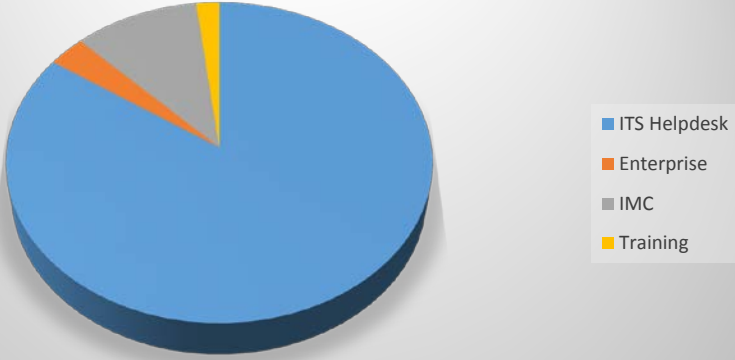
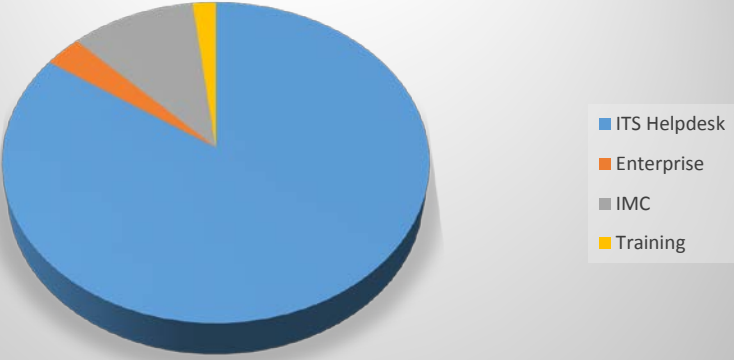


Antelope Valley College HelpDesk Monthly Report Sep 2013	
Monthly Numbers Summary	
Previous Months/ Last Two Weeks Numbers	Tickets
1.1. Tickets opened month of Sep 2013	688
1.2. Tickets closed month of Sep 2013	708
1.3. Tickets opened month of Aug 2013	1899
1.4. Tickets closed month of Aug 2013	1900
Avg Hours ticket open for tickets closed this Month	77.57
Avg days ticket open for tickets closed this Month	3.23

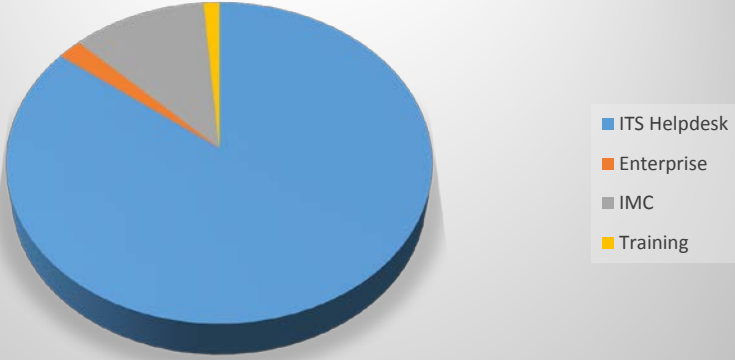
6 Month Opened Tickets Distribution



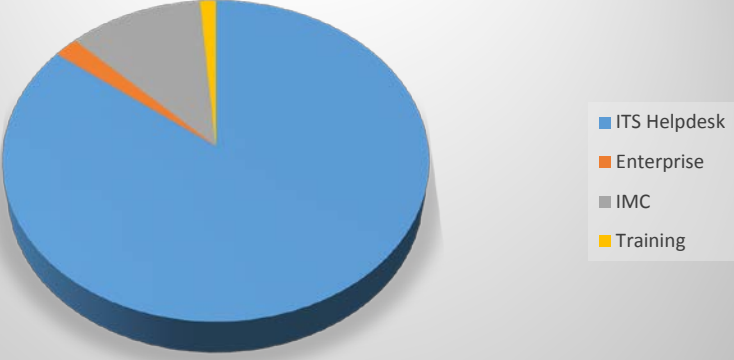
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Sep 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	624	593	624	593	31	52.00	49.42	85%	85%
Enterprise	23	14	23	14	9	1.92	1.17	3%	2%
IMC	77	78	77	78	-1	6.42	6.50	10%	11%
Training	14	9	14	9	5	1.17	0.75	2%	1%
Totals	738	694	738	694	44	62	58		

Password Resets	3600	3602	3600	3602	-2	300.00	300.17	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	187											624	104.00	624	52.00
Hardware	68	80	72											220	36.67	220	18.33
Monitor	2	4	6											12	2.00	12	1.00
Computer	26	30	32											88	14.67	88	7.33
Printer	21	22	20											63	10.50	63	5.25
Phone	0	10	16											26	4.33	26	2.17
Software	55	56	48											159	26.50	159	13.25
Networking	25	25	17											67	11.17	67	5.58
Password Resets	1800	1407	393											3600	600.00	3600	300.00
Enterprise	3	18	2											23	3.83	23	1.92
Banner	0	1	0											1	0.17	1	0.08
Blackboard	0	3	1											4	0.67	4	0.33
IMC	7	41	29											77	12.83	77	6.42
Projector	6	20	8											34	5.67	34	2.83
Sound	0	5	8											13	2.17	13	1.08
Extron	0	6	7											13	2.17	13	1.08
Training	4	6	4											14	2.33	14	1.17

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	197											593	98.83	593	49.42
Hardware	47	76	82											205	34.17	205	17.08
Monitor	2	2	7											11	1.83	11	0.92
Computer	19	27	37											83	13.83	83	6.92
Printer	13	21	24											58	9.67	58	4.83
Phone	0	6	6											12	2.00	12	1.00
Software	52	60	48											160	26.67	160	13.33
Networking	21	23	24											68	11.33	68	5.67
Password Resets	1801	1405	396											3602	600.33	3602	300.17
Enterprise	2	9	3											14	2.33	14	1.17
Banner	0	0	0											0	0.00	0	0.00
Blackboard	0	0	1											1	0.17	1	0.08
IMC	7	37	34											78	13.00	78	6.50
Projector	6	20	10											36	6.00	36	3.00
Sound	0	5	7											12	2.00	12	1.00
Extron	0	4	8											12	2.00	12	1.00
Training	3	3	3											9	1.50	9	0.75