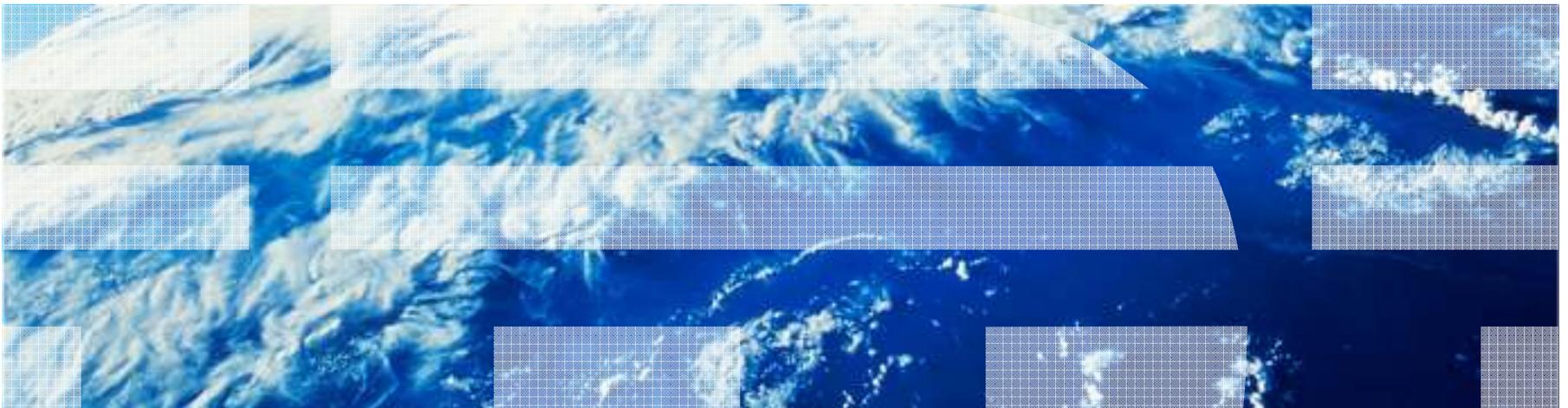


GSMRT Analytics – ISM Shared Provider Reporting



Disclaimer – PLEASE READ

- It is important to state here the report lists contained within this overview are the current list of reports within the standards and may not be representative of a list that may be delivered to you. The standard report list is a dynamic list that will continue to evolve as we continue to make improvements.
- Not all reports will have data for all accounts; it will depend entirely on how the tool is configured for an account.

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GSMRT Overview and Introduction

Standard Operational Reports Samples

Cognos Query Studio

GSMRT overview and introduction

- The GSMRT Analytics reporting solution consists of two components
 - Standard Operational reports
 - Web-based and written using Cognos
 - Accessed via the GSMRT Analytics portlet on the IBM Services Connection (ISC) portal
 - Near real-time
 - Query capability
 - Web-based and written using Cognos
 - Two levels of query access - GSMRT Analytics (basic) user and GSMRT Analytics Query Studio (super) User
 - Accessed via the GSMRT Analytics portlet on the ISC
 - Near real-time
- Clients may also have other reports such as Service Level, ACD, mainframe, server or manual reports as part of their overall reporting solution
 - Only standard GSMRT Analytics reports will be discussed in this material

Additional information

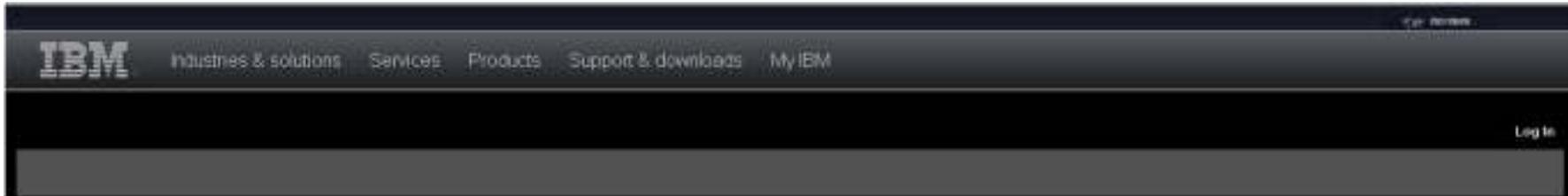
- Standard Operational reports
 - The reports are separated into logical categories such as Ticket, Workorder and Asset groupings
 - There is a 15-minute timeout
 - Please keep in mind that the Cognos reports are web-based and some reports include more reporting fields than could be displayed in the screen capture samples
 - Reports can be downloaded in several different formats including DHTML, XML, Excel, CSV and PDF
- Query reports
 - Contact your IBM Account Team reporting focal for training materials which describe all query functionality in detail
 - There is a 15-minute timeout
- References
 - Additional query materials are available in a separate training module available from your IBM account team

Internet Explorer Browser Configuration

Customers using the **Internet Explorer (IE)** browser might need to adjust these browser settings to eliminate problems on the ISC portal.

1. Add the ISC Portal to your trusted sites: Tools > Internet Options > Security > Select "Trusted sites" > Sites button > add <https://www-01.ibm.com> to the Trusted Sites zone.
2. Enable mixed content (if not enabled): Tools > Internet Options > Security > Select "Trusted sites" > Custom level button > Miscellaneous > Display mixed content > Select "Enable"
3. Turn on "Compatibility View" (for Internet Explorer 9 or 10): For more information on Compatibility View go to <http://windows.microsoft.com/en-us/internet-explorer/products/ie-9/features/compatibility-view>

IBM Services Connection login page



Sign in

Please enter your IBM ID and Password in the sign in area below. If you are not currently registered with our site please [register now](#).

IBM ID:

Password:

Resume last session

Please note: After some time of inactivity, the system will sign you off automatically and ask you to sign in again.

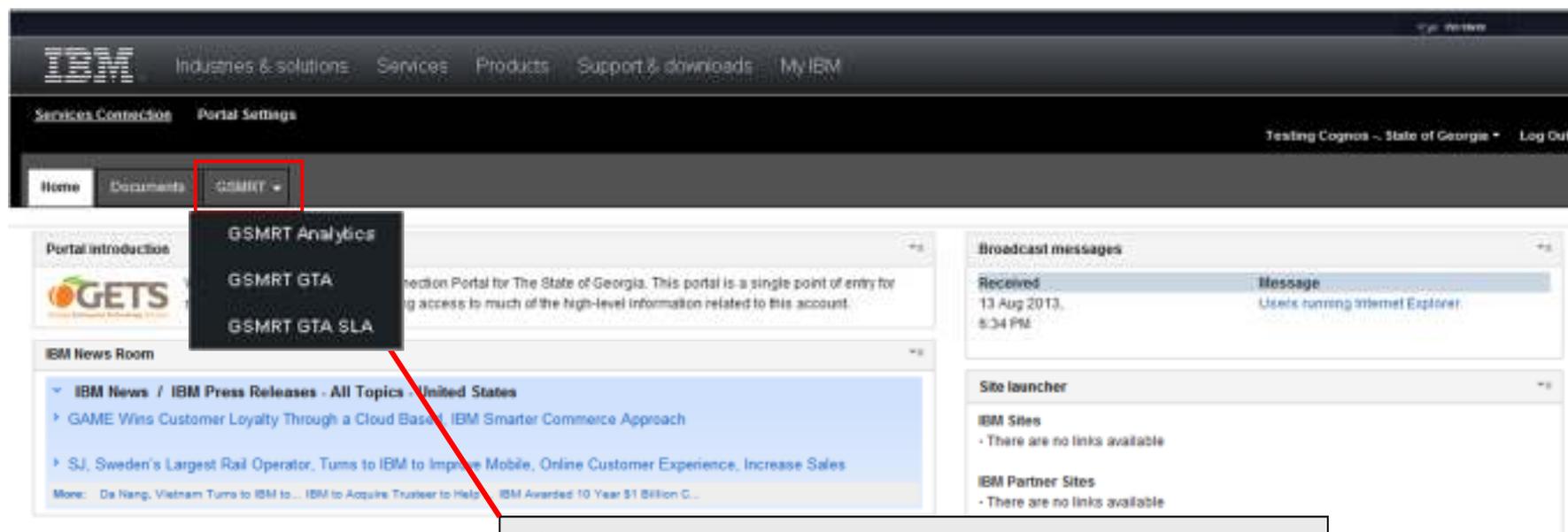
[→ Forget your IBM ID?](#)

[→ Forget your password?](#)

[→ Change password](#)



GSMRT Analytics link



Clicking on the GSMRT tab provides a drop down where you can select GSMRT Analytics, GSMRT GTA or GSMRT GTA SLA. Select GSMRT Analytics for Cognos reports. The GSMRT GTA and GSMRT GTA SLA options provide a view of the Actuate reports.

Landing page

IBM Services Connection – GSMRT Analytics

The screenshot shows the 'IBM Cognos Viewer - Restricted Accounts Dashboard' with the 'ISM Direct to Source Reports Dashboard' interface. The interface includes several filter sections: 'Filters', 'Ticket', 'Work Order', and 'Asset'. The 'Filters' section is circled in red and contains fields for 'Account: GAIT', 'Agency: Agency', 'Start Date: Aug 20, 2013', and 'End Date: Aug 20, 2013'. A 'Finish' button is located below these fields. A blue text box with a black border is overlaid on the 'Finish' button and contains the text: 'The first step in accessing the reports is to choose a desired date range and an agency, if applicable, then click on the Finish button. See details on the next two slides.' The dashboard also features a 'User Preferences' section with a 'Timezone' dropdown, a 'Links' section with a 'Release Notes' link, and a 'Related Records' section with various report links. The footer of the dashboard displays the date and time 'August 20, 2013 3:34:47 PM GMT+00:00' and the copyright notice '© Copyright IBM Corp. 2010-2013. All Rights Reserved.' along with the IBM logo.

Date range date drop downs

ISM Direct to Source Reports Dashboard

Filters

Account: **GAIT**

Agency: Agency

Start Date: Aug 20, 2013

End Date: Aug 20, 2013

Ticket

Date Choice: Reported Date

Ticket Class: Ticket Class Value

Work Order

Date Choice: Scheduled Start

Work Order Class: Work Order Class Val

Asset

Date Choice: Change Date

Asset Status: Asset Status Value

Calendar

2013

Jan Feb Mar Apr May Jun
Jul Aug Sep Oct Nov Dec

Sun Mon Tue Wed Thu Fri Sat

1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31

User Preferences :

Timezone: Setup Disks

Links :

- Release Notes

Operational Reports

- Work Order Operational Dashboard
- Work Order Analysis

Classification Reports

- Tickets with No Related Recs
- Open SRs with Related Char
- SRs, Related Changes & Ta
- Classification Report
- Classification Hierarchy
- Security Related Tickets

Group Reports

- Owner Group List
- Person List

Asset Dashboards

- Asset Inventory
- Aging Reports
- Asset Changes by Classification
- Asset Changes by Status

Callout Box:

Choose the date range for the reports by clicking on the calendar icon to the right of the Start Date and End Date boxes.

Choose the desired dates by clicking on the navigation buttons within the calendars.

Note: If you forget to choose your date range for the reports, you may always come back and select the range later.

August 20, 2013 3:34:47 PM GMT+00:00

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Agency drop down

The screenshot shows the IBM Cognos Viewer interface for the 'Restricted Accounts Dashboard'. The main content area is titled 'ISM Direct to Source Reports Dashboard'. It features several filter sections: 'Filters' (Account: GAIT, Agency: Agency), 'Ticket' (Date Choice: Reported Date, Ticket Class: Ticket Class Value), 'Work Order' (Date Choice: Scheduled Start, Work Order Class: Work Order Class Val), and 'Asset' (Date Choice: Change Date, Asset Status: Asset Status Value). A dropdown menu for the 'Agency' filter is open, showing options like 'Agency' and 'DHS'. A blue text box is overlaid on the screen with the following text:

Select your Agency from the drop down list.

Users will only have access to the agencies they support. Selecting no agency will yield report results for the enterprise.

At the bottom of the dashboard, there is a timestamp 'August 20, 2013 3:34:47 PM GMT+00:00' and a copyright notice '© Copyright IBM Corp. 2010-2013. All Rights Reserved.' along with the IBM logo.

ISM Direct to Source reports - report list view

ISM Direct to Source Reports Dashboard

Filters:
 Account: **GAIT**
 Agency: **DHS**
 Start Date: **Aug 19, 2013**
 End Date: **Aug 20, 2013**
 (Click Finish after updating dates)
 Finish

Ticket
 Date Choice: **Reported Date**
 Ticket Class: **Ticket Class Value**
 Dashboards:
 - [Ticket Operational Dashboard](#)
 Operational Reports:
 - [Ticket Analysis](#)
 - [Daily Operations Details](#)
 - [Open Tickets Summary](#)
 - [Open Tickets Details](#)
 - [Priority 1 & 2 Tickets](#)
 - [Ticket Aging List](#)
 - [Ticket Summary List](#)
 - [Queue Hopping](#)
 - [Ticket Outage](#)
 Related Records:
 - [Related Records List](#)
 - [Tickets with No Related Records](#)
 - [Open SRs with Related Changes](#)
 - [SRs, Related Changes & Tasks](#)
 Classification Reports:
 - [Classification Report](#)
 - [Classification Hierarchy](#)
 - [Security Related Tickets](#)
 Group Reports:
 - [Owner Group List](#)
 - [Person List](#)

Work Order
 Date Choice: **Scheduled Start**
 Work Order Class: **Work Order Class Val**
 Dashboards:
 - [Work Order Operational Dashboard](#)
 Operational Reports:
 - [Work Order Analysis](#)
 - [Work Order Summary](#)
 - [Related Records List](#)
 - [Classification Hierarchy](#)
 - [Operational Details](#)
 Change Queries:
 - [Scheduled Changes](#)
 Scheduled Changes - ShortCuts:
 - [Today](#)
 - [Yesterday](#)
 - [Today + 30 days](#)
 - [Today + 7 days](#)
 - [Successful Changes](#)
 - [Failed Changes](#)
 - [Exception Changes](#)
 - [Multiday Pending Changes Report](#)
 - [Change Affected Areas Query Report](#)
 - [Change Approvals Query Report](#)
 - [Change Tasks Query Report](#)

Asset
 Date Choice: **Change Date**
 Asset Status: **Asset Status Value**
 Dashboards:
 - [Asset Inventory](#)
 - [Aging Reports](#)
 - [Asset Changes by Classification](#)
 - [Asset Changes by Status](#)
 - [Asset Changes by User](#)
 Operational Reports:
 - [Asset Summary](#)
 - [Asset Analysis](#)
 Asset - ShortCuts:
 - [Asset Summary](#)

Once the dates and the account have been selected, the list of reports will appear in columns according to type of reports. In this example there are Ticket (SR, Incident, Problem), Workorder (Activity IMAC, Change) and Asset types of reports.

August 20, 2013 3:34:47 PM GMT+00:00 © Copyright IBM Corp. 2010-2013

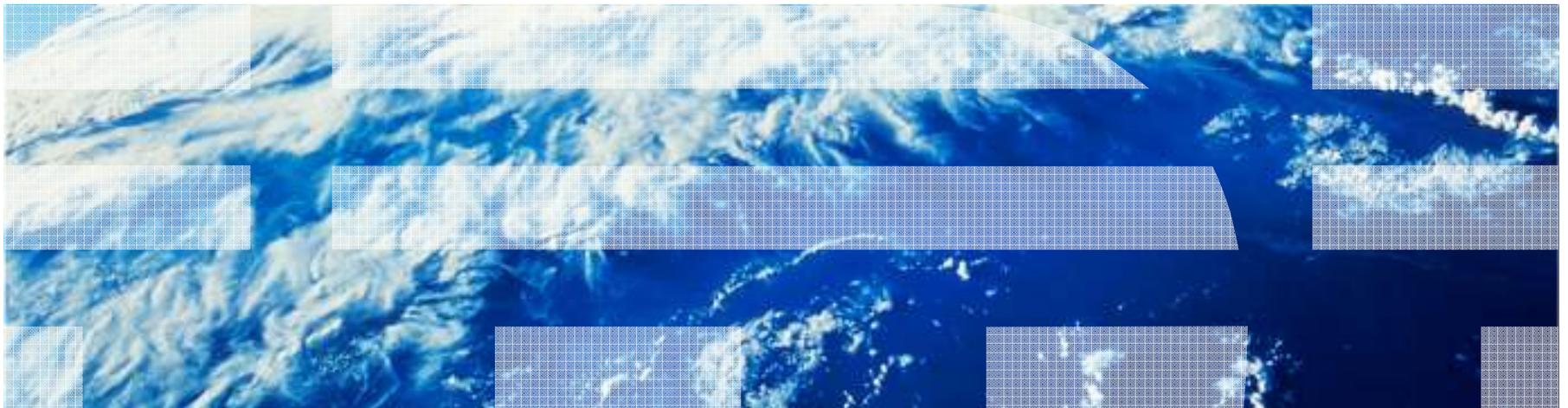
Operational reports lists and samples

GSMRT Analytics Overview and Introduction

Standard Operational Reports Lists and Samples

Cognos Query Studio

Ticket Reports

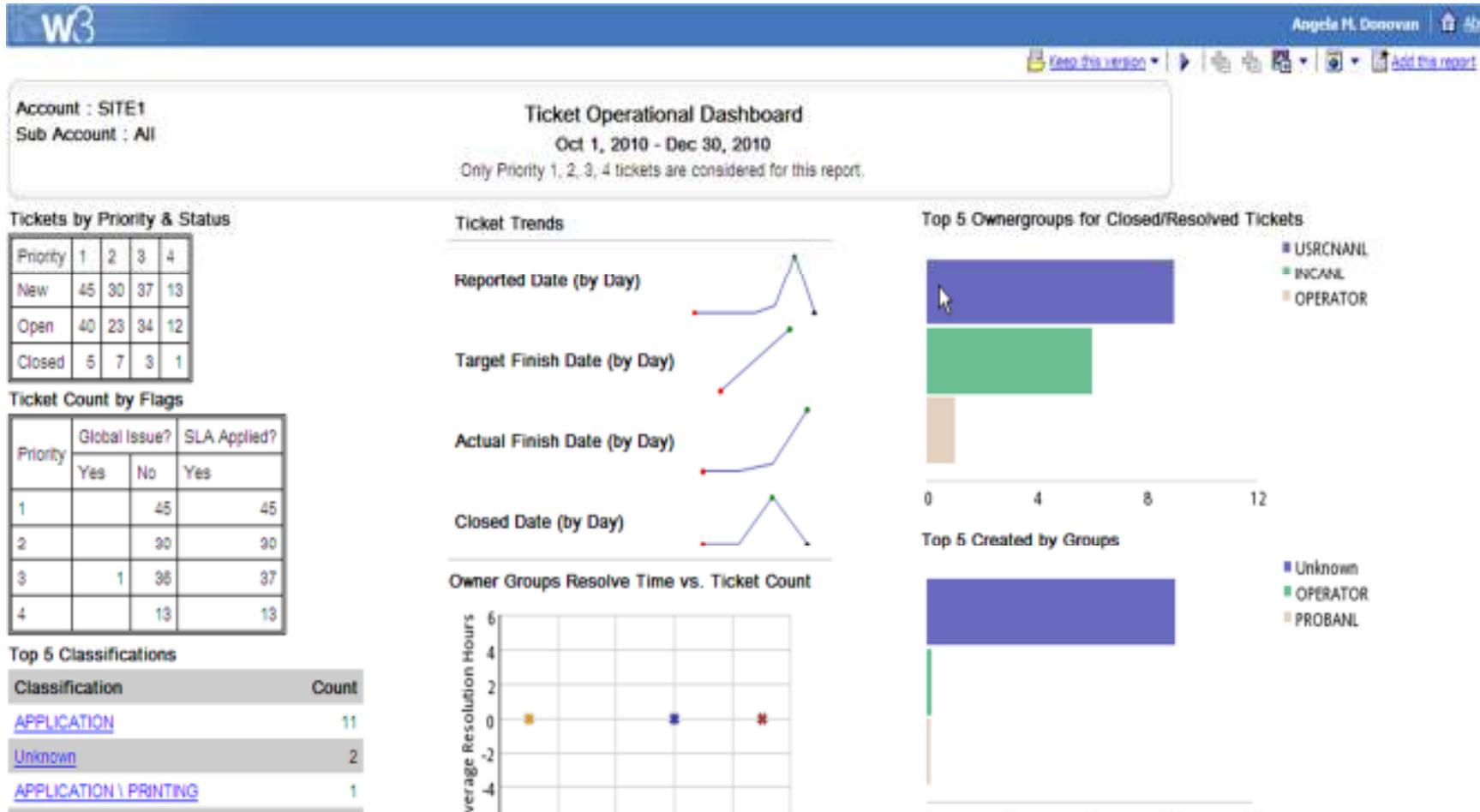


Ticket reports list

Ticket reports contain data for service request, incident and problem

- Dashboards
 - Ticket Operational Dashboard
- Operational Reports
 - Ticket Analysis
 - Daily Operations Details
 - Open Tickets Summary
 - Open Tickets Details
 - Priority 1 and 2 Tickets
 - Ticket Aging List
 - Ticket Summary List
 - Ticket Past Target Date
 - Queue Hopping Report
 - Ticket Priority Percentage
- Related Records Reports
 - Related Records List
 - Tickets with No Related Records
 - SR's – Related Changes & Tasks
- Classification Reports
 - Classification Report
 - Classification Hierarchy
 - Security Related Tickets
- Group Reports
 - Owner Group List
 - Person List

Ticket Operational Dashboard



Ticket Analysis

Account : SITE1
Ticket Analysis
Ticket Class : All

Sub Account : All
Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010)
Status : All

Ticket Detail :

Sub Account	Class	Ticket	Summary	Status	Organization	Reported Date	Affected Date	Actual Start	Actual Contact	Actual Finish
CUSTOMER1	INCIDENT	IN10255178	test	INPROG	ORG1	Oct 10, 2010 6:39:41 AM	Oct 10, 2010 6:39:00 AM	Oct 10, 2010 6:40:05 AM		
		IN10287194	test 1	INPROG	ORG1	Oct 19, 2010 6:49:10 PM	Oct 19, 2010 6:49:00 PM	Oct 19, 2010 6:53:38 PM		
		IN10287360	Creating 100 Tickets	NEW	ORG1	Oct 19, 2010 7:37:11 PM	Oct 19, 2010 7:37:00 PM			
		IN10287372	test	QUEUED	ORG1	Oct 19, 2010 7:39:37 PM	Oct 19, 2010 7:39:00 PM			
		IN10287390	Creating 101 Tickets	NEW	ORG1	Oct 19, 2010 7:43:46 PM	Oct 19, 2010 7:43:00 PM			
		IN10287403	Creating 102 Tickets	NEW	ORG1	Oct 19, 2010 7:47:37 PM	Oct 19, 2010 7:47:00 PM			
		IN10289310	Creating Ticket 001	NEW	ORG1	Oct 20, 2010 12:00:23 PM	Oct 20, 2010 12:00:00 PM			
		IN10289332	Creating	NEW	ORG1	Oct 20, 2010 12:06:40 PM	Oct 20, 2010 12:06:00 PM			

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Daily Operations Details

W3
Angela H. Donovan

Account : SITE1
Sub Account : All

Daily Operations Details
Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010)

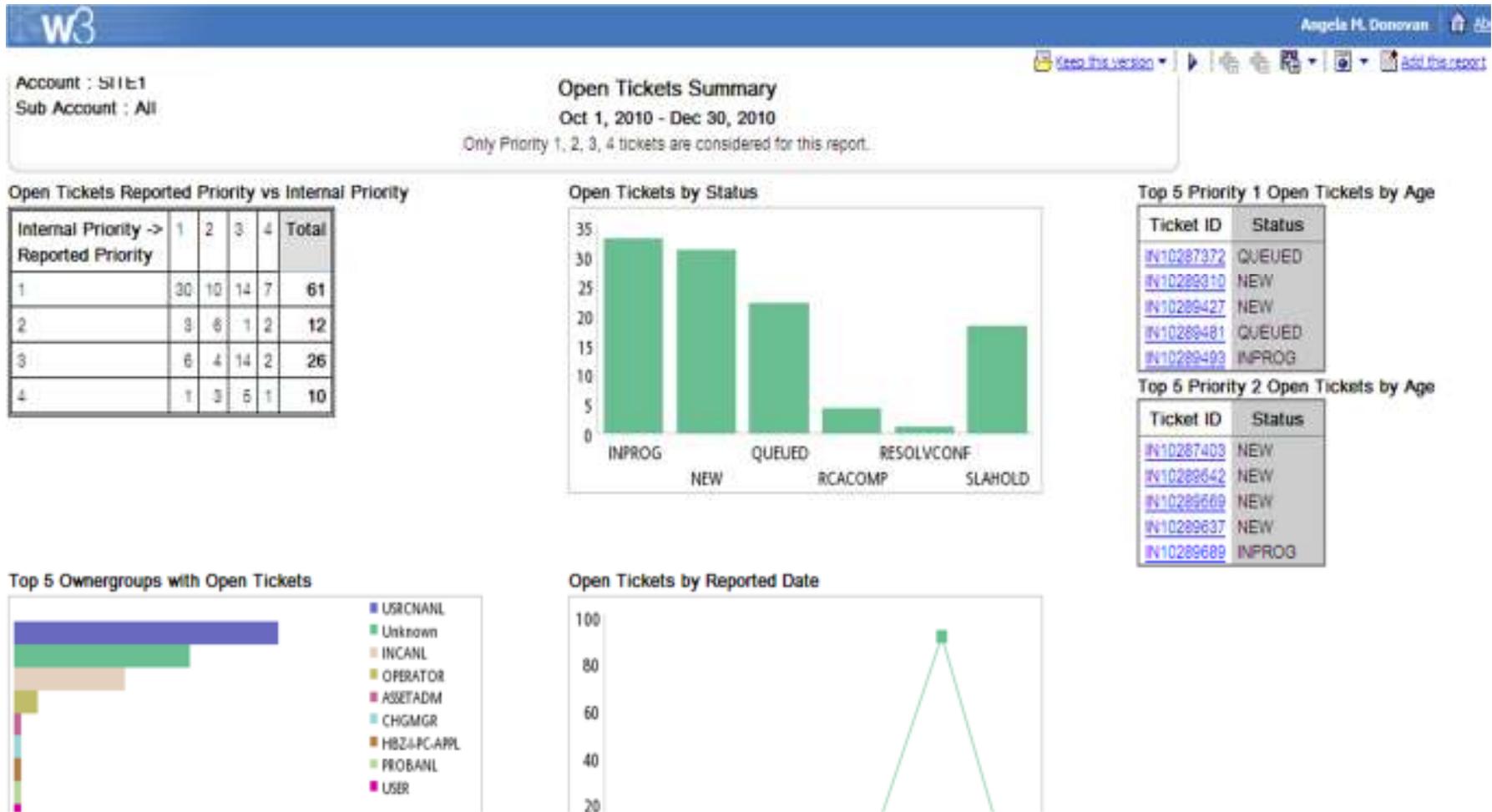
Ticket Class : All
Total Tickets : 155

Customer	Owner Group	Ticket ID	Internal Priority	Status	Reported Date	Summary	Resolution Description
CUSTOMER1	ASSETADM	IN10289732	1	QUEUED	Oct 19, 2010 7:39:37 PM	APPLICATION	
	CHGMGR	IN10289738	2	SLAHOLD	Oct 20, 2010 1:41:21 PM	APPLICATION	
	HBZ-PC-APPL	SR11132620	3	QUEUED	Oct 19, 2010 8:44:04 PM	APPLICATION \ PRINTING	
	INCANL	IN10289481	1	QUEUED	Oct 20, 2010 12:48:24 PM	APPLICATION	
		IN10289493	1	INPROG	Oct 20, 2010 12:49:04 PM	APPLICATION	
		IN10289513	1	CLOSED	Oct 20, 2010 12:52:40 PM	APPLICATION	
		IN10289521	1	SLAHOLD	Oct 20, 2010 12:55:38 PM	APPLICATION	
		IN10289529	1	INPROG	Oct 20, 2010 12:56:59 PM	APPLICATION	
		IN10289544	1	INPROG	Oct 20, 2010 12:58:34 PM	APPLICATION	
		IN10289552	1	CLOSED	Oct 20, 2010 1:00:37 PM	APPLICATION	
		IN10289559	1	SLAHOLD	Oct 20, 2010 1:02:31 PM	APPLICATION	
		IN10289582	1	INPROG	Oct 20, 2010 1:08:25 PM	APPLICATION	
		IN10289591	1	INPROG	Oct 20, 2010 1:09:37 PM	APPLICATION	
		IN10289613	1	SLAHOLD	Oct 20, 2010 1:14:37 PM	APPLICATION	
		IN10289741	1	INPROG	Oct 20, 2010 1:42:55 PM	APPLICATION	
IN10289601	2	CLOSED	Oct 20, 2010 1:12:10 PM	APPLICATION			
IN10289689	2	INPROG	Oct 20, 2010 1:28:53 PM	APPLICATION			

December 30, 2010 7:48:21 PM GMT
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Open Tickets Summary



Open Tickets Details

W3 Angela H. Donovan

Keep this version | Add this report

Account : SITE1
Sub Account : All

Open Tickets Details
Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010)

Customer	Class	Ticket	Status	Organization	Reported Date	Affected Date	Actual Start	Actual Contact	Actual Finish	Target
CUSTOMER1	INCIDENT	IN10256178	INPROG	ORG1	Oct 10, 2010 6:39:41 AM	Oct 10, 2010 6:39:00 AM	Oct 10, 2010 6:40:05 AM			
		IN10287194	INPROG	ORG1	Oct 19, 2010 6:49:10 PM	Oct 19, 2010 6:49:00 PM	Oct 19, 2010 6:53:38 PM			
		IN10287360	NEW	ORG1	Oct 19, 2010 7:37:11 PM	Oct 19, 2010 7:37:00 PM				
		IN10287372	QUEUED	ORG1	Oct 19, 2010 7:39:37 PM	Oct 19, 2010 7:39:00 PM				
		IN10287390	NEW	ORG1	Oct 19, 2010 7:43:48 PM	Oct 19, 2010 7:43:00 PM				
		IN10287403	NEW	ORG1	Oct 19, 2010 7:47:37 PM	Oct 19, 2010 7:47:00 PM				
		IN10289910	NEW	ORG1	Oct 20, 2010 12:00:23 PM	Oct 20, 2010 12:00:00 PM				
		IN10289932	NEW	ORG1	Oct 20, 2010 12:06:40 PM	Oct 20, 2010 12:06:00 PM				
		IN10289946	NEW	ORG1	Oct 20, 2010 12:09:04 PM	Oct 20, 2010 12:09:00 PM				

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Priority 1 and 2 Tickets

w3
Angela H. Donovan

Account : SITE1
Sub Account : All

Priority 1 & 2 Tickets

Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010)

Ticket Class : All
Total Tickets : 75

Internal Priority	Owner Group	Reported Date	Ticket ID	Status	Summary	Resolution Description
1	ASSETADM	Oct 19, 2010 7:30:37 PM	IN10287372	QUEUED	APPLICATION	
	INCANL	Oct 20, 2010 12:45:24 PM	IN10289481	QUEUED	APPLICATION	
		Oct 20, 2010 12:49:04 PM	IN10289493	INPROG	APPLICATION	
		Oct 20, 2010 12:52:40 PM	IN10289513	CLOSED	APPLICATION	
		Oct 20, 2010 12:55:36 PM	IN10289521	SLAHOLD	APPLICATION	
		Oct 20, 2010 12:56:59 PM	IN10289529	INPROG	APPLICATION	
		Oct 20, 2010 12:58:34 PM	IN10289544	INPROG	APPLICATION	
		Oct 20, 2010 1:00:37 PM	IN10289552	CLOSED	APPLICATION	
		Oct 20, 2010 1:02:31 PM	IN10289569	SLAHOLD	APPLICATION	
		Oct 20, 2010 1:08:25 PM	IN10289582	INPROG	APPLICATION	
		Oct 20, 2010 1:08:37 PM	IN10289591	INPROG	APPLICATION	
		Oct 20, 2010 1:14:37 PM	IN10289613	SLAHOLD	APPLICATION	
		Oct 20, 2010 1:16:12 PM	IN10289622	INPROG	APPLICATION	
		Oct 20, 2010 1:27:10 PM	IN10289682	SLAHOLD	APPLICATION	
		Oct 20, 2010 1:30:56 PM	IN10289694	INPROG	APPLICATION	
		Oct 20, 2010 1:20:48 PM	SR11137065	QUEUED	APPLICATION	
		Oct 20, 2010 1:34:54 PM	PR10083216	QUEUED	APPLICATION	

December 30, 2010 7:54:23 PM GMT
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IBM

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Ticket Aging List

W3 Angela H. Donovan

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Account : SITE1 **Ticket Aging List** Ticket Class : All
 Sub Account : All Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010) Status : All

Sub Account	Age	Ticket	Internal Priority	Reported Priority	Class	Status	Reported Date	Actual Start	Actual Finish	Target Resolution
CUSTOMER1	0 Days	IN10289513	1	1	INCIDENT	CLOSED	Oct 20, 2010 12:52:40 PM	Oct 20, 2010 12:53:44 PM	Oct 20, 2010 12:54:56 PM	Oct 21, 2010 12:52:00 PM
		IN10289552	1	1	INCIDENT	CLOSED	Oct 20, 2010 1:00:37 PM	Oct 20, 2010 1:01:54 PM	Oct 20, 2010 1:02:15 PM	Oct 21, 2010 1:00:00 PM
		IN10289601	2	1	INCIDENT	CLOSED	Oct 20, 2010 1:12:10 PM	Oct 20, 2010 1:13:58 PM	Oct 20, 2010 1:14:17 PM	
		IN10289658	3	2	INCIDENT	CLOSED	Oct 20, 2010 1:22:49 PM	Oct 20, 2010 1:26:16 PM	Oct 20, 2010 1:26:34 PM	
		IN10289727	3	3	INCIDENT	CLOSED	Oct 20, 2010 1:39:02 PM	Oct 20, 2010 1:40:31 PM	Oct 20, 2010 1:41:02 PM	
		IN10289759	2	2	INCIDENT	CLOSED	Oct 20, 2010 1:46:06 PM	Oct 20, 2010 1:47:10 PM	Oct 20, 2010 1:47:17 PM	
		IN10451184	3	3	INCIDENT	CLOSED	Dec 13, 2010 9:25:20 PM	Dec 13, 2010 9:26:30 PM	Dec 13, 2010 9:27:46 PM	
		PR10003217	2	4	PROBLEM	RESOLVED	Oct 20, 2010 1:40:30 PM	Oct 20, 2010 1:41:34 PM	Oct 20, 2010 1:44:20 PM	
		PR10003228	1	2	PROBLEM	RCACOMP	Oct 20, 2010 4:20:21 PM	Oct 20, 2010 4:21:20 PM	Oct 20, 2010 4:22:00 PM	
		PR10003230	3	4	PROBLEM	RCACOMP	Oct 20, 2010 4:32:03 PM	Oct 20, 2010 4:34:00 PM	Oct 20, 2010 4:34:39 PM	
		PR10003239	2	4	PROBLEM	RCACOMP	Oct 20, 2010 4:43:37 PM	Oct 20, 2010 4:44:46 PM	Oct 20, 2010 4:45:39 PM	
		PR10003245	4	2	PROBLEM	RCACOMP	Oct 20, 2010 4:51:58 PM	Oct 20, 2010 4:52:51 PM	Oct 20, 2010 4:53:23 PM	
		SR11051503			SR	QUEUED	Oct 8, 2010 1:02:21 AM	Oct 8, 2010 1:03:10 AM	Oct 8, 2010 1:03:27 AM	
		SR11057878			SR	QUEUED	Oct 8, 2010 6:13:27 PM	Oct 8, 2010 6:14:17 PM	Oct 8, 2010 6:14:34 PM	
		SR11058447	2	2	SR	QUEUED	Oct 8, 2010 8:29:47 PM	Oct 8, 2010 8:36:30 PM	Oct 8, 2010 8:37:00 PM	

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Ticket Summary List

Keep this version | | | |

Ticket Volume Summary Report
Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010)

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Ticket Class	Ticket Status	Owner Group	Owner	Internal Priority	# of Tickets
INCIDENT	CLOSED	INCANL	INCANL	1	2
		INCANL	INCANL	2	2
		INCANL	INCANL	3	2
		OPERATOR	FFMORGAN@US.IBM.COM	3	1
	INPROG	INCANL	INCANL	1	8
		OPERATOR	FFMORGAN@US.IBM.COM	3	3
		INCANL	INCANL	2	3
	NEW	INCANL	INCANL	3	2
			UNKNOWN	1	9
			UNKNOWN	3	7
			UNKNOWN		6
			UNKNOWN	4	6
	QUEUED		UNKNOWN	2	4
		ASSETADM	UNKNOWN	1	1
		INCANL	UNKNOWN	1	1
		INCANL	UNKNOWN	2	1
	CHGMGR	UNKNOWN	2	1	
PROBLEM	INPROG	USRCNANL	DHSP@BR.IBM.CUS	2	7
		USRCNANL	DHSP@BR.IBM.CUS	1	1
		USRCNANL	DHSP@BR.IBM.CUS	3	1
		OPERATOR	FFMORGAN@US.IBM.COM		1
		PROBANL	JDUCLD@BR.IBM.CUS	3	1
	QUEUED	USRCNANL	UNKNOWN	3	4
		USRCNANL	UNKNOWN	1	2
	RCACOMP	USRCNANL	DHSP@BR.IBM.CUS	1	1
		USRCNANL	DHSP@BR.IBM.CUS	2	1
		USRCNANL	DHSP@BR.IBM.CUS	3	1
		USRCNANL	DHSP@BR.IBM.CUS	4	1
		OPERATOR	FFMORGAN@US.IBM.COM		1
	REJECTED	USRCNANL	UNKNOWN		1
	RESOLVED	USRCNANL	DHSP@BR.IBM.CUS	2	1
	SLAHOLD	USRCNANL	DHSP@BR.IBM.CUS	3	2
		USRCNANL	DHSP@BR.IBM.CUS	1	1



Ticket Past Target Date

Sub Account	Class	Age	Ticket ID	Summary	Internal Priority	Reported Priority	Status	Reported Date	Actual Start	Actual Finish	Target Start
CUS1	INCIDENT	900	HA10000051	TEST CASE 21	5		QUEUED	Feb 2, 2011 8:55:10 AM	Feb 2, 2011 9:20:02 AM		Feb 2, 2011 9:08:10 AM
		901	HA10000248	Network Printer Paper Jam	5		RESOLVED	Feb 10, 2011 1:08:47 PM	Feb 9, 2012 7:23:07 AM	Apr 3, 2012 8:58:31 AM	Feb 10, 2011 1:20:47 PM
		906	HA10014	Server Hardware Installation	8		CLOSED	Oct 21, 2010 12:07:48 PM	Nov 28, 2011 8:01:49 PM	Apr 2, 2012 9:01:58 AM	
		987	HA1000081	needs rd of replaced	2		RESOLVED	Feb 14, 2011 2:58:11 PM	Feb 9, 2012 7:23:08 AM	Apr 3, 2012 8:58:32 AM	Feb 14, 2011 3:10:11 PM
		468	HA10001027	cannot access XXXX application	8		RESOLVED	Feb 21, 2011 12:29:04 PM	Feb 9, 2012 7:20:09 AM	Apr 3, 2012 8:07:40 AM	
			HA10001030	testing	8		CURVED	Feb 21, 2011 12:07:57 PM	Feb 9, 2012 7:20:03 AM	Apr 3, 2012 8:58:11 AM	
			HA10001031	testing	8		RESOLVED	Feb 21, 2011 1:12:43 PM	Feb 9, 2012 7:20:04 AM	Apr 3, 2012 8:58:48 AM	
		971	HA10000141	cannot connect to internet	4		RESOLVED	Jun 9, 2011 8:54:14 AM	Jun 9, 2011 8:54:40 AM	Apr 3, 2012 8:58:20 AM	
			HA10000180	cannot connect to internet	4		RESOLVED	Jun 9, 2011 1:02:02 PM	Jun 9, 2011 1:13:56 PM	Apr 3, 2012 8:58:53 AM	
		972	HA10002790	Fail	2	1	CLOSED	May 26, 2011 1:42:46 PM	Aug 24, 2011 10:12:39 AM	Feb 21, 2012 8:10:50 PM	May 26, 2011 2:42:46 PM
		112	HA10008178	test sat case 6:001	5		INPROG	Mar 5, 2012 11:50:28 AM	Mar 5, 2012 11:58:07 AM		Mar 5, 2012 11:58:14 AM
		22	HA10000080	computer dead	5		CLOSED	Dec 17, 2010 8:18:02 PM	Dec 17, 2010 8:28:23 PM	Jan 9, 2011 8:08:13 PM	
			HA10000081	First test ticket	5	2	CLOSED	Jan 9, 2011 8:48:08 AM	Jan 9, 2011 8:58:58 AM	Feb 7, 2011 8:28:23 AM	
			HA10000190	unable to send emails	5		CLOSED	Jan 24, 2011 12:43:30 PM	Jan 24, 2011 12:49:01 PM	Jan 24, 2011 1:01:32 PM	
			HA10000247	Application issue	5		CLOSED	Jan 27, 2011 1:58:03 PM	Aug 15, 2011 8:14:10 AM	Apr 2, 2012 10:20:04 AM	
			HA10000088	No network connectivity available for A-Block of Building C	5	1	CLOSED	Feb 1, 2011 8:47:25 AM	Feb 7, 2011 8:18:18 AM	Feb 7, 2011 8:28:27 AM	
			HA10000089	Unable to login	5		CLOSED	Feb 4, 2011 8:40:16 AM		Apr 2, 2012 10:40:43 AM	
			HA10000424	No network connectivity is available for A-Block of Building C	5	1	CLOSED	Feb 7, 2011 8:15:01 AM	Feb 7, 2011 8:22:57 AM	Feb 7, 2011 8:24:24 AM	
			HA10000425	No network in Building C	5	2	CLOSED	Feb 7, 2011 8:17:44 AM	Feb 16, 2011 6:30:47 AM	Feb 16, 2011 6:39:57 AM	
			HA10000448	Test Installation of SAP updates	5		CLOSED	Feb 7, 2011 2:38:58 PM	Feb 7, 2011 2:42:48 PM	Apr 2, 2012 10:54:18 AM	

Queue Hopping Report

Account :
Queue Hopping
Class : All

Sub Account :
Date Choice - Reported Date (Nov 1, 2011 - Nov 30, 2011)
Status : All

Reassignment Threshold :

Top 5 Classifications that Exceeded the Reassignment Threshold			
Classification	# of Tickets that Exceeded Threshold	Total Tickets	% of Total Tickets
Hardware \ Hardware Printer	7	104	6.73%
Hardware \ Hardware Server	5	456	1.32%
Application \ Workday	5	161	3.31%
Hardware \ Hardware Printer \ LEXMARK \ ERROR	4	41	9.76%
Application \ Lotus Notes \ Access	3	231	1.30%
Software \ CANADIAN \ AWD	3	48	6.25%
Software \ OPERATING_SYS \ WINDOWS_XP	3	263	1.19%
Telecomms \ Office Phone \ VOIP	3	415	0.72%

Click on the Classification to see a trend for that Classification. Click on the Number of Tickets that Exceeded Threshold to see ticket details.

[View Complete List](#)

Top 5 OwnerGroups that Exceeded the Reassignment Threshold			
Owner Group	# of Tickets that Exceeded Threshold	Total Tickets	% of Total Tickets
I\MLF-HELPOSK	21	10,763	0.20%
V\MLF-MA/DESK	21	2,903	0.91%
I\MLF-PRINTING	10	41	24.39%
O\MLF-CIS_INFOSVC	9	648	1.39%
I\MLF-X_XBORDER	7	137	5.11%

Click on the owner group to see a trend for that owner group. Click on the Number of Tickets that Exceeded Threshold to see ticket details.

[View Complete List](#)

Queue Hopping 3-month Trend

(click in the chart to view the list of tickets)

[View 12 Month Trend](#)

Queue Hopping by Priority

(click in the chart to view the list of tickets)

December 2, 2011 3:54:58 PM GMT
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Ticket Priority Percentage

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Account : NASP Priority Percentage Ticket Class : All
 Sub Account : CUS1 Date Choice - Reported Date (Jan 1, 2008 - Jun 25, 2012) Status : All

		Internal Priority				Total Percentage Per Status
		Priority 1	Priority 2	Priority 3	Priority 4	
Status	CANCELLED	4%	1%	3%	12%	20%
	CLOSED	3%	1%	3%	8%	16%
	INPROG	1%	0%	2%	3%	6%
	QUEUED	1%	0%	3%	8%	12%
	RESOLVED	8%	1%	6%	27%	43%
	NEW	0%	0%	1%	1%	3%
	PENDING	0%	0%	0%	0%	0%
	SLAHOLD	0%	0%	0%	0%	0%
	RESOLVCONF	0%	0%	0%	0%	0%
Total Percentage Per Priority		18%	4%	18%	60%	100%

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June 25, 2012 1:22:15 PM GMT © Copyright IBM Corp. 2010 All Rights Reserved

Related Records List

w3 Angela H. Do							
Account : SITE1 Sub Account : All							
Related Records List Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010)							
Ticket Class : All Related Class : All WO Class : CHANGE							
Relate Type	Sub Account	Ticket ID	Related Record Ticket	Ticket Class	Related Class	Reported Date	Summary
FOLLOWUP	CUSTOMER1	SR11466979	IN10451262	SR	INCIDENT	Dec 13, 2010 9:49:55 PM	test
		SR11466840	IN10451201	SR	INCIDENT	Dec 13, 2010 9:29:32 PM	test
		SR11466840	IN10451204	SR	INCIDENT	Dec 13, 2010 9:29:32 PM	test
		SR11240922	IN10451198	SR	INCIDENT	Nov 7, 2010 7:44:13 AM	test
		SR11240922	IN10451199	SR	INCIDENT	Nov 7, 2010 7:44:13 AM	test
		SR11107066	IN10289662	SR	INCIDENT	Oct 20, 2010 1:20:48 PM	Creating Ticket 025
		SR11136924	IN10289637	SR	INCIDENT	Oct 20, 2010 1:17:12 PM	Creating Ticket 023
		SR11136842	IN10289624	SR	INCIDENT	Oct 20, 2010 1:15:28 PM	Creating Ticket 022
		SR11136786	IN10289619	SR	INCIDENT	Oct 20, 2010 1:14:28 PM	Creating Ticket 021
		SR11136686	IN10289610	SR	INCIDENT	Oct 20, 2010 1:13:04 PM	Creating Ticket 020
		SR11136639	IN10289603	SR	INCIDENT	Oct 20, 2010 1:11:33 PM	Creating Ticket 019
		SR11136369	IN10289599	SR	INCIDENT	Oct 20, 2010 1:10:14 PM	Creating Ticket 018
		SR11136309	IN10289594	SR	INCIDENT	Oct 20, 2010 1:08:00 PM	Creating Ticket 017
		SR11136299	IN10289581	SR	INCIDENT	Oct 20, 2010 1:06:17 PM	Creating Ticket 016
		SR11136282	IN10289576	SR	INCIDENT	Oct 20, 2010 1:04:00 PM	Creating Ticket 015
		SR11136267	IN10289569	SR	INCIDENT	Oct 20, 2010 1:02:07 PM	Creating Ticket 014
		SR11136254	IN10289566	SR	INCIDENT	Oct 20, 2010 1:00:32 PM	Creating Ticket 013
		SR11135975	IN10289434	SR	INCIDENT	Oct 20, 2010 12:26:44 PM	Creating Ticket 008
SR11135968	IN10289427	SR	INCIDENT	Oct 20, 2010 12:24:23 PM	Creating Ticket 007		

Tickets with No Related Records

Account : SITE1
Sub Account : All

Tickets With No Related Records
Date Choice - Reported Date (Oct 1, 2008 - Feb 23, 2011)

Ticket Class : All
Status : All

Sub Account	Class	Ticket ID	Reported Date	Created Date	Summary	Status	Internal Priority	Classification ID	Classification Desc	Owner
CUSTOMER1	INCIDENT	IN10000142	Oct 29, 2009 6:08:08 PM	Oct 29, 2009 6:08:08 PM	Application errors - Notes	QUEUED	3	21010000	APPLICATION	OPERAT
	INCIDENT	IN10016296	Mar 11, 2010 6:17:20 PM	Mar 11, 2010 6:17:21 PM	test ticket from EnVision. Please ignore , any questions please contact viviani@us.ibm.com	CLOSED	3	21040700	HARDWARE \ SERVER HARDWARE	OPERAT
	INCIDENT	IN10126394	Aug 1, 2010 2:56:01 PM	Aug 1, 2010 2:56:01 PM	test emails	INPROG	4	21010000	APPLICATION	CUSTOM GRP
	INCIDENT	IN10126396	Aug 1, 2010 3:01:53 PM	Aug 1, 2010 3:01:53 PM	laptop issue	INPROG	4	21010000	APPLICATION	CUSTOM GRP
	INCIDENT	IN10132930	Aug 5, 2010 5:41:19 AM	Aug 5, 2010 5:41:19 AM	Laptop issue - broken	CLOSED	3	21010000	APPLICATION	OPERAT
	INCIDENT	IN10296178	Oct 10, 2010 6:39:41 AM	Oct 10, 2010 6:39:41 AM	test	INPROG	3	21010000	APPLICATION	OPERAT
	INCIDENT	IN10287972	Oct 19, 2010 7:39:37 PM	Oct 19, 2010 7:39:37 PM	test	QUEUED	1	21010000	APPLICATION	ASSETA
	INCIDENT	IN10339097	Nov 7, 2010 7:17:59 AM	Nov 7, 2010 7:17:59 AM	Test	INPROG	3	21010000	APPLICATION	OPERAT
	INCIDENT	IN10524837	Jan 10, 2011 10:27:49 AM	Jan 10, 2011 10:27:49 AM	test	QUEUED	1	21040101	HARDWARE \ DESKTOP	ASSETA

SR's – Related Changes & Tasks

Account : IASP
Sub Account: AE

Service Request, Related Change and task
Date Choice - Reported Date (Jan 1, 2009 - Nov 7, 2011)

Ticket Class : SR
Related Record Class : Change

SR Number	SR Summary	SR Classification	SR Creation date and time	SR Reported Date	SR Reported By	SR Affected Person	SR Created By	SR Owner Group	SR Assign
PC10388008				Apr 6, 2011 8:43:44 PM	ELIV@US.IBM.COM	ELIV@US.IBM.COM			
PC10388011				Apr 11, 2011 8:39:34 PM	BSMITH2@US.IBM.COM	BSMITH2@US.IBM.COM			
PC10388012				Apr 28, 2011 8:31:17 PM	BSMITH2@US.IBM.COM	BSMITH2@US.IBM.COM			
PC10388033				May 23, 2011 7:52:11 PM	HANSARAM@US.IBM.COM	HANSARAM@US.IBM.COM			
PC10388026				Jun 20, 2011 2:13:21 PM	HW57@MILLERCORP.COM	HW57@MILLERCORP.COM			

Classification Report

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Account : SITE1
Sub Account : All
Classification Report
Ticket Class: All

Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010)

Sub Account	Classification Description	Ticket	Classification Level 1	Classification Level 2	Classification Level 3	Classification Level 4	Summary	Status	Interr Prio
CUSTOMER1	APPLICATION	SR11544654	APPLICATION	Not Set	Not Set	Not Set	test	QUEUED	2
		IN10451222	APPLICATION	Not Set	Not Set	Not Set	test	INPROG	3
		IN10451184	APPLICATION	Not Set	Not Set	Not Set	test	CLOSED	3
		IN10339097	APPLICATION	Not Set	Not Set	Not Set	Test	INPROG	3
		PR10003245	APPLICATION	Not Set	Not Set	Not Set	Creating Problem 024	RCACOMP	4
		PR10003241	APPLICATION	Not Set	Not Set	Not Set	Creating Problem 021	QUEUED	3
		PR10003239	APPLICATION	Not Set	Not Set	Not Set	Creating Problem 019	RCACOMP	2
		PR10003231	APPLICATION	Not Set	Not Set	Not Set	Creating	INPROG	2

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Classification Hierarchy

w3
Angela H. Donovan

Account : SITE1
Sub Account : All
Classification Hierarchy
Date Choice - Reported Date (Oct 1, 2010 - Dec 30, 2010)
Ticket Class: All

Sub Account	Classification Level 1	Classification Level 2	Classification Level 3	Classification Level 4	Ticket Count	
CUSTOMER1	APPLICATION	Not Set	Not Set	Not Set	65	
		PRINTING	Not Set	Not Set	4	
	AUDIO VISUAL	Not Set	Not Set	Not Set	1	
		SCREEN	Not Working	Not Set	18	
			PowerSupply	Not Set	2	
			Quality Issue	Not Set	10	
		TV	Not Working	Not Set	103	
			Quality Issue	Not Set	18	
	HARDWARE	DESKTOP HARDWARE	Accessory	Not Set	1	
			Adaptor	Not Set	1	
			Cable	Not Set	2	
			Card	Not Set	1	
			HANDHELD HARDWARE	Battery	Not Set	102
		LAPTOP HARDWARE	Accessory	Not Set	103	
Adaptor			Not Set	93		
MEDIA HARDWARE		Cartridge	Not Set	102		
		Tape	Not Set	1		
		NETWORKS	CONNECTIVITY	Dial Up	Not Set	18
			Fax	Not Set	10	
Not Set	Not Set	Not Set	Not Set	43		

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Security Related Tickets

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Account : SITE1 Security Related Tickets Ticket Class: All
Sub Account : All Date Choice - Reported Date (Oct 1, 2008 - Dec 30, 2010)

These are the classifications available in this report -

- SECURITY
- SECURITY \ ACCESS
- SECURITY \ ACCESS \ Add
- SECURITY \ ACCESS \ Delete
- SECURITY \ ACCESS \ Modify
- SECURITY \ ACCESS \ Suspend
- SECURITY \ PASSWORD
- SECURITY \ PASSWORD \ Forgotten
- SECURITY \ PASSWORD \ Locked
- SECURITY \ PASSWORD \ Synchronisation

For custom classifications please use "Classification Hierarchy Report" from the GSMRT Lite Dashboard .

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Owner Group List

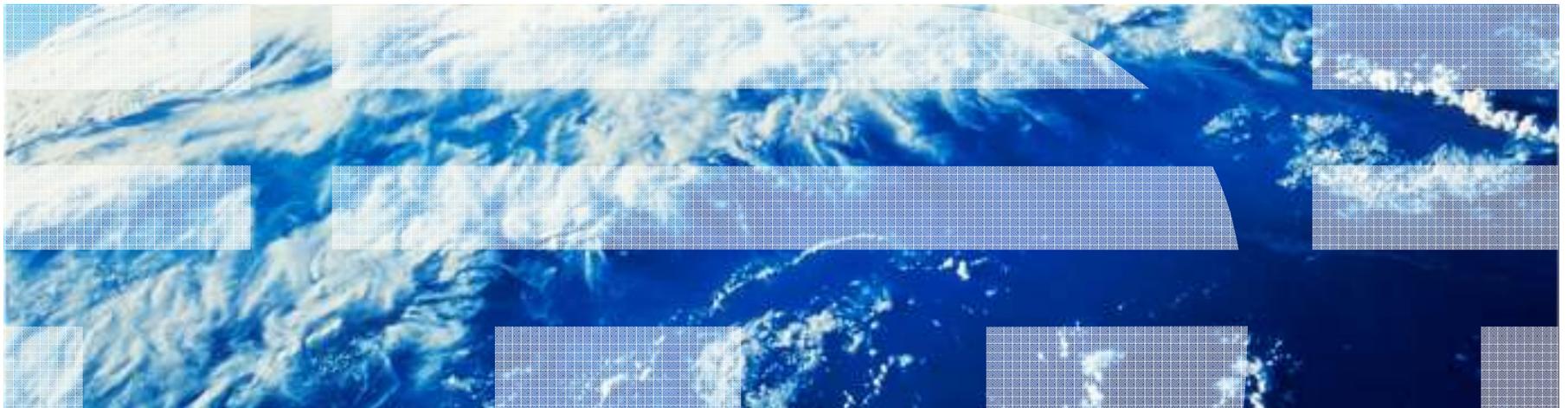
w3										
Owner Group List										
Sub Account	Status	Group ID	Group Description	User ID	User First Name	User Last Name	Group Leader - Y or N	Default Group Name	User Phone	User Email
CUSTOMER1	ACTIVE	CUSTOMER1-GRP	Customer1 Perm Group	CPHELAN@US.IBM.COM	Cindy	Phelan	No		123 456 7890	cphelan@us.ibm.com
	ACTIVE	PROBANL	Problem Analyst Group	DCLOVE@US.IBM.CUS	Doug	Love	No		NA	dclove@us.ibm.com
	ACTIVE	USRCNANL	User Contact Analyst Group	DCLOVE@US.IBM.CUS	Doug	Love	No		NA	dclove@us.ibm.com
	ACTIVE	PROBANL	Problem Analyst Group	DHSP@BR.IBM.COM	Daniel	Poco	No		na	dhs@br.ibm.com
	ACTIVE	USRCNANL	User Contact Analyst Group	DHSP@BR.IBM.COM	Daniel	Poco	No		na	dhs@br.ibm.com
	ACTIVE	CUSTOMER1-GRP	Customer1 Perm Group	DERKS@US.IBM.COM	Stephanie	Dierks	No		123456789-123456789	DERKS@US.IBM.COM
	ACTIVE	OPERATOR	Operator / Administrator Group	FABIANCUST1	Fabian	Customer1	No		612 286 7652	fmorgan@us.ibm.com
	ACTIVE	PROBANL	Problem Analyst Group	FCARLOSS@US.IBM.CUS	Francisco	Carlos da Silva	No		na	fcarloss@br.ibm.com
	ACTIVE	USRCNANL	User Contact Analyst Group	FCARLOSS@US.IBM.CUS	Francisco	Carlos da Silva	No		na	fcarloss@br.ibm.com
	ACTIVE	OPERATOR	Operator / Administrator Group	FFMORGAN@US.IBM.COM	Fabian	Morgan	No	OPERATOR	123-111-1111	fmorgan@us.ibm.com
	ACTIVE	OPERATOR	Operator / Administrator Group	SWEAGLE@US.IBM.COM	Sarah	White Eagle	Yes		612 286 9216	sweagle@us.ibm.com
	ACTIVE	CUSTOMER1-GRP	Customer1 Perm Group	SWECUSTOMER1	Sarah	Customer1	Yes		111-222-3333	swe001@gmail.com
	ACTIVE	OPERATOR	Operator / Administrator Group	SWECUSTOMER1	Sarah	Customer1	No		111-222-3333	swe001@gmail.com
	ACTIVE	OPERATOR	Operator / Administrator Group	VAKULA@US.IBM.NAV	Venkat	Akula	No		1-908-463-4392	vakula@us.ibm.com
	ACTIVE	USRCNANL	User Contact Analyst Group	VAKULA@US.IBM.NAV	Venkat	Akula	No		1-908-463-4392	vakula@us.ibm.com

Person List

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 |
 |
 |

Person List										
Sub Account	User ID	User First Name	User Last Name	User Phone	User Email	Default Group Name	Group Leader - Y or N	Group ID	Group Description	Status
CUS1	ADONO11@EZE.TEST.COM	Angela	Donovan	720-396-6612	adono11@eze.test.com		No	I-CUS1-OWNERGROUP	Owner Group for CUS1	ACTIVE
	MPMCDON@EZE.TEST.COM	Maurice	McDonough	303-924-1963	mpmcdon@eze.test.com		No	I-CUS1-OWNERGROUP	Owner Group for CUS1	ACTIVE
	SWEAGLE.US.IBM.COM	Sarah White	Eagle	1-512-286-9215			No	I-MLF-AUTOM	Mainframe Automation Support	ACTIVE
	PMKCS1USR	PMKCS1USR	PMKCS1USR				Yes	PMKCS1GP	KCS1 PERSON GROUP	ACTIVE
	PMKCS2USR	PMKCS2USR	PMKCS2USR				Yes	PMKCS2GP	KCS2 PERSON GROUP	ACTIVE
	PMSCOAUSR	Operations	Analyst				Yes	PMSCOA	Operation analyst group	ACTIVE
	PMSCOSUSR	Operations	Specialist				Yes	PMSCOS	Operations Specialist	ACTIVE
	PMINCANALUSR	Incident	Analyst	(512) 612-9085	pmincanalusr@ibm.com					ACTIVE
	PMINCOOWNUSR	Incident	Owner	(512) 612-9086	pmincoownusr@ibm.com					ACTIVE
	PRESTON	William	Preston	(617) 484-9999	william.preston@emul.net					ACTIVE
	CLINTON	Jessie	Clinton	673-555-2678	jessie.clinton@eagle.com					ACTIVE
	EXT_S0	External	Service Desk							ACTIVE
	PMPRBADMUSR	Problem	Administrator	(512) 612-9087	pmprbadmusr@ibm.com					ACTIVE
	WALL	Sandra	Wall	(508) 332-0507	sandra.wall@emul.net					ACTIVE
	BATKAMB@US.IBM.COM	Batsira	Kambarami	111-111-1111	batkamb@us.ibm.com					ACTIVE
	CUS1-AFFECTEDACCOUNT	CUS1	AFFECTED ACCOUNT	NA						ACTIVE
	ALPANA KUMARI@I	Alpana	Kumari							ACTIVE

Work Order Reports

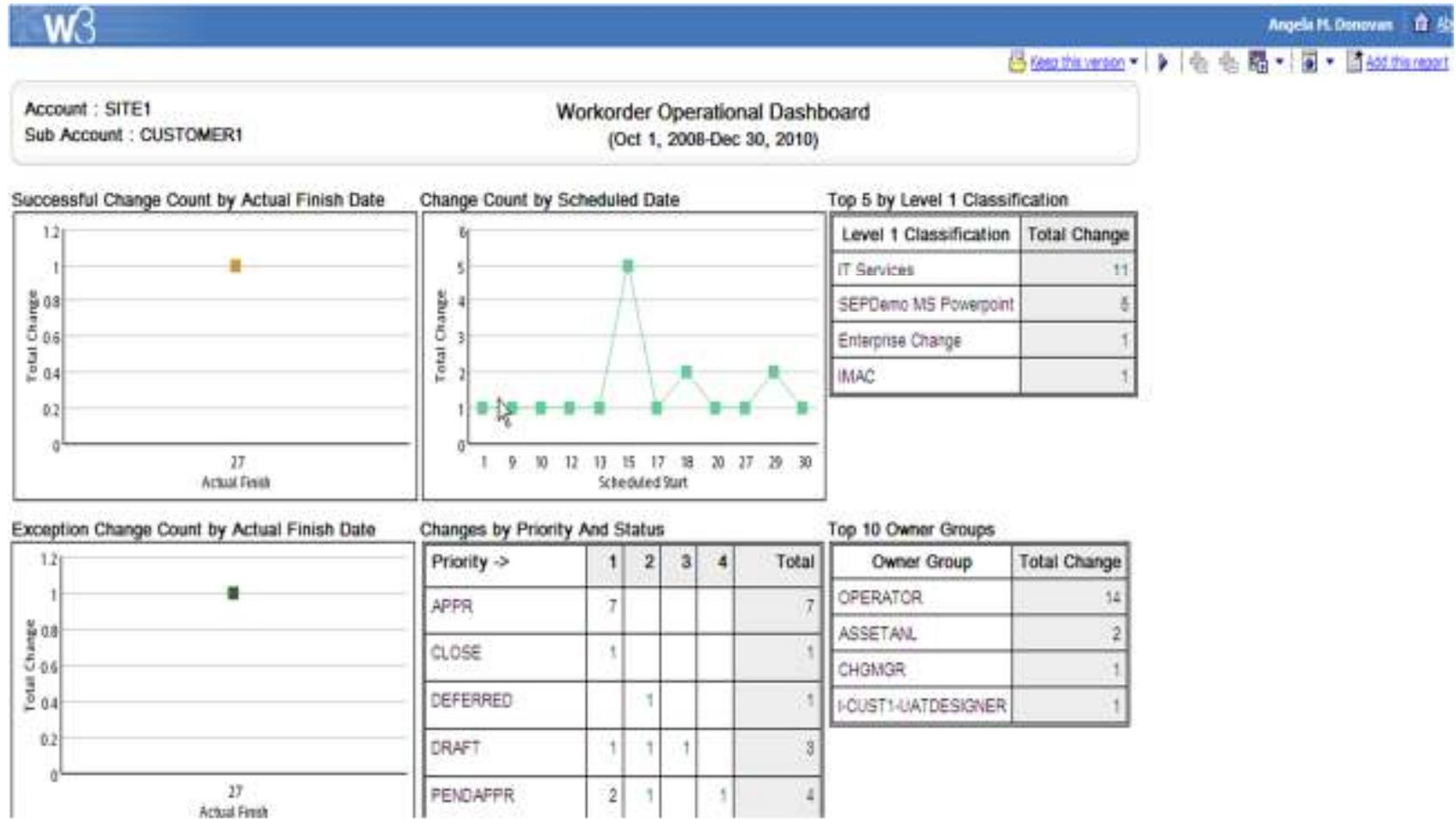


Work Order reports list

Work Order reports contain data for change and IMAC

- Dashboards
 - Work Order Operational Dashboard
- Operational Reports
 - Work Order Analysis
 - Work Order Summary
 - Related Records List
 - Classification Hierarchy
 - Operational Details
 - Change by Work Type
 - Past Due Scheduled Finish Date
- Change Queries
 - Scheduled Changes
 - Scheduled Changes Shortcuts
 - Today
 - Yesterday
 - Today + 30 days
 - Today + 7 days
 - Successful Changes
 - Failed Changes
 - Exception Changes
 - Multiday Pending Changes Report
 - Changes Multiple Assets Query Report
 - Change Approvals Query Report
 - Change Tasks Query Report

Work Order Operational Dashboard



Work Order Analysis

w3 Angela H. Donovan Home About									
Account : SITE1 Workorder Class : All									
Sub Account : CUSTOMER1 Date Choice - Scheduled Start (Oct 1, 2008-Dec 31, 2010)									
Sub Account	Organization	Workorder	Work Order Class	Assigned To	Owner Group	Created By	Created By Group	Status	Reported By
CUSTOMER1	ORG1	CH1023	CHANGE	CHGMGR	CHGMGR	ARUNARAJ@IN.IBM.COM		DRAFT	ARUNARAJ@IN.IBM.COM
	ORG1	CH1027	CHANGE	SWEAGLE@US.IBM.COM	OPERATOR	KARIA@US.IBM.COM		PENDAPPR	SWEAGLE@US.IBM.COM
	ORG1	CH1027	CHANGE	SWEAGLE@US.IBM.COM	OPERATOR	KARIA@US.IBM.COM		PENDAPPR	SWEAGLE@US.IBM.COM
	ORG1	CH1034	CHANGE	OPERATOR	OPERATOR	SURESHAMBATI@IN.IBM.COM		DEFERRED	SURESHAMBATI@IN.IBM.COM
	ORG1	CH1034	CHANGE	OPERATOR	OPERATOR	SURESHAMBATI@IN.IBM.COM		DEFERRED	SURESHAMBATI@IN.IBM.COM
	ORG1	CH1036	CHANGE	FFMORGAN@US.IBM.COM	OPERATOR	FFMORGAN@US.IBM.COM		DRAFT	FFMORGAN@US.IBM.COM

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Work Order Summary

W3 Angela M. Donovan

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Account : SITE1 **Work Order Summary** WD Class : All
 Sub Account : All Date Choice - Scheduled Start (Oct 1, 2008 - Feb 23, 2011) Status : All

WO Class	Work Order	Status	Classification	Scheduled Start	Summary	Detail
CHANGE	CH1023	DRAFT	IT Services	Jul 18, 2010 12:00:00 AM	test summary	
	CH1027	PENDAPPR	IT Services	Dec 9, 2009 12:16:00 PM	Test change notification	
	CH1034	DEFERRED	Enterprise Change \ Network \ NW-LAN	Dec 1, 2009 12:39:00 PM	testing	
	CH1036	DRAFT	IT Services	May 17, 2010 10:19:14 PM	upgrade server	
	CH1042	APPR	IT Services	Apr 10, 2010 4:51:51 PM	test	
	CH1044	CLOSE	IT Services	May 12, 2010 10:59:55 PM	test	
	CH1046	APPR	IT Services	May 15, 2010 2:21:25 PM	test	
	CH1047	APPR	IT Services	May 15, 2010 2:26:36 PM	test	
	CH1048	APPR	IT Services	May 15, 2010 2:33:15 PM	test	
	CH1049	DRAFT	IT Services	May 15, 2010 2:35:49 PM	Upgrade server	
	CH1053	PENDAPPR	SEPDemo MS Powerpoint	Jul 20, 2010 6:16:00 AM	test	
	CH1054	PENDAPPR	SEPDemo MS Powerpoint	Sep 29, 2010 4:07:56 AM	test	
	CH1056	APPR	SEPDemo MS Powerpoint	Sep 30, 2010 1:44:00 AM	test	
	CH1058	APPR	SEPDemo MS Powerpoint	Oct 18, 2010 6:53:00 AM	test	
	CH1083	PENDAPPR	IT Services	Oct 27, 2010 2:20:38 PM	Testing 5	import org.w3c.dom.Document; import org.w3c.dom.Element; import org.w3c.dom.NodeList;

Related Records List

W3
Angela H. Donovan

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 Print
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 Add this record

Account : SITE1
Sub Account : All

Work Order - Related Records List

Date Choice - Scheduled Start (Oct 1, 2008 - Feb 23, 2011)

WO Class : All
Related Class : All
WO Status : All

Sub Account	Relate Type	Work Order	Related Record	WO Class	WO Status	Related Class	Reported Date	Summary
CUSTOMER1	FOLLOWUP	CH1023	SR11300639	CHANGE	DRAFT	SR	Oct 19, 2009 3:36:45 PM	test summary
	ORIGINATOR	CH1091	SR10039249	CHANGE	DRAFT	SR	Jan 10, 2011 7:00:00 AM	Testing 5
		CH1088	SR10041354	CHANGE	PENDAPPR	SR	Dec 3, 2010 7:43:29 PM	test
		CH1087	SR10039248	CHANGE	PENDAPPR	SR	Nov 17, 2010 9:30:59 PM	Testing 5
		CH1086	SR10039248	CHANGE	APPR	SR	Nov 5, 2010 4:33:49 PM	test
		CH1083	SR10039238	CHANGE	PENDAPPR	SR	Oct 27, 2010 2:16:06 PM	Testing 5
		CH1058	SR10039260	CHANGE	APPR	SR	Oct 10, 2010 6:53:13 AM	test
		CH1056	SR10039009	CHANGE	APPR	SR	Sep 30, 2010 12:43:25 AM	test
		CH1054	SR10039260	CHANGE	PENDAPPR	SR	Sep 26, 2010 4:07:57 AM	test
		CH1053	SR10039251	CHANGE	PENDAPPR	SR	Jul 18, 2010 6:10:26 AM	test
		CH1049	SR10038987	CHANGE	DRAFT	SR	May 15, 2010 2:35:33 PM	Upgrade server
		CH1048	SR10038972	CHANGE	APPR	SR	May 15, 2010 2:32:57 PM	test
		CH1047	SR10038987	CHANGE	APPR	SR	May 15, 2010 2:26:15 PM	test
		CH1046	SR10038972	CHANGE	APPR	SR	May 15, 2010 2:18:39 PM	test
CH1044	SR10038972	CHANGE	CLOSE	SR	May 12, 2010 10:55:24 PM	test		

February 23, 2011 8:38:16 PM GMT

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Classification Hierarchy

W3
Angela H. Donovan

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Account : SITE1
Sub Account : All

Work Order Classification Hierarchy

Date Choice - Scheduled Start (Oct 1, 2006 - Feb 23, 2011)

WO Class : All
Status : All

Sub Account	Classification Level 1	Classification Level 2	Classification Level 3	Classification Level 4	Ticket Count
CUSTOMER1	Enterprise Change	Network	NW-LAN	Not Set	1
	IMAC	Not Set	Not Set	Not Set	1
	ITServices	Not Set	Not Set	Not Set	12
	SEPDemoMSPowerpoint	Not Set	Not Set	Not Set	5

February 23, 2011 8:39:29 PM GMT

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Operational Details

WO Class	Work Order	Scheduled Start	Classification	Status	Summary	Detail	Reason For Change
CHANGE	CH1023	Jul 18, 2010 12:00:00 AM	IT Services	DRAFT	test summary		NEEDED
	CH1027	Dec 9, 2009 12:16:00 PM	IT Services	PENDAPPR	Test change notification		TESTING
	CH1034	Dec 1, 2009 12:39:00 PM	Enterprise Change \ Network \ NW-LAN	DEFERRED	testing		TESTING
	CH1036	May 17, 2010 10:19:14 PM	IT Services	DRAFT	upgrade server		TEST
	CH1042	Apr 10, 2010 4:51:51 PM	IT Services	APPR	test		TEST
	CH1044	May 12, 2010 10:59:55 PM	IT Services	CLOSE	test		TEST
	CH1046	May 15, 2010 2:21:25 PM	IT Services	APPR	test		TEST
	CH1047	May 15, 2010 2:26:36 PM	IT Services	APPR	test		TEST
	CH1048	May 15, 2010 2:33:15 PM	IT Services	APPR	test		TEST
	CH1049	May 15, 2010 2:35:49 PM	IT Services	DRAFT	Upgrade server		TEST
	CH1053	Jul 20, 2010 6:16:00 AM	SEPDemo MS Powerpoint	PENDAPPR	test		TEST
	CH1054	Sep 29, 2010 4:07:56 AM	SEPDemo MS Powerpoint	PENDAPPR	test		TEST
	CH1056	Sep 30, 2010 1:44:00 AM	SEPDemo MS	APPR	test		TEST

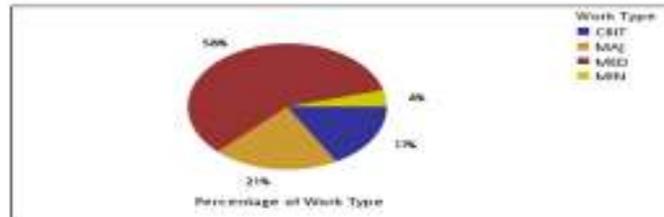
Change by Work Type

W3 Angela H. Demerco

Account : NASP
Sub Account : CUST

Change By Work Type
Date Choice - Scheduled Start (Jan 1, 2009 - Jun 28, 2012)
This report displays number of changes by work type (change type).

Status : All



Work Type	Closure Code		Total
	SUCCESSFUL	OVER RAN	
CRIT	8		8
MAJ	2		2
MED	13	1	14

W3 Angela H. Demerco

Account : NASP
Sub Account : CUST

Change By Work Type
Date Choice - Scheduled Start (Jan 1, 2009 - Jun 28, 2012)
This report displays number of changes by work type (change type).

Status : All

Category : CRIT

Workorder	Summary	Status	Progress	Owner	Owner Group	Asset	CI	ClosureCode	Reported Date	Scheduled Start	Scheduled Finish
CH10002446	CMYERS1 - Test ticket for demo	CLOSE	N	NACA@IPC.COM	HPC-L2-SUPPORT	1006178		SUCCESSFUL	Oct 27, 2011 1:14:10 PM	Oct 27, 2011 1:58:08 PM	Oct 27, 2011 5:59:44 PM
CH10002794	Apply security patch to all Unix servers	CLOSE	N	NACC@IPC.COM	HPC-CHANGE-COORDINATORS	1006576		SUCCESSFUL	Feb 15, 2012 5:32:31 PM	Feb 15, 2012 5:34:50 PM	Feb 15, 2012 6:44:55 PM
CH10002795	Apply security patch to all Unix servers	CLOSE	N	NACA@IPC.COM	HPC-L2-SUPPORT	1006576		SUCCESSFUL	Feb 15, 2012 5:32:47 PM	Feb 16, 2012 7:05:12 AM	Feb 16, 2012 1:05:21 PM
CH10002827	CMYERS1 - Demo Change 2 -Create Database	CLOSE	N	NACA@IPC.COM	HPC-L2-SUPPORT	1008263		SUCCESSFUL	Feb 23, 2012 10:46:40 AM	Feb 23, 2012 10:53:01 AM	Feb 23, 2012 5:00:08 PM

Category : MAJ

Workorder	Summary	Status	Progress	Owner	Owner Group	Asset	CI	ClosureCode	Reported Date	Scheduled Start	Scheduled Finish
CH10000643	emergency change	CLOSE	N	NACA@IPC.COM	HPC-L2-SUPPORT	1000040		SUCCESSFUL	Apr 20, 2011 12:26:51 PM	Apr 20, 2011 9:41:47 PM	Apr 21, 2011 9:41:56 PM



Past Due Scheduled Finish Date

W3												
Account : NASP Sub Account : CUST												
Past Due Scheduled Finish Date Date Choice - Scheduled Start (Jan 1, 2008 - Jun 26, 2012)												
WO Class : All Status : All												
Workorder	Past Due Days	Description	Status	Progress	Asset	CR	Reported Date	Scheduled Start	Scheduled Finish	Classification Description	Work Type	Exception
WO10001884	488		WAPPR	ACCEPTED	1000040		Mar 21, 2011 9:07:18 AM	Mar 21, 2011 9:15:42 AM	Mar 26, 2011 9:15:59 AM			
WO10001888	488	This is the task to perform	WAPPR		1000040		Mar 21, 2011 9:18:18 AM	Mar 21, 2011 9:15:45 AM	Mar 26, 2011 9:15:59 AM			
WO10001813	438	implement the change	WAPPR		CUST-12945		Apr 18, 2011 4:57:48 PM	Apr 18, 2011 12:00:00 AM	Apr 18, 2011 1:00:00 AM		MAJ	
WO10001814	438	update the code of asset database	WAPPR		CUST-12945		Apr 18, 2011 4:57:51 PM	Apr 18, 2011 12:00:00 AM	Apr 18, 2011 1:00:00 AM		MAJ	
CH10000656	418	Test change 656	REJECTED	ACCEPTED	1000040		May 4, 2011 8:43:17 AM	May 4, 2011 8:37:45 AM	May 4, 2011 10:47:17 AM	Emergency Change	MR	Scheduling Conflict
WO10001878	418	implement the change	WAPPR		1000040		May 4, 2011 8:46:48 AM	May 4, 2011 8:47:43 AM	May 4, 2011 8:47:43 AM		MR	
WO10005329	284		WAPPR			TEST-ADCS	Sep 16, 2011 4:09:19 PM	Sep 16, 2011 12:00:00 AM	Sep 16, 2011 1:00:00 AM		CR	
WO10005838	282		INPRG		1008106		Oct 6, 2011 3:18:18 PM	Oct 7, 2011 12:00:00 AM	Oct 7, 2011 1:00:00 AM			
WO10005501	241	implement	WAPPR		1000040		Oct 27, 2011 5:41:22 PM	Oct 28, 2011 12:00:00 AM	Oct 28, 2011 1:00:00 AM		MEO	
WO10005862	241		WAPPR			TEST-ADCS	Oct 27, 2011 5:43:47 PM	Oct 28, 2011 12:00:00 AM	Oct 28, 2011 1:00:00 AM			
CH10002428	211	Test status approval	REJECTED	ACCEPTED	1000040		Oct 27, 2011 4:51:30 PM	Nov 27, 2011 9:55:52 PM	Nov 27, 2011 10:55:05 PM	Emergency Change	MAJ	
WO10003876	211	implement	WAPPR		1000040		Oct 27, 2011 4:58:28 PM	Nov 27, 2011 9:55:52 PM	Nov 27, 2011 9:55:52 PM		MAJ	
CH10002078	186	JMS - test change record	REVIEW	ACCEPTED			Dec 12, 2011 1:17:38 PM	Dec 12, 2011 1:24:14 PM	Dec 12, 2011 6:24:24 PM	Emergency Change	MEO	Customer
WO10004179	180	install DB Application	INPRG		999999994		Nov 29, 2011 3:47:38 PM	Dec 28, 2011 4:02:29 PM	Dec 28, 2011 6:02:39 PM			
WO10004176	180	Create Database instances and tables as per Database Design and Requirements Document	WAPPR		999999994		Nov 29, 2011 3:47:38 PM	Dec 28, 2011 6:02:29 PM	Dec 28, 2011 6:02:29 PM			
WO10004177	180	Test DB client extensively	WAPPR		999999994		Nov 29, 2011 3:47:38 PM	Dec 28, 2011 6:02:29 PM	Dec 28, 2011 7:02:39 PM			
CH10002823	179	Change Server memory	INPRG	ACCEPTED	333333334		Nov 29, 2011 3:32:40 PM	Dec 28, 2011 4:02:29 PM	Dec 28, 2011 4:02:44 PM	Emergency Change / Software		Scheduling Conflict
CH10002718	152	JMS - test change	ASSKX	ACCEPTED		TEST-ADCS	Jan 25, 2012 2:58:41 PM	Jan 25, 2012 2:12:00 PM	Jan 25, 2012 7:12:05 PM	Emergency Change		
CH10002789	131	Apply security patch to all Unix servers	WAPPR	ACCEPTED	1000576		Feb 15, 2012 8:01:33 AM	Feb 15, 2012 8:11:17 AM	Feb 15, 2012 8:11:22 AM	Asset Admin		
WO10005600	131	Install security patches	WAPPR		1000576		Feb 15, 2012 8:10:28 AM	Feb 15, 2012 8:11:05 AM	Feb 15, 2012 8:11:39 AM			

Scheduled Changes

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Account : SITE1
Scheduled Changes
Date Choice - Scheduled Start (Oct 1, 2008 - Dec 31, 2010)

Sub Account	Status	Schedule Start	Actual Start	Closure Code	Change ID	Organization	Classification	Exception Code	Assigned To	U	
CUSTOMER1	APPR	Apr 10, 2010 4:51:51 PM			CH1042	ORG1	IT Services	EMERGENCY		H	
		May 15, 2010 2:21:25 PM			CH1046	ORG1	IT Services	URGENT	SWEAGLE@US.IBM.COM	H	
		May 16, 2010 2:26:36 PM			CH1047	ORG1	IT Services	URGENT	KARIA@US.IBM.COM	H	
		May 16, 2010 2:33:15 PM			CH1048	ORG1	IT Services	URGENT	KARIA@US.IBM.COM	H	
		Sep 30, 2010 1:44:00 AM			CH1056	ORG1	SEPDemo MS Powerpoint		FFMORGAN@US.IBM.COM	H	
		Oct 18, 2010 6:53:00 AM			CH1058	ORG1	SEPDemo MS Powerpoint		FFMORGAN@US.IBM.COM	H	
		Nov 15, 2010 5:33:22 PM			CH1066	ORG1	SEPDemo MS Powerpoint		FFMORGAN@US.IBM.COM	H	
	DEFERRED	Dec 1, 2009 12:39:00 PM			CH1034	ORG1	Enterprise Change \ Network \ NW-LAN	URGENT	OPERATOR	M	
	PENDAPPR	Dec 9, 2009 12:16:00 PM				CH1027	ORG1	IT Services	URGENT	SWEAGLE@US.IBM.COM	M
		Jul 20, 2010 6:16:00 AM				CH1053	ORG1	SEPDemo MS Powerpoint		KARIA@US.IBM.COM	H
Sep 29, 2010 4:07:56 AM					CH1054	ORG1	SEPDemo MS Powerpoint		FFMORGAN@US.IBM.COM	H	
Oct 13, 2010 2:00:20 PM					CH1086	ORG1	IMAC				
		Oct 27, 2010 2:20:38 PM		INCOMPLETE	CH1083	ORG1	IT Services	PROBLEM	DIPA@IBM	L	
		Nov 29, 2010 3:00:20 PM			CH1087	ORG1	IT Services	PROBLEM	FFMORGAN@US.IBM.COM	L	

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Successful Changes

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Account : SITE1
Sub Account : CUSTOMER1

Successful Changes

Date Choice - Scheduled Start (Oct 1, 2008 - Dec 31, 2010)

Sub Account	Change	Summary	Organization	Exception Code	Assigned To	Owner Group	Created By	Created By Group	Status	Classification	Priority	Location	S
CUSTOMER1	CH1044	test	ORG1	URGENT	KARIA@US.IBM.COM	OPERATOR	KARIA@US.IBM.COM		CLOSE	IT Services	1	BLDG.000.B	

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Failed Changes

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Account : **Failed Changes** WO Class : CHANGE
 Sub Account : All Date Choice - Scheduled Start (Jan 1, 2011 - Apr 13, 2011)
Status : All

Sub Account	Change	Summary	Organization	Exception Code	Assigned To	Owner Group	Created By	Created By Group	Status	
	CH106393	TEST Env BQ+ Data Properties file update - WL	ITD-DEN	Not Set	GMUNCLA@US.IBM.	WEBLOGIC-SUNONE	ASRIKANT@US.IBM.		CLOSE	Enterpr
	CH98466	Test Region: Upgrade internal Tumbleweed server from 4.7 to 4.7.2 plus all hotfixes	ITD-DEN	Not Set	DANCLINE@US.IBM.	TUMBLEWEED	DANCLINE@US.IBM.	TUMBLEWEED	CLOSE	Enterpr
	CH114445	TEST: Uti changes in TEST environment	ITD-DEN	Not Set	LRMATHIS@US.IBM.	IAMTOOLS	KOMAL DIXIT@N.IBM.		CLOSE	Enterpr
	CH116467	Test Region: Upgrade internal Tumbleweed server from 4.7 to 4.7.2 plus all hotfixes	ITD-DEN	PROBLEM	DANCLINE@US.IBM.	TUMBLEWEED	DANCLINE@US.IBM.	TUMBLEWEED	CLOSE	Enterpr
	CH108675	Add 50 GB additional storage to HOPTTC3b	ITD-DEN	Not Set	SUBHANJG@N.IBM.	-OR-LINUX	BODUMAL@US.IBM.	-IN-EMC-STORAGE	CLOSE	Enterpr
	CH117693	TEST: Uti changes in TEST environment	ITD-DEN	Not Set	LRMATHIS@US.IBM.	IAMTOOLS	LRMATHIS@US.IBM.		CLOSE	Enterpr

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Exception Changes

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Account : SITE1
Sub Account : CUSTOMER1

Exception Changes
Date Choice - Scheduled Start (Oct 1, 2008 - Dec 31, 2010)

Sub Account	Exception Code	Exception Reason	Change	Summary	Organization	Assigned To	Owner Group	Created By	Created By Group
CUSTOMER1	EMERGENCY	test	CH1042	test	ORG1		ASSETANL	KARIA@US.IBM.COM	
	PROBLEM	Testing	CH1083	Testing 5	ORG1	DIPA@IBM	I-CUST1-UATDESIGNER	DIPA@IBM	
		Testing	CH1087	Testing 5	ORG1	FFMORGAN@US.IBM.COM	OPERATOR	FFMORGAN@US.IBM.COM	
	URGENT	urgent	CH1034	testing	ORG1	OPERATOR	OPERATOR	SURESHAMBATI@IN.IBM.COM	
		needed ex	CH1027	Test change notification	ORG1	SWEAGLE@US.IBM.COM	OPERATOR	KARIA@US.IBM.COM	
		test	CH1044	test	ORG1	KARIA@US.IBM.COM	OPERATOR	KARIA@US.IBM.COM	
		test	CH1046	test	ORG1	SWEAGLE@US.IBM.COM	ASSETANL	KARIA@US.IBM.COM	
		test	CH1047	test	ORG1	KARIA@US.IBM.COM	OPERATOR	KARIA@US.IBM.COM	
		test	CH1048	test	ORG1	KARIA@US.IBM.COM	OPERATOR	KARIA@US.IBM.COM	
test	CH1049	Upgrade server	ORG1	KARIA@US.IBM.COM	OPERATOR	KARIA@US.IBM.COM			

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Multi-day Pending Changes Report

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Account : SITE1
Sub Account : All

Multiday Pending Changes Report
Date Choice - Scheduled Start (Oct 1, 2008 - Feb 23, 2011)
Estimated Duration : Greater than 24 hours

Work Order Class : CHANGE
Status : All

Sub Account	Change	Change Description	Schedule Start	Schedule Finish	Estimated Duration (hh:nn)	Estimated Duration (days)	Owner Group	Status
CUSTOMER1	CH1027	Test change notification	Dec 9, 2009 12:16:00 PM	Dec 30, 2009 12:17:49 PM	504:02	21.0	OPERATOR	PENDAPPR
	CH1042	test	Apr 10, 2010 4:51:51 PM	Apr 10, 2011 4:51:00 PM	8759:59	365.0	ASSETANL	APPR
	CH1054	test	Sep 29, 2010 4:07:56 AM	Oct 1, 2010 4:49:00 AM	48:41	2.0	OPERATOR	PENDAPPR
	CH1058	test	Oct 18, 2010 6:53:00 AM	Oct 19, 2010 6:53:22 AM	24:00	1.0	OPERATOR	APPR
	CH1086	test	Nov 15, 2010 5:33:22 PM	Nov 17, 2010 5:33:43 PM	48:00	2.0	OPERATOR	APPR

Changes Multiple Assets Query Report

Account	Sub Account	Status	Change	WO Class	Actual Start	Actual Finish	Asset	Asset Description	Assigned To	Changed Date	IC
NASP	CUS1	ACC_CAT	CH10002488	CHANGE					JSALTER@US.IBM.COM	Jun 19, 2012 1:14:43 PM	Enterprise Change
NASP	CUS1	ASSESS	CH10000937	CHANGE			CUS1-12345	IBM ThinkPad T42 (2373) CTO	FFMORGAN@US.IBM.COM	May 9, 2012 4:17:51 PM	Enterprise Change
			CH10002710	CHANGE					JSALTER@US.IBM.COM	Jan 30, 2012 9:07:14 PM	Enterprise Change
NASP	CUS1	AUTH	CH10002950	CHANGE			1000111	HP Color LaserJet 5500 Printer 5500n	RAMCALID@H.IBM.COM	May 9, 2012 2:11:34 PM	Enterprise Change
			CH10003387	CHANGE			1000023	IBM pSeries 630 Server (7029) 6C4	OMYERS1@US.IBM.COM	Jun 7, 2012 2:55:57 PM	Enterprise Change
			CH10003398	CHANGE			1000023	IBM pSeries 630 Server (7029) 6C4	OMYERS1@US.IBM.COM	Jun 7, 2012 3:01:18 PM	Enterprise Change
			CH10003399	CHANGE			1000023	IBM pSeries 630 Server (7029) 6C4	OMYERS1@US.IBM.COM	Jun 7, 2012 3:03:40 PM	Enterprise Change
			CH10003428	CHANGE			1000007	IBM NetVista A40 (6678) ADM	SWEA@US.IBM.COM	Jun 18, 2012 9:48:16 PM	Enterprise Change
NASP	CUS1	CAN	CH10000610	CHANGE			CUS1-12345	IBM ThinkPad T42 (2373) CTO	NACA@IPC.COM	Feb 23, 2012 4:01:09 PM	Enterprise Change
			CH10000617	CHANGE			CUS1-12345	IBM ThinkPad T42 (2373) CTO	NACA@IPC.COM	Feb 21, 2012 10:57:22 PM	Enterprise Change
			CH10000628	CHANGE			CUS1-12345	IBM ThinkPad T42 (2373) CTO	FFMORGAN@US.IBM.COM	Dec 7, 2011 4:53:36 PM	Enterprise Change
			CH10011838	CHANGE					NACA@IPC.COM	Feb 23, 2012 4:04:58 PM	Enterprise Change
			CH10011832	CHANGE					NACA@IPC.COM	Feb 21, 2012 10:55:06 PM	Enterprise Change
			CH10002173	CHANGE			1000040	Lenovo ThinkPad X61 (7673) CTO	OMYERS1@US.IBM.COM	Nov 1, 2011 7:43:34 PM	Enterprise Change
			CH10002459	CHANGE					OMYERS1@US.IBM.COM	Nov 17, 2011 5:22:41 PM	Enterprise Change
			CH10002470	CHANGE			1000040	Lenovo ThinkPad X61 (7673) CTO	OMYERS1@US.IBM.COM	Nov 17, 2011 5:23:03 PM	Enterprise Change
			CH10002478	CHANGE			1000040	Lenovo ThinkPad X61 (7673) CTO	OMYERS1@US.IBM.COM	Nov 17, 2011 5:20:13 PM	Enterprise Change
			CH10002312	CHANGE					DCLOVE@US.IBM.COM	May 10, 2012 4:34:57 PM	Software
			CH10003368	CHANGE			1000023	IBM pSeries 630 Server (7029) 6C4	OMYERS1@US.IBM.COM	May 30, 2012 2:00:59 PM	Enterprise Change
			CH10003372	CHANGE			1000023	IBM pSeries 630 Server (7029) 6C4	OMYERS1@US.IBM.COM	Jun 7, 2012 2:25:17 PM	Enterprise Change

Change Approvals Query Report

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Account : SITE1 **Change Approvals Query Report** Workorder Class : CHANGE
 Sub Account : CUSTOMER1 Date Choice - Scheduled Start (Oct 1, 2010 - Dec 31, 2010) Status : All

Sub Account	Status	Change	Class	Actual Start	Actual Finish	Asset	Asset Description	Assigned To	Change Date	Classification	Change Description
CUSTOMER1	APPR	CH1068	CHANGE			1000101010	Nortel Networks Baystack 470 24 Port Hub	FFMORGAN@US.IBM.COM	Oct 10, 2010 6:56:00 AM	SEPDemo MS Powerpoint	test
		CH1086	CHANGE			1000101010	Nortel Networks Baystack 470 24 Port Hub	FFMORGAN@US.IBM.COM	Nov 5, 2010 4:35:03 PM	SEPDemo MS Powerpoint	test
	PENDAPPR	CH1083	CHANGE			1000121212	Lenovo ThinkPad T41 (2373) 311	DIPA@IBM	Oct 27, 2010 2:24:21 PM	IT Services	Testing 6
		CH1087	CHANGE			1000121212	Lenovo ThinkPad T41 (2373) 311	FFMORGAN@US.IBM.COM	Nov 17, 2010 9:34:14 PM	IT Services	Testing 6
		CH1088	CHANGE						Dec 3, 2010 7:45:20 PM	IMAC	test

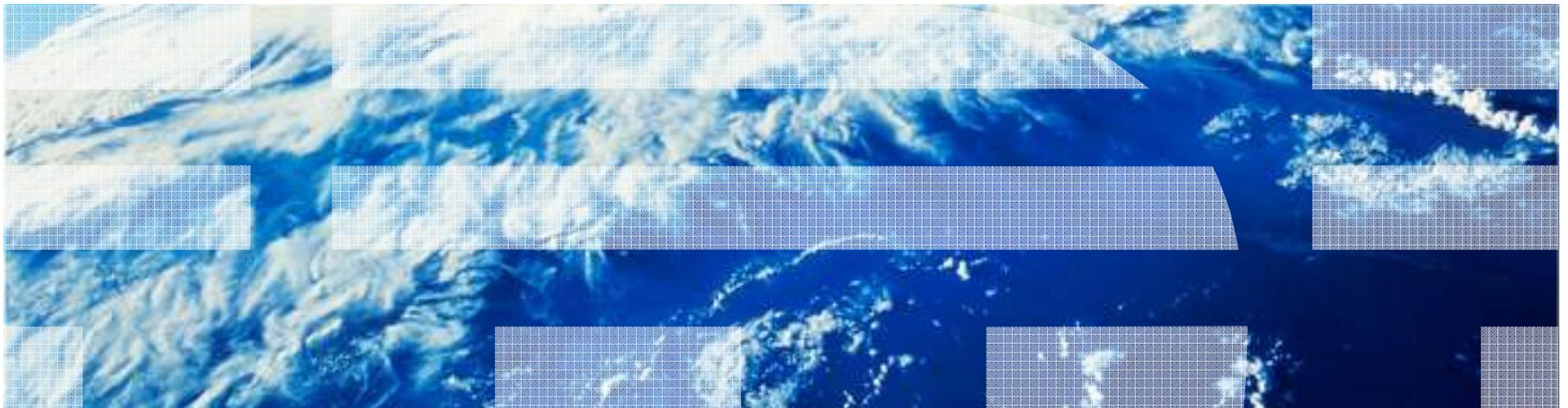
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Change Tasks Query Report

Sub Account	Status	Change	Class	Actual Start	Actual Finish	Classification	Change Description	Business Impact	Owner Group	Risk	Scheduled Start	
CUSTOMER1	APPR	CH1042	CHANGE			IT Services	test		ASSETAHL		Apr 10, 2010 4:51:1	
		CH1046	CHANGE			IT Services	test		ASSETAHL		May 15, 2010 2:21	
		CH1047	CHANGE			IT Services	test		OPERATOR		May 15, 2010 2:28	
		CH1048	CHANGE			IT Services	test		OPERATOR		May 15, 2010 2:32	
		CH1056	CHANGE			SEPDemo MS Powerpoint	test		OPERATOR		Sep 30, 2010 1:44	
		CH1058	CHANGE			SEPDemo MS Powerpoint	test		OPERATOR		Oct 18, 2010 8:53	
		CH1086	CHANGE			SEPDemo MS Powerpoint	test		OPERATOR		Nov 15, 2010 5:38	
	CLOSE	CH1044	CHANGE	May 27, 2010 3:57:18 PM	May 27, 2010 3:57:18 PM	IT Services	test		OPERATOR		May 12, 2010 10:5	
	DEFERRED	CH1034	CHANGE			Enterprise Change \ Network \ NW-LAN	testing		OPERATOR		Dec 1, 2009 12:39	
	DRAFT	CH1023	CHANGE			IT Services	test summary		CHQMGR		Jul 19, 2010 12:02	
		CH1036	CHANGE			IT Services	upgrade server		OPERATOR		May 17, 2010 10:11	
		CH1049	CHANGE			IT Services	Upgrade server		OPERATOR		May 15, 2010 2:35	
	PENDAPPR	CH1027	CHANGE			IT Services	Test change notification		OPERATOR		Dec 8, 2009 12:18	
		CH1053	CHANGE			SEPDemo MS Powerpoint	test		OPERATOR		Jul 20, 2010 8:18 0	
		CH1054	CHANGE			SEPDemo MS Powerpoint	test		OPERATOR		Sep 29, 2010 4:07	
		CH1082	CHANGE			IT Services	Testing 5		I-CUST1-UATDESIGNER		Oct 27, 2010 2:20	
		CH1087	CHANGE			IT Services	Testing 5		OPERATOR		Nov 29, 2010 3:00	
			CH1088	CHANGE			IMAC	test		OPERATOR		Oct 13, 2010 2:00

Asset Reports



Asset reports list

- Dashboards
 - Asset Inventory
 - Aging Reports
 - Asset Changes by Classification
 - Asset Changes by Status
 - Asset Changes by User
- Operational Reports
 - Asset Summary
 - Asset Analysis
- Asset Shortcuts
 - Active Assets
 - Disposed Assets

Asset Inventory

Asset Classifications	Asset Status							Total
	100 Accepted	120 Active	150 Idle	300 Disposal	DISPOSED	OPERATING	PENDINGDISPOSAL	
Band printers		1						1
Cathode ray tube CRT monitors		25	9	1				35
Computer chassis	1	17						18
Computer servers	4	320	13			2		339
Content switch		12	2					14
Desktop computers	46	3019	321	30				3416
Firewall network security equipment		4						4
Hard disk array		1						1
Hard disk drive array towers		3						3
High end computer servers		9						9
Inkjet printers		1	9	2				12
Laser printers		2	8	14				24
Liquid crystal display LCD panels or monitors	3	3						6
Mainframe console or dumb terminals		21	2					23
Motherboards		5						5
Multi function printers	58	56						114
Multifunction machines		195	12					207
Network gateway		2						2
Network interface card		4						4
Network operation system software		1						1
Network routers		21	2					23
Network switches	3	1060	86					1149
Network system cabinet or enclosure		28						28

Aging Reports

w3
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Account : IASP
Sub Account : ALL

Asset Aging Reports
Date Choice - Change Date (Jan 1, 2009 - Nov 7, 2011)

This report displays a number of days that an asset has been in the specific status based on date choice and date range.

Status > Classification	0 - 30 Days	31 - 60 Days	61 - 90 Days	> 90 Days	Grand Total	
100 Accepted	Computer chassis		1		1	
	Computer servers		4		4	
	Desktop computers	1	20	1	10	
	Liquid crystal display LCD panels or monitors			5	5	
	Multi function printers		23	35		58
	Network switches		3			3
	Not Set		3		1	4
	Notebook computers		100	11	140	323
	Total	1	164	128	151	444
120 Active	Band printers			1	1	
	Cathode ray tube CRT monitors			25	25	
	Computer chassis			17	17	
	Computer servers	1			319	320
	Content switch				12	12
	Desktop computers	2	1	1	2015	2019
	Firewall network security equipment				4	4
	Hard disk array				1	1
	Hard disk drive array towers				2	3
	High end computer servers				9	9
	Inkjet printers				1	1
	Laser printers				7	7
	Liquid crystal display LCD panels or monitors				5	5
	Mainframe console or dumb terminals				21	21
	Motherboards				5	5

Asset Changes by Classification

W3 Maxim P. McDonough

Account : IASP
Sub Account : ALL

Asset Changes by Classification
Date Choice - Change Date (Jan 1, 2009 - Nov 7, 2011)
This report displays a count of changes by asset classification based on date choice and date range.

Asset Classification	Month-Year										Total
	March-2011	April-2011	May-2011	June-2011	July-2011	August-2011	September-2011	October-2011	November-2011		
Band printers		1									1
Cathode ray tube CRT monitors		35									35
Computer chassis		17						1			18
Computer servers		211	71	49				5	3		339
Content switch		19		4							14
Desktop computers		3262				10	1	17	25		3416
Firewall network security equipment		4									4
Hard disk array				1							1
Hard disk drive array towers				3							3
High end computer servers				9							9
Inkjet printers		12									12
Laser printers		27	1			1					29
Liquid crystal display LCD panels or monitors		2						2			10
Mainframe console or dumb terminals		23									23
Motherboards		5									5
Multi function printers		56					25	23			114
Multifunction machines		207									207
Network gateway		2									2
Network interface card		4									4
Network operation system software				1							1
Network routers	2	71									73
Network switches		1154		2				1	2		1159
Network system cabinet or enclosure				20							20

Done Internet

Asset Changes by Status

W3
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Account : NASP
Sub Account : ALL

Asset Changes by Status
Date Choice - Change Date (Jan 1, 2009 - Nov 7, 2011)

This report displays a count of changes by asset status based on date choice and date range.

Asset Status	Month-Year									Total
	March-2011	April-2011	May-2011	June-2011	July-2011	August-2011	September-2011	October-2011	November-2011	
100 Accepted			1		150	25	207	21		444
120 Active	2	6387	78	134	24	4	1	194	1	6825
150 Idle		775	2			1	4			782
300 Disposal		63				1				64
DISPOSED					9					9
OPERATING					1		2	1		4
PENDINGDISPOSAL								1		1
Total	2	7225	81	134	184	41	215	246	1	8129

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Asset Changes by User

w3										
Account : NASP Sub Account : ALL		Asset Changes by User							Status : ALL	
Date Choice - Change Date (Jan 1, 2009 - Nov 7, 2011) This report displays a count of changes by user (who made the change)										
Updated By	Month-Year									
	March-2011	April-2011	May-2011	June-2011	July-2011	August-2011	September-2011	October-2011	November-2011	Total
MXINTADM	2	7164		134				190		7490
SIDDHART@BL.IBM.COM		1								1
MAXADMIN		59				1				60
JAYNEM@CA.IBM.COM		1	8							9
BVAL@US.IBM.COM			22		184	3	1			260
KSHENG@US.IBM.COM			1							1
BSCHANG@US.IBM.COM						27	214	54	1	306
ELLERJAR@US.IBM.COM								2		2
Total	2	7225	81	134	184	41	215	246	1	8129

Asset Summary

w3
Angela H. Donno

Account : SITE1

Asset Summary

Date Choice - Change Date (Oct 1, 2008 - Feb 23, 2011)

Asset Tag : ALL

Status : ALL

Asset	Asset Tag	Description	Classification	STATUS	Change Date
1000161618		IBM pSeries Server (9115) 505	Computer servers	NOT READY	Jan 10, 2011 7:10:42 PM
1000121212	AT12	Lenovo ThinkPad T41 (2373) 311	Notebook computers	120 Active	Oct 4, 2010 9:51:38 PM
1000141414	AT14	IBM xSeries x306m (8849) JZU	Computer servers	120 Active	Oct 4, 2010 9:33:58 PM
SBY MULTIPLE REBOOT ASSETS		SBY MULTIPLE REBOOT ASSETS	Computer servers	120 Active	Nov 1, 2009 12:25:22 PM
REMOTE MULTIPLE REBOOT ASSETS		REMOTE MULTIPLE REBOOT ASSETS	Computer servers	120 Active	Nov 1, 2009 12:24:07 PM

February 23, 2011 8:47:20 PM GMT

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Asset Analysis

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Account : SITE1
Asset Analysis Report
Asset Tag : ALL

Date Choice - Change Date (Oct 1, 2010 - Dec 31, 2010)

Status : ALL

Asset	Asset Tag	External Asset ID	Alternate Asset Tag	Reference Serial No	Parent	Type	Description	Manufacturer	Machine Type	Model	Family	Item Type	Item Description
1000121212	AT12			121212		IT	Lenovo ThinkPad T41 (2373) 311		2373	311	THINKPAD T41	ITEM	Lenovo ThinkPa T41 (2373) 311
1000141414	AT14			141414		IT	IBM xSeries x306m (8849) J2U		8849	J2U	XSERIES X306M	ITEM	IBM xSeries x306m (8849) J2U

December 31, 2010 2:53:18 PM GMT
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Active Assets

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Account : SITE1
Asset Analysis Report
Asset Tag : ALL

Date Choice - Change Date (Oct 1, 2010 - Dec 31, 2010)
Status : 120 Active

Asset	Asset Tag	External Asset ID	Alternate Asset Tag	Reference Serial No	Parent	Type	Description	Manufacturer	Machine Type	Model	Family	Item Type	Item Description
1000121212	AT12			121212		IT	Lenovo ThinkPad T41 (2373) 311		2373	311	THINKPAD T41	ITEM	Lenovo ThinkPa T41 (2373) 311
1000141414	AT14			141414		IT	IBM xSeries x306m (8849) J2U		8849	J2U	XSERIES X306M	ITEM	IBM xSeries x306m (8849) J2

December 31, 2010 2:54:07 PM GMT

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Disposed Assets

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Account : SITE1
Asset Analysis Report
Asset Tag : ALL

Date Choice - Change Date (Oct 1, 2010 - Dec 31, 2010)

Status : 120 Active

Asset	Asset Tag	External Asset ID	Alternate Asset Tag	Reference Serial No	Parent	Type	Description	Manufacturer	Machine Type	Model	Family	Item Type	Item Description
1000121212	AT12			121212		IT	Lenovo ThinkPad T41 (2373) 311		2373	311	THINKPAD T41	ITEM	Lenovo ThinkPa T41 (2373) 311
1000141414	AT14			141414		IT	IBM xSeries x306m (8849) J2U		8849	J2U	XSERIES X306M	ITEM	IBM xSeries x306m (8849) J2

December 31, 2010 2:54:07 PM GMT

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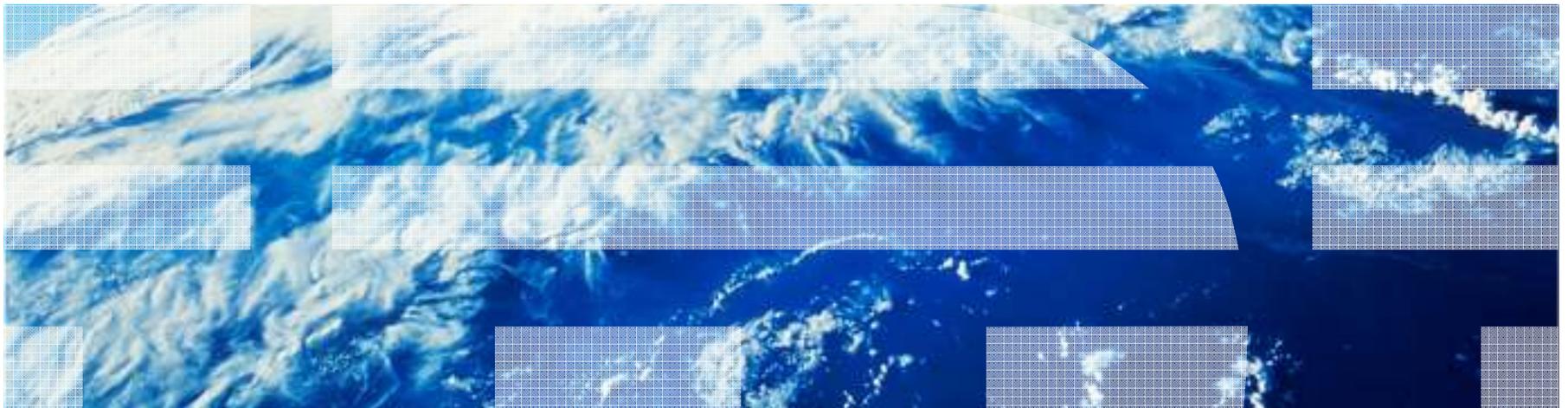
Cognos Query Studio

GSMRT Analytics Overview and Introduction

Standard Operational Reports Lists and Samples

Cognos Query Studio

Cognos Query Studio



GSMRT Query Studio overview

- GSMRT Analytics Query uses Cognos' Query Studio. Query Studio is the tool for creating simple queries and reports in Cognos.
- There are two types of users:
 - GSMRT Analytics user
 - GSMRT Analytics Query Studio user
- GSMRT Analytics users can:
 - Run and view data for any query that has been created in your account folder and all sample or standard queries created for you by the GSMRT team
- GSMRT Analytics Query Studio users can:
 - Create reports using the Cognos Query Studio tool and save these reports for reuse.
 - Use the existing sample reports to create a new report
 - Change the appearance of reports, improve the layout of your report. For example, you can create a chart, add a title, specify text and border styles, or reorder columns for easy comparison.
 - Work with data in a report - use filters, summaries, and calculations to compare and analyze data. Drill up and drill down to view related information.

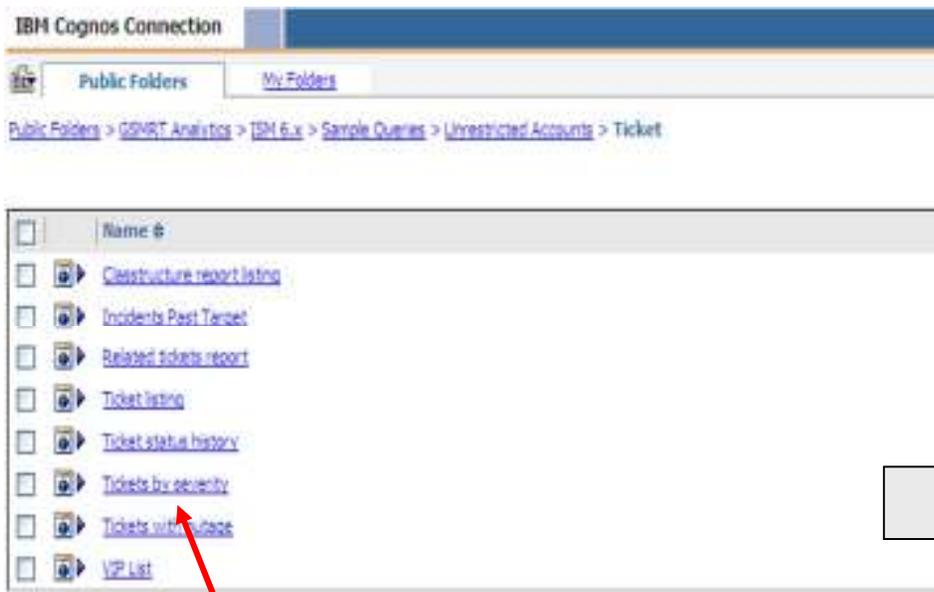
Accessing GSMRT Analytics queries

- Accessible by the external IBM client from the IBM Services Connection portal
- Because the ISC portal is customizable by the end user, the location of the GSMRT Analytics portlet may be on the Home tab or the Account Services tab based upon how the end user has configured their portal
- The GSMRT Analytics query capability has been set up to pull data directly from the ISM replica server so all results are near real time

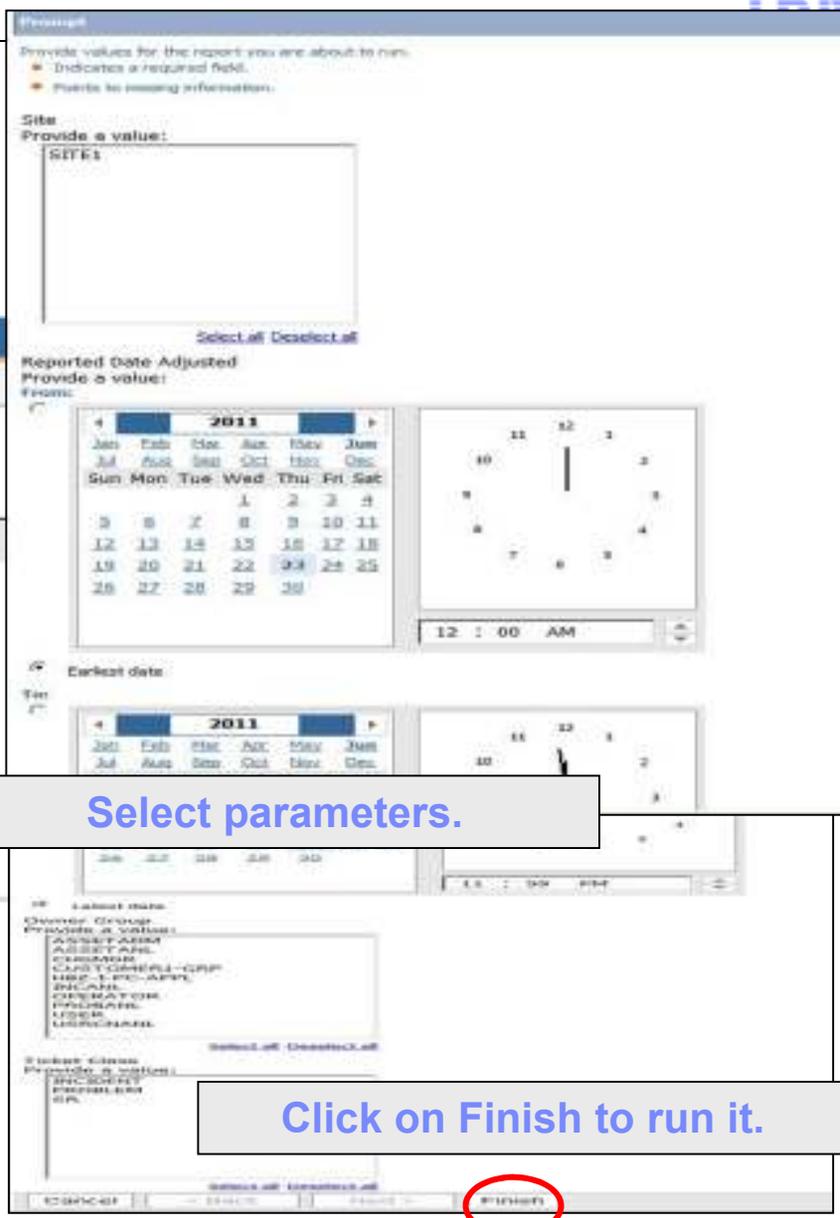
GSMRT Analytics User



Cognos Query objects



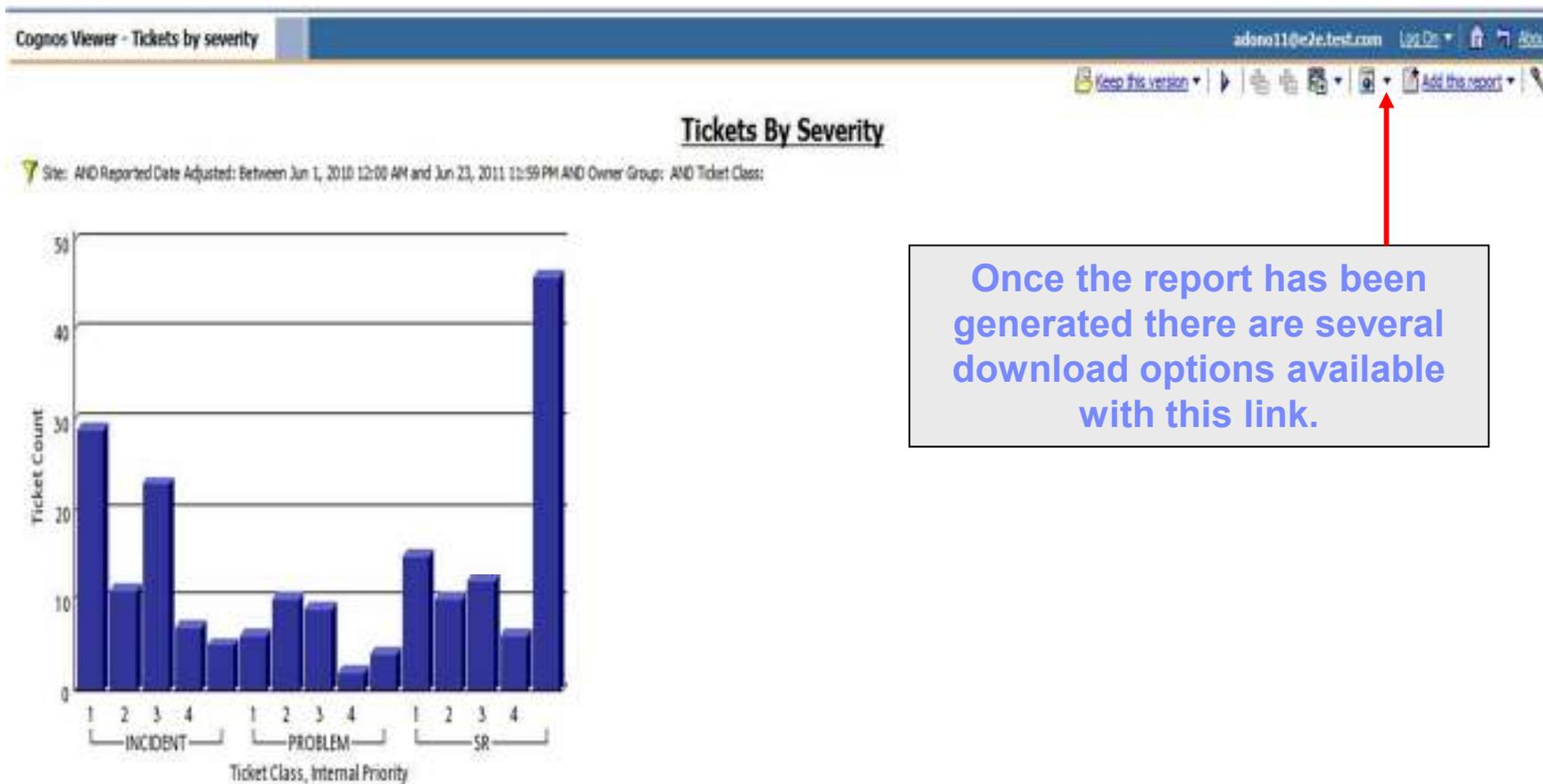
Click on a predefined query to access it. The user can set the parameters and run the report.



Select parameters.

Click on Finish to run it.

Cognos Query report

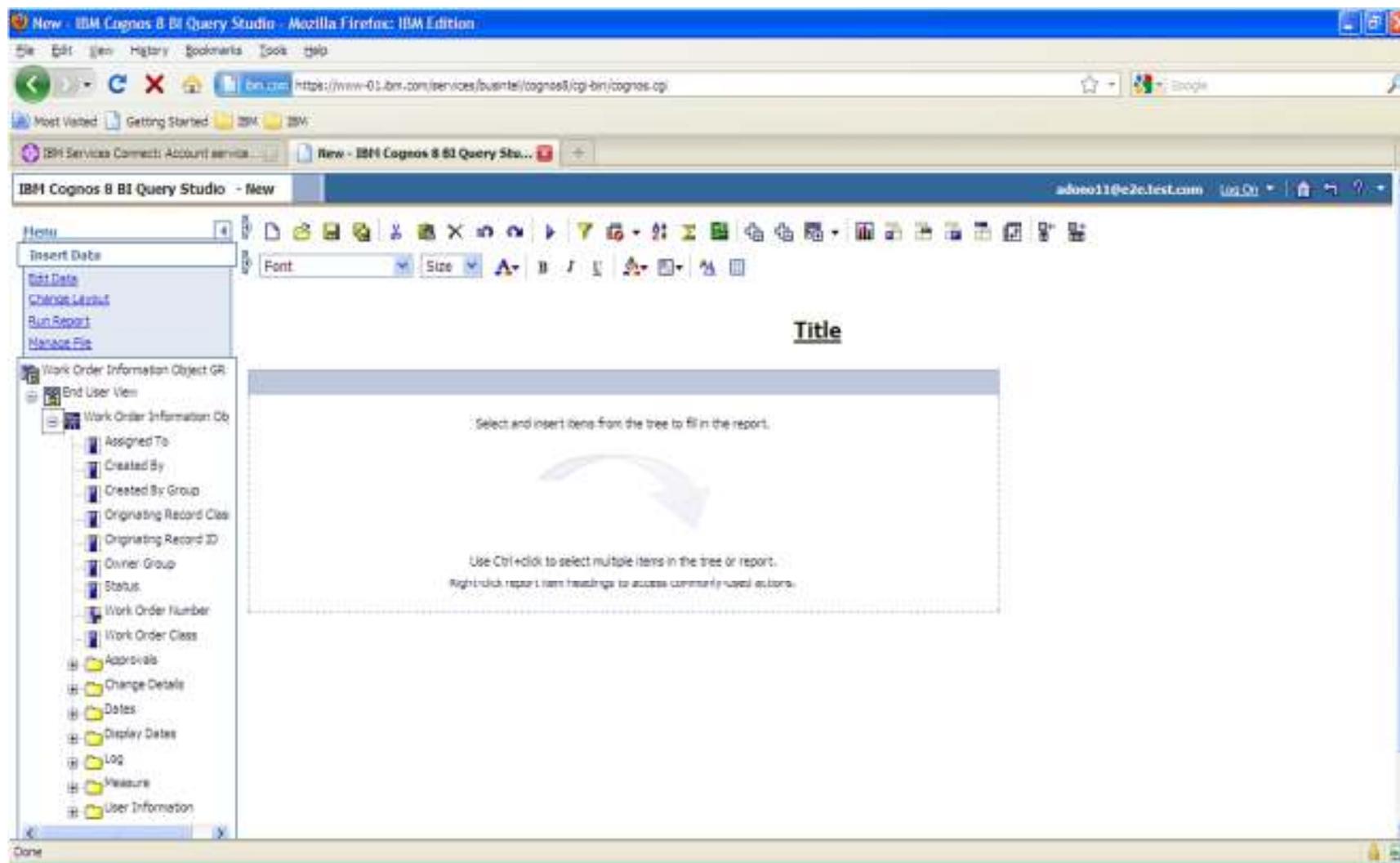


Once the report has been generated there are several download options available with this link.

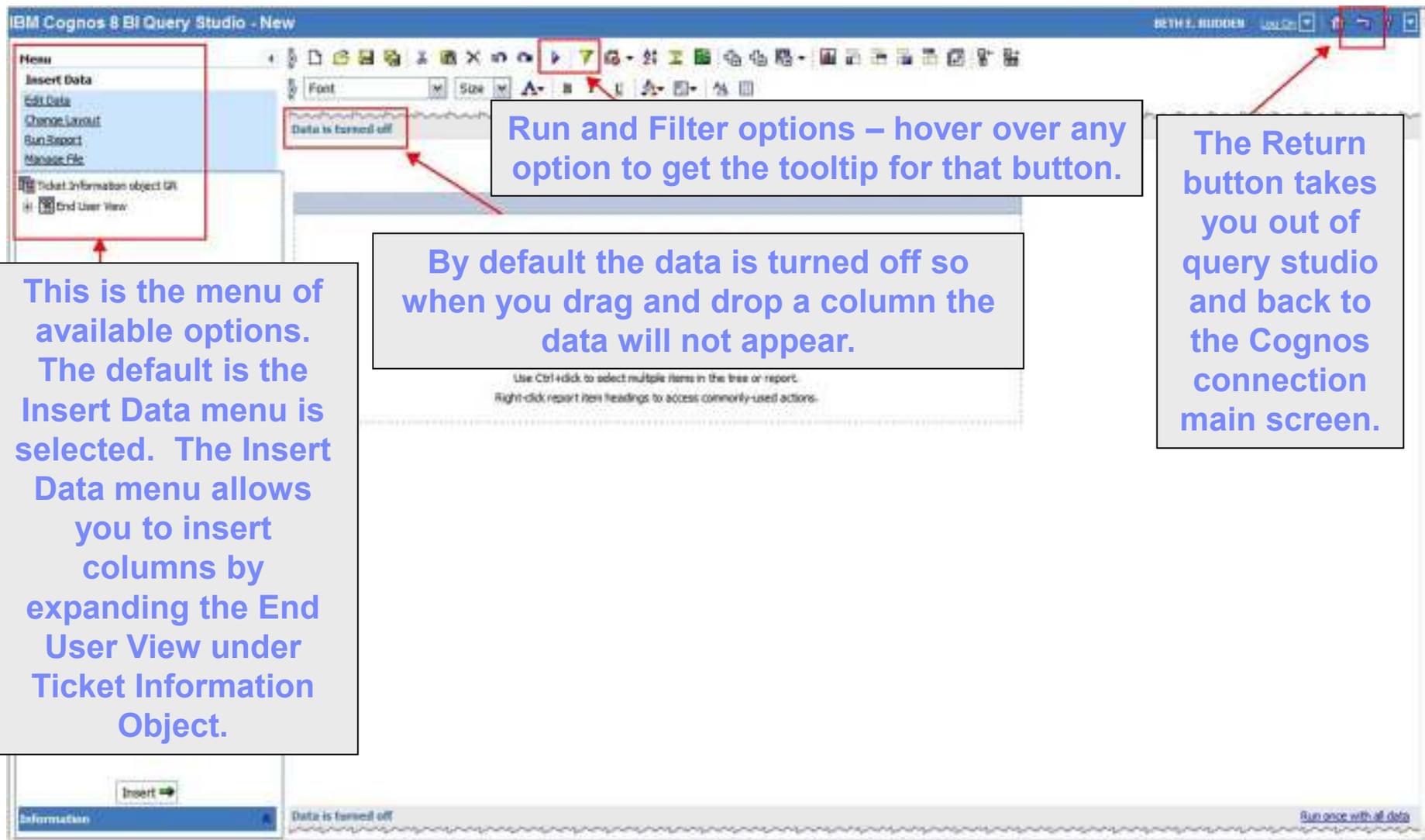
GSMRT Analytics Query Studio User



The Information Object



Using Query Studio – basic navigation



Using Query Studio – adding columns

The screenshot shows the IBM Cognos 8 BI Query Studio interface. On the left, a tree view shows the 'Ticket Information object GR' expanded to 'End User View' and then 'Ticket Information Object'. Under 'Dates', the 'Reported Date' field is highlighted with a red box. A red arrow points from this field to a report preview on the right. The report preview shows a table with columns 'Ticket Number' and 'Customer Name' and three rows of data. A 'Reported Date' column is being added to the right of the existing columns. The report title is 'Title'.

After you have expanded the selections on the left, drag a column (reporting field) from the left sidebar and drop it onto the right hand side. You can reposition the columns, select a column, delete a column or move a column to a different position. You can also use the undo button or ctrl-z at any time.

NOTE: The drag and drop feature does not work in Firefox, use the Insert button at the bottom of the menu list instead.

Using Query Studio – filtering the data

The screenshot shows the IBM Cognos 8 BI Query Studio interface. On the left is a tree view of the report structure, including 'Ticket Information object GR' and 'End User View'. The main area displays a data table with columns: Ticket Number, Customer Name, Reported Date, and Ticket ID. A context menu is open over the 'Ticket ID' column header, with the 'Filter...' option highlighted. A callout box on the right explains the filtering process.

Ticket Number	Customer Name	Reported Date	Ticket ID
abcd	abcd	Jun 23, 2011 3:07:48 PM	abc
abcd	abcd	Jun 23, 2011 3:07:48 PM	abc
abcd	abcd	Jun 23, 2011 3:07:48 PM	abc

You can select a column that you have pulled into your report and right click on it to select a filter. You can also select a filter from the icon above the columns. You can also right click on any column on the left hand side if you wish to filter on data that is not represented on your report.

Using Query Studio – running the query

Select run query from the report menu to run the report. You can create a title for your report, select another column from the left hand side and drag it into your report or filter the report again while in this view.

Ticket Number	Customer Name	Reported Date	
SR.10680498	CUSTOMER.1	Aug 1, 2010 3:08:13 PM	
SR.10749137	CUSTOMER.1	Aug 3, 2010 9:47:11 PM	
IN10130584	CUSTOMER.1	Aug 3, 2010 9:47:50 PM	
SR.10749174	CUSTOMER.1	Aug 3, 2010 9:50:20 PM	
IN10130586	CUSTOMER.1	Aug 3, 2010 9:51:03 PM	INCIDENT
IN10132930	CUSTOMER.1	Aug 5, 2010 5:41:19 AM	INCIDENT
SR.10774189	CUSTOMER.1	Aug 6, 2010 3:34:36 AM	SR
IN10135508	CUSTOMER.1	Aug 6, 2010 3:35:05 AM	INCIDENT
SR.10774209	CUSTOMER.1	Aug 6, 2010 3:39:35 AM	SR
IN10135511	CUSTOMER.1	Aug 6, 2010 3:40:20 AM	INCIDENT
SR.10774266	CUSTOMER.1	Aug 6, 2010 3:54:44 AM	SR
IN10135524	CUSTOMER.1	Aug 6, 2010 3:55:04 AM	INCIDENT
SR.10932525	CUSTOMER.1	Sep 8, 2010 1:07:42 PM	SR
SR.10933927	CUSTOMER.1	Sep 8, 2010 5:15:01 PM	SR
SR.10934109	CUSTOMER.1	Sep 8, 2010 5:47:53 PM	SR
SR.10934167	CUSTOMER.1	Sep 8, 2010 5:58:43 PM	SR
SR.10941813	CUSTOMER.1	Sep 10, 2010 5:30:28 PM	SR
SR.10941836	CUSTOMER.1	Sep 10, 2010 5:34:42 PM	SR
SR.10959868	CUSTOMER.1	Sep 16, 2010 5:39:58 PM	SR
SR.11051503	CUSTOMER.1	Oct 8, 2010 1:02:21 AM	SR

Other features

- Reports may be scheduled after they have been saved
- Reports may be e-mailed either by schedule or directly from the report

Report names and samples are illustrative of current reports and report packages. We are continually making enhancements to our reports and offerings. Therefore, report names, content and packages may change and vary from what is furnished in this presentation and these samples should not necessarily be considered final representations of items we may be engaged to deliver in the future.



End of GSMRT Analytics – ISM Shared Provider Reporting

