



AS IT MONTHLY REPORTS

For August 2021

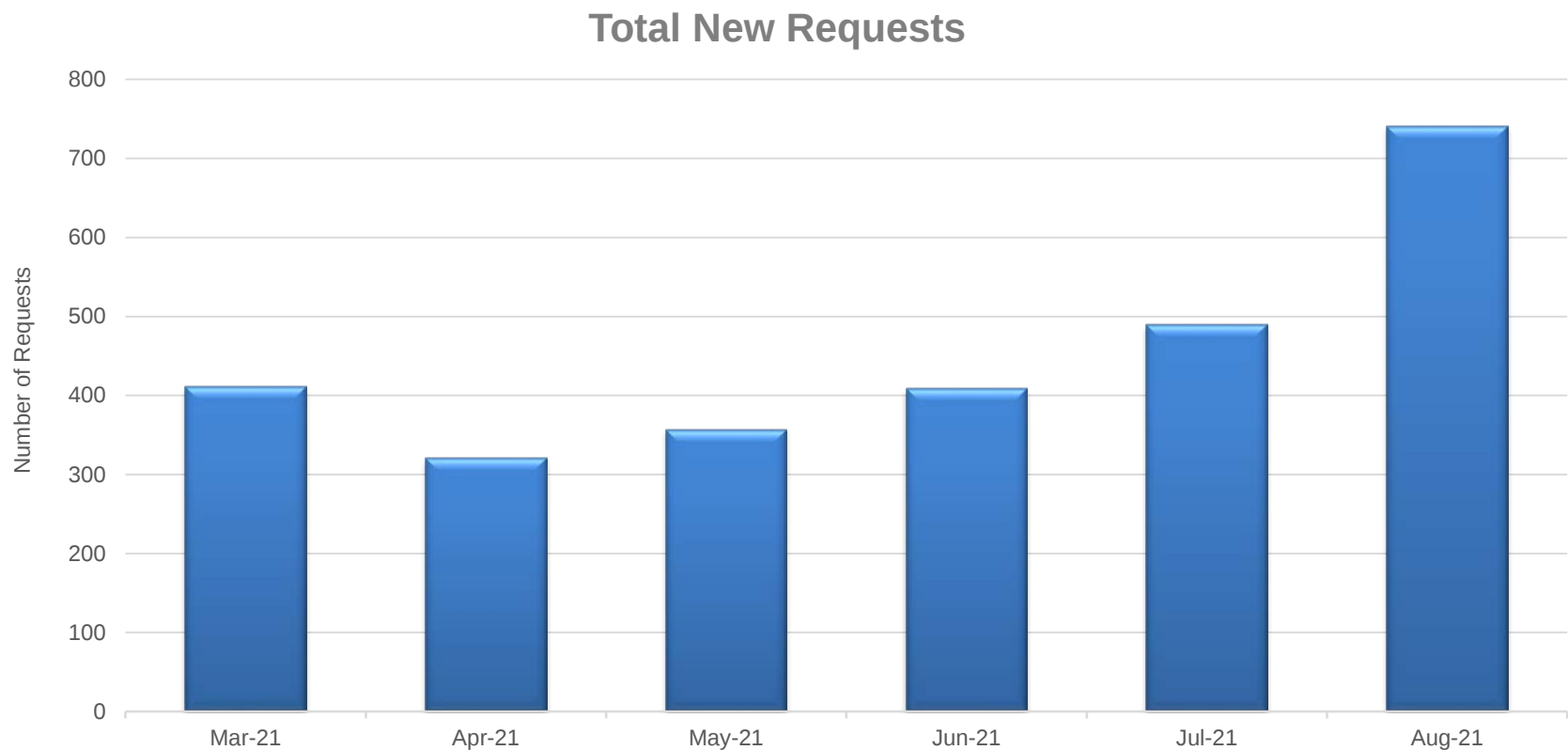


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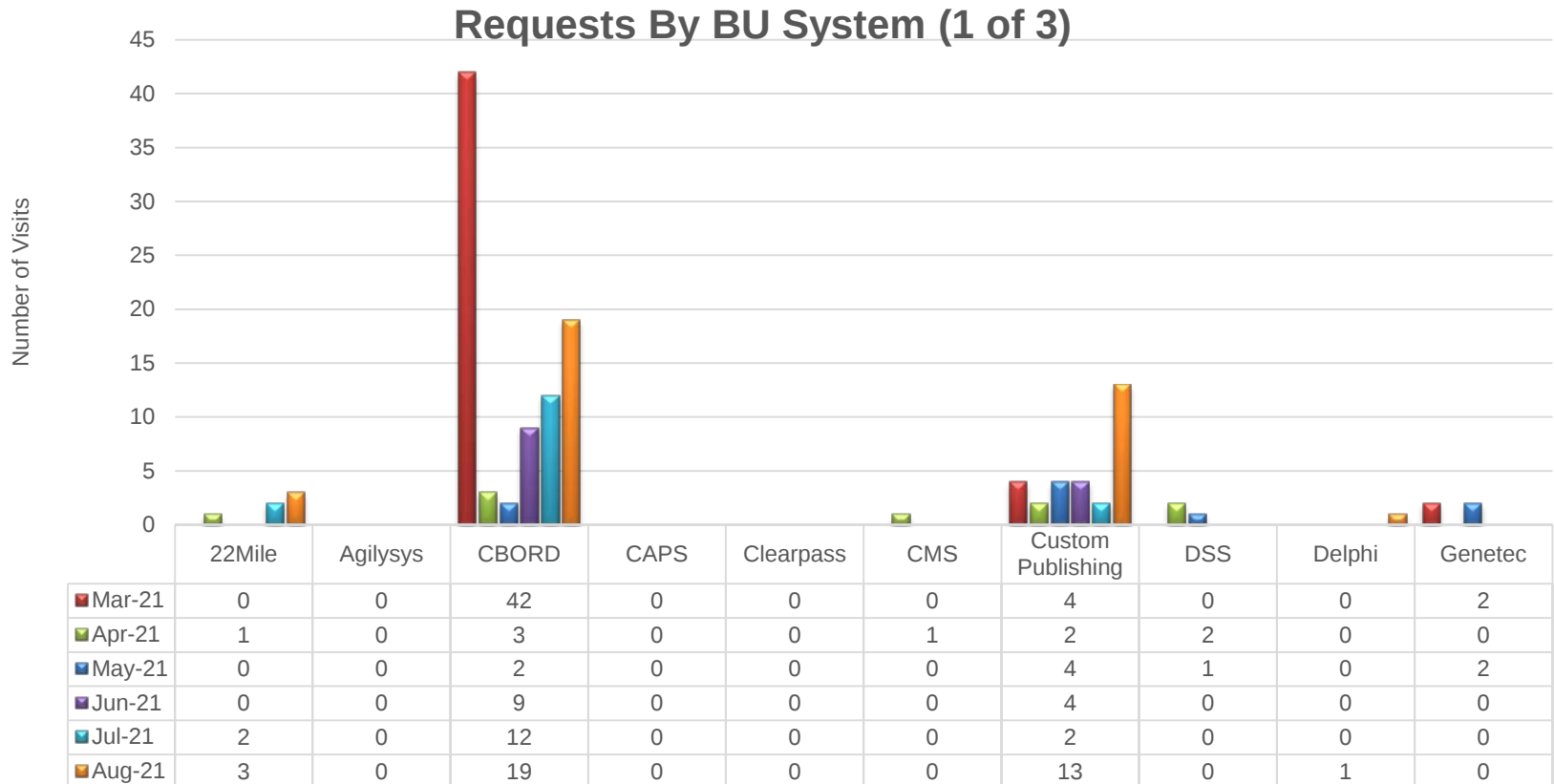


Service Desk Reports August 2021





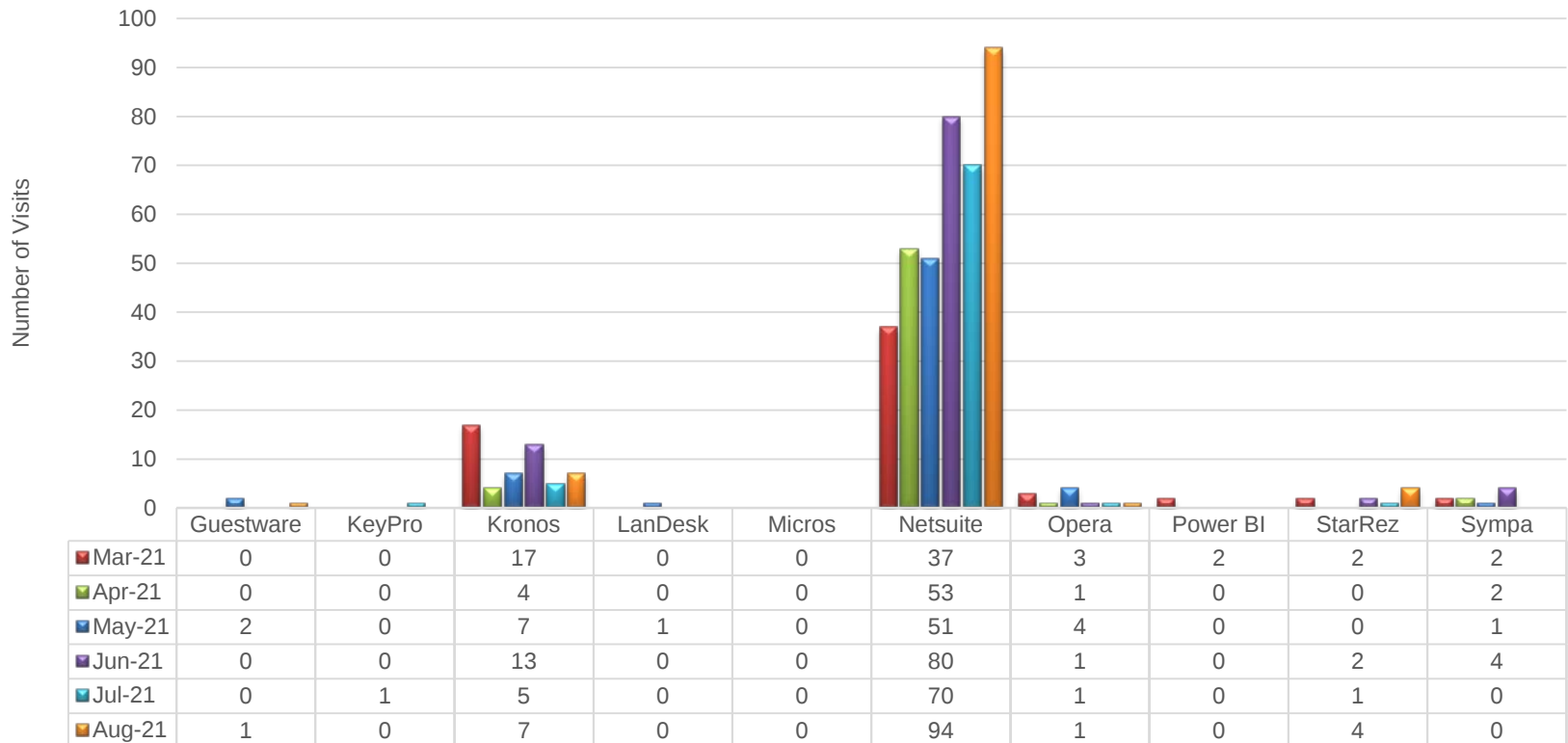
Service Desk Reports August 2021





Service Desk Reports August 2021

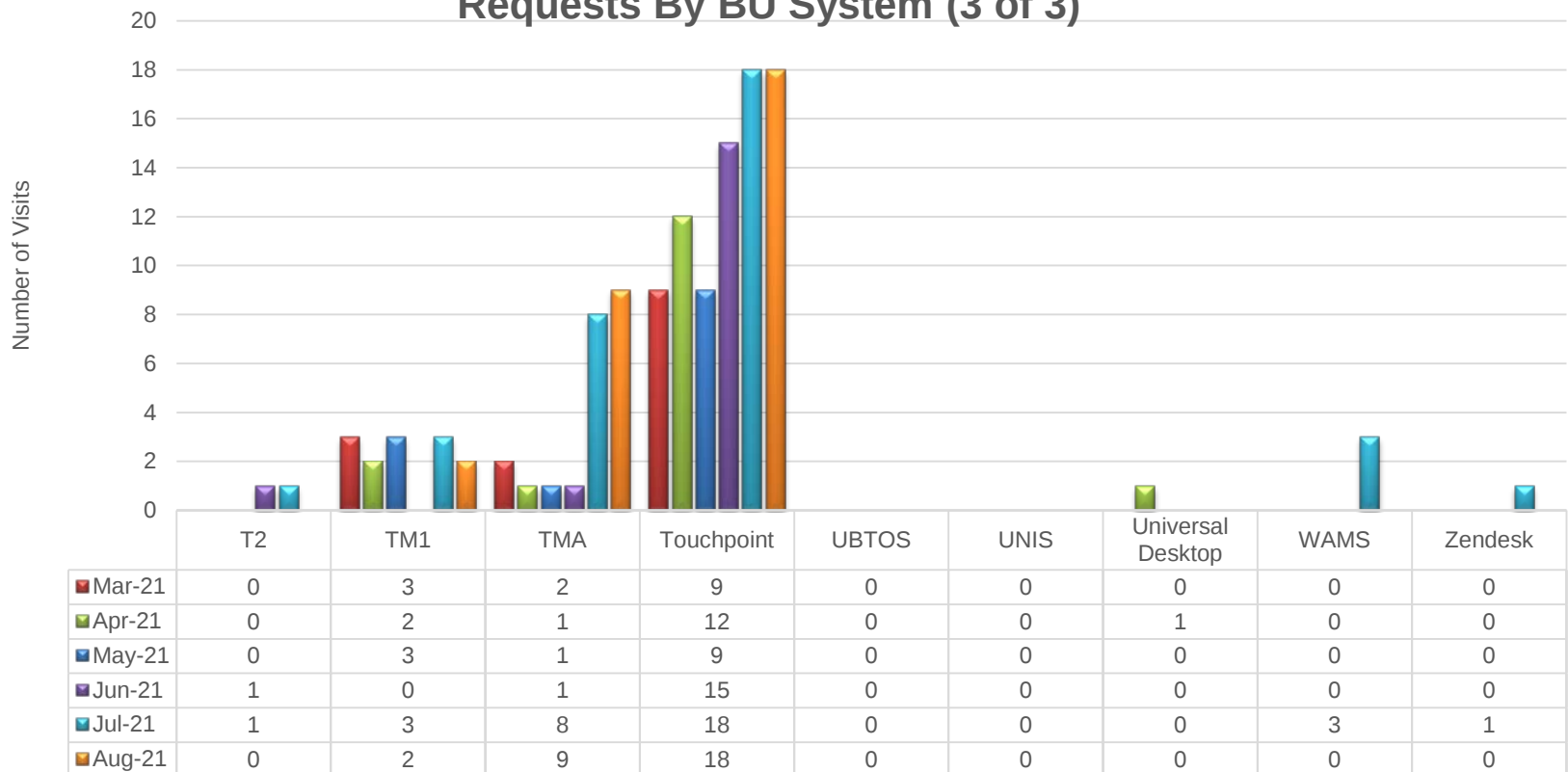
Requests By BU System (2 of 3)





Service Desk Reports August 2021

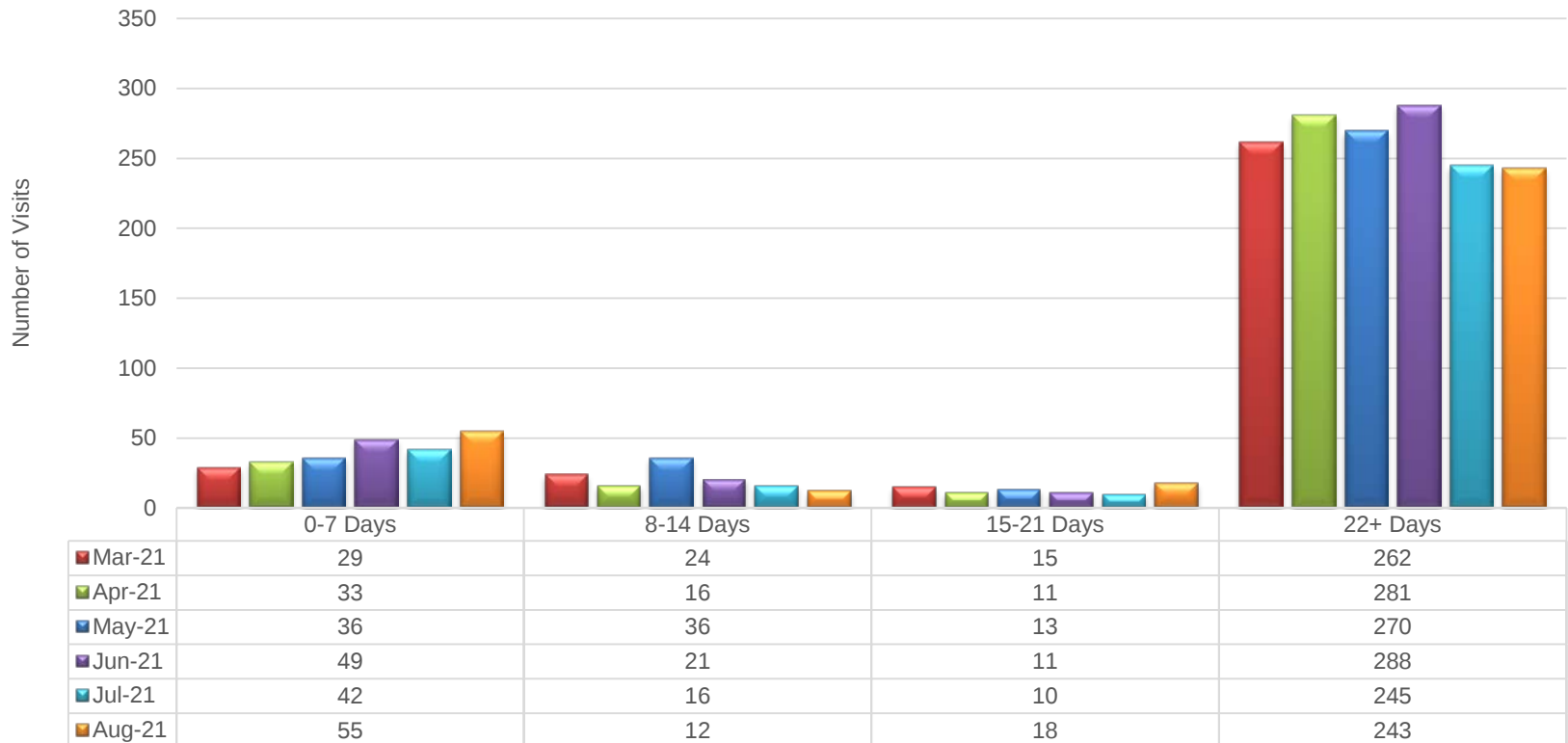
Requests By BU System (3 of 3)





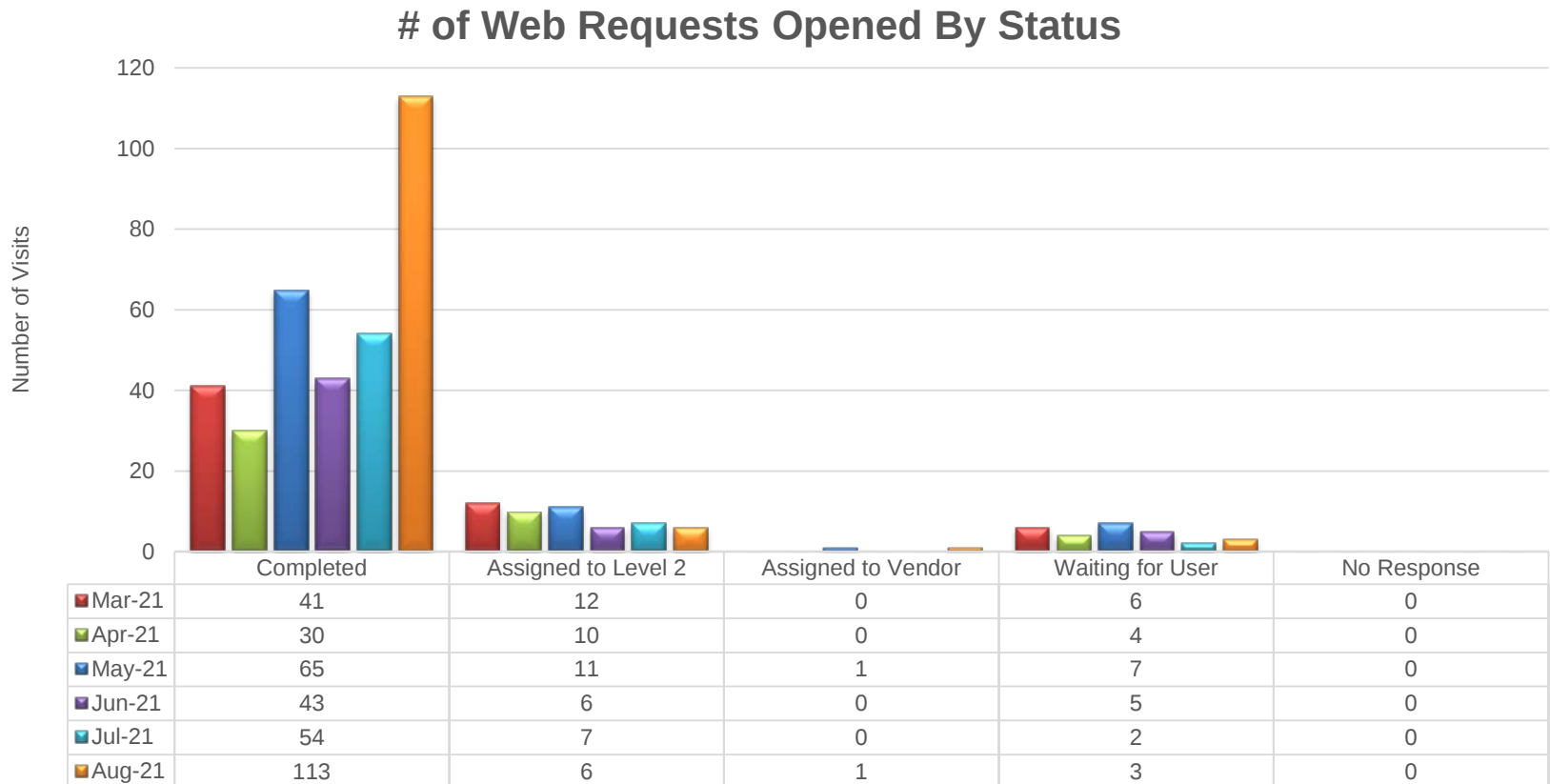
Service Desk Reports August 2021

Open Requests Aging Report



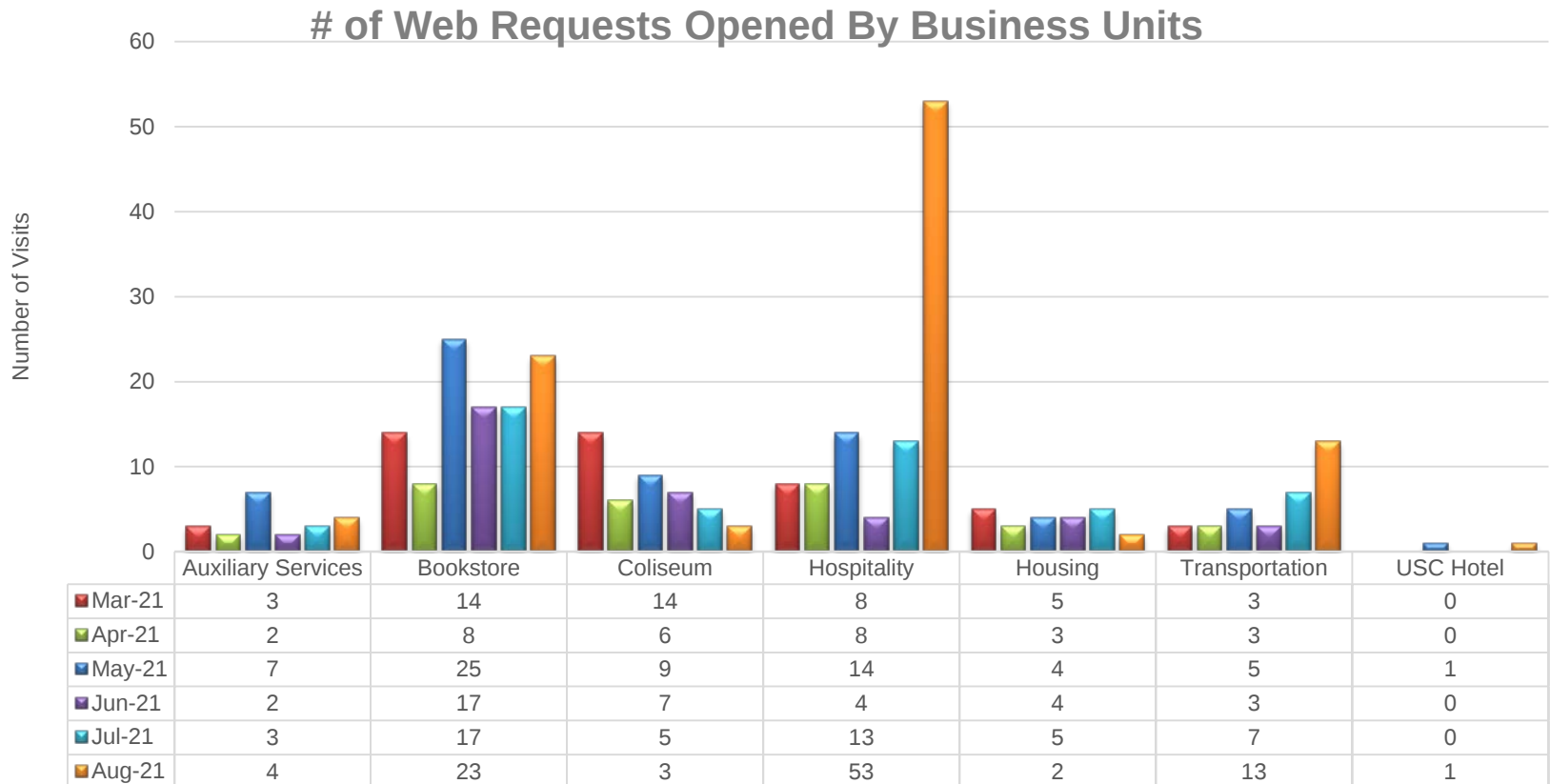


Service Desk Reports August 2021





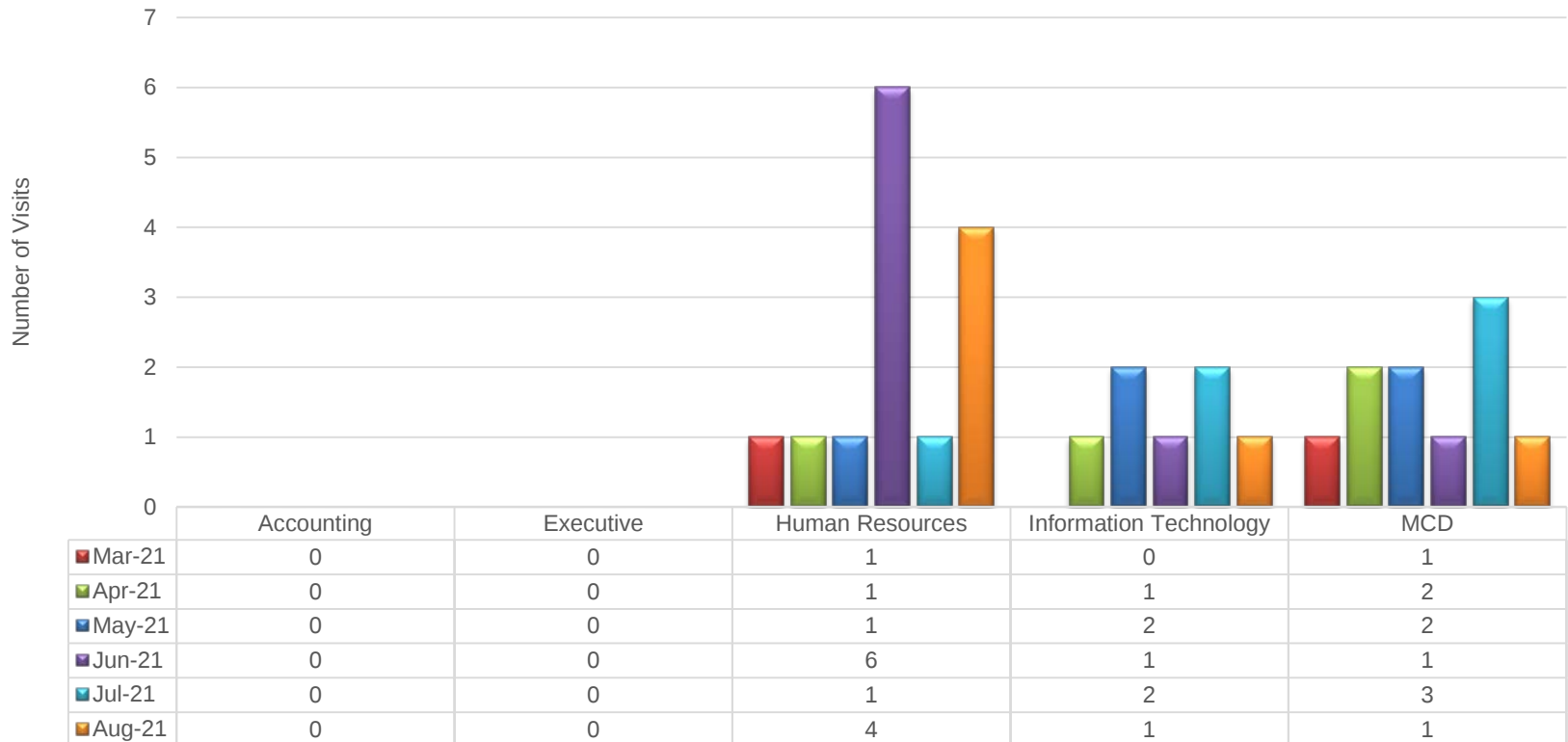
Service Desk Reports August 2021





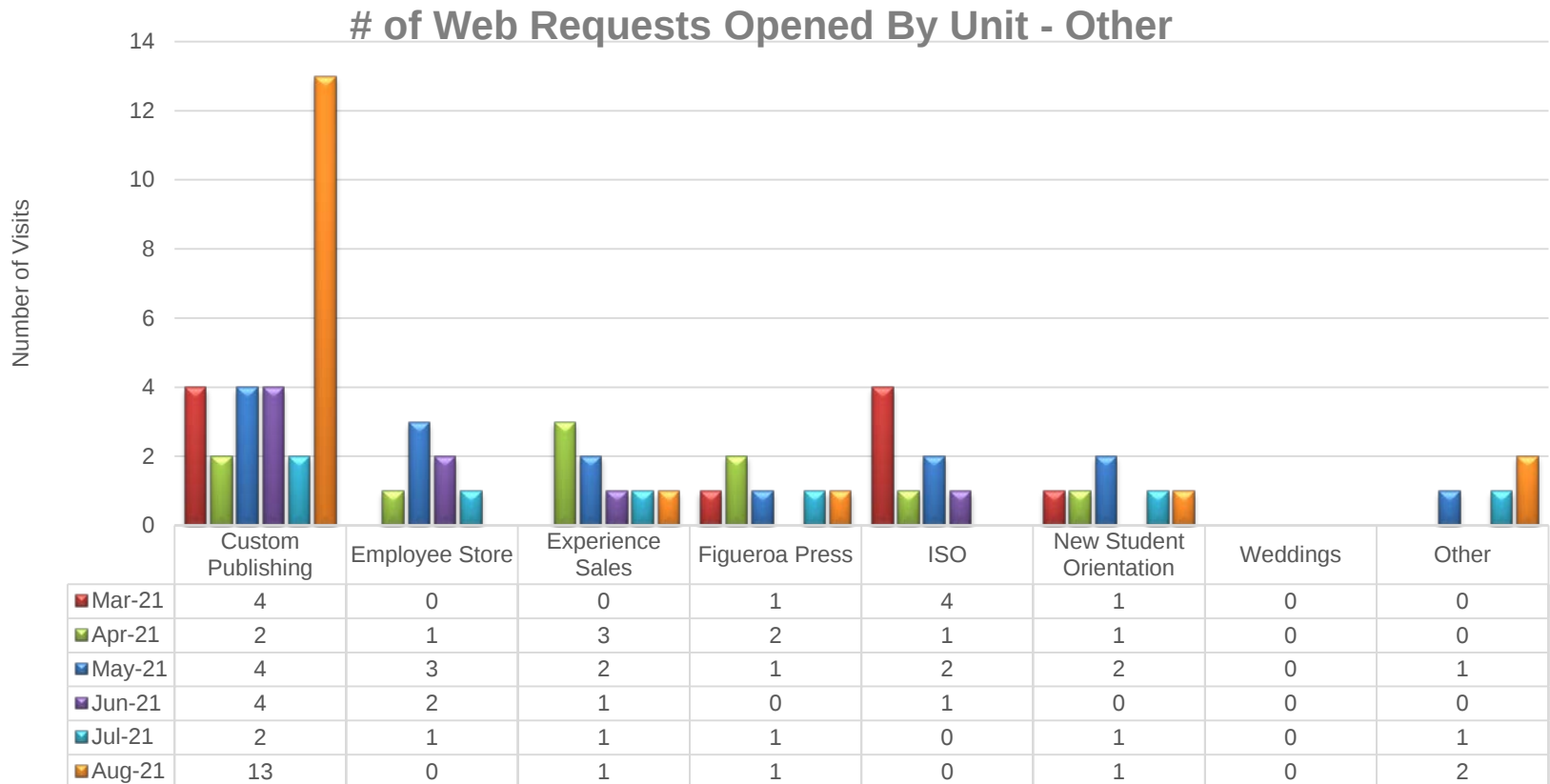
Service Desk Reports August 2021

of Web Requests Opened By Shared Services





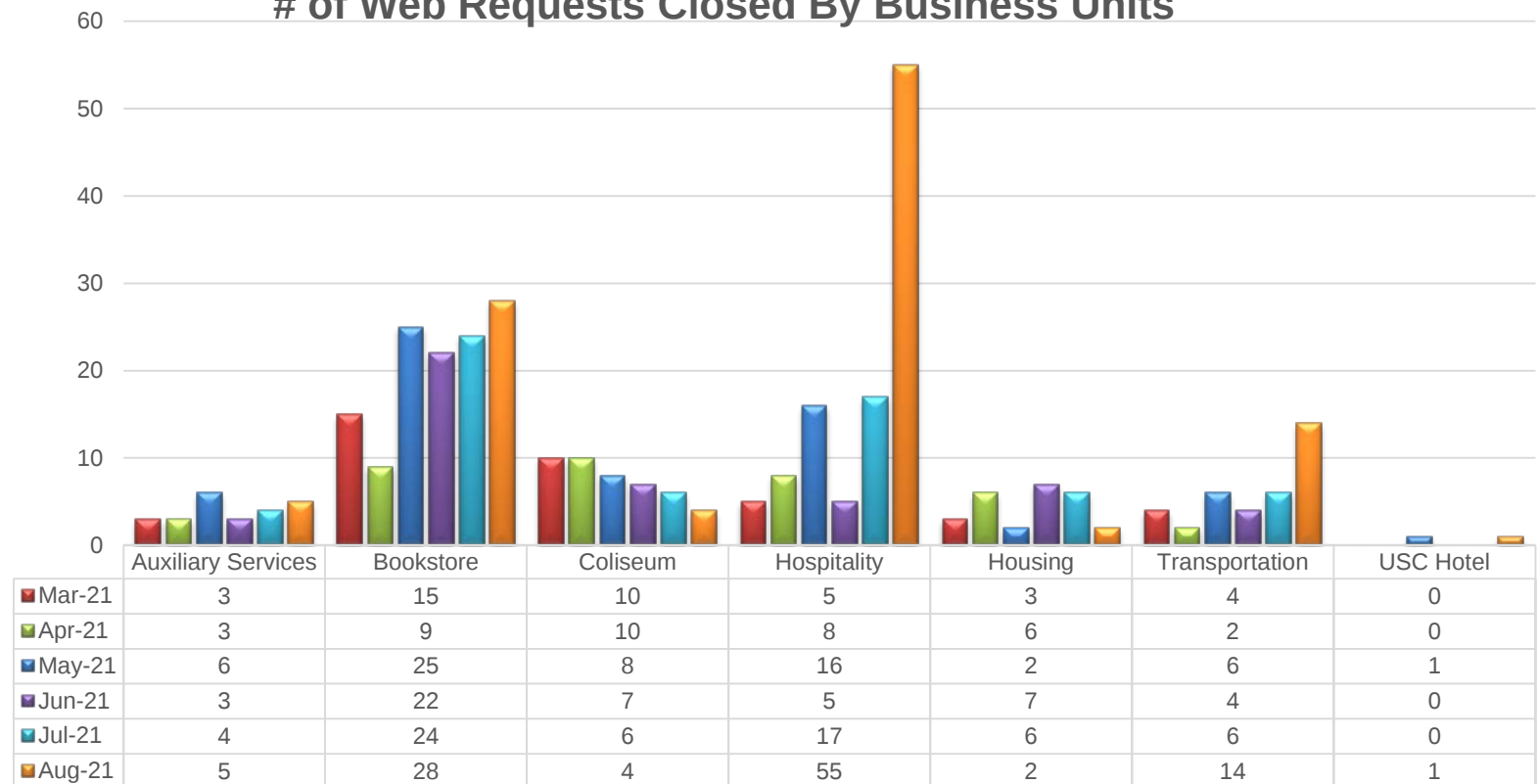
Service Desk Reports August 2021





Service Desk Reports August 2021

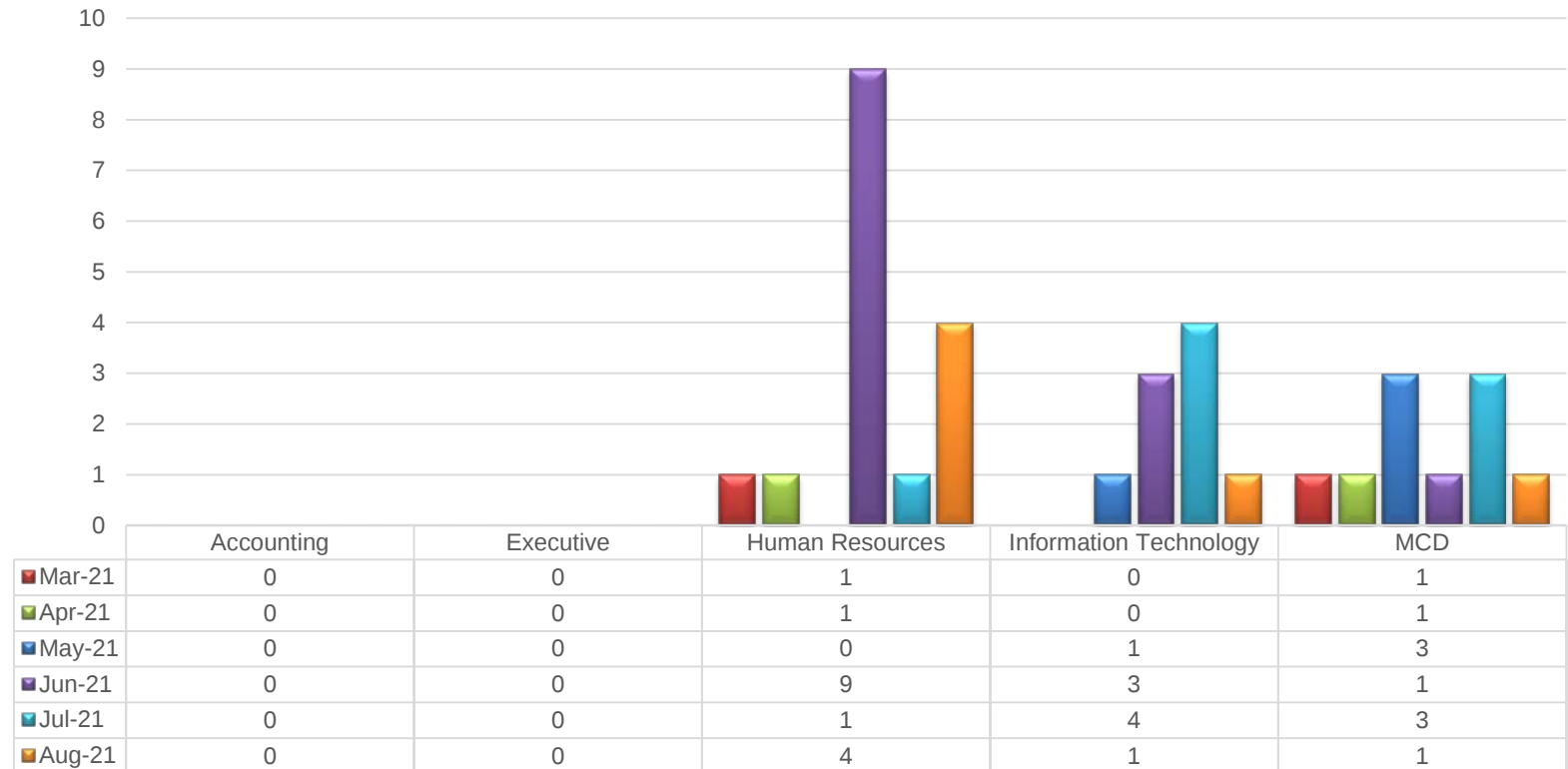
of Web Requests Closed By Business Units





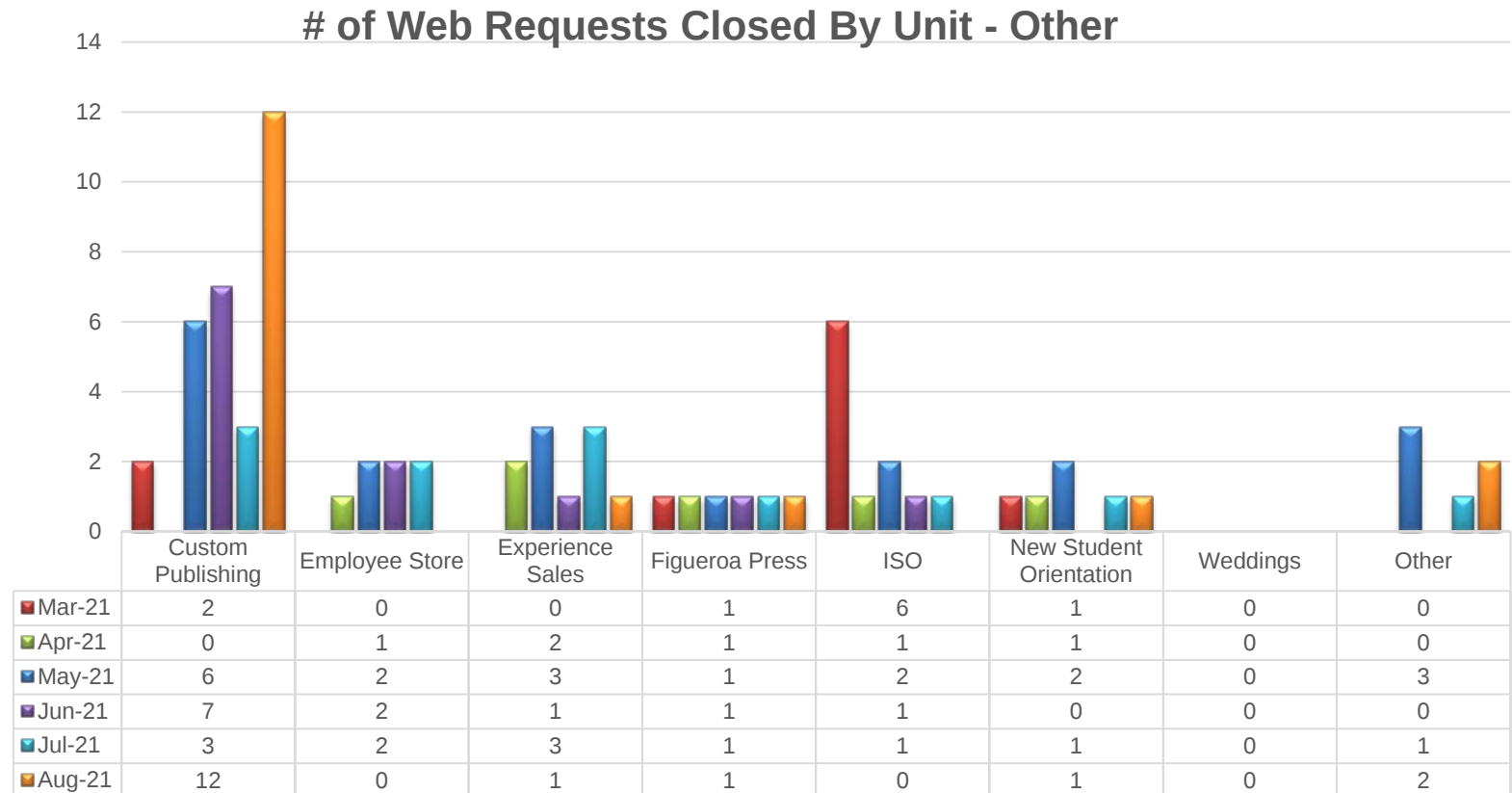
Service Desk Reports August 2021

of Web Requests Closed By Shared Services





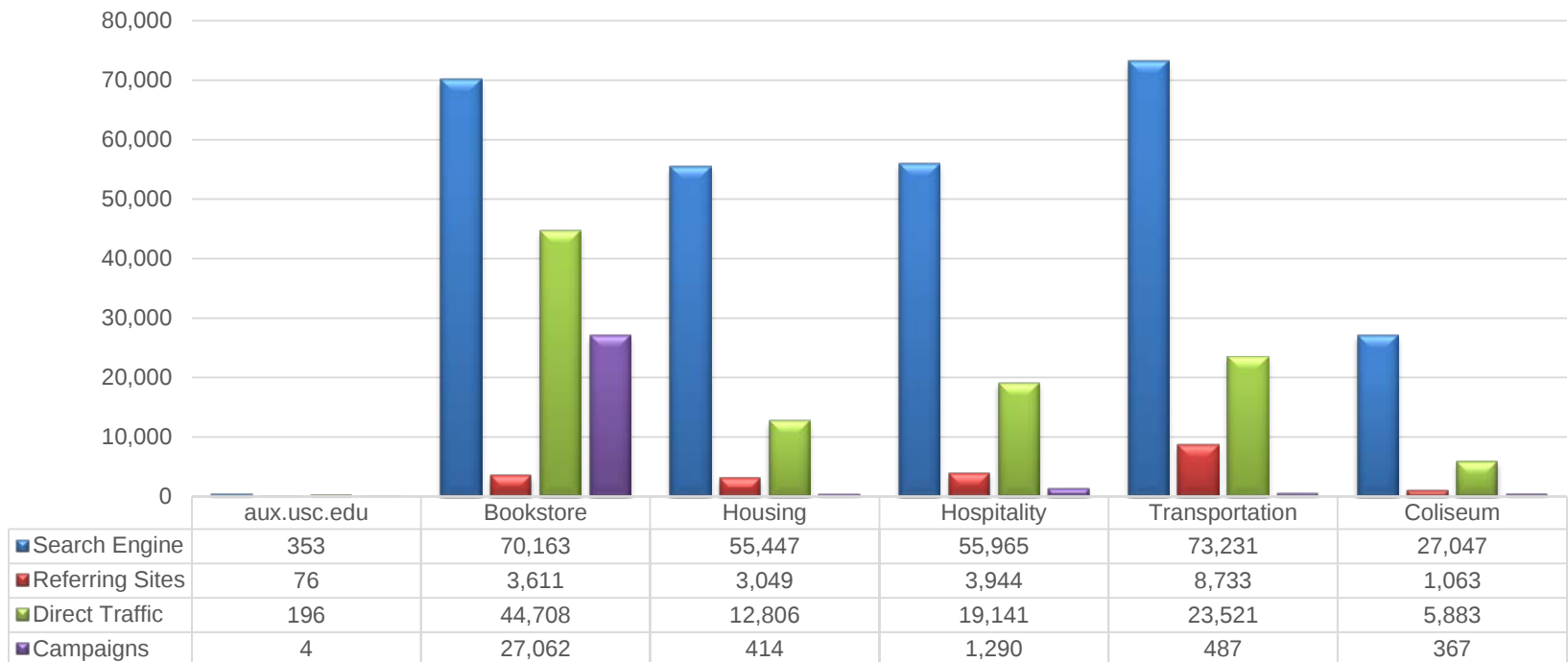
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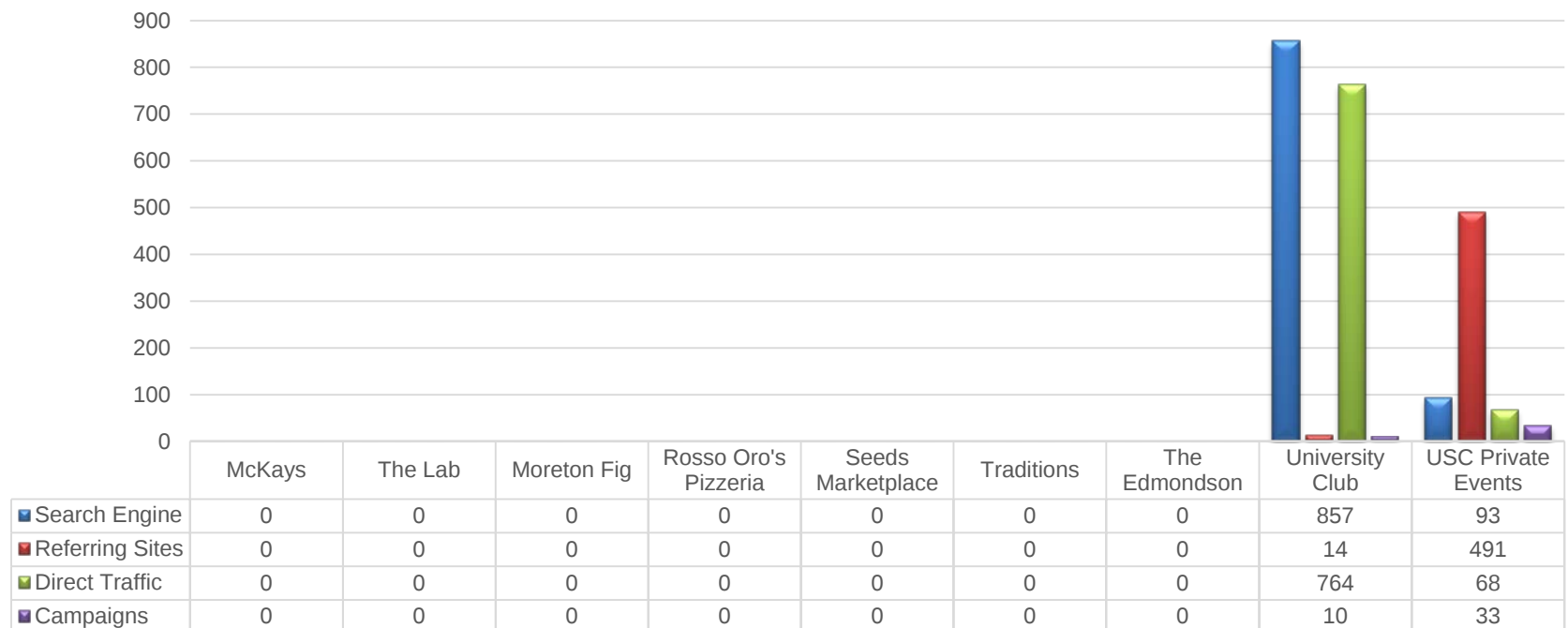


Website Reports August 2021

August 2021 Traffic Sources - BU Main Sites



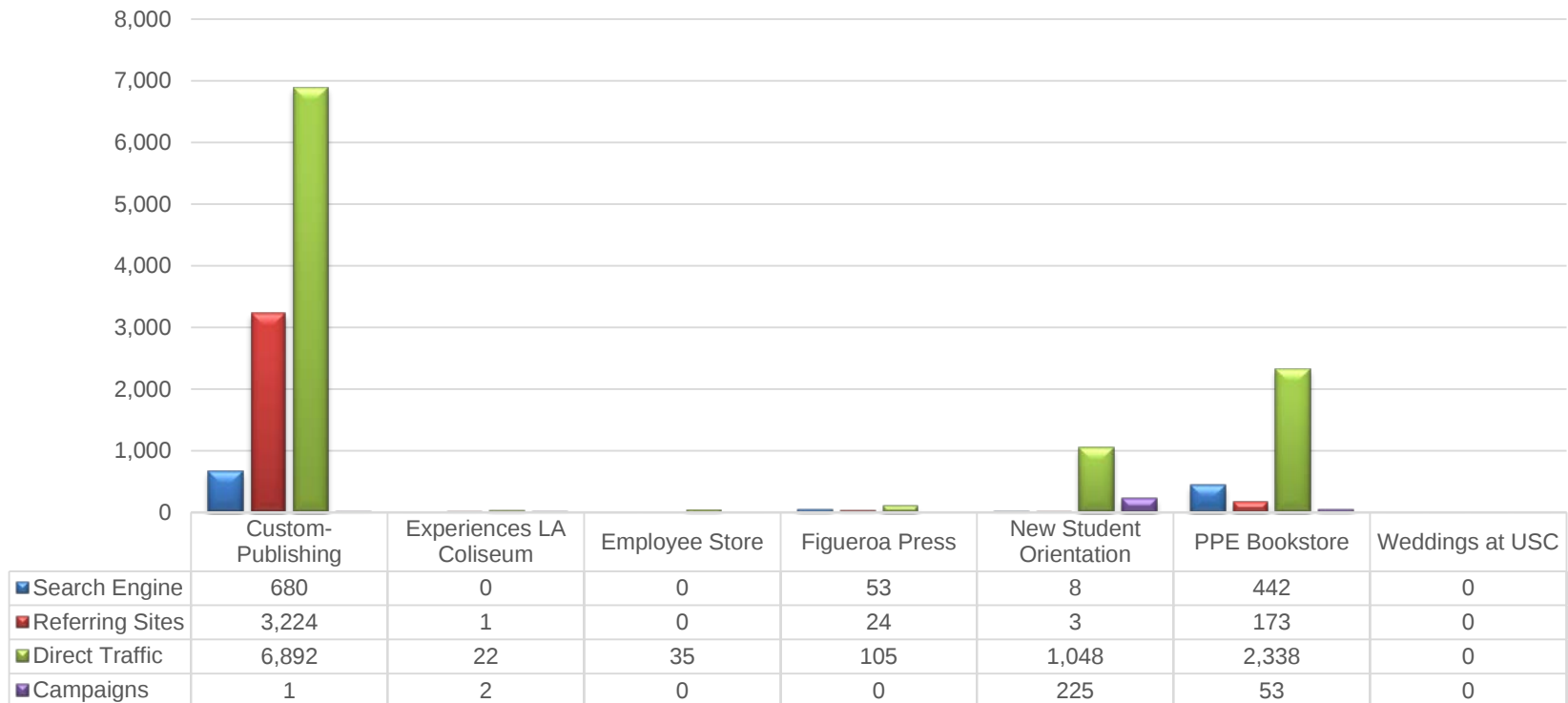
August 2021 Traffic Sources - HSP Micro Sites (Desktop)





Website Reports August 2021

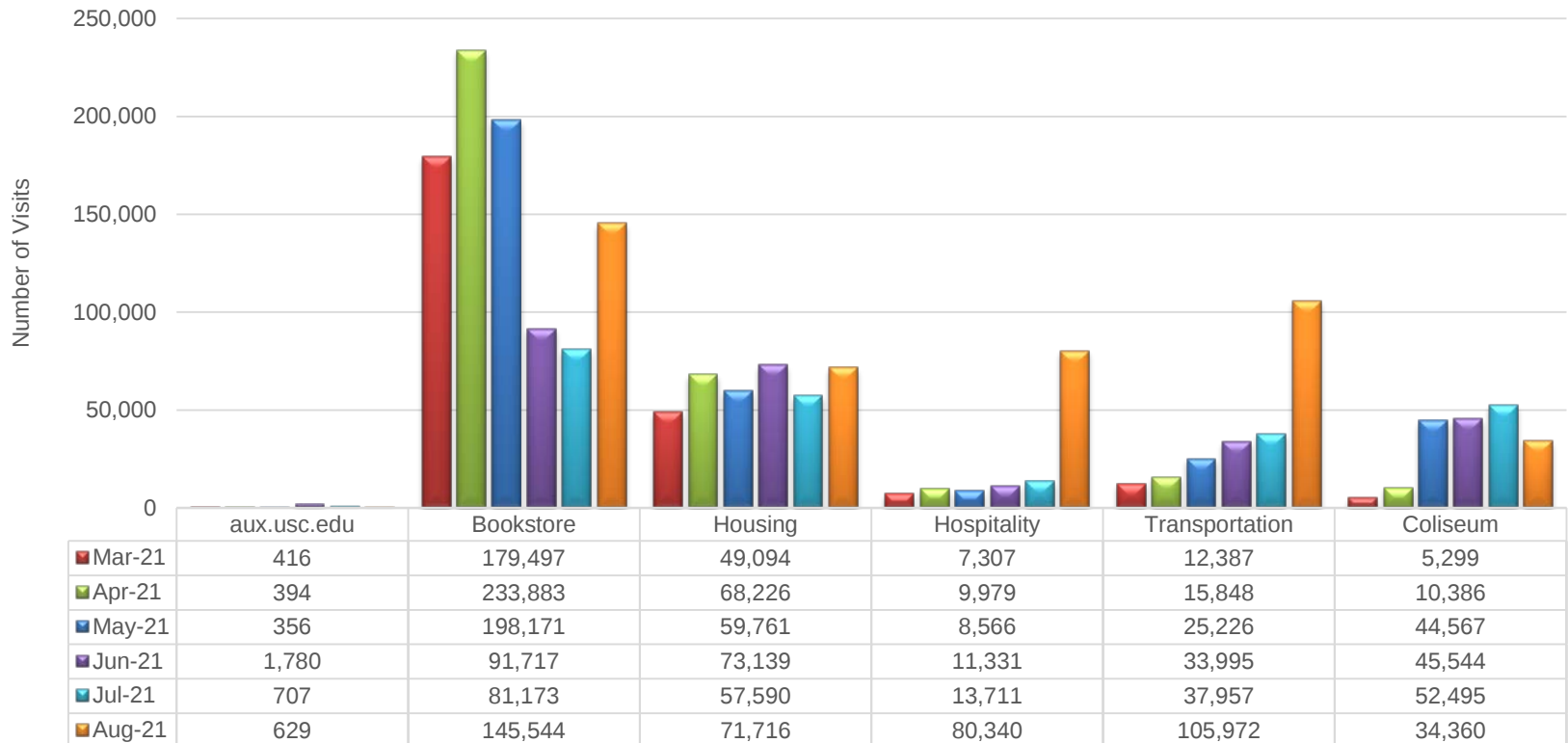
August 2021 Traffic Sources - Other Sites





Website Reports August 2021

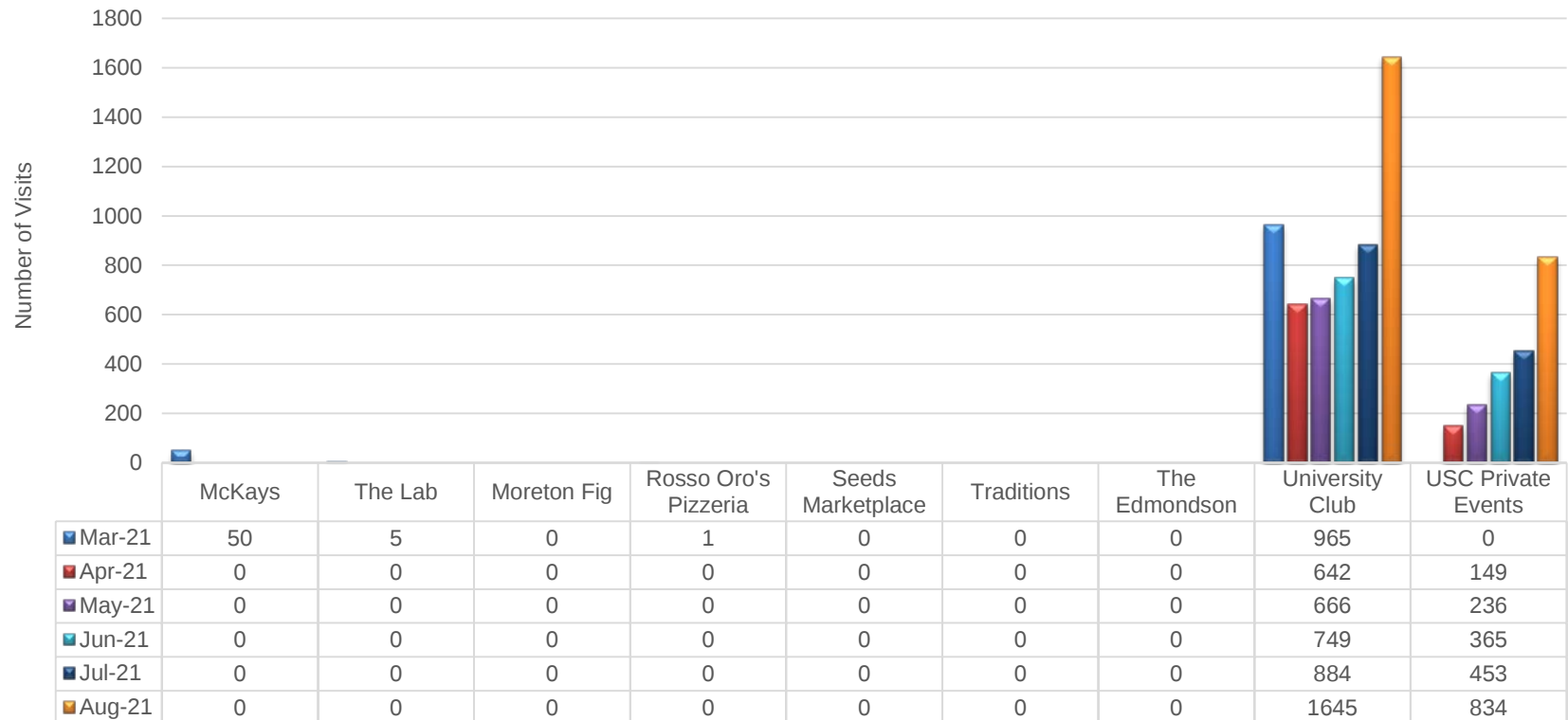
Web Visits Per Month - BU Main Sites





Website Reports August 2021

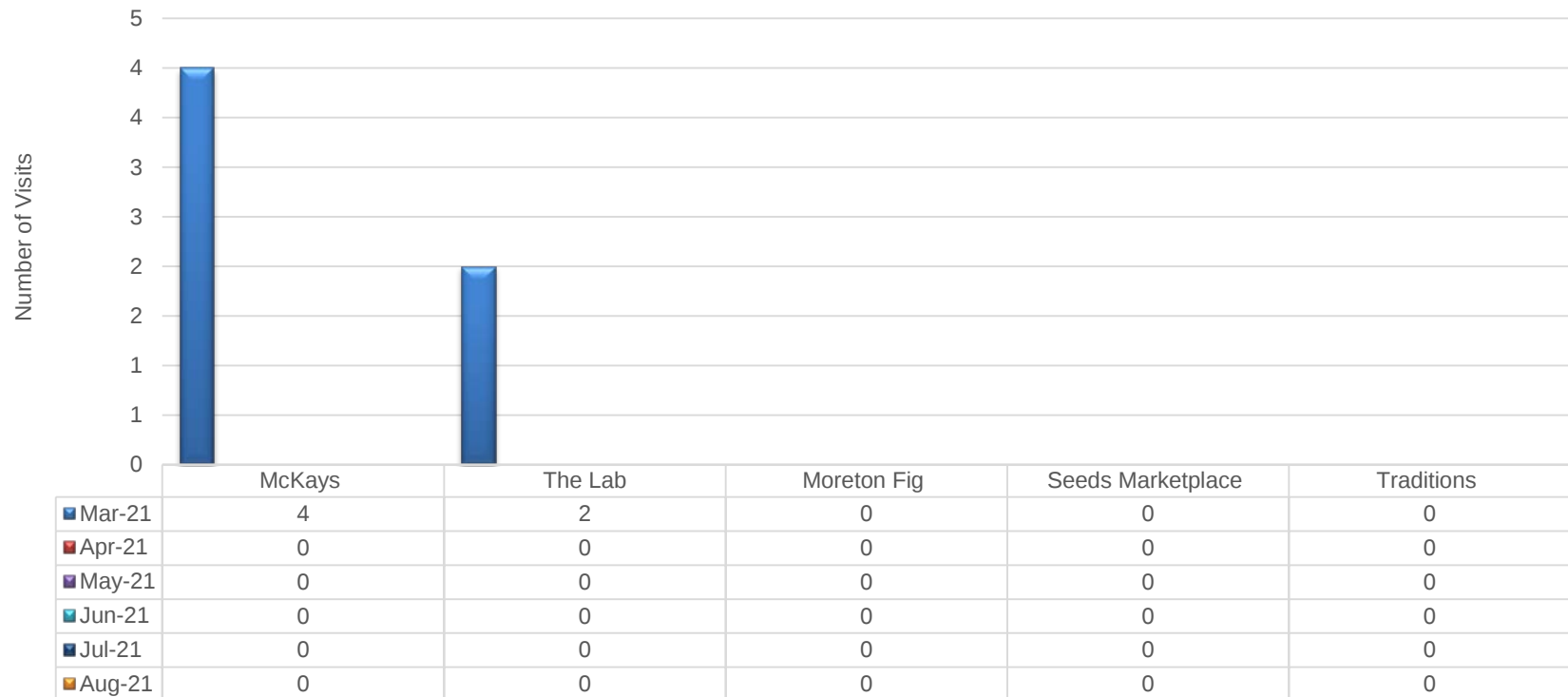
Web Visits Per Month - HSP Micro Sites (Desktop)





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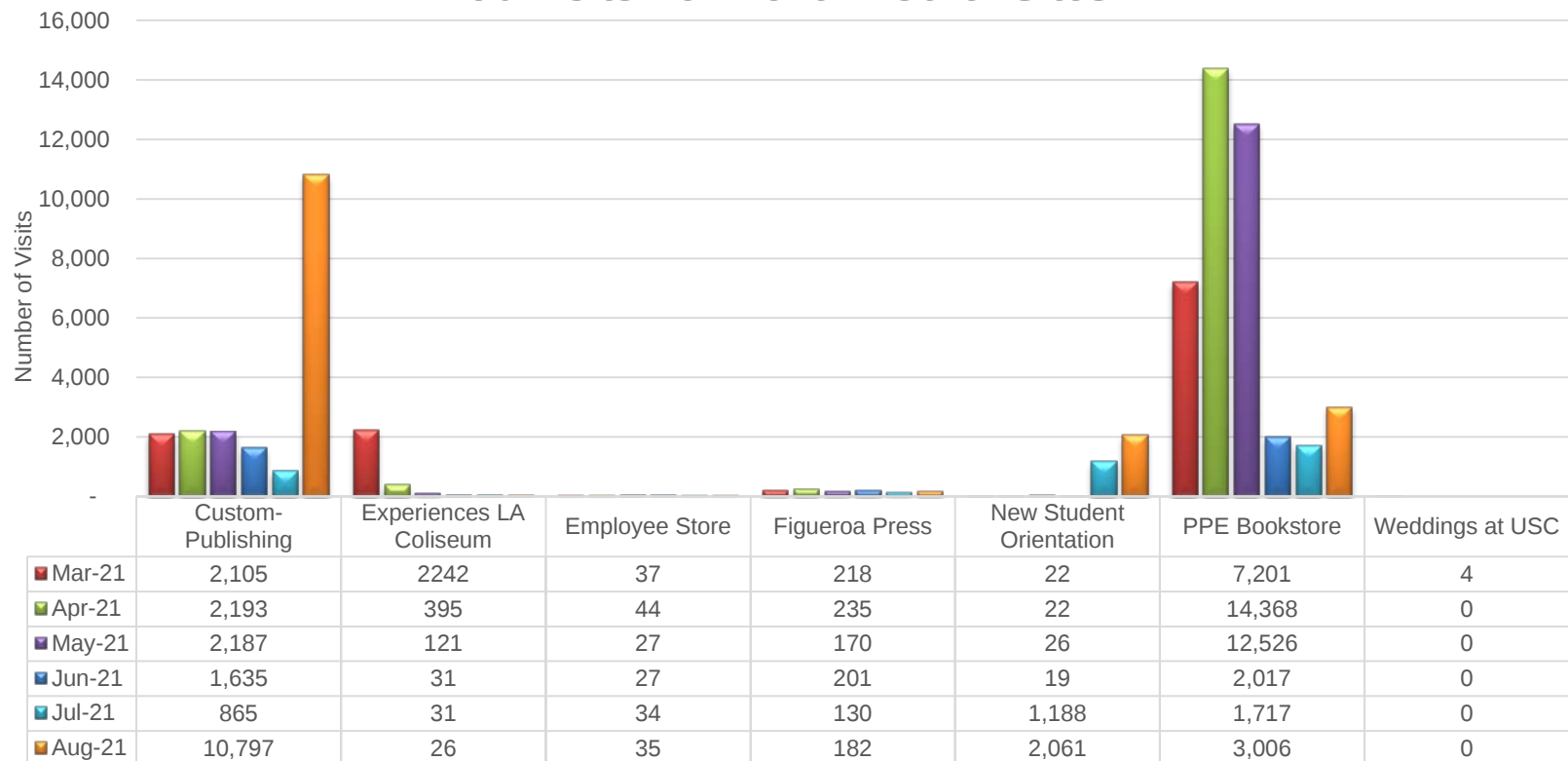
Web Visits Per Month - HSP Micro Sites (Mobile)





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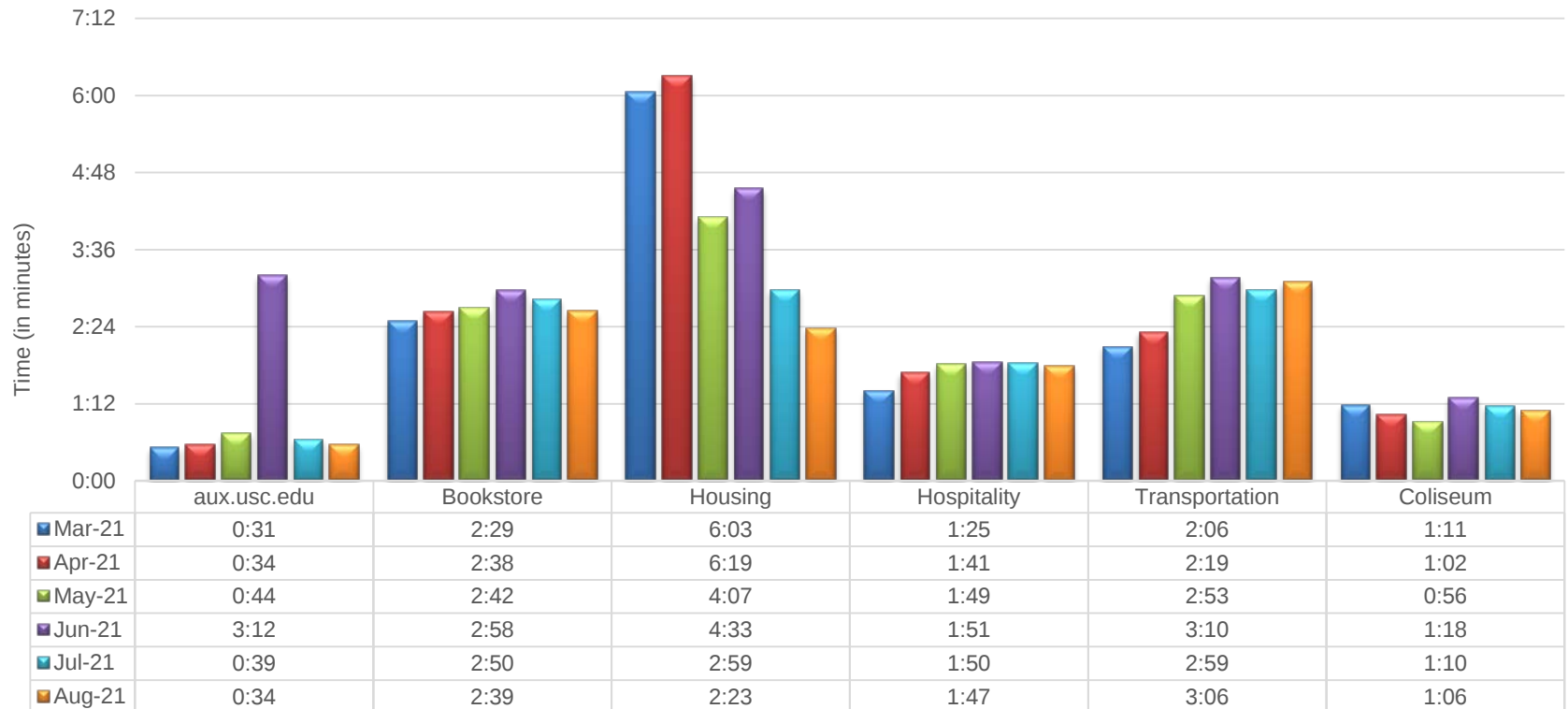
Web Visits Per Month - Other Sites





Website Reports August 2021

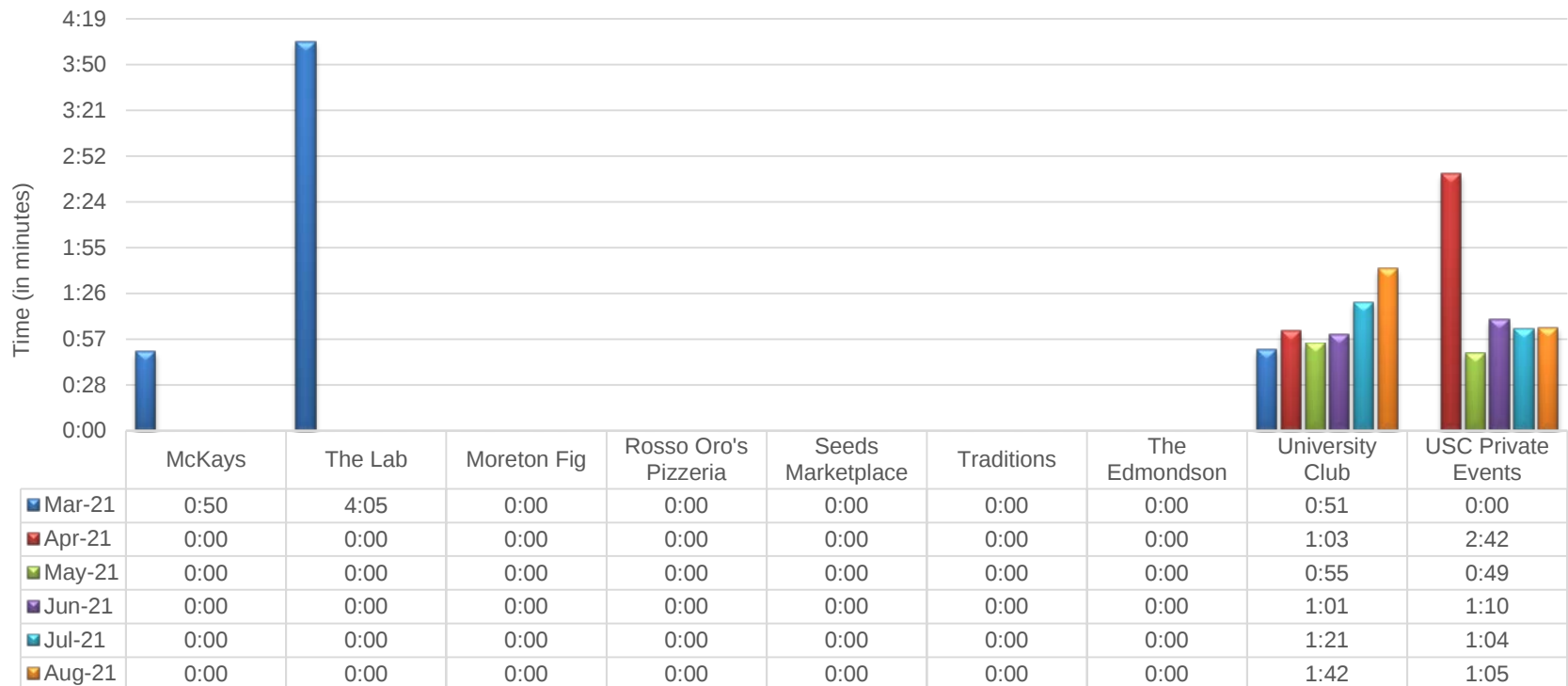
Average Time Spent on Website - BU Main Sites





Website Reports August 2021

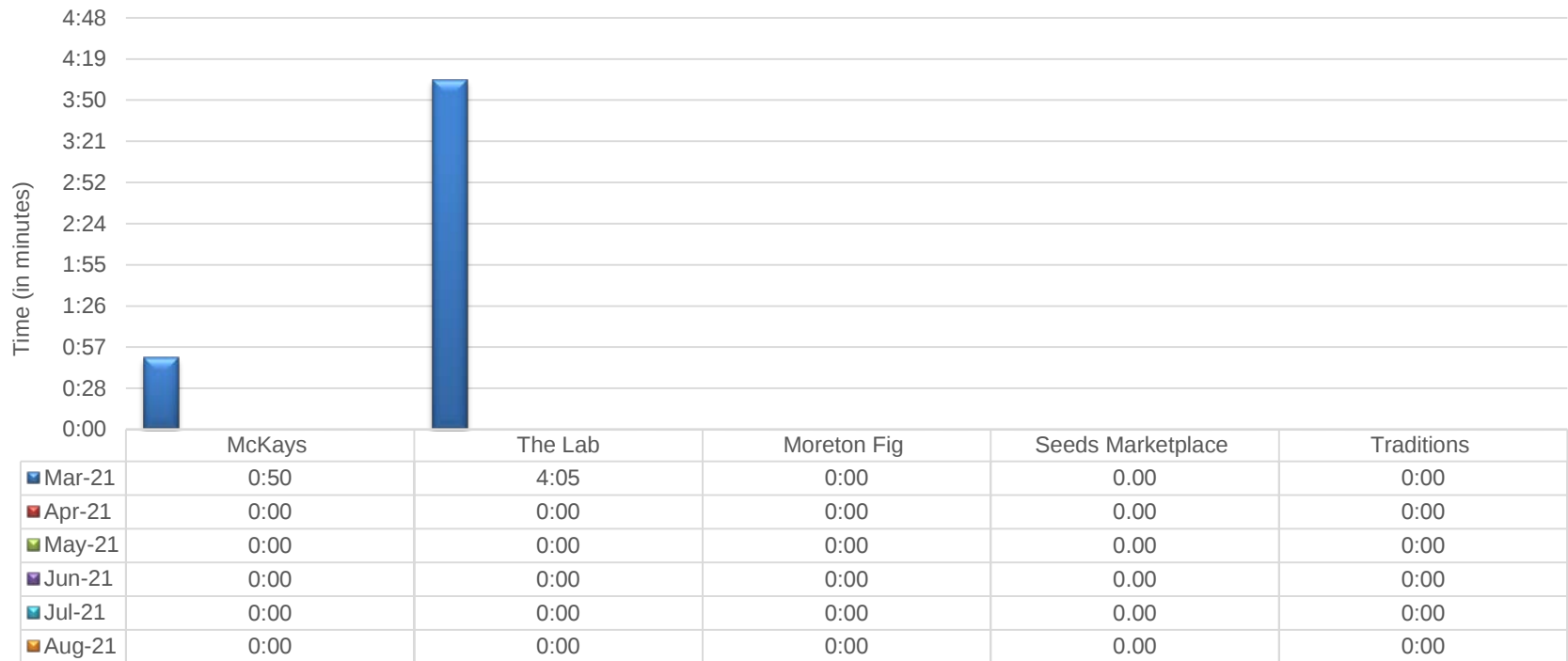
Average Time Spent on Website - HSP Micro Sites (Desktop)





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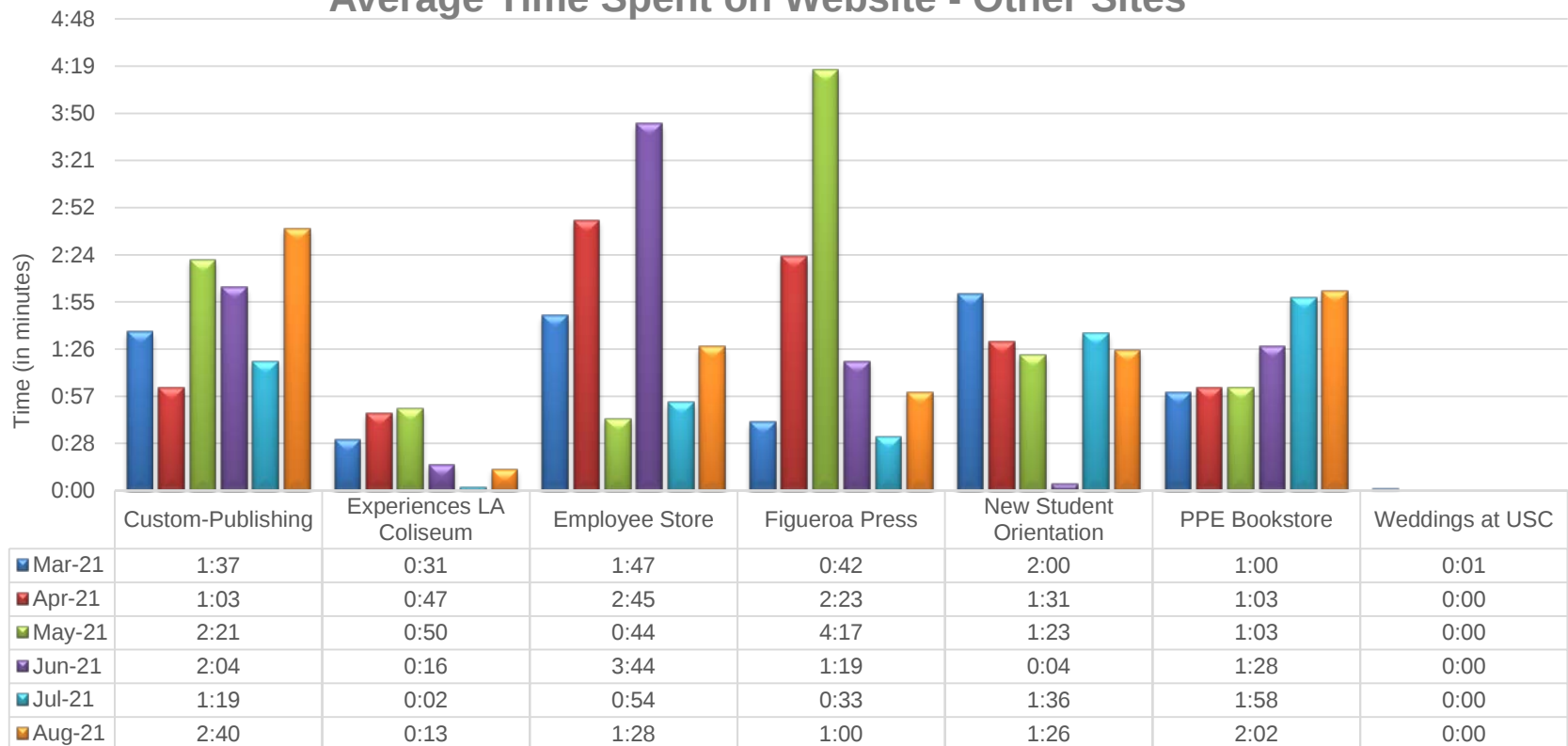
Average Time Spent on Website - HSP Micro Sites (Mobile)





Website Reports August 2021

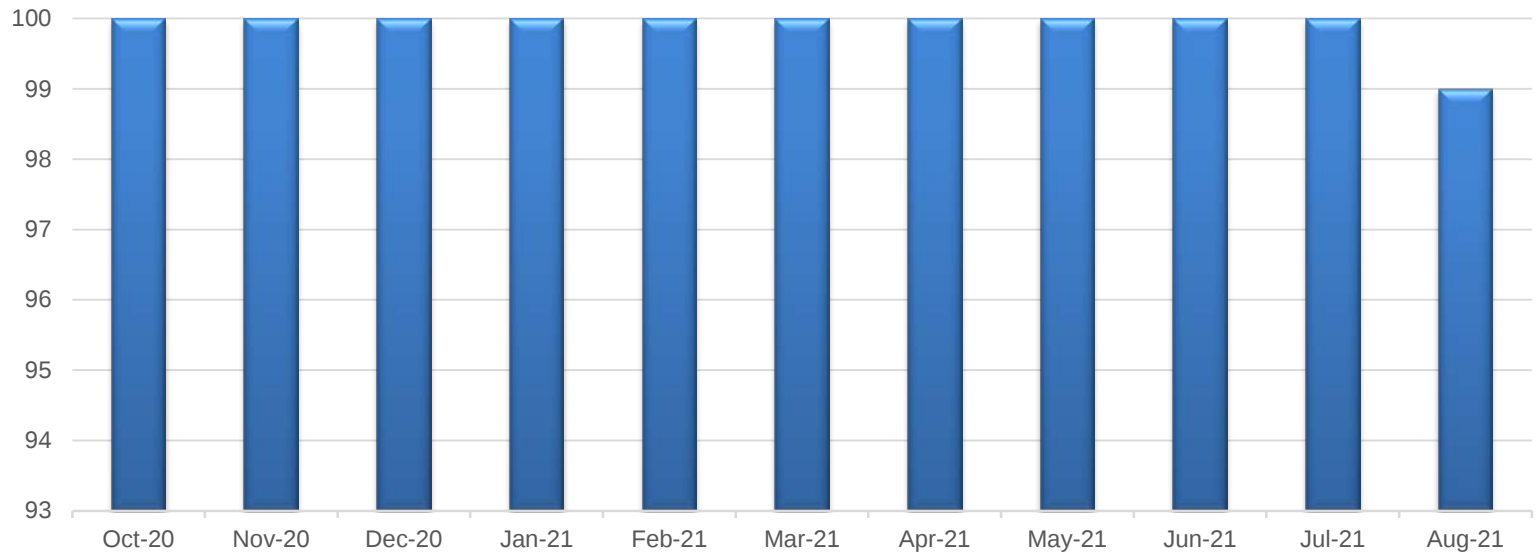
Average Time Spent on Website - Other Sites





Customer Satisfaction Report August 2021

Customer Satisfaction





Thank You !!