

Network Operations Tickets by Category (Top 12)

Ticket Category	2017 Resolved	% of Total	2016 Resolved	YoY %	2017 Avg Resolution Time (Day)	2016 Avg Resolution Time (Day)	YoY %
Hardware	1013	29%	1081	-6%	6	5.1	18%
Printers	536	15%	590	-9%	3.8	6	-37%
Software	461	13%	602	-23%	4.8	6	-20%
Network	402	12%	406	-1%	4.8	4.7	2%
User Administration	253	7%	205	23%	2.3	2	15%
Laptop Repairs	211	6%	185	14%	10.1	8.4	20%
VDI	147	4%	239	-38%	2	3	-33%
Communications	140	4%	98	43%	6.8	3.5	94%
Facilities	70	2%	91	-23%	4.1	4.2	-2%
CampusVue	63	2%	45	40%	10.2	6.3	62%
Laptop Request	25	1%	50	-50%	7.5	7.8	-4%
N-Computing	21	1%	27	-22%	6	6.5	-8%
Total	3,488		3,659			5.1	