

<b>Antelope Valley College HelpDesk Monthly Report Jul 2013</b>	
<b>Monthly Numbers Summary</b>	
Previous Months/ Last Two Weeks Numbers	Tickets
1.1. Tickets opened month of Jul 2013	2128
1.2. Tickets closed month of Jul 2013	2139
1.3. Tickets opened month of Jun 2013	N/A
1.4. Tickets closed month of Jun 2013	N/A
Avg Hours ticket open for tickets closed this Month	43.34
Avg days ticket open for tickets closed this Month	1.81

**6 Month Opened Tickets Distribution**



**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Jul 2013 - 6 month and 12 month Totals and Averages of opened and closed tickets. Distribution Percentage of Tickets</b>									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD AVG Closed	% opened	% closed
ITS Helpdesk	183	154	183	154	29	15.25	12.83	93%	93%
Enterprise	3	2	3	2	1	0.25	0.17	2%	1%
IMC	7	7	7	7	0	0.58	0.58	4%	4%
Training	4	3	4	3	1	0.33	0.25	2%	2%
<b>Totals</b>	197	166	197	166	31	16	14		

Password Resets	1800	1801	1800	1801	-1	150	150.08	N/A	N/A
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**Tickets Opened - Numbers Broken Down by Categories**

Categories	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	6 Month Totals	AVG	YTD totals	AVG
<b>ITS Helpdesk</b>	183													<b>183</b>	<b>30.50</b>	<b>183</b>	<b>15.25</b>
Hardware	68													<b>68</b>	11.33	<b>68</b>	5.67
Monitor	2													<b>2</b>	0.33	<b>2</b>	0.17
Computer	26													<b>26</b>	4.33	<b>26</b>	2.17
Printer	21													<b>21</b>	3.50	<b>21</b>	1.75
Phone	0													<b>0</b>	0.00	<b>0</b>	0.00
Software	55													<b>55</b>	9.17	<b>55</b>	4.58
Networking	25													<b>25</b>	4.17	<b>25</b>	2.08
<b>Password Resets</b>	<b>1800</b>													<b>1800</b>	<b>300.00</b>	<b>1800</b>	<b>150.00</b>
<b>Enterprise</b>	<b>3</b>													<b>3</b>	<b>0.50</b>	<b>3</b>	<b>0.25</b>
Banner	0													<b>0</b>	0.00	<b>0</b>	0.00
Blackboard	0													<b>0</b>	0.00	<b>0</b>	0.00
<b>IMC</b>	<b>7</b>													<b>7</b>	<b>1.17</b>	<b>7</b>	<b>0.58</b>
Projector	6													<b>6</b>	1.00	<b>6</b>	0.50
Sound	0													<b>0</b>	0.00	<b>0</b>	0.00
Extron	0													<b>0</b>	0.00	<b>0</b>	0.00
<b>Training</b>	<b>4</b>													<b>4</b>	<b>0.67</b>	<b>4</b>	<b>0.33</b>

<b>Tickets Closed - Numbers Broken Down by Categories</b>																	
Categories	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
<b>ITS Helpdesk</b>	<b>154</b>													<b>154</b>	<b>25.67</b>	<b>154</b>	<b>12.83</b>
Hardware	47													<b>47</b>	<b>7.83</b>	<b>47</b>	<b>3.92</b>
Monitor	2													<b>2</b>	<b>0.33</b>	<b>2</b>	<b>0.17</b>
Computer	19													<b>19</b>	<b>3.17</b>	<b>19</b>	<b>1.58</b>
Printer	13													<b>13</b>	<b>2.17</b>	<b>13</b>	<b>1.08</b>
Phone	0													<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
Software	52													<b>52</b>	<b>8.67</b>	<b>52</b>	<b>4.33</b>
Networking	21													<b>21</b>	<b>3.50</b>	<b>21</b>	<b>1.75</b>
<b>Password Resets</b>	<b>1801</b>													<b>1801</b>	<b>300.17</b>	<b>1801</b>	<b>150.08</b>
<b>Enterprise</b>	<b>2</b>													<b>2</b>	<b>0.33</b>	<b>2</b>	<b>0.17</b>
Banner	0													<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
Blackboard	0													<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
<b>IMC</b>	<b>7</b>													<b>7</b>	<b>1.17</b>	<b>7</b>	<b>0.58</b>
Projector	6													<b>6</b>	<b>1.00</b>	<b>6</b>	<b>0.50</b>
Sound	0													<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
Extron	0													<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
<b>Training</b>	<b>3</b>													<b>3</b>	<b>0.50</b>	<b>3</b>	<b>0.25</b>