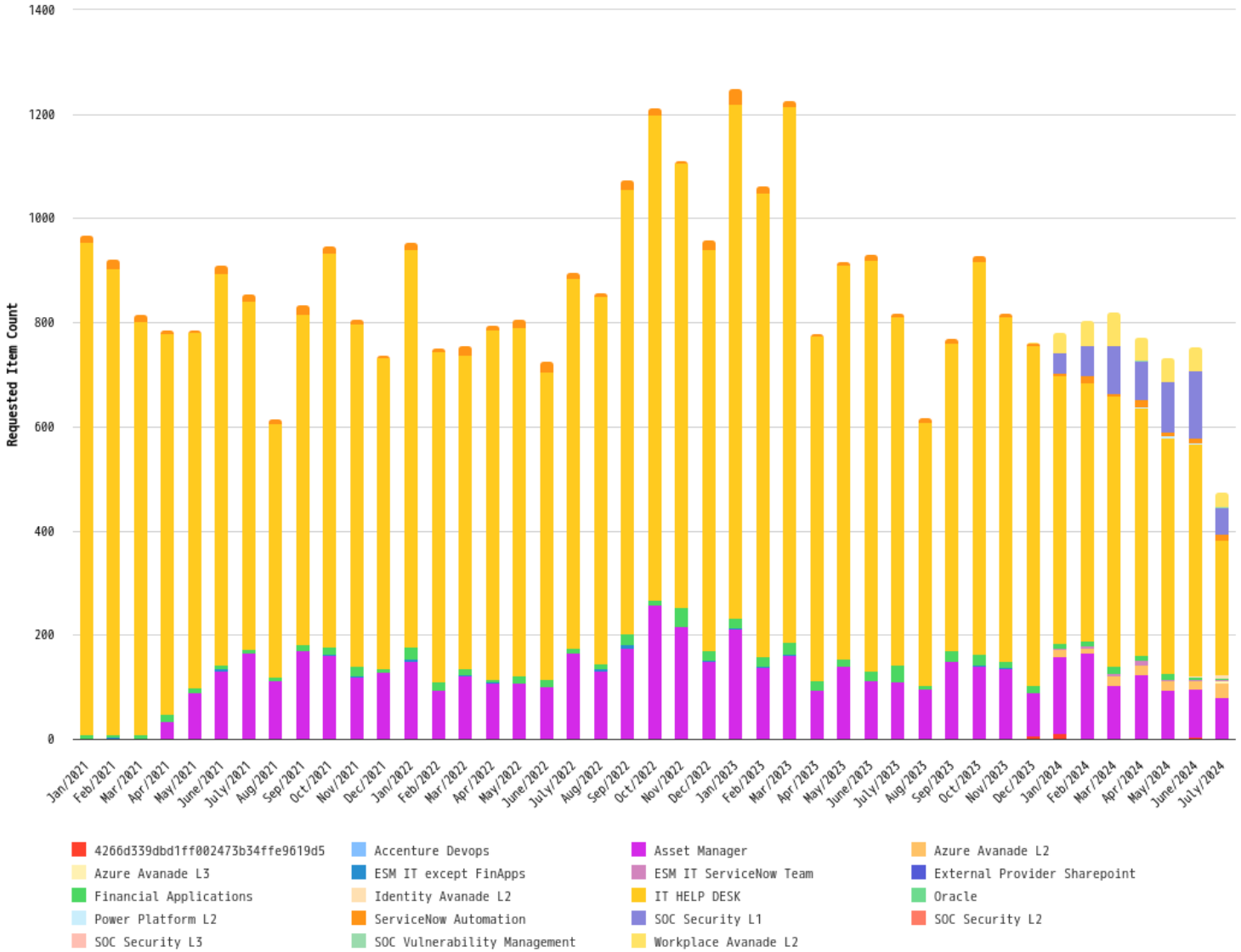


**Report Title:** Amount of Requests since 2020  
**Run Date and Time:** 22/07/2024 13:55:39 Central European Summer Time  
**Run by:** Markus Sewenig  
**Table name:** sc\_req\_item  
**Query Condition:** Opened > 31/12/2020 23:59:59 AND Status = Closed Complete AND Assignment group != Facility Manager  
**Group by:** Assignment group

Amount of Requests since 2020



Opened Totals	Count Totals	Percent
Jan/2021 Total	968	2.62%
Feb/2021 Total	922	2.5%
Mar/2021 Total	816	2.21%

Opened Totals	Count Totals	Percent
Apr/2021 Total	786	2.13%
May/2021 Total	786	2.13%
June/2021 Total	911	2.47%
July/2021 Total	855	2.32%
Aug/2021 Total	616	1.67%
Sep/2021 Total	834	2.26%
Oct/2021 Total	949	2.57%
Nov/2021 Total	807	2.19%
Dec/2021 Total	738	2%
Jan/2022 Total	955	2.59%
Feb/2022 Total	753	2.04%
Mar/2022 Total	757	2.05%
Apr/2022 Total	796	2.16%
May/2022 Total	808	2.19%
June/2022 Total	726	1.97%
July/2022 Total	897	2.43%
Aug/2022 Total	859	2.33%
Sep/2022 Total	1,075	2.91%
Oct/2022 Total	1,214	3.29%
Nov/2022 Total	1,112	3.01%
Dec/2022 Total	959	2.6%
Jan/2023 Total	1,249	3.38%
Feb/2023 Total	1,064	2.88%
Mar/2023 Total	1,227	3.32%
Apr/2023 Total	779	2.11%
May/2023 Total	918	2.49%
June/2023 Total	932	2.52%
July/2023 Total	819	2.22%
Aug/2023 Total	617	1.67%

Opened Totals	Count Totals	Percent
Sep/2023 Total	771	2.09%
Oct/2023 Total	929	2.52%
Nov/2023 Total	818	2.21%
Dec/2023 Total	764	2.07%
Jan/2024 Total	783	2.12%
Feb/2024 Total	805	2.18%
Mar/2024 Total	822	2.23%
Apr/2024 Total	772	2.09%
May/2024 Total	734	1.99%
June/2024 Total	754	2.04%
July/2024 Total	475	1.29%

Opened	Assignment group	Count	Percent
Jan/2021	ESM IT except FinApps	1	0.1%
	Financial Applications	8	0.83%
	IT HELP DESK	945	97.62%
	ServiceNow Automation	14	1.45%
Feb/2021	Asset Manager	2	0.22%
	ESM IT except FinApps	2	0.22%
	External Provider Sharepoint	1	0.11%
	Financial Applications	4	0.43%
	IT HELP DESK	896	97.18%
	ServiceNow Automation	17	1.84%
Mar/2021	Asset Manager	3	0.37%
	Financial Applications	6	0.74%
	IT HELP DESK	794	97.3%
	ServiceNow Automation	13	1.59%
Apr/2021	Asset Manager	35	4.45%

Opened	Assignment group	Count	Percent
	Financial Applications	13	1.65%
	IT HELP DESK	732	93.13%
	ServiceNow Automation	6	0.76%
May/2021	4266d339dbd1ff002473b34ffe9619d 5	1	0.13%
	Asset Manager	89	11.32%
	Financial Applications	9	1.15%
	IT HELP DESK	682	86.77%
	ServiceNow Automation	5	0.64%
June/2021	Asset Manager	132	14.49%
	ESM IT except FinApps	5	0.55%
	Financial Applications	6	0.66%
	IT HELP DESK	752	82.55%
	ServiceNow Automation	16	1.76%
July/2021	Asset Manager	167	19.53%
	Financial Applications	7	0.82%
	IT HELP DESK	668	78.13%
	ServiceNow Automation	13	1.52%
Aug/2021	Asset Manager	114	18.51%
	Financial Applications	6	0.97%
	IT HELP DESK	487	79.06%
	ServiceNow Automation	9	1.46%
Sep/2021	4266d339dbd1ff002473b34ffe9619d 5	1	0.12%
	Asset Manager	169	20.26%
	Financial Applications	13	1.56%
	IT HELP DESK	634	76.02%
	ServiceNow Automation	17	2.04%

Opened	Assignment group	Count	Percent
Oct/2021	4266d339dbd1ff002473b34ffe9619d 5	3	0.32%
	Asset Manager	159	16.75%
	ESM IT except FinApps	1	0.11%
	Financial Applications	14	1.48%
	IT HELP DESK	757	79.77%
	ServiceNow Automation	15	1.58%
Nov/2021	4266d339dbd1ff002473b34ffe9619d 5	2	0.25%
	Asset Manager	119	14.75%
	ESM IT except FinApps	2	0.25%
	Financial Applications	17	2.11%
	IT HELP DESK	659	81.66%
	ServiceNow Automation	8	0.99%
Dec/2021	Asset Manager	129	17.48%
	Financial Applications	6	0.81%
	IT HELP DESK	598	81.03%
	ServiceNow Automation	5	0.68%
Jan/2022	Asset Manager	151	15.81%
	ESM IT except FinApps	3	0.31%
	Financial Applications	24	2.51%
	IT HELP DESK	762	79.79%
	ServiceNow Automation	15	1.57%
Feb/2022	Asset Manager	94	12.48%
	Financial Applications	16	2.12%
	IT HELP DESK	635	84.33%
	ServiceNow Automation	8	1.06%

Opened	Assignment group	Count	Percent
Mar/2022	4266d339dbd1ff002473b34ffe9619d 5	1	0.13%
	Asset Manager	122	16.12%
	ESM IT except FinApps	1	0.13%
	Financial Applications	11	1.45%
	IT HELP DESK	603	79.66%
	ServiceNow Automation	19	2.51%
Apr/2022	4266d339dbd1ff002473b34ffe9619d 5	1	0.13%
	Asset Manager	107	13.44%
	ESM IT except FinApps	3	0.38%
	Financial Applications	4	0.5%
	IT HELP DESK	671	84.3%
	ServiceNow Automation	10	1.26%
May/2022	4266d339dbd1ff002473b34ffe9619d 5	1	0.12%
	Asset Manager	108	13.37%
	Financial Applications	14	1.73%
	IT HELP DESK	669	82.8%
	ServiceNow Automation	16	1.98%
	June/2022	Asset Manager	102
Financial Applications		13	1.79%
IT HELP DESK		591	81.4%
ServiceNow Automation		20	2.75%
July/2022	4266d339dbd1ff002473b34ffe9619d 5	1	0.11%
	Asset Manager	164	18.28%
	Financial Applications	11	1.23%
	IT HELP DESK	710	79.15%

Opened	Assignment group	Count	Percent
	ServiceNow Automation	11	1.23%
Aug/2022	Asset Manager	131	15.25%
	ESM IT except FinApps	5	0.58%
	Financial Applications	9	1.05%
	IT HELP DESK	706	82.19%
	ServiceNow Automation	8	0.93%
Sep/2022	4266d339dbd1ff002473b34ffe9619d 5	1	0.09%
	Asset Manager	174	16.19%
	ESM IT except FinApps	7	0.65%
	Financial Applications	20	1.86%
	IT HELP DESK	854	79.44%
	ServiceNow Automation	19	1.77%
Oct/2022	Asset Manager	258	21.25%
	Financial Applications	10	0.82%
	IT HELP DESK	932	76.77%
	ServiceNow Automation	14	1.15%
Nov/2022	Accenture Devops	1	0.09%
	Asset Manager	215	19.33%
	ESM IT except FinApps	1	0.09%
	Financial Applications	37	3.33%
	IT HELP DESK	853	76.71%
	ServiceNow Automation	5	0.45%
Dec/2022	Asset Manager	149	15.54%
	ESM IT except FinApps	3	0.31%
	Financial Applications	18	1.88%
	IT HELP DESK	772	80.5%

Opened	Assignment group	Count	Percent
	ServiceNow Automation	17	1.77%
Jan/2023	4266d339dbd1ff002473b34ffe9619d 5	1	0.08%
	Asset Manager	211	16.89%
	ESM IT except FinApps	2	0.16%
	Financial Applications	20	1.6%
	IT HELP DESK	986	78.94%
	ServiceNow Automation	29	2.32%
Feb/2023	4266d339dbd1ff002473b34ffe9619d 5	1	0.09%
	Asset Manager	138	12.97%
	ESM IT except FinApps	1	0.09%
	Financial Applications	20	1.88%
	IT HELP DESK	890	83.65%
	ServiceNow Automation	14	1.32%
Mar/2023	4266d339dbd1ff002473b34ffe9619d 5	2	0.16%
	Accenture Devops	1	0.08%
	Asset Manager	158	12.88%
	ESM IT except FinApps	2	0.16%
	Financial Applications	24	1.96%
	IT HELP DESK	1,029	83.86%
	ServiceNow Automation	11	0.9%
Apr/2023	Asset Manager	95	12.2%
	Financial Applications	17	2.18%
	IT HELP DESK	662	84.98%
	ServiceNow Automation	5	0.64%
May/2023	4266d339dbd1ff002473b34ffe9619d 5	1	0.11%



Opened	Assignment group	Count	Percent
	Asset Manager	139	15.14%
	Financial Applications	15	1.63%
	IT HELP DESK	757	82.46%
	ServiceNow Automation	6	0.65%
June/2023	4266d339dbd1ff002473b34ffe9619d 5	2	0.21%
	Asset Manager	112	12.02%
	Financial Applications	17	1.82%
	IT HELP DESK	790	84.76%
	ServiceNow Automation	11	1.18%
July/2023	Asset Manager	111	13.55%
	Financial Applications	31	3.79%
	IT HELP DESK	670	81.81%
	Oracle	1	0.12%
	ServiceNow Automation	6	0.73%
Aug/2023	4266d339dbd1ff002473b34ffe9619d 5	1	0.16%
	Asset Manager	95	15.4%
	Financial Applications	8	1.3%
	IT HELP DESK	504	81.69%
	ServiceNow Automation	9	1.46%
Sep/2023	4266d339dbd1ff002473b34ffe9619d 5	1	0.13%
	Asset Manager	148	19.2%
	ESM IT except FinApps	2	0.26%
	Financial Applications	20	2.59%
	IT HELP DESK	591	76.65%
	ServiceNow Automation	9	1.17%

Opened	Assignment group	Count	Percent
Oct/2023	4266d339dbd1ff002473b34ffe9619d 5	1	0.11%
	Asset Manager	140	15.07%
	ESM IT except FinApps	3	0.32%
	Financial Applications	19	2.05%
	IT HELP DESK	754	81.16%
	Oracle	1	0.11%
	ServiceNow Automation	11	1.18%
Nov/2023	4266d339dbd1ff002473b34ffe9619d 5	2	0.24%
	Asset Manager	134	16.38%
	ESM IT except FinApps	2	0.24%
	Financial Applications	11	1.34%
	IT HELP DESK	662	80.93%
	ServiceNow Automation	7	0.86%
Dec/2023	4266d339dbd1ff002473b34ffe9619d 5	6	0.79%
	Accenture Devops	1	0.13%
	Asset Manager	84	10.99%
	Financial Applications	12	1.57%
	IT HELP DESK	653	85.47%
	ServiceNow Automation	6	0.79%
	Workplace Avande L2	2	0.26%
Jan/2024	4266d339dbd1ff002473b34ffe9619d 5	11	1.4%
	Asset Manager	149	19.03%
	Azure Avande L2	13	1.66%
	ESM IT ServiceNow Team	2	0.26%
	Financial Applications	10	1.28%
	IT HELP DESK	513	65.52%

Opened	Assignment group	Count	Percent
	ServiceNow Automation	6	0.77%
	SOC Security L1	38	4.85%
	SOC Security L2	1	0.13%
	Workplace Avanade L2	40	5.11%
Feb/2024	4266d339dbd1ff002473b34ffe9619d 5	1	0.12%
	Asset Manager	164	20.37%
	Azure Avanade L2	10	1.24%
	ESM IT ServiceNow Team	6	0.75%
	Financial Applications	9	1.12%
	IT HELP DESK	494	61.37%
	ServiceNow Automation	15	1.86%
	SOC Security L1	58	7.2%
	Workplace Avanade L2	48	5.96%
Mar/2024	4266d339dbd1ff002473b34ffe9619d 5	1	0.12%
	Asset Manager	102	12.41%
	Azure Avanade L2	19	2.31%
	ESM IT ServiceNow Team	5	0.61%
	Financial Applications	13	1.58%
	IT HELP DESK	520	63.26%
	ServiceNow Automation	4	0.49%
	SOC Security L1	93	11.31%
	Workplace Avanade L2	65	7.91%
Apr/2024	Asset Manager	125	16.19%
	Azure Avanade L2	19	2.46%
	ESM IT ServiceNow Team	8	1.04%
	Financial Applications	9	1.17%
	IT HELP DESK	475	61.53%

Opened	Assignment group	Count	Percent
	Power Platform L2	2	0.26%
	ServiceNow Automation	15	1.94%
	SOC Security L1	74	9.59%
	SOC Vulnerability Management	2	0.26%
	Workplace Avanaide L2	43	5.57%
May/2024	4266d339dbd1ff002473b34ffe9619d 5	1	0.14%
	Accenture Devops	1	0.14%
	Asset Manager	92	12.53%
	Azure Avanaide L2	18	2.45%
	Azure Avanaide L3	1	0.14%
	ESM IT ServiceNow Team	2	0.27%
	Financial Applications	11	1.5%
	IT HELP DESK	453	61.72%
	Power Platform L2	4	0.54%
	ServiceNow Automation	8	1.09%
	SOC Security L1	96	13.08%
	SOC Security L2	1	0.14%
	Workplace Avanaide L2	46	6.27%
June/2024	4266d339dbd1ff002473b34ffe9619d 5	4	0.53%
	Accenture Devops	1	0.13%
	Asset Manager	93	12.33%
	Azure Avanaide L2	14	1.86%
	ESM IT ServiceNow Team	3	0.4%
	Financial Applications	6	0.8%
	Identity Avanaide L2	1	0.13%
	IT HELP DESK	445	59.02%
	Power Platform L2	3	0.4%

Opened	Assignment group	Count	Percent
	ServiceNow Automation	9	1.19%
	SOC Security L1	128	16.98%
	SOC Security L2	1	0.13%
	Workplace Avanade L2	46	6.1%
July/2024	4266d339dbd1ff002473b34ffe9619d 5	2	0.42%
	Asset Manager	78	16.42%
	Azure Avanade L2	28	5.89%
	Azure Avanade L3	6	1.26%
	ESM IT ServiceNow Team	2	0.42%
	Financial Applications	2	0.42%
	Identity Avanade L2	7	1.47%
	IT HELP DESK	258	54.32%
	ServiceNow Automation	11	2.32%
	SOC Security L1	50	10.53%
	SOC Security L3	1	0.21%
	SOC Vulnerability Management	2	0.42%
	Workplace Avanade L2	28	5.89%
<b>Total</b>		<b>36,931</b>	