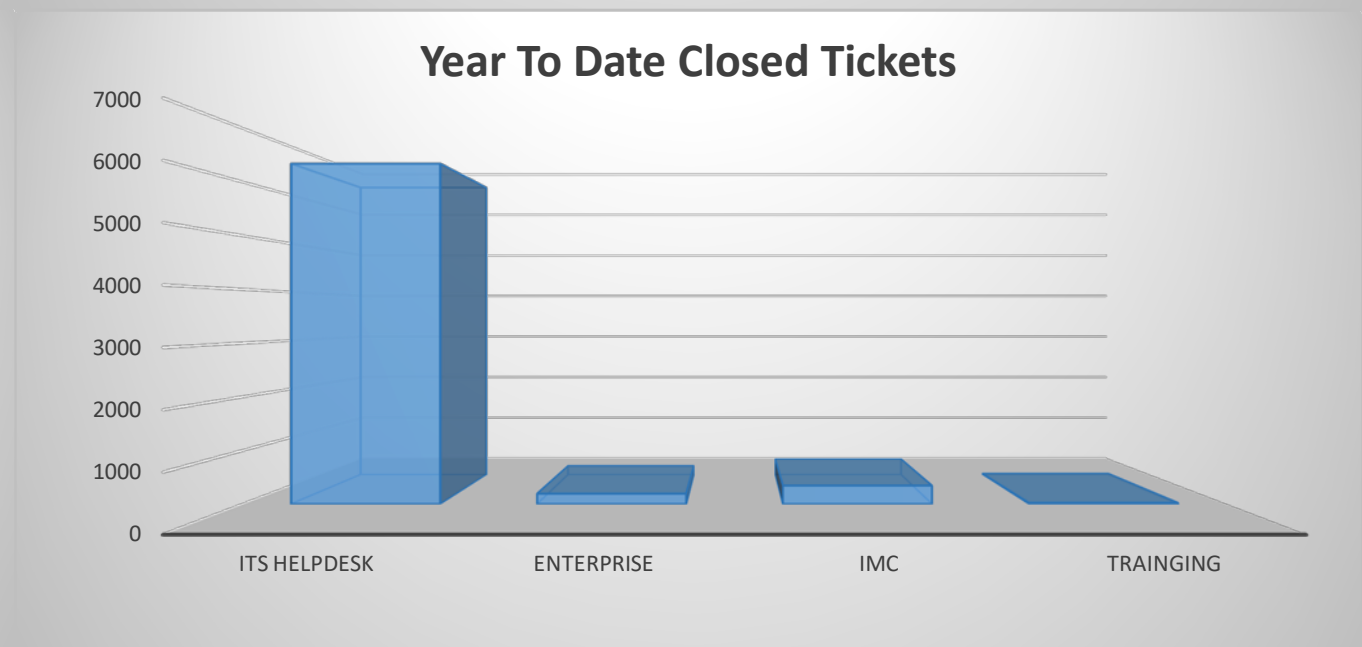
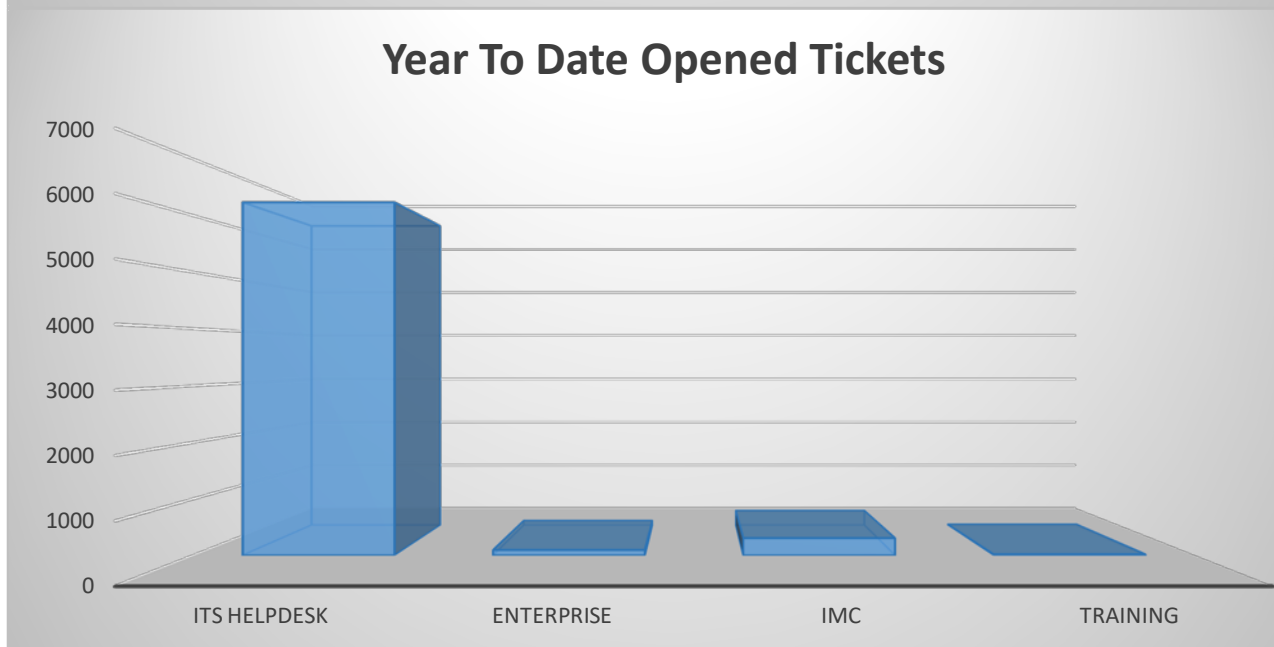
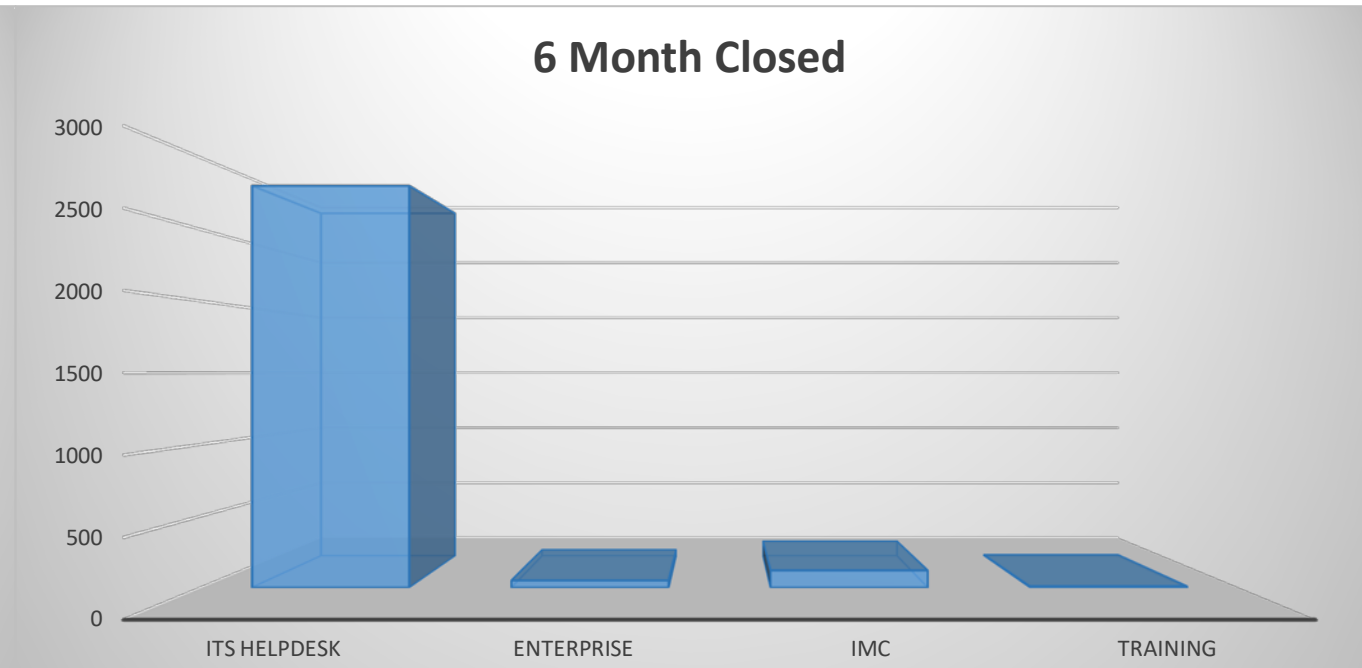
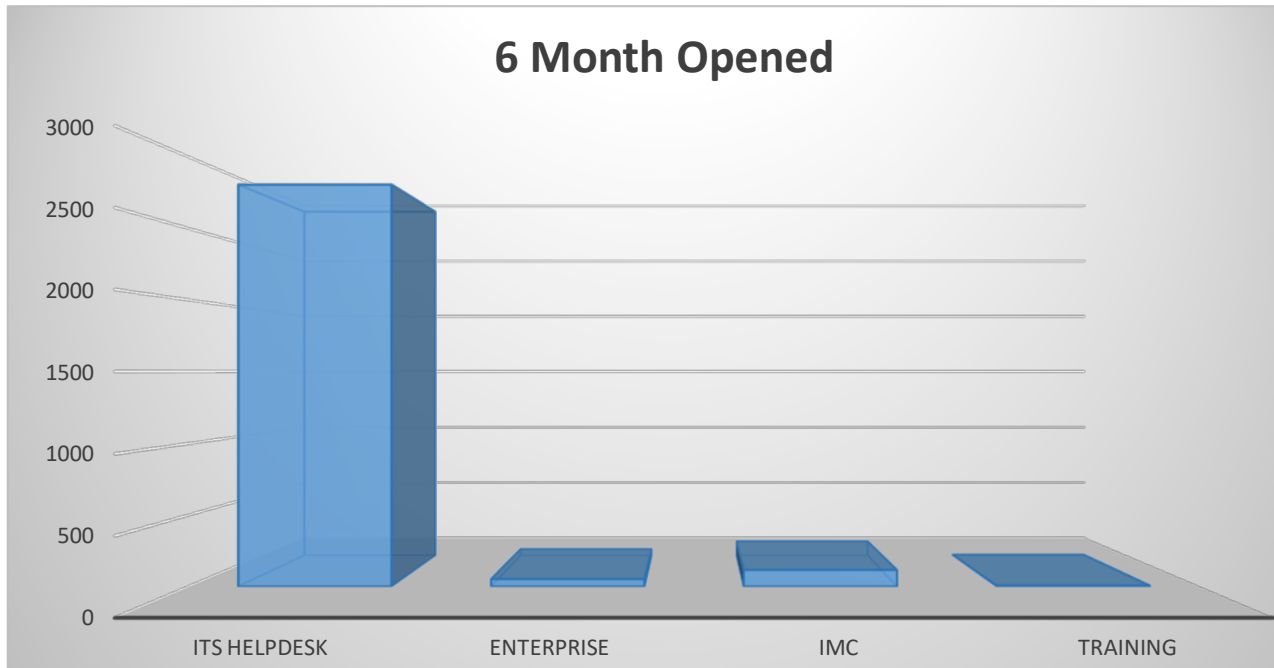


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	2806	2805	6235	6342	-107	520	529	94%	92%
Enterprise	52	50	95	195	-100	8	16	1%	3%
IMC	116	120	305	345	-40	25	29	5%	5%
Training	7	9	18	24	-6	2	2	0%	0%
Totals	2981	2984	6653	6906	-253	554	576		
Password Resets	2415	2423	6235	6194	41	520	516		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	417	551	562	272	375	629	2806	468	6235	520
Hardware	35	4	16	27	13	16	111	19	446	37
Monitor	0	2	3	1	3	4	13	2	46	4
Computer	22	15	24	11	30	27	129	22	295	25
Printer	10	7	14	6	14	17	68	11	158	13
Phone	6	8	4	4	16	17	55	2	88	7
Software	7	9	10	8	17	10	61	10	121	10
Networking	3	8	2	2	4	7	26	4	51	4
Password Resets	167	216	258	261	996	517	2415	403	6235	520
Enterprise	5	13	9	5	9	11	52	9	95	8
Banner	1	2	6	0	7	6	22	2	33	3
IMC	20	30	32	6	7	21	116	19	305	25
Projector	5	6	10	3	0	6	30	5	70	6
Sound	3	2	2	2	1	4	14	2	35	3
Extron	0	7	3	0	2	2	14	2	33	3
Training	0	1	2	0	4	0	7	1	18	2

Tickets Closed										
Categories	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	431	529	565	290	357	633	2805	468	6342	529
Hardware	39	3	16	27	13	14	112	19	474	40
Monitor	0	1	2	2	3	6	14	2	46	4
Computer	26	14	24	12	29	28	133	22	302	25
Printer	9	7	13	5	12	17	63	11	172	14
Phone	4	8	5	4	14	20	55	9	89	7
Software	6	11	8	8	15	11	59	10	121	10
Networking	4	1	6	1	6	7	25	2	55	5
Password Resets	155	233	259	261	973	542	2423	404	6194	516
Enterprise	6	10	8	7	8	11	50	8	195	16
Banner	0	1	4	3	7	4	19	3	25	2
IMC	23	32	30	9	5	21	120	20	345	29
Projector	7	6	10	3	0	6	32	5	76	6
Sound	6	2	2	2	1	4	17	3	36	3
Extron	2	7	2	0	2	2	15	3	29	2
Training	0	0	1	5	3	0	9	2	24	2

Tickets Opened for the Year														
Categories	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	YTD Totals
ITS Helpdesk	371	236	315	727	560	371	849	417	551	562	272	375	629	6235
Hardware	80	73	38	29	39	34	42	35	4	16	27	13	16	446
Monitor	12	8	2	3	2	2	4	0	2	3	1	3	4	46
Computer	30	31	14	18	19	23	31	22	15	24	11	30	27	295
Printer	20	23	19	5	14	5	4	10	7	14	6	14	17	158
Phone	3	8	1	5	4	7	5	6	8	4	4	16	17	88
Software	11	13	7	4	6	8	11	7	9	10	8	17	10	121
Networking	9	3	9	0	0	0	4	3	8	2	2	4	7	51
Password Resets	842	457	274	540	480	602	625	167	216	258	261	996	517	6235
Enterprise	12	12	2	1	6	6	4	5	13	9	5	9	11	95
Banner	2	1	2	2	2	0	2	1	2	6	0	7	6	33
IMC	77	45	2	13	16	7	29	20	30	32	6	7	21	305
Projector	15	7	7	3	2	1	5	5	6	10	3	0	6	70
Sound	7	4	2	2	1	1	4	3	2	2	2	1	4	35
Extron	1	9	2	1	2	1	3	0	7	3	0	2	2	33
Training	7	1	2	0	0	1	0	0	1	2	0	4	0	18

Tickets Closed for the Year														
Categories	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	YTD Totals
ITS Helpdesk	333	265	343	743	575	415	863	431	529	565	290	357	633	6342
Hardware	87	84	34	43	41	33	40	39	3	16	27	13	14	474
Monitor	11	9	1	4	2	2	3	0	1	2	2	3	6	46
Computer	29	32	12	21	22	22	31	26	14	24	12	29	28	302
Printer	29	26	17	12	12	9	4	9	7	13	5	12	17	172
Phone	5	7	3	4	4	6	5	4	8	5	4	14	20	89
Software	12	13	6	6	6	9	10	6	11	8	8	15	11	121
Networking	8	2	10	1	0	3	3	4	1	6	4	6	7	55
Password Resets	839	460	272	537	473	565	625	155	233	259	261	973	542	6194
Enterprise	11	7	7	6	5	40	69	6	10	8	7	8	11	195
Banner	1	0	0	0	1	2	2	0	1	4	3	7	4	25
IMC	49	57	37	16	18	22	26	23	32	30	9	5	21	345
Projector	14	10	8	5	2	1	4	7	6	10	3	0	6	76
Sound	5	3	2	3	2	0	4	6	2	2	2	1	4	36
Extron	0	8	1	2	1	0	2	2	7	2	0	2	2	29
Training	5	5	3	0	0	1	1	0	0	1	5	3	0	24