

Antelope Valley College HelpDesk Monthly Report Aug 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Aug 2015	2773
1.2. Tickets closed month of Aug 2015	2760
1.3. Tickets opened month of Jul 2015	1821
1.4. Tickets closed month of Jul 2015	1729
Avg Hours ticket open for tickets closed this Month	82.39
Avg days ticket open for tickets closed this Month	3.43

6 Month Opened Tickets Distribution



YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Aug 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	1512	1478	3161	3105	56	263.42	258.75	81%	81%
Enterprise	150	144	240	227	13	20.00	18.92	6%	6%
IMC	224	217	431	418	13	35.92	34.83	11%	11%
Training	30	35	63	66	-3	5.25	5.50	2%	2%
Totals	1916	1874	3895	3816	79	325	318		

Password Resets	6909	6893	12063	12037	26	1005.25	1003.08	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	301	271	178	204	115	229	351	281	282	275	195	195	284	1512	252.00	3161	263.42
Hardware	151	155	108	107	63	108	179	162	151	148	78	90	104	733	122.17	1604	133.67
Monitor	7	5	4	4	7	3	4	11	6	6	3	6	4	36	6.00	70	5.83
Computer	82	94	61	57	28	58	103	93	94	91	42	42	52	414	69.00	897	74.75
Printer	25	29	20	24	15	29	30	24	29	35	19	22	23	152	25.33	324	27.00
Phone	30	21	14	24	8	16	31	34	33	20	21	20	23	151	25.17	295	24.58
Software	37	37	14	13	16	34	52	33	44	32	16	20	20	165	27.50	368	30.67
Networking	14	23	6	17	10	18	21	16	8	14	5	7	14	64	10.67	173	14.42
Password Resets	1197	409	414	626	644	1072	792	404	591	983	1371	1380	2180	6909	1151.50	12063	1005.25
Enterprise	5	13	11	1	4	42	14	11	13	33	26	37	30	150	25.00	240	20.00
Banner	0	3	3	0	1	2	1	1	2	6	4	6	4	23	3.83	33	2.75
Blackboard	0	2	1	0	0	30	2	0	1	2	1	0	0	4	0.67	39	3.25
IMC	31	33	20	27	1	26	69	70	42	32	22	17	41	224	37.33	431	35.92
Projector	17	23	14	14	1	7	26	45	20	23	6	6	16	116	19.33	218	18.17
Sound	4	4	2	10	0	6	14	11	12	4	3	3	3	36	6.00	76	6.33
Extron	1	0	0	0	0	5	3	1	0	0	2	1	0	4	0.67	13	1.08
Training	7	2	2	5	3	2	12	9	3	6	3	1	8	30	5.00	63	5.25

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	292	275	187	199	116	220	338	286	271	278	195	174	274	1478	246.33	3105	258.75
Hardware	147	161	111	104	64	100	172	169	147	150	80	81	119	746	124.33	1605	133.75
Monitor	6	6	4	3	7	3	5	11	5	6	4	6	4	36	6.00	70	5.83
Computer	78	95	63	56	24	58	101	91	87	98	40	39	59	414	69.00	889	74.08
Printer	27	35	20	23	21	23	28	32	30	30	21	20	29	162	27.00	339	28.25
Phone	31	21	14	19	11	18	29	28	28	25	30	16	12	139	23.17	282	23.50
Software	36	36	15	11	15	34	53	34	42	29	14	15	24	158	26.33	358	29.83
Networking	13	20	10	16	8	18	19	17	10	16	6	5	8	62	10.33	166	13.83
Password Resets	1194	402	418	627	640	1075	788	392	592	983	1370	1381	2175	6893	1148.83	12037	1003.08
Enterprise	4	9	7	6	4	38	15	14	10	28	23	28	41	144	24.00	227	18.92
Banner	0	0	1	1	2	2	0	4	2	4	3	5	6	24	4.00	30	2.50
Blackboard	0	2	1	0	0	29	3	0	0	3	0	1	0	4	0.67	39	3.25
IMC	24	23	21	30	14	28	61	71	41	33	21	14	37	217	36.17	418	34.83
Projector	18	16	11	18	6	9	25	48	19	24	4	5	15	115	19.17	218	18.17
Sound	2	3	4	7	3	6	12	12	9	5	3	2	3	34	5.67	71	5.92
Extron	0	0	1	0	0	5	2	0	1	0	2	1	0	4	0.67	12	1.00
Training	2	0	1	15	3	1	9	11	1	10	1	6	6	35	5.83	66	5.50