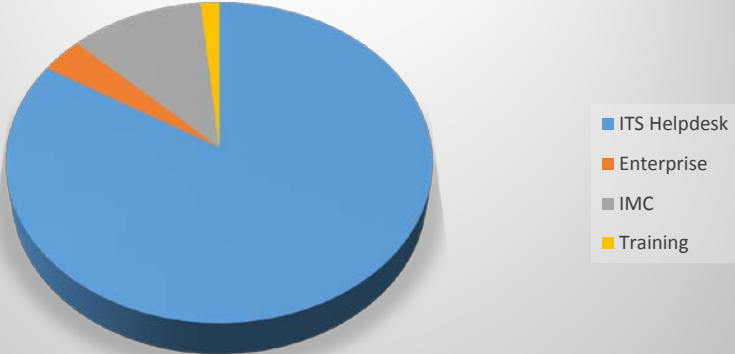
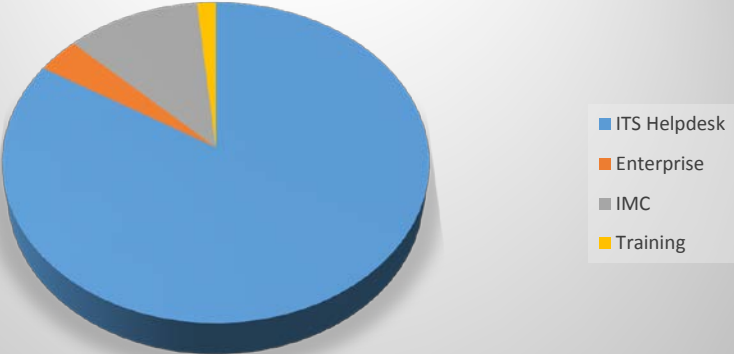


Antelope Valley College HelpDesk Monthly Report Mar 2015	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Mar 2015	956
1.2. Tickets closed month of Mar 2015	958
1.3. Tickets opened month of Feb 2015	1402
1.4. Tickets closed month of Feb 2015	1373
Avg Hours ticket open for tickets closed this Month	97.09
Avg days ticket open for tickets closed this Month	4.05

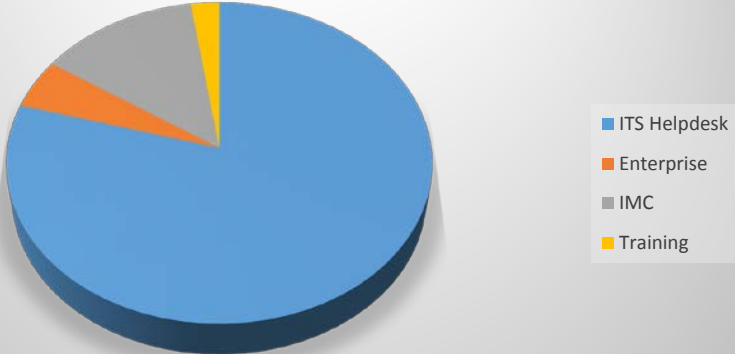
6 Month Opened Tickets Distribution



YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Mar 2015 - 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	1358	1346	2930	2936	-6	244.17	244.67	84%	84%
Enterprise	83	84	124	123	1	10.33	10.25	4%	4%
IMC	213	225	390	382	8	32.50	31.83	11%	11%
Training	33	40	54	59	-5	4.50	4.92	2%	2%
Totals	1687	1695	3498	3500	-2	292	292		

Password Resets	3952	3940	9780	9714	66	815.00	809.50	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories																	
Categories	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	239	235	215	138	173	301	271	178	204	115	229	351	281	1358	226.33	2930	244.17
Hardware	109	88	77	52	52	151	155	108	107	63	108	179	162	727	121.17	1411	117.58
Monitor	4	4	3	3	1	7	5	4	4	7	3	4	11	33	5.50	60	5.00
Computer	60	55	39	24	22	82	94	61	57	28	58	103	93	400	66.67	776	64.67
Printer	24	18	14	11	19	25	29	20	24	15	29	30	24	142	23.67	282	23.50
Phone	12	19	11	12	10	30	21	14	24	8	16	31	34	127	21.17	242	20.17
Software	35	28	56	18	18	37	37	14	13	16	34	52	33	162	27.00	391	32.58
Networking	16	16	13	9	15	14	23	6	17	10	18	21	16	88	14.67	194	16.17
Password Resets	477	647	1145	903	1050	1197	409	414	626	644	1072	792	404	3952	658.67	9780	815.00
Enterprise	7	3	6	2	5	5	13	11	1	4	42	14	11	83	13.83	124	10.33
Banner	0	0	1	0	0	0	3	3	0	1	2	1	1	8	1.33	12	1.00
Blackboard	0	1	0	0	0	0	2	1	0	0	30	2	0	33	5.50	36	3.00
IMC	31	42	20	11	9	31	33	20	27	1	26	69	70	213	35.50	390	32.50
Projector	12	19	7	7	5	17	23	14	14	1	7	26	45	107	17.83	197	16.42
Sound	4	6	1	2	0	4	4	2	10	0	6	14	11	43	7.17	64	5.33
Extron	1	0	1	0	0	1	0	0	0	0	5	3	1	9	1.50	12	1.00
Training	2	3	1	3	3	7	2	2	5	3	2	12	9	33	5.50	54	4.50

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	264	225	206	129	199	292	275	187	199	116	220	338	286	1346	224.33	2936	244.67
Hardware	121	93	77	52	53	147	161	111	104	64	100	172	169	720	120.00	1424	118.67
Monitor	5	4	3	3	2	6	6	4	3	7	3	5	11	33	5.50	62	5.17
Computer	65	57	43	21	26	78	95	63	56	24	58	101	91	393	65.50	778	64.83
Printer	28	18	14	9	16	27	35	20	23	21	23	28	32	147	24.50	294	24.50
Phone	32	7	4	0	28	31	21	14	19	11	18	29	28	119	19.83	242	20.17
Software	30	29	55	21	21	36	36	15	11	15	34	53	34	162	27.00	390	32.50
Networking	17	13	12	13	14	13	20	10	16	8	18	19	17	88	14.67	190	15.83
Password Resets	470	636	1143	897	1032	1194	402	418	627	640	1075	788	392	3940	656.67	9714	809.50
Enterprise	9	4	3	4	6	4	9	7	6	4	38	15	14	84	14.00	123	10.25
Banner	0	0	1	0	0	0	0	1	1	2	2	0	4	10	1.67	11	0.92
Blackboard	1	1	0	0	2	0	2	1	0	0	29	3	0	33	5.50	39	3.25
IMC	29	38	18	17	8	24	23	21	30	14	28	61	71	225	37.50	382	31.83
Projector	11	19	6	8	2	18	16	11	18	6	9	25	48	117	19.50	197	16.42
Sound	4	6	1	3	0	2	3	4	7	3	6	12	12	44	7.33	63	5.25
Extron	1	0	0	1	0	0	0	1	0	0	5	2	0	8	1.33	10	0.83
Training	7	1	0	1	8	2	0	1	15	3	1	9	11	40	6.67	59	4.92