

| Antelope Valley College HelpDesk Monthly Report Sep 2014 | |
|---|---------|
| Monthly Numbers Summary | |
| Current and Previous Months | Tickets |
| 1.1. Tickets opened month of Sep 2014 | 820 |
| 1.2. Tickets closed month of Sep 2014 | 807 |
| 1.3. Tickets opened month of Aug 2014 | 1733 |
| 1.4. Tickets closed month of Aug 2014 | 1707 |
| Avg Hours ticket open for tickets closed this Month | 122.76 |
| Avg days ticket open for tickets closed this Month | 5.12 |

6 Month Opened Tickets Distribution



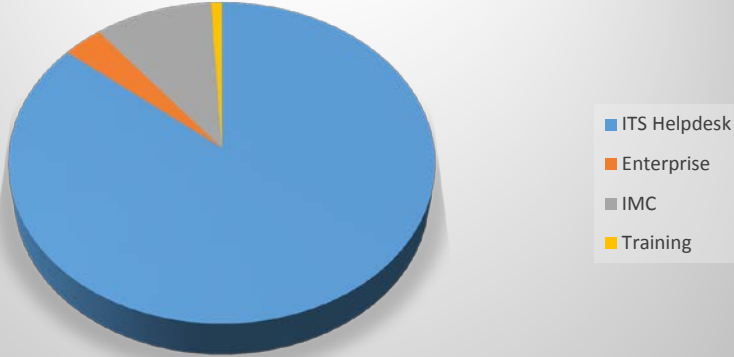
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



| The Numbers Sep 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 | 1333 | 1326 | 2780 | 2768 | 12 | 231.67 | 230.67 | 85% | 86% |
| Enterprise | 34 | 30 | 113 | 107 | 6 | 9.42 | 8.92 | 3% | 3% |
| IMC | 146 | 128 | 337 | 317 | 20 | 28.08 | 26.42 | 10% | 10% |
| Training | 19 | 12 | 39 | 28 | 11 | 3.25 | 2.33 | 1% | 1% |
| Totals | 1532 | 1496 | 3269 | 3220 | 49 | 272 | 268 | | |

| | | | | | | | | | |
|-----------------|------|------|-------|-------|----|--------|--------|-----|-----|
| Password Resets | 5351 | 5304 | 10551 | 10506 | 45 | 879.25 | 875.50 | N/A | N/A |
|-----------------|------|------|-------|-------|----|--------|--------|-----|-----|

| Tickets Opened -Numbers Broken Down by Categories | | | | | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|-------------|------------|------------|------------|-------------|------------|-------------|-------------|------------|----------------|---------------|--------------|---------------|
| Categories | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | 6 Month Totals | AVG | YTD totals | AVG |
| ITS Helpdesk | 187 | 221 | 171 | 100 | 224 | 305 | 239 | 235 | 215 | 138 | 173 | 301 | 271 | 1333 | 222.17 | 2780 | 231.67 |
| Hardware | 72 | 65 | 92 | 39 | 113 | 123 | 109 | 88 | 77 | 52 | 52 | 151 | 155 | 575 | 95.83 | 1188 | 99.00 |
| Monitor | 6 | 5 | 6 | 2 | 7 | 4 | 4 | 4 | 3 | 3 | 1 | 7 | 5 | 23 | 3.83 | 57 | 4.75 |
| Computer | 32 | 25 | 22 | 18 | 56 | 67 | 60 | 55 | 39 | 24 | 22 | 82 | 94 | 316 | 52.67 | 596 | 49.67 |
| Printer | 20 | 21 | 40 | 9 | 34 | 35 | 24 | 18 | 14 | 11 | 19 | 25 | 29 | 116 | 19.33 | 299 | 24.92 |
| Phone | 16 | 12 | 5 | 12 | 20 | 33 | 12 | 19 | 11 | 12 | 10 | 30 | 21 | 103 | 17.17 | 213 | 17.75 |
| Software | 48 | 64 | 40 | 18 | 40 | 45 | 35 | 28 | 56 | 18 | 18 | 37 | 37 | 194 | 32.33 | 484 | 40.33 |
| Networking | 17 | 17 | 13 | 6 | 10 | 20 | 16 | 16 | 13 | 9 | 15 | 14 | 23 | 90 | 15.00 | 189 | 15.75 |
| Password Resets | 393 | 503 | 715 | 936 | 1350 | 826 | 477 | 647 | 1145 | 903 | 1050 | 1197 | 409 | 5351 | 891.83 | 10551 | 879.25 |
| Enterprise | 2 | 9 | 11 | 6 | 27 | 17 | 7 | 3 | 6 | 2 | 5 | 5 | 13 | 34 | 5.67 | 113 | 9.42 |
| Banner | 0 | 3 | 1 | 0 | 9 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 4 | 0.67 | 18 | 1.50 |
| Blackboard | 1 | 0 | 1 | 0 | 2 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 3 | 0.50 | 10 | 0.83 |
| IMC | 29 | 34 | 37 | 3 | 7 | 50 | 31 | 42 | 20 | 11 | 9 | 31 | 33 | 146 | 24.33 | 337 | 28.08 |
| Projector | 8 | 8 | 25 | 1 | 5 | 27 | 12 | 19 | 7 | 7 | 5 | 17 | 23 | 78 | 13.00 | 164 | 13.67 |
| Sound | 8 | 3 | 0 | 0 | 0 | 5 | 4 | 6 | 1 | 2 | 0 | 4 | 4 | 17 | 2.83 | 37 | 3.08 |
| Extron | 7 | 7 | 3 | 0 | 1 | 4 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 0.33 | 25 | 2.08 |
| Training | 4 | 1 | 0 | 0 | 5 | 8 | 2 | 3 | 1 | 3 | 3 | 7 | 2 | 19 | 3.17 | 39 | 3.25 |

| Tickets Closed -Numbers Broken Down by Categories | | | | | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|-------------|------------|------------|------------|-------------|------------|-------------|-------------|------------|----------------|---------------|------------|---------------|
| Categories | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | 6 Month Totals | 6m AVG | YTD Totals | 12 Month AVG |
| ITS Helpdesk | 197 | 229 | 154 | 102 | 217 | 279 | 264 | 225 | 206 | 129 | 199 | 292 | 275 | 1326 | 221.00 | 2768 | 230.67 |
| Hardware | 82 | 64 | 79 | 45 | 111 | 112 | 121 | 93 | 77 | 52 | 53 | 147 | 161 | 583 | 97.17 | 1197 | 99.75 |
| Monitor | 7 | 3 | 6 | 2 | 7 | 3 | 5 | 4 | 3 | 3 | 2 | 6 | 6 | 24 | 4.00 | 57 | 4.75 |
| Computer | 37 | 27 | 20 | 16 | 52 | 64 | 65 | 57 | 43 | 21 | 26 | 78 | 95 | 320 | 53.33 | 601 | 50.08 |
| Printer | 24 | 22 | 34 | 11 | 38 | 30 | 28 | 18 | 14 | 9 | 16 | 27 | 35 | 119 | 19.83 | 306 | 25.50 |
| Phone | 6 | 22 | 5 | 6 | 19 | 18 | 32 | 7 | 4 | 0 | 28 | 31 | 21 | 91 | 15.17 | 199 | 16.58 |
| Software | 48 | 63 | 37 | 21 | 32 | 51 | 30 | 29 | 55 | 21 | 21 | 36 | 36 | 198 | 33.00 | 480 | 40.00 |
| Networking | 24 | 17 | 10 | 5 | 12 | 19 | 17 | 13 | 12 | 13 | 14 | 13 | 20 | 85 | 14.17 | 189 | 15.75 |
| Password Resets | 396 | 504 | 718 | 940 | 1344 | 830 | 470 | 636 | 1143 | 897 | 1032 | 1194 | 402 | 5304 | 884.00 | 10506 | 875.50 |
| Enterprise | 3 | 9 | 8 | 6 | 22 | 20 | 9 | 4 | 3 | 4 | 6 | 4 | 9 | 30 | 5.00 | 107 | 8.92 |
| Banner | 0 | 3 | 1 | 0 | 8 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0.17 | 16 | 1.33 |
| Blackboard | 1 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 2 | 0 | 2 | 5 | 0.83 | 12 | 1.00 |
| IMC | 34 | 31 | 38 | 4 | 8 | 45 | 29 | 38 | 18 | 17 | 8 | 24 | 23 | 128 | 21.33 | 317 | 26.42 |
| Projector | 10 | 8 | 26 | 1 | 5 | 22 | 11 | 19 | 6 | 8 | 2 | 18 | 16 | 69 | 11.50 | 152 | 12.67 |
| Sound | 7 | 3 | 1 | 0 | 0 | 5 | 4 | 6 | 1 | 3 | 0 | 2 | 3 | 15 | 2.50 | 35 | 2.92 |
| Extron | 8 | 9 | 3 | 0 | 1 | 4 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.17 | 27 | 2.25 |
| Training | 3 | 1 | 0 | 0 | 2 | 3 | 7 | 1 | 0 | 1 | 8 | 2 | 0 | 12 | 2.00 | 28 | 2.33 |