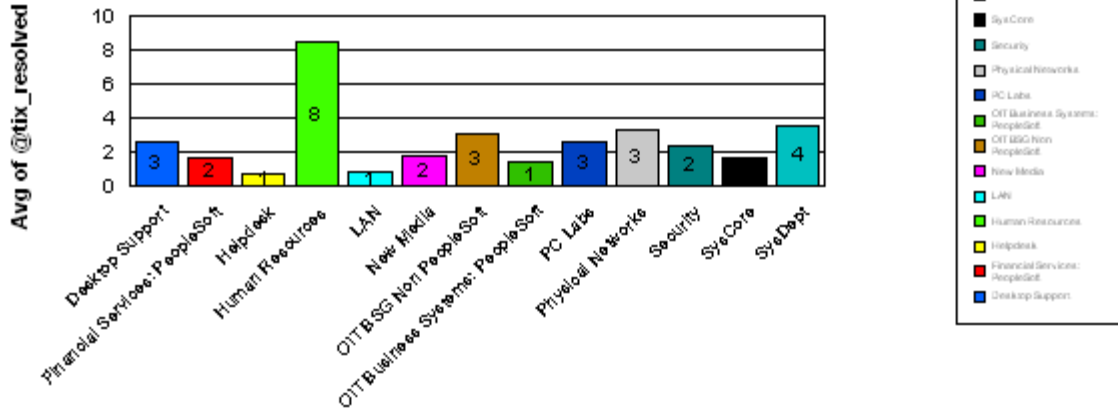


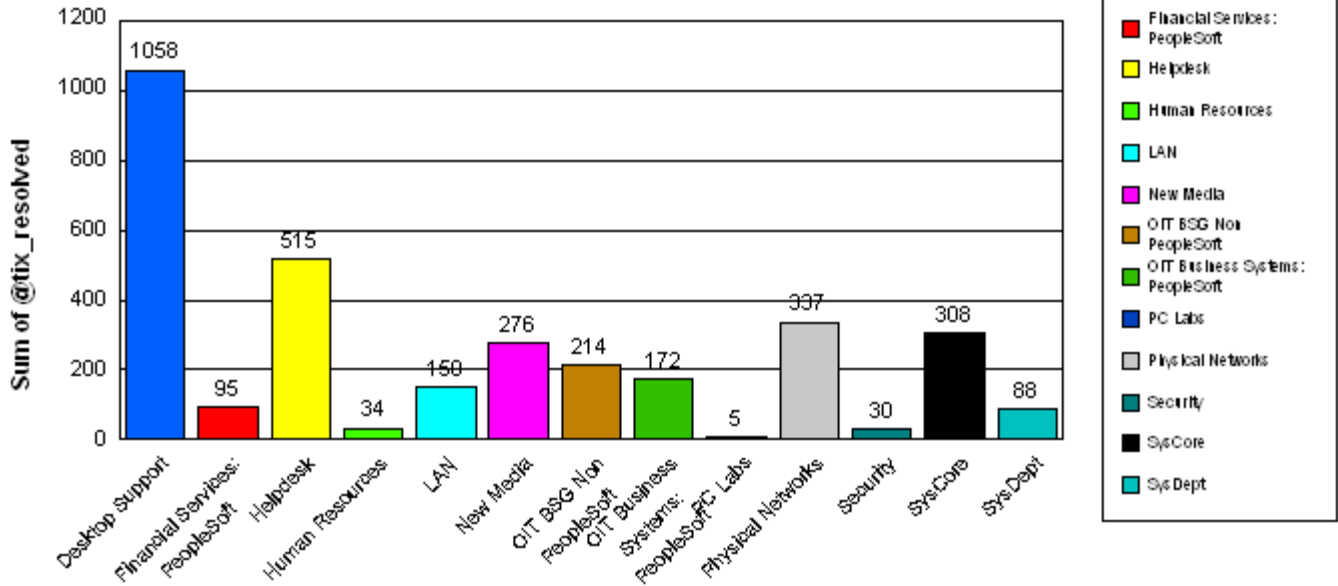
Average Length to Resolution

Ticket Created Between August 01, 2004 to August 31, 2004

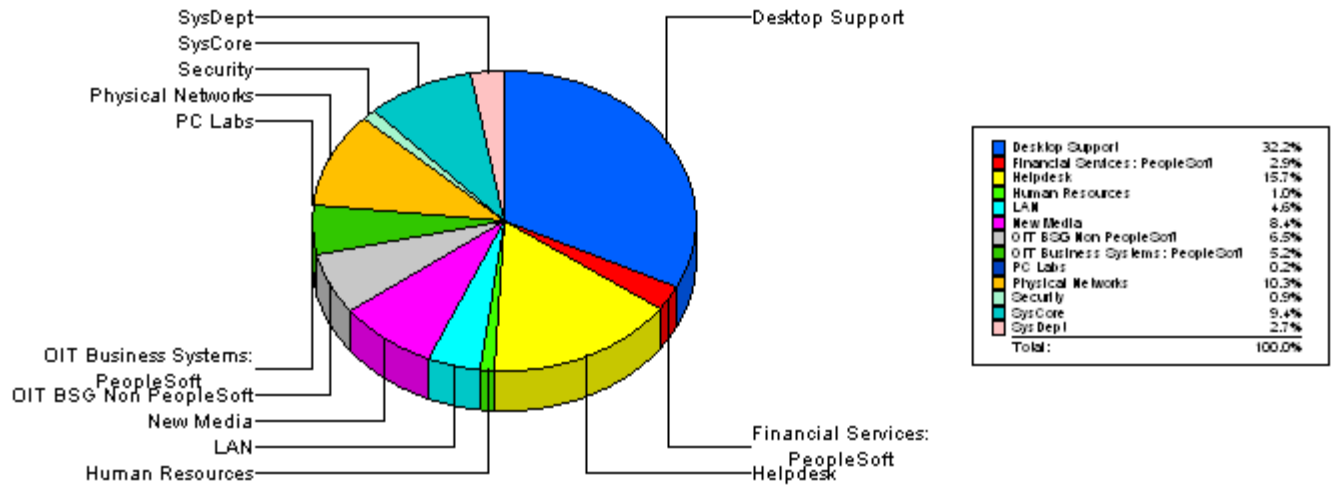
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Desktop Support

		<u>Total:</u>	405		
Desktop		<u>Total:</u>	20		
Closed		<u>Total:</u>	20		
Ticket Number:	0000097303	08/05/2004	0	08/05/2004	
Ticket Number:	0000098100	08/18/2004	0	08/18/2004	
Ticket Number:	0000098160	08/18/2004	0	08/18/2004	
Ticket Number:	0000098225	08/19/2004	0	08/19/2004	
Ticket Number:	0000098570	08/23/2004	0	08/23/2004	
Ticket Number:	0000098634	08/24/2004	0	08/24/2004	
Ticket Number:	0000098639	08/24/2004	0	08/24/2004	
Ticket Number:	0000098714	08/24/2004	0	08/24/2004	
Ticket Number:	0000098792	08/25/2004	0	08/25/2004	
Ticket Number:	0000099181	08/30/2004	0	08/30/2004	
Ticket Number:	0000099193	08/30/2004	0	08/30/2004	
Ticket Number:	0000099323	08/31/2004	0	08/31/2004	
Ticket Number:	0000099331	08/31/2004	0	08/31/2004	
Ticket Number:	0000099212	08/30/2004	0	08/30/2004	
Ticket Number:	0000099067	08/27/2004	0	08/27/2004	
Ticket Number:	0000098740	08/25/2004	0	08/25/2004	
Ticket Number:	0000097553	08/10/2004	0	08/10/2004	
Ticket Number:	0000097641	08/11/2004	0	08/11/2004	
Ticket Number:	0000097890	08/16/2004	0	08/16/2004	
Ticket Number:	0000097798	08/13/2004	0	08/13/2004	

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

Desktop:PCInstall		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000097839	08/13/2004	0	08/13/2004	

Average time to ticket resolution for		Desktop:PCInst	0		
Maximum time to ticket resolution for		Desktop:PCInst	0		
Minimum time to ticket resolution for		Desktop:PCInst	0		

HD:PPP		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000099172	08/30/2004	0	08/30/2004	
Ticket Number:	0000099442	08/31/2004	0	08/31/2004	
Ticket Number:	0000099444	08/31/2004	0	08/31/2004	

Average time to ticket resolution for		HD:PPP	0		
Maximum time to ticket resolution for		HD:PPP	0		
Minimum time to ticket resolution for		HD:PPP	0		

Desktop Support

afort1

Total: **14**

Resolved

Total: **10**

Ticket Number:	0000098835	08/25/2004	6	08/31/2004
Ticket Number:	0000098039	08/17/2004	13	08/30/2004
Ticket Number:	0000098446	08/22/2004	8	08/30/2004
Ticket Number:	0000099147	08/29/2004	1	08/30/2004
Ticket Number:	0000098990	08/26/2004	4	08/30/2004
Ticket Number:	0000099149	08/29/2004	1	08/30/2004
Ticket Number:	0000099269	08/30/2004	1	08/31/2004
Ticket Number:	0000099297	08/30/2004	1	08/31/2004
Ticket Number:	0000099272	08/30/2004	1	08/31/2004
Ticket Number:	0000099205	08/30/2004	1	08/31/2004

Closed

Total: **4**

Ticket Number:	0000097270	08/04/2004	6	08/10/2004	08/16/2004
Ticket Number:	0000097355	08/05/2004	5	08/10/2004	08/16/2004
Ticket Number:	0000097467	08/09/2004	2	08/11/2004	08/17/2004
Ticket Number:	0000097776	08/12/2004	1	08/13/2004	08/19/2004

Average time to ticket resolution for	afort1	4
Maximum time to ticket resolution for	afort1	13
Minimum time to ticket resolution for	afort1	1

chrism

Total: **16**

Resolved

Total: **2**

Ticket Number:	0000098967	08/26/2004	1	08/27/2004
Ticket Number:	0000099032	08/27/2004	0	08/27/2004

Closed

Total: **14**

Ticket Number:	0000097615	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097574	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000098015	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098024	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097800	08/13/2004	1	08/14/2004	08/20/2004
Ticket Number:	0000098876	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098955	08/26/2004	0		08/26/2004
Ticket Number:	0000098957	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098880	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098359	08/20/2004	6	08/26/2004	09/01/2004
Ticket Number:	0000098352	08/20/2004	6	08/26/2004	08/26/2004
Ticket Number:	0000098632	08/24/2004	0		08/24/2004
Ticket Number:	0000098623	08/24/2004	2	08/26/2004	09/01/2004
Ticket Number:	0000098386	08/20/2004	6	08/26/2004	09/01/2004

Average time to ticket resolution for	chrism	1
Maximum time to ticket resolution for	chrism	6
Minimum time to ticket resolution for	chrism	0

Desktop Support**edortiz****Resolved**Total: **123**Total: **19**

Ticket Number: 0000097710	08/12/2004	19	08/31/2004	08/23/2004
Ticket Number: 0000098741	08/25/2004	5	08/30/2004	
Ticket Number: 0000099037	08/27/2004	3	08/30/2004	
Ticket Number: 0000099261	08/30/2004	0	08/30/2004	
Ticket Number: 0000099260	08/30/2004	0	08/30/2004	
Ticket Number: 0000099255	08/30/2004	0	08/30/2004	
Ticket Number: 0000099234	08/30/2004	1	08/31/2004	
Ticket Number: 0000099226	08/30/2004	0	08/30/2004	
Ticket Number: 0000099204	08/30/2004	1	08/31/2004	
Ticket Number: 0000099183	08/30/2004	0	08/30/2004	
Ticket Number: 0000099171	08/30/2004	0	08/30/2004	
Ticket Number: 0000099040	08/27/2004	4	08/31/2004	
Ticket Number: 0000099383	08/31/2004	0	08/31/2004	
Ticket Number: 0000099004	08/27/2004	3	08/30/2004	
Ticket Number: 0000098999	08/27/2004	0	08/27/2004	
Ticket Number: 0000098956	08/26/2004	1	08/27/2004	
Ticket Number: 0000098923	08/26/2004	4	08/30/2004	
Ticket Number: 0000098706	08/24/2004	3	08/27/2004	
Ticket Number: 0000098834	08/25/2004	5	08/30/2004	

Desktop Support

	<u>Closed</u>	<u>Total:</u>	104		
Ticket Number:	0000097893	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097045	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097104	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000098146	08/18/2004	2	08/20/2004	08/20/2004
Ticket Number:	0000097026	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097043	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097037	08/02/2004	4	08/06/2004	08/12/2004
Ticket Number:	0000097049	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097066	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097089	08/02/2004	2	08/04/2004	08/10/2004
Ticket Number:	0000097098	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097148	08/03/2004	3	08/06/2004	08/12/2004
Ticket Number:	0000097571	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097316	08/05/2004	1	08/06/2004	08/12/2004
Ticket Number:	0000097746	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097464	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097415	08/06/2004	3	08/09/2004	08/16/2004
Ticket Number:	0000097818	08/13/2004	4	08/17/2004	08/17/2004
Ticket Number:	0000097408	08/06/2004	3	08/09/2004	08/16/2004
Ticket Number:	0000097530	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097350	08/05/2004	4	08/09/2004	08/16/2004
Ticket Number:	0000097369	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097322	08/05/2004	4	08/09/2004	08/16/2004
Ticket Number:	0000097996	08/17/2004	2	08/19/2004	08/20/2004
Ticket Number:	0000097501	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097500	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097515	08/09/2004	1	08/10/2004	08/11/2004
Ticket Number:	0000097473	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097469	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097468	08/09/2004	11	08/20/2004	08/23/2004
Ticket Number:	0000097480	08/09/2004	2	08/11/2004	08/17/2004
Ticket Number:	0000097658	08/11/2004	6	08/17/2004	08/17/2004
Ticket Number:	0000097302	08/05/2004	1	08/06/2004	08/12/2004
Ticket Number:	0000097173	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000097236	08/04/2004	2	08/06/2004	08/12/2004
Ticket Number:	0000098096	08/18/2004	6	08/24/2004	08/30/2004
Ticket Number:	0000098120	08/18/2004	6	08/24/2004	08/30/2004
Ticket Number:	0000098138	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098243	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098250	08/19/2004	5	08/24/2004	08/30/2004
Ticket Number:	0000098474	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098465	08/23/2004	0	08/23/2004	08/24/2004
Ticket Number:	0000098857	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098400	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000098399	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000098217	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000098201	08/19/2004	5	08/24/2004	08/30/2004
Ticket Number:	0000098152	08/18/2004	6	08/24/2004	08/30/2004
Ticket Number:	0000098102	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098622	08/24/2004	2	08/26/2004	09/01/2004
Ticket Number:	0000098619	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098617	08/24/2004	2	08/26/2004	09/01/2004
Ticket Number:	0000098565	08/23/2004	3	08/26/2004	09/01/2004

Desktop Support

Ticket Number:	0000098564	08/23/2004	3	08/26/2004	09/01/2004
Ticket Number:	0000098487	08/23/2004	2	08/25/2004	08/31/2004
Ticket Number:	0000098638	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098683	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098697	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098727	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098784	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098872	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098869	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098865	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098859	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098854	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098856	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098814	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098765	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098745	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098929	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098917	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098726	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000097543	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097548	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097585	08/10/2004	7	08/17/2004	08/23/2004
Ticket Number:	0000097595	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097611	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097644	08/11/2004	13	08/24/2004	08/25/2004
Ticket Number:	0000097762	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097761	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000097759	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000097747	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000097666	08/11/2004	5	08/16/2004	08/17/2004
Ticket Number:	0000097662	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097654	08/11/2004	5	08/16/2004	08/23/2004
Ticket Number:	0000097632	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097609	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000098463	08/23/2004	3	08/26/2004	08/30/2004
Ticket Number:	0000097991	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000097987	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000097942	08/16/2004	1	08/17/2004	08/23/2004
Ticket Number:	0000097939	08/16/2004	2	08/18/2004	08/18/2004
Ticket Number:	0000097930	08/16/2004	1	08/17/2004	08/23/2004
Ticket Number:	0000097926	08/16/2004	1	08/17/2004	08/17/2004
Ticket Number:	0000097915	08/16/2004	3	08/19/2004	08/25/2004
Ticket Number:	0000097912	08/16/2004	2		08/18/2004
Ticket Number:	0000098017	08/17/2004	1	08/18/2004	08/19/2004
Ticket Number:	0000098012	08/17/2004	1		08/18/2004
Ticket Number:	0000097894	08/16/2004	3	08/19/2004	08/25/2004
Ticket Number:	0000097843	08/13/2004	4	08/17/2004	08/23/2004
Ticket Number:	0000097768	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000097578	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097563	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097552	08/10/2004	0	08/10/2004	08/16/2004

Average time to ticket resolution for	edortiz	2
Maximum time to ticket resolution for	edortiz	19
Minimum time to ticket resolution for	edortiz	0

Desktop Support

josh

Total: **30**

Resolved

Total: **10**

Ticket Number:	0000097061	08/02/2004	29	08/31/2004
Ticket Number:	0000098630	08/24/2004	7	08/31/2004
Ticket Number:	0000099391	08/31/2004	0	08/31/2004
Ticket Number:	0000099359	08/31/2004	0	08/31/2004
Ticket Number:	0000099356	08/31/2004	0	08/31/2004
Ticket Number:	0000099195	08/30/2004	1	08/31/2004
Ticket Number:	0000099353	08/31/2004	0	08/31/2004
Ticket Number:	0000099036	08/27/2004	4	08/31/2004
Ticket Number:	0000097970	08/16/2004	15	08/31/2004
Ticket Number:	0000098491	08/23/2004	8	08/31/2004

Closed

Total: **20**

Ticket Number:	0000097212	08/04/2004	1	08/05/2004	08/11/2004
Ticket Number:	0000098396	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000097475	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097099	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097541	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097101	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097516	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097121	08/03/2004	2	08/05/2004	08/11/2004
Ticket Number:	0000097999	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098734	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098918	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098291	08/19/2004	5	08/24/2004	08/30/2004
Ticket Number:	0000098369	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000098350	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000098610	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098506	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098535	08/23/2004	3	08/26/2004	09/01/2004
Ticket Number:	0000098351	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000098540	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098360	08/20/2004	4	08/24/2004	08/30/2004

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Average time to ticket resolution for	josh		3
Maximum time to ticket resolution for	josh		29
Minimum time to ticket resolution for	josh		0

kirkley1

Total: **2**

Closed

Total: **2**

Ticket Number:	0000097177	08/03/2004	8	08/11/2004	08/17/2004
Ticket Number:	0000097525	08/09/2004	2	08/11/2004	08/17/2004

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Average time to ticket resolution for	kirkley1		5
Maximum time to ticket resolution for	kirkley1		8
Minimum time to ticket resolution for	kirkley1		2

Desktop Support

lasuk

Resolved

Total: **91**

Total: **6**

Ticket Number:	0000097610	08/10/2004	21	08/31/2004
Ticket Number:	0000099274	08/30/2004	1	08/31/2004
Ticket Number:	0000098905	08/26/2004	1	08/27/2004
Ticket Number:	0000098679	08/24/2004	6	08/30/2004
Ticket Number:	0000099203	08/30/2004	1	08/31/2004
Ticket Number:	0000098513	08/23/2004	8	08/31/2004

Desktop Support

	Closed	Total:	85		
Ticket Number:	0000098373	08/20/2004	0		08/20/2004
Ticket Number:	0000097272	08/04/2004	7	08/11/2004	08/17/2004
Ticket Number:	0000097027	08/02/2004	3	08/05/2004	08/11/2004
Ticket Number:	0000097312	08/05/2004	1	08/06/2004	08/12/2004
Ticket Number:	0000097315	08/05/2004	6	08/11/2004	08/17/2004
Ticket Number:	0000097266	08/04/2004	7	08/11/2004	08/17/2004
Ticket Number:	0000097295	08/05/2004	2	08/06/2004	08/12/2004
Ticket Number:	0000097481	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097588	08/10/2004	3	08/13/2004	08/19/2004
Ticket Number:	0000097331	08/05/2004	1	08/06/2004	08/12/2004
Ticket Number:	0000098165	08/18/2004	6	08/24/2004	08/30/2004
Ticket Number:	0000098176	08/18/2004	6	08/24/2004	08/30/2004
Ticket Number:	0000098585	08/23/2004	2	08/25/2004	08/31/2004
Ticket Number:	0000098884	08/26/2004	0		08/26/2004
Ticket Number:	0000098548	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098545	08/23/2004	2	08/25/2004	08/31/2004
Ticket Number:	0000098534	08/23/2004	3	08/26/2004	09/01/2004
Ticket Number:	0000098497	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098488	08/23/2004	2	08/25/2004	08/31/2004
Ticket Number:	0000098428	08/21/2004	2	08/23/2004	08/30/2004
Ticket Number:	0000098421	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098375	08/20/2004	0		08/20/2004
Ticket Number:	0000098317	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000098274	08/19/2004	5	08/24/2004	08/30/2004
Ticket Number:	0000098234	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098681	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098707	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098886	08/26/2004	0		08/26/2004
Ticket Number:	0000098888	08/26/2004	0		08/26/2004
Ticket Number:	0000098889	08/26/2004	0		08/26/2004
Ticket Number:	0000098892	08/26/2004	0		08/26/2004
Ticket Number:	0000099232	08/30/2004	0		08/30/2004
Ticket Number:	0000099231	08/30/2004	0		08/30/2004
Ticket Number:	0000099230	08/30/2004	0		08/30/2004
Ticket Number:	0000099229	08/30/2004	0		08/30/2004
Ticket Number:	0000099228	08/30/2004	0		08/30/2004
Ticket Number:	0000099227	08/30/2004	0		08/30/2004
Ticket Number:	0000099019	08/27/2004	0		08/27/2004
Ticket Number:	0000099018	08/27/2004	0		08/27/2004
Ticket Number:	0000099017	08/27/2004	0		08/27/2004
Ticket Number:	0000099027	08/27/2004	0		08/27/2004
Ticket Number:	0000099030	08/27/2004	0		08/27/2004
Ticket Number:	0000099016	08/27/2004	0		08/27/2004
Ticket Number:	0000099015	08/27/2004	0		08/27/2004
Ticket Number:	0000099014	08/27/2004	0		08/27/2004
Ticket Number:	0000099028	08/27/2004	0		08/27/2004
Ticket Number:	0000099061	08/27/2004	0		08/27/2004
Ticket Number:	0000099031	08/27/2004	0		08/27/2004
Ticket Number:	0000099029	08/27/2004	0		08/27/2004
Ticket Number:	0000099020	08/27/2004	0		08/27/2004
Ticket Number:	0000099012	08/27/2004	0		08/27/2004
Ticket Number:	0000099011	08/27/2004	0		08/27/2004
Ticket Number:	0000099010	08/27/2004	0		08/27/2004

Desktop Support

Ticket Number:	0000099026	08/27/2004	0		08/27/2004
Ticket Number:	0000099009	08/27/2004	0		08/27/2004
Ticket Number:	0000098962	08/26/2004	0		08/26/2004
Ticket Number:	0000098949	08/26/2004	0		08/26/2004
Ticket Number:	0000098948	08/26/2004	0		08/26/2004
Ticket Number:	0000098937	08/26/2004	0		08/26/2004
Ticket Number:	0000098936	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098906	08/26/2004	0		08/26/2004
Ticket Number:	0000098898	08/26/2004	0		08/26/2004
Ticket Number:	0000098897	08/26/2004	0		08/26/2004
Ticket Number:	0000098894	08/26/2004	0		08/26/2004
Ticket Number:	0000098893	08/26/2004	0		08/26/2004
Ticket Number:	0000098896	08/26/2004	0		08/26/2004
Ticket Number:	0000098890	08/26/2004	0		08/26/2004
Ticket Number:	0000098902	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098887	08/26/2004	0		08/26/2004
Ticket Number:	0000098895	08/26/2004	0		08/26/2004
Ticket Number:	0000098863	08/26/2004	0		08/26/2004
Ticket Number:	0000098885	08/26/2004	0		08/26/2004
Ticket Number:	0000097687	08/11/2004	2	08/13/2004	08/19/2004
Ticket Number:	0000098126	08/18/2004	5	08/23/2004	08/24/2004
Ticket Number:	0000098022	08/17/2004	9	08/26/2004	09/01/2004
Ticket Number:	0000097977	08/16/2004	10	08/26/2004	09/01/2004
Ticket Number:	0000097963	08/16/2004	3	08/19/2004	08/25/2004
Ticket Number:	0000097921	08/16/2004	2	08/18/2004	08/24/2004
Ticket Number:	0000097808	08/13/2004	6	08/19/2004	08/25/2004
Ticket Number:	0000097814	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097793	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097767	08/12/2004	0		08/12/2004
Ticket Number:	0000097757	08/12/2004	5	08/17/2004	08/23/2004
Ticket Number:	0000097702	08/11/2004	15	08/26/2004	09/01/2004
Ticket Number:	0000097739	08/12/2004	0	08/12/2004	08/18/2004

Average time to ticket resolution for	lasuk		2		
Maximum time to ticket resolution for	lasuk		21		
Minimum time to ticket resolution for	lasuk		0		
<hr/>					
maboone1	Total:	1			
Closed	Total:	1			
Ticket Number:	0000098586	08/23/2004	1	08/24/2004	08/30/2004

Average time to ticket resolution for	maboone1		1		
Maximum time to ticket resolution for	maboone1		1		
Minimum time to ticket resolution for	maboone1		1		
<hr/>					
mikec	Total:	2			
Closed	Total:	2			
Ticket Number:	0000098508	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098860	08/26/2004	0	08/26/2004	09/01/2004

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

Desktop Support

omarn

Total: 97**Resolved**Total: 38

Ticket Number:	0000097928	08/16/2004	11	08/27/2004
Ticket Number:	0000098261	08/19/2004	8	08/27/2004
Ticket Number:	0000099267	08/30/2004	1	08/31/2004
Ticket Number:	0000099263	08/30/2004	1	08/31/2004
Ticket Number:	0000099208	08/30/2004	0	08/30/2004
Ticket Number:	0000099206	08/30/2004	0	08/30/2004
Ticket Number:	0000099209	08/30/2004	0	08/30/2004
Ticket Number:	0000099202	08/30/2004	1	08/31/2004
Ticket Number:	0000099197	08/30/2004	0	08/30/2004
Ticket Number:	0000099176	08/30/2004	0	08/30/2004
Ticket Number:	0000099164	08/29/2004	2	08/31/2004
Ticket Number:	0000098635	08/24/2004	3	08/27/2004
Ticket Number:	0000098614	08/24/2004	3	08/27/2004
Ticket Number:	0000098605	08/24/2004	7	08/31/2004
Ticket Number:	0000098629	08/24/2004	7	08/31/2004
Ticket Number:	0000098562	08/23/2004	7	08/30/2004
Ticket Number:	0000098631	08/24/2004	7	08/31/2004
Ticket Number:	0000098836	08/25/2004	6	08/31/2004
Ticket Number:	0000098701	08/24/2004	6	08/30/2004
Ticket Number:	0000098255	08/19/2004	8	08/27/2004
Ticket Number:	0000099340	08/31/2004	0	08/31/2004
Ticket Number:	0000099290	08/30/2004	1	08/31/2004
Ticket Number:	0000099071	08/27/2004	4	08/31/2004
Ticket Number:	0000098995	08/27/2004	4	08/31/2004
Ticket Number:	0000098941	08/26/2004	5	08/31/2004
Ticket Number:	0000098938	08/26/2004	5	08/31/2004
Ticket Number:	0000098924	08/26/2004	5	08/31/2004
Ticket Number:	0000098912	08/26/2004	5	08/31/2004
Ticket Number:	0000098877	08/26/2004	5	08/31/2004
Ticket Number:	0000098861	08/26/2004	4	08/30/2004
Ticket Number:	0000098845	08/25/2004	6	08/31/2004
Ticket Number:	0000098698	08/24/2004	3	08/27/2004
Ticket Number:	0000098687	08/24/2004	3	08/27/2004
Ticket Number:	0000097959	08/16/2004	14	08/30/2004
Ticket Number:	0000097954	08/16/2004	15	08/31/2004
Ticket Number:	0000098011	08/17/2004	13	08/30/2004
Ticket Number:	0000099008	08/27/2004	4	08/31/2004
Ticket Number:	0000098209	08/19/2004	8	08/27/2004

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	Closed	Total:	59		
Ticket Number:	0000097308	08/05/2004	4	08/09/2004	08/16/2004
Ticket Number:	0000097039	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097057	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097065	08/02/2004	3	08/05/2004	08/11/2004
Ticket Number:	0000097123	08/03/2004	2	08/04/2004	08/10/2004
Ticket Number:	0000097168	08/03/2004	6	08/09/2004	08/16/2004
Ticket Number:	0000097190	08/03/2004	6	08/09/2004	08/16/2004
Ticket Number:	0000097232	08/04/2004	6	08/10/2004	08/16/2004
Ticket Number:	0000097292	08/05/2004	4	08/09/2004	08/16/2004
Ticket Number:	0000097412	08/06/2004	3	08/09/2004	08/16/2004
Ticket Number:	0000097340	08/05/2004	4	08/09/2004	08/16/2004
Ticket Number:	0000097934	08/16/2004	7	08/23/2004	08/30/2004
Ticket Number:	0000097321	08/05/2004	4	08/09/2004	08/16/2004
Ticket Number:	0000097320	08/05/2004	5	08/10/2004	08/16/2004
Ticket Number:	0000097655	08/11/2004	9	08/19/2004	08/25/2004
Ticket Number:	0000097237	08/04/2004	5	08/09/2004	08/16/2004
Ticket Number:	0000097172	08/03/2004	6	08/09/2004	08/16/2004
Ticket Number:	0000097524	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097507	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000098582	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000097492	08/09/2004	1	08/10/2004	08/16/2004
Ticket Number:	0000097477	08/09/2004	2	08/11/2004	08/17/2004
Ticket Number:	0000097144	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000098666	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098108	08/18/2004	2	08/19/2004	08/25/2004
Ticket Number:	0000098142	08/18/2004	6	08/24/2004	08/30/2004
Ticket Number:	0000098122	08/18/2004	2	08/19/2004	08/25/2004
Ticket Number:	0000098141	08/18/2004	6	08/24/2004	08/30/2004
Ticket Number:	0000098210	08/19/2004	5	08/24/2004	08/30/2004
Ticket Number:	0000098621	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098608	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098539	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098246	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000097575	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000098074	08/17/2004	2	08/19/2004	08/25/2004
Ticket Number:	0000098071	08/17/2004	6	08/23/2004	08/30/2004
Ticket Number:	0000098054	08/17/2004	6	08/23/2004	08/30/2004
Ticket Number:	0000098137	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098002	08/17/2004	6	08/23/2004	08/30/2004
Ticket Number:	0000097948	08/16/2004	2	08/18/2004	08/24/2004
Ticket Number:	0000097937	08/16/2004	8	08/24/2004	08/30/2004
Ticket Number:	0000097932	08/16/2004	8	08/24/2004	08/30/2004
Ticket Number:	0000097840	08/13/2004	4	08/17/2004	08/23/2004
Ticket Number:	0000097810	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097763	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000097748	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097716	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000097715	08/12/2004	5	08/17/2004	08/23/2004
Ticket Number:	0000097686	08/11/2004	6	08/17/2004	08/23/2004
Ticket Number:	0000097677	08/11/2004	6	08/17/2004	08/23/2004
Ticket Number:	0000097676	08/11/2004	2	08/13/2004	08/19/2004
Ticket Number:	0000097665	08/11/2004	2	08/13/2004	08/19/2004
Ticket Number:	0000097643	08/11/2004	5	08/16/2004	08/23/2004

Desktop Support

Ticket Number:	0000097649	08/11/2004	2	08/13/2004	08/19/2004
Ticket Number:	0000097888	08/16/2004	2	08/18/2004	08/24/2004
Ticket Number:	0000097887	08/16/2004	8	08/24/2004	08/30/2004
Ticket Number:	0000097758	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000097751	08/12/2004	7	08/19/2004	08/25/2004
Ticket Number:	0000097591	08/10/2004	3	08/13/2004	08/19/2004

Average time to ticket resolution for	omarn		4		
Maximum time to ticket resolution for	omarn		15		
Minimum time to ticket resolution for	omarn		0		
<hr/>					
talder1		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000097769	08/12/2004	11	08/23/2004	08/30/2004
Ticket Number:	0000098018	08/17/2004	6	08/23/2004	08/30/2004
Ticket Number:	0000098251	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000098322	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000097216	08/04/2004	19	08/23/2004	08/30/2004

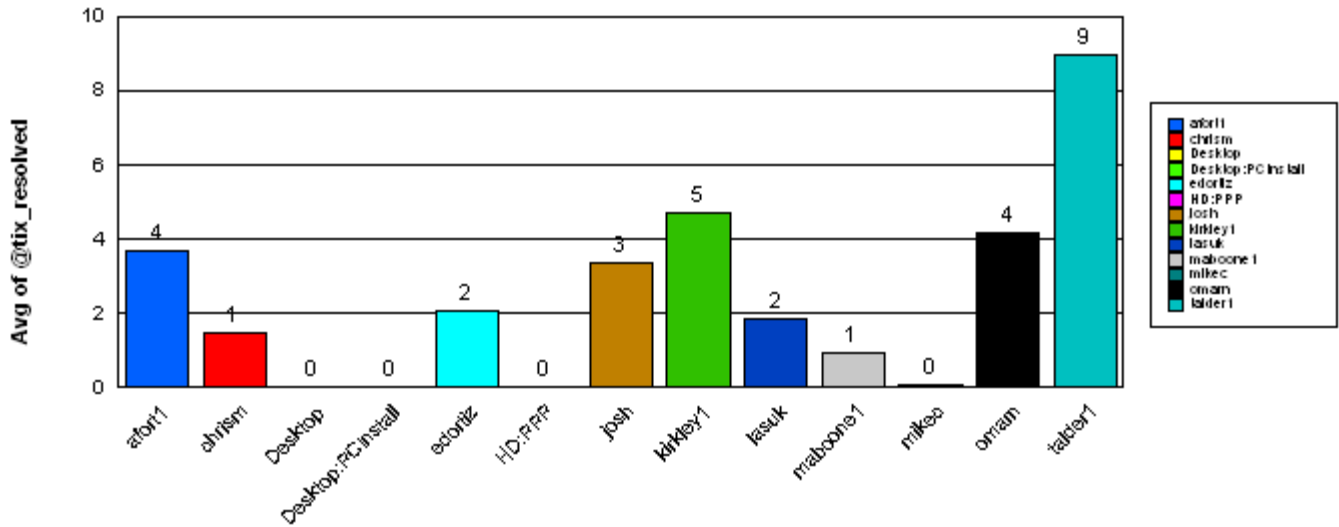
Average time to ticket resolution for	talder1		9		
Maximum time to ticket resolution for	talder1		19		
Minimum time to ticket resolution for	talder1		4		
<hr/>					

Desktop Support

Average time to ticket resolution for	Desktop Support	3
Maximum time to ticket resolution for	Desktop Support	29
Minimum time to ticket resolution for	Desktop Support	0

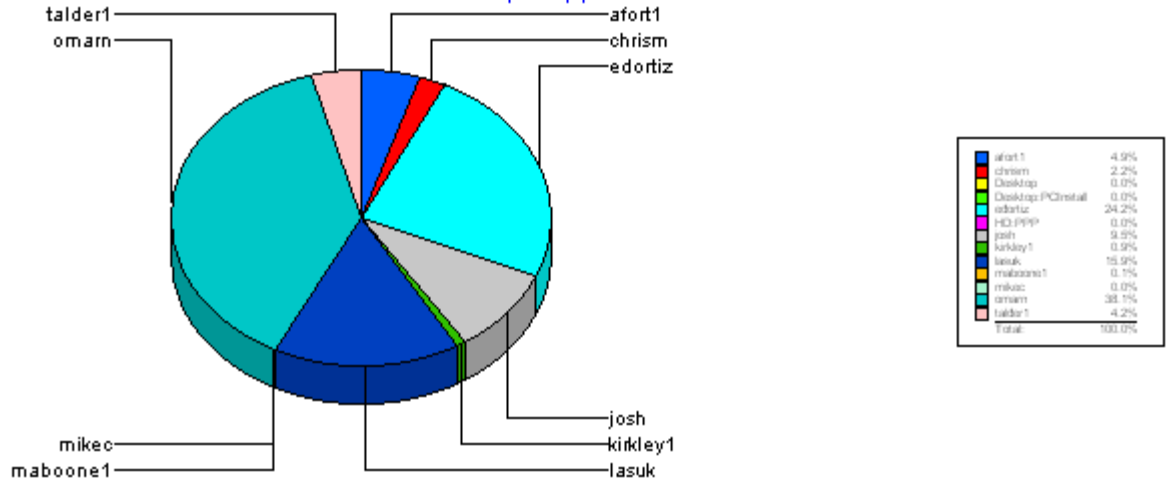
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	58		
cnewton		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000097338	08/05/2004	1		08/06/2004
Ticket Number:	0000098609	08/24/2004	0	08/24/2004	08/30/2004

Average time to ticket resolution for		cnewton	0		
Maximum time to ticket resolution for		cnewton	1		
Minimum time to ticket resolution for		cnewton	0		
<hr/>					
rpreston		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000098908	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000096994	08/01/2004	1		08/02/2004
Ticket Number:	0000096999	08/01/2004	1		08/02/2004
Ticket Number:	0000096998	08/01/2004	1		08/02/2004
Ticket Number:	0000096996	08/01/2004	1		08/02/2004

Average time to ticket resolution for		rpreston	1		
Maximum time to ticket resolution for		rpreston	1		
Minimum time to ticket resolution for		rpreston	0		
<hr/>					
tkuonen		<u>Total:</u>	26		
Closed		<u>Total:</u>	26		
Ticket Number:	0000097213	08/04/2004	0		08/04/2004
Ticket Number:	0000097013	08/02/2004	2		08/04/2004
Ticket Number:	0000097325	08/05/2004	0		08/05/2004
Ticket Number:	0000097221	08/04/2004	2		08/06/2004
Ticket Number:	0000097503	08/09/2004	0		08/09/2004
Ticket Number:	0000097493	08/09/2004	0		08/09/2004
Ticket Number:	0000097485	08/09/2004	0		08/09/2004
Ticket Number:	0000097435	08/07/2004	2		08/09/2004
Ticket Number:	0000097392	08/06/2004	13		08/19/2004
Ticket Number:	0000097332	08/05/2004	6		08/11/2004
Ticket Number:	0000098649	08/24/2004	0		08/24/2004
Ticket Number:	0000098676	08/24/2004	6		08/30/2004
Ticket Number:	0000099283	08/30/2004	1		08/31/2004
Ticket Number:	0000099424	08/31/2004	1		09/01/2004
Ticket Number:	0000099277	08/30/2004	0		08/30/2004
Ticket Number:	0000098709	08/24/2004	6		08/30/2004
Ticket Number:	0000098214	08/19/2004	0		08/19/2004
Ticket Number:	0000098511	08/23/2004	0		08/23/2004
Ticket Number:	0000098248	08/19/2004	11		08/30/2004
Ticket Number:	0000097554	08/10/2004	8		08/18/2004
Ticket Number:	0000097675	08/11/2004	6		08/17/2004
Ticket Number:	0000098026	08/17/2004	0		08/17/2004
Ticket Number:	0000098010	08/17/2004	0		08/17/2004
Ticket Number:	0000097997	08/17/2004	0		08/17/2004
Ticket Number:	0000097764	08/12/2004	1		08/13/2004
Ticket Number:	0000097605	08/10/2004	1		08/11/2004

Average time to ticket resolution for		tkuonen	2		
Maximum time to ticket resolution for		tkuonen	13		
Minimum time to ticket resolution for		tkuonen	0		

**Financial Services: Peo
weller**

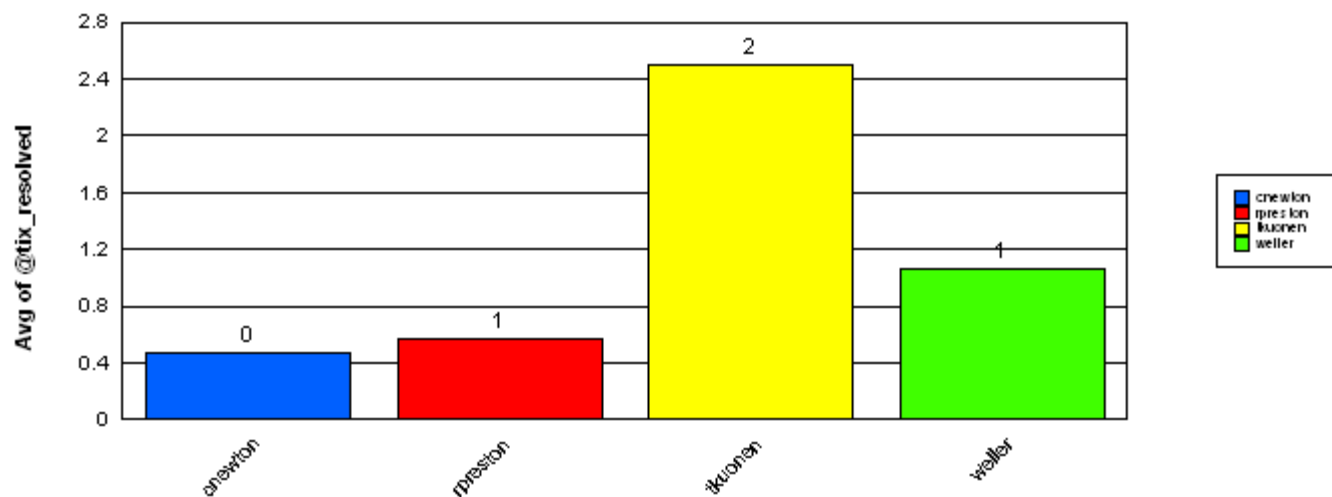
Closed	<u>Total:</u>	25	
Ticket Number: 0000097821	08/13/2004	7	08/20/2004
Ticket Number: 0000098023	08/17/2004	0	08/17/2004
Ticket Number: 0000098004	08/17/2004	0	08/17/2004
Ticket Number: 0000097951	08/16/2004	1	08/17/2004
Ticket Number: 0000099221	08/30/2004	1	08/31/2004
Ticket Number: 0000098143	08/18/2004	1	08/19/2004
Ticket Number: 0000098805	08/25/2004	7	09/01/2004
Ticket Number: 0000099367	08/31/2004	1	09/01/2004
Ticket Number: 0000099338	08/31/2004	1	09/01/2004
Ticket Number: 0000099247	08/30/2004	1	08/31/2004
Ticket Number: 0000097074	08/02/2004	1	08/03/2004
Ticket Number: 0000097085	08/02/2004	1	08/03/2004
Ticket Number: 0000097387	08/06/2004	0	08/06/2004
Ticket Number: 0000097357	08/05/2004	0	08/05/2004
Ticket Number: 0000097301	08/05/2004	0	08/05/2004
Ticket Number: 0000097268	08/04/2004	0	08/04/2004
Ticket Number: 0000097243	08/04/2004	0	08/04/2004
Ticket Number: 0000097231	08/04/2004	0	08/04/2004
Ticket Number: 0000097228	08/04/2004	0	08/04/2004
Ticket Number: 0000097226	08/04/2004	0	08/04/2004
Ticket Number: 0000097147	08/03/2004	1	08/04/2004
Ticket Number: 0000097122	08/03/2004	0	08/03/2004
Ticket Number: 0000097015	08/02/2004	1	08/03/2004
Ticket Number: 0000097016	08/02/2004	1	08/03/2004
Ticket Number: 0000097009	08/02/2004	1	08/03/2004
<hr/>			
Average time to ticket resolution for	weller	1	
Maximum time to ticket resolution for	weller	7	
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	13
Minimum time to ticket resolution for	Financial Servi	0

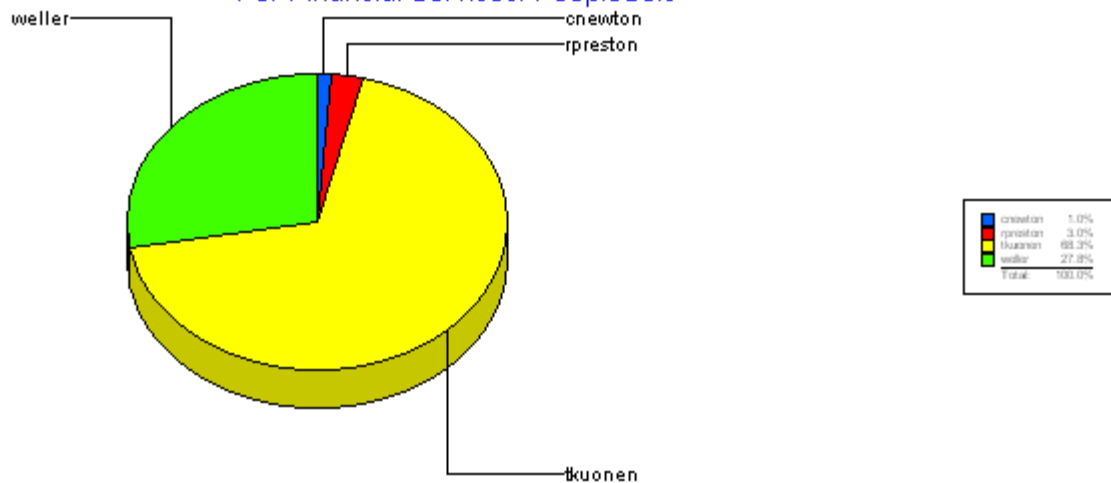
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		<u>Total:</u>	766	
HD:Tape_Changes		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000097445	08/08/2004	0	08/08/2004
Ticket Number:	0000099155	08/29/2004	0	08/29/2004
-----		-----	-----	-----
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	
<hr/>		<hr/>	<hr/>	

Helpdesk
HelpDesk

Total: 125

Helpdesk

	Closed	Total:	125	
Ticket Number:	0000098650	08/24/2004	0	08/24/2004
Ticket Number:	0000098715	08/24/2004	0	08/24/2004
Ticket Number:	0000098738	08/25/2004	0	08/25/2004
Ticket Number:	0000098690	08/24/2004	0	08/24/2004
Ticket Number:	0000098762	08/25/2004	0	08/25/2004
Ticket Number:	0000099214	08/30/2004	0	08/30/2004
Ticket Number:	0000099213	08/30/2004	0	08/30/2004
Ticket Number:	0000099196	08/30/2004	0	08/30/2004
Ticket Number:	0000099182	08/30/2004	0	08/30/2004
Ticket Number:	0000099175	08/30/2004	0	08/30/2004
Ticket Number:	0000099174	08/30/2004	0	08/30/2004
Ticket Number:	0000098975	08/26/2004	0	08/26/2004
Ticket Number:	0000098874	08/26/2004	0	08/26/2004
Ticket Number:	0000098864	08/26/2004	0	08/26/2004
Ticket Number:	0000099422	08/31/2004	0	08/31/2004
Ticket Number:	0000099420	08/31/2004	0	08/31/2004
Ticket Number:	0000099400	08/31/2004	0	08/31/2004
Ticket Number:	0000099387	08/31/2004	0	08/31/2004
Ticket Number:	0000099369	08/31/2004	0	08/31/2004
Ticket Number:	0000099360	08/31/2004	0	08/31/2004
Ticket Number:	0000099350	08/31/2004	0	08/31/2004
Ticket Number:	0000099345	08/31/2004	0	08/31/2004
Ticket Number:	0000099343	08/31/2004	0	08/31/2004
Ticket Number:	0000099342	08/31/2004	0	08/31/2004
Ticket Number:	0000099337	08/31/2004	0	08/31/2004
Ticket Number:	0000099336	08/31/2004	0	08/31/2004
Ticket Number:	0000099329	08/31/2004	0	08/31/2004
Ticket Number:	0000099328	08/31/2004	0	08/31/2004
Ticket Number:	0000099223	08/30/2004	0	08/30/2004
Ticket Number:	0000099218	08/30/2004	0	08/30/2004
Ticket Number:	0000099215	08/30/2004	0	08/30/2004
Ticket Number:	0000099472	08/31/2004	0	08/31/2004
Ticket Number:	0000099470	08/31/2004	0	08/31/2004
Ticket Number:	0000098797	08/25/2004	0	08/25/2004
Ticket Number:	0000098771	08/25/2004	0	08/25/2004
Ticket Number:	0000098770	08/25/2004	0	08/25/2004
Ticket Number:	0000098766	08/25/2004	0	08/25/2004
Ticket Number:	0000098763	08/25/2004	0	08/25/2004
Ticket Number:	0000098097	08/18/2004	0	08/18/2004
Ticket Number:	0000098098	08/18/2004	0	08/18/2004
Ticket Number:	0000098529	08/23/2004	0	08/23/2004
Ticket Number:	0000098528	08/23/2004	0	08/23/2004
Ticket Number:	0000098521	08/23/2004	0	08/23/2004
Ticket Number:	0000098520	08/23/2004	0	08/23/2004
Ticket Number:	0000098495	08/23/2004	0	08/23/2004
Ticket Number:	0000098483	08/23/2004	0	08/23/2004
Ticket Number:	0000098482	08/23/2004	0	08/23/2004
Ticket Number:	0000098479	08/23/2004	0	08/23/2004
Ticket Number:	0000098473	08/23/2004	0	08/23/2004
Ticket Number:	0000098454	08/22/2004	0	08/22/2004
Ticket Number:	0000098477	08/23/2004	0	08/23/2004
Ticket Number:	0000098472	08/23/2004	0	08/23/2004
Ticket Number:	0000098772	08/25/2004	0	08/25/2004

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Ticket Number:	0000098478	08/23/2004	0	08/23/2004
Ticket Number:	0000098229	08/19/2004	0	08/19/2004
Ticket Number:	0000098220	08/19/2004	0	08/19/2004
Ticket Number:	0000098168	08/18/2004	0	08/18/2004
Ticket Number:	0000098158	08/18/2004	0	08/18/2004
Ticket Number:	0000098121	08/18/2004	0	08/18/2004
Ticket Number:	0000098633	08/24/2004	0	08/24/2004
Ticket Number:	0000098099	08/18/2004	0	08/18/2004
Ticket Number:	0000097549	08/10/2004	0	08/10/2004
Ticket Number:	0000097550	08/10/2004	0	08/10/2004
Ticket Number:	0000097561	08/10/2004	0	08/10/2004
Ticket Number:	0000097608	08/10/2004	0	08/10/2004
Ticket Number:	0000097804	08/13/2004	0	08/13/2004
Ticket Number:	0000097742	08/12/2004	0	08/12/2004
Ticket Number:	0000097732	08/12/2004	0	08/12/2004
Ticket Number:	0000098481	08/23/2004	0	08/23/2004
Ticket Number:	0000097724	08/12/2004	0	08/12/2004
Ticket Number:	0000097718	08/12/2004	0	08/12/2004
Ticket Number:	0000097717	08/12/2004	0	08/12/2004
Ticket Number:	0000097685	08/11/2004	0	08/11/2004
Ticket Number:	0000097679	08/11/2004	0	08/11/2004
Ticket Number:	0000098003	08/17/2004	0	08/17/2004
Ticket Number:	0000098001	08/17/2004	0	08/17/2004
Ticket Number:	0000098000	08/17/2004	0	08/17/2004
Ticket Number:	0000098755	08/25/2004	0	08/25/2004
Ticket Number:	0000097955	08/16/2004	0	08/16/2004
Ticket Number:	0000097949	08/16/2004	0	08/16/2004
Ticket Number:	0000098502	08/23/2004	0	08/23/2004
Ticket Number:	0000097905	08/16/2004	0	08/16/2004
Ticket Number:	0000097896	08/16/2004	0	08/16/2004
Ticket Number:	0000097892	08/16/2004	0	08/16/2004
Ticket Number:	0000097845	08/13/2004	0	08/13/2004
Ticket Number:	0000097825	08/13/2004	0	08/13/2004
Ticket Number:	0000097650	08/11/2004	0	08/11/2004
Ticket Number:	0000097647	08/11/2004	0	08/11/2004
Ticket Number:	0000097642	08/11/2004	0	08/11/2004
Ticket Number:	0000097640	08/11/2004	0	08/11/2004
Ticket Number:	0000097599	08/10/2004	0	08/10/2004
Ticket Number:	0000097597	08/10/2004	0	08/10/2004
Ticket Number:	0000097068	08/02/2004	0	08/02/2004
Ticket Number:	0000097070	08/02/2004	0	08/02/2004
Ticket Number:	0000097076	08/02/2004	0	08/02/2004
Ticket Number:	0000097077	08/02/2004	0	08/02/2004
Ticket Number:	0000097107	08/03/2004	0	08/03/2004
Ticket Number:	0000097109	08/03/2004	0	08/03/2004
Ticket Number:	0000097115	08/03/2004	0	08/03/2004
Ticket Number:	0000097567	08/10/2004	0	08/10/2004
Ticket Number:	0000097490	08/09/2004	0	08/09/2004
Ticket Number:	0000097474	08/09/2004	0	08/09/2004
Ticket Number:	0000097526	08/09/2004	0	08/09/2004
Ticket Number:	0000097648	08/11/2004	0	08/11/2004
Ticket Number:	0000097420	08/06/2004	0	08/06/2004
Ticket Number:	0000097354	08/05/2004	1	08/06/2004
Ticket Number:	0000097346	08/05/2004	0	08/05/2004

Helpdesk

Ticket Number:	0000097299	08/05/2004	0		08/05/2004
Ticket Number:	0000097298	08/05/2004	0		08/05/2004
Ticket Number:	0000097296	08/05/2004	0		08/05/2004
Ticket Number:	0000097255	08/04/2004	0		08/04/2004
Ticket Number:	0000097239	08/04/2004	0		08/04/2004
Ticket Number:	0000097219	08/04/2004	0		08/04/2004
Ticket Number:	0000097218	08/04/2004	0		08/04/2004
Ticket Number:	0000097361	08/05/2004	0		08/05/2004
Ticket Number:	0000097193	08/03/2004	0		08/03/2004
Ticket Number:	0000097164	08/03/2004	0		08/03/2004
Ticket Number:	0000097138	08/03/2004	0		08/03/2004
Ticket Number:	0000097139	08/03/2004	0		08/03/2004
Ticket Number:	0000097136	08/03/2004	0		08/03/2004
Ticket Number:	0000097124	08/03/2004	0		08/03/2004
Ticket Number:	0000097730	08/12/2004	0		08/12/2004
Ticket Number:	0000097041	08/02/2004	0		08/02/2004
Ticket Number:	0000097044	08/02/2004	0		08/02/2004
Ticket Number:	0000097048	08/02/2004	0		08/02/2004

Average time to ticket resolution for	HelpDesk		0		
Maximum time to ticket resolution for	HelpDesk		1		
Minimum time to ticket resolution for	HelpDesk		0		
<hr/>					
akhant1	<u>Total:</u>	3			
Closed	<u>Total:</u>	3			
Ticket Number:	0000098025	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000098085	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000098286	08/19/2004	1	08/20/2004	08/26/2004

Average time to ticket resolution for	akhant1		1		
Maximum time to ticket resolution for	akhant1		1		
Minimum time to ticket resolution for	akhant1		1		
<hr/>					

Helpdesk

anna

Total: **130**

Resolved

Total: **16**

Ticket Number:	0000097869	08/14/2004	17	09/01/2004	08/25/2004
Ticket Number:	0000098976	08/26/2004	1	08/27/2004	
Ticket Number:	0000098716	08/24/2004	7	09/01/2004	
Ticket Number:	0000099119	08/28/2004	4	09/01/2004	
Ticket Number:	0000099163	08/29/2004	2	09/01/2004	
Ticket Number:	0000099107	08/27/2004	4	09/01/2004	
Ticket Number:	0000099480	08/31/2004	0	09/01/2004	
Ticket Number:	0000099478	08/31/2004	0	09/01/2004	
Ticket Number:	0000099466	08/31/2004	1	09/01/2004	
Ticket Number:	0000099465	08/31/2004	1	09/01/2004	
Ticket Number:	0000099404	08/31/2004	1	09/01/2004	
Ticket Number:	0000099386	08/31/2004	1	09/01/2004	
Ticket Number:	0000099363	08/31/2004	1	09/01/2004	
Ticket Number:	0000099325	08/31/2004	1	09/01/2004	
Ticket Number:	0000099471	08/31/2004	1	09/01/2004	
Ticket Number:	0000099293	08/30/2004	2	09/01/2004	

Helpdesk

	Closed	Total:	114		
Ticket Number:	0000098313	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000097012	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000096992	08/01/2004	1	08/02/2004	08/09/2004
Ticket Number:	0000097006	08/02/2004	0		08/02/2004
Ticket Number:	0000097040	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097007	08/02/2004	0		08/02/2004
Ticket Number:	0000098873	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098485	08/23/2004	2	08/25/2004	08/31/2004
Ticket Number:	0000097194	08/03/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097207	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097413	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097404	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097365	08/06/2004	1	08/06/2004	08/12/2004
Ticket Number:	0000097359	08/05/2004	2	08/07/2004	08/13/2004
Ticket Number:	0000097245	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097233	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097200	08/04/2004	0		08/04/2004
Ticket Number:	0000097204	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000098084	08/17/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098087	08/17/2004	0		08/18/2004
Ticket Number:	0000098093	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098088	08/17/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098091	08/17/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098319	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098340	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098315	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098277	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098275	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098260	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098242	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098240	08/19/2004	6	08/25/2004	08/31/2004
Ticket Number:	0000098224	08/19/2004	6	08/25/2004	08/31/2004
Ticket Number:	0000098370	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098367	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098371	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098366	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098365	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098364	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098372	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098363	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098361	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098611	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098596	08/23/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098593	08/23/2004	1		08/24/2004
Ticket Number:	0000098573	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098569	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098561	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098560	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098490	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098486	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098484	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098471	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098460	08/22/2004	0	08/23/2004	08/30/2004

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Ticket Number:	0000098447	08/22/2004	2	08/24/2004	08/30/2004
Ticket Number:	0000098438	08/21/2004	3	08/24/2004	08/30/2004
Ticket Number:	0000098451	08/22/2004	1	08/23/2004	08/30/2004
Ticket Number:	0000098436	08/21/2004	3	08/24/2004	08/30/2004
Ticket Number:	0000098392	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098393	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098391	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098390	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098389	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098394	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098388	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098387	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098385	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098384	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098382	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098381	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098380	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098379	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098211	08/19/2004	6	08/25/2004	08/31/2004
Ticket Number:	0000098204	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098191	08/18/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098184	08/18/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098180	08/18/2004	7	08/25/2004	08/31/2004
Ticket Number:	0000098171	08/18/2004	7	08/25/2004	08/31/2004
Ticket Number:	0000098170	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098658	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098813	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098821	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098868	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098849	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098848	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098829	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098824	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098823	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098820	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098719	08/24/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098721	08/24/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098725	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098730	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098720	08/24/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098660	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000097885	08/16/2004	0		08/16/2004
Ticket Number:	0000097592	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000098058	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000098041	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000097981	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097920	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097906	08/16/2004	1	08/17/2004	08/23/2004
Ticket Number:	0000097904	08/16/2004	0		08/16/2004
Ticket Number:	0000097879	08/15/2004	2	08/17/2004	08/23/2004
Ticket Number:	0000097871	08/14/2004	3	08/18/2004	08/24/2004
Ticket Number:	0000097866	08/14/2004	4	08/18/2004	08/24/2004
Ticket Number:	0000098083	08/17/2004	6	08/24/2004	08/30/2004
Ticket Number:	0000098081	08/17/2004	1	08/18/2004	08/24/2004

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Ticket Number:	0000098080	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000097862	08/14/2004	4	08/18/2004	08/24/2004
Ticket Number:	0000097856	08/13/2004	4	08/18/2004	08/24/2004
Ticket Number:	0000097854	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097806	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097788	08/12/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097797	08/13/2004	5	08/18/2004	08/24/2004

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

egabri1Total: 2**Closed**Total: 2

Ticket Number:	0000097816	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000098402	08/20/2004	1	08/21/2004	08/27/2004

Average time to ticket resolution for	egabri1	1
Maximum time to ticket resolution for	egabri1	1
Minimum time to ticket resolution for	egabri1	0

ha2Total: 29**Resolved**Total: 1

Ticket Number:	0000099160	08/29/2004	0	08/30/2004
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ClosedTotal: 28

Ticket Number:	0000097005	08/01/2004	7	08/08/2004	08/16/2004
Ticket Number:	0000097087	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097398	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097452	08/08/2004	0	08/08/2004	08/16/2004
Ticket Number:	0000097451	08/08/2004	0	08/08/2004	08/16/2004
Ticket Number:	0000097450	08/08/2004	0	08/08/2004	08/16/2004
Ticket Number:	0000097448	08/08/2004	0	08/08/2004	08/16/2004
Ticket Number:	0000097446	08/08/2004	0	08/08/2004	08/16/2004
Ticket Number:	0000097439	08/07/2004	1	08/08/2004	08/16/2004
Ticket Number:	0000097438	08/07/2004	1		08/08/2004
Ticket Number:	0000097434	08/07/2004	1	08/08/2004	08/16/2004
Ticket Number:	0000097397	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097267	08/04/2004	0		08/04/2004
Ticket Number:	0000097263	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097191	08/03/2004	0	08/03/2004	08/03/2004
Ticket Number:	0000097192	08/03/2004	0		08/03/2004
Ticket Number:	0000098435	08/21/2004	1	08/22/2004	08/30/2004
Ticket Number:	0000098429	08/21/2004	1	08/22/2004	08/30/2004
Ticket Number:	0000098432	08/21/2004	1	08/22/2004	08/30/2004
Ticket Number:	0000098449	08/22/2004	0	08/22/2004	08/30/2004
Ticket Number:	0000098578	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098514	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098444	08/22/2004	0	08/22/2004	08/30/2004
Ticket Number:	0000098419	08/20/2004	2	08/22/2004	08/30/2004
Ticket Number:	0000098425	08/21/2004	1	08/22/2004	08/30/2004
Ticket Number:	0000098672	08/24/2004	0		08/24/2004
Ticket Number:	0000098696	08/24/2004	2	08/26/2004	09/01/2004
Ticket Number:	0000097618	08/10/2004	1		08/11/2004

Average time to ticket resolution for	ha2	1
Maximum time to ticket resolution for	ha2	7
Minimum time to ticket resolution for	ha2	0

Helpdesk

kherna1

Total: 27

Resolved

Total: 4

Ticket Number:	0000099165	08/29/2004	0	08/30/2004
Ticket Number:	0000099192	08/30/2004	0	08/30/2004
Ticket Number:	0000099385	08/31/2004	0	08/31/2004
Ticket Number:	0000099333	08/31/2004	0	08/31/2004

Closed

Total: 23

Ticket Number:	0000097651	08/11/2004	5		08/16/2004
Ticket Number:	0000097745	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000098006	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098077	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098008	08/17/2004	0		08/17/2004
Ticket Number:	0000098712	08/24/2004	2	08/26/2004	09/01/2004
Ticket Number:	0000098921	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098946	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098947	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098940	08/26/2004	0		08/26/2004
Ticket Number:	0000098930	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098109	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098334	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000098293	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098262	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098226	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098207	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098135	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098203	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098222	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098604	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098523	08/23/2004	3	08/26/2004	09/01/2004
Ticket Number:	0000098206	08/19/2004	0	08/19/2004	08/25/2004

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Average time to ticket resolution for	kherna1	1
Maximum time to ticket resolution for	kherna1	5
Minimum time to ticket resolution for	kherna1	0
-----	-----	-----

Helpdesk

kincaid

Total: **21**

Resolved

Total: **3**

Ticket Number:	0000099300	08/30/2004	1	08/31/2004
Ticket Number:	0000099302	08/30/2004	1	08/31/2004
Ticket Number:	0000099330	08/31/2004	0	08/31/2004

Closed

Total: **18**

Ticket Number:	0000097092	08/02/2004	0	08/03/2004
Ticket Number:	0000097533	08/09/2004	0	08/10/2004
Ticket Number:	0000097214	08/04/2004	0	08/04/2004
Ticket Number:	0000097784	08/12/2004	0	08/13/2004
Ticket Number:	0000097276	08/04/2004	1	08/05/2004
Ticket Number:	0000098462	08/23/2004	0	08/23/2004 08/30/2004
Ticket Number:	0000098628	08/24/2004	0	08/24/2004 08/30/2004
Ticket Number:	0000098563	08/23/2004	0	08/23/2004
Ticket Number:	0000098552	08/23/2004	0	08/23/2004
Ticket Number:	0000098702	08/24/2004	1	08/25/2004 08/31/2004
Ticket Number:	0000098787	08/25/2004	0	08/25/2004 08/31/2004
Ticket Number:	0000099321	08/31/2004	0	08/31/2004
Ticket Number:	0000097983	08/17/2004	0	08/17/2004
Ticket Number:	0000097629	08/11/2004	0	08/11/2004
Ticket Number:	0000097984	08/17/2004	0	08/17/2004 08/23/2004
Ticket Number:	0000097918	08/16/2004	1	08/17/2004 08/23/2004
Ticket Number:	0000097807	08/13/2004	0	08/13/2004
Ticket Number:	0000097785	08/12/2004	0	08/13/2004 08/19/2004

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

mcs pads1

Total: **9**

Resolved

Total: **1**

Ticket Number:	0000099045	08/27/2004	0	08/27/2004
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Closed

Total: **8**

Ticket Number:	0000098147	08/18/2004	1	08/19/2004 08/25/2004
Ticket Number:	0000097497	08/09/2004	0	08/09/2004 08/16/2004
Ticket Number:	0000097737	08/12/2004	0	08/12/2004 08/18/2004
Ticket Number:	0000098754	08/25/2004	0	08/25/2004 08/31/2004
Ticket Number:	0000098773	08/25/2004	0	08/25/2004 08/31/2004
Ticket Number:	0000098953	08/26/2004	0	08/26/2004 09/01/2004
Ticket Number:	0000098284	08/19/2004	0	08/19/2004 08/25/2004
Ticket Number:	0000098316	08/20/2004	3	08/23/2004 08/30/2004

Average time to ticket resolution for	mcs pads1	0
Maximum time to ticket resolution for	mcs pads1	3
Minimum time to ticket resolution for	mcs pads1	0

Helpdesk**mnolan1**Total: **14****Closed**Total: **14**

Ticket Number:	0000098309	08/20/2004	2	08/21/2004	08/27/2004
Ticket Number:	0000098418	08/20/2004	1	08/21/2004	08/27/2004
Ticket Number:	0000098420	08/20/2004	1	08/21/2004	08/27/2004
Ticket Number:	0000098417	08/20/2004	1	08/21/2004	08/27/2004
Ticket Number:	0000098368	08/20/2004	1	08/21/2004	08/27/2004
Ticket Number:	0000097545	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097872	08/15/2004	0	08/15/2004	08/23/2004
Ticket Number:	0000097719	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097179	08/03/2004	2	08/05/2004	08/11/2004
Ticket Number:	0000097426	08/07/2004	0	08/07/2004	08/13/2004
Ticket Number:	0000097853	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000096991	08/01/2004	6	08/07/2004	08/13/2004
Ticket Number:	0000097002	08/01/2004	5	08/07/2004	08/13/2004
Ticket Number:	0000097834	08/13/2004	0	08/13/2004	08/19/2004

Average time to ticket resolution for

mnolan1

1**Maximum time to ticket resolution for**

mnolan1

6**Minimum time to ticket resolution for**

mnolan1

0

Helpdesk**moneill1**Total: **111****Resolved**Total: **28**

Ticket Number:	000098308	08/20/2004	8	08/27/2004
Ticket Number:	000099039	08/27/2004	0	08/27/2004
Ticket Number:	000099133	08/28/2004	3	08/31/2004
Ticket Number:	000099102	08/27/2004	0	08/28/2004
Ticket Number:	000099101	08/27/2004	1	08/28/2004
Ticket Number:	000099100	08/27/2004	1	08/28/2004
Ticket Number:	000099099	08/27/2004	1	08/28/2004
Ticket Number:	000099087	08/27/2004	1	08/28/2004
Ticket Number:	000099084	08/27/2004	1	08/28/2004
Ticket Number:	000099078	08/27/2004	0	08/27/2004
Ticket Number:	000099110	08/28/2004	0	08/28/2004
Ticket Number:	000099033	08/27/2004	0	08/27/2004
Ticket Number:	000099351	08/31/2004	0	08/31/2004
Ticket Number:	000099124	08/28/2004	0	08/28/2004
Ticket Number:	000099123	08/28/2004	3	08/31/2004
Ticket Number:	000099116	08/28/2004	0	08/28/2004
Ticket Number:	000099115	08/28/2004	0	08/28/2004
Ticket Number:	000099114	08/28/2004	0	08/28/2004
Ticket Number:	000099113	08/28/2004	0	08/28/2004
Ticket Number:	000099112	08/28/2004	0	08/28/2004
Ticket Number:	000099111	08/28/2004	0	08/28/2004
Ticket Number:	000099106	08/27/2004	0	08/28/2004
Ticket Number:	000098791	08/25/2004	6	08/31/2004
Ticket Number:	000098982	08/26/2004	1	08/27/2004
Ticket Number:	000098989	08/26/2004	0	08/27/2004
Ticket Number:	000099013	08/27/2004	0	08/27/2004
Ticket Number:	000098987	08/26/2004	0	08/27/2004
Ticket Number:	000098972	08/26/2004	5	08/31/2004

Helpdesk

	Closed	Total:	83		
Ticket Number:	0000098264	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000097418	08/06/2004	1	08/07/2004	08/13/2004
Ticket Number:	0000097060	08/02/2004	2	08/04/2004	08/10/2004
Ticket Number:	0000097108	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097110	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097169	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097184	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097196	08/03/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097198	08/03/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097358	08/05/2004	1	08/06/2004	08/12/2004
Ticket Number:	0000097400	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097783	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097782	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097447	08/08/2004	6	08/14/2004	08/20/2004
Ticket Number:	0000097441	08/08/2004	6	08/14/2004	08/20/2004
Ticket Number:	0000097433	08/07/2004	0	08/07/2004	08/13/2004
Ticket Number:	0000097432	08/07/2004	0	08/07/2004	08/13/2004
Ticket Number:	0000097430	08/07/2004	0	08/07/2004	08/13/2004
Ticket Number:	0000097429	08/07/2004	0	08/07/2004	08/13/2004
Ticket Number:	0000097428	08/07/2004	6	08/13/2004	08/19/2004
Ticket Number:	0000097425	08/07/2004	0	08/07/2004	08/13/2004
Ticket Number:	0000097421	08/06/2004	1	08/07/2004	08/13/2004
Ticket Number:	0000097419	08/06/2004	1	08/07/2004	08/13/2004
Ticket Number:	0000097405	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097363	08/05/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097197	08/03/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097188	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000097176	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097125	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097362	08/05/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097652	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097680	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097694	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097765	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097777	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097787	08/12/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097852	08/13/2004	1	08/14/2004	08/20/2004
Ticket Number:	0000098040	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098028	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097965	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097952	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097863	08/14/2004	0	08/14/2004	08/20/2004
Ticket Number:	0000097861	08/14/2004	0	08/14/2004	08/20/2004
Ticket Number:	0000097857	08/13/2004	1	08/14/2004	08/20/2004
Ticket Number:	0000097855	08/13/2004	1	08/14/2004	08/20/2004
Ticket Number:	0000098035	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098073	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098070	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097786	08/12/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097774	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097749	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097711	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000097682	08/11/2004	0	08/11/2004	08/17/2004

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Ticket Number:	0000098089	08/17/2004	2	08/19/2004	08/25/2004
Ticket Number:	0000098139	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098133	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098338	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098337	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098306	08/19/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098302	08/19/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098299	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098298	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098285	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098254	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098235	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098349	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098347	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098346	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098345	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098344	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098342	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098341	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098339	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098358	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098378	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098377	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098357	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098355	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098353	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098182	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098806	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098808	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098993	08/27/2004	0		08/27/2004

Average time to ticket resolution for	moneilll	1
Maximum time to ticket resolution for	moneilll	8
Minimum time to ticket resolution for	moneilll	0

myers		<u>Total:</u>	13		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000099073	08/27/2004	0	08/27/2004	
Closed		<u>Total:</u>	12		
Ticket Number:	0000097401	08/06/2004	3		08/09/2004
Ticket Number:	0000097521	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000098875	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000099059	08/27/2004	0		08/27/2004
Ticket Number:	0000099043	08/27/2004	0	08/27/2004	08/27/2004
Ticket Number:	0000099058	08/27/2004	0		08/27/2004
Ticket Number:	0000098118	08/18/2004	2	08/20/2004	08/26/2004
Ticket Number:	0000098558	08/23/2004	1		08/24/2004
Ticket Number:	0000098664	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000097678	08/11/2004	9		08/20/2004
Ticket Number:	0000098033	08/17/2004	0		08/17/2004
Ticket Number:	0000097917	08/16/2004	4	08/20/2004	08/26/2004

Average time to ticket resolution for	myers	1
Maximum time to ticket resolution for	myers	9
Minimum time to ticket resolution for	myers	0

Helpdesk

myo	Resolved	Total:	280		
		<u>Total:</u>	47		
Ticket Number:	0000099276	08/30/2004	1		08/31/2004
Ticket Number:	0000099479	08/31/2004	1		09/01/2004
Ticket Number:	0000099352	08/31/2004	0		08/31/2004
Ticket Number:	0000099341	08/31/2004	0		08/31/2004
Ticket Number:	0000099339	08/31/2004	0		08/31/2004
Ticket Number:	0000099320	08/31/2004	1		08/31/2004
Ticket Number:	0000099318	08/30/2004	1		08/31/2004
Ticket Number:	0000099319	08/30/2004	1		08/31/2004
Ticket Number:	0000099313	08/30/2004	1		08/31/2004
Ticket Number:	0000099307	08/30/2004	1		08/31/2004
Ticket Number:	0000099241	08/30/2004	1		08/31/2004
Ticket Number:	0000099388	08/31/2004	0		08/31/2004
Ticket Number:	0000099370	08/31/2004	0		08/31/2004
Ticket Number:	0000099358	08/31/2004	0		08/31/2004
Ticket Number:	0000099199	08/30/2004	1		08/31/2004
Ticket Number:	0000099191	08/30/2004	0		08/30/2004
Ticket Number:	0000099167	08/30/2004	1		08/30/2004
Ticket Number:	0000099166	08/30/2004	1		08/30/2004
Ticket Number:	0000099158	08/29/2004	1		08/30/2004
Ticket Number:	0000099153	08/29/2004	1		08/30/2004
Ticket Number:	0000099152	08/29/2004	1		08/30/2004
Ticket Number:	0000099148	08/29/2004	2		08/31/2004
Ticket Number:	0000099288	08/30/2004	0		08/30/2004
Ticket Number:	0000099265	08/30/2004	1		08/31/2004
Ticket Number:	0000099262	08/30/2004	2		09/01/2004
Ticket Number:	0000099253	08/30/2004	1		08/31/2004
Ticket Number:	0000099143	08/29/2004	0		08/29/2004
Ticket Number:	0000099138	08/29/2004	3		09/01/2004
Ticket Number:	0000099136	08/28/2004	1		08/29/2004
Ticket Number:	0000099125	08/28/2004	1		08/29/2004
Ticket Number:	0000099122	08/28/2004	1		08/29/2004
Ticket Number:	0000099121	08/28/2004	1		08/29/2004
Ticket Number:	0000099118	08/28/2004	1		08/29/2004
Ticket Number:	0000099117	08/28/2004	1		08/29/2004
Ticket Number:	0000099109	08/28/2004	1		08/29/2004
Ticket Number:	0000099103	08/27/2004	2		08/29/2004
Ticket Number:	0000099095	08/27/2004	2		08/29/2004
Ticket Number:	0000099094	08/27/2004	0		08/27/2004
Ticket Number:	0000099093	08/27/2004	0		08/27/2004
Ticket Number:	0000099088	08/27/2004	0		08/27/2004
Ticket Number:	0000099079	08/27/2004	0		08/27/2004
Ticket Number:	0000099060	08/27/2004	0		08/27/2004
Ticket Number:	0000098994	08/27/2004	0		08/27/2004
Ticket Number:	0000098991	08/27/2004	4		08/30/2004
Ticket Number:	0000098963	08/26/2004	4		08/30/2004
Ticket Number:	0000098943	08/26/2004	1		08/27/2004
Ticket Number:	0000099281	08/30/2004	1		08/31/2004

Helpdesk

	Closed	Total:	233		
Ticket Number:	0000097476	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097933	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097314	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097038	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097019	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097018	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097011	08/02/2004	3	08/05/2004	08/11/2004
Ticket Number:	0000097010	08/02/2004	0		08/02/2004
Ticket Number:	0000097004	08/01/2004	1	08/02/2004	08/09/2004
Ticket Number:	0000097001	08/01/2004	1		08/02/2004
Ticket Number:	0000096997	08/01/2004	1		08/02/2004
Ticket Number:	0000096993	08/01/2004	1		08/02/2004
Ticket Number:	0000097051	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097050	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097155	08/03/2004	2	08/05/2004	08/11/2004
Ticket Number:	0000097111	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097046	08/02/2004	0		08/02/2004
Ticket Number:	0000097589	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097731	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000098032	08/17/2004	2	08/19/2004	08/25/2004
Ticket Number:	0000097352	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097690	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097053	08/02/2004	0		08/02/2004
Ticket Number:	0000097508	08/09/2004	2	08/11/2004	08/17/2004
Ticket Number:	0000097504	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097844	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097494	08/09/2004	2	08/11/2004	08/17/2004
Ticket Number:	0000097487	08/09/2004	0	08/09/2004	08/09/2004
Ticket Number:	0000097482	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097479	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097461	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097459	08/08/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097539	08/09/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097536	08/09/2004	6	08/16/2004	08/23/2004
Ticket Number:	0000097535	08/09/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097532	08/09/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097531	08/09/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097522	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097512	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097510	08/09/2004	3	08/12/2004	08/18/2004
Ticket Number:	0000097509	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097458	08/08/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097456	08/08/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097453	08/08/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097443	08/08/2004	2	08/10/2004	08/16/2004
Ticket Number:	0000097442	08/08/2004	1	08/09/2004	08/16/2004
Ticket Number:	0000097547	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097437	08/07/2004	5	08/12/2004	08/18/2004
Ticket Number:	0000097280	08/04/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097275	08/04/2004	1	08/05/2004	08/11/2004
Ticket Number:	0000097262	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097261	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097260	08/04/2004	6	08/10/2004	08/16/2004

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Ticket Number:	0000097256	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097182	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097181	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097120	08/03/2004	0		08/03/2004
Ticket Number:	0000097410	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097399	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097385	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097375	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097371	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097366	08/06/2004	6	08/12/2004	08/18/2004
Ticket Number:	0000097360	08/05/2004	1	08/06/2004	08/12/2004
Ticket Number:	0000097349	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097335	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097333	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097305	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097704	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097395	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097444	08/08/2004	1	08/09/2004	08/16/2004
Ticket Number:	0000097935	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097294	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097290	08/05/2004	5	08/10/2004	08/16/2004
Ticket Number:	0000097289	08/05/2004	0	08/05/2004	08/11/2004
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Ticket Number:	0000097279	08/04/2004	1	08/05/2004	08/11/2004
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Ticket Number:	0000097118	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097116	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097100	08/03/2004	0		08/03/2004
Ticket Number:	0000097095	08/02/2004	1		08/03/2004
Ticket Number:	0000097094	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097091	08/02/2004	1		08/03/2004
Ticket Number:	0000097090	08/02/2004	1		08/03/2004
Ticket Number:	0000097059	08/02/2004	0		08/02/2004
Ticket Number:	0000097234	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097211	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097154	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097140	08/03/2004	13	08/16/2004	08/23/2004
Ticket Number:	0000097134	08/03/2004	0	08/03/2004	08/09/2004
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Ticket Number:	0000097062	08/02/2004	0		08/02/2004
Ticket Number:	0000097080	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097546	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097646	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097645	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097638	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097623	08/10/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097622	08/10/2004	5	08/16/2004	08/23/2004
Ticket Number:	0000097620	08/10/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097619	08/10/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097701	08/11/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097604	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097743	08/12/2004	0	08/12/2004	08/18/2004

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Ticket Number:	0000097729	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097707	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097705	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097700	08/11/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097698	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097681	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097671	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097670	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000098067	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098066	08/17/2004	8	08/25/2004	08/31/2004
Ticket Number:	0000098046	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098038	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098042	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098037	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098031	08/17/2004	2	08/19/2004	08/25/2004
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Ticket Number:	0000098013	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097980	08/17/2004	1	08/17/2004	08/23/2004
Ticket Number:	0000097978	08/16/2004	1	08/17/2004	08/23/2004
Ticket Number:	0000097975	08/16/2004	1	08/17/2004	08/23/2004
Ticket Number:	0000097974	08/16/2004	1	08/17/2004	08/23/2004
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Ticket Number:	0000097873	08/15/2004	4	08/19/2004	08/25/2004
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Ticket Number:	0000097865	08/14/2004	2	08/16/2004	08/23/2004
Ticket Number:	0000097864	08/14/2004	2	08/16/2004	08/23/2004
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Ticket Number:	0000097812	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097801	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097790	08/13/2004	0	08/13/2004	08/19/2004
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Ticket Number:	0000097602	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097617	08/10/2004	1	08/11/2004	08/17/2004
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Ticket Number:	0000097580	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097576	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097708	08/12/2004	0	08/12/2004	08/18/2004

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Ticket Number:	0000098123	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098153	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098179	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098188	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098213	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098228	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098606	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098600	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098597	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098590	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098583	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098537	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098530	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098522	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098452	08/22/2004	1	08/23/2004	08/30/2004
Ticket Number:	0000098652	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098445	08/22/2004	1	08/23/2004	08/30/2004
Ticket Number:	0000098440	08/22/2004	1	08/23/2004	08/30/2004
Ticket Number:	0000098431	08/21/2004	2	08/23/2004	08/30/2004
Ticket Number:	0000098426	08/21/2004	2		08/23/2004
Ticket Number:	0000098408	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000098324	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098318	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098311	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098501	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098492	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098458	08/22/2004	1	08/23/2004	08/30/2004
Ticket Number:	0000098457	08/22/2004	1	08/23/2004	08/30/2004
Ticket Number:	0000098455	08/22/2004	1	08/23/2004	08/30/2004
Ticket Number:	0000098453	08/22/2004	1	08/23/2004	08/30/2004
Ticket Number:	0000098310	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000098296	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000098287	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000098282	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098270	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098256	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098252	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098231	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098383	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098376	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098329	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098241	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098183	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098181	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098167	08/18/2004	0	08/18/2004	08/24/2004
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Ticket Number:	0000098134	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098654	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098657	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098775	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098782	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098846	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098844	08/25/2004	1	08/26/2004	09/01/2004
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Helpdesk

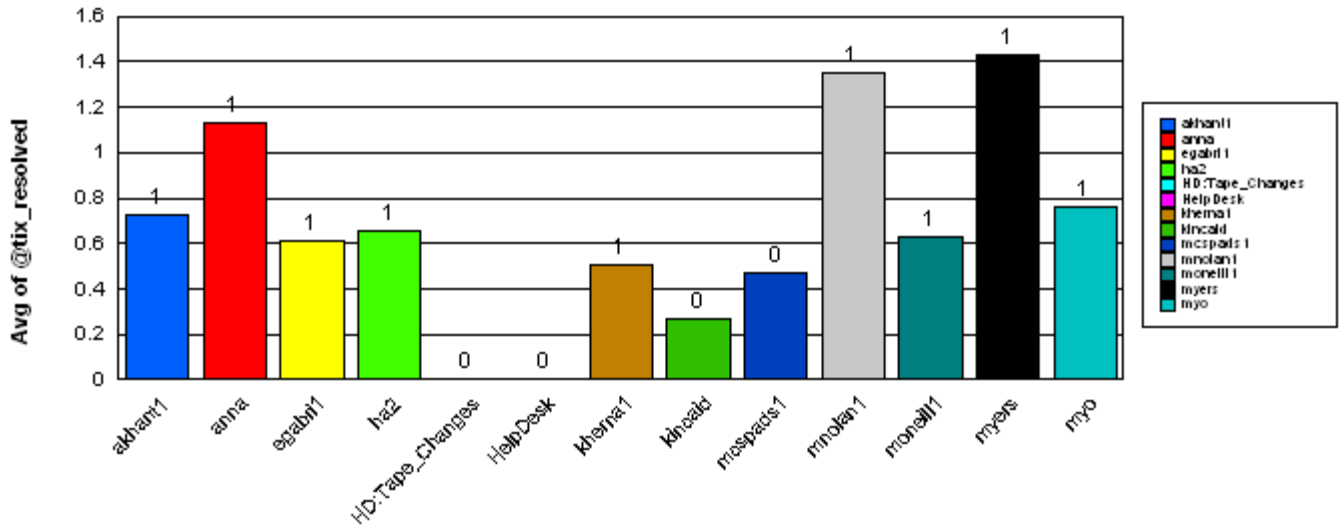
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Ticket Number:	0000098752	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098691	08/24/2004	0	08/24/2004	08/30/2004
-----			-----		
Average time to ticket resolution for	myo		1		
Maximum time to ticket resolution for	myo		13		
Minimum time to ticket resolution for	myo		0		

Helpdesk

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

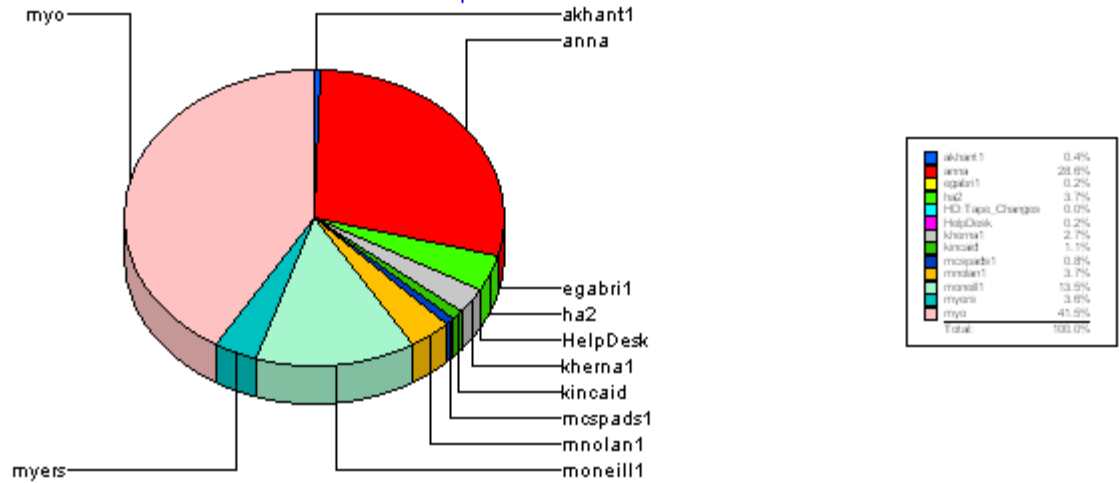
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



Human Resources

		<u>Total:</u>	4		
mcnamara		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000097779	08/12/2004	1		08/13/2004

Average time to ticket resolution for	mcnamara		1		
Maximum time to ticket resolution for	mcnamara		1		
Minimum time to ticket resolution for	mcnamara		1		
rsanders		<u>Total:</u>	3		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000097770	08/12/2004	19	08/31/2004	
Closed		<u>Total:</u>	2		
Ticket Number:	0000097345	08/05/2004	14		08/19/2004
Ticket Number:	0000098732	08/25/2004	0	08/25/2004	08/31/2004

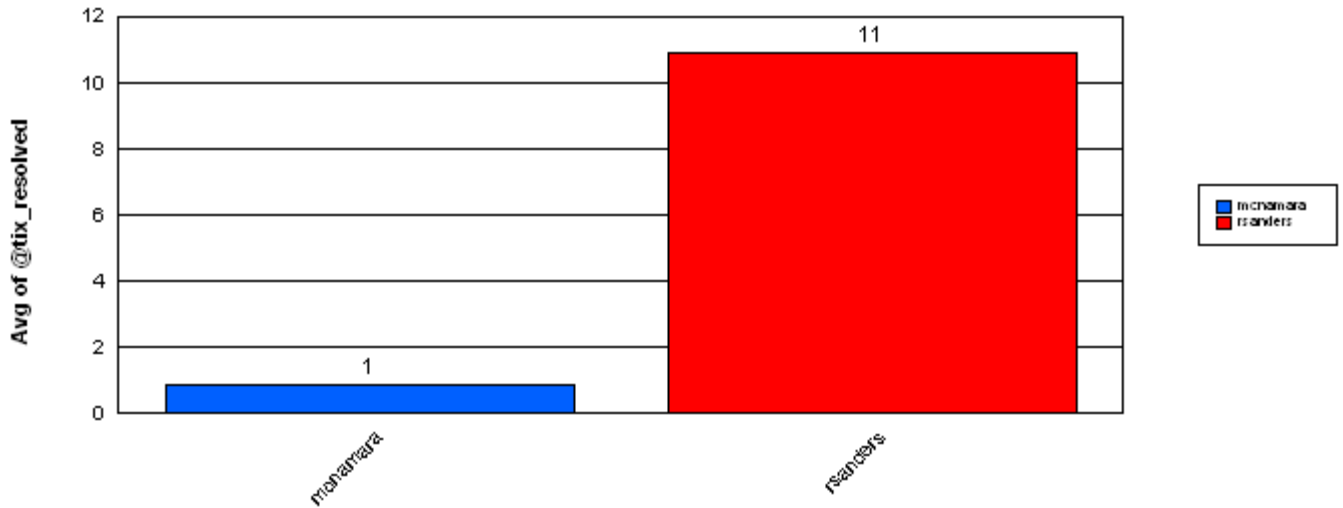
Average time to ticket resolution for	rsanders		11		
Maximum time to ticket resolution for	rsanders		19		
Minimum time to ticket resolution for	rsanders		0		

Human Resources

Average time to ticket resolution for	Human Resour	8
Maximum time to ticket resolution for	Human Resour	19
Minimum time to ticket resolution for	Human Resour	0

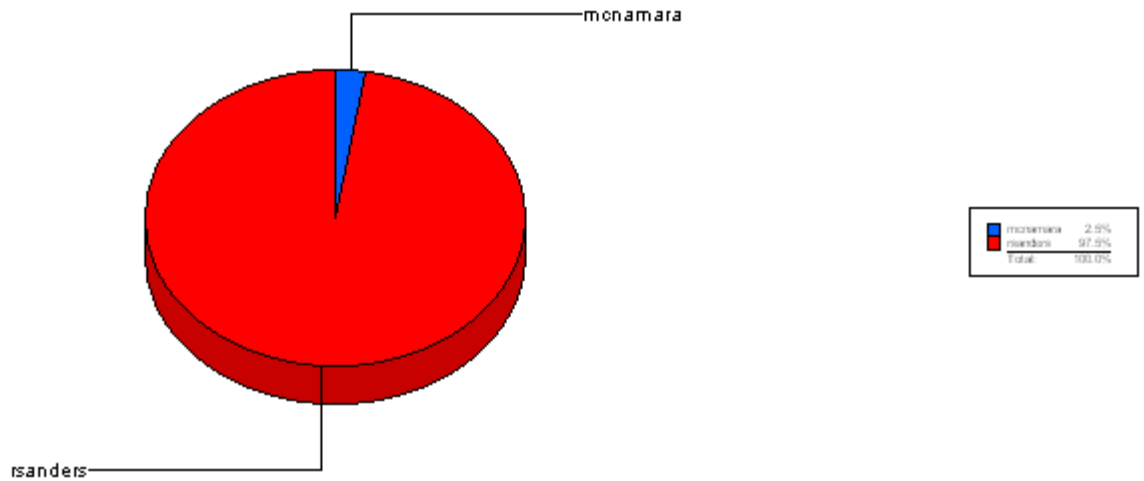
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

		<u>Total:</u>	185		
LAN		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000098674	08/24/2004	0	08/24/2004	
Ticket Number:	0000097994	08/17/2004	0	08/17/2004	
Ticket Number:	0000098014	08/17/2004	0	08/17/2004	
-----		-----	-----	-----	-----
Average time to ticket resolution for		LAN	0		
Maximum time to ticket resolution for		LAN	0		
Minimum time to ticket resolution for		LAN	0		
<hr/>		<hr/>	<hr/>	<hr/>	
LAN:LabDesktops		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000097557	08/10/2004	0	08/10/2004	
Ticket Number:	0000097721	08/12/2004	0	08/12/2004	
-----		-----	-----	-----	-----
Average time to ticket resolution for		LAN:LabDeskt	0		
Maximum time to ticket resolution for		LAN:LabDeskt	0		
Minimum time to ticket resolution for		LAN:LabDeskt	0		
<hr/>		<hr/>	<hr/>	<hr/>	

LAN

enoch

Resolved

Total: 97

Total: 8

Ticket Number:	0000099224	08/30/2004	0	08/30/2004
Ticket Number:	0000099003	08/27/2004	0	08/27/2004
Ticket Number:	0000099244	08/30/2004	0	08/30/2004
Ticket Number:	0000099194	08/30/2004	0	08/30/2004
Ticket Number:	0000099065	08/27/2004	0	08/27/2004
Ticket Number:	0000099007	08/27/2004	0	08/27/2004
Ticket Number:	0000098411	08/20/2004	7	08/27/2004
Ticket Number:	0000098988	08/26/2004	1	08/27/2004

LAN

	<u>Closed</u>	<u>Total:</u>	89		
Ticket Number:	0000097324	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097034	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097047	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097058	08/02/2004	4	08/06/2004	08/12/2004
Ticket Number:	0000097166	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097668	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097511	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097527	08/09/2004	4	08/13/2004	08/19/2004
Ticket Number:	0000097817	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097393	08/06/2004	4	08/10/2004	08/16/2004
Ticket Number:	0000097390	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097382	08/06/2004	4	08/10/2004	08/16/2004
Ticket Number:	0000097381	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097343	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097327	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097257	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097248	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097210	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097178	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097163	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097569	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097636	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097736	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097898	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097899	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097914	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097956	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000098115	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098061	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098052	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098027	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098020	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097966	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097946	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097907	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097772	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097753	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097827	08/13/2004	4	08/17/2004	08/23/2004
Ticket Number:	0000098675	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098753	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098761	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098789	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098812	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098819	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098911	08/26/2004	0	08/26/2004	08/26/2004
Ticket Number:	0000098970	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098969	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098959	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098942	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098866	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098817	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098807	08/25/2004	1	08/26/2004	09/01/2004
Ticket Number:	0000098677	08/24/2004	1	08/25/2004	08/31/2004

LAN

Ticket Number:	0000098107	08/18/2004	0	08/18/2004	08/18/2004
Ticket Number:	0000098612	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098575	08/23/2004	1	08/24/2004	08/24/2004
Ticket Number:	0000098550	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098542	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098507	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098475	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098469	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098468	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098467	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098406	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000098398	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098397	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098374	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000098362	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000098356	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000098332	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098331	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000098330	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000098328	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098281	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000098271	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098269	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098267	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098265	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098215	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098173	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098161	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098156	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098149	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098148	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098136	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098132	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098130	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098238	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098114	08/18/2004	0	08/18/2004	08/24/2004
-----			-----	-----	-----
Average time to ticket resolution for	enoch		1		
Maximum time to ticket resolution for	enoch		7		
Minimum time to ticket resolution for	enoch		0		

LAN

jesse

Resolved

Total: 56

Total: 11

Ticket Number:	0000099074	08/27/2004	0	08/27/2004
Ticket Number:	0000099024	08/27/2004	0	08/27/2004
Ticket Number:	0000099233	08/30/2004	1	08/31/2004
Ticket Number:	0000099457	08/31/2004	1	09/01/2004
Ticket Number:	0000099447	08/31/2004	1	09/01/2004
Ticket Number:	0000099382	08/31/2004	0	08/31/2004
Ticket Number:	0000099380	08/31/2004	0	08/31/2004
Ticket Number:	0000099374	08/31/2004	1	09/01/2004
Ticket Number:	0000099348	08/31/2004	1	09/01/2004
Ticket Number:	0000099170	08/30/2004	0	08/30/2004
Ticket Number:	0000099063	08/27/2004	0	08/27/2004

LAN

	<u>Closed</u>	<u>Total:</u>	45		
Ticket Number:	0000097614	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097105	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097112	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097024	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097031	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097017	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097033	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097587	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097071	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097081	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097463	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097465	08/09/2004	2	08/11/2004	08/17/2004
Ticket Number:	0000097391	08/06/2004	3	08/09/2004	08/16/2004
Ticket Number:	0000097367	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097337	08/05/2004	4	08/09/2004	08/16/2004
Ticket Number:	0000097323	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097271	08/04/2004	1	08/05/2004	08/11/2004
Ticket Number:	0000097208	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097129	08/03/2004	0	08/03/2004	08/03/2004
Ticket Number:	0000097486	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097165	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000097131	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097075	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000098517	08/23/2004	3	08/26/2004	09/01/2004
Ticket Number:	0000098527	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098538	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098543	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098594	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098568	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098613	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098576	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098549	08/23/2004	1		08/24/2004
Ticket Number:	0000097558	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097586	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097672	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097998	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097995	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097993	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097989	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097988	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097985	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097971	08/16/2004	1	08/17/2004	08/23/2004
Ticket Number:	0000097992	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097714	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097667	08/11/2004	1	08/12/2004	08/18/2004
<hr/>					
Average time to ticket resolution for	jesse		0		
Maximum time to ticket resolution for	jesse		4		
Minimum time to ticket resolution for	jesse		0		

LAN

vladimir

Total: 27

Resolved

Total: 8

Ticket Number:	0000098667	08/24/2004	3	08/27/2004
Ticket Number:	0000099412	08/31/2004	1	09/01/2004
Ticket Number:	0000099381	08/31/2004	0	08/31/2004
Ticket Number:	0000098973	08/26/2004	1	08/27/2004
Ticket Number:	0000099245	08/30/2004	0	08/30/2004
Ticket Number:	0000099219	08/30/2004	0	08/30/2004
Ticket Number:	0000098830	08/25/2004	6	08/31/2004
Ticket Number:	0000098685	08/24/2004	7	08/31/2004

Closed

Total: 19

Ticket Number:	0000097372	08/06/2004	7	08/13/2004	08/19/2004
Ticket Number:	0000097612	08/10/2004	8	08/18/2004	08/24/2004
Ticket Number:	0000097514	08/09/2004	7	08/16/2004	08/23/2004
Ticket Number:	0000097674	08/11/2004	2	08/13/2004	08/19/2004
Ticket Number:	0000097695	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097813	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000098076	08/17/2004	2	08/19/2004	08/25/2004
Ticket Number:	0000098049	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097919	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097835	08/13/2004	3	08/16/2004	08/23/2004
Ticket Number:	0000098159	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098541	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098336	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098607	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098571	08/23/2004	2	08/25/2004	08/31/2004
Ticket Number:	0000098553	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098640	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098656	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098710	08/24/2004	1	08/25/2004	08/31/2004

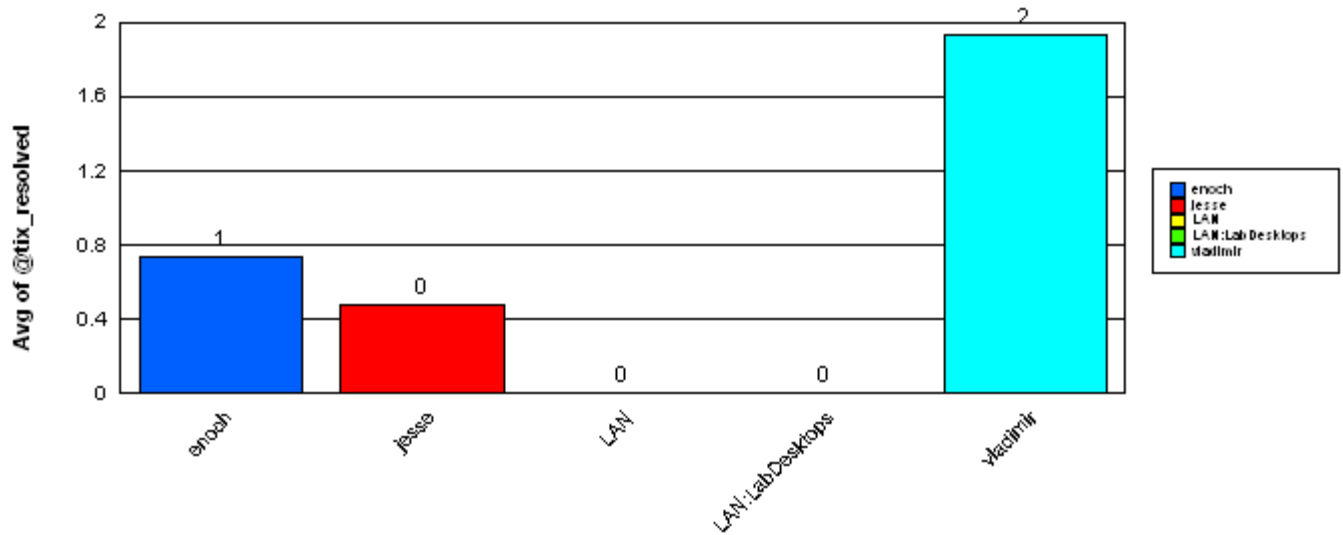
-----	-----	-----
Average time to ticket resolution for	vladimir	2
Maximum time to ticket resolution for	vladimir	8
Minimum time to ticket resolution for	vladimir	0
-----	-----	-----

LAN

Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	8
Minimum time to ticket resolution for	LAN	0

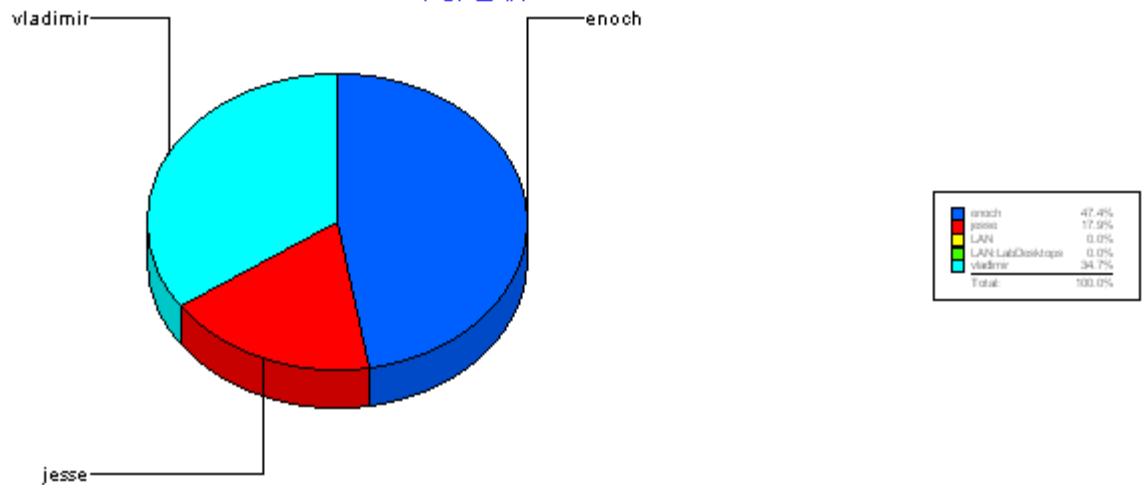
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		<u>Total:</u>	158		
NewMedia:BlackBoard		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000098749	08/25/2004	0		08/25/2004
Ticket Number:	0000099357	08/31/2004	0		08/31/2004
Ticket Number:	0000099349	08/31/2004	0		08/31/2004

Average time to ticket resolution for		NewMedia:Blac	0		
Maximum time to ticket resolution for		NewMedia:Blac	0		
Minimum time to ticket resolution for		NewMedia:Blac	0		

NewMedia:WebDev		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000097722	08/12/2004	0		08/12/2004

Average time to ticket resolution for		NewMedia:Web	0		
Maximum time to ticket resolution for		NewMedia:Web	0		
Minimum time to ticket resolution for		NewMedia:Web	0		

darnold		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000097235	08/04/2004	0	08/04/2004	08/10/2004

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

New Media

ebenson1

Total: **54**

Resolved

Total: **15**

Ticket Number:	0000098832	08/25/2004	2	08/27/2004
Ticket Number:	0000099453	08/31/2004	0	08/31/2004
Ticket Number:	0000099322	08/31/2004	0	08/31/2004
Ticket Number:	0000099271	08/30/2004	1	08/31/2004
Ticket Number:	0000099264	08/30/2004	1	08/31/2004
Ticket Number:	0000099090	08/27/2004	4	08/31/2004
Ticket Number:	0000099054	08/27/2004	4	08/31/2004
Ticket Number:	0000099053	08/27/2004	0	08/27/2004
Ticket Number:	0000099050	08/27/2004	0	08/27/2004
Ticket Number:	0000099048	08/27/2004	0	08/27/2004
Ticket Number:	0000098961	08/26/2004	1	08/27/2004
Ticket Number:	0000099051	08/27/2004	0	08/27/2004
Ticket Number:	0000099052	08/27/2004	0	08/27/2004
Ticket Number:	0000098914	08/26/2004	1	08/27/2004
Ticket Number:	0000098883	08/26/2004	1	08/27/2004

New Media

	Closed	Total:	39		
Ticket Number: 0000097000	08/01/2004	1		08/02/2004	08/09/2004
Ticket Number: 0000097156	08/03/2004	1		08/04/2004	08/10/2004
Ticket Number: 0000097028	08/02/2004	0		08/02/2004	08/09/2004
Ticket Number: 0000097406	08/06/2004	3			08/09/2004
Ticket Number: 0000097427	08/07/2004	6			08/13/2004
Ticket Number: 0000097244	08/04/2004	0			08/04/2004
Ticket Number: 0000097242	08/04/2004	0		08/04/2004	08/10/2004
Ticket Number: 0000097241	08/04/2004	0		08/04/2004	08/10/2004
Ticket Number: 0000097180	08/03/2004	1		08/04/2004	08/10/2004
Ticket Number: 0000097159	08/03/2004	1		08/04/2004	08/10/2004
Ticket Number: 0000097158	08/03/2004	1		08/04/2004	08/10/2004
Ticket Number: 0000097157	08/03/2004	1		08/04/2004	08/10/2004
Ticket Number: 0000097152	08/03/2004	1		08/04/2004	08/05/2004
Ticket Number: 0000097128	08/03/2004	0		08/03/2004	08/09/2004
Ticket Number: 0000097117	08/03/2004	0		08/03/2004	08/09/2004
Ticket Number: 0000097183	08/03/2004	1		08/04/2004	08/10/2004
Ticket Number: 0000097529	08/09/2004	16			08/25/2004
Ticket Number: 0000097424	08/07/2004	11		08/17/2004	08/23/2004
Ticket Number: 0000097347	08/05/2004	0		08/05/2004	08/11/2004
Ticket Number: 0000097330	08/05/2004	0		08/05/2004	08/11/2004
Ticket Number: 0000097293	08/05/2004	0		08/05/2004	08/11/2004
Ticket Number: 0000097250	08/04/2004	0		08/04/2004	08/10/2004
Ticket Number: 0000097222	08/04/2004	0		08/04/2004	08/10/2004
Ticket Number: 0000098684	08/24/2004	2		08/26/2004	09/01/2004
Ticket Number: 0000098798	08/25/2004	0		08/25/2004	08/31/2004
Ticket Number: 0000098800	08/25/2004	0		08/25/2004	08/31/2004
Ticket Number: 0000098802	08/25/2004	0		08/25/2004	08/31/2004
Ticket Number: 0000098847	08/25/2004	0		08/26/2004	09/01/2004
Ticket Number: 0000099445	08/31/2004	0			08/31/2004
Ticket Number: 0000099201	08/30/2004	0			08/30/2004
Ticket Number: 0000099035	08/27/2004	0			08/27/2004
Ticket Number: 0000098803	08/25/2004	0		08/25/2004	08/31/2004
Ticket Number: 0000098801	08/25/2004	0		08/25/2004	08/31/2004
Ticket Number: 0000098799	08/25/2004	0		08/25/2004	08/31/2004
Ticket Number: 0000099456	08/31/2004	0			08/31/2004
Ticket Number: 0000098744	08/25/2004	1		08/26/2004	09/01/2004
Ticket Number: 0000098837	08/25/2004	1		08/26/2004	09/01/2004
Ticket Number: 0000097823	08/13/2004	4		08/17/2004	08/23/2004
Ticket Number: 0000097881	08/15/2004	2		08/17/2004	08/23/2004
<hr/>					
Average time to ticket resolution for	ebensonl	1			
Maximum time to ticket resolution for	ebensonl	16			
Minimum time to ticket resolution for	ebensonl	0			

New Media

rarmstro		<u>Total:</u> 92		
Resolved		<u>Total:</u> 24		
Ticket Number:	0000098641	08/24/2004	5	08/29/2004
Ticket Number:	0000098901	08/26/2004	3	08/29/2004
Ticket Number:	0000098879	08/26/2004	4	08/30/2004
Ticket Number:	0000098978	08/26/2004	3	08/29/2004
Ticket Number:	0000099455	08/31/2004	1	09/01/2004
Ticket Number:	0000099395	08/31/2004	1	09/01/2004
Ticket Number:	0000099311	08/30/2004	1	08/31/2004
Ticket Number:	0000099284	08/30/2004	1	08/31/2004
Ticket Number:	0000099157	08/29/2004	1	08/30/2004
Ticket Number:	0000099151	08/29/2004	0	08/29/2004
Ticket Number:	0000099150	08/29/2004	0	08/29/2004
Ticket Number:	0000099132	08/28/2004	1	08/29/2004
Ticket Number:	0000099131	08/28/2004	1	08/29/2004
Ticket Number:	0000099049	08/27/2004	2	08/29/2004
Ticket Number:	0000099021	08/27/2004	0	08/27/2004
Ticket Number:	0000098985	08/26/2004	1	08/27/2004
Ticket Number:	0000098986	08/26/2004	4	08/30/2004
Ticket Number:	0000098981	08/26/2004	1	08/27/2004
Ticket Number:	0000098979	08/26/2004	3	08/29/2004
Ticket Number:	0000098980	08/26/2004	1	08/27/2004
Ticket Number:	0000098951	08/26/2004	4	08/30/2004
Ticket Number:	0000098925	08/26/2004	3	08/29/2004
Ticket Number:	0000099217	08/30/2004	0	08/30/2004
Ticket Number:	0000098919	08/26/2004	3	08/29/2004

New Media

	Closed	Total:	68		
Ticket Number:	0000097692	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097656	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097593	08/10/2004	2	08/12/2004	08/18/2004
Ticket Number:	0000097819	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097513	08/09/2004	8	08/17/2004	08/23/2004
Ticket Number:	0000097556	08/10/2004	2	08/12/2004	08/18/2004
Ticket Number:	0000097564	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097565	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000097566	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000098072	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000098048	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000098051	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000097870	08/14/2004	2	08/16/2004	08/23/2004
Ticket Number:	0000097858	08/13/2004	4	08/17/2004	08/23/2004
Ticket Number:	0000097850	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000098193	08/19/2004	0		08/19/2004
Ticket Number:	0000097822	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097775	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097820	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097738	08/12/2004	6		08/18/2004
Ticket Number:	0000097713	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097693	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097979	08/16/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097637	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000098075	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000097927	08/16/2004	2	08/18/2004	08/24/2004
Ticket Number:	0000097630	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097664	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000098094	08/18/2004	0		08/18/2004
Ticket Number:	0000098642	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098581	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098577	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098544	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098881	08/26/2004	4	08/30/2004	08/31/2004
Ticket Number:	0000098533	08/23/2004	0		08/23/2004
Ticket Number:	0000098532	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098531	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098525	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098519	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098518	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098461	08/22/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098443	08/22/2004	7		08/29/2004
Ticket Number:	0000098427	08/21/2004	2	08/23/2004	08/30/2004
Ticket Number:	0000098422	08/20/2004	11		09/01/2004
Ticket Number:	0000098409	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000098395	08/20/2004	3		08/23/2004
Ticket Number:	0000098305	08/19/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098227	08/19/2004	6		08/25/2004
Ticket Number:	0000098705	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098292	08/19/2004	6		08/25/2004
Ticket Number:	0000098178	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098935	08/26/2004	0		08/26/2004
Ticket Number:	0000098785	08/25/2004	0	08/25/2004	08/31/2004

New Media

Ticket Number:	0000098783	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098723	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098708	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098704	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098670	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098644	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098647	08/24/2004	2	08/26/2004	09/01/2004
Ticket Number:	0000098643	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000099236	08/30/2004	0	08/30/2004	08/31/2004
Ticket Number:	0000099463	08/31/2004	1	09/01/2004	09/01/2004
Ticket Number:	0000098966	08/26/2004	3		08/29/2004
Ticket Number:	0000098952	08/26/2004	3		08/29/2004
Ticket Number:	0000098934	08/26/2004	3		08/29/2004
Ticket Number:	0000098933	08/26/2004	3		08/29/2004
Ticket Number:	0000098788	08/25/2004	0	08/25/2004	08/31/2004

Average time to ticket resolution for	rarmstro		2		
Maximum time to ticket resolution for	rarmstro		11		
Minimum time to ticket resolution for	rarmstro		0		
<hr/>					
vergil		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000097828	08/13/2004	3	08/16/2004	08/16/2004
Ticket Number:	0000097847	08/13/2004	3	08/16/2004	08/23/2004
Ticket Number:	0000097756	08/12/2004	4		08/16/2004
Ticket Number:	0000097540	08/10/2004	7		08/17/2004
Ticket Number:	0000097519	08/09/2004	8		08/17/2004
Ticket Number:	0000097417	08/06/2004	10	08/16/2004	08/23/2004
Ticket Number:	0000097518	08/09/2004	8		08/17/2004

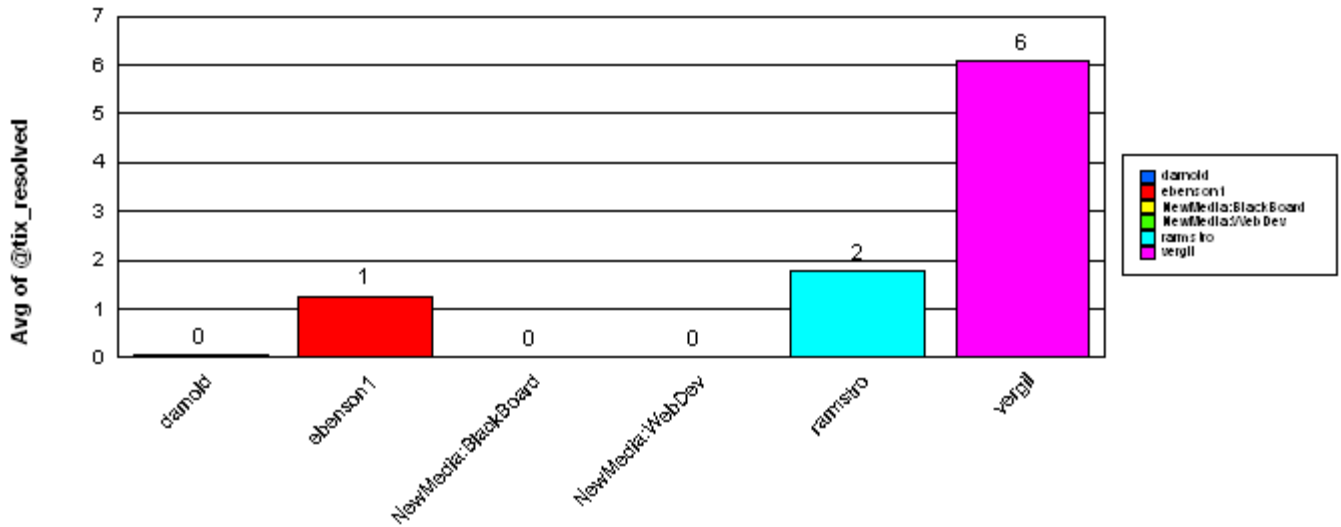
Average time to ticket resolution for	vergil		6		
Maximum time to ticket resolution for	vergil		10		
Minimum time to ticket resolution for	vergil		3		
<hr/>					

New Media

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	16
Minimum time to ticket resolution for	New Media	0

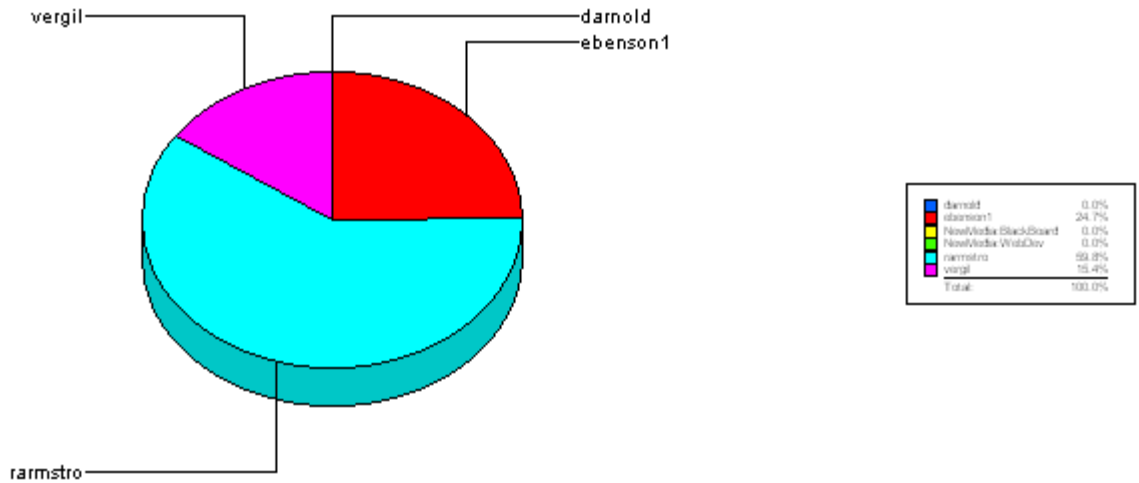
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		Total:	71		
BSG:Operational_Support		<u>Total:</u>	22		
Closed		<u>Total:</u>	22		
Ticket Number:	0000097132	08/03/2004	0	08/03/2004	
Ticket Number:	0000097542	08/10/2004	0	08/10/2004	
Ticket Number:	0000097517	08/09/2004	0	08/09/2004	
Ticket Number:	0000097478	08/09/2004	0	08/09/2004	
Ticket Number:	0000097378	08/06/2004	0	08/06/2004	
Ticket Number:	0000097297	08/05/2004	0	08/05/2004	
Ticket Number:	0000097339	08/05/2004	0	08/05/2004	
Ticket Number:	0000097291	08/05/2004	0	08/05/2004	
Ticket Number:	0000097203	08/04/2004	0	08/04/2004	
Ticket Number:	0000097734	08/12/2004	0	08/12/2004	
Ticket Number:	0000097796	08/13/2004	0	08/13/2004	
Ticket Number:	0000098735	08/25/2004	0	08/25/2004	
Ticket Number:	0000098651	08/24/2004	0	08/24/2004	
Ticket Number:	0000098733	08/25/2004	0	08/25/2004	
Ticket Number:	0000099332	08/31/2004	0	08/31/2004	
Ticket Number:	0000099252	08/30/2004	0	08/30/2004	
Ticket Number:	0000098737	08/25/2004	0	08/25/2004	
Ticket Number:	0000098682	08/24/2004	0	08/24/2004	
Ticket Number:	0000098743	08/25/2004	0	08/25/2004	
Ticket Number:	0000098103	08/18/2004	0	08/18/2004	
Ticket Number:	0000098615	08/24/2004	0	08/24/2004	
Ticket Number:	0000098348	08/20/2004	0	08/20/2004	
-----				-----	
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		
<hr/>				<hr/>	
BSG:Web_Infrastructure		<u>Total:</u>	15		
Closed		<u>Total:</u>	15		
Ticket Number:	0000098155	08/18/2004	0	08/18/2004	
Ticket Number:	0000098515	08/23/2004	0	08/23/2004	
Ticket Number:	0000098739	08/25/2004	0	08/25/2004	
Ticket Number:	0000099173	08/30/2004	0	08/30/2004	
Ticket Number:	0000098960	08/26/2004	0	08/26/2004	
Ticket Number:	0000097103	08/03/2004	0	08/03/2004	
Ticket Number:	0000097145	08/03/2004	0	08/03/2004	
Ticket Number:	0000097146	08/03/2004	0	08/03/2004	
Ticket Number:	0000097254	08/04/2004	0	08/04/2004	
Ticket Number:	0000097499	08/09/2004	0	08/09/2004	
Ticket Number:	0000097498	08/09/2004	0	08/09/2004	
Ticket Number:	0000097791	08/13/2004	0	08/13/2004	
Ticket Number:	0000097205	08/04/2004	0	08/04/2004	
Ticket Number:	0000097202	08/04/2004	0	08/04/2004	
Ticket Number:	0000097201	08/04/2004	0	08/04/2004	
-----				-----	
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/>				<hr/>	

OIT BSG Non People

blanchet

Total: **10**

Closed

Total: **10**

Ticket Number:	0000098646	08/24/2004	0	08/24/2004
Ticket Number:	0000098648	08/24/2004	0	08/24/2004
Ticket Number:	0000098992	08/27/2004	0	08/27/2004
Ticket Number:	0000098903	08/26/2004	0	08/26/2004
Ticket Number:	0000098312	08/20/2004	0	08/20/2004
Ticket Number:	0000098333	08/20/2004	0	08/20/2004
Ticket Number:	0000099168	08/30/2004	0	08/30/2004
Ticket Number:	0000097709	08/12/2004	8	08/20/2004
Ticket Number:	0000097882	08/15/2004	1	08/17/2004
Ticket Number:	0000097976	08/16/2004	1	08/17/2004

Average time to ticket resolution for	blanchet	1
Maximum time to ticket resolution for	blanchet	8
Minimum time to ticket resolution for	blanchet	0

jason12

Total: **2**

Closed

Total: **2**

Ticket Number:	0000098092	08/18/2004	13	08/31/2004
Ticket Number:	0000097014	08/02/2004	4	08/06/2004

Average time to ticket resolution for	jason12	9
Maximum time to ticket resolution for	jason12	13
Minimum time to ticket resolution for	jason12	4

paulr

Total: **15**

Closed

Total: **15**

Ticket Number:	0000097351	08/05/2004	5	08/10/2004
Ticket Number:	0000097454	08/08/2004	2	08/10/2004
Ticket Number:	0000097488	08/09/2004	1	08/10/2004
Ticket Number:	0000098186	08/18/2004	12	08/30/2004
Ticket Number:	0000098198	08/19/2004	11	08/30/2004
Ticket Number:	0000098245	08/19/2004	11	08/30/2004
Ticket Number:	0000098780	08/25/2004	5	08/30/2004
Ticket Number:	0000099134	08/28/2004	2	08/30/2004
Ticket Number:	0000099242	08/30/2004	0	08/30/2004
Ticket Number:	0000098786	08/25/2004	5	08/30/2004
Ticket Number:	0000097726	08/12/2004	18	08/30/2004
Ticket Number:	0000098055	08/17/2004	10	08/27/2004
Ticket Number:	0000098064	08/17/2004	13	08/30/2004
Ticket Number:	0000097884	08/15/2004	15	08/30/2004
Ticket Number:	0000097931	08/16/2004	14	08/30/2004

Average time to ticket resolution for	paulr	8
Maximum time to ticket resolution for	paulr	18
Minimum time to ticket resolution for	paulr	0

putro

Total: **7**

Closed

Total: **7**

Ticket Number:	0000099184	08/30/2004	1	08/31/2004
Ticket Number:	0000098620	08/24/2004	1	08/25/2004
Ticket Number:	0000097162	08/03/2004	0	08/03/2004
Ticket Number:	0000097317	08/05/2004	0	08/05/2004
Ticket Number:	0000097326	08/05/2004	20	08/25/2004
Ticket Number:	0000097319	08/05/2004	20	08/25/2004
Ticket Number:	0000097733	08/12/2004	19	08/31/2004

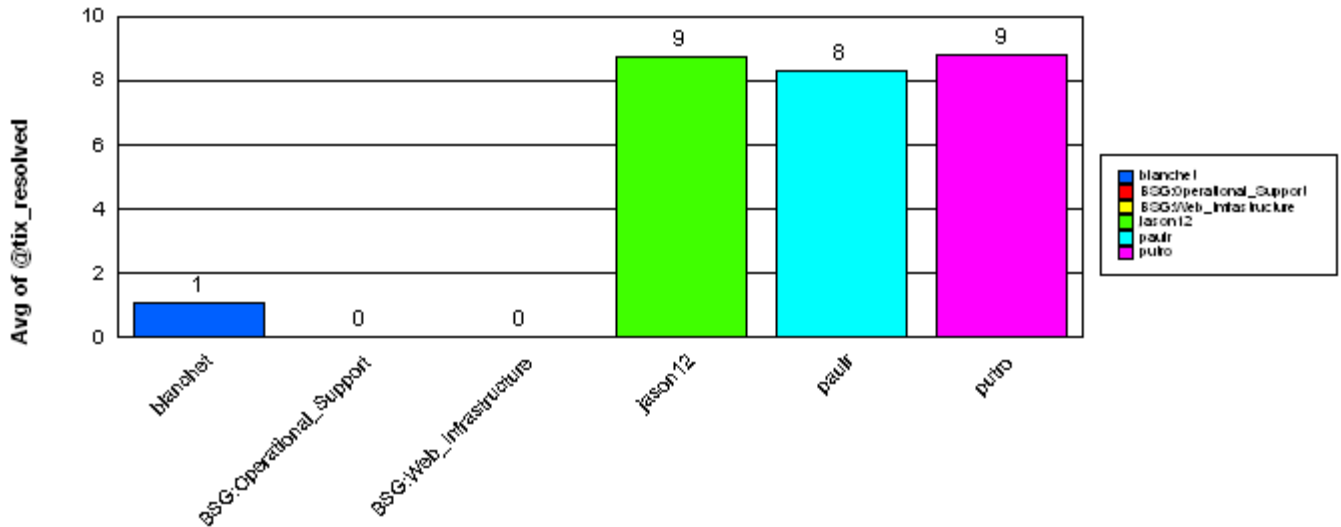
Average time to ticket resolution for	putro	9
Maximum time to ticket resolution for	putro	20
Minimum time to ticket resolution for	putro	0

OIT BSG Non People

Average time to ticket resolution for	OIT BSG Non P	3
Maximum time to ticket resolution for	OIT BSG Non P	20
Minimum time to ticket resolution for	OIT BSG Non P	0

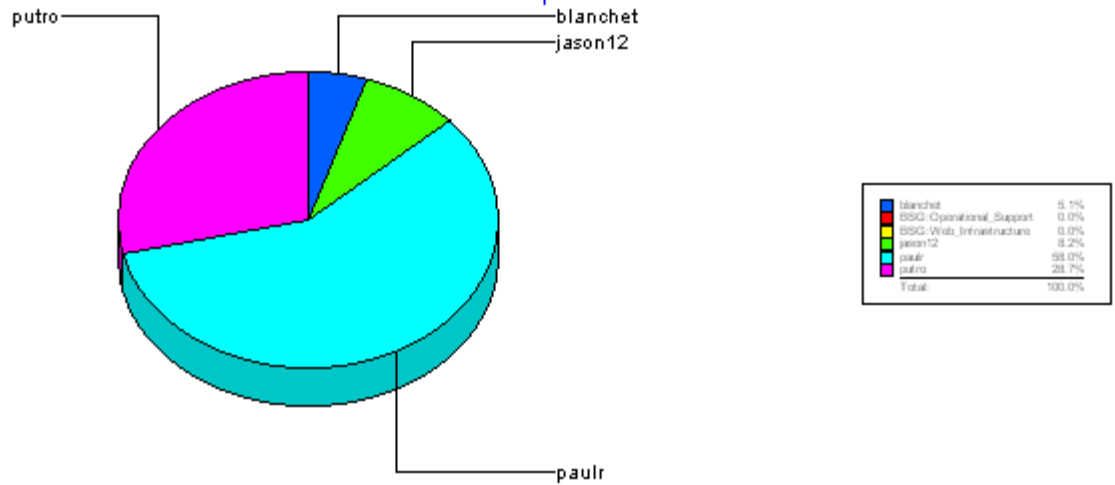
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		Total:	129	
chriss		<u>Total:</u>	28	
Resolved		<u>Total:</u>	5	
Ticket Number:	0000098833	08/25/2004	2	08/27/2004
Ticket Number:	0000098862	08/26/2004	0	08/26/2004 08/26/2004
Ticket Number:	0000099069	08/27/2004	0	08/27/2004
Ticket Number:	0000099429	08/31/2004	0	08/31/2004
Ticket Number:	0000099005	08/27/2004	0	08/27/2004
Closed		<u>Total:</u>	23	
Ticket Number:	0000097153	08/03/2004	0	08/03/2004 08/09/2004
Ticket Number:	0000097113	08/03/2004	0	08/03/2004 08/09/2004
Ticket Number:	0000097523	08/09/2004	1	08/10/2004 08/16/2004
Ticket Number:	0000097491	08/09/2004	0	08/09/2004 08/16/2004
Ticket Number:	0000097457	08/08/2004	0	08/09/2004 08/16/2004
Ticket Number:	0000097376	08/06/2004	6	08/12/2004 08/18/2004
Ticket Number:	0000097304	08/05/2004	0	08/05/2004 08/11/2004
Ticket Number:	0000097307	08/05/2004	0	08/05/2004 08/11/2004
Ticket Number:	0000097286	08/05/2004	0	08/05/2004 08/11/2004
Ticket Number:	0000097127	08/03/2004	0	08/03/2004 08/09/2004
Ticket Number:	0000097224	08/04/2004	0	08/04/2004 08/10/2004
Ticket Number:	0000098174	08/18/2004	1	08/19/2004 08/25/2004
Ticket Number:	0000098536	08/23/2004	0	08/23/2004 08/30/2004
Ticket Number:	0000098232	08/19/2004	0	08/19/2004 08/25/2004
Ticket Number:	0000098253	08/19/2004	0	08/19/2004 08/25/2004
Ticket Number:	0000098175	08/18/2004	0	08/18/2004 08/24/2004
Ticket Number:	0000098842	08/25/2004	0	08/25/2004 08/31/2004
Ticket Number:	0000097606	08/10/2004	0	08/10/2004 08/16/2004
Ticket Number:	0000098005	08/17/2004	0	08/17/2004 08/23/2004
Ticket Number:	0000097902	08/16/2004	0	08/16/2004 08/23/2004
Ticket Number:	0000097889	08/16/2004	0	08/16/2004 08/23/2004
Ticket Number:	0000097851	08/13/2004	2	08/15/2004 08/23/2004
Ticket Number:	0000097653	08/11/2004	0	08/11/2004 08/17/2004
-----		-----	-----	-----
Average time to ticket resolution for		chriss	0	
Maximum time to ticket resolution for		chriss	6	
Minimum time to ticket resolution for		chriss	0	
<hr/>				
dharley		<u>Total:</u>	3	
Resolved		<u>Total:</u>	1	
Ticket Number:	0000097538	08/09/2004	21	08/30/2004
Closed		<u>Total:</u>	2	
Ticket Number:	0000097684	08/11/2004	7	08/18/2004 08/24/2004
Ticket Number:	0000097696	08/11/2004	5	08/16/2004 08/23/2004
-----		-----	-----	-----
Average time to ticket resolution for		dharley	11	
Maximum time to ticket resolution for		dharley	21	
Minimum time to ticket resolution for		dharley	5	
<hr/>				
dsylva		<u>Total:</u>	3	
Resolved		<u>Total:</u>	2	
Ticket Number:	0000098624	08/24/2004	7	08/31/2004
Ticket Number:	0000099446	08/31/2004	0	08/31/2004
Closed		<u>Total:</u>	1	
Ticket Number:	0000098434	08/21/2004	4	08/25/2004 08/31/2004
-----		-----	-----	-----
Average time to ticket resolution for		dsylva	4	
Maximum time to ticket resolution for		dsylva	7	
Minimum time to ticket resolution for		dsylva	0	

OIT Business Systems: P

haddaway

Total: **16**

Resolved

Total: **1**

Ticket Number: 0000099207 08/30/2004 1 08/31/2004

Closed

Total: **15**

Ticket Number: 0000097264 08/04/2004 0 08/04/2004 08/10/2004
 Ticket Number: 0000097802 08/13/2004 0 08/13/2004 08/19/2004
 Ticket Number: 0000097394 08/06/2004 0 08/06/2004 08/12/2004
 Ticket Number: 0000097402 08/06/2004 0 08/06/2004 08/12/2004
 Ticket Number: 0000097455 08/08/2004 0 08/09/2004 08/16/2004
 Ticket Number: 0000097388 08/06/2004 0 08/06/2004 08/12/2004
 Ticket Number: 0000097274 08/04/2004 1 08/05/2004 08/11/2004
 Ticket Number: 0000098546 08/23/2004 0 08/23/2004 08/30/2004
 Ticket Number: 0000098616 08/24/2004 0 08/24/2004 08/30/2004
 Ticket Number: 0000097621 08/10/2004 0 08/10/2004 08/16/2004
 Ticket Number: 0000097634 08/11/2004 0 08/11/2004 08/17/2004
 Ticket Number: 0000097633 08/11/2004 0 08/11/2004 08/17/2004
 Ticket Number: 0000097990 08/17/2004 0 08/17/2004 08/23/2004
 Ticket Number: 0000097725 08/12/2004 0 08/12/2004 08/18/2004
 Ticket Number: 0000097929 08/16/2004 0 08/16/2004 08/23/2004

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

jeremy

Total: **11**

Resolved

Total: **5**

Ticket Number: 0000099451 08/31/2004 0 08/31/2004
 Ticket Number: 0000099273 08/30/2004 0 08/30/2004
 Ticket Number: 0000099187 08/30/2004 0 08/30/2004
 Ticket Number: 0000099249 08/30/2004 0 08/30/2004
 Ticket Number: 0000099177 08/30/2004 0 08/30/2004

Closed

Total: **6**

Ticket Number: 0000097055 08/02/2004 0 08/02/2004 08/09/2004
 Ticket Number: 0000097377 08/06/2004 11 08/17/2004 08/23/2004
 Ticket Number: 0000097114 08/03/2004 0 08/03/2004 08/09/2004
 Ticket Number: 0000098283 08/19/2004 1 08/20/2004 08/26/2004
 Ticket Number: 0000098414 08/20/2004 1 08/21/2004 08/27/2004
 Ticket Number: 0000098909 08/26/2004 0 08/26/2004 09/01/2004

Average time to ticket resolution for jeremy **1**
Maximum time to ticket resolution for jeremy **11**
Minimum time to ticket resolution for jeremy **0**

jgood

Total: **8**

Resolved

Total: **3**

Ticket Number: 0000098503 08/23/2004 8 08/31/2004
 Ticket Number: 0000099178 08/30/2004 0 08/30/2004
 Ticket Number: 0000099347 08/31/2004 0 08/31/2004

Closed

Total: **5**

Ticket Number: 0000097470 08/09/2004 0 08/09/2004 08/16/2004
 Ticket Number: 0000098327 08/20/2004 0 08/20/2004 08/26/2004
 Ticket Number: 0000097657 08/11/2004 0 08/11/2004 08/17/2004
 Ticket Number: 0000097909 08/16/2004 0 08/16/2004 08/23/2004
 Ticket Number: 0000097809 08/13/2004 0 08/13/2004 08/19/2004

Average time to ticket resolution for jgood **1**
Maximum time to ticket resolution for jgood **8**
Minimum time to ticket resolution for jgood **0**

OIT Business Systems: P

jking		<u>Total:</u>	8		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000099055	08/27/2004	0	08/27/2004	
Ticket Number:	0000099086	08/27/2004	0	08/27/2004	
Closed		<u>Total:</u>	6		
Ticket Number:	0000097411	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097627	08/11/2004	6	08/17/2004	08/23/2004
Ticket Number:	0000098021	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098343	08/20/2004	6	08/26/2004	09/01/2004
Ticket Number:	0000098407	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098855	08/26/2004	0	08/26/2004	09/01/2004

Average time to ticket resolution for		jking	2		
Maximum time to ticket resolution for		jking	6		
Minimum time to ticket resolution for		jking	0		
<hr/>					
jpatna1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000097740	08/12/2004	0	08/12/2004	08/18/2004

Average time to ticket resolution for		jpatna1	0		
Maximum time to ticket resolution for		jpatna1	0		
Minimum time to ticket resolution for		jpatna1	0		
<hr/>					
kirby		<u>Total:</u>	6		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000098759	08/25/2004	6	08/31/2004	
Closed		<u>Total:</u>	5		
Ticket Number:	0000097003	08/01/2004	7	08/08/2004	08/16/2004
Ticket Number:	0000097083	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000098816	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098851	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098850	08/26/2004	0	08/26/2004	09/01/2004

Average time to ticket resolution for		kirby	2		
Maximum time to ticket resolution for		kirby	7		
Minimum time to ticket resolution for		kirby	0		
<hr/>					
kjoseph		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000098464	08/23/2004	0		08/23/2004
Ticket Number:	0000098512	08/23/2004	4		08/27/2004
Ticket Number:	0000098662	08/24/2004	0		08/24/2004

Average time to ticket resolution for		kjoseph	1		
Maximum time to ticket resolution for		kjoseph	4		
Minimum time to ticket resolution for		kjoseph	0		
<hr/>					
lrand		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000098828	08/25/2004	0		08/25/2004
Ticket Number:	0000098295	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000097699	08/11/2004	0	08/11/2004	08/17/2004
Ticket Number:	0000097246	08/04/2004	1		08/05/2004

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

OIT Business Systems: P

ostrove		<u>Total:</u> 1		
Resolved		<u>Total:</u> 1		
Ticket Number:	0000099179	08/30/2004	0	08/30/2004

Average time to ticket resolution for	ostrove		0	
Maximum time to ticket resolution for	ostrove		0	
Minimum time to ticket resolution for	ostrove		0	
preston		<u>Total:</u> 2		
Closed		<u>Total:</u> 2		
Ticket Number:	0000097484	08/09/2004	0	08/09/2004
Ticket Number:	0000097824	08/13/2004	5	08/18/2004

Average time to ticket resolution for	preston		3	
Maximum time to ticket resolution for	preston		5	
Minimum time to ticket resolution for	preston		0	
psimon		<u>Total:</u> 2		
Closed		<u>Total:</u> 2		
Ticket Number:	0000098769	08/25/2004	1	08/26/2004
Ticket Number:	0000099169	08/30/2004	0	08/30/2004

Average time to ticket resolution for	psimon		1	
Maximum time to ticket resolution for	psimon		1	
Minimum time to ticket resolution for	psimon		0	
slong		<u>Total:</u> 16		
Resolved		<u>Total:</u> 2		
Ticket Number:	0000099282	08/30/2004	0	08/30/2004
Ticket Number:	0000099436	08/31/2004	0	08/31/2004
Closed		<u>Total:</u> 14		
Ticket Number:	0000097021	08/02/2004	0	08/02/2004 08/09/2004
Ticket Number:	0000097035	08/02/2004	0	08/02/2004
Ticket Number:	0000097891	08/16/2004	0	08/16/2004 08/23/2004
Ticket Number:	0000097368	08/06/2004	0	08/06/2004 08/12/2004
Ticket Number:	0000098692	08/24/2004	1	08/25/2004 08/31/2004
Ticket Number:	0000098748	08/25/2004	0	08/25/2004 08/31/2004
Ticket Number:	0000098101	08/18/2004	0	08/18/2004 08/24/2004
Ticket Number:	0000098476	08/23/2004	0	08/23/2004 08/30/2004
Ticket Number:	0000098205	08/19/2004	0	08/19/2004 08/25/2004
Ticket Number:	0000098124	08/18/2004	0	08/18/2004 08/24/2004
Ticket Number:	0000098625	08/24/2004	0	08/24/2004 08/30/2004
Ticket Number:	0000097886	08/16/2004	3	08/19/2004 08/25/2004
Ticket Number:	0000098019	08/17/2004	8	08/25/2004 08/31/2004
Ticket Number:	0000097944	08/16/2004	3	08/19/2004 08/25/2004

Average time to ticket resolution for	slong		1	
Maximum time to ticket resolution for	slong		8	
Minimum time to ticket resolution for	slong		0	

OIT Business Systems: P

stephen

Total: **17**

Resolved

Total: **3**

Ticket Number:	0000099075	08/27/2004	0	08/27/2004
Ticket Number:	0000099064	08/27/2004	5	09/01/2004
Ticket Number:	0000098974	08/26/2004	1	08/27/2004

Closed

Total: **14**

Ticket Number:	0000097036	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097056	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000097269	08/04/2004	6	08/10/2004	08/16/2004
Ticket Number:	0000097436	08/07/2004	4	08/11/2004	08/17/2004
Ticket Number:	0000097300	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097215	08/04/2004	7	08/11/2004	08/17/2004
Ticket Number:	0000097142	08/03/2004	2	08/05/2004	08/11/2004
Ticket Number:	0000097562	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097781	08/12/2004	4	08/16/2004	08/23/2004
Ticket Number:	0000098297	08/19/2004	6	08/25/2004	08/31/2004
Ticket Number:	0000098671	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098680	08/24/2004	1	08/25/2004	08/31/2004
Ticket Number:	0000098742	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098700	08/24/2004	1	08/25/2004	08/31/2004

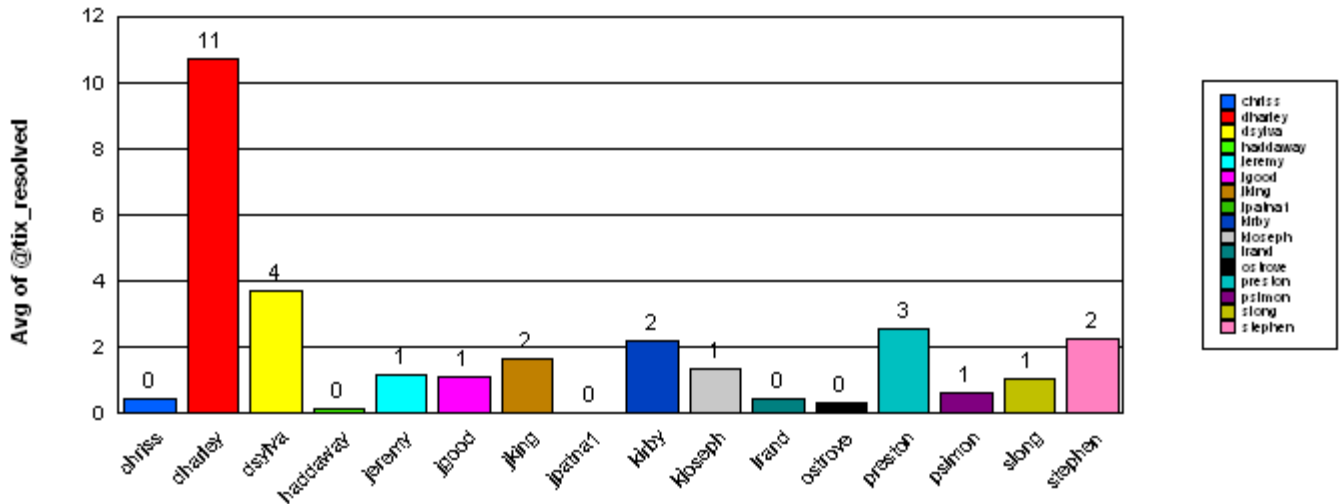
-----		-----
Average time to ticket resolution for	stephen	2
Maximum time to ticket resolution for	stephen	7
Minimum time to ticket resolution for	stephen	0
-----		-----

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	21
Minimum time to ticket resolution for	OIT Business S	0

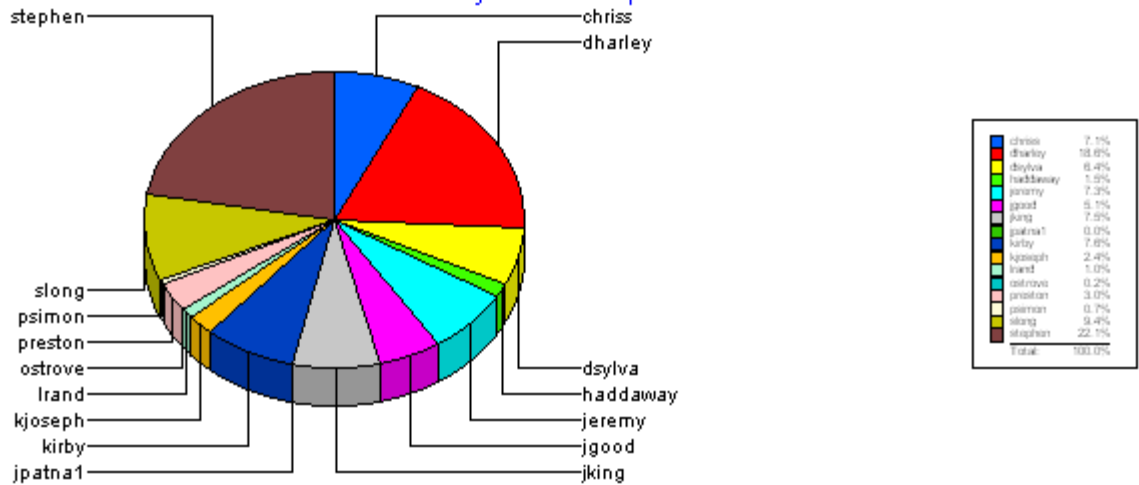
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



PC Labs

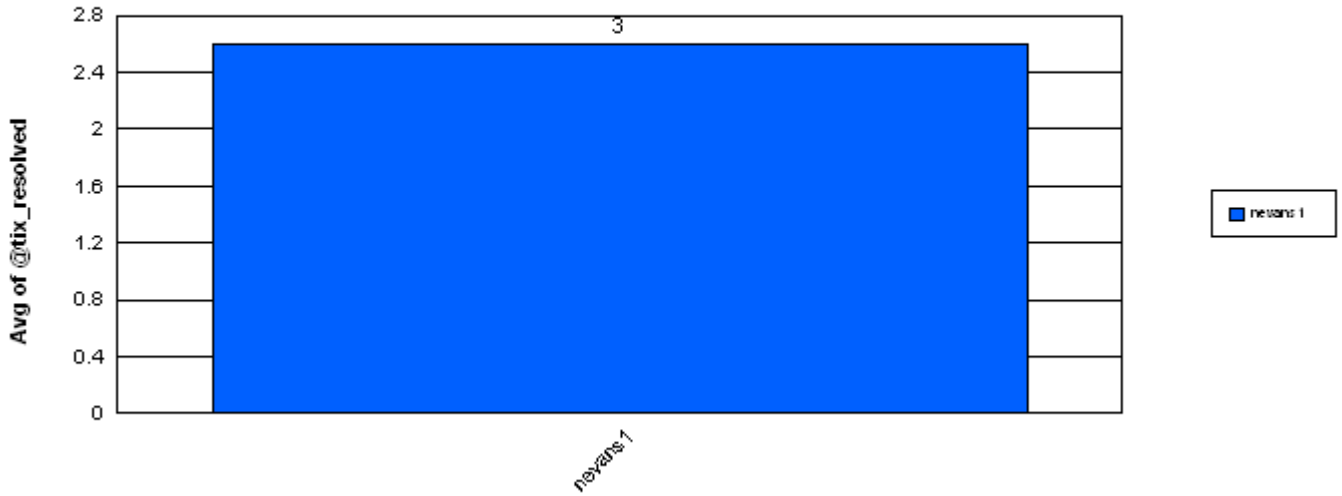
		Total:	2		
nevans1	Closed	Total:	2		
Ticket Number:	0000097560	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097344	08/05/2004	5	08/10/2004	08/16/2004

Average time to ticket resolution for	nevans1		3		
Maximum time to ticket resolution for	nevans1		5		
Minimum time to ticket resolution for	nevans1		0		

Average time to ticket resolution for	PC Labs		3		
Maximum time to ticket resolution for	PC Labs		5		
Minimum time to ticket resolution for	PC Labs		0		

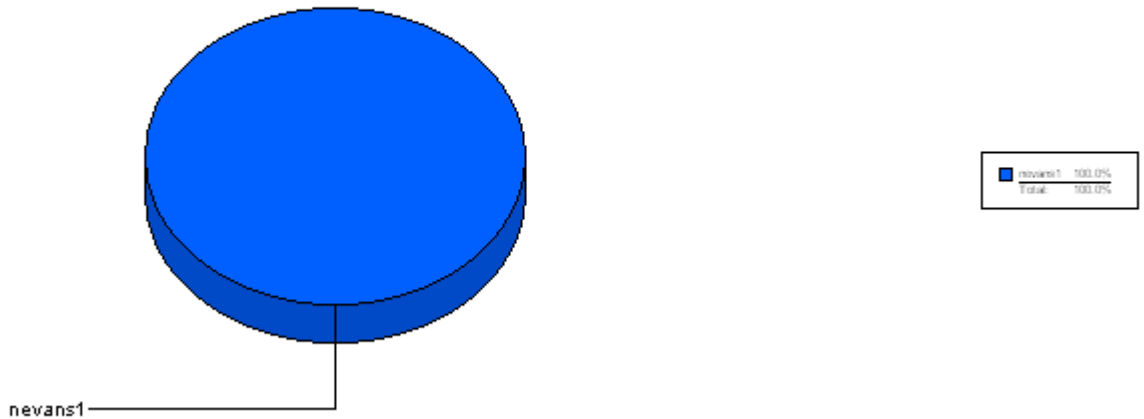
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total:	102		
PhyNet:ResNet		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000098758	08/25/2004	0	08/25/2004	

Average time to ticket resolution for	PhyNet:ResNet		0		
Maximum time to ticket resolution for	PhyNet:ResNet		0		
Minimum time to ticket resolution for	PhyNet:ResNet		0		
PhysNet:Firewall		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000098899	08/26/2004	0	08/26/2004	

Average time to ticket resolution for	PhysNet:Firewa		0		
Maximum time to ticket resolution for	PhysNet:Firewa		0		
Minimum time to ticket resolution for	PhysNet:Firewa		0		
Telcom		<u>Total:</u>	1		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000098579	08/23/2004	4	08/27/2004	

Average time to ticket resolution for	Telcom		4		
Maximum time to ticket resolution for	Telcom		4		
Minimum time to ticket resolution for	Telcom		4		
beakja1		<u>Total:</u>	26		
Resolved		<u>Total:</u>	10		
Ticket Number:	0000098603	08/24/2004	6	08/30/2004	
Ticket Number:	0000099417	08/31/2004	0	08/31/2004	
Ticket Number:	0000099251	08/30/2004	1	08/31/2004	
Ticket Number:	0000099238	08/30/2004	1	08/31/2004	
Ticket Number:	0000099198	08/30/2004	0	08/30/2004	
Ticket Number:	0000099083	08/27/2004	3	08/30/2004	
Ticket Number:	0000099066	08/27/2004	4	08/31/2004	
Ticket Number:	0000099041	08/27/2004	3	08/30/2004	
Ticket Number:	0000099042	08/27/2004	0	08/27/2004	
Ticket Number:	0000098547	08/23/2004	7	08/30/2004	
Closed		<u>Total:</u>	16		
Ticket Number:	0000097052	08/02/2004	24	08/26/2004	09/01/2004
Ticket Number:	0000097423	08/07/2004	6	08/12/2004	08/18/2004
Ticket Number:	0000098910	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098944	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098968	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000098927	08/26/2004	5	08/26/2004	08/31/2004
Ticket Number:	0000098258	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000098566	08/23/2004	2	08/25/2004	08/31/2004
Ticket Number:	0000098320	08/20/2004	11	08/20/2004	08/31/2004
Ticket Number:	0000098249	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000098247	08/19/2004	7	08/26/2004	09/01/2004
Ticket Number:	0000098230	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000097590	08/10/2004	16	08/26/2004	09/01/2004
Ticket Number:	0000098059	08/17/2004	2	08/19/2004	08/25/2004
Ticket Number:	0000098057	08/17/2004	2	08/19/2004	08/25/2004
Ticket Number:	0000097805	08/13/2004	0	08/13/2004	08/19/2004

Average time to ticket resolution for	beakja1		4		
Maximum time to ticket resolution for	beakja1		24		
Minimum time to ticket resolution for	beakja1		0		

Physical Networks

cmckin1		<u>Total:</u>	17		
Resolved		<u>Total:</u>	3		
Ticket Number:	0000098257	08/19/2004	10	08/29/2004	
Ticket Number:	0000099211	08/30/2004	1	08/31/2004	
Ticket Number:	0000099068	08/27/2004	5	09/01/2004	
Closed		<u>Total:</u>	14		
Ticket Number:	0000097962	08/16/2004	4	08/20/2004	08/26/2004
Ticket Number:	0000097189	08/03/2004	2	08/05/2004	08/11/2004
Ticket Number:	0000097462	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097431	08/07/2004	9	08/16/2004	08/23/2004
Ticket Number:	0000097386	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097607	08/10/2004	2	08/12/2004	08/18/2004
Ticket Number:	0000098068	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000097903	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000098151	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098218	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098219	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098266	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098244	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098325	08/20/2004	0	08/20/2004	08/26/2004

Average time to ticket resolution for		cmckin1			2
Maximum time to ticket resolution for		cmckin1			10
Minimum time to ticket resolution for		cmckin1			0
<hr/>					
damian		<u>Total:</u>	16		
Resolved		<u>Total:</u>	5		
Ticket Number:	0000098757	08/25/2004	6	08/31/2004	
Ticket Number:	0000098971	08/26/2004	1	08/27/2004	
Ticket Number:	0000099140	08/29/2004	2	08/31/2004	
Ticket Number:	0000099142	08/29/2004	2	08/31/2004	
Ticket Number:	0000098867	08/26/2004	5	08/31/2004	
Closed		<u>Total:</u>	11		
Ticket Number:	0000097141	08/03/2004	3	08/06/2004	08/06/2004
Ticket Number:	0000097285	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097251	08/04/2004	1		08/05/2004
Ticket Number:	0000097185	08/03/2004	10	08/13/2004	08/19/2004
Ticket Number:	0000097143	08/03/2004	10	08/13/2004	08/19/2004
Ticket Number:	0000098288	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098304	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000097836	08/13/2004	7	08/20/2004	08/26/2004
Ticket Number:	0000097875	08/15/2004	5	08/20/2004	08/26/2004
Ticket Number:	0000097897	08/16/2004	4	08/20/2004	08/26/2004
Ticket Number:	0000097901	08/16/2004	4	08/20/2004	08/26/2004

Average time to ticket resolution for		damian			4
Maximum time to ticket resolution for		damian			10
Minimum time to ticket resolution for		damian			0
<hr/>					
rays1		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000097728	08/12/2004	11	08/23/2004	08/30/2004
Ticket Number:	0000097773	08/12/2004	11	08/23/2004	08/30/2004
Ticket Number:	0000098326	08/20/2004	3	08/23/2004	08/30/2004
Ticket Number:	0000097505	08/09/2004	2	08/11/2004	08/17/2004

Average time to ticket resolution for		rays1			7
Maximum time to ticket resolution for		rays1			11
Minimum time to ticket resolution for		rays1			2

Physical Networks

zicka

Total: **36**

Resolved

Total: **7**

Ticket Number:	0000097964	08/16/2004	11	08/27/2004
Ticket Number:	0000098926	08/26/2004	1	08/27/2004
Ticket Number:	0000099161	08/29/2004	3	09/01/2004
Ticket Number:	0000098939	08/26/2004	1	08/27/2004
Ticket Number:	0000098931	08/26/2004	1	08/27/2004
Ticket Number:	0000098922	08/26/2004	1	08/27/2004
Ticket Number:	0000098688	08/24/2004	3	08/27/2004

Closed

Total: **29**

Ticket Number:	0000098413	08/20/2004	4	08/24/2004	08/30/2004
Ticket Number:	0000097042	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000098145	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000097082	08/02/2004	11	08/13/2004	08/19/2004
Ticket Number:	0000097568	08/10/2004	7	08/17/2004	08/23/2004
Ticket Number:	0000097348	08/05/2004	1	08/06/2004	08/12/2004
Ticket Number:	0000097174	08/03/2004	8		08/11/2004
Ticket Number:	0000097175	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000097137	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000097084	08/02/2004	1	08/03/2004	08/09/2004
Ticket Number:	0000098095	08/18/2004	0	08/18/2004	08/24/2004
Ticket Number:	0000098233	08/19/2004	1	08/20/2004	08/26/2004
Ticket Number:	0000098185	08/18/2004	7	08/25/2004	08/27/2004
Ticket Number:	0000098236	08/19/2004	4	08/23/2004	08/24/2004
Ticket Number:	0000098591	08/23/2004	1	08/24/2004	08/30/2004
Ticket Number:	0000098259	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098237	08/19/2004	4	08/23/2004	08/30/2004
Ticket Number:	0000098767	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000097544	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000098078	08/17/2004	8	08/25/2004	08/31/2004
Ticket Number:	0000098047	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000098009	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000097900	08/16/2004	1		08/17/2004
Ticket Number:	0000097750	08/12/2004	1	08/13/2004	08/13/2004
Ticket Number:	0000097923	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097625	08/11/2004	5	08/16/2004	08/17/2004
Ticket Number:	0000097789	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097572	08/10/2004	6	08/16/2004	08/23/2004
Ticket Number:	0000097624	08/11/2004	0	08/11/2004	08/17/2004

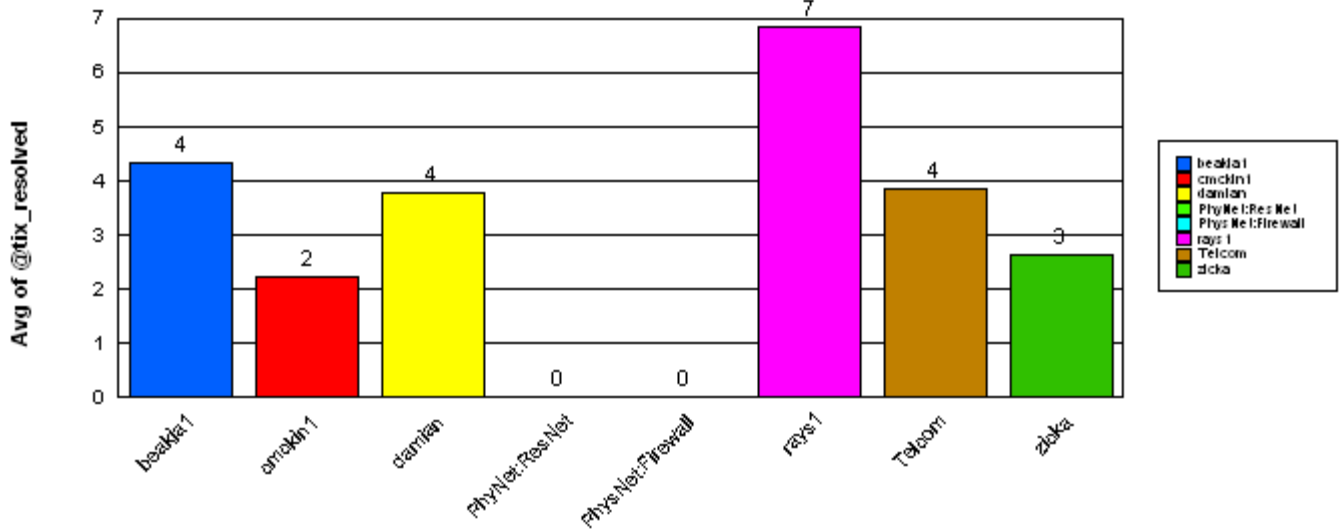
Average time to ticket resolution for	zicka	3
Maximum time to ticket resolution for	zicka	11
Minimum time to ticket resolution for	zicka	0

Physical Networks

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	24
Minimum time to ticket resolution for	Physical Networ	0

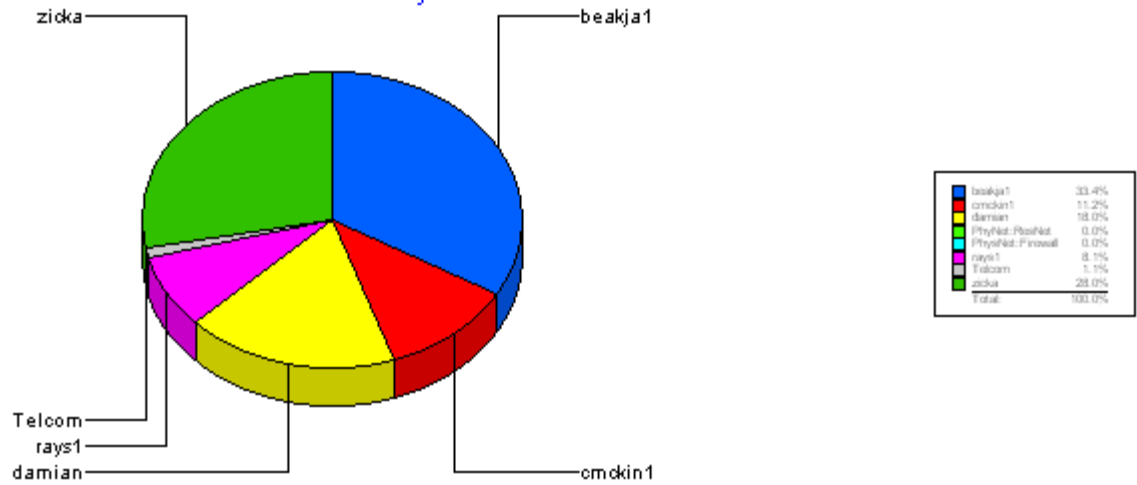
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



Security

		Total:	13		
Security:Compromise		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000099346	08/31/2004	0		08/31/2004

Average time to ticket resolution for		Security:Compr	0		
Maximum time to ticket resolution for		Security:Compr	0		
Minimum time to ticket resolution for		Security:Compr	0		
sziad1		<u>Total:</u> 12			
Closed		<u>Total:</u> 12			
Ticket Number:	0000099023	08/27/2004	3		08/30/2004
Ticket Number:	0000099104	08/27/2004	3		08/30/2004
Ticket Number:	0000099130	08/28/2004	2		08/30/2004
Ticket Number:	0000098294	08/19/2004	4		08/23/2004
Ticket Number:	0000098601	08/23/2004	7		08/30/2004
Ticket Number:	0000098442	08/22/2004	1		08/23/2004
Ticket Number:	0000098441	08/22/2004	1		08/23/2004
Ticket Number:	0000098423	08/20/2004	2		08/23/2004
Ticket Number:	0000097093	08/02/2004	1		08/03/2004
Ticket Number:	0000097534	08/09/2004	1		08/10/2004
Ticket Number:	0000097238	08/04/2004	7	08/11/2004	08/17/2004
Ticket Number:	0000097008	08/02/2004	0		08/02/2004

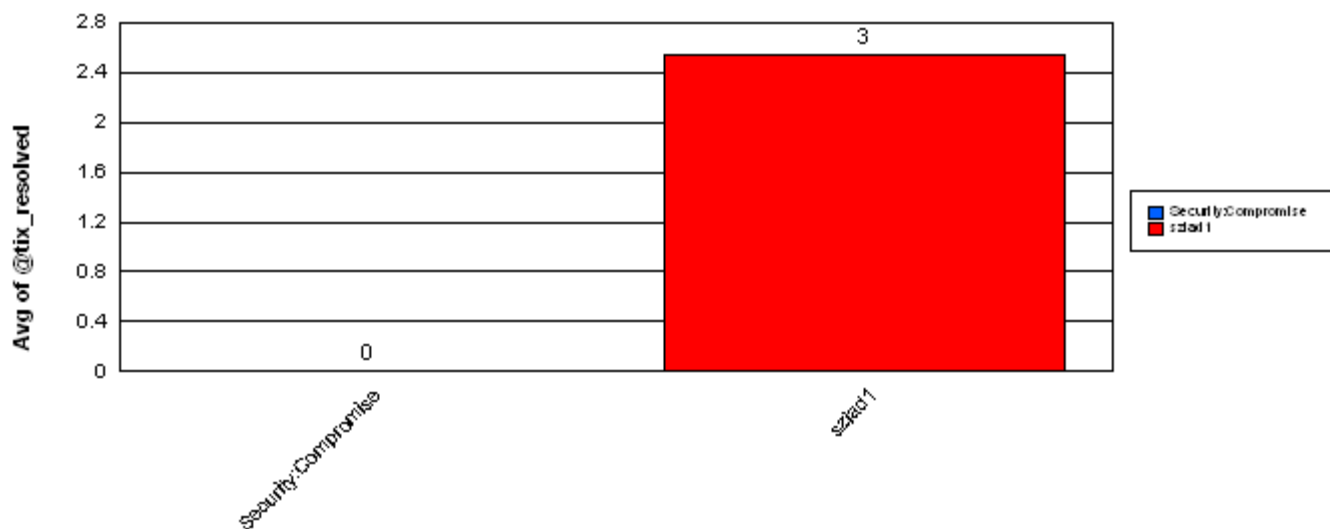
Average time to ticket resolution for		sziad1	3		
Maximum time to ticket resolution for		sziad1	7		
Minimum time to ticket resolution for		sziad1	0		

Security

Average time to ticket resolution for	Security	2
Maximum time to ticket resolution for	Security	7
Minimum time to ticket resolution for	Security	0

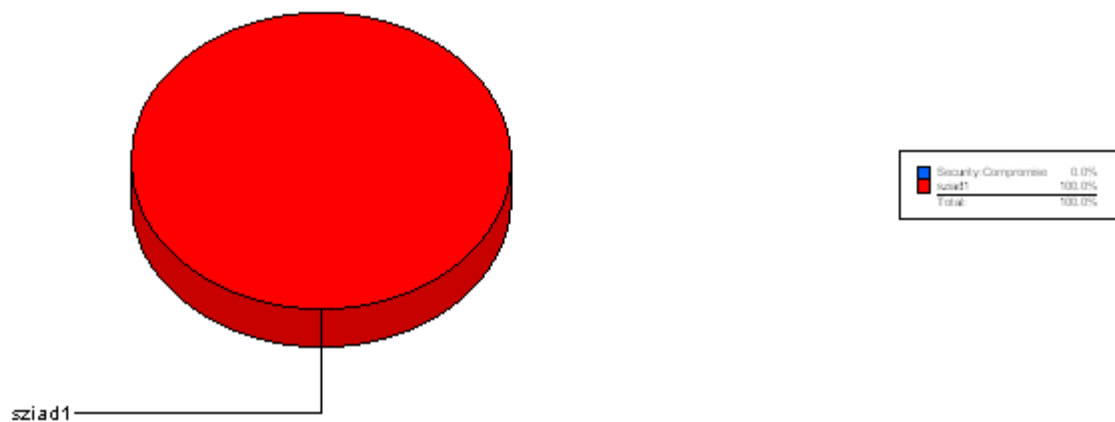
Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total:	190		
SysCore:Webmail		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000098958	08/26/2004	0	08/26/2004	
Ticket Number:	0000097830	08/13/2004	0	08/13/2004	
Ticket Number:	0000097831	08/13/2004	0	08/13/2004	
-----		-----	-----	-----	-----
Average time to ticket resolution for		SysCore:Webm	0		
Maximum time to ticket resolution for		SysCore:Webm	0		
Minimum time to ticket resolution for		SysCore:Webm	0		
<hr/>		<hr/>	<hr/>	<hr/>	
banz		<u>Total:</u>	29		
Resolved		<u>Total:</u>	9		
Ticket Number:	0000099186	08/30/2004	0	08/30/2004	
Ticket Number:	0000098736	08/25/2004	5	08/30/2004	
Ticket Number:	0000098470	08/23/2004	4	08/27/2004	
Ticket Number:	0000098190	08/18/2004	9	08/27/2004	
Ticket Number:	0000099335	08/31/2004	0	08/31/2004	
Ticket Number:	0000099324	08/31/2004	0	08/31/2004	
Ticket Number:	0000099092	08/27/2004	0	08/27/2004	
Ticket Number:	0000099034	08/27/2004	0	08/27/2004	
Ticket Number:	0000098964	08/26/2004	1	08/27/2004	
Closed		<u>Total:</u>	20		
Ticket Number:	0000097277	08/04/2004	6		08/10/2004
Ticket Number:	0000097336	08/05/2004	5	08/10/2004	08/16/2004
Ticket Number:	0000097528	08/09/2004	1		08/10/2004
Ticket Number:	0000097416	08/06/2004	4	08/10/2004	08/16/2004
Ticket Number:	0000097409	08/06/2004	4		08/10/2004
Ticket Number:	0000097379	08/06/2004	4		08/10/2004
Ticket Number:	0000097577	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097815	08/13/2004	0	08/13/2004	08/17/2004
Ticket Number:	0000097803	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000098480	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000097727	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097688	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097584	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097579	08/10/2004	1	08/11/2004	08/17/2004
Ticket Number:	0000098853	08/26/2004	0	08/26/2004	09/01/2004
Ticket Number:	0000099091	08/27/2004	0		08/27/2004
Ticket Number:	0000098314	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098437	08/21/2004	6		08/27/2004
Ticket Number:	0000098466	08/23/2004	0	08/23/2004	08/30/2004
Ticket Number:	0000098448	08/22/2004	1	08/23/2004	08/30/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		banz	2		
Maximum time to ticket resolution for		banz	9		
Minimum time to ticket resolution for		banz	0		
<hr/>		<hr/>	<hr/>	<hr/>	
daleg		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000097841	08/13/2004	0	08/13/2004	08/19/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		daleg	0		
Maximum time to ticket resolution for		daleg	0		
Minimum time to ticket resolution for		daleg	0		
<hr/>		<hr/>	<hr/>	<hr/>	

SysCore

dave

Total: **1**

Closed

Total: **1**

Ticket Number: 0000097088

08/02/2004

1

08/03/2004

08/09/2004

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

dave
dave
dave

1
1
1

jcgriego

Total: **20**

Resolved

Total: **4**

Ticket Number: 0000097868

08/14/2004

16

08/30/2004

Ticket Number: 0000098127

08/18/2004

13

08/31/2004

08/30/2004

Ticket Number: 0000098599

08/23/2004

8

08/31/2004

Ticket Number: 0000098718

08/24/2004

6

08/30/2004

Closed

Total: **16**

Ticket Number: 0000097023

08/02/2004

0

08/02/2004

08/09/2004

Ticket Number: 0000097025

08/02/2004

0

08/02/2004

08/09/2004

Ticket Number: 0000097030

08/02/2004

0

08/02/2004

08/09/2004

Ticket Number: 0000097096

08/02/2004

7

08/02/2004

08/09/2004

Ticket Number: 0000097097

08/02/2004

1

08/03/2004

08/09/2004

Ticket Number: 0000097334

08/05/2004

4

08/09/2004

08/16/2004

Ticket Number: 0000097660

08/11/2004

5

08/16/2004

08/23/2004

Ticket Number: 0000097967

08/16/2004

0

08/16/2004

08/23/2004

Ticket Number: 0000098212

08/19/2004

4

08/23/2004

08/30/2004

Ticket Number: 0000098410

08/20/2004

4

08/24/2004

08/30/2004

Ticket Number: 0000098354

08/20/2004

3

08/20/2004

08/23/2004

Ticket Number: 0000098557

08/23/2004

1

08/24/2004

08/30/2004

Ticket Number: 0000098637

08/24/2004

0

08/24/2004

08/30/2004

Ticket Number: 0000098555

08/23/2004

1

08/24/2004

08/24/2004

Ticket Number: 0000098335

08/20/2004

4

08/24/2004

08/30/2004

Ticket Number: 0000098693

08/24/2004

0

08/24/2004

08/30/2004

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

jcgriego
jcgriego
jcgriego

4
16
0

SysCore

sbrown7

Total: **136**

Resolved

Total: **14**

Ticket Number:	0000099278	08/30/2004	0	08/30/2004
Ticket Number:	0000099431	08/31/2004	1	09/01/2004
Ticket Number:	0000099408	08/31/2004	1	09/01/2004
Ticket Number:	0000099409	08/31/2004	1	09/01/2004
Ticket Number:	0000099326	08/31/2004	0	08/31/2004
Ticket Number:	0000099225	08/30/2004	0	08/30/2004
Ticket Number:	0000099289	08/30/2004	1	08/31/2004
Ticket Number:	0000099220	08/30/2004	0	08/30/2004
Ticket Number:	0000098984	08/26/2004	4	08/30/2004
Ticket Number:	0000099062	08/27/2004	0	08/27/2004
Ticket Number:	0000099135	08/28/2004	2	08/30/2004
Ticket Number:	0000099126	08/28/2004	3	08/31/2004
Ticket Number:	0000099025	08/27/2004	0	08/27/2004
Ticket Number:	0000098810	08/25/2004	2	08/27/2004

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	Closed	Total:	122		
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Ticket Number:	0000097102	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097794	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097032	08/02/2004	0	08/02/2004	08/09/2004
Ticket Number:	0000097054	08/02/2004	4	08/06/2004	08/12/2004
Ticket Number:	0000097106	08/03/2004	1	08/04/2004	08/04/2004
Ticket Number:	0000097160	08/03/2004	0		08/03/2004
Ticket Number:	0000097186	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000097195	08/03/2004	1	08/04/2004	08/10/2004
Ticket Number:	0000097520	08/09/2004	0	08/09/2004	08/16/2004
Ticket Number:	0000097471	08/09/2004	4		08/13/2004
Ticket Number:	0000097370	08/06/2004	0	08/06/2004	08/12/2004
Ticket Number:	0000097342	08/05/2004	0	08/05/2004	08/11/2004
Ticket Number:	0000097310	08/05/2004	0		08/05/2004
Ticket Number:	0000097278	08/04/2004	1	08/05/2004	08/11/2004
Ticket Number:	0000097273	08/04/2004	1	08/05/2004	08/11/2004
Ticket Number:	0000097259	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097258	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097253	08/04/2004	8	08/12/2004	08/18/2004
Ticket Number:	0000097240	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097227	08/04/2004	0	08/04/2004	08/10/2004
Ticket Number:	0000097167	08/03/2004	1		08/04/2004
Ticket Number:	0000097449	08/08/2004	4		08/12/2004
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Ticket Number:	0000097414	08/06/2004	3	08/09/2004	08/16/2004
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Ticket Number:	0000097396	08/06/2004	0	08/06/2004	08/12/2004
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Ticket Number:	0000099180	08/30/2004	0		08/30/2004
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Ticket Number:	0000099108	08/27/2004	2		08/30/2004
Ticket Number:	0000099105	08/27/2004	3		08/30/2004
Ticket Number:	0000099080	08/27/2004	0		08/27/2004
Ticket Number:	0000098983	08/26/2004	1		08/27/2004
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Ticket Number:	0000098703	08/24/2004	0	08/24/2004	08/30/2004

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Ticket Number:	0000097570	08/10/2004	9	08/19/2004	08/25/2004
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Ticket Number:	0000098053	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097661	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000098069	08/17/2004	0		08/17/2004
Ticket Number:	0000098063	08/17/2004	1	08/18/2004	08/24/2004
Ticket Number:	0000098045	08/17/2004	0		08/17/2004
Ticket Number:	0000098050	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000098044	08/17/2004	0		08/17/2004
Ticket Number:	0000097986	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097982	08/17/2004	0	08/17/2004	08/23/2004
Ticket Number:	0000097969	08/16/2004	2	08/18/2004	08/24/2004
Ticket Number:	0000097968	08/16/2004	0		08/16/2004
Ticket Number:	0000097953	08/16/2004	1	08/17/2004	08/23/2004
Ticket Number:	0000097940	08/16/2004	8	08/24/2004	08/30/2004
Ticket Number:	0000097922	08/16/2004	2	08/18/2004	08/24/2004
Ticket Number:	0000097916	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097913	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097908	08/16/2004	0	08/16/2004	08/23/2004
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Ticket Number:	0000097860	08/13/2004	5	08/18/2004	08/24/2004
Ticket Number:	0000097838	08/13/2004	0	08/13/2004	08/19/2004
Ticket Number:	0000097837	08/13/2004	4	08/17/2004	08/23/2004
Ticket Number:	0000097910	08/16/2004	0	08/16/2004	08/23/2004
Ticket Number:	0000097771	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097754	08/12/2004	1	08/13/2004	08/19/2004
Ticket Number:	0000097752	08/12/2004	0		08/12/2004
Ticket Number:	0000097744	08/12/2004	0		08/12/2004
Ticket Number:	0000097741	08/12/2004	0	08/12/2004	08/18/2004
Ticket Number:	0000097712	08/12/2004	6	08/18/2004	08/24/2004
Ticket Number:	0000097663	08/11/2004	1	08/12/2004	08/18/2004
Ticket Number:	0000097691	08/11/2004	1		08/12/2004
Ticket Number:	0000097635	08/11/2004	13	08/24/2004	08/30/2004
Ticket Number:	0000097631	08/11/2004	13	08/24/2004	08/30/2004
Ticket Number:	0000097601	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097581	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000097573	08/10/2004	0	08/10/2004	08/16/2004
Ticket Number:	0000098090	08/17/2004	0		08/18/2004
Ticket Number:	0000098150	08/18/2004	0		08/18/2004
Ticket Number:	0000098172	08/18/2004	1	08/19/2004	08/25/2004
Ticket Number:	0000098439	08/22/2004	1		08/23/2004
Ticket Number:	0000098430	08/21/2004	2		08/23/2004
Ticket Number:	0000098717	08/24/2004	1		08/25/2004
Ticket Number:	0000098416	08/20/2004	3		08/23/2004
Ticket Number:	0000098405	08/20/2004	0	08/20/2004	08/26/2004
Ticket Number:	0000098279	08/19/2004	0		08/19/2004
Ticket Number:	0000098273	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098272	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098223	08/19/2004	0	08/19/2004	08/25/2004
Ticket Number:	0000098221	08/19/2004	0		08/19/2004
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SysCore

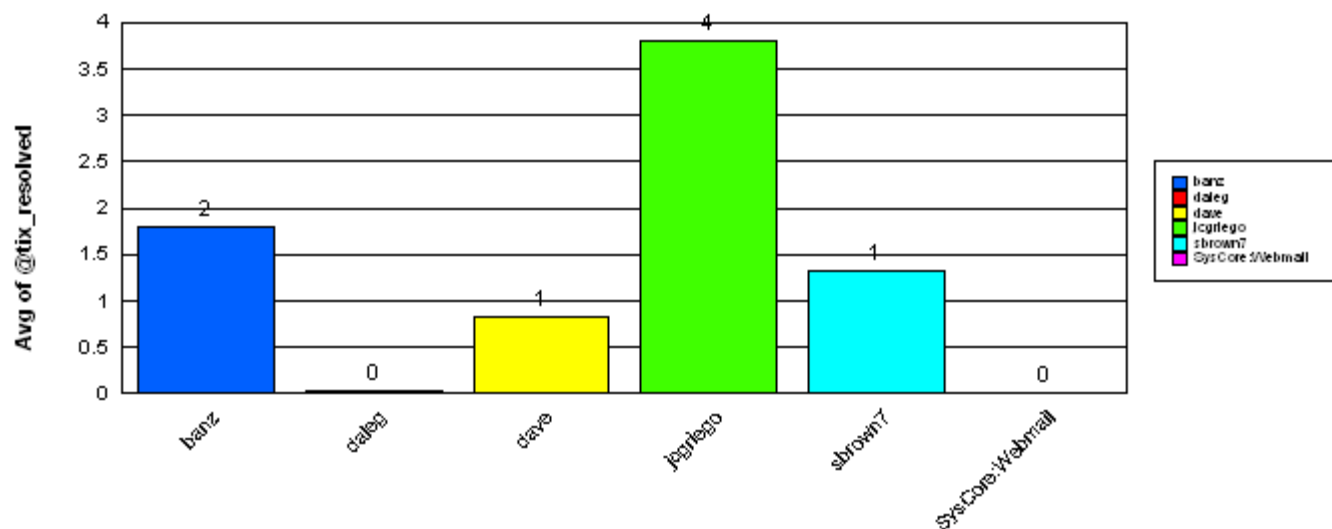
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Ticket Number:	0000098516	08/23/2004	0	08/23/2004	08/30/2004
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Ticket Number:	0000098494	08/23/2004	0	08/23/2004	08/30/2004
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Ticket Number:	0000098489	08/23/2004	0		08/23/2004
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Ticket Number:	0000098113	08/18/2004	0		08/18/2004
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Ticket Number:	0000098112	08/18/2004	0	08/18/2004	08/24/2004
-----			-----		
Average time to ticket resolution for	sbrown7		1		
Maximum time to ticket resolution for	sbrown7		19		
Minimum time to ticket resolution for	sbrown7		0		

SysCore

Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	19
Minimum time to ticket resolution for	SysCore	0

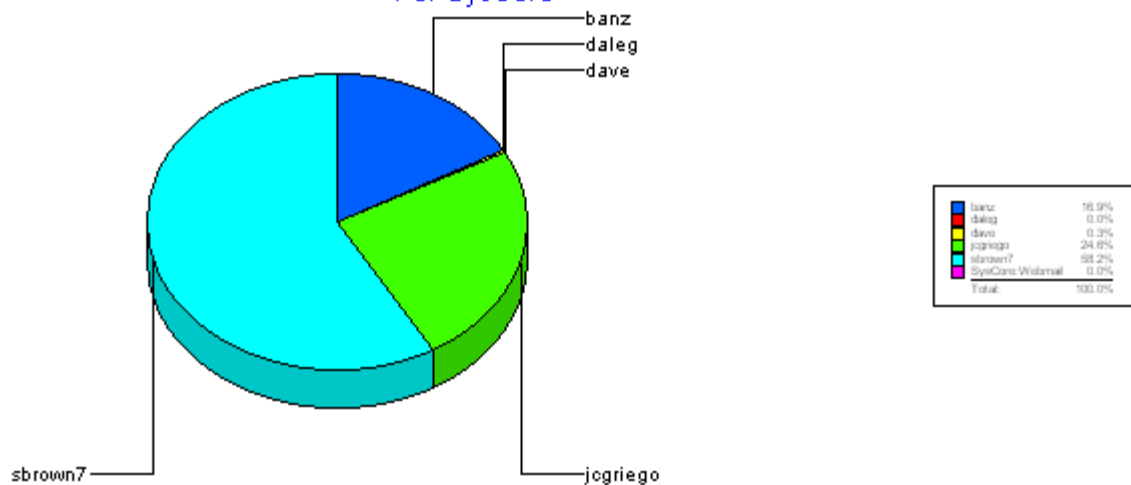
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

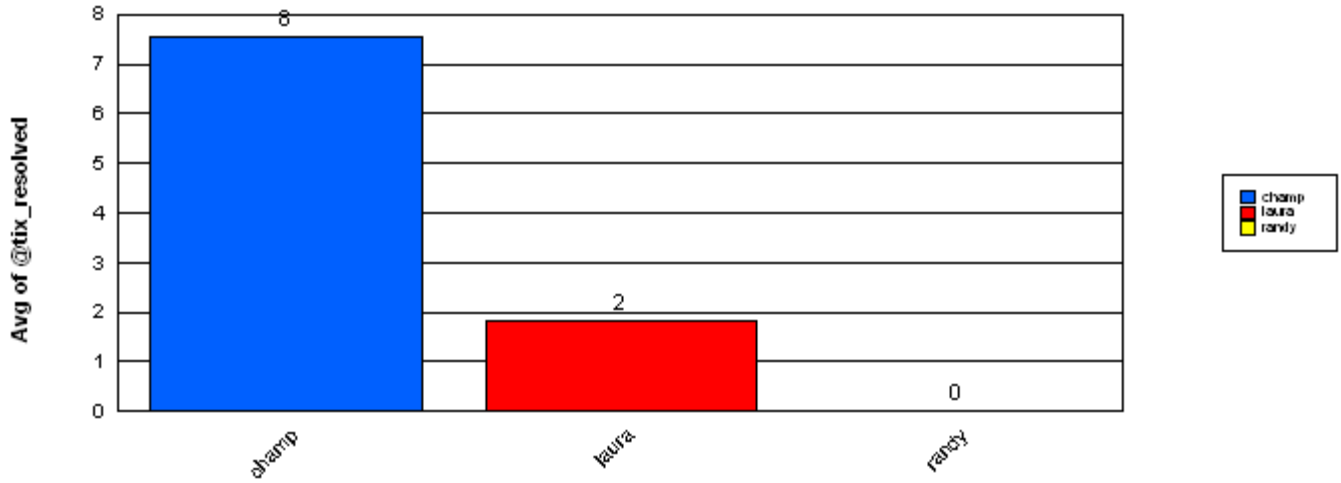
		<u>Total:</u> 25			
champ		<u>Total:</u> 9			
Closed		<u>Total:</u> 9			
Ticket Number:	0000098140	08/18/2004	7		08/25/2004
Ticket Number:	0000098554	08/23/2004	2		08/25/2004
Ticket Number:	0000098526	08/23/2004	0		08/23/2004
Ticket Number:	0000097064	08/02/2004	21		08/23/2004
Ticket Number:	0000097318	08/05/2004	5		08/10/2004
Ticket Number:	0000097596	08/10/2004	15		08/25/2004
Ticket Number:	0000098007	08/17/2004	2		08/19/2004
Ticket Number:	0000097958	08/16/2004	9		08/25/2004
Ticket Number:	0000097697	08/11/2004	8		08/19/2004
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Average time to ticket resolution for		champ			8
Maximum time to ticket resolution for		champ			21
Minimum time to ticket resolution for		champ			0
<hr/>		<hr/>		<hr/>	
laura		<u>Total:</u> 11			
Closed		<u>Total:</u> 11			
Ticket Number:	0000098056	08/17/2004	1	08/18/2004	08/20/2004
Ticket Number:	0000097689	08/11/2004	1		08/12/2004
Ticket Number:	0000096995	08/01/2004	1		08/02/2004
Ticket Number:	0000097495	08/09/2004	0		08/09/2004
Ticket Number:	0000097496	08/09/2004	0		08/09/2004
Ticket Number:	0000098163	08/18/2004	12		08/30/2004
Ticket Number:	0000098169	08/18/2004	1		08/19/2004
Ticket Number:	0000098303	08/19/2004	0		08/20/2004
Ticket Number:	0000098321	08/20/2004	4		08/24/2004
Ticket Number:	0000098728	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000099301	08/30/2004	1		08/31/2004
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Average time to ticket resolution for		laura			2
Maximum time to ticket resolution for		laura			12
Minimum time to ticket resolution for		laura			0
<hr/>		<hr/>		<hr/>	
randy		<u>Total:</u> 5			
Closed		<u>Total:</u> 5			
Ticket Number:	0000098815	08/25/2004	0	08/25/2004	08/31/2004
Ticket Number:	0000098673	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000098669	08/24/2004	0	08/24/2004	08/30/2004
Ticket Number:	0000097187	08/03/2004	0	08/03/2004	08/09/2004
Ticket Number:	0000097249	08/04/2004	0	08/04/2004	08/10/2004
-----		-----		-----	
Average time to ticket resolution for		randy			0
Maximum time to ticket resolution for		randy			0
Minimum time to ticket resolution for		randy			0

SysDept

Average time to ticket resolution for	SysDept	4
Maximum time to ticket resolution for	SysDept	21
Minimum time to ticket resolution for	SysDept	0

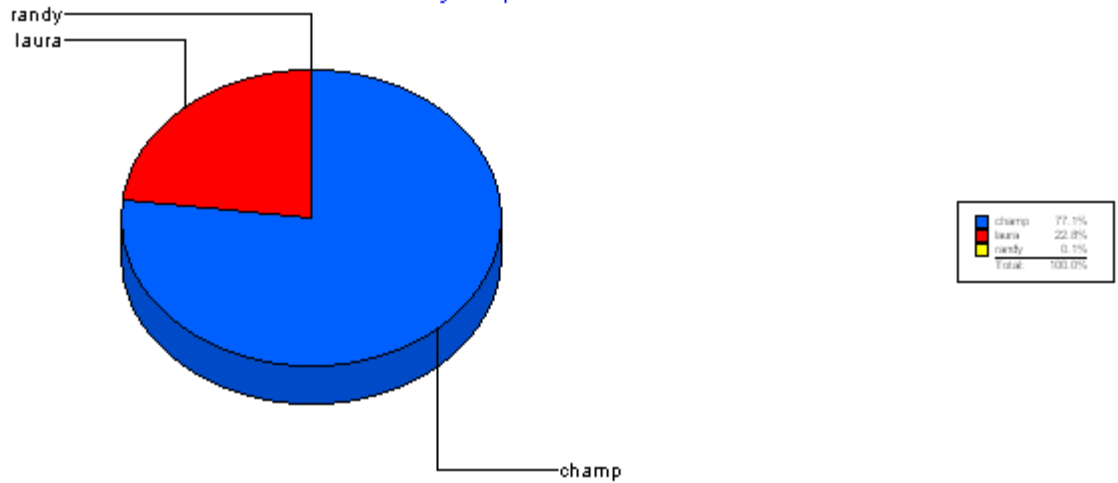
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 08/01/2004 and 08/31/2004 : 2108

Total Remedy Tickets Created between: 08/01/2004 and 08/31/2004 : 2108

Maximum time to resolution	29
Minimum time to resolution	0
Total Average time to ticket resolution	1.56