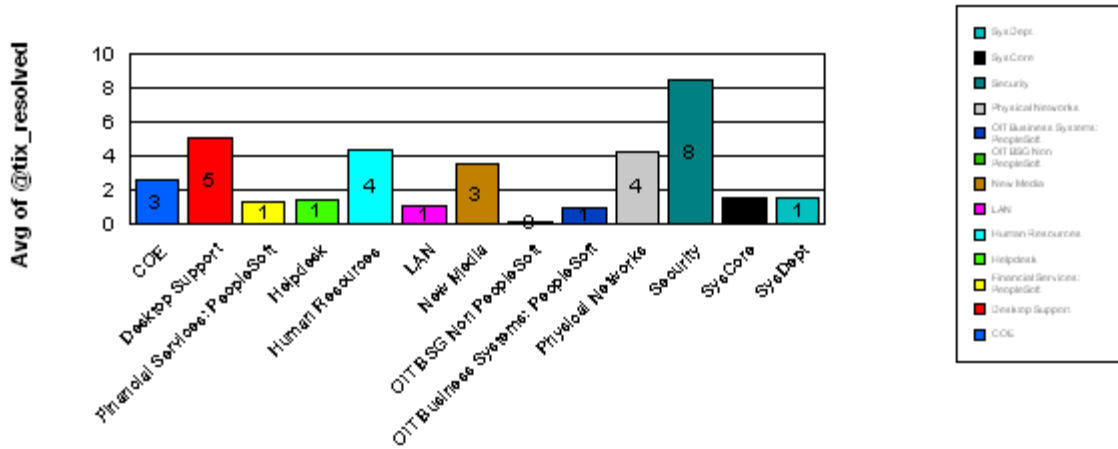


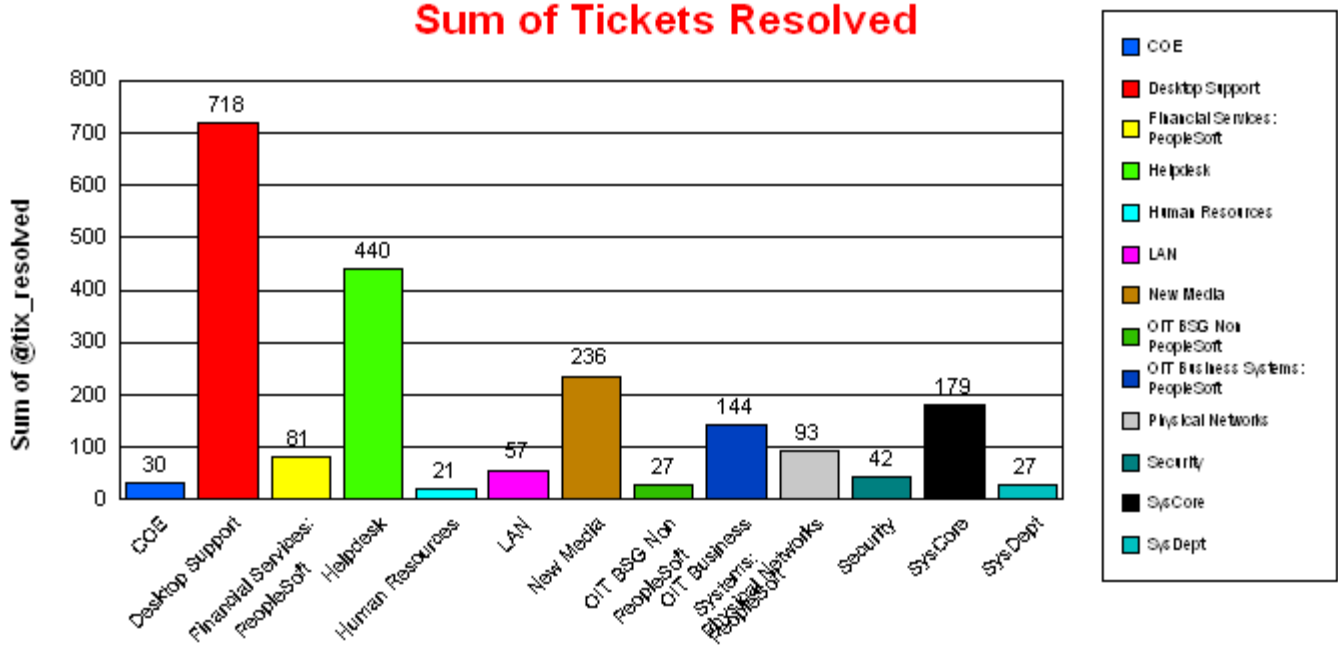
# Average Length to Resolution

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

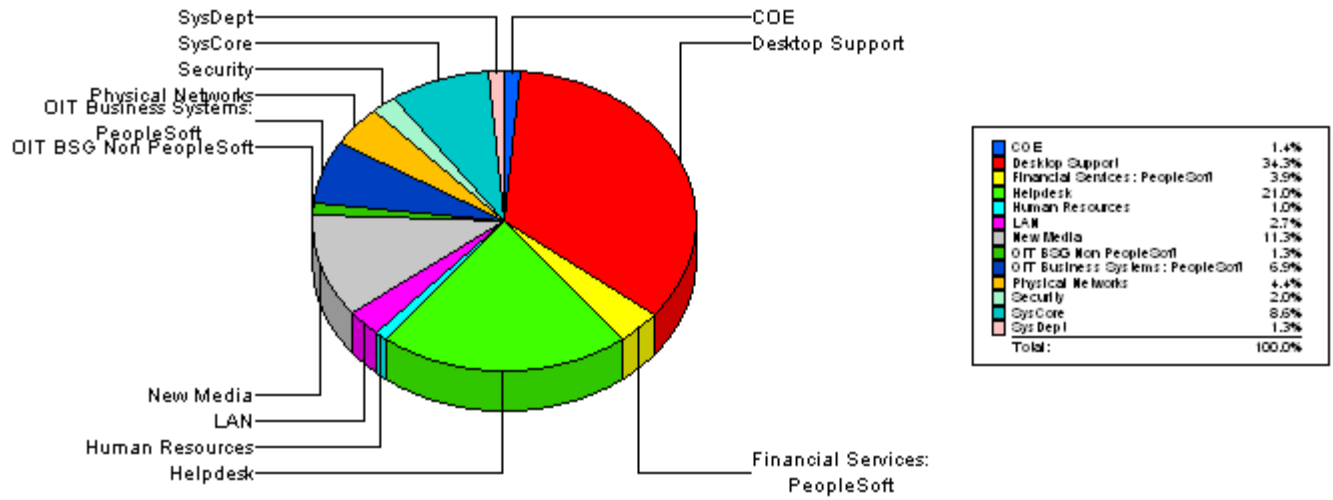
## Avg of Each Ticket Resolved



## Sum of Tickets Resolved



## % of Sum of Tickets Resolved



COE

		<u>Total:</u> 12	
champ	Closed	<u>Total:</u>	12
Ticket Number:	0000106432	12/01/2004	7
Ticket Number:	0000106721	12/06/2004	2
Ticket Number:	0000106509	12/02/2004	6
Ticket Number:	0000106729	12/06/2004	1
Ticket Number:	0000106764	12/06/2004	2
Ticket Number:	0000106732	12/06/2004	1
Ticket Number:	0000106725	12/06/2004	1
Ticket Number:	0000106864	12/08/2004	8
Ticket Number:	0000107011	12/09/2004	1
Ticket Number:	0000107061	12/10/2004	0
Ticket Number:	0000107162	12/13/2004	1
Ticket Number:	0000107142	12/13/2004	1
-----		-----	
<b>Average time to ticket resolution for</b>	champ		<b>3</b>
<b>Maximum time to ticket resolution for</b>	champ		<b>8</b>
<b>Minimum time to ticket resolution for</b>	champ		<b>0</b>

COE

Average time to ticket resolution for

COE

3

Maximum time to ticket resolution for

COE

8

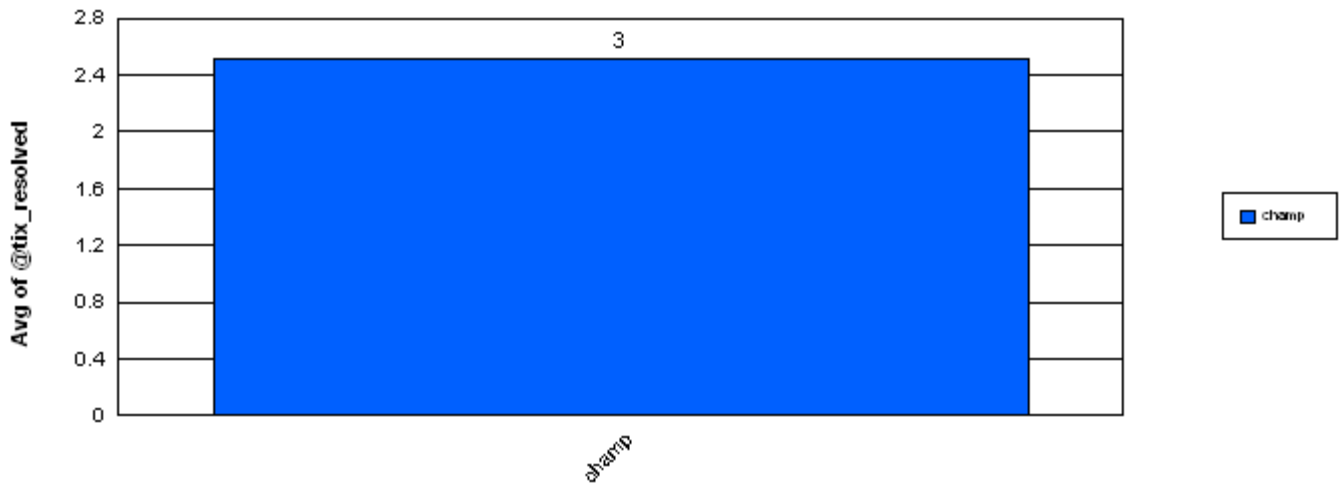
Minimum time to ticket resolution for

COE

0

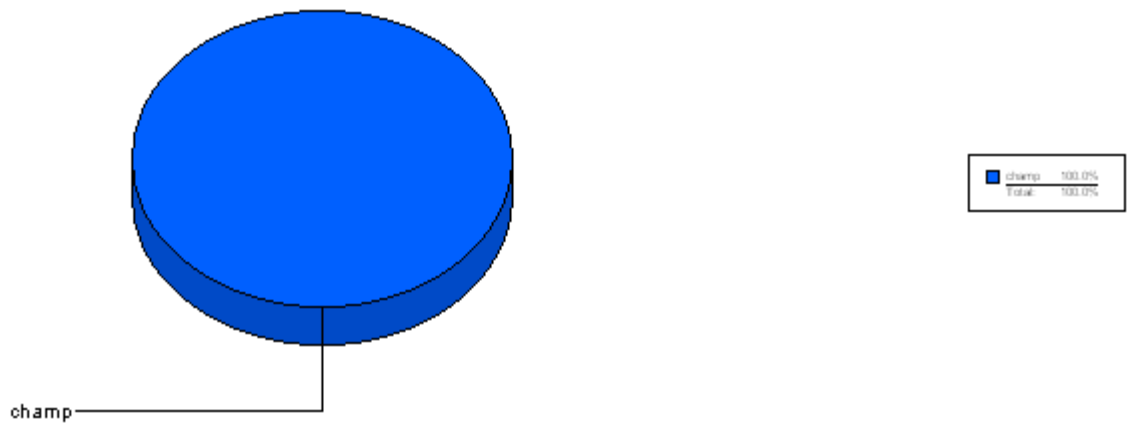
## Avg of Each Ticket Resolved

For COE



## Percentage of Sum of Tickets Resolved

For COE



**Desktop Support**

		<u>Total:</u>	<b>143</b>		
<b>Desktop</b>		<u>Total:</u>	<b>8</b>		
<b>Closed</b>		<u>Total:</u>	<b>8</b>		
Ticket Number:	0000107029	12/10/2004	0	12/10/2004	
Ticket Number:	0000107034	12/10/2004	0	12/10/2004	
Ticket Number:	0000107283	12/15/2004	0	12/15/2004	
Ticket Number:	0000107274	12/15/2004	0	12/15/2004	
Ticket Number:	0000107652	12/22/2004	0	12/22/2004	
Ticket Number:	0000107439	12/17/2004	0	12/17/2004	
Ticket Number:	0000106680	12/06/2004	0	12/06/2004	
Ticket Number:	0000106681	12/06/2004	0	12/06/2004	
-----				-----	
<b>Average time to ticket resolution for</b>		Desktop	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		Desktop	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		Desktop	<b>0</b>		
<hr/>				<hr/>	
<b>chrism</b>		<u>Total:</u>	<b>7</b>		
<b>Closed</b>		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000107627	12/21/2004	1	12/22/2004	12/28/2004
Ticket Number:	0000106863	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106952	12/09/2004	0		12/09/2004
Ticket Number:	0000106955	12/09/2004	0		12/09/2004
Ticket Number:	0000106956	12/09/2004	0		12/09/2004
Ticket Number:	0000106954	12/09/2004	0		12/09/2004
Ticket Number:	0000106953	12/09/2004	0		12/09/2004
-----				-----	
<b>Average time to ticket resolution for</b>		chrism	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		chrism	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		chrism	<b>0</b>		
<hr/>				<hr/>	

**Desktop Support**

**edortiz**

Total: 31

**Closed**

Total: 31

Ticket Number:	0000106867	12/08/2004	6	12/14/2004	12/20/2004
Ticket Number:	0000106865	12/08/2004	6		12/14/2004
Ticket Number:	0000106902	12/08/2004	6		12/14/2004
Ticket Number:	0000107136	12/13/2004	7		12/20/2004
Ticket Number:	0000107127	12/13/2004	7		12/20/2004
Ticket Number:	0000107124	12/13/2004	7		12/20/2004
Ticket Number:	0000107214	12/14/2004	7		12/21/2004
Ticket Number:	0000107246	12/14/2004	7	12/21/2004	12/27/2004
Ticket Number:	0000107353	12/16/2004	5		12/21/2004
Ticket Number:	0000107303	12/15/2004	5		12/20/2004
Ticket Number:	0000107292	12/15/2004	6		12/21/2004
Ticket Number:	0000107234	12/14/2004	7		12/21/2004
Ticket Number:	0000107210	12/14/2004	1	12/15/2004	12/21/2004
Ticket Number:	0000107114	12/13/2004	2	12/15/2004	12/21/2004
Ticket Number:	0000107048	12/10/2004	4		12/14/2004
Ticket Number:	0000107043	12/10/2004	5		12/15/2004
Ticket Number:	0000106858	12/08/2004	6		12/14/2004
Ticket Number:	0000106414	12/01/2004	7		12/08/2004
Ticket Number:	0000106450	12/01/2004	7	12/08/2004	12/14/2004
Ticket Number:	0000106494	12/02/2004	12		12/14/2004
Ticket Number:	0000106525	12/02/2004	6		12/08/2004
Ticket Number:	0000106531	12/02/2004	5	12/07/2004	12/10/2004
Ticket Number:	0000106804	12/07/2004	7		12/14/2004
Ticket Number:	0000106770	12/06/2004	3		12/09/2004
Ticket Number:	0000106750	12/06/2004	1	12/07/2004	12/13/2004
Ticket Number:	0000106608	12/03/2004	12		12/15/2004
Ticket Number:	0000106600	12/03/2004	4		12/07/2004
Ticket Number:	0000106558	12/02/2004	8		12/10/2004
Ticket Number:	0000106582	12/03/2004	3	12/06/2004	12/13/2004
Ticket Number:	0000106526	12/02/2004	8		12/10/2004
Ticket Number:	0000106507	12/02/2004	13		12/15/2004

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Average time to ticket resolution for edortiz 6

Maximum time to ticket resolution for edortiz 13

Minimum time to ticket resolution for edortiz 1

**josh**

Total: 9

**Closed**

Total: 9

Ticket Number:	0000106497	12/02/2004	12	12/14/2004	12/20/2004
Ticket Number:	0000106577	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106780	12/07/2004	2	12/09/2004	12/15/2004
Ticket Number:	0000106756	12/06/2004	3	12/09/2004	12/15/2004
Ticket Number:	0000106857	12/08/2004	14		12/22/2004
Ticket Number:	0000106855	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000107273	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107121	12/13/2004	1	12/14/2004	12/20/2004
Ticket Number:	0000106900	12/08/2004	6	12/14/2004	12/20/2004

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Average time to ticket resolution for josh 4

Maximum time to ticket resolution for josh 14

Minimum time to ticket resolution for josh 0

**Desktop Support****kirkley1****Total: 1****Closed****Total: 1**

Ticket Number:	0000107174	12/13/2004	7	12/20/2004	12/27/2004
<hr/>					
<b>Average time to ticket resolution for</b>	kirkley1		<b>7</b>		
<b>Maximum time to ticket resolution for</b>	kirkley1		<b>7</b>		
<b>Minimum time to ticket resolution for</b>	kirkley1		<b>7</b>		

**lasuk****Total: 41****Closed****Total: 41**

Ticket Number:	0000106839	12/07/2004	2	12/09/2004	12/15/2004
Ticket Number:	0000106932	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106949	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000107006	12/09/2004	0		12/09/2004
Ticket Number:	0000107130	12/13/2004	1	12/14/2004	12/20/2004
Ticket Number:	0000107223	12/14/2004	2	12/16/2004	12/22/2004
Ticket Number:	0000107307	12/15/2004	0		12/15/2004
Ticket Number:	0000107167	12/13/2004	9	12/22/2004	12/28/2004
Ticket Number:	0000107156	12/13/2004	3	12/16/2004	12/22/2004
Ticket Number:	0000107152	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107140	12/13/2004	0		12/13/2004
Ticket Number:	0000107032	12/10/2004	3	12/13/2004	12/20/2004
Ticket Number:	0000107008	12/09/2004	0		12/09/2004
Ticket Number:	0000106997	12/09/2004	0		12/09/2004
Ticket Number:	0000106965	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000106948	12/09/2004	4	12/13/2004	12/20/2004
Ticket Number:	0000106848	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106847	12/08/2004	2	12/10/2004	12/16/2004
Ticket Number:	0000107387	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107609	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107600	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107568	12/21/2004	1	12/21/2004	12/27/2004
Ticket Number:	0000106422	12/01/2004	0		12/01/2004
Ticket Number:	0000106431	12/01/2004	21	12/22/2004	12/28/2004
Ticket Number:	0000106437	12/01/2004	0		12/01/2004
Ticket Number:	0000106441	12/01/2004	0		12/01/2004
Ticket Number:	0000106738	12/06/2004	11	12/17/2004	12/23/2004
Ticket Number:	0000106675	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106594	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106556	12/02/2004	5	12/07/2004	12/13/2004
Ticket Number:	0000106510	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106482	12/01/2004	5	12/06/2004	12/13/2004
Ticket Number:	0000106455	12/01/2004	0		12/01/2004
Ticket Number:	0000106449	12/01/2004	7	12/08/2004	12/14/2004
Ticket Number:	0000106438	12/01/2004	0		12/01/2004
Ticket Number:	0000106436	12/01/2004	5	12/06/2004	12/13/2004
Ticket Number:	0000106433	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106428	12/01/2004	0		12/01/2004
Ticket Number:	0000106420	12/01/2004	0		12/01/2004
Ticket Number:	0000106419	12/01/2004	0		12/01/2004
Ticket Number:	0000106473	12/01/2004	7	12/08/2004	12/14/2004
<hr/>					
<b>Average time to ticket resolution for</b>	lasuk		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	lasuk		<b>21</b>		
<b>Minimum time to ticket resolution for</b>	lasuk		<b>0</b>		

**Desktop Support****maboone1**Total: 3**Closed**Total: 3

Ticket Number:	0000106650	12/04/2004	4	12/08/2004	12/14/2004
Ticket Number:	0000107524	12/20/2004	1		12/21/2004
Ticket Number:	0000107245	12/14/2004	20		01/03/2005

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**Average time to ticket resolution for** maboone1 **8**
**Maximum time to ticket resolution for** maboone1 **20**
**Minimum time to ticket resolution for** maboone1 **1**


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**mikec**Total: 1**Closed**Total: 1

Ticket Number:	0000106413	12/01/2004	0		12/01/2004
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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**


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**omarn**Total: 32**Resolved**Total: 6

Ticket Number:	0000107435	12/17/2004	17	01/03/2005	
Ticket Number:	0000107038	12/10/2004	24	01/03/2005	
Ticket Number:	0000107372	12/16/2004	18	01/03/2005	
Ticket Number:	0000107555	12/20/2004	14	01/03/2005	
Ticket Number:	0000107722	12/23/2004	11	01/03/2005	
Ticket Number:	0000107054	12/10/2004	24	01/03/2005	

**Closed**Total: 26

Ticket Number:	0000106719	12/06/2004	8	12/14/2004	12/20/2004
Ticket Number:	0000106694	12/06/2004	8	12/14/2004	12/20/2004
Ticket Number:	0000106697	12/06/2004	11	12/17/2004	12/23/2004
Ticket Number:	0000106720	12/06/2004	14	12/20/2004	12/27/2004
Ticket Number:	0000106611	12/03/2004	13	12/16/2004	12/22/2004
Ticket Number:	0000106567	12/02/2004	7	12/09/2004	12/15/2004
Ticket Number:	0000107380	12/16/2004	4	12/20/2004	12/27/2004
Ticket Number:	0000106463	12/01/2004	12	12/13/2004	12/20/2004
Ticket Number:	0000106511	12/02/2004	11	12/13/2004	12/20/2004
Ticket Number:	0000106528	12/02/2004	12		12/14/2004
Ticket Number:	0000106459	12/01/2004	8	12/09/2004	12/13/2004
Ticket Number:	0000106425	12/01/2004	8	12/09/2004	12/15/2004
Ticket Number:	0000107266	12/15/2004	8	12/23/2004	12/29/2004
Ticket Number:	0000107284	12/15/2004	7	12/22/2004	12/28/2004
Ticket Number:	0000107269	12/15/2004	5	12/20/2004	12/27/2004
Ticket Number:	0000107189	12/14/2004	9		12/23/2004
Ticket Number:	0000107161	12/13/2004	7	12/20/2004	12/27/2004
Ticket Number:	0000106984	12/09/2004	5	12/14/2004	12/20/2004
Ticket Number:	0000106941	12/09/2004	7	12/16/2004	12/16/2004
Ticket Number:	0000106940	12/09/2004	4	12/13/2004	12/20/2004
Ticket Number:	0000106889	12/08/2004	9	12/17/2004	12/23/2004
Ticket Number:	0000106875	12/08/2004	9	12/17/2004	12/23/2004
Ticket Number:	0000106854	12/08/2004	8	12/16/2004	12/22/2004
Ticket Number:	0000107371	12/16/2004	4	12/20/2004	12/27/2004
Ticket Number:	0000107495	12/19/2004	3	12/22/2004	12/28/2004
Ticket Number:	0000107540	12/20/2004	2	12/22/2004	12/28/2004

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**Average time to ticket resolution for** omarn **10**
**Maximum time to ticket resolution for** omarn **24**
**Minimum time to ticket resolution for** omarn **2**


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**Desktop Support**

talder1

Total: 10**Closed**Total: 10

Ticket Number:	0000106893	12/08/2004	12	12/20/2004	12/27/2004
Ticket Number:	0000107190	12/14/2004	3	12/17/2004	12/23/2004
Ticket Number:	0000107191	12/14/2004	2	12/16/2004	12/22/2004
Ticket Number:	0000107251	12/14/2004	2	12/16/2004	12/22/2004
Ticket Number:	0000107133	12/13/2004	7	12/20/2004	12/27/2004
Ticket Number:	0000107100	12/12/2004	1	12/13/2004	12/20/2004
Ticket Number:	0000107137	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000106679	12/06/2004	2	12/08/2004	12/14/2004
Ticket Number:	0000106636	12/03/2004	13	12/16/2004	12/17/2004
Ticket Number:	0000106477	12/01/2004	12	12/13/2004	12/20/2004

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**Average time to ticket resolution for**

talder1

**5****Maximum time to ticket resolution for**

talder1

**13****Minimum time to ticket resolution for**

talder1

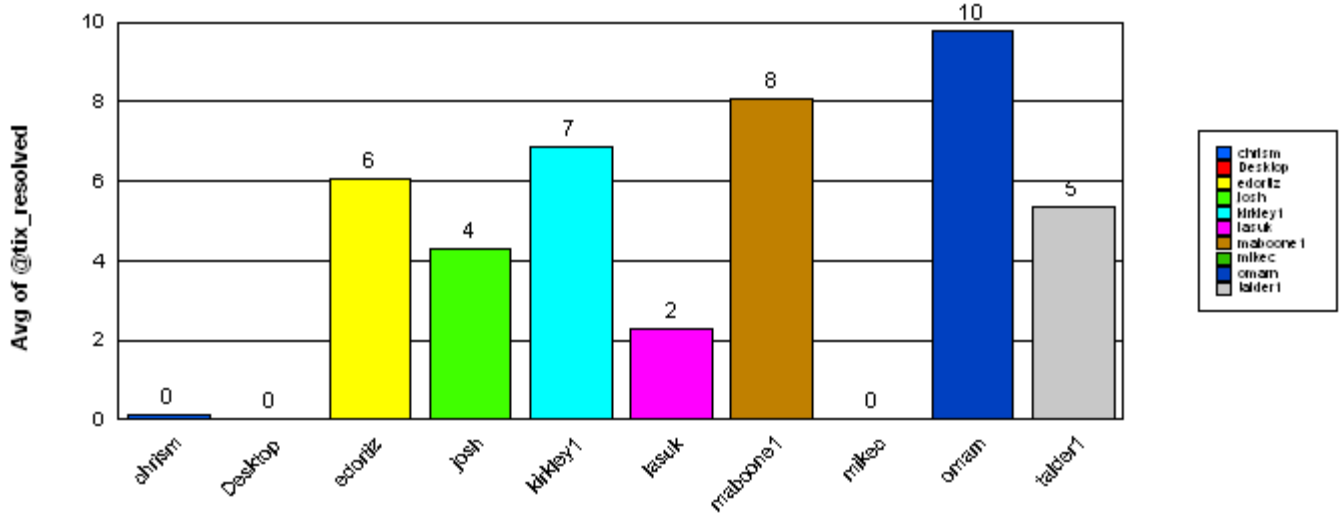
**0**  
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**Desktop Support**

Average time to ticket resolution for	Desktop Support	5
Maximum time to ticket resolution for	Desktop Support	24
Minimum time to ticket resolution for	Desktop Support	0

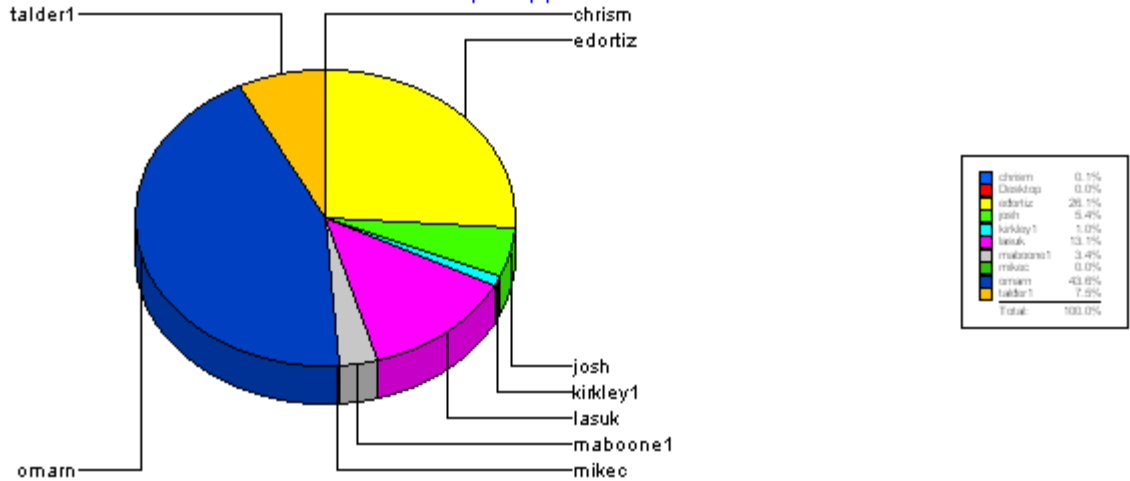
**Avg of Each Ticket Resolved**

For Desktop Support



**Percentage of Sum of Tickets Resolved**

For Desktop Support



**Financial Services: Peo**

		<u>Total:</u>	<b>66</b>		
<b>tkuonen</b>		<u>Total:</u>	<b>20</b>		
	<b>Closed</b>	<u>Total:</u>	<b>20</b>		
Ticket Number:	0000106401	12/01/2004	0	12/01/2004	
Ticket Number:	0000106521	12/02/2004	0	12/02/2004	
Ticket Number:	0000106529	12/02/2004	4	12/06/2004	
Ticket Number:	0000106522	12/02/2004	0	12/02/2004	
Ticket Number:	0000106837	12/07/2004	2	12/09/2004	
Ticket Number:	0000107317	12/15/2004	0	12/15/2004	
Ticket Number:	0000107256	12/14/2004	6	12/21/2004	
Ticket Number:	0000107236	12/14/2004	1	12/15/2004	
Ticket Number:	0000107185	12/14/2004	0	12/14/2004	
Ticket Number:	0000107000	12/09/2004	0	12/09/2004	
Ticket Number:	0000106991	12/09/2004	0	12/09/2004	
Ticket Number:	0000106974	12/09/2004	0	12/09/2004	
Ticket Number:	0000106907	12/08/2004	1	12/09/2004	
Ticket Number:	0000106963	12/09/2004	0	12/09/2004	
Ticket Number:	0000107727	12/23/2004	0	12/23/2004	
Ticket Number:	0000106972	12/09/2004	0	12/09/2004	
Ticket Number:	0000106920	12/09/2004	1	12/09/2004	
Ticket Number:	0000107429	12/17/2004	5	12/22/2004	
Ticket Number:	0000107728	12/23/2004	0	12/23/2004	
Ticket Number:	0000107742	12/23/2004	0	12/23/2004	
-----				-----	
<b>Average time to ticket resolution for</b>	tkuonen		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	tkuonen		<b>6</b>		
<b>Minimum time to ticket resolution for</b>	tkuonen		<b>0</b>		

**Financial Services: Peo  
weller**

	<u>Total:</u>	<b>46</b>	
<b>Closed</b>	<u>Total:</u>	<b>46</b>	
Ticket Number: 0000107400	12/16/2004	1	12/17/2004
Ticket Number: 0000107437	12/17/2004	0	12/17/2004
Ticket Number: 0000107628	12/21/2004	0	12/21/2004
Ticket Number: 0000107764	12/26/2004	0	12/26/2004
Ticket Number: 0000107753	12/23/2004	3	12/26/2004
Ticket Number: 0000107746	12/23/2004	3	12/27/2004
Ticket Number: 0000107718	12/22/2004	1	12/23/2004
Ticket Number: 0000107716	12/22/2004	4	12/27/2004
Ticket Number: 0000107648	12/22/2004	0	12/22/2004
Ticket Number: 0000107601	12/21/2004	0	12/21/2004
Ticket Number: 0000107563	12/20/2004	1	12/21/2004
Ticket Number: 0000107518	12/20/2004	1	12/21/2004
Ticket Number: 0000107405	12/16/2004	1	12/17/2004
Ticket Number: 0000106835	12/07/2004	3	12/10/2004
Ticket Number: 0000106836	12/07/2004	1	12/08/2004
Ticket Number: 0000107248	12/14/2004	3	12/17/2004
Ticket Number: 0000107240	12/14/2004	0	12/14/2004
Ticket Number: 0000107231	12/14/2004	0	12/14/2004
Ticket Number: 0000107145	12/13/2004	4	12/17/2004
Ticket Number: 0000107144	12/13/2004	0	12/13/2004
Ticket Number: 0000107116	12/13/2004	0	12/13/2004
Ticket Number: 0000107045	12/10/2004	0	12/10/2004
Ticket Number: 0000107044	12/10/2004	13	12/23/2004
Ticket Number: 0000106921	12/09/2004	6	12/14/2004
Ticket Number: 0000106696	12/06/2004	0	12/06/2004
Ticket Number: 0000106708	12/06/2004	0	12/06/2004
Ticket Number: 0000106593	12/03/2004	0	12/03/2004
Ticket Number: 0000106689	12/06/2004	0	12/06/2004
Ticket Number: 0000106685	12/06/2004	0	12/06/2004
Ticket Number: 0000106678	12/06/2004	0	12/06/2004
Ticket Number: 0000106676	12/06/2004	1	12/07/2004
Ticket Number: 0000106674	12/06/2004	0	12/06/2004
Ticket Number: 0000106651	12/04/2004	1	12/06/2004
Ticket Number: 0000106629	12/03/2004	3	12/06/2004
Ticket Number: 0000106607	12/03/2004	3	12/06/2004
Ticket Number: 0000106810	12/07/2004	0	12/07/2004
Ticket Number: 0000106803	12/07/2004	0	12/07/2004
Ticket Number: 0000106888	12/08/2004	0	12/08/2004
Ticket Number: 0000106723	12/06/2004	1	12/07/2004
Ticket Number: 0000106722	12/06/2004	4	12/10/2004
Ticket Number: 0000106710	12/06/2004	0	12/06/2004
Ticket Number: 0000106707	12/06/2004	0	12/06/2004
Ticket Number: 0000106704	12/06/2004	0	12/06/2004
Ticket Number: 0000106590	12/03/2004	0	12/03/2004
Ticket Number: 0000106505	12/02/2004	0	12/02/2004
Ticket Number: 0000106709	12/06/2004	0	12/06/2004

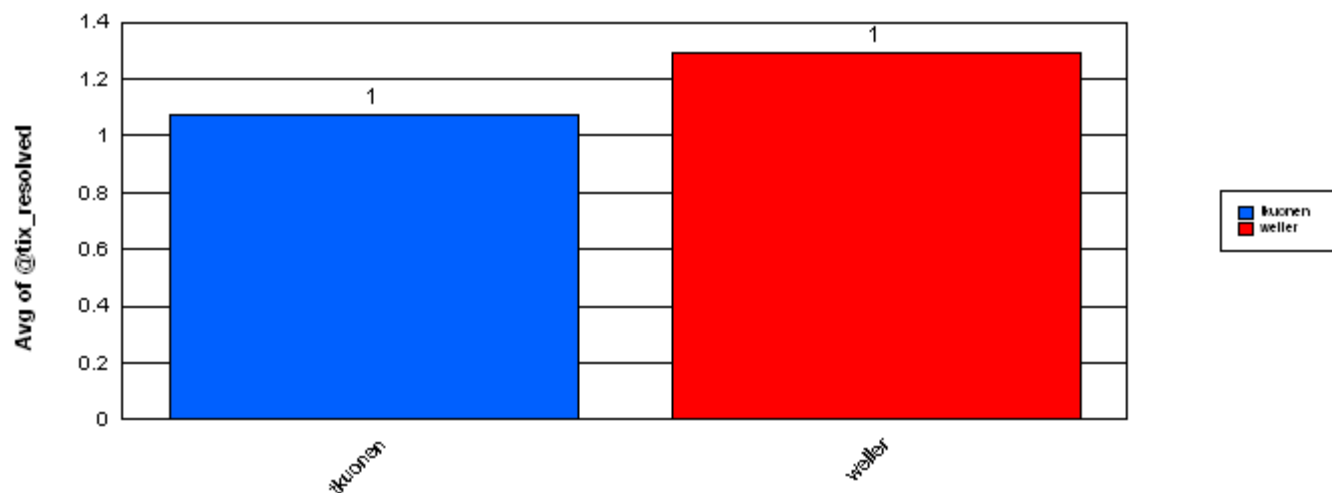
<b>Average time to ticket resolution for</b>	weller	<b>1</b>
<b>Maximum time to ticket resolution for</b>	weller	<b>13</b>
<b>Minimum time to ticket resolution for</b>	weller	<b>0</b>

**Financial Services: Peo**

Average time to ticket resolution for	Financial Servi	1
Maximum time to ticket resolution for	Financial Servi	13
Minimum time to ticket resolution for	Financial Servi	0

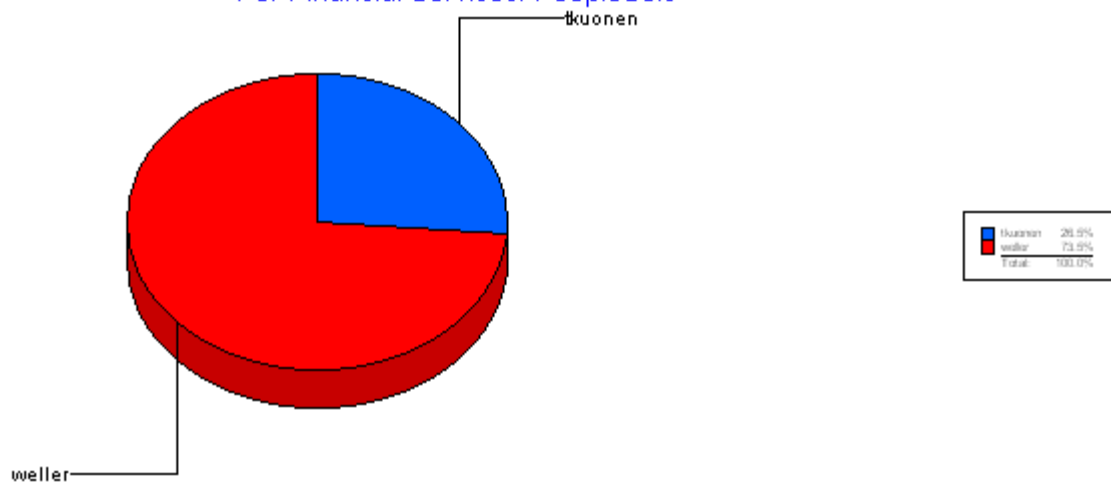
### Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



### Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



**Helpdesk**

Total:     **304**

**HD:Tape\_Changes**

**Closed**

Total:     **6**

Total:     **6**

Ticket Number:	0000107398	12/16/2004	0	12/16/2004
Ticket Number:	0000107798	12/29/2004	0	12/29/2004
Ticket Number:	0000107809	12/30/2004	0	12/30/2004
Ticket Number:	0000107786	12/28/2004	0	12/28/2004
Ticket Number:	0000107748	12/23/2004	0	12/23/2004
Ticket Number:	0000107499	12/20/2004	0	12/20/2004

<b>Average time to ticket resolution for</b>	HD:Tape_Chan	<b>0</b>
<b>Maximum time to ticket resolution for</b>	HD:Tape_Chan	<b>0</b>
<b>Minimum time to ticket resolution for</b>	HD:Tape_Chan	<b>0</b>

**HelpDesk**

**Closed**

Total:     **22**

Total:     **22**

Ticket Number:	0000107355	12/16/2004	0	12/16/2004
Ticket Number:	0000107613	12/21/2004	0	12/21/2004
Ticket Number:	0000107582	12/21/2004	0	12/21/2004
Ticket Number:	0000107515	12/20/2004	0	12/20/2004
Ticket Number:	0000107511	12/20/2004	0	12/20/2004
Ticket Number:	0000107443	12/17/2004	0	12/17/2004
Ticket Number:	0000107359	12/16/2004	0	12/16/2004
Ticket Number:	0000106862	12/08/2004	0	12/08/2004
Ticket Number:	0000107682	12/22/2004	0	12/22/2004
Ticket Number:	0000107073	12/10/2004	0	12/10/2004
Ticket Number:	0000107125	12/13/2004	0	12/13/2004
Ticket Number:	0000107347	12/16/2004	0	12/16/2004
Ticket Number:	0000107286	12/15/2004	0	12/15/2004
Ticket Number:	0000107282	12/15/2004	0	12/15/2004
Ticket Number:	0000107279	12/15/2004	0	12/15/2004
Ticket Number:	0000107119	12/13/2004	0	12/13/2004
Ticket Number:	0000107110	12/13/2004	0	12/13/2004
Ticket Number:	0000107261	12/15/2004	0	12/15/2004
Ticket Number:	0000107027	12/10/2004	0	12/10/2004
Ticket Number:	0000107272	12/15/2004	0	12/15/2004
Ticket Number:	0000106690	12/06/2004	0	12/06/2004
Ticket Number:	0000106613	12/03/2004	0	12/03/2004

<b>Average time to ticket resolution for</b>	HelpDesk	<b>0</b>
<b>Maximum time to ticket resolution for</b>	HelpDesk	<b>0</b>
<b>Minimum time to ticket resolution for</b>	HelpDesk	<b>0</b>

Helpdesk

anna

Total: 47

Closed

Total: 47

Ticket Number:	0000106483	12/01/2004	2	12/03/2004	12/09/2004
Ticket Number:	0000106545	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106578	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106614	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106575	12/03/2004	7	12/10/2004	12/16/2004
Ticket Number:	0000106572	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106571	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106568	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106566	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106565	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106548	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106539	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106538	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106777	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106773	12/06/2004	2	12/09/2004	12/15/2004
Ticket Number:	0000106751	12/06/2004	4	12/10/2004	12/16/2004
Ticket Number:	0000106712	12/06/2004	0		12/06/2004
Ticket Number:	0000106799	12/07/2004	2	12/09/2004	12/15/2004
Ticket Number:	0000106706	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106646	12/04/2004	6	12/10/2004	12/16/2004
Ticket Number:	0000106603	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106597	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106583	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106580	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106576	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106464	12/01/2004	16	12/17/2004	12/23/2004
Ticket Number:	0000106832	12/07/2004	1	12/08/2004	12/14/2004
Ticket Number:	0000107015	12/09/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000106931	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106947	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000107336	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107052	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107050	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107035	12/10/2004	0		12/10/2004
Ticket Number:	0000107028	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107020	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107019	12/10/2004	0		12/10/2004
Ticket Number:	0000107012	12/09/2004	0	12/10/2004	12/15/2004
Ticket Number:	0000107004	12/09/2004	1	12/10/2004	12/15/2004
Ticket Number:	0000106950	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106938	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000106929	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106913	12/08/2004	1	12/09/2004	12/15/2004
Ticket Number:	0000106885	12/08/2004	1	12/09/2004	12/15/2004
Ticket Number:	0000107013	12/09/2004	0	12/10/2004	12/15/2004
Ticket Number:	0000107442	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107726	12/23/2004	0	12/23/2004	12/29/2004

Average time to ticket resolution for

anna

1

Maximum time to ticket resolution for

anna

16

Minimum time to ticket resolution for

anna

0

**Helpdesk**

**egabri1**

Total: **1**

**Closed**

Total: **1**

Ticket Number: 0000106891

12/08/2004

7

12/15/2004

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

egabri1  
egabri1  
egabri1

**7**  
**7**  
**7**

**ha2**

Total: **16**

**Resolved**

Total: **2**

Ticket Number: 0000107612

12/21/2004

9

12/30/2004

Ticket Number: 0000107776

12/28/2004

2

12/29/2004

**Closed**

Total: **14**

Ticket Number: 0000106573

12/03/2004

3

12/05/2004

12/13/2004

Ticket Number: 0000106637

12/03/2004

2

12/05/2004

12/13/2004

Ticket Number: 0000106653

12/05/2004

0

12/05/2004

Ticket Number: 0000106652

12/05/2004

0

12/05/2004

Ticket Number: 0000107018

12/10/2004

3

12/12/2004

12/20/2004

Ticket Number: 0000107093

12/12/2004

0

12/12/2004

Ticket Number: 0000107346

12/16/2004

0

12/16/2004

12/22/2004

Ticket Number: 0000107333

12/15/2004

4

12/19/2004

12/27/2004

Ticket Number: 0000107090

12/11/2004

4

12/16/2004

12/22/2004

Ticket Number: 0000107528

12/20/2004

8

12/28/2004

01/03/2005

Ticket Number: 0000107773

12/27/2004

0

12/27/2004

01/03/2005

Ticket Number: 0000107788

12/28/2004

1

12/29/2004

Ticket Number: 0000107752

12/23/2004

5

12/28/2004

Ticket Number: 0000107712

12/22/2004

5

12/27/2004

01/03/2005

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

ha2  
ha2  
ha2

**3**  
**9**  
**0**

**Helpdesk**

**kherna1**

**Resolved**

Ticket Number: 0000107463

Total: **63**

Total: **1**

12/17/2004

17

01/03/2005

12/22/2004

**Helpdesk**

	<b>Closed</b>	<u>Total:</u>	<b>62</b>		
Ticket Number:	0000107084	12/11/2004	4	12/15/2004	12/21/2004
Ticket Number:	0000106768	12/06/2004	16	12/22/2004	12/28/2004
Ticket Number:	0000106485	12/01/2004	0	12/02/2004	12/07/2004
Ticket Number:	0000107108	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000106772	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106762	12/06/2004	2	12/08/2004	12/14/2004
Ticket Number:	0000106737	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106716	12/06/2004	3	12/09/2004	12/14/2004
Ticket Number:	0000106700	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106683	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106669	12/06/2004	3	12/08/2004	12/14/2004
Ticket Number:	0000106666	12/05/2004	1	12/06/2004	12/13/2004
Ticket Number:	0000106615	12/03/2004	17	12/20/2004	12/27/2004
Ticket Number:	0000106769	12/06/2004	2	12/08/2004	12/14/2004
Ticket Number:	0000106481	12/01/2004	0	12/02/2004	12/07/2004
Ticket Number:	0000106699	12/06/2004	3	12/08/2004	12/14/2004
Ticket Number:	0000107366	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107678	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107647	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107644	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107642	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107639	12/21/2004	1	12/22/2004	12/28/2004
Ticket Number:	0000107638	12/21/2004	1	12/22/2004	12/28/2004
Ticket Number:	0000107626	12/21/2004	1	12/22/2004	12/28/2004
Ticket Number:	0000107620	12/21/2004	1	12/22/2004	12/28/2004
Ticket Number:	0000107617	12/21/2004	1	12/22/2004	12/28/2004
Ticket Number:	0000107606	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107572	12/21/2004	1	12/22/2004	12/28/2004
Ticket Number:	0000107564	12/20/2004	2	12/22/2004	12/28/2004
Ticket Number:	0000107506	12/20/2004	2	12/22/2004	12/28/2004
Ticket Number:	0000107687	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107487	12/18/2004	4	12/22/2004	12/28/2004
Ticket Number:	0000107402	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107407	12/16/2004	0		12/16/2004
Ticket Number:	0000107686	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000106821	12/07/2004	1	12/08/2004	12/14/2004
Ticket Number:	0000107324	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107276	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107254	12/14/2004	1	12/15/2004	12/21/2004
Ticket Number:	0000107252	12/14/2004	8	12/22/2004	12/28/2004
Ticket Number:	0000107062	12/10/2004	5	12/15/2004	12/21/2004
Ticket Number:	0000106911	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106910	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106871	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106870	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106869	12/08/2004	0		12/08/2004
Ticket Number:	0000106914	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106852	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106850	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106849	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106840	12/07/2004	1	12/08/2004	12/14/2004
Ticket Number:	0000106841	12/07/2004	1	12/08/2004	12/14/2004
Ticket Number:	0000107087	12/11/2004	4		12/15/2004

**Helpdesk**

Ticket Number:	0000107003	12/09/2004	6	12/15/2004	12/21/2004
Ticket Number:	0000106928	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106925	12/09/2004	6	12/15/2004	12/21/2004
Ticket Number:	0000106918	12/09/2004	4	12/13/2004	12/20/2004
Ticket Number:	0000106915	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106903	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106881	12/08/2004	7	12/15/2004	12/21/2004
Ticket Number:	0000106877	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106874	12/08/2004	0	12/08/2004	12/14/2004

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<b>Average time to ticket resolution for</b>	kherna1	<b>2</b>
<b>Maximum time to ticket resolution for</b>	kherna1	<b>17</b>
<b>Minimum time to ticket resolution for</b>	kherna1	<b>0</b>

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**kincaid**

Total: **13**

**Closed**

Total: **13**

Ticket Number:	0000107037	12/10/2004	0		12/10/2004
Ticket Number:	0000107092	12/12/2004	1		12/13/2004
Ticket Number:	0000107280	12/15/2004	1		12/16/2004
Ticket Number:	0000107177	12/14/2004	0		12/14/2004
Ticket Number:	0000107498	12/19/2004	1		12/21/2004
Ticket Number:	0000107610	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107640	12/21/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107614	12/21/2004	13		01/03/2005
Ticket Number:	0000107537	12/20/2004	1	12/21/2004	12/27/2004
Ticket Number:	0000106684	12/06/2004	1		12/07/2004
Ticket Number:	0000106789	12/07/2004	7		12/14/2004
Ticket Number:	0000106462	12/01/2004	6		12/07/2004
Ticket Number:	0000106443	12/01/2004	6		12/07/2004

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<b>Average time to ticket resolution for</b>	kincaid	<b>3</b>
<b>Maximum time to ticket resolution for</b>	kincaid	<b>13</b>
<b>Minimum time to ticket resolution for</b>	kincaid	<b>0</b>

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**mcs pads1**

Total: **9**

**Closed**

Total: **9**

Ticket Number:	0000106604	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106655	12/05/2004	0	12/05/2004	12/13/2004
Ticket Number:	0000107430	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107449	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000106845	12/08/2004	0	12/08/2004	12/13/2004
Ticket Number:	0000107049	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107105	12/12/2004	0	12/12/2004	12/20/2004
Ticket Number:	0000107468	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000106987	12/09/2004	1	12/10/2004	12/16/2004

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<b>Average time to ticket resolution for</b>	mcs pads1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	mcs pads1	<b>1</b>
<b>Minimum time to ticket resolution for</b>	mcs pads1	<b>0</b>

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**mnolan1**

Total: **1**

**Closed**

Total: **1**

Ticket Number:	0000107645	12/22/2004	0	12/22/2004	12/28/2004
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<b>Average time to ticket resolution for</b>	mnolan1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	mnolan1	<b>0</b>
<b>Minimum time to ticket resolution for</b>	mnolan1	<b>0</b>

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**Helpdesk**

**moneill1**

Total: **4**

**Closed**

Total: **4**

Ticket Number:	0000107188	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000106496	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106598	12/03/2004	6	12/09/2004	12/15/2004
Ticket Number:	0000106657	12/05/2004	2	12/07/2004	12/13/2004

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**Average time to ticket resolution for** moneill1 **2**

**Maximum time to ticket resolution for** moneill1 **6**

**Minimum time to ticket resolution for** moneill1 **0**

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**myers**

Total: **7**

**Resolved**

Total: **1**

Ticket Number:	0000107384	12/16/2004	1	12/17/2004	12/17/2004
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**Closed**

Total: **6**

Ticket Number:	0000106427	12/01/2004	6	12/07/2004	12/13/2004
Ticket Number:	0000106504	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000107057	12/10/2004	3	12/13/2004	12/20/2004
Ticket Number:	0000107129	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107239	12/14/2004	1	12/15/2004	12/21/2004
Ticket Number:	0000107476	12/17/2004	3	12/20/2004	12/27/2004

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**Average time to ticket resolution for** myers **2**

**Maximum time to ticket resolution for** myers **6**

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

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**Helpdesk**  
**myo**

**Resolved**

Ticket Number: 0000107782

Total: 101  
Total: 1  
12/28/2004

6

01/03/2005

**Helpdesk**

	<b>Closed</b>	<u>Total:</u>	<b>100</b>		
Ticket Number:	0000106818	12/07/2004	6	12/13/2004	12/20/2004
Ticket Number:	0000106778	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000107567	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000106395	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106495	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106440	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106714	12/06/2004	2	12/08/2004	12/14/2004
Ticket Number:	0000106711	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106693	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106635	12/03/2004	2	12/05/2004	12/13/2004
Ticket Number:	0000106633	12/03/2004	2	12/05/2004	12/13/2004
Ticket Number:	0000106610	12/03/2004	3	12/06/2004	12/13/2004
Ticket Number:	0000106518	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106508	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106492	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106429	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106400	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106396	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106811	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106805	12/07/2004	8	12/15/2004	12/21/2004
Ticket Number:	0000106748	12/06/2004	8	12/14/2004	12/20/2004
Ticket Number:	0000106671	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106670	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106665	12/05/2004	1	12/06/2004	12/13/2004
Ticket Number:	0000106658	12/05/2004	0	12/05/2004	12/13/2004
Ticket Number:	0000106656	12/05/2004	0	12/05/2004	12/13/2004
Ticket Number:	0000106649	12/04/2004	11	12/15/2004	12/21/2004
Ticket Number:	0000106648	12/04/2004	1	12/05/2004	12/13/2004
Ticket Number:	0000106647	12/04/2004	1	12/05/2004	12/13/2004
Ticket Number:	0000106645	12/04/2004	1	12/05/2004	12/13/2004
Ticket Number:	0000106644	12/04/2004	1	12/05/2004	12/13/2004
Ticket Number:	0000106642	12/04/2004	1	12/05/2004	12/13/2004
Ticket Number:	0000106641	12/04/2004	1	12/05/2004	12/13/2004
Ticket Number:	0000106639	12/03/2004	2	12/05/2004	12/13/2004
Ticket Number:	0000106638	12/03/2004	2	12/05/2004	12/13/2004
Ticket Number:	0000107566	12/20/2004	1	12/21/2004	12/27/2004
Ticket Number:	0000107215	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107386	12/16/2004	0		12/16/2004
Ticket Number:	0000107453	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107462	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107426	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107534	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000107490	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107488	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107485	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107484	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107483	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107482	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107480	12/17/2004	3	12/20/2004	12/27/2004
Ticket Number:	0000107478	12/17/2004	3	12/20/2004	12/27/2004
Ticket Number:	0000107428	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107709	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107603	12/21/2004	0	12/21/2004	12/27/2004

**Helpdesk**

Ticket Number:	0000107585	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107575	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107574	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107504	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000107503	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000107494	12/19/2004	1	12/20/2004	12/27/2004
Ticket Number:	0000107492	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107491	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107425	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000106813	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106822	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106886	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000107340	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107334	12/15/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107222	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107179	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107178	12/14/2004	6	12/20/2004	12/27/2004
Ticket Number:	0000107175	12/14/2004	7	12/20/2004	12/27/2004
Ticket Number:	0000107171	12/13/2004	7	12/20/2004	12/27/2004
Ticket Number:	0000107158	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107141	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107117	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107112	12/13/2004	2	12/15/2004	12/21/2004
Ticket Number:	0000107111	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107106	12/12/2004	1	12/13/2004	12/20/2004
Ticket Number:	0000107104	12/12/2004	1	12/13/2004	12/20/2004
Ticket Number:	0000107101	12/12/2004	1	12/13/2004	12/20/2004
Ticket Number:	0000107102	12/12/2004	1	12/13/2004	12/20/2004
Ticket Number:	0000107096	12/12/2004	1	12/13/2004	12/20/2004
Ticket Number:	0000107094	12/12/2004	1	12/13/2004	12/20/2004
Ticket Number:	0000107088	12/11/2004	2	12/13/2004	12/20/2004
Ticket Number:	0000107086	12/11/2004	2	12/13/2004	12/20/2004
Ticket Number:	0000107083	12/11/2004	2	12/13/2004	12/20/2004
Ticket Number:	0000107081	12/11/2004	2	12/13/2004	12/20/2004
Ticket Number:	0000107077	12/11/2004	2	12/13/2004	12/20/2004
Ticket Number:	0000107076	12/11/2004	3	12/13/2004	12/20/2004
Ticket Number:	0000107075	12/10/2004	3	12/13/2004	12/20/2004
Ticket Number:	0000107074	12/10/2004	3	12/13/2004	12/20/2004
Ticket Number:	0000107071	12/10/2004	4	12/14/2004	12/20/2004
Ticket Number:	0000107059	12/10/2004	3	12/13/2004	12/20/2004
Ticket Number:	0000106986	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106983	12/09/2004	0		12/09/2004
Ticket Number:	0000106980	12/09/2004	0		12/09/2004
Ticket Number:	0000106978	12/09/2004	4	12/13/2004	12/20/2004
Ticket Number:	0000106977	12/09/2004	0		12/09/2004
Ticket Number:	0000107120	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000106912	12/08/2004	5	12/13/2004	12/20/2004
-----				-----	
<b>Average time to ticket resolution for</b>	myo		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	myo		<b>11</b>		
<b>Minimum time to ticket resolution for</b>	myo		<b>0</b>		

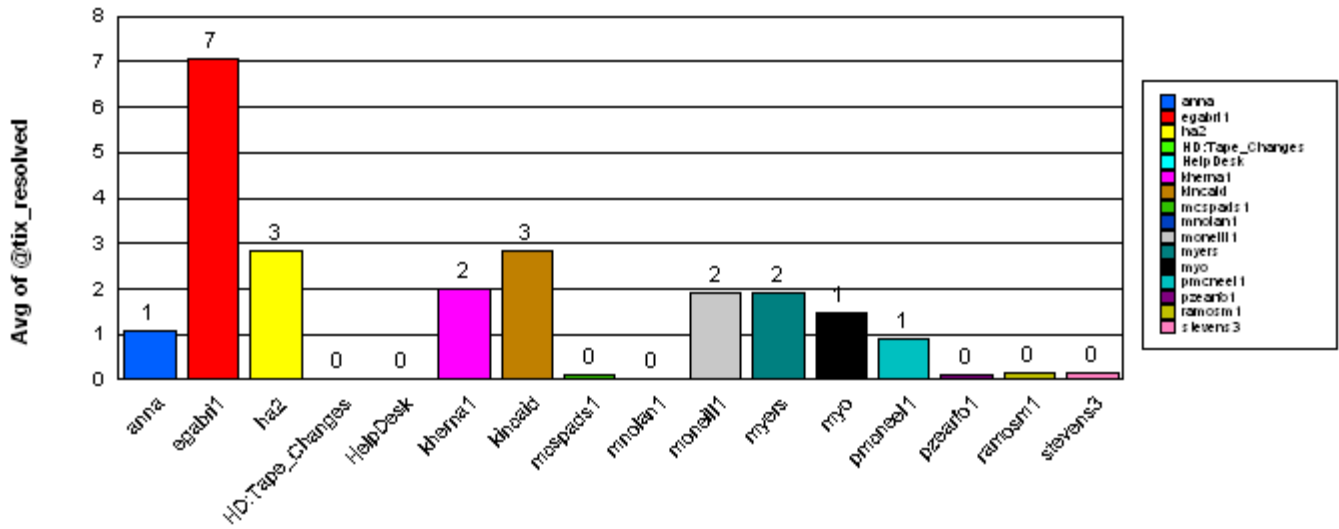
**Helpdesk**

<b>pmcneel1</b>	<u>Total:</u>	<b>1</b>		
<b>Closed</b>	<u>Total:</u>	<b>1</b>		
Ticket Number: 0000107629	12/21/2004	1	12/22/2004	12/28/2004
-----				
<b>Average time to ticket resolution for</b>	pmcneel1	<b>1</b>		
<b>Maximum time to ticket resolution for</b>	pmcneel1	<b>1</b>		
<b>Minimum time to ticket resolution for</b>	pmcneel1	<b>1</b>		
<hr/>				
<b>pzearfo1</b>	<u>Total:</u>	<b>8</b>		
<b>Closed</b>	<u>Total:</u>	<b>8</b>		
Ticket Number: 0000107467	12/17/2004	0		12/17/2004
Ticket Number: 0000107552	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number: 0000107781	12/28/2004	0	12/28/2004	01/03/2005
Ticket Number: 0000107766	12/27/2004	0	12/27/2004	01/03/2005
Ticket Number: 0000107535	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number: 0000106908	12/08/2004	1	12/09/2004	12/15/2004
Ticket Number: 0000106749	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number: 0000106786	12/07/2004	0	12/07/2004	12/13/2004
-----				
<b>Average time to ticket resolution for</b>	pzearfo1	<b>0</b>		
<b>Maximum time to ticket resolution for</b>	pzearfo1	<b>1</b>		
<b>Minimum time to ticket resolution for</b>	pzearfo1	<b>0</b>		
<hr/>				
<b>ramosm1</b>	<u>Total:</u>	<b>2</b>		
<b>Closed</b>	<u>Total:</u>	<b>2</b>		
Ticket Number: 0000106640	12/04/2004	0	12/04/2004	12/10/2004
Ticket Number: 0000107079	12/11/2004	0	12/11/2004	12/17/2004
-----				
<b>Average time to ticket resolution for</b>	ramosm1	<b>0</b>		
<b>Maximum time to ticket resolution for</b>	ramosm1	<b>0</b>		
<b>Minimum time to ticket resolution for</b>	ramosm1	<b>0</b>		
<hr/>				
<b>stevens3</b>	<u>Total:</u>	<b>3</b>		
<b>Closed</b>	<u>Total:</u>	<b>3</b>		
Ticket Number: 0000107306	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number: 0000106542	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number: 0000106752	12/06/2004	0	12/06/2004	12/13/2004
-----				
<b>Average time to ticket resolution for</b>	stevens3	<b>0</b>		
<b>Maximum time to ticket resolution for</b>	stevens3	<b>0</b>		
<b>Minimum time to ticket resolution for</b>	stevens3	<b>0</b>		
<hr/>				

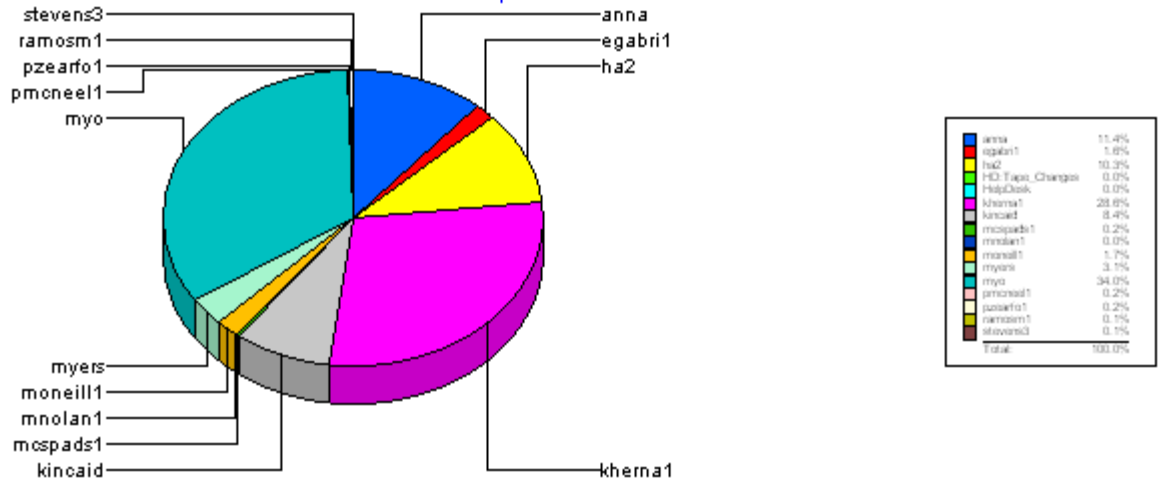
**Helpdesk**

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

**Avg of Each Ticket Resolved**  
For Helpdesk



**Percentage of Sum of Tickets Resolved**  
For Helpdesk



**Human Resources**

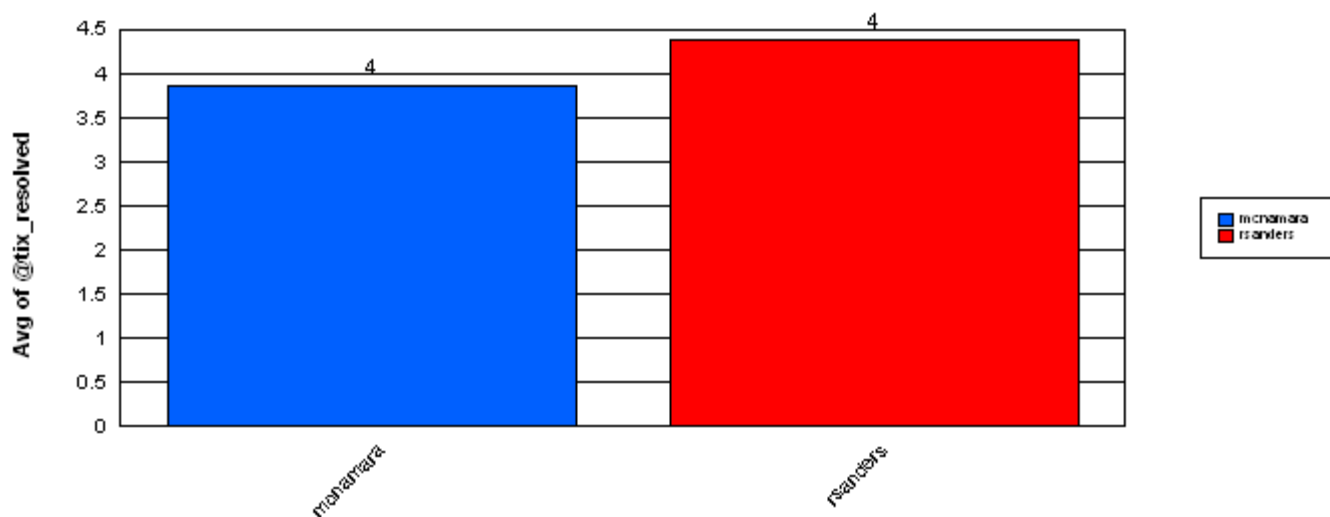
		<u>Total:</u>	<b>5</b>		
<b>mcnamara</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000106631	12/03/2004	4	12/07/2004	12/13/2004
-----					
<b>Average time to ticket resolution for</b>		mcnamara	<b>4</b>		
<b>Maximum time to ticket resolution for</b>		mcnamara	<b>4</b>		
<b>Minimum time to ticket resolution for</b>		mcnamara	<b>4</b>		
<hr/>		<hr/>	<hr/>		
<b>rsanders</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000106405	12/01/2004	9		12/10/2004
Ticket Number:	0000106628	12/03/2004	7	12/10/2004	12/16/2004
Ticket Number:	0000106923	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000107010	12/09/2004	1	12/10/2004	12/16/2004
-----					
<b>Average time to ticket resolution for</b>		rsanders	<b>4</b>		
<b>Maximum time to ticket resolution for</b>		rsanders	<b>9</b>		
<b>Minimum time to ticket resolution for</b>		rsanders	<b>1</b>		
<hr/>		<hr/>	<hr/>		

### Human Resources

Average time to ticket resolution for	Human Resour	4
Maximum time to ticket resolution for	Human Resour	9
Minimum time to ticket resolution for	Human Resour	1

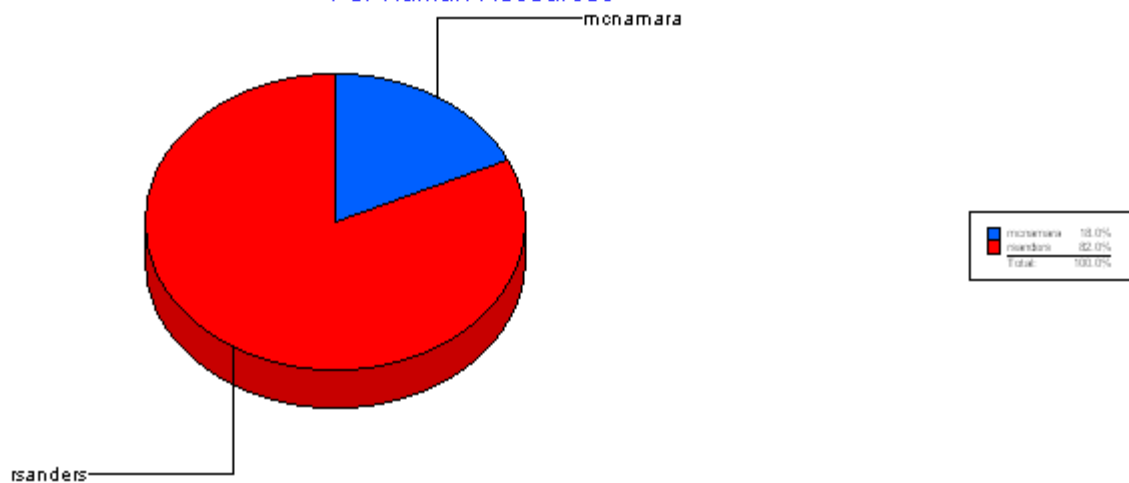
## Avg of Each Ticket Resolved

For Human Resources



## Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total: 54

LAN

enoch

Total: 48

Resolved

Total: 1

Ticket Number: 0000106555 12/02/2004 1 12/03/2004 12/03/2004

Closed

Total: 47

Ticket Number: 0000107412 12/16/2004 1 12/17/2004 12/23/2004

Ticket Number: 0000106828 12/07/2004 2 12/09/2004 12/15/2004

Ticket Number: 0000106452 12/01/2004 0 12/01/2004 12/07/2004

Ticket Number: 0000106541 12/02/2004 1 12/03/2004 12/09/2004

Ticket Number: 0000106718 12/06/2004 7 12/13/2004 12/20/2004

Ticket Number: 0000106627 12/03/2004 0 12/03/2004 12/09/2004

Ticket Number: 0000106562 12/02/2004 1 12/03/2004 12/09/2004

Ticket Number: 0000106581 12/03/2004 0 12/03/2004 12/09/2004

Ticket Number: 0000106795 12/07/2004 0 12/07/2004 12/13/2004

Ticket Number: 0000106744 12/06/2004 0 12/06/2004 12/13/2004

Ticket Number: 0000106734 12/06/2004 0 12/06/2004 12/13/2004

Ticket Number: 0000106728 12/06/2004 0 12/06/2004 12/13/2004

Ticket Number: 0000106705 12/06/2004 0 12/06/2004 12/13/2004

Ticket Number: 0000106703 12/06/2004 0 12/06/2004 12/13/2004

Ticket Number: 0000106702 12/06/2004 0 12/06/2004 12/13/2004

Ticket Number: 0000106687 12/06/2004 0 12/06/2004 12/13/2004

Ticket Number: 0000106682 12/06/2004 0 12/06/2004 12/13/2004

Ticket Number: 0000106606 12/03/2004 0 12/03/2004 12/09/2004

Ticket Number: 0000106605 12/03/2004 0 12/03/2004 12/09/2004

Ticket Number: 0000106591 12/03/2004 0 12/03/2004 12/09/2004

Ticket Number: 0000106834 12/07/2004 1 12/08/2004 12/14/2004

Ticket Number: 0000106884 12/08/2004 8 12/16/2004 12/22/2004

Ticket Number: 0000106959 12/09/2004 0 12/09/2004 12/15/2004

Ticket Number: 0000107310 12/15/2004 0 12/15/2004 12/21/2004

Ticket Number: 0000107309 12/15/2004 0 12/15/2004 12/21/2004

Ticket Number: 0000107297 12/15/2004 0 12/15/2004 12/21/2004

Ticket Number: 0000107233 12/14/2004 0 12/14/2004 12/20/2004

Ticket Number: 0000107198 12/14/2004 0 12/14/2004 12/20/2004

Ticket Number: 0000107155 12/13/2004 0 12/13/2004 12/20/2004

Ticket Number: 0000107134 12/13/2004 0 12/13/2004 12/20/2004

Ticket Number: 0000107126 12/13/2004 0 12/13/2004 12/20/2004

Ticket Number: 0000107123 12/13/2004 0 12/13/2004 12/20/2004

Ticket Number: 0000107351 12/16/2004 0 12/16/2004 12/22/2004

Ticket Number: 0000107316 12/15/2004 2 12/17/2004 12/23/2004

Ticket Number: 0000107315 12/15/2004 5 12/20/2004 12/27/2004

Ticket Number: 0000107069 12/10/2004 3 12/13/2004 12/20/2004

Ticket Number: 0000107042 12/10/2004 0 12/10/2004 12/16/2004

Ticket Number: 0000107403 12/16/2004 0 12/16/2004 12/22/2004

Ticket Number: 0000107477 12/17/2004 3 12/20/2004 12/27/2004

Ticket Number: 0000107464 12/17/2004 0 12/17/2004 12/23/2004

Ticket Number: 0000107691 12/22/2004 0 12/22/2004 12/28/2004

Ticket Number: 0000107738 12/23/2004 0 12/23/2004 12/29/2004

Ticket Number: 0000107737 12/23/2004 0 12/23/2004 12/29/2004

Ticket Number: 0000107688 12/22/2004 0 12/22/2004 12/28/2004

Ticket Number: 0000107529 12/20/2004 2 12/22/2004 12/22/2004

Ticket Number: 0000107406 12/16/2004 0 12/16/2004 12/22/2004

Ticket Number: 0000107459 12/17/2004 0 12/17/2004 12/23/2004

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

LAN

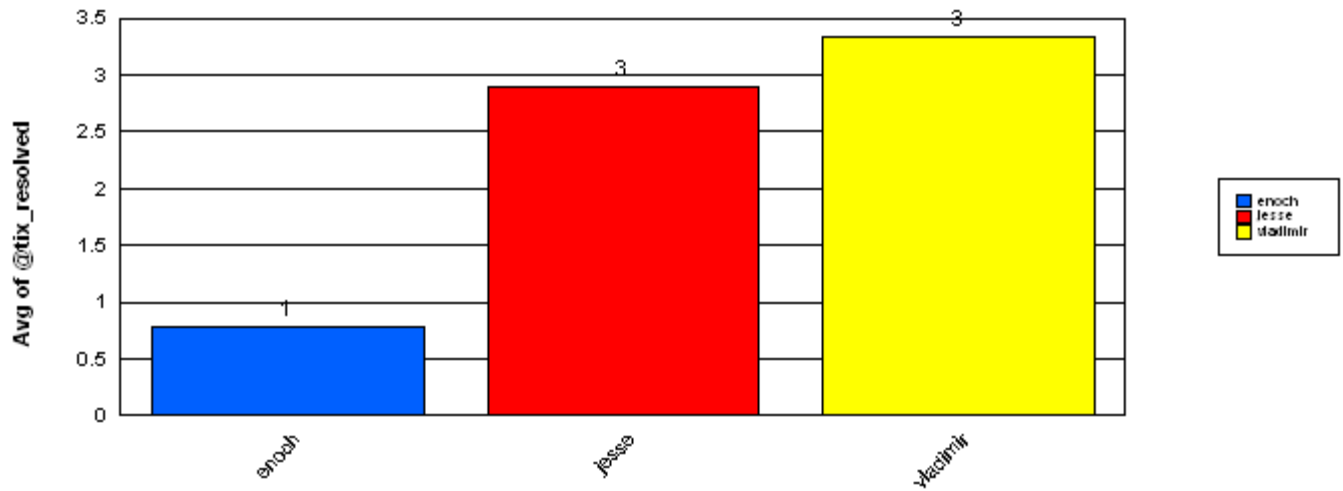
jesse		<u>Total:</u> 1		
<b>Closed</b>		<u>Total:</u> 1		
Ticket Number: 0000106589	12/03/2004	3	12/06/2004	12/13/2004
-----				
<b>Average time to ticket resolution for</b>	jesse	3		
<b>Maximum time to ticket resolution for</b>	jesse	3		
<b>Minimum time to ticket resolution for</b>	jesse	3		
<hr/>				
vladimir		<u>Total:</u> 5		
<b>Resolved</b>		<u>Total:</u> 1		
Ticket Number: 0000107739	12/23/2004	11	01/03/2005	
<b>Closed</b>		<u>Total:</u> 4		
Ticket Number: 0000106717	12/06/2004	2	12/08/2004	12/14/2004
Ticket Number: 0000106736	12/06/2004	1	12/07/2004	12/13/2004
Ticket Number: 0000106814	12/07/2004	3	12/10/2004	12/16/2004
Ticket Number: 0000106823	12/07/2004	0	12/07/2004	12/13/2004
-----				
<b>Average time to ticket resolution for</b>	vladimir	3		
<b>Maximum time to ticket resolution for</b>	vladimir	11		
<b>Minimum time to ticket resolution for</b>	vladimir	0		
<hr/>				

LAN

Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	11
Minimum time to ticket resolution for	LAN	0

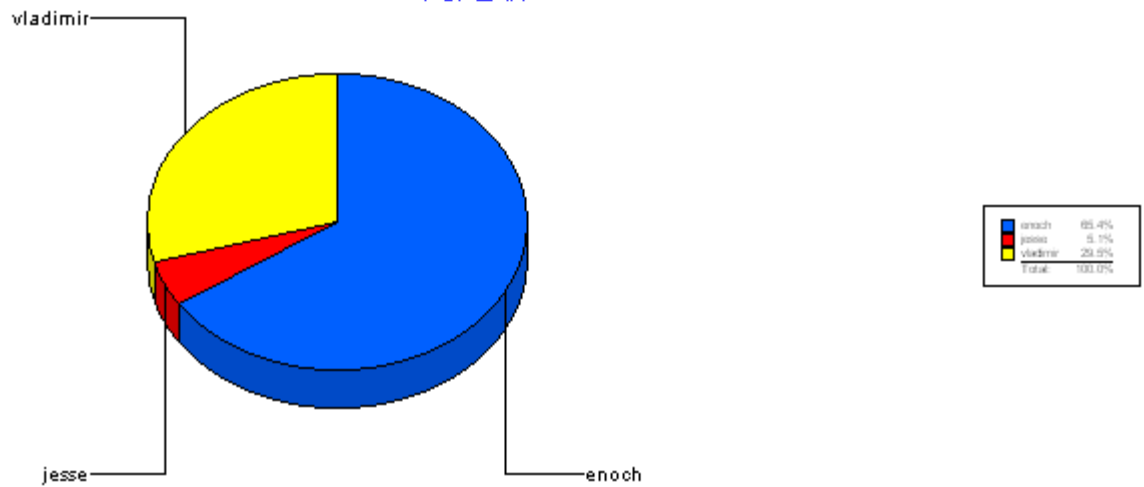
### Avg of Each Ticket Resolved

For LAN



### Percentage of Sum of Tickets Resolved

For LAN



**New Media**

		<u>Total:</u>	<b>68</b>		
<b>NewMedia:BlackBoard</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000107160	12/13/2004	0		12/13/2004
-----					
<b>Average time to ticket resolution for</b>		NewMedia:Blac	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		NewMedia:Blac	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		NewMedia:Blac	<b>0</b>		
<b>ebenson1</b>		<u>Total:</u>	<b>5</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000107763	12/26/2004	8		01/03/2005
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000107176	12/14/2004	0		12/14/2004 12/20/2004
Ticket Number:	0000107573	12/21/2004	1		12/22/2004
Ticket Number:	0000107243	12/14/2004	0		12/14/2004 12/20/2004
Ticket Number:	0000107643	12/22/2004	0		12/22/2004 12/28/2004
-----					
<b>Average time to ticket resolution for</b>		ebenson1	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		ebenson1	<b>8</b>		
<b>Minimum time to ticket resolution for</b>		ebenson1	<b>0</b>		
<b>fritz</b>		<u>Total:</u>	<b>3</b>		
<b>Closed</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000106993	12/09/2004	4		12/13/2004 12/20/2004
Ticket Number:	0000107023	12/10/2004	0		12/10/2004 12/16/2004
Ticket Number:	0000106536	12/02/2004	6		12/08/2004 12/14/2004
-----					
<b>Average time to ticket resolution for</b>		fritz	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		fritz	<b>6</b>		
<b>Minimum time to ticket resolution for</b>		fritz	<b>0</b>		

**New Media**

<b>rarmstro</b>		<u>Total:</u>	<b>49</b>		
<b>Resolved</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000107717	12/22/2004	12		01/03/2005
Ticket Number:	0000107789	12/28/2004	5		01/03/2005
Ticket Number:	0000107800	12/29/2004	5		01/03/2005
Ticket Number:	0000107795	12/29/2004	5		01/03/2005
<b>Closed</b>		<u>Total:</u>	<b>45</b>		
Ticket Number:	0000106490	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106643	12/04/2004	13		12/17/2004
Ticket Number:	0000106397	12/01/2004	33		01/03/2005
Ticket Number:	0000106398	12/01/2004	9		12/10/2004
Ticket Number:	0000106830	12/07/2004	3	12/10/2004	12/16/2004
Ticket Number:	0000106491	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106616	12/03/2004	7		12/10/2004
Ticket Number:	0000107379	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000106771	12/06/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106746	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000107438	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000106553	12/02/2004	1	12/03/2004	12/09/2004
Ticket Number:	0000106540	12/02/2004	4		12/06/2004
Ticket Number:	0000106535	12/02/2004	5	12/07/2004	12/13/2004
Ticket Number:	0000106517	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106489	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106488	12/02/2004	16		12/17/2004
Ticket Number:	0000106484	12/01/2004	16		12/17/2004
Ticket Number:	0000106460	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106442	12/01/2004	0		12/01/2004
Ticket Number:	0000106861	12/08/2004	2	12/10/2004	12/16/2004
Ticket Number:	0000106905	12/08/2004	1		12/09/2004
Ticket Number:	0000107067	12/10/2004	6	12/16/2004	12/22/2004
Ticket Number:	0000107314	12/15/2004	1	12/16/2004	12/22/2004
Ticket Number:	0000107339	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107338	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107016	12/09/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107358	12/16/2004	0	12/16/2004	12/16/2004
Ticket Number:	0000107493	12/19/2004	1	12/20/2004	12/20/2004
Ticket Number:	0000107486	12/18/2004	2	12/20/2004	12/27/2004
Ticket Number:	0000107441	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107423	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107421	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107420	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107419	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107417	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107422	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107713	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107562	12/20/2004	1	12/21/2004	12/22/2004
Ticket Number:	0000107505	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000107395	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107388	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107365	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107364	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107360	12/16/2004	0	12/16/2004	12/17/2004

**New Media**

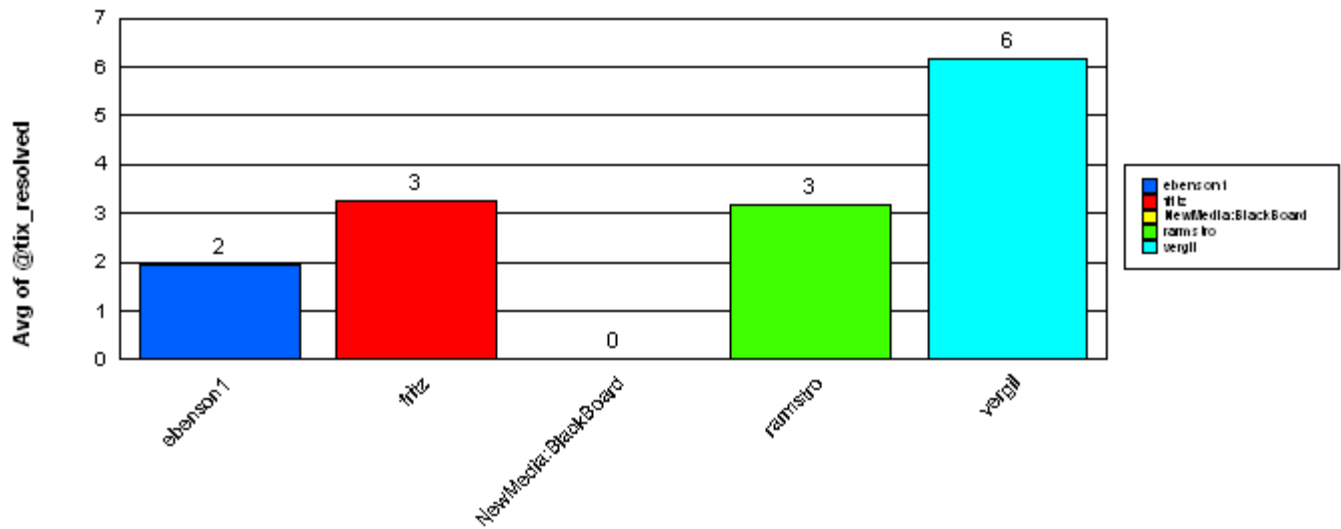
<hr/>					
<b>Average time to ticket resolution for</b>	ramstro				<b>3</b>
<b>Maximum time to ticket resolution for</b>	ramstro				<b>33</b>
<b>Minimum time to ticket resolution for</b>	ramstro				<b>0</b>
<hr/>					
<b>vergil</b>	<u>Total:</u>	<b>10</b>			
<b>Resolved</b>	<u>Total:</u>	<b>2</b>			
Ticket Number: 0000107719	12/23/2004		11		01/03/2005
Ticket Number: 0000107747	12/23/2004		11		01/03/2005
<b>Closed</b>	<u>Total:</u>	<b>8</b>			
Ticket Number: 0000106416	12/01/2004		19		12/20/2004 12/27/2004
Ticket Number: 0000106796	12/07/2004		13		12/20/2004 12/27/2004
Ticket Number: 0000106774	12/07/2004		6		12/13/2004
Ticket Number: 0000107377	12/16/2004		0		12/16/2004 12/22/2004
Ticket Number: 0000107541	12/20/2004		0		12/20/2004 12/27/2004
Ticket Number: 0000107378	12/16/2004		0		12/16/2004 12/22/2004
Ticket Number: 0000107502	12/20/2004		0		12/20/2004 12/20/2004
Ticket Number: 0000107122	12/13/2004		0		12/13/2004 12/20/2004
<hr/>					
<b>Average time to ticket resolution for</b>	vergil				<b>6</b>
<b>Maximum time to ticket resolution for</b>	vergil				<b>19</b>
<b>Minimum time to ticket resolution for</b>	vergil				<b>0</b>
<hr/>					

### New Media

Average time to ticket resolution for	New Media	3
Maximum time to ticket resolution for	New Media	33
Minimum time to ticket resolution for	New Media	0

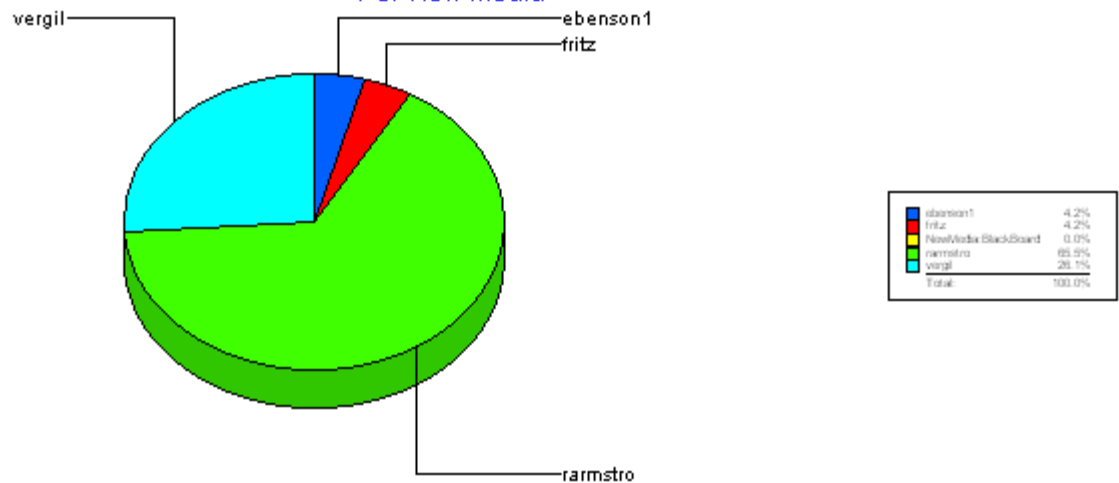
## Avg of Each Ticket Resolved

For New Media



## Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		<u>Total:</u>	<b>171</b>		
<b>BSG:Operational_Support</b>		<u>Total:</u>	<b>32</b>		
<b>Closed</b>		<u>Total:</u>	<b>32</b>		
Ticket Number:	0000107265	12/15/2004	0	12/15/2004	
Ticket Number:	0000107348	12/16/2004	0	12/16/2004	
Ticket Number:	0000107299	12/15/2004	0	12/15/2004	
Ticket Number:	0000107298	12/15/2004	0	12/15/2004	
Ticket Number:	0000107268	12/15/2004	0	12/15/2004	
Ticket Number:	0000107267	12/15/2004	0	12/15/2004	
Ticket Number:	0000107209	12/14/2004	0	12/14/2004	
Ticket Number:	0000107208	12/14/2004	0	12/14/2004	
Ticket Number:	0000107199	12/14/2004	0	12/14/2004	
Ticket Number:	0000106936	12/09/2004	0	12/09/2004	
Ticket Number:	0000106935	12/09/2004	0	12/09/2004	
Ticket Number:	0000107472	12/17/2004	0	12/17/2004	
Ticket Number:	0000107675	12/22/2004	0	12/22/2004	
Ticket Number:	0000107677	12/22/2004	0	12/22/2004	
Ticket Number:	0000107733	12/23/2004	0	12/23/2004	
Ticket Number:	0000107676	12/22/2004	0	12/22/2004	
Ticket Number:	0000107594	12/21/2004	0	12/21/2004	
Ticket Number:	0000107595	12/21/2004	0	12/21/2004	
Ticket Number:	0000106808	12/07/2004	0	12/07/2004	
Ticket Number:	0000106501	12/02/2004	0	12/02/2004	
Ticket Number:	0000106498	12/02/2004	0	12/02/2004	
Ticket Number:	0000106500	12/02/2004	0	12/02/2004	
Ticket Number:	0000106503	12/02/2004	0	12/02/2004	
Ticket Number:	0000106781	12/07/2004	0	12/07/2004	
Ticket Number:	0000106787	12/07/2004	0	12/07/2004	
Ticket Number:	0000106791	12/07/2004	0	12/07/2004	
Ticket Number:	0000106782	12/07/2004	0	12/07/2004	
Ticket Number:	0000106623	12/03/2004	0	12/03/2004	
Ticket Number:	0000106695	12/06/2004	0	12/06/2004	
Ticket Number:	0000106502	12/02/2004	0	12/02/2004	
Ticket Number:	0000106499	12/02/2004	0	12/02/2004	
Ticket Number:	0000106471	12/01/2004	0	12/01/2004	
-----					
<b>Average time to ticket resolution for</b>		BSG:Operation	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		BSG:Operation	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		BSG:Operation	<b>0</b>		

OIT BSG Non People  
BSG:Web\_Infrastructure

Total: 127

**OIT BSG Non People**

	<b>Closed</b>	<b>Total:</b>	<b>127</b>	
Ticket Number:	0000107362	12/16/2004	0	12/16/2004
Ticket Number:	0000107342	12/16/2004	0	12/16/2004
Ticket Number:	0000106624	12/03/2004	0	12/03/2004
Ticket Number:	0000106620	12/03/2004	0	12/03/2004
Ticket Number:	0000106552	12/02/2004	0	12/02/2004
Ticket Number:	0000106551	12/02/2004	0	12/02/2004
Ticket Number:	0000106550	12/02/2004	0	12/02/2004
Ticket Number:	0000106549	12/02/2004	0	12/02/2004
Ticket Number:	0000107432	12/17/2004	0	12/17/2004
Ticket Number:	0000107431	12/17/2004	0	12/17/2004
Ticket Number:	0000106470	12/01/2004	0	12/01/2004
Ticket Number:	0000106468	12/01/2004	0	12/01/2004
Ticket Number:	0000106467	12/01/2004	0	12/01/2004
Ticket Number:	0000107320	12/15/2004	0	12/15/2004
Ticket Number:	0000106968	12/09/2004	0	12/09/2004
Ticket Number:	0000107471	12/17/2004	0	12/17/2004
Ticket Number:	0000106812	12/07/2004	0	12/07/2004
Ticket Number:	0000106807	12/07/2004	0	12/07/2004
Ticket Number:	0000106806	12/07/2004	0	12/07/2004
Ticket Number:	0000106785	12/07/2004	0	12/07/2004
Ticket Number:	0000106784	12/07/2004	0	12/07/2004
Ticket Number:	0000106783	12/07/2004	0	12/07/2004
Ticket Number:	0000107470	12/17/2004	0	12/17/2004
Ticket Number:	0000107344	12/16/2004	0	12/16/2004
Ticket Number:	0000107343	12/16/2004	0	12/16/2004
Ticket Number:	0000107390	12/16/2004	0	12/16/2004
Ticket Number:	0000107521	12/20/2004	0	12/20/2004
Ticket Number:	0000107520	12/20/2004	0	12/20/2004
Ticket Number:	0000107517	12/20/2004	0	12/20/2004
Ticket Number:	0000107508	12/20/2004	0	12/20/2004
Ticket Number:	0000107507	12/20/2004	0	12/20/2004
Ticket Number:	0000107456	12/17/2004	0	12/17/2004
Ticket Number:	0000107455	12/17/2004	0	12/17/2004
Ticket Number:	0000107454	12/17/2004	0	12/17/2004
Ticket Number:	0000107446	12/17/2004	0	12/17/2004
Ticket Number:	0000107729	12/23/2004	0	12/23/2004
Ticket Number:	0000107593	12/21/2004	0	12/21/2004
Ticket Number:	0000107592	12/21/2004	0	12/21/2004
Ticket Number:	0000107591	12/21/2004	0	12/21/2004
Ticket Number:	0000107589	12/21/2004	0	12/21/2004
Ticket Number:	0000107579	12/21/2004	0	12/21/2004
Ticket Number:	0000107578	12/21/2004	0	12/21/2004
Ticket Number:	0000107577	12/21/2004	0	12/21/2004
Ticket Number:	0000107576	12/21/2004	0	12/21/2004
Ticket Number:	0000107580	12/21/2004	0	12/21/2004
Ticket Number:	0000107532	12/20/2004	0	12/20/2004
Ticket Number:	0000107531	12/20/2004	0	12/20/2004
Ticket Number:	0000107530	12/20/2004	0	12/20/2004
Ticket Number:	0000107522	12/20/2004	0	12/20/2004
Ticket Number:	0000107445	12/17/2004	0	12/17/2004
Ticket Number:	0000107399	12/16/2004	0	12/16/2004
Ticket Number:	0000107392	12/16/2004	0	12/16/2004
Ticket Number:	0000107656	12/22/2004	0	12/22/2004

**OIT BSG Non People**

Ticket Number:	0000107655	12/22/2004	0	12/22/2004
Ticket Number:	0000107654	12/22/2004	0	12/22/2004
Ticket Number:	0000107653	12/22/2004	0	12/22/2004
Ticket Number:	0000107651	12/22/2004	0	12/22/2004
Ticket Number:	0000107650	12/22/2004	0	12/22/2004
Ticket Number:	0000107649	12/22/2004	0	12/22/2004
Ticket Number:	0000107391	12/16/2004	0	12/16/2004
Ticket Number:	0000107389	12/16/2004	0	12/16/2004
Ticket Number:	0000107674	12/22/2004	0	12/22/2004
Ticket Number:	0000107673	12/22/2004	0	12/22/2004
Ticket Number:	0000107672	12/22/2004	0	12/22/2004
Ticket Number:	0000107671	12/22/2004	0	12/22/2004
Ticket Number:	0000107670	12/22/2004	0	12/22/2004
Ticket Number:	0000107669	12/22/2004	0	12/22/2004
Ticket Number:	0000107667	12/22/2004	0	12/22/2004
Ticket Number:	0000107666	12/22/2004	0	12/22/2004
Ticket Number:	0000107665	12/22/2004	0	12/22/2004
Ticket Number:	0000107732	12/23/2004	0	12/23/2004
Ticket Number:	0000107731	12/23/2004	0	12/23/2004
Ticket Number:	0000107730	12/23/2004	0	12/23/2004
Ticket Number:	0000107664	12/22/2004	0	12/22/2004
Ticket Number:	0000107663	12/22/2004	0	12/22/2004
Ticket Number:	0000107662	12/22/2004	0	12/22/2004
Ticket Number:	0000107661	12/22/2004	0	12/22/2004
Ticket Number:	0000107660	12/22/2004	0	12/22/2004
Ticket Number:	0000107659	12/22/2004	0	12/22/2004
Ticket Number:	0000107658	12/22/2004	0	12/22/2004
Ticket Number:	0000107657	12/22/2004	0	12/22/2004
Ticket Number:	0000107699	12/22/2004	0	12/22/2004
Ticket Number:	0000107698	12/22/2004	0	12/22/2004
Ticket Number:	0000107697	12/22/2004	0	12/22/2004
Ticket Number:	0000107696	12/22/2004	0	12/22/2004
Ticket Number:	0000107264	12/15/2004	0	12/15/2004
Ticket Number:	0000107434	12/17/2004	0	12/17/2004
Ticket Number:	0000107457	12/17/2004	0	12/17/2004
Ticket Number:	0000107262	12/15/2004	0	12/15/2004
Ticket Number:	0000107263	12/15/2004	0	12/15/2004
Ticket Number:	0000107025	12/10/2004	0	12/10/2004
Ticket Number:	0000107227	12/14/2004	0	12/14/2004
Ticket Number:	0000107221	12/14/2004	0	12/14/2004
Ticket Number:	0000107220	12/14/2004	0	12/14/2004
Ticket Number:	0000107207	12/14/2004	0	12/14/2004
Ticket Number:	0000107206	12/14/2004	0	12/14/2004
Ticket Number:	0000107205	12/14/2004	0	12/14/2004
Ticket Number:	0000107204	12/14/2004	0	12/14/2004
Ticket Number:	0000107203	12/14/2004	0	12/14/2004
Ticket Number:	0000107202	12/14/2004	0	12/14/2004
Ticket Number:	0000107588	12/21/2004	0	12/21/2004
Ticket Number:	0000107313	12/15/2004	0	12/15/2004
Ticket Number:	0000107312	12/15/2004	0	12/15/2004
Ticket Number:	0000107289	12/15/2004	0	12/15/2004
Ticket Number:	0000107288	12/15/2004	0	12/15/2004
Ticket Number:	0000107287	12/15/2004	0	12/15/2004
Ticket Number:	0000107433	12/17/2004	0	12/17/2004

**OIT BSG Non People**

Ticket Number:	0000107257	12/15/2004	0	12/15/2004
Ticket Number:	0000107259	12/15/2004	0	12/15/2004
Ticket Number:	0000107258	12/15/2004	0	12/15/2004
Ticket Number:	0000107229	12/14/2004	0	12/14/2004
Ticket Number:	0000107228	12/14/2004	0	12/14/2004
Ticket Number:	0000107301	12/15/2004	0	12/15/2004
Ticket Number:	0000107201	12/14/2004	0	12/14/2004
Ticket Number:	0000107200	12/14/2004	0	12/14/2004
Ticket Number:	0000107195	12/14/2004	0	12/14/2004
Ticket Number:	0000107184	12/14/2004	0	12/14/2004
Ticket Number:	0000107183	12/14/2004	0	12/14/2004
Ticket Number:	0000107182	12/14/2004	0	12/14/2004
Ticket Number:	0000107181	12/14/2004	0	12/14/2004
Ticket Number:	0000107149	12/13/2004	0	12/13/2004
Ticket Number:	0000107148	12/13/2004	0	12/13/2004
Ticket Number:	0000107132	12/13/2004	0	12/13/2004
Ticket Number:	0000107131	12/13/2004	0	12/13/2004
Ticket Number:	0000107260	12/15/2004	0	12/15/2004
Ticket Number:	0000107046	12/10/2004	0	12/10/2004
Ticket Number:	0000106934	12/09/2004	0	12/09/2004
<hr/>				
<b>Average time to ticket resolution for</b>	BSG:Web_Infra		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	BSG:Web_Infra		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	BSG:Web_Infra		<b>0</b>	
<hr/>				
<b>blanchet</b>	<u>Total:</u>	2		
<b>Closed</b>	<u>Total:</u>	2		
Ticket Number:	0000107501	12/20/2004	1	12/21/2004
Ticket Number:	0000107275	12/15/2004	0	12/15/2004
<hr/>				
<b>Average time to ticket resolution for</b>	blanchet		<b>1</b>	
<b>Maximum time to ticket resolution for</b>	blanchet		<b>1</b>	
<b>Minimum time to ticket resolution for</b>	blanchet		<b>0</b>	
<hr/>				
<b>dina</b>	<u>Total:</u>	7		
<b>Closed</b>	<u>Total:</u>	7		
Ticket Number:	0000106882	12/08/2004	2	12/10/2004
Ticket Number:	0000106930	12/09/2004	0	12/09/2004
Ticket Number:	0000107408	12/16/2004	1	12/17/2004
Ticket Number:	0000107624	12/21/2004	0	12/21/2004
Ticket Number:	0000106617	12/03/2004	7	12/10/2004
Ticket Number:	0000106775	12/07/2004	1	12/08/2004
Ticket Number:	0000106618	12/03/2004	0	12/03/2004
<hr/>				
<b>Average time to ticket resolution for</b>	dina		<b>2</b>	
<b>Maximum time to ticket resolution for</b>	dina		<b>7</b>	
<b>Minimum time to ticket resolution for</b>	dina		<b>0</b>	
<hr/>				
<b>mikef</b>	<u>Total:</u>	1		
<b>Closed</b>	<u>Total:</u>	1		
Ticket Number:	0000107047	12/10/2004	0	12/10/2004
<hr/>				
<b>Average time to ticket resolution for</b>	mikef		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	mikef		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	mikef		<b>0</b>	

**OIT BSG Non People**

**paulr**

Total: 2

**Closed**

Total: 2

Ticket Number: 0000106486

12/02/2004

8

12/09/2004

Ticket Number: 0000106634

12/03/2004

7

12/10/2004

Average time to ticket resolution for

paulr

7

Maximum time to ticket resolution for

paulr

8

Minimum time to ticket resolution for

paulr

7

Average time to ticket resolution for

OIT BSG Non P

0

Maximum time to ticket resolution for

OIT BSG Non P

8

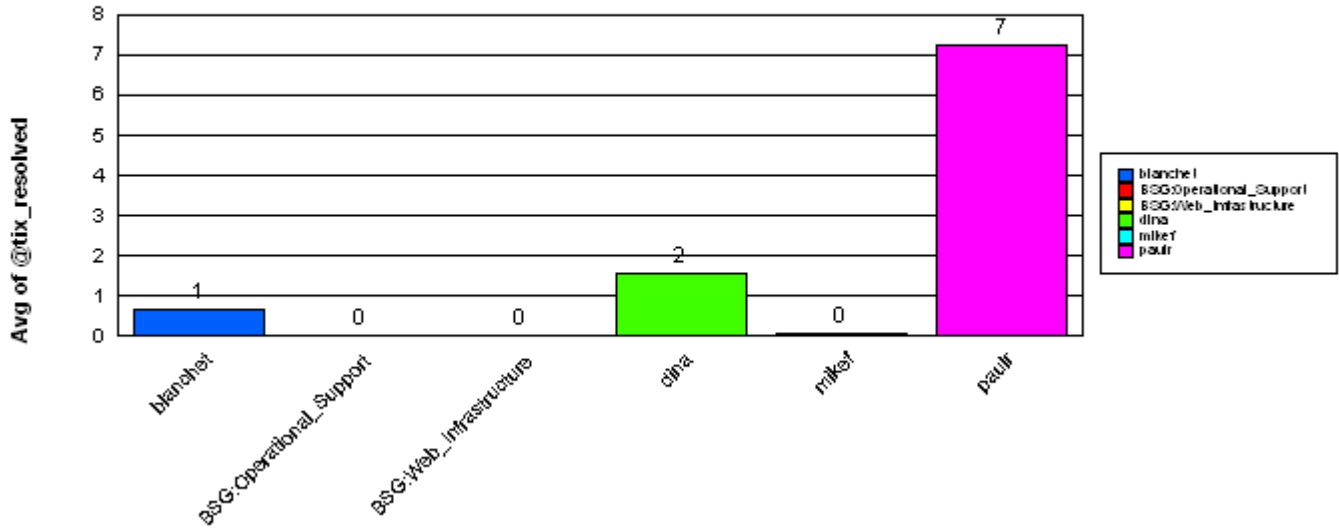
Minimum time to ticket resolution for

OIT BSG Non P

0

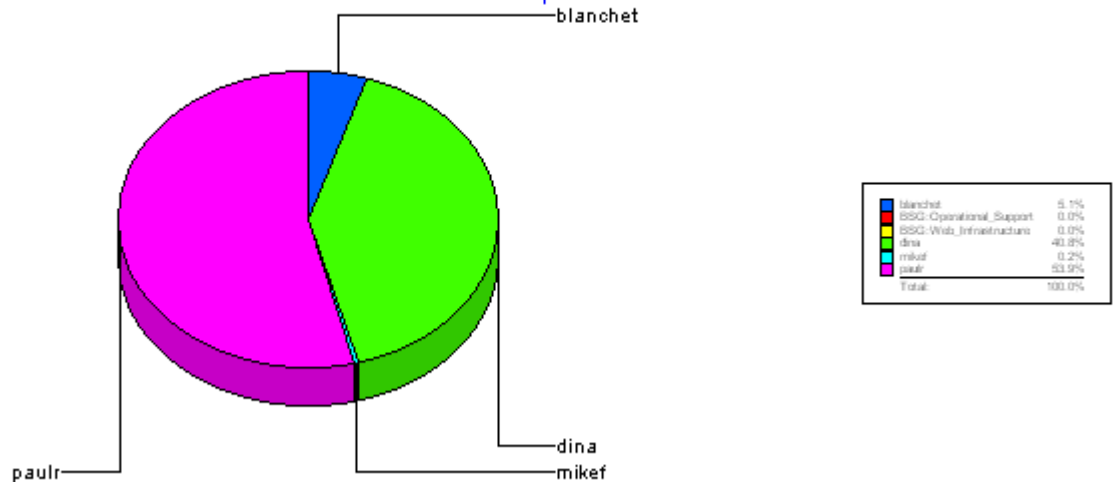
**Avg of Each Ticket Resolved**

For OIT BSG Non PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		<u>Total:</u> 154			
<b>afinn</b>		<u>Total:</u> 3			
<b>Closed</b>		<u>Total:</u> 3			
Ticket Number:	0000106625	12/03/2004	12	12/15/2004	12/21/2004
Ticket Number:	0000106979	12/09/2004	0		12/09/2004
Ticket Number:	0000107319	12/15/2004	7	12/22/2004	12/28/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		afinn	<b>6</b>		
<b>Maximum time to ticket resolution for</b>		afinn	<b>12</b>		
<b>Minimum time to ticket resolution for</b>		afinn	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>chriss</b>		<u>Total:</u> 27			
<b>Closed</b>		<u>Total:</u> 27			
Ticket Number:	0000106859	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106975	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000107159	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107285	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107197	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107354	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107290	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107186	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107151	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107153	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000106996	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000107523	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000107571	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107559	12/20/2004	1	12/21/2004	12/27/2004
Ticket Number:	0000107570	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107569	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107363	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000106520	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106524	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106612	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106763	12/06/2004	1	12/07/2004	12/13/2004
Ticket Number:	0000106809	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106801	12/07/2004	2	12/09/2004	12/15/2004
Ticket Number:	0000106660	12/05/2004	9	12/14/2004	12/20/2004
Ticket Number:	0000106622	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106595	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106516	12/02/2004	0	12/02/2004	12/08/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		chriss	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		chriss	<b>9</b>		
<b>Minimum time to ticket resolution for</b>		chriss	<b>0</b>		
<hr/>		<hr/>		<hr/>	

**OIT Business Systems: P**

**haddaway**

Total: **18**

**Closed**

Total: **18**

Ticket Number:	0000106896	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106654	12/05/2004	0	12/05/2004	12/13/2004
Ticket Number:	0000106626	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106412	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000107440	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107393	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107736	12/23/2004	0	12/23/2004	12/29/2004
Ticket Number:	0000107735	12/23/2004	0	12/23/2004	12/29/2004
Ticket Number:	0000107724	12/23/2004	0	12/23/2004	12/29/2004
Ticket Number:	0000107711	12/22/2004	1	12/23/2004	12/29/2004
Ticket Number:	0000107708	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107695	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107545	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000107396	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107409	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107128	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107337	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107500	12/20/2004	0	12/20/2004	12/27/2004

<b>Average time to ticket resolution for</b>	haddaway	<b>0</b>
<b>Maximum time to ticket resolution for</b>	haddaway	<b>1</b>
<b>Minimum time to ticket resolution for</b>	haddaway	<b>0</b>

**OIT Business Systems: P**

**jeremy**

Total: 45

**Closed**

Total: 45

Ticket Number:	0000106824	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000107216	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107192	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107135	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000107065	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107064	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107056	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107040	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107041	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107009	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000107329	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107328	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107327	12/15/2004	0	12/16/2004	12/21/2004
Ticket Number:	0000107323	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107322	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107304	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107217	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000106988	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106985	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000106943	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106872	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000106924	12/09/2004	12	12/21/2004	12/27/2004
Ticket Number:	0000107460	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107451	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107416	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107411	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000106560	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106465	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106478	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106713	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106800	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106798	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106792	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106790	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106759	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106758	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106755	12/06/2004	1	12/07/2004	12/13/2004
Ticket Number:	0000106742	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106632	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106564	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106554	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106475	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106410	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000107450	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107055	12/10/2004	0	12/10/2004	12/16/2004

<b>Average time to ticket resolution for</b>	jeremy	<b>0</b>
<b>Maximum time to ticket resolution for</b>	jeremy	<b>12</b>
<b>Minimum time to ticket resolution for</b>	jeremy	<b>0</b>

**OIT Business Systems: P**

**jgood**

Total: 8

**Closed**

Total: 8

Ticket Number:	0000106451	12/01/2004	1	12/02/2004	12/08/2004
Ticket Number:	0000106686	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000107281	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107607	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000106961	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106962	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106966	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000107250	12/14/2004	1	12/15/2004	12/21/2004

---

<b>Average time to ticket resolution for</b>	jgood	<b>0</b>
<b>Maximum time to ticket resolution for</b>	jgood	<b>1</b>
<b>Minimum time to ticket resolution for</b>	jgood	<b>0</b>

---

**jking**

Total: 15

**Closed**

Total: 15

Ticket Number:	0000106842	12/07/2004	3		12/10/2004
Ticket Number:	0000107001	12/09/2004	4	12/13/2004	12/20/2004
Ticket Number:	0000107308	12/15/2004	0	12/15/2004	12/21/2004
Ticket Number:	0000107554	12/20/2004	0		12/20/2004
Ticket Number:	0000107385	12/16/2004	0	12/16/2004	12/16/2004
Ticket Number:	0000107605	12/21/2004	0		12/21/2004
Ticket Number:	0000107509	12/20/2004	0		12/20/2004
Ticket Number:	0000107382	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107622	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000106673	12/06/2004	1	12/06/2004	12/13/2004
Ticket Number:	0000106677	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106726	12/06/2004	9	12/15/2004	12/21/2004
Ticket Number:	0000106740	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106730	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106793	12/07/2004	0	12/07/2004	12/13/2004

---

<b>Average time to ticket resolution for</b>	jking	<b>1</b>
<b>Maximum time to ticket resolution for</b>	jking	<b>9</b>
<b>Minimum time to ticket resolution for</b>	jking	<b>0</b>

---

**kirby**

Total: 8

**Closed**

Total: 8

Ticket Number:	0000106701	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106745	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000107743	12/23/2004	0	12/23/2004	12/29/2004
Ticket Number:	0000106846	12/08/2004	0	12/08/2004	12/13/2004
Ticket Number:	0000106960	12/09/2004	12	12/21/2004	12/27/2004
Ticket Number:	0000107024	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107345	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000106994	12/09/2004	0	12/09/2004	12/15/2004

---

<b>Average time to ticket resolution for</b>	kirby	<b>2</b>
<b>Maximum time to ticket resolution for</b>	kirby	<b>12</b>
<b>Minimum time to ticket resolution for</b>	kirby	<b>0</b>

---

**OIT Business Systems: P**

**ostrove**

Total: 4

**Closed**

Total: 4

Ticket Number:	0000106853	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000107410	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107558	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000106574	12/03/2004	0	12/03/2004	12/09/2004

<b>Average time to ticket resolution for</b>	ostrove	<b>0</b>
<b>Maximum time to ticket resolution for</b>	ostrove	<b>1</b>
<b>Minimum time to ticket resolution for</b>	ostrove	<b>0</b>

**psimon**

Total: 7

**Closed**

Total: 7

Ticket Number:	0000106688	12/06/2004	1		12/07/2004
Ticket Number:	0000106788	12/07/2004	0		12/07/2004
Ticket Number:	0000106691	12/06/2004	1		12/07/2004
Ticket Number:	0000106851	12/08/2004	1		12/09/2004
Ticket Number:	0000107180	12/14/2004	0		12/14/2004
Ticket Number:	0000107022	12/10/2004	4		12/14/2004
Ticket Number:	0000106937	12/09/2004	0		12/09/2004

<b>Average time to ticket resolution for</b>	psimon	<b>1</b>
<b>Maximum time to ticket resolution for</b>	psimon	<b>4</b>
<b>Minimum time to ticket resolution for</b>	psimon	<b>0</b>

**slong**

Total: 17

**Closed**

Total: 17

Ticket Number:	0000106831	12/07/2004	2	12/09/2004	12/15/2004
Ticket Number:	0000107349	12/16/2004	4	12/20/2004	12/27/2004
Ticket Number:	0000107242	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107218	12/14/2004	1	12/15/2004	12/21/2004
Ticket Number:	0000107212	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107115	12/13/2004	1	12/14/2004	12/20/2004
Ticket Number:	0000107002	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000106981	12/09/2004	14	12/23/2004	12/29/2004
Ticket Number:	0000106906	12/08/2004	7	12/15/2004	12/21/2004
Ticket Number:	0000106880	12/08/2004	1	12/09/2004	12/15/2004
Ticket Number:	0000107458	12/17/2004	6	12/23/2004	12/29/2004
Ticket Number:	0000107516	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000107560	12/20/2004	3	12/23/2004	12/29/2004
Ticket Number:	0000107700	12/22/2004	1	12/23/2004	12/29/2004
Ticket Number:	0000106461	12/01/2004	6	12/07/2004	12/13/2004
Ticket Number:	0000106860	12/08/2004	1	12/09/2004	12/15/2004
Ticket Number:	0000106743	12/06/2004	1	12/07/2004	12/13/2004

<b>Average time to ticket resolution for</b>	slong	<b>3</b>
<b>Maximum time to ticket resolution for</b>	slong	<b>14</b>
<b>Minimum time to ticket resolution for</b>	slong	<b>0</b>

**stephen**

Total: 2

**Closed**

Total: 2

Ticket Number:	0000106409	12/01/2004	2	12/03/2004	12/09/2004
Ticket Number:	0000106833	12/07/2004	2	12/09/2004	12/15/2004

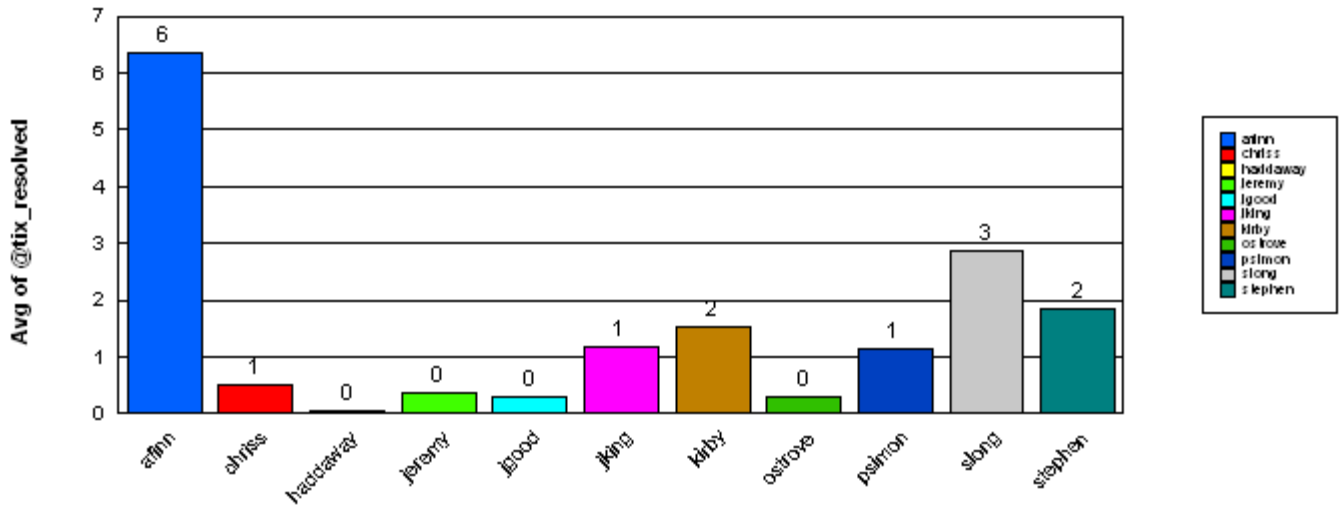
<b>Average time to ticket resolution for</b>	stephen	<b>2</b>
<b>Maximum time to ticket resolution for</b>	stephen	<b>2</b>
<b>Minimum time to ticket resolution for</b>	stephen	<b>2</b>

**OIT Business Systems: P**

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

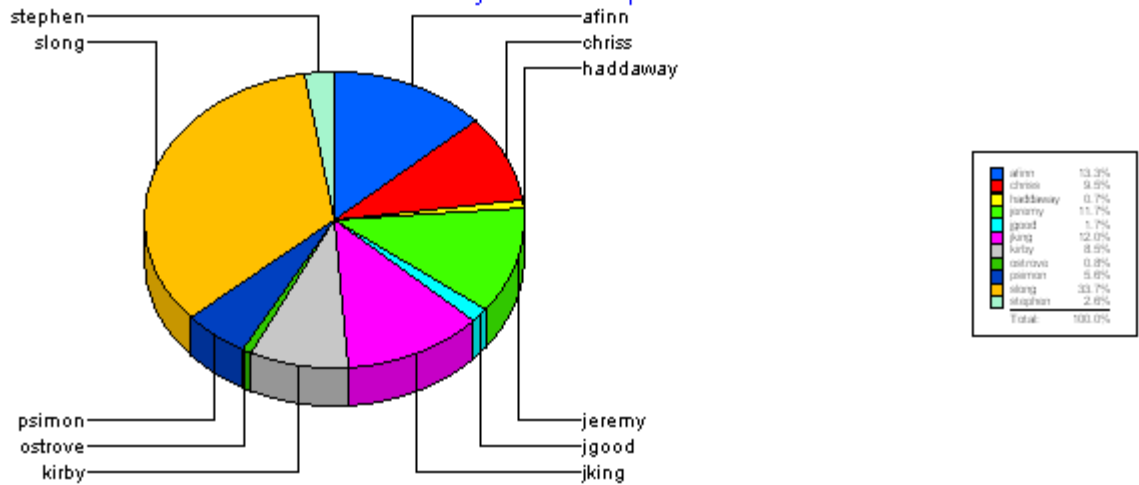
**Avg of Each Ticket Resolved**

For OIT Business Systems: PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT Business Systems: PeopleSoft



**Physical Networks**

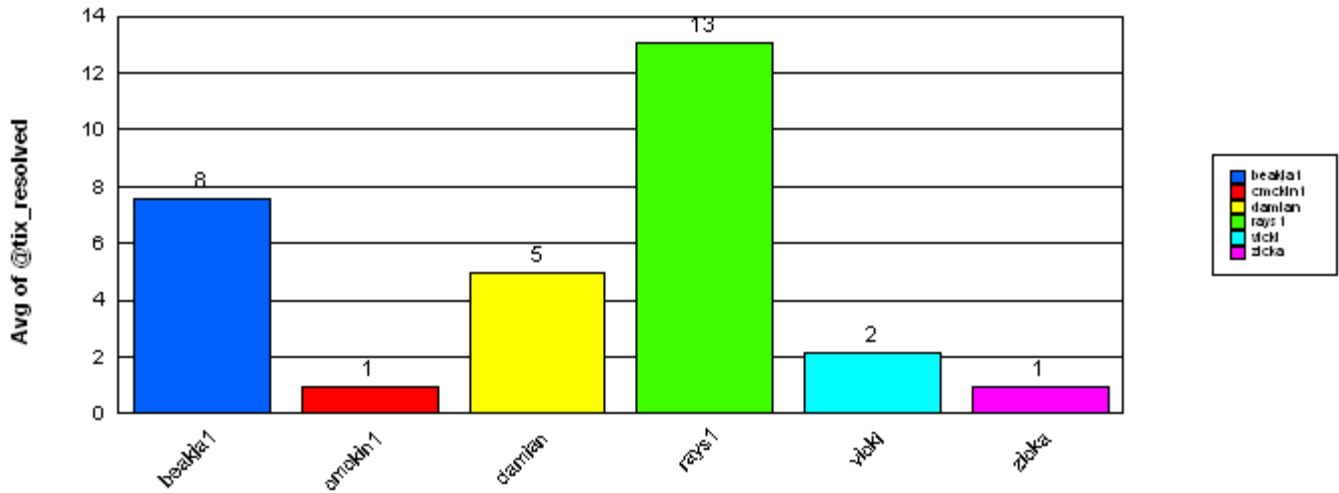
		<u>Total:</u>	<b>22</b>		
<b>beakja1</b>		<u>Total:</u>	<b>6</b>		
<b>Closed</b>		<u>Total:</u>	<b>6</b>		
Ticket Number:	0000106815	12/07/2004	6	12/13/2004	12/20/2004
Ticket Number:	0000107058	12/10/2004	7	12/17/2004	12/23/2004
Ticket Number:	0000106532	12/02/2004	5	12/07/2004	12/13/2004
Ticket Number:	0000106435	12/01/2004	6	12/07/2004	12/13/2004
Ticket Number:	0000106592	12/03/2004	14	12/17/2004	12/23/2004
Ticket Number:	0000106599	12/03/2004	7	12/10/2004	12/16/2004
-----					
<b>Average time to ticket resolution for</b>		beakja1	<b>8</b>		
<b>Maximum time to ticket resolution for</b>		beakja1	<b>14</b>		
<b>Minimum time to ticket resolution for</b>		beakja1	<b>5</b>		
<hr/>					
<b>cmckin1</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000107685	12/22/2004	1		12/23/2004
-----					
<b>Average time to ticket resolution for</b>		cmckin1	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		cmckin1	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		cmckin1	<b>1</b>		
<hr/>					
<b>damian</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000106662	12/05/2004	5	12/10/2004	12/16/2004
-----					
<b>Average time to ticket resolution for</b>		damian	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		damian	<b>5</b>		
<b>Minimum time to ticket resolution for</b>		damian	<b>5</b>		
<hr/>					
<b>rays1</b>		<u>Total:</u>	<b>2</b>		
<b>Resolved</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000107705	12/22/2004	12	01/03/2005	
Ticket Number:	0000107510	12/20/2004	14	01/03/2005	
-----					
<b>Average time to ticket resolution for</b>		rays1	<b>13</b>		
<b>Maximum time to ticket resolution for</b>		rays1	<b>14</b>		
<b>Minimum time to ticket resolution for</b>		rays1	<b>12</b>		
<hr/>					
<b>vicki</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000106569	12/02/2004	5	12/07/2004	12/13/2004
Ticket Number:	0000106765	12/06/2004	3	12/09/2004	12/15/2004
Ticket Number:	0000106933	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000107168	12/13/2004	1	12/14/2004	12/20/2004
-----					
<b>Average time to ticket resolution for</b>		vicki	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		vicki	<b>5</b>		
<b>Minimum time to ticket resolution for</b>		vicki	<b>0</b>		
<hr/>					
<b>zicka</b>		<u>Total:</u>	<b>8</b>		
<b>Closed</b>		<u>Total:</u>	<b>8</b>		
Ticket Number:	0000106998	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000107193	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107367	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107415	12/16/2004	1		12/17/2004
Ticket Number:	0000107436	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000106423	12/01/2004	1	12/02/2004	12/06/2004
Ticket Number:	0000106887	12/08/2004	2	12/10/2004	12/16/2004
Ticket Number:	0000106469	12/01/2004	2	12/03/2004	12/09/2004
-----					
<b>Average time to ticket resolution for</b>		zicka	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		zicka	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		zicka	<b>0</b>		

**Physical Networks**

Average time to ticket resolution for	Physical Networ	4
Maximum time to ticket resolution for	Physical Networ	14
Minimum time to ticket resolution for	Physical Networ	0

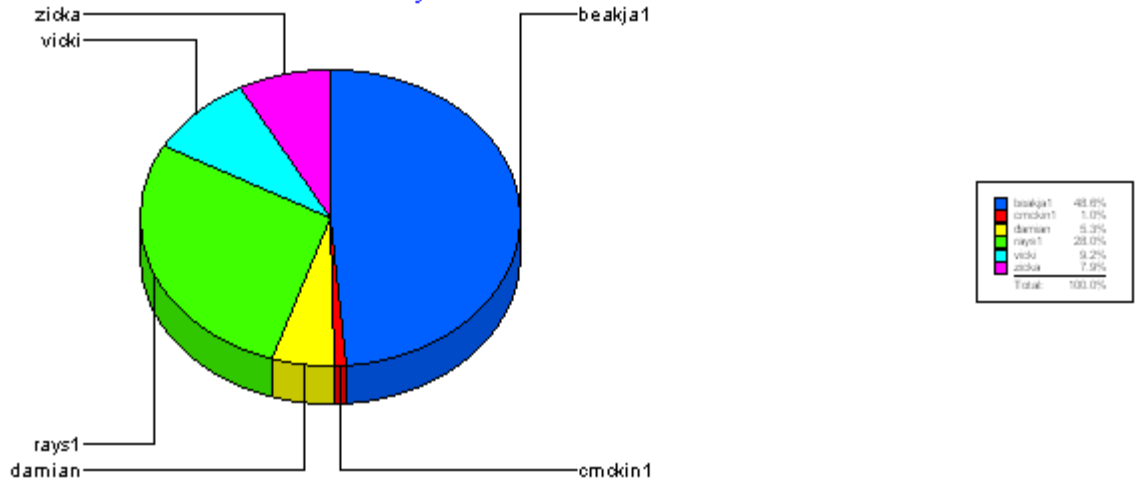
**Avg of Each Ticket Resolved**

For Physical Networks



**Percentage of Sum of Tickets Resolved**

For Physical Networks



**Security**

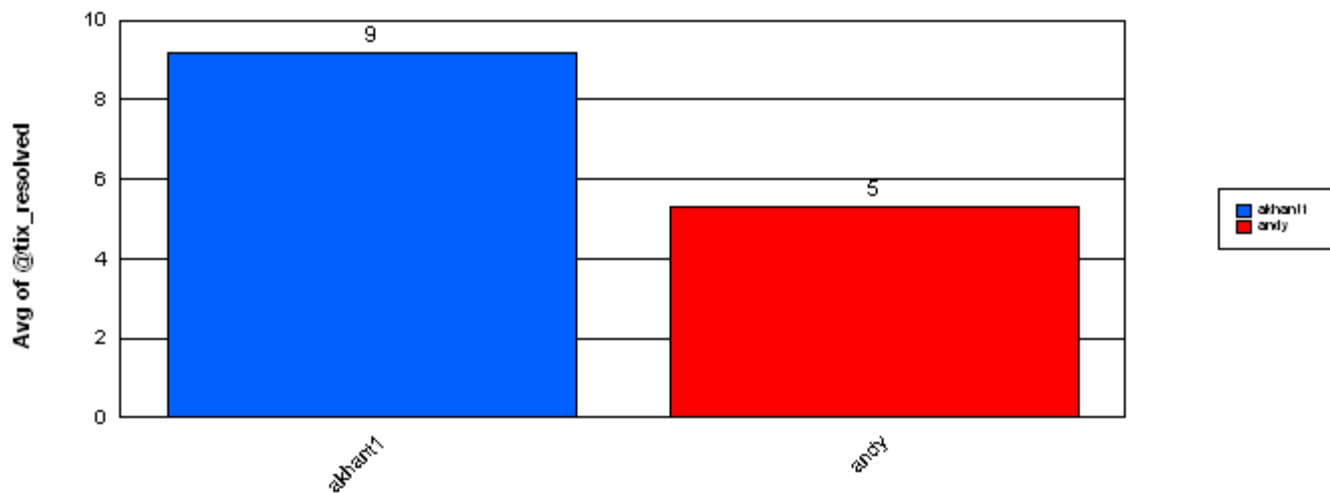
		<u>Total:</u>	<b>5</b>		
<b>akhant1</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000107481	12/18/2004	16		01/03/2005
Ticket Number:	0000107091	12/12/2004	1		12/13/2004
Ticket Number:	0000107335	12/16/2004	18		01/03/2005
Ticket Number:	0000107107	12/12/2004	1	12/13/2004	12/20/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		akhant1	<b>9</b>		
<b>Maximum time to ticket resolution for</b>		akhant1	<b>18</b>		
<b>Minimum time to ticket resolution for</b>		akhant1	<b>1</b>		
-----		-----	-----		
<b>andy</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000106421	12/01/2004	5	12/06/2004	12/13/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		andy	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		andy	<b>5</b>		
<b>Minimum time to ticket resolution for</b>		andy	<b>5</b>		
-----		-----	-----		

**Security**

Average time to ticket resolution for	Security	8
Maximum time to ticket resolution for	Security	18
Minimum time to ticket resolution for	Security	1

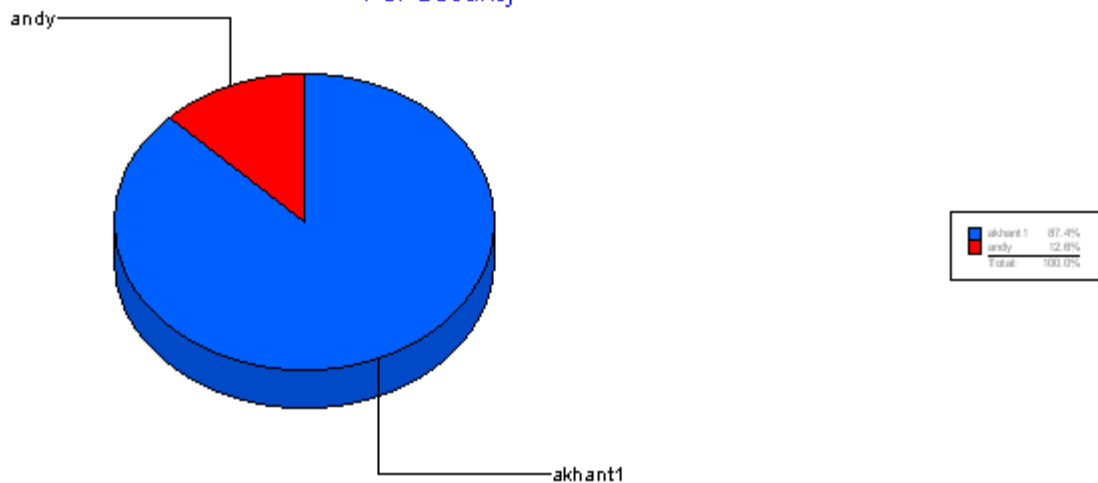
### Avg of Each Ticket Resolved

For Security



### Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total:	115		
<b>banz</b>		<u>Total:</u>	2		
<b>Closed</b>		<u>Total:</u>	2		
Ticket Number:	0000106563	12/02/2004	0	12/02/2004	12/03/2004
Ticket Number:	0000106916	12/08/2004	0		12/09/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		banz	0		
<b>Maximum time to ticket resolution for</b>		banz	0		
<b>Minimum time to ticket resolution for</b>		banz	0		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
<b>daleg</b>		<u>Total:</u>	26		
<b>Resolved</b>		<u>Total:</u>	1		
Ticket Number:	0000107803	12/30/2004	0	12/30/2004	
<b>Closed</b>		<u>Total:</u>	25		
Ticket Number:	0000106659	12/05/2004	1		12/06/2004
Ticket Number:	0000106776	12/07/2004	2	12/09/2004	12/15/2004
Ticket Number:	0000106668	12/06/2004	0		12/06/2004
Ticket Number:	0000106672	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106878	12/08/2004	0	12/08/2004	12/14/2004
Ticket Number:	0000107777	12/28/2004	2		12/30/2004
Ticket Number:	0000106901	12/08/2004	0		12/08/2004
Ticket Number:	0000107099	12/12/2004	2	12/14/2004	12/20/2004
Ticket Number:	0000107033	12/10/2004	0		12/10/2004
Ticket Number:	0000107005	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000107098	12/12/2004	9		12/21/2004
Ticket Number:	0000106969	12/09/2004	1	12/10/2004	12/16/2004
Ticket Number:	0000106957	12/09/2004	12	12/21/2004	12/27/2004
Ticket Number:	0000106945	12/09/2004	0		12/09/2004
Ticket Number:	0000106909	12/08/2004	1	12/09/2004	12/15/2004
Ticket Number:	0000107611	12/21/2004	0	12/21/2004	12/27/2004
Ticket Number:	0000107679	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107723	12/23/2004	0	12/23/2004	12/29/2004
Ticket Number:	0000107770	12/27/2004	0	12/27/2004	01/03/2005
Ticket Number:	0000107802	12/30/2004	1		12/30/2004
Ticket Number:	0000107811	12/30/2004	0		12/30/2004
Ticket Number:	0000107807	12/30/2004	0		12/30/2004
Ticket Number:	0000107772	12/27/2004	3		12/30/2004
Ticket Number:	0000107759	12/25/2004	2		12/27/2004
Ticket Number:	0000107721	12/23/2004	0	12/23/2004	12/29/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		daleg	1		
<b>Maximum time to ticket resolution for</b>		daleg	12		
<b>Minimum time to ticket resolution for</b>		daleg	0		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
<b>jcgriego</b>		<u>Total:</u>	9		
<b>Closed</b>		<u>Total:</u>	9		
Ticket Number:	0000106827	12/07/2004	9		12/16/2004
Ticket Number:	0000106856	12/08/2004	14	12/22/2004	12/28/2004
Ticket Number:	0000107007	12/09/2004	1		12/10/2004
Ticket Number:	0000107230	12/14/2004	8	12/22/2004	12/28/2004
Ticket Number:	0000107085	12/11/2004	11	12/22/2004	12/28/2004
Ticket Number:	0000106989	12/09/2004	13	12/22/2004	12/28/2004
Ticket Number:	0000106479	12/01/2004	9	12/10/2004	12/16/2004
Ticket Number:	0000107164	12/13/2004	3	12/16/2004	12/20/2004
Ticket Number:	0000107255	12/14/2004	7	12/22/2004	12/28/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		jcgriego	8		
<b>Maximum time to ticket resolution for</b>		jcgriego	14		
<b>Minimum time to ticket resolution for</b>		jcgriego	1		

**SysCore**

**sbrown7**

**Resolved**

Total: 78

Total: 2

Ticket Number: 0000107414

12/16/2004

18

01/03/2005

Ticket Number: 0000107547

12/20/2004

14

01/03/2005

**SysCore**

	<b>Closed</b>	<b>Total:</b>	<b>76</b>		
Ticket Number:	0000106779	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106411	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106408	12/01/2004	0		12/01/2004
Ticket Number:	0000106844	12/08/2004	1		12/08/2004
Ticket Number:	0000106802	12/07/2004	0	12/07/2004	12/13/2004
Ticket Number:	0000106754	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106753	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106747	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106731	12/06/2004	1	12/07/2004	12/13/2004
Ticket Number:	0000106733	12/06/2004	0	12/06/2004	12/13/2004
Ticket Number:	0000106727	12/06/2004	1	12/07/2004	12/13/2004
Ticket Number:	0000106724	12/06/2004	0		12/06/2004
Ticket Number:	0000107232	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107163	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000106664	12/05/2004	1		12/06/2004
Ticket Number:	0000106585	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106584	12/03/2004	3	12/06/2004	12/13/2004
Ticket Number:	0000106579	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106537	12/02/2004	0		12/02/2004
Ticket Number:	0000106534	12/02/2004	0		12/02/2004
Ticket Number:	0000106519	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106514	12/02/2004	0	12/02/2004	12/08/2004
Ticket Number:	0000106506	12/02/2004	0		12/02/2004
Ticket Number:	0000106474	12/01/2004	0		12/01/2004
Ticket Number:	0000106621	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106619	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106466	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106454	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106447	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106444	12/01/2004	0		12/01/2004
Ticket Number:	0000106430	12/01/2004	0		12/01/2004
Ticket Number:	0000106448	12/01/2004	0	12/01/2004	12/07/2004
Ticket Number:	0000106601	12/03/2004	0	12/03/2004	12/09/2004
Ticket Number:	0000106406	12/01/2004	0		12/01/2004
Ticket Number:	0000106407	12/01/2004	0		12/01/2004
Ticket Number:	0000106820	12/07/2004	1	12/08/2004	12/14/2004
Ticket Number:	0000106973	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000107300	12/15/2004	1	12/16/2004	12/22/2004
Ticket Number:	0000107253	12/14/2004	2	12/16/2004	12/22/2004
Ticket Number:	0000107461	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107241	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107226	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107225	12/14/2004	0		12/14/2004
Ticket Number:	0000107187	12/14/2004	0	12/14/2004	12/20/2004
Ticket Number:	0000107169	12/13/2004	1	12/14/2004	12/20/2004
Ticket Number:	0000107139	12/13/2004	0		12/13/2004
Ticket Number:	0000107311	12/15/2004	1	12/16/2004	12/22/2004
Ticket Number:	0000107103	12/12/2004	1	12/13/2004	12/20/2004
Ticket Number:	0000107080	12/11/2004	2	12/13/2004	12/20/2004
Ticket Number:	0000107051	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000107026	12/10/2004	0	12/10/2004	12/16/2004
Ticket Number:	0000106964	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106939	12/09/2004	0		12/09/2004

**SysCore**

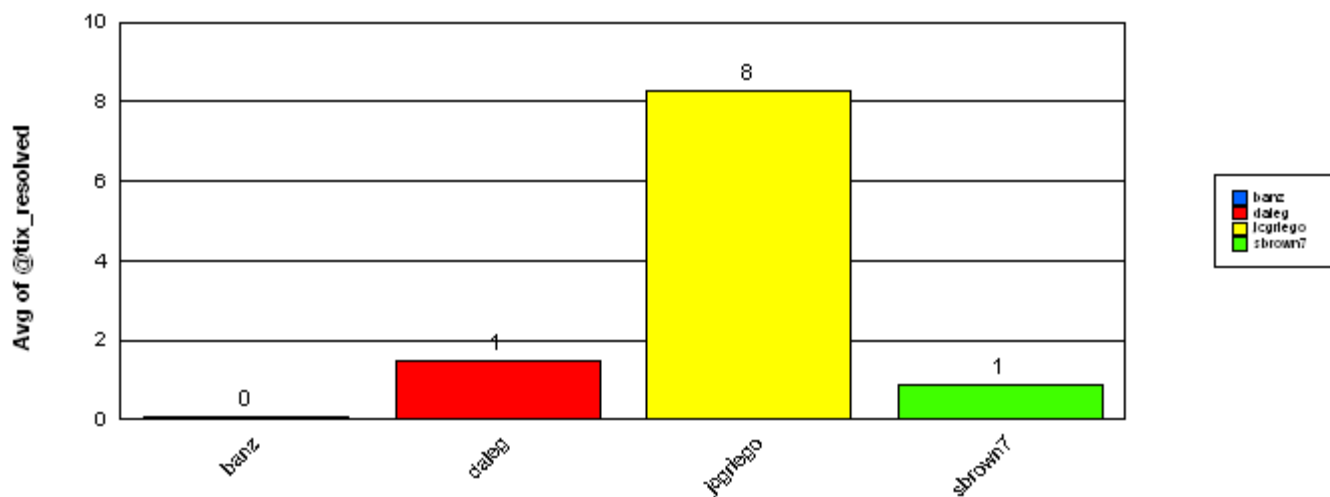
Ticket Number:	0000106967	12/09/2004	0	12/09/2004	12/15/2004
Ticket Number:	0000106843	12/07/2004	1		12/08/2004
Ticket Number:	0000107143	12/13/2004	0	12/13/2004	12/20/2004
Ticket Number:	0000106825	12/07/2004	1	12/08/2004	12/14/2004
Ticket Number:	0000107357	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107376	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107424	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107452	12/17/2004	0		12/17/2004
Ticket Number:	0000107680	12/22/2004	0	12/22/2004	12/28/2004
Ticket Number:	0000107553	12/20/2004	1		12/21/2004
Ticket Number:	0000107550	12/20/2004	0	12/20/2004	12/27/2004
Ticket Number:	0000107551	12/20/2004	1	12/21/2004	12/27/2004
Ticket Number:	0000107514	12/20/2004	2	12/22/2004	12/23/2004
Ticket Number:	0000107474	12/17/2004	3	12/20/2004	12/27/2004
Ticket Number:	0000107473	12/17/2004	3	12/20/2004	12/20/2004
Ticket Number:	0000107466	12/17/2004	0	12/17/2004	12/23/2004
Ticket Number:	0000107427	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107707	12/22/2004	0		12/22/2004
Ticket Number:	0000107418	12/16/2004	1	12/17/2004	12/23/2004
Ticket Number:	0000107404	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107397	12/16/2004	0	12/16/2004	12/22/2004
Ticket Number:	0000107368	12/16/2004	0		12/16/2004
Ticket Number:	0000107374	12/16/2004	0	12/16/2004	12/22/2004
-----			-----		
<b>Average time to ticket resolution for</b>	sbrown7		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	sbrown7		<b>18</b>		
<b>Minimum time to ticket resolution for</b>	sbrown7		<b>0</b>		

### SysCore

Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	18
Minimum time to ticket resolution for	SysCore	0

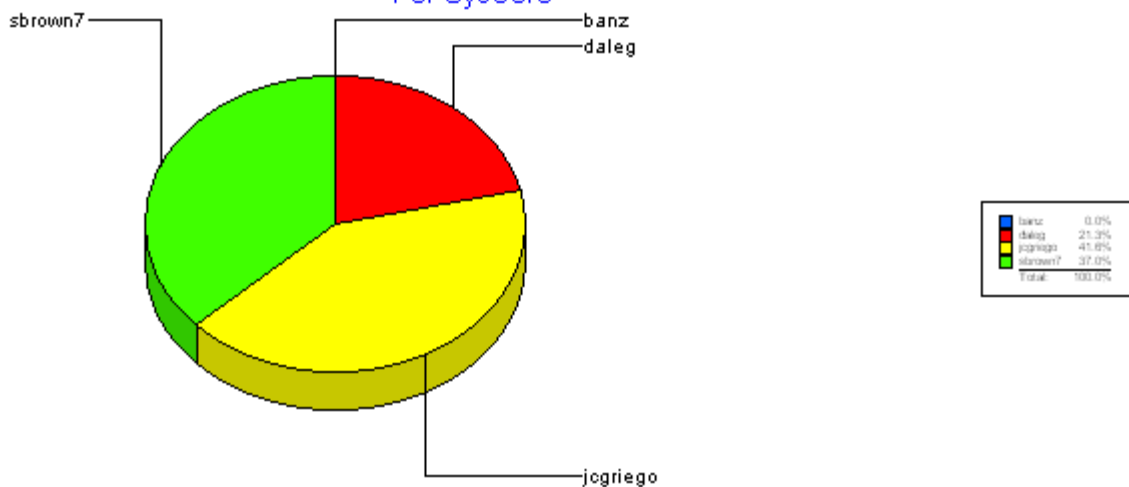
## Avg of Each Ticket Resolved

For SysCore



## Percentage of Sum of Tickets Resolved

For SysCore



SysDept

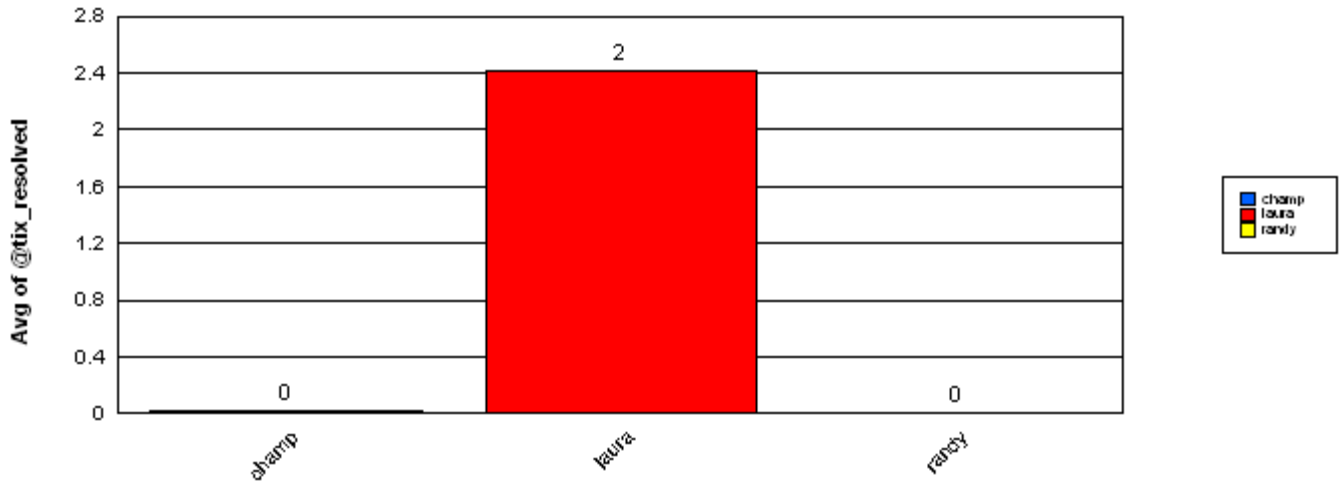
		Total:	18		
<b>champ</b>		<u>Total:</u>	<b>6</b>		
<b>Closed</b>		<u>Total:</u>	<b>6</b>		
Ticket Number:	0000106418	12/01/2004	0		12/01/2004
Ticket Number:	0000106424	12/01/2004	0		12/01/2004
Ticket Number:	0000106417	12/01/2004	0		12/01/2004
Ticket Number:	0000106434	12/01/2004	0		12/01/2004
Ticket Number:	0000106439	12/01/2004	0		12/01/2004
Ticket Number:	0000106415	12/01/2004	0		12/01/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		champ	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		champ	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		champ	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	
<b>laura</b>		<u>Total:</u>	<b>11</b>		
<b>Closed</b>		<u>Total:</u>	<b>11</b>		
Ticket Number:	0000106543	12/02/2004	0		12/02/2004
Ticket Number:	0000106663	12/05/2004	1		12/06/2004
Ticket Number:	0000106958	12/09/2004	6	12/15/2004	12/21/2004
Ticket Number:	0000107237	12/14/2004	2		12/16/2004
Ticket Number:	0000107249	12/14/2004	1		12/15/2004
Ticket Number:	0000107109	12/13/2004	3		12/16/2004
Ticket Number:	0000107082	12/11/2004	2		12/13/2004
Ticket Number:	0000107113	12/13/2004	0		12/13/2004
Ticket Number:	0000107762	12/25/2004	9		01/03/2005
Ticket Number:	0000107814	12/31/2004	3		01/03/2005
Ticket Number:	0000107489	12/18/2004	2		12/20/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		laura	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		laura	<b>9</b>		
<b>Minimum time to ticket resolution for</b>		laura	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	
<b>randy</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000106476	12/01/2004	0	12/01/2004	12/07/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		randy	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		randy	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		randy	<b>0</b>		

SysDept

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

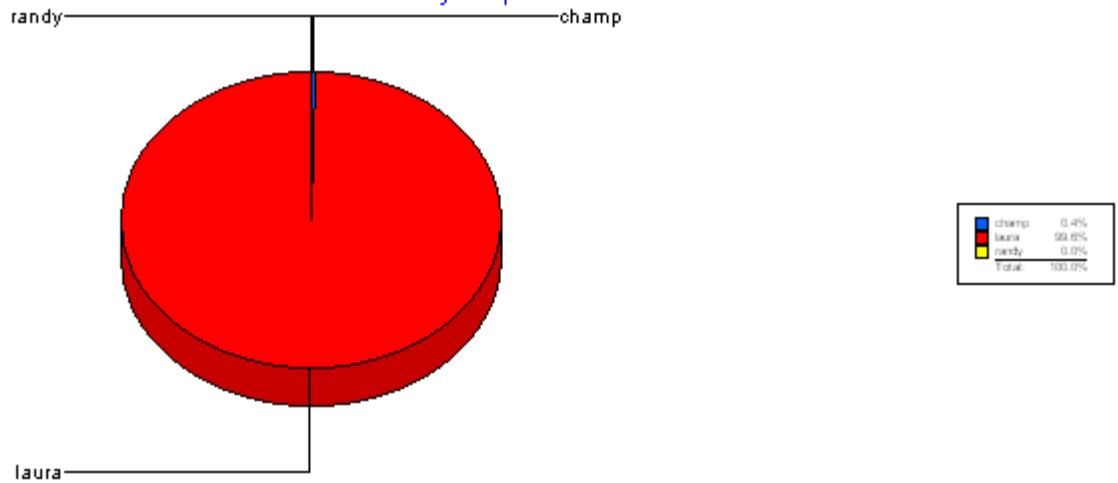
### Avg of Each Ticket Resolved

For SysDept



### Percentage of Sum of Tickets Resolved

For SysDept



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Total Remedy Tickets Created and Resolved/Closed Between: 12/01/2004 and 12/31/2004 : 1137

Total Remedy Tickets Created between: 12/01/2004 and 12/31/2004 : 1137

Maximum time to resolution	33
Minimum time to resolution	0
Total Average time to ticket resolution	1.84