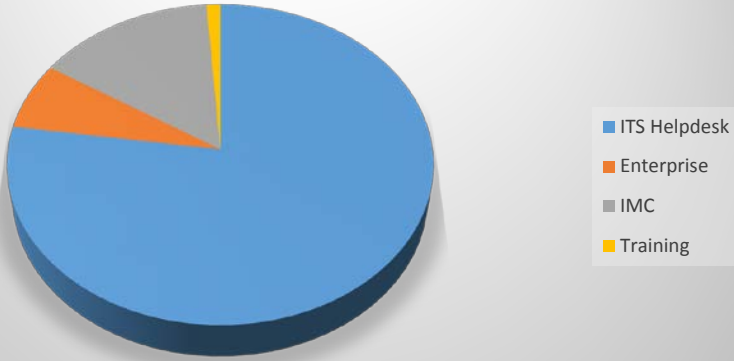


Antelope Valley College HelpDesk Monthly Report Mar 2017	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Feb 2017	1999
1.2. Tickets closed month of Feb 2017	1945
1.3. Tickets opened month of Mar 2017	1379
1.4. Tickets closed month of Mar 2017	1351
Avg Hours ticket open for tickets closed this Month	78.93
Avg days ticket open for tickets closed this Month	3.29

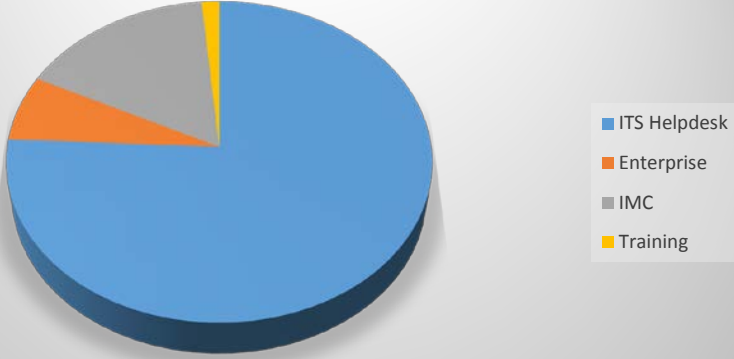
6 Month Opened Tickets Distribution



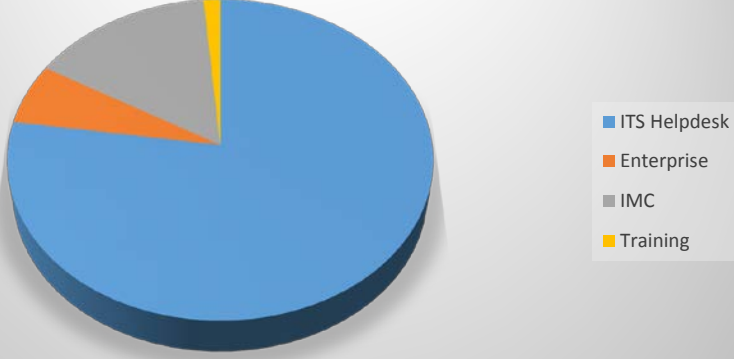
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Mar 2017 - 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	1297	1304	2735	2695	40	227.92	224.58	77%	77%
Enterprise	130	113	240	212	28	20.00	17.67	7%	6%
IMC	284	279	523	530	-7	43.58	44.17	15%	15%
Training	16	25	40	48	-8	3.33	4.00	1%	1%
Totals	1727	1721	3538	3485	53	295	290		

Password Resets	6047	5999	13156	13137	19	1096.33	1094.75	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	190	203	191	265	174	301	304	211	180	141	185	265	315	1297	216.17	2735	227.92
Hardware	55	43	52	73	25	71	85	62	37	29	43	69	95	335	55.83	684	57.00
Monitor	2	2	5	2	1	6	4	4	6	1	5	2	2	20	3.33	40	3.33
Computer	23	18	25	44	17	29	37	20	10	6	18	21	29	104	17.33	274	22.83
Printer	18	9	9	16	5	23	22	12	11	13	10	17	41	104	17.33	188	15.67
Phone	8	13	10	8	10	13	18	9	6	5	11	16	11	58	9.67	130	10.83
Software	38	27	21	15	15	28	33	24	15	20	13	31	18	121	20.17	260	21.67
Networking	15	15	5	13	7	21	22	7	14	6	13	10	5	55	9.17	138	11.50
Password Resets	613	816	1288	1055	1099	2260	591	581	925	673	1517	1471	880	6047	1007.83	13156	1096.33
Enterprise	9	34	13	7	11	24	21	21	19	19	24	25	22	130	21.67	240	20.00
Banner	0	0	2	0	0	3	3	0	3	1	1	0	1	6	1.00	14	1.17
Blackboard	0	17	1	0	0	0	2	0	0	1	0	3	1	5	0.83	25	2.08
IMC	47	45	27	23	25	67	52	35	62	15	31	74	67	284	47.33	523	43.58
Projector	21	15	8	5	6	29	20	15	14	7	4	26	17	83	13.83	166	13.83
Sound	5	6	2	0	1	8	12	8	5	0	2	4	9	28	4.67	57	4.75
Extron	7	5	2	7	9	1	1	2	1	1	1	1	2	8	1.33	33	2.75
Training	0	7	3	7	2	2	3	3	1	4	1	2	5	16	2.67	40	3.33

Tickets Closed -Numbers Broken Down by Categories

Categories	Mar-16	Apr-15	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	191	173	214	240	156	306	302	254	176	143	175	253	303	1304	217.33	2695	224.58
Hardware	50	41	54	59	25	79	87	68	39	29	40	70	92	338	56.33	683	56.92
Monitor	1	3	4	2	0	7	4	5	4	2	5	2	2	20	3.33	40	3.33
Computer	23	19	23	34	18	35	33	28	10	8	14	22	27	109	18.17	271	22.58
Printer	14	9	11	13	4	24	28	12	12	10	9	19	36	98	16.33	187	15.58
Phone	9	10	16	8	9	11	16	14	6	8	8	8	13	57	9.50	127	10.58
Software	32	27	20	20	9	27	38	33	18	17	13	31	18	130	21.67	271	22.58
Networking	14	19	6	10	4	20	25	9	16	7	11	9	6	58	9.67	142	11.83
Password Resets	614	829	1281	1052	1116	2257	603	585	933	687	1464	1461	869	5999	999.83	13137	1094.75
Enterprise	8	29	12	5	11	23	19	26	22	14	17	21	13	113	18.83	212	17.67
Banner	0	0	2	0	0	2	3	0	3	0	1	0	1	5	0.83	12	1.00
Blackboard	0	18	1	0	0	0	2	1	0	1	0	3	1	6	1.00	27	2.25
IMC	50	55	28	24	26	63	55	38	64	15	29	66	67	279	46.50	530	44.17
Projector	20	18	9	5	6	29	21	16	14	7	4	23	18	82	13.67	170	14.17
Sound	5	7	2	1	1	6	13	8	5	0	2	4	9	28	4.67	58	4.83
Extron	9	6	0	8	10	1	1	2	1	1	1	1	1	7	1.17	33	2.75
Training	2	5	3	5	1	1	8	11	1	4	2	1	6	25	4.17	48	4.00