



AS IT MONTHLY REPORTS

For April 2025



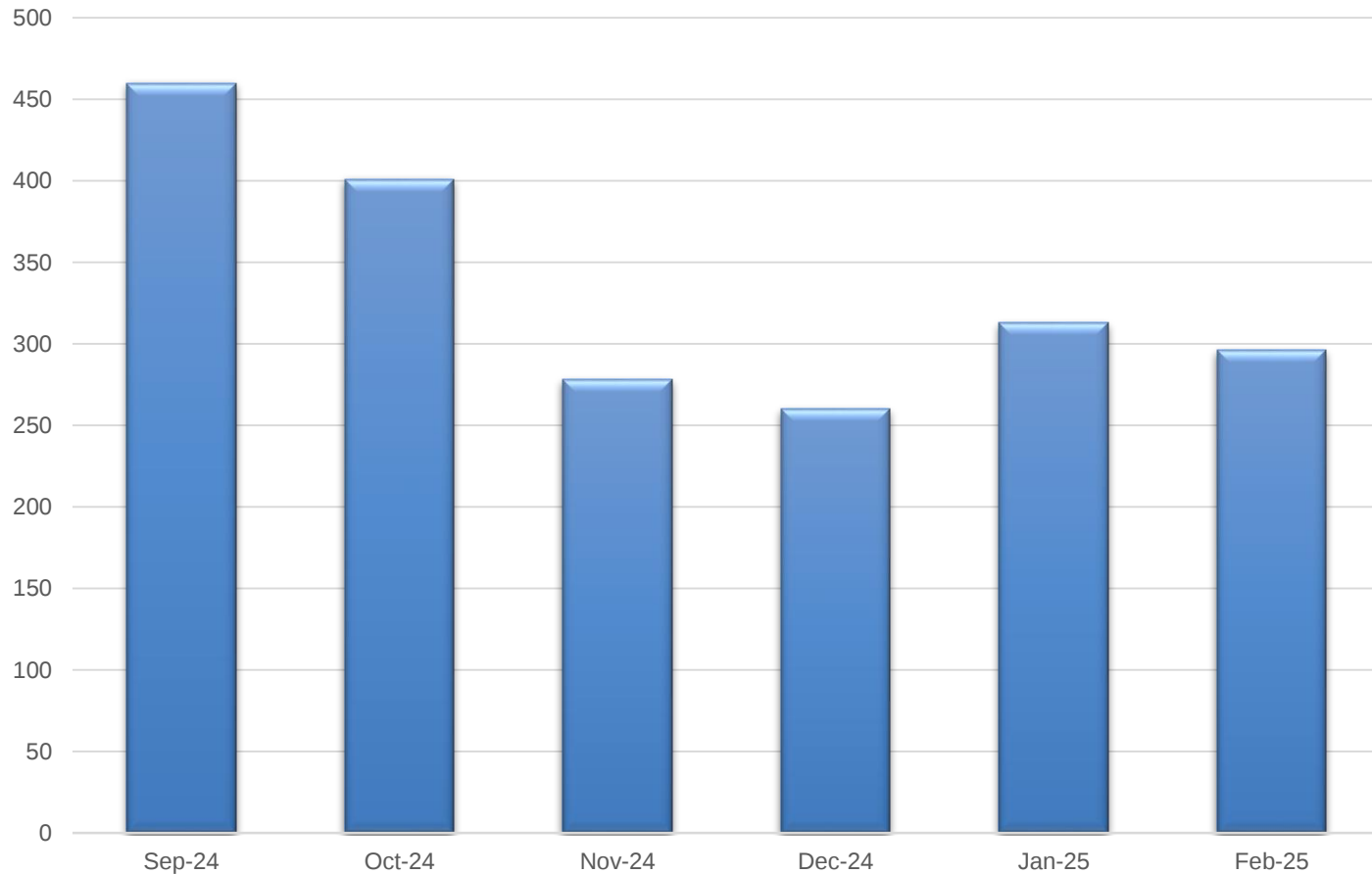
Contents

- Monthly Ticket Volume
- Monthly Ticket Trend
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- Website Uptime
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Monthly Ticket Volume April 2025

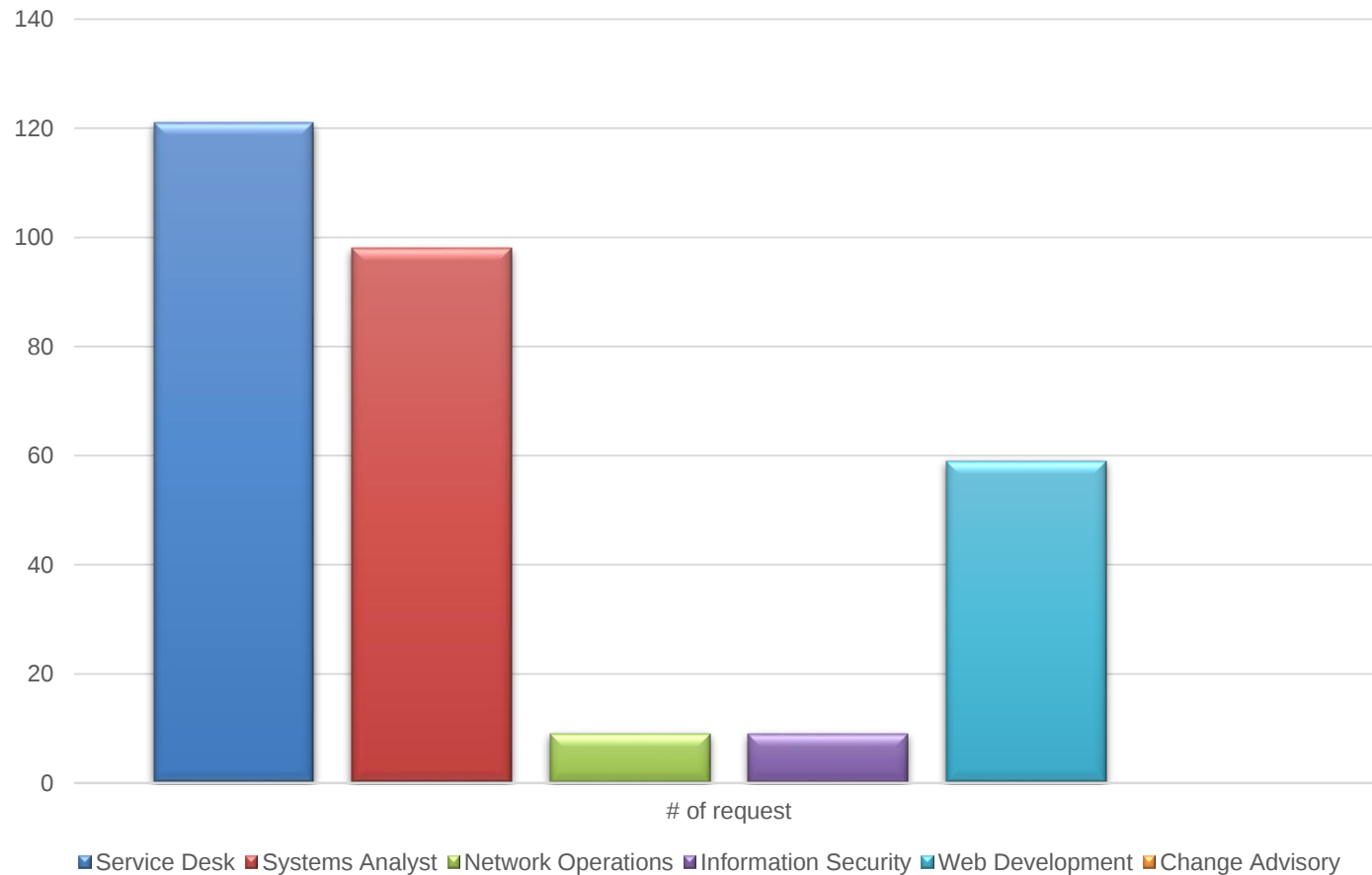
Total New Request





Monthly Ticket Volume April 2025

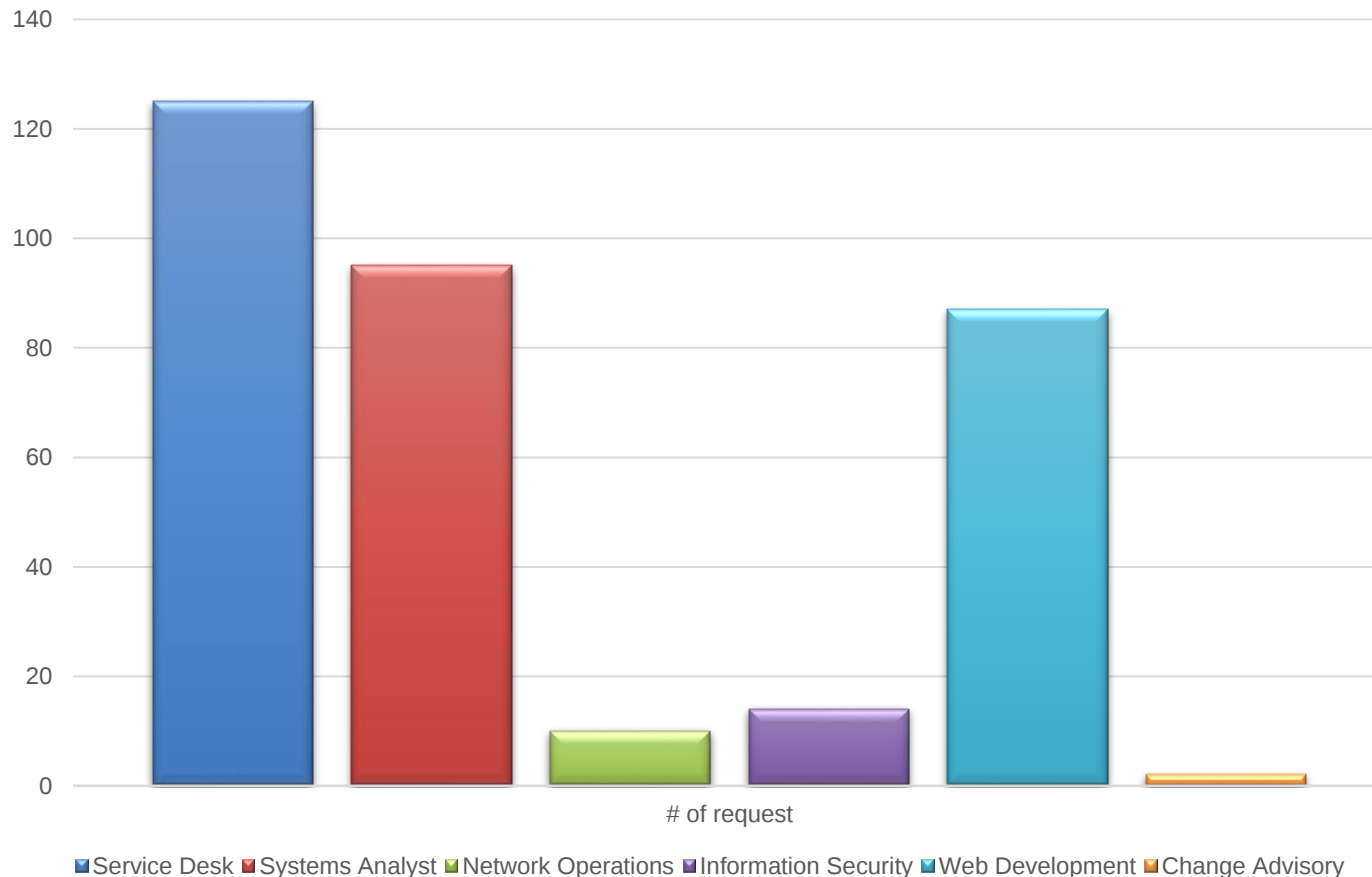
Request Opened by Group





Monthly Ticket Volume April 2025

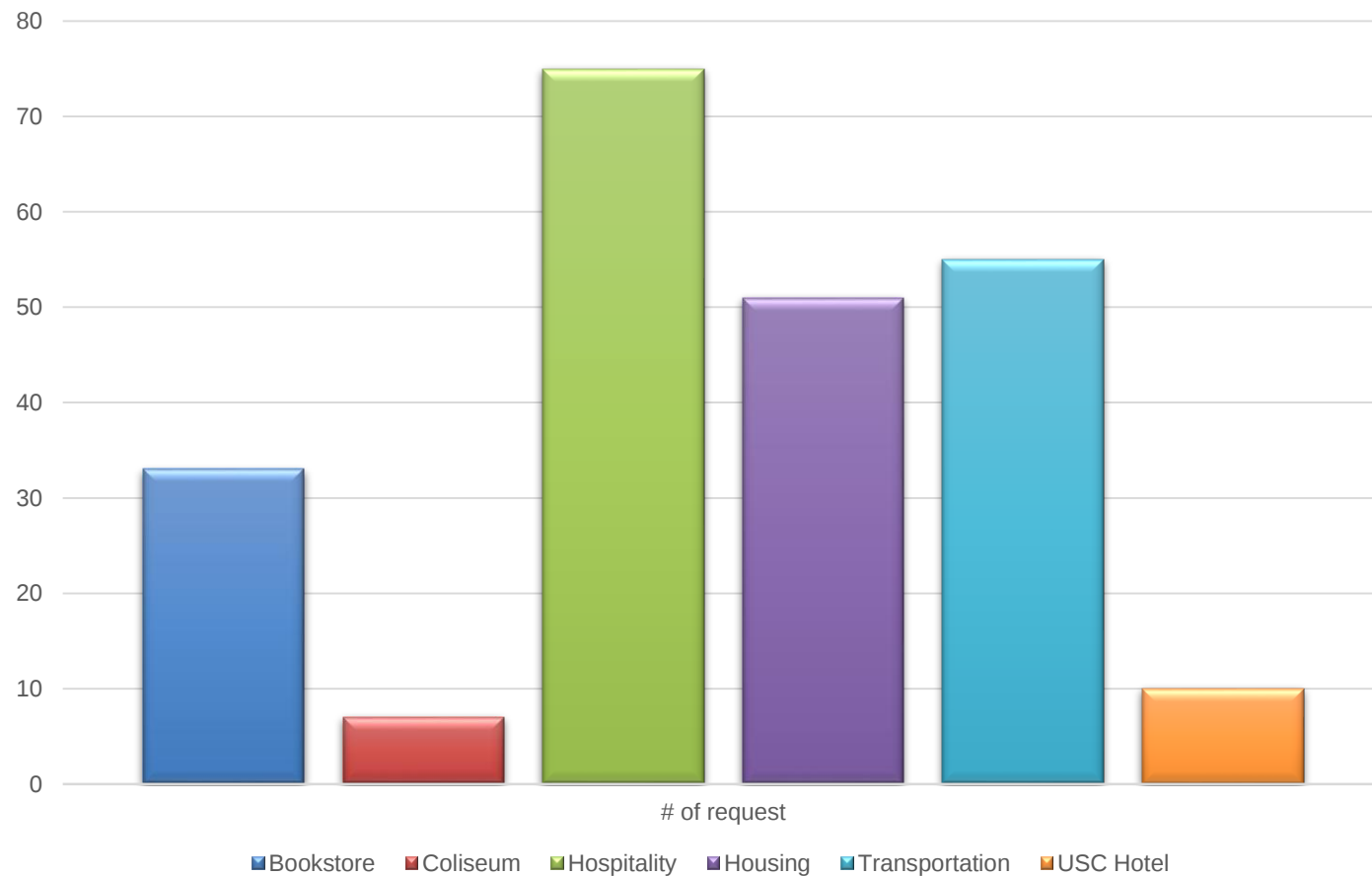
Request Closed by Group





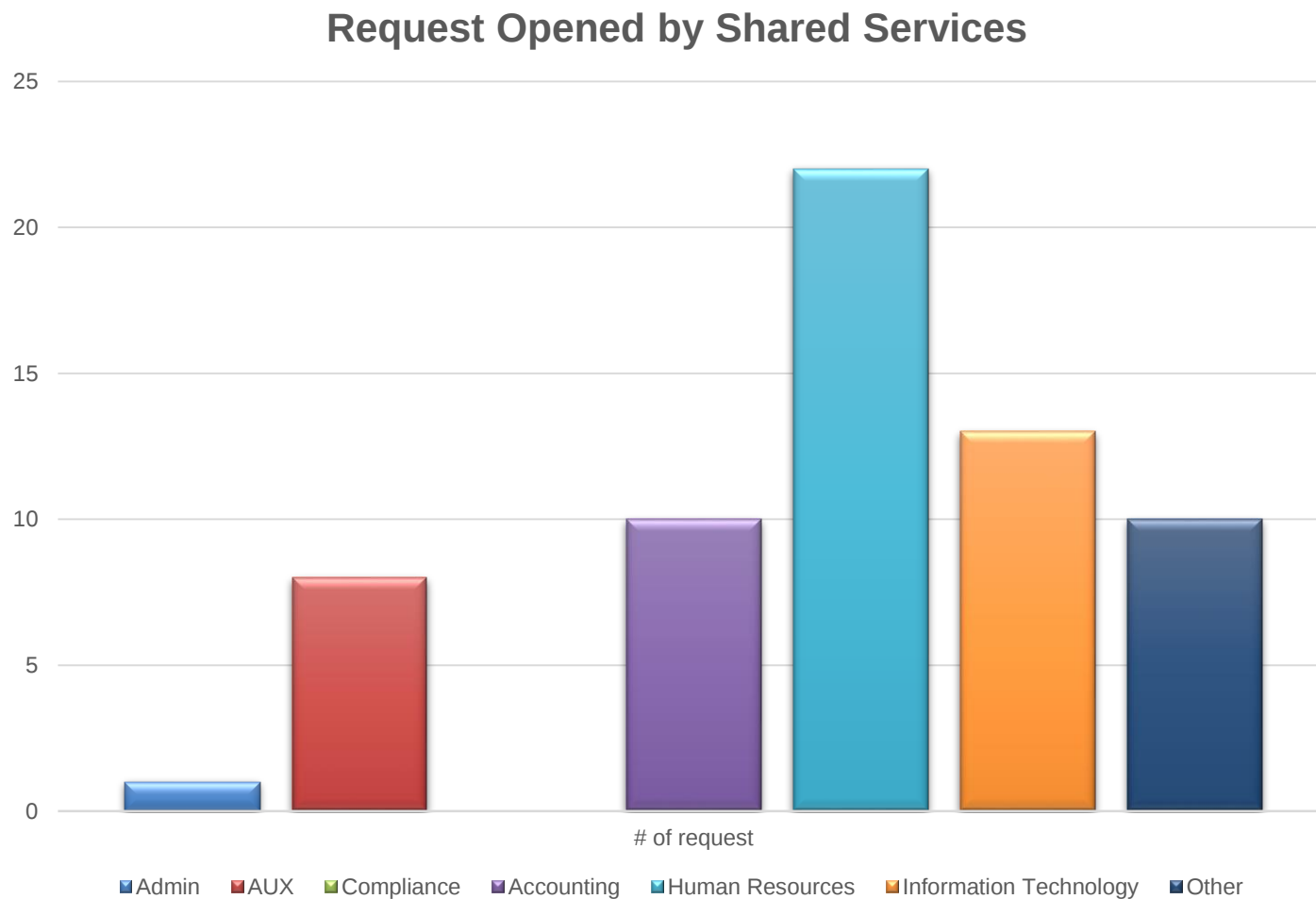
Monthly Ticket Trend April 2025

Request Opened by Business Units





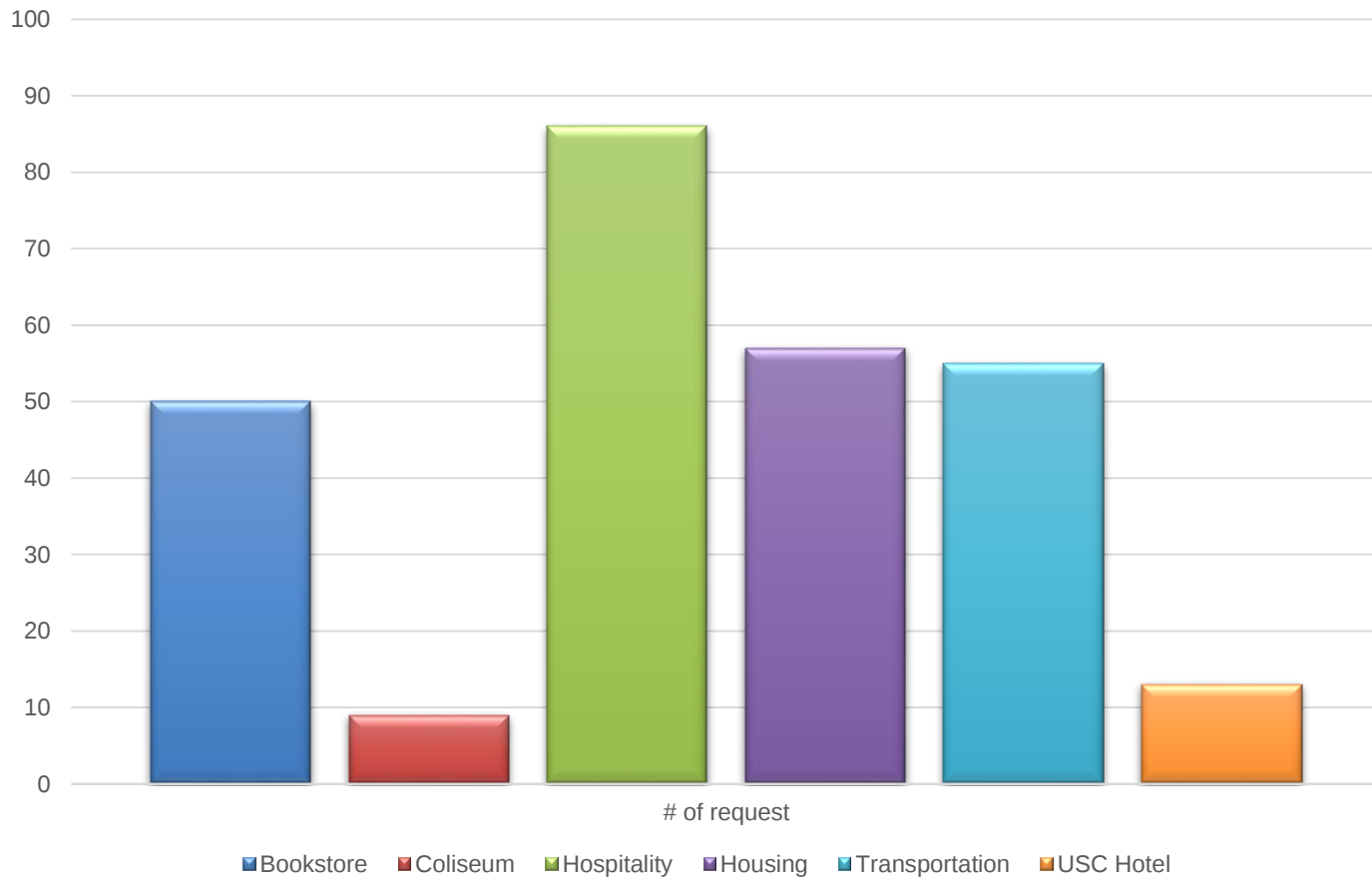
Monthly Ticket Trend April 2025





Monthly Ticket Trend April 2025

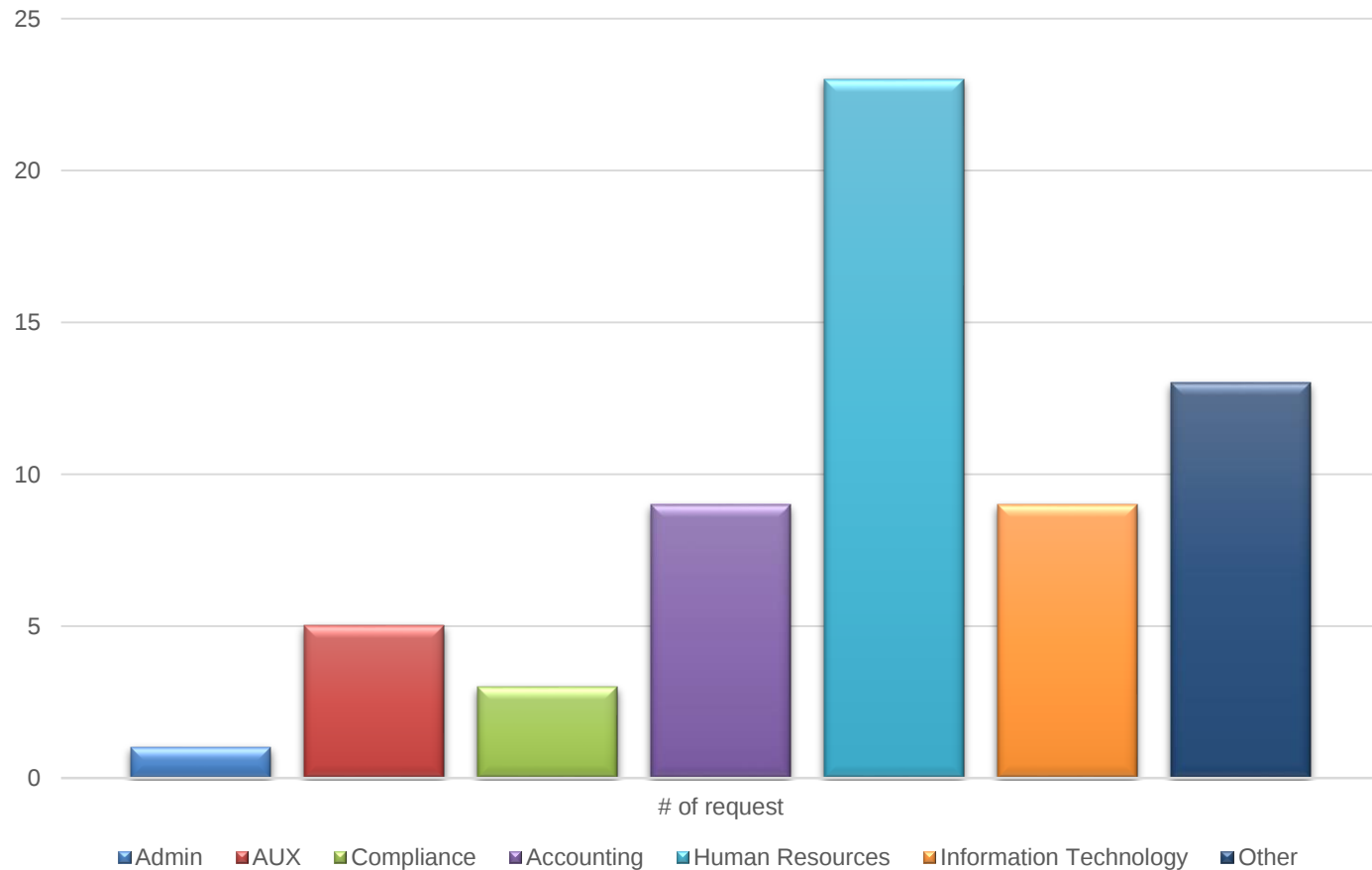
Request Closed by Business Units





Monthly Ticket Trend April 2025

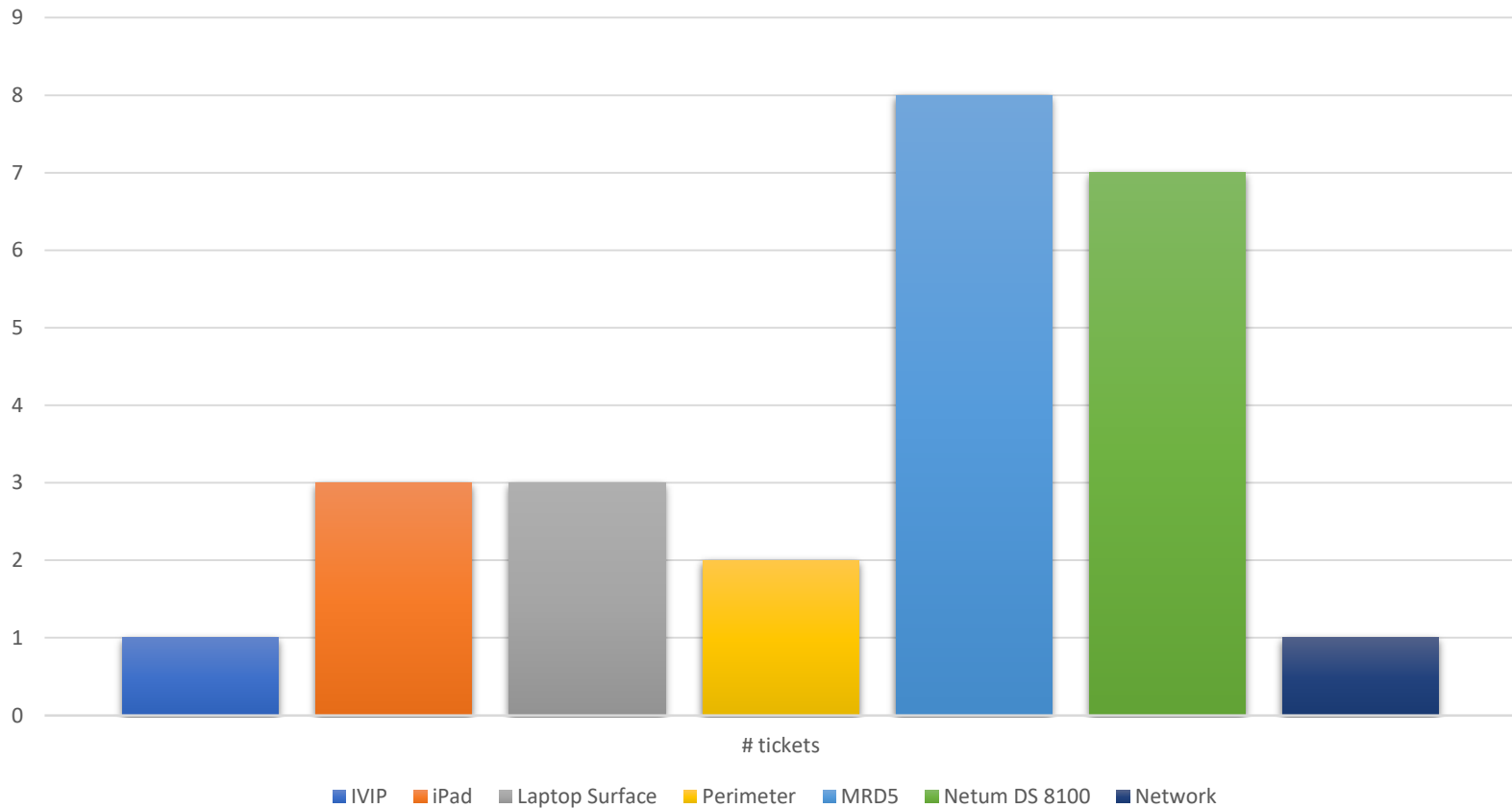
Request Closed by Shared Services





Monthly Ticket Trend April 2025

Perimeter Tickets Last Month

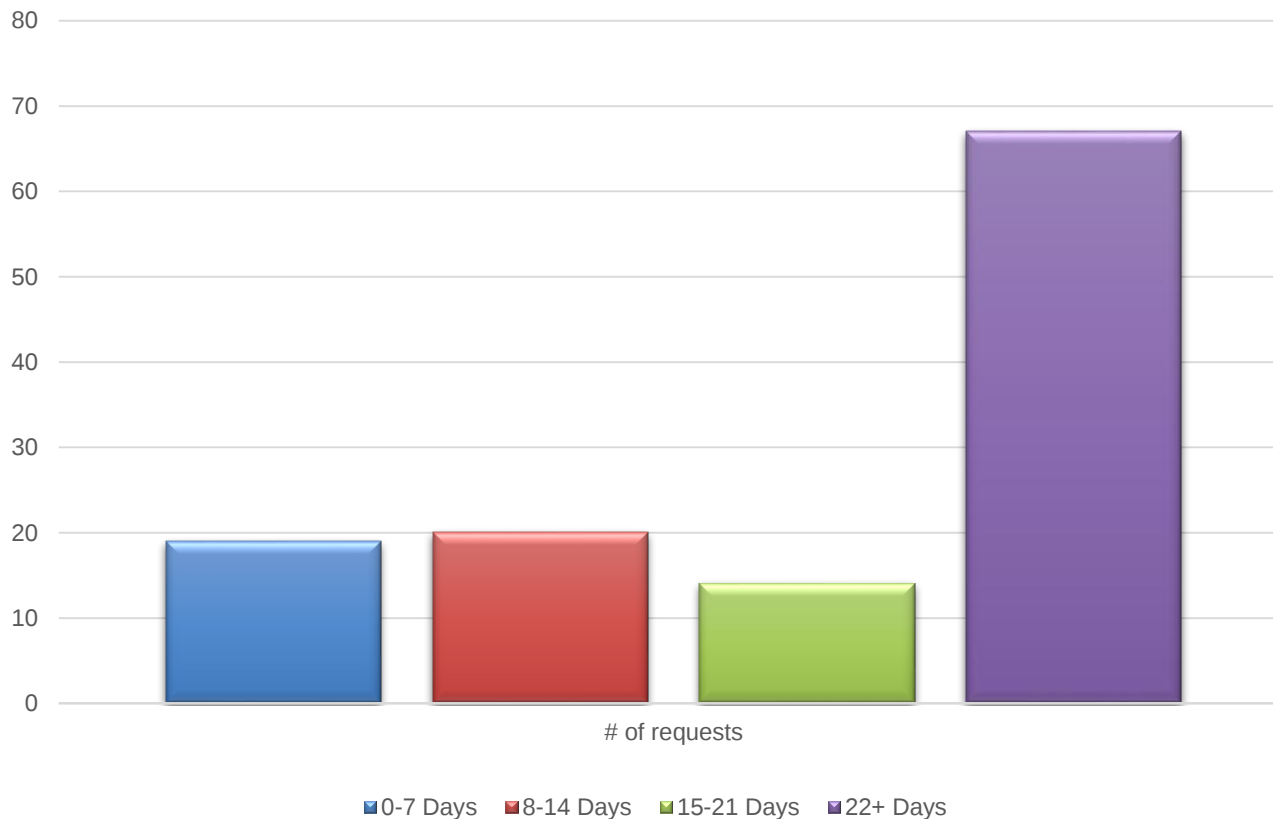




Aging Report April 2025

Open Requests Aging Report

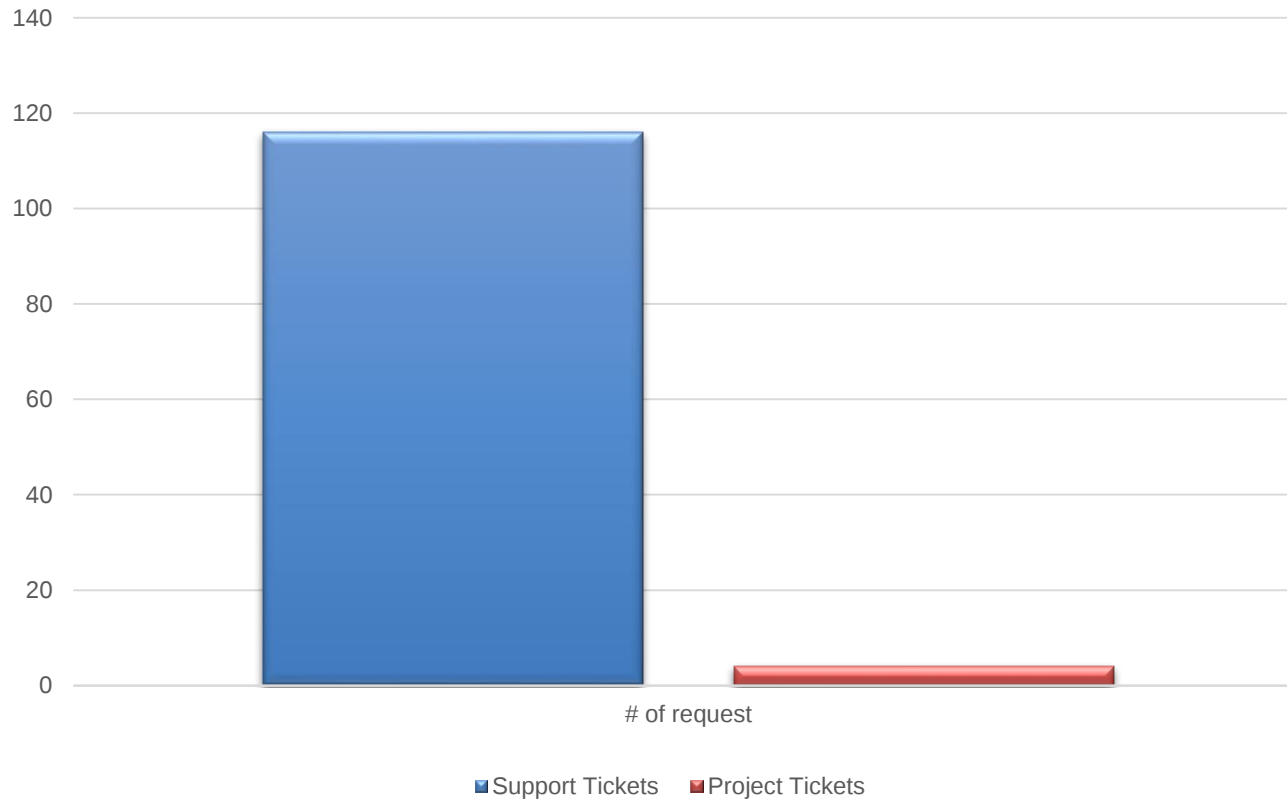
Report includes all project and support tickets





Aging Report April 2025

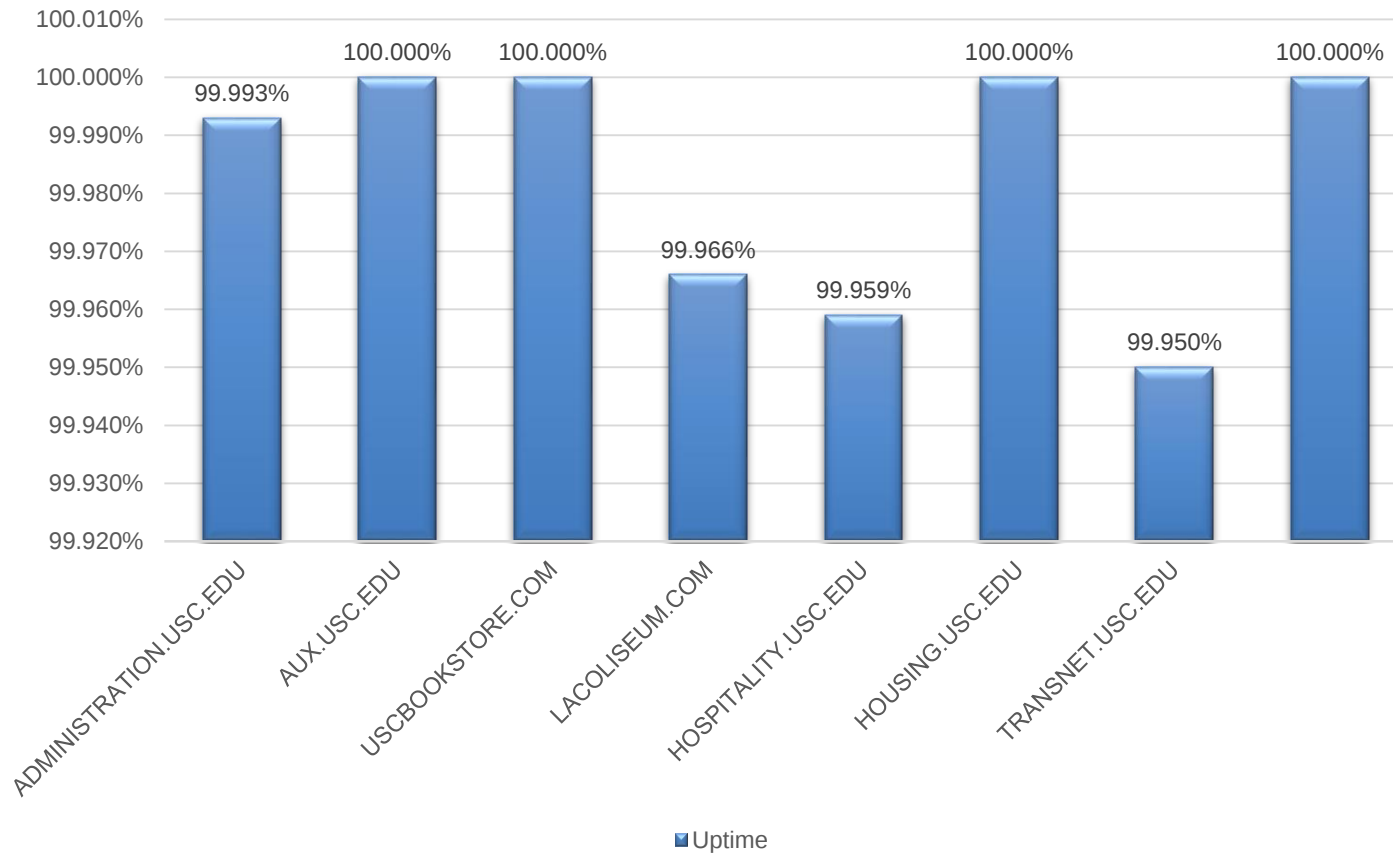
22+ Days Aging Report All Auxiliary IT Tickets vs Project Tickets





Website Uptime April 2025

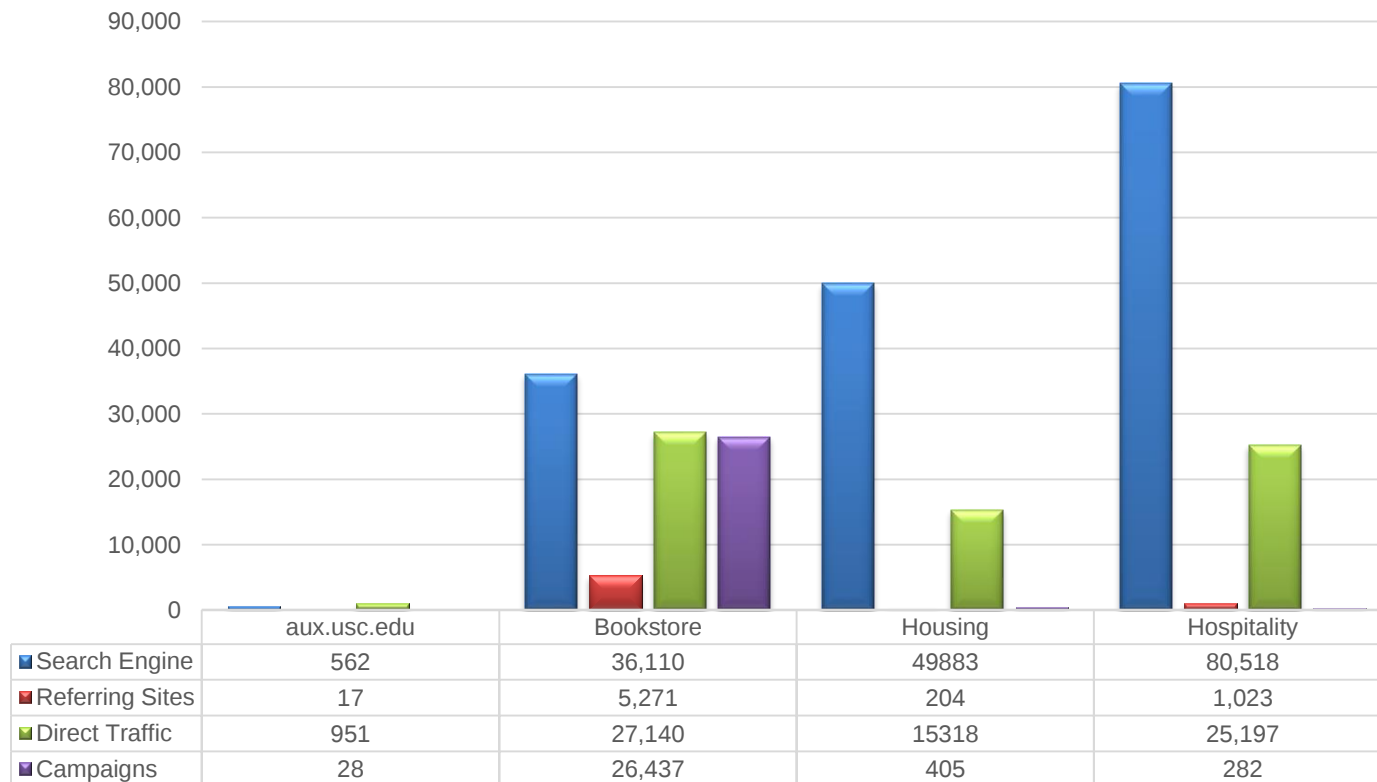
Website Uptime Report (Primary)





Website Reports April 2025

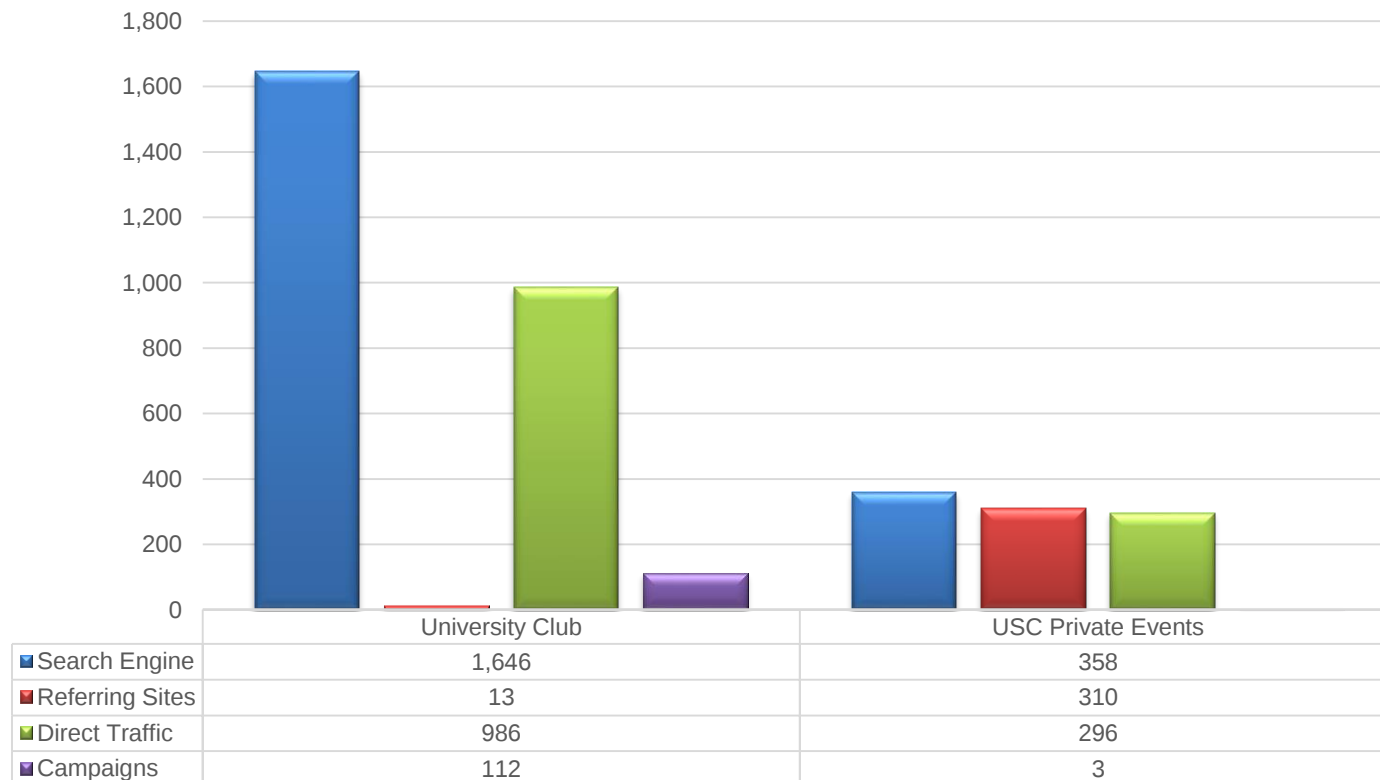
Traffic Sources - BU Main Sites





Website Reports April 2025

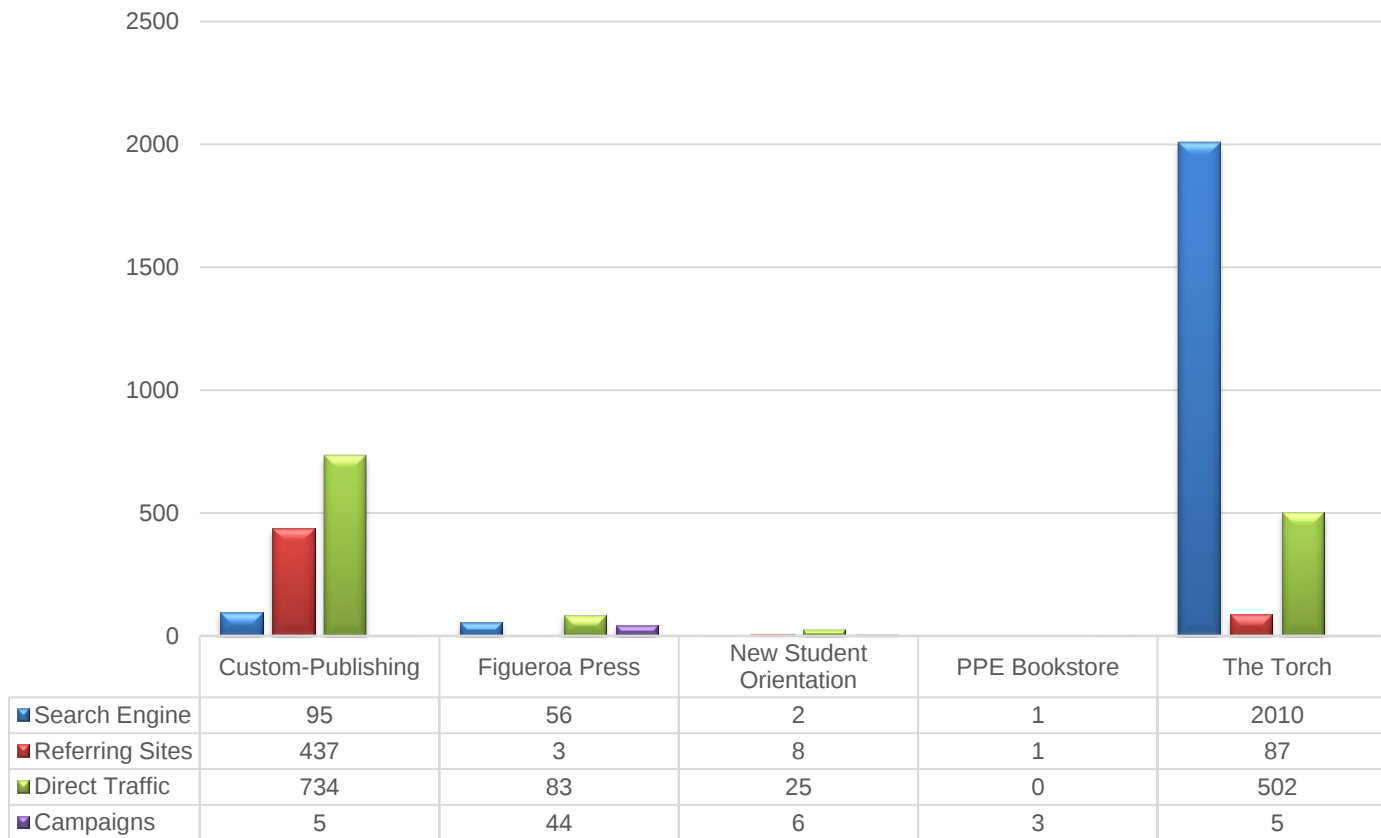
Traffic Sources - HSP Micro Sites (Desktop)





Website Reports April 2025

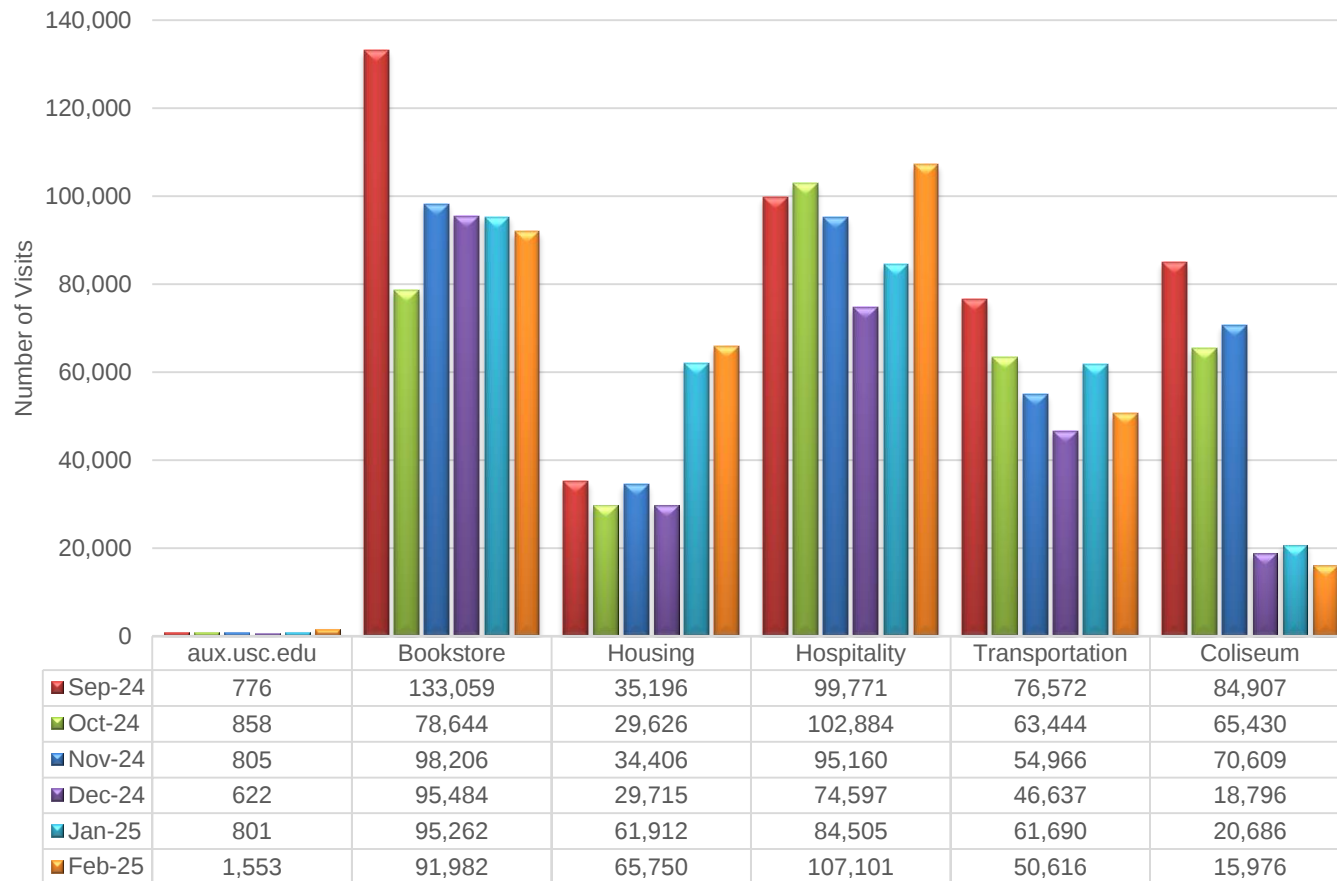
Traffic Sources - Other Sites





Website Reports April 2025

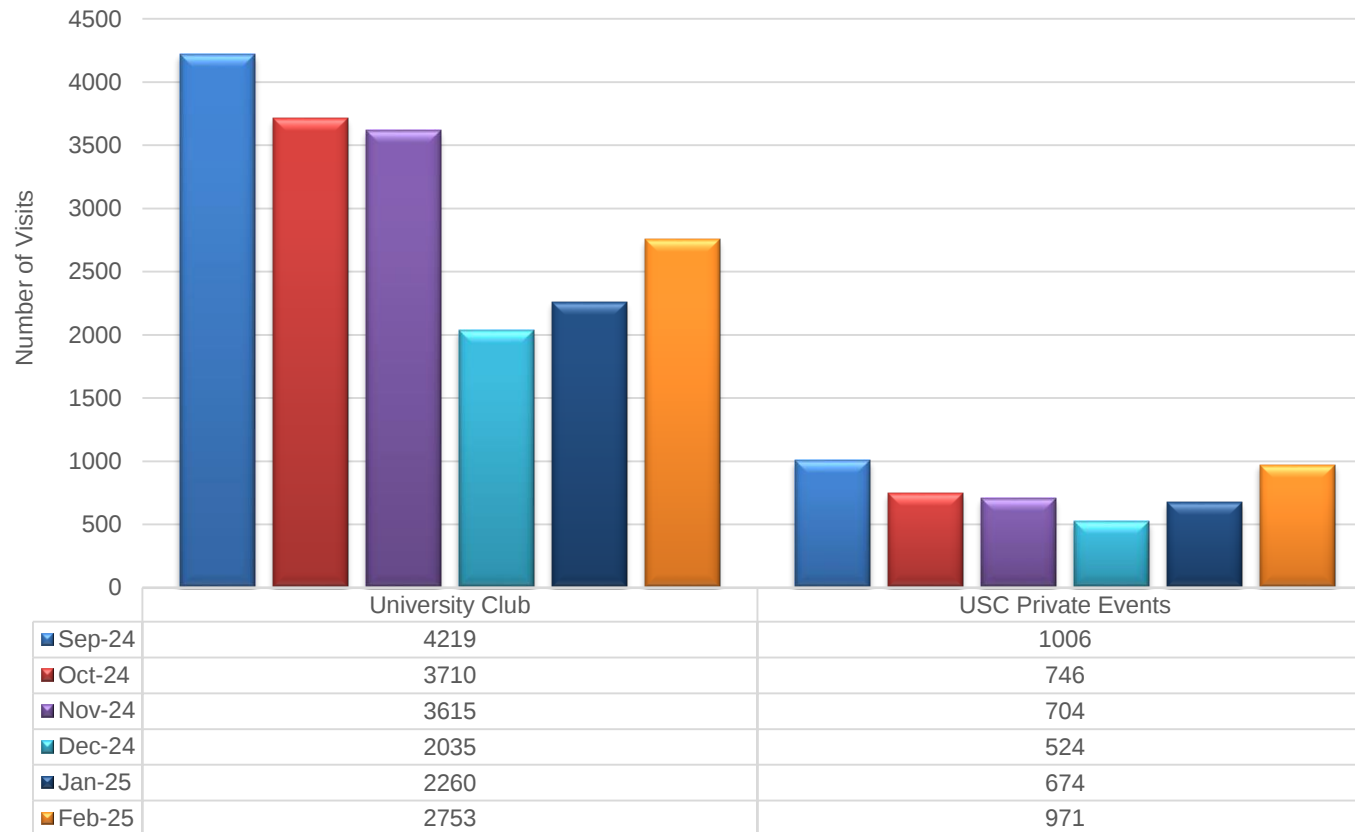
Web Visits Per Month - BU Main Sites





Website Reports April 2025

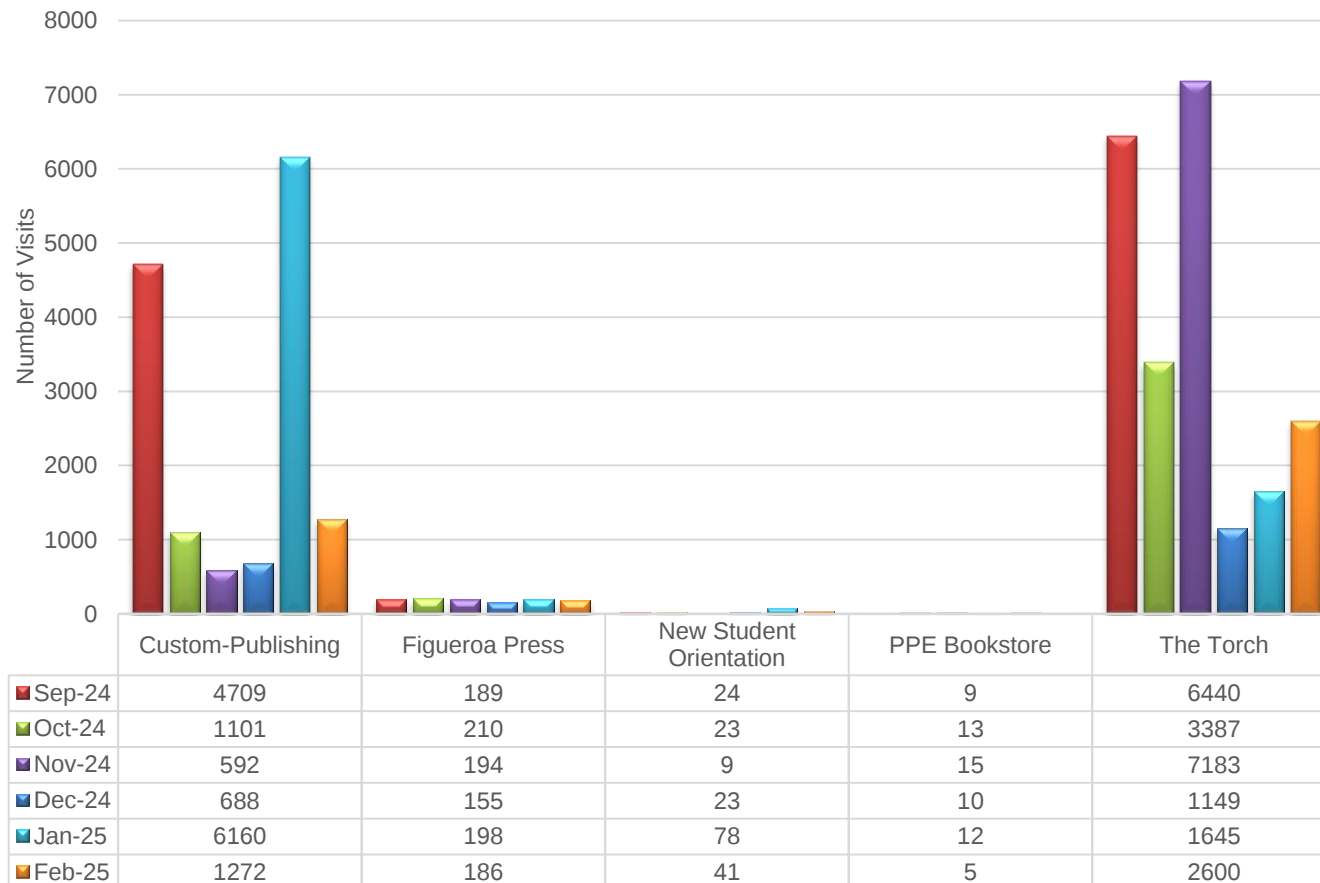
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports April 2025

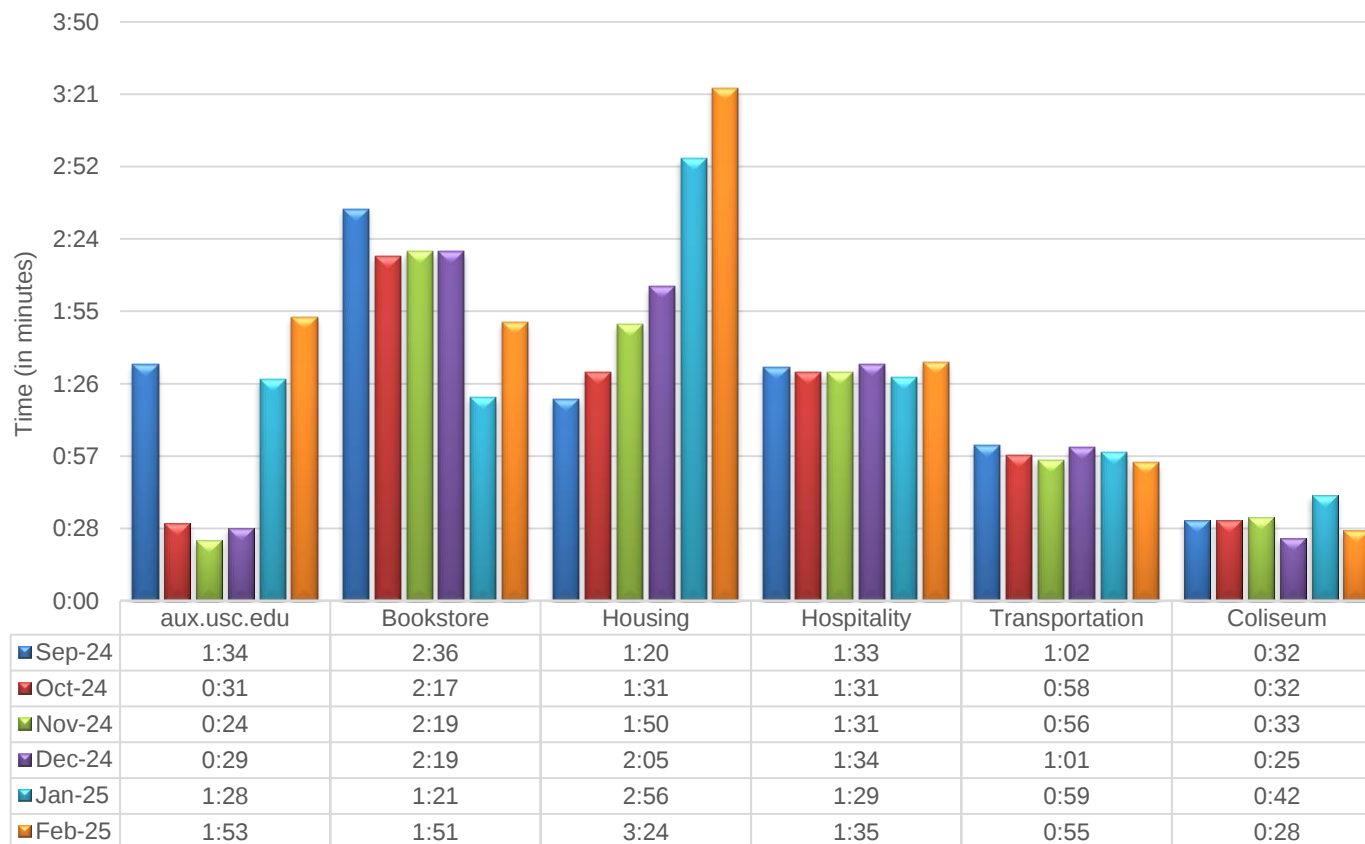
Web Visits Per Month - Other Sites





Website Reports April 2025

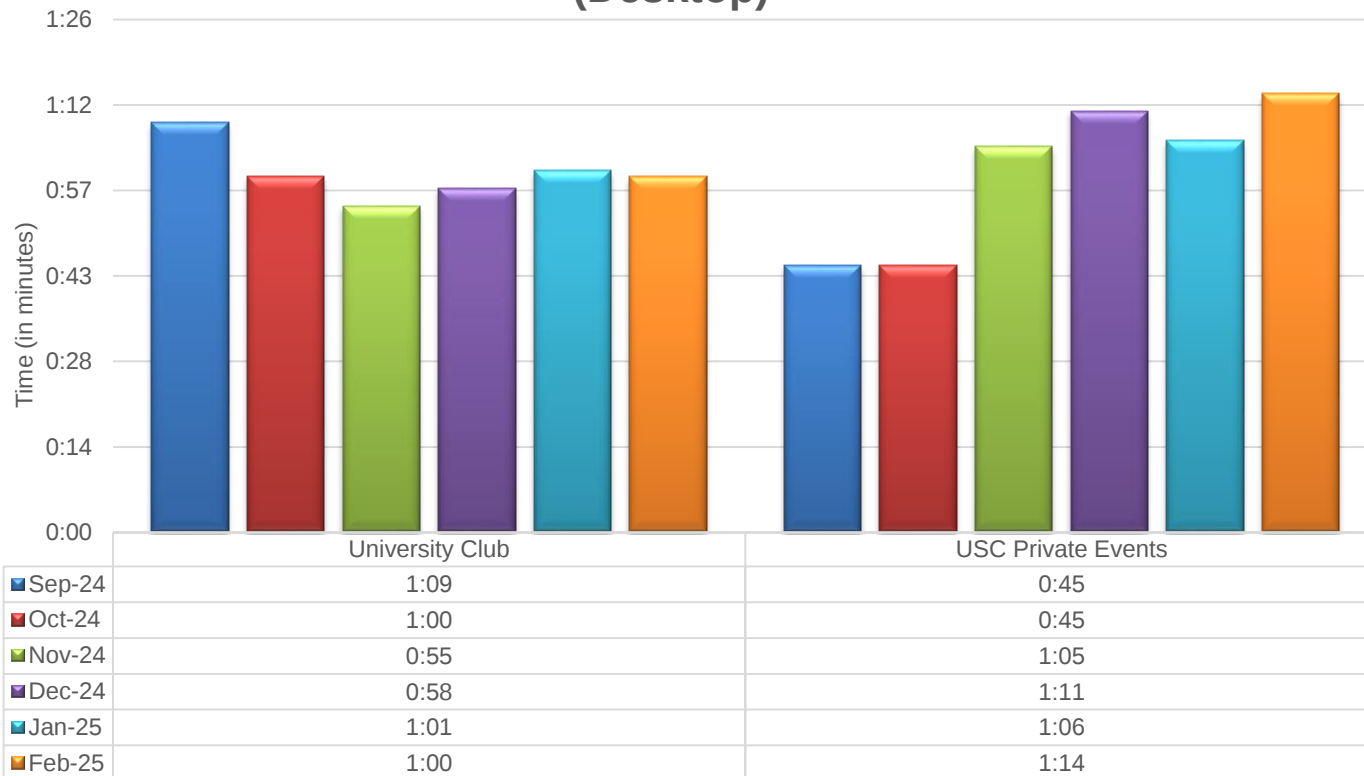
Average Time Spent on Website - BU Main Sites





Website Reports April 2025

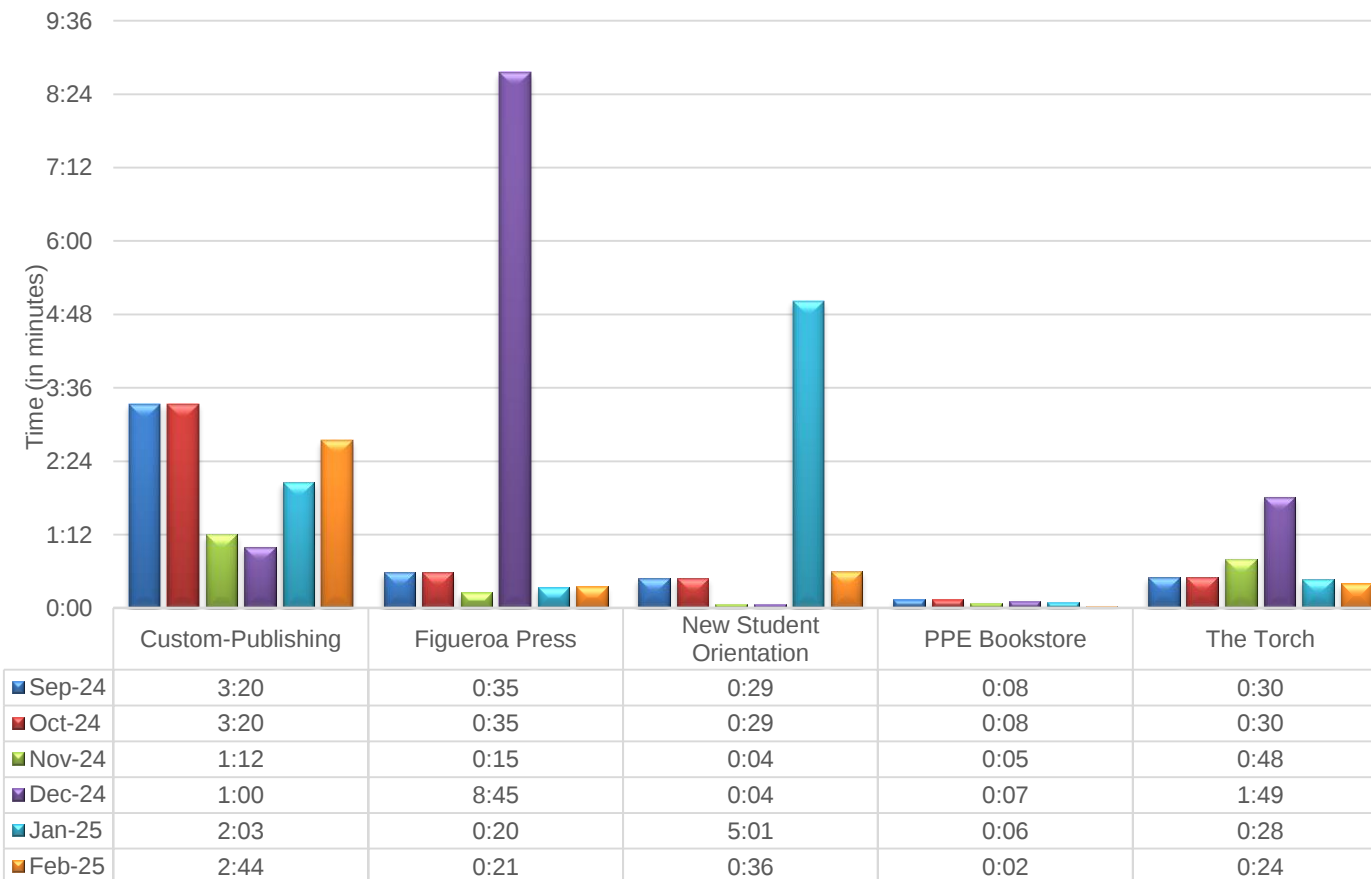
Average Time Spent on Website - HSP Micro Sites (Desktop)





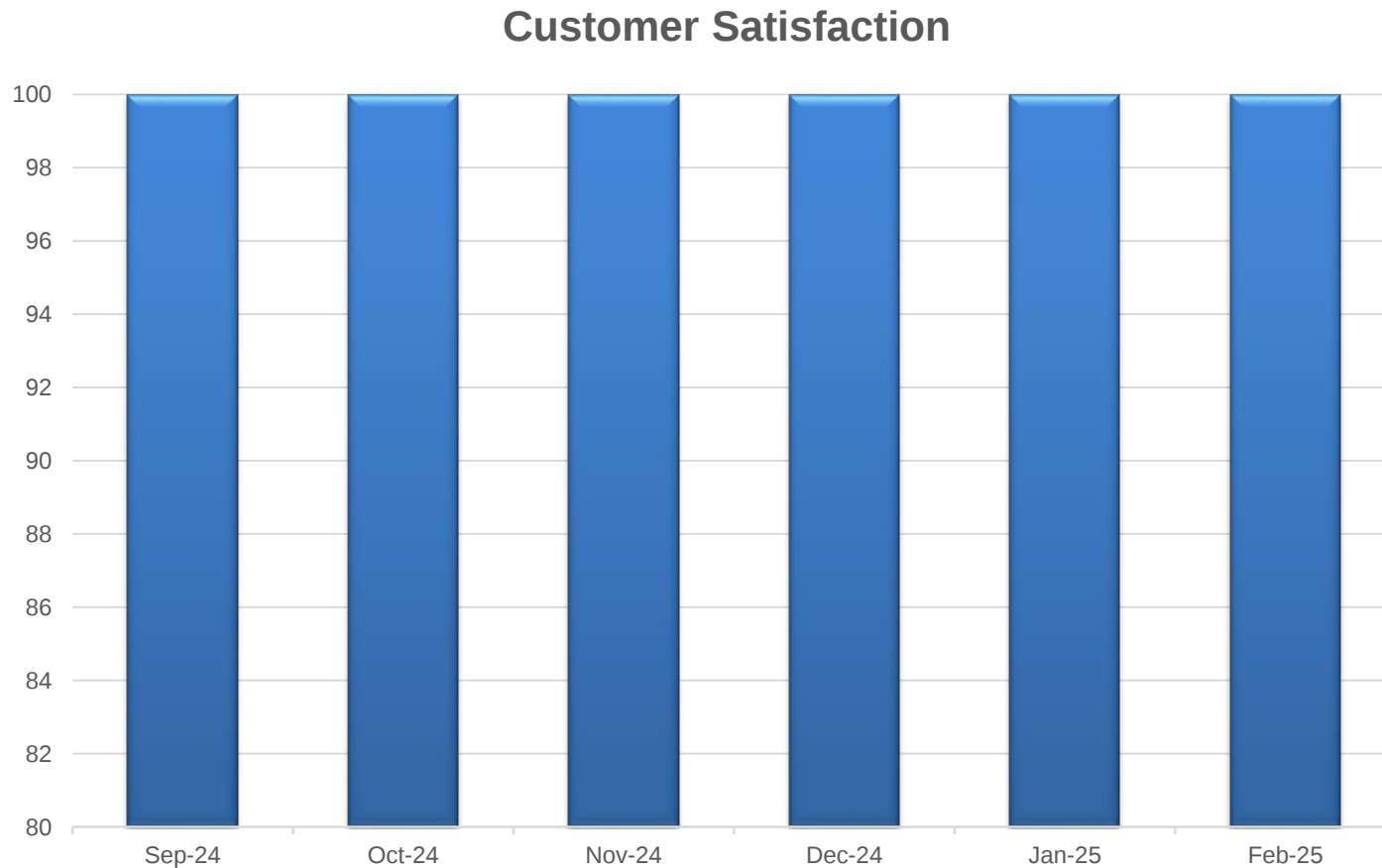
Website Reports April 2025

Average Time Spent on Website - Other Sites





Customer Satisfaction April 2025





Thank You !!