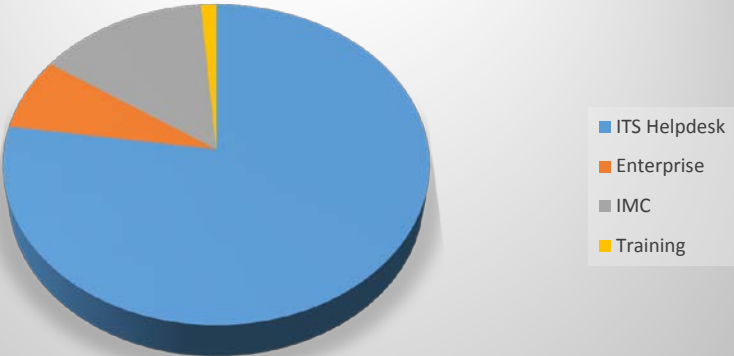


<b>Antelope Valley College HelpDesk Monthly Report May 2017</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Apr 2017	2905
1.2. Tickets closed month of Apr 2017	2855
1.3. Tickets opened month of May 2017	3196
1.4. Tickets closed month of May 2017	3216
Avg Hours ticket open for tickets closed this Month	25.88
Avg days ticket open for tickets closed this Month	1.08

**6 Month Opened Tickets Distribution**



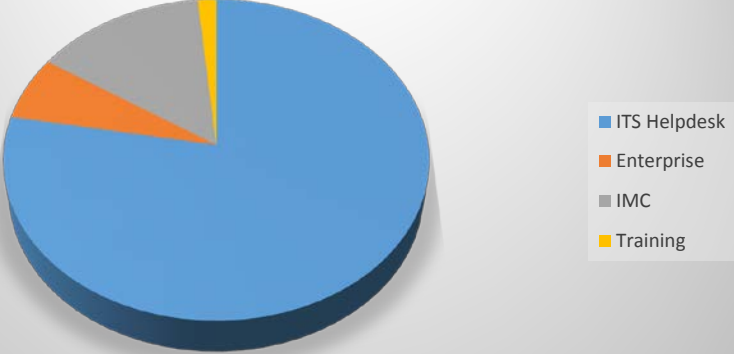
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers May 2017 - 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	1354	1316	2789	2750	39	232.42	229.17	77%	78%
Enterprise	159	119	262	225	37	21.83	18.75	7%	6%
IMC	247	233	511	503	8	42.58	41.92	14%	14%
Training	28	27	46	54	-8	3.83	4.50	1%	2%
<b>Totals</b>	<b>1788</b>	<b>1695</b>	<b>3608</b>	<b>3532</b>	<b>76</b>	<b>301</b>	<b>294</b>		

<b>Password Resets</b>	<b>9872</b>	<b>9806</b>	<b>16383</b>	<b>16352</b>	<b>31</b>	<b>1365.25</b>	<b>1362.67</b>	<b>N/A</b>	<b>N/A</b>
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**Tickets Opened -Numbers Broken Down by Categories**

Categories	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	191	265	174	301	304	211	180	141	185	265	315	226	222	1354	225.67	2789	232.42
Hardware	52	73	25	71	85	62	37	29	43	69	95	50	49	335	55.83	688	57.33
Monitor	5	2	1	6	4	4	6	1	5	2	2	3	2	15	2.50	38	3.17
Computer	25	44	17	29	37	20	10	6	18	21	29	24	17	115	19.17	272	22.67
Printer	9	16	5	23	22	12	11	13	10	17	41	13	10	104	17.33	193	16.08
Phone	10	8	10	13	18	9	6	5	11	16	11	10	4	57	9.50	121	10.08
Software	21	15	15	28	33	24	15	20	13	31	18	20	32	134	22.33	264	22.00
Networking	5	13	7	21	22	7	14	6	13	10	5	2	7	43	7.17	127	10.58
Password Resets	1288	1055	1099	2260	591	581	925	673	1517	1471	880	2515	2816	9872	1645.33	16383	1365.25
Enterprise	13	7	11	24	21	21	19	19	24	25	22	38	31	159	26.50	262	21.83
Banner	2	0	0	3	3	0	3	1	1	0	1	3	2	8	1.33	17	1.42
Blackboard	1	0	0	0	2	0	0	1	0	3	1	0	0	5	0.83	7	0.58
IMC	27	23	25	67	52	35	62	15	31	74	67	35	25	247	41.17	511	42.58
Projector	8	5	6	29	20	15	14	7	4	26	17	18	7	79	13.17	168	14.00
Sound	2	0	1	8	12	8	5	0	2	4	9	6	5	26	4.33	60	5.00
Extron	2	7	9	1	1	2	1	1	1	1	2	0	2	7	1.17	28	2.33
Training	3	7	2	2	3	3	1	4	1	2	5	9	7	28	4.67	46	3.83

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

Categories	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	214	240	156	306	302	254	176	143	175	253	303	216	226	1316	219.33	2750	229.17
Hardware	54	59	25	79	87	68	39	29	40	70	92	55	49	335	55.83	692	57.67
Monitor	4	2	0	7	4	5	4	2	5	2	2	2	3	16	2.67	38	3.17
Computer	23	34	18	35	33	28	10	8	14	22	27	26	17	114	19.00	272	22.67
Printer	11	13	4	24	28	12	12	10	9	19	36	19	8	101	16.83	194	16.17
Phone	16	8	9	11	16	14	6	8	8	8	13	4	6	47	7.83	111	9.25
Software	20	20	9	27	38	33	18	17	13	31	18	20	29	128	21.33	273	22.75
Networking	6	10	4	20	25	9	16	7	11	9	6	4	6	43	7.17	127	10.58
Password Resets	1281	1052	1116	2257	603	585	933	687	1464	1461	869	2493	2832	9806	1634.33	16352	1362.67
Enterprise	12	5	11	23	19	26	22	14	17	21	13	26	28	119	19.83	225	18.75
Banner	2	0	0	2	3	0	3	0	1	0	1	2	2	6	1.00	14	1.17
Blackboard	1	0	0	0	2	1	0	1	0	3	1	0	0	5	0.83	8	0.67
IMC	28	24	26	63	55	38	64	15	29	66	67	30	26	233	38.83	503	41.92
Projector	9	5	6	29	21	16	14	7	4	23	18	17	7	76	12.67	167	13.92
Sound	2	1	1	6	13	8	5	0	2	4	9	5	5	25	4.17	59	4.92
Extron	0	8	10	1	1	2	1	1	1	1	1	0	2	6	1.00	29	2.42
Training	3	5	1	1	8	11	1	4	2	1	6	6	8	27	4.50	54	4.50