

## Attachment K - ServiceDeskStats12Months

Assignment Group	Incidents
Empty	499
Admins	12
Cloud Services Support	10
Cognos BI Data Analytics	2
Cyber Engineering	87
Cyber Information Assurance	38
Cyber Operations	1015
Data Center	2067
Desktop Engineering	1538
Desktop Support	7
Desktop Support - ALB	310
Desktop Support - MGN	1352
Desktop Support - PGH	1412
EDX	9
Enterprise Applications	565
Executive Support	466
Meeting Room Support - ALB	20
Meeting Room Support - MGN	228
Meeting Room Support - PGH	96
Mobile Support - ALB	34
Mobile Support - MGN	158
Mobile Support - PGH	614
Networks - ALB	185
Networks - MGN	646
Networks - PGH	736
Oracle Database Support	110
Research and SciLAN	1981
Service Center	61
Service Desk	20014
SharePoint	233
SQL Database Support	8
Telecomm - ALB	88
Telecomm - MGN	465
Telecomm - PGH	548
VTC - ALB	1
VTC - MGN	38
VTC - PGH	130
Wireless Support	2

Categories	Incidents
Empty	524
Access	15996
Cloud Services	8
Data Center	844
Enterprise Applications	901
Hardware	5932
inquiry	547
Meeting Room Services	506
Network	1601
Research	741
Security Operations	582
Software on Workstation	7703

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Channel	Percent
Empty	1.5%
Alert	0.8%
Email	14.6%
Phone	67.8%
PTS	0.1%
Self Service	13.8%
Walk-In	1.6%

Requested Item Type	Requests
Active Directory Password Assistance	1
Application Installation Assistance	63
Cancel WebEx Account	3
Cyber Investigation	3
Data Center Access	1
Desk Phone and Voicemail	14
Email Address Book Update	15
Email Encryption for Mobile Device	1
Email Forward Exemption	2
Email Services	295
Entrust Email Encryption	60
File and Directory Services	943
File Transfer Request (FTP)	25
General Request	2242
HP Business Slim Keyboard & Mouse	108
HP Docking Station	223
IT General Request	2296
Loaner Laptop	11
Logitech Webcam C920E	149
Machine Badge Exemption	28
Microsoft Teams Creation	120
Microsoft Teams Guest Account Creation	121
Mobile Communications	19
NETL PTS Expiration Date Extension	103
NETL PTS Inter Site Move (new site)	129
NETL PTS Intra Site Move (same site)	170
NETL PTS Name Change	20
NETL PTS New Hire	466
NETL PTS Terminate	278
NETL PTS Terminate External User SciLAN	7
NETL PTS Transfer	81
Network Connectivity	7
New Workstation Request	121
Non-Standard Hardware Request	45
Phone Scam or Email Phishing	7
Plantronics Headset	130
Printer Assistance	16
Request a WebEx Account	60
Request a WebEx Session	45
RSA Token	5
Samsung Monitor 34	129
Server Build Request	5
Service Category Request	1
SharePoint Assistance	20
SharePoint Site Request	37
Software Whitelist	81

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StarTech Portable 3 port USB Hub	120
Storage Space Request	3
UnBlock Website	23
Visitor Offices	11
Workstation Shutdown Exemption	52