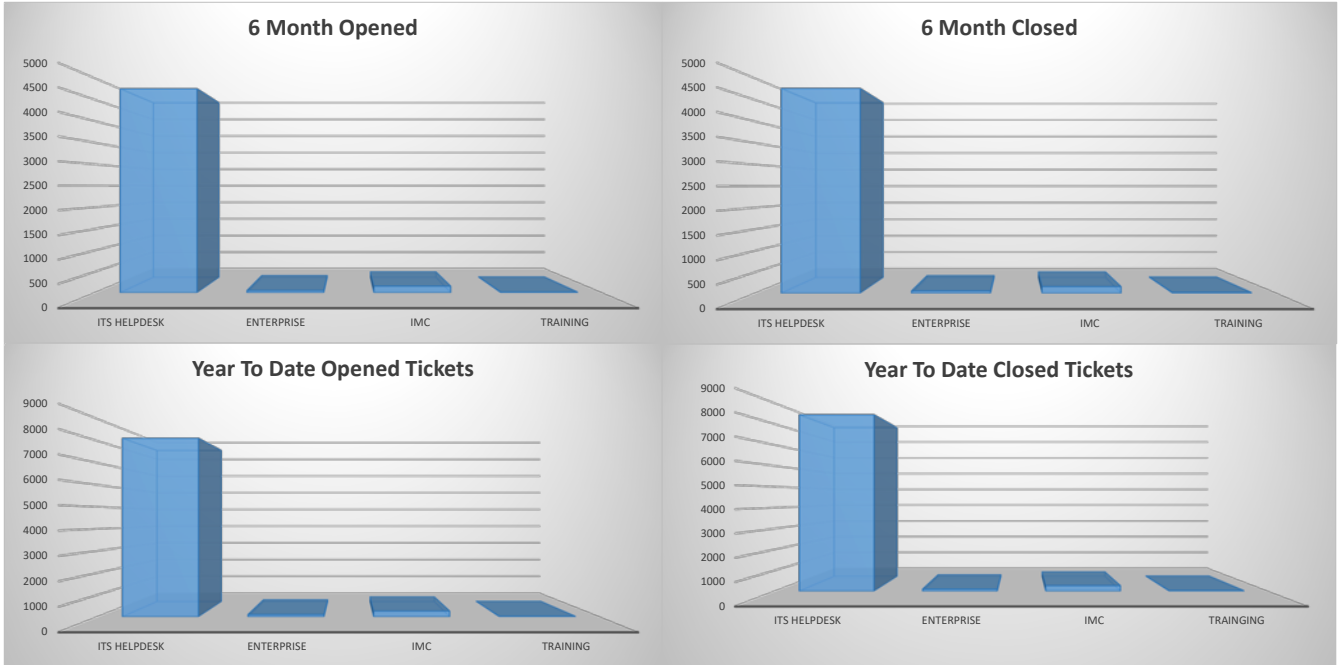


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	4759	4772	8125	8453	-328	677	704	95%	96%
Enterprise	52	55	101	101	0	8	8	1%	1%
IMC	156	157	261	264	-3	22	22	3%	3%
Training	17	18	25	32	-7	2	3	0%	0%
Totals	4984	5002	8512	8850	-338	709	738		
Password Resets	6329	6332	9884	9888	-4	824	824		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	443	486	773	973	1126	958	4759	793	8125	677
Hardware	25	31	17	21	23	32	149	25	283	24
Monitor	3	5	10	2	6	0	26	4	53	4
Computer	24	46	29	30	62	9	200	33	432	36
Printer	22	42	26	21	43	16	170	28	294	25
Phone	13	24	26	16	21	13	113	2	192	16
Software	9	19	17	11	22	26	104	17	191	16
Networking	3	10	4	1	13	2	33	6	64	5
Password Resets	568	716	963	911	1560	1611	6329	1055	9884	824
Enterprise	1	8	17	13	6	7	52	9	101	8
Banner	6	14	11	9	6	11	57	2	96	8
IMC	6	9	47	34	28	32	156	26	261	22
Projector	3	6	31	15	24	24	103	17	136	11
Sound	0	1	4	6	1	1	13	2	25	2
Extron	1	1	1	0	6	7	16	3	23	2
Training	0	3	6	3	5	0	17	3	25	2

Tickets Closed										
Categories	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	458	453	753	986	1161	961	4772	795	8453	704
Hardware	22	34	19	36	34	32	177	30	306	26
Monitor	3	5	10	2	6	0	26	4	56	5
Computer	30	37	36	31	63	9	206	34	434	36
Printer	22	34	28	19	47	16	166	28	286	24
Phone	11	23	29	17	19	13	112	19	200	17
Software	11	12	15	21	9	26	94	16	173	14
Networking	4	10	1	2	10	1	28	2	67	6
Password Resets	569	716	965	910	1562	1610	6332	1055	9888	824
Enterprise	2	4	10	15	12	12	55	9	101	8
Banner	8	9	10	13	6	10	56	9	89	7
IMC	9	8	45	34	29	32	157	26	264	22
Projector	4	6	30	15	24	24	103	17	134	11
Sound	1	0	5	6	1	1	14	2	24	2
Extron	1	1	1	0	6	7	16	3	23	2
Training	1	3	6	1	7	0	18	3	32	3

Tickets Opened for the Year														
Categories	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	YTD Totals
ITS Helpdesk	562	272	35	629	586	551	731	443	486	773	973	1126	958	8125
Hardware	16	27	13	16	25	18	19	25	31	17	21	23	32	283
Monitor	3	1	3	4	6	5	5	3	5	10	2	6	0	53
Computer	24	11	30	27	48	36	56	24	46	29	30	62	9	432
Printer	14	6	14	17	20	27	26	22	42	26	21	43	16	294
Phone	4	4	16	17	15	10	13	13	24	26	16	21	13	192
Software	10	8	17	10	15	15	12	9	19	17	11	22	26	191
Networking	2	2	4	7	6	9	1	3	10	4	1	13	2	64
Password Resets	258	261	996	517	376	454	693	568	716	963	911	1560	1611	9884
Enterprise	9	5	9	11	6	4	5	1	8	17	13	6	7	101
Banner	6	0	7	6	5	4	11	6	14	11	9	6	11	96
IMC	32	6	7	21	11	20	8	6	9	47	34	28	32	261
Projector	10	3	0	6	1	7	6	3	6	31	15	24	24	136
Sound	2	2	1	4	2	0	1	0	1	4	6	1	1	25
Extron	3	0	2	2	0	0	0	1	1	1	0	6	7	23
Training	0	0	4	0	0	0	4	0	3	6	3	5	0	25

Tickets Closed for the Year														
Categories	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	YTD Totals
ITS Helpdesk	565	290	357	633	573	556	707	458	453	753	986	1161	961	8453
Hardware	16	27	13	14	24	17	18	22	34	19	36	34	32	306
Monitor	2	2	3	6	6	6	5	3	5	10	2	6	0	56
Computer	24	12	29	28	46	38	51	30	37	36	31	63	9	434
Printer	13	5	12	17	19	23	31	22	34	28	19	47	16	286
Phone	5	4	14	20	18	14	13	11	23	29	17	19	13	200
Software	8	8	15	11	16	13	8	11	12	15	21	9	26	173
Networking	6	4	6	7	6	10	0	4	10	1	2	10	1	67
Password Resets	259	261	973	542	376	454	691	569	716	965	910	1562	1610	9888
Enterprise	8	7	8	11	8	2	2	2	4	10	15	12	12	101
Banner	4	3	7	4	6	4	5	8	9	10	13	6	10	89
IMC	30	9	5	21	14	21	7	9	8	45	34	29	32	264
Projector	10	3	0	6	1	6	5	4	6	30	15	24	24	134
Sound	2	1	1	4	2	0	0	1	0	5	6	1	1	24
Extron	2	0	2	2	0	1	0	1	1	1	0	6	7	23
Training	1	5	3	0	0	2	3	1	3	6	1	7	0	32