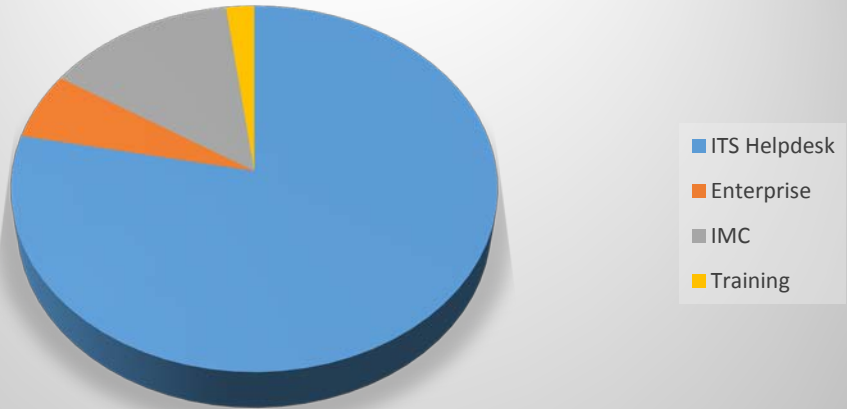
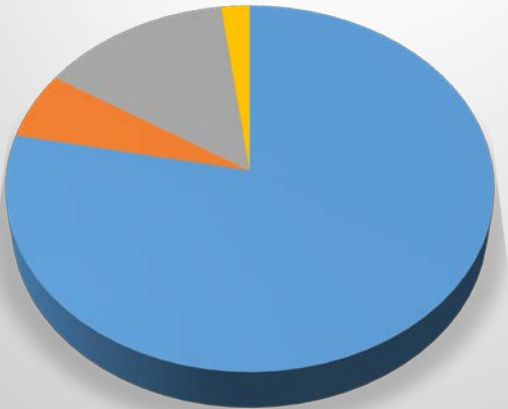


Antelope Valley College HelpDesk Monthly Report Jul 2016	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jun 2016	1470
1.2. Tickets closed month of Jun 2016	1434
1.3. Tickets opened month of Jul 2016	1437
1.4. Tickets closed month of Jul 2016	1414
Avg Hours ticket open for tickets closed this Month	69.63
Avg days ticket open for tickets closed this Month	2.9

6 Month Opened Tickets Distribution



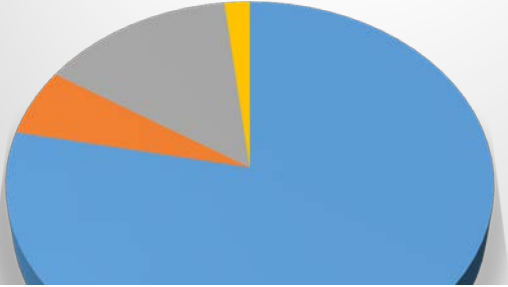
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution

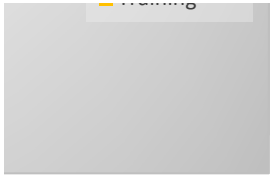


tion

- ITS Helpdesk
- Enterprise
- IMC
- Training

on

- ITS Helpdesk
- Enterprise
- IMC
- Training



The Numbers Jul 2016 - 6 month and 12 month Totals and Averages of opened and closed tickets. Distribution Percer

Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened
ITS Helpdesk	1251	1227	2439	2387	52	203.25
Enterprise	93	92	184	180	4	15.33
IMC	231	232	433	431	2	36.08
Training	26	32	64	56	8	5.33
Totals	1601	1583	3120	3054	66	260

Password Resets	6330	6344	12605	12611	-6	1050.42
------------------------	-------------	-------------	--------------	--------------	-----------	----------------

Stage of Tickets		
YTD AVG Closed	% opened	% closed
198.92	78%	78%
15.00	6%	6%
35.92	14%	14%
4.67	2%	2%
255		

1050.92	N/A	N/A
----------------	------------	------------

Tickets Opened -Numbers Broken Down by Categories

Categories	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
ITS Helpdesk	195	284	224	212	173	113	182	228	190	203	191
Hardware	90	104	91	89	65	33	66	72	55	43	52
Monitor	6	4	4	5	2	6	1	3	2	2	5
Computer	42	52	53	50	38	15	33	42	23	18	25
Printer	22	23	12	12	17	7	19	14	18	9	9
Phone	20	23	18	18	15	5	11	7	8	13	10
Software	20	20	18	19	13	16	25	29	38	27	21
Networking	7	14	17	14	12	4	9	11	15	15	5
Password Resets	1380	2180	391	571	910	695	1528	1459	613	816	1288
Enterprise	37	30	15	13	11	10	12	19	9	34	13
Banner	6	4	4	2	0	0	0	0	0	0	2
Blackboard	0	0	0	0	0	1	1	2	0	17	1
IMC	17	41	45	51	24	12	29	64	47	45	27
Projector	6	16	18	16	12	7	8	18	21	15	8
Sound	3	3	7	7	5	1	5	7	5	6	2
Extron	1	0	0	5	1	0	3	5	7	5	2
Training	1	8	9	9	1	5	6	7	0	7	3

Jun-16	Jul-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
265	174	1251	208.50	2439	203.25
73	25	320	53.33	768	64.00
2	1	15	2.50	37	3.08
44	17	169	28.17	410	34.17
16	5	71	11.83	161	13.42
8	10	56	9.33	146	12.17
15	15	145	24.17	256	21.33
13	7	66	11.00	136	11.33
1055	1099	6330	1055.00	12605	1050.42
7	11	93	15.50	184	15.33
0	0	2	0.33	12	1.00
0	0	20	3.33	22	1.83
23	25	231	38.50	433	36.08
5	6	73	12.17	150	12.50
0	1	21	3.50	49	4.08
7	9	35	5.83	44	3.67
7	2	26	4.33	64	5.33

Tickets Closed -Numbers Broken Down by Categories

Categories	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-15	May-16
ITS Helpdesk	174	274	213	225	162	114	172	253	191	173	214
Hardware	81	119	78	93	66	31	63	85	50	41	54
Monitor	6	4	3	5	2	4	2	4	1	3	4
Computer	39	59	45	54	41	16	27	48	23	19	23
Printer	20	29	13	12	14	6	22	16	14	9	11
Phone	16	12	22	18	3	14	11	11	9	10	16
Software	15	24	18	24	15	16	22	33	32	27	20
Networking	5	8	18	13	11	6	7	14	14	19	6
Password Resets	1381	2175	385	572	904	703	1528	1452	614	829	1281
Enterprise	28	41	17	6	13	5	6	27	8	29	12
Banner	5	6	4	1	0	0	0	3	0	0	2
Blackboard	1	0	0	0	0	0	1	2	0	18	1
IMC	14	37	47	48	28	12	27	49	50	55	28
Projector	5	15	17	16	12	5	9	16	20	18	9
Sound	2	3	8	6	7	1	4	8	5	7	2
Extron	1	0	0	6	1	0	3	3	9	6	0
Training	6	6	12	4	0	0	2	16	2	5	3

Jun-16	Jul-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
240	156	1227	204.50	2387	198.92
59	25	314	52.33	764	63.67
2	0	14	2.33	34	2.83
34	18	165	27.50	407	33.92
13	4	67	11.17	163	13.58
8	9	63	10.50	143	11.92
20	9	141	23.50	260	21.67
10	4	67	11.17	130	10.83
1052	1116	6344	1057.33	12611	1050.92
5	11	92	15.33	180	15.00
0	0	5	0.83	16	1.33
0	0	21	3.50	22	1.83
24	26	232	38.67	431	35.92
5	6	74	12.33	148	12.33
1	1	24	4.00	53	4.42
8	10	36	6.00	46	3.83
5	1	32	5.33	56	4.67