

| Antelope Valley College HelpDesk Monthly Report Oct 2013 | |
|-----------------------------------------------------------------|---------|
| Monthly Numbers Summary | |
| Previous Months/ Last Two Weeks Numbers | Tickets |
| 1.1. Tickets opened month of Oct 2013 | 882 |
| 1.2. Tickets closed month of Oct 2013 | 900 |
| 1.3. Tickets opened month of Sep 2013 | 688 |
| 1.4. Tickets closed month of Sep 2013 | 708 |
| Avg Hours ticket open for tickets closed this Month | 76.98 |
| Avg days ticket open for tickets closed this Month | 3.21 |

6 Month Opened Tickets Distribution



YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



| The Numbers Oct 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 | 845 | 822 | 845 | 822 | 23 | 70.42 | 68.50 | 84% | 85% |
| Enterprise | 32 | 23 | 32 | 23 | 9 | 2.67 | 1.92 | 3% | 2% |
| IMC | 111 | 109 | 111 | 109 | 2 | 9.25 | 9.08 | 11% | 11% |
| Training | 15 | 10 | 15 | 10 | 5 | 1.25 | 0.83 | 1% | 1% |
| Totals | 1003 | 964 | 1003 | 964 | 39 | 84 | 80 | | |

| | | | | | | | | | |
|------------------------|-------------|-------------|-------------|-------------|-----------|---------------|---------------|------------|------------|
| Password Resets | 4103 | 4106 | 4103 | 4106 | -3 | 341.92 | 342.17 | N/A | N/A |
|------------------------|-------------|-------------|-------------|-------------|-----------|---------------|---------------|------------|------------|

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 | 221 | | | | | | | | | | 845 | 140.83 | 845 | 70.42 |
| Hardware | 68 | 80 | 72 | 65 | | | | | | | | | | 285 | 47.50 | 285 | 23.75 |
| Monitor | 2 | 4 | 6 | 5 | | | | | | | | | | 17 | 2.83 | 17 | 1.42 |
| Computer | 26 | 30 | 32 | 25 | | | | | | | | | | 113 | 18.83 | 113 | 9.42 |
| Printer | 21 | 22 | 20 | 21 | | | | | | | | | | 84 | 14.00 | 84 | 7.00 |
| Phone | 0 | 10 | 16 | 12 | | | | | | | | | | 38 | 6.33 | 38 | 3.17 |
| Software | 55 | 56 | 48 | 64 | | | | | | | | | | 223 | 37.17 | 223 | 18.58 |
| Networking | 25 | 25 | 17 | 17 | | | | | | | | | | 84 | 14.00 | 84 | 7.00 |
| Password Resets | 1800 | 1407 | 393 | 503 | | | | | | | | | | 4103 | 683.83 | 4103 | 341.92 |
| Enterprise | 3 | 18 | 2 | 9 | | | | | | | | | | 32 | 5.33 | 32 | 2.67 |
| Banner | 0 | 1 | 0 | 3 | | | | | | | | | | 4 | 0.67 | 4 | 0.33 |
| Blackboard | 0 | 3 | 1 | 0 | | | | | | | | | | 4 | 0.67 | 4 | 0.33 |
| IMC | 7 | 41 | 29 | 34 | | | | | | | | | | 111 | 18.50 | 111 | 9.25 |
| Projector | 6 | 20 | 8 | 8 | | | | | | | | | | 42 | 7.00 | 42 | 3.50 |
| Sound | 0 | 5 | 8 | 3 | | | | | | | | | | 16 | 2.67 | 16 | 1.33 |
| Extron | 0 | 6 | 7 | 7 | | | | | | | | | | 20 | 3.33 | 20 | 1.67 |
| Training | 4 | 6 | 4 | 1 | | | | | | | | | | 15 | 2.50 | 15 | 1.25 |

| 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 | 229 | | | | | | | | | | 822 | 137.00 | 822 | 68.50 |
| Hardware | 47 | 76 | 82 | 64 | | | | | | | | | | 269 | 44.83 | 269 | 22.42 |
| Monitor | 2 | 2 | 7 | 3 | | | | | | | | | | 14 | 2.33 | 14 | 1.17 |
| Computer | 19 | 27 | 37 | 27 | | | | | | | | | | 110 | 18.33 | 110 | 9.17 |
| Printer | 13 | 21 | 24 | 22 | | | | | | | | | | 80 | 13.33 | 80 | 6.67 |
| Phone | 0 | 6 | 6 | 22 | | | | | | | | | | 34 | 5.67 | 34 | 2.83 |
| Software | 52 | 60 | 48 | 63 | | | | | | | | | | 223 | 37.17 | 223 | 18.58 |
| Networking | 21 | 23 | 24 | 17 | | | | | | | | | | 85 | 14.17 | 85 | 7.08 |
| Password Resets | 1801 | 1405 | 396 | 504 | | | | | | | | | | 4106 | 684.33 | 4106 | 342.17 |
| Enterprise | 2 | 9 | 3 | 9 | | | | | | | | | | 23 | 3.83 | 23 | 1.92 |
| Banner | 0 | 0 | 0 | 3 | | | | | | | | | | 3 | 0.50 | 3 | 0.25 |
| Blackboard | 0 | 0 | 1 | 1 | | | | | | | | | | 2 | 0.33 | 2 | 0.17 |
| IMC | 7 | 37 | 34 | 31 | | | | | | | | | | 109 | 18.17 | 109 | 9.08 |
| Projector | 6 | 20 | 10 | 8 | | | | | | | | | | 44 | 7.33 | 44 | 3.67 |
| Sound | 0 | 5 | 7 | 3 | | | | | | | | | | 15 | 2.50 | 15 | 1.25 |
| Extron | 0 | 4 | 8 | 9 | | | | | | | | | | 21 | 3.50 | 21 | 1.75 |
| Training | 3 | 3 | 3 | 1 | | | | | | | | | | 10 | 1.67 | 10 | 0.83 |