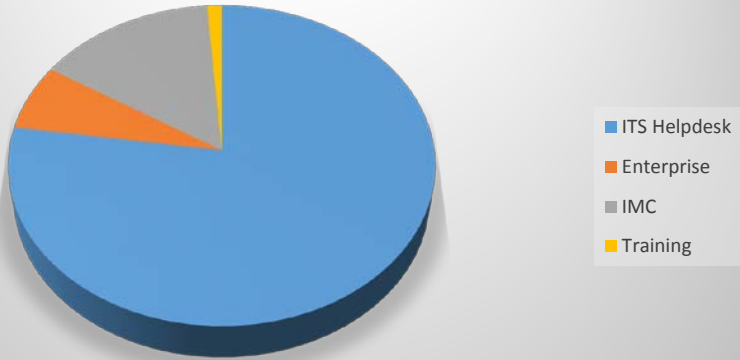


Antelope Valley College HelpDesk Monthly Report Jan 2017	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Dec 2016	918
1.2. Tickets closed month of Dec 2016	926
1.3. Tickets opened month of Jan 2017	1824
1.4. Tickets closed month of Jan 2017	1758
Avg Hours ticket open for tickets closed this Month	34.78
Avg days ticket open for tickets closed this Month	1.45

6 Month Opened Tickets Distribution



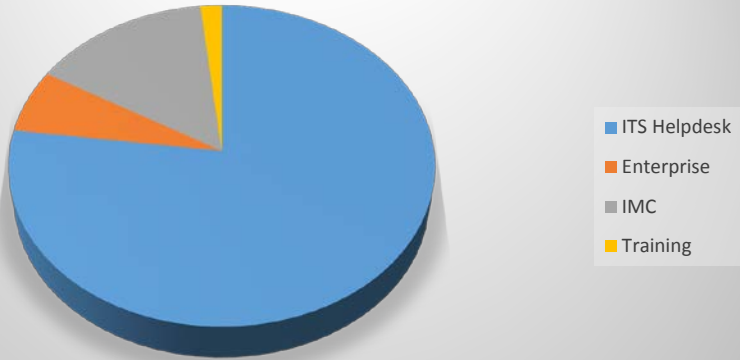
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Jan 2017 - 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	1322	1356	2573	2583	-10	214.42	215.25	77%	77%
Enterprise	128	121	221	213	8	18.42	17.75	7%	6%
IMC	262	264	493	496	-3	41.08	41.33	15%	15%
Training	14	27	40	59	-19	3.33	4.92	1%	2%
Totals	1726	1768	3327	3351	-24	277	279		

Password Resets	6547	6529	12877	12873	4	1073.08	1072.75	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories

Categories	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	182	228	190	203	191	265	174	301	304	211	180	141	185	1322	220.33	2573	214.42
Hardware	66	72	55	43	52	73	25	71	85	62	37	29	43	327	54.50	647	53.92
Monitor	1	3	2	2	5	2	1	6	4	4	6	1	5	26	4.33	41	3.42
Computer	33	42	23	18	25	44	17	29	37	20	10	6	18	120	20.00	289	24.08
Printer	19	14	18	9	9	16	5	23	22	12	11	13	10	91	15.17	162	13.50
Phone	11	7	8	13	10	8	10	13	18	9	6	5	11	62	10.33	118	9.83
Software	25	29	38	27	21	15	15	28	33	24	15	20	13	133	22.17	278	23.17
Networking	9	11	15	15	5	13	7	21	22	7	14	6	13	83	13.83	149	12.42
Password Resets	1528	1459	613	816	1288	1055	1099	2260	591	581	925	673	1517	6547	1091.17	12877	1073.08
Enterprise	12	19	9	34	13	7	11	24	21	21	19	19	24	128	21.33	221	18.42
Banner	0	0	0	0	2	0	0	3	3	0	3	1	1	11	1.83	13	1.08
Blackboard	1	2	0	17	1	0	0	0	2	0	0	1	0	3	0.50	23	1.92
IMC	29	64	47	45	27	23	25	67	52	35	62	15	31	262	43.67	493	41.08
Projector	8	18	21	15	8	5	6	29	20	15	14	7	4	89	14.83	162	13.50
Sound	5	7	5	6	2	0	1	8	12	8	5	0	2	35	5.83	56	4.67
Extron	3	5	7	5	2	7	9	1	1	2	1	1	1	7	1.17	42	3.50
Training	6	7	0	7	3	7	2	2	3	3	1	4	1	14	2.33	40	3.33

Tickets Closed -Numbers Broken Down by Categories

Categories	Jan-16	Feb-16	Mar-16	Apr-15	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	172	253	191	173	214	240	156	306	302	254	176	143	175	1356	226.00	2583	215.25
Hardware	63	85	50	41	54	59	25	79	87	68	39	29	40	342	57.00	656	54.67
Monitor	2	4	1	3	4	2	0	7	4	5	4	2	5	27	4.50	41	3.42
Computer	27	48	23	19	23	34	18	35	33	28	10	8	14	128	21.33	293	24.42
Printer	22	16	14	9	11	13	4	24	28	12	12	10	9	95	15.83	162	13.50
Phone	11	11	9	10	16	8	9	11	16	14	6	8	8	63	10.50	126	10.50
Software	22	33	32	27	20	20	9	27	38	33	18	17	13	146	24.33	287	23.92
Networking	7	14	14	19	6	10	4	20	25	9	16	7	11	88	14.67	155	12.92
Password Resets	1528	1452	614	829	1281	1052	1116	2257	603	585	933	687	1464	6529	1088.17	12873	1072.75
Enterprise	6	27	8	29	12	5	11	23	19	26	22	14	17	121	20.17	213	17.75
Banner	0	3	0	0	2	0	0	2	3	0	3	0	1	9	1.50	14	1.17
Blackboard	1	2	0	18	1	0	0	0	2	1	0	1	0	4	0.67	25	2.08
IMC	27	49	50	55	28	24	26	63	55	38	64	15	29	264	44.00	496	41.33
Projector	9	16	20	18	9	5	6	29	21	16	14	7	4	91	15.17	165	13.75
Sound	4	8	5	7	2	1	1	6	13	8	5	0	2	34	5.67	58	4.83
Extron	3	3	9	6	0	8	10	1	1	2	1	1	1	7	1.17	43	3.58
Training	2	16	2	5	3	5	1	1	8	11	1	4	2	27	4.50	59	4.92