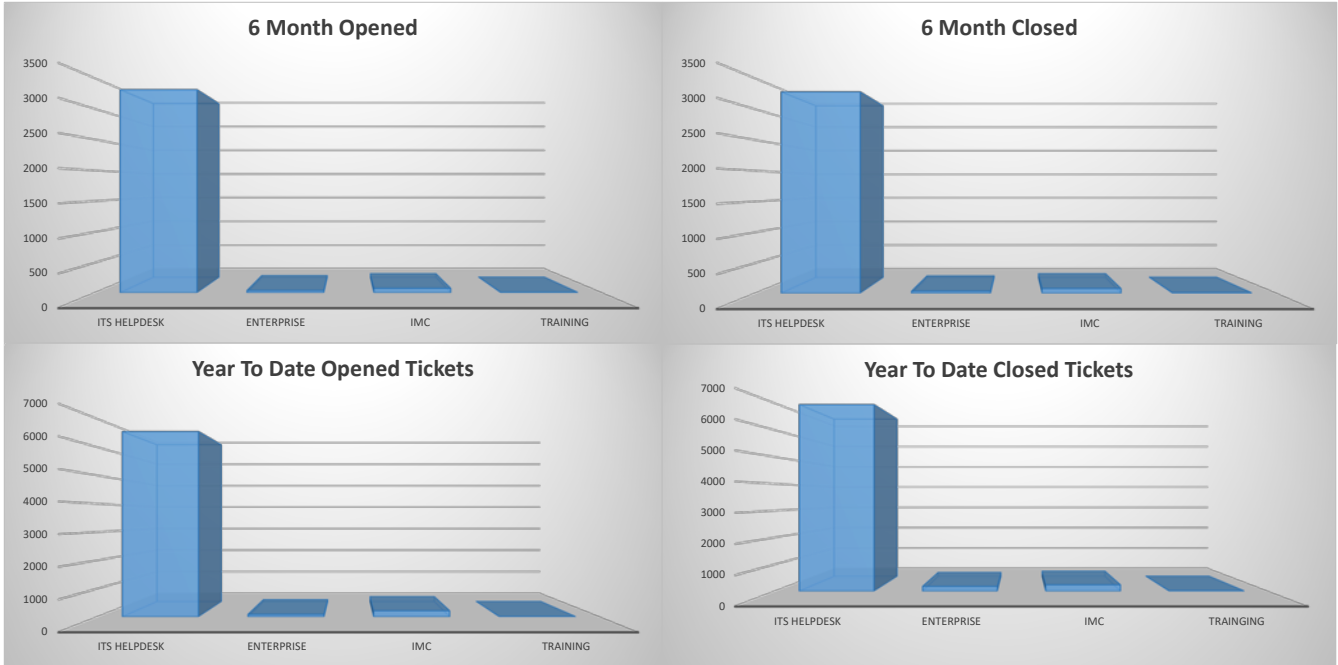


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	3315	3284	6557	6952	-395	546	579	95%	94%
Enterprise	36	34	84	179	-95	7	15	1%	2%
IMC	73	77	213	237	-24	18	20	3%	3%
Training	8	9	12	17	-5	1	1	0%	0%
Totals	3432	3404	6866	7385	-519	572	615		
Password Resets	3604	3605	6213	6176	37	518	515		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	375	629	586	551	731	443	3315	553	6557	546
Hardware	13	16	25	18	19	25	116	19	313	26
Monitor	3	4	6	5	5	3	26	4	40	3
Computer	30	27	48	36	56	24	221	37	366	31
Printer	14	17	20	27	26	22	126	21	186	16
Phone	16	17	15	10	13	13	84	2	122	10
Software	17	10	15	15	12	9	78	13	137	11
Networking	4	7	6	9	1	3	30	5	49	4
Password Resets	996	517	376	454	693	568	3604	601	6213	518
Enterprise	9	11	6	4	5	1	36	6	84	7
Banner	7	6	5	4	11	6	39	2	52	4
IMC	7	21	11	20	8	6	73	12	213	18
Projector	0	6	1	7	6	3	23	4	55	5
Sound	1	4	2	0	1	0	8	1	23	2
Extron	2	2	0	0	0	1	5	1	21	2
Training	4	0	0	0	4	0	8	1	12	1

Tickets Closed										
Categories	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	357	633	573	556	707	458	3284	547	6952	579
Hardware	13	14	24	17	18	22	108	18	307	26
Monitor	3	6	6	6	5	3	29	5	41	3
Computer	29	28	46	38	51	30	222	37	373	31
Printer	12	17	19	23	31	22	124	21	183	15
Phone	14	20	18	14	13	11	90	15	126	11
Software	15	11	16	13	8	11	74	12	132	11
Networking	6	7	6	10	0	4	33	2	54	5
Password Resets	973	542	376	454	691	569	3605	601	6176	515
Enterprise	8	11	8	2	3	2	34	6	179	15
Banner	7	4	6	4	5	8	34	6	47	4
IMC	5	21	14	21	7	9	77	13	237	20
Projector	0	6	1	6	5	4	22	4	55	5
Sound	1	4	2	0	0	1	8	1	26	2
Extron	2	2	0	1	0	1	6	1	20	2
Training	3	0	0	2	3	1	9	2	17	1

Tickets Opened for the Year														
Categories	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	YTD Totals
ITS Helpdesk	560	371	849	417	551	562	272	35	629	586	551	731	443	6557
Hardware	39	34	42	35	4	16	27	13	16	25	18	19	25	313
Monitor	2	2	4	0	2	3	1	3	4	6	5	5	3	40
Computer	19	23	31	22	15	24	11	30	27	48	36	56	24	366
Printer	14	5	4	10	7	14	6	14	17	20	27	26	22	186
Phone	4	7	5	6	8	4	4	16	17	15	10	13	13	122
Software	6	8	11	7	9	10	8	17	10	15	15	12	9	137
Networking	0	0	4	3	8	2	2	4	7	6	9	1	3	49
Password Resets	480	602	625	167	216	258	261	996	517	376	454	693	568	6213
Enterprise	6	6	4	5	13	9	5	9	11	6	4	5	1	84
Banner	2	0	2	1	2	6	0	7	6	5	4	11	6	52
IMC	16	7	29	20	30	32	6	7	21	11	20	8	6	213
Projector	2	1	5	5	6	10	3	0	6	1	7	6	3	55
Sound	1	1	4	3	2	2	2	1	4	2	0	1	0	23
Extron	2	1	3	0	7	3	0	2	2	0	0	0	1	21
Training	0	1	0	0	1	2	0	4	0	0	0	4	0	12

Tickets Closed for the Year														
Categories	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	YTD Totals
ITS Helpdesk	575	415	863	431	529	565	290	357	633	573	556	707	458	6952
Hardware	41	33	40	39	3	16	27	13	14	24	17	18	22	307
Monitor	2	2	3	0	1	2	2	3	6	6	6	5	3	41
Computer	22	22	31	26	14	24	12	29	28	46	38	51	30	373
Printer	12	9	4	9	7	13	5	12	17	19	23	31	22	183
Phone	4	6	5	4	8	5	4	14	20	18	14	13	11	126
Software	6	9	10	6	11	8	8	15	11	16	13	8	11	132
Networking	0	3	3	4	1	6	4	6	7	6	10	0	4	54
Password Resets	473	565	625	155	233	259	261	973	542	376	454	691	569	6176
Enterprise	5	40	69	6	10	8	7	8	11	8	2	3	2	179
Banner	1	2	2	0	1	4	3	7	4	6	4	5	8	47
IMC	18	22	26	23	32	30	9	5	21	14	21	7	9	237
Projector	2	1	4	7	6	10	3	0	6	1	6	5	4	55
Sound	2	0	4	6	2	2	2	1	4	2	0	0	1	26
Extron	1	0	2	2	7	2	0	2	2	0	1	0	1	20
Training	0	1	1	0	0	1	5	3	0	0	2	3	1	17