

Antelope Valley College HelpDesk Monthly Report May 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of May 2015	1490
1.2. Tickets closed month of May 2015	1485
1.3. Tickets opened month of Apr 2015	1112
1.4. Tickets closed month of Apr 2015	1090
Avg Hours ticket open for tickets closed this Month	105.48
Avg days ticket open for tickets closed this Month	4.4

6 Month Opened Tickets Distribution



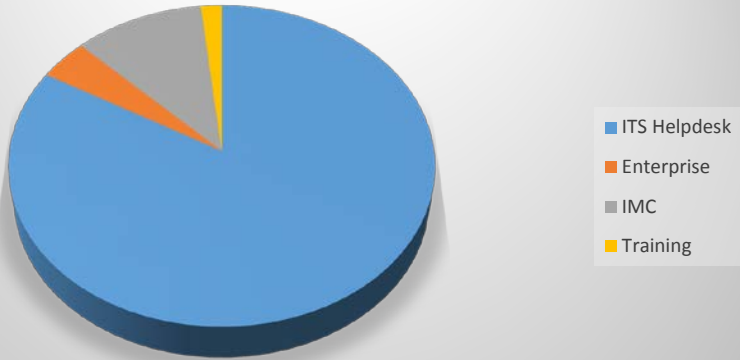
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers May 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	1533	1509	3013	2996	17	251.08	249.67	83%	83%
Enterprise	117	109	160	148	12	13.33	12.33	4%	4%
IMC	240	248	391	389	2	32.58	32.42	11%	11%
Training	35	35	58	62	-4	4.83	5.17	2%	2%
Totals	1925	1901	3622	3595	27	302	300		

Password Resets	4486	4470	10230	10183	47	852.50	848.58	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	215	138	173	301	271	178	204	115	229	351	281	282	275	1533	255.50	3013	251.08
Hardware	77	52	52	151	155	108	107	63	108	179	162	151	148	811	135.17	1513	126.08
Monitor	3	3	1	7	5	4	4	7	3	4	11	6	6	37	6.17	64	5.33
Computer	39	24	22	82	94	61	57	28	58	103	93	94	91	467	77.83	846	70.50
Printer	14	11	19	25	29	20	24	15	29	30	24	29	35	162	27.00	304	25.33
Phone	11	12	10	30	21	14	24	8	16	31	34	33	20	142	23.67	264	22.00
Software	56	18	18	37	37	14	13	16	34	52	33	44	32	211	35.17	404	33.67
Networking	13	9	15	14	23	6	17	10	18	21	16	8	14	87	14.50	184	15.33
Password Resets	1145	903	1050	1197	409	414	626	644	1072	792	404	591	983	4486	747.67	10230	852.50
Enterprise	6	2	5	5	13	11	1	4	42	14	11	13	33	117	19.50	160	13.33
Banner	1	0	0	0	3	3	0	1	2	1	1	2	6	13	2.17	20	1.67
Blackboard	0	0	0	0	2	1	0	0	30	2	0	1	2	35	5.83	38	3.17
IMC	20	11	9	31	33	20	27	1	26	69	70	42	32	240	40.00	391	32.58
Projector	7	7	5	17	23	14	14	1	7	26	45	20	23	122	20.33	209	17.42
Sound	1	2	0	4	4	2	10	0	6	14	11	12	4	47	7.83	70	5.83
Extron	1	0	0	1	0	0	0	0	5	3	1	0	0	9	1.50	11	0.92
Training	1	3	3	7	2	2	5	3	2	12	9	3	6	35	5.83	58	4.83

Tickets Closed -Numbers Broken Down by Categories																	
Categories	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	206	129	199	292	275	187	199	116	220	338	286	271	278	1509	251.50	2996	249.67
Hardware	77	52	53	147	161	111	104	64	100	172	169	147	150	802	133.67	1507	125.58
Monitor	3	3	2	6	6	4	3	7	3	5	11	5	6	37	6.17	64	5.33
Computer	43	21	26	78	95	63	56	24	58	101	91	87	98	459	76.50	841	70.08
Printer	14	9	16	27	35	20	23	21	23	28	32	30	30	164	27.33	308	25.67
Phone	4	0	28	31	21	14	19	11	18	29	28	28	25	139	23.17	256	21.33
Software	55	21	21	36	36	15	11	15	34	53	34	42	29	207	34.50	402	33.50
Networking	12	13	14	13	20	10	16	8	18	19	17	10	16	88	14.67	186	15.50
Password Resets	1143	897	1032	1194	402	418	627	640	1075	788	392	592	983	4470	745.00	10183	848.58
Enterprise	3	4	6	4	9	7	6	4	38	15	14	10	28	109	18.17	148	12.33
Banner	1	0	0	0	0	1	1	2	2	0	4	2	4	14	2.33	17	1.42
Blackboard	0	0	2	0	2	1	0	0	29	3	0	0	3	35	5.83	40	3.33
IMC	18	17	8	24	23	21	30	14	28	61	71	41	33	248	41.33	389	32.42
Projector	6	8	2	18	16	11	18	6	9	25	48	19	24	131	21.83	210	17.50
Sound	1	3	0	2	3	4	7	3	6	12	12	9	5	47	7.83	67	5.58
Extron	0	1	0	0	0	1	0	0	5	2	0	1	0	8	1.33	10	0.83
Training	0	1	8	2	0	1	15	3	1	9	11	1	10	35	5.83	62	5.17