

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	3957	3913	7009	7291	-282	584	608	95%	95%
Enterprise	48	36	106	94	12	9	8	1%	1%
IMC	124	124	251	258	-7	21	22	3%	3%
Training	16	16	23	25	-2	2	2	0%	0%
<b>Totals</b>	<b>4145</b>	<b>4089</b>	<b>7389</b>	<b>7668</b>	<b>-279</b>	<b>616</b>	<b>639</b>		
Password Resets	4305	4305	7096	7094	2	591	591		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	551	731	443	486	773	973	3957	660	7009	584
Hardware	18	19	25	31	17	21	131	22	267	22
Monitor	5	5	3	5	10	2	30	5	49	4
Computer	36	56	24	46	29	30	221	37	398	33
Printer	27	26	22	42	26	21	164	27	252	21
Phone	10	13	13	24	26	16	102	2	172	14
Software	15	12	9	19	17	11	83	14	159	13
Networking	9	1	3	10	4	1	28	5	60	5
Password Resets	454	693	568	716	963	911	4305	718	7096	591
Enterprise	4	5	1	8	17	13	48	8	106	9
Banner	4	11	6	14	11	9	55	2	82	7
IMC	20	8	6	9	47	34	124	21	251	21
Projector	7	6	3	6	31	15	68	11	99	8
Sound	0	1	0	1	4	6	12	2	28	2
Extron	0	0	1	1	1	0	3	1	17	1
Training	0	4	0	3	6	3	16	3	23	2

Tickets Closed										
Categories	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	556	707	458	453	753	986	3913	652	7291	608
Hardware	17	18	22	34	19	36	146	24	282	24
Monitor	6	5	3	5	10	2	31	5	51	4
Computer	38	51	30	37	36	31	223	37	402	34
Printer	23	31	22	34	28	19	157	26	239	20
Phone	14	13	11	23	29	17	107	18	180	15
Software	13	8	11	12	15	21	80	13	155	13
Networking	10	0	4	10	1	2	27	2	61	5
Password Resets	454	691	569	716	965	910	4305	718	7094	591
Enterprise	2	3	2	4	10	15	36	6	94	8
Banner	4	5	8	9	10	13	49	8	74	6
IMC	21	7	9	8	45	34	124	21	258	22
Projector	6	5	4	6	30	15	66	11	99	8
Sound	0	0	1	0	5	6	12	2	31	3
Extron	1	0	1	1	1	0	4	1	19	2
Training	2	3	1	3	6	1	16	3	25	2

Tickets Opened for the Year														
Categories	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	YTD Totals
ITS Helpdesk	417	551	562	272	35	629	586	551	731	443	486	773	973	7009
Hardware	35	4	16	27	13	16	25	18	19	25	31	17	21	267
Monitor	0	2	3	1	3	4	6	5	5	3	5	10	2	49
Computer	22	15	24	11	30	27	48	36	56	24	46	29	30	398
Printer	10	7	14	6	14	17	20	27	26	22	42	26	21	252
Phone	6	8	4	4	16	17	15	10	13	13	24	26	16	172
Software	7	9	10	8	17	10	15	15	12	9	19	17	11	159
Networking	3	8	2	2	4	7	6	9	1	3	10	4	1	60
Password Resets	167	216	258	261	996	517	376	454	693	568	716	963	911	7096
Enterprise	5	13	9	5	9	11	6	4	5	1	8	17	13	106
Banner	1	2	6	0	7	6	5	4	11	6	14	11	9	82
IMC	20	30	32	6	7	21	11	20	8	6	9	47	34	251
Projector	5	6	10	3	0	6	1	7	6	3	6	31	15	99
Sound	3	2	2	2	1	4	2	0	1	0	1	4	6	28
Extron	0	7	3	0	2	2	0	0	0	1	1	1	0	17
Training	1	2	0	0	4	0	0	0	4	0	3	6	3	23

Tickets Closed for the Year														
Categories	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	YTD Totals
ITS Helpdesk	431	529	565	290	357	633	573	556	707	458	453	753	986	7291
Hardware	39	3	16	27	13	14	24	17	18	22	34	19	36	282
Monitor	0	1	2	2	3	6	6	6	5	3	5	10	2	51
Computer	26	14	24	12	29	28	46	38	51	30	37	36	31	402
Printer	9	7	13	5	12	17	19	23	31	22	34	28	19	239
Phone	4	8	5	4	14	20	18	14	13	11	23	29	17	180
Software	6	11	8	8	15	11	16	13	8	11	12	15	21	155
Networking	4	1	6	4	6	7	6	10	0	4	10	1	2	61
Password Resets	155	223	259	261	973	542	376	454	691	569	716	965	910	7094
Enterprise	6	10	8	7	8	11	8	2	3	2	4	10	15	94
Banner	0	1	4	3	7	4	6	4	5	8	9	10	13	74
IMC	23	32	30	9	5	21	14	21	7	9	8	45	34	258
Projector	7	6	10	3	0	6	1	6	5	4	6	30	15	99
Sound	6	2	2	2	1	4	2	0	0	1	0	5	6	31
Extron	2	7	2	0	2	2	0	1	0	1	1	1	0	19
Training	0	0	1	5	3	0	0	2	3	1	3	6	1	25