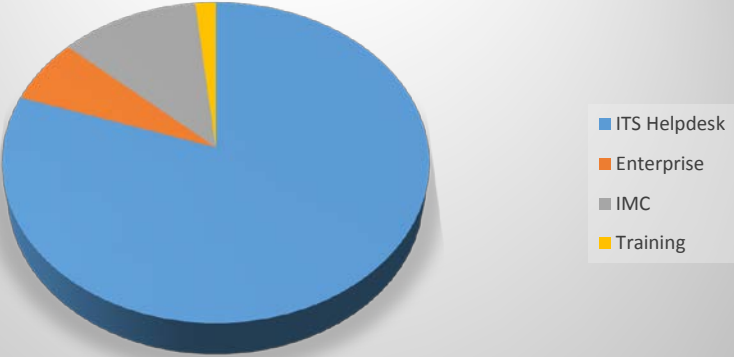


Antelope Valley College HelpDesk Monthly Report Sep 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Sep 2015	797
1.2. Tickets closed month of Sep 2015	789
1.3. Tickets opened month of Aug 2015	2773
1.4. Tickets closed month of Aug 2015	2760
Avg Hours ticket open for tickets closed this Month	70.04
Avg days ticket open for tickets closed this Month	2.92

6 Month Opened Tickets Distribution



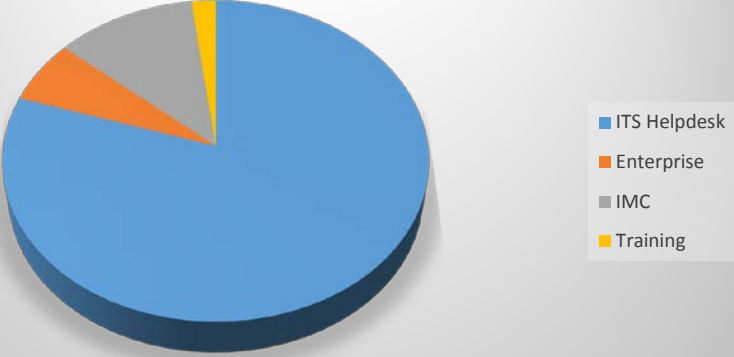
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Sep 2015 - 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	1455	1405	3084	3026	58	257.00	252.17	80%	80%
Enterprise	154	147	250	240	10	20.83	20.00	7%	6%
IMC	199	193	445	441	4	37.08	36.75	12%	12%
Training	30	36	65	76	-11	5.42	6.33	2%	2%
Totals	1838	1781	3844	3783	61	320	315		

Password Resets	6896	6886	11257	11228	29	938.08	935.67	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	271	178	204	115	229	351	281	282	275	195	195	284	224	1455	242.50	3084	257.00
Hardware	155	108	107	63	108	179	162	151	148	78	90	104	91	662	110.33	1544	128.67
Monitor	5	4	4	7	3	4	11	6	6	3	6	4	4	29	4.83	67	5.58
Computer	94	61	57	28	58	103	93	94	91	42	42	52	53	374	62.33	868	72.33
Printer	29	20	24	15	29	30	24	29	35	19	22	23	12	140	23.33	311	25.92
Phone	21	14	24	8	16	31	34	33	20	21	20	23	18	135	22.50	283	23.58
Software	37	14	13	16	34	52	33	44	32	16	20	20	18	150	25.00	349	29.08
Networking	23	6	17	10	18	21	16	8	14	5	7	14	17	65	10.83	176	14.67
Password Resets	409	414	626	644	1072	792	404	591	983	1371	1380	2180	391	6896	1149.33	11257	938.08
Enterprise	13	11	1	4	42	14	11	13	33	26	37	30	15	154	25.67	250	20.83
Banner	3	3	0	1	2	1	1	2	6	4	6	4	4	26	4.33	37	3.08
Blackboard	2	1	0	0	30	2	0	1	2	1	0	0	0	4	0.67	39	3.25
IMC	33	20	27	1	26	69	70	42	32	22	17	41	45	199	33.17	445	37.08
Projector	23	14	14	1	7	26	45	20	23	6	6	16	18	89	14.83	219	18.25
Sound	4	2	10	0	6	14	11	12	4	3	3	3	7	32	5.33	79	6.58
Extron	0	0	0	0	5	3	1	0	0	2	1	0	0	3	0.50	12	1.00
Training	2	2	5	3	2	12	9	3	6	3	1	8	9	30	5.00	65	5.42

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	275	187	199	116	220	338	286	271	278	195	174	274	213	1405	234.17	3026	252.17
Hardware	161	111	104	64	100	172	169	147	150	80	81	119	78	655	109.17	1536	128.00
Monitor	6	4	3	7	3	5	11	5	6	4	6	4	3	28	4.67	67	5.58
Computer	95	63	56	24	58	101	91	87	98	40	39	59	45	368	61.33	856	71.33
Printer	35	20	23	21	23	28	32	30	30	21	20	29	13	143	23.83	325	27.08
Phone	21	14	19	11	18	29	28	28	25	30	16	12	22	133	22.17	273	22.75
Software	36	15	11	15	34	53	34	42	29	14	15	24	18	142	23.67	340	28.33
Networking	20	10	16	8	18	19	17	10	16	6	5	8	18	63	10.50	171	14.25
Password Resets	402	418	627	640	1075	788	392	592	983	1370	1381	2175	385	6886	1147.67	11228	935.67
Enterprise	9	7	6	4	38	15	14	10	28	23	28	41	17	147	24.50	240	20.00
Banner	0	1	1	2	2	0	4	2	4	3	5	6	4	24	4.00	34	2.83
Blackboard	2	1	0	0	29	3	0	0	3	0	1	0	0	4	0.67	39	3.25
IMC	23	21	30	14	28	61	71	41	33	21	14	37	47	193	32.17	441	36.75
Projector	16	11	18	6	9	25	48	19	24	4	5	15	17	84	14.00	217	18.08
Sound	3	4	7	3	6	12	12	9	5	3	2	3	8	30	5.00	77	6.42
Extron	0	1	0	0	5	2	0	1	0	2	1	0	0	4	0.67	12	1.00
Training	0	1	15	3	1	9	11	1	10	1	6	6	12	36	6.00	76	6.33