

Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	4629	4631	7876	8205	-329	656	684	96%	96%
Enterprise	64	66	105	106	-1	9	9	1%	1%
IMC	154	151	233	237	-4	19	20	3%	3%
Training	17	17	25	31	-6	2	3	0%	0%
Totals	4864	4865	8239	8579	-340	687	715		
Password Resets	7167	7055	11032	10921	111	919	910		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	486	773	973	1126	958	313	4629	772	7876	656
Hardware	31	17	21	23	32	18	142	24	285	24
Monitor	5	10	2	6	0	2	25	4	52	4
Computer	46	29	30	62	9	20	196	33	428	36
Printer	42	26	21	43	16	31	179	30	311	26
Phone	24	26	16	21	13	8	108	2	196	16
Software	19	17	11	22	26	20	115	19	201	17
Networking	10	4	1	13	2	2	32	5	64	5
Password Resets	716	963	911	1560	1611	1406	7167	1195	11032	919
Enterprise	8	17	13	6	7	13	64	11	105	9
Banner	14	11	9	6	11	11	62	2	101	8
IMC	9	47	34	28	32	4	154	26	233	19
Projector	6	31	15	24	24	7	107	18	133	11
Sound	1	4	6	1	1	2	15	3	25	2
Extron	1	1	0	6	7	1	16	3	21	2
Training	3	6	3	5	0	0	17	3	25	2

Tickets Closed										
Categories	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	453	753	986	1161	961	317	4631	772	8205	684
Hardware	34	19	36	34	32	20	175	29	310	26
Monitor	5	10	2	6	0	2	25	4	56	5
Computer	37	36	31	63	9	21	197	33	431	36
Printer	34	28	19	47	16	31	175	29	304	25
Phone	23	29	17	19	13	8	109	18	203	17
Software	12	15	21	9	26	20	103	17	185	15
Networking	10	1	2	10	1	3	27	2	64	5
Password Resets	716	965	910	1562	1610	1292	7055	1176	10921	910
Enterprise	4	10	15	12	12	13	66	11	106	9
Banner	9	10	13	6	10	8	56	9	93	8
IMC	8	45	34	29	32	3	151	25	237	20
Projector	6	30	15	24	24	7	106	18	131	11
Sound	0	5	6	1	1	2	15	3	24	2
Extron	1	1	0	6	7	1	16	3	22	2
Training	3	6	1	7	0	0	17	3	31	3

Tickets Opened for the Year														
Categories	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	YTD Totals
ITS Helpdesk	272	35	629	586	551	731	443	486	773	973	1126	958	313	7876
Hardware	27	13	16	25	18	19	25	31	17	21	23	32	18	285
Monitor	1	3	4	6	5	5	3	5	10	2	6	0	2	52
Computer	11	30	27	48	36	56	24	46	29	30	62	9	20	428
Printer	6	14	17	20	27	26	22	42	26	21	43	16	31	311
Phone	4	16	17	15	10	13	13	24	26	16	21	13	8	196
Software	8	17	10	15	15	12	9	19	17	11	22	26	20	201
Networking	2	4	7	6	9	1	3	10	4	1	13	2	2	64
Password Resets	261	996	517	376	454	693	568	716	963	911	1560	1611	1406	11032
Enterprise	5	9	11	6	4	5	1	8	17	13	6	7	13	105
Banner	0	7	6	5	4	11	6	14	11	9	6	11	11	101
IMC	6	7	21	11	20	8	6	9	47	34	28	32	4	233
Projector	3	0	6	1	7	6	3	6	31	15	24	24	7	133
Sound	2	1	4	2	0	1	0	1	4	6	1	1	2	25
Extron	0	2	2	0	0	0	1	1	1	0	6	7	1	21
Training	0	4	0	0	0	4	0	3	6	3	5	0	0	25

Tickets Closed for the Year														
Categories	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	YTD Totals
ITS Helpdesk	290	357	633	573	556	707	458	453	753	986	1161	961	317	8205
Hardware	27	13	14	24	17	18	22	34	19	36	34	32	20	310
Monitor	2	3	6	6	6	5	3	5	10	2	6	0	2	56
Computer	12	29	28	46	38	51	30	37	36	31	63	9	21	431
Printer	5	12	17	19	23	31	22	34	28	19	47	16	31	304
Phone	4	14	20	18	14	13	11	23	29	17	19	13	8	203
Software	8	15	11	16	13	8	11	12	15	21	9	26	20	185
Networking	4	6	7	6	10	0	4	10	1	2	10	1	3	64
Password Resets	261	973	542	376	454	691	569	716	965	910	1562	1610	1292	10921
Enterprise	7	8	11	8	2	2	2	4	10	15	12	12	13	106
Banner	3	7	4	6	4	5	8	9	10	13	6	10	8	93
IMC	9	5	21	14	21	7	9	8	45	34	29	32	3	237
Projector	3	0	6	1	6	5	4	6	30	15	24	24	7	131
Sound	1	1	4	2	0	0	1	0	5	6	1	1	2	24
Extron	0	2	2	0	1	0	1	1	1	0	6	7	1	22
Training	5	3	0	0	2	3	1	3	6	1	7	0	0	31