

**INFORMATION TECHNOLOGY CENTER**  
**De La Salle University**  
**Problem Type Frequency By Category**  
**4/18/2008 to 5/21/2008**

**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                           | 260              | 26.450                | 1.331                                  | 109.059                                |
| Others                       | 204              | 20.753                | 0.449                                  | 84.533                                 |
| Printer                      | 182              | 18.515                | 0.757                                  | 62.164                                 |
| Standard software            | 69               | 7.019                 | 1.298                                  | 130.517                                |
| Software                     | 49               | 4.985                 | 0.913                                  | 26.965                                 |
| Network Connection           | 37               | 3.764                 | 0.914                                  | -21.893                                |
| Monitor                      | 29               | 2.950                 | 1.017                                  | 124.815                                |
| UPS                          | 27               | 2.747                 | 0.519                                  | 119.828                                |
| Scanner                      | 17               | 1.729                 | 0.809                                  | 156.511                                |
| HDD                          | 15               | 1.526                 | 1.961                                  | 82.273                                 |
| CDROM Drive                  | 12               | 1.221                 | 0.646                                  | 241.276                                |
| Anti-virus                   | 11               | 1.119                 | 0.894                                  | 13.498                                 |
| Memory                       | 10               | 1.017                 | 0.867                                  | 92.975                                 |
| File                         | 8                | 0.814                 | 1.521                                  | 27.706                                 |
| Internet                     | 7                | 0.712                 | 0.869                                  | 28.293                                 |
| MS Outlook                   | 6                | 0.610                 | 1.056                                  | 25.558                                 |
| CD Writer                    | 5                | 0.509                 | 0.600                                  | 10.497                                 |
| CMOS                         | 5                | 0.509                 | 0.433                                  | 16.237                                 |
| Mouse                        | 4                | 0.407                 | 0.479                                  | 23.329                                 |
| E-mail                       | 4                | 0.407                 | 1.438                                  | 277.150                                |
| Power supply                 | 3                | 0.305                 | -1.167                                 | 132.983                                |
| Projector                    | 3                | 0.305                 | 0.500                                  | 222.133                                |
| Laptop                       | 3                | 0.305                 | 1.750                                  | 186.850                                |
| Scanner - gate               | 2                | 0.203                 | 2.000                                  | 1.717                                  |
| Video card                   | 2                | 0.203                 | 0.625                                  | 70.683                                 |
| MS Windows                   | 2                | 0.203                 | 3.500                                  | 134.683                                |
| AVR                          | 1                | 0.102                 | 1.000                                  | 498.383                                |
| MS Internet Explorer         | 1                | 0.102                 | 0.500                                  | 24.583                                 |
| Sound card                   | 1                | 0.102                 | 0.333                                  | -15.300                                |
| Intranet                     | 1                | 0.102                 | 0.500                                  | 20.867                                 |
| Motherboard                  | 1                | 0.102                 | 2.000                                  | 48.900                                 |
| FDD                          | 1                | 0.102                 | 0.500                                  | 115.250                                |
| Keyboard                     | 1                | 0.102                 | 0.750                                  | 7.133                                  |

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|----------------------------------|------------------|---------------------------|--|--|
| Data Switch                      |                  |                           |  |  |
| Cliparts                         |                  |                           |  |  |
| Icon                             |                  |                           |  |  |
| Fax/Modem                        |                  |                           |  |  |
| NetWare client                   |                  |                           |  |  |
| Tape Drive                       |                  |                           |  |  |
| Speakers                         |                  |                           |  |  |
| Software installer               |                  |                           |  |  |
| Server                           |                  |                           |  |  |
| Pegasus Mail                     |                  |                           |  |  |
| Network Switch                   |                  |                           |  |  |
| Network Patch Cord               |                  |                           |  |  |
| MS PowerPoint                    |                  |                           |  |  |
| Network Card                     |                  |                           |  |  |
| MS Excel                         |                  |                           |  |  |
| Netscape Communicator            |                  |                           |  |  |
| Multimedia Kit                   |                  |                           |  |  |
| MS Word                          |                  |                           |  |  |
| Zip Drive                        |                  |                           |  |  |
| MS Windows application           |                  |                           |  |  |
| MS Outlook Web Access            |                  |                           |  |  |
| MS Office                        |                  |                           |  |  |
| Network Hub                      |                  |                           |  |  |