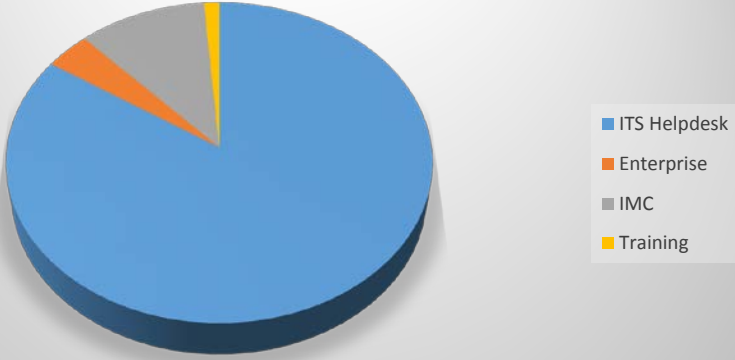


<b>Antelope Valley College HelpDesk Monthly Report Jun 2014</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jun 2014	1127
1.2. Tickets closed month of Jun 2014	1119
1.3. Tickets opened month of May 2014	1456
1.4. Tickets closed month of May 2014	1440
Avg Hours ticket open for tickets closed this Month	59.09
Avg days ticket open for tickets closed this Month	2.46

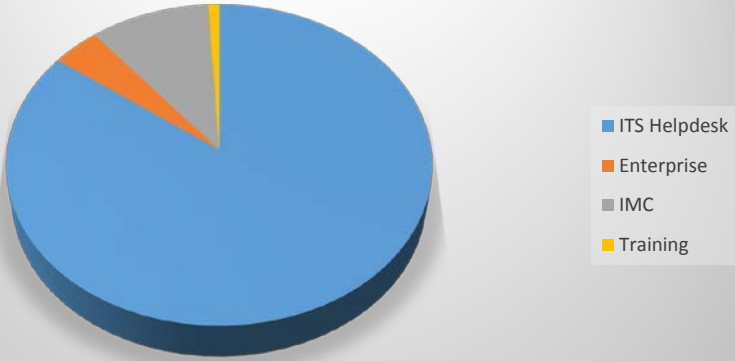
**6 Month Opened Tickets Distribution**



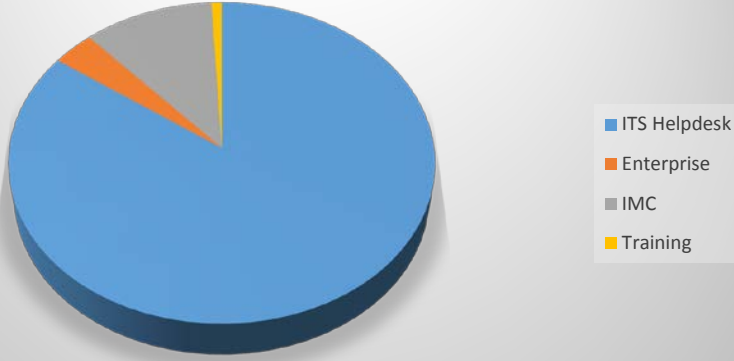
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Jun 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	1356	1320	2472	2398	74	206.00	199.83	84%	85%
Enterprise	62	62	111	99	12	9.25	8.25	4%	4%
IMC	161	155	312	306	6	26.00	25.50	11%	11%
Training	22	14	37	24	13	3.08	2.00	1%	1%
<b>Totals</b>	<b>1601</b>	<b>1551</b>	<b>2932</b>	<b>2827</b>	<b>105</b>	<b>244</b>	<b>236</b>		

<b>Password Resets</b>	<b>5348</b>	<b>5320</b>	<b>11102</b>	<b>11084</b>	<b>18</b>	<b>925.17</b>	<b>923.67</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	215	138		<b>1356</b>	<b>226.00</b>	<b>2472</b>	<b>206.00</b>
Hardware	68	80	72	65	92	39	113	123	109	88	77	52		<b>562</b>	93.67	<b>978</b>	81.50
Monitor	2	4	6	5	6	2	7	4	4	4	3	3		<b>25</b>	4.17	<b>50</b>	4.17
Computer	26	30	32	25	22	18	56	67	60	55	39	24		<b>301</b>	50.17	<b>454</b>	37.83
Printer	21	22	20	21	40	9	34	35	24	18	14	11		<b>136</b>	22.67	<b>269</b>	22.42
Phone	0	10	16	12	5	12	20	33	12	19	11	12		<b>107</b>	17.83	<b>162</b>	13.50
Software	55	56	48	64	40	18	40	45	35	28	56	18		<b>222</b>	37.00	<b>503</b>	41.92
Networking	25	25	17	17	13	6	10	20	16	16	13	9		<b>84</b>	14.00	<b>187</b>	15.58
<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>1145</b>	<b>903</b>		<b>5348</b>	<b>891.33</b>	<b>11102</b>	<b>925.17</b>
<b>Enterprise</b>	3	18	2	9	11	6	27	17	7	3	6	2		<b>62</b>	<b>10.33</b>	<b>111</b>	<b>9.25</b>
Banner	0	1	0	3	1	0	9	1	0	0	1	0		<b>11</b>	1.83	<b>16</b>	1.33
Blackboard	0	3	1	0	1	0	2	3	0	1	0	0		<b>6</b>	1.00	<b>11</b>	0.92
<b>IMC</b>	7	41	29	34	37	3	7	50	31	42	20	11		<b>161</b>	<b>26.83</b>	<b>312</b>	<b>26.00</b>
Projector	6	20	8	8	25	1	5	27	12	19	7	7		<b>77</b>	12.83	<b>145</b>	12.08
Sound	0	5	8	3	0	0	0	5	4	6	1	2		<b>18</b>	3.00	<b>34</b>	2.83
Extron	0	6	7	7	3	0	1	4	1	0	1	0		<b>7</b>	1.17	<b>30</b>	2.50
<b>Training</b>	4	6	4	1	0	0	5	8	2	3	1	3		<b>22</b>	<b>3.67</b>	<b>37</b>	<b>3.08</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>206</b>	<b>129</b>		<b>1320</b>	220.00	2398	199.83
Hardware	47	76	82	64	79	45	111	112	121	93	77	52		566	94.33	959	79.92
Monitor	2	2	7	3	6	2	7	3	5	4	3	3		25	4.17	47	3.92
Computer	19	27	37	27	20	16	52	64	65	57	43	21		302	50.33	448	37.33
Printer	13	21	24	22	34	11	38	30	28	18	14	9		137	22.83	262	21.83
Phone	0	6	6	22	5	6	19	18	32	7	4	0		80	13.33	125	10.42
Software	52	60	48	63	37	21	32	51	30	29	55	21		218	36.33	499	41.58
Networking	21	23	24	17	10	5	12	19	17	13	12	13		86	14.33	186	15.50
<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>1143</b>	<b>897</b>		<b>5320</b>	<b>886.67</b>	<b>11084</b>	<b>923.67</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>3</b>	<b>4</b>		<b>62</b>	10.33	99	8.25
Banner	0	0	0	3	1	0	8	3	0	0	1	0		12	2.00	16	1.33
Blackboard	0	0	1	1	2	0	1	1	1	1	0	0		4	0.67	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>18</b>	<b>17</b>		<b>155</b>	25.83	306	25.50
Projector	6	20	10	8	26	1	5	22	11	19	6	8		71	11.83	142	11.83
Sound	0	5	7	3	1	0	0	5	4	6	1	3		19	3.17	35	2.92
Extron	0	4	8	9	3	0	1	4	1	0	0	1		7	1.17	31	2.58
<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>0</b>	<b>1</b>		<b>14</b>	2.33	24	2.00