Self-Service Password Resets

Help Desk Password Resets

Requests by Year Excl PW Resets

Requests by Type Excl PW Resets

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

Move, Add, Chg Avg Days to Close (all areas-excl PW Resets)

Tickets by Customer Area

Includes PW Resets

Ticket Submission by Hour/Method

Ticket Submission by Day of Week