

Antelope Valley College HelpDesk Monthly Report Dec 2014	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Dec 2014	816
1.2. Tickets closed month of Dec 2014	825
1.3. Tickets opened month of Nov 2014	962
1.4. Tickets closed month of Nov 2014	974
Avg Hours ticket open for tickets closed this Month	116.87
Avg days ticket open for tickets closed this Month	4.87

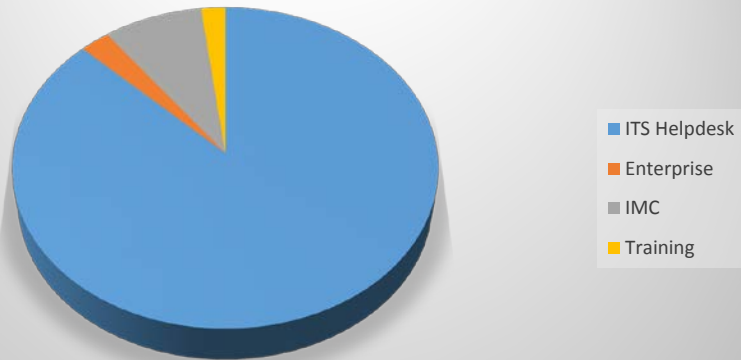
6 Month Opened Tickets Distribution



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	1242	1268	2698	2690	8	224.83	224.17	86%	86%
Enterprise	39	36	107	104	3	8.92	8.67	3%	3%
IMC	121	120	285	279	6	23.75	23.25	9%	9%
Training	22	29	44	43	1	3.67	3.58	1%	1%
Totals	1424	1453	3134	3116	18	261	260		

Password Resets	4340	4313	10624	10573	51	885.33	881.08	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																		
Categories	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	6 Month Totals	AVG	YTD totals	AVG	
ITS Helpdesk	100	224	305	239	235	215	138	173	301	271	178	204	115	1242	207.00	2698	224.83	
Hardware	39	113	123	109	88	77	52	52	151	155	108	107	63	636	106.00	1237	103.08	
Monitor	2	7	4	4	4	3	3	1	7	5	4	4	7	28	4.67	55	4.58	
Computer	18	56	67	60	55	39	24	22	82	94	61	57	28	344	57.33	663	55.25	
Printer	9	34	35	24	18	14	11	19	25	29	20	24	15	132	22.00	277	23.08	
Phone	12	20	33	12	19	11	12	10	30	21	14	24	8	107	17.83	226	18.83	
Software	18	40	45	35	28	56	18	18	37	37	14	13	16	135	22.50	375	31.25	
Networking	6	10	20	16	16	13	9	15	14	23	6	17	10	85	14.17	175	14.58	
Password Resets	936	1350	826	477	647	1145	903	1050	1197	409	414	626	644	4340	723.33	10624	885.33	
Enterprise	6	27	17	7	3	6	2	5	5	13	11	1	4	39	6.50	107	8.92	
Banner	0	9	1	0	0	1	0	0	0	3	3	0	1	7	1.17	18	1.50	
Blackboard	0	2	3	0	1	0	0	0	0	2	1	0	0	3	0.50	9	0.75	
IMC	3	7	50	31	42	20	11	9	31	33	20	27	1	121	20.17	285	23.75	
Projector	1	5	27	12	19	7	7	5	17	23	14	14	1	74	12.33	152	12.67	
Sound	0	0	5	4	6	1	2	0	4	4	2	10	0	20	3.33	38	3.17	
Extron	0	1	4	1	0	1	0	0	1	0	0	0	0	1	0.17	8	0.67	
Training	0	5	8	2	3	1	3	3	7	2	2	5	3	22	3.67	44	3.67	

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	102	217	279	264	225	206	129	199	292	275	187	199	116	1268	211.33	2690	224.17
Hardware	45	111	112	121	93	77	52	53	147	161	111	104	64	640	106.67	1251	104.25
Monitor	2	7	3	5	4	3	3	2	6	6	4	3	7	28	4.67	55	4.58
Computer	16	52	64	65	57	43	21	26	78	95	63	56	24	342	57.00	660	55.00
Printer	11	38	30	28	18	14	9	16	27	35	20	23	21	142	23.67	290	24.17
Phone	6	19	18	32	7	4	0	28	31	21	14	19	11	124	20.67	210	17.50
Software	21	32	51	30	29	55	21	21	36	36	15	11	15	134	22.33	373	31.08
Networking	5	12	19	17	13	12	13	14	13	20	10	16	8	81	13.50	172	14.33
Password Resets	940	1344	830	470	636	1143	897	1032	1194	402	418	627	640	4313	718.83	10573	881.08
Enterprise	6	22	20	9	4	3	4	6	4	9	7	6	4	36	6.00	104	8.67
Banner	0	8	3	0	0	1	0	0	0	0	1	1	2	4	0.67	16	1.33
Blackboard	0	1	1	1	1	0	0	2	0	2	1	0	0	5	0.83	9	0.75
IMC	4	8	45	29	38	18	17	8	24	23	21	30	14	120	20.00	279	23.25
Projector	1	5	22	11	19	6	8	2	18	16	11	18	6	71	11.83	143	11.92
Sound	0	0	5	4	6	1	3	0	2	3	4	7	3	19	3.17	38	3.17
Extron	0	1	4	1	0	0	1	0	0	0	1	0	0	1	0.17	8	0.67
Training	0	2	3	7	1	0	1	8	2	0	1	15	3	29	4.83	43	3.58