

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	2805	2758	7435	7422	13	620	619	96%	96%
Enterprise	17	17	103	109	-6	9	9	1%	1%
IMC	26	26	182	180	2	15	15	2%	2%
Training	2	2	18	18	0	2	2	0%	0%
Totals	2850	2803	7738	7729	9	645	644		
Password Resets	2343	2343	12084	11972	112	1007	998		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	524	119	18	948	635	561	2805	468	7435	620
Hardware	38	56	1	15	26	7	143	24	320	27
Monitor	6	4	0	0	0	0	10	2	36	3
Computer	33	17	0	4	3	3	60	10	227	19
Printer	44	18	0	4	7	0	73	12	244	20
Phone	4	0	0	17	6	0	27	2	119	10
Software	2	10	0	2	7	3	24	4	142	12
Networking	12	0	0	3	2	1	18	3	42	4
Password Resets	2343	0	0	0	0	0	2343	391	12084	1007
Enterprise	17	0	0	0	0	0	17	3	103	9
Banner	4	0	0	0	1	0	5	2	65	5
Locked Accounts	57	0	0	0	1	0	58			
Phishing Email	0	0	0	3	3	0	6		0	0
IMC	20	2	0	0	0	4	26	4	182	15
Projector	26	2	0	0	0	1	29	5	140	12
Sound	10	0	0	0	0	1	11	2	26	2
Extron	2	0	0	0	0	0	2	0	17	1
Training	0	0	0	0	0	2	2	0	18	2

Tickets Closed										
Categories	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	524	119	18	948	633	516	2758	460	7422	619
Hardware	38	56	1	15	26	7	143	24	350	29
Monitor	6	4	0	0	0	0	10	2	36	3
Computer	33	17	0	4	3	3	60	10	237	20
Printer	44	18	0	4	7	0	73	12	248	21
Phone	4	0	0	17	6	0	27	5	122	10
Software	2	10	0	2	7	3	24	4	137	11
Networking	12	0	0	3	2	1	18	2	36	3
Password Resets	2343	0	0	0	0	0	2343	391	11972	998
Enterprise	17	0	0	0	0	0	17	3	109	9
Banner	4	0	0	0	1	0	5	1	64	5
Locked Accounts	57	0	0	0	1	0	58	10		
Phishing Email	0	0	0	3	3	0	6	1	6	1
IMC	20	2	0	0	0	4	26	4	180	15
Projector	26	2	0	0	0	1	29	5	139	12
Sound	10	0	0	0	0	1	11	2	27	2
Extron	2	0	0	0	0	0	2	0	17	1
Training	0	0	0	0	0	2	2	0	18	2

Tickets Opened for the Year														
Categories	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20		YTD Totals
ITS Helpdesk	773	973	1126	958	313	487	524	119	18	948	635	561		7435
Hardware	17	21	23	32	18	66	38	56	1	15	26	7		320
Monitor	10	2	6	0	2	6	6	4	0	0	0	0		36
Computer	29	30	62	9	20	17	33	17	0	4	3	3		227
Printer	26	21	43	16	31	34	44	18	0	4	7	0		244
Phone	26	16	21	13	8	8	4	0	0	17	6	0		119
Software	17	11	22	26	20	22	2	10	0	2	7	3		142
Networking	4	1	13	2	2	2	12	0	0	3	2	1		42
Password Resets	963	911	1560	1611	1406	3290	2343	0	0	0	0	0		12084
Enterprise	17	13	6	7	13	30	17	0	0	0	0	0		103
Banner	11	9	6	11	11	12	4	0	0	0	1	0		65
Locked Accounts	0	0	0	0	0	0	57	0	0	0	1	0		58
Phishing Email											3	0		
IMC	47	34	28	32	4	11	20	2	0	0	0	4		182
Projector	31	15	24	24	7	10	26	2	0	0	0	1		140
Sound	4	6	1	1	2	1	10	0	0	0	0	1		26
Extron	1	0	6	7	1	0	2	0	0	0	0	0		17
Training	6	3	5	0	0	2	0	0	0	0	0	2		18

Tickets Closed for the Year														
Categories	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20		YTD Totals
ITS Helpdesk	753	986	1161	961	317	486	524	119	18	948	633	516		7422
Hardware	19	36	34	32	20	66	38	56	1	15	26	7		350
Monitor	10	2	6	0	2	6	6	4	0	0	0	0		36
Computer	36	31	63	9	21	17	33	17	0	4	3	3		237
Printer	28	19	47	16	31	34	44	18	0	4	7	0		248
Phone	29	17	19	13	8	9	4	0	0	17	6	0		122
Software	15	21	9	26	20	22	2	10	0	2	7	3		137
Networking	1	2	10	1	3	1	12	0	0	3	2	1		36
Password Resets	965	910	1562	1610	1292	3290	2343	0	0	0	0	0		11972
Enterprise	10	15	12	12	13	30	17	0	0	0	0	0		109
Banner	10	13	6	10	8	12	4	0	0	0	1	0		64
Locked Accounts	0	0	0	0	0	0	57	0	0	0	1	0		58
Phishing Email	0	0	0	0	0	0	0	0	0	3	3	0		6
IMC	45	34	29	32	3	11	20	2	0	0	0	4		180
Projector	30	15	24	24	7	10	26	2	0	0	0	1		139
Sound	5	6	1	1	2	1	10	0	0	0	0	1		27
Extron	1	0	6	7	1	0	2	0	0	0	0	0		17
Training	6	1	7	0	0	2	0	0	0	0	0	2		18