



AS IT MONTHLY REPORTS

For September 2021

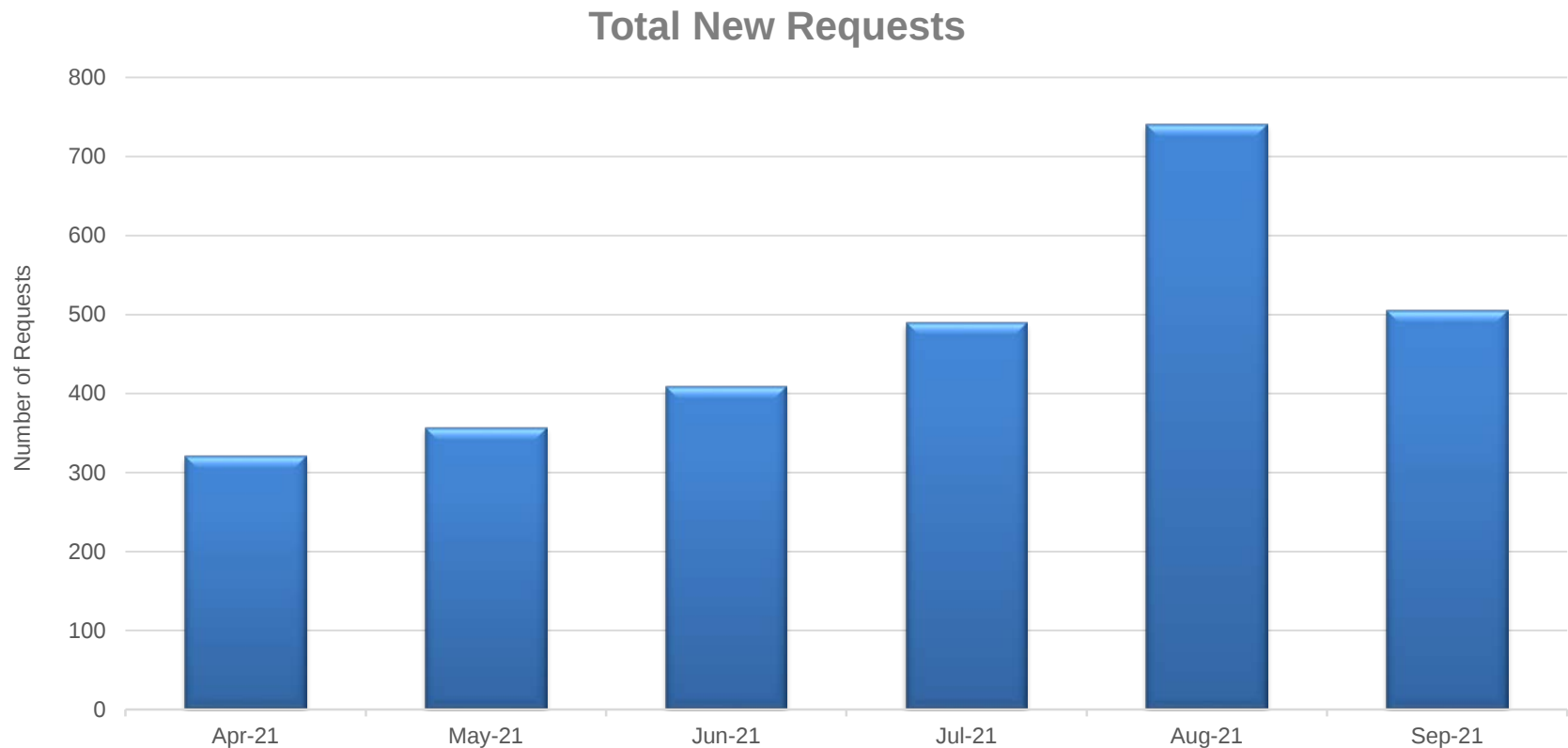


Contents

- Service Desk Reports
- Aging Report
- Website Reports
- Customer Satisfaction Report

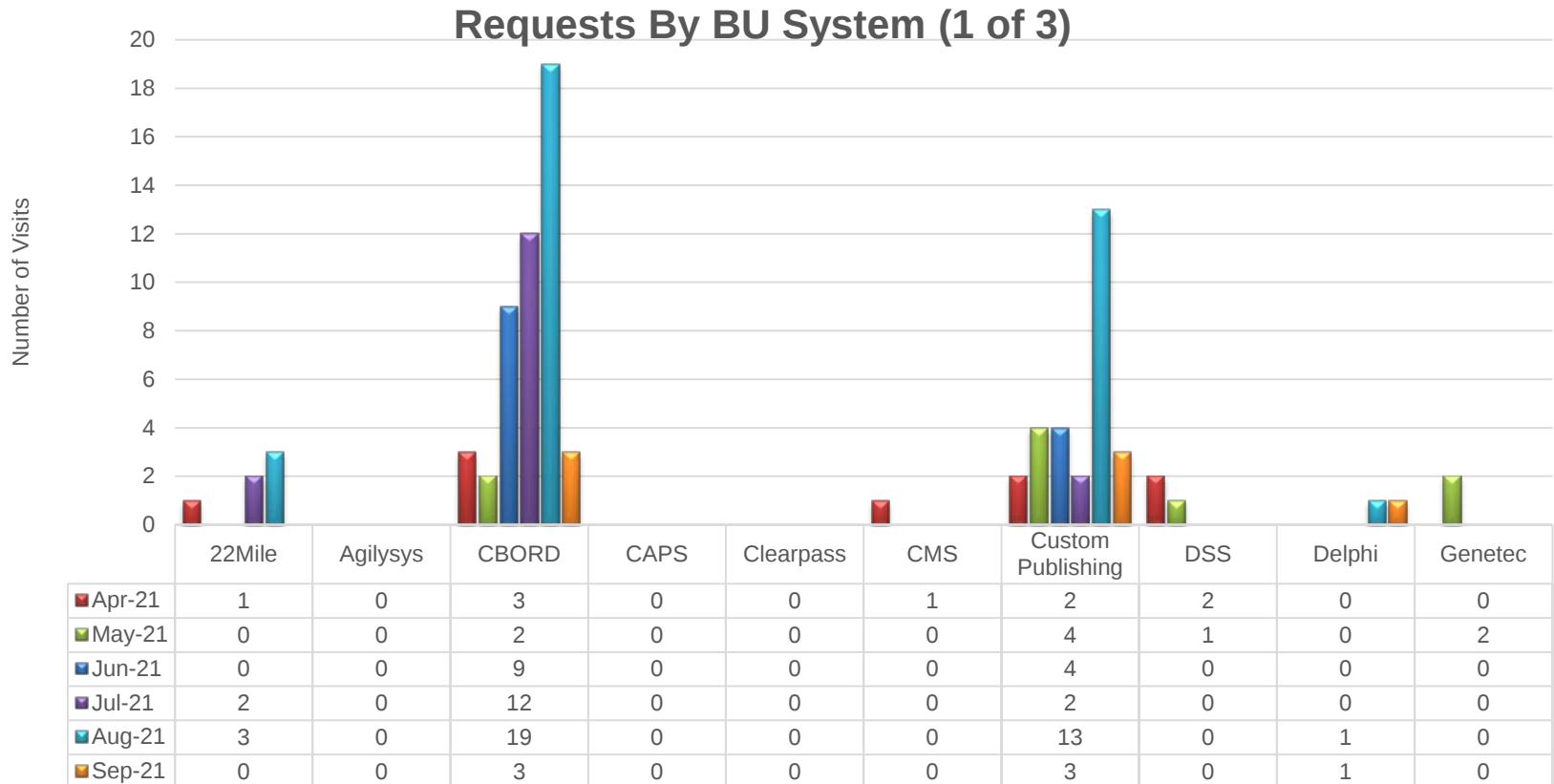


Service Desk Reports September 2021





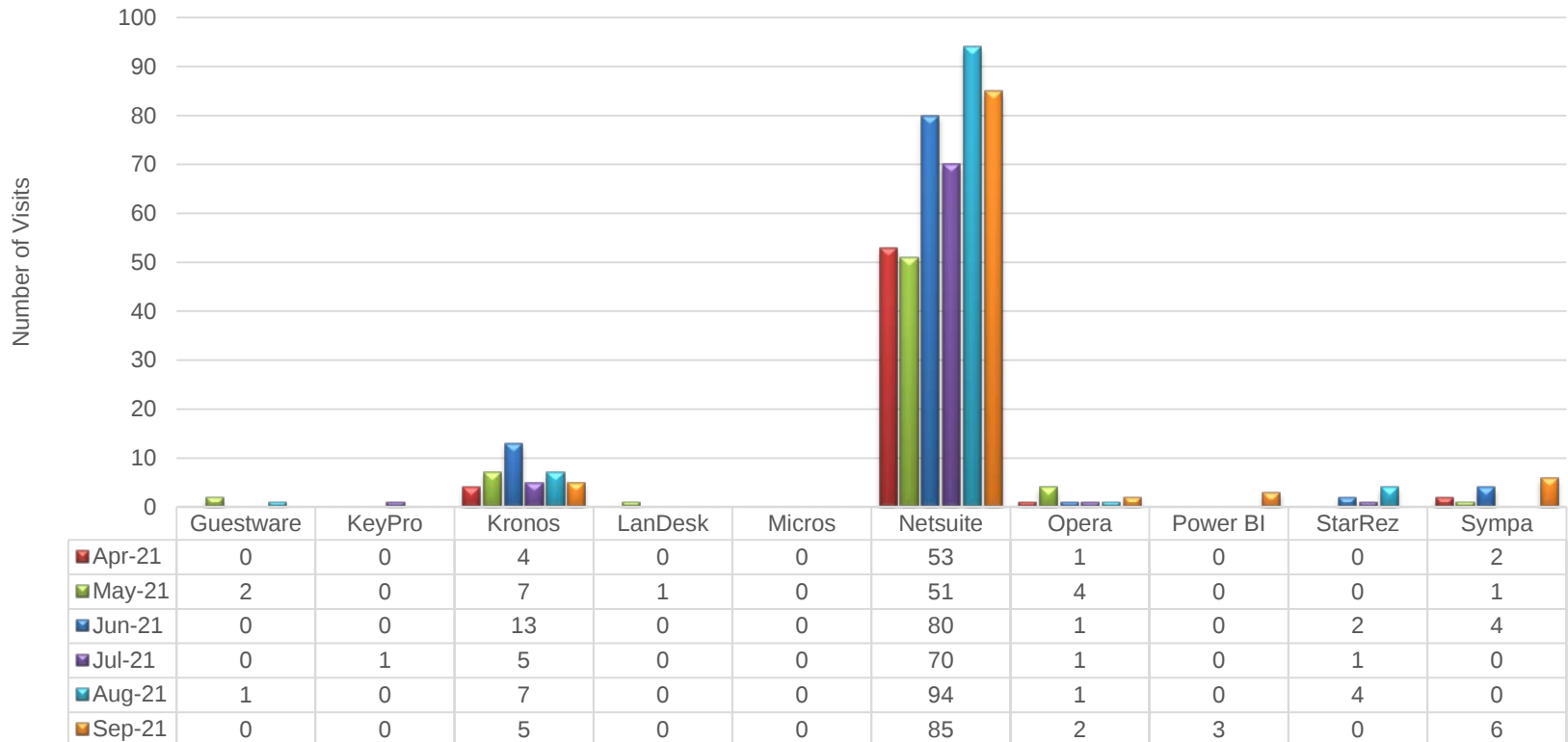
Service Desk Reports September 2021





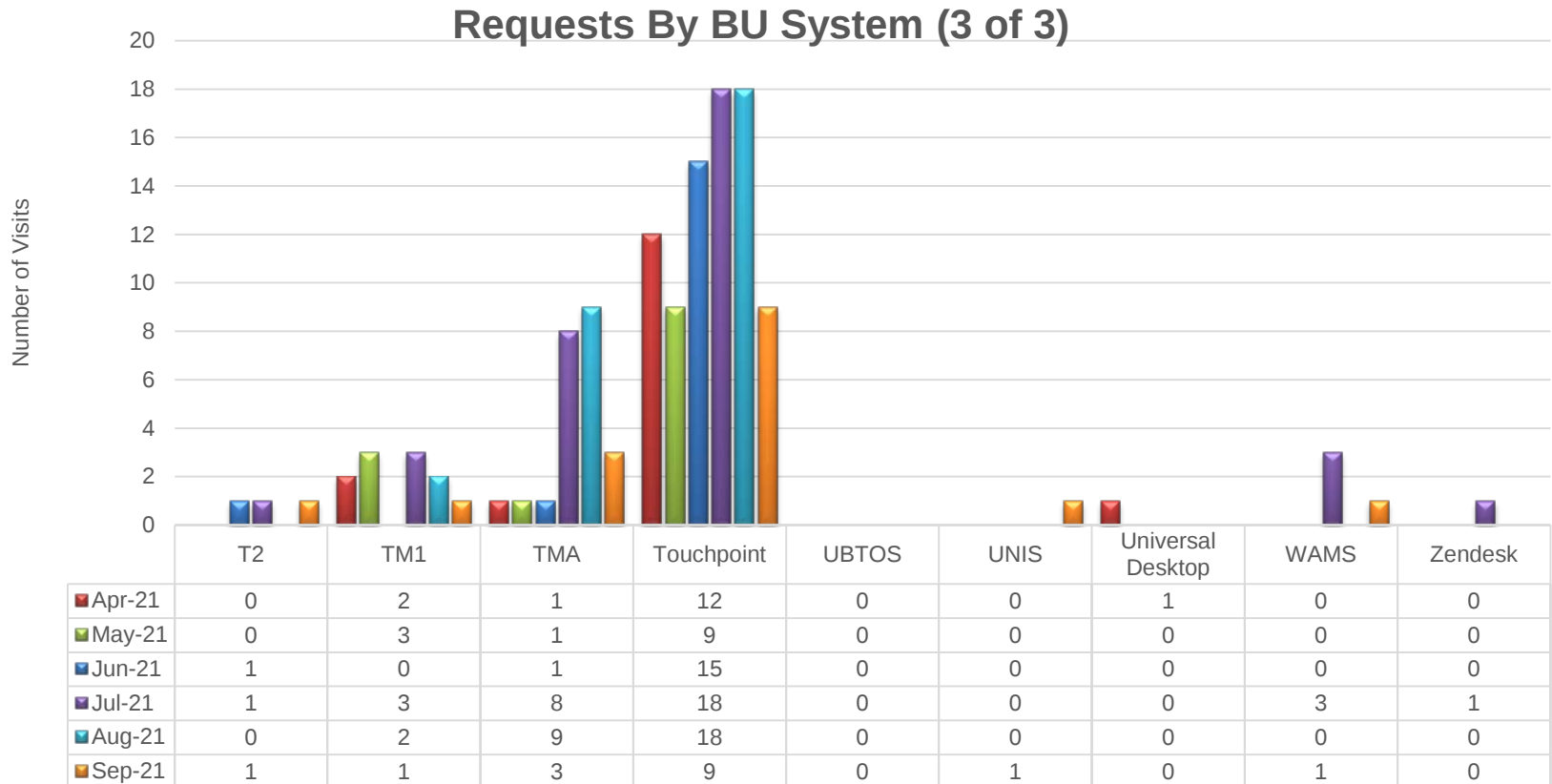
Service Desk Reports September 2021

Requests By BU System (2 of 3)





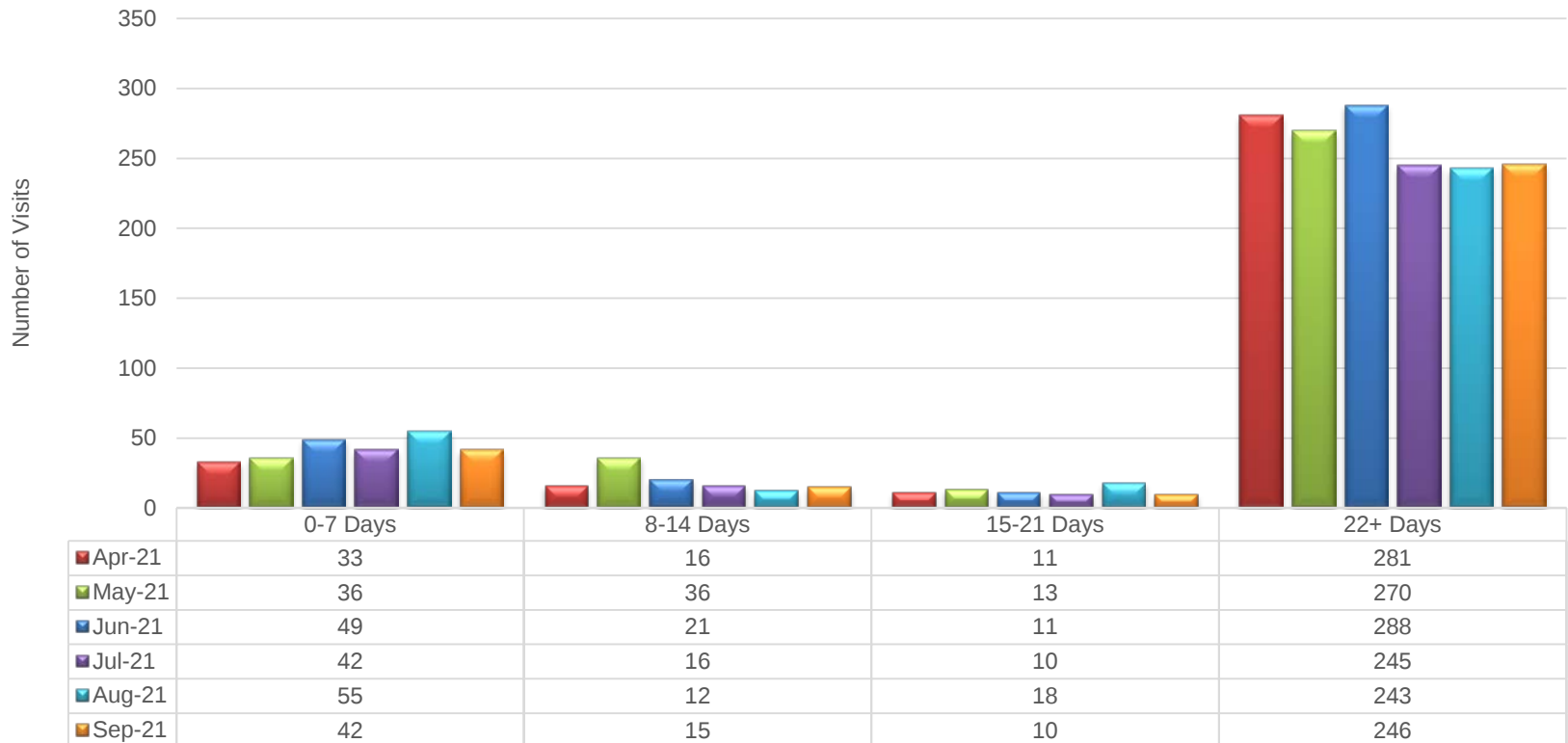
Service Desk Reports September 2021





Service Desk Reports September 2021

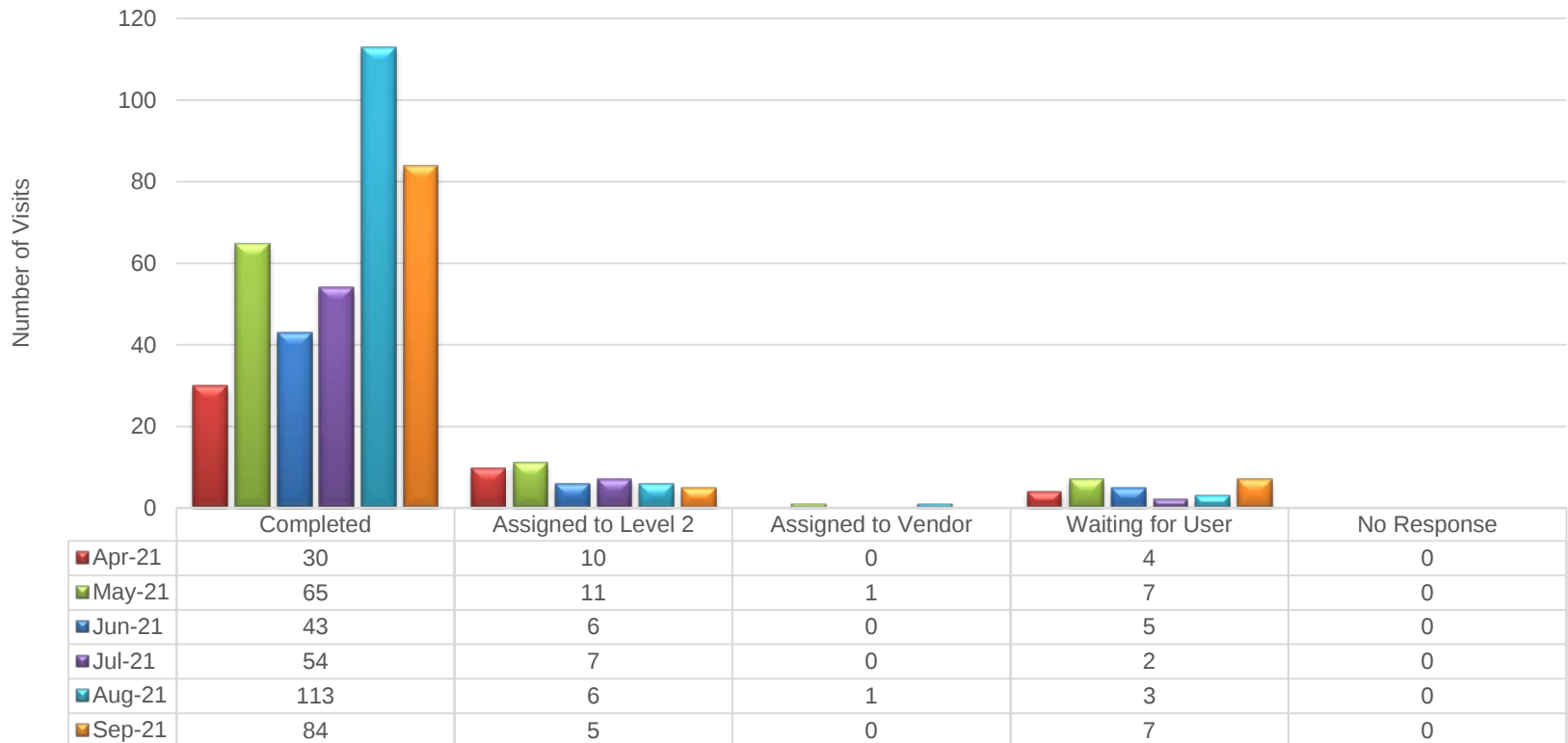
Open Requests Aging Report





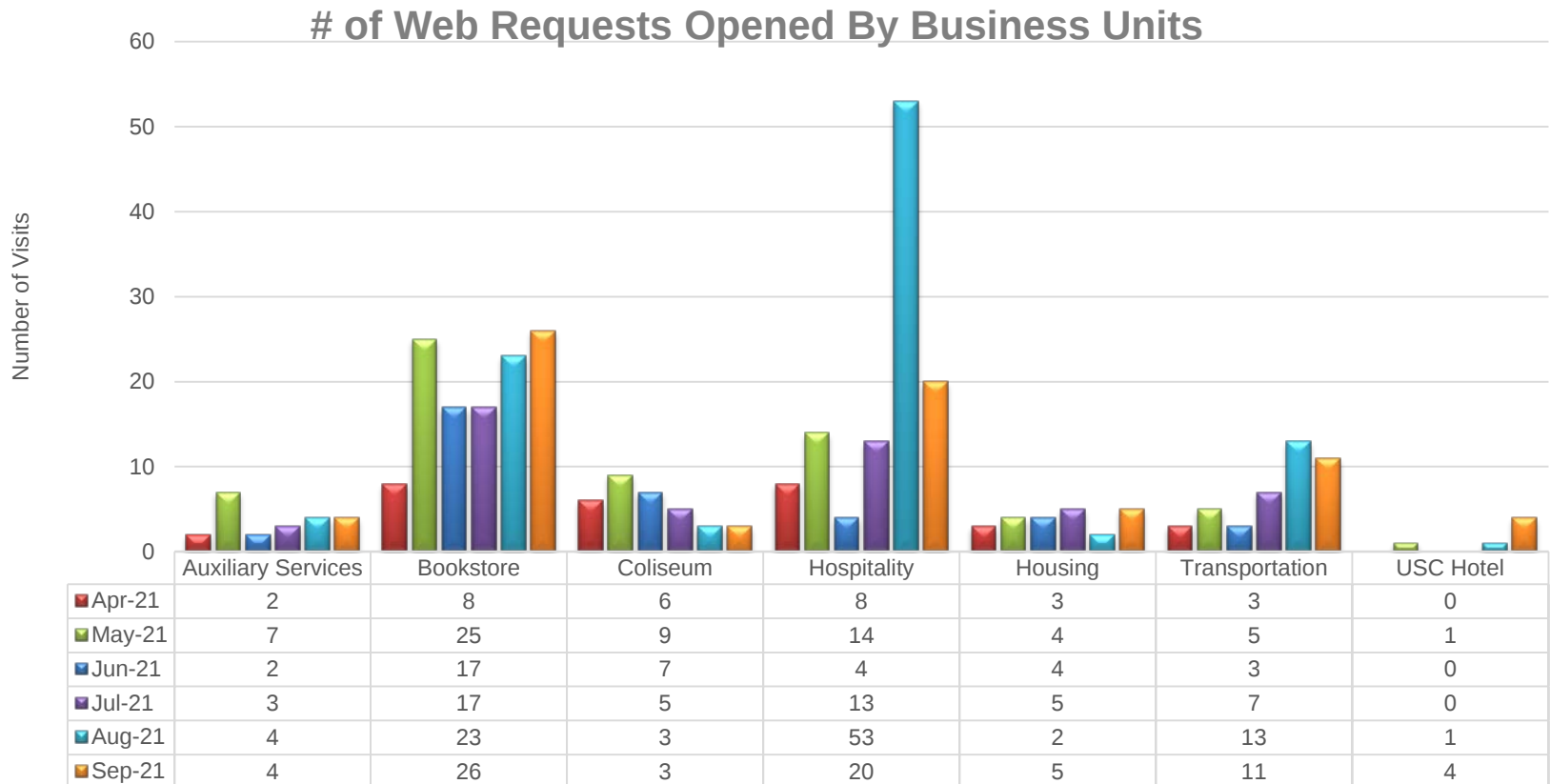
Service Desk Reports September 2021

of Web Requests Opened By Status





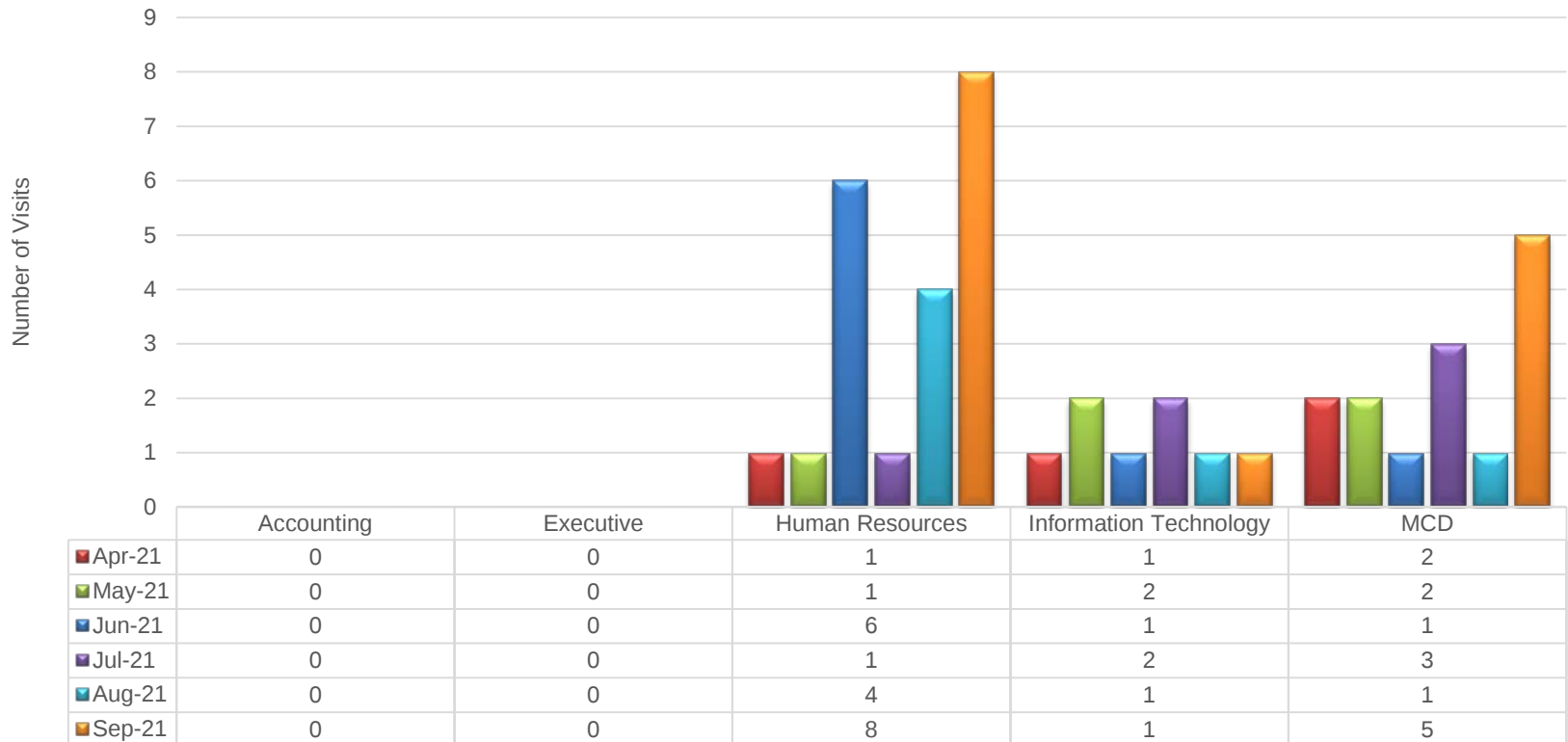
Service Desk Reports September 2021





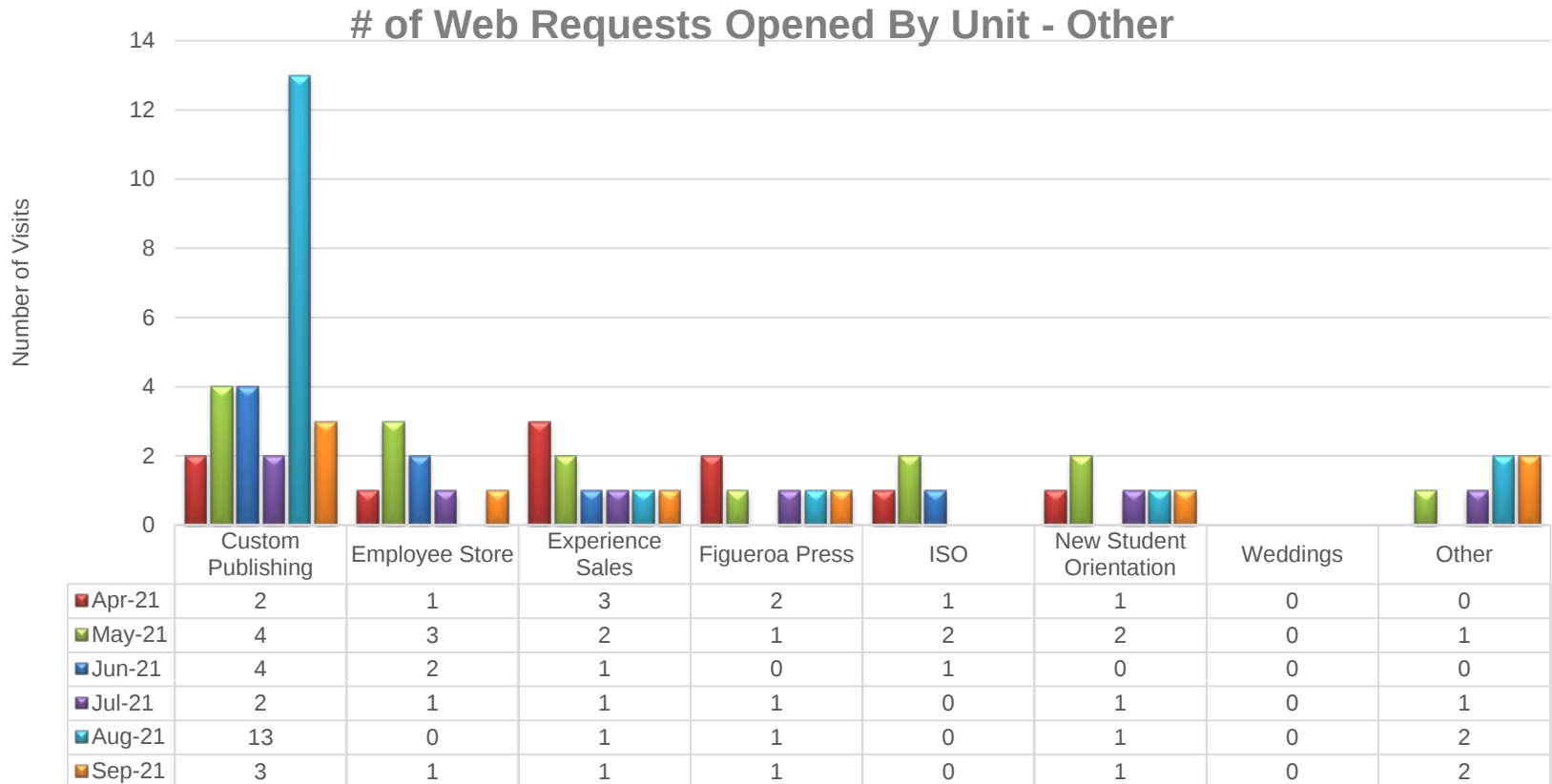
Service Desk Reports September 2021

of Web Requests Opened By Shared Services



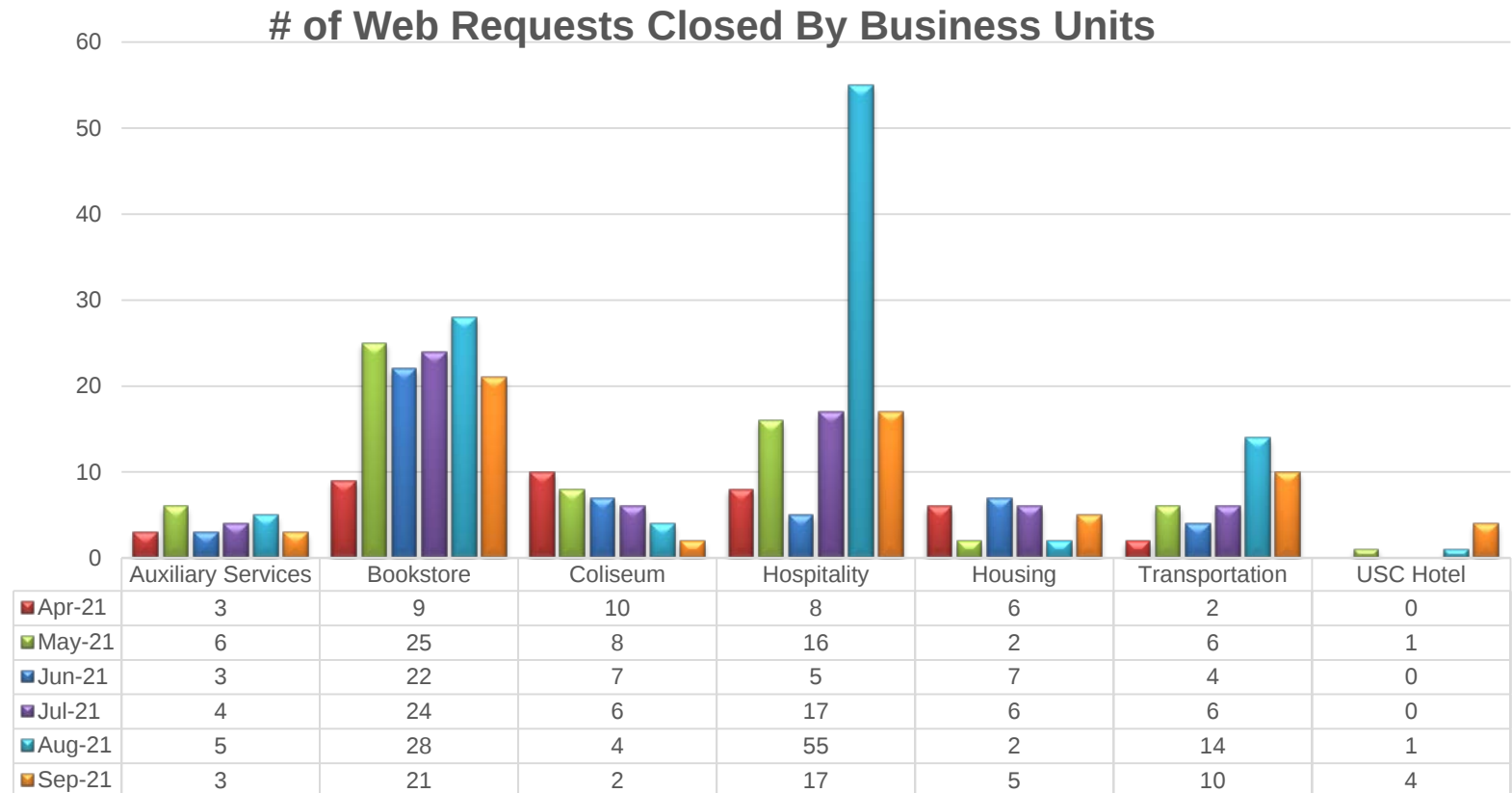


Service Desk Reports September 2021





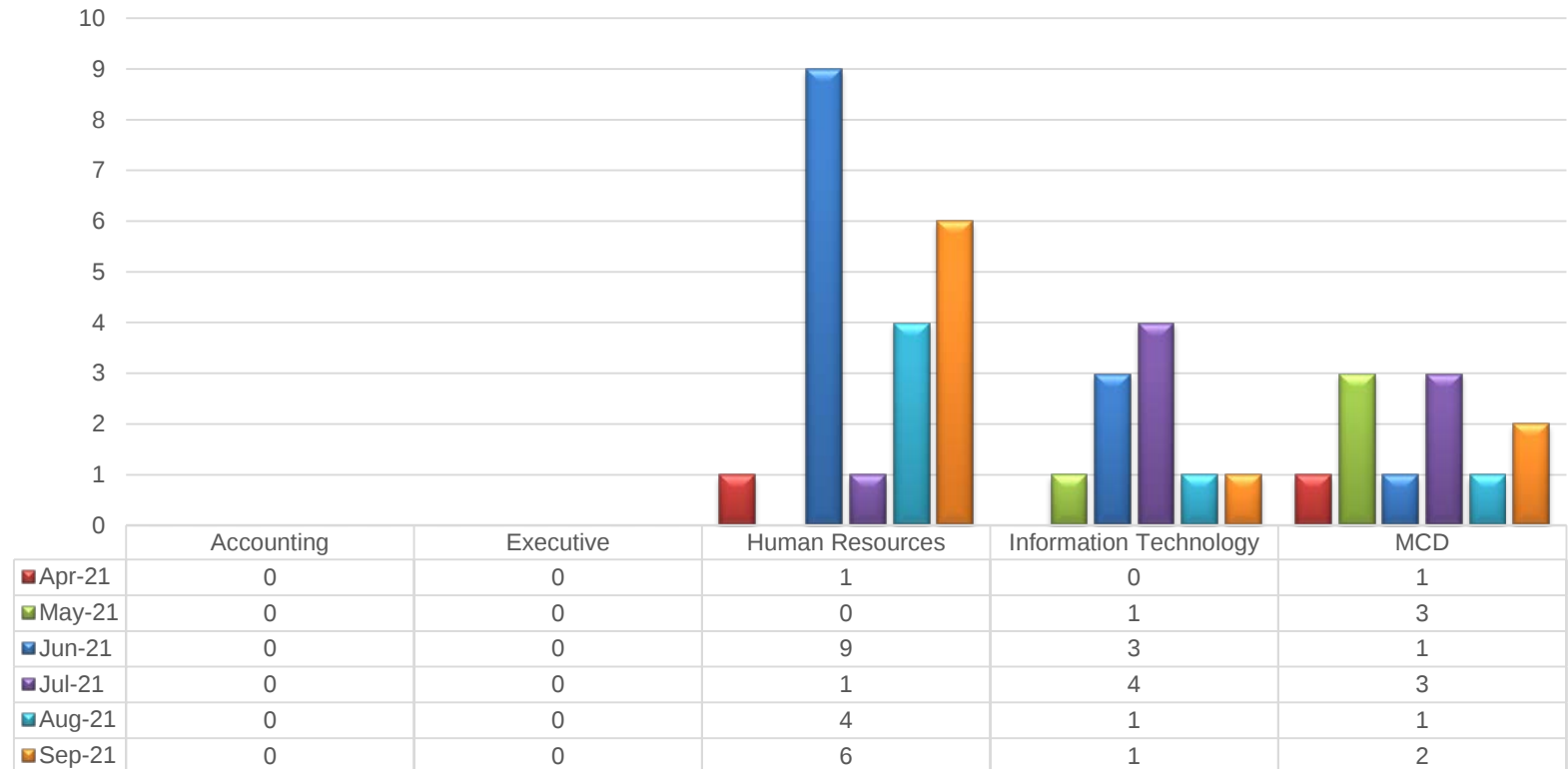
Service Desk Reports September 2021





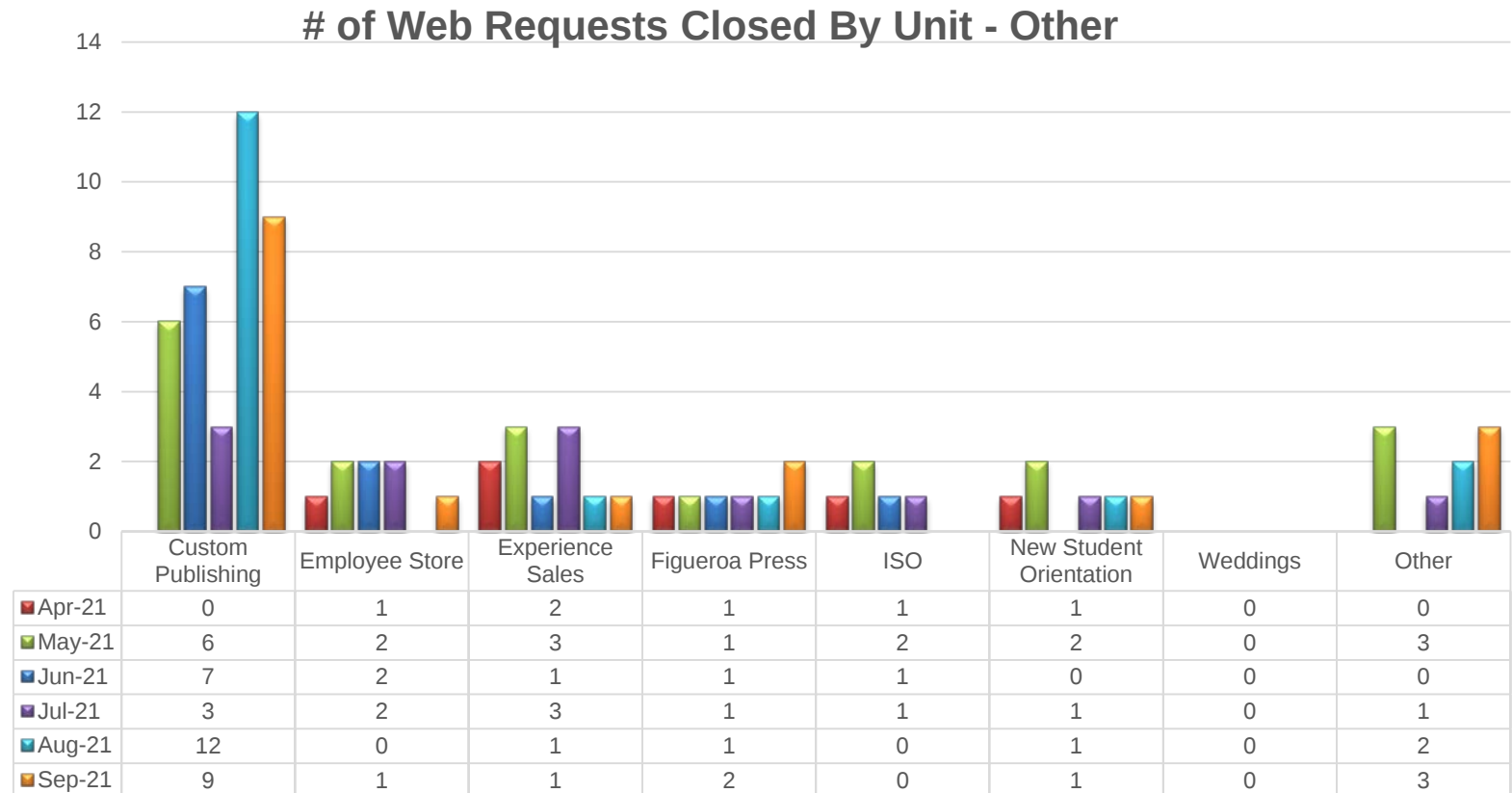
Service Desk Reports September 2021

of Web Requests Closed By Shared Services





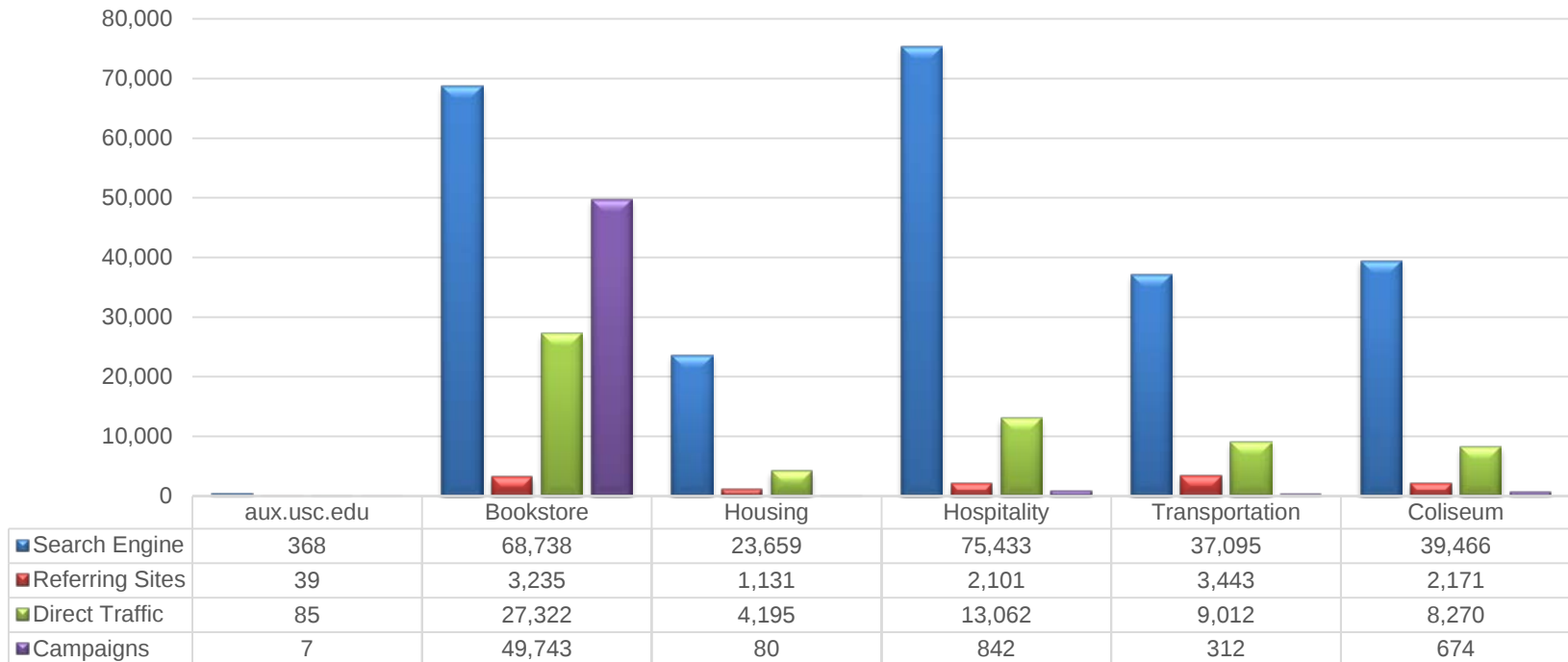
Service Desk Reports September 2021





Website Reports September 2021

September 2021 Traffic Sources - BU Main Sites





Website Reports September 2021

September 2021 Traffic Sources - HSP Micro Sites (Desktop)





Website Reports September 2021

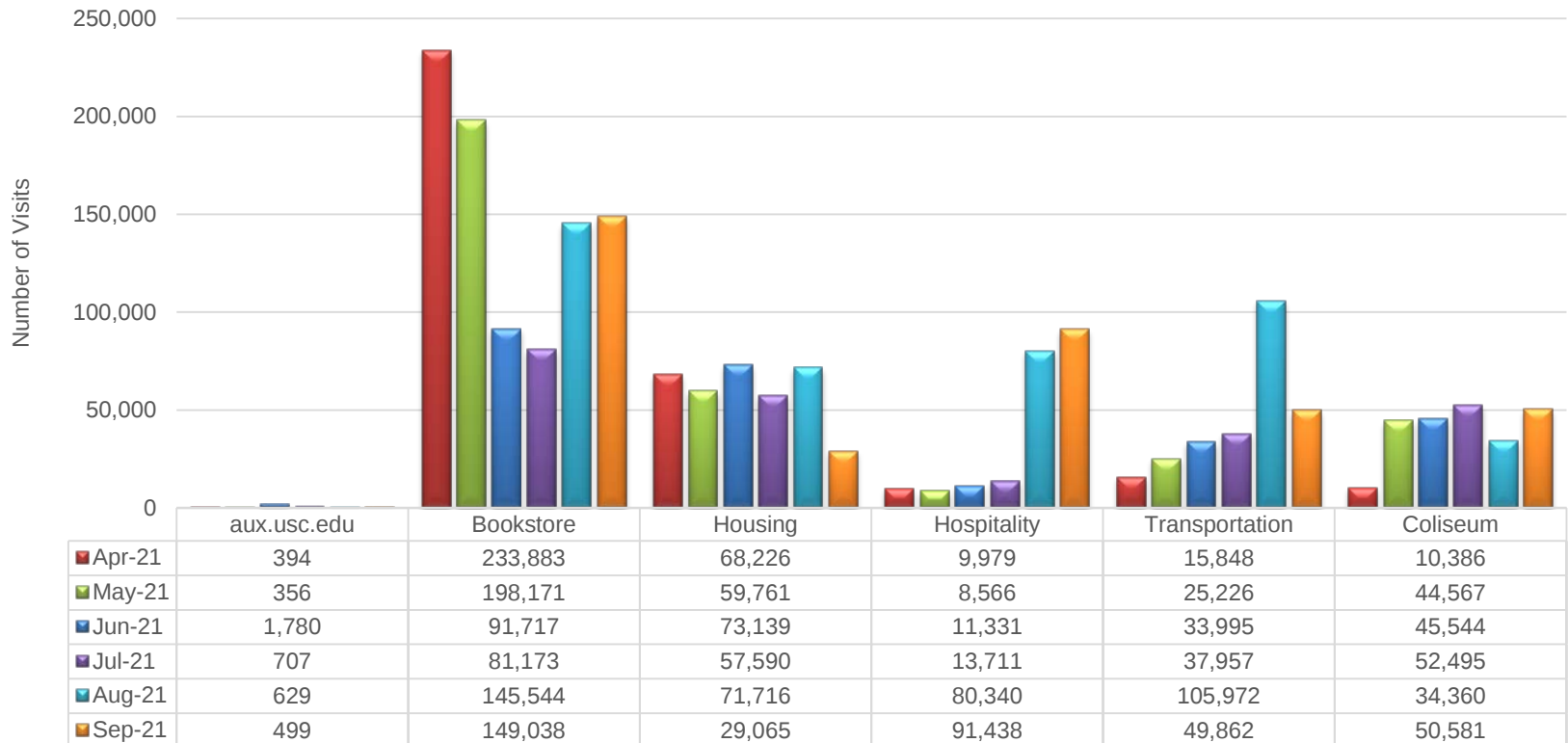
September 2021 Traffic Sources - Other Sites





Website Reports September 2021

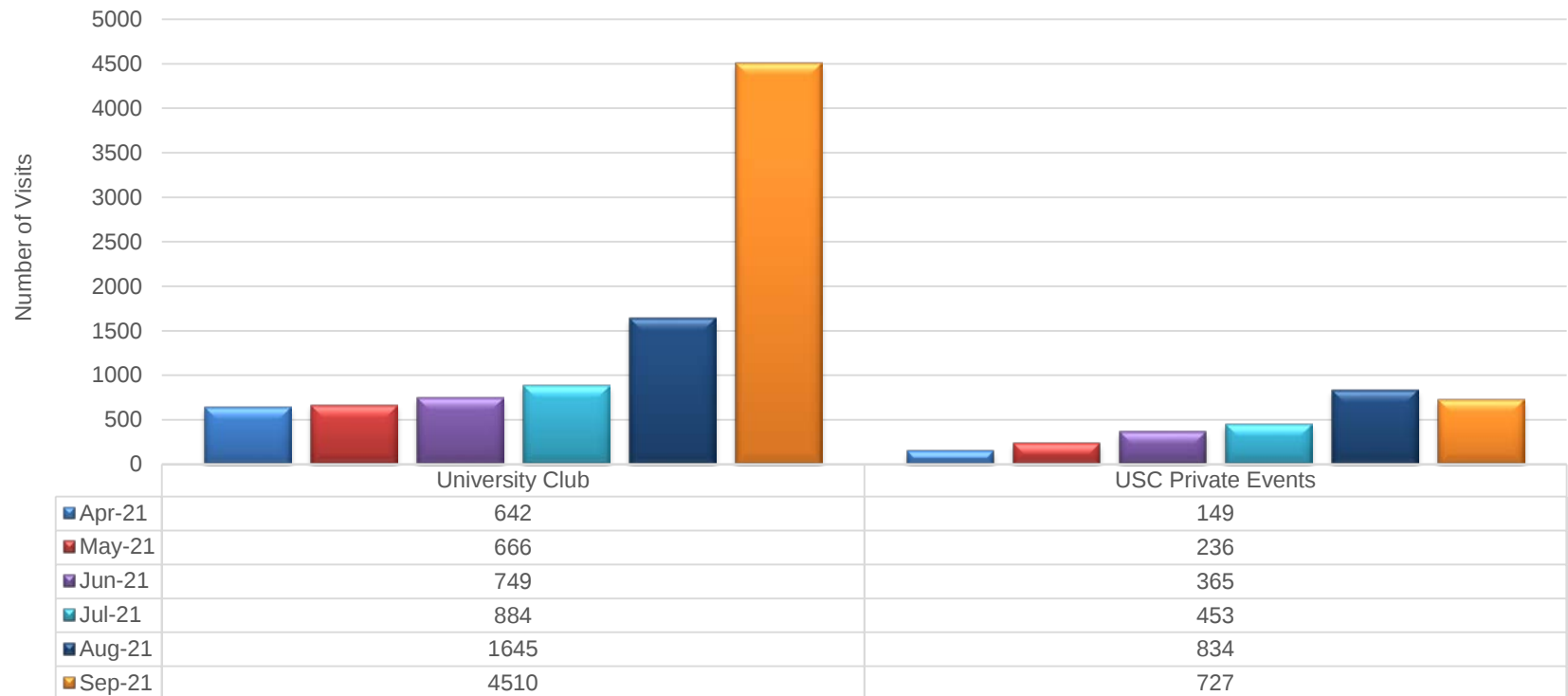
Web Visits Per Month - BU Main Sites





Website Reports September 2021

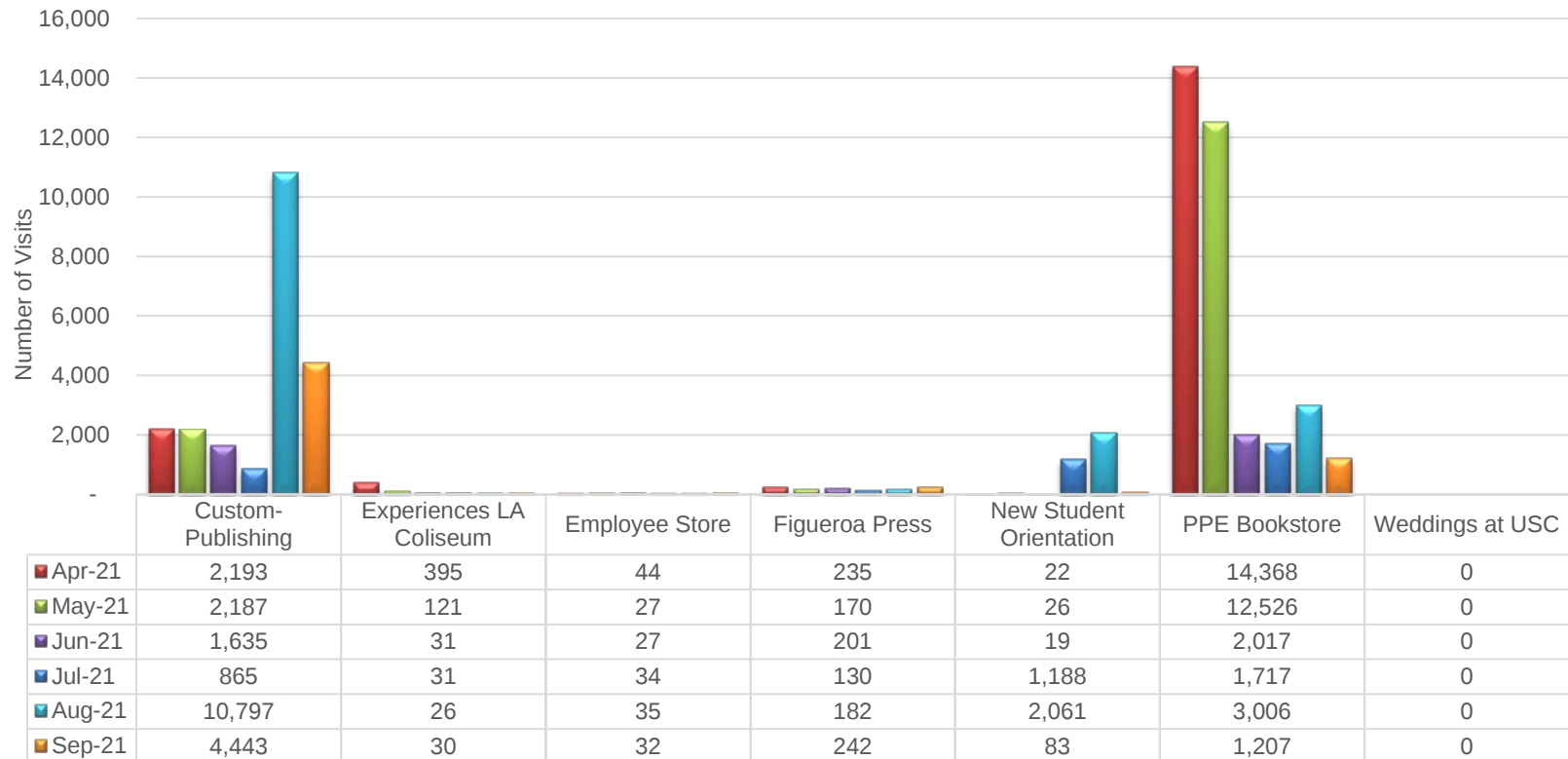
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports September 2021

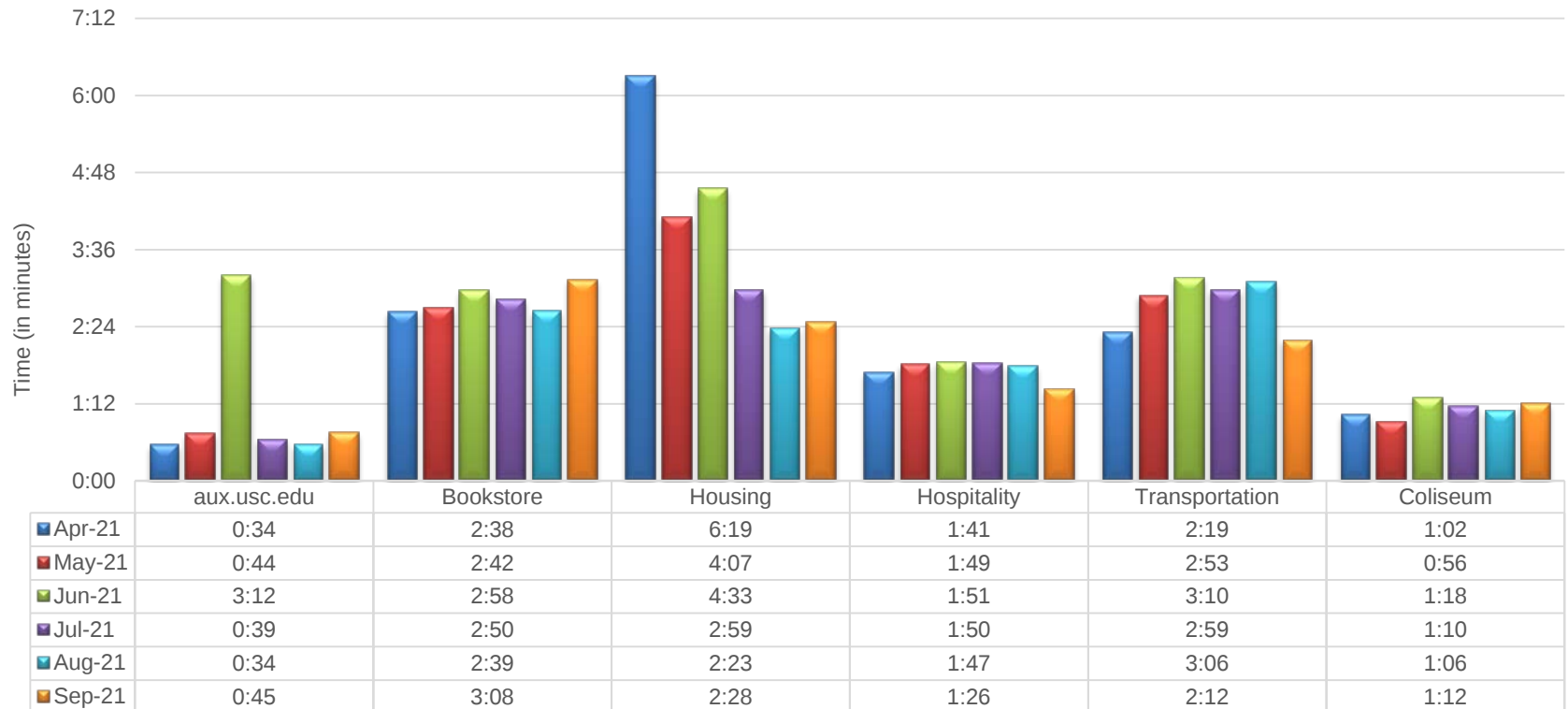
Web Visits Per Month - Other Sites





Website Reports September 2021

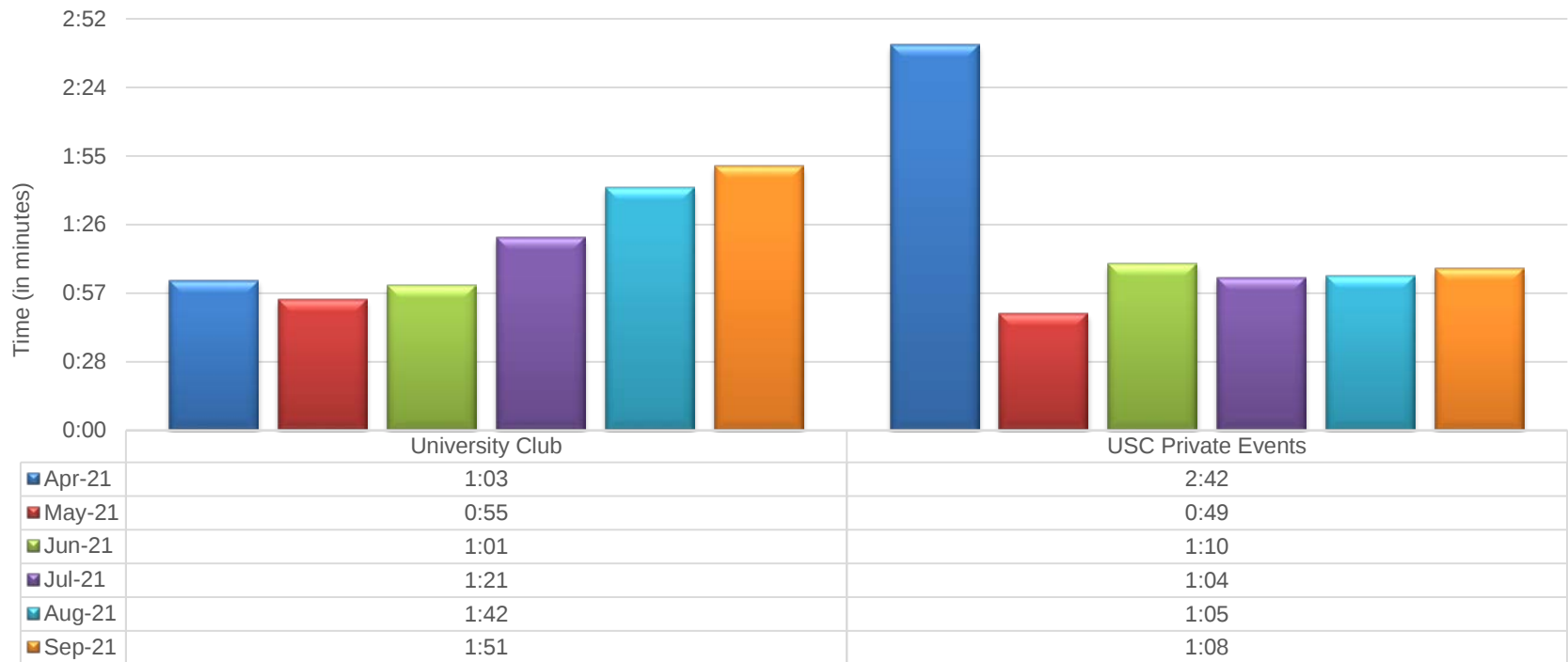
Average Time Spent on Website - BU Main Sites





Website Reports September 2021

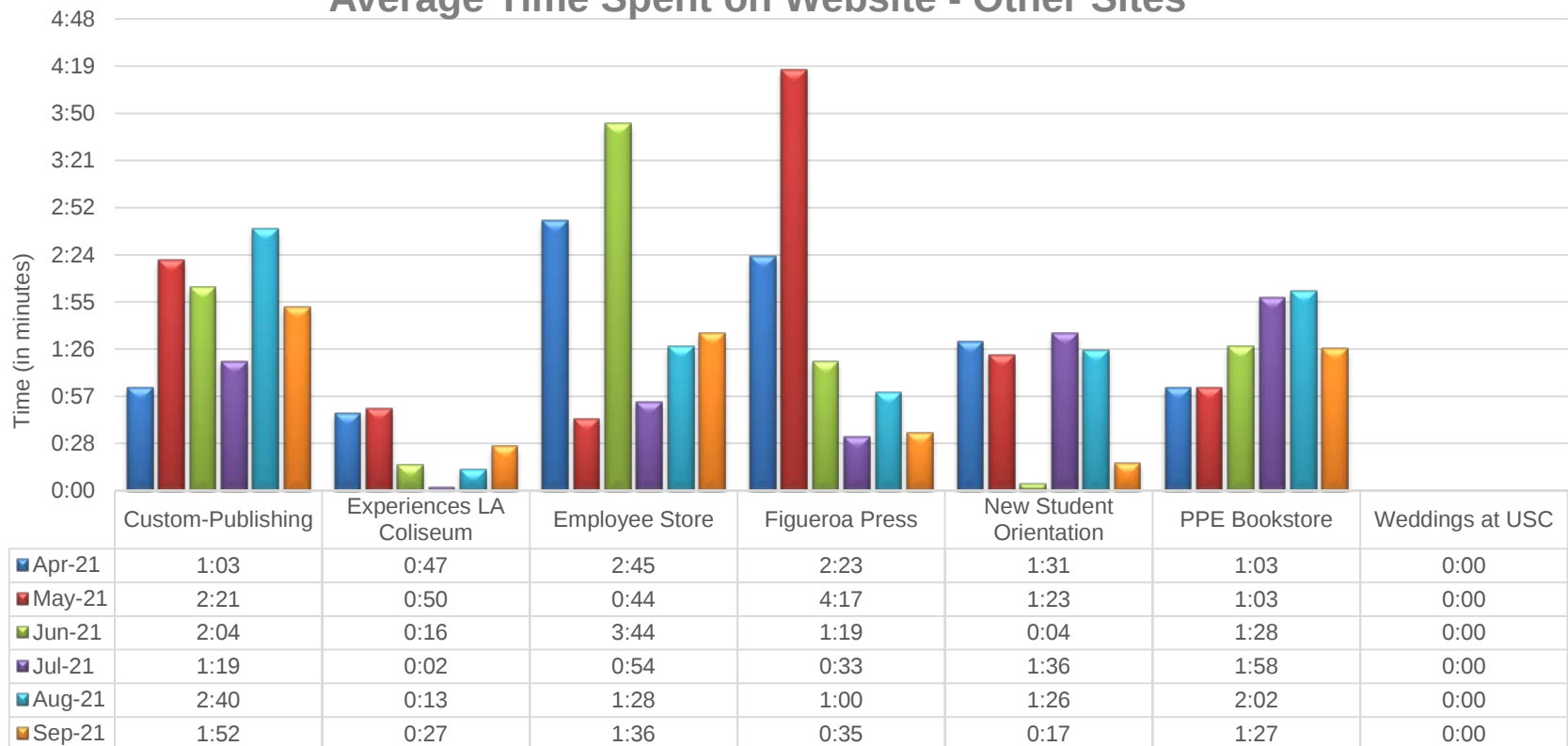
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports September 2021

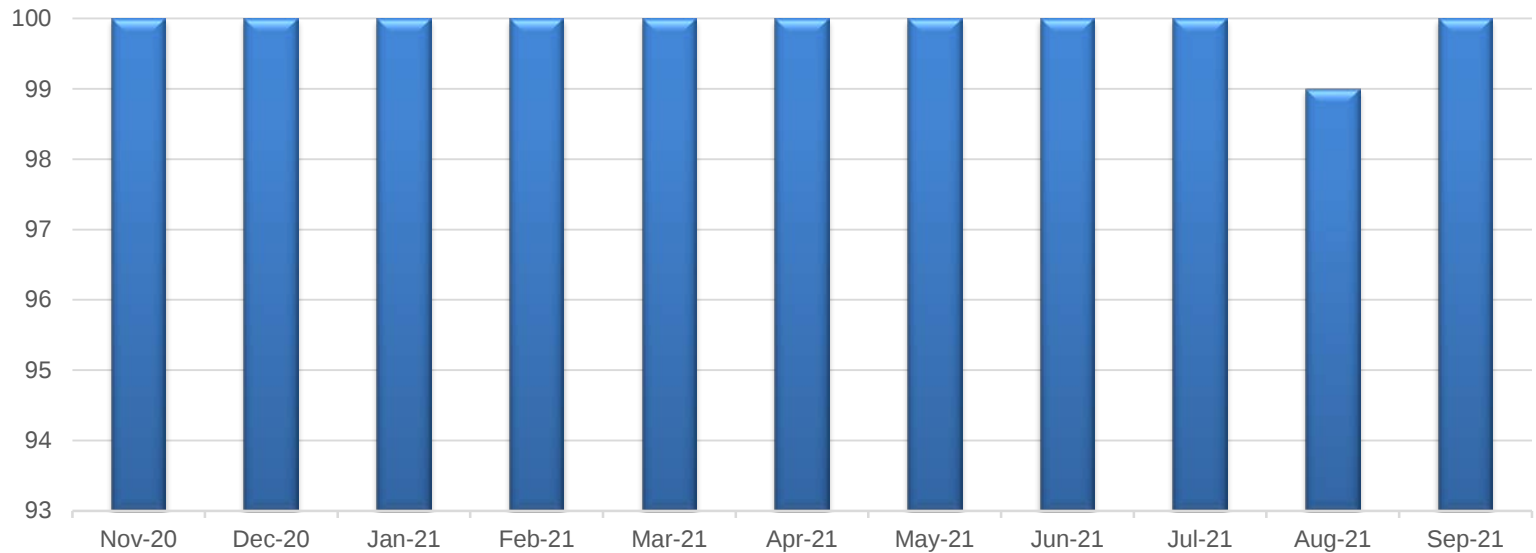
Average Time Spent on Website - Other Sites





Customer Satisfaction Report September 2021

Customer Satisfaction





Thank You !!