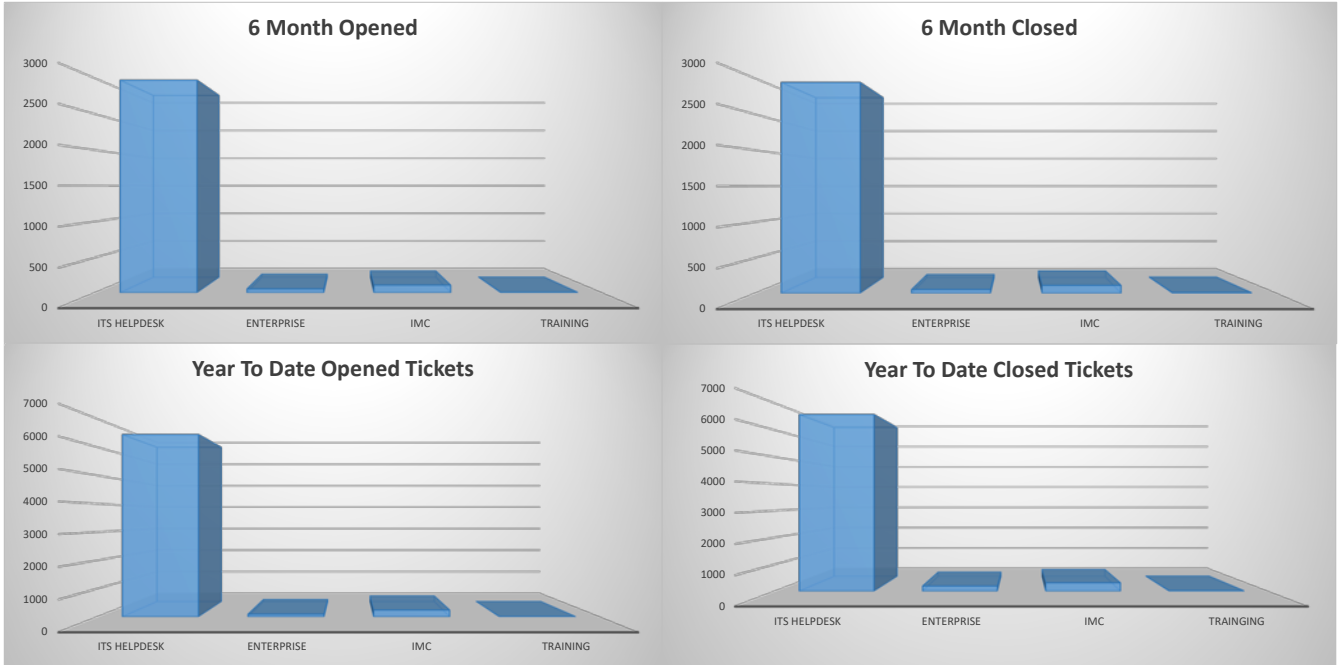


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	2975	2947	6450	6582	-132	538	549	95%	93%
Enterprise	53	52	89	192	-103	7	16	1%	3%
IMC	107	111	239	310	-71	20	26	4%	4%
Training	7	9	11	19	-8	1	2	0%	0%
<b>Totals</b>	<b>3142</b>	<b>3119</b>	<b>6789</b>	<b>7103</b>	<b>-314</b>	<b>566</b>	<b>592</b>		
Password Resets	2624	2644	5769	5731	38	481	478		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Oct-19	Nov-19	Dec-19	Jan-19	Feb-19	Mar-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	551	562	272	375	629	586	2975	496	6450	538
Hardware	4	16	27	13	16	25	101	17	391	33
Monitor	2	3	1	3	4	6	19	3	40	3
Computer	15	24	11	30	27	48	155	26	313	26
Printer	7	14	6	14	17	20	78	13	158	13
Phone	8	4	4	16	17	15	64	2	100	8
Software	9	10	8	17	10	15	69	12	125	10
Networking	8	2	2	4	7	6	29	5	48	4
Password Resets	216	258	261	996	517	376	2624	437	5769	481
Enterprise	13	9	5	9	11	6	53	9	89	7
Banner	2	6	0	7	6	5	26	2	36	3
IMC	30	32	6	7	21	11	107	18	239	20
Projector	6	10	3	0	6	1	26	4	56	5
Sound	2	2	2	1	4	2	13	2	30	3
Extron	7	3	0	2	2	0	14	2	32	3
Training	1	2	0	4	0	0	7	1	11	1

Tickets Closed										
Categories	Oct-19	Nov-19	Dec-19	Jan-19	Feb-19	Mar-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	529	565	290	357	633	573	2947	491	6582	549
Hardware	3	16	27	13	14	24	97	16	411	34
Monitor	1	2	2	3	6	6	20	3	41	3
Computer	14	24	12	29	28	46	153	26	319	27
Printer	7	13	5	12	17	19	73	12	162	14
Phone	8	5	4	14	20	18	69	12	102	9
Software	11	8	8	15	11	16	69	12	125	10
Networking	1	6	1	6	7	6	27	2	53	4
Password Resets	233	259	261	973	542	376	2644	441	5731	478
Enterprise	10	8	7	8	11	8	52	9	192	16
Banner	1	4	3	7	4	6	25	4	30	3
IMC	32	30	9	5	21	14	111	19	310	26
Projector	6	10	3	0	6	1	26	4	63	5
Sound	2	2	2	1	4	2	13	2	33	3
Extron	7	2	0	2	2	0	13	2	29	2
Training	0	1	5	3	0	0	9	2	19	2

Tickets Opened for the Year														
Categories	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	YTD Totals
ITS Helpdesk	236	315	727	560	371	849	417	551	562	272	375	629	586	6450
Hardware	73	38	29	39	34	42	35	4	16	27	13	16	25	391
Monitor	8	2	3	2	2	4	0	2	3	1	3	4	6	40
Computer	31	14	18	19	23	31	22	15	24	11	30	27	48	313
Printer	23	19	5	14	5	4	10	7	14	6	14	17	20	158
Phone	8	1	5	4	7	5	6	8	4	4	16	17	15	100
Software	13	7	4	6	8	11	7	9	10	8	17	10	15	125
Networking	3	9	0	0	0	4	3	8	2	2	4	7	6	48
Password Resets	457	274	540	480	602	625	167	216	258	261	996	517	376	5769
Enterprise	12	2	1	6	6	4	5	13	9	5	9	11	6	89
Banner	1	2	2	2	0	2	1	2	6	0	7	6	5	36
IMC	45	2	13	16	7	29	20	30	32	6	7	21	11	239
Projector	7	7	3	2	1	5	5	6	10	3	0	6	1	56
Sound	4	2	2	1	1	4	3	2	2	2	1	4	2	30
Extron	9	2	1	2	1	3	0	7	3	0	2	2	0	32
Training	1	2	0	0	1	0	0	1	2	0	4	0	0	11

Tickets Closed for the Year														
Categories	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	YTD Totals
ITS Helpdesk	265	343	743	575	415	863	431	529	565	290	357	633	573	6582
Hardware	84	34	43	41	33	40	39	3	16	27	13	14	24	411
Monitor	9	1	4	2	2	3	0	1	2	2	3	6	6	41
Computer	32	12	21	22	22	31	26	14	24	12	29	28	46	319
Printer	26	17	12	12	9	4	9	7	13	5	12	17	19	162
Phone	7	3	4	4	6	5	4	8	5	4	14	20	18	102
Software	13	6	6	6	9	10	6	11	8	8	15	11	16	125
Networking	2	10	1	0	3	3	4	1	6	4	6	7	6	53
Password Resets	460	272	537	473	565	625	155	233	259	261	973	542	376	5731
Enterprise	7	7	6	5	40	69	6	10	8	7	8	11	8	192
Banner	0	0	0	1	2	2	0	1	4	3	7	4	6	30
IMC	57	37	16	18	22	26	23	32	30	9	5	21	14	310
Projector	10	8	5	2	1	4	7	6	10	3	0	6	1	63
Sound	3	2	3	2	0	4	6	2	2	2	1	4	2	33
Extron	8	1	2	1	0	2	2	7	2	0	2	2	0	29
Training	5	3	0	0	1	1	0	0	1	5	3	0	0	19