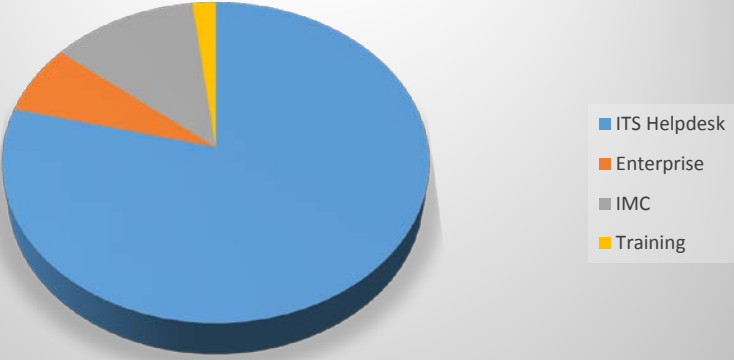


<b>Antelope Valley College HelpDesk Monthly Report Dec 2015</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Dec 2015	925
1.2. Tickets closed month of Dec 2015	920
1.3. Tickets opened month of Nov 2015	1253
1.4. Tickets closed month of Nov 2015	1244
Avg Hours ticket open for tickets closed this Month	41.18
Avg days ticket open for tickets closed this Month	1.72

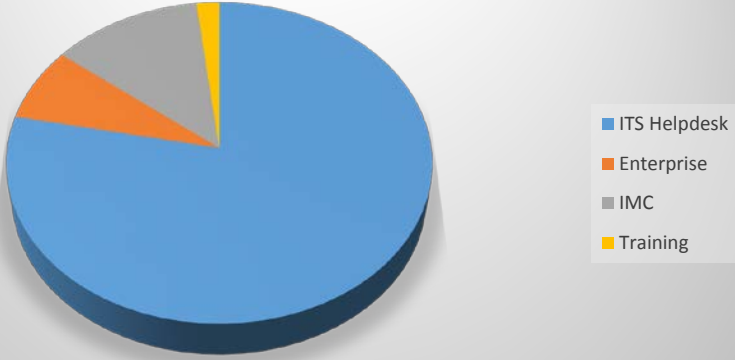
**6 Month Opened Tickets Distribution**



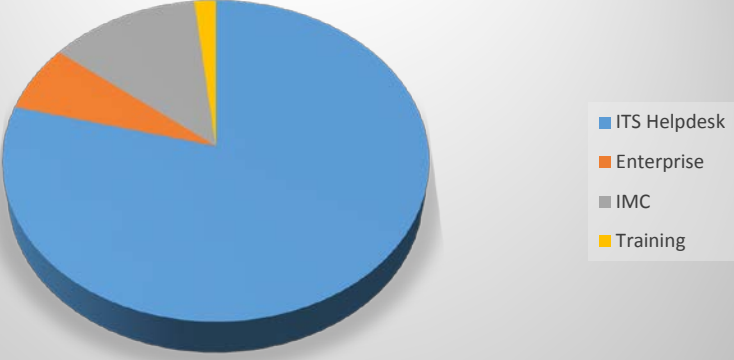
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Dec 2015 - 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	1201	1162	2929	2866	63	244.08	238.83	79%	79%
Enterprise	116	110	259	242	17	21.58	20.17	7%	7%
IMC	190	186	452	455	-3	37.67	37.92	12%	13%
Training	33	28	71	64	7	5.92	5.33	2%	2%
<b>Totals</b>	<b>1540</b>	<b>1486</b>	<b>3711</b>	<b>3627</b>	<b>84</b>	<b>309</b>	<b>302</b>		

<b>Password Resets</b>	<b>6127</b>	<b>6120</b>	<b>11984</b>	<b>11960</b>	<b>24</b>	<b>998.67</b>	<b>996.67</b>	<b>N/A</b>	<b>N/A</b>
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**Tickets Opened -Numbers Broken Down by Categories**

Categories	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	115	229	351	281	282	275	195	195	284	224	212	173	113	1201	200.17	2929	244.08
Hardware	63	108	179	162	151	148	78	90	104	91	89	65	33	472	78.67	1361	113.42
Monitor	7	3	4	11	6	6	3	6	4	4	5	2	6	27	4.50	67	5.58
Computer	28	58	103	93	94	91	42	42	52	53	50	38	15	250	41.67	759	63.25
Printer	15	29	30	24	29	35	19	22	23	12	12	17	7	93	15.50	274	22.83
Phone	8	16	31	34	33	20	21	20	23	18	18	15	5	99	16.50	262	21.83
Software	16	34	52	33	44	32	16	20	20	18	19	13	16	106	17.67	333	27.75
Networking	10	18	21	16	8	14	5	7	14	17	14	12	4	68	11.33	160	13.33
Password Resets	644	1072	792	404	591	983	1371	1380	2180	391	571	910	695	6127	1021.17	11984	998.67
Enterprise	4	42	14	11	13	33	26	37	30	15	13	11	10	116	19.33	259	21.58
Banner	1	2	1	1	2	6	4	6	4	4	2	0	0	16	2.67	33	2.75
Blackboard	0	30	2	0	1	2	1	0	0	0	0	0	1	1	0.17	37	3.08
IMC	1	26	69	70	42	32	22	17	41	45	51	24	12	190	31.67	452	37.67
Projector	1	7	26	45	20	23	6	6	16	18	16	12	7	75	12.50	203	16.92
Sound	0	6	14	11	12	4	3	3	3	7	7	5	1	26	4.33	76	6.33
Extron	0	5	3	1	0	0	2	1	0	0	5	1	0	7	1.17	18	1.50
Training	3	2	12	9	3	6	3	1	8	9	9	1	5	33	5.50	71	5.92

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

Categories	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	116	220	338	286	271	278	195	174	274	213	225	162	114	1162	193.67	2866	238.83
Hardware	64	100	172	169	147	150	80	81	119	78	93	66	31	468	78.00	1350	112.50
Monitor	7	3	5	11	5	6	4	6	4	3	5	2	4	24	4.00	65	5.42
Computer	24	58	101	91	87	98	40	39	59	45	54	41	16	254	42.33	753	62.75
Printer	21	23	28	32	30	30	21	20	29	13	12	14	6	94	15.67	279	23.25
Phone	11	18	29	28	28	25	30	16	12	22	18	3	14	85	14.17	254	21.17
Software	15	34	53	34	42	29	14	15	24	18	24	15	16	112	18.67	333	27.75
Networking	8	18	19	17	10	16	6	5	8	18	13	11	6	61	10.17	155	12.92
Password Resets	640	1075	788	392	592	983	1370	1381	2175	385	572	904	703	6120	1020.00	11960	996.67
Enterprise	4	38	15	14	10	28	23	28	41	17	6	13	5	110	18.33	242	20.17
Banner	2	2	0	4	2	4	3	5	6	4	1	0	0	16	2.67	33	2.75
Blackboard	0	29	3	0	0	3	0	1	0	0	0	0	0	1	0.17	36	3.00
IMC	14	28	61	71	41	33	21	14	37	47	48	28	12	186	31.00	455	37.92
Projector	6	9	25	48	19	24	4	5	15	17	16	12	5	70	11.67	205	17.08
Sound	3	6	12	12	9	5	3	2	3	8	6	7	1	27	4.50	77	6.42
Extron	0	5	2	0	1	0	2	1	0	0	6	1	0	8	1.33	18	1.50
Training	3	1	9	11	1	10	1	6	6	12	4	0	0	28	4.67	64	5.33