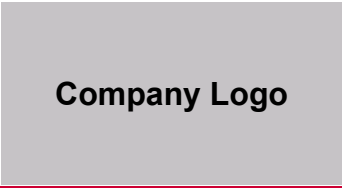


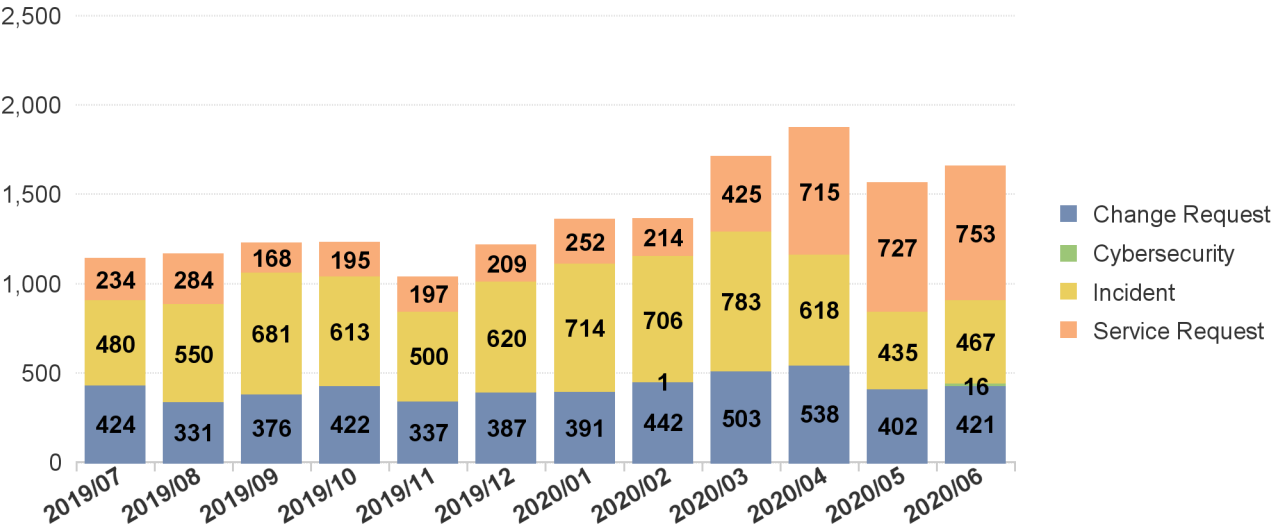
IT Operational Metrics

General Ticket Summary

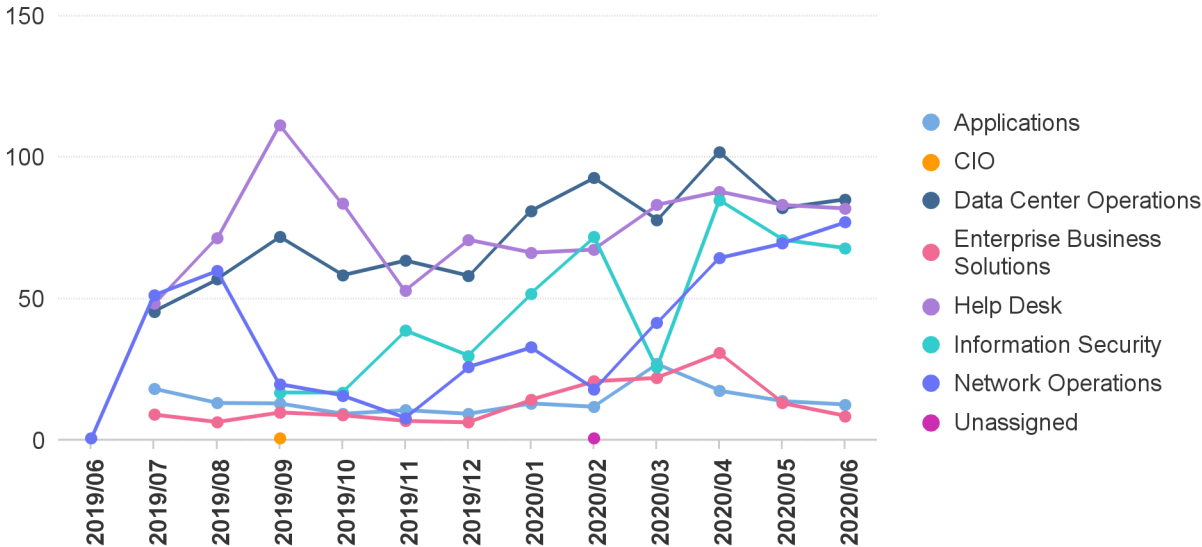
Date Range: 7/1/2019 - 6/30/2020



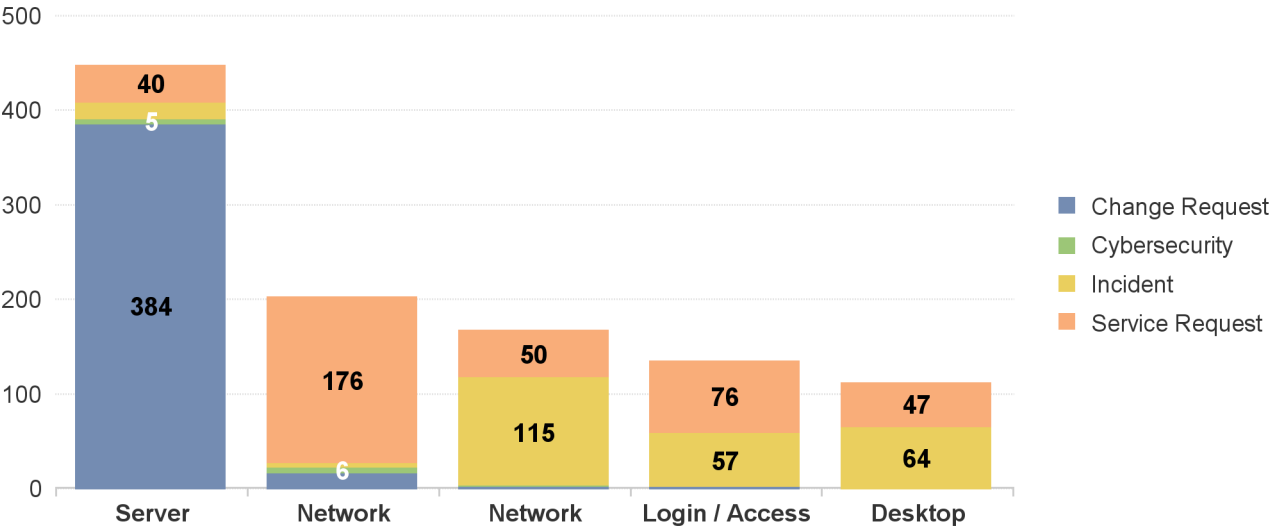
Opened Work Orders - July 2019 to June 2020



Avg Work Orders Closed by IT Department July 2019 to June 2020



Top 5 Opened Work Order Counts by Subtype June 2020



Avg Work Orders Closed by IT Department July 2019 to June 2020

	2020/01	2020/02	2020/03	2020/04	2020/05	2020/06
Applications	13	12	27	18	14	13
Data Center Operations	81	93	78	102	82	85
Enterprise Business Solutions	15	21	22	31	13	9
Help Desk	66	68	83	88	83	82
Information Security	52	72	26	85	71	68
Network Operations	33	18	42	65	70	77