



AS IT MONTHLY REPORTS

For March 2025



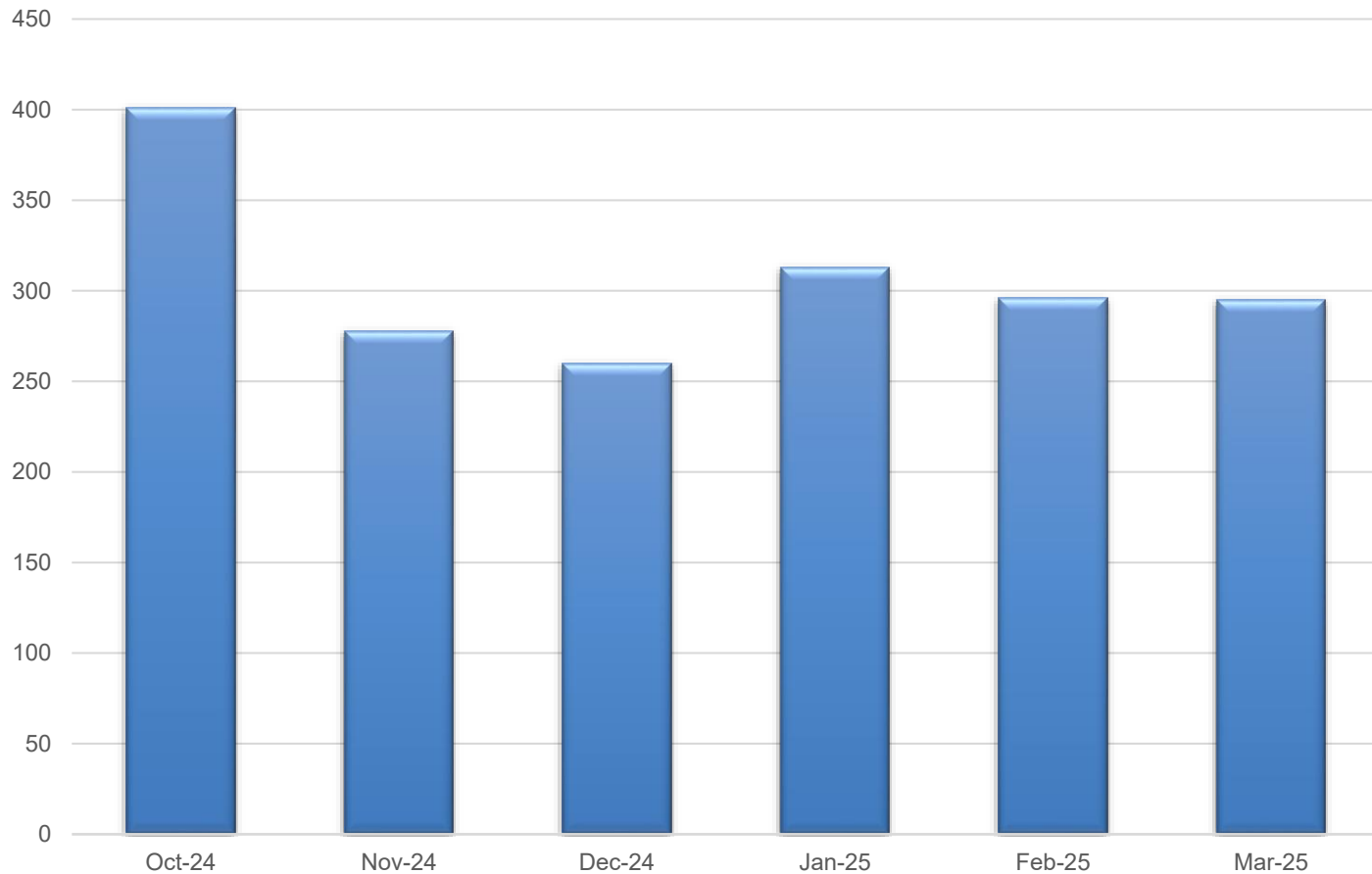
Contents

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



Monthly Ticket Volume March 2025

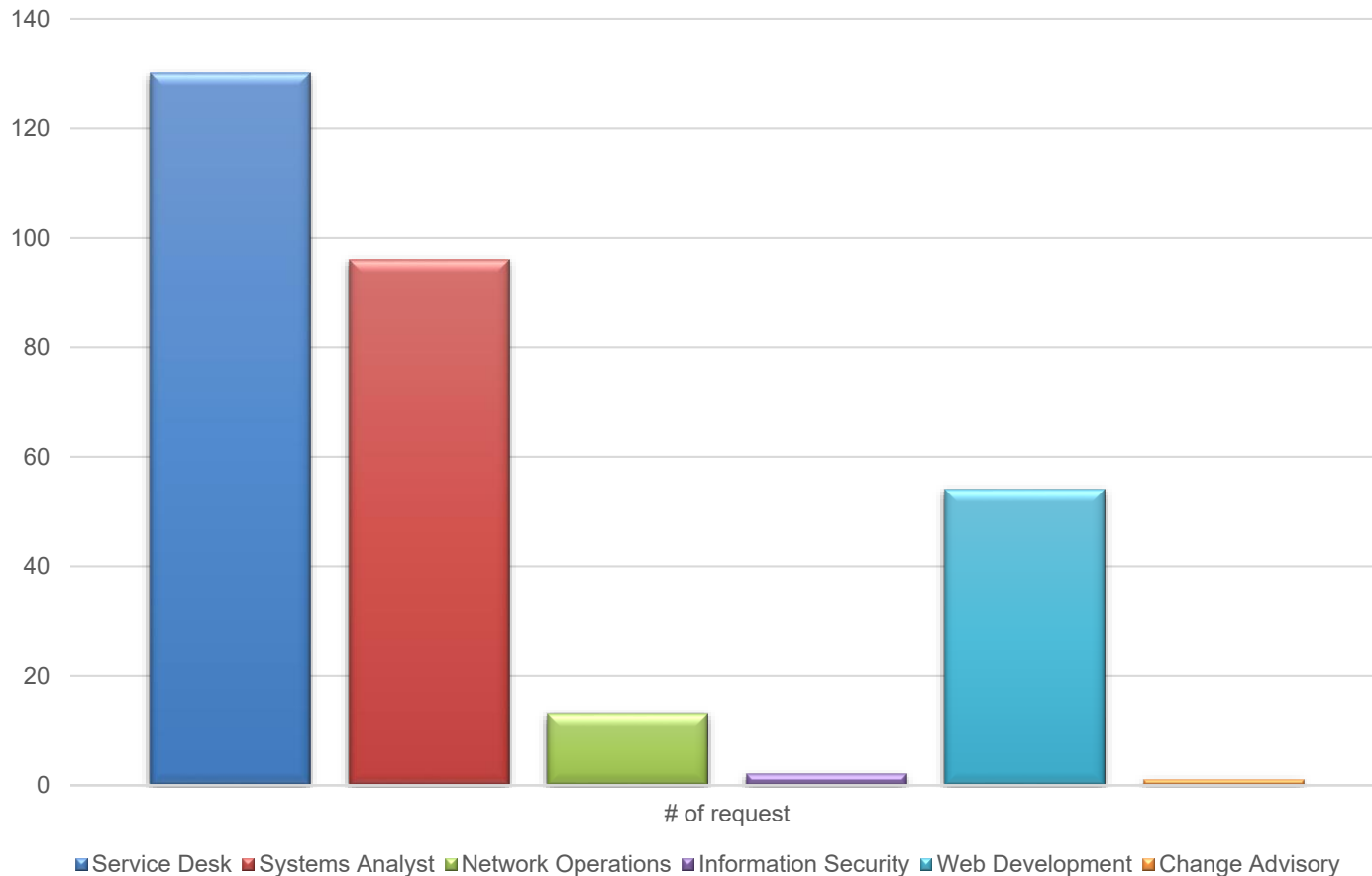
Total New Request





Monthly Ticket Volume March 2025

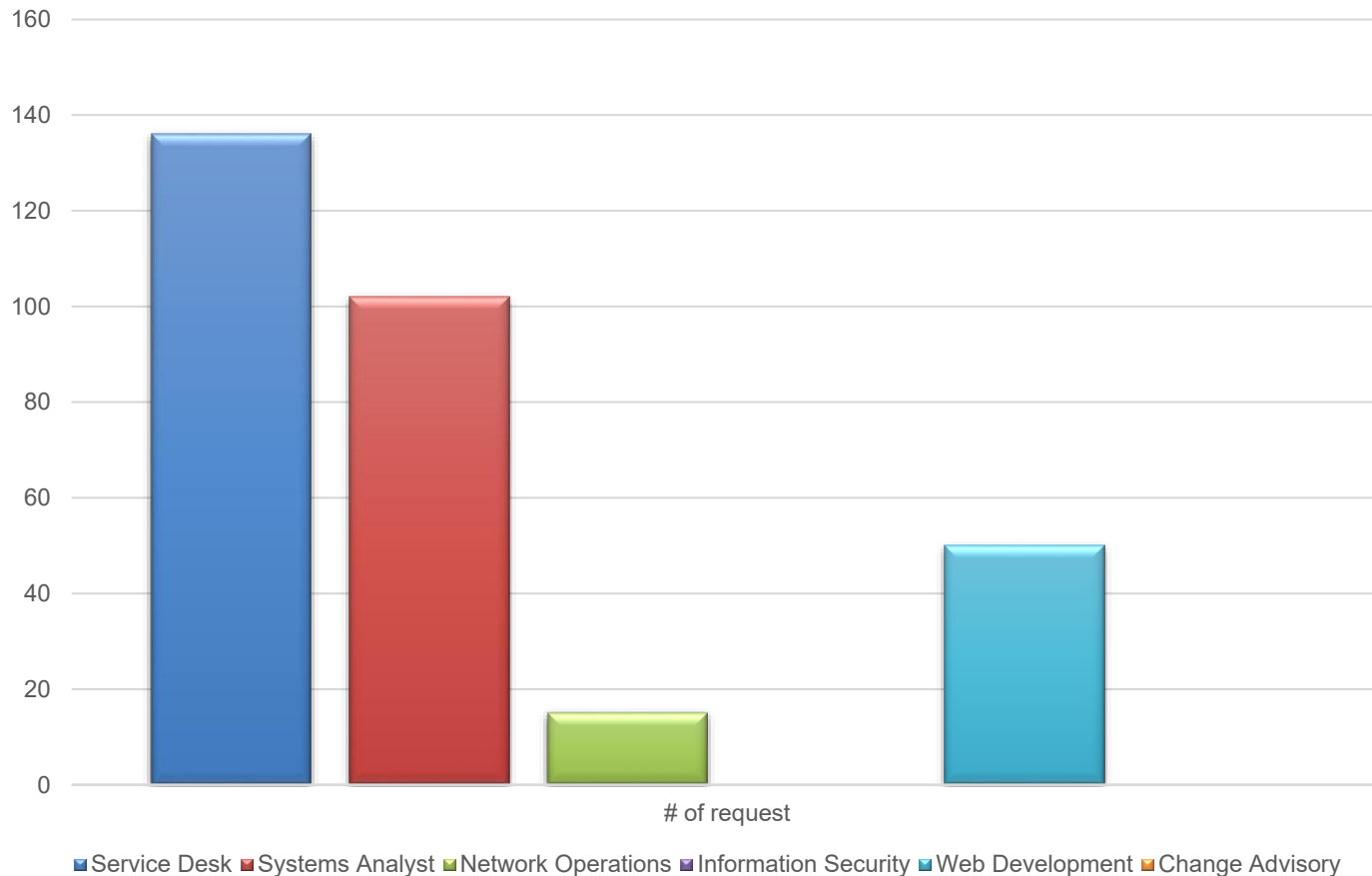
Request Opened by Group





Monthly Ticket Volume March 2025

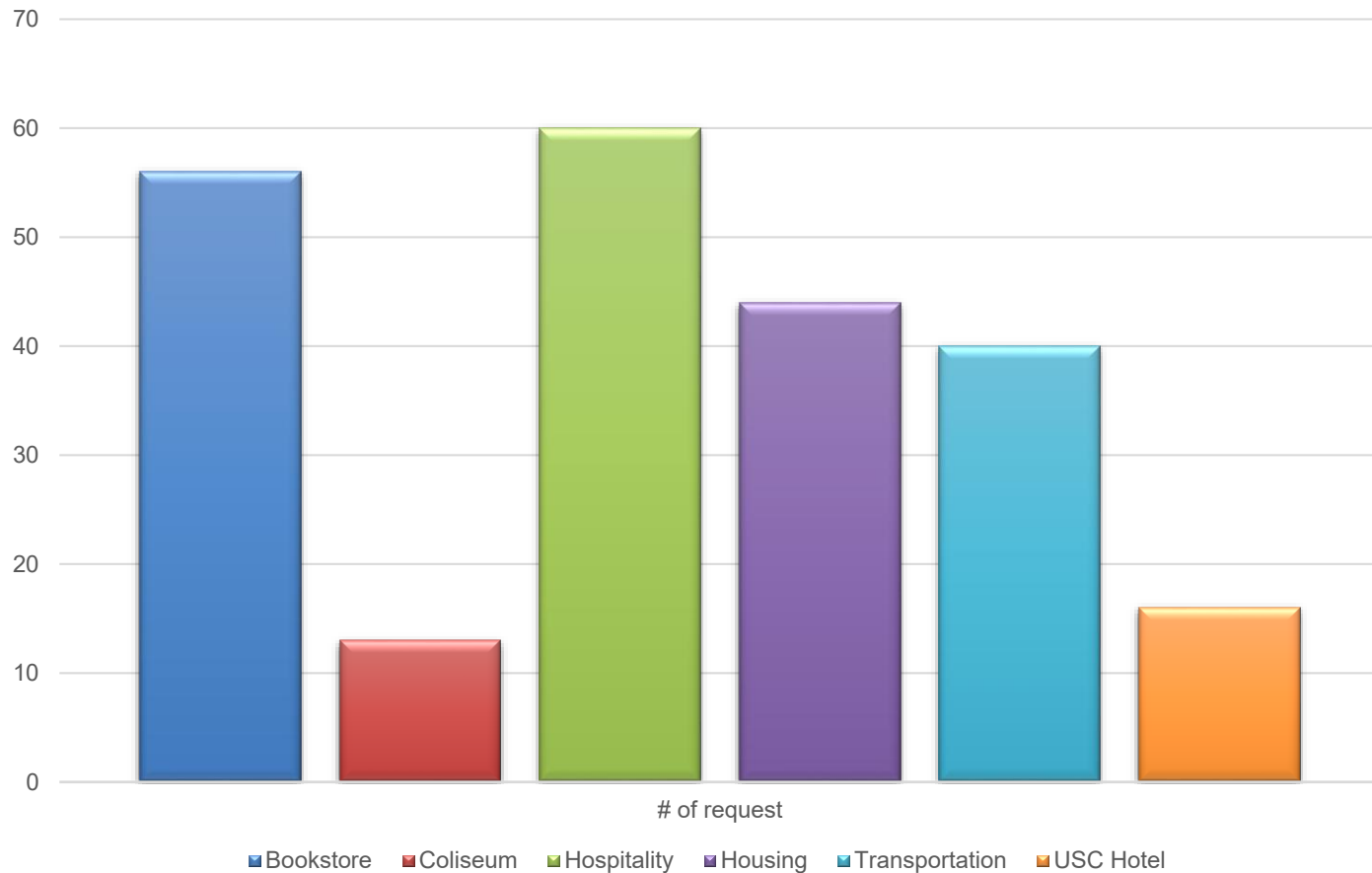
Request Closed by Group





Monthly Ticket Trend March 2025

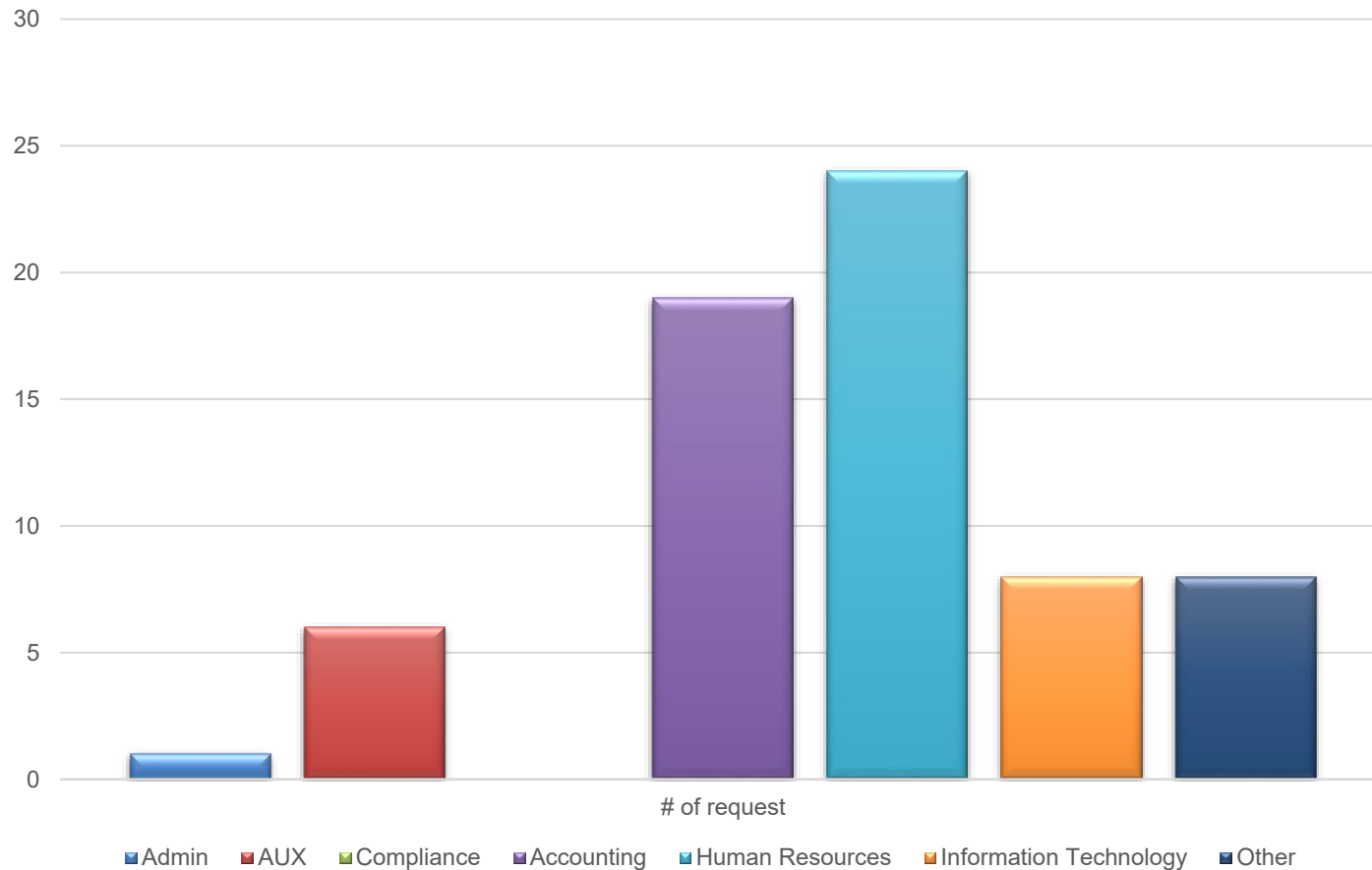
Request Opened by Business Units





Monthly Ticket Trend March 2025

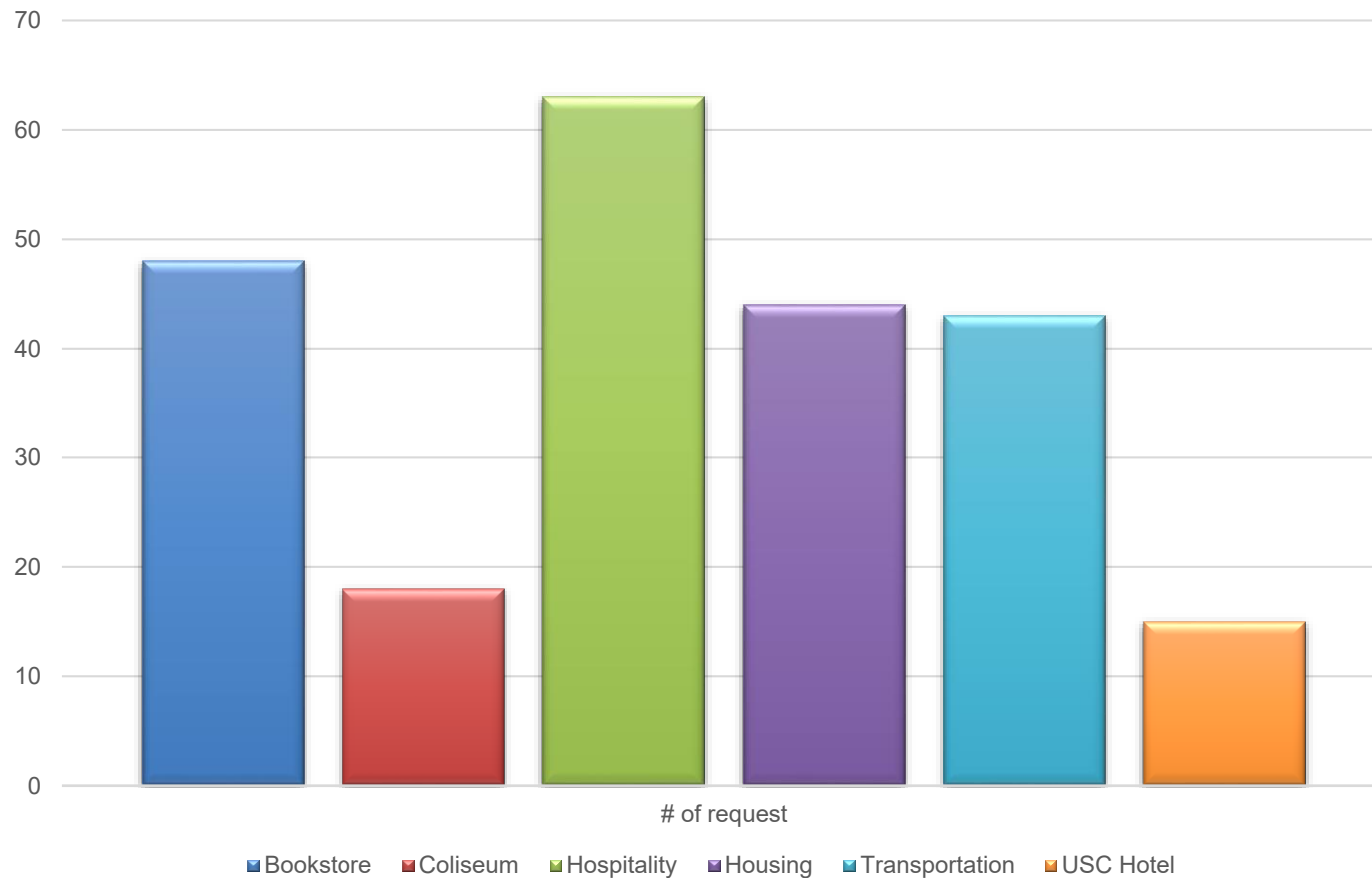
Request Opened by Shared Services





Monthly Ticket Trend March 2025

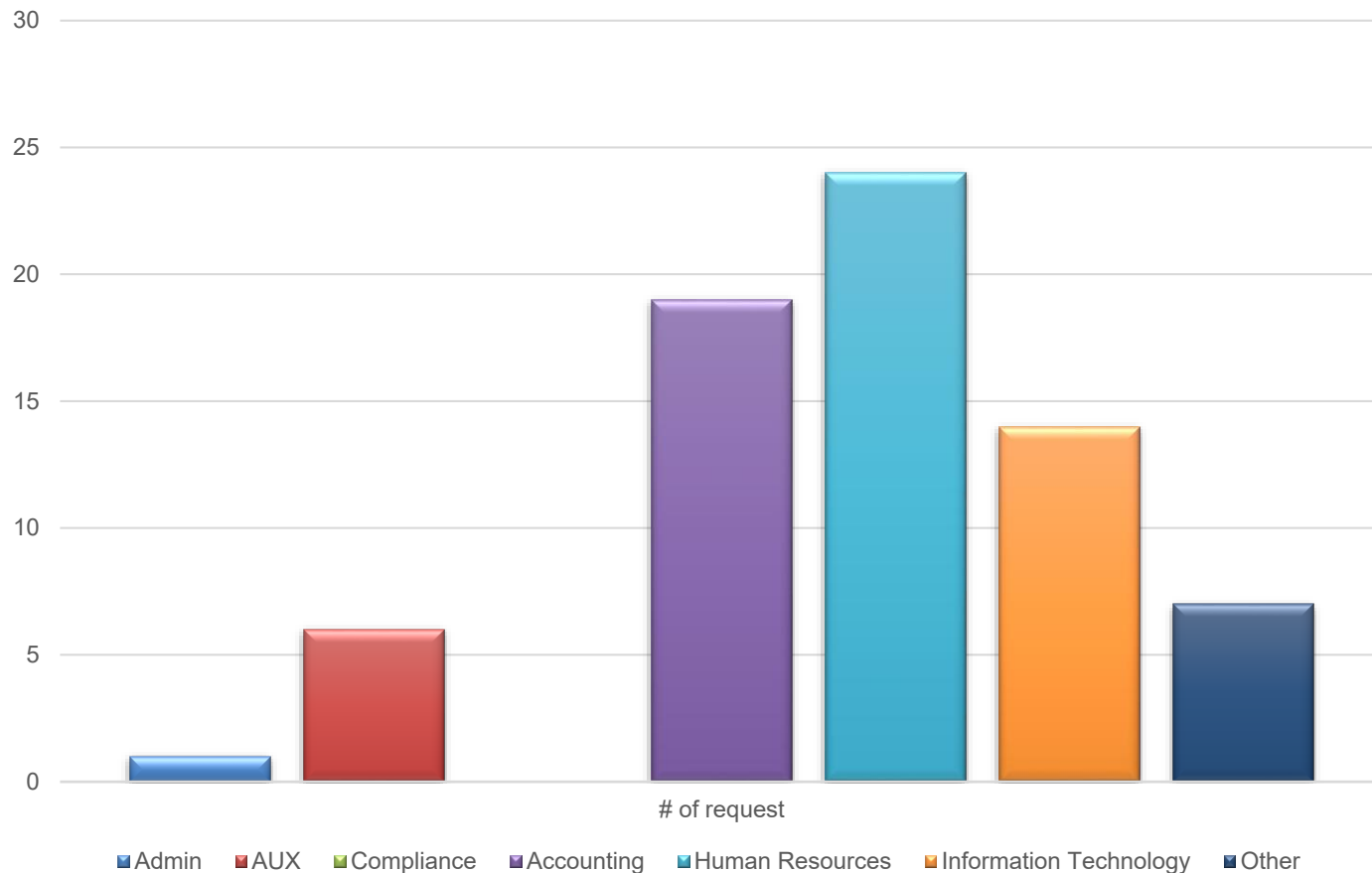
Request Closed by Business Units





Monthly Ticket Trend March 2025

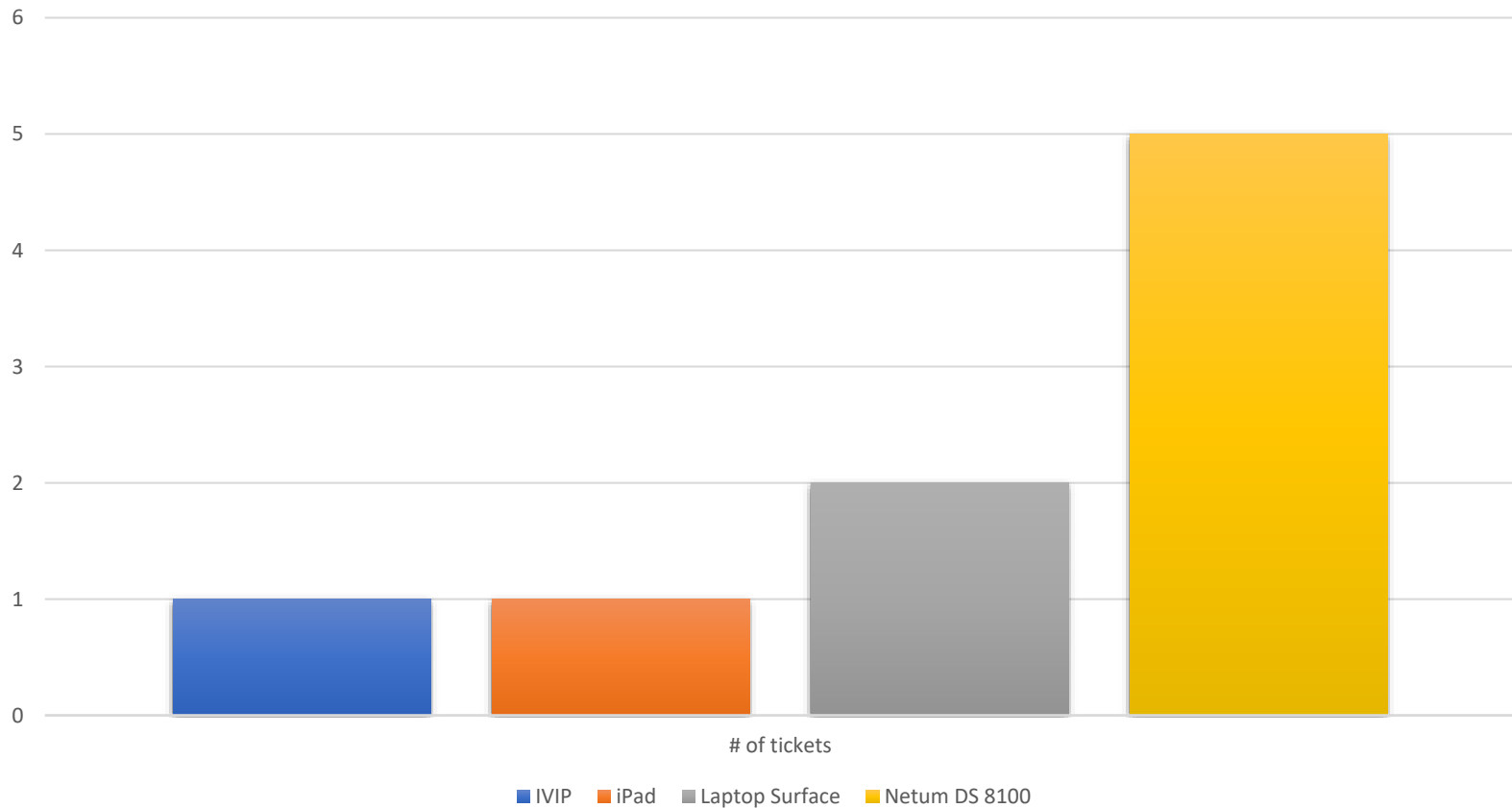
Request Closed by Shared Services





Monthly Ticket Trend March 2025

Perimeter Tickets Last Month

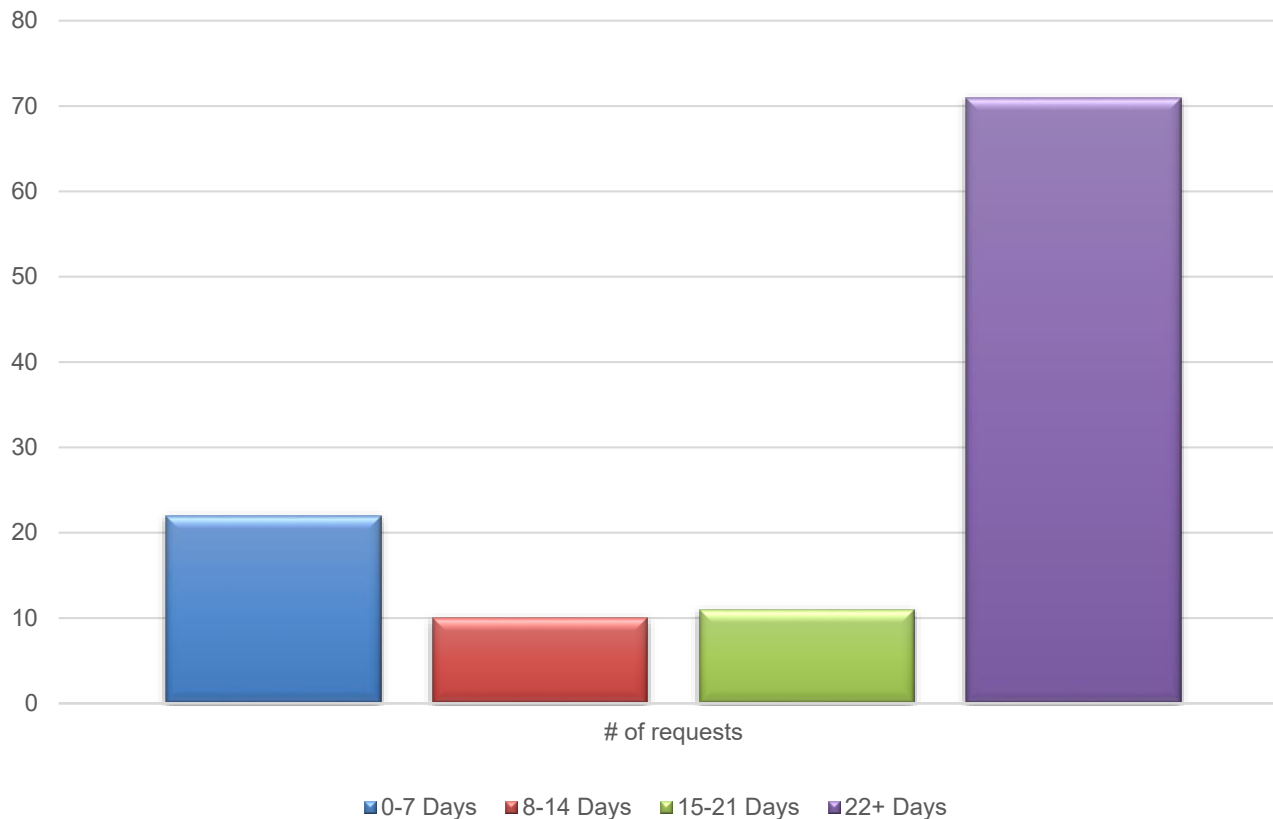




Aging Report March 2025

Open Requests Aging Report

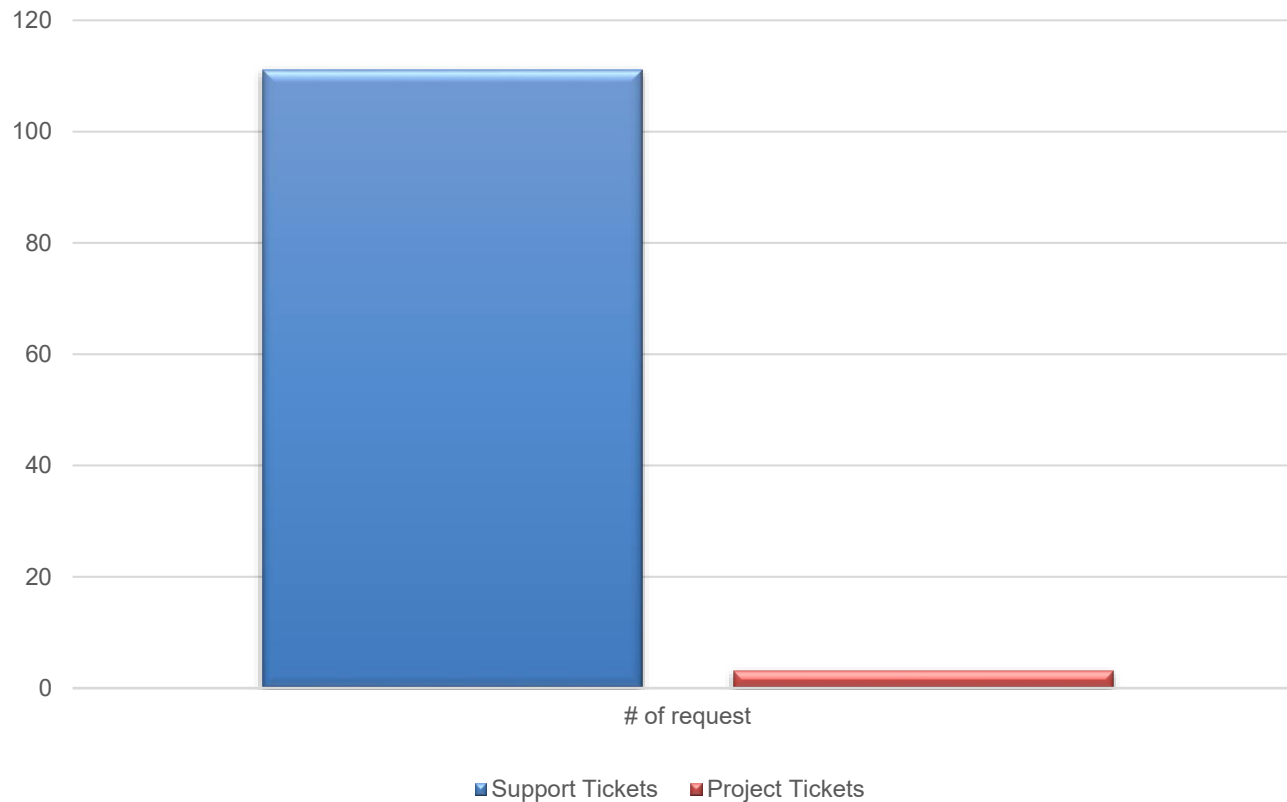
Report includes all project and support tickets





Aging Report March 2025

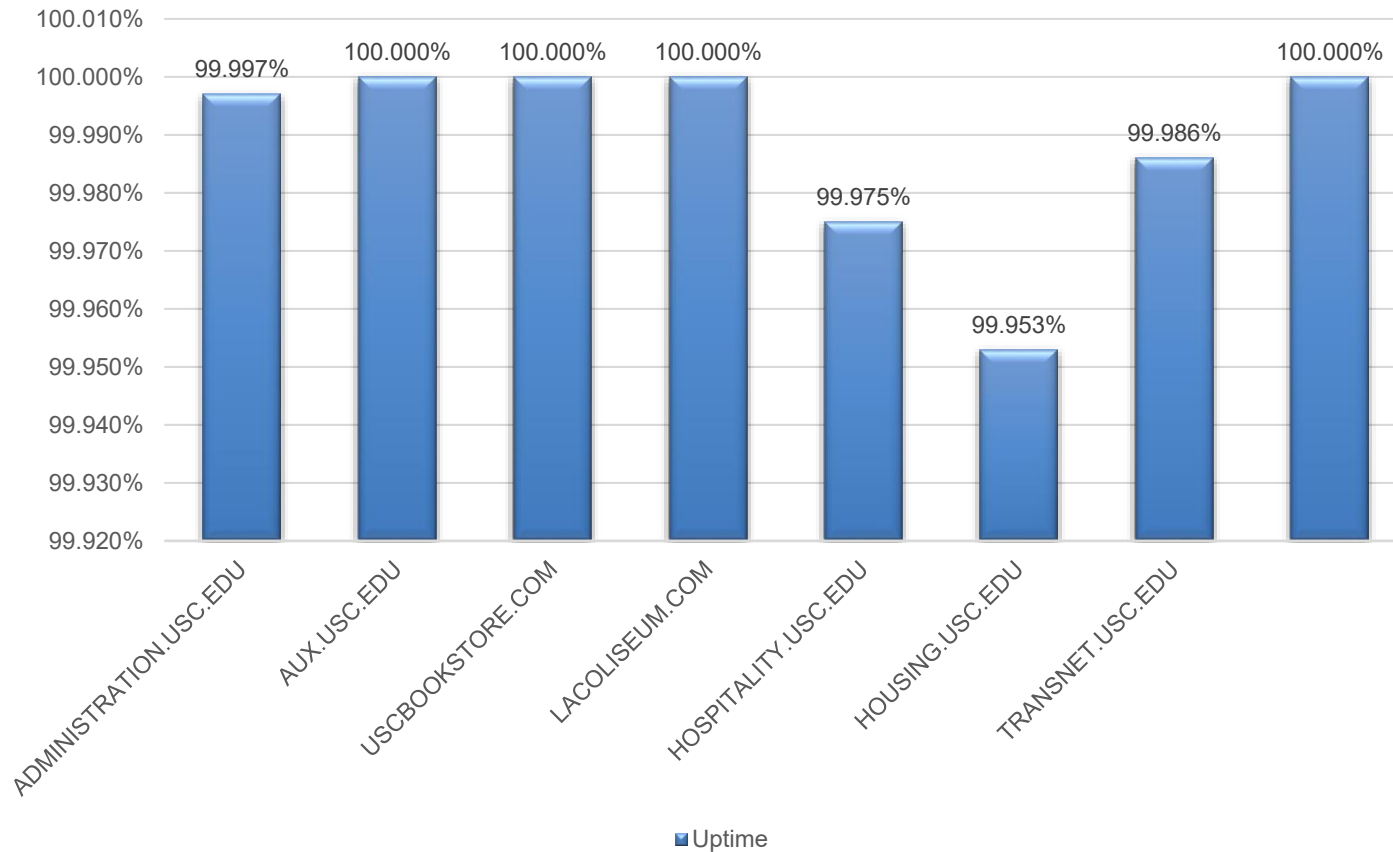
22+ Days Aging Report All Auxiliary IT Tickets vs Project Tickets





Website Uptime March 2025

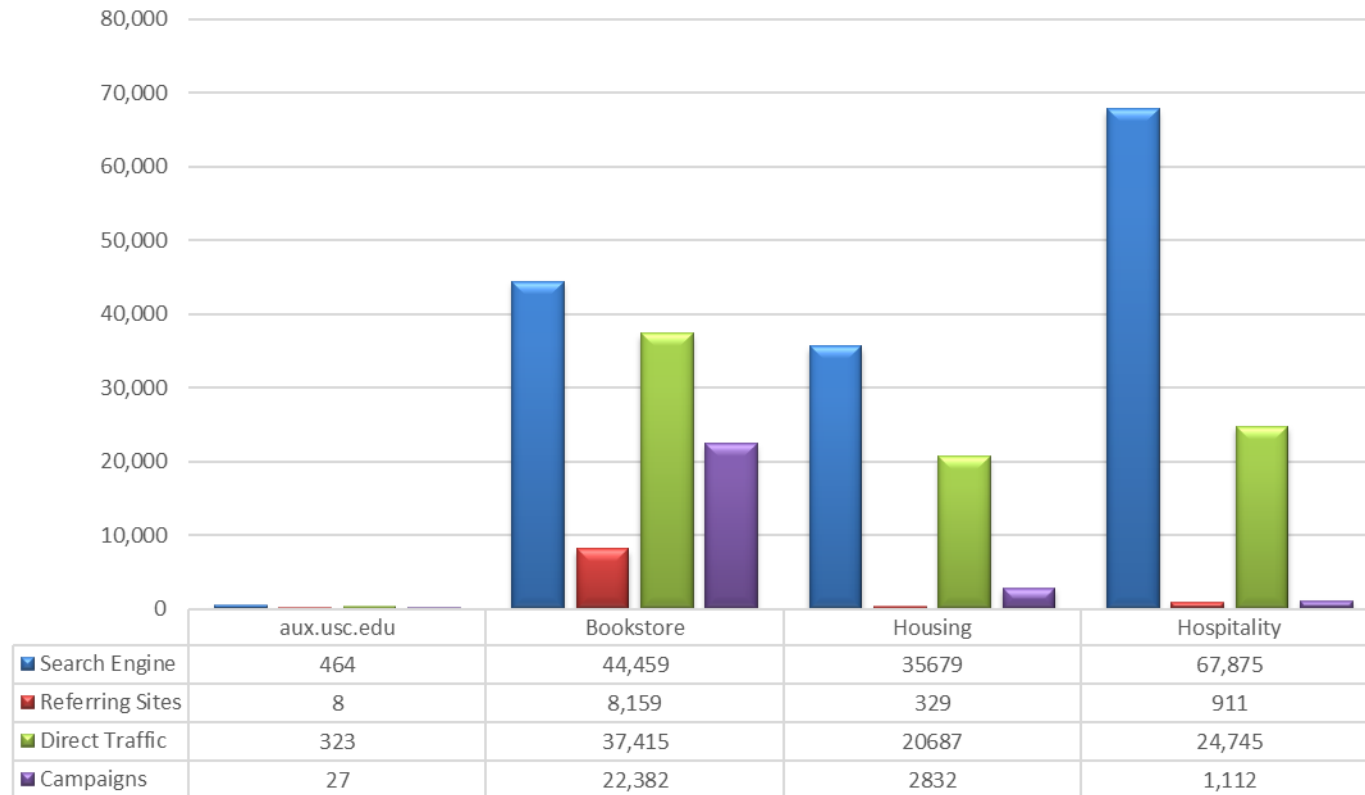
Website Uptime Report (Primary)





Website Reports March 2025

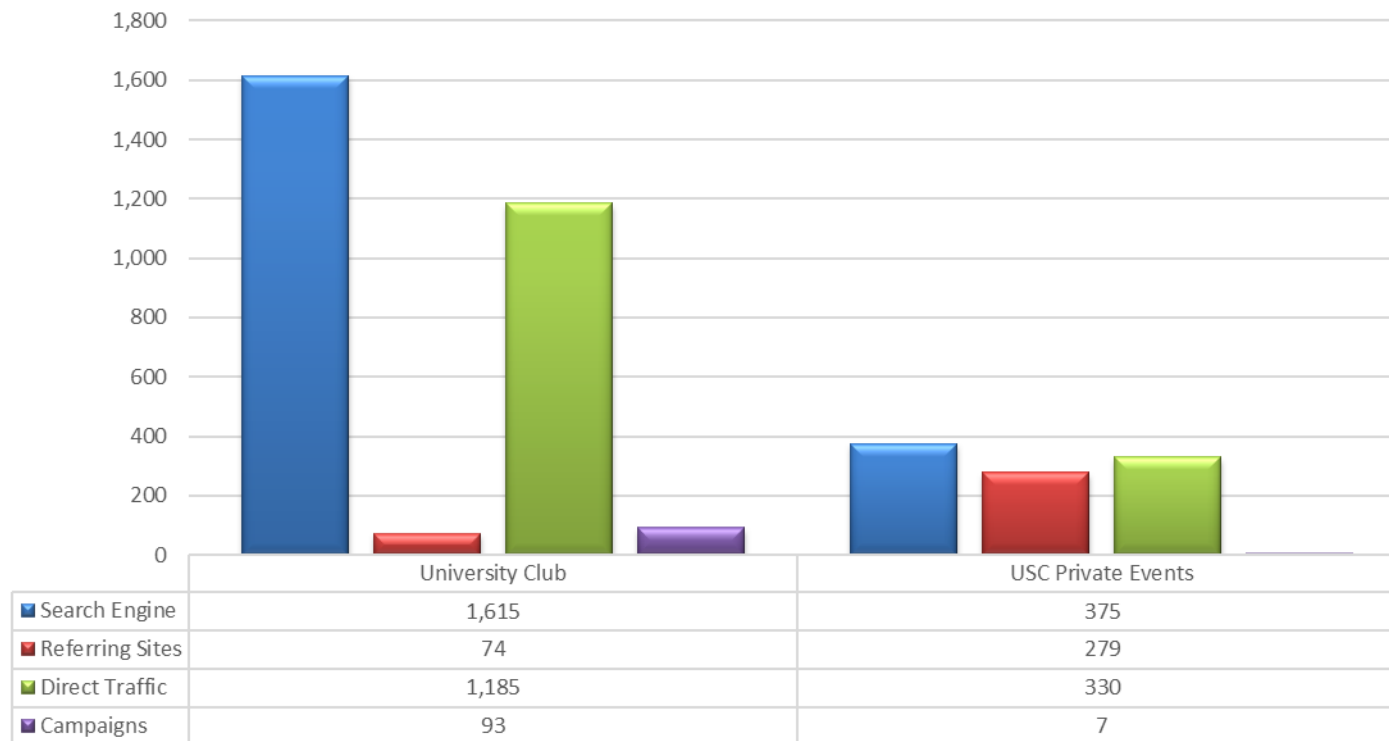
Traffic Sources - BU Main Sites





Website Reports March 2025

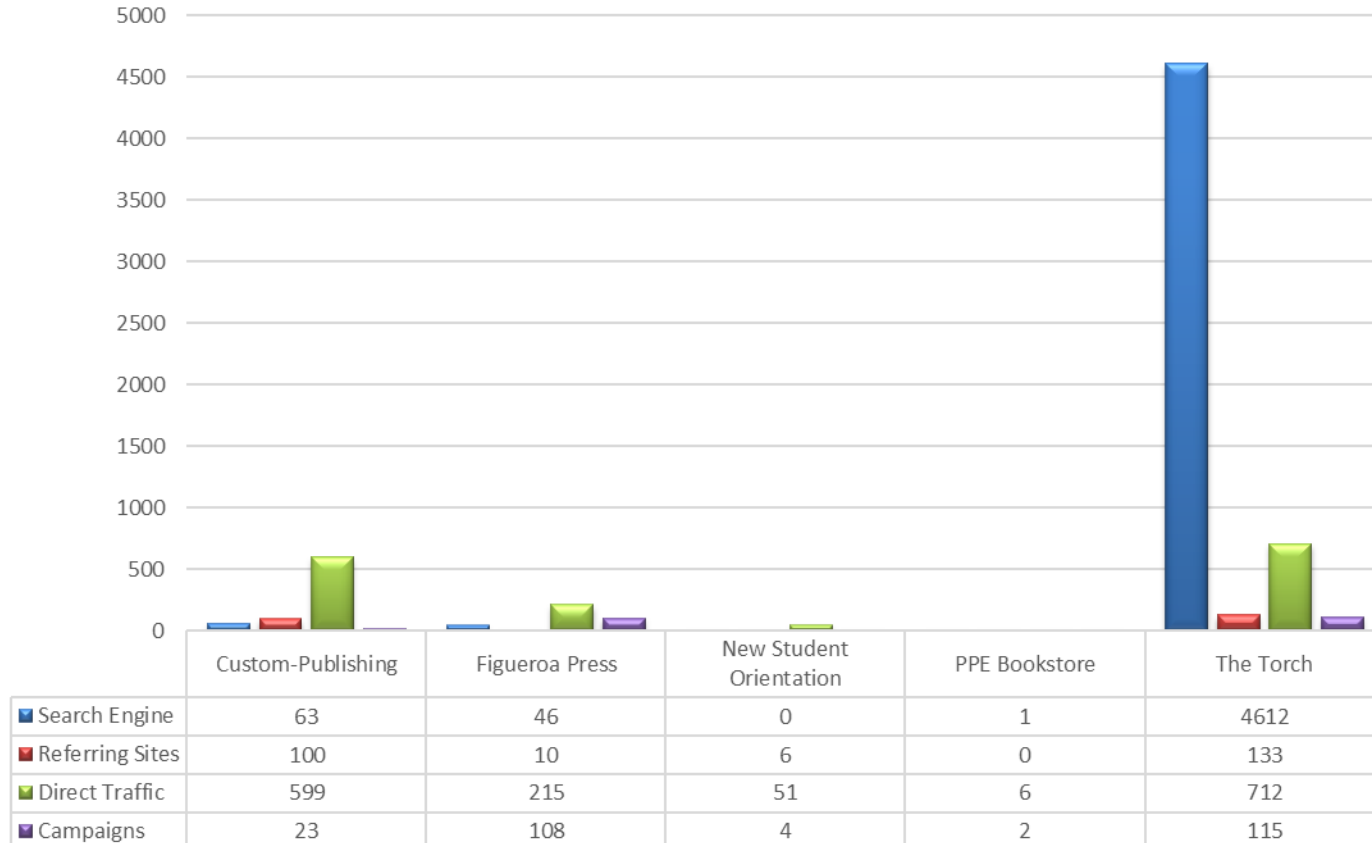
Traffic Sources - HSP Micro Sites (Desktop)





Website Reports March 2025

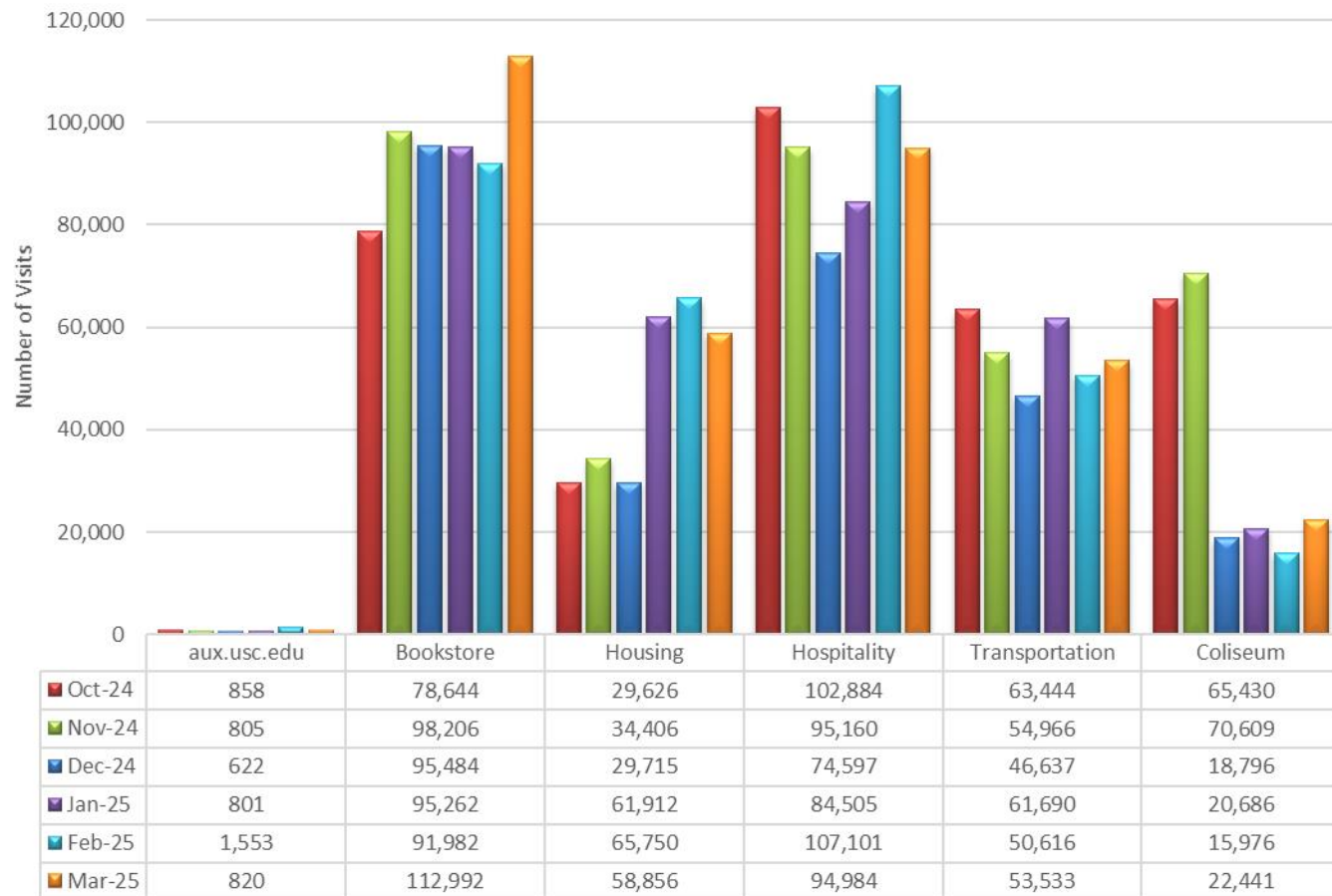
Traffic Sources - Other Sites





Website Reports March 2025

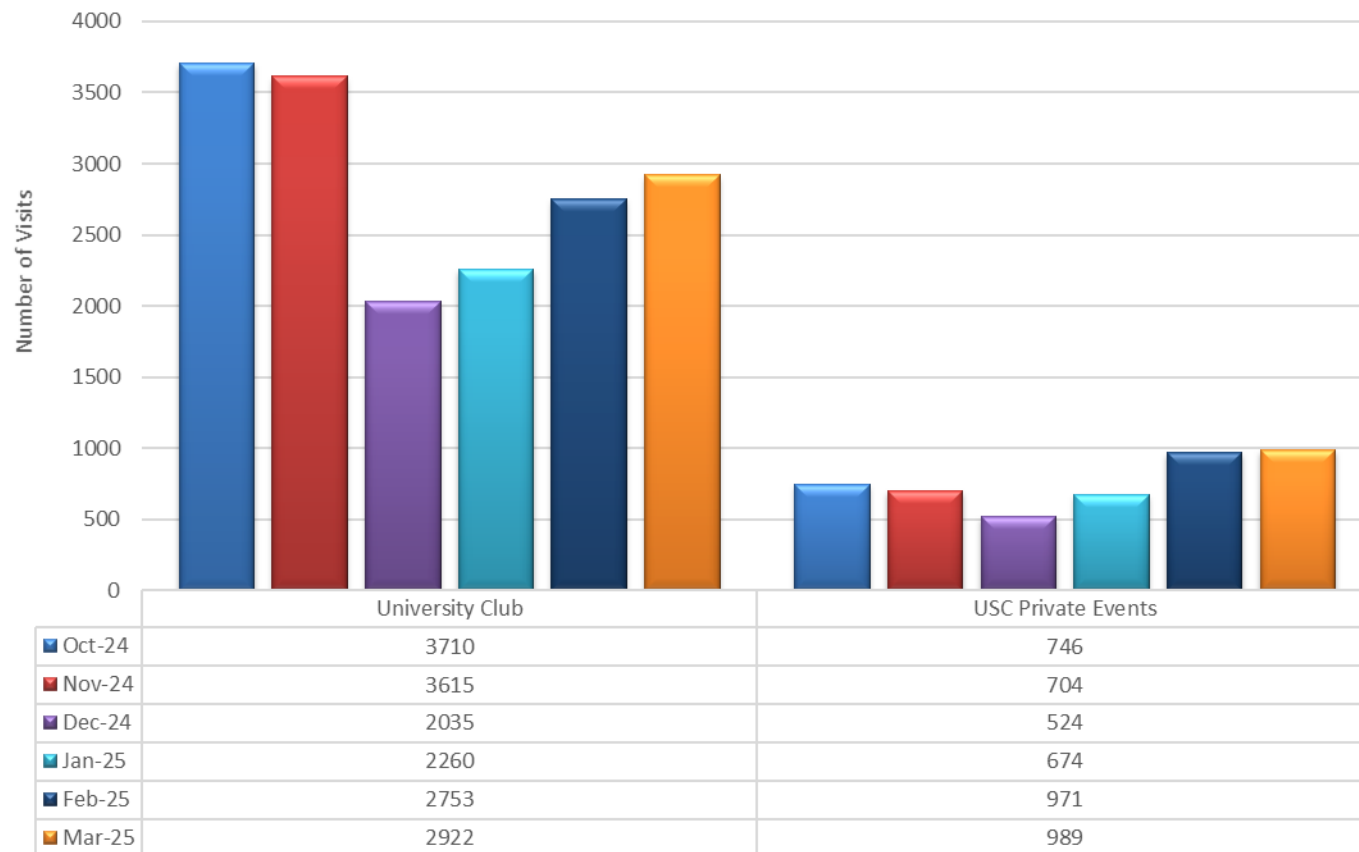
Web Visits Per Month - BU Main Sites





Website Reports March 2025

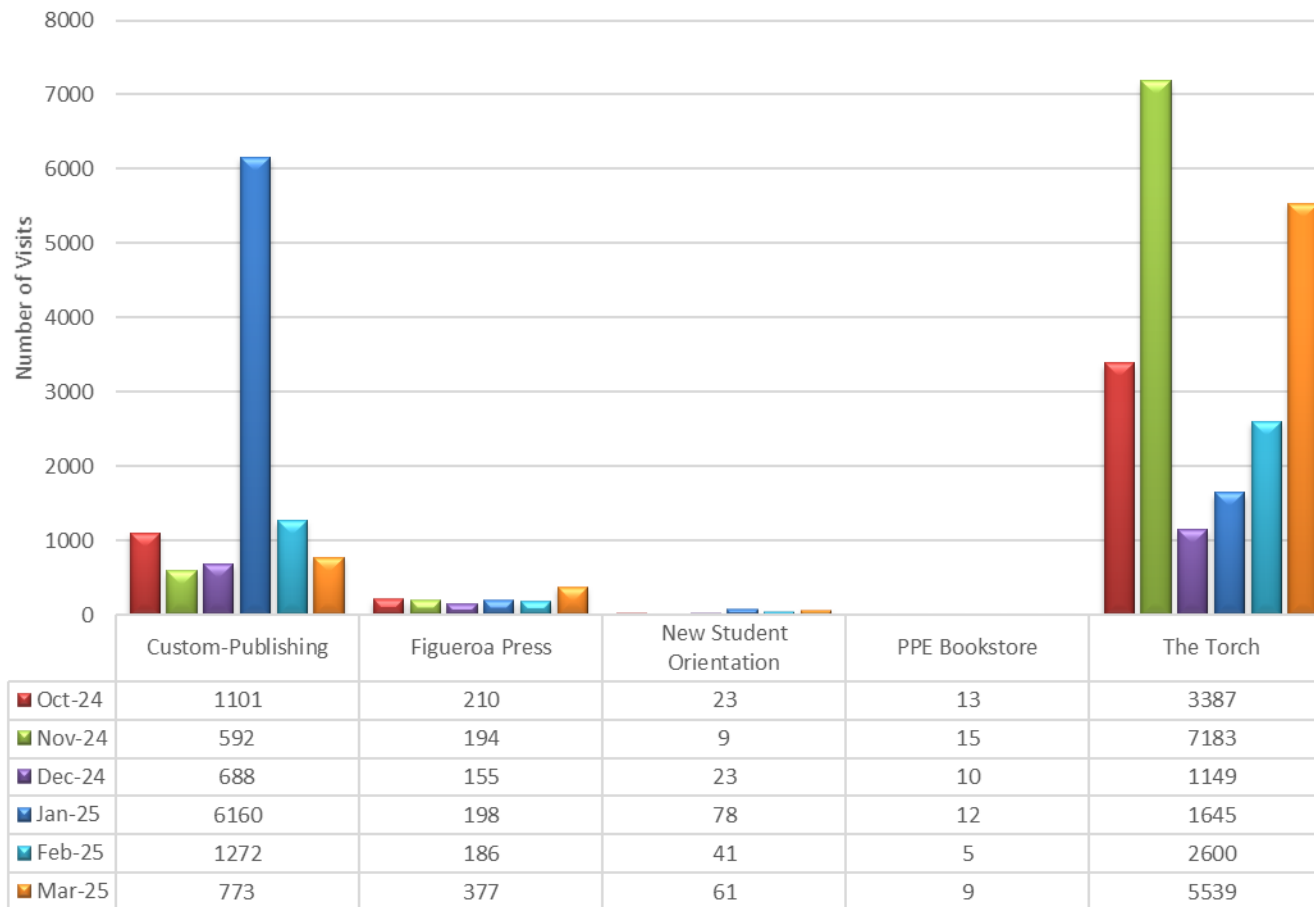
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports March 2025

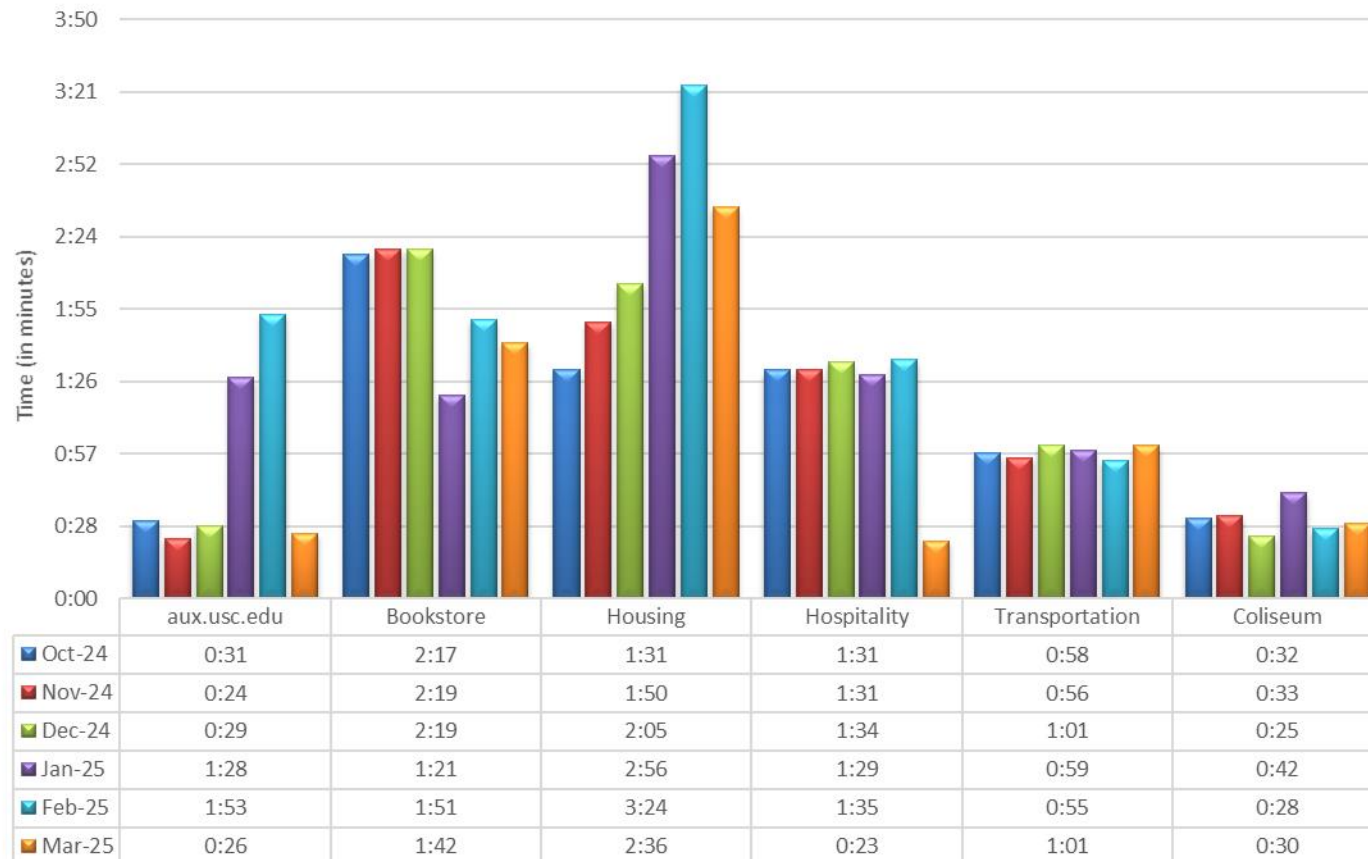
Web Visits Per Month - Other Sites





Website Reports March 2025

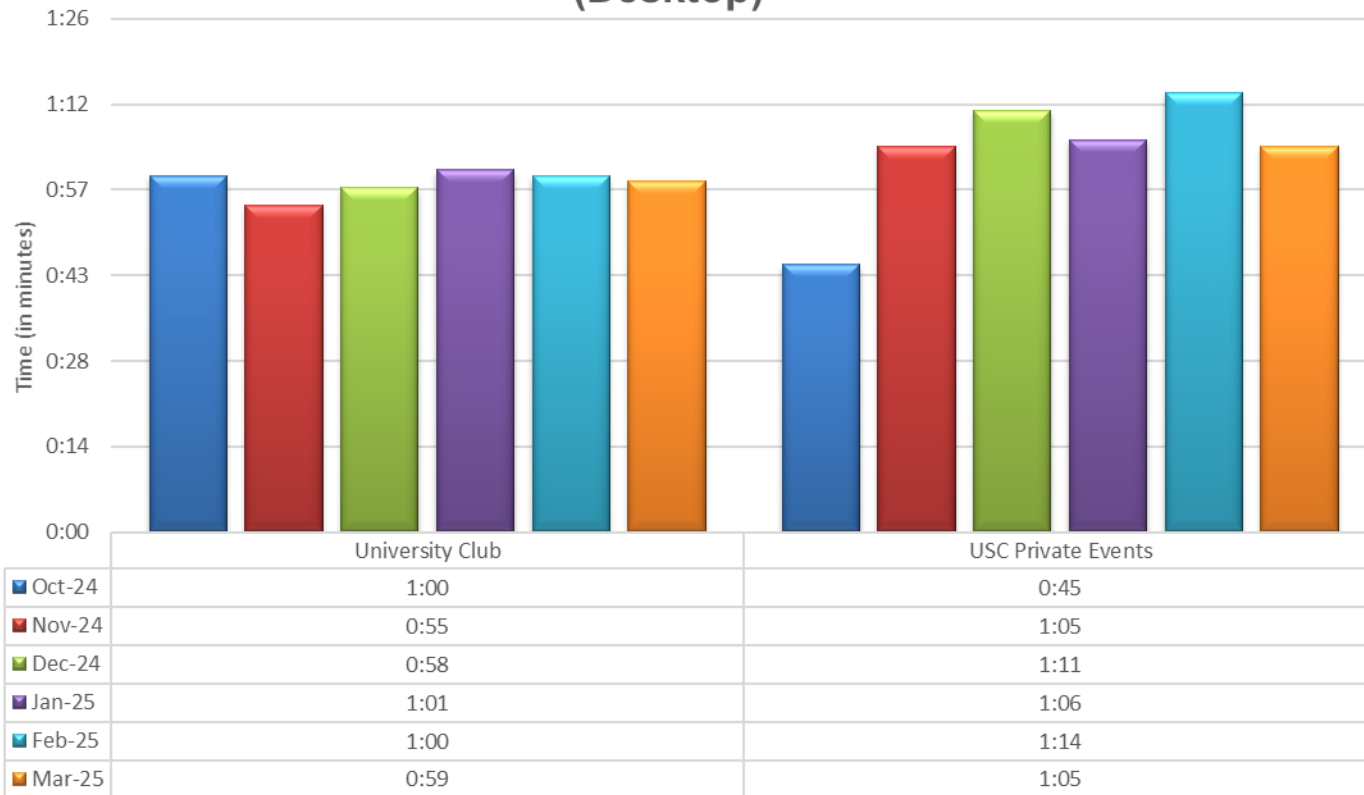
Average Time Spent on Website - BU Main Sites





Website Reports March 2025

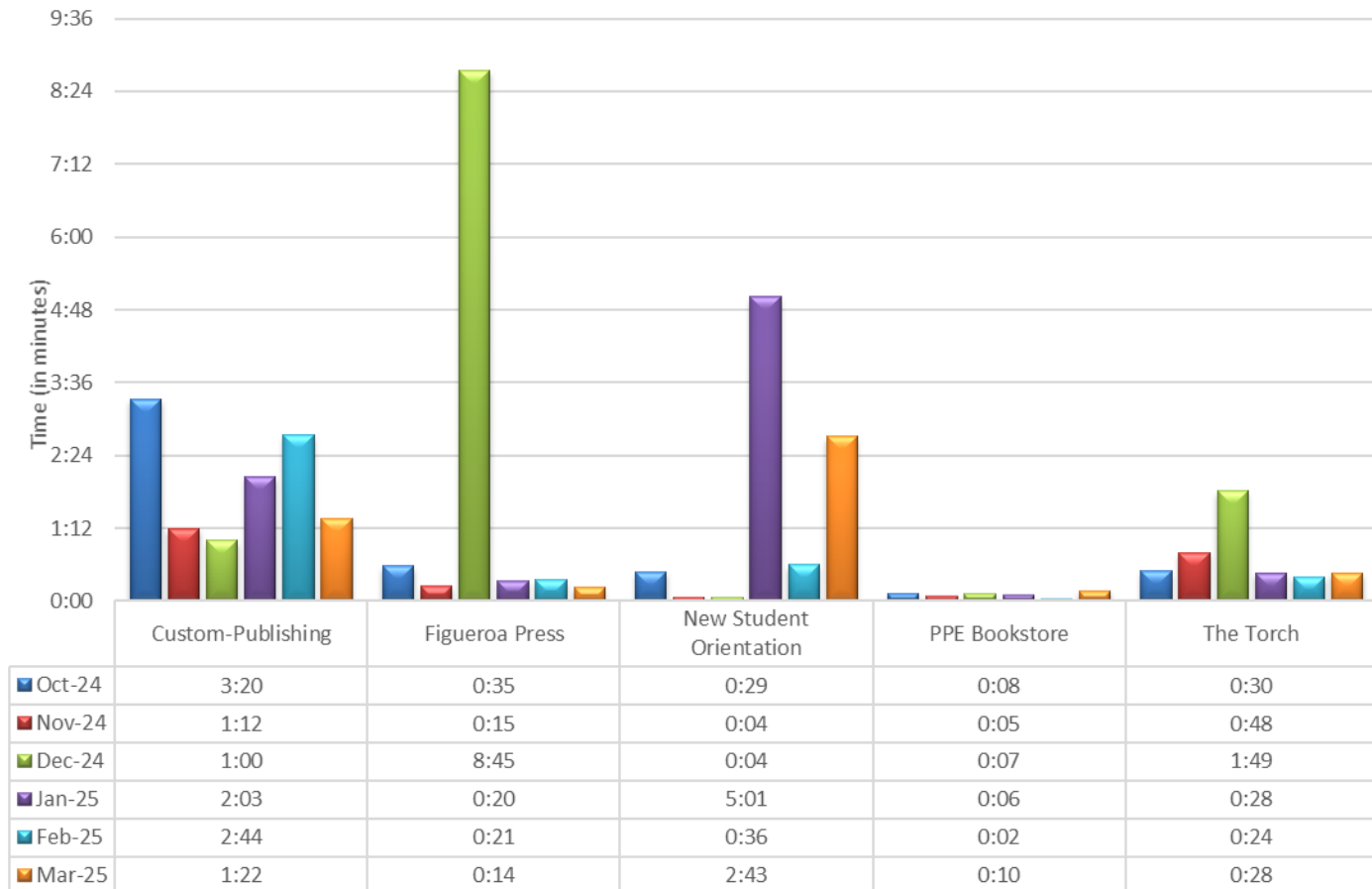
Average Time Spent on Website - HSP Micro Sites (Desktop)





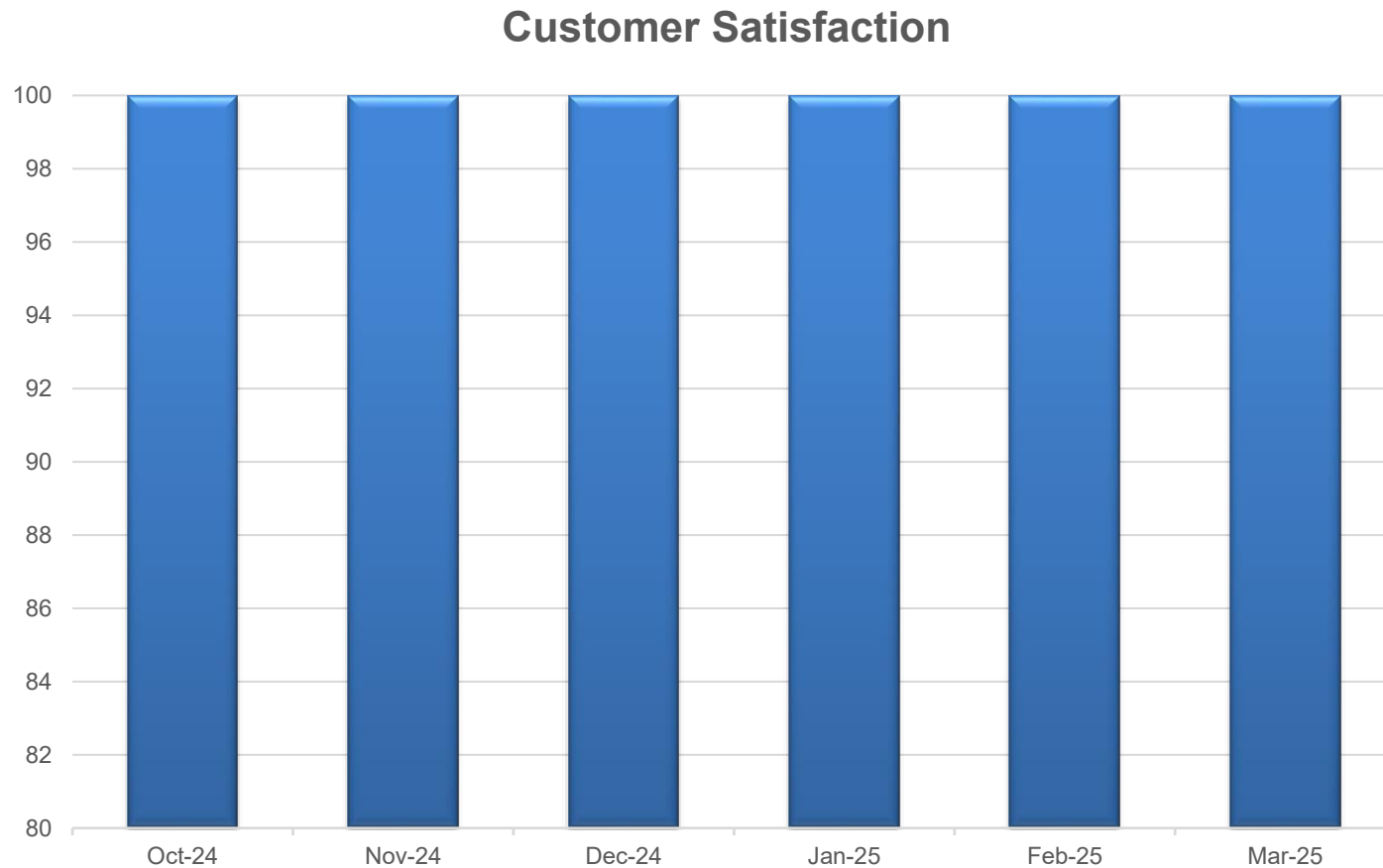
Website Reports March 2025

Average Time Spent on Website - Other Sites





Customer Satisfaction March 2025





Thank You !!