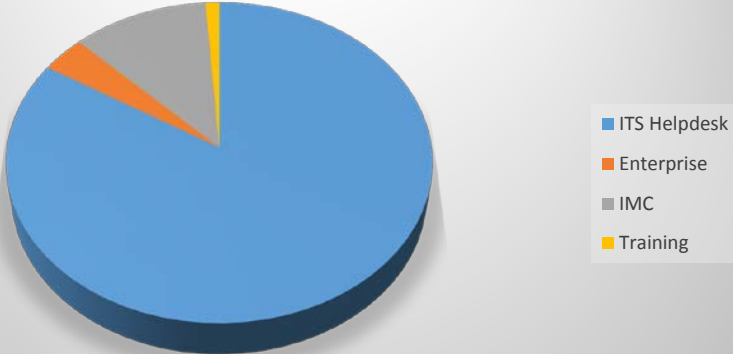
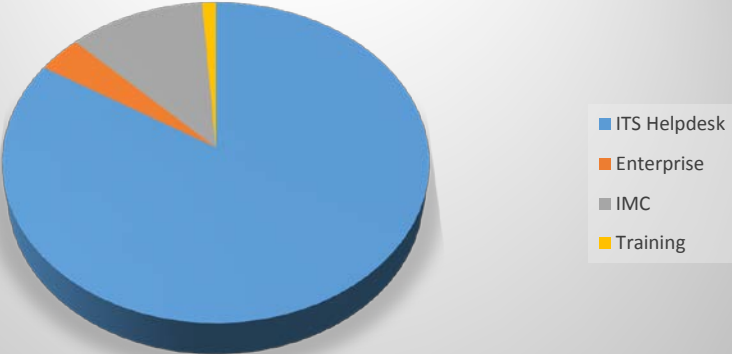


<b>Antelope Valley College HelpDesk Monthly Report Dec 2013</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Dec 2013	1092
1.2. Tickets closed month of Dec 2013	1100
1.3. Tickets opened month of Nov 2013	1004
1.4. Tickets closed month of Nov 2013	987
Avg Hours ticket open for tickets closed this Month	24.89
Avg days ticket open for tickets closed this Month	1.04

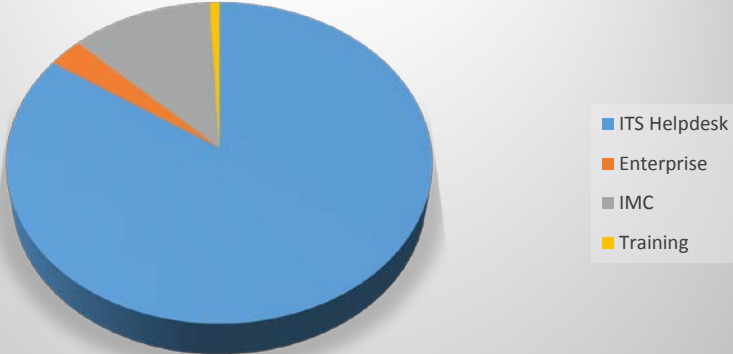
**6 Month Opened Tickets Distribution**



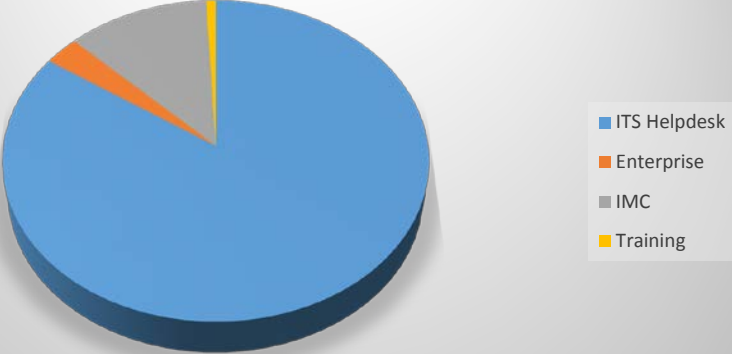
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Dec 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	1116	1078	1116	1078	38	93.00	89.83	84%	84%
Enterprise	49	37	49	37	12	4.08	3.08	4%	3%
IMC	151	151	151	151	0	12.58	12.58	11%	12%
Training	15	10	15	10	5	1.25	0.83	1%	1%
<b>Totals</b>	<b>1331</b>	<b>1276</b>	<b>1331</b>	<b>1276</b>	<b>55</b>	<b>111</b>	<b>106</b>		

<b>Password Resets</b>	<b>5754</b>	<b>5764</b>	<b>5754</b>	<b>5764</b>	<b>-10</b>	<b>479.50</b>	<b>480.33</b>	<b>N/A</b>	<b>N/A</b>
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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	254	187	221	171	100								<b>1116</b>	<b>186.00</b>	<b>1116</b>	<b>93.00</b>
Hardware	68	80	72	65	92	39								<b>416</b>	69.33	<b>416</b>	34.67
Monitor	2	4	6	5	6	2								<b>25</b>	4.17	<b>25</b>	2.08
Computer	26	30	32	25	22	18								<b>153</b>	25.50	<b>153</b>	12.75
Printer	21	22	20	21	40	9								<b>133</b>	22.17	<b>133</b>	11.08
Phone	0	10	16	12	5	12								<b>55</b>	9.17	<b>55</b>	4.58
Software	55	56	48	64	40	18								<b>281</b>	46.83	<b>281</b>	23.42
Networking	25	25	17	17	13	6								<b>103</b>	17.17	<b>103</b>	8.58
<b>Password Resets</b>	<b>1800</b>	<b>1407</b>	<b>393</b>	<b>503</b>	<b>715</b>	<b>936</b>								<b>5754</b>	<b>959.00</b>	<b>5754</b>	<b>479.50</b>
<b>Enterprise</b>	3	18	2	9	11	6								<b>49</b>	<b>8.17</b>	<b>49</b>	<b>4.08</b>
Banner	0	1	0	3	1	0								<b>5</b>	0.83	<b>5</b>	0.42
Blackboard	0	3	1	0	1	0								<b>5</b>	0.83	<b>5</b>	0.42
<b>IMC</b>	7	41	29	34	37	3								<b>151</b>	<b>25.17</b>	<b>151</b>	<b>12.58</b>
Projector	6	20	8	8	25	1								<b>68</b>	11.33	<b>68</b>	5.67
Sound	0	5	8	3	0	0								<b>16</b>	2.67	<b>16</b>	1.33
Extron	0	6	7	7	3	0								<b>23</b>	3.83	<b>23</b>	1.92
<b>Training</b>	4	6	4	1	0	0								<b>15</b>	<b>2.50</b>	<b>15</b>	<b>1.25</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>242</b>	<b>197</b>	<b>229</b>	<b>154</b>	<b>102</b>								<b>1078</b>	179.67	1078	89.83
Hardware	47	76	82	64	79	45								<b>393</b>	65.50	393	32.75
Monitor	2	2	7	3	6	2								<b>22</b>	3.67	22	1.83
Computer	19	27	37	27	20	16								<b>146</b>	24.33	146	12.17
Printer	13	21	24	22	34	11								<b>125</b>	20.83	125	10.42
Phone	0	6	6	22	5	6								<b>45</b>	7.50	45	3.75
Software	52	60	48	63	37	21								<b>281</b>	46.83	281	23.42
Networking	21	23	24	17	10	5								<b>100</b>	16.67	100	8.33
<b>Password Resets</b>	<b>1801</b>	<b>1405</b>	<b>396</b>	<b>504</b>	<b>718</b>	<b>940</b>								<b>5764</b>	<b>960.67</b>	<b>5764</b>	<b>480.33</b>
<b>Enterprise</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>6</b>								<b>37</b>	6.17	37	3.08
Banner	0	0	0	3	1	0								<b>4</b>	0.67	4	0.33
Blackboard	0	0	1	1	2	0								<b>4</b>	0.67	4	0.33
<b>IMC</b>	<b>7</b>	<b>37</b>	<b>34</b>	<b>31</b>	<b>38</b>	<b>4</b>								<b>151</b>	25.17	151	12.58
Projector	6	20	10	8	26	1								<b>71</b>	11.83	71	5.92
Sound	0	5	7	3	1	0								<b>16</b>	2.67	16	1.33
Extron	0	4	8	9	3	0								<b>24</b>	4.00	24	2.00
<b>Training</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>								<b>10</b>	1.67	10	0.83