

Ticket Summary - Monthly Report (1/1/2009 - 12/31/2009)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Tickets Submitted	1561	1425	2021	1531	989	982	943	1446	2006	1568	1239	1006	16717
Tickets Solved	1462	1404	1371	2223	971	1034	869	1323	2104	1579	1351	971	16662

Ticket Categories - Monthly Report (1/1/2009 - 12/31/2009)

Ticket Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
STC	681	505	631	541	244	204	184	346	707	504	452	404	5403
Account Admin	0	0	6	4	2	9	2	4	4	2	1	1	35
Alias Problem	36	12	29	14	38	31	25	46	77	24	18	16	366
Banner	110	96	140	158	148	125	129	180	165	164	144	130	1689
Blackboard	12	14	22	20	11	14	11	23	21	18	12	4	182
Campus Card	3	6	3	4	0	4	0	5	4	3	0	1	33
Classroom Support	16	11	10	10	3	5	2	6	25	13	11	4	116
Data Center Access	0	0	0	4	0	1	0	0	1	0	1	0	7
E-mail	38	56	41	44	26	23	23	108	157	97	16	8	637
Fieldhouse - ITDL	0	0	0	1	2	0	0	2	1	1	1	0	8
Hardware	105	126	103	115	79	90	129	128	139	112	103	57	1286
Lab Support	20	38	30	24	15	18	12	30	30	18	17	11	263
LDAP	0	0	0	0	0	0	0	0	0	1	0	0	1
MySJU	148	52	63	51	60	59	31	46	56	58	61	35	720
Network	49	50	74	61	59	42	51	82	78	70	39	27	682
Other	51	126	117	118	79	103	76	141	179	150	81	107	1328
Phones & Voicemail	57	47	34	49	56	70	74	115	90	63	36	33	724
Project Request	0	0	0	0	0	0	0	0	0	0	1	1	2
Purchasing	19	21	13	8	6	6	23	6	11	23	6	8	150
Security Admin	3	1	4	2	0	2	0	0	2	8	1	1	24
Software	107	122	611	184	48	79	59	74	129	99	108	61	1681
System Administration	78	95	52	79	80	75	53	55	75	101	55	51	849
TMA	1	0	2	0	0	0	0	0	1	0	0	0	4
Web Services	27	47	36	39	32	19	33	35	53	30	25	17	393
Wireless	0	0	0	1	1	3	1	5	1	2	1	1	16
Zimbra	0	0	0	0	0	0	25	9	0	7	49	28	118
Total	1561	1425	2021	1531	989	982	943	1446	2006	1568	1239	1006	16717