



AS IT MONTHLY REPORTS

For December 2020

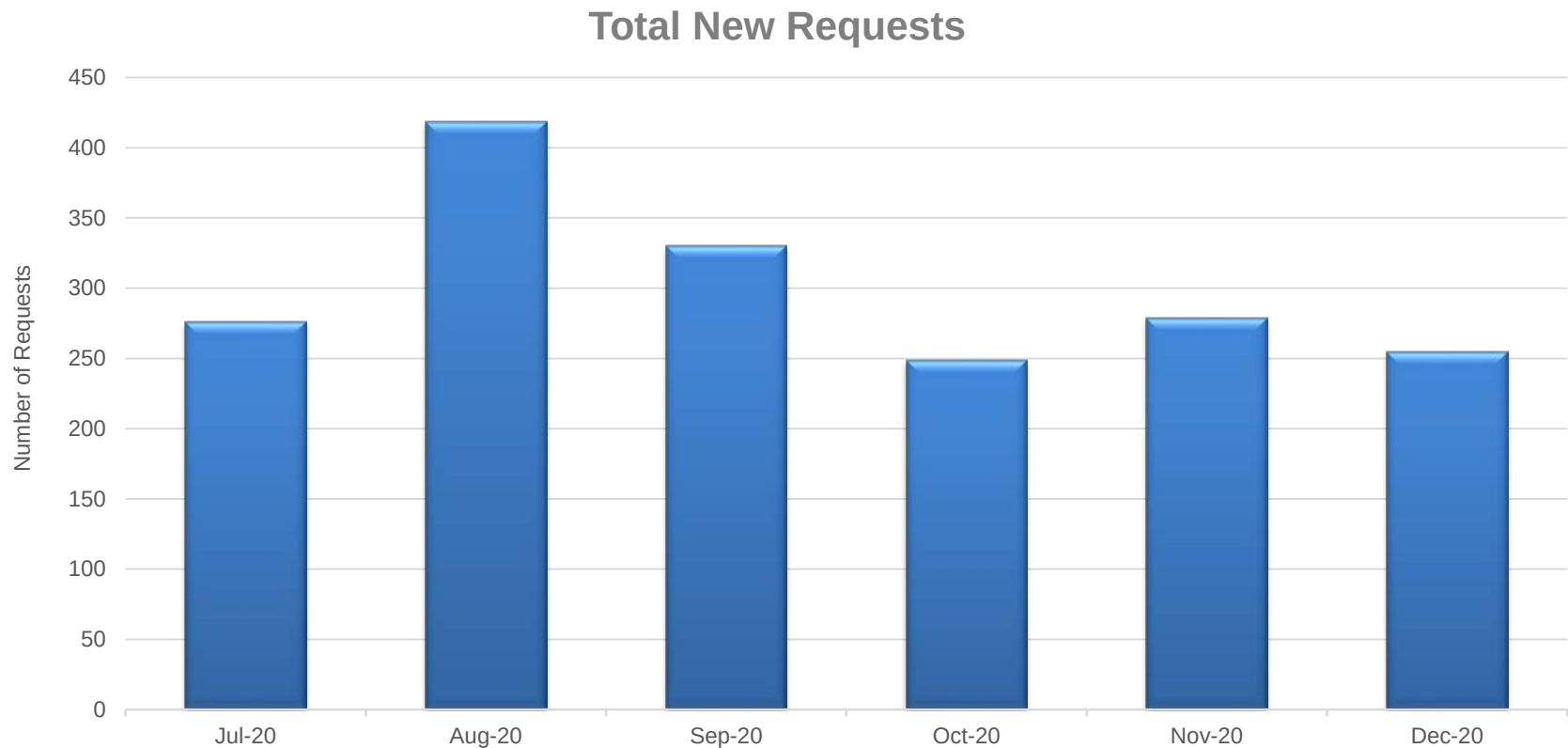


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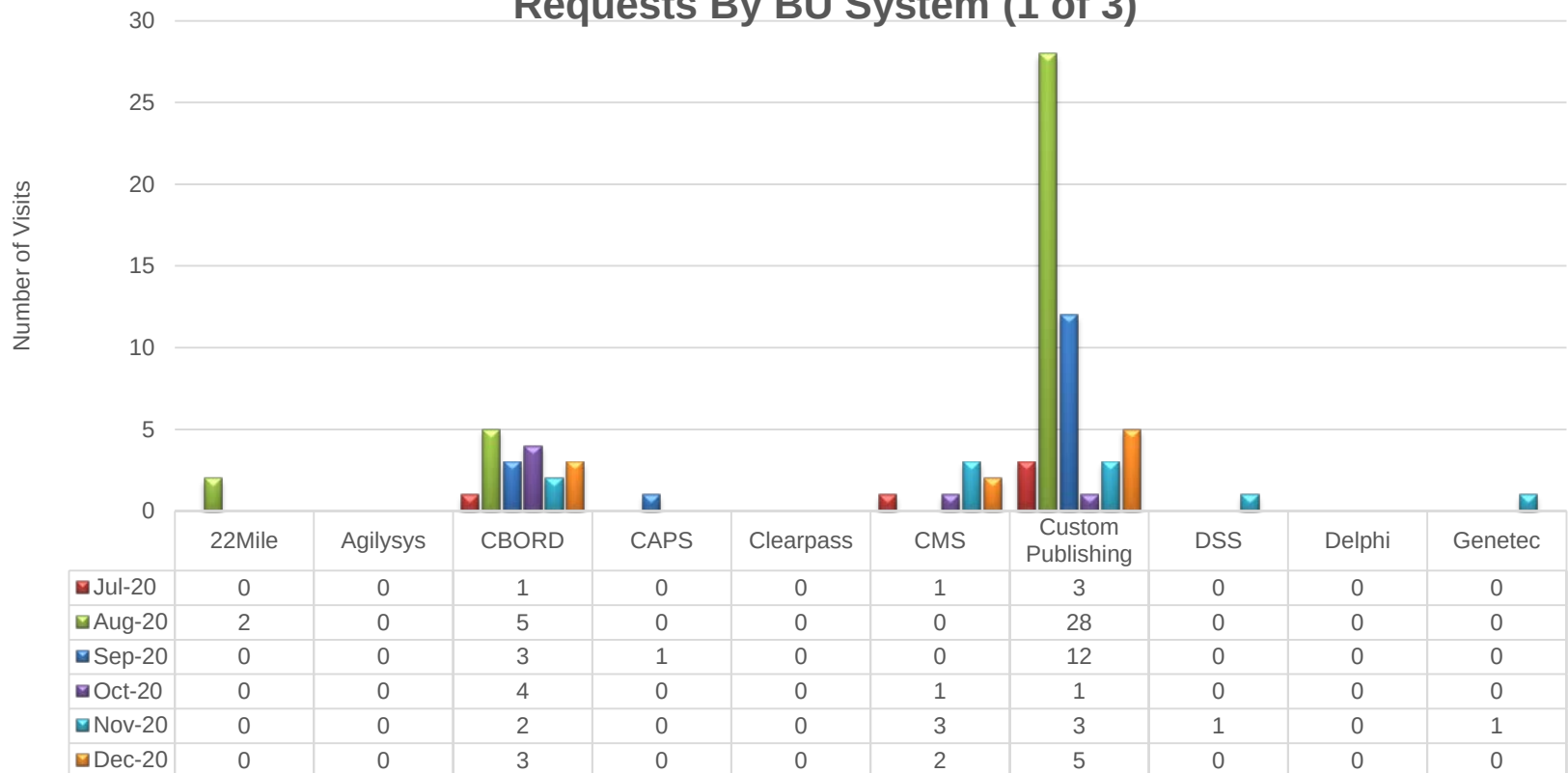
Service Desk Reports December 2020





Service Desk Reports December 2020

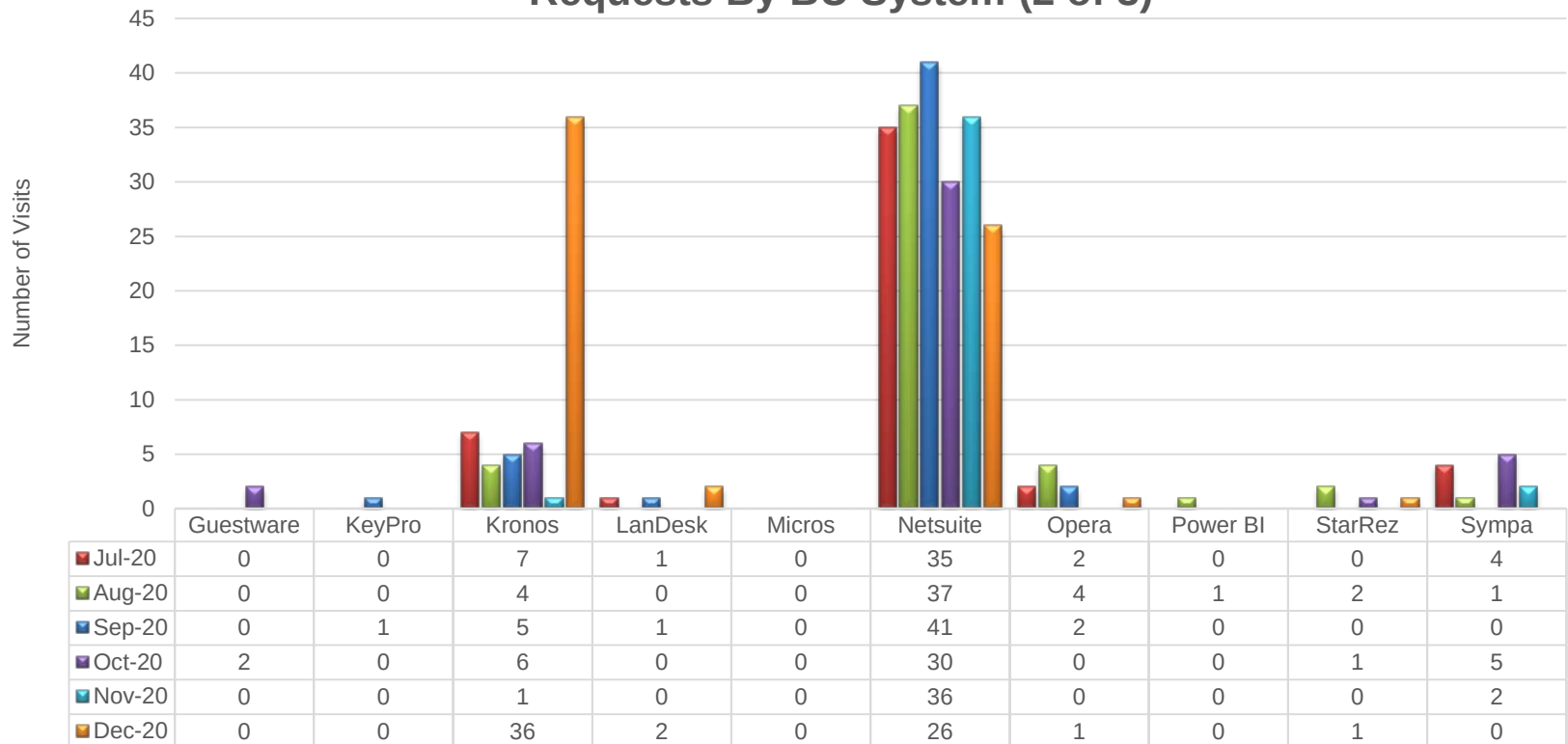
Requests By BU System (1 of 3)





Service Desk Reports December 2020

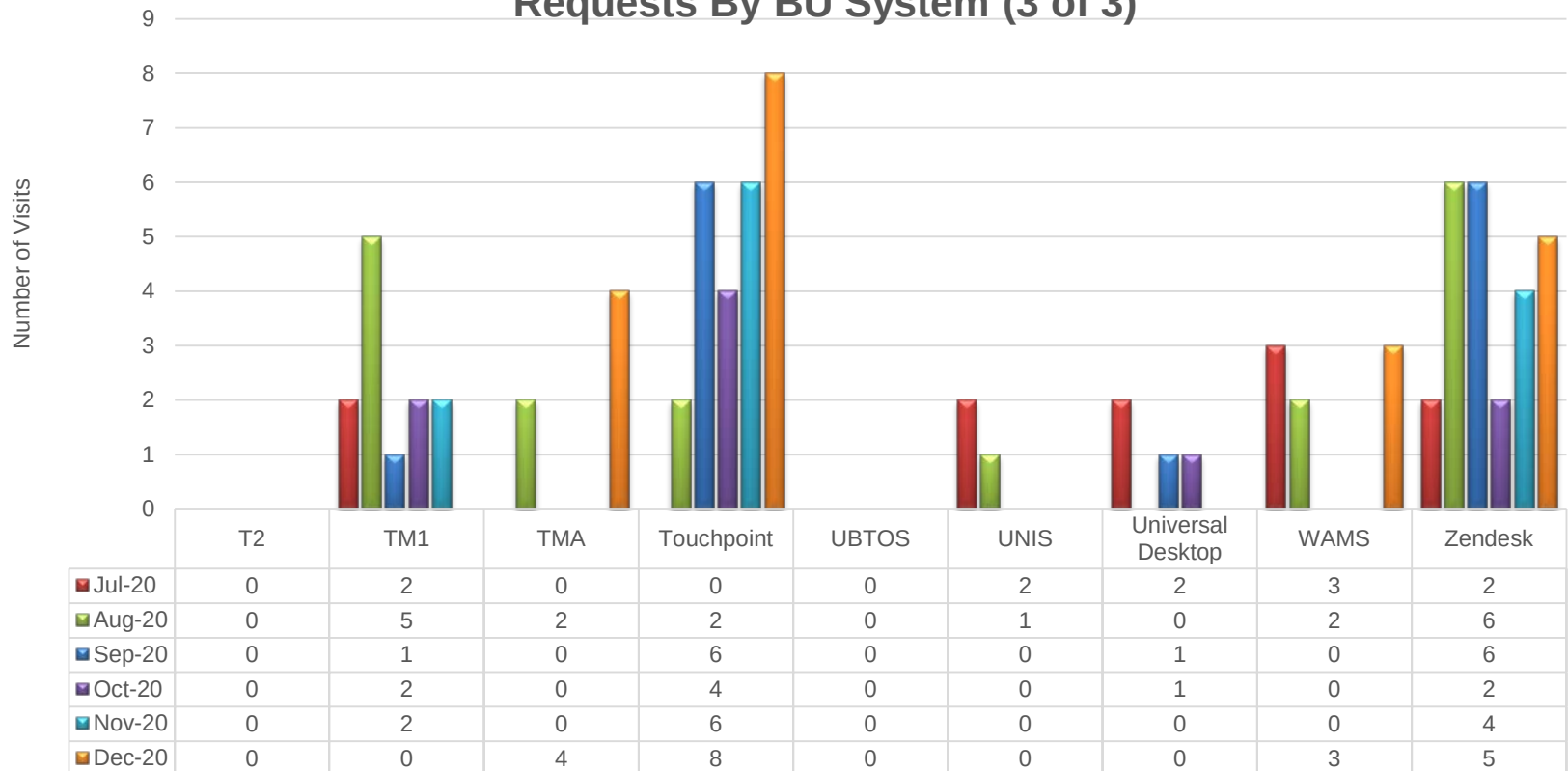
Requests By BU System (2 of 3)





Service Desk Reports December 2020

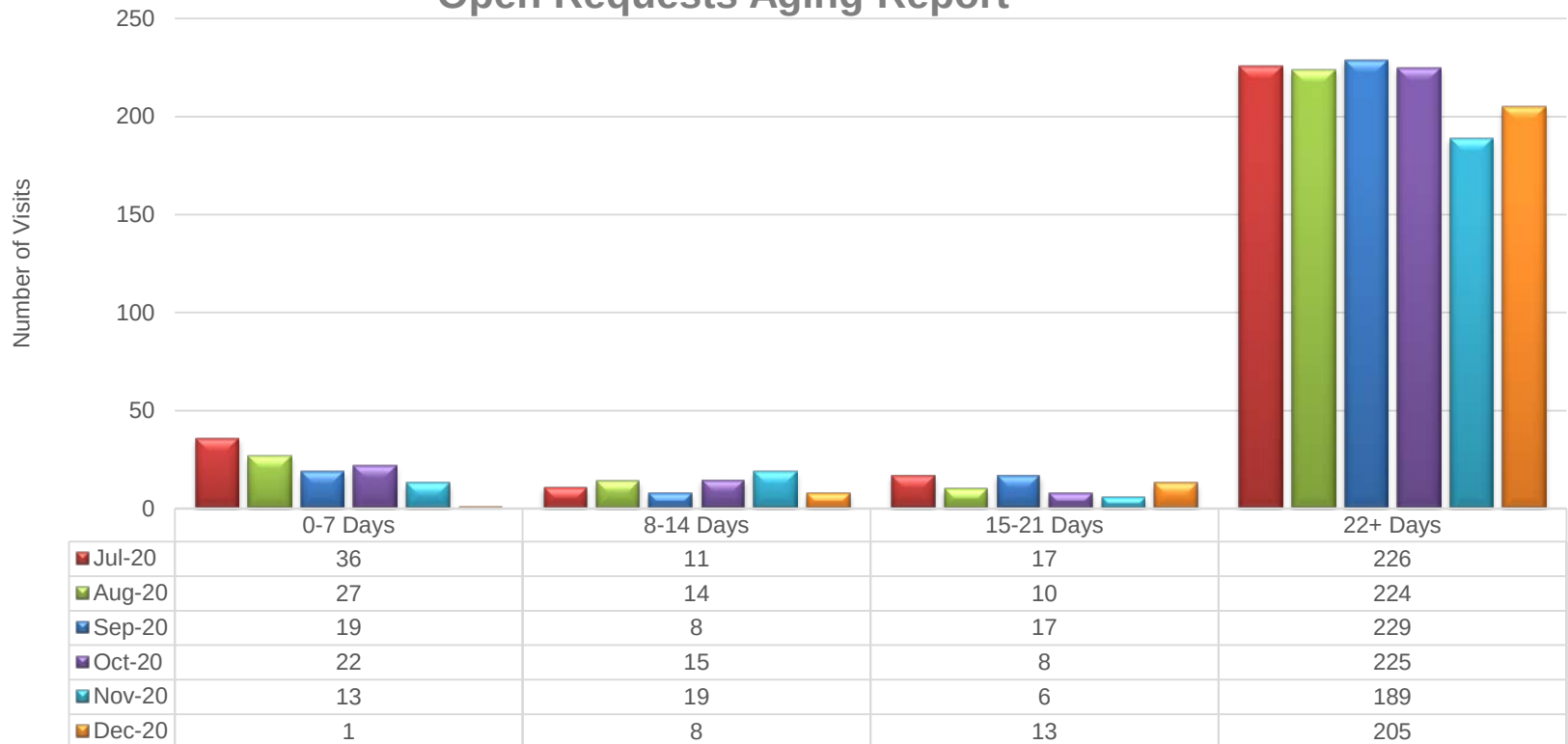
Requests By BU System (3 of 3)





Service Desk Reports December 2020

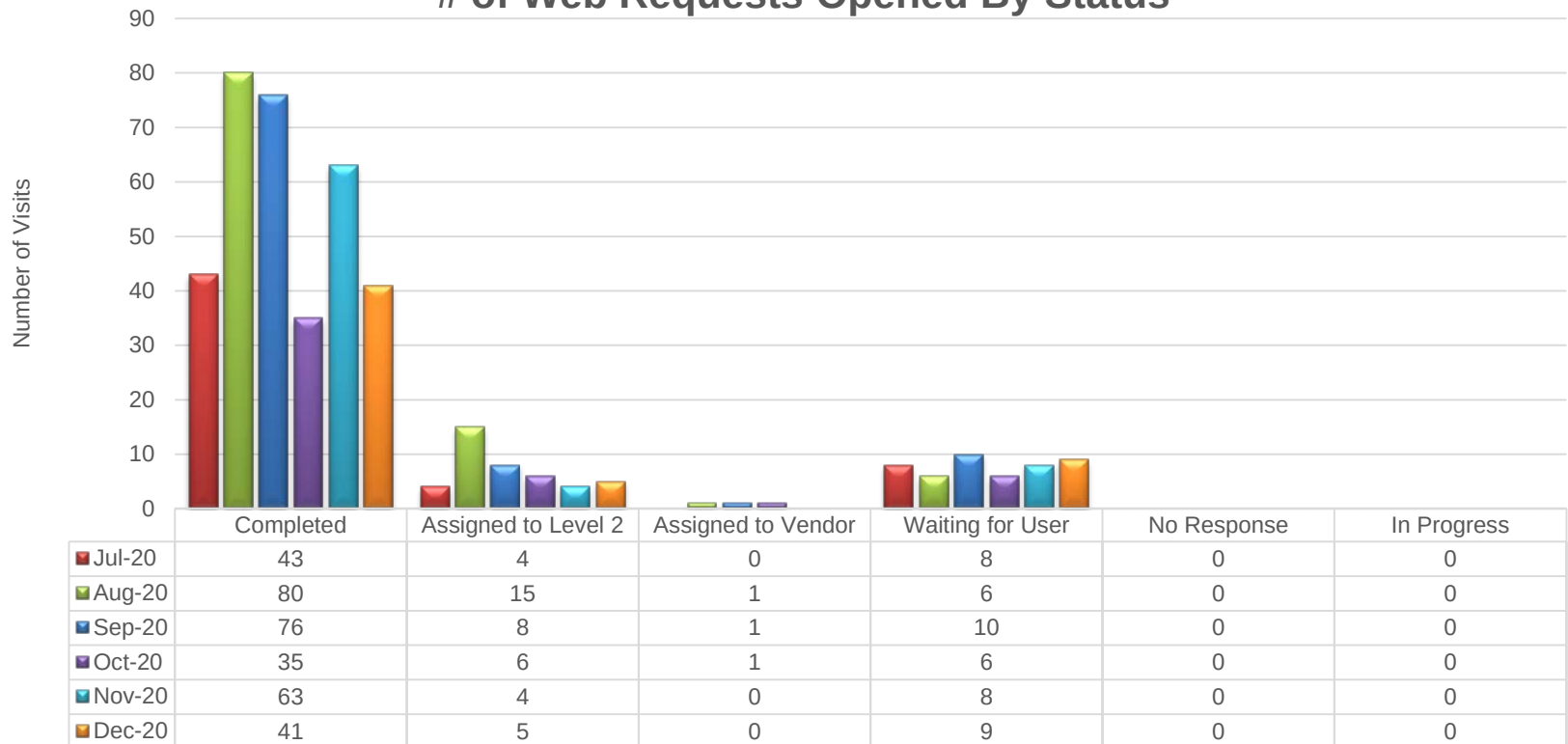
Open Requests Aging Report





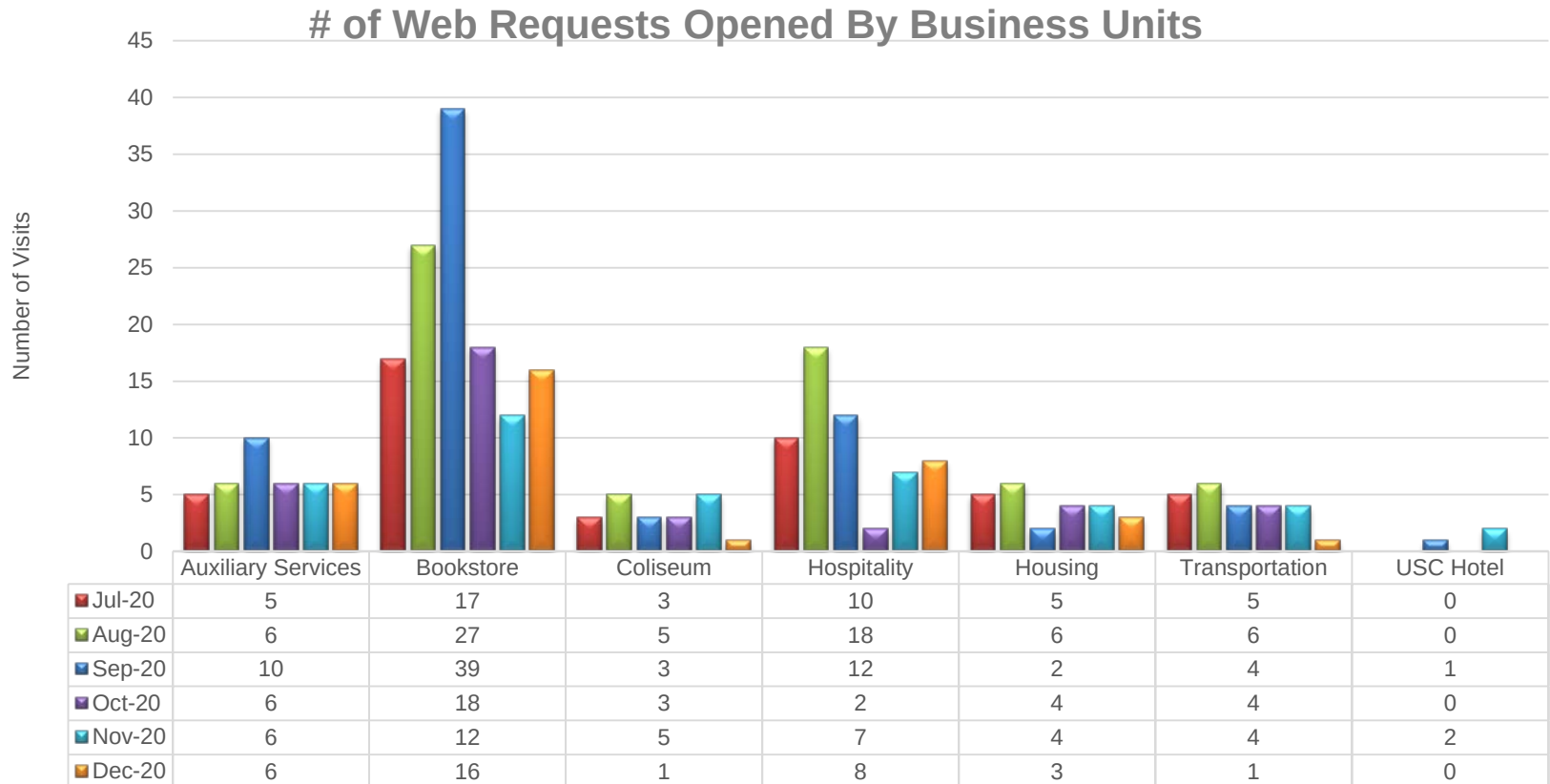
Service Desk Reports December 2020

of Web Requests Opened By Status



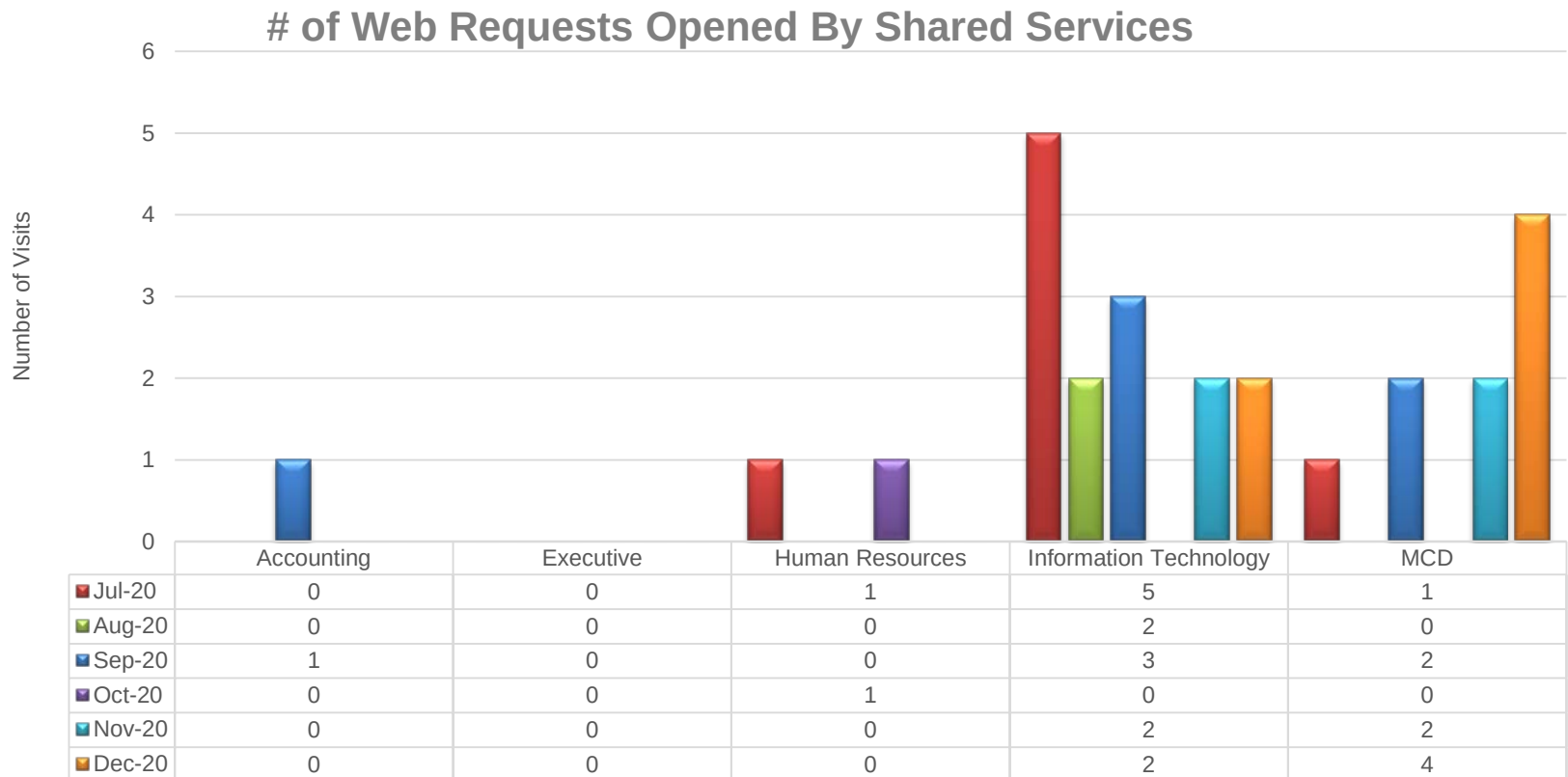


Service Desk Reports December 2020



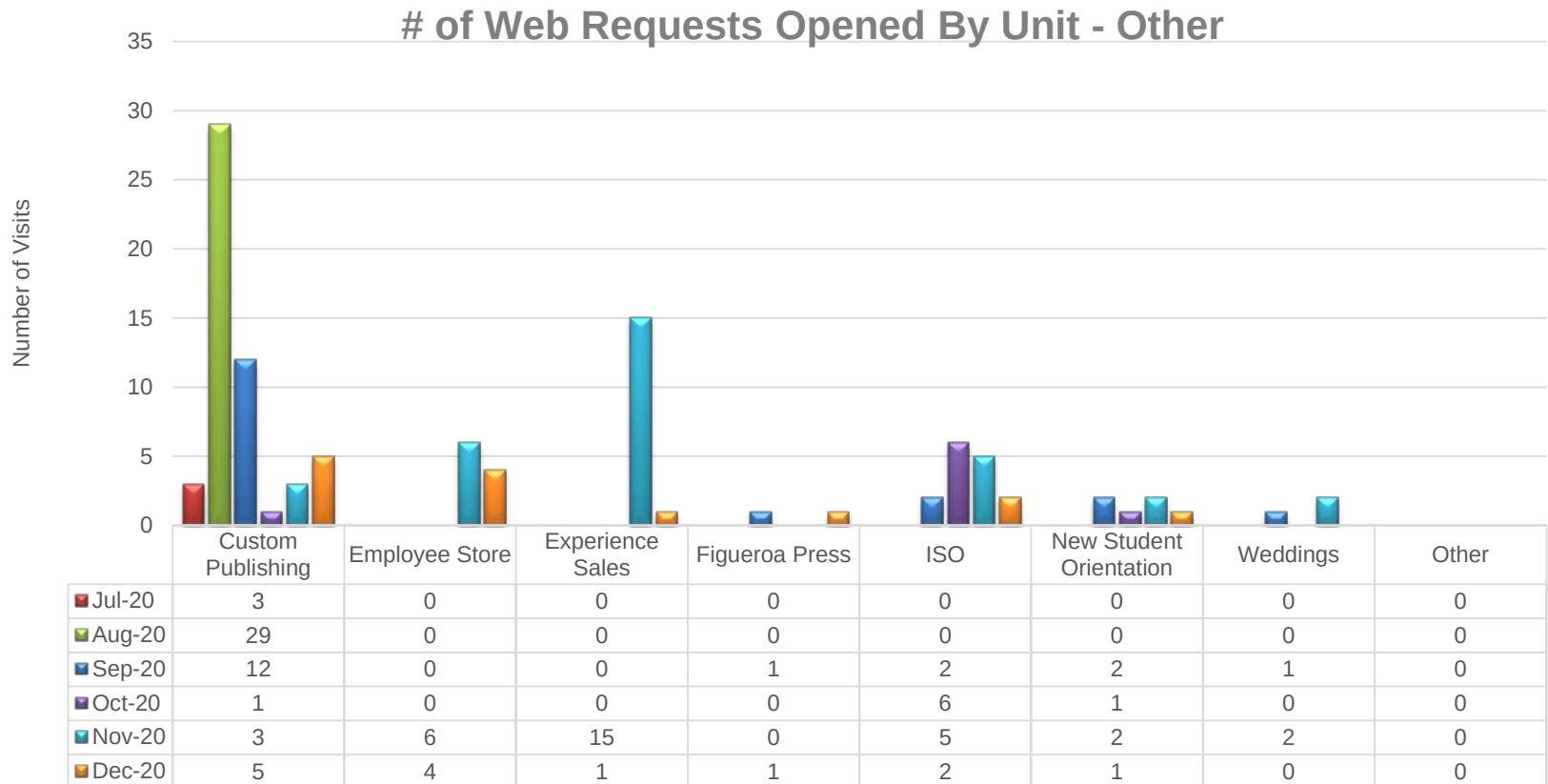


Service Desk Reports December 2020





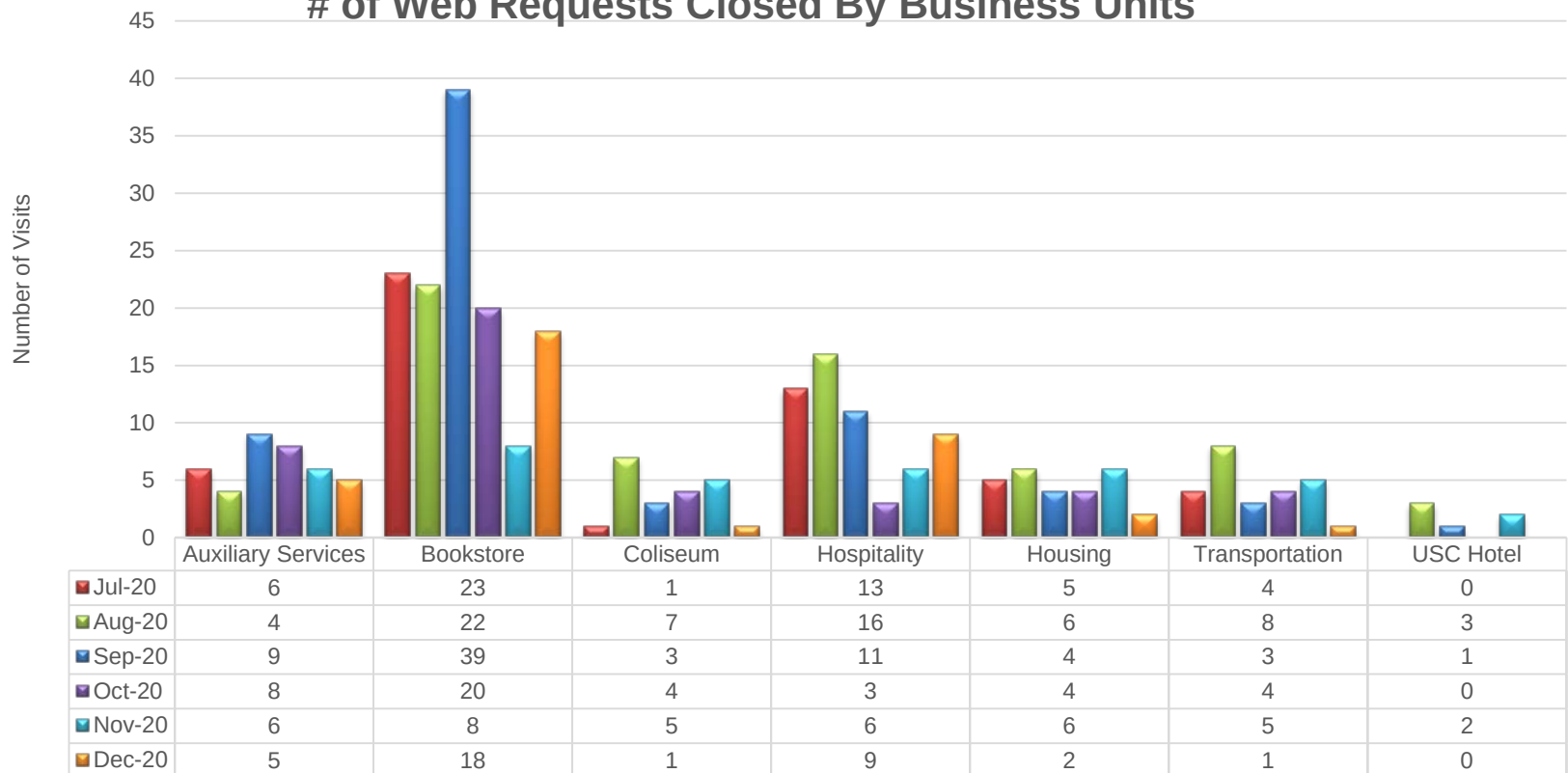
Service Desk Reports December 2020





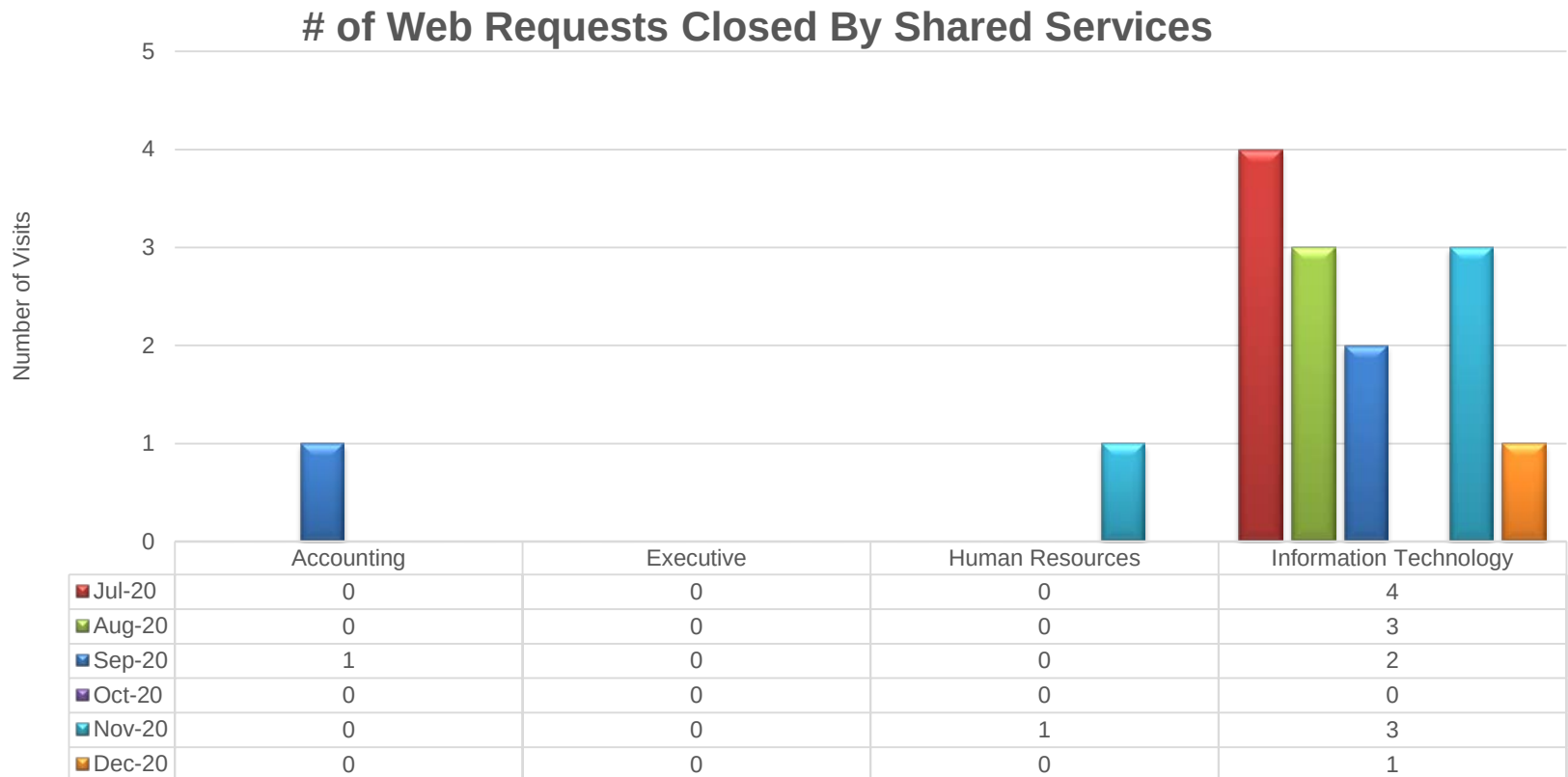
Service Desk Reports December 2020

of Web Requests Closed By Business Units



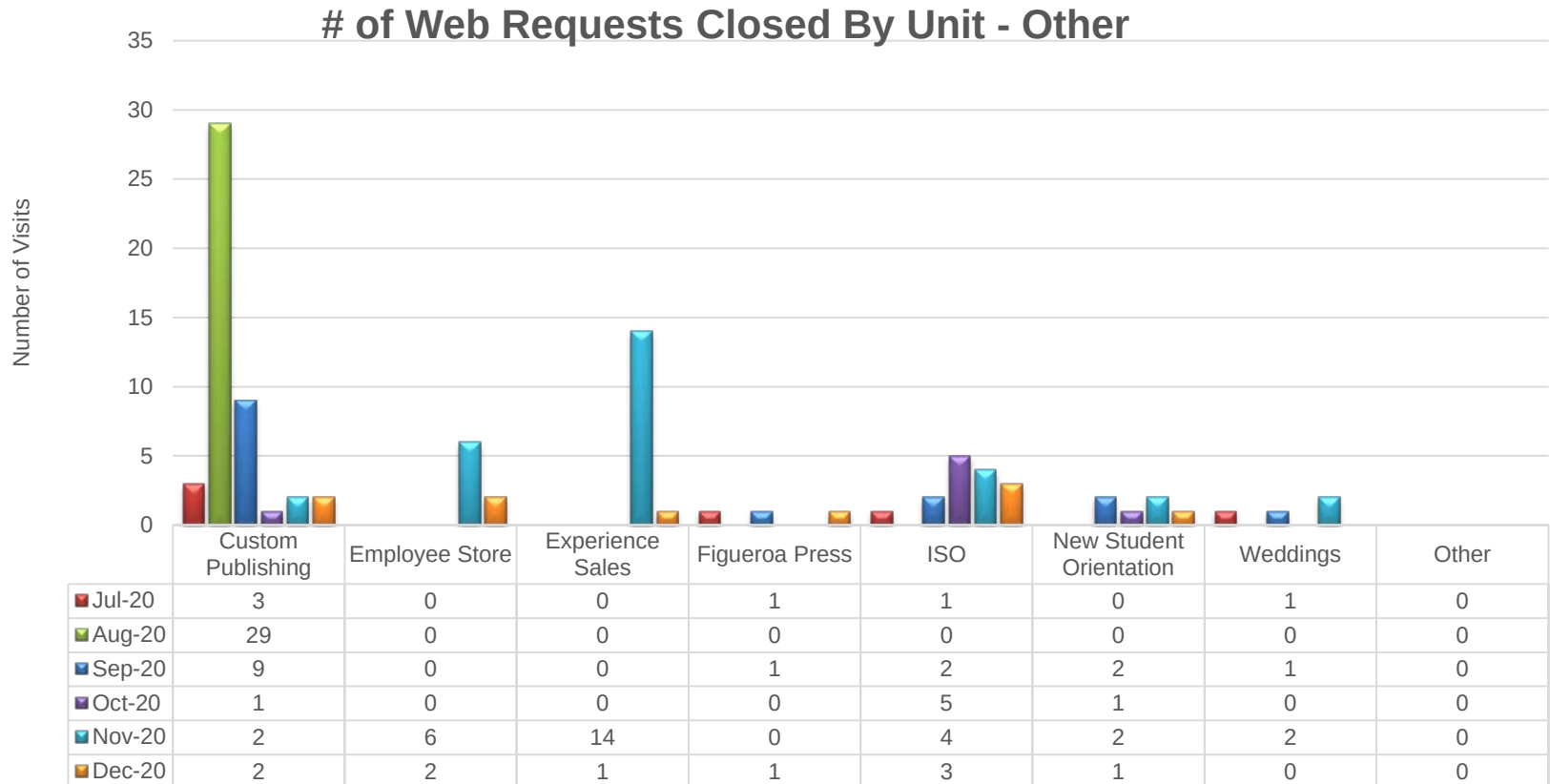


Service Desk Reports December 2020





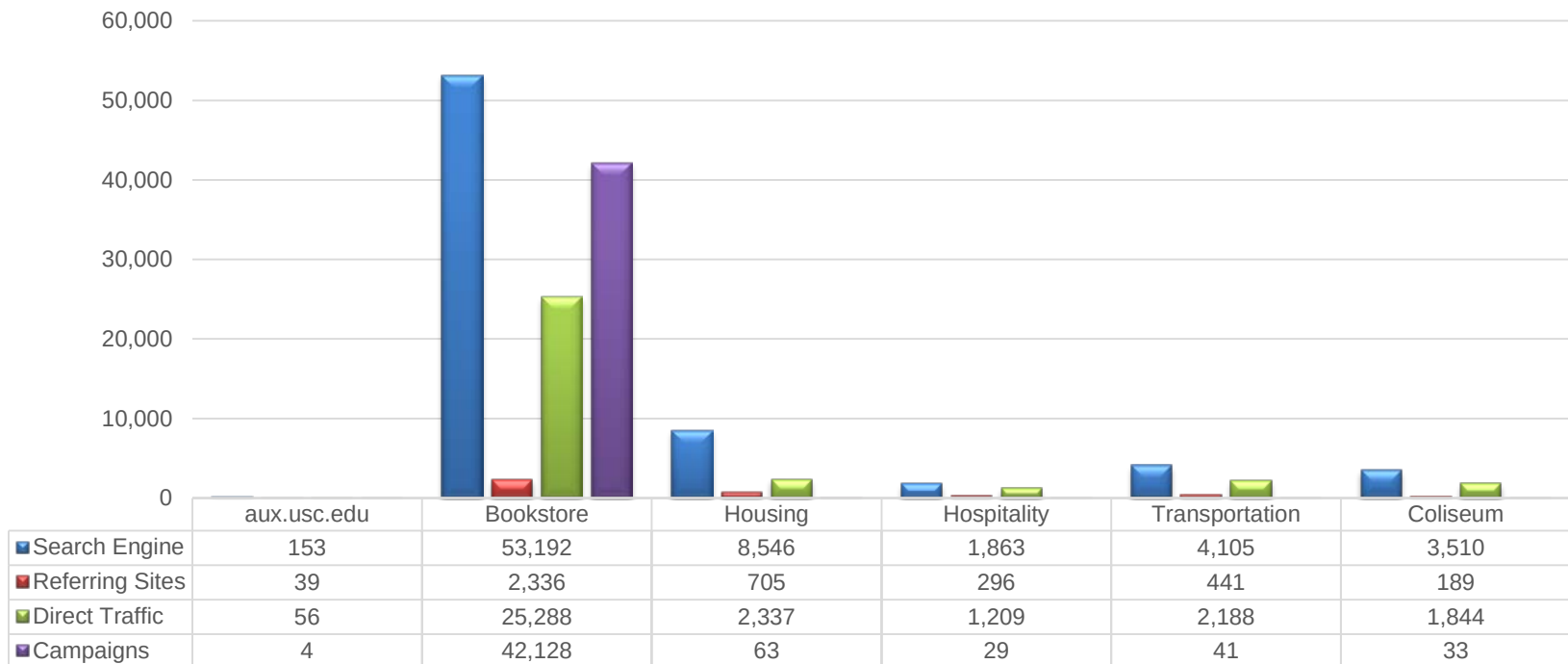
Service Desk Reports December 2020





Website Reports December 2020

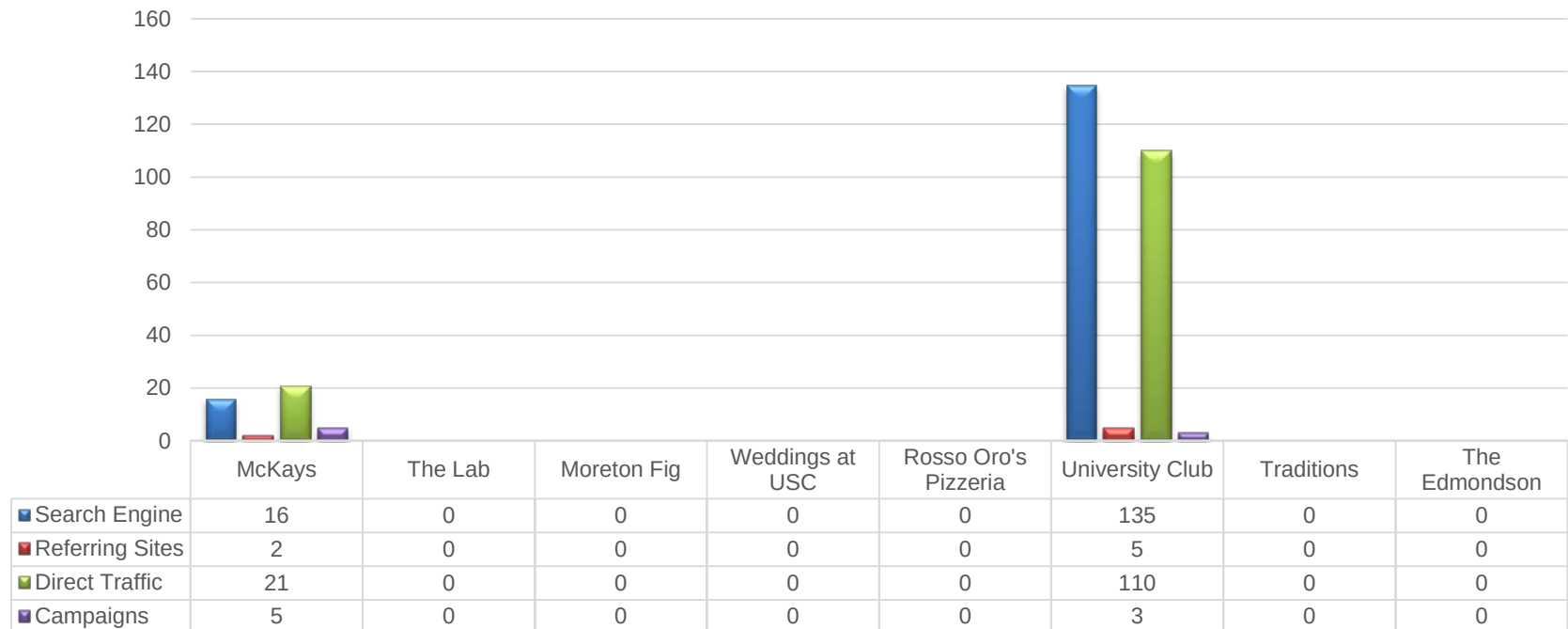
December 2020 Traffic Sources - BU Main Sites





Website Reports December 2020

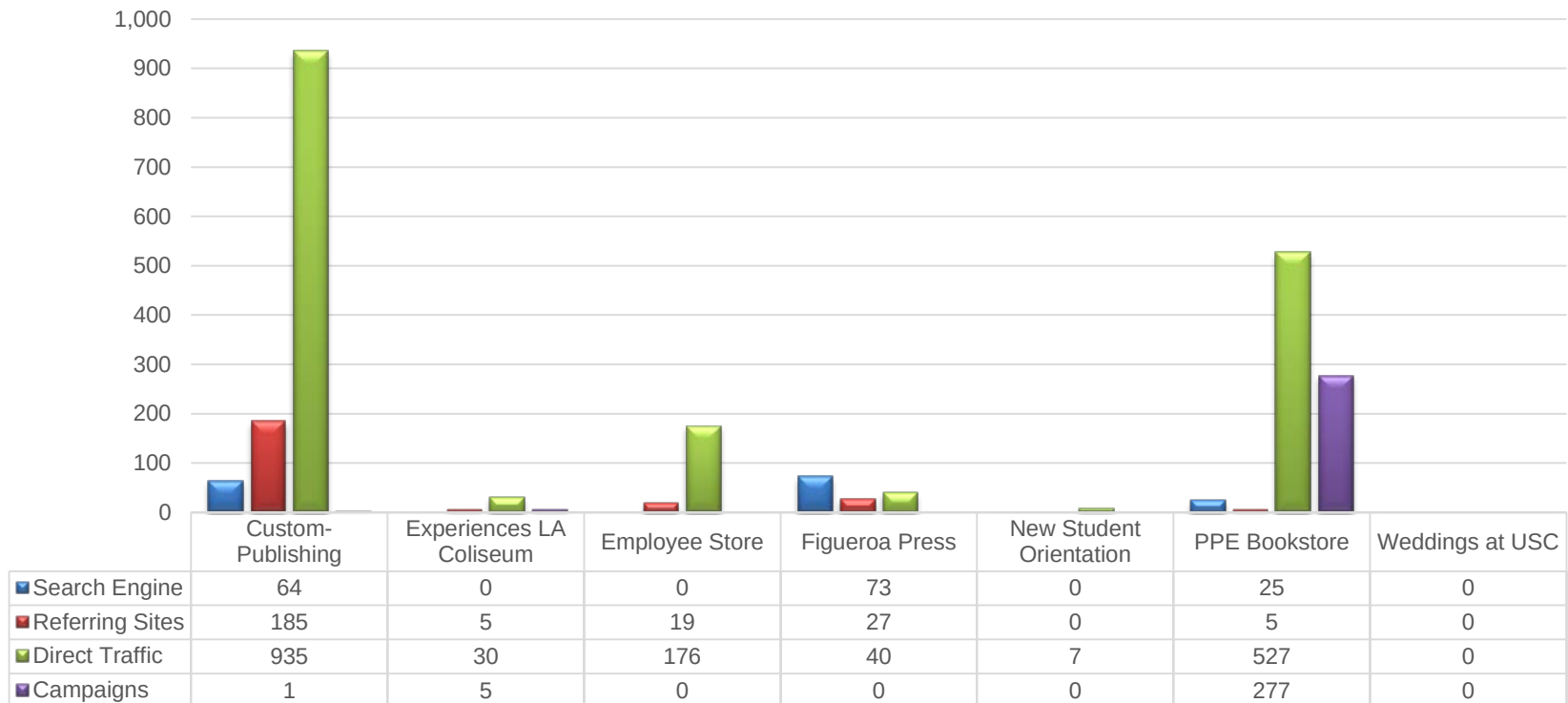
December 2020 Traffic Sources - HSP Micro Sites (Desktop)





Website Reports December 2020

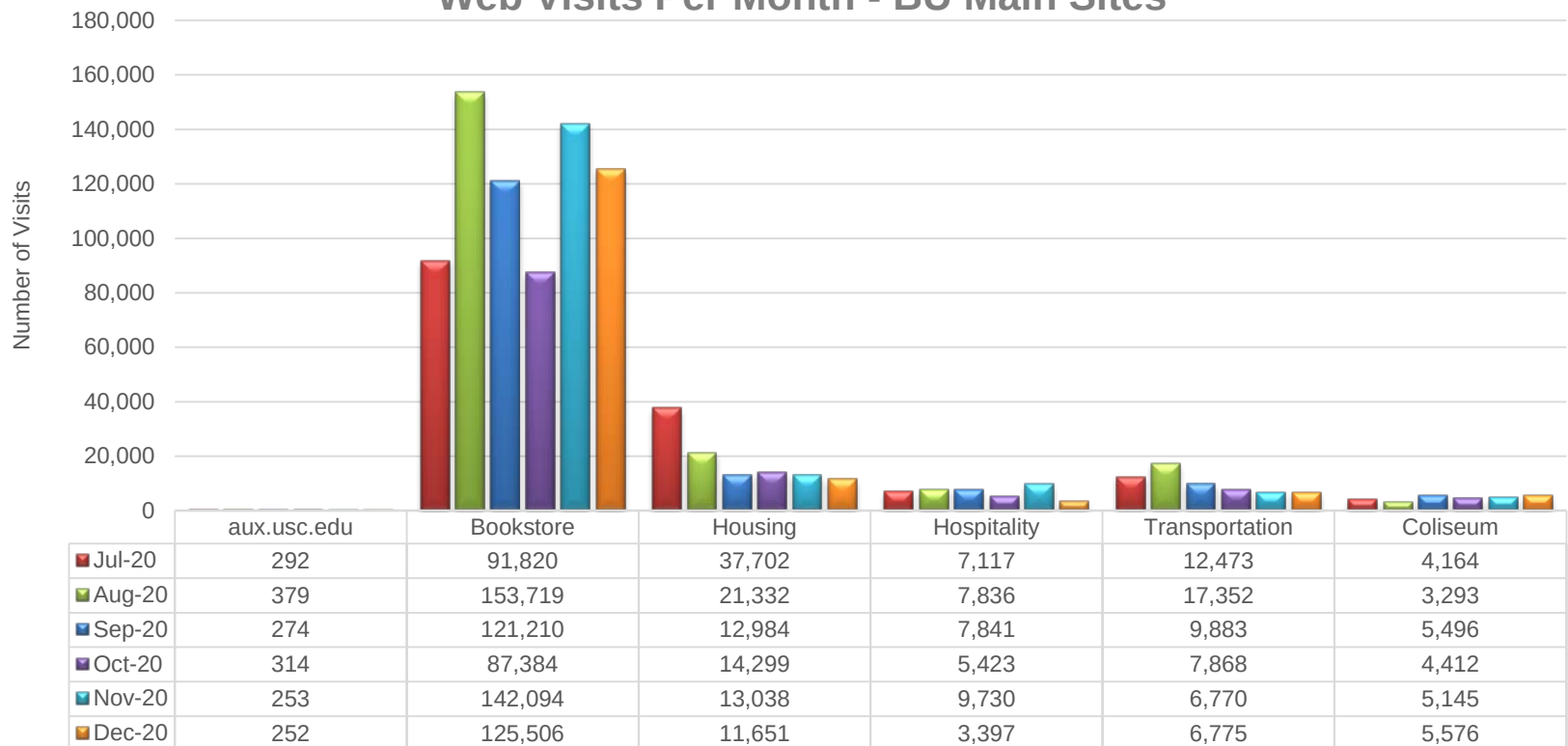
December 2020 Traffic Sources - Other Sites





Website Reports December 2020

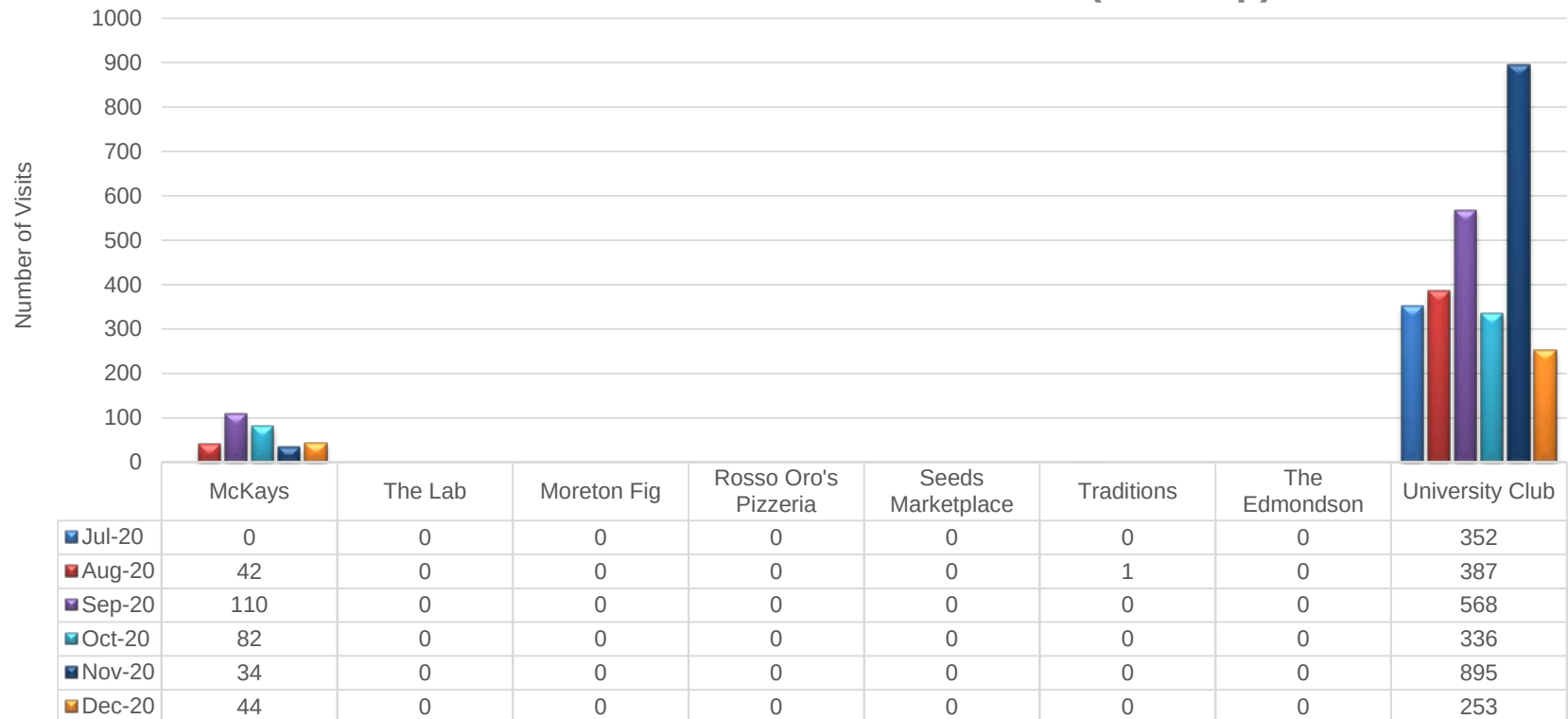
Web Visits Per Month - BU Main Sites





Website Reports December 2020

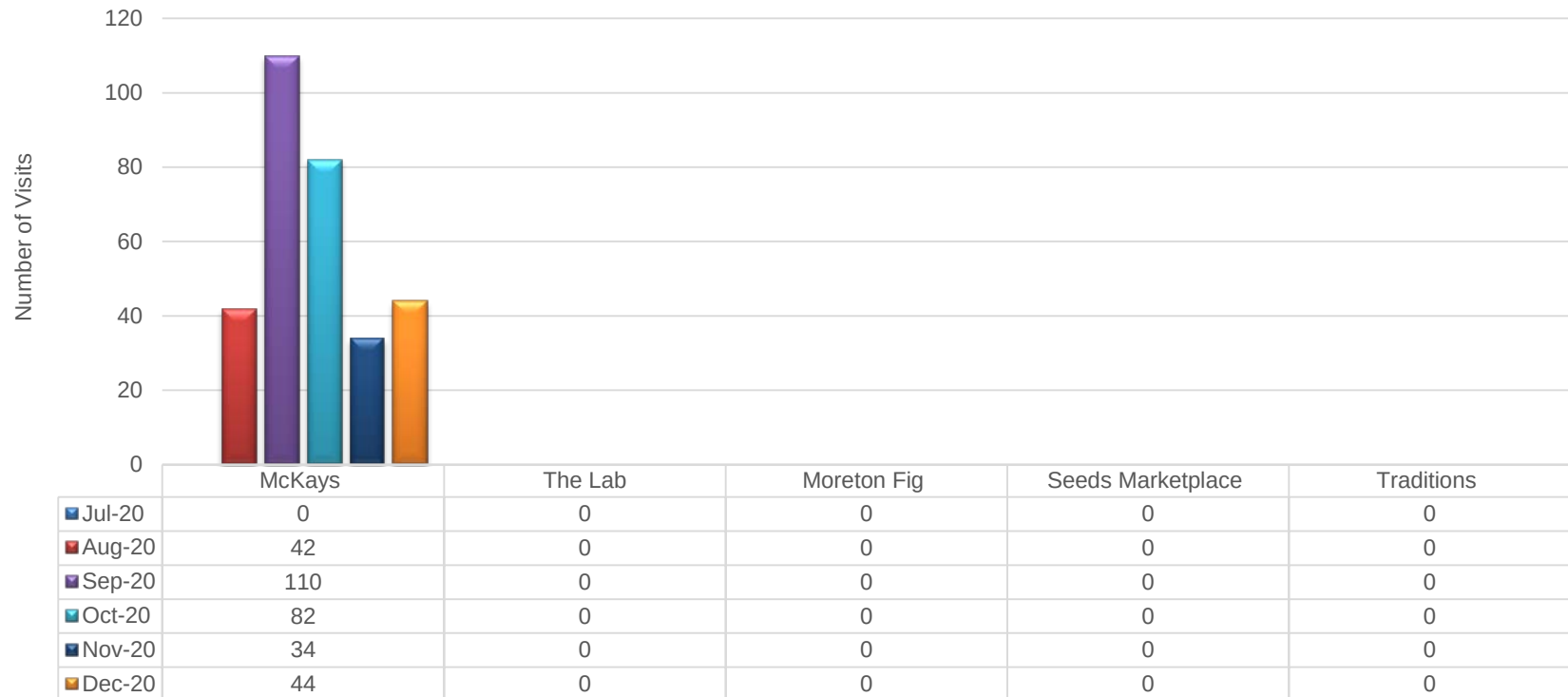
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports December 2020

Web Visits Per Month - HSP Micro Sites (Mobile)





Website Reports December 2020

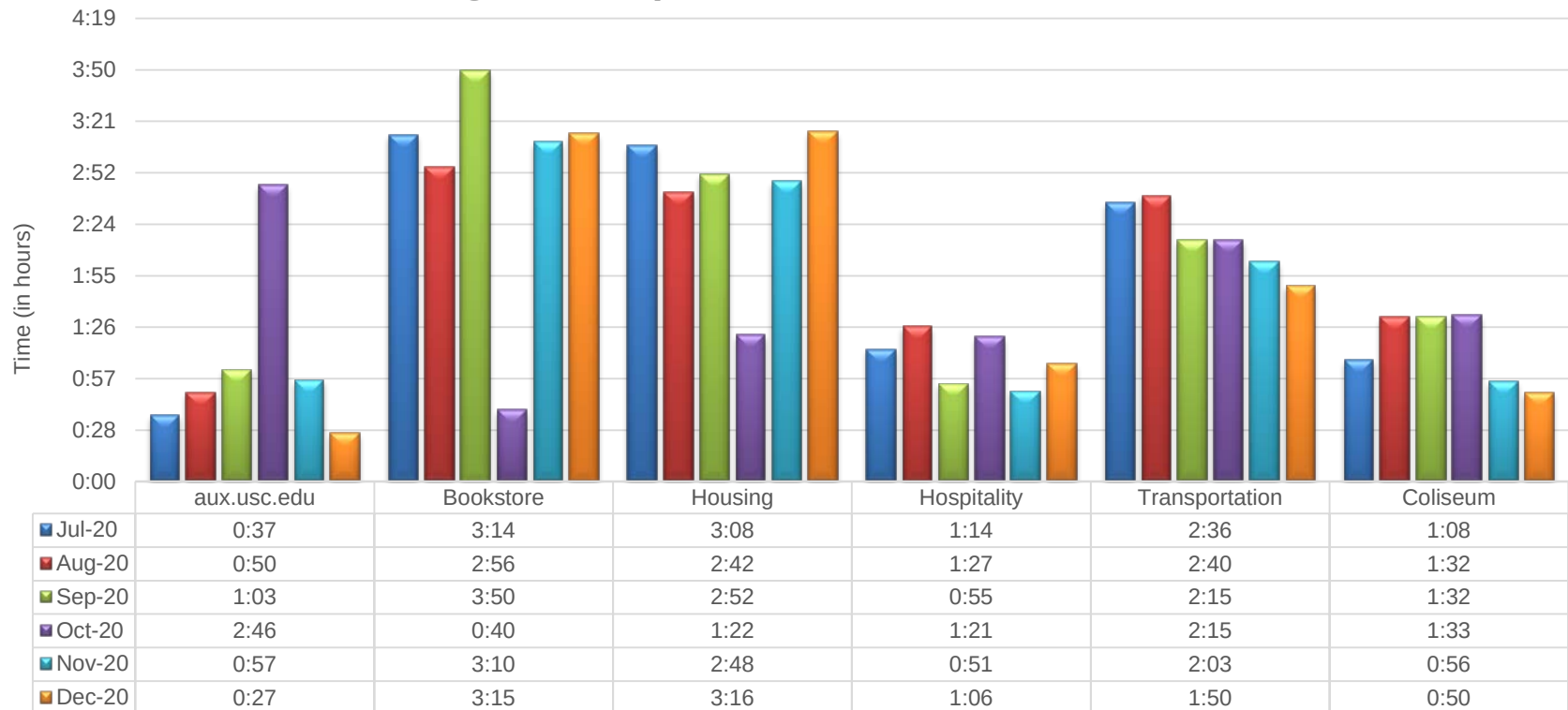
Web Visits Per Month - Other Sites





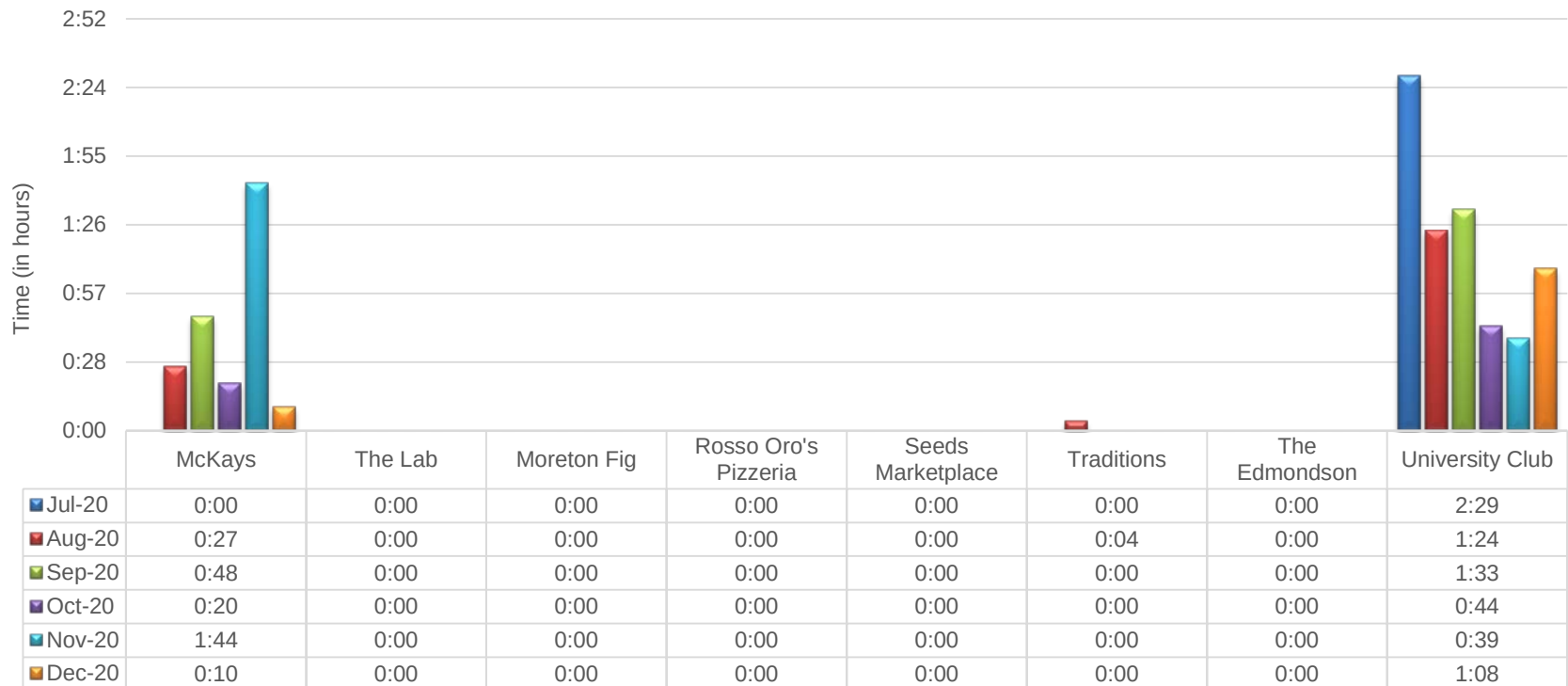
Website Reports December 2020

Average Time Spent on Website - BU Main Sites



Website Reports December 2020

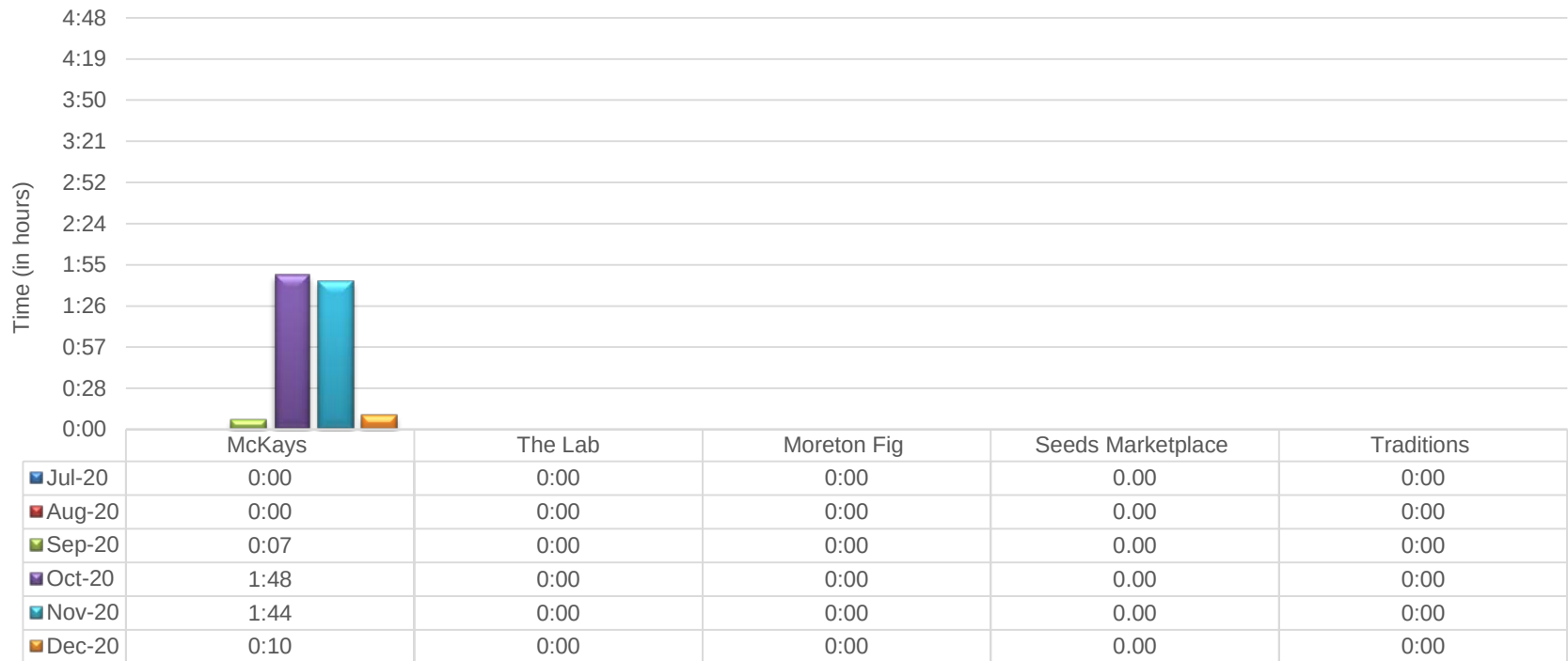
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports December 2020

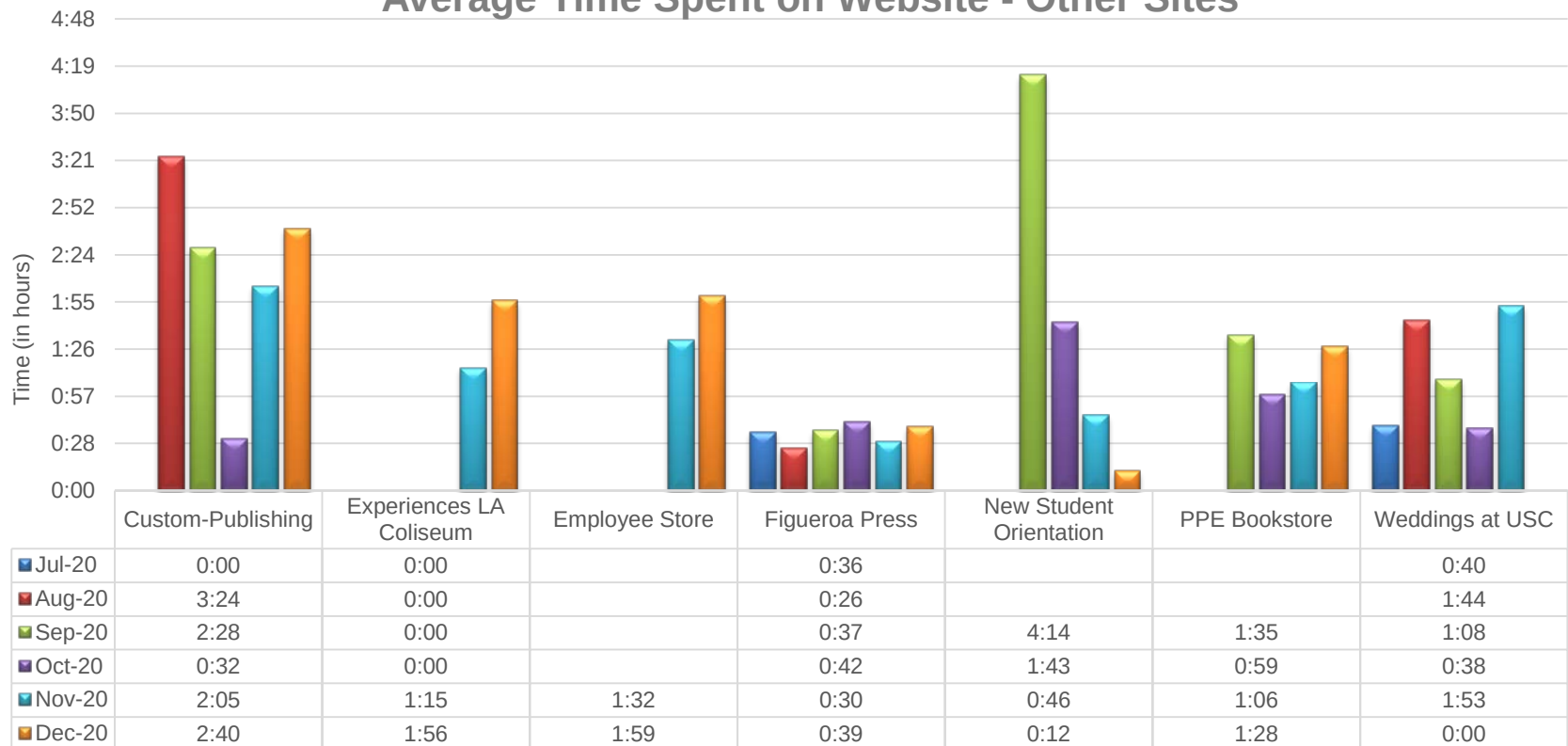
Average Time Spent on Website - HSP Micro Sites (Mobile)





Website Reports December 2020

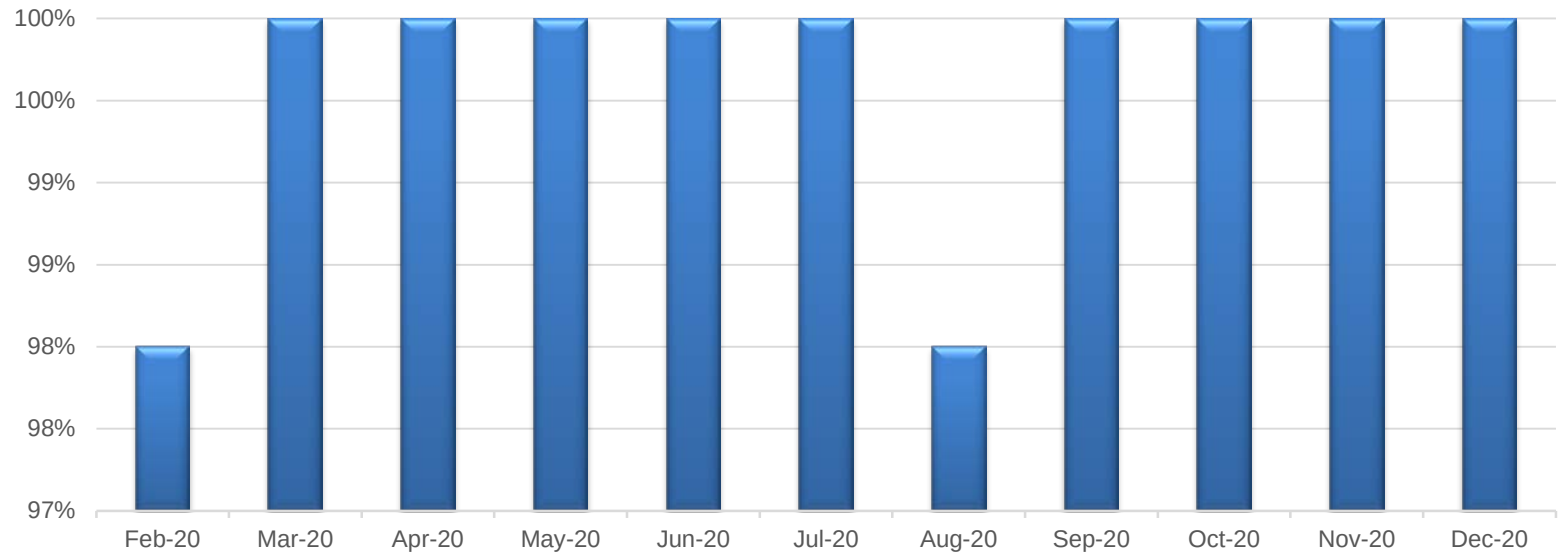
Average Time Spent on Website - Other Sites





Customer Satisfaction Report December 2020

Customer Satisfaction





Thank You !!