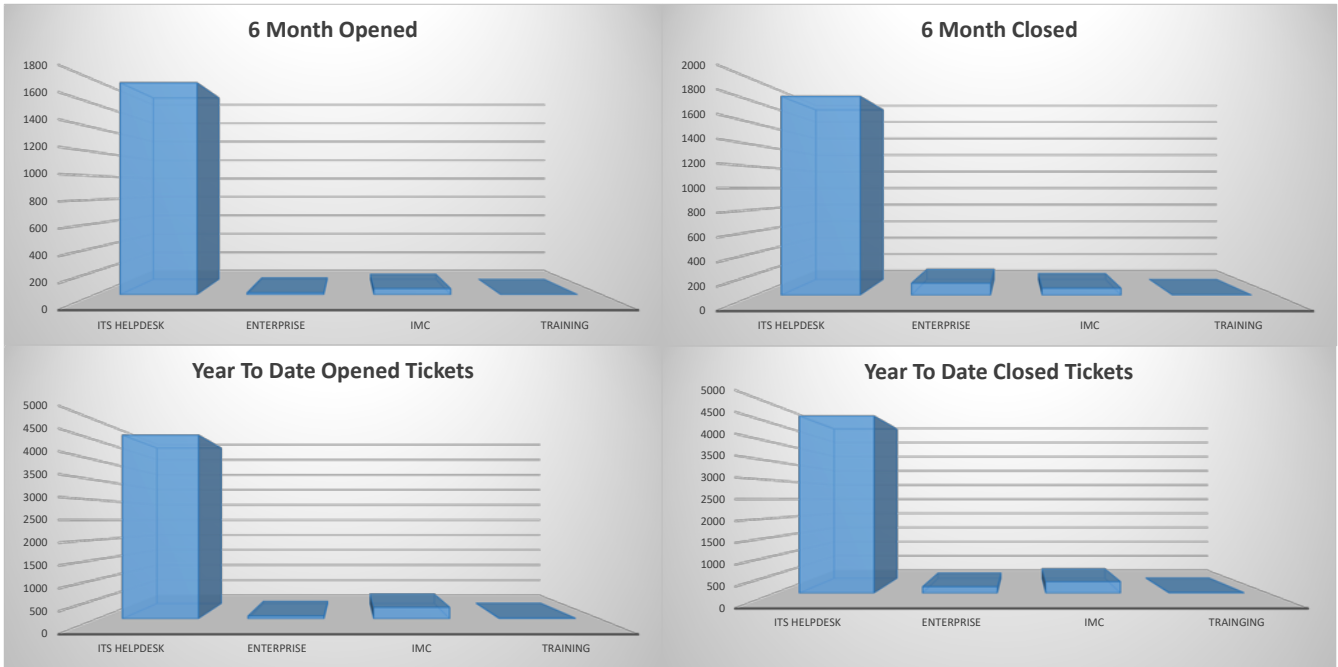


| Numbers for past 6 Months and Yearly Totals |             |             |                    |                    |             |                |                |          |          |
|---|-------------|-------------|--------------------|--------------------|-------------|----------------|----------------|----------|----------|
| Categories                                  | 6M Opened   | 6M Closed   | YTD Opened Tickets | YTD Closed Tickets | Difference  | YTD Avg Opened | YTD Avg Closed | % Opened | % Closed |
| ITS Helpdesk                                | 1780        | 1853        | 4644               | 4715               | -71         | 387            | 393            | 92%      | 90%      |
| Enterprise                                  | 16          | 114         | 70                 | 173                | -103        | 6              | 14             | 1%       | 3%       |
| IMC   | 52          | 66          | 290                | 307                | -17         | 24             | 26             | 6%       | 6%       |
| Training                                    | 1           | 2           | 17                 | 17                 | 0           | 1              | 1              | 0%       | 0%       |
| <b>Totals</b>                               | <b>1849</b> | <b>2035</b> | <b>5021</b>        | <b>5212</b>        | <b>-191</b> | <b>418</b>     | <b>434</b>     |          |          |
| Password Resets                             | 480         | 1663        | 5565               | 5526               | 39          | 464            | 461            |          |          |
| Time Spent on Tickets                       | 112 (mins)  |             |                    |                    |             |                |                |          |          |



| Tickets Opened  |        |        |        |        |        |        |                |        |            |              |
|-----------------|--------|--------|--------|--------|--------|--------|----------------|--------|------------|--------------|
| Categories      | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | 6 Month Totals | 6M Avg | YTD Totals | Year Average |
| ITS Helpdesk    | 560    | 371    | 849    | 417    | 551    |        | 1780           | 297    | 2748       | 229          |
| Hardware        | 39     | 34     | 42     | 35     | 4      |        | 115            | 19     | 154        | 13           |
| Monitor         | 2      | 2      | 4      | 0      | 2      |        | 8              | 1      | 10         | 1            |
| Computer        | 19     | 23     | 31     | 22     | 15     |        | 73             | 12     | 110        | 9            |
| Printer         | 14     | 5      | 4      | 10     | 7      |        | 23             | 4      | 40         | 3            |
| Phone           | 4      | 7      | 5      | 6      | 8      |        | 16             | 2      | 30         | 3            |
| Software        | 6      | 8      | 11     | 7      | 9      |        | 25             | 4      | 41         | 3            |
| Networking      | 0      | 0      | 4      | 3      | 8      |        | 4              | 1      | 15         | 1            |
| Password Resets | 480    | 602    | 625    | 167    | 216    |        | 1707           | 285    | 2090       | 174          |
| Enterprise      | 6      | 6      | 4      | 5      | 13     |        | 16             | 3      | 34         | 3            |
| Banner          | 2      | 0      | 2      | 1      | 2      |        | 4              | 2      | 7          | 1            |
|                 |        |        |        |        |        |        |                |        |            |              |
| IMC             | 16     | 7      | 29     | 20     | 30     |        | 52             | 9      | 102        | 9            |
| Projector       | 2      | 1      | 5      | 5      | 6      |        | 8              | 1      | 19         | 2            |
| Sound           | 1      | 1      | 4      | 3      | 2      |        | 6              | 1      | 11         | 1            |
| Extron          | 2      | 1      | 3      | 0      | 7      |        | 6              | 1      | 13         | 1            |
| Training        | 0      | 1      | 0      | 0      | 1      |        | 1              | 0      | 2          | 0            |

| Tickets Closed  |        |        |        |        |        |        |                |        |            |              |
|-----------------|--------|--------|--------|--------|--------|--------|----------------|--------|------------|--------------|
| Categories      | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | 6 Month Totals | 6M Avg | YTD Totals | Year Average |
| ITS Helpdesk    | 575    | 415    | 863    | 431    | 529    |        | 1853           | 309    | 2813       | 234          |
| Hardware        | 41     | 33     | 40     | 39     | 3      |        | 114            | 19     | 156        | 13           |
| Monitor         | 2      | 2      | 3      | 0      | 1      |        | 7              | 1      | 8          | 1            |
| Computer        | 22     | 22     | 31     | 26     | 14     |        | 75             | 13     | 115        | 10           |
| Printer         | 12     | 9      | 4      | 9      | 7      |        | 25             | 4      | 41         | 3            |
| Phone           | 4      | 6      | 5      | 4      | 8      |        | 15             | 3      | 27         | 2            |
| Software        | 6      | 9      | 10     | 6      | 11     |        | 25             | 4      | 42         | 4            |
| Networking      | 0      | 3      | 3      | 4      | 1      |        | 6              | 2      | 11         | 1            |
| Password Resets | 473    | 565    | 625    | 155    | 233    |        | 1663           | 277    | 2051       | 171          |
| Enterprise      | 5      | 40     | 69     | 6      | 10     |        | 114            | 19     | 130        | 11           |
| Banner          | 1      | 2      | 2      | 0      | 1      |        | 5              | 1      | 6          | 1            |
|                 |        |        |        |        |        |        |                |        |            |              |
| IMC             | 18     | 22     | 26     | 23     | 32     |        | 66             | 11     | 121        | 10           |
| Projector       | 2      | 1      | 4      | 7      | 6      |        | 7              | 1      | 20         | 2            |
| Sound           | 2      | 0      | 4      | 6      | 2      |        | 6              | 1      | 14         | 1            |
| Extron          | 1      | 0      | 2      | 2      | 7      |        | 3              | 1      | 12         | 1            |
| Training        | 0      | 1      | 1      | 0      | 0      |        | 2              | 0      | 2          | 0            |

| 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    |        |        |        | 4644       |
| Hardware                    | 25     | 80     | 73     | 38     | 29     | 39     | 34     | 42     | 35     | 4      |        |        |        | 399        |
| Monitor                     | 9      | 12     | 8      | 2      | 3      | 2      | 2      | 4      | 0      | 2      |        |        |        | 44         |
| Computer                    | 32     | 30     | 31     | 14     | 18     | 19     | 23     | 31     | 22     | 15     |        |        |        | 235        |
| Printer                     | 13     | 20     | 23     | 19     | 5      | 14     | 5      | 4      | 10     | 7      |        |        |        | 120        |
| Phone                       | 4      | 3      | 8      | 1      | 5      | 4      | 7      | 5      | 6      | 8      |        |        |        | 51         |
| Software                    | 4      | 11     | 13     | 7      | 4      | 6      | 8      | 11     | 7      | 9      |        |        |        | 80         |
| Networking                  | 2      | 9      | 3      | 9      | 0      | 0      | 0      | 4      | 3      | 8      |        |        |        | 38         |
| Password Resets             | 1362   | 842    | 457    | 274    | 540    | 480    | 602    | 625    | 167    | 216    |        |        |        | 5565       |
| Enterprise                  | 9      | 12     | 12     | 2      | 1      | 6      | 6      | 4      | 5      | 13     |        |        |        | 70         |
| Banner                      | 1      | 2      | 1      | 2      | 2      | 2      | 0      | 2      | 1      | 2      |        |        |        | 15         |
| IMC                         | 31     | 77     | 45     | 22     | 13     | 16     | 7      | 29     | 20     | 30     |        |        |        | 290        |
| Projector                   | 9      | 15     | 7      | 7      | 3      | 2      | 1      | 5      | 5      | 6      |        |        |        | 60         |
| Sound                       | 4      | 7      | 4      | 2      | 2      | 1      | 1      | 4      | 3      | 2      |        |        |        | 30         |
| Extron                      | 0      | 1      | 9      | 2      | 1      | 2      | 1      | 3      | 0      | 7      |        |        |        | 26         |
| Training                    | 5      | 7      | 1      | 2      | 0      | 0      | 1      | 0      | 0      | 1      |        |        |        | 17         |

| 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    |        |        |        | 4715       |
| Hardware                    | 19     | 87     | 84     | 34     | 43     | 41     | 33     | 40     | 39     | 3      |        |        |        | 423        |
| Monitor                     | 9      | 11     | 9      | 1      | 4      | 2      | 2      | 3      | 0      | 1      |        |        |        | 42         |
| Computer                    | 28     | 29     | 32     | 12     | 21     | 22     | 22     | 31     | 26     | 14     |        |        |        | 237        |
| Printer                     | 11     | 19     | 26     | 17     | 12     | 12     | 9      | 4      | 9      | 7      |        |        |        | 126        |
| Phone                       | 0      | 5      | 7      | 3      | 4      | 4      | 6      | 5      | 4      | 8      |        |        |        | 46         |
| Software                    | 2      | 12     | 13     | 6      | 6      | 6      | 9      | 10     | 6      | 11     |        |        |        | 81         |
| Networking                  | 2      | 8      | 2      | 10     | 1      | 0      | 3      | 3      | 4      | 1      |        |        |        | 34         |
| Password Resets             | 1367   | 839    | 460    | 272    | 537    | 473    | 565    | 625    | 155    | 233    |        |        |        | 5526       |
| Enterprise                  | 12     | 11     | 7      | 7      | 6      | 5      | 40     | 69     | 6      | 10     |        |        |        | 173        |
| Banner                      | 1      | 1      | 0      | 0      | 0      | 1      | 2      | 2      | 0      | 1      |        |        |        | 8          |
| IMC                         | 27     | 49     | 57     | 37     | 16     | 18     | 22     | 26     | 23     | 32     |        |        |        | 307        |
| Projector                   | 7      | 14     | 10     | 8      | 5      | 2      | 1      | 4      | 7      | 6      |        |        |        | 64         |
| Sound                       | 4      | 5      | 3      | 2      | 3      | 2      | 0      | 4      | 6      | 2      |        |        |        | 31         |
| Extron                      | 0      | 0      | 8      | 1      | 2      | 1      | 0      | 2      | 2      | 7      |        |        |        | 23         |
| Training                    | 2      | 5      | 5      | 3      | 0      | 0      | 1      | 1      | 0      | 0      |        |        |        | 17         |