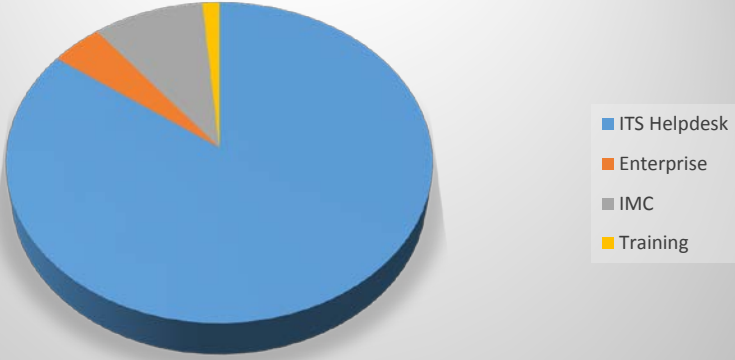


Antelope Valley College HelpDesk Monthly Report Jan 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jan 2015	1440
1.2. Tickets closed month of Jan 2015	1436
1.3. Tickets opened month of Dec 2014	816
1.4. Tickets closed month of Dec 2014	825
Avg Hours ticket open for tickets closed this Month	34.81
Avg days ticket open for tickets closed this Month	1.45

6 Month Opened Tickets Distribution



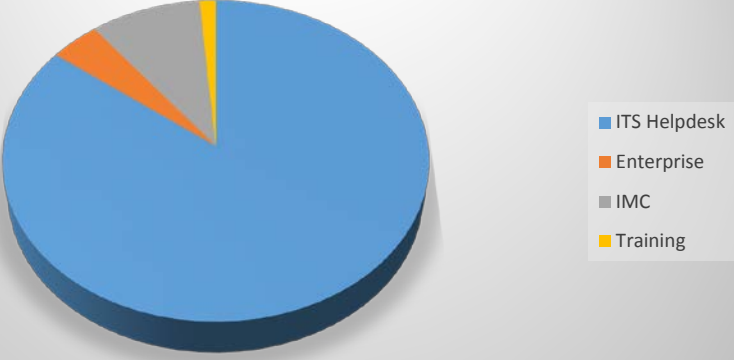
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Jan 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	1298	1289	2827	2808	19	235.58	234.00	85%	85%
Enterprise	76	68	143	136	7	11.92	11.33	4%	4%
IMC	138	140	308	303	5	25.67	25.25	9%	9%
Training	21	22	46	44	2	3.83	3.67	1%	1%
Totals	1533	1519	3324	3291	33	277	274		

Password Resets	4362	4356	10760	10708	52	896.67	892.33	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	224	305	239	235	215	138	173	301	271	178	204	115	229	1298	216.33	2827	235.58
Hardware	113	123	109	88	77	52	52	151	155	108	107	63	108	692	115.33	1306	108.83
Monitor	7	4	4	4	3	3	1	7	5	4	4	7	3	30	5.00	56	4.67
Computer	56	67	60	55	39	24	22	82	94	61	57	28	58	380	63.33	703	58.58
Printer	34	35	24	18	14	11	19	25	29	20	24	15	29	142	23.67	297	24.75
Phone	20	33	12	19	11	12	10	30	21	14	24	8	16	113	18.83	230	19.17
Software	40	45	35	28	56	18	18	37	37	14	13	16	34	151	25.17	391	32.58
Networking	10	20	16	16	13	9	15	14	23	6	17	10	18	88	14.67	187	15.58
Password Resets	1350	826	477	647	1145	903	1050	1197	409	414	626	644	1072	4362	727.00	10760	896.67
Enterprise	27	17	7	3	6	2	5	5	13	11	1	4	42	76	12.67	143	11.92
Banner	9	1	0	0	1	0	0	0	3	3	0	1	2	9	1.50	20	1.67
Blackboard	2	3	0	1	0	0	0	0	2	1	0	0	30	33	5.50	39	3.25
IMC	7	50	31	42	20	11	9	31	33	20	27	1	26	138	23.00	308	25.67
Projector	5	27	12	19	7	7	5	17	23	14	14	1	7	76	12.67	158	13.17
Sound	0	5	4	6	1	2	0	4	4	2	10	0	6	26	4.33	44	3.67
Extron	1	4	1	0	1	0	0	1	0	0	0	0	5	6	1.00	13	1.08
Training	5	8	2	3	1	3	3	7	2	2	5	3	2	21	3.50	46	3.83

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	217	279	264	225	206	129	199	292	275	187	199	116	220	1289	214.83	2808	234.00
Hardware	111	112	121	93	77	52	53	147	161	111	104	64	100	687	114.50	1306	108.83
Monitor	7	3	5	4	3	3	2	6	6	4	3	7	3	29	4.83	56	4.67
Computer	52	64	65	57	43	21	26	78	95	63	56	24	58	374	62.33	702	58.50
Printer	38	30	28	18	14	9	16	27	35	20	23	21	23	149	24.83	302	25.17
Phone	19	18	32	7	4	0	28	31	21	14	19	11	18	114	19.00	222	18.50
Software	32	51	30	29	55	21	21	36	36	15	11	15	34	147	24.50	386	32.17
Networking	12	19	17	13	12	13	14	13	20	10	16	8	18	85	14.17	185	15.42
Password Resets	1344	830	470	636	1143	897	1032	1194	402	418	627	640	1075	4356	726.00	10708	892.33
Enterprise	22	20	9	4	3	4	6	4	9	7	6	4	38	68	11.33	136	11.33
Banner	8	3	0	0	1	0	0	0	0	1	1	2	2	6	1.00	18	1.50
Blackboard	1	1	1	1	0	0	2	0	2	1	0	0	29	32	5.33	38	3.17
IMC	8	45	29	38	18	17	8	24	23	21	30	14	28	140	23.33	303	25.25
Projector	5	22	11	19	6	8	2	18	16	11	18	6	9	78	13.00	151	12.58
Sound	0	5	4	6	1	3	0	2	3	4	7	3	6	25	4.17	44	3.67
Extron	1	4	1	0	0	1	0	0	0	1	0	0	5	6	1.00	13	1.08
Training	2	3	7	1	0	1	8	2	0	1	15	3	1	22	3.67	44	3.67