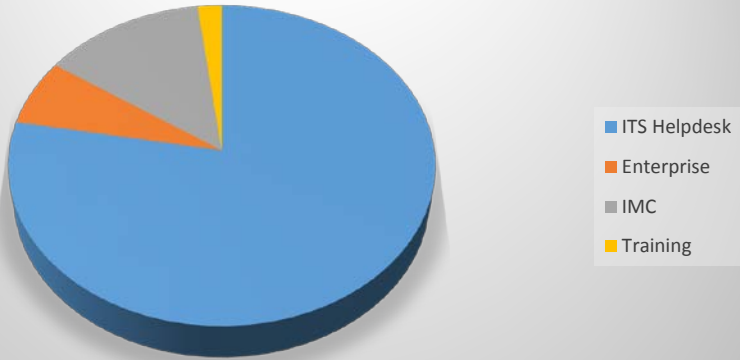


<b>Antelope Valley College HelpDesk Monthly Report Jun 2016</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of May 2016	1667
1.2. Tickets closed month of May 2016	1690
1.3. Tickets opened month of Jun 2016	1470
1.4. Tickets closed month of Jun 2016	1434
Avg Hours ticket open for tickets closed this Month	34.85
Avg days ticket open for tickets closed this Month	1.45

**6 Month Opened Tickets Distribution**



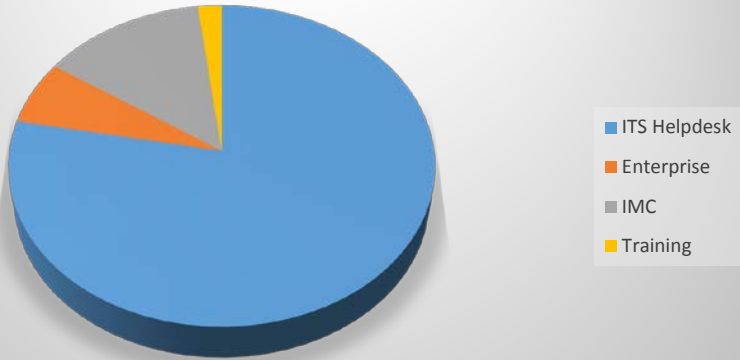
**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Jun 2016 - 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
<b>ITS Helpdesk</b>	1259	1243	2460	2405	55	205.00	200.42	78%	78%
<b>Enterprise</b>	94	87	210	197	13	17.50	16.42	7%	6%
<b>IMC</b>	235	233	425	419	6	35.42	34.92	13%	14%
<b>Training</b>	30	33	63	61	2	5.25	5.08	2%	2%
<b>Totals</b>	1618	1596	3158	3082	76	263	257		

<b>Password Resets</b>	<b>6759</b>	<b>6756</b>	<b>12886</b>	<b>12876</b>	<b>10</b>	<b>1073.83</b>	<b>1073.00</b>	<b>N/A</b>	<b>N/A</b>
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**Tickets Opened -Numbers Broken Down by Categories**

Categories	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	195	195	284	224	212	173	113	182	228	190	203	191	265	1259	209.83	2460	205.00
Hardware	78	90	104	91	89	65	33	66	72	55	43	52	73	361	60.17	833	69.42
Monitor	3	6	4	4	5	2	6	1	3	2	2	5	2	15	2.50	42	3.50
Computer	42	42	52	53	50	38	15	33	42	23	18	25	44	185	30.83	435	36.25
Printer	19	22	23	12	12	17	7	19	14	18	9	9	16	85	14.17	178	14.83
Phone	21	20	23	18	18	15	5	11	7	8	13	10	8	57	9.50	156	13.00
Software	16	20	20	18	19	13	16	25	29	38	27	21	15	155	25.83	261	21.75
Networking	5	7	14	17	14	12	4	9	11	15	15	5	13	68	11.33	136	11.33
Password Resets	1371	1380	2180	391	571	910	695	1528	1459	613	816	1288	1055	6759	1126.50	12886	1073.83
Enterprise	26	37	30	15	13	11	10	12	19	9	34	13	7	94	15.67	210	17.50
Banner	4	6	4	4	2	0	0	0	0	0	0	2	0	2	0.33	18	1.50
Blackboard	1	0	0	0	0	0	1	1	2	0	17	1	0	21	3.50	22	1.83
IMC	22	17	41	45	51	24	12	29	64	47	45	27	23	235	39.17	425	35.42
Projector	6	6	16	18	16	12	7	8	18	21	15	8	5	75	12.50	150	12.50
Sound	3	3	3	7	7	5	1	5	7	5	6	2	0	25	4.17	51	4.25
Extron	2	1	0	0	5	1	0	3	5	7	5	2	7	29	4.83	36	3.00
Training	3	1	8	9	9	1	5	6	7	0	7	3	7	30	5.00	63	5.25

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

Categories	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-15	May-16	Jun-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	195	174	274	213	225	162	114	172	253	191	173	214	240	<b>1243</b>	207.17	<b>2405</b>	200.42
Hardware	80	81	119	78	93	66	31	63	85	50	41	54	59	<b>352</b>	58.67	<b>820</b>	68.33
Monitor	4	6	4	3	5	2	4	2	4	1	3	4	2	<b>16</b>	2.67	<b>40</b>	3.33
Computer	40	39	59	45	54	41	16	27	48	23	19	23	34	<b>174</b>	29.00	<b>428</b>	35.67
Printer	21	20	29	13	12	14	6	22	16	14	9	11	13	<b>85</b>	14.17	<b>179</b>	14.92
Phone	30	16	12	22	18	3	14	11	11	9	10	16	8	<b>65</b>	10.83	<b>150</b>	12.50
Software	14	15	24	18	24	15	16	22	33	32	27	20	20	<b>154</b>	25.67	<b>266</b>	22.17
Networking	6	5	8	18	13	11	6	7	14	14	19	6	10	<b>70</b>	11.67	<b>131</b>	10.92
Password Resets	1370	1381	2175	385	572	904	703	1528	1452	614	829	1281	1052	<b>6756</b>	1126.00	<b>12876</b>	1073.00
Enterprise	23	28	41	17	6	13	5	6	27	8	29	12	5	<b>87</b>	14.50	<b>197</b>	16.42
Banner	3	5	6	4	1	0	0	0	3	0	0	2	0	<b>5</b>	0.83	<b>21</b>	1.75
Blackboard	0	1	0	0	0	0	0	1	2	0	18	1	0	<b>22</b>	3.67	<b>23</b>	1.92
IMC	21	14	37	47	48	28	12	27	49	50	55	28	24	<b>233</b>	38.83	<b>419</b>	34.92
Projector	4	5	15	17	16	12	5	9	16	20	18	9	5	<b>77</b>	12.83	<b>147</b>	12.25
Sound	3	2	3	8	6	7	1	4	8	5	7	2	1	<b>27</b>	4.50	<b>54</b>	4.50
Extron	2	1	0	0	6	1	0	3	3	9	6	0	8	<b>29</b>	4.83	<b>37</b>	3.08
Training	1	6	6	12	4	0	0	2	16	2	5	3	5	<b>33</b>	5.50	<b>61</b>	5.08