

INFORMATION TECHNOLOGY CENTER
De La Salle University
Problem Type Frequency By Category
01/02/2008 to 04/17/2008

HED
7/16/2008
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Problem Type Category	Frequency	Frequency in %	Ave. Svc. Time (Fr. Svc. Time)	Ave. Svc. Time (Fr. Call Date)
PC	867	29.450	1.186	155.369
Others	614	20.856	0.481	152.681
Printer	376	12.772	0.695	23.620
UPS	204	6.929	0.347	114.741
Network Connection	122	4.144	0.846	27.099
Software	113	3.838	1.069	-127.854
Anti-virus	106	3.601	0.877	-12.957
Monitor	95	3.227	0.879	48.761
Memory	66	2.242	0.569	104.919
HDD	52	1.766	2.536	7.288
Standard software	50	1.698	2.182	120.945
Laptop	36	1.223	1.661	234.863
Mouse	29	0.985	0.420	29.378
Scanner	26	0.883	0.599	13.777
Projector	25	0.849	0.640	121.611
File	24	0.815	0.965	44.131
Internet	20	0.679	0.808	44.402
Keyboard	15	0.510	0.628	17.617
AVR	13	0.442	0.404	99.033
CDROM Drive	12	0.408	0.326	16.788
Scanner - gate	12	0.408	1.708	74.292
MS Windows	10	0.340	0.625	33.858
Speakers	10	0.340	0.572	4.050
E-mail	7	0.238	0.536	35.933
MS Outlook	7	0.238	0.560	44.167
FDD	6	0.204	0.417	41.078
Server	6	0.204	1.208	3.600
CD Writer	6	0.204	0.750	42.231
Power supply	3	0.102	0.917	25.239
MS Word	3	0.102	0.472	23.189
Intranet	3	0.102	0.583	10.944
MS Internet Explorer	2	0.068	0.458	12.450
Network Hub	2	0.068	1.375	9.967

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MS Office	1	0.034	0.500	0.500
CMOS	1	0.034	0.333	-0.033
Icon				
Fax/Modem				
Cliparts				
Data Switch				
NetWare client				
Video card				
Tape Drive				
Sound card				
Software installer				
Pegasus Mail				
Network Switch				
MS PowerPoint				
Network Card				
Motherboard				
Netscape Communicator				
Multimedia Kit				
Zip Drive				
MS Windows application				
MS Outlook Web Access				
MS Excel				
Network Patch Cord				