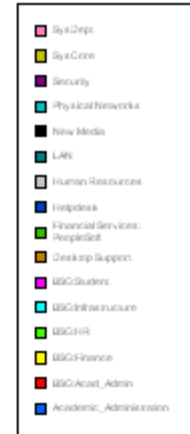
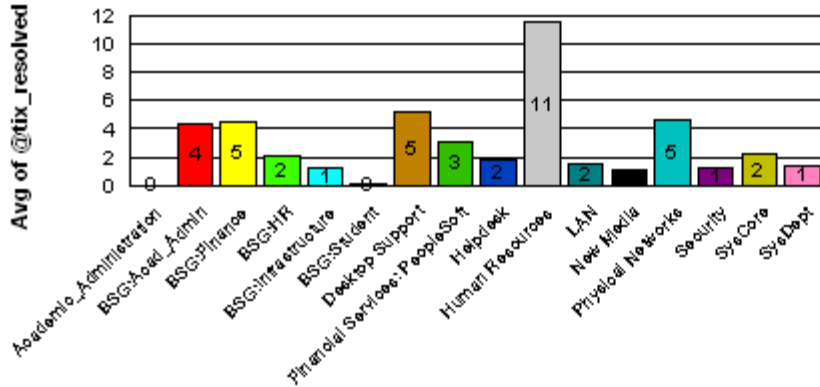


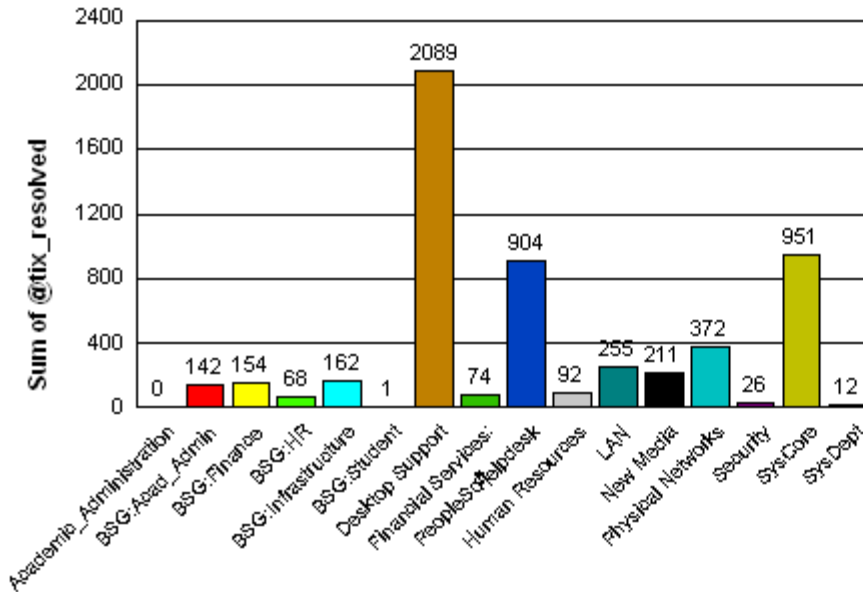
Average Length to Resolution

Ticket Created Between August 01, 2005 to August 31, 2005

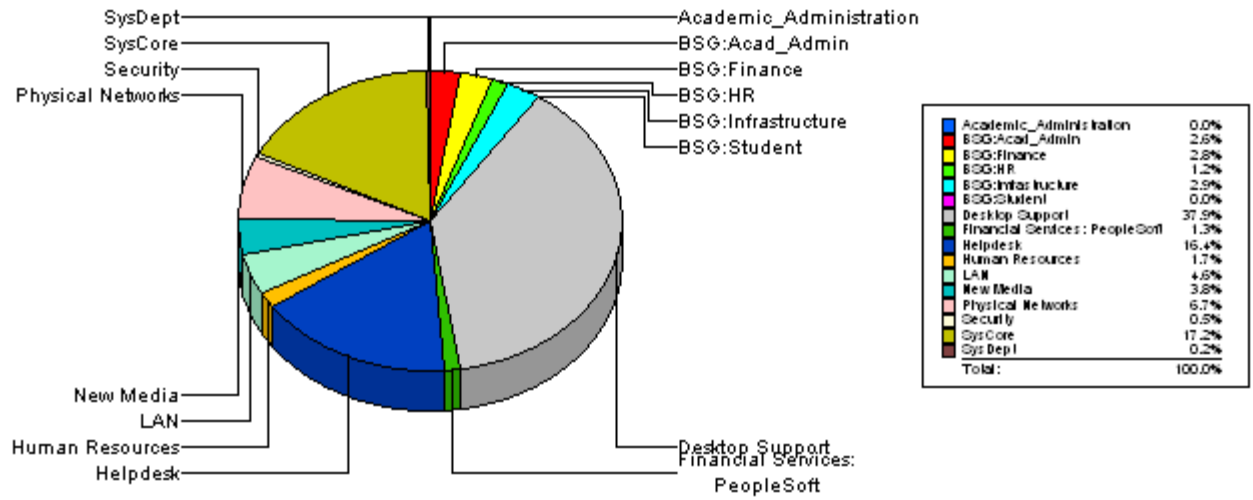
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved

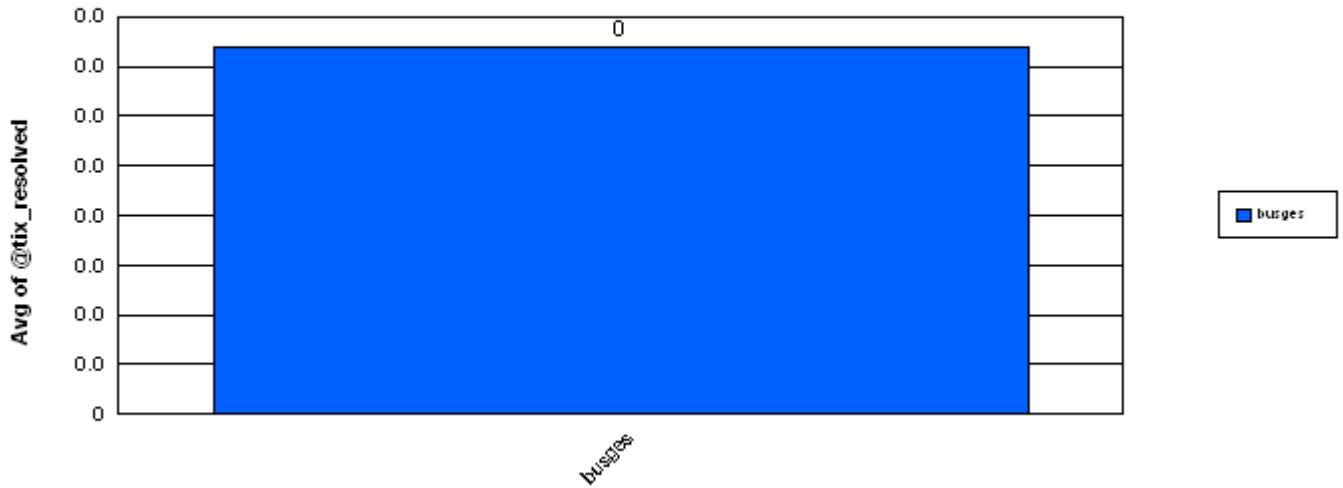


Academic_Administrat

		Total:	1		
busges	Closed	Total:	1		
Ticket Number: 0000122957		08/17/2005		0	08/17/2005
-----		-----		-----	
Average time to ticket resolution for	busges			0	
Maximum time to ticket resolution for	busges			0	
Minimum time to ticket resolution for	busges			0	
<hr/>		<hr/>		<hr/>	
Average time to ticket resolution for	Academic_Adm			0	
Maximum time to ticket resolution for	Academic_Adm			0	
Minimum time to ticket resolution for	Academic_Adm			0	

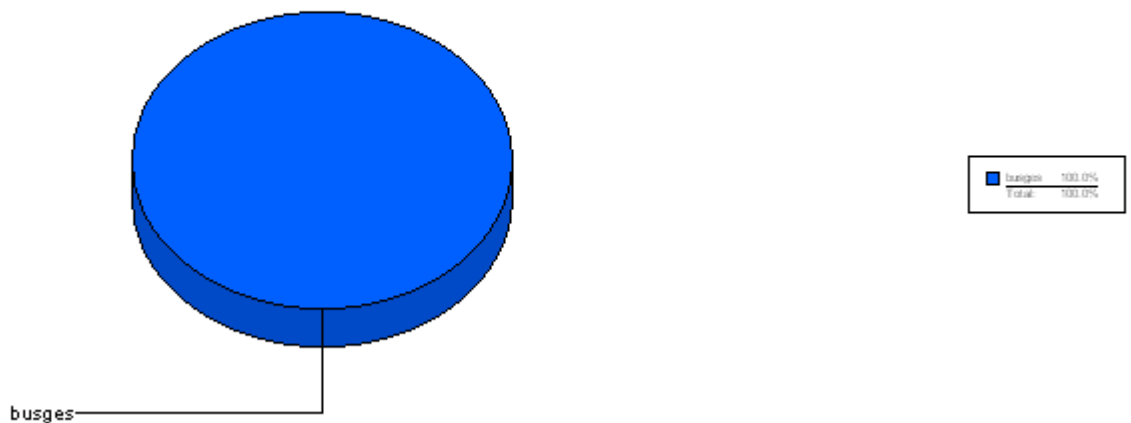
Avg of Each Ticket Resolved

For Academic_Administration



Percentage of Sum of Tickets Resolved

For Academic_Administration



BSG:Acad_Admin

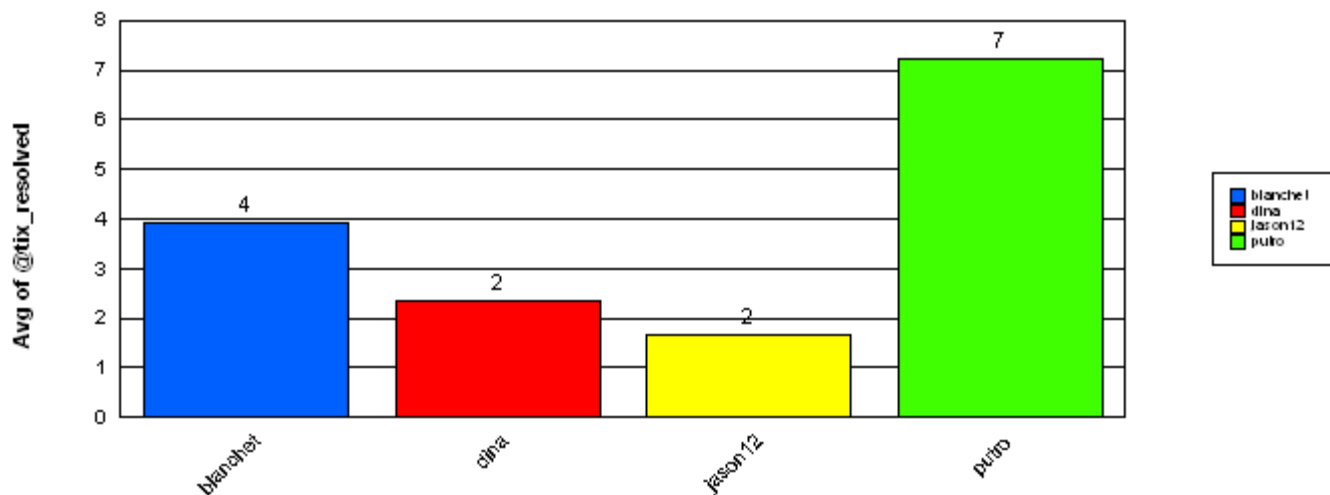
		Total:	33		
blanchet		<u>Total:</u> 12			
Closed		<u>Total:</u> 12			
Ticket Number:	0000123183	08/19/2005	11	08/30/2005	
Ticket Number:	0000123429	08/24/2005	0	08/24/2005	
Ticket Number:	0000123668	08/26/2005	0	08/26/2005	
Ticket Number:	0000124144	08/31/2005	0	08/31/2005	
Ticket Number:	0000122293	08/08/2005	2	08/10/2005	
Ticket Number:	0000122337	08/08/2005	8	08/16/2005	
Ticket Number:	0000122341	08/08/2005	8	08/16/2005	
Ticket Number:	0000122478	08/10/2005	1	08/11/2005	
Ticket Number:	0000123362	08/23/2005	0	08/23/2005	
Ticket Number:	0000122796	08/15/2005	9	08/24/2005	
Ticket Number:	0000122360	08/08/2005	7	08/15/2005	
Ticket Number:	0000122378	08/09/2005	1	08/10/2005	
-----		-----		-----	
Average time to ticket resolution for		blanchet	4		
Maximum time to ticket resolution for		blanchet	11		
Minimum time to ticket resolution for		blanchet	0		
<hr/>		<hr/>		<hr/>	
dina		<u>Total:</u> 6			
Closed		<u>Total:</u> 6			
Ticket Number:	0000123515	08/25/2005	0	08/25/2005	
Ticket Number:	0000123580	08/25/2005	0	08/25/2005	
Ticket Number:	0000123225	08/22/2005	0	08/22/2005	
Ticket Number:	0000123328	08/23/2005	0	08/23/2005	
Ticket Number:	0000123008	08/17/2005	8	08/25/2005	
Ticket Number:	0000123009	08/17/2005	6	08/23/2005	
-----		-----		-----	
Average time to ticket resolution for		dina	2		
Maximum time to ticket resolution for		dina	8		
Minimum time to ticket resolution for		dina	0		
<hr/>		<hr/>		<hr/>	
jason12		<u>Total:</u> 5			
Closed		<u>Total:</u> 5			
Ticket Number:	0000123481	08/24/2005	0	08/24/2005	
Ticket Number:	0000123891	08/29/2005	0	08/29/2005	
Ticket Number:	0000123110	08/18/2005	0	08/18/2005	
Ticket Number:	0000122488	08/10/2005	8	08/18/2005	
Ticket Number:	0000122518	08/10/2005	0	08/10/2005	
-----		-----		-----	
Average time to ticket resolution for		jason12	2		
Maximum time to ticket resolution for		jason12	8		
Minimum time to ticket resolution for		jason12	0		
<hr/>		<hr/>		<hr/>	
putro		<u>Total:</u> 10			
Closed		<u>Total:</u> 10			
Ticket Number:	0000122390	08/09/2005	10	08/19/2005	
Ticket Number:	0000122529	08/10/2005	15	08/25/2005	
Ticket Number:	0000122601	08/11/2005	20	08/31/2005	
Ticket Number:	0000124168	08/31/2005	0	08/31/2005	
Ticket Number:	0000124277	08/31/2005	0	08/31/2005	
Ticket Number:	0000123276	08/22/2005	0	08/22/2005	
Ticket Number:	0000123324	08/22/2005	1	08/23/2005	
Ticket Number:	0000123049	08/18/2005	0	08/18/2005	
Ticket Number:	0000122809	08/15/2005	14	08/29/2005	
Ticket Number:	0000122179	08/04/2005	12	08/16/2005	
-----		-----		-----	
Average time to ticket resolution for		putro	7		
Maximum time to ticket resolution for		putro	20		
Minimum time to ticket resolution for		putro	0		
<hr/>		<hr/>		<hr/>	

BSG:Acad_Admin

Average time to ticket resolution for	BSG:Acad_Ad	4
Maximum time to ticket resolution for	BSG:Acad_Ad	20
Minimum time to ticket resolution for	BSG:Acad_Ad	0

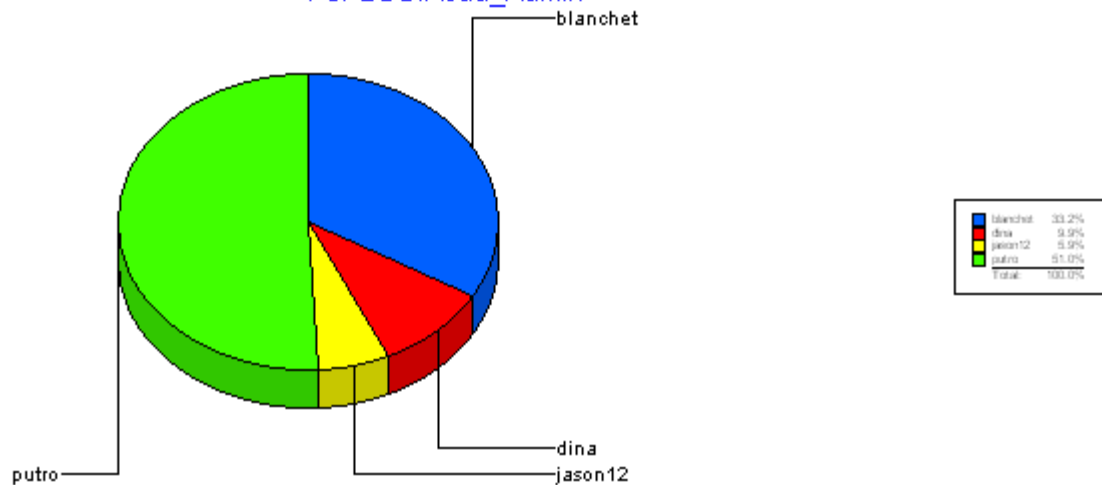
Avg of Each Ticket Resolved

For BSG:Acad_Admin



Percentage of Sum of Tickets Resolved

For BSG:Acad_Admin



BSG:Finance

		<u>Total:</u>	34		
afinn		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000121941	08/02/2005	2	08/04/2005	08/10/2005
Ticket Number:	0000121972	08/02/2005	24	08/26/2005	09/01/2005
Ticket Number:	0000123641	08/26/2005	7		09/02/2005
Ticket Number:	0000122490	08/10/2005	16	08/26/2005	09/01/2005

Average time to ticket resolution for		afinn	12		
Maximum time to ticket resolution for		afinn	24		
Minimum time to ticket resolution for		afinn	2		
<hr/>					
dharley		<u>Total:</u>	3		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000124315	08/31/2005	2	09/02/2005	
Closed		<u>Total:</u>	2		
Ticket Number:	0000122362	08/08/2005	4	08/12/2005	08/18/2005
Ticket Number:	0000123302	08/22/2005	0	08/22/2005	08/29/2005

Average time to ticket resolution for		dharley	2		
Maximum time to ticket resolution for		dharley	4		
Minimum time to ticket resolution for		dharley	0		
<hr/>					
kblank		<u>Total:</u>	10		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000123617	08/26/2005	3	08/29/2005	
Closed		<u>Total:</u>	9		
Ticket Number:	0000122083	08/03/2005	8	08/11/2005	08/17/2005
Ticket Number:	0000122084	08/03/2005	6	08/09/2005	08/15/2005
Ticket Number:	0000122364	08/08/2005	3	08/11/2005	08/17/2005
Ticket Number:	0000123401	08/23/2005	2	08/25/2005	08/31/2005
Ticket Number:	0000123538	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123539	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000122461	08/09/2005	2	08/11/2005	08/17/2005
Ticket Number:	0000122646	08/12/2005	10	08/22/2005	08/29/2005
Ticket Number:	0000123396	08/23/2005	2	08/25/2005	08/31/2005

Average time to ticket resolution for		kblank	3		
Maximum time to ticket resolution for		kblank	10		
Minimum time to ticket resolution for		kblank	0		

BSG:Finance

psimon

Total: **14**

Resolved

Total: **2**

Ticket Number:	0000123345	08/23/2005	8	08/31/2005
Ticket Number:	0000123524	08/25/2005	6	08/31/2005

Closed

Total: **12**

Ticket Number:	0000121808	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121834	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121849	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121862	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121829	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121819	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000122641	08/12/2005	0	08/12/2005	08/18/2005
Ticket Number:	0000123094	08/18/2005	5	08/23/2005	08/29/2005
Ticket Number:	0000123277	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000123236	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123234	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123368	08/23/2005	0	08/23/2005	08/29/2005

Average time to ticket resolution for	psimon	2
Maximum time to ticket resolution for	psimon	8
Minimum time to ticket resolution for	psimon	0

slong

Total: **3**

Closed

Total: **3**

Ticket Number:	0000121956	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121999	08/02/2005	22	08/24/2005	08/30/2005
Ticket Number:	0000122019	08/03/2005	21	08/24/2005	08/30/2005

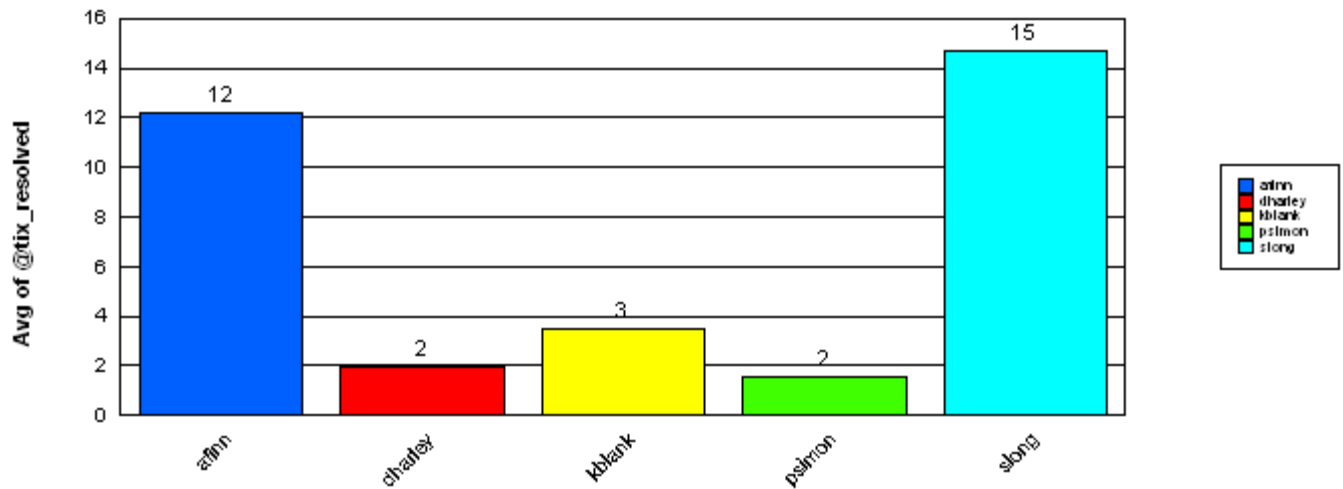
Average time to ticket resolution for	slong	15
Maximum time to ticket resolution for	slong	22
Minimum time to ticket resolution for	slong	1

BSG:Finance

Average time to ticket resolution for	BSG:Finance	5
Maximum time to ticket resolution for	BSG:Finance	24
Minimum time to ticket resolution for	BSG:Finance	0

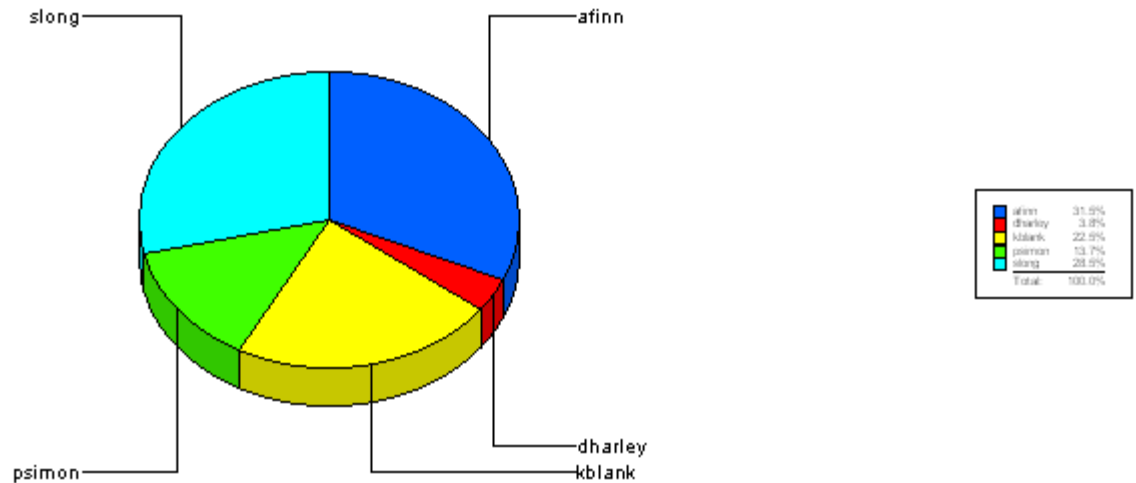
Avg of Each Ticket Resolved

For BSG:Finance



Percentage of Sum of Tickets Resolved

For BSG:Finance



BSG:HR

		<u>Total:</u>	32		
byron		<u>Total:</u>	5		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000123484	08/24/2005	9	09/02/2005	
Closed		<u>Total:</u>	4		
Ticket Number:	0000121931	08/02/2005	3	08/19/2005	08/05/2005
Ticket Number:	0000123138	08/19/2005	0	08/19/2005	08/25/2005
Ticket Number:	0000123929	08/29/2005	4		09/02/2005
Ticket Number:	0000124066	08/30/2005	3		09/02/2005
-----				-----	
Average time to ticket resolution for		byron	4		
Maximum time to ticket resolution for		byron	9		
Minimum time to ticket resolution for		byron	0		
<hr/>				<hr/>	
darryl		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000123712	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123054	08/18/2005	5	08/23/2005	08/29/2005
Ticket Number:	0000123072	08/18/2005	11		08/29/2005
-----				-----	
Average time to ticket resolution for		darryl	5		
Maximum time to ticket resolution for		darryl	11		
Minimum time to ticket resolution for		darryl	0		
<hr/>				<hr/>	
dsylva		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000123097	08/18/2005	8	08/26/2005	09/01/2005
Ticket Number:	0000122397	08/09/2005	2	08/11/2005	08/17/2005
Ticket Number:	0000122480	08/10/2005	1	08/11/2005	08/17/2005
Ticket Number:	0000122673	08/12/2005	6	08/18/2005	08/24/2005
Ticket Number:	0000122554	08/11/2005	0		08/11/2005
-----				-----	
Average time to ticket resolution for		dsylva	3		
Maximum time to ticket resolution for		dsylva	8		
Minimum time to ticket resolution for		dsylva	0		
<hr/>				<hr/>	

BSG:HR

lrand

Total: **19**

Resolved

Total: **5**

Ticket Number:	0000124194	08/31/2005	0	08/31/2005
Ticket Number:	0000124052	08/30/2005	0	08/30/2005
Ticket Number:	0000124054	08/30/2005	0	08/30/2005
Ticket Number:	0000124201	08/31/2005	0	08/31/2005
Ticket Number:	0000124057	08/30/2005	0	08/30/2005

Closed

Total: **14**

Ticket Number:	0000121995	08/02/2005	2	08/04/2005	08/10/2005
Ticket Number:	0000122168	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122412	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122762	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122462	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122923	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000123139	08/19/2005	0	08/19/2005	08/25/2005
Ticket Number:	0000122955	08/17/2005	12		08/29/2005
Ticket Number:	0000123584	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123541	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123600	08/25/2005	0		08/25/2005
Ticket Number:	0000123607	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123605	08/25/2005	0		08/25/2005
Ticket Number:	0000123598	08/25/2005	0		08/25/2005

-----		-----
Average time to ticket resolution for	lrand	1
Maximum time to ticket resolution for	lrand	12
Minimum time to ticket resolution for	lrand	0
-----		-----

BSG:HR

Average time to ticket resolution for

BSG:HR

2

Maximum time to ticket resolution for

BSG:HR

12

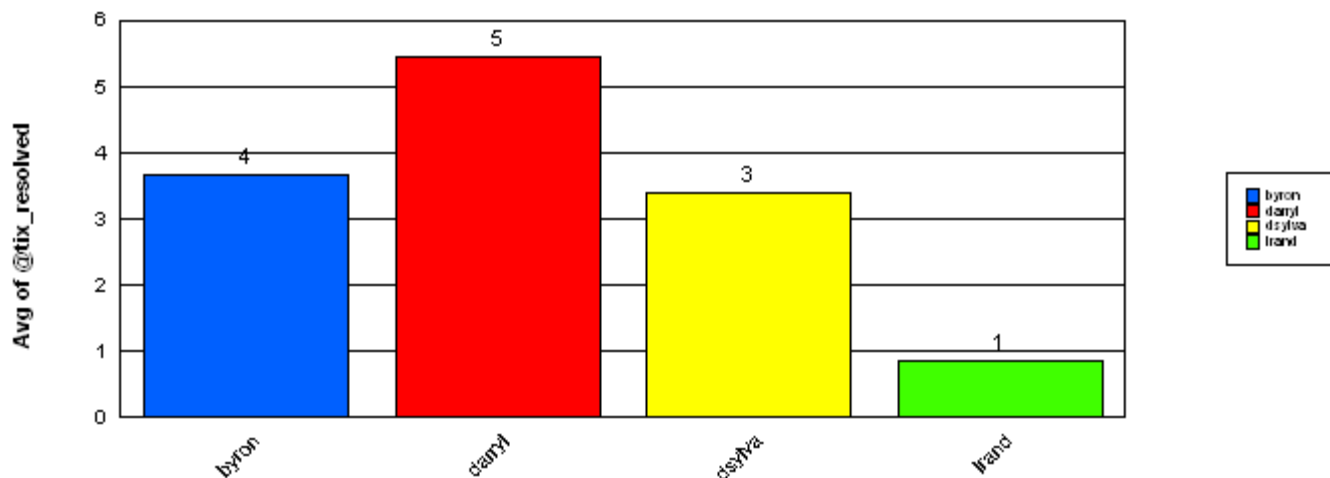
Minimum time to ticket resolution for

BSG:HR

0

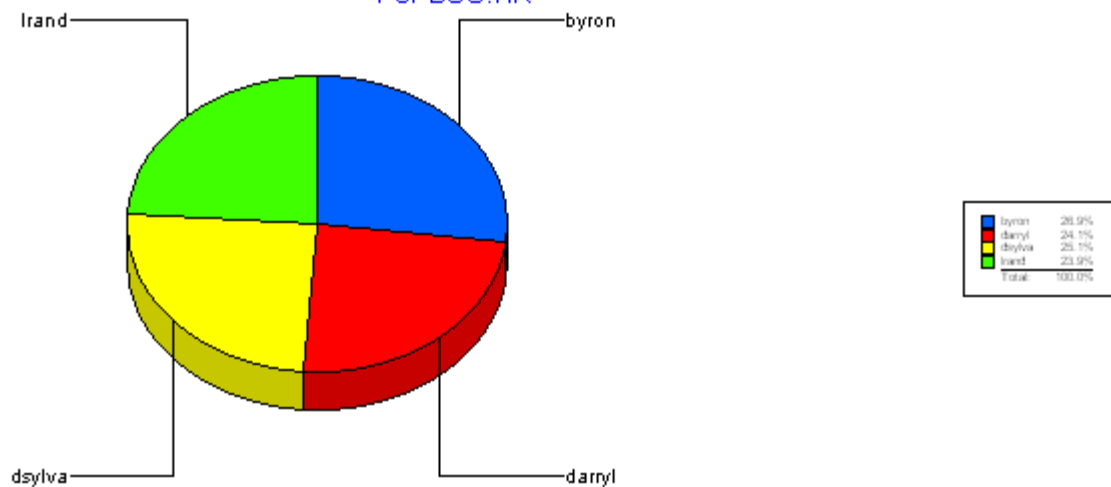
Avg of Each Ticket Resolved

For BSG:HR



Percentage of Sum of Tickets Resolved

For BSG:HR



BSG:Infrastructure

		<u>Total:</u>	125		
BSG:Infra_HP		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000122571	08/11/2005		0	08/11/2005
-----				-----	
Average time to ticket resolution for	BSG:Infra_HP			0	
Maximum time to ticket resolution for	BSG:Infra_HP			0	
Minimum time to ticket resolution for	BSG:Infra_HP			0	
-----				-----	

BSG:Infrastructure

chriss

Total: 45

Resolved

Total: 3

Ticket Number:	0000124011	08/30/2005	0	08/30/2005
Ticket Number:	0000124304	08/31/2005	1	09/01/2005
Ticket Number:	0000124012	08/30/2005	0	08/30/2005

Closed

Total: 42

Ticket Number:	0000122357	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000121826	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121820	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000122001	08/02/2005	10	08/12/2005	08/18/2005
Ticket Number:	0000122016	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122137	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122132	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122257	08/05/2005	3	08/08/2005	08/15/2005
Ticket Number:	0000122225	08/05/2005	0	08/05/2005	08/11/2005
Ticket Number:	0000122224	08/05/2005	0	08/05/2005	08/11/2005
Ticket Number:	0000122222	08/05/2005	0	08/05/2005	08/11/2005
Ticket Number:	0000122020	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000121835	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000122449	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122312	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122313	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122309	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122314	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122322	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122333	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122805	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122804	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122739	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122710	08/12/2005	3	08/15/2005	08/22/2005
Ticket Number:	0000122697	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122665	08/12/2005	0	08/12/2005	08/18/2005
Ticket Number:	0000122660	08/12/2005	0	08/12/2005	08/18/2005
Ticket Number:	0000122517	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122507	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122430	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122425	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122421	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122401	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122348	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122315	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000123479	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123516	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123702	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000122837	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122896	08/16/2005	1	08/17/2005	08/23/2005
Ticket Number:	0000123250	08/22/2005	0		08/22/2005
Ticket Number:	0000122901	08/16/2005	1	08/17/2005	08/23/2005

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

chriss
chriss
chriss

1
10
0

BSG:Infrastructure

haddaway

Total: **10**

Closed

Total: **10**

Ticket Number:	0000122828	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123032	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000123431	08/24/2005	0		08/24/2005
Ticket Number:	0000122327	08/08/2005	2	08/10/2005	08/16/2005
Ticket Number:	0000122553	08/11/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000122564	08/11/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000121997	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000122181	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122056	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122004	08/02/2005	1	08/03/2005	08/09/2005

-----		-----
Average time to ticket resolution for	haddaway	0
Maximum time to ticket resolution for	haddaway	2
Minimum time to ticket resolution for	haddaway	0
-----		-----

BSG:Infrastructure

jeremy

Total: **46**

Resolved

Total: **17**

Ticket Number:	0000122630	08/11/2005	19	08/30/2005
Ticket Number:	0000123722	08/26/2005	5	08/31/2005
Ticket Number:	0000123844	08/29/2005	0	08/29/2005
Ticket Number:	0000123953	08/29/2005	1	08/30/2005
Ticket Number:	0000124069	08/30/2005	0	08/30/2005
Ticket Number:	0000124038	08/30/2005	0	08/30/2005
Ticket Number:	0000123996	08/30/2005	0	08/30/2005
Ticket Number:	0000123950	08/29/2005	1	08/30/2005
Ticket Number:	0000123917	08/29/2005	0	08/29/2005
Ticket Number:	0000123859	08/29/2005	1	08/30/2005
Ticket Number:	0000123837	08/29/2005	0	08/29/2005
Ticket Number:	0000123474	08/24/2005	5	08/29/2005
Ticket Number:	0000124295	08/31/2005	1	09/01/2005
Ticket Number:	0000124245	08/31/2005	0	08/31/2005
Ticket Number:	0000124215	08/31/2005	0	08/31/2005
Ticket Number:	0000124189	08/31/2005	0	08/31/2005
Ticket Number:	0000124177	08/31/2005	0	08/31/2005

Closed

Total: **29**

Ticket Number:	0000121912	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000121949	08/02/2005	2	08/04/2005	08/10/2005
Ticket Number:	0000122188	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122162	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122082	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000121974	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121937	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000121856	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121881	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000122456	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122871	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122894	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123425	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123487	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000122859	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122861	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123330	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123284	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000123235	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123133	08/19/2005	3	08/22/2005	08/29/2005
Ticket Number:	0000123101	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000122975	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122941	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122940	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122928	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000123386	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123382	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123377	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000122886	08/16/2005	0	08/16/2005	08/22/2005

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

jeremy **1**
jeremy **19**
jeremy **0**

BSG:Infrastructure

jgood		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000123581	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000121975	08/02/2005	0	08/02/2005	08/08/2005

Average time to ticket resolution for		jgood	0		
Maximum time to ticket resolution for		jgood	0		
Minimum time to ticket resolution for		jgood	0		
kirby		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000122634	08/11/2005	1	08/12/2005	08/18/2005

Average time to ticket resolution for		kirby	1		
Maximum time to ticket resolution for		kirby	1		
Minimum time to ticket resolution for		kirby	1		
kjoseph		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000122930	08/17/2005	0		08/17/2005
Ticket Number:	0000121822	08/01/2005	28		08/29/2005
Ticket Number:	0000122135	08/04/2005	25		08/29/2005

Average time to ticket resolution for		kjoseph	18		
Maximum time to ticket resolution for		kjoseph	28		
Minimum time to ticket resolution for		kjoseph	0		
ostrove		<u>Total:</u>	10		
Resolved		<u>Total:</u>	4		
Ticket Number:	0000124270	08/31/2005	0	08/31/2005	
Ticket Number:	0000124088	08/30/2005	0	08/30/2005	
Ticket Number:	0000124263	08/31/2005	0	08/31/2005	
Ticket Number:	0000123596	08/25/2005	4	08/29/2005	
Closed		<u>Total:</u>	6		
Ticket Number:	0000122250	08/05/2005	19	08/24/2005	08/30/2005
Ticket Number:	0000122472	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000123115	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000122435	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122704	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122547	08/10/2005	7	08/17/2005	08/23/2005

Average time to ticket resolution for		ostrove	3		
Maximum time to ticket resolution for		ostrove	19		
Minimum time to ticket resolution for		ostrove	0		
riedel		<u>Total:</u>	7		
Resolved		<u>Total:</u>	4		
Ticket Number:	0000123959	08/29/2005	1	08/30/2005	
Ticket Number:	0000124320	08/31/2005	1	09/01/2005	
Ticket Number:	0000124243	08/31/2005	0	08/31/2005	
Ticket Number:	0000124028	08/30/2005	0	08/30/2005	
Closed		<u>Total:</u>	3		
Ticket Number:	0000123141	08/19/2005	0		08/19/2005
Ticket Number:	0000123142	08/19/2005	0		08/19/2005
Ticket Number:	0000123614	08/25/2005	1		08/26/2005

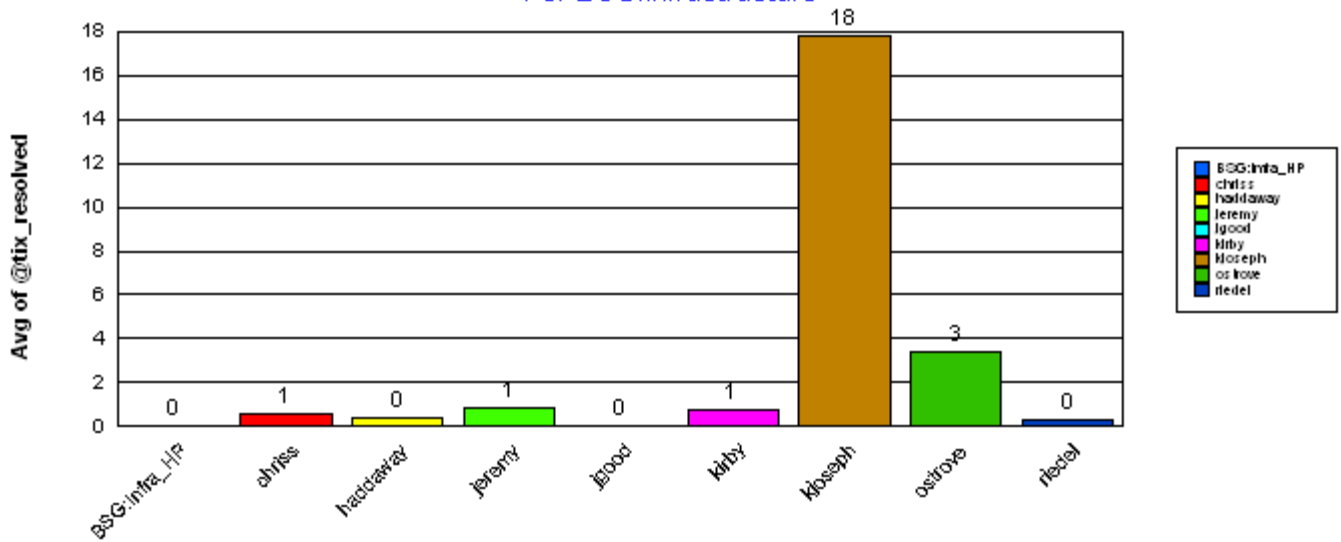
Average time to ticket resolution for		riedel	0		
Maximum time to ticket resolution for		riedel	1		
Minimum time to ticket resolution for		riedel	0		

BSG:Infrastructure

Average time to ticket resolution for	BSG:Infrastruct	1
Maximum time to ticket resolution for	BSG:Infrastruct	28
Minimum time to ticket resolution for	BSG:Infrastruct	0

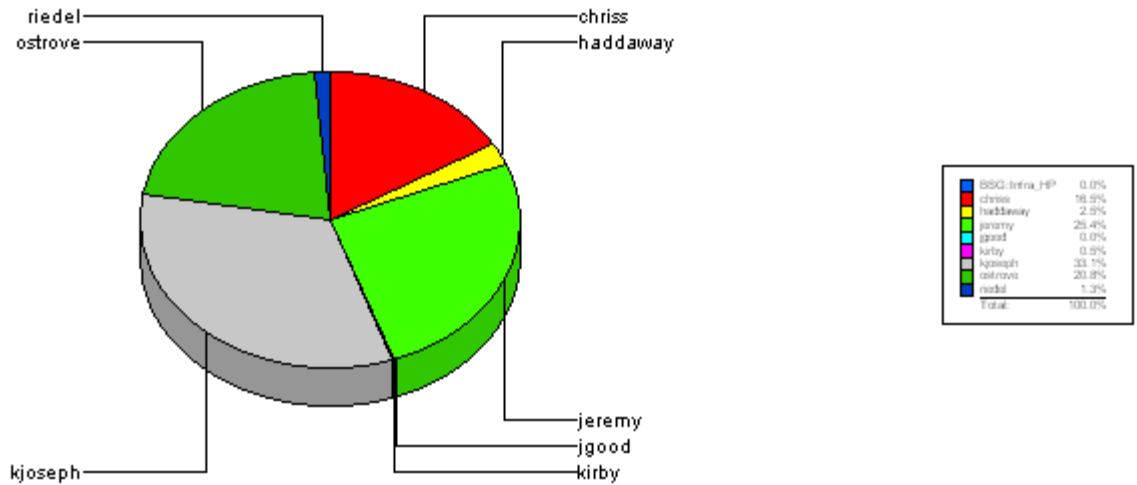
Avg of Each Ticket Resolved

For BSG:Infrastructure



Percentage of Sum of Tickets Resolved

For BSG:Infrastructure



BSG:Student

		Total:	6		
blanchet		<u>Total:</u>	4		
	Closed	<u>Total:</u>	4		
Ticket Number:	0000122292	08/08/2005	0		08/08/2005
Ticket Number:	0000122294	08/08/2005	0		08/08/2005
Ticket Number:	0000121911	08/02/2005	0		08/02/2005
Ticket Number:	0000122204	08/05/2005	0		08/05/2005
-----		-----	-----		
Average time to ticket resolution for		blanchet	0		
Maximum time to ticket resolution for		blanchet	0		
Minimum time to ticket resolution for		blanchet	0		
-----		-----	-----		
dina		<u>Total:</u>	2		
	Closed	<u>Total:</u>	2		
Ticket Number:	0000121924	08/02/2005	0		08/02/2005
Ticket Number:	0000122028	08/03/2005	0		08/03/2005
-----		-----	-----		
Average time to ticket resolution for		dina	0		
Maximum time to ticket resolution for		dina	0		
Minimum time to ticket resolution for		dina	0		
-----		-----	-----		

BSG:Student

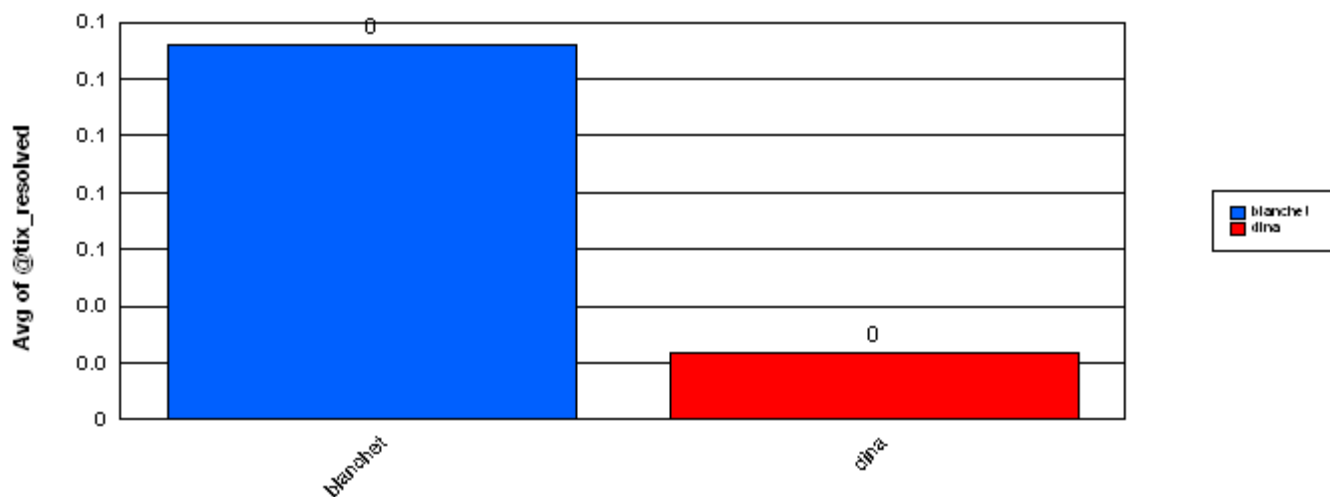
Average time to ticket resolution for BSG:Student 0

Maximum time to ticket resolution for BSG:Student 0

Minimum time to ticket resolution for BSG:Student 0

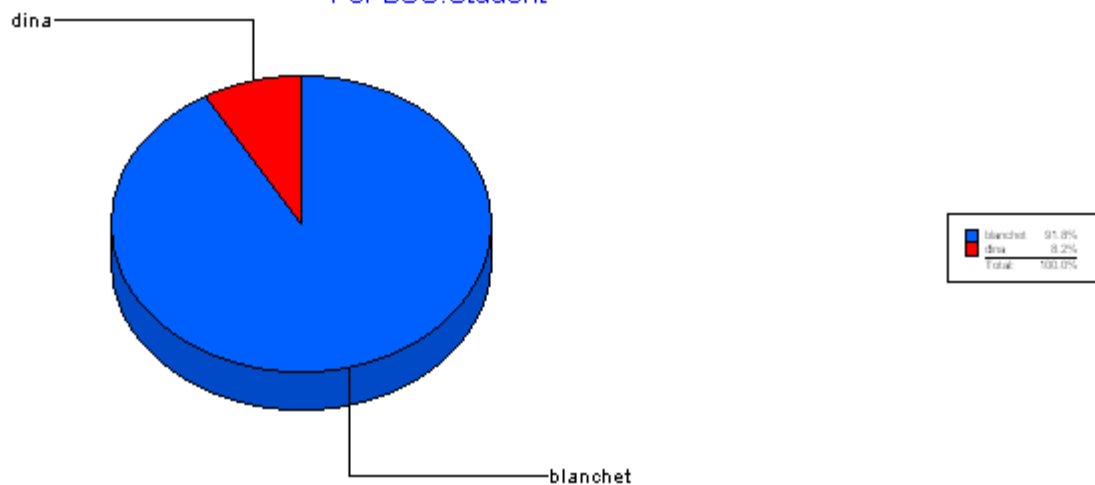
Avg of Each Ticket Resolved

For BSG:Student



Percentage of Sum of Tickets Resolved

For BSG:Student



Desktop Support

		Total: 405	
Desktop		Total: 13	
Closed		Total: 13	
Ticket Number:	0000123227	08/22/2005	0
Ticket Number:	0000122566	08/11/2005	0
Ticket Number:	0000122296	08/08/2005	0
Ticket Number:	0000122484	08/10/2005	0
Ticket Number:	0000123226	08/22/2005	0
Ticket Number:	0000122918	08/17/2005	0
Ticket Number:	0000123043	08/18/2005	0
Ticket Number:	0000123042	08/18/2005	0
Ticket Number:	0000123025	08/18/2005	0
Ticket Number:	0000122946	08/17/2005	0
Ticket Number:	0000123627	08/26/2005	0
Ticket Number:	0000124085	08/30/2005	0
Ticket Number:	0000124021	08/30/2005	0
-----		-----	
Average time to ticket resolution for		Desktop	0
Maximum time to ticket resolution for		Desktop	0
Minimum time to ticket resolution for		Desktop	0
<hr/>		<hr/>	
brb1		Total: 5	
Resolved		Total: 2	
Ticket Number:	0000123241	08/22/2005	11
Ticket Number:	0000124239	08/31/2005	2
Closed		Total: 3	
Ticket Number:	0000121925	08/02/2005	0
Ticket Number:	0000121926	08/02/2005	1
Ticket Number:	0000121955	08/02/2005	1
-----		-----	
Average time to ticket resolution for		brb1	3
Maximum time to ticket resolution for		brb1	11
Minimum time to ticket resolution for		brb1	0
<hr/>		<hr/>	
chrism		Total: 12	
Resolved		Total: 2	
Ticket Number:	0000124153	08/31/2005	0
Ticket Number:	0000124157	08/31/2005	0
Closed		Total: 10	
Ticket Number:	0000121806	08/01/2005	1
Ticket Number:	0000121825	08/01/2005	0
Ticket Number:	0000121967	08/02/2005	2
Ticket Number:	0000122220	08/05/2005	0
Ticket Number:	0000122550	08/10/2005	0
Ticket Number:	0000122636	08/11/2005	4
Ticket Number:	0000122640	08/12/2005	3
Ticket Number:	0000122643	08/12/2005	3
Ticket Number:	0000122618	08/11/2005	1
Ticket Number:	0000122427	08/09/2005	2
-----		-----	
Average time to ticket resolution for		chrism	1
Maximum time to ticket resolution for		chrism	4
Minimum time to ticket resolution for		chrism	0

Desktop Support**edortiz**Total: **93****Resolved**Total: **17**

Ticket Number:	0000122530	08/10/2005	23	09/02/2005	08/29/2005
Ticket Number:	0000123504	08/24/2005	8	09/01/2005	
Ticket Number:	0000124269	08/31/2005	2	09/02/2005	
Ticket Number:	0000124100	08/30/2005	3	09/02/2005	
Ticket Number:	0000123986	08/30/2005	3	09/02/2005	
Ticket Number:	0000123973	08/29/2005	4	09/02/2005	
Ticket Number:	0000123933	08/29/2005	3	09/01/2005	
Ticket Number:	0000123867	08/29/2005	4	09/02/2005	
Ticket Number:	0000123709	08/26/2005	7	09/02/2005	
Ticket Number:	0000123629	08/26/2005	4	08/30/2005	
Ticket Number:	0000122690	08/12/2005	20	09/01/2005	
Ticket Number:	0000123293	08/22/2005	10	09/01/2005	
Ticket Number:	0000123264	08/22/2005	11	09/02/2005	
Ticket Number:	0000123165	08/19/2005	11	08/30/2005	
Ticket Number:	0000122679	08/12/2005	18	08/30/2005	
Ticket Number:	0000122589	08/11/2005	19	08/30/2005	
Ticket Number:	0000122759	08/15/2005	15	08/30/2005	

Desktop Support

	Closed	Total:	76		
Ticket Number:	0000123405	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000122027	08/03/2005	2	08/05/2005	08/11/2005
Ticket Number:	0000121917	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000122106	08/03/2005	12	08/15/2005	08/22/2005
Ticket Number:	0000122054	08/03/2005	8	08/11/2005	08/17/2005
Ticket Number:	0000122037	08/03/2005	7	08/10/2005	08/16/2005
Ticket Number:	0000122560	08/11/2005	5	08/16/2005	08/22/2005
Ticket Number:	0000121970	08/02/2005	3	08/05/2005	08/11/2005
Ticket Number:	0000121963	08/02/2005	10	08/12/2005	08/18/2005
Ticket Number:	0000121958	08/02/2005	3	08/05/2005	08/11/2005
Ticket Number:	0000121952	08/02/2005	7	08/09/2005	08/15/2005
Ticket Number:	0000121891	08/01/2005	17	08/18/2005	08/24/2005
Ticket Number:	0000122587	08/11/2005	13	08/24/2005	08/30/2005
Ticket Number:	0000122244	08/05/2005	11	08/16/2005	08/16/2005
Ticket Number:	0000122166	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122808	08/15/2005	10	08/25/2005	08/31/2005
Ticket Number:	0000122155	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122134	08/04/2005	6		08/10/2005
Ticket Number:	0000122105	08/03/2005	8	08/11/2005	08/17/2005
Ticket Number:	0000122098	08/03/2005	7	08/10/2005	08/16/2005
Ticket Number:	0000122095	08/03/2005	7	08/10/2005	08/16/2005
Ticket Number:	0000121805	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000121815	08/01/2005	4	08/05/2005	08/11/2005
Ticket Number:	0000122208	08/05/2005	6	08/11/2005	08/17/2005
Ticket Number:	0000122308	08/08/2005	7	08/15/2005	08/22/2005
Ticket Number:	0000122616	08/11/2005	11	08/22/2005	08/29/2005
Ticket Number:	0000122615	08/11/2005	1	08/12/2005	08/18/2005
Ticket Number:	0000123426	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000122579	08/11/2005	12	08/23/2005	08/29/2005
Ticket Number:	0000122556	08/11/2005	1	08/12/2005	08/18/2005
Ticket Number:	0000122531	08/10/2005	22		09/01/2005
Ticket Number:	0000122504	08/10/2005	5	08/15/2005	08/22/2005
Ticket Number:	0000122499	08/10/2005	8	08/18/2005	08/24/2005
Ticket Number:	0000122485	08/10/2005	1	08/11/2005	08/17/2005
Ticket Number:	0000122766	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122719	08/13/2005	3	08/16/2005	08/17/2005
Ticket Number:	0000122754	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122708	08/12/2005	6	08/18/2005	08/24/2005
Ticket Number:	0000122703	08/12/2005	5	08/17/2005	08/23/2005
Ticket Number:	0000122701	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122691	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122682	08/12/2005	5	08/17/2005	08/23/2005
Ticket Number:	0000122681	08/12/2005	6	08/18/2005	08/23/2005
Ticket Number:	0000122784	08/15/2005	11	08/26/2005	09/01/2005
Ticket Number:	0000122779	08/15/2005	3	08/18/2005	08/24/2005
Ticket Number:	0000122778	08/15/2005	9	08/24/2005	08/30/2005
Ticket Number:	0000122439	08/09/2005	8	08/17/2005	08/23/2005
Ticket Number:	0000122420	08/09/2005	6	08/15/2005	08/22/2005
Ticket Number:	0000122414	08/09/2005	7	08/16/2005	08/22/2005
Ticket Number:	0000122387	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122384	08/09/2005	2	08/11/2005	08/17/2005
Ticket Number:	0000123536	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123590	08/25/2005	1	08/26/2005	09/01/2005

Desktop Support

Ticket Number:	0000123548	08/25/2005	7		09/01/2005
Ticket Number:	0000123114	08/18/2005	6	08/24/2005	08/30/2005
Ticket Number:	0000122944	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000122971	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000123471	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123534	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123340	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123321	08/22/2005	3	08/25/2005	08/31/2005
Ticket Number:	0000123312	08/22/2005	2	08/24/2005	08/30/2005
Ticket Number:	0000123286	08/22/2005	2	08/24/2005	08/30/2005
Ticket Number:	0000123242	08/22/2005	2	08/24/2005	08/30/2005
Ticket Number:	0000123196	08/19/2005	5	08/24/2005	08/24/2005
Ticket Number:	0000123333	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123144	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123387	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123384	08/23/2005	3	08/26/2005	09/01/2005
Ticket Number:	0000123095	08/18/2005	7	08/25/2005	08/31/2005
Ticket Number:	0000123039	08/18/2005	6	08/24/2005	08/30/2005
Ticket Number:	0000123033	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000123013	08/17/2005	8	08/25/2005	08/31/2005
Ticket Number:	0000122959	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000122904	08/16/2005	9	08/25/2005	08/31/2005
Ticket Number:	0000122870	08/16/2005	2	08/18/2005	08/24/2005

-----		-----	-----
Average time to ticket resolution for	edortiz	6	
Maximum time to ticket resolution for	edortiz	23	
Minimum time to ticket resolution for	edortiz	0	

kirkley1

Total: **13**

Resolved

Total: **6**

Ticket Number:	0000124082	08/30/2005	1	08/31/2005	
Ticket Number:	0000124117	08/30/2005	2	09/01/2005	
Ticket Number:	0000124120	08/30/2005	2	09/01/2005	
Ticket Number:	0000124316	08/31/2005	1	09/01/2005	
Ticket Number:	0000124223	08/31/2005	1	09/01/2005	
Ticket Number:	0000124045	08/30/2005	2	09/01/2005	

Closed

Total: **7**

Ticket Number:	0000121814	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000121927	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000122847	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123475	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000122289	08/07/2005	2	08/09/2005	08/15/2005
Ticket Number:	0000122508	08/10/2005	6	08/16/2005	08/22/2005
Ticket Number:	0000122800	08/15/2005	10	08/25/2005	08/31/2005

-----		-----	-----
Average time to ticket resolution for	kirkley1	2	
Maximum time to ticket resolution for	kirkley1	10	
Minimum time to ticket resolution for	kirkley1	0	

Desktop Support**lasuk**Total: **74****Resolved**Total: **23**

Ticket Number:	0000121816	08/01/2005	28	08/29/2005
Ticket Number:	0000124049	08/30/2005	1	08/31/2005
Ticket Number:	0000124048	08/30/2005	0	08/30/2005
Ticket Number:	0000124046	08/30/2005	0	08/30/2005
Ticket Number:	0000123976	08/29/2005	3	09/01/2005
Ticket Number:	0000123974	08/29/2005	3	09/01/2005
Ticket Number:	0000123962	08/29/2005	3	09/01/2005
Ticket Number:	0000124041	08/30/2005	3	09/02/2005
Ticket Number:	0000123555	08/25/2005	4	08/29/2005
Ticket Number:	0000123428	08/24/2005	5	08/29/2005
Ticket Number:	0000123416	08/24/2005	7	08/31/2005
Ticket Number:	0000123381	08/23/2005	8	08/31/2005
Ticket Number:	0000123311	08/22/2005	8	08/30/2005
Ticket Number:	0000123158	08/19/2005	12	08/31/2005
Ticket Number:	0000123140	08/19/2005	11	08/30/2005
Ticket Number:	0000121983	08/02/2005	29	08/31/2005
Ticket Number:	0000123021	08/17/2005	14	08/31/2005
Ticket Number:	0000124150	08/31/2005	1	09/01/2005
Ticket Number:	0000124105	08/30/2005	2	09/01/2005
Ticket Number:	0000123458	08/24/2005	9	09/02/2005
Ticket Number:	0000123443	08/24/2005	5	08/29/2005
Ticket Number:	0000123007	08/17/2005	14	08/31/2005
Ticket Number:	0000123066	08/18/2005	13	08/31/2005

Desktop Support

	Closed	Total:	51		
Ticket Number:	0000121810	08/01/2005	1		08/02/2005
Ticket Number:	0000122353	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122209	08/05/2005	3	08/08/2005	08/15/2005
Ticket Number:	0000122152	08/04/2005	5	08/09/2005	08/15/2005
Ticket Number:	0000122241	08/05/2005	5	08/10/2005	08/16/2005
Ticket Number:	0000122136	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122128	08/04/2005	4	08/08/2005	08/15/2005
Ticket Number:	0000122108	08/03/2005	12	08/15/2005	08/22/2005
Ticket Number:	0000122029	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122185	08/04/2005	6	08/10/2005	08/16/2005
Ticket Number:	0000121894	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121865	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121851	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000121832	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121828	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000122156	08/04/2005	5	08/09/2005	08/15/2005
Ticket Number:	0000121864	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121869	08/01/2005	9	08/10/2005	08/16/2005
Ticket Number:	0000122249	08/05/2005	5	08/10/2005	08/16/2005
Ticket Number:	0000122227	08/05/2005	5	08/10/2005	08/16/2005
Ticket Number:	0000122192	08/04/2005	19	08/23/2005	08/29/2005
Ticket Number:	0000122190	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122183	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122178	08/04/2005	8	08/12/2005	08/18/2005
Ticket Number:	0000122194	08/04/2005	7	08/11/2005	08/17/2005
Ticket Number:	0000121959	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000121943	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121900	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000122210	08/05/2005	0	08/05/2005	08/11/2005
Ticket Number:	0000122318	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122763	08/15/2005	8	08/23/2005	08/29/2005
Ticket Number:	0000122721	08/13/2005	12	08/25/2005	08/31/2005
Ticket Number:	0000122639	08/12/2005	11	08/23/2005	08/29/2005
Ticket Number:	0000122628	08/11/2005	1	08/12/2005	08/18/2005
Ticket Number:	0000122627	08/11/2005	14	08/25/2005	08/31/2005
Ticket Number:	0000122575	08/11/2005	1	08/12/2005	08/18/2005
Ticket Number:	0000122521	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122496	08/10/2005	13	08/23/2005	08/29/2005
Ticket Number:	0000122329	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122403	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000123423	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000122343	08/08/2005	2	08/10/2005	08/16/2005
Ticket Number:	0000122986	08/17/2005	6	08/23/2005	08/29/2005
Ticket Number:	0000123106	08/18/2005	7	08/25/2005	08/31/2005
Ticket Number:	0000123308	08/22/2005	4	08/26/2005	09/01/2005
Ticket Number:	0000123253	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000123208	08/20/2005	3	08/23/2005	08/29/2005
Ticket Number:	0000123184	08/19/2005	7	08/26/2005	09/01/2005
Ticket Number:	0000123305	08/22/2005	3	08/25/2005	08/31/2005
Ticket Number:	0000123339	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123329	08/23/2005	2	08/25/2005	08/31/2005

Desktop Support

Average time to ticket resolution for	lasuk				5
Maximum time to ticket resolution for	lasuk				29
Minimum time to ticket resolution for	lasuk				0
<hr/>					
maboone1	<u>Total:</u>	7			
Resolved	<u>Total:</u>	3			
Ticket Number: 0000123918	08/29/2005	3		09/01/2005	
Ticket Number: 0000124188	08/31/2005	2		09/02/2005	
Ticket Number: 0000124332	08/31/2005	2		09/02/2005	
Closed	<u>Total:</u>	4			
Ticket Number: 0000124005	08/30/2005	1			08/31/2005
Ticket Number: 0000124070	08/30/2005	3		09/02/2005	09/02/2005
Ticket Number: 0000122301	08/08/2005	0		08/08/2005	08/15/2005
Ticket Number: 0000122305	08/08/2005	0		08/08/2005	08/15/2005

Average time to ticket resolution for	maboone1				2
Maximum time to ticket resolution for	maboone1				3
Minimum time to ticket resolution for	maboone1				0
<hr/>					

Desktop Support

mclaren

Total: 68**Resolved**Total: 21

Ticket Number:	0000124308	08/31/2005	1	09/01/2005
Ticket Number:	0000123491	08/24/2005	9	09/02/2005
Ticket Number:	0000123526	08/25/2005	6	08/31/2005
Ticket Number:	0000123636	08/26/2005	3	08/29/2005
Ticket Number:	0000124312	08/31/2005	1	09/01/2005
Ticket Number:	0000124236	08/31/2005	2	09/02/2005
Ticket Number:	0000124139	08/31/2005	1	09/01/2005
Ticket Number:	0000124080	08/30/2005	1	08/31/2005
Ticket Number:	0000124079	08/30/2005	1	08/31/2005
Ticket Number:	0000124078	08/30/2005	1	08/31/2005
Ticket Number:	0000124076	08/30/2005	1	08/31/2005
Ticket Number:	0000124077	08/30/2005	1	08/31/2005
Ticket Number:	0000123934	08/29/2005	3	09/01/2005
Ticket Number:	0000123851	08/29/2005	2	08/31/2005
Ticket Number:	0000123633	08/26/2005	5	08/31/2005
Ticket Number:	0000123573	08/25/2005	7	09/01/2005
Ticket Number:	0000123505	08/24/2005	5	08/29/2005
Ticket Number:	0000123395	08/23/2005	6	08/29/2005
Ticket Number:	0000123432	08/24/2005	5	08/29/2005
Ticket Number:	0000123422	08/24/2005	4	08/28/2005
Ticket Number:	0000123383	08/23/2005	10	09/02/2005

Desktop Support

	<u>Closed</u>	<u>Total:</u>	47		
Ticket Number: 0000122046	08/03/2005		2	08/05/2005	08/11/2005
Ticket Number: 0000121854	08/01/2005		10	08/11/2005	08/17/2005
Ticket Number: 0000122063	08/03/2005		8	08/11/2005	08/17/2005
Ticket Number: 0000122138	08/04/2005		19	08/23/2005	08/29/2005
Ticket Number: 0000122810	08/15/2005		1	08/16/2005	08/22/2005
Ticket Number: 0000122080	08/03/2005		6	08/09/2005	08/15/2005
Ticket Number: 0000122035	08/03/2005		19	08/22/2005	08/29/2005
Ticket Number: 0000123061	08/18/2005		4	08/22/2005	08/29/2005
Ticket Number: 0000121895	08/01/2005		1	08/02/2005	08/08/2005
Ticket Number: 0000122295	08/08/2005		2	08/10/2005	08/16/2005
Ticket Number: 0000122325	08/08/2005		1	08/09/2005	08/15/2005
Ticket Number: 0000122812	08/15/2005		3	08/18/2005	08/24/2005
Ticket Number: 0000122803	08/15/2005		10	08/25/2005	08/31/2005
Ticket Number: 0000122670	08/12/2005		13	08/25/2005	08/31/2005
Ticket Number: 0000122433	08/09/2005		1	08/10/2005	08/16/2005
Ticket Number: 0000122299	08/08/2005		0	08/08/2005	08/15/2005
Ticket Number: 0000123455	08/24/2005		0	08/24/2005	08/30/2005
Ticket Number: 0000123480	08/24/2005		2	08/26/2005	09/01/2005
Ticket Number: 0000123530	08/25/2005		1	08/26/2005	09/01/2005
Ticket Number: 0000123619	08/26/2005		0	08/26/2005	09/01/2005
Ticket Number: 0000123556	08/25/2005		1	08/26/2005	09/01/2005
Ticket Number: 0000123542	08/25/2005		1	08/26/2005	09/01/2005
Ticket Number: 0000123510	08/24/2005		0	08/25/2005	08/31/2005
Ticket Number: 0000122860	08/16/2005		1	08/17/2005	08/23/2005
Ticket Number: 0000122872	08/16/2005		6	08/22/2005	08/29/2005
Ticket Number: 0000122927	08/17/2005		1	08/18/2005	08/24/2005
Ticket Number: 0000122976	08/17/2005		2	08/19/2005	08/25/2005
Ticket Number: 0000122864	08/16/2005		1	08/17/2005	08/23/2005
Ticket Number: 0000122933	08/17/2005		1	08/18/2005	08/24/2005
Ticket Number: 0000122948	08/17/2005		2	08/19/2005	08/25/2005
Ticket Number: 0000123373	08/23/2005		1	08/24/2005	08/30/2005
Ticket Number: 0000123366	08/23/2005		1	08/24/2005	08/30/2005
Ticket Number: 0000123358	08/23/2005		1	08/24/2005	08/30/2005
Ticket Number: 0000123348	08/23/2005		1	08/24/2005	08/30/2005
Ticket Number: 0000123261	08/22/2005		2	08/24/2005	08/30/2005
Ticket Number: 0000123187	08/19/2005		6	08/25/2005	08/31/2005
Ticket Number: 0000123171	08/19/2005		6	08/25/2005	08/31/2005
Ticket Number: 0000123134	08/19/2005		6	08/25/2005	08/31/2005
Ticket Number: 0000123344	08/23/2005		3	08/26/2005	09/01/2005
Ticket Number: 0000123380	08/23/2005		3	08/26/2005	09/01/2005
Ticket Number: 0000123065	08/18/2005		1	08/19/2005	08/25/2005
Ticket Number: 0000123059	08/18/2005		1	08/19/2005	08/25/2005
Ticket Number: 0000123058	08/18/2005		4	08/22/2005	08/29/2005
Ticket Number: 0000123052	08/18/2005		6	08/24/2005	08/30/2005
Ticket Number: 0000123046	08/18/2005		1	08/19/2005	08/25/2005
Ticket Number: 0000123034	08/18/2005		1	08/19/2005	08/25/2005
Ticket Number: 0000123028	08/18/2005		0		08/18/2005
Average time to ticket resolution for			4		
Maximum time to ticket resolution for			19		
Minimum time to ticket resolution for			0		

Desktop Support

mikec

Total: 1

Closed

Total: 1

Ticket Number: 0000122381

08/09/2005

17

08/26/2005

09/01/2005

Average time to ticket resolution for

mikec

17

Maximum time to ticket resolution for

mikec

17

Minimum time to ticket resolution for

mikec

17

Desktop Support

omarn

ResolvedTotal: 101Total: 18

Ticket Number:	0000122511	08/10/2005	20	08/30/2005	08/24/2005
Ticket Number:	0000123397	08/23/2005	6	08/29/2005	
Ticket Number:	0000123646	08/26/2005	5	08/31/2005	
Ticket Number:	0000123630	08/26/2005	5	08/31/2005	
Ticket Number:	0000123602	08/25/2005	6	08/31/2005	
Ticket Number:	0000123531	08/25/2005	8	09/02/2005	
Ticket Number:	0000123496	08/24/2005	9	09/02/2005	
Ticket Number:	0000123399	08/23/2005	7	08/30/2005	
Ticket Number:	0000123390	08/23/2005	7	08/30/2005	
Ticket Number:	0000123318	08/22/2005	8	08/30/2005	
Ticket Number:	0000123582	08/25/2005	5	08/30/2005	
Ticket Number:	0000124053	08/30/2005	3	09/02/2005	
Ticket Number:	0000123955	08/29/2005	4	09/02/2005	
Ticket Number:	0000123944	08/29/2005	2	08/31/2005	
Ticket Number:	0000123919	08/29/2005	2	08/31/2005	
Ticket Number:	0000123070	08/18/2005	11	08/29/2005	
Ticket Number:	0000123252	08/22/2005	7	08/29/2005	
Ticket Number:	0000123120	08/18/2005	11	08/29/2005	

Desktop Support

	Closed	Total:	83		
Ticket Number:	0000122557	08/11/2005	7	08/18/2005	08/24/2005
Ticket Number:	0000123096	08/18/2005	7	08/25/2005	08/31/2005
Ticket Number:	0000121850	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000121993	08/02/2005	17	08/19/2005	08/25/2005
Ticket Number:	0000121942	08/02/2005	8	08/10/2005	08/16/2005
Ticket Number:	0000121940	08/02/2005	6	08/08/2005	08/15/2005
Ticket Number:	0000121907	08/01/2005	11	08/12/2005	08/18/2005
Ticket Number:	0000121899	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000121896	08/01/2005	3	08/04/2005	08/04/2005
Ticket Number:	0000121863	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000121848	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000121837	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000121817	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000122324	08/08/2005	7	08/15/2005	08/22/2005
Ticket Number:	0000122143	08/04/2005	22	08/26/2005	09/01/2005
Ticket Number:	0000122142	08/04/2005	13	08/17/2005	08/23/2005
Ticket Number:	0000122120	08/04/2005	14	08/18/2005	08/24/2005
Ticket Number:	0000122115	08/03/2005	21		08/25/2005
Ticket Number:	0000122131	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122097	08/03/2005	2		08/05/2005
Ticket Number:	0000122118	08/04/2005	4	08/08/2005	08/15/2005
Ticket Number:	0000122642	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122272	08/07/2005	10	08/17/2005	08/23/2005
Ticket Number:	0000122252	08/05/2005	11	08/16/2005	08/22/2005
Ticket Number:	0000122245	08/05/2005	10		08/15/2005
Ticket Number:	0000122400	08/09/2005	9	08/18/2005	08/24/2005
Ticket Number:	0000122189	08/04/2005	8	08/12/2005	08/18/2005
Ticket Number:	0000122032	08/03/2005	7		08/10/2005
Ticket Number:	0000121998	08/02/2005	6	08/08/2005	08/15/2005
Ticket Number:	0000121990	08/02/2005	8	08/10/2005	08/16/2005
Ticket Number:	0000121968	08/02/2005	8	08/10/2005	08/16/2005
Ticket Number:	0000121965	08/02/2005	6	08/08/2005	08/15/2005
Ticket Number:	0000121962	08/02/2005	8	08/10/2005	08/16/2005
Ticket Number:	0000121951	08/02/2005	6	08/08/2005	08/15/2005
Ticket Number:	0000122344	08/08/2005	4	08/12/2005	08/18/2005
Ticket Number:	0000122388	08/09/2005	3	08/12/2005	08/18/2005
Ticket Number:	0000122402	08/09/2005	20	08/29/2005	08/31/2005
Ticket Number:	0000122446	08/09/2005	6	08/15/2005	08/22/2005
Ticket Number:	0000122624	08/11/2005	12		08/23/2005
Ticket Number:	0000123129	08/19/2005	4	08/23/2005	08/29/2005
Ticket Number:	0000123621	08/26/2005	7		09/02/2005
Ticket Number:	0000122603	08/11/2005	12	08/23/2005	08/29/2005
Ticket Number:	0000122600	08/11/2005	11	08/22/2005	08/29/2005
Ticket Number:	0000122590	08/11/2005	4		08/15/2005
Ticket Number:	0000122582	08/11/2005	7	08/18/2005	08/24/2005
Ticket Number:	0000122569	08/11/2005	14	08/25/2005	08/31/2005
Ticket Number:	0000122561	08/11/2005	4	08/15/2005	08/22/2005
Ticket Number:	0000122559	08/11/2005	7	08/18/2005	08/24/2005
Ticket Number:	0000122541	08/10/2005	7	08/17/2005	08/23/2005
Ticket Number:	0000122535	08/10/2005	20		08/30/2005
Ticket Number:	0000122534	08/10/2005	7	08/17/2005	08/23/2005
Ticket Number:	0000122523	08/10/2005	5	08/15/2005	08/22/2005
Ticket Number:	0000123145	08/19/2005	6	08/25/2005	08/31/2005

Desktop Support

Ticket Number:	0000122698	08/12/2005	7		08/19/2005
Ticket Number:	0000122696	08/12/2005	7		08/19/2005
Ticket Number:	0000122683	08/12/2005	7	08/19/2005	08/25/2005
Ticket Number:	0000122668	08/12/2005	6	08/18/2005	08/24/2005
Ticket Number:	0000122664	08/12/2005	10	08/22/2005	08/29/2005
Ticket Number:	0000122663	08/12/2005	11	08/23/2005	08/26/2005
Ticket Number:	0000122653	08/12/2005	6	08/18/2005	08/24/2005
Ticket Number:	0000122623	08/11/2005	11		08/22/2005
Ticket Number:	0000122791	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122758	08/15/2005	4	08/19/2005	08/22/2005
Ticket Number:	0000122756	08/15/2005	10		08/25/2005
Ticket Number:	0000122743	08/15/2005	2	08/17/2005	08/23/2005
Ticket Number:	0000122741	08/15/2005	1		08/16/2005
Ticket Number:	0000122729	08/14/2005	9	08/23/2005	08/29/2005
Ticket Number:	0000122516	08/10/2005	12	08/22/2005	08/29/2005
Ticket Number:	0000122509	08/10/2005	9		08/19/2005
Ticket Number:	0000122442	08/09/2005	6	08/15/2005	08/22/2005
Ticket Number:	0000123146	08/19/2005	6	08/25/2005	08/31/2005
Ticket Number:	0000123337	08/23/2005	3	08/26/2005	09/01/2005
Ticket Number:	0000123294	08/22/2005	3	08/25/2005	08/31/2005
Ticket Number:	0000123289	08/22/2005	3	08/25/2005	08/31/2005
Ticket Number:	0000123238	08/22/2005	1		08/23/2005
Ticket Number:	0000123124	08/19/2005	4		08/23/2005
Ticket Number:	0000123102	08/18/2005	8	08/26/2005	09/01/2005
Ticket Number:	0000122878	08/16/2005	7	08/23/2005	08/29/2005
Ticket Number:	0000122845	08/16/2005	3	08/19/2005	08/25/2005
Ticket Number:	0000123016	08/17/2005	2	08/19/2005	08/25/2005
Ticket Number:	0000123027	08/18/2005	5	08/23/2005	08/29/2005
Ticket Number:	0000122970	08/17/2005	9	08/26/2005	09/01/2005
Ticket Number:	0000122852	08/16/2005	10		08/26/2005
-----			-----		
Average time to ticket resolution for	omarn		7		
Maximum time to ticket resolution for	omarn		22		
Minimum time to ticket resolution for	omarn		1		

Desktop Support

talder1

Total: 18**Resolved**Total: 4

Ticket Number:	0000122677	08/12/2005	17	08/29/2005
Ticket Number:	0000123914	08/29/2005	0	08/29/2005
Ticket Number:	0000124192	08/31/2005	0	08/31/2005
Ticket Number:	0000123436	08/24/2005	4	08/28/2005

ClosedTotal: 14

Ticket Number:	0000121809	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000122268	08/06/2005	9	08/15/2005	08/22/2005
Ticket Number:	0000122044	08/03/2005	20	08/23/2005	08/29/2005
Ticket Number:	0000121901	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000121966	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121858	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000121821	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121906	08/01/2005	22	08/23/2005	08/29/2005
Ticket Number:	0000121871	08/01/2005	7	08/08/2005	08/15/2005
Ticket Number:	0000121807	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000123267	08/22/2005	3	08/25/2005	08/31/2005
Ticket Number:	0000123220	08/21/2005	2	08/23/2005	08/29/2005
Ticket Number:	0000122303	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122815	08/15/2005	8	08/23/2005	08/29/2005

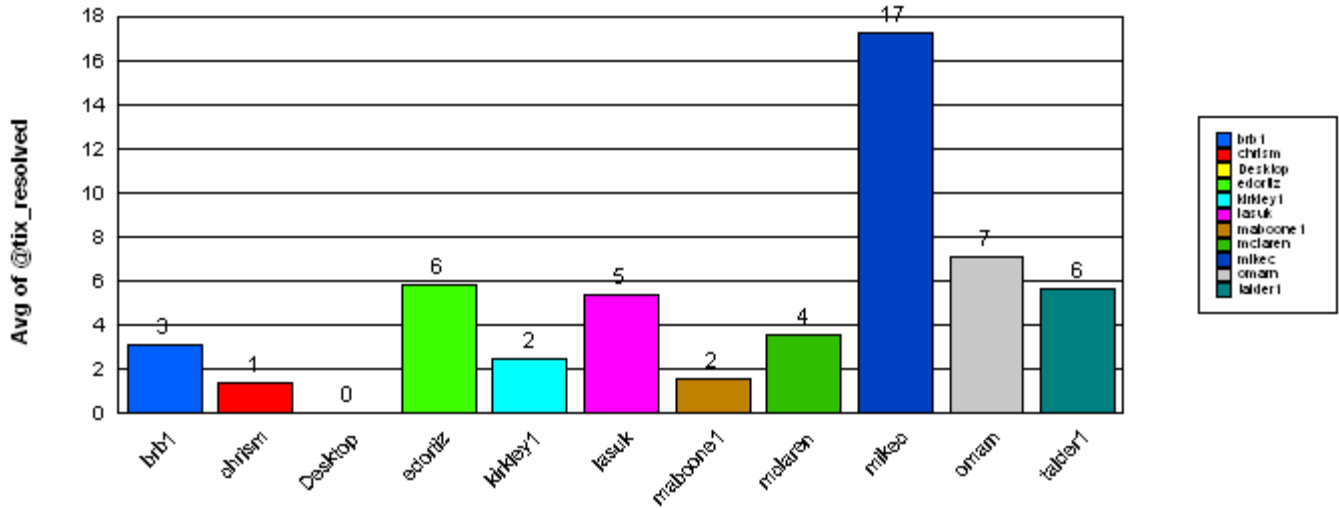
-----	-----	-----
Average time to ticket resolution for	talder1	6
Maximum time to ticket resolution for	talder1	22
Minimum time to ticket resolution for	talder1	0
-----	-----	-----

Desktop Support

Average time to ticket resolution for	Desktop Support	5
Maximum time to ticket resolution for	Desktop Support	29
Minimum time to ticket resolution for	Desktop Support	0

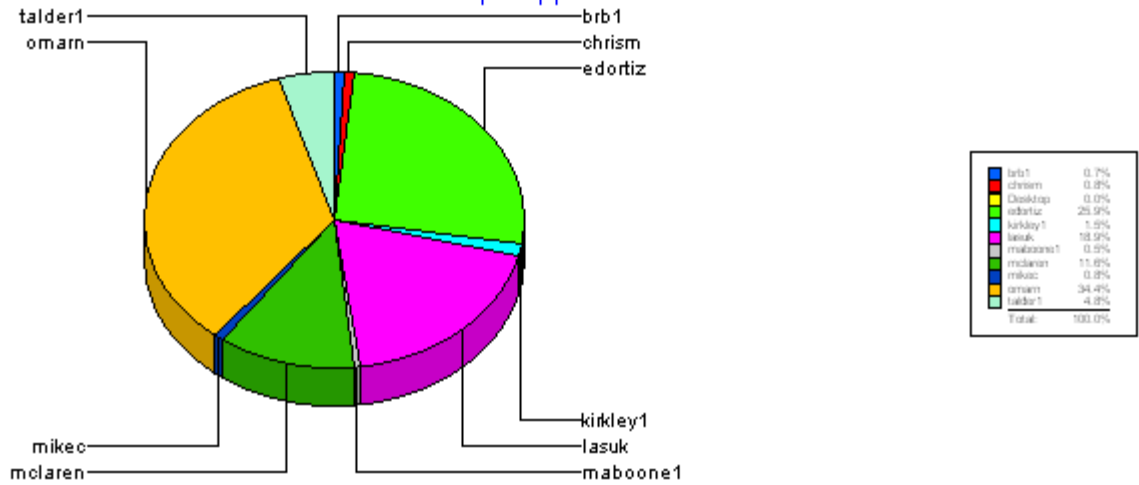
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

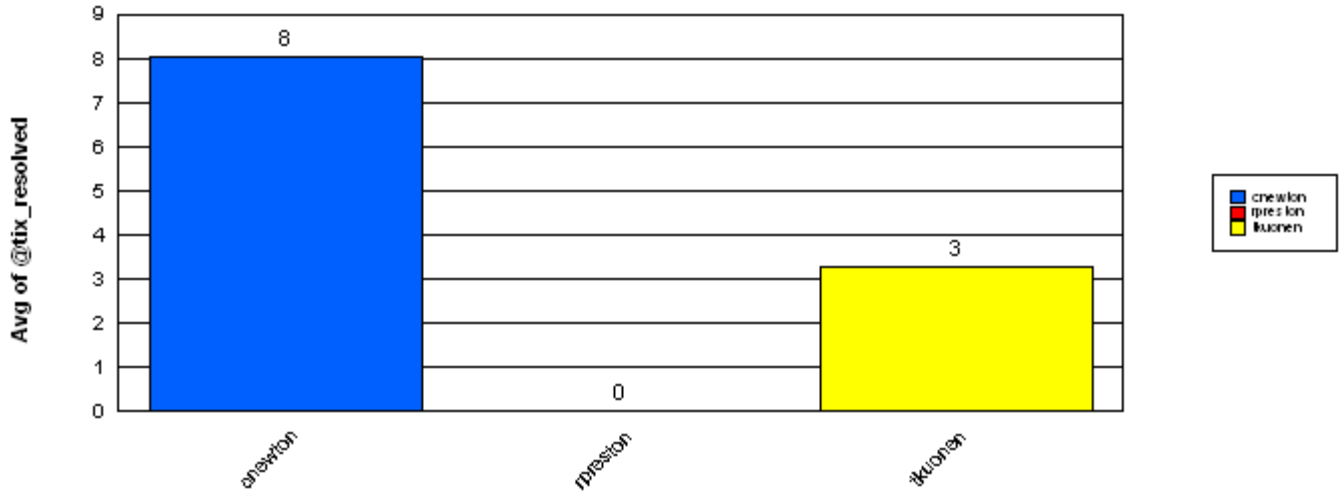
		<u>Total:</u>	24	
cnewton		<u>Total:</u>	1	
Resolved		<u>Total:</u>	1	
Ticket Number:	0000123240	08/22/2005	8	08/30/2005
Average time to ticket resolution for		cnewton	8	
Maximum time to ticket resolution for		cnewton	8	
Minimum time to ticket resolution for		cnewton	8	
rpreston		<u>Total:</u>	3	
Closed		<u>Total:</u>	3	
Ticket Number:	0000122382	08/09/2005	0	08/09/2005
Ticket Number:	0000122510	08/10/2005	0	08/10/2005
Ticket Number:	0000122573	08/11/2005	0	08/11/2005
Average time to ticket resolution for		rpreston	0	
Maximum time to ticket resolution for		rpreston	0	
Minimum time to ticket resolution for		rpreston	0	
tkuonen		<u>Total:</u>	20	
Closed		<u>Total:</u>	20	
Ticket Number:	0000122505	08/10/2005	12	08/22/2005
Ticket Number:	0000123393	08/23/2005	1	08/24/2005
Ticket Number:	0000122747	08/15/2005	8	08/23/2005
Ticket Number:	0000122674	08/12/2005	11	08/23/2005
Ticket Number:	0000122537	08/10/2005	1	08/11/2005
Ticket Number:	0000122520	08/10/2005	1	08/11/2005
Ticket Number:	0000122602	08/11/2005	0	08/11/2005
Ticket Number:	0000122898	08/16/2005	9	08/25/2005
Ticket Number:	0000123332	08/23/2005	0	08/23/2005
Ticket Number:	0000123367	08/23/2005	0	08/23/2005
Ticket Number:	0000123391	08/23/2005	1	08/24/2005
Ticket Number:	0000123182	08/19/2005	0	08/19/2005
Ticket Number:	0000123498	08/24/2005	1	08/25/2005
Ticket Number:	0000123537	08/25/2005	0	08/25/2005
Ticket Number:	0000124074	08/30/2005	0	08/30/2005
Ticket Number:	0000121844	08/01/2005	2	08/03/2005
Ticket Number:	0000122258	08/05/2005	18	08/23/2005
Ticket Number:	0000122041	08/03/2005	1	08/04/2005
Ticket Number:	0000121991	08/02/2005	0	08/02/2005
Ticket Number:	0000121945	08/02/2005	0	08/02/2005
Average time to ticket resolution for		tkuonen	3	
Maximum time to ticket resolution for		tkuonen	18	
Minimum time to ticket resolution for		tkuonen	0	

Financial Services: Peo

Average time to ticket resolution for	Financial Servi	3
Maximum time to ticket resolution for	Financial Servi	18
Minimum time to ticket resolution for	Financial Servi	0

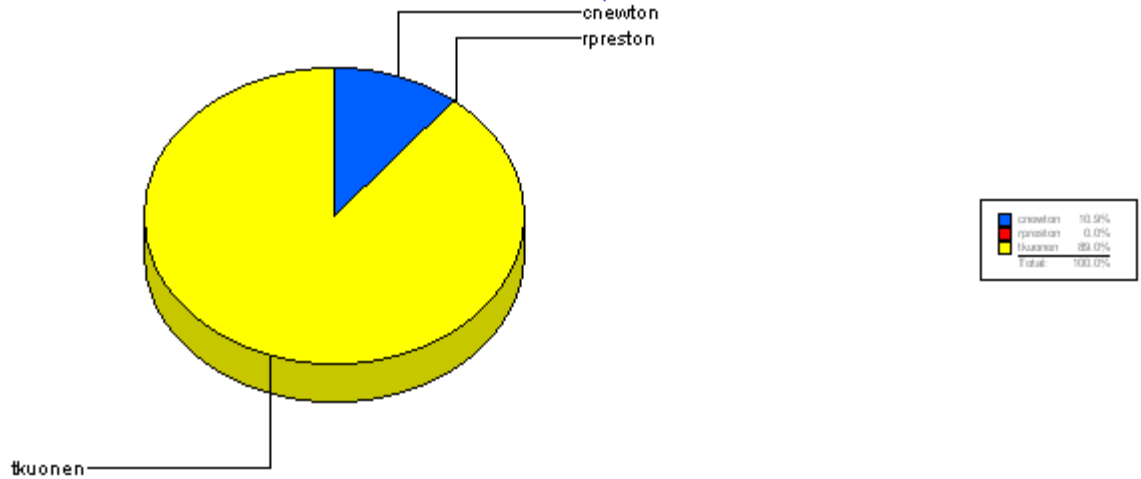
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		Total:	507		
HD:Tape_Changes		Total: 21			
Closed		Total: 21			
Ticket Number:	0000121813	08/01/2005	0	08/01/2005	
Ticket Number:	0000122013	08/03/2005	0	08/03/2005	
Ticket Number:	0000123048	08/18/2005	0	08/18/2005	
Ticket Number:	0000122275	08/07/2005	0	08/07/2005	
Ticket Number:	0000122133	08/04/2005	0	08/04/2005	
Ticket Number:	0000122217	08/05/2005	0	08/05/2005	
Ticket Number:	0000123550	08/25/2005	0	08/25/2005	
Ticket Number:	0000123623	08/26/2005	0	08/26/2005	
Ticket Number:	0000123820	08/28/2005	0	08/28/2005	
Ticket Number:	0000124166	08/31/2005	0	08/31/2005	
Ticket Number:	0000122841	08/16/2005	0	08/16/2005	
Ticket Number:	0000123418	08/24/2005	0	08/24/2005	
Ticket Number:	0000123354	08/23/2005	0	08/23/2005	
Ticket Number:	0000123251	08/22/2005	0	08/22/2005	
Ticket Number:	0000123215	08/21/2005	0	08/21/2005	
Ticket Number:	0000123204	08/20/2005	0	08/20/2005	
Ticket Number:	0000123128	08/19/2005	0	08/19/2005	
Ticket Number:	0000122929	08/17/2005	0	08/17/2005	
Ticket Number:	0000122574	08/11/2005	0	08/11/2005	
Ticket Number:	0000122726	08/14/2005	0	08/14/2005	
Ticket Number:	0000122650	08/12/2005	0	08/12/2005	
-----		-----		-----	
Average time to ticket resolution for		HD:Tape_Chan	0		
Maximum time to ticket resolution for		HD:Tape_Chan	0		
Minimum time to ticket resolution for		HD:Tape_Chan	0		

Helpdesk

HD_Operational_Support_BSG

Total: **31**

Closed

Total: **31**

Ticket Number:	0000122428	08/09/2005	0	08/09/2005
Ticket Number:	0000122656	08/12/2005	0	08/12/2005
Ticket Number:	0000122498	08/10/2005	0	08/10/2005
Ticket Number:	0000122429	08/09/2005	0	08/09/2005
Ticket Number:	0000122655	08/12/2005	0	08/12/2005
Ticket Number:	0000122497	08/10/2005	0	08/10/2005
Ticket Number:	0000122829	08/16/2005	0	08/16/2005
Ticket Number:	0000122932	08/17/2005	0	08/17/2005
Ticket Number:	0000122931	08/17/2005	0	08/17/2005
Ticket Number:	0000123074	08/18/2005	0	08/18/2005
Ticket Number:	0000123077	08/18/2005	0	08/18/2005
Ticket Number:	0000123137	08/19/2005	0	08/19/2005
Ticket Number:	0000123349	08/23/2005	0	08/23/2005
Ticket Number:	0000123341	08/23/2005	0	08/23/2005
Ticket Number:	0000123270	08/22/2005	0	08/22/2005
Ticket Number:	0000123265	08/22/2005	0	08/22/2005
Ticket Number:	0000123266	08/22/2005	0	08/22/2005
Ticket Number:	0000123156	08/19/2005	0	08/19/2005
Ticket Number:	0000123136	08/19/2005	0	08/19/2005
Ticket Number:	0000123075	08/18/2005	0	08/18/2005
Ticket Number:	0000122963	08/17/2005	0	08/17/2005
Ticket Number:	0000123435	08/24/2005	0	08/24/2005
Ticket Number:	0000124165	08/31/2005	0	08/31/2005
Ticket Number:	0000122213	08/05/2005	0	08/05/2005
Ticket Number:	0000122212	08/05/2005	0	08/05/2005
Ticket Number:	0000121971	08/02/2005	0	08/02/2005
Ticket Number:	0000121914	08/02/2005	0	08/02/2005
Ticket Number:	0000122159	08/04/2005	0	08/04/2005
Ticket Number:	0000122407	08/09/2005	0	08/09/2005
Ticket Number:	0000121915	08/02/2005	0	08/02/2005
Ticket Number:	0000122211	08/05/2005	0	08/05/2005

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

Helpdesk

HelpDesk

Resolved

Total: **144**

Total: **1**

Ticket Number: 0000124115

08/30/2005

1

08/31/2005

Helpdesk

	Closed	Total:	143		
Ticket Number:	0000123228	08/22/2005	0		08/22/2005
Ticket Number:	0000122273	08/07/2005	0		08/07/2005
Ticket Number:	0000122240	08/05/2005	0		08/05/2005
Ticket Number:	0000123047	08/18/2005	0		08/18/2005
Ticket Number:	0000122219	08/05/2005	0		08/05/2005
Ticket Number:	0000122047	08/03/2005	0		08/03/2005
Ticket Number:	0000122045	08/03/2005	0		08/03/2005
Ticket Number:	0000122025	08/03/2005	0		08/03/2005
Ticket Number:	0000122021	08/03/2005	0		08/03/2005
Ticket Number:	0000122014	08/03/2005	8	08/11/2005	08/17/2005
Ticket Number:	0000121947	08/02/2005	0		08/02/2005
Ticket Number:	0000121930	08/02/2005	0		08/02/2005
Ticket Number:	0000121929	08/02/2005	0		08/02/2005
Ticket Number:	0000121928	08/02/2005	0		08/02/2005
Ticket Number:	0000121918	08/02/2005	0		08/02/2005
Ticket Number:	0000121913	08/02/2005	0		08/02/2005
Ticket Number:	0000121893	08/01/2005	0		08/01/2005
Ticket Number:	0000121876	08/01/2005	0		08/01/2005
Ticket Number:	0000121841	08/01/2005	0		08/01/2005
Ticket Number:	0000122408	08/09/2005	0		08/09/2005
Ticket Number:	0000121875	08/01/2005	0		08/01/2005
Ticket Number:	0000121932	08/02/2005	0		08/02/2005
Ticket Number:	0000122254	08/05/2005	0		08/05/2005
Ticket Number:	0000123421	08/24/2005	0		08/24/2005
Ticket Number:	0000123673	08/26/2005	0		08/26/2005
Ticket Number:	0000123562	08/25/2005	0		08/25/2005
Ticket Number:	0000123551	08/25/2005	0		08/25/2005
Ticket Number:	0000123523	08/25/2005	0		08/25/2005
Ticket Number:	0000123521	08/25/2005	0		08/25/2005
Ticket Number:	0000123519	08/25/2005	0		08/25/2005
Ticket Number:	0000123483	08/24/2005	0		08/24/2005
Ticket Number:	0000123454	08/24/2005	0		08/24/2005
Ticket Number:	0000123427	08/24/2005	0		08/24/2005
Ticket Number:	0000123925	08/29/2005	0		08/29/2005
Ticket Number:	0000123924	08/29/2005	0		08/29/2005
Ticket Number:	0000124195	08/31/2005	0		08/31/2005
Ticket Number:	0000123869	08/29/2005	0		08/29/2005
Ticket Number:	0000123868	08/29/2005	0		08/29/2005
Ticket Number:	0000123865	08/29/2005	0		08/29/2005
Ticket Number:	0000123853	08/29/2005	0		08/29/2005
Ticket Number:	0000123852	08/29/2005	0		08/29/2005
Ticket Number:	0000123850	08/29/2005	0		08/29/2005
Ticket Number:	0000124141	08/31/2005	0		08/31/2005
Ticket Number:	0000124140	08/31/2005	0		08/31/2005
Ticket Number:	0000124036	08/30/2005	0		08/30/2005
Ticket Number:	0000124035	08/30/2005	0		08/30/2005
Ticket Number:	0000124034	08/30/2005	0		08/30/2005
Ticket Number:	0000124031	08/30/2005	0		08/30/2005
Ticket Number:	0000124030	08/30/2005	0		08/30/2005
Ticket Number:	0000124020	08/30/2005	0		08/30/2005
Ticket Number:	0000124019	08/30/2005	0		08/30/2005
Ticket Number:	0000124249	08/31/2005	0		08/31/2005
Ticket Number:	0000124227	08/31/2005	0		08/31/2005

Helpdesk

Ticket Number:	0000124209	08/31/2005	0	08/31/2005
Ticket Number:	0000124206	08/31/2005	0	08/31/2005
Ticket Number:	0000124207	08/31/2005	0	08/31/2005
Ticket Number:	0000124200	08/31/2005	0	08/31/2005
Ticket Number:	0000124182	08/31/2005	0	08/31/2005
Ticket Number:	0000124170	08/31/2005	0	08/31/2005
Ticket Number:	0000124151	08/31/2005	0	08/31/2005
Ticket Number:	0000124148	08/31/2005	0	08/31/2005
Ticket Number:	0000124143	08/31/2005	0	08/31/2005
Ticket Number:	0000124145	08/31/2005	0	08/31/2005
Ticket Number:	0000124008	08/30/2005	0	08/30/2005
Ticket Number:	0000124004	08/30/2005	0	08/30/2005
Ticket Number:	0000124003	08/30/2005	0	08/30/2005
Ticket Number:	0000123992	08/30/2005	0	08/30/2005
Ticket Number:	0000123991	08/30/2005	0	08/30/2005
Ticket Number:	0000123961	08/29/2005	0	08/29/2005
Ticket Number:	0000123960	08/29/2005	0	08/29/2005
Ticket Number:	0000124193	08/31/2005	0	08/31/2005
Ticket Number:	0000123848	08/29/2005	0	08/29/2005
Ticket Number:	0000123841	08/29/2005	0	08/29/2005
Ticket Number:	0000124062	08/30/2005	0	08/30/2005
Ticket Number:	0000123445	08/24/2005	0	08/24/2005
Ticket Number:	0000122836	08/16/2005	0	08/16/2005
Ticket Number:	0000122888	08/16/2005	0	08/16/2005
Ticket Number:	0000123091	08/18/2005	0	08/18/2005
Ticket Number:	0000122916	08/17/2005	0	08/17/2005
Ticket Number:	0000122919	08/17/2005	0	08/17/2005
Ticket Number:	0000123272	08/22/2005	0	08/22/2005
Ticket Number:	0000123258	08/22/2005	0	08/22/2005
Ticket Number:	0000123257	08/22/2005	0	08/22/2005
Ticket Number:	0000123249	08/22/2005	0	08/22/2005
Ticket Number:	0000123246	08/22/2005	0	08/22/2005
Ticket Number:	0000123244	08/22/2005	0	08/22/2005
Ticket Number:	0000123239	08/22/2005	0	08/22/2005
Ticket Number:	0000123237	08/22/2005	0	08/22/2005
Ticket Number:	0000123194	08/19/2005	0	08/19/2005
Ticket Number:	0000123417	08/24/2005	0	08/24/2005
Ticket Number:	0000123403	08/23/2005	0	08/23/2005
Ticket Number:	0000123402	08/23/2005	0	08/23/2005
Ticket Number:	0000123392	08/23/2005	0	08/23/2005
Ticket Number:	0000123863	08/29/2005	0	08/29/2005
Ticket Number:	0000123338	08/23/2005	0	08/23/2005
Ticket Number:	0000123336	08/23/2005	0	08/23/2005
Ticket Number:	0000123335	08/23/2005	0	08/23/2005
Ticket Number:	0000123273	08/22/2005	0	08/22/2005
Ticket Number:	0000123050	08/18/2005	0	08/18/2005
Ticket Number:	0000123044	08/18/2005	0	08/18/2005
Ticket Number:	0000123041	08/18/2005	0	08/18/2005
Ticket Number:	0000123232	08/22/2005	0	08/22/2005
Ticket Number:	0000123245	08/22/2005	0	08/22/2005
Ticket Number:	0000122949	08/17/2005	0	08/17/2005
Ticket Number:	0000122925	08/17/2005	0	08/17/2005
Ticket Number:	0000123247	08/22/2005	0	08/22/2005
Ticket Number:	0000123113	08/18/2005	0	08/18/2005

Helpdesk

Ticket Number:	0000123098	08/18/2005	0	08/18/2005
Ticket Number:	0000123085	08/18/2005	0	08/18/2005
Ticket Number:	0000123083	08/18/2005	0	08/18/2005
Ticket Number:	0000123082	08/18/2005	0	08/18/2005
Ticket Number:	0000122920	08/17/2005	0	08/17/2005
Ticket Number:	0000122917	08/17/2005	0	08/17/2005
Ticket Number:	0000122351	08/08/2005	0	08/08/2005
Ticket Number:	0000122399	08/09/2005	0	08/09/2005
Ticket Number:	0000122751	08/15/2005	0	08/15/2005
Ticket Number:	0000122749	08/15/2005	0	08/15/2005
Ticket Number:	0000122745	08/15/2005	0	08/15/2005
Ticket Number:	0000122671	08/12/2005	0	08/12/2005
Ticket Number:	0000122614	08/11/2005	0	08/11/2005
Ticket Number:	0000122611	08/11/2005	0	08/11/2005
Ticket Number:	0000122597	08/11/2005	0	08/11/2005
Ticket Number:	0000122596	08/11/2005	0	08/11/2005
Ticket Number:	0000122584	08/11/2005	0	08/11/2005
Ticket Number:	0000122578	08/11/2005	0	08/11/2005
Ticket Number:	0000122563	08/11/2005	0	08/11/2005
Ticket Number:	0000122542	08/10/2005	0	08/10/2005
Ticket Number:	0000122811	08/15/2005	0	08/15/2005
Ticket Number:	0000122794	08/15/2005	0	08/15/2005
Ticket Number:	0000122709	08/12/2005	0	08/12/2005
Ticket Number:	0000122692	08/12/2005	0	08/12/2005
Ticket Number:	0000122672	08/12/2005	0	08/12/2005
Ticket Number:	0000122495	08/10/2005	0	08/10/2005
Ticket Number:	0000122479	08/10/2005	0	08/10/2005
Ticket Number:	0000122489	08/10/2005	0	08/10/2005
Ticket Number:	0000122460	08/09/2005	0	08/09/2005
Ticket Number:	0000122459	08/09/2005	0	08/09/2005
Ticket Number:	0000123109	08/18/2005	0	08/18/2005
Ticket Number:	0000122475	08/10/2005	0	08/10/2005
Ticket Number:	0000122398	08/09/2005	0	08/09/2005
Ticket Number:	0000122514	08/10/2005	0	08/10/2005
Ticket Number:	0000122352	08/08/2005	0	08/08/2005
Ticket Number:	0000122396	08/09/2005	0	08/09/2005

Average time to ticket resolution for	HelpDesk		0	
Maximum time to ticket resolution for	HelpDesk		8	
Minimum time to ticket resolution for	HelpDesk		0	

Helpdesk

anna

Total: 47

Resolved

Total: 22

Ticket Number:	0000122512	08/10/2005	22	09/01/2005	08/17/2005
Ticket Number:	0000123326	08/22/2005	10	09/01/2005	
Ticket Number:	0000124337	08/31/2005	1	09/01/2005	
Ticket Number:	0000124264	08/31/2005	1	09/01/2005	
Ticket Number:	0000124261	08/31/2005	1	09/01/2005	
Ticket Number:	0000124126	08/30/2005	2	09/01/2005	
Ticket Number:	0000124118	08/30/2005	2	09/01/2005	
Ticket Number:	0000123977	08/29/2005	3	09/01/2005	
Ticket Number:	0000123946	08/29/2005	4	09/02/2005	
Ticket Number:	0000123956	08/29/2005	1	08/30/2005	
Ticket Number:	0000123923	08/29/2005	0	08/29/2005	
Ticket Number:	0000123886	08/29/2005	0	08/29/2005	
Ticket Number:	0000123826	08/28/2005	1	08/29/2005	
Ticket Number:	0000123822	08/28/2005	2	08/30/2005	
Ticket Number:	0000123888	08/29/2005	0	08/29/2005	
Ticket Number:	0000123776	08/27/2005	2	08/29/2005	
Ticket Number:	0000123451	08/24/2005	9	09/02/2005	
Ticket Number:	0000123203	08/20/2005	9	08/29/2005	
Ticket Number:	0000124185	08/31/2005	1	09/01/2005	
Ticket Number:	0000124176	08/31/2005	1	09/01/2005	
Ticket Number:	0000124160	08/31/2005	1	09/01/2005	
Ticket Number:	0000122565	08/11/2005	22	09/02/2005	

Closed

Total: 25

Ticket Number:	0000122199	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122087	08/03/2005	2	08/05/2005	08/11/2005
Ticket Number:	0000122146	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122154	08/04/2005	18	08/22/2005	08/29/2005
Ticket Number:	0000122180	08/04/2005	18	08/22/2005	08/29/2005
Ticket Number:	0000122191	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122200	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000122549	08/10/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000122753	08/15/2005	3	08/18/2005	08/24/2005
Ticket Number:	0000122776	08/15/2005	3	08/18/2005	08/24/2005
Ticket Number:	0000123357	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000122551	08/10/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000122604	08/11/2005	7	08/18/2005	08/24/2005
Ticket Number:	0000122572	08/11/2005	11	08/22/2005	08/29/2005
Ticket Number:	0000123168	08/19/2005	0	08/19/2005	08/25/2005
Ticket Number:	0000123404	08/23/2005	3	08/26/2005	09/01/2005
Ticket Number:	0000123363	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123612	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123224	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123201	08/19/2005	3	08/22/2005	08/29/2005
Ticket Number:	0000122915	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000123117	08/18/2005	4	08/22/2005	08/29/2005
Ticket Number:	0000123546	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123566	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123624	08/26/2005	0	08/26/2005	09/01/2005

Average time to ticket resolution for	anna		4
Maximum time to ticket resolution for	anna		22
Minimum time to ticket resolution for	anna		0

Helpdesk**egabril**Total: **4****Closed**Total: **4**

Ticket Number:	0000123818	08/28/2005	4		09/01/2005
Ticket Number:	0000123936	08/29/2005	0		08/29/2005
Ticket Number:	0000123212	08/21/2005	0		08/21/2005
Ticket Number:	0000122356	08/08/2005	0	08/08/2005	08/15/2005

Average time to ticket resolution foregabril **1****Maximum time to ticket resolution for**egabril **4****Minimum time to ticket resolution for**egabril **0**
-----**ha2**Total: **17****Resolved**Total: **1**

Ticket Number:	0000123371	08/23/2005	5	08/28/2005	
----------------	------------	------------	---	------------	--

ClosedTotal: **16**

Ticket Number:	0000122631	08/11/2005	3		08/14/2005
Ticket Number:	0000122076	08/03/2005	4		08/07/2005
Ticket Number:	0000121978	08/02/2005	5	08/07/2005	08/15/2005
Ticket Number:	0000122160	08/04/2005	3		08/07/2005
Ticket Number:	0000122186	08/04/2005	10		08/14/2005
Ticket Number:	0000122005	08/03/2005	5		08/07/2005
Ticket Number:	0000122527	08/10/2005	11		08/21/2005
Ticket Number:	0000122538	08/10/2005	11		08/21/2005
Ticket Number:	0000122718	08/13/2005	1		08/14/2005
Ticket Number:	0000122722	08/13/2005	1		08/14/2005
Ticket Number:	0000123210	08/20/2005	1		08/21/2005
Ticket Number:	0000122669	08/12/2005	16		08/28/2005
Ticket Number:	0000123197	08/19/2005	2		08/21/2005
Ticket Number:	0000123199	08/19/2005	9		08/28/2005
Ticket Number:	0000123520	08/25/2005	3		08/28/2005
Ticket Number:	0000123720	08/26/2005	2		08/28/2005

Average time to ticket resolution forha2 **6****Maximum time to ticket resolution for**ha2 **16****Minimum time to ticket resolution for**ha2 **1**

Helpdesk

kherna1

Resolved

Ticket Number: 0000124233

Total: 54

Total: 1

08/31/2005

0

08/31/2005

Helpdesk

	Closed	Total:	53		
Ticket Number:	0000123116	08/18/2005	6	08/24/2005	08/30/2005
Ticket Number:	0000122022	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122202	08/05/2005	5	08/10/2005	08/16/2005
Ticket Number:	0000122187	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122172	08/04/2005	28		09/01/2005
Ticket Number:	0000122007	08/03/2005	1	08/03/2005	08/08/2005
Ticket Number:	0000122003	08/02/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000121979	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121969	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000121842	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121954	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000121961	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000121903	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000123499	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000124274	08/31/2005	1		09/01/2005
Ticket Number:	0000123564	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123563	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123570	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000122912	08/16/2005	8	08/24/2005	08/30/2005
Ticket Number:	0000123122	08/18/2005	6	08/24/2005	08/30/2005
Ticket Number:	0000123126	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123181	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123223	08/21/2005	3	08/24/2005	08/30/2005
Ticket Number:	0000123346	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123222	08/21/2005	3	08/24/2005	08/30/2005
Ticket Number:	0000123221	08/21/2005	3	08/24/2005	08/30/2005
Ticket Number:	0000123218	08/21/2005	3	08/24/2005	08/30/2005
Ticket Number:	0000123217	08/21/2005	3	08/24/2005	08/30/2005
Ticket Number:	0000123216	08/21/2005	3	08/24/2005	08/30/2005
Ticket Number:	0000123219	08/21/2005	3	08/24/2005	08/30/2005
Ticket Number:	0000123213	08/21/2005	3	08/24/2005	08/30/2005
Ticket Number:	0000123209	08/20/2005	4	08/24/2005	08/30/2005
Ticket Number:	0000123413	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123409	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123195	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123186	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123159	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123125	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000122914	08/16/2005	7	08/24/2005	08/30/2005
Ticket Number:	0000123088	08/18/2005	6		08/24/2005
Ticket Number:	0000123361	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000122320	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122740	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122750	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122821	08/15/2005	9	08/24/2005	08/30/2005
Ticket Number:	0000122820	08/15/2005	9		08/24/2005
Ticket Number:	0000122819	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122748	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122513	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122695	08/12/2005	5	08/17/2005	08/23/2005
Ticket Number:	0000122632	08/11/2005	4	08/15/2005	08/22/2005
Ticket Number:	0000122465	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122328	08/08/2005	2	08/10/2005	08/16/2005

Helpdesk

Average time to ticket resolution for	kherna1	3
Maximum time to ticket resolution for	kherna1	28
Minimum time to ticket resolution for	kherna1	0

Helpdesk

kincaid

Total: **113**

Resolved

Total: **9**

Ticket Number:	0000121922	08/02/2005	28	08/30/2005
Ticket Number:	0000123011	08/17/2005	14	08/31/2005
Ticket Number:	0000124029	08/30/2005	1	08/31/2005
Ticket Number:	0000124137	08/31/2005	1	09/01/2005
Ticket Number:	0000124156	08/31/2005	0	08/31/2005
Ticket Number:	0000124124	08/30/2005	1	08/31/2005
Ticket Number:	0000123942	08/29/2005	1	08/30/2005
Ticket Number:	0000123683	08/26/2005	3	08/29/2005
Ticket Number:	0000123713	08/26/2005	3	08/29/2005

Helpdesk

	Closed	Total:	104		
Ticket Number:	0000122359	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122096	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122094	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122092	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122081	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122031	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122017	08/03/2005	15	08/18/2005	08/24/2005
Ticket Number:	0000122009	08/03/2005	0		08/03/2005
Ticket Number:	0000122008	08/03/2005	0		08/03/2005
Ticket Number:	0000122006	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000121944	08/02/2005	9	08/11/2005	08/17/2005
Ticket Number:	0000122269	08/06/2005	2	08/08/2005	08/15/2005
Ticket Number:	0000122265	08/06/2005	2		08/08/2005
Ticket Number:	0000122261	08/05/2005	3	08/08/2005	08/15/2005
Ticket Number:	0000122235	08/05/2005	6	08/11/2005	08/17/2005
Ticket Number:	0000122221	08/05/2005	20	08/25/2005	08/31/2005
Ticket Number:	0000122165	08/04/2005	7	08/11/2005	08/17/2005
Ticket Number:	0000122239	08/05/2005	5	08/10/2005	08/16/2005
Ticket Number:	0000122375	08/09/2005	0		08/09/2005
Ticket Number:	0000122121	08/04/2005	0	08/04/2005	08/04/2005
Ticket Number:	0000122271	08/07/2005	4	08/11/2005	08/17/2005
Ticket Number:	0000122119	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122114	08/03/2005	0		08/04/2005
Ticket Number:	0000122111	08/03/2005	8	08/11/2005	08/17/2005
Ticket Number:	0000122377	08/09/2005	0		08/09/2005
Ticket Number:	0000122107	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122102	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122101	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122100	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000121920	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121910	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000121904	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121888	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121921	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121860	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121836	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000122558	08/11/2005	0		08/11/2005
Ticket Number:	0000121973	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000122110	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122109	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000123315	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000122090	08/03/2005	7	08/10/2005	08/16/2005
Ticket Number:	0000122214	08/05/2005	3	08/08/2005	08/15/2005
Ticket Number:	0000122278	08/07/2005	4	08/11/2005	08/17/2005
Ticket Number:	0000122297	08/08/2005	0		08/08/2005
Ticket Number:	0000122411	08/09/2005	0		08/09/2005
Ticket Number:	0000122424	08/09/2005	2	08/11/2005	08/17/2005
Ticket Number:	0000122394	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122393	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122376	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122372	08/08/2005	0		08/09/2005
Ticket Number:	0000122371	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122370	08/08/2005	0	08/09/2005	08/15/2005

Helpdesk

Ticket Number:	0000122338	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122823	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122813	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122807	08/15/2005	1		08/16/2005
Ticket Number:	0000122788	08/15/2005	7	08/22/2005	08/29/2005
Ticket Number:	0000122742	08/15/2005	7	08/22/2005	08/29/2005
Ticket Number:	0000122657	08/12/2005	10	08/22/2005	08/29/2005
Ticket Number:	0000122621	08/11/2005	4	08/15/2005	08/22/2005
Ticket Number:	0000122593	08/11/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000122577	08/11/2005	0		08/11/2005
Ticket Number:	0000122654	08/12/2005	6	08/18/2005	08/24/2005
Ticket Number:	0000122544	08/10/2005	15	08/25/2005	08/31/2005
Ticket Number:	0000122532	08/10/2005	1	08/11/2005	08/17/2005
Ticket Number:	0000122525	08/10/2005	1	08/11/2005	08/17/2005
Ticket Number:	0000122797	08/15/2005	3	08/18/2005	08/24/2005
Ticket Number:	0000122466	08/09/2005	2	08/11/2005	08/17/2005
Ticket Number:	0000122481	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122346	08/08/2005	3		08/11/2005
Ticket Number:	0000122291	08/07/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122883	08/16/2005	9	08/25/2005	08/31/2005
Ticket Number:	0000123394	08/23/2005	2	08/25/2005	08/31/2005
Ticket Number:	0000123376	08/23/2005	2	08/25/2005	08/31/2005
Ticket Number:	0000123316	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000123313	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000123243	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000123148	08/19/2005	6	08/25/2005	08/31/2005
Ticket Number:	0000123064	08/18/2005	4	08/22/2005	08/29/2005
Ticket Number:	0000123055	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000123024	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000123022	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000122974	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122962	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000122913	08/16/2005	0		08/17/2005
Ticket Number:	0000122911	08/16/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122922	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000122890	08/16/2005	2	08/18/2005	08/24/2005
Ticket Number:	0000123433	08/24/2005	0		08/24/2005
Ticket Number:	0000123511	08/24/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000124161	08/31/2005	1		09/01/2005
Ticket Number:	0000124142	08/31/2005	0	08/31/2005	09/01/2005
Ticket Number:	0000124138	08/31/2005	0		08/31/2005
Ticket Number:	0000123583	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123554	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123514	08/24/2005	0		08/25/2005
Ticket Number:	0000123509	08/24/2005	0		08/25/2005
Ticket Number:	0000123460	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123506	08/24/2005	1		08/25/2005
Ticket Number:	0000123486	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123508	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123835	08/29/2005	0		08/29/2005
Ticket Number:	0000123461	08/24/2005	1	08/25/2005	08/31/2005

Average time to ticket resolution for	kincaid	2
Maximum time to ticket resolution for	kincaid	28
Minimum time to ticket resolution for	kincaid	0

Helpdesk

myers

Total: **54**

Resolved

Total: **8**

Ticket Number:	0000123099	08/18/2005	12	08/30/2005
Ticket Number:	0000123473	08/24/2005	6	08/30/2005
Ticket Number:	0000124022	08/30/2005	0	08/30/2005
Ticket Number:	0000123990	08/30/2005	0	08/30/2005
Ticket Number:	0000123878	08/29/2005	1	08/30/2005
Ticket Number:	0000123846	08/29/2005	1	08/30/2005
Ticket Number:	0000123801	08/27/2005	3	08/30/2005
Ticket Number:	0000123705	08/26/2005	4	08/30/2005

Helpdesk

	Closed	Total:	46		
Ticket Number: 0000122247	08/05/2005	0		08/05/2005	08/11/2005
Ticket Number: 0000122735	08/14/2005	1			08/15/2005
Ticket Number: 0000122260	08/05/2005	4		08/09/2005	08/15/2005
Ticket Number: 0000122638	08/12/2005	3		08/15/2005	08/22/2005
Ticket Number: 0000122207	08/05/2005	0		08/05/2005	08/11/2005
Ticket Number: 0000122193	08/04/2005	6		08/10/2005	08/16/2005
Ticket Number: 0000122062	08/03/2005	0		08/03/2005	08/09/2005
Ticket Number: 0000121866	08/01/2005	3		08/04/2005	08/10/2005
Ticket Number: 0000121957	08/02/2005	2		08/04/2005	08/10/2005
Ticket Number: 0000121977	08/02/2005	1			08/03/2005
Ticket Number: 0000122049	08/03/2005	6		08/09/2005	08/15/2005
Ticket Number: 0000121960	08/02/2005	0		08/02/2005	08/08/2005
Ticket Number: 0000122158	08/04/2005	1		08/05/2005	08/11/2005
Ticket Number: 0000123613	08/25/2005	1		08/26/2005	09/01/2005
Ticket Number: 0000123616	08/26/2005	0		08/26/2005	09/01/2005
Ticket Number: 0000123879	08/29/2005	1			08/30/2005
Ticket Number: 0000123770	08/27/2005	0		08/27/2005	09/02/2005
Ticket Number: 0000123659	08/26/2005	0		08/26/2005	09/01/2005
Ticket Number: 0000122858	08/16/2005	0		08/16/2005	08/22/2005
Ticket Number: 0000122877	08/16/2005	1		08/17/2005	08/23/2005
Ticket Number: 0000123303	08/22/2005	1		08/23/2005	08/29/2005
Ticket Number: 0000123378	08/23/2005	3		08/26/2005	09/01/2005
Ticket Number: 0000123365	08/23/2005	3		08/26/2005	09/01/2005
Ticket Number: 0000123268	08/22/2005	0		08/22/2005	08/29/2005
Ticket Number: 0000123157	08/19/2005	3		08/22/2005	08/29/2005
Ticket Number: 0000122868	08/16/2005	6		08/22/2005	08/29/2005
Ticket Number: 0000122279	08/07/2005	3		08/10/2005	08/16/2005
Ticket Number: 0000122723	08/14/2005	1			08/15/2005
Ticket Number: 0000122713	08/12/2005	5		08/17/2005	08/23/2005
Ticket Number: 0000122712	08/12/2005	3			08/15/2005
Ticket Number: 0000122705	08/12/2005	3		08/15/2005	08/22/2005
Ticket Number: 0000122699	08/12/2005	3			08/15/2005
Ticket Number: 0000122647	08/12/2005	3		08/15/2005	08/22/2005
Ticket Number: 0000122629	08/11/2005	1		08/12/2005	08/18/2005
Ticket Number: 0000122585	08/11/2005	5		08/16/2005	08/22/2005
Ticket Number: 0000122568	08/11/2005	4		08/15/2005	08/22/2005
Ticket Number: 0000122734	08/14/2005	1			08/15/2005
Ticket Number: 0000122733	08/14/2005	1			08/15/2005
Ticket Number: 0000122732	08/14/2005	2		08/16/2005	08/22/2005
Ticket Number: 0000122730	08/14/2005	1			08/15/2005
Ticket Number: 0000122728	08/14/2005	1			08/15/2005
Ticket Number: 0000122727	08/14/2005	1			08/15/2005
Ticket Number: 0000122469	08/09/2005	6		08/16/2005	08/22/2005
Ticket Number: 0000122474	08/10/2005	0		08/10/2005	08/16/2005
Ticket Number: 0000122287	08/07/2005	2		08/09/2005	08/15/2005
Ticket Number: 0000122413	08/09/2005	6		08/15/2005	08/22/2005
-----				-----	
Average time to ticket resolution for	myers	2			
Maximum time to ticket resolution for	myers	12			
Minimum time to ticket resolution for	myers	0			

Helpdesk

rkhalil1

Total: 22**Resolved**Total: 2

Ticket Number:	0000123558	08/25/2005	6	08/31/2005
Ticket Number:	0000123634	08/26/2005	5	08/31/2005

ClosedTotal: 20

Ticket Number:	0000122198	08/04/2005	5		08/09/2005
Ticket Number:	0000122276	08/07/2005	2	08/09/2005	08/15/2005
Ticket Number:	0000122270	08/06/2005	3	08/09/2005	08/15/2005
Ticket Number:	0000122263	08/05/2005	4	08/09/2005	08/15/2005
Ticket Number:	0000122262	08/05/2005	4	08/09/2005	08/15/2005
Ticket Number:	0000122218	08/05/2005	4	08/09/2005	08/15/2005
Ticket Number:	0000122205	08/05/2005	4	08/09/2005	08/15/2005
Ticket Number:	0000122093	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122050	08/03/2005	6	08/09/2005	08/15/2005
Ticket Number:	0000122033	08/03/2005	6	08/09/2005	08/15/2005
Ticket Number:	0000122030	08/03/2005	6	08/09/2005	08/15/2005
Ticket Number:	0000121986	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121870	08/01/2005	2	08/03/2005	08/09/2005
Ticket Number:	0000122197	08/04/2005	5	08/09/2005	08/15/2005
Ticket Number:	0000122274	08/07/2005	2	08/09/2005	08/15/2005
Ticket Number:	0000122288	08/07/2005	2	08/09/2005	08/15/2005
Ticket Number:	0000122277	08/07/2005	2	08/09/2005	08/15/2005
Ticket Number:	0000122282	08/07/2005	2	08/09/2005	08/15/2005
Ticket Number:	0000122290	08/07/2005	2		08/09/2005
Ticket Number:	0000123532	08/25/2005	0	08/25/2005	08/31/2005

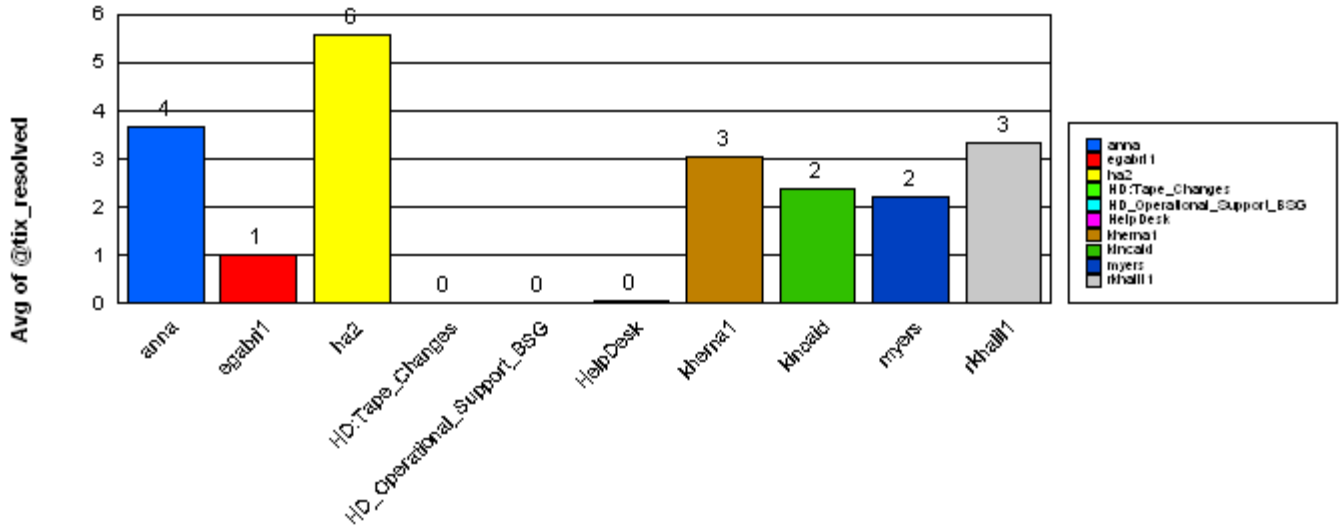
-----	-----	-----
Average time to ticket resolution for	rkhalil1	3
Maximum time to ticket resolution for	rkhalil1	6
Minimum time to ticket resolution for	rkhalil1	0
-----	-----	-----

Helpdesk

Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	28
Minimum time to ticket resolution for	Helpdesk	0

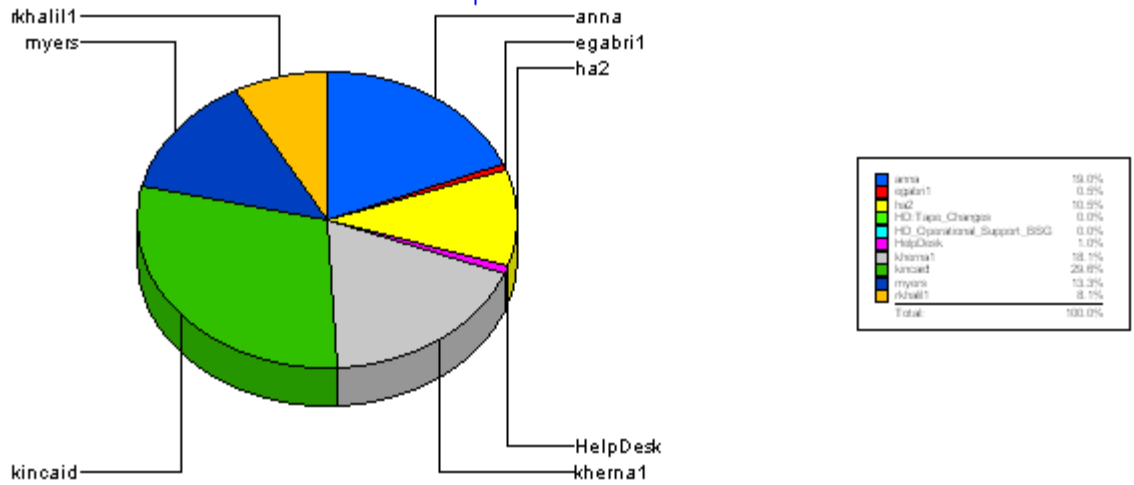
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



Human Resources

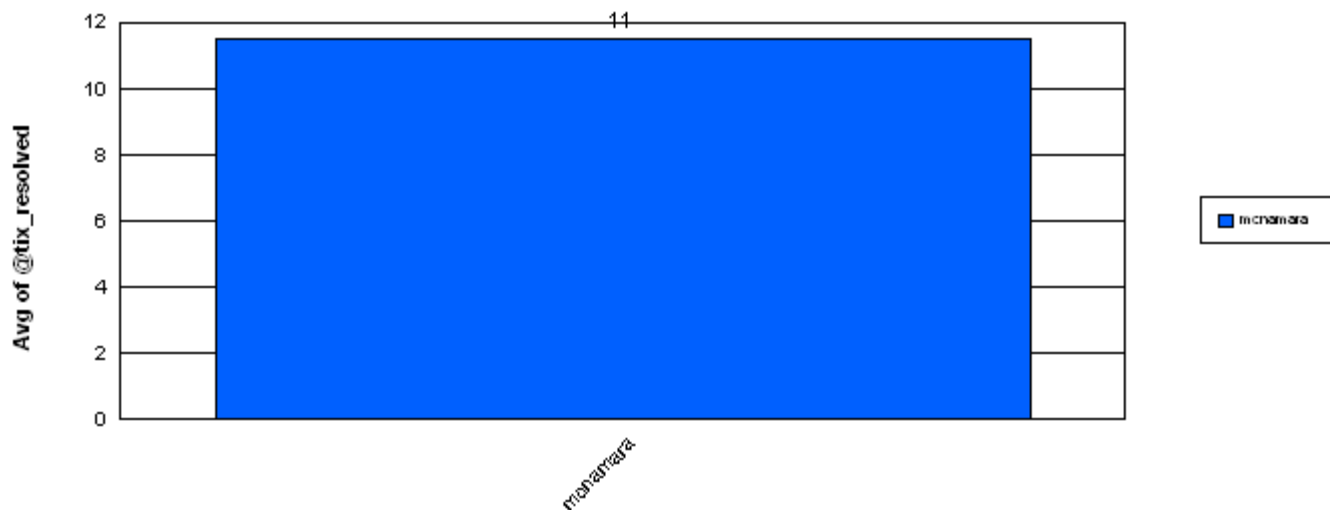
		<u>Total:</u>	8		
mcnamara		<u>Total:</u>	8		
Resolved		<u>Total:</u>	3		
Ticket Number:	0000121984	08/02/2005	29	08/31/2005	
Ticket Number:	0000122608	08/11/2005	20	08/31/2005	
Ticket Number:	0000123296	08/22/2005	9	08/31/2005	
Closed		<u>Total:</u>	5		
Ticket Number:	0000121985	08/02/2005	14		08/16/2005
Ticket Number:	0000122609	08/11/2005	5	08/16/2005	08/22/2005
Ticket Number:	0000123559	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000122951	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122617	08/11/2005	15	08/26/2005	09/01/2005
-----		-----	-----		
Average time to ticket resolution for		mcnamara	11		
Maximum time to ticket resolution for		mcnamara	29		
Minimum time to ticket resolution for		mcnamara	0		

Human Resources

Average time to ticket resolution for	Human Resour	11
Maximum time to ticket resolution for	Human Resour	29
Minimum time to ticket resolution for	Human Resour	0

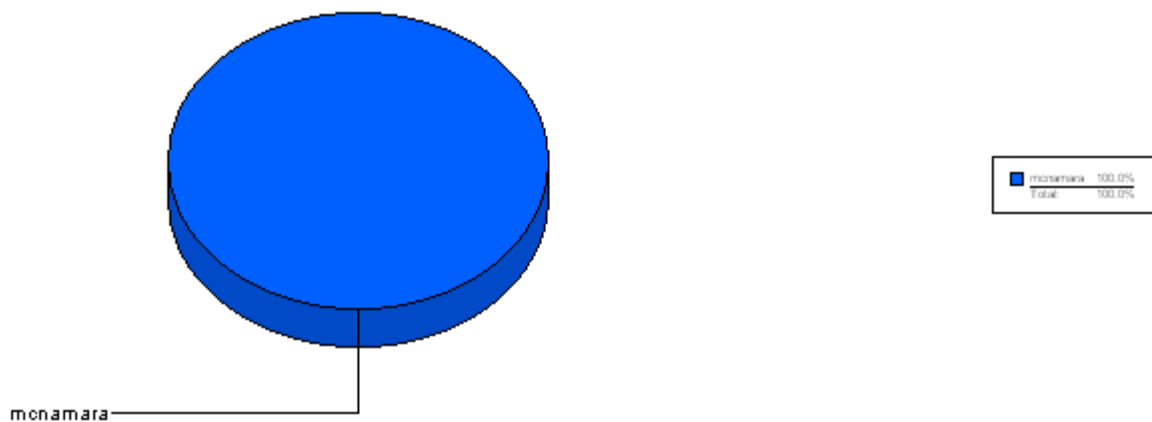
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total: **161**

LAN

Closed

Total: **1**

Total: **1**

Ticket Number: 0000122079

08/03/2005

0

08/03/2005

Average time to ticket resolution for

LAN

0

Maximum time to ticket resolution for

LAN

0

Minimum time to ticket resolution for

LAN

0

LAN

jesse

Resolved

Total: 152

Total: 32

Ticket Number:	0000122897	08/16/2005	15	08/31/2005
Ticket Number:	0000123647	08/26/2005	3	08/29/2005
Ticket Number:	0000123695	08/26/2005	3	08/29/2005
Ticket Number:	0000123999	08/30/2005	1	08/31/2005
Ticket Number:	0000123988	08/30/2005	0	08/30/2005
Ticket Number:	0000123954	08/29/2005	1	08/30/2005
Ticket Number:	0000123943	08/29/2005	1	08/30/2005
Ticket Number:	0000123941	08/29/2005	1	08/30/2005
Ticket Number:	0000123922	08/29/2005	0	08/29/2005
Ticket Number:	0000123890	08/29/2005	0	08/29/2005
Ticket Number:	0000123719	08/26/2005	3	08/29/2005
Ticket Number:	0000123707	08/26/2005	3	08/29/2005
Ticket Number:	0000124289	08/31/2005	1	09/01/2005
Ticket Number:	0000124279	08/31/2005	0	08/31/2005
Ticket Number:	0000124268	08/31/2005	1	09/01/2005
Ticket Number:	0000124246	08/31/2005	0	08/31/2005
Ticket Number:	0000124253	08/31/2005	0	08/31/2005
Ticket Number:	0000124091	08/30/2005	1	08/31/2005
Ticket Number:	0000124090	08/30/2005	1	08/31/2005
Ticket Number:	0000124089	08/30/2005	0	08/30/2005
Ticket Number:	0000124064	08/30/2005	0	08/30/2005
Ticket Number:	0000124086	08/30/2005	0	08/30/2005
Ticket Number:	0000124027	08/30/2005	0	08/30/2005
Ticket Number:	0000124025	08/30/2005	0	08/30/2005
Ticket Number:	0000123997	08/30/2005	0	08/30/2005
Ticket Number:	0000123663	08/26/2005	3	08/29/2005
Ticket Number:	0000123644	08/26/2005	3	08/29/2005
Ticket Number:	0000123571	08/25/2005	4	08/29/2005
Ticket Number:	0000123628	08/26/2005	3	08/29/2005
Ticket Number:	0000123642	08/26/2005	3	08/29/2005
Ticket Number:	0000123632	08/26/2005	3	08/29/2005
Ticket Number:	0000123492	08/24/2005	5	08/29/2005

LAN

	<u>Closed</u>	<u>Total:</u>	120		
Ticket Number:	0000122363	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000123067	08/18/2005	1	08/19/2005	08/25/2005
Ticket Number:	0000121988	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000123012	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000123230	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000121838	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000121852	08/01/2005	1		08/02/2005
Ticket Number:	0000122246	08/05/2005	5	08/10/2005	08/16/2005
Ticket Number:	0000122232	08/05/2005	0	08/05/2005	08/11/2005
Ticket Number:	0000122473	08/10/2005	0	08/10/2005	08/11/2005
Ticket Number:	0000122169	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122147	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122125	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122055	08/03/2005	1		08/04/2005
Ticket Number:	0000122051	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122176	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122039	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122024	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122023	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122012	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000121987	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121938	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000121923	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000122091	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122834	08/16/2005	3	08/19/2005	08/25/2005
Ticket Number:	0000121897	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121859	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121855	08/01/2005	4	08/05/2005	08/11/2005
Ticket Number:	0000121833	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000122304	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122409	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122367	08/08/2005	1		08/09/2005
Ticket Number:	0000122391	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122437	08/09/2005	7	08/16/2005	08/22/2005
Ticket Number:	0000122447	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122486	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122818	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122806	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122793	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122761	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122771	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122688	08/12/2005	0	08/12/2005	08/18/2005
Ticket Number:	0000122686	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122678	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122662	08/12/2005	0	08/12/2005	08/15/2005
Ticket Number:	0000122651	08/12/2005	3	08/15/2005	08/22/2005
Ticket Number:	0000122595	08/11/2005	4	08/15/2005	08/22/2005
Ticket Number:	0000122591	08/11/2005	0	08/11/2005	08/16/2005
Ticket Number:	0000122588	08/11/2005	4	08/15/2005	08/22/2005
Ticket Number:	0000122567	08/11/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000122908	08/16/2005	6	08/22/2005	08/29/2005
Ticket Number:	0000122714	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122700	08/12/2005	3	08/15/2005	08/22/2005

LAN

Ticket Number:	0000122540	08/10/2005	13	08/23/2005	08/29/2005
Ticket Number:	0000122533	08/10/2005	9	08/19/2005	08/25/2005
Ticket Number:	0000122773	08/15/2005	8	08/23/2005	08/29/2005
Ticket Number:	0000122522	08/10/2005	1	08/11/2005	08/17/2005
Ticket Number:	0000122519	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122506	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122503	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122493	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122452	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122438	08/09/2005	22		08/31/2005
Ticket Number:	0000122431	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122383	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122342	08/08/2005	2	08/10/2005	08/16/2005
Ticket Number:	0000122319	08/08/2005	2	08/10/2005	08/16/2005
Ticket Number:	0000122835	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123375	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123350	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123334	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123300	08/22/2005	1		08/23/2005
Ticket Number:	0000123298	08/22/2005	2	08/24/2005	08/30/2005
Ticket Number:	0000123278	08/22/2005	3	08/25/2005	08/31/2005
Ticket Number:	0000123263	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123262	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123260	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123254	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123229	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123478	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123482	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123162	08/19/2005	6	08/25/2005	08/31/2005
Ticket Number:	0000123118	08/18/2005	4	08/22/2005	08/29/2005
Ticket Number:	0000123107	08/18/2005	1	08/19/2005	08/25/2005
Ticket Number:	0000123105	08/18/2005	1	08/19/2005	08/25/2005
Ticket Number:	0000123306	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000123071	08/18/2005	1	08/19/2005	08/25/2005
Ticket Number:	0000123037	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000123030	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000122968	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122965	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122960	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122947	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122943	08/17/2005	0		08/17/2005
Ticket Number:	0000122937	08/17/2005	7	08/24/2005	08/30/2005
Ticket Number:	0000122921	08/17/2005	2	08/19/2005	08/25/2005
Ticket Number:	0000122899	08/16/2005	1	08/17/2005	08/23/2005
Ticket Number:	0000122892	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122885	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122853	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122977	08/17/2005	1		08/18/2005
Ticket Number:	0000122849	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122869	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122882	08/16/2005	2	08/18/2005	08/24/2005
Ticket Number:	0000122875	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123437	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123588	08/25/2005	1	08/26/2005	09/01/2005

LAN

Ticket Number:	0000123574	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123561	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123557	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123522	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123489	08/24/2005	7	08/31/2005	09/01/2005
Ticket Number:	0000123472	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123464	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123462	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123459	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123457	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000124205	08/31/2005	0		08/31/2005
Ticket Number:	0000123447	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123452	08/24/2005	0	08/24/2005	08/30/2005

Average time to ticket resolution for	jesse		2		
Maximum time to ticket resolution for	jesse		22		
Minimum time to ticket resolution for	jesse		0		
<hr/>					
vladimir		<u>Total:</u>	8		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000122935	08/17/2005	12	08/29/2005	
Ticket Number:	0000124250	08/31/2005	2	09/02/2005	
Closed		<u>Total:</u>	6		
Ticket Number:	0000122255	08/05/2005	3	08/08/2005	08/15/2005
Ticket Number:	0000121840	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000122307	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122331	08/08/2005	8	08/16/2005	08/22/2005
Ticket Number:	0000122379	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122311	08/08/2005	1	08/09/2005	08/15/2005

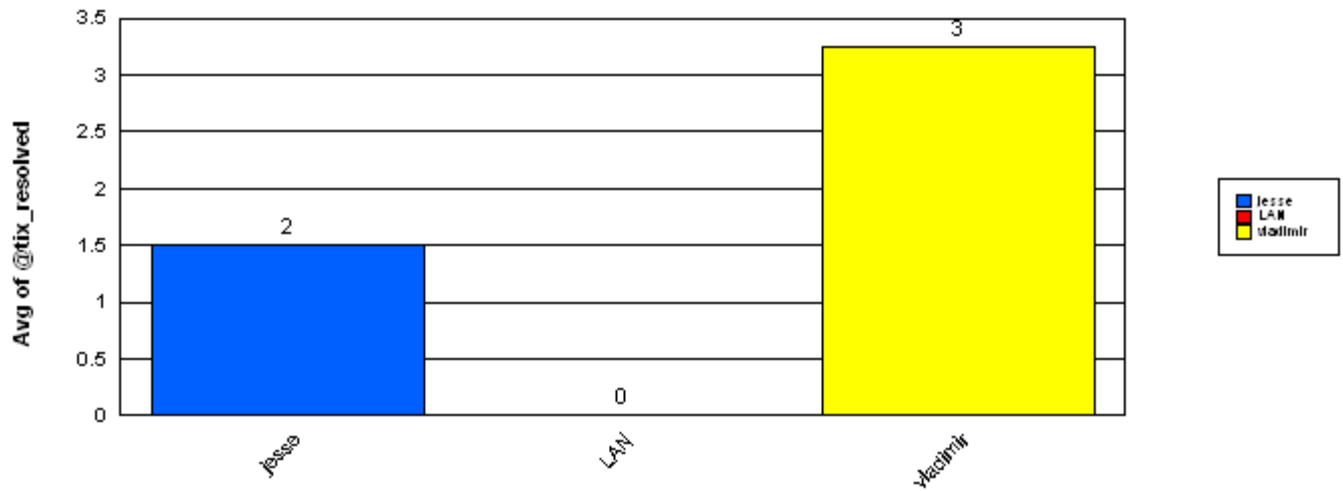
Average time to ticket resolution for	vladimir		3		
Maximum time to ticket resolution for	vladimir		12		
Minimum time to ticket resolution for	vladimir		0		
<hr/>					

LAN

Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	22
Minimum time to ticket resolution for	LAN	0

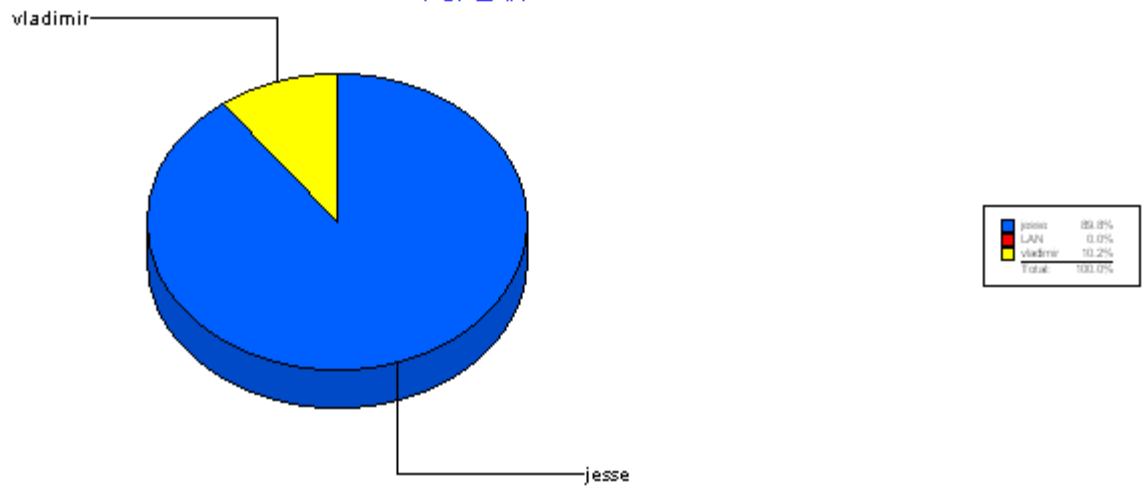
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		<u>Total:</u>	183		
NewMedia:BlackBoard		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000124075	08/30/2005	0	08/30/2005	

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		
darnold		<u>Total:</u>	9		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000123930	08/29/2005	2	08/31/2005	
Closed		<u>Total:</u>	8		
Ticket Number:	0000121868	08/01/2005	3	08/04/2005	08/10/2005
Ticket Number:	0000123525	08/25/2005	6		08/31/2005
Ticket Number:	0000122524	08/10/2005	21		08/31/2005
Ticket Number:	0000122562	08/11/2005	5	08/16/2005	08/22/2005
Ticket Number:	0000122786	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122760	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122570	08/11/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000122866	08/16/2005	0	08/16/2005	08/22/2005

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

New Media

ebenson1

Total: 75

Resolved

Total: 25

Ticket Number:	0000123322	08/22/2005	8	08/30/2005
Ticket Number:	0000123444	08/24/2005	6	08/30/2005
Ticket Number:	0000123615	08/25/2005	5	08/30/2005
Ticket Number:	0000123967	08/29/2005	2	08/31/2005
Ticket Number:	0000124016	08/30/2005	0	08/30/2005
Ticket Number:	0000124032	08/30/2005	0	08/30/2005
Ticket Number:	0000124050	08/30/2005	0	08/30/2005
Ticket Number:	0000124199	08/31/2005	0	08/31/2005
Ticket Number:	0000124163	08/31/2005	1	09/01/2005
Ticket Number:	0000124114	08/30/2005	1	08/31/2005
Ticket Number:	0000124113	08/30/2005	1	08/31/2005
Ticket Number:	0000124097	08/30/2005	1	08/31/2005
Ticket Number:	0000124094	08/30/2005	1	08/31/2005
Ticket Number:	0000124092	08/30/2005	1	08/31/2005
Ticket Number:	0000124065	08/30/2005	0	08/30/2005
Ticket Number:	0000124060	08/30/2005	0	08/30/2005
Ticket Number:	0000124260	08/31/2005	1	09/01/2005
Ticket Number:	0000124254	08/31/2005	1	09/01/2005
Ticket Number:	0000124252	08/31/2005	1	09/01/2005
Ticket Number:	0000124229	08/31/2005	0	08/31/2005
Ticket Number:	0000124228	08/31/2005	1	09/01/2005
Ticket Number:	0000124225	08/31/2005	0	08/31/2005
Ticket Number:	0000124043	08/30/2005	0	08/30/2005
Ticket Number:	0000124017	08/30/2005	0	08/30/2005
Ticket Number:	0000124015	08/30/2005	1	08/31/2005

New Media

	Closed	Total:	50		
Ticket Number:	0000122196	08/04/2005	1	08/05/2005	08/11/2005
Ticket Number:	0000121867	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121878	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121880	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000122248	08/05/2005	0	08/05/2005	08/11/2005
Ticket Number:	0000121861	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000122283	08/07/2005	1	08/08/2005	08/15/2005
Ticket Number:	0000122731	08/14/2005	3		08/17/2005
Ticket Number:	0000122725	08/14/2005	2	08/16/2005	08/22/2005
Ticket Number:	0000122286	08/07/2005	1	08/08/2005	08/15/2005
Ticket Number:	0000122422	08/09/2005	2	08/11/2005	08/17/2005
Ticket Number:	0000122706	08/12/2005	5	08/17/2005	08/23/2005
Ticket Number:	0000122716	08/12/2005	2	08/15/2005	08/22/2005
Ticket Number:	0000122441	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122284	08/07/2005	1	08/08/2005	08/15/2005
Ticket Number:	0000123512	08/24/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123513	08/24/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000123597	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123637	08/26/2005	0		08/26/2005
Ticket Number:	0000123638	08/26/2005	0		08/26/2005
Ticket Number:	0000123706	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123701	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123700	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123599	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123591	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000122842	08/16/2005	2	08/18/2005	08/24/2005
Ticket Number:	0000122972	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000123020	08/17/2005	2	08/19/2005	08/25/2005
Ticket Number:	0000123370	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123352	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123351	08/23/2005	0		08/23/2005
Ticket Number:	0000123347	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123292	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123291	08/22/2005	0	08/22/2005	08/22/2005
Ticket Number:	0000123280	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123279	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123275	08/22/2005	9	08/31/2005	08/31/2005
Ticket Number:	0000123259	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123255	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123206	08/20/2005	2	08/22/2005	08/29/2005
Ticket Number:	0000123185	08/19/2005	3	08/22/2005	08/29/2005
Ticket Number:	0000123295	08/22/2005	1	08/23/2005	08/29/2005
Ticket Number:	0000123063	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000122998	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122973	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122969	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122843	08/16/2005	2	08/18/2005	08/24/2005
Ticket Number:	0000122966	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122967	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122903	08/16/2005	1	08/17/2005	08/23/2005
-----			-----	-----	-----
Average time to ticket resolution for	ebenson1		1		
Maximum time to ticket resolution for	ebenson1		9		
Minimum time to ticket resolution for	ebenson1		0		

New Media

jward

Total: 1

Closed

Total: 1

Ticket Number: 0000123419

08/24/2005

2

08/26/2005

09/01/2005

Average time to ticket resolution for

jward

2

Maximum time to ticket resolution for

jward

2

Minimum time to ticket resolution for

jward

2

New Media

rarmstro

Total: 97

Resolved

Total: 32

Ticket Number:	0000123802	08/27/2005	2	08/29/2005
Ticket Number:	0000123864	08/29/2005	0	08/29/2005
Ticket Number:	0000124184	08/31/2005	1	09/01/2005
Ticket Number:	0000123805	08/27/2005	2	08/29/2005
Ticket Number:	0000123815	08/28/2005	1	08/29/2005
Ticket Number:	0000124334	08/31/2005	1	09/01/2005
Ticket Number:	0000124262	08/31/2005	1	09/01/2005
Ticket Number:	0000124234	08/31/2005	1	09/01/2005
Ticket Number:	0000124222	08/31/2005	0	08/31/2005
Ticket Number:	0000124134	08/31/2005	0	08/31/2005
Ticket Number:	0000124131	08/30/2005	0	08/31/2005
Ticket Number:	0000124129	08/30/2005	0	08/31/2005
Ticket Number:	0000124127	08/30/2005	0	08/31/2005
Ticket Number:	0000124111	08/30/2005	1	08/31/2005
Ticket Number:	0000124109	08/30/2005	1	08/31/2005
Ticket Number:	0000124099	08/30/2005	2	09/01/2005
Ticket Number:	0000124119	08/30/2005	1	08/31/2005
Ticket Number:	0000123951	08/29/2005	1	08/30/2005
Ticket Number:	0000124167	08/31/2005	0	08/31/2005
Ticket Number:	0000124136	08/31/2005	0	08/31/2005
Ticket Number:	0000123931	08/29/2005	0	08/29/2005
Ticket Number:	0000123910	08/29/2005	0	08/29/2005
Ticket Number:	0000123903	08/29/2005	0	08/29/2005
Ticket Number:	0000123883	08/29/2005	0	08/29/2005
Ticket Number:	0000123882	08/29/2005	0	08/29/2005
Ticket Number:	0000123874	08/29/2005	0	08/29/2005
Ticket Number:	0000123872	08/29/2005	0	08/29/2005
Ticket Number:	0000123817	08/28/2005	1	08/29/2005
Ticket Number:	0000123981	08/29/2005	0	08/30/2005
Ticket Number:	0000123980	08/29/2005	0	08/30/2005
Ticket Number:	0000123968	08/29/2005	1	08/30/2005
Ticket Number:	0000123809	08/27/2005	1	08/29/2005

New Media

	Closed	<u>Total:</u>	65		
Ticket Number:	0000121884	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000122112	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122113	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122448	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122127	08/04/2005	0	08/04/2005	08/08/2005
Ticket Number:	0000122122	08/04/2005	4	08/08/2005	08/15/2005
Ticket Number:	0000123476	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123714	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number:	0000124047	08/30/2005	1	08/31/2005	09/01/2005
Ticket Number:	0000124009	08/30/2005	0		08/30/2005
Ticket Number:	0000123913	08/29/2005	0		08/29/2005
Ticket Number:	0000123796	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number:	0000123795	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number:	0000123794	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number:	0000123793	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number:	0000123788	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number:	0000123782	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number:	0000123769	08/27/2005	0		08/27/2005
Ticket Number:	0000123758	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number:	0000123660	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123678	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123664	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123655	08/26/2005	0	08/26/2005	08/29/2005
Ticket Number:	0000123626	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123639	08/26/2005	0		08/26/2005
Ticket Number:	0000123568	08/25/2005	1	08/26/2005	08/27/2005
Ticket Number:	0000122826	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000123411	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000123400	08/23/2005	7		08/30/2005
Ticket Number:	0000123299	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123191	08/19/2005	3	08/22/2005	08/29/2005
Ticket Number:	0000123189	08/19/2005	3	08/22/2005	08/29/2005
Ticket Number:	0000123173	08/19/2005	0		08/19/2005
Ticket Number:	0000123167	08/19/2005	0		08/19/2005
Ticket Number:	0000123123	08/18/2005	3		08/22/2005
Ticket Number:	0000123119	08/18/2005	1	08/19/2005	08/25/2005
Ticket Number:	0000123057	08/18/2005	1	08/19/2005	08/25/2005
Ticket Number:	0000122961	08/17/2005	2		08/19/2005
Ticket Number:	0000122954	08/17/2005	5	08/22/2005	08/23/2005
Ticket Number:	0000122846	08/16/2005	3	08/19/2005	08/27/2005
Ticket Number:	0000122844	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123147	08/19/2005	3	08/22/2005	08/29/2005
Ticket Number:	0000122831	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123149	08/19/2005	3	08/22/2005	08/29/2005
Ticket Number:	0000122827	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122392	08/09/2005	20		08/29/2005
Ticket Number:	0000122757	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122737	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122552	08/11/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000122526	08/10/2005	1	08/11/2005	08/17/2005
Ticket Number:	0000122477	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122454	08/09/2005	3		08/12/2005
Ticket Number:	0000122457	08/09/2005	1	08/10/2005	08/16/2005

New Media

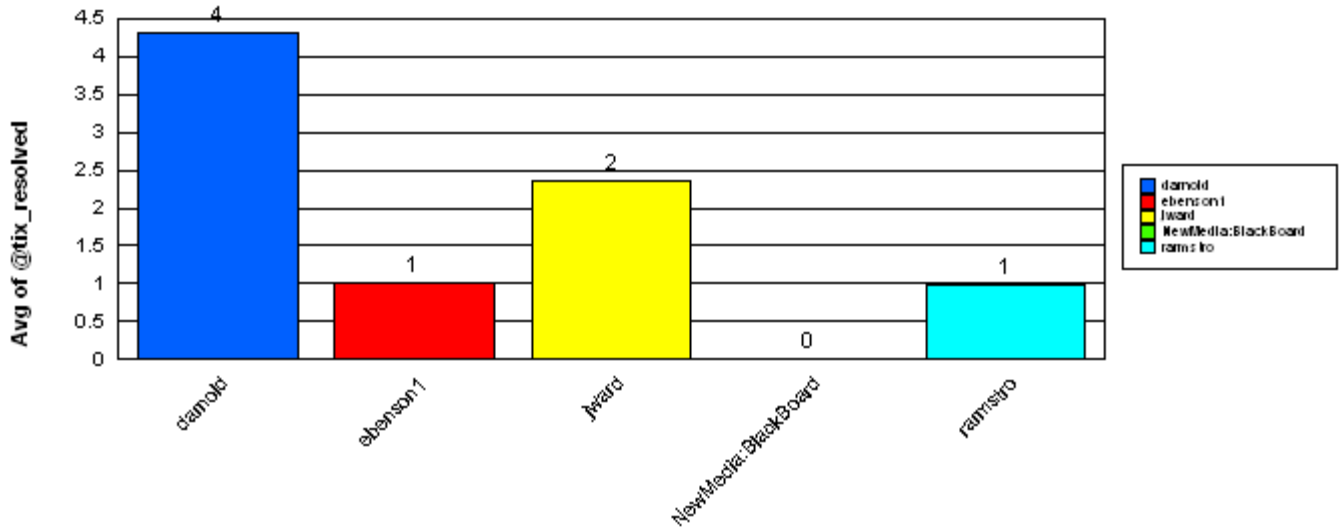
Ticket Number:	0000122458	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122468	08/09/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122467	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122825	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122824	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122817	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000122801	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122798	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122790	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122789	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122777	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122345	08/08/2005	0	08/08/2005	08/15/2005
-----			-----		
Average time to ticket resolution for	rarmstro		1		
Maximum time to ticket resolution for	rarmstro		20		
Minimum time to ticket resolution for	rarmstro		0		

New Media

Average time to ticket resolution for	New Media	1
Maximum time to ticket resolution for	New Media	21
Minimum time to ticket resolution for	New Media	0

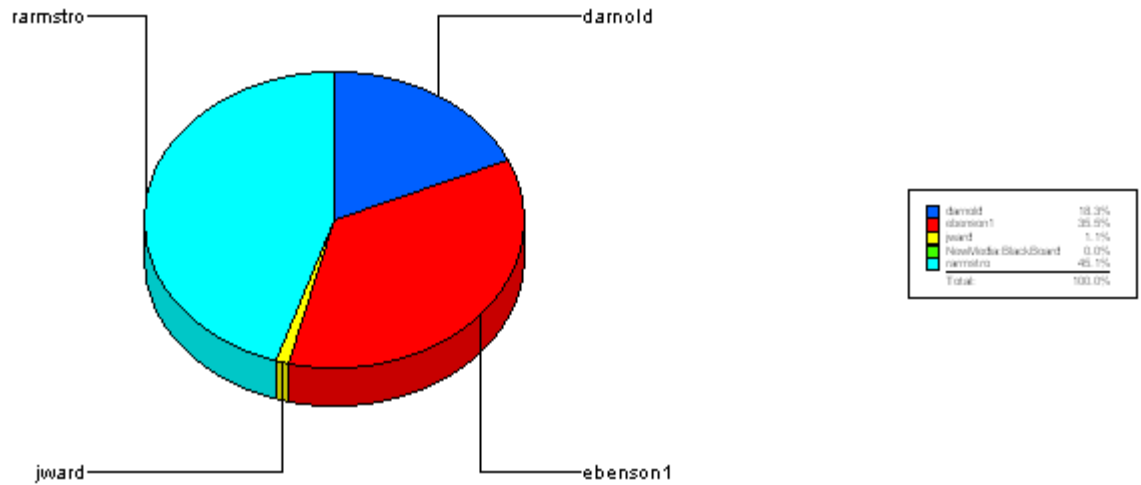
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



Physical Networks

		Total:	80	
Telcom		<u>Total:</u>	1	
Resolved		<u>Total:</u>	1	
Ticket Number:	0000123170	08/19/2005	11	08/30/2005

Average time to ticket resolution for		Telcom	11	
Maximum time to ticket resolution for		Telcom	11	
Minimum time to ticket resolution for		Telcom	11	
beakja1		<u>Total:</u>	12	
Resolved		<u>Total:</u>	8	
Ticket Number:	0000123356	08/23/2005	8	08/31/2005
Ticket Number:	0000124104	08/30/2005	2	09/01/2005
Ticket Number:	0000124023	08/30/2005	1	08/31/2005
Ticket Number:	0000123342	08/23/2005	6	08/29/2005
Ticket Number:	0000123799	08/27/2005	2	08/29/2005
Ticket Number:	0000124018	08/30/2005	1	08/31/2005
Ticket Number:	0000123576	08/25/2005	6	08/31/2005
Ticket Number:	0000123175	08/19/2005	10	08/29/2005
Closed		<u>Total:</u>	4	
Ticket Number:	0000122104	08/03/2005	1	08/04/2005 08/10/2005
Ticket Number:	0000122613	08/11/2005	5	08/16/2005 08/16/2005
Ticket Number:	0000123150	08/19/2005	0	08/19/2005 08/25/2005
Ticket Number:	0000123176	08/19/2005	4	08/23/2005 08/29/2005

Average time to ticket resolution for		beakja1	4	
Maximum time to ticket resolution for		beakja1	10	
Minimum time to ticket resolution for		beakja1	0	
bushong1		<u>Total:</u>	17	
Resolved		<u>Total:</u>	6	
Ticket Number:	0000123164	08/19/2005	14	09/02/2005
Ticket Number:	0000124213	08/31/2005	2	09/02/2005
Ticket Number:	0000124024	08/30/2005	3	09/02/2005
Ticket Number:	0000124326	08/31/2005	2	09/02/2005
Ticket Number:	0000124196	08/31/2005	2	09/02/2005
Ticket Number:	0000123438	08/24/2005	8	09/01/2005
Closed		<u>Total:</u>	11	
Ticket Number:	0000121996	08/02/2005	3	08/05/2005 08/11/2005
Ticket Number:	0000122206	08/05/2005	0	08/05/2005 08/11/2005
Ticket Number:	0000122042	08/03/2005	2	08/05/2005 08/11/2005
Ticket Number:	0000122058	08/03/2005	2	08/05/2005 08/05/2005
Ticket Number:	0000122840	08/16/2005	1	08/17/2005 08/23/2005
Ticket Number:	0000122881	08/16/2005	3	08/19/2005 08/25/2005
Ticket Number:	0000122950	08/17/2005	6	08/23/2005 08/29/2005
Ticket Number:	0000123463	08/24/2005	2	08/26/2005 09/01/2005
Ticket Number:	0000122543	08/10/2005	5	08/15/2005 08/22/2005
Ticket Number:	0000122694	08/12/2005	7	08/19/2005 08/25/2005
Ticket Number:	0000122816	08/15/2005	10	08/25/2005 08/31/2005

Average time to ticket resolution for		bushong1	4	
Maximum time to ticket resolution for		bushong1	14	
Minimum time to ticket resolution for		bushong1	0	

Physical Networks

cmckin1		<u>Total:</u>	4		
Resolved		<u>Total:</u>	3		
Ticket Number:	0000123587	08/25/2005	8	09/02/2005	
Ticket Number:	0000123847	08/29/2005	0	08/29/2005	
Ticket Number:	0000124321	08/31/2005	2	09/02/2005	
Closed		<u>Total:</u>	1		
Ticket Number:	0000123448	08/24/2005	5		08/29/2005

Average time to ticket resolution for		cmckin1	4		
Maximum time to ticket resolution for		cmckin1	8		
Minimum time to ticket resolution for		cmckin1	0		
<hr/>					
damian		<u>Total:</u>	10		
Resolved		<u>Total:</u>	7		
Ticket Number:	0000124033	08/30/2005	1	08/31/2005	
Ticket Number:	0000123453	08/24/2005	7	08/31/2005	
Ticket Number:	0000123694	08/26/2005	5	08/31/2005	
Ticket Number:	0000124072	08/30/2005	3	09/02/2005	
Ticket Number:	0000123901	08/29/2005	2	08/31/2005	
Ticket Number:	0000123497	08/24/2005	7	08/31/2005	
Ticket Number:	0000123163	08/19/2005	12	08/31/2005	
Closed		<u>Total:</u>	3		
Ticket Number:	0000121908	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000122015	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000121933	08/02/2005	30		09/01/2005

Average time to ticket resolution for		damian	7		
Maximum time to ticket resolution for		damian	30		
Minimum time to ticket resolution for		damian	1		
<hr/>					
marc		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000122366	08/08/2005	3		08/11/2005
Ticket Number:	0000122365	08/08/2005	3		08/11/2005
Ticket Number:	0000122492	08/10/2005	1		08/11/2005

Average time to ticket resolution for		marc	2		
Maximum time to ticket resolution for		marc	3		
Minimum time to ticket resolution for		marc	1		
<hr/>					
natb1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000122361	08/08/2005	1	08/09/2005	08/15/2005

Average time to ticket resolution for		natb1	1		
Maximum time to ticket resolution for		natb1	1		
Minimum time to ticket resolution for		natb1	1		
<hr/>					

Physical Networks

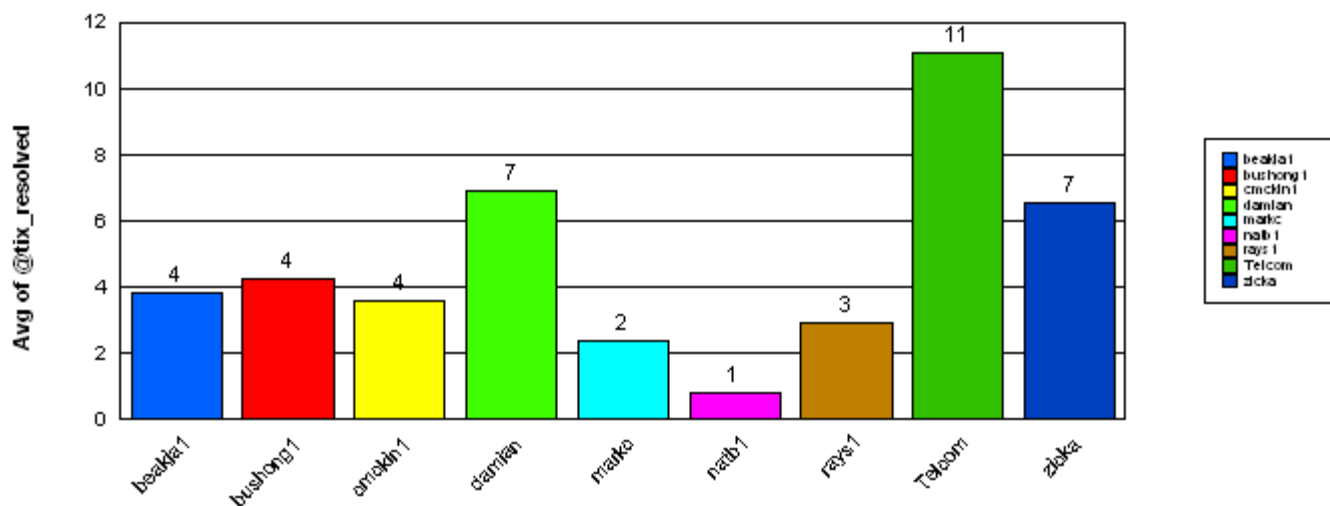
rays1		<u>Total:</u>	16		
Resolved		<u>Total:</u>	8		
Ticket Number:	0000123908	08/29/2005	2	08/31/2005	
Ticket Number:	0000124212	08/31/2005	0	08/31/2005	
Ticket Number:	0000124240	08/31/2005	0	08/31/2005	
Ticket Number:	0000124307	08/31/2005	0	08/31/2005	
Ticket Number:	0000124224	08/31/2005	1	09/01/2005	
Ticket Number:	0000124067	08/30/2005	1	08/31/2005	
Ticket Number:	0000123871	08/29/2005	2	08/31/2005	
Ticket Number:	0000124237	08/31/2005	1	09/01/2005	
Closed		<u>Total:</u>	8		
Ticket Number:	0000122089	08/03/2005	14		08/17/2005
Ticket Number:	0000122253	08/05/2005	5	08/10/2005	08/16/2005
Ticket Number:	0000122491	08/10/2005	7	08/17/2005	08/23/2005
Ticket Number:	0000122676	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122599	08/11/2005	7	08/18/2005	08/24/2005
Ticket Number:	0000122865	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122867	08/16/2005	1	08/17/2005	08/23/2005
Ticket Number:	0000122891	08/16/2005	1	08/17/2005	08/23/2005
-----				-----	
Average time to ticket resolution for		rays1	3		
Maximum time to ticket resolution for		rays1	14		
Minimum time to ticket resolution for		rays1	0		
<hr/>		<hr/>		<hr/>	
zicka		<u>Total:</u>	16		
Closed		<u>Total:</u>	16		
Ticket Number:	0000122832	08/16/2005	10	08/26/2005	09/01/2005
Ticket Number:	0000123301	08/22/2005	2	08/24/2005	08/30/2005
Ticket Number:	0000123172	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123127	08/19/2005	6	08/25/2005	08/31/2005
Ticket Number:	0000123068	08/18/2005	8	08/26/2005	08/29/2005
Ticket Number:	0000123056	08/18/2005	8	08/26/2005	09/01/2005
Ticket Number:	0000123053	08/18/2005	1	08/19/2005	08/25/2005
Ticket Number:	0000123533	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number:	0000122310	08/08/2005	9	08/17/2005	08/23/2005
Ticket Number:	0000122752	08/15/2005	1	08/16/2005	08/22/2005
Ticket Number:	0000121823	08/01/2005	23	08/24/2005	08/25/2005
Ticket Number:	0000122182	08/04/2005	1		08/05/2005
Ticket Number:	0000121857	08/01/2005	14		08/15/2005
Ticket Number:	0000121909	08/01/2005	14		08/15/2005
Ticket Number:	0000121981	08/02/2005	1	08/03/2005	08/09/2005
Ticket Number:	0000121989	08/02/2005	1	08/03/2005	08/09/2005
-----				-----	
Average time to ticket resolution for		zicka	7		
Maximum time to ticket resolution for		zicka	23		
Minimum time to ticket resolution for		zicka	0		
<hr/>		<hr/>		<hr/>	

Physical Networks

Average time to ticket resolution for	Physical Networ	5
Maximum time to ticket resolution for	Physical Networ	30
Minimum time to ticket resolution for	Physical Networ	0

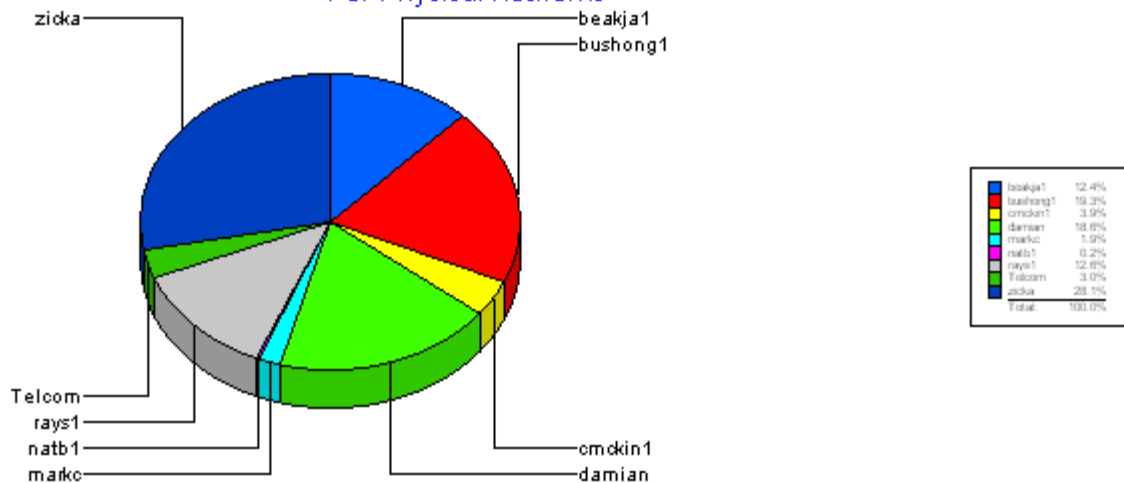
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



Security

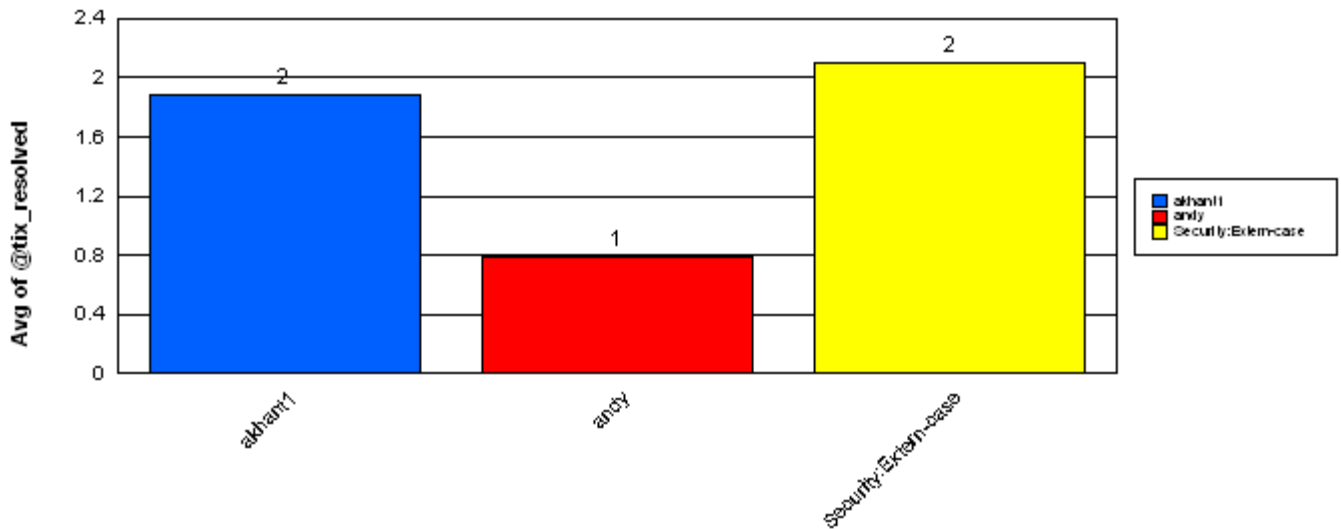
		Total:		
Security:Extern-case		20		
Closed		Total: 1		
Ticket Number: 0000122267	08/06/2005	2	08/08/2005	08/15/2005
Average time to ticket resolution for		Security:Extern	2	
Maximum time to ticket resolution for		Security:Extern	2	
Minimum time to ticket resolution for		Security:Extern	2	
akhant1		Total: 8		
Resolved		Total: 1		
Ticket Number: 0000124098	08/30/2005	1	08/31/2005	
Closed		Total: 7		
Ticket Number: 0000121905	08/01/2005	1		08/02/2005
Ticket Number: 0000122417	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number: 0000122476	08/10/2005	6	08/16/2005	08/22/2005
Ticket Number: 0000122720	08/13/2005	3	08/16/2005	08/22/2005
Ticket Number: 0000122717	08/13/2005	2		08/15/2005
Ticket Number: 0000122470	08/10/2005	0		08/10/2005
Ticket Number: 0000123355	08/23/2005	2	08/25/2005	08/31/2005
Average time to ticket resolution for		akhant1	2	
Maximum time to ticket resolution for		akhant1	6	
Minimum time to ticket resolution for		akhant1	0	
andy		Total: 11		
Resolved		Total: 1		
Ticket Number: 0000123772	08/27/2005	2	08/29/2005	
Closed		Total: 10		
Ticket Number: 0000121879	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number: 0000122099	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number: 0000122164	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number: 0000122163	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number: 0000122266	08/06/2005	2	08/08/2005	08/15/2005
Ticket Number: 0000122116	08/04/2005	1	08/04/2005	08/10/2005
Ticket Number: 0000122339	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number: 0000122693	08/12/2005	0	08/12/2005	08/18/2005
Ticket Number: 0000122546	08/10/2005	2	08/12/2005	08/18/2005
Ticket Number: 0000122635	08/11/2005	1	08/12/2005	08/18/2005
Average time to ticket resolution for		andy	1	
Maximum time to ticket resolution for		andy	2	
Minimum time to ticket resolution for		andy	0	

Security

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

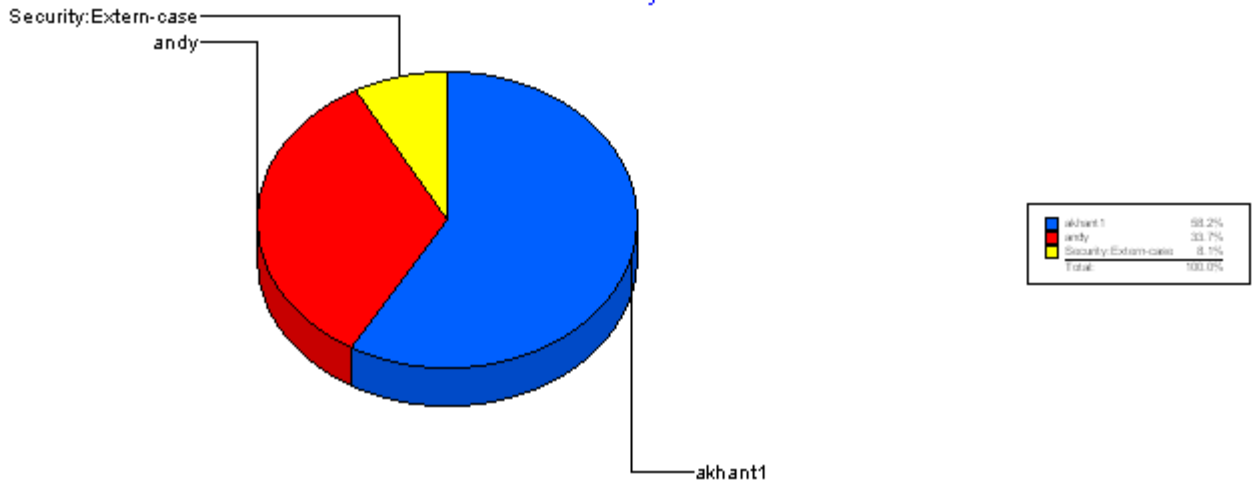
Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

Total: 431			
SysCore:Calendar			
Closed			
<u>Total:</u> 2			
Ticket Number: 0000123861	08/29/2005	0	08/29/2005
Ticket Number: 0000123860	08/29/2005	0	08/29/2005

Average time to ticket resolution for	SysCore:Calend	0	
Maximum time to ticket resolution for	SysCore:Calend	0	
Minimum time to ticket resolution for	SysCore:Calend	0	
<hr/>			
SysCore:myUMBC			
Closed			
<u>Total:</u> 1			
Ticket Number: 0000122939	08/17/2005	0	08/17/2005

Average time to ticket resolution for	SysCore:myUM	0	
Maximum time to ticket resolution for	SysCore:myUM	0	
Minimum time to ticket resolution for	SysCore:myUM	0	
<hr/>			

SysCore

banz		<u>Total:</u>	57		
	Resolved	<u>Total:</u>	26		
Ticket Number:	0000123842	08/29/2005	0		08/29/2005
Ticket Number:	0000123840	08/29/2005	0		08/29/2005
Ticket Number:	0000123839	08/29/2005	0		08/29/2005
Ticket Number:	0000123833	08/29/2005	0		08/29/2005
Ticket Number:	0000123829	08/28/2005	0		08/29/2005
Ticket Number:	0000123803	08/27/2005	2		08/29/2005
Ticket Number:	0000123800	08/27/2005	2		08/29/2005
Ticket Number:	0000123787	08/27/2005	2		08/29/2005
Ticket Number:	0000123783	08/27/2005	2		08/29/2005
Ticket Number:	0000123778	08/27/2005	2		08/29/2005
Ticket Number:	0000124133	08/30/2005	0		08/31/2005
Ticket Number:	0000124130	08/30/2005	0		08/31/2005
Ticket Number:	0000124123	08/30/2005	1		08/31/2005
Ticket Number:	0000124110	08/30/2005	1		08/31/2005
Ticket Number:	0000124071	08/30/2005	0		08/30/2005
Ticket Number:	0000124063	08/30/2005	0		08/30/2005
Ticket Number:	0000124014	08/30/2005	0		08/30/2005
Ticket Number:	0000124001	08/30/2005	0		08/30/2005
Ticket Number:	0000123987	08/30/2005	0		08/30/2005
Ticket Number:	0000123982	08/29/2005	1		08/30/2005
Ticket Number:	0000123979	08/29/2005	1		08/30/2005
Ticket Number:	0000123972	08/29/2005	1		08/30/2005
Ticket Number:	0000123971	08/29/2005	1		08/30/2005
Ticket Number:	0000123966	08/29/2005	3		09/01/2005
Ticket Number:	0000123964	08/29/2005	1		08/30/2005
Ticket Number:	0000123877	08/29/2005	0		08/29/2005

SysCore

Closed	Total:	31		
Ticket Number: 0000123233	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number: 0000123398	08/23/2005	2		08/25/2005
Ticket Number: 0000123849	08/29/2005	0		08/29/2005
Ticket Number: 0000123343	08/23/2005	3	08/26/2005	09/01/2005
Ticket Number: 0000123331	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number: 0000123507	08/24/2005	2		08/26/2005
Ticket Number: 0000123517	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number: 0000123682	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number: 0000123733	08/26/2005	3	08/29/2005	08/30/2005
Ticket Number: 0000123737	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number: 0000123744	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number: 0000123892	08/29/2005	0		08/29/2005
Ticket Number: 0000123785	08/27/2005	2		08/29/2005
Ticket Number: 0000123784	08/27/2005	2		08/29/2005
Ticket Number: 0000123779	08/27/2005	2		08/29/2005
Ticket Number: 0000123767	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number: 0000123762	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number: 0000123761	08/27/2005	0	08/27/2005	09/02/2005
Ticket Number: 0000123760	08/26/2005	0	08/27/2005	09/02/2005
Ticket Number: 0000123756	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number: 0000123754	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number: 0000123748	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number: 0000123747	08/26/2005	3		08/29/2005
Ticket Number: 0000123745	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number: 0000124051	08/30/2005	0		08/30/2005
Ticket Number: 0000123742	08/26/2005	1	08/27/2005	09/02/2005
Ticket Number: 0000123736	08/26/2005	1	08/27/2005	08/29/2005
Ticket Number: 0000123717	08/26/2005	0	08/26/2005	08/29/2005
Ticket Number: 0000123680	08/26/2005	0	08/26/2005	08/26/2005
Ticket Number: 0000123528	08/25/2005	0	08/25/2005	08/31/2005
Ticket Number: 0000123592	08/25/2005	0	08/25/2005	08/31/2005
<hr/>				
Average time to ticket resolution for	banz	1		
Maximum time to ticket resolution for	banz	3		
Minimum time to ticket resolution for	banz	0		

SysCore

daleg

Total: **18**

Resolved

Total: **7**

Ticket Number:	0000122854	08/16/2005	13	08/29/2005
Ticket Number:	0000124309	08/31/2005	1	09/01/2005
Ticket Number:	0000124002	08/30/2005	1	08/31/2005
Ticket Number:	0000123666	08/26/2005	5	08/31/2005
Ticket Number:	0000124103	08/30/2005	2	09/01/2005
Ticket Number:	0000124322	08/31/2005	0	08/31/2005
Ticket Number:	0000124116	08/30/2005	1	08/31/2005

Closed

Total: **11**

Ticket Number:	0000121992	08/02/2005	22	08/24/2005	08/30/2005
Ticket Number:	0000122173	08/04/2005	12	08/16/2005	08/22/2005
Ticket Number:	0000123485	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123578	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123604	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123595	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000122895	08/16/2005	8	08/24/2005	08/30/2005
Ticket Number:	0000123320	08/22/2005	4	08/26/2005	09/01/2005
Ticket Number:	0000123200	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000122942	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122404	08/09/2005	7	08/16/2005	08/22/2005

-----		-----	
Average time to ticket resolution for	daleg		5
Maximum time to ticket resolution for	daleg		22
Minimum time to ticket resolution for	daleg		0

dave

Total: **1**

Resolved

Total: **1**

Ticket Number:	0000124336	08/31/2005	1	09/01/2005
----------------	------------	------------	---	------------

-----		-----	
Average time to ticket resolution for	dave		1
Maximum time to ticket resolution for	dave		1
Minimum time to ticket resolution for	dave		1

SysCore
jcgriego

Total: **137**

SysCore

	Resolved	<u>Total:</u>	67	
Ticket Number:	0000123103	08/18/2005	13	08/31/2005
Ticket Number:	0000123857	08/29/2005	2	08/31/2005
Ticket Number:	0000123718	08/26/2005	3	08/29/2005
Ticket Number:	0000123735	08/26/2005	3	08/29/2005
Ticket Number:	0000123743	08/26/2005	3	08/29/2005
Ticket Number:	0000123816	08/28/2005	1	08/29/2005
Ticket Number:	0000123774	08/27/2005	2	08/29/2005
Ticket Number:	0000123759	08/26/2005	2	08/29/2005
Ticket Number:	0000123755	08/26/2005	3	08/29/2005
Ticket Number:	0000123753	08/26/2005	3	08/29/2005
Ticket Number:	0000123752	08/26/2005	3	08/29/2005
Ticket Number:	0000123751	08/26/2005	3	08/29/2005
Ticket Number:	0000123750	08/26/2005	3	08/29/2005
Ticket Number:	0000123749	08/26/2005	3	08/29/2005
Ticket Number:	0000123746	08/26/2005	3	08/29/2005
Ticket Number:	0000123812	08/28/2005	1	08/29/2005
Ticket Number:	0000123811	08/28/2005	1	08/29/2005
Ticket Number:	0000123810	08/27/2005	2	08/29/2005
Ticket Number:	0000123808	08/27/2005	2	08/29/2005
Ticket Number:	0000123807	08/27/2005	2	08/29/2005
Ticket Number:	0000123806	08/27/2005	2	08/29/2005
Ticket Number:	0000123798	08/27/2005	2	08/29/2005
Ticket Number:	0000123792	08/27/2005	2	08/29/2005
Ticket Number:	0000123791	08/27/2005	2	08/29/2005
Ticket Number:	0000123958	08/29/2005	0	08/29/2005
Ticket Number:	0000123948	08/29/2005	1	08/30/2005
Ticket Number:	0000123939	08/29/2005	2	08/31/2005
Ticket Number:	0000123937	08/29/2005	0	08/29/2005
Ticket Number:	0000123932	08/29/2005	0	08/29/2005
Ticket Number:	0000124173	08/31/2005	0	08/31/2005
Ticket Number:	0000123912	08/29/2005	0	08/29/2005
Ticket Number:	0000123899	08/29/2005	0	08/29/2005
Ticket Number:	0000123896	08/29/2005	0	08/29/2005
Ticket Number:	0000124325	08/31/2005	1	09/01/2005
Ticket Number:	0000124284	08/31/2005	0	08/31/2005
Ticket Number:	0000124221	08/31/2005	1	09/01/2005
Ticket Number:	0000124217	08/31/2005	0	08/31/2005
Ticket Number:	0000124285	08/31/2005	0	08/31/2005
Ticket Number:	0000124174	08/31/2005	0	08/31/2005
Ticket Number:	0000124202	08/31/2005	1	09/01/2005
Ticket Number:	0000124158	08/31/2005	0	08/31/2005
Ticket Number:	0000124122	08/30/2005	1	08/31/2005
Ticket Number:	0000124121	08/30/2005	1	08/31/2005
Ticket Number:	0000124255	08/31/2005	0	08/31/2005
Ticket Number:	0000124059	08/30/2005	0	08/30/2005
Ticket Number:	0000124044	08/30/2005	0	08/30/2005
Ticket Number:	0000124335	08/31/2005	1	09/01/2005
Ticket Number:	0000123889	08/29/2005	0	08/29/2005
Ticket Number:	0000123880	08/29/2005	0	08/29/2005
Ticket Number:	0000123900	08/29/2005	0	08/29/2005
Ticket Number:	0000123836	08/29/2005	0	08/29/2005
Ticket Number:	0000123832	08/29/2005	1	08/29/2005
Ticket Number:	0000123830	08/28/2005	2	08/30/2005

SysCore

Ticket Number:	0000123828	08/28/2005	1	08/29/2005
Ticket Number:	0000123827	08/28/2005	1	08/29/2005
Ticket Number:	0000123789	08/27/2005	2	08/29/2005
Ticket Number:	0000123780	08/27/2005	2	08/29/2005
Ticket Number:	0000123777	08/27/2005	2	08/29/2005
Ticket Number:	0000123775	08/27/2005	2	08/29/2005
Ticket Number:	0000123773	08/27/2005	2	08/29/2005
Ticket Number:	0000123766	08/27/2005	2	08/29/2005
Ticket Number:	0000123764	08/27/2005	2	08/29/2005
Ticket Number:	0000123763	08/27/2005	2	08/29/2005
Ticket Number:	0000123740	08/26/2005	3	08/29/2005
Ticket Number:	0000123732	08/26/2005	3	08/29/2005
Ticket Number:	0000123618	08/26/2005	3	08/29/2005
Ticket Number:	0000123256	08/22/2005	7	08/29/2005

SysCore

	Closed	Total:	70		
Ticket Number:	0000123424	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000122060	08/03/2005	8	08/11/2005	08/17/2005
Ticket Number:	0000122059	08/03/2005	6	08/09/2005	08/15/2005
Ticket Number:	0000122184	08/04/2005	4	08/08/2005	08/15/2005
Ticket Number:	0000122237	08/05/2005	6	08/11/2005	08/17/2005
Ticket Number:	0000122216	08/05/2005	12	08/17/2005	08/23/2005
Ticket Number:	0000122000	08/02/2005	15	08/17/2005	08/23/2005
Ticket Number:	0000122323	08/08/2005	0		08/08/2005
Ticket Number:	0000122767	08/15/2005	2	08/17/2005	08/23/2005
Ticket Number:	0000122755	08/15/2005	2	08/17/2005	08/23/2005
Ticket Number:	0000123359	08/23/2005	1	08/24/2005	08/30/2005
Ticket Number:	0000122405	08/09/2005	2	08/11/2005	08/17/2005
Ticket Number:	0000122900	08/16/2005	1	08/17/2005	08/23/2005
Ticket Number:	0000123379	08/23/2005	3	08/26/2005	09/01/2005
Ticket Number:	0000123193	08/19/2005	6	08/25/2005	08/31/2005
Ticket Number:	0000123661	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123166	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123665	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123725	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123648	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123651	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123654	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123657	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123667	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000124259	08/31/2005	0		08/31/2005
Ticket Number:	0000124096	08/30/2005	1		08/31/2005
Ticket Number:	0000123921	08/29/2005	0		08/29/2005
Ticket Number:	0000123911	08/29/2005	0	08/29/2005	08/29/2005
Ticket Number:	0000123887	08/29/2005	0		08/29/2005
Ticket Number:	0000123866	08/29/2005	0		08/29/2005
Ticket Number:	0000123854	08/29/2005	0		08/29/2005
Ticket Number:	0000123824	08/28/2005	1		08/29/2005
Ticket Number:	0000123814	08/28/2005	1		08/29/2005
Ticket Number:	0000123771	08/27/2005	2	08/29/2005	08/30/2005
Ticket Number:	0000123703	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123698	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123697	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123696	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123693	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123692	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123726	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123691	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123689	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123688	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123687	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123686	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123684	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123741	08/26/2005	3		08/29/2005
Ticket Number:	0000123739	08/26/2005	3	08/29/2005	08/30/2005
Ticket Number:	0000123738	08/26/2005	3	08/29/2005	08/29/2005
Ticket Number:	0000123734	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123730	08/26/2005	0	08/26/2005	08/30/2005
Ticket Number:	0000123729	08/26/2005	0	08/26/2005	09/01/2005

SysCore

Ticket Number:	0000123724	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123723	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123721	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123716	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123710	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123679	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123677	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123676	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123675	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123674	08/26/2005	0		08/26/2005
Ticket Number:	0000123671	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123670	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123669	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123658	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123656	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123653	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123650	08/26/2005	0	08/26/2005	09/01/2005

Average time to ticket resolution for		jcgriego	1		
Maximum time to ticket resolution for		jcgriego	15		
Minimum time to ticket resolution for		jcgriego	0		
<hr/>					
paulr		<u>Total:</u>	6		
Closed		<u>Total:</u>	6		
Ticket Number:	0000123018	08/17/2005	8		08/25/2005
Ticket Number:	0000123160	08/19/2005	6		08/25/2005
Ticket Number:	0000123547	08/25/2005	6		08/31/2005
Ticket Number:	0000123645	08/26/2005	5		08/31/2005
Ticket Number:	0000122487	08/10/2005	6		08/16/2005
Ticket Number:	0000122251	08/05/2005	6	08/11/2005	08/31/2005

Average time to ticket resolution for		paulr	6		
Maximum time to ticket resolution for		paulr	8		
Minimum time to ticket resolution for		paulr	5		
<hr/>					

SysCore

sbrown7

Total: **209**

Resolved

Total: **19**

Ticket Number:	0000123622	08/26/2005	4	08/30/2005
Ticket Number:	0000123945	08/29/2005	2	08/31/2005
Ticket Number:	0000123963	08/29/2005	1	08/30/2005
Ticket Number:	0000124026	08/30/2005	0	08/30/2005
Ticket Number:	0000124330	08/31/2005	1	09/01/2005
Ticket Number:	0000124329	08/31/2005	1	09/01/2005
Ticket Number:	0000124305	08/31/2005	1	09/01/2005
Ticket Number:	0000124282	08/31/2005	0	08/31/2005
Ticket Number:	0000124275	08/31/2005	0	08/31/2005
Ticket Number:	0000124231	08/31/2005	0	08/31/2005
Ticket Number:	0000124169	08/31/2005	1	09/01/2005
Ticket Number:	0000124055	08/30/2005	0	08/30/2005
Ticket Number:	0000124040	08/30/2005	1	08/31/2005
Ticket Number:	0000124037	08/30/2005	0	08/30/2005
Ticket Number:	0000123995	08/30/2005	0	08/30/2005
Ticket Number:	0000123949	08/29/2005	2	08/31/2005
Ticket Number:	0000123928	08/29/2005	1	08/30/2005
Ticket Number:	0000123640	08/26/2005	5	08/31/2005
Ticket Number:	0000124179	08/31/2005	0	08/31/2005

SysCore

	Closed	Total:	190		
Ticket Number:	0000123406	08/23/2005	2	08/25/2005	08/26/2005
Ticket Number:	0000122174	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122175	08/04/2005	6	08/10/2005	08/16/2005
Ticket Number:	0000122048	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122036	08/03/2005	0	08/03/2005	08/03/2005
Ticket Number:	0000122026	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122002	08/02/2005	1		08/03/2005
Ticket Number:	0000123603	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000121976	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000122018	08/03/2005	5	08/08/2005	08/15/2005
Ticket Number:	0000121953	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000121946	08/02/2005	0	08/02/2005	08/08/2005
Ticket Number:	0000122038	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000121919	08/02/2005	0	08/02/2005	08/03/2005
Ticket Number:	0000121902	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000121898	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121874	08/01/2005	1	08/02/2005	08/08/2005
Ticket Number:	0000122231	08/05/2005	3	08/08/2005	08/08/2005
Ticket Number:	0000122226	08/05/2005	6	08/11/2005	08/17/2005
Ticket Number:	0000122201	08/04/2005	1		08/05/2005
Ticket Number:	0000122238	08/05/2005	0	08/05/2005	08/11/2005
Ticket Number:	0000122148	08/04/2005	0		08/04/2005
Ticket Number:	0000122141	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122123	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122130	08/04/2005	0	08/04/2005	08/10/2005
Ticket Number:	0000122088	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122264	08/05/2005	4	08/09/2005	08/15/2005
Ticket Number:	0000122259	08/05/2005	3	08/08/2005	08/15/2005
Ticket Number:	0000122234	08/05/2005	3	08/08/2005	08/15/2005
Ticket Number:	0000122086	08/03/2005	19	08/22/2005	08/29/2005
Ticket Number:	0000122078	08/03/2005	1	08/04/2005	08/10/2005
Ticket Number:	0000122075	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122074	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122073	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122072	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122071	08/03/2005	0	08/03/2005	08/09/2005
Ticket Number:	0000122057	08/03/2005	0		08/03/2005
Ticket Number:	0000121845	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121839	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121811	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121824	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121846	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000121847	08/01/2005	0	08/01/2005	08/08/2005
Ticket Number:	0000122280	08/07/2005	1	08/08/2005	08/25/2005
Ticket Number:	0000122306	08/08/2005	0		08/08/2005
Ticket Number:	0000122281	08/07/2005	1	08/08/2005	08/15/2005
Ticket Number:	0000122285	08/07/2005	1		08/08/2005
Ticket Number:	0000122355	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122373	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122822	08/15/2005	1	08/16/2005	08/18/2005
Ticket Number:	0000122799	08/15/2005	1	08/16/2005	08/26/2005
Ticket Number:	0000122746	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122744	08/15/2005	0	08/15/2005	08/22/2005

SysCore

Ticket Number:	0000122724	08/14/2005	4	08/18/2005	08/24/2005
Ticket Number:	0000122715	08/12/2005	3	08/15/2005	08/22/2005
Ticket Number:	0000122687	08/12/2005	0	08/12/2005	08/12/2005
Ticket Number:	0000122659	08/12/2005	12		08/24/2005
Ticket Number:	0000122649	08/12/2005	0	08/12/2005	08/18/2005
Ticket Number:	0000122644	08/12/2005	4	08/16/2005	08/22/2005
Ticket Number:	0000122637	08/11/2005	1		08/12/2005
Ticket Number:	0000122626	08/11/2005	4	08/15/2005	08/22/2005
Ticket Number:	0000122592	08/11/2005	0	08/11/2005	08/17/2005
Ticket Number:	0000122909	08/16/2005	1	08/17/2005	08/23/2005
Ticket Number:	0000122545	08/10/2005	2	08/12/2005	08/18/2005
Ticket Number:	0000122445	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122795	08/15/2005	0	08/15/2005	08/15/2005
Ticket Number:	0000122792	08/15/2005	7	08/22/2005	08/29/2005
Ticket Number:	0000122781	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122774	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122770	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122769	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122768	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122764	08/15/2005	0	08/15/2005	08/22/2005
Ticket Number:	0000122685	08/12/2005	0	08/12/2005	08/18/2005
Ticket Number:	0000122444	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122443	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122440	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122426	08/09/2005	1	08/10/2005	08/16/2005
Ticket Number:	0000122406	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122410	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122395	08/09/2005	0	08/09/2005	08/10/2005
Ticket Number:	0000122436	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122482	08/10/2005	0	08/10/2005	08/16/2005
Ticket Number:	0000122463	08/09/2005	0	08/09/2005	08/15/2005
Ticket Number:	0000122368	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122334	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122332	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122321	08/08/2005	2	08/10/2005	08/16/2005
Ticket Number:	0000122335	08/08/2005	0	08/08/2005	08/15/2005
Ticket Number:	0000122298	08/08/2005	1	08/09/2005	08/15/2005
Ticket Number:	0000122855	08/16/2005	0		08/16/2005
Ticket Number:	0000122856	08/16/2005	0		08/16/2005
Ticket Number:	0000122862	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122857	08/16/2005	0		08/16/2005
Ticket Number:	0000122905	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000123087	08/18/2005	0		08/18/2005
Ticket Number:	0000123086	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000123076	08/18/2005	0	08/18/2005	08/18/2005
Ticket Number:	0000123069	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000123026	08/18/2005	0	08/18/2005	08/18/2005
Ticket Number:	0000123001	08/17/2005	14		08/31/2005
Ticket Number:	0000122999	08/17/2005	14		08/31/2005
Ticket Number:	0000122997	08/17/2005	14		08/31/2005
Ticket Number:	0000122996	08/17/2005	14		08/31/2005
Ticket Number:	0000122995	08/17/2005	14		08/31/2005
Ticket Number:	0000122994	08/17/2005	14		08/31/2005
Ticket Number:	0000122993	08/17/2005	14		08/31/2005

SysCore

Ticket Number:	0000122992	08/17/2005	14		08/31/2005
Ticket Number:	0000122981	08/17/2005	14		08/31/2005
Ticket Number:	0000123155	08/19/2005	0		08/19/2005
Ticket Number:	0000123154	08/19/2005	0		08/19/2005
Ticket Number:	0000123019	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000123014	08/17/2005	1	08/18/2005	08/24/2005
Ticket Number:	0000123006	08/17/2005	14		08/31/2005
Ticket Number:	0000123005	08/17/2005	14		08/31/2005
Ticket Number:	0000123004	08/17/2005	14		08/31/2005
Ticket Number:	0000123003	08/17/2005	0	08/17/2005	08/18/2005
Ticket Number:	0000123002	08/17/2005	14		08/31/2005
Ticket Number:	0000123385	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123374	08/23/2005	2	08/25/2005	08/25/2005
Ticket Number:	0000123353	08/23/2005	0	08/23/2005	08/29/2005
Ticket Number:	0000123325	08/22/2005	4	08/26/2005	09/01/2005
Ticket Number:	0000123297	08/22/2005	0		08/22/2005
Ticket Number:	0000123290	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123283	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123282	08/22/2005	0		08/22/2005
Ticket Number:	0000123269	08/22/2005	0	08/22/2005	08/29/2005
Ticket Number:	0000123214	08/21/2005	1	08/22/2005	08/29/2005
Ticket Number:	0000123207	08/20/2005	2	08/22/2005	08/29/2005
Ticket Number:	0000123205	08/20/2005	2	08/22/2005	08/29/2005
Ticket Number:	0000123202	08/20/2005	2		08/22/2005
Ticket Number:	0000123192	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123169	08/19/2005	5	08/24/2005	08/30/2005
Ticket Number:	0000123314	08/22/2005	3	08/25/2005	08/25/2005
Ticket Number:	0000122980	08/17/2005	14		08/31/2005
Ticket Number:	0000122979	08/17/2005	14		08/31/2005
Ticket Number:	0000122978	08/17/2005	14		08/31/2005
Ticket Number:	0000123000	08/17/2005	14		08/31/2005
Ticket Number:	0000122964	08/17/2005	0	08/17/2005	08/23/2005
Ticket Number:	0000122945	08/17/2005	0		08/17/2005
Ticket Number:	0000123151	08/19/2005	0		08/19/2005
Ticket Number:	0000122907	08/16/2005	0	08/16/2005	08/17/2005
Ticket Number:	0000123153	08/19/2005	0		08/19/2005
Ticket Number:	0000123135	08/19/2005	12		08/31/2005
Ticket Number:	0000123132	08/19/2005	12		08/31/2005
Ticket Number:	0000123131	08/19/2005	12		08/31/2005
Ticket Number:	0000123130	08/19/2005	12		08/31/2005
Ticket Number:	0000123108	08/18/2005	0	08/18/2005	08/24/2005
Ticket Number:	0000122991	08/17/2005	14		08/31/2005
Ticket Number:	0000122990	08/17/2005	14		08/31/2005
Ticket Number:	0000122989	08/17/2005	14		08/31/2005
Ticket Number:	0000122988	08/17/2005	14		08/31/2005
Ticket Number:	0000122987	08/17/2005	14		08/31/2005
Ticket Number:	0000122985	08/17/2005	14		08/31/2005
Ticket Number:	0000122984	08/17/2005	14		08/31/2005
Ticket Number:	0000122983	08/17/2005	14		08/31/2005
Ticket Number:	0000122982	08/17/2005	14		08/31/2005
Ticket Number:	0000122902	08/16/2005	0		08/16/2005
Ticket Number:	0000122887	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122880	08/16/2005	0	08/16/2005	08/22/2005
Ticket Number:	0000122848	08/16/2005	0	08/16/2005	08/22/2005

SysCore

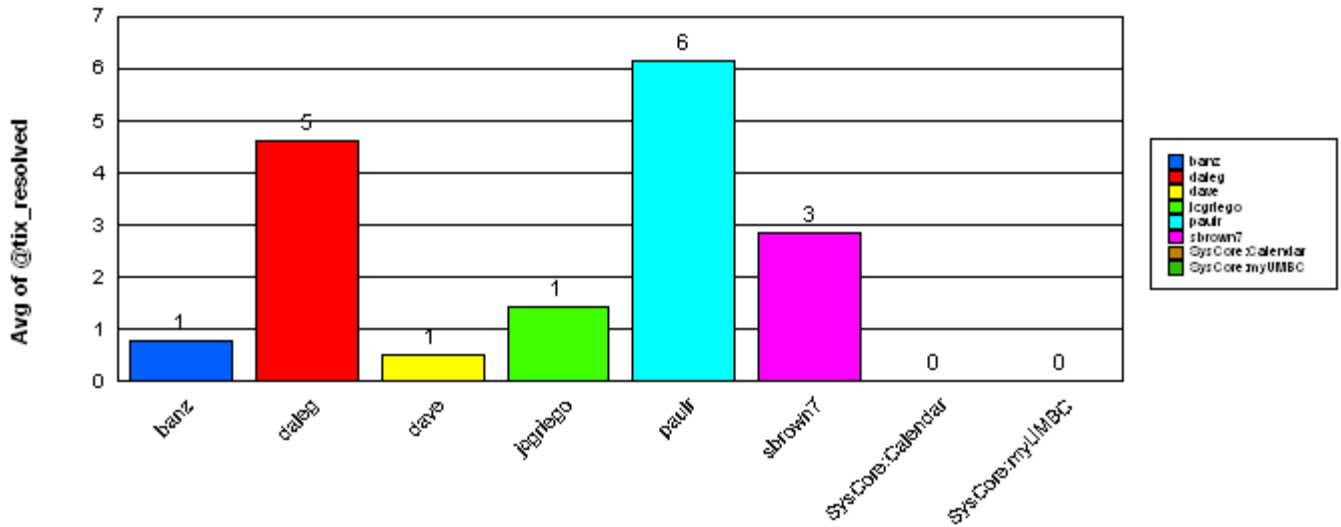
Ticket Number:	0000123503	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123430	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123708	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123690	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123649	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123620	08/26/2005	0	08/26/2005	09/01/2005
Ticket Number:	0000123608	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123589	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000123575	08/25/2005	1		08/26/2005
Ticket Number:	0000123569	08/25/2005	1		08/26/2005
Ticket Number:	0000123567	08/25/2005	1	08/26/2005	09/01/2005
Ticket Number:	0000124324	08/31/2005	1		09/01/2005
Ticket Number:	0000124313	08/31/2005	0		08/31/2005
Ticket Number:	0000124310	08/31/2005	0		08/31/2005
Ticket Number:	0000124294	08/31/2005	0		08/31/2005
Ticket Number:	0000124276	08/31/2005	0		08/31/2005
Ticket Number:	0000124271	08/31/2005	0		08/31/2005
Ticket Number:	0000124164	08/31/2005	0		08/31/2005
Ticket Number:	0000124162	08/31/2005	0		08/31/2005
Ticket Number:	0000124128	08/30/2005	1	08/31/2005	08/31/2005
Ticket Number:	0000124081	08/30/2005	0		08/30/2005
Ticket Number:	0000124095	08/30/2005	1		08/31/2005
Ticket Number:	0000123490	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123494	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123446	08/24/2005	1	08/25/2005	08/31/2005
Ticket Number:	0000123544	08/25/2005	0		08/25/2005
Ticket Number:	0000123440	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123456	08/24/2005	0	08/24/2005	08/30/2005
Ticket Number:	0000123441	08/24/2005	0	08/24/2005	08/30/2005
-----			-----		
Average time to ticket resolution for	sbrown7		3		
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	22
Minimum time to ticket resolution for	SysCore	0

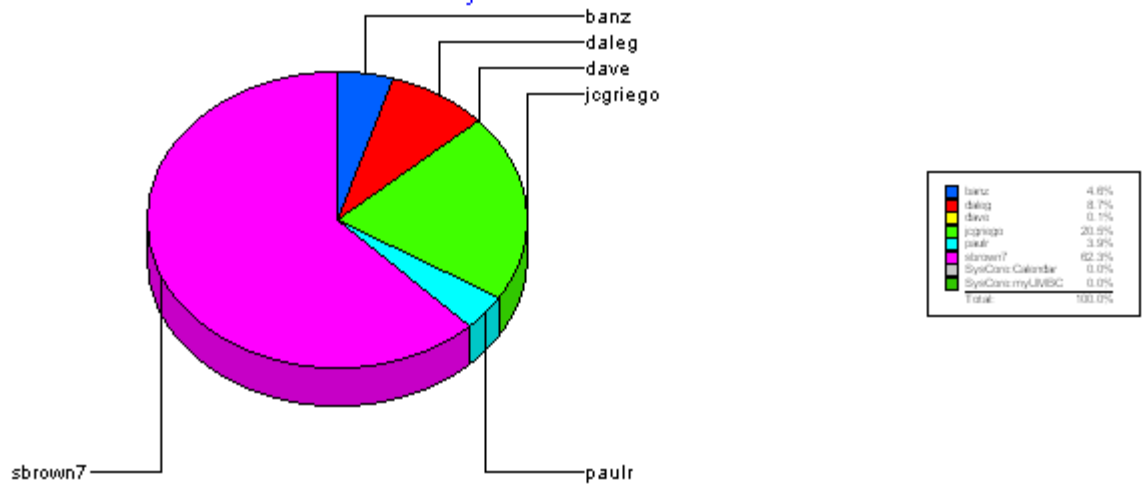
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

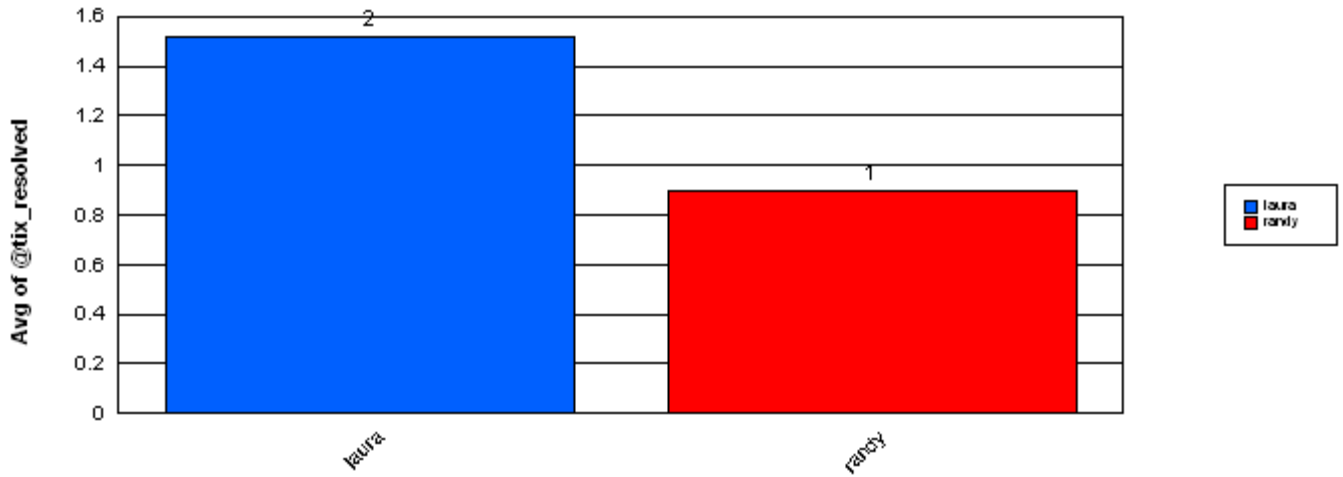
		Total:				
laura		9				
		<u>Total:</u>	7			
Resolved		<u>Total:</u>	1			
Ticket Number:	0000123920	08/29/2005	0	08/29/2005		
Closed		<u>Total:</u>	6			
Ticket Number:	0000122203	08/05/2005	0		08/05/2005	
Ticket Number:	0000122738	08/15/2005	1	08/16/2005	08/22/2005	
Ticket Number:	0000122528	08/10/2005	7	08/17/2005	08/23/2005	
Ticket Number:	0000122605	08/11/2005	0		08/11/2005	
Ticket Number:	0000122874	08/16/2005	3	08/19/2005	08/19/2005	
Ticket Number:	0000122876	08/16/2005	0		08/16/2005	
-----		-----	-----	-----		
Average time to ticket resolution for		laura	2			
Maximum time to ticket resolution for		laura	7			
Minimum time to ticket resolution for		laura	0			
<hr/>		<hr/>	<hr/>	<hr/>		
randy		<u>Total:</u>	2			
Resolved		<u>Total:</u>	1			
Ticket Number:	0000124323	08/31/2005	2	09/02/2005		
Closed		<u>Total:</u>	1			
Ticket Number:	0000122330	08/08/2005	0	08/08/2005	08/15/2005	
-----		-----	-----	-----		
Average time to ticket resolution for		randy	1			
Maximum time to ticket resolution for		randy	2			
Minimum time to ticket resolution for		randy	0			
<hr/>		<hr/>	<hr/>	<hr/>		

SysDept

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

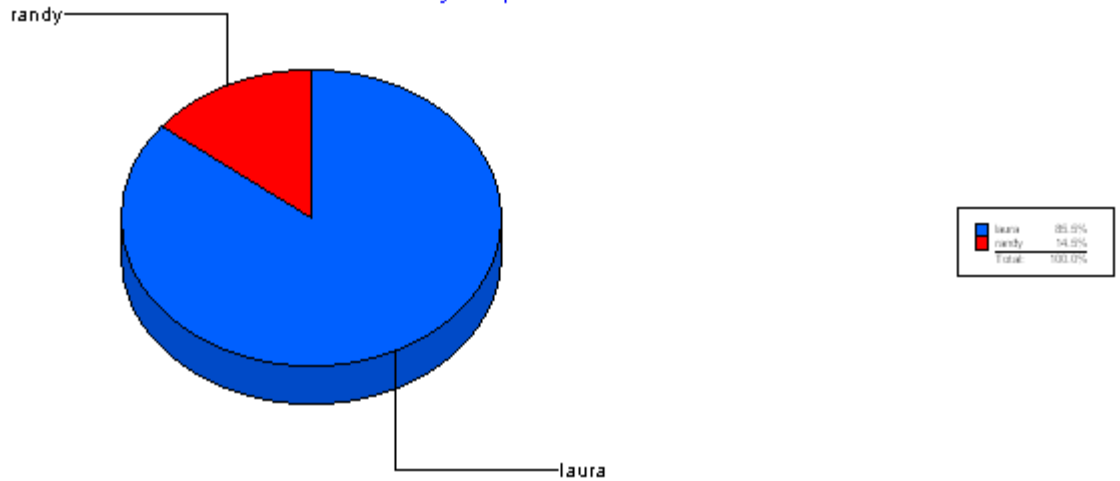
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 08/01/2005 and 08/31/2005 : 2059

Total Remedy Tickets Created between: 08/01/2005 and 08/31/2005 : 2059

Maximum time to resolution	30
Minimum time to resolution	0
Total Average time to ticket resolution	2.68