

<b>Antelope Valley College HelpDesk Monthly Report Jan 2016</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Dec 2015	1253
1.2. Tickets closed month of Dec 2015	1244
1.3. Tickets opened month of Jan 2016	1868
1.4. Tickets closed month of Jan 2016	1833
Avg Hours ticket open for tickets closed this Month	41.96
Avg days ticket open for tickets closed this Month	1.75

**6 Month Opened Tickets Distribution**



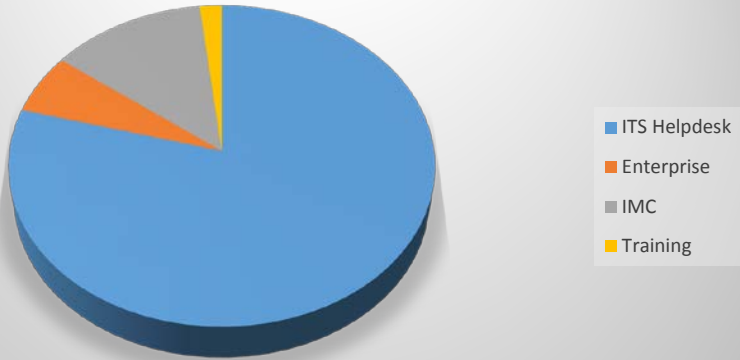
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Jan 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
<b>ITS Helpdesk</b>	1201	1162	2767	2702	65	230.58	225.17	79%	79%
<b>Enterprise</b>	116	110	225	206	19	18.75	17.17	6%	6%
<b>IMC</b>	190	186	454	440	14	37.83	36.67	13%	13%
<b>Training</b>	33	28	72	62	10	6.00	5.17	2%	2%
<b>Totals</b>	1540	1486	3518	3410	108	293	284		

<b>Password Resets</b>	<b>6127</b>	<b>6120</b>	<b>11796</b>	<b>11773</b>	<b>23</b>	<b>983.00</b>	<b>981.08</b>	<b>N/A</b>	<b>N/A</b>
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<b>Tickets Opened -Numbers Broken Down by Categories</b>																	
<b>Categories</b>	<b>Jan-15</b>	<b>Feb-15</b>	<b>Mar-15</b>	<b>Apr-15</b>	<b>May-15</b>	<b>Jun-15</b>	<b>Jul-15</b>	<b>Aug-15</b>	<b>Sep-15</b>	<b>Oct-15</b>	<b>Nov-15</b>	<b>Dec-15</b>	<b>Jan-16</b>	<b>6 Month Totals</b>	<b>6m AVG</b>	<b>YTD totals</b>	<b>12 Month AVG</b>
<b>ITS Helpdesk</b>	229	351	281	282	275	195	195	284	224	212	173	113	182	<b>1201</b>	200.17	<b>2767</b>	230.58
<b>Hardware</b>	108	179	162	151	148	78	90	104	91	89	65	33	66	<b>472</b>	78.67	<b>1256</b>	104.67
<b>Monitor</b>	3	4	11	6	6	3	6	4	4	5	2	6	1	<b>27</b>	4.50	<b>58</b>	4.83
<b>Computer</b>	58	103	93	94	91	42	42	52	53	50	38	15	33	<b>250</b>	41.67	<b>706</b>	58.83
<b>Printer</b>	29	30	24	29	35	19	22	23	12	12	17	7	19	<b>93</b>	15.50	<b>249</b>	20.75
<b>Phone</b>	16	31	34	33	20	21	20	23	18	18	15	5	11	<b>99</b>	16.50	<b>249</b>	20.75
<b>Software</b>	34	52	33	44	32	16	20	20	18	19	13	16	25	<b>106</b>	17.67	<b>308</b>	25.67
<b>Networking</b>	18	21	16	8	14	5	7	14	17	14	12	4	9	<b>68</b>	11.33	<b>141</b>	11.75
<b>Password Resets</b>	1072	792	404	591	983	1371	1380	2180	391	571	910	695	1528	<b>6127</b>	1021.17	<b>11796</b>	983.00
<b>Enterprise</b>	42	14	11	13	33	26	37	30	15	13	11	10	12	<b>116</b>	19.33	<b>225</b>	18.75
<b>Banner</b>	2	1	1	2	6	4	6	4	4	2	0	0	0	<b>16</b>	2.67	<b>30</b>	2.50
<b>Blackboard</b>	30	2	0	1	2	1	0	0	0	0	0	1	1	<b>1</b>	0.17	<b>8</b>	0.67
<b>IMC</b>	26	69	70	42	32	22	17	41	45	51	24	12	29	<b>190</b>	31.67	<b>454</b>	37.83
<b>Projector</b>	7	26	45	20	23	6	6	16	18	16	12	7	8	<b>75</b>	12.50	<b>203</b>	16.92
<b>Sound</b>	6	14	11	12	4	3	3	3	7	7	5	1	5	<b>26</b>	4.33	<b>75</b>	6.25
<b>Extron</b>	5	3	1	0	0	2	1	0	0	5	1	0	3	<b>7</b>	1.17	<b>16</b>	1.33
<b>Training</b>	2	12	9	3	6	3	1	8	9	9	1	5	6	<b>33</b>	5.50	<b>72</b>	6.00

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

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	Jan-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	220	338	286	271	278	195	174	274	213	225	162	114	172	1162	193.67	2702	225.17
Hardware	100	172	169	147	150	80	81	119	78	93	66	31	63	468	78.00	1249	104.08
Monitor	3	5	11	5	6	4	6	4	3	5	2	4	2	24	4.00	57	4.75
Computer	58	101	91	87	98	40	39	59	45	54	41	16	27	254	42.33	698	58.17
Printer	23	28	32	30	30	21	20	29	13	12	14	6	22	94	15.67	257	21.42
Phone	18	29	28	28	25	30	16	12	22	18	3	14	11	85	14.17	236	19.67
Software	34	53	34	42	29	14	15	24	18	24	15	16	22	112	18.67	306	25.50
Networking	18	19	17	10	16	6	5	8	18	13	11	6	7	61	10.17	136	11.33
Password Resets	1075	788	392	592	983	1370	1381	2175	385	572	904	703	1528	6120	1020.00	11773	981.08
Enterprise	38	15	14	10	28	23	28	41	17	6	13	5	6	110	18.33	206	17.17
Banner	2	0	4	2	4	3	5	6	4	1	0	0	0	16	2.67	29	2.42
Blackboard	29	3	0	0	3	0	1	0	0	0	0	0	1	1	0.17	8	0.67
IMC	28	61	71	41	33	21	14	37	47	48	28	12	27	186	31.00	440	36.67
Projector	9	25	48	19	24	4	5	15	17	16	12	5	9	70	11.67	199	16.58
Sound	6	12	12	9	5	3	2	3	8	6	7	1	4	27	4.50	72	6.00
Extron	5	2	0	1	0	2	1	0	0	6	1	0	3	8	1.33	16	1.33
Training	1	9	11	1	10	1	6	6	12	4	0	0	2	28	4.67	62	5.17