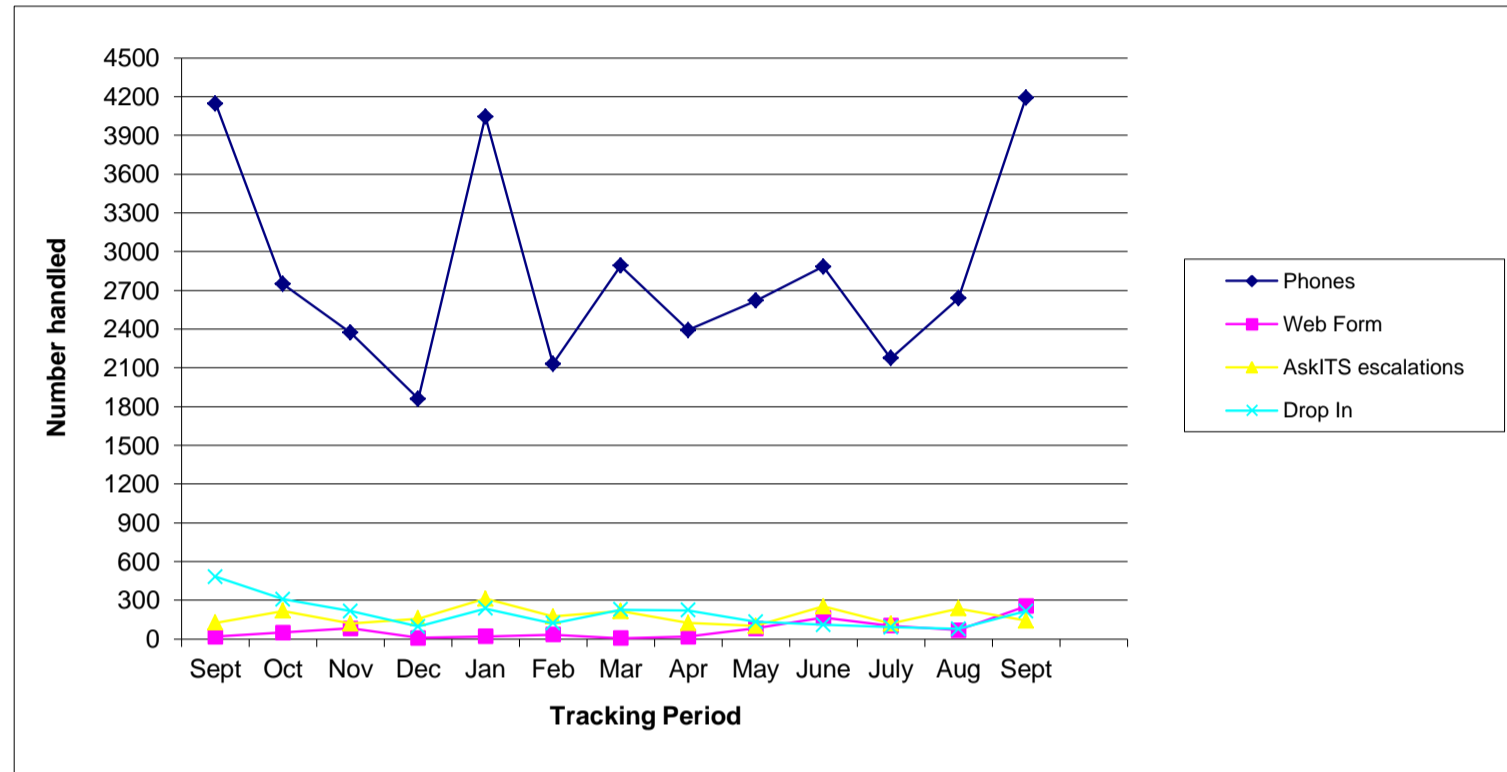


**HELP DESK SUPPORT STATISTICS FOR PERIOD:  
September 2010 to September 2011**

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Total
<b>Phones</b>	4147	2749	2372	1860	4047	2131	2891	2394	2620	2884	2175	2638	4192	<b>37100</b>
<b>Web Form</b>	20	51	84	11	21	35	8	20	83	167	104	69	256	<b>929</b>
<b>AskITS escalations</b>	126	218	121	159	313	176	216	125	101	253	119	237	143	<b>2307</b>
<b>Drop In</b>	484	307	215	98	237	123	228	224	134	112	93	78	217	<b>2550</b>
<b>Totals</b>	<b>4777</b>	<b>3325</b>	<b>2792</b>	<b>2128</b>	<b>4618</b>	<b>2465</b>	<b>3343</b>	<b>2763</b>	<b>2938</b>	<b>3416</b>	<b>2491</b>	<b>3022</b>	<b>4808</b>	<b>42886</b>

AskITS	740	1017	838	663	743	446	588	646	1210	1744	1952	1955	1658	14200
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Contact	2008/2009	2009/2010	2010/2011	2011/2012
Phones	19351	22694	37100	
Web Form	600	313	929	
AskITS Escalations	1819	2075	2307	
Drop In	2165	2296	2550	
AskITS	55786	29580	14200	

