UTO BI Yearly Newsletter

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What is UTO BI?

UTO BI is the *Business Intelligence Team* within the **University Technology Office**. We are made up of the *Data Warehouse Team* and the *Analytics Team*.

The Data Warehouse team

The data warehouse team is responsible for maintaining and supporting the data provided in the Enterprise Data Warehouse (EDW) and the legacy Data Warehouse on enterprise1.

This involves several duties and services:
- We move data from new applications into the EDW, or new data that has been added to existing applications.
- We simplify and enrich data. This may involve taking data from multiple tables and putting into one table, running complex queries and storing results so user queries are simpler and faster, aggregating data, computing and storing flags and statuses that help users, creating snapshots for trend reporting, and otherwise manipulating data in any manner that will simplify or improve reporting and analytics for the enterprise.

The EDW is also used for storing data archived from retired systems, or data that will be purged from current systems due to performance or space concerns.

We keep the data warehouse current, available and performing to expectations.

The Analytics team

The Analytics team supports and maintains the Analytics environment at ASU which can be found at https://analytics.asu.edu.

This team is here to help create new data models, reports, and visualizations or help you with any of your data needs. We also offer consulting services so that you can learn the tool and we can help empower you to meet the ever changing needs of such an exciting and innovative University at ASU.

We also have team members that support My Reports which is our legacy self-service reporting tool that currently supports so many reporting needs. You will also find team members who support the Dashboards at ASU, which is our legacy reporting application that is easy and intuitive to use. Please feel free to stop by and see us any time at the University Services Building on the 2nd floor.

New toolset

Due to our current tools being end of life and not supported as needed, we have made the decision to move all of our reporting over to the Microsoft Business Intelligence Suite of Tools.

We feel that this decision is going to help ASU move forward in our reporting needs and allow more people to more easily make better data driven decisions.

We realize that a change of this magnitude can be scary but please know that we will always make sure you have access to all queries as long as they are being used or are needed for our business to function.

We have worked very hard to come up with training classes and materials that will enable you to continue to do your job as needed.
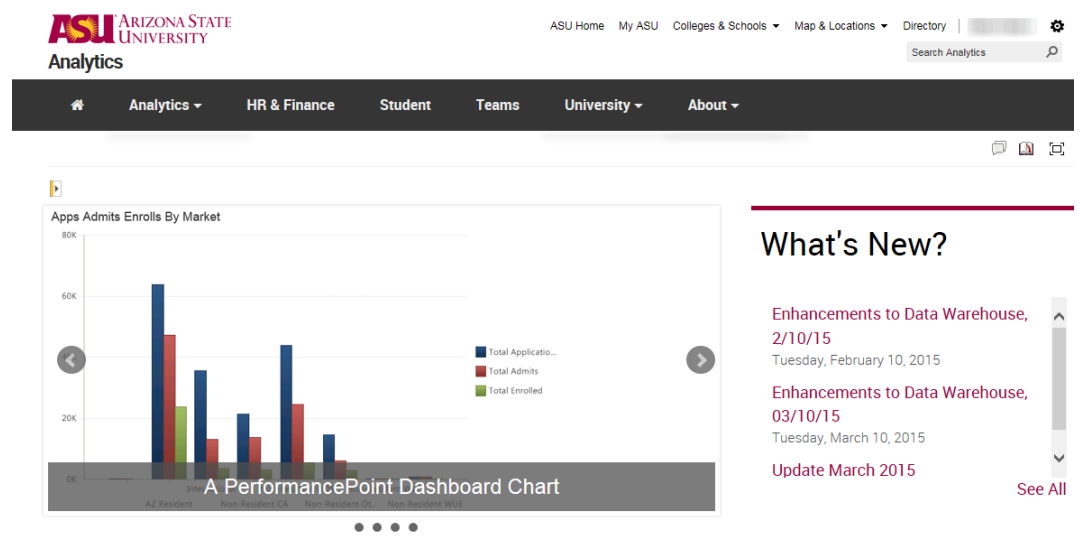
We see this not only as an opportunity to upgrade our toolset, but also to improve our processes and make things better.

Analytics.asu.edu

Service Now

In effort to improve the way that we offer services, UTO has implemented a new product called Service Now.

This product is the mechanism by which you can request services from us, or report an incident when something has gone wrong.

In order to use Service Now, you simply login to My ASU and click on the Service Tab. From there you can search knowledge articles, request a service or report an incident.

If you aren't sure where to go for help with Business Intelligence, you can type in Data Warehouse, My Reports, Dashboards or Analytics and you will be directed to the proper request form.

2014 Year in Review for BI

Analytics:

Officially Launched Analytics 10/31/2015

10,511 Hours Logged in Planview for Implementation of Analytics

1,510 Hours logged in Planview for Maintenance and Support

88 Cases handled through Service Now

40 Users used Analytics

My Reports:

2,960 Hours Logged in Planview for Maintenance and Support

11,619 New Queries Added

565 Cases handled through Parature

443 Cases handled through Service Now

750+ Users used My Reports

Dashboards:

1,117 Hours Logged in Planview for Maintenance and Support

916 Cases handled through Jira

314,000+ Hits on the Dashboards

3,000+ Users used the Dashboards

Data Warehouse: Major New Subject Areas added

Salesforce

Kenexa

InContact

Bomgar

Capital Programs Management data

Data Warehouse: R&D

Sentiment Analysis: prototyped analysis of unstructured data, like chats, surveys, discussions, feedback, etc

Blackboard: Aggregation of large data sets

GoldenGate POC: Near real time data replication, mostly around Peoplesoft data

Data Warehouse: Statistics

221 Tables Added

2 Billion Rows Added

Stay Informed

We do our best to keep you informed about what's going on in the world of ASU UTO BI.

There are many ways to get updates.

ListServ

We greatly respect your inbox and know that we all get so much email that it's hard to know what to read. As a result, we started a listserv in which you can opt in to get important information. We send important information about My Reports including scheduled maintenance, issues and changes to the Data Warehouse to these listservs. If you would like to be included in these emails, please see the instructions on how to sign up for the listserv.

Blogs

There are a number of blogs on the new analytics platform that provide updates on various topics. The most recently updated blogs are featured on the analytics home page, but you can always also go directly to the blogs page. If you'd like to be notified when new blogs are posted, please see the instructions on how to set this up.

BI Community

BI Community provides space for anyone at ASU to participate in Analytics discussions. You can post your questions, answer your peers' questions and interact with community members. The discussions are grouped by categories. You can subscribe to get updates whenever new topics or comments are added or a user asks a new question in your favorite categories. If you think we're missing a category, please submit a Service Now request to create a new category.

rWUG

Join the Reporting and Warehouse User Group, rWUG. The group meets on the last Tuesday of every month on the Tempe Campus. We discuss various topics relevant to the data analysis community at ASU. Send an email to Jennifer Wilken or Jennifer Hornsby to be added to the group.

Outages

The best way to find out about outages is: http://syshealth.asu.edu/