Service Desk Report   05/07/2017 – 05/13/2017

Summary:

Number of tickets opened:	**37**
Number of tickets closed:	**24**

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Cable TV	0	1	-1
Hardware	1	2	-1
Internet Access	9	5	4
Other	4	2	2
Software	7	4	3
User Accounts	9	6	3
Voice	3	4	-1
none	4	0	4

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
Hardware	1	4.1
Internet Access	9	18.8
Other	4	13.7
Software	6	7.3
User Accounts	7	10.7
Voice	3	7.4

Tickets open more than 24 hours:

Request time	Close time	Status	#	Title
5/8/2017		New	1,720	RDS node Connection to agent is unavailable
5/8/2017		New	1,721	RDS node Connection to agent is unavailable
5/8/2017		New	1,722	RDS node Connection to agent is unavailable
5/8/2017		New	1,724	HTTPS Redirect - SysAid Web GUI
5/9/2017		New	1,728	RDS node Connection to agent is unavailable
5/9/2017	5/22/2017	Closed	1,731	Unable to submit a ticket at this time
5/10/2017	5/18/2017	Closed	1,737	self service help
5/10/2017	5/16/2017	Closed	1,740	Re: Software List
5/11/2017	5/18/2017	Closed	1,742	vpn access for Patrick Titus
5/11/2017		User Responded	1,744	RE: Required Survey For Paul Smith's College - College Student Inventory (CSI)
5/12/2017		Pending	1,749	Office 365
5/12/2017	5/19/2017	Closed	1,745	FW: NetExtender

Reclamation Tickets: 2 Closed Records

Request time	Close time	Status	#	Title
5/10/2017	5/10/2017	Closed	1,736	mapping to Freer printer from non-networked laptops?
5/10/2017	5/18/2017	Closed	1,737	self service help

Reclamation Tickets: 0 Pending Records