

VoIP Help cases in several Qs

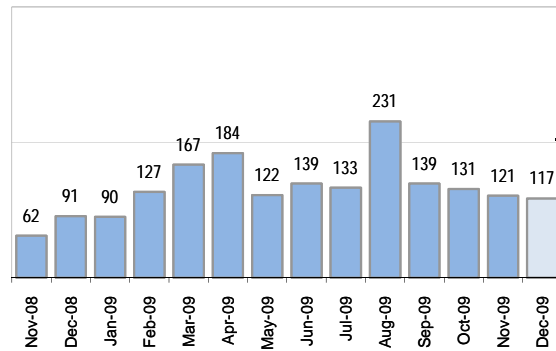
Cases as of 1/1/2010
Starting 1/3/2008

Creating Cases

Total from Last Week

25

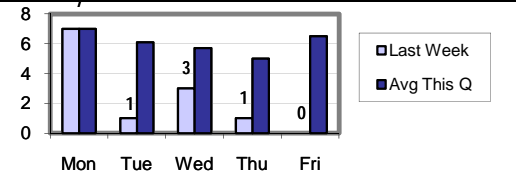
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	Change
this week	2.4	0.4	500%
last 3 months	4.2	2.6	63%
last 12 months	4.7	4.2	13%

Actual Per Day, Last Week vs Qtrly Average



* latest month is month-to-date

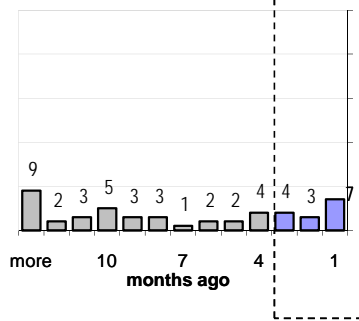
The Queue

Currently Pending

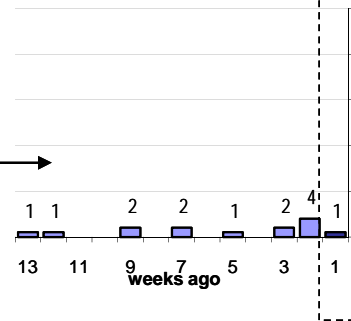
48

Calendar Age of Open Cases

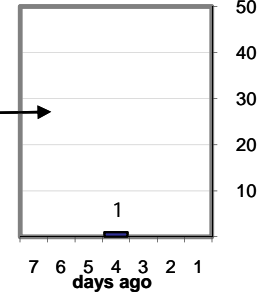
Last 12 Months



Last 3 months

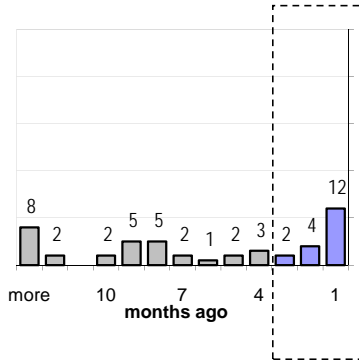


Last Week

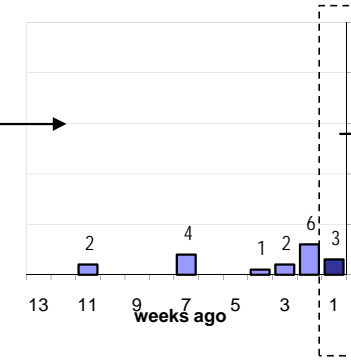


Time Since Last Activity of Any Kind, in Cases that are currently Open

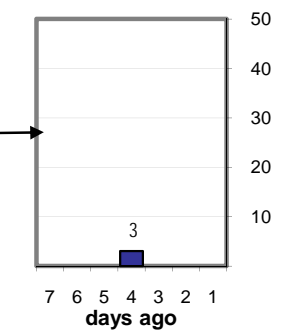
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

12%

3 to 7 days

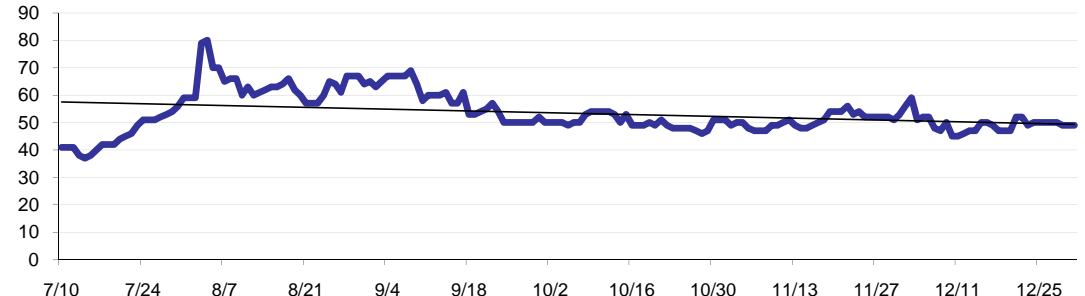
10%

< 3 days

77%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

4 ↑

VoIP Help cases in several Qs

Cases as of 1/1/2010
Starting 1/3/2008

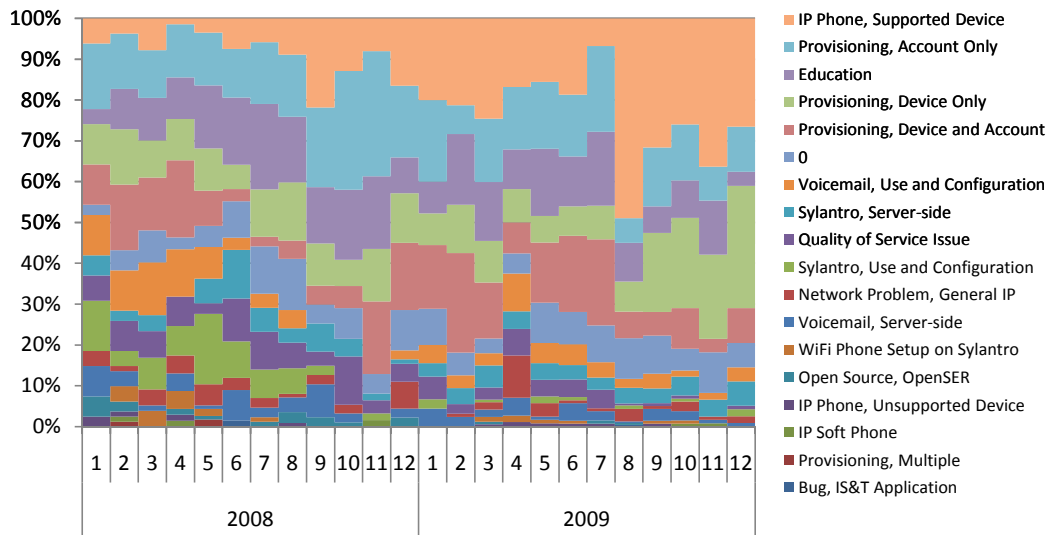
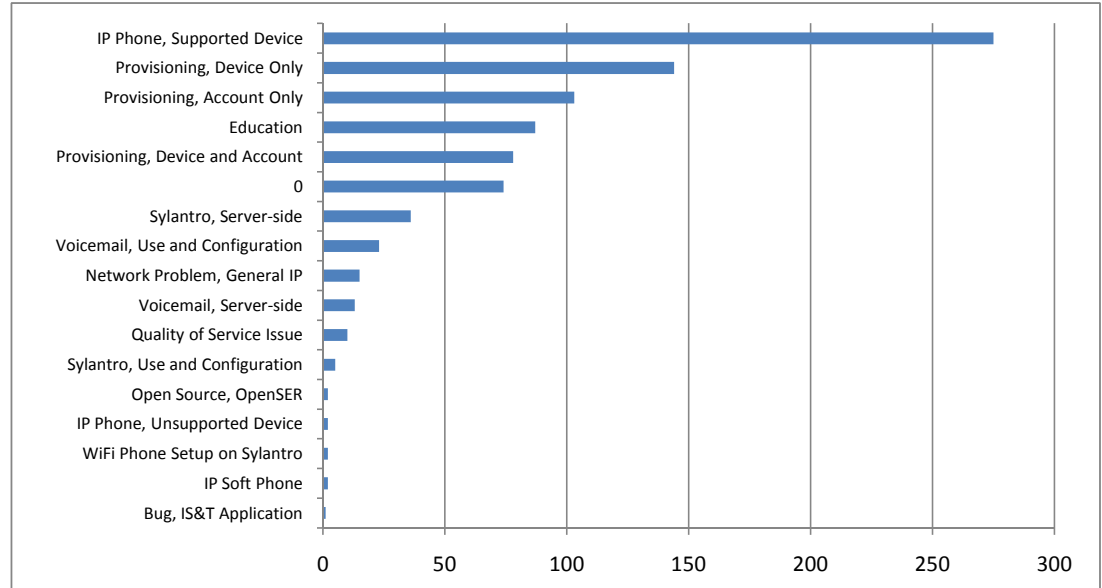
Problem Types and Queues

N of Problem Types

17

N of Types

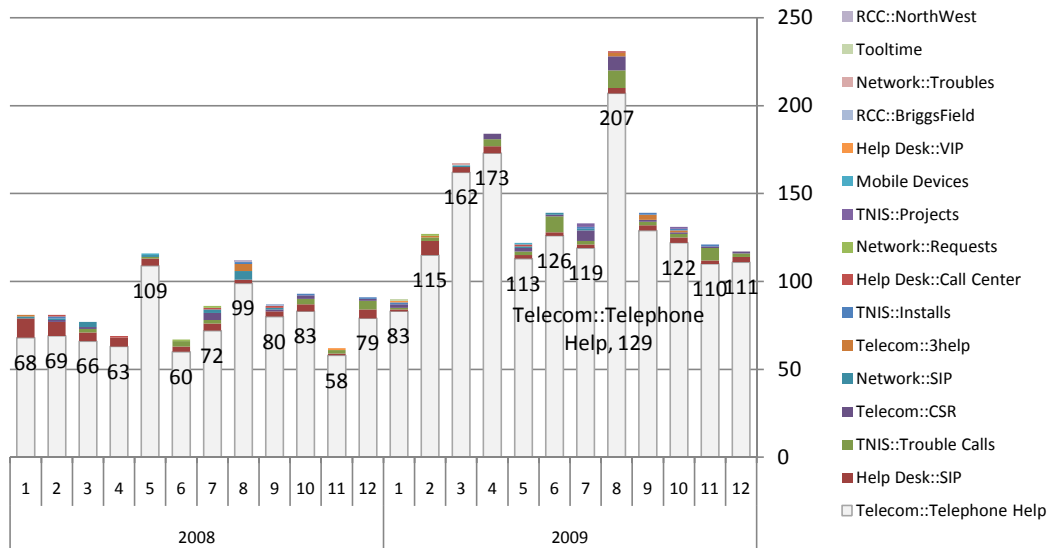
FY2010-to-date Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue

97%

% of cases in Telecom::Telephone Help



Client Demographics

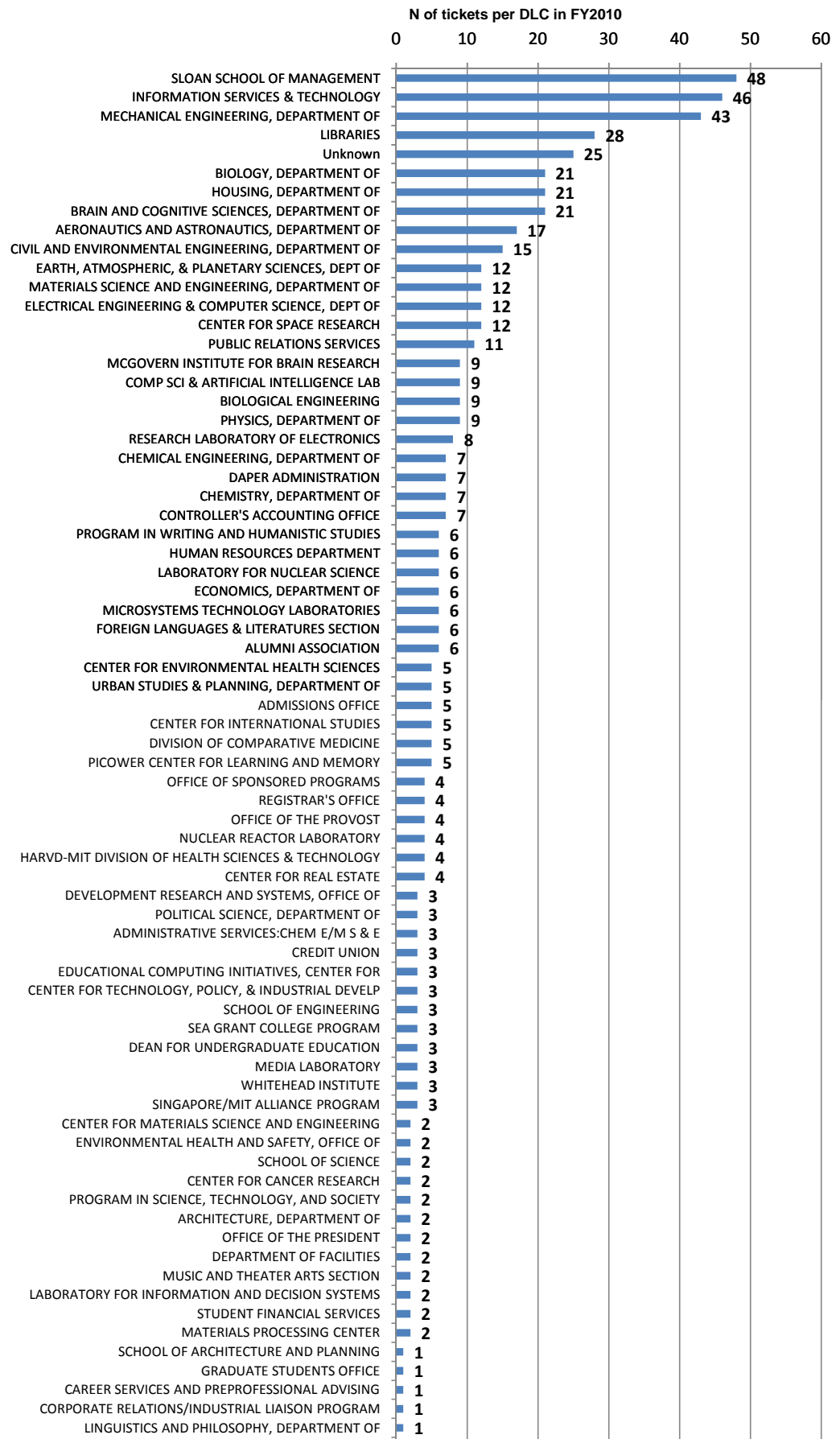
DLCs in FY2010

96

N of unique clients in FY2010

556

Pareto of DLCs by N of tickets in FY2010



ENDICOTT HOUSE	1
DEAN FOR STUDENT LIFE	1
INSTITUTE FOR SOLDIER NANOTECHNOLOGIES	1
CLINICAL RESEARCH CENTER	1
LITERATURE SECTION	1
SYSTEM DESIGN AND MANAGEMENT PROGRAM	1
OPERATIONS RESEARCH CENTER	1
DEAN FOR STUDENT LIFE-ADMINISTRATION	1
CENTER FOR INFORMATION SYSTEMS RESEARCH	1
DAPER INTERCOLLEGIATE SPORTS	1
terrascope	1
CAMPUS ACTIVITIES COMPLEX	1
PROPERTY OFFICE	1
PROGRAM IN MEDIA ARTS AND SCIENCES	1
AUDIT DIVISION	1
MUSEUM	1
MATHEMATICS, DEPARTMENT OF	1
STUDENT LIFE PROGRAMS	1
CENTER FOR TRANSPORTATION & LOGISTICS	1
MEDICAL DEPARTMENT	1
ENGINEERING SYSTEMS DIVISION	1
ARCHAEOLOGY, DEPARTMENT OF	1
FRANCIS BITTER MAGNET LABORATORY	1
CHAPLAINCY	1