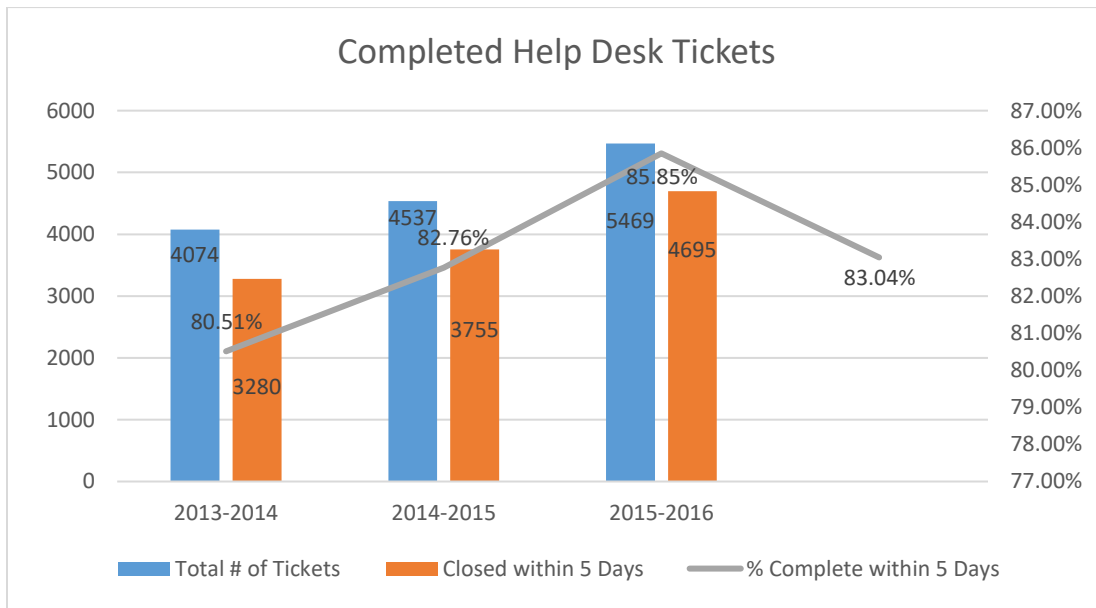


Table 5R1a-1-ITS-HELP Desk Completed Tickets

Fiscal Year	Total # of Tickets	Closed within 5 Days	% Complete within 5 Days
2013-2014	4074	3280	80.51%
2014-2015	4537	3755	82.76%
2015-2016	5469	4695	85.85%
		Three-year Avg (2013-2016)	83.04%

Data Interpretation Narrative

The data show an increasing trend for completion rates over the last three years, which may be due in part to help desk personnel training, professional development and a focus by the function on closing tickets in a timely manner.



Source: ITS-Help-Desk ticket system (2013-2016)

Findings Narrative

The evidence here could be influenced by a variety of factors including elongated requests that span weeks (such as Blue Jeans requests), the availability of resources and the complexity of requests received. Further analysis and a better reporting system would be needed to determine the source of the delays and the completion times categorized by type of