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TLCPL

report: IT Helpdesk ticket analysis

# IT Helpdesk Ticket Analysis

## Executive Summary

For this project, all helpdesk tickets from http://helpdesk.toledolibrary.org were exported from the server and imported into a python programming environment to analyze the data and answer the following questions:

* How many tickets has each agency submitted?
* What is the average amount of time it takes IT to resolve reported issues?
* How can we use the data to make things more efficient and improve customer service?

## Map of all TLCPL library locations

Map

Description automatically generated