Footprints Dashboard

General information

General description

The Footprints QV Dashboard is used to provide indicators to analyse statistics on the User Requests (UR) created in Footprints[1] and therefore the target audience is only the IS function users.

Today the dashboard is mainly designed around the "SAP Applications, Helpdesk and Non-SAP Applications" Footprints spaces but could be improved to satisfy other spaces needs.

The data comes exclusively from Footprints.

Fields definition

Below is a list of some of the fields used in the report as filters or as analysis axis. If not in the list, the field comes directly from Footprints as is.

Level

- Usage : This field is used to help quickly select a perimeter of UR's based the team, or "level" of the request. There are 4 values
  1. Helpdesk : All UR's in the Helpdesk Project
  2. Support : All UR's for "level 2" support.
  3. CC Dev : All UR's for "level 3" support, or that required a developpment.
  4. Security : All UR's in the Security Project
- Definition : The value is hard-coded for a combinaison of Footprints Workspace + UR Type + Subtype.

Level	
1 - Helpdesk	3 - CC Dev
2 - Support	4 - Security

The mapping for this can be checked in the "Mappings" sheet in the dashboard.

Region

This is the region of the user : AP, LA, NA or EU

Region			
AP	LA	NA	EU

Note that :

- For SMIO : in Footprints the zone for SMIO are prefixed by "SMIO". This is removed in Qlikview.
- Only the AP, LA, NA, EU values are displayed in the left side filter. Other values exist for some footprints projects.

Tool

Usage : This field is used to regroup UR's based on the requierements of some users (It's basically the equivalent of the "Sort field" in SAP). Today it is defined for the few users that requested it.

- Definition : A UR can only be in 1 Group. The value is hard-coded for a combinaison of Project + UR Type + Subtype

The mapping for this can be checked in the "Mappings" sheet in the dashboard.

SLA Days

- Usage : This field is used calculate SLA indicators.
- Definition : The value is hard-coded for a combinaison of Project + UR Type + Subtype.

> The mapping for this can be checked in the "Mappings" sheet in the dashboard.

Status Types

- Usage : The objective of this field is to summarize the Footprints status and regroup it in very few values to allow easier selection/filtering. Only 4 values :
    1. Completed
    2. Rejected
    3. Open
    4. Transferred (to another project)
- Definition : The value is hard-coded for each footprints status.

> The mapping for this can be checked in the "Mappings" sheet in the dashboard.

Waiting Type

- Usage : This field is used to summarize the footprints status based on who the UR is waiting for the next step. Objective is to simplify the reading compared to the multiple and complex footprints status.
- Definition : The value is hard-coded for each Footprints status.

> The mapping for this can be checked in the "Mappings" sheet in the dashboard.

BIM Outsourced

- Usage : This field is used to split the analysis between UR that are outsourced to Tivit and URs completed in-house. Only works for the BIM / Non-SAP Application projects. Values are YES or NO.
- Definition : Comes directly from a Footprints system field.

Subtask

- Usage : Allows to include or exclude Sub-URs from the analysis.
- Definition : Value is calculated based on a Footprints technical field (*REF_TO_MR contains P*)

Important notice for Helpdesk

> For Helpdesk UR, when the UR's has been transfered, the status is automatically set to "Transfered-HDA"

The reason we do this is because when a UR is transfered from the helpdesk to another project, the HDA UR will copy the status of the UR in the transfered project.

While this is interresting in Footprints (it allows the user to see the overall status of his request in the Helpdesk), for HDA KPI's it is important to be able to segragate between UR's completed by the HDA and UR's transfered by the HDA (in this case the work of the helpdesk is done).

Sheets documentation

Current view

The objective is this page is to provide an overview of the current situation : it only shows **OPEN User requests**

Currently Open UR by Status

Shows the number of URs which currently have a status of the "Open"
type (Status Type = Open).

Currently Open UR by Status

Project	Waiting_Types	Status	Open UR
AMTS-SOX	Waiting IS	Open	2
	Waiting User	Waiting for information	2
BIM	Technical Approver	B-95w Supp Deliv	1
	Waiting IS	B-00 HDA Origin	10
		Open	18

Aging by Type

- Open = Number of open UR.
- AvgD = Average number of days since UR was submitted (Today - Submittion date)
- Aging Buckets (0-3...) : number of URs that were submitted between 0 and 3 days ago.

Ex : if a UR is still open today and was submitted 5 days ago, it will count as 1 in the "4-10" bucket.

In the picture, there are 5 UR for Basic Support in BW/BIM that are still open and have been submitted since 31 and 90 days ago.

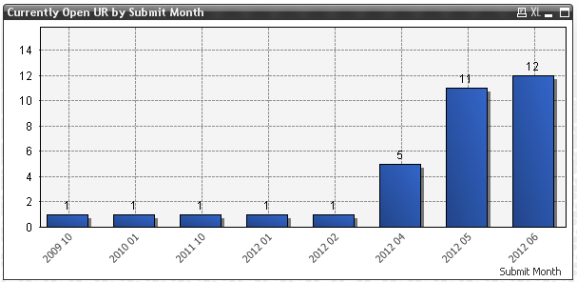
Aging by Type

nomproj	UR_Type	UR__bSubtype	Open	AvgD	0-3	4-10	11-30	31-90	91-180	>180
AMTS-SOX	REPORTING	NW- Support	4	8	0	0	1	0	0	0
BIM	BI	Basic Support	11	33	0	2	1	7	1	0
		Technical Support	1	2	1	0	0	0	0	0
	BW	Basic Support	12	44	0	0	4	5	1	1
		User Support	1	4	0	1	0	0	0	0
	SMART	Basic Support	1	6	0	1	0	0	0	0
		User Support	3	449	0	0	1	0	0	2

Currently open UR by Submit Month

Shows the number of UR opened by month of submition.

In the Picture, we still have 1 UR open today that was subtmitted in 10.2009.



Aging by Technician

Shows the number of UR which are currently open by Technician assigned.

The Aging Buckets (0-3...) correspond to the number of URs that were submitted between 0 and 3 days ago.

Ex : In the picture, David has 14 open UR assigned to him, from which 1 is older than 180 days (was submitted at least 181 days ago)

Aging by Technician

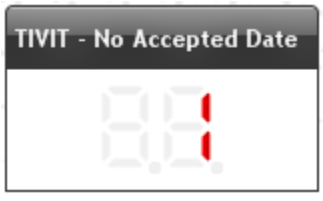
Tech Assigned	Open	0-3d	4-10d	11-30d	31-90d	91-180d	>180d
-	3	1	0	0	0	0	2
TONDA David	14	0	2	3	4	1	1
JI JiangLong	8	0	0	2	4	1	0
SONG Nina	5	0	2	0	3	0	0
CHUA Shun-Hui	1	0	0	1	0	0	0
GRIGORAGI Roberto	1	0	0	1	0	0	0
MIGNARD St-GLJ_phane	1	0	0	0	1	0	0

No technician assigned

Counts the number of Open User request which have no technician assigned.

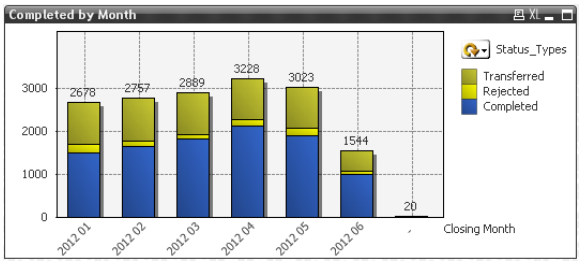
TIVIT No Accepted Date

Counts the number of user requests which are managed by TIVIT (Outsourced = YES) and for which the **Production Due date is empty.**



Evolution Overview

Completed by Month



Shows the number of UR's completed by month (whatever the data at which the UR was submitted)

The X axis corresponds to the month of :

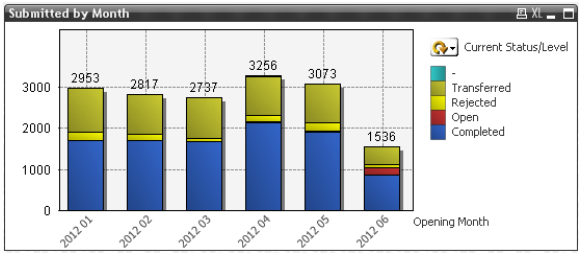
- Completion of the UR

- Transfer of the UR (if the UR was transfered).

- Rejection of the UR (if the UR was rejected)

By default the number of UR is splitted by the status type which shows how the UR was completed : by transfering or rejecting or actual completion.

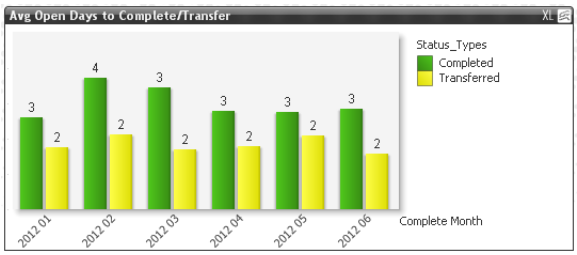
Submitted by month



Counts the number of UR submitted by month.

By default, the indicator is split by the **current status of the user request.**

Avg Open Days to Complete/Transfer



Measures the average **working** days between the submition date and completion/transfer date.

The result is displayed by **month of completion or transfer (NOT submit date)**
Ex : a UR submitted in 01.2012 and completed in 02.2012 will be counted in the 02.2012 average.

Avg Open Days to Complete/Transfer (Table)

Avg Open Days to Complete/Transfer

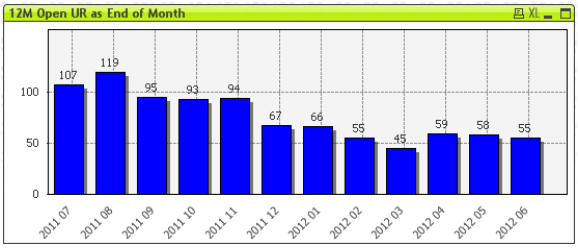
nomproj	UR_Type	M	2012 01	2012 02	2012 03	2012 04	2012 05	2012 06
AMTS-S...	REPORTING		62	-	26	5	6	1
BIM	BI		16	12	9	10	6	2
	BW		22	5	2	5	4	2
	SMART		7	5	10	30	8	2
HELPDESK	BI		3	3	2	3	2	2
	BW		1	2	2	1	2	1
	SMART		6	3	2	3	3	3

Measures the average **working** days between the submition date and completion/transfer date.

The result is displayed by **month of completion or transfer (NOT submit date)**
Ex : a UR submitted in 01.2012 and completed in 02.2012 will be counted in the 02.2012 average

Note : The result is the same as on the graphic (bar) display. This table is only used to get a detail.

12M Open UR as End of Month



This KPI shows the number of User Requests that were still open at the end of each month (12 rolling months). It's basically the backlog remaining at the end of each month.

Ex : At the end of January 2011 there were 66 Open UR but at end of February 2011 only 55 UR.

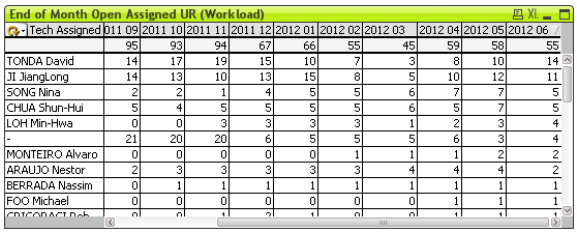
For this KPI to work correctly, please remove any filter on the Submit year and submit month.

End of Month Open Assigned UR (Workload)

This table gives the same KPI as the "12M Open UR as End of Month" graphic but on a table format with detail (Technician Assigned or submitter).

This KPI shows the number of User Requests that were still open at the end of each month (12 rolling months). It's basically the backlog remaining at the end of each month.

Ex : At the end of January 2011 there were 66 Open UR but at end of February 2011 only 55 UR.



End of Month Open Assigned UR (Workload)

Tech Assigned	011 09	2011 10	2011 11	2011 12	2012 01	2012 02	2012 03	2012 04	2012 05	2012 06
	95	93	94	67	66	55	45	59	58	55
TONDA David	14	17	19	15	10	7	3	8	10	14
JI JiangLong	14	13	10	13	15	8	5	10	12	11
SONG Nina	2	2	1	4	5	5	6	7	7	5
CHUA Shun-Hui	5	4	5	5	5	5	6	5	7	5
LOH Min-Hwa	0	0	3	3	3	3	1	2	3	4
-	21	20	20	6	5	5	5	6	3	4
MONTEIRO Alvaro	0	0	0	0	0	1	1	1	2	2
ARAUJO Nestor	2	3	3	3	3	3	4	4	4	2
BERRADA Nassim	0	1	1	1	1	1	1	1	1	1
FOO Michael	0	0	0	0	0	0	0	1	1	1