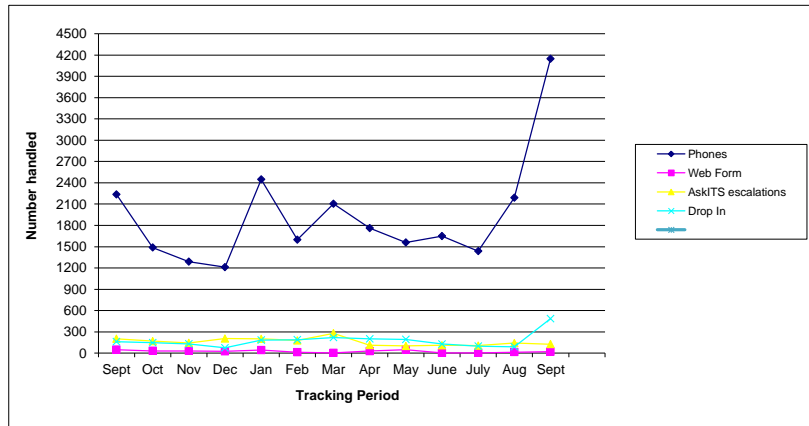


**HELP DESK SUPPORT STATISTICS FOR PERIOD:
September 2009 to September 2010**

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Total
Phones	2237	1488	1289	1211	2447	1599	2105	1761	1559	1648	1436	2189	4147	25116
Web Form	49	31	32	25	42	13	2	28	48	4	5	14	20	313
AskITS escalations	203	168	144	204	201	179	280	113	100	110	105	142	126	2075
Drop In	161	146	129	73	184	189	220	200	193	128	99	90	484	2296
Totals	2650	1833	1594	1513	2874	1980	2607	2102	1900	1890	1645	2435	4777	29800

AskITS	5084	3881	2943	3216	4019	2956	2455	1422	986	656	535	687	740	29580
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Contact	2006/2007	2007/2008	2008/2009	2009/2010
Phones	27345	27143	19351	25116
Web Form	2319	1192	600	313
AskITS Escalations	511	2548	1819	2075
Drop In	847	2521	2165	2296
				0
AskITS	16716	63551	55786	29580

