



AS IT MONTHLY REPORTS

For November 2024

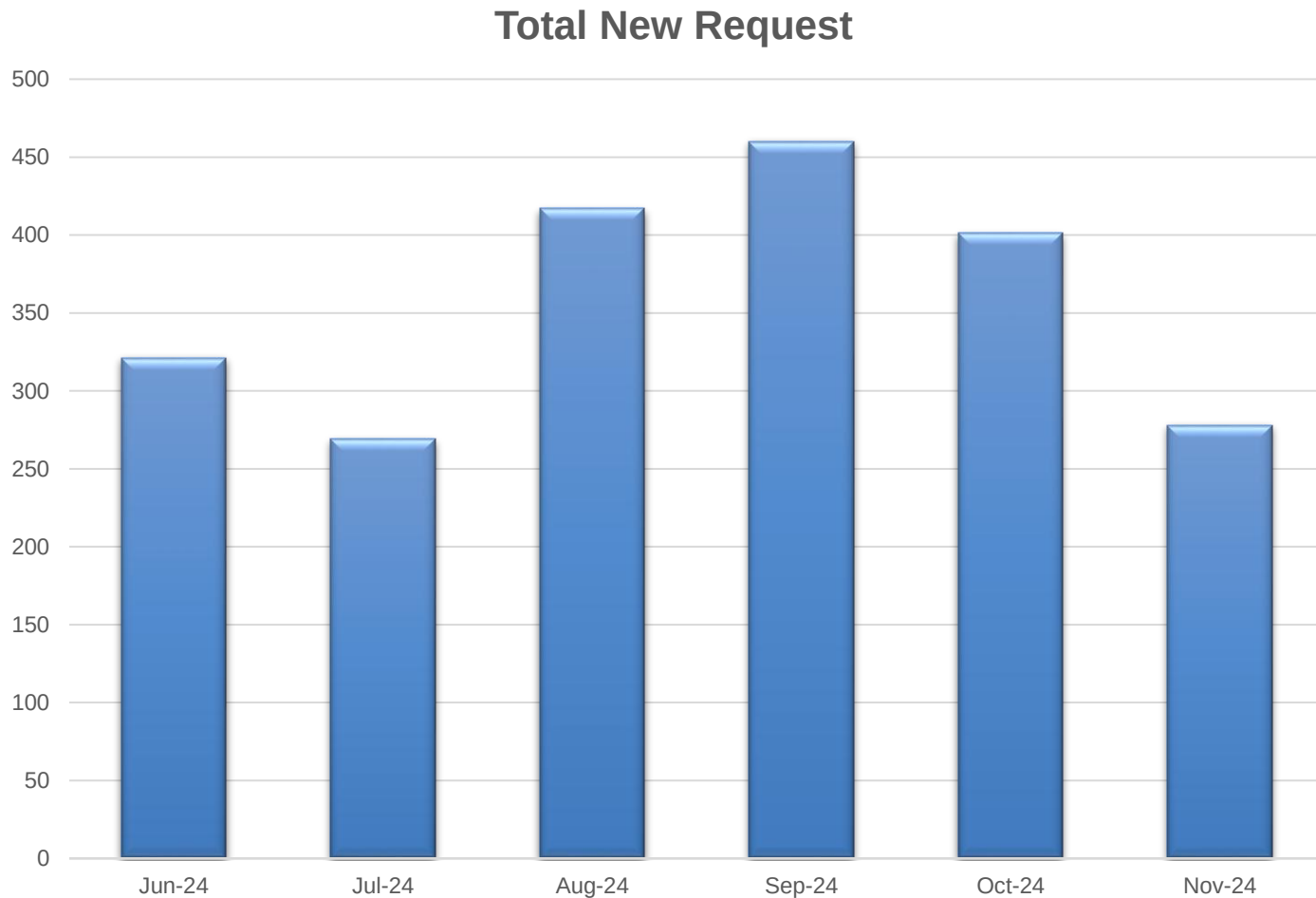


Contents

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



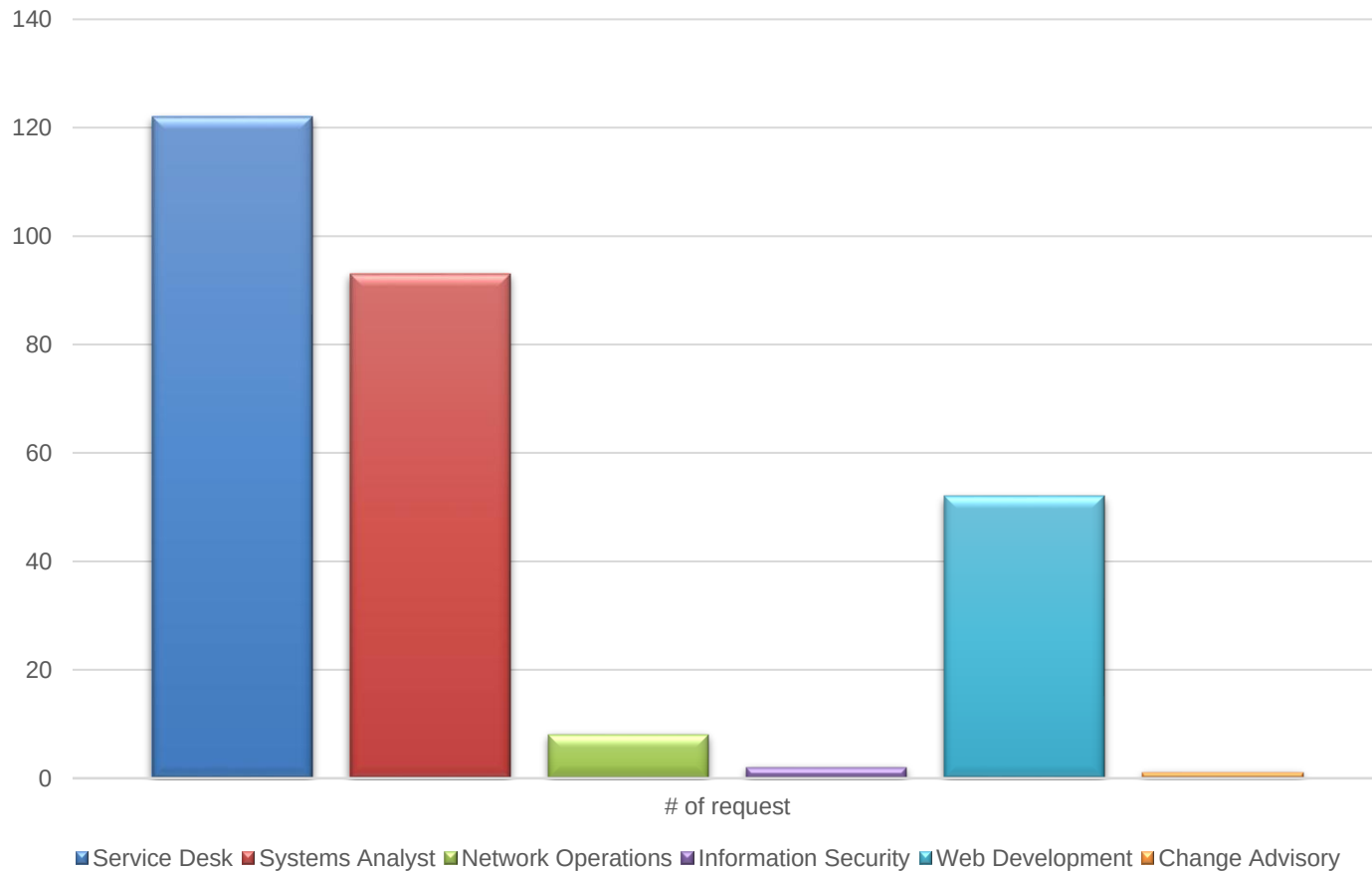
Monthly Ticket Volume November 2024





Monthly Ticket Volume November 2024

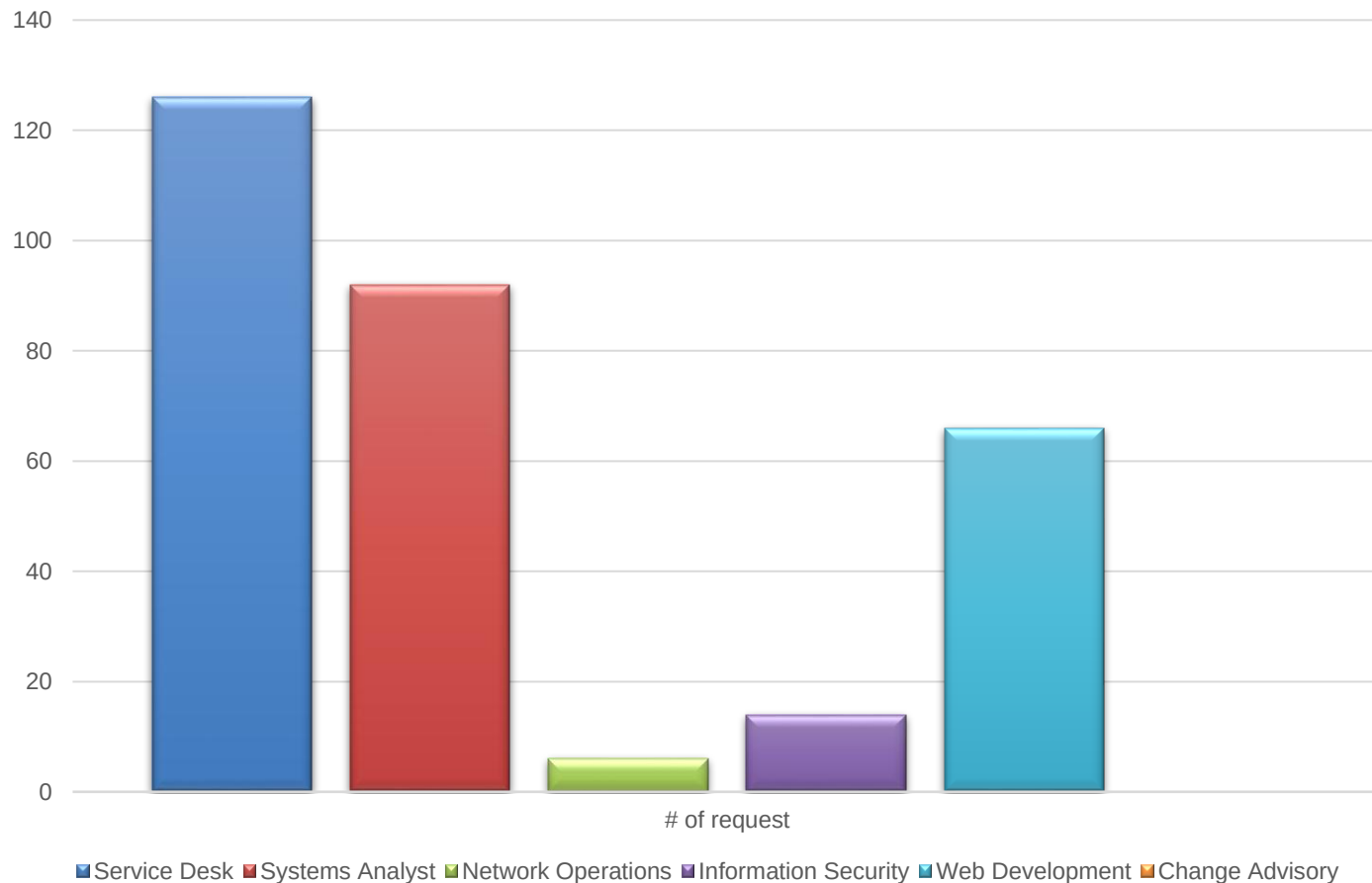
Request Opened by Group





Monthly Ticket Volume November 2024

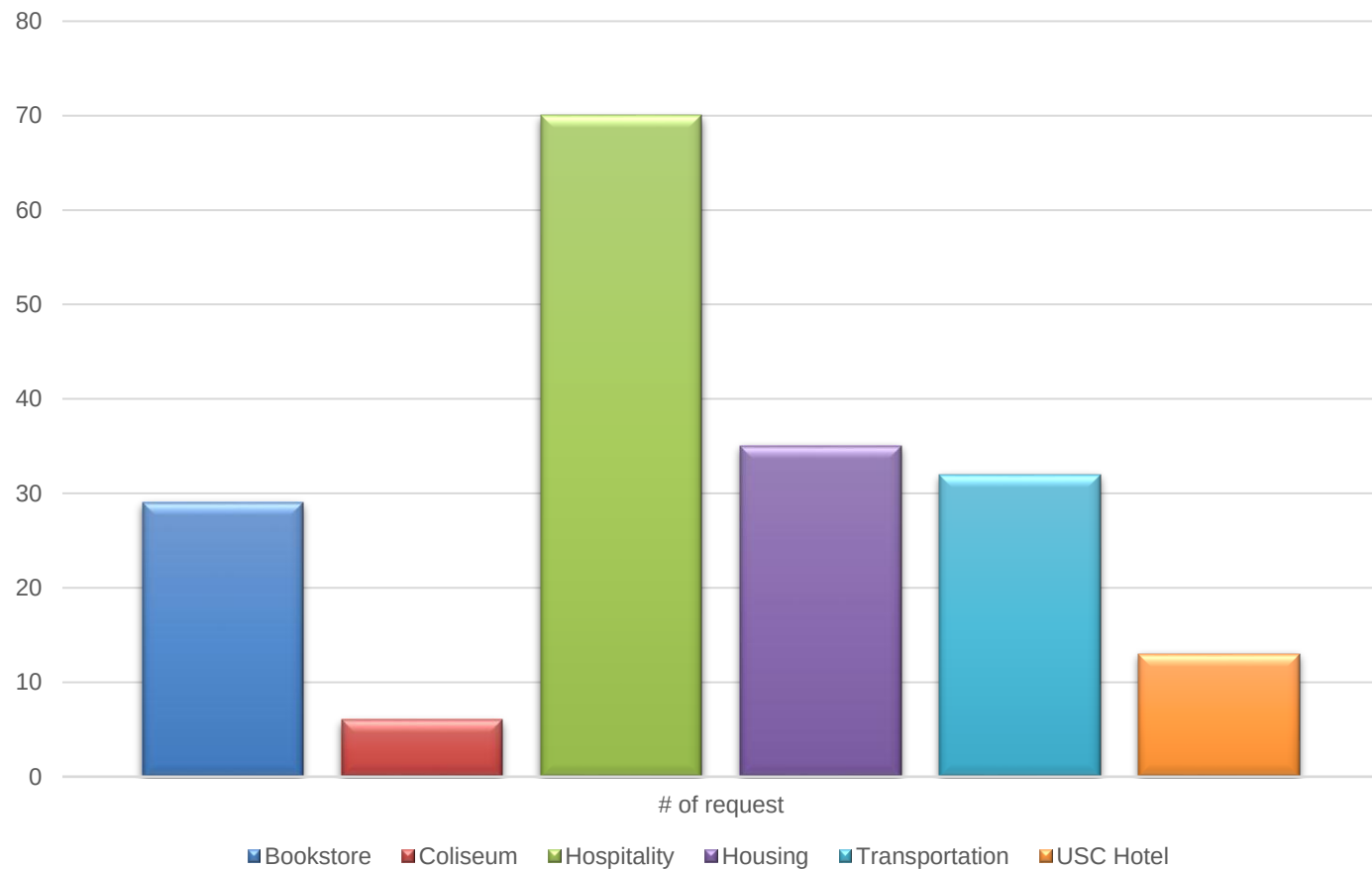
Request Closed by Group





Monthly Ticket Trend November 2024

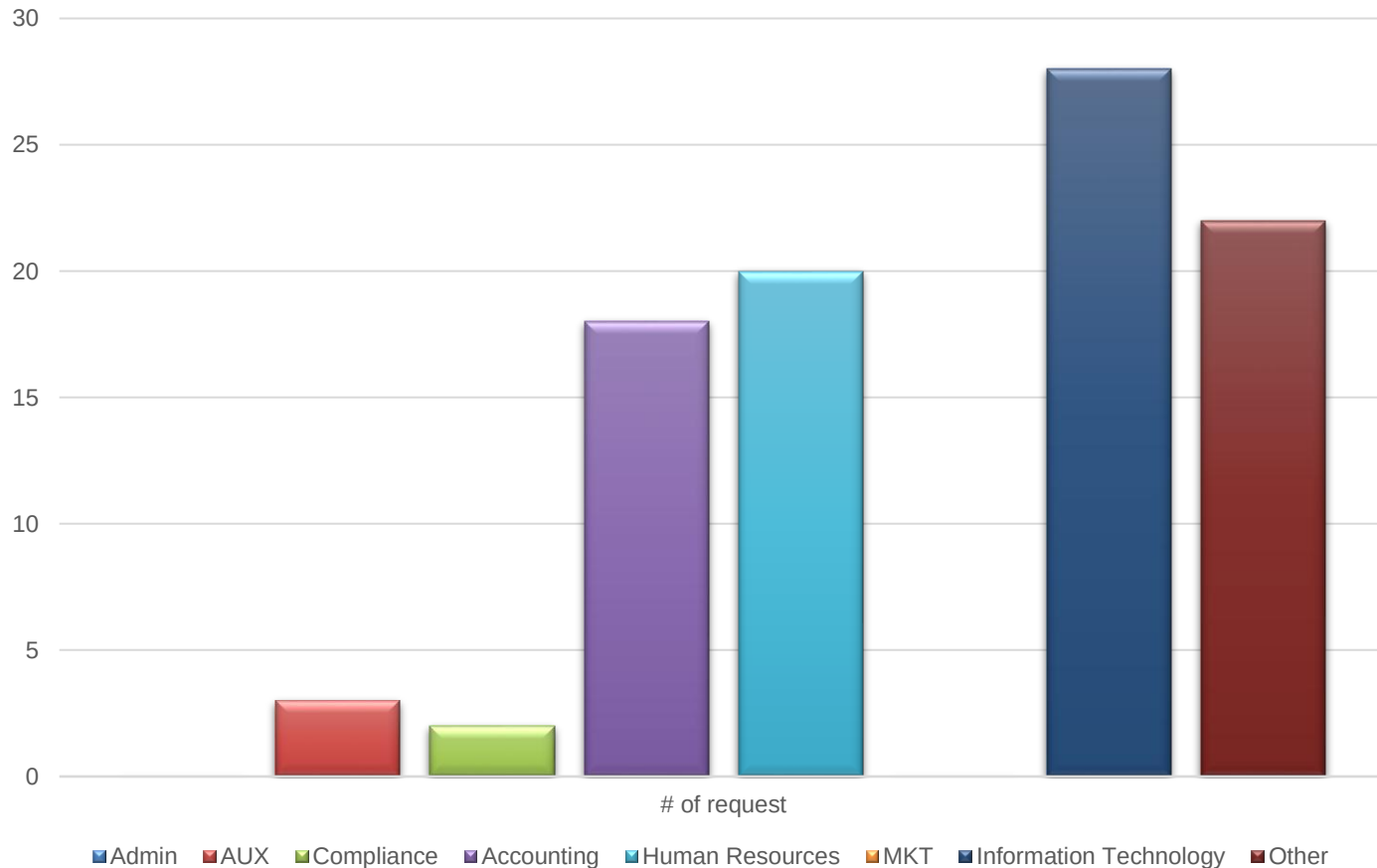
Request Opened by Business Units





Monthly Ticket Trend November 2024

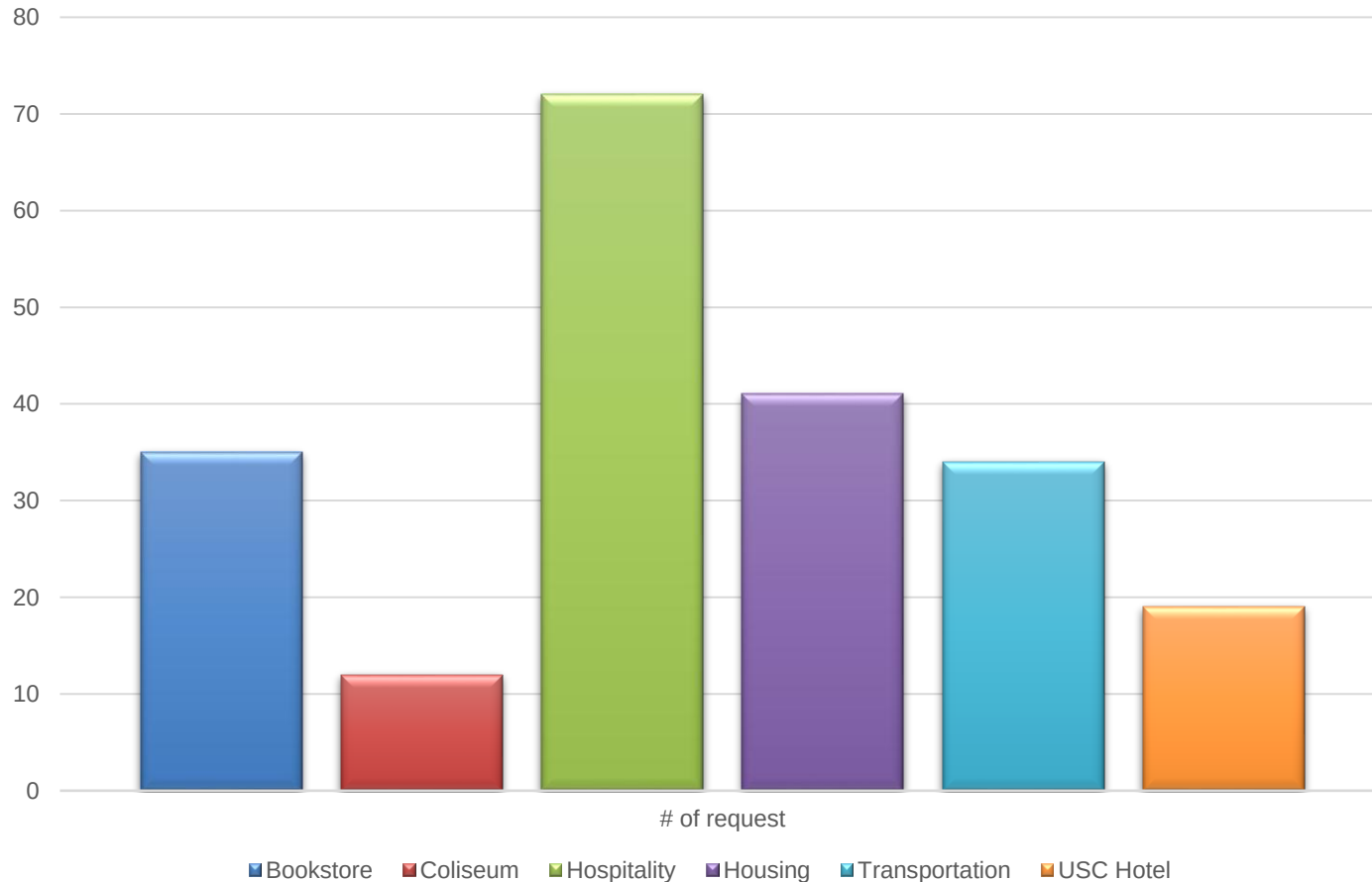
Request Opened by Shared Services





Monthly Ticket Trend November 2024

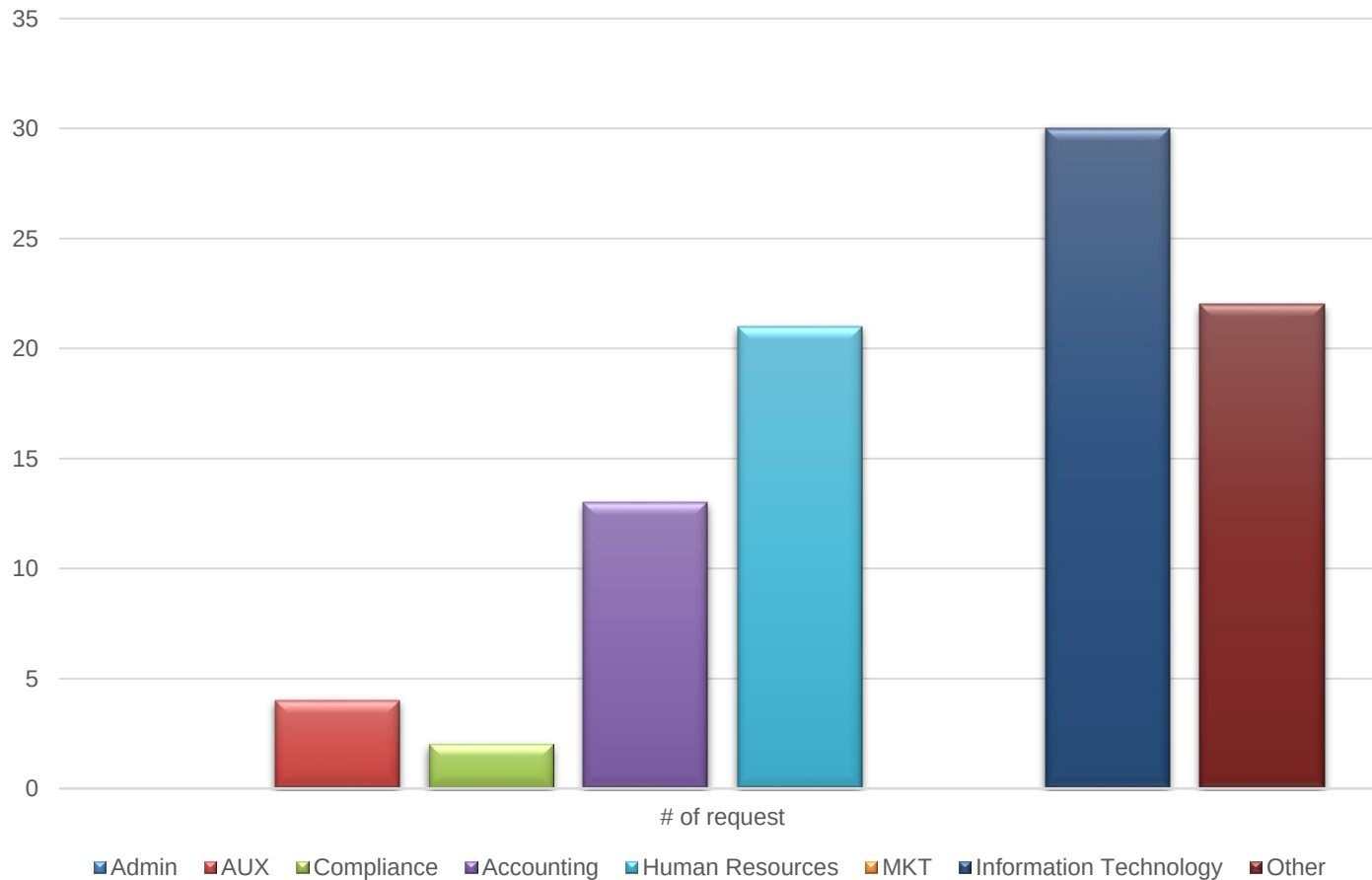
Request Closed by Business Units





Monthly Ticket Trend November 2024

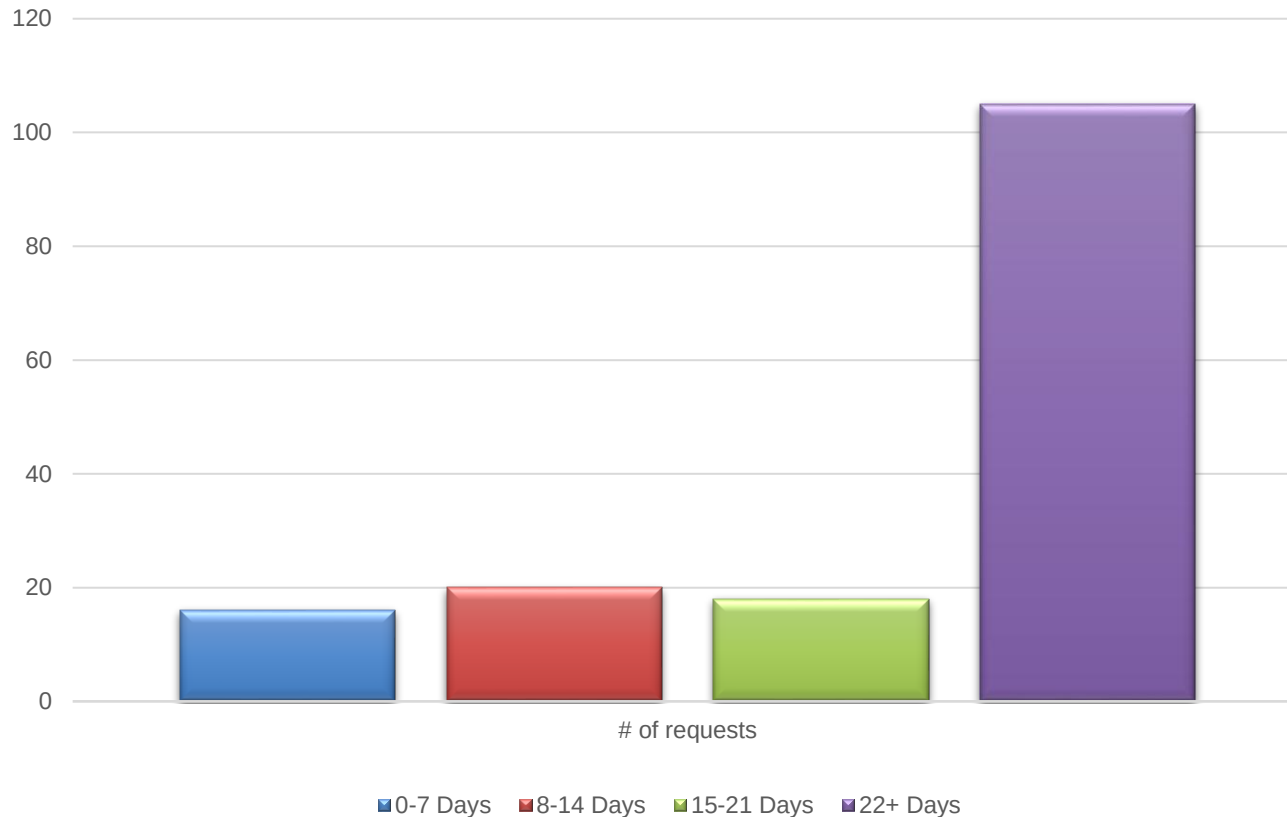
Request Closed by Shared Services





Aging Report November 2024

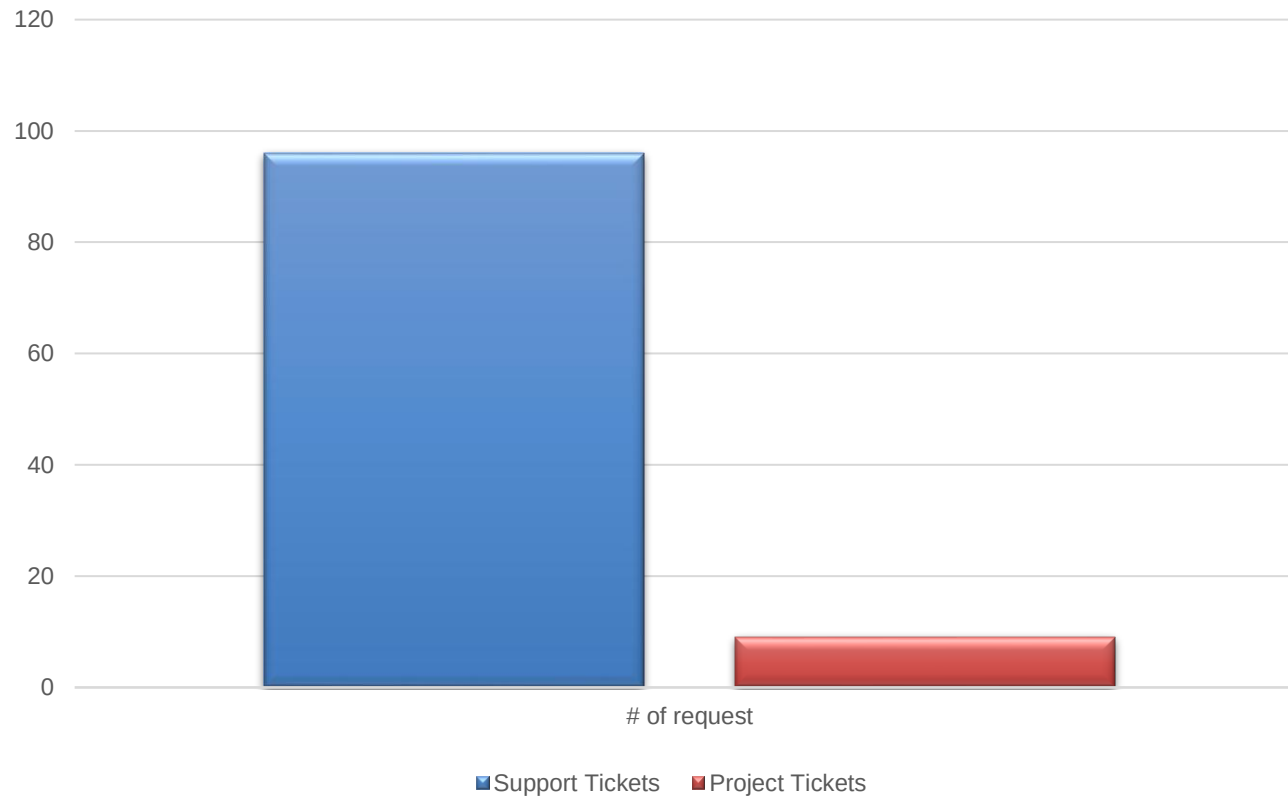
Open Requests Aging Report Report includes all project and support tickets





Aging Report November 2024

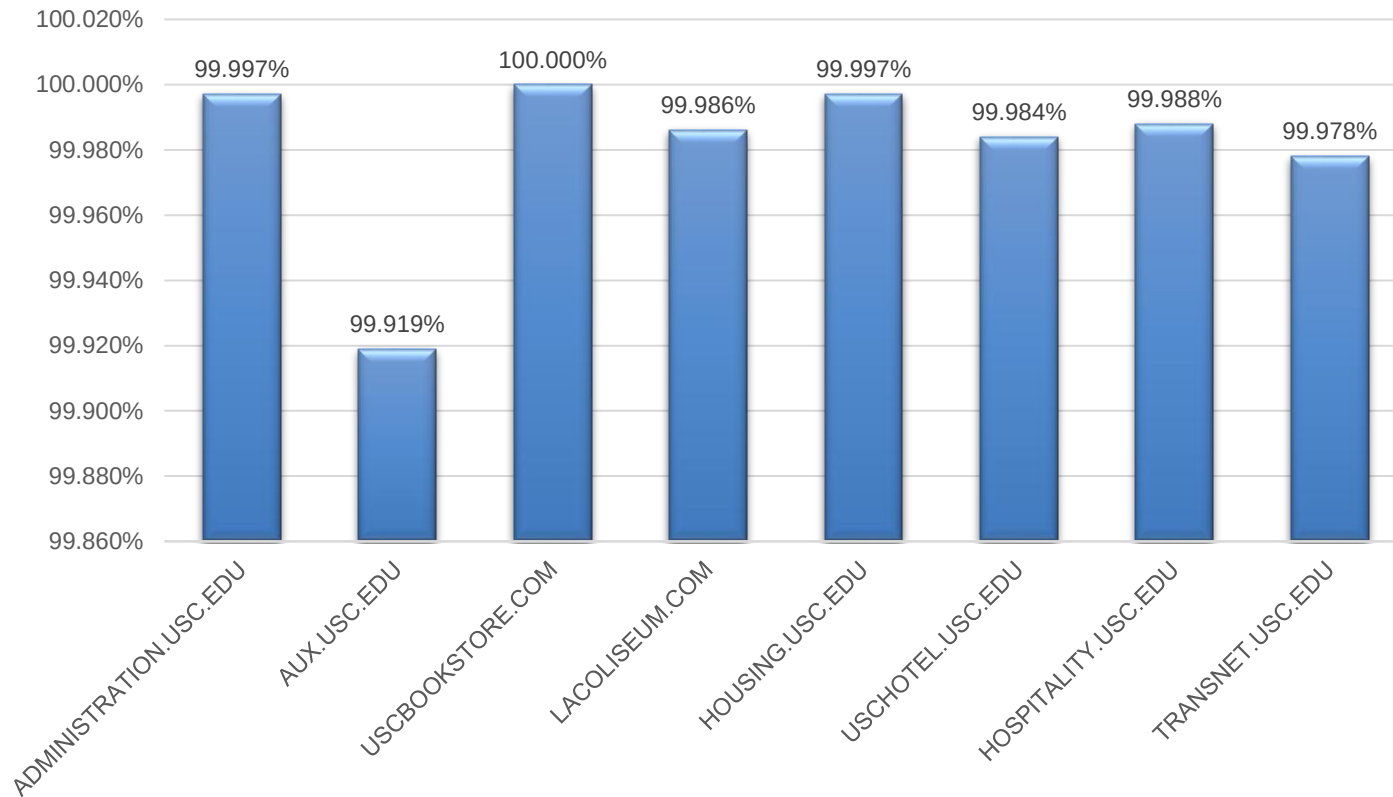
22+ Days Aging Report
All Auxiliary IT Tickets vs Project Tickets





Website Uptime November 2024

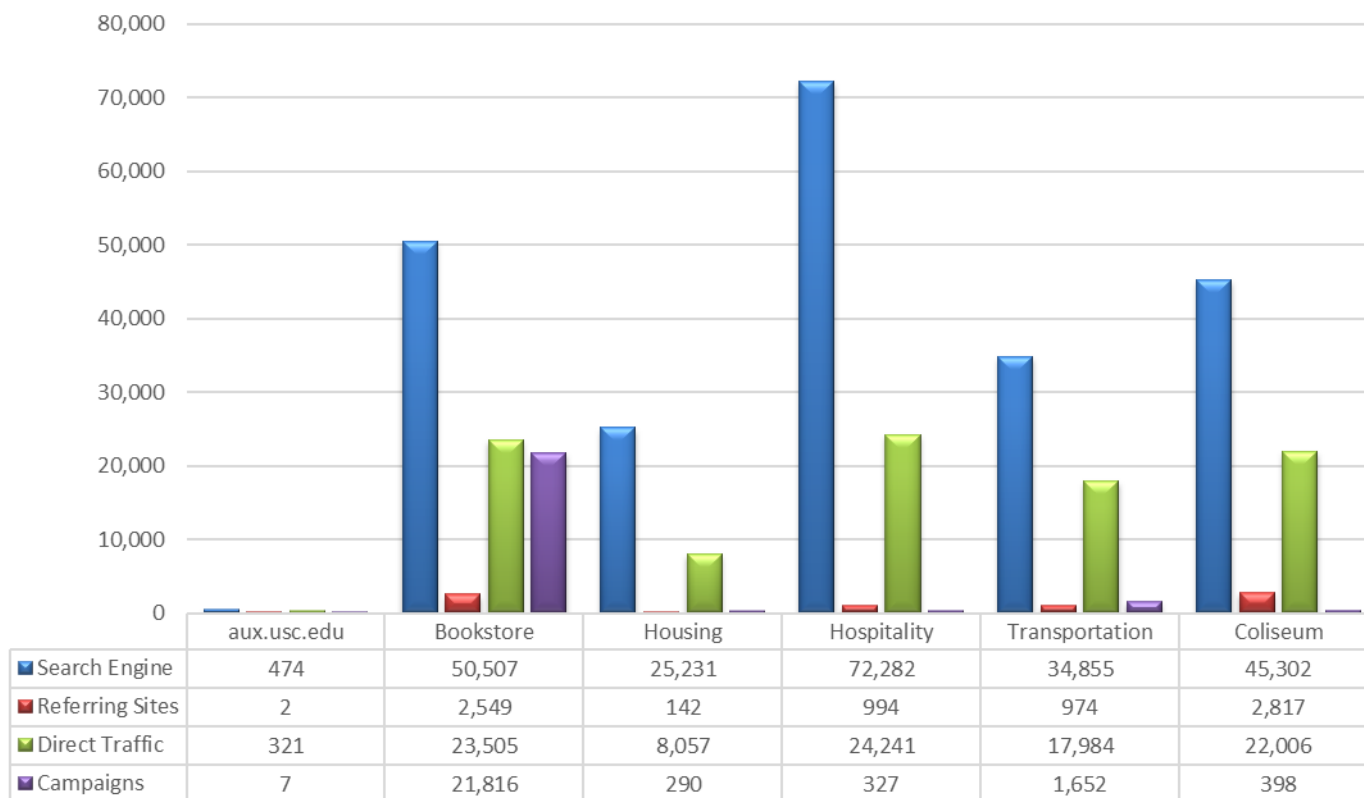
Website Uptime Report (Primary)





Website Reports November 2024

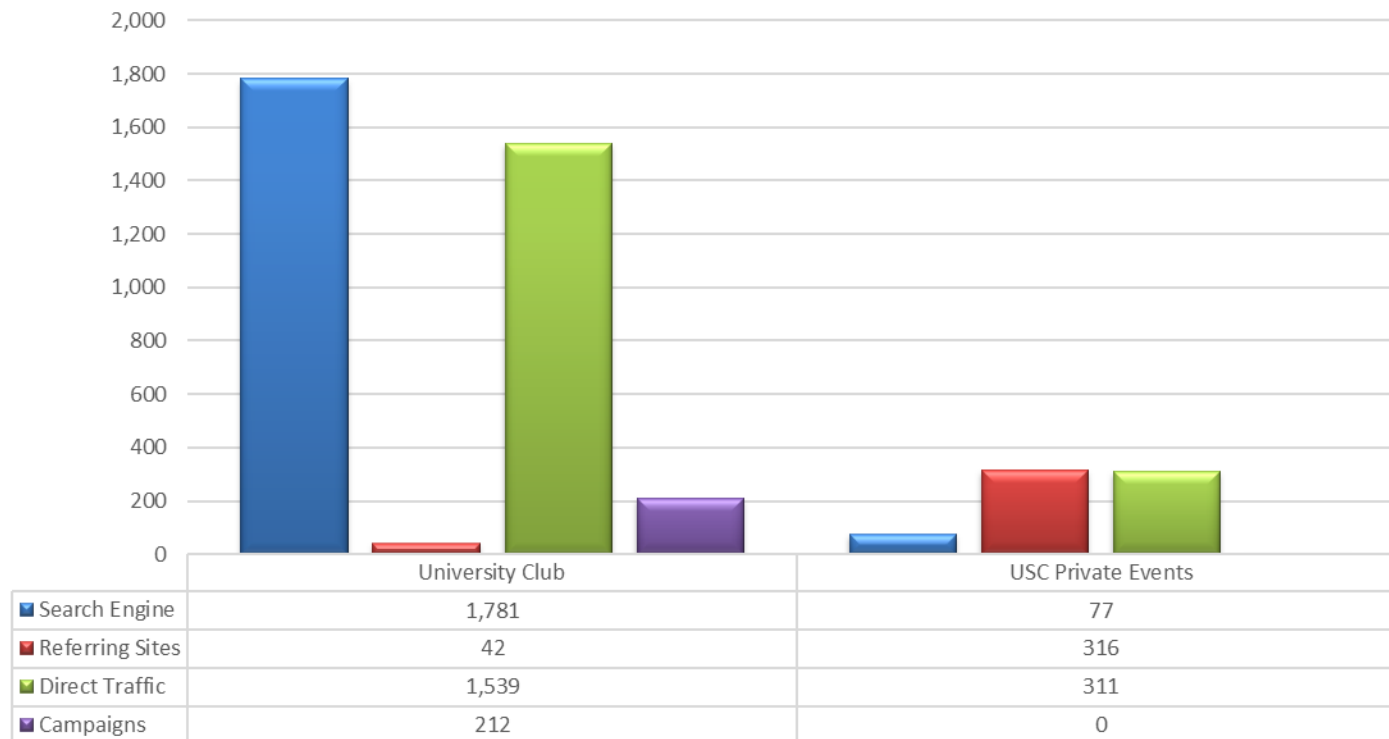
Traffic Sources - BU Main Sites





Website Reports November 2024

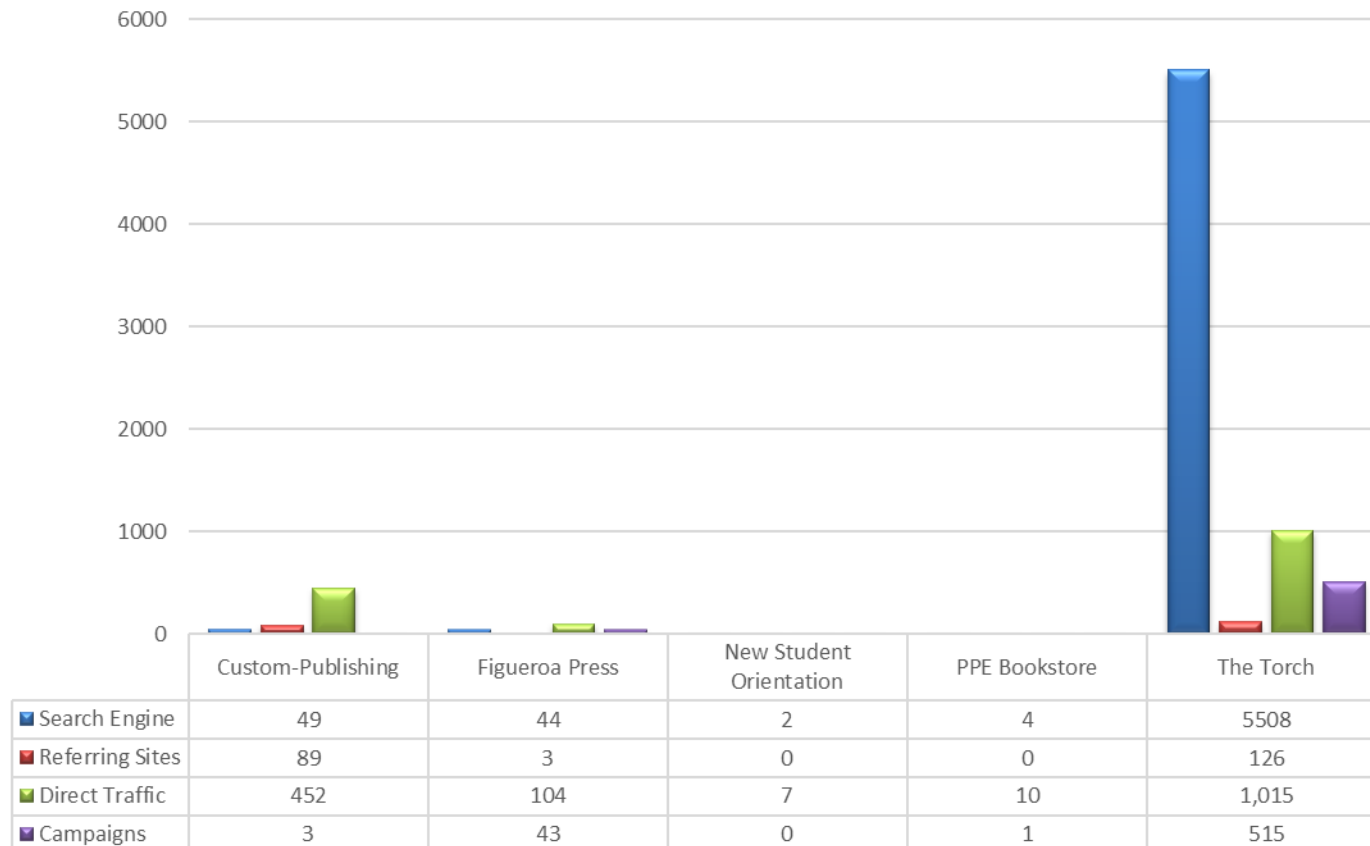
Traffic Sources - HSP Micro Sites (Desktop)





Website Reports November 2024

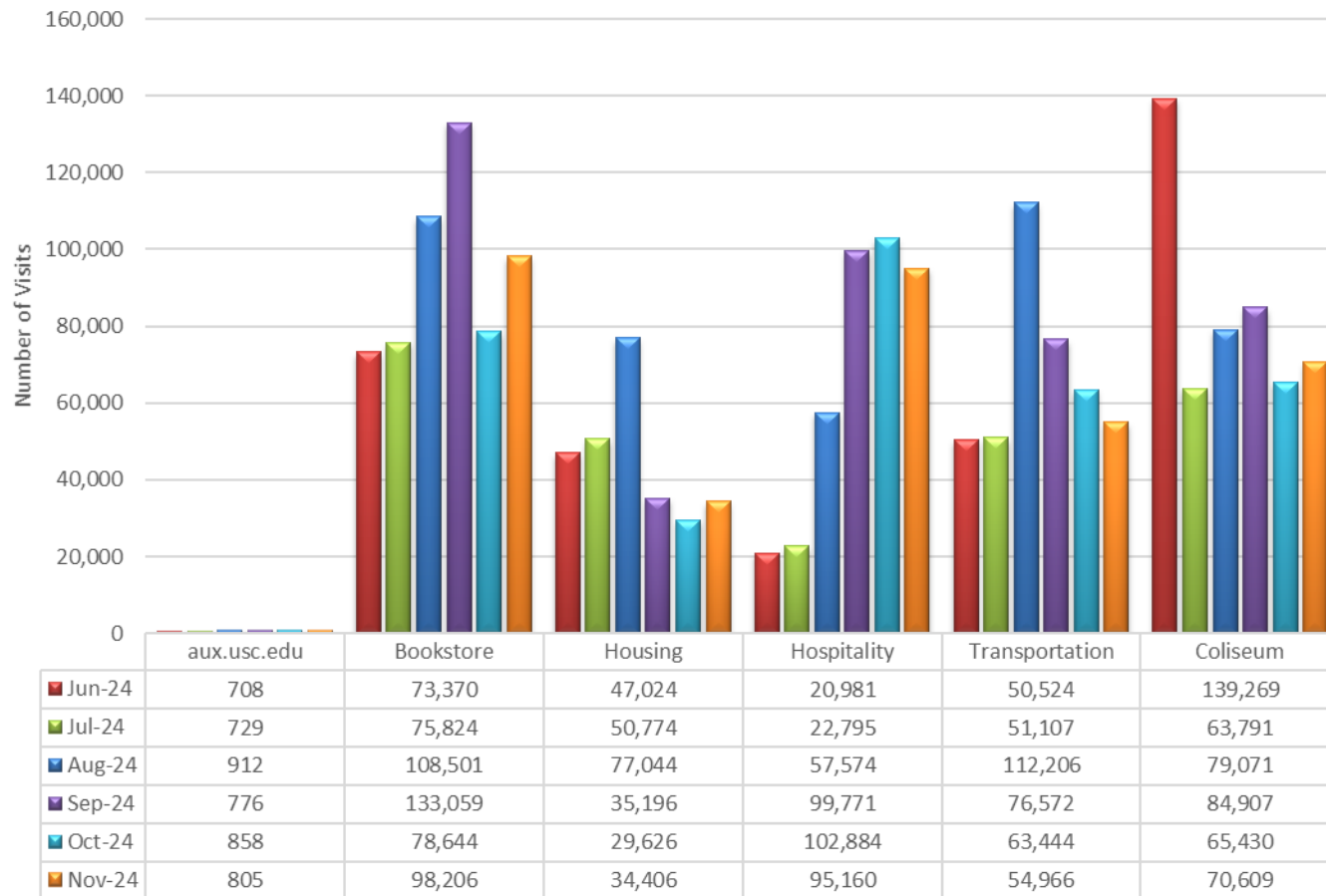
Traffic Sources - Other Sites





Website Reports November 2024

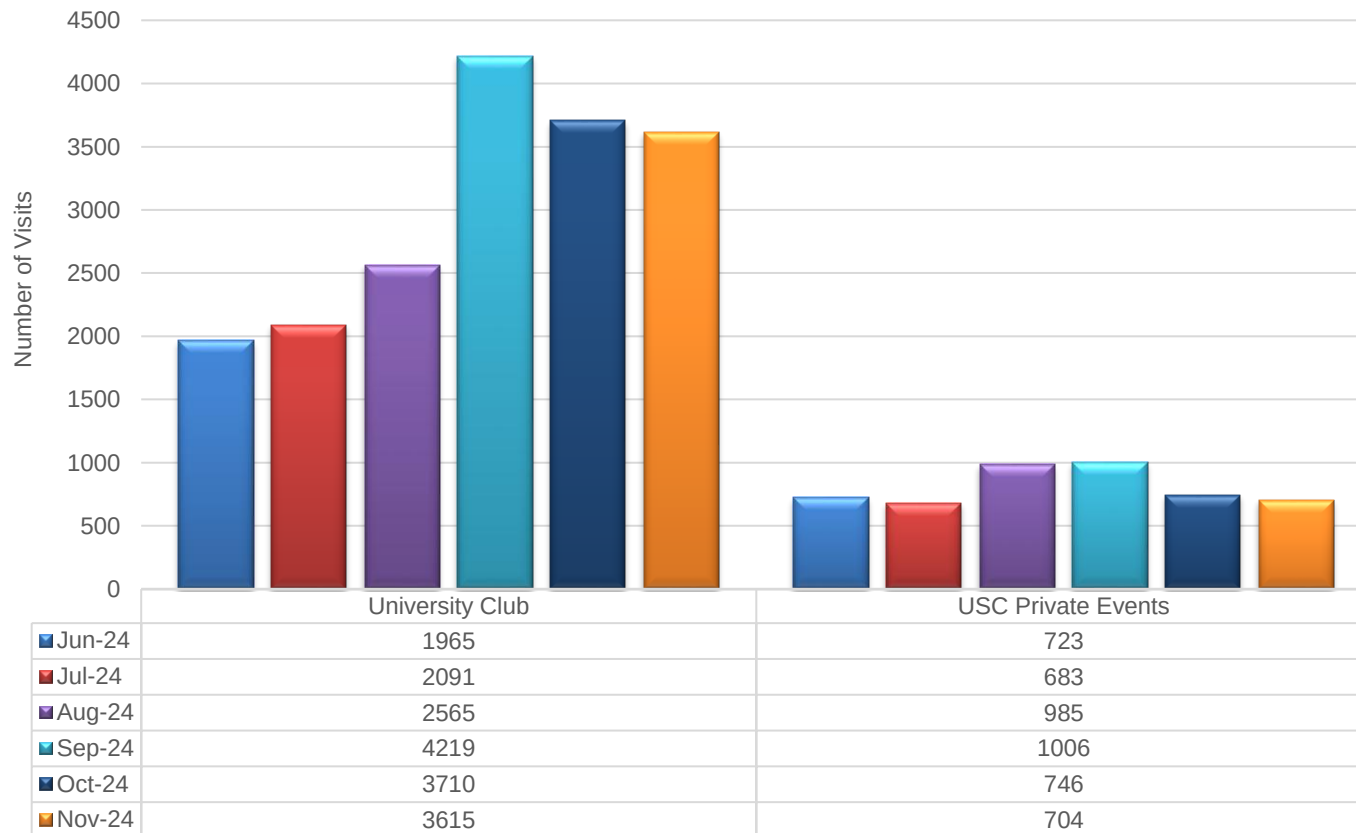
Web Visits Per Month - BU Main Sites





Website Reports November 2024

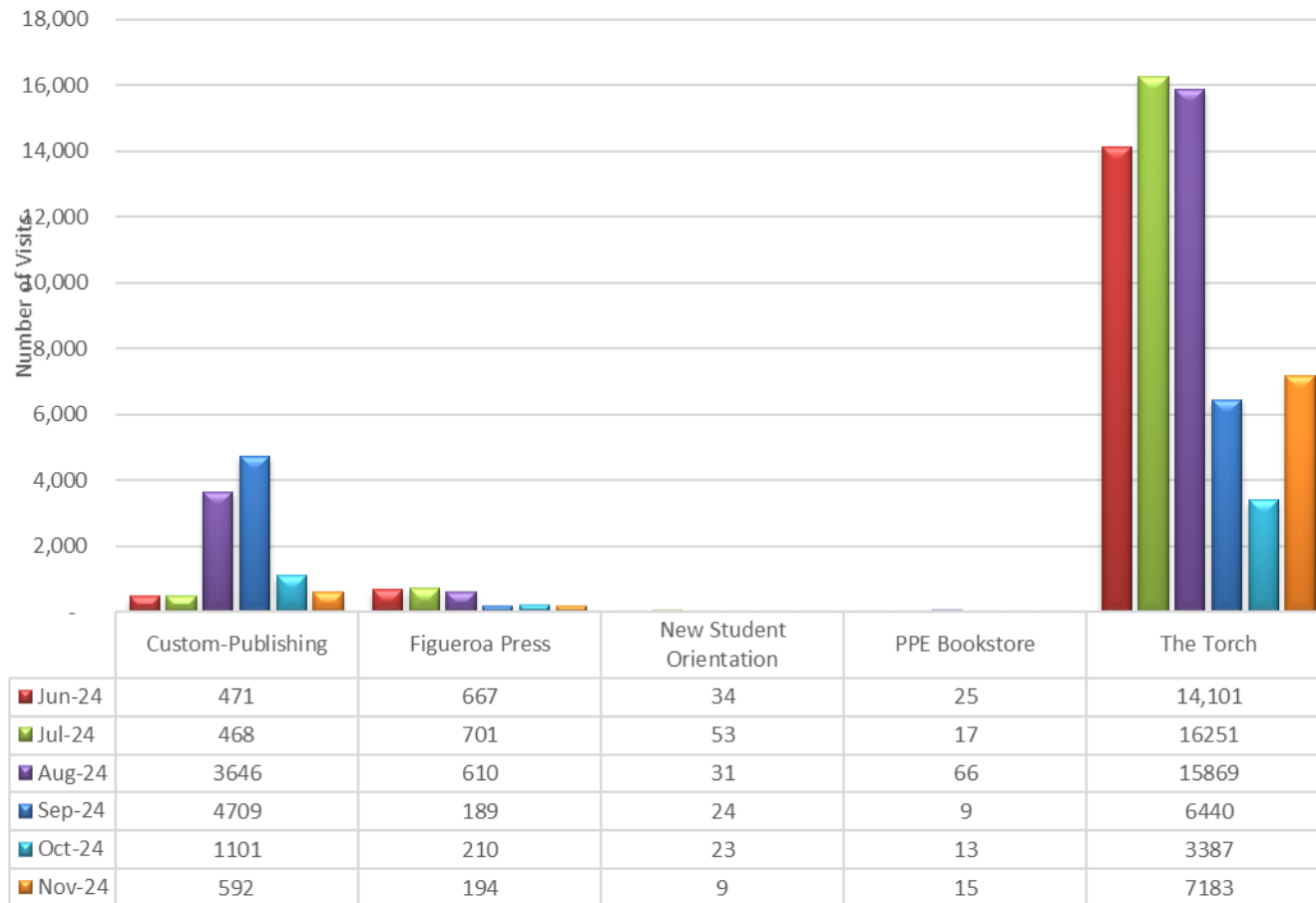
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports November 2024

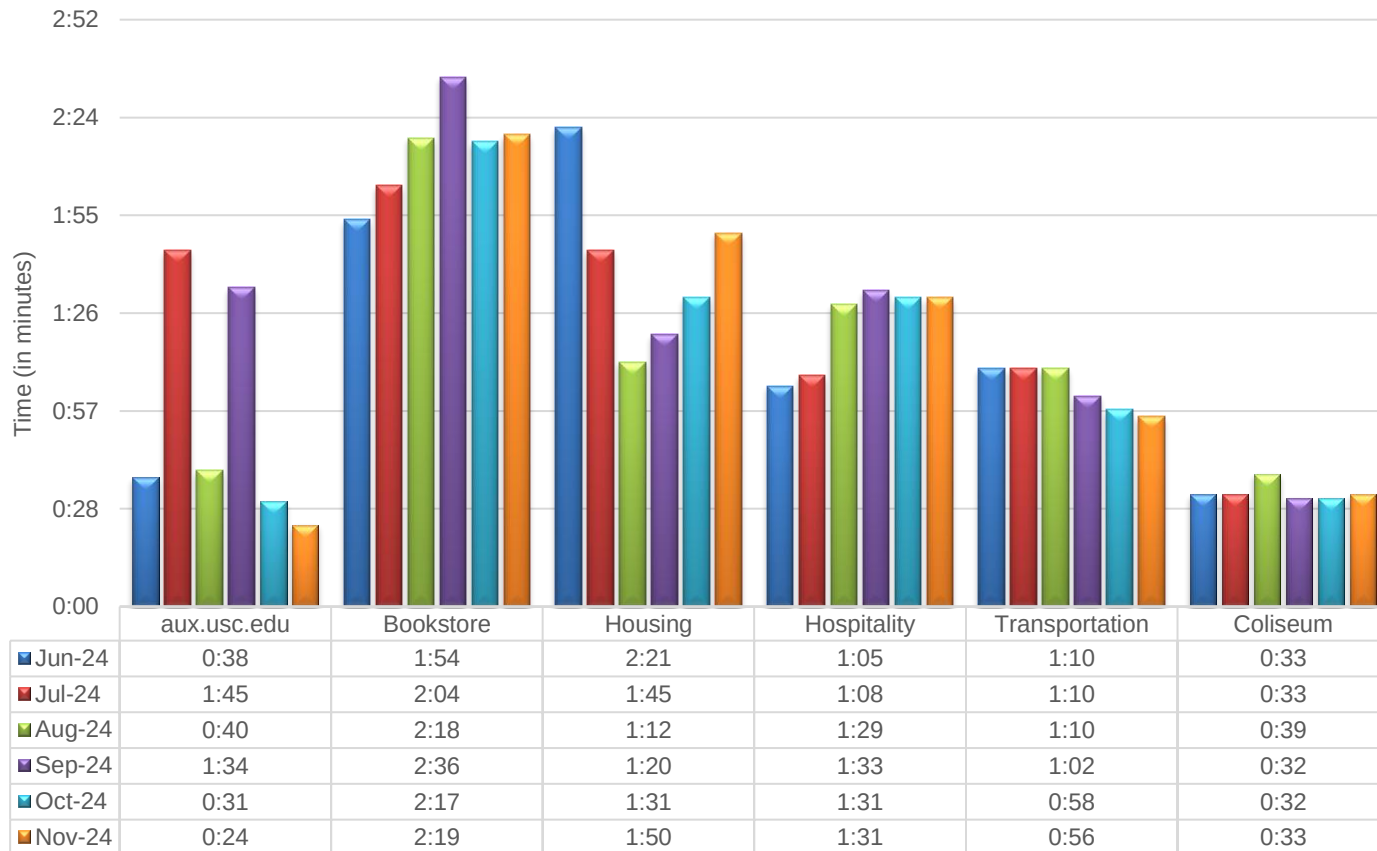
Web Visits Per Month - Other Sites





Website Reports November 2024

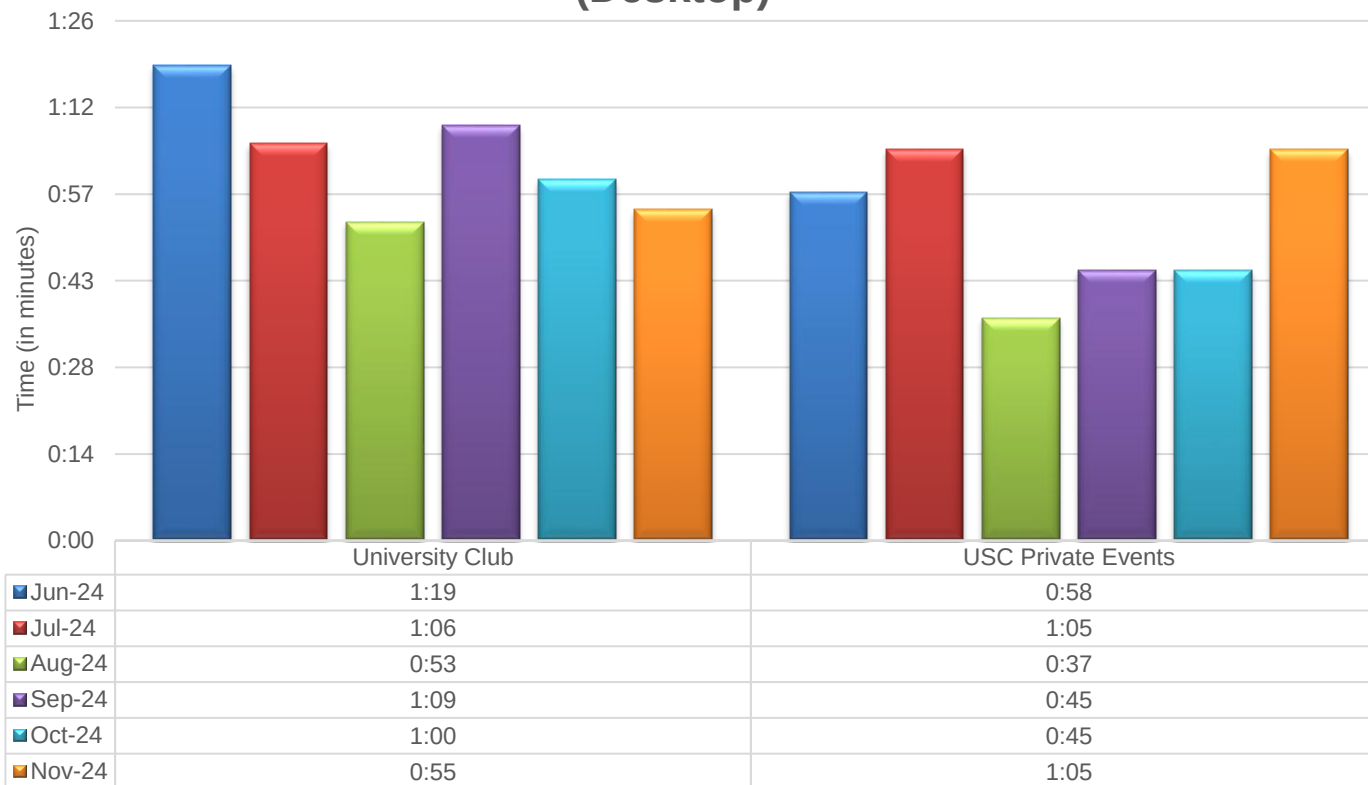
Average Time Spent on Website - BU Main Sites





Website Reports November 2024

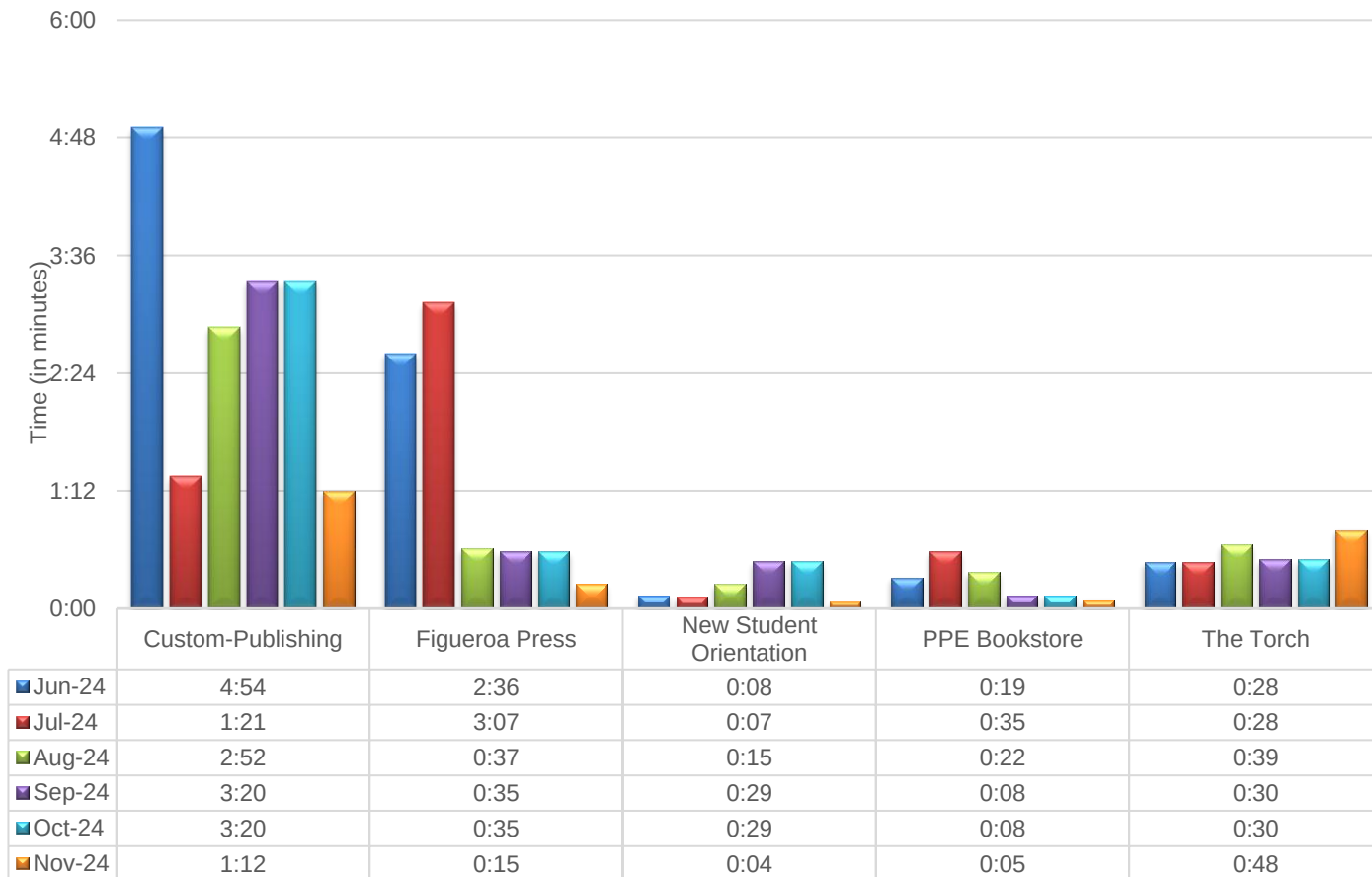
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports November 2024

Average Time Spent on Website - Other Sites





Customer Satisfaction November 2024





Thank You !!