

**INFORMATION TECHNOLOGY CENTER**  
**De La Salle University**  
**Problem Type Frequency By Category**  
**9/6/2007 to 12/30/2007**

**HED**  
**7/16/2008**  
Page 1 of 2

<b>Problem Type Category</b>	<b>Frequency</b>	<b>Frequency in %</b>	<b>Ave. Svc. Time (Fr. Svc. Time )</b>	<b>Ave. Svc. Time (Fr. Call Date )</b>
PC	562	23.824	1.044	89.559
Others	480	20.348	0.443	157.866
Printer	304	12.887	0.683	21.776
Software	149	6.316	0.756	48.388
Monitor	119	5.045	1.087	93.981
UPS	112	4.748	0.507	152.006
Anti-virus	104	4.409	0.802	28.240
Network Connection	94	3.985	1.043	22.725
Memory	87	3.688	0.534	141.234
Standard software	63	2.671	1.992	283.474
Laptop	57	2.416	1.570	61.442
Internet	32	1.357	0.628	25.992
Mouse	30	1.272	0.608	95.012
HDD	23	0.975	1.599	111.812
Scanner	22	0.933	0.798	42.033
File	22	0.933	1.307	23.056
E-mail	12	0.509	0.507	5.604
Scanner - gate	12	0.509	0.826	22.097
Keyboard	10	0.424	0.450	102.195
FDD	9	0.382	0.361	25.800
Server	8	0.339	0.750	4.077
MS Office	7	0.297	1.048	29.567
MS Windows	6	0.254	1.792	61.878
MS Outlook	5	0.212	1.150	30.717
CDROM Drive	5	0.212	0.517	81.567
AVR	4	0.170	0.125	24.904
Power supply	4	0.170	1.750	-4.929
MS Excel	3	0.127	0.556	1.833
CMOS	2	0.085	0.333	44.083
Projector	2	0.085	0.750	167.442
CD Writer	2	0.085	0.625	13.358
Speakers	2	0.085	1.708	-9.725
Video card	2	0.085	0.500	83.817

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MS Word	1	0.042	1.500	29.433
MS Internet Explorer	1	0.042	1.000	19.533
Motherboard	1	0.042	0.500	3.483
Sound card	1	0.042	0.750	4.533
Icon				
Fax/Modem				
Cliparts				
Data Switch				
Intranet				
MS Outlook Web Access				
MS Windows application				
Zip Drive				
Multimedia Kit				
Netscape Communicator				
NetWare client				
Network Card				
Network Hub				
Network Patch Cord				
Network Switch				
Pegasus Mail				
Software installer				
Tape Drive				
MS PowerPoint				