



AS IT MONTHLY REPORTS

For March 2021

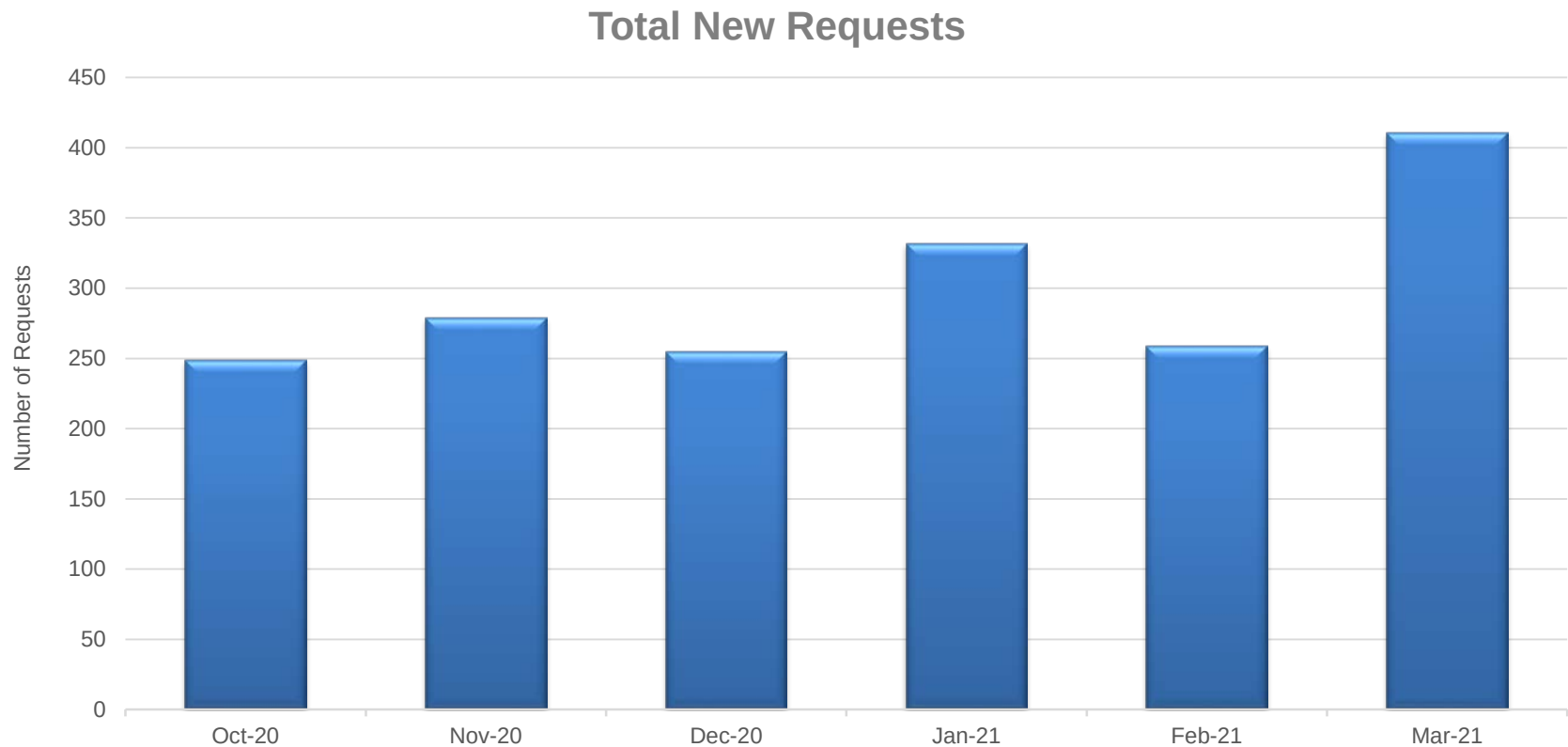


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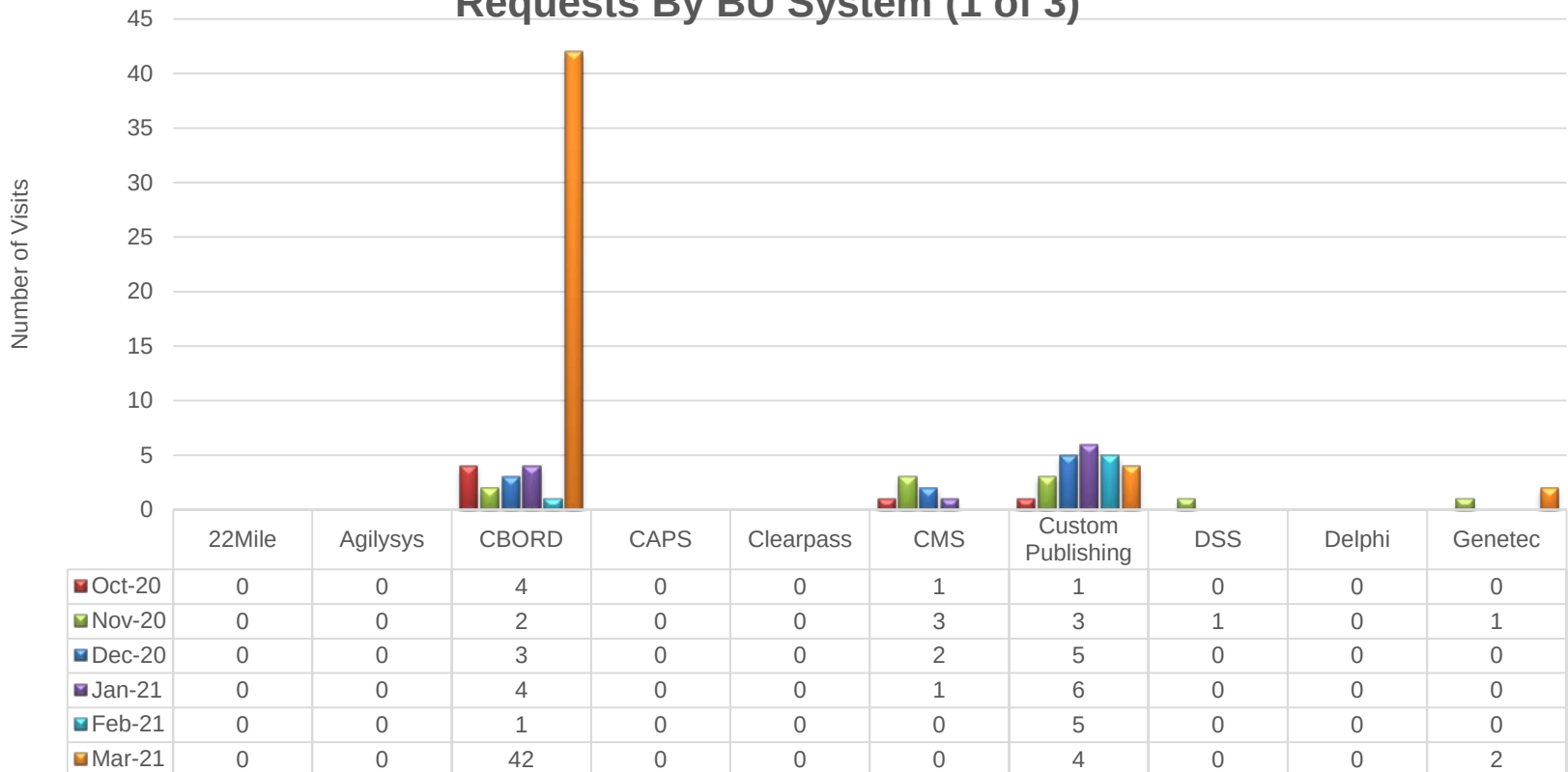
Service Desk Reports March 2021





Service Desk Reports March 2021

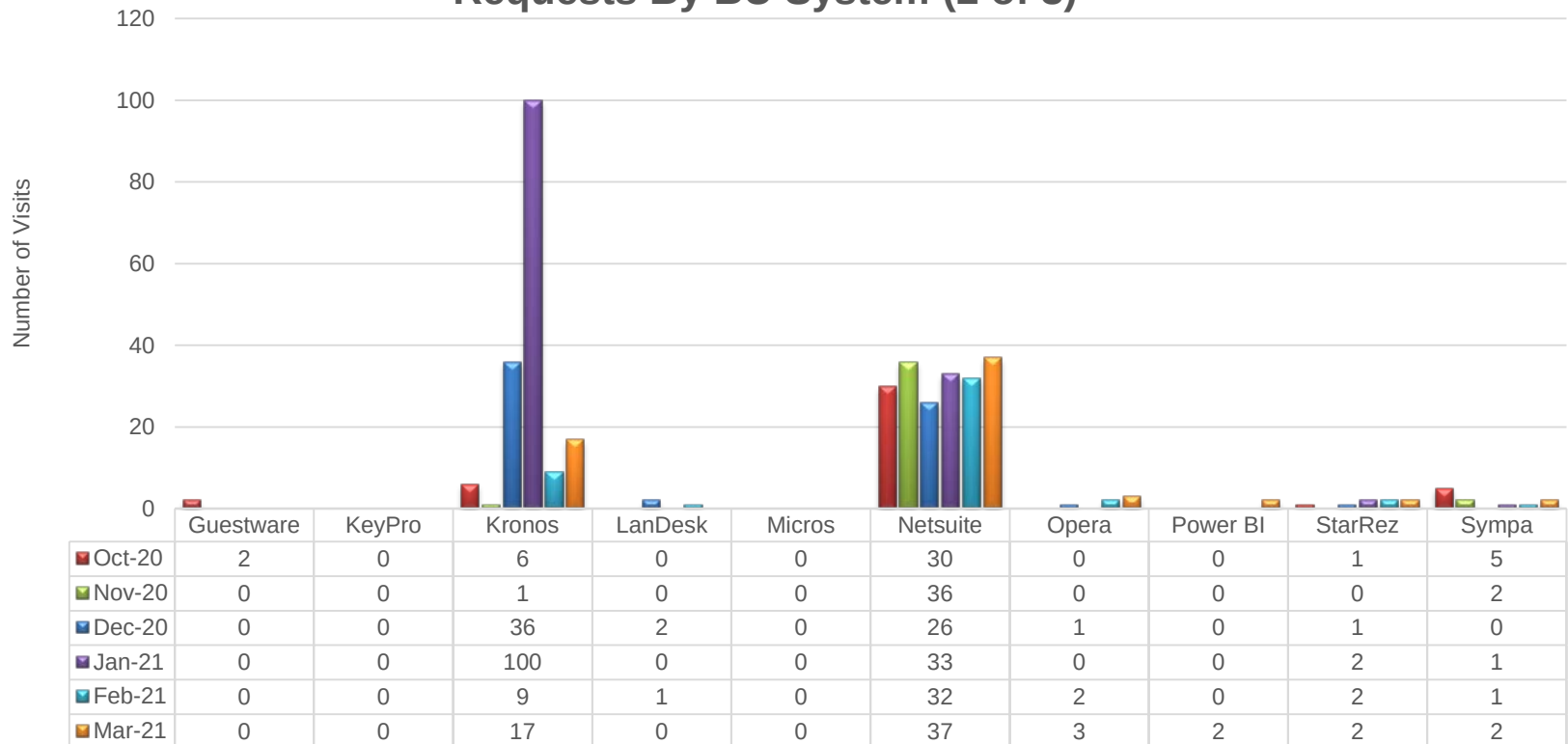
Requests By BU System (1 of 3)





Service Desk Reports March 2021

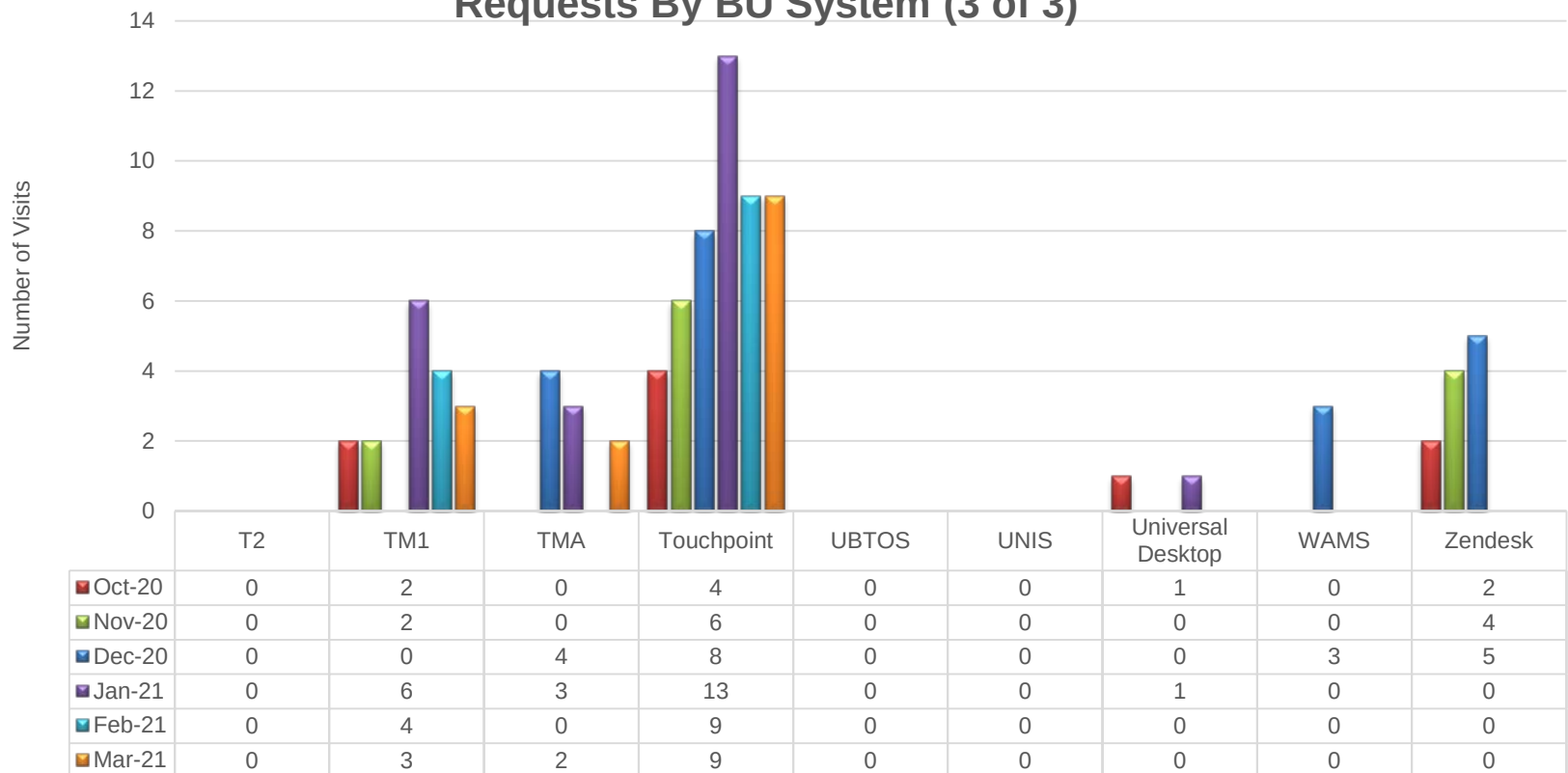
Requests By BU System (2 of 3)





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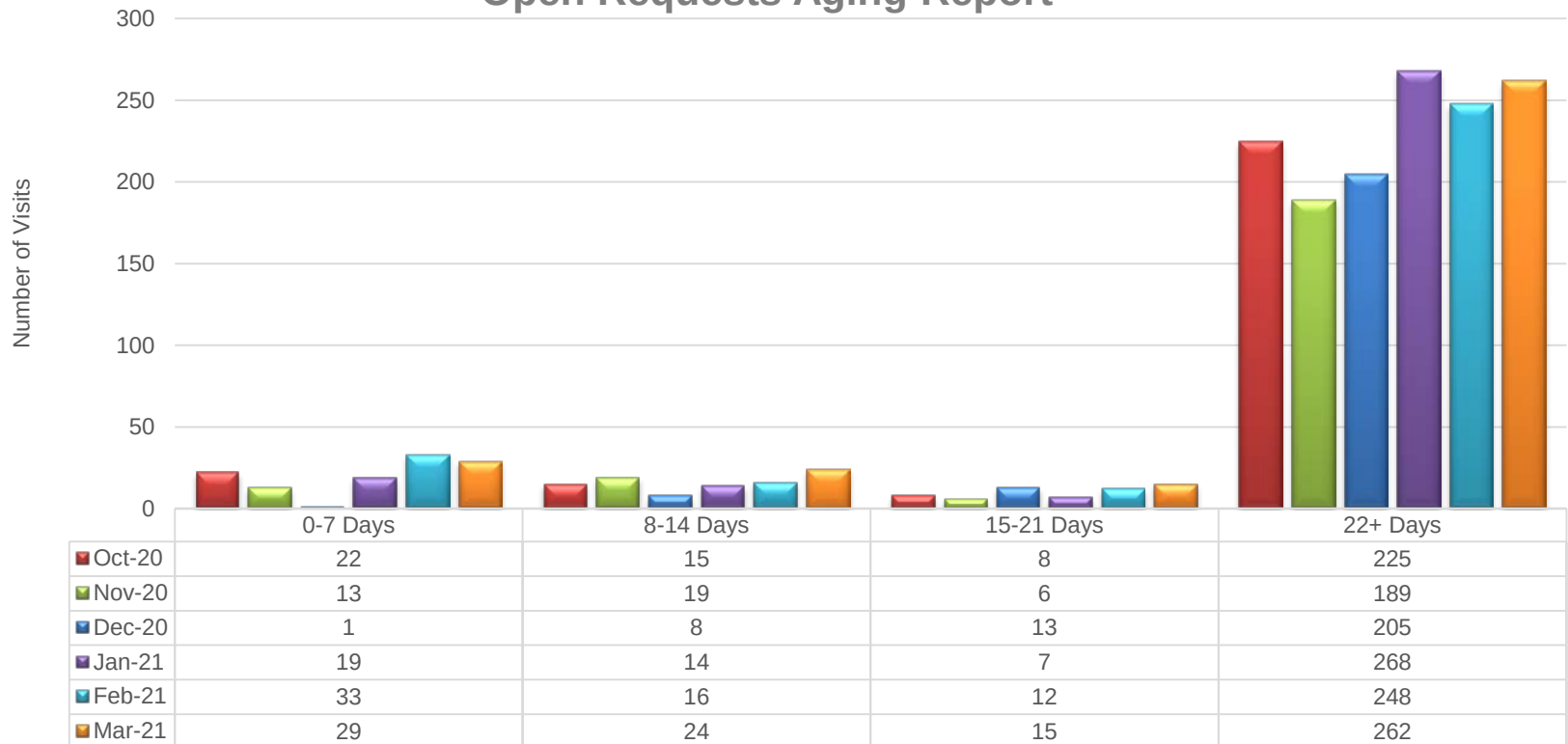
Requests By BU System (3 of 3)





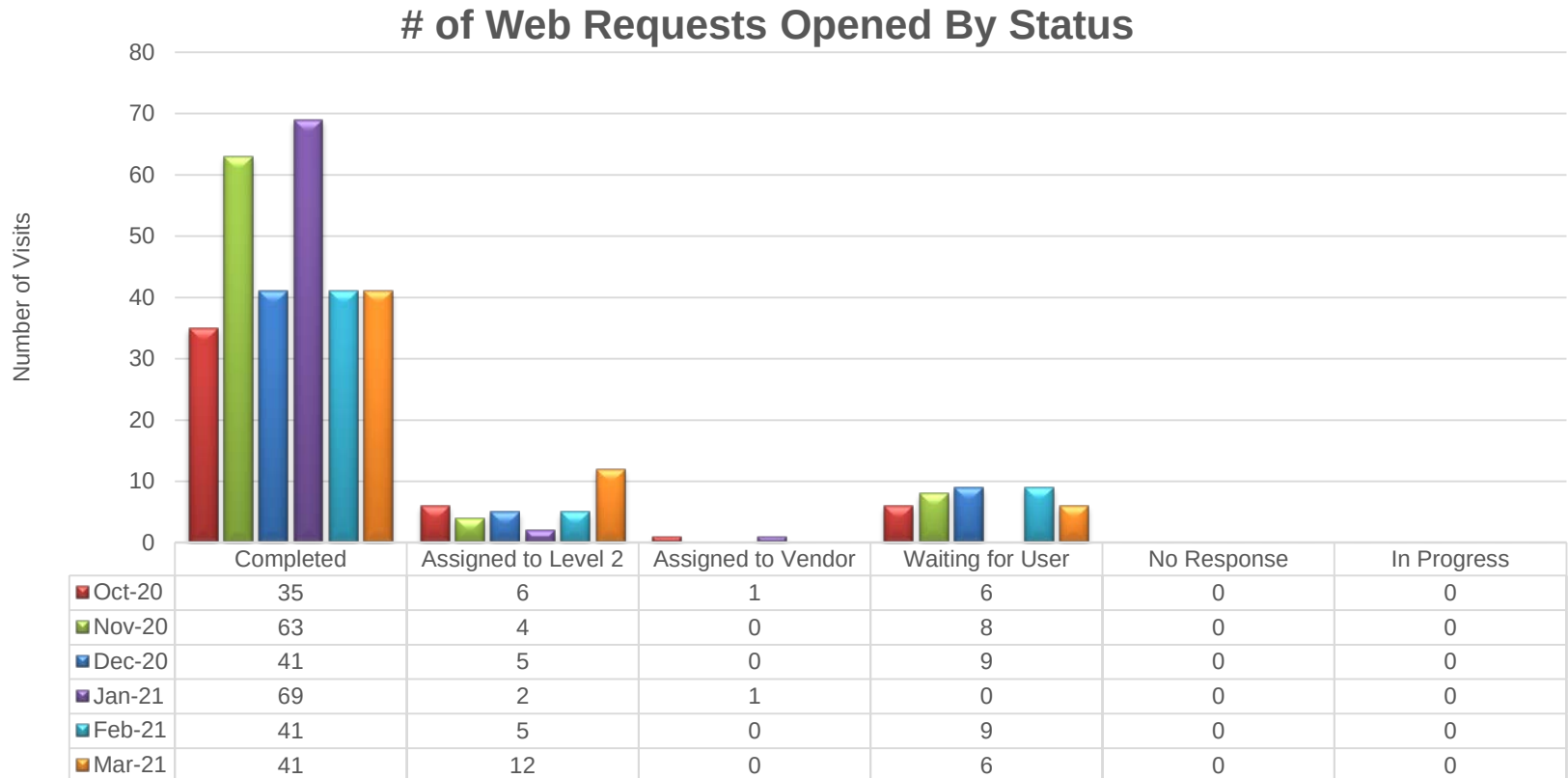
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Open Requests Aging Report



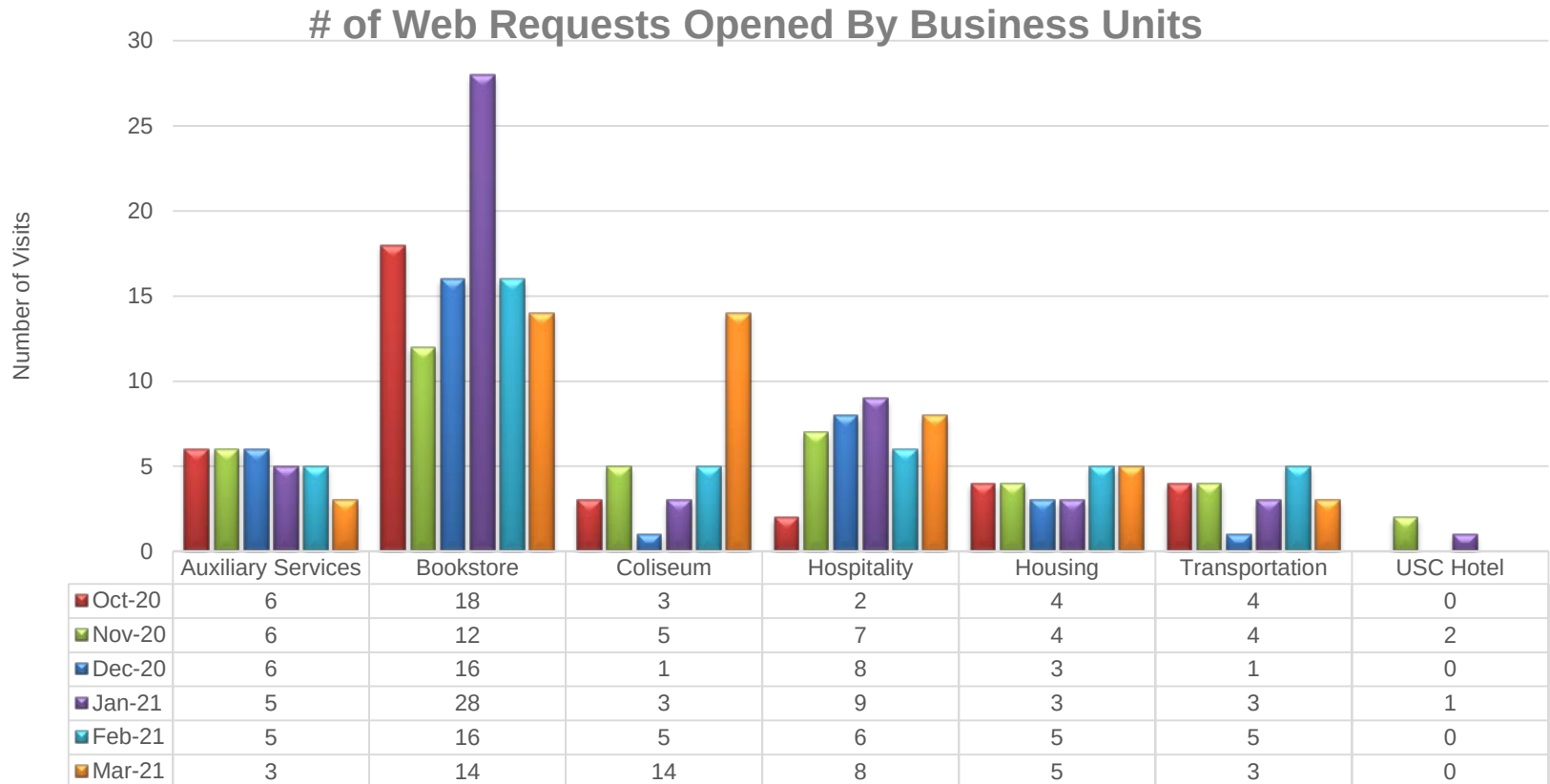


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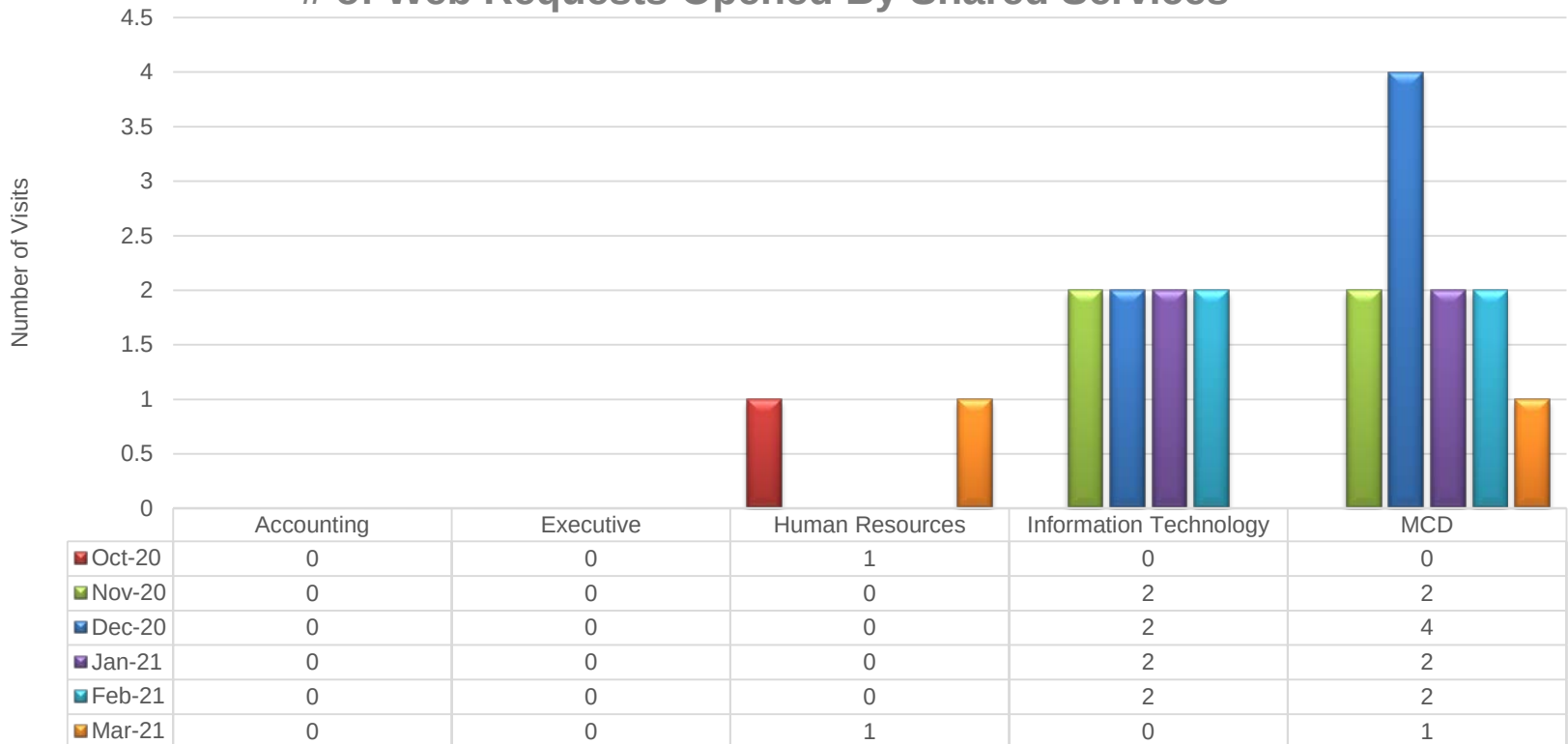
Service Desk Reports March 2021





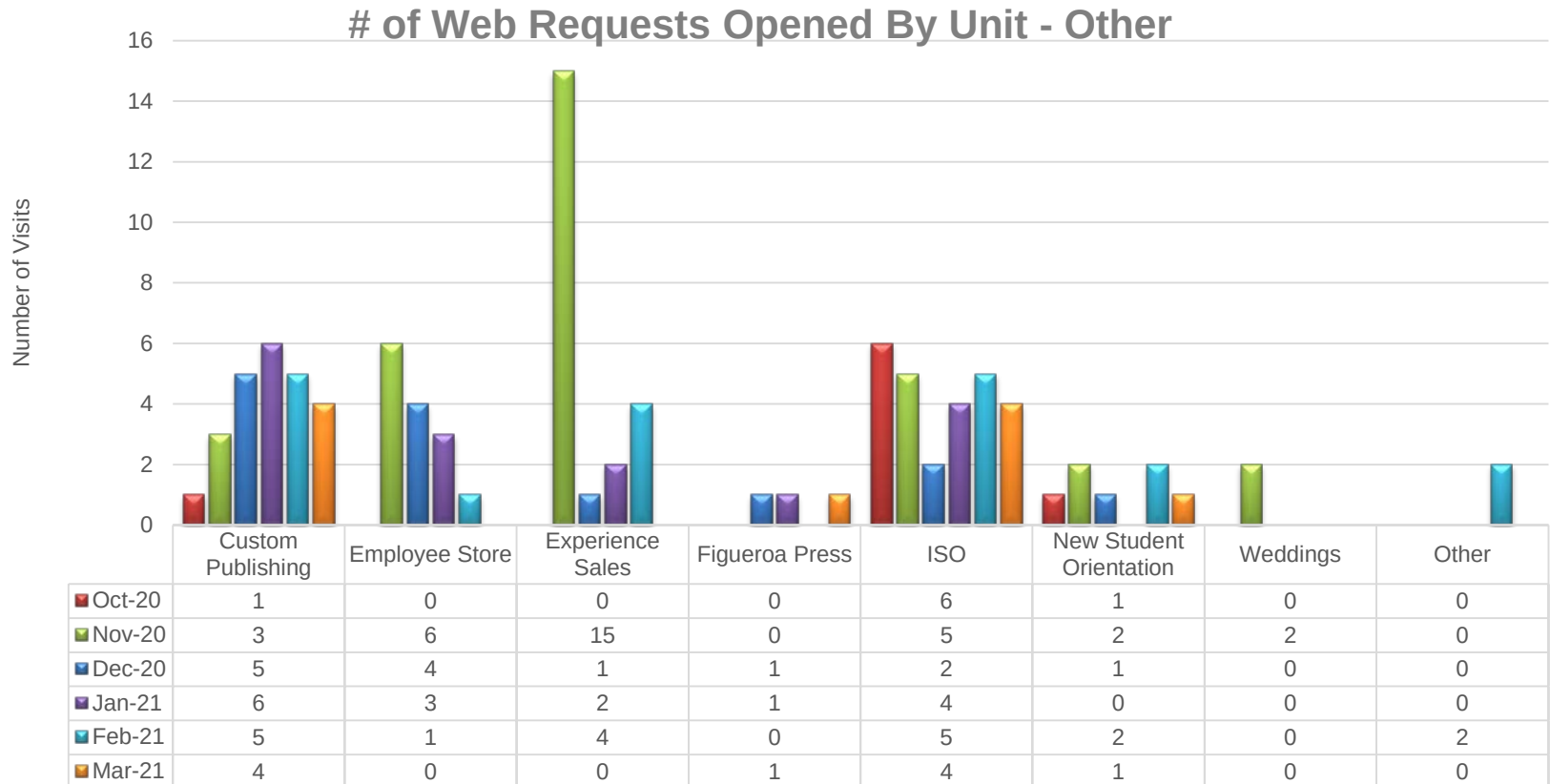
Service Desk Reports March 2021

of Web Requests Opened By Shared Services





Service Desk Reports March 2021





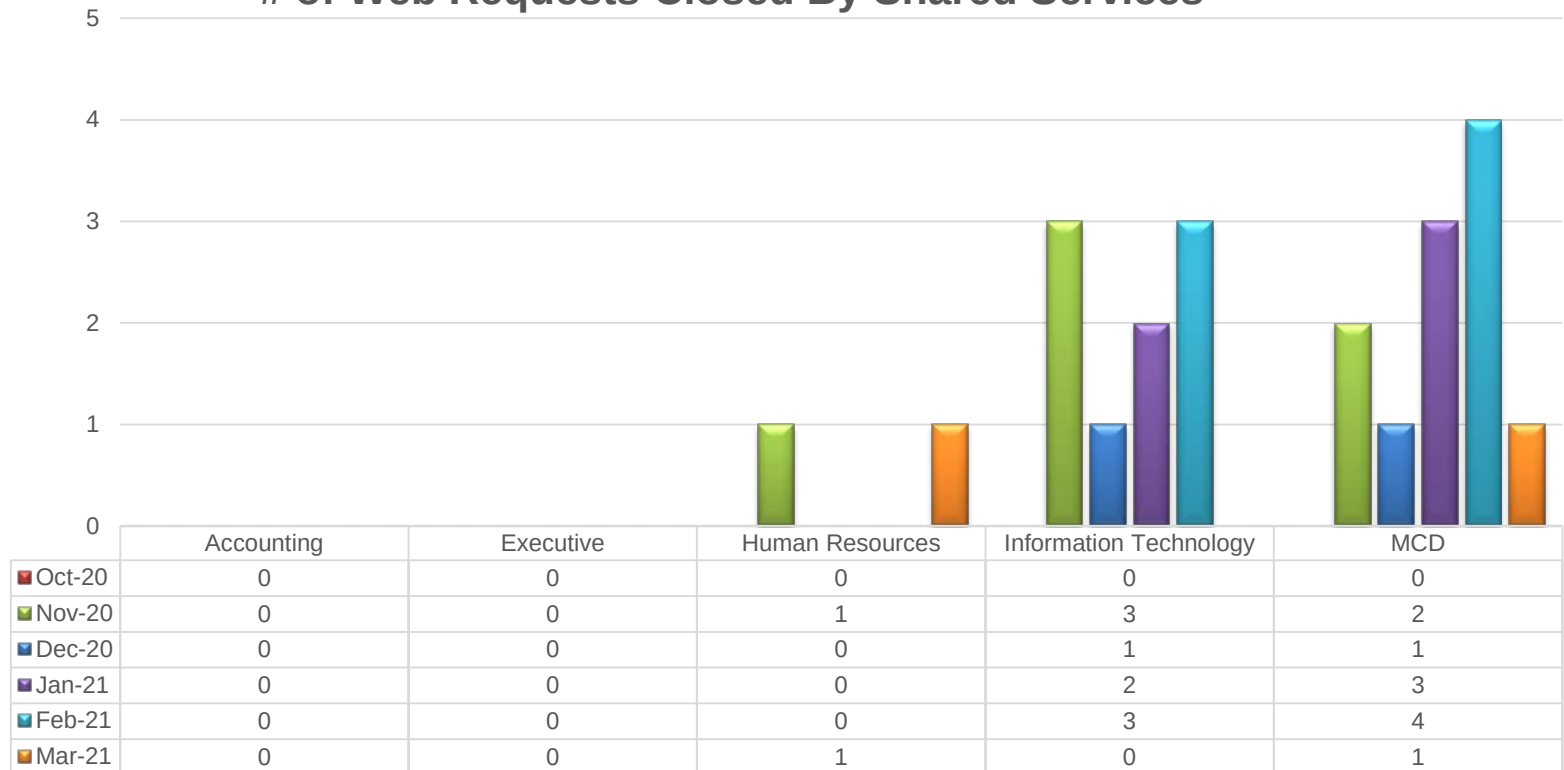
Service Desk Reports March 2021





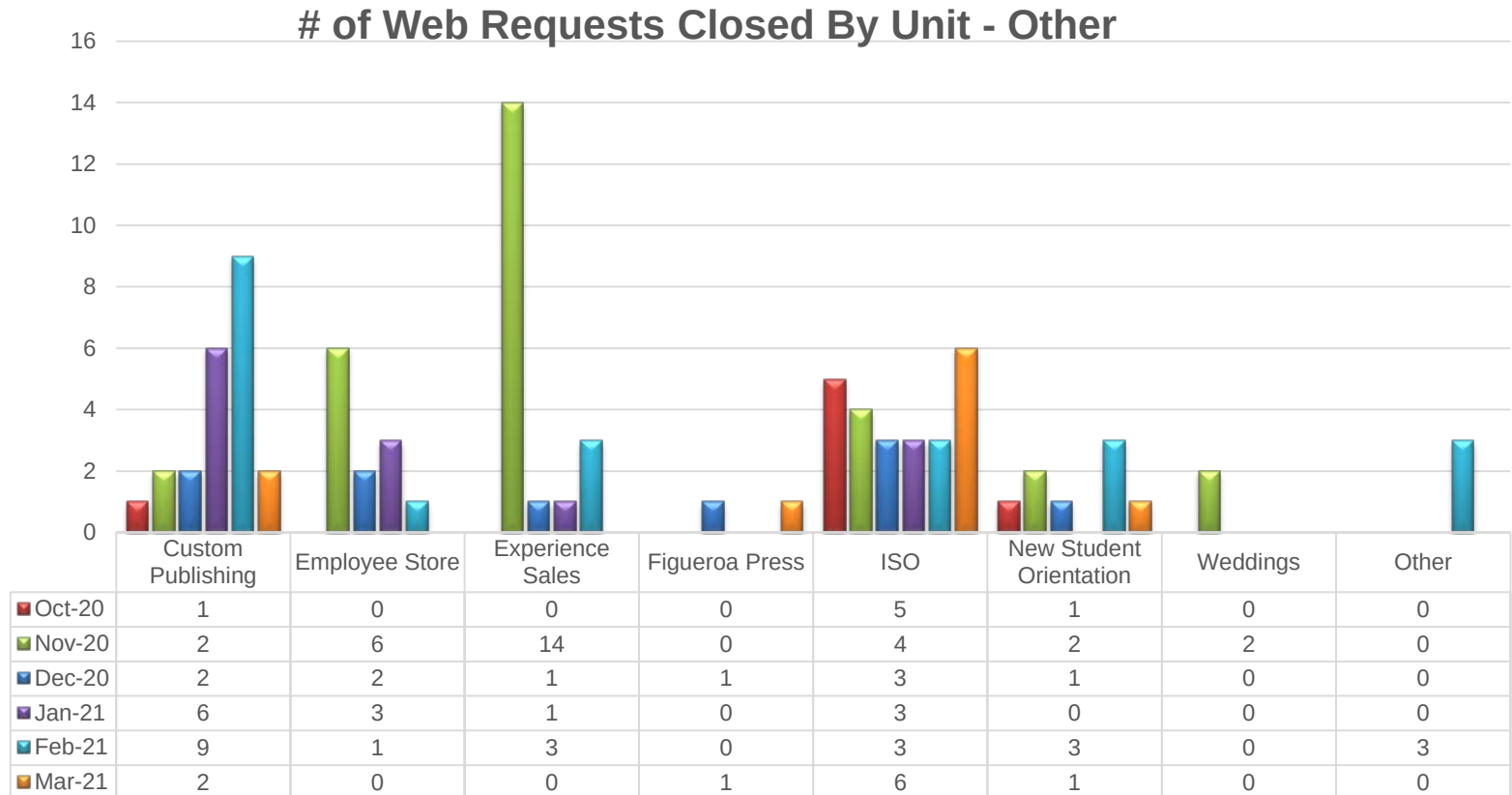
Service Desk Reports March 2021

of Web Requests Closed By Shared Services





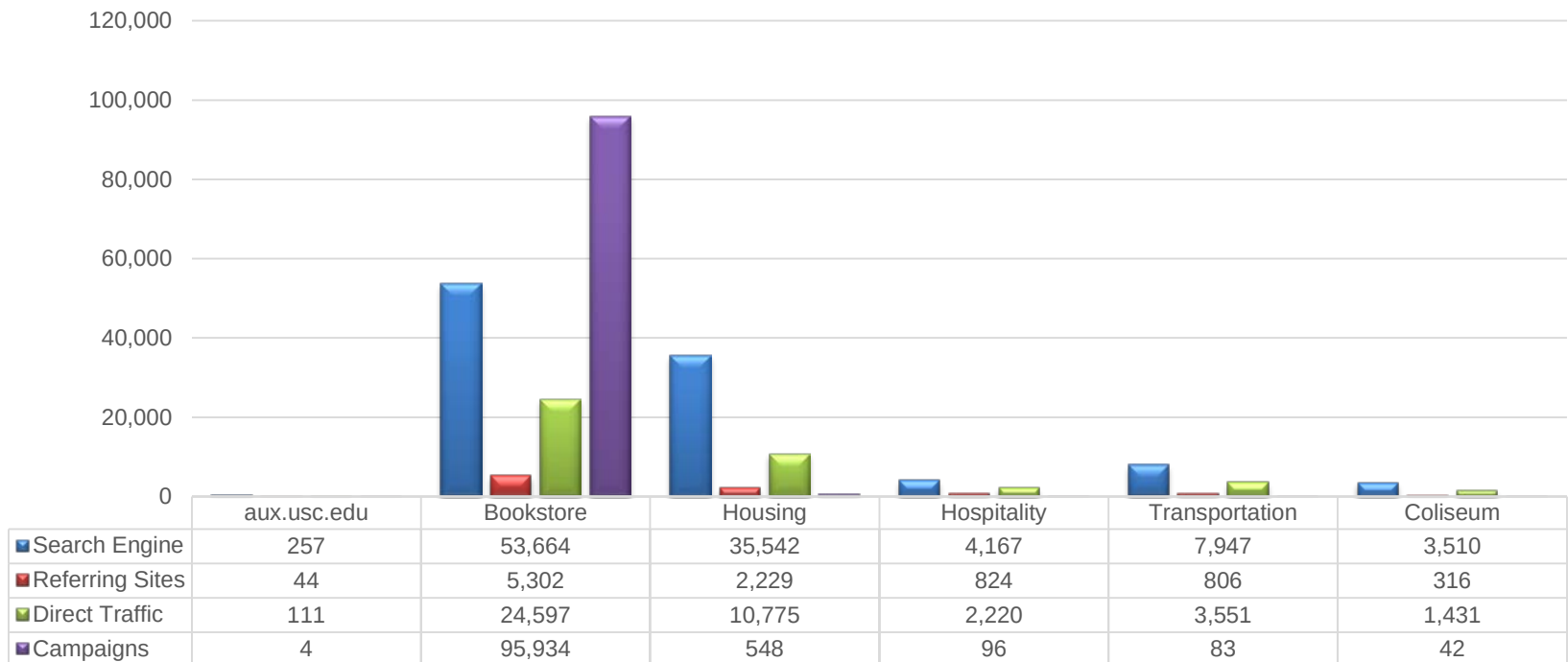
Service Desk Reports March 2021





Website Reports March 2021

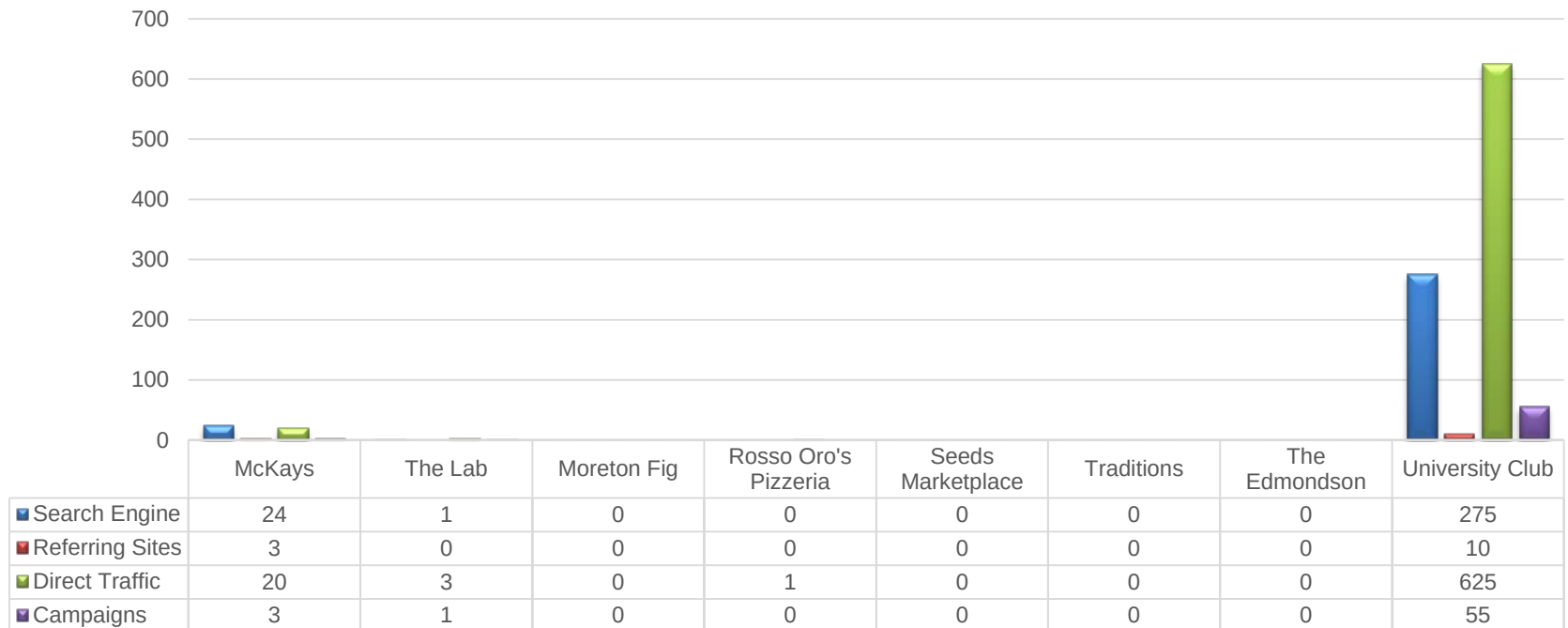
March 2021 Traffic Sources - BU Main Sites





Website Reports March 2021

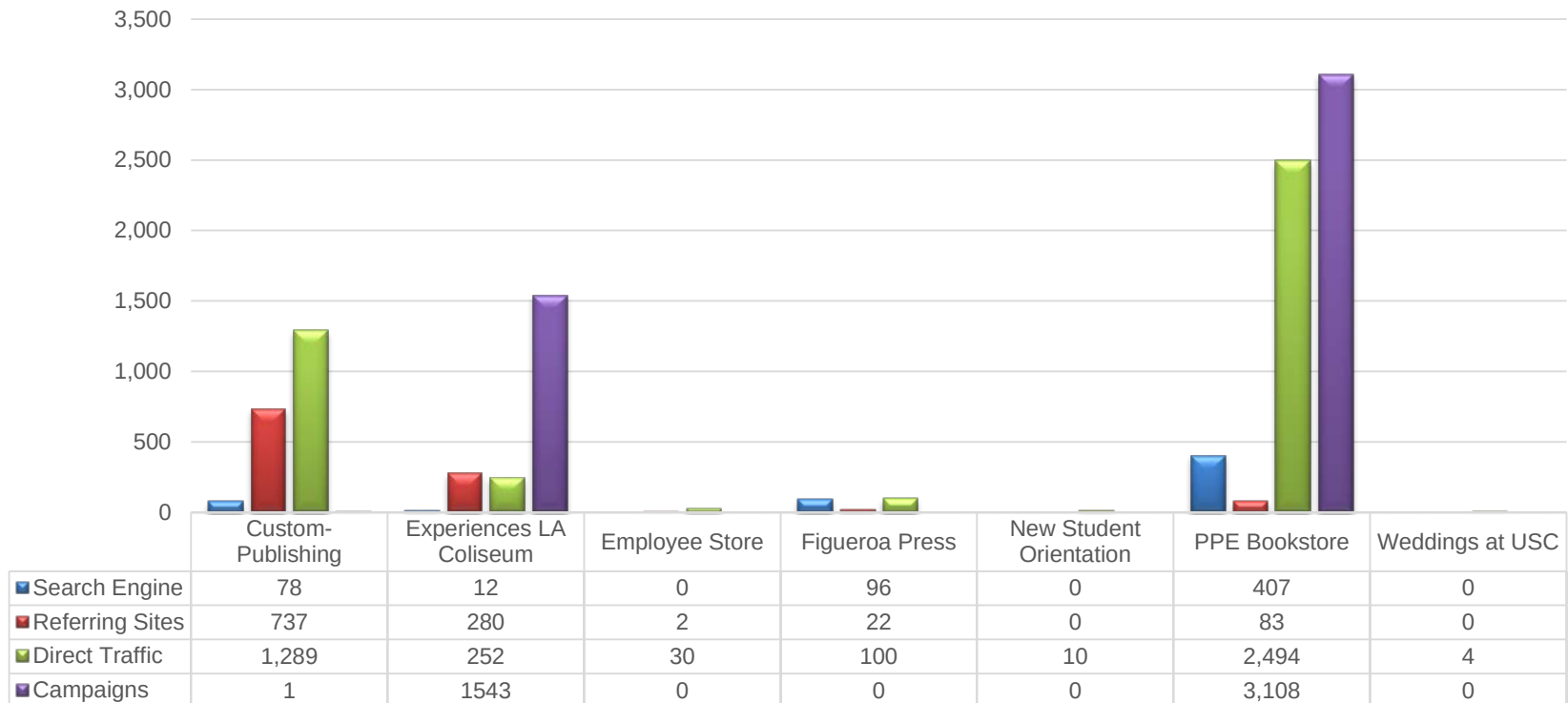
March 2021 Traffic Sources - HSP Micro Sites (Desktop)





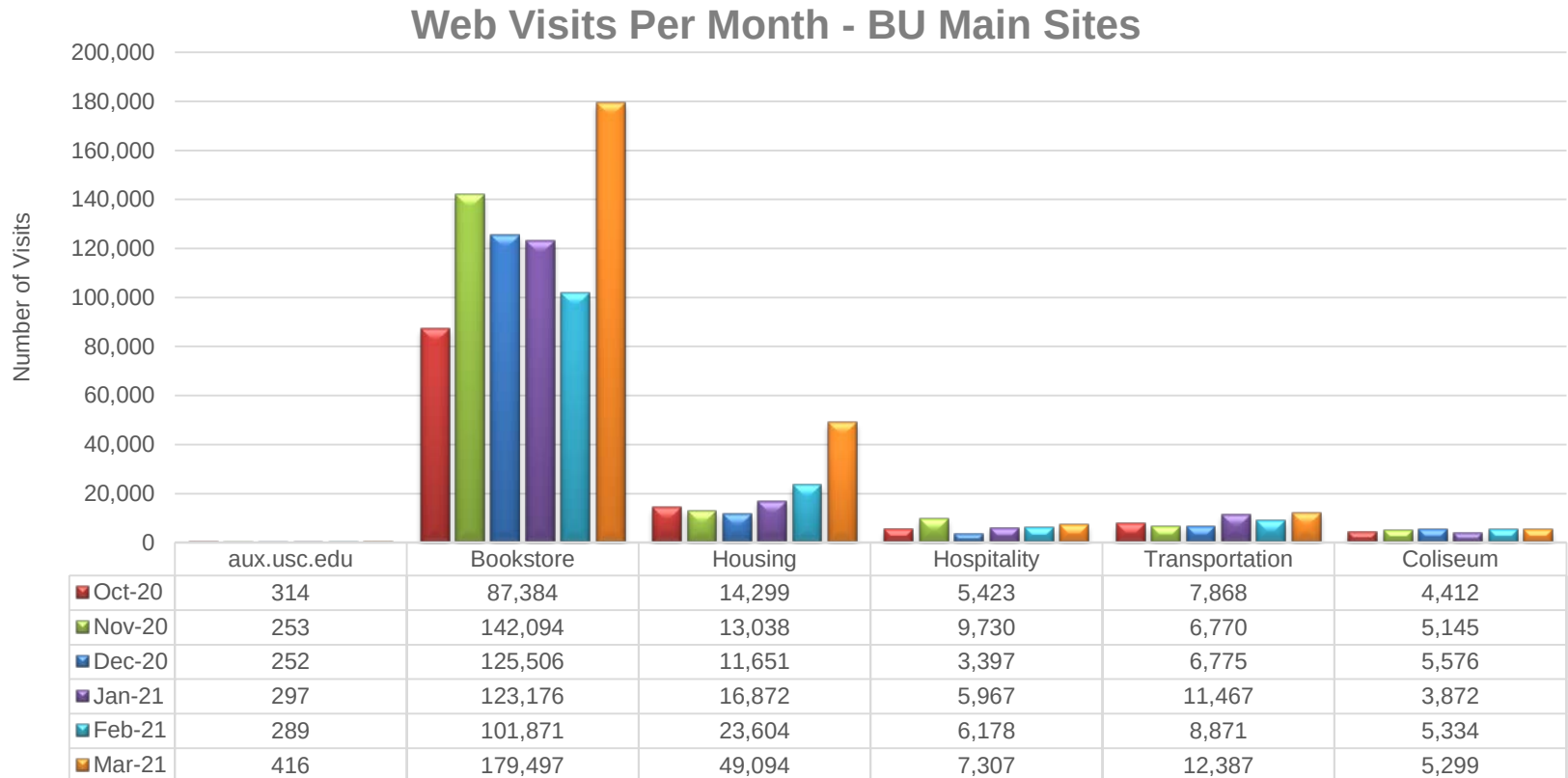
Website Reports March 2021

March 2021 Traffic Sources - Other Sites





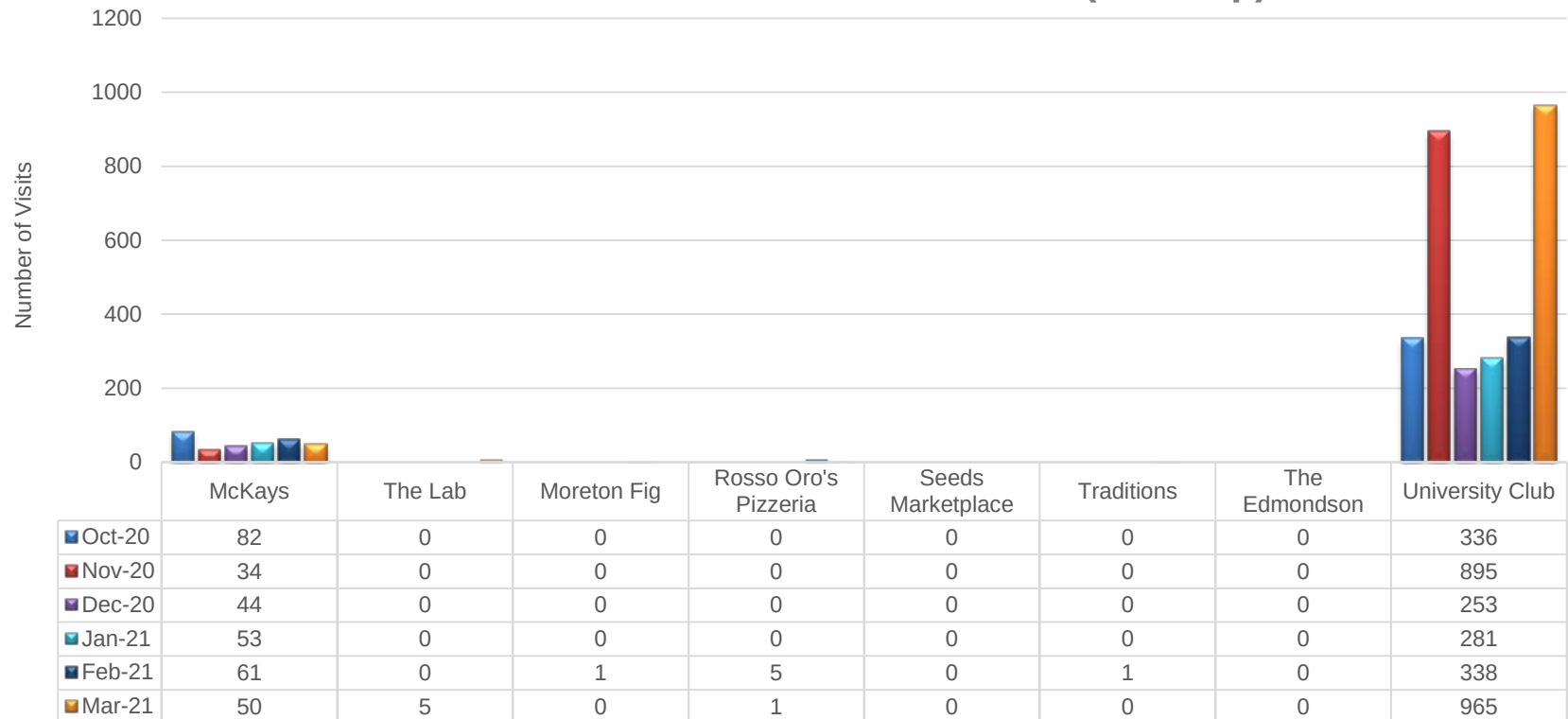
Website Reports March 2021





Website Reports March 2021

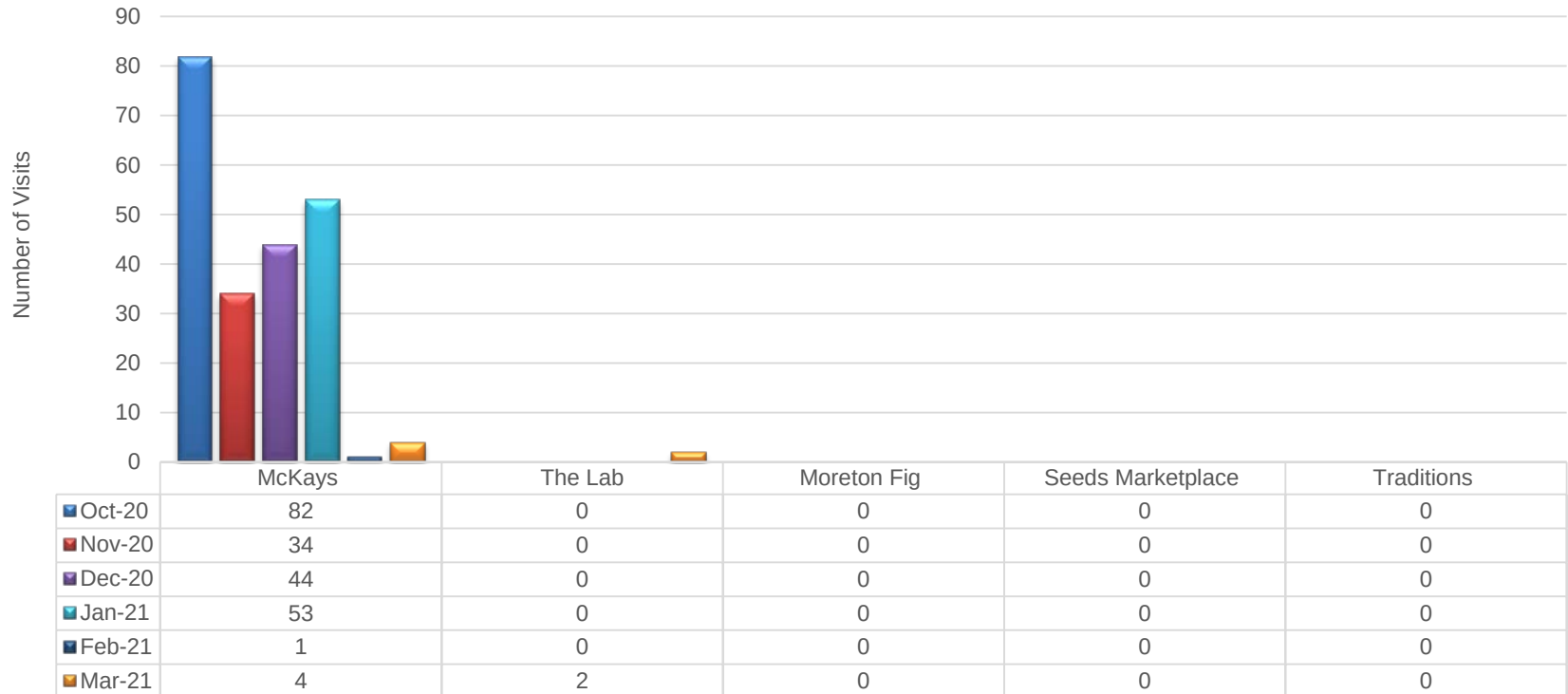
Web Visits Per Month - HSP Micro Sites (Desktop)





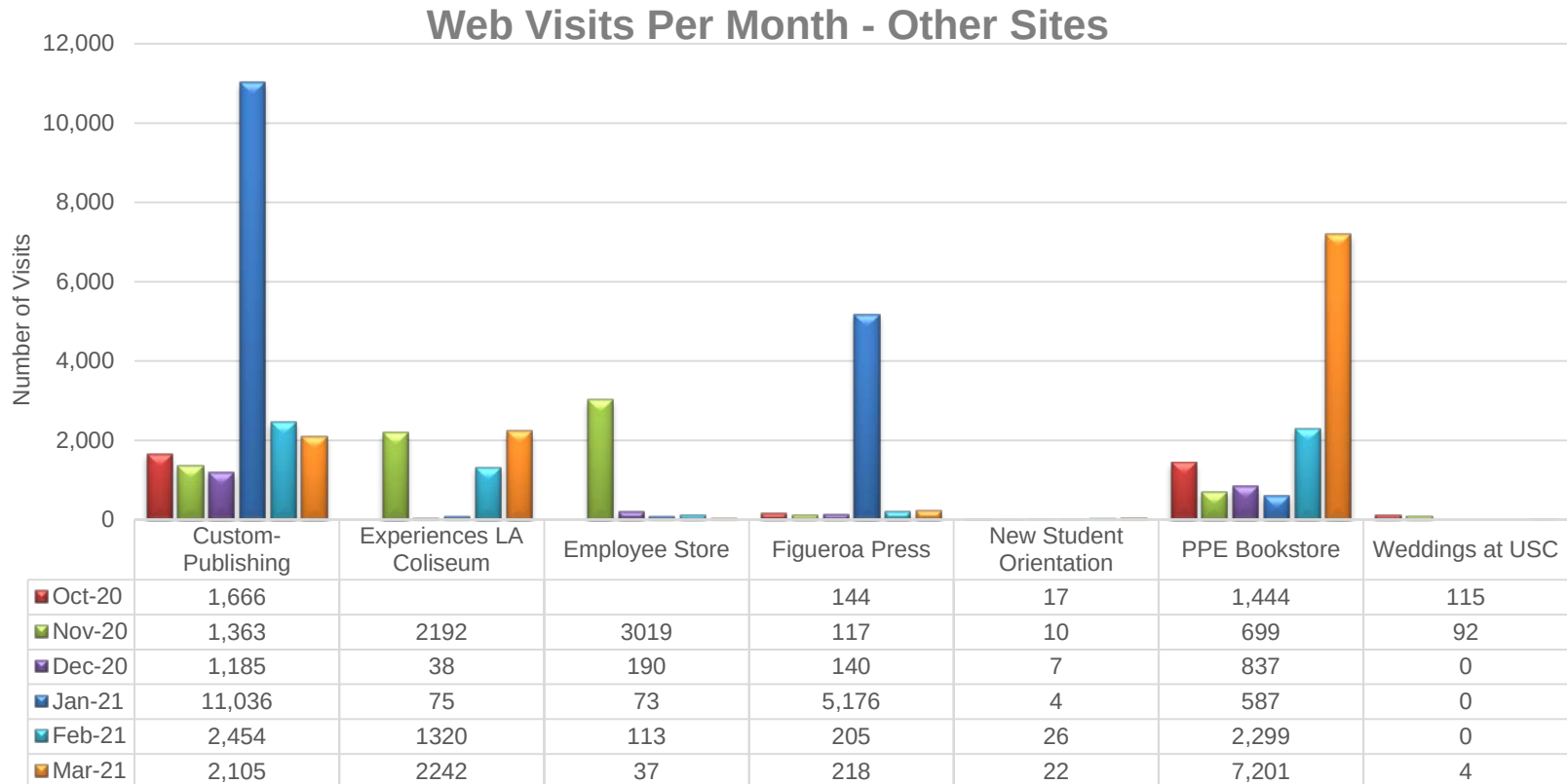
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Web Visits Per Month - HSP Micro Sites (Mobile)





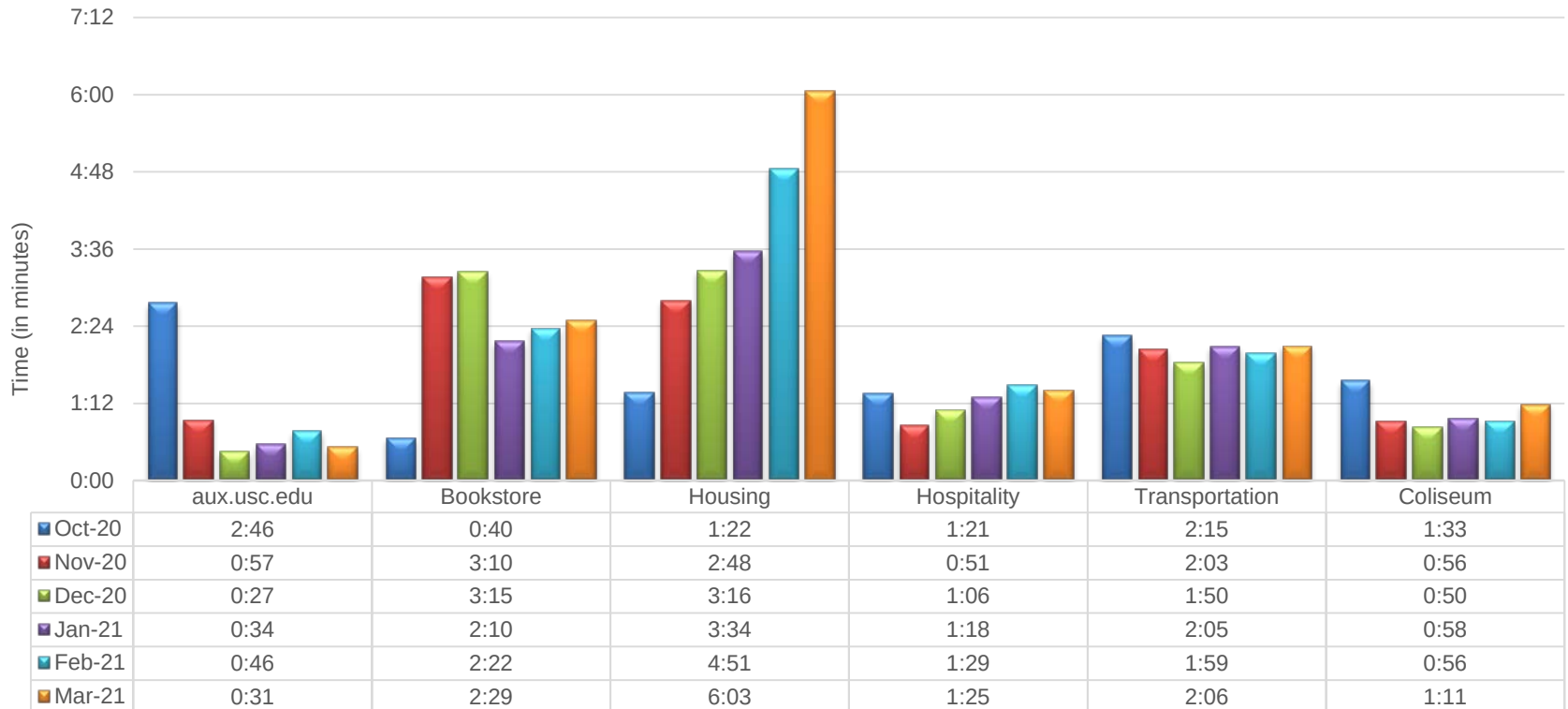
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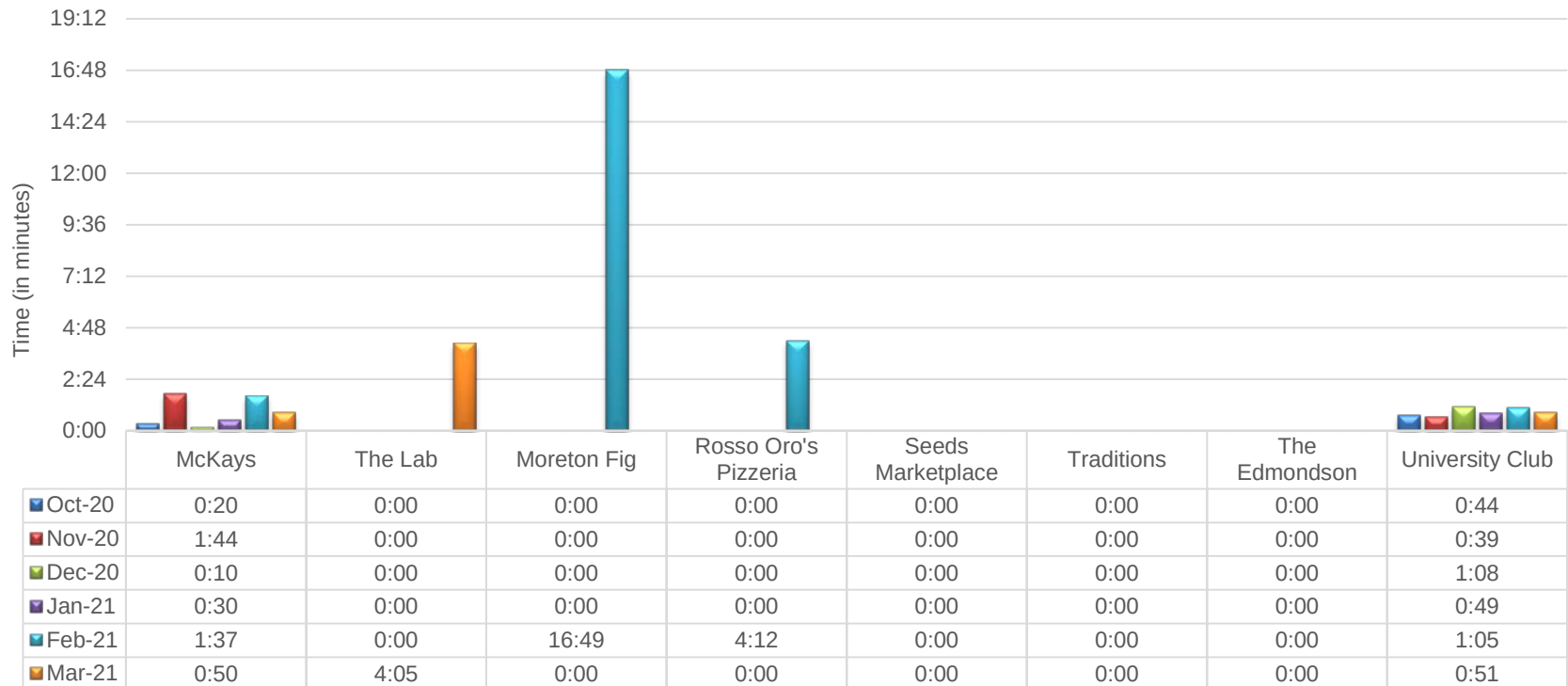
Website Reports March 2021

Average Time Spent on Website - BU Main Sites



Website Reports March 2021

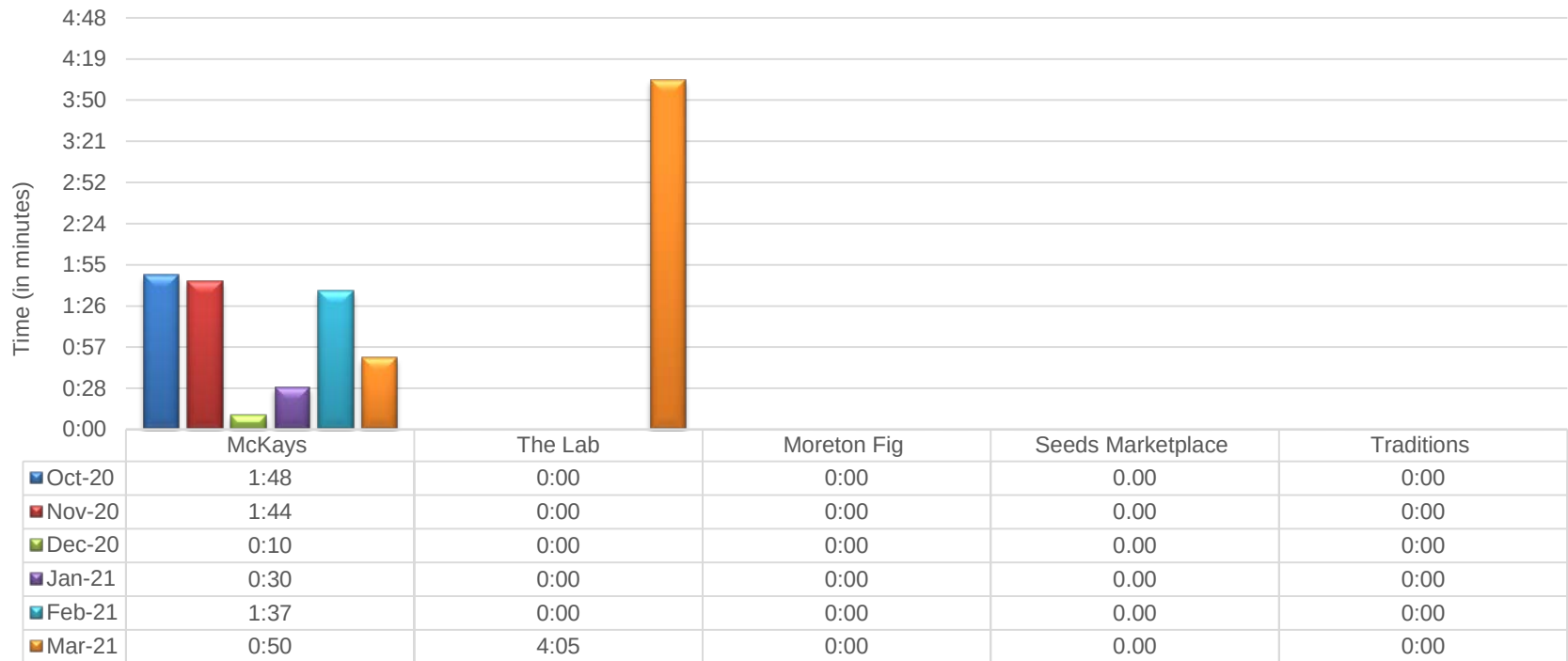
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports March 2021

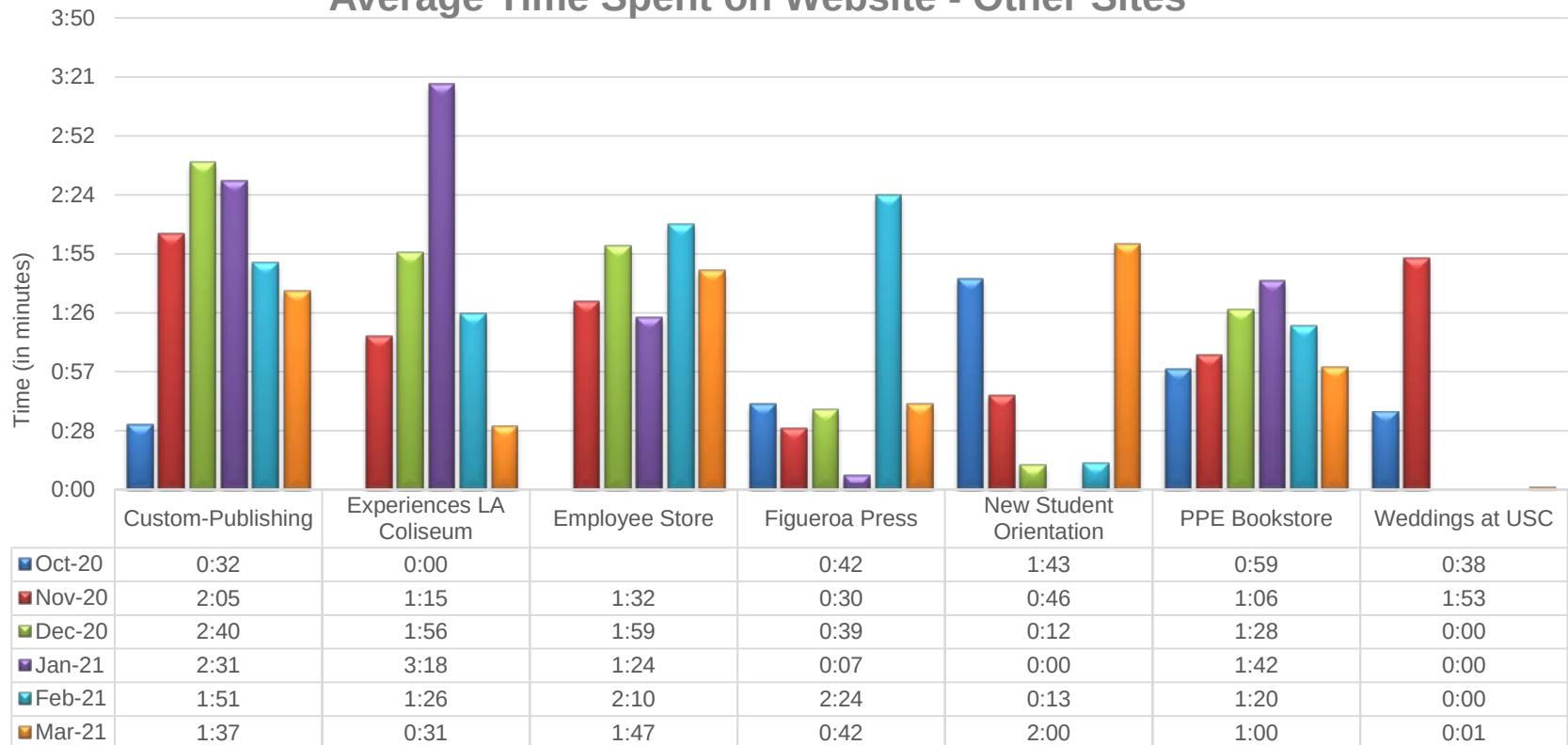
Average Time Spent on Website - HSP Micro Sites (Mobile)





Website Reports March 2021

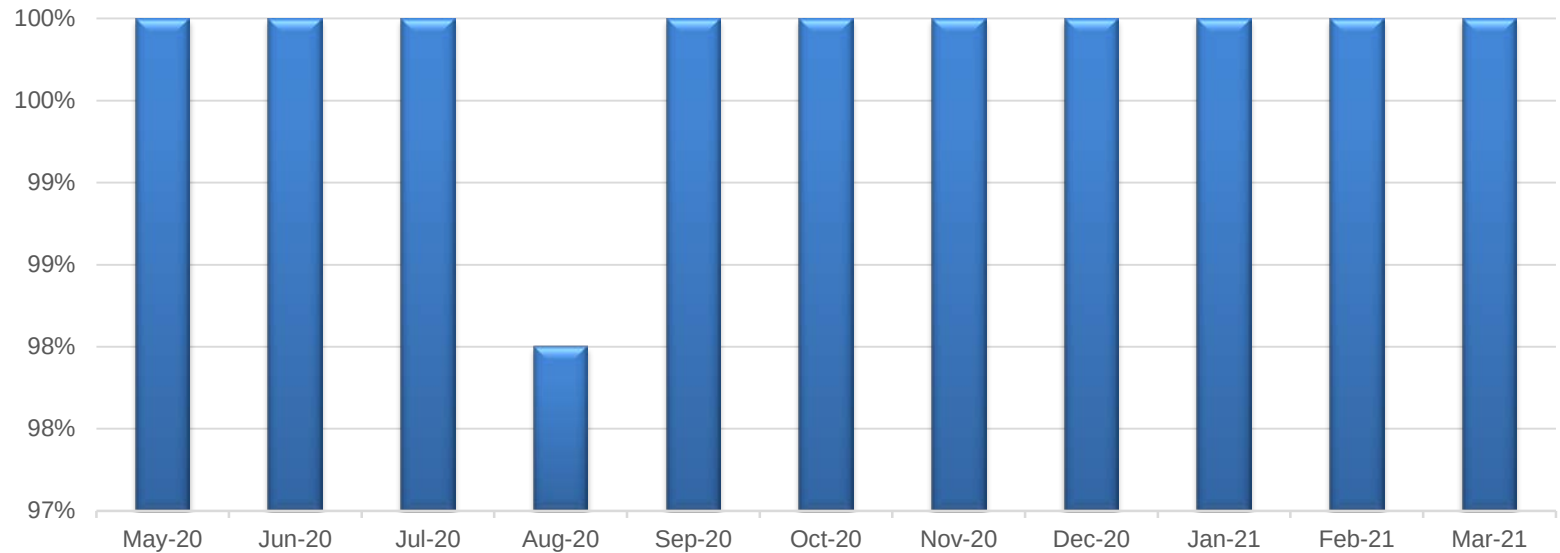
Average Time Spent on Website - Other Sites





Customer Satisfaction Report March 2021

Customer Satisfaction





Thank You !!