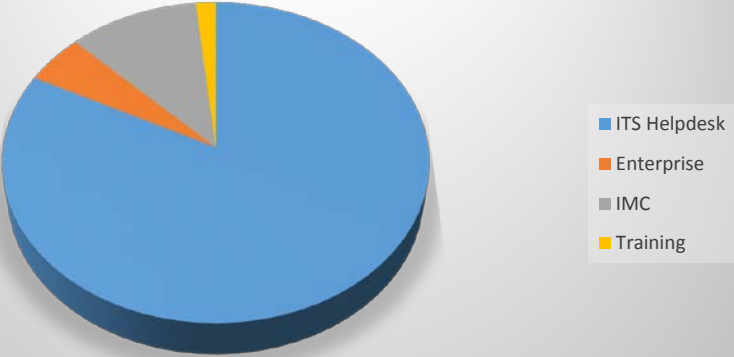


<b>Antelope Valley College HelpDesk Monthly Report Jun 2015</b>	
<b>Monthly Numbers Summary</b>	
Current and Previous Months	Tickets
1.1. Tickets opened month of Jun 2015	1728
1.2. Tickets closed month of Jun 2015	1726
1.3. Tickets opened month of May 2015	1490
1.4. Tickets closed month of May 2015	1485
Avg Hours ticket open for tickets closed this Month	40.06
Avg days ticket open for tickets closed this Month	1.67

**6 Month Opened Tickets Distribution**



**YTD Opened Tickets Distribution**



**6 Month Closed Ticket Distribution**



**YTD Closed Ticket Distribution**



<b>The Numbers Jun 2015 - 6 month and 12 month Totals and Averages of opened and closed tickets. Distribution Percentage of Tickets</b>										
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD AVG Closed	% opened	% closed	
ITS Helpdesk	1613	1588	2993	2985	8	249.42	248.75	83%	83%	
Enterprise	139	128	180	168	12	15.00	14.00	5%	5%	
IMC	261	255	393	392	1	32.75	32.67	11%	11%	
Training	35	33	60	63	-3	5.00	5.25	2%	2%	
<b>Totals</b>	<b>2048</b>	<b>2004</b>	<b>3626</b>	<b>3608</b>	<b>18</b>	<b>302</b>	<b>301</b>			

<b>Password Resets</b>	<b>5213</b>	<b>5200</b>	<b>10456</b>	<b>10410</b>	<b>46</b>	<b>871.33</b>	<b>867.50</b>	<b>N/A</b>	<b>N/A</b>	
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<b>Tickets Opened -Numbers Broken Down by Categories</b>																	
Categories	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	6 Month Totals	6m AVG	YTD totals	12 Month AVG
<b>ITS Helpdesk</b>	138	173	301	271	178	204	115	229	351	281	282	275	195	<b>1613</b>	<b>268.83</b>	<b>2993</b>	<b>249.42</b>
Hardware	52	52	151	155	108	107	63	108	179	162	151	148	78	<b>826</b>	137.67	<b>1514</b>	126.17
Monitor	3	1	7	5	4	4	7	3	4	11	6	6	3	<b>33</b>	5.50	<b>64</b>	5.33
Computer	24	22	82	94	61	57	28	58	103	93	94	91	42	<b>481</b>	80.17	<b>849</b>	70.75
Printer	11	19	25	29	20	24	15	29	30	24	29	35	19	<b>166</b>	27.67	<b>309</b>	25.75
Phone	12	10	30	21	14	24	8	16	31	34	33	20	21	<b>155</b>	25.83	<b>274</b>	22.83
Software	18	18	37	37	14	13	16	34	52	33	44	32	16	<b>211</b>	35.17	<b>364</b>	30.33
Networking	9	15	14	23	6	17	10	18	21	16	8	14	5	<b>82</b>	13.67	<b>176</b>	14.67
<b>Password Resets</b>	<b>903</b>	<b>1050</b>	<b>1197</b>	<b>409</b>	<b>414</b>	<b>626</b>	<b>644</b>	<b>1072</b>	<b>792</b>	<b>404</b>	<b>591</b>	<b>983</b>	<b>1371</b>	<b>5213</b>	<b>868.83</b>	<b>10456</b>	<b>871.33</b>
<b>Enterprise</b>	2	5	5	13	11	1	4	42	14	11	13	33	26	<b>139</b>	<b>23.17</b>	<b>180</b>	<b>15.00</b>
Banner	0	0	0	3	3	0	1	2	1	1	2	6	4	<b>16</b>	2.67	<b>23</b>	1.92
Blackboard	0	0	0	2	1	0	0	30	2	0	1	2	1	<b>36</b>	6.00	<b>39</b>	3.25
<b>IMC</b>	11	9	31	33	20	27	1	26	69	70	42	32	22	<b>261</b>	<b>43.50</b>	<b>393</b>	<b>32.75</b>
Projector	7	5	17	23	14	14	1	7	26	45	20	23	6	<b>127</b>	21.17	<b>208</b>	17.33
Sound	2	0	4	4	2	10	0	6	14	11	12	4	3	<b>50</b>	8.33	<b>72</b>	6.00
Extron	0	0	1	0	0	0	0	5	3	1	0	0	2	<b>11</b>	1.83	<b>12</b>	1.00
<b>Training</b>	3	3	7	2	2	5	3	2	12	9	3	6	3	<b>35</b>	<b>5.83</b>	<b>60</b>	<b>5.00</b>

Tickets Closed -Numbers Broken Down by Categories																	
Categories	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
<b>ITS Helpdesk</b>	<b>129</b>	<b>199</b>	<b>292</b>	<b>275</b>	<b>187</b>	<b>199</b>	<b>116</b>	<b>220</b>	<b>338</b>	<b>286</b>	<b>271</b>	<b>278</b>	<b>195</b>	<b>1588</b>	264.67	2985	248.75
Hardware	52	53	147	161	111	104	64	100	172	169	147	150	80	<b>818</b>	136.33	1510	125.83
Monitor	3	2	6	6	4	3	7	3	5	11	5	6	4	<b>34</b>	5.67	65	5.42
Computer	21	26	78	95	63	56	24	58	101	91	87	98	40	<b>475</b>	79.17	838	69.83
Printer	9	16	27	35	20	23	21	23	28	32	30	30	21	<b>164</b>	27.33	315	26.25
Phone	0	28	31	21	14	19	11	18	29	28	28	25	30	<b>158</b>	26.33	282	23.50
Software	21	21	36	36	15	11	15	34	53	34	42	29	14	<b>206</b>	34.33	361	30.08
Networking	13	14	13	20	10	16	8	18	19	17	10	16	6	<b>86</b>	14.33	180	15.00
<b>Password Resets</b>	<b>897</b>	<b>1032</b>	<b>1194</b>	<b>402</b>	<b>418</b>	<b>627</b>	<b>640</b>	<b>1075</b>	<b>788</b>	<b>392</b>	<b>592</b>	<b>983</b>	<b>1370</b>	<b>5200</b>	<b>866.67</b>	10410	<b>867.50</b>
<b>Enterprise</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>38</b>	<b>15</b>	<b>14</b>	<b>10</b>	<b>28</b>	<b>23</b>	<b>128</b>	21.33	168	14.00
Banner	0	0	0	0	1	1	2	2	0	4	2	4	3	<b>15</b>	2.50	19	1.58
Blackboard	0	2	0	2	1	0	0	29	3	0	0	3	0	<b>35</b>	5.83	40	3.33
<b>IMC</b>	<b>17</b>	<b>8</b>	<b>24</b>	<b>23</b>	<b>21</b>	<b>30</b>	<b>14</b>	<b>28</b>	<b>61</b>	<b>71</b>	<b>41</b>	<b>33</b>	<b>21</b>	<b>255</b>	42.50	392	32.67
Projector	8	2	18	16	11	18	6	9	25	48	19	24	4	<b>129</b>	21.50	208	17.33
Sound	3	0	2	3	4	7	3	6	12	12	9	5	3	<b>47</b>	7.83	69	5.75
Extron	1	0	0	0	1	0	0	5	2	0	1	0	2	<b>10</b>	1.67	12	1.00
<b>Training</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>15</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>11</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>33</b>	5.50	63	5.25