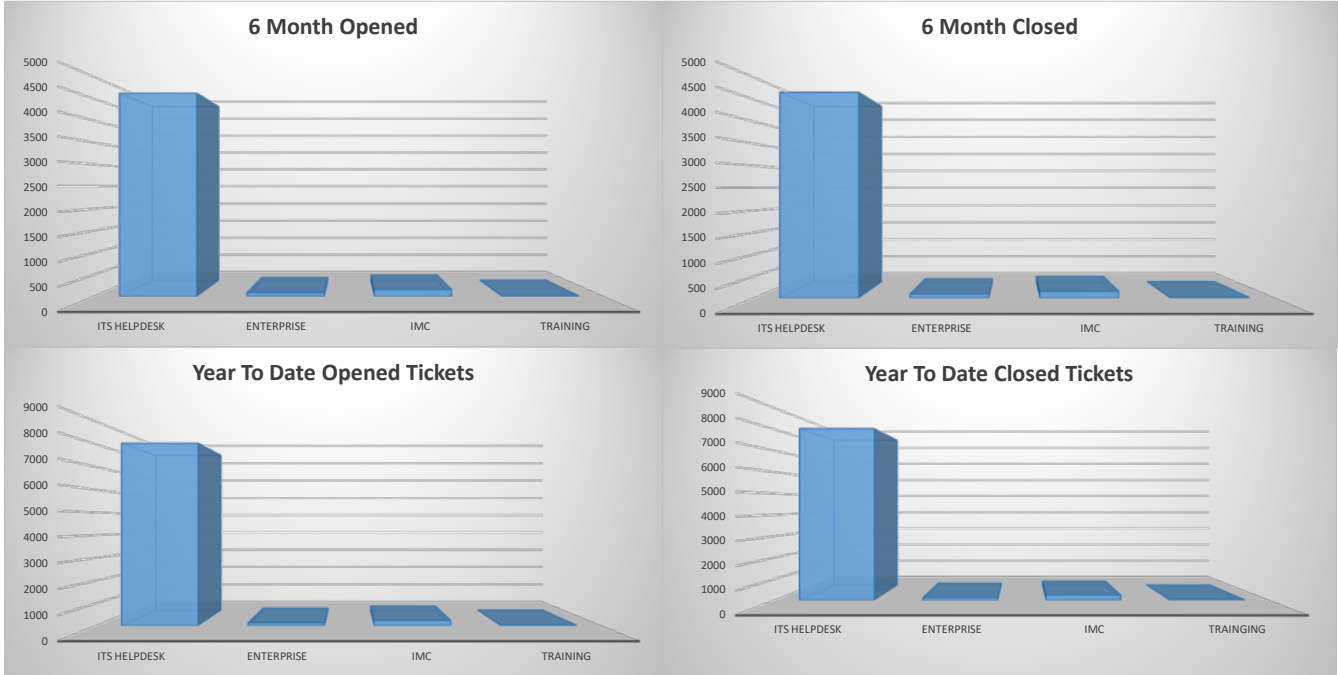


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	4630	4664	8056	8044	12	671	670	96%	95%
Enterprise	86	92	121	121	0	10	10	1%	1%
IMC	156	154	231	234	-3	19	20	3%	3%
Training	16	16	23	25	-2	2	2	0%	0%
Totals	4888	4926	8431	8424	7	703	702		
Password Resets	9741	9629	13065	12977	88	1089	1081		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	773	973	1126	958	313	487	4630	772	8056	671
Hardware	17	21	23	32	18	66	177	30	311	26
Monitor	10	2	6	0	2	6	26	4	54	5
Computer	29	30	62	9	20	17	167	28	404	34
Printer	26	21	43	16	31	34	171	29	325	27
Phone	26	16	21	13	8	8	92	2	184	15
Software	17	11	22	26	20	22	118	20	198	17
Networking	4	1	13	2	2	2	24	4	60	5
Password Resets	963	911	1560	1611	1406	3290	9741	1624	13065	1089
Enterprise	17	13	6	7	13	30	86	14	121	10
Banner	11	9	6	11	11	12	60	2	106	9
IMC	47	34	28	32	4	11	156	26	231	19
Projector	31	15	24	24	7	10	111	19	140	12
Sound	4	6	1	1	2	1	15	3	23	2
Extron	1	0	6	7	1	0	15	3	19	2
Training	6	3	5	0	0	2	16	3	23	2

Tickets Closed										
Categories	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	753	986	1161	961	317	486	4664	777	8044	670
Hardware	19	36	34	32	20	66	207	35	336	28
Monitor	10	2	6	0	2	6	26	4	57	5
Computer	36	31	63	9	21	17	177	30	407	34
Printer	28	19	47	16	31	34	175	29	321	27
Phone	29	17	19	13	8	9	95	16	194	16
Software	15	21	9	26	20	22	113	19	184	15
Networking	1	2	10	1	3	1	18	2	55	5
Password Resets	965	910	1562	1610	1292	3290	9629	1605	12977	1081
Enterprise	10	15	12	12	13	30	92	15	121	10
Banner	10	13	6	10	8	12	59	10	95	8
IMC	45	34	29	32	3	11	154	26	234	20
Projector	30	15	24	24	7	10	110	18	138	12
Sound	5	6	1	1	2	1	16	3	23	2
Extron	1	0	6	7	1	0	15	3	20	2
Training	6	1	7	0	0	2	16	3	25	2

Tickets Opened for the Year														
Categories	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20		YTD Totals
ITS Helpdesk	629	586	551	731	443	486	773	973	1126	958	313	487		8056
Hardware	16	25	18	19	25	31	17	21	23	32	18	66		311
Monitor	4	6	5	5	3	5	10	2	6	0	2	6		54
Computer	27	48	36	56	24	46	29	30	62	9	20	17		404
Printer	17	20	27	26	22	42	26	21	43	16	31	34		325
Phone	17	15	10	13	13	24	26	16	21	13	8	8		184
Software	10	15	15	12	9	19	17	11	22	26	20	22		198
Networking	7	6	9	1	3	10	4	1	13	2	2	2		60
Password Resets	517	376	454	693	568	716	963	911	1560	1611	1406	3290		13065
Enterprise	11	6	4	5	1	8	17	13	6	7	13	30		121
Banner	6	5	4	11	6	14	11	9	6	11	11	12		106
IMC	21	11	20	8	6	9	47	34	28	32	4	11		231
Projector	6	1	7	6	3	6	31	15	24	24	7	10		140
Sound	4	2	0	1	0	1	4	6	1	1	2	1		23
Extron	2	0	0	0	1	1	1	0	6	7	1	0		19
Training	0	0	0	4	0	3	6	3	5	0	0	2		23

Tickets Closed for the Year														
Categories	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20		YTD Totals
ITS Helpdesk	633	573	556	707	458	453	753	986	1161	961	317	486		8044
Hardware	14	24	17	18	22	34	19	36	34	32	20	66		336
Monitor	6	6	6	5	3	5	10	2	6	0	2	6		57
Computer	28	46	38	51	30	37	36	31	63	9	21	17		407
Printer	17	19	23	31	22	34	28	19	47	16	31	34		321
Phone	20	18	14	13	11	23	29	17	19	13	8	9		194
Software	11	16	13	8	11	12	15	21	9	26	20	22		184
Networking	7	6	10	0	4	10	1	2	10	1	3	1		55
Password Resets	542	376	454	691	569	716	965	910	1562	1610	1292	3290		12977
Enterprise	11	8	2	2	2	4	10	15	12	12	13	30		121
Banner	4	6	4	5	8	9	10	13	6	10	8	12		95
IMC	21	14	21	7	9	8	45	34	29	32	3	11		234
Projector	6	1	6	5	4	6	30	15	24	24	7	10		138
Sound	4	2	0	0	1	0	5	6	1	1	2	1		23
Extron	2	0	1	0	1	1	1	0	6	7	1	0		20
Training	0	0	2	3	1	3	6	1	7	0	0	2		25