

<b>Antelope Valley College HelpDesk Monthly Report Aug 2014</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Aug 2014	1733
1.2. Tickets closed month of Aug 2014	1707
1.3. Tickets opened month of Jul 2014	1352
1.4. Tickets closed month of Jul 2014	1366
Avg Hours ticket open for tickets closed this Month	52.58
Avg days ticket open for tickets closed this Month	2.19

**6 Month Opened Tickets Distribution**



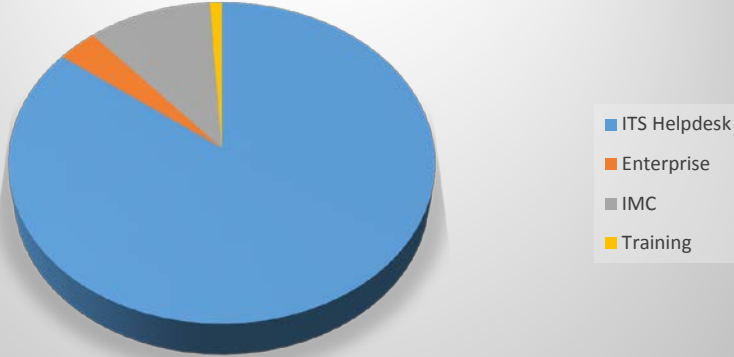
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Aug 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	1301	1315	2763	2735	28	230.25	227.92	85%	85%
Enterprise	28	30	118	107	11	9.83	8.92	4%	3%
IMC	144	134	345	331	14	28.75	27.58	11%	10%
Training	19	19	43	31	12	3.58	2.58	1%	1%
<b>Totals</b>	<b>1492</b>	<b>1498</b>	<b>3269</b>	<b>3204</b>	<b>65</b>	<b>272</b>	<b>267</b>		

<b>Password Resets</b>	<b>5419</b>	<b>5372</b>	<b>11549</b>	<b>11509</b>	<b>40</b>	<b>962.42</b>	<b>959.08</b>	<b>N/A</b>	<b>N/A</b>
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<b>Tickets Opened -Numbers Broken Down by Categories</b>																	
Categories	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	6 Month Totals	AVG	YTD totals	AVG
<b>ITS Helpdesk</b>	254	187	221	171	100	224	305	239	235	215	138	173	301	<b>1301</b>	<b>216.83</b>	<b>2763</b>	<b>230.25</b>
Hardware	80	72	65	92	39	113	123	109	88	77	52	52	151	<b>529</b>	88.17	<b>1113</b>	92.75
Monitor	4	6	5	6	2	7	4	4	4	3	3	1	7	<b>22</b>	3.67	<b>56</b>	4.67
Computer	30	32	25	22	18	56	67	60	55	39	24	22	82	<b>282</b>	47.00	<b>532</b>	44.33
Printer	22	20	21	40	9	34	35	24	18	14	11	19	25	<b>111</b>	18.50	<b>292</b>	24.33
Phone	10	16	12	5	12	20	33	12	19	11	12	10	30	<b>94</b>	15.67	<b>202</b>	16.83
Software	56	48	64	40	18	40	45	35	28	56	18	18	37	<b>192</b>	32.00	<b>503</b>	41.92
Networking	25	17	17	13	6	10	20	16	16	13	9	15	14	<b>83</b>	13.83	<b>191</b>	15.92
<b>Password Resets</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>1197</b>	<b>5419</b>	<b>903.17</b>	<b>11549</b>	<b>962.42</b>
<b>Enterprise</b>	18	2	9	11	6	27	17	7	3	6	2	5	5	<b>28</b>	<b>4.67</b>	<b>118</b>	<b>9.83</b>
Banner	1	0	3	1	0	9	1	0	0	1	0	0	0	<b>1</b>	0.17	<b>16</b>	1.33
Blackboard	3	1	0	1	0	2	3	0	1	0	0	0	0	<b>1</b>	0.17	<b>11</b>	0.92
<b>IMC</b>	41	29	34	37	3	7	50	31	42	20	11	9	31	<b>144</b>	<b>24.00</b>	<b>345</b>	<b>28.75</b>
Projector	20	8	8	25	1	5	27	12	19	7	7	5	17	<b>67</b>	11.17	<b>161</b>	13.42
Sound	5	8	3	0	0	0	5	4	6	1	2	0	4	<b>17</b>	2.83	<b>38</b>	3.17
Extron	6	7	7	3	0	1	4	1	0	1	0	0	1	<b>3</b>	0.50	<b>31</b>	2.58
<b>Training</b>	6	4	1	0	0	5	8	2	3	1	3	3	7	<b>19</b>	<b>3.17</b>	<b>43</b>	<b>3.58</b>

<b>Tickets Closed -Numbers Broken Down by Categories</b>																	
Categories	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
<b>ITS Helpdesk</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>292</b>	<b>1315</b>	219.17	2735	227.92
Hardware	76	82	64	79	45	111	112	121	93	77	52	53	147	543	90.50	1112	92.67
Monitor	2	7	3	6	2	7	3	5	4	3	3	2	6	23	3.83	53	4.42
Computer	27	37	27	20	16	52	64	65	57	43	21	26	78	290	48.33	533	44.42
Printer	21	24	22	34	11	38	30	28	18	14	9	16	27	112	18.67	292	24.33
Phone	6	6	22	5	6	19	18	32	7	4	0	28	31	102	17.00	184	15.33
Software	60	48	63	37	21	32	51	30	29	55	21	21	36	192	32.00	504	42.00
Networking	23	24	17	10	5	12	19	17	13	12	13	14	13	82	13.67	192	16.00
<b>Password Resets</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>1194</b>	<b>5372</b>	<b>895.33</b>	11509	<b>959.08</b>
<b>Enterprise</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>4</b>	<b>30</b>	5.00	107	8.92
Banner	0	0	3	1	0	8	3	0	0	1	0	0	0	1	0.17	16	1.33
Blackboard	0	1	1	2	0	1	1	1	1	0	0	2	0	4	0.67	10	0.83
<b>IMC</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>24</b>	<b>134</b>	22.33	331	27.58
Projector	20	10	8	26	1	5	22	11	19	6	8	2	18	64	10.67	156	13.00
Sound	5	7	3	1	0	0	5	4	6	1	3	0	2	16	2.67	37	3.08
Extron	4	8	9	3	0	1	4	1	0	0	1	0	0	2	0.33	31	2.58
<b>Training</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>2</b>	<b>19</b>	3.17	31	2.58