

Antelope Valley College HelpDesk Monthly Report Oct 2014	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Oct 2014	734
1.2. Tickets closed month of Oct 2014	746
1.3. Tickets opened month of Sep 2014	820
1.4. Tickets closed month of Sep 2014	807
Avg Hours ticket open for tickets closed this Month	68.7
Avg days ticket open for tickets closed this Month	2.86

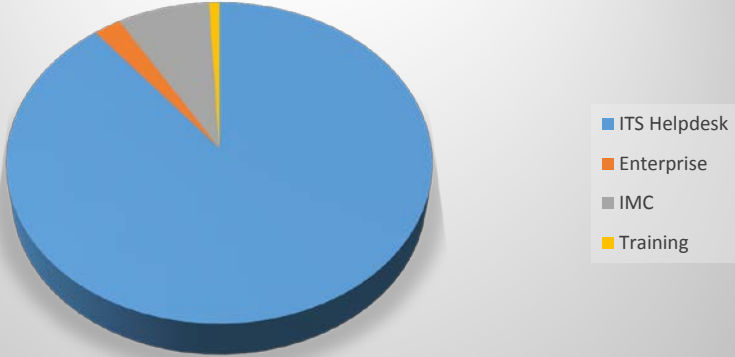
6 Month Opened Tickets Distribution



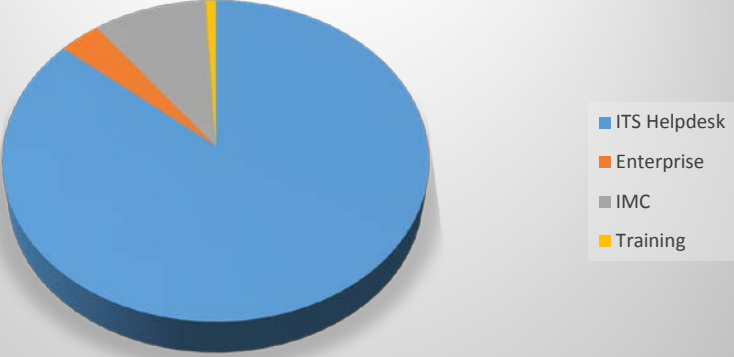
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Oct 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	1276	1288	2771	2758	13	230.92	229.83	85%	86%
Enterprise	42	33	122	111	11	10.17	9.25	4%	3%
IMC	124	111	328	304	24	27.33	25.33	10%	10%
Training	18	12	37	26	11	3.08	2.17	1%	1%
Totals	1460	1444	3258	3199	59	272	267		

Password Resets	5118	5086	10572	10528	44	881.00	877.33	N/A	N/A
------------------------	-------------	-------------	--------------	--------------	-----------	---------------	---------------	------------	------------

Tickets Opened -Numbers Broken Down by Categories																	
Categories	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	6 Month Totals	AVG	YTD totals	AVG
ITS Helpdesk	221	171	100	224	305	239	235	215	138	173	301	271	178	1276	212.67	2771	230.92
Hardware	65	92	39	113	123	109	88	77	52	52	151	155	108	595	99.17	1224	102.00
Monitor	5	6	2	7	4	4	4	3	3	1	7	5	4	23	3.83	55	4.58
Computer	25	22	18	56	67	60	55	39	24	22	82	94	61	322	53.67	625	52.08
Printer	21	40	9	34	35	24	18	14	11	19	25	29	20	118	19.67	299	24.92
Phone	12	5	12	20	33	12	19	11	12	10	30	21	14	98	16.33	211	17.58
Software	64	40	18	40	45	35	28	56	18	18	37	37	14	180	30.00	450	37.50
Networking	17	13	6	10	20	16	16	13	9	15	14	23	6	80	13.33	178	14.83
Password Resets	503	715	936	1350	826	477	647	1145	903	1050	1197	409	414	5118	853.00	10572	881.00
Enterprise	9	11	6	27	17	7	3	6	2	5	5	13	11	42	7.00	122	10.17
Banner	3	1	0	9	1	0	0	1	0	0	0	3	3	7	1.17	21	1.75
Blackboard	0	1	0	2	3	0	1	0	0	0	0	2	1	3	0.50	10	0.83
IMC	34	37	3	7	50	31	42	20	11	9	31	33	20	124	20.67	328	27.33
Projector	8	25	1	5	27	12	19	7	7	5	17	23	14	73	12.17	170	14.17
Sound	3	0	0	0	5	4	6	1	2	0	4	4	2	13	2.17	31	2.58
Extron	7	3	0	1	4	1	0	1	0	0	1	0	0	2	0.33	18	1.50
Training	1	0	0	5	8	2	3	1	3	3	7	2	2	18	3.00	37	3.08

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	229	154	102	217	279	264	225	206	129	199	292	275	187	1288	214.67	2758	229.83
Hardware	64	79	45	111	112	121	93	77	52	53	147	161	111	601	100.17	1226	102.17
Monitor	3	6	2	7	3	5	4	3	3	2	6	6	4	24	4.00	54	4.50
Computer	27	20	16	52	64	65	57	43	21	26	78	95	63	326	54.33	627	52.25
Printer	22	34	11	38	30	28	18	14	9	16	27	35	20	121	20.17	302	25.17
Phone	22	5	6	19	18	32	7	4	0	28	31	21	14	98	16.33	207	17.25
Software	63	37	21	32	51	30	29	55	21	21	36	36	15	184	30.67	447	37.25
Networking	17	10	5	12	19	17	13	12	13	14	13	20	10	82	13.67	175	14.58
Password Resets	504	718	940	1344	830	470	636	1143	897	1032	1194	402	418	5086	847.67	10528	877.33
Enterprise	9	8	6	22	20	9	4	3	4	6	4	9	7	33	5.50	111	9.25
Banner	3	1	0	8	3	0	0	1	0	0	0	0	1	2	0.33	17	1.42
Blackboard	1	2	0	1	1	1	1	0	0	2	0	2	1	5	0.83	12	1.00
IMC	31	38	4	8	45	29	38	18	17	8	24	23	21	111	18.50	304	25.33
Projector	8	26	1	5	22	11	19	6	8	2	18	16	11	61	10.17	153	12.75
Sound	3	1	0	0	5	4	6	1	3	0	2	3	4	13	2.17	32	2.67
Extron	9	3	0	1	4	1	0	0	1	0	0	0	1	2	0.33	20	1.67
Training	1	0	0	2	3	7	1	0	1	8	2	0	1	12	2.00	26	2.17