



# MIS Help Desk Statistics

10/8/2002

Period From: 9/1/2002  
To: 10/8/2002

Problem Category	Carry Over	Opened	Closed	Still Open
Other	0	75	63	12
Buy 13-XP License	0	2	2	0
Calendar	0	3	3	0
Dell Customer Service	0	1	1	0
Email	0	14	12	2
Exchange Monitors-Elena Luz	0	1	1	0
Hardware Problem	0	4	3	1
Hardware Request	0	4	4	0
Internet	0	4	2	2
IQC database Lani Muna	0	1	1	0
Network	0	24	16	8
Nini Cruz-Given New Keyboard	0	1	1	0
Printing	0	13	12	1
Remote Access	0	5	1	4
Remove Dink Accounts	0	2	2	0
Server Install	0	1	1	0
Software	0	18	11	7
Software Audit	0	1	1	0
Telephone	0	1	0	1

## Totals For Time Period

**Ticket Carry Over: 0**

**Opened Tickets: 175**

**Closed Tickets: 137**

**Tickets Still Open: 38**

**Total Ticket Hours: 101.38**

**Working Days: 27**

**Tickets Per Day: 6.48**

**Resolved Per Day: 5.07**

**Average Time Per Ticket: 44.4 Minutes**