

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	3310	3378	5206	5280	-74	434	440	93%	91%
Enterprise	43	138	79	181	-102	7	15	1%	3%
IMC	134	151	322	337	-15	27	28	6%	6%
Training	4	3	19	18	1	2	2	0%	0%
Totals	3491	3670	5626	5816	-190	469	485		
Password Resets	2348	2310	5823	5785	38	485	482		
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	562	3310	552	5206	434
Hardware	39	34	42	35	4	16	170	28	415	35
Monitor	2	2	4	0	2	3	13	2	47	4
Computer	19	23	31	22	15	24	134	22	259	22
Printer	14	5	4	10	7	14	54	9	134	11
Phone	4	7	5	6	8	4	34	2	55	5
Software	6	8	11	7	9	10	51	9	90	8
Networking	0	0	4	3	8	2	17	3	40	3
Password Resets	480	602	625	167	216	258	2348	391	5823	485
Enterprise	6	6	4	5	13	9	43	7	79	7
Banner	2	0	2	1	2	6	13	2	21	2
IMC	16	7	29	20	30	32	134	22	322	27
Projector	2	1	5	5	6	10	29	5	70	6
Sound	1	1	4	3	2	2	13	2	32	3
Extron	2	1	3	0	7	3	16	3	29	2
Training	0	1	0	0	1	2	4	1	19	2

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	565	3378	563	5280	440
Hardware	41	33	40	39	3	16	172	29	439	37
Monitor	2	2	3	0	1	2	10	2	44	4
Computer	22	22	31	26	14	24	139	23	261	22
Printer	12	9	4	9	7	13	54	9	139	12
Phone	4	6	5	4	8	5	32	5	51	4
Software	6	9	10	6	11	8	50	8	89	7
Networking	0	3	3	4	1	6	17	2	40	3
Password Resets	473	565	625	155	233	259	2310	385	5785	482
Enterprise	5	40	69	6	10	8	138	23	181	15
Banner	1	2	2	0	1	4	10	2	12	1
IMC	18	22	26	23	32	30	151	25	337	28
Projector	2	1	4	7	6	10	30	5	74	6
Sound	2	0	4	6	2	2	16	3	33	3
Extron	1	0	2	2	7	2	14	2	25	2
Training	0	1	1	0	0	1	3	1	18	2

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	562			5206
Hardware	25	80	73	38	29	39	34	42	35	4	16			415
Monitor	9	12	8	2	3	2	2	4	0	2	3			47
Computer	32	30	31	14	18	19	23	31	22	15	24			259
Printer	13	20	23	19	5	14	5	4	10	7	14			134
Phone	4	3	8	1	5	4	7	5	6	8	4			55
Software	4	11	13	7	4	6	8	11	7	9	10			90
Networking	2	9	3	9	0	0	0	4	3	8	2			40
Password Resets	1362	842	457	274	540	480	602	625	167	216	258			5823
Enterprise	9	12	12	2	1	6	6	4	5	13	9			79
Banner	1	2	1	2	2	2	0	2	1	2	6			21
IMC	31	77	45	22	13	16	7	29	20	30	32			322
Projector	9	15	7	7	3	2	1	5	5	6	10			70
Sound	4	7	4	2	2	1	1	4	3	2	2			32
Extron	0	1	9	2	1	2	1	3	0	7	3			29
Training	5	7	1	2	0	0	1	0	0	1	2			19

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	565			5280
Hardware	19	87	84	34	43	41	33	40	39	3	16			439
Monitor	9	11	9	1	4	2	2	3	0	1	2			44
Computer	28	29	32	12	21	22	22	31	26	14	24			261
Printer	11	19	26	17	12	12	9	4	9	7	13			139
Phone	0	5	7	3	4	4	6	5	4	8	5			51
Software	2	12	13	6	6	6	9	10	6	11	8			89
Networking	2	8	2	10	1	0	3	3	4	1	6			40
Password Resets	1367	839	460	272	537	473	565	625	155	233	259			5785
Enterprise	12	11	7	7	6	5	40	69	6	10	8			181
Banner	1	1	0	0	0	1	2	2	0	1	4			12
IMC	27	49	57	37	16	18	22	26	23	32	30			337
Projector	7	14	10	8	5	2	1	4	7	6	10			74
Sound	4	5	3	2	3	2	0	4	6	2	2			33
Extron	0	0	8	1	2	1	0	2	2	7	2			25
Training	2	5	5	3	0	0	1	1	0	0	1			18