

Stellar Cases in EdTech and Helpdesk Qs

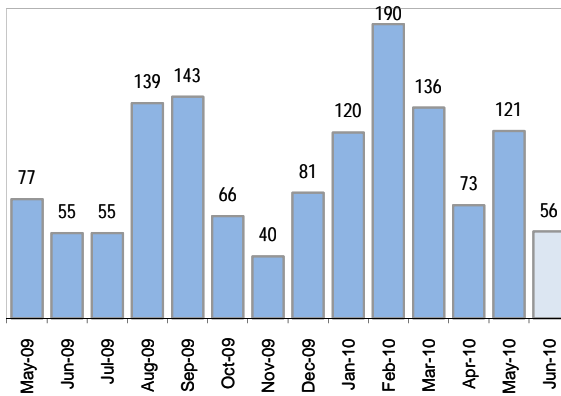
Cases as of 7/1/2010

Creating Cases

Cases This Week

4

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	1.7	1.8	-2%
last 3 months	2.8	5.2	-46%
last 12 months	3.3	6.3	-47%

Total Cases Created

this week	26
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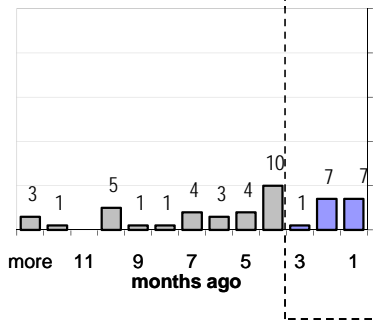
The Queue

Currently Pending

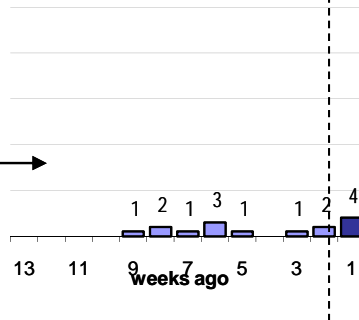
62

Calendar Age of Open Cases

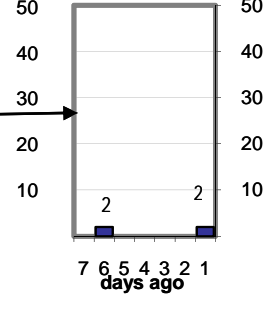
Last 12 Months



Last 3 months

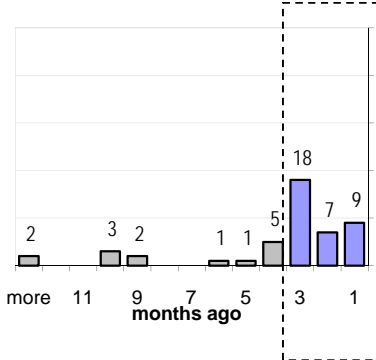


Last Week

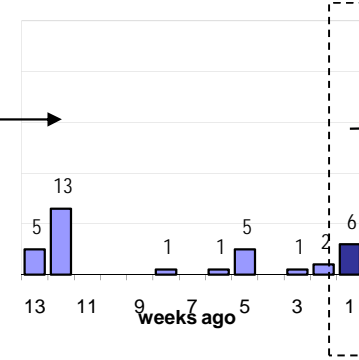


Time Since Last Activity of Any Kind, in Cases that are currently Open

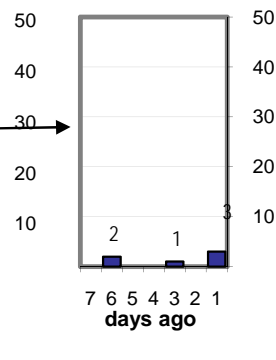
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

29%

3 to 7 days

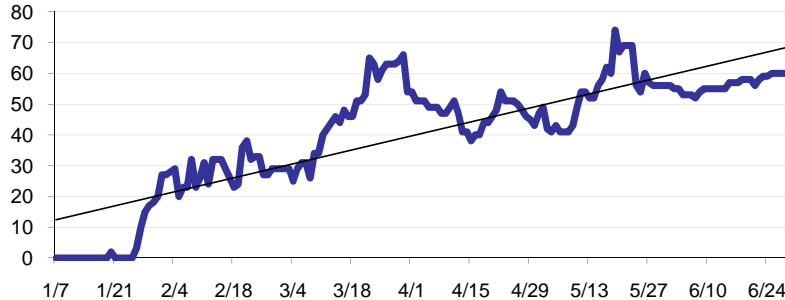
13%

< 3 days

54%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

7.3 per day
13 total last week

Net change in Q over six months:

66 ↑

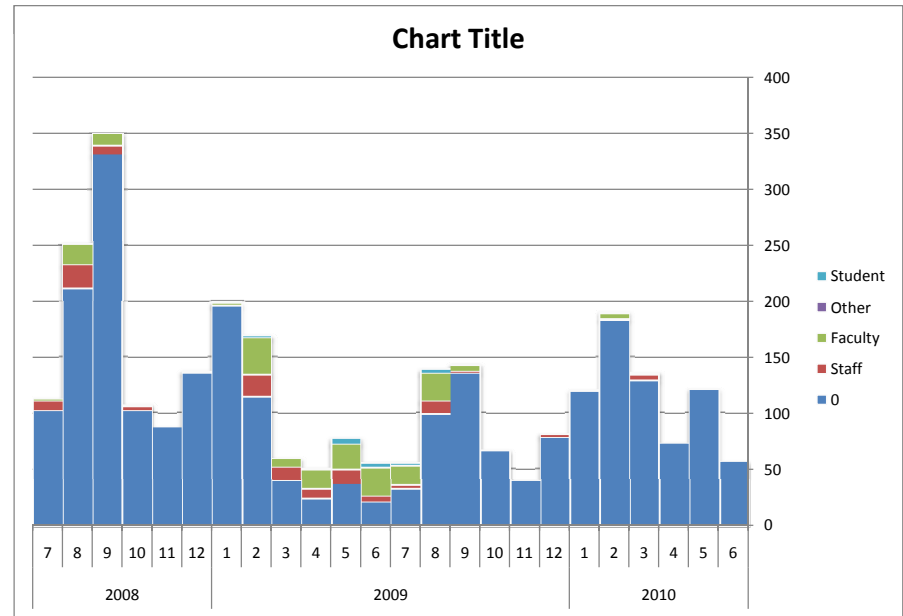
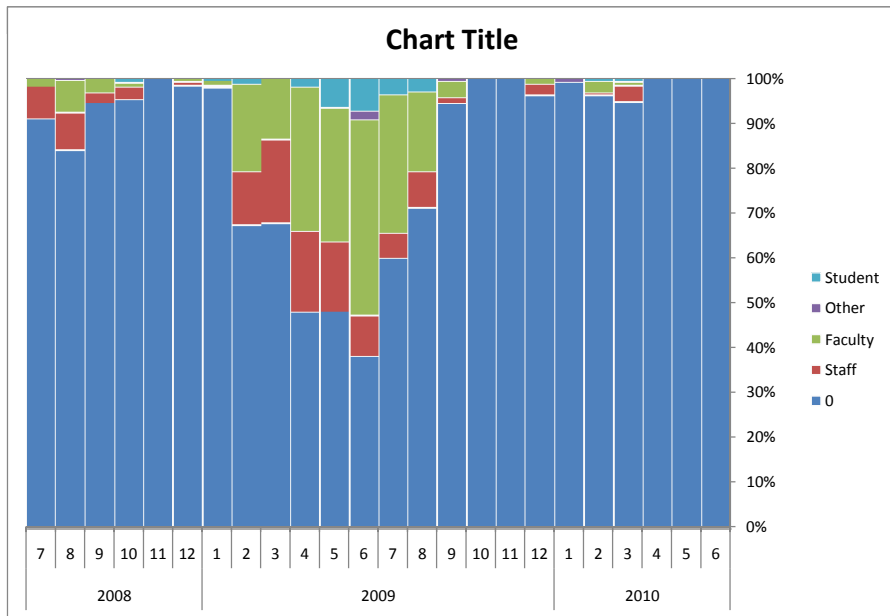
Stellar Cases in EdTech and Helpdesk Qs

Custom Fields: Issues, Sources, Components and so on, absolute N of tickets in Edtech::Stellar

Cases as of 7/1/2010

data exists	case
Queue	(All)
Components	(All)
Source	(All)

Count of CaseID	Year Month																							
	2010							2009							2008									
Issue	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7
Site Request	30	59	25	50	94	37	21	26	51	80	68	43	42	44	23	21	74	132	136	85	104	337	230	94
Suggestion	18	36	20	10	10	28	32	4	5	20	31	4	1	6	2	4	13	23			2	8	10	5
Access	2	6	4	24	37	15	2	3	3	1	2			6	2	5	6	3					1	1
Bug Report	2	8	2	20	13	2	7	1	22	5	2	5	4	15	23	10			1		1	6	4	
Other	1	4	8	12	2	5	4	3	2	1	5	1	2	9	2	7	1			1	2			
Content Management	1	2	4	10	22	20	5	1	3	4	22	4	2	5	4	2	26	13						1
Read Only	3	2		2	3	5	4		1	1	1			1		1	2							
Customization					3	2										2	2	1						1
Training									1	1	1		1			1	1							1
Upload			4	2	2	2		2		9	1			4	5	6	7	2		1			2	3
Interface Design																1								
Usability		2	4	2	1	1	1					1	1	3	1		5	2	1			1		
Performance														1			1	1						
RSS Feeds										2														
Documentation	1					1																		



Stellar Cases in EdTech and Helpdesk Qs

Cases as of 7/1/2010

data exists	case
Queue	(All)
Components	(All)
Issue	(All)

Count of CaseID	Year		Month																					
	2010	2009	2008																					
Source	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7
Staff	56	121	73	129	183	119	78	40	66	135	99	33	21	37	24	40	114	195	135	87	102	331	212	102
Faculty				5	1		2			2	11	3	5	12	9	11	20	1	1		3	8	21	8
Other				1	5		1			5	25	17	24	23	16	8	33	2	1		1	11	18	2
Student						1			1				1										1	
Grand Total	56	121	73	136	190	120	81	40	66	143	139	55	55	77	50	59	169	199	137	87	107	350	252	112

