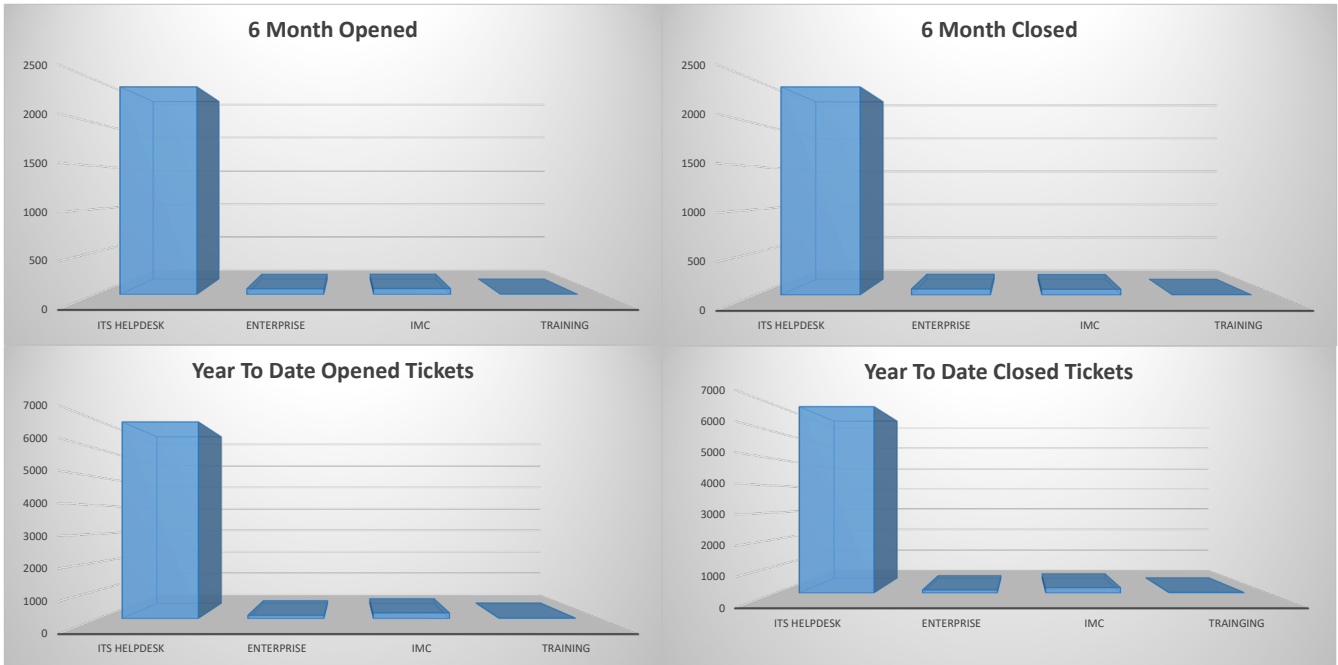


Numbers for past 6 Months and Yearly Totals									
Categories	6M Opened	6M Closed	YTD Opened Tickets	YTD Closed Tickets	Difference	YTD Avg Opened	YTD Avg Closed	% Opened	% Closed
ITS Helpdesk	2419	2425	6951	6943	8	579	579	95%	95%
Enterprise	67	72	117	117	0	10	10	2%	2%
IMC	69	68	201	200	1	17	17	3%	3%
Training	2	2	23	23	0	2	2	0%	0%
Totals	2557	2567	7292	7283	9	608	607		
Password Resets	8650	8535	14061	13948	113	1172	1162		
Time Spent on Tickets	51 (mins)								



Tickets Opened										
Categories	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	958	313	487	524	119	18	2419	403	6951	579
Hardware	32	18	66	38	56	1	211	35	347	29
Monitor	0	2	6	6	4	0	18	3	49	4
Computer	9	20	17	33	17	0	96	16	343	29
Printer	16	31	34	44	18	0	143	24	323	27
Phone	13	8	8	4	0	0	33	2	146	12
Software	26	20	22	2	10	0	80	13	170	14
Networking	2	2	2	12	0	0	18	3	50	4
Password Resets	1611	1406	3290	2343	0	0	8650	1442	14061	1172
Enterprise	7	13	30	17	0	0	67	11	117	10
Banner	11	11	12	4	0	0	38	2	95	8
Locked Accounts	0	0	0	57	0	0	57			
IMC	32	4	11	20	2	0	69	12	201	17
Projector	24	7	10	26	2	0	69	12	154	13
Sound	1	2	1	10	0	0	14	2	27	2
Extron	7	1	0	2	0	0	10	2	19	2
Training	0	0	2	0	0	0	2	0	23	2

Tickets Closed										
Categories	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	6 Month Totals	6M Avg	YTD Totals	Year Average
ITS Helpdesk	961	317	486	524	119	18	2425	404	6943	579
Hardware	32	20	66	38	56	1	213	36	376	31
Monitor	0	2	6	6	4	0	18	3	49	4
Computer	9	21	17	33	17	0	97	16	345	29
Printer	16	31	34	44	18	0	143	24	324	27
Phone	13	8	9	4	0	0	34	6	146	12
Software	26	20	22	2	10	0	80	13	156	13
Networking	1	3	1	12	0	0	17	2	44	4
Password Resets	1610	1292	3290	2343	0	0	8535	1423	13948	1162
Enterprise	12	13	30	17	0	0	72	12	117	10
Banner	10	8	12	4	0	0	34	6	85	7
Locked Accounts	0	0	0	57	0	0	57	10		
IMC	32	3	11	20	2	0	68	11	200	17
Projector	24	7	10	26	2	0	69	12	153	13
Sound	1	2	1	10	0	0	14	2	27	2
Extron	7	1	0	2	0	0	10	2	19	2
Training	0	0	2	0	0	0	2	0	23	2

Tickets Opened for the Year														
Categories	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20		YTD Totals
ITS Helpdesk	731	443	486	773	973	1126	958	313	487	524	119	18		6951
Hardware	19	25	31	17	21	23	32	18	66	38	56	1		347
Monitor	5	3	5	10	2	6	0	2	6	6	4	0		49
Computer	56	24	46	29	30	62	9	20	17	33	17	0		343
Printer	26	22	42	26	21	43	16	31	34	44	18	0		323
Phone	13	13	24	26	16	21	13	8	8	4	0	0		146
Software	12	9	19	17	11	22	26	20	22	2	10	0		170
Networking	1	3	10	4	1	13	2	2	2	12	0	0		50
Password Resets	693	568	716	963	911	1560	1611	1406	3290	2343	0	0		14061
Enterprise	5	1	8	17	13	6	7	13	30	17	0	0		117
Banner	11	6	14	11	9	6	11	11	12	4	0	0		95
Locked Accounts	0	0	0	0	0	0	0	0	0	57	0	0		57
IMC	8	6	9	47	34	28	32	4	11	20	2	0		201
Projector	6	3	6	31	15	24	24	7	10	26	2	0		154
Sound	1	0	1	4	6	1	1	2	1	10	0	0		27
Extron	0	1	1	1	0	6	7	1	0	2	0	0		19
Training	4	0	3	6	3	5	0	0	2	0	0	0		23

Tickets Closed for the Year														
Categories	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20		YTD Totals
ITS Helpdesk	707	458	453	753	986	1161	961	317	486	524	119	18		6943
Hardware	18	22	34	19	36	34	32	20	66	38	56	1		376
Monitor	5	3	5	10	2	6	0	2	6	6	4	0		49
Computer	51	30	37	36	31	63	9	21	17	33	17	0		345
Printer	31	22	34	28	19	47	16	31	34	44	18	0		324
Phone	13	11	23	29	17	19	13	8	9	4	0	0		146
Software	8	11	12	15	21	9	26	20	22	2	10	0		156
Networking	0	4	10	1	2	10	1	3	1	12	0	0		44
Password Resets	691	569	716	965	910	1562	1610	1292	3290	2343	0	0		13948
Enterprise	2	2	4	10	15	12	12	13	30	17	0	0		117
Banner	5	8	9	10	13	6	10	8	12	4	0	0		85
Locked Accounts	0	0	0	0	0	0	0	0	0	57	0	0		57
IMC	7	9	8	45	34	29	32	3	11	20	2	0		200
Projector	5	4	6	30	15	24	24	7	10	26	2	0		153
Sound	0	1	0	5	6	1	1	2	1	10	0	0		27
Extron	0	1	1	1	0	6	7	1	0	2	0	0		19
Training	3	1	3	6	1	7	0	0	2	0	0	0		23