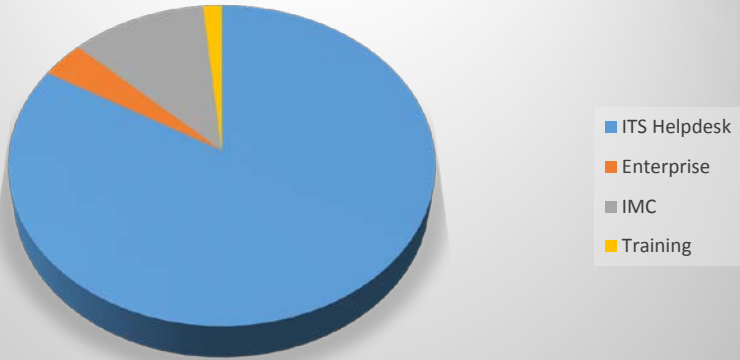


Antelope Valley College HelpDesk Monthly Report Apr 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Apr 2015	1112
1.2. Tickets closed month of Apr 2015	1090
1.3. Tickets opened month of Mar 2015	956
1.4. Tickets closed month of Mar 2015	958
Avg Hours ticket open for tickets closed this Month	48.69
Avg days ticket open for tickets closed this Month	2.03

6 Month Opened Tickets Distribution



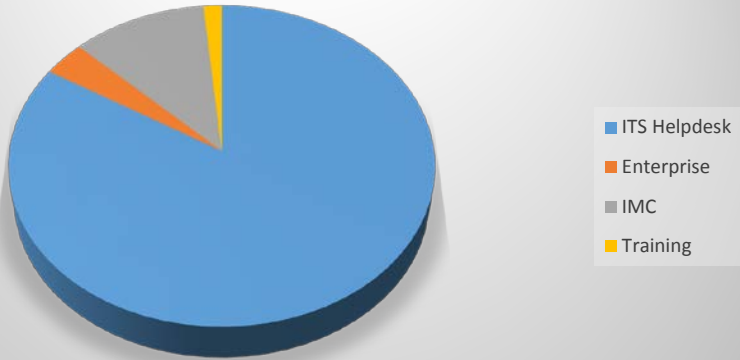
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Apr 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	1462	1430	2973	2943	30	247.75	245.25	84%	84%
Enterprise	85	87	130	124	6	10.83	10.33	4%	4%
IMC	235	245	401	394	7	33.42	32.83	11%	11%
Training	34	40	55	53	2	4.58	4.42	2%	2%
Totals	1816	1802	3559	3514	45	297	293		

Password Resets	4129	4114	9894	9836	58	824.50	819.67	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	235	215	138	173	301	271	178	204	115	229	351	281	282	1462	243.67	2973	247.75
Hardware	88	77	52	52	151	155	108	107	63	108	179	162	151	770	128.33	1453	121.08
Monitor	4	3	3	1	7	5	4	4	7	3	4	11	6	35	5.83	62	5.17
Computer	55	39	24	22	82	94	61	57	28	58	103	93	94	433	72.17	810	67.50
Printer	18	14	11	19	25	29	20	24	15	29	30	24	29	151	25.17	287	23.92
Phone	19	11	12	10	30	21	14	24	8	16	31	34	33	146	24.33	263	21.92
Software	28	56	18	18	37	37	14	13	16	34	52	33	44	192	32.00	400	33.33
Networking	16	13	9	15	14	23	6	17	10	18	21	16	8	90	15.00	186	15.50
Password Resets	647	1145	903	1050	1197	409	414	626	644	1072	792	404	591	4129	688.17	9894	824.50
Enterprise	3	6	2	5	5	13	11	1	4	42	14	11	13	85	14.17	130	10.83
Banner	0	1	0	0	0	3	3	0	1	2	1	1	2	7	1.17	14	1.17
Blackboard	1	0	0	0	0	2	1	0	0	30	2	0	1	33	5.50	37	3.08
IMC	42	20	11	9	31	33	20	27	1	26	69	70	42	235	39.17	401	33.42
Projector	19	7	7	5	17	23	14	14	1	7	26	45	20	113	18.83	205	17.08
Sound	6	1	2	0	4	4	2	10	0	6	14	11	12	53	8.83	72	6.00
Extron	0	1	0	0	1	0	0	0	0	5	3	1	0	9	1.50	11	0.92
Training	3	1	3	3	7	2	2	5	3	2	12	9	3	34	5.67	55	4.58

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	225	206	129	199	292	275	187	199	116	220	338	286	271	1430	238.33	2943	245.25
Hardware	93	77	52	53	147	161	111	104	64	100	172	169	147	756	126.00	1450	120.83
Monitor	4	3	3	2	6	6	4	3	7	3	5	11	5	34	5.67	62	5.17
Computer	57	43	21	26	78	95	63	56	24	58	101	91	87	417	69.50	800	66.67
Printer	18	14	9	16	27	35	20	23	21	23	28	32	30	157	26.17	296	24.67
Phone	7	4	0	28	31	21	14	19	11	18	29	28	28	133	22.17	238	19.83
Software	29	55	21	21	36	36	15	11	15	34	53	34	42	189	31.50	402	33.50
Networking	13	12	13	14	13	20	10	16	8	18	19	17	10	88	14.67	183	15.25
Password Resets	636	1143	897	1032	1194	402	418	627	640	1075	788	392	592	4114	685.67	9836	819.67
Enterprise	4	3	4	6	4	9	7	6	4	38	15	14	10	87	14.50	124	10.33
Banner	0	1	0	0	0	0	1	1	2	2	0	4	2	11	1.83	13	1.08
Blackboard	1	0	0	2	0	2	1	0	0	29	3	0	0	32	5.33	38	3.17
IMC	38	18	17	8	24	23	21	30	14	28	61	71	41	245	40.83	394	32.83
Projector	19	6	8	2	18	16	11	18	6	9	25	48	19	125	20.83	205	17.08
Sound	6	1	3	0	2	3	4	7	3	6	12	12	9	49	8.17	68	5.67
Extron	0	0	1	0	0	0	1	0	0	5	2	0	1	8	1.33	10	0.83
Training	1	0	1	8	2	0	1	15	3	1	9	11	1	40	6.67	53	4.42