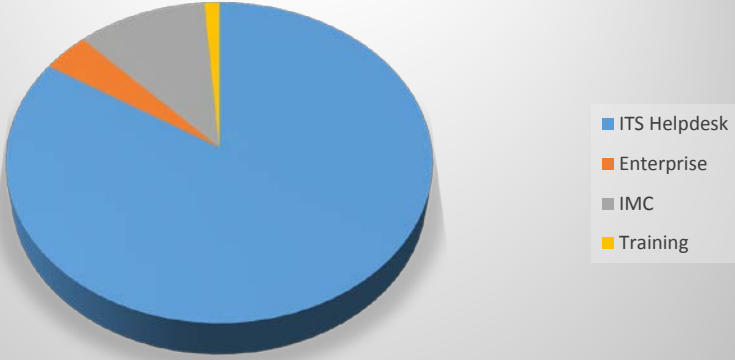


Antelope Valley College HelpDesk Monthly Report May 2014	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of May 2014	1456
1.2. Tickets closed month of May 2014	1440
1.3. Tickets opened month of Apr 2014	984
1.4. Tickets closed month of Apr 2014	953
Avg Hours ticket open for tickets closed this Month	30.09
Avg days ticket open for tickets closed this Month	1.25

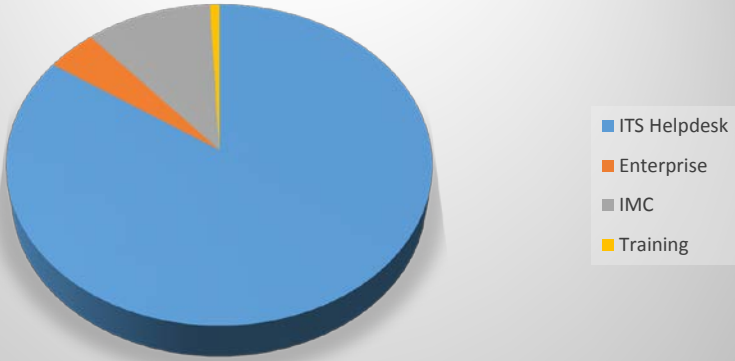
6 Month Opened Tickets Distribution



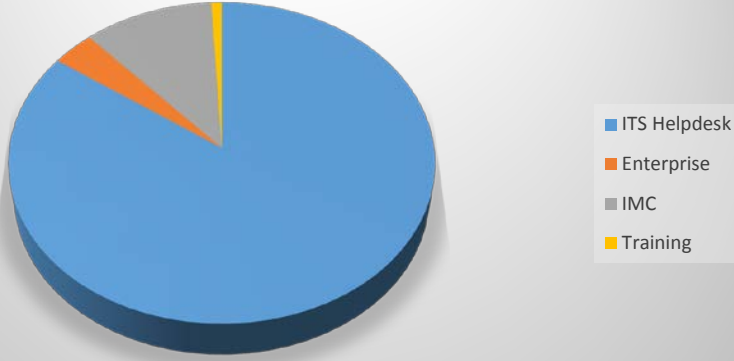
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers May 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	1489	1447	2334	2269	65	194.50	189.08	84%	85%
Enterprise	77	72	109	95	14	9.08	7.92	4%	4%
IMC	190	180	301	289	12	25.08	24.08	11%	11%
Training	19	13	34	23	11	2.83	1.92	1%	1%
Totals	1775	1712	2778	2676	102	232	223		

Password Resets	6096	6081	10199	10187	12	849.92	848.92	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	239	235	215			1489	248.17	2334	194.50
Hardware	68	80	72	65	92	39	113	123	109	88	77			641	106.83	926	77.17
Monitor	2	4	6	5	6	2	7	4	4	4	3			30	5.00	47	3.92
Computer	26	30	32	25	22	18	56	67	60	55	39			317	52.83	430	35.83
Printer	21	22	20	21	40	9	34	35	24	18	14			174	29.00	258	21.50
Phone	0	10	16	12	5	12	20	33	12	19	11			112	18.67	150	12.50
Software	55	56	48	64	40	18	40	45	35	28	56			262	43.67	485	40.42
Networking	25	25	17	17	13	6	10	20	16	16	13			94	15.67	178	14.83
Password Resets	1800	1407	393	503	715	936	1350	826	477	647	1145			6096	1016.00	10199	849.92
Enterprise	3	18	2	9	11	6	27	17	7	3	6			77	12.83	109	9.08
Banner	0	1	0	3	1	0	9	1	0	0	1			12	2.00	16	1.33
Blackboard	0	3	1	0	1	0	2	3	0	1	0			7	1.17	11	0.92
IMC	7	41	29	34	37	3	7	50	31	42	20			190	31.67	301	25.08
Projector	6	20	8	8	25	1	5	27	12	19	7			96	16.00	138	11.50
Sound	0	5	8	3	0	0	0	5	4	6	1			16	2.67	32	2.67
Extron	0	6	7	7	3	0	1	4	1	0	1			10	1.67	30	2.50
Training	4	6	4	1	0	0	5	8	2	3	1			19	3.17	34	2.83

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	225	206			1447	241.17	2269	189.08
Hardware	47	76	82	64	79	45	111	112	121	93	77			638	106.33	907	75.58
Monitor	2	2	7	3	6	2	7	3	5	4	3			30	5.00	44	3.67
Computer	19	27	37	27	20	16	52	64	65	57	43			317	52.83	427	35.58
Printer	13	21	24	22	34	11	38	30	28	18	14			173	28.83	253	21.08
Phone	0	6	6	22	5	6	19	18	32	7	4			91	15.17	125	10.42
Software	52	60	48	63	37	21	32	51	30	29	55			255	42.50	478	39.83
Networking	21	23	24	17	10	5	12	19	17	13	12			88	14.67	173	14.42
Password Resets	1801	1405	396	504	718	940	1344	830	470	636	1143			6081	1013.50	10187	848.92
Enterprise	2	9	3	9	8	6	22	20	9	4	3			72	12.00	95	7.92
Banner	0	0	0	3	1	0	8	3	0	0	1			13	2.17	16	1.33
Blackboard	0	0	1	1	2	0	1	1	1	1	0			6	1.00	8	0.67
IMC	7	37	34	31	38	4	8	45	29	38	18			180	30.00	289	24.08
Projector	6	20	10	8	26	1	5	22	11	19	6			90	15.00	134	11.17
Sound	0	5	7	3	1	0	0	5	4	6	1			17	2.83	32	2.67
Extron	0	4	8	9	3	0	1	4	1	0	0			9	1.50	30	2.50
Training	3	3	3	1	0	0	2	3	7	1	0			13	2.17	23	1.92