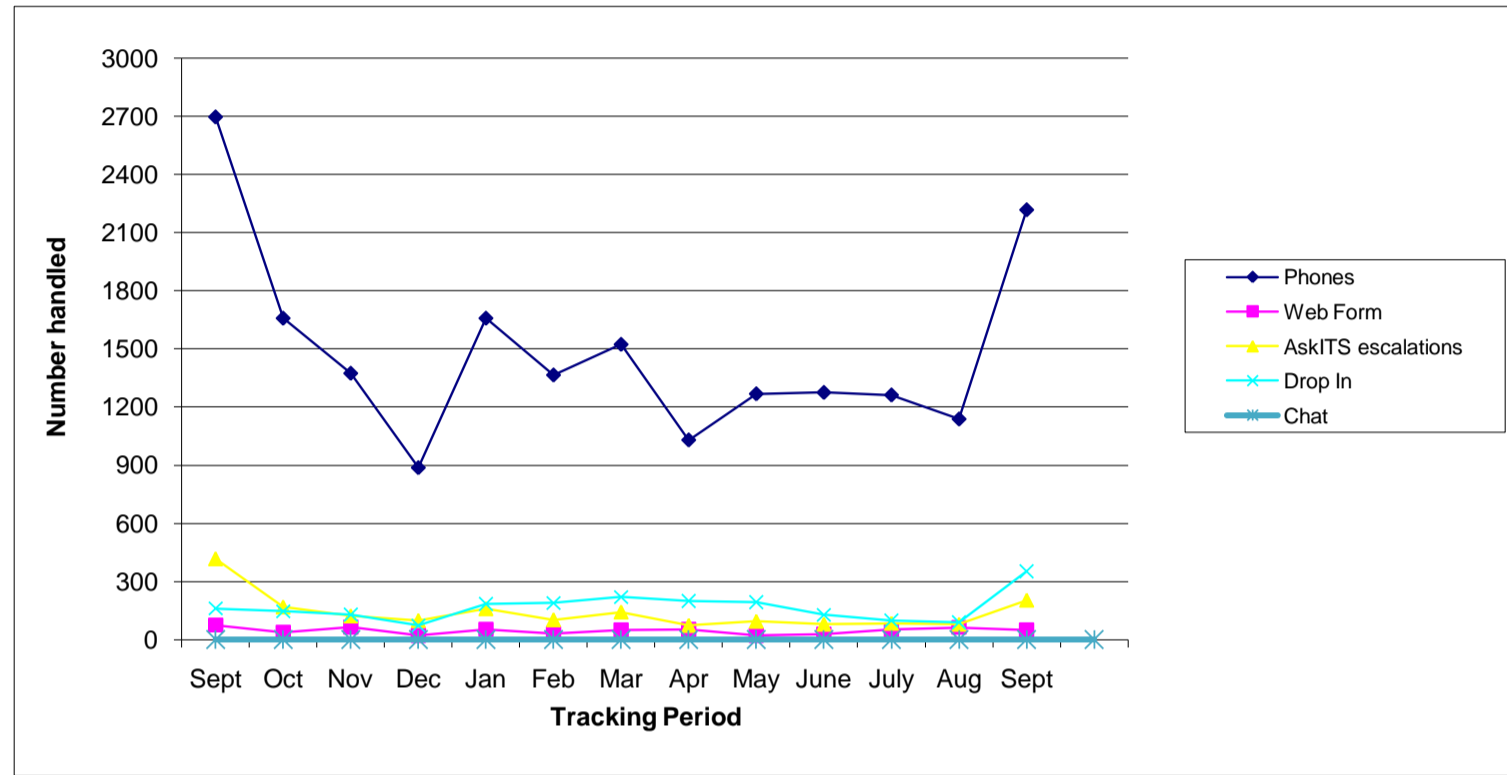


**HELP DESK SUPPORT STATISTICS FOR PERIOD:
September 2008 to September 2009**

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Total
Phones	2696	1658	1374	887	1658	1365	1523	1030	1268	1275	1262	1138	2217	19351
Web Form	75	37	65	22	54	32	50	52	22	28	51	63	49	600
AskITS escalations	416	168	122	98	159	102	142	73	94	79	84	79	203	1819
Drop In	161	146	129	73	184	189	220	200	193	128	99	90	353	2165
Chat	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Totals	3348	2009	1690	1080	2055	1688	1935	1355	1577	1510	1496	1370	2822	23935

AskITS	9770	2888	2661	2385	4536	3446	3706	3569	4251	4184	5258	4048	5084	55786
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Contact	2006/2007	2007/2008	2008/2009	2009/2010
Phones	27345	27143	19351	
Web Form	2319	1192	600	
AskITS Escalations	511	2548	1819	
Drop In	847	2521	2165	
Chat	n/a	719	n/a	
AskITS	16716	63551	55786	

