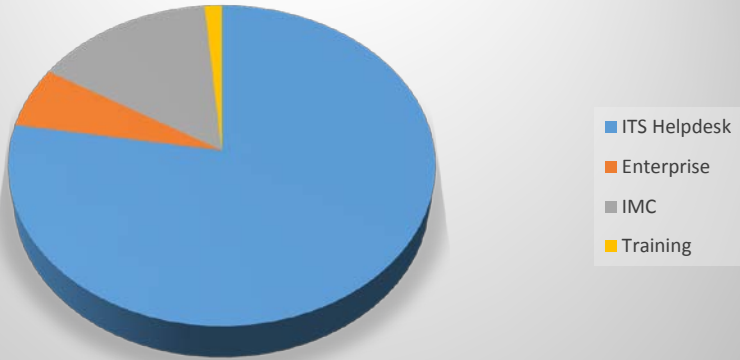


<b>Antelope Valley College HelpDesk Monthly Report Nov 2016</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Oct 2016	969
1.2. Tickets closed month of Oct 2016	1057
1.3. Tickets opened month of Nov 2016	1279
1.4. Tickets closed month of Nov 2016	1285
Avg Hours ticket open for tickets closed this Month	38.03
Avg days ticket open for tickets closed this Month	1.58

**6 Month Opened Tickets Distribution**



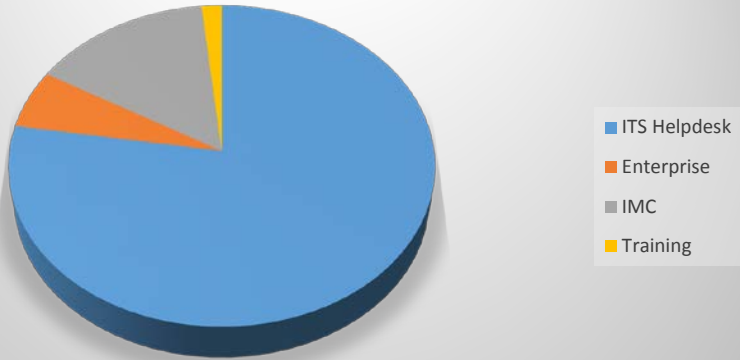
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Nov 2016 - 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	1435	1434	2542	2551	-9	211.83	212.58	78%	78%
Enterprise	103	106	200	193	7	16.67	16.08	6%	6%
IMC	264	270	488	491	-3	40.67	40.92	15%	15%
Training	18	27	46	55	-9	3.83	4.58	1%	2%
<b>Totals</b>	<b>1820</b>	<b>1837</b>	<b>3276</b>	<b>3290</b>	<b>-14</b>	<b>273</b>	<b>274</b>		

<b>Password Resets</b>	<b>6511</b>	<b>6546</b>	<b>12910</b>	<b>12953</b>	<b>-43</b>	<b>1075.83</b>	<b>1079.42</b>	<b>N/A</b>	<b>N/A</b>
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**Tickets Opened -Numbers Broken Down by Categories**

Categories	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	173	113	182	228	190	203	191	265	174	301	304	211	180	<b>1435</b>	239.17	<b>2542</b>	211.83
Hardware	65	33	66	72	55	43	52	73	25	71	85	62	37	<b>353</b>	58.83	<b>674</b>	56.17
Monitor	2	6	1	3	2	2	5	2	1	6	4	4	6	<b>23</b>	3.83	<b>42</b>	3.50
Computer	38	15	33	42	23	18	25	44	17	29	37	20	10	<b>157</b>	26.17	<b>313</b>	26.08
Printer	17	7	19	14	18	9	9	16	5	23	22	12	11	<b>89</b>	14.83	<b>165</b>	13.75
Phone	15	5	11	7	8	13	10	8	10	13	18	9	6	<b>64</b>	10.67	<b>118</b>	9.83
Software	13	16	25	29	38	27	21	15	15	28	33	24	15	<b>130</b>	21.67	<b>286</b>	23.83
Networking	12	4	9	11	15	15	5	13	7	21	22	7	14	<b>84</b>	14.00	<b>143</b>	11.92
Password Resets	910	695	1528	1459	613	816	1288	1055	1099	2260	591	581	925	<b>6511</b>	1085.17	<b>12910</b>	1075.83
Enterprise	11	10	12	19	9	34	13	7	11	24	21	21	19	<b>103</b>	17.17	<b>200</b>	16.67
Banner	0	0	0	0	0	0	2	0	0	3	3	0	3	<b>9</b>	1.50	<b>11</b>	0.92
Blackboard	0	1	1	2	0	17	1	0	0	0	2	0	0	<b>2</b>	0.33	<b>24</b>	2.00
IMC	24	12	29	64	47	45	27	23	25	67	52	35	62	<b>264</b>	44.00	<b>488</b>	40.67
Projector	12	7	8	18	21	15	8	5	6	29	20	15	14	<b>89</b>	14.83	<b>166</b>	13.83
Sound	5	1	5	7	5	6	2	0	1	8	12	8	5	<b>34</b>	5.67	<b>60</b>	5.00
Extron	1	0	3	5	7	5	2	7	9	1	1	2	1	<b>21</b>	3.50	<b>43</b>	3.58
Training	1	5	6	7	0	7	3	7	2	2	3	3	1	<b>18</b>	3.00	<b>46</b>	3.83

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

Categories	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-15	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	162	114	172	253	191	173	214	240	156	306	302	254	176	1434	239.00	2551	212.58
Hardware	66	31	63	85	50	41	54	59	25	79	87	68	39	357	59.50	681	56.75
Monitor	2	4	2	4	1	3	4	2	0	7	4	5	4	22	3.67	40	3.33
Computer	41	16	27	48	23	19	23	34	18	35	33	28	10	158	26.33	314	26.17
Printer	14	6	22	16	14	9	11	13	4	24	28	12	12	93	15.50	171	14.25
Phone	3	14	11	11	9	10	16	8	9	11	16	14	6	64	10.67	135	11.25
Software	15	16	22	33	32	27	20	20	9	27	38	33	18	145	24.17	295	24.58
Networking	11	6	7	14	14	19	6	10	4	20	25	9	16	84	14.00	150	12.50
Password Resets	904	703	1528	1452	614	829	1281	1052	1116	2257	603	585	933	6546	1091.00	12953	1079.42
Enterprise	13	5	6	27	8	29	12	5	11	23	19	26	22	106	17.67	193	16.08
Banner	0	0	0	3	0	0	2	0	0	2	3	0	3	8	1.33	13	1.08
Blackboard	0	0	1	2	0	18	1	0	0	0	2	1	0	3	0.50	25	2.08
IMC	28	12	27	49	50	55	28	24	26	63	55	38	64	270	45.00	491	40.92
Projector	12	5	9	16	20	18	9	5	6	29	21	16	14	91	15.17	168	14.00
Sound	7	1	4	8	5	7	2	1	1	6	13	8	5	34	5.67	61	5.08
Extron	1	0	3	3	9	6	0	8	10	1	1	2	1	23	3.83	44	3.67
Training	0	0	2	16	2	5	3	5	1	1	8	11	1	27	4.50	55	4.58