

<b>Antelope Valley College HelpDesk Monthly Report Jul 2014</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jul 2014	1352
1.2. Tickets closed month of Jul 2014	1366
1.3. Tickets opened month of Jun 2014	1127
1.4. Tickets closed month of Jun 2014	1119
Avg Hours ticket open for tickets closed this Month	126.44
Avg days ticket open for tickets closed this Month	5.27

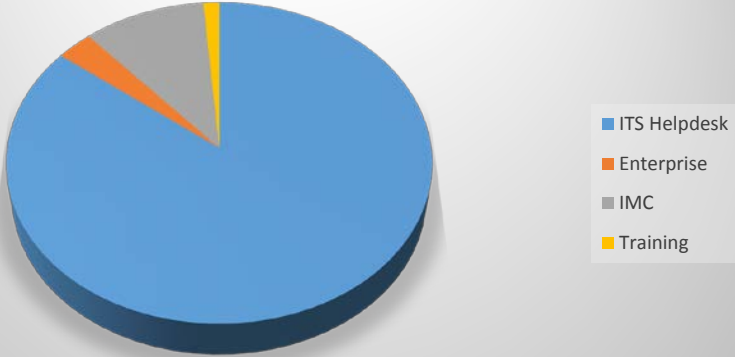
**6 Month Opened Tickets Distribution**



**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Jul 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>	1305	1302	2645	2597	48	220.42	216.42	85%	85%
<b>Enterprise</b>	40	46	116	105	11	9.67	8.75	4%	3%
<b>IMC</b>	163	155	321	314	7	26.75	26.17	10%	10%
<b>Training</b>	20	20	40	32	8	3.33	2.67	1%	1%
<b>Totals</b>	1528	1523	3122	3048	74	260	254		

<b>Password Resets</b>	<b>5048</b>	<b>5008</b>	<b>12152</b>	<b>12116</b>	<b>36</b>	<b>1012.67</b>	<b>1009.67</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	173	<b>1305</b>	<b>217.50</b>	<b>2645</b>	<b>220.42</b>
Hardware	68	80	72	65	92	39	113	123	109	88	77	52	52	<b>501</b>	83.50	<b>1030</b>	85.83
Monitor	2	4	6	5	6	2	7	4	4	4	3	3	1	<b>19</b>	3.17	<b>51</b>	4.25
Computer	26	30	32	25	22	18	56	67	60	55	39	24	22	<b>267</b>	44.50	<b>476</b>	39.67
Printer	21	22	20	21	40	9	34	35	24	18	14	11	19	<b>121</b>	20.17	<b>288</b>	24.00
Phone	0	10	16	12	5	12	20	33	12	19	11	12	10	<b>97</b>	16.17	<b>172</b>	14.33
Software	55	56	48	64	40	18	40	45	35	28	56	18	18	<b>200</b>	33.33	<b>521</b>	43.42
Networking	25	25	17	17	13	6	10	20	16	16	13	9	15	<b>89</b>	14.83	<b>202</b>	16.83
<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>1050</b>	<b>5048</b>	<b>841.33</b>	<b>12152</b>	<b>1012.67</b>
<b>Enterprise</b>	3	18	2	9	11	6	27	17	7	3	6	2	5	<b>40</b>	<b>6.67</b>	<b>116</b>	<b>9.67</b>
Banner	0	1	0	3	1	0	9	1	0	0	1	0	0	<b>2</b>	0.33	<b>16</b>	1.33
Blackboard	0	3	1	0	1	0	2	3	0	1	0	0	0	<b>4</b>	0.67	<b>11</b>	0.92
<b>IMC</b>	7	41	29	34	37	3	7	50	31	42	20	11	9	<b>163</b>	<b>27.17</b>	<b>321</b>	<b>26.75</b>
Projector	6	20	8	8	25	1	5	27	12	19	7	7	5	<b>77</b>	12.83	<b>150</b>	12.50
Sound	0	5	8	3	0	0	0	5	4	6	1	2	0	<b>18</b>	3.00	<b>34</b>	2.83
Extron	0	6	7	7	3	0	1	4	1	0	1	0	0	<b>6</b>	1.00	<b>30</b>	2.50
<b>Training</b>	4	6	4	1	0	0	5	8	2	3	1	3	3	<b>20</b>	<b>3.33</b>	<b>40</b>	<b>3.33</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>199</b>	<b>1302</b>	217.00	2597	216.42
Hardware	47	76	82	64	79	45	111	112	121	93	77	52	53	508	84.67	1012	84.33
Monitor	2	2	7	3	6	2	7	3	5	4	3	3	2	20	3.33	49	4.08
Computer	19	27	37	27	20	16	52	64	65	57	43	21	26	276	46.00	474	39.50
Printer	13	21	24	22	34	11	38	30	28	18	14	9	16	115	19.17	278	23.17
Phone	0	6	6	22	5	6	19	18	32	7	4	0	28	89	14.83	153	12.75
Software	52	60	48	63	37	21	32	51	30	29	55	21	21	207	34.50	520	43.33
Networking	21	23	24	17	10	5	12	19	17	13	12	13	14	88	14.67	200	16.67
<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>1032</b>	<b>5008</b>	<b>834.67</b>	<b>12116</b>	<b>1009.67</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>6</b>	<b>46</b>	7.67	105	8.75
Banner	0	0	0	3	1	0	8	3	0	0	1	0	0	4	0.67	16	1.33
Blackboard	0	0	1	1	2	0	1	1	1	1	0	0	2	5	0.83	10	0.83
<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>8</b>	<b>155</b>	25.83	314	26.17
Projector	6	20	10	8	26	1	5	22	11	19	6	8	2	68	11.33	144	12.00
Sound	0	5	7	3	1	0	0	5	4	6	1	3	0	19	3.17	35	2.92
Extron	0	4	8	9	3	0	1	4	1	0	0	1	0	6	1.00	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>8</b>	<b>20</b>	3.33	32	2.67