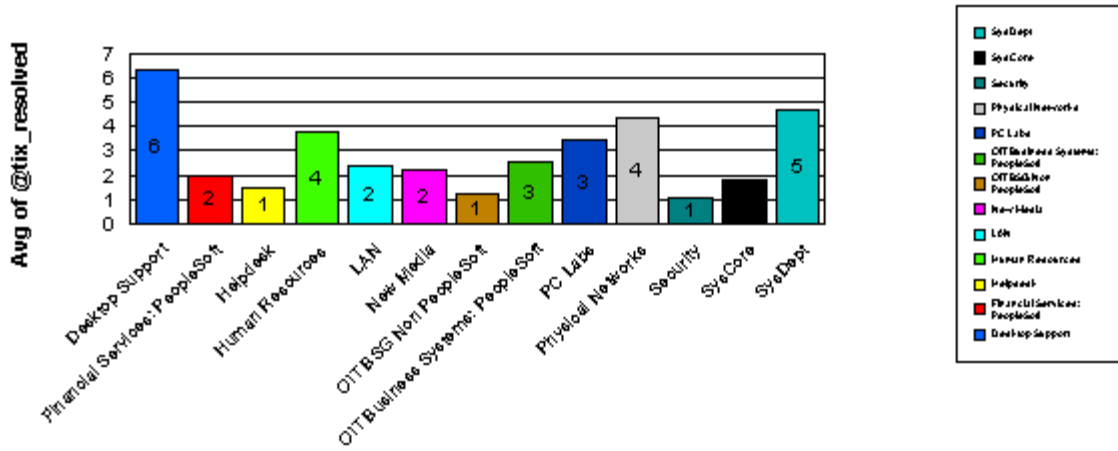
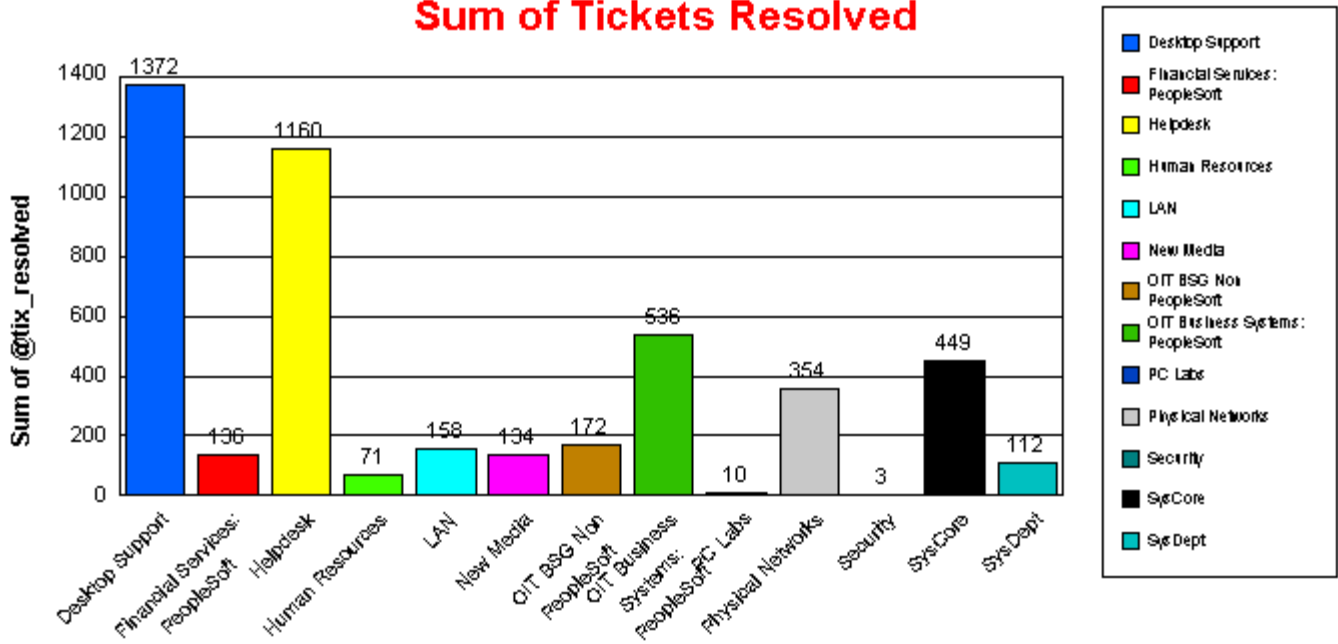


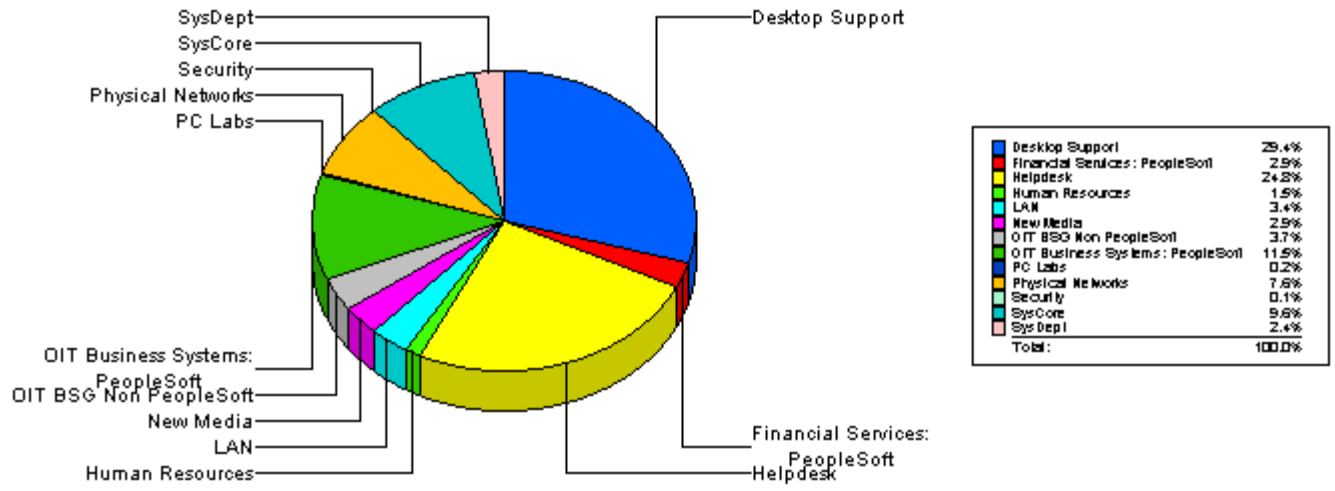
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Desktop Support

		<u>Total:</u>	217	
Desktop		<u>Total:</u>	4	
Closed		<u>Total:</u>	4	
Ticket Number:	0000089628	04/28/2004	0	04/28/2004
Ticket Number:	0000089765	04/30/2004	0	04/30/2004
Ticket Number:	0000088391	04/12/2004	0	04/12/2004
Ticket Number:	0000088996	04/20/2004	0	04/20/2004
-----		-----	-----	-----
Average time to ticket resolution for		Desktop	0	
Maximum time to ticket resolution for		Desktop	0	
Minimum time to ticket resolution for		Desktop	0	
<hr/>		<hr/>	<hr/>	<hr/>
afort1		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000088079	04/07/2004	1	04/08/2004 04/14/2004
Ticket Number:	0000088646	04/15/2004	6	04/21/2004 04/27/2004
-----		-----	-----	-----
Average time to ticket resolution for		afort1	4	
Maximum time to ticket resolution for		afort1	6	
Minimum time to ticket resolution for		afort1	1	
<hr/>		<hr/>	<hr/>	<hr/>
chrism		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000088988	04/20/2004	1	04/21/2004 04/27/2004
-----		-----	-----	-----
Average time to ticket resolution for		chrism	1	
Maximum time to ticket resolution for		chrism	1	
Minimum time to ticket resolution for		chrism	1	
<hr/>		<hr/>	<hr/>	<hr/>

Desktop Support
edortiz

		<u>Total:</u>	56		
	Resolved	<u>Total:</u>	11		
Ticket Number:	0000088977	04/20/2004	13		05/03/2004
Ticket Number:	0000088565	04/14/2004	20		05/04/2004
Ticket Number:	0000088879	04/19/2004	14		05/03/2004
Ticket Number:	0000088874	04/19/2004	14		05/03/2004
Ticket Number:	0000089045	04/21/2004	13		05/04/2004
Ticket Number:	0000089067	04/21/2004	12		05/03/2004
Ticket Number:	0000089205	04/22/2004	12		05/04/2004
Ticket Number:	0000089229	04/22/2004	10		05/03/2004
Ticket Number:	0000089152	04/22/2004	11		05/03/2004
Ticket Number:	0000089609	04/28/2004	5		05/03/2004
Ticket Number:	0000088964	04/20/2004	13		05/03/2004

Desktop Support

	<u>Closed</u>	<u>Total:</u>	45		
Ticket Number: 0000087652	04/02/2004		17	04/19/2004	04/26/2004
Ticket Number: 0000088553	04/14/2004		12		04/26/2004
Ticket Number: 0000087693	04/02/2004		5	04/07/2004	04/13/2004
Ticket Number: 0000088019	04/06/2004		7	04/13/2004	04/19/2004
Ticket Number: 0000087582	04/01/2004		4		04/05/2004
Ticket Number: 0000087671	04/02/2004		12		04/14/2004
Ticket Number: 0000087856	04/05/2004		15	04/20/2004	04/26/2004
Ticket Number: 0000087854	04/05/2004		2	04/07/2004	04/13/2004
Ticket Number: 0000087834	04/05/2004		21	04/26/2004	05/03/2004
Ticket Number: 0000087794	04/05/2004		2	04/07/2004	04/13/2004
Ticket Number: 0000087684	04/02/2004		5	04/07/2004	04/13/2004
Ticket Number: 0000087594	04/01/2004		4	04/05/2004	04/12/2004
Ticket Number: 0000087545	04/01/2004		0	04/01/2004	04/07/2004
Ticket Number: 0000087661	04/02/2004		24		04/26/2004
Ticket Number: 0000088552	04/14/2004		6	04/20/2004	04/26/2004
Ticket Number: 0000089658	04/29/2004		0	04/29/2004	05/05/2004
Ticket Number: 0000089060	04/21/2004		8	04/29/2004	05/05/2004
Ticket Number: 0000089379	04/26/2004		3	04/29/2004	05/05/2004
Ticket Number: 0000089203	04/22/2004		5	04/27/2004	05/03/2004
Ticket Number: 0000088392	04/12/2004		14	04/26/2004	05/03/2004
Ticket Number: 0000088477	04/13/2004		2	04/15/2004	04/21/2004
Ticket Number: 0000088470	04/13/2004		16		04/29/2004
Ticket Number: 0000088483	04/13/2004		7	04/20/2004	04/26/2004
Ticket Number: 0000088555	04/14/2004		12		04/26/2004
Ticket Number: 0000088683	04/15/2004		14	04/29/2004	05/05/2004
Ticket Number: 0000089355	04/26/2004		7		05/03/2004
Ticket Number: 0000088835	04/19/2004		3		04/22/2004
Ticket Number: 0000089149	04/22/2004		4	04/26/2004	05/03/2004
Ticket Number: 0000088755	04/16/2004		6		04/22/2004
Ticket Number: 0000088722	04/16/2004		6		04/22/2004
Ticket Number: 0000088600	04/14/2004		15	04/29/2004	05/05/2004
Ticket Number: 0000088579	04/14/2004		6	04/20/2004	04/26/2004
Ticket Number: 0000088540	04/14/2004		2	04/16/2004	04/16/2004
Ticket Number: 0000087880	04/05/2004		15		04/20/2004
Ticket Number: 0000087884	04/05/2004		10	04/15/2004	04/21/2004
Ticket Number: 0000087962	04/06/2004		1		04/07/2004
Ticket Number: 0000088090	04/07/2004		19	04/26/2004	05/03/2004
Ticket Number: 0000088187	04/08/2004		12		04/20/2004
Ticket Number: 0000088278	04/09/2004		6	04/15/2004	04/21/2004
Ticket Number: 0000088284	04/09/2004		25		05/04/2004
Ticket Number: 0000088246	04/09/2004		11	04/20/2004	04/26/2004
Ticket Number: 0000088234	04/09/2004		3	04/12/2004	04/19/2004
Ticket Number: 0000088186	04/08/2004		6	04/14/2004	04/20/2004
Ticket Number: 0000088240	04/09/2004		11	04/20/2004	04/26/2004
Ticket Number: 0000087955	04/06/2004		3	04/09/2004	04/15/2004
Average time to ticket resolution for			9		
Maximum time to ticket resolution for			25		
Minimum time to ticket resolution for			0		

Desktop Support

jhill4

Total: **1**

Closed

Total: **1**

Ticket Number: 0000089515

04/27/2004

2

04/29/2004

05/05/2004

Average time to ticket resolution for

jhill4

2

Maximum time to ticket resolution for

jhill4

2

Minimum time to ticket resolution for

jhill4

2

Desktop Support

josh

Total: 48

Resolved

Total: 4

Ticket Number:	0000089463	04/27/2004	6	05/03/2004
Ticket Number:	0000088454	04/13/2004	20	05/03/2004
Ticket Number:	0000089454	04/27/2004	6	05/03/2004
Ticket Number:	0000089689	04/29/2004	1	04/30/2004

Closed

Total: 44

Ticket Number:	0000089214	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000088054	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000087543	04/01/2004	4	04/05/2004	04/12/2004
Ticket Number:	0000087584	04/01/2004	1	04/02/2004	04/08/2004
Ticket Number:	0000087844	04/05/2004	15	04/20/2004	04/26/2004
Ticket Number:	0000087855	04/05/2004	3	04/08/2004	04/14/2004
Ticket Number:	0000087848	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087675	04/02/2004	0	04/02/2004	04/08/2004
Ticket Number:	0000087561	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000088484	04/13/2004	6	04/19/2004	04/26/2004
Ticket Number:	0000089080	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089143	04/22/2004	4	04/26/2004	05/03/2004
Ticket Number:	0000089269	04/23/2004	3	04/26/2004	05/03/2004
Ticket Number:	0000089287	04/23/2004	3	04/26/2004	05/03/2004
Ticket Number:	0000089390	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089367	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089366	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089270	04/23/2004	3	04/26/2004	05/03/2004
Ticket Number:	0000089178	04/22/2004	5	04/27/2004	05/03/2004
Ticket Number:	0000089140	04/22/2004	4	04/26/2004	05/03/2004
Ticket Number:	0000087864	04/05/2004	8	04/13/2004	04/19/2004
Ticket Number:	0000088109	04/07/2004	1	04/08/2004	04/13/2004
Ticket Number:	0000088386	04/12/2004	2	04/14/2004	04/20/2004
Ticket Number:	0000088363	04/12/2004	7	04/19/2004	04/26/2004
Ticket Number:	0000088179	04/08/2004	18	04/26/2004	05/03/2004
Ticket Number:	0000088136	04/08/2004	6	04/14/2004	04/20/2004
Ticket Number:	0000088053	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000088078	04/07/2004	12	04/19/2004	04/26/2004
Ticket Number:	0000088052	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000087972	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000087865	04/05/2004	2	04/07/2004	04/13/2004
Ticket Number:	0000088405	04/12/2004	9	04/21/2004	04/27/2004
Ticket Number:	0000088458	04/13/2004	0	04/13/2004	04/19/2004
Ticket Number:	0000088456	04/13/2004	0	04/13/2004	04/19/2004
Ticket Number:	0000088503	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088881	04/19/2004	2	04/21/2004	04/27/2004
Ticket Number:	0000088877	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088869	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000089428	04/26/2004	3	04/29/2004	05/05/2004
Ticket Number:	0000088846	04/19/2004	7	04/26/2004	05/03/2004
Ticket Number:	0000088833	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088710	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088636	04/15/2004	11	04/26/2004	05/03/2004
Ticket Number:	0000088587	04/14/2004	0	04/14/2004	04/20/2004

-----		-----
Average time to ticket resolution for	josh	4
Maximum time to ticket resolution for	josh	20
Minimum time to ticket resolution for	josh	0
-----		-----

Desktop Support

lasuk

Total: 57

Resolved

Total: 6

Ticket Number:	0000089090	04/21/2004	0	04/21/2004	04/21/2004
Ticket Number:	0000089595	04/28/2004	2	04/30/2004	
Ticket Number:	0000089693	04/29/2004	5	05/04/2004	
Ticket Number:	0000089712	04/29/2004	4	05/03/2004	
Ticket Number:	0000089684	04/29/2004	1	04/30/2004	
Ticket Number:	0000089209	04/22/2004	8	04/30/2004	

Desktop Support

	Closed	Total:	51		
Ticket Number:	0000088932	04/20/2004	7	04/27/2004	05/03/2004
Ticket Number:	0000087624	04/01/2004	4	04/05/2004	04/22/2004
Ticket Number:	0000087846	04/05/2004	10	04/15/2004	04/21/2004
Ticket Number:	0000087589	04/01/2004	11	04/12/2004	04/19/2004
Ticket Number:	0000088998	04/20/2004	8	04/28/2004	05/04/2004
Ticket Number:	0000089180	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089198	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089513	04/27/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089450	04/27/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089421	04/26/2004	2	04/28/2004	05/04/2004
Ticket Number:	0000089403	04/26/2004	3	04/29/2004	05/05/2004
Ticket Number:	0000089345	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089256	04/23/2004	3	04/26/2004	05/03/2004
Ticket Number:	0000089289	04/23/2004	5	04/28/2004	05/04/2004
Ticket Number:	0000089223	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089182	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089520	04/27/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089003	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000089174	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089096	04/21/2004	2	04/23/2004	04/29/2004
Ticket Number:	0000089011	04/20/2004	8	04/28/2004	05/04/2004
Ticket Number:	0000088465	04/13/2004	2	04/15/2004	04/21/2004
Ticket Number:	0000088537	04/14/2004	9	04/23/2004	04/29/2004
Ticket Number:	0000089066	04/21/2004	2	04/23/2004	04/29/2004
Ticket Number:	0000088654	04/15/2004	4	04/19/2004	04/20/2004
Ticket Number:	0000088706	04/16/2004	5	04/21/2004	04/27/2004
Ticket Number:	0000088970	04/20/2004	2	04/22/2004	04/28/2004
Ticket Number:	0000088969	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000088864	04/19/2004	7	04/26/2004	05/03/2004
Ticket Number:	0000088834	04/19/2004	3	04/22/2004	04/28/2004
Ticket Number:	0000088812	04/19/2004	8	04/26/2004	05/03/2004
Ticket Number:	0000088806	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088769	04/16/2004	6	04/22/2004	04/28/2004
Ticket Number:	0000088723	04/16/2004	12	04/28/2004	05/04/2004
Ticket Number:	0000088707	04/16/2004	5	04/21/2004	04/27/2004
Ticket Number:	0000088687	04/15/2004	13	04/28/2004	05/04/2004
Ticket Number:	0000087873	04/05/2004	3	04/08/2004	04/14/2004
Ticket Number:	0000087874	04/05/2004	3	04/08/2004	04/20/2004
Ticket Number:	0000087882	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000088384	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000088376	04/12/2004	11	04/23/2004	04/29/2004
Ticket Number:	0000088279	04/09/2004	11	04/20/2004	04/26/2004
Ticket Number:	0000088362	04/12/2004	2	04/14/2004	04/20/2004
Ticket Number:	0000088168	04/08/2004	7	04/15/2004	04/21/2004
Ticket Number:	0000088135	04/08/2004	8	04/16/2004	04/22/2004
Ticket Number:	0000088089	04/07/2004	2	04/09/2004	04/15/2004
Ticket Number:	0000088087	04/07/2004	9	04/16/2004	04/22/2004
Ticket Number:	0000088047	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088389	04/12/2004	7	04/19/2004	04/26/2004
Ticket Number:	0000088671	04/15/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000088003	04/06/2004	15	04/21/2004	04/27/2004

Desktop Support

Average time to ticket resolution for	lasuk	5
Maximum time to ticket resolution for	lasuk	15
Minimum time to ticket resolution for	lasuk	0

Desktop Support

omarn

Total: 48

Resolved

Total: 4

Ticket Number:	0000088375	04/12/2004	22	05/04/2004
Ticket Number:	0000089466	04/27/2004	7	05/04/2004
Ticket Number:	0000088938	04/20/2004	14	05/04/2004
Ticket Number:	0000088652	04/15/2004	19	05/04/2004

Closed

Total: 44

Ticket Number:	0000087558	04/01/2004	4	04/05/2004	04/12/2004
Ticket Number:	0000087628	04/01/2004	6	04/07/2004	04/13/2004
Ticket Number:	0000087792	04/05/2004	3	04/08/2004	04/14/2004
Ticket Number:	0000087832	04/05/2004	3	04/08/2004	04/14/2004
Ticket Number:	0000087647	04/02/2004	12	04/13/2004	04/19/2004
Ticket Number:	0000087590	04/01/2004	4	04/05/2004	04/12/2004
Ticket Number:	0000087571	04/01/2004	4	04/05/2004	04/12/2004
Ticket Number:	0000087581	04/01/2004	4	04/05/2004	04/12/2004
Ticket Number:	0000088990	04/20/2004	9	04/29/2004	05/05/2004
Ticket Number:	0000089089	04/21/2004	8	04/29/2004	05/05/2004
Ticket Number:	0000089348	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000087872	04/05/2004	2	04/07/2004	04/13/2004
Ticket Number:	0000087957	04/06/2004	23	04/29/2004	05/05/2004
Ticket Number:	0000087959	04/06/2004	8	04/14/2004	04/20/2004
Ticket Number:	0000087979	04/06/2004	13	04/19/2004	04/26/2004
Ticket Number:	0000087978	04/06/2004	8	04/14/2004	04/20/2004
Ticket Number:	0000087986	04/06/2004	10	04/16/2004	04/22/2004
Ticket Number:	0000088478	04/13/2004	8	04/21/2004	04/27/2004
Ticket Number:	0000088189	04/08/2004	8	04/16/2004	04/22/2004
Ticket Number:	0000088185	04/08/2004	7	04/15/2004	04/21/2004
Ticket Number:	0000088163	04/08/2004	7	04/15/2004	04/21/2004
Ticket Number:	0000088241	04/09/2004	6	04/15/2004	04/21/2004
Ticket Number:	0000088080	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000088071	04/07/2004	8	04/15/2004	04/21/2004
Ticket Number:	0000088067	04/07/2004	7	04/14/2004	04/20/2004
Ticket Number:	0000088058	04/07/2004	7	04/14/2004	04/20/2004
Ticket Number:	0000088055	04/07/2004	7	04/14/2004	04/20/2004
Ticket Number:	0000088064	04/07/2004	7	04/14/2004	04/20/2004
Ticket Number:	0000087961	04/06/2004	23	04/29/2004	05/05/2004
Ticket Number:	0000088069	04/07/2004	7	04/14/2004	04/20/2004
Ticket Number:	0000087912	04/06/2004	6	04/12/2004	04/19/2004
Ticket Number:	0000088260	04/09/2004	20	04/29/2004	05/05/2004
Ticket Number:	0000088104	04/07/2004	8	04/15/2004	04/21/2004
Ticket Number:	0000088091	04/07/2004	6	04/13/2004	04/19/2004
Ticket Number:	0000088554	04/14/2004	5	04/19/2004	04/26/2004
Ticket Number:	0000088948	04/20/2004	6	04/26/2004	05/03/2004
Ticket Number:	0000088878	04/19/2004	7	04/26/2004	05/03/2004
Ticket Number:	0000088594	04/14/2004	2	04/16/2004	04/22/2004
Ticket Number:	0000089146	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000088721	04/16/2004	5	04/21/2004	04/27/2004
Ticket Number:	0000088850	04/19/2004	7	04/26/2004	05/03/2004
Ticket Number:	0000088670	04/15/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000088640	04/15/2004	8	04/23/2004	04/29/2004
Ticket Number:	0000088604	04/14/2004	15	04/29/2004	05/05/2004

Average time to ticket resolution for

omarn

8

Maximum time to ticket resolution for

omarn

23

Minimum time to ticket resolution for

omarn

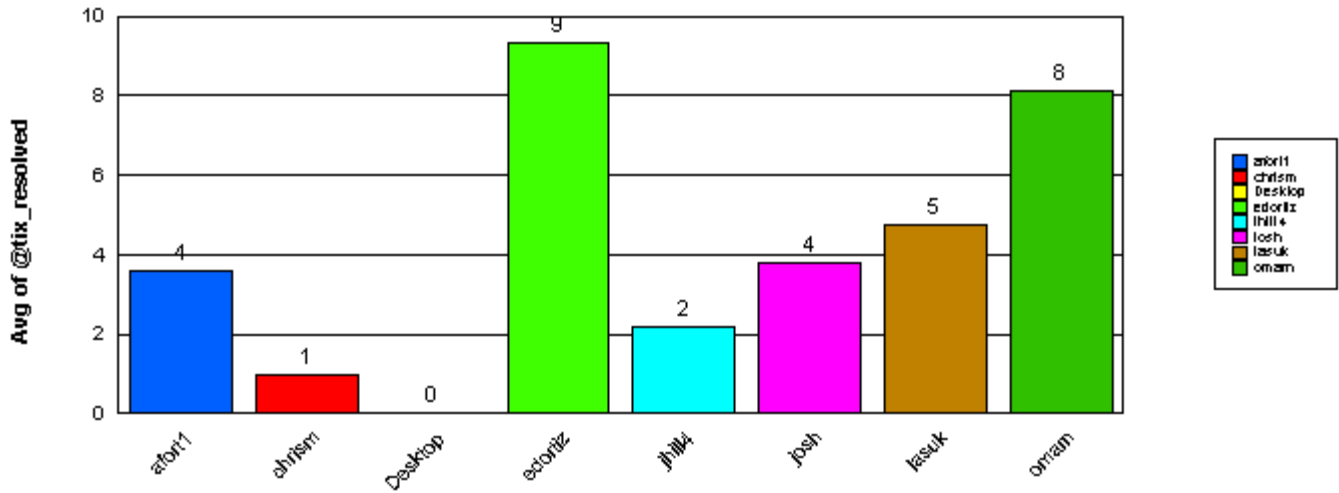
0

Desktop Support

Average time to ticket resolution for	Desktop Support	6
Maximum time to ticket resolution for	Desktop Support	25
Minimum time to ticket resolution for	Desktop Support	0

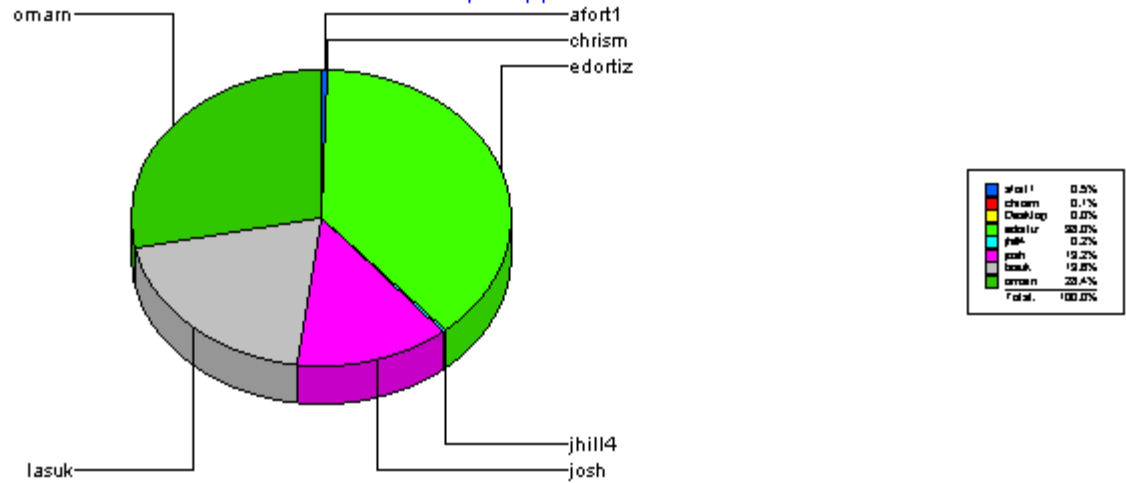
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	69		
tkuonen		<u>Total:</u>	10		
	Closed		<u>Total:</u>	10	
Ticket Number:	0000088416	04/12/2004	1		04/13/2004
Ticket Number:	0000088110	04/07/2004	1		04/08/2004
Ticket Number:	0000089065	04/21/2004	0		04/21/2004
Ticket Number:	0000089377	04/26/2004	0		04/26/2004
Ticket Number:	0000089353	04/26/2004	0		04/26/2004
Ticket Number:	0000089005	04/20/2004	3		04/23/2004
Ticket Number:	0000088184	04/08/2004	0		04/08/2004
Ticket Number:	0000087829	04/05/2004	0		04/05/2004
Ticket Number:	0000087568	04/01/2004	0		04/01/2004
Ticket Number:	0000089774	04/30/2004	3		05/03/2004
-----				-----	
Average time to ticket resolution for	tkuonen		1		
Maximum time to ticket resolution for	tkuonen		3		
Minimum time to ticket resolution for	tkuonen		0		

**Financial Services: Peo
weller**

Total: 59

Financial Services: Peo

	Closed	Total:	59	
Ticket Number:	0000089624	04/28/2004	1	04/29/2004
Ticket Number:	0000089660	04/29/2004	4	05/03/2004
Ticket Number:	0000089714	04/29/2004	4	05/03/2004
Ticket Number:	0000089792	04/30/2004	3	05/03/2004
Ticket Number:	0000089724	04/29/2004	5	05/04/2004
Ticket Number:	0000089685	04/29/2004	0	04/29/2004
Ticket Number:	0000087600	04/01/2004	0	04/06/2004
Ticket Number:	0000088979	04/20/2004	0	04/20/2004
Ticket Number:	0000089000	04/20/2004	0	04/20/2004
Ticket Number:	0000089059	04/21/2004	0	04/21/2004
Ticket Number:	0000089063	04/21/2004	0	04/21/2004
Ticket Number:	0000089100	04/21/2004	6	04/27/2004
Ticket Number:	0000089526	04/27/2004	0	04/27/2004
Ticket Number:	0000089179	04/22/2004	1	04/23/2004
Ticket Number:	0000089219	04/22/2004	1	04/23/2004
Ticket Number:	0000089498	04/27/2004	1	04/28/2004
Ticket Number:	0000089475	04/27/2004	7	05/04/2004
Ticket Number:	0000089400	04/26/2004	0	04/26/2004
Ticket Number:	0000089365	04/26/2004	2	04/28/2004
Ticket Number:	0000089464	04/27/2004	0	04/27/2004
Ticket Number:	0000089221	04/22/2004	1	04/23/2004
Ticket Number:	0000089208	04/22/2004	1	04/23/2004
Ticket Number:	0000089169	04/22/2004	5	04/27/2004
Ticket Number:	0000089158	04/22/2004	0	04/22/2004
Ticket Number:	0000089524	04/27/2004	0	04/27/2004
Ticket Number:	0000089092	04/21/2004	6	04/27/2004
Ticket Number:	0000089619	04/28/2004	1	04/29/2004
Ticket Number:	0000089061	04/21/2004	8	04/29/2004
Ticket Number:	0000088987	04/20/2004	0	04/20/2004
Ticket Number:	0000088010	04/06/2004	0	04/06/2004
Ticket Number:	0000088013	04/06/2004	0	04/06/2004
Ticket Number:	0000088225	04/09/2004	7	04/16/2004
Ticket Number:	0000088360	04/12/2004	0	04/12/2004
Ticket Number:	0000088382	04/12/2004	0	04/12/2004
Ticket Number:	0000088383	04/12/2004	0	04/12/2004
Ticket Number:	0000089160	04/22/2004	1	04/23/2004
Ticket Number:	0000088259	04/09/2004	0	04/09/2004
Ticket Number:	0000088017	04/06/2004	0	04/06/2004
Ticket Number:	0000088005	04/06/2004	0	04/06/2004
Ticket Number:	0000087990	04/06/2004	1	04/07/2004
Ticket Number:	0000088004	04/06/2004	0	04/06/2004
Ticket Number:	0000088002	04/06/2004	0	04/06/2004
Ticket Number:	0000088402	04/12/2004	4	04/16/2004
Ticket Number:	0000088419	04/12/2004	2	04/14/2004
Ticket Number:	0000088751	04/16/2004	3	04/19/2004
Ticket Number:	0000088500	04/13/2004	8	04/21/2004
Ticket Number:	0000089040	04/21/2004	0	04/21/2004
Ticket Number:	0000088724	04/16/2004	0	04/16/2004
Ticket Number:	0000088825	04/19/2004	0	04/19/2004
Ticket Number:	0000088838	04/19/2004	0	04/19/2004
Ticket Number:	0000088995	04/20/2004	14	05/04/2004
Ticket Number:	0000088950	04/20/2004	0	04/20/2004
Ticket Number:	0000089064	04/21/2004	13	05/04/2004

Financial Services: Peo

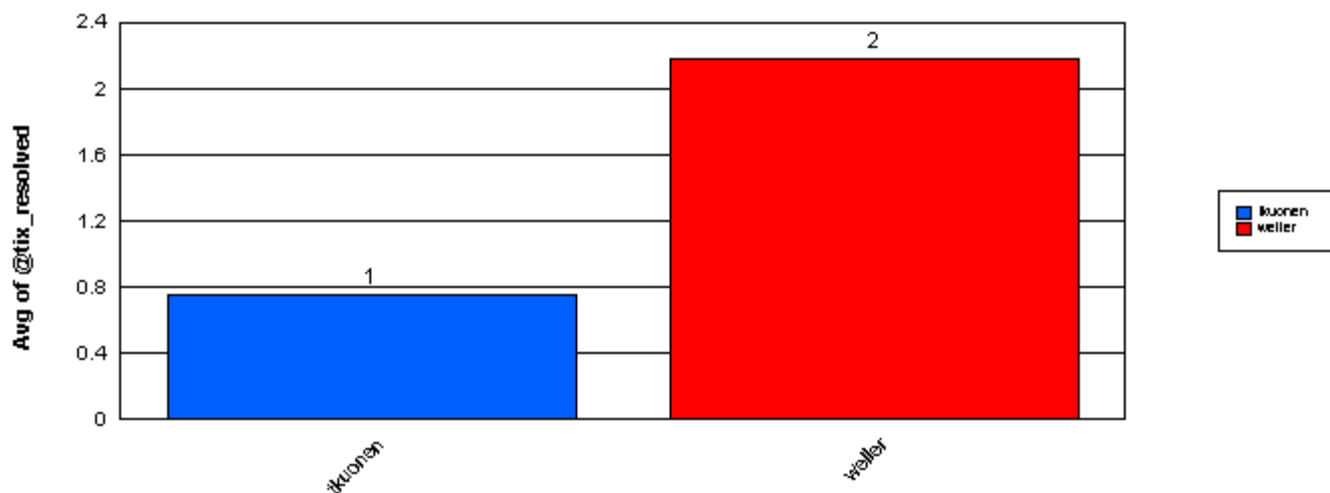
Ticket Number:	0000088890	04/19/2004	11	04/30/2004
Ticket Number:	0000088884	04/19/2004	3	04/22/2004
Ticket Number:	0000088830	04/19/2004	0	04/19/2004
Ticket Number:	0000088823	04/19/2004	1	04/20/2004
Ticket Number:	0000088639	04/15/2004	1	04/16/2004
Ticket Number:	0000088602	04/14/2004	2	04/16/2004
-----		-----		
Average time to ticket resolution for	weller		2	
Maximum time to ticket resolution for	weller		14	
Minimum time to ticket resolution for	weller		0	

Financial Services: Peo

Average time to ticket resolution for	Financial Servi	2
Maximum time to ticket resolution for	Financial Servi	14
Minimum time to ticket resolution for	Financial Servi	0

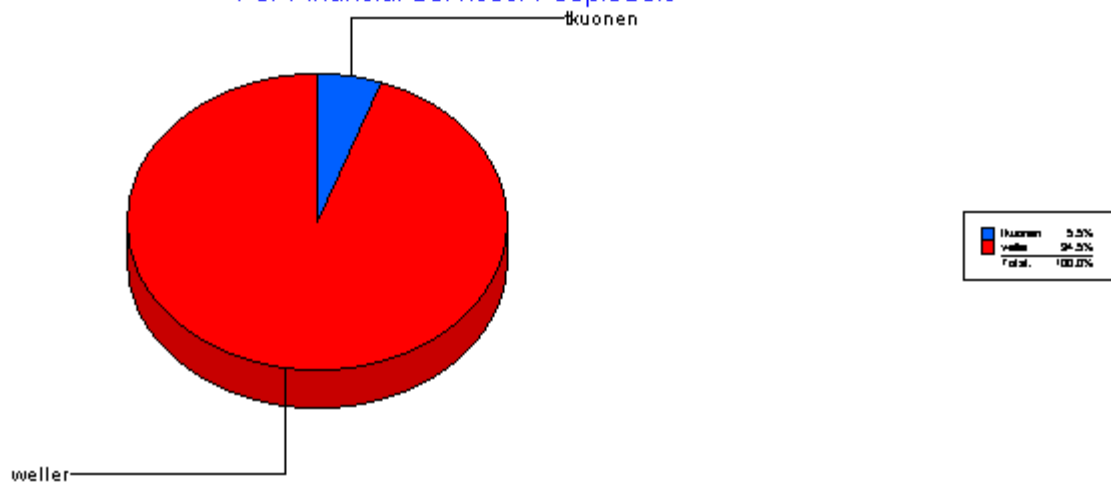
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		<u>Total:</u>	781	
HD:Tape_Changes		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000089511	04/27/2004	0	04/27/2004

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	
HelpDesk		<u>Total:</u>	14	
Closed		<u>Total:</u>	14	
Ticket Number:	0000089370	04/26/2004	0	04/26/2004
Ticket Number:	0000089497	04/27/2004	0	04/27/2004
Ticket Number:	0000089405	04/26/2004	0	04/26/2004
Ticket Number:	0000087551	04/01/2004	0	04/01/2004
Ticket Number:	0000087585	04/01/2004	0	04/01/2004
Ticket Number:	0000087748	04/04/2004	0	04/04/2004
Ticket Number:	0000087795	04/05/2004	0	04/05/2004
Ticket Number:	0000089618	04/28/2004	0	04/28/2004
Ticket Number:	0000089760	04/30/2004	0	04/30/2004
Ticket Number:	0000089764	04/30/2004	0	04/30/2004
Ticket Number:	0000088976	04/20/2004	0	04/20/2004
Ticket Number:	0000088934	04/20/2004	0	04/20/2004
Ticket Number:	0000088235	04/09/2004	0	04/09/2004
Ticket Number:	0000088314	04/10/2004	0	04/10/2004

Average time to ticket resolution for		HelpDesk	0	
Maximum time to ticket resolution for		HelpDesk	0	
Minimum time to ticket resolution for		HelpDesk	0	

Helpdesk

akhant1

Total: **192**

Resolved

Total: **10**

Ticket Number:	0000089751	04/30/2004	2	05/02/2004
Ticket Number:	0000089572	04/28/2004	6	05/04/2004
Ticket Number:	0000089455	04/27/2004	7	05/04/2004
Ticket Number:	0000089547	04/27/2004	5	05/02/2004
Ticket Number:	0000089531	04/27/2004	7	05/04/2004
Ticket Number:	0000089797	04/30/2004	2	05/02/2004
Ticket Number:	0000089749	04/30/2004	2	05/02/2004
Ticket Number:	0000089717	04/29/2004	5	05/04/2004
Ticket Number:	0000089707	04/29/2004	5	05/04/2004
Ticket Number:	0000089334	04/25/2004	7	05/02/2004

Helpdesk

	Closed	Total:	182		
Ticket Number:	0000088799	04/18/2004	0	04/18/2004	04/26/2004
Ticket Number:	0000087548	04/01/2004	5	04/06/2004	04/12/2004
Ticket Number:	0000087646	04/02/2004	2	04/04/2004	04/12/2004
Ticket Number:	0000088528	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000087789	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087788	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087785	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087770	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087761	04/04/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087758	04/04/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087756	04/04/2004	2	04/06/2004	04/12/2004
Ticket Number:	0000087755	04/04/2004	0	04/04/2004	04/12/2004
Ticket Number:	0000087754	04/04/2004	2	04/06/2004	04/12/2004
Ticket Number:	0000087750	04/04/2004	2	04/06/2004	04/12/2004
Ticket Number:	0000087746	04/04/2004	0	04/04/2004	04/12/2004
Ticket Number:	0000087742	04/04/2004	0	04/04/2004	04/12/2004
Ticket Number:	0000087740	04/04/2004	1	04/04/2004	04/12/2004
Ticket Number:	0000087739	04/04/2004	1	04/04/2004	04/12/2004
Ticket Number:	0000087735	04/03/2004	1	04/04/2004	04/12/2004
Ticket Number:	0000087734	04/03/2004	1	04/04/2004	04/12/2004
Ticket Number:	0000087723	04/03/2004	1	04/04/2004	04/12/2004
Ticket Number:	0000087701	04/02/2004	2	04/04/2004	04/12/2004
Ticket Number:	0000087692	04/02/2004	9	04/11/2004	04/19/2004
Ticket Number:	0000087686	04/02/2004	6	04/08/2004	04/14/2004
Ticket Number:	0000087685	04/02/2004	4	04/06/2004	04/12/2004
Ticket Number:	0000087660	04/02/2004	0	04/02/2004	04/08/2004
Ticket Number:	0000088772	04/17/2004	2	04/18/2004	04/26/2004
Ticket Number:	0000087574	04/01/2004	3	04/04/2004	04/12/2004
Ticket Number:	0000087597	04/01/2004	3	04/04/2004	04/12/2004
Ticket Number:	0000088980	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089451	04/27/2004	0		04/27/2004
Ticket Number:	0000089444	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000089439	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089438	04/26/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089436	04/26/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089431	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089429	04/26/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089339	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089338	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089337	04/25/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089331	04/25/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089329	04/25/2004	2	04/27/2004	05/03/2004
Ticket Number:	0000089325	04/25/2004	0	04/25/2004	05/03/2004
Ticket Number:	0000089322	04/25/2004	0	04/25/2004	05/03/2004
Ticket Number:	0000089206	04/22/2004	4	04/26/2004	05/03/2004
Ticket Number:	0000089291	04/23/2004	2	04/25/2004	05/03/2004
Ticket Number:	0000089333	04/25/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089037	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089017	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089020	04/20/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089026	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089031	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089027	04/21/2004	0	04/21/2004	04/27/2004

Helpdesk

Ticket Number:	0000089016	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089573	04/28/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089550	04/27/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089546	04/27/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089545	04/27/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089544	04/27/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089305	04/24/2004	1	04/25/2004	05/03/2004
Ticket Number:	0000089303	04/24/2004	1	04/25/2004	05/03/2004
Ticket Number:	0000089299	04/24/2004	1	04/25/2004	05/03/2004
Ticket Number:	0000089297	04/24/2004	2	04/25/2004	05/03/2004
Ticket Number:	0000089296	04/23/2004	2	04/25/2004	05/03/2004
Ticket Number:	0000089294	04/23/2004	2	04/25/2004	05/03/2004
Ticket Number:	0000089277	04/23/2004	2	04/25/2004	05/03/2004
Ticket Number:	0000089254	04/23/2004	4	04/27/2004	05/03/2004
Ticket Number:	0000089248	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089341	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089312	04/24/2004	1		04/25/2004
Ticket Number:	0000089310	04/24/2004	1	04/25/2004	05/03/2004
Ticket Number:	0000087868	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000088301	04/10/2004	1	04/11/2004	04/19/2004
Ticket Number:	0000088300	04/10/2004	1	04/11/2004	04/19/2004
Ticket Number:	0000088298	04/10/2004	8	04/18/2004	04/26/2004
Ticket Number:	0000088297	04/10/2004	1	04/11/2004	04/19/2004
Ticket Number:	0000088296	04/10/2004	2	04/11/2004	04/19/2004
Ticket Number:	0000088292	04/09/2004	2	04/11/2004	04/19/2004
Ticket Number:	0000088290	04/09/2004	2	04/11/2004	04/19/2004
Ticket Number:	0000088288	04/09/2004	2	04/11/2004	04/19/2004
Ticket Number:	0000088077	04/07/2004	4	04/11/2004	04/19/2004
Ticket Number:	0000088073	04/07/2004	2	04/09/2004	04/15/2004
Ticket Number:	0000088918	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088496	04/13/2004	7	04/20/2004	04/26/2004
Ticket Number:	0000087974	04/06/2004	2	04/08/2004	04/14/2004
Ticket Number:	0000087970	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088350	04/12/2004	2	04/14/2004	04/20/2004
Ticket Number:	0000087953	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000087947	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000088529	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088345	04/12/2004	3	04/14/2004	04/20/2004
Ticket Number:	0000088344	04/11/2004	3	04/14/2004	04/20/2004
Ticket Number:	0000088342	04/11/2004	3	04/14/2004	04/20/2004
Ticket Number:	0000088340	04/11/2004	3	04/14/2004	04/20/2004
Ticket Number:	0000088333	04/11/2004	0	04/11/2004	04/19/2004
Ticket Number:	0000088332	04/11/2004	0	04/11/2004	04/19/2004
Ticket Number:	0000088330	04/11/2004	0	04/11/2004	04/19/2004
Ticket Number:	0000088329	04/11/2004	0	04/11/2004	04/19/2004
Ticket Number:	0000088328	04/11/2004	0	04/11/2004	04/19/2004
Ticket Number:	0000088325	04/11/2004	0	04/11/2004	04/19/2004
Ticket Number:	0000088324	04/11/2004	0		04/11/2004
Ticket Number:	0000088820	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088322	04/11/2004	0	04/11/2004	04/19/2004
Ticket Number:	0000088319	04/11/2004	0		04/11/2004
Ticket Number:	0000088318	04/11/2004	1	04/11/2004	04/19/2004
Ticket Number:	0000088317	04/11/2004	1	04/11/2004	04/19/2004
Ticket Number:	0000088309	04/10/2004	1	04/11/2004	04/19/2004

Helpdesk

Ticket Number:	0000088310	04/10/2004	1	04/11/2004	04/19/2004
Ticket Number:	0000088313	04/10/2004	1	04/11/2004	04/19/2004
Ticket Number:	0000088302	04/10/2004	1	04/11/2004	04/19/2004
Ticket Number:	0000088271	04/09/2004	5	04/14/2004	04/20/2004
Ticket Number:	0000088359	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088244	04/09/2004	2	04/11/2004	04/19/2004
Ticket Number:	0000088238	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088223	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088169	04/08/2004	1	04/09/2004	04/15/2004
Ticket Number:	0000089047	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000087929	04/06/2004	2	04/08/2004	04/14/2004
Ticket Number:	0000087911	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000087886	04/05/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000087885	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087899	04/05/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000087900	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000088393	04/12/2004	6	04/18/2004	04/26/2004
Ticket Number:	0000088406	04/12/2004	6	04/18/2004	04/26/2004
Ticket Number:	0000088411	04/12/2004	2	04/14/2004	04/20/2004
Ticket Number:	0000088954	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000088928	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088916	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088911	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088910	04/19/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088906	04/19/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088902	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088866	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088816	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088815	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088811	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088809	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088807	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088805	04/18/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088800	04/18/2004	0		04/18/2004
Ticket Number:	0000088798	04/18/2004	0	04/18/2004	04/26/2004
Ticket Number:	0000088795	04/18/2004	1	04/18/2004	04/26/2004
Ticket Number:	0000088861	04/19/2004	6	04/25/2004	05/03/2004
Ticket Number:	0000088826	04/19/2004	2	04/21/2004	04/27/2004
Ticket Number:	0000088794	04/17/2004	1	04/18/2004	04/26/2004
Ticket Number:	0000088750	04/16/2004	4	04/20/2004	04/26/2004
Ticket Number:	0000088749	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088765	04/16/2004	2	04/18/2004	04/26/2004
Ticket Number:	0000088741	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088743	04/16/2004	2	04/18/2004	04/26/2004
Ticket Number:	0000088661	04/15/2004	3	04/18/2004	04/26/2004
Ticket Number:	0000088522	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088519	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088517	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088504	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088493	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088531	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088449	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088450	04/13/2004	5	04/18/2004	04/26/2004
Ticket Number:	0000088443	04/13/2004	1	04/14/2004	04/20/2004

Helpdesk

Ticket Number:	0000088793	04/17/2004	1	04/18/2004	04/26/2004
Ticket Number:	0000088792	04/17/2004	1	04/18/2004	04/26/2004
Ticket Number:	0000088791	04/17/2004	1	04/18/2004	04/26/2004
Ticket Number:	0000088785	04/17/2004	1	04/18/2004	04/26/2004
Ticket Number:	0000088782	04/17/2004	4	04/21/2004	04/27/2004
Ticket Number:	0000088781	04/17/2004	1	04/18/2004	04/26/2004
Ticket Number:	0000088778	04/17/2004	1	04/18/2004	04/26/2004
Ticket Number:	0000088768	04/16/2004	2	04/18/2004	04/26/2004
Ticket Number:	0000088770	04/16/2004	2	04/18/2004	04/26/2004
Ticket Number:	0000088561	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088551	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088550	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088539	04/14/2004	0		04/14/2004
Ticket Number:	0000088536	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088532	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088527	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088523	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088429	04/12/2004	2	04/14/2004	04/20/2004
Ticket Number:	0000088428	04/12/2004	8	04/20/2004	04/26/2004
Ticket Number:	0000088415	04/12/2004	8	04/20/2004	04/26/2004
Ticket Number:	0000088395	04/12/2004	2	04/14/2004	04/20/2004

Average time to ticket resolution for	akhant1		2		
Maximum time to ticket resolution for	akhant1		9		
Minimum time to ticket resolution for	akhant1		0		

Helpdesk

anna

Resolved

Total: **165**

Total: **5**

Ticket Number:	0000089476	04/27/2004	6	05/03/2004
Ticket Number:	0000089631	04/28/2004	5	05/03/2004
Ticket Number:	0000089662	04/29/2004	4	05/03/2004
Ticket Number:	0000089795	04/30/2004	4	05/04/2004
Ticket Number:	0000089375	04/26/2004	7	05/03/2004

Helpdesk

	Closed	Total:	160		
Ticket Number:	0000087927	04/06/2004	0		04/06/2004
Ticket Number:	0000088848	04/19/2004	4	04/23/2004	04/29/2004
Ticket Number:	0000088459	04/13/2004	0		04/13/2004
Ticket Number:	0000087996	04/06/2004	3	04/09/2004	04/15/2004
Ticket Number:	0000088096	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000087937	04/06/2004	0		04/06/2004
Ticket Number:	0000087552	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087595	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000088217	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000087726	04/03/2004	6	04/09/2004	04/15/2004
Ticket Number:	0000087666	04/02/2004	6	04/08/2004	04/14/2004
Ticket Number:	0000087648	04/02/2004	7	04/09/2004	04/15/2004
Ticket Number:	0000087638	04/02/2004	0		04/02/2004
Ticket Number:	0000088081	04/07/2004	12	04/19/2004	04/26/2004
Ticket Number:	0000087556	04/01/2004	8	04/09/2004	04/15/2004
Ticket Number:	0000087530	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087940	04/06/2004	0		04/06/2004
Ticket Number:	0000087866	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087830	04/05/2004	0		04/05/2004
Ticket Number:	0000087784	04/05/2004	4	04/09/2004	04/15/2004
Ticket Number:	0000087782	04/05/2004	4	04/09/2004	04/15/2004
Ticket Number:	0000087781	04/05/2004	5	04/09/2004	04/15/2004
Ticket Number:	0000087780	04/05/2004	4	04/09/2004	04/15/2004
Ticket Number:	0000087777	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087604	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087640	04/02/2004	0		04/02/2004
Ticket Number:	0000087995	04/06/2004	3	04/09/2004	04/15/2004
Ticket Number:	0000089469	04/27/2004	0		04/27/2004
Ticket Number:	0000089604	04/28/2004	0		04/28/2004
Ticket Number:	0000089622	04/28/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089701	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089656	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089657	04/29/2004	0		04/29/2004
Ticket Number:	0000088991	04/20/2004	3	04/23/2004	04/29/2004
Ticket Number:	0000089086	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089681	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089110	04/21/2004	2	04/23/2004	04/29/2004
Ticket Number:	0000089122	04/21/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089175	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089148	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089157	04/22/2004	5	04/27/2004	05/03/2004
Ticket Number:	0000089575	04/28/2004	0		04/28/2004
Ticket Number:	0000089543	04/27/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089495	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089491	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089499	04/27/2004	0		04/27/2004
Ticket Number:	0000089459	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000089457	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089418	04/26/2004	3	04/29/2004	05/05/2004
Ticket Number:	0000089295	04/23/2004	6	04/29/2004	05/05/2004
Ticket Number:	0000089263	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089268	04/23/2004	0		04/23/2004
Ticket Number:	0000089249	04/23/2004	0	04/23/2004	04/29/2004

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Ticket Number:	0000089245	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089237	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089234	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089231	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089230	04/22/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089215	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089192	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089189	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089181	04/22/2004	0		04/22/2004
Ticket Number:	0000089171	04/22/2004	5	04/27/2004	05/03/2004
Ticket Number:	0000089306	04/24/2004	5	04/29/2004	05/05/2004
Ticket Number:	0000089155	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089145	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089137	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089118	04/21/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089088	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089049	04/21/2004	2	04/23/2004	04/29/2004
Ticket Number:	0000089034	04/21/2004	2	04/23/2004	04/29/2004
Ticket Number:	0000088403	04/12/2004	4	04/16/2004	04/22/2004
Ticket Number:	0000088412	04/12/2004	4	04/16/2004	04/22/2004
Ticket Number:	0000088421	04/12/2004	4	04/16/2004	04/22/2004
Ticket Number:	0000088432	04/12/2004	7	04/19/2004	04/26/2004
Ticket Number:	0000088966	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088959	04/20/2004	2	04/22/2004	04/28/2004
Ticket Number:	0000088921	04/20/2004	3	04/23/2004	04/29/2004
Ticket Number:	0000088903	04/19/2004	3	04/23/2004	04/29/2004
Ticket Number:	0000088889	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088885	04/19/2004	4	04/23/2004	04/29/2004
Ticket Number:	0000088862	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088855	04/19/2004	0		04/19/2004
Ticket Number:	0000088801	04/18/2004	4	04/23/2004	04/29/2004
Ticket Number:	0000088756	04/16/2004	7	04/23/2004	04/29/2004
Ticket Number:	0000088762	04/16/2004	7	04/23/2004	04/29/2004
Ticket Number:	0000088746	04/16/2004	0		04/16/2004
Ticket Number:	0000088734	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088736	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088709	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088703	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088700	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088699	04/15/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000088647	04/15/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000088771	04/17/2004	6	04/23/2004	04/29/2004
Ticket Number:	0000088645	04/15/2004	8	04/23/2004	04/29/2004
Ticket Number:	0000088610	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088576	04/14/2004	2	04/16/2004	04/22/2004
Ticket Number:	0000088556	04/14/2004	2	04/16/2004	04/22/2004
Ticket Number:	0000088546	04/14/2004	2	04/16/2004	04/22/2004
Ticket Number:	0000088542	04/14/2004	2	04/16/2004	04/22/2004
Ticket Number:	0000088508	04/13/2004	6	04/19/2004	04/26/2004
Ticket Number:	0000088498	04/13/2004	6	04/19/2004	04/26/2004
Ticket Number:	0000088607	04/14/2004	0		04/14/2004
Ticket Number:	0000088469	04/13/2004	0		04/13/2004
Ticket Number:	0000088451	04/13/2004	0	04/13/2004	04/19/2004
Ticket Number:	0000088448	04/13/2004	0	04/13/2004	04/19/2004

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Ticket Number:	0000088423	04/12/2004	2	04/14/2004	04/20/2004
Ticket Number:	0000087889	04/05/2004	0		04/06/2004
Ticket Number:	0000087932	04/06/2004	0		04/06/2004
Ticket Number:	0000088299	04/10/2004	4	04/14/2004	04/20/2004
Ticket Number:	0000089307	04/24/2004	5	04/29/2004	05/05/2004
Ticket Number:	0000088262	04/09/2004	0		04/09/2004
Ticket Number:	0000088219	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088218	04/09/2004	0		04/09/2004
Ticket Number:	0000088063	04/07/2004	2	04/09/2004	04/15/2004
Ticket Number:	0000088043	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000088039	04/07/2004	2	04/09/2004	04/15/2004
Ticket Number:	0000088001	04/06/2004	3	04/09/2004	04/15/2004
Ticket Number:	0000087992	04/06/2004	3	04/09/2004	04/15/2004
Ticket Number:	0000087971	04/06/2004	0		04/06/2004
Ticket Number:	0000087964	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000087945	04/06/2004	0		04/06/2004
Ticket Number:	0000087944	04/06/2004	0		04/06/2004
Ticket Number:	0000087939	04/06/2004	0		04/06/2004
Ticket Number:	0000087936	04/06/2004	0		04/06/2004
Ticket Number:	0000087935	04/06/2004	0		04/06/2004
Ticket Number:	0000087934	04/06/2004	0		04/06/2004
Ticket Number:	0000087933	04/06/2004	0		04/06/2004
Ticket Number:	0000088378	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000088343	04/11/2004	1		04/12/2004
Ticket Number:	0000088339	04/11/2004	1		04/12/2004
Ticket Number:	0000088336	04/11/2004	1		04/12/2004
Ticket Number:	0000088192	04/08/2004	1	04/09/2004	04/15/2004
Ticket Number:	0000088190	04/08/2004	1		04/09/2004
Ticket Number:	0000088188	04/08/2004	1	04/09/2004	04/15/2004
Ticket Number:	0000088180	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000088174	04/08/2004	0		04/08/2004
Ticket Number:	0000088233	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088124	04/07/2004	1	04/09/2004	04/15/2004
Ticket Number:	0000088116	04/07/2004	2	04/09/2004	04/15/2004
Ticket Number:	0000088093	04/07/2004	0		04/07/2004
Ticket Number:	0000088708	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088305	04/10/2004	2		04/12/2004
Ticket Number:	0000088216	04/09/2004	0		04/09/2004
Ticket Number:	0000088215	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088214	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088211	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088209	04/08/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088208	04/08/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088207	04/08/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088203	04/08/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088694	04/15/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000088020	04/06/2004	3	04/09/2004	04/15/2004
Ticket Number:	0000087931	04/06/2004	0		04/06/2004
Ticket Number:	0000087901	04/06/2004	3	04/09/2004	04/15/2004
Ticket Number:	0000087925	04/06/2004	0		04/06/2004
Ticket Number:	0000087928	04/06/2004	0		04/06/2004
Ticket Number:	0000087930	04/06/2004	0		04/06/2004
Ticket Number:	0000087926	04/06/2004	0		04/06/2004

Helpdesk

Average time to ticket resolution for	anna	2
Maximum time to ticket resolution for	anna	12
Minimum time to ticket resolution for	anna	0

ha2		<u>Total:</u>	34		
Closed		<u>Total:</u>	34		
Ticket Number: 0000088985	04/20/2004	0	04/20/2004	04/26/2004	
Ticket Number: 0000088149	04/08/2004	5	04/13/2004	04/19/2004	
Ticket Number: 0000088128	04/07/2004	0	04/07/2004	04/13/2004	
Ticket Number: 0000088127	04/07/2004	0	04/07/2004	04/13/2004	
Ticket Number: 0000088044	04/07/2004	6	04/13/2004	04/19/2004	
Ticket Number: 0000087989	04/06/2004	0	04/06/2004	04/12/2004	
Ticket Number: 0000088014	04/06/2004	0	04/06/2004	04/12/2004	
Ticket Number: 0000088018	04/06/2004	0	04/06/2004	04/12/2004	
Ticket Number: 0000088028	04/06/2004	0	04/06/2004	04/12/2004	
Ticket Number: 0000088006	04/06/2004	0	04/06/2004	04/12/2004	
Ticket Number: 0000088263	04/09/2004	4	04/13/2004	04/19/2004	
Ticket Number: 0000087968	04/06/2004	0	04/06/2004	04/12/2004	
Ticket Number: 0000088489	04/13/2004	0	04/13/2004	04/19/2004	
Ticket Number: 0000088956	04/20/2004	0	04/20/2004	04/26/2004	
Ticket Number: 0000088937	04/20/2004	0	04/20/2004	04/26/2004	
Ticket Number: 0000088912	04/20/2004	1	04/20/2004	04/26/2004	
Ticket Number: 0000088623	04/14/2004	0	04/14/2004	04/20/2004	
Ticket Number: 0000088512	04/13/2004	1	04/14/2004	04/20/2004	
Ticket Number: 0000088526	04/13/2004	0	04/13/2004	04/19/2004	
Ticket Number: 0000088505	04/13/2004	0	04/13/2004	04/19/2004	
Ticket Number: 0000088978	04/20/2004	0	04/20/2004	04/26/2004	
Ticket Number: 0000089549	04/27/2004	0	04/27/2004	05/03/2004	
Ticket Number: 0000089548	04/27/2004	0	04/27/2004	05/03/2004	
Ticket Number: 0000089539	04/27/2004	0	04/27/2004	05/03/2004	
Ticket Number: 0000089519	04/27/2004	0	04/27/2004	05/03/2004	
Ticket Number: 0000089500	04/27/2004	0	04/27/2004	05/03/2004	
Ticket Number: 0000089387	04/26/2004	1	04/27/2004	05/03/2004	
Ticket Number: 0000089022	04/20/2004	0	04/20/2004	04/26/2004	
Ticket Number: 0000089632	04/28/2004	0	04/28/2004	05/04/2004	
Ticket Number: 0000089634	04/28/2004	0	04/28/2004	05/04/2004	
Ticket Number: 0000089654	04/29/2004	0	04/29/2004	05/04/2004	
Ticket Number: 0000087722	04/03/2004	0	04/03/2004	04/09/2004	
Ticket Number: 0000088024	04/06/2004	0	04/06/2004	04/12/2004	
Ticket Number: 0000087769	04/05/2004	0	04/05/2004	04/12/2004	
Average time to ticket resolution for	ha2	1			
Maximum time to ticket resolution for	ha2	6			
Minimum time to ticket resolution for	ha2	0			

Helpdesk

jperron1

Total: 32

Closed

Total: 32

Ticket Number:	0000089728	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089021	04/20/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089023	04/20/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089030	04/21/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089029	04/21/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089025	04/21/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089024	04/20/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089032	04/21/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089562	04/28/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089560	04/28/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089557	04/28/2004	0	04/28/2004	05/03/2004
Ticket Number:	0000089555	04/28/2004	0	04/28/2004	05/03/2004
Ticket Number:	0000089554	04/28/2004	0	04/28/2004	05/03/2004
Ticket Number:	0000089553	04/28/2004	0	04/28/2004	05/03/2004
Ticket Number:	0000089552	04/28/2004	0	04/28/2004	05/03/2004
Ticket Number:	0000089036	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089035	04/21/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089033	04/21/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000088530	04/13/2004	0	04/14/2004	04/19/2004
Ticket Number:	0000088698	04/15/2004	0	04/15/2004	04/21/2004
Ticket Number:	0000088535	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088534	04/14/2004	0	04/14/2004	04/19/2004
Ticket Number:	0000088525	04/13/2004	0	04/14/2004	04/19/2004
Ticket Number:	0000088027	04/06/2004	0	04/07/2004	04/12/2004
Ticket Number:	0000088032	04/07/2004	0	04/07/2004	04/12/2004
Ticket Number:	0000088036	04/07/2004	0	04/07/2004	04/12/2004
Ticket Number:	0000088201	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000088212	04/09/2004	0	04/09/2004	04/14/2004
Ticket Number:	0000088197	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000088038	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000088035	04/07/2004	0	04/07/2004	04/12/2004
Ticket Number:	0000088031	04/07/2004	0	04/07/2004	04/12/2004

Average time to ticket resolution for	jperron1	0
Maximum time to ticket resolution for	jperron1	0
Minimum time to ticket resolution for	jperron1	0

**Helpdesk
kherna1**

Total: **79**

Helpdesk

	Closed	Total:	79		
Ticket Number:	0000087870	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000088373	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088354	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088353	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088351	04/12/2004	0		04/12/2004
Ticket Number:	0000088347	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000088356	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000088327	04/11/2004	2	04/13/2004	04/19/2004
Ticket Number:	0000088261	04/09/2004	4	04/13/2004	04/19/2004
Ticket Number:	0000088204	04/08/2004	4	04/12/2004	04/19/2004
Ticket Number:	0000088131	04/08/2004	0	04/08/2004	04/13/2004
Ticket Number:	0000088068	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000088349	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000088348	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000087902	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000087888	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087887	04/05/2004	7	04/13/2004	04/19/2004
Ticket Number:	0000087883	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087875	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087877	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000088397	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088430	04/12/2004	0	04/13/2004	04/19/2004
Ticket Number:	0000088435	04/13/2004	0	04/13/2004	04/19/2004
Ticket Number:	0000088968	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000088920	04/20/2004	8	04/28/2004	05/04/2004
Ticket Number:	0000088821	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088818	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088803	04/18/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088790	04/17/2004	2	04/19/2004	04/26/2004
Ticket Number:	0000088731	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088735	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088716	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088702	04/16/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000088624	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088439	04/13/2004	0		04/13/2004
Ticket Number:	0000088424	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000089039	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089347	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089381	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089388	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089420	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089435	04/26/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089434	04/26/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089432	04/26/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089427	04/26/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089399	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089389	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089386	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089376	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089332	04/25/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089200	04/22/2004	5	04/27/2004	05/03/2004
Ticket Number:	0000089364	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000087807	04/05/2004	0	04/05/2004	04/12/2004

Helpdesk

Ticket Number:	0000087818	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087863	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087862	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087824	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087823	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087822	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087821	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087820	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087819	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087817	04/05/2004	1	04/05/2004	04/12/2004
Ticket Number:	0000087804	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087801	04/05/2004	7	04/12/2004	04/19/2004
Ticket Number:	0000087793	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087776	04/05/2004	1	04/05/2004	04/12/2004
Ticket Number:	0000087774	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087751	04/04/2004	1	04/05/2004	04/12/2004
Ticket Number:	0000087745	04/04/2004	1	04/05/2004	04/12/2004
Ticket Number:	0000087721	04/03/2004	3	04/05/2004	04/12/2004
Ticket Number:	0000087710	04/02/2004	3	04/05/2004	04/12/2004
Ticket Number:	0000087636	04/01/2004	4	04/06/2004	04/12/2004
Ticket Number:	0000087634	04/01/2004	4	04/06/2004	04/12/2004
Ticket Number:	0000087566	04/01/2004	5	04/06/2004	04/12/2004
Ticket Number:	0000087560	04/01/2004	5	04/06/2004	04/12/2004
Ticket Number:	0000087538	04/01/2004	5	04/06/2004	04/12/2004
Ticket Number:	0000087831	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000088358	04/12/2004	0	04/12/2004	04/19/2004
-----			-----		
Average time to ticket resolution for	kherna1		1		
Maximum time to ticket resolution for	kherna1		8		
Minimum time to ticket resolution for	kherna1		0		

Helpdesk

kincaid

Total: 28

Closed

Total: 28

Ticket Number:	0000088667	04/15/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000087539	04/01/2004	0		04/01/2004
Ticket Number:	0000087533	04/01/2004	0		04/01/2004
Ticket Number:	0000087596	04/01/2004	0		04/01/2004
Ticket Number:	0000087657	04/02/2004	0		04/02/2004
Ticket Number:	0000087654	04/02/2004	0		04/02/2004
Ticket Number:	0000087531	04/01/2004	0		04/01/2004
Ticket Number:	0000089062	04/21/2004	0		04/21/2004
Ticket Number:	0000089735	04/30/2004	0		04/30/2004
Ticket Number:	0000089683	04/29/2004	0		04/29/2004
Ticket Number:	0000089170	04/22/2004	0		04/22/2004
Ticket Number:	0000089567	04/28/2004	0		04/28/2004
Ticket Number:	0000089566	04/28/2004	0		04/28/2004
Ticket Number:	0000089565	04/28/2004	0		04/28/2004
Ticket Number:	0000089486	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089167	04/22/2004	5	04/27/2004	05/03/2004
Ticket Number:	0000089101	04/21/2004	1		04/22/2004
Ticket Number:	0000089120	04/21/2004	0		04/22/2004
Ticket Number:	0000089150	04/22/2004	5	04/27/2004	05/03/2004
Ticket Number:	0000088422	04/12/2004	1		04/13/2004
Ticket Number:	0000088909	04/19/2004	0		04/20/2004
Ticket Number:	0000088891	04/19/2004	1		04/20/2004
Ticket Number:	0000088900	04/19/2004	1		04/20/2004
Ticket Number:	0000088632	04/15/2004	0		04/15/2004
Ticket Number:	0000088629	04/15/2004	0		04/15/2004
Ticket Number:	0000088436	04/13/2004	0		04/13/2004
Ticket Number:	0000087960	04/06/2004	0		04/06/2004
Ticket Number:	0000088160	04/08/2004	0		04/08/2004

Average time to ticket resolution for	kincaid	1
Maximum time to ticket resolution for	kincaid	5
Minimum time to ticket resolution for	kincaid	0

Helpdesk

mnolan1

Total: **22**

Resolved

Total: **3**

Ticket Number:	0000089713	04/29/2004	1	04/30/2004
Ticket Number:	0000089801	04/30/2004	0	04/30/2004
Ticket Number:	0000089799	04/30/2004	0	04/30/2004

Closed

Total: **19**

Ticket Number:	0000087716	04/03/2004	0	04/03/2004	04/08/2004
Ticket Number:	0000087744	04/04/2004	0	04/04/2004	04/12/2004
Ticket Number:	0000089731	04/29/2004	0	04/30/2004	05/05/2004
Ticket Number:	0000089725	04/29/2004	0	04/30/2004	05/05/2004
Ticket Number:	0000089081	04/21/2004	4	04/25/2004	05/03/2004
Ticket Number:	0000089336	04/25/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089316	04/25/2004	0	04/25/2004	05/03/2004
Ticket Number:	0000089320	04/25/2004	0	04/25/2004	05/03/2004
Ticket Number:	0000089335	04/25/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089293	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000087965	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000088575	04/14/2004	2	04/16/2004	04/22/2004
Ticket Number:	0000088773	04/17/2004	0	04/17/2004	04/23/2004
Ticket Number:	0000088295	04/10/2004	0	04/10/2004	04/15/2004
Ticket Number:	0000088471	04/13/2004	0	04/13/2004	04/19/2004
Ticket Number:	0000088777	04/17/2004	0	04/17/2004	04/23/2004
Ticket Number:	0000088473	04/13/2004	0	04/13/2004	04/19/2004
Ticket Number:	0000088775	04/17/2004	0	04/17/2004	04/23/2004
Ticket Number:	0000088774	04/17/2004	0	04/17/2004	04/23/2004

Average time to ticket resolution for	mnolan1	0
Maximum time to ticket resolution for	mnolan1	4
Minimum time to ticket resolution for	mnolan1	0

Helpdesk
moneill1

Total: 78

Helpdesk

	Closed	Total:	78		
Ticket Number:	0000088420	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088894	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088972	04/20/2004	9	04/29/2004	05/05/2004
Ticket Number:	0000088684	04/15/2004	0	04/15/2004	04/21/2004
Ticket Number:	0000088678	04/15/2004	14	04/29/2004	05/05/2004
Ticket Number:	0000088641	04/15/2004	0	04/15/2004	04/21/2004
Ticket Number:	0000088628	04/15/2004	1	04/15/2004	04/21/2004
Ticket Number:	0000088627	04/15/2004	1	04/15/2004	04/21/2004
Ticket Number:	0000088619	04/14/2004	1	04/15/2004	04/21/2004
Ticket Number:	0000088589	04/14/2004	1	04/15/2004	04/21/2004
Ticket Number:	0000088479	04/13/2004	2	04/15/2004	04/21/2004
Ticket Number:	0000088788	04/17/2004	5	04/22/2004	04/28/2004
Ticket Number:	0000088455	04/13/2004	9	04/22/2004	04/28/2004
Ticket Number:	0000088588	04/14/2004	8	04/22/2004	04/28/2004
Ticket Number:	0000088120	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000088025	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088029	04/07/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088033	04/07/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088084	04/07/2004	8	04/15/2004	04/21/2004
Ticket Number:	0000088689	04/15/2004	0	04/15/2004	04/21/2004
Ticket Number:	0000088205	04/08/2004	7	04/15/2004	04/21/2004
Ticket Number:	0000088202	04/08/2004	7	04/15/2004	04/21/2004
Ticket Number:	0000088200	04/08/2004	7	04/15/2004	04/21/2004
Ticket Number:	0000088181	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000088164	04/08/2004	7	04/15/2004	04/21/2004
Ticket Number:	0000088153	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000088133	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000088129	04/08/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088130	04/08/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088118	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088113	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088686	04/15/2004	0	04/15/2004	04/21/2004
Ticket Number:	0000088037	04/07/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088030	04/07/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088326	04/11/2004	4	04/15/2004	04/21/2004
Ticket Number:	0000088622	04/14/2004	1	04/15/2004	04/21/2004
Ticket Number:	0000088267	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088026	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088023	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088016	04/06/2004	2	04/08/2004	04/14/2004
Ticket Number:	0000089085	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089659	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089558	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089556	04/28/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089551	04/28/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089645	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089426	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089228	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089227	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089224	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089601	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089202	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089193	04/22/2004	0	04/22/2004	04/28/2004

Helpdesk

Ticket Number:	0000089132	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089127	04/22/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089126	04/22/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089123	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089115	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089116	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089582	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089703	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089700	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089675	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089653	04/29/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089652	04/29/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089672	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089642	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089635	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089715	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000087625	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087528	04/01/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000087602	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087627	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087631	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087610	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087542	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087529	04/01/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000087527	04/01/2004	1	04/01/2004	04/07/2004

Average time to ticket resolution for	moneilll		2		
Maximum time to ticket resolution for	moneilll		14		
Minimum time to ticket resolution for	moneilll		0		
<hr/>					
myers	<u>Total:</u>	6			
Closed	<u>Total:</u>	6			
Ticket Number:	0000087672	04/02/2004	7	04/09/2004	04/15/2004
Ticket Number:	0000089177	04/22/2004	4	04/26/2004	04/26/2004
Ticket Number:	0000087942	04/06/2004	6	04/12/2004	04/19/2004
Ticket Number:	0000088254	04/09/2004	0		04/09/2004
Ticket Number:	0000088372	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000087946	04/06/2004	6	04/12/2004	04/19/2004

Average time to ticket resolution for	myers		4		
Maximum time to ticket resolution for	myers		7		
Minimum time to ticket resolution for	myers		0		
<hr/>					

Helpdesk

myo

Total: 27

Resolved

Total: 7

Ticket Number:	0000089732	04/29/2004	0	04/30/2004
Ticket Number:	0000089733	04/30/2004	0	04/30/2004
Ticket Number:	0000089738	04/30/2004	0	04/30/2004
Ticket Number:	0000089771	04/30/2004	0	04/30/2004
Ticket Number:	0000089734	04/30/2004	0	04/30/2004
Ticket Number:	0000089716	04/29/2004	1	04/30/2004
Ticket Number:	0000089727	04/29/2004	1	04/30/2004

Closed

Total: 20

Ticket Number:	0000087771	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087816	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000089709	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000088983	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000089587	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089527	04/27/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089522	04/27/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089521	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000089449	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089211	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089121	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000088199	04/08/2004	4	04/12/2004	04/19/2004
Ticket Number:	0000088380	04/12/2004	15	04/27/2004	05/03/2004
Ticket Number:	0000088492	04/13/2004	2	04/15/2004	04/21/2004
Ticket Number:	0000088863	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088941	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088851	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088660	04/15/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000088740	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088730	04/16/2004	0	04/16/2004	04/22/2004

Average time to ticket resolution for	myo	1
Maximum time to ticket resolution for	myo	15
Minimum time to ticket resolution for	myo	0

nevans1

Total: 3

Closed

Total: 3

Ticket Number:	0000088679	04/15/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000088112	04/07/2004	20	04/27/2004	05/03/2004
Ticket Number:	0000088155	04/08/2004	8	04/16/2004	04/22/2004

Average time to ticket resolution for	nevans1	10
Maximum time to ticket resolution for	nevans1	20
Minimum time to ticket resolution for	nevans1	1

Helpdesk

nitinr1

Total: **35**

Resolved

Total: **2**

Ticket Number:	0000089762	04/30/2004	1	05/01/2004
Ticket Number:	0000089780	04/30/2004	1	05/01/2004

Closed

Total: **33**

Ticket Number:	0000087705	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087786	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087783	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087779	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087778	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087787	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087773	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087677	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087720	04/03/2004	0	04/03/2004	04/09/2004
Ticket Number:	0000087727	04/03/2004	0	04/03/2004	04/09/2004
Ticket Number:	0000087736	04/03/2004	0	04/03/2004	04/09/2004
Ticket Number:	0000087729	04/03/2004	0	04/03/2004	04/09/2004
Ticket Number:	0000087696	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000089217	04/22/2004	2	04/24/2004	04/30/2004
Ticket Number:	0000089301	04/24/2004	0	04/24/2004	04/30/2004
Ticket Number:	0000089340	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089302	04/24/2004	0	04/24/2004	04/30/2004
Ticket Number:	0000089300	04/24/2004	0	04/24/2004	04/30/2004
Ticket Number:	0000089298	04/24/2004	0	04/24/2004	04/30/2004
Ticket Number:	0000089285	04/23/2004	1	04/24/2004	04/30/2004
Ticket Number:	0000088242	04/09/2004	15	04/24/2004	04/30/2004
Ticket Number:	0000088346	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088311	04/10/2004	0	04/10/2004	04/16/2004
Ticket Number:	0000088308	04/10/2004	0	04/10/2004	04/16/2004
Ticket Number:	0000088307	04/10/2004	0	04/10/2004	04/16/2004
Ticket Number:	0000088306	04/10/2004	0	04/10/2004	04/16/2004
Ticket Number:	0000088521	04/13/2004	4	04/17/2004	04/23/2004
Ticket Number:	0000088789	04/17/2004	0	04/17/2004	04/23/2004
Ticket Number:	0000088808	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088787	04/17/2004	0	04/17/2004	04/23/2004
Ticket Number:	0000088810	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088817	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088813	04/19/2004	0	04/19/2004	04/26/2004

Average time to ticket resolution for
Maximum time to ticket resolution for
Minimum time to ticket resolution for

nitinr1 **1**
nitinr1 **15**
nitinr1 **0**

Helpdesk

pzeafol

Total: **12**

Closed

Total: **12**

Ticket Number:	0000088625	04/14/2004	1		04/15/2004
Ticket Number:	0000088898	04/19/2004	0		04/19/2004
Ticket Number:	0000087976	04/06/2004	2	04/08/2004	04/14/2004
Ticket Number:	0000088156	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000089677	04/29/2004	0		04/29/2004
Ticket Number:	0000089013	04/20/2004	1		04/21/2004
Ticket Number:	0000089612	04/28/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089425	04/26/2004	0		04/26/2004
Ticket Number:	0000089196	04/22/2004	0		04/22/2004
Ticket Number:	0000087622	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000089620	04/28/2004	1		04/29/2004
Ticket Number:	0000089633	04/28/2004	0	04/28/2004	05/04/2004

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Average time to ticket resolution for	pzeafol		0
Maximum time to ticket resolution for	pzeafol		2
Minimum time to ticket resolution for	pzeafol		0
<hr/>		<hr/>	

Helpdesk

ramosm1

Total: **32**

Resolved

Total: **9**

Ticket Number:	0000089113	04/21/2004	10	05/01/2004
Ticket Number:	0000089804	04/30/2004	1	05/01/2004
Ticket Number:	0000089802	04/30/2004	1	05/01/2004
Ticket Number:	0000089798	04/30/2004	1	05/01/2004
Ticket Number:	0000089785	04/30/2004	1	05/01/2004
Ticket Number:	0000089756	04/30/2004	1	05/01/2004
Ticket Number:	0000089574	04/28/2004	3	05/01/2004
Ticket Number:	0000089197	04/22/2004	9	05/01/2004
Ticket Number:	0000089324	04/25/2004	6	05/01/2004

Closed

Total: **23**

Ticket Number:	0000087658	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087707	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087616	04/01/2004	2	04/03/2004	04/09/2004
Ticket Number:	0000087555	04/01/2004	2	04/03/2004	04/09/2004
Ticket Number:	0000087641	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087642	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087709	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087719	04/03/2004	0	04/03/2004	04/09/2004
Ticket Number:	0000087852	04/05/2004	12	04/17/2004	04/23/2004
Ticket Number:	0000087725	04/03/2004	0	04/03/2004	04/09/2004
Ticket Number:	0000087724	04/03/2004	0	04/03/2004	04/09/2004
Ticket Number:	0000087717	04/03/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087680	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087637	04/02/2004	1	04/03/2004	04/09/2004
Ticket Number:	0000087632	04/01/2004	2	04/03/2004	04/09/2004
Ticket Number:	0000089393	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089394	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000088321	04/11/2004	6	04/17/2004	04/23/2004
Ticket Number:	0000088341	04/11/2004	6	04/17/2004	04/23/2004
Ticket Number:	0000088766	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088870	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088779	04/17/2004	0	04/17/2004	04/23/2004
Ticket Number:	0000088780	04/17/2004	0	04/17/2004	04/23/2004

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Average time to ticket resolution for	ramosm1	2
Maximum time to ticket resolution for	ramosm1	12
Minimum time to ticket resolution for	ramosm1	0
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Helpdesk

talder1

Total: **20**

Resolved

Total: **7**

Ticket Number:	0000088842	04/19/2004	14	05/03/2004
Ticket Number:	0000088725	04/16/2004	17	05/03/2004
Ticket Number:	0000089586	04/28/2004	5	05/03/2004
Ticket Number:	0000089470	04/27/2004	3	04/30/2004
Ticket Number:	0000089671	04/29/2004	4	05/03/2004
Ticket Number:	0000089257	04/23/2004	10	05/03/2004
Ticket Number:	0000088642	04/15/2004	18	05/03/2004

Closed

Total: **13**

Ticket Number:	0000087728	04/03/2004	6	04/09/2004	04/15/2004
Ticket Number:	0000087733	04/03/2004	6	04/09/2004	04/15/2004
Ticket Number:	0000087843	04/05/2004	4	04/09/2004	04/15/2004
Ticket Number:	0000089074	04/21/2004	2	04/23/2004	04/29/2004
Ticket Number:	0000089477	04/27/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000089252	04/23/2004	3	04/26/2004	05/03/2004
Ticket Number:	0000088401	04/12/2004	4	04/16/2004	04/22/2004
Ticket Number:	0000088840	04/19/2004	10	04/29/2004	05/05/2004
Ticket Number:	0000088758	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088655	04/15/2004	8	04/23/2004	04/29/2004
Ticket Number:	0000089472	04/27/2004	2	04/29/2004	05/05/2004
Ticket Number:	0000088045	04/07/2004	6	04/13/2004	04/19/2004
Ticket Number:	0000088105	04/07/2004	2	04/09/2004	04/15/2004

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Average time to ticket resolution for	talder1		6
Maximum time to ticket resolution for	talder1		18
Minimum time to ticket resolution for	talder1		2

tmccray1

Total: **1**

Closed

Total: **1**

Ticket Number:	0000088895	04/19/2004	1	04/20/2004	04/26/2004
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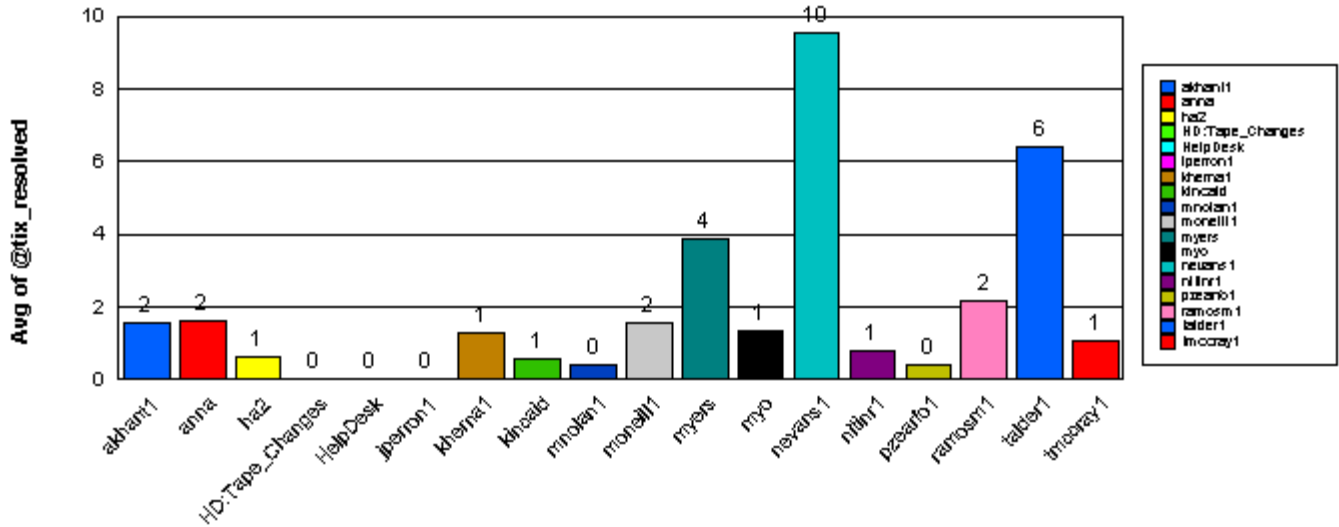
-----		-----	
Average time to ticket resolution for	tmccray1		1
Maximum time to ticket resolution for	tmccray1		1
Minimum time to ticket resolution for	tmccray1		1

Helpdesk

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	20
Minimum time to ticket resolution for	Helpdesk	0

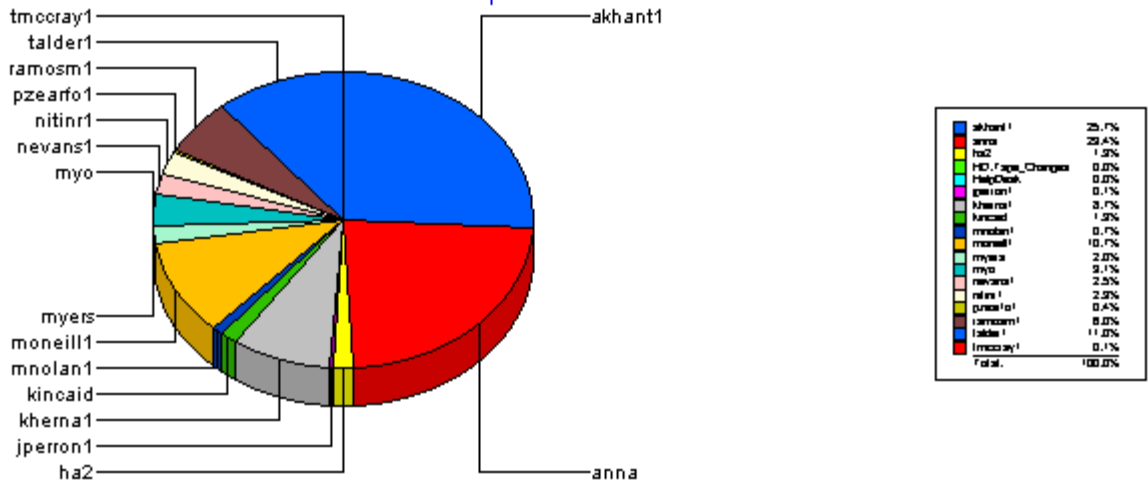
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



Human Resources

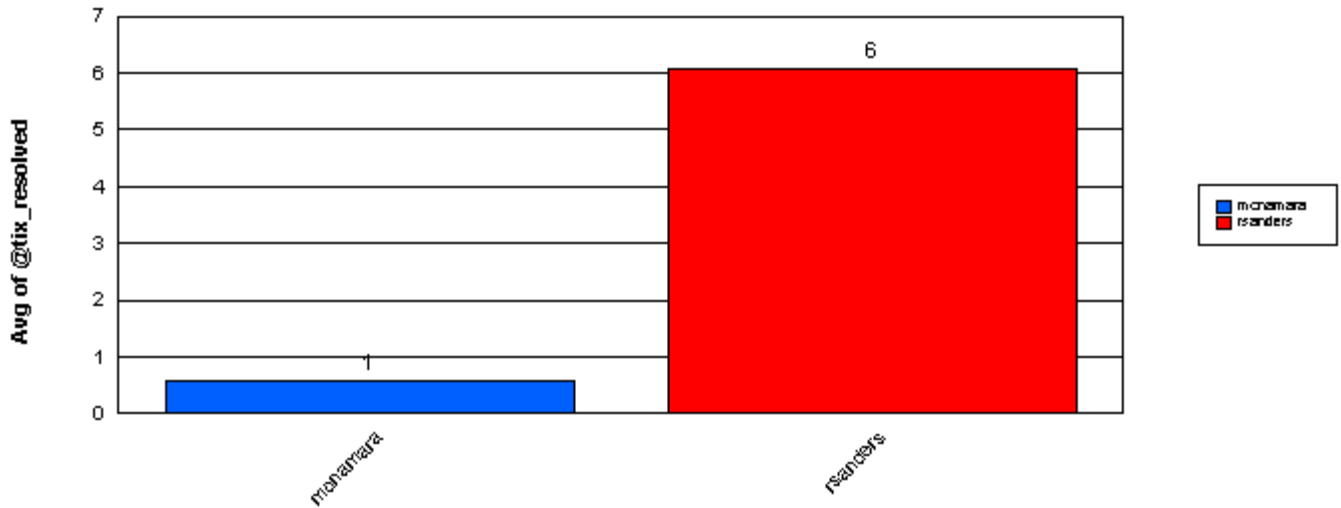
		Total: 19			
mcnamara		Total: 8			
Closed		Total: 8			
Ticket Number:	0000088573	04/14/2004	0		04/14/2004
Ticket Number:	0000088577	04/14/2004	0		04/14/2004
Ticket Number:	0000088867	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000089082	04/21/2004	0		04/21/2004
Ticket Number:	0000087700	04/02/2004	4		04/06/2004
Ticket Number:	0000087800	04/05/2004	0		04/05/2004
Ticket Number:	0000087689	04/02/2004	0	04/02/2004	04/08/2004
Ticket Number:	0000087799	04/05/2004	0		04/05/2004
-----		-----		-----	
Average time to ticket resolution for		mcnamara	1		
Maximum time to ticket resolution for		mcnamara	4		
Minimum time to ticket resolution for		mcnamara	0		
<hr/>		<hr/>		<hr/>	
rsanders		Total: 11			
Closed		Total: 11			
Ticket Number:	0000087532	04/01/2004	13		04/14/2004
Ticket Number:	0000087826	04/05/2004	9	04/14/2004	04/20/2004
Ticket Number:	0000087549	04/01/2004	13	04/14/2004	04/16/2004
Ticket Number:	0000089222	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089461	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000088482	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088509	04/13/2004	3	04/16/2004	04/22/2004
Ticket Number:	0000088612	04/14/2004	6	04/20/2004	04/26/2004
Ticket Number:	0000088592	04/14/2004	5	04/19/2004	04/26/2004
Ticket Number:	0000088586	04/14/2004	5	04/19/2004	04/26/2004
Ticket Number:	0000088513	04/13/2004	6	04/19/2004	04/26/2004
-----		-----		-----	
Average time to ticket resolution for		rsanders	6		
Maximum time to ticket resolution for		rsanders	13		
Minimum time to ticket resolution for		rsanders	1		
<hr/>		<hr/>		<hr/>	

Human Resources

Average time to ticket resolution for	Human Resour	4
Maximum time to ticket resolution for	Human Resour	13
Minimum time to ticket resolution for	Human Resour	0

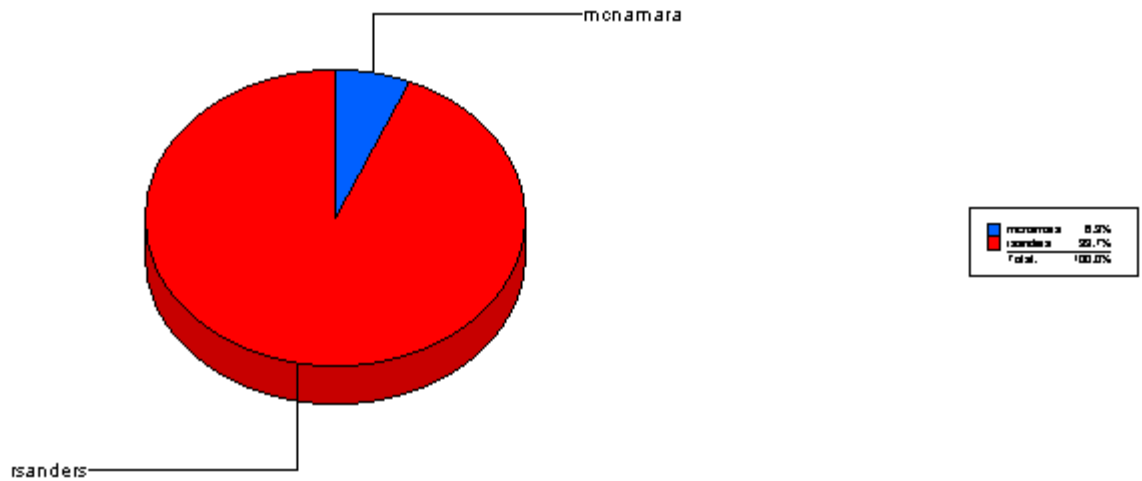
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

		<u>Total:</u> 66			
jesse		<u>Total:</u> 27			
Closed		<u>Total:</u> 27			
Ticket Number: 0000088547	04/14/2004	0	04/14/2004	04/20/2004	
Ticket Number: 0000088676	04/15/2004	4	04/19/2004	04/26/2004	
Ticket Number: 0000088892	04/19/2004	1	04/20/2004	04/26/2004	
Ticket Number: 0000088070	04/07/2004	0	04/07/2004	04/13/2004	
Ticket Number: 0000088226	04/09/2004	0	04/09/2004	04/15/2004	
Ticket Number: 0000088374	04/12/2004	0	04/12/2004	04/19/2004	
Ticket Number: 0000088381	04/12/2004	0	04/12/2004	04/19/2004	
Ticket Number: 0000088365	04/12/2004	0	04/12/2004	04/19/2004	
Ticket Number: 0000088819	04/19/2004	0	04/19/2004	04/26/2004	
Ticket Number: 0000088452	04/13/2004	1	04/14/2004	04/20/2004	
Ticket Number: 0000088265	04/09/2004	0	04/09/2004	04/15/2004	
Ticket Number: 0000089186	04/22/2004	0	04/22/2004	04/28/2004	
Ticket Number: 0000089502	04/27/2004	1	04/28/2004	05/04/2004	
Ticket Number: 0000089493	04/27/2004	1	04/28/2004	05/04/2004	
Ticket Number: 0000089480	04/27/2004	0	04/27/2004	05/03/2004	
Ticket Number: 0000089456	04/27/2004	0	04/27/2004	05/03/2004	
Ticket Number: 0000089397	04/26/2004	0	04/26/2004	05/03/2004	
Ticket Number: 0000087618	04/01/2004	4	04/05/2004	04/12/2004	
Ticket Number: 0000087656	04/02/2004	0	04/02/2004	04/08/2004	
Ticket Number: 0000089523	04/27/2004	1	04/28/2004	05/04/2004	
Ticket Number: 0000087858	04/05/2004	0	04/05/2004	04/12/2004	
Ticket Number: 0000087698	04/02/2004	3	04/05/2004	04/12/2004	
Ticket Number: 0000087697	04/02/2004	3	04/05/2004	04/12/2004	
Ticket Number: 0000087668	04/02/2004	3	04/05/2004	04/12/2004	
Ticket Number: 0000087609	04/01/2004	1	04/02/2004	04/08/2004	
Ticket Number: 0000087577	04/01/2004	0	04/01/2004	04/07/2004	
Ticket Number: 0000087564	04/01/2004	0	04/01/2004	04/07/2004	
-----		-----		-----	
Average time to ticket resolution for	jesse	1			
Maximum time to ticket resolution for	jesse	4			
Minimum time to ticket resolution for	jesse	0			

LAN

ostrove

Total: 33

Resolved

Total: 5

Ticket Number:	0000089706	04/29/2004	1	04/30/2004	
Ticket Number:	0000089718	04/29/2004	4	05/03/2004	
Ticket Number:	0000089730	04/29/2004	1	04/30/2004	
Ticket Number:	0000089767	04/30/2004	0	04/30/2004	04/30/2004
Ticket Number:	0000089782	04/30/2004	4	05/04/2004	

Closed

Total: 28

Ticket Number:	0000088095	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088506	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000087775	04/05/2004	23	04/27/2004	05/03/2004
Ticket Number:	0000087706	04/02/2004	4	04/06/2004	04/12/2004
Ticket Number:	0000089585	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089688	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000089590	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000088994	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089185	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089173	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089093	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089076	04/21/2004	2	04/23/2004	04/29/2004
Ticket Number:	0000087956	04/06/2004	16	04/22/2004	04/28/2004
Ticket Number:	0000087999	04/06/2004	2	04/08/2004	04/14/2004
Ticket Number:	0000088331	04/11/2004	12	04/23/2004	04/29/2004
Ticket Number:	0000088255	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088251	04/09/2004	17	04/26/2004	05/03/2004
Ticket Number:	0000088107	04/07/2004	1	04/08/2004	04/08/2004
Ticket Number:	0000088557	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088581	04/14/2004	1	04/15/2004	04/21/2004
Ticket Number:	0000088896	04/19/2004	7	04/26/2004	05/03/2004
Ticket Number:	0000088643	04/15/2004	0	04/15/2004	04/15/2004
Ticket Number:	0000088637	04/15/2004	0		04/15/2004
Ticket Number:	0000088614	04/14/2004	9	04/23/2004	04/29/2004
Ticket Number:	0000088993	04/20/2004	8		04/28/2004
Ticket Number:	0000088488	04/13/2004	2	04/15/2004	04/21/2004
Ticket Number:	0000088442	04/13/2004	2	04/15/2004	04/21/2004
Ticket Number:	0000088494	04/13/2004	2	04/15/2004	04/21/2004

Average time to ticket resolution for	ostrove	4
Maximum time to ticket resolution for	ostrove	23
Minimum time to ticket resolution for	ostrove	0

vladimir

Total: 6

Closed

Total: 6

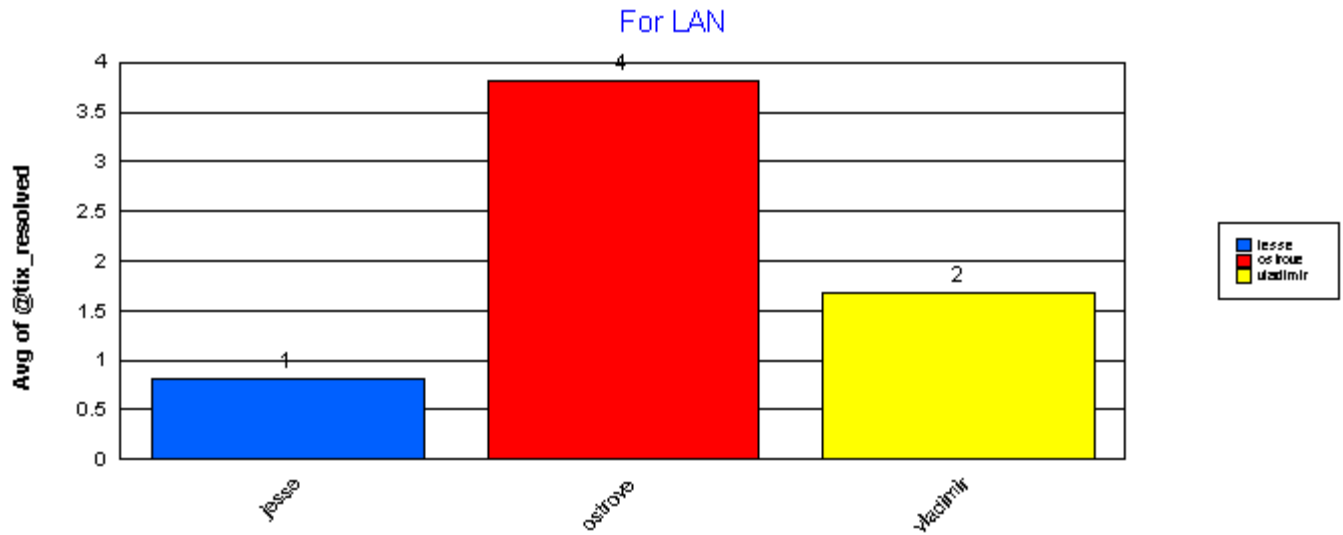
Ticket Number:	0000088675	04/15/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000088727	04/16/2004	0		04/16/2004
Ticket Number:	0000088732	04/16/2004	0		04/16/2004
Ticket Number:	0000089668	04/29/2004	0	04/29/2004	05/05/2004
Ticket Number:	0000088693	04/15/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000089479	04/27/2004	2		04/29/2004

Average time to ticket resolution for	vladimir	2
Maximum time to ticket resolution for	vladimir	4
Minimum time to ticket resolution for	vladimir	0

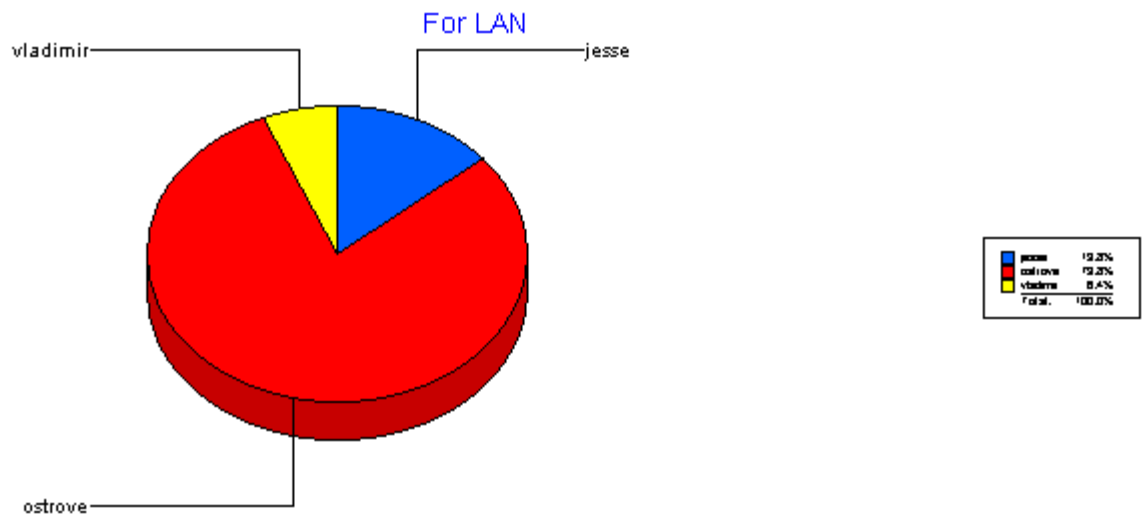
LAN

Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	23
Minimum time to ticket resolution for	LAN	0

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved



New Media

		<u>Total:</u>	60		
darnold		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000088227	04/09/2004	0	04/09/2004	04/15/2004

Average time to ticket resolution for	darnold		0		
Maximum time to ticket resolution for	darnold		0		
Minimum time to ticket resolution for	darnold		0		
<hr/>					
ebenson1		<u>Total:</u>	10		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000089807	04/30/2004	2	05/03/2004	
Closed		<u>Total:</u>	9		
Ticket Number:	0000089473	04/27/2004	6		05/03/2004
Ticket Number:	0000089012	04/20/2004	0	04/21/2004	04/26/2004
Ticket Number:	0000089416	04/26/2004	0		04/26/2004
Ticket Number:	0000089112	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089190	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089114	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000088418	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000088433	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000088832	04/19/2004	0	04/19/2004	04/26/2004

Average time to ticket resolution for	ebenson1		1		
Maximum time to ticket resolution for	ebenson1		6		
Minimum time to ticket resolution for	ebenson1		0		
<hr/>					

New Media

rarmstro

Total: **45**

Resolved

Total: **6**

Ticket Number:	0000089691	04/29/2004	1	04/30/2004
Ticket Number:	0000089692	04/29/2004	1	04/30/2004
Ticket Number:	0000089695	04/29/2004	1	04/30/2004
Ticket Number:	0000089648	04/28/2004	2	04/30/2004
Ticket Number:	0000089606	04/28/2004	2	04/30/2004
Ticket Number:	0000089605	04/28/2004	2	04/30/2004

Closed

Total: **39**

Ticket Number:	0000087633	04/01/2004	3	04/05/2004	04/12/2004
Ticket Number:	0000087576	04/01/2004	20	04/21/2004	04/27/2004
Ticket Number:	0000087738	04/03/2004	1	04/05/2004	04/12/2004
Ticket Number:	0000087839	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087840	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087691	04/02/2004	17		04/19/2004
Ticket Number:	0000087593	04/01/2004	26		04/27/2004
Ticket Number:	0000089007	04/20/2004	2		04/22/2004
Ticket Number:	0000089471	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089460	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089447	04/27/2004	0		04/27/2004
Ticket Number:	0000089446	04/27/2004	0		04/27/2004
Ticket Number:	0000089453	04/27/2004	0		04/27/2004
Ticket Number:	0000089413	04/26/2004	1		04/27/2004
Ticket Number:	0000089412	04/26/2004	1		04/27/2004
Ticket Number:	0000089411	04/26/2004	1		04/27/2004
Ticket Number:	0000089410	04/26/2004	1		04/27/2004
Ticket Number:	0000089409	04/26/2004	1		04/27/2004
Ticket Number:	0000089408	04/26/2004	1		04/27/2004
Ticket Number:	0000089407	04/26/2004	1		04/27/2004
Ticket Number:	0000089406	04/26/2004	1		04/27/2004
Ticket Number:	0000089342	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089188	04/22/2004	4	04/26/2004	05/03/2004
Ticket Number:	0000089541	04/27/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089518	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000088648	04/15/2004	4	04/19/2004	04/20/2004
Ticket Number:	0000088963	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000088973	04/20/2004	6		04/26/2004
Ticket Number:	0000088967	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088908	04/19/2004	2		04/21/2004
Ticket Number:	0000088585	04/14/2004	1	04/15/2004	04/21/2004
Ticket Number:	0000088802	04/18/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088847	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000087922	04/06/2004	2		04/08/2004
Ticket Number:	0000088117	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088161	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000088337	04/11/2004	1		04/12/2004
Ticket Number:	0000088338	04/11/2004	1	04/12/2004	04/19/2004
Ticket Number:	0000088170	04/08/2004	7		04/15/2004

Average time to ticket resolution for
Maximum time to ticket resolution for
Minimum time to ticket resolution for

rarmstro
rarmstro
rarmstro

3
26
0

New Media

vergil

Total: 4

Closed

Total: 4

Ticket Number:	0000088249	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088480	04/13/2004	2	04/15/2004	04/21/2004
Ticket Number:	0000088761	04/16/2004	3	04/19/2004	04/26/2004
Ticket Number:	0000088672	04/15/2004	5		04/20/2004

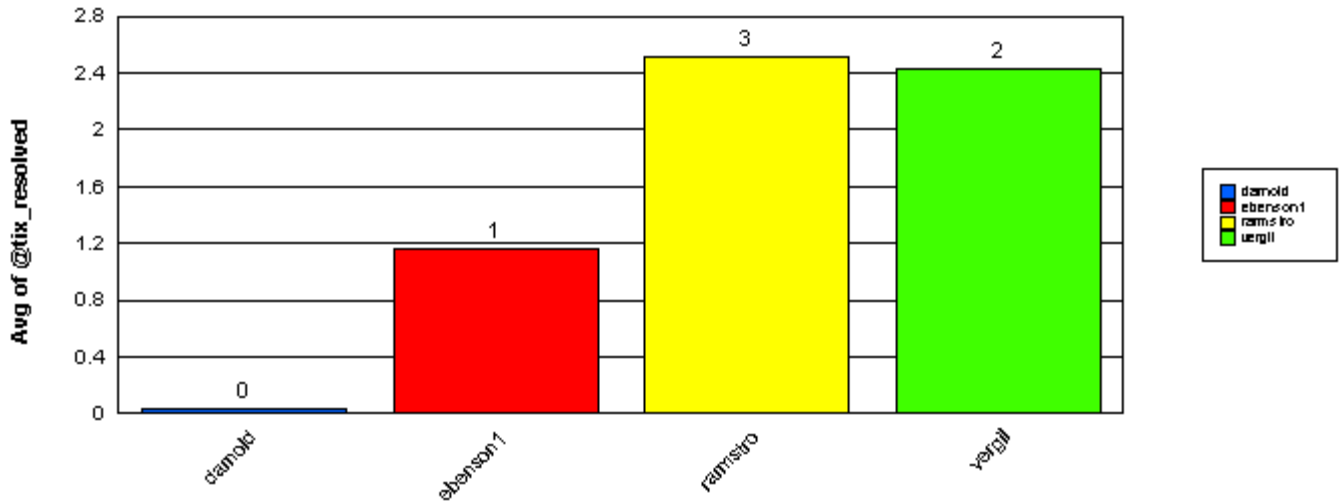
Average time to ticket resolution for	vergil	2
Maximum time to ticket resolution for	vergil	5
Minimum time to ticket resolution for	vergil	0

New Media

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	26
Minimum time to ticket resolution for	New Media	0

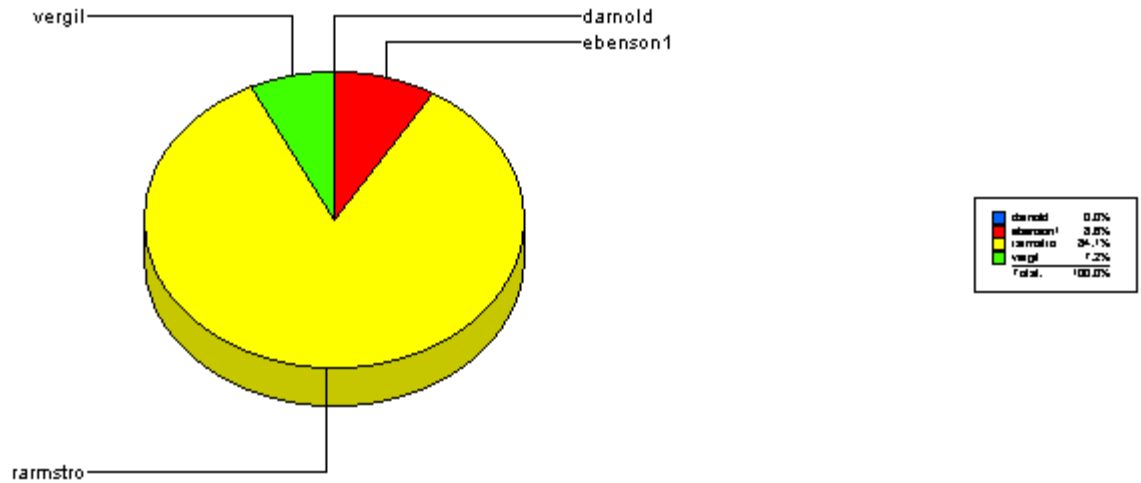
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		<u>Total:</u>	139		
BSG:Operational_Support		<u>Total:</u>	9		
Closed		<u>Total:</u>	9		
Ticket Number:	0000088142	04/08/2004	0	04/08/2004	
Ticket Number:	0000087587	04/01/2004	0	04/01/2004	
Ticket Number:	0000089044	04/21/2004	0	04/21/2004	
Ticket Number:	0000089246	04/23/2004	0	04/23/2004	
Ticket Number:	0000089372	04/26/2004	0	04/26/2004	
Ticket Number:	0000087918	04/06/2004	0	04/06/2004	
Ticket Number:	0000088385	04/12/2004	0	04/12/2004	
Ticket Number:	0000087919	04/06/2004	0	04/06/2004	
Ticket Number:	0000088060	04/07/2004	0	04/07/2004	
-----		-----	-----	-----	-----
Average time to ticket resolution for		BSG:Operation	0		
Maximum time to ticket resolution for		BSG:Operation	0		
Minimum time to ticket resolution for		BSG:Operation	0		
-----		-----	-----	-----	-----

OIT BSG Non People
BSG:Web_Infrastructure

Total: 77

OIT BSG Non People

Closed	Total:	77		
Ticket Number: 0000087920	04/06/2004	0		04/06/2004
Ticket Number: 0000087921	04/06/2004	0		04/06/2004
Ticket Number: 0000087977	04/06/2004	0		04/06/2004
Ticket Number: 0000088275	04/09/2004	0		04/09/2004
Ticket Number: 0000088274	04/09/2004	0		04/09/2004
Ticket Number: 0000088273	04/09/2004	0		04/09/2004
Ticket Number: 0000088272	04/09/2004	0		04/09/2004
Ticket Number: 0000088270	04/09/2004	0		04/09/2004
Ticket Number: 0000088269	04/09/2004	0		04/09/2004
Ticket Number: 0000088268	04/09/2004	0		04/09/2004
Ticket Number: 0000088145	04/08/2004	0		04/08/2004
Ticket Number: 0000088144	04/08/2004	0		04/08/2004
Ticket Number: 0000088277	04/09/2004	0		04/09/2004
Ticket Number: 0000088276	04/09/2004	0		04/09/2004
Ticket Number: 0000088059	04/07/2004	0		04/07/2004
Ticket Number: 0000088057	04/07/2004	0		04/07/2004
Ticket Number: 0000088042	04/07/2004	0		04/07/2004
Ticket Number: 0000088041	04/07/2004	0		04/07/2004
Ticket Number: 0000088040	04/07/2004	0		04/07/2004
Ticket Number: 0000088917	04/20/2004	0		04/20/2004
Ticket Number: 0000088461	04/13/2004	0		04/13/2004
Ticket Number: 0000088949	04/20/2004	0		04/20/2004
Ticket Number: 0000088947	04/20/2004	0		04/20/2004
Ticket Number: 0000088946	04/20/2004	0		04/20/2004
Ticket Number: 0000088945	04/20/2004	0		04/20/2004
Ticket Number: 0000088872	04/19/2004	0		04/19/2004
Ticket Number: 0000088871	04/19/2004	0		04/19/2004
Ticket Number: 0000088712	04/16/2004	0		04/16/2004
Ticket Number: 0000088711	04/16/2004	0		04/16/2004
Ticket Number: 0000088664	04/15/2004	0		04/15/2004
Ticket Number: 0000088665	04/15/2004	0		04/15/2004
Ticket Number: 0000088873	04/19/2004	0		04/19/2004
Ticket Number: 0000088656	04/15/2004	0		04/15/2004
Ticket Number: 0000088567	04/14/2004	0		04/14/2004
Ticket Number: 0000088563	04/14/2004	0		04/14/2004
Ticket Number: 0000088562	04/14/2004	0		04/14/2004
Ticket Number: 0000088714	04/16/2004	0		04/16/2004
Ticket Number: 0000088713	04/16/2004	0		04/16/2004
Ticket Number: 0000088462	04/13/2004	0		04/13/2004
Ticket Number: 0000088466	04/13/2004	0		04/13/2004
Ticket Number: 0000088472	04/13/2004	0		04/13/2004
Ticket Number: 0000089041	04/21/2004	0		04/21/2004
Ticket Number: 0000089042	04/21/2004	0		04/21/2004
Ticket Number: 0000089052	04/21/2004	0		04/21/2004
Ticket Number: 0000089043	04/21/2004	0		04/21/2004
Ticket Number: 0000089075	04/21/2004	0		04/21/2004
Ticket Number: 0000089415	04/26/2004	0		04/26/2004
Ticket Number: 0000089414	04/26/2004	0		04/26/2004
Ticket Number: 0000089362	04/26/2004	0		04/26/2004
Ticket Number: 0000089361	04/26/2004	0		04/26/2004
Ticket Number: 0000089244	04/23/2004	0		04/23/2004
Ticket Number: 0000089243	04/23/2004	0		04/23/2004
Ticket Number: 0000089363	04/26/2004	0		04/26/2004

OIT BSG Non People

Ticket Number:	0000089136	04/22/2004	0	04/22/2004
Ticket Number:	0000089135	04/22/2004	0	04/22/2004
Ticket Number:	0000089134	04/22/2004	0	04/22/2004
Ticket Number:	0000089078	04/21/2004	0	04/21/2004
Ticket Number:	0000089571	04/28/2004	0	04/28/2004
Ticket Number:	0000089570	04/28/2004	0	04/28/2004
Ticket Number:	0000089569	04/28/2004	0	04/28/2004
Ticket Number:	0000089077	04/21/2004	0	04/21/2004
Ticket Number:	0000089696	04/29/2004	0	04/29/2004
Ticket Number:	0000087791	04/05/2004	0	04/05/2004
Ticket Number:	0000087790	04/05/2004	0	04/05/2004
Ticket Number:	0000087645	04/02/2004	0	04/02/2004
Ticket Number:	0000087644	04/02/2004	0	04/02/2004
Ticket Number:	0000087537	04/01/2004	0	04/01/2004
Ticket Number:	0000087536	04/01/2004	0	04/01/2004
Ticket Number:	0000087535	04/01/2004	0	04/01/2004
Ticket Number:	0000088143	04/08/2004	0	04/08/2004
Ticket Number:	0000087909	04/06/2004	0	04/06/2004
Ticket Number:	0000087908	04/06/2004	0	04/06/2004
Ticket Number:	0000089051	04/21/2004	0	04/21/2004
Ticket Number:	0000088919	04/20/2004	0	04/20/2004
Ticket Number:	0000089616	04/28/2004	0	04/28/2004
Ticket Number:	0000089741	04/30/2004	0	04/30/2004
Ticket Number:	0000089697	04/29/2004	0	04/29/2004
<hr/>				
Average time to ticket resolution for	BSG:Web_Infra		0	
Maximum time to ticket resolution for	BSG:Web_Infra		0	
Minimum time to ticket resolution for	BSG:Web_Infra		0	
<hr/>				
blanchet	<u>Total:</u>	8		
Closed	<u>Total:</u>	8		
Ticket Number:	0000088357	04/12/2004	8	04/20/2004
Ticket Number:	0000087812	04/05/2004	0	04/05/2004
Ticket Number:	0000087814	04/05/2004	7	04/12/2004
Ticket Number:	0000088663	04/15/2004	8	04/23/2004
Ticket Number:	0000088962	04/20/2004	8	04/28/2004
Ticket Number:	0000089599	04/28/2004	5	05/03/2004
Ticket Number:	0000088930	04/20/2004	1	04/21/2004
Ticket Number:	0000088280	04/09/2004	5	04/14/2004
<hr/>				
Average time to ticket resolution for	blanchet		5	
Maximum time to ticket resolution for	blanchet		8	
Minimum time to ticket resolution for	blanchet		0	

OIT BSG Non People

dina		<u>Total:</u> 19		
	Closed	<u>Total:</u> 19		
Ticket Number:	0000087917	04/06/2004	7	04/13/2004
Ticket Number:	0000088140	04/08/2004	0	04/08/2004
Ticket Number:	0000088139	04/08/2004	0	04/08/2004
Ticket Number:	0000088695	04/15/2004	0	04/16/2004
Ticket Number:	0000088828	04/19/2004	7	04/26/2004
Ticket Number:	0000088583	04/14/2004	1	04/15/2004
Ticket Number:	0000088814	04/19/2004	0	04/19/2004
Ticket Number:	0000088475	04/13/2004	2	04/15/2004
Ticket Number:	0000087905	04/06/2004	0	04/06/2004
Ticket Number:	0000087570	04/01/2004	0	04/01/2004
Ticket Number:	0000089038	04/21/2004	0	04/21/2004
Ticket Number:	0000089131	04/22/2004	0	04/22/2004
Ticket Number:	0000089204	04/22/2004	0	04/22/2004
Ticket Number:	0000089509	04/27/2004	6	05/03/2004
Ticket Number:	0000089563	04/28/2004	0	04/28/2004
Ticket Number:	0000089490	04/27/2004	0	04/27/2004
Ticket Number:	0000089238	04/23/2004	0	04/23/2004
Ticket Number:	0000089468	04/27/2004	0	04/27/2004
Ticket Number:	0000089130	04/22/2004	0	04/22/2004

Average time to ticket resolution for	dina		1	
Maximum time to ticket resolution for	dina		7	
Minimum time to ticket resolution for	dina		0	
<hr/>				
jason12		<u>Total:</u> 1		
	Closed	<u>Total:</u> 1		
Ticket Number:	0000088514	04/13/2004	1	04/14/2004

Average time to ticket resolution for	jason12		1	
Maximum time to ticket resolution for	jason12		1	
Minimum time to ticket resolution for	jason12		1	
<hr/>				
paulr		<u>Total:</u> 7		
	Closed	<u>Total:</u> 7		
Ticket Number:	0000088481	04/13/2004	2	04/15/2004
Ticket Number:	0000088548	04/14/2004	12	04/26/2004
Ticket Number:	0000088487	04/13/2004	2	04/15/2004
Ticket Number:	0000088549	04/14/2004	12	04/26/2004
Ticket Number:	0000087994	04/06/2004	9	04/15/2004
Ticket Number:	0000088366	04/12/2004	0	04/12/2004
Ticket Number:	0000087553	04/01/2004	11	04/12/2004

Average time to ticket resolution for	paulr		7	
Maximum time to ticket resolution for	paulr		12	
Minimum time to ticket resolution for	paulr		0	

OIT BSG Non People

putro		<u>Total:</u>	18	
	Closed	<u>Total:</u>	18	
Ticket Number:	0000087847	04/05/2004	14	04/19/2004
Ticket Number:	0000089611	04/28/2004	0	04/28/2004
Ticket Number:	0000089722	04/29/2004	4	05/03/2004
Ticket Number:	0000089380	04/26/2004	7	05/03/2004
Ticket Number:	0000089282	04/23/2004	0	04/23/2004
Ticket Number:	0000089264	04/23/2004	4	04/27/2004
Ticket Number:	0000089262	04/23/2004	0	04/23/2004
Ticket Number:	0000089261	04/23/2004	4	04/27/2004
Ticket Number:	0000089073	04/21/2004	0	04/21/2004
Ticket Number:	0000089102	04/21/2004	0	04/21/2004
Ticket Number:	0000087916	04/06/2004	7	04/13/2004
Ticket Number:	0000088114	04/07/2004	2	04/09/2004
Ticket Number:	0000088099	04/07/2004	1	04/08/2004
Ticket Number:	0000088171	04/08/2004	0	04/08/2004
Ticket Number:	0000088175	04/08/2004	0	04/08/2004
Ticket Number:	0000088463	04/13/2004	0	04/13/2004
Ticket Number:	0000088829	04/19/2004	7	04/26/2004
Ticket Number:	0000088499	04/13/2004	6	04/19/2004

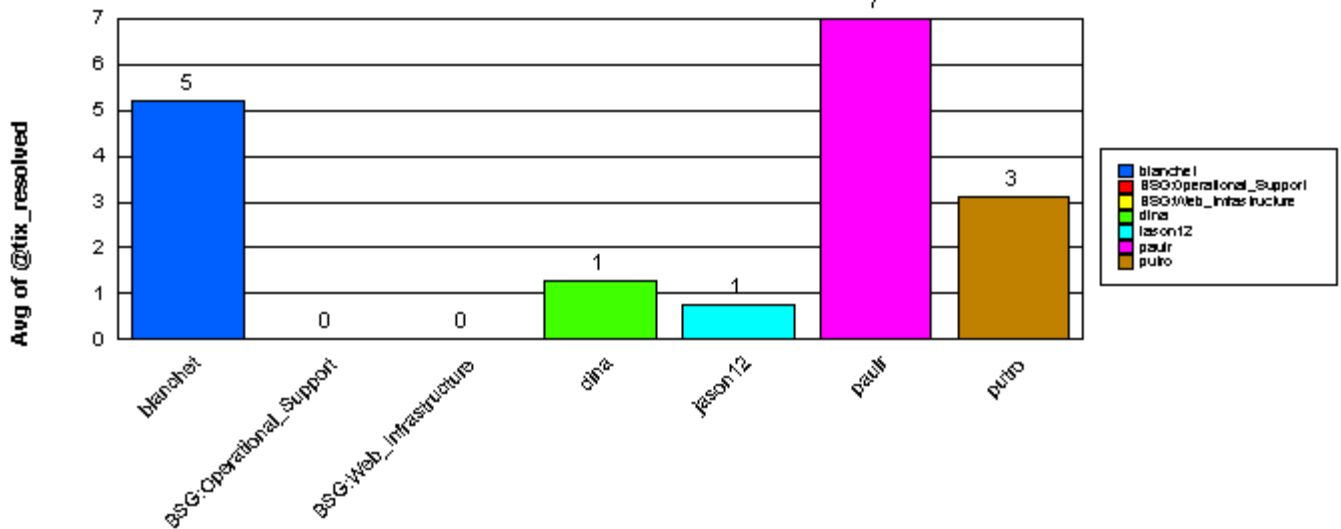
Average time to ticket resolution for	putro		3	
Maximum time to ticket resolution for	putro		14	
Minimum time to ticket resolution for	putro		0	

OIT BSG Non People

Average time to ticket resolution for	OIT BSG Non P	1
Maximum time to ticket resolution for	OIT BSG Non P	14
Minimum time to ticket resolution for	OIT BSG Non P	0

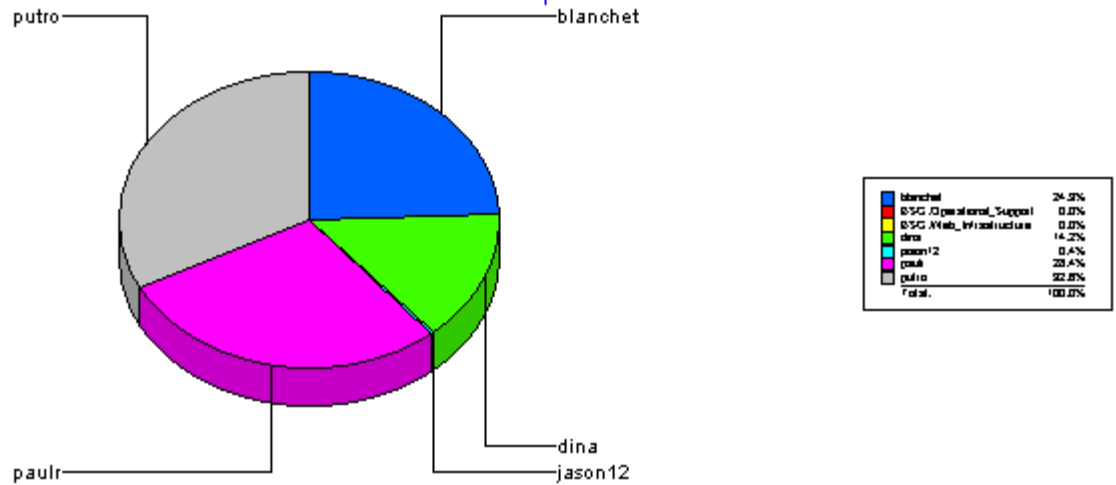
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		Total: 210	
PS:HR		Total: 1	
Closed		Total: 1	
Ticket Number: 0000088837	04/19/2004	0	04/19/2004
-----		-----	
Average time to ticket resolution for	PS:HR	0	
Maximum time to ticket resolution for	PS:HR	0	
Minimum time to ticket resolution for	PS:HR	0	
chriss		Total: 32	
Resolved		Total: 2	
Ticket Number: 0000089778	04/30/2004	0	04/30/2004
Ticket Number: 0000089786	04/30/2004	3	05/03/2004
Closed		Total: 30	
Ticket Number: 0000088544	04/14/2004	0	04/14/2004
Ticket Number: 0000087578	04/01/2004	0	04/01/2004
Ticket Number: 0000087907	04/06/2004	0	04/06/2004
Ticket Number: 0000087547	04/01/2004	0	04/01/2004
Ticket Number: 0000087796	04/05/2004	0	04/05/2004
Ticket Number: 0000088574	04/14/2004	0	04/14/2004
Ticket Number: 0000089670	04/29/2004	0	04/29/2004
Ticket Number: 0000089673	04/29/2004	0	04/29/2004
Ticket Number: 0000089674	04/29/2004	0	04/29/2004
Ticket Number: 0000088975	04/20/2004	0	04/20/2004
Ticket Number: 0000089144	04/22/2004	0	04/22/2004
Ticket Number: 0000089207	04/22/2004	0	04/22/2004
Ticket Number: 0000089351	04/26/2004	3	04/29/2004
Ticket Number: 0000088468	04/13/2004	0	04/13/2004
Ticket Number: 0000088951	04/20/2004	0	04/20/2004
Ticket Number: 0000088986	04/20/2004	0	04/20/2004
Ticket Number: 0000088971	04/20/2004	0	04/20/2004
Ticket Number: 0000089094	04/21/2004	0	04/21/2004
Ticket Number: 0000088467	04/13/2004	0	04/13/2004
Ticket Number: 0000087997	04/06/2004	8	04/14/2004
Ticket Number: 0000088597	04/14/2004	0	04/14/2004
Ticket Number: 0000088361	04/12/2004	0	04/12/2004
Ticket Number: 0000088220	04/09/2004	0	04/09/2004
Ticket Number: 0000088151	04/08/2004	0	04/08/2004
Ticket Number: 0000088152	04/08/2004	0	04/08/2004
Ticket Number: 0000088173	04/08/2004	0	04/08/2004
Ticket Number: 0000088198	04/08/2004	0	04/08/2004
Ticket Number: 0000088182	04/08/2004	5	04/13/2004
Ticket Number: 0000088165	04/08/2004	1	04/09/2004
Ticket Number: 0000088134	04/08/2004	0	04/08/2004
-----		-----	
Average time to ticket resolution for	chriss	1	
Maximum time to ticket resolution for	chriss	8	
Minimum time to ticket resolution for	chriss	0	

OIT Business Systems: P

enoch		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000088720	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088507	04/13/2004	0	04/13/2004	04/19/2004
Ticket Number:	0000087605	04/01/2004	1	04/02/2004	04/08/2004
Ticket Number:	0000087836	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087833	04/05/2004	0	04/05/2004	04/12/2004

Average time to ticket resolution for	enoch	0
Maximum time to ticket resolution for	enoch	1
Minimum time to ticket resolution for	enoch	0

haddaway		<u>Total:</u>	30		
Closed		<u>Total:</u>	30		
Ticket Number:	0000088849	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000087676	04/02/2004	0	04/02/2004	04/08/2004
Ticket Number:	0000087835	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087757	04/04/2004	0	04/04/2004	04/12/2004
Ticket Number:	0000087699	04/02/2004	3	04/05/2004	04/12/2004
Ticket Number:	0000087688	04/02/2004	13	04/15/2004	04/21/2004
Ticket Number:	0000087687	04/02/2004	0	04/02/2004	04/08/2004
Ticket Number:	0000087967	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000089343	04/26/2004	1	04/27/2004	05/03/2004
Ticket Number:	0000089218	04/22/2004	1	04/23/2004	04/29/2004
Ticket Number:	0000089239	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089516	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089360	04/26/2004	2	04/28/2004	05/04/2004
Ticket Number:	0000089281	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089448	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000087869	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000088011	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000087910	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088369	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088236	04/09/2004	3	04/12/2004	04/19/2004
Ticket Number:	0000088137	04/08/2004	7	04/15/2004	04/21/2004
Ticket Number:	0000088538	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088651	04/15/2004	0	04/15/2004	04/21/2004
Ticket Number:	0000088674	04/15/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000088754	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088929	04/20/2004	0		04/20/2004
Ticket Number:	0000088922	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088859	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088680	04/15/2004	5	04/20/2004	04/26/2004
Ticket Number:	0000088668	04/15/2004	0	04/15/2004	04/21/2004

Average time to ticket resolution for	haddaway	1
Maximum time to ticket resolution for	haddaway	13
Minimum time to ticket resolution for	haddaway	0

OIT Business Systems: P

jeremy

Total: **14**

Resolved

Total: **1**

Ticket Number: 0000089772 04/30/2004 0 04/30/2004

Closed

Total: **13**

Ticket Number: 0000087607 04/01/2004 0 04/01/2004 04/07/2004
 Ticket Number: 0000087612 04/01/2004 0 04/01/2004 04/07/2004
 Ticket Number: 0000089682 04/29/2004 0 04/29/2004 05/05/2004
 Ticket Number: 0000089568 04/28/2004 0 04/28/2004 05/04/2004
 Ticket Number: 0000089578 04/28/2004 0 04/28/2004 05/04/2004
 Ticket Number: 0000089445 04/27/2004 0 04/27/2004 05/03/2004
 Ticket Number: 0000088658 04/15/2004 0 04/15/2004 04/21/2004
 Ticket Number: 0000087985 04/06/2004 1 04/07/2004 04/13/2004
 Ticket Number: 0000088075 04/07/2004 0 04/07/2004 04/13/2004
 Ticket Number: 0000088085 04/07/2004 0 04/07/2004 04/13/2004
 Ticket Number: 0000088072 04/07/2004 0 04/07/2004 04/13/2004
 Ticket Number: 0000088009 04/06/2004 2 04/08/2004 04/14/2004
 Ticket Number: 0000088007 04/06/2004 0 04/06/2004 04/12/2004

Average time to ticket resolution for jeremy **0**
Maximum time to ticket resolution for jeremy **2**
Minimum time to ticket resolution for jeremy **0**

jgood

Total: **10**

Closed

Total: **10**

Ticket Number: 0000088083 04/07/2004 0 04/07/2004 04/13/2004
 Ticket Number: 0000089255 04/23/2004 0 04/23/2004 04/29/2004
 Ticket Number: 0000089153 04/22/2004 0 04/22/2004 04/28/2004
 Ticket Number: 0000089321 04/25/2004 2 04/27/2004 05/03/2004
 Ticket Number: 0000089482 04/27/2004 0 04/27/2004 05/03/2004
 Ticket Number: 0000087550 04/01/2004 0 04/01/2004 04/07/2004
 Ticket Number: 0000087664 04/02/2004 0 04/02/2004 04/08/2004
 Ticket Number: 0000089594 04/28/2004 0 04/28/2004 05/04/2004
 Ticket Number: 0000089626 04/28/2004 0 04/28/2004 05/04/2004
 Ticket Number: 0000089702 04/29/2004 0 04/29/2004 05/05/2004

Average time to ticket resolution for jgood **0**
Maximum time to ticket resolution for jgood **2**
Minimum time to ticket resolution for jgood **0**

jking

Total: **9**

Closed

Total: **9**

Ticket Number: 0000089359 04/26/2004 0 04/26/2004 05/03/2004
 Ticket Number: 0000089382 04/26/2004 0 04/26/2004 05/03/2004
 Ticket Number: 0000089564 04/28/2004 0 04/28/2004 05/04/2004
 Ticket Number: 0000089433 04/26/2004 0 04/26/2004 05/03/2004
 Ticket Number: 0000088748 04/16/2004 0 04/16/2004 04/22/2004
 Ticket Number: 0000088398 04/12/2004 0 04/12/2004 04/19/2004
 Ticket Number: 0000088745 04/16/2004 0 04/16/2004 04/22/2004
 Ticket Number: 0000088635 04/15/2004 1 04/16/2004 04/22/2004
 Ticket Number: 0000088543 04/14/2004 0 04/14/2004 04/20/2004

Average time to ticket resolution for jking **0**
Maximum time to ticket resolution for jking **1**
Minimum time to ticket resolution for jking **0**

OIT Business Systems: P

jking4

Total: 11

Closed

Total: 11

Ticket Number:	0000087891	04/05/2004	2	04/08/2004	04/14/2004
Ticket Number:	0000087892	04/05/2004	14	04/20/2004	04/26/2004
Ticket Number:	0000088126	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088106	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000087954	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000087952	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000087893	04/05/2004	2	04/08/2004	04/14/2004
Ticket Number:	0000089395	04/26/2004	2	04/28/2004	05/04/2004
Ticket Number:	0000089055	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000087811	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087753	04/04/2004	1	04/05/2004	04/12/2004

Average time to ticket resolution for	jking4	2
Maximum time to ticket resolution for	jking4	14
Minimum time to ticket resolution for	jking4	0

jpatna1

Total: 4

Closed

Total: 4

Ticket Number:	0000088157	04/08/2004	21	04/29/2004	05/05/2004
Ticket Number:	0000089280	04/23/2004	6	04/29/2004	05/05/2004
Ticket Number:	0000089272	04/23/2004	6	04/29/2004	05/05/2004
Ticket Number:	0000089275	04/23/2004	6	04/29/2004	05/05/2004

Average time to ticket resolution for	jpatna1	10
Maximum time to ticket resolution for	jpatna1	21
Minimum time to ticket resolution for	jpatna1	6

kirby

Total: 5

Closed

Total: 5

Ticket Number:	0000089260	04/23/2004	0		04/23/2004
Ticket Number:	0000089483	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000088323	04/11/2004	0		04/11/2004
Ticket Number:	0000088638	04/15/2004	5		04/20/2004
Ticket Number:	0000088705	04/16/2004	0	04/16/2004	04/22/2004

Average time to ticket resolution for	kirby	1
Maximum time to ticket resolution for	kirby	5
Minimum time to ticket resolution for	kirby	0

kjoseph

Total: 8

Closed

Total: 8

Ticket Number:	0000088410	04/12/2004	1		04/13/2004
Ticket Number:	0000088427	04/12/2004	1		04/13/2004
Ticket Number:	0000088191	04/08/2004	14		04/22/2004
Ticket Number:	0000088367	04/12/2004	21		05/03/2004
Ticket Number:	0000089154	04/22/2004	11		05/03/2004
Ticket Number:	0000089247	04/23/2004	10		05/03/2004
Ticket Number:	0000087573	04/01/2004	32		05/03/2004
Ticket Number:	0000087808	04/05/2004	28		05/03/2004

Average time to ticket resolution for	kjoseph	15
Maximum time to ticket resolution for	kjoseph	32
Minimum time to ticket resolution for	kjoseph	1

OIT Business Systems: P

lrand		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000087615	04/01/2004	3	04/04/2004	04/12/2004
Ticket Number:	0000087617	04/01/2004	3	04/04/2004	04/12/2004
Ticket Number:	0000087803	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000087763	04/04/2004	24	04/29/2004	05/05/2004
Ticket Number:	0000087629	04/01/2004	3		04/04/2004
Ticket Number:	0000089236	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000088568	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088936	04/20/2004	9		04/29/2004

Average time to ticket resolution for		lrand	5		
Maximum time to ticket resolution for		lrand	24		
Minimum time to ticket resolution for		lrand	0		

preston		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000088662	04/15/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000088880	04/19/2004	1		04/20/2004
Ticket Number:	0000088857	04/19/2004	1		04/20/2004
Ticket Number:	0000087805	04/05/2004	0		04/05/2004

Average time to ticket resolution for		preston	1		
Maximum time to ticket resolution for		preston	4		
Minimum time to ticket resolution for		preston	0		

psimon		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000087667	04/02/2004	11		04/13/2004
Ticket Number:	0000089138	04/22/2004	0		04/22/2004
Ticket Number:	0000088541	04/14/2004	0		04/14/2004

Average time to ticket resolution for		psimon	4		
Maximum time to ticket resolution for		psimon	11		
Minimum time to ticket resolution for		psimon	0		

OIT Business Systems: P

slong

Total: **30**

Closed

Total: **30**

Ticket Number:	0000088399	04/12/2004	10	04/22/2004	04/28/2004
Ticket Number:	0000088400	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088739	04/16/2004	6	04/22/2004	04/28/2004
Ticket Number:	0000088876	04/19/2004	2	04/21/2004	04/27/2004
Ticket Number:	0000088644	04/15/2004	13		04/28/2004
Ticket Number:	0000088545	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088744	04/16/2004	5	04/21/2004	04/27/2004
Ticket Number:	0000088000	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088012	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088021	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088066	04/07/2004	0		04/07/2004
Ticket Number:	0000088147	04/08/2004	4	04/12/2004	04/19/2004
Ticket Number:	0000088092	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000089004	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089358	04/26/2004	2	04/28/2004	05/04/2004
Ticket Number:	0000089251	04/23/2004	5	04/28/2004	05/04/2004
Ticket Number:	0000089253	04/23/2004	5	04/28/2004	05/04/2004
Ticket Number:	0000089213	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089212	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089354	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089201	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089195	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089172	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089517	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000089103	04/21/2004	7	04/28/2004	05/04/2004
Ticket Number:	0000089006	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000087694	04/02/2004	5	04/07/2004	04/13/2004
Ticket Number:	0000087845	04/05/2004	23	04/28/2004	05/04/2004
Ticket Number:	0000087586	04/01/2004	6	04/07/2004	04/13/2004
Ticket Number:	0000089581	04/28/2004	0	04/28/2004	05/04/2004

Average time to ticket resolution for	slong	4
Maximum time to ticket resolution for	slong	23
Minimum time to ticket resolution for	slong	0

OIT Business Systems: P

stephen

Total: **36**

Resolved

Total: **3**

Ticket Number:	0000089613	04/28/2004	2	04/30/2004
Ticket Number:	0000089279	04/23/2004	7	04/30/2004
Ticket Number:	0000089163	04/22/2004	8	04/30/2004

Closed

Total: **33**

Ticket Number:	0000088595	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088596	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000087579	04/01/2004	4	04/05/2004	04/12/2004
Ticket Number:	0000087802	04/05/2004	10	04/15/2004	04/21/2004
Ticket Number:	0000087752	04/04/2004	1	04/05/2004	04/12/2004
Ticket Number:	0000087969	04/06/2004	7	04/13/2004	04/19/2004
Ticket Number:	0000087619	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087614	04/01/2004	5	04/06/2004	04/12/2004
Ticket Number:	0000087613	04/01/2004	4	04/05/2004	04/12/2004
Ticket Number:	0000087611	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087601	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087599	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087810	04/05/2004	4	04/09/2004	04/15/2004
Ticket Number:	0000087809	04/05/2004	7	04/12/2004	04/19/2004
Ticket Number:	0000087580	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087620	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087621	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087983	04/06/2004	2	04/08/2004	04/14/2004
Ticket Number:	0000089058	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000088082	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000088355	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088103	04/07/2004	0	04/07/2004	04/13/2004
Ticket Number:	0000088394	04/12/2004	1	04/13/2004	04/19/2004
Ticket Number:	0000088965	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088926	04/20/2004	0	04/20/2004	04/26/2004
Ticket Number:	0000088845	04/19/2004	9	04/28/2004	05/04/2004
Ticket Number:	0000088844	04/19/2004	0	04/19/2004	04/26/2004
Ticket Number:	0000088617	04/14/2004	2	04/16/2004	04/22/2004
Ticket Number:	0000088615	04/14/2004	5	04/19/2004	04/26/2004
Ticket Number:	0000088609	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088608	04/14/2004	0	04/14/2004	04/20/2004
Ticket Number:	0000088591	04/14/2004	15	04/29/2004	05/05/2004
Ticket Number:	0000088447	04/13/2004	0	04/13/2004	04/19/2004

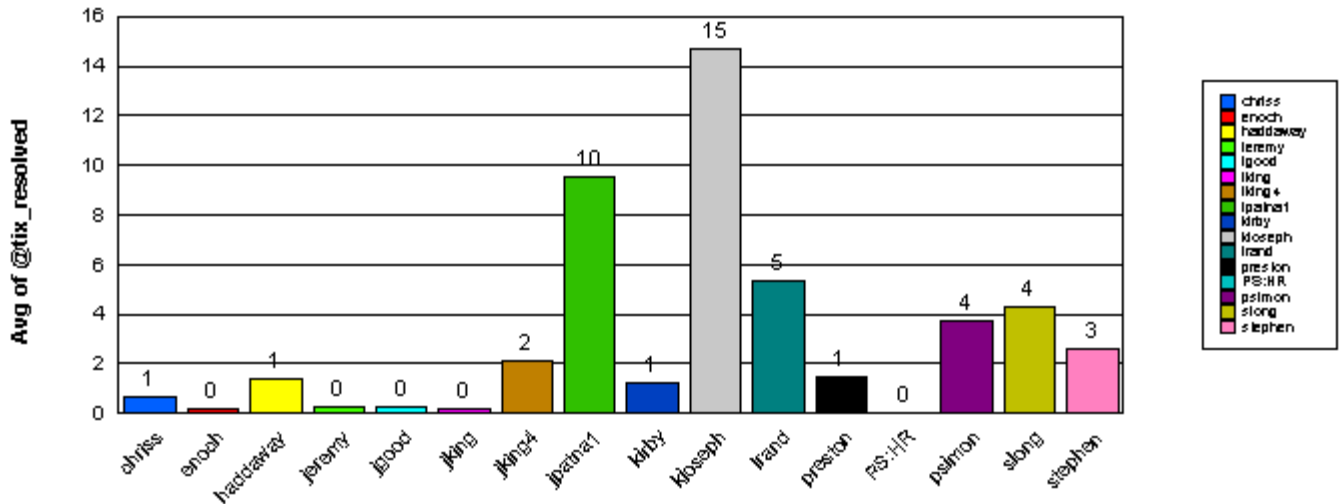
Average time to ticket resolution for	stephen	3
Maximum time to ticket resolution for	stephen	15
Minimum time to ticket resolution for	stephen	0

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	3
Maximum time to ticket resolution for	OIT Business S	32
Minimum time to ticket resolution for	OIT Business S	0

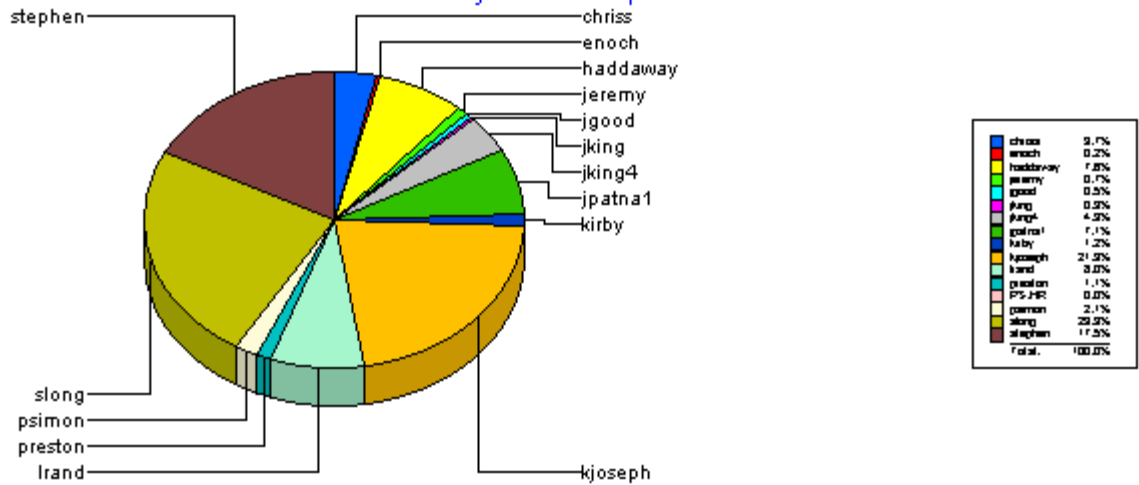
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft

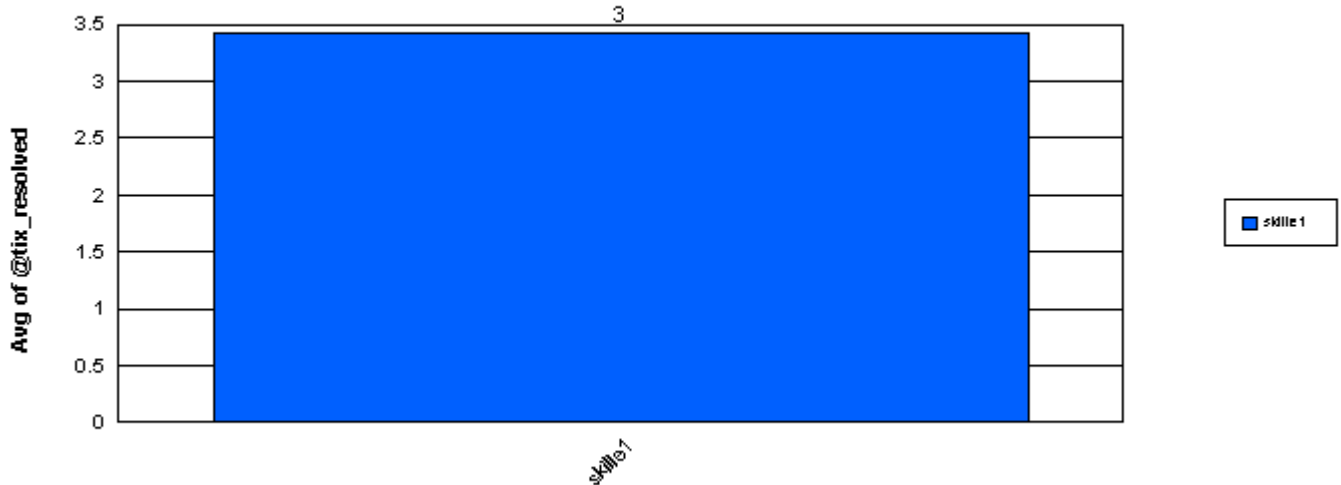


PC Labs

skille1		Total:	3		
Closed		Total:	3		
Ticket Number:	0000088440	04/13/2004	9	04/22/2004	04/28/2004
Ticket Number:	0000089106	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000087562	04/01/2004	0	04/01/2004	04/07/2004
-----				-----	
Average time to ticket resolution for		skille1	3		
Maximum time to ticket resolution for		skille1	9		
Minimum time to ticket resolution for		skille1	0		
-----				-----	
Average time to ticket resolution for		PC Labs	3		
Maximum time to ticket resolution for		PC Labs	9		
Minimum time to ticket resolution for		PC Labs	0		

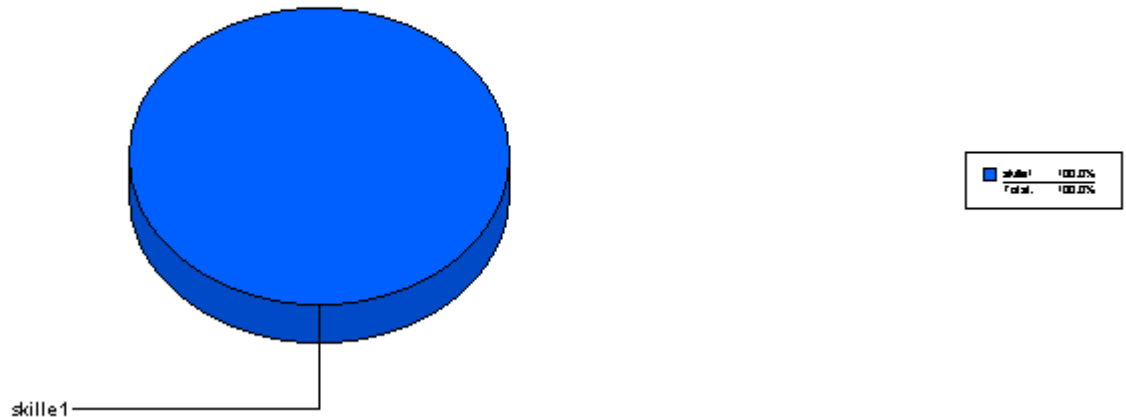
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total:	81		
Telcom		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000088286	04/09/2004	11	04/20/2004	04/26/2004

Average time to ticket resolution for	Telcom		11		
Maximum time to ticket resolution for	Telcom		11		
Minimum time to ticket resolution for	Telcom		11		
beakja1		<u>Total:</u>	21		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000089588	04/28/2004	5	05/03/2004	
Closed		<u>Total:</u>	20		
Ticket Number:	0000087651	04/02/2004	10	04/12/2004	04/19/2004
Ticket Number:	0000087546	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087853	04/05/2004	8	04/13/2004	04/19/2004
Ticket Number:	0000087837	04/05/2004	4	04/09/2004	04/15/2004
Ticket Number:	0000087772	04/05/2004	9	04/14/2004	04/20/2004
Ticket Number:	0000089019	04/20/2004	8	04/28/2004	05/04/2004
Ticket Number:	0000089176	04/22/2004	0		04/22/2004
Ticket Number:	0000089095	04/21/2004	7	04/28/2004	05/04/2004
Ticket Number:	0000087881	04/05/2004	8	04/13/2004	04/19/2004
Ticket Number:	0000088256	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088074	04/07/2004	2	04/09/2004	04/15/2004
Ticket Number:	0000088076	04/07/2004	7	04/14/2004	04/20/2004
Ticket Number:	0000088237	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088206	04/08/2004	6	04/14/2004	04/20/2004
Ticket Number:	0000088476	04/13/2004	1	04/14/2004	04/20/2004
Ticket Number:	0000088584	04/14/2004	2	04/16/2004	04/22/2004
Ticket Number:	0000088516	04/13/2004	6	04/19/2004	04/26/2004
Ticket Number:	0000088961	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000088875	04/19/2004	4	04/23/2004	04/29/2004
Ticket Number:	0000088518	04/13/2004	1	04/14/2004	04/20/2004

Average time to ticket resolution for	beakja1		4		
Maximum time to ticket resolution for	beakja1		10		
Minimum time to ticket resolution for	beakja1		0		
cmckin1		<u>Total:</u>	10		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000087861	04/05/2004	25	04/30/2004	
Ticket Number:	0000089593	04/28/2004	6	05/04/2004	
Closed		<u>Total:</u>	8		
Ticket Number:	0000087653	04/02/2004	5	04/07/2004	04/13/2004
Ticket Number:	0000087659	04/02/2004	5	04/07/2004	04/13/2004
Ticket Number:	0000087842	04/05/2004	2	04/07/2004	04/13/2004
Ticket Number:	0000089330	04/25/2004	2		04/27/2004
Ticket Number:	0000088407	04/12/2004	4	04/16/2004	04/22/2004
Ticket Number:	0000088193	04/08/2004	4	04/12/2004	04/19/2004
Ticket Number:	0000088248	04/09/2004	7	04/16/2004	04/22/2004
Ticket Number:	0000088258	04/09/2004	3	04/12/2004	04/19/2004

Average time to ticket resolution for	cmckin1		6		
Maximum time to ticket resolution for	cmckin1		25		
Minimum time to ticket resolution for	cmckin1		2		

Physical Networks

damian		<u>Total:</u>	11		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000089740	04/30/2004	0	04/30/2004	
Closed		<u>Total:</u>	10		
Ticket Number:	0000087540	04/01/2004	1	04/02/2004	04/08/2004
Ticket Number:	0000087665	04/02/2004	0	04/02/2004	04/08/2004
Ticket Number:	0000087851	04/05/2004	9	04/14/2004	04/20/2004
Ticket Number:	0000089107	04/21/2004	5	04/26/2004	05/03/2004
Ticket Number:	0000089368	04/26/2004	3	04/29/2004	05/05/2004
Ticket Number:	0000089290	04/23/2004	4	04/27/2004	05/03/2004
Ticket Number:	0000089284	04/23/2004	4	04/27/2004	05/03/2004
Ticket Number:	0000087879	04/05/2004	4	04/09/2004	04/15/2004
Ticket Number:	0000088598	04/14/2004	13	04/27/2004	05/03/2004
Ticket Number:	0000088572	04/14/2004	13	04/27/2004	05/03/2004
Average time to ticket resolution for		damian			5
Maximum time to ticket resolution for		damian			13
Minimum time to ticket resolution for		damian			0
marc		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000088633	04/15/2004	0	04/15/2004	04/21/2004
Average time to ticket resolution for		marc			0
Maximum time to ticket resolution for		marc			0
Minimum time to ticket resolution for		marc			0
rays1		<u>Total:</u>	9		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000089607	04/28/2004	5	05/03/2004	
Closed		<u>Total:</u>	8		
Ticket Number:	0000087544	04/01/2004	4	04/05/2004	04/12/2004
Ticket Number:	0000087860	04/05/2004	4	04/09/2004	04/15/2004
Ticket Number:	0000087849	04/05/2004	1		04/06/2004
Ticket Number:	0000087850	04/05/2004	1		04/06/2004
Ticket Number:	0000087798	04/05/2004	0	04/05/2004	04/12/2004
Ticket Number:	0000088974	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089072	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000088901	04/19/2004	2		04/21/2004
Average time to ticket resolution for		rays1			2
Maximum time to ticket resolution for		rays1			5
Minimum time to ticket resolution for		rays1			0
vicki		<u>Total:</u>	2		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000088250	04/09/2004	24	05/03/2004	
Closed		<u>Total:</u>	1		
Ticket Number:	0000089528	04/27/2004	0	04/27/2004	05/03/2004
Average time to ticket resolution for		vicki			12
Maximum time to ticket resolution for		vicki			24
Minimum time to ticket resolution for		vicki			0

Physical Networks

zicka

Total: **26**

Resolved

Total: **6**

Ticket Number:	0000089676	04/29/2004	1	04/30/2004
Ticket Number:	0000089787	04/30/2004	3	05/03/2004
Ticket Number:	0000089617	04/28/2004	5	05/03/2004
Ticket Number:	0000089465	04/27/2004	3	04/30/2004
Ticket Number:	0000089600	04/28/2004	2	04/30/2004
Ticket Number:	0000089644	04/28/2004	2	04/30/2004

Closed

Total: **20**

Ticket Number:	0000088729	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088100	04/07/2004	5	04/12/2004	04/19/2004
Ticket Number:	0000087704	04/02/2004	3	04/05/2004	04/12/2004
Ticket Number:	0000089580	04/28/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000089105	04/21/2004	6	04/27/2004	05/03/2004
Ticket Number:	0000089226	04/22/2004	5	04/27/2004	05/03/2004
Ticket Number:	0000089385	04/26/2004	2	04/28/2004	05/04/2004
Ticket Number:	0000088426	04/12/2004	4	04/16/2004	04/22/2004
Ticket Number:	0000088688	04/15/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000088935	04/20/2004	8	04/28/2004	05/04/2004
Ticket Number:	0000088957	04/20/2004	8	04/28/2004	04/29/2004
Ticket Number:	0000088997	04/20/2004	7	04/27/2004	05/03/2004
Ticket Number:	0000088692	04/15/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000088690	04/15/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000088691	04/15/2004	4	04/19/2004	04/26/2004
Ticket Number:	0000088015	04/06/2004	1	04/07/2004	04/13/2004
Ticket Number:	0000088138	04/08/2004	4	04/12/2004	04/12/2004
Ticket Number:	0000088282	04/09/2004	7		04/16/2004
Ticket Number:	0000088097	04/07/2004	2	04/09/2004	04/15/2004
Ticket Number:	0000088086	04/07/2004	8	04/15/2004	04/21/2004

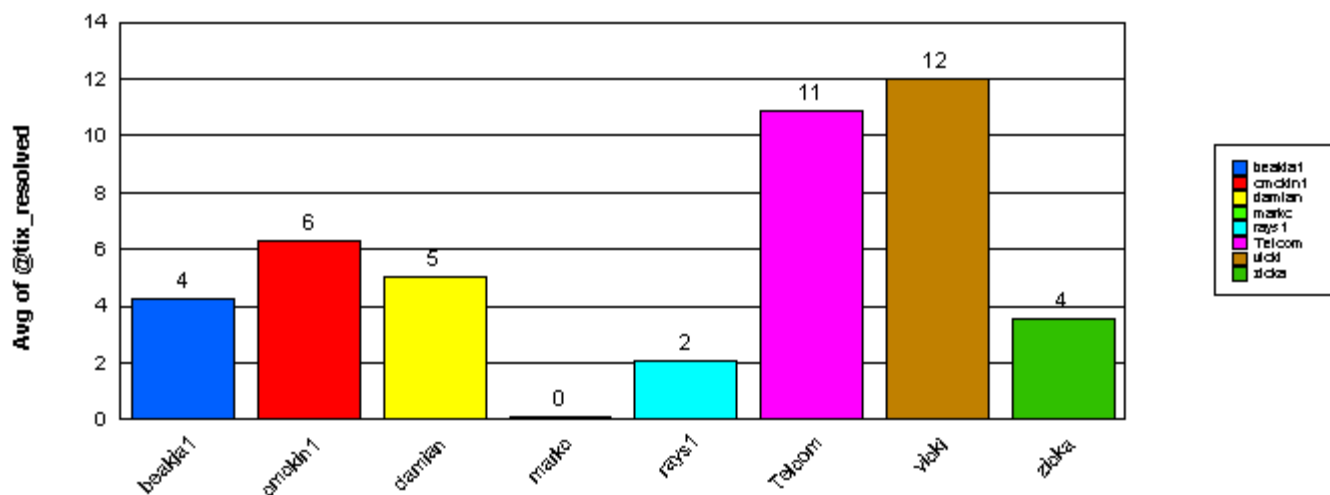
-----	-----	-----
Average time to ticket resolution for	zicka	4
Maximum time to ticket resolution for	zicka	8
Minimum time to ticket resolution for	zicka	0
-----	-----	-----

Physical Networks

Average time to ticket resolution for	Physical Networ	4
Maximum time to ticket resolution for	Physical Networ	25
Minimum time to ticket resolution for	Physical Networ	0

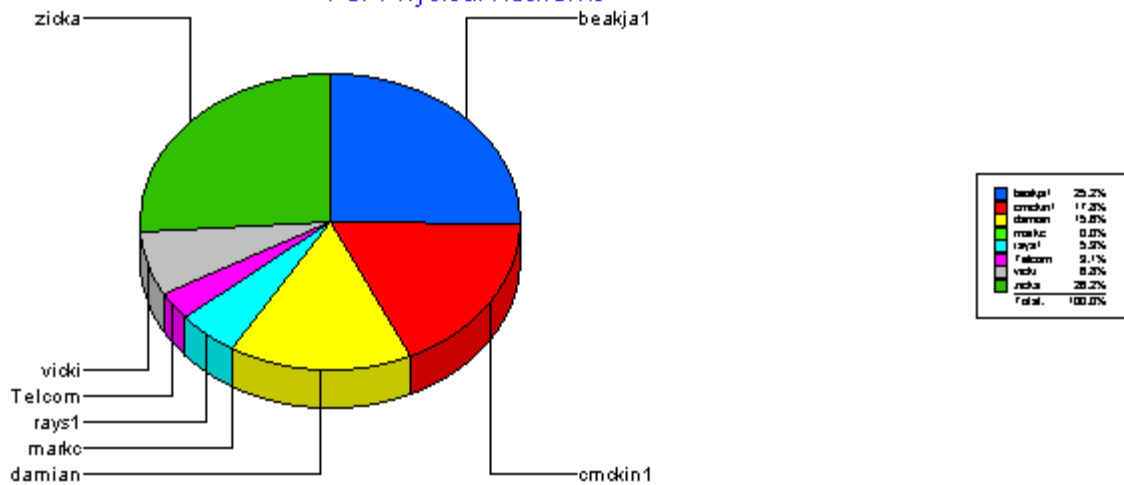
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



Security

		Total:	3		
andy		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000088119	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000088831	04/19/2004	0	04/19/2004	04/26/2004

Average time to ticket resolution for		andy	1		
Maximum time to ticket resolution for		andy	1		
Minimum time to ticket resolution for		andy	0		

robin		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000088590	04/14/2004	2		04/16/2004

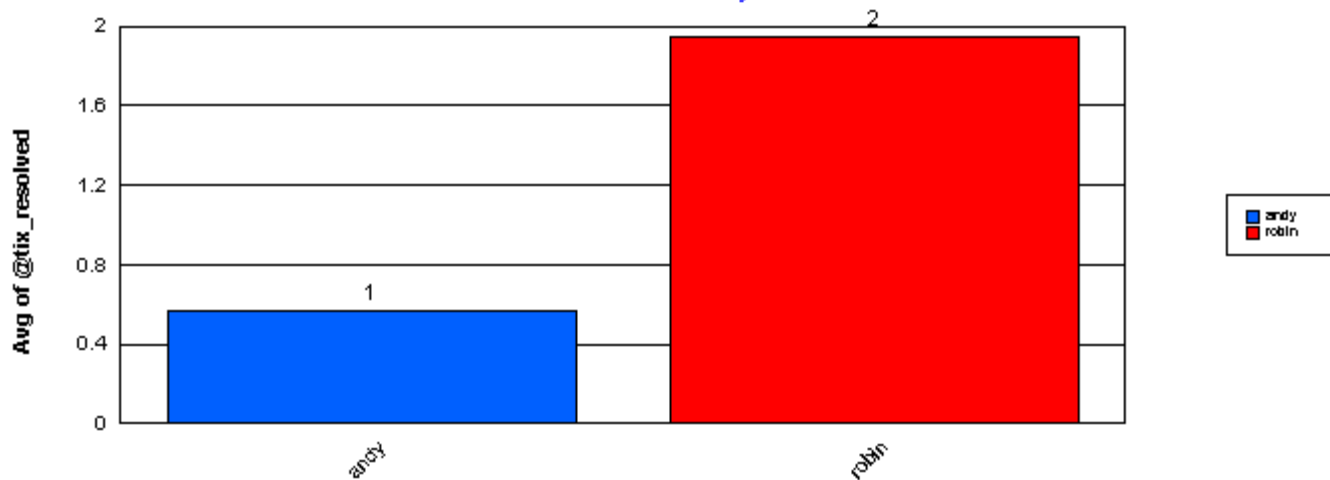
Average time to ticket resolution for		robin	2		
Maximum time to ticket resolution for		robin	2		
Minimum time to ticket resolution for		robin	2		

Security

Average time to ticket resolution for	Security	1
Maximum time to ticket resolution for	Security	2
Minimum time to ticket resolution for	Security	0

Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		<u>Total:</u>	252		
SysCore:myUMBC		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000089369	04/26/2004	0		04/26/2004

Average time to ticket resolution for		SysCore:myUM	0		
Maximum time to ticket resolution for		SysCore:myUM	0		
Minimum time to ticket resolution for		SysCore:myUM	0		
<hr/>		<hr/>	<hr/>		
banz		<u>Total:</u>	9		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000089233	04/23/2004	7	04/30/2004	
Closed		<u>Total:</u>	8		
Ticket Number:	0000087998	04/06/2004	6		04/12/2004
Ticket Number:	0000087603	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000089783	04/30/2004	3	05/03/2004	05/03/2004
Ticket Number:	0000089151	04/22/2004	0		04/22/2004
Ticket Number:	0000089210	04/22/2004	0	04/22/2004	04/28/2004
Ticket Number:	0000089401	04/26/2004	0		04/26/2004
Ticket Number:	0000088264	04/09/2004	3	04/12/2004	04/19/2004
Ticket Number:	0000088312	04/10/2004	2	04/12/2004	04/19/2004

Average time to ticket resolution for		banz	2		
Maximum time to ticket resolution for		banz	7		
Minimum time to ticket resolution for		banz	0		
<hr/>		<hr/>	<hr/>		
dave		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000089156	04/22/2004	5	04/27/2004	05/03/2004

Average time to ticket resolution for		dave	5		
Maximum time to ticket resolution for		dave	5		
Minimum time to ticket resolution for		dave	5		
<hr/>		<hr/>	<hr/>		

SysCore

jcgriego

Total: 22

Closed

Total: 22

Ticket Number:	0000089070	04/21/2004	0	04/21/2004	04/27/2004
Ticket Number:	0000089240	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089139	04/22/2004	6	04/28/2004	05/04/2004
Ticket Number:	0000089443	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089481	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000089474	04/27/2004	0		04/27/2004
Ticket Number:	0000089384	04/26/2004	2	04/28/2004	05/04/2004
Ticket Number:	0000089484	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000087695	04/02/2004	3	04/05/2004	04/12/2004
Ticket Number:	0000088742	04/16/2004	7	04/23/2004	04/29/2004
Ticket Number:	0000087563	04/01/2004	19		04/20/2004
Ticket Number:	0000089614	04/28/2004	0	04/28/2004	05/04/2004
Ticket Number:	0000087963	04/06/2004	6	04/12/2004	04/19/2004
Ticket Number:	0000088046	04/07/2004	5	04/12/2004	04/19/2004
Ticket Number:	0000088183	04/08/2004	4	04/12/2004	04/19/2004
Ticket Number:	0000088195	04/08/2004	4	04/12/2004	04/19/2004
Ticket Number:	0000088196	04/08/2004	4	04/12/2004	04/19/2004
Ticket Number:	0000088257	04/09/2004	12	04/21/2004	04/27/2004
Ticket Number:	0000088677	04/15/2004	5	04/20/2004	04/26/2004
Ticket Number:	0000088841	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088886	04/19/2004	1	04/20/2004	04/26/2004
Ticket Number:	0000088924	04/20/2004	0	04/20/2004	04/26/2004

Average time to ticket resolution for	jcgriego	4
Maximum time to ticket resolution for	jcgriego	19
Minimum time to ticket resolution for	jcgriego	0

SysCore

sbrown7

Resolved

Total: **199**

Total: **2**

Ticket Number: 0000088726
Ticket Number: 0000088486

04/16/2004
04/13/2004

18
21

05/04/2004
05/04/2004

SysCore

	Closed	Total:	197		
Ticket Number:	0000088599	04/14/2004	0		04/14/2004
Ticket Number:	0000088228	04/09/2004	3	04/12/2004	04/19/2004
Ticket Number:	0000087904	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000088457	04/13/2004	0	04/13/2004	04/14/2004
Ticket Number:	0000087718	04/03/2004	2		04/05/2004
Ticket Number:	0000087715	04/02/2004	2		04/05/2004
Ticket Number:	0000087714	04/02/2004	2		04/05/2004
Ticket Number:	0000087713	04/02/2004	2		04/05/2004
Ticket Number:	0000087712	04/02/2004	2		04/05/2004
Ticket Number:	0000087711	04/02/2004	2		04/05/2004
Ticket Number:	0000087731	04/03/2004	3	04/06/2004	04/12/2004
Ticket Number:	0000087703	04/02/2004	4	04/06/2004	04/12/2004
Ticket Number:	0000087630	04/01/2004	1	04/02/2004	04/08/2004
Ticket Number:	0000087857	04/05/2004	1	04/06/2004	04/12/2004
Ticket Number:	0000087828	04/05/2004	0		04/05/2004
Ticket Number:	0000087825	04/05/2004	7		04/12/2004
Ticket Number:	0000087743	04/04/2004	1		04/05/2004
Ticket Number:	0000087737	04/03/2004	2		04/05/2004
Ticket Number:	0000087741	04/04/2004	1		04/05/2004
Ticket Number:	0000087626	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087708	04/02/2004	2		04/05/2004
Ticket Number:	0000087588	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087567	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087541	04/01/2004	0		04/01/2004
Ticket Number:	0000088520	04/13/2004	1		04/14/2004
Ticket Number:	0000087903	04/06/2004	0	04/06/2004	04/12/2004
Ticket Number:	0000087598	04/01/2004	0	04/01/2004	04/07/2004
Ticket Number:	0000087682	04/02/2004	0		04/02/2004
Ticket Number:	0000087678	04/02/2004	4	04/06/2004	04/12/2004
Ticket Number:	0000087662	04/02/2004	0		04/02/2004
Ticket Number:	0000087747	04/04/2004	1	04/05/2004	04/12/2004
Ticket Number:	0000088293	04/09/2004	2		04/12/2004
Ticket Number:	0000087838	04/05/2004	0		04/05/2004
Ticket Number:	0000088618	04/14/2004	0		04/14/2004
Ticket Number:	0000088999	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089014	04/20/2004	1		04/21/2004
Ticket Number:	0000089015	04/20/2004	1		04/21/2004
Ticket Number:	0000089083	04/21/2004	1	04/22/2004	04/28/2004
Ticket Number:	0000089505	04/27/2004	0		04/27/2004
Ticket Number:	0000089504	04/27/2004	0		04/27/2004
Ticket Number:	0000089494	04/27/2004	0	04/27/2004	04/29/2004
Ticket Number:	0000089485	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089478	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089458	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089440	04/27/2004	0		04/27/2004
Ticket Number:	0000089441	04/27/2004	0		04/27/2004
Ticket Number:	0000089437	04/26/2004	4	04/30/2004	04/30/2004
Ticket Number:	0000089561	04/28/2004	0		04/28/2004
Ticket Number:	0000089538	04/27/2004	1		04/28/2004
Ticket Number:	0000089510	04/27/2004	0		04/27/2004
Ticket Number:	0000089508	04/27/2004	0		04/27/2004
Ticket Number:	0000089507	04/27/2004	0		04/27/2004
Ticket Number:	0000089506	04/27/2004	0		04/27/2004

SysCore

Ticket Number:	0000089501	04/27/2004	1	04/28/2004	05/04/2004
Ticket Number:	0000089424	04/26/2004	1		04/27/2004
Ticket Number:	0000089392	04/26/2004	2	04/28/2004	05/04/2004
Ticket Number:	0000089625	04/28/2004	0		04/28/2004
Ticket Number:	0000089350	04/26/2004	0	04/26/2004	05/03/2004
Ticket Number:	0000089349	04/26/2004	0		04/26/2004
Ticket Number:	0000089346	04/26/2004	0		04/26/2004
Ticket Number:	0000089309	04/24/2004	2		04/26/2004
Ticket Number:	0000089308	04/24/2004	2		04/26/2004
Ticket Number:	0000089267	04/23/2004	0	04/23/2004	04/29/2004
Ticket Number:	0000089235	04/23/2004	0		04/23/2004
Ticket Number:	0000089288	04/23/2004	3		04/26/2004
Ticket Number:	0000089220	04/22/2004	1		04/23/2004
Ticket Number:	0000089199	04/22/2004	0		04/22/2004
Ticket Number:	0000089194	04/22/2004	0		04/22/2004
Ticket Number:	0000089142	04/22/2004	0		04/22/2004
Ticket Number:	0000089423	04/26/2004	1		04/27/2004
Ticket Number:	0000089422	04/26/2004	0		04/26/2004
Ticket Number:	0000089419	04/26/2004	0		04/26/2004
Ticket Number:	0000089404	04/26/2004	0		04/26/2004
Ticket Number:	0000089318	04/25/2004	1		04/26/2004
Ticket Number:	0000089317	04/25/2004	1		04/26/2004
Ticket Number:	0000089315	04/25/2004	1		04/26/2004
Ticket Number:	0000089314	04/25/2004	1		04/26/2004
Ticket Number:	0000089311	04/24/2004	2		04/26/2004
Ticket Number:	0000089129	04/22/2004	0		04/22/2004
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Ticket Number:	0000089639	04/28/2004	1		04/29/2004
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Ticket Number:	0000089655	04/29/2004	0		04/29/2004
Ticket Number:	0000089739	04/30/2004	0		04/30/2004
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Ticket Number:	0000089679	04/29/2004	0		04/29/2004
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Ticket Number:	0000089661	04/29/2004	5		05/04/2004
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Ticket Number:	0000089796	04/30/2004	4		05/04/2004
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Ticket Number:	0000089640	04/28/2004	1	04/29/2004	05/05/2004
Ticket Number:	0000089627	04/28/2004	0		04/28/2004
Ticket Number:	0000089621	04/28/2004	0		04/28/2004
Ticket Number:	0000089602	04/28/2004	0	04/28/2004	05/04/2004
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Ticket Number:	0000088558	04/14/2004	0		04/14/2004
Ticket Number:	0000088669	04/15/2004	0	04/15/2004	04/21/2004
Ticket Number:	0000088437	04/13/2004	0		04/13/2004
Ticket Number:	0000088682	04/15/2004	0		04/15/2004
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Ticket Number:	0000088631	04/15/2004	0		04/15/2004
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Ticket Number:	0000088852	04/19/2004	2		04/21/2004
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Ticket Number:	0000088172	04/08/2004	4	04/12/2004	04/19/2004
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SysCore

Ticket Number:	0000087987	04/06/2004	0		04/06/2004
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Ticket Number:	0000087951	04/06/2004	0		04/06/2004
Ticket Number:	0000088304	04/10/2004	2		04/12/2004
Ticket Number:	0000088303	04/10/2004	2		04/12/2004
Ticket Number:	0000088291	04/09/2004	2		04/12/2004
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Ticket Number:	0000088287	04/09/2004	3	04/12/2004	04/19/2004
Ticket Number:	0000088285	04/09/2004	3		04/12/2004
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Ticket Number:	0000088252	04/09/2004	3	04/12/2004	04/19/2004
Ticket Number:	0000088167	04/08/2004	0		04/08/2004
Ticket Number:	0000088388	04/12/2004	9	04/21/2004	04/27/2004
Ticket Number:	0000088387	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088377	04/12/2004	0	04/12/2004	04/19/2004
Ticket Number:	0000088364	04/12/2004	0		04/12/2004
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Ticket Number:	0000088158	04/08/2004	7		04/15/2004
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Ticket Number:	0000088146	04/08/2004	0	04/08/2004	04/14/2004
Ticket Number:	0000088132	04/08/2004	0		04/08/2004
Ticket Number:	0000088123	04/07/2004	1	04/08/2004	04/14/2004
Ticket Number:	0000087948	04/06/2004	0		04/06/2004
Ticket Number:	0000087878	04/05/2004	29		05/04/2004
Ticket Number:	0000088283	04/09/2004	3	04/12/2004	04/19/2004
Ticket Number:	0000087988	04/06/2004	2	04/08/2004	04/14/2004
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Average time to ticket resolution for	sbrown7		2		
Maximum time to ticket resolution for	sbrown7		29		
Minimum time to ticket resolution for	sbrown7		0		

SysCore

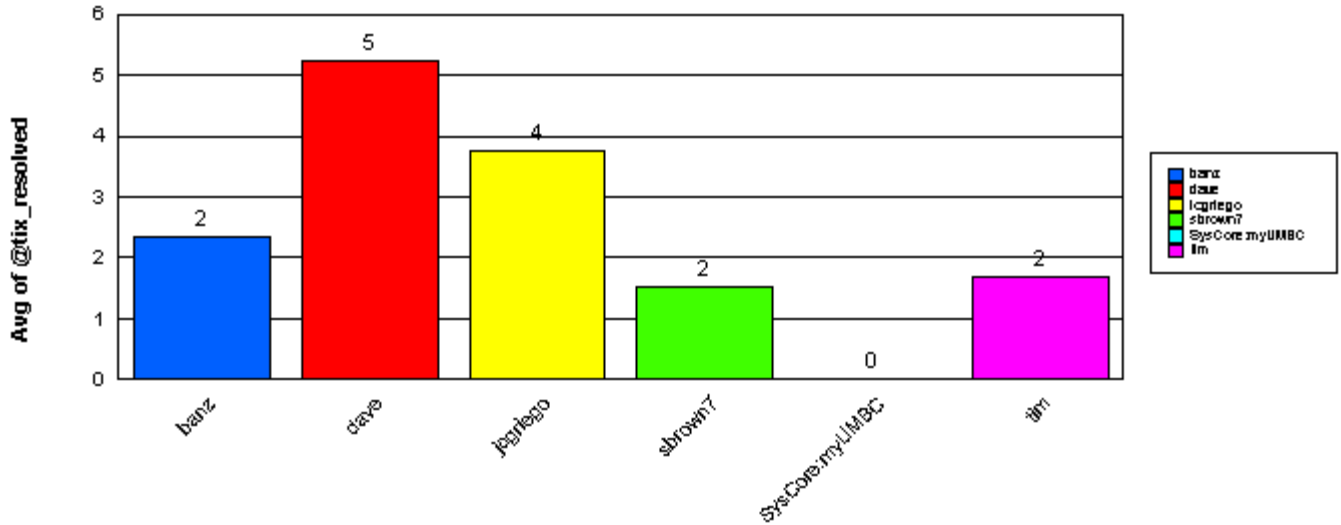
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		Total:	20		
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Ticket Number:	0000088222	04/09/2004	0		04/09/2004
Ticket Number:	0000088266	04/09/2004	5	04/14/2004	04/20/2004
Ticket Number:	0000088893	04/19/2004	0		04/19/2004
Ticket Number:	0000088245	04/09/2004	0	04/09/2004	04/15/2004
Ticket Number:	0000088408	04/12/2004	9	04/21/2004	04/27/2004
Ticket Number:	0000088409	04/12/2004	9	04/21/2004	04/27/2004
Ticket Number:	0000088728	04/16/2004	0	04/16/2004	04/22/2004
Ticket Number:	0000088913	04/20/2004	1		04/20/2004
Ticket Number:	0000088907	04/19/2004	2	04/21/2004	04/27/2004
Ticket Number:	0000088704	04/16/2004	0		04/16/2004
Ticket Number:	0000088701	04/16/2004	1	04/16/2004	04/22/2004
Ticket Number:	0000088915	04/20/2004	0		04/20/2004
Ticket Number:	0000088953	04/20/2004	0		04/20/2004
Ticket Number:	0000088981	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089442	04/27/2004	0	04/27/2004	05/03/2004
Ticket Number:	0000089068	04/21/2004	0		04/21/2004
Ticket Number:	0000089008	04/20/2004	1	04/21/2004	04/27/2004
Ticket Number:	0000089591	04/28/2004	0		04/28/2004
Ticket Number:	0000087749	04/04/2004	4	04/08/2004	04/14/2004
Average time to ticket resolution for			tim		2
Maximum time to ticket resolution for			tim		9
Minimum time to ticket resolution for			tim		0

SysCore

Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	29
Minimum time to ticket resolution for	SysCore	0

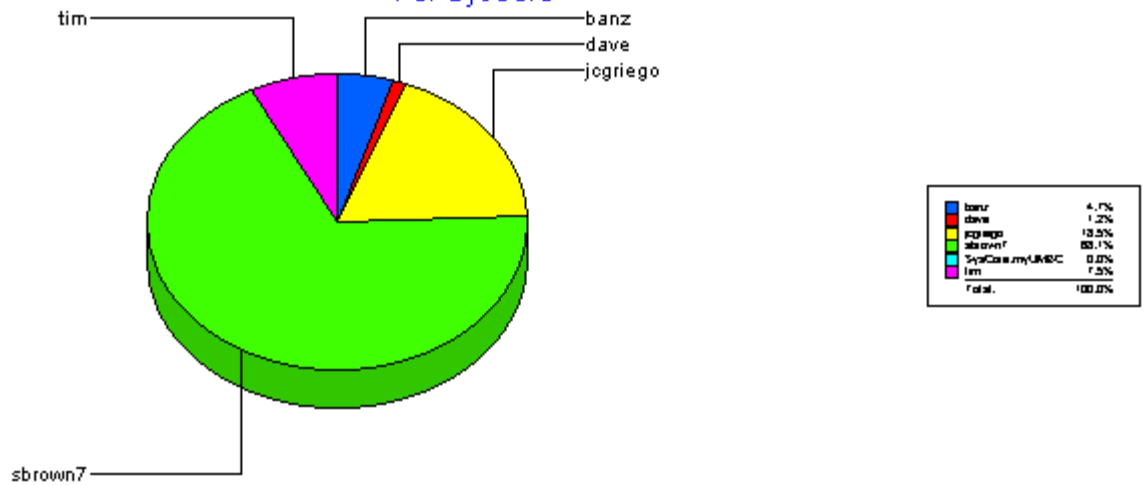
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

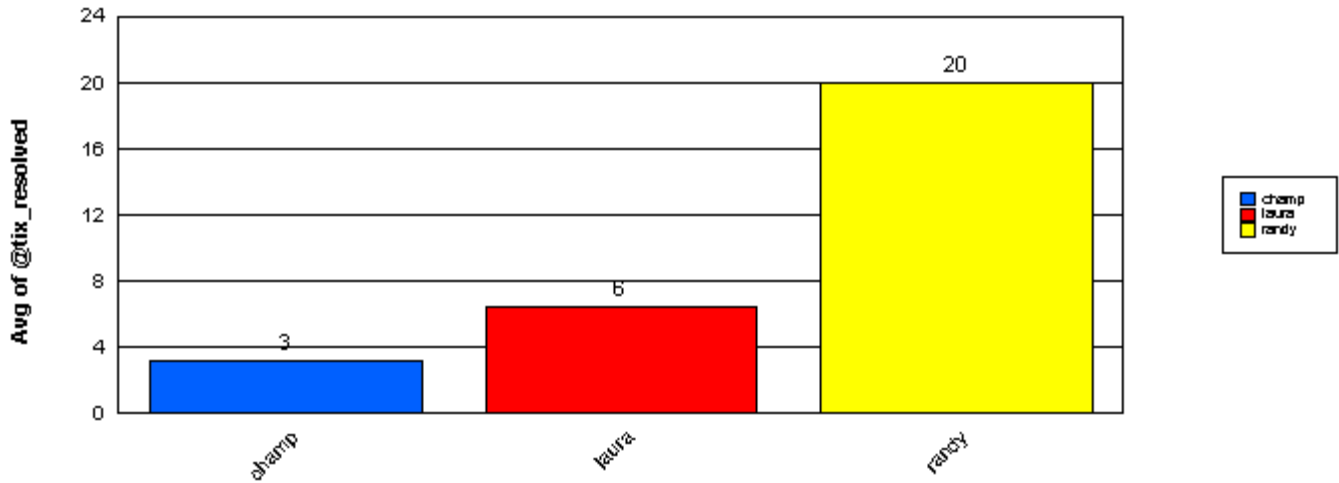
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champ		<u>Total:</u> 17	
Closed		<u>Total:</u> 17	
Ticket Number:	0000088927	04/20/2004	2
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Ticket Number:	0000087702	04/02/2004	5
Ticket Number:	0000087797	04/05/2004	1
Ticket Number:	0000089769	04/30/2004	0
Ticket Number:	0000089010	04/20/2004	2
Ticket Number:	0000089559	04/28/2004	0
Ticket Number:	0000089533	04/27/2004	1
Ticket Number:	0000087941	04/06/2004	0
Ticket Number:	0000088666	04/15/2004	4
Ticket Number:	0000088294	04/09/2004	9
Ticket Number:	0000089098	04/21/2004	1
Ticket Number:	0000088221	04/09/2004	5
Ticket Number:	0000088210	04/08/2004	5
Ticket Number:	0000088760	04/16/2004	6
Ticket Number:	0000088533	04/14/2004	5
Ticket Number:	0000088431	04/12/2004	2
-----		-----	
Average time to ticket resolution for		champ	3
Maximum time to ticket resolution for		champ	9
Minimum time to ticket resolution for		champ	0
<hr/>		<hr/>	
laura		<u>Total:</u> 6	
Closed		<u>Total:</u> 6	
Ticket Number:	0000088425	04/12/2004	1
Ticket Number:	0000088634	04/15/2004	1
Ticket Number:	0000088578	04/14/2004	0
Ticket Number:	0000089069	04/21/2004	0
Ticket Number:	0000089784	04/30/2004	4
Ticket Number:	0000087569	04/01/2004	33
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Average time to ticket resolution for		laura	6
Maximum time to ticket resolution for		laura	33
Minimum time to ticket resolution for		laura	0
<hr/>		<hr/>	
randy		<u>Total:</u> 1	
Resolved		<u>Total:</u> 1	
Ticket Number:	0000088569	04/14/2004	20
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Average time to ticket resolution for		randy	20
Maximum time to ticket resolution for		randy	20
Minimum time to ticket resolution for		randy	20
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SysDept

Average time to ticket resolution for	SysDept	5
Maximum time to ticket resolution for	SysDept	33
Minimum time to ticket resolution for	SysDept	0

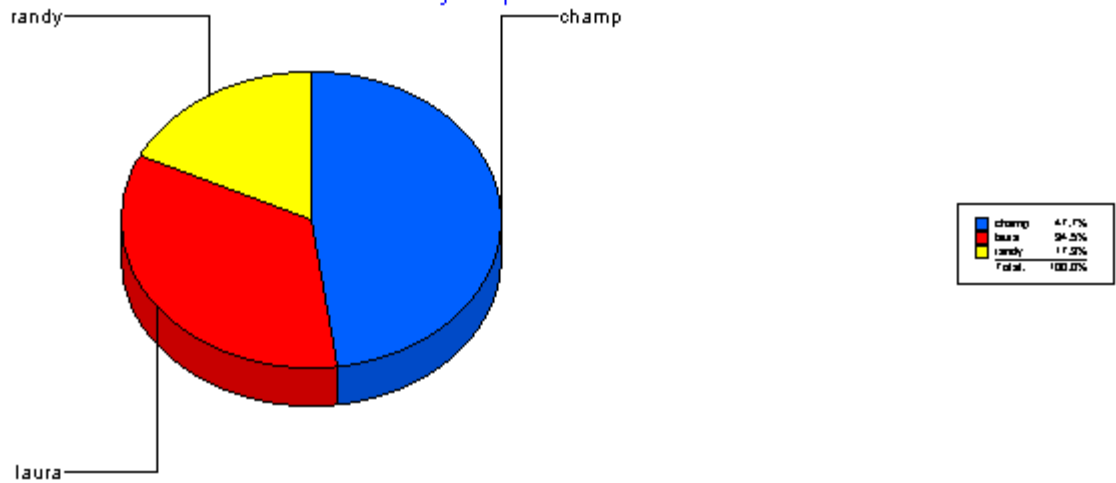
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 04/01/2004 and 04/30/2004 : 1924

Total Remedy Tickets Created between: 04/01/2004 and 04/30/2004 : 1924

Maximum time to resolution	33
Minimum time to resolution	0
Total Average time to ticket resolution	2.43