

Antelope Valley College HelpDesk Monthly Report Feb 2014	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Feb 2014	1347
1.2. Tickets closed month of Feb 2014	1321
1.3. Tickets opened month of Jan 2014	1725
1.4. Tickets closed month of Jan 2014	1704
Avg Hours ticket open for tickets closed this Month	50.15
Avg days ticket open for tickets closed this Month	2.09

6 Month Opened Tickets Distribution



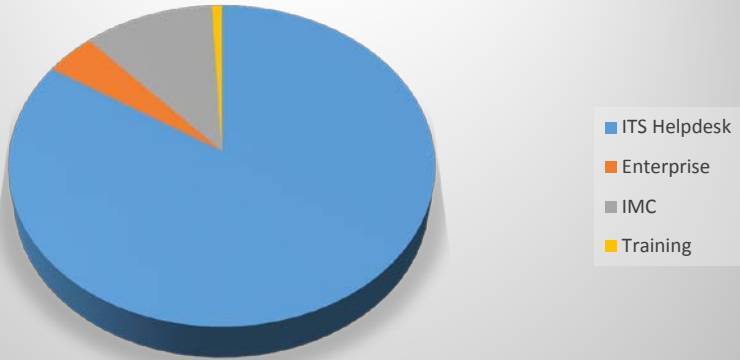
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Feb 2014 - 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	1462	1420	1645	1574	71	137.08	131.17	83%	84%
Enterprise	90	77	93	79	14	7.75	6.58	5%	4%
IMC	201	197	208	204	4	17.33	17.00	11%	11%
Training	24	12	28	15	13	2.33	1.25	1%	1%
Totals	1777	1706	1974	1872	102	165	156		

Password Resets	6130	6137	7930	7938	-8	660.83	661.50	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	100	224	305						1462	243.67	1645	137.08
Hardware	68	80	72	65	92	39	113	123						584	97.33	652	54.33
Monitor	2	4	6	5	6	2	7	4						34	5.67	36	3.00
Computer	26	30	32	25	22	18	56	67						250	41.67	276	23.00
Printer	21	22	20	21	40	9	34	35						181	30.17	202	16.83
Phone	0	10	16	12	5	12	20	33						108	18.00	108	9.00
Software	55	56	48	64	40	18	40	45						311	51.83	366	30.50
Networking	25	25	17	17	13	6	10	20						108	18.00	133	11.08
Password Resets	1800	1407	393	503	715	936	1350	826						6130	1021.67	7930	660.83
Enterprise	3	18	2	9	11	6	27	17						90	15.00	93	7.75
Banner	0	1	0	3	1	0	9	1						15	2.50	15	1.25
Blackboard	0	3	1	0	1	0	2	3						10	1.67	10	0.83
IMC	7	41	29	34	37	3	7	50						201	33.50	208	17.33
Projector	6	20	8	8	25	1	5	27						94	15.67	100	8.33
Sound	0	5	8	3	0	0	0	5						21	3.50	21	1.75
Extron	0	6	7	7	3	0	1	4						28	4.67	28	2.33
Training	4	6	4	1	0	0	5	8						24	4.00	28	2.33

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	102	217	279						1420	236.67	1574	131.17
Hardware	47	76	82	64	79	45	111	112						569	94.83	616	51.33
Monitor	2	2	7	3	6	2	7	3						30	5.00	32	2.67
Computer	19	27	37	27	20	16	52	64						243	40.50	262	21.83
Printer	13	21	24	22	34	11	38	30						180	30.00	193	16.08
Phone	0	6	6	22	5	6	19	18						82	13.67	82	6.83
Software	52	60	48	63	37	21	32	51						312	52.00	364	30.33
Networking	21	23	24	17	10	5	12	19						110	18.33	131	10.92
Password Resets	1801	1405	396	504	718	940	1344	830						6137	1022.83	7938	661.50
Enterprise	2	9	3	9	8	6	22	20						77	12.83	79	6.58
Banner	0	0	0	3	1	0	8	3						15	2.50	15	1.25
Blackboard	0	0	1	1	2	0	1	1						6	1.00	6	0.50
IMC	7	37	34	31	38	4	8	45						197	32.83	204	17.00
Projector	6	20	10	8	26	1	5	22						92	15.33	98	8.17
Sound	0	5	7	3	1	0	0	5						21	3.50	21	1.75
Extron	0	4	8	9	3	0	1	4						29	4.83	29	2.42
Training	3	3	3	1	0	0	2	3						12	2.00	15	1.25