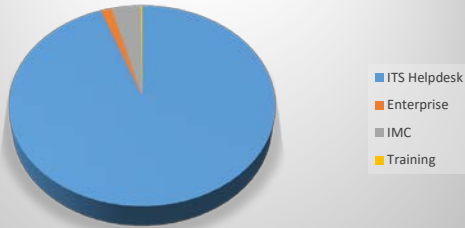


Numbers for past 6 Months and Yearly Totals

Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	3026	3035	3026	3035	-9	252	253	95%	93%
Enterprise	45	108	45	108	-63	4	9	1%	3%
IMC	124	125	124	125	-1	10	10	4%	4%
Training	7	10	7	10	-3	1	1	0%	0%
Totals	3202	3278	3202	3278	-76	267	273		
Password Resets	2523	2506	2523	2506	17	210	209		
Time Spent on Tickets	112 (mins)								

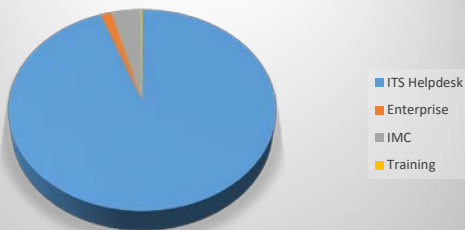
6 Month Opened Tickets



6 Month Closed Tickets



Year to Date Opened Tickets



Year to Date Closed Tickets



Tickets Opened

Categories	#####	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	#####	May-19	Jun-19	Jul-19	#####	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	849	417	551	562	272	375								3026	504	3026	252
Hardware	42	35	4	16	27	13								137	23	137	11
Monitor	4	0	2	3	1	3								13	2	13	1
Computer	31	22	15	24	11	30								133	22	133	11
Printer	4	10	7	14	6	14								55	9	55	5
Phone	5	6	8	4	4	16								43	2	43	4
Software	11	7	9	10	8	17								62	10	62	5
Networking	4	3	8	2	2	4								23	4	23	2
Password Resets	625	167	216	258	261	996								2523	421	2523	210
Enterprise	4	5	13	9	5	9								45	8	45	4
Banner	2	1	2	6	0	7								18	2	18	2
IMC	29	20	30	32	6	7								124	21	124	10
Projector	5	5	6	10	3	0								29	5	29	2
Sound	4	3	2	2	2	1								14	2	14	1
Extron	3	0	7	3	0	2								15	3	15	1
Training	0	0	1	2	0	4								7	1	7	1

Tickets Closed

Categories	#####	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	#####	May-19	Jun-19	Jul-19	#####	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	863	431	529	565	290	357								3035	506	3035	253
Hardware	40	39	3	16	27	13								138	23	138	12
Monitor	3	0	1	2	2	3								11	2	11	1
Computer	31	26	14	24	12	29								136	23	136	11
Printer	4	9	7	13	5	12								50	8	50	4
Phone	5	4	8	5	4	14								40	7	40	3
Software	10	6	11	8	8	15								58	10	58	5
Networking	3	4	1	6	4	6								24	2	24	2
Password Resets	625	155	233	259	261	973								2506	418	2506	209
Enterprise	69	6	10	8	7	8								108	18	108	9
Banner	2	0	1	4	3	7								17	3	17	1
IMC	26	23	32	30	9	5								125	21	125	10
Projector	4	7	6	10	3	0								30	5	30	3
Sound	4	6	2	2	2	1								17	3	17	1
Extron	2	2	7	2	0	2								15	3	15	1
Training	1	0	0	1	5	3								10	2	10	1