UAB IT Key Performance Indicators for February 2015

**Self-Service Password Resets**

- **Primary Affiliation**
  - Student
  - Staff
  - Faculty

**Help Desk Password Resets**

- **Primary Affiliation**
  - Student
  - Staff
  - Faculty

**Requests by Year Excl PW Resets**

- **Req Type**
  - Move, Add, Change
  - Info Only
  - Break/Fix

**Break-Fix Avg Days to Close (AskIT only-excl PW Resets)**

- **Req Type**
  - Break/Fix

**Tickets by Customer Area**

- Includes PW Resets

**Ticket Submission by Hour/Method**

- Submitted by
  - WebService
  - Web
  - WebApps/CTs
  - Phone
  - Email
  - OtherSession
  - AskITWeb

**Ticket Submission by Day of Week**

- **Day**
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7