

## ITSM ServiceNow Reports as of Sept 28 2016

Reports that WashU IT Support Teams are able to run on their own .....	2
Reports that are automatically sent to WashU IT support teams at 6 am each day (if requested) .....	3
Reports that are automatically sent to departments .....	4
Custom Aggregated Reports .....	4

## Reports that WashU IT Support Teams are able to run on their own

### **Incidents or General Service Requests by Assigned to Assignment Group By Week**

Shows incidents or general service requests by assignment groups by week. Report is filtered to assignment groups of interest to your team. Report also shows incidents or general service requests without an assignment group. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Incidents or General Service Requests By Category By Week**

Shows incidents or general service requests by Category by week. Report is filtered to assignment groups of interest to your team. Report also shows incidents or general service requests without a Category. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Incidents or General Service Requests By CI By Week**

Shows incidents or general service requests by Configuration Items by week. Report is filtered to assignment groups of interest to your team. Report also shows incidents or general service requests without a Configuration Item. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Incidents or General Service Requests By Priority By Week**

Shows incidents or general service requests by Priority by week. Report is filtered to assignment groups of interest to your team. Report also shows incidents or general service requests without a Priority. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Incidents or General Service Requests By Status By Week**

Shows incidents or general service requests by Status by week. Report is filtered to assignment groups of interest to your team. Report also shows incidents or general service requests without a Status. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Total Incidents or General Service Requests Count By Week**

Shows total incidents or general service requests count by week. Report is filtered to assignment groups of interest to your team. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

**Continued on next page ...**

### **Avg Time to Close By Category By Week**

Shows the average time to RESOLVE incidents or general service requests by category by week. The timeframe is measured by the amount of time that elapsed between the incident being opened and resolved and is based on a 24 hour clock. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Avg Time to Close By CI By Week**

Shows the average time to RESOLVE incidents or general service requests by Configuration Item by week. The timeframe is measured by the amount of time that elapsed between the incident being opened and resolved and is based on a 24 hour clock. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Incidents or General Service Requests Closed By Tech By Week**

Shows a count of incidents or general service requests closed by each tech by week. Report is filtered to assignment groups of interest to your team. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Incidents or General Service Requests Assigned To Tech By Week**

Shows a count of incidents or general service requests assigned to each tech by week. Report is filtered to assignment groups of interest to your team. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

### **Incidents or General Service Requests Created By Tech By Week**

Shows a count of incidents or general service requests created by each tech by week. Report is filtered to assignment groups of interest to your team. The results are presented in a bar chart that you can dynamically filter by selecting / deselecting names from the chart index. You can also click a bar in the chart to “drill down” into the details of the chart. The report results are also printed in a table view below the bar chart.

## Reports that are automatically sent to WashU IT support teams at 6 am each day (if requested)

One spreadsheet containing all Incidents assigned to the support team, based on assignment group name.

One spreadsheet containing all Service Request tickets assigned to the support team, based on assignment group name.

Each spreadsheet is sorted by assignment group, incident state, priority and opened date. However, you can easily open the report in Excel and filter / sort the data as you deem best.

**Continued on next page ...**

## Reports that are automatically sent to departments

### **Brown School 6 AM Daily Report**

Email contains two Excel spreadsheets. One spreadsheet contains all Incidents assigned to Brown School assignment groups and the other spreadsheet contains all Service Request tickets assigned to Brown School assignment groups.

Each attached file is sorted by assignment group, opened date, incident state and priority. However, you can easily open the report in Excel and filter / sort the data as you deem best.

### **Danforth Facilities Weekly Report – sent at 6 am each Friday**

Two spreadsheets are automatically emailed to a Box folder to which select Facilities staff have access. One spreadsheet contains all Incident tickets created for Danforth Facilities and the other spreadsheet contains all Service Request tickets created for Danforth Facilities.

### **Public Affairs Weekly Report – sent at 6 am each Monday**

Email contains two Excel spreadsheets. One spreadsheet contains all Incident tickets created for Public Affairs and the other spreadsheet contains all Service Request tickets created for Public Affairs.

### **Undergraduate Admissions Weekly Report – sent at 6 am each Monday**

Email contains two Excel spreadsheets. One spreadsheet contains all Incident tickets created for UA and the other spreadsheet contains all Service Request tickets created for UA.

### **Alumni and Development Twice Daily Report – sent at 8 am and Noon each day**

Email contains two Excel spreadsheets. One spreadsheet contains all Incident tickets created for A&D and the other spreadsheet contains all Service Request tickets created for A&D.

## Custom Aggregated Reports

The following are custom reports ITSM has created for teams who want aggregated metrics showing stats across Incidents, General Service Requests and Service Catalog Requests

**End User Services Monthly Aggregated Summary and Detailed Report** – shows ticket counts by team, by category, by CI, by department, by time of day and day of week. Also shows tickets that are still not closed and average workdays to close tickets.

**Brown School Weekly and Monthly Aggregated Report** – shows tickets opened, closed, assigned to, by category and average workdays to close.