



AS IT MONTHLY REPORTS

For November 2021

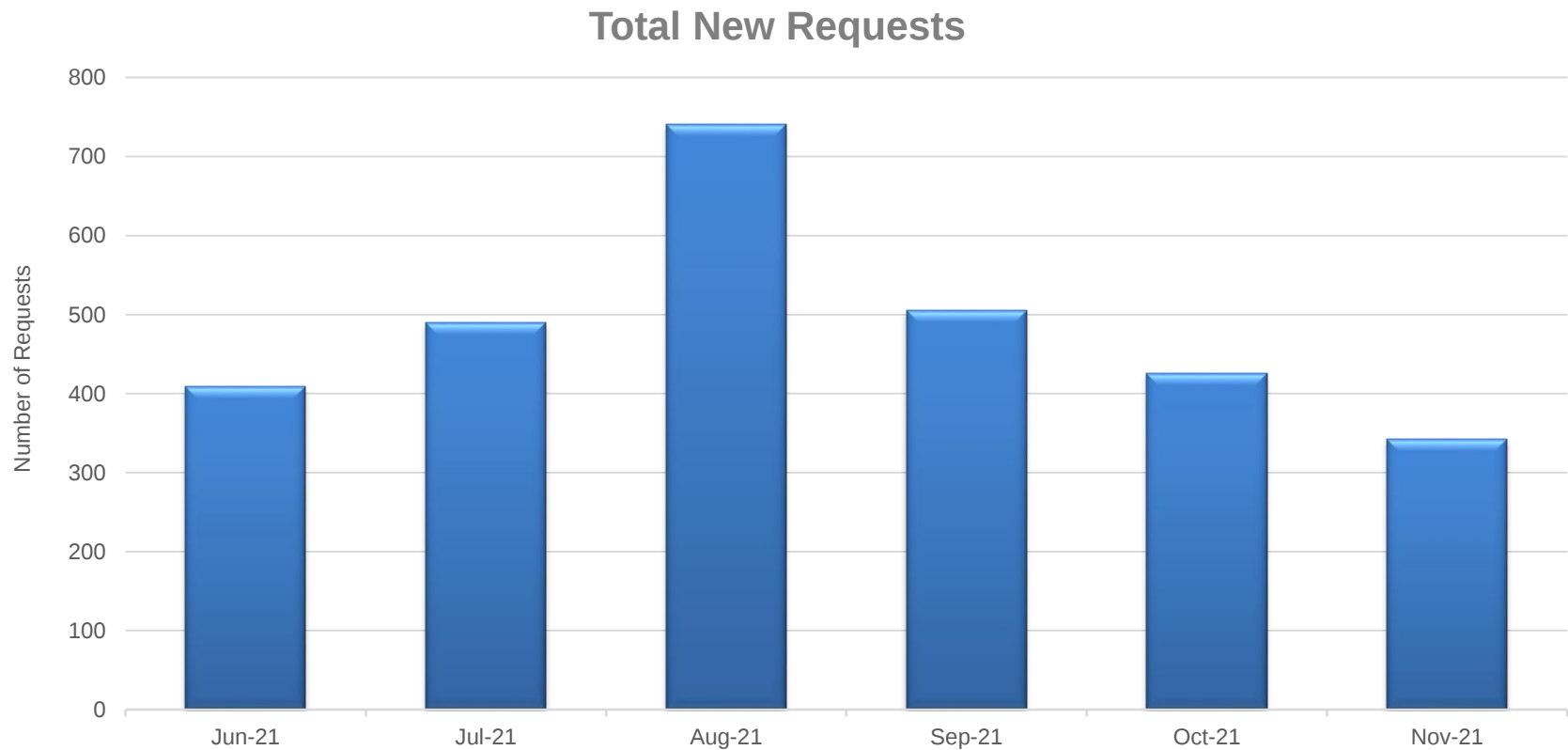


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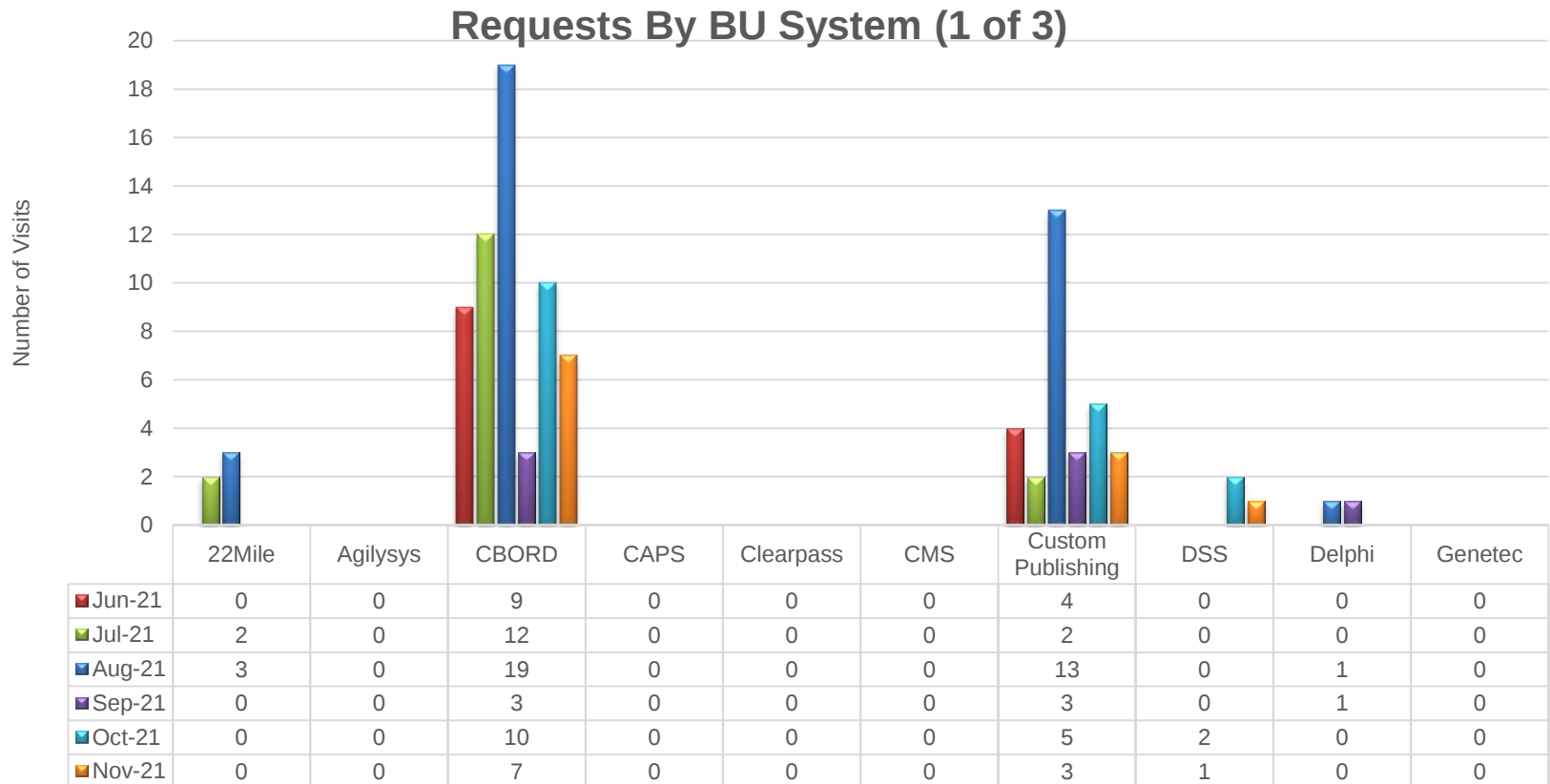


Service Desk Reports November 2021





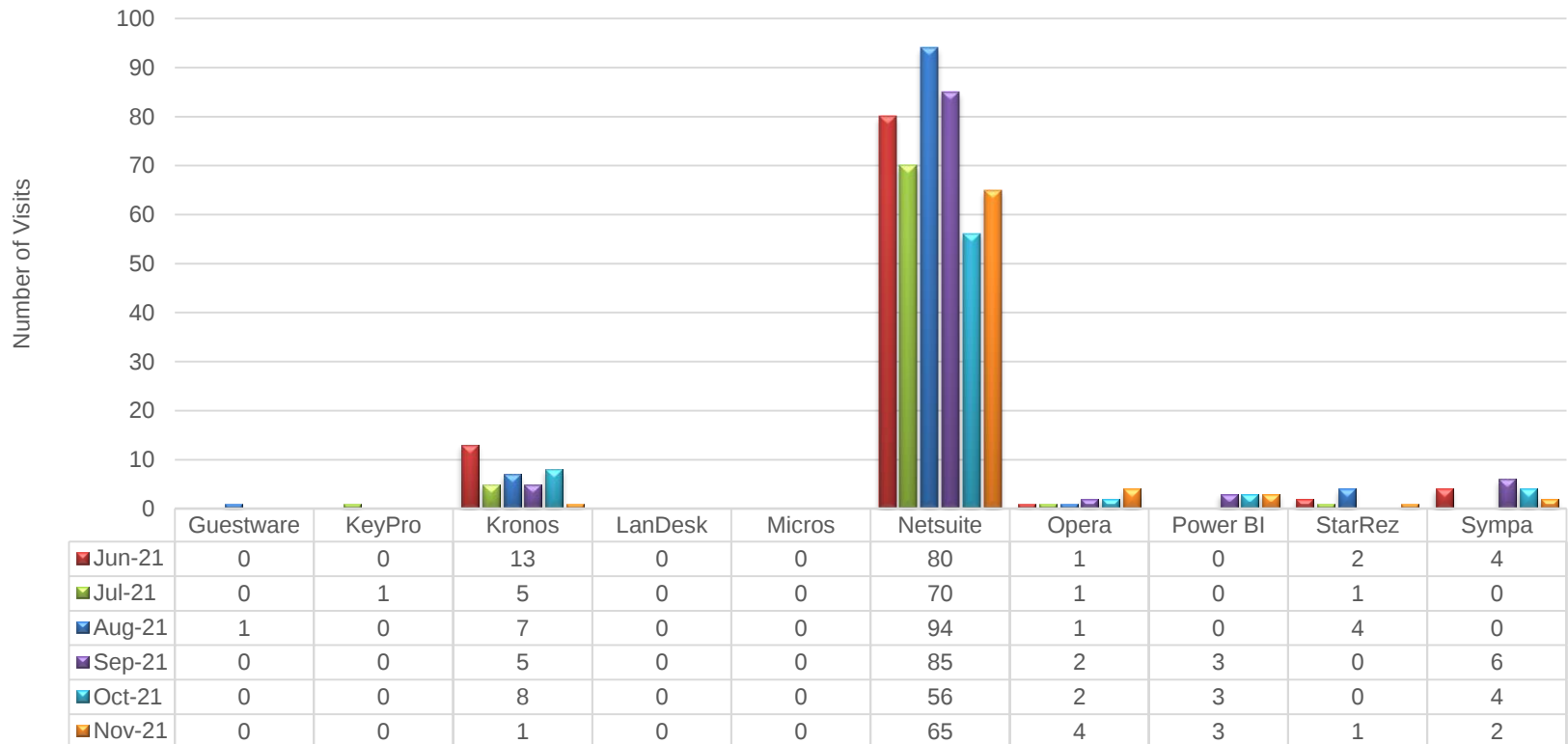
Service Desk Reports November 2021





Service Desk Reports November 2021

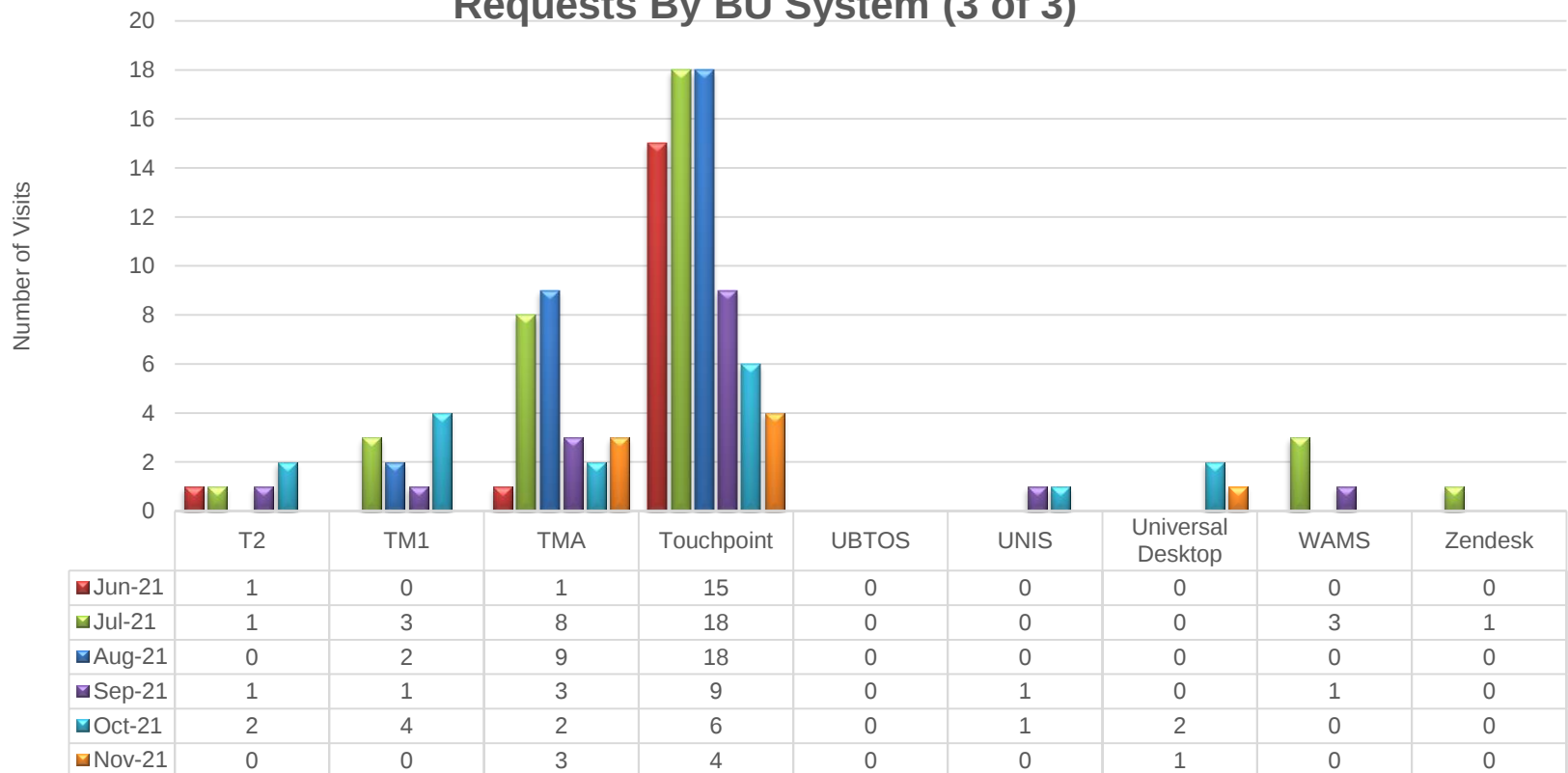
Requests By BU System (2 of 3)





Service Desk Reports November 2021

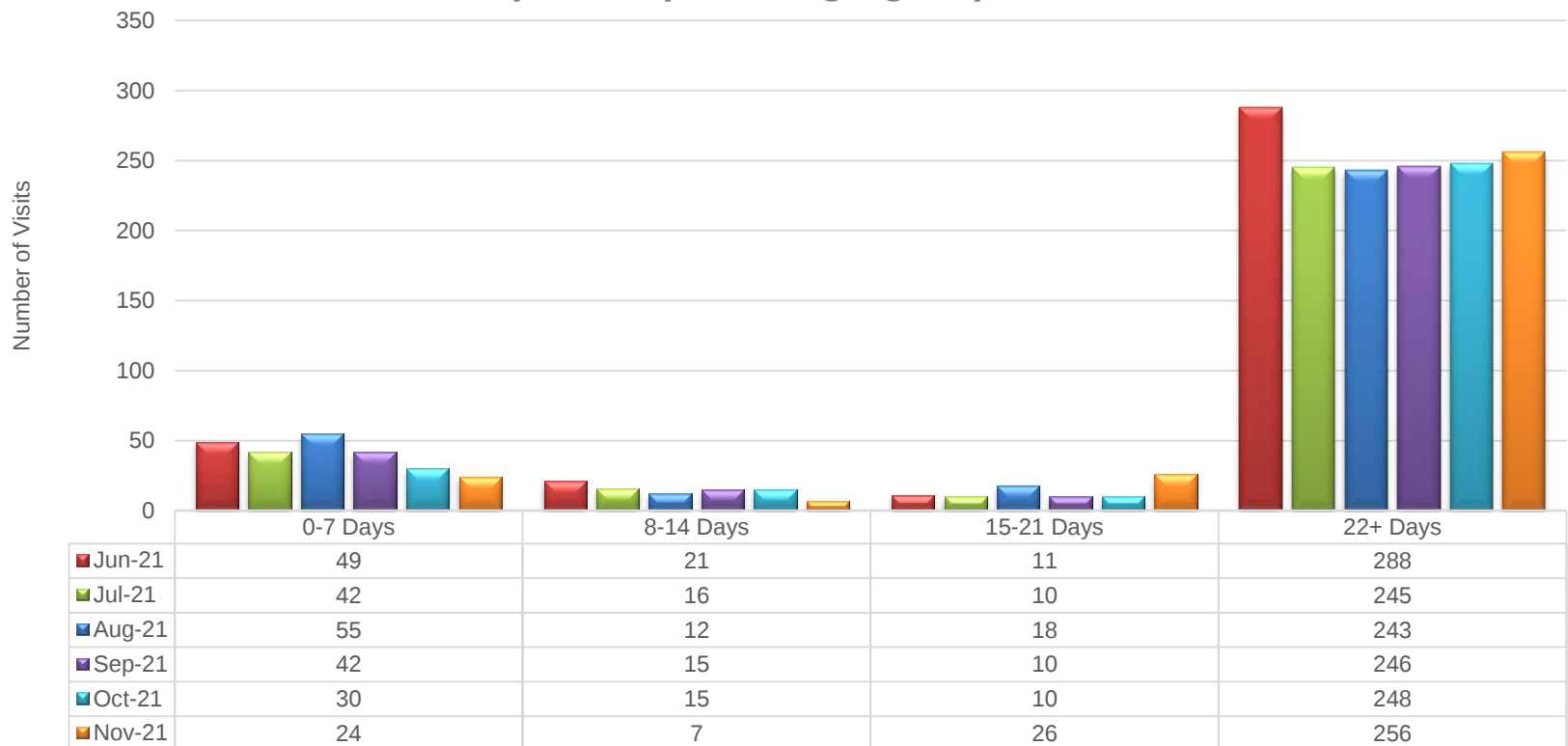
Requests By BU System (3 of 3)





Service Desk Reports November 2021

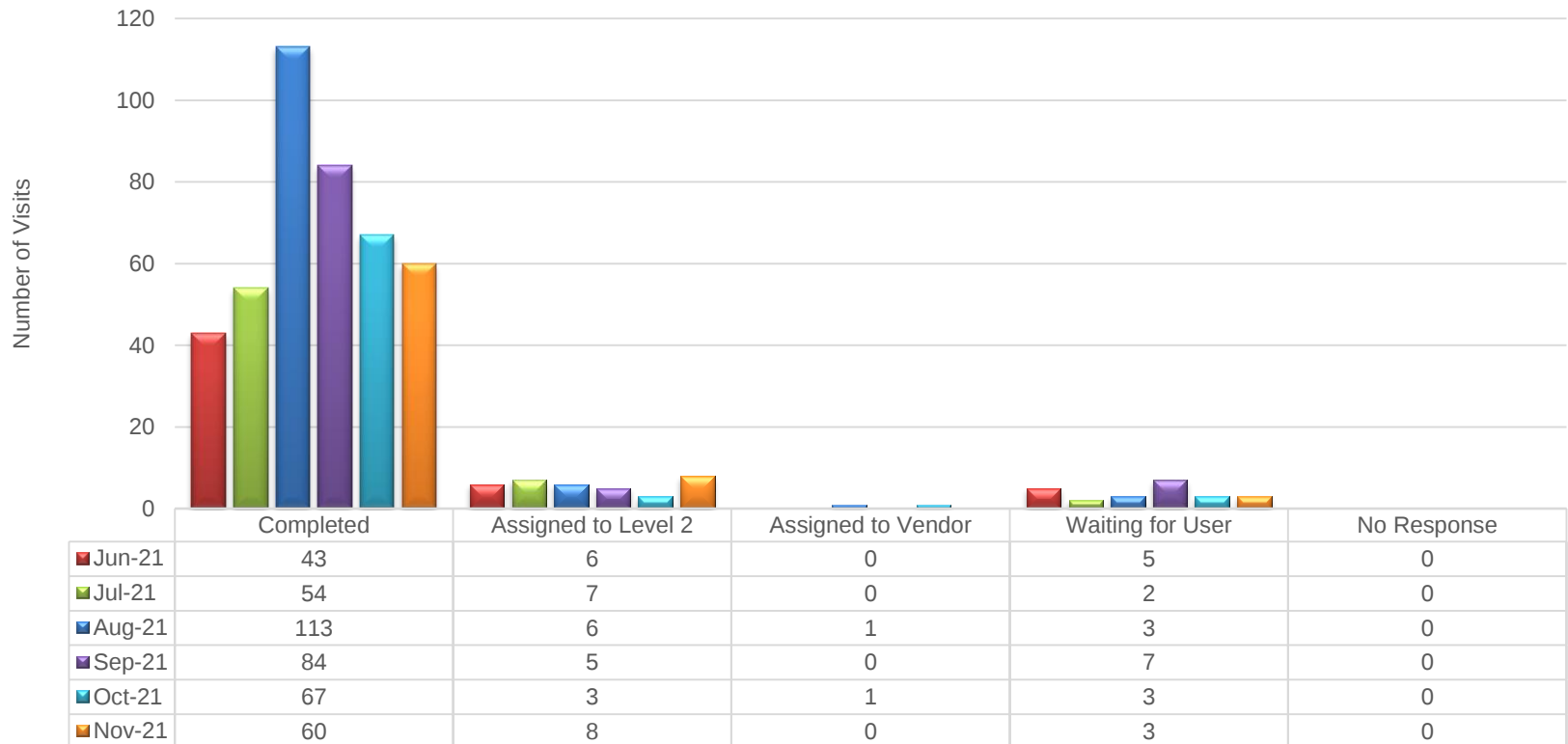
Open Requests Aging Report





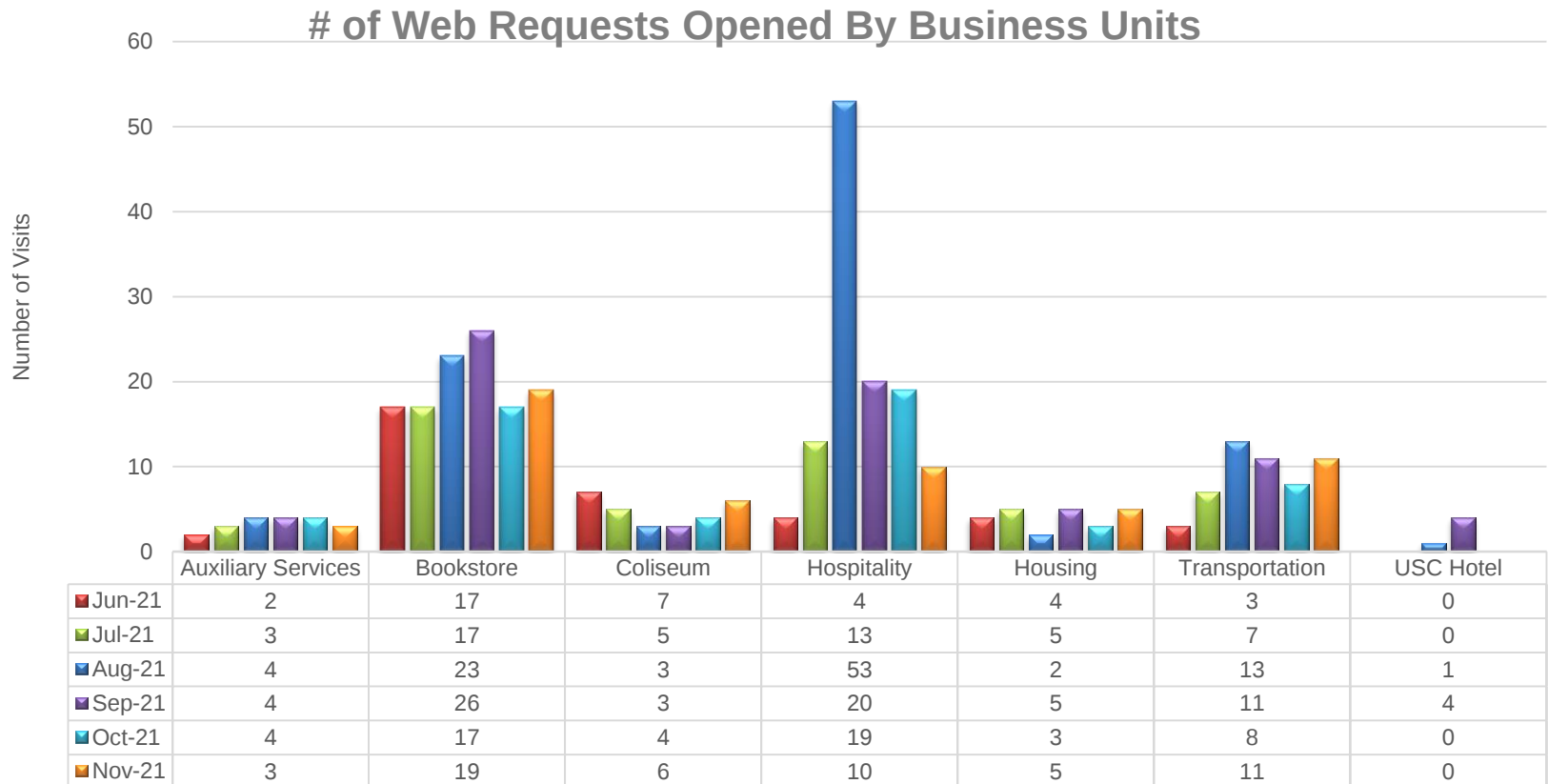
Service Desk Reports November 2021

of Web Requests Opened By Status





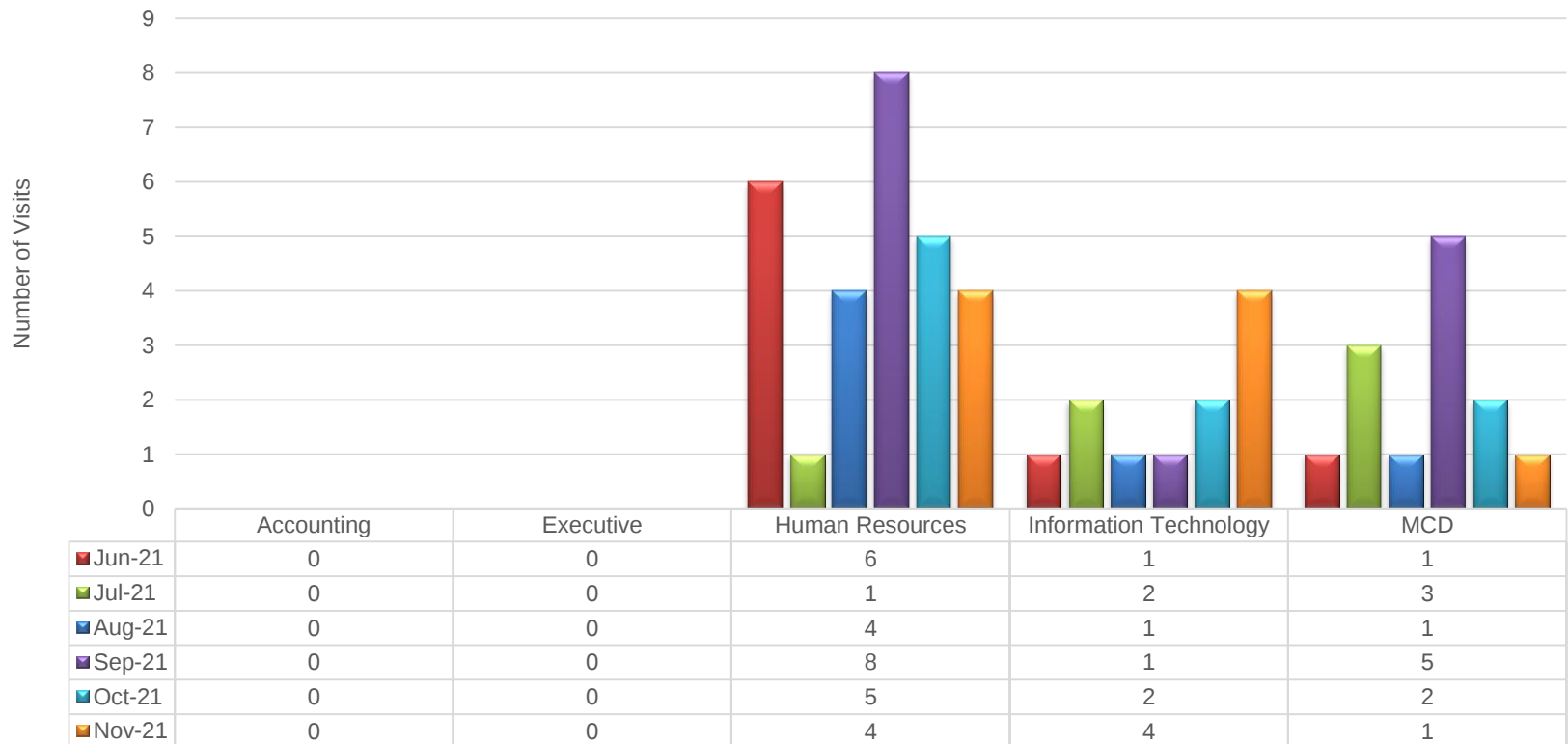
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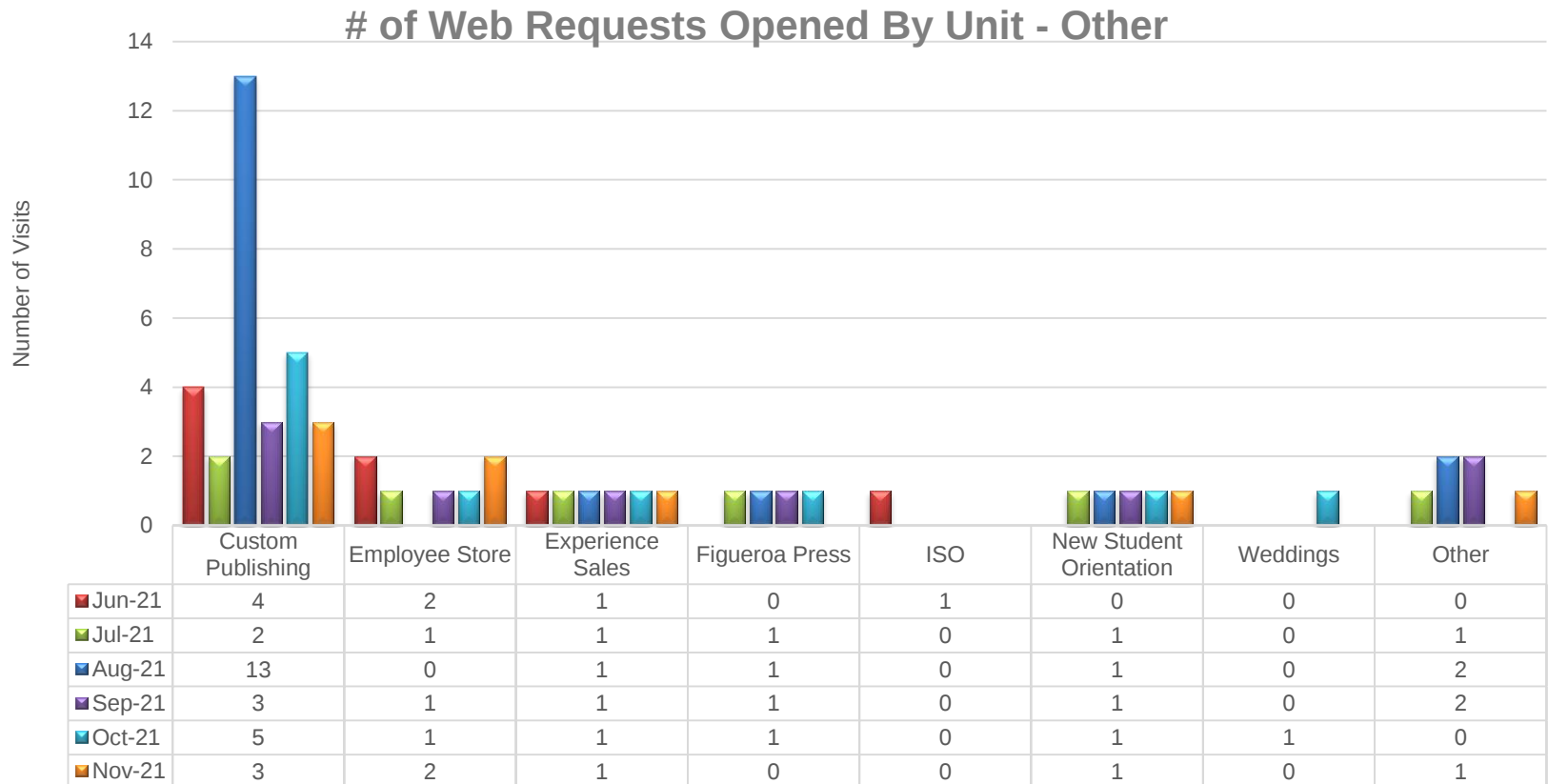
Service Desk Reports November 2021

of Web Requests Opened By Shared Services



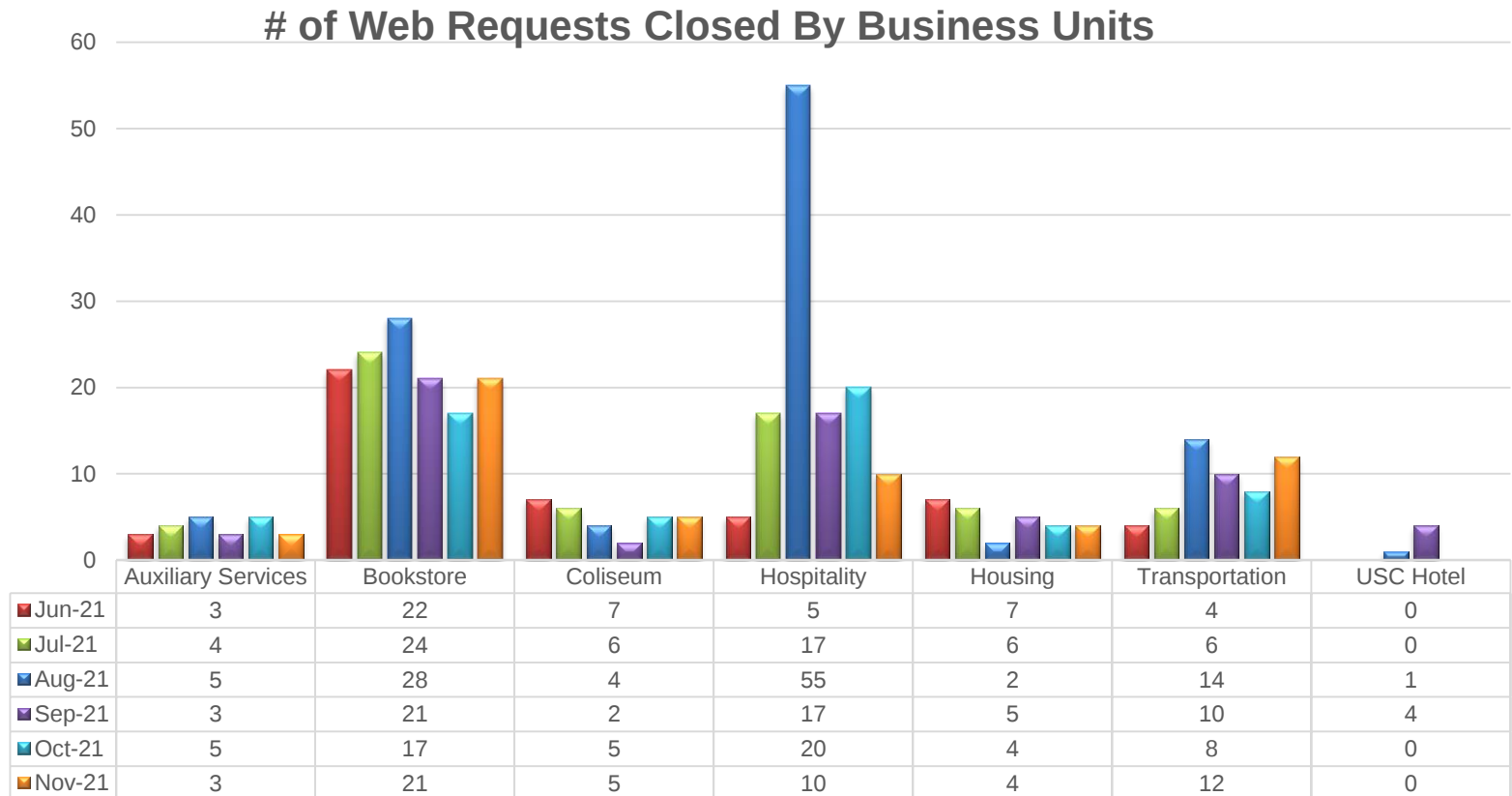


Service Desk Reports November 2021





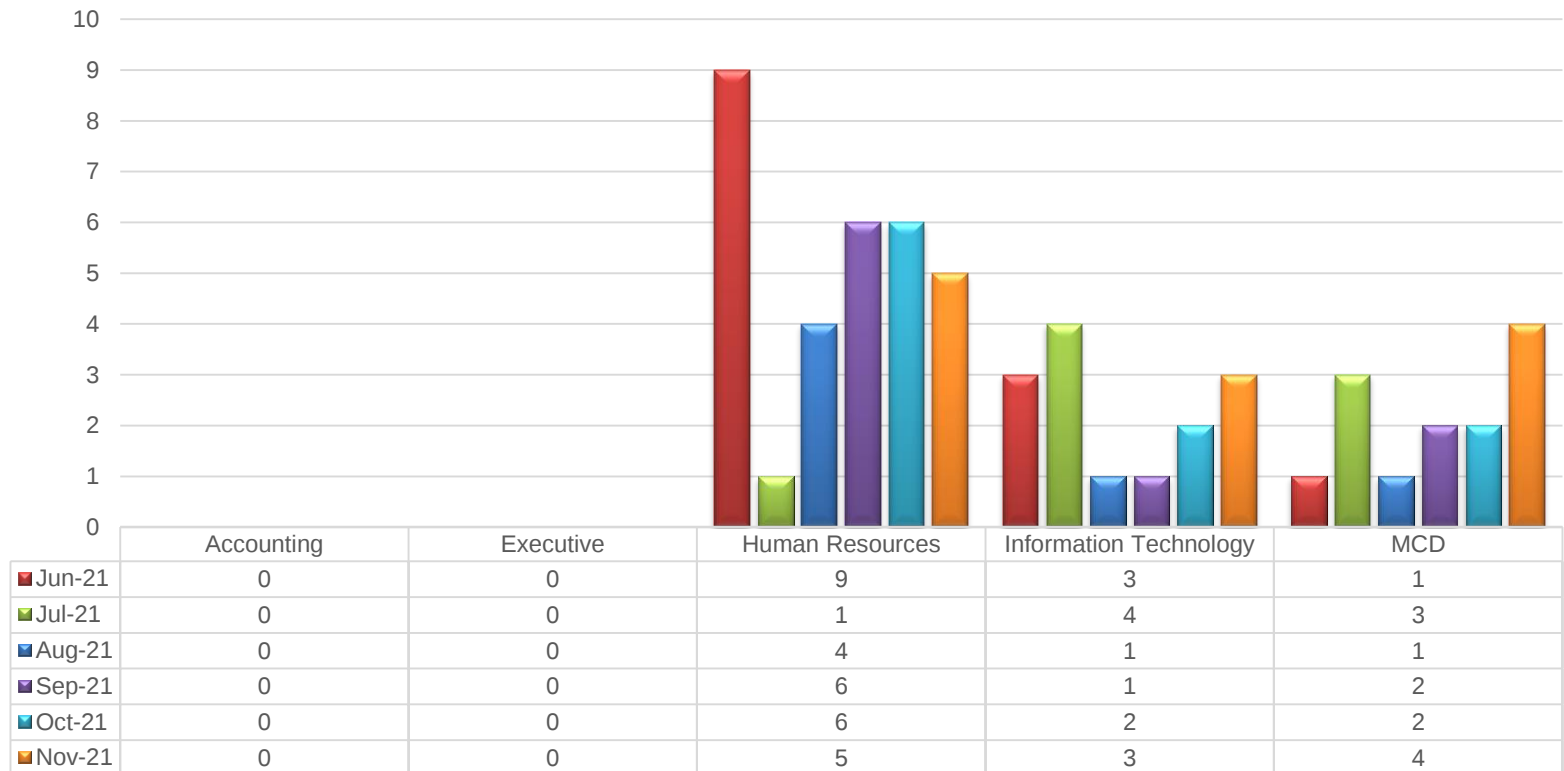
Service Desk Reports November 2021





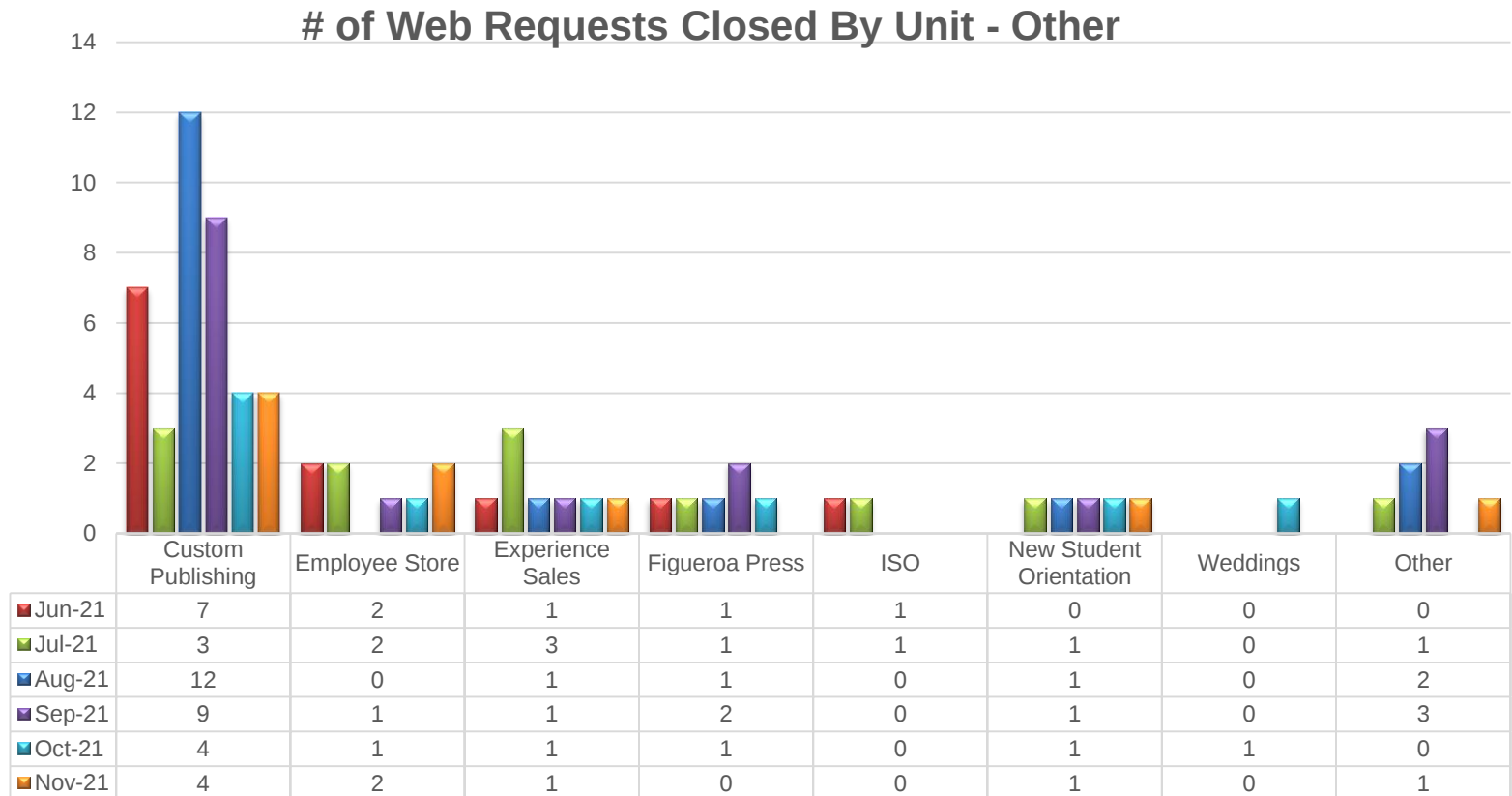
Service Desk Reports November 2021

of Web Requests Closed By Shared Services





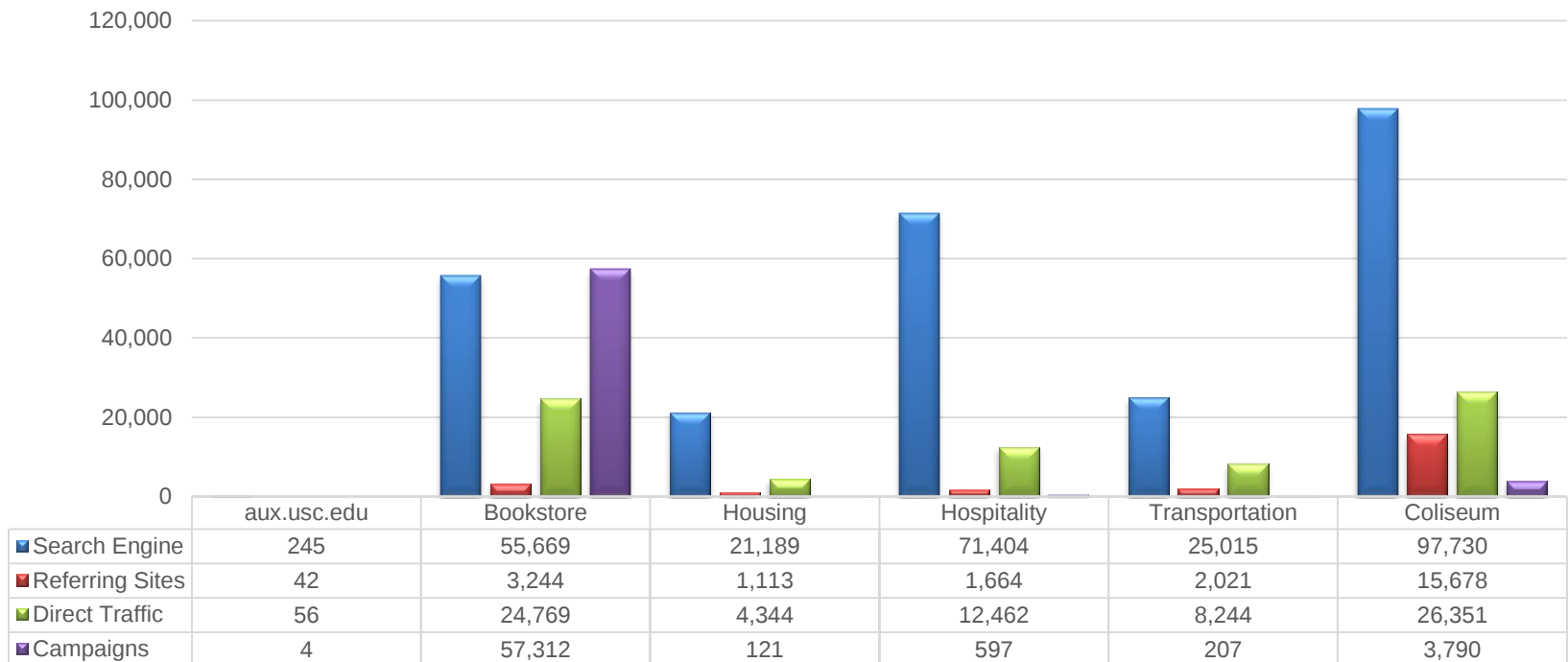
Service Desk Reports November 2021





Website Reports November 2021

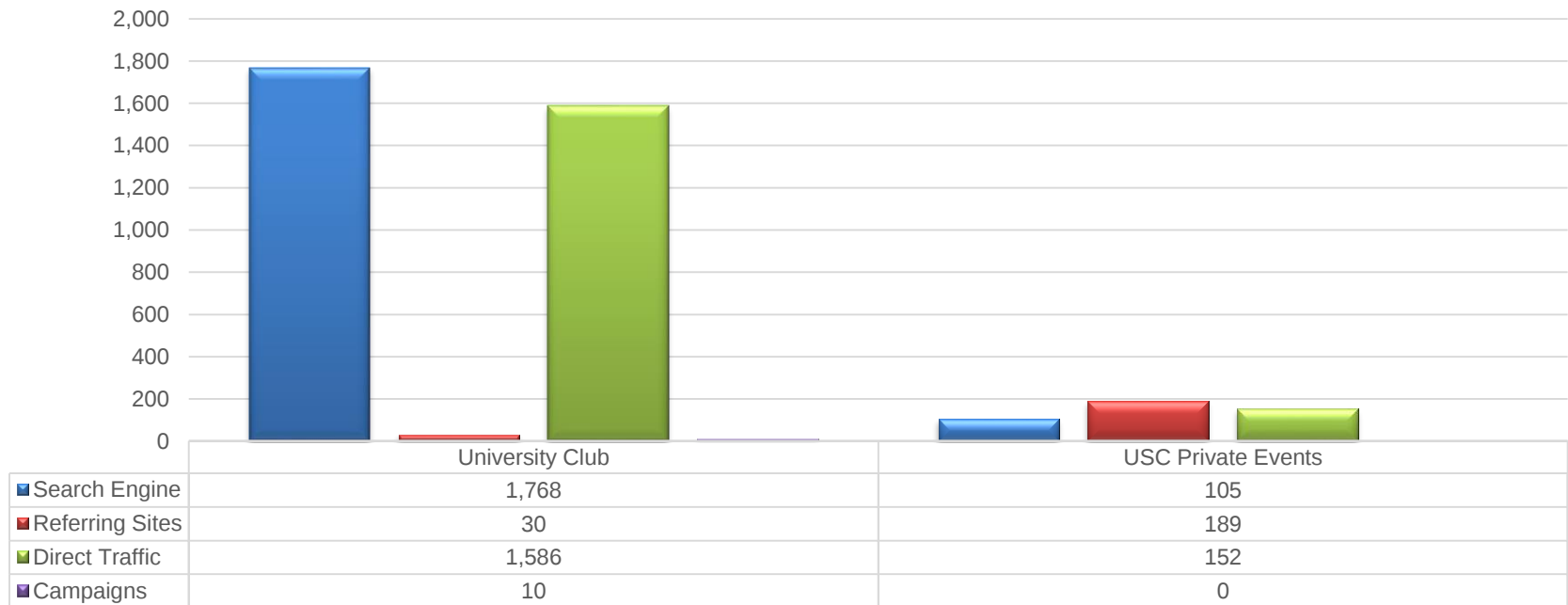
November 2021 Traffic Sources - BU Main Sites





Website Reports November 2021

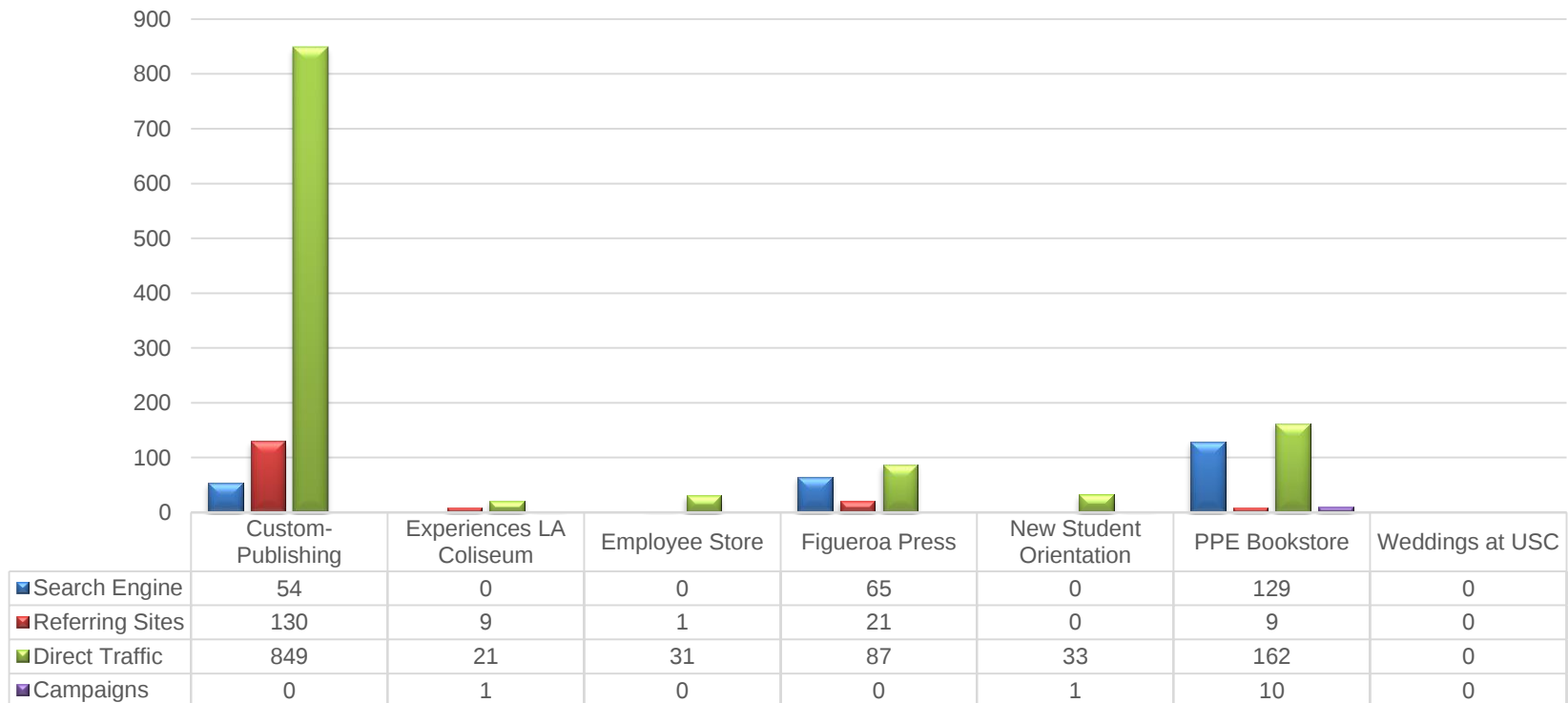
November 2021 Traffic Sources - HSP Micro Sites (Desktop)





Website Reports November 2021

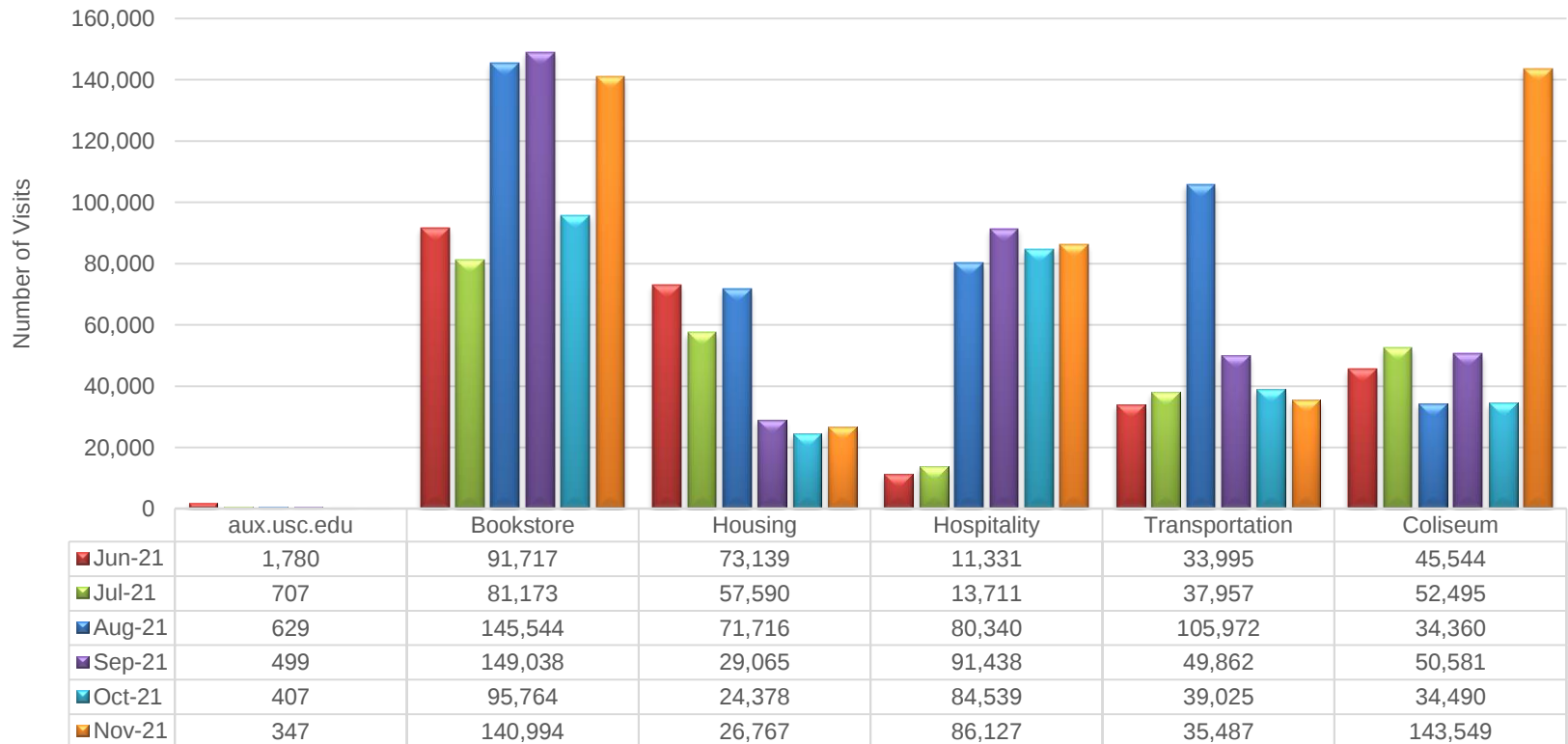
November 2021 Traffic Sources - Other Sites





Website Reports November 2021

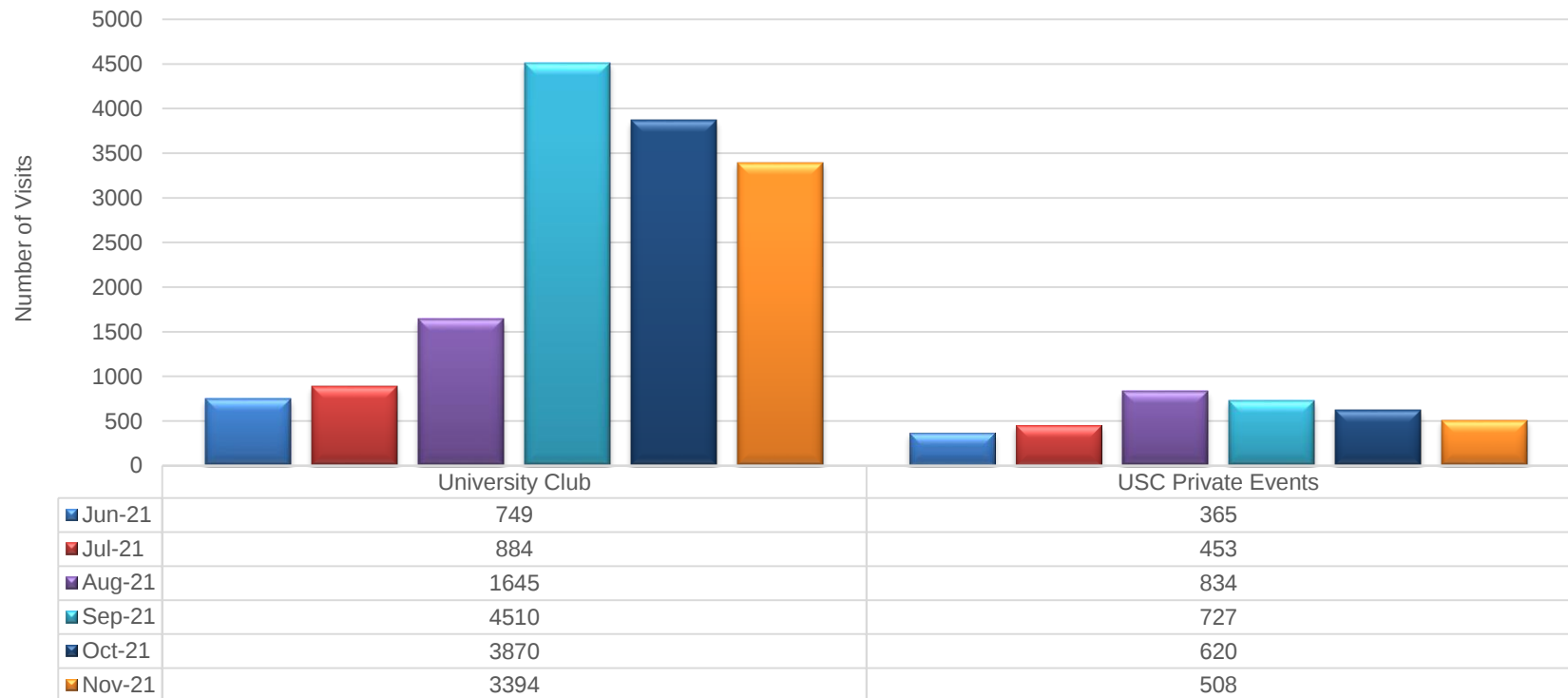
Web Visits Per Month - BU Main Sites





Website Reports November 2021

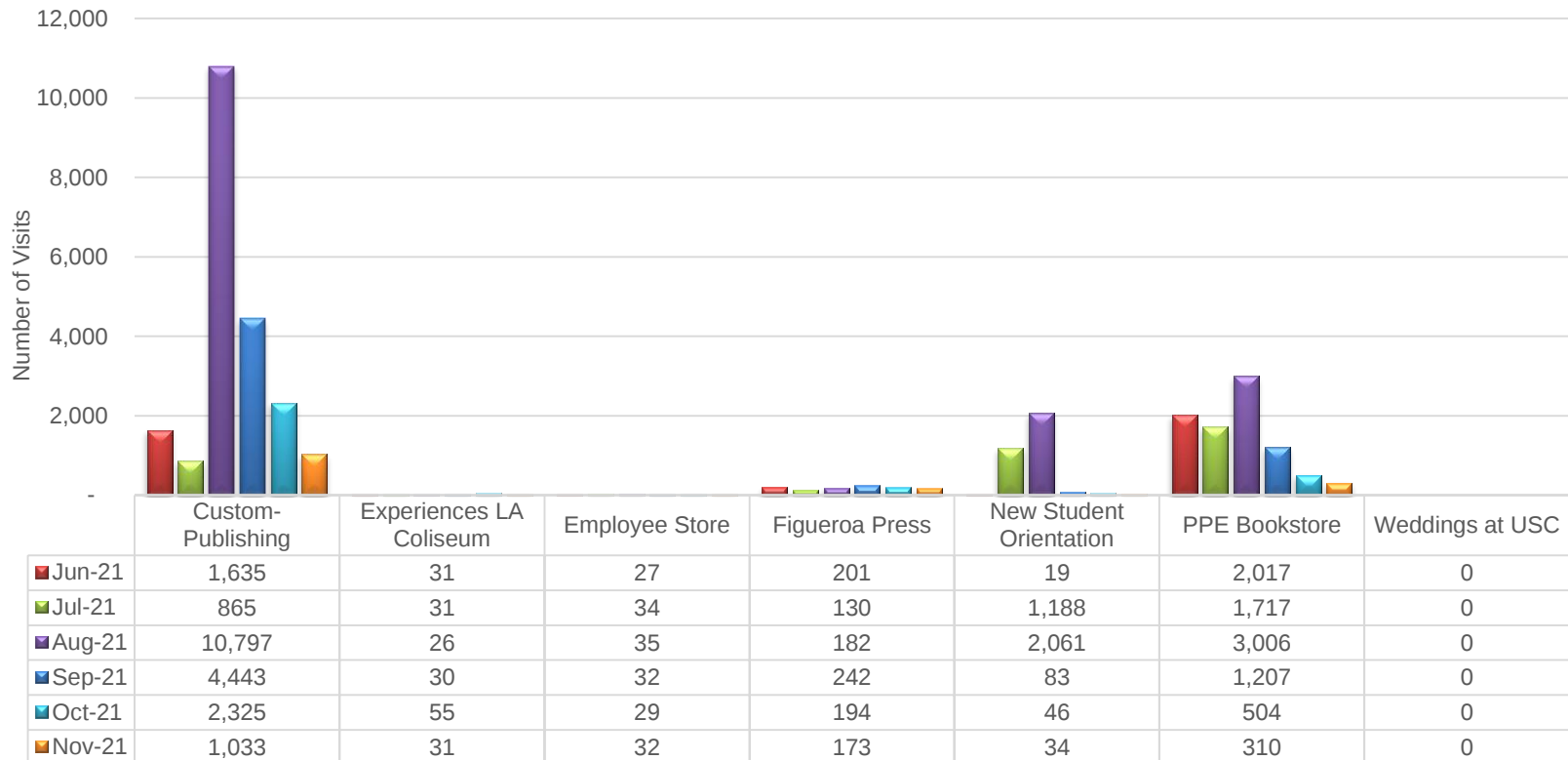
Web Visits Per Month - HSP Micro Sites (Desktop)





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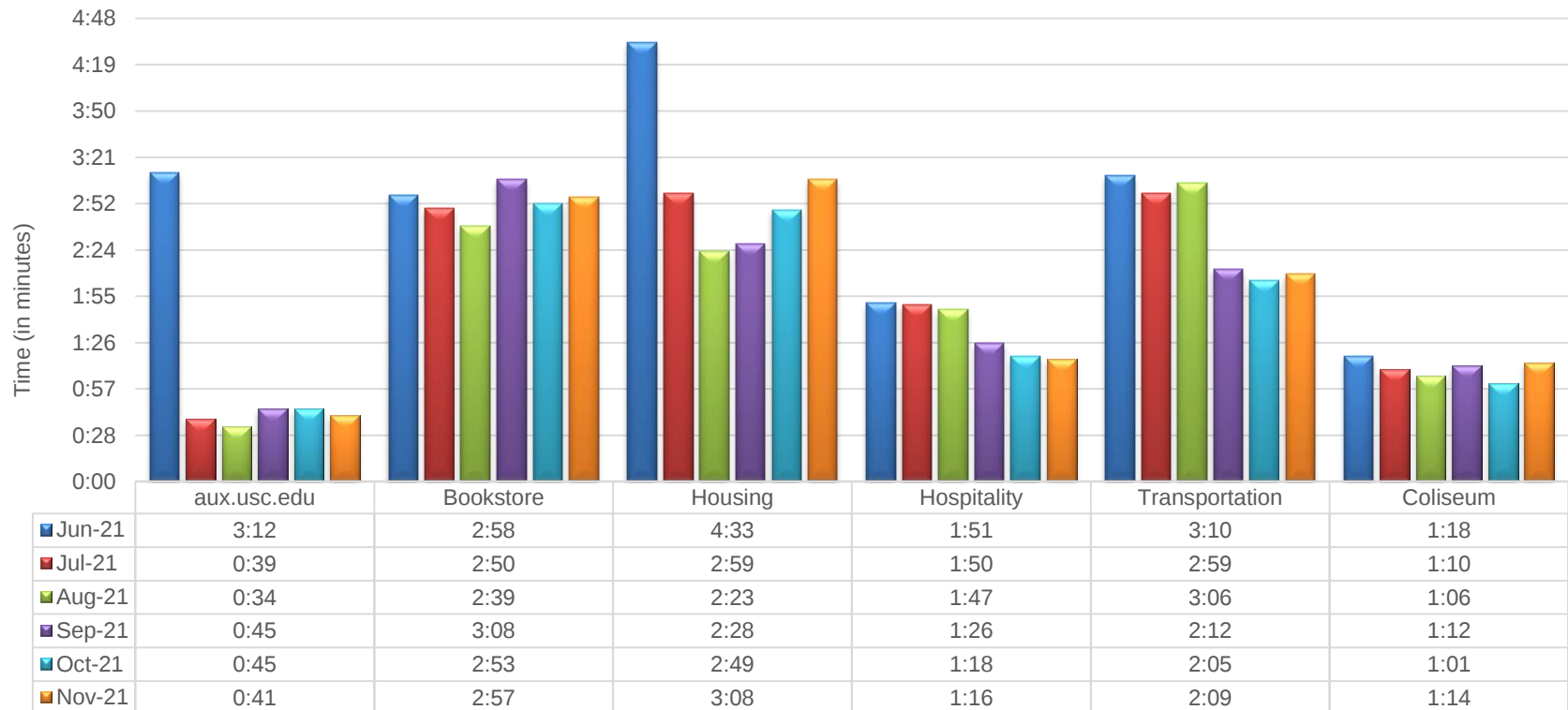
Web Visits Per Month - Other Sites





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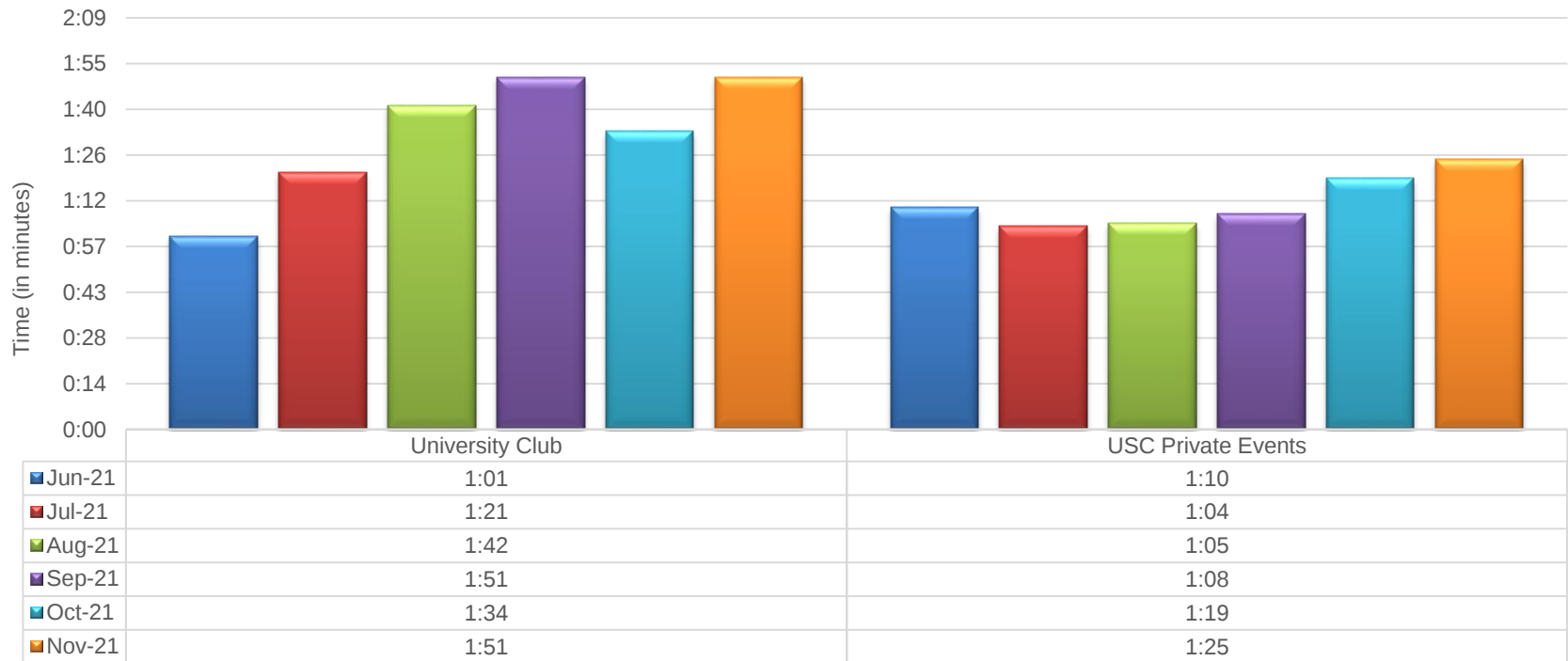
Average Time Spent on Website - BU Main Sites





Website Reports November 2021

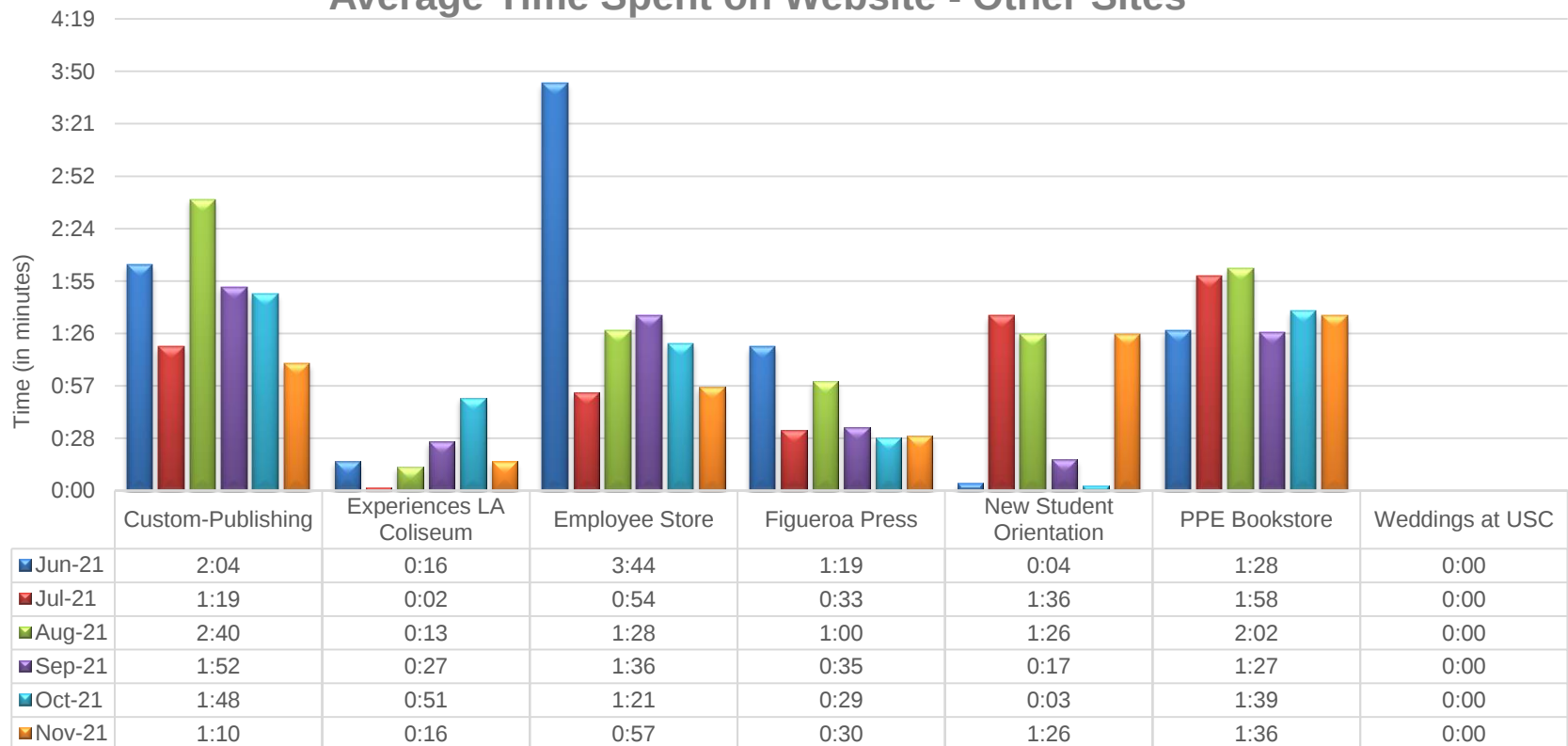
Average Time Spent on Website - HSP Micro Sites (Desktop)





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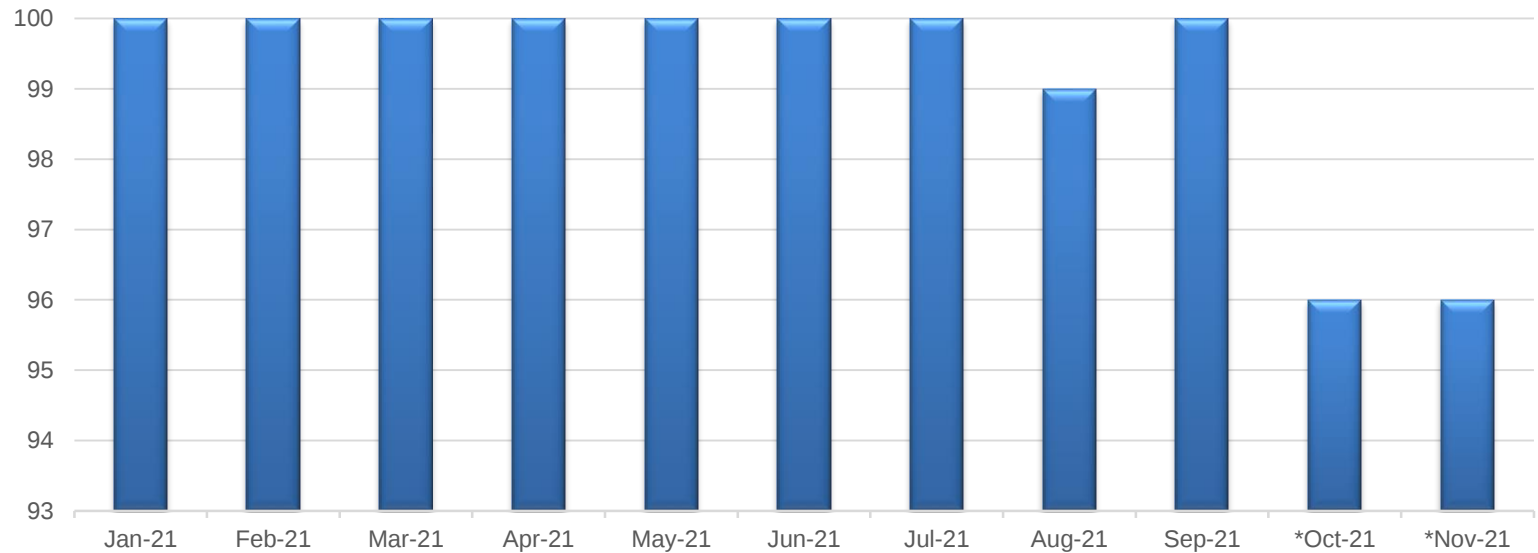
Average Time Spent on Website - Other Sites





Customer Satisfaction Report November 2021

Customer Satisfaction



*inaccurate data due to system error



Thank You !!