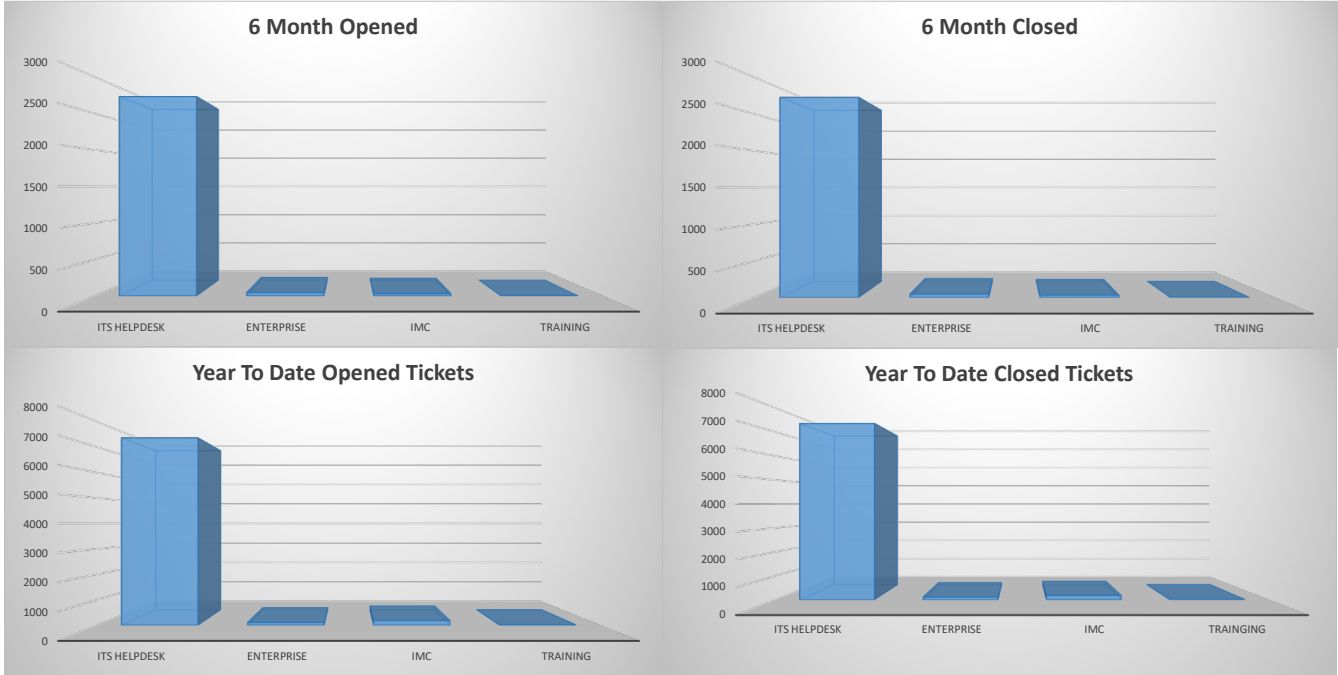


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	2731	2728	7360	7359	1	613	613	96%	96%
Enterprise	47	47	111	113	-2	9	9	1%	1%
IMC	33	33	187	184	3	16	15	2%	2%
Training	2	2	19	19	0	2	2	0%	0%
<b>Totals</b>	<b>2813</b>	<b>2810</b>	<b>7677</b>	<b>7675</b>	<b>2</b>	<b>640</b>	<b>640</b>		
Password Resets	5633	5633	12800	12688	112	1067	1057		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	487	524	119	18	948	635	2731	455	7360	613
Hardware	66	38	56	1	15	26	202	34	344	29
Monitor	6	6	4	0	0	0	16	3	41	3
Computer	17	33	17	0	4	3	74	12	270	23
Printer	34	44	18	0	4	7	107	18	286	24
Phone	8	4	0	0	17	6	35	2	143	12
Software	22	2	10	0	2	7	43	7	158	13
Networking	2	12	0	0	3	2	19	3	51	4
Password Resets	3290	2343	0	0	0	0	5633	939	12800	1067
Enterprise	30	17	0	0	0	0	47	8	111	9
Banner	12	4	0	0	0	1	17	2	79	7
Locked Accounts	0	57	0	0	0	1	58			
Phishing Email	0	0	0	0	3	3	6		0	0
IMC	11	20	2	0	0	0	33	6	187	16
Projector	10	26	2	0	0	0	38	6	145	12
Sound	1	10	0	0	0	0	11	2	26	2
Extron	0	2	0	0	0	0	2	0	18	2
Training	2	0	0	0	0	0	2	0	19	2

Tickets Closed										
Categories	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	486	524	119	18	948	633	2728	455	7359	613
Hardware	66	38	56	1	15	26	202	34	377	31
Monitor	6	6	4	0	0	0	16	3	41	3
Computer	17	33	17	0	4	3	74	12	271	23
Printer	34	44	18	0	4	7	107	18	282	24
Phone	9	4	0	0	17	6	36	6	145	12
Software	22	2	10	0	2	7	43	7	146	12
Networking	1	12	0	0	3	2	18	2	45	4
Password Resets	3290	2343	0	0	0	0	5633	939	12688	1057
Enterprise	30	17	0	0	0	0	47	8	113	9
Banner	12	4	0	0	0	1	17	3	73	6
Locked Accounts	0	57	0	0	0	1	58	10		
Phishing Email	0	0	0	0	3	3	6	1	6	1
IMC	11	20	2	0	0	0	33	6	184	15
Projector	10	26	2	0	0	0	38	6	144	12
Sound	1	10	0	0	0	0	11	2	26	2
Extron	0	2	0	0	0	0	2	0	18	2
Training	2	0	0	0	0	0	2	0	19	2

Tickets Opened for the Year														
Categories	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20		YTD Totals
ITS Helpdesk	486	773	973	1126	958	313	487	524	119	18	948	635		7360
Hardware	31	17	21	23	32	18	66	38	56	1	15	26		344
Monitor	5	10	2	6	0	2	6	6	4	0	0	0		41
Computer	46	29	30	62	9	20	17	33	17	0	4	3		270
Printer	42	26	21	43	16	31	34	44	18	0	4	7		286
Phone	24	26	16	21	13	8	8	4	0	0	17	6		143
Software	19	17	11	22	26	20	22	2	10	0	2	7		158
Networking	10	4	1	13	2	2	2	12	0	0	3	2		51
Password Resets	716	963	911	1560	1611	1406	3290	2343	0	0	0	0		12800
Enterprise	8	17	13	6	7	13	30	17	0	0	0	0		111
Banner	14	11	9	6	11	11	12	4	0	0	0	1		79
Locked Accounts	0	0	0	0	0	0	0	57	0	0	0	1		58
Phishing Email												3		
IMC	9	47	34	28	32	4	11	20	2	0	0	0		187
Projector	6	31	15	24	24	7	10	26	2	0	0	0		145
Sound	1	4	6	1	1	2	1	10	0	0	0	0		26
Extron	1	1	0	6	7	1	0	2	0	0	0	0		18
Training	3	6	3	5	0	0	2	0	0	0	0	0		19

Tickets Closed for the Year														
Categories	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20		YTD Totals
ITS Helpdesk	453	753	986	1161	961	317	486	524	119	18	948	633		7359
Hardware	34	19	36	34	32	20	66	38	56	1	15	26		377
Monitor	5	10	2	6	0	2	6	6	4	0	0	0		41
Computer	37	36	31	63	9	21	17	33	17	0	4	3		271
Printer	34	28	19	47	16	31	34	44	18	0	4	7		282
Phone	23	29	17	19	13	8	9	4	0	0	17	6		145
Software	12	15	21	9	26	20	22	2	10	0	2	7		146
Networking	10	1	2	10	1	3	1	12	0	0	3	2		45
Password Resets	716	965	910	1562	1610	1292	3290	2343	0	0	0	0		12688
Enterprise	4	10	15	12	12	13	30	17	0	0	0	0		113
Banner	9	10	13	6	10	8	12	4	0	0	0	1		73
Locked Accounts	0	0	0	0	0	0	0	57	0	0	0	1		58
Phishing Email	0	0	0	0	0	0	0	0	0	0	3	3		6
IMC	8	45	34	29	32	3	11	20	2	0	0	0		184
Projector	6	30	15	24	24	7	10	26	2	0	0	0		144
Sound	0	5	6	1	1	2	1	10	0	0	0	0		26
Extron	1	1	0	6	7	1	0	2	0	0	0	0		18
Training	3	6	1	7	0	0	2	0	0	0	0	0		19