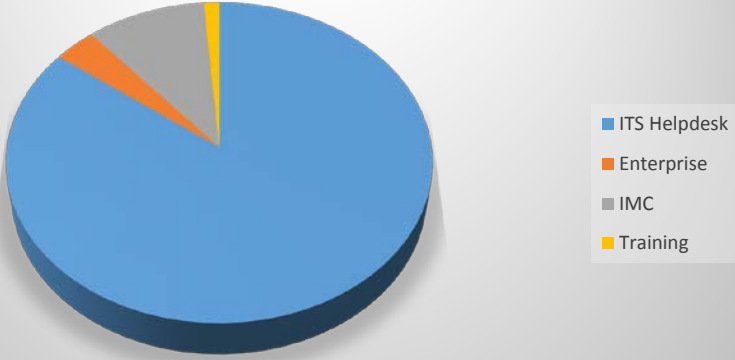


Antelope Valley College HelpDesk Monthly Report Nov 2014	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Nov 2014	962
1.2. Tickets closed month of Nov 2014	974
1.3. Tickets opened month of Oct 2014	734
1.4. Tickets closed month of Oct 2014	746
Avg Hours ticket open for tickets closed this Month	165.97
Avg days ticket open for tickets closed this Month	6.92

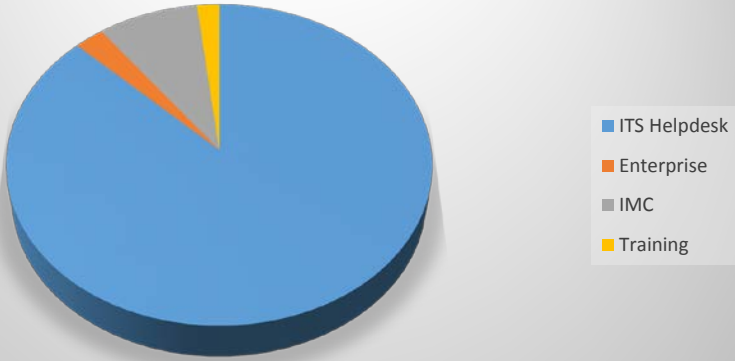
6 Month Opened Tickets Distribution



YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Nov 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	1265	1281	2754	2728	26	229.50	227.33	85%	86%
Enterprise	37	36	114	108	6	9.50	9.00	4%	3%
IMC	131	123	321	303	18	26.75	25.25	10%	10%
Training	22	27	41	40	1	3.42	3.33	1%	1%
Totals	1455	1467	3230	3179	51	269	265		

Password Resets	4599	4570	10695	10651	44	891.25	887.58	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	6 Month Totals	AVG	YTD totals	AVG
ITS Helpdesk	171	100	224	305	239	235	215	138	173	301	271	178	204	1265	210.83	2754	229.50
Hardware	92	39	113	123	109	88	77	52	52	151	155	108	107	625	104.17	1266	105.50
Monitor	6	2	7	4	4	4	3	3	1	7	5	4	4	24	4.00	54	4.50
Computer	22	18	56	67	60	55	39	24	22	82	94	61	57	340	56.67	657	54.75
Printer	40	9	34	35	24	18	14	11	19	25	29	20	24	128	21.33	302	25.17
Phone	5	12	20	33	12	19	11	12	10	30	21	14	24	111	18.50	223	18.58
Software	40	18	40	45	35	28	56	18	18	37	37	14	13	137	22.83	399	33.25
Networking	13	6	10	20	16	16	13	9	15	14	23	6	17	84	14.00	178	14.83
Password Resets	715	936	1350	826	477	647	1145	903	1050	1197	409	414	626	4599	766.50	10695	891.25
Enterprise	11	6	27	17	7	3	6	2	5	5	13	11	1	37	6.17	114	9.50
Banner	1	0	9	1	0	0	1	0	0	0	3	3	0	6	1.00	18	1.50
Blackboard	1	0	2	3	0	1	0	0	0	0	2	1	0	3	0.50	10	0.83
IMC	37	3	7	50	31	42	20	11	9	31	33	20	27	131	21.83	321	26.75
Projector	25	1	5	27	12	19	7	7	5	17	23	14	14	80	13.33	176	14.67
Sound	0	0	0	5	4	6	1	2	0	4	4	2	10	22	3.67	38	3.17
Extron	3	0	1	4	1	0	1	0	0	1	0	0	0	1	0.17	11	0.92
Training	0	0	5	8	2	3	1	3	3	7	2	2	5	22	3.67	41	3.42

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	154	102	217	279	264	225	206	129	199	292	275	187	199	1281	213.50	2728	227.33
Hardware	79	45	111	112	121	93	77	52	53	147	161	111	104	628	104.67	1266	105.50
Monitor	6	2	7	3	5	4	3	3	2	6	6	4	3	24	4.00	54	4.50
Computer	20	16	52	64	65	57	43	21	26	78	95	63	56	339	56.50	656	54.67
Printer	34	11	38	30	28	18	14	9	16	27	35	20	23	130	21.67	303	25.25
Phone	5	6	19	18	32	7	4	0	28	31	21	14	19	113	18.83	204	17.00
Software	37	21	32	51	30	29	55	21	21	36	36	15	11	140	23.33	395	32.92
Networking	10	5	12	19	17	13	12	13	14	13	20	10	16	86	14.33	174	14.50
Password Resets	718	940	1344	830	470	636	1143	897	1032	1194	402	418	627	4570	761.67	10651	887.58
Enterprise	8	6	22	20	9	4	3	4	6	4	9	7	6	36	6.00	108	9.00
Banner	1	0	8	3	0	0	1	0	0	0	0	1	1	2	0.33	15	1.25
Blackboard	2	0	1	1	1	1	0	0	2	0	2	1	0	5	0.83	11	0.92
IMC	38	4	8	45	29	38	18	17	8	24	23	21	30	123	20.50	303	25.25
Projector	26	1	5	22	11	19	6	8	2	18	16	11	18	73	12.17	163	13.58
Sound	1	0	0	5	4	6	1	3	0	2	3	4	7	19	3.17	36	3.00
Extron	3	0	1	4	1	0	0	1	0	0	0	1	0	2	0.33	11	0.92
Training	0	0	2	3	7	1	0	1	8	2	0	1	15	27	4.50	40	3.33