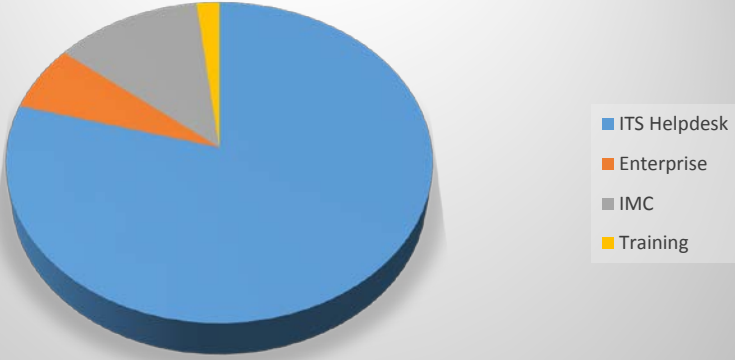
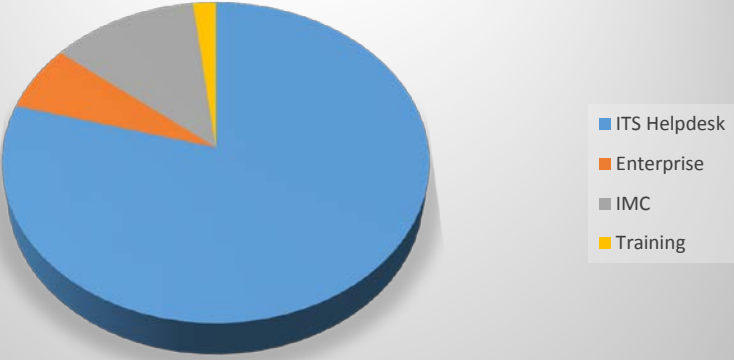


Antelope Valley College HelpDesk Monthly Report Nov 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Nov 2015	1253
1.2. Tickets closed month of Nov 2015	1244
1.3. Tickets opened month of Oct 2015	1005
1.4. Tickets closed month of Oct 2015	1000
Avg Hours ticket open for tickets closed this Month	53.3
Avg days ticket open for tickets closed this Month	2.22

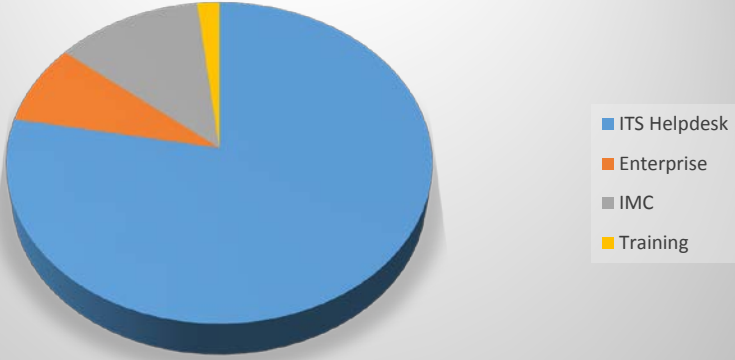
6 Month Opened Tickets Distribution



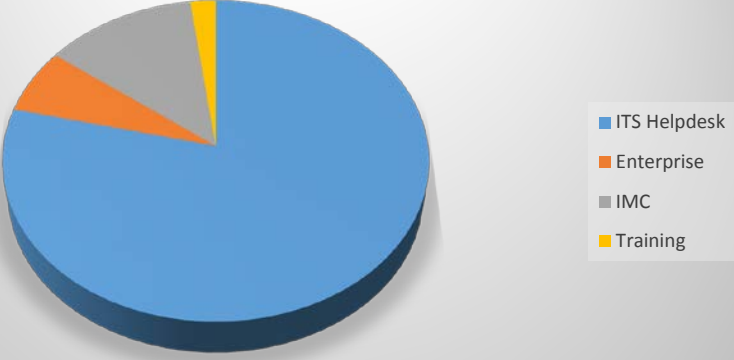
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Nov 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	1283	1243	3020	2951	69	251.67	245.92	79%	79%
Enterprise	132	128	250	243	7	20.83	20.25	7%	6%
IMC	200	195	467	473	-6	38.92	39.42	12%	13%
Training	31	29	71	79	-8	5.92	6.58	2%	2%
Totals	1646	1595	3808	3746	62	317	312		

Password Resets	6803	6787	11915	11884	31	992.92	990.33	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories

Categories	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	204	115	229	351	281	282	275	195	195	284	224	212	173	1283	213.83	3020	251.67
Hardware	107	63	108	179	162	151	148	78	90	104	91	89	65	517	86.17	1435	119.58
Monitor	4	7	3	4	11	6	6	3	6	4	4	5	2	24	4.00	65	5.42
Computer	57	28	58	103	93	94	91	42	42	52	53	50	38	277	46.17	801	66.75
Printer	24	15	29	30	24	29	35	19	22	23	12	12	17	105	17.50	291	24.25
Phone	24	8	16	31	34	33	20	21	20	23	18	18	15	115	19.17	281	23.42
Software	13	16	34	52	33	44	32	16	20	20	18	19	13	106	17.67	330	27.50
Networking	17	10	18	21	16	8	14	5	7	14	17	14	12	69	11.50	173	14.42
Password Resets	626	644	1072	792	404	591	983	1371	1380	2180	391	571	910	6803	1133.83	11915	992.92
Enterprise	1	4	42	14	11	13	33	26	37	30	15	13	11	132	22.00	250	20.83
Banner	0	1	2	1	1	2	6	4	6	4	4	2	0	20	3.33	33	2.75
Blackboard	0	0	30	2	0	1	2	1	0	0	0	0	0	1	0.17	36	3.00
IMC	27	1	26	69	70	42	32	22	17	41	45	51	24	200	33.33	467	38.92
Projector	14	1	7	26	45	20	23	6	6	16	18	16	12	74	12.33	210	17.50
Sound	10	0	6	14	11	12	4	3	3	3	7	7	5	28	4.67	85	7.08
Extron	0	0	5	3	1	0	0	2	1	0	0	5	1	9	1.50	18	1.50
Training	5	3	2	12	9	3	6	3	1	8	9	9	1	31	5.17	71	5.92

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	199	116	220	338	286	271	278	195	174	274	213	225	162	1243	207.17	2951	245.92
Hardware	104	64	100	172	169	147	150	80	81	119	78	93	66	517	86.17	1423	118.58
Monitor	3	7	3	5	11	5	6	4	6	4	3	5	2	24	4.00	64	5.33
Computer	56	24	58	101	91	87	98	40	39	59	45	54	41	278	46.33	793	66.08
Printer	23	21	23	28	32	30	30	21	20	29	13	12	14	109	18.17	296	24.67
Phone	19	11	18	29	28	28	25	30	16	12	22	18	3	101	16.83	259	21.58
Software	11	15	34	53	34	42	29	14	15	24	18	24	15	110	18.33	328	27.33
Networking	16	8	18	19	17	10	16	6	5	8	18	13	11	61	10.17	165	13.75
Password Resets	627	640	1075	788	392	592	983	1370	1381	2175	385	572	904	6787	1131.17	11884	990.33
Enterprise	6	4	38	15	14	10	28	23	28	41	17	6	13	128	21.33	243	20.25
Banner	1	2	2	0	4	2	4	3	5	6	4	1	0	19	3.17	34	2.83
Blackboard	0	0	29	3	0	0	3	0	1	0	0	0	0	1	0.17	36	3.00
IMC	30	14	28	61	71	41	33	21	14	37	47	48	28	195	32.50	473	39.42
Projector	18	6	9	25	48	19	24	4	5	15	17	16	12	69	11.50	218	18.17
Sound	7	3	6	12	12	9	5	3	2	3	8	6	7	29	4.83	83	6.92
Extron	0	0	5	2	0	1	0	2	1	0	0	6	1	10	1.67	18	1.50
Training	15	3	1	9	11	1	10	1	6	6	12	4	0	29	4.83	79	6.58