

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	3570	3500	6885	7168	-283	574	597	95%	94%
Enterprise	41	29	97	148	-51	8	12	1%	2%
IMC	101	104	246	250	-4	21	21	3%	3%
Training	13	15	20	25	-5	2	2	0%	0%
Totals	3725	3648	7248	7591	-343	604	633		
Password Resets	3770	3771	6810	6819	-9	568	568		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	586	551	731	443	486	773	3570	595	6885	574
Hardware	25	18	19	25	31	17	135	23	288	24
Monitor	6	5	5	3	5	10	34	6	51	4
Computer	48	36	56	24	46	29	239	40	399	33
Printer	20	27	26	22	42	26	163	27	235	20
Phone	15	10	13	13	24	26	101	2	161	13
Software	15	15	12	9	19	17	87	15	159	13
Networking	6	9	1	3	10	4	33	6	63	5
Password Resets	376	454	693	568	716	963	3770	628	6810	568
Enterprise	6	4	5	1	8	17	41	7	97	8
Banner	5	4	11	6	14	11	51	2	75	6
IMC	11	20	8	6	9	47	101	17	246	21
Projector	1	7	6	3	6	31	54	9	89	7
Sound	2	0	1	0	1	4	8	1	26	2
Extron	0	0	0	1	1	1	3	1	20	2
Training	0	0	4	0	3	6	13	2	20	2

Tickets Closed										
Categories	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	573	556	707	458	453	753	3500	583	7168	597
Hardware	24	17	18	22	34	19	134	22	286	24
Monitor	6	6	5	3	5	10	35	6	52	4
Computer	46	38	51	30	37	36	238	40	402	34
Printer	19	23	31	22	34	28	157	26	224	19
Phone	18	14	13	11	23	29	108	18	168	14
Software	16	13	8	11	12	15	75	13	144	12
Networking	6	10	0	4	10	1	31	2	62	5
Password Resets	376	454	691	569	716	965	3771	629	6819	568
Enterprise	8	2	3	2	4	10	29	5	148	12
Banner	6	4	5	8	9	10	42	7	63	5
IMC	14	21	7	9	8	45	104	17	250	21
Projector	1	6	5	4	6	30	52	9	88	7
Sound	2	0	0	1	0	5	8	1	29	2
Extron	0	1	0	1	1	1	4	1	21	2
Training	0	2	3	1	3	6	15	3	25	2

Tickets Opened for the Year														
Categories	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	YTD Totals
ITS Helpdesk	849	417	551	562	272	35	629	586	551	731	443	486	773	6885
Hardware	42	35	4	16	27	13	16	25	18	19	25	31	17	288
Monitor	4	0	2	3	1	3	4	6	5	5	3	5	10	51
Computer	31	22	15	24	11	30	27	48	36	56	24	46	29	399
Printer	4	10	7	14	6	14	17	20	27	26	22	42	26	235
Phone	5	6	8	4	4	16	17	15	10	13	13	24	26	161
Software	11	7	9	10	8	17	10	15	15	12	9	19	17	159
Networking	4	3	8	2	2	4	7	6	9	1	3	10	4	63
Password Resets	625	167	216	258	261	996	517	376	454	693	568	716	963	6810
Enterprise	4	5	13	9	5	9	11	6	4	5	1	8	17	97
Banner	2	1	2	6	0	7	6	5	4	11	6	14	11	75
IMC	29	20	30	32	6	7	21	11	20	8	6	9	47	246
Projector	5	5	6	10	3	0	6	1	7	6	3	6	31	89
Sound	4	3	2	2	2	1	4	2	0	1	0	1	4	26
Extron	3	0	7	3	0	2	2	0	0	0	1	1	1	20
Training	0	0	1	2	0	4	0	0	0	4	0	3	6	20

Tickets Closed for the Year														
Categories	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	YTD Totals
ITS Helpdesk	863	431	529	565	290	357	633	573	556	707	458	453	753	7168
Hardware	40	39	3	16	27	13	14	24	17	18	22	34	19	286
Monitor	3	0	1	2	2	3	6	6	6	5	3	5	10	52
Computer	31	26	14	24	12	29	28	46	38	51	30	37	36	402
Printer	4	9	7	13	5	12	17	19	23	31	22	34	28	224
Phone	5	4	8	5	4	14	20	18	14	13	11	23	29	168
Software	10	6	11	8	8	15	11	16	13	8	11	12	15	144
Networking	3	4	1	6	4	6	7	6	10	0	4	10	1	62
Password Resets	625	155	233	259	261	973	542	376	454	691	569	716	965	6819
Enterprise	69	6	10	8	7	8	11	8	2	3	2	4	10	148
Banner	2	0	1	4	3	7	4	6	4	5	8	9	10	63
IMC	26	23	32	30	9	5	21	14	21	7	9	8	45	250
Projector	4	7	6	10	3	0	6	1	6	5	4	6	30	88
Sound	4	6	2	2	2	1	4	2	0	0	1	0	5	29
Extron	2	2	7	2	0	2	2	0	1	0	1	1	1	21
Training	1	0	0	1	5	3	0	0	2	3	1	3	6	25