

<b>Antelope Valley College HelpDesk Monthly Report Apr 2016</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Mar 2016	984
1.2. Tickets closed month of Mar 2016	1001
1.3. Tickets opened month of Apr 2016	1198
1.4. Tickets closed month of Apr 2016	1179
Avg Hours ticket open for tickets closed this Month	99.2
Avg days ticket open for tickets closed this Month	4.13

**6 Month Opened Tickets Distribution**



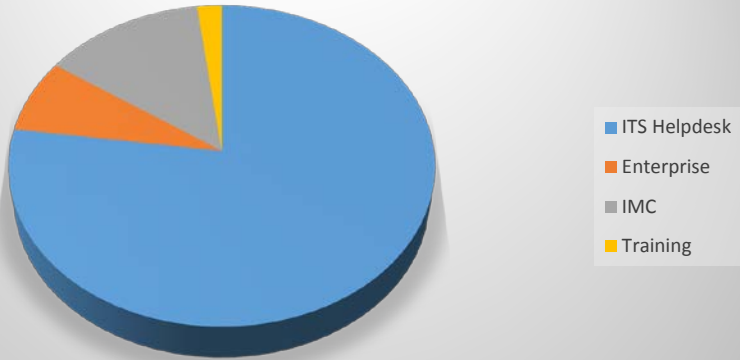
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Apr 2016 - 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	1089	1065	2474	2424	50	206.17	202.00	77%	77%
Enterprise	95	88	249	231	18	20.75	19.25	8%	7%
IMC	221	221	429	421	8	35.75	35.08	13%	13%
Training	26	25	62	64	-2	5.17	5.33	2%	2%
<b>Totals</b>	<b>1431</b>	<b>1399</b>	<b>3214</b>	<b>3140</b>	<b>74</b>	<b>268</b>	<b>262</b>		

<b>Password Resets</b>	<b>6021</b>	<b>6030</b>	<b>12897</b>	<b>12896</b>	<b>1</b>	<b>1074.75</b>	<b>1074.67</b>	<b>N/A</b>	<b>N/A</b>
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**Tickets Opened -Numbers Broken Down by Categories**

Categories	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	282	275	195	195	284	224	212	173	113	182	228	190	203	<b>1089</b>	181.50	<b>2474</b>	206.17
Hardware	151	148	78	90	104	91	89	65	33	66	72	55	43	<b>334</b>	55.67	<b>934</b>	77.83
Monitor	6	6	3	6	4	4	5	2	6	1	3	2	2	<b>16</b>	2.67	<b>44</b>	3.67
Computer	94	91	42	42	52	53	50	38	15	33	42	23	18	<b>169</b>	28.17	<b>499</b>	41.58
Printer	29	35	19	22	23	12	12	17	7	19	14	18	9	<b>84</b>	14.00	<b>207</b>	17.25
Phone	33	20	21	20	23	18	18	15	5	11	7	8	13	<b>59</b>	9.83	<b>179</b>	14.92
Software	44	32	16	20	20	18	19	13	16	25	29	38	27	<b>148</b>	24.67	<b>273</b>	22.75
Networking	8	14	5	7	14	17	14	12	4	9	11	15	15	<b>66</b>	11.00	<b>137</b>	11.42
Password Resets	591	983	1371	1380	2180	391	571	910	695	1528	1459	613	816	<b>6021</b>	1003.50	<b>12897</b>	1074.75
Enterprise	13	33	26	37	30	15	13	11	10	12	19	9	34	<b>95</b>	15.83	<b>249</b>	20.75
Banner	2	6	4	6	4	4	2	0	0	0	0	0	0	<b>0</b>	0.00	<b>26</b>	2.17
Blackboard	1	2	1	0	0	0	0	0	1	1	2	0	17	<b>21</b>	3.50	<b>24</b>	2.00
IMC	42	32	22	17	41	45	51	24	12	29	64	47	45	<b>221</b>	36.83	<b>429</b>	35.75
Projector	20	23	6	6	16	18	16	12	7	8	18	21	15	<b>81</b>	13.50	<b>166</b>	13.83
Sound	12	4	3	3	3	7	7	5	1	5	7	5	6	<b>29</b>	4.83	<b>56</b>	4.67
Extron	0	0	2	1	0	0	5	1	0	3	5	7	5	<b>21</b>	3.50	<b>29</b>	2.42
Training	3	6	3	1	8	9	9	1	5	6	7	0	7	<b>26</b>	4.33	<b>62</b>	5.17

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

Categories	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	271	278	195	174	274	213	225	162	114	172	253	191	173	1065	177.50	2424	202.00
Hardware	147	150	80	81	119	78	93	66	31	63	85	50	41	336	56.00	937	78.08
Monitor	5	6	4	6	4	3	5	2	4	2	4	1	3	16	2.67	44	3.67
Computer	87	98	40	39	59	45	54	41	16	27	48	23	19	174	29.00	509	42.42
Printer	30	30	21	20	29	13	12	14	6	22	16	14	9	81	13.50	206	17.17
Phone	28	25	30	16	12	22	18	3	14	11	11	9	10	58	9.67	181	15.08
Software	42	29	14	15	24	18	24	15	16	22	33	32	27	145	24.17	269	22.42
Networking	10	16	6	5	8	18	13	11	6	7	14	14	19	71	11.83	137	11.42
Password Resets	592	983	1370	1381	2175	385	572	904	703	1528	1452	614	829	6030	1005.00	12896	1074.67
Enterprise	10	28	23	28	41	17	6	13	5	6	27	8	29	88	14.67	231	19.25
Banner	2	4	3	5	6	4	1	0	0	0	3	0	0	3	0.50	26	2.17
Blackboard	0	3	0	1	0	0	0	0	0	1	2	0	18	21	3.50	25	2.08
IMC	41	33	21	14	37	47	48	28	12	27	49	50	55	221	36.83	421	35.08
Projector	19	24	4	5	15	17	16	12	5	9	16	20	18	80	13.33	161	13.42
Sound	9	5	3	2	3	8	6	7	1	4	8	5	7	32	5.33	59	4.92
Extron	1	0	2	1	0	0	6	1	0	3	3	9	6	22	3.67	31	2.58
Training	1	10	1	6	6	12	4	0	0	2	16	2	5	25	4.17	64	5.33