

Antelope Valley College HelpDesk Monthly Report Feb 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Feb 2015	1402
1.2. Tickets closed month of Feb 2015	1373
1.3. Tickets opened month of Jan 2015	1440
1.4. Tickets closed month of Jan 2015	1436
Avg Hours ticket open for tickets closed this Month	64.73
Avg days ticket open for tickets closed this Month	2.7

6 Month Opened Tickets Distribution



YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Feb 2015 - 6 month and 12 month Totals and Averages of opened and closed tickets. Distribution Percentage of Tickets									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD AVG Closed	% opened	% closed
ITS Helpdesk	1348	1335	2954	2929	25	246.17	244.08	84%	85%
Enterprise	85	79	130	129	1	10.83	10.75	4%	4%
IMC	176	177	370	356	14	30.83	29.67	11%	10%
Training	26	29	53	51	2	4.42	4.25	2%	1%
Totals	1635	1620	3507	3465	42	292	289		

Password Resets	3957	3950	10202	10152	50	850.17	846.00	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	305	239	235	215	138	173	301	271	178	204	115	229	351	1348	224.67	2954	246.17
Hardware	123	109	88	77	52	52	151	155	108	107	63	108	179	720	120.00	1372	114.33
Monitor	4	4	4	3	3	1	7	5	4	4	7	3	4	27	4.50	53	4.42
Computer	67	60	55	39	24	22	82	94	61	57	28	58	103	401	66.83	750	62.50
Printer	35	24	18	14	11	19	25	29	20	24	15	29	30	147	24.50	293	24.42
Phone	33	12	19	11	12	10	30	21	14	24	8	16	31	114	19.00	241	20.08
Software	45	35	28	56	18	18	37	37	14	13	16	34	52	166	27.67	403	33.58
Networking	20	16	16	13	9	15	14	23	6	17	10	18	21	95	15.83	198	16.50
Password Resets	826	477	647	1145	903	1050	1197	409	414	626	644	1072	792	3957	659.50	10202	850.17
Enterprise	17	7	3	6	2	5	5	13	11	1	4	42	14	85	14.17	130	10.83
Banner	1	0	0	1	0	0	0	3	3	0	1	2	1	10	1.67	12	1.00
Blackboard	3	0	1	0	0	0	0	2	1	0	0	30	2	35	5.83	39	3.25
IMC	50	31	42	20	11	9	31	33	20	27	1	26	69	176	29.33	370	30.83
Projector	27	12	19	7	7	5	17	23	14	14	1	7	26	85	14.17	179	14.92
Sound	5	4	6	1	2	0	4	4	2	10	0	6	14	36	6.00	58	4.83
Extron	4	1	0	1	0	0	1	0	0	0	0	5	3	8	1.33	15	1.25
Training	8	2	3	1	3	3	7	2	2	5	3	2	12	26	4.33	53	4.42

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	279	264	225	206	129	199	292	275	187	199	116	220	338	1335	222.50	2929	244.08
Hardware	112	121	93	77	52	53	147	161	111	104	64	100	172	712	118.67	1367	113.92
Monitor	3	5	4	3	3	2	6	6	4	3	7	3	5	28	4.67	54	4.50
Computer	64	65	57	43	21	26	78	95	63	56	24	58	101	397	66.17	751	62.58
Printer	30	28	18	14	9	16	27	35	20	23	21	23	28	150	25.00	292	24.33
Phone	18	32	7	4	0	28	31	21	14	19	11	18	29	112	18.67	232	19.33
Software	51	30	29	55	21	21	36	36	15	11	15	34	53	164	27.33	407	33.92
Networking	19	17	13	12	13	14	13	20	10	16	8	18	19	91	15.17	192	16.00
Password Resets	830	470	636	1143	897	1032	1194	402	418	627	640	1075	788	3950	658.33	10152	846.00
Enterprise	20	9	4	3	4	6	4	9	7	6	4	38	15	79	13.17	129	10.75
Banner	3	0	0	1	0	0	0	0	1	1	2	2	0	6	1.00	10	0.83
Blackboard	1	1	1	0	0	2	0	2	1	0	0	29	3	35	5.83	40	3.33
IMC	45	29	38	18	17	8	24	23	21	30	14	28	61	177	29.50	356	29.67
Projector	22	11	19	6	8	2	18	16	11	18	6	9	25	85	14.17	171	14.25
Sound	5	4	6	1	3	0	2	3	4	7	3	6	12	35	5.83	56	4.67
Extron	4	1	0	0	1	0	0	0	1	0	0	5	2	8	1.33	14	1.17
Training	3	7	1	0	1	8	2	0	1	15	3	1	9	29	4.83	51	4.25