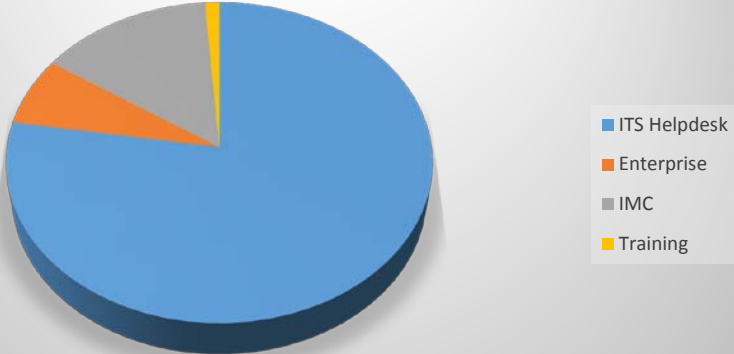
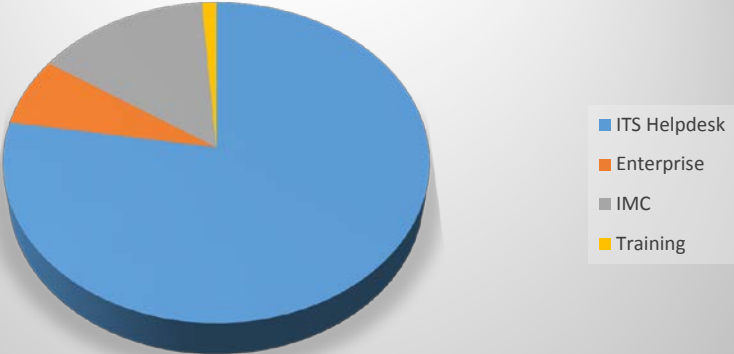


| <b>Antelope Valley College HelpDesk Monthly Report Apr 2017</b> |         |
|---|---------|
| <b>Monthly Numbers Summary</b>                                  |         |
| Current and Previous Months                                     | Tickets |
| 1.1. Tickets opened month of Mar 2017                           | 1379    |
| 1.2. Tickets closed month of Mar 2017                           | 1351    |
| 1.3. Tickets opened month of Apr 2017                           | 2905    |
| 1.4. Tickets closed month of Apr 2017                           | 2855    |
| Avg Hours ticket open for tickets closed this Month             | 34.34   |
| Avg days ticket open for tickets closed this Month              | 1.43    |

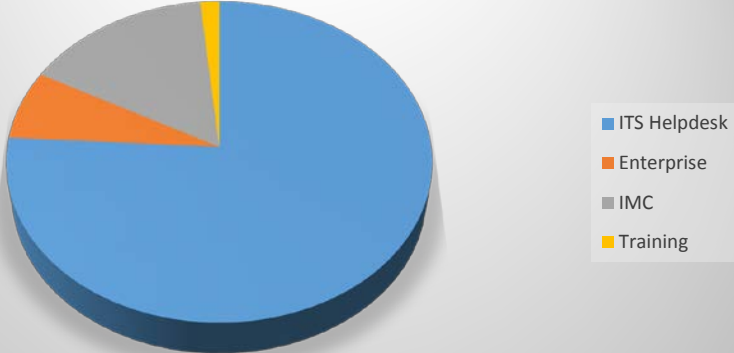
**6 Month Opened Tickets Distribution**



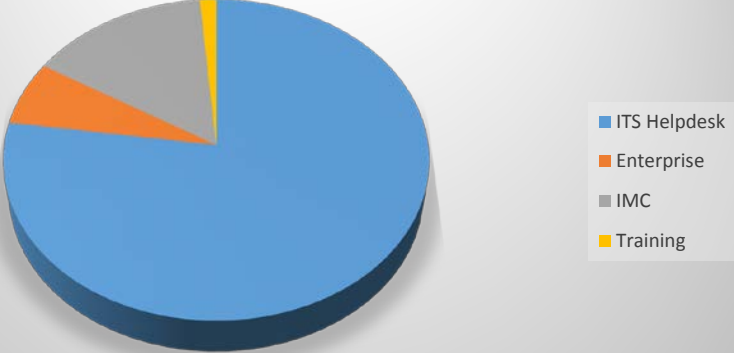
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



| <b>The Numbers Apr 2017 - 6 month and 12 month Totals and Averages of opened and closed tickets. Distribution Percentage of Tickets</b> |             |             |                    |                    |            |                |                |          |          |
|---|-------------|-------------|--------------------|--------------------|------------|----------------|----------------|----------|----------|
| Categories  | 6M Opened   | 6M Closed   | YTD Opened Tickets | YTD Closed Tickets | Difference | YTD Avg Opened | YTD AVG Closed | % opened | % closed |
| ITS Helpdesk  | 1312        | 1303        | 2758               | 2392               | 366        | 229.83         | 228.17         | 78%      | 77%      |
| Enterprise  | 147         | 119         | 244                | 199                | 45         | 20.33          | 17.42          | 7%       | 6%       |
| IMC   | 284         | 267         | 513                | 463                | 50         | 42.75          | 42.08          | 14%      | 15%      |
| Training  | 22          | 27          | 42                 | 42                 | 0          | 3.50           | 4.08           | 1%       | 1%       |
| <b>Totals</b>   | <b>1765</b> | <b>1716</b> | <b>3557</b>        | <b>3096</b>        | <b>461</b> | <b>296</b>     | <b>292</b>     |          |          |

|                        |             |             |              |              |             |                |                |            |            |
|------------------------|-------------|-------------|--------------|--------------|-------------|----------------|----------------|------------|------------|
| <b>Password Resets</b> | <b>7981</b> | <b>5733</b> | <b>14855</b> | <b>12268</b> | <b>2587</b> | <b>1237.92</b> | <b>1233.42</b> | <b>N/A</b> | <b>N/A</b> |
|------------------------|-------------|-------------|--------------|--------------|-------------|----------------|----------------|------------|------------|

**Tickets Opened -Numbers Broken Down by Categories**

| Categories      | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | 6 Month Totals | 6m AVG  | YTD totals | 12 Month AVG |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|---------|------------|--------------|
| ITS Helpdesk    | 203    | 191    | 265    | 174    | 301    | 304    | 211    | 180    | 141    | 185    | 265    | 315    | 226    | 1312           | 218.67  | 2758       | 229.83       |
| Hardware        | 43     | 52     | 73     | 25     | 71     | 85     | 62     | 37     | 29     | 43     | 69     | 95     | 50     | 323            | 53.83   | 691        | 57.58        |
| Monitor         | 2      | 5      | 2      | 1      | 6      | 4      | 4      | 6      | 1      | 5      | 2      | 2      | 3      | 19             | 3.17    | 41         | 3.42         |
| Computer        | 18     | 25     | 44     | 17     | 29     | 37     | 20     | 10     | 6      | 18     | 21     | 29     | 24     | 108            | 18.00   | 280        | 23.33        |
| Printer         | 9      | 9      | 16     | 5      | 23     | 22     | 12     | 11     | 13     | 10     | 17     | 41     | 13     | 105            | 17.50   | 192        | 16.00        |
| Phone           | 13     | 10     | 8      | 10     | 13     | 18     | 9      | 6      | 5      | 11     | 16     | 11     | 10     | 59             | 9.83    | 127        | 10.58        |
| Software        | 27     | 21     | 15     | 15     | 28     | 33     | 24     | 15     | 20     | 13     | 31     | 18     | 20     | 117            | 19.50   | 253        | 21.08        |
| Networking      | 15     | 5      | 13     | 7      | 21     | 22     | 7      | 14     | 6      | 13     | 10     | 5      | 2      | 50             | 8.33    | 125        | 10.42        |
| Password Resets | 816    | 1288   | 1055   | 1099   | 2260   | 591    | 581    | 925    | 673    | 1517   | 1471   | 880    | 2515   | 7981           | 1330.17 | 14855      | 1237.92      |
| Enterprise      | 34     | 13     | 7      | 11     | 24     | 21     | 21     | 19     | 19     | 24     | 25     | 22     | 38     | 147            | 24.50   | 244        | 20.33        |
| Banner          | 0      | 2      | 0      | 0      | 3      | 3      | 0      | 3      | 1      | 1      | 0      | 1      | 3      | 9              | 1.50    | 17         | 1.42         |
| Blackboard      | 17     | 1      | 0      | 0      | 0      | 2      | 0      | 0      | 1      | 0      | 3      | 1      | 0      | 5              | 0.83    | 8          | 0.67         |
| IMC             | 45     | 27     | 23     | 25     | 67     | 52     | 35     | 62     | 15     | 31     | 74     | 67     | 35     | 284            | 47.33   | 513        | 42.75        |
| Projector       | 15     | 8      | 5      | 6      | 29     | 20     | 15     | 14     | 7      | 4      | 26     | 17     | 18     | 86             | 14.33   | 169        | 14.08        |
| Sound           | 6      | 2      | 0      | 1      | 8      | 12     | 8      | 5      | 0      | 2      | 4      | 9      | 6      | 26             | 4.33    | 57         | 4.75         |
| Extron          | 5      | 2      | 7      | 9      | 1      | 1      | 2      | 1      | 1      | 1      | 1      | 2      | 0      | 6              | 1.00    | 28         | 2.33         |
| Training        | 7      | 3      | 7      | 2      | 2      | 3      | 3      | 1      | 4      | 1      | 2      | 5      | 9      | 22             | 3.67    | 42         | 3.50         |

**Tickets Closed -Numbers Broken Down by Categories**

| Categories      | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | 6 Month Totals | 6m AVG  | YTD Totals | 12 Month AVG |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|---------|------------|--------------|
| ITS Helpdesk    | 173    | 214    | 240    | 156    | 306    | 302    | 254    | 176    | 143    | 175    | 253    | 303    | 216    | 1303           | 211.00  | 2392       | 228.17       |
| Hardware        | 41     | 54     | 59     | 25     | 79     | 87     | 68     | 39     | 29     | 40     | 70     | 92     | 55     | 333            | 54.17   | 591        | 58.08        |
| Monitor         | 3      | 4      | 2      | 0      | 7      | 4      | 5      | 4      | 2      | 5      | 2      | 2      | 2      | 22             | 2.83    | 38         | 3.25         |
| Computer        | 19     | 23     | 34     | 18     | 35     | 33     | 28     | 10     | 8      | 14     | 22     | 27     | 26     | 115            | 17.83   | 244        | 23.17        |
| Printer         | 9      | 11     | 13     | 4      | 24     | 28     | 12     | 12     | 10     | 9      | 19     | 36     | 19     | 90             | 17.50   | 151        | 16.42        |
| Phone           | 10     | 16     | 8      | 9      | 11     | 16     | 14     | 6      | 8      | 8      | 8      | 13     | 4      | 60             | 7.83    | 114        | 10.08        |
| Software        | 27     | 20     | 20     | 9      | 27     | 38     | 33     | 18     | 17     | 13     | 31     | 18     | 20     | 150            | 19.50   | 253        | 22.00        |
| Networking      | 19     | 6      | 10     | 4      | 20     | 25     | 9      | 16     | 7      | 11     | 9      | 6      | 4      | 77             | 8.83    | 136        | 10.58        |
| Password Resets | 829    | 1281   | 1052   | 1116   | 2257   | 603    | 585    | 933    | 687    | 1464   | 1461   | 869    | 2493   | 5733           | 1317.83 | 12268      | 1233.42      |
| Enterprise      | 29     | 12     | 5      | 11     | 23     | 19     | 26     | 22     | 14     | 17     | 21     | 13     | 26     | 119            | 18.83   | 199        | 17.42        |
| Banner          | 0      | 2      | 0      | 0      | 2      | 3      | 0      | 3      | 0      | 1      | 0      | 1      | 2      | 7              | 1.17    | 11         | 1.17         |
| Blackboard      | 18     | 1      | 0      | 0      | 0      | 2      | 1      | 0      | 1      | 0      | 3      | 1      | 0      | 7              | 0.83    | 26         | 0.75         |
| IMC             | 55     | 28     | 24     | 26     | 63     | 55     | 38     | 64     | 15     | 29     | 66     | 67     | 30     | 267            | 45.17   | 463        | 42.08        |
| Projector       | 18     | 9      | 5      | 6      | 29     | 21     | 16     | 14     | 7      | 4      | 23     | 18     | 17     | 85             | 13.83   | 152        | 14.08        |
| Sound           | 7      | 2      | 1      | 1      | 6      | 13     | 8      | 5      | 0      | 2      | 4      | 9      | 5      | 32             | 4.17    | 49         | 4.67         |
| Extron          | 6      | 0      | 8      | 10     | 1      | 1      | 2      | 1      | 1      | 1      | 1      | 1      | 0      | 7              | 0.83    | 32         | 2.25         |
| Training        | 5      | 3      | 5      | 1      | 1      | 8      | 11     | 1      | 4      | 2      | 1      | 6      | 6      | 27             | 3.33    | 42         | 4.08         |