

Antelope Valley College HelpDesk Monthly Report Nov 2013	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Nov 2013	1004
1.2. Tickets closed month of Nov 2013	987
1.3. Tickets opened month of Oct 2013	882
1.4. Tickets closed month of Oct 2013	900
Avg Hours ticket open for tickets closed this Month	29.91
Avg days ticket open for tickets closed this Month	1.25

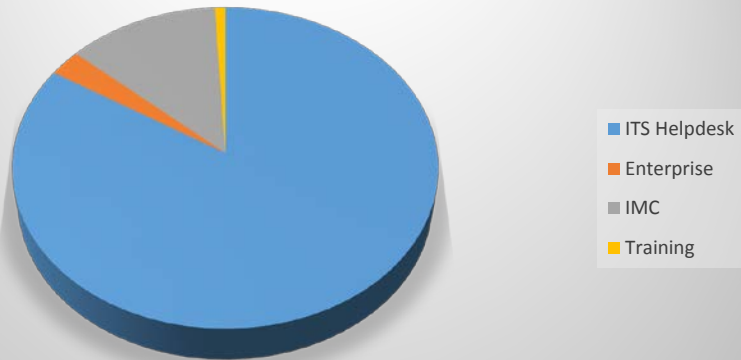
6 Month Opened Tickets Distribution



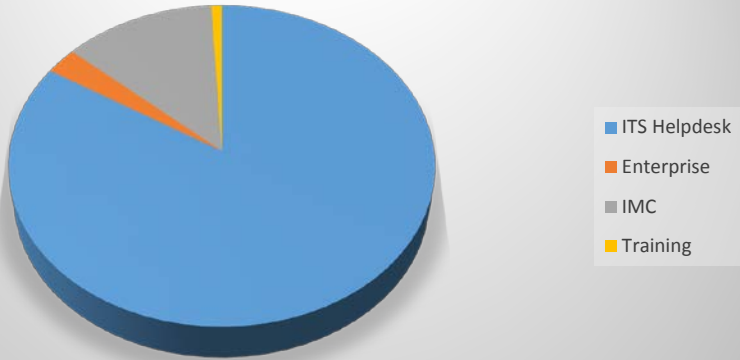
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Nov 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	1016	976	1016	976	40	84.67	81.33	83%	84%
Enterprise	43	31	43	31	12	3.58	2.58	4%	3%
IMC	148	147	148	147	1	12.33	12.25	12%	13%
Training	15	10	15	10	5	1.25	0.83	1%	1%
Totals	1222	1164	1222	1164	58	102	97		

Password Resets	4818	4824	4818	4824	-6	401.50	402.00	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	221	171									1016	169.33	1016	84.67
Hardware	68	80	72	65	92									377	62.83	377	31.42
Monitor	2	4	6	5	6									23	3.83	23	1.92
Computer	26	30	32	25	22									135	22.50	135	11.25
Printer	21	22	20	21	40									124	20.67	124	10.33
Phone	0	10	16	12	5									43	7.17	43	3.58
Software	55	56	48	64	40									263	43.83	263	21.92
Networking	25	25	17	17	13									97	16.17	97	8.08
Password Resets	1800	1407	393	503	715									4818	803.00	4818	401.50
Enterprise	3	18	2	9	11									43	7.17	43	3.58
Banner	0	1	0	3	1									5	0.83	5	0.42
Blackboard	0	3	1	0	1									5	0.83	5	0.42
IMC	7	41	29	34	37									148	24.67	148	12.33
Projector	6	20	8	8	25									67	11.17	67	5.58
Sound	0	5	8	3	0									16	2.67	16	1.33
Extron	0	6	7	7	3									23	3.83	23	1.92
Training	4	6	4	1	0									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	154									976	162.67	976	81.33
Hardware	47	76	82	64	79									348	58.00	348	29.00
Monitor	2	2	7	3	6									20	3.33	20	1.67
Computer	19	27	37	27	20									130	21.67	130	10.83
Printer	13	21	24	22	34									114	19.00	114	9.50
Phone	0	6	6	22	5									39	6.50	39	3.25
Software	52	60	48	63	37									260	43.33	260	21.67
Networking	21	23	24	17	10									95	15.83	95	7.92
Password Resets	1801	1405	396	504	718									4824	804.00	4824	402.00
Enterprise	2	9	3	9	8									31	5.17	31	2.58
Banner	0	0	0	3	1									4	0.67	4	0.33
Blackboard	0	0	1	1	2									4	0.67	4	0.33
IMC	7	37	34	31	38									147	24.50	147	12.25
Projector	6	20	10	8	26									70	11.67	70	5.83
Sound	0	5	7	3	1									16	2.67	16	1.33
Extron	0	4	8	9	3									24	4.00	24	2.00
Training	3	3	3	1	0									10	1.67	10	0.83