>	<b>60.00%</b>	<b>Count: 9</b>
<b>Category: incident</b>	<b>77.78%</b>	<b>Count: 7</b>
<b>Area: failure</b>	<b>85.71%</b>	<b>Count: 6</b>

Status	Interaction ID	Title	Open Time
Open - Linked	SD10300	Internet connection is lost.	03/01/2008 22:14:00
Open - Linked	SD10301	Cannot send e-mail	03/01/2008 23:17:00
Open - Linked	SD10302	Microsoft Office spel checker checks Chinese language	03/02/2008 03:35:00
Open - Linked	SD10305	Internet connections are gone.	03/03/2008 22:36:00
Open - Linked	SD10310	Microsoft Office Words reports on every save on existing documents that document is read-only	03/06/2008 00:15:00
Open - Linked	SD10311	E-mail is not synchronizing with PDA	03/06/2008 01:13:00

<b>Area: hardware</b>	<b>14.29%</b>	<b>Count: 1</b>
-----------------------	---------------	-----------------

Status	Interaction ID	Title	Open Time
Open - Linked	SD10304	Laptop cannot boot Operating System	03/03/2008 02:49:00

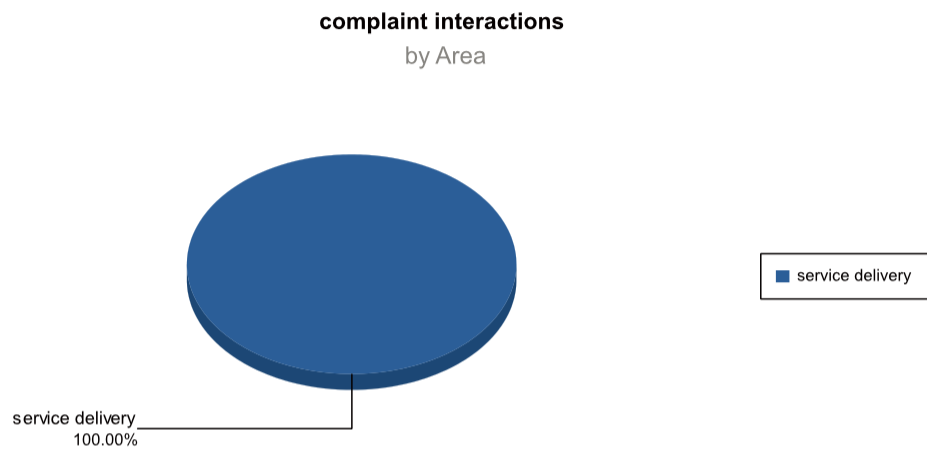
10/26/2009

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## Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009

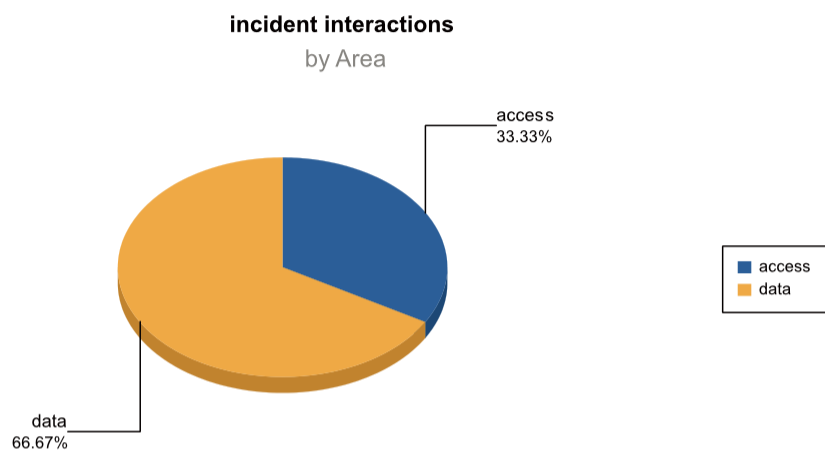


<b>State: Closed</b>	<b>40.00%</b>	<b>Count: 6</b>
<b>Category: complaint</b>	<b>50.00%</b>	<b>Count: 3</b>
<b>Area: service delivery</b>	<b>100.00%</b>	<b>Count: 3</b>

Status	Interaction ID	Title	Duration	Closure Code
Closed	SD10303	No connection to the internet with my PDA	0 00:00:00	Out of Scope
Closed	SD10307	Laptop screen resolution too low	0 00:00:00	Solved by User Instruction
Closed	SD10309	Incorrect resolution on Laptop	0 00:00:00	Solved by User Instruction

## Open and Closed Service Desk Interactions

03/01/2008 to 10/26/2009



<b>State: Closed</b>	<b>40.00%</b>	<b>Count: 6</b>
<b>Category: incident</b>	<b>50.00%</b>	<b>Count: 3</b>
<b>Area: access</b>	<b>33.33%</b>	<b>Count: 1</b>

Status	Interaction ID	Title	Duration	Closure Code
Closed	SD10004	VPN connects to wrong network	0 00:00:00	Solved by Change/Service Request

<b>Area: data</b>	<b>66.67%</b>	<b>Count: 2</b>
-------------------	---------------	-----------------

Status	Interaction ID	Title	Duration	Closure Code
Closed	SD10314	Missing data in report	0 02:18:00	Solved by Workaround
Closed	SD10315	Data is missing in report	0 01:44:00	Solved by Workaround

# First Time Fixed Interactions

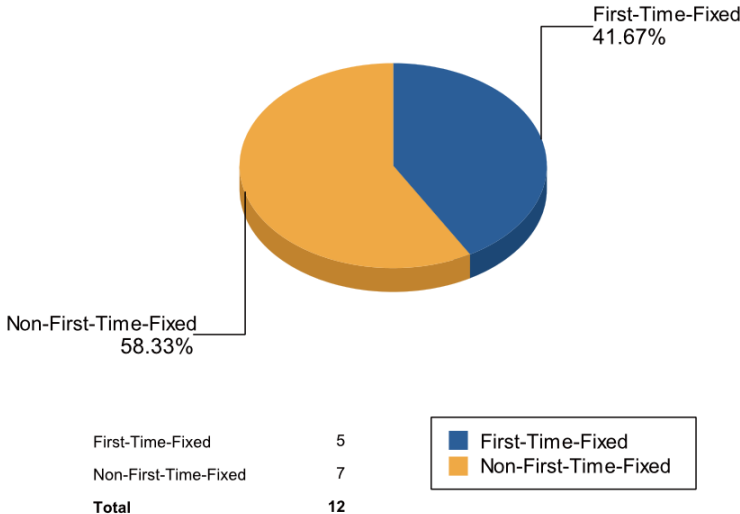
**First Time Fixed Interactions**



03/01/2008 to 10/20/2009

This report enables the user to review, for a given time period, the percentage of interactions closed by the Service Desk upon the first contact without reference to other levels of support.

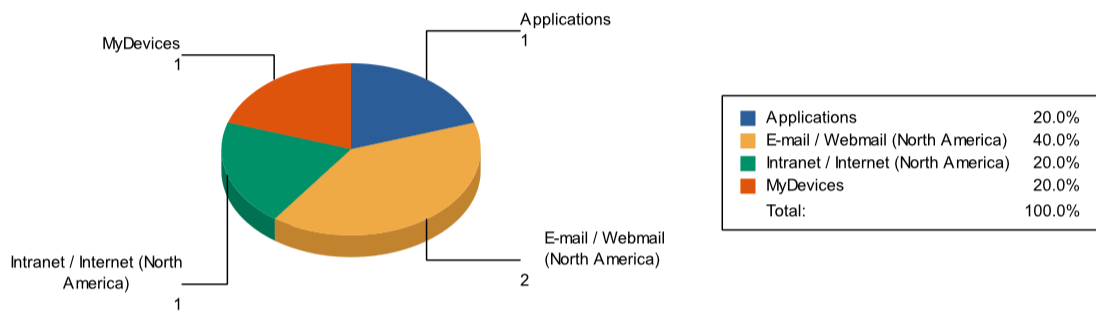
**Percentage of First Time Fixed Interactions**



## First Time Fixed Interactions

03/01/2008 to 10/20/2009

First-Time-Fixed Interactions by Service

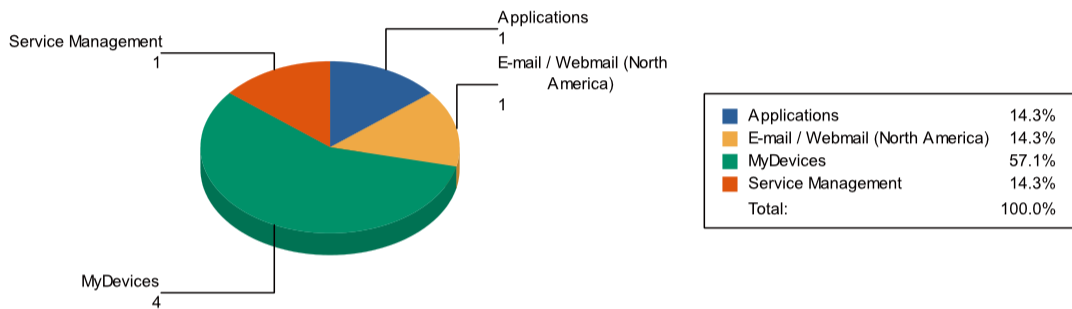


State: First-Time-Fixed		41.67%	Count:5	
<b>Applications</b>		<b>20.00%</b>	<b>Count:1</b>	
Interaction ID	Title	Open Time	Close Time	Closed By
SD10004	VPN connects to wrong network	09/03/2008 03:01:00	09/03/2008 03:01:00	Jurr.Fleijis
<b>E-mail / Webmail (North America)</b>		<b>40.00%</b>	<b>Count:2</b>	
Interaction ID	Title	Open Time	Close Time	Closed By
SD10012	Can't login to Outlook Web Access	09/06/2007 02:41:00	10/20/2009 02:04:54	falcon
SD10061	Cannot send e-mail. Is my size limit reached?	10/16/2007 06:01:00	10/19/2009 23:55:22	falcon
<b>Intranet / Internet (North America)</b>		<b>20.00%</b>	<b>Count:1</b>	
Interaction ID	Title	Open Time	Close Time	Closed By
SD10220	Is the internet connection down?	02/13/2008 04:03:00	10/20/2009 02:06:03	falcon
<b>MyDevices</b>		<b>20.00%</b>	<b>Count:1</b>	
Interaction ID	Title	Open Time	Close Time	Closed By
SD10022	Critical CPU temp. BIOS error message	09/06/2007 09:17:00	10/20/2009 01:59:44	falcon

## First Time Fixed Interactions

03/01/2008 to 10/20/2009

### Non-First-Time-Fixed Interactions by Service



State: Non-First-Time-Fixed		58.33%		Count:7	
<b>Applications</b>		<b>14.29%</b>		<b>Count:1</b>	
Interaction ID	Title	Open Time	Close Time	Closed By	
SD10315	Data is missing in report	03/09/2008 12:17:00	03/09/2008 14:01:00	Sandra.Jans	
<b>E-mail / Webmail (North America)</b>		<b>14.29%</b>		<b>Count:1</b>	
Interaction ID	Title	Open Time	Close Time	Closed By	
SD10184	My new mails are not coming in	01/13/2008 01:13:00	10/20/2009 02:02:51	falcon	
<b>MyDevices</b>		<b>57.14%</b>		<b>Count:4</b>	
Interaction ID	Title	Open Time	Close Time	Closed By	
SD10003	Not enough memory	09/02/2007 09:49:00	10/19/2009 23:51:14	falcon	
SD10303	No connection to the internet with my PDA	03/02/2008 22:44:00	03/02/2008 22:44:00	Jaco.Staple	
SD10307	Laptop screen resolution too low	03/04/2008 03:15:00	03/04/2008 03:15:00	New.Jelle	
SD10309	Incorrect resolution on Laptop	03/05/2008 23:07:00	03/05/2008 23:07:00	New.Jelle	
<b>Service Management</b>		<b>14.29%</b>		<b>Count:1</b>	
Interaction ID	Title	Open Time	Close Time	Closed By	
SD10314	Missing data in report	03/09/2008 09:16:00	03/09/2008 11:34:00	Sandra.Jans	

# Interactions Resulting in Related Issues

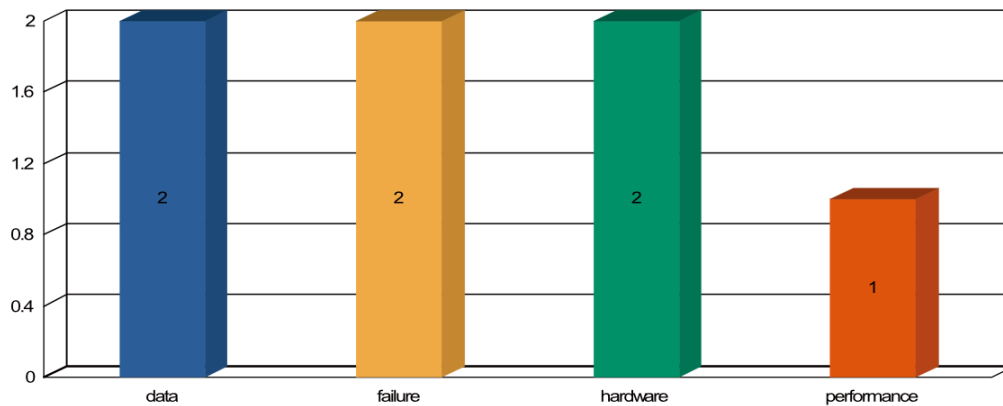
**Interactions Resulting in Related Issues**



02/01/2008 to 07/26/2010

This report enables the user to review interactions which result in related issues for a given time period.

**Number of Interactions Resulting in Related Issues by Area**

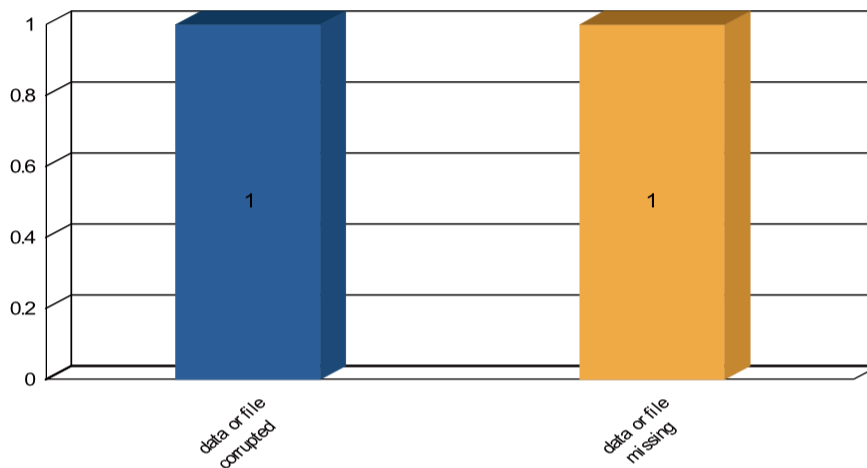


Area	Total
data	2
failure	2
hardware	2
performance	1
<b>Total</b>	<b>7</b>

## Interactions Resulting in Related Issues

02/01/2008 to 07/26/2010

Interactions of data Area by Sub-area

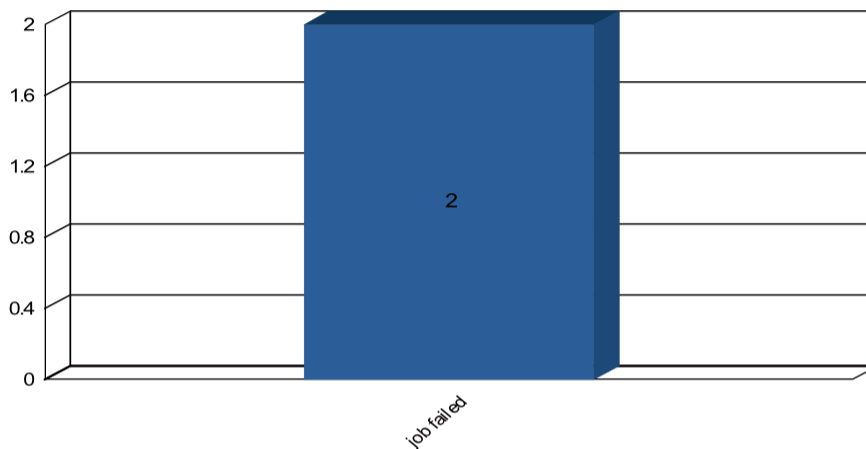


Area: data		28.57%	Count:2	
Sub-area: data or file corrupted		50.00%	Count:1	
Interaction ID	Title	Open Time	Close Time	Related Records
SD10314	Missing data in report	03/09/2008 17:16:00	03/09/2008 19:34:00	IM10132
Sub-area: data or file missing		50.00%	Count:1	
Interaction ID	Title	Open Time	Close Time	Related Records
SD10315	Data is missing in report	03/10/2008 02:17:00	03/10/2008 04:01:00	IM10133

## Interactions Resulting in Related Issues

02/01/2008 to 07/26/2010

Interactions of failure Area by Sub-area



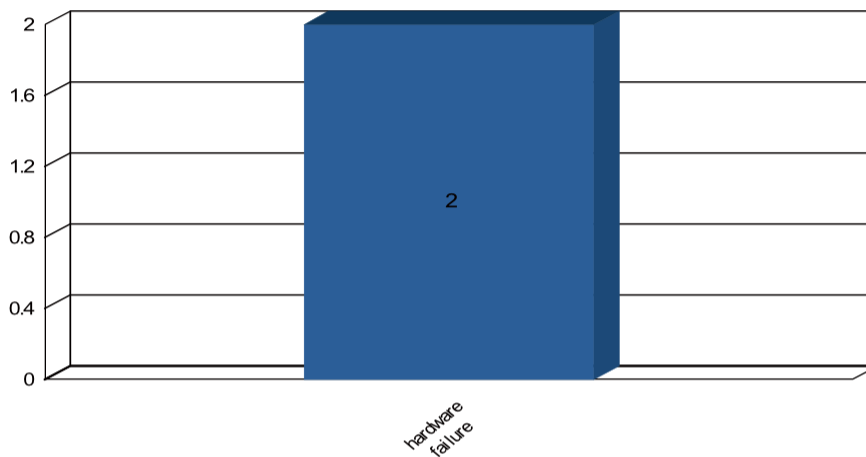
Area: failure		28.57%	Count:2	
Sub-area: job failed		100.00%	Count:2	
Interaction ID	Title	Open Time	Close Time	Related Records
SD10231	Printjobs are being declined	02/17/2008 06:04:00	02/17/2008 06:04:00	IM10087
SD10253	Cannot send any e-mail anymore. Yesterday it worked fine	02/18/2008 09:12:00	02/18/2008 09:12:00	IM10098



## Interactions Resulting in Related Issues

02/01/2008 to 07/26/2010

Interactions of hardware Area by Sub-area

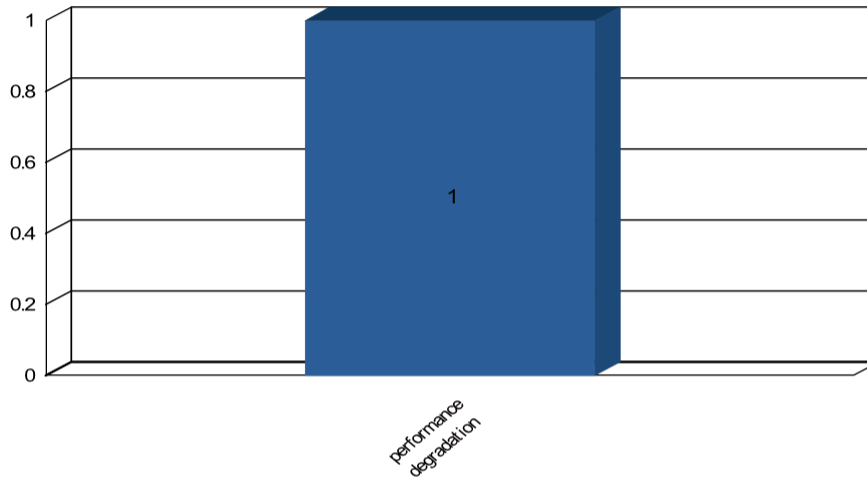


Area: hardware		28.57%	Count:2	
Sub-area: hardware failure		100.00%	Count:2	
Interaction ID	Title	Open Time	Close Time	Related Records
SD10207	Printjob is not printed	02/06/2008 07:56:00	02/06/2008 07:56:00	IM10079
SD10246	Desktop reboots with error message CPU temperature critical	02/17/2008 11:51:00	02/17/2008 11:51:00	IM10096

## Interactions Resulting in Related Issues

02/01/2008 to 07/26/2010

Interactions of performance Area by Sub-area



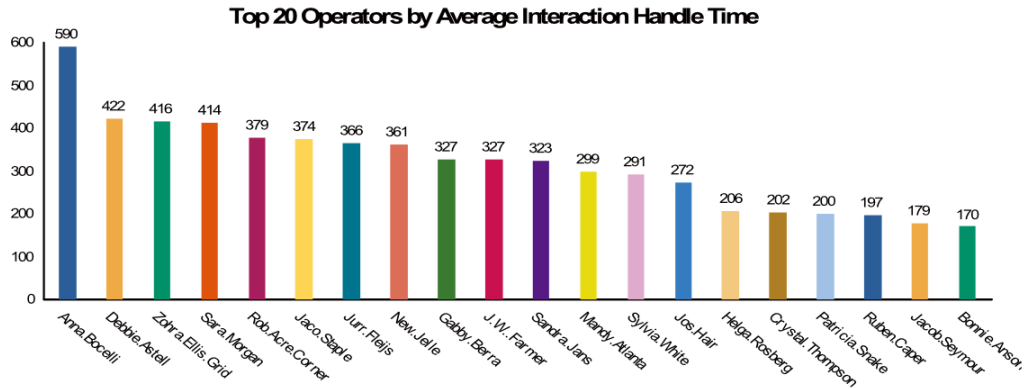
<b>Area: performance</b>		<b>14.29%</b>	<b>Count:1</b>	
<b>Sub-area: performance degradation</b>		<b>100.00%</b>	<b>Count:1</b>	
Interaction ID	Title	Open Time	Close Time	Related Records
SD10241	High CPU temperature	02/17/2008 09:33:00	02/17/2008 09:33:00	IM10092

# Top 20 Operators by Average Interaction Time in Last 90 Days

**Top 20 Operators by Average Interaction Time in Last 90 Days**



This report enables the user to review the analysis of how long, on average, the top 20 operators take to handle interactions in past 90 days.



Operator	Average Handle Time	Time in Seconds
Anna.Bocelli	00:09:50	590
Debbie.Astell	00:07:02	422
Zohra.Ellis.Grid	00:06:56	416
Sara.Morgan	00:06:54	414
Rob.Acre.Corner	00:06:19	379
Jaco.Staple	00:06:14	374
Jurr.Fleijs	00:06:06	366
New.Jelle	00:06:01	361
Gabby.Berra	00:05:27	327
J.W..Farmer	00:05:27	327
Sandra.Jans	00:05:23	323
Mandy.Atlanta	00:04:59	299
Sylvia.White	00:04:51	291

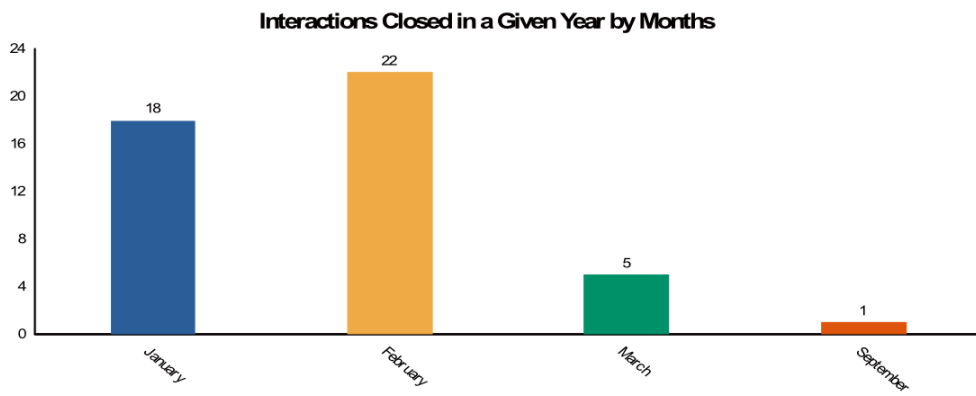
<b>Operator</b>	<b>Average Handle Time</b>	<b>Time in Seconds</b>
Jos.Hair	00:04:32	272
Helga.Rosberg	00:03:26	206
Crystal.Thompson	00:03:22	202
Patricia.Snake	00:03:20	200
Ruben.Caper	00:03:17	197
Jacob.Seymour	00:02:59	179
Bonnie.Anson	00:02:50	170
<b>Overall Average:</b>	<b>00:05:51</b>	<b>351</b>

## Interactions Closed in a Given Year

**Interactions Closed in a Given Year** 


2008

This report enables the user to review those interactions closed in a given year by months.



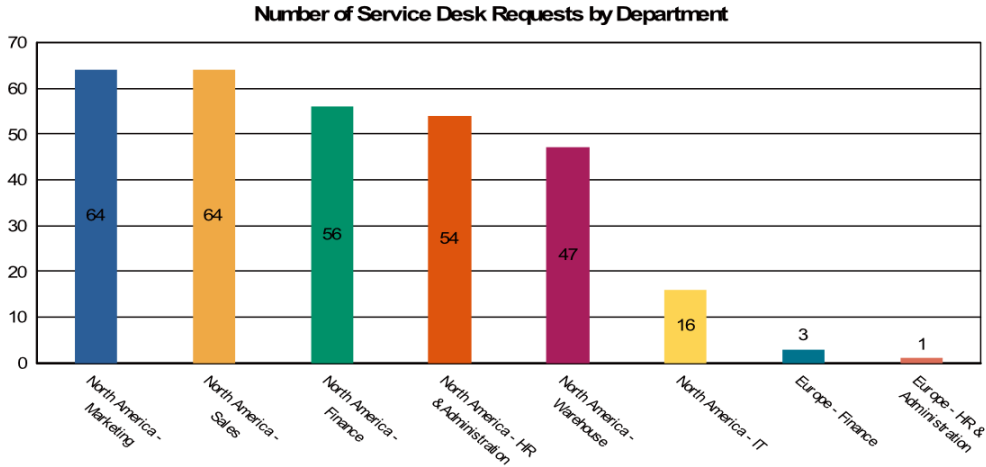
Months	Count
January	18
February	22
March	5
September	1
<b>Total:</b>	<b>46</b>

# Number of Service Desk Requests by Department

**Number of Service Desk Requests by Department** 

07/26/2007 to 07/26/2010

This report enables the user to review the top ten departments utilizing the help desk in a given time period.



Departments	Number of Service Desk Requests
North America - Marketing	64
North America - Sales	64
North America - Finance	56
North America - HR & Administration	54
North America - Warehouse	47
North America - IT	16
Europe - Finance	3
Europe - HR & Administration	1

## Service Level Management Reports

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# SLM: Response SLO Metrics

**SLM: Response SLO Metrics**



July 2009

This report gives the user the ability to review the target response metrics for the ten lowest performing Service Level Agreements (SLAs) in the specified month.

**Target Response by SLA**

Bottom 10





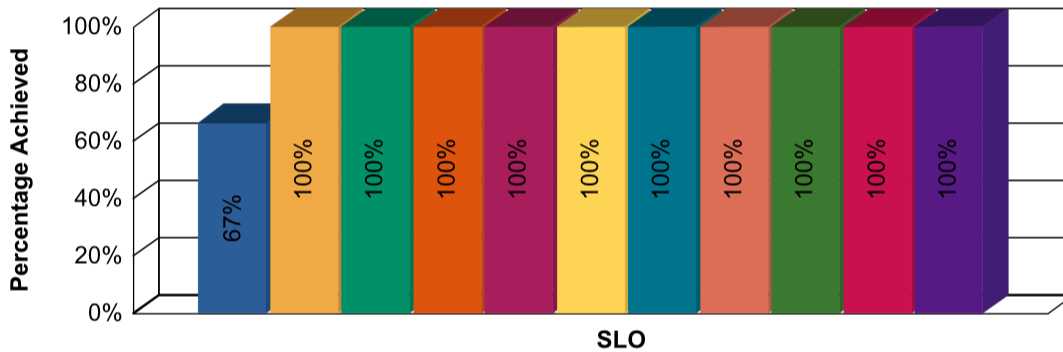
## SLM: Response SLO Metrics

July 2009

**SLA: 172 - Platinum Service**  
 Type: service  
 Customer: advantage

### Achieved Response by SLO

Bottom 10



210 - Platinum - incident - Initial Response - Priority 1	205 - All Levels - complaint - Initial Response - All Priorities	206 - All Levels - complaint - Time To Fix - Priority 1
207 - All Levels - complaint - Time To Fix - Priority 2	208 - All Levels - complaint - Time To Fix - Priority 3	209 - All Levels - complaint - Time To Fix - Priority 4
211 - Platinum - incident - Initial Response - Priority 2	212 - Platinum - incident - Initial Response - Priority 3	213 - Platinum - incident - Initial Response - Priority 4
214 - Platinum - incident - Time to Fix - Priority 1	Others' average	

SLO ID	SLO Name	Total Affected Records	Total Breaches	Percentage Achieved
210	Platinum - incident - Initial Response - Priority 1	3	1	67%
205	All Levels - complaint - Initial Response - All Priorities	0	0	100%
206	All Levels - complaint - Time To Fix - Priority 1	0	0	100%
207	All Levels - complaint - Time To Fix - Priority 2	0	0	100%

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## SLM: Response SLO Metrics

July 2009

**SLA: 172 - Platinum Service**  
 Type: service  
 Customer: advantage

SLO ID	SLO Name	Total Affected Records	Total Breaches	Percentage Achieved
208	All Levels - complaint - Time To Fix - Priority 3	0	0	100%
209	All Levels - complaint - Time To Fix - Priority 4	0	0	100%
211	Platinum - incident - Initial Response - Priority 2	0	0	100%
212	Platinum - incident - Initial Response - Priority 3	0	0	100%
213	Platinum - incident - Initial Response - Priority 4	0	0	100%
214	Platinum - incident - Time to Fix - Priority 1	3	0	100%
215	Platinum - incident - Time to Fix - Priority 2	0	0	100%
216	Platinum - incident - Time to Fix - Priority 3	0	0	100%
217	Platinum - incident - Time to Fix - Priority 4	0	0	100%
250	KPI Availability - Critical	0	0	100%
251	KPI Availability - Major	0	0	100%
252	KPI Availability - Minor	0	0	100%
253	KPI Availability - Warning	0	0	100%
254	KPI Performance - Critical	0	0	100%
255	KPI Performance - Major	0	0	100%
256	KPI Performance - Minor	0	0	100%
257	KPI Performance - Warning	0	0	100%

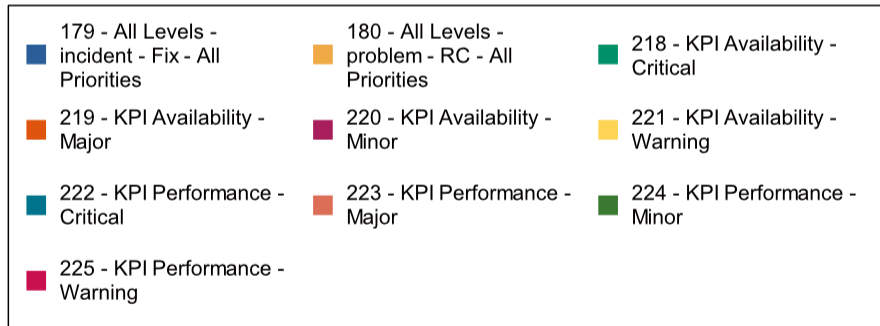
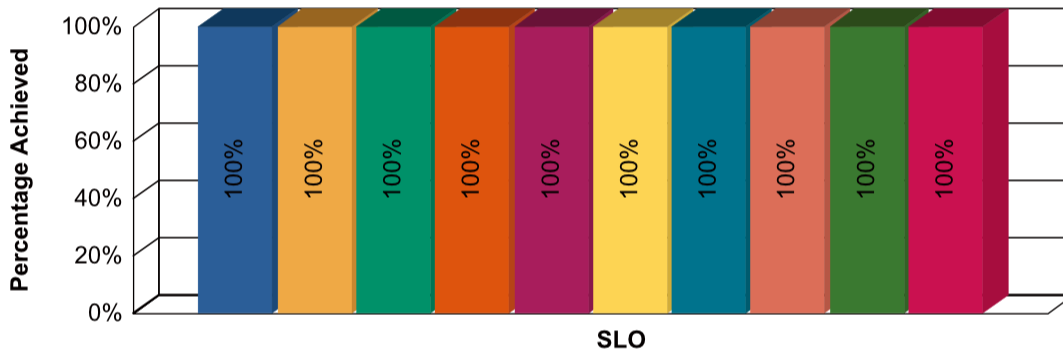
## SLM: Response SLO Metrics

July 2009

**SLA: 168 - Base Monitoring SLA for IT services**  
 Type: customer  
 Customer: advantage

### Achieved Response by SLO

Bottom 10



SLO ID	SLO Name	Total Affected Records	Total Breaches	Percentage Achieved
179	All Levels - incident - Fix - All Priorities	0	0	100%
180	All Levels - problem - RC - All Priorities	0	0	100%
218	KPI Availability - Critical	0	0	100%
219	KPI Availability - Major	0	0	100%
220	KPI Availability - Minor	0	0	100%
221	KPI Availability - Warning	0	0	100%

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# SLM: Summary

**SLM: Summary** 

July 2009

This report gives the user the ability to review the target response and availability metrics for a single Service Level Agreement (SLA) within a given month.

**SLA: 173 - VIP Service**  
 Type: customer  
 Customer: advantage

**SLO Type: response**

SLO ID	SLO Name	Total Affected Records	Total Breaches	Percentage Achieved
259	Severity 1 response(Incident)	0	0	100%
260	Severity 1 Interaction	3	1	67%
261	Test	0	0	100%

**SLA: 173 - VIP Service**  
 Type: customer  
 Customer: advantage

**SLO Type: availability-duration**

SLO ID	SLO Name	Total Outages	Total Breaches	Percentage Achieved	Configuration Item
227	SLO (adv-nam-cell-101) - adv-nam-cell-101	1	1	25.0%	adv-nam-cell-101

**SLO Type: availability-uptime**

SLO ID	SLO Name	Total Outages	Actual Availability	Percentage Achieved	Configuration Item
225	SLO (Adv-afr-copier-fin) - adv-afr-copier-fin	1	13 00:19:55	42.0%	adv-afr-copier-fin
226	SLO (adv-afr-switch) - adv-afr-switch	1	13 00:21:45	42.0%	adv-afr-switch
228	Test - adv-afr-desk-101	1	26 09:01:00	85.1%	adv-afr-desk-101
229	Computer - adv-afr-desk-102	1	26 09:12:37	85.1%	adv-afr-desk-102

# SLM: Availability-Duration Metrics

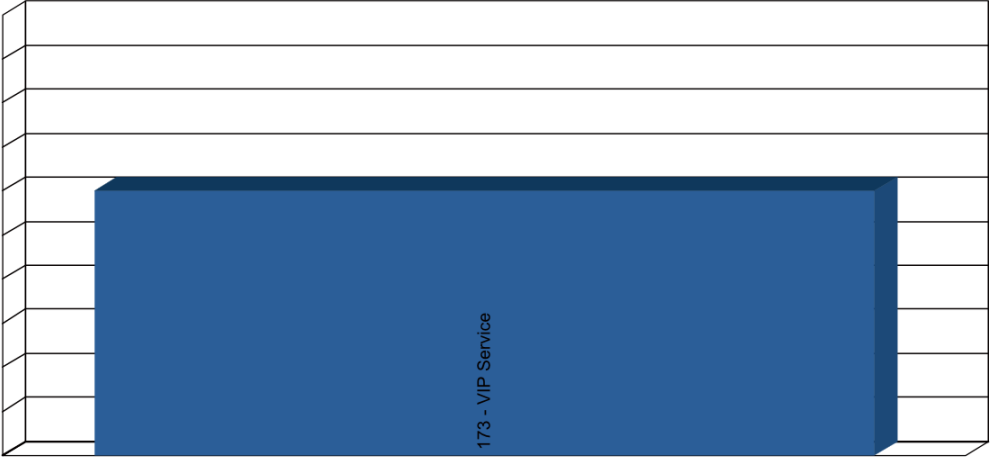
**SLM: Availability-Duration Metrics** 

August 2009

This report gives the user the ability to review the availability-duration metrics for the ten lowest performing Service Level Objectives (SLOs) per Service Level Agreement (SLA) in the specified month.

## Target Availability-Duration by SLA

Bottom 10



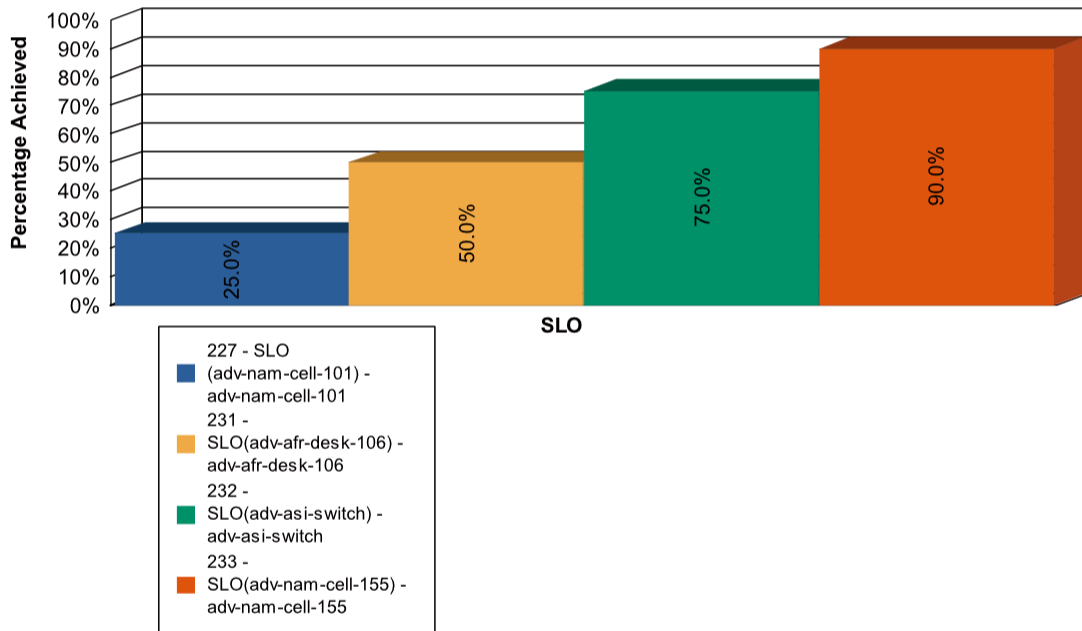
## SLM: Availability-Duration Metrics

August 2009

**SLA: 173 - VIP Service**  
 Type: customer  
 Customer: advantage

### Achieved Availability-Duration

by SLO  
 Bottom 10



SLO ID	SLO Name	Total Outages	Total Breaches	Percentage Achieved	Configuration Item
227	SLO (adv-nam-cell-101) - adv-nam-cell-101	1	1	25.0%	adv-nam-cell-101
231	SLO(adv-afr-desk-106) - adv-afr-desk-106	1	1	50.0%	adv-afr-desk-106
232	SLO(adv-asi-switch) - adv-asi-switch	1	0	75.0%	adv-asi-switch
233	SLO(adv-nam-cell-155) - adv-nam-cell-155	1	0	90.0%	adv-nam-cell-155

# SLM: Availability-Uptime Metrics

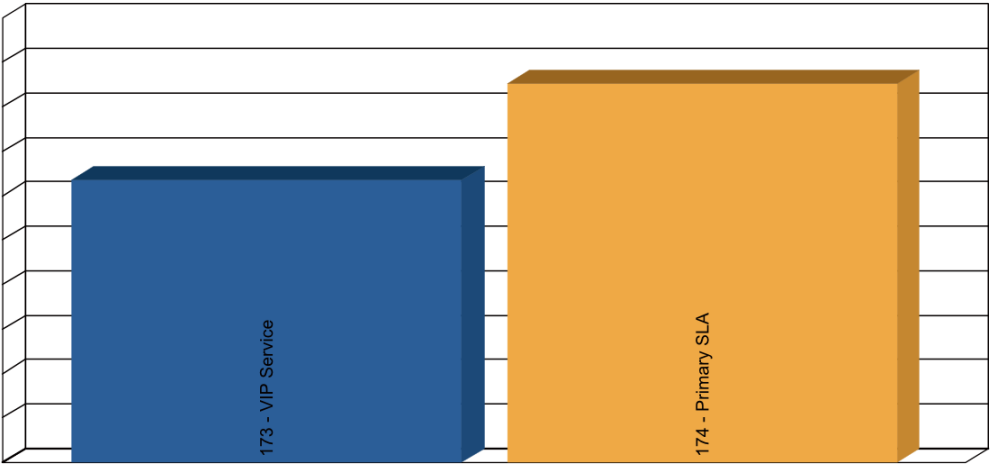
**SLM: Availability-Uptime Metrics**



July 2009

This report gives the user the ability to review the availability-uptime metrics for the ten lowest performing Service Level Objectives (SLOs) per Service Level Agreement (SLA) in the specified month.

**Target Availability-Uptime**  
by SLA  
Bottom 10



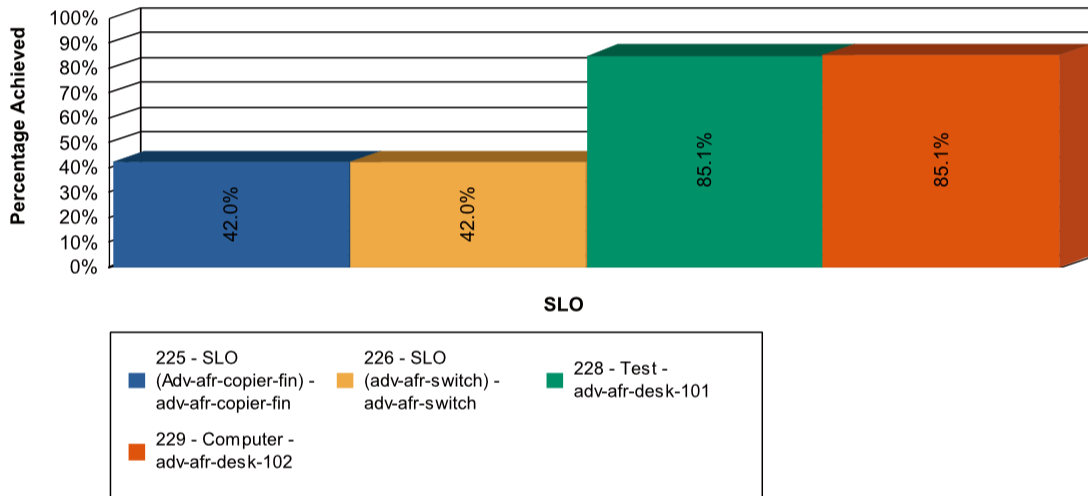
## SLM: Availability-Uptime Metrics

July 2009

**SLA: 173 - VIP Service**  
 Type: customer  
 Customer: advantage

### Achieved Availability-Uptime

by SLO  
 Bottom 10



SLO ID	SLO Name	Total Outages	Actual Availability	Percentage Achieved	Configuration Item
225	SLO (Adv-afr-copier-fin) - adv-afr-copier-fin	1	13 00:19:55	42.0%	adv-afr-copier-fin
226	SLO (adv-afr-switch) - adv-afr-switch	1	13 00:21:45	42.0%	adv-afr-switch
228	Test - adv-afr-desk-101	1	26 09:01:00	85.1%	adv-afr-desk-101
229	Computer - adv-afr-desk-102	1	26 09:12:37	85.1%	adv-afr-desk-102



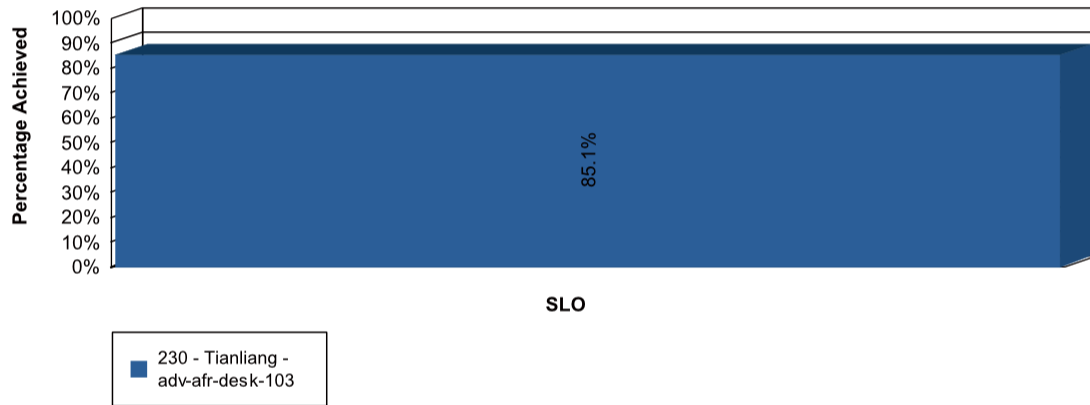
## SLM: Availability-Uptime Metrics

July 2009

**SLA: 174 - Primary SLA**  
 Type: customer  
 Customer: advantage

### Achieved Availability-Uptime

by SLO  
 Bottom 10



SLO ID	SLO Name	Total Outages	Actual Availability	Percentage Achieved	Configuration Item
230	Tianliang - adv-afr-desk-103	1	26 09:19:19	85.1%	adv-afr-desk-103

# Send Documentation Feedback

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Just add your feedback to the email and click send.

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We appreciate your feedback!

