



AS IT MONTHLY REPORTS

For April 2021

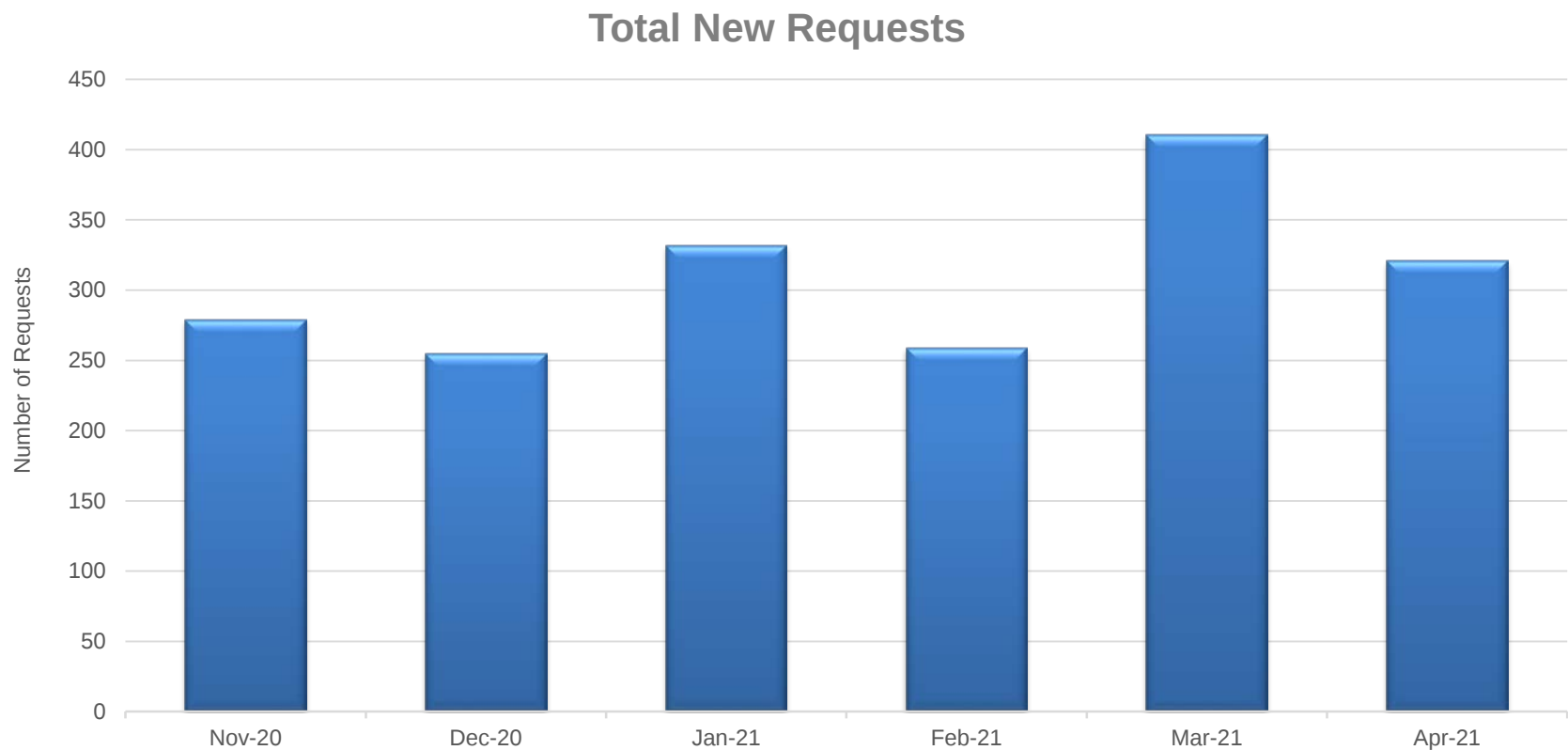


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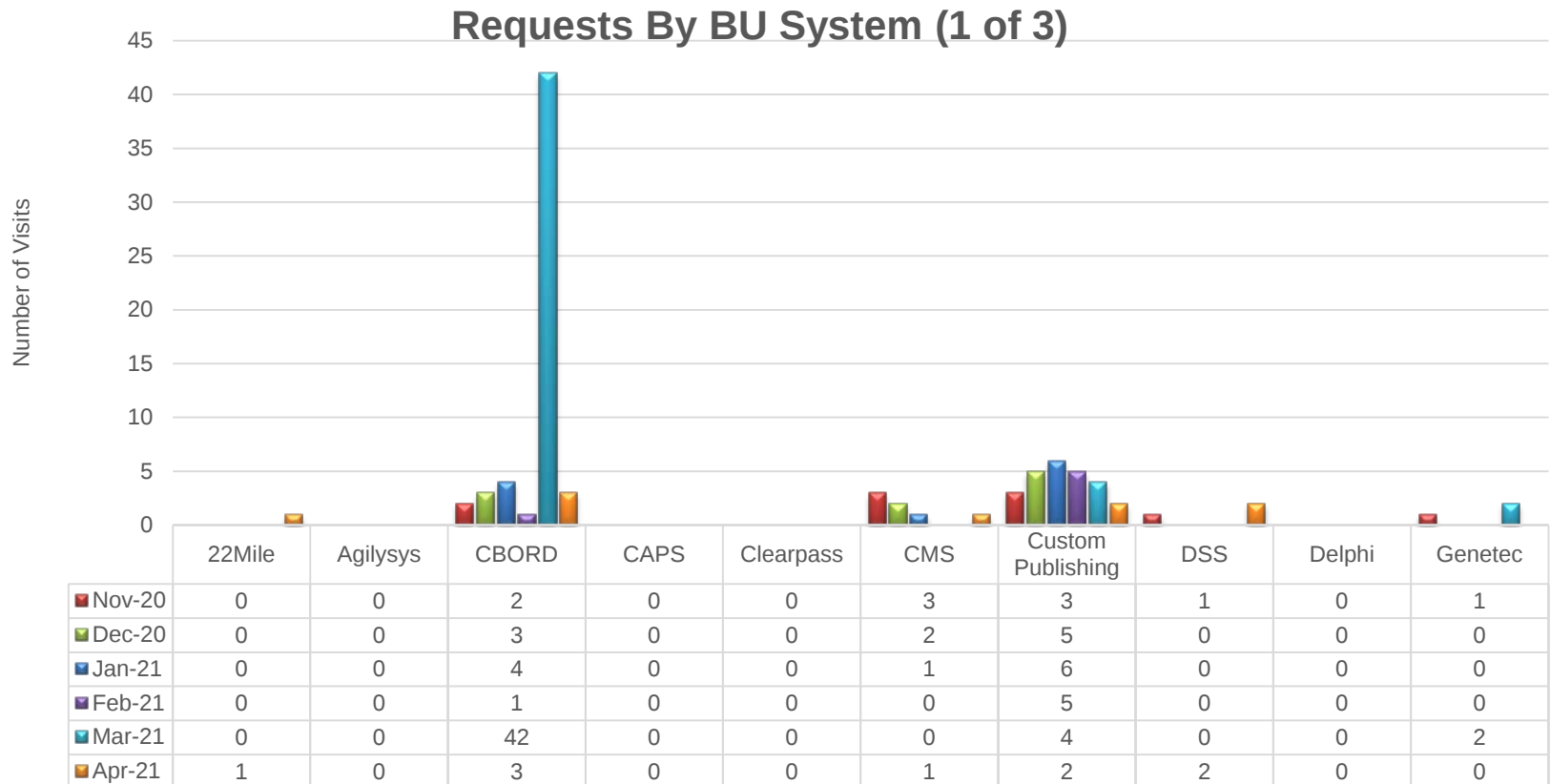


Service Desk Reports April 2021





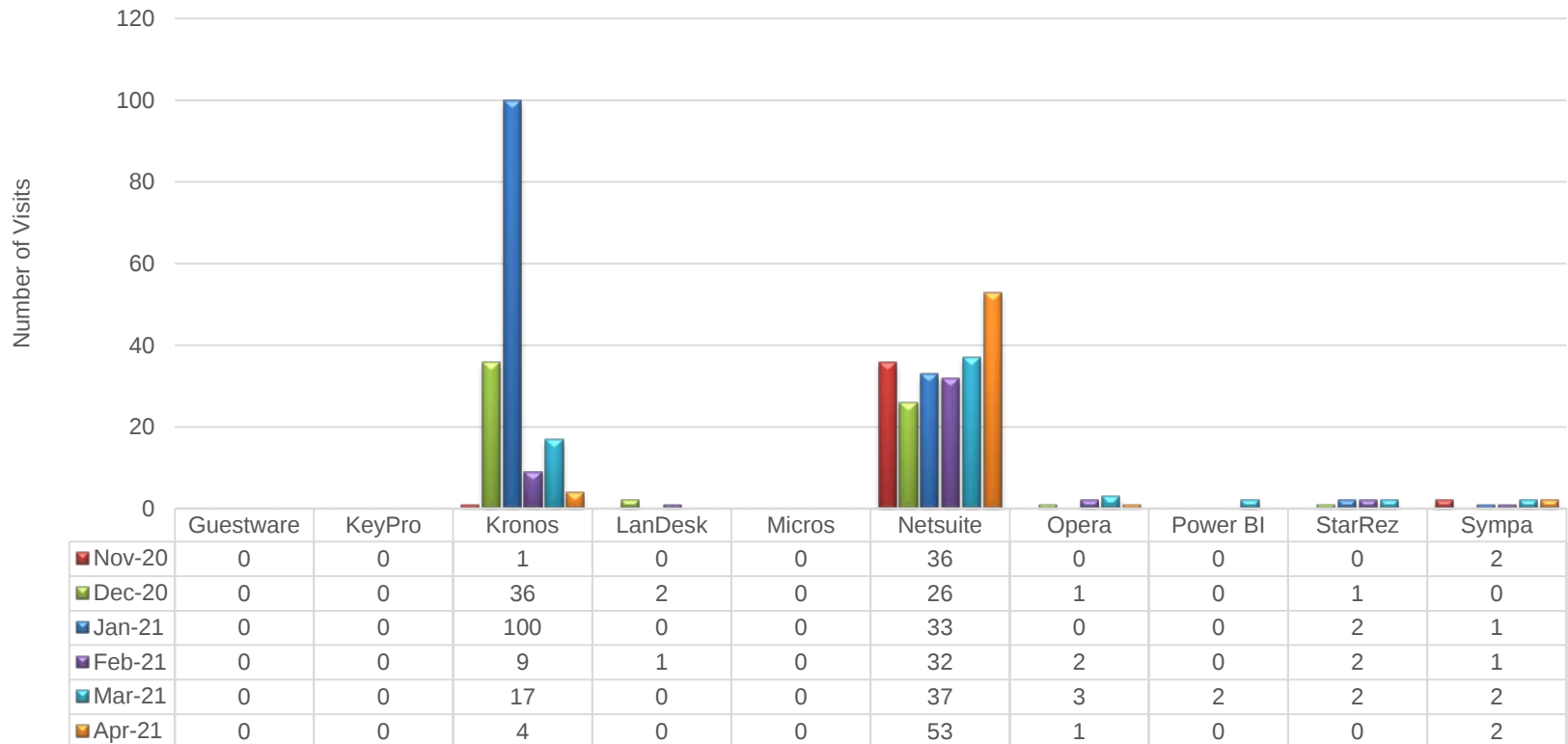
Service Desk Reports April 2021





Service Desk Reports April 2021

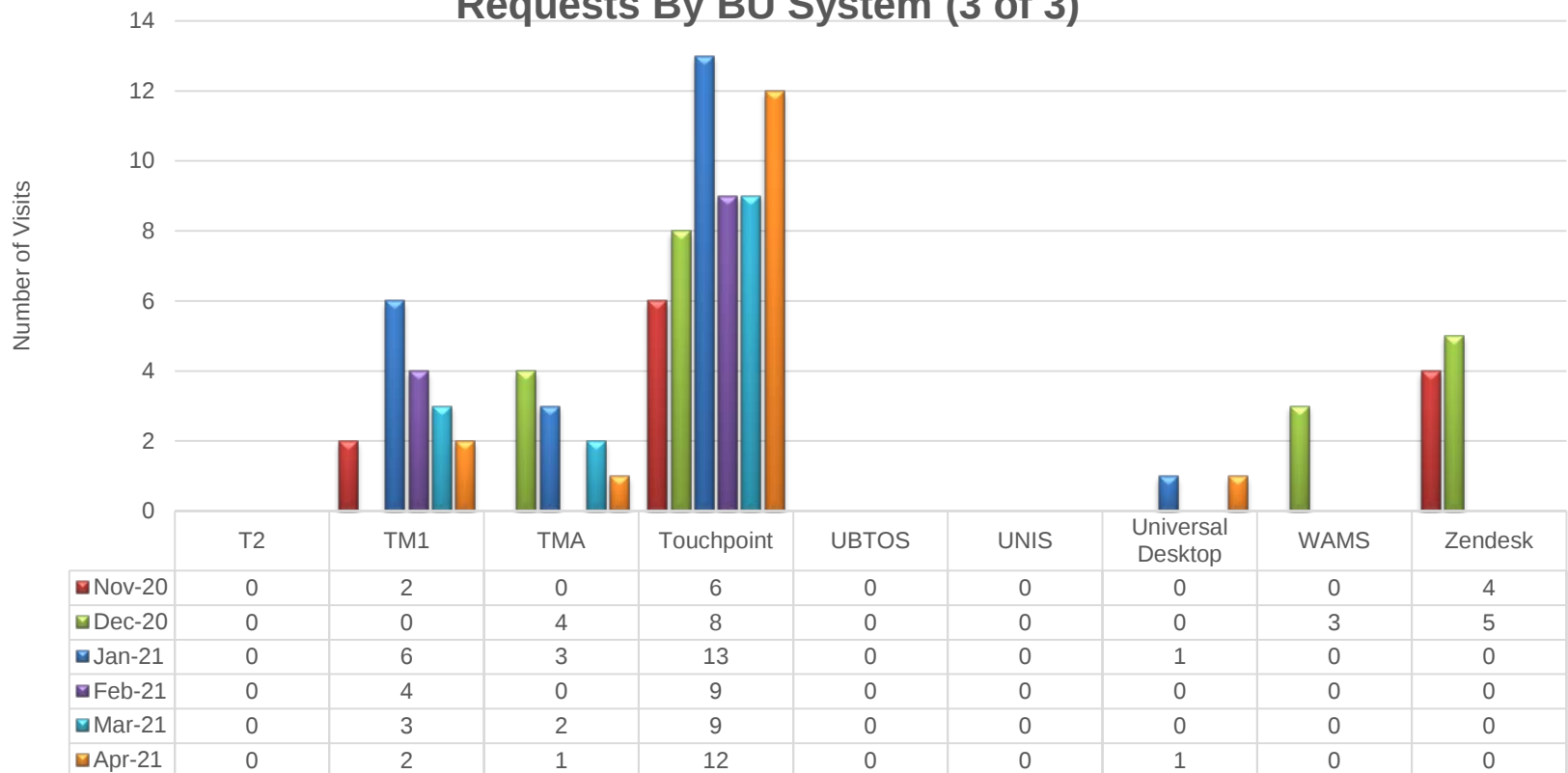
Requests By BU System (2 of 3)





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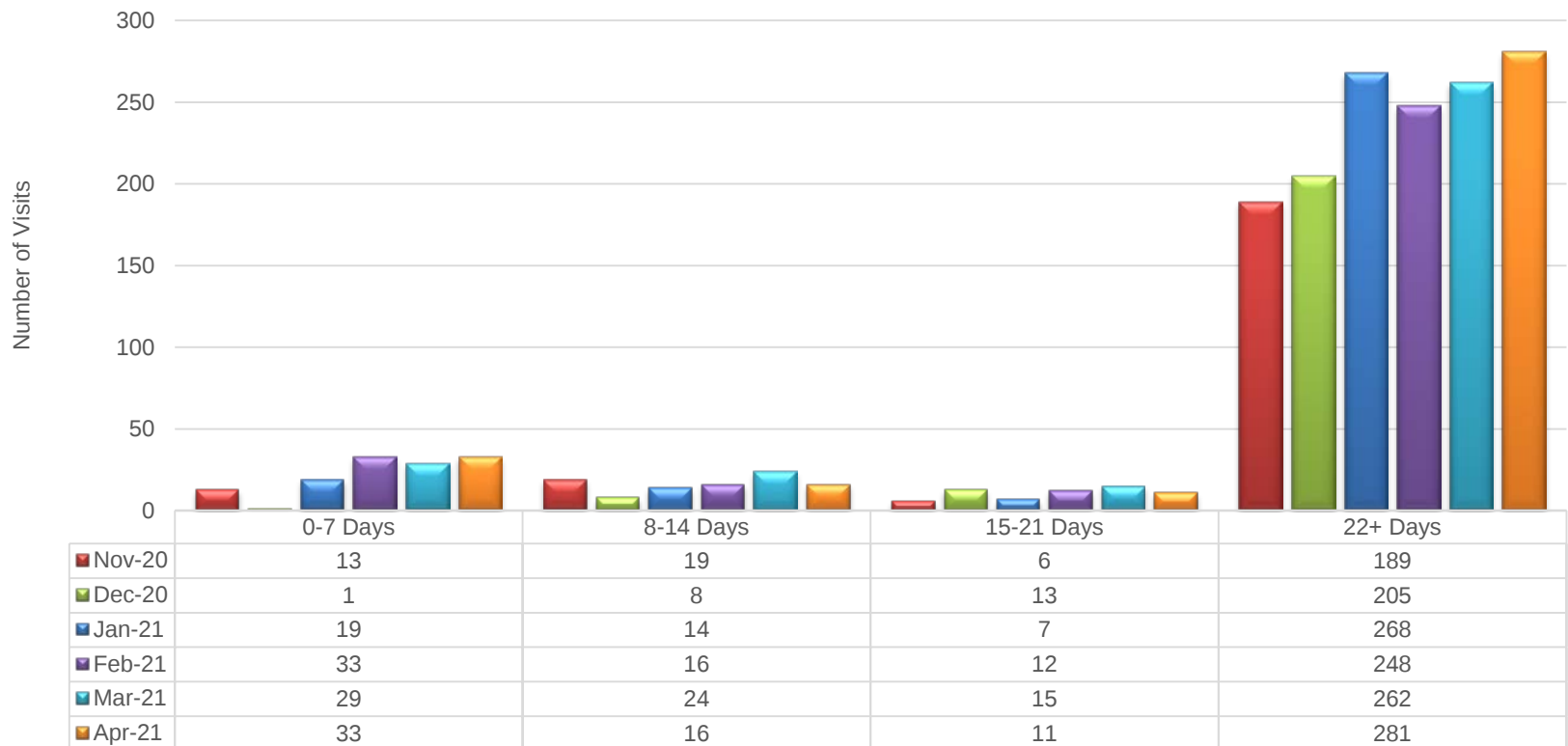
Requests By BU System (3 of 3)





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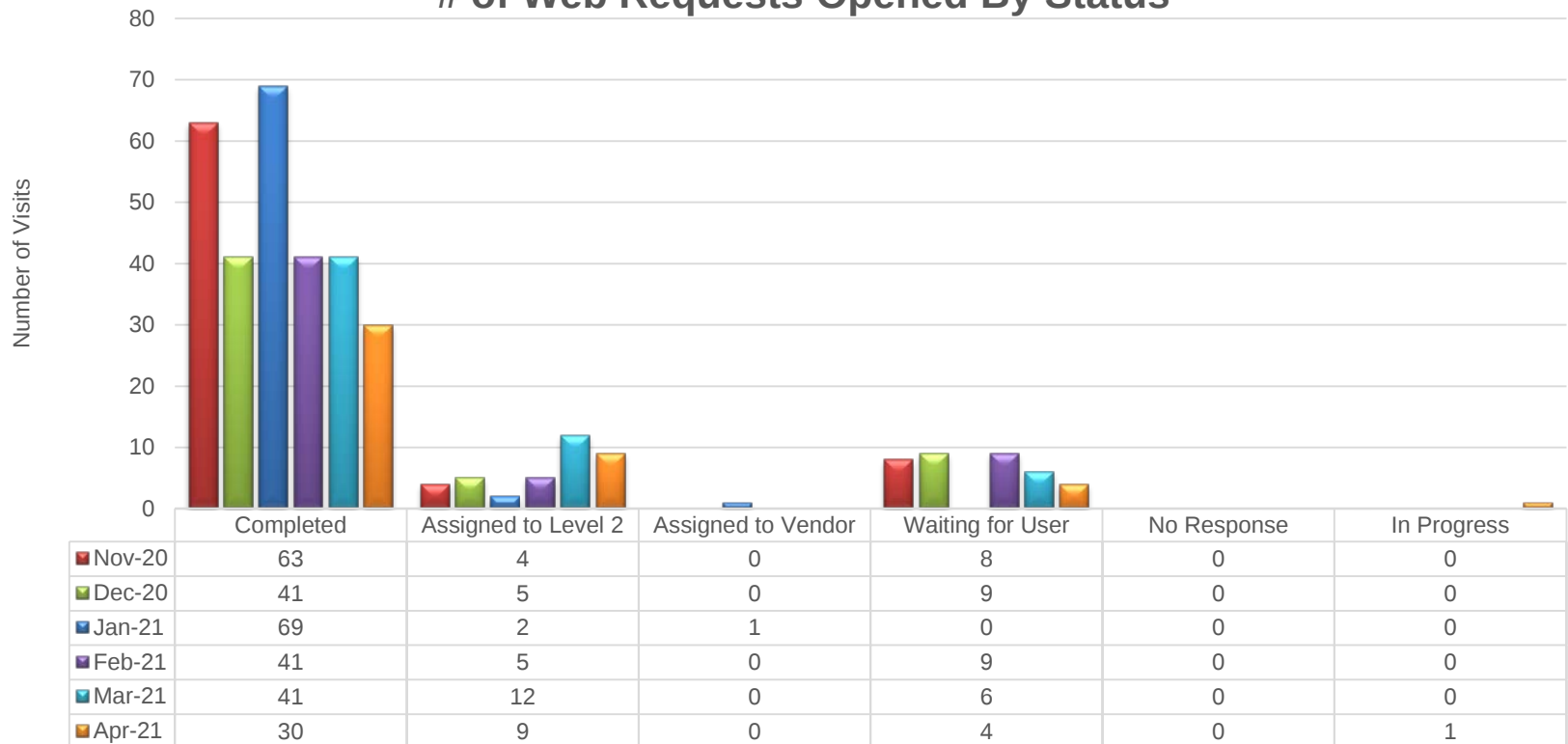
Open Requests Aging Report





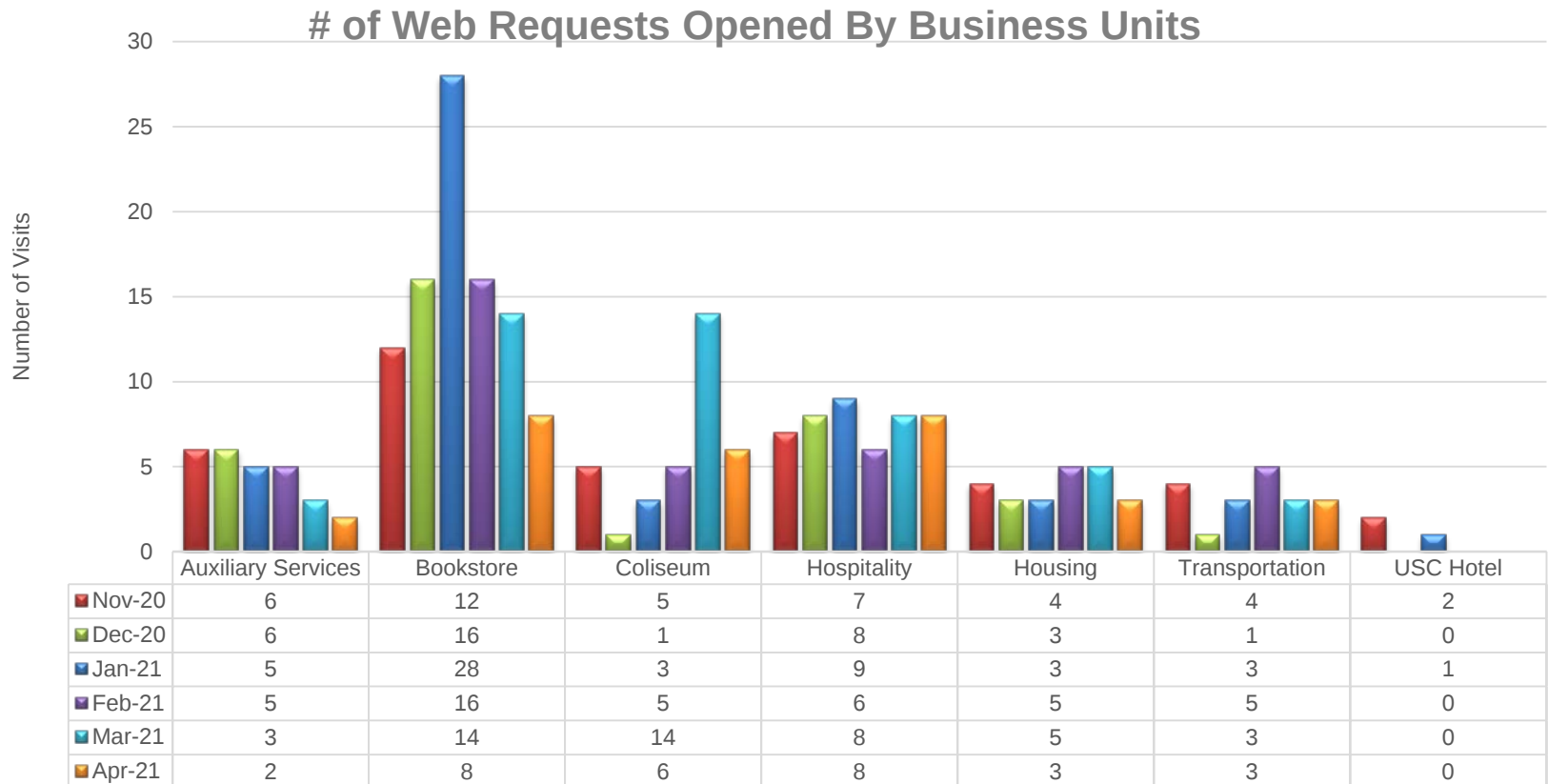
Service Desk Reports April 2021

of Web Requests Opened By Status





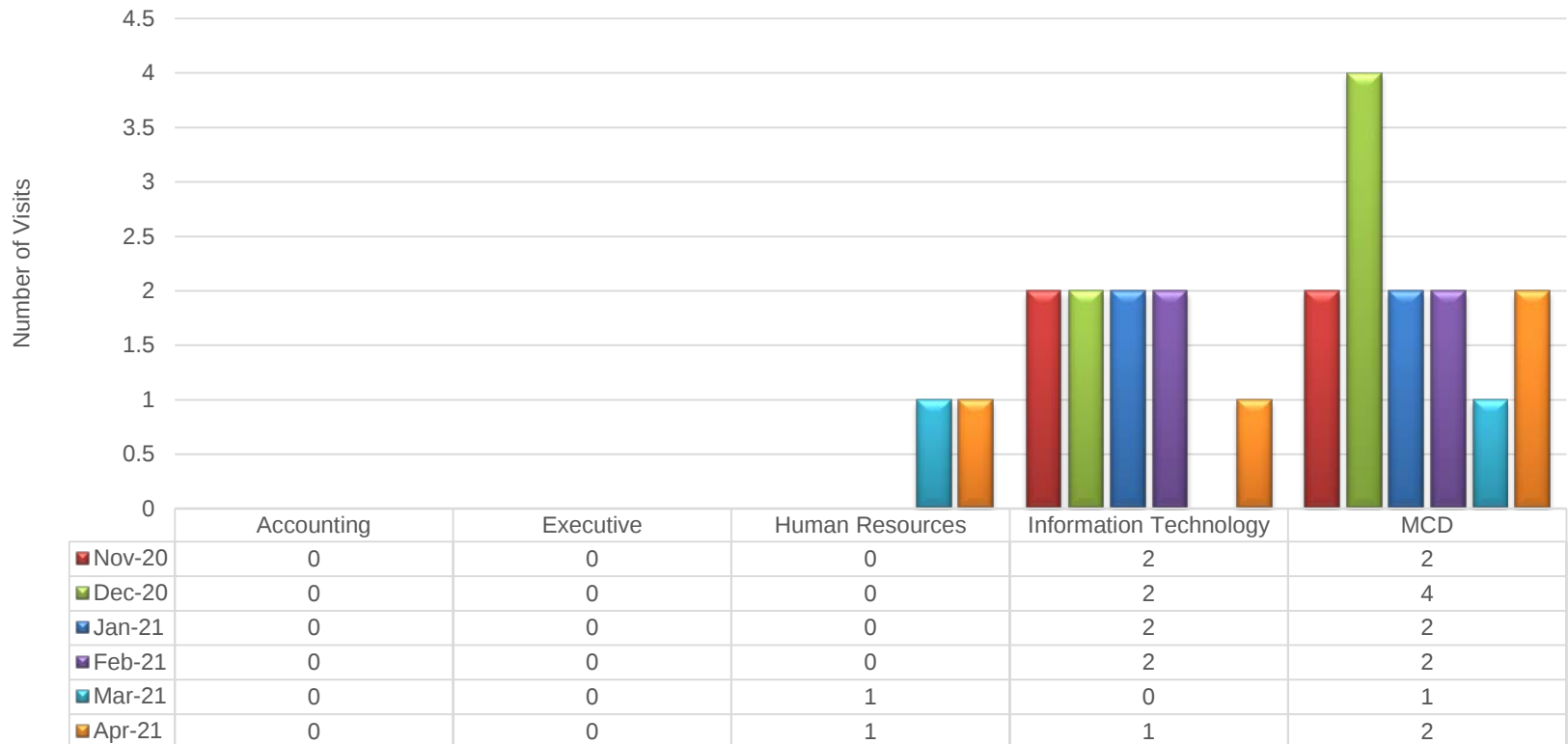
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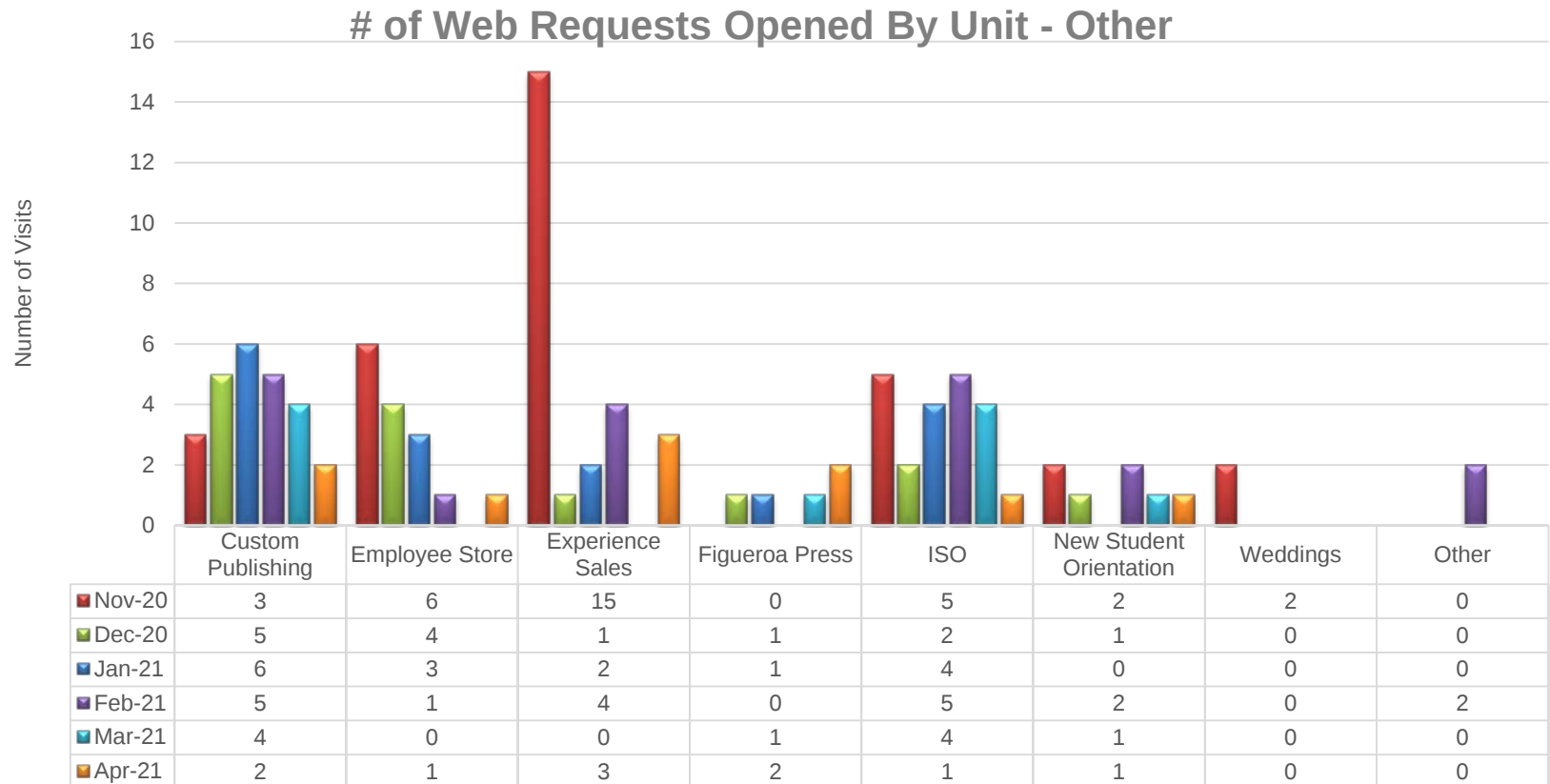
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of Web Requests Opened By Shared Services



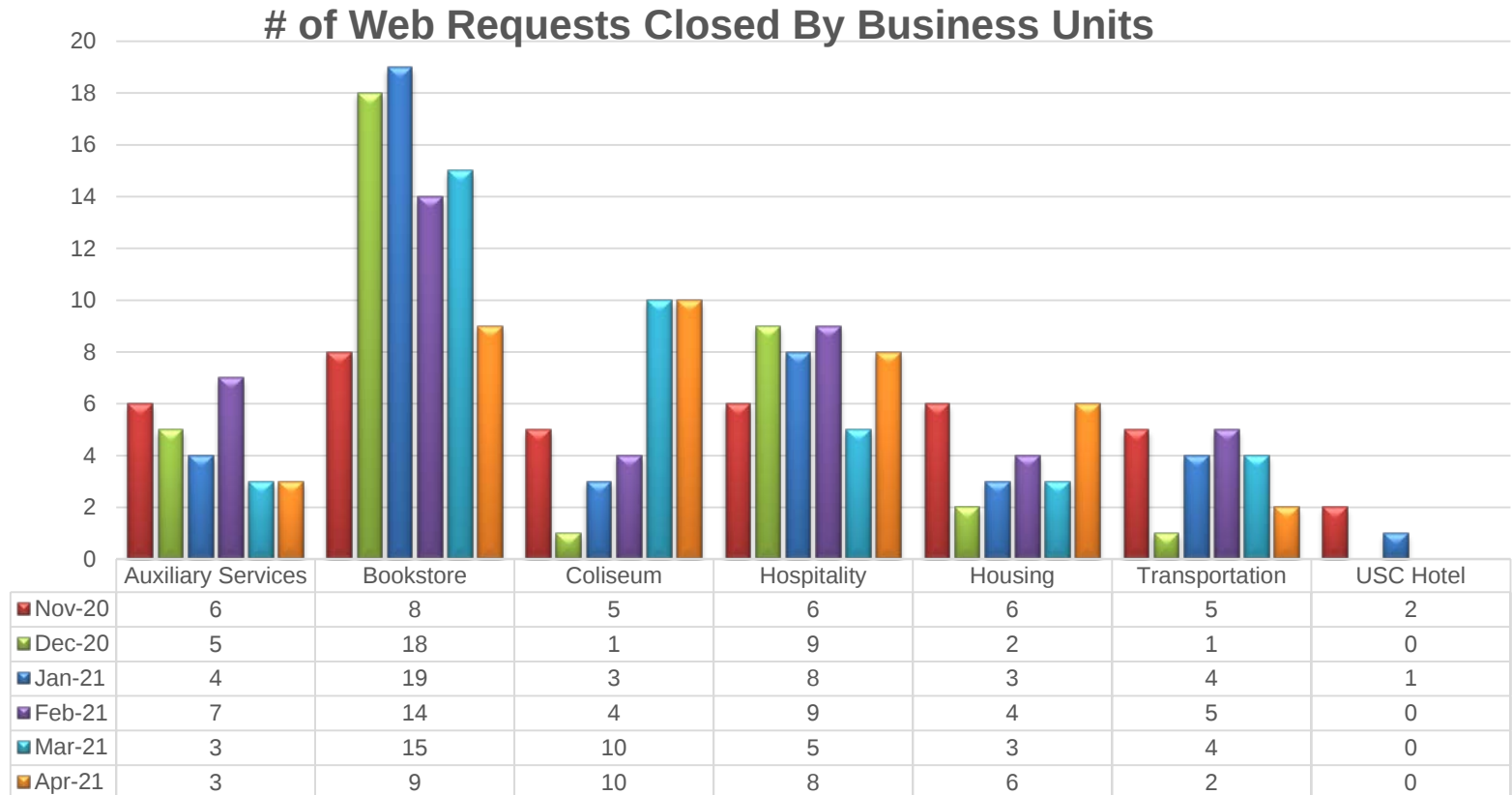


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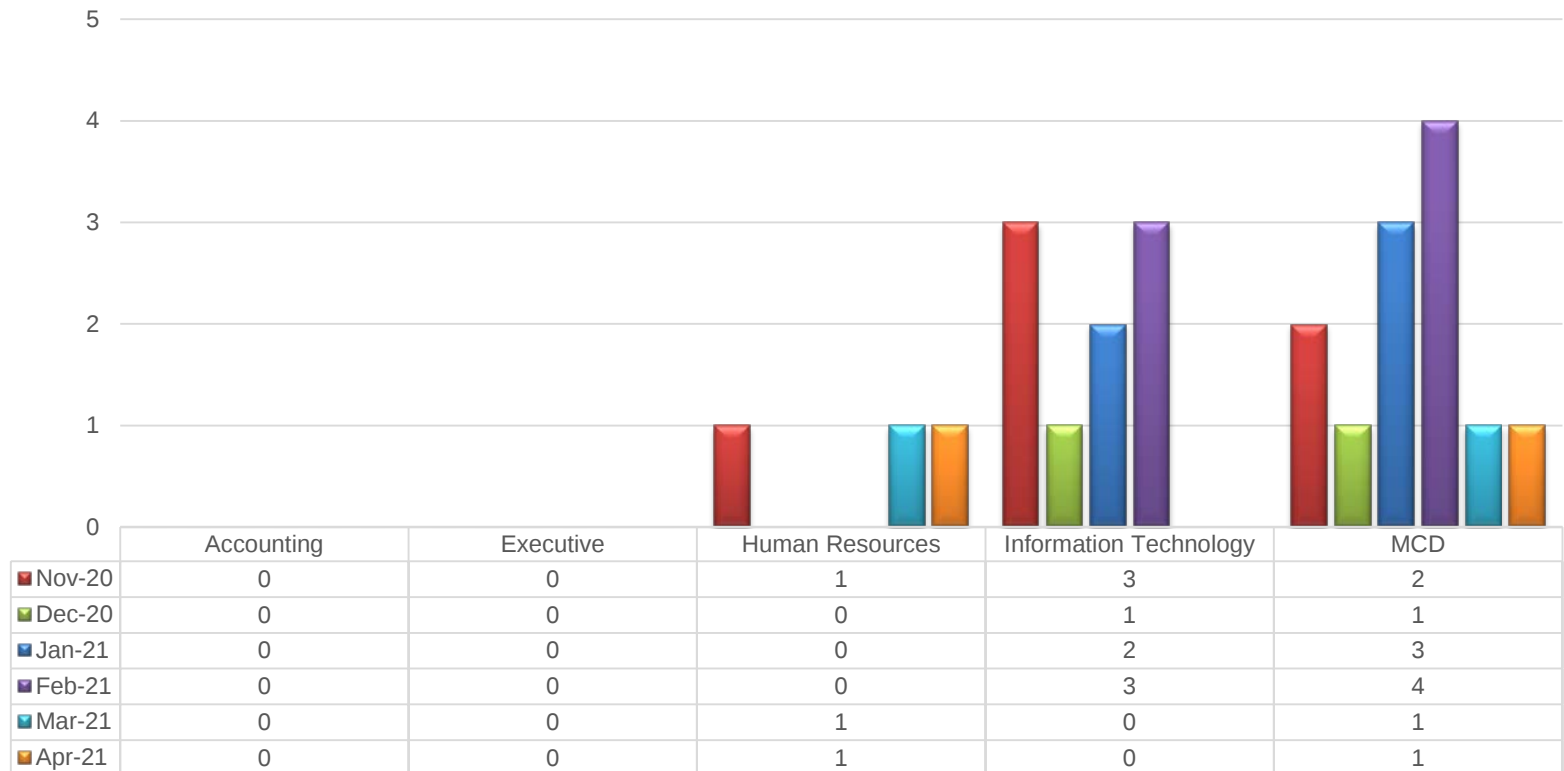
Service Desk Reports April 2021





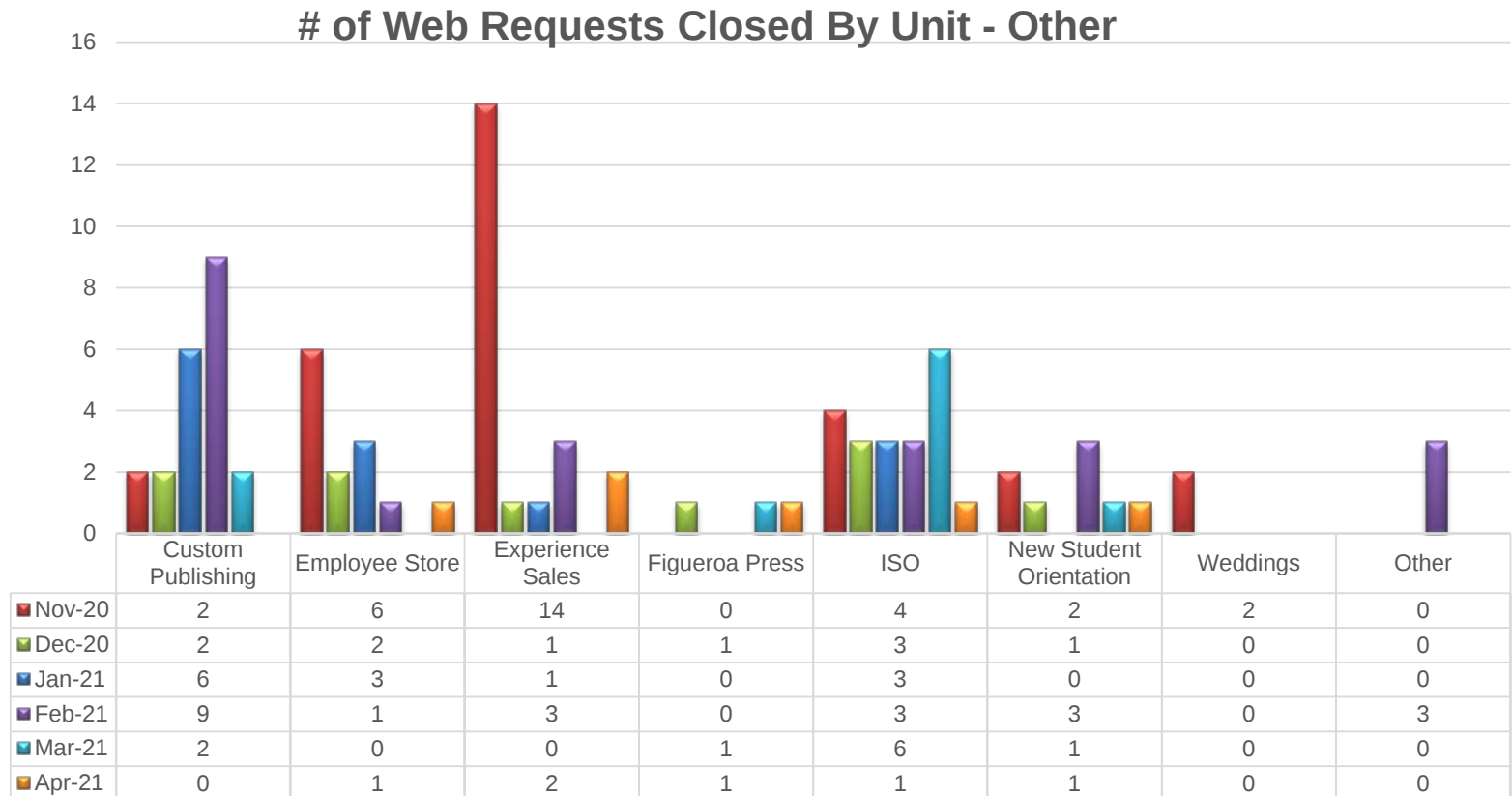
Service Desk Reports April 2021

of Web Requests Closed By Shared Services





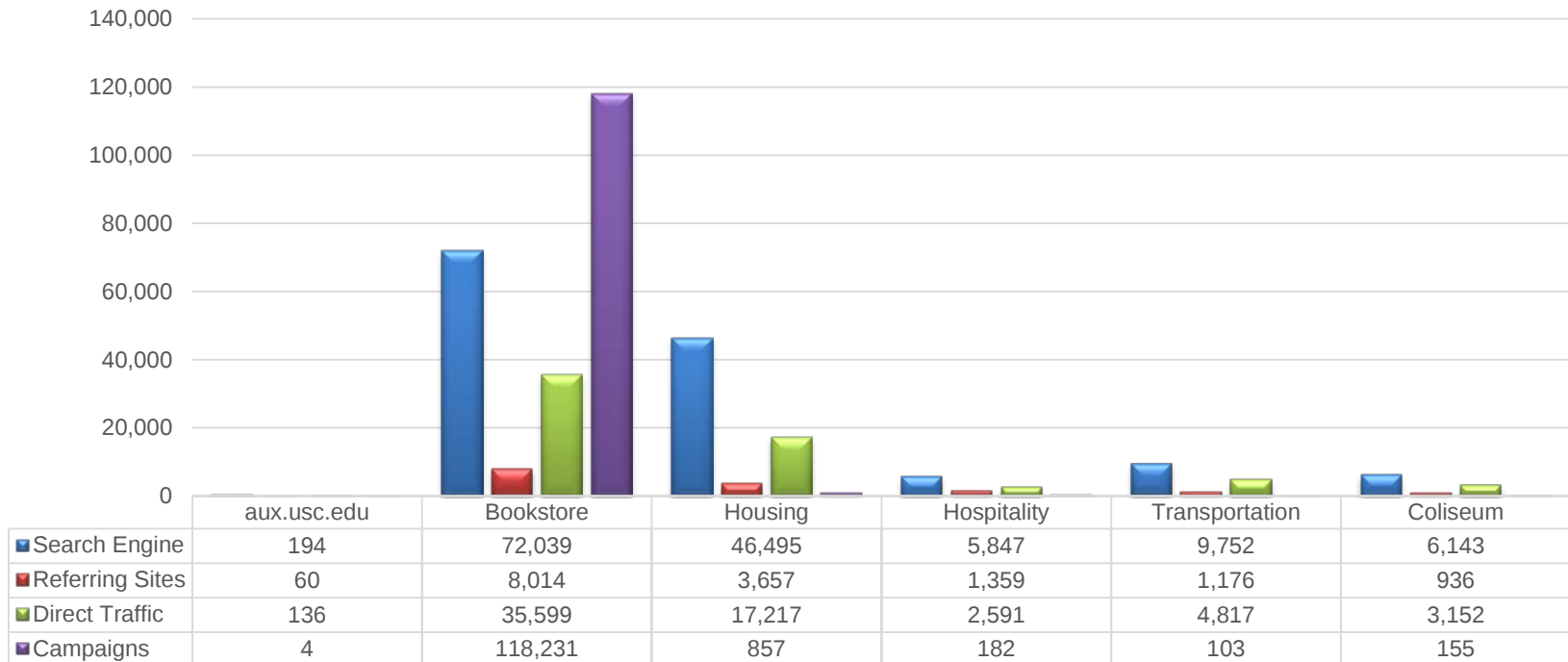
Service Desk Reports April 2021





Website Reports April 2021

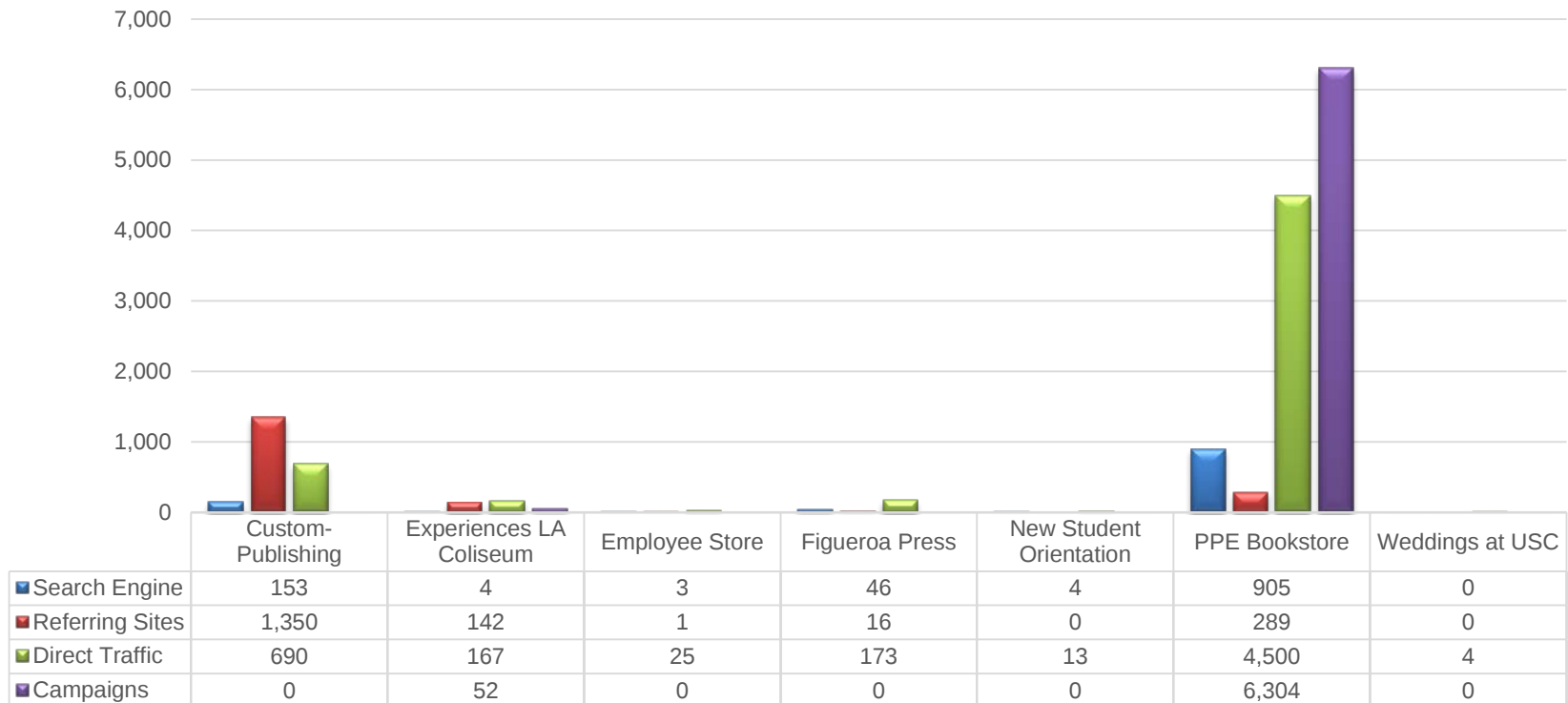
April 2021 Traffic Sources - BU Main Sites





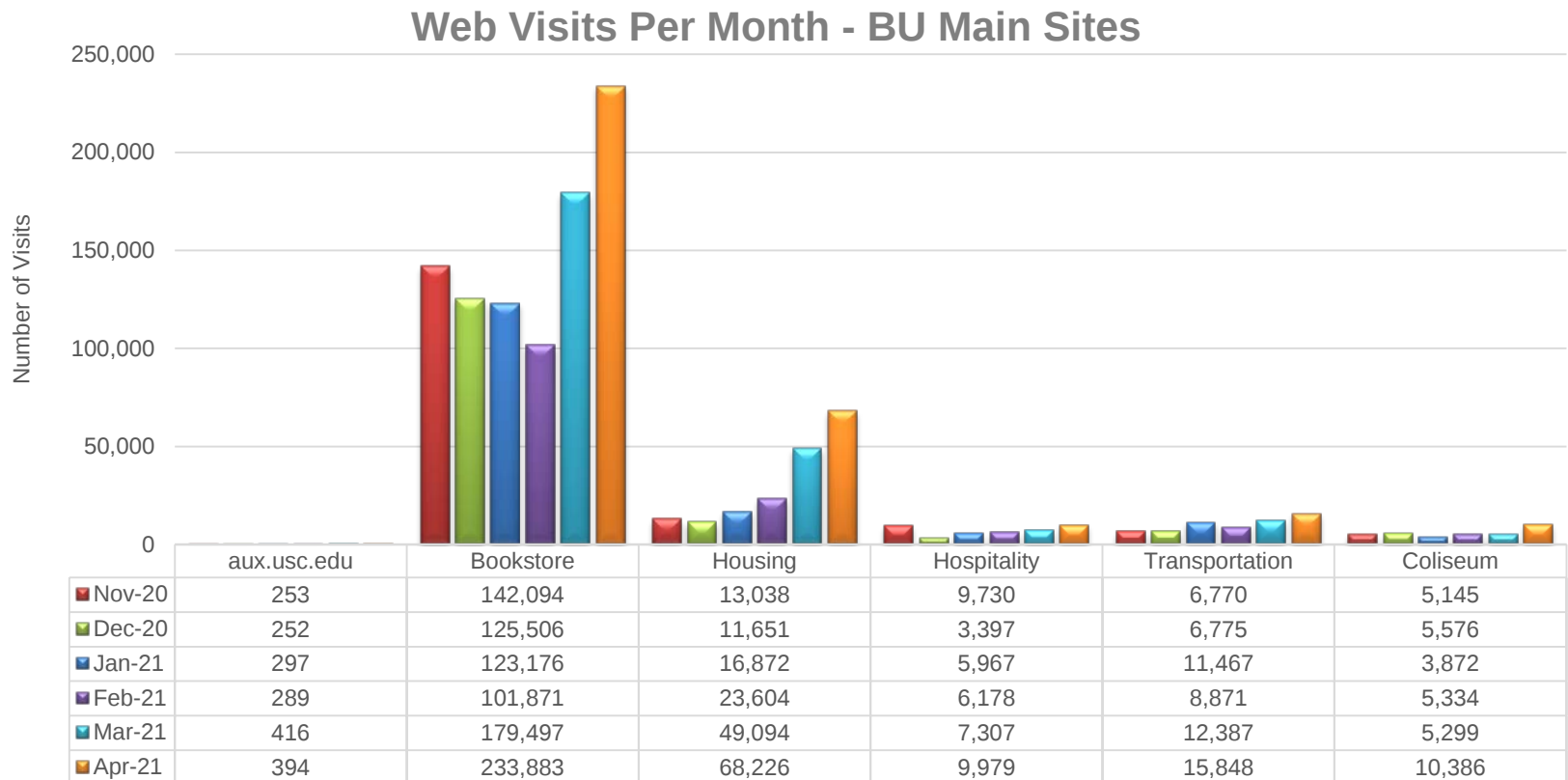
Website Reports April 2021

April 2021 Traffic Sources - Other Sites





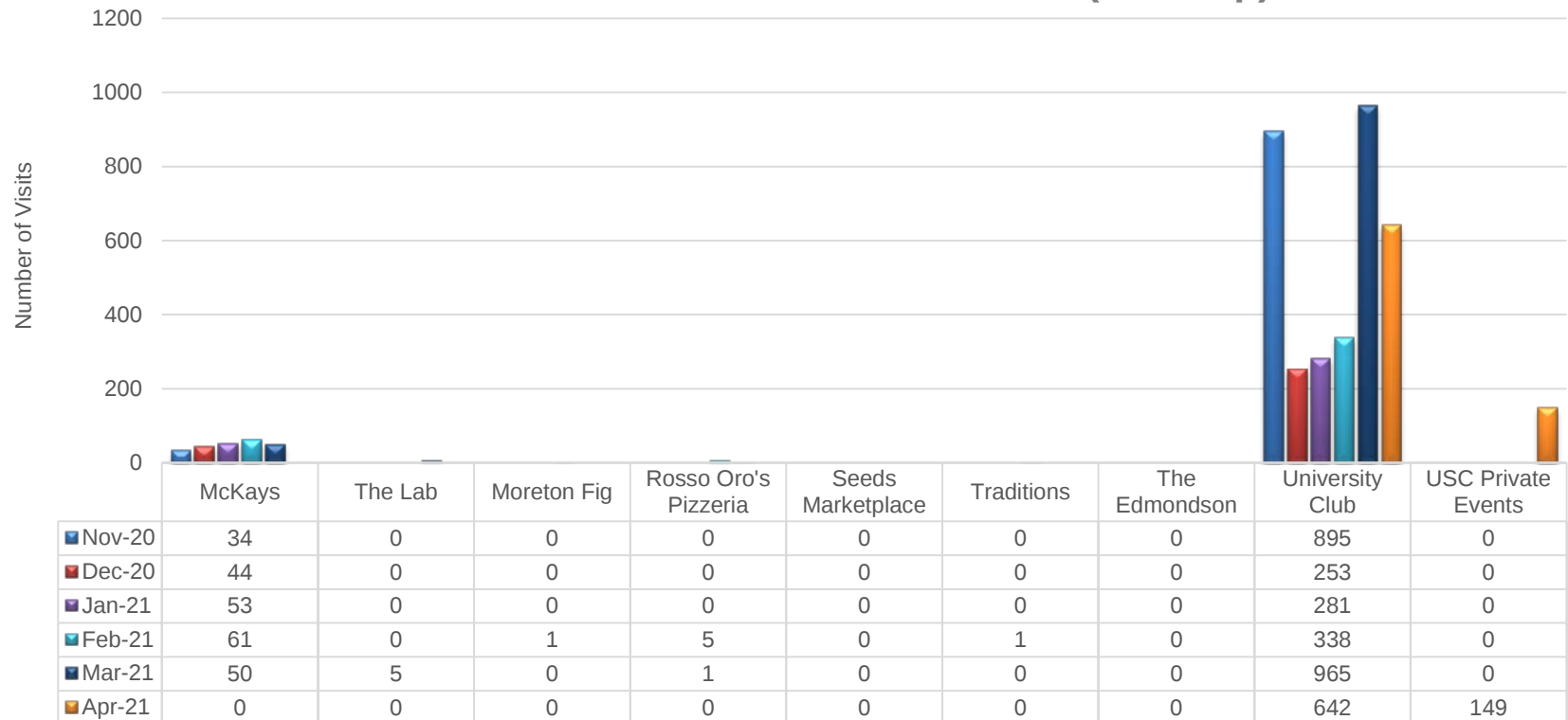
Website Reports April 2021





Website Reports April 2021

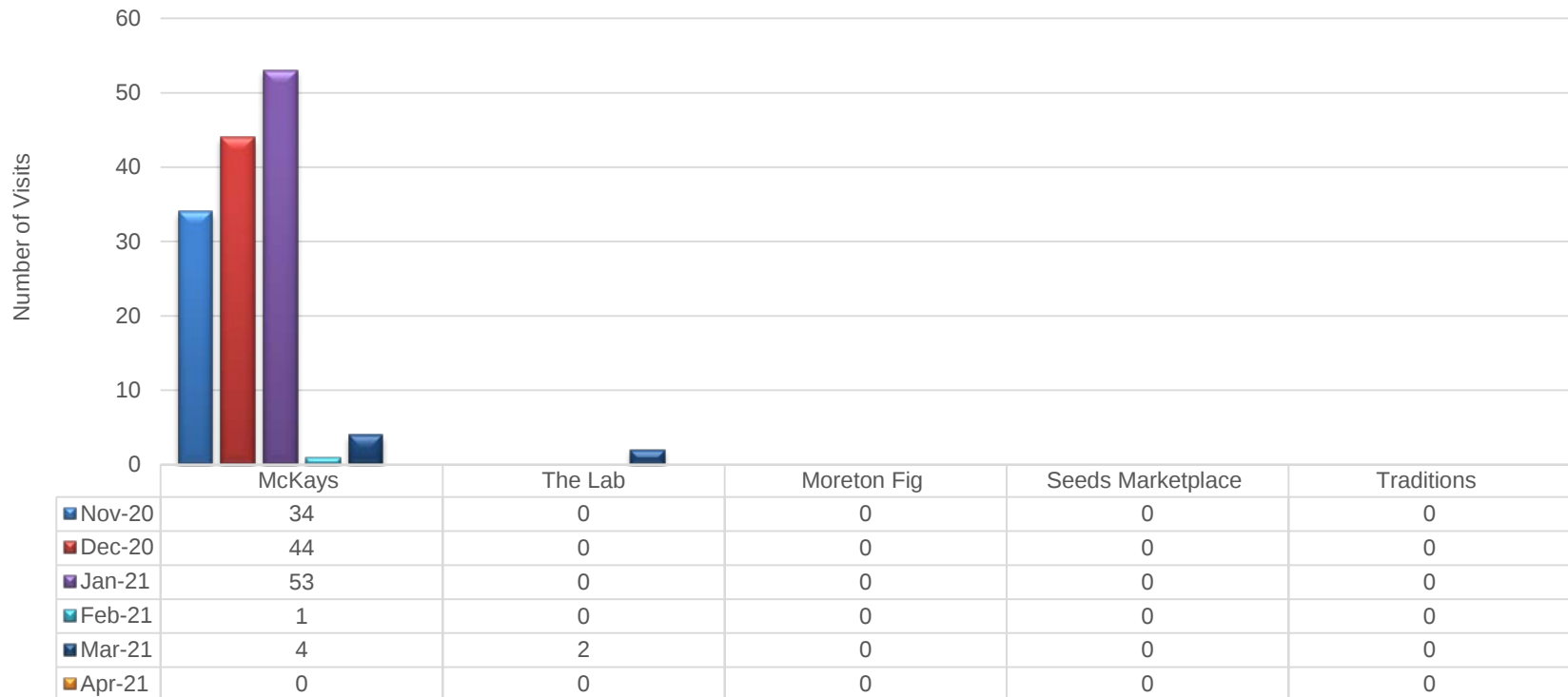
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports April 2021

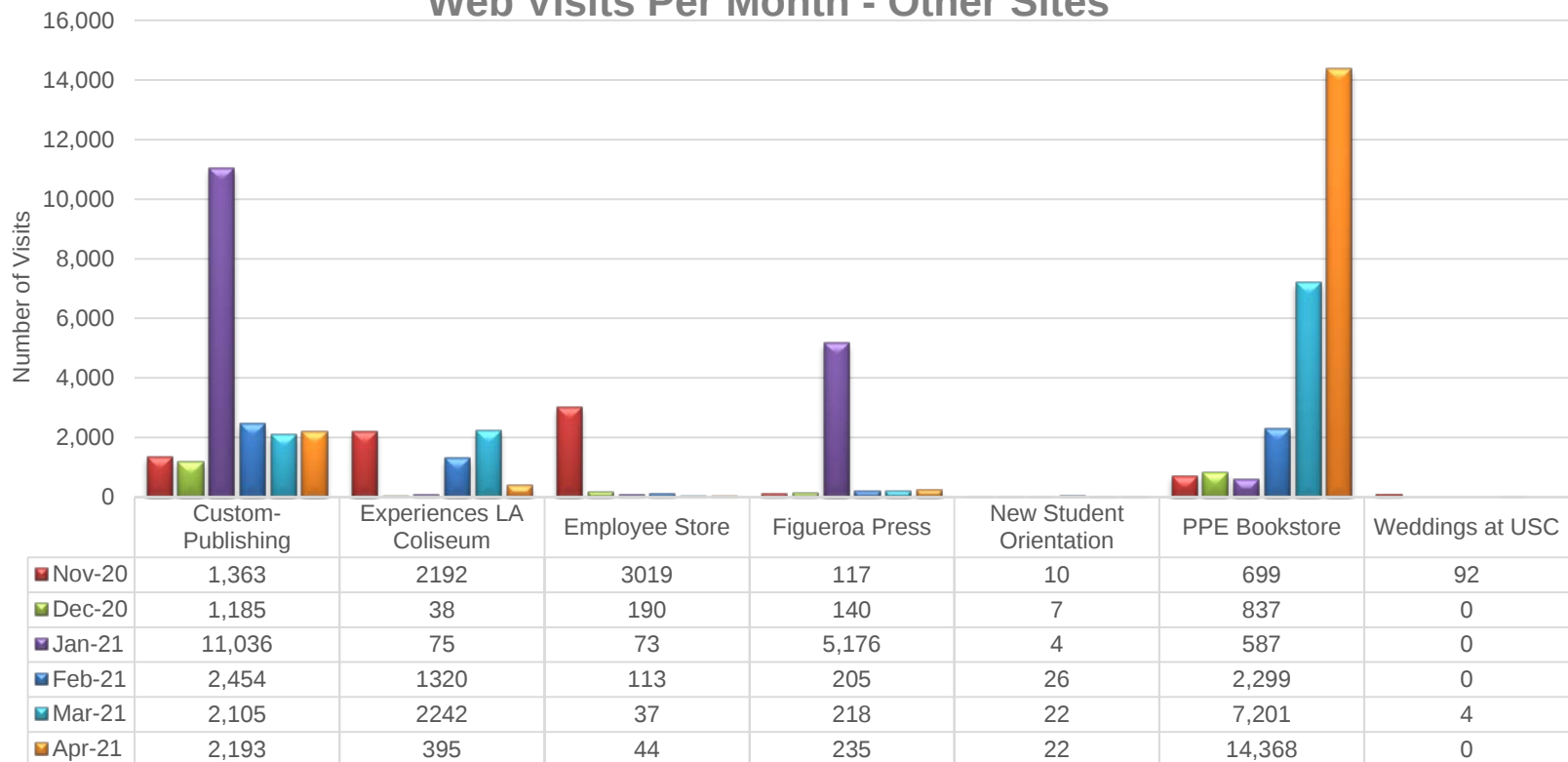
Web Visits Per Month - HSP Micro Sites (Mobile)





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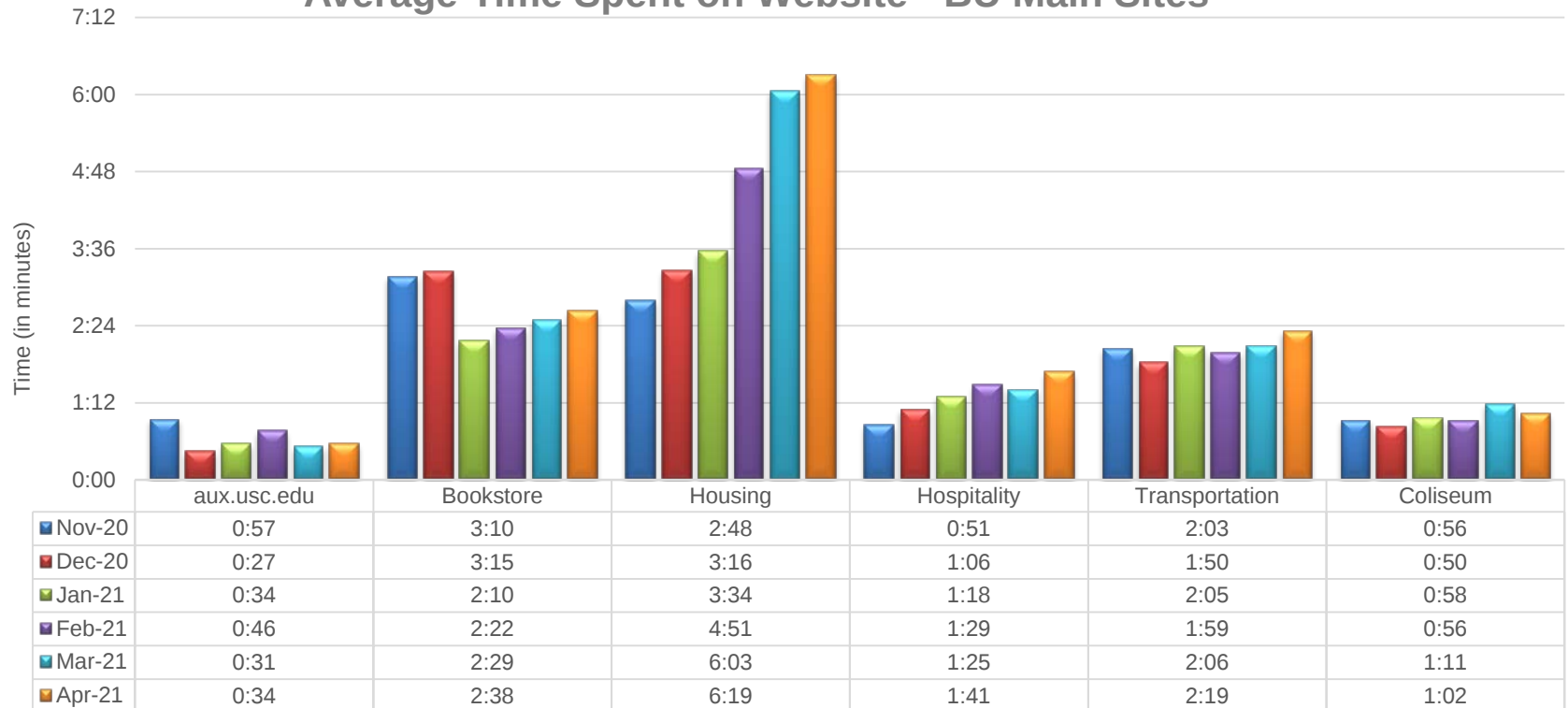
Web Visits Per Month - Other Sites





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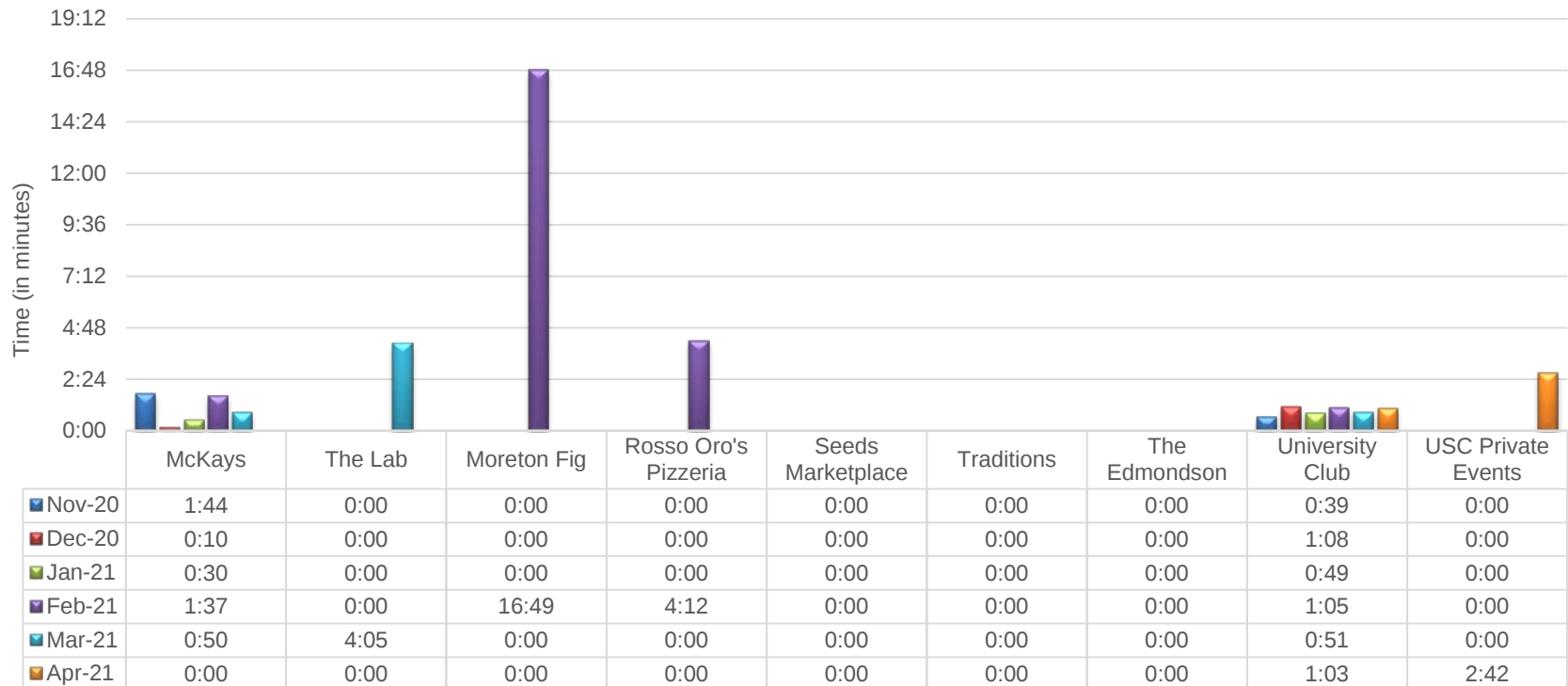
Average Time Spent on Website - BU Main Sites





Website Reports April 2021

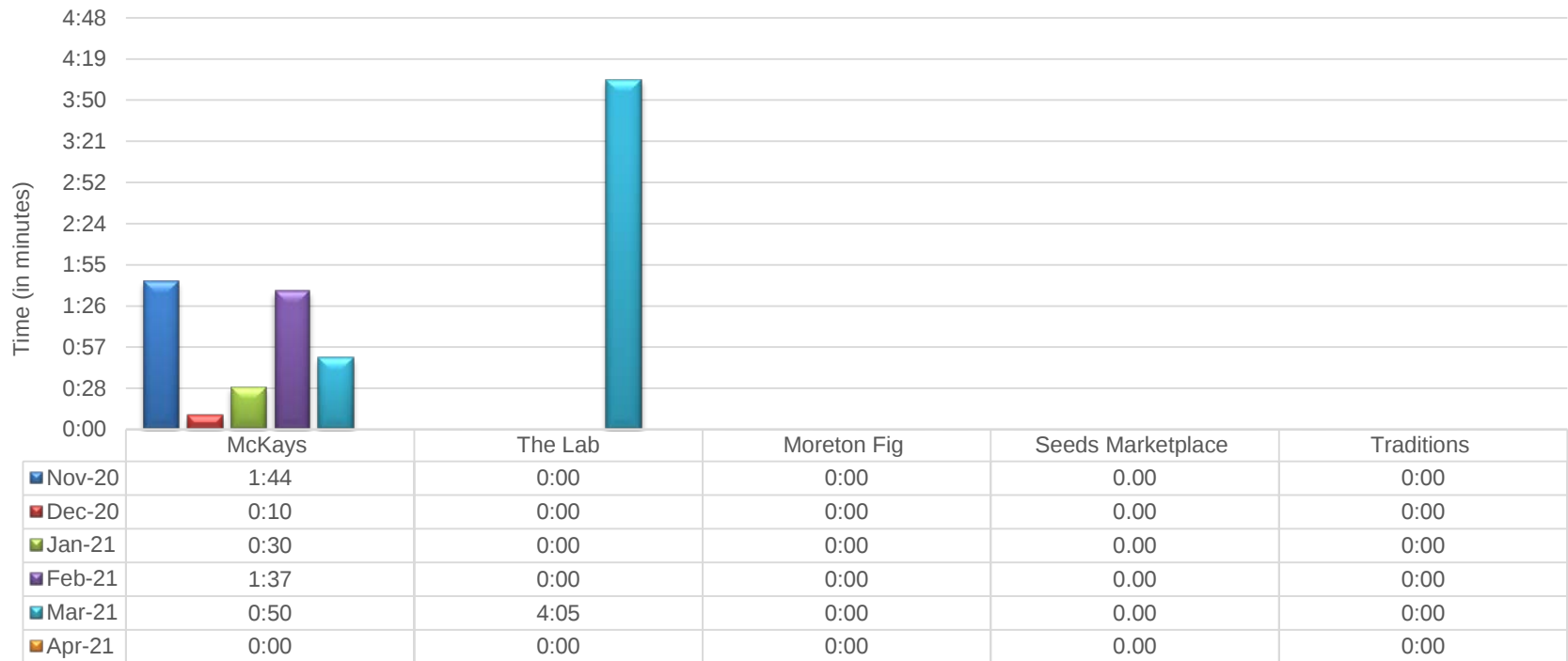
Average Time Spent on Website - HSP Micro Sites (Desktop)





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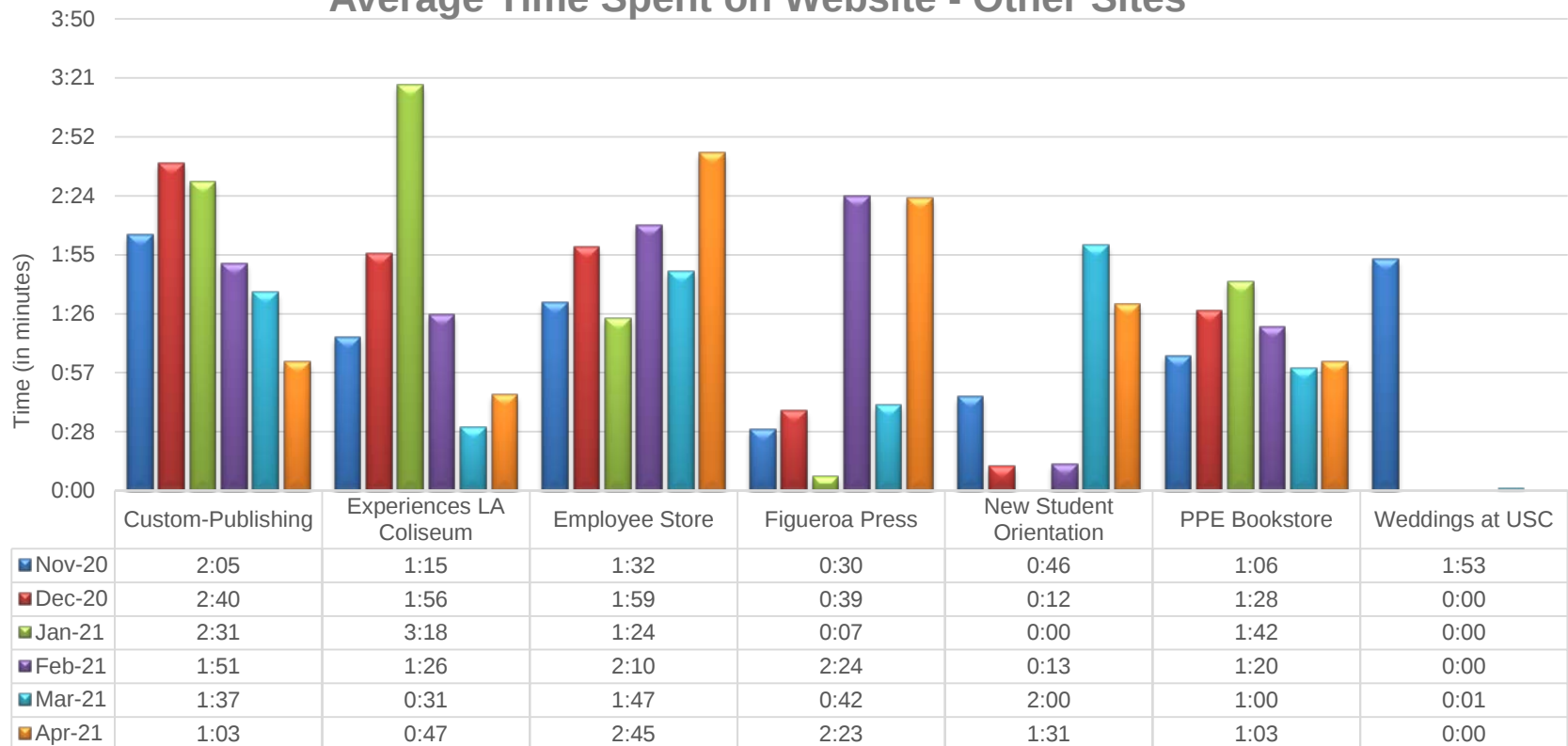
Average Time Spent on Website - HSP Micro Sites (Mobile)





Website Reports April 2021

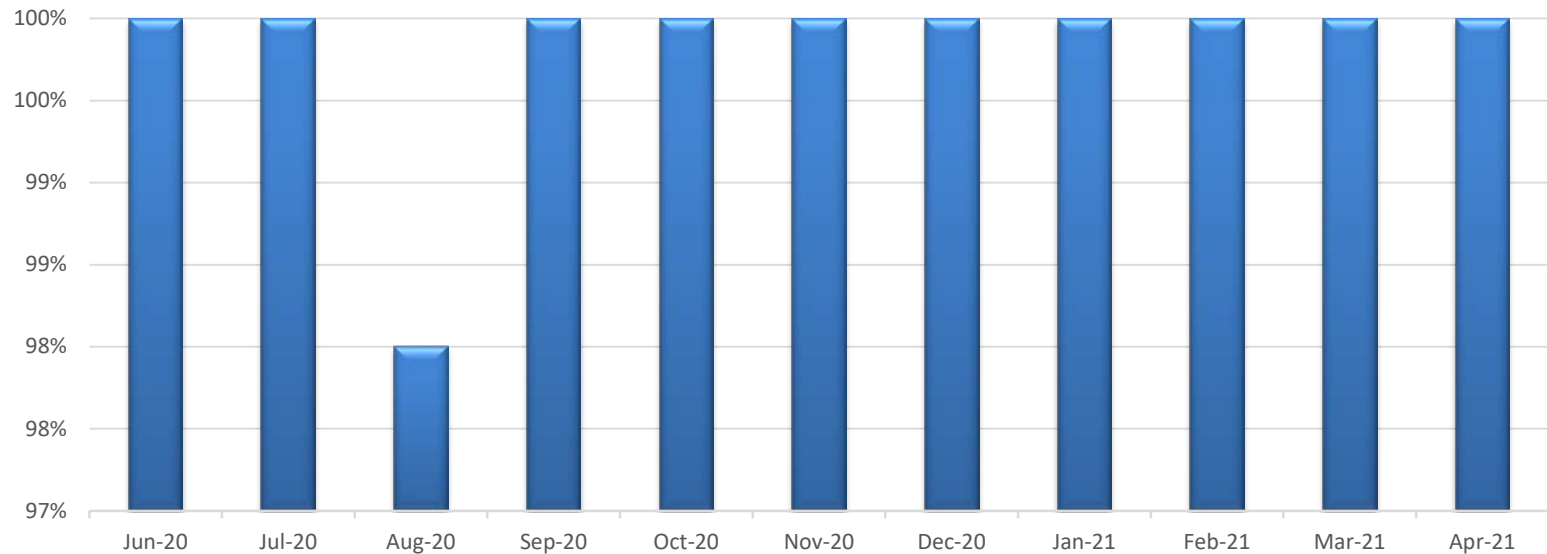
Average Time Spent on Website - Other Sites





Customer Satisfaction Report April 2021

Customer Satisfaction





Thank You !!