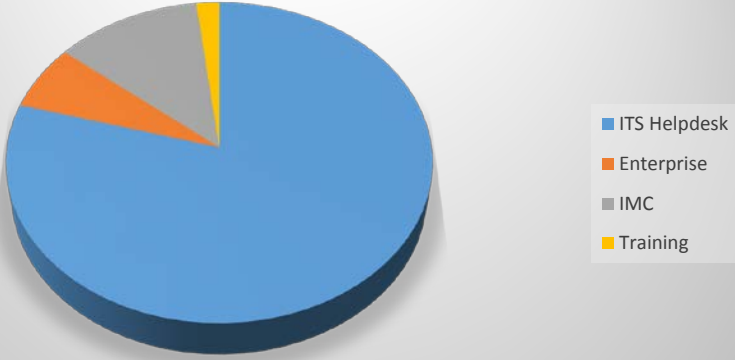
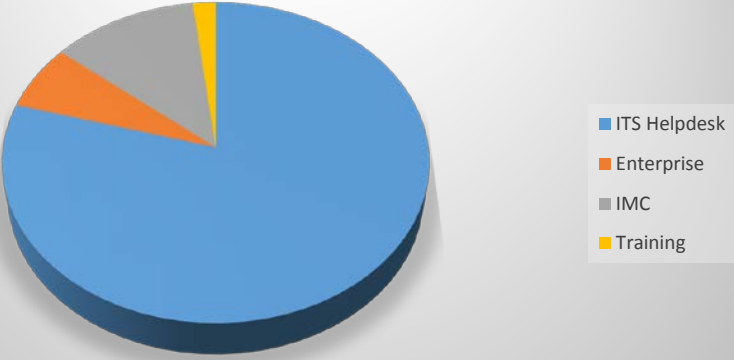


<b>Antelope Valley College HelpDesk Monthly Report Oct 2015</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Oct 2015	1005
1.2. Tickets closed month of Oct 2015	1000
1.3. Tickets opened month of Sep 2015	797
1.4. Tickets closed month of Sep 2015	789
Avg Hours ticket open for tickets closed this Month	57.99
Avg days ticket open for tickets closed this Month	2.42

**6 Month Opened Tickets Distribution**



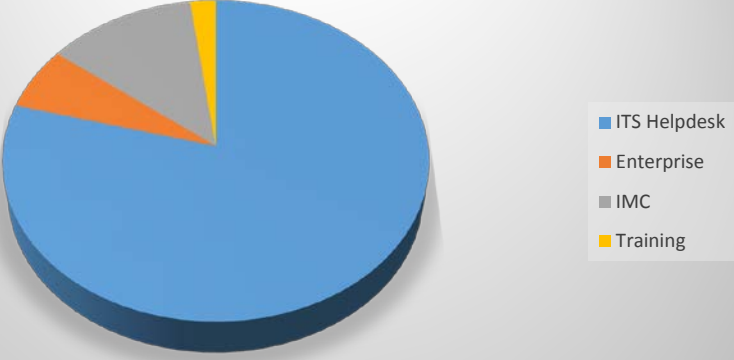
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Oct 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	1385	1359	3025	2976	49	252.08	248.00	79%	79%
Enterprise	154	143	250	237	13	20.83	19.75	7%	6%
IMC	208	200	463	466	-3	38.58	38.83	12%	12%
Training	36	39	72	80	-8	6.00	6.67	2%	2%
<b>Totals</b>	<b>1783</b>	<b>1741</b>	<b>3810</b>	<b>3759</b>	<b>51</b>	<b>318</b>	<b>313</b>		

<b>Password Resets</b>	<b>6876</b>	<b>6866</b>	<b>11419</b>	<b>11398</b>	<b>21</b>	<b>951.58</b>	<b>949.83</b>	<b>N/A</b>	<b>N/A</b>
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**Tickets Opened -Numbers Broken Down by Categories**

Categories	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	178	204	115	229	351	281	282	275	195	195	284	224	212	<b>1385</b>	230.83	<b>3025</b>	252.08
Hardware	108	107	63	108	179	162	151	148	78	90	104	91	89	<b>600</b>	100.00	<b>1478</b>	123.17
Monitor	4	4	7	3	4	11	6	6	3	6	4	4	5	<b>28</b>	4.67	<b>67</b>	5.58
Computer	61	57	28	58	103	93	94	91	42	42	52	53	50	<b>330</b>	55.00	<b>824</b>	68.67
Printer	20	24	15	29	30	24	29	35	19	22	23	12	12	<b>123</b>	20.50	<b>294</b>	24.50
Phone	14	24	8	16	31	34	33	20	21	20	23	18	18	<b>120</b>	20.00	<b>280</b>	23.33
Software	14	13	16	34	52	33	44	32	16	20	20	18	19	<b>125</b>	20.83	<b>331</b>	27.58
Networking	6	17	10	18	21	16	8	14	5	7	14	17	14	<b>71</b>	11.83	<b>167</b>	13.92
Password Resets	414	626	644	1072	792	404	591	983	1371	1380	2180	391	571	<b>6876</b>	1146.00	<b>11419</b>	951.58
Enterprise	11	1	4	42	14	11	13	33	26	37	30	15	13	<b>154</b>	25.67	<b>250</b>	20.83
Banner	3	0	1	2	1	1	2	6	4	6	4	4	2	<b>26</b>	4.33	<b>36</b>	3.00
Blackboard	1	0	0	30	2	0	1	2	1	0	0	0	0	<b>3</b>	0.50	<b>37</b>	3.08
IMC	20	27	1	26	69	70	42	32	22	17	41	45	51	<b>208</b>	34.67	<b>463</b>	38.58
Projector	14	14	1	7	26	45	20	23	6	6	16	18	16	<b>85</b>	14.17	<b>212</b>	17.67
Sound	2	10	0	6	14	11	12	4	3	3	3	7	7	<b>27</b>	4.50	<b>82</b>	6.83
Extron	0	0	0	5	3	1	0	0	2	1	0	0	5	<b>8</b>	1.33	<b>17</b>	1.42
Training	2	5	3	2	12	9	3	6	3	1	8	9	9	<b>36</b>	6.00	<b>72</b>	6.00

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

Categories	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	187	199	116	220	338	286	271	278	195	174	274	213	225	1359	226.50	2976	248.00
Hardware	111	104	64	100	172	169	147	150	80	81	119	78	93	601	100.17	1468	122.33
Monitor	4	3	7	3	5	11	5	6	4	6	4	3	5	28	4.67	66	5.50
Computer	63	56	24	58	101	91	87	98	40	39	59	45	54	335	55.83	815	67.92
Printer	20	23	21	23	28	32	30	30	21	20	29	13	12	125	20.83	302	25.17
Phone	14	19	11	18	29	28	28	25	30	16	12	22	18	123	20.50	270	22.50
Software	15	11	15	34	53	34	42	29	14	15	24	18	24	124	20.67	328	27.33
Networking	10	16	8	18	19	17	10	16	6	5	8	18	13	66	11.00	164	13.67
Password Resets	418	627	640	1075	788	392	592	983	1370	1381	2175	385	572	6866	1144.33	11398	949.83
Enterprise	7	6	4	38	15	14	10	28	23	28	41	17	6	143	23.83	237	19.75
Banner	1	1	2	2	0	4	2	4	3	5	6	4	1	23	3.83	35	2.92
Blackboard	1	0	0	29	3	0	0	3	0	1	0	0	0	4	0.67	37	3.08
IMC	21	30	14	28	61	71	41	33	21	14	37	47	48	200	33.33	466	38.83
Projector	11	18	6	9	25	48	19	24	4	5	15	17	16	81	13.50	217	18.08
Sound	4	7	3	6	12	12	9	5	3	2	3	8	6	27	4.50	80	6.67
Extron	1	0	0	5	2	0	1	0	2	1	0	0	6	9	1.50	18	1.50
Training	1	15	3	1	9	11	1	10	1	6	6	12	4	39	6.50	80	6.67