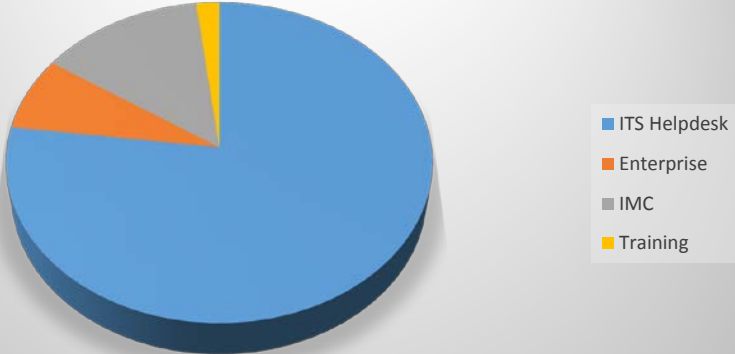


Antelope Valley College HelpDesk Monthly Report May 2016	
Monthly Numbers Summary	
Current and Previous Months	Tickets
1.1. Tickets opened month of Apr 2016	1198
1.2. Tickets closed month of Apr 2016	1179
1.3. Tickets opened month of May 2016	1667
1.4. Tickets closed month of May 2016	1690
Avg Hours ticket open for tickets closed this Month	48.15
Avg days ticket open for tickets closed this Month	2.01

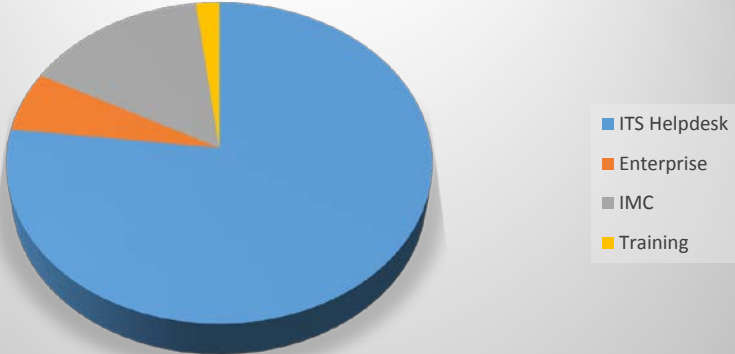
6 Month Opened Tickets Distribution



YTD Opened Tickets Distribution



6 Month Closed Ticket Distribution



YTD Closed Ticket Distribution



The Numbers May 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	1107	1117	2390	2360	30	199.17	196.67	77%	77%
Enterprise	97	87	229	215	14	19.08	17.92	7%	7%
IMC	224	221	424	416	8	35.33	34.67	14%	14%
Training	28	28	59	57	2	4.92	4.75	2%	2%
Totals	1456	1453	3102	3048	54	259	254		

Password Resets	6399	6407	13202	13194	8	1100.17	1099.50	N/A	N/A
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Tickets Opened -Numbers Broken Down by Categories

Categories	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	6 Month Totals	6m AVG	YTD totals	12 Month AVG
ITS Helpdesk	275	195	195	284	224	212	173	113	182	228	190	203	191	1107	184.50	2390	199.17
Hardware	148	78	90	104	91	89	65	33	66	72	55	43	52	321	53.50	838	69.83
Monitor	6	3	6	4	4	5	2	6	1	3	2	2	5	19	3.17	43	3.58
Computer	91	42	42	52	53	50	38	15	33	42	23	18	25	156	26.00	433	36.08
Printer	35	19	22	23	12	12	17	7	19	14	18	9	9	76	12.67	181	15.08
Phone	20	21	20	23	18	18	15	5	11	7	8	13	10	54	9.00	169	14.08
Software	32	16	20	20	18	19	13	16	25	29	38	27	21	156	26.00	262	21.83
Networking	14	5	7	14	17	14	12	4	9	11	15	15	5	59	9.83	128	10.67
Password Resets	983	1371	1380	2180	391	571	910	695	1528	1459	613	816	1288	6399	1066.50	13202	1100.17
Enterprise	33	26	37	30	15	13	11	10	12	19	9	34	13	97	16.17	229	19.08
Banner	6	4	6	4	4	2	0	0	0	0	0	0	2	2	0.33	22	1.83
Blackboard	2	1	0	0	0	0	0	1	1	2	0	17	1	22	3.67	23	1.92
IMC	32	22	17	41	45	51	24	12	29	64	47	45	27	224	37.33	424	35.33
Projector	23	6	6	16	18	16	12	7	8	18	21	15	8	77	12.83	151	12.58
Sound	4	3	3	3	7	7	5	1	5	7	5	6	2	26	4.33	54	4.50
Extron	0	2	1	0	0	5	1	0	3	5	7	5	2	22	3.67	31	2.58
Training	6	3	1	8	9	9	1	5	6	7	0	7	3	28	4.67	59	4.92

Tickets Closed -Numbers Broken Down by Categories

Categories	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-15	May-16	6 Month Totals	6m AVG	YTD Totals	12 Month AVG
ITS Helpdesk	278	195	174	274	213	225	162	114	172	253	191	173	214	1117	186.17	2360	196.67
Hardware	150	80	81	119	78	93	66	31	63	85	50	41	54	324	54.00	841	70.08
Monitor	6	4	6	4	3	5	2	4	2	4	1	3	4	18	3.00	42	3.50
Computer	98	40	39	59	45	54	41	16	27	48	23	19	23	156	26.00	434	36.17
Printer	30	21	20	29	13	12	14	6	22	16	14	9	11	78	13.00	187	15.58
Phone	25	30	16	12	22	18	3	14	11	11	9	10	16	71	11.83	172	14.33
Software	29	14	15	24	18	24	15	16	22	33	32	27	20	150	25.00	260	21.67
Networking	16	6	5	8	18	13	11	6	7	14	14	19	6	66	11.00	127	10.58
Password Resets	983	1370	1381	2175	385	572	904	703	1528	1452	614	829	1281	6407	1067.83	13194	1099.50
Enterprise	28	23	28	41	17	6	13	5	6	27	8	29	12	87	14.50	215	17.92
Banner	4	3	5	6	4	1	0	0	0	3	0	0	2	5	0.83	24	2.00
Blackboard	3	0	1	0	0	0	0	0	1	2	0	18	1	22	3.67	23	1.92
IMC	33	21	14	37	47	48	28	12	27	49	50	55	28	221	36.83	416	34.67
Projector	24	4	5	15	17	16	12	5	9	16	20	18	9	77	12.83	146	12.17
Sound	5	3	2	3	8	6	7	1	4	8	5	7	2	27	4.50	56	4.67
Extron	0	2	1	0	0	6	1	0	3	3	9	6	0	21	3.50	31	2.58
Training	10	1	6	6	12	4	0	0	2	16	2	5	3	28	4.67	57	4.75