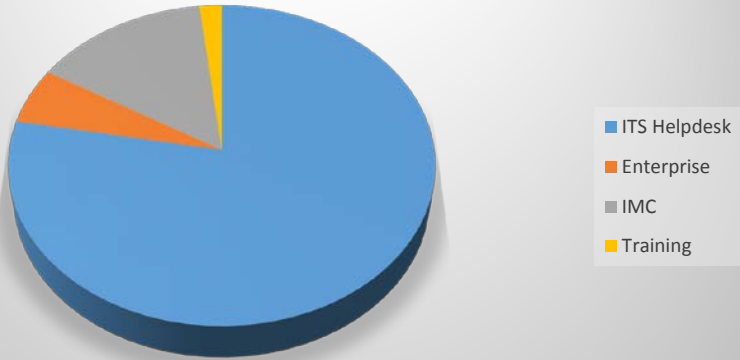


| Antelope Valley College HelpDesk Monthly Report Aug 2016 | |
|---|---------|
| Monthly Numbers Summary | |
| Current and Previous Months | Tickets |
| 1.1. Tickets opened month of Jul 2016 | 1437 |
| 1.2. Tickets closed month of Jul 2016 | 1414 |
| 1.3. Tickets opened month of Aug 2016 | 2804 |
| 1.4. Tickets closed month of Aug 2016 | 2811 |
| Avg Hours ticket open for tickets closed this Month | 48.34 |
| Avg days ticket open for tickets closed this Month | 2.01 |

6 Month Opened Tickets Distribution



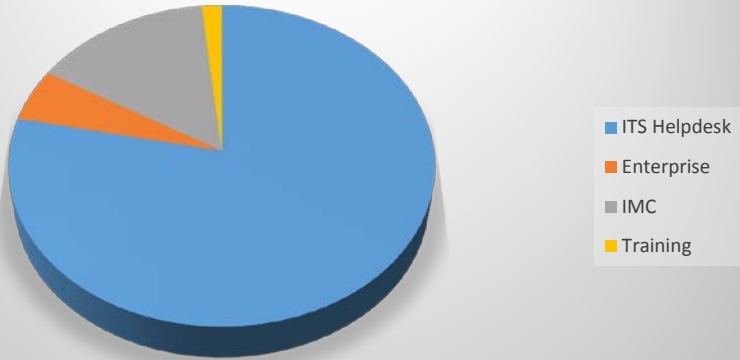
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



| The Numbers Aug 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 | 1324 | 1280 | 2456 | 2419 | 37 | 204.67 | 201.58 | 78% | 78% |
| Enterprise | 98 | 88 | 178 | 162 | 16 | 14.83 | 13.50 | 6% | 5% |
| IMC | 234 | 246 | 459 | 457 | 2 | 38.25 | 38.08 | 15% | 15% |
| Training | 21 | 17 | 58 | 51 | 7 | 4.83 | 4.25 | 2% | 2% |
| Totals | 1677 | 1631 | 3151 | 3089 | 62 | 263 | 257 | | |

| | | | | | | | | | |
|------------------------|-------------|-------------|--------------|--------------|-----------|----------------|----------------|------------|------------|
| Password Resets | 7131 | 7149 | 12685 | 12693 | -8 | 1057.08 | 1057.75 | N/A | N/A |
|------------------------|-------------|-------------|--------------|--------------|-----------|----------------|----------------|------------|------------|

Tickets Opened -Numbers Broken Down by Categories

| Categories | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | 6 Month Totals | 6m AVG | YTD totals | 12 Month AVG |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|---------|------------|--------------|
| ITS Helpdesk | 284 | 224 | 212 | 173 | 113 | 182 | 228 | 190 | 203 | 191 | 265 | 174 | 301 | 1324 | 220.67 | 2456 | 204.67 |
| Hardware | 104 | 91 | 89 | 65 | 33 | 66 | 72 | 55 | 43 | 52 | 73 | 25 | 71 | 319 | 53.17 | 735 | 61.25 |
| Monitor | 4 | 4 | 5 | 2 | 6 | 1 | 3 | 2 | 2 | 5 | 2 | 1 | 6 | 18 | 3.00 | 39 | 3.25 |
| Computer | 52 | 53 | 50 | 38 | 15 | 33 | 42 | 23 | 18 | 25 | 44 | 17 | 29 | 156 | 26.00 | 387 | 32.25 |
| Printer | 23 | 12 | 12 | 17 | 7 | 19 | 14 | 18 | 9 | 9 | 16 | 5 | 23 | 80 | 13.33 | 161 | 13.42 |
| Phone | 23 | 18 | 18 | 15 | 5 | 11 | 7 | 8 | 13 | 10 | 8 | 10 | 13 | 62 | 10.33 | 136 | 11.33 |
| Software | 20 | 18 | 19 | 13 | 16 | 25 | 29 | 38 | 27 | 21 | 15 | 15 | 28 | 144 | 24.00 | 264 | 22.00 |
| Networking | 14 | 17 | 14 | 12 | 4 | 9 | 11 | 15 | 15 | 5 | 13 | 7 | 21 | 76 | 12.67 | 143 | 11.92 |
| Password Resets | 2180 | 391 | 571 | 910 | 695 | 1528 | 1459 | 613 | 816 | 1288 | 1055 | 1099 | 2260 | 7131 | 1188.50 | 12685 | 1057.08 |
| Enterprise | 30 | 15 | 13 | 11 | 10 | 12 | 19 | 9 | 34 | 13 | 7 | 11 | 24 | 98 | 16.33 | 178 | 14.83 |
| Banner | 4 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 3 | 5 | 0.83 | 11 | 0.92 |
| Blackboard | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 0 | 17 | 1 | 0 | 0 | 0 | 18 | 3.00 | 22 | 1.83 |
| IMC | 41 | 45 | 51 | 24 | 12 | 29 | 64 | 47 | 45 | 27 | 23 | 25 | 67 | 234 | 39.00 | 459 | 38.25 |
| Projector | 16 | 18 | 16 | 12 | 7 | 8 | 18 | 21 | 15 | 8 | 5 | 6 | 29 | 84 | 14.00 | 163 | 13.58 |
| Sound | 3 | 7 | 7 | 5 | 1 | 5 | 7 | 5 | 6 | 2 | 0 | 1 | 8 | 22 | 3.67 | 54 | 4.50 |
| Extron | 0 | 0 | 5 | 1 | 0 | 3 | 5 | 7 | 5 | 2 | 7 | 9 | 1 | 31 | 5.17 | 45 | 3.75 |
| Training | 8 | 9 | 9 | 1 | 5 | 6 | 7 | 0 | 7 | 3 | 7 | 2 | 2 | 21 | 3.50 | 58 | 4.83 |

Tickets Closed -Numbers Broken Down by Categories

| Categories | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-15 | May-16 | Jun-16 | Jul-16 | Aug-16 | 6 Month Totals | 6m AVG | YTD Totals | 12 Month AVG |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|---------|------------|--------------|
| ITS Helpdesk | 274 | 213 | 225 | 162 | 114 | 172 | 253 | 191 | 173 | 214 | 240 | 156 | 306 | 1280 | 213.33 | 2419 | 201.58 |
| Hardware | 119 | 78 | 93 | 66 | 31 | 63 | 85 | 50 | 41 | 54 | 59 | 25 | 79 | 308 | 51.33 | 724 | 60.33 |
| Monitor | 4 | 3 | 5 | 2 | 4 | 2 | 4 | 1 | 3 | 4 | 2 | 0 | 7 | 17 | 2.83 | 37 | 3.08 |
| Computer | 59 | 45 | 54 | 41 | 16 | 27 | 48 | 23 | 19 | 23 | 34 | 18 | 35 | 152 | 25.33 | 383 | 31.92 |
| Printer | 29 | 13 | 12 | 14 | 6 | 22 | 16 | 14 | 9 | 11 | 13 | 4 | 24 | 75 | 12.50 | 158 | 13.17 |
| Phone | 12 | 22 | 18 | 3 | 14 | 11 | 11 | 9 | 10 | 16 | 8 | 9 | 11 | 63 | 10.50 | 142 | 11.83 |
| Software | 24 | 18 | 24 | 15 | 16 | 22 | 33 | 32 | 27 | 20 | 20 | 9 | 27 | 135 | 22.50 | 263 | 21.92 |
| Networking | 8 | 18 | 13 | 11 | 6 | 7 | 14 | 14 | 19 | 6 | 10 | 4 | 20 | 73 | 12.17 | 142 | 11.83 |
| Password Resets | 2175 | 385 | 572 | 904 | 703 | 1528 | 1452 | 614 | 829 | 1281 | 1052 | 1116 | 2257 | 7149 | 1191.50 | 12693 | 1057.75 |
| Enterprise | 41 | 17 | 6 | 13 | 5 | 6 | 27 | 8 | 29 | 12 | 5 | 11 | 23 | 88 | 14.67 | 162 | 13.50 |
| Banner | 6 | 4 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 2 | 4 | 0.67 | 12 | 1.00 |
| Blackboard | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 18 | 1 | 0 | 0 | 0 | 19 | 3.17 | 22 | 1.83 |
| IMC | 37 | 47 | 48 | 28 | 12 | 27 | 49 | 50 | 55 | 28 | 24 | 26 | 63 | 246 | 41.00 | 457 | 38.08 |
| Projector | 15 | 17 | 16 | 12 | 5 | 9 | 16 | 20 | 18 | 9 | 5 | 6 | 29 | 87 | 14.50 | 162 | 13.50 |
| Sound | 3 | 8 | 6 | 7 | 1 | 4 | 8 | 5 | 7 | 2 | 1 | 1 | 6 | 22 | 3.67 | 56 | 4.67 |
| Extron | 0 | 0 | 6 | 1 | 0 | 3 | 3 | 9 | 6 | 0 | 8 | 10 | 1 | 34 | 5.67 | 47 | 3.92 |
| Training | 6 | 12 | 4 | 0 | 0 | 2 | 16 | 2 | 5 | 3 | 5 | 1 | 1 | 17 | 2.83 | 51 | 4.25 |

