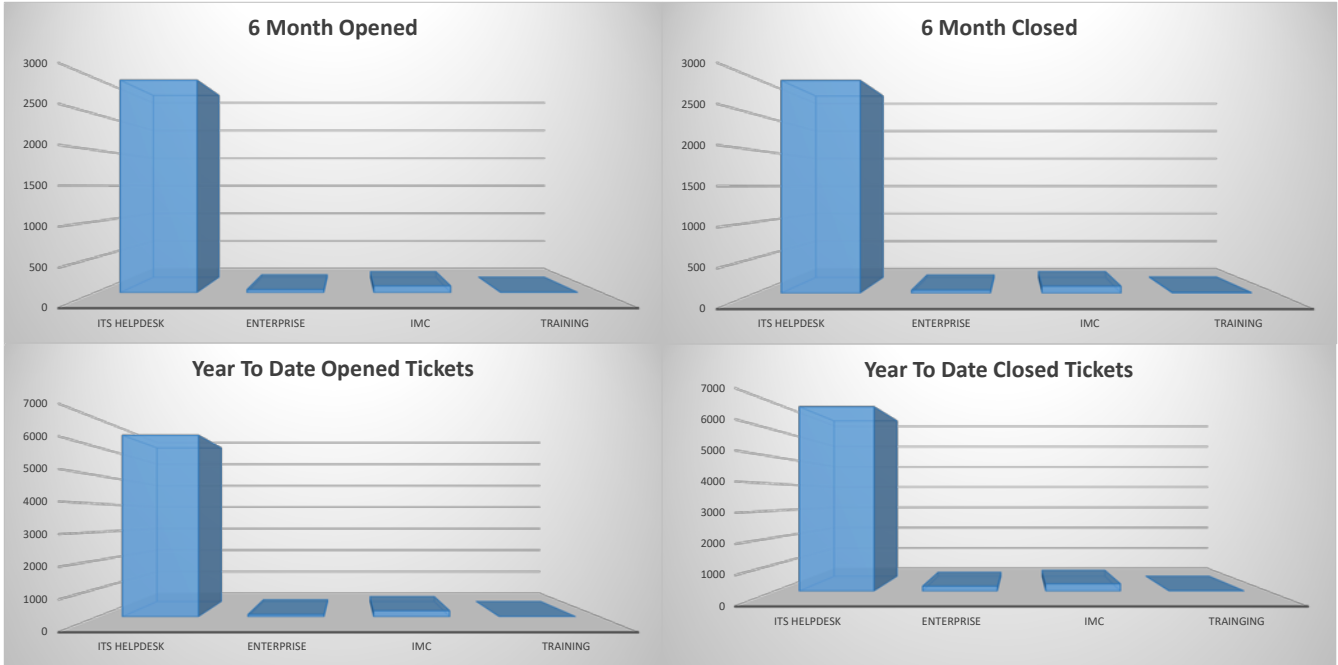


| Numbers for past 6 Months and Yearly Totals | | | | | | | | | |
|---|-----------|-----------|--------------------|--------------------|------------|----------------|----------------|----------|----------|
| Categories | 6M Opened | 6M Closed | YTD Opened Tickets | YTD Closed Tickets | Difference | YTD Avg Opened | YTD Avg Closed | % Opened | % Closed |
| ITS Helpdesk | 2975 | 2974 | 6425 | 6873 | -448 | 535 | 573 | 95% | 94% |
| Enterprise | 44 | 44 | 81 | 187 | -106 | 7 | 16 | 1% | 3% |
| IMC | 97 | 100 | 214 | 274 | -60 | 18 | 23 | 3% | 4% |
| Training | 6 | 11 | 10 | 16 | -6 | 1 | 1 | 0% | 0% |
| Totals | 3122 | 3129 | 6730 | 7350 | -620 | 561 | 613 | | |
| Password Resets | 2862 | 2865 | 5766 | 5725 | 41 | 481 | 477 | | |
| Time Spent on Tickets | 51 (mins) | | | | | | | | |



| Tickets Opened | | | | | | | | | | |
|-----------------|--------|--------|--------|--------|--------|--------|----------------|--------|------------|--------------|
| Categories | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | 6 Month Totals | 6M Avg | YTD Totals | Year Average |
| ITS Helpdesk | 562 | 272 | 375 | 629 | 586 | 551 | 2975 | 496 | 6425 | 535 |
| Hardware | 16 | 27 | 13 | 16 | 25 | 18 | 115 | 19 | 336 | 28 |
| Monitor | 3 | 1 | 3 | 4 | 6 | 5 | 22 | 4 | 37 | 3 |
| Computer | 24 | 11 | 30 | 27 | 48 | 36 | 176 | 29 | 318 | 27 |
| Printer | 14 | 6 | 14 | 17 | 20 | 27 | 98 | 16 | 162 | 14 |
| Phone | 4 | 4 | 16 | 17 | 15 | 10 | 66 | 2 | 102 | 9 |
| Software | 10 | 8 | 17 | 10 | 15 | 15 | 75 | 13 | 127 | 11 |
| Networking | 2 | 2 | 4 | 7 | 6 | 9 | 30 | 5 | 54 | 5 |
| Password Resets | 258 | 261 | 996 | 517 | 376 | 454 | 2862 | 477 | 5766 | 481 |
| Enterprise | 9 | 5 | 9 | 11 | 6 | 4 | 44 | 7 | 81 | 7 |
| Banner | 6 | 0 | 7 | 6 | 5 | 4 | 28 | 2 | 39 | 3 |
| IMC | 32 | 6 | 7 | 21 | 11 | 20 | 97 | 16 | 214 | 18 |
| Projector | 10 | 3 | 0 | 6 | 1 | 7 | 27 | 5 | 56 | 5 |
| Sound | 2 | 2 | 1 | 4 | 2 | 0 | 11 | 2 | 26 | 2 |
| Extron | 3 | 0 | 2 | 2 | 0 | 0 | 7 | 1 | 23 | 2 |
| Training | 2 | 0 | 4 | 0 | 0 | 0 | 6 | 1 | 10 | 1 |

| Tickets Closed | | | | | | | | | | |
|-----------------|--------|--------|--------|--------|--------|--------|----------------|--------|------------|--------------|
| Categories | Nov-18 | Dec-19 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | 6 Month Totals | 6M Avg | YTD Totals | Year Average |
| ITS Helpdesk | 565 | 290 | 357 | 633 | 573 | 556 | 2974 | 496 | 6873 | 573 |
| Hardware | 16 | 27 | 13 | 14 | 24 | 17 | 111 | 19 | 344 | 29 |
| Monitor | 2 | 2 | 3 | 6 | 6 | 6 | 25 | 4 | 38 | 3 |
| Computer | 24 | 12 | 29 | 28 | 46 | 38 | 177 | 30 | 325 | 27 |
| Printer | 13 | 5 | 12 | 17 | 19 | 23 | 89 | 15 | 159 | 13 |
| Phone | 5 | 4 | 14 | 20 | 18 | 14 | 75 | 13 | 109 | 9 |
| Software | 8 | 8 | 15 | 11 | 16 | 13 | 71 | 12 | 125 | 10 |
| Networking | 6 | 1 | 6 | 7 | 6 | 10 | 36 | 2 | 61 | 5 |
| Password Resets | 259 | 261 | 973 | 542 | 376 | 454 | 2865 | 478 | 5725 | 477 |
| Enterprise | 8 | 7 | 8 | 11 | 8 | 2 | 44 | 7 | 187 | 16 |
| Banner | 4 | 3 | 7 | 4 | 6 | 4 | 28 | 5 | 34 | 3 |
| IMC | 30 | 9 | 5 | 21 | 14 | 21 | 100 | 17 | 274 | 23 |
| Projector | 10 | 3 | 0 | 6 | 1 | 6 | 26 | 4 | 59 | 5 |
| Sound | 2 | 2 | 1 | 4 | 2 | 0 | 11 | 2 | 30 | 3 |
| Extron | 2 | 0 | 2 | 2 | 0 | 1 | 7 | 1 | 22 | 2 |
| Training | 1 | 5 | 3 | 0 | 0 | 2 | 11 | 2 | 16 | 1 |

| Tickets Opened for the Year | | | | | | | | | | | | | | |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| Categories | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | YTD Totals |
| ITS Helpdesk | 315 | 727 | 560 | 371 | 849 | 417 | 551 | 562 | 272 | 35 | 629 | 586 | 551 | 6425 |
| Hardware | 38 | 29 | 39 | 34 | 42 | 35 | 4 | 16 | 27 | 13 | 16 | 25 | 18 | 336 |
| Monitor | 2 | 3 | 2 | 2 | 4 | 0 | 2 | 3 | 1 | 3 | 4 | 6 | 5 | 37 |
| Computer | 14 | 18 | 19 | 23 | 31 | 22 | 15 | 24 | 11 | 30 | 27 | 48 | 36 | 318 |
| Printer | 19 | 5 | 14 | 5 | 4 | 10 | 7 | 14 | 6 | 14 | 17 | 20 | 27 | 162 |
| Phone | 1 | 5 | 4 | 7 | 5 | 6 | 8 | 4 | 4 | 16 | 17 | 15 | 10 | 102 |
| Software | 7 | 4 | 6 | 8 | 11 | 7 | 9 | 10 | 8 | 17 | 10 | 15 | 15 | 127 |
| Networking | 9 | 0 | 0 | 0 | 4 | 3 | 8 | 2 | 2 | 4 | 7 | 6 | 9 | 54 |
| Password Resets | 274 | 540 | 480 | 602 | 625 | 167 | 216 | 258 | 261 | 996 | 517 | 376 | 454 | 5766 |
| Enterprise | 2 | 1 | 6 | 6 | 4 | 5 | 13 | 9 | 5 | 9 | 11 | 6 | 4 | 81 |
| Banner | 2 | 2 | 2 | 0 | 2 | 1 | 2 | 6 | 0 | 7 | 6 | 5 | 4 | 39 |
| IMC | 2 | 13 | 16 | 7 | 29 | 20 | 30 | 32 | 6 | 7 | 21 | 11 | 20 | 214 |
| Projector | 7 | 3 | 2 | 1 | 5 | 5 | 6 | 10 | 3 | 0 | 6 | 1 | 7 | 56 |
| Sound | 2 | 2 | 1 | 1 | 4 | 3 | 2 | 2 | 2 | 1 | 4 | 2 | 0 | 26 |
| Extron | 2 | 1 | 2 | 1 | 3 | 0 | 7 | 3 | 0 | 2 | 2 | 0 | 0 | 23 |
| Training | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 4 | 0 | 0 | 0 | 10 |

| Tickets Closed for the Year | | | | | | | | | | | | | | |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| Categories | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | YTD Totals |
| ITS Helpdesk | 343 | 743 | 575 | 415 | 863 | 431 | 529 | 565 | 290 | 357 | 633 | 573 | 556 | 6873 |
| Hardware | 34 | 43 | 41 | 33 | 40 | 39 | 3 | 16 | 27 | 13 | 14 | 24 | 17 | 344 |
| Monitor | 1 | 4 | 2 | 2 | 3 | 0 | 1 | 2 | 2 | 3 | 6 | 6 | 6 | 38 |
| Computer | 12 | 21 | 22 | 22 | 31 | 26 | 14 | 24 | 12 | 29 | 28 | 46 | 38 | 325 |
| Printer | 17 | 12 | 12 | 9 | 4 | 9 | 7 | 13 | 5 | 12 | 17 | 19 | 23 | 159 |
| Phone | 3 | 4 | 4 | 6 | 5 | 4 | 8 | 5 | 4 | 14 | 20 | 18 | 14 | 109 |
| Software | 6 | 6 | 6 | 9 | 10 | 6 | 11 | 8 | 8 | 15 | 11 | 16 | 13 | 125 |
| Networking | 10 | 1 | 0 | 3 | 3 | 4 | 1 | 6 | 4 | 6 | 7 | 6 | 10 | 61 |
| Password Resets | 272 | 537 | 473 | 565 | 625 | 155 | 233 | 259 | 261 | 973 | 542 | 376 | 454 | 5725 |
| Enterprise | 7 | 6 | 5 | 40 | 69 | 6 | 10 | 8 | 7 | 8 | 11 | 8 | 2 | 187 |
| Banner | 0 | 0 | 1 | 2 | 2 | 0 | 1 | 4 | 3 | 7 | 4 | 6 | 4 | 34 |
| IMC | 37 | 16 | 18 | 22 | 26 | 23 | 32 | 30 | 9 | 5 | 21 | 14 | 21 | 274 |
| Projector | 8 | 5 | 2 | 1 | 4 | 7 | 6 | 10 | 3 | 0 | 6 | 1 | 6 | 59 |
| Sound | 2 | 3 | 2 | 0 | 4 | 6 | 2 | 2 | 2 | 1 | 4 | 2 | 0 | 30 |
| Extron | 1 | 2 | 1 | 0 | 2 | 2 | 7 | 2 | 0 | 2 | 2 | 0 | 1 | 22 |
| Training | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 5 | 3 | 0 | 0 | 2 | 16 |