

Antelope Valley College HelpDesk Monthly Report Jul 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jul 2015	1821
1.2. Tickets closed month of Jul 2015	1792
1.3. Tickets opened month of Jun 2015	1728
1.4. Tickets closed month of Jun 2015	1726
Avg Hours ticket open for tickets closed this Month	30.2
Avg days ticket open for tickets closed this Month	1.26

6 Month Opened Tickets Distribution



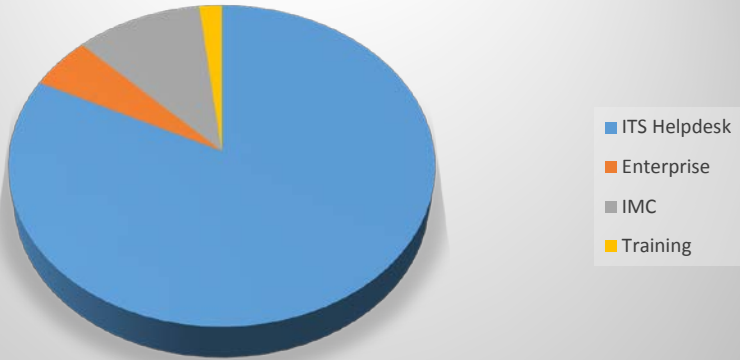
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Jul 2015 - 6 month and 12 month Totals and Averages of opened and closed tickets. Distribution Percentage of Tickets

Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD AVG Closed	% opened	% closed
ITS Helpdesk	1579	1542	3050	3030	20	254.17	252.50	82%	82%
Enterprise	134	118	215	192	23	17.92	16.00	6%	5%
IMC	252	241	399	389	10	33.25	32.42	11%	11%
Training	34	38	58	68	-10	4.83	5.67	2%	2%
Totals	1999	1939	3722	3679	43	310	307		

Password Resets	5521	5506	10933	10894	39	911.08	907.83	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	173	301	271	178	204	115	229	351	281	282	275	195	195	1579	263.17	3050	254.17
Hardware	52	151	155	108	107	63	108	179	162	151	148	78	90	808	134.67	1552	129.33
Monitor	1	7	5	4	4	7	3	4	11	6	6	3	6	36	6.00	67	5.58
Computer	22	82	94	61	57	28	58	103	93	94	91	42	42	465	77.50	867	72.25
Printer	19	25	29	20	24	15	29	30	24	29	35	19	22	159	26.50	320	26.67
Phone	10	30	21	14	24	8	16	31	34	33	20	21	20	159	26.50	282	23.50
Software	18	37	37	14	13	16	34	52	33	44	32	16	20	197	32.83	366	30.50
Networking	15	14	23	6	17	10	18	21	16	8	14	5	7	71	11.83	174	14.50
Password Resets	1050	1197	409	414	626	644	1072	792	404	591	983	1371	1380	5521	920.17	10933	911.08
Enterprise	5	5	13	11	1	4	42	14	11	13	33	26	37	134	22.33	215	17.92
Banner	0	0	3	3	0	1	2	1	1	2	6	4	6	20	3.33	29	2.42
Blackboard	0	0	2	1	0	0	30	2	0	1	2	1	0	6	1.00	39	3.25
IMC	9	31	33	20	27	1	26	69	70	42	32	22	17	252	42.00	399	33.25
Projector	5	17	23	14	14	1	7	26	45	20	23	6	6	126	21.00	207	17.25
Sound	0	4	4	2	10	0	6	14	11	12	4	3	3	47	7.83	73	6.08
Extron	0	1	0	0	0	0	5	3	1	0	0	2	1	7	1.17	13	1.08
Training	3	7	2	2	5	3	2	12	9	3	6	3	1	34	5.67	58	4.83

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	199	292	275	187	199	116	220	338	286	271	278	195	174	1542	257.00	3030	252.50
Hardware	53	147	161	111	104	64	100	172	169	147	150	80	81	799	133.17	1539	128.25
Monitor	2	6	6	4	3	7	3	5	11	5	6	4	6	37	6.17	68	5.67
Computer	26	78	95	63	56	24	58	101	91	87	98	40	39	456	76.00	856	71.33
Printer	16	27	35	20	23	21	23	28	32	30	30	21	20	161	26.83	326	27.17
Phone	28	31	21	14	19	11	18	29	28	28	25	30	16	156	26.00	298	24.83
Software	21	36	36	15	11	15	34	53	34	42	29	14	15	187	31.17	355	29.58
Networking	14	13	20	10	16	8	18	19	17	10	16	6	5	73	12.17	172	14.33
Password Resets	1032	1194	402	418	627	640	1075	788	392	592	983	1370	1381	5506	917.67	10894	907.83
Enterprise	6	4	9	7	6	4	38	15	14	10	28	23	28	118	19.67	192	16.00
Banner	0	0	0	1	1	2	2	0	4	2	4	3	5	18	3.00	24	2.00
Blackboard	2	0	2	1	0	0	29	3	0	0	3	0	1	7	1.17	41	3.42
IMC	8	24	23	21	30	14	28	61	71	41	33	21	14	241	40.17	389	32.42
Projector	2	18	16	11	18	6	9	25	48	19	24	4	5	125	20.83	205	17.08
Sound	0	2	3	4	7	3	6	12	12	9	5	3	2	43	7.17	68	5.67
Extron	0	0	0	1	0	0	5	2	0	1	0	2	1	6	1.00	12	1.00
Training	8	2	0	1	15	3	1	9	11	1	10	1	6	38	6.33	68	5.67