



AS IT MONTHLY REPORTS

For February 2021

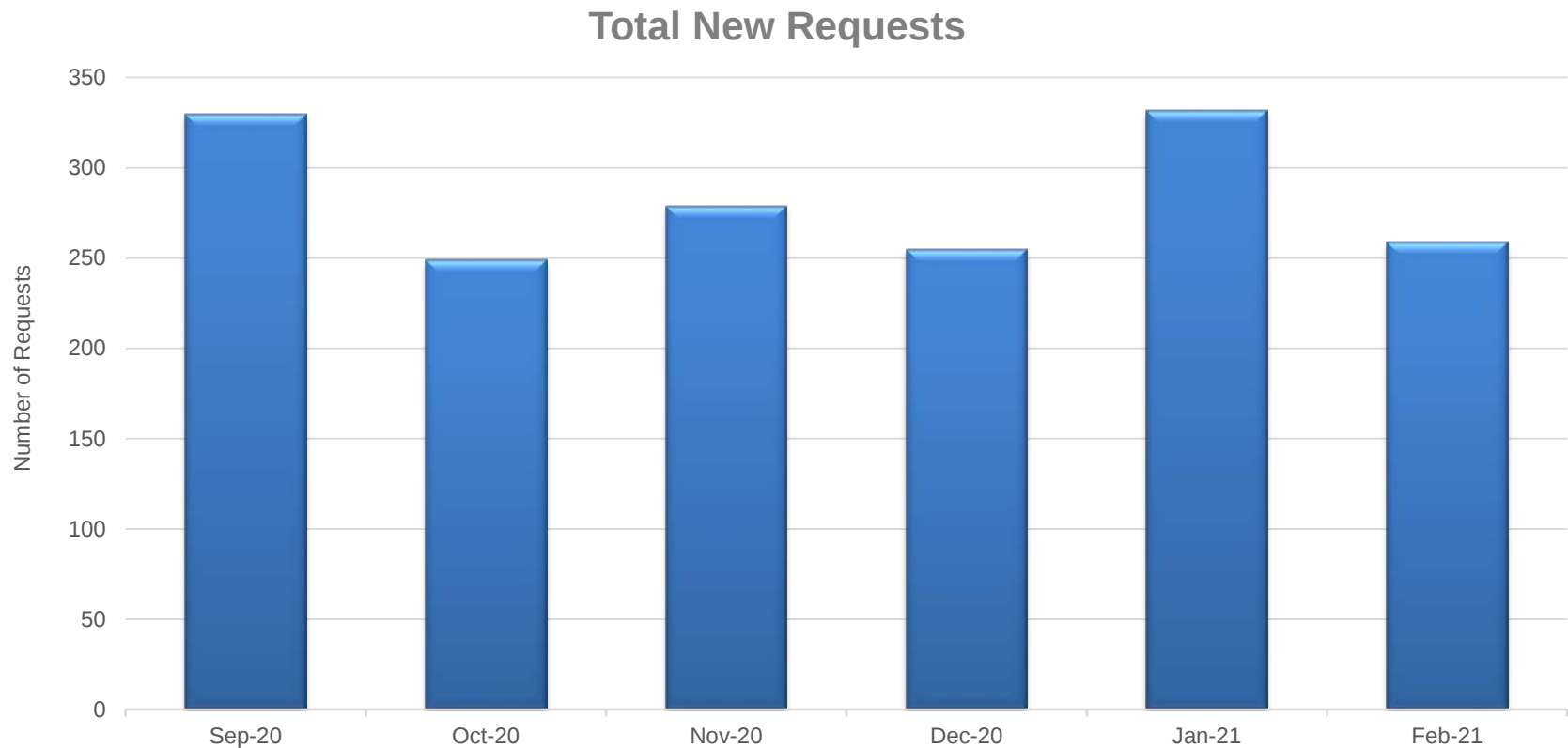


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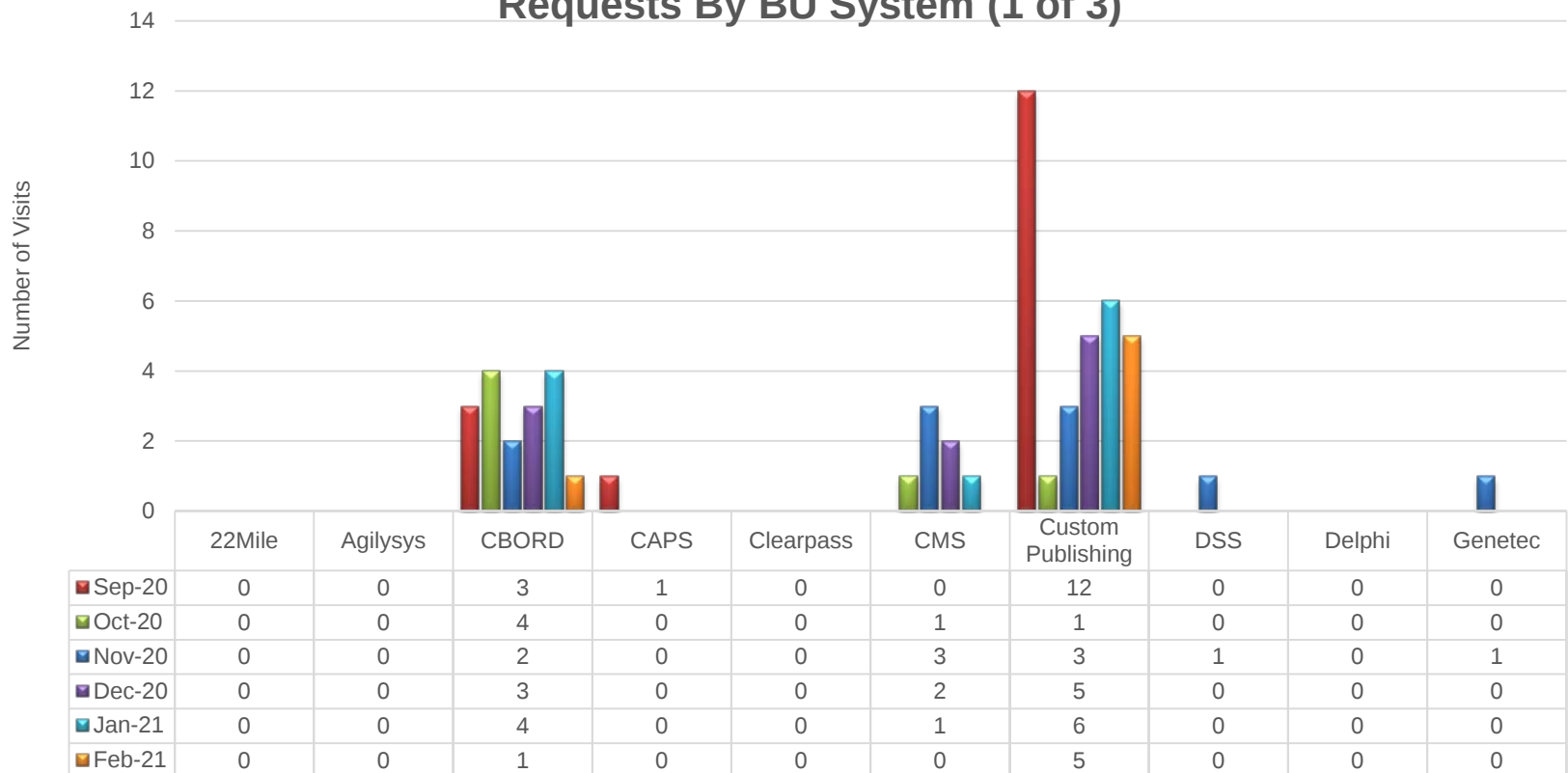
Service Desk Reports February 2021





Service Desk Reports February 2021

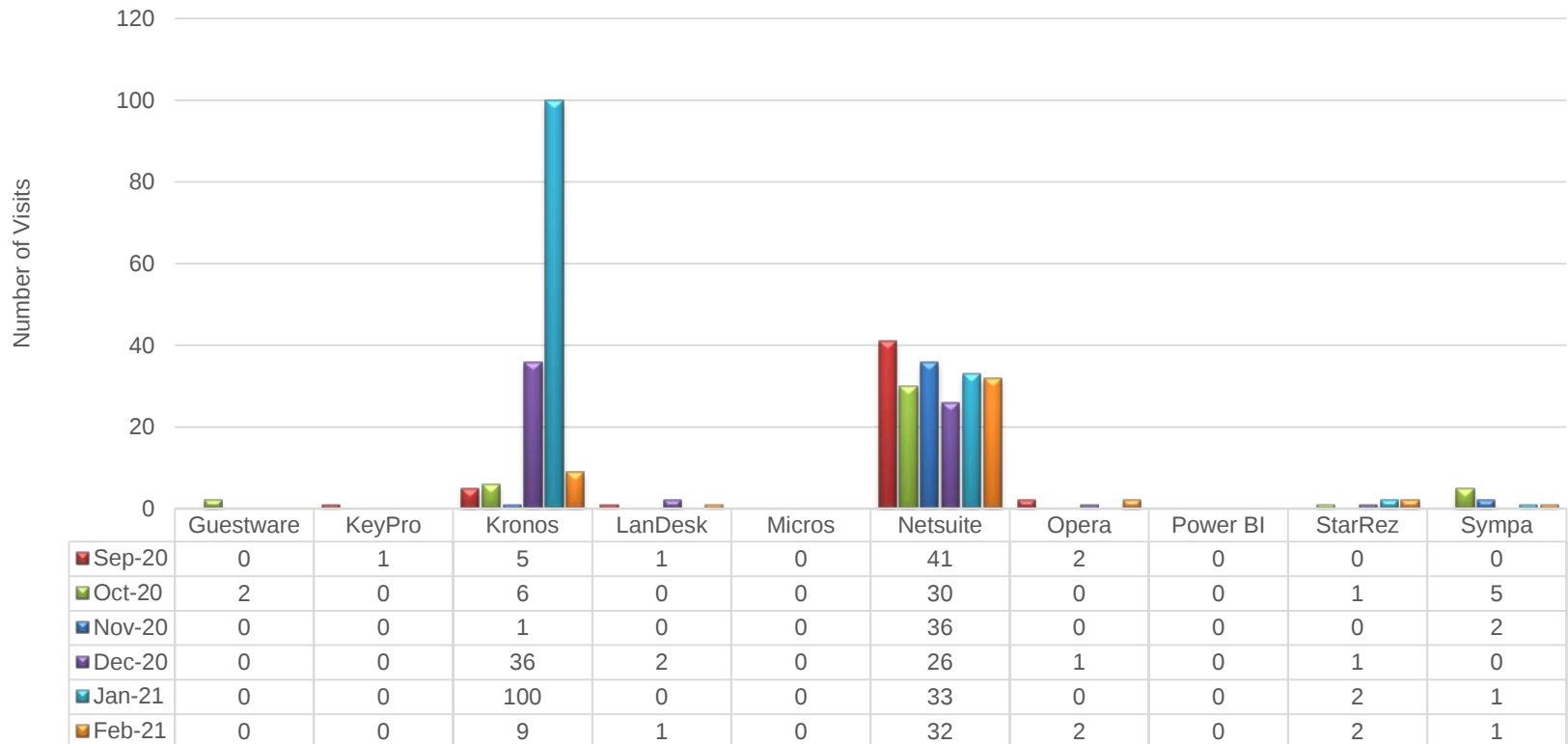
Requests By BU System (1 of 3)





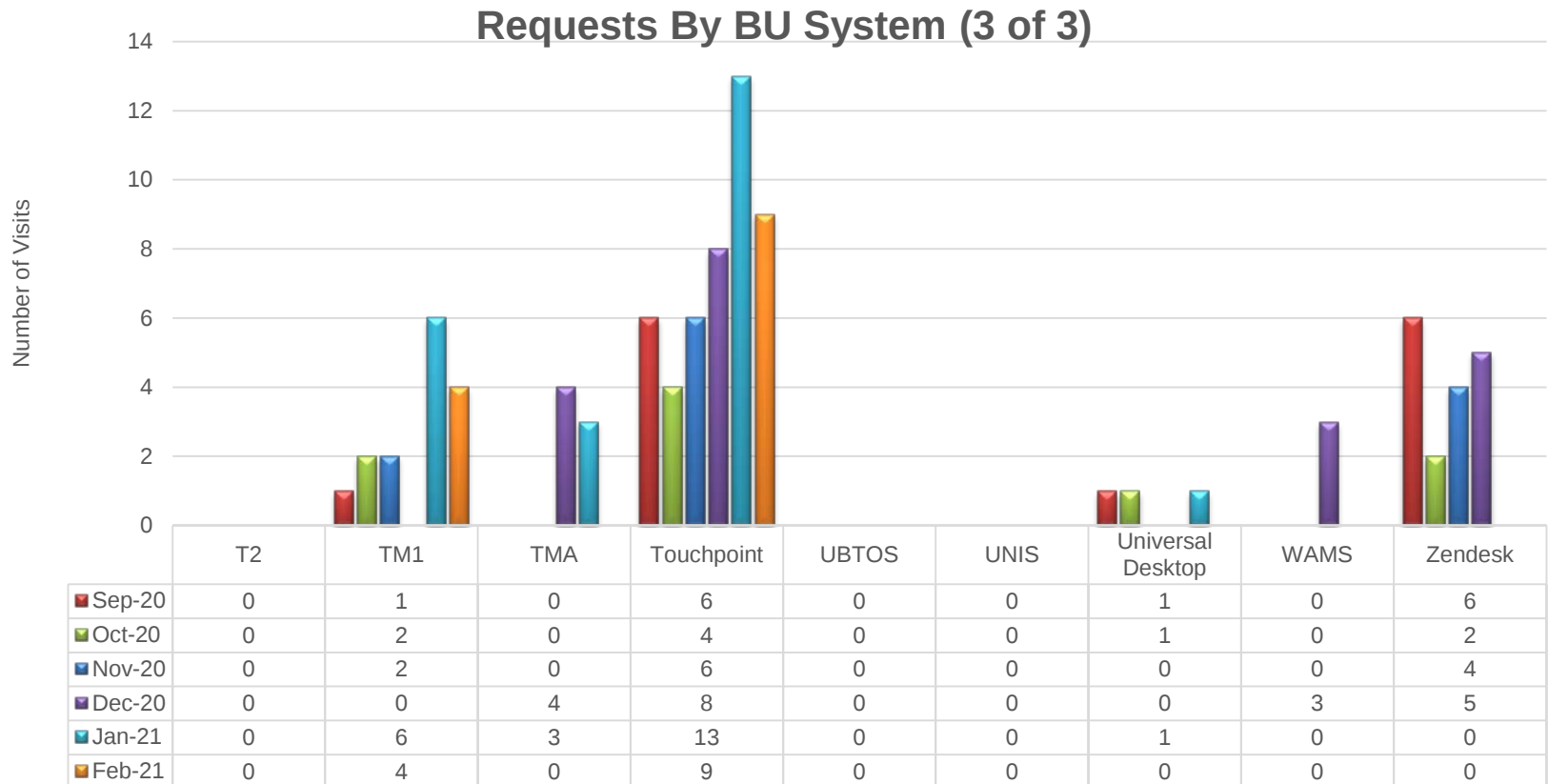
Service Desk Reports February 2021

Requests By BU System (2 of 3)





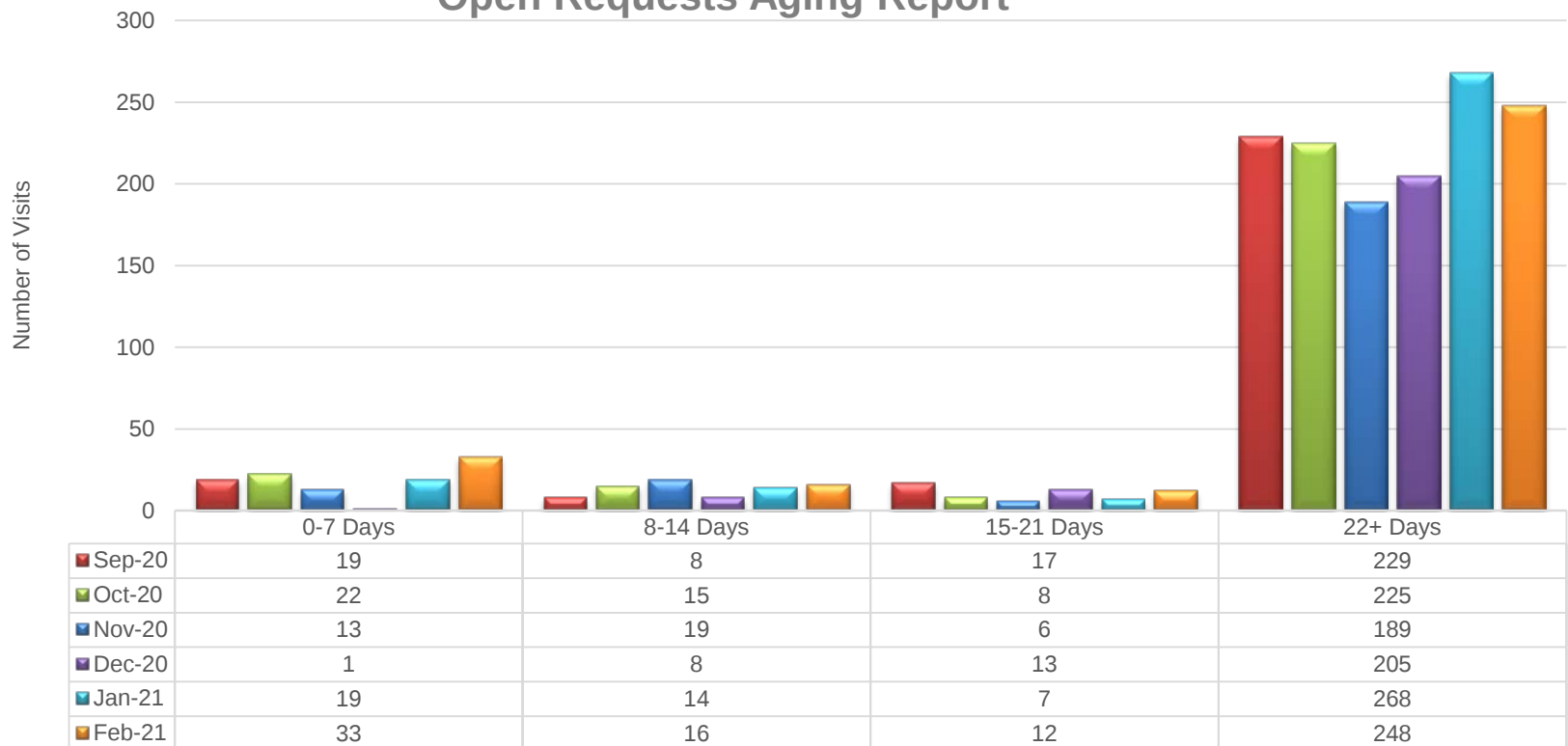
Service Desk Reports February 2021





Service Desk Reports February 2021

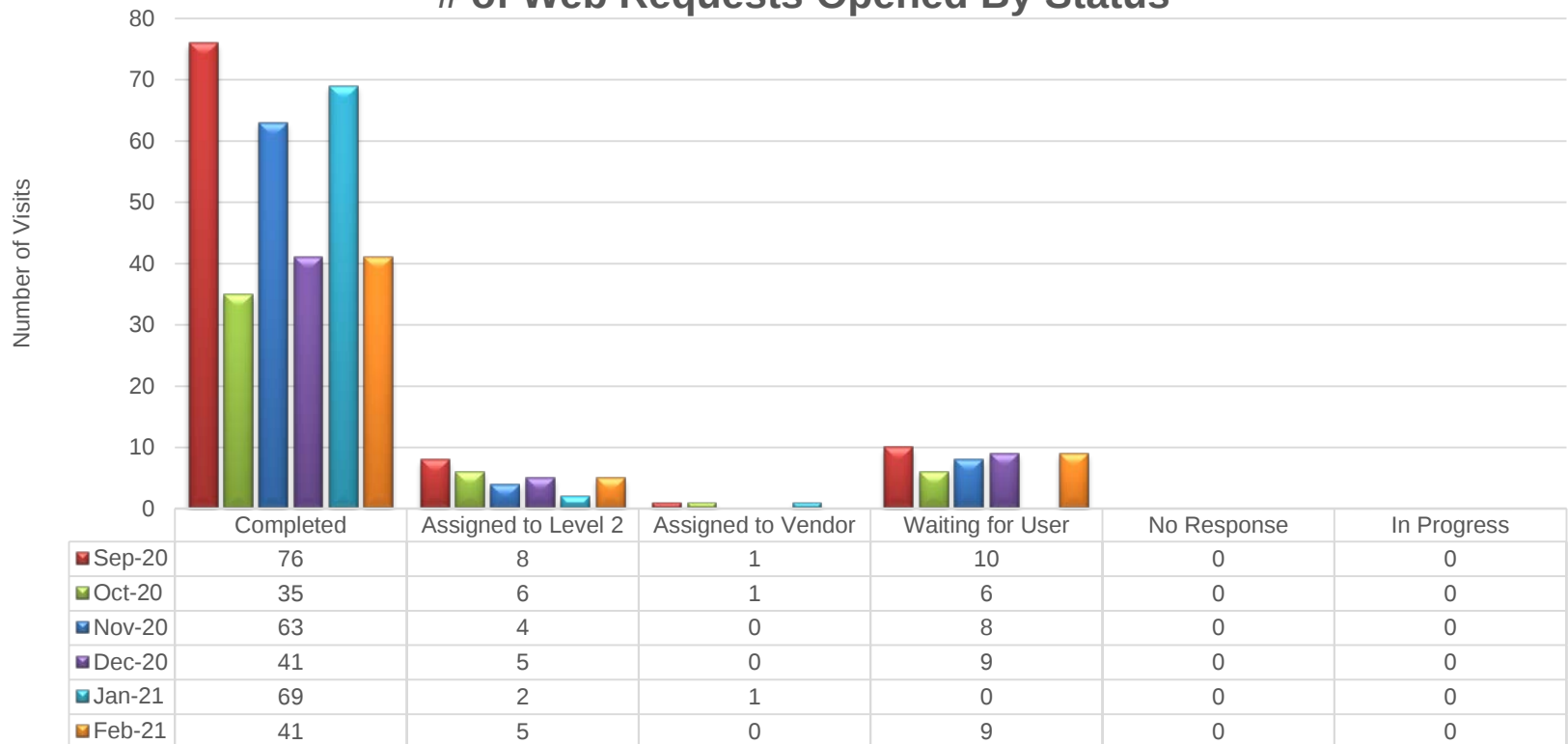
Open Requests Aging Report





Service Desk Reports February 2021

of Web Requests Opened By Status





Service Desk Reports February 2021

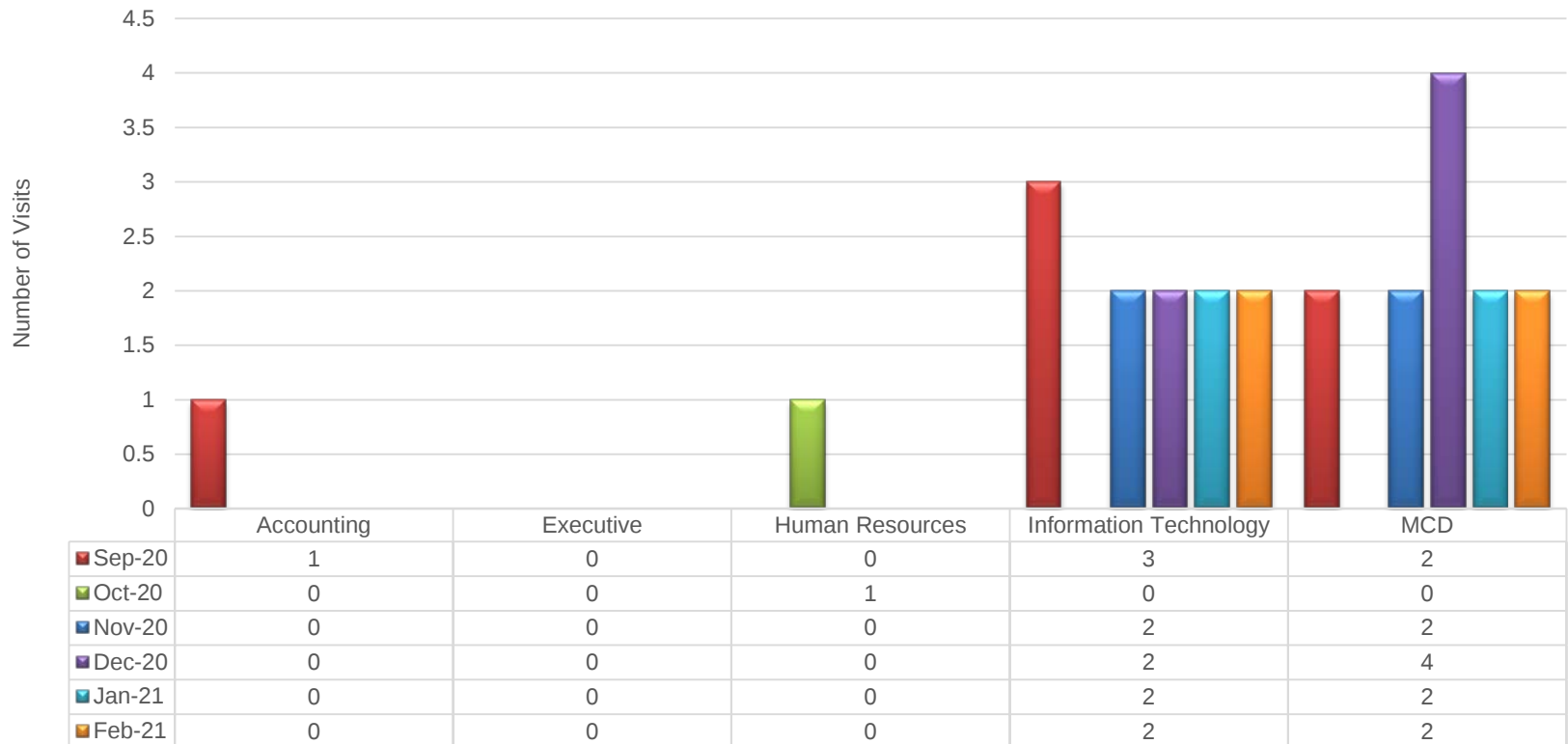
of Web Requests Opened By Business Units





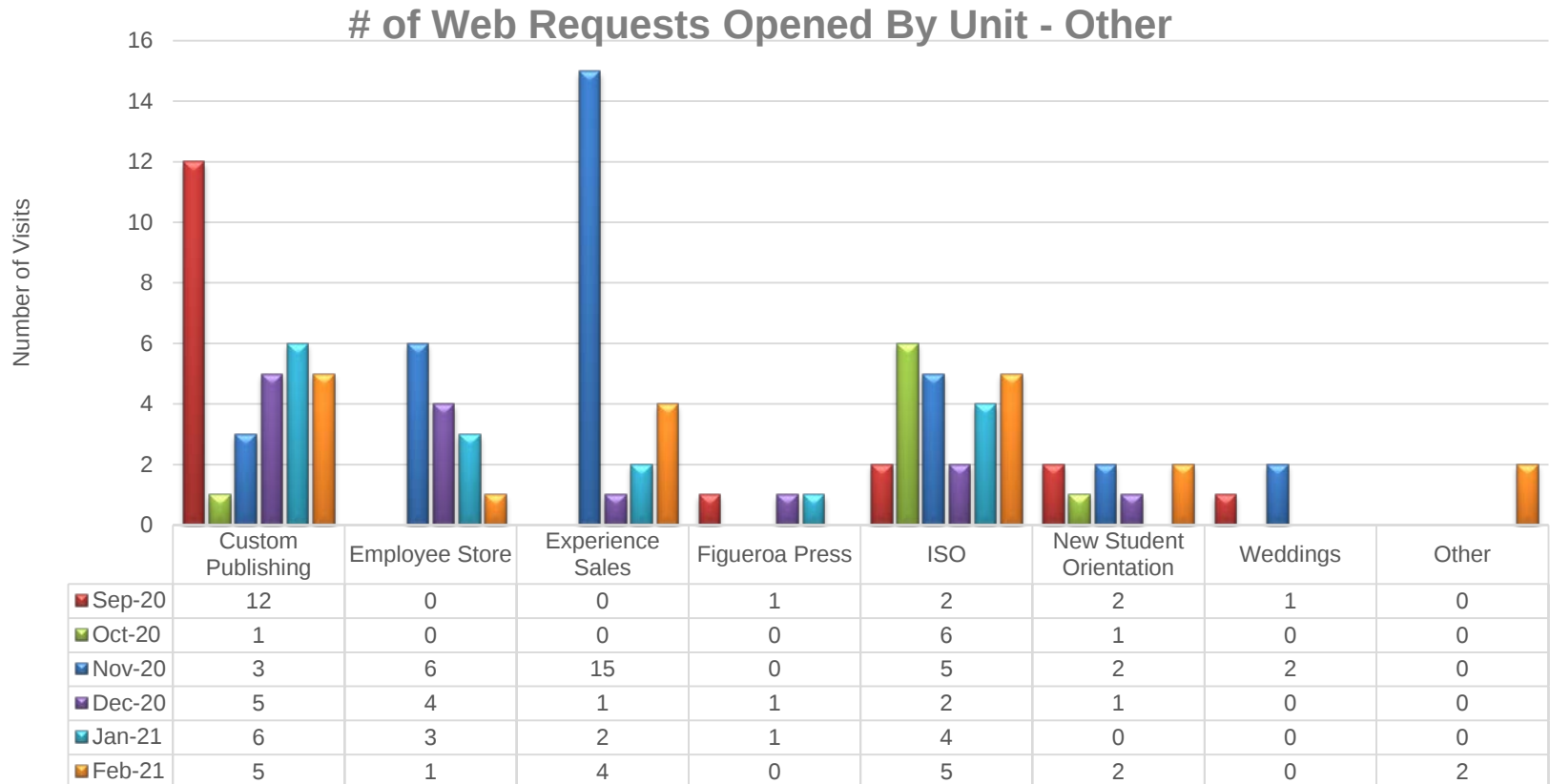
Service Desk Reports February 2021

of Web Requests Opened By Shared Services





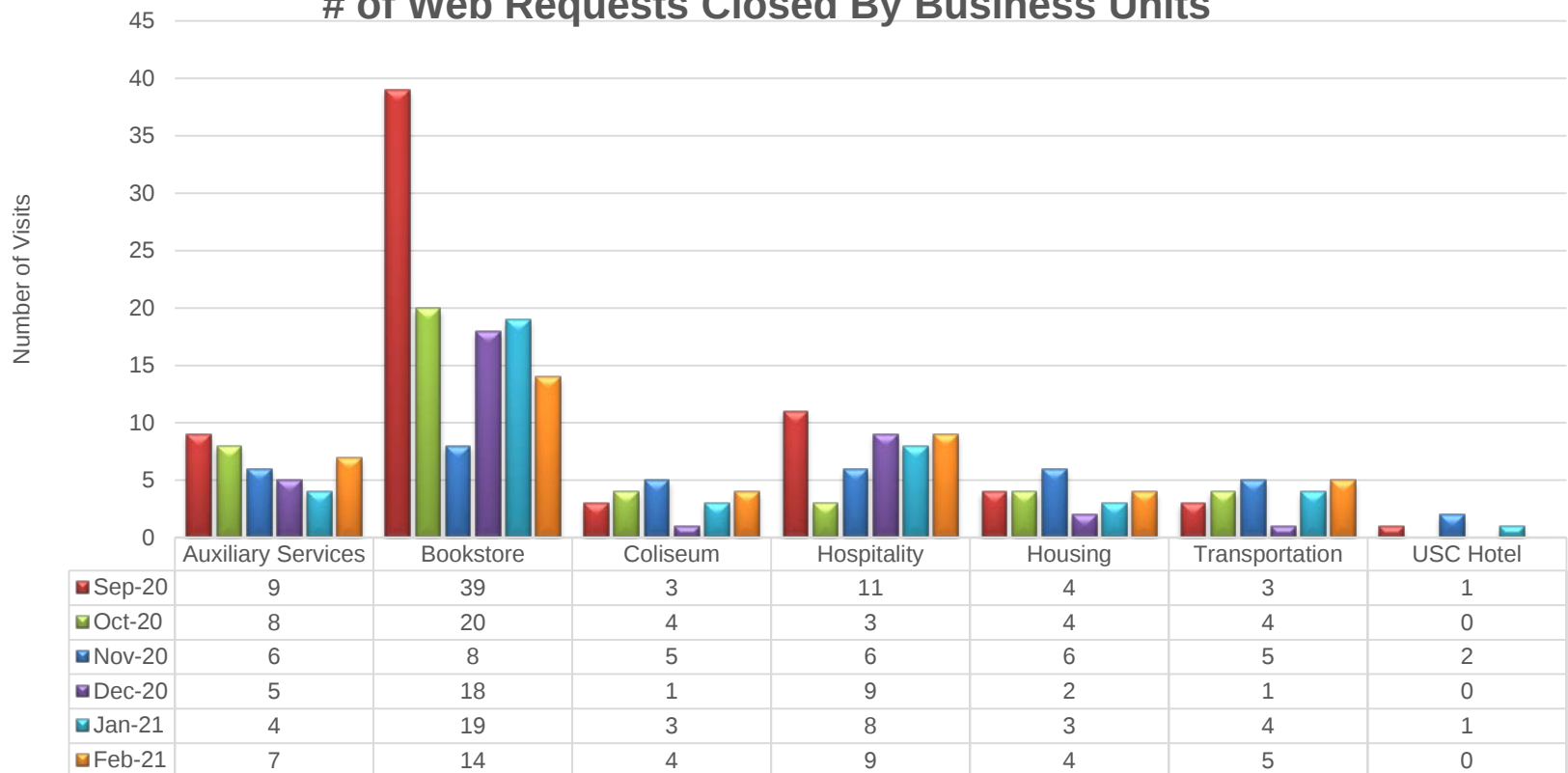
Service Desk Reports February 2021





Service Desk Reports February 2021

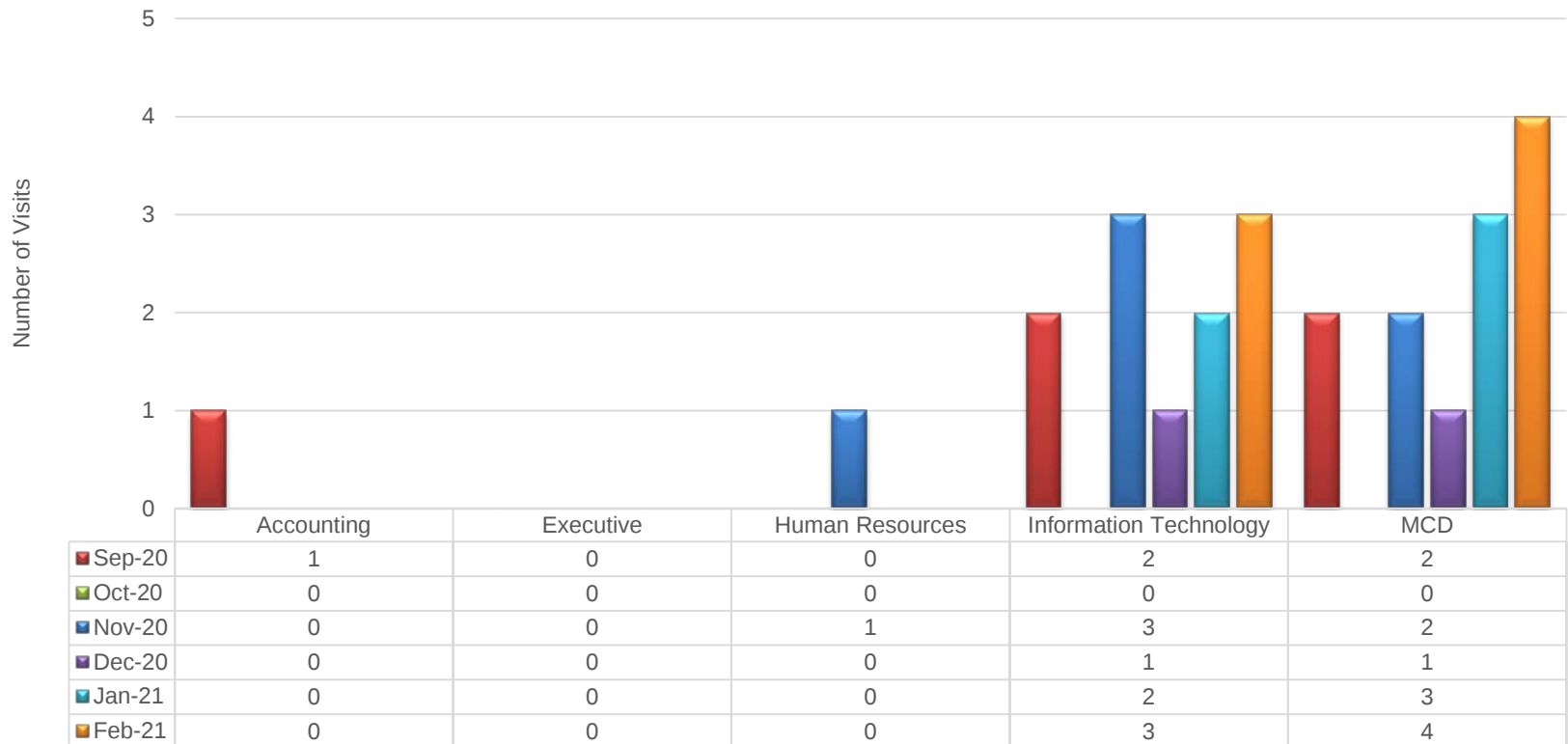
of Web Requests Closed By Business Units





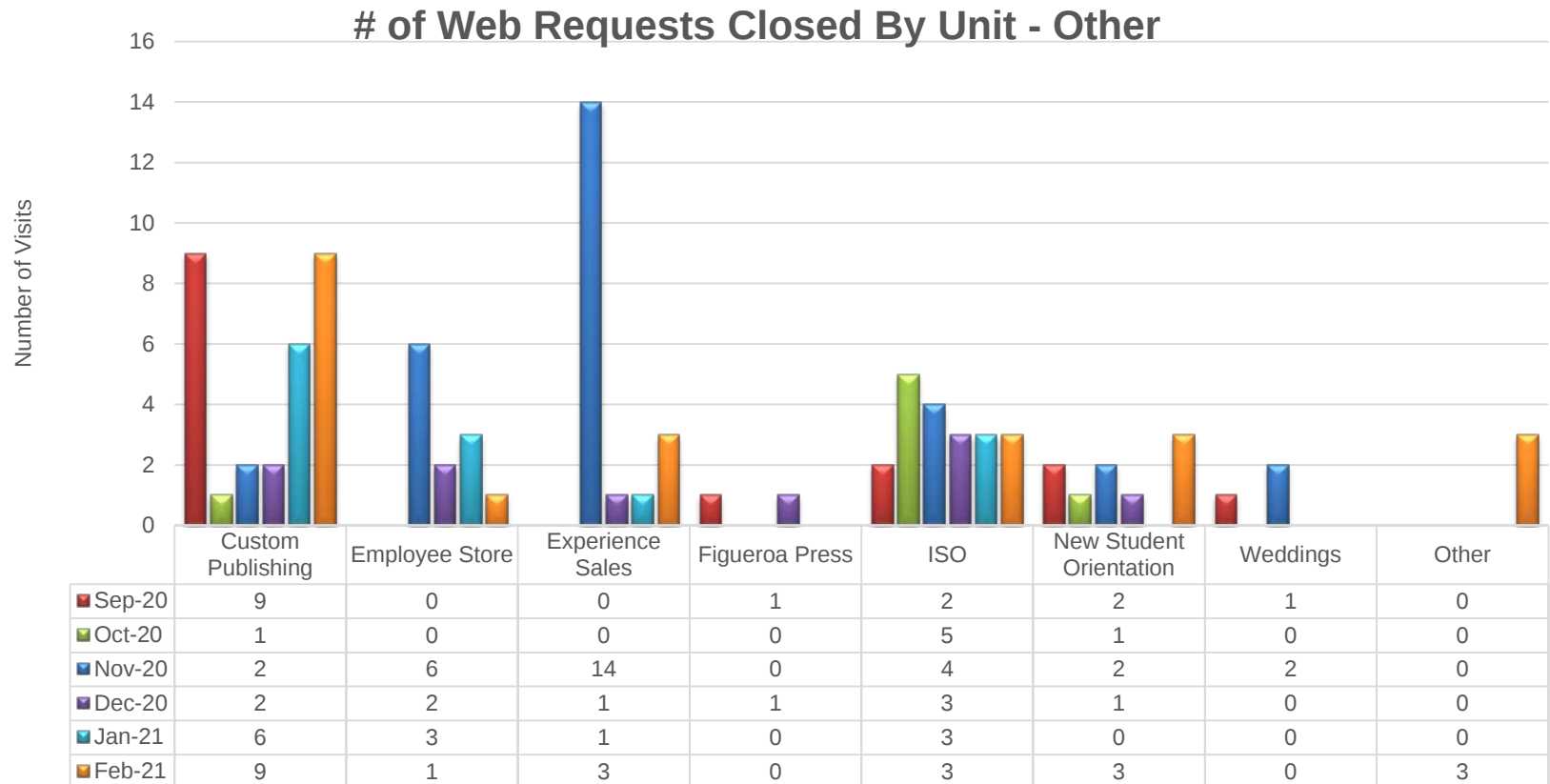
Service Desk Reports February 2021

of Web Requests Closed By Shared Services





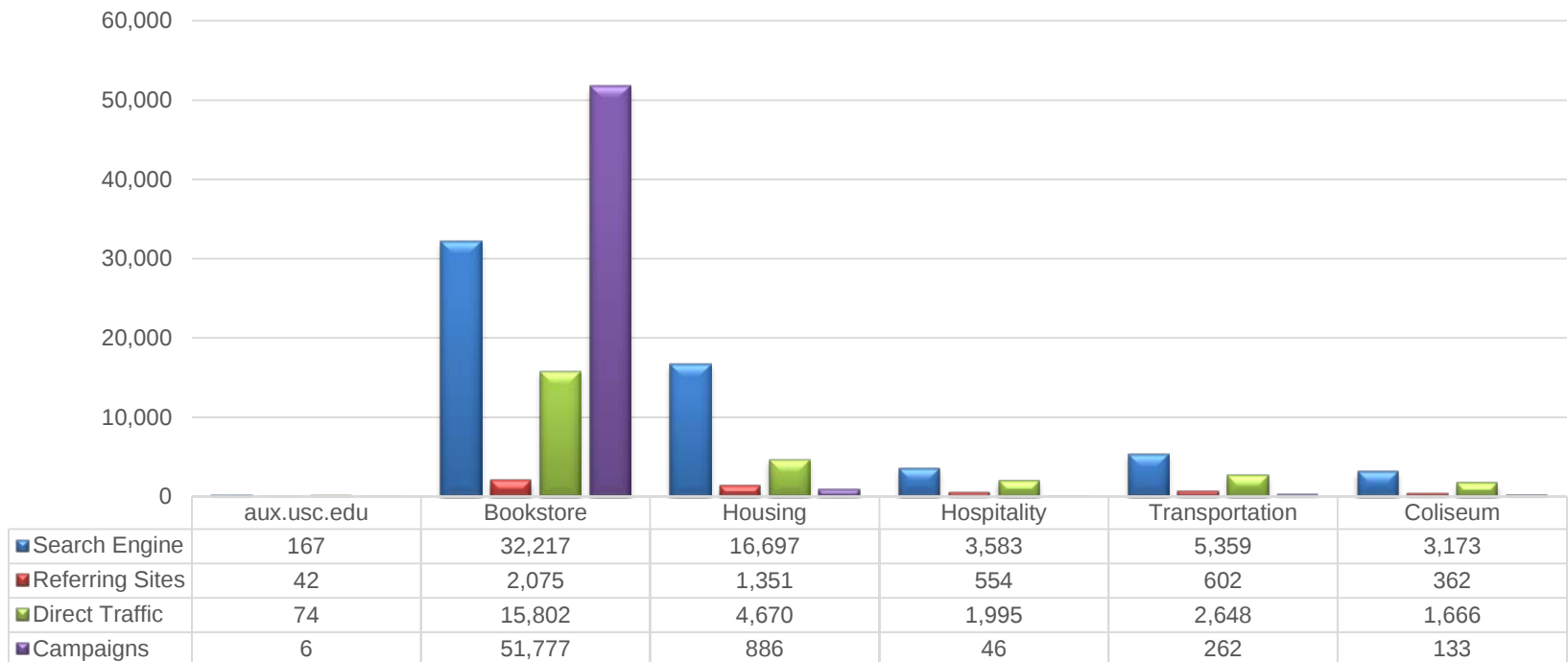
Service Desk Reports February 2021





Website Reports February 2021

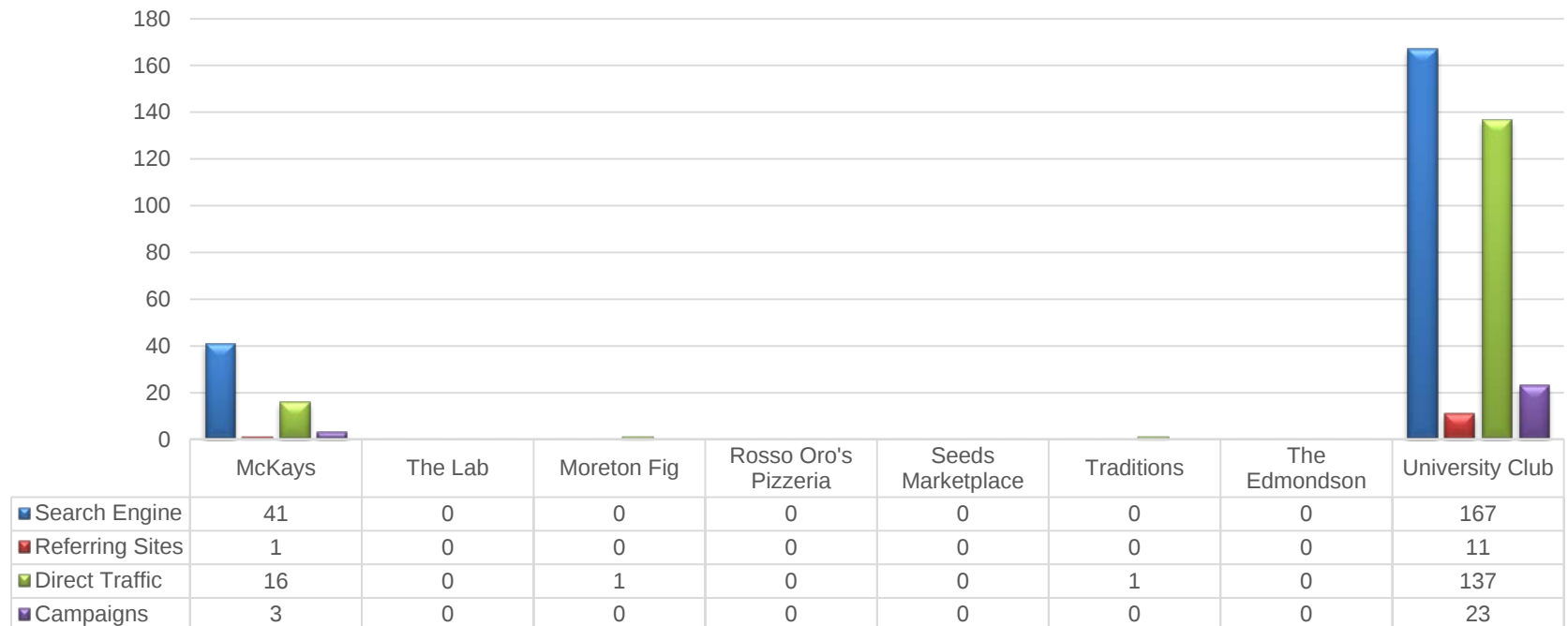
February 2021 Traffic Sources - BU Main Sites





Website Reports February 2021

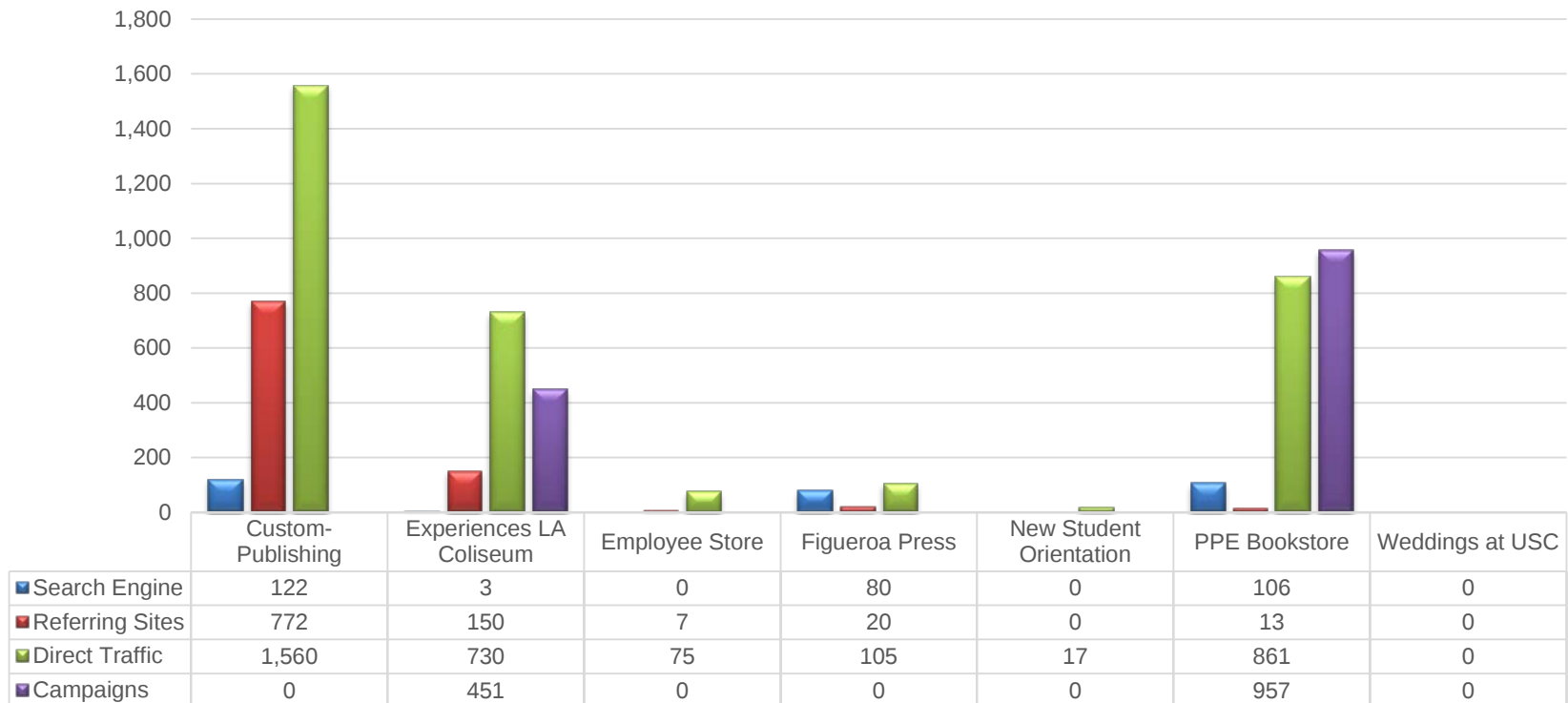
February 2021 Traffic Sources - HSP Micro Sites (Desktop)





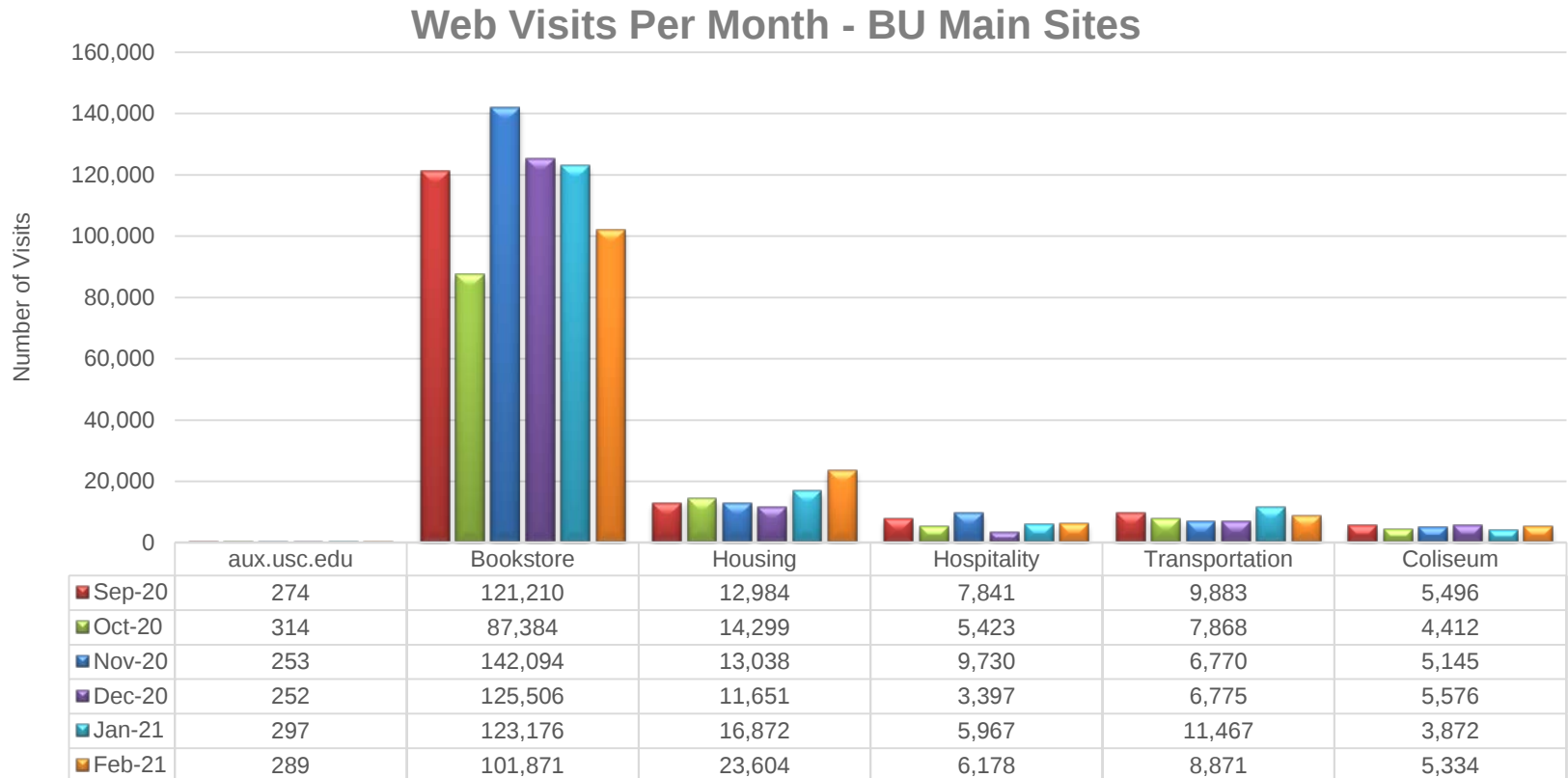
Website Reports February 2021

February 2021 Traffic Sources - Other Sites





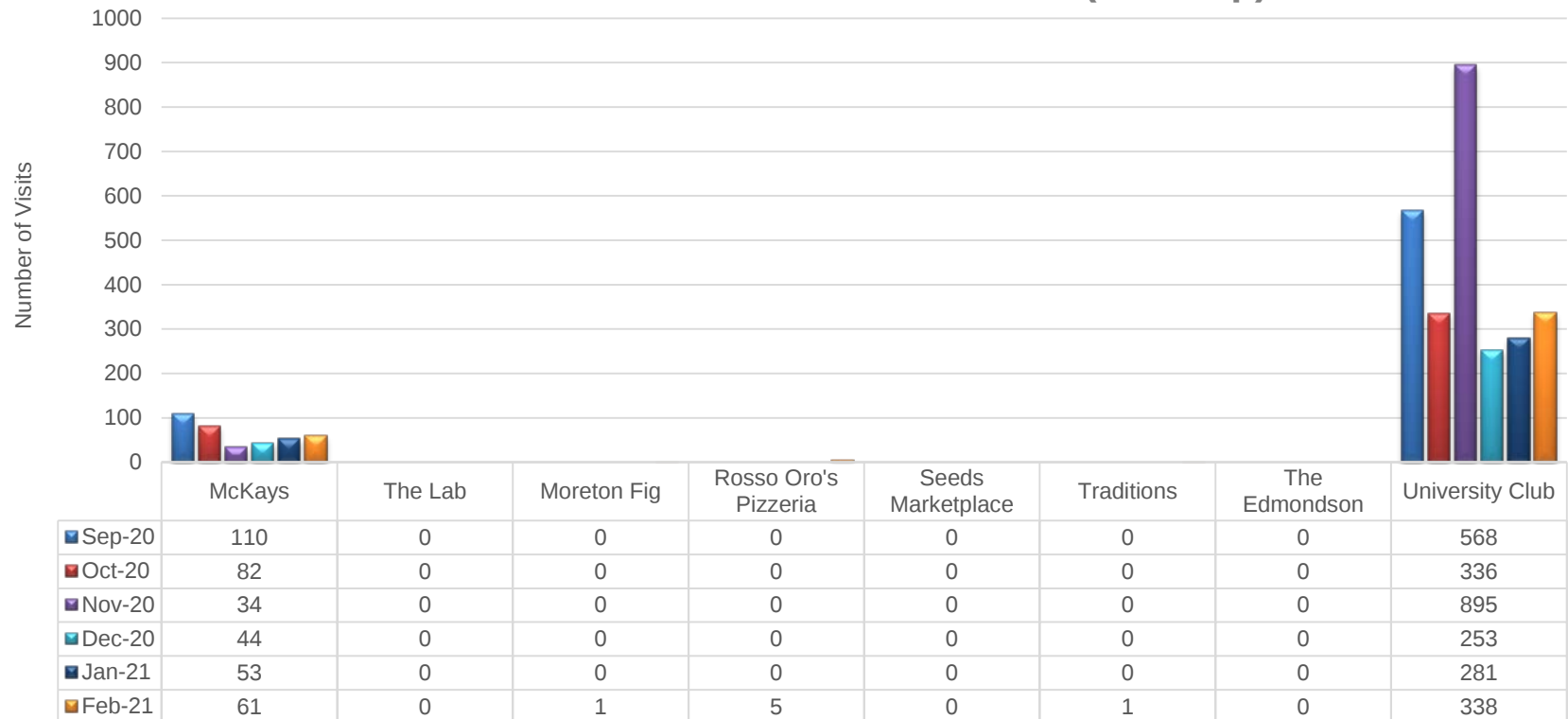
Website Reports February 2021





Website Reports February 2021

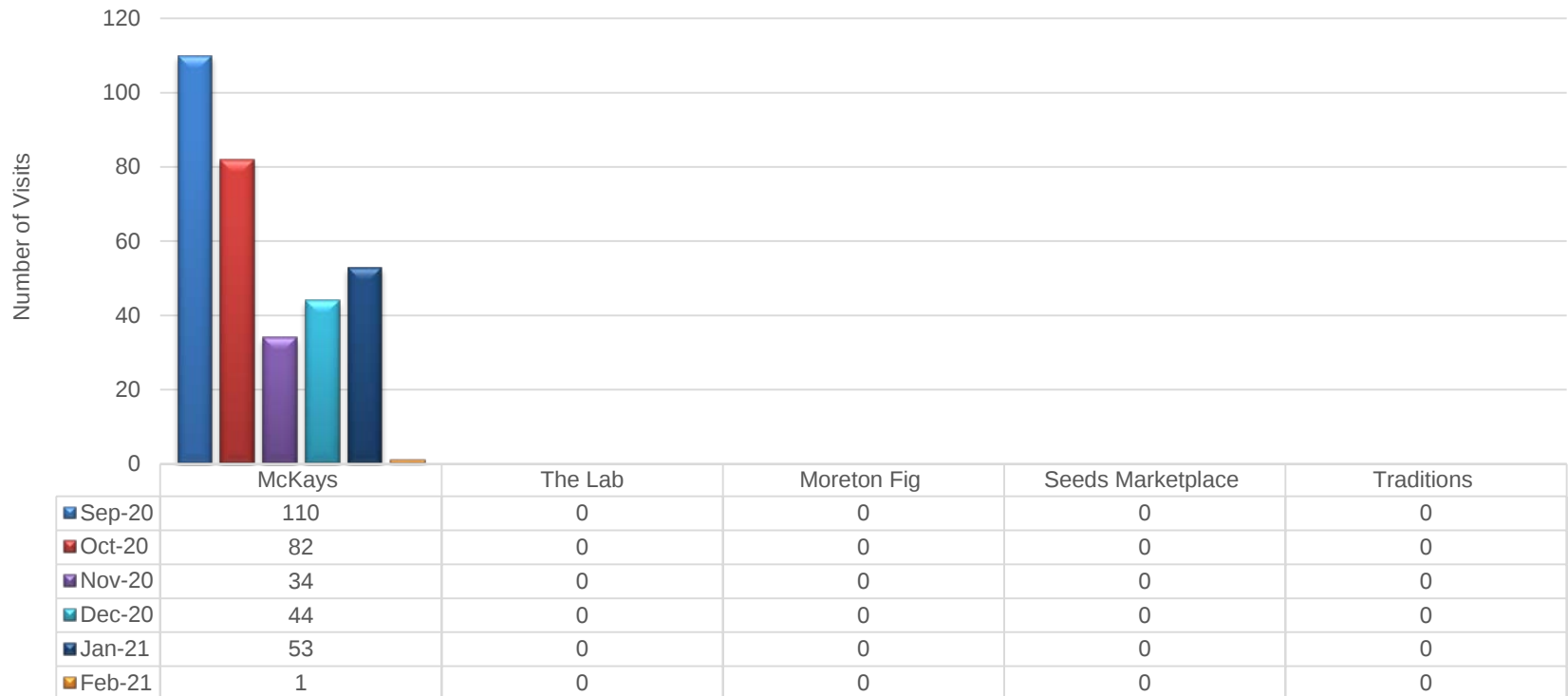
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports February 2021

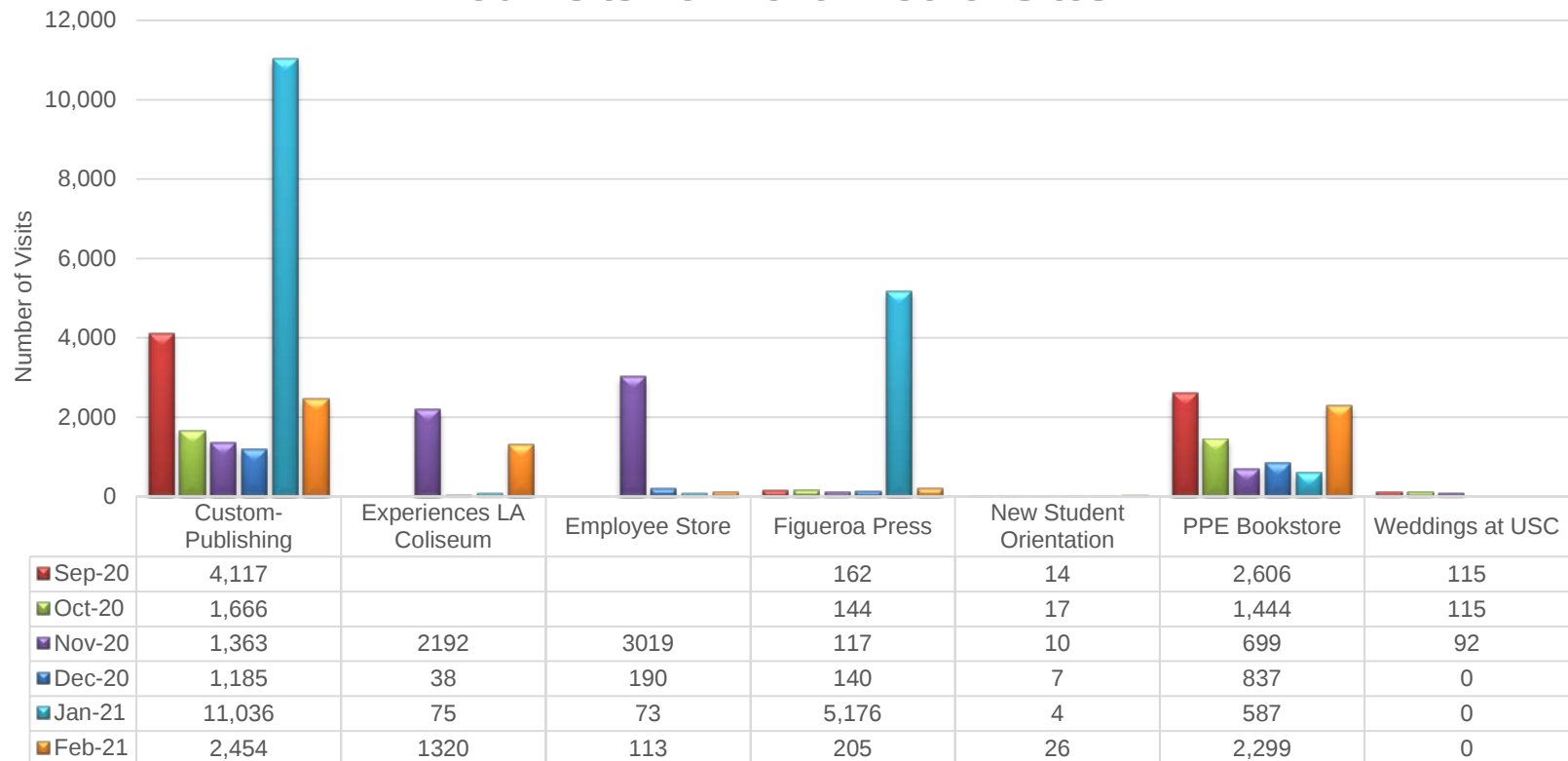
Web Visits Per Month - HSP Micro Sites (Mobile)





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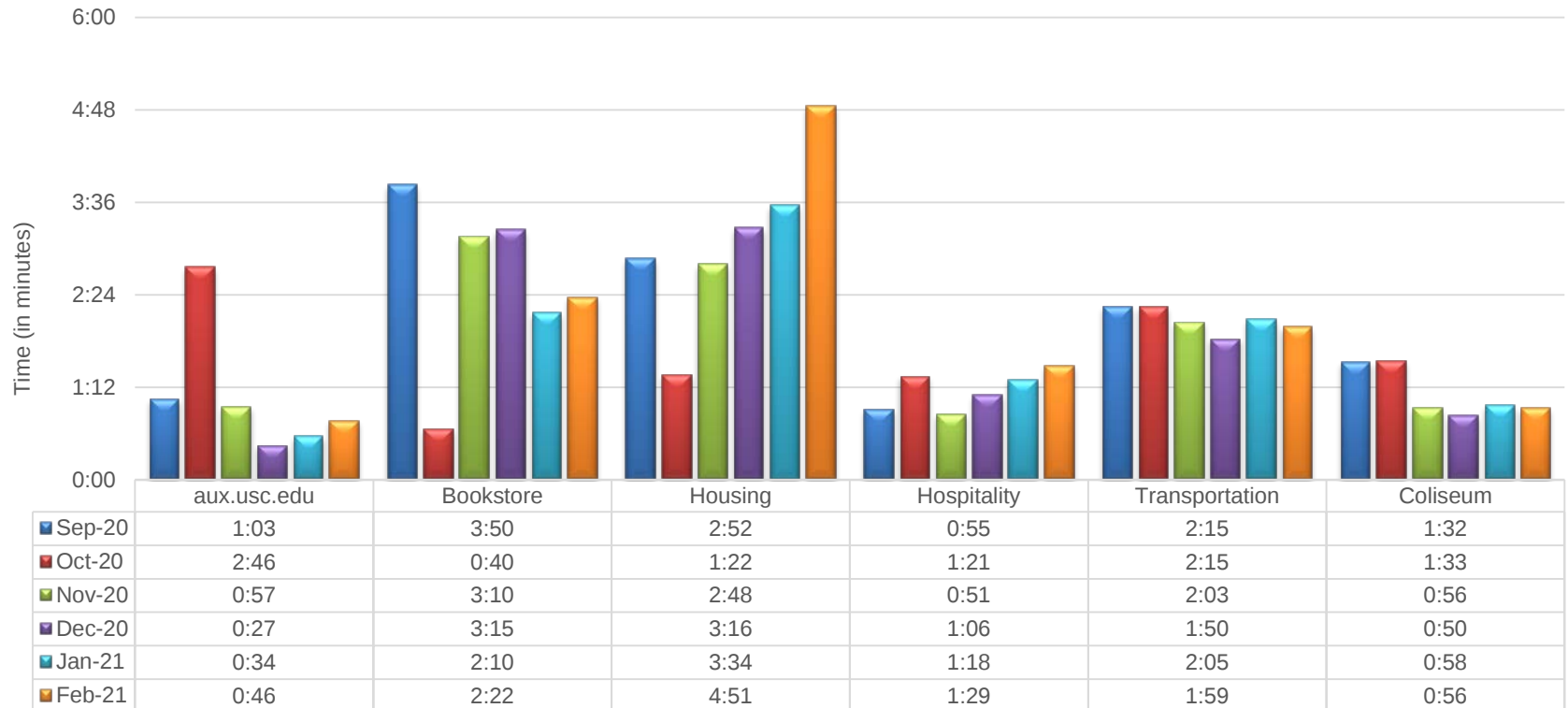
Web Visits Per Month - Other Sites





Website Reports February 2021

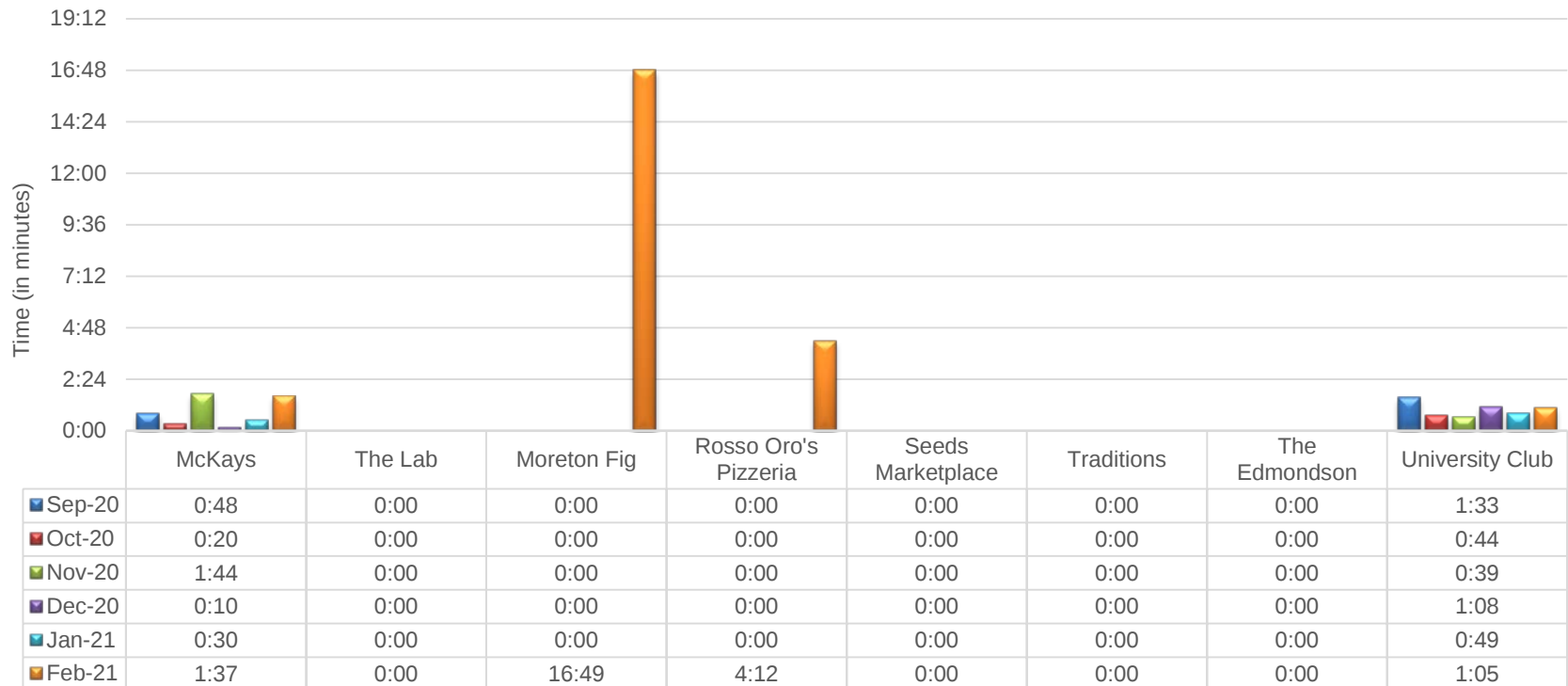
Average Time Spent on Website - BU Main Sites





Website Reports February 2021

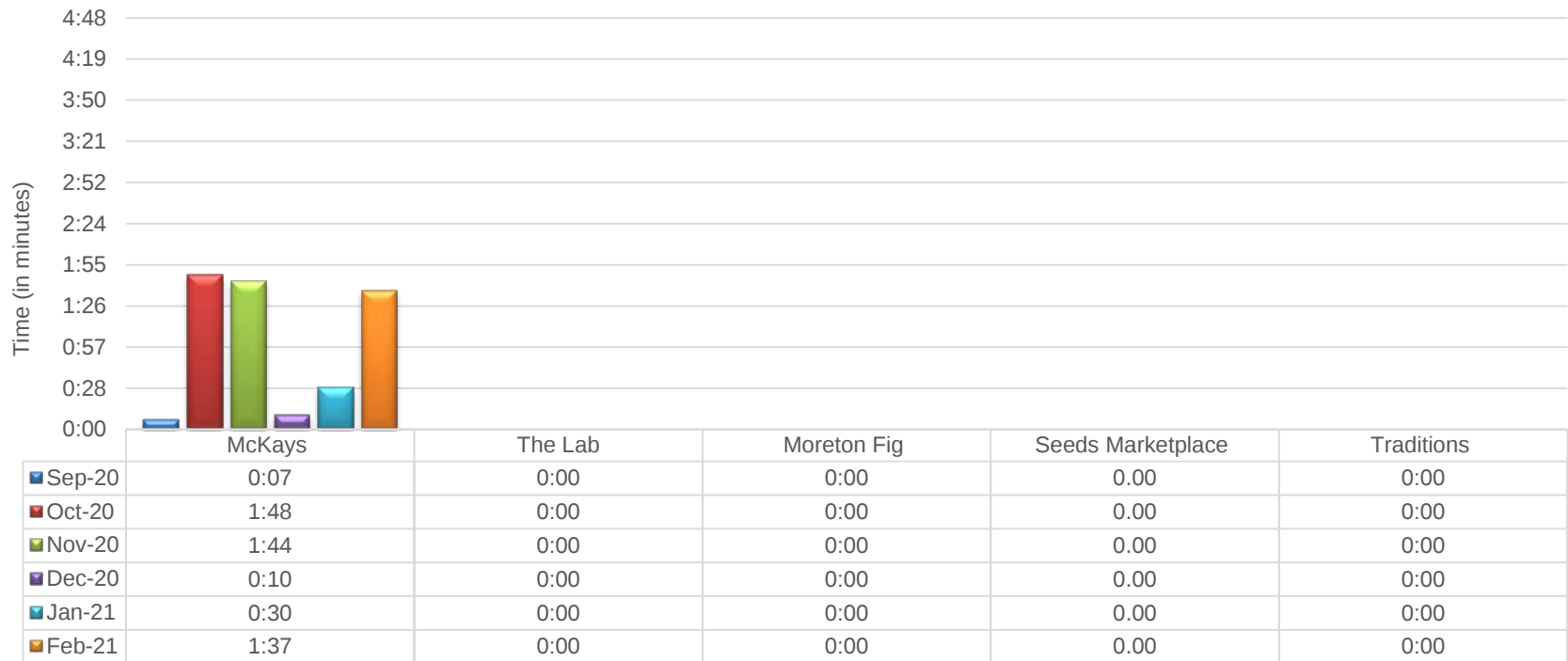
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports February 2021

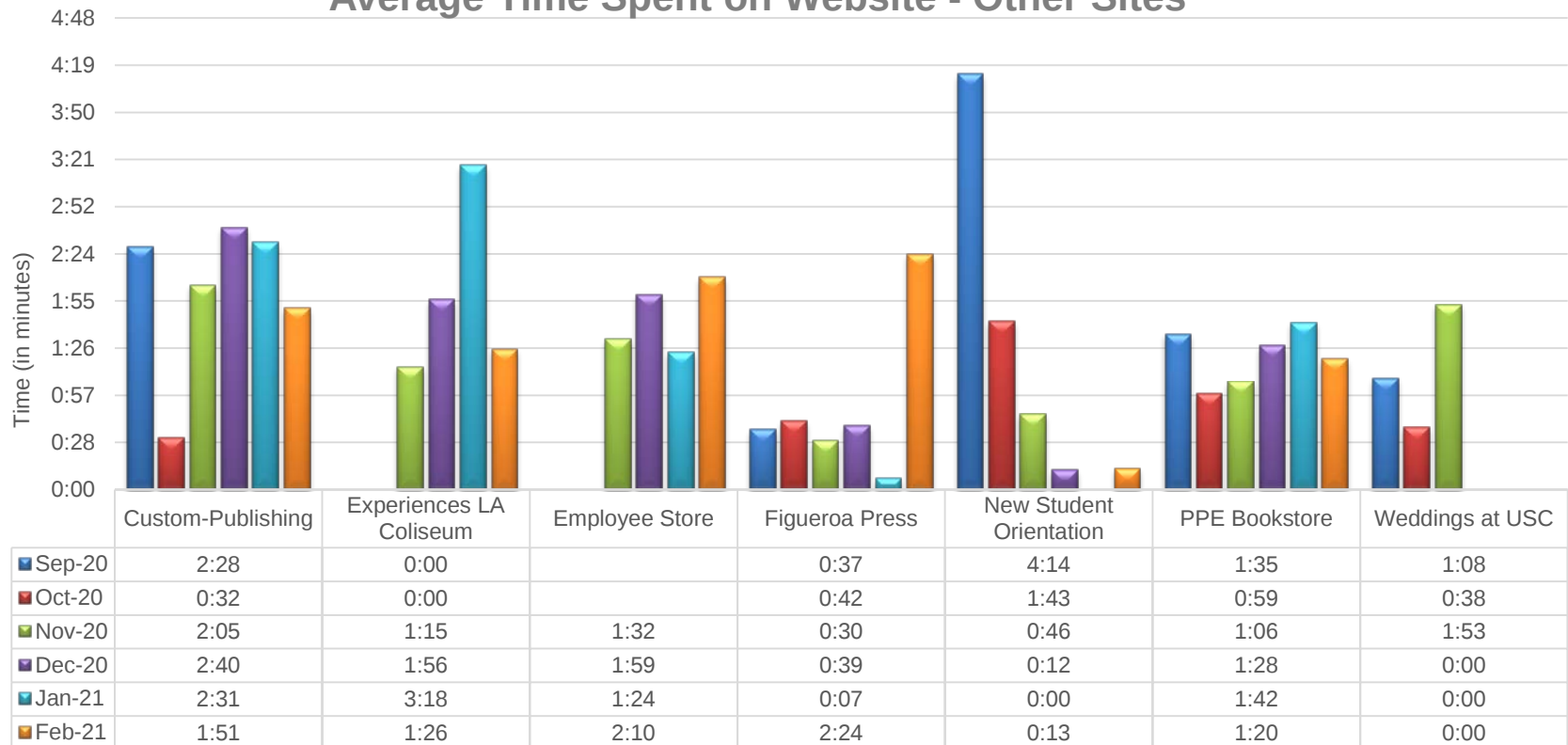
Average Time Spent on Website - HSP Micro Sites (Mobile)





Website Reports February 2021

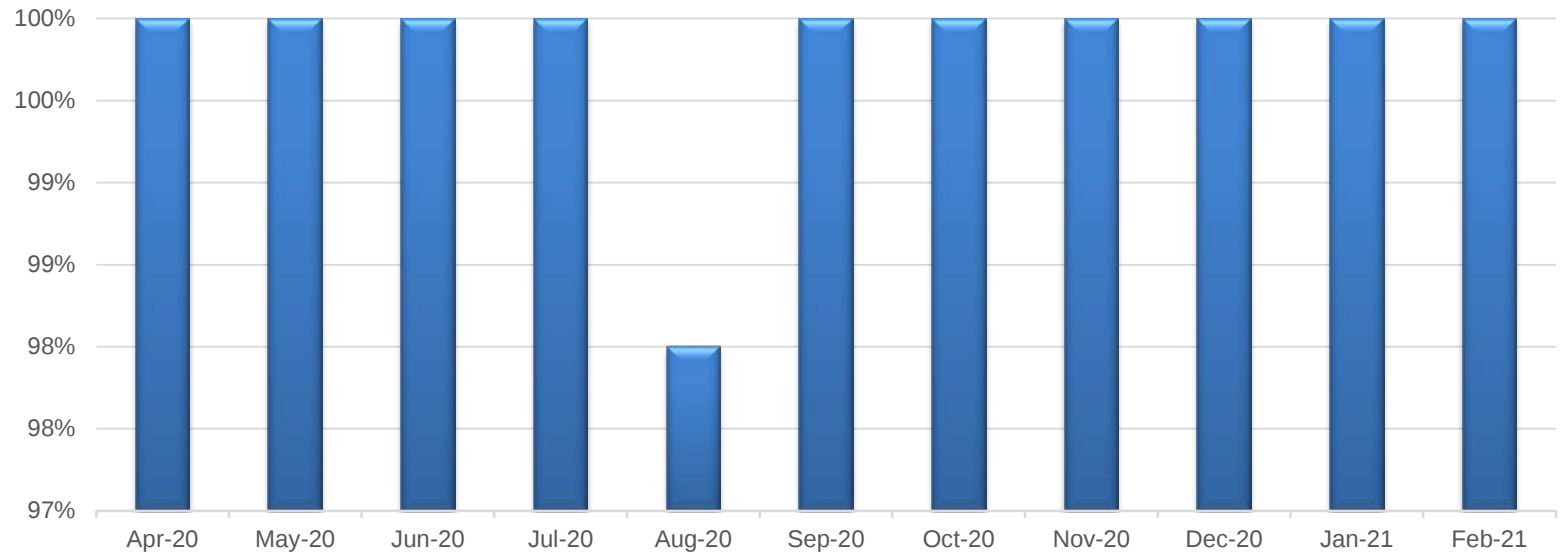
Average Time Spent on Website - Other Sites





Customer Satisfaction Report February 2021

Customer Satisfaction





Thank You !!