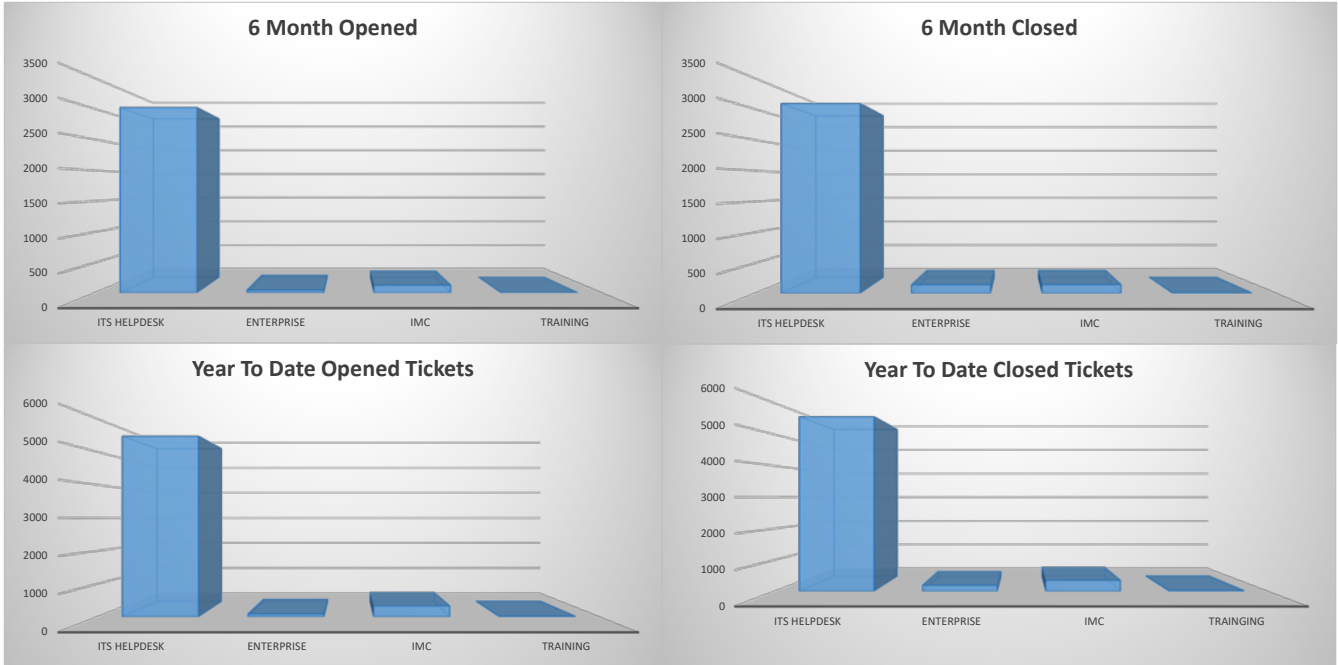


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	3022	3093	5478	5570	-92	457	464	93%	91%
Enterprise	42	140	84	188	-104	7	16	1%	3%
IMC	124	142	328	346	-18	27	29	6%	6%
Training	4	8	19	23	-4	2	2	0%	0%
Totals	3192	3383	5909	6127	-218	492	511		
Password Resets	2129	2098	6084	6046	38	507	504		
Time Spent on Tickets	112 (mins)								



Tickets Opened										
Categories	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	371	849	417	551	562	272	3022	504	5478	457
Hardware	34	42	35	4	16	27	158	26	442	37
Monitor	2	4	0	2	3	1	12	2	48	4
Computer	23	31	22	15	24	11	126	21	270	23
Printer	5	4	10	7	14	6	46	8	140	12
Phone	7	5	6	8	4	4	34	2	59	5
Software	8	11	7	9	10	8	53	9	98	8
Networking	0	4	3	8	2	2	19	3	42	4
Password Resets	602	625	167	216	258	261	2129	355	6084	507
Enterprise	6	4	5	13	9	5	42	7	84	7
Banner	0	2	1	2	6	0	11	2	21	2
IMC	7	29	20	30	32	6	124	21	328	27
Projector	1	5	5	6	10	3	30	5	73	6
Sound	1	4	3	2	2	2	14	2	34	3
Extron	1	3	0	7	3	0	14	2	29	2
Training	1	0	0	1	2	0	4	1	19	2

Tickets Closed										
Categories	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	415	863	431	529	565	290	3093	516	5570	464
Hardware	33	40	39	3	16	27	158	26	466	39
Monitor	2	3	0	1	2	2	10	2	46	4
Computer	22	31	26	14	24	12	129	22	273	23
Printer	9	4	9	7	13	5	47	8	144	12
Phone	6	5	4	8	5	4	32	5	55	5
Software	9	10	6	11	8	8	52	9	97	8
Networking	3	3	4	1	6	1	18	2	44	4
Password Resets	565	625	155	233	259	261	2098	350	6046	504
Enterprise	40	69	6	10	8	7	140	23	188	16
Banner	2	2	0	1	4	3	12	2	15	1
IMC	22	26	23	32	30	9	142	24	346	29
Projector	1	4	7	6	10	3	31	5	77	6
Sound	0	4	6	2	2	2	16	3	35	3
Extron	0	2	2	7	2	0	13	2	25	2
Training	1	1	0	0	1	5	8	1	23	2

Tickets Opened for the Year														
Categories	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	YTD Totals
ITS Helpdesk	247	371	236	315	727	560	371	849	417	551	562	272		5478
Hardware	25	80	73	38	29	39	34	42	35	4	16	27		442
Monitor	9	12	8	2	3	2	2	4	0	2	3	1		48
Computer	32	30	31	14	18	19	23	31	22	15	24	11		270
Printer	13	20	23	19	5	14	5	4	10	7	14	6		140
Phone	4	3	8	1	5	4	7	5	6	8	4	4		59
Software	4	11	13	7	4	6	8	11	7	9	10	8		98
Networking	2	9	3	9	0	0	0	4	3	8	2	2		42
Password Resets	1362	842	457	274	540	480	602	625	167	216	258	261		6084
Enterprise	9	12	12	2	1	6	6	4	5	13	9	5		84
Banner	1	2	1	2	2	2	0	2	1	2	6	0		21
IMC	31	77	45	22	13	16	7	29	20	30	32	6		328
Projector	9	15	7	7	3	2	1	5	5	6	10	3		73
Sound	4	7	4	2	2	1	1	4	3	2	2	2		34
Extron	0	1	9	2	1	2	1	3	0	7	3	0		29
Training	5	7	1	2	0	0	1	0	0	1	2	0		19

Tickets Closed for the Year														
Categories	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	YTD Totals
ITS Helpdesk	218	333	265	343	743	575	415	863	431	529	565	290		5570
Hardware	19	87	84	34	43	41	33	40	39	3	16	27		466
Monitor	9	11	9	1	4	2	2	3	0	1	2	2		46
Computer	28	29	32	12	21	22	22	31	26	14	24	12		273
Printer	11	19	26	17	12	12	9	4	9	7	13	5		144
Phone	0	5	7	3	4	4	6	5	4	8	5	4		55
Software	2	12	13	6	6	6	9	10	6	11	8	8		97
Networking	2	8	2	10	1	0	3	3	4	1	6	4		44
Password Resets	1367	839	460	272	537	473	565	625	155	233	259	261		6046
Enterprise	12	11	7	7	6	5	40	69	6	10	8	7		188
Banner	1	1	0	0	0	1	2	2	0	1	4	3		15
IMC	27	49	57	37	16	18	22	26	23	32	30	9		346
Projector	7	14	10	8	5	2	1	4	7	6	10	3		77
Sound	4	5	3	2	3	2	0	4	6	2	2	2		35
Extron	0	0	8	1	2	1	0	2	2	7	2	0		25
Training	2	5	5	3	0	0	1	1	0	0	1	5		23