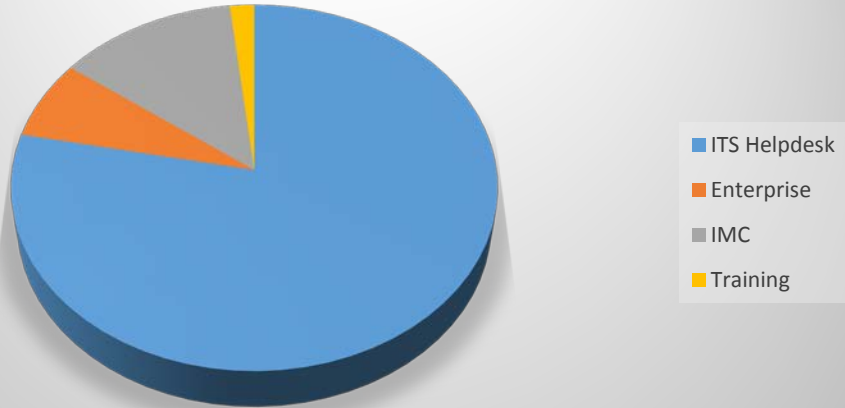
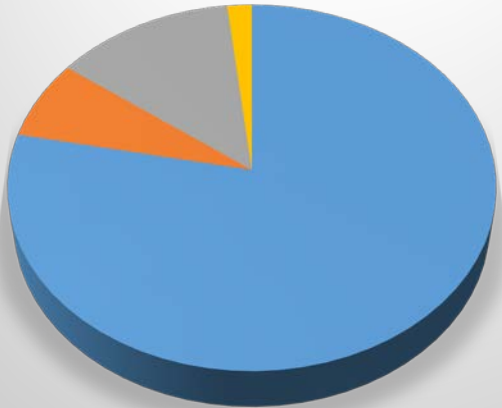


Antelope Valley College HelpDesk Monthly Report Mar 2016	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Feb 2016	1993
1.2. Tickets closed month of Feb 2016	2011
1.3. Tickets opened month of Mar 2016	984
1.4. Tickets closed month of Mar 2016	1001
Avg Hours ticket open for tickets closed this Month	108.2
Avg days ticket open for tickets closed this Month	4.51

6 Month Opened Tickets Distribution



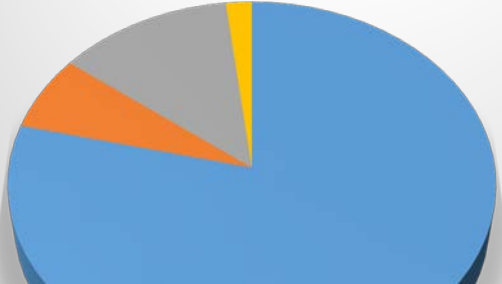
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution

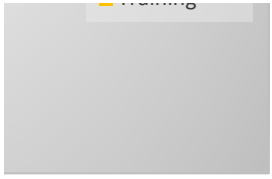


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- ITS Helpdesk
- Enterprise
- IMC
- Training

on

- ITS Helpdesk
- Enterprise
- IMC
- Training



The Numbers Mar 2016 - 6 month and 12 month Totals and Averages of opened and closed tickets. Distribution Perce

Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened
ITS Helpdesk	1098	1117	2553	2522	31	212.75
Enterprise	74	65	228	212	16	19.00
IMC	227	214	426	407	19	35.50
Training	28	24	58	60	-2	4.83
Totals	1427	1420	3265	3201	64	272

Password Resets	5776	5773	12672	12659	13	1056.00
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ntage of Tickets		
YTD AVG Closed	% opened	% closed
210.17	78%	79%
17.67	7%	7%
33.92	13%	13%
5.00	2%	2%
267		

1054.92	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories

Categories	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
ITS Helpdesk	281	282	275	195	195	284	224	212	173	113	182
Hardware	162	151	148	78	90	104	91	89	65	33	66
Monitor	11	6	6	3	6	4	4	5	2	6	1
Computer	93	94	91	42	42	52	53	50	38	15	33
Printer	24	29	35	19	22	23	12	12	17	7	19
Phone	34	33	20	21	20	23	18	18	15	5	11
Software	33	44	32	16	20	20	18	19	13	16	25
Networking	16	8	14	5	7	14	17	14	12	4	9
Password Resets	404	591	983	1371	1380	2180	391	571	910	695	1528
Enterprise	11	13	33	26	37	30	15	13	11	10	12
Banner	1	2	6	4	6	4	4	2	0	0	0
Blackboard	0	1	2	1	0	0	0	0	0	1	1
IMC	70	42	32	22	17	41	45	51	24	12	29
Projector	45	20	23	6	6	16	18	16	12	7	8
Sound	11	12	4	3	3	3	7	7	5	1	5
Extron	1	0	0	2	1	0	0	5	1	0	3
Training	9	3	6	3	1	8	9	9	1	5	6

Feb-16	Mar-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
228	190	1098	183.00	2553	212.75
72	55	380	63.33	1042	86.83
3	2	19	3.17	48	4.00
42	23	201	33.50	575	47.92
14	18	87	14.50	227	18.92
7	8	64	10.67	199	16.58
29	38	140	23.33	290	24.17
11	15	65	10.83	130	10.83
1459	613	5776	962.67	12672	1056.00
19	9	74	12.33	228	19.00
0	0	2	0.33	28	2.33
2	0	4	0.67	8	0.67
64	47	227	37.83	426	35.50
18	21	82	13.67	171	14.25
7	5	30	5.00	62	5.17
5	7	21	3.50	24	2.00
7	0	28	4.67	58	4.83

Tickets Closed -Numbers Broken Down by Categories

Categories	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
ITS Helpdesk	286	271	278	195	174	274	213	225	162	114	172
Hardware	169	147	150	80	81	119	78	93	66	31	63
Monitor	11	5	6	4	6	4	3	5	2	4	2
Computer	91	87	98	40	39	59	45	54	41	16	27
Printer	32	30	30	21	20	29	13	12	14	6	22
Phone	28	28	25	30	16	12	22	18	3	14	11
Software	34	42	29	14	15	24	18	24	15	16	22
Networking	17	10	16	6	5	8	18	13	11	6	7
Password Resets	392	592	983	1370	1381	2175	385	572	904	703	1528
Enterprise	14	10	28	23	28	41	17	6	13	5	6
Banner	4	2	4	3	5	6	4	1	0	0	0
Blackboard	0	0	3	0	1	0	0	0	0	0	1
IMC	71	41	33	21	14	37	47	48	28	12	27
Projector	48	19	24	4	5	15	17	16	12	5	9
Sound	12	9	5	3	2	3	8	6	7	1	4
Extron	0	1	0	2	1	0	0	6	1	0	3
Training	11	1	10	1	6	6	12	4	0	0	2

Feb-16	Mar-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
253	191	1117	186.17	2522	210.17
85	50	388	64.67	1043	86.92
4	1	18	3.00	46	3.83
48	23	209	34.83	577	48.08
16	14	84	14.00	227	18.92
11	9	66	11.00	199	16.58
33	32	142	23.67	284	23.67
14	14	65	10.83	128	10.67
1452	614	5773	962.17	12659	1054.92
27	8	65	10.83	212	17.67
3	0	4	0.67	28	2.33
2	0	3	0.50	7	0.58
49	50	214	35.67	407	33.92
16	20	78	13.00	162	13.50
8	5	31	5.17	61	5.08
3	9	22	3.67	26	2.17
16	2	24	4.00	60	5.00