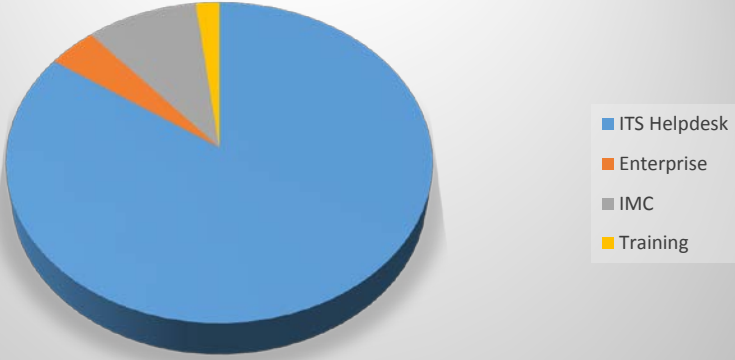
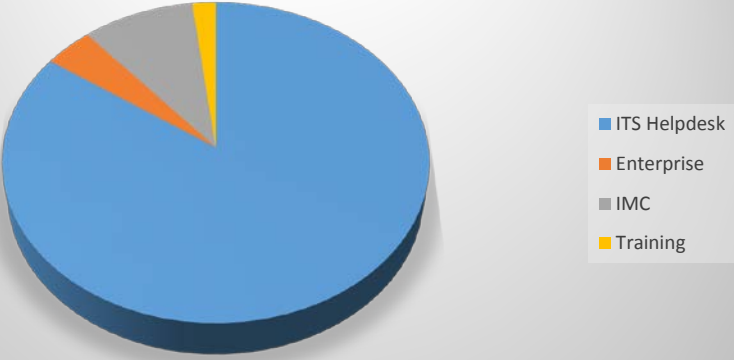


Antelope Valley College HelpDesk Monthly Report Aug 2013	
Monthly Numbers Summary	
Previous Months/ Last Two Weeks Numbers	Tickets
1.1. Tickets opened month of Aug 2013	1899
1.2. Tickets closed month of Aug 2013	1900
1.3. Tickets opened month of Jul 2013	2128
1.4. Tickets closed month of Jul 2013	2139
Avg Hours ticket open for tickets closed this Month	49.32
Avg days ticket open for tickets closed this Month	2.06

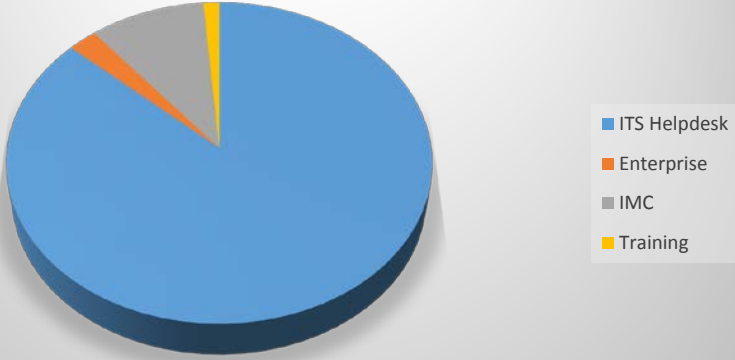
6 Month Opened Tickets Distribution



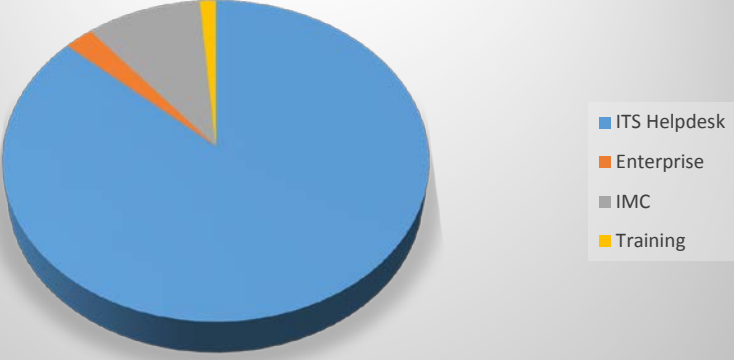
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Aug 2013 - 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	437	396	437	396	41	36.42	33.00	85%	87%
Enterprise	21	11	21	11	10	1.75	0.92	4%	2%
IMC	48	44	48	44	4	4.00	3.67	9%	10%
Training	10	6	10	6	4	0.83	0.50	2%	1%
Totals	516	457	516	457	59	43	38		

Password Resets	3207	3206	3207	3206	1	267.25	267.17	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
ITS Helpdesk	183	254												437	72.83	437	36.42
Hardware	68	80												148	24.67	148	12.33
Monitor	2	4												6	1.00	6	0.50
Computer	26	30												56	9.33	56	4.67
Printer	21	22												43	7.17	43	3.58
Phone	0	10												10	1.67	10	0.83
Software	55	56												111	18.50	111	9.25
Networking	25	25												50	8.33	50	4.17
Password Resets	1800	1407												3207	534.50	3207	267.25
Enterprise	3	18												21	3.50	21	1.75
Banner	0	1												1	0.17	1	0.08
Blackboard	0	3												3	0.50	3	0.25
IMC	7	41												48	8.00	48	4.00
Projector	6	20												26	4.33	26	2.17
Sound	0	5												5	0.83	5	0.42
Extron	0	6												6	1.00	6	0.50
Training	4	6												10	1.67	10	0.83

Tickets Closed - 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	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	154	242												396	66.00	396	33.00
Hardware	47	76												123	20.50	123	10.25
Monitor	2	2												4	0.67	4	0.33
Computer	19	27												46	7.67	46	3.83
Printer	13	21												34	5.67	34	2.83
Phone	0	6												6	1.00	6	0.50
Software	52	60												112	18.67	112	9.33
Networking	21	23												44	7.33	44	3.67
Password Resets	1801	1405												3206	534.33	3206	267.17
Enterprise	2	9												11	1.83	11	0.92
Banner	0	0												0	0.00	0	0.00
Blackboard	0	0												0	0.00	0	0.00
IMC	7	37												44	7.33	44	3.67
Projector	6	20												26	4.33	26	2.17
Sound	0	5												5	0.83	5	0.42
Extron	0	4												4	0.67	4	0.33
Training	3	3												6	1.00	6	0.50