

RFP 05-19 – IT Support Services
Addendum #6 – Attachment 1

Question 32: Lot 3 historical data on incidents, service requests, change requests, etc.

Year	OpenText Tickets	ServiceNOW Imaging Incidents and Requests	ServiceNOW Requests for other Teams	ServiceNOW RFCs	Work Orders	TFS Enterprise Items	TFS Internal Items
2021	5	19	38	7	TBD	0	4
2020	63	216	427	77	6	86	73
2019	85	30	200	N/A	1	161	1
2018	95	3	11	N/A	1	7	4
2017	20	N/A	N/A	N/A	3	2	4
2016	22	N/A	N/A	N/A	3	1	5