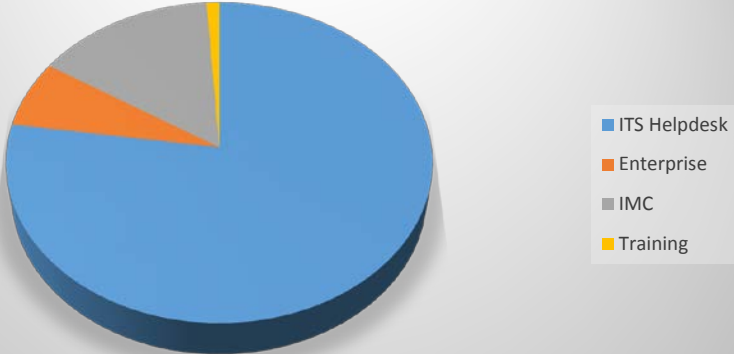
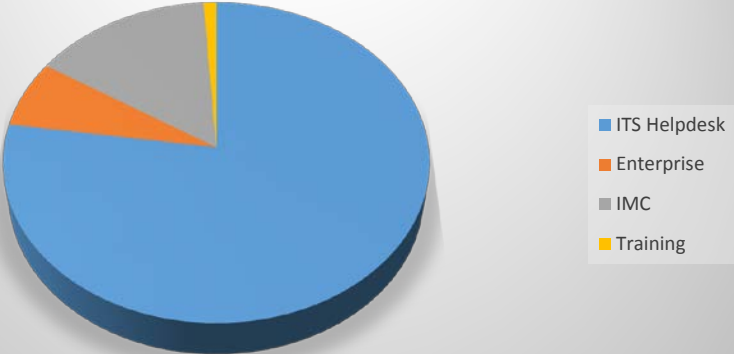


<b>Antelope Valley College HelpDesk Monthly Report Feb 2017</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jan 2017	1824
1.2. Tickets closed month of Jan 2017	1758
1.3. Tickets opened month of Feb 2017	1999
1.4. Tickets closed month of Feb 2017	1945
Avg Hours ticket open for tickets closed this Month	38.25
Avg days ticket open for tickets closed this Month	1.59

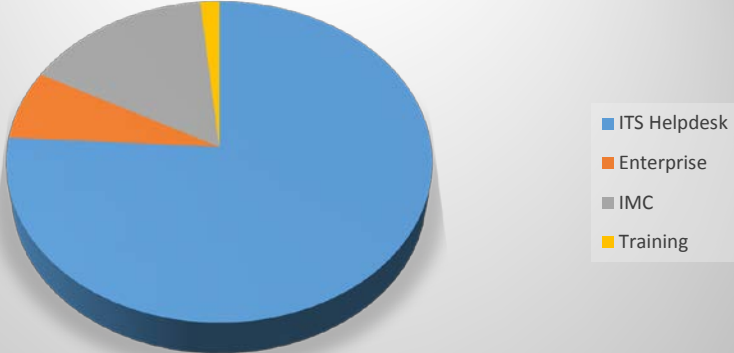
**6 Month Opened Tickets Distribution**



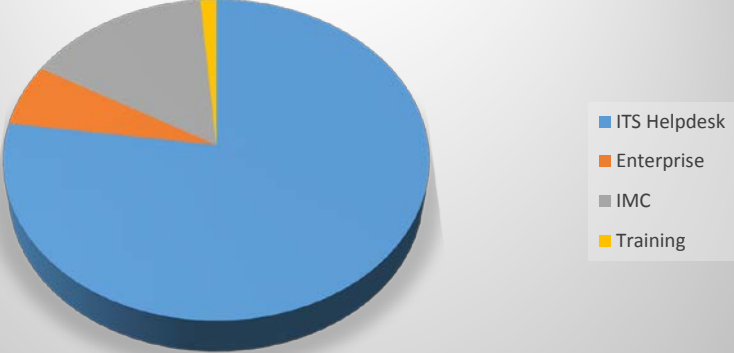
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Feb 2017 - 6 month and 12 month Totals and Averages of opened and closed tickets. Distribution Percentage of Tickets</b>									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD AVG Closed	% opened	% closed
ITS Helpdesk	1286	1303	2610	2583	27	217.50	215.25	77%	77%
Enterprise	129	119	227	207	20	18.92	17.25	7%	6%
IMC	269	267	503	513	-10	41.92	42.75	15%	15%
Training	14	27	35	44	-9	2.92	3.67	1%	1%
<b>Totals</b>	<b>1698</b>	<b>1716</b>	<b>3375</b>	<b>3347</b>	<b>28</b>	<b>281</b>	<b>279</b>		

<b>Password Resets</b>	<b>5758</b>	<b>5733</b>	<b>12889</b>	<b>12882</b>	<b>7</b>	<b>1074.08</b>	<b>1073.50</b>	<b>N/A</b>	<b>N/A</b>
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**Tickets Opened -Numbers Broken Down by Categories**

Categories	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	228	190	203	191	265	174	301	304	211	180	141	185	265	<b>1286</b>	214.33	<b>2610</b>	217.50
Hardware	72	55	43	52	73	25	71	85	62	37	29	43	69	<b>325</b>	54.17	<b>644</b>	53.67
Monitor	3	2	2	5	2	1	6	4	4	6	1	5	2	<b>22</b>	3.67	<b>40</b>	3.33
Computer	42	23	18	25	44	17	29	37	20	10	6	18	21	<b>112</b>	18.67	<b>268</b>	22.33
Printer	14	18	9	9	16	5	23	22	12	11	13	10	17	<b>85</b>	14.17	<b>165</b>	13.75
Phone	7	8	13	10	8	10	13	18	9	6	5	11	16	<b>65</b>	10.83	<b>127</b>	10.58
Software	29	38	27	21	15	15	28	33	24	15	20	13	31	<b>136</b>	22.67	<b>280</b>	23.33
Networking	11	15	15	5	13	7	21	22	7	14	6	13	10	<b>72</b>	12.00	<b>148</b>	12.33
Password Resets	1459	613	816	1288	1055	1099	2260	591	581	925	673	1517	1471	<b>5758</b>	959.67	<b>12889</b>	1074.08
Enterprise	19	9	34	13	7	11	24	21	21	19	19	24	25	<b>129</b>	21.50	<b>227</b>	18.92
Banner	0	0	0	2	0	0	3	3	0	3	1	1	0	<b>8</b>	1.33	<b>13</b>	1.08
Blackboard	2	0	17	1	0	0	0	2	0	0	1	0	3	<b>6</b>	1.00	<b>24</b>	2.00
IMC	64	47	45	27	23	25	67	52	35	62	15	31	74	<b>269</b>	44.83	<b>503</b>	41.92
Projector	18	21	15	8	5	6	29	20	15	14	7	4	26	<b>86</b>	14.33	<b>170</b>	14.17
Sound	7	5	6	2	0	1	8	12	8	5	0	2	4	<b>31</b>	5.17	<b>53</b>	4.42
Extron	5	7	5	2	7	9	1	1	2	1	1	1	1	<b>7</b>	1.17	<b>38</b>	3.17
Training	7	0	7	3	7	2	2	3	3	1	4	1	2	<b>14</b>	2.33	<b>35</b>	2.92

**Tickets Closed -Numbers Broken Down by Categories**

Categories	Feb-16	Mar-16	Apr-15	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	253	191	173	214	240	156	306	302	254	176	143	175	253	1303	217.17	2583	215.25
Hardware	85	50	41	54	59	25	79	87	68	39	29	40	70	333	55.50	641	53.42
Monitor	4	1	3	4	2	0	7	4	5	4	2	5	2	22	3.67	39	3.25
Computer	48	23	19	23	34	18	35	33	28	10	8	14	22	115	19.17	267	22.25
Printer	16	14	9	11	13	4	24	28	12	12	10	9	19	90	15.00	165	13.75
Phone	11	9	10	16	8	9	11	16	14	6	8	8	8	60	10.00	123	10.25
Software	33	32	27	20	20	9	27	38	33	18	17	13	31	150	25.00	285	23.75
Networking	14	14	19	6	10	4	20	25	9	16	7	11	9	77	12.83	150	12.50
Password Resets	1452	614	829	1281	1052	1116	2257	603	585	933	687	1464	1461	5733	955.50	12882	1073.50
Enterprise	27	8	29	12	5	11	23	19	26	22	14	17	21	119	19.83	207	17.25
Banner	3	0	0	2	0	0	2	3	0	3	0	1	0	7	1.17	11	0.92
Blackboard	2	0	18	1	0	0	0	2	1	0	1	0	3	7	1.17	26	2.17
IMC	49	50	55	28	24	26	63	55	38	64	15	29	66	267	44.50	513	42.75
Projector	16	20	18	9	5	6	29	21	16	14	7	4	23	85	14.17	172	14.33
Sound	8	5	7	2	1	1	6	13	8	5	0	2	4	32	5.33	54	4.50
Extron	3	9	6	0	8	10	1	1	2	1	1	1	1	7	1.17	41	3.42
Training	16	2	5	3	5	1	1	8	11	1	4	2	1	27	4.50	44	3.67