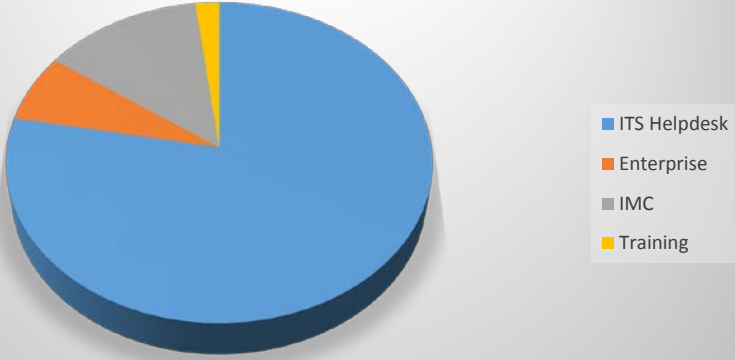
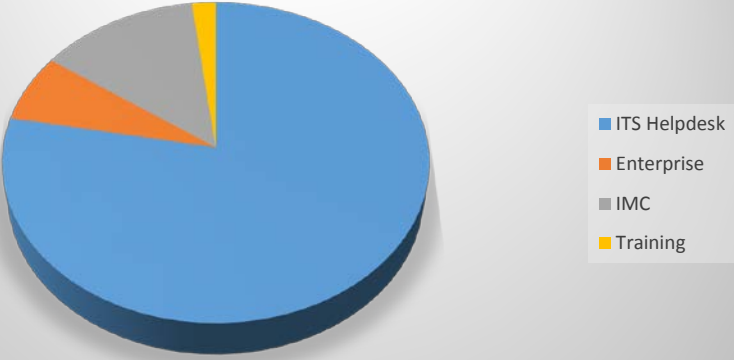


Antelope Valley College HelpDesk Monthly Report Feb 2016	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jan 2016	1868
1.2. Tickets closed month of Jan 2016	1833
1.3. Tickets opened month of Feb 2016	1993
1.4. Tickets closed month of Feb 2016	2011
Avg Hours ticket open for tickets closed this Month	116.98
Avg days ticket open for tickets closed this Month	4.87

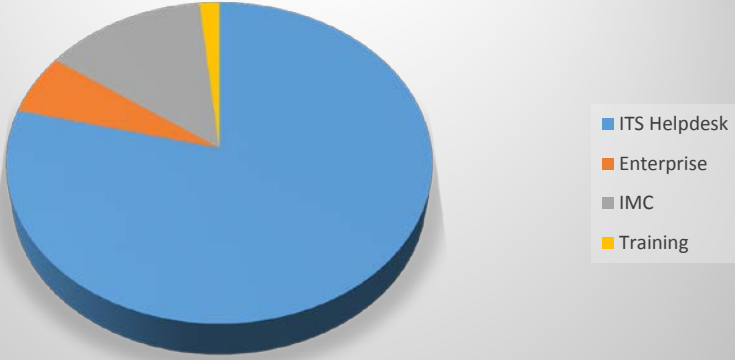
6 Month Opened Tickets Distribution



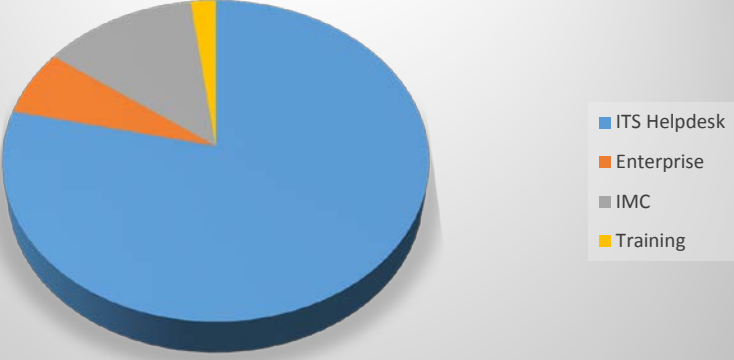
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Feb 2016 - 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	1132	1160	2644	2617	27	220.33	218.08	78%	79%
Enterprise	80	88	230	218	12	19.17	18.17	7%	7%
IMC	225	199	449	428	21	37.42	35.67	13%	13%
Training	37	24	67	69	-2	5.58	5.75	2%	2%
Totals	1474	1471	3390	3332	58	283	278		

Password Resets	5554	6267	12463	12437	26	1038.58	1036.42	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories

Categories	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	351	281	282	275	195	195	284	224	212	173	113	182	228	1132	188.67	2644	220.33
Hardware	179	162	151	148	78	90	104	91	89	65	33	66	72	416	69.33	1149	95.75
Monitor	4	11	6	6	3	6	4	4	5	2	6	1	3	21	3.50	57	4.75
Computer	103	93	94	91	42	42	52	53	50	38	15	33	42	231	38.50	645	53.75
Printer	30	24	29	35	19	22	23	12	12	17	7	19	14	81	13.50	233	19.42
Phone	31	34	33	20	21	20	23	18	18	15	5	11	7	74	12.33	225	18.75
Software	52	33	44	32	16	20	20	18	19	13	16	25	29	120	20.00	285	23.75
Networking	21	16	8	14	5	7	14	17	14	12	4	9	11	67	11.17	131	10.92
Password Resets	792	404	591	983	1371	1380	2180	391	571	910	695	1528	1459	5554	925.67	12463	1038.58
Enterprise	14	11	13	33	26	37	30	15	13	11	10	12	19	80	13.33	230	19.17
Banner	1	1	2	6	4	6	4	4	2	0	0	0	0	6	1.00	29	2.42
Blackboard	2	0	1	2	1	0	0	0	0	0	1	1	2	4	0.67	8	0.67
IMC	69	70	42	32	22	17	41	45	51	24	12	29	64	225	37.50	449	37.42
Projector	26	45	20	23	6	6	16	18	16	12	7	8	18	79	13.17	195	16.25
Sound	14	11	12	4	3	3	3	7	7	5	1	5	7	32	5.33	68	5.67
Extron	3	1	0	0	2	1	0	0	5	1	0	3	5	14	2.33	18	1.50
Training	12	9	3	6	3	1	8	9	9	1	5	6	7	37	6.17	67	5.58

Tickets Closed -Numbers Broken Down by Categories

Categories	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	338	286	271	278	195	174	274	213	225	162	114	172	253	1160	193.33	2617	218.08
Hardware	172	169	147	150	80	81	119	78	93	66	31	63	85	450	75.00	1162	96.83
Monitor	5	11	5	6	4	6	4	3	5	2	4	2	4	20	3.33	56	4.67
Computer	101	91	87	98	40	39	59	45	54	41	16	27	48	242	40.33	645	53.75
Printer	28	32	30	30	21	20	29	13	12	14	6	22	16	96	16.00	245	20.42
Phone	29	28	28	25	30	16	12	22	18	3	14	11	11	80	13.33	218	18.17
Software	53	34	42	29	14	15	24	18	24	15	16	22	33	119	19.83	286	23.83
Networking	19	17	10	16	6	5	8	18	13	11	6	7	14	63	10.50	131	10.92
Password Resets	788	392	592	983	1370	1381	2175	385	572	904	703	1528	1452	6267	1044.50	12437	1036.42
Enterprise	15	14	10	28	23	28	41	17	6	13	5	6	27	88	14.67	218	18.17
Banner	0	4	2	4	3	5	6	4	1	0	0	0	3	11	1.83	32	2.67
Blackboard	3	0	0	3	0	1	0	0	0	0	0	1	2	1	0.17	7	0.58
IMC	61	71	41	33	21	14	37	47	48	28	12	27	49	199	33.17	428	35.67
Projector	25	48	19	24	4	5	15	17	16	12	5	9	16	74	12.33	190	15.83
Sound	12	12	9	5	3	2	3	8	6	7	1	4	8	29	4.83	68	5.67
Extron	2	0	1	0	2	1	0	0	6	1	0	3	3	10	1.67	17	1.42
Training	9	11	1	10	1	6	6	12	4	0	0	2	16	24	4.00	69	5.75