

<b>Antelope Valley College HelpDesk Monthly Report Apr 2014</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Apr 2014	984
1.2. Tickets closed month of Apr 2014	953
1.3. Tickets opened month of Mar 2014	832
1.4. Tickets closed month of Mar 2014	861
Avg Hours ticket open for tickets closed this Month	29.84
Avg days ticket open for tickets closed this Month	1.24

**6 Month Opened Tickets Distribution**



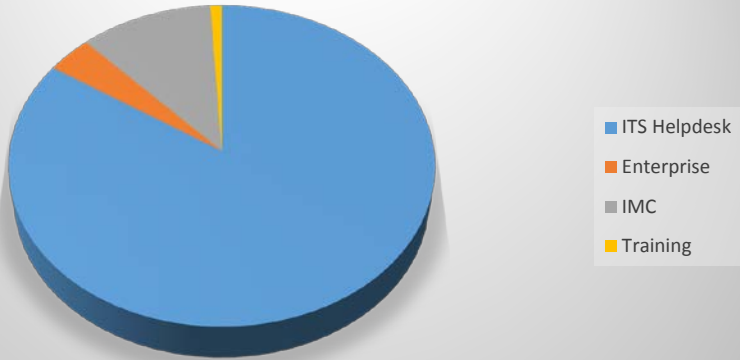
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Apr 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
<b>ITS Helpdesk</b>	1495	1470	2119	2063	56	176.58	171.92	84%	84%
<b>Enterprise</b>	80	78	103	92	11	8.58	7.67	4%	4%
<b>IMC</b>	204	193	281	271	10	23.42	22.58	11%	11%
<b>Training</b>	19	14	33	23	10	2.75	1.92	1%	1%
<b>Totals</b>	1798	1755	2536	2449	87	211	204		

<b>Password Resets</b>	<b>5454</b>	<b>5442</b>	<b>9054</b>	<b>9044</b>	<b>10</b>	<b>754.50</b>	<b>753.67</b>	<b>N/A</b>	<b>N/A</b>
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<b>Tickets Opened -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	AVG	YTD totals	AVG
<b>ITS Helpdesk</b>	183	254	187	221	171	100	224	305	239	235				<b>1495</b>	<b>249.17</b>	<b>2119</b>	<b>176.58</b>
Hardware	68	80	72	65	92	39	113	123	109	88				<b>629</b>	104.83	<b>849</b>	70.75
Monitor	2	4	6	5	6	2	7	4	4	4				<b>32</b>	5.33	<b>44</b>	3.67
Computer	26	30	32	25	22	18	56	67	60	55				<b>303</b>	50.50	<b>391</b>	32.58
Printer	21	22	20	21	40	9	34	35	24	18				<b>181</b>	30.17	<b>244</b>	20.33
Phone	0	10	16	12	5	12	20	33	12	19				<b>113</b>	18.83	<b>139</b>	11.58
Software	55	56	48	64	40	18	40	45	35	28				<b>270</b>	45.00	<b>429</b>	35.75
Networking	25	25	17	17	13	6	10	20	16	16				<b>98</b>	16.33	<b>165</b>	13.75
<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>826</b>	<b>477</b>	<b>647</b>				<b>5454</b>	<b>909.00</b>	<b>9054</b>	<b>754.50</b>
<b>Enterprise</b>	3	18	2	9	11	6	27	17	7	3				<b>80</b>	<b>13.33</b>	<b>103</b>	<b>8.58</b>
Banner	0	1	0	3	1	0	9	1	0	0				<b>14</b>	2.33	<b>15</b>	1.25
Blackboard	0	3	1	0	1	0	2	3	0	1				<b>7</b>	1.17	<b>11</b>	0.92
<b>IMC</b>	7	41	29	34	37	3	7	50	31	42				<b>204</b>	<b>34.00</b>	<b>281</b>	<b>23.42</b>
Projector	6	20	8	8	25	1	5	27	12	19				<b>97</b>	16.17	<b>131</b>	10.92
Sound	0	5	8	3	0	0	0	5	4	6				<b>18</b>	3.00	<b>31</b>	2.58
Extron	0	6	7	7	3	0	1	4	1	0				<b>16</b>	2.67	<b>29</b>	2.42
<b>Training</b>	4	6	4	1	0	0	5	8	2	3				<b>19</b>	<b>3.17</b>	<b>33</b>	<b>2.75</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>279</b>	<b>264</b>	<b>225</b>				<b>1470</b>	245.00	2063	171.92
Hardware	47	76	82	64	79	45	111	112	121	93				<b>625</b>	104.17	830	69.17
Monitor	2	2	7	3	6	2	7	3	5	4				<b>30</b>	5.00	41	3.42
Computer	19	27	37	27	20	16	52	64	65	57				<b>301</b>	50.17	384	32.00
Printer	13	21	24	22	34	11	38	30	28	18				<b>181</b>	30.17	239	19.92
Phone	0	6	6	22	5	6	19	18	32	7				<b>109</b>	18.17	121	10.08
Software	52	60	48	63	37	21	32	51	30	29				<b>263</b>	43.83	423	35.25
Networking	21	23	24	17	10	5	12	19	17	13				<b>93</b>	15.50	161	13.42
<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>830</b>	<b>470</b>	<b>636</b>				<b>5442</b>	<b>907.00</b>	<b>9044</b>	<b>753.67</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>20</b>	<b>9</b>	<b>4</b>				<b>78</b>	13.00	92	7.67
Banner	0	0	0	3	1	0	8	3	0	0				<b>15</b>	2.50	15	1.25
Blackboard	0	0	1	1	2	0	1	1	1	1				<b>7</b>	1.17	8	0.67
<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>45</b>	<b>29</b>	<b>38</b>				<b>193</b>	32.17	271	22.58
Projector	6	20	10	8	26	1	5	22	11	19				<b>92</b>	15.33	128	10.67
Sound	0	5	7	3	1	0	0	5	4	6				<b>19</b>	3.17	31	2.58
Extron	0	4	8	9	3	0	1	4	1	0				<b>18</b>	3.00	30	2.50
<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>3</b>	<b>7</b>	<b>1</b>				<b>14</b>	2.33	23	1.92

