



AS IT MONTHLY REPORTS

For October 2021

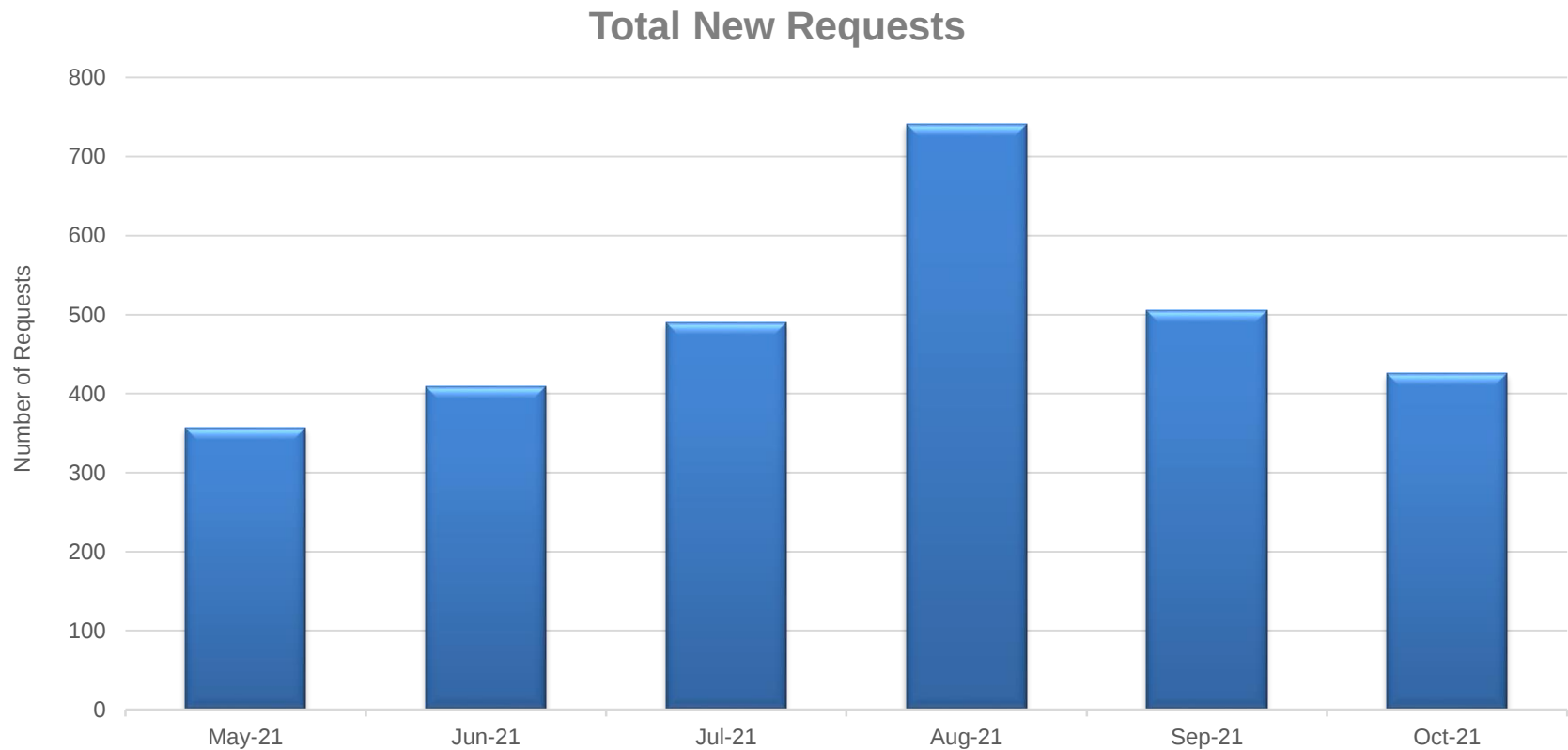


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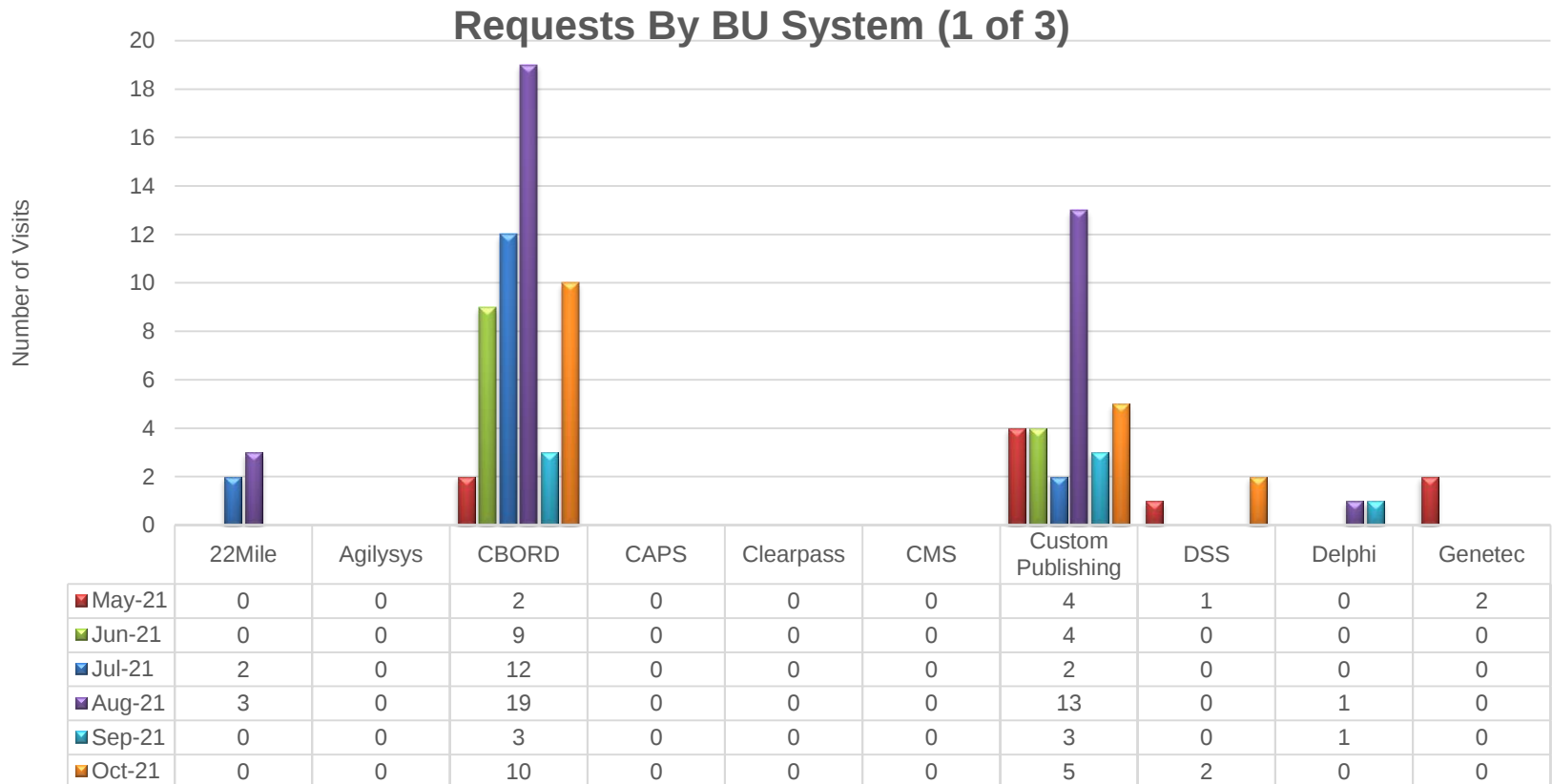


Service Desk Reports October 2021





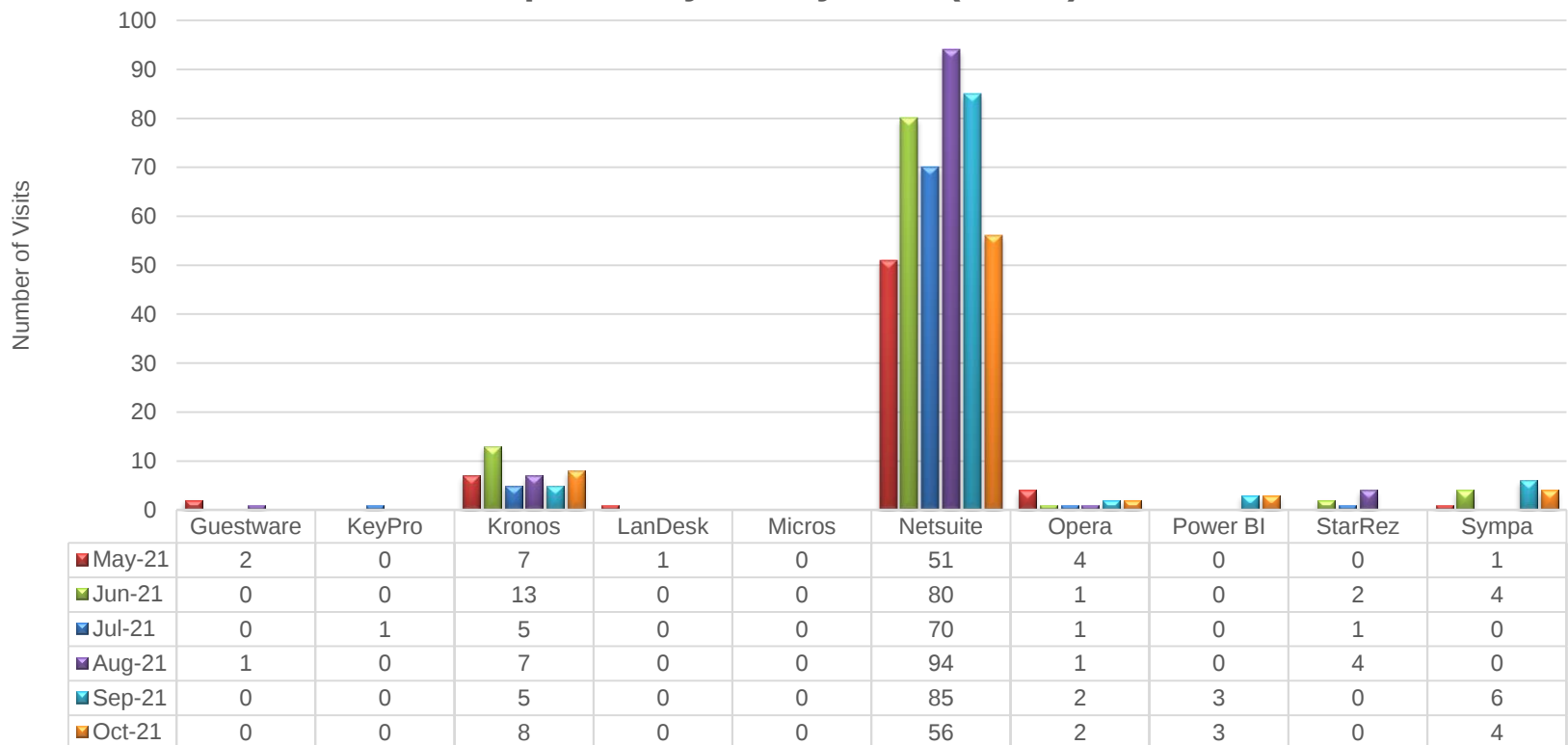
Service Desk Reports October 2021





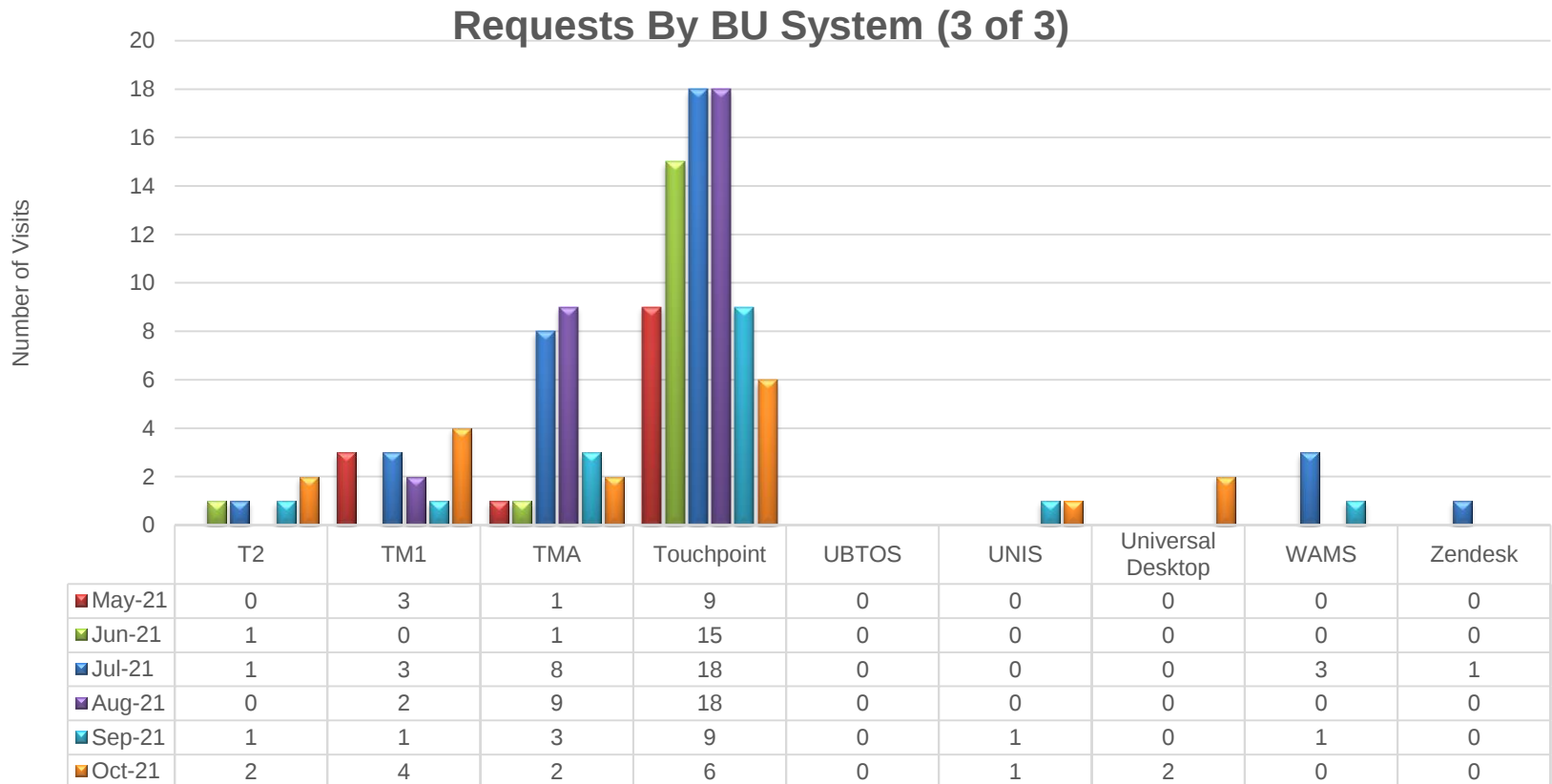
Service Desk Reports October 2021

Requests By BU System (2 of 3)





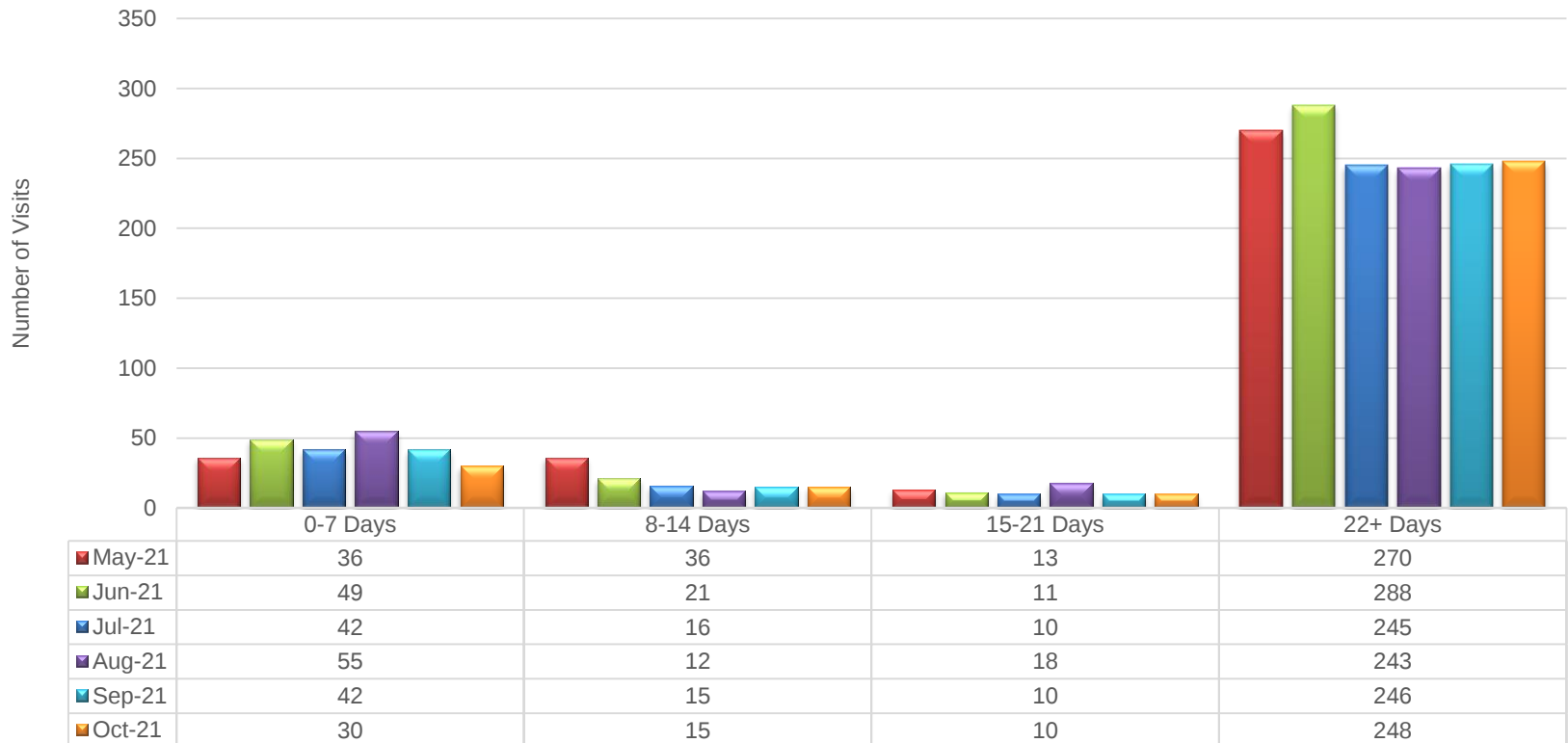
Service Desk Reports October 2021





Service Desk Reports October 2021

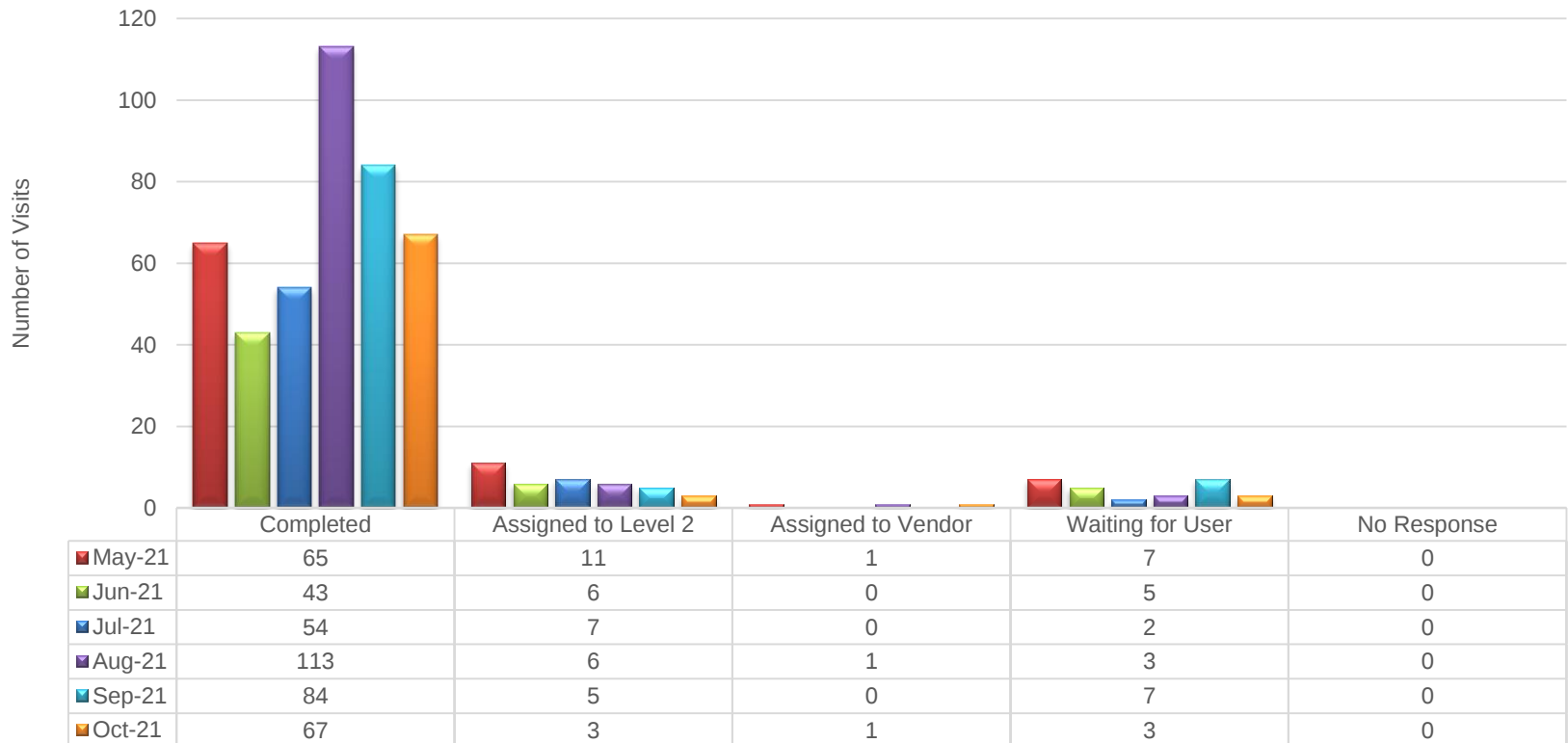
Open Requests Aging Report





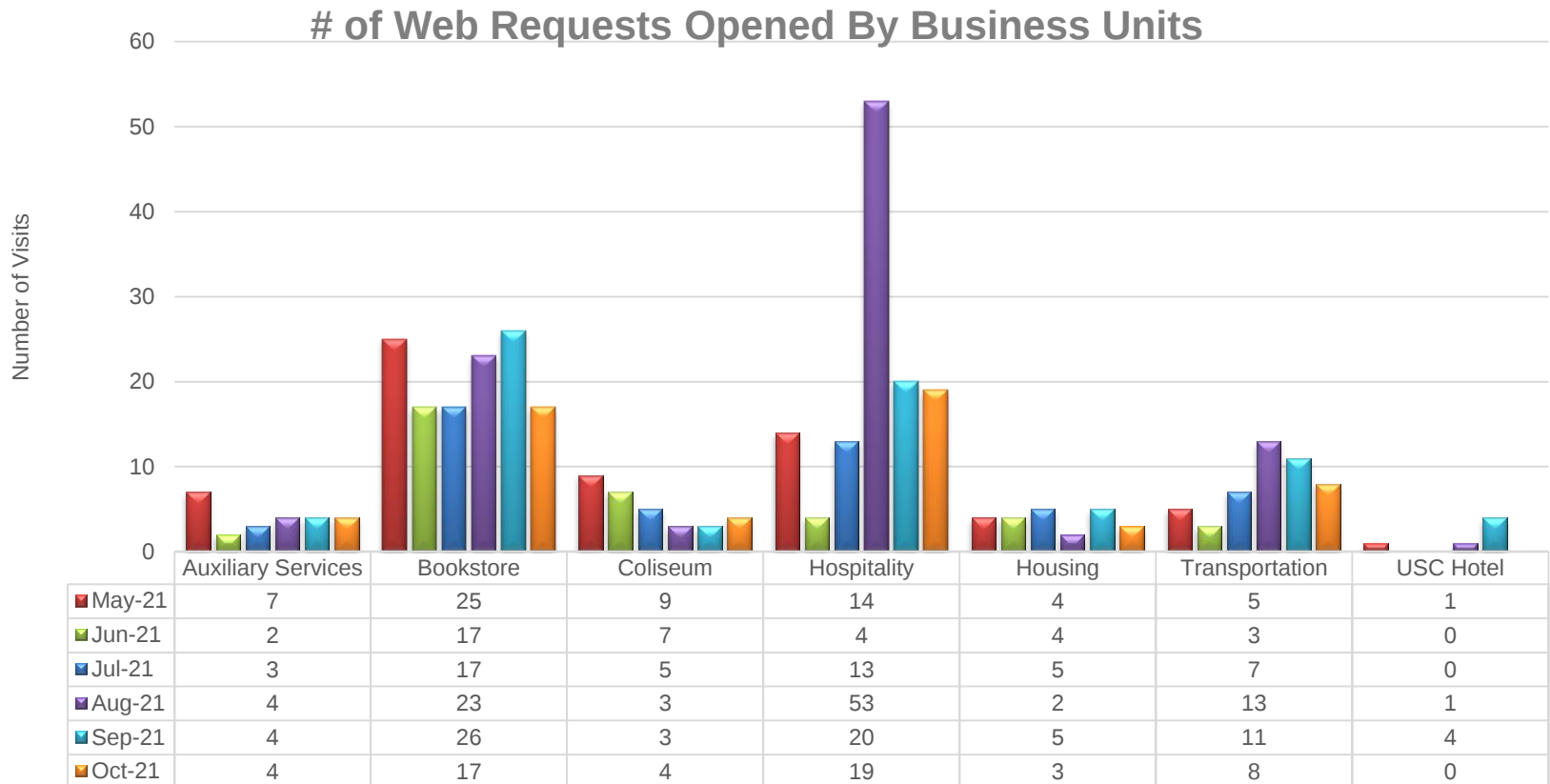
Service Desk Reports October 2021

of Web Requests Opened By Status





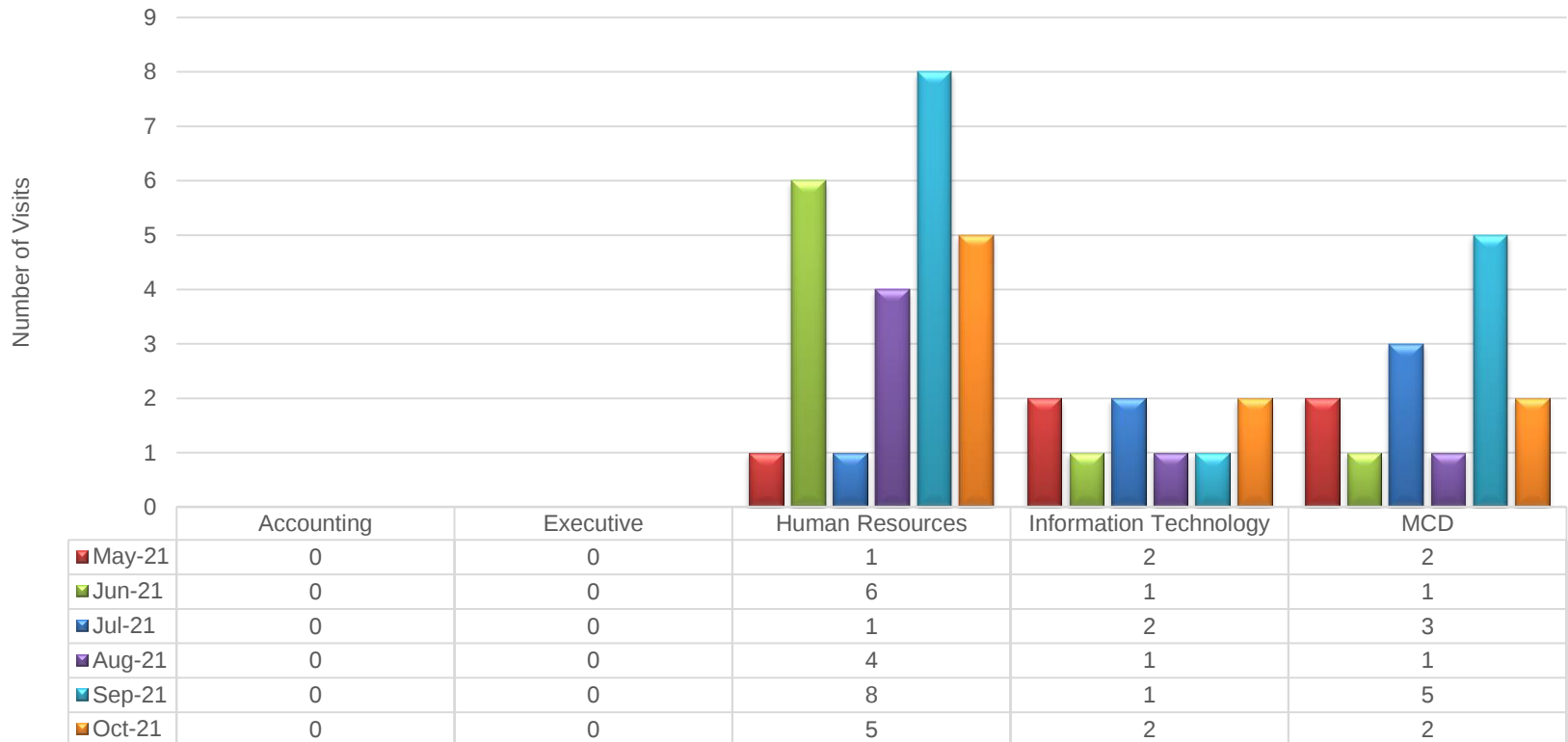
Service Desk Reports October 2021





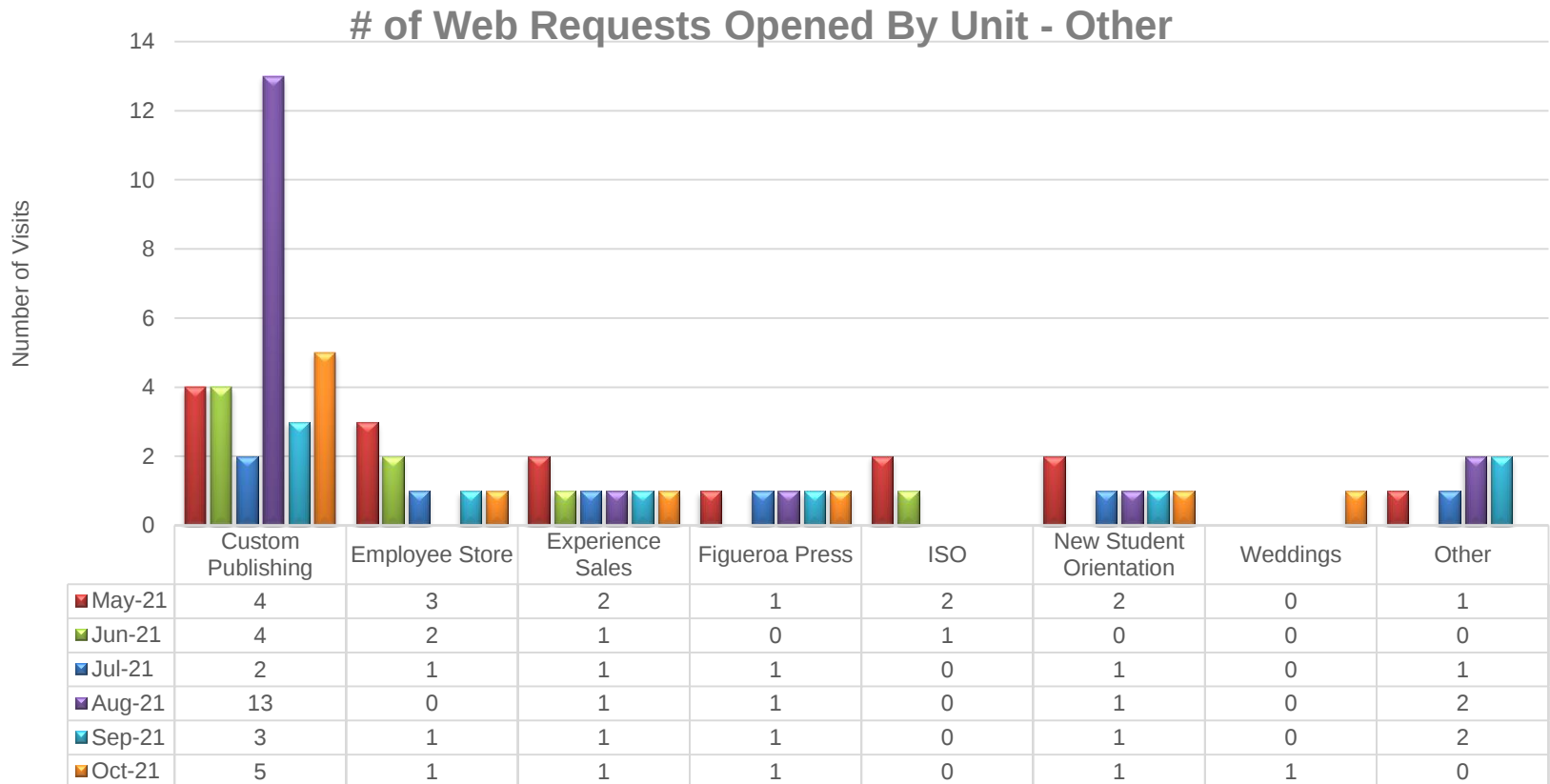
Service Desk Reports October 2021

of Web Requests Opened By Shared Services





Service Desk Reports October 2021





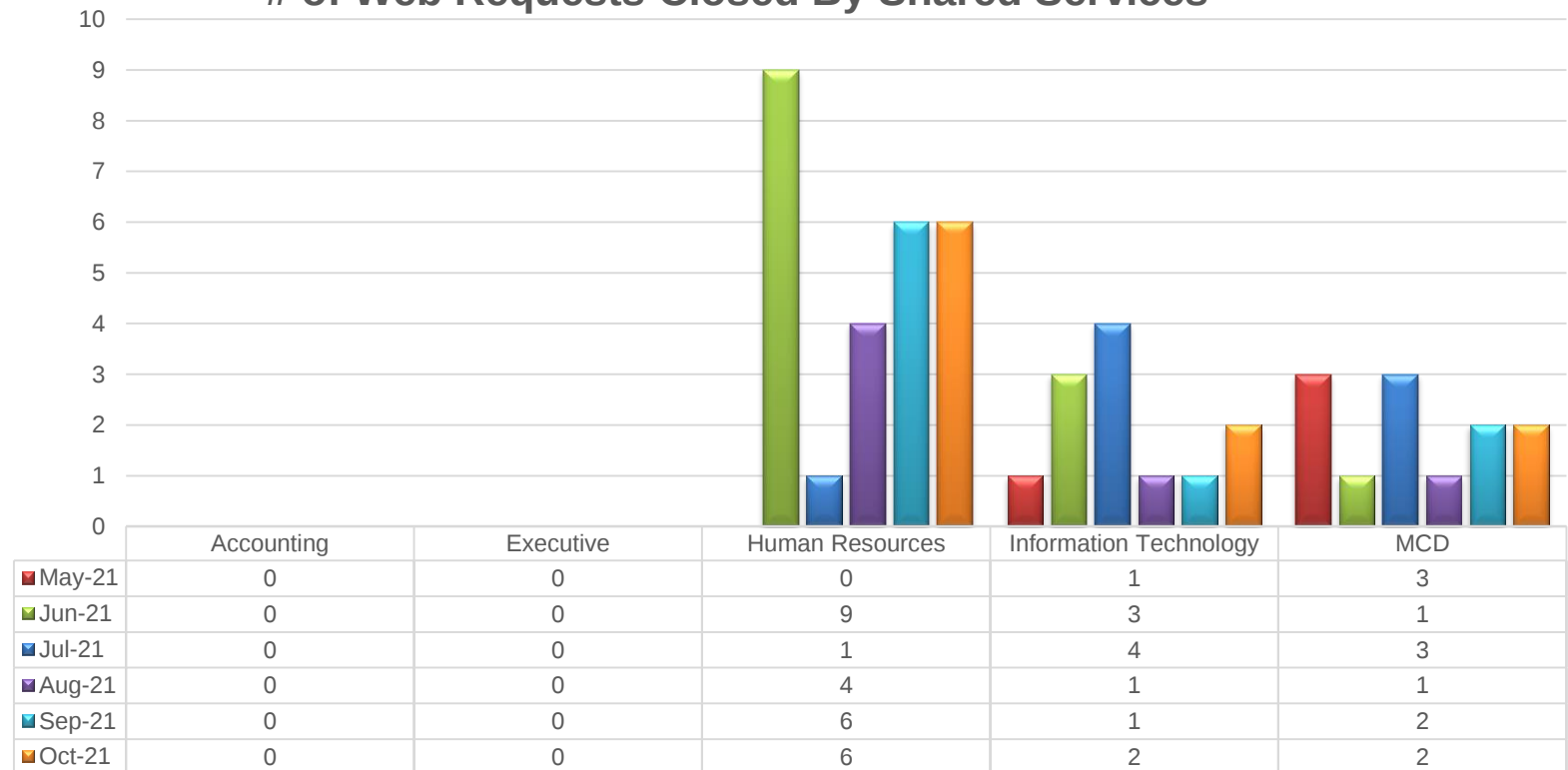
Service Desk Reports October 2021





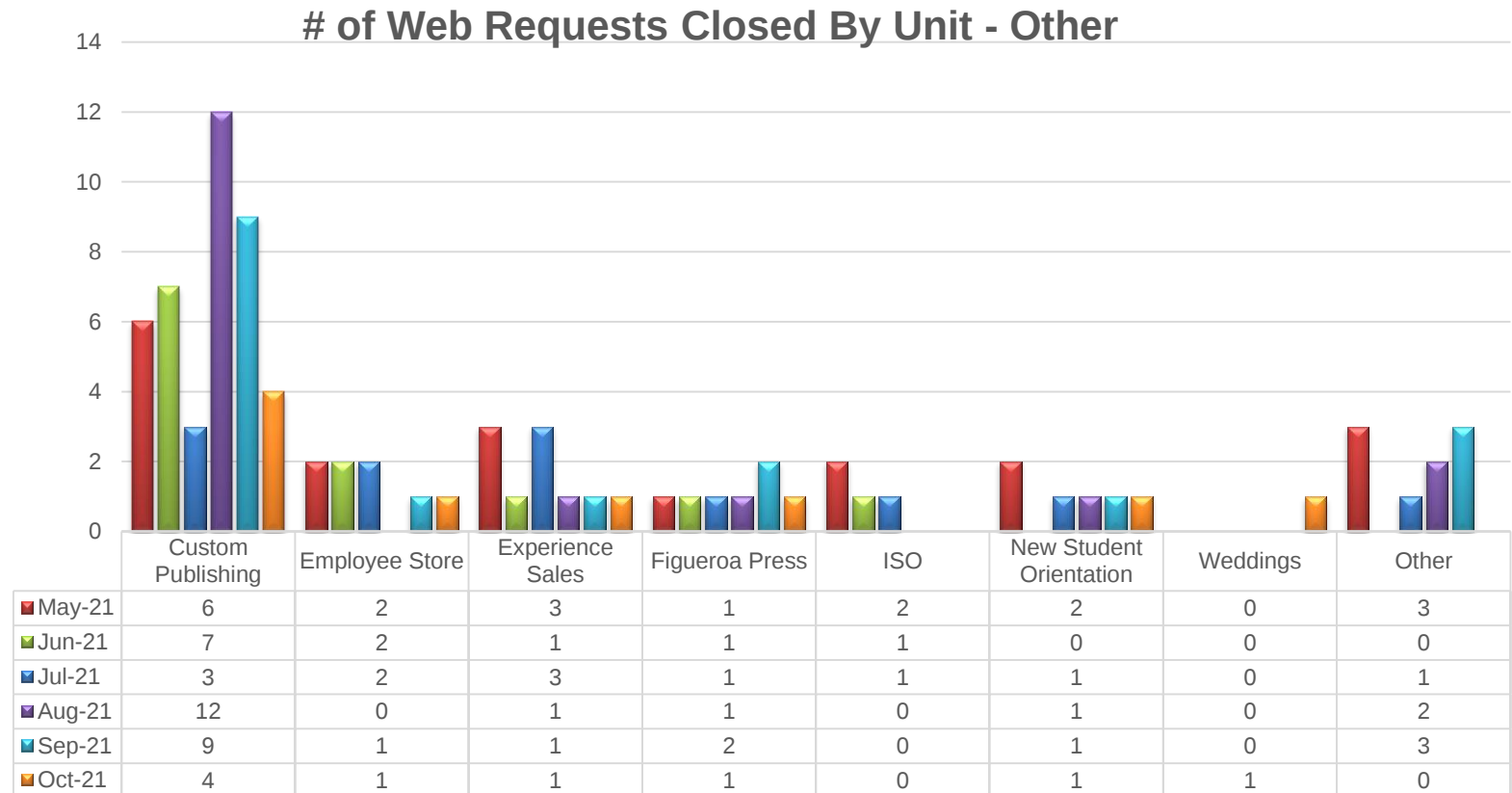
Service Desk Reports October 2021

of Web Requests Closed By Shared Services





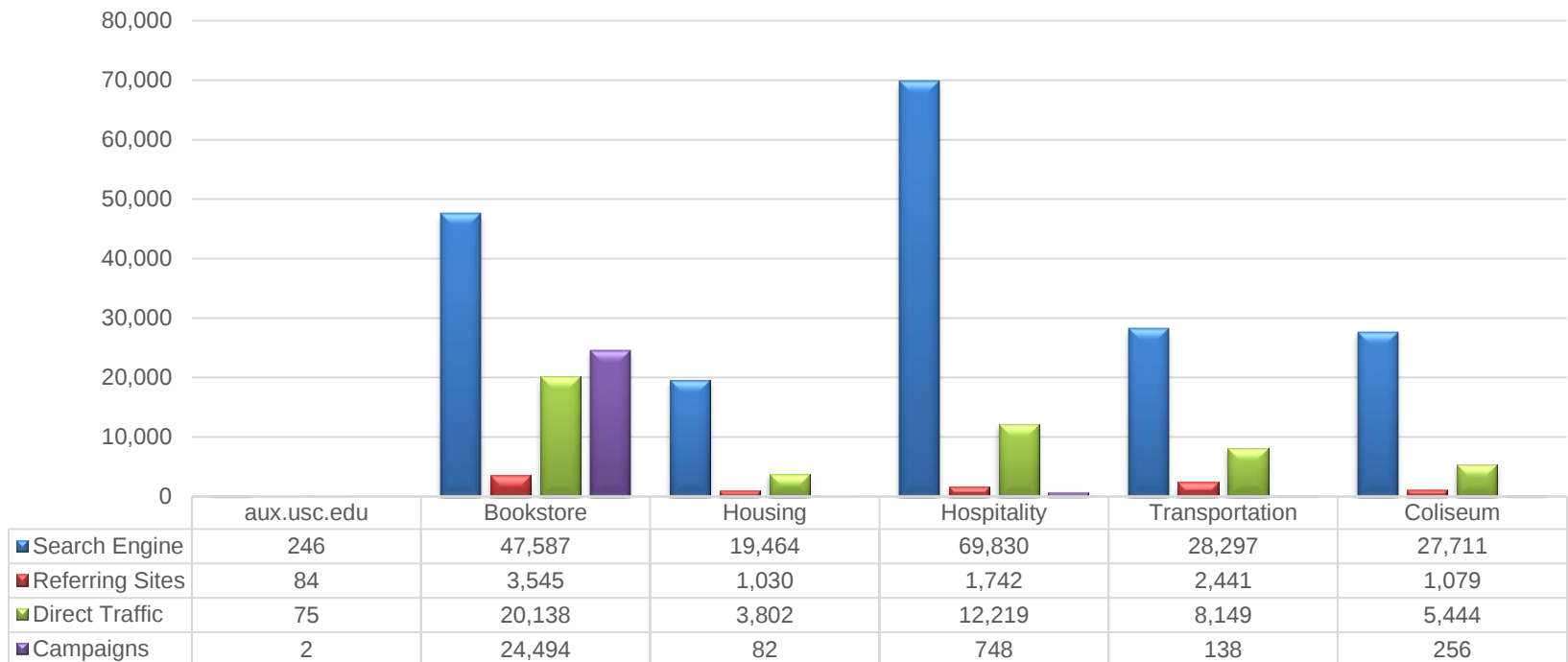
Service Desk Reports October 2021





Website Reports October 2021

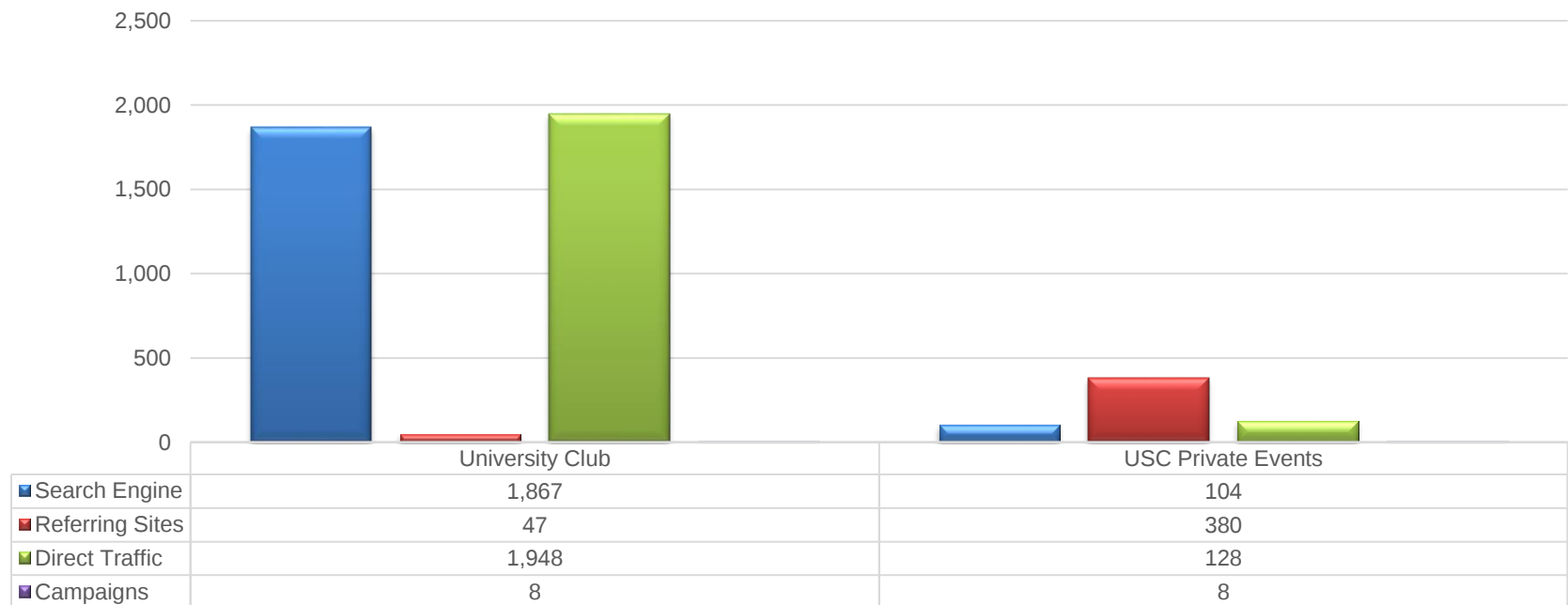
October 2021 Traffic Sources - BU Main Sites





Website Reports October 2021

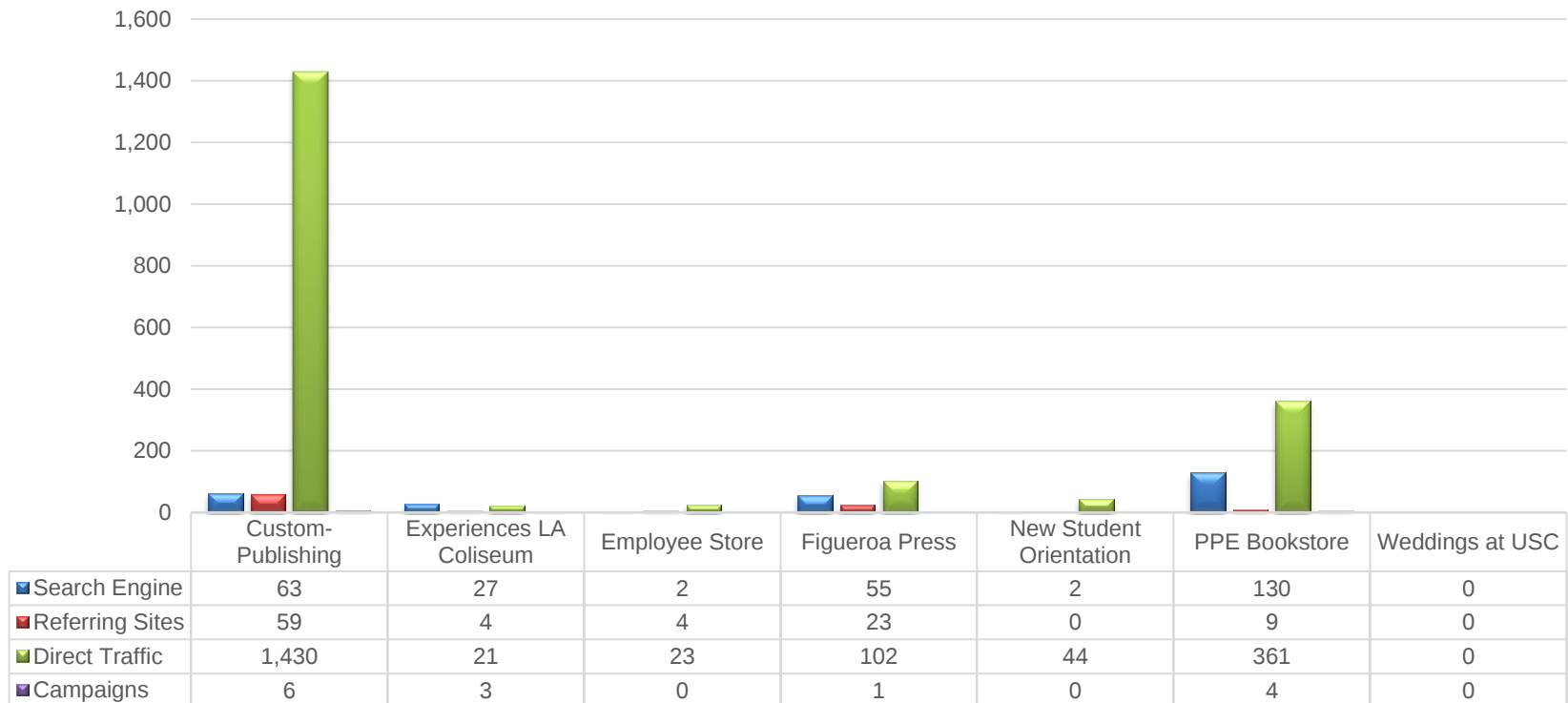
October 2021 Traffic Sources - HSP Micro Sites (Desktop)





Website Reports October 2021

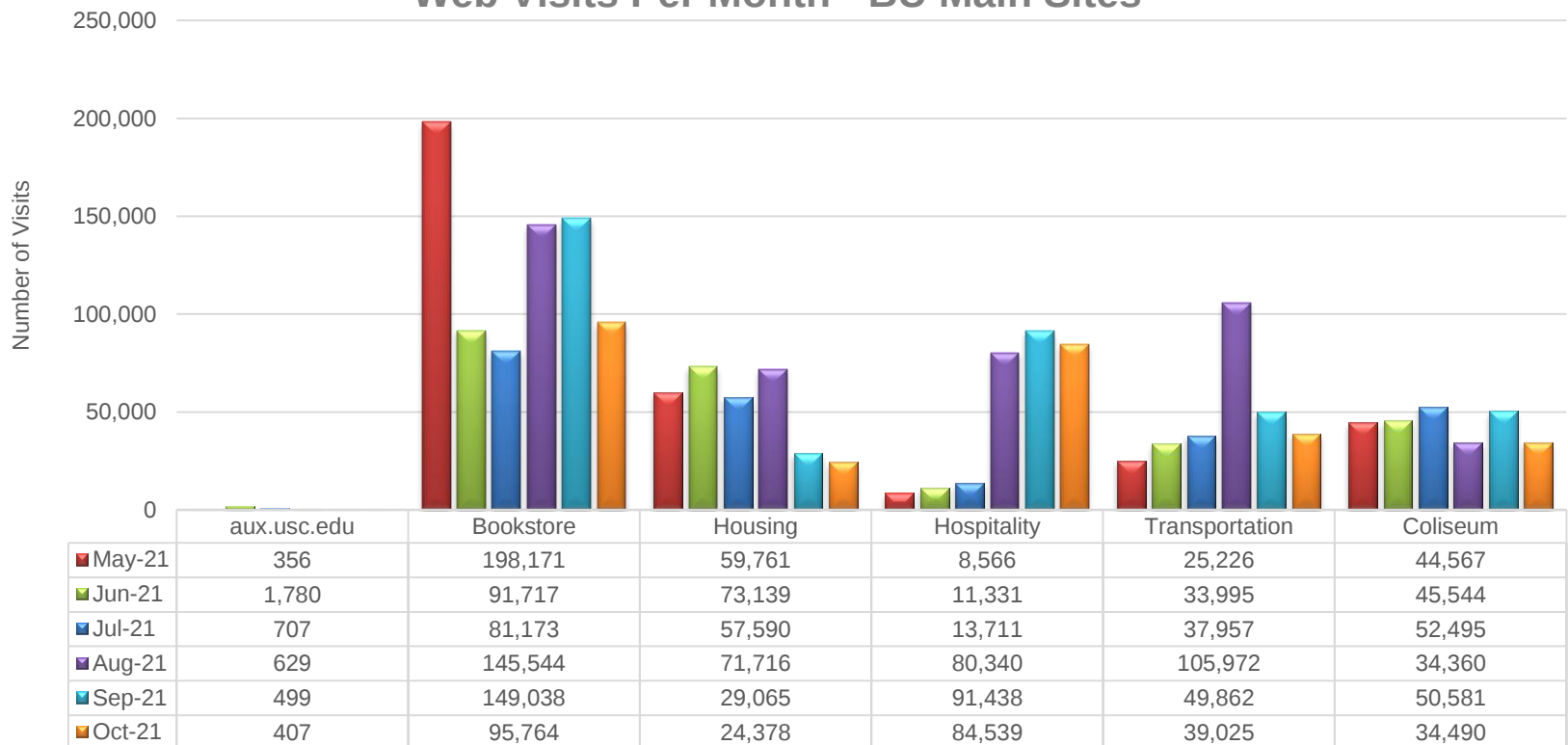
October 2021 Traffic Sources - Other Sites





Website Reports October 2021

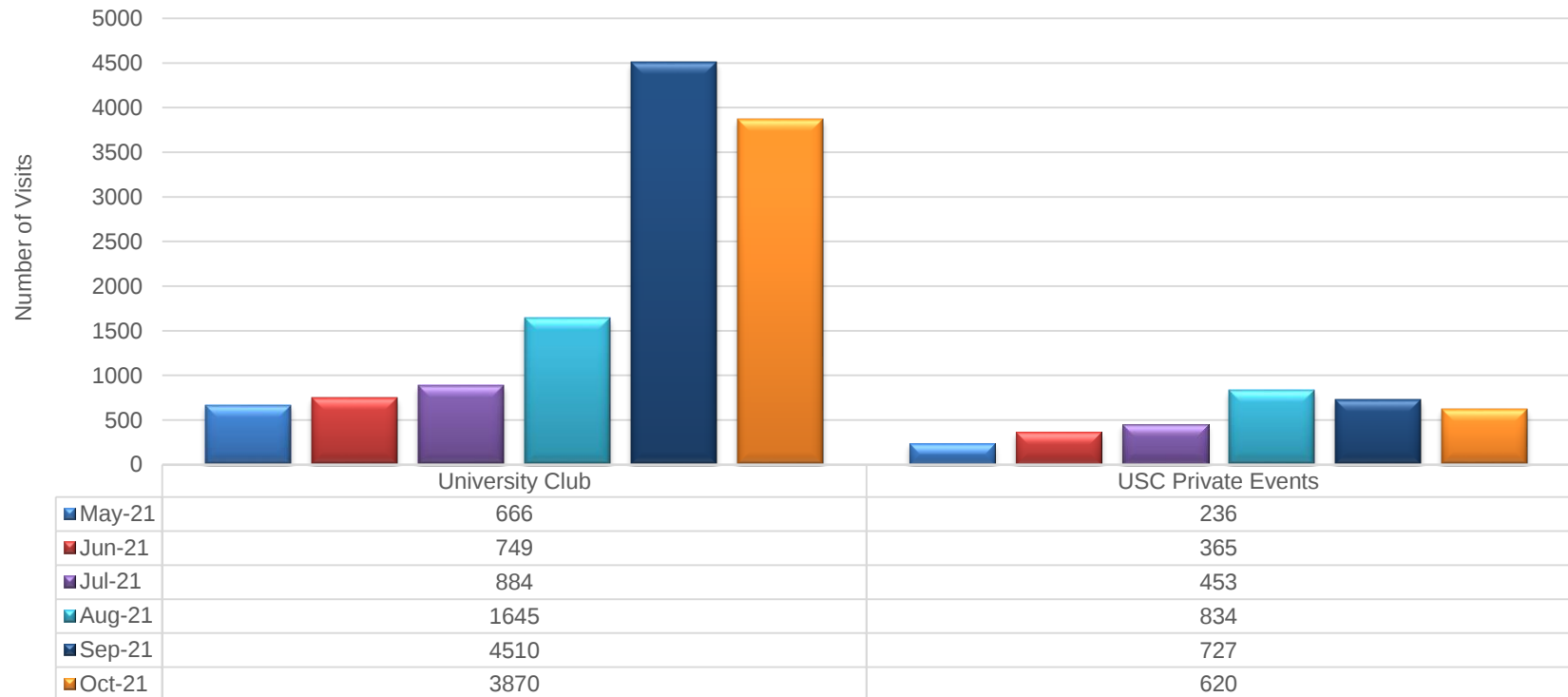
Web Visits Per Month - BU Main Sites





Website Reports October 2021

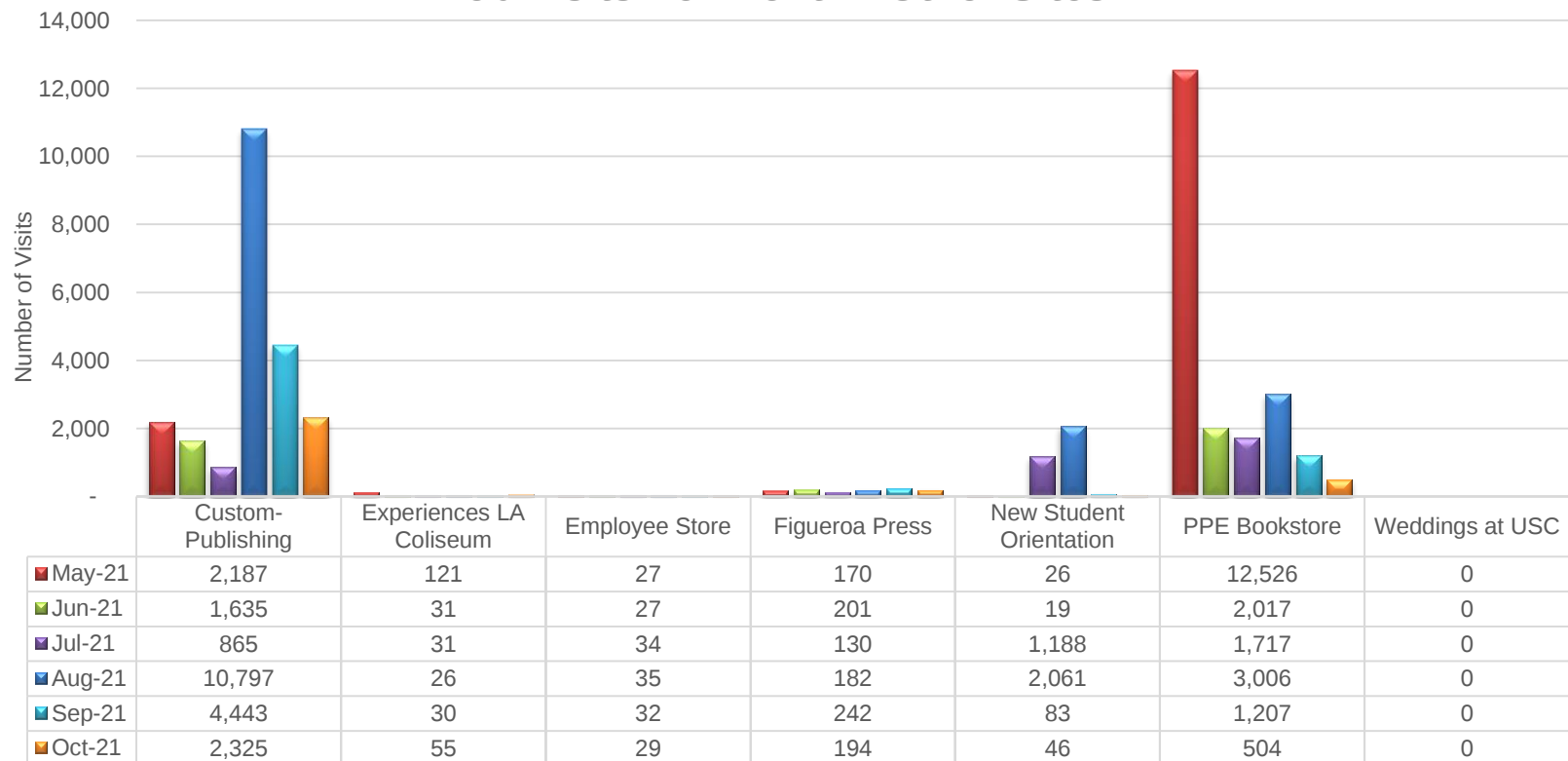
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports October 2021

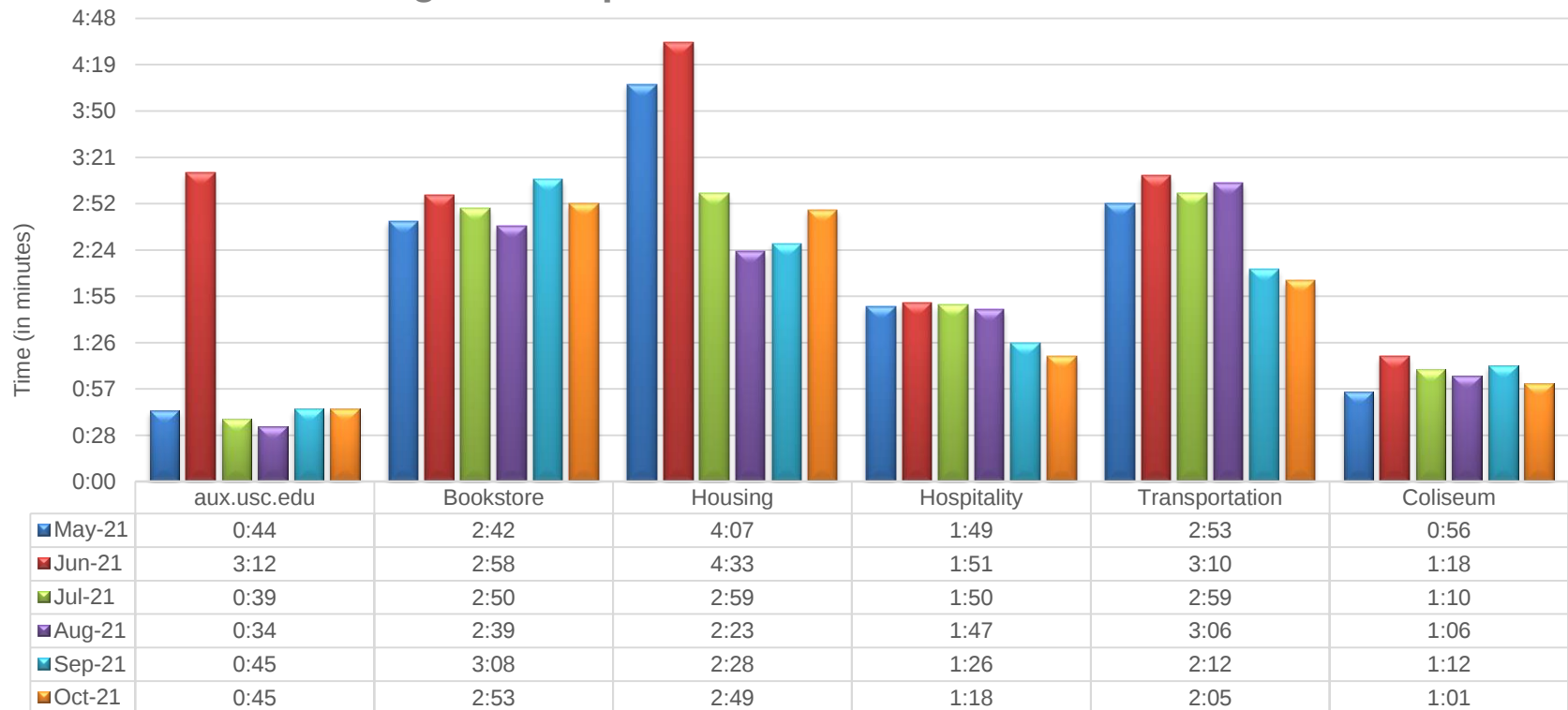
Web Visits Per Month - Other Sites





Website Reports October 2021

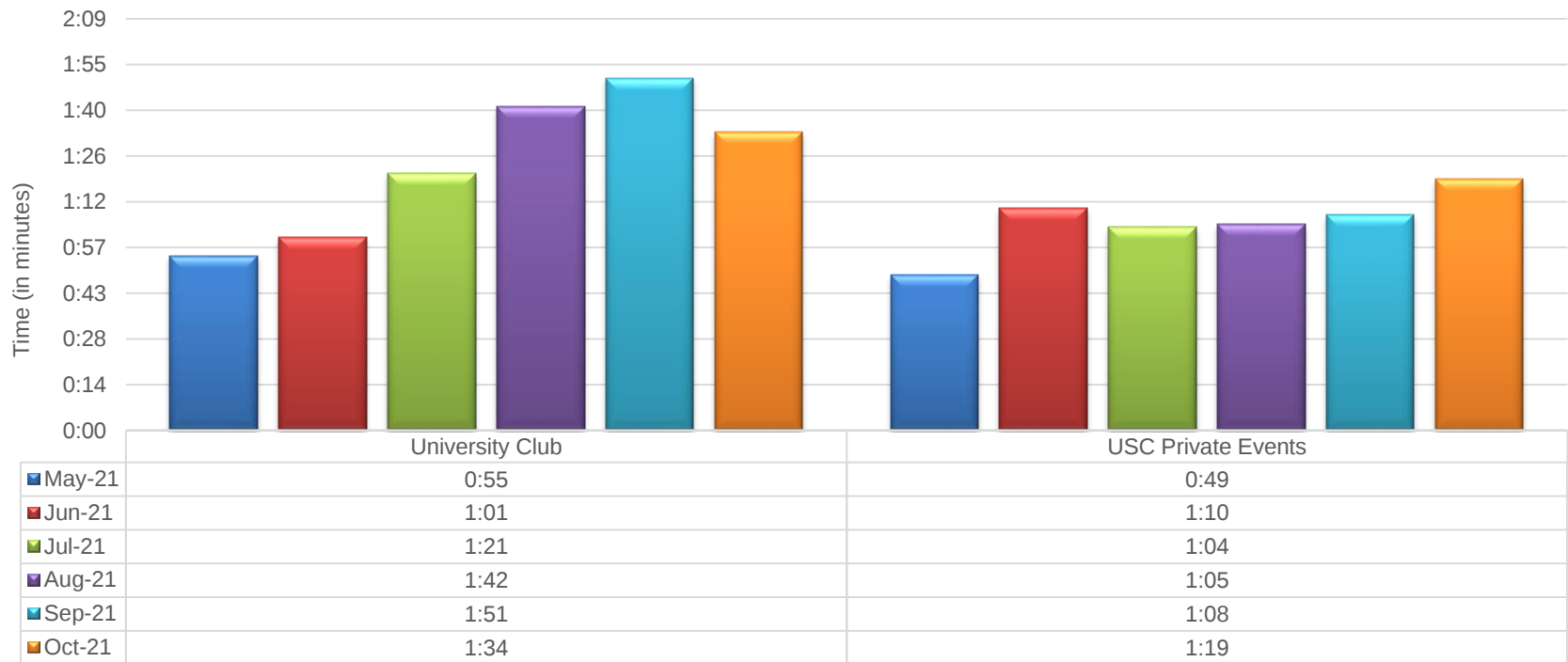
Average Time Spent on Website - BU Main Sites





Website Reports October 2021

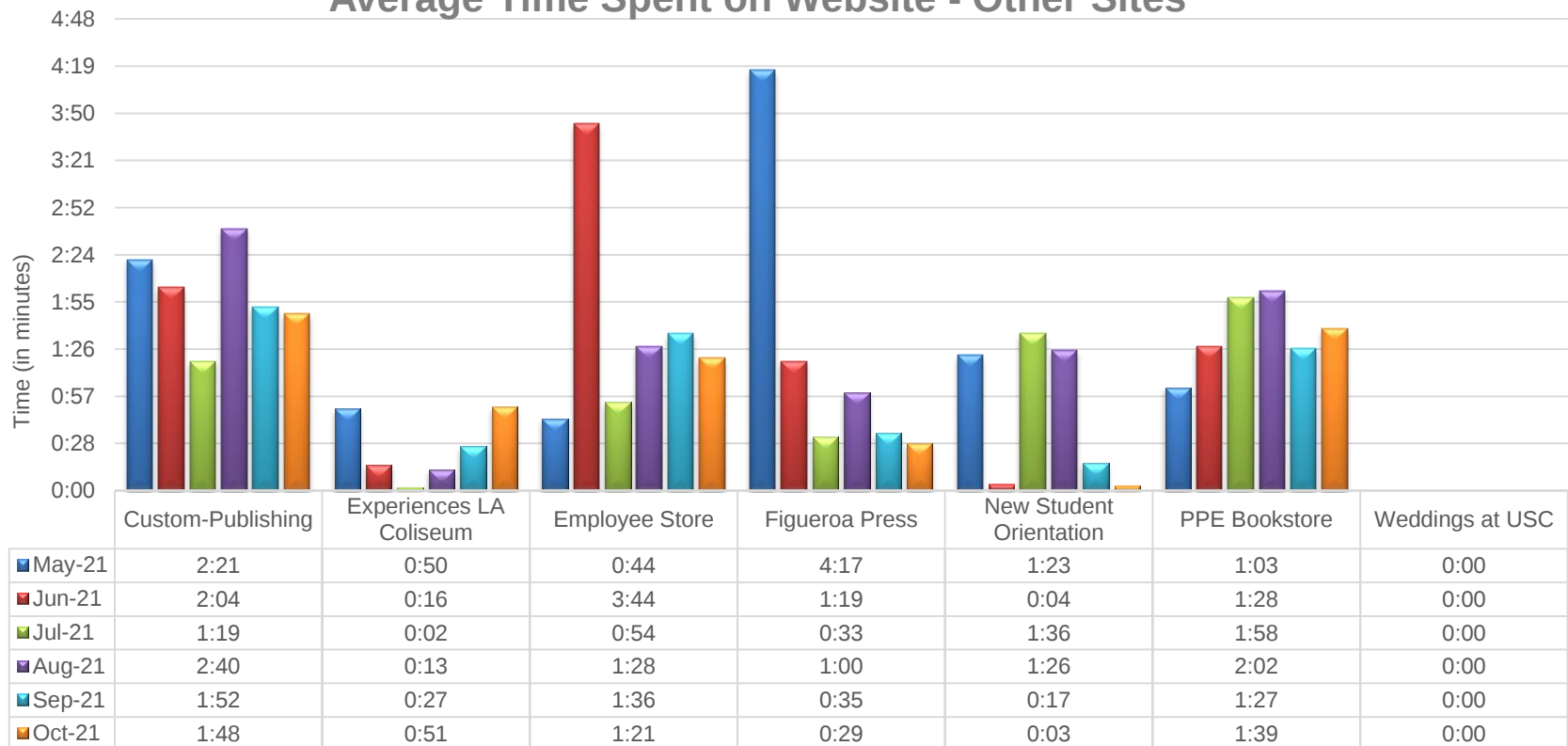
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports October 2021

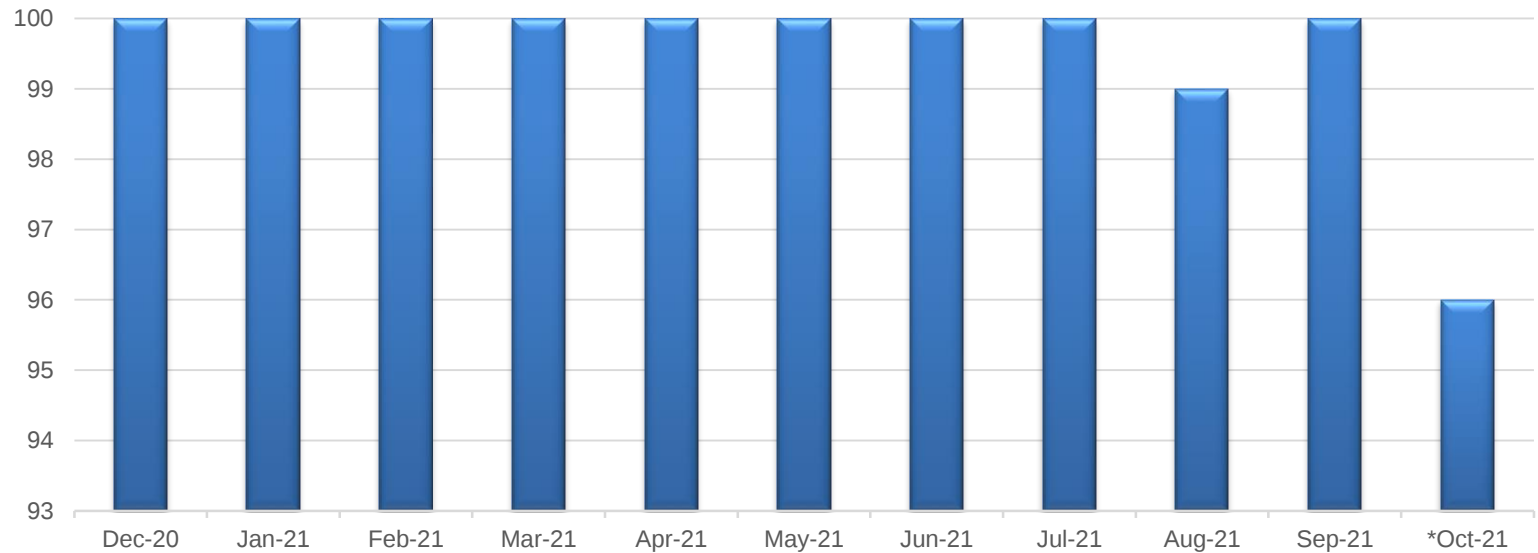
Average Time Spent on Website - Other Sites





Customer Satisfaction Report October 2021

Customer Satisfaction



*inaccurate data due to system error



Thank You !!