

Antelope Valley College HelpDesk Monthly Report Jun 2017	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of May 2017	3196
1.2. Tickets closed month of May 2017	3126
1.3. Tickets opened month of Jun 2017	1760
1.4. Tickets closed month of Jun 2017	1771
Avg Hours ticket open for tickets closed this Month	55.7
Avg days ticket open for tickets closed this Month	2.32

6 Month Opened Tickets Distribution



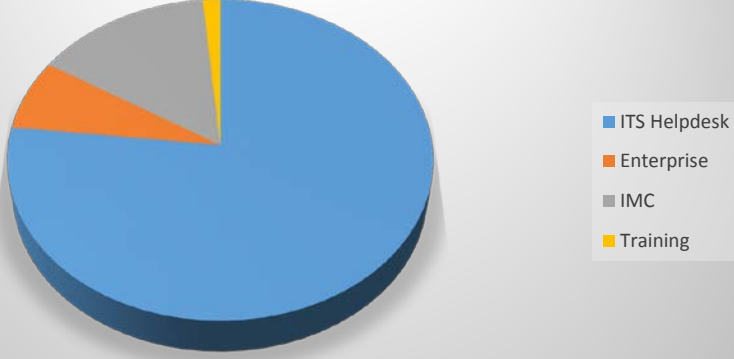
YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Jun 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	1361	1335	2672	2672	0	232.42	229.17	76%	77%
Enterprise	161	131	276	246	30	21.83	18.75	8%	7%
IMC	264	251	520	512	8	42.58	41.92	15%	15%
Training	29	24	44	50	-6	3.83	4.50	1%	1%
Totals	1815	1741	3512	3480	32	301	294		

Password Resets	10670	10588	16799	16769	30	1365.25	1362.67	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories

Categories	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	265	174	301	304	211	180	141	185	265	315	226	222	148	1361	225.67	2672	232.42
Hardware	73	25	71	85	62	37	29	43	69	95	50	49	35	341	55.83	650	57.33
Monitor	2	1	6	4	4	6	1	5	2	2	3	2	3	17	2.50	39	3.17
Computer	44	17	29	37	20	10	6	18	21	29	24	17	15	124	19.17	243	22.67
Printer	16	5	23	22	12	11	13	10	17	41	13	10	4	95	17.33	181	16.08
Phone	8	10	13	18	9	6	5	11	16	11	10	4	4	56	9.50	117	10.08
Software	15	15	28	33	24	15	20	13	31	18	20	32	11	125	22.33	260	22.00
Networking	13	7	21	22	7	14	6	13	10	5	2	7	4	41	7.17	118	10.58
Password Resets	1055	1099	2260	591	581	925	673	1517	1471	880	2515	2816	1471	10670	1645.33	16799	1365.25
Enterprise	7	11	24	21	21	19	19	24	25	22	38	31	21	161	26.50	276	21.83
Banner	0	0	3	3	0	3	1	1	0	1	3	2	1	8	1.33	18	1.42
Blackboard	0	0	0	2	0	0	1	0	3	1	0	0	0	4	0.83	7	0.58
IMC	23	25	67	52	35	62	15	31	74	67	35	25	32	264	41.17	520	42.58
Projector	5	6	29	20	15	14	7	4	26	17	18	7	16	88	13.17	179	14.00
Sound	0	1	8	12	8	5	0	2	4	9	6	5	4	30	4.33	64	5.00
Extron	7	9	1	1	2	1	1	1	1	2	0	2	0	6	1.17	21	2.33
Training	7	2	2	3	3	1	4	1	2	5	9	7	5	29	4.67	44	3.83

Tickets Closed -Numbers Broken Down by Categories

Categories	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	240	156	306	302	254	176	143	175	253	303	216	226	162	1335	219.33	2672	229.17
Hardware	59	25	79	87	68	39	29	40	70	92	55	49	38	344	55.83	671	57.67
Monitor	2	0	7	4	5	4	2	5	2	2	2	3	3	17	2.67	39	3.17
Computer	34	18	35	33	28	10	8	14	22	27	26	17	16	122	19.00	254	22.67
Printer	13	4	24	28	12	12	10	9	19	36	19	8	5	96	16.83	186	16.17
Phone	8	9	11	16	14	6	8	8	8	13	4	6	8	47	7.83	111	9.25
Software	20	9	27	38	33	18	17	13	31	18	20	29	14	125	21.33	267	22.75
Networking	10	4	20	25	9	16	7	11	9	6	4	6	3	39	7.17	120	10.58
Password Resets	1052	1116	2257	603	585	933	687	1464	1461	869	2493	2832	1469	10588	1634.33	16769	1362.67
Enterprise	5	11	23	19	26	22	14	17	21	13	26	28	26	131	19.83	246	18.75
Banner	0	0	2	3	0	3	0	1	0	1	2	2	2	8	1.00	16	1.17
Blackboard	0	0	0	2	1	0	1	0	3	1	0	0	0	4	0.83	8	0.67
IMC	24	26	63	55	38	64	15	29	66	67	30	26	33	251	38.83	512	41.92
Projector	5	6	29	21	16	14	7	4	23	18	17	7	18	87	12.67	180	13.92
Sound	1	1	6	13	8	5	0	2	4	9	5	5	5	30	4.17	63	4.92
Extron	8	10	1	1	2	1	1	1	1	1	0	2	0	5	1.00	21	2.42
Training	5	1	1	8	11	1	4	2	1	6	6	8	1	24	4.50	50	4.50