



AS IT MONTHLY REPORTS

For October 2024



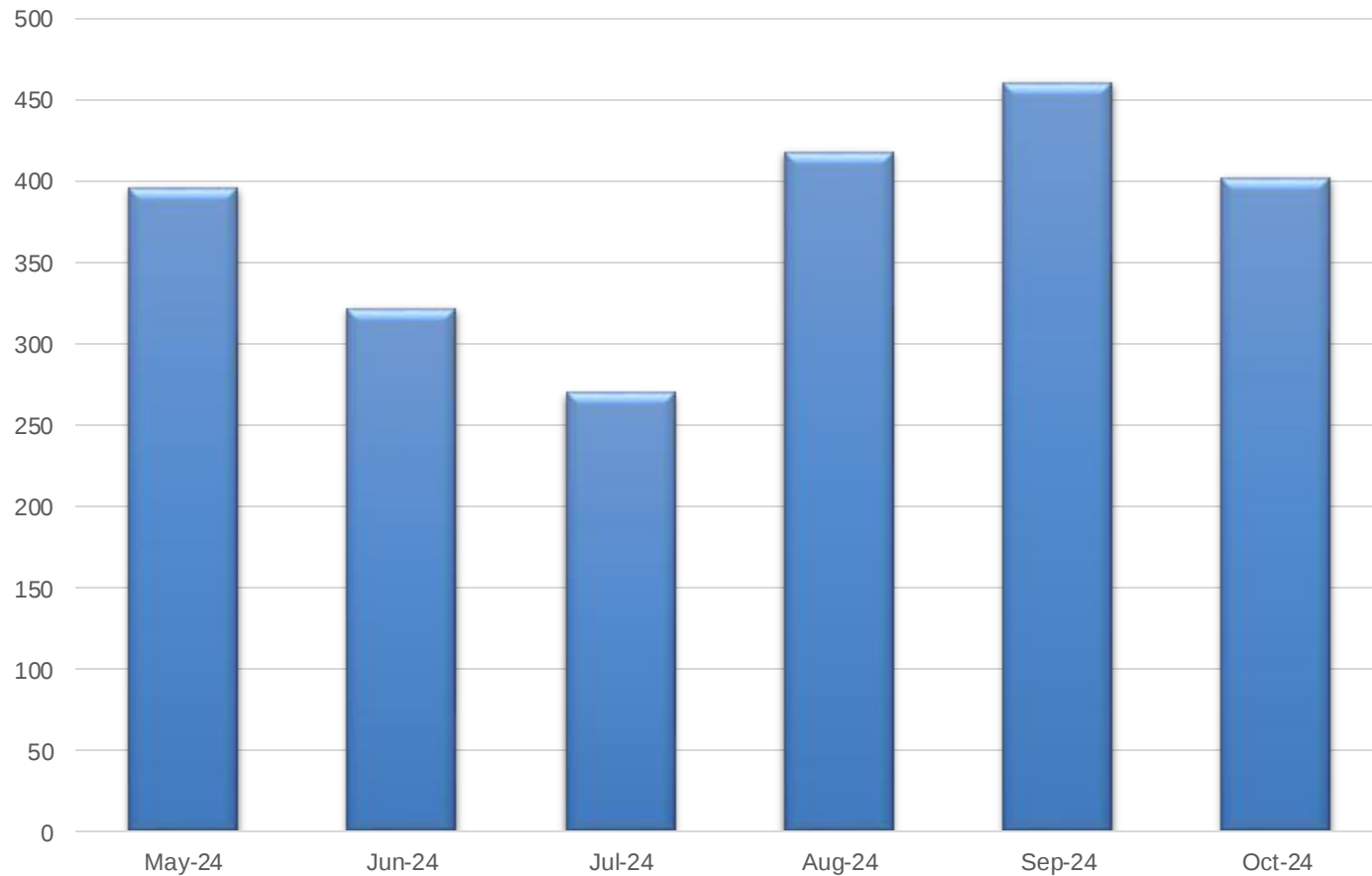
Contents

- Monthly Ticket Volume
- Monthly Ticket Trend
- Aging Report
- Website Uptime
- Website Reports
- Customer Satisfaction



Monthly Ticket Volume October 2024

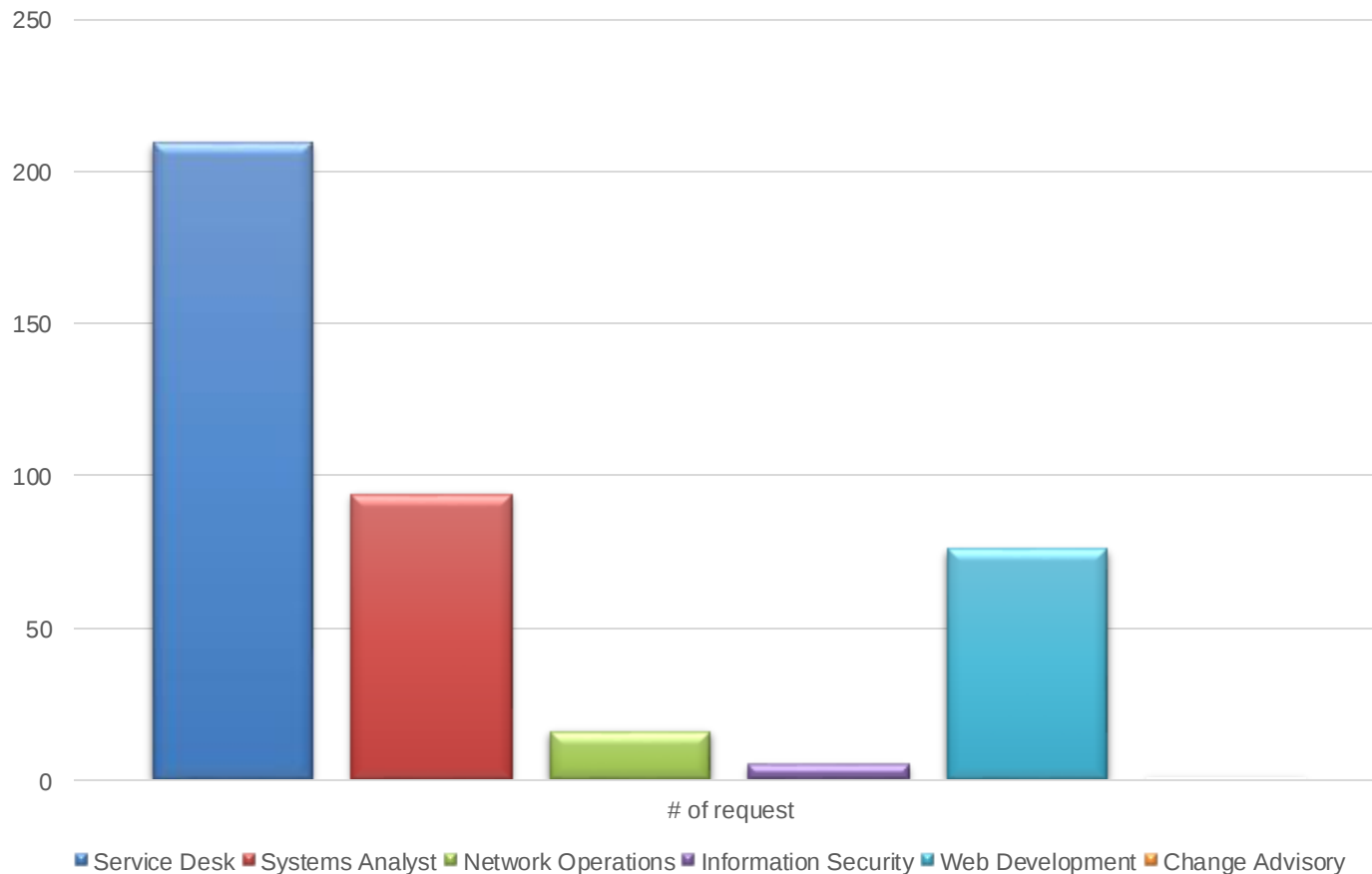
Total New Request





Monthly Ticket Volume October 2024

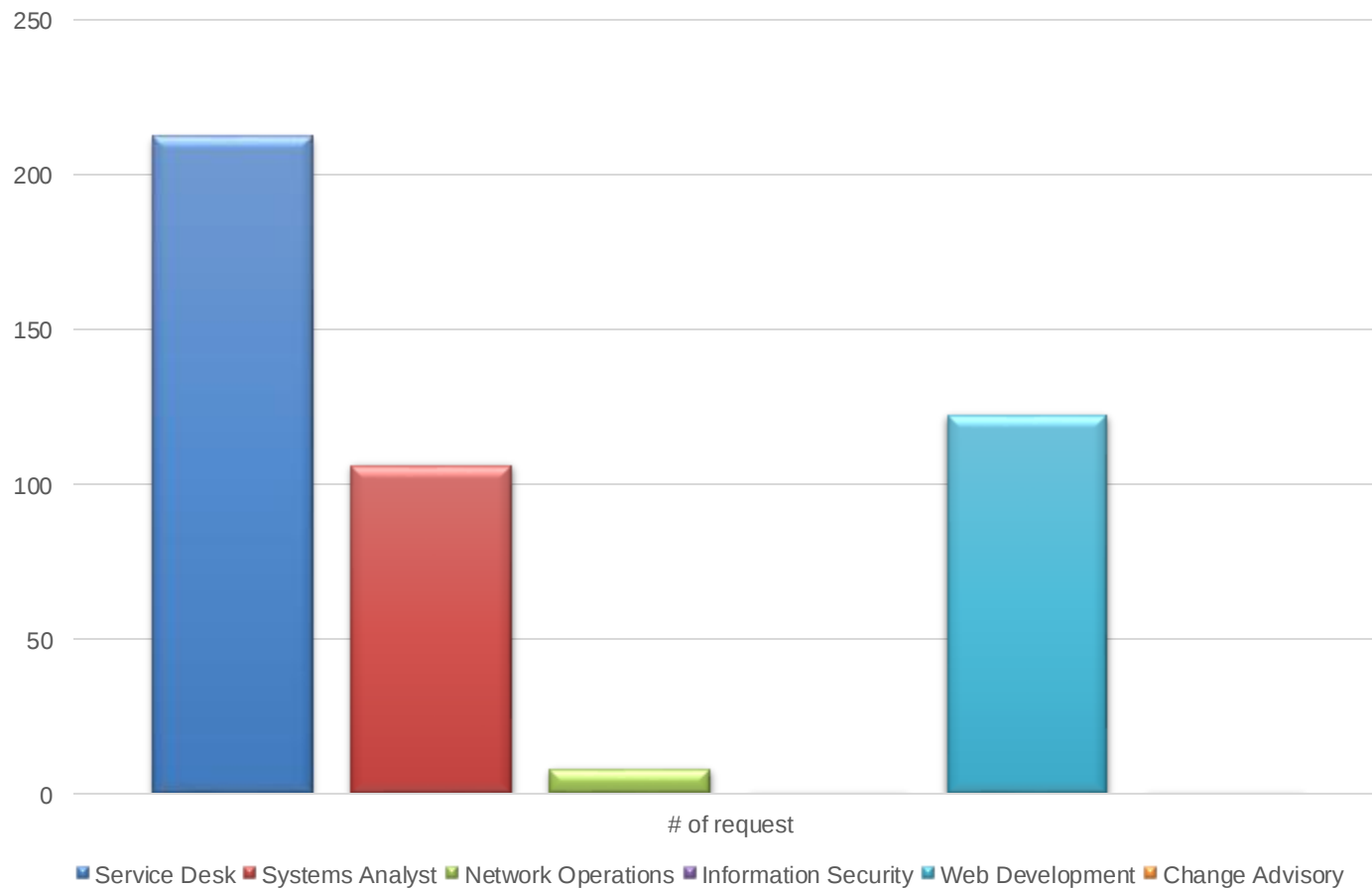
Request Opened by Group





Monthly Ticket Volume October 2024

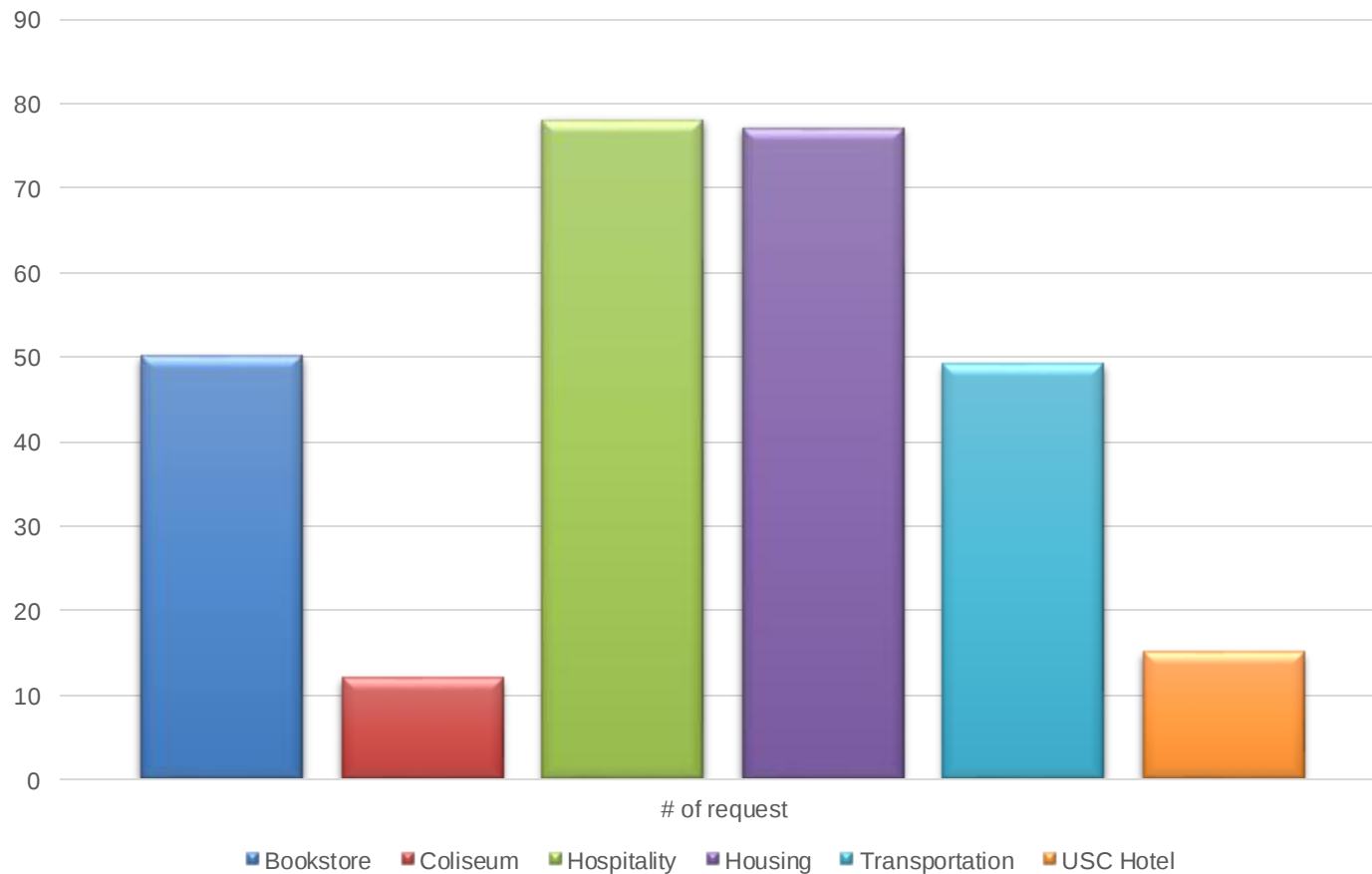
Request Closed by Group





Monthly Ticket Trend October 2024

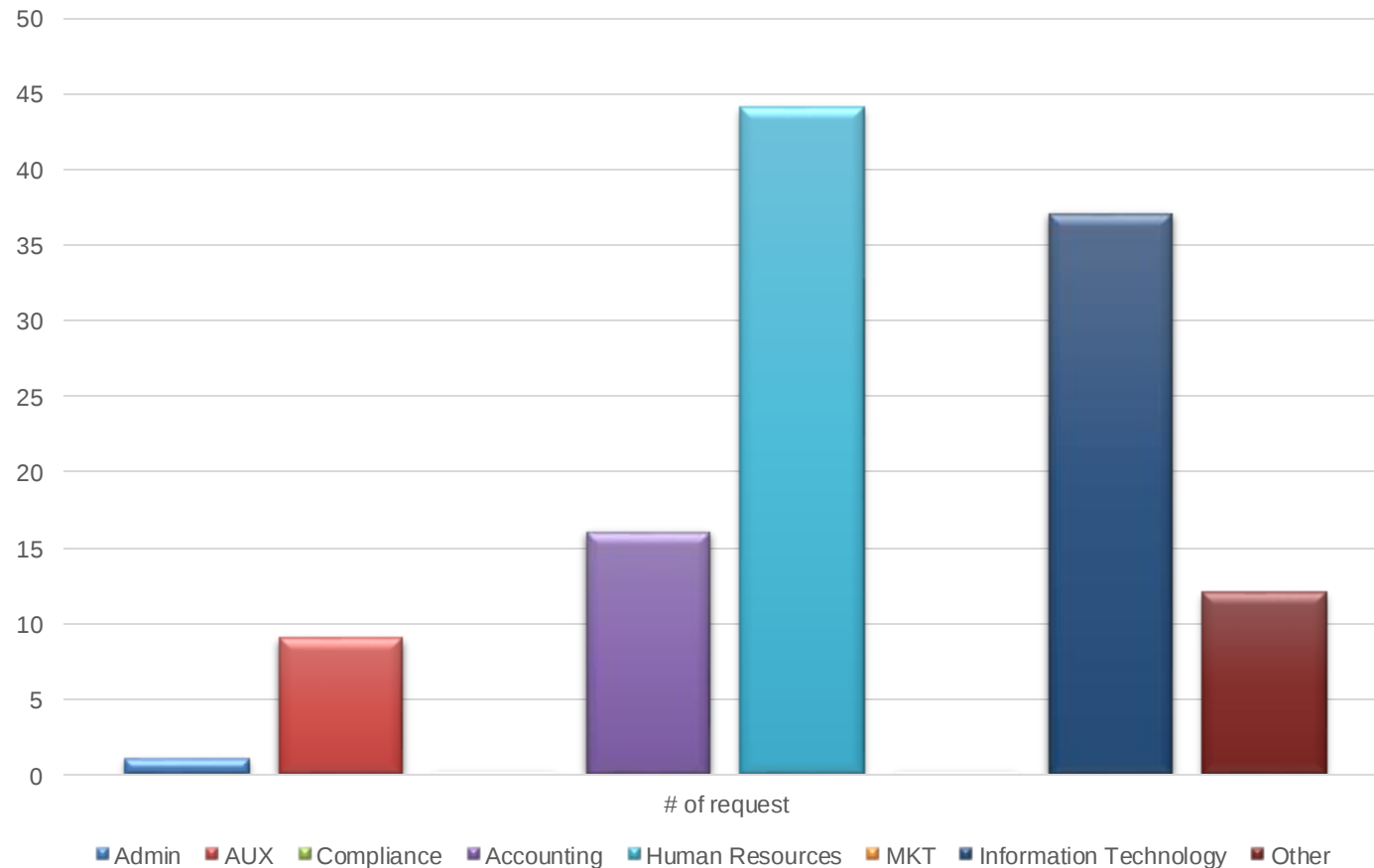
Request Opened by Business Units





Monthly Ticket Trend October 2024

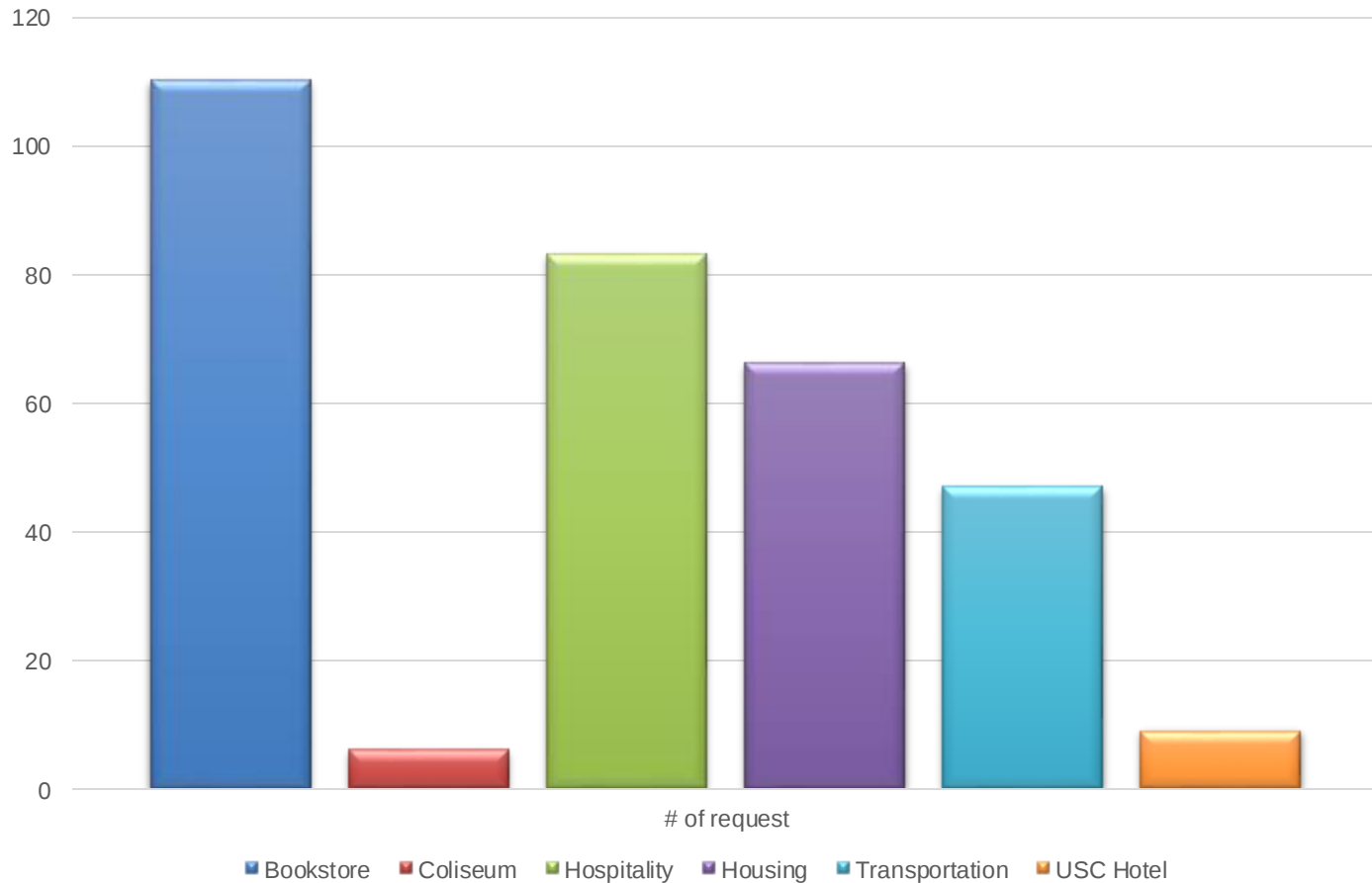
Request Opened by Shared Services





Monthly Ticket Trend October 2024

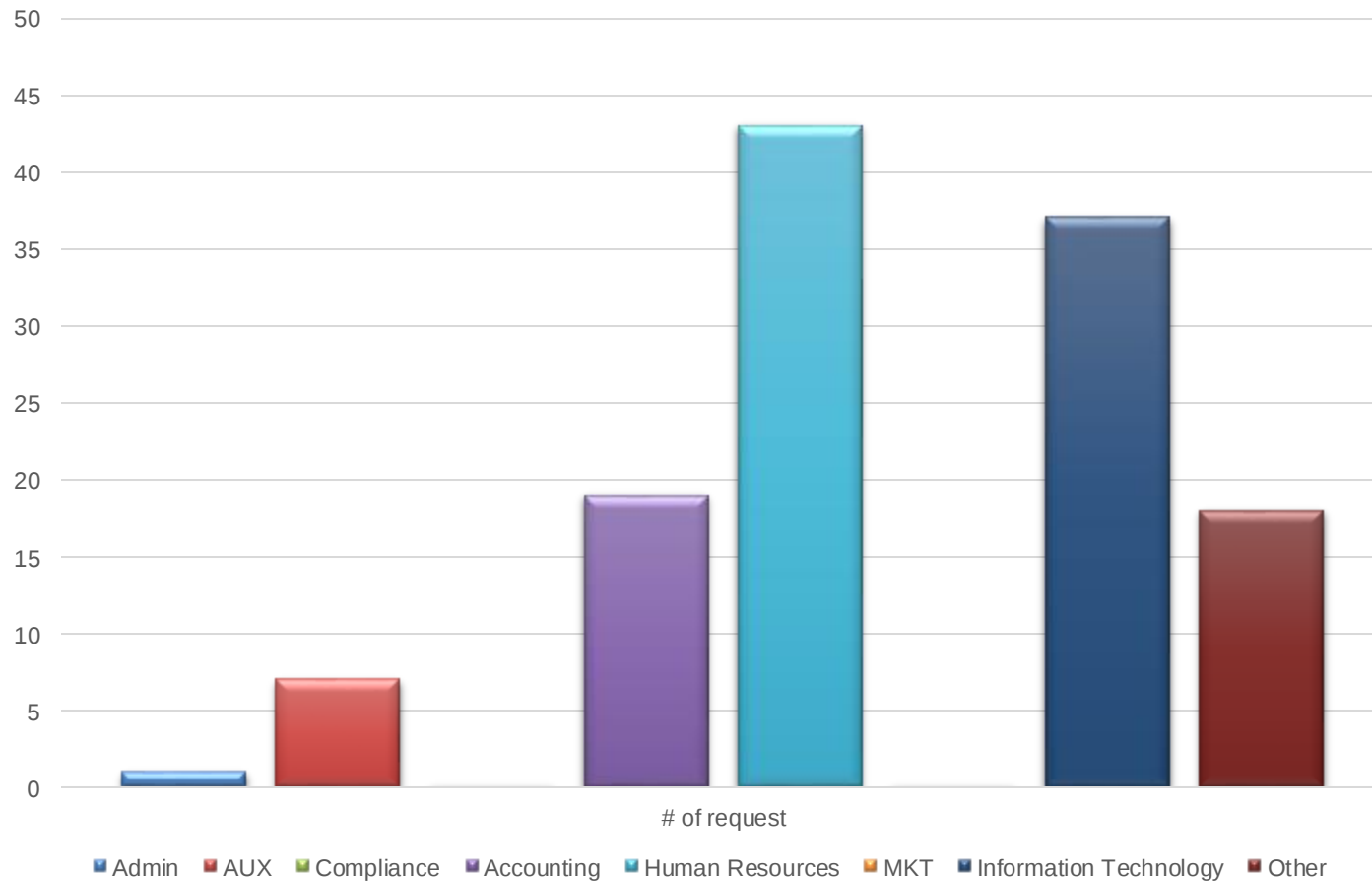
Request Closed by Business Units





Monthly Ticket Trend October 2024

Request Closed by Shared Services

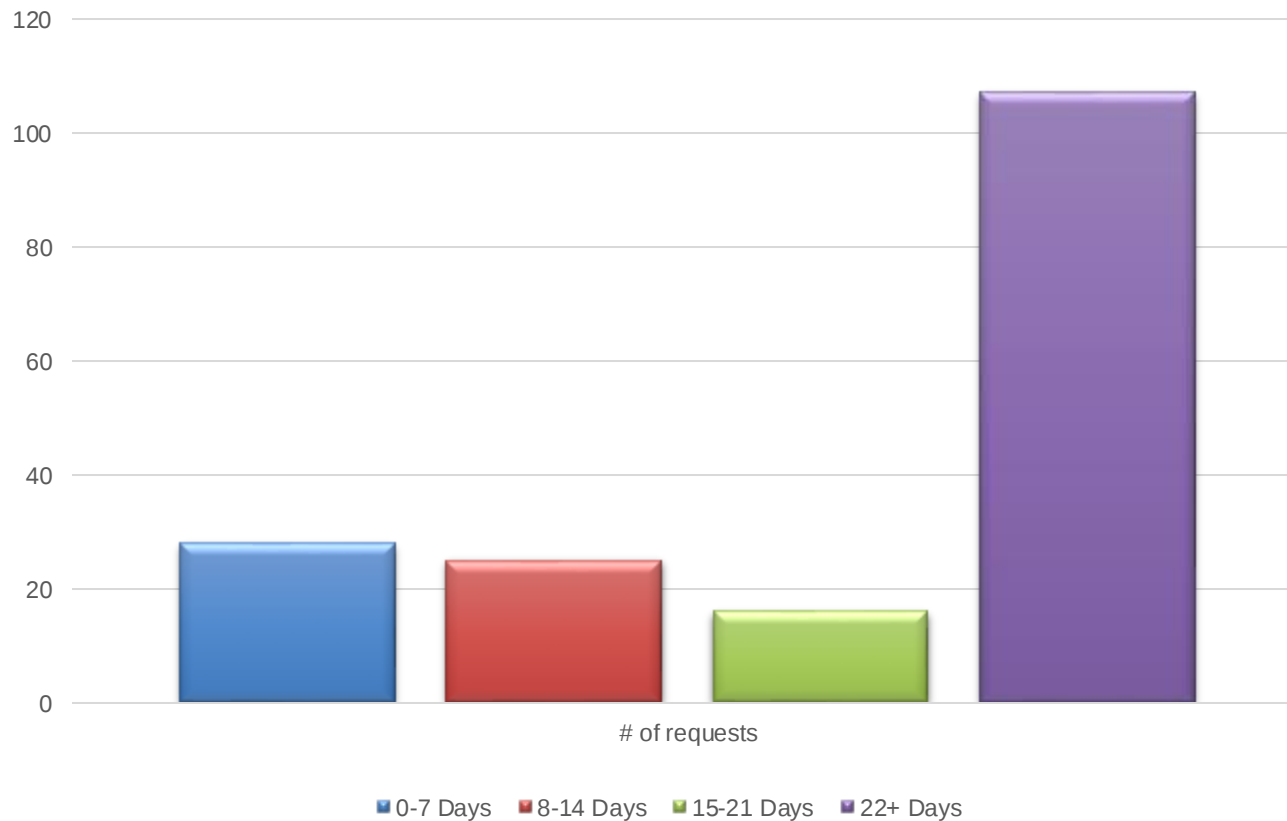




Aging Report October 2024

Open Requests Aging Report

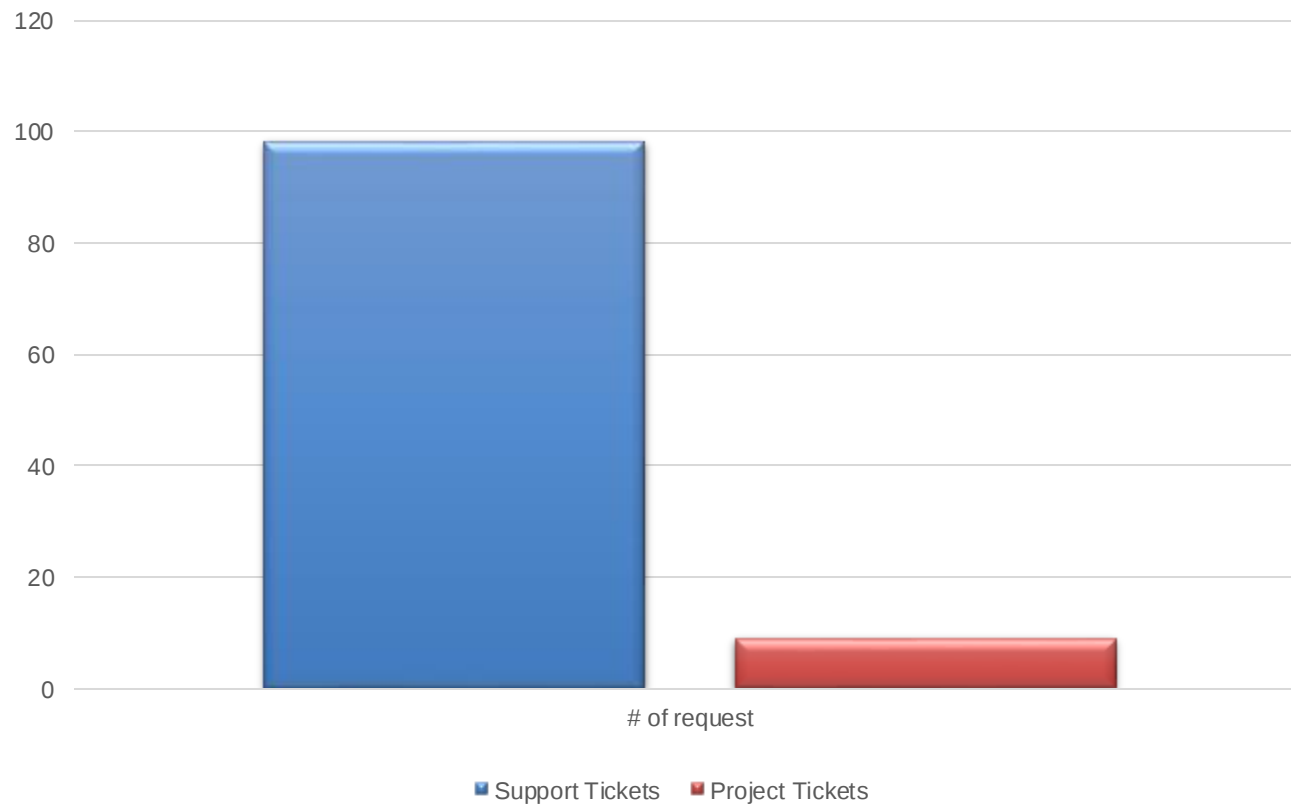
Report includes all project and support tickets





Aging Report October 2024

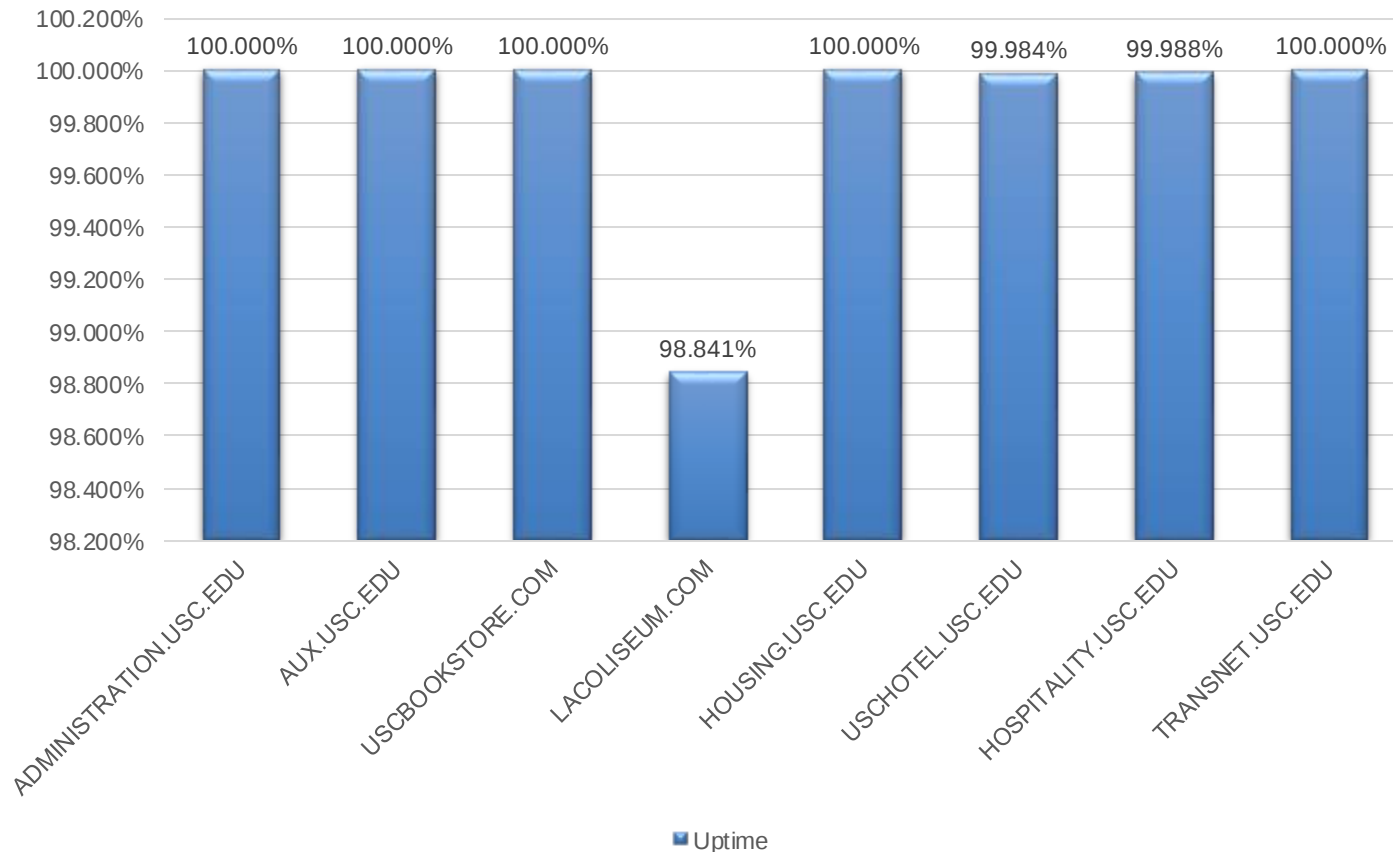
22+ Days Aging Report
All Auxiliary IT Tickets vs Project Tickets





Website Uptime October 2024

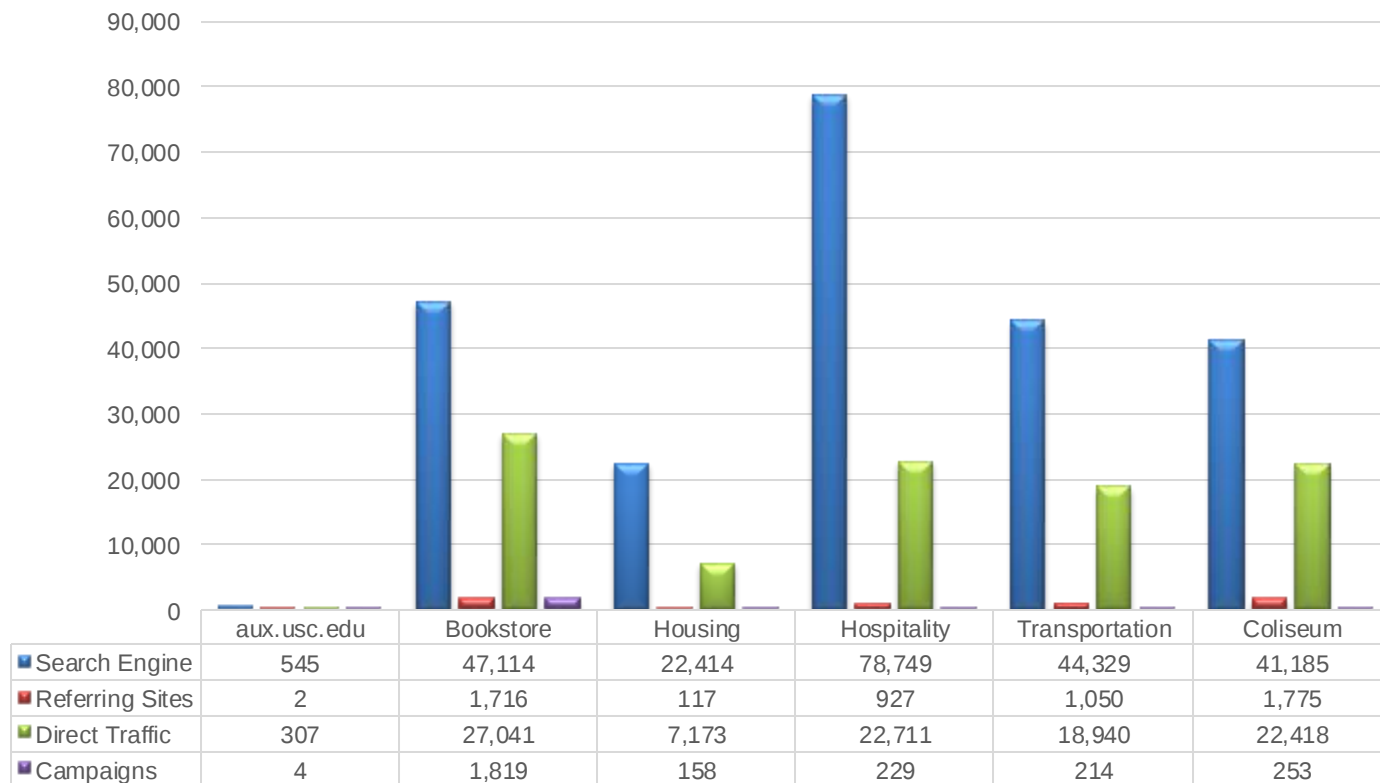
Website Uptime Report (Primary)





Website Reports October 2024

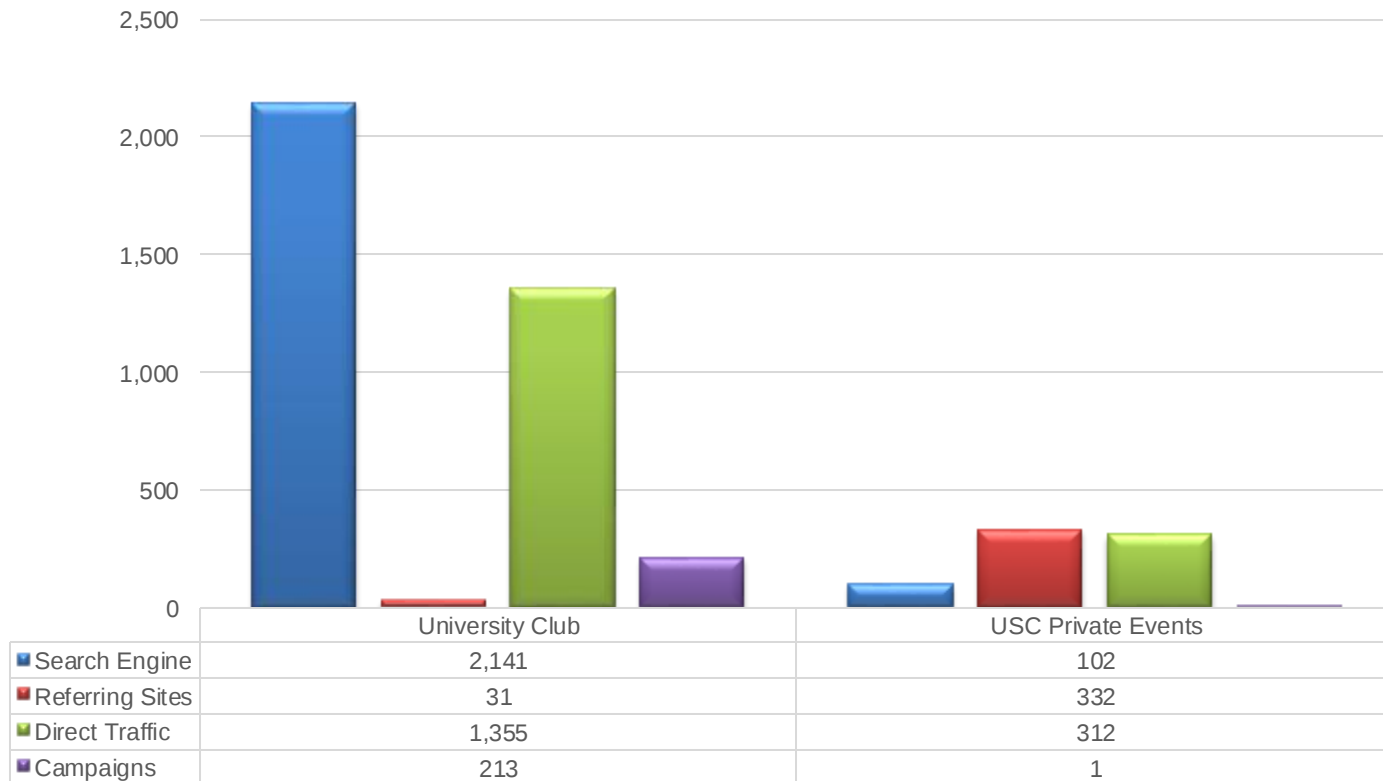
Traffic Sources - BU Main Sites





Website Reports October 2024

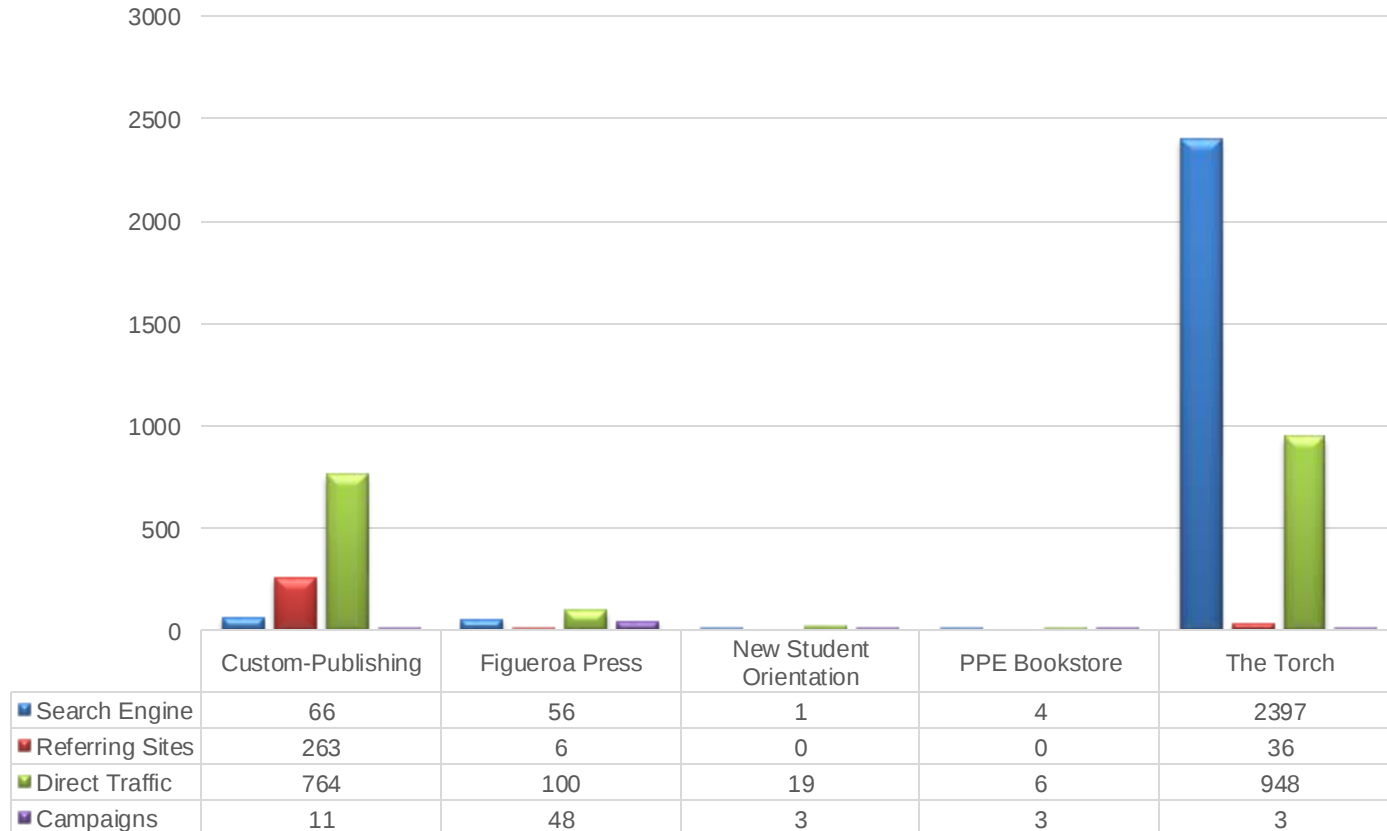
Traffic Sources - HSP Micro Sites (Desktop)





Website Reports October 2024

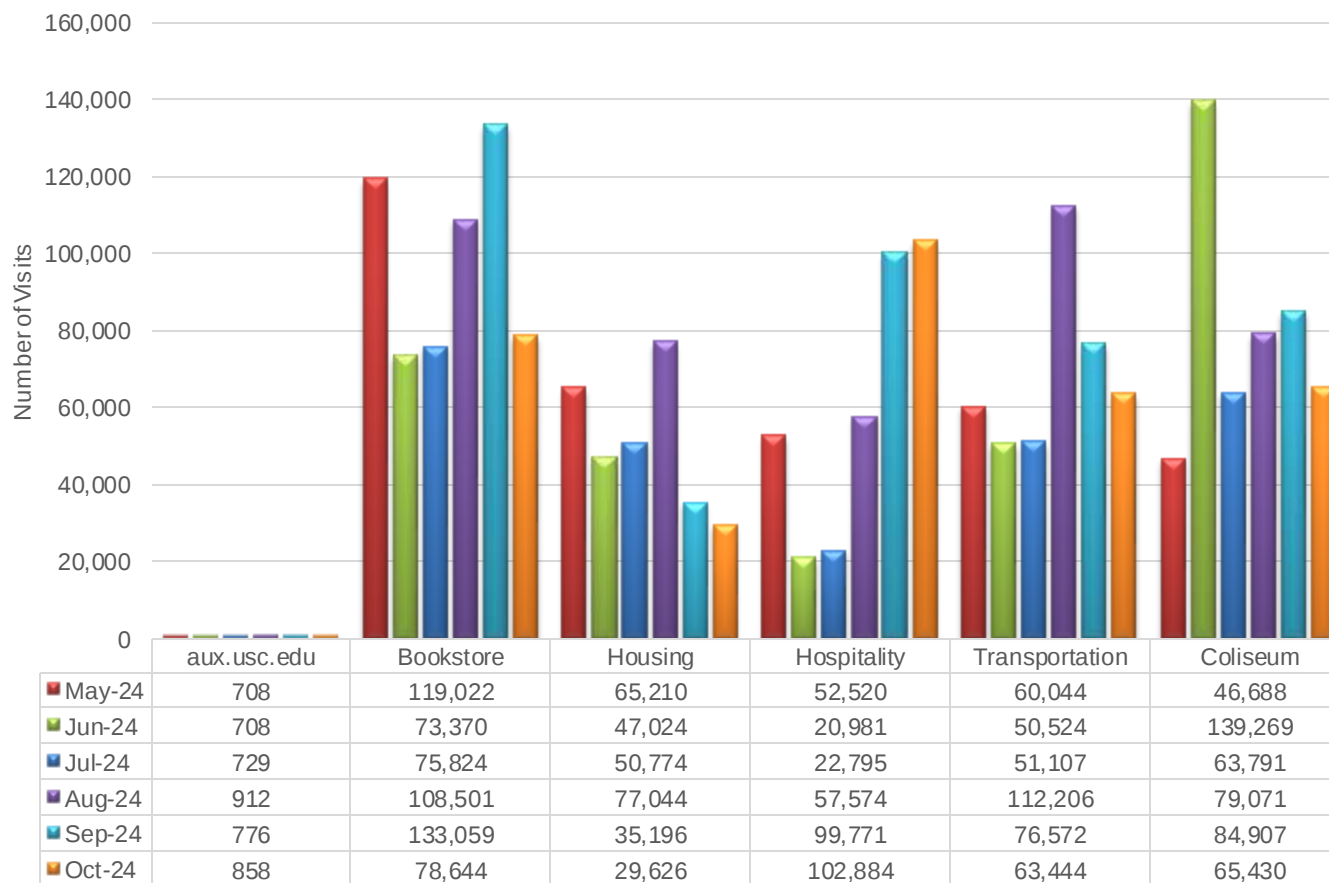
Traffic Sources - Other Sites





Website Reports October 2024

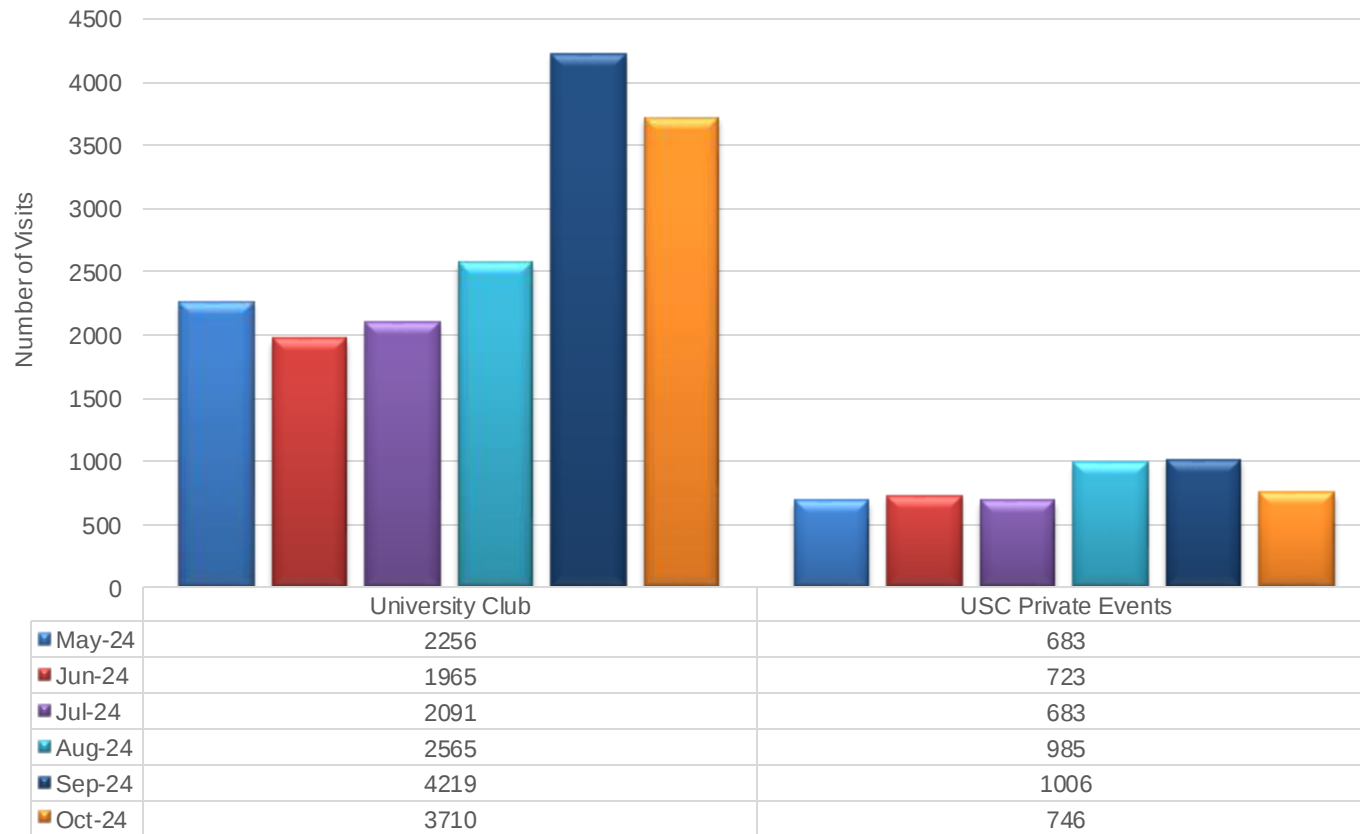
Web Visits Per Month - BU Main Sites





Website Reports October 2024

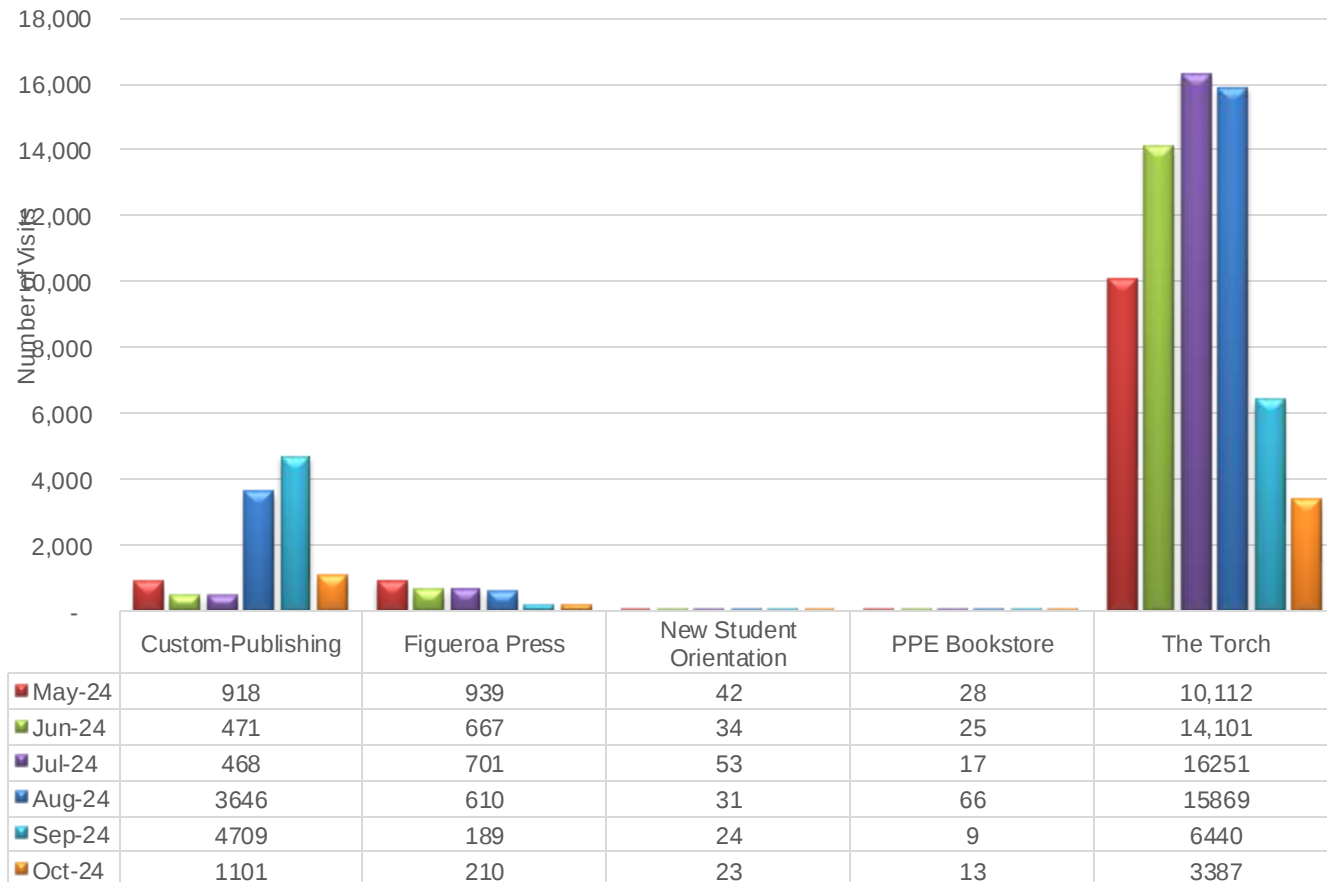
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports October 2024

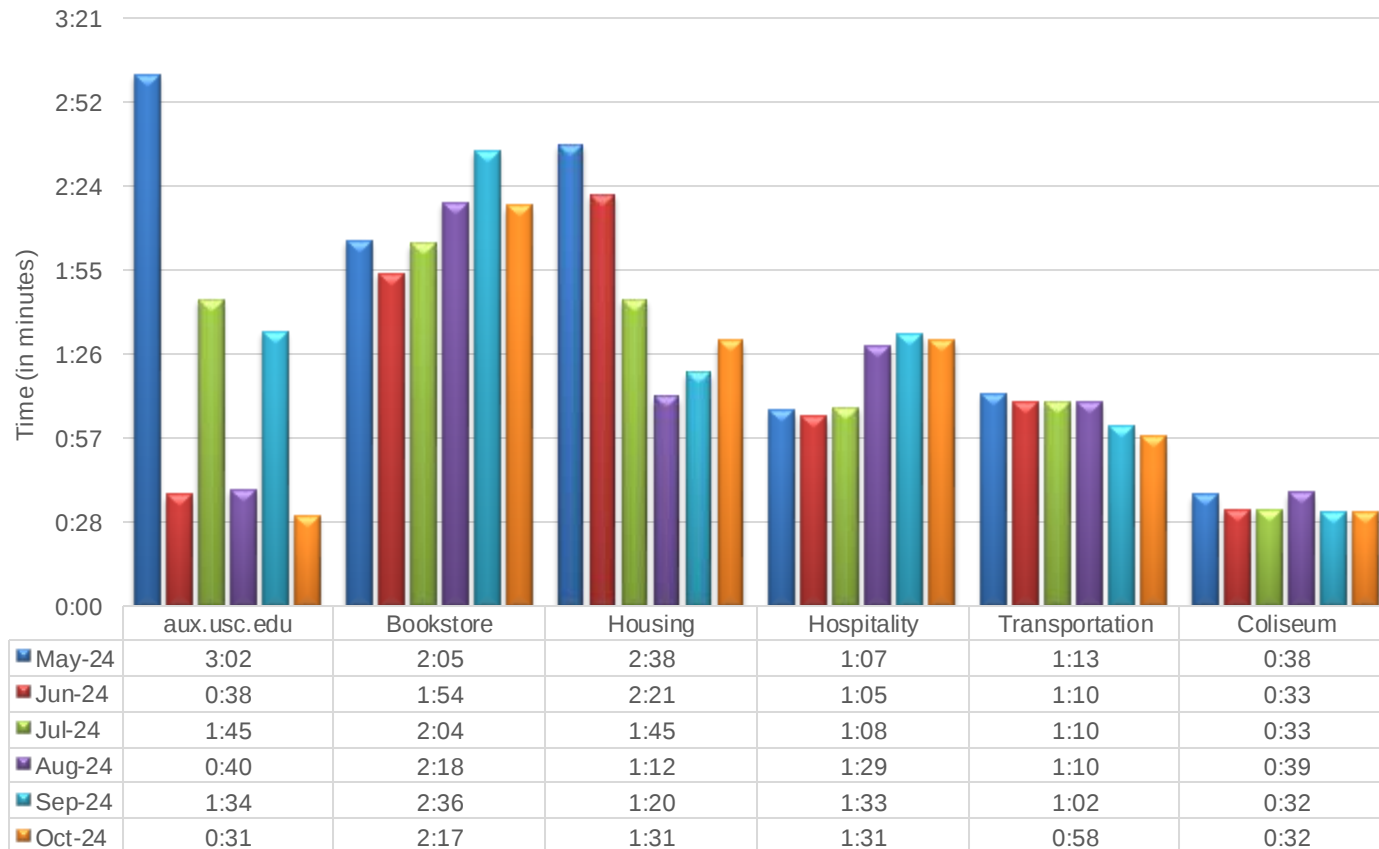
Web Visits Per Month - Other Sites





Website Reports October 2024

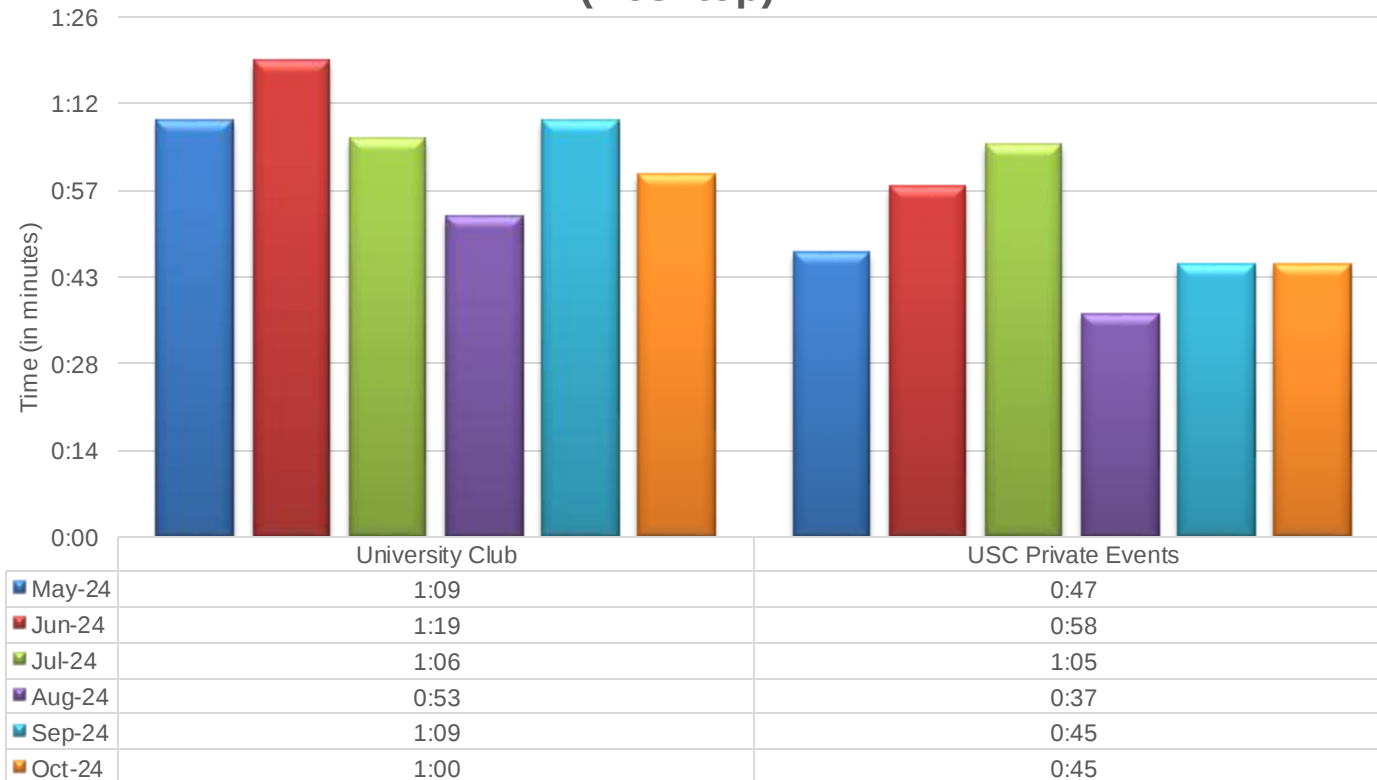
Average Time Spent on Website - BU Main Sites





Website Reports October 2024

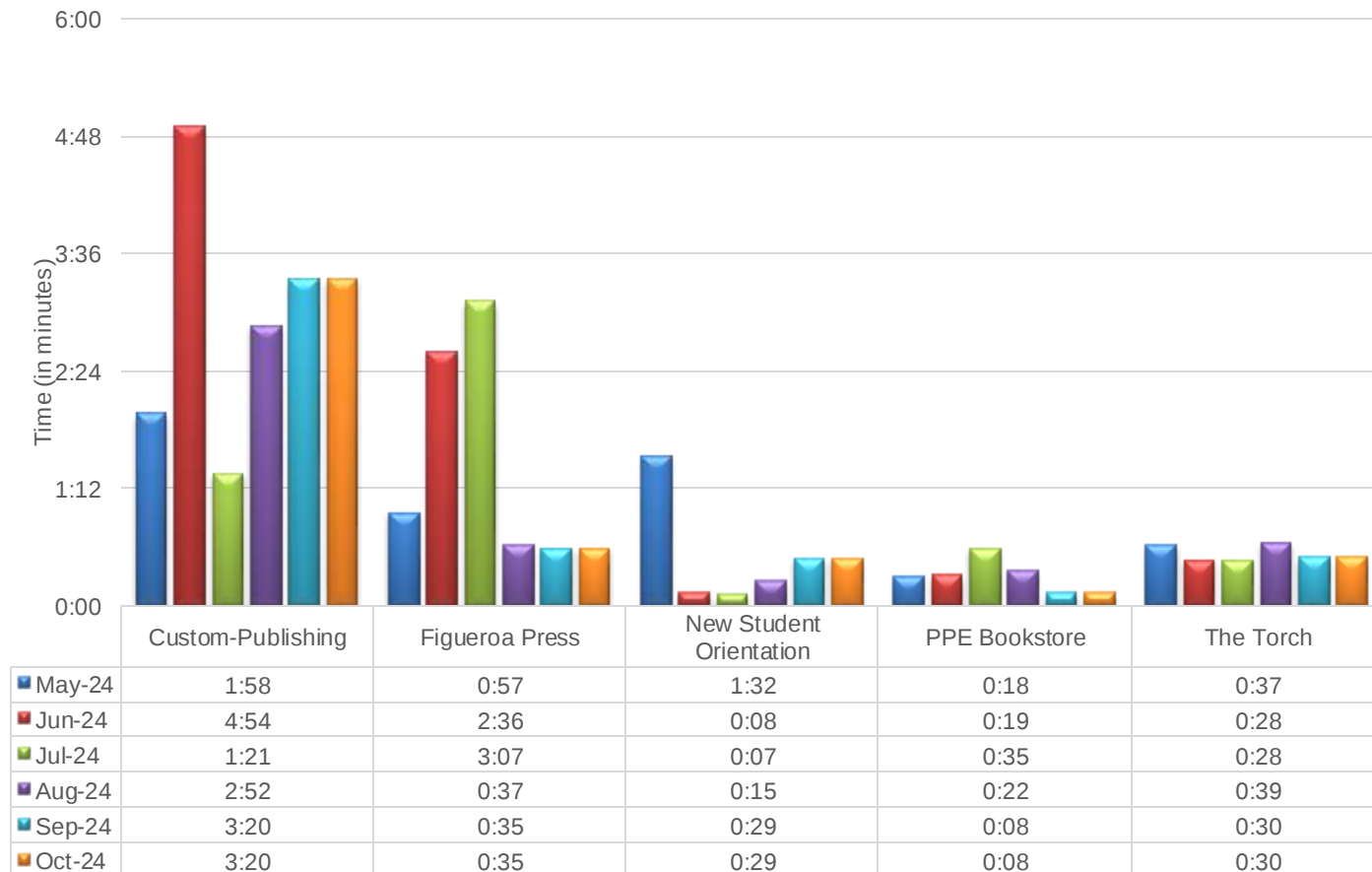
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports October 2024

Average Time Spent on Website - Other Sites





Customer Satisfaction October 2024





Thank You !!