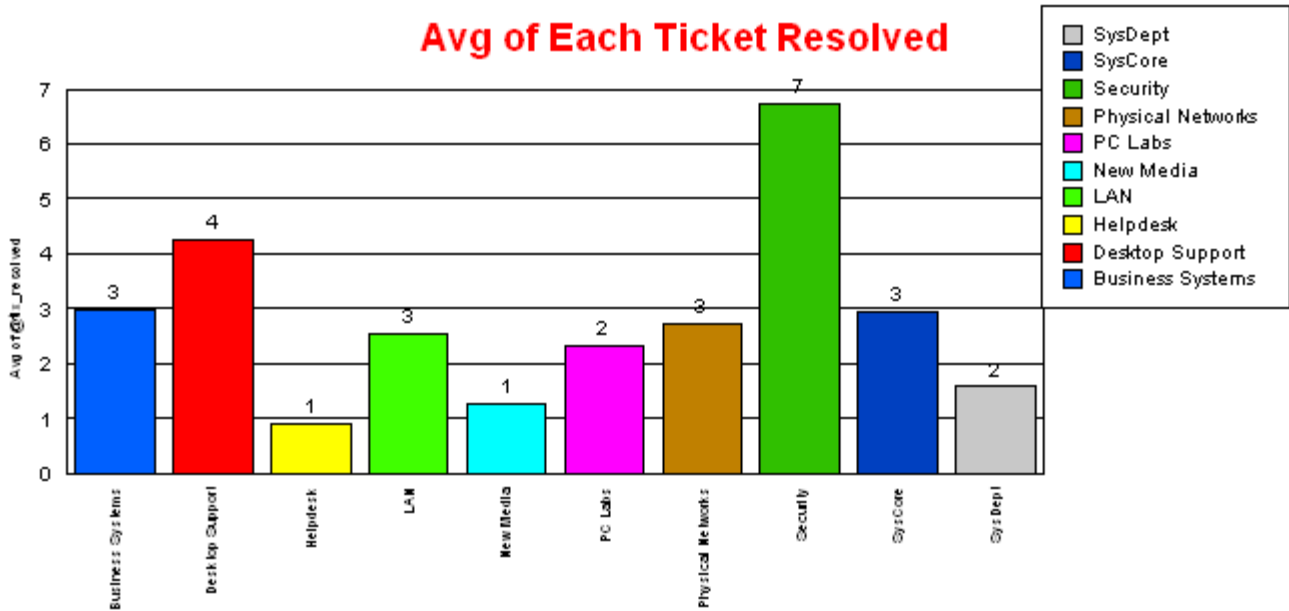


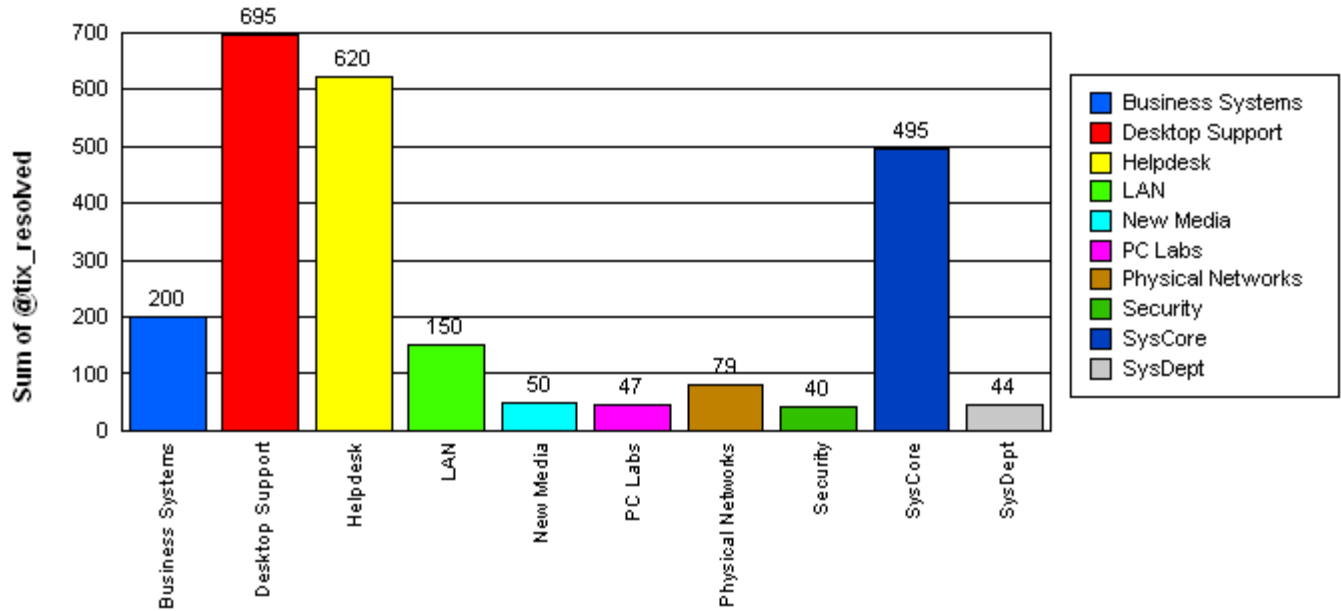
Average Length to Resolution

Ticket Created Between 4/1/2003 12:00:00AM to 4/30/2003 11:59:59PM

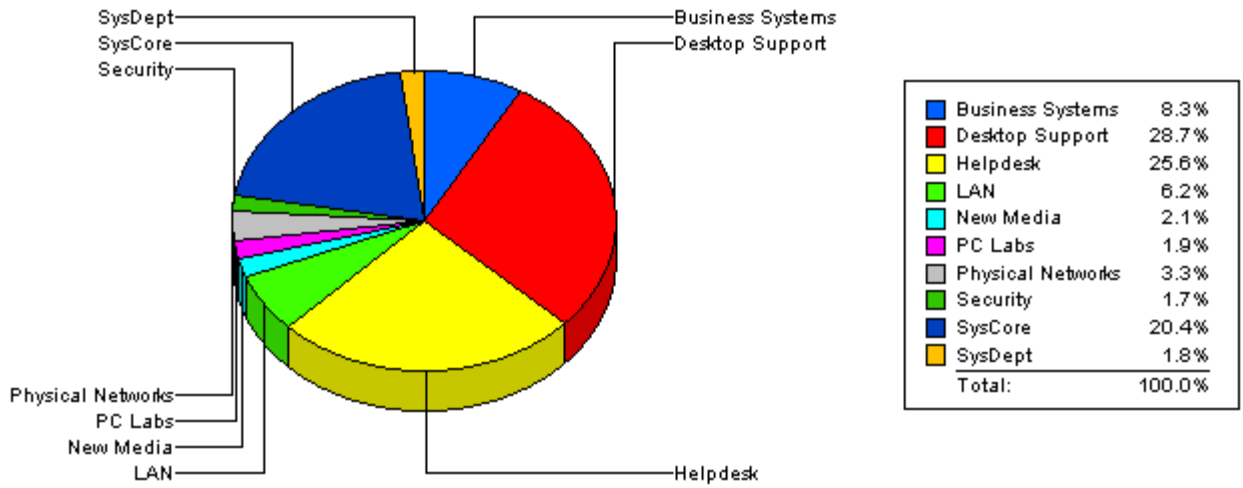
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



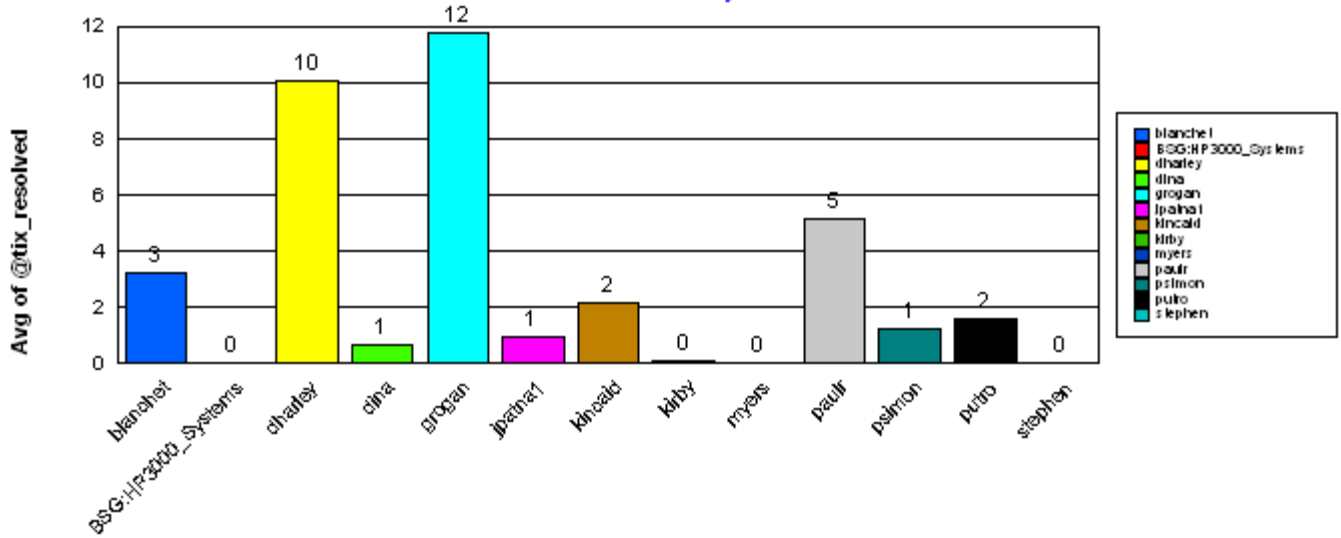
Business Systems

Average time to ticket resolution for	BSG:HP3000_S	0
Maximum time to ticket resolution for	BSG:HP3000_S	0
Minimum time to ticket resolution for	BSG:HP3000_S	0
Average time to ticket resolution for	blanchet	3
Maximum time to ticket resolution for	blanchet	22
Minimum time to ticket resolution for	blanchet	0
Average time to ticket resolution for	dharley	10
Maximum time to ticket resolution for	dharley	27
Minimum time to ticket resolution for	dharley	0
Average time to ticket resolution for	dina	1
Maximum time to ticket resolution for	dina	5
Minimum time to ticket resolution for	dina	0
Average time to ticket resolution for	grogan	12
Maximum time to ticket resolution for	grogan	18
Minimum time to ticket resolution for	grogan	7
Average time to ticket resolution for	jpatnal	1
Maximum time to ticket resolution for	jpatnal	2
Minimum time to ticket resolution for	jpatnal	0
Average time to ticket resolution for	kincaid	2
Maximum time to ticket resolution for	kincaid	3
Minimum time to ticket resolution for	kincaid	1
Average time to ticket resolution for	kirby	0
Maximum time to ticket resolution for	kirby	0
Minimum time to ticket resolution for	kirby	0
Average time to ticket resolution for	myers	0
Maximum time to ticket resolution for	myers	0
Minimum time to ticket resolution for	myers	0
Average time to ticket resolution for	paulr	5
Maximum time to ticket resolution for	paulr	28
Minimum time to ticket resolution for	paulr	0
Average time to ticket resolution for	psimon	1
Maximum time to ticket resolution for	psimon	6
Minimum time to ticket resolution for	psimon	0
Average time to ticket resolution for	putro	2
Maximum time to ticket resolution for	putro	12
Minimum time to ticket resolution for	putro	0
Average time to ticket resolution for	stephen	0
Maximum time to ticket resolution for	stephen	0
Minimum time to ticket resolution for	stephen	0

Average time to ticket resolution for	Business System	3
Maximum time to ticket resolution for	Business System	28
Minimum time to ticket resolution for	Business System	0

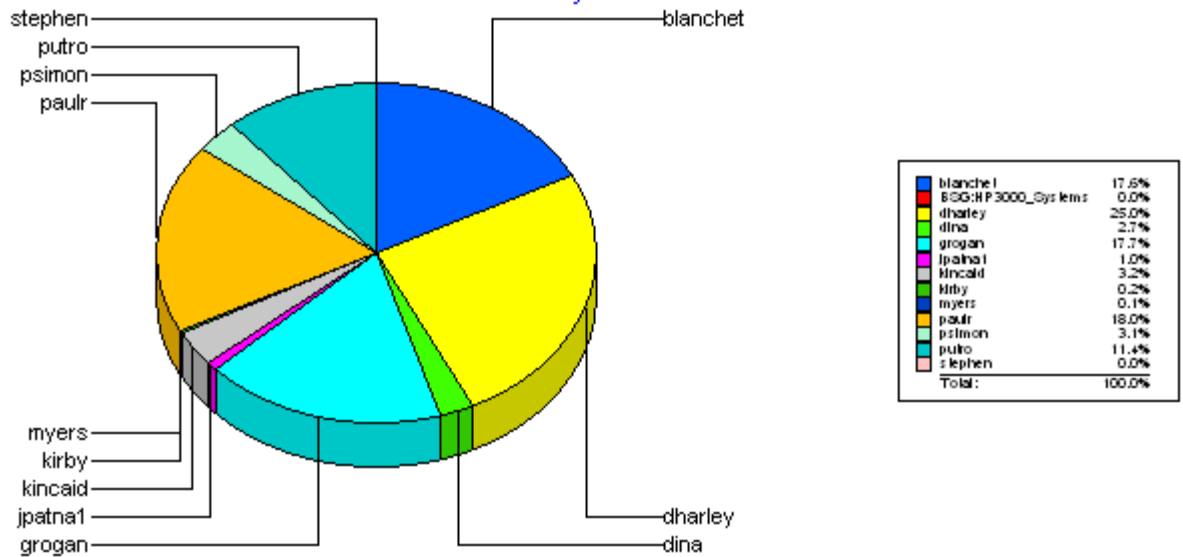
Avg of Each Ticket Resolved

For Business Systems



Percentage of Sum of Tickets Resolved

For Business Systems



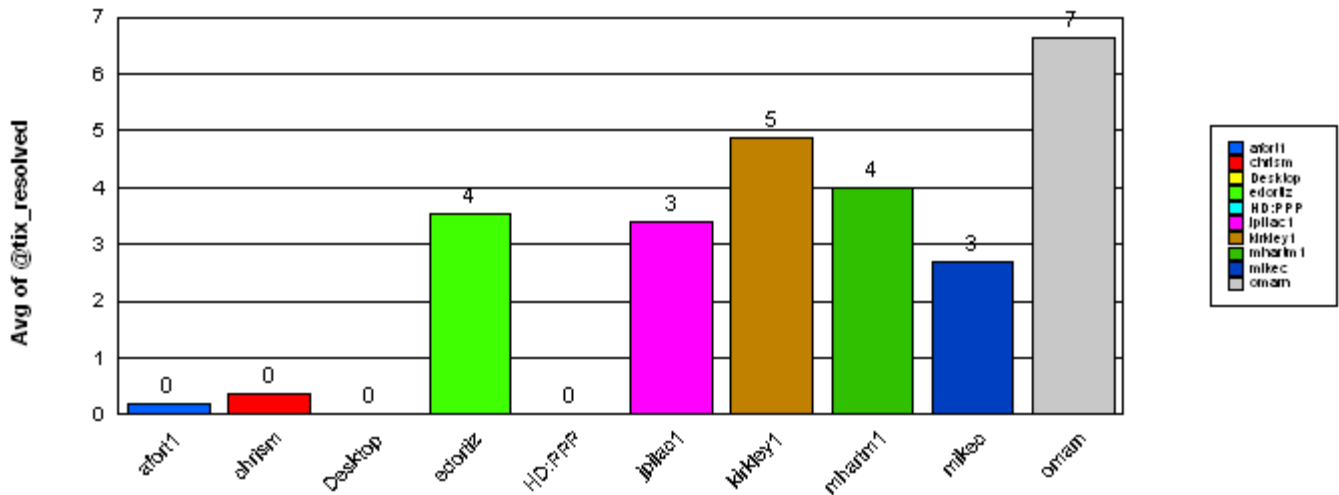
Desktop Support

Average time to ticket resolution for	Desktop	0
Maximum time to ticket resolution for	Desktop	0
Minimum time to ticket resolution for	Desktop	0
Average time to ticket resolution for	HD:PPP	0
Maximum time to ticket resolution for	HD:PPP	0
Minimum time to ticket resolution for	HD:PPP	0
Average time to ticket resolution for	afort1	0
Maximum time to ticket resolution for	afort1	0
Minimum time to ticket resolution for	afort1	0
Average time to ticket resolution for	chrism	0
Maximum time to ticket resolution for	chrism	0
Minimum time to ticket resolution for	chrism	0
Average time to ticket resolution for	edortiz	4
Maximum time to ticket resolution for	edortiz	13
Minimum time to ticket resolution for	edortiz	0
Average time to ticket resolution for	jpilac1	3
Maximum time to ticket resolution for	jpilac1	18
Minimum time to ticket resolution for	jpilac1	0
Average time to ticket resolution for	kirkley1	5
Maximum time to ticket resolution for	kirkley1	13
Minimum time to ticket resolution for	kirkley1	1
Average time to ticket resolution for	mhartm1	4
Maximum time to ticket resolution for	mhartm1	14
Minimum time to ticket resolution for	mhartm1	0
Average time to ticket resolution for	mikec	3
Maximum time to ticket resolution for	mikec	6
Minimum time to ticket resolution for	mikec	0
Average time to ticket resolution for	omarn	7
Maximum time to ticket resolution for	omarn	27
Minimum time to ticket resolution for	omarn	0

Average time to ticket resolution for	Desktop Suppor	4
Maximum time to ticket resolution for	Desktop Suppor	27
Minimum time to ticket resolution for	Desktop Suppor	0

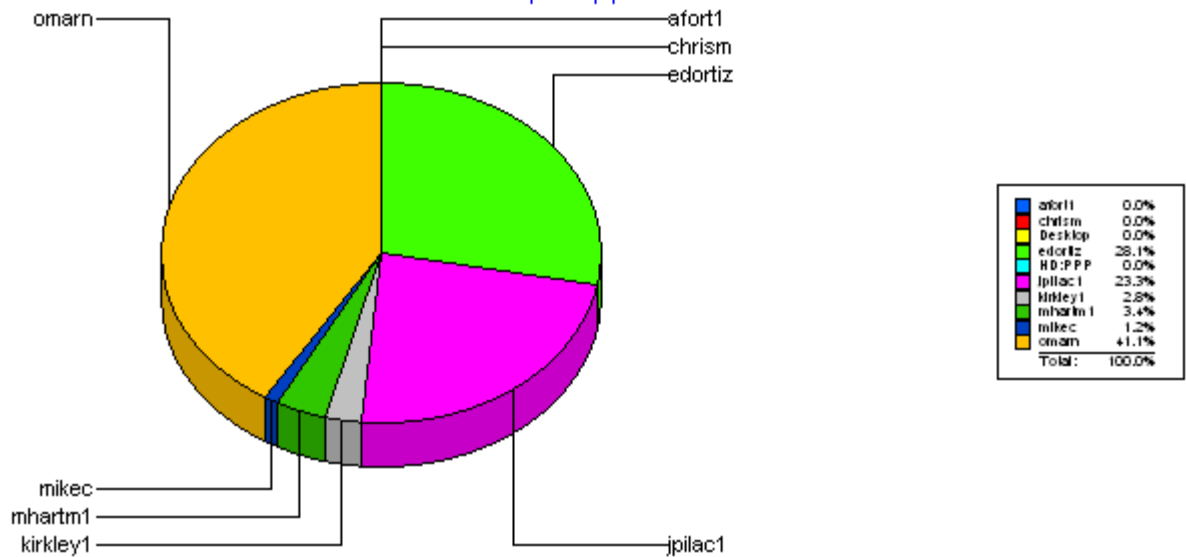
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



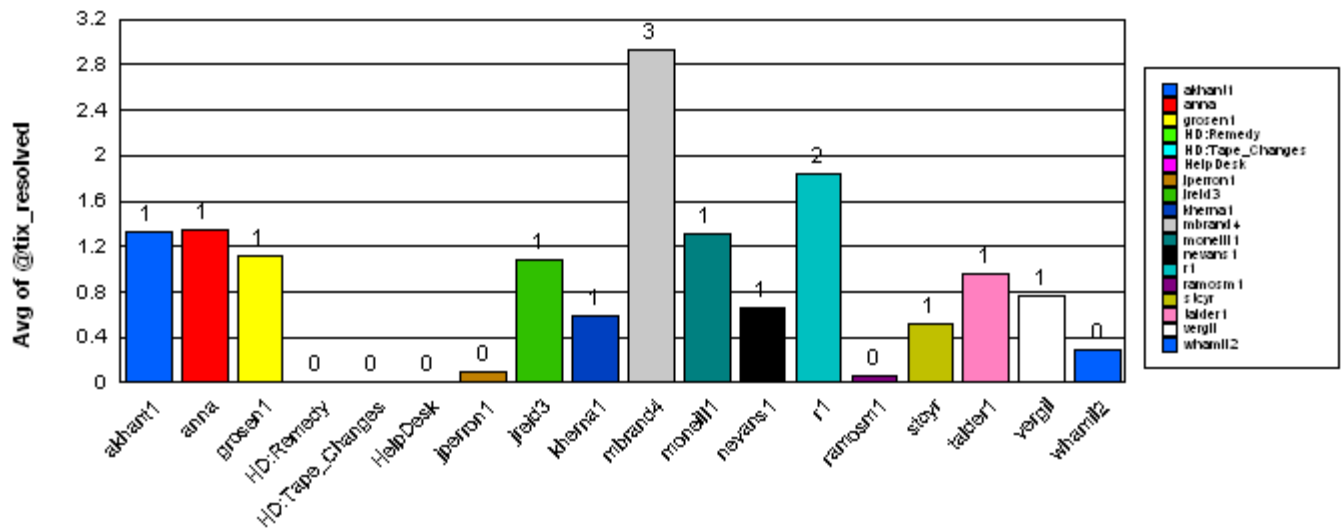
Helpdesk

Average time to ticket resolution for	HD:Remedy	0
Maximum time to ticket resolution for	HD:Remedy	0
Minimum time to ticket resolution for	HD:Remedy	0
Average time to ticket resolution for	HD:Tape_Chan	0
Maximum time to ticket resolution for	HD:Tape_Chan	0
Minimum time to ticket resolution for	HD:Tape_Chan	0
Average time to ticket resolution for	HelpDesk	0
Maximum time to ticket resolution for	HelpDesk	0
Minimum time to ticket resolution for	HelpDesk	0
Average time to ticket resolution for	akhant1	1
Maximum time to ticket resolution for	akhant1	6
Minimum time to ticket resolution for	akhant1	0
Average time to ticket resolution for	anna	1
Maximum time to ticket resolution for	anna	17
Minimum time to ticket resolution for	anna	0
Average time to ticket resolution for	grosen1	1
Maximum time to ticket resolution for	grosen1	7
Minimum time to ticket resolution for	grosen1	0
Average time to ticket resolution for	jperron1	0
Maximum time to ticket resolution for	jperron1	1
Minimum time to ticket resolution for	jperron1	0
Average time to ticket resolution for	jreid3	1
Maximum time to ticket resolution for	jreid3	7
Minimum time to ticket resolution for	jreid3	0
Average time to ticket resolution for	kherna1	1
Maximum time to ticket resolution for	kherna1	7
Minimum time to ticket resolution for	kherna1	0
Average time to ticket resolution for	mbrand4	3
Maximum time to ticket resolution for	mbrand4	5
Minimum time to ticket resolution for	mbrand4	2
Average time to ticket resolution for	moneill1	1
Maximum time to ticket resolution for	moneill1	3
Minimum time to ticket resolution for	moneill1	0
Average time to ticket resolution for	nevans1	1
Maximum time to ticket resolution for	nevans1	8
Minimum time to ticket resolution for	nevans1	0
Average time to ticket resolution for	r1	2
Maximum time to ticket resolution for	r1	9
Minimum time to ticket resolution for	r1	0
Average time to ticket resolution for	ramosm1	0
Maximum time to ticket resolution for	ramosm1	1
Minimum time to ticket resolution for	ramosm1	0
Average time to ticket resolution for	stcyr	1
Maximum time to ticket resolution for	stcyr	8
Minimum time to ticket resolution for	stcyr	0
Average time to ticket resolution for	talder1	1
Maximum time to ticket resolution for	talder1	9
Minimum time to ticket resolution for	talder1	0
Average time to ticket resolution for	vergil	1
Maximum time to ticket resolution for	vergil	12
Minimum time to ticket resolution for	vergil	0
Average time to ticket resolution for	whamil2	0
Maximum time to ticket resolution for	whamil2	2
Minimum time to ticket resolution for	whamil2	0

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	17
Minimum time to ticket resolution for	Helpdesk	0

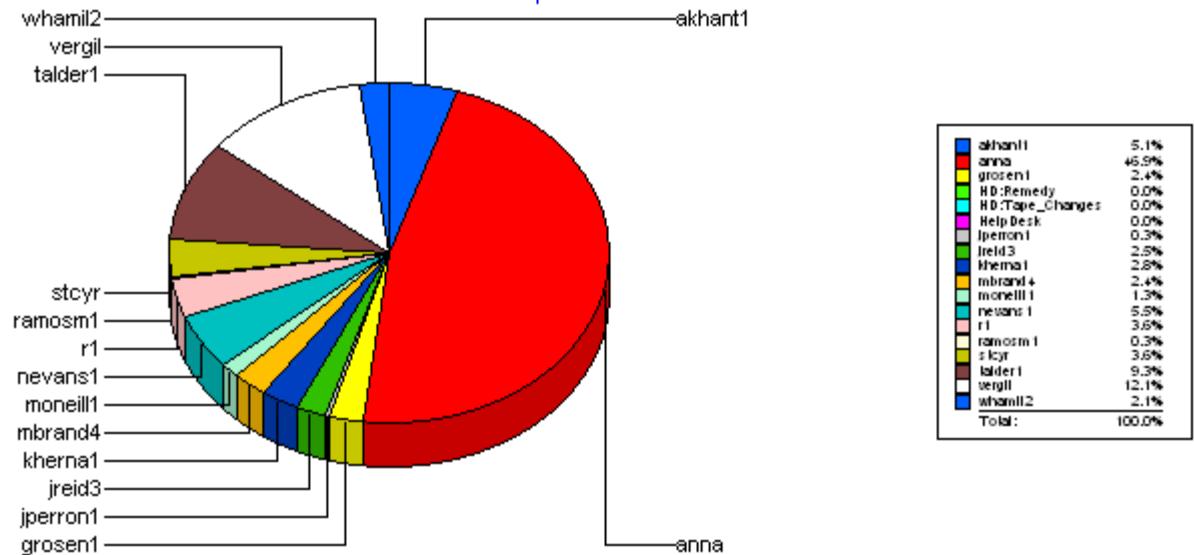
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk

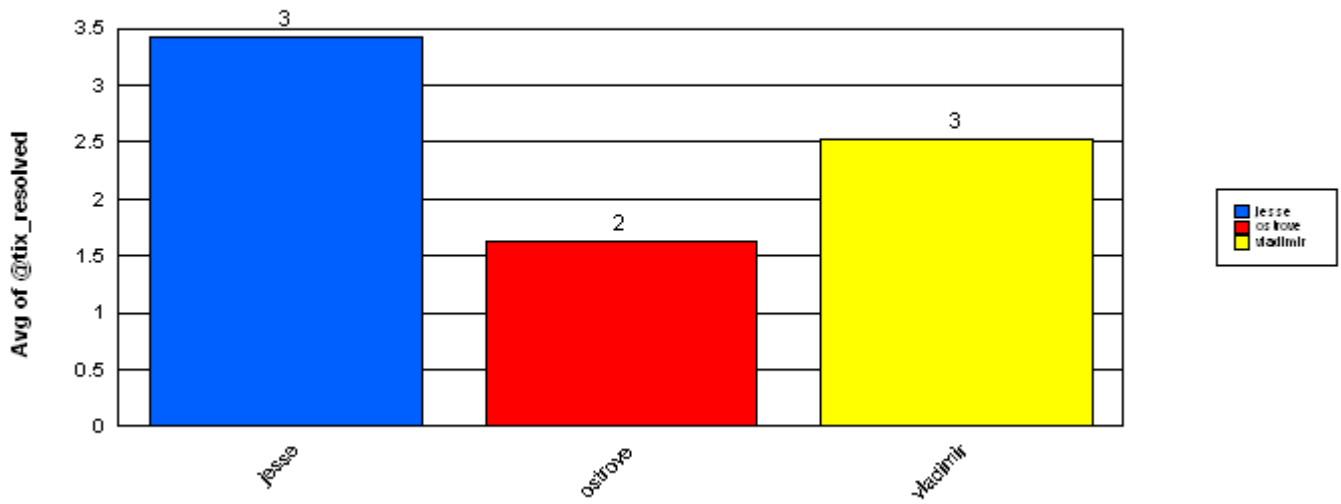


LAN

Average time to ticket resolution for	jesse	3
Maximum time to ticket resolution for	jesse	27
Minimum time to ticket resolution for	jesse	0
Average time to ticket resolution for	ostrove	2
Maximum time to ticket resolution for	ostrove	10
Minimum time to ticket resolution for	ostrove	0
Average time to ticket resolution for	vladimir	3
Maximum time to ticket resolution for	vladimir	13
Minimum time to ticket resolution for	vladimir	0
Average time to ticket resolution for	LAN	3
Maximum time to ticket resolution for	LAN	27
Minimum time to ticket resolution for	LAN	0

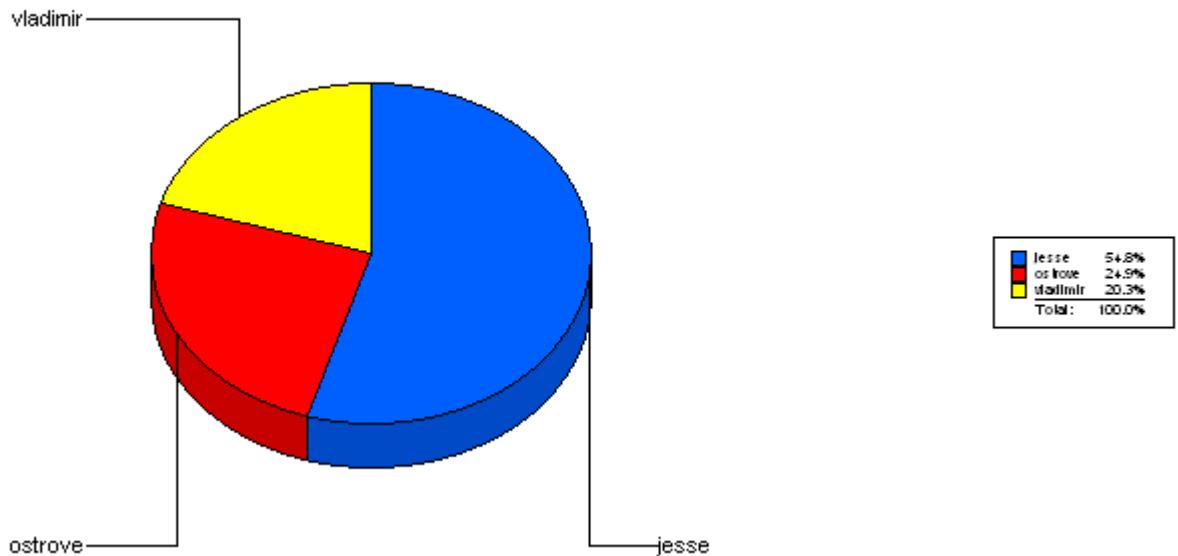
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



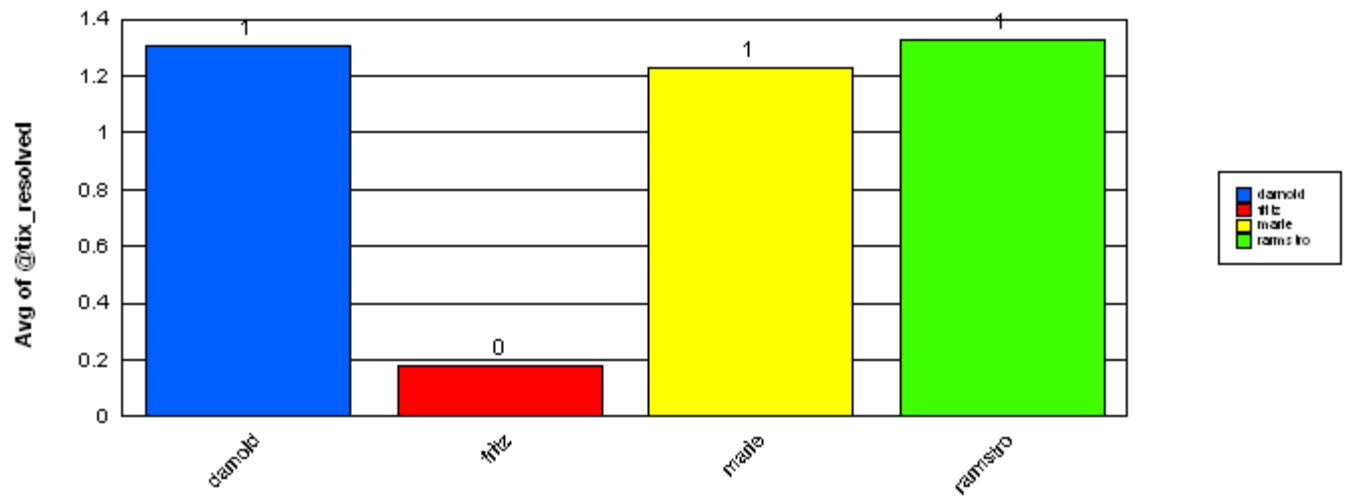
New Media

Average time to ticket resolution for	darnold	1
Maximum time to ticket resolution for	darnold	4
Minimum time to ticket resolution for	darnold	0
Average time to ticket resolution for	fritz	0
Maximum time to ticket resolution for	fritz	0
Minimum time to ticket resolution for	fritz	0
Average time to ticket resolution for	marie	1
Maximum time to ticket resolution for	marie	4
Minimum time to ticket resolution for	marie	0
Average time to ticket resolution for	rarmstro	1
Maximum time to ticket resolution for	rarmstro	8
Minimum time to ticket resolution for	rarmstro	0

Average time to ticket resolution for	New Media	1
Maximum time to ticket resolution for	New Media	8
Minimum time to ticket resolution for	New Media	0

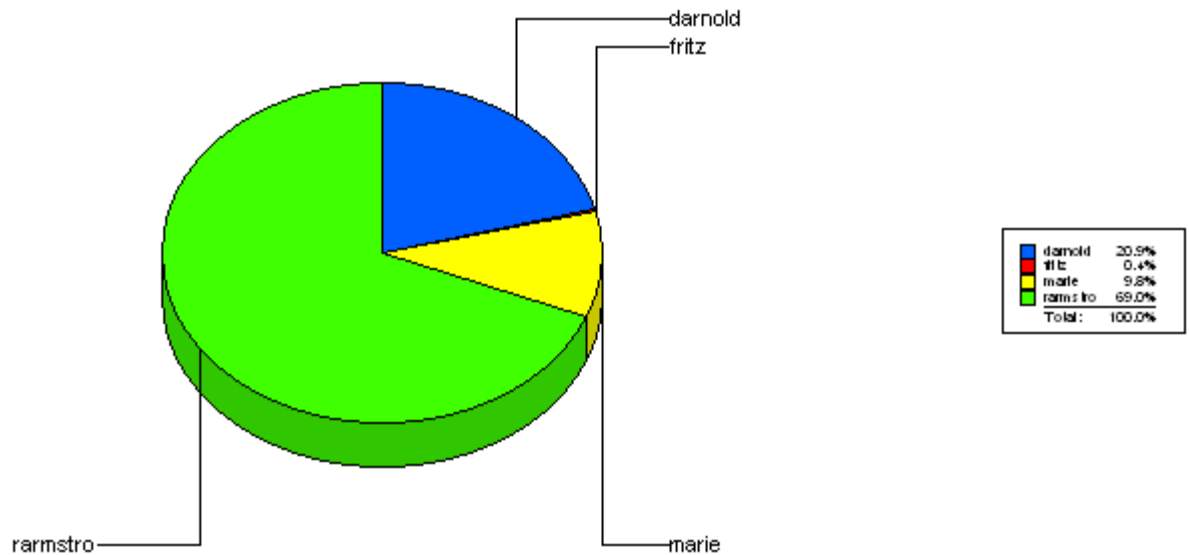
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media

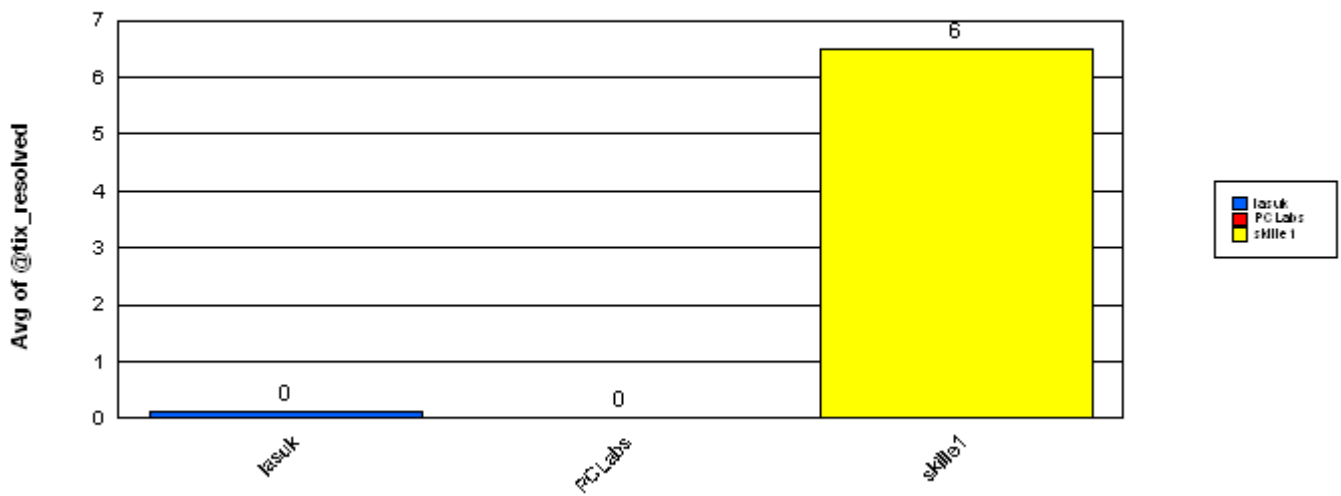


PC Labs

Average time to ticket resolution for	PCLabs	0	
Maximum time to ticket resolution for	PCLabs	0	
Minimum time to ticket resolution for	PCLabs	0	
Average time to ticket resolution for	lasuk	0	
Maximum time to ticket resolution for	lasuk	1	
Minimum time to ticket resolution for	lasuk	0	
Average time to ticket resolution for	skille1	6	
Maximum time to ticket resolution for	skille1	13	
Minimum time to ticket resolution for	skille1	0	
Average time to ticket resolution for	PC Labs		2
Maximum time to ticket resolution for	PC Labs		13
Minimum time to ticket resolution for	PC Labs		0

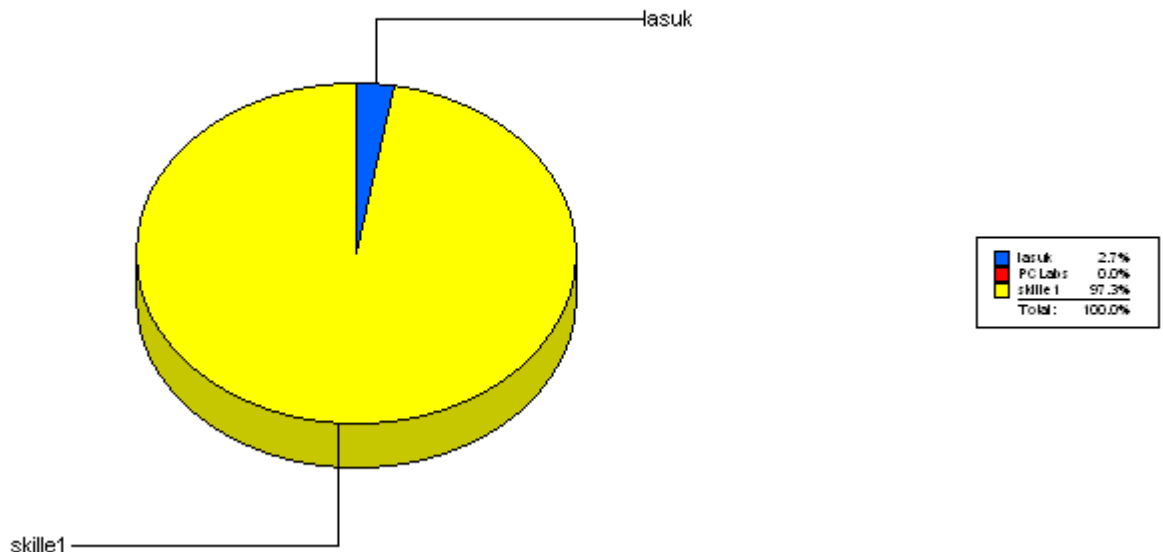
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



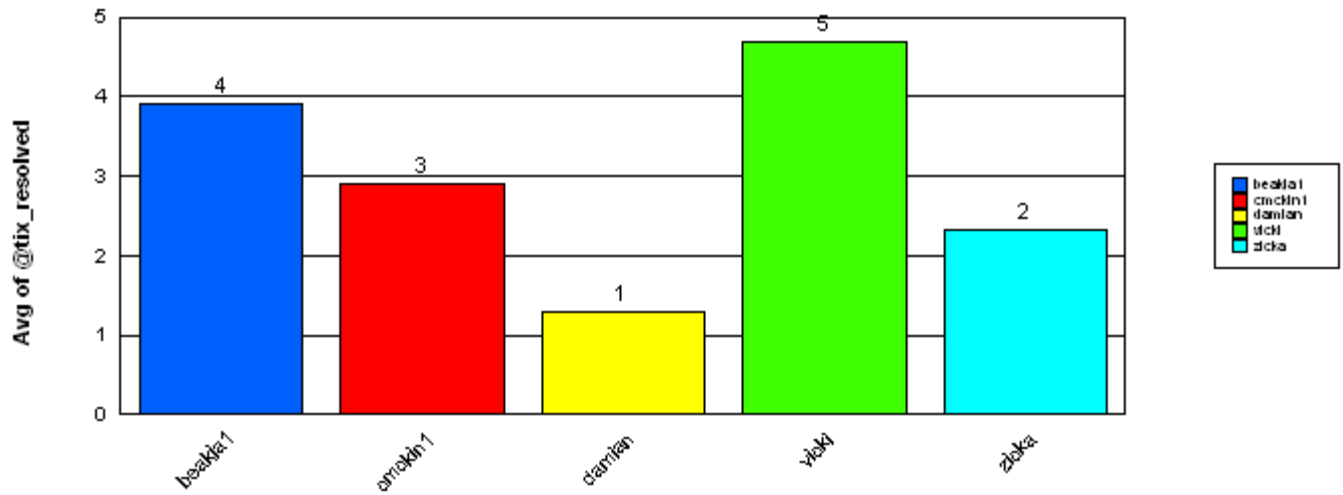
Physical Networks

Average time to ticket resolution for	beakja1	4
Maximum time to ticket resolution for	beakja1	5
Minimum time to ticket resolution for	beakja1	3
Average time to ticket resolution for	cmckin1	3
Maximum time to ticket resolution for	cmckin1	6
Minimum time to ticket resolution for	cmckin1	1
Average time to ticket resolution for	damian	1
Maximum time to ticket resolution for	damian	3
Minimum time to ticket resolution for	damian	0
Average time to ticket resolution for	vicki	5
Maximum time to ticket resolution for	vicki	8
Minimum time to ticket resolution for	vicki	3
Average time to ticket resolution for	zicka	2
Maximum time to ticket resolution for	zicka	13
Minimum time to ticket resolution for	zicka	0

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	13
Minimum time to ticket resolution for	Physical Networ	0

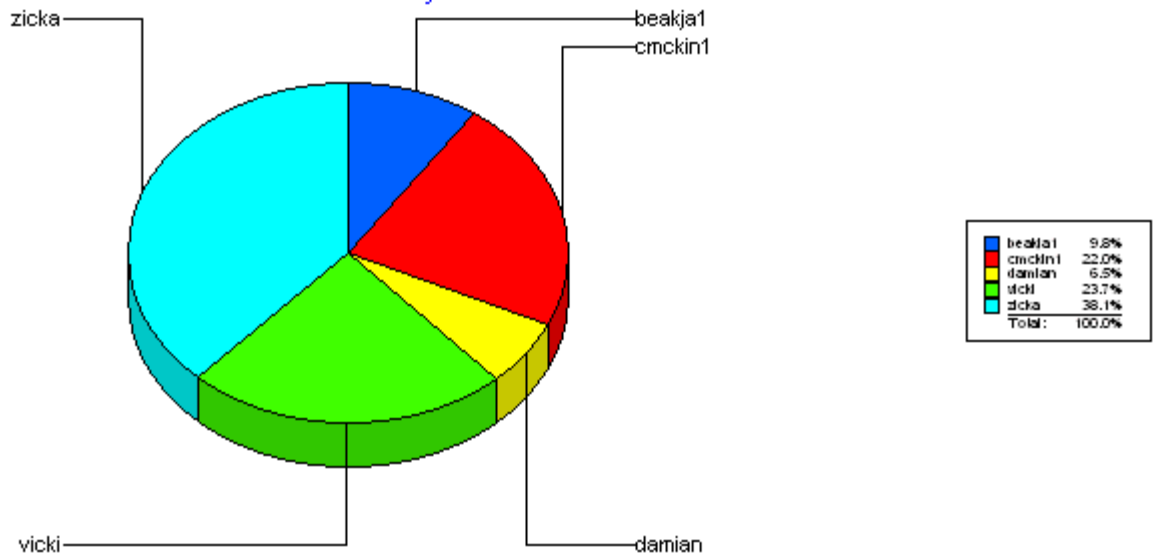
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks

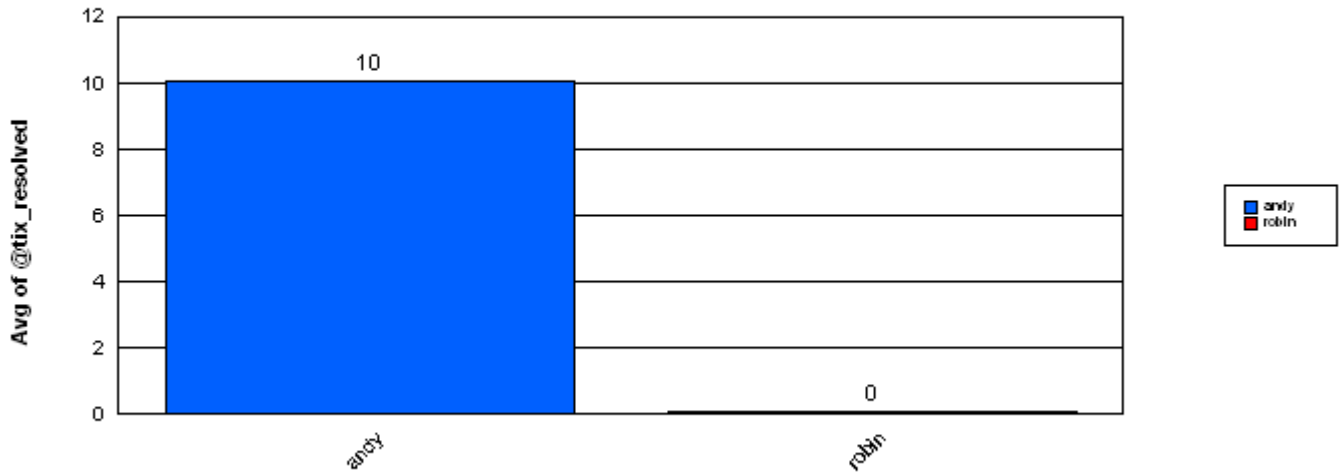


Security

Average time to ticket resolution for	andy	10
Maximum time to ticket resolution for	andy	24
Minimum time to ticket resolution for	andy	1
Average time to ticket resolution for	robin	0
Maximum time to ticket resolution for	robin	0
Minimum time to ticket resolution for	robin	0
Average time to ticket resolution for	Security	7
Maximum time to ticket resolution for	Security	24
Minimum time to ticket resolution for	Security	0

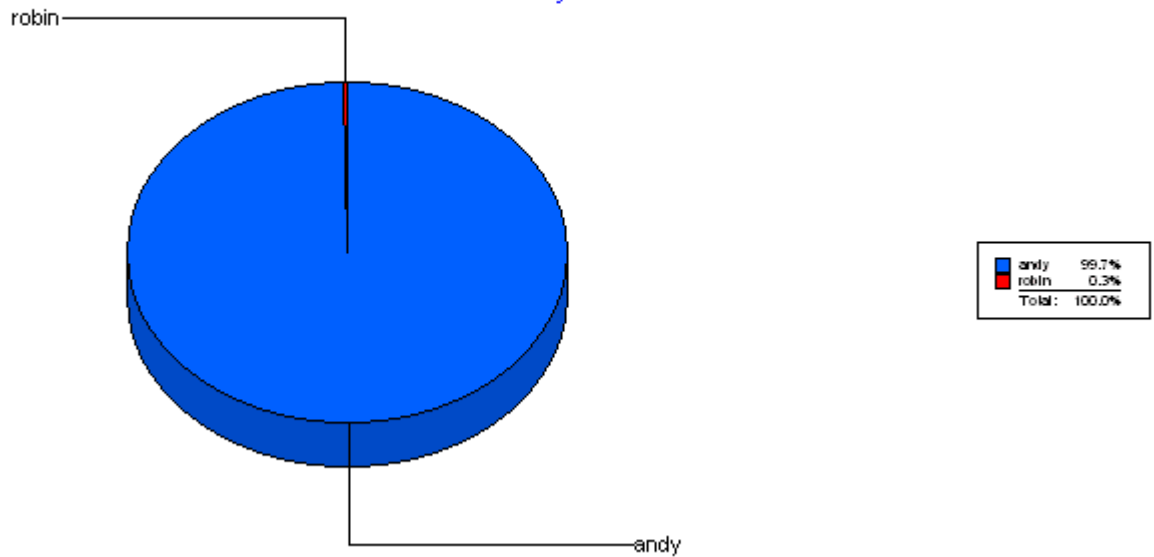
Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



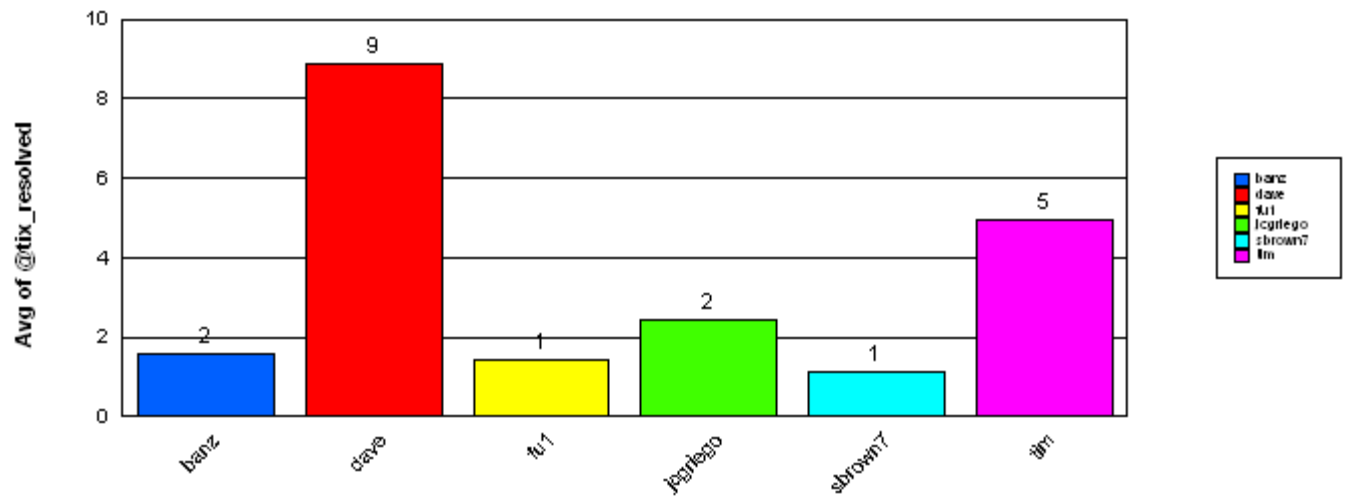
SysCore

Average time to ticket resolution for	banz	2
Maximum time to ticket resolution for	banz	6
Minimum time to ticket resolution for	banz	0
Average time to ticket resolution for	dave	9
Maximum time to ticket resolution for	dave	24
Minimum time to ticket resolution for	dave	1
Average time to ticket resolution for	ful	1
Maximum time to ticket resolution for	ful	3
Minimum time to ticket resolution for	ful	0
Average time to ticket resolution for	jcgriego	2
Maximum time to ticket resolution for	jcgriego	8
Minimum time to ticket resolution for	jcgriego	0
Average time to ticket resolution for	sbrown7	1
Maximum time to ticket resolution for	sbrown7	12
Minimum time to ticket resolution for	sbrown7	0
Average time to ticket resolution for	tim	5
Maximum time to ticket resolution for	tim	15
Minimum time to ticket resolution for	tim	0

Average time to ticket resolution for	SysCore	3
Maximum time to ticket resolution for	SysCore	24
Minimum time to ticket resolution for	SysCore	0

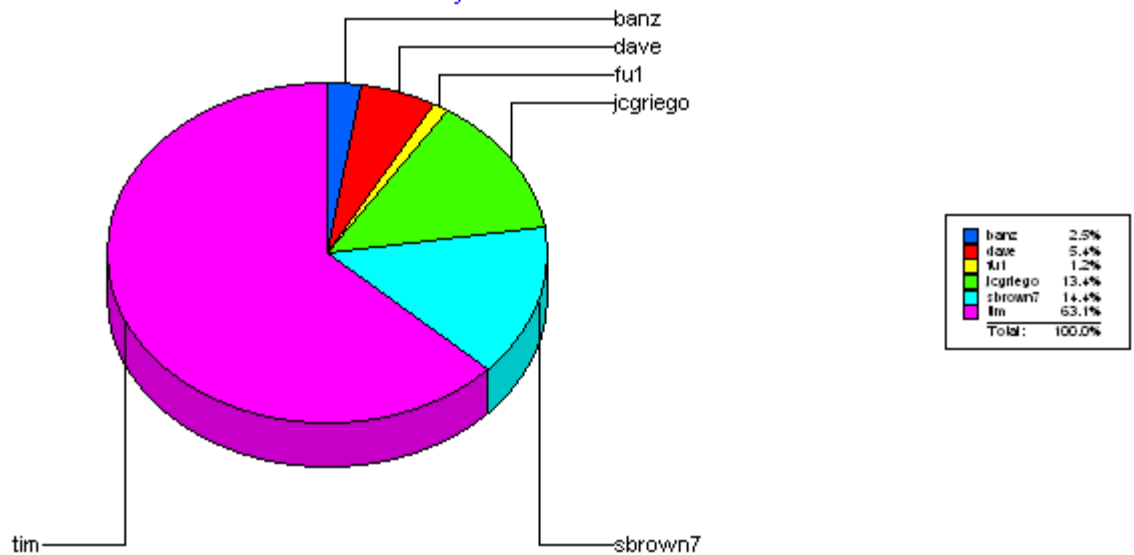
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore

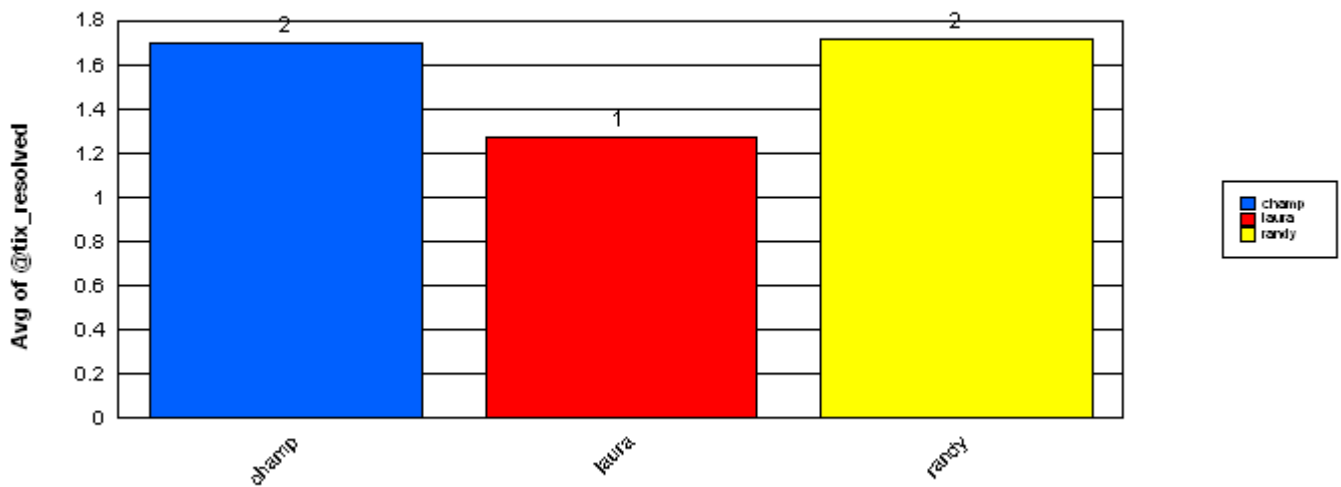


SysDept

Average time to ticket resolution for	champ	2
Maximum time to ticket resolution for	champ	7
Minimum time to ticket resolution for	champ	0
Average time to ticket resolution for	laura	1
Maximum time to ticket resolution for	laura	6
Minimum time to ticket resolution for	laura	0
Average time to ticket resolution for	randy	2
Maximum time to ticket resolution for	randy	4
Minimum time to ticket resolution for	randy	0
Average time to ticket resolution for	SysDept	2
Maximum time to ticket resolution for	SysDept	7
Minimum time to ticket resolution for	SysDept	0

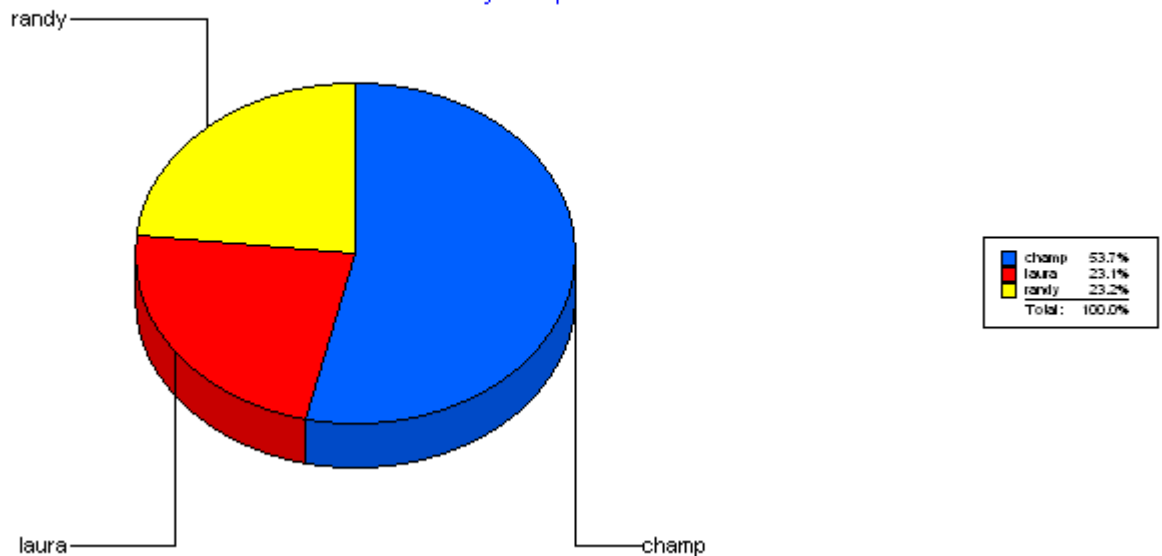
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 04/01/2003 and 04/30/2003 : **1276**

Total Remedy Tickets Created between: 04/01/2003 and 04/30/2003 : **1276**

Maximum time to resolution	28
Minimum time to resolu	0
Total Average time to ticket resolution	1.90