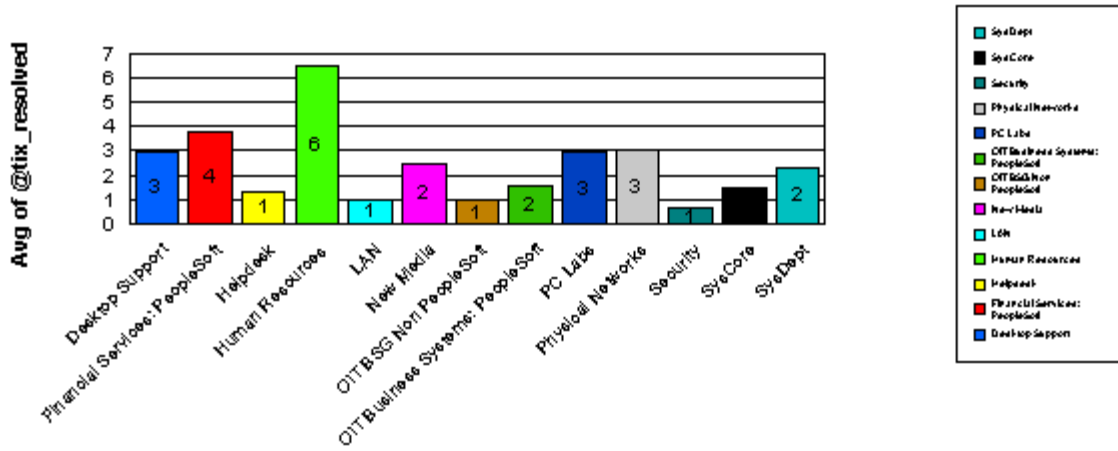


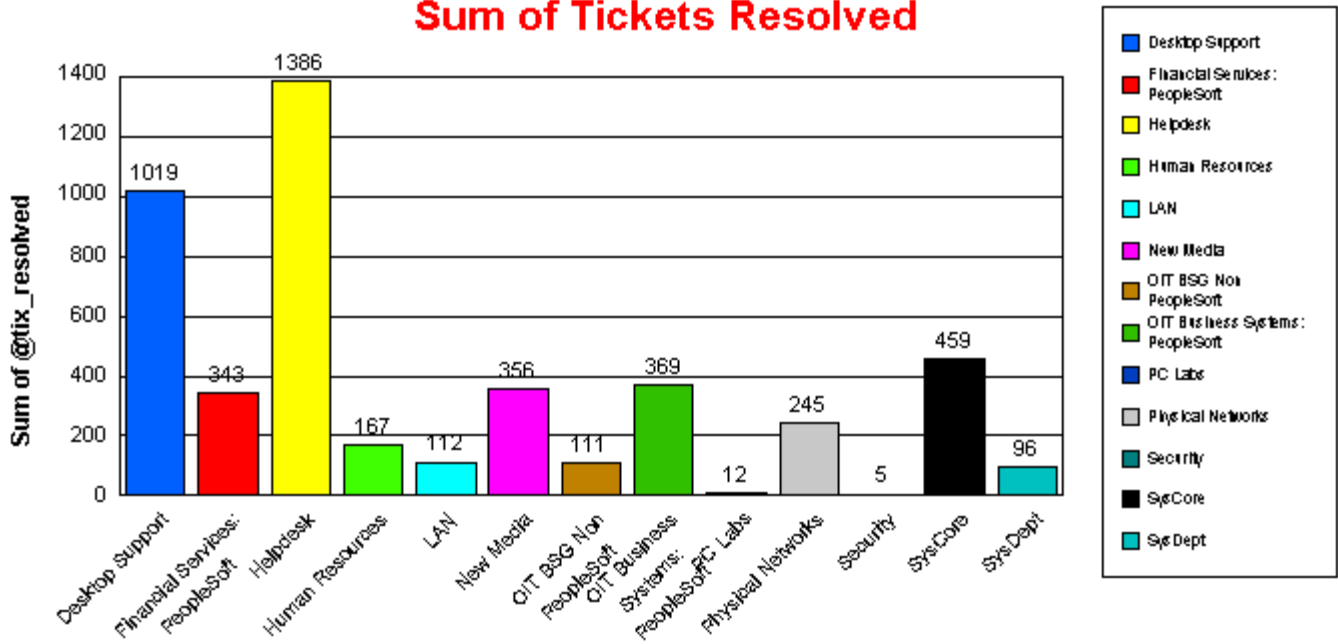
Average Length to Resolution

Ticket Created Between February 01, 2004 to February 29, 2004

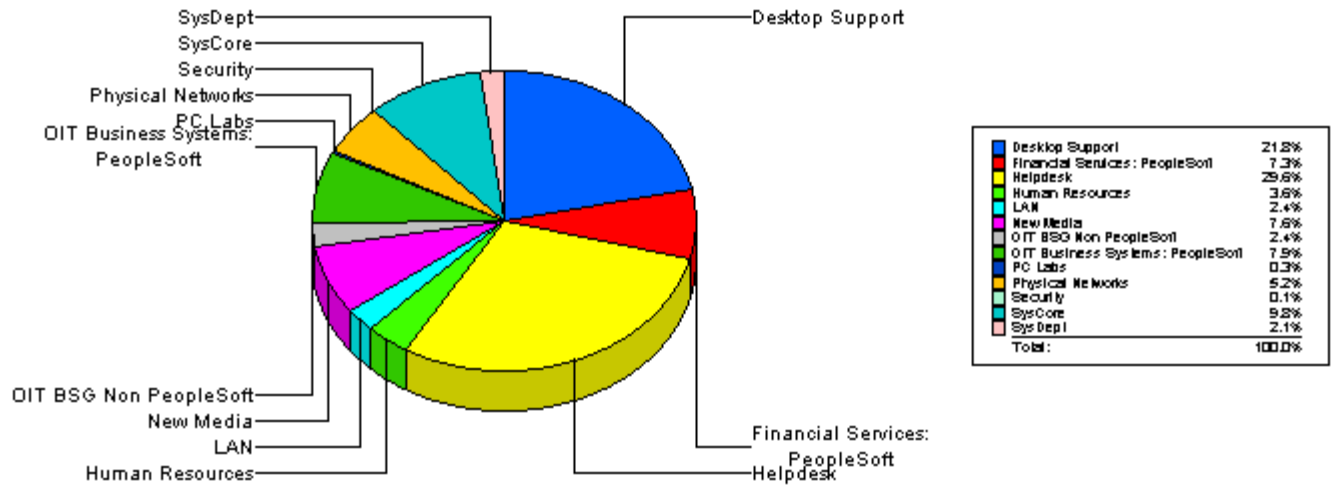
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Desktop Support

		<u>Total:</u>	344		
Desktop		<u>Total:</u>	18		
Closed		<u>Total:</u>	18		
Ticket Number:	0000084619	02/24/2004	0		02/24/2004
Ticket Number:	0000084622	02/24/2004	0		02/24/2004
Ticket Number:	0000084633	02/24/2004	0		02/24/2004
Ticket Number:	0000084792	02/25/2004	0		02/25/2004
Ticket Number:	0000084628	02/24/2004	0		02/24/2004
Ticket Number:	0000083432	02/12/2004	0		02/12/2004
Ticket Number:	0000083433	02/12/2004	0		02/12/2004
Ticket Number:	0000083437	02/12/2004	0		02/12/2004
Ticket Number:	0000083840	02/17/2004	0		02/17/2004
Ticket Number:	0000083477	02/12/2004	0		02/12/2004
Ticket Number:	0000083841	02/17/2004	0		02/17/2004
Ticket Number:	0000084499	02/23/2004	0		02/23/2004
Ticket Number:	0000084598	02/24/2004	0		02/24/2004
Ticket Number:	0000084601	02/24/2004	0		02/24/2004
Ticket Number:	0000083200	02/10/2004	0		02/10/2004
Ticket Number:	0000082781	02/05/2004	0		02/05/2004
Ticket Number:	0000083301	02/11/2004	0		02/11/2004
Ticket Number:	0000083334	02/11/2004	0		02/11/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		Desktop	0		
Maximum time to ticket resolution for		Desktop	0		
Minimum time to ticket resolution for		Desktop	0		
HD:PPP		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000085106	02/29/2004	0		02/29/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		HD:PPP	0		
Maximum time to ticket resolution for		HD:PPP	0		
Minimum time to ticket resolution for		HD:PPP	0		
afort1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000082316	02/02/2004	2	02/04/2004	02/10/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		afort1	2		
Maximum time to ticket resolution for		afort1	2		
Minimum time to ticket resolution for		afort1	2		
chrism		<u>Total:</u>	6		
Closed		<u>Total:</u>	6		
Ticket Number:	0000084862	02/26/2004	0		02/26/2004
Ticket Number:	0000084863	02/26/2004	0		02/26/2004
Ticket Number:	0000084923	02/26/2004	0		02/26/2004
Ticket Number:	0000082889	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083067	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000082598	02/04/2004	0	02/04/2004	02/10/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		chrism	0		
Maximum time to ticket resolution for		chrism	1		
Minimum time to ticket resolution for		chrism	0		

Desktop Support

edortiz

Resolved

Total: **89**

Total: **12**

Ticket Number:	0000084769	02/25/2004	1	02/26/2004
Ticket Number:	0000083726	02/16/2004	10	02/26/2004
Ticket Number:	0000084113	02/19/2004	7	02/26/2004
Ticket Number:	0000084737	02/25/2004	1	02/26/2004
Ticket Number:	0000084638	02/24/2004	2	02/26/2004
Ticket Number:	0000084852	02/26/2004	1	02/27/2004
Ticket Number:	0000084860	02/26/2004	0	02/26/2004
Ticket Number:	0000084983	02/27/2004	0	02/27/2004
Ticket Number:	0000084882	02/26/2004	5	03/02/2004
Ticket Number:	0000084857	02/26/2004	0	02/26/2004
Ticket Number:	0000084777	02/25/2004	1	02/26/2004
Ticket Number:	0000083900	02/17/2004	14	03/02/2004

Desktop Support

	Closed	Total:	77		
Ticket Number:	0000082522	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082319	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082238	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082289	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082419	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082318	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082248	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082240	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000083944	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084010	02/18/2004	6	02/24/2004	03/01/2004
Ticket Number:	0000083960	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000083961	02/18/2004	5	02/23/2004	03/01/2004
Ticket Number:	0000083989	02/18/2004	5	02/23/2004	03/01/2004
Ticket Number:	0000084032	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084038	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084143	02/19/2004	5	02/24/2004	03/01/2004
Ticket Number:	0000084114	02/19/2004	4	02/23/2004	03/01/2004
Ticket Number:	0000083995	02/18/2004	5	02/23/2004	03/01/2004
Ticket Number:	0000084237	02/20/2004	5	02/25/2004	03/02/2004
Ticket Number:	0000084536	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084496	02/23/2004	1		02/24/2004
Ticket Number:	0000084437	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084734	02/25/2004	1	02/26/2004	03/02/2004
Ticket Number:	0000084432	02/23/2004	2	02/25/2004	03/02/2004
Ticket Number:	0000084253	02/20/2004	5		02/25/2004
Ticket Number:	0000083428	02/12/2004	6	02/18/2004	02/24/2004
Ticket Number:	0000083458	02/12/2004	7	02/19/2004	02/25/2004
Ticket Number:	0000083431	02/12/2004	5	02/17/2004	02/23/2004
Ticket Number:	0000083538	02/13/2004	5	02/18/2004	02/24/2004
Ticket Number:	0000083544	02/13/2004	10	02/23/2004	03/01/2004
Ticket Number:	0000083803	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083798	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083760	02/16/2004	3	02/19/2004	02/25/2004
Ticket Number:	0000083749	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083744	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083721	02/16/2004	2	02/18/2004	02/20/2004
Ticket Number:	0000083657	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083560	02/13/2004	5	02/18/2004	02/24/2004
Ticket Number:	0000083471	02/12/2004	5	02/17/2004	02/19/2004
Ticket Number:	0000083943	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000083930	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000083898	02/17/2004	6	02/23/2004	03/01/2004
Ticket Number:	0000082346	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082620	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082424	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082456	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082498	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082526	02/03/2004	7	02/10/2004	02/16/2004
Ticket Number:	0000082614	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082623	02/04/2004	7		02/11/2004
Ticket Number:	0000082860	02/06/2004	5	02/10/2004	02/16/2004
Ticket Number:	0000082803	02/05/2004	8	02/13/2004	02/19/2004
Ticket Number:	0000082793	02/05/2004	5	02/10/2004	02/16/2004

Desktop Support

Ticket Number:	0000082669	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082665	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082625	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082616	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082615	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082585	02/04/2004	6	02/10/2004	02/16/2004
Ticket Number:	0000082918	02/06/2004	4	02/10/2004	02/16/2004
Ticket Number:	0000083036	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083086	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083185	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083224	02/10/2004	3	02/13/2004	02/19/2004
Ticket Number:	0000083280	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083329	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083418	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083404	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083396	02/12/2004	11	02/23/2004	03/01/2004
Ticket Number:	0000083358	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083339	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083298	02/11/2004	6	02/17/2004	02/23/2004
Ticket Number:	0000083287	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083233	02/10/2004	2	02/12/2004	02/18/2004
Ticket Number:	0000083198	02/10/2004	2	02/12/2004	02/18/2004
Ticket Number:	0000083149	02/10/2004	3	02/13/2004	02/19/2004
Ticket Number:	0000083085	02/09/2004	1	02/10/2004	02/16/2004
-----			-----		
Average time to ticket resolution for	edortiz		3		
Maximum time to ticket resolution for	edortiz		14		
Minimum time to ticket resolution for	edortiz		0		

Desktop Support

josh

Resolved

Total: **61**

Total: **7**

Ticket Number:	0000083984	02/18/2004	9	02/27/2004
Ticket Number:	0000084427	02/23/2004	3	02/26/2004
Ticket Number:	0000084578	02/24/2004	3	02/27/2004
Ticket Number:	0000084982	02/27/2004	0	02/27/2004
Ticket Number:	0000084731	02/25/2004	2	02/27/2004
Ticket Number:	0000084919	02/26/2004	1	02/27/2004
Ticket Number:	0000084283	02/20/2004	7	02/27/2004

Desktop Support

	Closed	Total:	54		
Ticket Number:	0000082788	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000083824	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000082228	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082261	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082337	02/02/2004	3	02/05/2004	02/11/2004
Ticket Number:	0000082335	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082330	02/02/2004	3	02/05/2004	02/11/2004
Ticket Number:	0000082449	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082257	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082743	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000085036	02/27/2004	3		03/01/2004
Ticket Number:	0000083937	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084224	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000083543	02/13/2004	6	02/19/2004	02/25/2004
Ticket Number:	0000083756	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083948	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083903	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000083825	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083809	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083762	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000084246	02/20/2004	4	02/24/2004	03/01/2004
Ticket Number:	0000084554	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084569	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084568	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084567	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084566	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084564	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084562	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084561	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084560	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084558	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084607	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084571	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084553	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084358	02/22/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084424	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000082906	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000082926	02/06/2004	4	02/10/2004	02/16/2004
Ticket Number:	0000083092	02/09/2004	1	02/10/2004	02/10/2004
Ticket Number:	0000083412	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083391	02/12/2004	7	02/19/2004	02/25/2004
Ticket Number:	0000083357	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083297	02/11/2004	7	02/18/2004	02/24/2004
Ticket Number:	0000083294	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083291	02/11/2004	7	02/18/2004	02/24/2004
Ticket Number:	0000083180	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083204	02/10/2004	9	02/19/2004	02/25/2004
Ticket Number:	0000083145	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000082916	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000082392	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082517	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082564	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082603	02/04/2004	1	02/05/2004	02/11/2004

Desktop Support

Ticket Number: 0000082583	02/04/2004	1	02/05/2004	02/11/2004

Average time to ticket resolution for	josh	2		
Maximum time to ticket resolution for	josh	9		
Minimum time to ticket resolution for	josh	0		
<hr/>				
kirkley1	<u>Total:</u>	6		
Closed	<u>Total:</u>	6		
Ticket Number: 0000082784	02/05/2004	4		02/09/2004
Ticket Number: 0000082996	02/08/2004	1		02/09/2004
Ticket Number: 0000083963	02/18/2004	5		02/23/2004
Ticket Number: 0000083459	02/12/2004	4		02/16/2004
Ticket Number: 0000083590	02/14/2004	2		02/16/2004
Ticket Number: 0000082198	02/01/2004	1	02/02/2004	02/09/2004

Average time to ticket resolution for	kirkley1	3		
Maximum time to ticket resolution for	kirkley1	5		
Minimum time to ticket resolution for	kirkley1	1		
<hr/>				

Desktop Support

lasuk

Total: **55**

Resolved

Total: **10**

Ticket Number:	0000084156	02/19/2004	11	03/01/2004
Ticket Number:	0000084851	02/26/2004	1	02/27/2004
Ticket Number:	0000084904	02/26/2004	0	02/26/2004
Ticket Number:	0000084913	02/26/2004	1	02/27/2004
Ticket Number:	0000084975	02/27/2004	0	02/27/2004
Ticket Number:	0000085111	02/29/2004	1	03/01/2004
Ticket Number:	0000084947	02/26/2004	1	02/27/2004
Ticket Number:	0000084905	02/26/2004	1	02/27/2004
Ticket Number:	0000084867	02/26/2004	4	03/01/2004
Ticket Number:	0000084528	02/23/2004	4	02/27/2004

Desktop Support

	Closed	Total:	45		
Ticket Number:	0000083423	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000082313	02/02/2004	10	02/12/2004	02/18/2004
Ticket Number:	0000082315	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082181	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082250	02/02/2004	4	02/06/2004	02/12/2004
Ticket Number:	0000084760	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084967	02/26/2004	1		02/27/2004
Ticket Number:	0000083530	02/13/2004	4	02/17/2004	02/23/2004
Ticket Number:	0000084751	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083838	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083627	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000084225	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000083435	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083558	02/13/2004	6	02/20/2004	02/25/2004
Ticket Number:	0000084049	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084179	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084314	02/20/2004	0	02/21/2004	02/26/2004
Ticket Number:	0000084317	02/20/2004	0	02/21/2004	02/26/2004
Ticket Number:	0000084527	02/23/2004	2	02/25/2004	03/02/2004
Ticket Number:	0000084518	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084452	02/23/2004	2	02/25/2004	03/02/2004
Ticket Number:	0000084318	02/20/2004	0	02/21/2004	02/26/2004
Ticket Number:	0000084315	02/20/2004	0	02/21/2004	02/26/2004
Ticket Number:	0000084271	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084262	02/20/2004	1	02/21/2004	02/27/2004
Ticket Number:	0000084757	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084188	02/20/2004	5	02/25/2004	03/02/2004
Ticket Number:	0000084160	02/19/2004	6	02/25/2004	03/02/2004
Ticket Number:	0000084166	02/19/2004	6	02/25/2004	03/02/2004
Ticket Number:	0000082938	02/06/2004	15	02/21/2004	02/27/2004
Ticket Number:	0000083410	02/12/2004	8	02/20/2004	02/25/2004
Ticket Number:	0000083352	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083345	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083333	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083324	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083321	02/11/2004	9	02/20/2004	02/26/2004
Ticket Number:	0000083220	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083174	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083020	02/09/2004	3	02/12/2004	02/18/2004
Ticket Number:	0000083097	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000082345	02/02/2004	3	02/05/2004	02/11/2004
Ticket Number:	0000082464	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082787	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082640	02/04/2004	6	02/10/2004	02/16/2004
Ticket Number:	0000082523	02/03/2004	2	02/06/2004	02/11/2004
Average time to ticket resolution for			lasuk	2	
Maximum time to ticket resolution for			lasuk	15	
Minimum time to ticket resolution for			lasuk	0	

Desktop Support

mhartm1

Total: 16**Resolved**Total: 1

Ticket Number: 0000085071 02/28/2004 2 03/01/2004

ClosedTotal: 15

Ticket Number:	0000084643	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084644	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000083951	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084434	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084108	02/19/2004	5	02/24/2004	03/01/2004
Ticket Number:	0000083552	02/13/2004	4	02/17/2004	02/23/2004
Ticket Number:	0000083567	02/13/2004	7	02/20/2004	02/26/2004
Ticket Number:	0000084035	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000083953	02/18/2004	6	02/24/2004	03/01/2004
Ticket Number:	0000083101	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000082581	02/04/2004	5	02/09/2004	02/16/2004
Ticket Number:	0000082790	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082993	02/08/2004	7	02/15/2004	02/16/2004
Ticket Number:	0000083002	02/08/2004	2	02/10/2004	02/16/2004
Ticket Number:	0000082998	02/08/2004	1	02/09/2004	02/16/2004

Average time to ticket resolution for

mhartm1 3

Maximum time to ticket resolution for

mhartm1 7

Minimum time to ticket resolution formhartm1 0

Desktop Support

omarn

Total: 91**Resolved**Total: 22

Ticket Number:	0000083826	02/17/2004	9	02/26/2004
Ticket Number:	0000083791	02/17/2004	10	02/27/2004
Ticket Number:	0000084119	02/19/2004	8	02/27/2004
Ticket Number:	0000085033	02/27/2004	4	03/02/2004
Ticket Number:	0000084937	02/26/2004	5	03/02/2004
Ticket Number:	0000084921	02/26/2004	5	03/02/2004
Ticket Number:	0000084873	02/26/2004	5	03/02/2004
Ticket Number:	0000084854	02/26/2004	5	03/02/2004
Ticket Number:	0000084656	02/24/2004	3	02/27/2004
Ticket Number:	0000084642	02/24/2004	7	03/02/2004
Ticket Number:	0000084736	02/25/2004	6	03/02/2004
Ticket Number:	0000084570	02/24/2004	3	02/27/2004
Ticket Number:	0000084880	02/26/2004	5	03/02/2004
Ticket Number:	0000084500	02/23/2004	3	02/26/2004
Ticket Number:	0000084464	02/23/2004	3	02/26/2004
Ticket Number:	0000084439	02/23/2004	8	03/02/2004
Ticket Number:	0000084847	02/26/2004	5	03/02/2004
Ticket Number:	0000084784	02/25/2004	6	03/02/2004
Ticket Number:	0000084292	02/20/2004	6	02/26/2004
Ticket Number:	0000084264	02/20/2004	11	03/02/2004
Ticket Number:	0000084171	02/19/2004	8	02/27/2004
Ticket Number:	0000083699	02/16/2004	10	02/26/2004

Desktop Support

	<u>Closed</u>	<u>Total:</u>	69		
Ticket Number:	0000082420	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082227	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082253	02/02/2004	8	02/10/2004	02/16/2004
Ticket Number:	0000082230	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082338	02/02/2004	3	02/05/2004	02/11/2004
Ticket Number:	0000084627	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000083430	02/12/2004	6	02/18/2004	02/24/2004
Ticket Number:	0000083901	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000083888	02/17/2004	6	02/23/2004	03/01/2004
Ticket Number:	0000083738	02/16/2004	4	02/20/2004	02/26/2004
Ticket Number:	0000083680	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083659	02/16/2004	7	02/23/2004	03/01/2004
Ticket Number:	0000083717	02/16/2004	1	02/17/2004	02/23/2004
Ticket Number:	0000083647	02/16/2004	1	02/17/2004	02/23/2004
Ticket Number:	0000083561	02/13/2004	4	02/17/2004	02/23/2004
Ticket Number:	0000083556	02/13/2004	10	02/23/2004	03/01/2004
Ticket Number:	0000083537	02/13/2004	7	02/20/2004	02/26/2004
Ticket Number:	0000083650	02/16/2004	1	02/17/2004	02/23/2004
Ticket Number:	0000083769	02/16/2004	7	02/23/2004	03/01/2004
Ticket Number:	0000083498	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083436	02/12/2004	5	02/17/2004	02/23/2004
Ticket Number:	0000083448	02/12/2004	4	02/16/2004	02/23/2004
Ticket Number:	0000084060	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084115	02/19/2004	4	02/23/2004	03/01/2004
Ticket Number:	0000084163	02/19/2004	5	02/24/2004	03/01/2004
Ticket Number:	0000084450	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084205	02/20/2004	4	02/24/2004	03/01/2004
Ticket Number:	0000084161	02/19/2004	4	02/23/2004	03/01/2004
Ticket Number:	0000082898	02/06/2004	11	02/17/2004	02/23/2004
Ticket Number:	0000083293	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083279	02/11/2004	6	02/17/2004	02/23/2004
Ticket Number:	0000083266	02/10/2004	6	02/16/2004	02/23/2004
Ticket Number:	0000083283	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083202	02/10/2004	2	02/12/2004	02/18/2004
Ticket Number:	0000083161	02/10/2004	6	02/16/2004	02/23/2004
Ticket Number:	0000083156	02/10/2004	8	02/18/2004	02/24/2004
Ticket Number:	0000083147	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083146	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083107	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000083080	02/09/2004	3	02/12/2004	02/18/2004
Ticket Number:	0000083409	02/12/2004	7	02/19/2004	02/25/2004
Ticket Number:	0000083390	02/12/2004	4	02/16/2004	02/23/2004
Ticket Number:	0000083335	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083343	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083316	02/11/2004	5	02/16/2004	02/23/2004
Ticket Number:	0000083307	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083053	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000083040	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000083883	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000082414	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082433	02/03/2004	13	02/16/2004	02/23/2004
Ticket Number:	0000082442	02/03/2004	6	02/09/2004	02/16/2004
Ticket Number:	0000082557	02/04/2004	1	02/05/2004	02/11/2004

Desktop Support

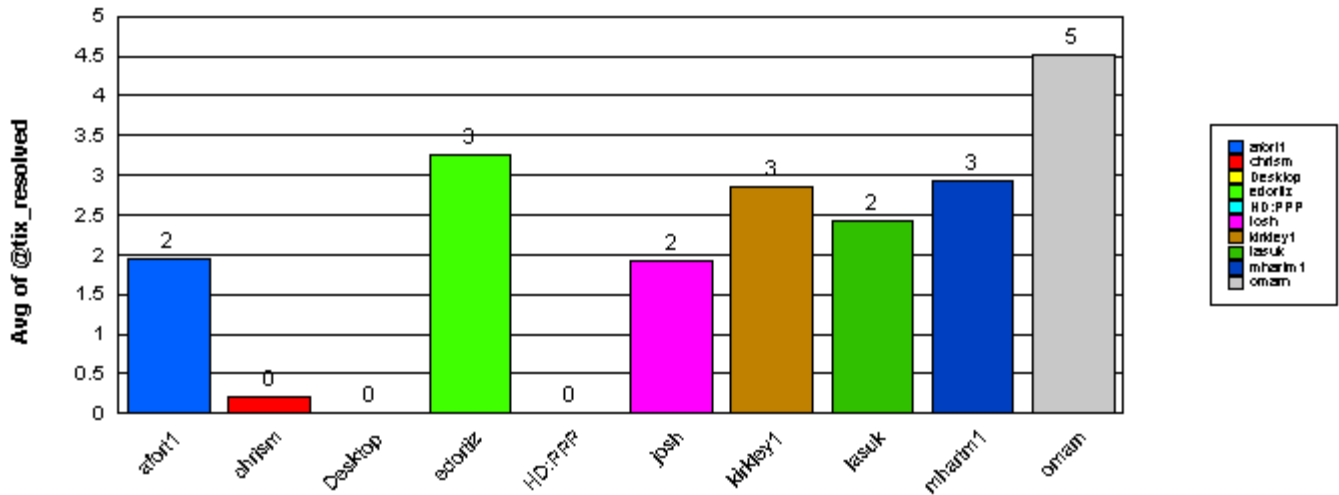
Ticket Number:	0000082638	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082837	02/05/2004	12	02/17/2004	02/23/2004
Ticket Number:	0000082828	02/05/2004	12	02/17/2004	02/23/2004
Ticket Number:	0000082826	02/05/2004	13	02/18/2004	02/24/2004
Ticket Number:	0000082800	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082799	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082771	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082736	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082723	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082687	02/04/2004	8	02/12/2004	02/18/2004
Ticket Number:	0000082649	02/04/2004	8		02/12/2004
Ticket Number:	0000082650	02/04/2004	8	02/12/2004	02/18/2004
Ticket Number:	0000082574	02/04/2004	6	02/10/2004	02/16/2004
Ticket Number:	0000082560	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082520	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082518	02/03/2004	1	02/04/2004	02/10/2004
-----			-----		
Average time to ticket resolution for	omarn		5		
Maximum time to ticket resolution for	omarn		13		
Minimum time to ticket resolution for	omarn		0		

Desktop Support

Average time to ticket resolution for	Desktop Suppor	3
Maximum time to ticket resolution for	Desktop Suppor	15
Minimum time to ticket resolution for	Desktop Suppor	0

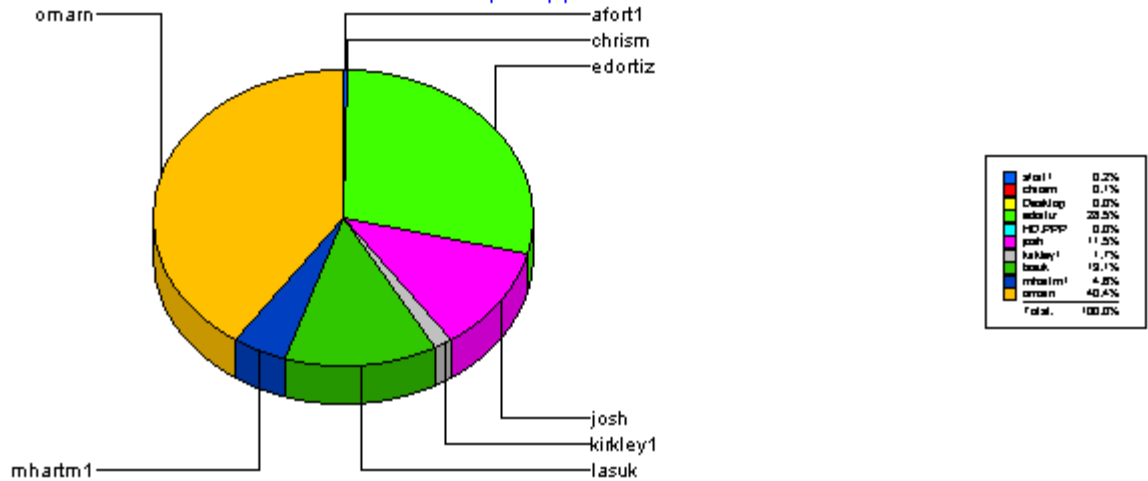
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	91		
Financial_Services:PS		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000082448	02/03/2004	0		02/03/2004

Average time to ticket resolution for		Financial_Servi	0		
Maximum time to ticket resolution for		Financial_Servi	0		
Minimum time to ticket resolution for		Financial_Servi	0		
cnewton		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000083222	02/10/2004	15	02/25/2004	03/02/2004
Ticket Number:	0000083750	02/16/2004	9	02/25/2004	03/02/2004
Ticket Number:	0000083884	02/17/2004	8	02/25/2004	03/02/2004

Average time to ticket resolution for		cnewton	10		
Maximum time to ticket resolution for		cnewton	15		
Minimum time to ticket resolution for		cnewton	8		
kurilla		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000082326	02/02/2004	2		02/04/2004
Ticket Number:	0000082728	02/05/2004	12	02/17/2004	02/17/2004

Average time to ticket resolution for		kurilla	7		
Maximum time to ticket resolution for		kurilla	12		
Minimum time to ticket resolution for		kurilla	2		
mbogus1		<u>Total:</u>	21		
Closed		<u>Total:</u>	21		
Ticket Number:	0000082480	02/03/2004	3		02/06/2004
Ticket Number:	0000082645	02/04/2004	5		02/09/2004
Ticket Number:	0000082481	02/03/2004	13		02/16/2004
Ticket Number:	0000082935	02/06/2004	10		02/16/2004
Ticket Number:	0000082189	02/01/2004	9		02/10/2004
Ticket Number:	0000084630	02/24/2004	1		02/25/2004
Ticket Number:	0000084629	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000085028	02/27/2004	3		03/01/2004
Ticket Number:	0000084889	02/26/2004	0		02/26/2004
Ticket Number:	0000084886	02/26/2004	0		02/26/2004
Ticket Number:	0000084645	02/24/2004	1		02/25/2004
Ticket Number:	0000083444	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083517	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083519	02/13/2004	3		02/16/2004
Ticket Number:	0000083958	02/18/2004	0		02/18/2004
Ticket Number:	0000083873	02/17/2004	2	02/19/2004	02/24/2004
Ticket Number:	0000084034	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084514	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084582	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084585	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000084503	02/23/2004	1	02/24/2004	03/01/2004

Average time to ticket resolution for		mbogus1	3		
Maximum time to ticket resolution for		mbogus1	13		
Minimum time to ticket resolution for		mbogus1	0		

Financial Services: Peo

rpreston

Total: 7

Resolved

Total: 1

Ticket Number: 0000084230

02/20/2004

7

02/27/2004

Closed

Total: 6

Ticket Number: 0000082176

02/01/2004

1

02/02/2004

Ticket Number: 0000082341

02/02/2004

3

02/05/2004

Ticket Number: 0000082332

02/02/2004

1

02/03/2004

02/09/2004

Ticket Number: 0000084730

02/25/2004

2

02/27/2004

Ticket Number: 0000082343

02/02/2004

3

02/05/2004

Ticket Number: 0000082688

02/04/2004

1

02/05/2004

Average time to ticket resolution for

rpreston

2

Maximum time to ticket resolution for

rpreston

7

Minimum time to ticket resolution for

rpreston

1

tkuonen

Total: 1

Closed

Total: 1

Ticket Number: 0000084106

02/19/2004

0

02/19/2004

Average time to ticket resolution for

tkuonen

0

Maximum time to ticket resolution for

tkuonen

0

Minimum time to ticket resolution for

tkuonen

0

**Financial Services: Peo
weller**

Total: 56

Financial Services: Peo

	Closed	Total:	56	
Ticket Number: 0000084104		02/19/2004	7	02/26/2004
Ticket Number: 0000085043		02/27/2004	3	03/01/2004
Ticket Number: 0000084210		02/20/2004	0	02/20/2004
Ticket Number: 0000084208		02/20/2004	0	02/20/2004
Ticket Number: 0000084176		02/19/2004	1	02/20/2004
Ticket Number: 0000083425		02/12/2004	1	02/13/2004
Ticket Number: 0000083499		02/13/2004	17	03/01/2004
Ticket Number: 0000083872		02/17/2004	0	02/17/2004
Ticket Number: 0000083865		02/17/2004	0	02/17/2004
Ticket Number: 0000083842		02/17/2004	0	02/17/2004
Ticket Number: 0000083793		02/17/2004	13	03/01/2004
Ticket Number: 0000083976		02/18/2004	12	03/01/2004
Ticket Number: 0000083464		02/12/2004	18	03/01/2004
Ticket Number: 0000083462		02/12/2004	0	02/12/2004
Ticket Number: 0000083456		02/12/2004	0	02/12/2004
Ticket Number: 0000083429		02/12/2004	0	02/12/2004
Ticket Number: 0000083450		02/12/2004	18	03/01/2004
Ticket Number: 0000084996		02/27/2004	3	03/01/2004
Ticket Number: 0000083141		02/10/2004	0	02/10/2004
Ticket Number: 0000082703		02/04/2004	2	02/06/2004
Ticket Number: 0000083110		02/09/2004	1	02/10/2004
Ticket Number: 0000082219		02/02/2004	0	02/02/2004
Ticket Number: 0000082223		02/02/2004	0	02/02/2004
Ticket Number: 0000082244		02/02/2004	7	02/09/2004
Ticket Number: 0000082247		02/02/2004	10	02/12/2004
Ticket Number: 0000082286		02/02/2004	0	02/02/2004
Ticket Number: 0000082268		02/02/2004	4	02/06/2004
Ticket Number: 0000082239		02/02/2004	0	02/02/2004
Ticket Number: 0000082259		02/02/2004	0	02/02/2004
Ticket Number: 0000082262		02/02/2004	0	02/02/2004
Ticket Number: 0000082258		02/02/2004	0	02/02/2004
Ticket Number: 0000082929		02/06/2004	3	02/09/2004
Ticket Number: 0000082773		02/05/2004	1	02/06/2004
Ticket Number: 0000082437		02/03/2004	0	02/03/2004
Ticket Number: 0000082599		02/04/2004	2	02/06/2004
Ticket Number: 0000082496		02/03/2004	0	02/03/2004
Ticket Number: 0000082607		02/04/2004	0	02/04/2004
Ticket Number: 0000082722		02/05/2004	25	03/01/2004
Ticket Number: 0000082753		02/05/2004	7	02/12/2004
Ticket Number: 0000082873		02/06/2004	3	02/09/2004
Ticket Number: 0000082735		02/05/2004	1	02/06/2004
Ticket Number: 0000082618		02/04/2004	2	02/06/2004
Ticket Number: 0000082610		02/04/2004	0	02/04/2004
Ticket Number: 0000082600		02/04/2004	5	02/09/2004
Ticket Number: 0000082914		02/06/2004	4	02/10/2004
Ticket Number: 0000083015		02/09/2004	21	03/01/2004
Ticket Number: 0000083012		02/09/2004	1	02/10/2004
Ticket Number: 0000083400		02/12/2004	0	02/12/2004
Ticket Number: 0000083313		02/11/2004	19	03/01/2004
Ticket Number: 0000083237		02/10/2004	0	02/10/2004
Ticket Number: 0000083231		02/10/2004	7	02/17/2004
Ticket Number: 0000083203		02/10/2004	0	02/10/2004
Ticket Number: 0000083193		02/10/2004	0	02/10/2004

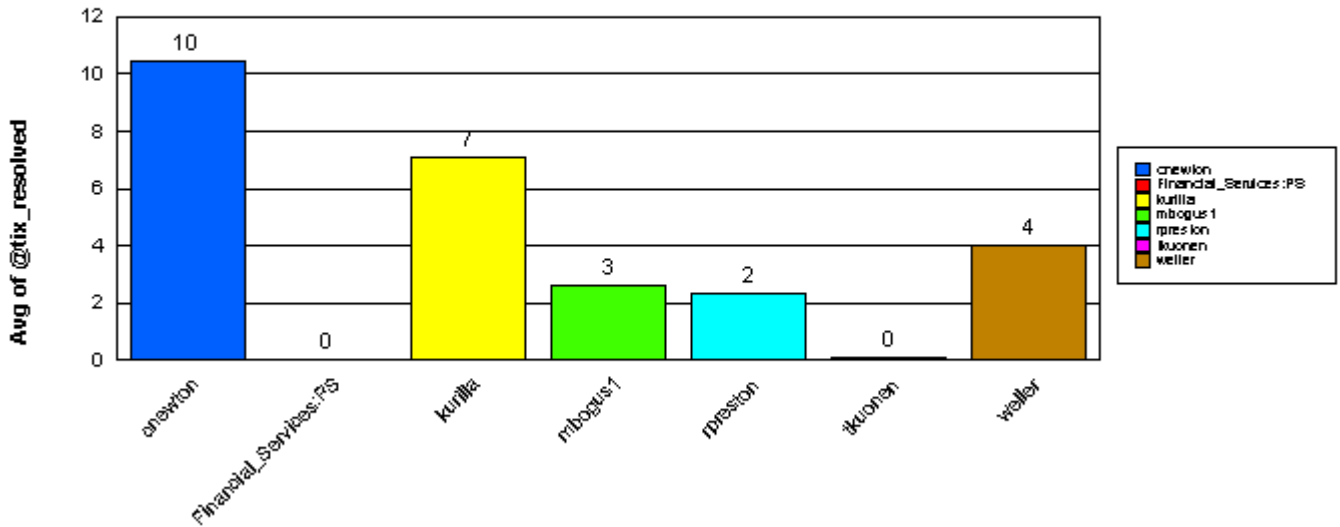
Financial Services: Peo

Ticket Number:	0000083192	02/10/2004	0	02/10/2004
Ticket Number:	0000083118	02/09/2004	2	02/11/2004
Ticket Number:	0000083052	02/09/2004	3	02/12/2004

Average time to ticket resolution for	weller	4
Maximum time to ticket resolution for	weller	25
Minimum time to ticket resolution for	weller	0
Average time to ticket resolution for	Financial Servi	4
Maximum time to ticket resolution for	Financial Servi	25
Minimum time to ticket resolution for	Financial Servi	0

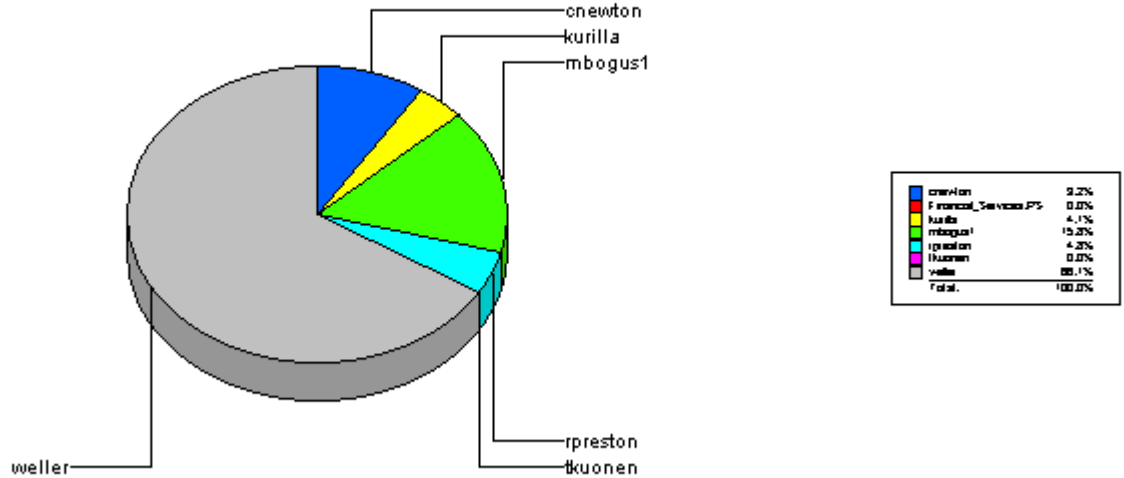
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

Total: 1044			
HD:PeopleSoft			
Closed		Total: 1	
Ticket Number: 0000083959	02/18/2004	0	02/18/2004

Average time to ticket resolution for	HD:PeopleSoft	0	
Maximum time to ticket resolution for	HD:PeopleSoft	0	
Minimum time to ticket resolution for	HD:PeopleSoft	0	
<hr/>			
HD:Tape_Changes			
Closed		Total: 1	
Ticket Number: 0000084343	02/21/2004	0	02/21/2004

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

Helpdesk
HelpDesk

Total: 65

Helpdesk

	Closed	<u>Total:</u>	65		
Ticket Number:	0000083965	02/18/2004	0		02/18/2004
Ticket Number:	0000084539	02/23/2004	0		02/23/2004
Ticket Number:	0000084602	02/24/2004	0		02/24/2004
Ticket Number:	0000084596	02/24/2004	0		02/24/2004
Ticket Number:	0000084589	02/24/2004	0		02/24/2004
Ticket Number:	0000084574	02/24/2004	0		02/24/2004
Ticket Number:	0000084563	02/24/2004	0		02/24/2004
Ticket Number:	0000084547	02/23/2004	0		02/23/2004
Ticket Number:	0000084541	02/23/2004	0		02/23/2004
Ticket Number:	0000084466	02/23/2004	0		02/23/2004
Ticket Number:	0000084463	02/23/2004	0		02/23/2004
Ticket Number:	0000084067	02/18/2004	0		02/18/2004
Ticket Number:	0000084398	02/22/2004	0		02/22/2004
Ticket Number:	0000084433	02/23/2004	0		02/23/2004
Ticket Number:	0000084429	02/23/2004	0		02/23/2004
Ticket Number:	0000083649	02/16/2004	0		02/16/2004
Ticket Number:	0000083566	02/13/2004	0		02/13/2004
Ticket Number:	0000083652	02/16/2004	0		02/16/2004
Ticket Number:	0000083945	02/18/2004	0		02/18/2004
Ticket Number:	0000083772	02/16/2004	0		02/16/2004
Ticket Number:	0000083730	02/16/2004	0		02/16/2004
Ticket Number:	0000083662	02/16/2004	0		02/16/2004
Ticket Number:	0000083661	02/16/2004	0		02/16/2004
Ticket Number:	0000083586	02/14/2004	0		02/14/2004
Ticket Number:	0000082267	02/02/2004	0		02/02/2004
Ticket Number:	0000083259	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000082294	02/02/2004	0		02/02/2004
Ticket Number:	0000082320	02/02/2004	0		02/02/2004
Ticket Number:	0000084616	02/24/2004	0		02/24/2004
Ticket Number:	0000084890	02/26/2004	0		02/26/2004
Ticket Number:	0000085017	02/27/2004	0		02/27/2004
Ticket Number:	0000084964	02/26/2004	0		02/26/2004
Ticket Number:	0000084897	02/26/2004	0		02/26/2004
Ticket Number:	0000084623	02/24/2004	0		02/24/2004
Ticket Number:	0000084624	02/24/2004	0		02/24/2004
Ticket Number:	0000082904	02/06/2004	0		02/06/2004
Ticket Number:	0000082963	02/07/2004	0		02/07/2004
Ticket Number:	0000083207	02/10/2004	0		02/10/2004
Ticket Number:	0000083392	02/12/2004	0		02/12/2004
Ticket Number:	0000083327	02/11/2004	0		02/11/2004
Ticket Number:	0000083296	02/11/2004	0		02/11/2004
Ticket Number:	0000083286	02/11/2004	0		02/11/2004
Ticket Number:	0000083209	02/10/2004	0		02/10/2004
Ticket Number:	0000082965	02/07/2004	0		02/07/2004
Ticket Number:	0000083167	02/10/2004	0		02/10/2004
Ticket Number:	0000083094	02/09/2004	0		02/09/2004
Ticket Number:	0000084218	02/20/2004	0		02/20/2004
Ticket Number:	0000083078	02/09/2004	0		02/09/2004
Ticket Number:	0000082910	02/06/2004	0		02/06/2004
Ticket Number:	0000082944	02/06/2004	0		02/06/2004
Ticket Number:	0000082406	02/03/2004	0		02/03/2004
Ticket Number:	0000082428	02/03/2004	0		02/03/2004
Ticket Number:	0000082430	02/03/2004	0		02/03/2004

Helpdesk

Ticket Number:	0000082804	02/05/2004	0		02/05/2004
Ticket Number:	0000082769	02/05/2004	0		02/05/2004
Ticket Number:	0000082767	02/05/2004	0		02/05/2004
Ticket Number:	0000082765	02/05/2004	0		02/05/2004
Ticket Number:	0000082702	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082605	02/04/2004	0		02/04/2004
Ticket Number:	0000082501	02/03/2004	0		02/03/2004
Ticket Number:	0000082461	02/03/2004	0		02/03/2004
Ticket Number:	0000082434	02/03/2004	0		02/03/2004
Ticket Number:	0000082431	02/03/2004	0		02/03/2004
Ticket Number:	0000082429	02/03/2004	0		02/03/2004
Ticket Number:	0000082415	02/03/2004	0		02/03/2004
-----			-----		
Average time to ticket resolution for	HelpDesk		0		
Maximum time to ticket resolution for	HelpDesk		1		
Minimum time to ticket resolution for	HelpDesk		0		

Helpdesk**akhant1****Total: 130****Resolved****Total: 22**

Ticket Number:	0000084675	02/24/2004	5	02/29/2004
Ticket Number:	0000085078	02/28/2004	1	02/29/2004
Ticket Number:	0000085072	02/28/2004	1	02/29/2004
Ticket Number:	0000085069	02/28/2004	1	02/29/2004
Ticket Number:	0000085068	02/28/2004	1	02/29/2004
Ticket Number:	0000085065	02/28/2004	2	02/29/2004
Ticket Number:	0000085063	02/27/2004	2	02/29/2004
Ticket Number:	0000085061	02/27/2004	2	02/29/2004
Ticket Number:	0000085060	02/27/2004	2	02/29/2004
Ticket Number:	0000085059	02/27/2004	2	02/29/2004
Ticket Number:	0000085103	02/29/2004	0	02/29/2004
Ticket Number:	0000085101	02/29/2004	0	02/29/2004
Ticket Number:	0000085097	02/29/2004	0	02/29/2004
Ticket Number:	0000085089	02/29/2004	1	02/29/2004
Ticket Number:	0000085088	02/28/2004	1	02/29/2004
Ticket Number:	0000085085	02/28/2004	1	02/29/2004
Ticket Number:	0000085083	02/28/2004	1	02/29/2004
Ticket Number:	0000084926	02/26/2004	3	02/29/2004
Ticket Number:	0000085041	02/27/2004	2	02/29/2004
Ticket Number:	0000085045	02/27/2004	0	02/27/2004
Ticket Number:	0000085054	02/27/2004	2	02/29/2004
Ticket Number:	0000085052	02/27/2004	2	02/29/2004

Helpdesk

	Closed	Total:	108		
Ticket Number:	0000083140	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000082174	02/01/2004	0		02/01/2004
Ticket Number:	0000082177	02/01/2004	0		02/01/2004
Ticket Number:	0000082277	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082314	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082284	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082180	02/01/2004	0	02/01/2004	02/09/2004
Ticket Number:	0000082175	02/01/2004	7	02/08/2004	02/16/2004
Ticket Number:	0000082173	02/01/2004	0		02/01/2004
Ticket Number:	0000083139	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000082933	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000084691	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084677	02/24/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084679	02/24/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084681	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000085092	02/29/2004	0		02/29/2004
Ticket Number:	0000085053	02/27/2004	0		02/27/2004
Ticket Number:	0000085050	02/27/2004	0		02/27/2004
Ticket Number:	0000085047	02/27/2004	0		02/27/2004
Ticket Number:	0000084722	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084721	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084718	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084715	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084686	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000085100	02/29/2004	0		02/29/2004
Ticket Number:	0000085098	02/29/2004	0		02/29/2004
Ticket Number:	0000085096	02/29/2004	0		02/29/2004
Ticket Number:	0000085094	02/29/2004	0		02/29/2004
Ticket Number:	0000085093	02/29/2004	0		02/29/2004
Ticket Number:	0000084682	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084678	02/24/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084700	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084671	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000083504	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083615	02/15/2004	1	02/15/2004	02/23/2004
Ticket Number:	0000083617	02/15/2004	0		02/15/2004
Ticket Number:	0000083637	02/16/2004	7	02/22/2004	03/01/2004
Ticket Number:	0000083524	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083510	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083997	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084336	02/21/2004	4	02/25/2004	03/02/2004
Ticket Number:	0000084375	02/22/2004	3	02/25/2004	03/02/2004
Ticket Number:	0000084373	02/22/2004	0	02/22/2004	03/01/2004
Ticket Number:	0000084372	02/22/2004	0		02/22/2004
Ticket Number:	0000084361	02/22/2004	0	02/22/2004	03/01/2004
Ticket Number:	0000084360	02/22/2004	0		02/22/2004
Ticket Number:	0000084351	02/22/2004	1		02/22/2004
Ticket Number:	0000084330	02/21/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084222	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084272	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084327	02/21/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084328	02/21/2004	4	02/25/2004	03/02/2004
Ticket Number:	0000082344	02/02/2004	6	02/08/2004	02/16/2004

Helpdesk

Ticket Number:	0000082884	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082876	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000082871	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000082602	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082601	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082575	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082550	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082544	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082543	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082528	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082472	02/03/2004	8	02/11/2004	02/17/2004
Ticket Number:	0000082423	02/03/2004	8	02/11/2004	02/17/2004
Ticket Number:	0000082631	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082409	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082377	02/02/2004	9	02/12/2004	02/18/2004
Ticket Number:	0000082372	02/02/2004	6	02/08/2004	02/16/2004
Ticket Number:	0000082432	02/03/2004	8	02/11/2004	02/17/2004
Ticket Number:	0000082364	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082887	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000082958	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082955	02/07/2004	8	02/15/2004	02/23/2004
Ticket Number:	0000082952	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082951	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082949	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082948	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082946	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082945	02/07/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000082943	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000083548	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000083314	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083304	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083017	02/09/2004	7	02/16/2004	02/23/2004
Ticket Number:	0000082989	02/08/2004	7	02/15/2004	02/23/2004
Ticket Number:	0000082986	02/08/2004	0	02/08/2004	02/16/2004
Ticket Number:	0000082972	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082968	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082967	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082962	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082960	02/07/2004	1	02/08/2004	02/16/2004
Ticket Number:	0000082959	02/07/2004	8	02/15/2004	02/23/2004
Ticket Number:	0000083289	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083271	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083267	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083258	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083256	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083043	02/09/2004	6	02/15/2004	02/23/2004
Ticket Number:	0000083281	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083031	02/09/2004	6	02/15/2004	02/23/2004
Ticket Number:	0000082942	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000082941	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000082939	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000082937	02/06/2004	2	02/08/2004	02/16/2004
Ticket Number:	0000082928	02/06/2004	5	02/11/2004	02/17/2004
Ticket Number:	0000084352	02/22/2004	1		02/22/2004

Helpdesk

Ticket Number: 0000082919	02/06/2004	2	02/08/2004	02/16/2004
<hr/>				
Average time to ticket resolution for	akhant1	2		
Maximum time to ticket resolution for	akhant1	9		
Minimum time to ticket resolution for	akhant1	0		
<hr/>				

**Helpdesk
anna**

Total: 437

Helpdesk

	Resolved	<u>Total:</u>	63		
Ticket Number:	0000082270	02/02/2004	29	03/02/2004	02/17/2004
Ticket Number:	0000083451	02/12/2004	1	02/13/2004	02/12/2004
Ticket Number:	0000084301	02/20/2004	7	02/27/2004	
Ticket Number:	0000084968	02/26/2004	1	02/27/2004	
Ticket Number:	0000084966	02/26/2004	0	02/27/2004	
Ticket Number:	0000084965	02/26/2004	1	02/27/2004	
Ticket Number:	0000084960	02/26/2004	0	02/27/2004	
Ticket Number:	0000084954	02/26/2004	1	02/27/2004	
Ticket Number:	0000084951	02/26/2004	1	02/27/2004	
Ticket Number:	0000084950	02/26/2004	1	02/27/2004	
Ticket Number:	0000084949	02/26/2004	1	02/27/2004	
Ticket Number:	0000084454	02/23/2004	4	02/27/2004	
Ticket Number:	0000084339	02/21/2004	6	02/27/2004	
Ticket Number:	0000084325	02/21/2004	6	02/27/2004	
Ticket Number:	0000084320	02/21/2004	6	02/27/2004	
Ticket Number:	0000084316	02/20/2004	6	02/27/2004	
Ticket Number:	0000084310	02/20/2004	6	02/27/2004	
Ticket Number:	0000084306	02/20/2004	6	02/27/2004	
Ticket Number:	0000084305	02/20/2004	6	02/27/2004	
Ticket Number:	0000084302	02/20/2004	6	02/27/2004	
Ticket Number:	0000084773	02/25/2004	1	02/26/2004	
Ticket Number:	0000084744	02/25/2004	2	02/27/2004	
Ticket Number:	0000084739	02/25/2004	2	02/27/2004	
Ticket Number:	0000084716	02/25/2004	2	02/27/2004	
Ticket Number:	0000084666	02/24/2004	7	03/02/2004	
Ticket Number:	0000084662	02/24/2004	3	02/27/2004	
Ticket Number:	0000084660	02/24/2004	2	02/26/2004	
Ticket Number:	0000084713	02/25/2004	2	02/27/2004	
Ticket Number:	0000084534	02/23/2004	3	02/26/2004	
Ticket Number:	0000084848	02/26/2004	0	02/26/2004	
Ticket Number:	0000084829	02/25/2004	2	02/27/2004	
Ticket Number:	0000084826	02/25/2004	1	02/27/2004	
Ticket Number:	0000084824	02/25/2004	1	02/27/2004	
Ticket Number:	0000084828	02/25/2004	0	02/26/2004	
Ticket Number:	0000084820	02/25/2004	2	02/27/2004	
Ticket Number:	0000084814	02/25/2004	2	02/27/2004	
Ticket Number:	0000084813	02/25/2004	2	02/27/2004	
Ticket Number:	0000084811	02/25/2004	0	02/26/2004	
Ticket Number:	0000084809	02/25/2004	2	02/27/2004	
Ticket Number:	0000084799	02/25/2004	1	02/26/2004	
Ticket Number:	0000084796	02/25/2004	2	02/27/2004	
Ticket Number:	0000085104	02/29/2004	2	03/02/2004	
Ticket Number:	0000085095	02/29/2004	2	03/02/2004	
Ticket Number:	0000085087	02/28/2004	2	03/02/2004	
Ticket Number:	0000085026	02/27/2004	0	02/27/2004	
Ticket Number:	0000085024	02/27/2004	0	02/27/2004	
Ticket Number:	0000084988	02/27/2004	0	02/27/2004	
Ticket Number:	0000084980	02/27/2004	0	02/27/2004	
Ticket Number:	0000084978	02/27/2004	0	02/27/2004	
Ticket Number:	0000084976	02/27/2004	0	02/27/2004	
Ticket Number:	0000084974	02/27/2004	0	02/27/2004	
Ticket Number:	0000084972	02/27/2004	0	02/27/2004	
Ticket Number:	0000084969	02/27/2004	0	02/27/2004	

Helpdesk

Ticket Number:	0000084909	02/26/2004	0	02/26/2004	
Ticket Number:	0000084900	02/26/2004	0	02/26/2004	
Ticket Number:	0000084888	02/26/2004	0	02/26/2004	
Ticket Number:	0000084866	02/26/2004	0	02/26/2004	
Ticket Number:	0000084290	02/20/2004	7	02/27/2004	
Ticket Number:	0000084415	02/23/2004	4	02/27/2004	
Ticket Number:	0000084674	02/24/2004	2	02/27/2004	
Ticket Number:	0000083792	02/17/2004	10	02/27/2004	02/23/2004
Ticket Number:	0000084105	02/19/2004	7	02/26/2004	
Ticket Number:	0000084663	02/24/2004	3	02/27/2004	

Helpdesk

	Closed	<u>Total:</u>	374		
Ticket Number:	0000082379	02/02/2004	4	02/06/2004	02/12/2004
Ticket Number:	0000082932	02/06/2004	7	02/13/2004	02/19/2004
Ticket Number:	0000082192	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082191	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082190	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082187	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082183	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082862	02/06/2004	0		02/06/2004
Ticket Number:	0000082288	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082717	02/05/2004	0		02/05/2004
Ticket Number:	0000082397	02/03/2004	0		02/03/2004
Ticket Number:	0000082210	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082208	02/02/2004	0		02/02/2004
Ticket Number:	0000082206	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082203	02/01/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082201	02/01/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082200	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082197	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082194	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082193	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082308	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082303	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082302	02/02/2004	0		02/02/2004
Ticket Number:	0000082282	02/02/2004	0		02/02/2004
Ticket Number:	0000082249	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082242	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082237	02/02/2004	0		02/02/2004
Ticket Number:	0000082236	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082218	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000083844	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000084465	02/23/2004	0		02/23/2004
Ticket Number:	0000083969	02/18/2004	0		02/18/2004
Ticket Number:	0000082473	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082494	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000084611	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084612	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084614	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084613	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084839	02/26/2004	0		02/26/2004
Ticket Number:	0000084838	02/26/2004	0		02/26/2004
Ticket Number:	0000084836	02/26/2004	0		02/26/2004
Ticket Number:	0000084832	02/26/2004	0		02/26/2004
Ticket Number:	0000084819	02/25/2004	0		02/26/2004
Ticket Number:	0000084761	02/25/2004	0		02/25/2004
Ticket Number:	0000084756	02/25/2004	0		02/25/2004
Ticket Number:	0000084754	02/25/2004	0		02/25/2004
Ticket Number:	0000084752	02/25/2004	0		02/25/2004
Ticket Number:	0000084753	02/25/2004	0		02/25/2004
Ticket Number:	0000084750	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084749	02/25/2004	0		02/25/2004
Ticket Number:	0000084772	02/25/2004	1		02/26/2004
Ticket Number:	0000084742	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084717	02/25/2004	0	02/25/2004	03/02/2004

Helpdesk

Ticket Number:	0000084705	02/25/2004	0		02/25/2004
Ticket Number:	0000084687	02/25/2004	0		02/25/2004
Ticket Number:	0000084670	02/24/2004	0		02/25/2004
Ticket Number:	0000084667	02/24/2004	0		02/25/2004
Ticket Number:	0000084631	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000083968	02/18/2004	0		02/18/2004
Ticket Number:	0000083979	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083994	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084077	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084076	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084075	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084074	02/18/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084073	02/18/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084072	02/18/2004	4	02/23/2004	03/01/2004
Ticket Number:	0000084071	02/18/2004	0		02/19/2004
Ticket Number:	0000084069	02/18/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084044	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084112	02/19/2004	0		02/19/2004
Ticket Number:	0000084654	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000084095	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084091	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084043	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084058	02/18/2004	0		02/19/2004
Ticket Number:	0000084039	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084037	02/18/2004	1		02/19/2004
Ticket Number:	0000084027	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084015	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084016	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000083973	02/18/2004	0		02/18/2004
Ticket Number:	0000084284	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084477	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084229	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084228	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084269	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084223	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084213	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084212	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084193	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084606	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084548	02/23/2004	0		02/24/2004
Ticket Number:	0000084545	02/23/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084538	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084524	02/23/2004	1		02/24/2004
Ticket Number:	0000084520	02/23/2004	1		02/24/2004
Ticket Number:	0000084523	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084485	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084483	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084478	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084472	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084460	02/23/2004	0		02/23/2004
Ticket Number:	0000084438	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084430	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084425	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084420	02/23/2004	0	02/23/2004	03/01/2004

Helpdesk

Ticket Number:	0000084407	02/23/2004	0		02/23/2004
Ticket Number:	0000084396	02/22/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084387	02/22/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084371	02/22/2004	1	02/23/2004	03/01/2004
Ticket Number:	0000084370	02/22/2004	1		02/23/2004
Ticket Number:	0000084366	02/22/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084364	02/22/2004	1		02/23/2004
Ticket Number:	0000084363	02/22/2004	1		02/23/2004
Ticket Number:	0000084357	02/22/2004	1		02/23/2004
Ticket Number:	0000084353	02/22/2004	1		02/23/2004
Ticket Number:	0000084342	02/21/2004	2	02/23/2004	03/01/2004
Ticket Number:	0000084326	02/21/2004	2	02/23/2004	03/01/2004
Ticket Number:	0000084416	02/23/2004	0		02/23/2004
Ticket Number:	0000084324	02/21/2004	2		02/23/2004
Ticket Number:	0000084311	02/20/2004	2		02/23/2004
Ticket Number:	0000084308	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084304	02/20/2004	2		02/23/2004
Ticket Number:	0000084300	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084299	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084291	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084287	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084322	02/21/2004	2		02/23/2004
Ticket Number:	0000084323	02/21/2004	2		02/23/2004
Ticket Number:	0000084192	02/20/2004	0		02/20/2004
Ticket Number:	0000084191	02/20/2004	0		02/20/2004
Ticket Number:	0000084189	02/20/2004	0		02/20/2004
Ticket Number:	0000084187	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084186	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084184	02/19/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084183	02/19/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084180	02/19/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084242	02/20/2004	0		02/20/2004
Ticket Number:	0000084235	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084197	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084194	02/20/2004	0		02/20/2004
Ticket Number:	0000084185	02/19/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084173	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084688	02/25/2004	0		02/25/2004
Ticket Number:	0000084169	02/19/2004	4	02/23/2004	03/01/2004
Ticket Number:	0000084159	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084065	02/18/2004	0		02/19/2004
Ticket Number:	0000084064	02/18/2004	0		02/19/2004
Ticket Number:	0000084059	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084057	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084056	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000083970	02/18/2004	0		02/18/2004
Ticket Number:	0000083971	02/18/2004	0		02/18/2004
Ticket Number:	0000083972	02/18/2004	0		02/18/2004
Ticket Number:	0000083511	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083935	02/18/2004	0		02/18/2004
Ticket Number:	0000083940	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083932	02/18/2004	0		02/18/2004
Ticket Number:	0000083915	02/17/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000083911	02/17/2004	1	02/18/2004	02/24/2004

Helpdesk

Ticket Number:	0000083902	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083894	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083874	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083869	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083858	02/17/2004	0		02/17/2004
Ticket Number:	0000083852	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083843	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083830	02/17/2004	0		02/17/2004
Ticket Number:	0000083818	02/17/2004	0		02/17/2004
Ticket Number:	0000083817	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083815	02/17/2004	0		02/17/2004
Ticket Number:	0000083807	02/17/2004	0		02/17/2004
Ticket Number:	0000083804	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083783	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083781	02/17/2004	6	02/23/2004	03/01/2004
Ticket Number:	0000083778	02/17/2004	10		02/27/2004
Ticket Number:	0000083777	02/16/2004	10		02/27/2004
Ticket Number:	0000083776	02/16/2004	4	02/20/2004	02/26/2004
Ticket Number:	0000083774	02/16/2004	0		02/17/2004
Ticket Number:	0000083770	02/16/2004	10		02/27/2004
Ticket Number:	0000083754	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083732	02/16/2004	0		02/16/2004
Ticket Number:	0000083797	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083788	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083616	02/15/2004	1		02/16/2004
Ticket Number:	0000083613	02/15/2004	1		02/16/2004
Ticket Number:	0000083611	02/14/2004	1		02/16/2004
Ticket Number:	0000083610	02/14/2004	1		02/16/2004
Ticket Number:	0000083609	02/14/2004	1		02/16/2004
Ticket Number:	0000083605	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083591	02/14/2004	4	02/18/2004	02/24/2004
Ticket Number:	0000083554	02/13/2004	5	02/18/2004	02/24/2004
Ticket Number:	0000083737	02/16/2004	7	02/23/2004	03/01/2004
Ticket Number:	0000083734	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083715	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083745	02/16/2004	4	02/20/2004	02/26/2004
Ticket Number:	0000083743	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000084196	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000083550	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000083545	02/13/2004	12	02/25/2004	03/02/2004
Ticket Number:	0000083528	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083522	02/13/2004	5	02/18/2004	02/24/2004
Ticket Number:	0000083516	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083509	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083503	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083648	02/16/2004	4	02/20/2004	02/26/2004
Ticket Number:	0000083766	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083630	02/15/2004	10	02/25/2004	03/02/2004
Ticket Number:	0000083624	02/15/2004	1		02/16/2004
Ticket Number:	0000083623	02/15/2004	5	02/20/2004	02/26/2004
Ticket Number:	0000083500	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083501	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083497	02/13/2004	4	02/17/2004	02/23/2004
Ticket Number:	0000083495	02/13/2004	0		02/13/2004

Helpdesk

Ticket Number:	0000083494	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083493	02/12/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083492	02/12/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083490	02/12/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083577	02/13/2004	4	02/18/2004	02/24/2004
Ticket Number:	0000083572	02/13/2004	2		02/16/2004
Ticket Number:	0000083876	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083483	02/12/2004	6	02/18/2004	02/24/2004
Ticket Number:	0000083474	02/12/2004	8	02/20/2004	02/26/2004
Ticket Number:	0000083473	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083449	02/12/2004	0		02/12/2004
Ticket Number:	0000082903	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083011	02/09/2004	0		02/09/2004
Ticket Number:	0000083010	02/09/2004	9	02/18/2004	02/24/2004
Ticket Number:	0000083005	02/08/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000082995	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000082990	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000082987	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000082982	02/08/2004	3	02/11/2004	02/17/2004
Ticket Number:	0000082975	02/08/2004	3	02/11/2004	02/17/2004
Ticket Number:	0000082971	02/07/2004	1		02/09/2004
Ticket Number:	0000083091	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083069	02/09/2004	4	02/13/2004	02/19/2004
Ticket Number:	0000083071	02/09/2004	9	02/18/2004	02/24/2004
Ticket Number:	0000083060	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000083030	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000083026	02/09/2004	9	02/18/2004	02/24/2004
Ticket Number:	0000083014	02/09/2004	0		02/09/2004
Ticket Number:	0000082970	02/07/2004	2	02/09/2004	02/16/2004
Ticket Number:	0000082966	02/07/2004	1		02/09/2004
Ticket Number:	0000083245	02/10/2004	8	02/18/2004	02/24/2004
Ticket Number:	0000083277	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083208	02/10/2004	3	02/13/2004	02/19/2004
Ticket Number:	0000083201	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083194	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083189	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083195	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083173	02/10/2004	8	02/18/2004	02/24/2004
Ticket Number:	0000083169	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083378	02/11/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083373	02/11/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083364	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083344	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083342	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083336	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083332	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083317	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083773	02/16/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083395	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083389	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083386	02/12/2004	0		02/12/2004
Ticket Number:	0000083384	02/12/2004	0		02/12/2004
Ticket Number:	0000083383	02/12/2004	0		02/12/2004
Ticket Number:	0000083382	02/12/2004	2	02/13/2004	02/19/2004

Helpdesk

Ticket Number:	0000083381	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083379	02/11/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083310	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083308	02/11/2004	6	02/17/2004	02/23/2004
Ticket Number:	0000083273	02/11/2004	0		02/11/2004
Ticket Number:	0000083272	02/11/2004	2	02/13/2004	02/19/2004
Ticket Number:	0000083269	02/10/2004	7	02/18/2004	02/24/2004
Ticket Number:	0000083265	02/10/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083253	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083252	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083136	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083132	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083130	02/09/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083129	02/09/2004	8	02/18/2004	02/24/2004
Ticket Number:	0000083128	02/09/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083126	02/09/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083098	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083093	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000082953	02/07/2004	6	02/13/2004	02/19/2004
Ticket Number:	0000082393	02/02/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082367	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082391	02/02/2004	3	02/06/2004	02/12/2004
Ticket Number:	0000082883	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082878	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082870	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082866	02/06/2004	5	02/11/2004	02/17/2004
Ticket Number:	0000082864	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082858	02/05/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082859	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082855	02/05/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082848	02/05/2004	7	02/13/2004	02/19/2004
Ticket Number:	0000082843	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082832	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082829	02/05/2004	6	02/11/2004	02/17/2004
Ticket Number:	0000082806	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082798	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082791	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082780	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082776	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082772	02/05/2004	0		02/05/2004
Ticket Number:	0000082760	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082755	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082721	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082714	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082608	02/04/2004	0		02/04/2004
Ticket Number:	0000082553	02/04/2004	0		02/04/2004
Ticket Number:	0000082552	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082551	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082549	02/03/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082546	02/03/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082542	02/03/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082541	02/03/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082538	02/03/2004	3	02/06/2004	02/12/2004
Ticket Number:	0000082521	02/03/2004	2	02/05/2004	02/11/2004

Helpdesk

Ticket Number:	0000082591	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082578	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082579	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082577	02/04/2004	9	02/13/2004	02/19/2004
Ticket Number:	0000082562	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082558	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082554	02/04/2004	0		02/04/2004
Ticket Number:	0000082492	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082486	02/03/2004	0		02/03/2004
Ticket Number:	0000082482	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000083768	02/16/2004	10		02/27/2004
Ticket Number:	0000082476	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082467	02/03/2004	0		02/03/2004
Ticket Number:	0000082427	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082395	02/02/2004	0		02/03/2004
Ticket Number:	0000082690	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082689	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082670	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082644	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082643	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082633	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082624	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082619	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082641	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082711	02/04/2004	0		02/05/2004
Ticket Number:	0000082709	02/04/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082708	02/04/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082704	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082701	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082700	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082699	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082695	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082692	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082390	02/02/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082389	02/02/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082388	02/02/2004	0		02/03/2004
Ticket Number:	0000082386	02/02/2004	4	02/06/2004	02/12/2004
Ticket Number:	0000082384	02/02/2004	0		02/03/2004
Ticket Number:	0000082382	02/02/2004	0		02/03/2004
Ticket Number:	0000082380	02/02/2004	0		02/03/2004
Ticket Number:	0000082374	02/02/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082404	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082401	02/03/2004	0		02/03/2004
Ticket Number:	0000082400	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082399	02/03/2004	0		02/03/2004
Ticket Number:	0000082398	02/03/2004	0		02/03/2004
Ticket Number:	0000082375	02/02/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082362	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082347	02/02/2004	3	02/05/2004	02/11/2004
Ticket Number:	0000082416	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082354	02/02/2004	7	02/09/2004	02/16/2004

Average time to ticket resolution for	anna	2
Maximum time to ticket resolution for	anna	29
Minimum time to ticket resolution for	anna	0

Helpdesk

ha2

Total: **29**

Resolved

Total: **1**

Ticket Number: 0000082534 02/03/2004 0 02/03/2004 02/03/2004

Closed

Total: **28**

Ticket Number: 0000084648 02/24/2004 0 02/24/2004 03/01/2004
 Ticket Number: 0000084649 02/24/2004 0 02/24/2004 03/01/2004
 Ticket Number: 0000084823 02/25/2004 0 02/25/2004 03/02/2004
 Ticket Number: 0000084822 02/25/2004 0 02/25/2004 03/02/2004
 Ticket Number: 0000084669 02/24/2004 0 02/24/2004 03/01/2004
 Ticket Number: 0000084668 02/24/2004 0 02/24/2004 03/01/2004
 Ticket Number: 0000084655 02/24/2004 0 02/24/2004 03/01/2004
 Ticket Number: 0000083736 02/16/2004 1 02/17/2004 02/23/2004
 Ticket Number: 0000083907 02/17/2004 0 02/17/2004 02/23/2004
 Ticket Number: 0000083912 02/17/2004 7 02/24/2004 03/01/2004
 Ticket Number: 0000083913 02/17/2004 0 02/17/2004 02/23/2004
 Ticket Number: 0000083916 02/17/2004 0 02/17/2004 02/23/2004
 Ticket Number: 0000083857 02/17/2004 0 02/17/2004 02/23/2004
 Ticket Number: 0000083763 02/16/2004 1 02/17/2004 02/23/2004
 Ticket Number: 0000084068 02/18/2004 0 02/18/2004 02/24/2004
 Ticket Number: 0000084338 02/21/2004 3 02/24/2004 03/01/2004
 Ticket Number: 0000082359 02/02/2004 8 02/10/2004 02/10/2004
 Ticket Number: 0000083255 02/10/2004 0 02/10/2004 02/16/2004
 Ticket Number: 0000082529 02/03/2004 7 02/10/2004 02/10/2004
 Ticket Number: 0000082531 02/03/2004 7 02/10/2004 02/10/2004
 Ticket Number: 0000082983 02/08/2004 0 02/08/2004 02/16/2004
 Ticket Number: 0000083229 02/10/2004 0 02/10/2004 02/16/2004
 Ticket Number: 0000083187 02/10/2004 0 02/10/2004 02/16/2004
 Ticket Number: 0000082985 02/08/2004 2 02/10/2004 02/16/2004
 Ticket Number: 0000083242 02/10/2004 0 02/10/2004 02/16/2004
 Ticket Number: 0000083261 02/10/2004 0 02/10/2004 02/16/2004
 Ticket Number: 0000083377 02/11/2004 0 02/11/2004 02/17/2004
 Ticket Number: 0000083244 02/10/2004 0 02/10/2004 02/16/2004

Average time to ticket resolution for ha2 **1**
Maximum time to ticket resolution for ha2 **8**
Minimum time to ticket resolution for ha2 **0**

jperron1

Total: **7**

Closed

Total: **7**

Ticket Number: 0000084178 02/19/2004 0 02/19/2004 02/25/2004
 Ticket Number: 0000084181 02/19/2004 0 02/19/2004 02/25/2004
 Ticket Number: 0000083488 02/12/2004 0 02/12/2004 02/18/2004
 Ticket Number: 0000083925 02/18/2004 0 02/18/2004 02/23/2004
 Ticket Number: 0000083923 02/18/2004 0 02/18/2004 02/23/2004
 Ticket Number: 0000083922 02/18/2004 0 02/18/2004 02/23/2004
 Ticket Number: 0000084685 02/25/2004 0 02/25/2004 03/01/2004

Average time to ticket resolution for jperron1 **0**
Maximum time to ticket resolution for jperron1 **0**
Minimum time to ticket resolution for jperron1 **0**

Helpdesk

kherna1

Total: **34**

Resolved

Total: **1**

Ticket Number: 0000085107 02/29/2004 1 03/01/2004

Closed

Total: **33**

Ticket Number:	0000084651	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000084835	02/26/2004	0	02/26/2004	03/02/2004
Ticket Number:	0000083453	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083569	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000083574	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000083579	02/14/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000083587	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083603	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083612	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083618	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083933	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083644	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083642	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083639	02/16/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083635	02/16/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083632	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083629	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083628	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083626	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083625	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083622	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083619	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083765	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083614	02/15/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083607	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083600	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083582	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083576	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000083570	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000082997	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000083350	02/11/2004	5	02/16/2004	02/23/2004
Ticket Number:	0000082440	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082875	02/06/2004	0	02/06/2004	02/12/2004

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

kincaid

Total: **6**

Closed

Total: **6**

Ticket Number:	0000083655	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000085049	02/27/2004	3		03/01/2004
Ticket Number:	0000085064	02/28/2004	2		03/01/2004
Ticket Number:	0000085109	02/29/2004	1		03/01/2004
Ticket Number:	0000085117	02/29/2004	0		03/01/2004
Ticket Number:	0000085110	02/29/2004	1		03/01/2004

-----		-----	-----
Average time to ticket resolution for	kincaid	1	
Maximum time to ticket resolution for	kincaid	3	
Minimum time to ticket resolution for	kincaid	0	

Helpdesk

mdo1

Total: **4**

Resolved

Total: **1**

Ticket Number: 0000083375

02/11/2004

0

02/11/2004

02/11/2004

Closed

Total: **3**

Ticket Number: 0000083074

02/09/2004

0

02/09/2004

02/16/2004

Ticket Number: 0000083095

02/09/2004

1

02/10/2004

Ticket Number: 0000083405

02/12/2004

0

02/12/2004

02/18/2004

Average time to ticket resolution for

mdo1

0

Maximum time to ticket resolution for

mdo1

1

Minimum time to ticket resolution for

mdo1

0

mnolan1

Total: **3**

Resolved

Total: **1**

Ticket Number: 0000085055

02/27/2004

1

02/28/2004

Closed

Total: **2**

Ticket Number: 0000082186

02/01/2004

0

02/01/2004

02/09/2004

Ticket Number: 0000082978

02/08/2004

0

02/08/2004

02/16/2004

Average time to ticket resolution for

mnolan1

0

Maximum time to ticket resolution for

mnolan1

1

Minimum time to ticket resolution for

mnolan1

0

Helpdesk

moneill1

Total: **69**

Resolved

Total: **13**

Ticket Number:	0000084109	02/19/2004	7	02/26/2004
Ticket Number:	0000084672	02/24/2004	2	02/26/2004
Ticket Number:	0000084810	02/25/2004	1	02/26/2004
Ticket Number:	0000084812	02/25/2004	1	02/26/2004
Ticket Number:	0000084531	02/23/2004	3	02/26/2004
Ticket Number:	0000084821	02/25/2004	1	02/26/2004
Ticket Number:	0000084831	02/26/2004	1	02/26/2004
Ticket Number:	0000084963	02/26/2004	0	02/26/2004
Ticket Number:	0000084961	02/26/2004	0	02/26/2004
Ticket Number:	0000084956	02/26/2004	4	03/01/2004
Ticket Number:	0000084850	02/26/2004	0	02/26/2004
Ticket Number:	0000084837	02/26/2004	0	02/26/2004
Ticket Number:	0000084830	02/26/2004	1	02/26/2004

Helpdesk

	Closed	Total:	56		
Ticket Number:	0000082312	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000083260	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000084808	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084815	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083460	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083486	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083908	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083861	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083787	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000083713	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083722	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083645	02/16/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083767	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083594	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083551	02/13/2004	6	02/19/2004	02/25/2004
Ticket Number:	0000083485	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083478	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083479	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083484	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083467	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000084053	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084177	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084175	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084172	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084149	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084136	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084138	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084111	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084094	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084086	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084085	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084055	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084061	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000082925	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083374	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083351	02/11/2004	8	02/19/2004	02/25/2004
Ticket Number:	0000083469	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083299	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083247	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083226	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083013	02/09/2004	3	02/12/2004	02/18/2004
Ticket Number:	0000082994	02/08/2004	3	02/11/2004	02/17/2004
Ticket Number:	0000082927	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082940	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082527	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082853	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082851	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082846	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082845	02/05/2004	7	02/12/2004	02/18/2004
Ticket Number:	0000082844	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082839	02/05/2004	7	02/12/2004	02/18/2004
Ticket Number:	0000082825	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082810	02/05/2004	0	02/05/2004	02/11/2004

Helpdesk

Ticket Number:	0000082797	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082770	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082693	02/04/2004	0	02/04/2004	02/10/2004
<hr/>					
Average time to ticket resolution for	moneill1		1		
Maximum time to ticket resolution for	moneill1		8		
Minimum time to ticket resolution for	moneill1		0		
<hr/>					
myers	<u>Total:</u>	8			
Closed	<u>Total:</u>	8			
Ticket Number:	0000082459	02/03/2004	10		02/13/2004
Ticket Number:	0000082774	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000083243	02/10/2004	21		03/02/2004
Ticket Number:	0000084083	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084418	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084140	02/19/2004	0		02/19/2004
Ticket Number:	0000084099	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000083854	02/17/2004	2	02/19/2004	02/25/2004
<hr/>					
Average time to ticket resolution for	myers		4		
Maximum time to ticket resolution for	myers		21		
Minimum time to ticket resolution for	myers		0		
<hr/>					
nevans1	<u>Total:</u>	2			
Resolved	<u>Total:</u>	1			
Ticket Number:	0000084995	02/27/2004	0	02/27/2004	
Closed	<u>Total:</u>	1			
Ticket Number:	0000084740	02/25/2004	0	02/25/2004	03/02/2004
<hr/>					
Average time to ticket resolution for	nevans1		0		
Maximum time to ticket resolution for	nevans1		0		
Minimum time to ticket resolution for	nevans1		0		
<hr/>					

Helpdesk

nitinr1

Total: 29

Resolved

Total: 6

Ticket Number:	0000085058	02/27/2004	1	02/28/2004
Ticket Number:	0000085080	02/28/2004	0	02/28/2004
Ticket Number:	0000085082	02/28/2004	0	02/28/2004
Ticket Number:	0000085084	02/28/2004	0	02/28/2004
Ticket Number:	0000085070	02/28/2004	0	02/28/2004
Ticket Number:	0000085066	02/28/2004	1	02/28/2004

Closed

Total: 23

Ticket Number:	0000083481	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083643	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083641	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083640	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083638	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083636	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083597	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083589	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083592	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083604	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083593	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083584	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083487	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000084334	02/21/2004	0	02/21/2004	02/27/2004
Ticket Number:	0000084392	02/22/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084399	02/22/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084410	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084411	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084406	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000083472	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000082964	02/07/2004	0	02/07/2004	02/13/2004
Ticket Number:	0000083124	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083210	02/10/2004	2	02/12/2004	02/18/2004

-----	-----	-----
Average time to ticket resolution for	nitinr1	0
Maximum time to ticket resolution for	nitinr1	2
Minimum time to ticket resolution for	nitinr1	0

pzeارف1

Total: 9

Resolved

Total: 2

Ticket Number:	0000084843	02/26/2004	0	02/26/2004	02/26/2004
Ticket Number:	0000084765	02/25/2004	1	02/26/2004	

Closed

Total: 7

Ticket Number:	0000082378	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000084806	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084807	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083446	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000082369	02/02/2004	2		02/04/2004
Ticket Number:	0000083356	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000082782	02/05/2004	0	02/05/2004	02/11/2004

-----	-----	-----
Average time to ticket resolution for	pzeارف1	0
Maximum time to ticket resolution for	pzeارف1	2
Minimum time to ticket resolution for	pzeارف1	0

Helpdesk

ramosm1

Total: **67**

Resolved

Total: **4**

Ticket Number:	0000083585	02/14/2004	14	02/28/2004
Ticket Number:	0000084204	02/20/2004	8	02/28/2004
Ticket Number:	0000085046	02/27/2004	1	02/28/2004
Ticket Number:	0000085077	02/28/2004	0	02/28/2004

Helpdesk

	Closed	<u>Total:</u>	63		
Ticket Number:	0000083820	02/17/2004	6	02/23/2004	03/01/2004
Ticket Number:	0000083489	02/12/2004	6	02/18/2004	02/24/2004
Ticket Number:	0000083571	02/13/2004	1	02/14/2004	02/20/2004
Ticket Number:	0000083553	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083580	02/14/2004	1	02/14/2004	02/20/2004
Ticket Number:	0000083599	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083602	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083608	02/14/2004	7	02/21/2004	02/27/2004
Ticket Number:	0000083634	02/16/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083910	02/17/2004	5	02/23/2004	03/01/2004
Ticket Number:	0000083867	02/17/2004	6	02/23/2004	03/01/2004
Ticket Number:	0000083851	02/17/2004	6	02/23/2004	03/01/2004
Ticket Number:	0000083821	02/17/2004	4	02/21/2004	02/27/2004
Ticket Number:	0000083755	02/16/2004	9	02/25/2004	03/02/2004
Ticket Number:	0000083733	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083731	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083728	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083725	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083938	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083931	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083928	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083927	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083924	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083921	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083920	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083919	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083620	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083606	02/14/2004	0		02/14/2004
Ticket Number:	0000083601	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083583	02/14/2004	0	02/14/2004	02/20/2004
Ticket Number:	0000083575	02/13/2004	1	02/14/2004	02/20/2004
Ticket Number:	0000083573	02/13/2004	1	02/14/2004	02/20/2004
Ticket Number:	0000083956	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083967	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084017	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084167	02/19/2004	4	02/23/2004	03/01/2004
Ticket Number:	0000084142	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000083980	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084344	02/21/2004	0	02/21/2004	02/27/2004
Ticket Number:	0000084340	02/21/2004	0	02/21/2004	02/27/2004
Ticket Number:	0000084337	02/21/2004	0	02/21/2004	02/27/2004
Ticket Number:	0000084332	02/21/2004	0	02/21/2004	02/27/2004
Ticket Number:	0000084331	02/21/2004	0	02/21/2004	02/27/2004
Ticket Number:	0000084319	02/21/2004	1	02/21/2004	02/27/2004
Ticket Number:	0000084312	02/20/2004	2	02/23/2004	03/01/2004
Ticket Number:	0000084307	02/20/2004	1	02/21/2004	02/27/2004
Ticket Number:	0000084298	02/20/2004	1	02/21/2004	02/27/2004
Ticket Number:	0000084447	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084436	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084388	02/22/2004	6		02/28/2004
Ticket Number:	0000084346	02/21/2004	0	02/21/2004	02/27/2004
Ticket Number:	0000084297	02/20/2004	1	02/21/2004	02/27/2004
Ticket Number:	0000084295	02/20/2004	1	02/21/2004	02/27/2004

Helpdesk

Ticket Number:	0000084335	02/21/2004	0	02/21/2004	02/27/2004
Ticket Number:	0000084248	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000082646	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082647	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082852	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082651	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082920	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000082922	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083073	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000082984	02/08/2004	3	02/11/2004	02/17/2004
-----			-----		
Average time to ticket resolution for	ramosml		2		
Maximum time to ticket resolution for	ramosml		14		
Minimum time to ticket resolution for	ramosml		0		

Helpdesk

talder1

Resolved

Total: **143**

Total: **7**

Ticket Number:	0000085007	02/27/2004	0	02/27/2004
Ticket Number:	0000085120	02/29/2004	1	03/02/2004
Ticket Number:	0000085119	02/29/2004	1	03/02/2004
Ticket Number:	0000085030	02/27/2004	4	03/02/2004
Ticket Number:	0000085112	02/29/2004	2	03/02/2004
Ticket Number:	0000085116	02/29/2004	2	03/02/2004
Ticket Number:	0000085115	02/29/2004	2	03/02/2004

Helpdesk

	Closed	Total:	136		
Ticket Number:	0000084470	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000082396	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082387	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082300	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082328	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082280	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082260	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082214	02/02/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082205	02/02/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082188	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082493	02/03/2004	3	02/06/2004	02/12/2004
Ticket Number:	0000082215	02/02/2004	3	02/05/2004	02/11/2004
Ticket Number:	0000083424	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000082471	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000084785	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084103	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084219	02/20/2004	0		02/20/2004
Ticket Number:	0000084231	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084258	02/20/2004	2	02/22/2004	03/01/2004
Ticket Number:	0000084533	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084532	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084468	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084467	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084412	02/23/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084405	02/23/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084404	02/22/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084402	02/22/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084409	02/23/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084595	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084586	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084580	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084549	02/24/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084550	02/24/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084557	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084546	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084540	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084397	02/22/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084369	02/22/2004	0	02/22/2004	03/01/2004
Ticket Number:	0000084368	02/22/2004	0	02/22/2004	03/01/2004
Ticket Number:	0000084367	02/22/2004	0	02/22/2004	03/01/2004
Ticket Number:	0000084365	02/22/2004	0	02/22/2004	03/01/2004
Ticket Number:	0000084359	02/22/2004	0	02/22/2004	03/01/2004
Ticket Number:	0000084356	02/22/2004	0	02/22/2004	03/01/2004
Ticket Number:	0000084350	02/22/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084349	02/22/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084347	02/21/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084348	02/21/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084341	02/21/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084333	02/21/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084329	02/21/2004	1	02/22/2004	03/01/2004
Ticket Number:	0000084309	02/20/2004	2	02/22/2004	03/01/2004
Ticket Number:	0000084303	02/20/2004	2	02/22/2004	03/01/2004
Ticket Number:	0000084286	02/20/2004	4	02/24/2004	03/01/2004

Helpdesk

Ticket Number:	0000084232	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084236	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000083421	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083512	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083802	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083796	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083784	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000084414	02/23/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084413	02/23/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000083761	02/16/2004	6	02/22/2004	02/22/2004
Ticket Number:	0000083752	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083711	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083666	02/16/2004	1	02/17/2004	02/23/2004
Ticket Number:	0000083918	02/17/2004	5	02/22/2004	03/01/2004
Ticket Number:	0000083878	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083891	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083866	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083855	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083849	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000084137	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000083823	02/17/2004	0		02/17/2004
Ticket Number:	0000083810	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083660	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083631	02/15/2004	7	02/22/2004	03/01/2004
Ticket Number:	0000083814	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000084131	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000083595	02/14/2004	8	02/22/2004	03/01/2004
Ticket Number:	0000083557	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000082893	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082901	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083376	02/11/2004	7	02/18/2004	02/24/2004
Ticket Number:	0000083368	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083366	02/11/2004	6	02/17/2004	02/23/2004
Ticket Number:	0000083385	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083331	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083302	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083288	02/11/2004	7	02/18/2004	02/24/2004
Ticket Number:	0000083274	02/11/2004	9	02/20/2004	02/26/2004
Ticket Number:	0000083235	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083179	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083157	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083131	02/10/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083127	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083123	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083122	02/09/2004	8	02/17/2004	02/19/2004
Ticket Number:	0000083121	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083088	02/09/2004	3	02/12/2004	02/18/2004
Ticket Number:	0000083059	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083008	02/09/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000083006	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000083000	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000082992	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000082988	02/08/2004	2	02/10/2004	02/16/2004
Ticket Number:	0000082981	02/08/2004	1	02/09/2004	02/16/2004

Helpdesk

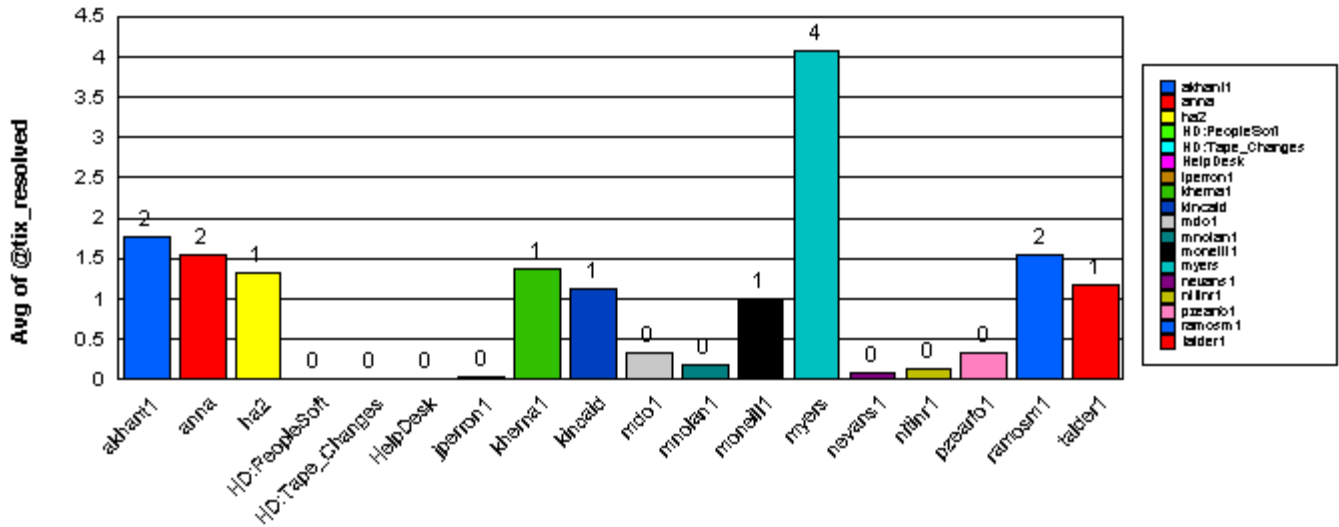
Ticket Number:	0000082976	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000082974	02/08/2004	2	02/10/2004	02/16/2004
Ticket Number:	0000082973	02/08/2004	2	02/09/2004	02/16/2004
Ticket Number:	0000082956	02/07/2004	3	02/10/2004	02/16/2004
Ticket Number:	0000082902	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083023	02/09/2004	4	02/13/2004	02/19/2004
Ticket Number:	0000083022	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083032	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083016	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000082356	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082833	02/05/2004	5	02/10/2004	02/16/2004
Ticket Number:	0000082779	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082738	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082733	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082698	02/04/2004	9	02/13/2004	02/19/2004
Ticket Number:	0000082685	02/04/2004	2	02/06/2004	02/12/2004
Ticket Number:	0000082568	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082470	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082466	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082460	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082435	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000083037	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000082394	02/02/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082385	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082383	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082524	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082505	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082376	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082358	02/02/2004	0	02/02/2004	02/09/2004
-----			-----		
Average time to ticket resolution for	talder1		1		
Maximum time to ticket resolution for	talder1		9		
Minimum time to ticket resolution for	talder1		0		

Helpdesk

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	29
Minimum time to ticket resolution for	Helpdesk	0

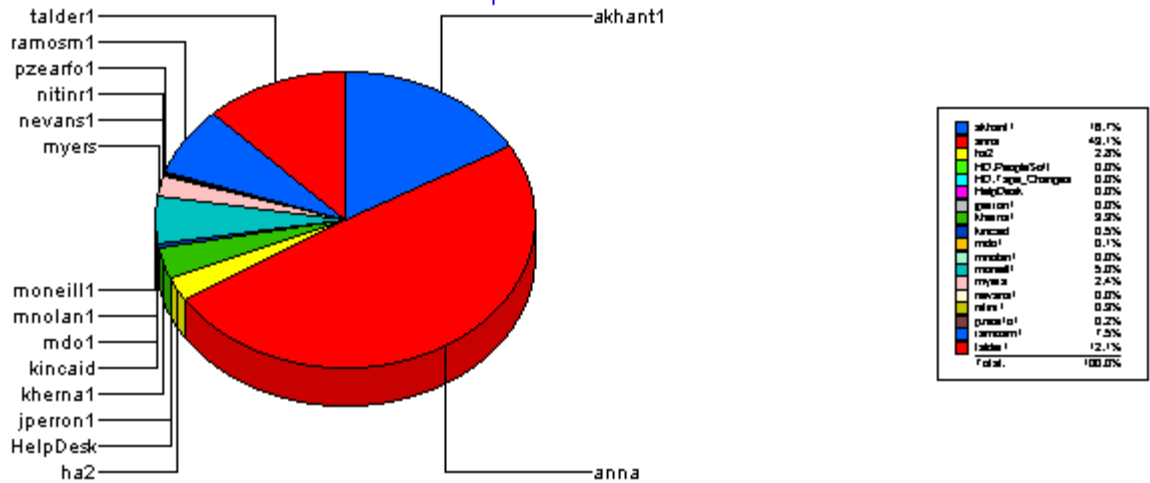
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



Human Resources

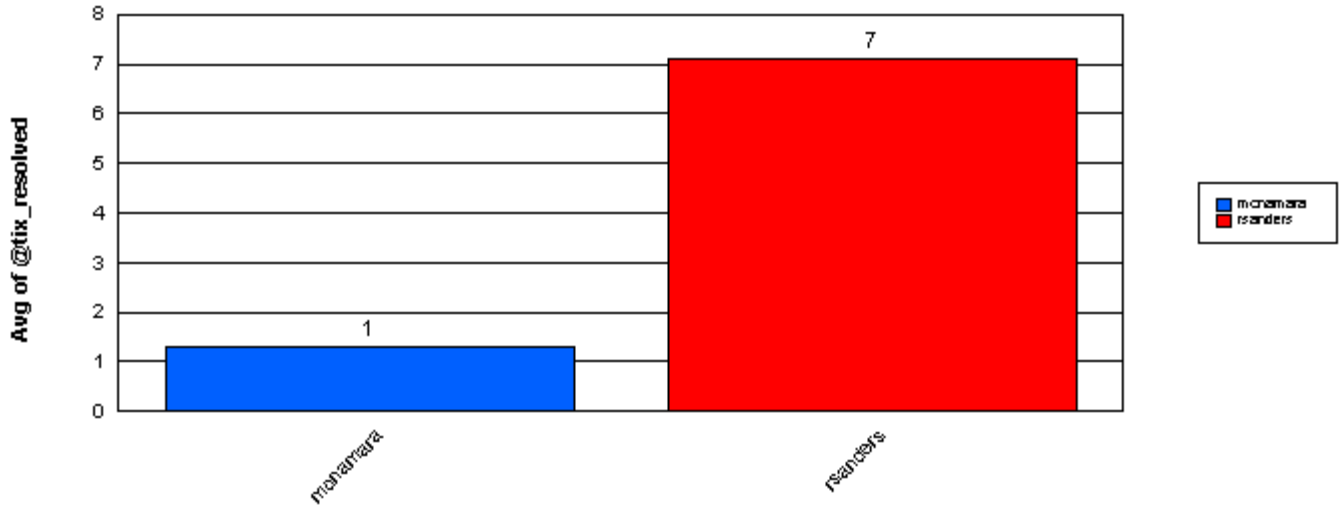
		<u>Total:</u>	26		
mcnamara		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000082917	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000084130	02/19/2004	1		02/20/2004
Ticket Number:	0000083075	02/09/2004	0		02/09/2004
-----				-----	
Average time to ticket resolution for		mcnamara	1		
Maximum time to ticket resolution for		mcnamara	3		
Minimum time to ticket resolution for		mcnamara	0		
<hr/>		<hr/>		<hr/>	
rsanders		<u>Total:</u>	23		
Resolved		<u>Total:</u>	8		
Ticket Number:	0000083447	02/12/2004	18	03/01/2004	
Ticket Number:	0000084535	02/23/2004	3	02/26/2004	
Ticket Number:	0000085008	02/27/2004	3	03/01/2004	
Ticket Number:	0000084952	02/26/2004	4	03/01/2004	
Ticket Number:	0000084929	02/26/2004	4	03/01/2004	
Ticket Number:	0000084664	02/24/2004	2	02/26/2004	
Ticket Number:	0000084488	02/23/2004	3	02/26/2004	
Ticket Number:	0000083651	02/16/2004	14	03/01/2004	
Closed		<u>Total:</u>	15		
Ticket Number:	0000084936	02/26/2004	4		03/01/2004
Ticket Number:	0000084979	02/27/2004	3		03/01/2004
Ticket Number:	0000084062	02/18/2004	12		03/01/2004
Ticket Number:	0000084220	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084209	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000083759	02/16/2004	3	02/19/2004	02/25/2004
Ticket Number:	0000082969	02/07/2004	11		02/19/2004
Ticket Number:	0000083295	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000082441	02/03/2004	16		02/19/2004
Ticket Number:	0000082807	02/05/2004	14	02/19/2004	02/25/2004
Ticket Number:	0000082747	02/05/2004	14		02/19/2004
Ticket Number:	0000082447	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082663	02/04/2004	15		02/19/2004
Ticket Number:	0000082719	02/05/2004	14	02/19/2004	02/25/2004
Ticket Number:	0000082497	02/03/2004	0	02/03/2004	02/09/2004
-----				-----	
Average time to ticket resolution for		rsanders	7		
Maximum time to ticket resolution for		rsanders	18		
Minimum time to ticket resolution for		rsanders	0		

Human Resources

Average time to ticket resolution for	Human Resour	6
Maximum time to ticket resolution for	Human Resour	18
Minimum time to ticket resolution for	Human Resour	0

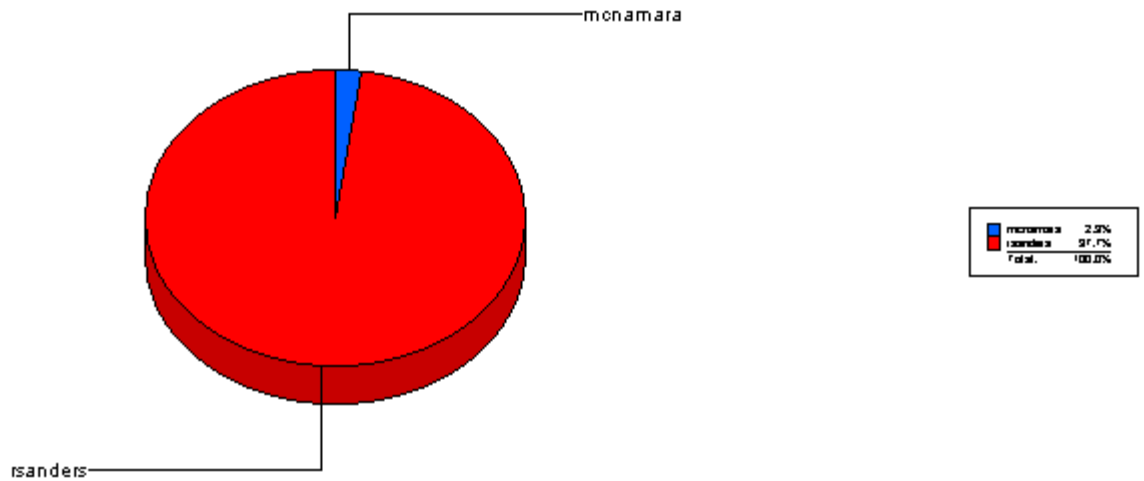
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total: **114**

LAN

Closed

Total: **1**

Total: **1**

Ticket Number: 0000083305

02/11/2004

0

02/11/2004

Average time to ticket resolution for

LAN

0

Maximum time to ticket resolution for

LAN

0

Minimum time to ticket resolution for

LAN

0

LAN

jesse

Resolved

Total: 57

Total: 8

Ticket Number:	0000084152	02/19/2004	12	03/02/2004
Ticket Number:	0000084803	02/25/2004	1	02/26/2004
Ticket Number:	0000084797	02/25/2004	1	02/26/2004
Ticket Number:	0000084883	02/26/2004	0	02/26/2004
Ticket Number:	0000085016	02/27/2004	0	02/27/2004
Ticket Number:	0000085006	02/27/2004	3	03/01/2004
Ticket Number:	0000085009	02/27/2004	0	02/27/2004
Ticket Number:	0000084706	02/25/2004	1	02/26/2004

LAN

	<u>Closed</u>	<u>Total:</u>	49		
Ticket Number:	0000082292	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082333	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082220	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082291	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000084620	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084743	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083461	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083890	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083879	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083856	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083835	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083811	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083808	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083801	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083507	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083710	02/16/2004	1	02/17/2004	02/23/2004
Ticket Number:	0000083555	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083957	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084604	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084603	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000084530	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084519	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084285	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084239	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000083993	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000082895	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083054	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083315	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083306	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083290	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083250	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083190	02/10/2004	3	02/13/2004	02/19/2004
Ticket Number:	0000083175	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083135	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083102	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083090	02/09/2004	1	02/10/2004	02/10/2004
Ticket Number:	0000083087	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083042	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083029	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000082350	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082751	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082705	02/04/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082676	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082668	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082594	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082443	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082479	02/03/2004	0	02/03/2004	02/03/2004
Ticket Number:	0000082475	02/03/2004	0	02/03/2004	02/13/2004
Ticket Number:	0000082532	02/03/2004	1	02/04/2004	02/10/2004
-----			-----	-----	-----
Average time to ticket resolution for	jesse		1		
Maximum time to ticket resolution for	jesse		12		
Minimum time to ticket resolution for	jesse		0		

LAN

ostrove		<u>Total:</u> 52			
Closed		<u>Total:</u> 52			
Ticket Number:	0000082514	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082576	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082572	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082589	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082847	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082823	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082796	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082757	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082683	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082677	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082671	02/04/2004	6	02/10/2004	02/16/2004
Ticket Number:	0000082630	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082628	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082758	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082588	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082561	02/04/2004	8	02/12/2004	02/18/2004
Ticket Number:	0000082569	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082571	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000083028	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083049	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083414	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083338	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083337	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083782	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083240	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083206	02/10/2004	6	02/16/2004	02/23/2004
Ticket Number:	0000083072	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000083079	02/09/2004	5		02/14/2004
Ticket Number:	0000083063	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083952	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084020	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084082	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084118	02/19/2004	5	02/24/2004	03/01/2004
Ticket Number:	0000084390	02/22/2004	2	02/24/2004	03/01/2004
Ticket Number:	0000084512	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084505	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084101	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000083977	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083427	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083716	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083457	02/12/2004	6	02/18/2004	02/24/2004
Ticket Number:	0000083905	02/17/2004	8	02/25/2004	03/02/2004
Ticket Number:	0000083565	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000084746	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083047	02/09/2004	4	02/13/2004	02/19/2004
Ticket Number:	0000082426	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000083349	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000082233	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082232	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082221	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082217	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000083119	02/09/2004	1	02/10/2004	02/16/2004

LAN

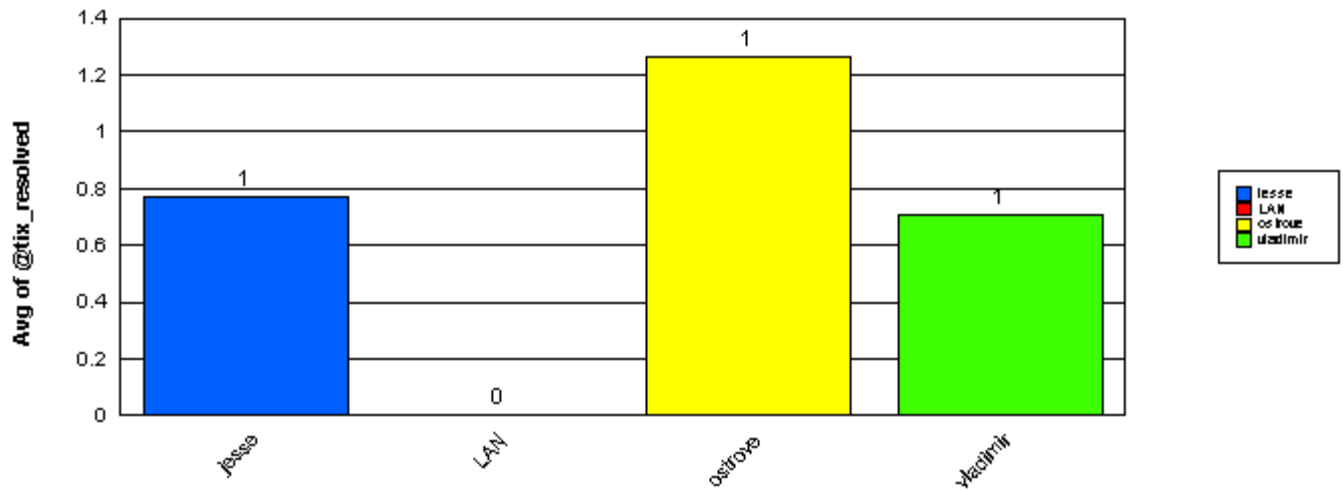
<hr/>		<hr/>		<hr/>	
Average time to ticket resolution for		ostrove	1		
Maximum time to ticket resolution for		ostrove	8		
Minimum time to ticket resolution for		ostrove	0		
<hr/>		<hr/>		<hr/>	
vladimir		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000083845	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000084063	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000082586	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082587	02/04/2004	0	02/04/2004	02/10/2004
<hr/>		<hr/>		<hr/>	
Average time to ticket resolution for		vladimir	1		
Maximum time to ticket resolution for		vladimir	2		
Minimum time to ticket resolution for		vladimir	0		
<hr/>		<hr/>		<hr/>	

LAN

Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	12
Minimum time to ticket resolution for	LAN	0

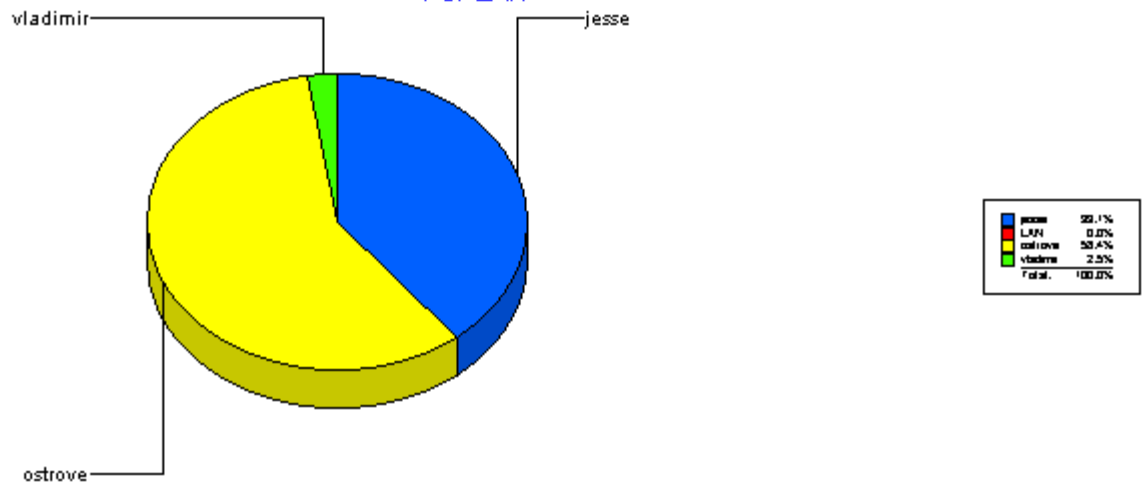
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		Total:	145		
darnold		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000083099	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000082310	02/02/2004	0	02/02/2004	02/09/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		darnold	0		
Maximum time to ticket resolution for		darnold	0		
Minimum time to ticket resolution for		darnold	0		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
ebenson1		<u>Total:</u>	31		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000082204	02/01/2004	29	03/02/2004	
Closed		<u>Total:</u>	30		
Ticket Number:	0000082301	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082681	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082306	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082304	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082290	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082279	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082278	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082229	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082225	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082297	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082196	02/01/2004	8	02/09/2004	02/16/2004
Ticket Number:	0000082317	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000084763	02/25/2004	0		02/25/2004
Ticket Number:	0000084250	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084453	02/23/2004	8		03/02/2004
Ticket Number:	0000084446	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000083747	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083162	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083163	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000082348	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082357	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082680	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082673	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082664	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082666	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082539	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082444	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082436	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082421	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000083034	02/09/2004	9	02/18/2004	02/24/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		ebenson1	2		
Maximum time to ticket resolution for		ebenson1	29		
Minimum time to ticket resolution for		ebenson1	0		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
fritz		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000084321	02/21/2004	0		02/21/2004
Ticket Number:	0000084492	02/23/2004	0		02/23/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		fritz	0		
Maximum time to ticket resolution for		fritz	0		
Minimum time to ticket resolution for		fritz	0		

New Media

rarmstro

Total: **105**

Resolved

Total: **3**

Ticket Number:	0000084817	02/25/2004	0	02/26/2004
Ticket Number:	0000084818	02/25/2004	0	02/26/2004
Ticket Number:	0000084944	02/26/2004	1	02/27/2004

New Media

	Closed	Total:	102		
Ticket Number:	0000082931	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000082408	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000083064	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000082418	02/03/2004	17	02/20/2004	02/26/2004
Ticket Number:	0000083234	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000082209	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082285	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082321	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082295	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082276	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082185	02/01/2004	0	02/01/2004	02/09/2004
Ticket Number:	0000084641	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000084659	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000084647	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000084827	02/25/2004	2		02/27/2004
Ticket Number:	0000084725	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084738	02/25/2004	2		02/27/2004
Ticket Number:	0000083950	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084054	02/18/2004	1		02/19/2004
Ticket Number:	0000084537	02/23/2004	2	02/25/2004	03/02/2004
Ticket Number:	0000084211	02/20/2004	0	02/20/2004	02/20/2004
Ticket Number:	0000084182	02/19/2004	6		02/25/2004
Ticket Number:	0000084153	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000083455	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083949	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083917	02/17/2004	0	02/18/2004	02/18/2004
Ticket Number:	0000083895	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083887	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083799	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000084640	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000083757	02/16/2004	4		02/20/2004
Ticket Number:	0000083720	02/16/2004	3		02/19/2004
Ticket Number:	0000083633	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083621	02/15/2004	1	02/16/2004	02/23/2004
Ticket Number:	0000083546	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000082361	02/02/2004	23		02/25/2004
Ticket Number:	0000082477	02/03/2004	1	02/04/2004	02/04/2004
Ticket Number:	0000082509	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082513	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082857	02/05/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082856	02/05/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082842	02/05/2004	6		02/11/2004
Ticket Number:	0000082635	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082712	02/04/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082710	02/04/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082567	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082548	02/03/2004	14		02/18/2004
Ticket Number:	0000082537	02/03/2004	7		02/10/2004
Ticket Number:	0000082525	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082515	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082510	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082840	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000082861	02/06/2004	5		02/11/2004

New Media

Ticket Number:	0000082830	02/05/2004	15		02/20/2004
Ticket Number:	0000082739	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082729	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082867	02/06/2004	0	02/06/2004	02/09/2004
Ticket Number:	0000082694	02/04/2004	16		02/20/2004
Ticket Number:	0000083158	02/10/2004	0		02/10/2004
Ticket Number:	0000082499	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082462	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082370	02/02/2004	23		02/25/2004
Ticket Number:	0000082373	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082446	02/03/2004	15		02/18/2004
Ticket Number:	0000082402	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082905	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082909	02/06/2004	5		02/11/2004
Ticket Number:	0000082924	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000082936	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000083160	02/10/2004	0		02/10/2004
Ticket Number:	0000083155	02/10/2004	0		02/10/2004
Ticket Number:	0000083154	02/10/2004	0		02/10/2004
Ticket Number:	0000083153	02/10/2004	0		02/10/2004
Ticket Number:	0000083152	02/10/2004	0		02/10/2004
Ticket Number:	0000083151	02/10/2004	0		02/10/2004
Ticket Number:	0000083062	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083055	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083038	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083341	02/11/2004	5		02/16/2004
Ticket Number:	0000083340	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083323	02/11/2004	1		02/12/2004
Ticket Number:	0000083326	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083270	02/10/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083257	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083254	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083228	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083227	02/10/2004	1		02/11/2004
Ticket Number:	0000083417	02/12/2004	6	02/18/2004	02/24/2004
Ticket Number:	0000083363	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083284	02/11/2004	0	02/11/2004	02/12/2004
Ticket Number:	0000083197	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083196	02/10/2004	6		02/16/2004
Ticket Number:	0000083191	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083186	02/10/2004	0		02/10/2004
Ticket Number:	0000083172	02/10/2004	10	02/20/2004	02/26/2004
Ticket Number:	0000083166	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083165	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083021	02/09/2004	10		02/19/2004
Ticket Number:	0000083004	02/08/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000082980	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000082977	02/08/2004	3		02/11/2004
Ticket Number:	0000082934	02/06/2004	3	02/09/2004	02/16/2004

Average time to ticket resolution for	rarmstro	2
Maximum time to ticket resolution for	rarmstro	23
Minimum time to ticket resolution for	rarmstro	0

New Media

vergil

Total: **5**

Closed

Total: **5**

Ticket Number:	0000083084	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083411	02/12/2004	13	02/25/2004	03/02/2004
Ticket Number:	0000084190	02/20/2004	4		02/24/2004
Ticket Number:	0000082584	02/04/2004	20	02/24/2004	03/01/2004
Ticket Number:	0000082777	02/05/2004	15	02/20/2004	02/26/2004

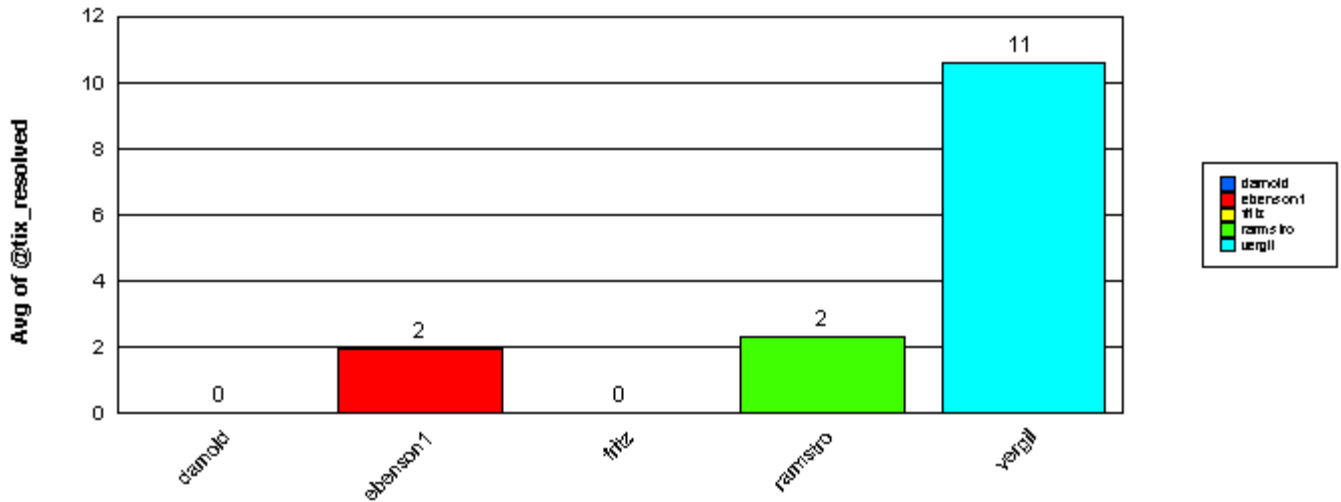
Average time to ticket resolution for	vergil	11
Maximum time to ticket resolution for	vergil	20
Minimum time to ticket resolution for	vergil	1

New Media

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	29
Minimum time to ticket resolution for	New Media	0

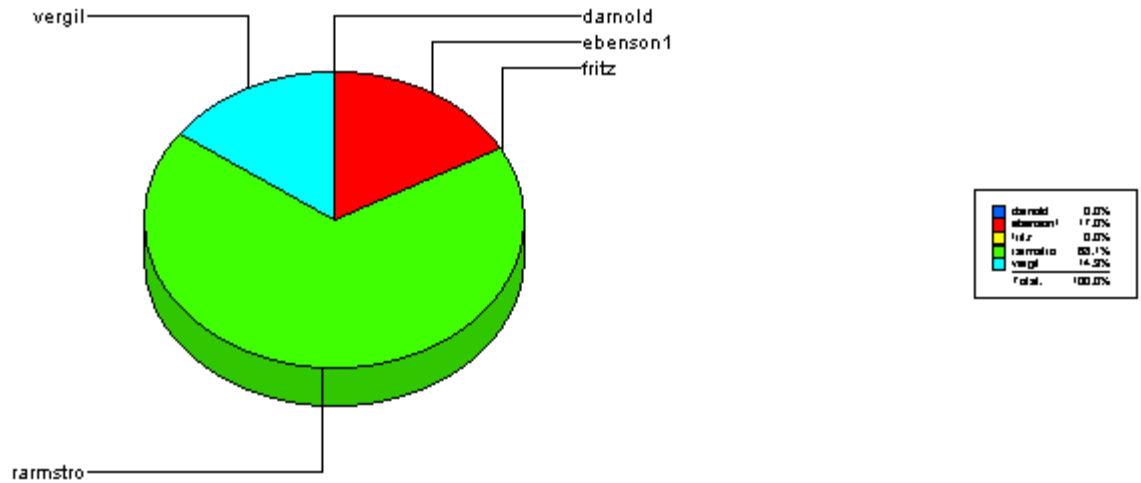
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		<u>Total:</u>	116		
BSG:Operational_Support		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000082422	02/03/2004	0	02/03/2004	
Ticket Number:	0000082786	02/05/2004	0	02/05/2004	
Ticket Number:	0000082900	02/06/2004	0	02/06/2004	
Ticket Number:	0000084144	02/19/2004	0	02/19/2004	
Ticket Number:	0000084202	02/20/2004	0	02/20/2004	
-----		-----	-----	-----	
Average time to ticket resolution for		BSG:Operation	0		
Maximum time to ticket resolution for		BSG:Operation	0		
Minimum time to ticket resolution for		BSG:Operation	0		

OIT BSG Non People
BSG:Web_Infrastructure

Total: 56

OIT BSG Non People

	Closed	Total:	56	
Ticket Number:	0000083985	02/18/2004	0	02/18/2004
Ticket Number:	0000083986	02/18/2004	0	02/18/2004
Ticket Number:	0000084093	02/19/2004	0	02/19/2004
Ticket Number:	0000084150	02/19/2004	0	02/19/2004
Ticket Number:	0000084200	02/20/2004	0	02/20/2004
Ticket Number:	0000084556	02/24/2004	0	02/24/2004
Ticket Number:	0000084555	02/24/2004	0	02/24/2004
Ticket Number:	0000084480	02/23/2004	0	02/23/2004
Ticket Number:	0000084469	02/23/2004	0	02/23/2004
Ticket Number:	0000084422	02/23/2004	0	02/23/2004
Ticket Number:	0000084421	02/23/2004	0	02/23/2004
Ticket Number:	0000084201	02/20/2004	0	02/20/2004
Ticket Number:	0000084199	02/20/2004	0	02/20/2004
Ticket Number:	0000084426	02/23/2004	0	02/23/2004
Ticket Number:	0000084151	02/19/2004	0	02/19/2004
Ticket Number:	0000084145	02/19/2004	0	02/19/2004
Ticket Number:	0000084092	02/19/2004	0	02/19/2004
Ticket Number:	0000084090	02/19/2004	0	02/19/2004
Ticket Number:	0000083987	02/18/2004	0	02/18/2004
Ticket Number:	0000083988	02/18/2004	0	02/18/2004
Ticket Number:	0000083785	02/17/2004	0	02/17/2004
Ticket Number:	0000084634	02/24/2004	0	02/24/2004
Ticket Number:	0000084697	02/25/2004	0	02/25/2004
Ticket Number:	0000084701	02/25/2004	0	02/25/2004
Ticket Number:	0000084732	02/25/2004	0	02/25/2004
Ticket Number:	0000084916	02/26/2004	0	02/26/2004
Ticket Number:	0000084879	02/26/2004	0	02/26/2004
Ticket Number:	0000084878	02/26/2004	0	02/26/2004
Ticket Number:	0000084877	02/26/2004	0	02/26/2004
Ticket Number:	0000084782	02/25/2004	0	02/25/2004
Ticket Number:	0000084780	02/25/2004	0	02/25/2004
Ticket Number:	0000084779	02/25/2004	0	02/25/2004
Ticket Number:	0000084778	02/25/2004	0	02/25/2004
Ticket Number:	0000084733	02/25/2004	0	02/25/2004
Ticket Number:	0000085025	02/27/2004	0	02/27/2004
Ticket Number:	0000084993	02/27/2004	0	02/27/2004
Ticket Number:	0000084992	02/27/2004	0	02/27/2004
Ticket Number:	0000084990	02/27/2004	0	02/27/2004
Ticket Number:	0000084991	02/27/2004	0	02/27/2004
Ticket Number:	0000084918	02/26/2004	0	02/26/2004
Ticket Number:	0000084917	02/26/2004	0	02/26/2004
Ticket Number:	0000084703	02/25/2004	0	02/25/2004
Ticket Number:	0000084702	02/25/2004	0	02/25/2004
Ticket Number:	0000084698	02/25/2004	0	02/25/2004
Ticket Number:	0000084696	02/25/2004	0	02/25/2004
Ticket Number:	0000084699	02/25/2004	0	02/25/2004
Ticket Number:	0000084120	02/19/2004	0	02/19/2004
Ticket Number:	0000082224	02/02/2004	0	02/02/2004
Ticket Number:	0000083276	02/11/2004	0	02/11/2004
Ticket Number:	0000083388	02/12/2004	0	02/12/2004
Ticket Number:	0000083387	02/12/2004	0	02/12/2004
Ticket Number:	0000082412	02/03/2004	0	02/03/2004
Ticket Number:	0000082413	02/03/2004	0	02/03/2004

OIT BSG Non People

Ticket Number:	0000082654	02/04/2004	0	02/04/2004
Ticket Number:	0000082563	02/04/2004	0	02/04/2004
Ticket Number:	0000082785	02/05/2004	0	02/05/2004
Average time to ticket resolution for		BSG:Web_Infra	0	
Maximum time to ticket resolution for		BSG:Web_Infra	0	
Minimum time to ticket resolution for		BSG:Web_Infra	0	
blanchet		<u>Total:</u>	11	
Closed		<u>Total:</u>	11	
Ticket Number:	0000082732	02/05/2004	0	02/05/2004
Ticket Number:	0000082745	02/05/2004	0	02/05/2004
Ticket Number:	0000082744	02/05/2004	0	02/05/2004
Ticket Number:	0000082885	02/06/2004	25	03/02/2004
Ticket Number:	0000082921	02/06/2004	11	02/17/2004
Ticket Number:	0000082403	02/03/2004	3	02/06/2004
Ticket Number:	0000084695	02/25/2004	0	02/25/2004
Ticket Number:	0000084985	02/27/2004	0	02/27/2004
Ticket Number:	0000083658	02/16/2004	0	02/16/2004
Ticket Number:	0000084088	02/19/2004	0	02/19/2004
Ticket Number:	0000084576	02/24/2004	1	02/25/2004
Average time to ticket resolution for		blanchet	4	
Maximum time to ticket resolution for		blanchet	25	
Minimum time to ticket resolution for		blanchet	0	
dina		<u>Total:</u>	8	
Closed		<u>Total:</u>	8	
Ticket Number:	0000084029	02/18/2004	1	02/19/2004
Ticket Number:	0000084127	02/19/2004	0	02/19/2004
Ticket Number:	0000083513	02/13/2004	0	02/13/2004
Ticket Number:	0000083729	02/16/2004	3	02/19/2004
Ticket Number:	0000082216	02/02/2004	0	02/02/2004
Ticket Number:	0000083164	02/10/2004	1	02/11/2004
Ticket Number:	0000083359	02/11/2004	0	02/11/2004
Ticket Number:	0000082874	02/06/2004	0	02/06/2004
Average time to ticket resolution for		dina	1	
Maximum time to ticket resolution for		dina	3	
Minimum time to ticket resolution for		dina	0	
jason12		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000083413	02/12/2004	5	02/17/2004
Ticket Number:	0000083983	02/18/2004	2	02/20/2004
Average time to ticket resolution for		jason12	4	
Maximum time to ticket resolution for		jason12	5	
Minimum time to ticket resolution for		jason12	2	
kirby		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000082947	02/07/2004	0	02/07/2004 02/13/2004
Ticket Number:	0000083401	02/12/2004	5	02/17/2004
Average time to ticket resolution for		kirby	3	
Maximum time to ticket resolution for		kirby	5	
Minimum time to ticket resolution for		kirby	0	

OIT BSG Non People

kjoseph

Total: 3

Resolved

Total: 1

Ticket Number: 0000083445 02/12/2004 14 02/26/2004 02/13/2004

Closed

Total: 2

Ticket Number: 0000084394 02/22/2004 1 02/23/2004 03/01/2004

Ticket Number: 0000083859 02/17/2004 6 02/23/2004 02/23/2004

Average time to ticket resolution for kjoseph 7
Maximum time to ticket resolution for kjoseph 14
Minimum time to ticket resolution for kjoseph 1

paulr

Total: 4

Closed

Total: 4

Ticket Number: 0000084400 02/22/2004 2 02/25/2004

Ticket Number: 0000083120 02/09/2004 2 02/11/2004

Ticket Number: 0000082222 02/02/2004 2 02/04/2004

Ticket Number: 0000083246 02/10/2004 1 02/11/2004

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

psimon

Total: 3

Closed

Total: 3

Ticket Number: 0000082334 02/02/2004 0 02/02/2004

Ticket Number: 0000084081 02/19/2004 0 02/19/2004

Ticket Number: 0000084419 02/23/2004 2 02/25/2004

Average time to ticket resolution for psimon 1
Maximum time to ticket resolution for psimon 2
Minimum time to ticket resolution for psimon 0

putro

Total: 22

Closed

Total: 22

Ticket Number: 0000083982 02/18/2004 0 02/18/2004

Ticket Number: 0000084051 02/18/2004 0 02/18/2004

Ticket Number: 0000084122 02/19/2004 0 02/19/2004

Ticket Number: 0000083515 02/13/2004 4 02/17/2004

Ticket Number: 0000083892 02/17/2004 0 02/17/2004

Ticket Number: 0000083871 02/17/2004 0 02/17/2004

Ticket Number: 0000083829 02/17/2004 0 02/17/2004

Ticket Number: 0000083514 02/13/2004 4 02/17/2004

Ticket Number: 0000083138 02/10/2004 0 02/10/2004

Ticket Number: 0000082930 02/06/2004 0 02/06/2004

Ticket Number: 0000083827 02/17/2004 1 02/18/2004

Ticket Number: 0000082950 02/07/2004 3 02/10/2004

Ticket Number: 0000083188 02/10/2004 0 02/10/2004

Ticket Number: 0000083355 02/11/2004 0 02/11/2004

Ticket Number: 0000083322 02/11/2004 0 02/11/2004

Ticket Number: 0000083399 02/12/2004 0 02/12/2004

Ticket Number: 0000083398 02/12/2004 0 02/12/2004

Ticket Number: 0000083221 02/10/2004 9 02/19/2004

Ticket Number: 0000082792 02/05/2004 1 02/06/2004

Ticket Number: 0000082802 02/05/2004 0 02/05/2004

Ticket Number: 0000082794 02/05/2004 0 02/05/2004

Ticket Number: 0000082795 02/05/2004 0 02/05/2004

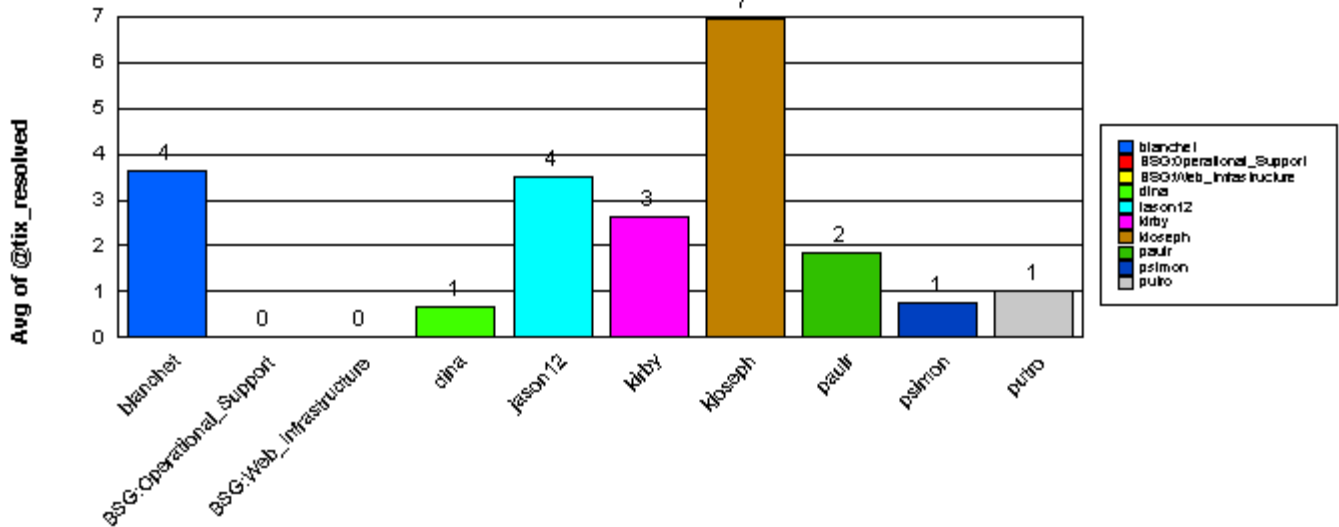
Average time to ticket resolution for putro 1
Maximum time to ticket resolution for putro 9
Minimum time to ticket resolution for putro 0

OIT BSG Non People

Average time to ticket resolution for	OIT BSG Non P	1
Maximum time to ticket resolution for	OIT BSG Non P	25
Minimum time to ticket resolution for	OIT BSG Non P	0

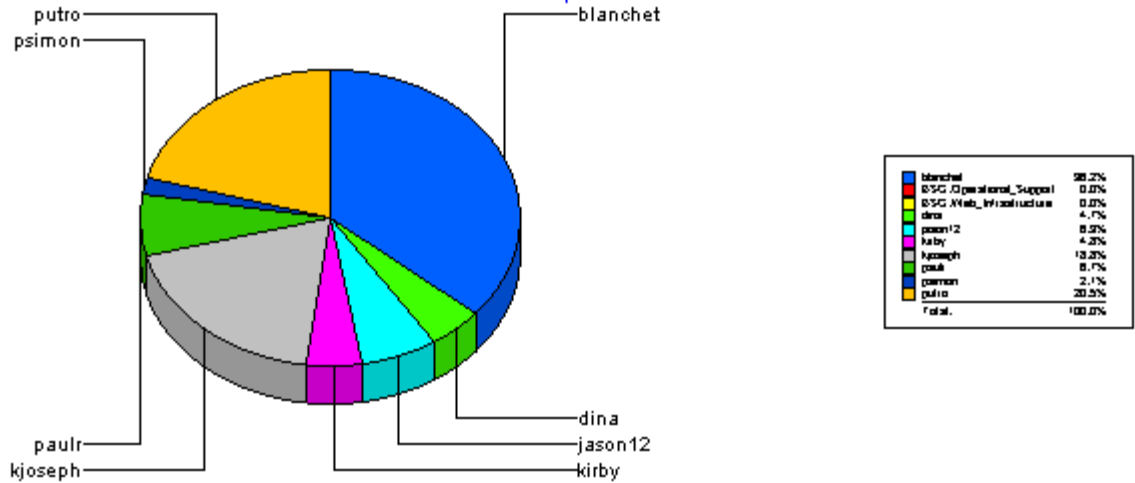
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		<u>Total:</u>			<u>Total:</u>		
chriss		239			46		
Resolved					2		
Ticket Number:	0000084895	02/26/2004		0	02/26/2004		
Ticket Number:	0000084958	02/26/2004		1	02/27/2004		
Closed					44		
Ticket Number:	0000084087	02/19/2004		0	02/19/2004		02/25/2004
Ticket Number:	0000083068	02/09/2004		1	02/10/2004		02/16/2004
Ticket Number:	0000082231	02/02/2004		0	02/02/2004		02/09/2004
Ticket Number:	0000082265	02/02/2004		0	02/02/2004		02/09/2004
Ticket Number:	0000082331	02/02/2004		0	02/02/2004		02/09/2004
Ticket Number:	0000082329	02/02/2004		0	02/02/2004		02/09/2004
Ticket Number:	0000084632	02/24/2004		0	02/24/2004		03/01/2004
Ticket Number:	0000084635	02/24/2004		0	02/24/2004		03/01/2004
Ticket Number:	0000084787	02/25/2004		0	02/25/2004		03/02/2004
Ticket Number:	0000084683	02/25/2004		0	02/25/2004		03/02/2004
Ticket Number:	0000084689	02/25/2004		0	02/25/2004		03/02/2004
Ticket Number:	0000083505	02/13/2004		0	02/13/2004		02/19/2004
Ticket Number:	0000083764	02/16/2004		1	02/17/2004		02/23/2004
Ticket Number:	0000083816	02/17/2004		0	02/17/2004		02/23/2004
Ticket Number:	0000083966	02/18/2004		0	02/18/2004		02/24/2004
Ticket Number:	0000084504	02/23/2004		0	02/23/2004		03/01/2004
Ticket Number:	0000084448	02/23/2004		0	02/23/2004		03/01/2004
Ticket Number:	0000084443	02/23/2004		0	02/23/2004		03/01/2004
Ticket Number:	0000084442	02/23/2004		0	02/23/2004		03/01/2004
Ticket Number:	0000084395	02/22/2004		0	02/23/2004		03/01/2004
Ticket Number:	0000084279	02/20/2004		0	02/20/2004		02/26/2004
Ticket Number:	0000084278	02/20/2004		0	02/20/2004		02/26/2004
Ticket Number:	0000084431	02/23/2004		0	02/23/2004		03/01/2004
Ticket Number:	0000084273	02/20/2004		0	02/20/2004		02/26/2004
Ticket Number:	0000084260	02/20/2004		0	02/20/2004		02/26/2004
Ticket Number:	0000084107	02/19/2004		0	02/19/2004		02/25/2004
Ticket Number:	0000084110	02/19/2004		0	02/19/2004		02/25/2004
Ticket Number:	0000084123	02/19/2004		0	02/19/2004		02/25/2004
Ticket Number:	0000083998	02/18/2004		0	02/18/2004		02/24/2004
Ticket Number:	0000083992	02/18/2004		0	02/18/2004		02/24/2004
Ticket Number:	0000083974	02/18/2004		0	02/18/2004		02/24/2004
Ticket Number:	0000082458	02/03/2004		0	02/03/2004		02/09/2004
Ticket Number:	0000082865	02/06/2004		0	02/06/2004		02/12/2004
Ticket Number:	0000082648	02/04/2004		0	02/04/2004		02/10/2004
Ticket Number:	0000082642	02/04/2004		0	02/04/2004		02/10/2004
Ticket Number:	0000082478	02/03/2004		0	02/03/2004		02/09/2004
Ticket Number:	0000082511	02/03/2004		0	02/03/2004		02/09/2004
Ticket Number:	0000082899	02/06/2004		0	02/06/2004		02/12/2004
Ticket Number:	0000083100	02/09/2004		1	02/10/2004		02/16/2004
Ticket Number:	0000083465	02/12/2004		1	02/13/2004		02/19/2004
Ticket Number:	0000083325	02/11/2004		0	02/11/2004		02/17/2004
Ticket Number:	0000083285	02/11/2004		0	02/11/2004		02/17/2004
Ticket Number:	0000082912	02/06/2004		0	02/06/2004		02/12/2004
Ticket Number:	0000082911	02/06/2004		4	02/10/2004		02/16/2004
-----				-----			
Average time to ticket resolution for		chriss		0			
Maximum time to ticket resolution for		chriss		4			
Minimum time to ticket resolution for		chriss		0			

OIT Business Systems: P

dharley

Total: 4

Closed

Total: 4

Ticket Number:	0000082894	02/06/2004	5	02/11/2004
Ticket Number:	0000082360	02/02/2004	7	02/09/2004
Ticket Number:	0000084165	02/19/2004	5	02/24/2004
Ticket Number:	0000083828	02/17/2004	0	02/17/2004

Average time to ticket resolution for	dharley	4
Maximum time to ticket resolution for	dharley	7
Minimum time to ticket resolution for	dharley	0

enoch

Total: 3

Resolved

Total: 1

Ticket Number:	0000084893	02/26/2004	0	02/26/2004
----------------	------------	------------	---	------------

Closed

Total: 2

Ticket Number:	0000084267	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000082684	02/04/2004	1	02/05/2004	02/11/2004

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

haddaway

Total: 23

Resolved

Total: 4

Ticket Number:	0000085032	02/27/2004	0	02/27/2004
Ticket Number:	0000084981	02/27/2004	0	02/27/2004
Ticket Number:	0000084903	02/26/2004	0	02/26/2004
Ticket Number:	0000084874	02/26/2004	0	02/26/2004

Closed

Total: 19

Ticket Number:	0000083664	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000082271	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082309	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000083954	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083964	02/18/2004	0	02/18/2004	02/18/2004
Ticket Number:	0000084014	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083440	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083563	02/13/2004	3		02/16/2004
Ticket Number:	0000083753	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083946	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083941	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083893	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083864	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083868	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000082737	02/05/2004	0		02/05/2004
Ticket Number:	0000083239	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083300	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083380	02/11/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000084012	02/18/2004	0	02/18/2004	02/24/2004

Average time to ticket resolution for	haddaway	0
Maximum time to ticket resolution for	haddaway	3
Minimum time to ticket resolution for	haddaway	0

OIT Business Systems: P

jeremy

Total: **18**

Resolved

Total: **1**

Ticket Number: 0000084155 02/19/2004 12 03/02/2004

Closed

Total: **17**

Ticket Number: 0000082179 02/01/2004 1 02/02/2004 02/09/2004
 Ticket Number: 0000082281 02/02/2004 2 02/04/2004 02/10/2004
 Ticket Number: 0000084790 02/25/2004 0 02/25/2004 03/02/2004
 Ticket Number: 0000083529 02/13/2004 0 02/13/2004 02/19/2004
 Ticket Number: 0000084042 02/18/2004 0 02/18/2004 02/24/2004
 Ticket Number: 0000084241 02/20/2004 0 02/20/2004 02/26/2004
 Ticket Number: 0000084244 02/20/2004 0 02/20/2004 02/26/2004
 Ticket Number: 0000084266 02/20/2004 0 02/20/2004 02/26/2004
 Ticket Number: 0000084435 02/23/2004 0 02/23/2004 03/01/2004
 Ticket Number: 0000082890 02/06/2004 0 02/06/2004 02/12/2004
 Ticket Number: 0000083415 02/12/2004 0 02/12/2004 02/18/2004
 Ticket Number: 0000083275 02/11/2004 9 02/20/2004 02/26/2004
 Ticket Number: 0000082407 02/03/2004 1 02/04/2004 02/10/2004
 Ticket Number: 0000082682 02/04/2004 0 02/04/2004 02/10/2004
 Ticket Number: 0000082637 02/04/2004 0 02/04/2004 02/10/2004
 Ticket Number: 0000082425 02/03/2004 0 02/03/2004 02/09/2004
 Ticket Number: 0000082636 02/04/2004 0 02/04/2004 02/10/2004

Average time to ticket resolution for jeremy **1**
Maximum time to ticket resolution for jeremy **12**
Minimum time to ticket resolution for jeremy **0**

jgood

Total: **6**

Closed

Total: **6**

Ticket Number: 0000082655 02/04/2004 0 02/04/2004 02/10/2004
 Ticket Number: 0000084100 02/19/2004 0 02/19/2004 02/25/2004
 Ticket Number: 0000083794 02/17/2004 0 02/17/2004 02/23/2004
 Ticket Number: 0000083870 02/17/2004 0 02/17/2004 02/23/2004
 Ticket Number: 0000083832 02/17/2004 0 02/17/2004 02/23/2004
 Ticket Number: 0000083813 02/17/2004 0 02/17/2004 02/23/2004

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

jking

Total: **13**

Resolved

Total: **2**

Ticket Number: 0000084986 02/27/2004 0 02/27/2004
 Ticket Number: 0000085086 02/28/2004 0 02/29/2004

Closed

Total: **11**

Ticket Number: 0000082263 02/02/2004 0 02/02/2004 02/09/2004
 Ticket Number: 0000084748 02/25/2004 0 02/25/2004 03/02/2004
 Ticket Number: 0000084021 02/18/2004 0 02/18/2004 02/24/2004
 Ticket Number: 0000084116 02/19/2004 0 02/19/2004 02/25/2004
 Ticket Number: 0000084023 02/18/2004 0 02/18/2004 02/24/2004
 Ticket Number: 0000082566 02/04/2004 0 02/04/2004 02/10/2004
 Ticket Number: 0000082730 02/05/2004 0 02/05/2004 02/11/2004
 Ticket Number: 0000082762 02/05/2004 0 02/05/2004 02/11/2004
 Ticket Number: 0000082727 02/05/2004 0 02/05/2004 02/11/2004
 Ticket Number: 0000083470 02/12/2004 1 02/13/2004 02/19/2004
 Ticket Number: 0000083142 02/10/2004 1 02/11/2004 02/17/2004

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

OIT Business Systems: P

jking4

Total: **14**

Closed

Total: **14**

Ticket Number:	0000083416	02/12/2004	7		02/19/2004
Ticket Number:	0000082445	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082604	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082718	02/05/2004	5	02/10/2004	02/16/2004
Ticket Number:	0000082880	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082882	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082808	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082742	02/05/2004	5		02/10/2004
Ticket Number:	0000082593	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000084102	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084474	02/23/2004	0		02/23/2004
Ticket Number:	0000084117	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000083668	02/16/2004	1	02/17/2004	02/23/2004
Ticket Number:	0000084994	02/27/2004	4		03/02/2004

Average time to ticket resolution for	jking4	2
Maximum time to ticket resolution for	jking4	7
Minimum time to ticket resolution for	jking4	0

jpatna1

Total: **4**

Closed

Total: **4**

Ticket Number:	0000084745	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084816	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083081	02/09/2004	10	02/19/2004	02/25/2004
Ticket Number:	0000083318	02/11/2004	0		02/11/2004

Average time to ticket resolution for	jpatna1	3
Maximum time to ticket resolution for	jpatna1	10
Minimum time to ticket resolution for	jpatna1	0

OIT Business Systems: P

lrand		<u>Total:</u>	44		
Closed		<u>Total:</u>	44		
Ticket Number: 0000083403	02/12/2004		10	02/22/2004	03/01/2004
Ticket Number: 0000082491	02/03/2004		9	02/12/2004	02/18/2004
Ticket Number: 0000083422	02/12/2004		4	02/16/2004	02/23/2004
Ticket Number: 0000083426	02/12/2004		3		02/15/2004
Ticket Number: 0000083704	02/16/2004		0		02/16/2004
Ticket Number: 0000083703	02/16/2004		0		02/16/2004
Ticket Number: 0000083702	02/16/2004		0		02/16/2004
Ticket Number: 0000083701	02/16/2004		0		02/16/2004
Ticket Number: 0000083700	02/16/2004		0		02/16/2004
Ticket Number: 0000083698	02/16/2004		0		02/16/2004
Ticket Number: 0000083697	02/16/2004		0		02/16/2004
Ticket Number: 0000083696	02/16/2004		0		02/16/2004
Ticket Number: 0000083695	02/16/2004		0		02/16/2004
Ticket Number: 0000083709	02/16/2004		0		02/16/2004
Ticket Number: 0000083708	02/16/2004		0		02/16/2004
Ticket Number: 0000083707	02/16/2004		0		02/16/2004
Ticket Number: 0000083706	02/16/2004		0		02/16/2004
Ticket Number: 0000083705	02/16/2004		0		02/16/2004
Ticket Number: 0000083694	02/16/2004		0		02/16/2004
Ticket Number: 0000083693	02/16/2004		0		02/16/2004
Ticket Number: 0000083692	02/16/2004		0		02/16/2004
Ticket Number: 0000083691	02/16/2004		0		02/16/2004
Ticket Number: 0000083690	02/16/2004		0		02/16/2004
Ticket Number: 0000083689	02/16/2004		0		02/16/2004
Ticket Number: 0000083688	02/16/2004		0		02/16/2004
Ticket Number: 0000083677	02/16/2004		0		02/16/2004
Ticket Number: 0000083676	02/16/2004		0		02/16/2004
Ticket Number: 0000083675	02/16/2004		0		02/16/2004
Ticket Number: 0000083674	02/16/2004		0		02/16/2004
Ticket Number: 0000083673	02/16/2004		0		02/16/2004
Ticket Number: 0000083672	02/16/2004		0		02/16/2004
Ticket Number: 0000083671	02/16/2004		0		02/16/2004
Ticket Number: 0000083670	02/16/2004		0		02/16/2004
Ticket Number: 0000083669	02/16/2004		0		02/16/2004
Ticket Number: 0000083687	02/16/2004		0		02/16/2004
Ticket Number: 0000083686	02/16/2004		0		02/16/2004
Ticket Number: 0000083685	02/16/2004		0		02/16/2004
Ticket Number: 0000083684	02/16/2004		0		02/16/2004
Ticket Number: 0000083683	02/16/2004		0		02/16/2004
Ticket Number: 0000083682	02/16/2004		0		02/16/2004
Ticket Number: 0000083681	02/16/2004		0		02/16/2004
Ticket Number: 0000083679	02/16/2004		0		02/16/2004
Ticket Number: 0000083678	02/16/2004		0		02/16/2004
Ticket Number: 0000084362	02/22/2004		0	02/22/2004	03/01/2004
Average time to ticket resolution for		lrand	1		
Maximum time to ticket resolution for		lrand	10		
Minimum time to ticket resolution for		lrand	0		

OIT Business Systems: P

preston

Total: **10**

Closed

Total: **10**

Ticket Number:	0000083468	02/12/2004	1		02/13/2004
Ticket Number:	0000083508	02/13/2004	5		02/18/2004
Ticket Number:	0000083771	02/16/2004	2		02/18/2004
Ticket Number:	0000082405	02/03/2004	1		02/04/2004
Ticket Number:	0000082805	02/05/2004	6		02/11/2004
Ticket Number:	0000082559	02/04/2004	1		02/05/2004
Ticket Number:	0000082490	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082487	02/03/2004	0		02/03/2004
Ticket Number:	0000083365	02/11/2004	9		02/20/2004
Ticket Number:	0000083394	02/12/2004	0		02/12/2004

Average time to ticket resolution for	preston	3
Maximum time to ticket resolution for	preston	9
Minimum time to ticket resolution for	preston	0

psimon

Total: **1**

Closed

Total: **1**

Ticket Number:	0000084720	02/25/2004	1		02/26/2004
----------------	------------	------------	---	--	------------

Average time to ticket resolution for	psimon	1
Maximum time to ticket resolution for	psimon	1
Minimum time to ticket resolution for	psimon	1

rostri

Total: **4**

Closed

Total: **4**

Ticket Number:	0000082226	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082293	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082454	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082611	02/04/2004	2	02/06/2004	02/12/2004

Average time to ticket resolution for	rostri	1
Maximum time to ticket resolution for	rostri	2
Minimum time to ticket resolution for	rostri	0

OIT Business Systems: P

slong

Total: **38**

Closed

Total: **38**

Ticket Number:	0000082506	02/03/2004	6	02/09/2004	02/16/2004
Ticket Number:	0000082818	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082872	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000082824	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082822	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082821	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082820	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082819	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082817	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082813	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082814	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082815	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082816	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000083033	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083407	02/12/2004	5	02/17/2004	02/23/2004
Ticket Number:	0000083328	02/11/2004	6	02/17/2004	02/23/2004
Ticket Number:	0000083103	02/09/2004	14	02/23/2004	03/01/2004
Ticket Number:	0000083115	02/09/2004	16		02/25/2004
Ticket Number:	0000083111	02/09/2004	8	02/17/2004	02/23/2004
Ticket Number:	0000083758	02/16/2004	1	02/17/2004	02/23/2004
Ticket Number:	0000083113	02/09/2004	16	02/25/2004	03/02/2004
Ticket Number:	0000082272	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082275	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082211	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082863	02/06/2004	13	02/19/2004	02/25/2004
Ticket Number:	0000082353	02/02/2004	7	02/09/2004	02/16/2004
Ticket Number:	0000084795	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083466	02/12/2004	5	02/17/2004	02/23/2004
Ticket Number:	0000083534	02/13/2004	4		02/17/2004
Ticket Number:	0000083789	02/17/2004	3	02/20/2004	02/26/2004
Ticket Number:	0000083896	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083860	02/17/2004	3		02/20/2004
Ticket Number:	0000083740	02/16/2004	1	02/17/2004	02/23/2004
Ticket Number:	0000083506	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000084050	02/18/2004	5	02/23/2004	03/01/2004
Ticket Number:	0000084280	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084198	02/20/2004	5		02/25/2004
Ticket Number:	0000084247	02/20/2004	3	02/23/2004	03/01/2004

Average time to ticket resolution for	slong	5
Maximum time to ticket resolution for	slong	16
Minimum time to ticket resolution for	slong	0

**OIT Business Systems: P
stephen**

		<u>Total:</u>	11		
	Resolved	<u>Total:</u>	1		
Ticket Number:	0000084940	02/26/2004	4	03/01/2004	
	Closed	<u>Total:</u>	10		
Ticket Number:	0000084676	02/24/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083527	02/13/2004	10	02/23/2004	03/01/2004
Ticket Number:	0000083836	02/17/2004	6	02/23/2004	03/01/2004
Ticket Number:	0000082886	02/06/2004	7	02/13/2004	02/19/2004
Ticket Number:	0000083346	02/11/2004	5	02/16/2004	02/23/2004
Ticket Number:	0000083751	02/16/2004	9	02/25/2004	03/02/2004
Ticket Number:	0000083278	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000082626	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082768	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082877	02/06/2004	5	02/11/2004	02/17/2004

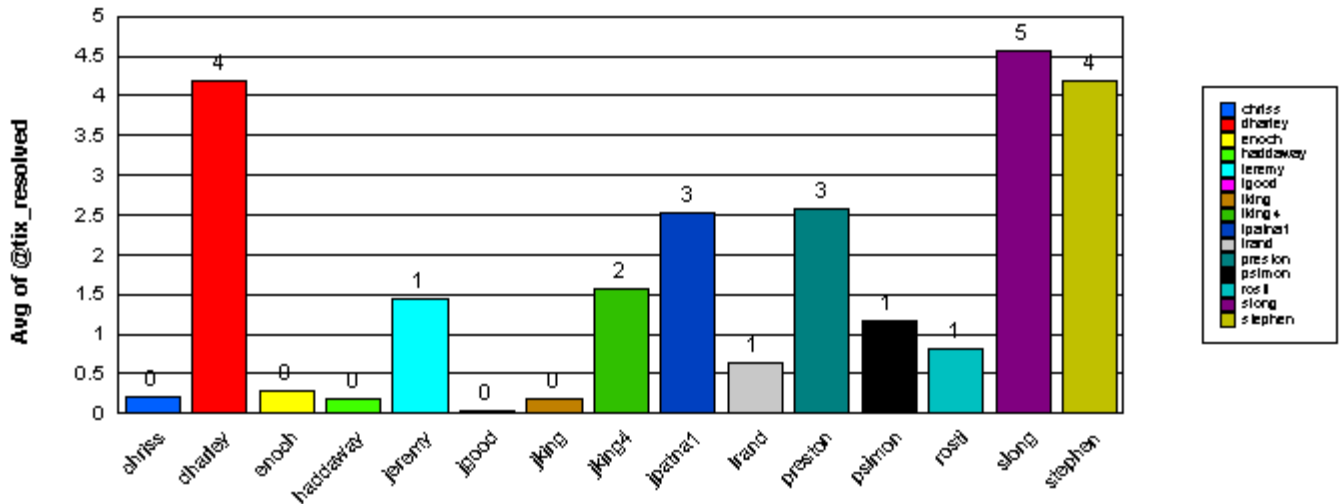
Average time to ticket resolution for	stephen		4		
Maximum time to ticket resolution for	stephen		10		
Minimum time to ticket resolution for	stephen		0		

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	16
Minimum time to ticket resolution for	OIT Business S	0

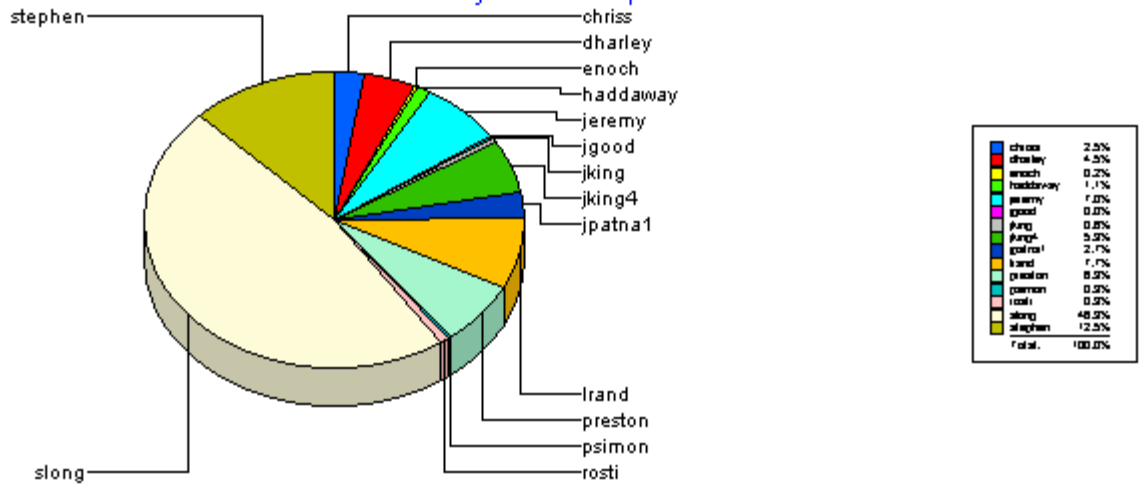
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



PC Labs

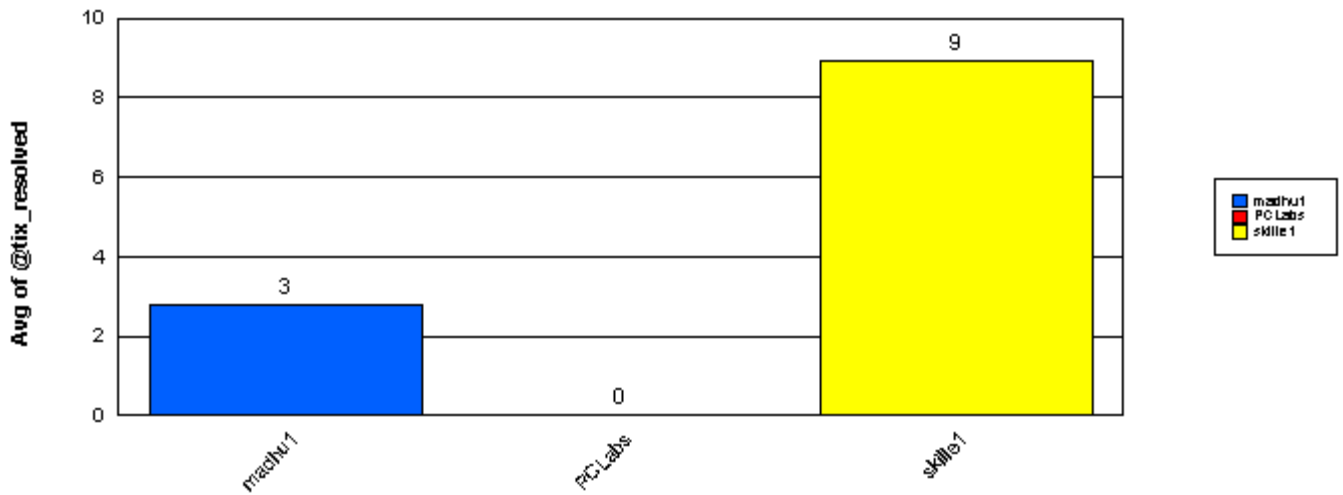
		<u>Total:</u>	4		
PCLabs		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000083482	02/12/2004	0	02/12/2004	
Ticket Number:	0000082907	02/06/2004	0	02/06/2004	
-----		-----	-----	-----	-----
Average time to ticket resolution for		PCLabs	0		
Maximum time to ticket resolution for		PCLabs	0		
Minimum time to ticket resolution for		PCLabs	0		
-----		-----	-----	-----	-----
madhu1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000082325	02/02/2004	3	02/05/2004	02/11/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		madhu1	3		
Maximum time to ticket resolution for		madhu1	3		
Minimum time to ticket resolution for		madhu1	3		
-----		-----	-----	-----	-----
skille1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000083219	02/10/2004	9	02/19/2004	02/25/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		skille1	9		
Maximum time to ticket resolution for		skille1	9		
Minimum time to ticket resolution for		skille1	9		
-----		-----	-----	-----	-----

PC Labs

Average time to ticket resolution for	PC Labs	3
Maximum time to ticket resolution for	PC Labs	9
Minimum time to ticket resolution for	PC Labs	0

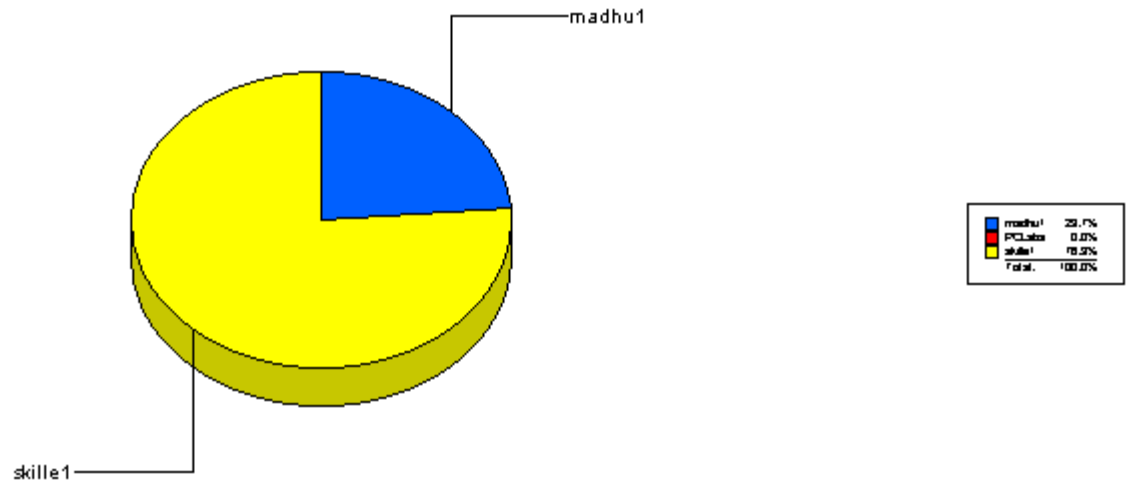
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total:	81		
beakja1		Total:	16		
Resolved		Total:	2		
Ticket Number:	0000084146	02/19/2004	11	03/01/2004	
Ticket Number:	0000084774	02/25/2004	5	03/01/2004	
Closed		Total:	14		
Ticket Number:	0000082488	02/03/2004	13	02/16/2004	02/23/2004
Ticket Number:	0000084694	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000083419	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000084124	02/19/2004	4	02/23/2004	03/01/2004
Ticket Number:	0000084154	02/19/2004	4	02/23/2004	03/01/2004
Ticket Number:	0000084162	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084276	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084294	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084168	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000083282	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083223	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000082469	02/03/2004	6	02/09/2004	02/16/2004
Ticket Number:	0000083089	02/09/2004	9	02/18/2004	02/24/2004
Ticket Number:	0000082485	02/03/2004	14	02/17/2004	02/23/2004
-----				-----	
Average time to ticket resolution for		beakja1			5
Maximum time to ticket resolution for		beakja1			14
Minimum time to ticket resolution for		beakja1			0
<hr/>				<hr/>	
cmckin1		Total:	21		
Resolved		Total:	3		
Ticket Number:	0000084417	02/23/2004	4	02/27/2004	
Ticket Number:	0000084735	02/25/2004	1	02/26/2004	
Ticket Number:	0000084597	02/24/2004	6	03/01/2004	
Closed		Total:	18		
Ticket Number:	0000084728	02/25/2004	2		02/27/2004
Ticket Number:	0000084423	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000083540	02/13/2004	7	02/20/2004	02/26/2004
Ticket Number:	0000083523	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083663	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083833	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000082606	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082696	02/04/2004	8	02/12/2004	02/18/2004
Ticket Number:	0000082725	02/05/2004	6	02/11/2004	02/17/2004
Ticket Number:	0000082756	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082707	02/04/2004	5	02/09/2004	02/16/2004
Ticket Number:	0000082675	02/04/2004	7	02/11/2004	02/17/2004
Ticket Number:	0000082979	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000083105	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083051	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083050	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083027	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000083039	02/09/2004	2	02/11/2004	02/17/2004
-----				-----	
Average time to ticket resolution for		cmckin1			3
Maximum time to ticket resolution for		cmckin1			8
Minimum time to ticket resolution for		cmckin1			0

Physical Networks

damian		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000083822	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083877	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083942	02/18/2004	0		02/18/2004
Ticket Number:	0000083862	02/17/2004	0	02/17/2004	02/23/2004
Average time to ticket resolution for		damian	0		
Maximum time to ticket resolution for		damian	1		
Minimum time to ticket resolution for		damian	0		
markc		<u>Total:</u>	4		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000084805	02/25/2004	2	02/27/2004	
Ticket Number:	0000084924	02/26/2004	1	02/27/2004	
Closed		<u>Total:</u>	2		
Ticket Number:	0000084445	02/23/2004	0		02/23/2004
Ticket Number:	0000082621	02/04/2004	1	02/05/2004	02/11/2004
Average time to ticket resolution for		markc	1		
Maximum time to ticket resolution for		markc	2		
Minimum time to ticket resolution for		markc	0		
rays1		<u>Total:</u>	2		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000084510	02/23/2004	3	02/26/2004	
Closed		<u>Total:</u>	1		
Ticket Number:	0000083521	02/13/2004	0	02/13/2004	02/19/2004
Average time to ticket resolution for		rays1	2		
Maximum time to ticket resolution for		rays1	3		
Minimum time to ticket resolution for		rays1	0		
vicki		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000083452	02/12/2004	7	02/19/2004	02/25/2004
Ticket Number:	0000083463	02/12/2004	4	02/16/2004	02/23/2004
Ticket Number:	0000083480	02/12/2004	4	02/16/2004	02/23/2004
Ticket Number:	0000084018	02/18/2004	0		02/18/2004
Ticket Number:	0000084293	02/20/2004	3		02/23/2004
Ticket Number:	0000084762	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000082897	02/06/2004	10	02/16/2004	02/23/2004
Average time to ticket resolution for		vicki	4		
Maximum time to ticket resolution for		vicki	10		
Minimum time to ticket resolution for		vicki	0		

Physical Networks

zicka

Total: 27

Resolved

Total: 4

Ticket Number:	0000084517	02/23/2004	3	02/26/2004
Ticket Number:	0000084610	02/24/2004	2	02/26/2004
Ticket Number:	0000084953	02/26/2004	4	03/01/2004
Ticket Number:	0000084719	02/25/2004	5	03/01/2004

Closed

Total: 23

Ticket Number:	0000083837	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000083656	02/16/2004	3	02/19/2004	02/25/2004
Ticket Number:	0000084227	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000082307	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082327	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082254	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000084079	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084207	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084238	02/20/2004	3	02/23/2004	02/26/2004
Ticket Number:	0000084252	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000083541	02/13/2004	6	02/19/2004	02/25/2004
Ticket Number:	0000083914	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000083850	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000083805	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000083598	02/14/2004	5	02/19/2004	02/25/2004
Ticket Number:	0000083104	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083369	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000083109	02/09/2004	1	02/10/2004	02/16/2004
Ticket Number:	0000083312	02/11/2004	1	02/12/2004	02/18/2004
Ticket Number:	0000082483	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082726	02/05/2004	14	02/19/2004	02/25/2004
Ticket Number:	0000082627	02/04/2004	6	02/10/2004	02/16/2004
Ticket Number:	0000082613	02/04/2004	0		02/04/2004

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

zicka
 zicka
 zicka

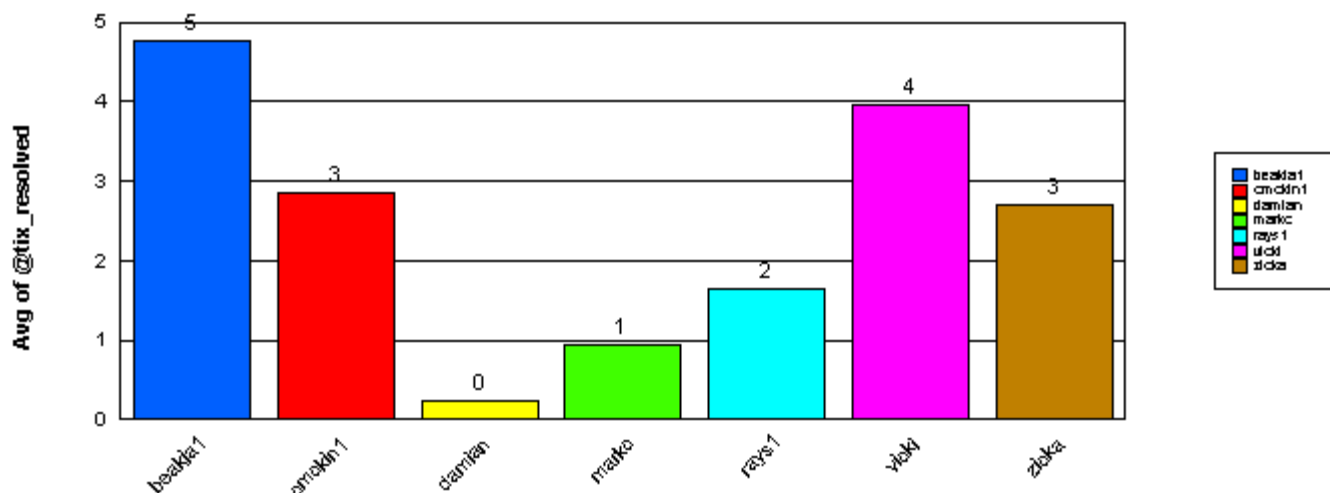
3
14
0

Physical Networks

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	14
Minimum time to ticket resolution for	Physical Networ	0

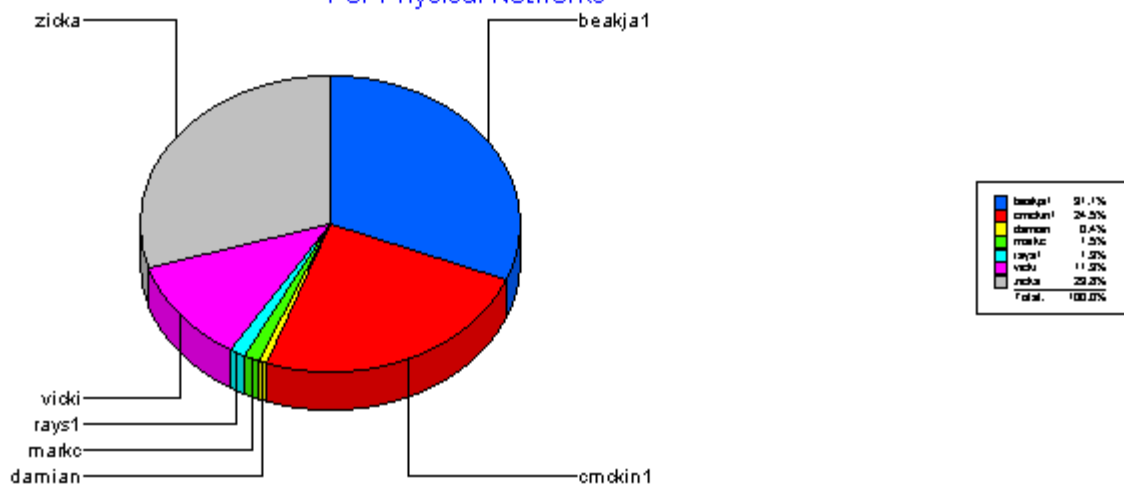
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



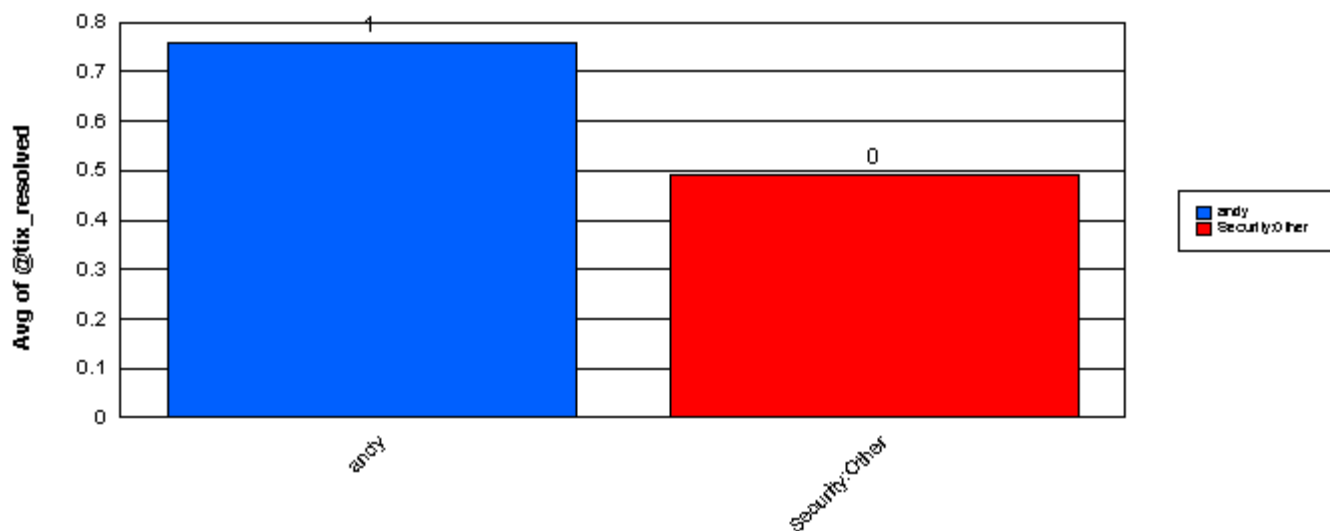
Security

		Total:	9		
Security:Other		Total:	5		
Closed		Total:	5		
Ticket Number:	0000084084	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084440	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084459	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084355	02/22/2004	1	02/23/2004	03/01/2004
Ticket Number:	0000084473	02/23/2004	0	02/23/2004	03/01/2004
-----				-----	
Average time to ticket resolution for		Security:Other	0		
Maximum time to ticket resolution for		Security:Other	1		
Minimum time to ticket resolution for		Security:Other	0		
<hr/>				<hr/>	
andy		Total:	4		
Closed		Total:	4		
Ticket Number:	0000084031	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084098	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084391	02/22/2004	1	02/23/2004	03/01/2004
Ticket Number:	0000084096	02/19/2004	1	02/20/2004	02/26/2004
-----				-----	
Average time to ticket resolution for		andy	1		
Maximum time to ticket resolution for		andy	1		
Minimum time to ticket resolution for		andy	0		
<hr/>				<hr/>	

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

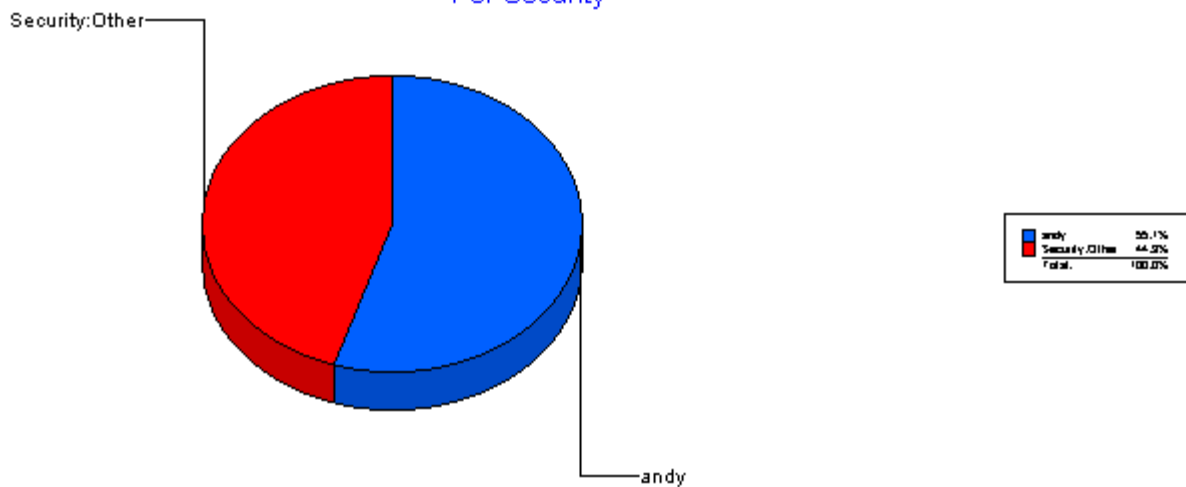
Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total: 305			
SysCore:Blackboard		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000082850	02/05/2004	0		02/05/2004

Average time to ticket resolution for	SysCore:Blackb		0		
Maximum time to ticket resolution for	SysCore:Blackb		0		
Minimum time to ticket resolution for	SysCore:Blackb		0		
SysCore:Listproc		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000084393	02/22/2004	0	02/23/2004	03/01/2004

Average time to ticket resolution for	SysCore:Listpro		0		
Maximum time to ticket resolution for	SysCore:Listpro		0		
Minimum time to ticket resolution for	SysCore:Listpro		0		
banz		<u>Total:</u> 16			
Resolved		<u>Total:</u> 1			
Ticket Number:	0000084959	02/26/2004	0	02/26/2004	
Closed		<u>Total:</u> 15			
Ticket Number:	0000082340	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000085031	02/27/2004	0		02/27/2004
Ticket Number:	0000083991	02/18/2004	6	02/24/2004	03/01/2004
Ticket Number:	0000084374	02/22/2004	2		02/24/2004
Ticket Number:	0000084195	02/20/2004	5	02/25/2004	03/02/2004
Ticket Number:	0000084070	02/18/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084052	02/18/2004	6	02/24/2004	03/01/2004
Ticket Number:	0000084024	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000082465	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082811	02/05/2004	11	02/16/2004	02/23/2004
Ticket Number:	0000082659	02/04/2004	12	02/16/2004	02/23/2004
Ticket Number:	0000082545	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000083238	02/10/2004	8	02/18/2004	02/24/2004
Ticket Number:	0000083372	02/11/2004	7		02/18/2004
Ticket Number:	0000083371	02/11/2004	5		02/16/2004

Average time to ticket resolution for	banz		4		
Maximum time to ticket resolution for	banz		12		
Minimum time to ticket resolution for	banz		0		
dave		<u>Total:</u> 6			
Closed		<u>Total:</u> 6			
Ticket Number:	0000083184	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000082555	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000084428	02/23/2004	2	02/25/2004	03/02/2004
Ticket Number:	0000083454	02/12/2004	4	02/16/2004	02/23/2004
Ticket Number:	0000083846	02/17/2004	2	02/19/2004	02/25/2004
Ticket Number:	0000084690	02/25/2004	0	02/25/2004	03/02/2004

Average time to ticket resolution for	dave		1		
Maximum time to ticket resolution for	dave		4		
Minimum time to ticket resolution for	dave		0		

SysCore

jcgriego

Resolved

Total: **67**

Total: **8**

Ticket Number:	0000084046	02/18/2004	8	02/26/2004
Ticket Number:	0000084625	02/24/2004	2	02/26/2004
Ticket Number:	0000084684	02/25/2004	1	02/26/2004
Ticket Number:	0000084892	02/26/2004	0	02/26/2004
Ticket Number:	0000084891	02/26/2004	0	02/26/2004
Ticket Number:	0000084579	02/24/2004	2	02/26/2004
Ticket Number:	0000084802	02/25/2004	1	02/26/2004
Ticket Number:	0000084804	02/25/2004	1	02/26/2004

SysCore

	Closed	Total:	59		
Ticket Number:	0000083719	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083360	02/11/2004	9	02/20/2004	02/26/2004
Ticket Number:	0000082195	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082323	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000083096	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000084692	02/25/2004	1		02/26/2004
Ticket Number:	0000083559	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083564	02/13/2004	5	02/18/2004	02/24/2004
Ticket Number:	0000083812	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083742	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083848	02/17/2004	1		02/18/2004
Ticket Number:	0000083909	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083936	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083955	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083962	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084158	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084139	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000083996	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084129	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084003	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000082342	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082580	02/04/2004	5	02/09/2004	02/16/2004
Ticket Number:	0000082881	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082841	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082834	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082831	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082801	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082746	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082706	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082691	02/04/2004	5	02/09/2004	02/16/2004
Ticket Number:	0000082634	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082597	02/04/2004	5		02/09/2004
Ticket Number:	0000082595	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082570	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082451	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082450	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082720	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082891	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082915	02/06/2004	3	02/09/2004	02/16/2004
Ticket Number:	0000083001	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000083309	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083216	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083213	02/10/2004	8	02/18/2004	03/01/2004
Ticket Number:	0000083183	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083181	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083171	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083232	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083082	02/09/2004	11	02/20/2004	02/26/2004
Ticket Number:	0000083057	02/09/2004	11	02/20/2004	02/26/2004
Ticket Number:	0000083048	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083046	02/09/2004	2	02/11/2004	02/17/2004
Ticket Number:	0000083319	02/11/2004	0	02/11/2004	02/17/2004
Ticket Number:	0000083292	02/11/2004	0	02/11/2004	02/17/2004

SysCore

Ticket Number:	0000083019	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083018	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083009	02/09/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000083003	02/08/2004	1	02/09/2004	02/16/2004
Ticket Number:	0000082954	02/07/2004	11		02/18/2004
Ticket Number:	0000083159	02/10/2004	1		02/11/2004
-----			-----		
Average time to ticket resolution for	jcgriego		2		
Maximum time to ticket resolution for	jcgriego		11		
Minimum time to ticket resolution for	jcgriego		0		

SysCore

sbrown7

Total: **163**

Resolved

Total: **12**

Ticket Number:	0000084249	02/20/2004	6	02/26/2004
Ticket Number:	0000085076	02/28/2004	2	03/01/2004
Ticket Number:	0000085015	02/27/2004	0	02/27/2004
Ticket Number:	0000085005	02/27/2004	0	02/27/2004
Ticket Number:	0000085002	02/27/2004	0	02/27/2004
Ticket Number:	0000084970	02/27/2004	1	02/27/2004
Ticket Number:	0000084885	02/26/2004	0	02/26/2004
Ticket Number:	0000084872	02/26/2004	0	02/26/2004
Ticket Number:	0000084864	02/26/2004	0	02/26/2004
Ticket Number:	0000084865	02/26/2004	0	02/26/2004
Ticket Number:	0000084845	02/26/2004	0	02/26/2004
Ticket Number:	0000084871	02/26/2004	1	02/27/2004

SysCore

	Closed	Total:	151		
Ticket Number:	0000082536	02/03/2004	1	02/04/2004	02/10/2004
Ticket Number:	0000082783	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082296	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082255	02/02/2004	0		02/02/2004
Ticket Number:	0000082172	02/01/2004	1		02/02/2004
Ticket Number:	0000082311	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082283	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082266	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082246	02/02/2004	0		02/02/2004
Ticket Number:	0000082245	02/02/2004	0		02/02/2004
Ticket Number:	0000082243	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082235	02/02/2004	2	02/04/2004	02/10/2004
Ticket Number:	0000082213	02/02/2004	0		02/02/2004
Ticket Number:	0000082212	02/02/2004	0		02/02/2004
Ticket Number:	0000082207	02/02/2004	0		02/02/2004
Ticket Number:	0000082202	02/01/2004	1		02/02/2004
Ticket Number:	0000082184	02/01/2004	1		02/02/2004
Ticket Number:	0000082182	02/01/2004	1		02/02/2004
Ticket Number:	0000083112	02/09/2004	0	02/09/2004	02/13/2004
Ticket Number:	0000083114	02/09/2004	0		02/09/2004
Ticket Number:	0000084013	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084594	02/24/2004	0		02/24/2004
Ticket Number:	0000084583	02/24/2004	0		02/24/2004
Ticket Number:	0000084581	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084551	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084516	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084458	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084389	02/22/2004	1	02/23/2004	03/01/2004
Ticket Number:	0000084313	02/20/2004	2		02/23/2004
Ticket Number:	0000084296	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084277	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084256	02/20/2004	4	02/24/2004	03/01/2004
Ticket Number:	0000084221	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084216	02/20/2004	0	02/20/2004	02/26/2004
Ticket Number:	0000084206	02/20/2004	0		02/20/2004
Ticket Number:	0000084502	02/23/2004	0	02/23/2004	02/24/2004
Ticket Number:	0000084494	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084476	02/23/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084164	02/19/2004	0		02/19/2004
Ticket Number:	0000085023	02/27/2004	0		02/27/2004
Ticket Number:	0000084125	02/19/2004	1	02/20/2004	02/26/2004
Ticket Number:	0000084097	02/19/2004	0	02/19/2004	02/25/2004
Ticket Number:	0000084089	02/19/2004	0		02/19/2004
Ticket Number:	0000084048	02/18/2004	1	02/19/2004	02/25/2004
Ticket Number:	0000084045	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084033	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000084401	02/22/2004	0	02/23/2004	03/01/2004
Ticket Number:	0000084955	02/26/2004	0		02/26/2004
Ticket Number:	0000084896	02/26/2004	0		02/26/2004
Ticket Number:	0000084875	02/26/2004	0	02/26/2004	02/27/2004
Ticket Number:	0000084710	02/25/2004	2		02/27/2004
Ticket Number:	0000084709	02/25/2004	0		02/25/2004
Ticket Number:	0000084708	02/25/2004	0		02/25/2004

SysCore

Ticket Number:	0000084652	02/24/2004	0		02/24/2004
Ticket Number:	0000084650	02/24/2004	0		02/24/2004
Ticket Number:	0000084726	02/25/2004	2		02/27/2004
Ticket Number:	0000085114	02/29/2004	1		03/01/2004
Ticket Number:	0000085001	02/27/2004	0		02/27/2004
Ticket Number:	0000085000	02/27/2004	0		02/27/2004
Ticket Number:	0000084727	02/25/2004	0	02/25/2004	03/02/2004
Ticket Number:	0000084621	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000084615	02/24/2004	0	02/24/2004	03/01/2004
Ticket Number:	0000083441	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083475	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083491	02/12/2004	1		02/13/2004
Ticket Number:	0000083476	02/12/2004	12	02/24/2004	03/01/2004
Ticket Number:	0000083578	02/13/2004	1		02/14/2004
Ticket Number:	0000083588	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083929	02/18/2004	0	02/18/2004	02/24/2004
Ticket Number:	0000083904	02/17/2004	1		02/18/2004
Ticket Number:	0000083899	02/17/2004	0		02/17/2004
Ticket Number:	0000083886	02/17/2004	1	02/18/2004	02/24/2004
Ticket Number:	0000083831	02/17/2004	0		02/17/2004
Ticket Number:	0000083819	02/17/2004	0		02/17/2004
Ticket Number:	0000083806	02/17/2004	0		02/17/2004
Ticket Number:	0000083780	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000083775	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083714	02/16/2004	2	02/18/2004	02/24/2004
Ticket Number:	0000083746	02/16/2004	0		02/16/2004
Ticket Number:	0000083741	02/16/2004	0		02/16/2004
Ticket Number:	0000083667	02/16/2004	0	02/16/2004	02/23/2004
Ticket Number:	0000083596	02/14/2004	2		02/16/2004
Ticket Number:	0000083581	02/14/2004	2	02/16/2004	02/23/2004
Ticket Number:	0000083562	02/13/2004	3	02/16/2004	02/23/2004
Ticket Number:	0000082892	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083035	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083225	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083150	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083125	02/09/2004	1		02/10/2004
Ticket Number:	0000083083	02/09/2004	0	02/09/2004	02/09/2004
Ticket Number:	0000083076	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083070	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083065	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083058	02/09/2004	0		02/09/2004
Ticket Number:	0000083044	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000082896	02/06/2004	0		02/06/2004
Ticket Number:	0000083024	02/09/2004	0		02/09/2004
Ticket Number:	0000083303	02/11/2004	0	02/11/2004	02/11/2004
Ticket Number:	0000083268	02/10/2004	3	02/13/2004	02/19/2004
Ticket Number:	0000083264	02/10/2004	0		02/10/2004
Ticket Number:	0000083263	02/10/2004	0		02/10/2004
Ticket Number:	0000083262	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083249	02/10/2004	1	02/11/2004	02/17/2004
Ticket Number:	0000083241	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083236	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083230	02/10/2004	0		02/10/2004
Ticket Number:	0000083367	02/11/2004	2		02/13/2004

SysCore

Ticket Number:	0000083354	02/11/2004	0		02/11/2004
Ticket Number:	0000083178	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083177	02/10/2004	0		02/10/2004
Ticket Number:	0000083176	02/10/2004	0		02/10/2004
Ticket Number:	0000083170	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083168	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000082957	02/07/2004	10	02/17/2004	02/23/2004
Ticket Number:	0000082349	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082923	02/06/2004	12	02/18/2004	02/18/2004
Ticket Number:	0000082869	02/06/2004	4		02/10/2004
Ticket Number:	0000082809	02/05/2004	0		02/05/2004
Ticket Number:	0000082766	02/05/2004	0		02/05/2004
Ticket Number:	0000082764	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082750	02/05/2004	0		02/05/2004
Ticket Number:	0000082749	02/05/2004	8	02/13/2004	02/19/2004
Ticket Number:	0000082741	02/05/2004	1	02/06/2004	02/12/2004
Ticket Number:	0000083790	02/17/2004	0	02/17/2004	02/23/2004
Ticket Number:	0000082724	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082715	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082657	02/04/2004	0		02/04/2004
Ticket Number:	0000082656	02/04/2004	0		02/04/2004
Ticket Number:	0000082609	02/04/2004	0		02/04/2004
Ticket Number:	0000082592	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082590	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082533	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082516	02/03/2004	0		02/03/2004
Ticket Number:	0000082512	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082500	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082868	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082854	02/05/2004	1		02/06/2004
Ticket Number:	0000084226	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000082888	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000082838	02/05/2004	4	02/09/2004	02/16/2004
Ticket Number:	0000082827	02/05/2004	8		02/13/2004
Ticket Number:	0000082672	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082660	02/04/2004	0		02/04/2004
Ticket Number:	0000082658	02/04/2004	0		02/04/2004
Ticket Number:	0000082489	02/03/2004	2		02/05/2004
Ticket Number:	0000082474	02/03/2004	21	02/24/2004	03/01/2004
Ticket Number:	0000082463	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082457	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082417	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082355	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082366	02/02/2004	1	02/03/2004	02/09/2004
<hr/>					
Average time to ticket resolution for	sbrown7		1		
Maximum time to ticket resolution for	sbrown7		21		
Minimum time to ticket resolution for	sbrown7		0		

SysCore

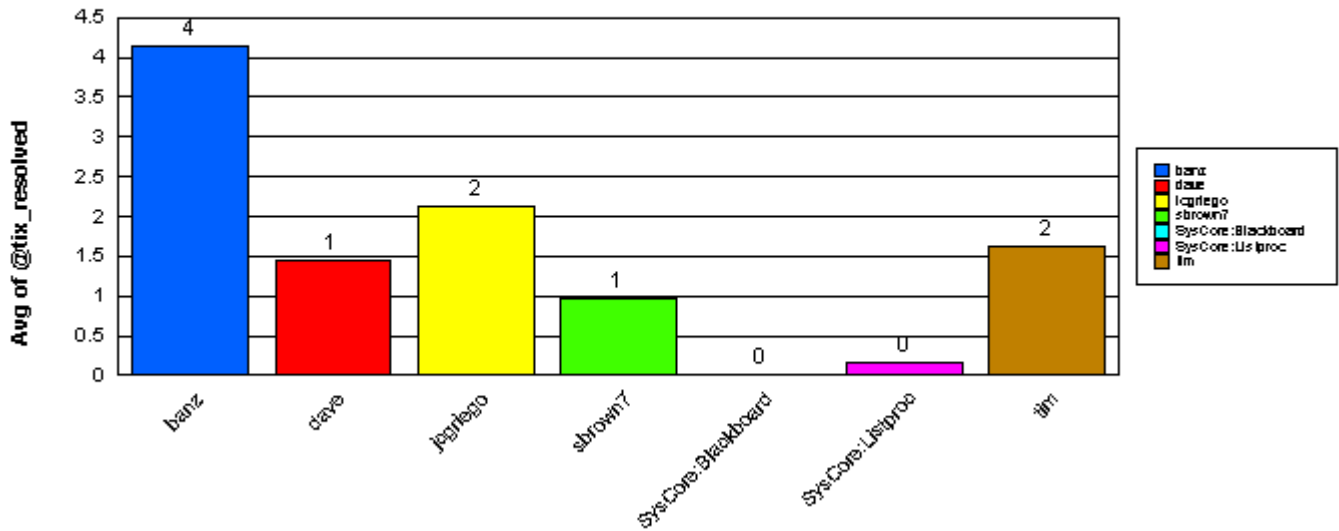
tim	Closed	Total:	51		
		Total:	51		
Ticket Number:	0000082365	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082789	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000082639	02/04/2004	1	02/05/2004	02/11/2004
Ticket Number:	0000082540	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082530	02/03/2004	0	02/03/2004	02/09/2004
Ticket Number:	0000082507	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082504	02/03/2004	0		02/03/2004
Ticket Number:	0000082503	02/03/2004	0		02/03/2004
Ticket Number:	0000082502	02/03/2004	0		02/03/2004
Ticket Number:	0000082381	02/02/2004	1	02/03/2004	02/09/2004
Ticket Number:	0000082908	02/06/2004	0	02/06/2004	02/12/2004
Ticket Number:	0000083133	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083408	02/12/2004	1	02/13/2004	02/19/2004
Ticket Number:	0000083406	02/12/2004	12	02/24/2004	03/01/2004
Ticket Number:	0000083248	02/10/2004	2	02/12/2004	02/18/2004
Ticket Number:	0000083217	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083214	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083117	02/09/2004	0	02/09/2004	02/16/2004
Ticket Number:	0000083434	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083443	02/12/2004	8	02/20/2004	02/26/2004
Ticket Number:	0000083439	02/12/2004	0	02/12/2004	02/18/2004
Ticket Number:	0000083542	02/13/2004	0	02/13/2004	02/19/2004
Ticket Number:	0000083990	02/18/2004	2	02/20/2004	02/26/2004
Ticket Number:	0000084170	02/19/2004	5	02/24/2004	02/24/2004
Ticket Number:	0000084259	02/20/2004	5	02/25/2004	03/02/2004
Ticket Number:	0000084243	02/20/2004	5	02/25/2004	03/02/2004
Ticket Number:	0000084251	02/20/2004	5	02/25/2004	03/02/2004
Ticket Number:	0000084257	02/20/2004	5	02/25/2004	03/02/2004
Ticket Number:	0000084600	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000084255	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084245	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084134	02/19/2004	5	02/24/2004	03/01/2004
Ticket Number:	0000084618	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000085057	02/27/2004	3		03/01/2004
Ticket Number:	0000085067	02/28/2004	2		03/01/2004
Ticket Number:	0000085108	02/29/2004	1		03/01/2004
Ticket Number:	0000085105	02/29/2004	1		03/01/2004
Ticket Number:	0000085099	02/29/2004	1		03/01/2004
Ticket Number:	0000085062	02/27/2004	2		03/01/2004
Ticket Number:	0000084973	02/27/2004	0		02/27/2004
Ticket Number:	0000084971	02/27/2004	0		02/27/2004
Ticket Number:	0000084665	02/24/2004	1	02/25/2004	03/02/2004
Ticket Number:	0000082535	02/03/2004	2	02/05/2004	02/11/2004
Ticket Number:	0000082199	02/01/2004	1	02/02/2004	02/09/2004
Ticket Number:	0000082287	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082269	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082252	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082273	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082324	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082274	02/02/2004	0	02/02/2004	02/09/2004
Ticket Number:	0000082256	02/02/2004	0	02/02/2004	02/09/2004

SysCore

Average time to ticket resolution for	tim	2
Maximum time to ticket resolution for	tim	12
Minimum time to ticket resolution for	tim	0
Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	21
Minimum time to ticket resolution for	SysCore	0

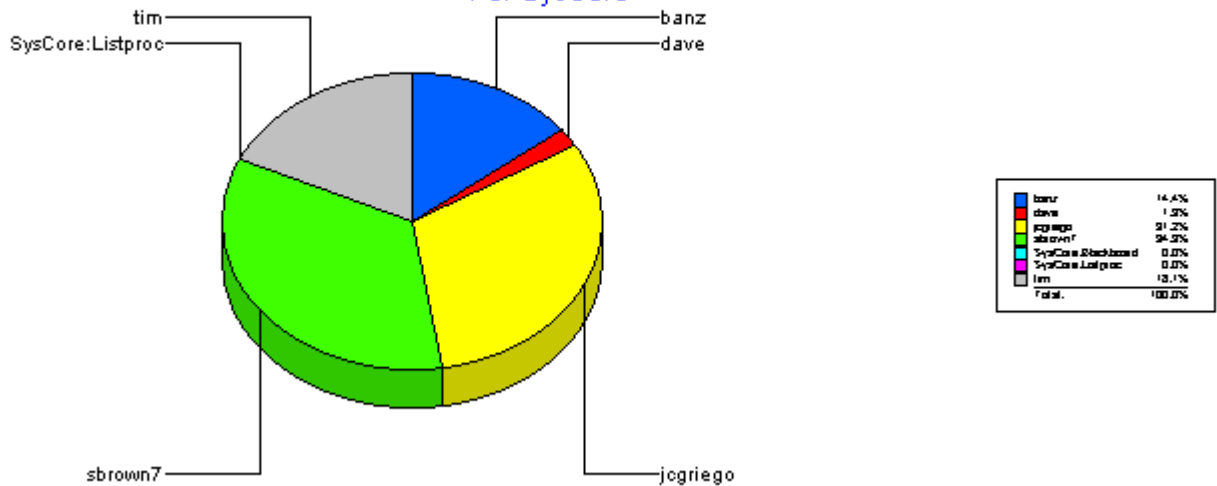
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

Total: 42

champ

Closed Total: 25

Ticket Number:	0000082178	02/01/2004	1	02/02/2004
Ticket Number:	0000084626	02/24/2004	0	02/24/2004
Ticket Number:	0000084997	02/27/2004	3	03/01/2004
Ticket Number:	0000084265	02/20/2004	3	02/23/2004
Ticket Number:	0000084456	02/23/2004	0	02/23/2004
Ticket Number:	0000084403	02/22/2004	2	02/24/2004
Ticket Number:	0000084599	02/24/2004	0	02/24/2004
Ticket Number:	0000082999	02/08/2004	1	02/09/2004
Ticket Number:	0000083144	02/10/2004	0	02/10/2004
Ticket Number:	0000083397	02/12/2004	0	02/12/2004
Ticket Number:	0000083251	02/10/2004	1	02/11/2004
Ticket Number:	0000083025	02/09/2004	0	02/09/2004
Ticket Number:	0000083041	02/09/2004	0	02/09/2004
Ticket Number:	0000083739	02/16/2004	2	02/18/2004
Ticket Number:	0000083779	02/17/2004	1	02/18/2004
Ticket Number:	0000083885	02/17/2004	1	02/18/2004
Ticket Number:	0000082351	02/02/2004	1	02/03/2004
Ticket Number:	0000082740	02/05/2004	0	02/05/2004
Ticket Number:	0000082713	02/05/2004	2	02/06/2004
Ticket Number:	0000082612	02/04/2004	0	02/04/2004
Ticket Number:	0000082547	02/03/2004	2	02/05/2004
Ticket Number:	0000082371	02/02/2004	1	02/03/2004
Ticket Number:	0000082368	02/02/2004	1	02/03/2004
Ticket Number:	0000082622	02/04/2004	0	02/04/2004
Ticket Number:	0000082363	02/02/2004	1	02/03/2004

-----		-----	-----
Average time to ticket resolution for	champ		1
Maximum time to ticket resolution for	champ		3
Minimum time to ticket resolution for	champ		0

laura

Closed Total: 11

Ticket Number:	0000082556	02/04/2004	0	02/04/2004	02/10/2004
Ticket Number:	0000082652	02/04/2004	6	02/10/2004	02/16/2004
Ticket Number:	0000082653	02/04/2004	0		02/04/2004
Ticket Number:	0000083218	02/10/2004	14		02/24/2004
Ticket Number:	0000083134	02/10/2004	0	02/10/2004	02/16/2004
Ticket Number:	0000083748	02/16/2004	1		02/17/2004
Ticket Number:	0000084078	02/19/2004	0		02/19/2004
Ticket Number:	0000084240	02/20/2004	3	02/23/2004	03/01/2004
Ticket Number:	0000084521	02/23/2004	1	02/24/2004	03/01/2004
Ticket Number:	0000084572	02/24/2004	0		02/24/2004
Ticket Number:	0000084461	02/23/2004	0		02/23/2004

-----		-----	-----
Average time to ticket resolution for	laura		2
Maximum time to ticket resolution for	laura		14
Minimum time to ticket resolution for	laura		0

SysDept

randy

Total: **6**

Resolved

Total: **3**

Ticket Number:	0000082596	02/04/2004	26	03/01/2004
Ticket Number:	0000084022	02/18/2004	13	03/02/2004
Ticket Number:	0000085048	02/27/2004	4	03/02/2004

Closed

Total: **3**

Ticket Number:	0000082752	02/05/2004	0	02/05/2004	02/11/2004
Ticket Number:	0000083975	02/18/2004	6	02/24/2004	03/01/2004
Ticket Number:	0000084636	02/24/2004	2		02/26/2004

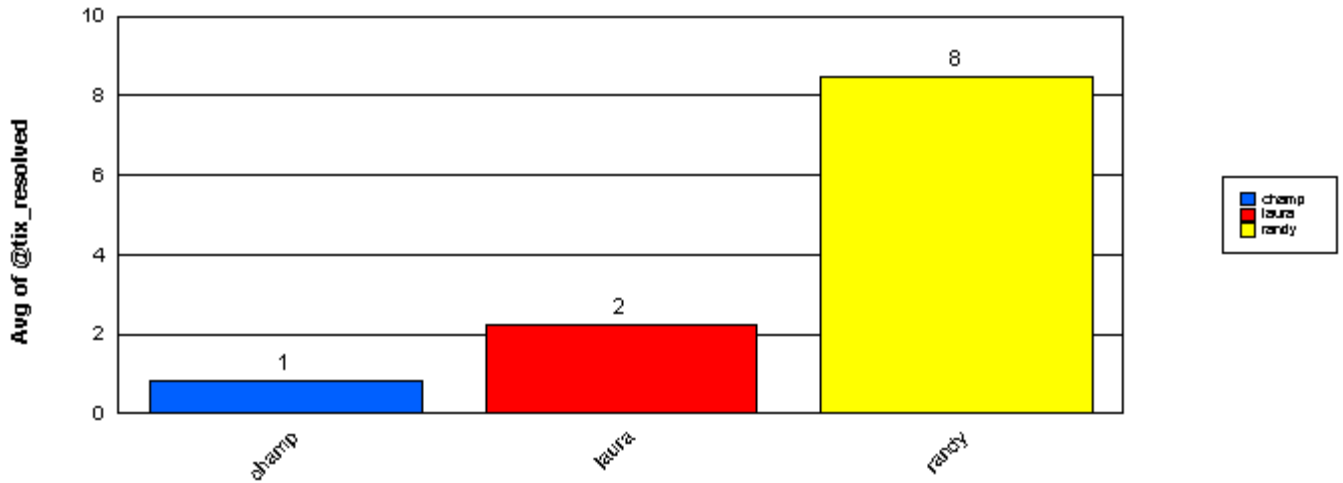
Average time to ticket resolution for	randy	8
Maximum time to ticket resolution for	randy	26
Minimum time to ticket resolution for	randy	0

SysDept

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

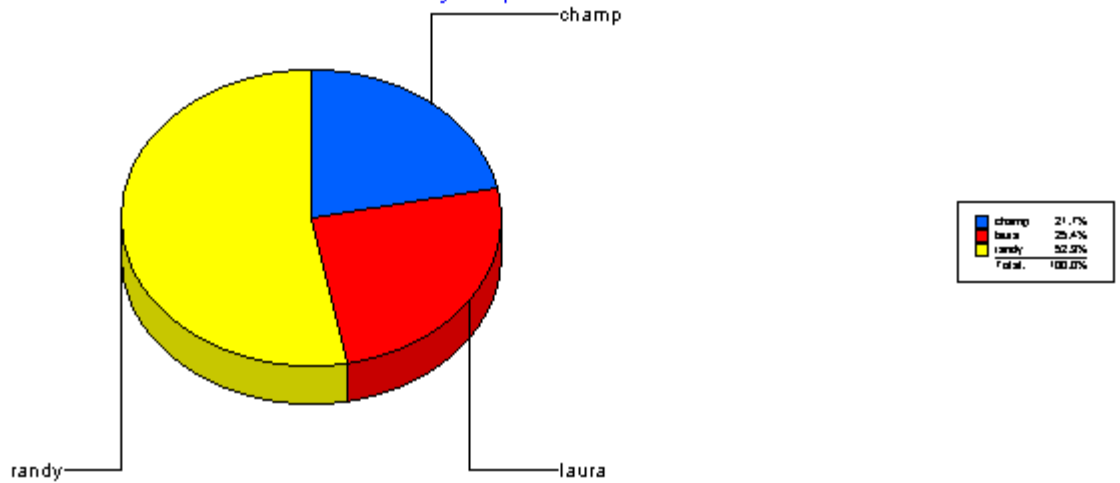
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 02/01/2004 and 02/29/2004 : 2560

Total Remedy Tickets Created between: 02/01/2004 and 02/29/2004 : 2560

Maximum time to resolution	29
Minimum time to resolution	0
Total Average time to ticket resolution	1.83