

Year to Year Summary								
Historical Numbers Tickets Opened								
Categories	2013 (6)	2014	2015	2016	2017	Totals	Year Avg	Monthly Avg
ITS Helpdesk	1116	2598	2814	2570	1361	10459	2614.75	217.90
Hardware	416	1198	1298	670	341	3923	980.75	81.73
Monitor	25	53	60	37	17	192	48.00	4.00
Computer	153	645	731	304	124	1957	489.25	40.77
Printer	133	268	259	171	95	926	231.50	19.29
Phone	55	214	254	118	56	697	174.25	14.52
Software	281	357	317	290	125	1370	342.50	28.54
Networking	103	169	150	145	41	608	152.00	12.67
Password Resets	5754	9688	11340	12888	10670	50340	12585.00	1048.75
Enterprise	49	101	255	209	161	775	193.75	16.15
Banner	5	18	32	12	8	75	18.75	1.56
Blackboard	5	9	37	24	4	79	19.75	1.65
IMC	151	282	451	491	264	1639	409.75	34.15
Projector	68	151	202	166	88	675	168.75	14.06
Sound	16	38	76	59	30	219	54.75	4.56
Extron	23	8	18	44	6	99	24.75	2.06
Training	15	44	68	45	29	201	50.25	4.19
Monthly Total	7693	13888	16702	17697	13063	69043	17260.75	1438.40
% represented	92%	92%	89%	92%	96%	92%		
Historical Numbers Tickets Closed								
Categories	2013 (6)	2014	2015	2016	2017	Totals	Year Avg	Monthly Avg
ITS Helpdesk	1078	2588	2750	2580	1335	10331	2582.75	215.23
Hardware	393	1206	1286	679	344	3908	977.00	81.42
Monitor	22	53	58	38	17	188	47.00	3.92
Computer	146	644	729	306	122	1947	486.75	40.56
Printer	125	279	258	175	96	933	233.25	19.44
Phone	45	204	243	129	47	668	167.00	13.92
Software	281	352	318	296	125	1372	343.00	28.58
Networking	100	167	147	151	39	604	151.00	12.58
Password Resets	5764	9633	11320	12937	10588	50242	12560.50	1046.71
Enterprise	37	98	238	202	131	706	176.50	14.71
Banner	4	16	31	13	8	72	18.00	1.50
Blackboard	4	9	36	26	4	79	19.75	1.65
IMC	151	275	441	494	251	1612	403.00	33.58
Projector	71	142	199	170	87	669	167.25	13.94
Sound	16	38	74	60	30	218	54.50	4.54
Extron	24	8	18	45	5	100	25.00	2.08
Training	10	43	61	59	24	197	49.25	4.10
Monthly Total	8248	14208	17390	18239	12896	70981	17745.25	1433.27
% Represented	85%	89%	85%	89%	96%	89%		
Avg Hours Tickets are open								
	50.32	75.59	61.23	92.13	34.78	72.9		
Avg days Tickets are open								
	2.10	3.15	2.55	3.84	1.45	3.04		
Avg # of tickets per day								
	45.15	38.93	47.84	49.91		45.4		
Difference between								
		-320	-688	-542	167	-1938		
Open and closed tickets								

2013 Numbers								
2013 Numbers Tickets Opened								
Categories	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Totals	Monthly AVG
ITS Helpdesk	183	254	187	221	171	100	1116	186.00
Hardware	68	80	72	65	92	39	416	69.33
Monitor	2	4	6	5	6	2	25	4.17
Computer	26	30	32	25	22	18	153	25.50
Printer	21	22	20	21	40	9	133	22.17
Phone	0	10	16	12	5	12	55	9.17
Software	55	56	48	64	40	18	281	46.83
Networking	25	25	17	17	13	6	103	17.17
Password Resets	1800	1407	393	503	715	936	5754	959.00
Enterprise	3	18	2	9	11	6	49	8.17
Banner	0	1	0	3	1	0	5	0.83
Blackboard	0	3	1	0	1	0	5	0.83
IMC	7	41	29	34	37	3	151	25.17
Projector	6	20	8	8	25	1	68	11.33
Sound	0	5	8	3	0	0	16	2.67
Extron	0	6	7	7	3	0	23	3.83
Training	4	6	4	1	0	0	15	2.50
Monthly Total	2128	1899	688	882	1004	1092	7693	1282.17
% represented	94%	91%	89%	87%	93%	96%	92%	
2013 Numbers Tickets Closed								
Categories	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Totals	Monthly AVG
ITS Helpdesk	154	242	197	229	154	102	1078	179.67
Hardware	47	76	82	64	79	45	393	65.50
Monitor	2	2	7	3	6	2	22	3.67
Computer	19	27	37	27	20	16	146	24.33
Printer	13	21	24	22	34	11	125	20.83
Phone	0	6	6	22	5	6	45	7.50
Software	52	60	48	63	37	21	281	46.83
Networking	21	23	24	17	10	5	100	16.67
Password Resets	1801	1405	396	504	718	940	5764	960.67
Enterprise	2	9	3	9	8	6	37	6.17
Banner	0	0	0	3	1	0	4	0.67
Blackboard	0	0	1	1	2	0	4	0.67
IMC	7	37	34	31	38	4	151	25.17
Projector	6	20	10	8	26	1	71	11.83
Sound	0	5	7	3	1	0	16	2.67
Extron	0	4	8	9	3	0	24	4.00
Training	3	3	3	1	0	0	10	1.67
Monthly Total	2139	1900	708	900	987	1100	7734	1289.00
% Represented	92%	89%	89%	86%	93%	96%	91%	
Avg Hours Tickets are open	43.34	49.32	77.57	76.98	29.91	24.89	50.32	
Avg days Tickets are open	1.81	2.06	3.23	3.21	1.25	1.04	2.10	
Difference between Open and closed tickets	-11	-1	-20	-18	17	-8	-41	

2014 HelpDesk Numbers														
2014 Numbers Tickets Opened														
Categories	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Totals	Monthly AVG
ITS Helpdesk	224	305	239	235	215	138	173	301	271	178	204	115	2598	216.50
Hardware	113	123	109	88	77	52	52	151	155	108	107	63	1198	99.83
Monitor	7	4	4	4	3	3	1	7	5	4	4	7	53	4.42
Computer	56	67	60	55	39	24	22	82	94	61	57	28	645	53.75
Printer	34	35	24	18	14	11	19	25	29	20	24	15	268	22.33
Phone	20	33	12	19	11	12	10	30	21	14	24	8	214	17.83
Software	40	45	35	28	56	18	18	37	37	14	13	16	357	29.75
Networking	10	20	16	16	13	9	15	14	23	6	17	10	169	14.08
Password Resets	1350	826	477	647	1145	903	1050	1197	409	414	626	644	9688	807.33
Enterprise	27	17	7	3	6	2	5	5	13	11	1	4	101	8.42
Banner	9	1	0	0	1	0	0	0	3	0	0	1	18	1.50
Blackboard	2	3	0	1	0	0	0	0	2	1	0	0	9	0.75
IMC	7	50	31	42	20	11	9	31	33	20	27	1	282	23.50
Projector	5	27	12	19	7	7	5	17	23	14	14	1	151	12.58
Sound	0	5	4	6	1	2	0	4	4	2	10	0	38	3.17
Extron	1	4	1	0	1	0	0	1	0	0	0	0	8	0.67
Training	5	8	2	3	1	3	3	7	2	2	5	3	44	3.67
Monthly Total	1725	1347	832	984	1456	1127	1352	1733	820	734	962	816	13888	1157.33
% represented	94%	90%	91%	95%	95%	94%	92%	89%	89%	85%	90%	94%	92%	
2014 Numbers Tickets Closed														
Categories	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Totals	Monthly AVG
ITS Helpdesk	217	279	264	225	206	129	199	292	275	187	199	116	2588	215.67
Hardware	111	112	121	93	77	52	53	147	161	111	104	64	1206	100.50
Monitor	7	3	5	4	3	3	2	6	6	4	3	7	53	4.42
Computer	52	64	65	57	43	21	26	78	95	63	56	24	644	53.67
Printer	38	30	28	18	14	9	16	27	35	20	23	21	279	23.25
Phone	19	18	32	7	4	0	28	31	21	14	19	11	204	17.00
Software	32	51	30	29	55	21	21	36	36	15	11	15	352	29.33
Networking	12	19	17	13	12	13	14	13	20	10	16	8	167	13.92
Password Resets	1344	830	470	636	1143	897	1032	1194	402	418	627	640	9633	802.75
Enterprise	22	20	9	4	3	4	6	4	9	7	6	4	98	8.17
Banner	8	3	0	0	1	0	0	0	0	1	1	2	16	1.33
Blackboard	1	1	1	1	0	0	2	0	2	1	0	0	9	0.75
IMC	8	45	29	38	18	17	8	24	23	21	30	14	275	22.92
Projector	5	22	11	19	6	8	2	18	16	11	18	6	142	11.83
Sound	0	5	4	6	1	3	0	2	3	4	7	3	38	3.17
Extron	1	4	1	0	0	1	0	0	0	1	0	0	8	0.67
Training	2	3	7	1	0	1	8	2	0	1	15	3	43	3.58
Monthly Total	1704	1321	861	953	1440	1119	1366	1707	807	746	974	825	13823	1151.92
% Represented	93%	89%	90%	95%	95%	94%	92%	89%	88%	85%	90%	94%	91%	
Avg Hours Tickets are open	35.74	50.15	97.87	29.84	30.09	59.09	126.44	52.58	122.76	68.7	165.97	116.87	67.84	
Avg days Tickets are open	1.49	2.09	4.08	1.24	1.25	2.46	5.27	2.19	5.12	2.86	6.92	4.87	2.83	
Difference between Open and closed tickets	21	26	-29	31	16	8	-14	26	13	-12	-12	-9	65	

79.68
3.28

3.32

2015 HelpDesk Numbers														
2015 Numbers Tickets Opened														
Categories	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Totals	Monthly AVG
ITS Helpdesk	229	351	281	282	275	195	195	284	224	212	173	113	2814	234.50
Hardware	108	179	162	151	148	78	90	104	91	89	65	33	1298	108.17
Monitor	3	4	11	6	6	3	6	4	4	5	2	6	60	5.00
Computer	58	103	93	94	91	42	42	52	53	50	38	15	731	60.92
Printer	29	30	24	29	35	19	22	23	12	12	17	7	259	21.58
Phone	16	31	34	33	20	21	20	23	18	18	15	5	254	21.17
Software	34	52	33	44	32	16	20	20	18	19	13	16	317	26.42
Networking	18	21	16	8	14	5	7	14	17	14	12	4	150	12.50
Password Resets	1072	792	404	591	983	1371	1380	2180	391	571	910	695	11340	945.00
Enterprise	42	14	11	13	33	26	37	30	15	13	11	10	255	21.25
Banner	2	1	1	2	6	4	6	4	4	2	0	0	32	2.67
Blackboard	30	2	0	1	2	1	0	0	0	0	0	1	37	3.08
IMC	26	69	70	42	32	22	17	41	45	51	24	12	451	37.58
Projector	7	26	45	20	23	6	6	16	18	16	12	7	202	16.83
Sound	6	14	11	12	4	3	3	3	7	7	5	1	76	6.33
Extron	5	3	1	0	0	2	1	0	0	5	1	0	18	1.50
Training	2	12	9	3	6	3	1	8	9	9	1	5	68	5.67
Monthly Total	1440	1402	956	1112	1490	1728	1821	2773	797	1005	1253	925	16702	1391.83
% represented	95%	88%	81%	84%	89%	94%	90%	92%	86%	85%	89%	90%	89%	
2015 Numbers Tickets Closed														
Categories	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Totals	Monthly AVG
ITS Helpdesk	220	338	286	271	278	195	174	274	213	225	162	114	2750	229.17
Hardware	100	172	169	147	150	80	81	119	78	93	66	31	1286	107.17
Monitor	3	5	11	5	6	4	6	4	3	5	2	4	58	4.83
Computer	58	101	91	87	98	40	39	59	45	54	41	16	729	60.75
Printer	23	28	32	30	30	21	20	29	13	12	14	6	258	21.50
Phone	18	29	28	28	25	30	16	12	22	18	3	14	243	20.25
Software	34	53	34	42	29	14	15	24	18	24	15	16	318	26.50
Networking	18	19	17	10	16	6	5	8	18	13	11	6	147	12.25
Password Resets	1075	788	392	592	983	1370	1381	2175	385	572	904	703	11320	943.33
Enterprise	38	15	14	10	28	23	28	41	17	6	13	5	238	19.83
Banner	2	0	4	2	4	3	5	6	4	1	0	0	31	2.58
Blackboard	29	3	0	0	3	0	1	0	0	0	0	0	36	3.00
IMC	28	61	71	41	33	21	14	37	47	48	28	12	441	36.75
Projector	9	25	48	19	24	4	5	15	17	16	12	5	199	16.58
Sound	6	12	12	9	5	3	2	3	8	6	7	1	74	6.17
Extron	5	2	0	1	0	2	1	0	0	6	1	0	18	1.50
Training	1	9	11	1	10	1	6	6	12	4	0	0	61	5.08
Monthly Total	1436	1373	958	1090	1485	1726	1792	2760	789	1000	1244	920	16573	1381.08
% Represented	95%	88%	81%	84%	90%	93%	89%	92%	85%	86%	89%	91%	89%	
Avg Hours Tickets are open	34.81	64.73	97.09	48.69	105.48	40.06	30.2	82.39	70.04	57.99	53.3	41.18	67.84	
Avg days Tickets are open	1.45	2.70	4.05	2.03	4.40	1.67	1.26	3.43	2.92	2.42	2.22	1.72	2.83	
Difference between Open and closed tickets	4	29	-2	22	5	2	29	13	8	5	9	5	129	

61.06
2.54

2016 HelpDesk Numbers														
2016 Numbers Tickets Opened														
Categories	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Totals	Monthly AVG
ITS Helpdesk	182	228	190	203	191	265	174	301	304	211	180	141	2570	214.17
Hardware	66	72	55	43	52	73	25	71	85	62	37	29	670	55.83
Monitor	1	3	2	2	5	2	1	6	4	4	6	1	37	3.08
Computer	33	42	23	18	25	44	17	29	37	20	10	6	304	25.33
Printer	19	14	18	9	9	16	5	23	22	12	11	13	171	14.25
Phone	11	7	8	13	10	8	10	13	18	9	6	5	118	9.83
Software	25	29	38	27	21	15	15	28	33	24	15	20	290	24.17
Networking	9	11	15	15	5	13	7	21	22	7	14	6	145	12.08
Password Resets	1528	1459	613	816	1288	1055	1099	2260	591	581	925	673	12888	1074.00
Enterprise	12	19	9	34	13	7	11	24	21	21	19	19	209	17.42
Banner	0	0	0	0	2	0	0	3	3	0	3	1	12	1.00
Blackboard	1	2	0	17	1	0	0	0	2	0	0	1	24	2.00
IMC	29	64	47	45	27	23	25	67	52	35	62	15	491	40.92
Projector	8	18	21	15	8	5	6	29	20	15	14	7	166	13.83
Sound	5	7	5	6	2	0	1	8	12	8	5	0	59	4.92
Extron	3	5	7	5	2	7	9	1	1	2	1	1	44	3.67
Training	6	7	0	7	3	7	2	2	3	3	1	4	45	3.75
Monthly Total	1868	1993	984	1198	1667	1470	1437	2804	1110	969	1279	918	17697	1474.75
% represented	94%	89%	87%	92%	91%	92%	91%	95%	87%	88%	93%	93%	92%	
2016 Numbers Tickets Closed														
Categories	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Totals	Monthly AVG
ITS Helpdesk	172	253	191	173	214	240	156	306	302	254	176	143	2580	215.00
Hardware	63	85	50	41	54	59	25	79	87	68	39	29	679	56.58
Monitor	2	4	1	3	4	2	0	7	4	5	4	2	38	3.17
Computer	27	48	23	19	23	34	18	35	33	28	10	8	306	25.50
Printer	22	16	14	9	11	13	4	24	28	12	12	10	175	14.58
Phone	11	11	9	10	16	8	9	11	16	14	6	8	129	10.75
Software	22	33	32	27	20	20	9	27	38	33	18	17	296	24.67
Networking	7	14	14	19	6	10	4	20	25	9	16	7	151	12.58
Password Resets	1528	1452	614	829	1281	1052	1116	2257	603	585	933	687	12937	1078.08
Enterprise	6	27	8	29	12	5	11	23	19	26	22	14	202	16.83
Banner	0	3	0	0	2	0	0	2	3	0	3	0	13	1.08
Blackboard	1	2	0	18	1	0	0	0	2	1	0	1	26	2.17
IMC	27	49	50	55	28	24	26	63	55	38	64	15	494	41.17
Projector	9	16	20	18	9	5	6	29	21	16	14	7	170	14.17
Sound	4	8	5	7	2	1	1	6	13	8	5	0	60	5.00
Extron	3	3	9	6	0	8	10	1	1	2	1	1	45	3.75
Training	2	16	2	5	3	5	1	1	8	11	1	4	59	4.92
Monthly Total	1833	2011	1001	1179	1690	1434	1414	2811	1130	1057	1285	926	17771	1480.92
% Represented	95%	89%	86%	93%	91%	92%	93%	94%	87%	86%	93%	93%	92%	
Avg Hours Tickets are open	41.96	116.98	108.2	99.2	48.15	34.85	69.63	48.34	117.6	460.11	38.03		107.55	
Avg days Tickets are open	1.75	4.87	4.51	4.13	2.01	1.45	2.90	2.01	4.90	19.17	1.58		4.48	
Difference between Open and closed tickets	35	-18	-17	19	-23	36	23	-7	-20	-88	-6	-8	-74	

