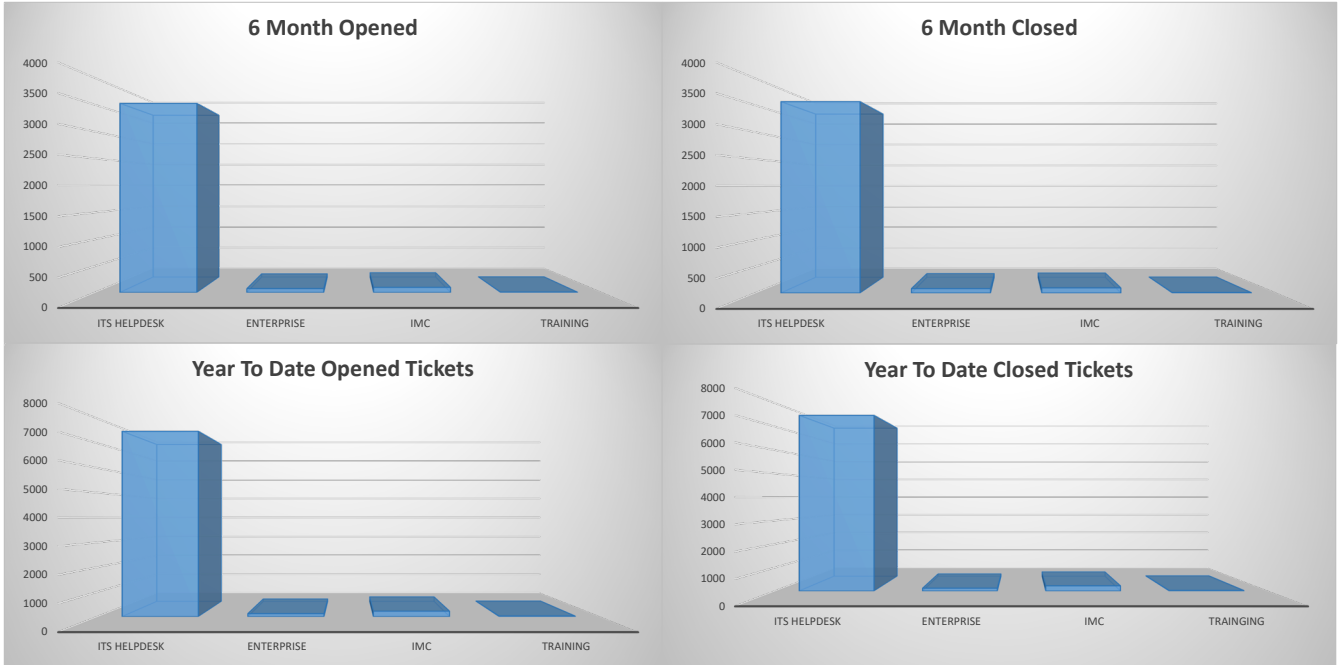


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	3527	3568	7484	7481	3	624	623	95%	95%
Enterprise	73	84	121	119	2	10	10	2%	2%
IMC	97	97	221	221	0	18	18	3%	3%
Training	7	9	23	25	-2	2	2	0%	0%
<b>Totals</b>	<b>3704</b>	<b>3758</b>	<b>7849</b>	<b>7846</b>	<b>3</b>	<b>654</b>	<b>654</b>		
Password Resets	10210	10097	14515	14402	113	1210	1200		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	1126	958	313	487	524	119	3527	588	7484	624
Hardware	23	32	18	66	38	56	233	39	364	30
Monitor	6	0	2	6	6	4	24	4	54	5
Computer	62	9	20	17	33	17	158	26	379	32
Printer	43	16	31	34	44	18	186	31	350	29
Phone	21	13	8	8	4	0	54	2	156	13
Software	22	26	20	22	2	10	102	17	185	15
Networking	13	2	2	2	12	0	31	5	59	5
Password Resets	1560	1611	1406	3290	2343	0	10210	1702	14515	1210
Enterprise	6	7	13	30	17	0	73	12	121	10
Banner	6	11	11	12	4	0	44	2	99	8
Locked Accounts	0	0	0	0	57	0	57			
IMC	28	32	4	11	20	2	97	16	221	18
Projector	24	24	7	10	26	2	93	16	161	13
Sound	1	1	2	1	10	0	15	3	27	2
Extron	6	7	1	0	2	0	16	3	19	2
Training	5	0	0	2	0	0	7	1	23	2

Tickets Closed										
Categories	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	1161	961	317	486	524	119	3568	595	7481	623
Hardware	34	32	20	66	38	56	246	41	392	33
Monitor	6	0	2	6	6	4	24	4	55	5
Computer	63	9	21	17	33	17	160	27	383	32
Printer	47	16	31	34	44	18	190	32	347	29
Phone	19	13	8	9	4	0	53	9	160	13
Software	9	26	20	22	2	10	89	15	169	14
Networking	10	1	3	1	12	0	27	2	54	5
Password Resets	1562	1610	1292	3290	2343	0	10097	1683	14402	1200
Enterprise	12	12	13	30	17	0	84	14	119	10
Banner	6	10	8	12	4	0	40	7	89	7
Locked Accounts	0	0	0	0	57	0	57	10		
IMC	29	32	3	11	20	2	97	16	221	18
Projector	24	24	7	10	26	2	93	16	159	13
Sound	1	1	2	1	10	0	15	3	27	2
Extron	6	7	1	0	2	0	16	3	20	2
Training	7	0	0	2	0	0	9	2	25	2

Tickets Opened for the Year														
Categories	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20		YTD Totals
ITS Helpdesk	551	731	443	486	773	973	1126	958	313	487	524	119		7484
Hardware	18	19	25	31	17	21	23	32	18	66	38	56		364
Monitor	5	5	3	5	10	2	6	0	2	6	6	4		54
Computer	36	56	24	46	29	30	62	9	20	17	33	17		379
Printer	27	26	22	42	26	21	43	16	31	34	44	18		350
Phone	10	13	13	24	26	16	21	13	8	8	4	0		156
Software	15	12	9	19	17	11	22	26	20	22	2	10		185
Networking	9	1	3	10	4	1	13	2	2	2	12	0		59
Password Resets	454	693	568	716	963	911	1560	1611	1406	3290	2343	0		14515
Enterprise	4	5	1	8	17	13	6	7	13	30	17	0		121
Banner	4	11	6	14	11	9	6	11	11	12	4	0		99
Locked Accounts	0	0	0	0	0	0	0	0	0	0	57	0		57
IMC	20	8	6	9	47	34	28	32	4	11	20	2		221
Projector	7	6	3	6	31	15	24	24	7	10	26	2		161
Sound	0	1	0	1	4	6	1	1	2	1	10	0		27
Extron	0	0	1	1	1	0	6	7	1	0	2	0		19
Training	0	4	0	3	6	3	5	0	0	2	0	0		23

Tickets Closed for the Year														
Categories	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20		YTD Totals
ITS Helpdesk	556	707	458	453	753	986	1161	961	317	486	524	119		7481
Hardware	17	18	22	34	19	36	34	32	20	66	38	56		392
Monitor	6	5	3	5	10	2	6	0	2	6	6	4		55
Computer	38	51	30	37	36	31	63	9	21	17	33	17		383
Printer	23	31	22	34	28	19	47	16	31	34	44	18		347
Phone	14	13	11	23	29	17	19	13	8	9	4	0		160
Software	13	8	11	12	15	21	9	26	20	22	2	10		169
Networking	10	0	4	10	1	2	10	1	3	1	12	0		54
Password Resets	454	691	569	716	965	910	1562	1610	1292	3290	2343	0		14402
Enterprise	2	2	2	4	10	15	12	12	13	30	17	0		119
Banner	4	5	8	9	10	13	6	10	8	12	4	0		89
Locked Accounts	0	0	0	0	0	0	0	0	0	0	57	0		57
IMC	21	7	9	8	45	34	29	32	3	11	20	2		221
Projector	6	5	4	6	30	15	24	24	7	10	26	2		159
Sound	0	0	1	0	5	6	1	1	2	1	10	0		27
Extron	1	0	1	1	1	0	6	7	1	0	2	0		20
Training	2	3	1	3	6	1	7	0	0	2	0	0		25