Figure 1: Tracking screen

Figure 2: Example report for unsolved issues

Campus Technology Center

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Campus Technology Center > Issue Listing

Issue Listing

Tracking issues submitted to IT

New ▾   Actions ▾   Settings ▾   ◀ 251 - 300 ▶   View: **All Issues** ▾

Created	Issue ID	Title	Category	Problem Type	Assigned To	Requested by	Issue Status	Priority	Completed Date	Contact Number	FillIDField
4/8/2014 8:34 AM	25745	e6520-jj3gfv1	Laptop	Hardware Failure	SC Helpdesk	● Marilyn Clements	Solved	(1) Low	4/8/2014		
4/7/2014 11:13 AM	25732	e6530 - 34rvlx1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	9/8/2014		
4/7/2014 9:18 AM	25729	R850 - 6B120337H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/28/2014		
4/4/2014 1:14 PM	25722	E6520 - D34GFV1	Laptop	Hardware Failure	SC Helpdesk	Megan Walentynowicz	Solved	(1) Low	4/4/2014		
4/3/2014 3:22 PM	25709	e6530-c2rvlx1	Laptop	Hardware Failure	SC Helpdesk	Alyx Elsaesser	Solved	(1) Low	4/15/2014	620-453-1907	
4/3/2014 10:39 AM	25701	e6530-5s3wlx1	Laptop	Hardware Failure	SC Helpdesk	Saeed Yazdani	Solved	(1) Low	4/3/2014		
4/3/2014 9:42 AM	25697	r850-6B146893H	Laptop	Hardware Failure	SC Helpdesk	Brad Sexson	Solved	(1) Low	5/21/2014	316-304-4321	
4/2/2014 11:18 AM	25692	E6520-HS1GFV1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/10/2014		
4/2/2014 10:52 AM	25691	E6520-434GFV1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/8/2014		
4/1/2014 8:49 AM	25665	r850-6B121801H	Laptop	Hardware Failure	SC Helpdesk	Donna Davis	Solved	(1) Low	4/15/2014		
4/1/2014 8:16 AM	25664	E6520 - 3Y3GFV1	Laptop	Hardware Failure	SC Helpdesk	Morgan Constantine	Solved	(1) Low	4/4/2014		
3/26/2014 3:23 PM	25631	E6520 - 2H3GFV1	Laptop	Hardware Failure	SC Helpdesk	Marissa Stadler	Solved	(1) Low	3/31/2014	3082932943	
3/26/2014 9:23 AM	25624	R850 - 6B120302H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/27/2014		
3/26/2014 9:03 AM	25623	R850 - 6B165281H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	5/12/2014		
3/26/2014 8:29 AM	25621	r850 - 6B162369H	Laptop	Hardware Failure	SC Helpdesk	Margot Kelman	Solved	(1) Low	3/26/2014		
3/25/2014 3:51 PM	25617	E6530 - 7d3wlx1	Laptop	Hardware Failure	SC Helpdesk	Edward Loeb	Solved	(1) Low	3/28/2014		
3/25/2014 1:43 PM	25614	E6530 - CXPVLX1	Laptop	Hardware Failure	SC Helpdesk	Elijah Rodda	Solved	(1) Low	3/27/2014	620*262*1631	
3/24/2014 2:58 PM	25607	E6520 - 5rpvlx1	Laptop	Hardware Failure	SC Helpdesk	Cierra Ross	Solved	(1) Low	3/27/2014	316-871-7550	
3/24/2014 1:28 PM	25602	E6520-2t5gfv1	Laptop	Hardware Failure	SC Helpdesk	Hunter Bohannan	Solved	(1) Low	3/26/2014	4059195074	
3/24/2014 11:24 AM	25597	E6520-746GFV1	Laptop	Hardware Failure	SC Helpdesk	Lena Williams	Solved	(1) Low	3/24/2014	316-712-2676	
3/24/2014 11:20 AM	25596	E6530-8m3wlx1	Laptop	Hardware Failure	SC Helpdesk	Katharina Frank	Solved	(1) Low	3/24/2014		
3/24/2014 9:10 AM	25591	r850 - 6B147330H	Laptop	Hardware Failure	SC Helpdesk	● Tim Miser	Solved	(1) Low	3/31/2014	913*461*3737	
3/17/2014 3:12 PM	25559	R850 - 6B147320H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/21/2014		
3/17/2014 2:06 PM	25557	R850 - 6B121793H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/21/2014		
3/14/2014 11:50 AM	25549	E6530 - cwpvlx1	Laptop	Hardware Failure	SC Helpdesk	Matthew Custard	Solved	(1) Low	3/17/2014	405-639-9877	
3/14/2014 10:01 AM	25546	R850 - 6B116858H	Laptop	Hardware Failure	SC Helpdesk	Ismail Farid	Solved	(1) Low	3/14/2014	318-2846	

Figure 3: Example analysis of laptop model failure

Campus Technology Center

Campus Technology Center   BUG   PCI

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Site Actions ▾

Campus Technology Center > Issue Listing

Issue Listing

Tracking issues submitted to IT

New ▾   Actions ▾   Settings ▾   View: **Performance by Perio...** ▾

| Issue ID	Created	Title	Assigned To	Category	Problem Type	Issue Status	Requested by	Created By
Count = 5607				Count = 5607		Count = 5607		
⊟ Issue Status : In Progress (1)								
Count = 1				Count = 1		Count = 1		
⊞ Category : Blackboard (1)								
17395	8/15/2012 2:27 PM	EDUC343 Content	● Amy Yan	Blackboard	Troubleshooting	In Progress	Cheryl Germann	● Amy Yan
⊞ Issue Status : Solved (5606)								

Figure 4: Example of performance by period
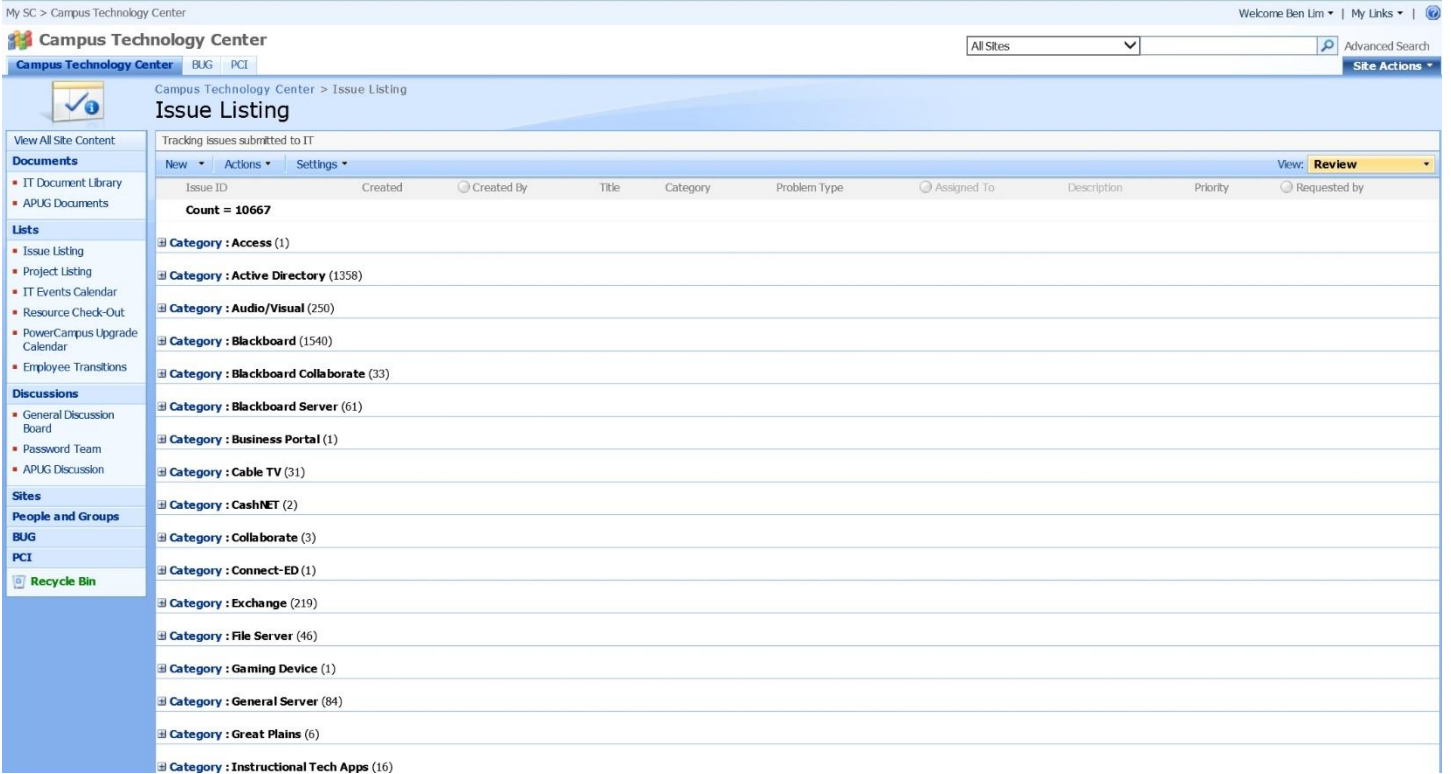
Figure 5: Review by Category
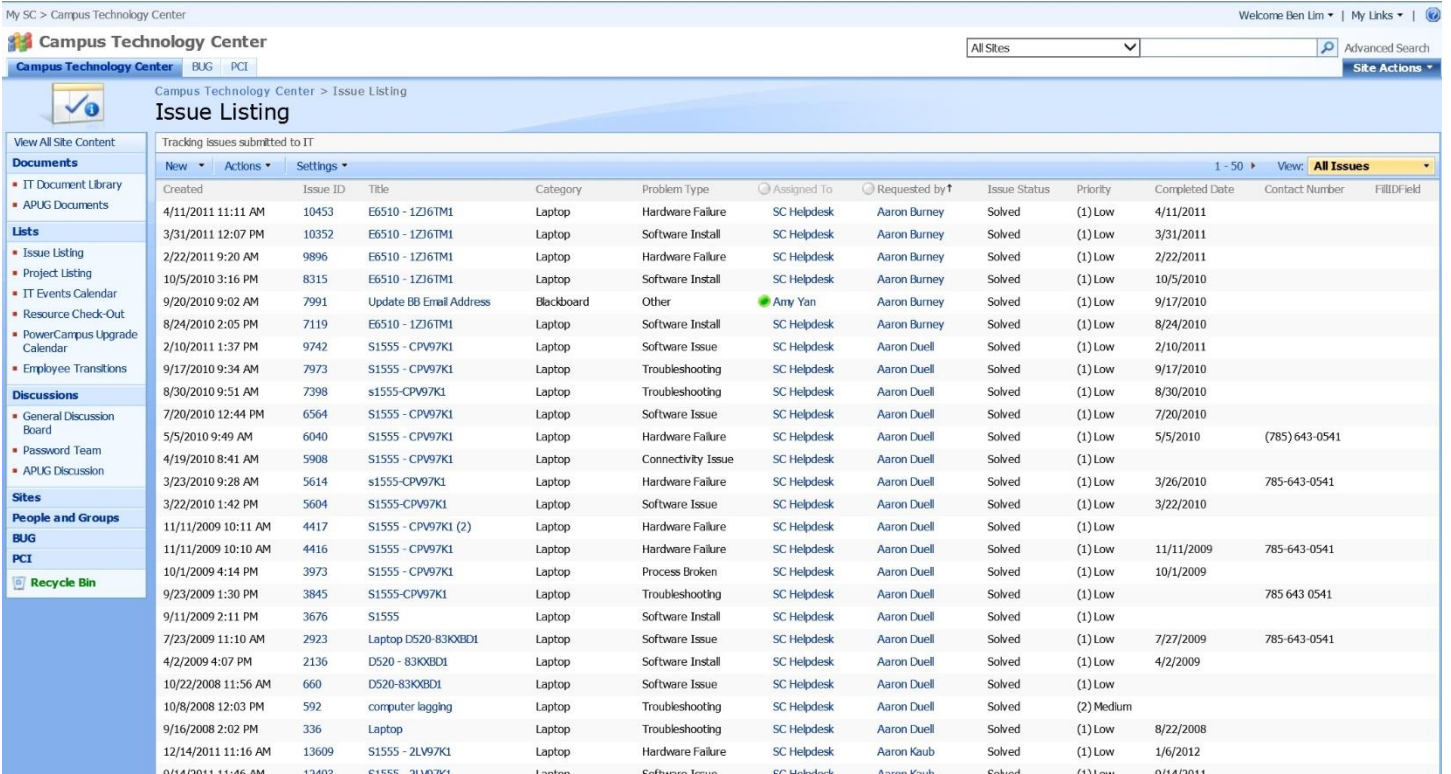
Figure 6: Example of Report by requestor

17	No seats available	Joni Rankin	Tracking only	Erinn Miller	
18	No seats available	Joni Rankin	Tracking only	Marla Drinnen	Enrollment problems
22	Learner is showing on FA report with incorrect p/d/c	Joni Rankin	Tracking only	Crystal Rogers--FA	Data entry error
23	No Seats Available	Marilyn Clements	Tracking only	Angela Merchant 111-20-0643	Enrollment problems
24	Inability to transfer calls to Registrar office	Crystal Roach	Pending		Phone
25	Transfer long distance call	Trenton Williams	Tracking only		Phone
26	Coach phone failure	Karen Wright	Resolved		Phone
27	Voicemail problem at the base	Lisa Booth	Resolved		Phone
28	Phone Tree Issue	Shirley Baker	Active	Rick Kanester 405-202-0814	Phone
29	Business Portal	Trenton Williams	Active		Data entry error
30	Powercampus non fucntional-Scanning very slow	Trenton Williams	Tracking only		Response time
31	Learner Complained about the new technology fee	Augusto OrtizDeVillate	Resolved	111-19-6992	Learner Complaint
32	Has Questions...no response	Susan Backofen	Resolved	Adam Brockett	Response time
33	Has Issues, no response	Stephen Ferguson	Resolved	Bradlee Brown	Response time
34	Needs assistance with class recommendation	Stephen Ferguson	Resolved	John Locke	Response time
35	Learner has questions, but has yet to receive a reply	Stephen Ferguson	Resolved	Israel Alvarado	Response time
36	no response from inquiry	Susan Backofen	Resolved		Response time
37	VA not billed	Susan Backofen	Resolved	Stephanie Anderson	Response time
38	Blackboard Not Working for Students	Eloy Mendoza	Resolved	11178780	Black Board
39	Graduate book not available	Susan Backofen	Resolved		Lack of information
40	LEAD515 not listed in Spring 2	Susan Backofen	Resolved		Response time
41	Customer Service	Susan Backofen	Resolved		customer service
42	students not loaded in Bb	Susan Backofen	Tracking only		Response time
43	Password reset inconsistently working	Susan Backofen	Resolved		Email
44	students not logging in to email	Susan Backofen	Tracking only		Email
45	Learner claimed to not have known about SCKANS.EDU account	Amy Lash Esau	Tracking only	Douglas Barrett	Lack of information
46	CJ inquiry to MC	Amy Lash Esau	Tracking only		Misdirected Inquiry
47	Misinformation regarding financial aid	Susan Backofen	Resolved		Inconsistent information

Figure 7: Example of PS Issue tracking