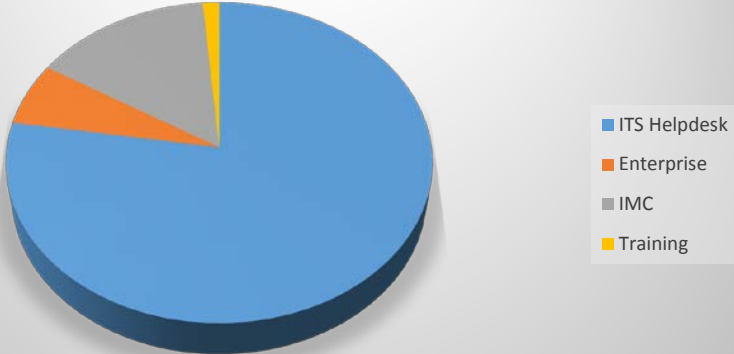


Antelope Valley College HelpDesk Monthly Report Dec 2017	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Dec 2016	918
1.2. Tickets closed month of Dec 2016	926
1.3. Tickets opened month of Jan 2017	918
1.4. Tickets closed month of Jan 2017	926
Avg Hours ticket open for tickets closed this Month	77.36
Avg days ticket open for tickets closed this Month	3.22

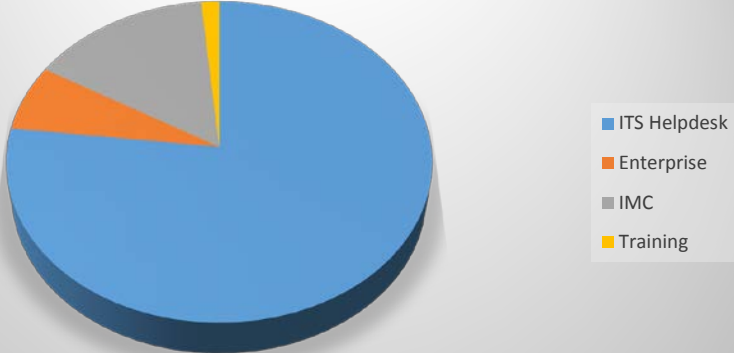
6 Month Opened Tickets Distribution



YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers Dec 2016 - 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	1311	1337	2570	2580	-10	214.17	215.00	78%	77%
Enterprise	115	115	209	202	7	17.42	16.83	6%	6%
IMC	256	261	491	494	-3	40.92	41.17	15%	15%
Training	15	26	45	59	-14	3.75	4.92	1%	2%
Totals	1697	1739	3315	3335	-20	276	278		

Password Resets	6129	6181	12888	12937	-49	1074.00	1078.08	N/A	N/A
------------------------	-------------	-------------	--------------	--------------	------------	----------------	----------------	------------	------------

Tickets Opened -Numbers Broken Down by Categories

Categories	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	113	182	228	190	203	191	265	174	301	304	211	180	141	1311	218.50	2570	214.17
Hardware	33	66	72	55	43	52	73	25	71	85	62	37	29	309	51.50	670	55.83
Monitor	6	1	3	2	2	5	2	1	6	4	4	6	1	22	3.67	37	3.08
Computer	15	33	42	23	18	25	44	17	29	37	20	10	6	119	19.83	304	25.33
Printer	7	19	14	18	9	9	16	5	23	22	12	11	13	86	14.33	171	14.25
Phone	5	11	7	8	13	10	8	10	13	18	9	6	5	61	10.17	118	9.83
Software	16	25	29	38	27	21	15	15	28	33	24	15	20	135	22.50	290	24.17
Networking	4	9	11	15	15	5	13	7	21	22	7	14	6	77	12.83	145	12.08
Password Resets	695	1528	1459	613	816	1288	1055	1099	2260	591	581	925	673	6129	1021.50	12888	1074.00
Enterprise	10	12	19	9	34	13	7	11	24	21	21	19	19	115	19.17	209	17.42
Banner	0	0	0	0	0	2	0	0	3	3	0	3	1	10	1.67	12	1.00
Blackboard	1	1	2	0	17	1	0	0	0	2	0	0	1	3	0.50	24	2.00
IMC	12	29	64	47	45	27	23	25	67	52	35	62	15	256	42.67	491	40.92
Projector	7	8	18	21	15	8	5	6	29	20	15	14	7	91	15.17	166	13.83
Sound	1	5	7	5	6	2	0	1	8	12	8	5	0	34	5.67	59	4.92
Extron	0	3	5	7	5	2	7	9	1	1	2	1	1	15	2.50	44	3.67
Training	5	6	7	0	7	3	7	2	2	3	3	1	4	15	2.50	45	3.75

Tickets Closed -Numbers Broken Down by Categories

Categories	Dec-15	Jan-16	Feb-16	Mar-16	Apr-15	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	114	172	253	191	173	214	240	156	306	302	254	176	143	1337	222.83	2580	215.00
Hardware	31	63	85	50	41	54	59	25	79	87	68	39	29	327	54.50	679	56.58
Monitor	4	2	4	1	3	4	2	0	7	4	5	4	2	22	3.67	38	3.17
Computer	16	27	48	23	19	23	34	18	35	33	28	10	8	132	22.00	306	25.50
Printer	6	22	16	14	9	11	13	4	24	28	12	12	10	90	15.00	175	14.58
Phone	14	11	11	9	10	16	8	9	11	16	14	6	8	64	10.67	129	10.75
Software	16	22	33	32	27	20	20	9	27	38	33	18	17	142	23.67	296	24.67
Networking	6	7	14	14	19	6	10	4	20	25	9	16	7	81	13.50	151	12.58
Password Resets	703	1528	1452	614	829	1281	1052	1116	2257	603	585	933	687	6181	1030.17	12937	1078.08
Enterprise	5	6	27	8	29	12	5	11	23	19	26	22	14	115	19.17	202	16.83
Banner	0	0	3	0	0	2	0	0	2	3	0	3	0	8	1.33	13	1.08
Blackboard	0	1	2	0	18	1	0	0	0	2	1	0	1	4	0.67	26	2.17
IMC	12	27	49	50	55	28	24	26	63	55	38	64	15	261	43.50	494	41.17
Projector	5	9	16	20	18	9	5	6	29	21	16	14	7	93	15.50	170	14.17
Sound	1	4	8	5	7	2	1	1	6	13	8	5	0	33	5.50	60	5.00
Extron	0	3	3	9	6	0	8	10	1	1	2	1	1	16	2.67	45	3.75
Training	0	2	16	2	5	3	5	1	1	8	11	1	4	26	4.33	59	4.92