

# Distance Support SDE Metrics Report Request

## Directions:

1. This form is used to request customized reports from the DS Shared Data Environment (SDE)
2. Tab to move through the form - or - click to enter a field.
3. Mandatory fields are highlighted in **RED**.

Name:

Email Address:

Daytime Phone: ( ) -

DSN No. (if applicable):

Organization:

## **How May We Help You?** (Please choose at least one. You may check all that apply)

I would like a metrics analyst to contact me to discuss my request.

I would like a report of the: **(check all that apply)**

Number of Support Requests opened

Number of Support Requests closed

Number of Support Requests still open

Average days open across Support Requests still open

Average time to close across closed Support Requests

Stratified by: **(choose a max of 3)**

Month

Quarter

Year

Ticket Owner (Support provider who initially opened the SR)

SOS Activity (Support provider who worked/is working on the SR)

Customer (who initiated the request)

Ship

Ship Type

EIC

APL

Ship Dept (derived from a combination of JCN, APL, EIC, and subject)

Other: **(please specify)**

Only include: **(check all that apply)**

Timeframe =

Ticket Owner(s) (Support provider who created the SR) =

SOS Activity(s) (Support provider who worked/is working on the SR) =

Customer(s) (who initiated the request) =

Ship(s) =

Ship Type(s) =

EIC(s) =

APL(s) =

Equipment Nomenclature like –

Noun Name like –

Other: (please specify)

I would like help in another metrics area. **(please specify)**

#### **What To Do After Completing the Request Form:**

1. Make sure the point of contact information you entered is correct before submitting. The information you provided will be used to contact you.
2. When you have completed the form, save it and then click the “Submit by Email” button below. **Please note** that due to some user computer hardware configurations, it may take several minutes for the form to render in your email client. Please be patient. The email will be automatically addressed for you.
3. After your email is sent, a metrics analyst will receive and review your submission. The representative will contact you within two (2) business days.
4. If you should have a need to follow up on this request, or are having a problem with the form, please contact the administrator at [Navy311@Navy.Mil](mailto:Navy311@Navy.Mil).