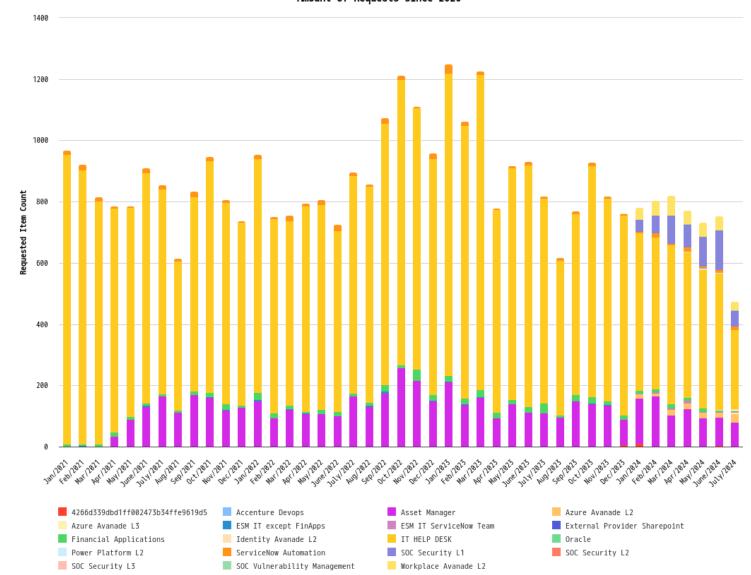
Report Title:	Amount of Requests since 2020
Run Date and Time:	22/07/2024 13:55:39 Central European Summer Time
Run by:	Markus Sewenig
Table name:	sc_req_item
Query Condition:	Opened > 31/12/2020 23:59:59 AND Status = Closed Complete AND Assignment group != Facility Manager
Group by:	Assignment group



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%

On an ad Tatala		Ocurt Tatala	Dereent
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%

Amount of Requests since 2020

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	14.05%
	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%

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 Avanade L2	2	0.26%
Jan/2024	4266d339dbd1ff002473b34ffe9619d 5	11	1.4%
	Asset Manager	149	19.03%
	Azure Avanade 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%

Power Platform L2 2 0.26% ServiceNow Automation 15 1.94% SOC Security L1 74 9.59% SOC Vulnerability Management 2 0.26% Workplace Avanade L2 43 5.57% May/2024 4266d330ebd1f002473b34f#9819d 1 0.14% Accenture Devops 1 0.44% Accenture Devops 1 0.44% Azure Avanade L2 18 2.45% Azure Avanade L3 1 0.44% Financial Applications 11 1.5% Financial Applications 11 1.5% Financial Applications 11 1.5% Financial Applications 1 0.44% Sol Socurity L1 96 13.08% Sol Socurity L2 1 0.44% May/2024 4266/330ebd1f002473034fre9019d 6 3.53% Azure Avanade L2 4 0.54% 3.55% Autor Avanade L2 1 0.44% 0.53% Azure Avanade L2 14	Opened	Assignment group	Count	Percent
SOC Sourily L1 74 9.59% SOC Vunerability Management 2 0.29% Workpiace Avanade L2 43 5.57% May/2024 42696339dbd110024730.34ffe8019d 5 1 0.14% Accenture Devope 1 0.14% Azure Avanade L2 18 245% Azure Avanade L3 1 0.14% ESM IT ServiceNow Team 2 0.27% Financial Applications 11 1.5% IT HELP DESK 453 661.72% SoC Security L1 96 13.08% SoC Security L1 96 13.08% SoC Security L1 96 62.7% June/2024 4266339dbd11002473b34ffe8019d 5 62.7% June/2024 4266339dbd11002473b34ffe8019d 5 0.53% Azure		Power Platform L2	2	0.26%
SOC Vulnerability Management20.08%Workplace Avanade L2435.57%May/2024426663398bd1ff002473b34ffe9619d 510.14%Accenture Devops10.14%Accenture Devops10.14%Asset Manager2212.53%Azure Avanade L2182.45%Azure Avanade L310.14%ESM IT ServiceNow Team20.27%Financial Applications111.5%Financial Applications111.5%Soc Security L19613.00%Soc Security L210.14%Vorkplace Avanade L2480.53%June/2024426603930d01ff002473034ffe9619d 540.53%June/2024426603930d01ff002473034ffe9619d 540.53%June/2024426603930d01ff002473034ffe9619d 540.53%June/2024426603930d01ff002473034ffe9619d 540.53%June/2024426603930d01ff002473034ffe9619d 540.53%June/2024426603930d01ff002473034ffe9619d 540.53%June/2024426603930d01ff002473034ffe9619d 540.53%June/2024426603930d01ff002473034ffe9619d 540.53%June/2024426603930d01ff002473034ffe9619d 		ServiceNow Automation	15	1.94%
Workplace Avanade L2435.57%May/20244266d339dbd1ff002473b34ffe9619d 510.14%Accenture Devops10.14%Asset Manager9212.53%Azure Avanade L2182.46%Azure Avanade L310.14%ESM IT ServiceNow Team20.27%Financial Applications111.5%IT HELP DESK45361.72%SoC Security L19613.08%SoC Security L210.14%June/20244266d339db1f1002473b34ffe9619d 54Accenture Devops10.13%Accenture Devops10.13%Accenture Devops10.13%Accenture Devops10.13%Accenture Devops10.13%Accenture Devops10.13%Accenture Devops10.13%Accenture Devops10.13%It HELP DESK60.6%It HELP DESK60.6%It HELP DESK10.13%		SOC Security L1	74	9.59%
May/2024 42863339dbd1f1002473b34ffe9619d 5 1 0.14% Accenture Devops 1 0.14% Azure Avanade L2 18 2.45% Azure Avanade L3 1 0.14% ESM IT ServiceNow Team 2 0.27% Financial Applications 11 1.5% IT HELP DESK 463 61.72% Power Platform L2 4 0.64% SOC Security L1 96 13.08% SOC Security L2 1 0.14% Vorkplace Avanade L2 46 6.27% June/2024 4266d338dbd1f1002473b34ffe9619d 4 0.53% Accenture Devops 1 0.13% 14.38% June/2024 4266d338dbd1f1002473b34ffe9619d 4 0.53% Accenture Devops 1 0.13% 14.38% Azure Avanade L2		SOC Vulnerability Management	2	0.26%
May2024 5 1 0.14% Accenture Devops 1 0.14% Asset Manager 92 12.53% Azure Avanade L2 18 2.45% Azure Avanade 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% June/2024 4266d33adbd1f1002473b34ffe9619d 4 0.53% Accenture Devops 1 0.13% 12.33% Azure Avanade L2 14 1.86% 12.33% 12.33% Azure Avanade L2 14 1.86% 0.85% 12.33% 12.33% Azure Avanade L2 14 1.86% 0.8% 12.33% 12.33% 12.33% 12.33% 12.33% 12.33% 12.33% 12.33% <t< td=""><td></td><td>Workplace Avanade L2</td><td>43</td><td>5.57%</td></t<>		Workplace Avanade L2	43	5.57%
Asset Manager9212.53%Azure Avanade L2182.45%Azure Avanade L310.14%ESM IT ServiceNow Team20.27%Financial Applications111.5%IT HELP DESK45361.72%Power Platform L240.54%SoC Security L19613.08%SOC Security L210.14%June/20244266d339dbd1ff002473b34ffe9619d4Asset Manager9312.33%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%It HELP DESK60.8%It HELP DESK60.8%It HELP DESK60.8%It HELP DESK450.13%It HELP DESK10.13%It HELP DESK450.8%It HELP DESK450.8%It HELP DESK450.8%It HELP DESK450.1%	May/2024		1	0.14%
Azure Avanade L2 18 2.45% Azure Avanade 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 0.64% ServiceNow Automation 8 1.09% SOC Security L1 96 13.08% SOC Security L2 1 0.14% Vorkplace Avanade L2 46 6.27% June/2024 4266d339dbd1ff002473b34ffe9619d 4 0.53% Accenture Devops 1 0.13% 12.33% Azure Avanade L2 14 1.86% 12.33% Azure Avanade L2 14 1.86% 0.4% ESM IT ServiceNow Team 3 0.4% 0.4% ESM IT ServiceNow Team 3 0.4% 0.6% Identity Avanade L2 1 0.13% 0.4% It HELP DESK 1 0.13% 0.4%		Accenture Devops	1	0.14%
Azure Avanade L310.14%ESM IT ServiceNow Team20.27%Financial Applications111.5%IT HELP DESK45361.72%Power Platform L240.54%ServiceNow Automation81.09%SOC Security L19513.08%SOC Security L210.14%Workplace Avanade L2466.27%June/20244266d339dbd1ff002473b34ffe9619d 540.53%Accenture Devops10.13%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Financial Applications60.8%Identity Avanade L210.13%It HELP DESK455.04%		Asset Manager	92	12.53%
ESM IT ServiceNow Team20.27%Financial Applications111.5%IT HELP DESK45361.72%Power Platform L240.54%ServiceNow Automation81.09%SOC Security L19613.08%SOC Security L210.14%Workplace Avanade L2466.27%June/20244266d339dbd1ff002473b34ffe9619d4Asset Manager9312.33%Azure Avanade L214.06%ESM IT ServiceNow Team30.4%Identity Avanade L210.13%IT HELP DESK45.08%IT HELP DESK45.01%		Azure Avanade L2	18	2.45%
Financial Applications111.5%IT HELP DESK45361.72%Power Platform L240.54%ServiceNow Automation81.09%SOC Security L19613.08%SOC Security L210.14%Workplace Avanade L2466.27%June/20244266d339dbd1ff002473b34ffe9619d4Accenture Devops10.13%Accenture Devops10.13%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Financial Applications60.8%Identity Avanade L210.13%HELP DESK45590%		Azure Avanade L3	1	0.14%
IT HELP DESK45361.72%Power Platform L240.54%ServiceNow Automation81.09%SOC Security L19613.08%SOC Security L210.14%Workplace Avanade L2466.27%June/20244266d339dbd1ff002473b34ffe9619d 540.53%Accenture Devops10.13%Accenture Devops10.13%Asset Manager9312.33%Acure Avanade L2141.86%ESM IT ServiceNow Team30.4%Identity Avanade L210.13%If HELP DESK4559.02%		ESM IT ServiceNow Team	2	0.27%
Power Platform L240.54%ServiceNow Automation81.09%SOC Security L19613.06%SOC Security L210.14%Workplace Avanade L2466.27%June/20244266d339dbd1ff002473b34ffe9619d 540.53%Accenture Devops10.13%Asset Manager9312.33%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Identity Avanade L210.13%IT HELP DESK44559.0%		Financial Applications	11	1.5%
ServiceNow Automation81.09%SOC Security L19613.08%SOC Security L210.14%Workplace Avanade L2466.27%June/20244266d339dbd1ff002473b34ffe9619d 540.53%Accenture Devops10.13%Asset Manager9312.33%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Financial Applications60.8%Identity Avanade L210.13%Financial Applications60.8%Identity Avanade L210.13%Financial Applications60.8%Identity Avanade L210.13%It HELP DESK44559.0%		IT HELP DESK	453	61.72%
SOC Security L19613.08%SOC Security L210.14%Workplace Avanade L2466.27%June/20244266d339dbd1ff002473b34ffe9619d 540.53%Accenture Devops10.13%Accenture Devops10.13%Asset Manager9312.33%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Financial Applications60.8%IT HELP DESK44559.0%		Power Platform L2	4	0.54%
SOC Security L2 1 0.14% Workplace Avanade L2 46 6.27% June/2024 4266d339dbd1ff002473b34ffe9619d 4 0.53% Accenture Devops 1 0.11% Accenture Devops 1 0.13% Asset Manager 93 12.33% Azure Avanade L2 14 1.86% ESM IT ServiceNow Team 3 0.4% Financial Applications 6 0.8% Identity Avanade L2 1 0.13% IT HELP DESK 445 59.02%		ServiceNow Automation	8	1.09%
Workplace Avanade L2466.27%June/20244266d339dbd1ff002473b34ffe9619d 540.53%Accenture Devops10.13%Accenture Devops10.13%Asset Manager9312.33%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Financial Applications60.8%Identity Avanade L210.13%IT HELP DESK44559.02%		SOC Security L1	96	13.08%
June/2024 4266d339dbd1ff002473b34ffe9619d 4 0.53% 5 Accenture Devops 1 0.13% Accenture Devops 1 0.13% Asset Manager 93 12.33% Azure Avanade L2 14 1.86% ESM IT ServiceNow Team 3 0.4% Financial Applications 6 0.8% Identity Avanade L2 1 0.13% IT HELP DESK 445 59.02%		SOC Security L2	1	0.14%
June/2024540.53%Accenture Devops10.13%Asset Manager9312.33%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Financial Applications60.8%Identity Avanade L210.13%IT HELP DESK44559.02%		Workplace Avanade L2	46	6.27%
Asset Manager9312.33%Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Financial Applications60.8%Identity Avanade L210.13%IT HELP DESK44559.02%	June/2024		4	0.53%
Azure Avanade L2141.86%ESM IT ServiceNow Team30.4%Financial Applications60.8%Identity Avanade L210.13%IT HELP DESK44559.02%		Accenture Devops	1	0.13%
ESM IT ServiceNow Team30.4%Financial Applications60.8%Identity Avanade L210.13%IT HELP DESK44559.02%		Asset Manager	93	12.33%
Financial Applications60.8%Identity Avanade L210.13%IT HELP DESK44559.02%		Azure Avanade L2	14	1.86%
Identity Avanade L210.13%IT HELP DESK44559.02%		ESM IT ServiceNow Team	3	0.4%
IT HELP DESK 445 59.02%		Financial Applications	6	0.8%
		Identity Avanade L2	1	0.13%
Power Platform L2 3 0.4%		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%
Total		36,931	