

<b>Antelope Valley College HelpDesk Monthly Report Jan 2014</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jan 2014	1725
1.2. Tickets closed month of Jan 2014	1704
1.3. Tickets opened month of Dec 2013	1092
1.4. Tickets closed month of Dec 2013	1100
Avg Hours ticket open for tickets closed this Month	35.74
Avg days ticket open for tickets closed this Month	1.49

**6 Month Opened Tickets Distribution**



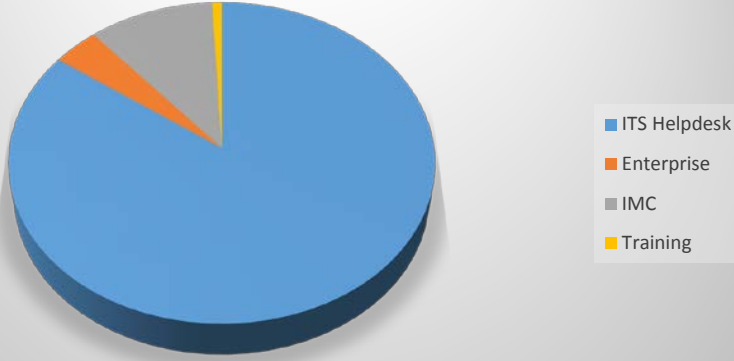
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Jan 2014 - 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	1340	1295	1340	1295	45	111.67	107.92	84%	85%
Enterprise	76	59	76	59	17	6.33	4.92	5%	4%
IMC	158	159	158	159	-1	13.17	13.25	10%	10%
Training	20	12	20	12	8	1.67	1.00	1%	1%
<b>Totals</b>	<b>1594</b>	<b>1525</b>	<b>1594</b>	<b>1525</b>	<b>69</b>	<b>133</b>	<b>127</b>		

Password Resets	7104	7108	7104	7108	-4	592.00	592.33	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
<b>ITS Helpdesk</b>	183	254	187	221	171	100	224							<b>1340</b>	<b>223.33</b>	<b>1340</b>	<b>111.67</b>
Hardware	68	80	72	65	92	39	113							<b>529</b>	88.17	<b>529</b>	44.08
Monitor	2	4	6	5	6	2	7							<b>32</b>	5.33	<b>32</b>	2.67
Computer	26	30	32	25	22	18	56							<b>209</b>	34.83	<b>209</b>	17.42
Printer	21	22	20	21	40	9	34							<b>167</b>	27.83	<b>167</b>	13.92
Phone	0	10	16	12	5	12	20							<b>75</b>	12.50	<b>75</b>	6.25
Software	55	56	48	64	40	18	40							<b>321</b>	53.50	<b>321</b>	26.75
Networking	25	25	17	17	13	6	10							<b>113</b>	18.83	<b>113</b>	9.42
<b>Password Resets</b>	<b>1800</b>	<b>1407</b>	<b>393</b>	<b>503</b>	<b>715</b>	<b>936</b>	<b>1350</b>							<b>7104</b>	<b>1184.00</b>	<b>7104</b>	<b>592.00</b>
<b>Enterprise</b>	3	18	2	9	11	6	27							<b>76</b>	<b>12.67</b>	<b>76</b>	<b>6.33</b>
Banner	0	1	0	3	1	0	9							<b>14</b>	2.33	<b>14</b>	1.17
Blackboard	0	3	1	0	1	0	2							<b>7</b>	1.17	<b>7</b>	0.58
<b>IMC</b>	7	41	29	34	37	3	7							<b>158</b>	<b>26.33</b>	<b>158</b>	<b>13.17</b>
Projector	6	20	8	8	25	1	5							<b>73</b>	12.17	<b>73</b>	6.08
Sound	0	5	8	3	0	0	0							<b>16</b>	2.67	<b>16</b>	1.33
Extron	0	6	7	7	3	0	1							<b>24</b>	4.00	<b>24</b>	2.00
<b>Training</b>	4	6	4	1	0	0	5							<b>20</b>	<b>3.33</b>	<b>20</b>	<b>1.67</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>217</b>							<b>1295</b>	215.83	1295	107.92
Hardware	47	76	82	64	79	45	111							<b>504</b>	84.00	504	42.00
Monitor	2	2	7	3	6	2	7							<b>29</b>	4.83	29	2.42
Computer	19	27	37	27	20	16	52							<b>198</b>	33.00	198	16.50
Printer	13	21	24	22	34	11	38							<b>163</b>	27.17	163	13.58
Phone	0	6	6	22	5	6	19							<b>64</b>	10.67	64	5.33
Software	52	60	48	63	37	21	32							<b>313</b>	52.17	313	26.08
Networking	21	23	24	17	10	5	12							<b>112</b>	18.67	112	9.33
<b>Password Resets</b>	<b>1801</b>	<b>1405</b>	<b>396</b>	<b>504</b>	<b>718</b>	<b>940</b>	<b>1344</b>							<b>7108</b>	<b>1184.67</b>	<b>7108</b>	<b>592.33</b>
<b>Enterprise</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>22</b>							<b>59</b>	9.83	59	4.92
Banner	0	0	0	3	1	0	8							<b>12</b>	2.00	12	1.00
Blackboard	0	0	1	1	2	0	1							<b>5</b>	0.83	5	0.42
<b>IMC</b>	<b>7</b>	<b>37</b>	<b>34</b>	<b>31</b>	<b>38</b>	<b>4</b>	<b>8</b>							<b>159</b>	26.50	159	13.25
Projector	6	20	10	8	26	1	5							<b>76</b>	12.67	76	6.33
Sound	0	5	7	3	1	0	0							<b>16</b>	2.67	16	1.33
Extron	0	4	8	9	3	0	1							<b>25</b>	4.17	25	2.08
<b>Training</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>							<b>12</b>	2.00	12	1.00