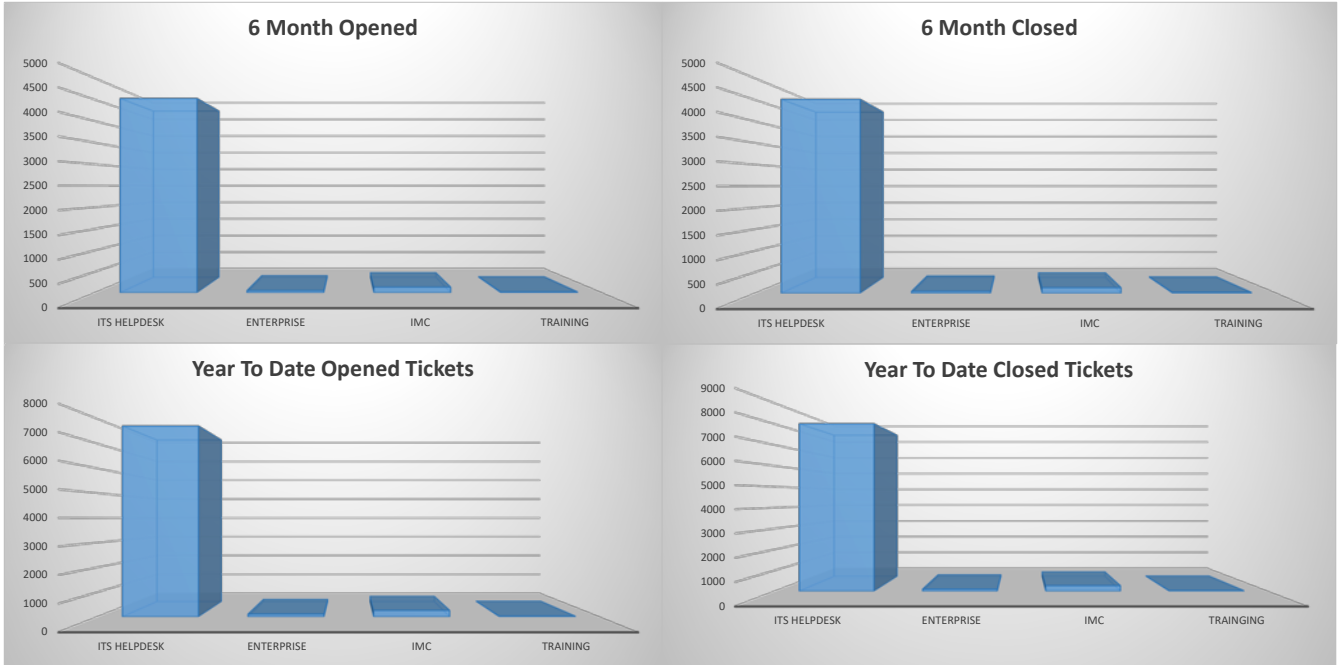


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	4532	4518	7718	8021	-303	643	668	95%	95%
Enterprise	50	46	107	99	8	9	8	1%	1%
IMC	132	132	259	264	-5	22	22	3%	3%
Training	21	21	27	32	-5	2	3	0%	0%
Totals	4735	4717	8111	8416	-305	676	701		
Password Resets	5411	5413	8489	8501	-12	707	708		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	731	443	486	773	973	1126	4532	755	7718	643
Hardware	19	25	31	17	21	23	136	23	255	21
Monitor	5	3	5	10	2	6	31	5	55	5
Computer	56	24	46	29	30	62	247	41	438	37
Printer	26	22	42	26	21	43	180	30	285	24
Phone	13	13	24	26	16	21	113	2	187	16
Software	112	9	19	17	11	22	190	32	174	15
Networking	1	3	10	4	1	13	32	5	70	6
Password Resets	693	568	716	963	911	1560	5411	902	8489	707
Enterprise	5	1	8	17	13	6	50	8	107	9
Banner	11	6	14	11	9	6	57	2	87	7
IMC	8	6	9	47	34	28	132	22	259	22
Projector	6	3	6	31	15	24	85	14	118	10
Sound	1	0	1	4	6	1	13	2	26	2
Extron	0	1	1	1	0	6	9	2	23	2
Training	4	0	3	6	3	5	21	4	27	2

Tickets Closed										
Categories	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	707	458	453	753	986	1161	4518	753	8021	668
Hardware	18	22	34	19	36	34	163	27	277	23
Monitor	5	3	5	10	2	6	31	5	57	5
Computer	51	30	37	36	31	63	248	41	439	37
Printer	31	22	34	28	19	47	181	30	277	23
Phone	13	11	23	29	17	19	112	19	195	16
Software	8	11	12	15	21	9	76	13	158	13
Networking	0	4	10	1	2	10	27	2	67	6
Password Resets	691	569	716	965	910	1562	5413	902	8501	708
Enterprise	3	2	4	10	15	12	46	8	99	8
Banner	5	8	9	10	13	6	51	9	80	7
IMC	7	9	8	45	34	29	132	22	264	22
Projector	5	4	6	30	15	24	84	14	116	10
Sound	0	1	0	5	6	1	13	2	25	2
Extron	0	1	1	1	0	6	9	2	23	2
Training	3	1	3	6	1	7	21	4	32	3

Tickets Opened for the Year														
Categories	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	YTD Totals
ITS Helpdesk	551	562	272	35	629	586	551	731	443	486	773	973	1126	7718
Hardware	4	16	27	13	16	25	18	19	25	31	17	21	23	255
Monitor	2	3	1	3	4	6	5	5	3	5	10	2	6	55
Computer	15	24	11	30	27	48	36	56	24	46	29	30	62	438
Printer	7	14	6	14	17	20	27	26	22	42	26	21	43	285
Phone	8	4	4	16	17	15	10	13	13	24	26	16	21	187
Software	9	10	8	17	10	15	15	12	9	19	17	11	22	174
Networking	8	2	2	4	7	6	9	1	3	10	4	1	13	70
Password Resets	216	258	261	996	517	376	454	693	568	716	963	911	1560	8489
Enterprise	13	9	5	9	11	6	4	5	1	8	17	13	6	107
Banner	2	6	0	7	6	5	4	11	6	14	11	9	6	87
IMC	30	32	6	7	21	11	20	8	6	9	47	34	28	259
Projector	6	10	3	0	6	1	7	6	3	6	31	15	24	118
Sound	2	2	2	1	4	2	0	1	0	1	4	6	1	26
Extron	7	3	0	2	2	0	0	0	1	1	1	0	6	23
Training	2	0	0	4	0	0	0	4	0	3	6	3	5	27

Tickets Closed for the Year														
Categories	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	YTD Totals
ITS Helpdesk	529	565	290	357	633	573	556	707	458	453	753	986	1161	8021
Hardware	3	16	27	13	14	24	17	18	22	34	19	36	34	277
Monitor	1	2	2	3	6	6	6	5	3	5	10	2	6	57
Computer	14	24	12	29	28	46	38	51	30	37	36	31	63	439
Printer	7	13	5	12	17	19	23	31	22	34	28	19	47	277
Phone	8	5	4	14	20	18	14	13	11	23	29	17	19	195
Software	11	8	8	15	11	16	13	8	11	12	15	21	9	158
Networking	1	6	4	6	7	6	10	0	4	10	1	2	10	67
Password Resets	223	259	261	973	542	376	454	691	569	716	965	910	1562	8501
Enterprise	10	8	7	8	11	8	2	2	2	4	10	15	12	99
Banner	1	4	3	7	4	6	4	5	8	9	10	13	6	80
IMC	32	30	9	5	21	14	21	7	9	8	45	34	29	264
Projector	6	10	3	0	6	1	6	5	4	6	30	15	24	116
Sound	2	2	1	1	4	2	0	0	1	0	5	6	1	25
Extron	7	2	0	2	2	0	1	0	1	1	1	0	6	23
Training	0	1	5	3	0	0	2	3	1	3	6	1	7	32