

Application Development 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 %
User Administration	4655	45%	3616	29%	1.2	1	20%
eCourses	1072	10%	1106	-3%	2.3	1.8	28%
Software	582	6%	777	-25%	3.1	3	3%
CampusVue	405	4%	604	-33%	3.5	1.8	94%
Reports	380	4%	500	-24%	4.9	4.7	4%
Network	378	4%			2	3.2	-38%
Database Request	374	4%	385	-3%	2.6	2.4	8%
Office 365	339	3%	290	17%	2.4	4.6	-48%
Academic Info	277	3%	287	-3%	17.7	2.3	670%
InfoZone	196	2%	285	-31%	7	19.9	-65%
Hardware	155	1%	274	-43%	4.9	4.9	0%
MyLabs	151	1%	200	-25%	2.5	0.7	257%
<b>Total</b>	<b>10428</b>		<b>9609</b>		<b>2.6</b>	<b>2.8</b>	