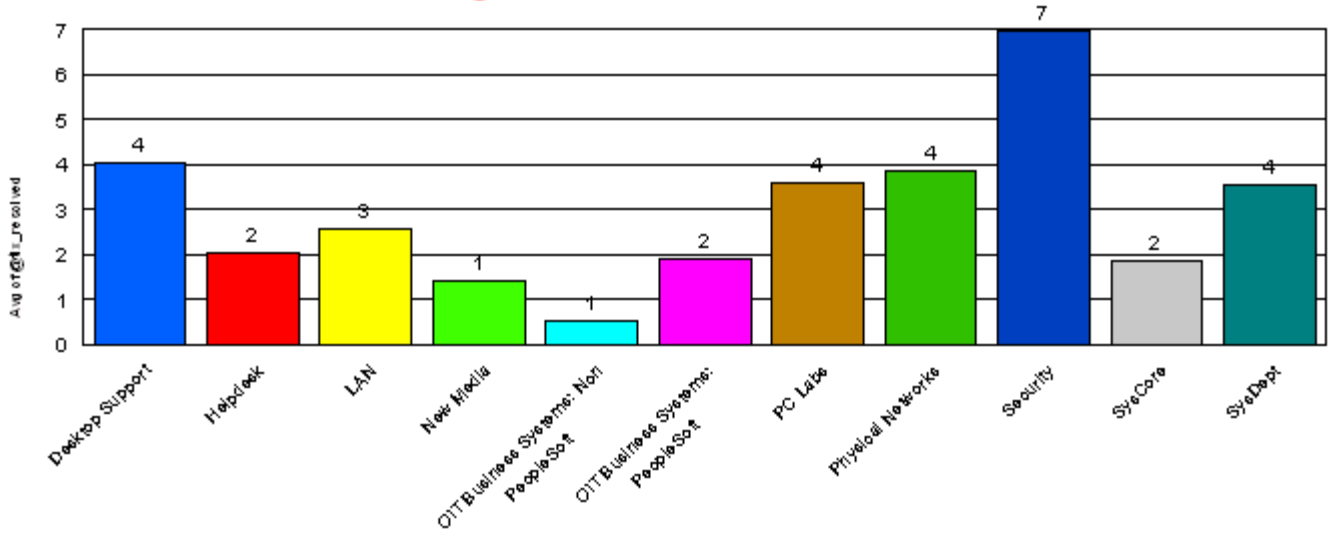


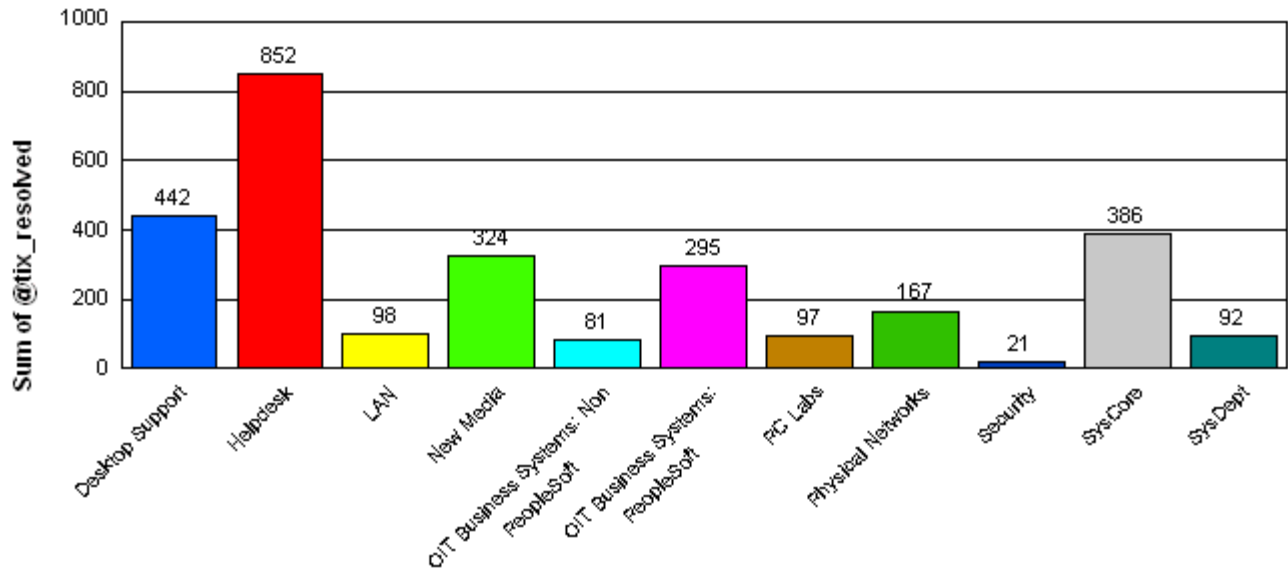
Average Length to Resolution

Ticket Created Between 12/1/2003 12:00:00AM to 12/31/2003 11:59:59PM

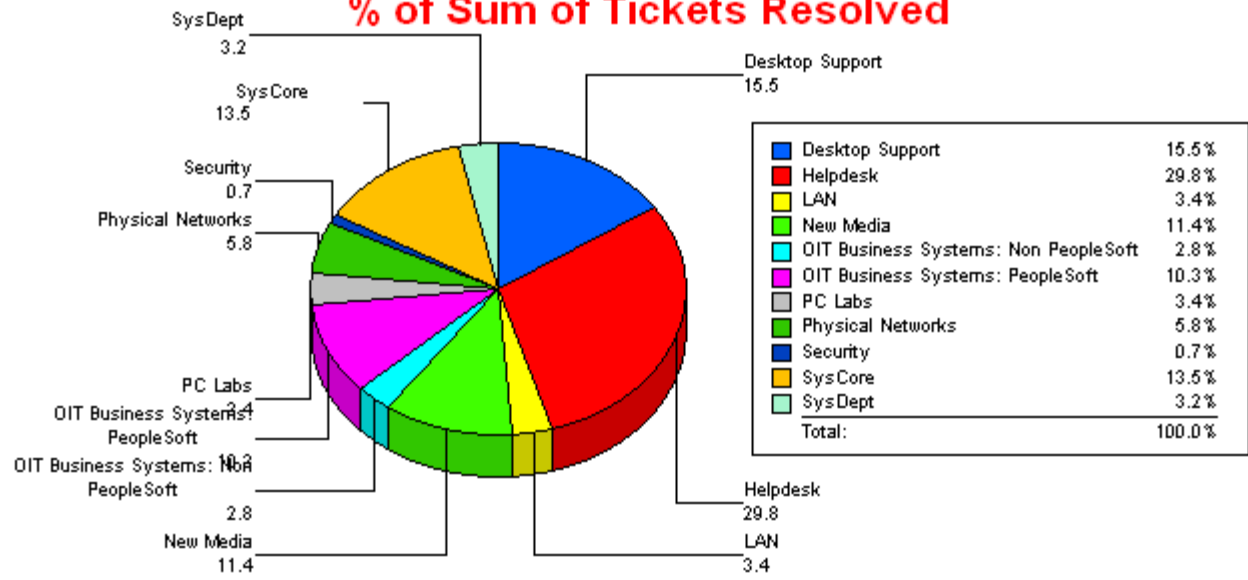
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved

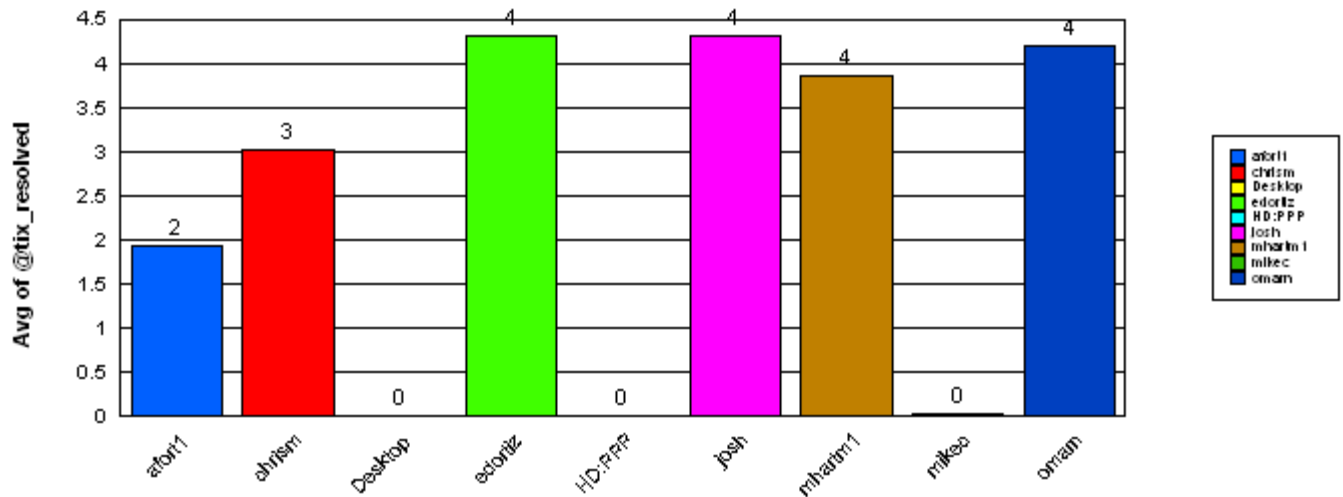


Desktop Support	Total:	110
Average time to ticket resolution for	Desktop	0
Maximum time to ticket resolution for	Desktop	0
Minimum time to ticket resolution for	Desktop	0
Average time to ticket resolution for	HD:PPP	0
Maximum time to ticket resolution for	HD:PPP	0
Minimum time to ticket resolution for	HD:PPP	0
Average time to ticket resolution for	afortl	2
Maximum time to ticket resolution for	afortl	4
Minimum time to ticket resolution for	afortl	0
Average time to ticket resolution for	chrism	3
Maximum time to ticket resolution for	chrism	7
Minimum time to ticket resolution for	chrism	1
Average time to ticket resolution for	edortiz	4
Maximum time to ticket resolution for	edortiz	19
Minimum time to ticket resolution for	edortiz	0
Average time to ticket resolution for	josh	4
Maximum time to ticket resolution for	josh	19
Minimum time to ticket resolution for	josh	0
Average time to ticket resolution for	mhartml	4
Maximum time to ticket resolution for	mhartml	13
Minimum time to ticket resolution for	mhartml	0
Average time to ticket resolution for	mikec	0
Maximum time to ticket resolution for	mikec	0
Minimum time to ticket resolution for	mikec	0
Average time to ticket resolution for	omarn	4
Maximum time to ticket resolution for	omarn	13
Minimum time to ticket resolution for	omarn	1

Average time to ticket resolution for	Desktop Support	4
Maximum time to ticket resolution for	Desktop Support	19
Minimum time to ticket resolution for	Desktop Support	0

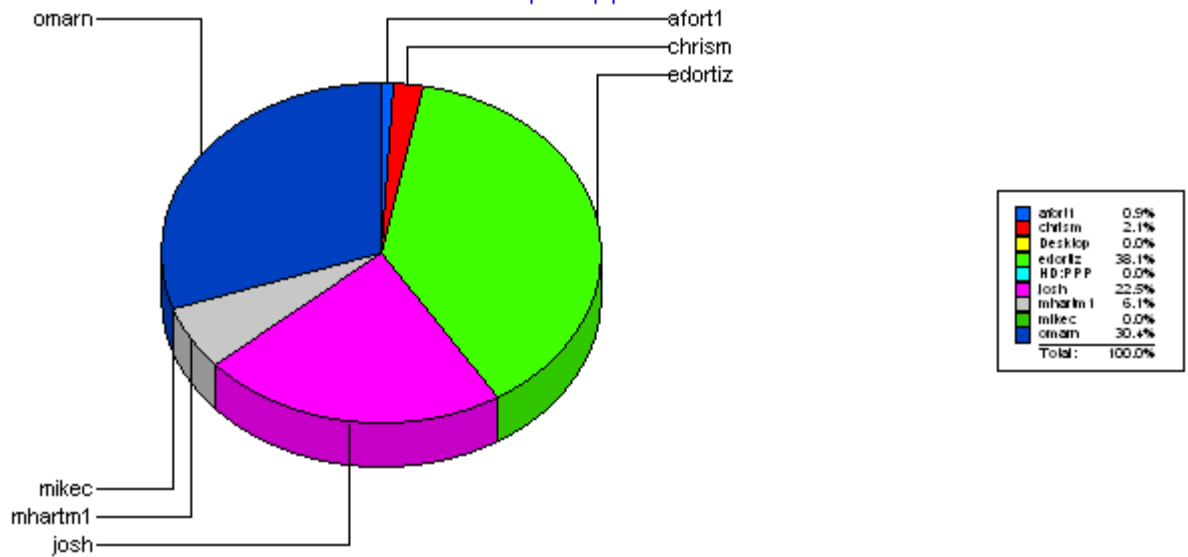
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support

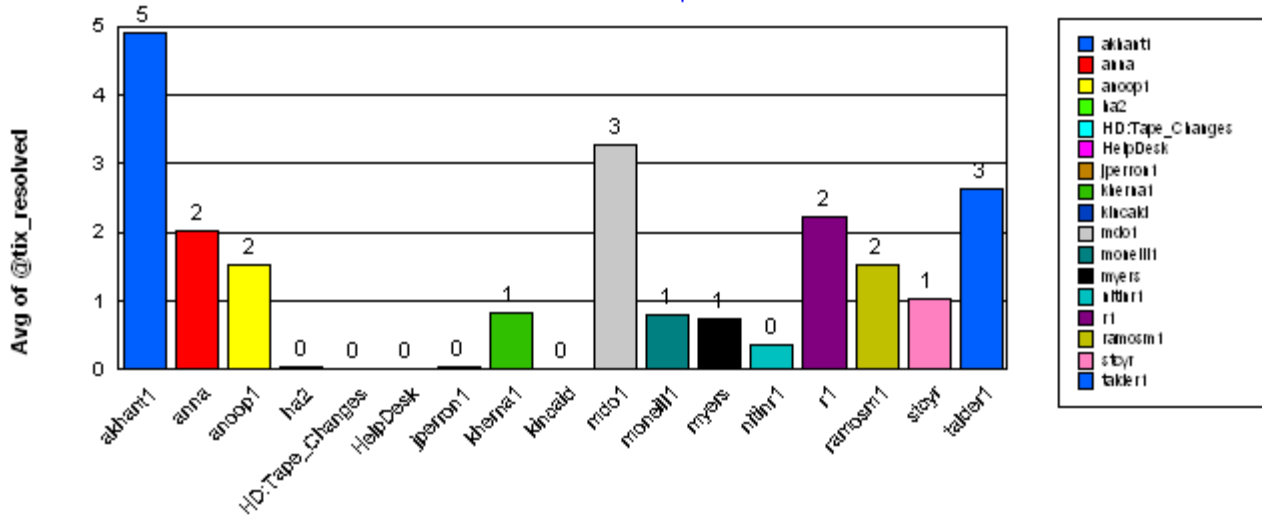


Helpdesk	Total:	416
Average time to ticket resolution for	HD:Tape_Chan	0
Maximum time to ticket resolution for	HD:Tape_Chan	0
Minimum time to ticket resolution for	HD:Tape_Chan	0
Average time to ticket resolution for	HelpDesk	0
Maximum time to ticket resolution for	HelpDesk	0
Minimum time to ticket resolution for	HelpDesk	0
Average time to ticket resolution for	akhant1	5
Maximum time to ticket resolution for	akhant1	26
Minimum time to ticket resolution for	akhant1	0
Average time to ticket resolution for	anna	2
Maximum time to ticket resolution for	anna	22
Minimum time to ticket resolution for	anna	0
Average time to ticket resolution for	anoop1	2
Maximum time to ticket resolution for	anoop1	4
Minimum time to ticket resolution for	anoop1	0
Average time to ticket resolution for	ha2	0
Maximum time to ticket resolution for	ha2	0
Minimum time to ticket resolution for	ha2	0
Average time to ticket resolution for	jperron1	0
Maximum time to ticket resolution for	jperron1	0
Minimum time to ticket resolution for	jperron1	0
Average time to ticket resolution for	kherna1	1
Maximum time to ticket resolution for	kherna1	2
Minimum time to ticket resolution for	kherna1	0
Average time to ticket resolution for	kincaid	0
Maximum time to ticket resolution for	kincaid	0
Minimum time to ticket resolution for	kincaid	0
Average time to ticket resolution for	mdo1	3
Maximum time to ticket resolution for	mdo1	8
Minimum time to ticket resolution for	mdo1	0
Average time to ticket resolution for	moneill1	1
Maximum time to ticket resolution for	moneill1	3
Minimum time to ticket resolution for	moneill1	0
Average time to ticket resolution for	myers	1
Maximum time to ticket resolution for	myers	2
Minimum time to ticket resolution for	myers	0
Average time to ticket resolution for	nitinr1	0
Maximum time to ticket resolution for	nitinr1	2
Minimum time to ticket resolution for	nitinr1	0
Average time to ticket resolution for	r1	2
Maximum time to ticket resolution for	r1	10
Minimum time to ticket resolution for	r1	0
Average time to ticket resolution for	ramosm1	2
Maximum time to ticket resolution for	ramosm1	5
Minimum time to ticket resolution for	ramosm1	0
Average time to ticket resolution for	stcyr	1
Maximum time to ticket resolution for	stcyr	9
Minimum time to ticket resolution for	stcyr	0
Average time to ticket resolution for	talder1	3
Maximum time to ticket resolution for	talder1	17
Minimum time to ticket resolution for	talder1	0

Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	26
Minimum time to ticket resolution for	Helpdesk	0

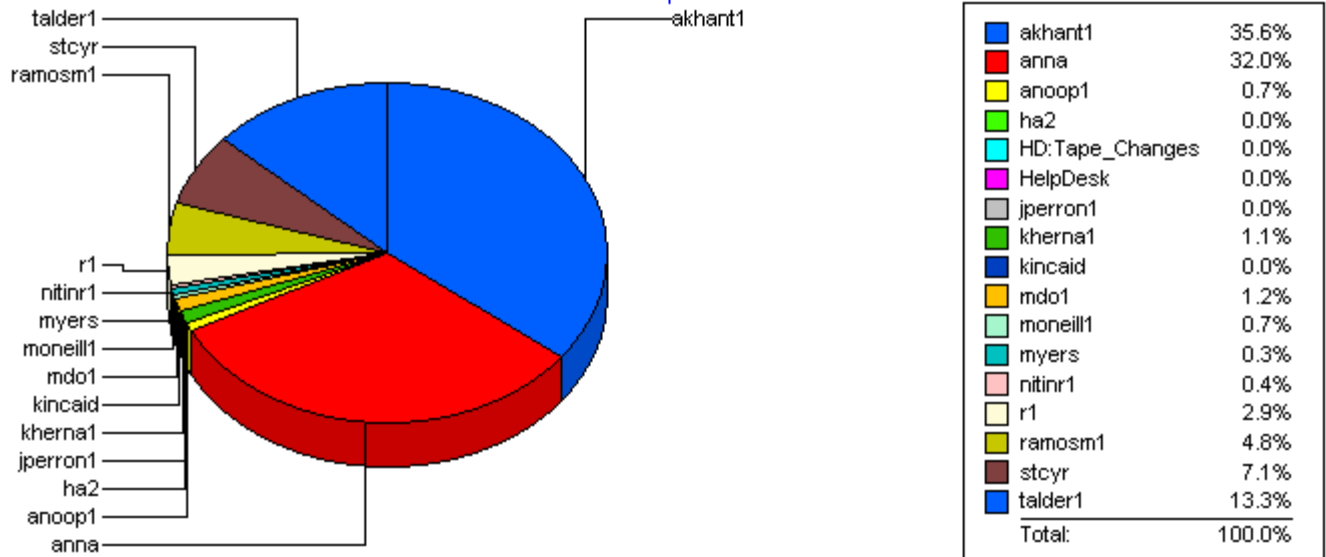
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk

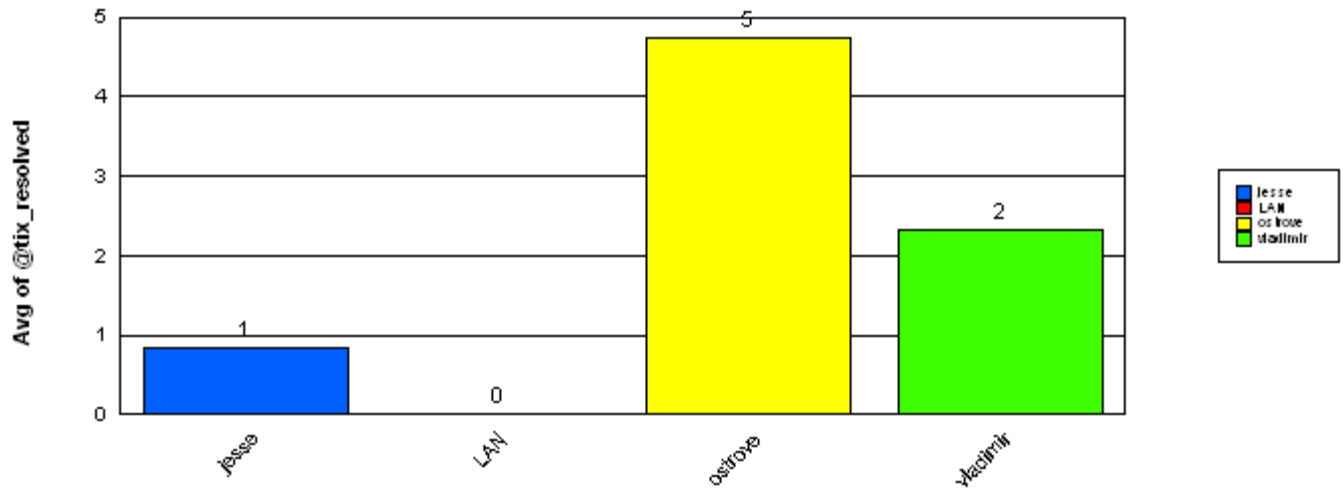


LAN	Total:	38
Average time to ticket resolution for	LAN	0
Maximum time to ticket resolution for	LAN	0
Minimum time to ticket resolution for	LAN	0
Average time to ticket resolution for	jesse	1
Maximum time to ticket resolution for	jesse	5
Minimum time to ticket resolution for	jesse	0
Average time to ticket resolution for	ostrove	5
Maximum time to ticket resolution for	ostrove	14
Minimum time to ticket resolution for	ostrove	0
Average time to ticket resolution for	vladimir	2
Maximum time to ticket resolution for	vladimir	3
Minimum time to ticket resolution for	vladimir	2

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

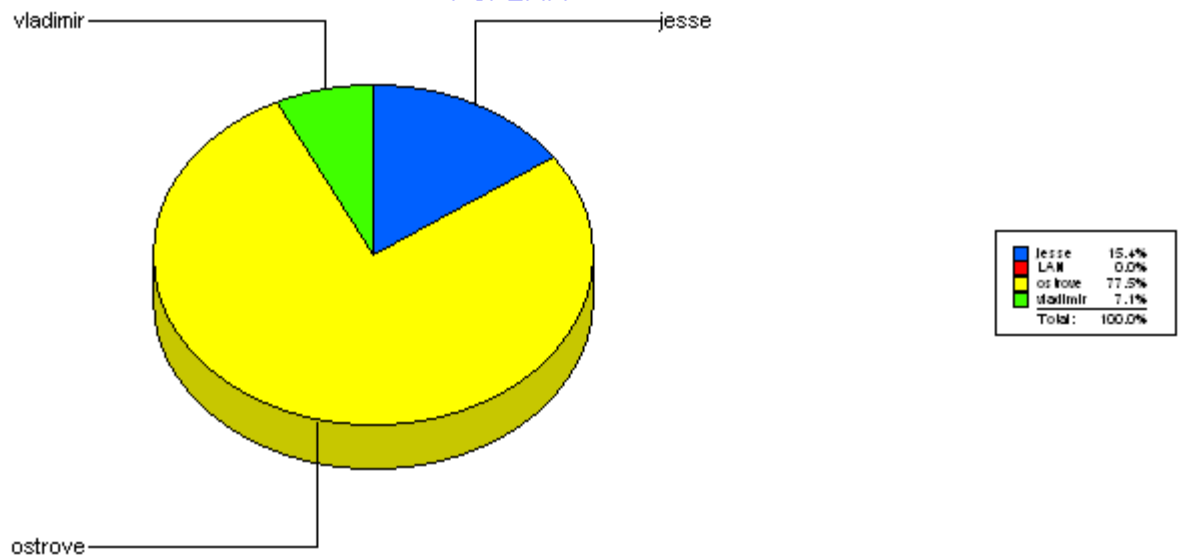
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN

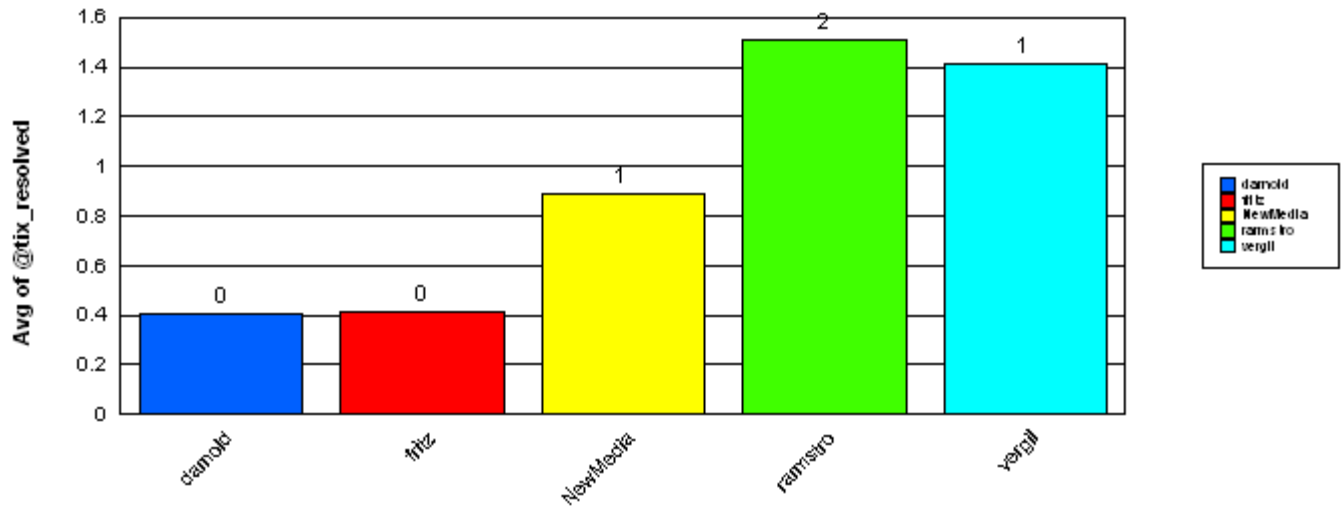


New Media	Total:	231
Average time to ticket resolution for	NewMedia	1
Maximum time to ticket resolution for	NewMedia	1
Minimum time to ticket resolution for	NewMedia	1
Average time to ticket resolution for	darnold	0
Maximum time to ticket resolution for	darnold	3
Minimum time to ticket resolution for	darnold	0
Average time to ticket resolution for	fritz	0
Maximum time to ticket resolution for	fritz	1
Minimum time to ticket resolution for	fritz	0
Average time to ticket resolution for	rarmstro	2
Maximum time to ticket resolution for	rarmstro	21
Minimum time to ticket resolution for	rarmstro	0
Average time to ticket resolution for	vergil	1
Maximum time to ticket resolution for	vergil	2
Minimum time to ticket resolution for	vergil	1

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

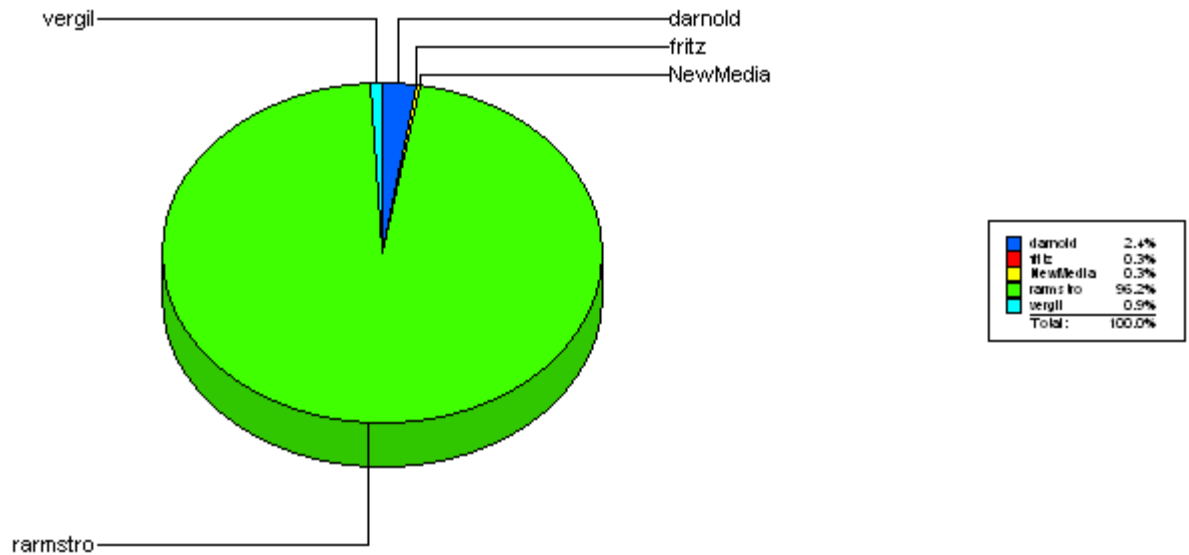
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



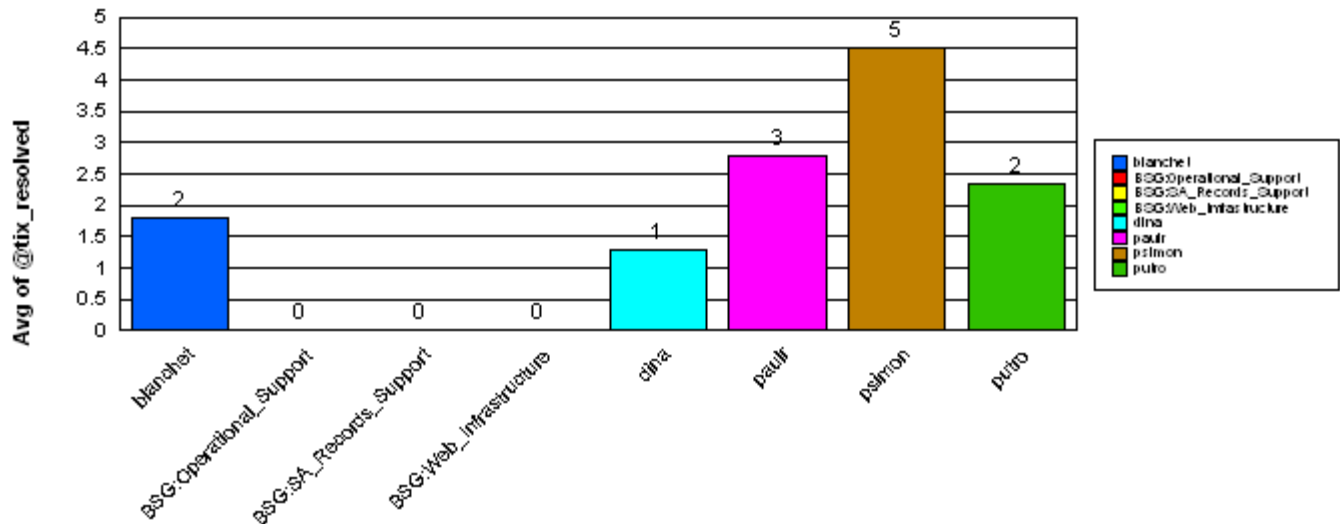
OIT Business Systems: N	Total:	161
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Average time to ticket resolution for	BSG:Operation	0
Maximum time to ticket resolution for	BSG:Operation	0
Minimum time to ticket resolution for	BSG:Operation	0
Average time to ticket resolution for	BSG:SA_Recor	0
Maximum time to ticket resolution for	BSG:SA_Recor	0
Minimum time to ticket resolution for	BSG:SA_Recor	0
Average time to ticket resolution for	BSG:Web_Infra	0
Maximum time to ticket resolution for	BSG:Web_Infra	0
Minimum time to ticket resolution for	BSG:Web_Infra	0
Average time to ticket resolution for	blanchet	2
Maximum time to ticket resolution for	blanchet	7
Minimum time to ticket resolution for	blanchet	0
Average time to ticket resolution for	dina	1
Maximum time to ticket resolution for	dina	7
Minimum time to ticket resolution for	dina	0
Average time to ticket resolution for	paulr	3
Maximum time to ticket resolution for	paulr	6
Minimum time to ticket resolution for	paulr	0
Average time to ticket resolution for	psimon	5
Maximum time to ticket resolution for	psimon	9
Minimum time to ticket resolution for	psimon	0
Average time to ticket resolution for	putro	2
Maximum time to ticket resolution for	putro	14
Minimum time to ticket resolution for	putro	0

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	14
Minimum time to ticket resolution for	OIT Business S	0

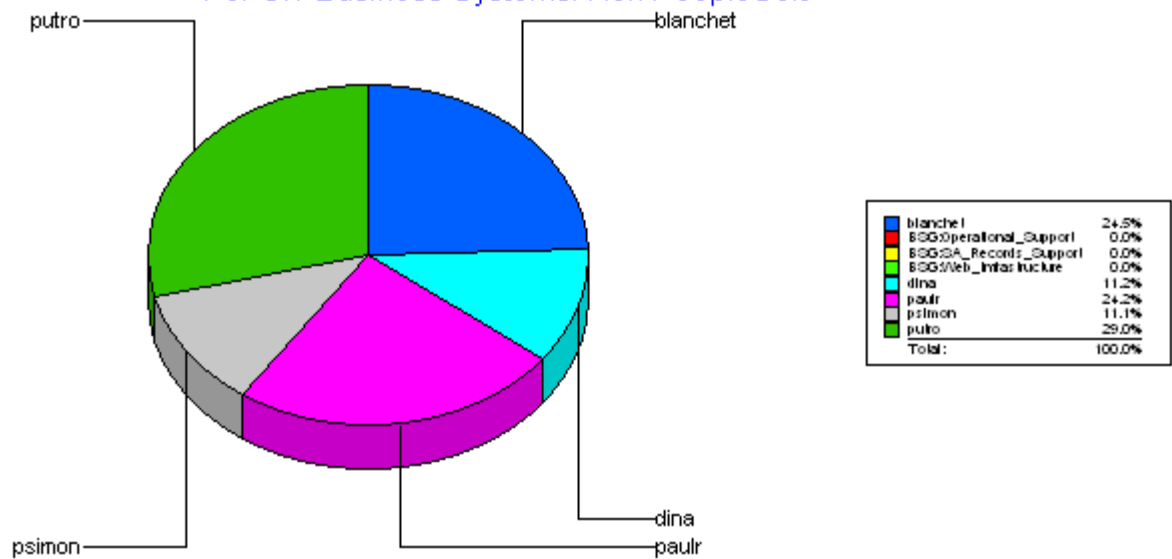
Avg of Each Ticket Resolved

For OIT Business Systems: Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: Non PeopleSoft

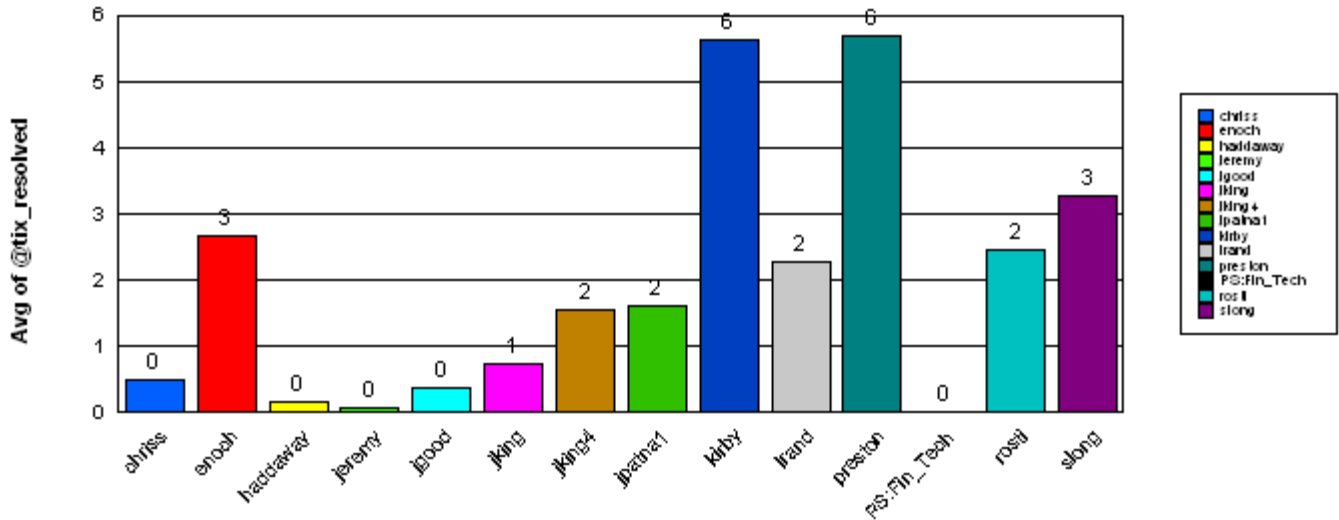


OID Business Systems: P		Total:	156
Average time to ticket resolution for	PS:Fin_Tech		0
Maximum time to ticket resolution for	PS:Fin_Tech		0
Minimum time to ticket resolution for	PS:Fin_Tech		0
Average time to ticket resolution for	chriss		0
Maximum time to ticket resolution for	chriss		4
Minimum time to ticket resolution for	chriss		0
Average time to ticket resolution for	enoch		3
Maximum time to ticket resolution for	enoch		7
Minimum time to ticket resolution for	enoch		0
Average time to ticket resolution for	haddaway		0
Maximum time to ticket resolution for	haddaway		1
Minimum time to ticket resolution for	haddaway		0
Average time to ticket resolution for	jeremy		0
Maximum time to ticket resolution for	jeremy		0
Minimum time to ticket resolution for	jeremy		0
Average time to ticket resolution for	jgood		0
Maximum time to ticket resolution for	jgood		1
Minimum time to ticket resolution for	jgood		0
Average time to ticket resolution for	jking		1
Maximum time to ticket resolution for	jking		7
Minimum time to ticket resolution for	jking		0
Average time to ticket resolution for	jking4		2
Maximum time to ticket resolution for	jking4		9
Minimum time to ticket resolution for	jking4		0
Average time to ticket resolution for	jpatna1		2
Maximum time to ticket resolution for	jpatna1		7
Minimum time to ticket resolution for	jpatna1		0
Average time to ticket resolution for	kirby		6
Maximum time to ticket resolution for	kirby		28
Minimum time to ticket resolution for	kirby		0
Average time to ticket resolution for	lrاند		2
Maximum time to ticket resolution for	lrاند		14
Minimum time to ticket resolution for	lrاند		0
Average time to ticket resolution for	preston		6
Maximum time to ticket resolution for	preston		11
Minimum time to ticket resolution for	preston		0
Average time to ticket resolution for	rostri		2
Maximum time to ticket resolution for	rostri		10
Minimum time to ticket resolution for	rostri		0
Average time to ticket resolution for	slong		3
Maximum time to ticket resolution for	slong		13
Minimum time to ticket resolution for	slong		0

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	28
Minimum time to ticket resolution for	OIT Business S	0

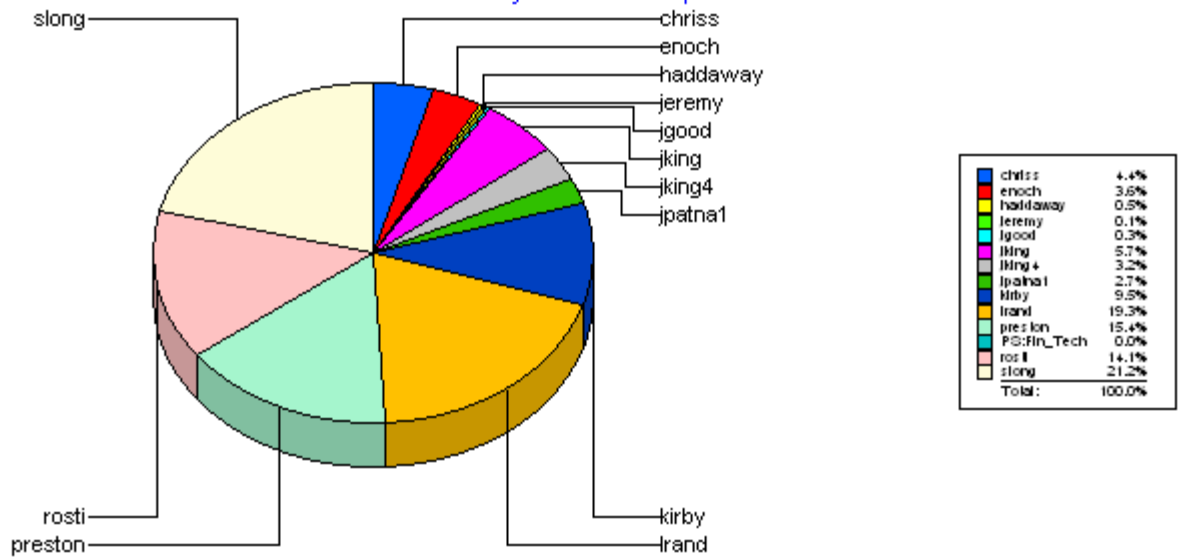
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

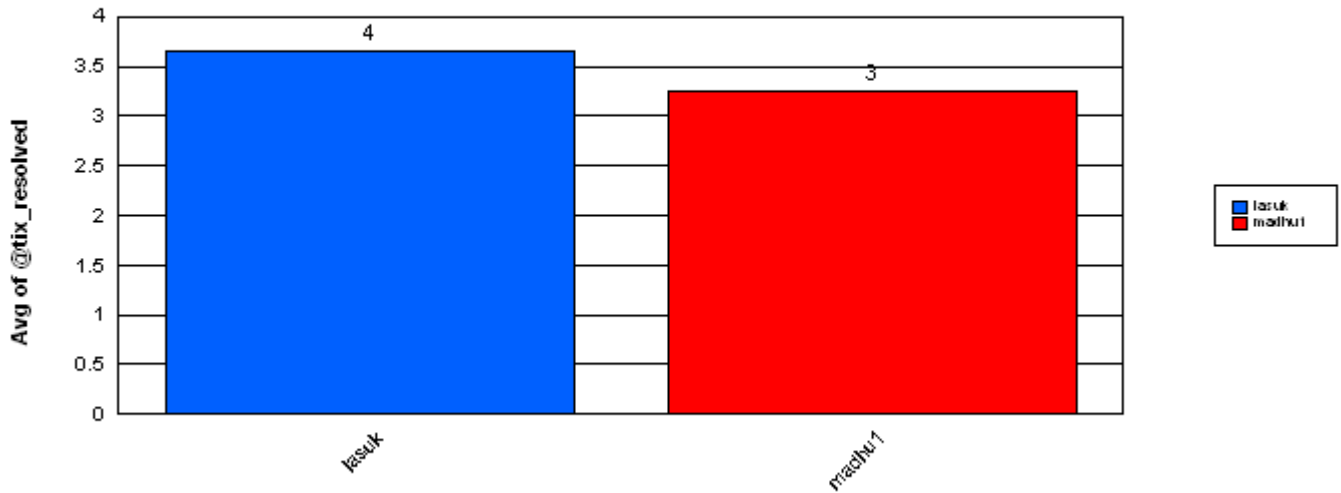
For OIT Business Systems: PeopleSoft



PC Labs		Total:	27
Average time to ticket resolution for	lasuk		4
Maximum time to ticket resolution for	lasuk		11
Minimum time to ticket resolution for	lasuk		0
Average time to ticket resolution for	madhu1		3
Maximum time to ticket resolution for	madhu1		8
Minimum time to ticket resolution for	madhu1		1
Average time to ticket resolution for	PC Labs		4
Maximum time to ticket resolution for	PC Labs		11
Minimum time to ticket resolution for	PC Labs		0

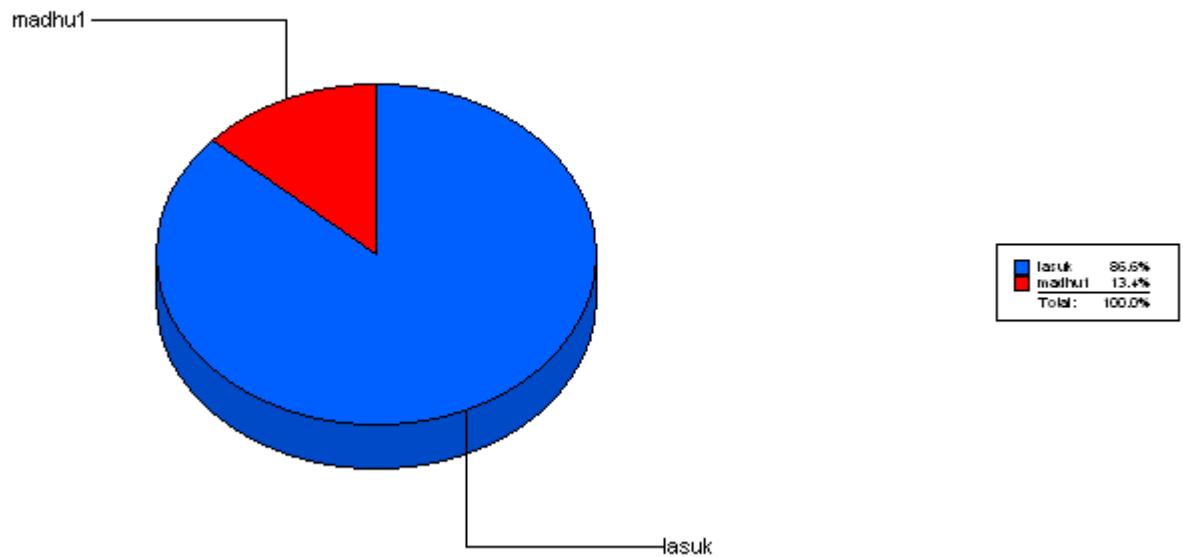
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs

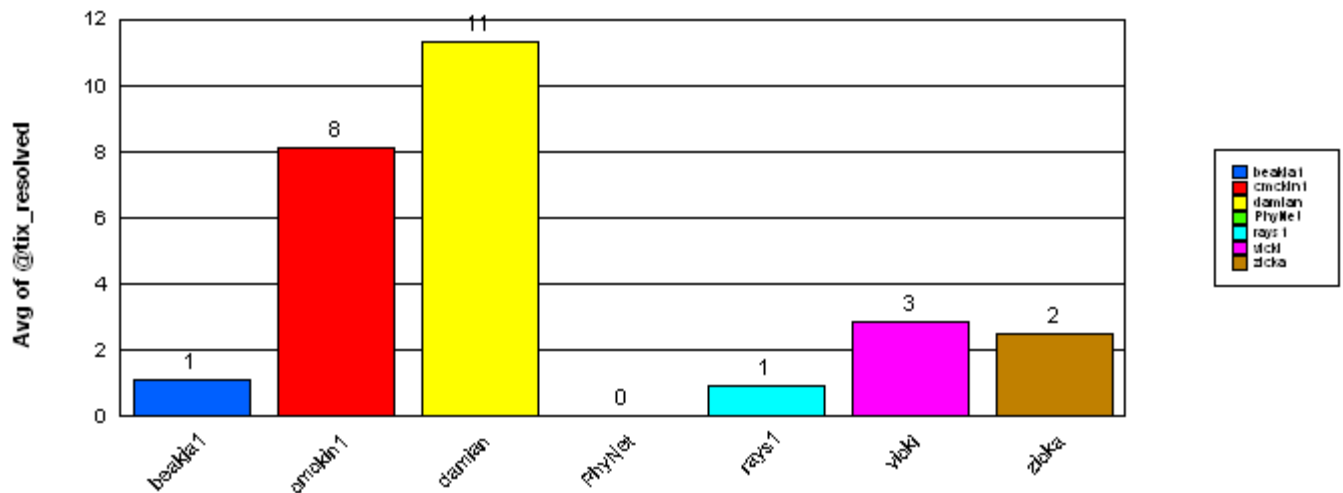


Physical Networks	Total:	43
Average time to ticket resolution for	PhyNet	0
Maximum time to ticket resolution for	PhyNet	0
Minimum time to ticket resolution for	PhyNet	0
Average time to ticket resolution for	beakja1	1
Maximum time to ticket resolution for	beakja1	3
Minimum time to ticket resolution for	beakja1	0
Average time to ticket resolution for	cmckin1	8
Maximum time to ticket resolution for	cmckin1	21
Minimum time to ticket resolution for	cmckin1	1
Average time to ticket resolution for	damian	11
Maximum time to ticket resolution for	damian	21
Minimum time to ticket resolution for	damian	4
Average time to ticket resolution for	rays1	1
Maximum time to ticket resolution for	rays1	1
Minimum time to ticket resolution for	rays1	1
Average time to ticket resolution for	vicki	3
Maximum time to ticket resolution for	vicki	9
Minimum time to ticket resolution for	vicki	0
Average time to ticket resolution for	zicka	2
Maximum time to ticket resolution for	zicka	11
Minimum time to ticket resolution for	zicka	0

Average time to ticket resolution for	Physical Networ	4
Maximum time to ticket resolution for	Physical Networ	21
Minimum time to ticket resolution for	Physical Networ	0

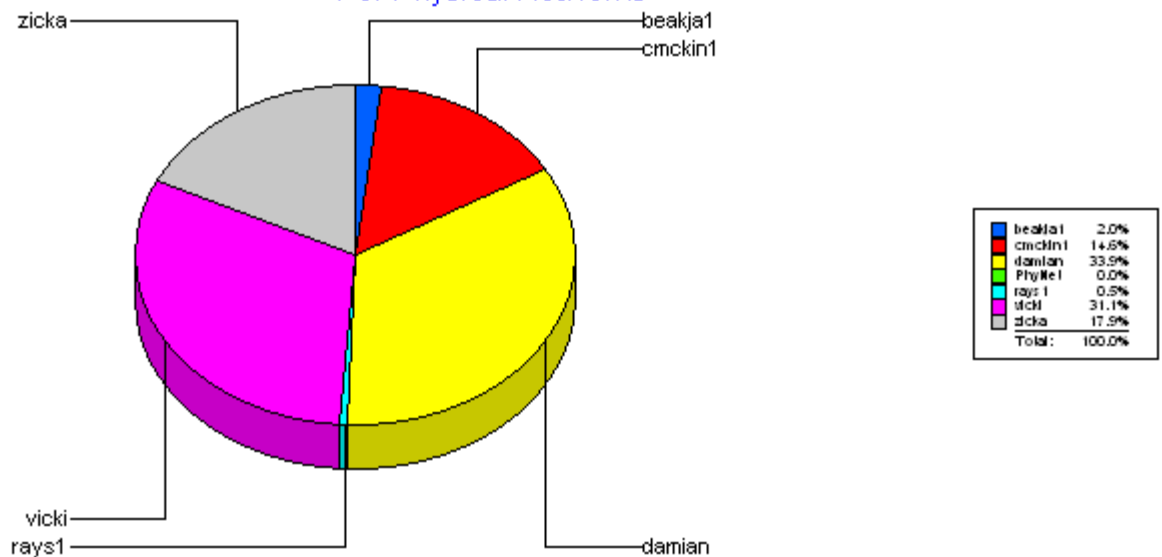
Avg of Each Ticket Resolved

For Physical Networks



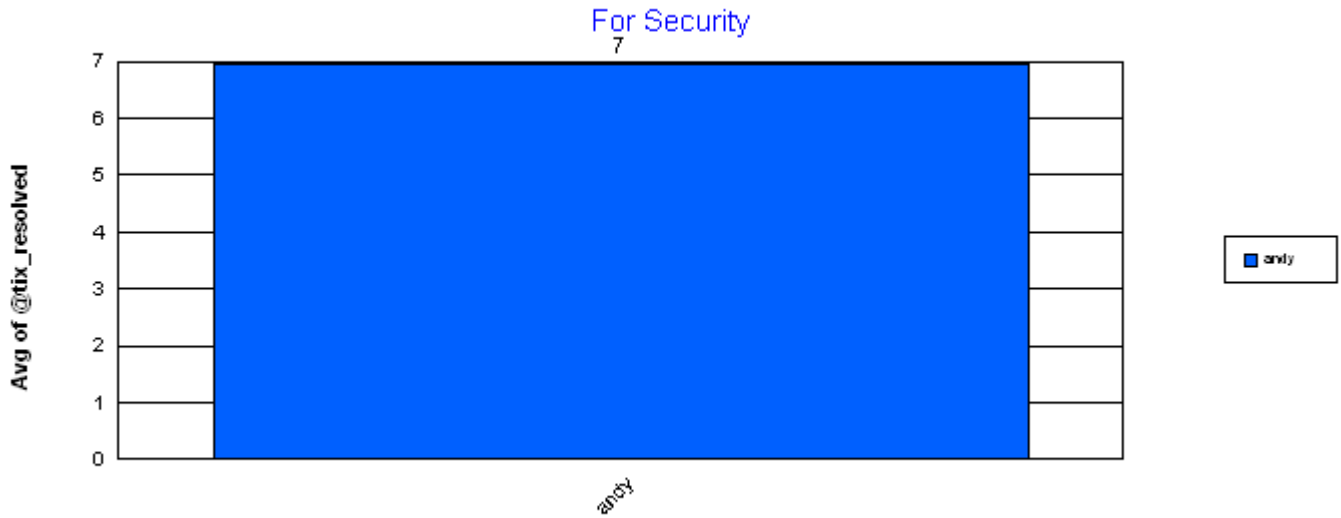
Percentage of Sum of Tickets Resolved

For Physical Networks

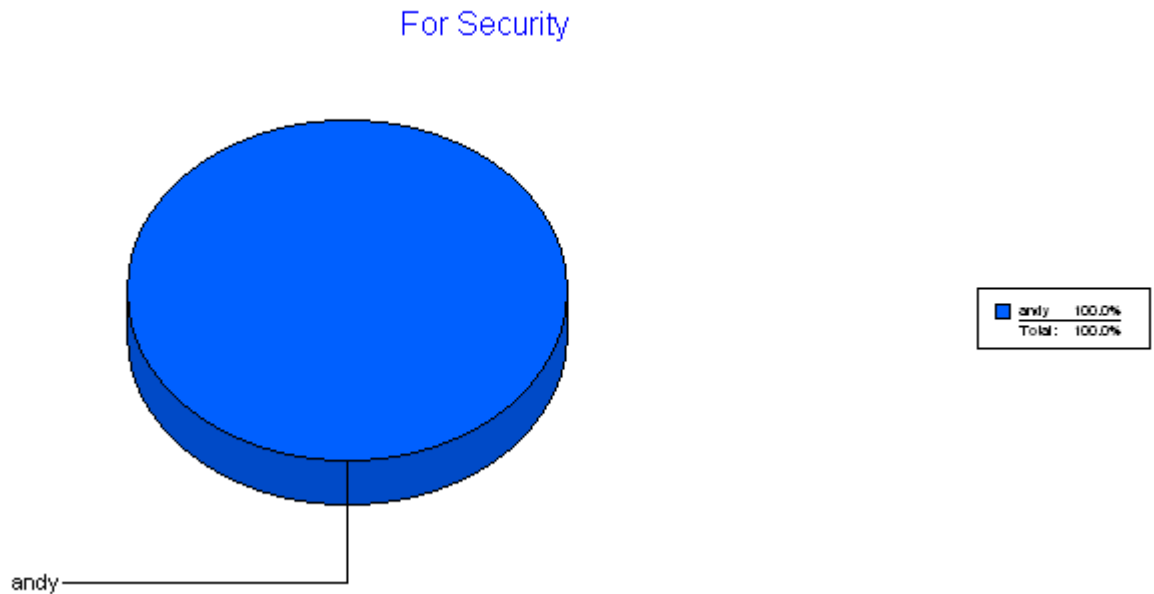


Security	Total:	3
Average time to ticket resolution for	andy	7
Maximum time to ticket resolution for	andy	15
Minimum time to ticket resolution for	andy	1
Average time to ticket resolution for	Security	7
Maximum time to ticket resolution for	Security	15
Minimum time to ticket resolution for	Security	1

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved

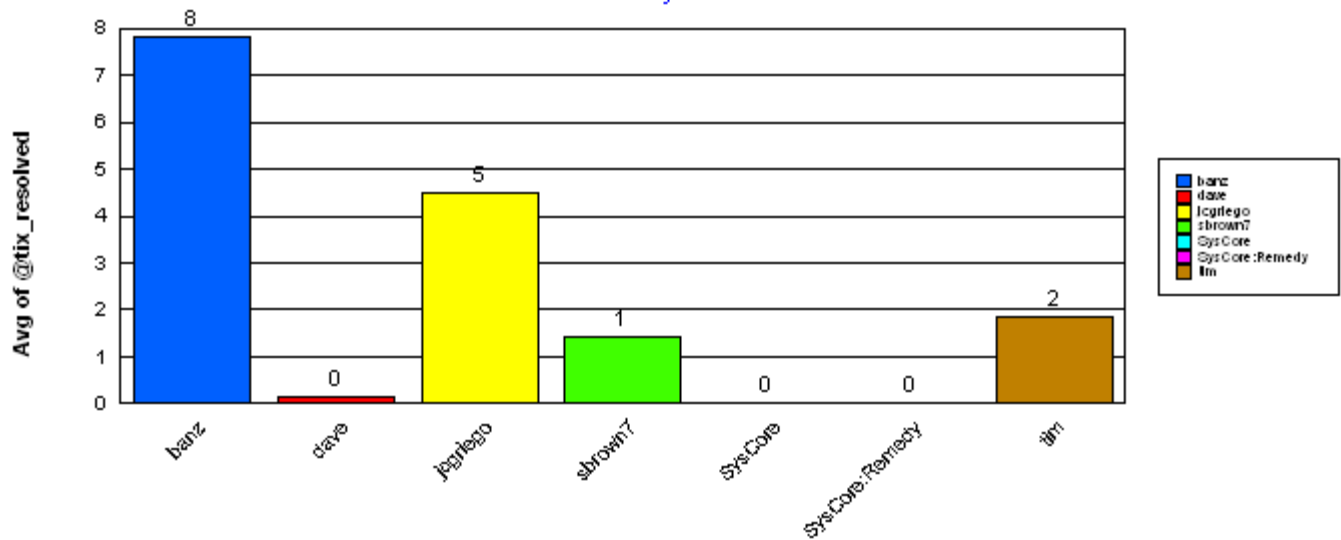


SysCore	Total:	207
Average time to ticket resolution for	SysCore	0
Maximum time to ticket resolution for	SysCore	0
Minimum time to ticket resolution for	SysCore	0
Average time to ticket resolution for	SysCore:Remed	0
Maximum time to ticket resolution for	SysCore:Remed	0
Minimum time to ticket resolution for	SysCore:Remed	0
Average time to ticket resolution for	banz	8
Maximum time to ticket resolution for	banz	8
Minimum time to ticket resolution for	banz	8
Average time to ticket resolution for	dave	0
Maximum time to ticket resolution for	dave	0
Minimum time to ticket resolution for	dave	0
Average time to ticket resolution for	jcgriego	5
Maximum time to ticket resolution for	jcgriego	14
Minimum time to ticket resolution for	jcgriego	0
Average time to ticket resolution for	sbrown7	1
Maximum time to ticket resolution for	sbrown7	14
Minimum time to ticket resolution for	sbrown7	0
Average time to ticket resolution for	tim	2
Maximum time to ticket resolution for	tim	12
Minimum time to ticket resolution for	tim	0

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

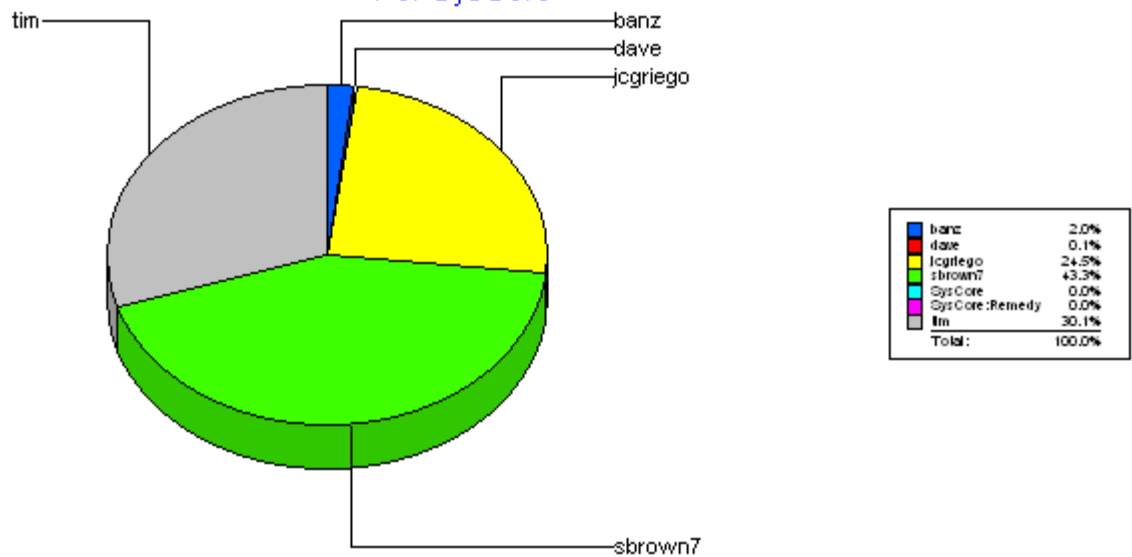
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

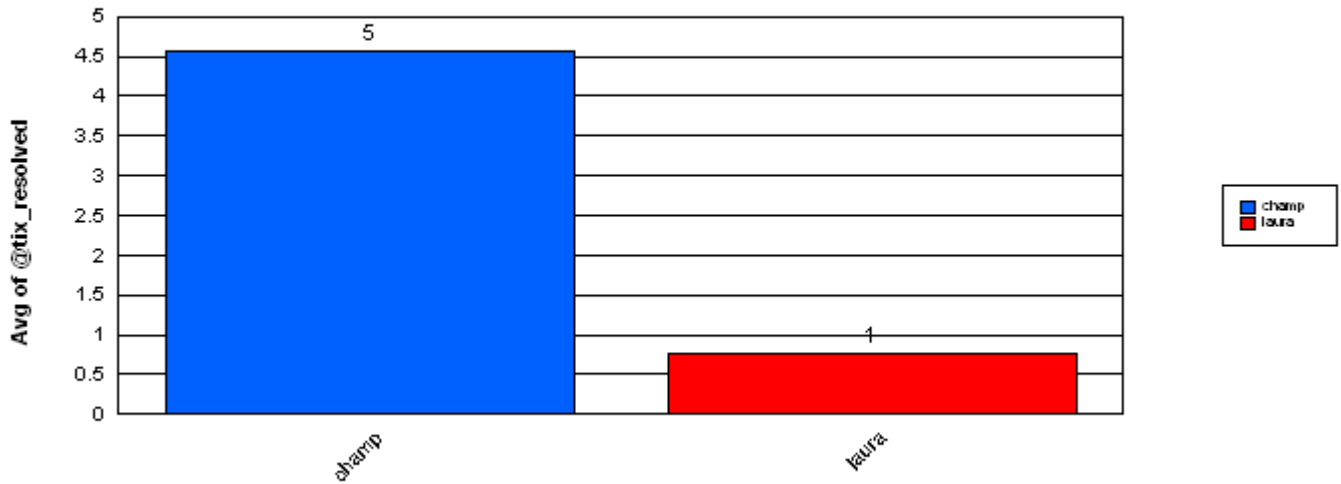
For SysCore



SysDept	Total:	26
Average time to ticket resolution for	champ	5
Maximum time to ticket resolution for	champ	16
Minimum time to ticket resolution for	champ	0
Average time to ticket resolution for	laura	1
Maximum time to ticket resolution for	laura	3
Minimum time to ticket resolution for	laura	0
Average time to ticket resolution for	SysDept	4
Maximum time to ticket resolution for	SysDept	16
Minimum time to ticket resolution for	SysDept	0

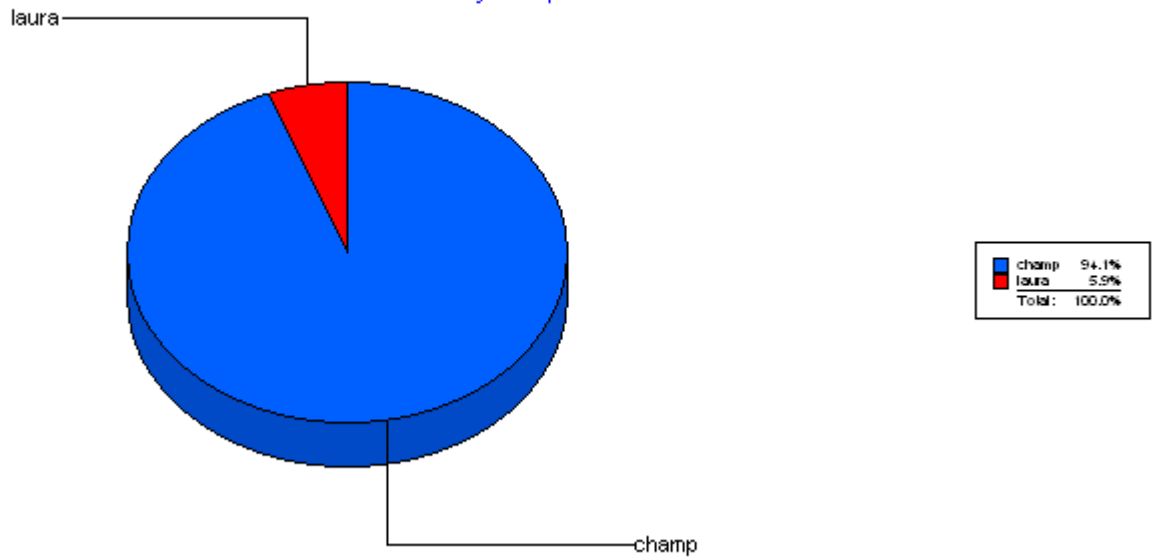
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 12/01/2003 and 12/31/2003 : **1418**

Total Remedy Tickets Created between: 12/01/2003 and 12/31/2003 : **1418**

Maximum time to resolution	28
Minimum time to resolu	0
Total Average time to ticket resolution	2.01