RFP Title: Managed Service Desk Support
RFP Number: RFP-IT23-153RB
Exhibit E: Reporting

Table 1.   **Help Desk Management Reports**

Report Title	Frequency	Comments
Call Volume Analysis to include type, volume, location, closed, open, status, work completed information.	Weekly, Monthly	Reporting of all Service Desk related incidents and service requests.
Service Desk Statistics and Trends Review	Monthly	Review reporting on Service Desk statistics and trends in accordance with Service Desk industry common metrics (e.g., Service Desk Trouble Ticket volumes by type, Service Request volumes, Level 1 Incident Resolution trends, trends by types of End-Users)