



Service Desk - Overview

Organization

All

Ticket Status

All

Type

All

Date

☐ 2021

☐ 2022

☐ 2023

☒ 2024

788
Open Tickets

22.33K
Closed Tickets

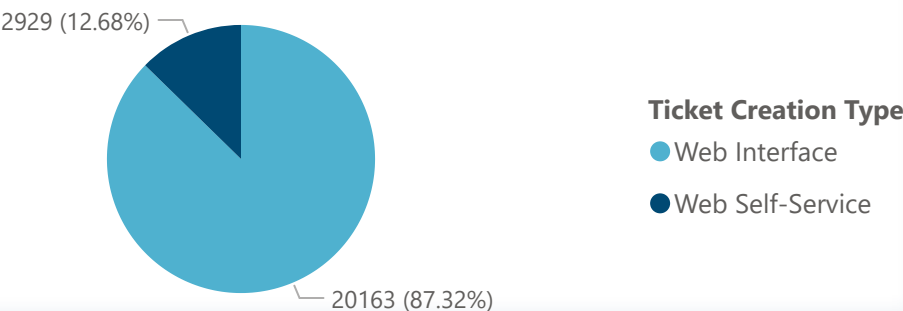
104
Average Daily Tickets

96.25%
Percentage Resolved

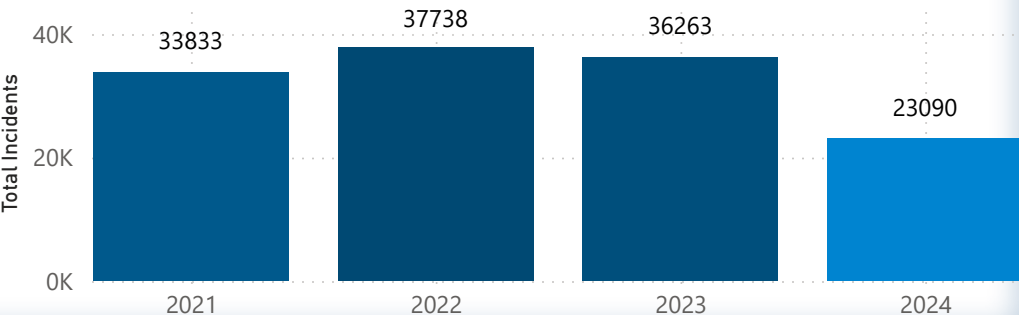
23.09K
Assigned Tickets

131
Unique Assignees

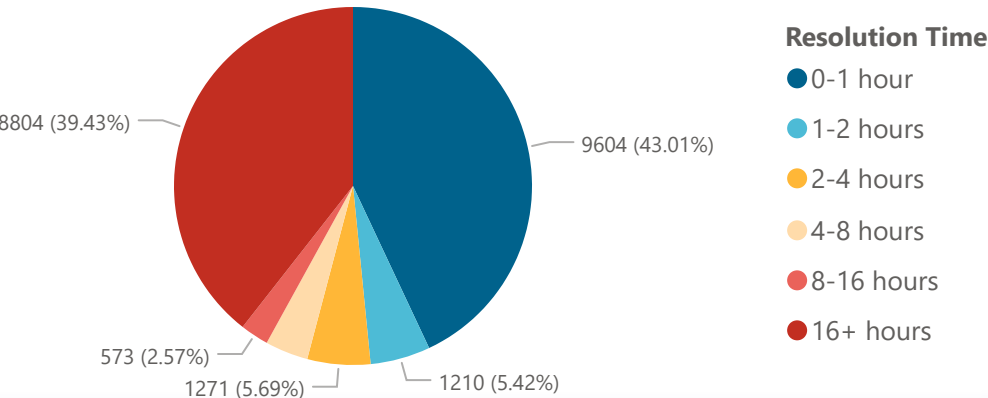
Number of Tickets by Ticket Creation Type



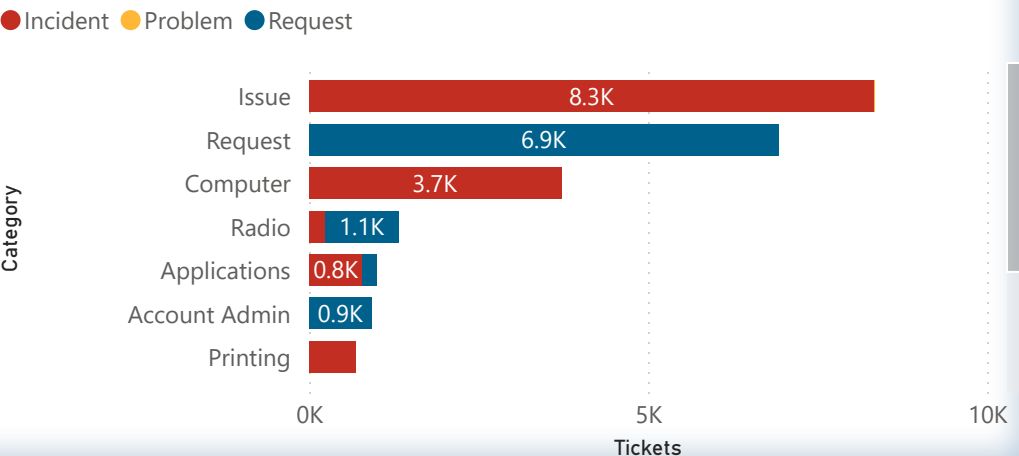
Tickets Created by Year & Month



Total Incidents by Resolution Time



Tickets by Category and Type





Service Level Agreement



Organization

All

Ticket Status

All

Type

All

Date

2021

2022

2023

2024

788
Open Tickets

22.33K
Closed Tickets

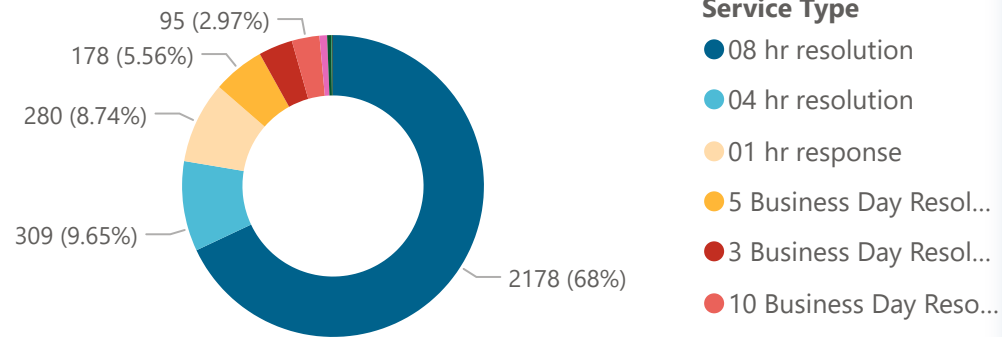
20K
Did Not Violate SLA

3183
Failed to Meet SLA

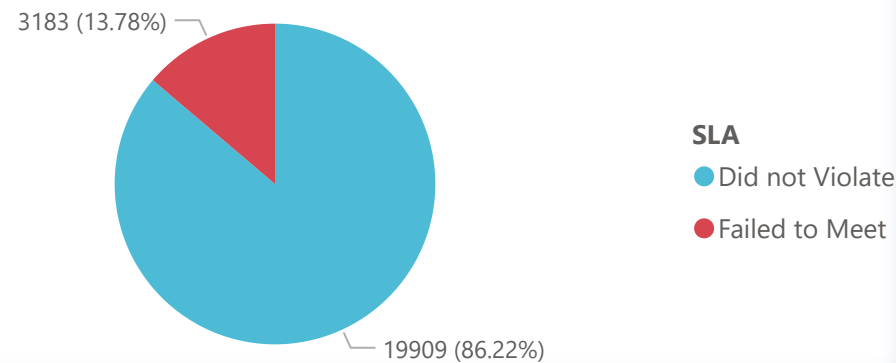
23.09K
Assigned Tickets

131
Unique Assignees

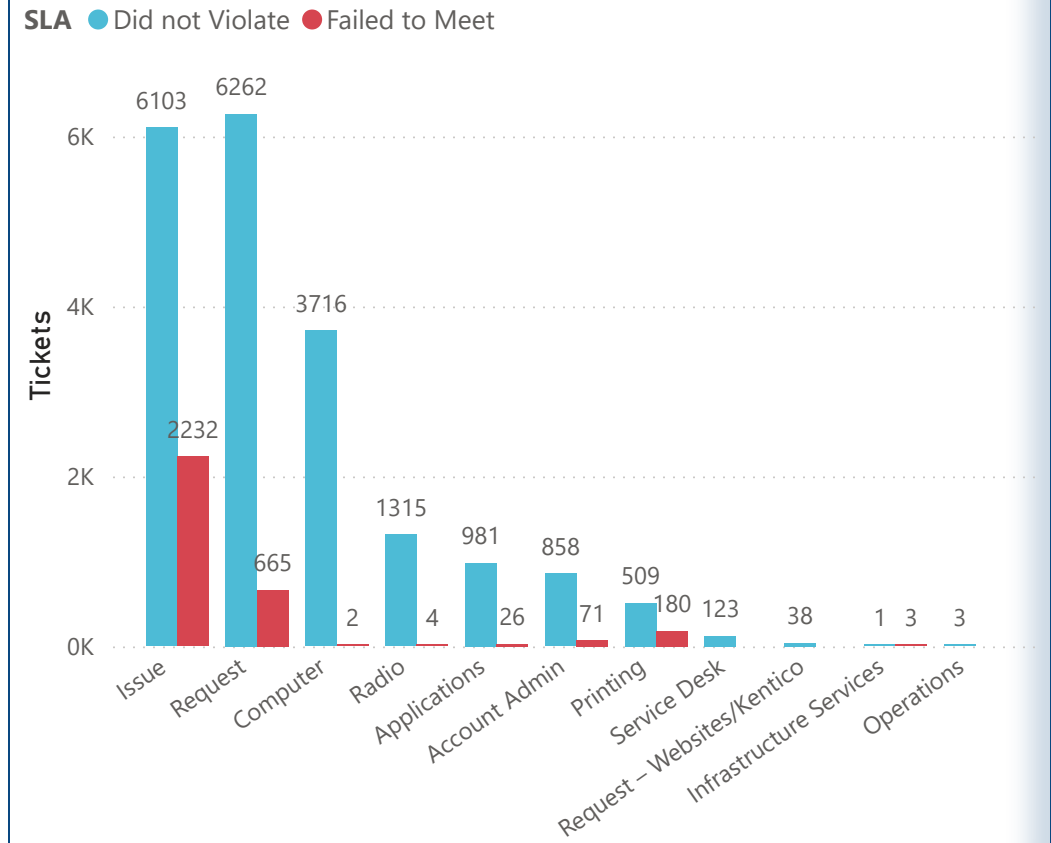
SLA violations by Service Type



Tickets By SLA Violation



Tickets by Category and SLA



Overview

SLA

Trends

Unresolved

Executive Summary



Trend Analysis



Organization

All

Ticket Status

All

Type

All

Date

2021

2022

2023

2024

788

Open Tickets

22.33K

Closed Tickets

104

Average Daily Tickets

3.13K

Average Monthly Tickets

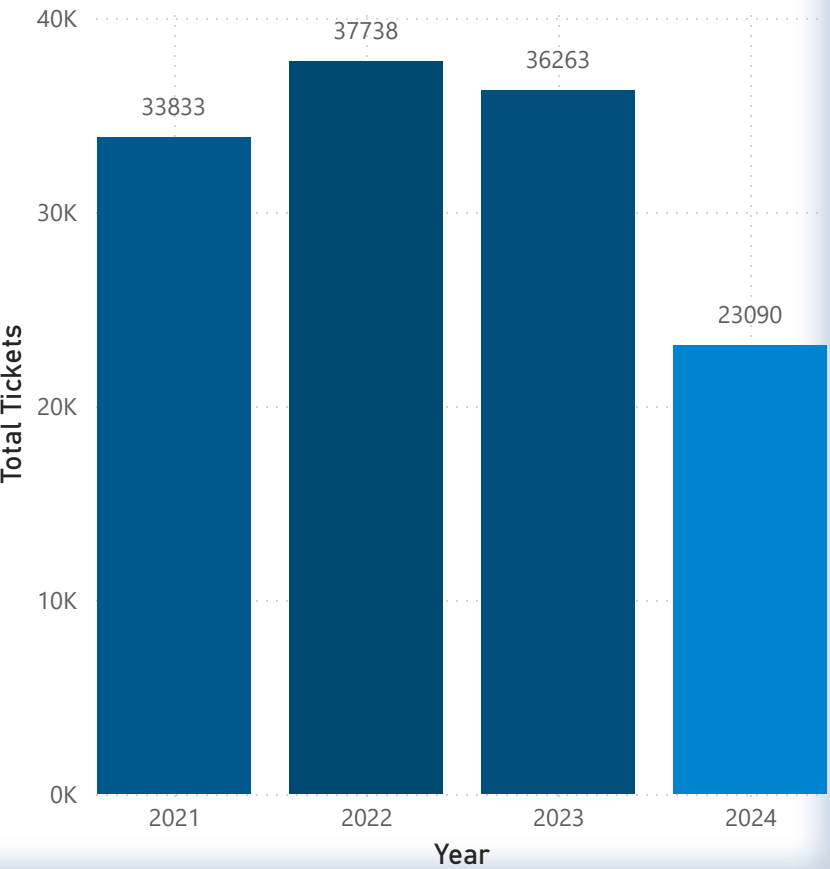
23.09K

Assigned Tickets

131

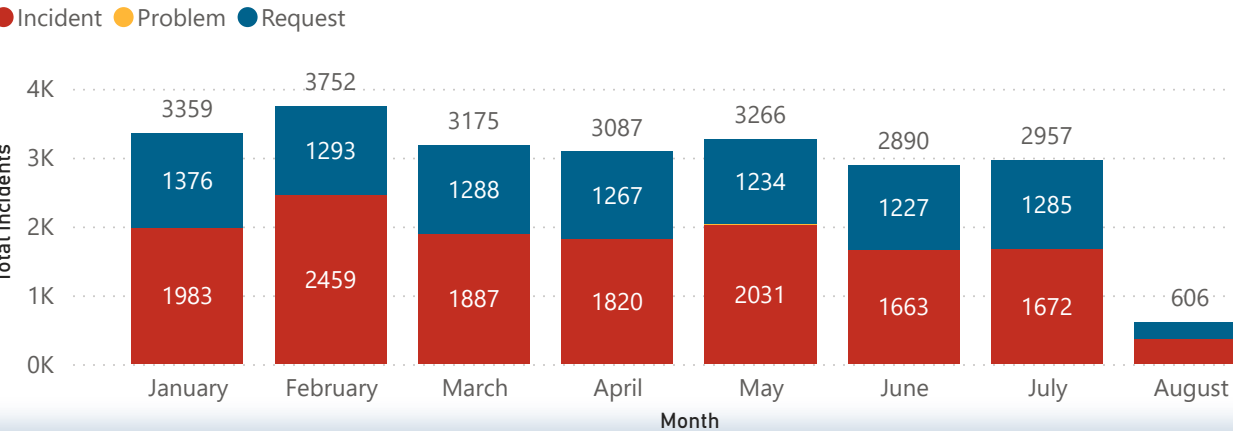
Unique Assignees

Tickets by Year & Month



Peak Reporting Times	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
8 am - 11 am	2087	1990	1974	1725	1626	171	109	9682
12 pm - 2 pm	1100	1253	1170	1113	1081	119	57	5893
3 pm - 5 pm	871	857	860	838	793	73	54	4346
6 pm - 11 pm	254	216	244	255	241	100	104	1414
12 am - 7 am	325	346	300	293	269	110	114	1757
Total	4637	4662	4548	4224	4010	573	438	23092

Total Incidents by Month and Ticket Type



Overview

SLA

Trends

Unresolved

Executive Summary



Unresolved Cases



Organization

All

Ticket Status

All

Type

All

Date

☐ 2021

☐ 2022

☐ 2023

☒ 2024

788

Open Tickets

22.33K

Closed Tickets

96.25%

Percentage Resolved

104

Average Daily Tickets

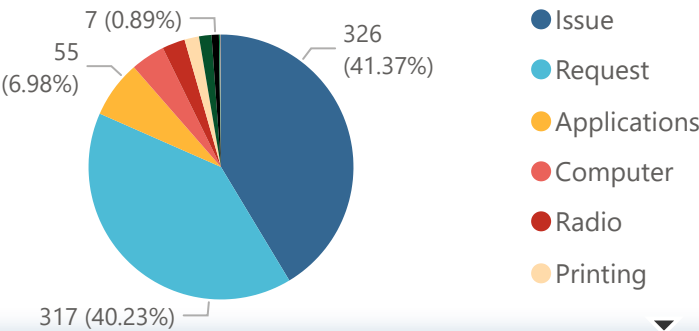
23.09K

Assigned Tickets

131

Unique Assignees

Unresolved Cases by Ticket Category



Status

Unresolved Cases

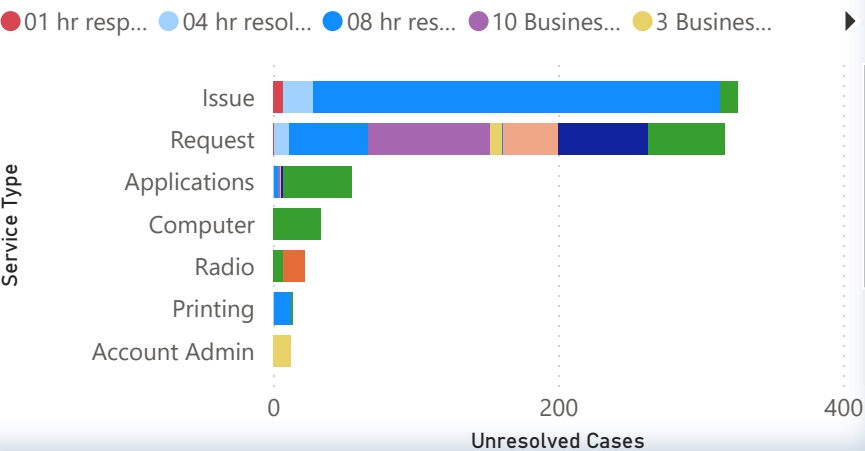
Status	Unresolved Cases
Open	440
Awaiting End User Response	107
On Hold	96
Researching	37
In Progress	34
Awaiting Vendor	20
Total	788

Parent Location

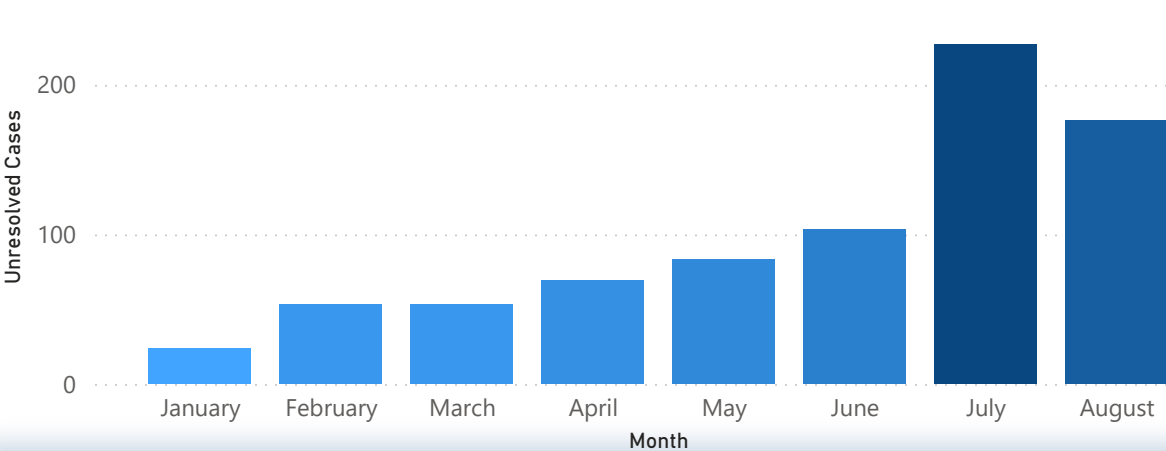
Unresolved Cases

Parent Location	Unresolved Cases
Ed Ball Building	306
St James City Hall	117
Not Specified	47
Libraries	33
EOC Building	31
Yates Building	30
Fire Stations	27
Total	788

Unresolved Cases by Service Type



Unresolved Cases by Month of Ticket Creation



Overview

SLA

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Executive Summary



Organization

All

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All

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Open Tickets

22.33K

Closed Tickets

20K

Did Not Violate SLA

3183

Failed to Meet SLA

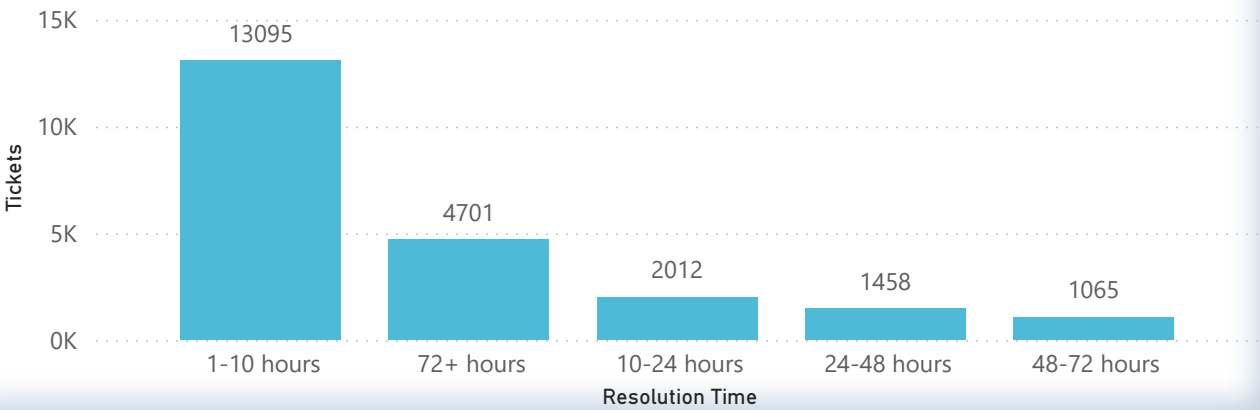
23.09K

Assigned Tickets

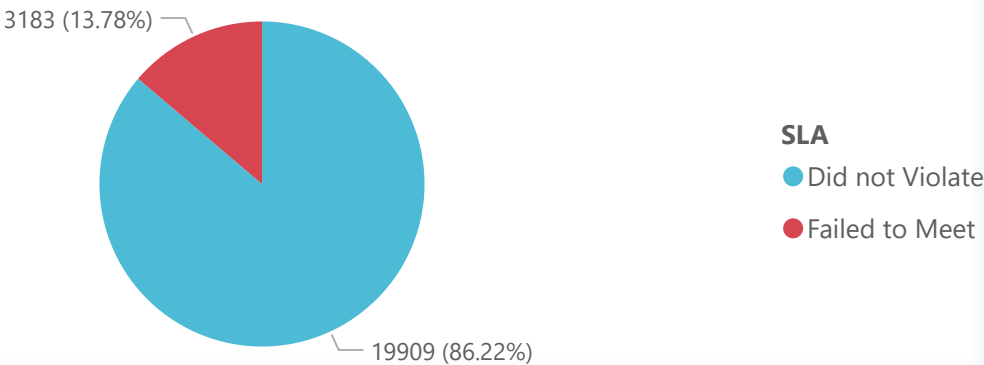
131

Unique Assignees

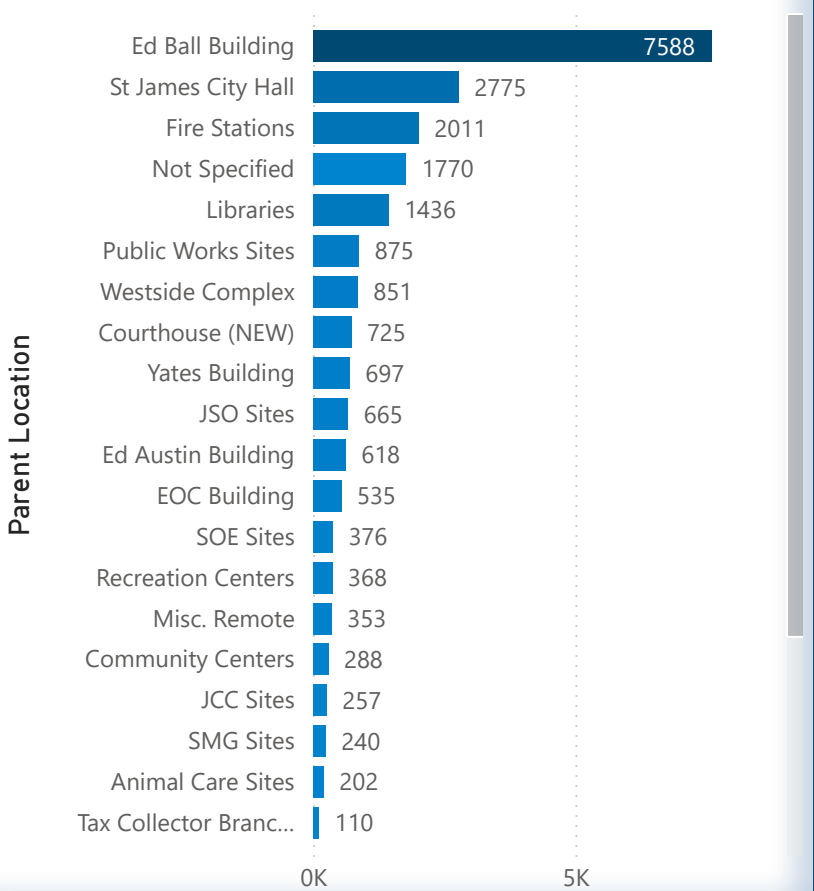
Tickets by Resolution Time



Tickets By SLA Violation



Tickets by Parent Location



Overview

SLA

Trends

Unresolved

Executive Summary