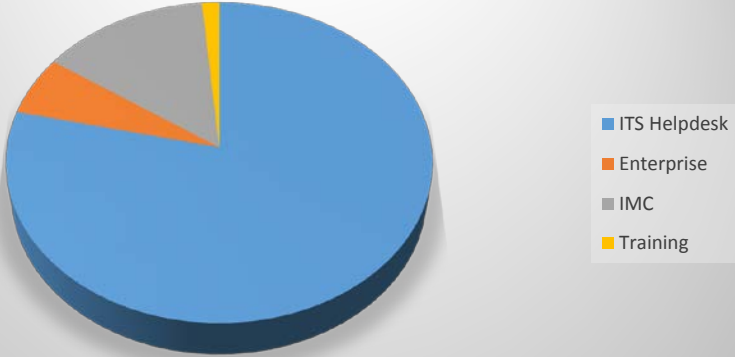
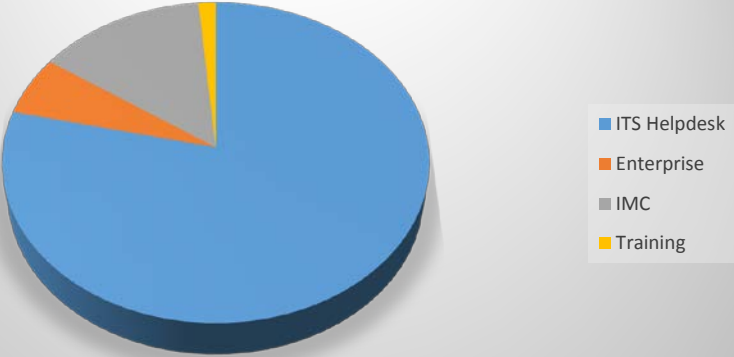


Antelope Valley College HelpDesk Monthly Report Oct 2016	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Sep 2016	1110
1.2. Tickets closed month of Sep 2016	1130
1.3. Tickets opened month of Oct 2016	969
1.4. Tickets closed month of Oct 2016	1057
Avg Hours ticket open for tickets closed this Month	460.11
Avg days ticket open for tickets closed this Month	19.17

6 Month Opened Tickets Distribution



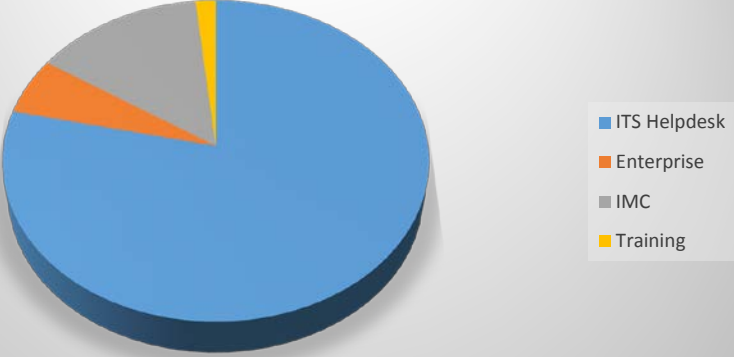
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Oct 2016 - 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	1446	1472	2535	2537	-2	211.25	211.42	79%	79%	
Enterprise	97	96	192	184	8	16.00	15.33	6%	6%	
IMC	229	234	450	455	-5	37.50	37.92	14%	14%	
Training	20	29	46	54	-8	3.83	4.50	1%	2%	
Totals	1792	1831	3223	3230	-7	269	269			

Password Resets	6874	6894	12895	12924	-29	1074.58	1077.00	N/A	N/A	
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Tickets Opened -Numbers Broken Down by Categories

Categories	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	212	173	113	182	228	190	203	191	265	174	301	304	211	1446	241.00	2535	211.25
Hardware	89	65	33	66	72	55	43	52	73	25	71	85	62	368	61.33	702	58.50
Monitor	5	2	6	1	3	2	2	5	2	1	6	4	4	22	3.67	38	3.17
Computer	50	38	15	33	42	23	18	25	44	17	29	37	20	172	28.67	341	28.42
Printer	12	17	7	19	14	18	9	9	16	5	23	22	12	87	14.50	171	14.25
Phone	18	15	5	11	7	8	13	10	8	10	13	18	9	68	11.33	127	10.58
Software	19	13	16	25	29	38	27	21	15	15	28	33	24	136	22.67	284	23.67
Networking	14	12	4	9	11	15	15	5	13	7	21	22	7	75	12.50	141	11.75
Password Resets	571	910	695	1528	1459	613	816	1288	1055	1099	2260	591	581	6874	1145.67	12895	1074.58
Enterprise	13	11	10	12	19	9	34	13	7	11	24	21	21	97	16.17	192	16.00
Banner	2	0	0	0	0	0	0	2	0	0	3	3	0	8	1.33	8	0.67
Blackboard	0	0	1	1	2	0	17	1	0	0	0	2	0	3	0.50	24	2.00
IMC	51	24	12	29	64	47	45	27	23	25	67	52	35	229	38.17	450	37.50
Projector	16	12	7	8	18	21	15	8	5	6	29	20	15	83	13.83	164	13.67
Sound	7	5	1	5	7	5	6	2	0	1	8	12	8	31	5.17	60	5.00
Extron	5	1	0	3	5	7	5	2	7	9	1	1	2	22	3.67	43	3.58
Training	9	1	5	6	7	0	7	3	7	2	2	3	3	20	3.33	46	3.83

Tickets Closed -Numbers Broken Down by Categories

Categories	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-15	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	225	162	114	172	253	191	173	214	240	156	306	302	254	1472	245.33	2537	211.42
Hardware	93	66	31	63	85	50	41	54	59	25	79	87	68	372	62.00	708	59.00
Monitor	5	2	4	2	4	1	3	4	2	0	7	4	5	22	3.67	38	3.17
Computer	54	41	16	27	48	23	19	23	34	18	35	33	28	171	28.50	345	28.75
Printer	12	14	6	22	16	14	9	11	13	4	24	28	12	92	15.33	173	14.42
Phone	18	3	14	11	11	9	10	16	8	9	11	16	14	74	12.33	132	11.00
Software	24	15	16	22	33	32	27	20	20	9	27	38	33	147	24.50	292	24.33
Networking	13	11	6	7	14	14	19	6	10	4	20	25	9	74	12.33	145	12.08
Password Resets	572	904	703	1528	1452	614	829	1281	1052	1116	2257	603	585	6894	1149.00	12924	1077.00
Enterprise	6	13	5	6	27	8	29	12	5	11	23	19	26	96	16.00	184	15.33
Banner	1	0	0	0	3	0	0	2	0	0	2	3	0	7	1.17	10	0.83
Blackboard	0	0	0	1	2	0	18	1	0	0	0	2	1	4	0.67	25	2.08
IMC	48	28	12	27	49	50	55	28	24	26	63	55	38	234	39.00	455	37.92
Projector	16	12	5	9	16	20	18	9	5	6	29	21	16	86	14.33	166	13.83
Sound	6	7	1	4	8	5	7	2	1	1	6	13	8	31	5.17	63	5.25
Extron	6	1	0	3	3	9	6	0	8	10	1	1	2	22	3.67	44	3.67
Training	4	0	0	2	16	2	5	3	5	1	1	8	11	29	4.83	54	4.50