



AS IT MONTHLY REPORTS

For November 2020

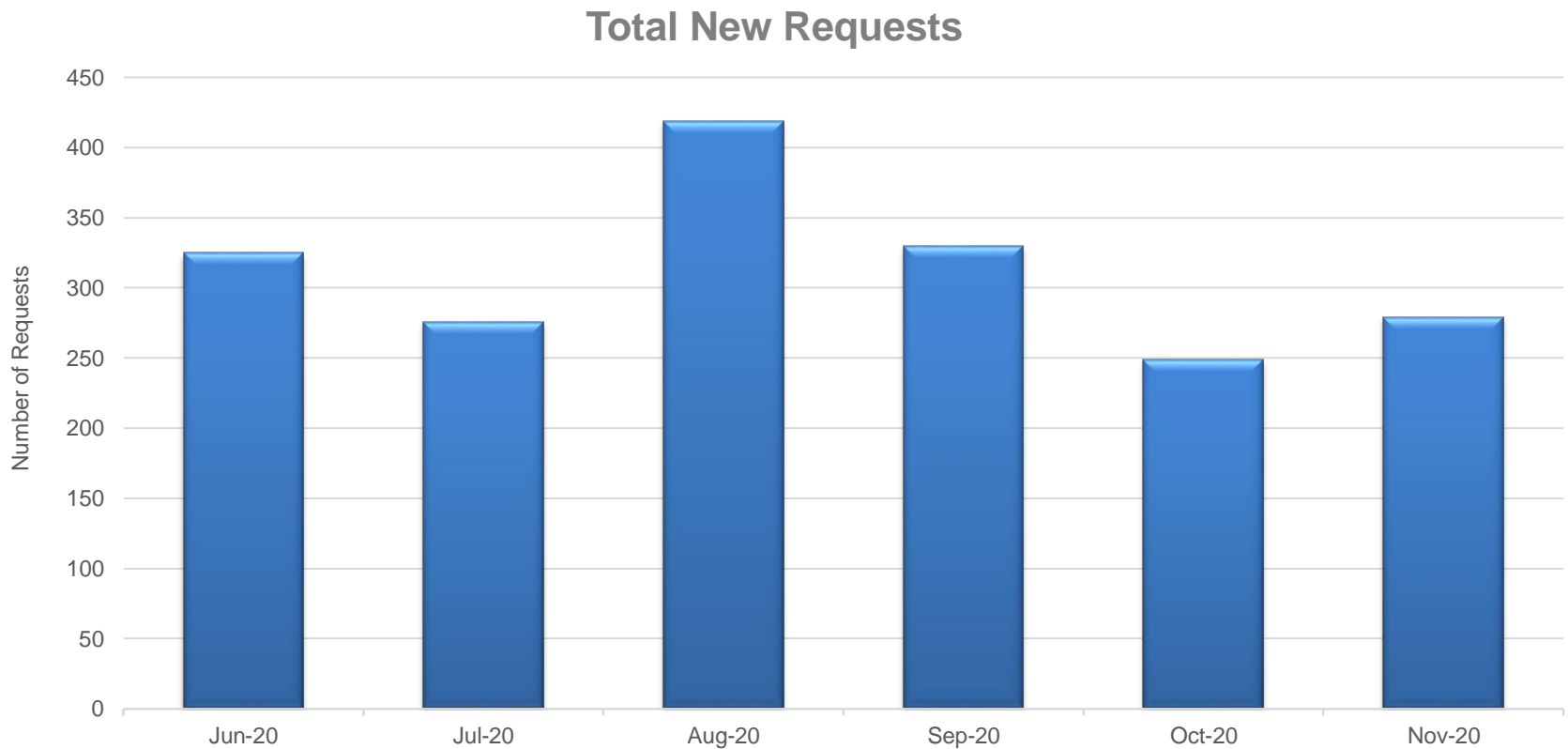


Contents

- Service Desk Reports
- Aging Report
- Website Reports
- Customer Satisfaction Report



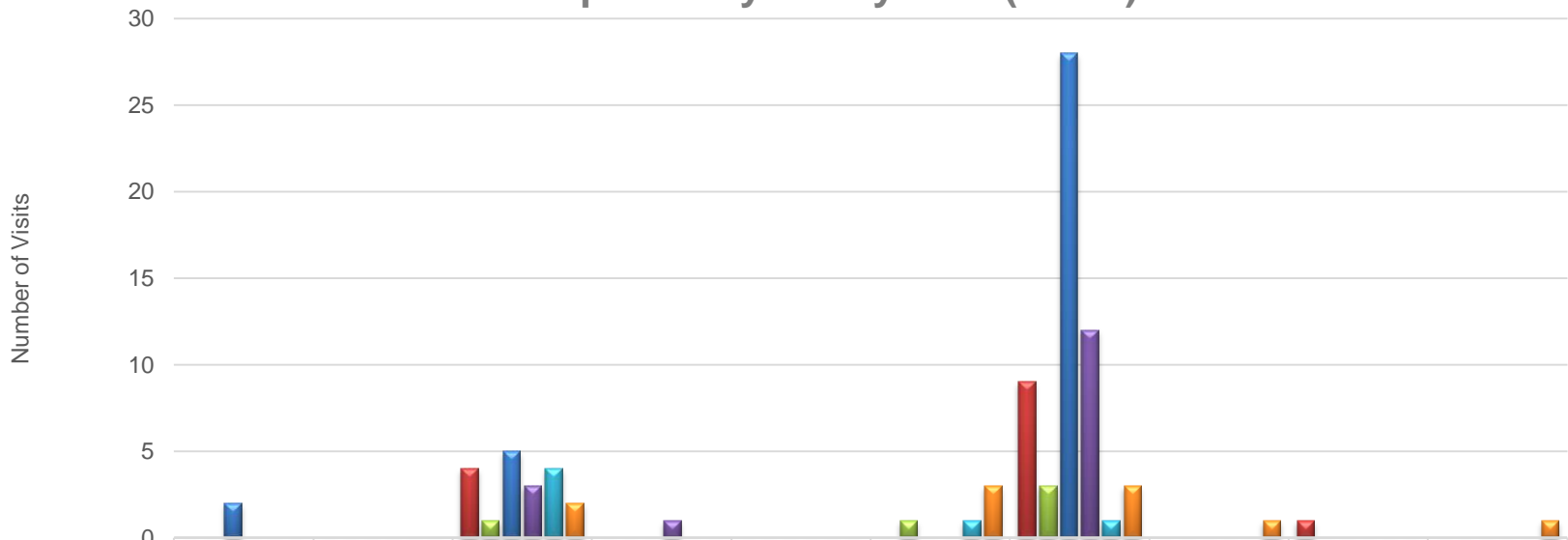
Service Desk Reports November 2020





Service Desk Reports November 2020

Requests By BU System (1 of 3)

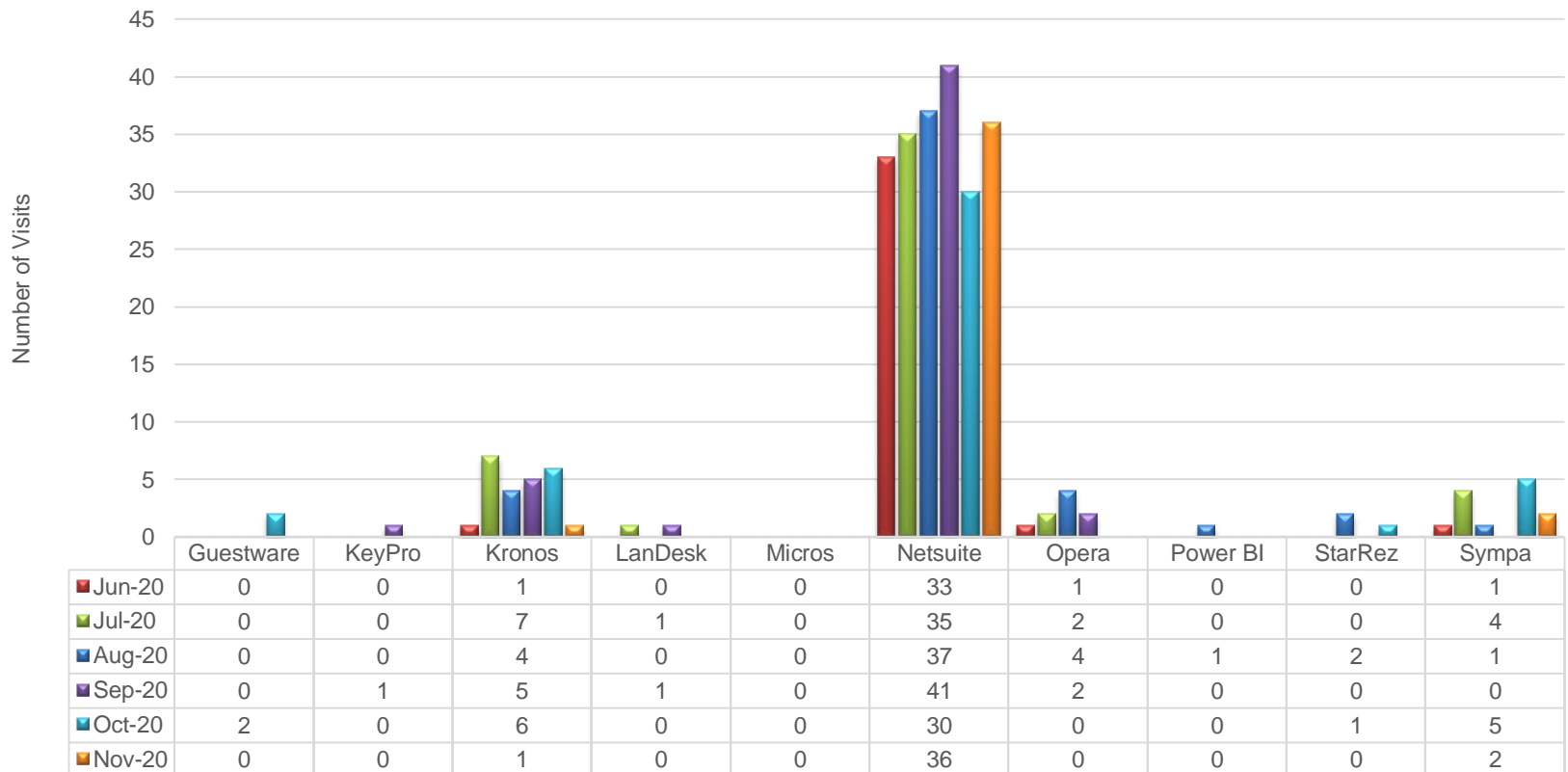


	22Mile	Agilysys	CBORD	CAPS	Clearpass	CMS	Custom Publishing	DSS	Delphi	Genetec
Jun-20	0	0	4	0	0	0	9	0	1	0
Jul-20	0	0	1	0	0	1	3	0	0	0
Aug-20	2	0	5	0	0	0	28	0	0	0
Sep-20	0	0	3	1	0	0	12	0	0	0
Oct-20	0	0	4	0	0	1	1	0	0	0
Nov-20	0	0	2	0	0	3	3	1	0	1



Service Desk Reports November 2020

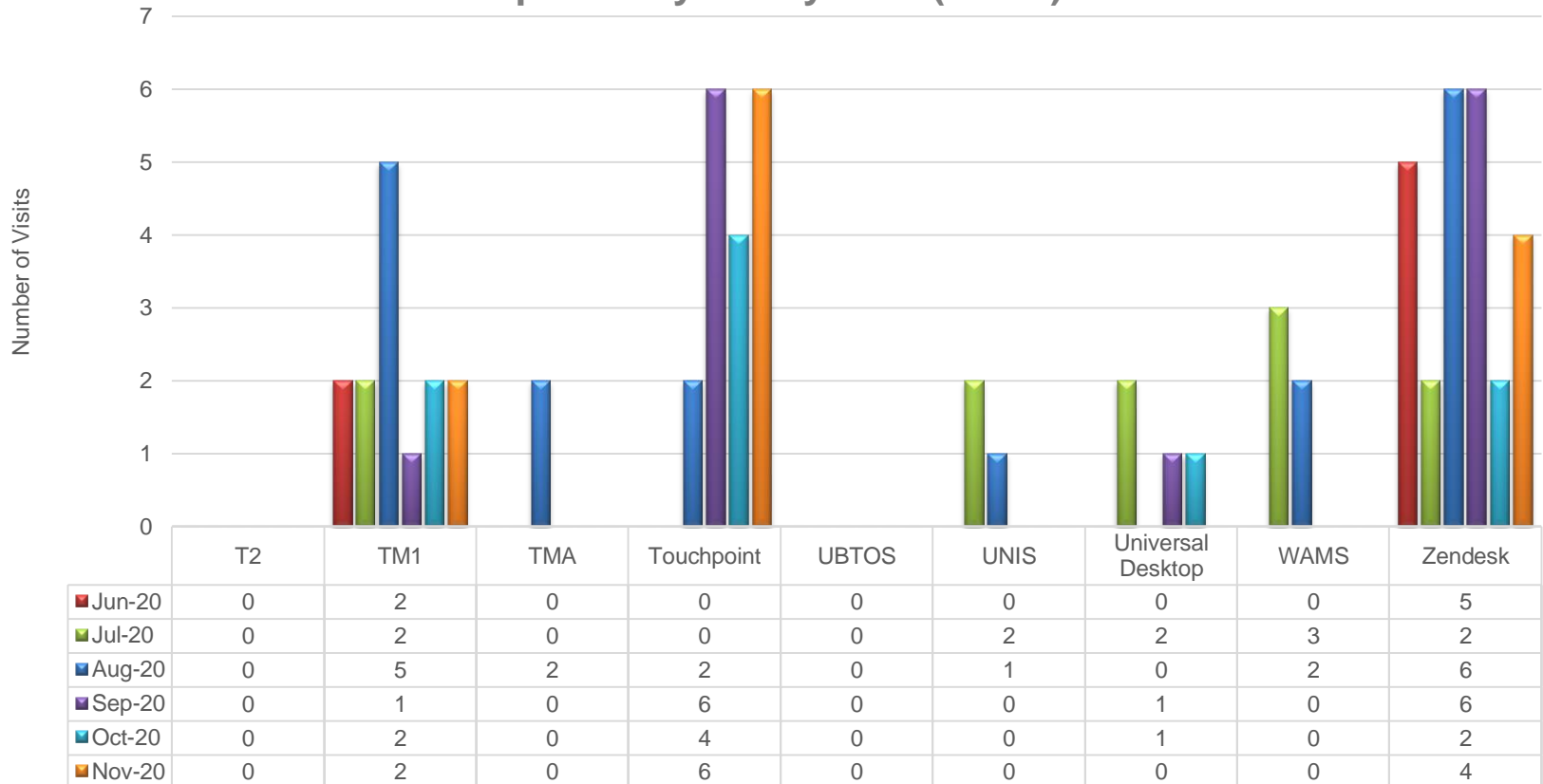
Requests By BU System (2 of 3)





Service Desk Reports November 2020

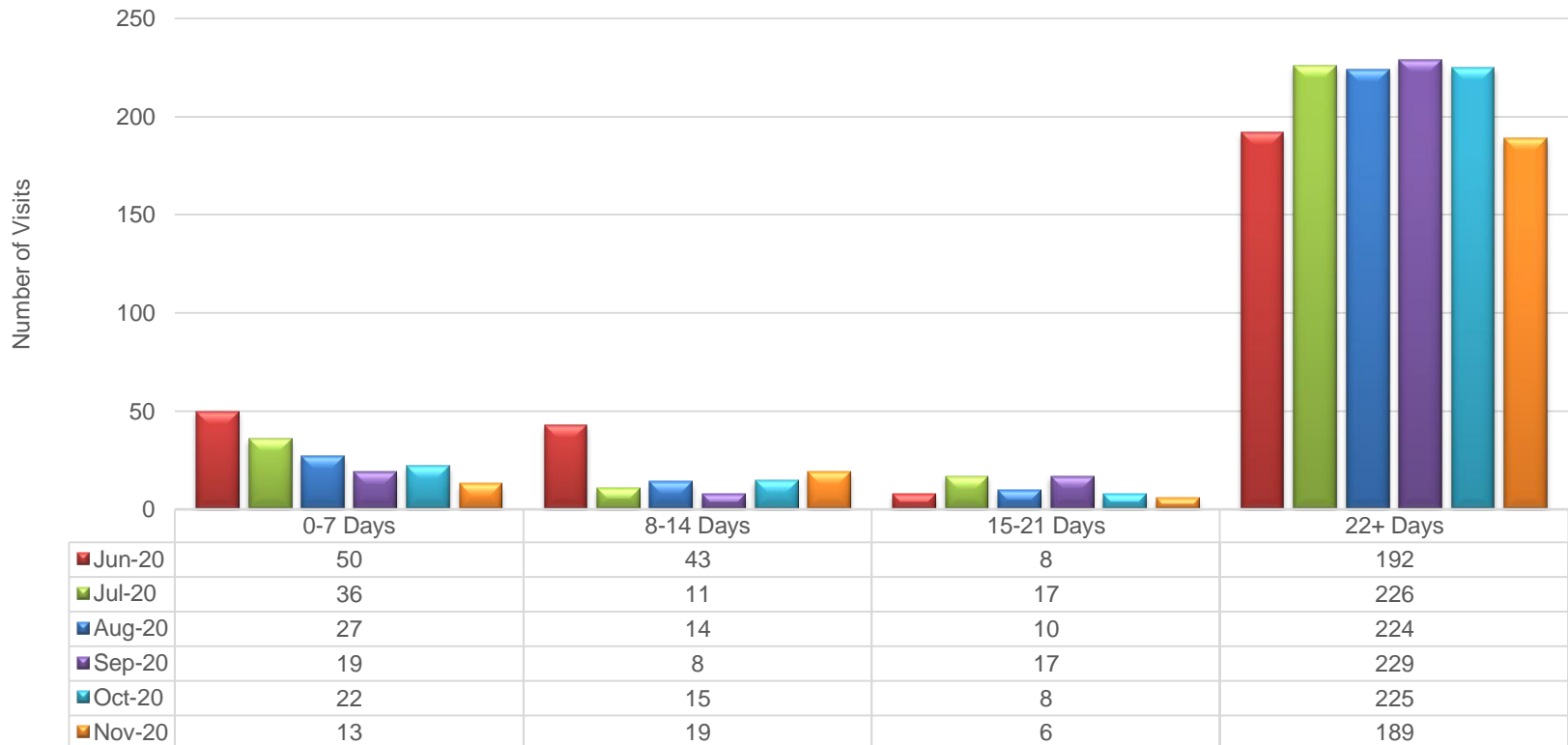
Requests By BU System (3 of 3)





Service Desk Reports November 2020

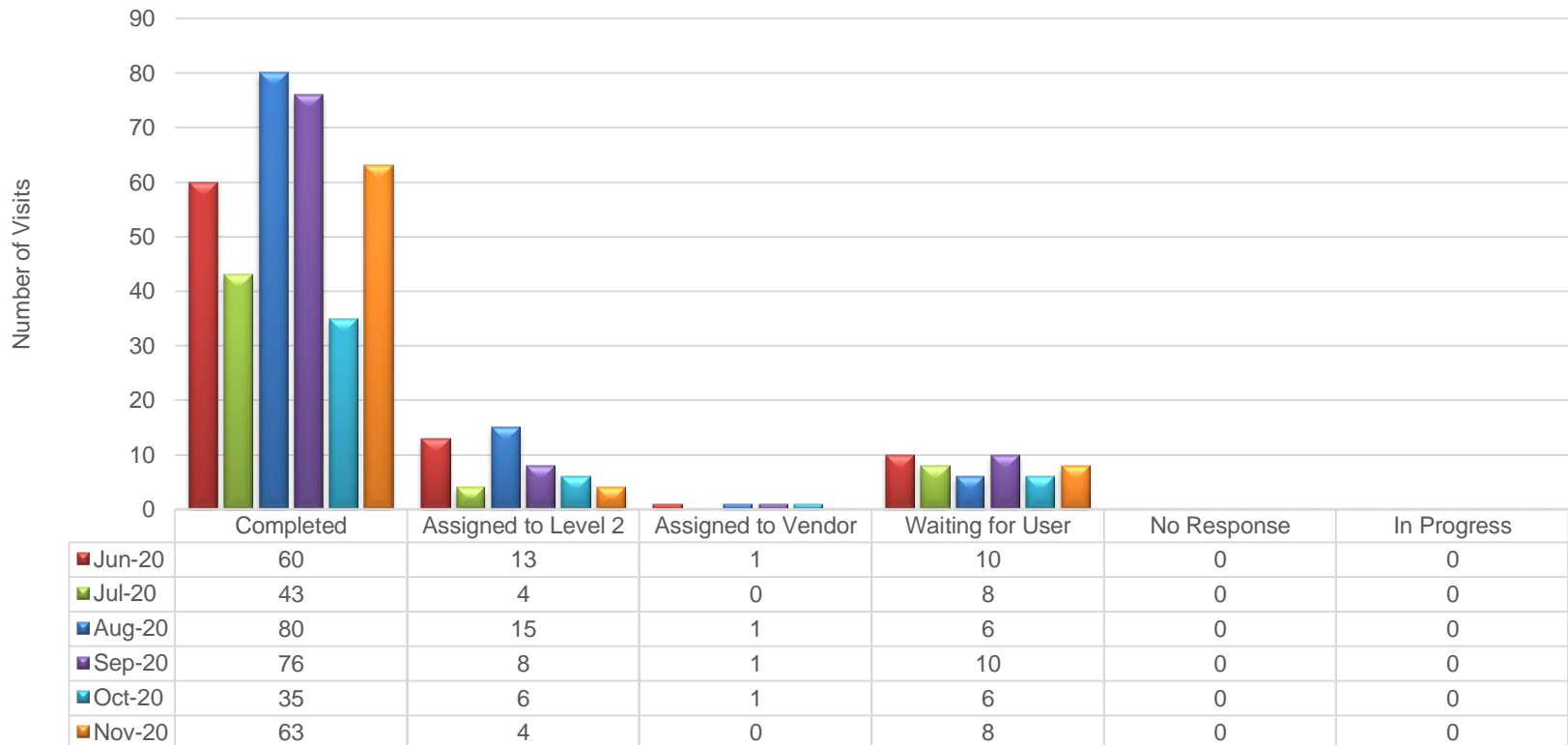
Open Requests Aging Report





Service Desk Reports November 2020

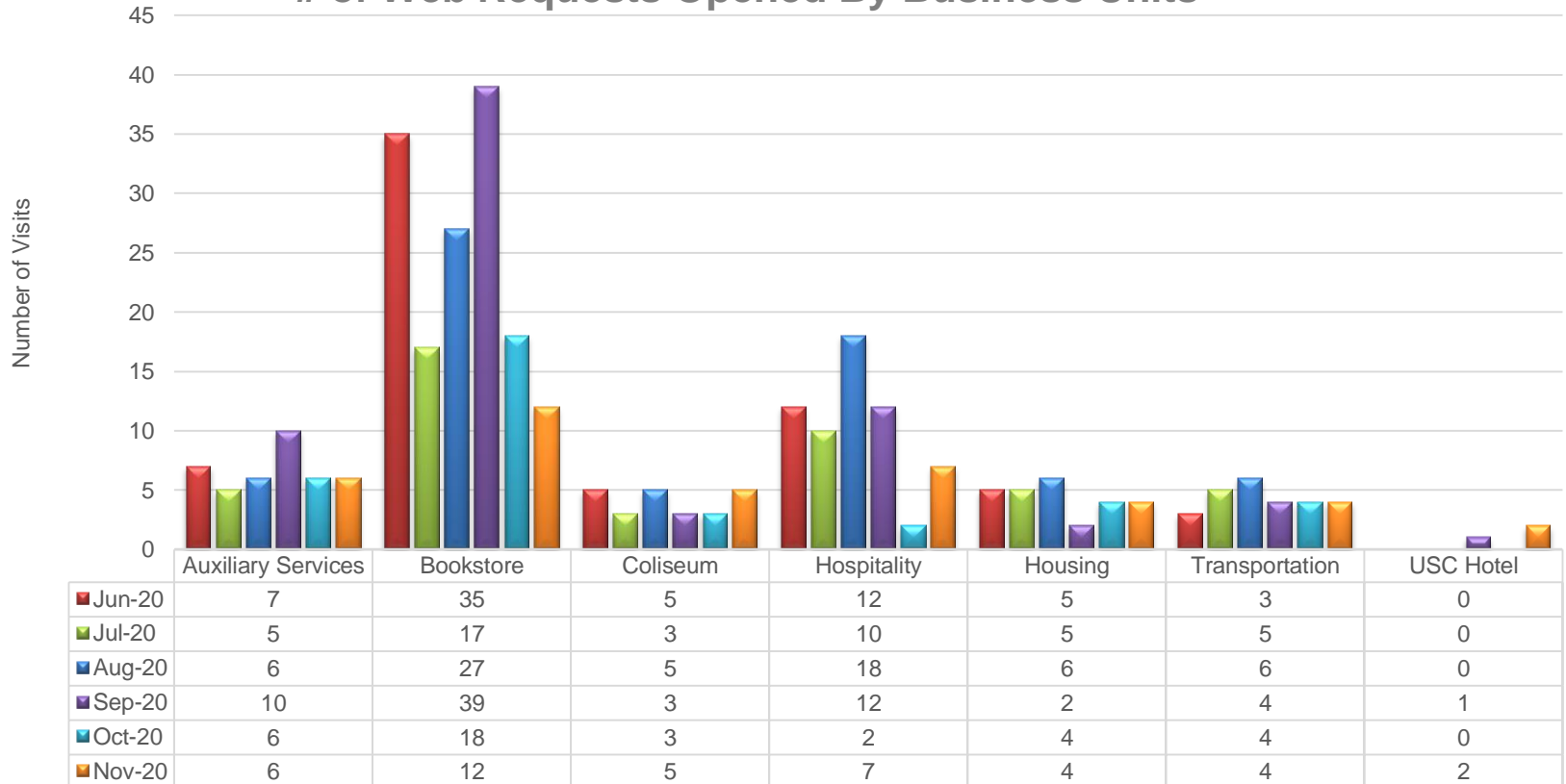
of Web Requests Opened By Status





Service Desk Reports November 2020

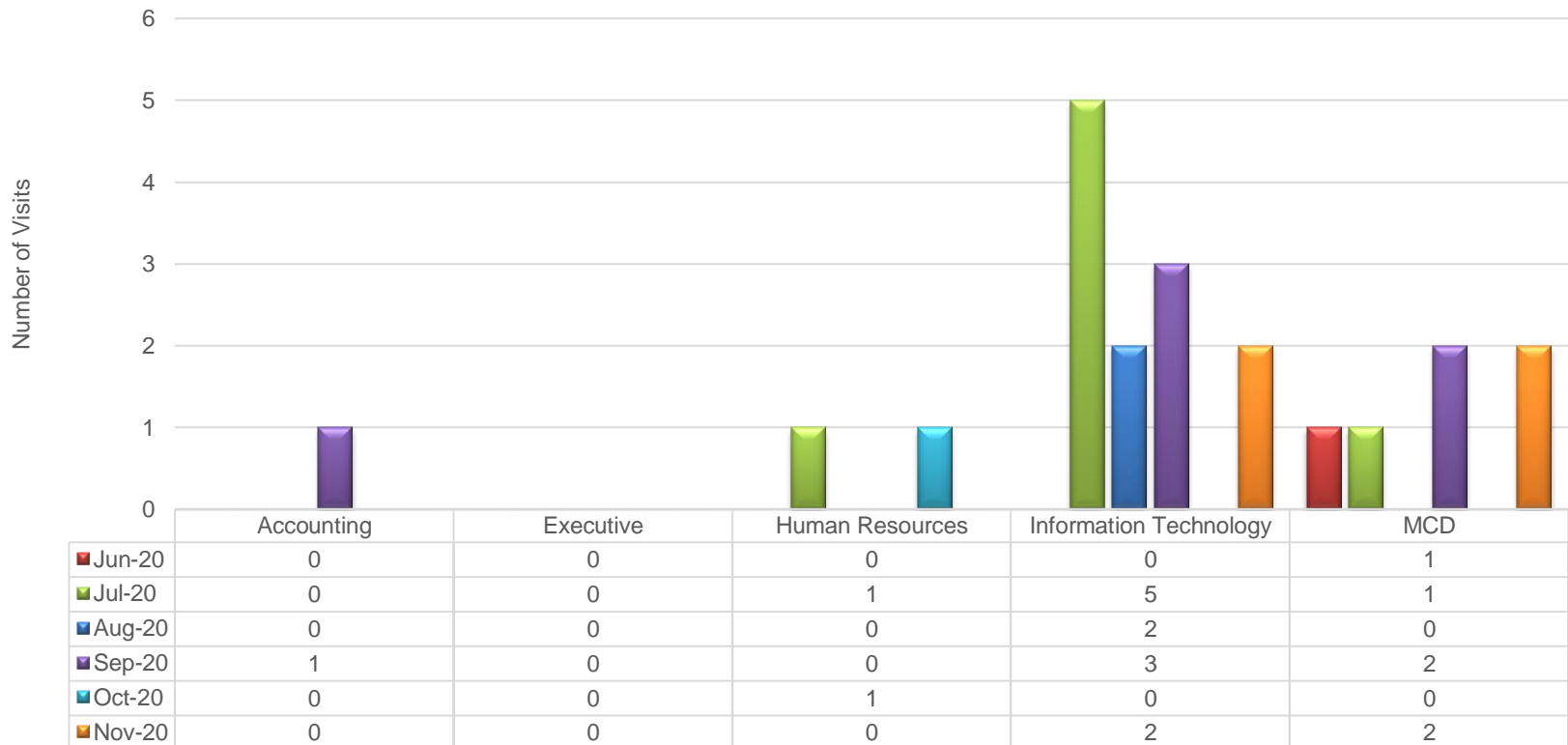
of Web Requests Opened By Business Units





Service Desk Reports November 2020

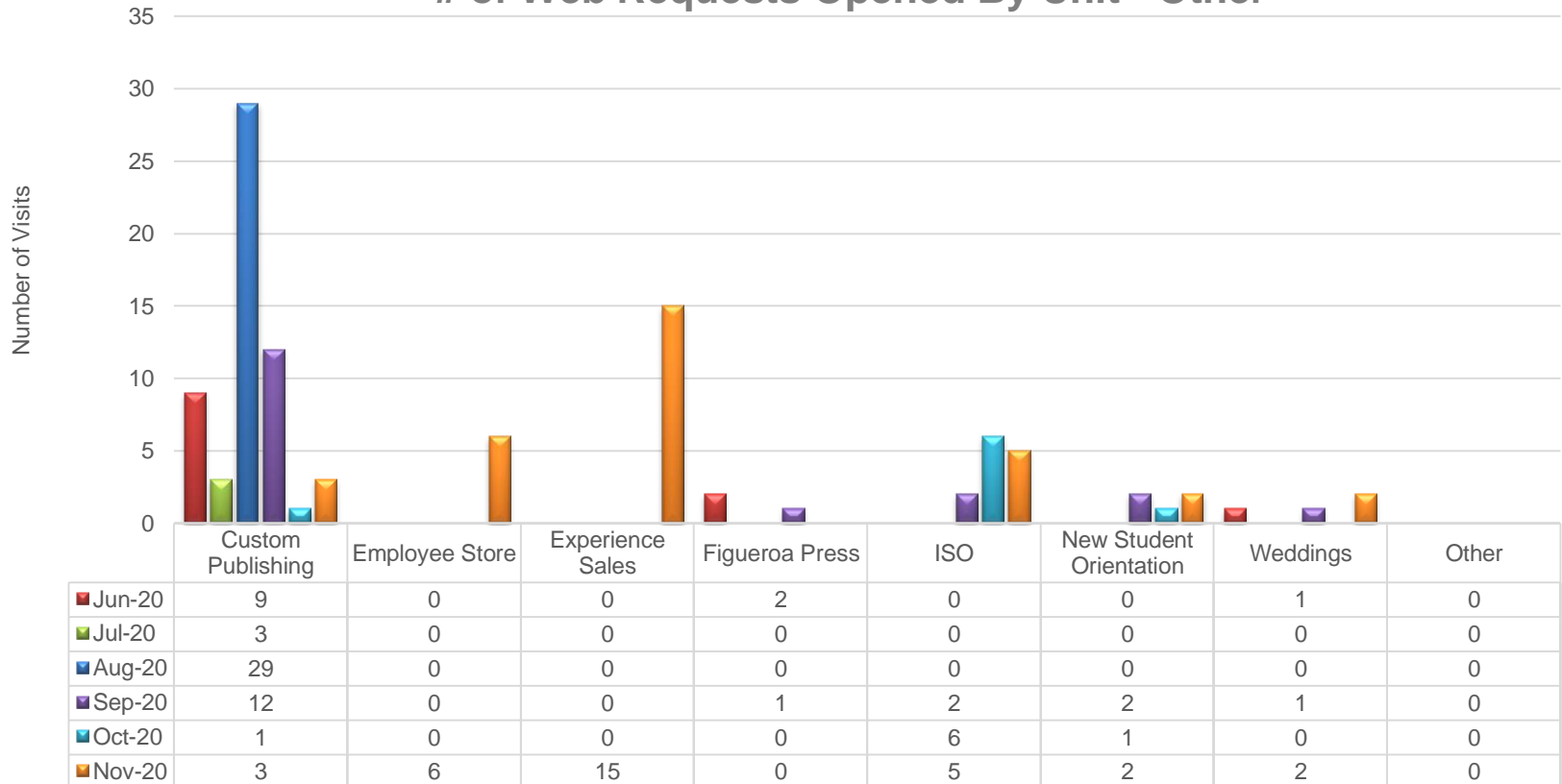
of Web Requests Opened By Shared Services





Service Desk Reports November 2020

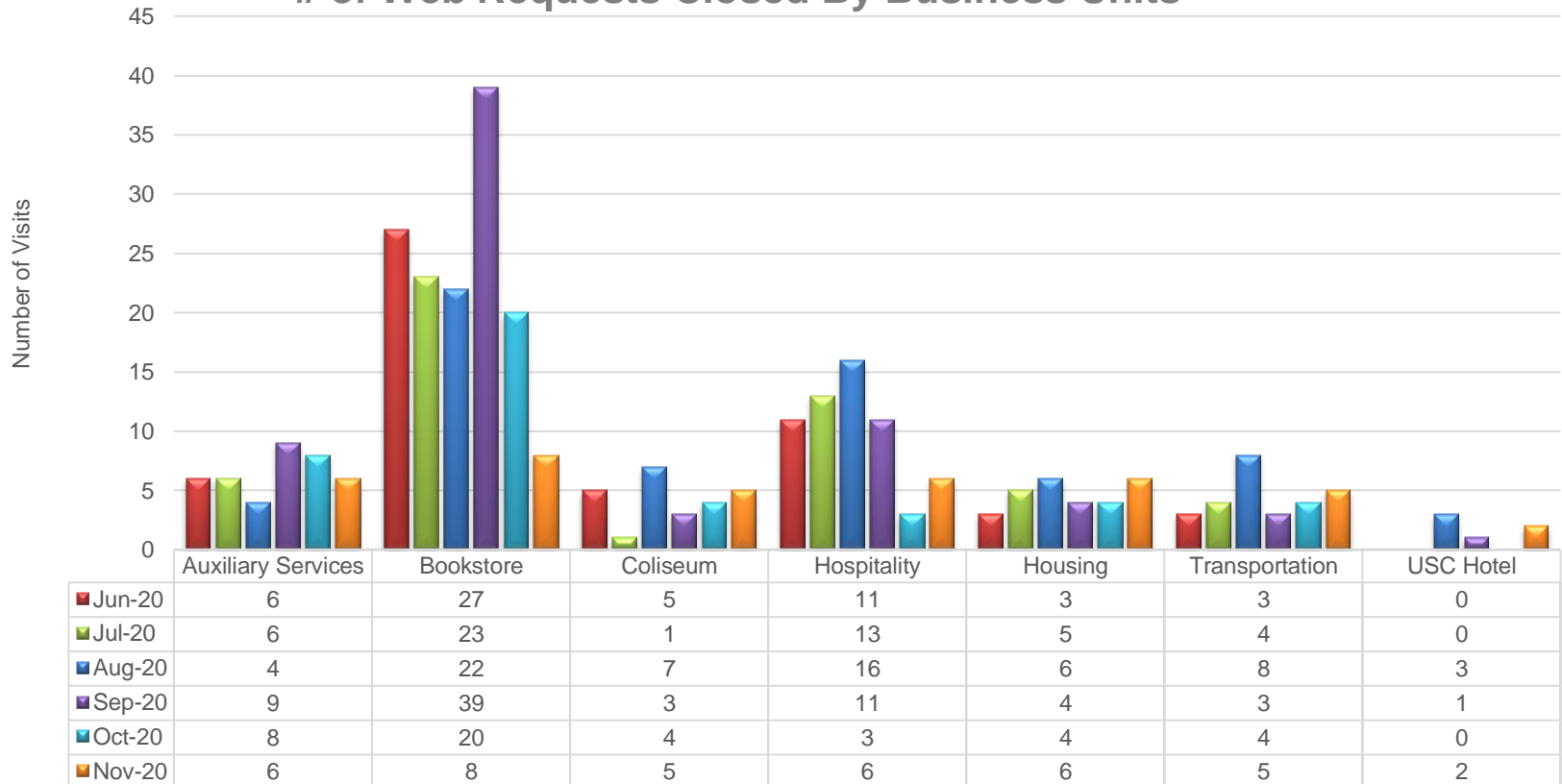
of Web Requests Opened By Unit - Other





Service Desk Reports November 2020

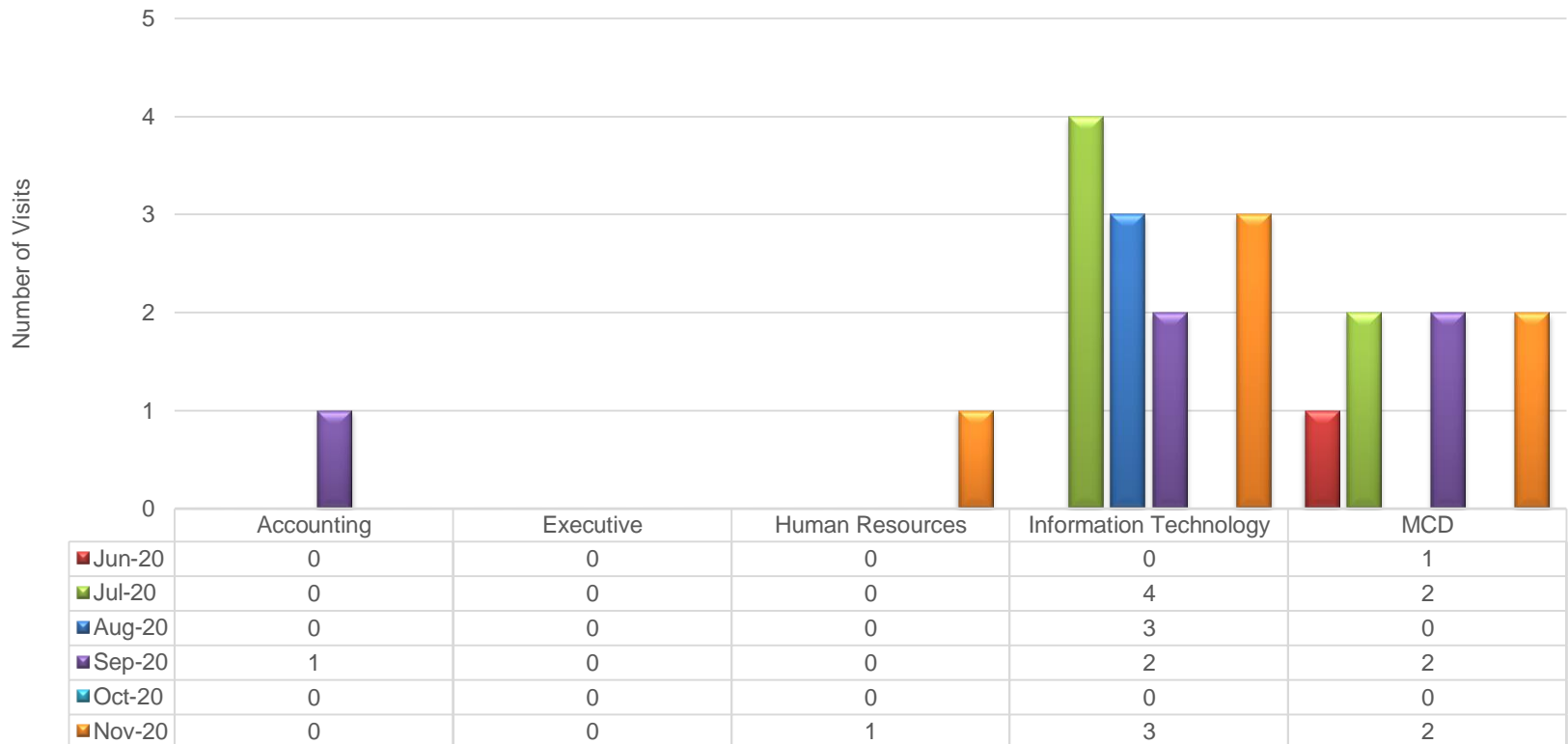
of Web Requests Closed By Business Units





Service Desk Reports November 2020

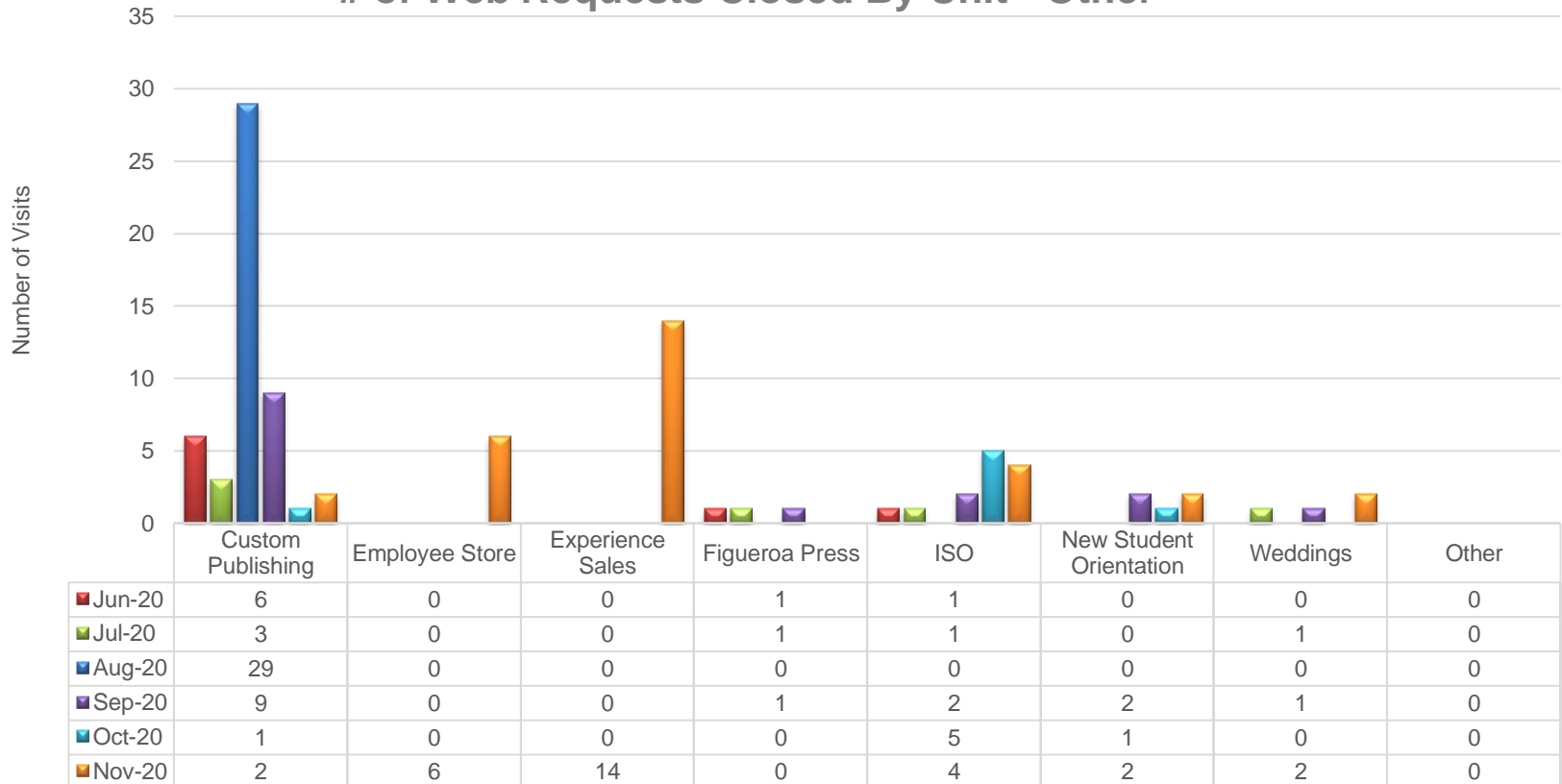
of Web Requests Closed By Shared Services





Service Desk Reports November 2020

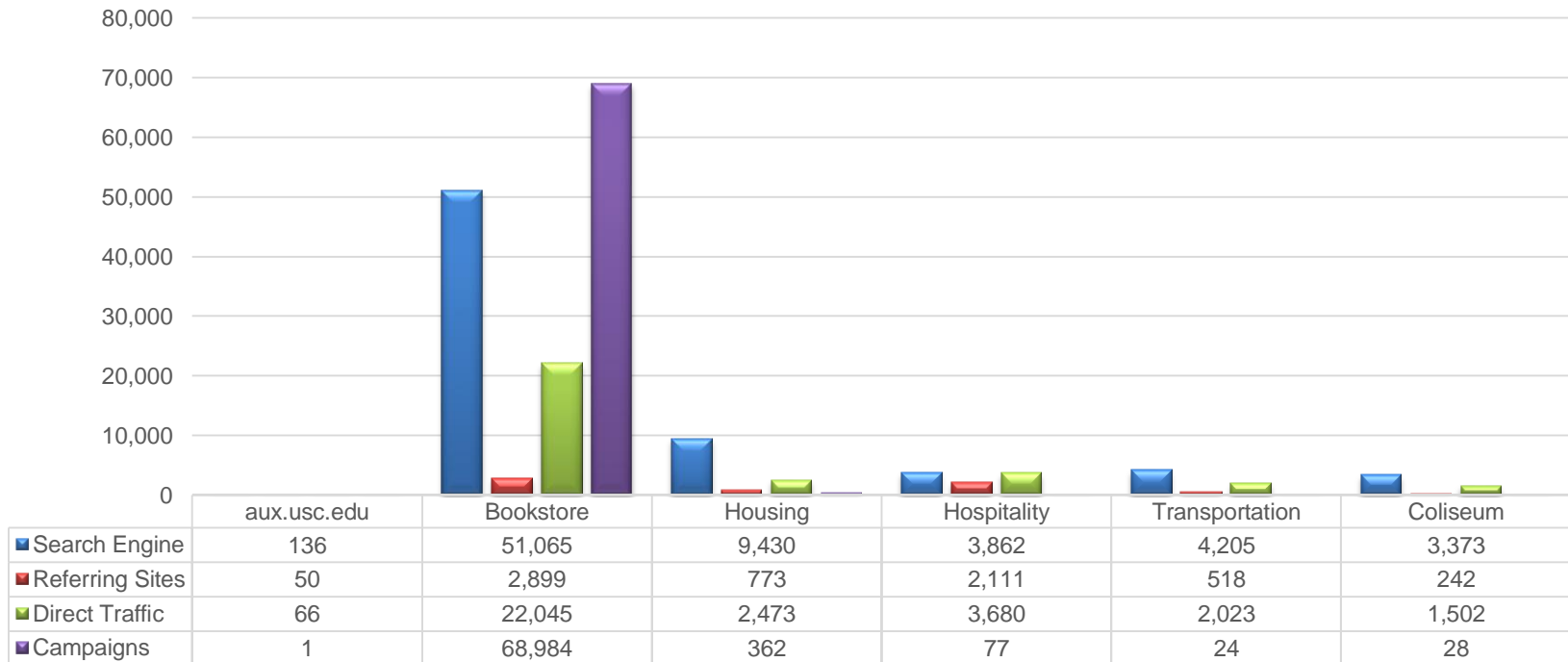
of Web Requests Closed By Unit - Other





Website Reports November 2020

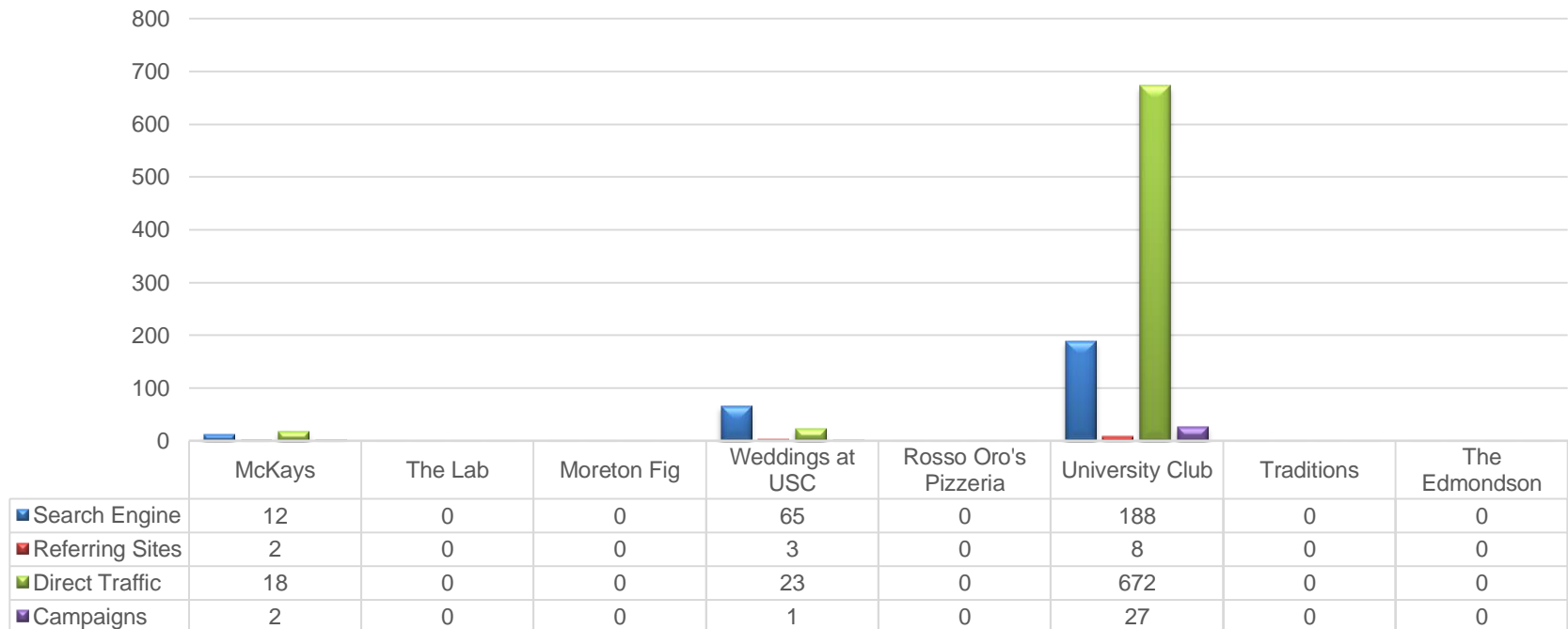
November 2020 Traffic Sources - BU Main Sites





Website Reports November 2020

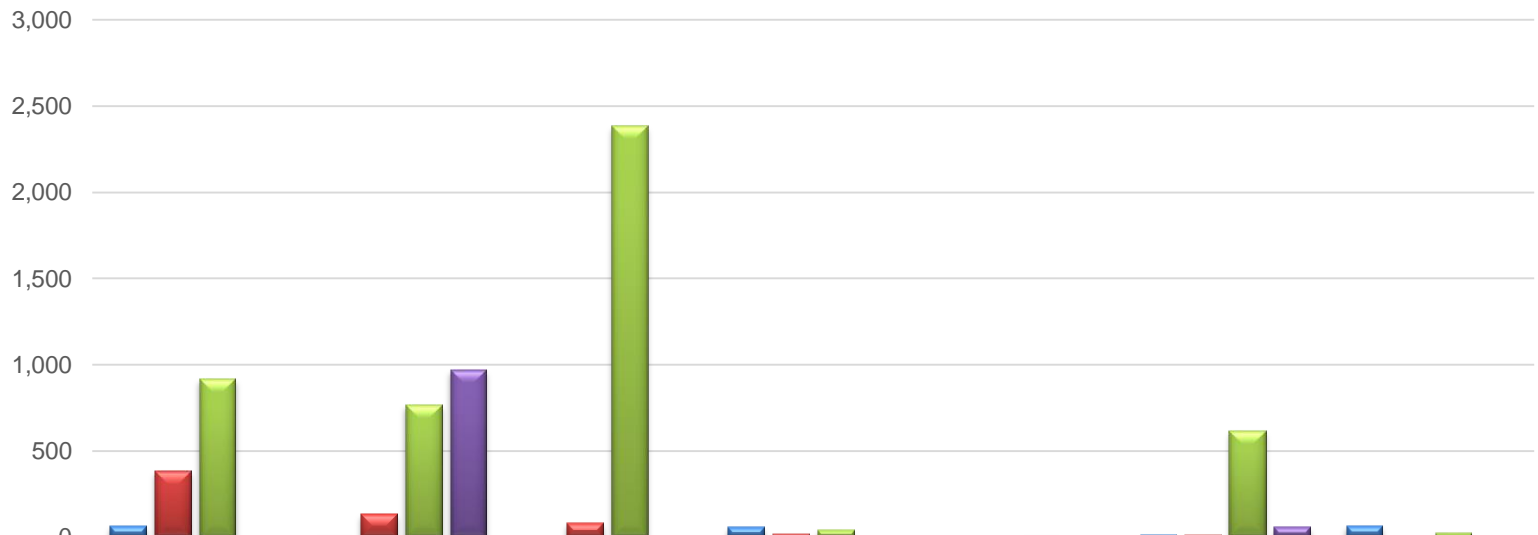
November 2020 Traffic Sources - HSP Micro Sites (Desktop)





Website Reports November 2020

November 2020 Traffic Sources - Other Sites

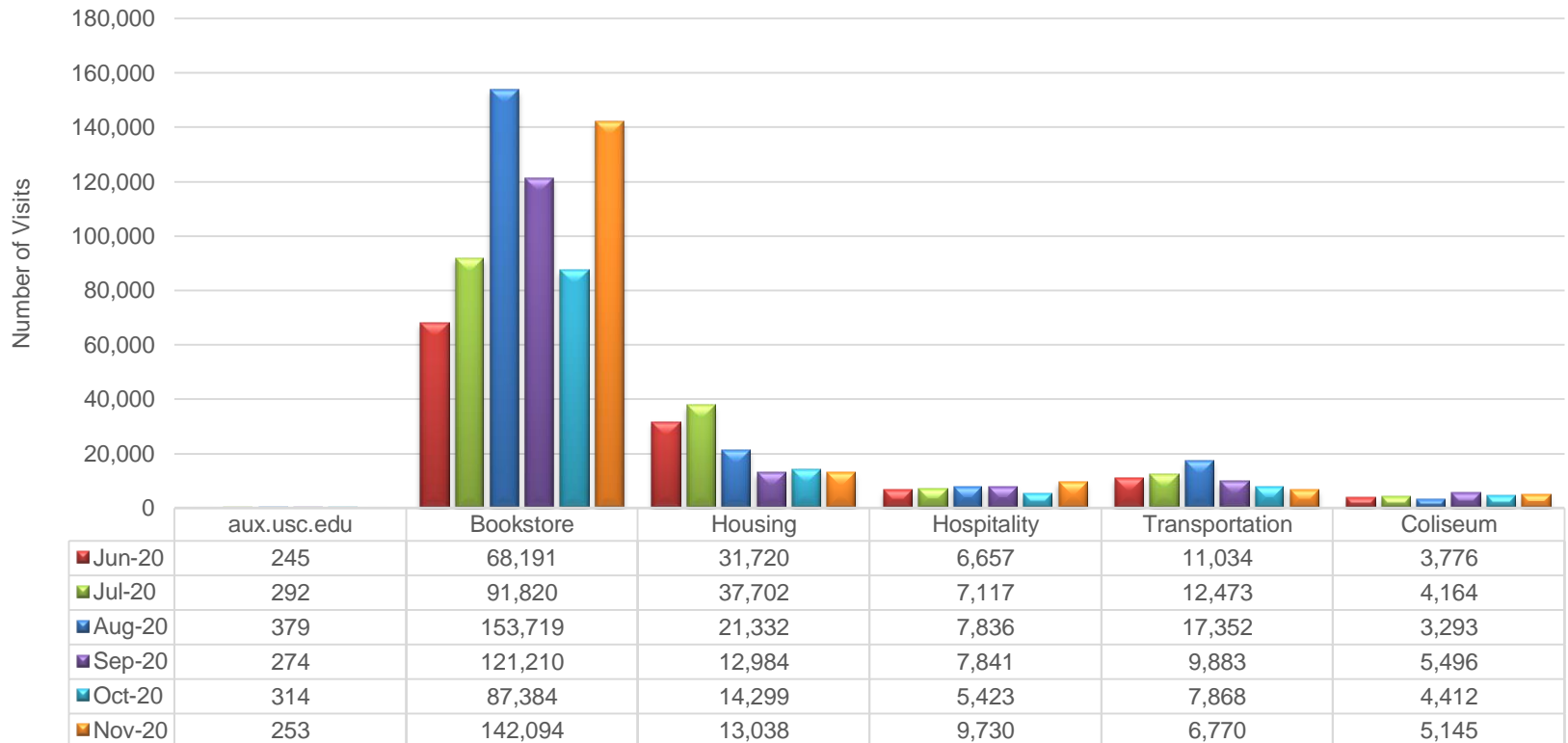


	Custom-Publishing	Experiences LA Coliseum	Employee Store	Figueroa Press	New Student Orientation	PPE Bookstore	Weddings at USC
Search Engine	63	7	5	58	1	14	65
Referring Sites	382	134	81	19	1	11	3
Direct Traffic	918	767	2386	40	7	615	23
Campaigns	0	972	0	0	1	61	1



Website Reports November 2020

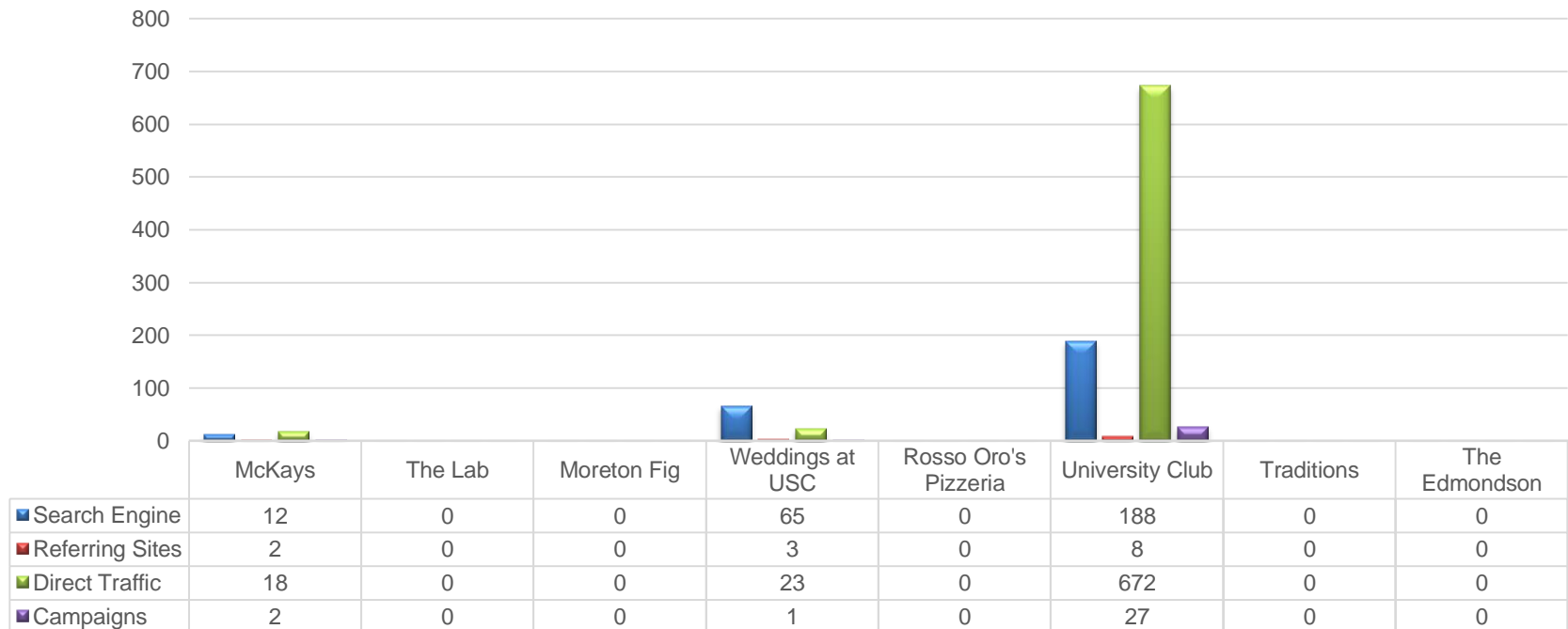
Web Visits Per Month - BU Main Sites





Website Reports November 2020

November 2020 Traffic Sources - HSP Micro Sites (Desktop)





Website Reports November 2020

Web Visits Per Month - HSP Micro Sites (Mobile)

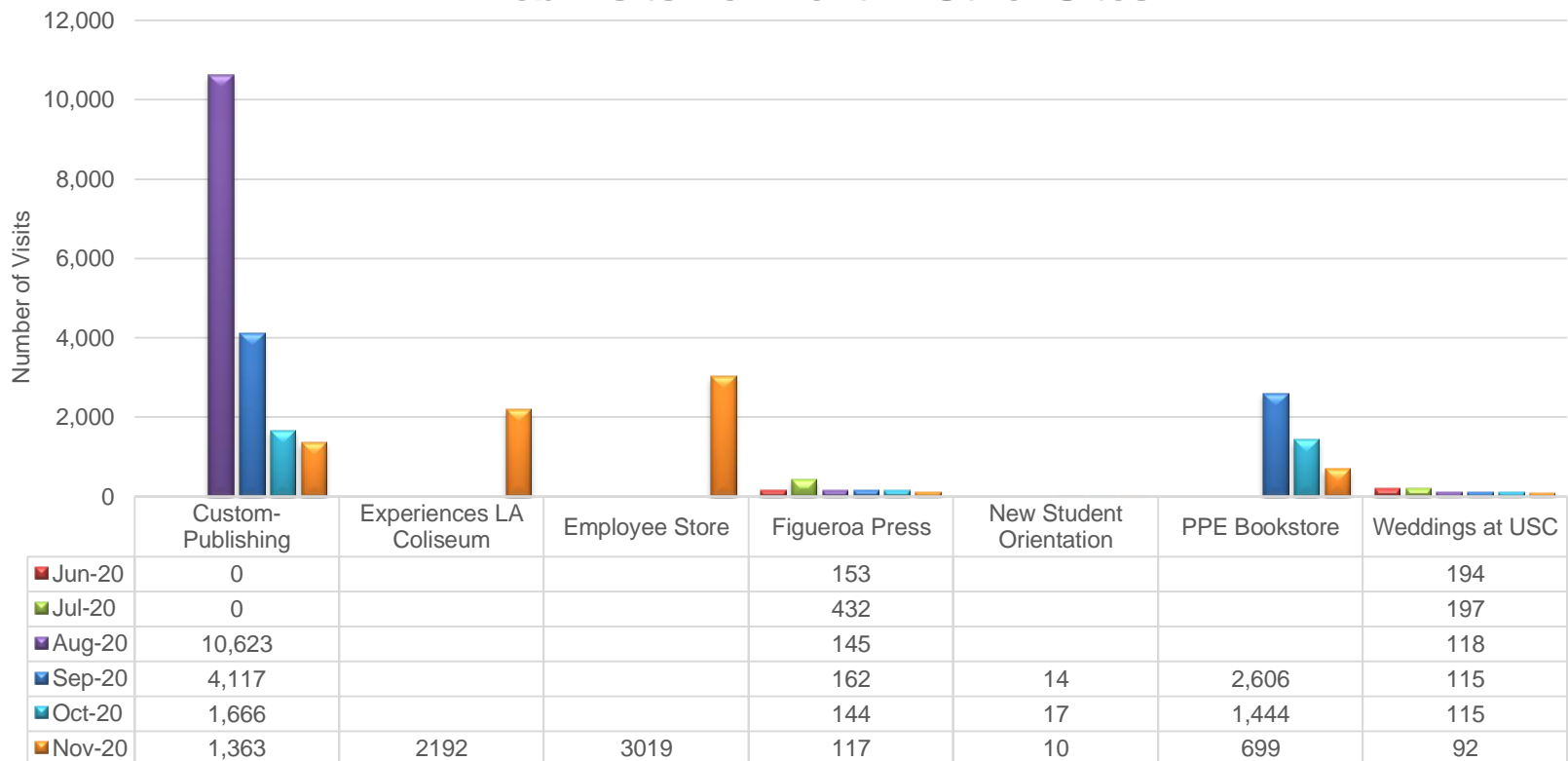


	McKays	The Lab	Moreton Fig	Seeds Marketplace	Traditions
Jun-20	0	0	0	0	0
Jul-20	0	0	0	0	0
Aug-20	42	0	0	0	0
Sep-20	110	0	0	0	0
Oct-20	82	0	0	0	0
Nov-20	34	0	0	0	0



Website Reports November 2020

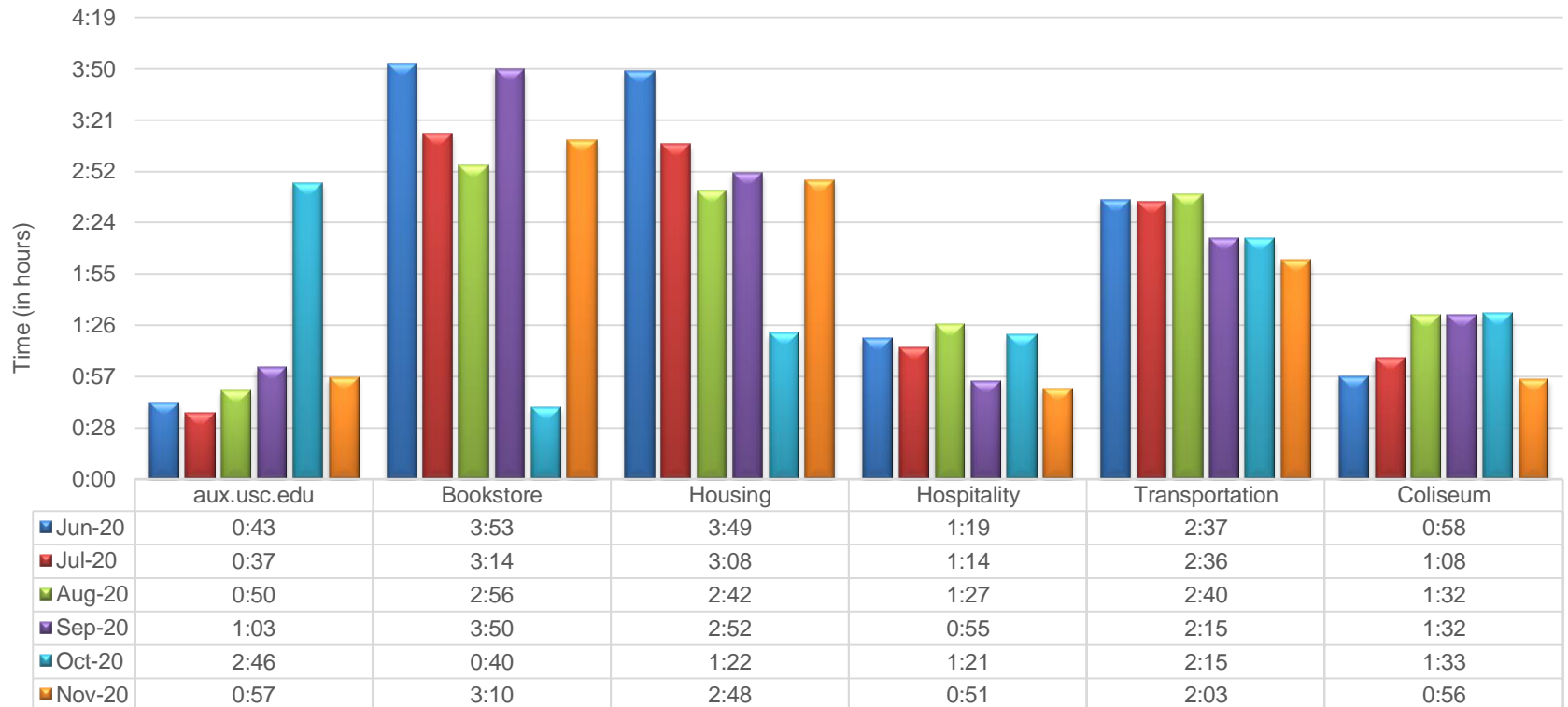
Web Visits Per Month - Other Sites





Website Reports November 2020

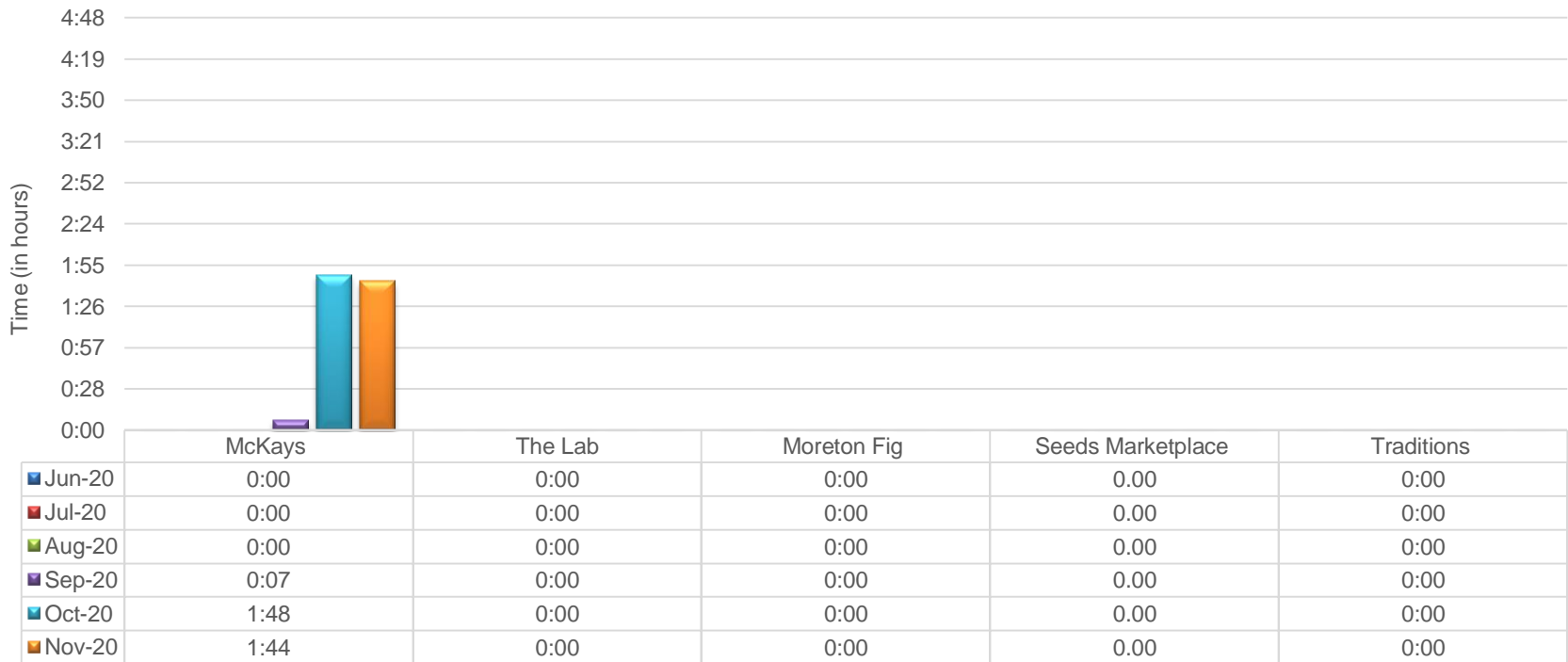
Average Time Spent on Website - BU Main Sites





Website Reports November 2020

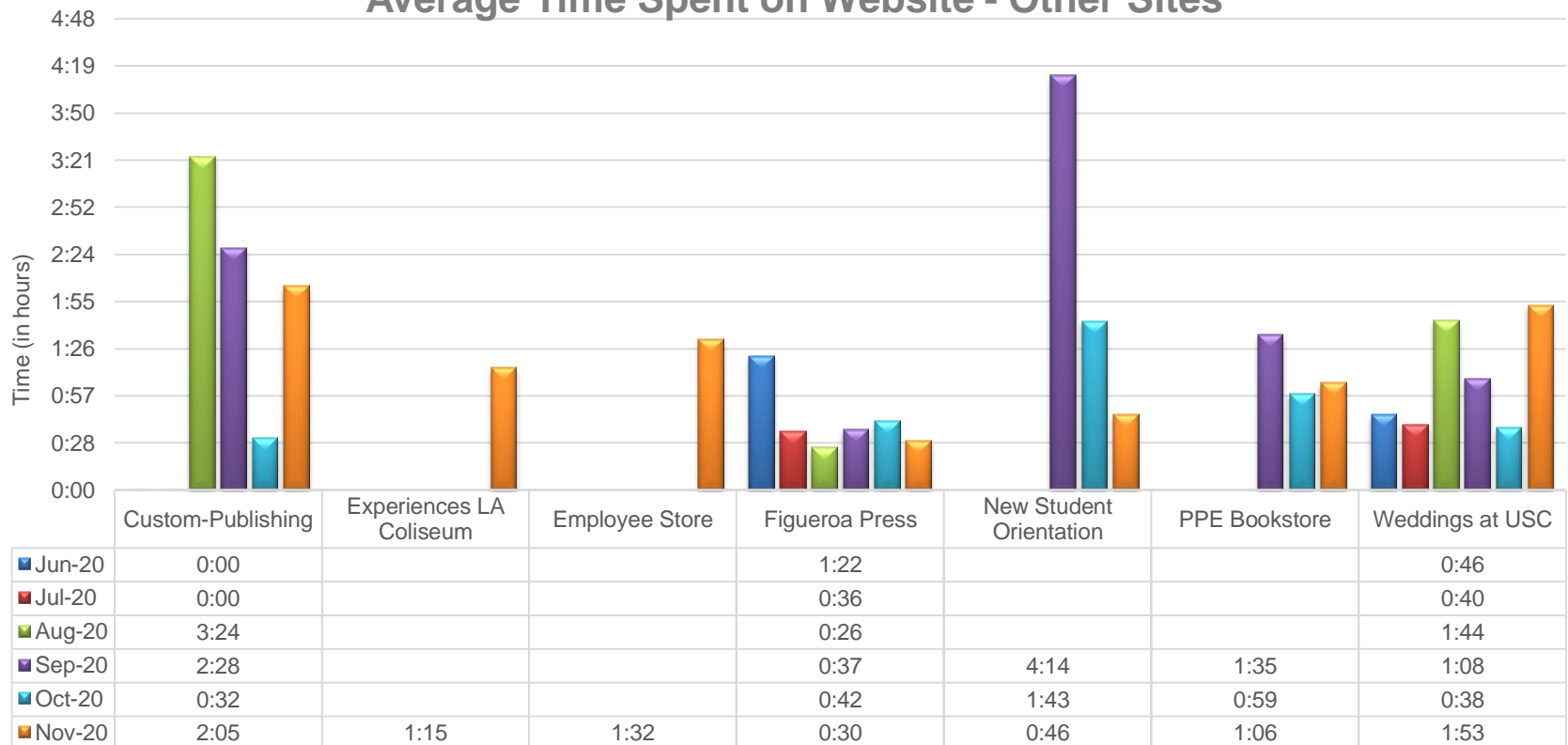
Average Time Spent on Website - HSP Micro Sites (Mobile)





Website Reports November 2020

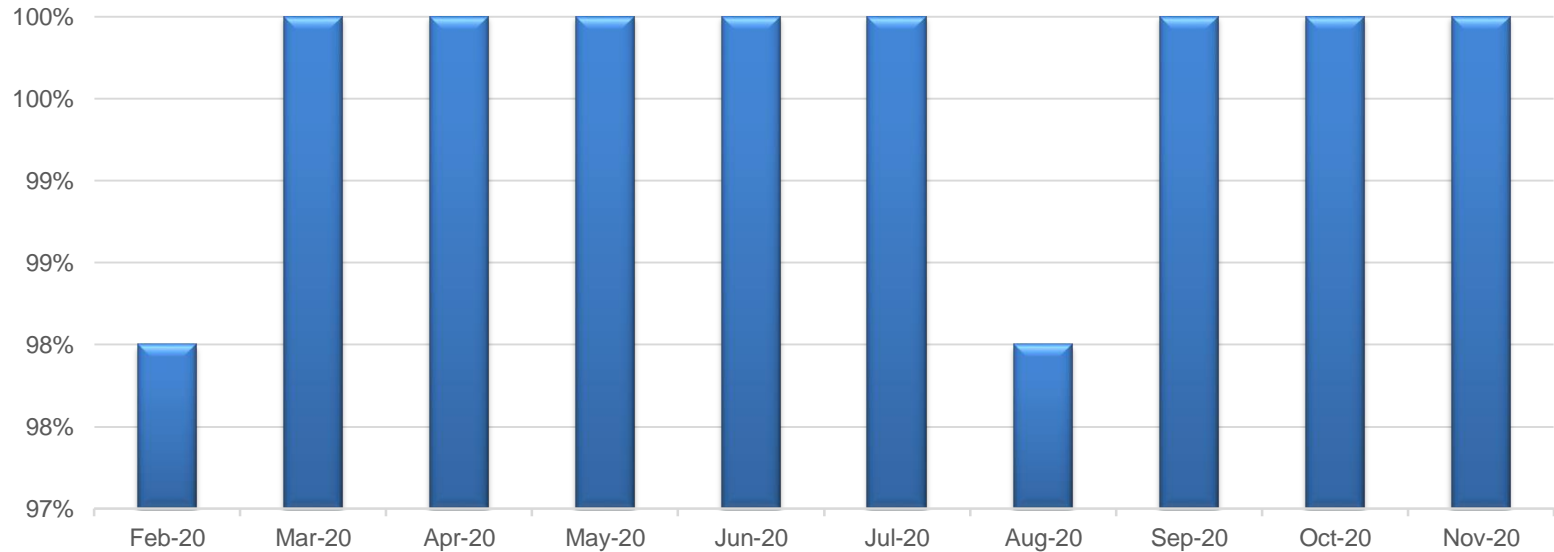
Average Time Spent on Website - Other Sites





Customer Satisfaction Report November 2020

Customer Satisfaction





Thank You !!