

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	2409	2412	7168	7184	-16	597	599	96%	96%
Enterprise	60	60	112	115	-3	9	10	1%	2%
IMC	37	36	193	193	0	16	16	3%	3%
Training	2	2	19	20	-1	2	2	0%	0%
<b>Totals</b>	<b>2508</b>	<b>2510</b>	<b>7492</b>	<b>7512</b>	<b>-20</b>	<b>624</b>	<b>626</b>		
Password Resets	7039	6925	13368	13257	111	1114	1105		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	313	487	524	119	18	948	2409	402	7168	597
Hardware	18	66	38	56	1	15	194	32	343	29
Monitor	2	6	6	4	0	0	18	3	44	4
Computer	20	17	33	17	0	4	91	15	291	24
Printer	31	34	44	18	0	4	131	22	301	25
Phone	8	8	4	0	0	17	37	2	150	13
Software	20	22	2	10	0	2	56	9	160	13
Networking	2	2	12	0	0	3	19	3	52	4
Password Resets	1406	3290	2343	0	0		7039	1173	13368	
Enterprise	13	30	17	0	0	0	60	10	112	9
Banner	11	12	4	0	0	0	27	2	84	7
Locked Accounts	0	0	57	0	0	0	57			
Phishing Email	0	0	0	0	0	3	3		3	0
IMC	4	11	20	2	0	0	37	6	193	16
Projector	7	10	26	2	0	0	45	8	148	12
Sound	2	1	10	0	0	0	13	2	26	2
Extron	1	0	2	0	0	0	3	1	19	2
Training	0	2	0	0	0	0	2	0	19	2

Tickets Closed										
Categories	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	317	486	524	119	18	948	2412	402	7184	599
Hardware	20	66	38	56	1	15	196	33	373	31
Monitor	2	6	6	4	0	0	18	3	44	4
Computer	21	17	33	17	0	4	92	15	298	25
Printer	31	34	44	18	0	4	131	22	297	25
Phone	8	9	4	0	0	17	38	6	150	13
Software	20	22	2	10	0	2	56	9	150	13
Networking	3	1	12	0	0	3	19	2	47	4
Password Resets	1292	3290	2343	0	0		6925	1154	13257	1105
Enterprise	13	30	17	0	0	0	60	10	115	10
Banner	8	12	4	0	0	0	24	4	0	0
Locked Accounts	0	0	57	0	0	0	57	10		
Phishing Email	0	0	0	0	0	3	3	1	3	0
IMC	3	11	20	2	0	0	36	6	193	16
Projector	7	10	26	2	0	0	45	8	148	12
Sound	2	1	10	0	0	0	13	2	27	2
Extron	1	0	2	0	0	0	3	1	19	2
Training	0	2	0	0	0	0	2	0	20	2

Tickets Opened for the Year														
Categories	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20		YTD Totals
ITS Helpdesk	443	486	773	973	1126	958	313	487	524	119	18	948		7168
Hardware	25	31	17	21	23	32	18	66	38	56	1	15		343
Monitor	3	5	10	2	6	0	2	6	6	4	0	0		44
Computer	24	46	29	30	62	9	20	17	33	17	0	4		291
Printer	22	42	26	21	43	16	31	34	44	18	0	4		301
Phone	13	24	26	16	21	13	8	8	4	0	0	17		150
Software	9	19	17	11	22	26	20	22	2	10	0	2		160
Networking	3	10	4	1	13	2	2	2	12	0	0	3		52
Password Resets	568	716	963	911	1560	1611	1406	3290	2343	0	0	0		13368
Enterprise	1	8	17	13	6	7	13	30	17	0	0	0		112
Banner	6	14	11	9	6	11	11	12	4	0	0	0		84
Locked Accounts	0	0	0	0	0	0	0	0	57	0	0	0		57
Phishing Email	0	0	0	0	0	0	0	0	0	0	0	3		3
IMC	6	9	47	34	28	32	4	11	20	2	0	0		193
Projector	3	6	31	15	24	24	7	10	26	2	0	0		148
Sound	0	1	4	6	1	1	2	1	10	0	0	0		26
Extron	1	1	1	0	6	7	1	0	2	0	0	0		19
Training	0	3	6	3	5	0	0	2	0	0	0	0		19

Tickets Closed for the Year														
Categories	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20		YTD Totals
ITS Helpdesk	458	453	753	986	1161	961	317	486	524	119	18	948		7184
Hardware	22	34	19	36	34	32	20	66	38	56	1	15		373
Monitor	3	5	10	2	6	0	2	6	6	4	0	0		44
Computer	30	37	36	31	63	9	21	17	33	17	0	4		298
Printer	22	34	28	19	47	16	31	34	44	18	0	4		297
Phone	11	23	29	17	19	13	8	9	4	0	0	17		150
Software	11	12	15	21	9	26	20	22	2	10	0	2		150
Networking	4	10	1	2	10	1	3	1	12	0	0	3		47
Password Resets	569	716	965	910	1562	1610	1292	3290	2343	0	0	0		13257
Enterprise	2	4	10	15	12	12	13	30	17	0	0	0		115
Banner	8	9	10	13	6	10	8	12	4	0	0	0		80
Locked Accounts	0	0	0	0	0	0	0	0	57	0	0	0		57
Phishing Email	0	0	0	0	0	0	0	0	0	0	0	3		3
IMC	9	8	45	34	29	32	3	11	20	2	0	0		193
Projector	4	6	30	15	24	24	7	10	26	2	0	0		148
Sound	1	0	5	6	1	1	2	1	10	0	0	0		27
Extron	1	1	1	0	6	7	1	0	2	0	0	0		19
Training	1	3	6	1	7	0	0	2	0	0	0	0		20