



AS IT MONTHLY REPORTS

For December 2021

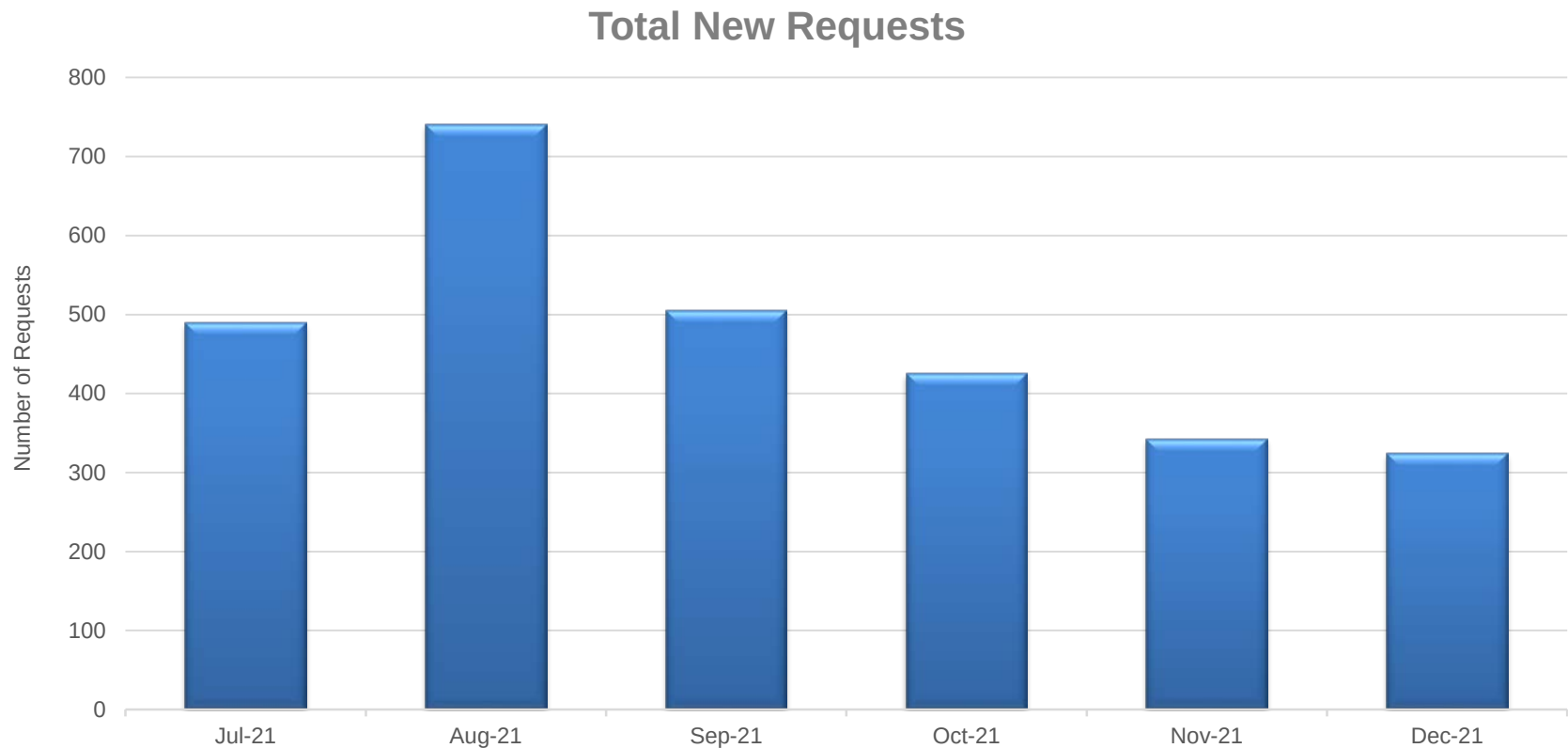


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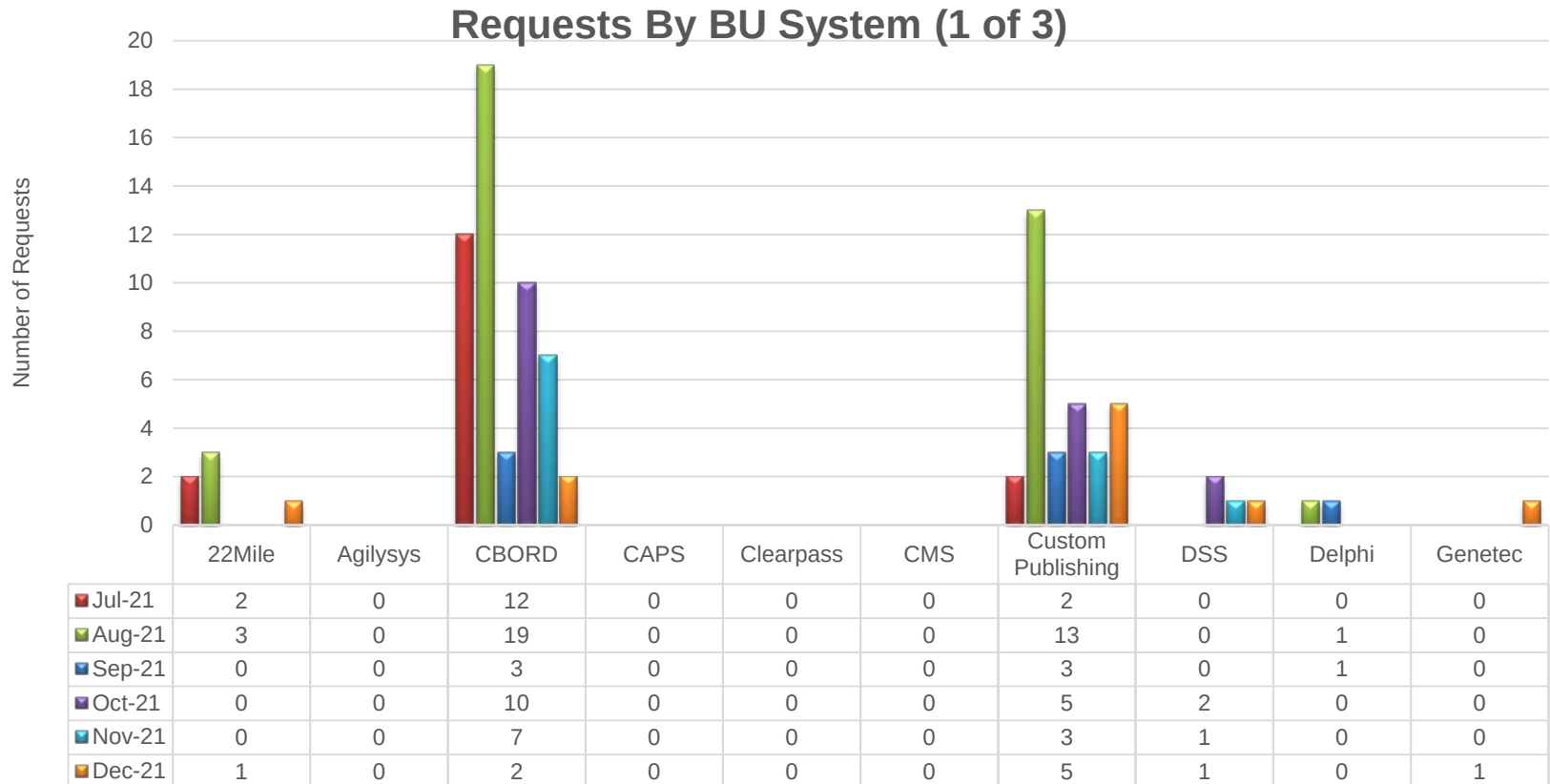


Service Desk Reports December 2021





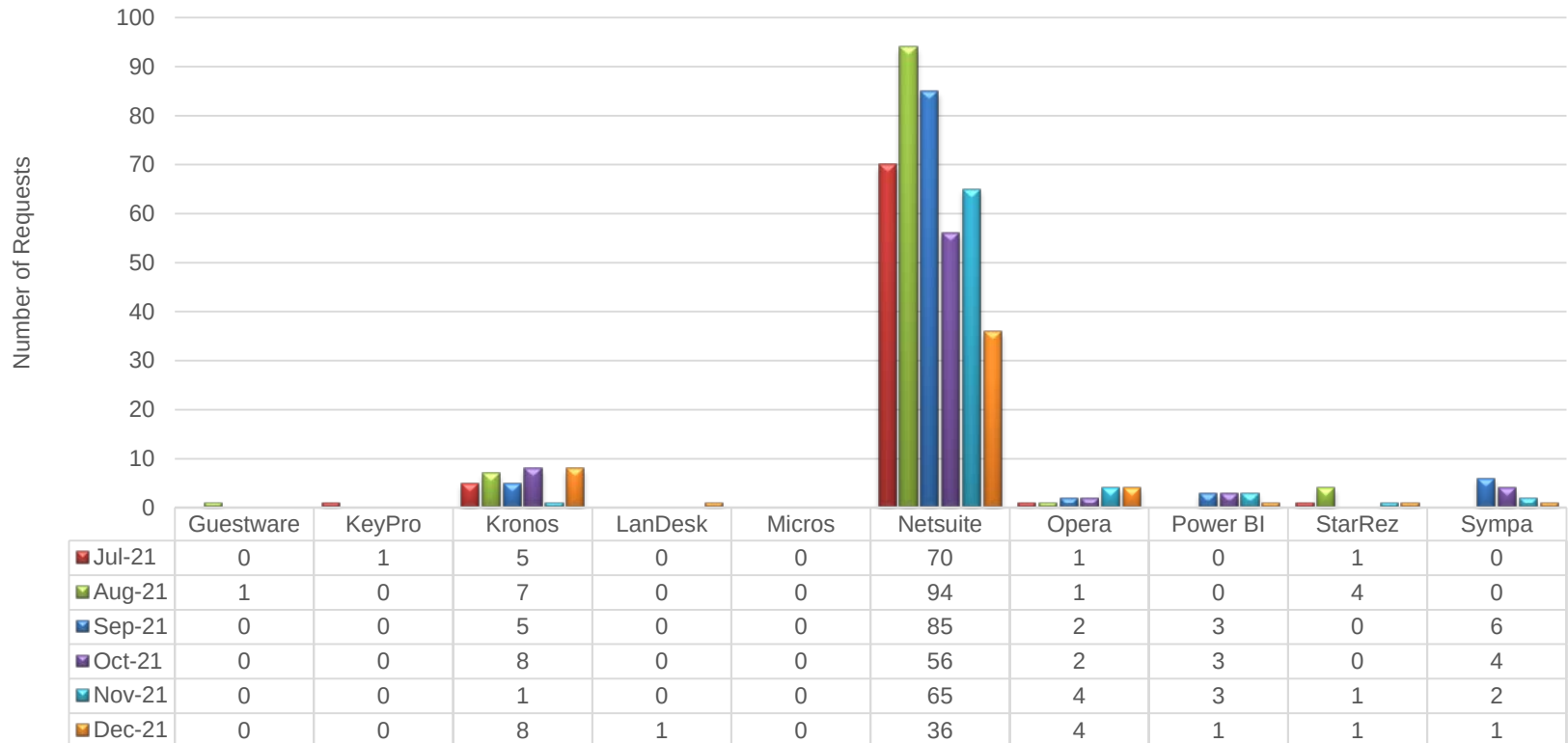
Service Desk Reports December 2021





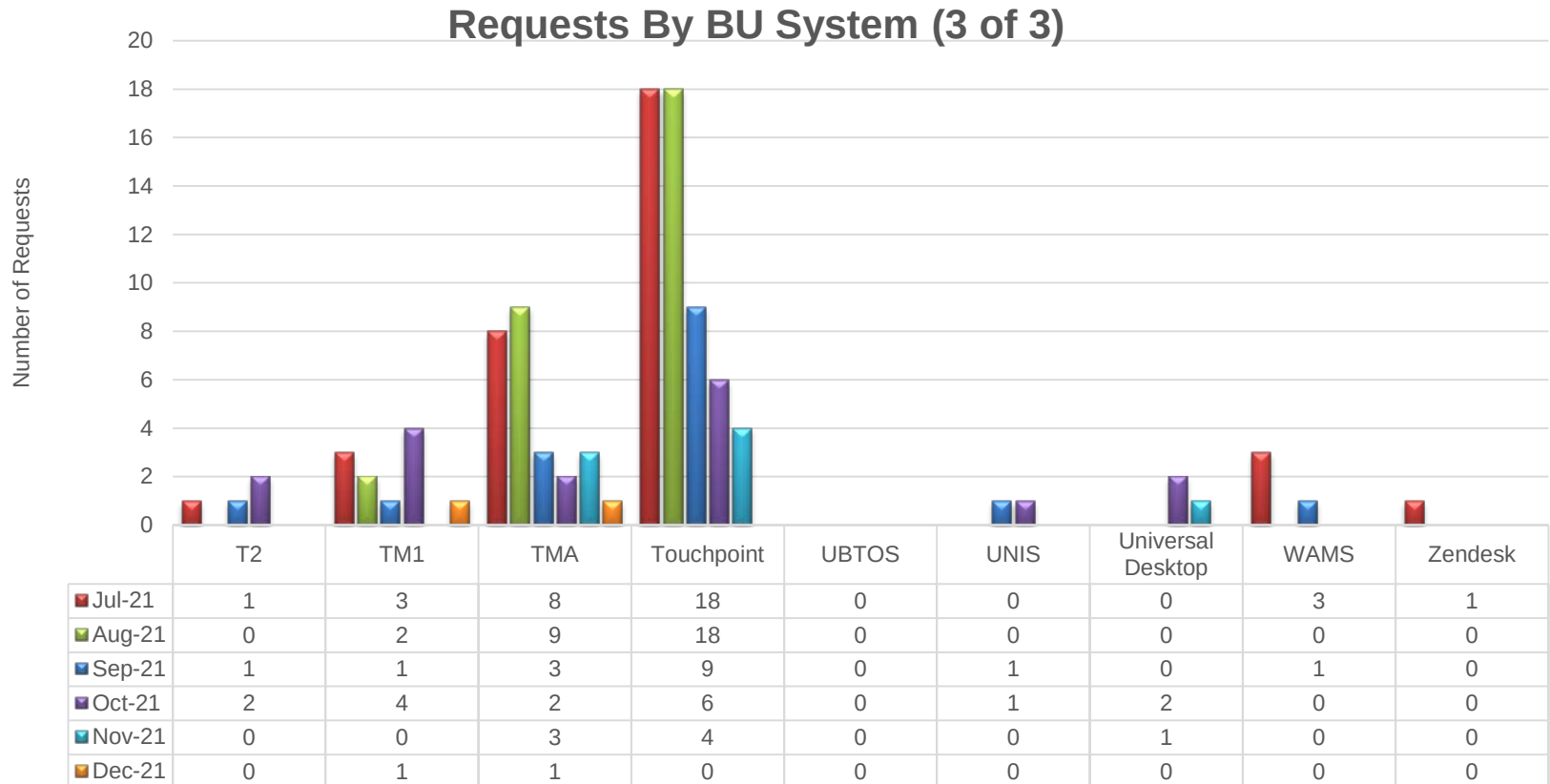
Service Desk Reports December 2021

Requests By BU System (2 of 3)





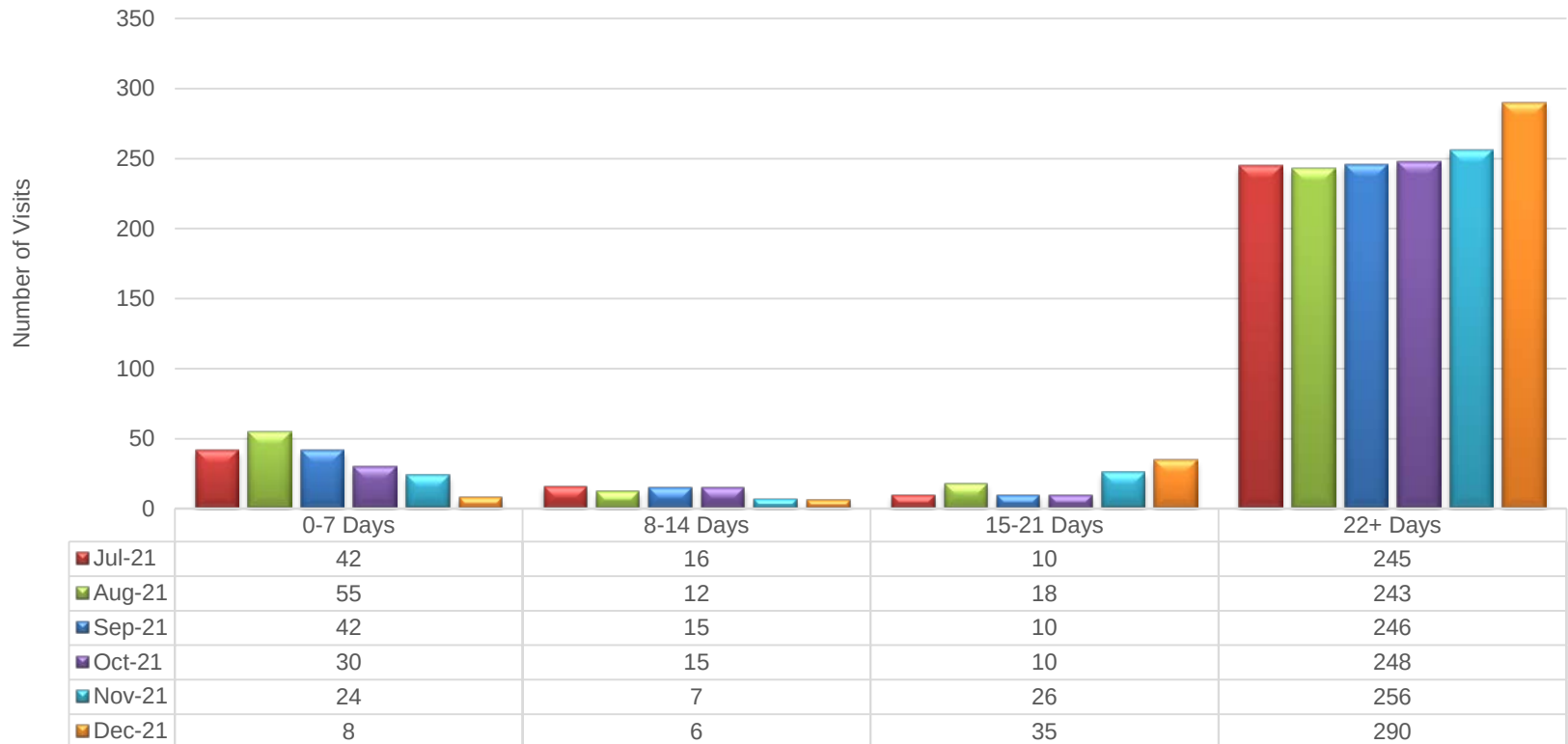
Service Desk Reports December 2021





Service Desk Reports December 2021

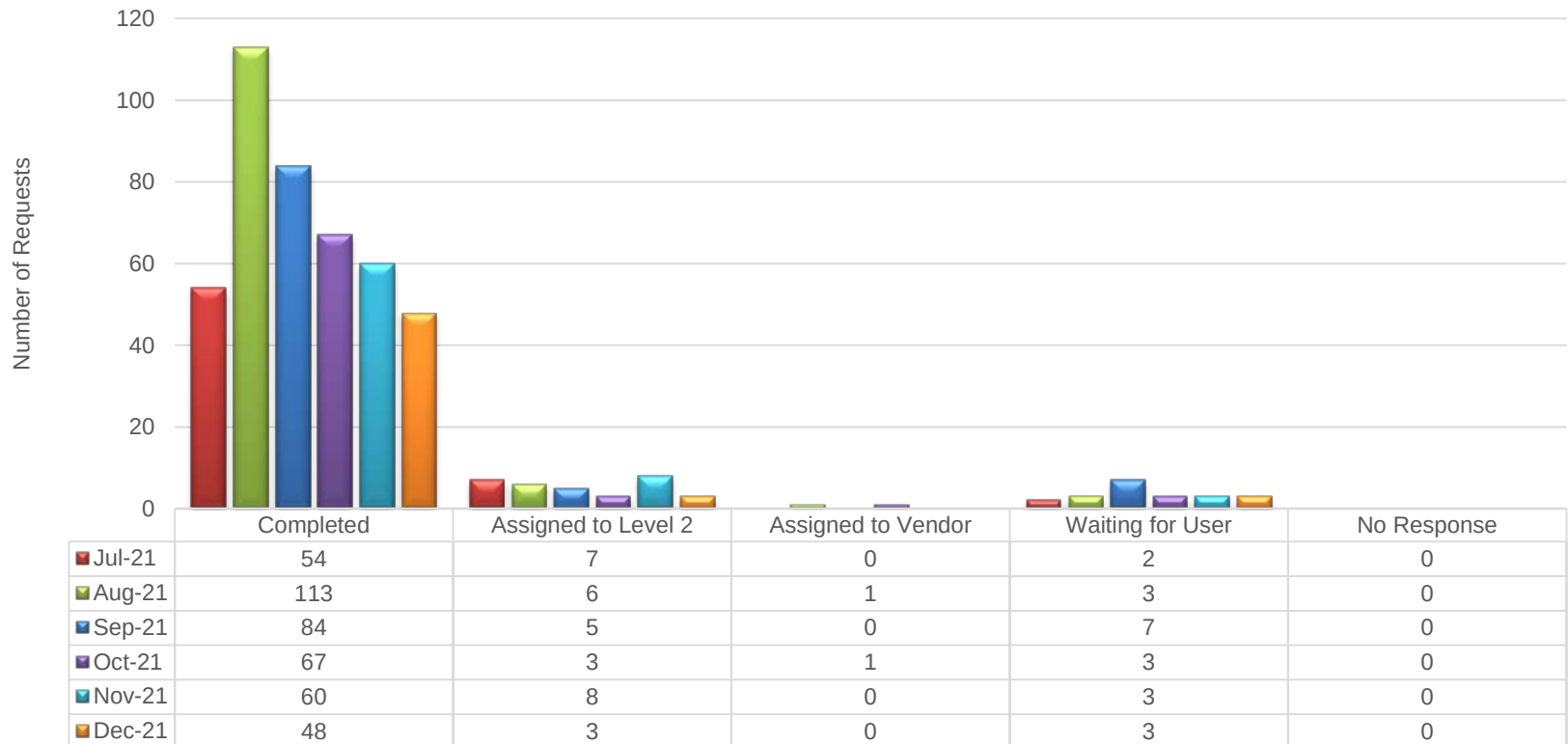
Open Requests Aging Report





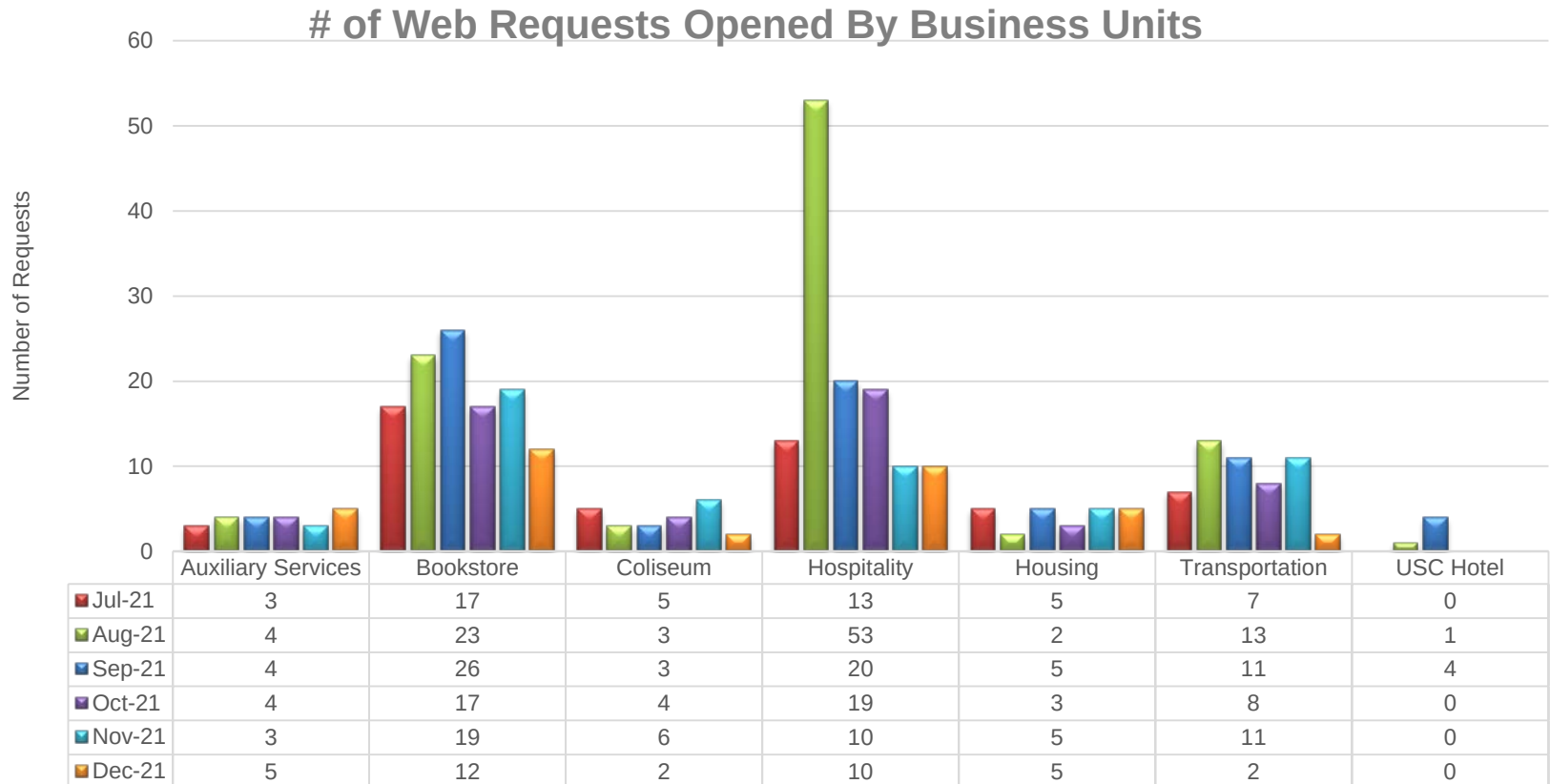
Service Desk Reports December 2021

of Web Requests Opened By Status





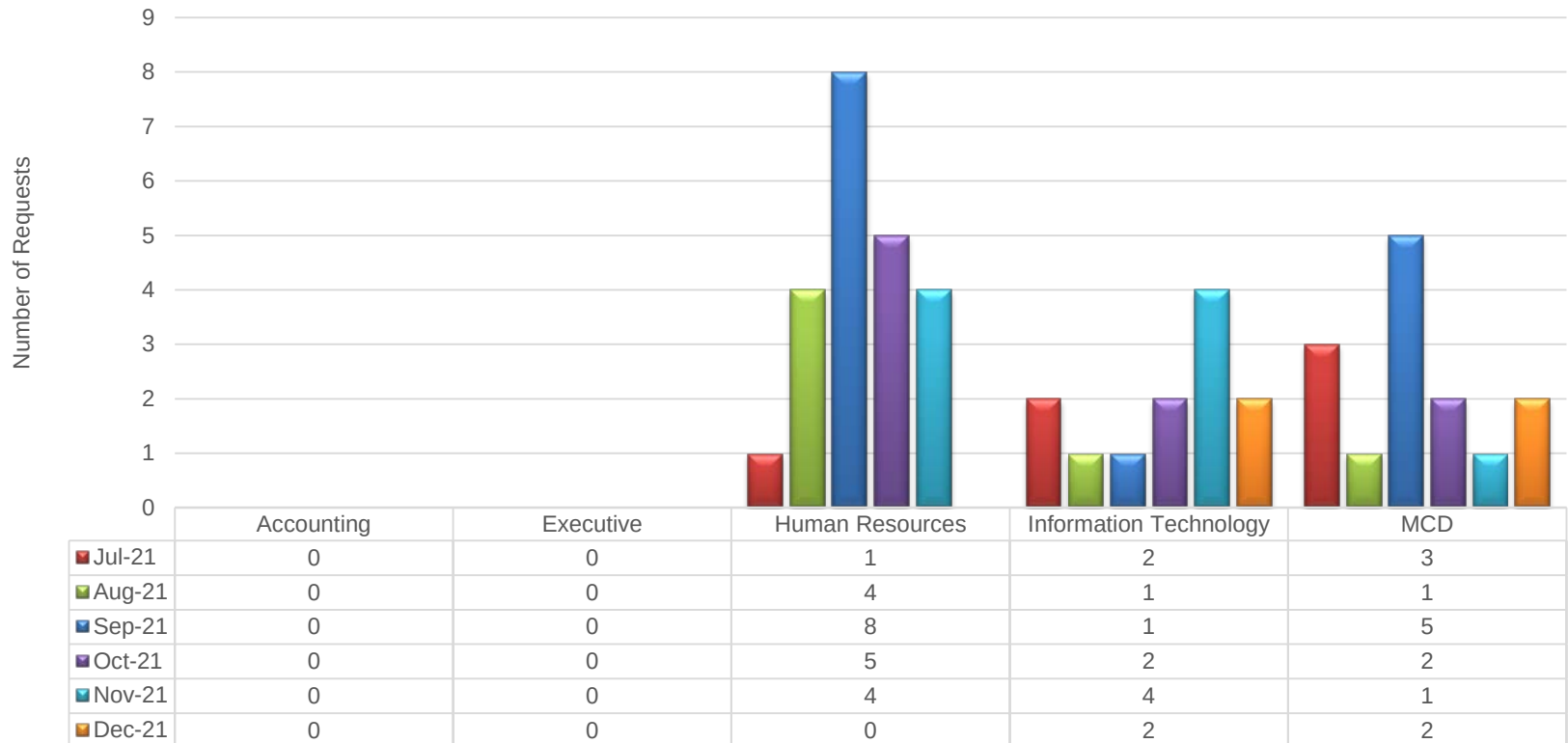
Service Desk Reports December 2021





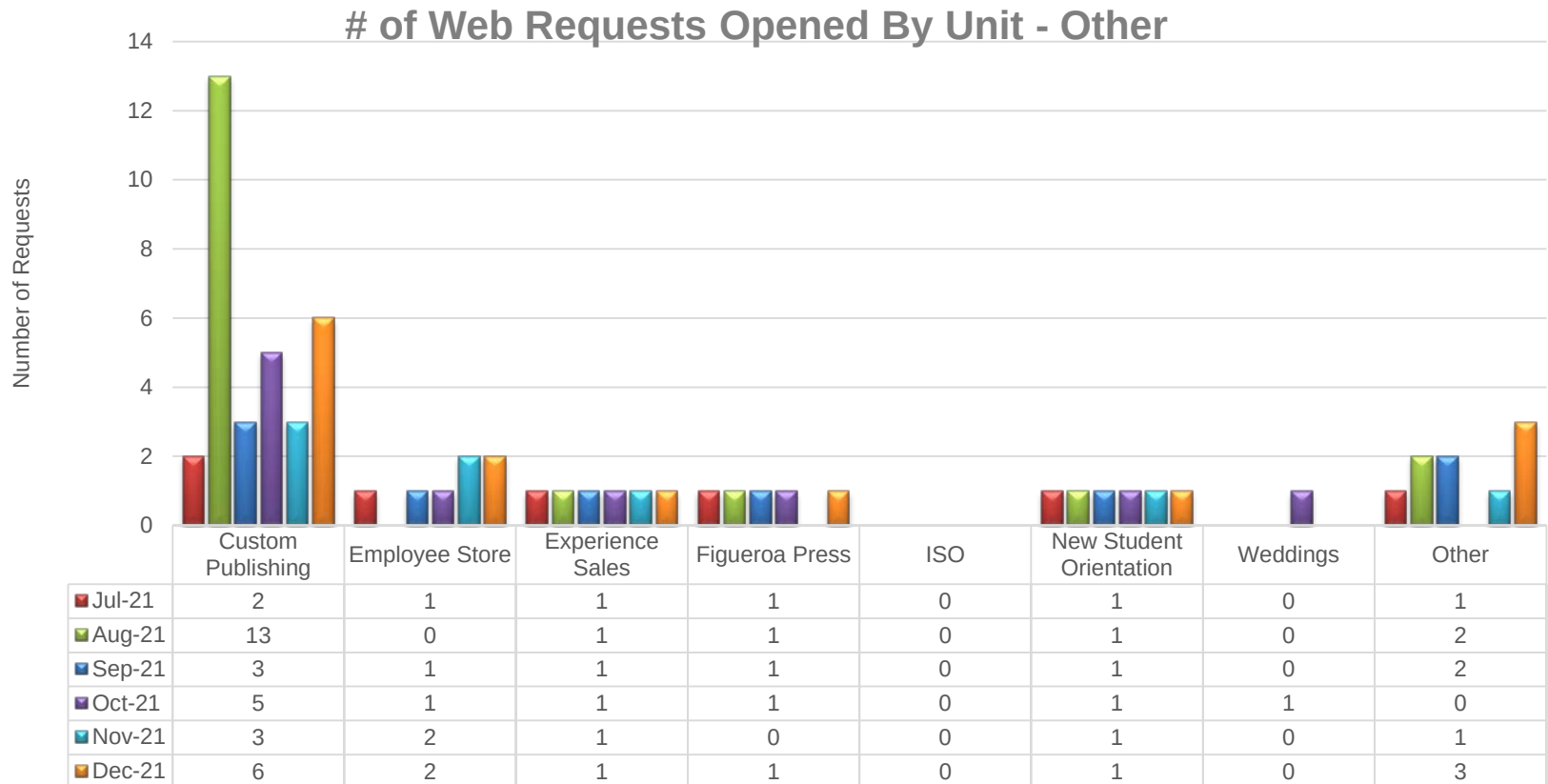
Service Desk Reports December 2021

of Web Requests Opened By Shared Services



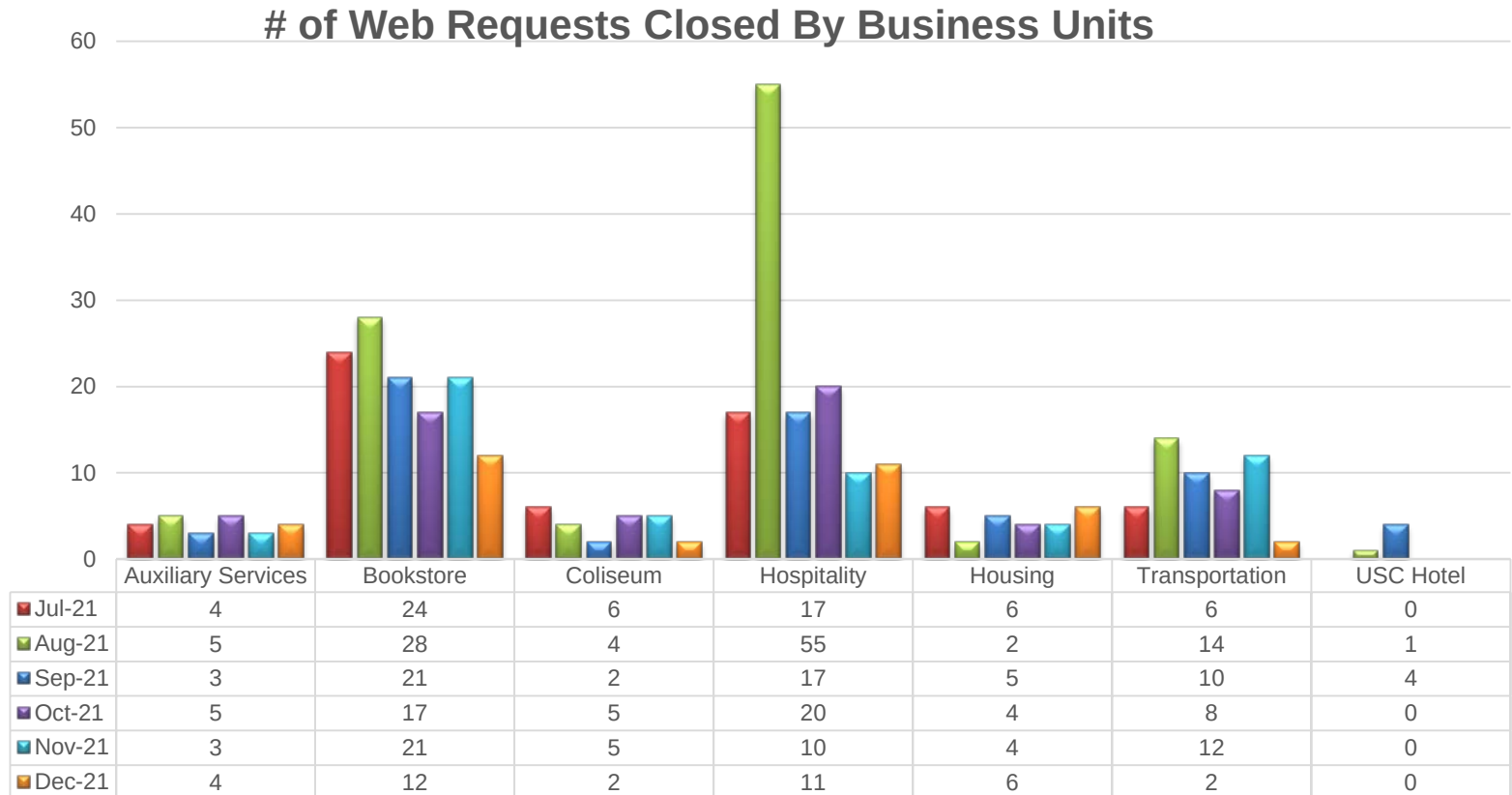


Service Desk Reports December 2021





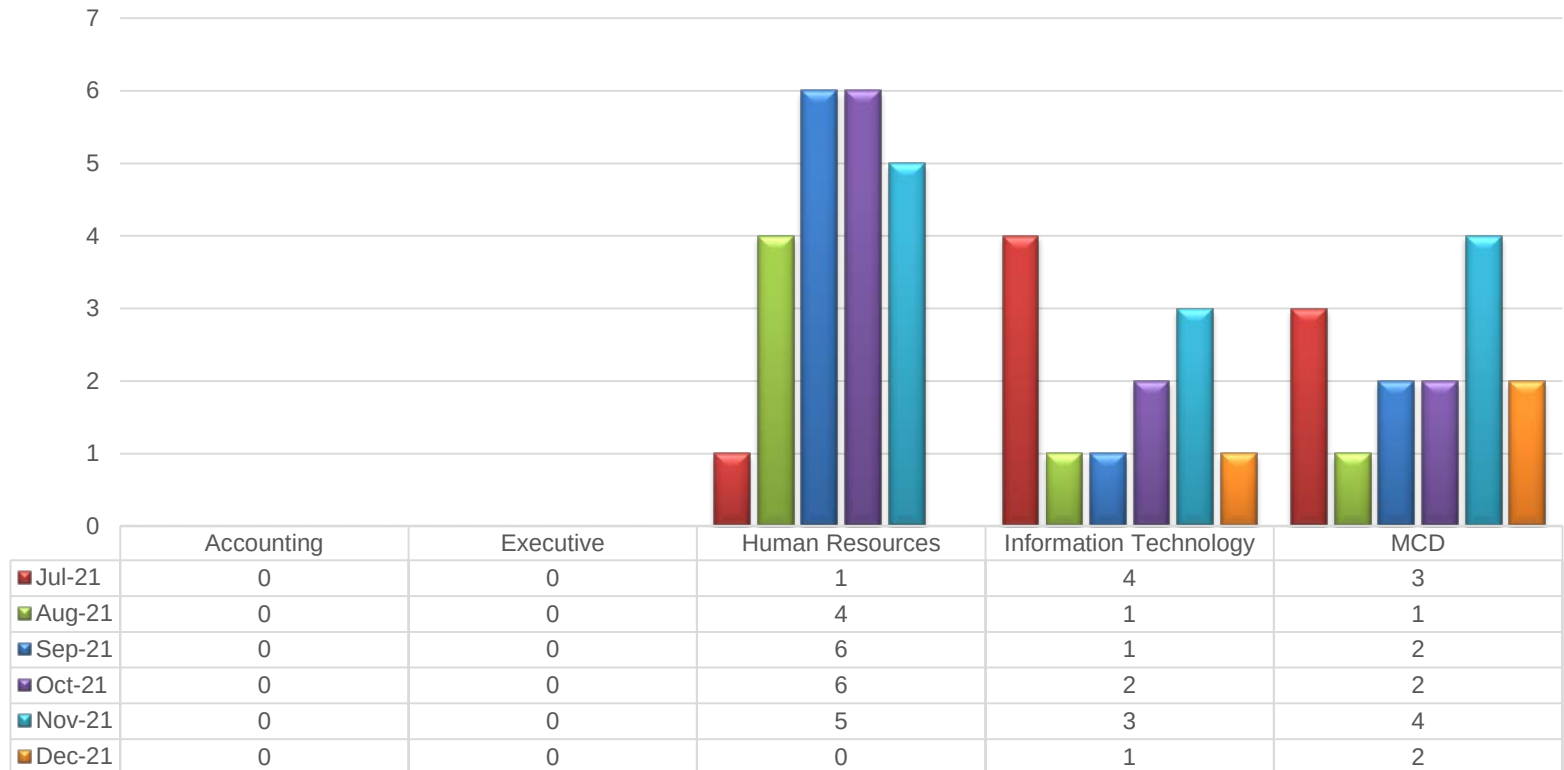
Service Desk Reports December 2021





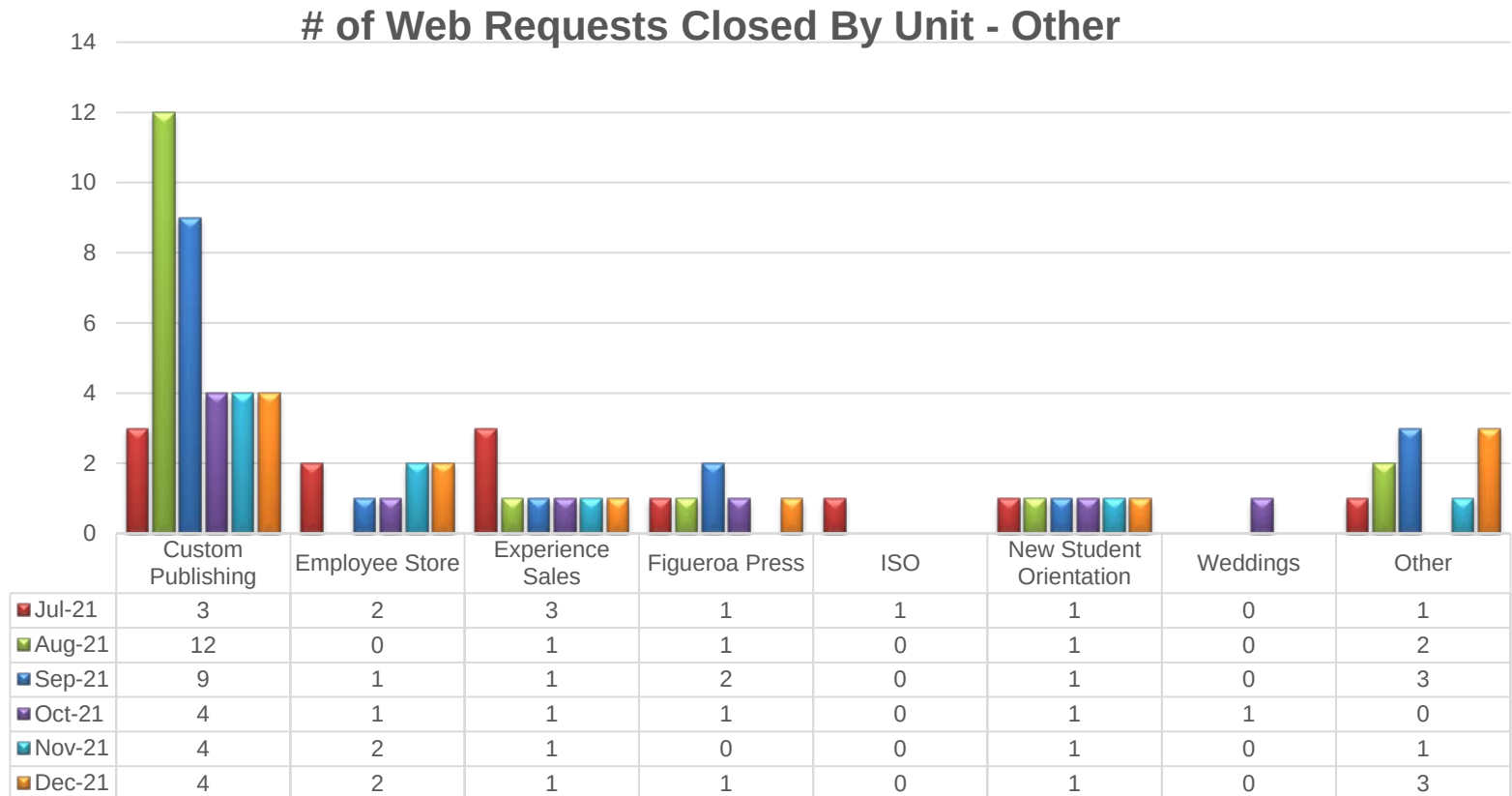
Service Desk Reports December 2021

of Web Requests Closed By Shared Services





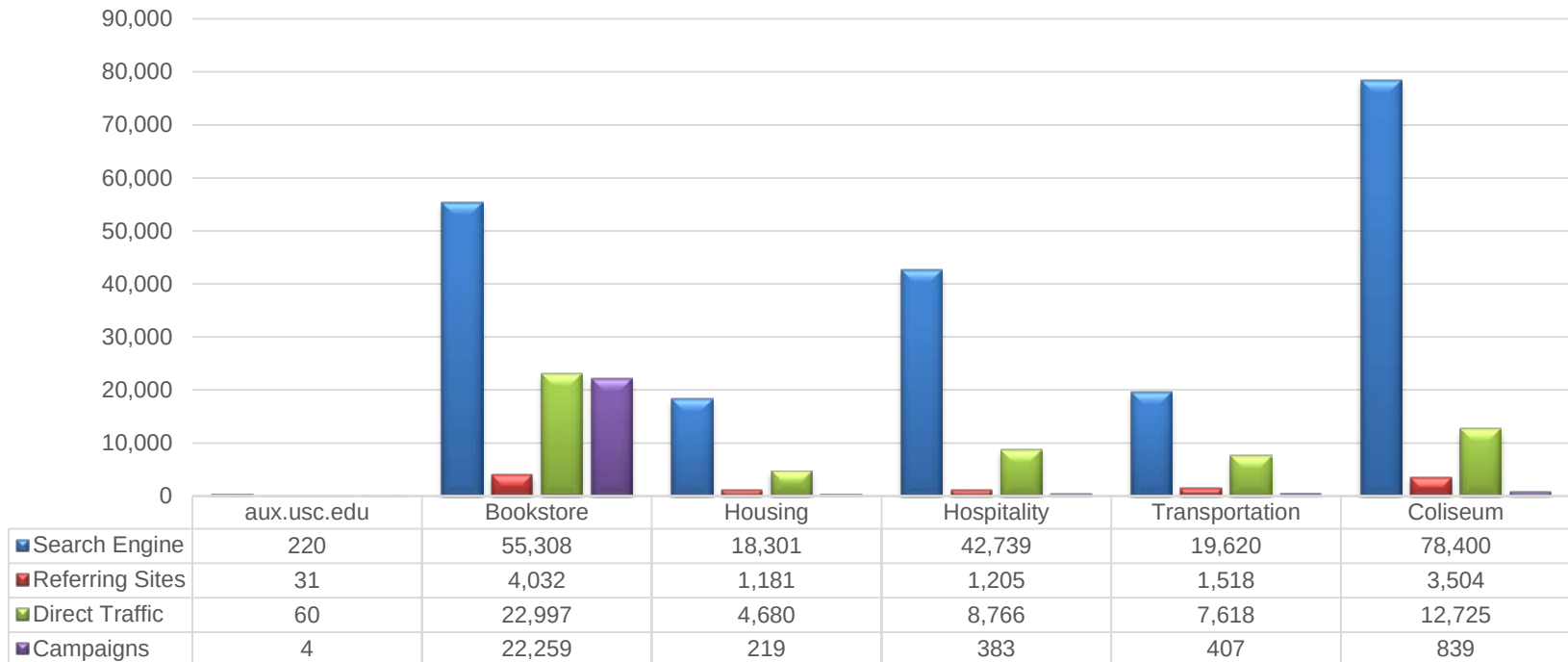
Service Desk Reports December 2021





Website Reports December 2021

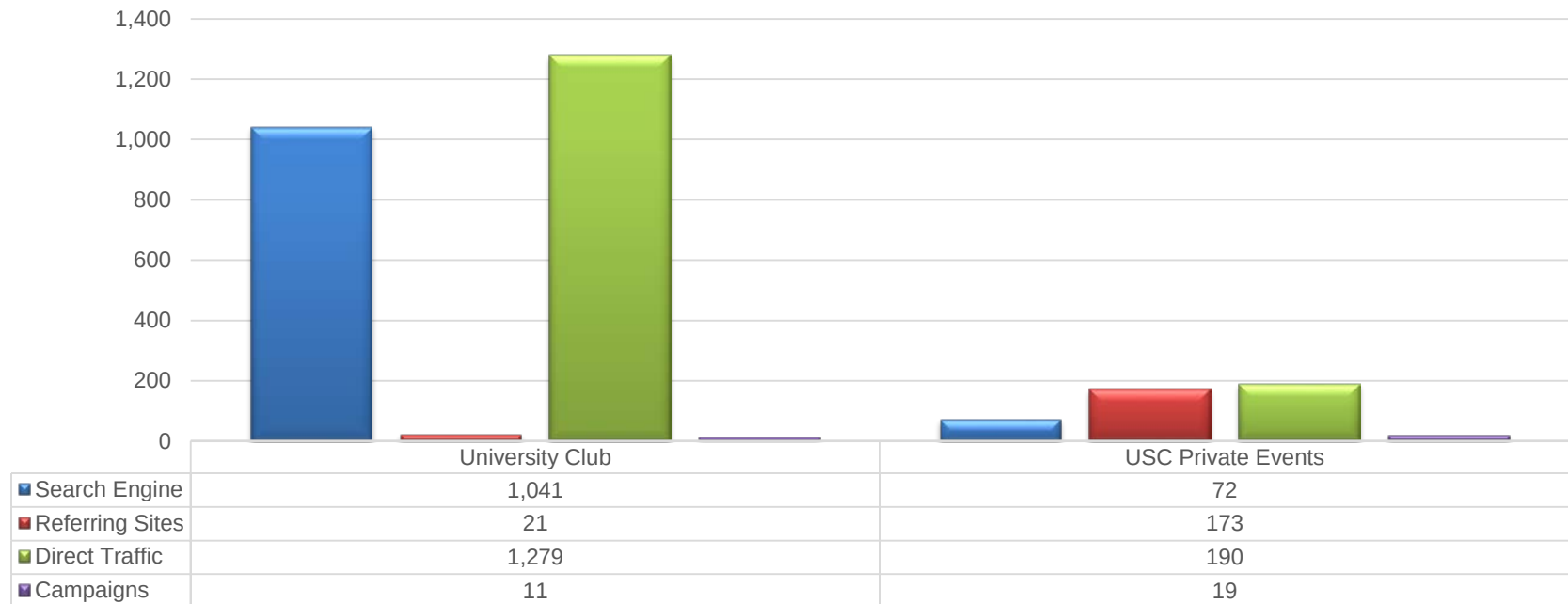
December 2021 Traffic Sources - BU Main Sites





Website Reports December 2021

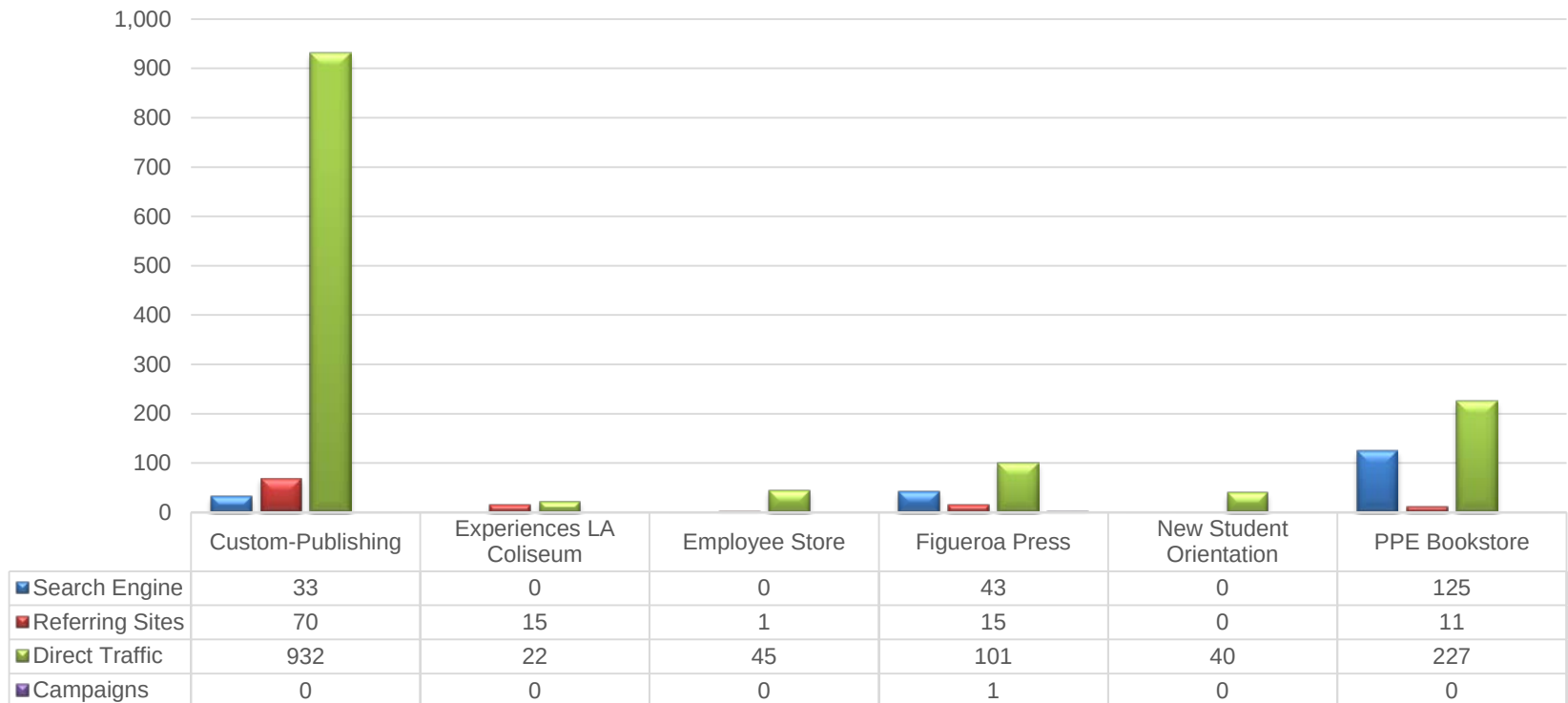
December 2021 Traffic Sources - HSP Micro Sites (Desktop)





Website Reports December 2021

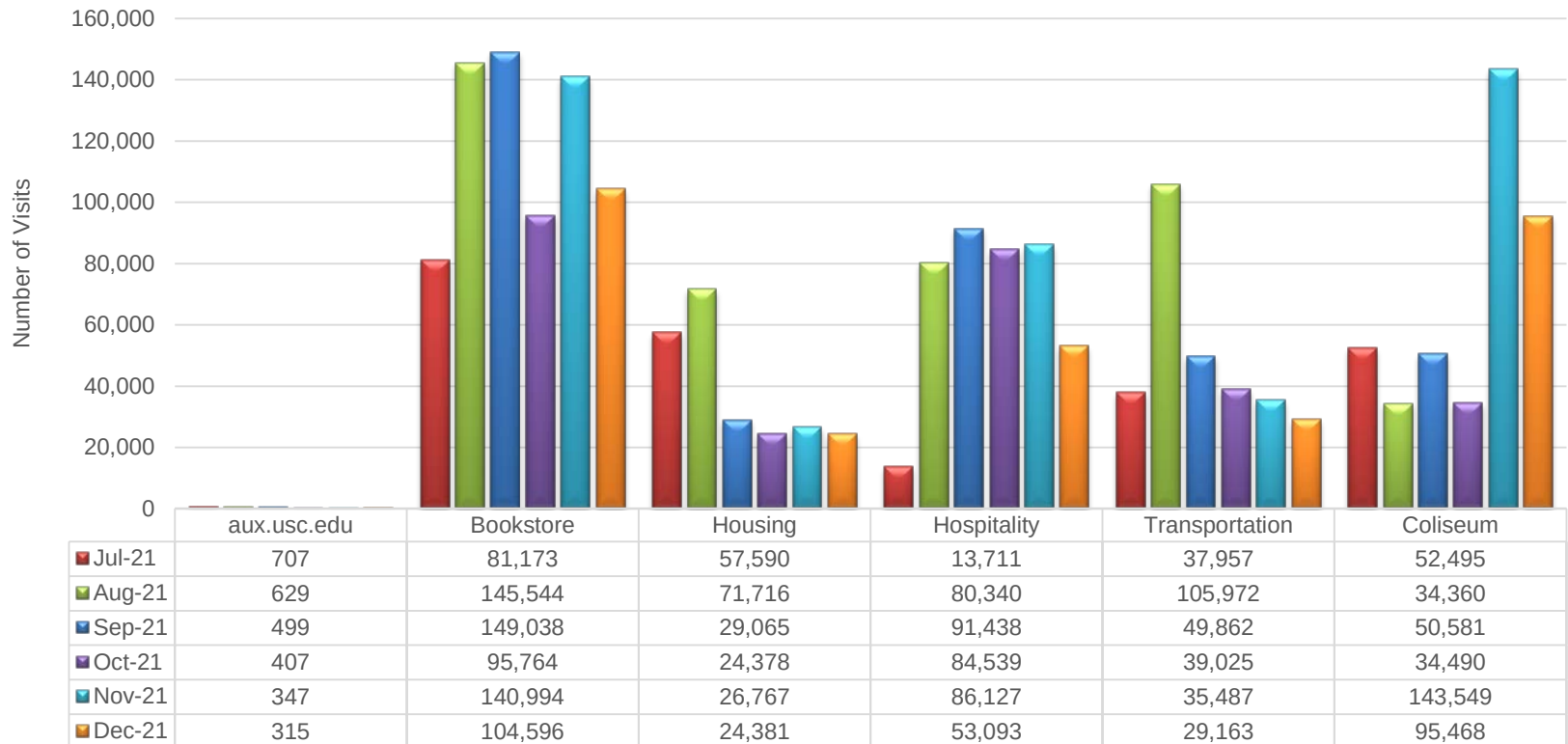
December 2021 Traffic Sources - Other Sites





Website Reports December 2021

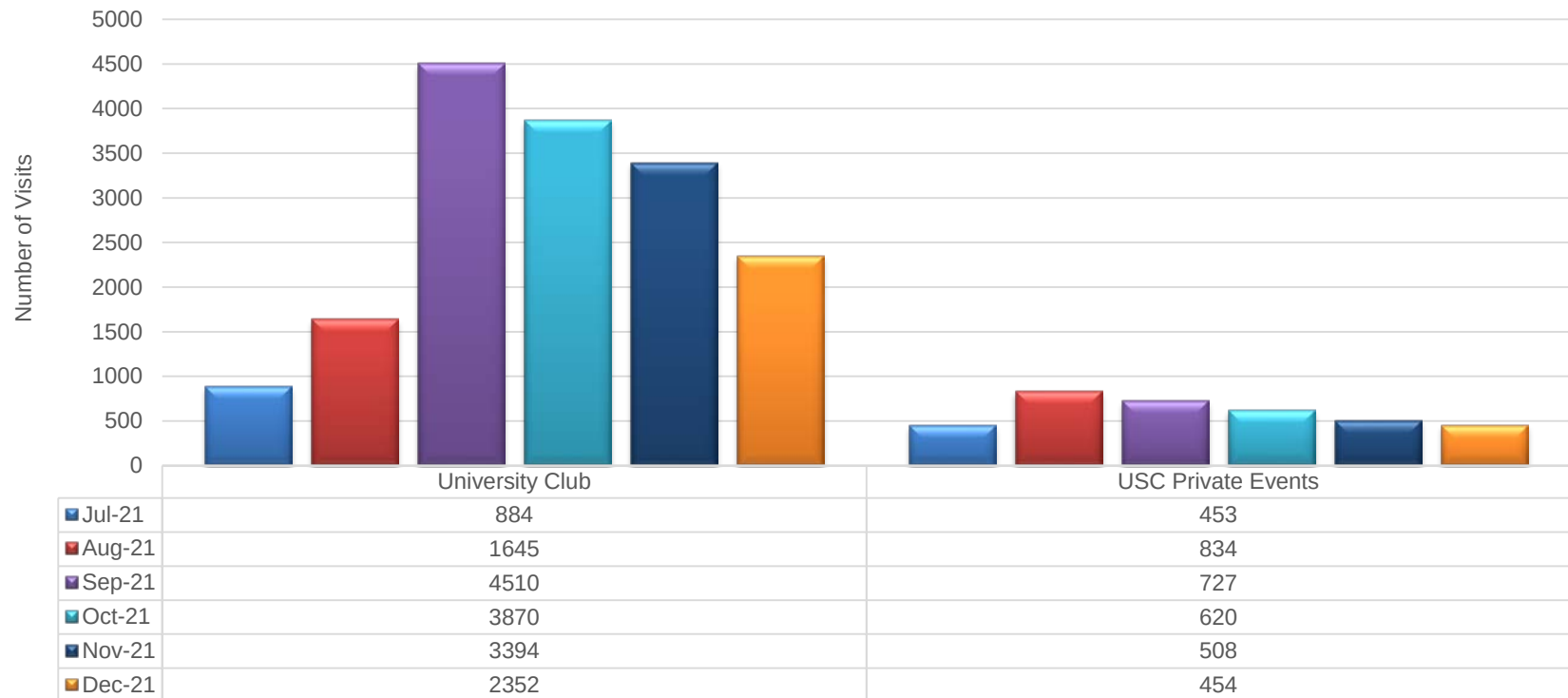
Web Visits Per Month - BU Main Sites





Website Reports December 2021

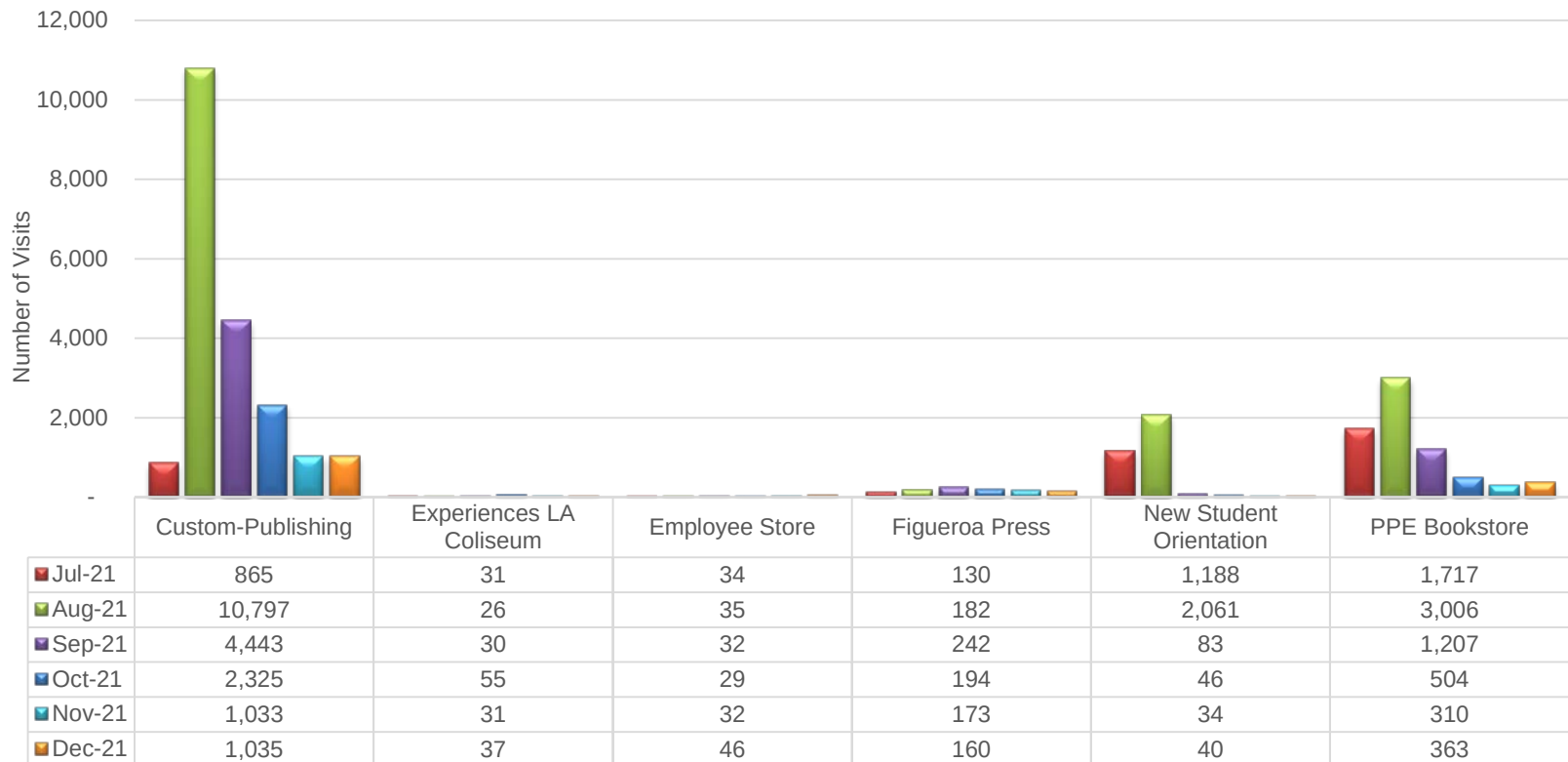
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports December 2021

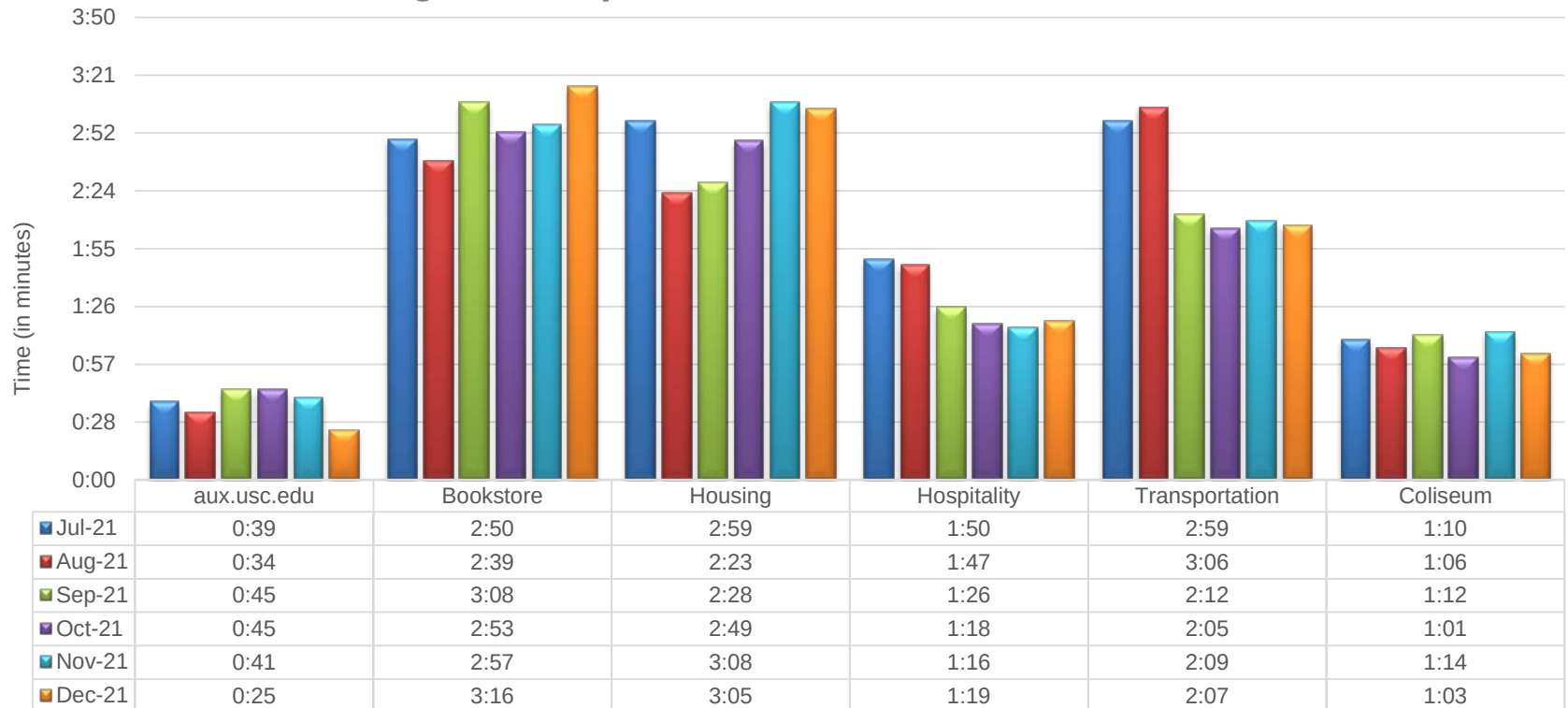
Web Visits Per Month - Other Sites





Website Reports December 2021

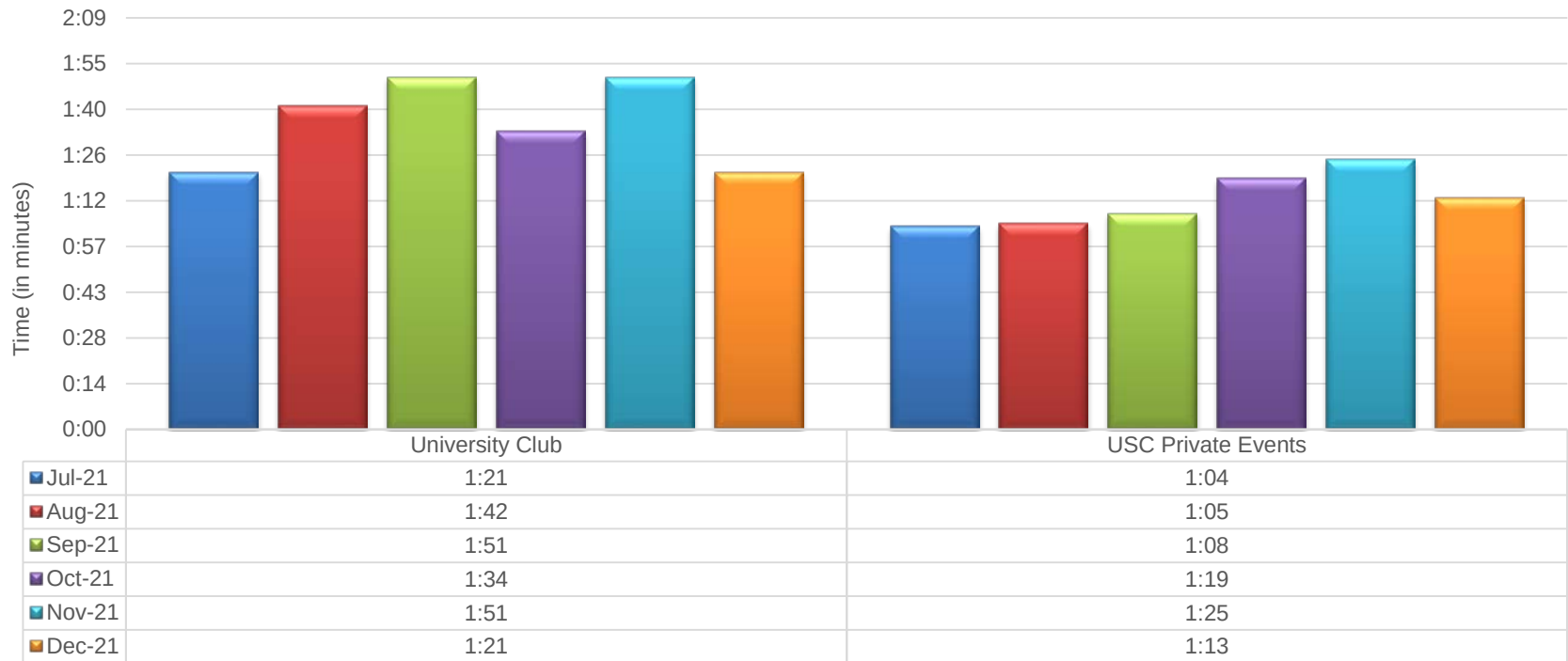
Average Time Spent on Website - BU Main Sites





Website Reports December 2021

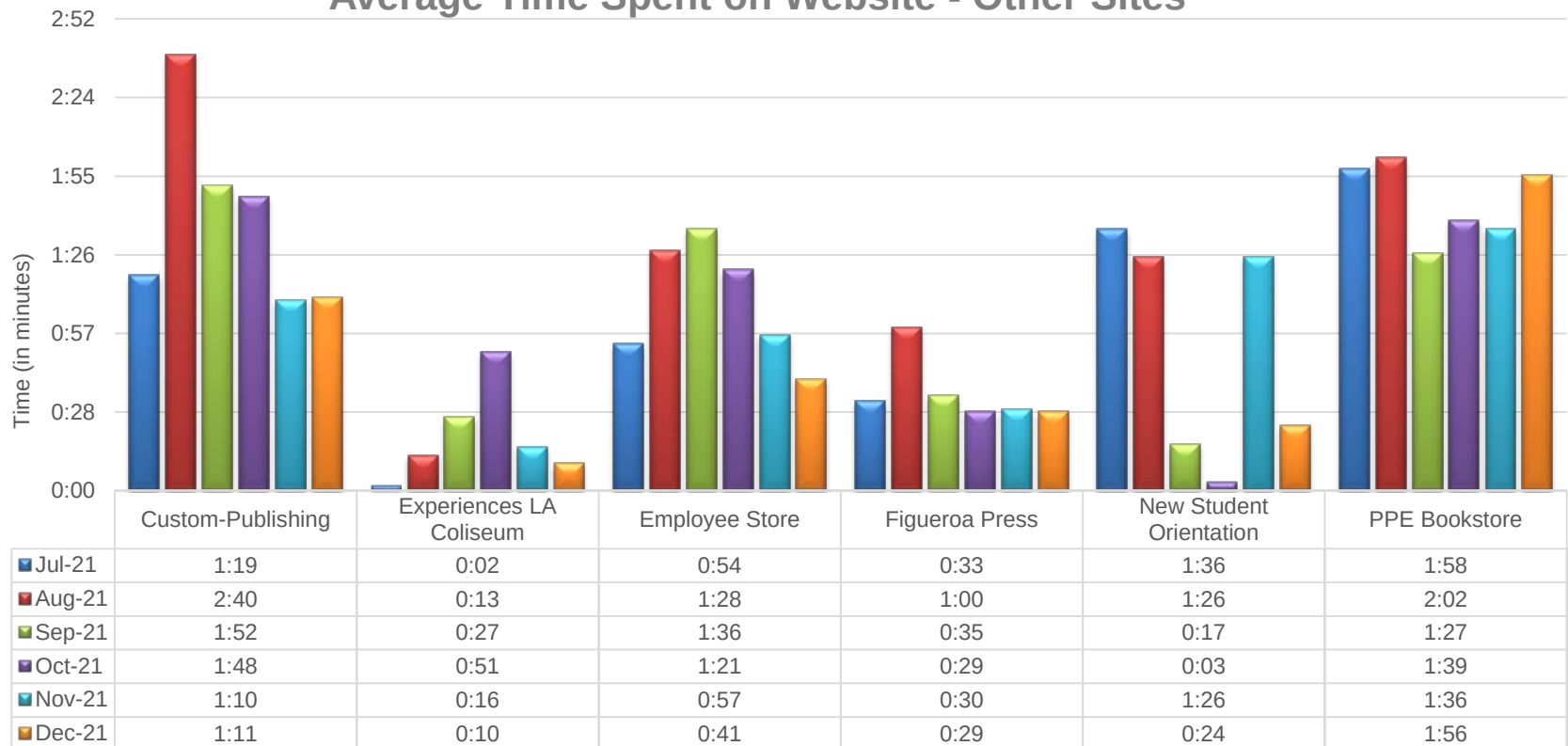
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports December 2021

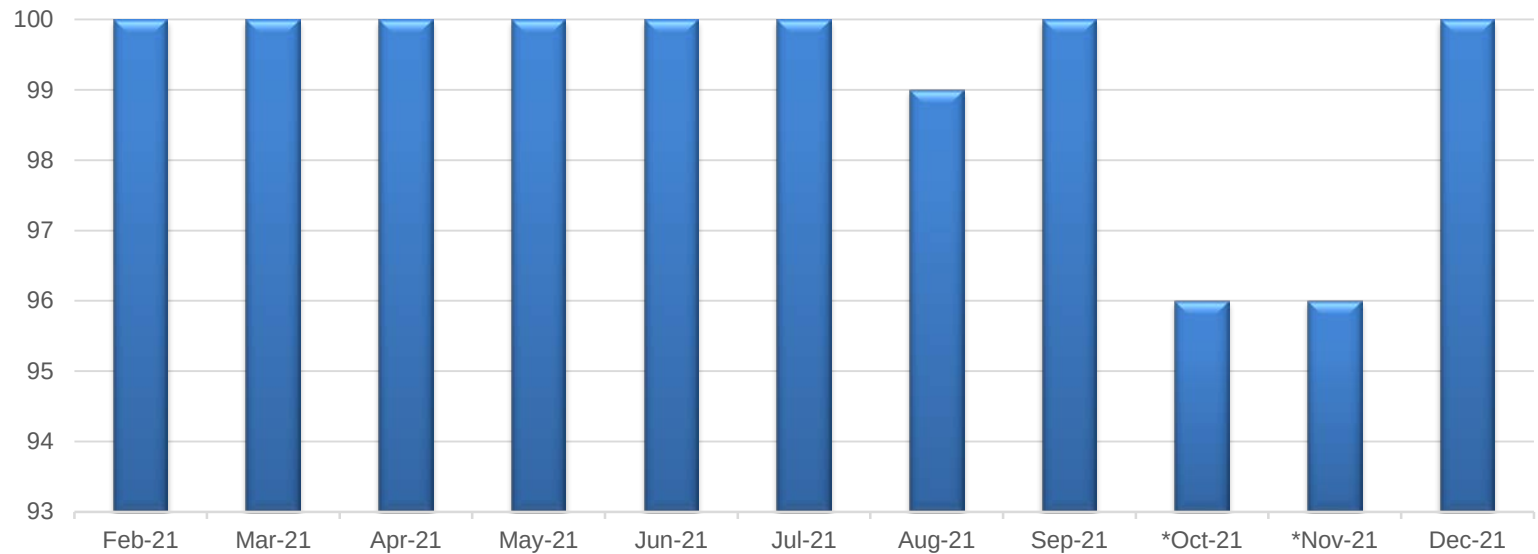
Average Time Spent on Website - Other Sites





Customer Satisfaction Report December 2021

Customer Satisfaction



*inaccurate data due to system error



Thank You !!