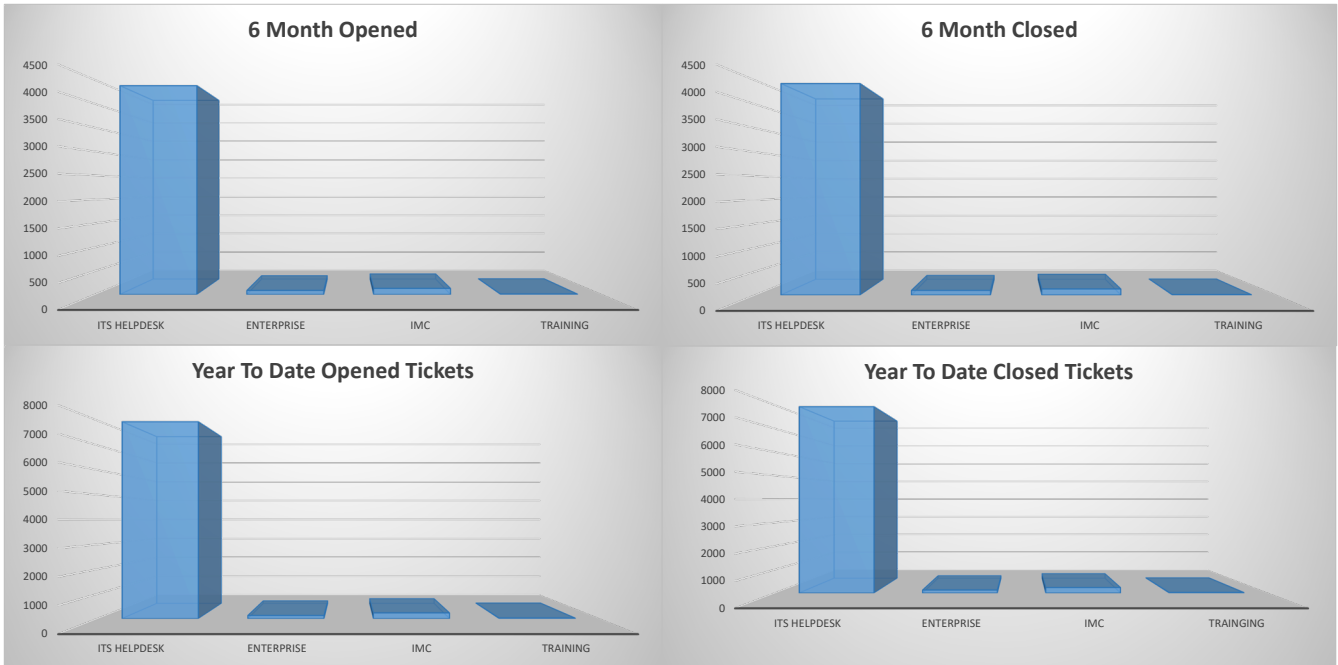


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	4381	4435	7951	7935	16	663	661	95%	95%
Enterprise	86	99	127	127	0	11	11	2%	2%
IMC	129	129	230	233	-3	19	19	3%	3%
Training	10	10	23	25	-2	2	2	0%	0%
Totals	4606	4673	8331	8320	11	694	693		
Password Resets	11121	11007	14891	14778	113	1241	1232		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	973	1126	958	313	487	524	4381	730	7951	663
Hardware	21	23	32	18	66	38	198	33	333	28
Monitor	2	6	0	2	6	6	22	4	56	5
Computer	30	62	9	20	17	33	171	29	410	34
Printer	21	43	16	31	34	44	189	32	352	29
Phone	16	21	13	8	8	4	70	2	171	14
Software	11	22	26	20	22	2	103	17	190	16
Networking	1	13	2	2	2	12	32	5	65	5
Password Resets	911	1560	1611	1406	3290	2343	11121	1854	14891	1241
Enterprise	13	6	7	13	30	17	86	14	127	11
Banner	9	6	11	11	12	4	53	2	104	9
Locked Accounts	0	0	0	0	0	57	57			
IMC	34	28	32	4	11	20	129	22	230	19
Projector	15	24	24	7	10	26	106	18	160	13
Sound	6	1	1	2	1	10	21	4	29	2
Extron	0	6	7	1	0	2	16	3	19	2
Training	3	5	0	0	2	0	10	2	23	2

Tickets Closed										
Categories	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	986	1161	961	317	486	524	4435	739	7935	661
Hardware	36	34	32	20	66	38	226	38	360	30
Monitor	2	6	0	2	6	6	22	4	57	5
Computer	31	63	9	21	17	33	174	29	412	34
Printer	19	47	16	31	34	44	191	32	348	29
Phone	17	19	13	8	9	4	70	12	178	15
Software	21	9	26	20	22	2	100	17	175	15
Networking	2	10	1	3	1	12	29	2	60	5
Password Resets	910	1562	1610	1292	3290	2343	11007	1835	14778	1232
Enterprise	15	12	12	13	30	17	99	17	127	11
Banner	13	6	10	8	12	4	53	9	95	8
Locked Accounts	0	0	0	0	0	57	57	10		
IMC	34	29	32	3	11	20	129	22	233	19
Projector	15	24	24	7	10	26	106	18	158	13
Sound	6	1	1	2	1	10	21	4	29	2
Extron	0	6	7	1	0	2	16	3	20	2
Training	1	7	0	0	2	0	10	2	25	2

Tickets Opened for the Year														
Categories	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20		YTD Totals
ITS Helpdesk	586	551	731	443	486	773	973	1126	958	313	487	524		7951
Hardware	25	18	19	25	31	17	21	23	32	18	66	38		333
Monitor	6	5	5	3	5	10	2	6	0	2	6	6		56
Computer	48	36	56	24	46	29	30	62	9	20	17	33		410
Printer	20	27	26	22	42	26	21	43	16	31	34	44		352
Phone	15	10	13	13	24	26	16	21	13	8	8	4		171
Software	15	15	12	9	19	17	11	22	26	20	22	2		190
Networking	6	9	1	3	10	4	1	13	2	2	2	12		65
Password Resets	376	454	693	568	716	963	911	1560	1611	1406	3290	2343		14891
Enterprise	6	4	5	1	8	17	13	6	7	13	30	17		127
Banner	5	4	11	6	14	11	9	6	11	11	12	4		104
Locked Accounts	0	0	0	0	0	0	0	0	0	0	0	57		57
IMC	11	20	8	6	9	47	34	28	32	4	11	20		230
Projector	1	7	6	3	6	31	15	24	24	7	10	26		160
Sound	2	0	1	0	1	4	6	1	1	2	1	10		29
Extron	0	0	0	1	1	1	0	6	7	1	0	2		19
Training	0	0	4	0	3	6	3	5	0	0	2	0		23

Tickets Closed for the Year														
Categories	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20		YTD Totals
ITS Helpdesk	573	556	707	458	453	753	986	1161	961	317	486	524		7935
Hardware	24	17	18	22	34	19	36	34	32	20	66	38		360
Monitor	6	6	5	3	5	10	2	6	0	2	6	6		57
Computer	46	38	51	30	37	36	31	63	9	21	17	33		412
Printer	19	23	31	22	34	28	19	47	16	31	34	44		348
Phone	18	14	13	11	23	29	17	19	13	8	9	4		178
Software	16	13	8	11	12	15	21	9	26	20	22	2		175
Networking	6	10	0	4	10	1	2	10	1	3	1	12		60
Password Resets	376	454	691	569	716	965	910	1562	1610	1292	3290	2343		14778
Enterprise	8	2	2	2	4	10	15	12	12	13	30	17		127
Banner	6	4	5	8	9	10	13	6	10	8	12	4		95
Locked Accounts	0	0	0	0	0	0	0	0	0	0	0	57		57
IMC	14	21	7	9	8	45	34	29	32	3	11	20		233
Projector	1	6	5	4	6	30	15	24	24	7	10	26		158
Sound	2	0	0	1	0	5	6	1	1	2	1	10		29
Extron	0	1	0	1	1	1	0	6	7	1	0	2		20
Training	0	2	3	1	3	6	1	7	0	0	2	0		25