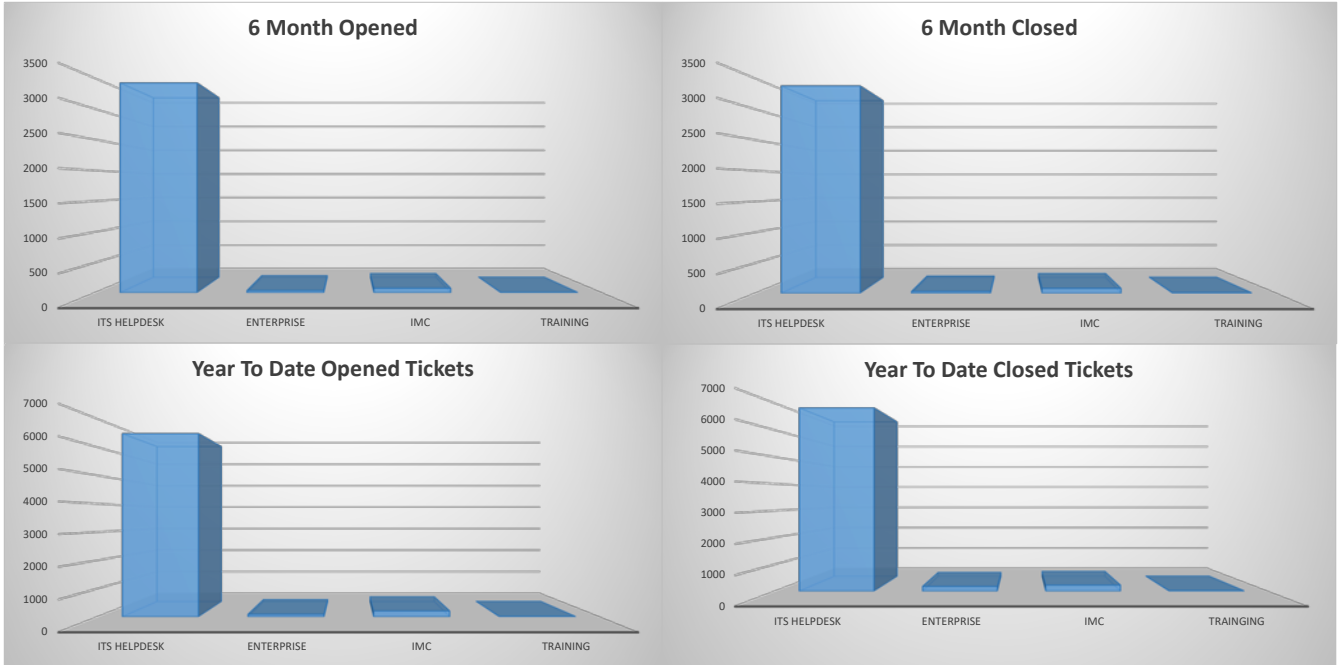


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	3426	3380	6483	6830	-347	540	569	95%	94%
Enterprise	35	30	86	178	-92	7	15	1%	2%
IMC	75	80	206	227	-21	17	19	3%	3%
Training	7	9	15	20	-5	1	2	0%	0%
<b>Totals</b>	<b>3543</b>	<b>3499</b>	<b>6790</b>	<b>7255</b>	<b>-465</b>	<b>566</b>	<b>605</b>		
Password Resets	3324	3348	6449	6419	30	537	535		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	629	586	551	731	443	486	3426	571	6483	540
Hardware	16	25	18	19	25	31	134	22	305	25
Monitor	4	6	5	5	3	5	28	5	43	4
Computer	27	48	36	56	24	46	237	40	393	33
Printer	17	20	27	26	22	42	154	26	214	18
Phone	17	15	10	13	13	24	92	2	142	12
Software	10	15	15	12	9	19	80	13	150	13
Networking	7	6	9	1	3	10	36	6	59	5
Password Resets	517	376	454	693	568	716	3324	554	6449	537
Enterprise	11	6	4	5	1	8	35	6	86	7
Banner	6	5	4	11	6	14	46	2	64	5
IMC	21	11	20	8	6	9	75	13	206	17
Projector	6	1	7	6	3	6	29	5	59	5
Sound	4	2	0	1	0	1	8	1	23	2
Extron	2	0	0	0	1	1	4	1	20	2
Training	0	0	0	4	0	3	7	1	15	1

Tickets Closed										
Categories	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	633	573	556	707	458	453	3380	563	6830	569
Hardware	14	24	17	18	22	34	129	22	300	25
Monitor	6	6	6	5	3	5	31	5	44	4
Computer	28	46	38	51	30	37	230	38	388	32
Printer	17	19	23	31	22	34	146	24	205	17
Phone	20	18	14	13	11	23	99	17	145	12
Software	11	16	13	8	11	12	71	12	138	12
Networking	7	6	10	0	4	10	37	2	64	5
Password Resets	542	376	454	691	569	716	3348	558	6419	535
Enterprise	11	8	2	3	2	4	30	5	178	15
Banner	4	6	4	5	8	9	36	6	55	5
IMC	21	14	21	7	9	8	80	13	227	19
Projector	6	1	6	5	4	6	28	5	59	5
Sound	4	2	0	0	1	0	7	1	24	2
Extron	2	0	1	0	1	1	5	1	20	2
Training	0	0	2	3	1	3	9	2	20	2

Tickets Opened for the Year														
Categories	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	YTD Totals
ITS Helpdesk	371	849	417	551	562	272	35	629	586	551	731	443	486	6483
Hardware	34	42	35	4	16	27	13	16	25	18	19	25	31	305
Monitor	2	4	0	2	3	1	3	4	6	5	5	3	5	43
Computer	23	31	22	15	24	11	30	27	48	36	56	24	46	393
Printer	5	4	10	7	14	6	14	17	20	27	26	22	42	214
Phone	7	5	6	8	4	4	16	17	15	10	13	13	24	142
Software	8	11	7	9	10	8	17	10	15	15	12	9	19	150
Networking	0	4	3	8	2	2	4	7	6	9	1	3	10	59
Password Resets	602	625	167	216	258	261	996	517	376	454	693	568	716	6449
Enterprise	6	4	5	13	9	5	9	11	6	4	5	1	8	86
Banner	0	2	1	2	6	0	7	6	5	4	11	6	14	64
IMC	7	29	20	30	32	6	7	21	11	20	8	6	9	206
Projector	1	5	5	6	10	3	0	6	1	7	6	3	6	59
Sound	1	4	3	2	2	2	1	4	2	0	1	0	1	23
Extron	1	3	0	7	3	0	2	2	0	0	0	1	1	20
Training	1	0	0	1	2	0	4	0	0	0	4	0	3	15

Tickets Closed for the Year														
Categories	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	YTD Totals
ITS Helpdesk	415	863	431	529	565	290	357	633	573	556	707	458	453	6830
Hardware	33	40	39	3	16	27	13	14	24	17	18	22	34	300
Monitor	2	3	0	1	2	2	3	6	6	6	5	3	5	44
Computer	22	31	26	14	24	12	29	28	46	38	51	30	37	388
Printer	9	4	9	7	13	5	12	17	19	23	31	22	34	205
Phone	6	5	4	8	5	4	14	20	18	14	13	11	23	145
Software	9	10	6	11	8	8	15	11	16	13	8	11	12	138
Networking	3	3	4	1	6	4	6	7	6	10	0	4	10	64
Password Resets	565	625	155	233	259	261	973	542	376	454	691	569	716	6419
Enterprise	40	69	6	10	8	7	8	11	8	2	3	2	4	178
Banner	2	2	0	1	4	3	7	4	6	4	5	8	9	55
IMC	22	26	23	32	30	9	5	21	14	21	7	9	8	227
Projector	1	4	7	6	10	3	0	6	1	6	5	4	6	59
Sound	0	4	6	2	2	2	1	4	2	0	0	1	0	24
Extron	0	2	2	7	2	0	2	2	0	1	0	1	1	20
Training	1	1	0	0	1	5	3	0	0	2	3	1	3	20