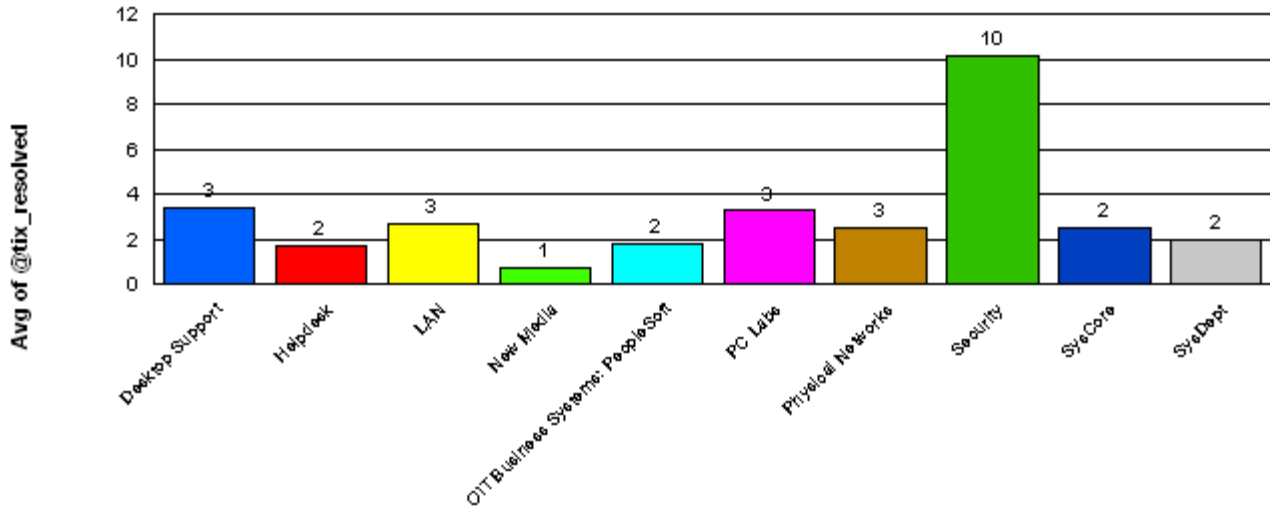


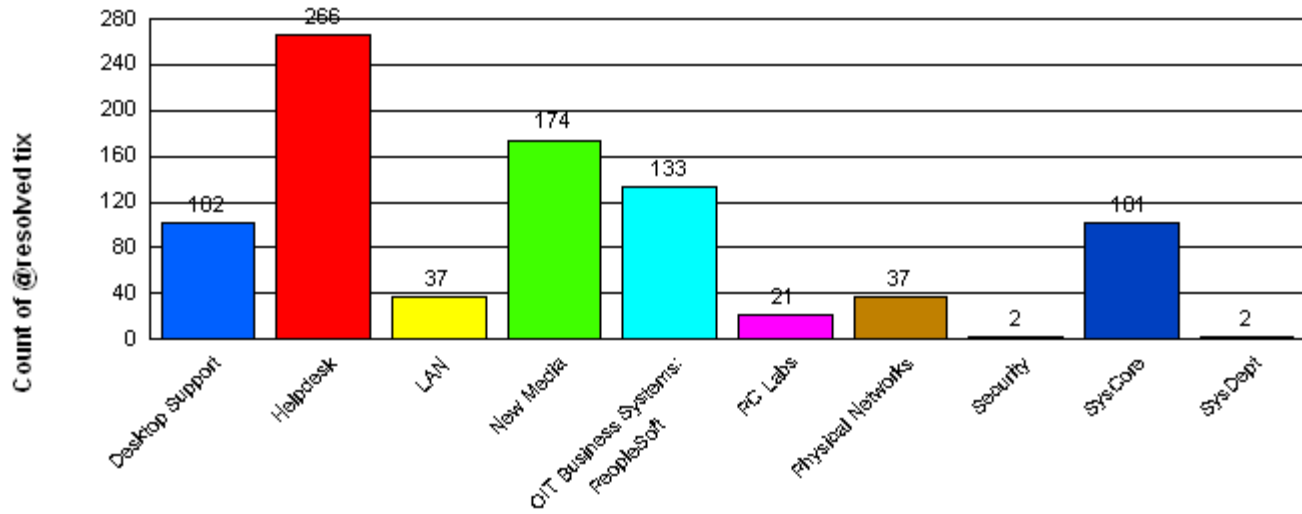
Average Length to Resolution

Ticket Created Between December 01, 2003 to December 31, 2003

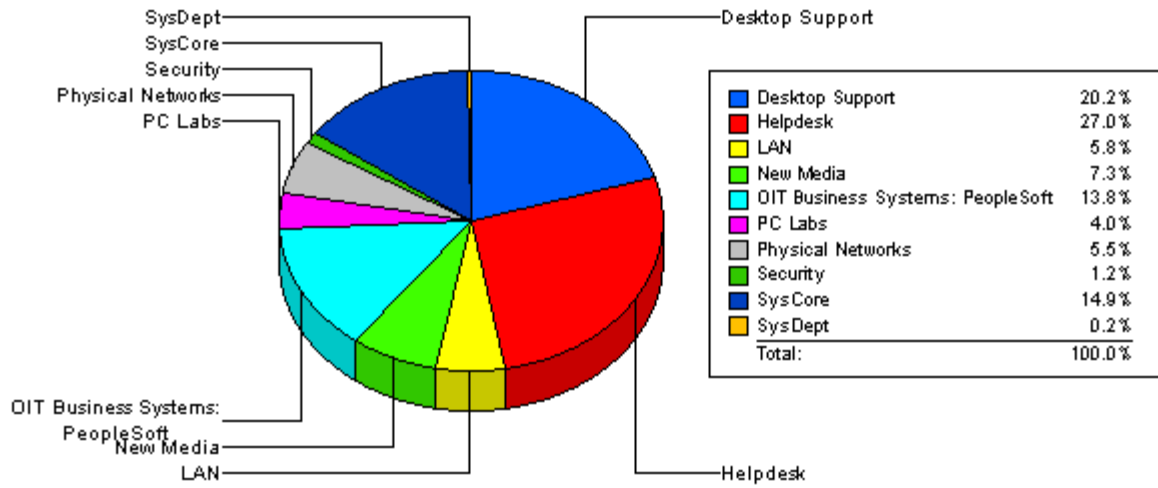
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Desktop Support

		Total:	92		
afort1		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000078564	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078903	12/11/2003	4	12/15/2003	12/22/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		afort1	2		
Maximum time to ticket resolution for		afort1	4		
Minimum time to ticket resolution for		afort1	0		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
chrism		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000078812	12/10/2003	1	12/11/2003	12/17/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		chrism	1		
Maximum time to ticket resolution for		chrism	1		
Minimum time to ticket resolution for		chrism	1		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
edortiz		<u>Total:</u>	29		
Closed		<u>Total:</u>	29		
Ticket Number:	0000078103	12/01/2003	2	12/03/2003	12/09/2003
Ticket Number:	0000078162	12/02/2003	10	12/12/2003	12/16/2003
Ticket Number:	0000078101	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078100	12/01/2003	2	12/03/2003	12/09/2003
Ticket Number:	0000078121	12/01/2003	10	12/11/2003	12/17/2003
Ticket Number:	0000078247	12/02/2003	1	12/03/2003	12/09/2003
Ticket Number:	0000078407	12/04/2003	5	12/09/2003	12/15/2003
Ticket Number:	0000078466	12/04/2003	11	12/15/2003	12/22/2003
Ticket Number:	0000078813	12/10/2003	2	12/12/2003	12/18/2003
Ticket Number:	0000078799	12/10/2003	1	12/11/2003	12/17/2003
Ticket Number:	0000078773	12/10/2003	1	12/11/2003	12/17/2003
Ticket Number:	0000078705	12/09/2003	8	12/17/2003	12/23/2003
Ticket Number:	0000078703	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000078673	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000078842	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078591	12/08/2003	2	12/10/2003	12/16/2003
Ticket Number:	0000078494	12/04/2003	8	12/12/2003	12/18/2003
Ticket Number:	0000078422	12/04/2003	6	12/10/2003	12/16/2003
Ticket Number:	0000078273	12/03/2003	7	12/10/2003	12/16/2003
Ticket Number:	0000078144	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078854	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000078942	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000079149	12/15/2003	3	12/18/2003	12/24/2003
Ticket Number:	0000079263	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079373	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079423	12/17/2003	1	12/18/2003	12/24/2003
Ticket Number:	0000079421	12/17/2003	2	12/19/2003	12/25/2003
Ticket Number:	0000079267	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000078980	12/12/2003	6	12/18/2003	12/24/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		edortiz	3		
Maximum time to ticket resolution for		edortiz	11		
Minimum time to ticket resolution for		edortiz	0		

Desktop Support

josh

Total: 21

Closed

Total: 21

Ticket Number:	0000078899	12/11/2003	8	12/19/2003	12/25/2003
Ticket Number:	0000078936	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000079264	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079634	12/22/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079368	12/17/2003	1	12/18/2003	12/24/2003
Ticket Number:	0000079295	12/16/2003	2	12/18/2003	12/24/2003
Ticket Number:	0000079294	12/16/2003	2	12/18/2003	12/24/2003
Ticket Number:	0000079040	12/12/2003	3	12/15/2003	12/22/2003
Ticket Number:	0000078242	12/02/2003	6	12/08/2003	12/15/2003
Ticket Number:	0000078394	12/04/2003	14	12/18/2003	12/24/2003
Ticket Number:	0000078764	12/10/2003	6	12/16/2003	12/22/2003
Ticket Number:	0000078117	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078792	12/10/2003	8	12/18/2003	12/24/2003
Ticket Number:	0000078428	12/04/2003	5	12/09/2003	12/15/2003
Ticket Number:	0000078427	12/04/2003	4	12/08/2003	12/15/2003
Ticket Number:	0000078277	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078229	12/02/2003	1	12/03/2003	12/09/2003
Ticket Number:	0000078208	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078173	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078129	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078112	12/01/2003	1	12/02/2003	12/08/2003

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

mhartml

Total: 7

Closed

Total: 7

Ticket Number:	0000078087	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078128	12/01/2003	2	12/03/2003	12/09/2003
Ticket Number:	0000078377	12/03/2003	7	12/10/2003	12/16/2003
Ticket Number:	0000078536	12/07/2003	2	12/09/2003	12/15/2003
Ticket Number:	0000078381	12/04/2003	13	12/17/2003	12/23/2003
Ticket Number:	0000078205	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078176	12/02/2003	0	12/02/2003	12/08/2003

Average time to ticket resolution for	mhartml	4
Maximum time to ticket resolution for	mhartml	13
Minimum time to ticket resolution for	mhartml	0

mikec

Total: 1

Closed

Total: 1

Ticket Number:	0000078959	12/12/2003	0	12/12/2003	12/18/2003
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Average time to ticket resolution for	mikec	0
Maximum time to ticket resolution for	mikec	0
Minimum time to ticket resolution for	mikec	0

Desktop Support

omarn

Total: 31**Closed**Total: 31

Ticket Number:	0000078846	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078873	12/11/2003	7	12/18/2003	12/24/2003
Ticket Number:	0000079550	12/19/2003	4	12/23/2003	12/29/2003
Ticket Number:	0000079305	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079280	12/16/2003	6	12/22/2003	12/29/2003
Ticket Number:	0000079266	12/16/2003	2	12/18/2003	12/24/2003
Ticket Number:	0000079137	12/15/2003	2	12/17/2003	12/23/2003
Ticket Number:	0000078983	12/12/2003	4	12/16/2003	12/22/2003
Ticket Number:	0000078934	12/11/2003	6	12/17/2003	12/23/2003
Ticket Number:	0000079187	12/15/2003	3	12/18/2003	12/24/2003
Ticket Number:	0000078657	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000078643	12/08/2003	7	12/15/2003	12/22/2003
Ticket Number:	0000078601	12/08/2003	2	12/10/2003	12/16/2003
Ticket Number:	0000078555	12/08/2003	2	12/10/2003	12/16/2003
Ticket Number:	0000078441	12/04/2003	6	12/10/2003	12/16/2003
Ticket Number:	0000078409	12/04/2003	6	12/10/2003	12/16/2003
Ticket Number:	0000078279	12/03/2003	5	12/08/2003	12/15/2003
Ticket Number:	0000078348	12/03/2003	7	12/10/2003	12/16/2003
Ticket Number:	0000078234	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000079014	12/12/2003	7	12/19/2003	12/25/2003
Ticket Number:	0000078802	12/10/2003	6	12/16/2003	12/22/2003
Ticket Number:	0000078782	12/10/2003	5	12/15/2003	12/22/2003
Ticket Number:	0000078781	12/10/2003	5	12/15/2003	12/22/2003
Ticket Number:	0000078727	12/09/2003	3	12/12/2003	12/18/2003
Ticket Number:	0000078716	12/09/2003	6	12/15/2003	12/22/2003
Ticket Number:	0000078712	12/09/2003	3	12/12/2003	12/18/2003
Ticket Number:	0000078701	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000078186	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078164	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000079265	12/16/2003	3	12/19/2003	12/25/2003
Ticket Number:	0000078086	12/01/2003	2	12/02/2003	12/08/2003

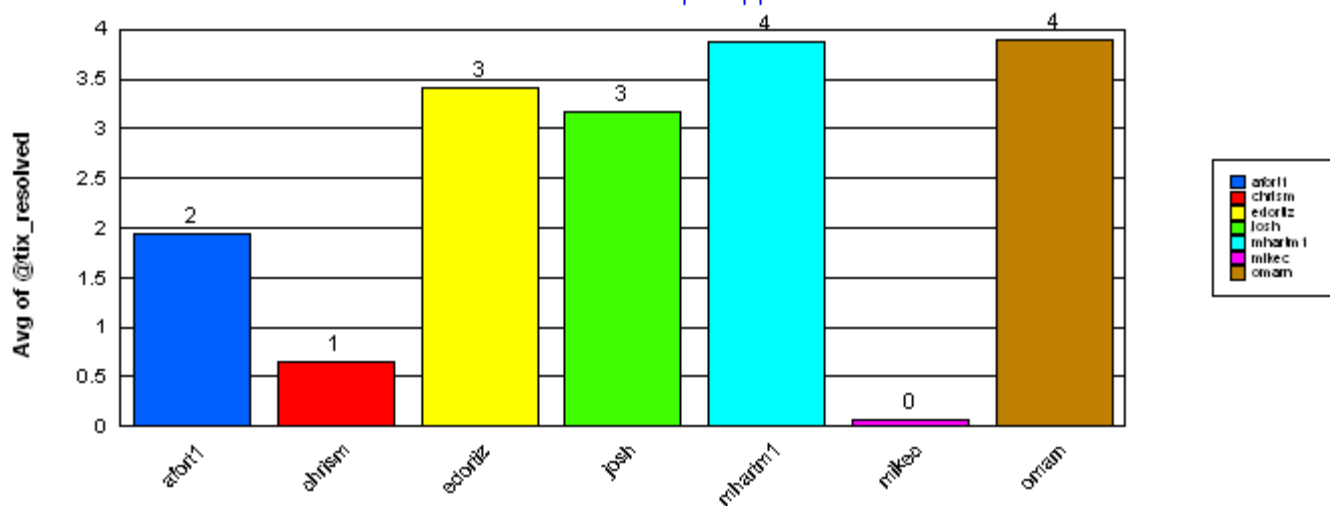
Average time to ticket resolution for	omarn	4
Maximum time to ticket resolution for	omarn	7
Minimum time to ticket resolution for	omarn	1

Desktop Support

Average time to ticket resolution for	Desktop Support	3
Maximum time to ticket resolution for	Desktop Support	14
Minimum time to ticket resolution for	Desktop Support	0

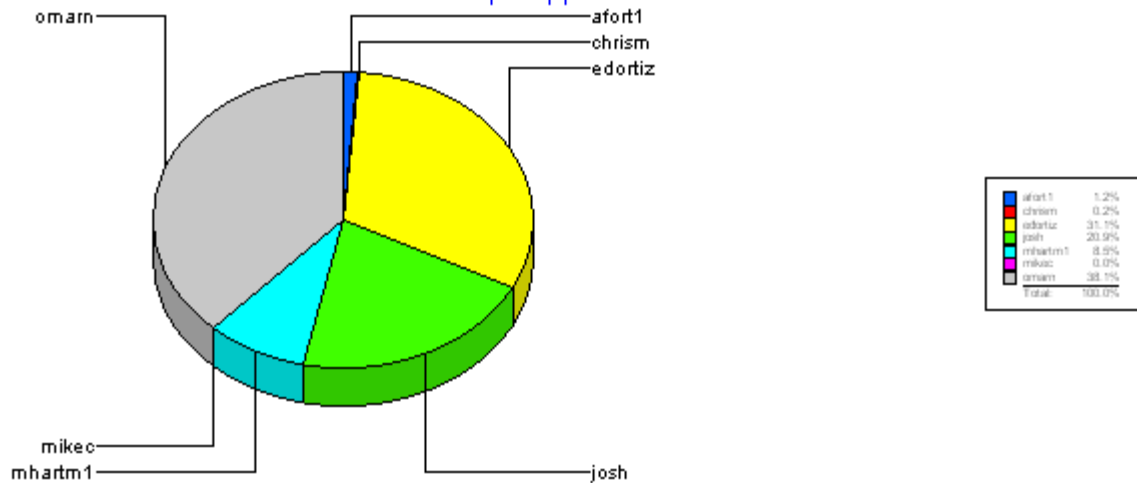
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Helpdesk

		Total:	283	
akhant1		<u>Total:</u>	26	
Closed		<u>Total:</u>	26	
Ticket Number:	0000078254	12/02/2003	10	12/12/2003 12/18/2003
Ticket Number:	0000078785	12/10/2003	2	12/12/2003 12/18/2003
Ticket Number:	0000079065	12/12/2003	0	12/12/2003 12/18/2003
Ticket Number:	0000078822	12/10/2003	2	12/12/2003 12/18/2003
Ticket Number:	0000078818	12/10/2003	2	12/12/2003 12/18/2003
Ticket Number:	0000078090	12/01/2003	0	12/01/2003 12/08/2003
Ticket Number:	0000078798	12/10/2003	2	12/12/2003 12/18/2003
Ticket Number:	0000078181	12/02/2003	10	12/12/2003 12/18/2003
Ticket Number:	0000078830	12/11/2003	1	12/12/2003 12/18/2003
Ticket Number:	0000079643	12/22/2003	1	12/23/2003 12/29/2003
Ticket Number:	0000079524	12/18/2003	1	12/19/2003 12/25/2003
Ticket Number:	0000079525	12/19/2003	0	12/19/2003 12/25/2003
Ticket Number:	0000079518	12/18/2003	1	12/19/2003 12/25/2003
Ticket Number:	0000079151	12/15/2003	0	12/15/2003 12/22/2003
Ticket Number:	0000078977	12/12/2003	0	12/12/2003 12/18/2003
Ticket Number:	0000078960	12/12/2003	0	12/12/2003 12/18/2003
Ticket Number:	0000078958	12/12/2003	0	12/12/2003 12/18/2003
Ticket Number:	0000078955	12/12/2003	0	12/12/2003 12/18/2003
Ticket Number:	0000078951	12/12/2003	0	12/12/2003 12/18/2003
Ticket Number:	0000078950	12/11/2003	0	12/12/2003 12/18/2003
Ticket Number:	0000078876	12/11/2003	1	12/12/2003 12/18/2003
Ticket Number:	0000078875	12/11/2003	1	12/12/2003 12/18/2003
Ticket Number:	0000078935	12/11/2003	1	12/12/2003 12/18/2003
Ticket Number:	0000078948	12/11/2003	1	12/12/2003 12/18/2003
Ticket Number:	0000078945	12/11/2003	1	12/12/2003 12/18/2003
Ticket Number:	0000078829	12/11/2003	1	12/12/2003 12/18/2003
-----		-----	-----	-----
Average time to ticket resolution for		akhant1	1	
Maximum time to ticket resolution for		akhant1	10	
Minimum time to ticket resolution for		akhant1	0	

**Helpdesk
anna**

Total: **98**

Helpdesk

	Closed	Total:	98		
Ticket Number:	0000078837	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078880	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079594	12/20/2003	0	12/20/2003	12/22/2003
Ticket Number:	0000079593	12/20/2003	0	12/20/2003	12/22/2003
Ticket Number:	0000079578	12/20/2003	2	12/22/2003	12/29/2003
Ticket Number:	0000079531	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079340	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079330	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079326	12/16/2003	6	12/22/2003	12/29/2003
Ticket Number:	0000079312	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079341	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079345	12/16/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079296	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079291	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079250	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079490	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000079446	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000079398	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079395	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079351	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079350	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079348	12/16/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079347	12/16/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079144	12/15/2003	2	12/17/2003	12/23/2003
Ticket Number:	0000079086	12/13/2003	3	12/16/2003	12/22/2003
Ticket Number:	0000079062	12/12/2003	6	12/18/2003	12/24/2003
Ticket Number:	0000079190	12/15/2003	2	12/17/2003	12/23/2003
Ticket Number:	0000079033	12/12/2003	6	12/18/2003	12/24/2003
Ticket Number:	0000078969	12/12/2003	6	12/18/2003	12/24/2003
Ticket Number:	0000079063	12/12/2003	6	12/18/2003	12/24/2003
Ticket Number:	0000078923	12/11/2003	5	12/16/2003	12/22/2003
Ticket Number:	0000079257	12/16/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000078887	12/11/2003	5	12/16/2003	12/22/2003
Ticket Number:	0000078859	12/11/2003	8	12/19/2003	12/25/2003
Ticket Number:	0000078412	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078780	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078132	12/01/2003	0	12/01/2003	12/08/2003
Ticket Number:	0000079061	12/12/2003	6	12/18/2003	12/24/2003
Ticket Number:	0000078502	12/05/2003	4	12/09/2003	12/15/2003
Ticket Number:	0000078092	12/01/2003	0	12/01/2003	12/08/2003
Ticket Number:	0000078118	12/01/2003	9	12/10/2003	12/16/2003
Ticket Number:	0000078503	12/05/2003	4	12/09/2003	12/15/2003
Ticket Number:	0000078762	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078369	12/03/2003	6	12/09/2003	12/15/2003
Ticket Number:	0000078307	12/03/2003	0	12/03/2003	12/03/2003
Ticket Number:	0000078303	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078301	12/03/2003	7	12/10/2003	12/16/2003
Ticket Number:	0000078332	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078278	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078266	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078265	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078263	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078520	12/06/2003	4	12/10/2003	12/16/2003

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Ticket Number:	0000078512	12/05/2003	11	12/17/2003	12/23/2003
Ticket Number:	0000078741	12/09/2003	6	12/15/2003	12/22/2003
Ticket Number:	0000078500	12/05/2003	5	12/09/2003	12/15/2003
Ticket Number:	0000078495	12/04/2003	5	12/09/2003	12/15/2003
Ticket Number:	0000078493	12/04/2003	5	12/09/2003	12/15/2003
Ticket Number:	0000078490	12/04/2003	6	12/10/2003	12/16/2003
Ticket Number:	0000078465	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078452	12/04/2003	0	12/04/2003	12/09/2003
Ticket Number:	0000078820	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078819	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078786	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078769	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078761	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078749	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078744	12/09/2003	8	12/18/2003	12/24/2003
Ticket Number:	0000078740	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000078684	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000078787	12/10/2003	6	12/16/2003	12/22/2003
Ticket Number:	0000078677	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078665	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000078663	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078648	12/09/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078646	12/08/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078625	12/08/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078619	12/08/2003	2	12/10/2003	12/16/2003
Ticket Number:	0000078608	12/08/2003	2	12/10/2003	12/16/2003
Ticket Number:	0000078570	12/08/2003	7	12/15/2003	12/22/2003
Ticket Number:	0000078559	12/08/2003	8	12/16/2003	12/22/2003
Ticket Number:	0000078548	12/08/2003	2	12/09/2003	12/15/2003
Ticket Number:	0000078543	12/07/2003	2	12/09/2003	12/15/2003
Ticket Number:	0000078525	12/06/2003	3	12/09/2003	12/15/2003
Ticket Number:	0000078526	12/06/2003	3	12/09/2003	12/15/2003
Ticket Number:	0000078529	12/07/2003	3	12/10/2003	12/16/2003
Ticket Number:	0000078528	12/07/2003	3	12/10/2003	12/16/2003
Ticket Number:	0000078522	12/06/2003	4	12/10/2003	12/16/2003
Ticket Number:	0000078436	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078438	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078423	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078413	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078390	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078380	12/04/2003	6	12/09/2003	12/15/2003
Ticket Number:	0000078379	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078257	12/02/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078253	12/02/2003	1	12/03/2003	12/09/2003
Ticket Number:	0000078245	12/02/2003	2	12/04/2003	12/10/2003

Average time to ticket resolution for	anna		2		
Maximum time to ticket resolution for	anna		11		
Minimum time to ticket resolution for	anna		0		

Helpdesk

ha2		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number: 0000078150	12/01/2003		0	12/01/2003	12/08/2003
Ticket Number: 0000079590	12/20/2003		0	12/20/2003	12/26/2003

Average time to ticket resolution for	ha2		0		
Maximum time to ticket resolution for	ha2		0		
Minimum time to ticket resolution for	ha2		0		
jperron1		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number: 0000078549	12/08/2003		0	12/08/2003	12/15/2003
Ticket Number: 0000078560	12/08/2003		0	12/08/2003	12/15/2003

Average time to ticket resolution for	jperron1		0		
Maximum time to ticket resolution for	jperron1		0		
Minimum time to ticket resolution for	jperron1		0		
kherna1		<u>Total:</u>	10		
Closed		<u>Total:</u>	10		
Ticket Number: 0000078178	12/02/2003		2	12/04/2003	12/10/2003
Ticket Number: 0000078240	12/02/2003		2	12/04/2003	12/10/2003
Ticket Number: 0000078384	12/04/2003		0	12/04/2003	12/10/2003
Ticket Number: 0000078185	12/02/2003		2	12/04/2003	12/10/2003
Ticket Number: 0000078839	12/11/2003		0	12/11/2003	12/17/2003
Ticket Number: 0000079334	12/16/2003		1	12/17/2003	12/23/2003
Ticket Number: 0000079433	12/17/2003		1	12/18/2003	12/24/2003
Ticket Number: 0000079444	12/18/2003		1	12/18/2003	12/24/2003
Ticket Number: 0000079441	12/17/2003		1	12/18/2003	12/24/2003
Ticket Number: 0000078885	12/11/2003		0	12/11/2003	12/17/2003

Average time to ticket resolution for	kherna1		1		
Maximum time to ticket resolution for	kherna1		2		
Minimum time to ticket resolution for	kherna1		0		
kincaid		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number: 0000079169	12/15/2003		0	12/15/2003	12/22/2003

Average time to ticket resolution for	kincaid		0		
Maximum time to ticket resolution for	kincaid		0		
Minimum time to ticket resolution for	kincaid		0		
moneill1		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number: 0000078713	12/09/2003		3	12/12/2003	12/18/2003
Ticket Number: 0000078714	12/09/2003		3	12/12/2003	12/18/2003
Ticket Number: 0000078588	12/08/2003		0	12/08/2003	12/15/2003
Ticket Number: 0000078401	12/04/2003		0	12/04/2003	12/10/2003
Ticket Number: 0000079009	12/12/2003		0	12/12/2003	12/18/2003
Ticket Number: 0000079220	12/15/2003		0	12/15/2003	12/22/2003
Ticket Number: 0000079470	12/18/2003		0	12/18/2003	12/24/2003

Average time to ticket resolution for	moneill1		1		
Maximum time to ticket resolution for	moneill1		3		
Minimum time to ticket resolution for	moneill1		0		
myers		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number: 0000079172	12/15/2003		2	12/17/2003	12/23/2003
Ticket Number: 0000079417	12/17/2003		1	12/18/2003	12/24/2003

Average time to ticket resolution for	myers		1		
Maximum time to ticket resolution for	myers		2		
Minimum time to ticket resolution for	myers		1		

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nitinr1		<u>Total:</u>	9		
Closed		<u>Total:</u>	9		
Ticket Number:	0000078926	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079499	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000079036	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079017	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078715	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078473	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078239	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078305	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078720	12/09/2003	0	12/09/2003	12/15/2003

Average time to ticket resolution for		nitinr1	0		
Maximum time to ticket resolution for		nitinr1	2		
Minimum time to ticket resolution for		nitinr1	0		
<hr/>					
r1		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000078075	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078538	12/07/2003	9	12/16/2003	12/22/2003
Ticket Number:	0000078664	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078667	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078638	12/08/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078521	12/06/2003	10	12/16/2003	12/22/2003
Ticket Number:	0000079068	12/12/2003	4	12/16/2003	12/22/2003

Average time to ticket resolution for		r1	3		
Maximum time to ticket resolution for		r1	10		
Minimum time to ticket resolution for		r1	0		
<hr/>					
ramosm1		<u>Total:</u>	22		
Closed		<u>Total:</u>	22		
Ticket Number:	0000079079	12/13/2003	0	12/13/2003	12/19/2003
Ticket Number:	0000079080	12/13/2003	0	12/13/2003	12/19/2003
Ticket Number:	0000079088	12/13/2003	0	12/13/2003	12/19/2003
Ticket Number:	0000079558	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079629	12/22/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079628	12/22/2003	1	12/23/2003	12/29/2003
Ticket Number:	0000079584	12/20/2003	0	12/20/2003	12/26/2003
Ticket Number:	0000079573	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079569	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079476	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000079409	12/17/2003	1	12/18/2003	12/24/2003
Ticket Number:	0000079081	12/13/2003	0	12/13/2003	12/19/2003
Ticket Number:	0000078492	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078577	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078524	12/06/2003	0	12/06/2003	12/12/2003
Ticket Number:	0000078498	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078501	12/05/2003	1	12/06/2003	12/12/2003
Ticket Number:	0000078119	12/01/2003	2	12/03/2003	12/09/2003
Ticket Number:	0000078491	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078497	12/04/2003	4	12/08/2003	12/15/2003
Ticket Number:	0000078341	12/03/2003	3	12/06/2003	12/12/2003
Ticket Number:	0000078510	12/05/2003	1	12/06/2003	12/12/2003

Average time to ticket resolution for		ramosm1	1		
Maximum time to ticket resolution for		ramosm1	4		
Minimum time to ticket resolution for		ramosm1	0		
<hr/>					

Helpdesk
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Total: 55

Helpdesk

	Closed	<u>Total:</u>	55		
Ticket Number:	0000078276	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078169	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078149	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078139	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078131	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078116	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000079508	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000078111	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078083	12/01/2003	0	12/01/2003	12/08/2003
Ticket Number:	0000078082	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078077	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078287	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078248	12/02/2003	9	12/11/2003	12/17/2003
Ticket Number:	0000078238	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078212	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078206	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078159	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078154	12/01/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078076	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078074	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078566	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078527	12/07/2003	2	12/09/2003	12/15/2003
Ticket Number:	0000078517	12/06/2003	3	12/09/2003	12/15/2003
Ticket Number:	0000078464	12/04/2003	6	12/10/2003	12/16/2003
Ticket Number:	0000079454	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000078345	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078342	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078340	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078318	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078290	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078289	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078329	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078330	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078836	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078849	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078881	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079038	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079053	12/12/2003	3	12/15/2003	12/22/2003
Ticket Number:	0000079523	12/18/2003	3	12/22/2003	12/29/2003
Ticket Number:	0000079526	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079466	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000079434	12/17/2003	1	12/18/2003	12/24/2003
Ticket Number:	0000079566	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079297	12/16/2003	6	12/22/2003	12/29/2003
Ticket Number:	0000079343	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079171	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079161	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079630	12/22/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079620	12/22/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079147	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079042	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078871	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000079005	12/12/2003	0	12/12/2003	12/18/2003

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Ticket Number:	0000078943	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000078869	12/11/2003	1	12/12/2003	12/18/2003

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

talder1**Total: 42****Closed****Total: 42**

Ticket Number:	0000078833	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000079121	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079603	12/21/2003	0	12/21/2003	12/29/2003
Ticket Number:	0000079601	12/21/2003	0	12/21/2003	12/29/2003
Ticket Number:	0000079602	12/21/2003	0	12/21/2003	12/29/2003
Ticket Number:	0000079595	12/20/2003	1	12/21/2003	12/29/2003
Ticket Number:	0000079592	12/20/2003	1	12/21/2003	12/29/2003
Ticket Number:	0000079589	12/20/2003	1	12/21/2003	12/29/2003
Ticket Number:	0000079581	12/20/2003	1	12/21/2003	12/29/2003
Ticket Number:	0000079577	12/20/2003	2	12/21/2003	12/29/2003
Ticket Number:	0000079572	12/19/2003	2	12/21/2003	12/29/2003
Ticket Number:	0000079122	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079114	12/14/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079112	12/14/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079096	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079093	12/13/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079091	12/13/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079090	12/13/2003	8	12/22/2003	12/29/2003
Ticket Number:	0000079083	12/13/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079616	12/22/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079615	12/22/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079613	12/21/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079074	12/13/2003	9	12/22/2003	12/29/2003
Ticket Number:	0000079069	12/12/2003	2	12/15/2003	12/22/2003
Ticket Number:	0000078949	12/11/2003	10	12/21/2003	12/29/2003
Ticket Number:	0000078698	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078314	12/03/2003	4	12/07/2003	12/15/2003
Ticket Number:	0000078251	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078429	12/04/2003	3	12/07/2003	12/15/2003
Ticket Number:	0000078523	12/06/2003	1	12/07/2003	12/15/2003
Ticket Number:	0000078537	12/07/2003	0	12/07/2003	12/15/2003
Ticket Number:	0000078540	12/07/2003	0	12/07/2003	12/15/2003
Ticket Number:	0000079064	12/12/2003	2	12/15/2003	12/22/2003
Ticket Number:	0000078731	12/09/2003	0	12/10/2003	12/15/2003
Ticket Number:	0000078704	12/09/2003	0	12/10/2003	12/15/2003
Ticket Number:	0000078541	12/07/2003	0	12/07/2003	12/15/2003
Ticket Number:	0000078539	12/07/2003	0	12/07/2003	12/15/2003
Ticket Number:	0000078531	12/07/2003	7	12/15/2003	12/22/2003
Ticket Number:	0000078447	12/04/2003	17	12/21/2003	12/29/2003
Ticket Number:	0000078417	12/04/2003	17	12/21/2003	12/29/2003
Ticket Number:	0000078250	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078204	12/02/2003	12	12/15/2003	12/22/2003

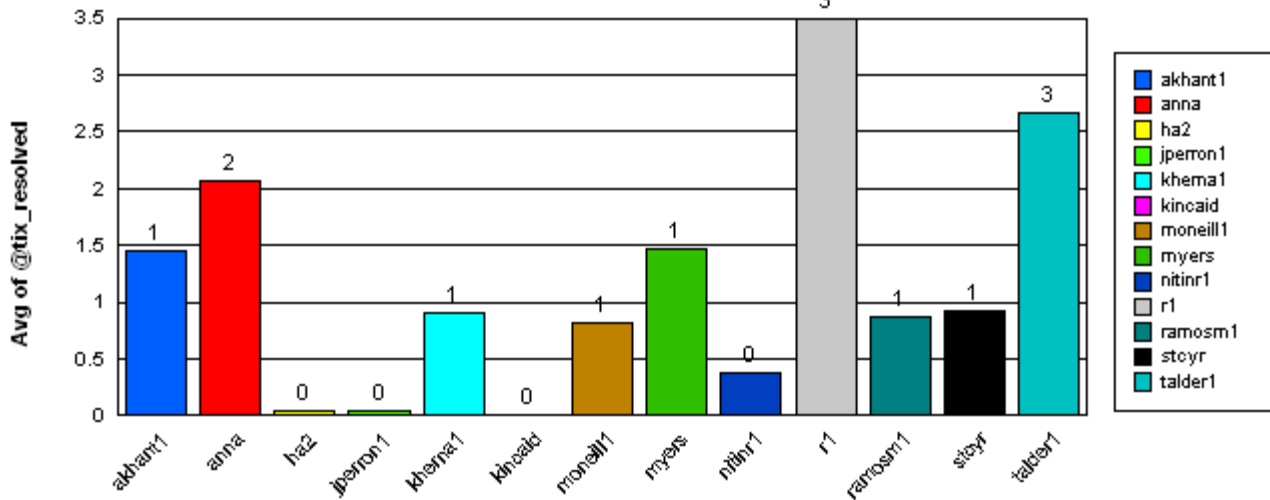
Average time to ticket resolution for	talder1	3
Maximum time to ticket resolution for	talder1	17
Minimum time to ticket resolution for	talder1	0

Helpdesk

Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	17
Minimum time to ticket resolution for	Helpdesk	0

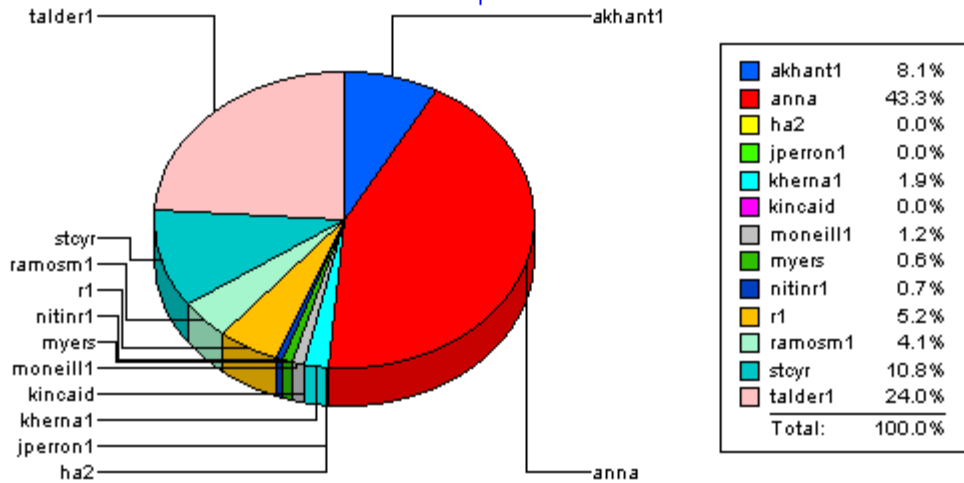
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



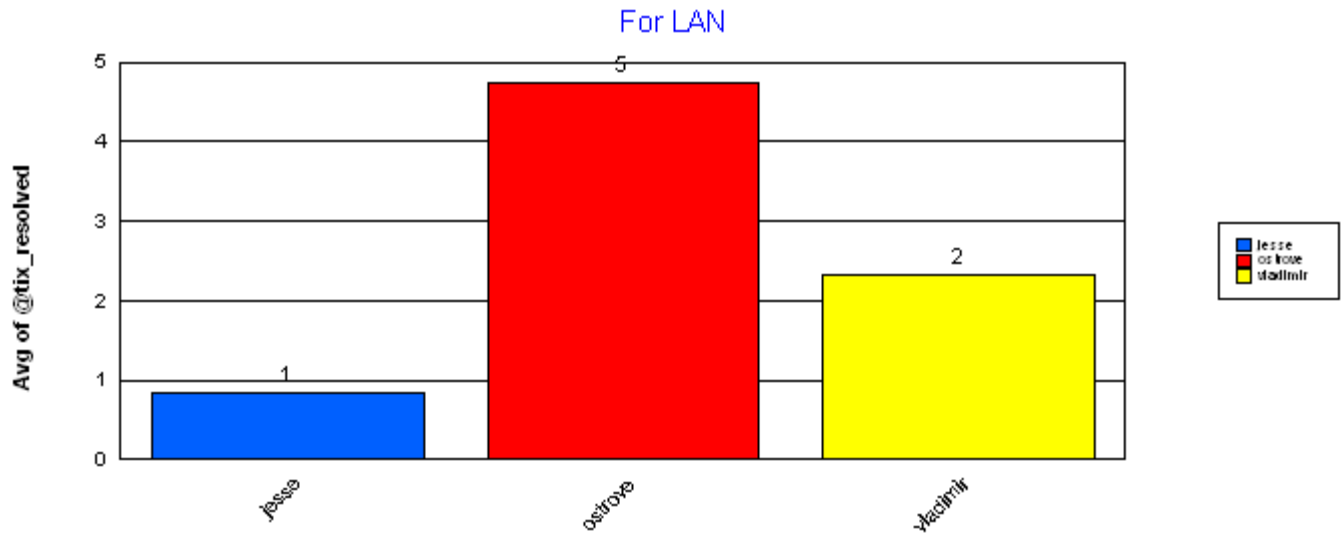
LAN

		Total:	37		
jesse		<u>Total:</u>	18		
Closed		<u>Total:</u>	18		
Ticket Number:	0000078711	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078190	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078794	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078681	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078634	12/08/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078620	12/08/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078621	12/08/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078586	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078486	12/04/2003	4	12/08/2003	12/15/2003
Ticket Number:	0000078297	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078295	12/03/2003	5	12/08/2003	12/15/2003
Ticket Number:	0000078228	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078188	12/02/2003	1	12/03/2003	12/09/2003
Ticket Number:	0000078151	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078140	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078866	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079321	12/16/2003	2	12/18/2003	12/24/2003
Ticket Number:	0000079547	12/19/2003	0	12/19/2003	12/25/2003
-----				-----	
Average time to ticket resolution for		jesse	1		
Maximum time to ticket resolution for		jesse	5		
Minimum time to ticket resolution for		jesse	0		
<hr/>				<hr/>	
ostrove		<u>Total:</u>	16		
Closed		<u>Total:</u>	16		
Ticket Number:	0000078925	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000078940	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000079236	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079186	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079185	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079113	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000078108	12/01/2003	14	12/15/2003	12/22/2003
Ticket Number:	0000078107	12/01/2003	14	12/15/2003	12/22/2003
Ticket Number:	0000078726	12/09/2003	6	12/15/2003	12/22/2003
Ticket Number:	0000078596	12/08/2003	9	12/17/2003	12/23/2003
Ticket Number:	0000078563	12/08/2003	7	12/15/2003	12/22/2003
Ticket Number:	0000078451	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078215	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078217	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078192	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078126	12/01/2003	14	12/15/2003	12/22/2003
-----				-----	
Average time to ticket resolution for		ostrove	5		
Maximum time to ticket resolution for		ostrove	14		
Minimum time to ticket resolution for		ostrove	0		
<hr/>				<hr/>	
vladimir		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000078676	12/09/2003	3	12/12/2003	12/18/2003
Ticket Number:	0000079206	12/15/2003	2	12/17/2003	12/23/2003
Ticket Number:	0000079422	12/17/2003	2	12/19/2003	12/25/2003
-----				-----	
Average time to ticket resolution for		vladimir	2		
Maximum time to ticket resolution for		vladimir	3		
Minimum time to ticket resolution for		vladimir	2		
<hr/>				<hr/>	

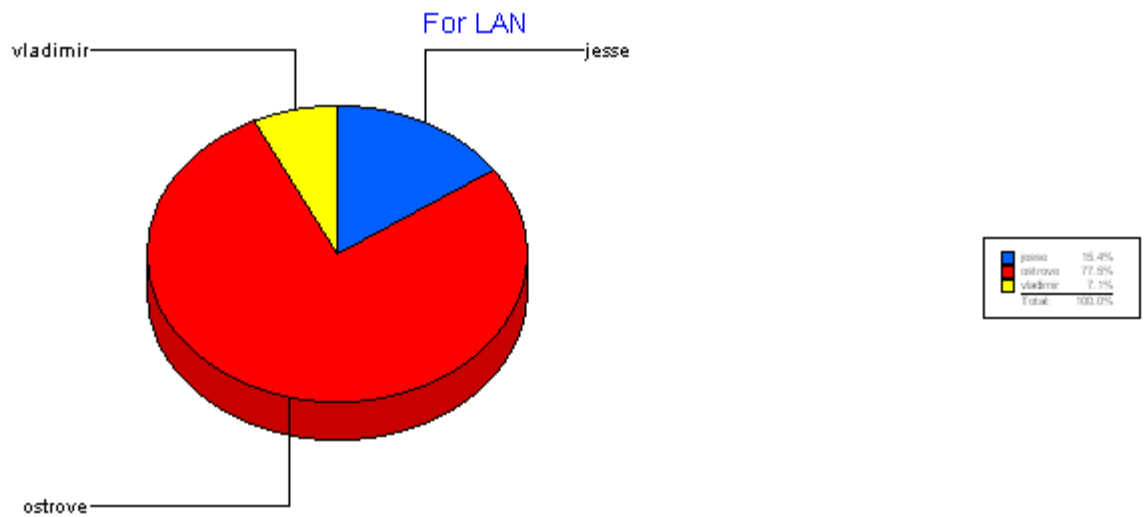
LAN

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

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved



New Media

Total: 174

NewMedia	<u>Total:</u>	1		
Closed	<u>Total:</u>	1		
Ticket Number: 0000079077	12/13/2003	1	12/14/2003	12/22/2003
<hr style="border-top: 1px dashed black;"/>				
Average time to ticket resolution for	NewMedia	1		
Maximum time to ticket resolution for	NewMedia	1		
Minimum time to ticket resolution for	NewMedia	1		

darnold	<u>Total:</u>	19		
Closed	<u>Total:</u>	19		
Ticket Number: 0000079117	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number: 0000079159	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number: 0000079142	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number: 0000079157	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number: 0000079177	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number: 0000079324	12/16/2003	3	12/19/2003	12/25/2003
Ticket Number: 0000079252	12/15/2003	0	12/16/2003	12/22/2003
Ticket Number: 0000079251	12/15/2003	0	12/16/2003	12/22/2003
Ticket Number: 0000079249	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number: 0000079224	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number: 0000079223	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number: 0000079222	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number: 0000079194	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number: 0000079193	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number: 0000079698	12/23/2003	0	12/23/2003	12/29/2003
Ticket Number: 0000079697	12/23/2003	0	12/23/2003	12/29/2003
Ticket Number: 0000079176	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number: 0000079134	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number: 0000079163	12/15/2003	0	12/15/2003	12/22/2003
<hr style="border-top: 1px dashed black;"/>				
Average time to ticket resolution for	darnold	0		
Maximum time to ticket resolution for	darnold	3		
Minimum time to ticket resolution for	darnold	0		

New Media
rarmstro

Total: **152**

New Media

	Closed	Total:	152		
Ticket Number:	0000079028	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078362	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078366	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078605	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078594	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078590	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078584	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078909	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078578	12/08/2003	0	12/08/2003	12/12/2003
Ticket Number:	0000078571	12/08/2003	8	12/16/2003	12/22/2003
Ticket Number:	0000078906	12/11/2003	1	12/12/2003	12/12/2003
Ticket Number:	0000078513	12/05/2003	1	12/06/2003	12/12/2003
Ticket Number:	0000078825	12/10/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078823	12/10/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078824	12/10/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079015	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078788	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078725	12/09/2003	2	12/11/2003	12/17/2003
Ticket Number:	0000078691	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078675	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078661	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078636	12/08/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078618	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078606	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078496	12/04/2003	3	12/08/2003	12/15/2003
Ticket Number:	0000078485	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078484	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078483	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078482	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078480	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078460	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078443	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078533	12/07/2003	1	12/08/2003	12/15/2003
Ticket Number:	0000078530	12/07/2003	1	12/08/2003	12/15/2003
Ticket Number:	0000078518	12/06/2003	0	12/06/2003	12/12/2003
Ticket Number:	0000078514	12/05/2003	2	12/08/2003	12/09/2003
Ticket Number:	0000078442	12/04/2003	2	12/06/2003	12/12/2003
Ticket Number:	0000078435	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078434	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078432	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078425	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078424	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078419	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078395	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078383	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078382	12/04/2003	8	12/12/2003	12/18/2003
Ticket Number:	0000078378	12/03/2003	3	12/06/2003	12/12/2003
Ticket Number:	0000078374	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078373	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078371	12/03/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078370	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078368	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078416	12/04/2003	0	12/04/2003	12/10/2003

New Media

Ticket Number:	0000078414	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078405	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078404	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078396	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078365	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078361	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078344	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078357	12/03/2003	3	12/06/2003	12/12/2003
Ticket Number:	0000078359	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078358	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078393	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078831	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078850	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079289	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000078882	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078884	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078897	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078896	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000079108	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079107	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079104	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079103	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079105	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079099	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079100	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079094	12/14/2003	0	12/14/2003	12/22/2003
Ticket Number:	0000079001	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079557	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079537	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079536	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079534	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079512	12/18/2003	1	12/19/2003	12/25/2003
Ticket Number:	0000079511	12/18/2003	1	12/19/2003	12/25/2003
Ticket Number:	0000079510	12/18/2003	1	12/19/2003	12/25/2003
Ticket Number:	0000079506	12/18/2003	1	12/19/2003	12/25/2003
Ticket Number:	0000079439	12/17/2003	1	12/18/2003	12/24/2003
Ticket Number:	0000079438	12/17/2003	1	12/18/2003	12/24/2003
Ticket Number:	0000079393	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079370	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079369	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079302	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079290	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079254	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079248	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079247	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079246	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079237	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079234	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079233	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079226	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079207	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079200	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079199	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079198	12/15/2003	0	12/15/2003	12/22/2003

New Media

Ticket Number:	0000079197	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079175	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079160	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079158	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079156	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079154	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079133	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079119	12/14/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079118	12/14/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079111	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079110	12/14/2003	1	12/15/2003	12/22/2003
Ticket Number:	0000079000	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078999	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078991	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078971	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079004	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079003	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078954	12/12/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078933	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000079089	12/13/2003	1	12/14/2003	12/22/2003
Ticket Number:	0000079087	12/13/2003	2	12/15/2003	12/22/2003
Ticket Number:	0000079085	12/13/2003	1	12/14/2003	12/22/2003
Ticket Number:	0000079084	12/13/2003	1	12/14/2003	12/22/2003
Ticket Number:	0000079078	12/13/2003	1	12/14/2003	12/22/2003
Ticket Number:	0000079075	12/13/2003	1	12/14/2003	12/22/2003
Ticket Number:	0000079067	12/12/2003	2	12/14/2003	12/22/2003
Ticket Number:	0000079066	12/12/2003	2	12/14/2003	12/22/2003
Ticket Number:	0000079231	12/15/2003	1	12/16/2003	12/22/2003
Ticket Number:	0000079052	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079054	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079037	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079027	12/12/2003	0	12/12/2003	12/12/2003
Ticket Number:	0000079076	12/13/2003	1	12/14/2003	12/22/2003
Ticket Number:	0000079002	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078931	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078930	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078920	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078914	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078913	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078915	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000078883	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000078878	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078946	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078938	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000078937	12/11/2003	1	12/12/2003	12/18/2003

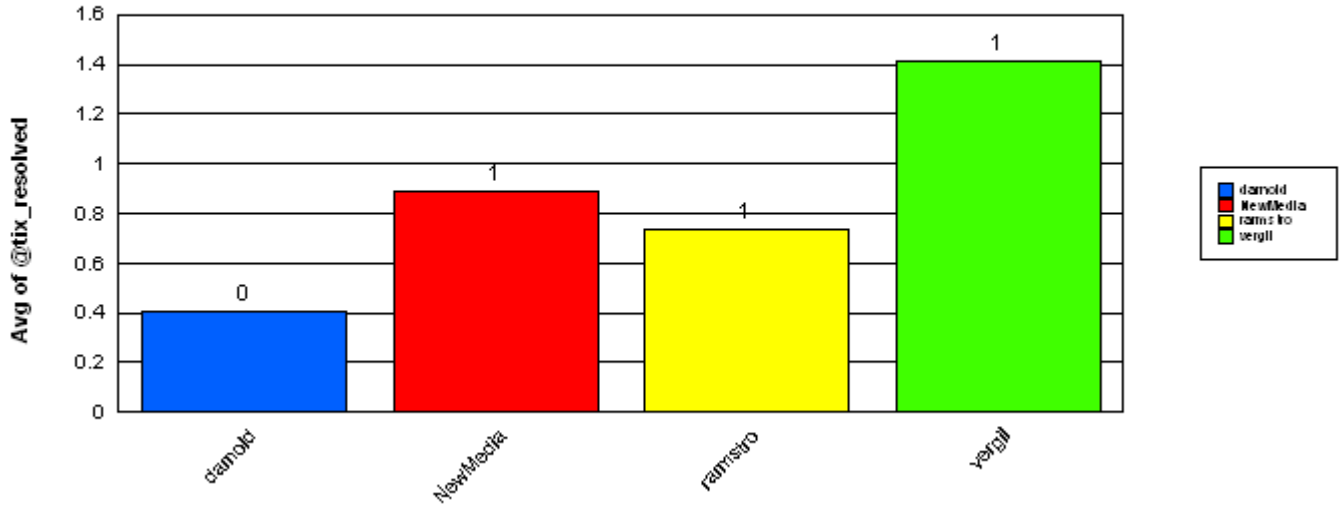
Average time to ticket resolution for	rarmstro	1
Maximum time to ticket resolution for	rarmstro	8
Minimum time to ticket resolution for	rarmstro	0

New Media

vergil		<u>Total:</u> 2		
Closed		<u>Total:</u> 2		
Ticket Number: 0000078135	12/01/2003	2	12/03/2003	12/09/2003
Ticket Number: 0000078172	12/02/2003	1	12/03/2003	12/09/2003
<hr/>				
Average time to ticket resolution for	vergil	1		
Maximum time to ticket resolution for	vergil	2		
Minimum time to ticket resolution for	vergil	1		
<hr/>				
Average time to ticket resolution for	New Media	1		
Maximum time to ticket resolution for	New Media	8		
Minimum time to ticket resolution for	New Media	0		

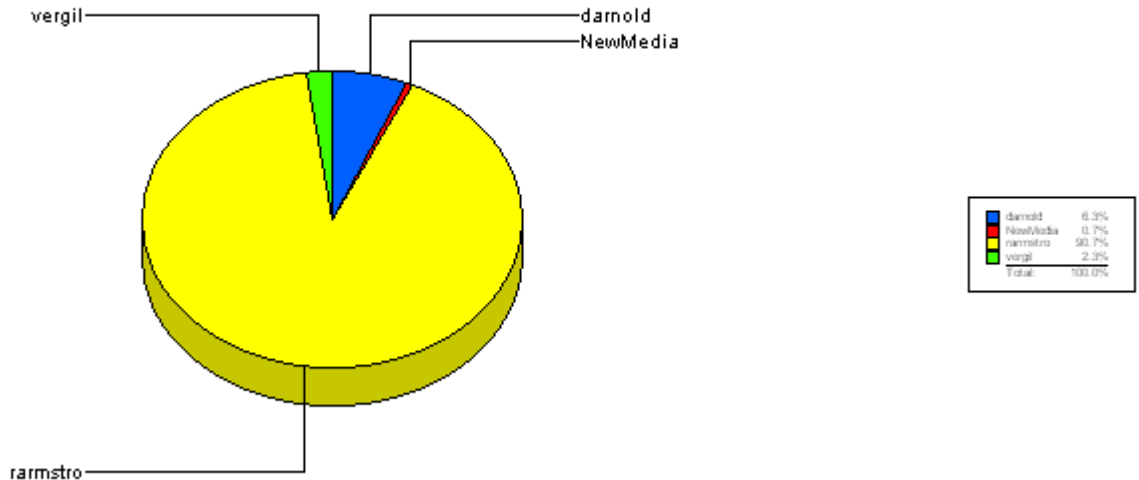
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT Business Systems: P

		Total: 133			
chriss		Total: 25			
Closed		Total: 25			
Ticket Number:	0000078322	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078281	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078102	12/01/2003	0	12/01/2003	12/08/2003
Ticket Number:	0000078544	12/07/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078655	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078851	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079024	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079058	12/12/2003	3	12/15/2003	12/22/2003
Ticket Number:	0000079211	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079303	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079641	12/22/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079568	12/19/2003	3	12/22/2003	12/29/2003
Ticket Number:	0000079567	12/19/2003	3	12/22/2003	12/29/2003
Ticket Number:	0000079540	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079496	12/18/2003	4	12/22/2003	12/29/2003
Ticket Number:	0000079491	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000079375	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079372	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079320	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079277	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079205	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079010	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078965	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078975	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078974	12/12/2003	0	12/12/2003	12/18/2003
-----		-----		-----	
Average time to ticket resolution for		chriss	1		
Maximum time to ticket resolution for		chriss	4		
Minimum time to ticket resolution for		chriss	0		
<hr/>		<hr/>		<hr/>	
enoch		Total: 3			
Closed		Total: 3			
Ticket Number:	0000079031	12/12/2003	7	12/19/2003	12/25/2003
Ticket Number:	0000078233	12/02/2003	1	12/03/2003	12/09/2003
Ticket Number:	0000078214	12/02/2003	0	12/02/2003	12/08/2003
-----		-----		-----	
Average time to ticket resolution for		enoch	3		
Maximum time to ticket resolution for		enoch	7		
Minimum time to ticket resolution for		enoch	0		
<hr/>		<hr/>		<hr/>	
haddaway		Total: 7			
Closed		Total: 7			
Ticket Number:	0000078106	12/01/2003	0	12/01/2003	12/08/2003
Ticket Number:	0000078198	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078122	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078912	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079474	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000079469	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000078932	12/11/2003	0	12/11/2003	12/17/2003
-----		-----		-----	
Average time to ticket resolution for		haddaway	0		
Maximum time to ticket resolution for		haddaway	1		
Minimum time to ticket resolution for		haddaway	0		

OIT Business Systems: P

jeremy

Total: 5

Closed

Total: 5

Ticket Number:	0000078924	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078966	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078595	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078745	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078801	12/10/2003	0	12/10/2003	12/16/2003

Average time to ticket resolution for jeremy **0**

Maximum time to ticket resolution for jeremy **0**

Minimum time to ticket resolution for jeremy **0**

jgood

Total: 2

Closed

Total: 2

Ticket Number:	0000078717	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000079418	12/17/2003	0	12/17/2003	12/23/2003

Average time to ticket resolution for jgood **0**

Maximum time to ticket resolution for jgood **1**

Minimum time to ticket resolution for jgood **0**

jking

Total: 19

Closed

Total: 19

Ticket Number:	0000078907	12/11/2003	1	12/12/2003	12/18/2003
Ticket Number:	0000079556	12/19/2003	3	12/22/2003	12/29/2003
Ticket Number:	0000079652	12/22/2003	0	12/22/2003	12/22/2003
Ticket Number:	0000079221	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079153	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000078978	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000078165	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078183	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078202	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078275	12/03/2003	1	12/03/2003	12/09/2003
Ticket Number:	0000078349	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078645	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078222	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078814	12/10/2003	0	12/11/2003	12/16/2003
Ticket Number:	0000078790	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000079385	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000078739	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078810	12/10/2003	0	12/11/2003	12/16/2003
Ticket Number:	0000078193	12/02/2003	0	12/02/2003	12/08/2003

Average time to ticket resolution for jking **0**

Maximum time to ticket resolution for jking **3**

Minimum time to ticket resolution for jking **0**

jking4

Total: 2

Closed

Total: 2

Ticket Number:	0000078105	12/01/2003	0	12/01/2003	12/08/2003
Ticket Number:	0000078817	12/10/2003	9	12/19/2003	12/25/2003

Average time to ticket resolution for jking4 **4**

Maximum time to ticket resolution for jking4 **9**

Minimum time to ticket resolution for jking4 **0**

OIT Business Systems: P

jpatna1		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000078319	12/03/2003	7	12/10/2003	12/16/2003
Ticket Number:	0000078687	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000079276	12/16/2003	0	12/16/2003	12/22/2003
Ticket Number:	0000079633	12/22/2003	0	12/22/2003	12/29/2003
Ticket Number:	0000079677	12/23/2003	0	12/23/2003	12/29/2003

Average time to ticket resolution for		jpatna1	2		
Maximum time to ticket resolution for		jpatna1	7		
Minimum time to ticket resolution for		jpatna1	0		
<hr/>					
kirby		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000078568	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078633	12/08/2003	0	12/08/2003	12/08/2003
Ticket Number:	0000078652	12/09/2003	0	12/09/2003	12/15/2003

Average time to ticket resolution for		kirby	0		
Maximum time to ticket resolution for		kirby	0		
Minimum time to ticket resolution for		kirby	0		
<hr/>					
lrand		<u>Total:</u>	23		
Closed		<u>Total:</u>	23		
Ticket Number:	0000079428	12/17/2003	1	12/18/2003	12/24/2003
Ticket Number:	0000078800	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000079455	12/18/2003	0	12/18/2003	12/24/2003
Ticket Number:	0000078766	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078692	12/09/2003	9	12/18/2003	12/24/2003
Ticket Number:	0000078592	12/08/2003	7	12/15/2003	12/15/2003
Ticket Number:	0000078236	12/02/2003	14	12/16/2003	12/22/2003
Ticket Number:	0000078174	12/02/2003	13	12/15/2003	12/22/2003
Ticket Number:	0000078125	12/01/2003	7	12/08/2003	12/15/2003
Ticket Number:	0000078840	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078841	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078852	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078860	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079378	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number:	0000079155	12/15/2003	4	12/19/2003	12/25/2003
Ticket Number:	0000078919	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078918	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078872	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078865	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078863	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078862	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079468	12/18/2003	1	12/19/2003	12/25/2003
Ticket Number:	0000079380	12/17/2003	0	12/17/2003	12/23/2003

Average time to ticket resolution for		lrand	2		
Maximum time to ticket resolution for		lrand	14		
Minimum time to ticket resolution for		lrand	0		
<hr/>					

OIT Business Systems: P

preston

Total: **8**

Closed

Total: **8**

Ticket Number:	0000078142	12/01/2003	11	12/12/2003	12/18/2003
Ticket Number:	0000078325	12/03/2003	9	12/12/2003	12/18/2003
Ticket Number:	0000078355	12/03/2003	9	12/12/2003	12/18/2003
Ticket Number:	0000078354	12/03/2003	9	12/12/2003	12/18/2003
Ticket Number:	0000078746	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078653	12/09/2003	1	12/10/2003	12/16/2003
Ticket Number:	0000078644	12/08/2003	2	12/10/2003	12/16/2003
Ticket Number:	0000078576	12/08/2003	4	12/12/2003	12/18/2003

Average time to ticket resolution for	preston	6
Maximum time to ticket resolution for	preston	11
Minimum time to ticket resolution for	preston	0

rosti

Total: **13**

Resolved

Total: **1**

Ticket Number:	0000078569	12/08/2003	1	12/09/2003	12/09/2003
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Closed

Total: **12**

Ticket Number:	0000078269	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078757	12/10/2003	5	12/15/2003	12/22/2003
Ticket Number:	0000078811	12/10/2003	1	12/11/2003	12/17/2003
Ticket Number:	0000078838	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078602	12/08/2003	7	12/15/2003	12/22/2003
Ticket Number:	0000078558	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078504	12/05/2003	3	12/08/2003	12/15/2003
Ticket Number:	0000078324	12/03/2003	5	12/08/2003	12/15/2003
Ticket Number:	0000078152	12/01/2003	10	12/11/2003	12/17/2003
Ticket Number:	0000078964	12/12/2003	0	12/12/2003	12/18/2003
Ticket Number:	0000079402	12/17/2003	2	12/19/2003	12/25/2003
Ticket Number:	0000079371	12/17/2003	0	12/17/2003	12/23/2003

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

OIT Business Systems: P

slong

Total: **18**

Closed

Total: **18**

Ticket Number:	0000078847	12/11/2003	8	12/19/2003	12/25/2003
Ticket Number:	0000079548	12/19/2003	0	12/19/2003	12/25/2003
Ticket Number:	0000079691	12/23/2003	0	12/23/2003	12/29/2003
Ticket Number:	0000079427	12/17/2003	2	12/19/2003	12/25/2003
Ticket Number:	0000078979	12/12/2003	7	12/19/2003	12/25/2003
Ticket Number:	0000079043	12/12/2003	3	12/15/2003	12/22/2003
Ticket Number:	0000079504	12/18/2003	1	12/19/2003	12/25/2003
Ticket Number:	0000078870	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000078115	12/01/2003	8	12/09/2003	12/15/2003
Ticket Number:	0000078791	12/10/2003	5	12/15/2003	12/22/2003
Ticket Number:	0000078718	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078669	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078316	12/03/2003	6	12/09/2003	12/15/2003
Ticket Number:	0000078312	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078272	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078271	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078136	12/01/2003	2	12/03/2003	12/09/2003
Ticket Number:	0000078143	12/01/2003	2	12/03/2003	12/09/2003

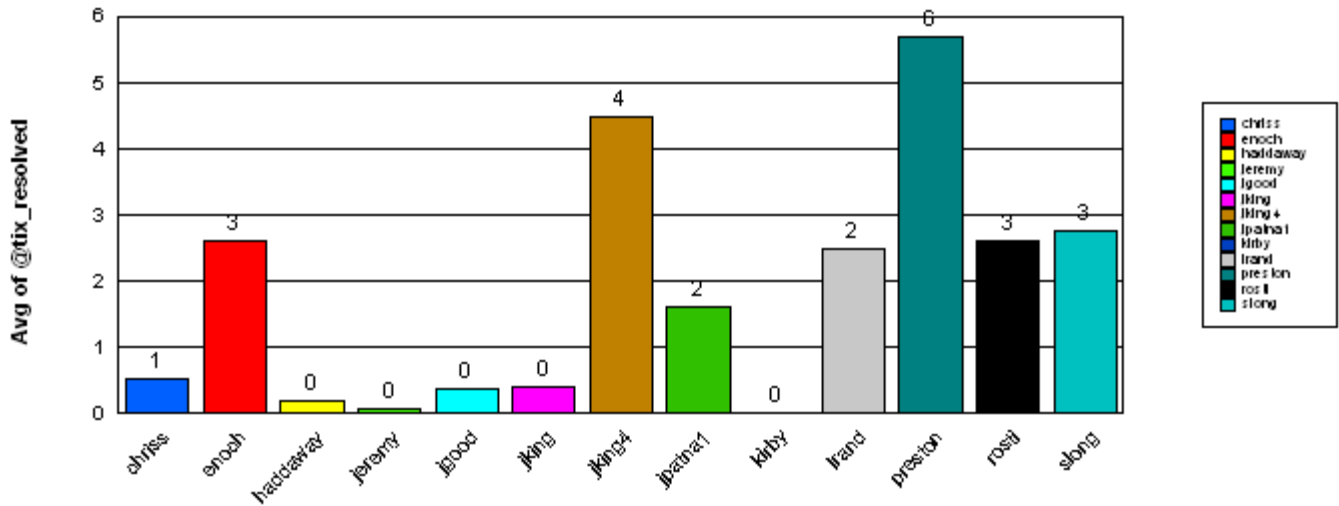
-----		-----
Average time to ticket resolution for	slong	3
Maximum time to ticket resolution for	slong	8
Minimum time to ticket resolution for	slong	0
-----		-----

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	14
Minimum time to ticket resolution for	OIT Business S	0

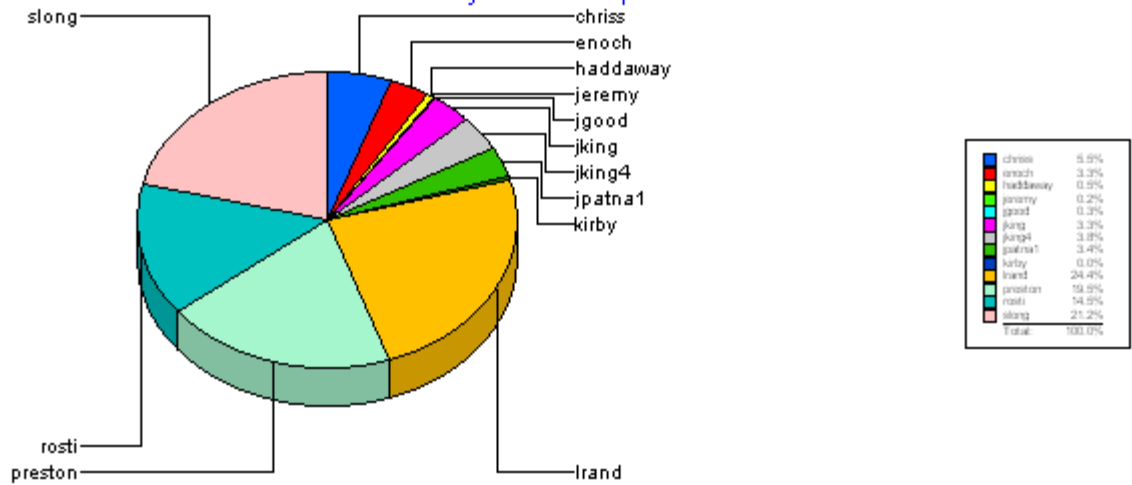
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



PC Labs

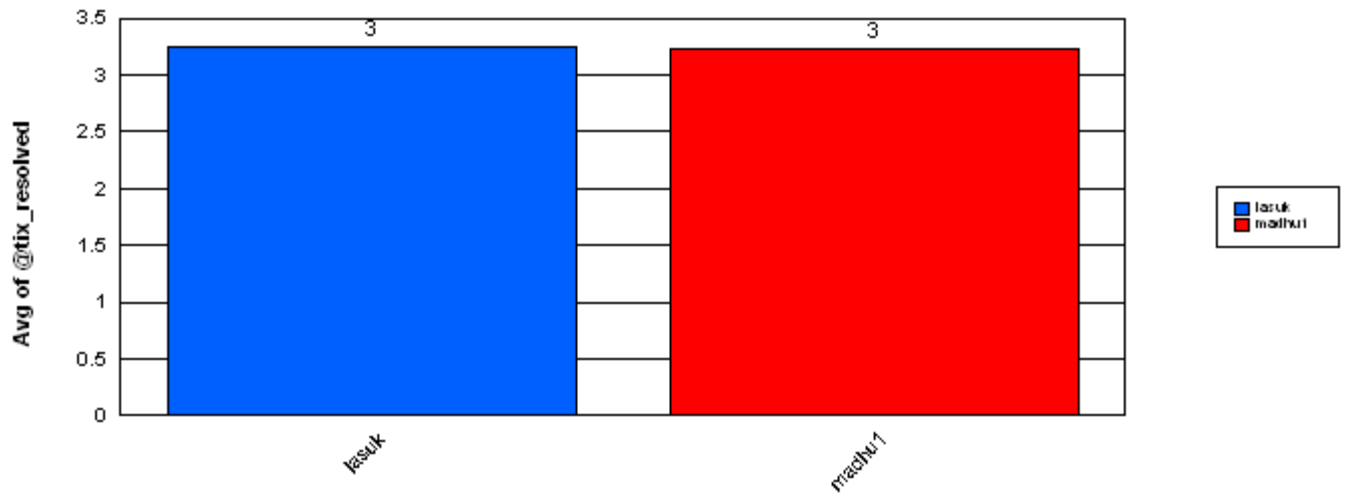
		<u>Total:</u> 25			
lasuk		<u>Total:</u> 21			
Closed		<u>Total:</u> 21			
Ticket Number:	0000078099	12/01/2003	11	12/12/2003	12/18/2003
Ticket Number:	0000078187	12/02/2003	1	12/03/2003	12/03/2003
Ticket Number:	0000078203	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078889	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078737	12/09/2003	3	12/12/2003	12/18/2003
Ticket Number:	0000078627	12/08/2003	8	12/16/2003	12/22/2003
Ticket Number:	0000078575	12/08/2003	4	12/12/2003	12/18/2003
Ticket Number:	0000078567	12/08/2003	3	12/11/2003	12/17/2003
Ticket Number:	0000078331	12/03/2003	6	12/09/2003	12/15/2003
Ticket Number:	0000078246	12/02/2003	1	12/03/2003	12/09/2003
Ticket Number:	0000078201	12/02/2003	9	12/11/2003	12/17/2003
Ticket Number:	0000078853	12/11/2003	6	12/17/2003	12/23/2003
Ticket Number:	0000078861	12/11/2003	5	12/16/2003	12/22/2003
Ticket Number:	0000079519	12/18/2003	1	12/19/2003	12/25/2003
Ticket Number:	0000079429	12/17/2003	2	12/19/2003	12/25/2003
Ticket Number:	0000079336	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079243	12/15/2003	2	12/17/2003	12/23/2003
Ticket Number:	0000079242	12/15/2003	2	12/17/2003	12/23/2003
Ticket Number:	0000079232	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000079299	12/16/2003	1	12/17/2003	12/23/2003
Ticket Number:	0000079179	12/15/2003	1	12/16/2003	12/22/2003
-----		-----		-----	
Average time to ticket resolution for		lasuk	3		
Maximum time to ticket resolution for		lasuk	11		
Minimum time to ticket resolution for		lasuk	0		
<hr/>		<hr/>		<hr/>	
madhu1		<u>Total:</u> 4			
Closed		<u>Total:</u> 4			
Ticket Number:	0000078160	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078328	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078742	12/09/2003	8	12/17/2003	12/23/2003
Ticket Number:	0000078207	12/02/2003	2	12/04/2003	12/10/2003
-----		-----		-----	
Average time to ticket resolution for		madhu1	3		
Maximum time to ticket resolution for		madhu1	8		
Minimum time to ticket resolution for		madhu1	1		
<hr/>		<hr/>		<hr/>	

PC Labs

Average time to ticket resolution for	PC Labs	3
Maximum time to ticket resolution for	PC Labs	11
Minimum time to ticket resolution for	PC Labs	0

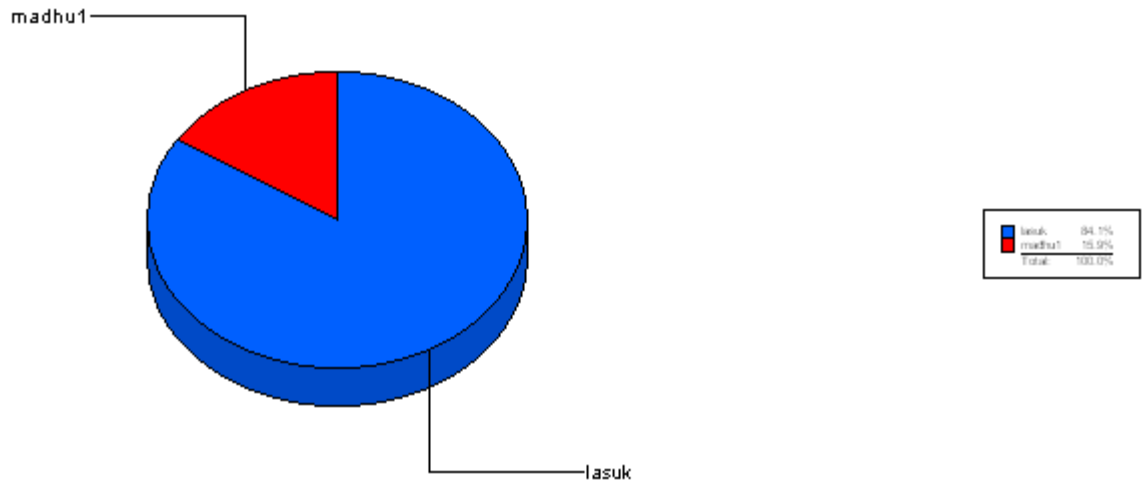
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total:	36		
beakja1		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000078081	12/01/2003	0	12/01/2003	12/08/2003
Ticket Number:	0000079227	12/15/2003	3	12/18/2003	12/24/2003
Ticket Number:	0000079464	12/18/2003	0	12/18/2003	12/24/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		beakja1	1		
Maximum time to ticket resolution for		beakja1	3		
Minimum time to ticket resolution for		beakja1	0		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
cmckin1		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000078597	12/08/2003	1	12/09/2003	12/15/2003
Ticket Number:	0000078679	12/09/2003	2	12/11/2003	12/17/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		cmckin1	2		
Maximum time to ticket resolution for		cmckin1	2		
Minimum time to ticket resolution for		cmckin1	1		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
damian		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000078346	12/03/2003	6	12/09/2003	12/15/2003
Ticket Number:	0000078487	12/04/2003	5	12/09/2003	12/15/2003
Ticket Number:	0000078477	12/04/2003	4	12/08/2003	12/15/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		damian	5		
Maximum time to ticket resolution for		damian	6		
Minimum time to ticket resolution for		damian	4		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
rays1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000078804	12/10/2003	1	12/11/2003	12/17/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		rays1	1		
Maximum time to ticket resolution for		rays1	1		
Minimum time to ticket resolution for		rays1	1		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
vicki		<u>Total:</u>	15		
Closed		<u>Total:</u>	15		
Ticket Number:	0000079426	12/17/2003	4	12/21/2003	12/29/2003
Ticket Number:	0000079189	12/15/2003	3	12/18/2003	12/24/2003
Ticket Number:	0000079164	12/15/2003	3	12/18/2003	12/24/2003
Ticket Number:	0000078406	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000079060	12/12/2003	9	12/21/2003	12/29/2003
Ticket Number:	0000079059	12/12/2003	3	12/15/2003	12/22/2003
Ticket Number:	0000079173	12/15/2003	3	12/18/2003	12/24/2003
Ticket Number:	0000079583	12/20/2003	1	12/21/2003	12/29/2003
Ticket Number:	0000079576	12/20/2003	2	12/21/2003	12/29/2003
Ticket Number:	0000079528	12/19/2003	3	12/21/2003	12/29/2003
Ticket Number:	0000079354	12/17/2003	1	12/18/2003	12/24/2003
Ticket Number:	0000079275	12/16/2003	2	12/18/2003	12/24/2003
Ticket Number:	0000079217	12/15/2003	3	12/18/2003	12/24/2003
Ticket Number:	0000079219	12/15/2003	3	12/18/2003	12/24/2003
Ticket Number:	0000079051	12/12/2003	3	12/15/2003	12/22/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		vicki	3		
Maximum time to ticket resolution for		vicki	9		
Minimum time to ticket resolution for		vicki	0		

Physical Networks

zicka		<u>Total:</u>	12		
	Closed	<u>Total:</u>	12		
Ticket Number:	0000078879	12/11/2003	11	12/22/2003	12/29/2003
Ticket Number:	0000078104	12/01/2003	0	12/01/2003	12/08/2003
Ticket Number:	0000078114	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000078241	12/02/2003	7	12/09/2003	12/15/2003
Ticket Number:	0000078296	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078347	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078230	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078189	12/02/2003	2	12/04/2003	12/10/2003
Ticket Number:	0000078299	12/03/2003	1	12/04/2003	12/10/2003
Ticket Number:	0000078767	12/10/2003	1	12/11/2003	12/17/2003
Ticket Number:	0000078672	12/09/2003	2	12/11/2003	12/17/2003
Ticket Number:	0000078572	12/08/2003	1	12/09/2003	12/15/2003

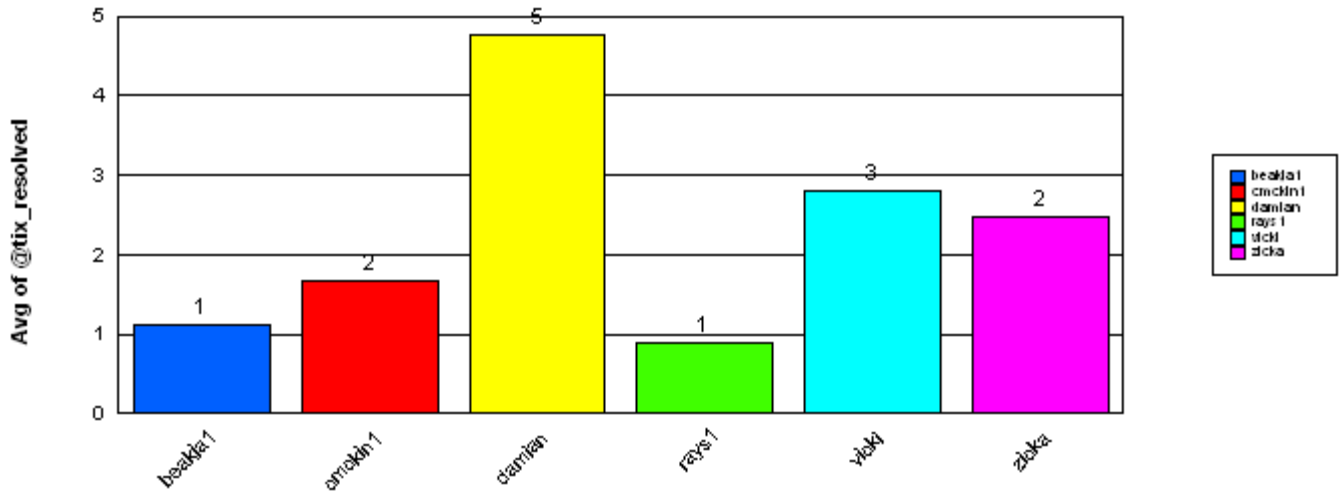
Average time to ticket resolution for	zicka		2		
Maximum time to ticket resolution for	zicka		11		
Minimum time to ticket resolution for	zicka		0		

Physical Networks

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	11
Minimum time to ticket resolution for	Physical Networ	0

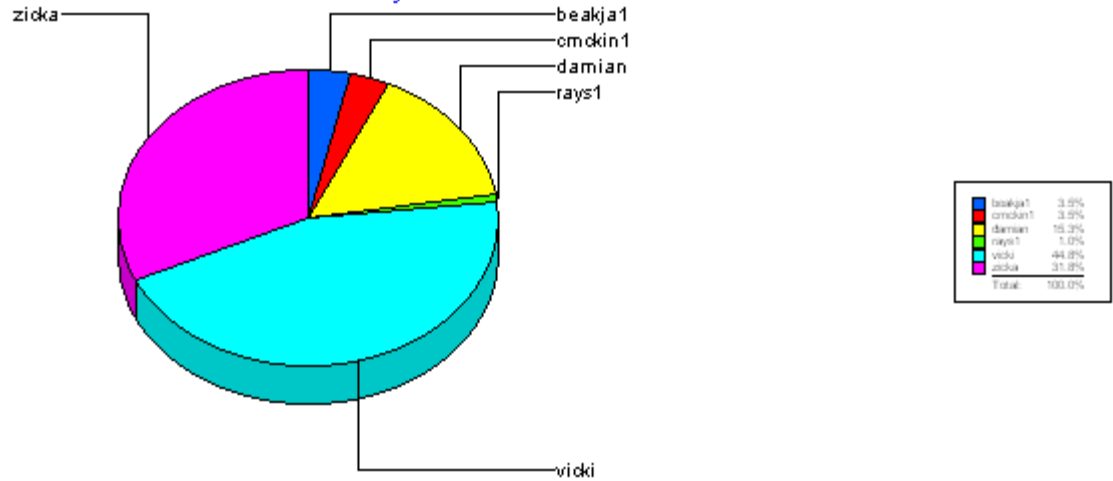
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

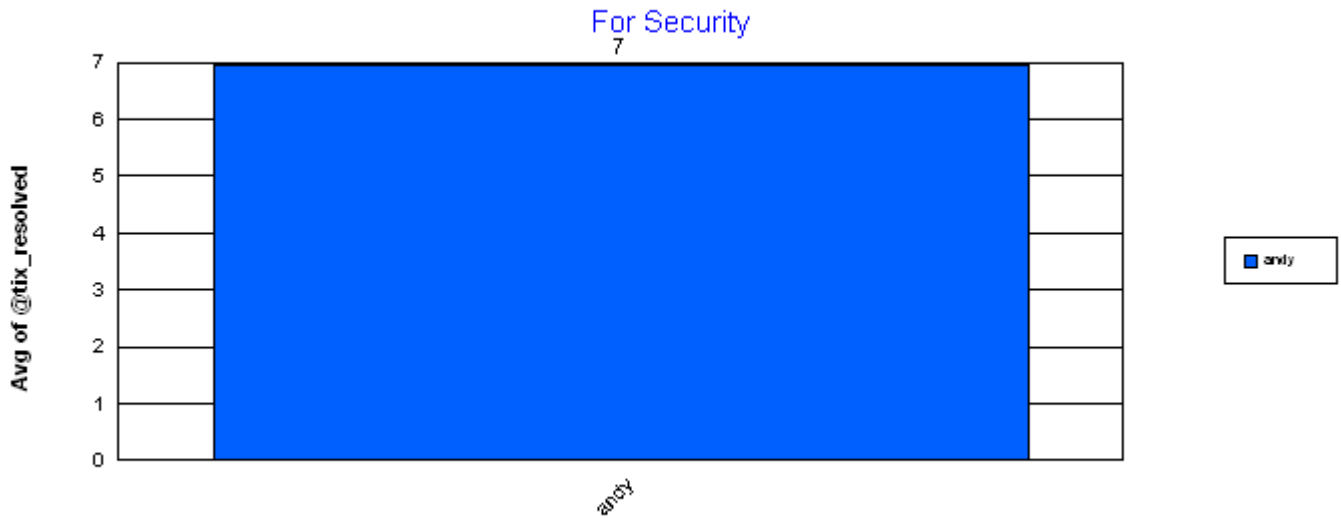
For Physical Networks



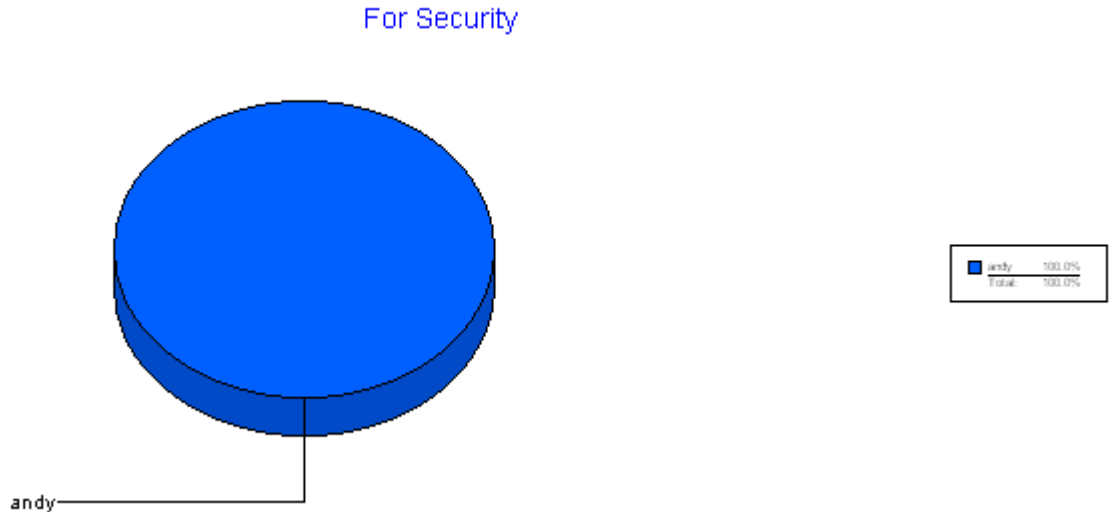
Security

		Total:	3		
andy		Total:	3		
	Closed				
Ticket Number:	0000078440	12/04/2003	15	12/19/2003	12/25/2003
Ticket Number:	0000078827	12/10/2003	1	12/11/2003	12/11/2003
Ticket Number:	0000079387	12/17/2003	5	12/22/2003	12/29/2003
-----		-----		-----	
Average time to ticket resolution for	andy		7		
Maximum time to ticket resolution for	andy		15		
Minimum time to ticket resolution for	andy		1		
-----		-----		-----	
Average time to ticket resolution for	Security		7		
Maximum time to ticket resolution for	Security		15		
Minimum time to ticket resolution for	Security		1		

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved



SysCore

Total: 90

dave

Closed

Total: 2

Ticket Number: 0000079604	12/21/2003	0	12/21/2003	12/29/2003
Ticket Number: 0000079166	12/15/2003	0	12/15/2003	12/22/2003

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

jcgriego

Closed

Total: 18

Ticket Number: 0000078141	12/01/2003	8	12/09/2003	12/15/2003
Ticket Number: 0000078252	12/02/2003	1	12/03/2003	12/09/2003
Ticket Number: 0000078327	12/03/2003	6	12/09/2003	12/15/2003
Ticket Number: 0000078321	12/03/2003	6	12/09/2003	12/15/2003
Ticket Number: 0000078364	12/03/2003	14	12/17/2003	12/23/2003
Ticket Number: 0000078795	12/10/2003	7	12/17/2003	12/23/2003
Ticket Number: 0000078772	12/10/2003	7	12/17/2003	12/23/2003
Ticket Number: 0000078511	12/05/2003	12	12/17/2003	12/23/2003
Ticket Number: 0000078372	12/03/2003	6	12/09/2003	12/15/2003
Ticket Number: 0000078367	12/03/2003	6	12/09/2003	12/15/2003
Ticket Number: 0000078832	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number: 0000079032	12/12/2003	5	12/17/2003	12/23/2003
Ticket Number: 0000079379	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number: 0000079401	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number: 0000079477	12/18/2003	1	12/19/2003	12/25/2003
Ticket Number: 0000079411	12/17/2003	0	12/17/2003	12/23/2003
Ticket Number: 0000079245	12/15/2003	2	12/17/2003	12/23/2003
Ticket Number: 0000078857	12/11/2003	6	12/17/2003	12/23/2003

Average time to ticket resolution for	jcgriego	5
Maximum time to ticket resolution for	jcgriego	14
Minimum time to ticket resolution for	jcgriego	0

SysCore

sbrown7

Total: 35

Closed

Total: 35

Ticket Number:	0000078848	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000079704	12/23/2003	0	12/23/2003	12/29/2003
Ticket Number:	0000079174	12/15/2003	8	12/23/2003	12/29/2003
Ticket Number:	0000079125	12/15/2003	0	12/15/2003	12/22/2003
Ticket Number:	0000078944	12/11/2003	4	12/15/2003	12/22/2003
Ticket Number:	0000078864	12/11/2003	0	12/11/2003	12/17/2003
Ticket Number:	0000078200	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078449	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078124	12/01/2003	14	12/15/2003	12/22/2003
Ticket Number:	0000078147	12/01/2003	8	12/09/2003	12/15/2003
Ticket Number:	0000078353	12/03/2003	1	12/04/2003	12/04/2003
Ticket Number:	0000078803	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078778	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078509	12/05/2003	5	12/10/2003	12/16/2003
Ticket Number:	0000078542	12/07/2003	3	12/10/2003	12/16/2003
Ticket Number:	0000078806	12/10/2003	0	12/10/2003	12/16/2003
Ticket Number:	0000078455	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078489	12/04/2003	4	12/08/2003	12/15/2003
Ticket Number:	0000078448	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078403	12/04/2003	0	12/04/2003	12/11/2003
Ticket Number:	0000078389	12/04/2003	0	12/04/2003	12/10/2003
Ticket Number:	0000078313	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078659	12/09/2003	0	12/09/2003	12/15/2003
Ticket Number:	0000078582	12/08/2003	0	12/08/2003	12/15/2003
Ticket Number:	0000078573	12/08/2003	0	12/08/2003	12/08/2003
Ticket Number:	0000078547	12/07/2003	2	12/09/2003	12/15/2003
Ticket Number:	0000078519	12/06/2003	2	12/08/2003	12/15/2003
Ticket Number:	0000078508	12/05/2003	3	12/08/2003	12/15/2003
Ticket Number:	0000078507	12/05/2003	3	12/08/2003	12/15/2003
Ticket Number:	0000078274	12/03/2003	0	12/03/2003	12/09/2003
Ticket Number:	0000078256	12/02/2003	1	12/03/2003	12/09/2003
Ticket Number:	0000078255	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078227	12/02/2003	0	12/02/2003	12/11/2003
Ticket Number:	0000078226	12/02/2003	0	12/02/2003	12/08/2003
Ticket Number:	0000078079	12/01/2003	14	12/15/2003	12/22/2003

Average time to ticket resolution for	sbrown7	2
Maximum time to ticket resolution for	sbrown7	14
Minimum time to ticket resolution for	sbrown7	0

SysCore

tim	Closed	Total:	35		
		Total:	35		
Ticket Number: 0000078097	12/01/2003	0		12/01/2003	12/08/2003
Ticket Number: 0000078264	12/03/2003	12		12/15/2003	12/22/2003
Ticket Number: 0000078270	12/03/2003	0		12/03/2003	12/09/2003
Ticket Number: 0000078155	12/01/2003	7		12/08/2003	12/15/2003
Ticket Number: 0000078237	12/02/2003	9		12/11/2003	12/17/2003
Ticket Number: 0000078170	12/02/2003	0		12/02/2003	12/08/2003
Ticket Number: 0000078156	12/01/2003	0		12/02/2003	12/08/2003
Ticket Number: 0000078098	12/01/2003	0		12/01/2003	12/08/2003
Ticket Number: 0000079319	12/16/2003	6		12/22/2003	12/29/2003
Ticket Number: 0000079255	12/15/2003	7		12/22/2003	12/29/2003
Ticket Number: 0000079285	12/16/2003	0		12/16/2003	12/22/2003
Ticket Number: 0000079300	12/16/2003	6		12/22/2003	12/29/2003
Ticket Number: 0000079650	12/22/2003	0		12/22/2003	12/29/2003
Ticket Number: 0000079631	12/22/2003	0		12/22/2003	12/29/2003
Ticket Number: 0000079627	12/22/2003	0		12/22/2003	12/29/2003
Ticket Number: 0000079648	12/22/2003	0		12/22/2003	12/29/2003
Ticket Number: 0000079552	12/19/2003	0		12/19/2003	12/25/2003
Ticket Number: 0000079544	12/19/2003	3		12/22/2003	12/29/2003
Ticket Number: 0000079570	12/19/2003	3		12/22/2003	12/29/2003
Ticket Number: 0000079513	12/18/2003	4		12/22/2003	12/29/2003
Ticket Number: 0000079493	12/18/2003	4		12/22/2003	12/29/2003
Ticket Number: 0000079473	12/18/2003	4		12/22/2003	12/29/2003
Ticket Number: 0000079472	12/18/2003	0		12/18/2003	12/24/2003
Ticket Number: 0000079471	12/18/2003	0		12/18/2003	12/24/2003
Ticket Number: 0000079396	12/17/2003	5		12/22/2003	12/29/2003
Ticket Number: 0000079349	12/17/2003	6		12/22/2003	12/29/2003
Ticket Number: 0000079322	12/16/2003	6		12/22/2003	12/29/2003
Ticket Number: 0000079443	12/18/2003	0		12/18/2003	12/24/2003
Ticket Number: 0000079690	12/23/2003	0		12/23/2003	12/29/2003
Ticket Number: 0000079689	12/23/2003	0		12/23/2003	12/29/2003
Ticket Number: 0000079344	12/16/2003	0		12/17/2003	12/23/2003
Ticket Number: 0000079273	12/16/2003	0		12/16/2003	12/22/2003
Ticket Number: 0000079253	12/15/2003	7		12/22/2003	12/29/2003
Ticket Number: 0000079071	12/12/2003	2		12/15/2003	12/22/2003
Ticket Number: 0000078976	12/12/2003	0		12/12/2003	12/18/2003
<hr/>					
Average time to ticket resolution for	tim		3		
Maximum time to ticket resolution for	tim		12		
Minimum time to ticket resolution for	tim		0		

SysCore

Average time to ticket resolution for

SysCore

3

Maximum time to ticket resolution for

SysCore

14

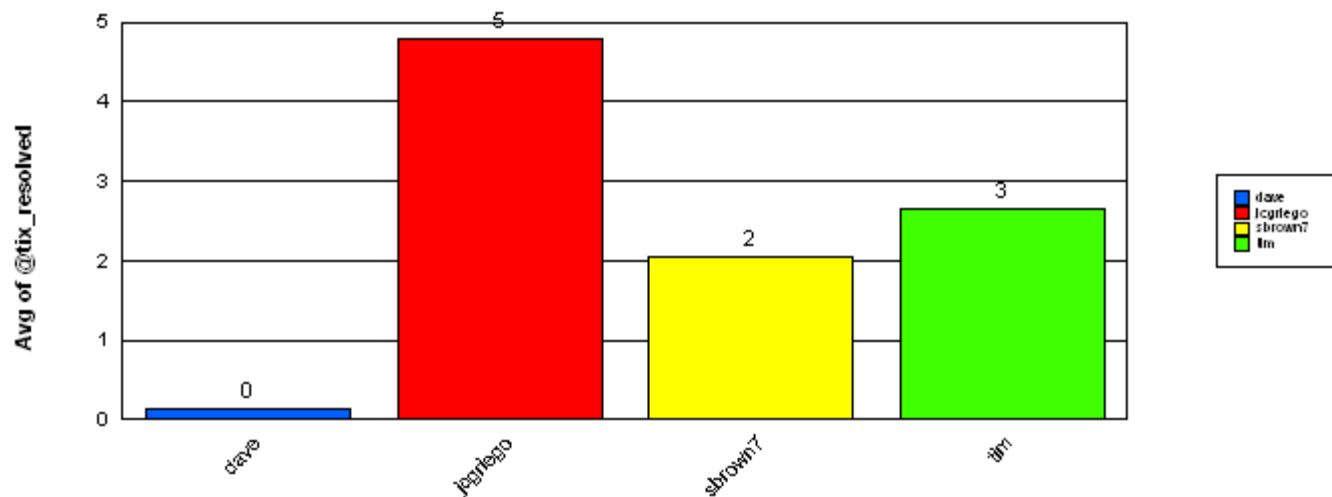
Minimum time to ticket resolution for

SysCore

0

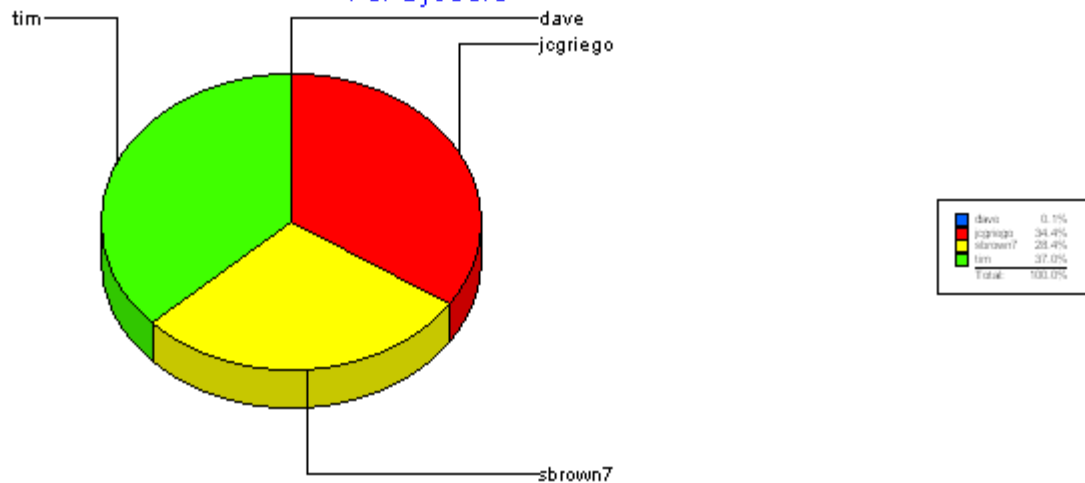
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

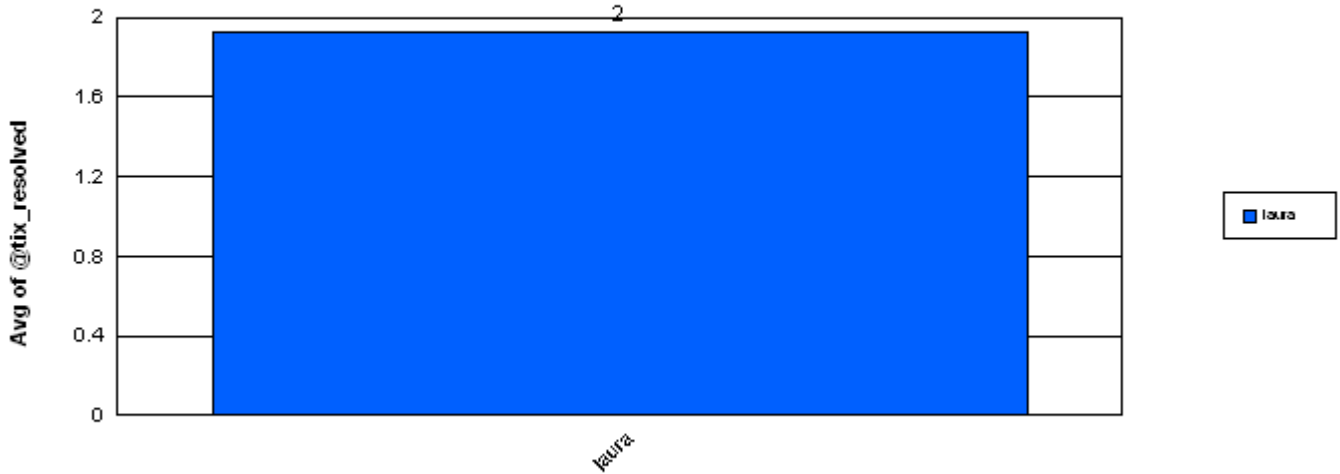
		<u>Total:</u>	2		
laura		<u>Total:</u>	2		
	Closed	<u>Total:</u>	2		
Ticket Number:	0000078127	12/01/2003	1	12/02/2003	12/08/2003
Ticket Number:	0000079203	12/15/2003	3	12/18/2003	12/24/2003

Average time to ticket resolution for	laura		2		
Maximum time to ticket resolution for	laura		3		
Minimum time to ticket resolution for	laura		1		

Average time to ticket resolution for	SysDept		2		
Maximum time to ticket resolution for	SysDept		3		
Minimum time to ticket resolution for	SysDept		1		

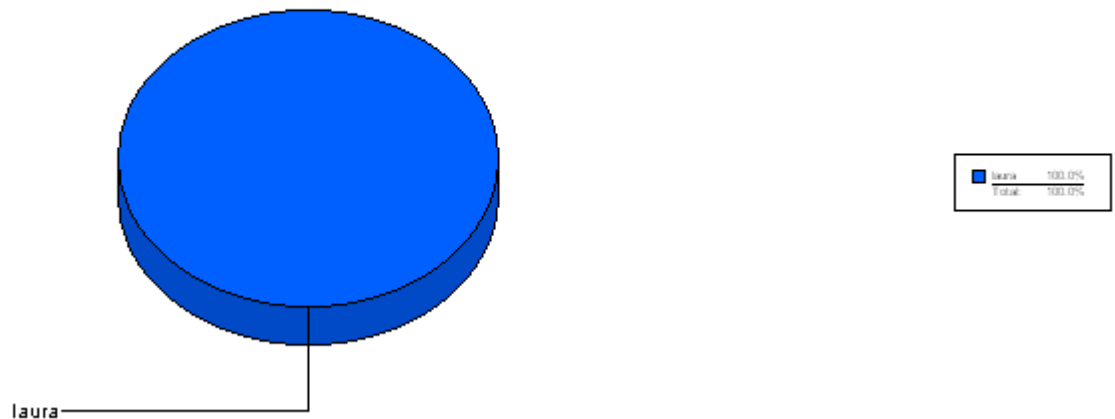
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



SysDept

Total Remedy Tickets Created and Resolved/Closed Between: 12/01/2003 and 12/31/2003 : **875**

Total Remedy Tickets Created between: 12/01/2003 and 12/31/2003 : **875**

Maximum time to resolution	17
Minimum time to resolution	0
Total Average time to ticket resolution	1.93