

## Pierce College IT work Order Analysis

Month	Work tickets Issues Handled		Closed Tickets / Day	Number Active Techs	Efficiency / tech	Comments	Percent Open
	Closed	Active					
Apr-16	163	797	7.4	14	11.6		489%
May-16	243	744	11.0	15	16.2		306%
Jun-16	221	736	10.0	15	14.7		333%
Jul-16	228	672	10.4	15	15.2		295%
Aug-16	324	707	14.7	15	21.6		218%
Sep-16	363	638	16.5	15	24.2		176%
Oct-16	292	578	13.3	13	22.5		198%
Nov-16	298	505	13.5	12	24.8	NOM	169%
Dec-16	289	409	13.1	11	26.3	NOM	142%
Jan-17	441	296	20.0	11	40.1	NOM	67%
Feb-17	522	378	23.7	15	34.8		72%
Mar-17	775	266	35.2	15	51.7		34%
Apr-17	348	238	15.8	15	23.2		68%
May-17	657	314	29.9	15	43.8	See note 1	48%
Jun-17	641	304	29.1	15	42.7	See note 2	47%
Jul-17	860	264	39.1	15	57.3	See note 2	31%
Aug-17	1080	248	49.1	15	72.0	See note 2	23%

Note 1  
IT Help Desk started on May 1, 2017. This new program has result in additional tickets being generated and less technicians available to be out in the field to resolve open tickets.

Note 2  
IT staff has been dispatched to assist with the password resets at A&R every 2 hours for 30 minutes four times per day starting on May 30, 2017

