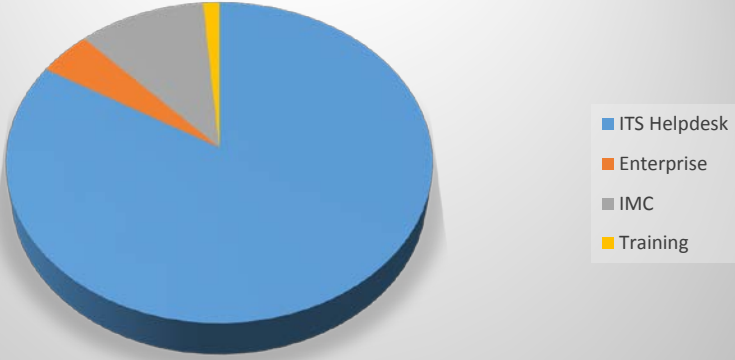


Antelope Valley College HelpDesk Monthly Report Mar 2014	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Mar 2014	832
1.2. Tickets closed month of Mar 2014	861
1.3. Tickets opened month of Feb 2014	1347
1.4. Tickets closed month of Feb 2014	1321
Avg Hours ticket open for tickets closed this Month	97.87
Avg days ticket open for tickets closed this Month	4.08

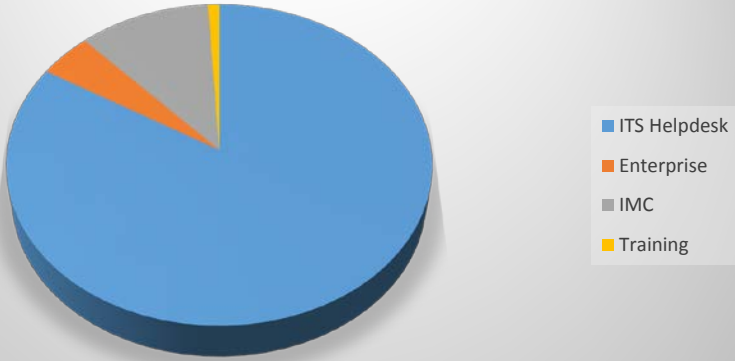
6 Month Opened Tickets Distribution



YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Mar 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	1447	1442	1884	1838	46	157.00	153.17	84%	84%
Enterprise	79	77	100	88	12	8.33	7.33	4%	4%
IMC	191	189	239	233	6	19.92	19.42	11%	11%
Training	20	16	30	22	8	2.50	1.83	1%	1%
Totals	1737	1724	2253	2181	72	188	182		

Password Resets	5200	5202	8407	8408	-1	700.58	700.67	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	171	100	224	305	239					1447	241.17	1884	157.00
Hardware	68	80	72	65	92	39	113	123	109					613	102.17	761	63.42
Monitor	2	4	6	5	6	2	7	4	4					34	5.67	40	3.33
Computer	26	30	32	25	22	18	56	67	60					280	46.67	336	28.00
Printer	21	22	20	21	40	9	34	35	24					183	30.50	226	18.83
Phone	0	10	16	12	5	12	20	33	12					110	18.33	120	10.00
Software	55	56	48	64	40	18	40	45	35					290	48.33	401	33.42
Networking	25	25	17	17	13	6	10	20	16					99	16.50	149	12.42
Password Resets	1800	1407	393	503	715	936	1350	826	477					5200	866.67	8407	700.58
Enterprise	3	18	2	9	11	6	27	17	7					79	13.17	100	8.33
Banner	0	1	0	3	1	0	9	1	0					14	2.33	15	1.25
Blackboard	0	3	1	0	1	0	2	3	0					7	1.17	10	0.83
IMC	7	41	29	34	37	3	7	50	31					191	31.83	239	19.92
Projector	6	20	8	8	25	1	5	27	12					86	14.33	112	9.33
Sound	0	5	8	3	0	0	0	5	4					20	3.33	25	2.08
Extron	0	6	7	7	3	0	1	4	1					23	3.83	29	2.42
Training	4	6	4	1	0	0	5	8	2					20	3.33	30	2.50

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	264					1442	240.33	1838	153.17
Hardware	47	76	82	64	79	45	111	112	121					614	102.33	737	61.42
Monitor	2	2	7	3	6	2	7	3	5					33	5.50	37	3.08
Computer	19	27	37	27	20	16	52	64	65					281	46.83	327	27.25
Printer	13	21	24	22	34	11	38	30	28					187	31.17	221	18.42
Phone	0	6	6	22	5	6	19	18	32					108	18.00	114	9.50
Software	52	60	48	63	37	21	32	51	30					282	47.00	394	32.83
Networking	21	23	24	17	10	5	12	19	17					104	17.33	148	12.33
Password Resets	1801	1405	396	504	718	940	1344	830	470					5202	867.00	8408	700.67
Enterprise	2	9	3	9	8	6	22	20	9					77	12.83	88	7.33
Banner	0	0	0	3	1	0	8	3	0					15	2.50	15	1.25
Blackboard	0	0	1	1	2	0	1	1	1					7	1.17	7	0.58
IMC	7	37	34	31	38	4	8	45	29					189	31.50	233	19.42
Projector	6	20	10	8	26	1	5	22	11					83	13.83	109	9.08
Sound	0	5	7	3	1	0	0	5	4					20	3.33	25	2.08
Extron	0	4	8	9	3	0	1	4	1					26	4.33	30	2.50
Training	3	3	3	1	0	0	2	3	7					16	2.67	22	1.83