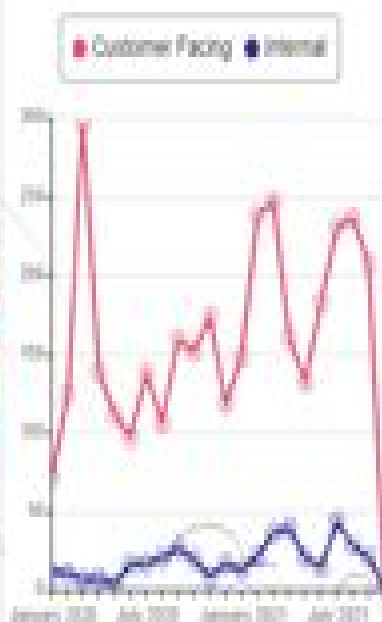


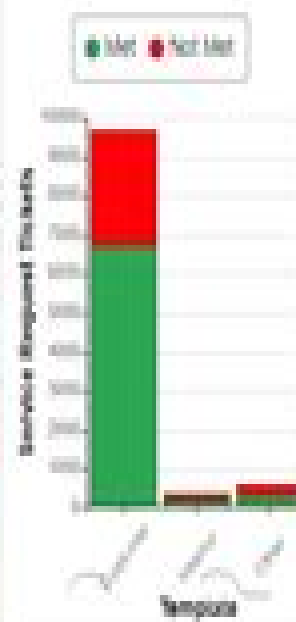
Escalated Open Service Requests

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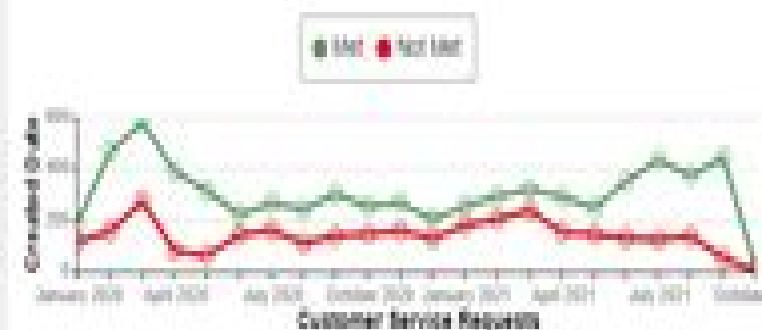
Customer Facing and Internal Service Reqs...



Service Request Resolution Com...



Customer Service Request Resolution Compliance by Creation Date



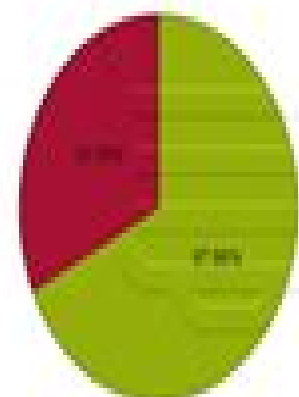
Service Request Resolution Compliance

	Met	Not Met
Customer	6402	2996
Internal	242	160
Other	209	276

Service Request Resolution Compliance

Service Request Resolution Average by Template

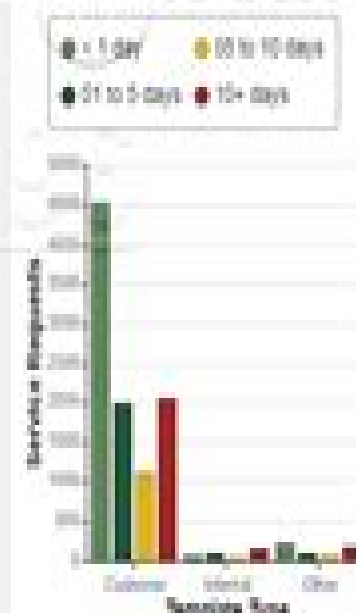
OOD ID...	Average
+ Bn Cus...	10 17 00 37
+ Bn Int...	15 20 17 8
+ Bn Other	11 04 12 09 01



Service Desk Resolution Compliance by Timeline

	< 1 day	01 to 5 d...	05 to 10 ...	10+ days
+ Bn Customer	4625	1960	1123	2045
+ Business	101	34	18	7
+ Generic I...	2944	1214	710	1300
+ Generic I...	4	1	8	1
+ Leave R...	32	9	21	75
+ Mobile Ph...	48	21	45	149
+ Peer Lapt...	200	126	117	190
+ Peer Syst...	17	6	12	35
+ Peripherals	1007	436	130	130
+ Request	19	13	14	18
+ Team Co...	126	109	64	107
+ Bn Internal	79	103	52	108
+ Bn Other	209	101	77	172

Service Desk Resolution Compliance by...



Averages In Business Objects Dashboards

Cindi Howson

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

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Kooge, Natasha Walk, 2016-01-08 Our newly digital world is generating an almost unimaginable amount of data about all of us Such a vast amount of data is useless without plans and strategies that are designed to cope with its size and complexity and which enable organisations to leverage the information to create value This book is a refreshingly practical yet theoretically sound roadmap to leveraging big data and analytics Creating Value with Big Data Analytics provides a nuanced view of big data development arguing that big data in itself is not a revolution but an evolution of the increasing availability of data that has been observed in recent times Building on the authors extensive academic and practical knowledge this book aims to

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BusinessObjects XI (Release 2): The Complete Reference Cindi Howson, 2005-09-05 This book is a must read for anyone deploying BusinessObjects It covers everything from planning your upgrade to the latest release to best practices in universe design and powerful report creation that maximizes business insight This book covers the most frequently used features for the full BI suite in one comprehensive book There s in depth coverage of Designer security via the Central Management Console InfoView Web Intelligence and Desktop Intelligence It goes beyond step by step instructions to cover how and why in a business context Transition notes are interspersed for version 5 and 6 customers to understand the biggest changes in XI Release 2 If you drive BI requirements in your company or are a data warehouse program manager Business Objects administrator report author or consumer this book is for you

Business Process Management Cases Vol. 2 Jan vom Brocke, Jan Mendling, Michael Rosemann, 2021-08-04 This book is a sequel and extension to the book Business Process Management Cases published in its first edition by Springer in 2018 It adds 22 new cases for practitioners and educators to showcase and study Business Process Management BPM The BPM cases collection is dedicated to providing a contemporary and comprehensive industry agnostic insight into the realities of BPM In particular it focuses on the lessons that only authentic cases can provide The experiences documented cover both the positive impact of deploying BPM as well as the lessons learnt from failed attempts Each case takes a holistic approach and by doing so each chapter recognizes that BPM in practice is a multidimensional endeavor covering strategy to operations systems and infrastructure governance and culture models and running processes This volume also introduces a new device to plan and scope BPM initiatives the BPM Billboard The Billboard helps professionals to link BPM projects to the corporate strategy and to build the organizational capabilities to reach such strategic directive Digital technologies do not just facilitate innovative process designs but enable entire new strategic options This book provides a contemporary and comprehensive overview of how to create process enabled strategies in an opportunity rich environment Martin Petry Hilti CIO This is the first book to present the BPM Billboard A new management tool to plan and scope BPM initiatives The Billboard together with the insightful real world cases offers valuable guidance towards BPM success from a holistic perspective Gero Decker Signavio CEO

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Business Intelligence Efraim Turban, 2008 For a course in Business Intelligence or as a supplement for Introduction to MIS Business Strategy or MBA Technology Management As Business Intelligence BI evolves from an executive support tool to the primary system implemented in almost all medium and large companies this is the only book that gives students the BI foundation needed to excel as a manager and decision maker in today's new world

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Automotive Industries, 1907 **The Automobile**, 1907

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