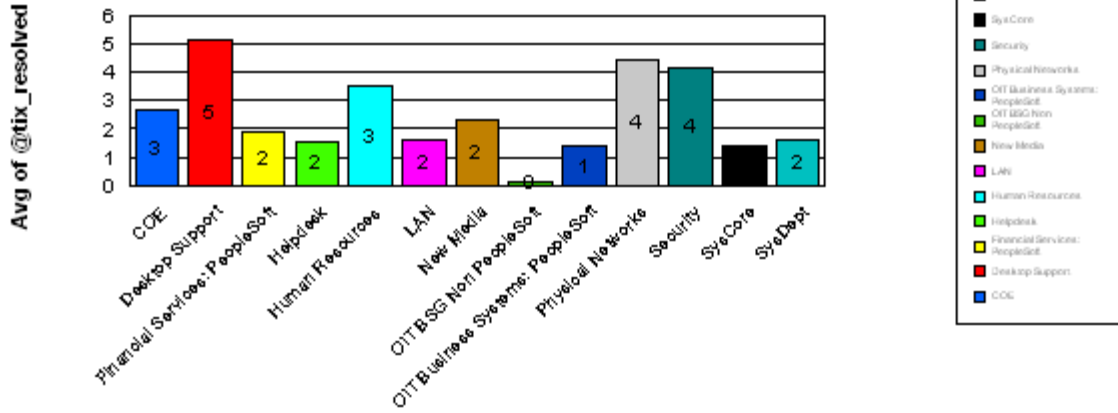
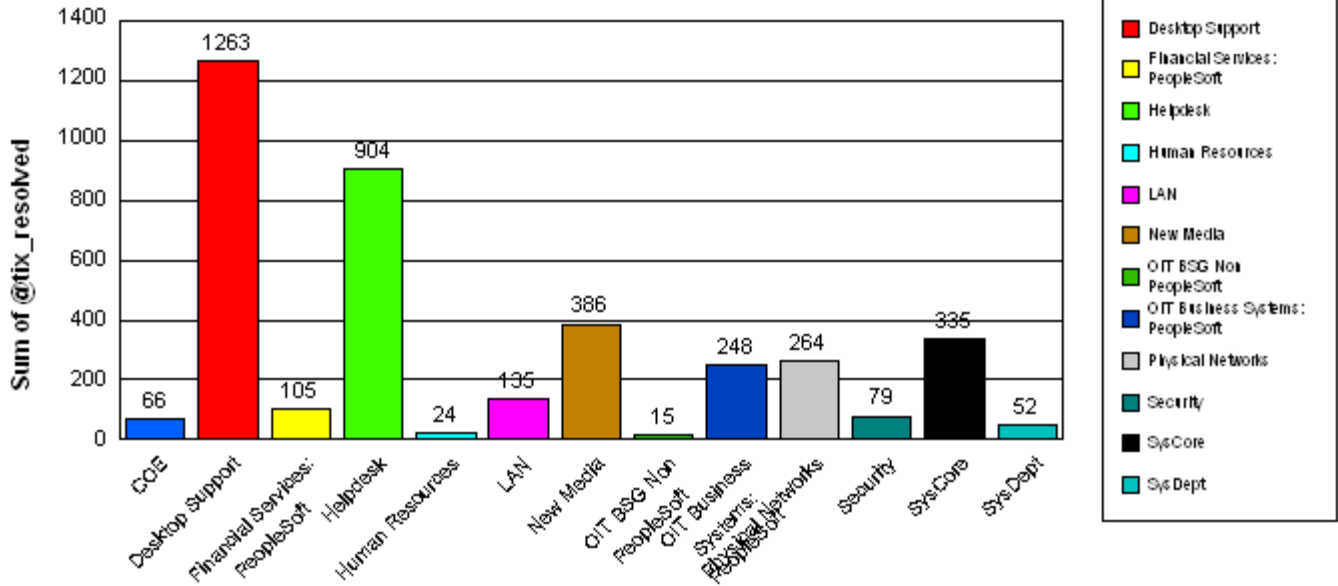


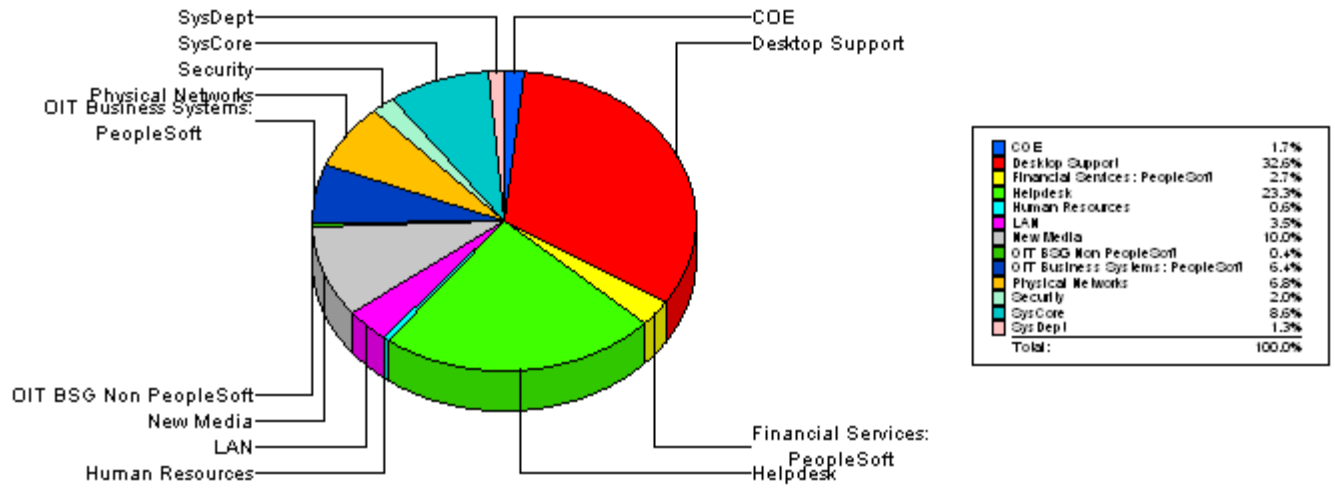
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



COE

		Total: 25	
champ	Closed	Total: 25	
Ticket Number:	0000111265	02/17/2005	0
Ticket Number:	0000111312	02/17/2005	4
Ticket Number:	0000111412	02/19/2005	2
Ticket Number:	0000111534	02/21/2005	2
Ticket Number:	0000111562	02/22/2005	0
Ticket Number:	0000111638	02/22/2005	1
Ticket Number:	0000111518	02/21/2005	4
Ticket Number:	0000111612	02/22/2005	0
Ticket Number:	0000111658	02/23/2005	2
Ticket Number:	0000111722	02/23/2005	2
Ticket Number:	0000111652	02/22/2005	1
Ticket Number:	0000109737	02/01/2005	0
Ticket Number:	0000109985	02/02/2005	1
Ticket Number:	0000110431	02/07/2005	1
Ticket Number:	0000110080	02/03/2005	6
Ticket Number:	0000110271	02/05/2005	10
Ticket Number:	0000110518	02/08/2005	8
Ticket Number:	0000110487	02/08/2005	0
Ticket Number:	0000110395	02/07/2005	1
Ticket Number:	0000110757	02/10/2005	5
Ticket Number:	0000110825	02/11/2005	4
Ticket Number:	0000110929	02/14/2005	1
Ticket Number:	0000111223	02/17/2005	6
Ticket Number:	0000111478	02/21/2005	4
Ticket Number:	0000111002	02/15/2005	1
-----		-----	
Average time to ticket resolution for	champ		3
Maximum time to ticket resolution for	champ		10
Minimum time to ticket resolution for	champ		0

COE

Average time to ticket resolution for

COE

3

Maximum time to ticket resolution for

COE

10

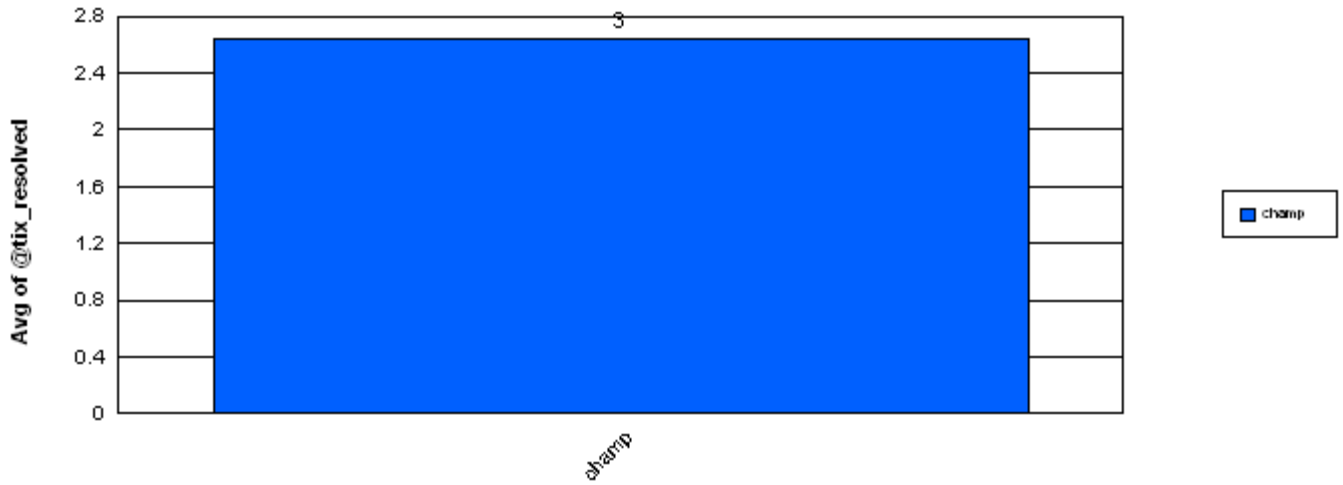
Minimum time to ticket resolution for

COE

0

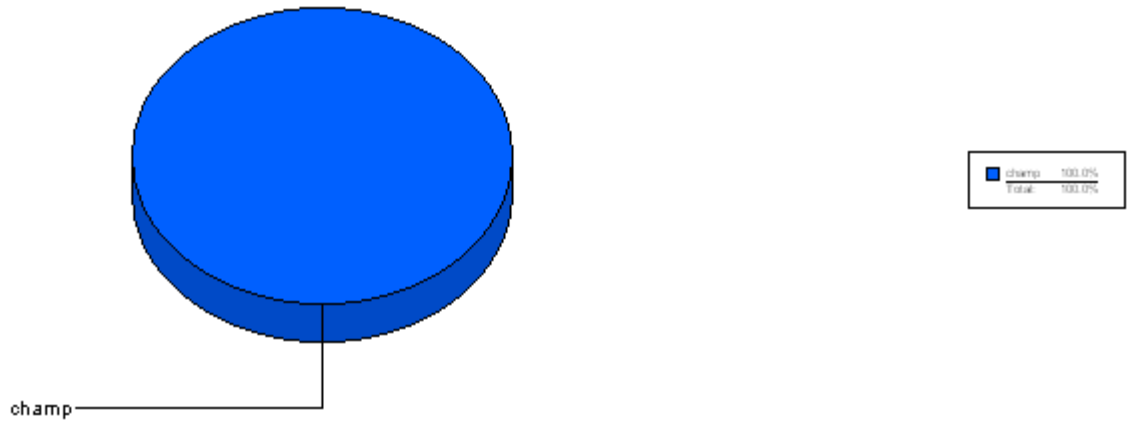
Avg of Each Ticket Resolved

For COE



Percentage of Sum of Tickets Resolved

For COE



Desktop Support

		Total:	246		
Desktop		Total:	13		
	Closed	Total:	13		
Ticket Number:	0000110606	02/09/2005	0	02/09/2005	
Ticket Number:	0000110209	02/04/2005	0	02/04/2005	
Ticket Number:	0000110467	02/08/2005	0	02/08/2005	
Ticket Number:	0000110253	02/04/2005	0	02/04/2005	
Ticket Number:	0000111449	02/21/2005	0	02/21/2005	
Ticket Number:	0000109743	02/01/2005	0	02/01/2005	
Ticket Number:	0000109862	02/02/2005	0	02/02/2005	
Ticket Number:	0000109890	02/02/2005	0	02/02/2005	
Ticket Number:	0000109874	02/02/2005	0	02/02/2005	
Ticket Number:	0000111229	02/17/2005	0	02/17/2005	
Ticket Number:	0000111768	02/24/2005	0	02/24/2005	
Ticket Number:	0000111776	02/24/2005	0	02/24/2005	
Ticket Number:	0000111818	02/25/2005	0	02/25/2005	

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

edortiz		Total:	29		
	Closed	Total:	29		
Ticket Number:	0000111174	02/16/2005	1	02/17/2005	02/23/2005
Ticket Number:	0000111175	02/16/2005	5	02/21/2005	02/28/2005
Ticket Number:	0000110378	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110821	02/11/2005	5	02/16/2005	02/22/2005
Ticket Number:	0000109935	02/02/2005	7	02/09/2005	02/15/2005
Ticket Number:	0000109791	02/01/2005	10	02/11/2005	02/14/2005
Ticket Number:	0000109829	02/01/2005	8	02/09/2005	02/15/2005
Ticket Number:	0000109758	02/01/2005	14	02/15/2005	02/21/2005
Ticket Number:	0000110358	02/07/2005	10	02/17/2005	02/23/2005
Ticket Number:	0000110043	02/03/2005	6	02/09/2005	02/15/2005
Ticket Number:	0000110048	02/03/2005	7	02/10/2005	02/16/2005
Ticket Number:	0000110241	02/04/2005	5	02/09/2005	02/15/2005
Ticket Number:	0000110328	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110485	02/08/2005	2	02/10/2005	02/16/2005
Ticket Number:	0000110373	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110351	02/07/2005	7	02/14/2005	02/15/2005
Ticket Number:	0000110643	02/09/2005	8	02/17/2005	02/23/2005
Ticket Number:	0000110528	02/08/2005	7	02/15/2005	02/21/2005
Ticket Number:	0000110592	02/09/2005	8	02/17/2005	02/23/2005
Ticket Number:	0000110641	02/09/2005	6	02/15/2005	02/21/2005
Ticket Number:	0000110832	02/11/2005	4	02/15/2005	02/21/2005
Ticket Number:	0000110937	02/14/2005	7	02/21/2005	02/28/2005
Ticket Number:	0000111047	02/15/2005	2		02/17/2005
Ticket Number:	0000111015	02/15/2005	2	02/17/2005	02/23/2005
Ticket Number:	0000110934	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110848	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000110823	02/11/2005	6	02/17/2005	02/23/2005
Ticket Number:	0000110854	02/11/2005	4	02/15/2005	02/21/2005
Ticket Number:	0000110745	02/10/2005	7	02/17/2005	02/23/2005

Average time to ticket resolution for		edortiz	5		
Maximum time to ticket resolution for		edortiz	14		
Minimum time to ticket resolution for		edortiz	1		

Desktop Support

josh

Total: **38**

Resolved

Total: **5**

Ticket Number:	0000111213	02/17/2005	8	02/25/2005
Ticket Number:	0000111686	02/23/2005	2	02/25/2005
Ticket Number:	0000111822	02/25/2005	0	02/25/2005
Ticket Number:	0000111740	02/23/2005	2	02/25/2005
Ticket Number:	0000111830	02/25/2005	0	02/25/2005

Closed

Total: **33**

Ticket Number:	0000109970	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109727	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109778	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109789	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109978	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109936	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109771	02/01/2005	2	02/03/2005	02/09/2005
Ticket Number:	0000111137	02/16/2005	2	02/18/2005	02/24/2005
Ticket Number:	0000111247	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111249	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111286	02/17/2005	5	02/22/2005	02/28/2005
Ticket Number:	0000111567	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111511	02/21/2005	2	02/23/2005	03/01/2005
Ticket Number:	0000111504	02/21/2005	1	02/22/2005	02/28/2005
Ticket Number:	0000111397	02/18/2005	4	02/22/2005	02/28/2005
Ticket Number:	0000111387	02/18/2005	4	02/22/2005	02/28/2005
Ticket Number:	0000110539	02/08/2005	10	02/18/2005	02/24/2005
Ticket Number:	0000110586	02/09/2005	13	02/22/2005	02/28/2005
Ticket Number:	0000110718	02/10/2005	4	02/14/2005	02/21/2005
Ticket Number:	0000111048	02/15/2005	3	02/18/2005	02/24/2005
Ticket Number:	0000111037	02/15/2005	3	02/18/2005	02/24/2005
Ticket Number:	0000110997	02/15/2005	2	02/17/2005	02/23/2005
Ticket Number:	0000111557	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000110908	02/14/2005	4	02/18/2005	02/24/2005
Ticket Number:	0000110906	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110905	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110904	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110842	02/11/2005	12	02/23/2005	03/01/2005
Ticket Number:	0000110753	02/10/2005	4	02/14/2005	02/21/2005
Ticket Number:	0000110055	02/03/2005	6	02/09/2005	02/15/2005
Ticket Number:	0000110059	02/03/2005	6	02/09/2005	02/15/2005
Ticket Number:	0000110479	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110072	02/03/2005	7	02/10/2005	02/16/2005

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

kirkley1

Total: **5**

Closed

Total: **5**

Ticket Number:	0000110379	02/07/2005	9	02/16/2005	02/22/2005
Ticket Number:	0000110451	02/07/2005	10	02/17/2005	02/23/2005
Ticket Number:	0000110578	02/09/2005	1	02/10/2005	02/15/2005
Ticket Number:	0000110767	02/10/2005	4	02/14/2005	02/21/2005
Ticket Number:	0000109872	02/02/2005	15	02/17/2005	02/23/2005

Average time to ticket resolution for	kirkley1	8
Maximum time to ticket resolution for	kirkley1	15
Minimum time to ticket resolution for	kirkley1	1

Desktop Support

lasuk

Total: 52

Resolved

Total: 8

Ticket Number:	0000111139	02/16/2005	9	02/25/2005
Ticket Number:	0000110954	02/14/2005	14	02/28/2005
Ticket Number:	0000111025	02/15/2005	10	02/25/2005
Ticket Number:	0000111225	02/17/2005	7	02/24/2005
Ticket Number:	0000111804	02/24/2005	0	02/24/2005
Ticket Number:	0000111820	02/25/2005	0	02/25/2005
Ticket Number:	0000111531	02/21/2005	4	02/25/2005
Ticket Number:	0000111301	02/17/2005	8	02/25/2005

Desktop Support

	Closed	Total:	44		
Ticket Number:	0000109788	02/01/2005	2	02/03/2005	02/09/2005
Ticket Number:	0000109811	02/01/2005	2	02/03/2005	02/09/2005
Ticket Number:	0000109859	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109837	02/01/2005	3	02/04/2005	02/10/2005
Ticket Number:	0000109969	02/02/2005	5	02/07/2005	02/14/2005
Ticket Number:	0000109927	02/02/2005	5	02/07/2005	02/14/2005
Ticket Number:	0000109900	02/02/2005	6	02/08/2005	02/14/2005
Ticket Number:	0000109800	02/01/2005	3	02/04/2005	02/10/2005
Ticket Number:	0000110320	02/07/2005	3	02/10/2005	02/16/2005
Ticket Number:	0000111146	02/16/2005	0	02/16/2005	02/16/2005
Ticket Number:	0000111173	02/16/2005	7	02/23/2005	03/01/2005
Ticket Number:	0000111256	02/17/2005	5	02/22/2005	02/28/2005
Ticket Number:	0000111290	02/17/2005	4	02/21/2005	02/28/2005
Ticket Number:	0000111340	02/18/2005	4	02/22/2005	02/28/2005
Ticket Number:	0000111403	02/18/2005	5	02/23/2005	03/01/2005
Ticket Number:	0000111472	02/21/2005	0		02/21/2005
Ticket Number:	0000111359	02/18/2005	5	02/23/2005	03/01/2005
Ticket Number:	0000111328	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000110575	02/09/2005	6	02/15/2005	02/21/2005
Ticket Number:	0000110788	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110824	02/11/2005	11	02/22/2005	02/28/2005
Ticket Number:	0000111023	02/15/2005	2		02/17/2005
Ticket Number:	0000110961	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110951	02/14/2005	8	02/22/2005	02/28/2005
Ticket Number:	0000110940	02/14/2005	9	02/23/2005	03/01/2005
Ticket Number:	0000110913	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110843	02/11/2005	5	02/16/2005	02/22/2005
Ticket Number:	0000110841	02/11/2005	6	02/17/2005	02/23/2005
Ticket Number:	0000110801	02/11/2005	4	02/15/2005	02/21/2005
Ticket Number:	0000110686	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110068	02/03/2005	8	02/11/2005	02/17/2005
Ticket Number:	0000110803	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110085	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110468	02/08/2005	2	02/10/2005	02/16/2005
Ticket Number:	0000110441	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110369	02/07/2005	15	02/22/2005	02/28/2005
Ticket Number:	0000110370	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110359	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110341	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110340	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110178	02/04/2005	5	02/09/2005	02/15/2005
Ticket Number:	0000110137	02/03/2005	7	02/10/2005	02/16/2005
Ticket Number:	0000110124	02/03/2005	5	02/08/2005	02/14/2005
Ticket Number:	0000110076	02/03/2005	12	02/15/2005	02/21/2005
<hr/>					
Average time to ticket resolution for	lasuk		4		
Maximum time to ticket resolution for	lasuk		15		
Minimum time to ticket resolution for	lasuk		0		

Desktop Support

maboone1

Total: **19**

Resolved

Total: **1**

Ticket Number: 0000111143 02/16/2005 9 02/25/2005

Closed

Total: **18**

Ticket Number:	0000109887	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109893	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109908	02/02/2005	9	02/11/2005	02/17/2005
Ticket Number:	0000109950	02/02/2005	7		02/09/2005
Ticket Number:	0000111210	02/17/2005	5	02/22/2005	02/28/2005
Ticket Number:	0000111496	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111592	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111541	02/21/2005	2	02/23/2005	03/01/2005
Ticket Number:	0000111282	02/17/2005	4	02/21/2005	02/28/2005
Ticket Number:	0000110224	02/04/2005	5	02/09/2005	02/15/2005
Ticket Number:	0000110427	02/07/2005	7	02/14/2005	02/21/2005
Ticket Number:	0000110613	02/09/2005	7	02/16/2005	02/22/2005
Ticket Number:	0000110978	02/14/2005	11		02/25/2005
Ticket Number:	0000111026	02/15/2005	8		02/23/2005
Ticket Number:	0000111055	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000110996	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000110666	02/09/2005	7	02/16/2005	02/22/2005
Ticket Number:	0000110649	02/09/2005	2	02/11/2005	02/17/2005

-----	-----	-----
Average time to ticket resolution for	maboone1	4
Maximum time to ticket resolution for	maboone1	11
Minimum time to ticket resolution for	maboone1	0
-----	-----	-----

Desktop Support

omarn

Total: 37

Resolved

Total: 8

Ticket Number:	0000110056	02/03/2005	21	02/24/2005	
Ticket Number:	0000110962	02/14/2005	11	02/25/2005	
Ticket Number:	0000111191	02/16/2005	12	02/28/2005	
Ticket Number:	0000111727	02/23/2005	2	02/25/2005	
Ticket Number:	0000111605	02/22/2005	3	02/25/2005	
Ticket Number:	0000111332	02/18/2005	10	02/28/2005	
Ticket Number:	0000111280	02/17/2005	11	02/28/2005	
Ticket Number:	0000111227	02/17/2005	11	02/28/2005	

Closed

Total: 29

Ticket Number:	0000109768	02/01/2005	6	02/07/2005	02/14/2005
Ticket Number:	0000109941	02/02/2005	9	02/11/2005	02/17/2005
Ticket Number:	0000110319	02/07/2005	4	02/11/2005	02/17/2005
Ticket Number:	0000109802	02/01/2005	3	02/04/2005	02/10/2005
Ticket Number:	0000109931	02/02/2005	21	02/23/2005	03/01/2005
Ticket Number:	0000109929	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000110091	02/03/2005	4	02/07/2005	02/14/2005
Ticket Number:	0000111298	02/17/2005	5	02/22/2005	02/28/2005
Ticket Number:	0000111466	02/21/2005	1	02/22/2005	02/28/2005
Ticket Number:	0000111374	02/18/2005	4	02/22/2005	02/28/2005
Ticket Number:	0000110637	02/09/2005	13	02/22/2005	02/28/2005
Ticket Number:	0000110040	02/03/2005	4	02/07/2005	02/14/2005
Ticket Number:	0000110204	02/04/2005	18	02/22/2005	02/28/2005
Ticket Number:	0000110098	02/03/2005	4	02/07/2005	02/14/2005
Ticket Number:	0000110090	02/03/2005	4	02/07/2005	02/14/2005
Ticket Number:	0000110387	02/07/2005	4	02/11/2005	02/17/2005
Ticket Number:	0000110360	02/07/2005	16	02/23/2005	03/01/2005
Ticket Number:	0000110356	02/07/2005	4	02/11/2005	02/17/2005
Ticket Number:	0000110344	02/07/2005	4	02/11/2005	02/17/2005
Ticket Number:	0000110338	02/07/2005	4	02/11/2005	02/17/2005
Ticket Number:	0000110332	02/07/2005	4	02/11/2005	02/17/2005
Ticket Number:	0000110308	02/06/2005	3	02/09/2005	02/15/2005
Ticket Number:	0000110206	02/04/2005	5	02/09/2005	02/15/2005
Ticket Number:	0000110194	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110182	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110172	02/04/2005	7		02/11/2005
Ticket Number:	0000110500	02/08/2005	3	02/11/2005	02/17/2005
Ticket Number:	0000110478	02/08/2005	14	02/22/2005	02/28/2005
Ticket Number:	0000110470	02/08/2005	3	02/11/2005	02/17/2005

Average time to ticket resolution for	omarn	7
Maximum time to ticket resolution for	omarn	21
Minimum time to ticket resolution for	omarn	1

sclark1

Total: 4

Closed

Total: 4

Ticket Number:	0000110303	02/06/2005	8	02/14/2005	02/21/2005
Ticket Number:	0000110486	02/08/2005	6	02/14/2005	02/21/2005
Ticket Number:	0000110817	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000109839	02/01/2005	13	02/14/2005	02/21/2005

Average time to ticket resolution for	sclark1	8
Maximum time to ticket resolution for	sclark1	13
Minimum time to ticket resolution for	sclark1	3

Desktop Support

talder1

Total: 48

Resolved

Total: 1

Ticket Number: 0000110404 02/07/2005 18 02/25/2005 02/15/2005

Closed

Total: 47

Ticket Number:	0000110605	02/09/2005	2	02/11/2005	02/17/2005
Ticket Number:	0000109806	02/01/2005	6	02/07/2005	02/14/2005
Ticket Number:	0000109792	02/01/2005	21	02/22/2005	02/28/2005
Ticket Number:	0000109734	02/01/2005	21	02/22/2005	02/28/2005
Ticket Number:	0000109815	02/01/2005	6	02/07/2005	02/14/2005
Ticket Number:	0000109877	02/02/2005	2	02/04/2005	02/10/2005
Ticket Number:	0000109995	02/02/2005	5	02/07/2005	02/14/2005
Ticket Number:	0000109989	02/02/2005	20	02/22/2005	02/28/2005
Ticket Number:	0000109886	02/02/2005	2	02/04/2005	02/10/2005
Ticket Number:	0000109836	02/01/2005	21	02/22/2005	02/28/2005
Ticket Number:	0000109828	02/01/2005	21	02/22/2005	02/28/2005
Ticket Number:	0000111233	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111539	02/21/2005	1	02/22/2005	02/28/2005
Ticket Number:	0000111512	02/21/2005	2	02/23/2005	03/01/2005
Ticket Number:	0000111489	02/21/2005	2	02/23/2005	03/01/2005
Ticket Number:	0000111357	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000110033	02/03/2005	4	02/07/2005	02/14/2005
Ticket Number:	0000110207	02/04/2005	19	02/23/2005	03/01/2005
Ticket Number:	0000110345	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110383	02/07/2005	15	02/22/2005	02/28/2005
Ticket Number:	0000110415	02/07/2005	15	02/22/2005	02/28/2005
Ticket Number:	0000110450	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110393	02/07/2005	3	02/10/2005	02/16/2005
Ticket Number:	0000110619	02/09/2005	2	02/11/2005	02/17/2005
Ticket Number:	0000110292	02/05/2005	12	02/17/2005	02/23/2005
Ticket Number:	0000110293	02/05/2005	3	02/08/2005	02/14/2005
Ticket Number:	0000110546	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000111180	02/16/2005	6	02/22/2005	02/28/2005
Ticket Number:	0000110636	02/09/2005	2	02/11/2005	02/17/2005
Ticket Number:	0000110667	02/09/2005	2	02/11/2005	02/17/2005
Ticket Number:	0000110655	02/09/2005	9	02/18/2005	02/24/2005
Ticket Number:	0000110625	02/09/2005	13	02/22/2005	02/28/2005
Ticket Number:	0000110558	02/08/2005	2	02/10/2005	02/16/2005
Ticket Number:	0000110668	02/09/2005	6	02/15/2005	02/21/2005
Ticket Number:	0000111058	02/15/2005	7	02/22/2005	02/28/2005
Ticket Number:	0000111007	02/15/2005	6	02/21/2005	02/28/2005
Ticket Number:	0000110981	02/14/2005	2	02/16/2005	02/22/2005
Ticket Number:	0000110946	02/14/2005	4	02/18/2005	02/24/2005
Ticket Number:	0000110932	02/14/2005	7	02/21/2005	02/28/2005
Ticket Number:	0000110943	02/14/2005	2	02/16/2005	02/22/2005
Ticket Number:	0000111232	02/17/2005	6	02/23/2005	03/01/2005
Ticket Number:	0000110921	02/14/2005	8	02/22/2005	02/28/2005
Ticket Number:	0000110742	02/10/2005	5	02/15/2005	02/21/2005
Ticket Number:	0000111092	02/15/2005	7	02/22/2005	02/28/2005
Ticket Number:	0000111060	02/15/2005	7	02/22/2005	02/28/2005
Ticket Number:	0000110716	02/10/2005	8	02/18/2005	02/24/2005
Ticket Number:	0000110712	02/10/2005	7	02/17/2005	02/23/2005

Average time to ticket resolution for

talder1

7

Maximum time to ticket resolution for

talder1

21

Minimum time to ticket resolution for

talder1

0

Desktop Support

unaveed1

Total: 1

Closed

Total: 1

Ticket Number: 0000111097

02/15/2005

2

02/17/2005

02/23/2005

Average time to ticket resolution for

unaveed1

2

Maximum time to ticket resolution for

unaveed1

2

Minimum time to ticket resolution for

unaveed1

2

Average time to ticket resolution for

Desktop Suppor

5

Maximum time to ticket resolution for

Desktop Suppor

21

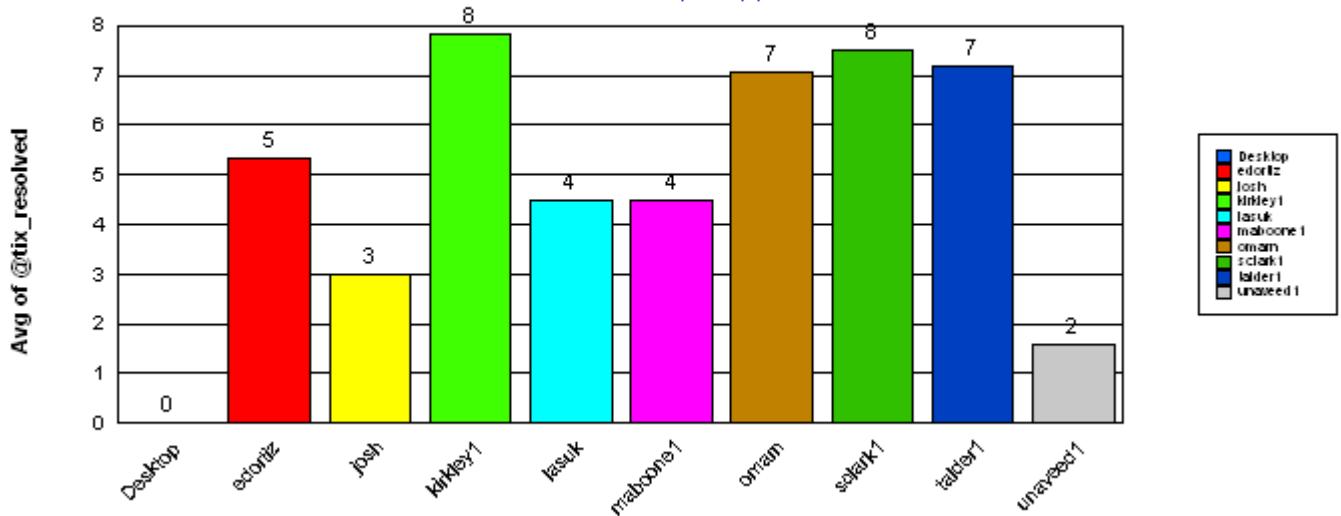
Minimum time to ticket resolution for

Desktop Suppor

0

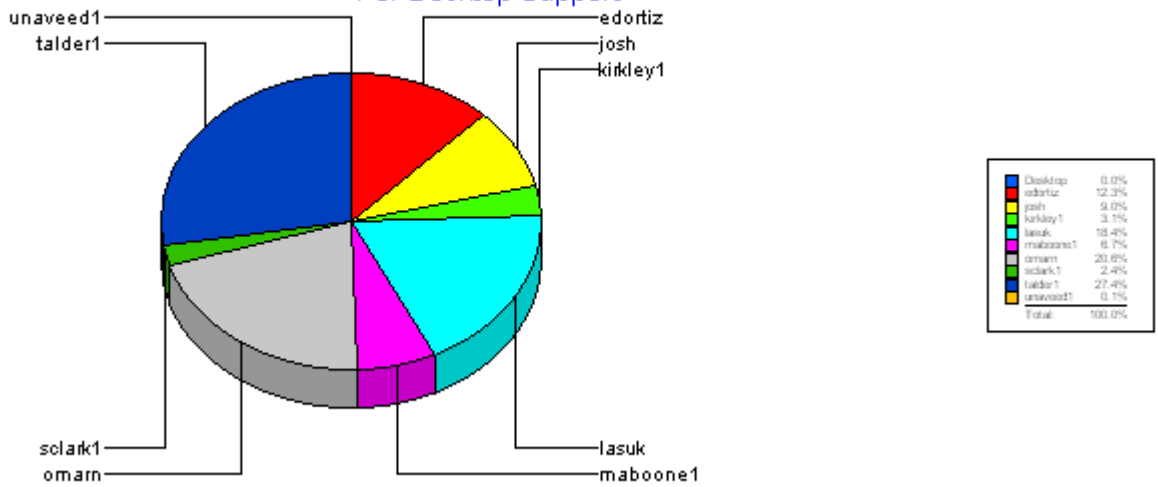
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	55		
tkuonen		<u>Total:</u>	23		
	Closed	<u>Total:</u>	23		
Ticket Number:	0000111128	02/16/2005	0	02/16/2005	
Ticket Number:	0000111393	02/18/2005	3	02/21/2005	
Ticket Number:	0000111335	02/18/2005	0	02/18/2005	
Ticket Number:	0000111150	02/16/2005	0	02/16/2005	
Ticket Number:	0000111195	02/16/2005	1	02/17/2005	
Ticket Number:	0000109780	02/01/2005	2	02/03/2005	
Ticket Number:	0000109730	02/01/2005	0	02/01/2005	
Ticket Number:	0000109741	02/01/2005	0	02/01/2005	
Ticket Number:	0000109994	02/02/2005	1	02/03/2005	
Ticket Number:	0000110534	02/08/2005	1	02/09/2005	
Ticket Number:	0000110642	02/09/2005	0	02/09/2005	
Ticket Number:	0000110634	02/09/2005	1	02/10/2005	
Ticket Number:	0000110544	02/08/2005	1	02/09/2005	
Ticket Number:	0000110677	02/10/2005	1	02/11/2005	
Ticket Number:	0000110736	02/10/2005	0	02/10/2005	
Ticket Number:	0000111051	02/15/2005	1	02/16/2005	
Ticket Number:	0000110988	02/14/2005	0	02/15/2005	
Ticket Number:	0000110853	02/11/2005	3	02/14/2005	
Ticket Number:	0000110563	02/08/2005	0	02/09/2005	
Ticket Number:	0000110702	02/10/2005	0	02/10/2005	
Ticket Number:	0000110021	02/03/2005	0	02/03/2005	
Ticket Number:	0000110079	02/03/2005	0	02/03/2005	
Ticket Number:	0000110411	02/07/2005	1	02/08/2005	

Average time to ticket resolution for	tkuonen		1		
Maximum time to ticket resolution for	tkuonen		3		
Minimum time to ticket resolution for	tkuonen		0		

**Financial Services: Peo
weller**

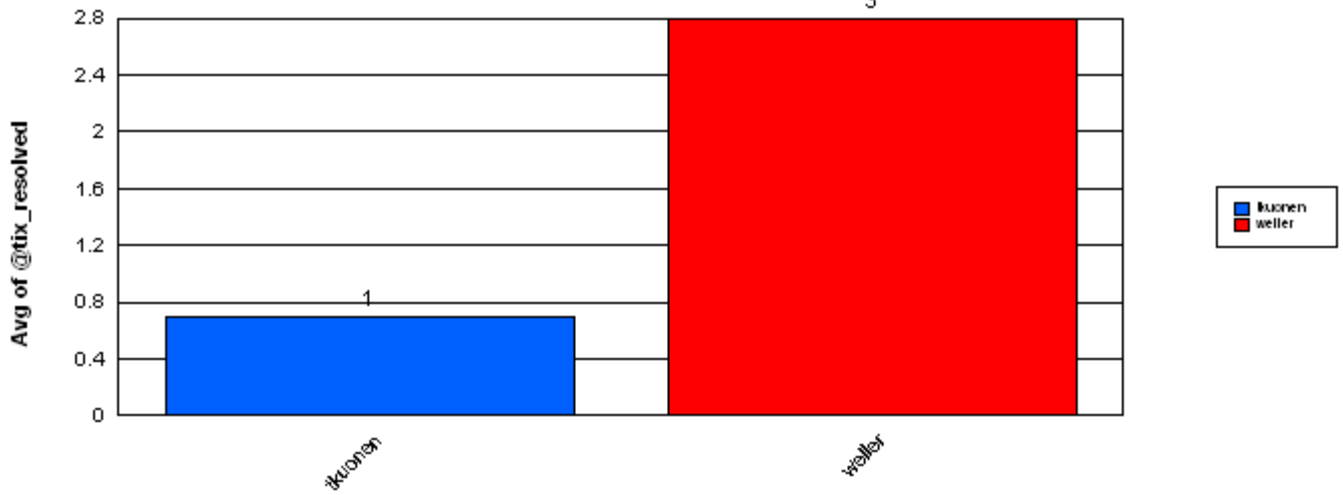
	<u>Total:</u>	32	
Closed	<u>Total:</u>	32	
Ticket Number: 0000110061	02/03/2005	18	02/21/2005
Ticket Number: 0000110208	02/04/2005	5	02/09/2005
Ticket Number: 0000110234	02/04/2005	3	02/07/2005
Ticket Number: 0000110249	02/04/2005	3	02/07/2005
Ticket Number: 0000110397	02/07/2005	2	02/09/2005
Ticket Number: 0000110247	02/04/2005	3	02/07/2005
Ticket Number: 0000110112	02/03/2005	0	02/03/2005
Ticket Number: 0000110538	02/08/2005	1	02/09/2005
Ticket Number: 0000110673	02/10/2005	0	02/10/2005
Ticket Number: 0000110855	02/11/2005	11	02/22/2005
Ticket Number: 0000110956	02/14/2005	1	02/15/2005
Ticket Number: 0000111043	02/15/2005	0	02/15/2005
Ticket Number: 0000110877	02/12/2005	2	02/14/2005
Ticket Number: 0000110979	02/14/2005	1	02/15/2005
Ticket Number: 0000110849	02/11/2005	10	02/21/2005
Ticket Number: 0000110700	02/10/2005	0	02/10/2005
Ticket Number: 0000110631	02/09/2005	2	02/11/2005
Ticket Number: 0000110412	02/07/2005	2	02/09/2005
Ticket Number: 0000109984	02/02/2005	0	02/02/2005
Ticket Number: 0000109918	02/02/2005	0	02/02/2005
Ticket Number: 0000109906	02/02/2005	1	02/03/2005
Ticket Number: 0000109733	02/01/2005	9	02/10/2005
Ticket Number: 0000111183	02/16/2005	5	02/21/2005
Ticket Number: 0000111456	02/21/2005	0	02/21/2005
Ticket Number: 0000111749	02/23/2005	1	02/24/2005
Ticket Number: 0000111741	02/23/2005	1	02/24/2005
Ticket Number: 0000111639	02/22/2005	2	02/24/2005
Ticket Number: 0000111525	02/21/2005	3	02/24/2005
Ticket Number: 0000111461	02/21/2005	0	02/21/2005
Ticket Number: 0000111396	02/18/2005	3	02/21/2005
Ticket Number: 0000111344	02/18/2005	3	02/21/2005
Ticket Number: 0000111272	02/17/2005	1	02/18/2005
<hr/>			
Average time to ticket resolution for	weller	3	
Maximum time to ticket resolution for	weller	18	
Minimum time to ticket resolution for	weller	0	

Financial Services: Peo

Average time to ticket resolution for	Financial Servi	2
Maximum time to ticket resolution for	Financial Servi	18
Minimum time to ticket resolution for	Financial Servi	0

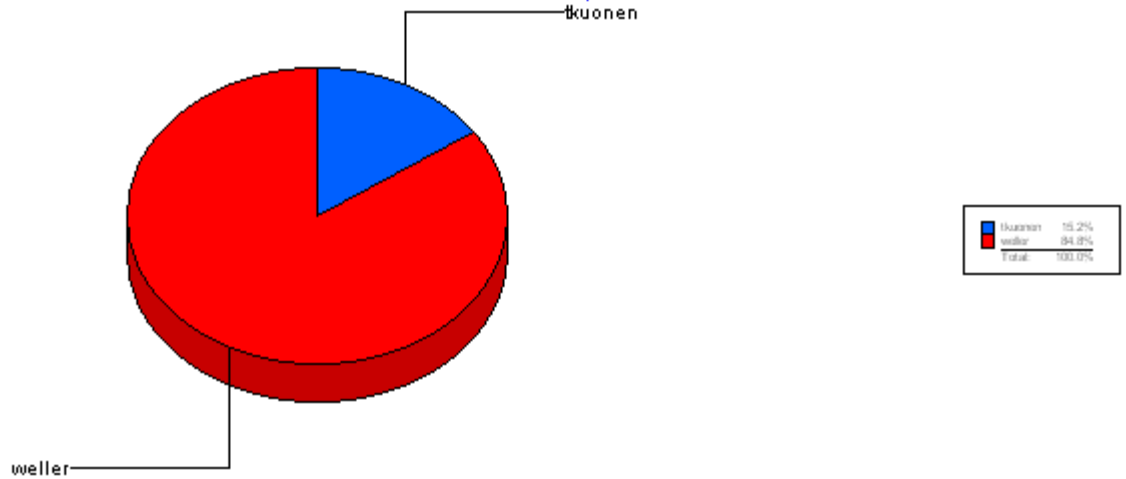
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		<u>Total:</u>	586		
HD:Tape_Changes		<u>Total:</u>	12		
Closed		<u>Total:</u>	12		
Ticket Number:	0000111184	02/16/2005	0		02/16/2005
Ticket Number:	0000111395	02/18/2005	0		02/18/2005
Ticket Number:	0000111248	02/17/2005	0		02/17/2005
Ticket Number:	0000111766	02/24/2005	0		02/24/2005
Ticket Number:	0000111668	02/23/2005	0		02/23/2005
Ticket Number:	0000111475	02/21/2005	0		02/21/2005
Ticket Number:	0000111861	02/25/2005	0		02/25/2005
Ticket Number:	0000111885	02/26/2005	0		02/26/2005
Ticket Number:	0000111899	02/28/2005	0		02/28/2005
Ticket Number:	0000110691	02/10/2005	0		02/10/2005
Ticket Number:	0000110836	02/11/2005	0		02/11/2005
Ticket Number:	0000110067	02/03/2005	0		02/03/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		HD:Tape_Chan	0		
Maximum time to ticket resolution for		HD:Tape_Chan	0		
Minimum time to ticket resolution for		HD:Tape_Chan	0		

Helpdesk
HelpDesk

Total: 59

Helpdesk

	Closed	<u>Total:</u>	59	
Ticket Number:	0000110031	02/03/2005	0	02/03/2005
Ticket Number:	0000110465	02/08/2005	0	02/08/2005
Ticket Number:	0000110469	02/08/2005	0	02/08/2005
Ticket Number:	0000110367	02/07/2005	0	02/07/2005
Ticket Number:	0000110366	02/07/2005	0	02/07/2005
Ticket Number:	0000110331	02/07/2005	0	02/07/2005
Ticket Number:	0000110325	02/07/2005	0	02/07/2005
Ticket Number:	0000110354	02/07/2005	0	02/07/2005
Ticket Number:	0000110593	02/09/2005	0	02/09/2005
Ticket Number:	0000110198	02/04/2005	0	02/04/2005
Ticket Number:	0000110488	02/08/2005	0	02/08/2005
Ticket Number:	0000110044	02/03/2005	0	02/03/2005
Ticket Number:	0000110035	02/03/2005	0	02/03/2005
Ticket Number:	0000110543	02/08/2005	0	02/08/2005
Ticket Number:	0000110935	02/14/2005	0	02/14/2005
Ticket Number:	0000110920	02/14/2005	0	02/14/2005
Ticket Number:	0000110919	02/14/2005	0	02/14/2005
Ticket Number:	0000110916	02/14/2005	0	02/14/2005
Ticket Number:	0000110749	02/10/2005	0	02/10/2005
Ticket Number:	0000110616	02/09/2005	0	02/09/2005
Ticket Number:	0000110604	02/09/2005	0	02/09/2005
Ticket Number:	0000110583	02/09/2005	0	02/09/2005
Ticket Number:	0000111113	02/16/2005	0	02/16/2005
Ticket Number:	0000111129	02/16/2005	0	02/16/2005
Ticket Number:	0000111765	02/24/2005	0	02/24/2005
Ticket Number:	0000111747	02/23/2005	0	02/23/2005
Ticket Number:	0000111707	02/23/2005	0	02/23/2005
Ticket Number:	0000111676	02/23/2005	0	02/23/2005
Ticket Number:	0000111671	02/23/2005	0	02/23/2005
Ticket Number:	0000111632	02/22/2005	0	02/22/2005
Ticket Number:	0000111575	02/22/2005	0	02/22/2005
Ticket Number:	0000111474	02/21/2005	0	02/21/2005
Ticket Number:	0000111453	02/21/2005	0	02/21/2005
Ticket Number:	0000111782	02/24/2005	0	02/24/2005
Ticket Number:	0000111770	02/24/2005	0	02/24/2005
Ticket Number:	0000111413	02/19/2005	0	02/19/2005
Ticket Number:	0000111459	02/21/2005	0	02/21/2005
Ticket Number:	0000111292	02/17/2005	0	02/17/2005
Ticket Number:	0000110462	02/08/2005	0	02/08/2005
Ticket Number:	0000109754	02/01/2005	0	02/01/2005
Ticket Number:	0000111721	02/23/2005	0	02/23/2005
Ticket Number:	0000111295	02/17/2005	0	02/17/2005
Ticket Number:	0000109739	02/01/2005	0	02/01/2005
Ticket Number:	0000109860	02/02/2005	0	02/02/2005
Ticket Number:	0000109864	02/02/2005	0	02/02/2005
Ticket Number:	0000110034	02/03/2005	0	02/03/2005
Ticket Number:	0000110042	02/03/2005	0	02/03/2005
Ticket Number:	0000109913	02/02/2005	0	02/02/2005
Ticket Number:	0000109901	02/02/2005	0	02/02/2005
Ticket Number:	0000109898	02/02/2005	0	02/02/2005
Ticket Number:	0000109897	02/02/2005	0	02/02/2005
Ticket Number:	0000109894	02/02/2005	0	02/02/2005
Ticket Number:	0000109888	02/02/2005	0	02/02/2005

Helpdesk

Ticket Number:	0000109871	02/02/2005	0	02/02/2005
Ticket Number:	0000109866	02/02/2005	0	02/02/2005
Ticket Number:	0000109863	02/02/2005	0	02/02/2005
Ticket Number:	0000109962	02/02/2005	0	02/02/2005
Ticket Number:	0000109751	02/01/2005	0	02/01/2005
Ticket Number:	0000109763	02/01/2005	0	02/01/2005
-----		-----		
Average time to ticket resolution for	HelpDesk		0	
Maximum time to ticket resolution for	HelpDesk		0	
Minimum time to ticket resolution for	HelpDesk		0	

Helpdesk

anna

Total: 94

Resolved

Total: 32

Ticket Number:	0000111752	02/23/2005	2	02/25/2005
Ticket Number:	0000111172	02/16/2005	9	02/25/2005
Ticket Number:	0000111554	02/22/2005	3	02/25/2005
Ticket Number:	0000111435	02/20/2005	4	02/24/2005
Ticket Number:	0000111811	02/24/2005	0	02/25/2005
Ticket Number:	0000111802	02/24/2005	1	02/25/2005
Ticket Number:	0000111792	02/24/2005	0	02/24/2005
Ticket Number:	0000111781	02/24/2005	4	02/28/2005
Ticket Number:	0000111774	02/24/2005	4	02/28/2005
Ticket Number:	0000111750	02/23/2005	2	02/25/2005
Ticket Number:	0000111746	02/23/2005	2	02/25/2005
Ticket Number:	0000111719	02/23/2005	1	02/24/2005
Ticket Number:	0000111641	02/22/2005	3	02/25/2005
Ticket Number:	0000111918	02/28/2005	0	02/28/2005
Ticket Number:	0000111849	02/25/2005	0	02/25/2005
Ticket Number:	0000111837	02/25/2005	0	02/25/2005
Ticket Number:	0000111828	02/25/2005	0	02/25/2005
Ticket Number:	0000111817	02/25/2005	0	02/25/2005
Ticket Number:	0000111595	02/22/2005	3	02/25/2005
Ticket Number:	0000111594	02/22/2005	3	02/25/2005
Ticket Number:	0000111589	02/22/2005	2	02/24/2005
Ticket Number:	0000111574	02/22/2005	2	02/24/2005
Ticket Number:	0000111550	02/22/2005	2	02/24/2005
Ticket Number:	0000111538	02/21/2005	2	02/24/2005
Ticket Number:	0000111527	02/21/2005	3	02/24/2005
Ticket Number:	0000111524	02/21/2005	4	02/25/2005
Ticket Number:	0000111383	02/18/2005	7	02/25/2005
Ticket Number:	0000111346	02/18/2005	7	02/25/2005
Ticket Number:	0000111320	02/17/2005	7	02/25/2005
Ticket Number:	0000111192	02/16/2005	8	02/24/2005
Ticket Number:	0000111220	02/17/2005	8	02/25/2005
Ticket Number:	0000111189	02/16/2005	8	02/24/2005

Helpdesk

	Closed	Total:	62		
Ticket Number:	0000110016	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000109885	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109944	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109933	02/02/2005	2	02/04/2005	02/10/2005
Ticket Number:	0000109932	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109891	02/02/2005	2	02/04/2005	02/10/2005
Ticket Number:	0000109884	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000110174	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000109972	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000110793	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000111124	02/16/2005	0		02/16/2005
Ticket Number:	0000111096	02/15/2005	3	02/18/2005	02/24/2005
Ticket Number:	0000111209	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111364	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111404	02/18/2005	3		02/21/2005
Ticket Number:	0000111814	02/25/2005	0		02/25/2005
Ticket Number:	0000111892	02/27/2005	1		02/28/2005
Ticket Number:	0000111519	02/21/2005	1	02/22/2005	02/28/2005
Ticket Number:	0000111491	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111460	02/21/2005	0		02/21/2005
Ticket Number:	0000111443	02/21/2005	3	02/23/2005	03/01/2005
Ticket Number:	0000111441	02/20/2005	2	02/22/2005	02/28/2005
Ticket Number:	0000111402	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000110554	02/08/2005	3	02/11/2005	02/17/2005
Ticket Number:	0000110609	02/09/2005	5	02/14/2005	02/21/2005
Ticket Number:	0000110802	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110652	02/09/2005	5	02/14/2005	02/21/2005
Ticket Number:	0000110654	02/09/2005	5	02/14/2005	02/21/2005
Ticket Number:	0000111046	02/15/2005	7	02/22/2005	02/28/2005
Ticket Number:	0000111032	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110950	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110915	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110912	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110898	02/13/2005	8	02/21/2005	02/28/2005
Ticket Number:	0000111343	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000110797	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110795	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110669	02/09/2005	5	02/15/2005	02/21/2005
Ticket Number:	0000110022	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110039	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110065	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110070	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110083	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110063	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110495	02/08/2005	3	02/11/2005	02/17/2005
Ticket Number:	0000110454	02/08/2005	6	02/14/2005	02/21/2005
Ticket Number:	0000110447	02/07/2005	3	02/11/2005	02/17/2005
Ticket Number:	0000110517	02/08/2005	3	02/11/2005	02/17/2005
Ticket Number:	0000110402	02/07/2005	4	02/11/2005	02/17/2005
Ticket Number:	0000110261	02/04/2005	7	02/11/2005	02/17/2005
Ticket Number:	0000110259	02/04/2005	2	02/06/2005	02/14/2005
Ticket Number:	0000110203	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110186	02/04/2005	0	02/04/2005	02/10/2005

Helpdesk

Ticket Number:	0000110180	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110179	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110139	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110129	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110330	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110318	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110298	02/06/2005	3	02/09/2005	02/15/2005
Ticket Number:	0000110258	02/04/2005	7	02/11/2005	02/17/2005
Ticket Number:	0000110117	02/03/2005	1	02/04/2005	02/10/2005

Average time to ticket resolution for	anna	2
Maximum time to ticket resolution for	anna	9
Minimum time to ticket resolution for	anna	0

egabri1Total: **11****Closed**Total: **11**

Ticket Number:	0000110289	02/05/2005	0	02/05/2005	02/11/2005
Ticket Number:	0000110861	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110885	02/12/2005	0	02/12/2005	02/18/2005
Ticket Number:	0000111036	02/15/2005	2		02/17/2005
Ticket Number:	0000110727	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110723	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000111155	02/16/2005	1	02/17/2005	02/23/2005
Ticket Number:	0000111576	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111309	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000109759	02/01/2005	7	02/08/2005	02/14/2005
Ticket Number:	0000110000	02/02/2005	1	02/03/2005	02/09/2005

Average time to ticket resolution for	egabri1	1
Maximum time to ticket resolution for	egabri1	7
Minimum time to ticket resolution for	egabri1	0

ha2Total: **16****Closed**Total: **16**

Ticket Number:	0000109847	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109869	02/02/2005	9	02/11/2005	02/17/2005
Ticket Number:	0000110004	02/02/2005	0		02/02/2005
Ticket Number:	0000111321	02/17/2005	0		02/17/2005
Ticket Number:	0000111436	02/20/2005	0		02/20/2005
Ticket Number:	0000111479	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000110659	02/09/2005	0	02/10/2005	02/15/2005
Ticket Number:	0000110882	02/12/2005	1	02/13/2005	02/21/2005
Ticket Number:	0000110884	02/12/2005	1		02/13/2005
Ticket Number:	0000110866	02/12/2005	2	02/13/2005	02/21/2005
Ticket Number:	0000110191	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110265	02/05/2005	2	02/06/2005	02/14/2005
Ticket Number:	0000110268	02/05/2005	2		02/06/2005
Ticket Number:	0000110238	02/04/2005	2		02/06/2005
Ticket Number:	0000110442	02/07/2005	0		02/07/2005
Ticket Number:	0000110237	02/04/2005	2		02/06/2005

Average time to ticket resolution for	ha2	1
Maximum time to ticket resolution for	ha2	9
Minimum time to ticket resolution for	ha2	0

Helpdesk

kherna1

Total: **82**

Resolved

Total: **3**

Ticket Number:	0000111769	02/24/2005	0	02/24/2005
Ticket Number:	0000111912	02/28/2005	0	02/28/2005
Ticket Number:	0000111908	02/28/2005	0	02/28/2005

Helpdesk

	Closed	Total:	79		
Ticket Number:	0000110620	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000109821	02/01/2005	8	02/09/2005	02/15/2005
Ticket Number:	0000109812	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109809	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000110089	02/03/2005	6	02/09/2005	02/15/2005
Ticket Number:	0000109841	02/01/2005	8	02/09/2005	02/15/2005
Ticket Number:	0000109992	02/02/2005	7	02/09/2005	02/15/2005
Ticket Number:	0000109986	02/02/2005	7	02/09/2005	02/15/2005
Ticket Number:	0000109924	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109914	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109870	02/02/2005	0		02/02/2005
Ticket Number:	0000109857	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109930	02/02/2005	13	02/15/2005	02/21/2005
Ticket Number:	0000109854	02/02/2005	7	02/09/2005	02/15/2005
Ticket Number:	0000109843	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109838	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109831	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109824	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000111221	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111226	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111246	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111535	02/21/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111533	02/21/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111521	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111469	02/21/2005	0		02/21/2005
Ticket Number:	0000111463	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111421	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111420	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111418	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111417	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111415	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111411	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111410	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111409	02/18/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111408	02/18/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111665	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111664	02/23/2005	0		02/23/2005
Ticket Number:	0000111663	02/23/2005	0		02/23/2005
Ticket Number:	0000111661	02/23/2005	0		02/23/2005
Ticket Number:	0000111660	02/23/2005	0		02/23/2005
Ticket Number:	0000111430	02/20/2005	1	02/21/2005	02/28/2005
Ticket Number:	0000111427	02/19/2005	1	02/21/2005	02/28/2005
Ticket Number:	0000111425	02/19/2005	1	02/21/2005	02/28/2005
Ticket Number:	0000111423	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111394	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111444	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111164	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000110071	02/03/2005	4		02/07/2005
Ticket Number:	0000110114	02/03/2005	6	02/09/2005	02/15/2005
Ticket Number:	0000110508	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110501	02/08/2005	2	02/10/2005	02/16/2005
Ticket Number:	0000110434	02/07/2005	9	02/16/2005	02/22/2005
Ticket Number:	0000110406	02/07/2005	9	02/16/2005	02/22/2005

Helpdesk

Ticket Number:	0000110572	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110350	02/07/2005	9	02/16/2005	02/22/2005
Ticket Number:	0000110312	02/06/2005	3	02/09/2005	02/15/2005
Ticket Number:	0000110262	02/04/2005	5	02/09/2005	02/15/2005
Ticket Number:	0000110165	02/03/2005	6	02/09/2005	02/15/2005
Ticket Number:	0000110103	02/03/2005	20	02/23/2005	03/01/2005
Ticket Number:	0000110533	02/08/2005	7	02/15/2005	02/21/2005
Ticket Number:	0000110561	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110568	02/08/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110560	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110550	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110570	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110576	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000111446	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000110991	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110990	02/14/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110987	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110933	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110963	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110775	02/10/2005	7	02/17/2005	02/23/2005
Ticket Number:	0000110766	02/10/2005	7	02/17/2005	02/23/2005
Ticket Number:	0000110728	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110720	02/10/2005	5	02/15/2005	02/21/2005
Ticket Number:	0000110770	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110590	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110584	02/09/2005	0	02/09/2005	02/15/2005
-----			-----		
Average time to ticket resolution for	kherna1		2		
Maximum time to ticket resolution for	kherna1		20		
Minimum time to ticket resolution for	kherna1		0		

Helpdesk

kincaid

Total: 22

Resolved

Total: 1

Ticket Number: 0000111093 02/15/2005 9 02/24/2005

Closed

Total: 21

Ticket Number:	0000109998	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000111112	02/16/2005	2	02/18/2005	02/24/2005
Ticket Number:	0000111255	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111278	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111350	02/18/2005	0		02/18/2005
Ticket Number:	0000111304	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111685	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111455	02/21/2005	0		02/21/2005
Ticket Number:	0000110564	02/08/2005	0		02/09/2005
Ticket Number:	0000110674	02/10/2005	5	02/15/2005	02/21/2005
Ticket Number:	0000110879	02/12/2005	6		02/18/2005
Ticket Number:	0000110725	02/10/2005	7		02/17/2005
Ticket Number:	0000110693	02/10/2005	12	02/22/2005	02/28/2005
Ticket Number:	0000110692	02/10/2005	5	02/15/2005	02/21/2005
Ticket Number:	0000110657	02/09/2005	1	02/10/2005	02/16/2005
Ticket Number:	0000110571	02/09/2005	0		02/09/2005
Ticket Number:	0000110046	02/03/2005	0		02/03/2005
Ticket Number:	0000110477	02/08/2005	10		02/18/2005
Ticket Number:	0000110490	02/08/2005	2	02/10/2005	02/16/2005
Ticket Number:	0000110116	02/03/2005	6	02/09/2005	02/15/2005
Ticket Number:	0000110173	02/04/2005	5		02/09/2005

Average time to ticket resolution for	kincaid		3
Maximum time to ticket resolution for	kincaid		12
Minimum time to ticket resolution for	kincaid		0

mcs pads1

Total: 8

Closed

Total: 8

Ticket Number:	0000110236	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110875	02/12/2005	0	02/12/2005	02/18/2005
Ticket Number:	0000110957	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110949	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110955	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000111414	02/19/2005	0	02/19/2005	02/25/2005
Ticket Number:	0000111366	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000109977	02/02/2005	2	02/04/2005	02/10/2005

Average time to ticket resolution for	mcs pads1		0
Maximum time to ticket resolution for	mcs pads1		2
Minimum time to ticket resolution for	mcs pads1		0

Helpdesk

mnolan1

Total: 23

Resolved

Total: 2

Ticket Number:	0000111902	02/28/2005	0	02/28/2005
Ticket Number:	0000111903	02/28/2005	0	02/28/2005

Closed

Total: 21

Ticket Number:	0000110216	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000111188	02/16/2005	6	02/22/2005	02/28/2005
Ticket Number:	0000111386	02/18/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111429	02/20/2005	1	02/21/2005	02/28/2005
Ticket Number:	0000111432	02/20/2005	1	02/21/2005	02/28/2005
Ticket Number:	0000111623	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111642	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111637	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111624	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111517	02/21/2005	1	02/22/2005	02/28/2005
Ticket Number:	0000111405	02/18/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000110529	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110967	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000111079	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110984	02/14/2005	2	02/16/2005	02/22/2005
Ticket Number:	0000110909	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110829	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000110200	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110309	02/06/2005	2	02/08/2005	02/14/2005
Ticket Number:	0000110307	02/06/2005	1	02/07/2005	02/14/2005
Ticket Number:	0000110321	02/07/2005	0	02/07/2005	02/14/2005

Average time to ticket resolution for	mnolan1	1
Maximum time to ticket resolution for	mnolan1	6
Minimum time to ticket resolution for	mnolan1	0

myers

Total: 18

Closed

Total: 18

Ticket Number:	0000110041	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110491	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110492	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110464	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110210	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110346	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110377	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000111564	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111679	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111451	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111509	02/21/2005	1	02/22/2005	02/28/2005
Ticket Number:	0000111678	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111546	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111296	02/17/2005	6	02/23/2005	03/01/2005
Ticket Number:	0000109971	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109721	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109861	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109770	02/01/2005	2	02/03/2005	02/09/2005

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

Helpdesk

myo	Resolved	Total:	209		
		<u>Total:</u>	26		
Ticket Number:	000011836	02/25/2005	0		02/25/2005
Ticket Number:	000011878	02/26/2005	2		02/28/2005
Ticket Number:	000011875	02/25/2005	3		02/28/2005
Ticket Number:	000011823	02/25/2005	0		02/25/2005
Ticket Number:	000011815	02/25/2005	0		02/25/2005
Ticket Number:	000011784	02/24/2005	1		02/25/2005
Ticket Number:	000011758	02/24/2005	1		02/25/2005
Ticket Number:	000011757	02/24/2005	1		02/25/2005
Ticket Number:	000011756	02/24/2005	1		02/25/2005
Ticket Number:	000011755	02/24/2005	1		02/25/2005
Ticket Number:	000011860	02/25/2005	0		02/25/2005
Ticket Number:	000011322	02/17/2005	8		02/25/2005
Ticket Number:	000011268	02/17/2005	8		02/25/2005
Ticket Number:	000011927	02/28/2005	0		02/28/2005
Ticket Number:	000011926	02/28/2005	0		02/28/2005
Ticket Number:	000011905	02/28/2005	0		02/28/2005
Ticket Number:	000011901	02/28/2005	0		02/28/2005
Ticket Number:	000011900	02/28/2005	0		02/28/2005
Ticket Number:	000011897	02/27/2005	1		02/28/2005
Ticket Number:	000011893	02/27/2005	1		02/28/2005
Ticket Number:	000011891	02/26/2005	1		02/28/2005
Ticket Number:	000011887	02/26/2005	2		02/28/2005
Ticket Number:	000011886	02/26/2005	2		02/28/2005
Ticket Number:	000011884	02/26/2005	2		02/28/2005
Ticket Number:	000011882	02/26/2005	2		02/28/2005
Ticket Number:	000011881	02/26/2005	2		02/28/2005

Helpdesk

	Closed	<u>Total:</u>	183		
Ticket Number:	0000110862	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000109761	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109766	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109912	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109907	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109895	02/02/2005	2	02/04/2005	02/10/2005
Ticket Number:	0000109882	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109856	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109851	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109848	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109845	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109840	02/01/2005	7	02/08/2005	02/14/2005
Ticket Number:	0000109988	02/02/2005	12	02/14/2005	02/21/2005
Ticket Number:	0000109922	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109832	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109803	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109799	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109798	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109795	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109794	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109797	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109773	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109973	02/02/2005	5	02/07/2005	02/14/2005
Ticket Number:	0000110026	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000109722	02/01/2005	2	02/03/2005	02/09/2005
Ticket Number:	0000109833	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109718	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000110169	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000111329	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111095	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000111116	02/16/2005	7	02/23/2005	03/01/2005
Ticket Number:	0000111542	02/21/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111540	02/21/2005	1	02/22/2005	02/28/2005
Ticket Number:	0000111516	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111545	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111488	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111486	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111485	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111484	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111326	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111739	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111730	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111715	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111712	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111709	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111693	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111675	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111657	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111656	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111651	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111648	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111646	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111627	02/22/2005	0	02/22/2005	02/28/2005

Helpdesk

Ticket Number:	0000111626	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111625	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111615	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111581	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111579	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111569	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111568	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111543	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111325	02/18/2005	6	02/23/2005	03/01/2005
Ticket Number:	0000111330	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111251	02/17/2005	4	02/21/2005	02/28/2005
Ticket Number:	0000111206	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111205	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111204	02/16/2005	6	02/22/2005	02/28/2005
Ticket Number:	0000111203	02/16/2005	6	02/22/2005	02/28/2005
Ticket Number:	0000111201	02/16/2005	7	02/23/2005	03/01/2005
Ticket Number:	0000111454	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111445	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111442	02/21/2005	1	02/21/2005	02/28/2005
Ticket Number:	0000111428	02/20/2005	3	02/23/2005	03/01/2005
Ticket Number:	0000111424	02/19/2005	3	02/22/2005	02/28/2005
Ticket Number:	0000111372	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111171	02/16/2005	2	02/18/2005	02/24/2005
Ticket Number:	0000111168	02/16/2005	7	02/23/2005	03/01/2005
Ticket Number:	0000111151	02/16/2005	7	02/23/2005	03/01/2005
Ticket Number:	0000111136	02/16/2005	2	02/18/2005	02/24/2005
Ticket Number:	0000111098	02/15/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111099	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111102	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111101	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111236	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111197	02/16/2005	7	02/23/2005	03/01/2005
Ticket Number:	0000111234	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000110010	02/02/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110013	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110252	02/04/2005	7	02/11/2005	02/17/2005
Ticket Number:	0000110235	02/04/2005	10	02/14/2005	02/21/2005
Ticket Number:	0000110196	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110195	02/04/2005	10	02/14/2005	02/21/2005
Ticket Number:	0000110184	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110171	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110170	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110167	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110166	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110290	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110288	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110287	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110286	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110270	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110267	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110264	02/04/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110263	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110257	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110452	02/08/2005	1	02/08/2005	02/14/2005

Helpdesk

Ticket Number:	0000110448	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110433	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110432	02/07/2005	7	02/14/2005	02/21/2005
Ticket Number:	0000110429	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110506	02/08/2005	13	02/21/2005	02/28/2005
Ticket Number:	0000110430	02/07/2005	16	02/23/2005	03/01/2005
Ticket Number:	0000110362	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110342	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110504	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110502	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110499	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110902	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110493	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110901	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110323	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110317	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110315	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110314	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110313	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110311	02/06/2005	4	02/10/2005	02/16/2005
Ticket Number:	0000110300	02/06/2005	1	02/07/2005	02/14/2005
Ticket Number:	0000110294	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110082	02/03/2005	11	02/14/2005	02/21/2005
Ticket Number:	0000110069	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110058	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110038	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110015	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110019	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110012	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110530	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110614	02/09/2005	0		02/09/2005
Ticket Number:	0000110741	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110737	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110722	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110710	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110688	02/10/2005	11	02/21/2005	02/28/2005
Ticket Number:	0000110682	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110671	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110645	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110635	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110629	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000111086	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000111056	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000111017	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000111447	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111001	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000111000	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110983	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110982	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110977	02/14/2005	7	02/21/2005	02/28/2005
Ticket Number:	0000110938	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000111314	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000110944	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110903	02/14/2005	0	02/14/2005	02/21/2005

Helpdesk

Ticket Number:	0000110893	02/13/2005	1	02/14/2005	02/21/2005
Ticket Number:	0000110890	02/13/2005	1	02/14/2005	02/21/2005
Ticket Number:	0000110889	02/13/2005	1	02/14/2005	02/21/2005
Ticket Number:	0000110883	02/12/2005	2	02/14/2005	02/21/2005
Ticket Number:	0000110881	02/12/2005	2	02/14/2005	02/21/2005
Ticket Number:	0000110880	02/12/2005	2	02/14/2005	02/21/2005
Ticket Number:	0000110867	02/12/2005	2	02/14/2005	02/21/2005
Ticket Number:	0000110864	02/12/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000110863	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000110858	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000110947	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110784	02/10/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110887	02/12/2005	2	02/14/2005	02/21/2005
Ticket Number:	0000110810	02/11/2005	7	02/18/2005	02/24/2005
Ticket Number:	0000110743	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110621	02/09/2005	14	02/23/2005	03/01/2005
Ticket Number:	0000110612	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110553	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110551	02/08/2005	6	02/14/2005	02/21/2005
Ticket Number:	0000110603	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110588	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110552	02/08/2005	1	02/09/2005	02/15/2005

Average time to ticket resolution for	myo		2		
Maximum time to ticket resolution for	myo		16		
Minimum time to ticket resolution for	myo		0		
<hr/>					
pmcneel1		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000110763	02/10/2005	2		02/12/2005
Ticket Number:	0000111319	02/17/2005	5	02/22/2005	02/28/2005

Average time to ticket resolution for	pmcneel1		4		
Maximum time to ticket resolution for	pmcneel1		5		
Minimum time to ticket resolution for	pmcneel1		2		
<hr/>					

Helpdesk

pzearfo1

Total: **30**

Resolved

Total: **2**

Ticket Number:	0000111831	02/25/2005	0	02/25/2005
Ticket Number:	0000111844	02/25/2005	0	02/25/2005

Closed

Total: **28**

Ticket Number:	0000109925	02/02/2005	7	02/09/2005	02/15/2005
Ticket Number:	0000109850	02/01/2005	0		02/02/2005
Ticket Number:	0000109993	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000111118	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111563	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111277	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111284	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111283	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111577	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111551	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111245	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000110527	02/08/2005	3	02/11/2005	02/17/2005
Ticket Number:	0000111050	02/15/2005	2	02/17/2005	02/23/2005
Ticket Number:	0000110992	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110835	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000111012	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110796	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110790	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110789	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110787	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110786	02/11/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110778	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110769	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110053	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110811	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110611	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110140	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110785	02/10/2005	1	02/11/2005	02/17/2005

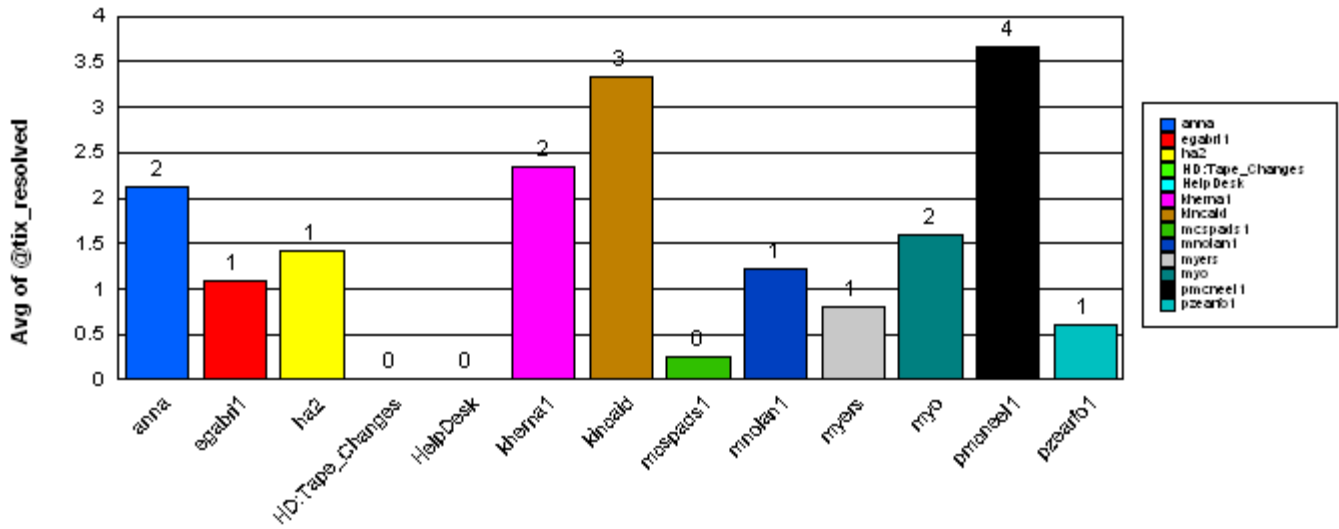
-----		-----	
Average time to ticket resolution for	pzearfo1		1
Maximum time to ticket resolution for	pzearfo1		7
Minimum time to ticket resolution for	pzearfo1		0
-----		-----	

Helpdesk

Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	20
Minimum time to ticket resolution for	Helpdesk	0

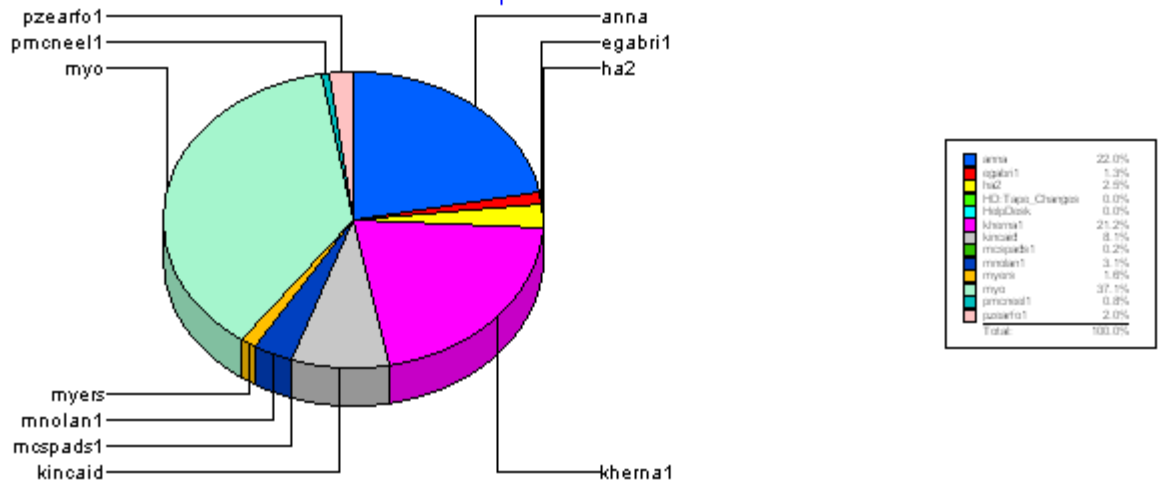
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



Human Resources

Total: 7					
mcnamara					
<u>Total:</u> 5					
Closed					
<u>Total:</u> 5					
Ticket Number:	0000110559	02/08/2005	8	02/16/2005	02/22/2005
Ticket Number:	0000111222	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000109959	02/02/2005	5	02/07/2005	02/14/2005
Ticket Number:	0000109961	02/02/2005	5	02/07/2005	02/14/2005
Ticket Number:	0000109979	02/02/2005	5	02/07/2005	02/14/2005

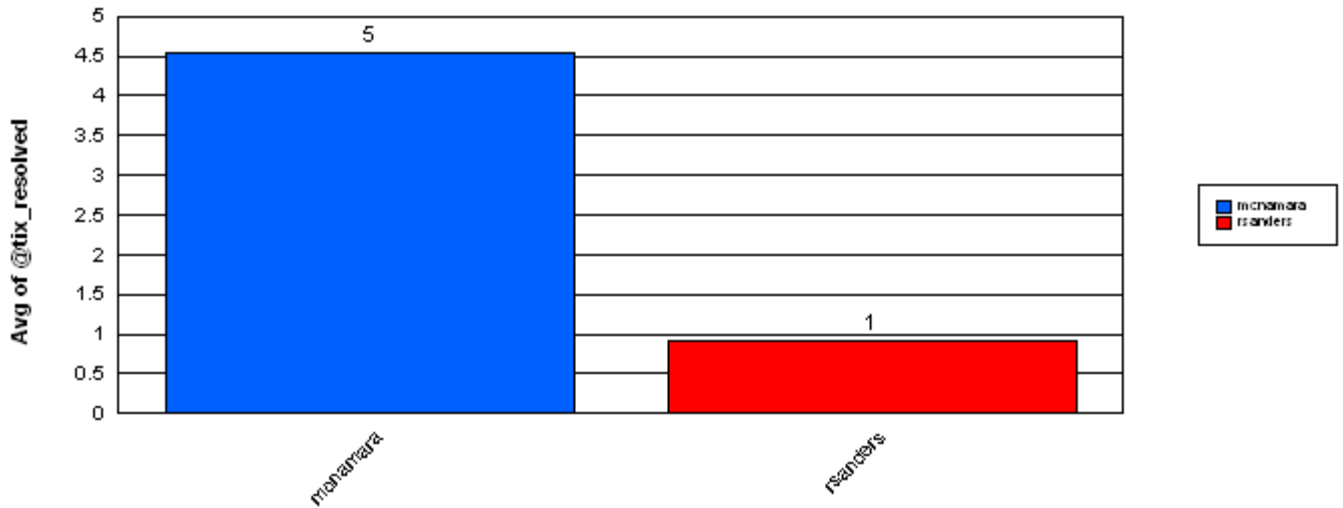
Average time to ticket resolution for		mcnamara	5		
Maximum time to ticket resolution for		mcnamara	8		
Minimum time to ticket resolution for		mcnamara	0		
<hr/>					
rsanders					
<u>Total:</u> 2					
Closed					
<u>Total:</u> 2					
Ticket Number:	0000109772	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109774	02/01/2005	1	02/02/2005	02/08/2005

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

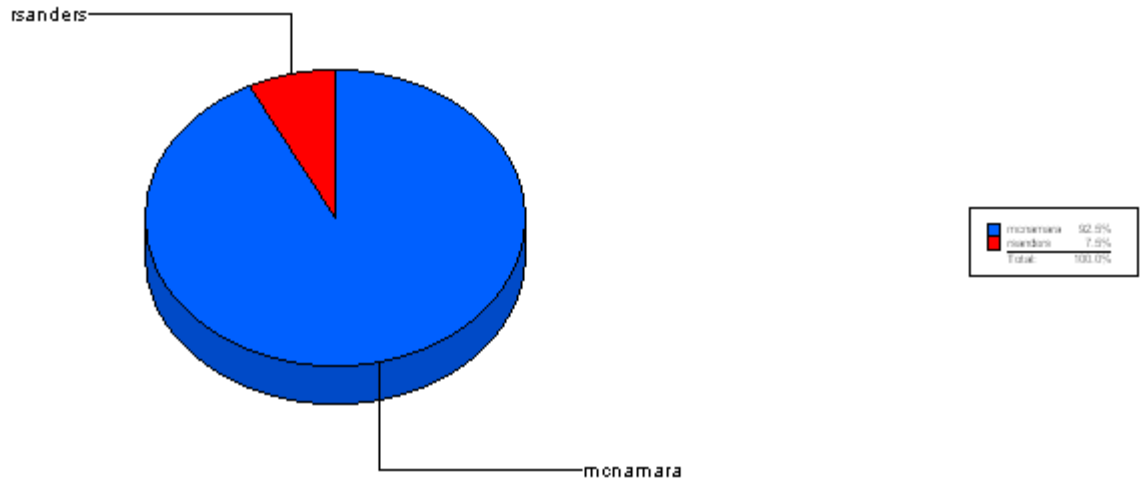
Human Resources

Average time to ticket resolution for	Human Resour	3
Maximum time to ticket resolution for	Human Resour	8
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: 83

LAN

Closed

Total: 1

Total: 1

Ticket Number: 0000110389

02/07/2005

0

02/07/2005

Average time to ticket resolution for

LAN

0

Maximum time to ticket resolution for

LAN

0

Minimum time to ticket resolution for

LAN

0

LAN

jesse

Resolved

Total: 59

Total: 9

Ticket Number:	0000111847	02/25/2005	3	02/28/2005
Ticket Number:	0000111790	02/24/2005	4	02/28/2005
Ticket Number:	0000111894	02/27/2005	1	02/28/2005
Ticket Number:	0000111919	02/28/2005	1	03/01/2005
Ticket Number:	0000111924	02/28/2005	1	03/01/2005
Ticket Number:	0000111913	02/28/2005	1	03/01/2005
Ticket Number:	0000111834	02/25/2005	3	02/28/2005
Ticket Number:	0000111801	02/24/2005	5	03/01/2005
Ticket Number:	0000111794	02/24/2005	4	02/28/2005

LAN

Closed	Total:	50		
Ticket Number: 0000110807	02/11/2005	0		02/11/2005
Ticket Number: 0000109757	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number: 0000110054	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number: 0000109826	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number: 0000109920	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number: 0000109954	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number: 0000109916	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number: 0000110647	02/09/2005	13	02/22/2005	02/28/2005
Ticket Number: 0000109776	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number: 0000110617	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number: 0000111294	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number: 0000110398	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number: 0000111133	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number: 0000111287	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number: 0000111300	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number: 0000111688	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number: 0000111333	02/18/2005	0	02/18/2005	02/22/2005
Ticket Number: 0000111307	02/17/2005	5	02/22/2005	02/28/2005
Ticket Number: 0000111291	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number: 0000111285	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number: 0000111208	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number: 0000111211	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number: 0000110650	02/09/2005	1	02/10/2005	02/16/2005
Ticket Number: 0000110357	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number: 0000110498	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number: 0000110521	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number: 0000110514	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number: 0000110473	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number: 0000110385	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number: 0000110363	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number: 0000110333	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number: 0000110752	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number: 0000110545	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number: 0000111629	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number: 0000110680	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number: 0000110746	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number: 0000111021	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number: 0000111019	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number: 0000110928	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number: 0000110907	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number: 0000110852	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number: 0000110806	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number: 0000110798	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number: 0000110748	02/10/2005	1		02/11/2005
Ticket Number: 0000110760	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number: 0000111059	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number: 0000111038	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number: 0000110747	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number: 0000110678	02/10/2005	0		02/10/2005
Ticket Number: 0000110632	02/09/2005	1	02/10/2005	02/16/2005
<hr/>				
Average time to ticket resolution for	jesse	1		
Maximum time to ticket resolution for	jesse	13		
Minimum time to ticket resolution for	jesse	0		

LAN

vladimir

Total: 23

Resolved

Total: 4

Ticket Number:	0000111631	02/22/2005	2	02/24/2005
Ticket Number:	0000111513	02/21/2005	3	02/24/2005
Ticket Number:	0000111613	02/22/2005	7	03/01/2005
Ticket Number:	0000111700	02/23/2005	1	02/24/2005

Closed

Total: 19

Ticket Number:	0000110229	02/04/2005	6	02/10/2005	02/16/2005
Ticket Number:	0000109747	02/01/2005	3	02/04/2005	02/10/2005
Ticket Number:	0000109899	02/02/2005	5	02/07/2005	02/14/2005
Ticket Number:	0000109966	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109921	02/02/2005	2	02/04/2005	02/10/2005
Ticket Number:	0000111217	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111351	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111316	02/17/2005	4	02/21/2005	02/28/2005
Ticket Number:	0000111238	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111218	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000110681	02/10/2005	5	02/15/2005	02/21/2005
Ticket Number:	0000110994	02/15/2005	2	02/17/2005	02/23/2005
Ticket Number:	0000110834	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110088	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110132	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110131	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110443	02/07/2005	7	02/14/2005	02/21/2005
Ticket Number:	0000110176	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110138	02/03/2005	19	02/22/2005	02/28/2005

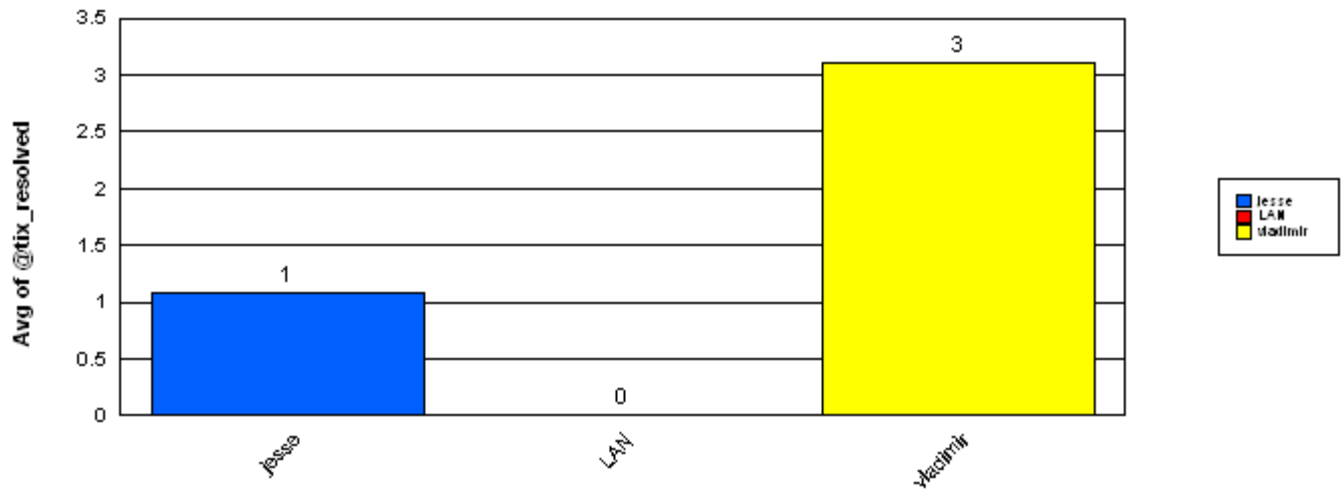
Average time to ticket resolution for	vladimir	3
Maximum time to ticket resolution for	vladimir	19
Minimum time to ticket resolution for	vladimir	0

LAN

Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	19
Minimum time to ticket resolution for	LAN	0

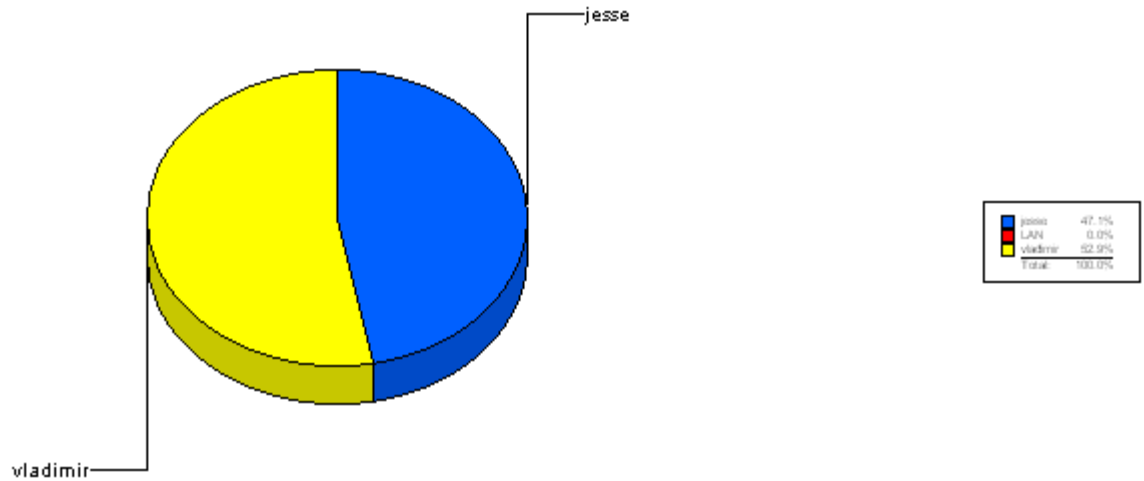
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

Total: 168				
NewMedia:BlackBoard				
Closed				
<u>Total: 2</u>				
Ticket Number: 0000109740	02/01/2005	0		02/01/2005
Ticket Number: 0000109750	02/01/2005	0		02/01/2005

Average time to ticket resolution for	NewMedia:Blac	0		
Maximum time to ticket resolution for	NewMedia:Blac	0		
Minimum time to ticket resolution for	NewMedia:Blac	0		
<hr/>				
darnold				
<u>Total: 4</u>				
Resolved				
<u>Total: 1</u>				
Ticket Number: 0000111275	02/17/2005	7	02/24/2005	
Closed				
<u>Total: 3</u>				
Ticket Number: 0000110205	02/04/2005	12	02/16/2005	02/22/2005
Ticket Number: 0000110231	02/04/2005	7	02/11/2005	02/17/2005
Ticket Number: 0000110283	02/05/2005	2		02/07/2005

Average time to ticket resolution for	darnold	7		
Maximum time to ticket resolution for	darnold	12		
Minimum time to ticket resolution for	darnold	2		
<hr/>				

New Media

ebenson1

Total: **38**

Resolved

Total: **1**

Ticket Number: 0000111795 02/24/2005 0 02/24/2005

Closed

Total: **37**

Ticket Number:	0000109873	02/02/2005	7		02/09/2005
Ticket Number:	0000110001	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109987	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109999	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109968	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109967	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000109957	02/02/2005	7		02/09/2005
Ticket Number:	0000109945	02/02/2005	7	02/09/2005	02/15/2005
Ticket Number:	0000109934	02/02/2005	7		02/09/2005
Ticket Number:	0000109928	02/02/2005	7		02/09/2005
Ticket Number:	0000109926	02/02/2005	1		02/03/2005
Ticket Number:	0000109997	02/02/2005	7		02/09/2005
Ticket Number:	0000109892	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109889	02/02/2005	7		02/09/2005
Ticket Number:	0000109844	02/01/2005	8		02/09/2005
Ticket Number:	0000109827	02/01/2005	8		02/09/2005
Ticket Number:	0000109822	02/01/2005	8		02/09/2005
Ticket Number:	0000109805	02/01/2005	2	02/03/2005	02/09/2005
Ticket Number:	0000109762	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109756	02/01/2005	8		02/09/2005
Ticket Number:	0000110003	02/02/2005	7		02/09/2005
Ticket Number:	0000110092	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000109764	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000110008	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000110102	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110107	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110104	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110093	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110513	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110503	02/08/2005	2		02/10/2005
Ticket Number:	0000110496	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110422	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110420	02/07/2005	2		02/09/2005
Ticket Number:	0000110417	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110419	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110095	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110640	02/09/2005	1	02/10/2005	02/16/2005

-----	-----	-----
Average time to ticket resolution for	ebenson1	3
Maximum time to ticket resolution for	ebenson1	8
Minimum time to ticket resolution for	ebenson1	0
-----	-----	-----

New Media

rarmstro

Total: **124**

Resolved

Total: **3**

Ticket Number:	0000111865	02/25/2005	0	02/25/2005
Ticket Number:	0000111879	02/26/2005	2	02/28/2005
Ticket Number:	0000111869	02/25/2005	0	02/25/2005

New Media

	Closed	Total:	121		
Ticket Number:	0000110143	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000109719	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000110006	02/02/2005	1		02/04/2005
Ticket Number:	0000109990	02/02/2005	2	02/04/2005	02/10/2005
Ticket Number:	0000110600	02/09/2005	2	02/11/2005	02/17/2005
Ticket Number:	0000109855	02/02/2005	0		02/02/2005
Ticket Number:	0000109849	02/01/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109846	02/01/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109823	02/01/2005	3		02/04/2005
Ticket Number:	0000109787	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109781	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109742	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000110101	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000109725	02/01/2005	0	02/01/2005	02/01/2005
Ticket Number:	0000109753	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109752	02/01/2005	3		02/04/2005
Ticket Number:	0000111199	02/16/2005	1	02/17/2005	02/23/2005
Ticket Number:	0000111388	02/18/2005	3		02/21/2005
Ticket Number:	0000111431	02/20/2005	1	02/21/2005	02/28/2005
Ticket Number:	0000111440	02/20/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111599	02/22/2005	1		02/23/2005
Ticket Number:	0000111597	02/22/2005	1		02/23/2005
Ticket Number:	0000111598	02/22/2005	1		02/23/2005
Ticket Number:	0000111528	02/21/2005	1	02/22/2005	02/25/2005
Ticket Number:	0000111523	02/21/2005	4		02/25/2005
Ticket Number:	0000111510	02/21/2005	4		02/25/2005
Ticket Number:	0000111508	02/21/2005	4		02/25/2005
Ticket Number:	0000111506	02/21/2005	2		02/23/2005
Ticket Number:	0000111499	02/21/2005	2		02/23/2005
Ticket Number:	0000111490	02/21/2005	0		02/21/2005
Ticket Number:	0000111481	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111476	02/21/2005	0		02/21/2005
Ticket Number:	0000111806	02/24/2005	1		02/25/2005
Ticket Number:	0000111753	02/23/2005	2		02/25/2005
Ticket Number:	0000111654	02/22/2005	0		02/23/2005
Ticket Number:	0000111434	02/20/2005	1	02/21/2005	02/28/2005
Ticket Number:	0000111389	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111596	02/22/2005	1		02/23/2005
Ticket Number:	0000111262	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111260	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000110532	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000111087	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000110936	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110900	02/13/2005	4		02/17/2005
Ticket Number:	0000110878	02/12/2005	2	02/14/2005	02/21/2005
Ticket Number:	0000110815	02/11/2005	6		02/17/2005
Ticket Number:	0000110808	02/11/2005	14		02/25/2005
Ticket Number:	0000110782	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110780	02/10/2005	6		02/16/2005
Ticket Number:	0000110776	02/10/2005	4		02/14/2005
Ticket Number:	0000110773	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000111040	02/15/2005	1		02/16/2005
Ticket Number:	0000111039	02/15/2005	1	02/16/2005	02/22/2005

New Media

Ticket Number:	0000110738	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000111100	02/16/2005	9		02/25/2005
Ticket Number:	0000111630	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000110597	02/09/2005	0	02/09/2005	02/10/2005
Ticket Number:	0000110549	02/08/2005	2		02/10/2005
Ticket Number:	0000110719	02/10/2005	1		02/11/2005
Ticket Number:	0000110077	02/03/2005	8		02/11/2005
Ticket Number:	0000110113	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110121	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110134	02/03/2005	8	02/11/2005	02/17/2005
Ticket Number:	0000110142	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110146	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110147	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110163	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110162	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110164	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110161	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110160	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110157	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110158	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110156	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110154	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110155	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110153	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110151	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110152	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110150	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110148	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110149	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110269	02/05/2005	9		02/14/2005
Ticket Number:	0000110260	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110255	02/04/2005	21		02/25/2005
Ticket Number:	0000110214	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110211	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110445	02/07/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110193	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110190	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110185	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110310	02/06/2005	1	02/07/2005	02/14/2005
Ticket Number:	0000110299	02/06/2005	1		02/07/2005
Ticket Number:	0000110297	02/06/2005	1	02/07/2005	02/14/2005
Ticket Number:	0000110296	02/06/2005	1	02/07/2005	02/14/2005
Ticket Number:	0000110284	02/05/2005	3	02/08/2005	02/14/2005
Ticket Number:	0000110282	02/05/2005	5		02/10/2005
Ticket Number:	0000110280	02/05/2005	5		02/10/2005
Ticket Number:	0000110281	02/05/2005	5		02/10/2005
Ticket Number:	0000110279	02/05/2005	5		02/10/2005
Ticket Number:	0000110277	02/05/2005	5		02/10/2005
Ticket Number:	0000110276	02/05/2005	5		02/10/2005
Ticket Number:	0000110278	02/05/2005	5		02/10/2005
Ticket Number:	0000110275	02/05/2005	3	02/08/2005	02/14/2005
Ticket Number:	0000110274	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110273	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110466	02/08/2005	1	02/09/2005	02/15/2005

New Media

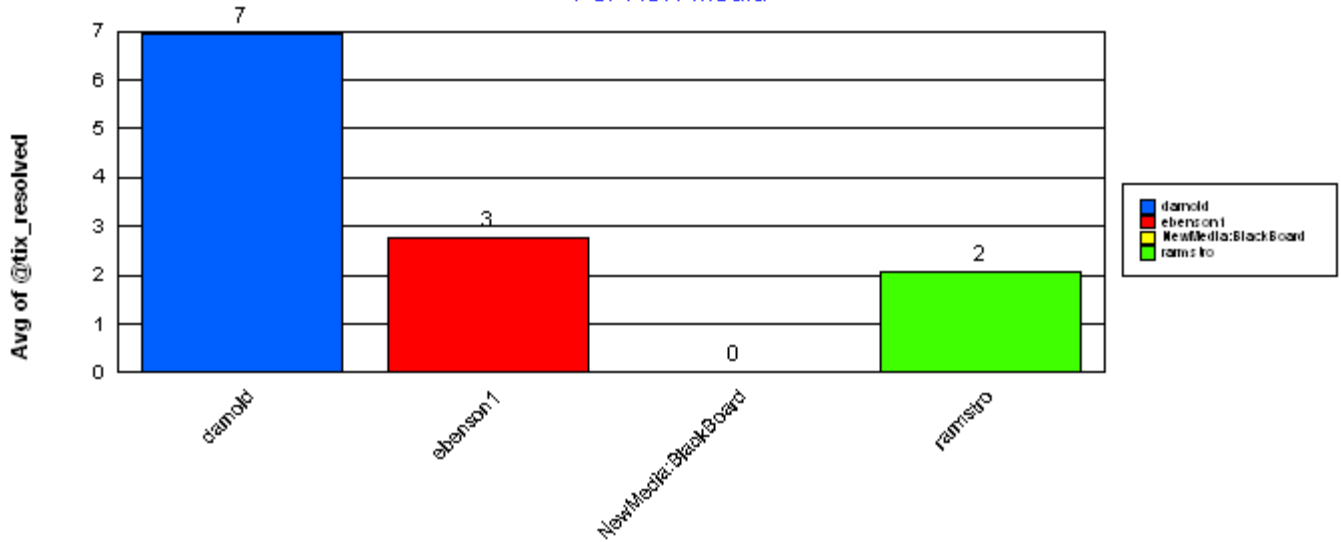
Ticket Number:	0000110423	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110396	02/07/2005	4		02/11/2005
Ticket Number:	0000110371	02/07/2005	0		02/07/2005
Ticket Number:	0000110355	02/07/2005	0	02/07/2005	02/11/2005
Ticket Number:	0000110425	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110349	02/07/2005	21		02/28/2005
Ticket Number:	0000110339	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110145	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110144	02/03/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110135	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110122	02/03/2005	4	02/07/2005	02/14/2005
Ticket Number:	0000110118	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110099	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110109	02/03/2005	11		02/14/2005
-----			-----		
Average time to ticket resolution for	rarmstro		2		
Maximum time to ticket resolution for	rarmstro		21		
Minimum time to ticket resolution for	rarmstro		0		

New Media

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	21
Minimum time to ticket resolution for	New Media	0

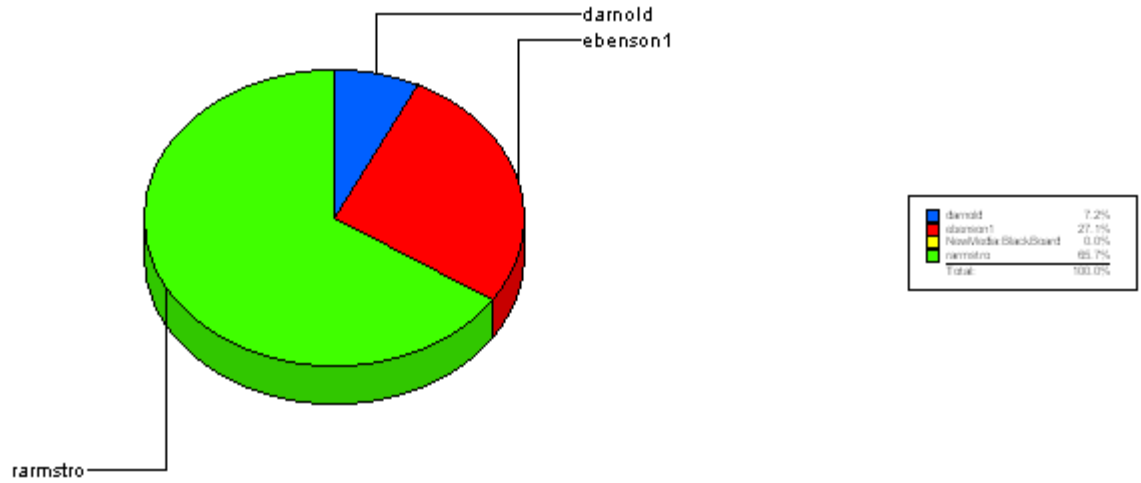
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

	<u>Total:</u>	95		
BSG:HP3000_Systems		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number: 0000111144		02/16/2005	0	02/16/2005
-----		-----	-----	
Average time to ticket resolution for		BSG:HP3000_S	0	
Maximum time to ticket resolution for		BSG:HP3000_S	0	
Minimum time to ticket resolution for		BSG:HP3000_S	0	
-----		-----	-----	

OIT BSG Non People

BSG:Operational_Support

Total: 46

Closed

Total: 46

Ticket Number:	0000111239	02/17/2005	0	02/17/2005
Ticket Number:	0000111241	02/17/2005	0	02/17/2005
Ticket Number:	0000111558	02/22/2005	0	02/22/2005
Ticket Number:	0000111487	02/21/2005	0	02/21/2005
Ticket Number:	0000111483	02/21/2005	0	02/21/2005
Ticket Number:	0000111547	02/22/2005	0	02/22/2005
Ticket Number:	0000111338	02/18/2005	0	02/18/2005
Ticket Number:	0000111337	02/18/2005	0	02/18/2005
Ticket Number:	0000111336	02/18/2005	0	02/18/2005
Ticket Number:	0000111242	02/17/2005	0	02/17/2005
Ticket Number:	0000111677	02/23/2005	0	02/23/2005
Ticket Number:	0000111667	02/23/2005	0	02/23/2005
Ticket Number:	0000111666	02/23/2005	0	02/23/2005
Ticket Number:	0000111620	02/22/2005	0	02/22/2005
Ticket Number:	0000111240	02/17/2005	0	02/17/2005
Ticket Number:	0000109746	02/01/2005	0	02/01/2005
Ticket Number:	0000109964	02/02/2005	0	02/02/2005
Ticket Number:	0000109915	02/02/2005	0	02/02/2005
Ticket Number:	0000109903	02/02/2005	0	02/02/2005
Ticket Number:	0000109902	02/02/2005	0	02/02/2005
Ticket Number:	0000109880	02/02/2005	0	02/02/2005
Ticket Number:	0000109879	02/02/2005	0	02/02/2005
Ticket Number:	0000109876	02/02/2005	0	02/02/2005
Ticket Number:	0000109878	02/02/2005	0	02/02/2005
Ticket Number:	0000109963	02/02/2005	0	02/02/2005
Ticket Number:	0000109965	02/02/2005	0	02/02/2005
Ticket Number:	0000109953	02/02/2005	0	02/02/2005
Ticket Number:	0000109767	02/01/2005	0	02/01/2005
Ticket Number:	0000109749	02/01/2005	0	02/01/2005
Ticket Number:	0000109748	02/01/2005	0	02/01/2005
Ticket Number:	0000110014	02/03/2005	0	02/03/2005
Ticket Number:	0000110460	02/08/2005	0	02/08/2005
Ticket Number:	0000110459	02/08/2005	0	02/08/2005
Ticket Number:	0000110461	02/08/2005	0	02/08/2005
Ticket Number:	0000110327	02/07/2005	0	02/07/2005
Ticket Number:	0000110326	02/07/2005	0	02/07/2005
Ticket Number:	0000110324	02/07/2005	0	02/07/2005
Ticket Number:	0000110220	02/04/2005	0	02/04/2005
Ticket Number:	0000110218	02/04/2005	0	02/04/2005
Ticket Number:	0000110060	02/03/2005	0	02/03/2005
Ticket Number:	0000110025	02/03/2005	0	02/03/2005
Ticket Number:	0000110023	02/03/2005	0	02/03/2005
Ticket Number:	0000110024	02/03/2005	0	02/03/2005
Ticket Number:	0000111548	02/22/2005	0	02/22/2005
Ticket Number:	0000110922	02/14/2005	0	02/14/2005
Ticket Number:	0000110917	02/14/2005	0	02/14/2005

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: 25

Closed

Total: 25

Ticket Number:	0000111028	02/15/2005	0	02/15/2005
Ticket Number:	0000111031	02/15/2005	0	02/15/2005
Ticket Number:	0000111029	02/15/2005	0	02/15/2005
Ticket Number:	0000111030	02/15/2005	0	02/15/2005
Ticket Number:	0000110511	02/08/2005	0	02/08/2005
Ticket Number:	0000110512	02/08/2005	0	02/08/2005
Ticket Number:	0000111027	02/15/2005	0	02/15/2005
Ticket Number:	0000109942	02/02/2005	0	02/02/2005
Ticket Number:	0000109943	02/02/2005	0	02/02/2005
Ticket Number:	0000111149	02/16/2005	0	02/16/2005
Ticket Number:	0000111682	02/23/2005	0	02/23/2005
Ticket Number:	0000111724	02/23/2005	0	02/23/2005
Ticket Number:	0000111826	02/25/2005	0	02/25/2005
Ticket Number:	0000111787	02/24/2005	0	02/24/2005
Ticket Number:	0000111786	02/24/2005	0	02/24/2005
Ticket Number:	0000111785	02/24/2005	0	02/24/2005
Ticket Number:	0000111759	02/24/2005	0	02/24/2005
Ticket Number:	0000111683	02/23/2005	0	02/23/2005
Ticket Number:	0000111264	02/17/2005	0	02/17/2005
Ticket Number:	0000111593	02/22/2005	0	02/22/2005
Ticket Number:	0000111618	02/22/2005	0	02/22/2005
Ticket Number:	0000111339	02/18/2005	0	02/18/2005
Ticket Number:	0000111367	02/18/2005	0	02/18/2005
Ticket Number:	0000111825	02/25/2005	0	02/25/2005
Ticket Number:	0000111910	02/28/2005	0	02/28/2005

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

Total: 3

Closed

Total: 3

Ticket Number:	0000110457	02/08/2005	0	02/08/2005
Ticket Number:	0000110037	02/03/2005	0	02/03/2005
Ticket Number:	0000110168	02/04/2005	0	02/04/2005

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

dina

Total: 9

Closed

Total: 9

Ticket Number:	0000111553	02/22/2005	0	02/22/2005
Ticket Number:	0000110638	02/09/2005	0	02/09/2005
Ticket Number:	0000111014	02/15/2005	0	02/15/2005
Ticket Number:	0000110799	02/11/2005	3	02/14/2005
Ticket Number:	0000110731	02/10/2005	0	02/10/2005
Ticket Number:	0000110574	02/09/2005	0	02/09/2005
Ticket Number:	0000109726	02/01/2005	0	02/01/2005
Ticket Number:	0000111132	02/16/2005	0	02/16/2005
Ticket Number:	0000111293	02/17/2005	1	02/18/2005

Average time to ticket resolution for	dina	1
Maximum time to ticket resolution for	dina	3
Minimum time to ticket resolution for	dina	0

OIT BSG Non People

jason12

Total: 1

Closed

Total: 1

Ticket Number: 0000110931	02/14/2005	0	02/14/2005
<hr/>			
Average time to ticket resolution for	jason12	0	
Maximum time to ticket resolution for	jason12	0	
Minimum time to ticket resolution for	jason12	0	

paulr

Total: 4

Closed

Total: 4

Ticket Number: 0000111033	02/15/2005	0	02/15/2005
Ticket Number: 0000110244	02/04/2005	3	02/07/2005
Ticket Number: 0000110306	02/06/2005	4	02/10/2005
Ticket Number: 0000111674	02/23/2005	0	02/23/2005
<hr/>			
Average time to ticket resolution for	paulr	2	
Maximum time to ticket resolution for	paulr	4	
Minimum time to ticket resolution for	paulr	0	

putro

Total: 5

Closed

Total: 5

Ticket Number: 0000111170	02/16/2005	0	02/16/2005
Ticket Number: 0000111737	02/23/2005	0	02/23/2005
Ticket Number: 0000109736	02/01/2005	2	02/03/2005
Ticket Number: 0000110032	02/03/2005	0	02/03/2005
Ticket Number: 0000111041	02/15/2005	1	02/16/2005 02/18/2005
<hr/>			
Average time to ticket resolution for	putro	1	
Maximum time to ticket resolution for	putro	2	
Minimum time to ticket resolution for	putro	0	

sanzone1

Total: 1

Closed

Total: 1

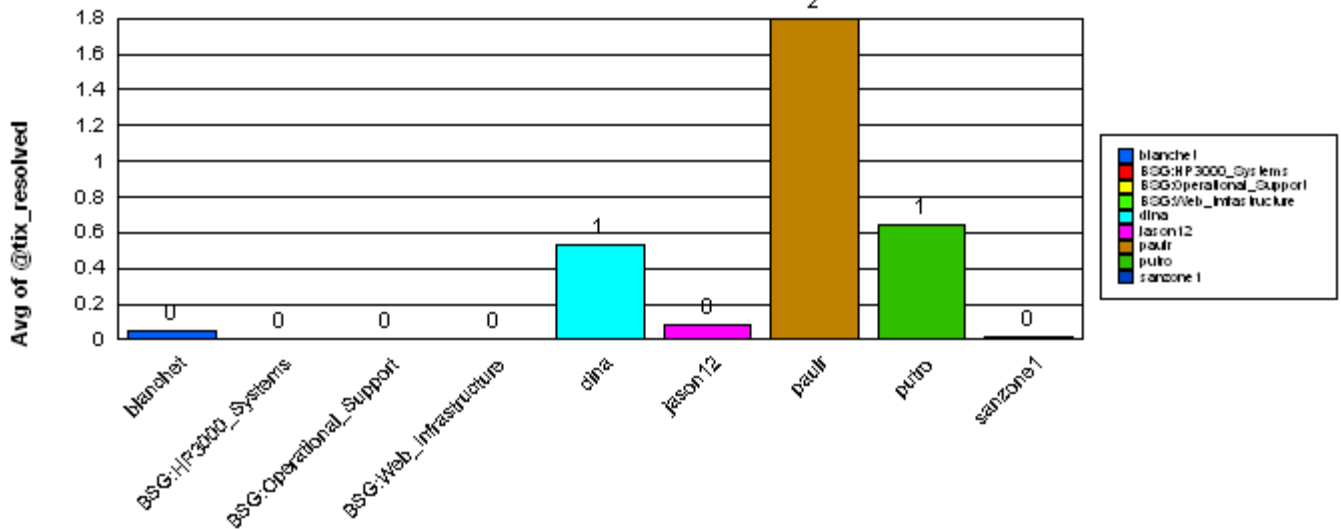
Ticket Number: 0000111254	02/17/2005	0	02/17/2005
<hr/>			
Average time to ticket resolution for	sanzone1	0	
Maximum time to ticket resolution for	sanzone1	0	
Minimum time to ticket resolution for	sanzone1	0	

OIT BSG Non People

Average time to ticket resolution for	OIT BSG Non P	0
Maximum time to ticket resolution for	OIT BSG Non P	4
Minimum time to ticket resolution for	OIT BSG Non P	0

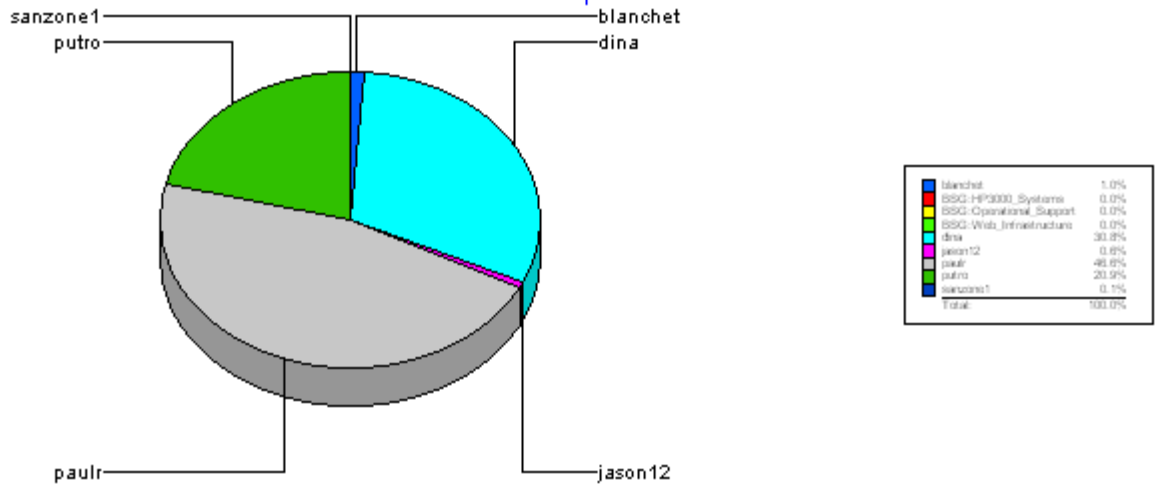
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		<u>Total:</u>	181		
PS:HR		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000110859	02/11/2005	0	02/11/2005	
-----		-----	-----		
Average time to ticket resolution for		PS:HR	0		
Maximum time to ticket resolution for		PS:HR	0		
Minimum time to ticket resolution for		PS:HR	0		
<hr/>		<hr/>	<hr/>		
afinn		<u>Total:</u>	16		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000110968	02/14/2005	11	02/25/2005	
Closed		<u>Total:</u>	15		
Ticket Number:	0000111477	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000110734	02/10/2005	5	02/15/2005	02/21/2005
Ticket Number:	0000111083	02/15/2005	3	02/18/2005	02/24/2005
Ticket Number:	0000110751	02/10/2005	5		02/15/2005
Ticket Number:	0000110764	02/10/2005	5	02/15/2005	02/21/2005
Ticket Number:	0000110755	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000111081	02/15/2005	7	02/22/2005	02/28/2005
Ticket Number:	0000111080	02/15/2005	7	02/22/2005	02/28/2005
Ticket Number:	0000111085	02/15/2005	6	02/21/2005	02/28/2005
Ticket Number:	0000110108	02/03/2005	6	02/09/2005	02/15/2005
Ticket Number:	0000110245	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110250	02/04/2005	4	02/08/2005	02/14/2005
Ticket Number:	0000110123	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110127	02/03/2005	4	02/07/2005	02/14/2005
Ticket Number:	0000110119	02/03/2005	1	02/04/2005	02/10/2005
-----		-----	-----		
Average time to ticket resolution for		afinn	4		
Maximum time to ticket resolution for		afinn	11		
Minimum time to ticket resolution for		afinn	0		
<hr/>		<hr/>	<hr/>		

OIT Business Systems: P

chriss

Total: 35

Resolved

Total: 1

Ticket Number: 0000111761 02/24/2005 0 02/24/2005

Closed

Total: 34

Ticket Number:	0000111448	02/21/2005	2	02/23/2005	03/01/2005
Ticket Number:	0000109875	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109904	02/02/2005	0		02/02/2005
Ticket Number:	0000109732	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000111373	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000109905	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000111147	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111390	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111391	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111457	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111471	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111729	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111681	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111680	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111473	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111470	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111377	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111299	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111323	02/17/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000110384	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110386	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110542	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110596	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110794	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110709	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110694	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110683	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110662	02/09/2005	1	02/10/2005	02/16/2005
Ticket Number:	0000110661	02/09/2005	1	02/10/2005	02/16/2005
Ticket Number:	0000110624	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110589	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110844	02/11/2005	12	02/23/2005	03/01/2005
Ticket Number:	0000110813	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110777	02/10/2005	1	02/11/2005	02/17/2005

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

dore

Total: 1

Closed

Total: 1

Ticket Number: 0000109937 02/02/2005 9 02/11/2005 02/17/2005

-----		-----	
Average time to ticket resolution for	dore		9
Maximum time to ticket resolution for	dore		9
Minimum time to ticket resolution for	dore		9

dsylva

Total: 1

Closed

Total: 1

Ticket Number: 0000110800 02/11/2005 5 02/16/2005 02/22/2005

-----		-----	
Average time to ticket resolution for	dsylva		5
Maximum time to ticket resolution for	dsylva		5
Minimum time to ticket resolution for	dsylva		5

OIT Business Systems: P

haddaway

Total: **8**

Resolved

Total: **2**

Ticket Number:	0000111716	02/23/2005	5	02/28/2005
Ticket Number:	0000111939	02/28/2005	0	02/28/2005

Closed

Total: **6**

Ticket Number:	0000111334	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111439	02/20/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111458	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000110302	02/06/2005	0	02/06/2005	02/14/2005
Ticket Number:	0000110374	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110413	02/07/2005	4		02/11/2005

Average time to ticket resolution for	haddaway	2
Maximum time to ticket resolution for	haddaway	5
Minimum time to ticket resolution for	haddaway	0

OIT Business Systems: P

jeremy

Total: 74

Resolved

Total: 4

Ticket Number:	0000111868	02/25/2005	0	02/25/2005
Ticket Number:	0000111922	02/28/2005	0	02/28/2005
Ticket Number:	0000111833	02/25/2005	0	02/25/2005
Ticket Number:	0000111867	02/25/2005	0	02/25/2005

OIT Business Systems: P

	Closed	<u>Total:</u>	70		
Ticket Number:	0000110818	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000109983	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109951	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109940	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109865	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109853	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000111104	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111230	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111621	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111216	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111288	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111196	02/16/2005	1	02/17/2005	02/23/2005
Ticket Number:	0000111179	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111362	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111148	02/16/2005	1	02/17/2005	02/23/2005
Ticket Number:	0000111122	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111120	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111117	02/16/2005	0		02/16/2005
Ticket Number:	0000111714	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111710	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111708	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111717	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111673	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111670	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111570	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111565	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111571	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111378	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111375	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111370	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111356	02/18/2005	4	02/22/2005	02/28/2005
Ticket Number:	0000111348	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111341	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111308	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111263	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111259	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111258	02/17/2005	6	02/23/2005	03/01/2005
Ticket Number:	0000111115	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000110075	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000111177	02/16/2005	2	02/18/2005	02/24/2005
Ticket Number:	0000110525	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110368	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110343	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110347	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110335	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110322	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110096	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110062	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110074	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110531	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110646	02/09/2005	1	02/10/2005	02/16/2005
Ticket Number:	0000110697	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110758	02/10/2005	0	02/10/2005	02/16/2005

OIT Business Systems: P

Ticket Number:	0000111552	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111073	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000111020	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110999	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110998	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000110975	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110960	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110948	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110838	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110827	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110809	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110792	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110768	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110761	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110714	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110610	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110594	02/09/2005	0	02/09/2005	02/15/2005
<hr/>					
Average time to ticket resolution for	jeremy		0		
Maximum time to ticket resolution for	jeremy		6		
Minimum time to ticket resolution for	jeremy		0		
<hr/>					
jgood		Total:	2		
Closed		Total:	2		
Ticket Number:	0000109793	02/01/2005	3	02/04/2005	02/10/2005
Ticket Number:	0000110217	02/04/2005	0	02/04/2005	02/10/2005
<hr/>					
Average time to ticket resolution for	jgood		2		
Maximum time to ticket resolution for	jgood		3		
Minimum time to ticket resolution for	jgood		0		
<hr/>					
jking		Total:	5		
Resolved		Total:	2		
Ticket Number:	0000111816	02/25/2005	0	02/25/2005	
Ticket Number:	0000111941	02/28/2005	0	02/28/2005	
Closed		Total:	3		
Ticket Number:	0000110228	02/04/2005	0	02/04/2005	02/07/2005
Ticket Number:	0000110474	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110382	02/07/2005	2	02/09/2005	02/15/2005
<hr/>					
Average time to ticket resolution for	jking		1		
Maximum time to ticket resolution for	jking		2		
Minimum time to ticket resolution for	jking		0		
<hr/>					
jpatna1		Total:	1		
Closed		Total:	1		
Ticket Number:	0000111190	02/16/2005	1		02/17/2005
<hr/>					
Average time to ticket resolution for	jpatna1		1		
Maximum time to ticket resolution for	jpatna1		1		
Minimum time to ticket resolution for	jpatna1		1		
<hr/>					
kirby		Total:	1		
Closed		Total:	1		
Ticket Number:	0000110057	02/03/2005	0	02/03/2005	02/09/2005
<hr/>					
Average time to ticket resolution for	kirby		0		
Maximum time to ticket resolution for	kirby		0		
Minimum time to ticket resolution for	kirby		0		

OIT Business Systems: P

lrand		<u>Total:</u>	9		
	Closed	<u>Total:</u>	9		
Ticket Number:	0000110222	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110623	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110639	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000111193	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111281	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000110618	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000109923	02/02/2005	2	02/04/2005	02/10/2005
Ticket Number:	0000109858	02/02/2005	0		02/02/2005
Ticket Number:	0000109724	02/01/2005	2	02/03/2005	02/09/2005

Average time to ticket resolution for		lrand	1		
Maximum time to ticket resolution for		lrand	3		
Minimum time to ticket resolution for		lrand	0		

ostrove		<u>Total:</u>	3		
	Closed	<u>Total:</u>	3		
Ticket Number:	0000110833	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000110826	02/11/2005	4	02/15/2005	02/21/2005
Ticket Number:	0000110831	02/11/2005	3	02/14/2005	02/21/2005

Average time to ticket resolution for		ostrove	3		
Maximum time to ticket resolution for		ostrove	4		
Minimum time to ticket resolution for		ostrove	3		

psimon		<u>Total:</u>	6		
	Closed	<u>Total:</u>	6		
Ticket Number:	0000110601	02/09/2005	5		02/14/2005
Ticket Number:	0000111016	02/15/2005	3		02/18/2005
Ticket Number:	0000110868	02/12/2005	6		02/18/2005
Ticket Number:	0000110869	02/12/2005	6		02/18/2005
Ticket Number:	0000110078	02/03/2005	15		02/18/2005
Ticket Number:	0000111106	02/16/2005	1		02/17/2005

Average time to ticket resolution for		psimon	6		
Maximum time to ticket resolution for		psimon	15		
Minimum time to ticket resolution for		psimon	1		

slong		<u>Total:</u>	4		
	Closed	<u>Total:</u>	4		
Ticket Number:	0000111736	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000110246	02/04/2005	4	02/08/2005	02/14/2005
Ticket Number:	0000110627	02/09/2005	0	02/09/2005	02/15/2005
Ticket Number:	0000110873	02/12/2005	10	02/22/2005	02/28/2005

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

**OIT Business Systems: P
stephen**

		<u>Total:</u>	14		
	Closed	<u>Total:</u>	14		
Ticket Number:	0000110579	02/09/2005	7	02/16/2005	02/22/2005
Ticket Number:	0000110729	02/10/2005	6	02/16/2005	02/22/2005
Ticket Number:	0000110851	02/11/2005	5	02/16/2005	02/22/2005
Ticket Number:	0000110740	02/10/2005	6	02/16/2005	02/22/2005
Ticket Number:	0000110687	02/10/2005	6	02/16/2005	02/22/2005
Ticket Number:	0000110029	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110212	02/04/2005	5	02/09/2005	02/15/2005
Ticket Number:	0000110202	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110482	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000111363	02/18/2005	5	02/23/2005	03/01/2005
Ticket Number:	0000111636	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111582	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111561	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000109868	02/02/2005	0	02/02/2005	02/08/2005

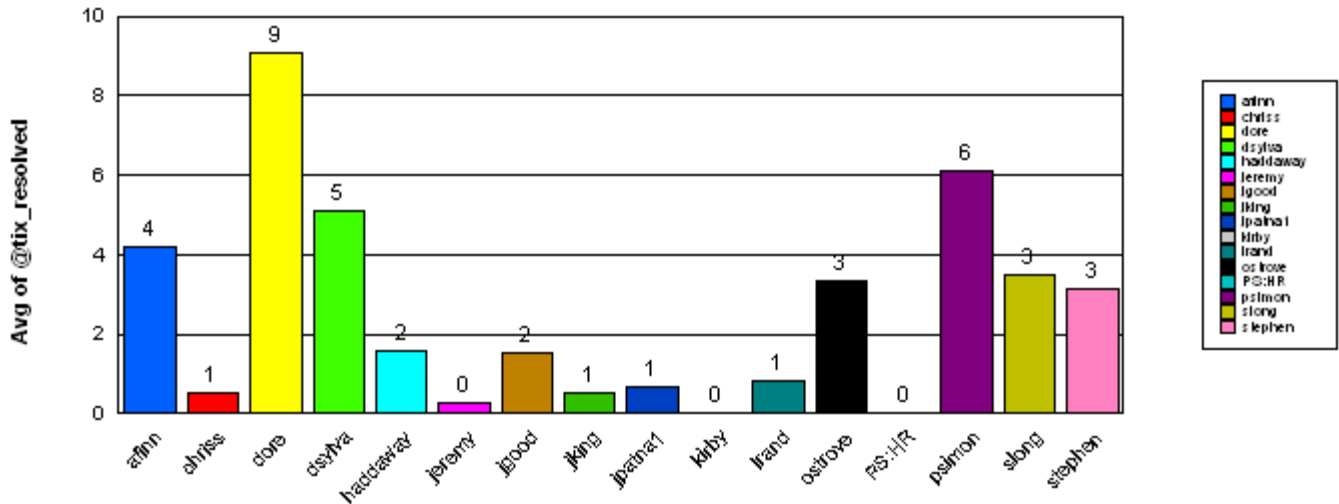
Average time to ticket resolution for	stephen		3		
Maximum time to ticket resolution for	stephen		7		
Minimum time to ticket resolution for	stephen		0		

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	15
Minimum time to ticket resolution for	OIT Business S	0

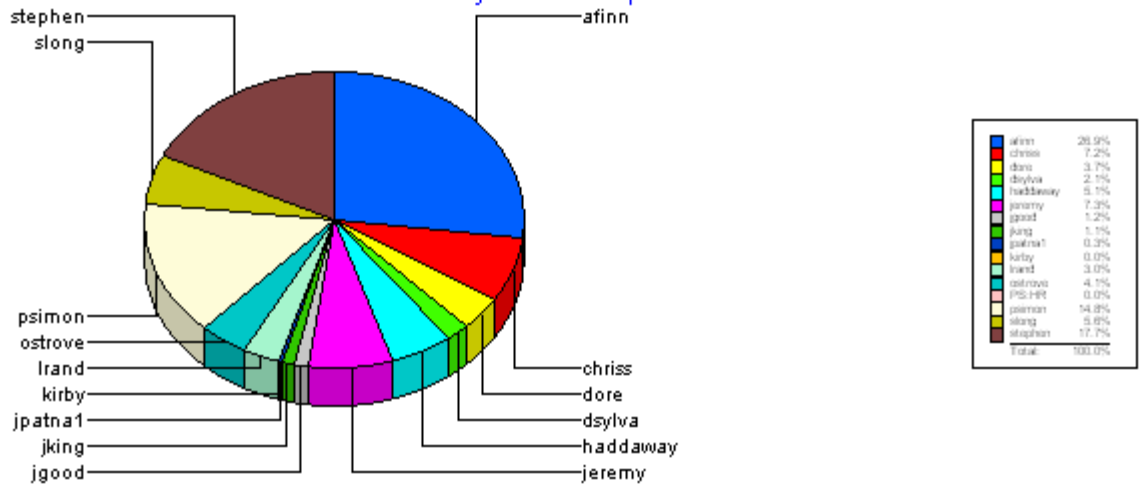
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



Physical Networks

		Total:	60	
beakja1		<u>Total:</u>	20	
Resolved		<u>Total:</u>	2	
Ticket Number:	0000109804	02/01/2005	24	02/25/2005
Ticket Number:	0000111904	02/28/2005	0	02/28/2005
Closed		<u>Total:</u>	18	
Ticket Number:	0000109731	02/01/2005	9	02/10/2005 02/16/2005
Ticket Number:	0000109919	02/02/2005	5	02/07/2005
Ticket Number:	0000109980	02/02/2005	6	02/08/2005 02/14/2005
Ticket Number:	0000110081	02/03/2005	13	02/16/2005 02/22/2005
Ticket Number:	0000109956	02/02/2005	19	02/21/2005 02/28/2005
Ticket Number:	0000109790	02/01/2005	15	02/16/2005 02/22/2005
Ticket Number:	0000111105	02/16/2005	0	02/16/2005 02/22/2005
Ticket Number:	0000111181	02/16/2005	1	02/17/2005 02/23/2005
Ticket Number:	0000110128	02/03/2005	7	02/10/2005 02/16/2005
Ticket Number:	0000110380	02/07/2005	2	02/09/2005 02/15/2005
Ticket Number:	0000110953	02/14/2005	3	02/17/2005
Ticket Number:	0000110353	02/07/2005	2	02/09/2005 02/15/2005
Ticket Number:	0000110141	02/03/2005	15	02/18/2005 02/24/2005
Ticket Number:	0000110536	02/08/2005	1	02/09/2005 02/15/2005
Ticket Number:	0000111022	02/15/2005	1	02/16/2005 02/22/2005
Ticket Number:	0000111013	02/15/2005	3	02/18/2005 02/24/2005
Ticket Number:	0000110765	02/10/2005	8	02/18/2005 02/24/2005
Ticket Number:	0000110658	02/09/2005	3	02/12/2005 02/18/2005
-----		-----	-----	-----
Average time to ticket resolution for		beakja1	7	
Maximum time to ticket resolution for		beakja1	24	
Minimum time to ticket resolution for		beakja1	0	
<hr/>		<hr/>	<hr/>	<hr/>
bushong1		<u>Total:</u>	5	
Resolved		<u>Total:</u>	3	
Ticket Number:	0000111842	02/25/2005	0	02/25/2005
Ticket Number:	0000111704	02/23/2005	5	02/28/2005
Ticket Number:	0000111045	02/15/2005	10	02/25/2005
Closed		<u>Total:</u>	2	
Ticket Number:	0000111407	02/18/2005	5	02/23/2005 03/01/2005
Ticket Number:	0000110569	02/08/2005	15	02/23/2005 03/01/2005
-----		-----	-----	-----
Average time to ticket resolution for		bushong1	7	
Maximum time to ticket resolution for		bushong1	15	
Minimum time to ticket resolution for		bushong1	0	
<hr/>		<hr/>	<hr/>	<hr/>
damian		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000110580	02/09/2005	0	02/09/2005 02/15/2005
Ticket Number:	0000111090	02/15/2005	3	02/18/2005 02/24/2005
-----		-----	-----	-----
Average time to ticket resolution for		damian	2	
Maximum time to ticket resolution for		damian	3	
Minimum time to ticket resolution for		damian	0	

Physical Networks

rays1		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000111315	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000109744	02/01/2005	2	02/03/2005	02/09/2005
Ticket Number:	0000109996	02/02/2005	13	02/15/2005	02/21/2005
Ticket Number:	0000109955	02/02/2005	8	02/10/2005	02/16/2005
Ticket Number:	0000110535	02/08/2005	2	02/10/2005	02/16/2005
Ticket Number:	0000111049	02/15/2005	0		02/15/2005
Ticket Number:	0000111186	02/16/2005	6	02/22/2005	02/28/2005
Ticket Number:	0000110399	02/07/2005	3	02/10/2005	02/16/2005

Average time to ticket resolution for		rays1	4		
Maximum time to ticket resolution for		rays1	13		
Minimum time to ticket resolution for		rays1	0		
<hr/>					
vicki		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000110120	02/03/2005	5	02/08/2005	02/14/2005
Ticket Number:	0000109910	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109960	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000111376	02/18/2005	1	02/19/2005	02/25/2005

Average time to ticket resolution for		vicki	2		
Maximum time to ticket resolution for		vicki	5		
Minimum time to ticket resolution for		vicki	0		
<hr/>					
zicka		<u>Total:</u>	21		
Resolved		<u>Total:</u>	3		
Ticket Number:	0000111696	02/23/2005	2	02/25/2005	
Ticket Number:	0000111748	02/23/2005	2	02/25/2005	
Ticket Number:	0000111572	02/22/2005	3	02/25/2005	
Closed		<u>Total:</u>	18		
Ticket Number:	0000110648	02/09/2005	2	02/11/2005	02/17/2005
Ticket Number:	0000109896	02/02/2005	1	02/03/2005	02/09/2005
Ticket Number:	0000111152	02/16/2005	2	02/18/2005	02/24/2005
Ticket Number:	0000111274	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111480	02/21/2005	1	02/22/2005	02/28/2005
Ticket Number:	0000111640	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111382	02/18/2005	4	02/22/2005	02/28/2005
Ticket Number:	0000111305	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000110045	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110020	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110266	02/05/2005	0	02/05/2005	02/10/2005
Ticket Number:	0000110188	02/04/2005	4	02/08/2005	02/14/2005
Ticket Number:	0000110097	02/03/2005	7	02/10/2005	02/10/2005
Ticket Number:	0000110713	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110717	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000111010	02/15/2005	7	02/22/2005	02/28/2005
Ticket Number:	0000111011	02/15/2005	2	02/17/2005	02/23/2005
Ticket Number:	0000110959	02/14/2005	8	02/22/2005	02/23/2005

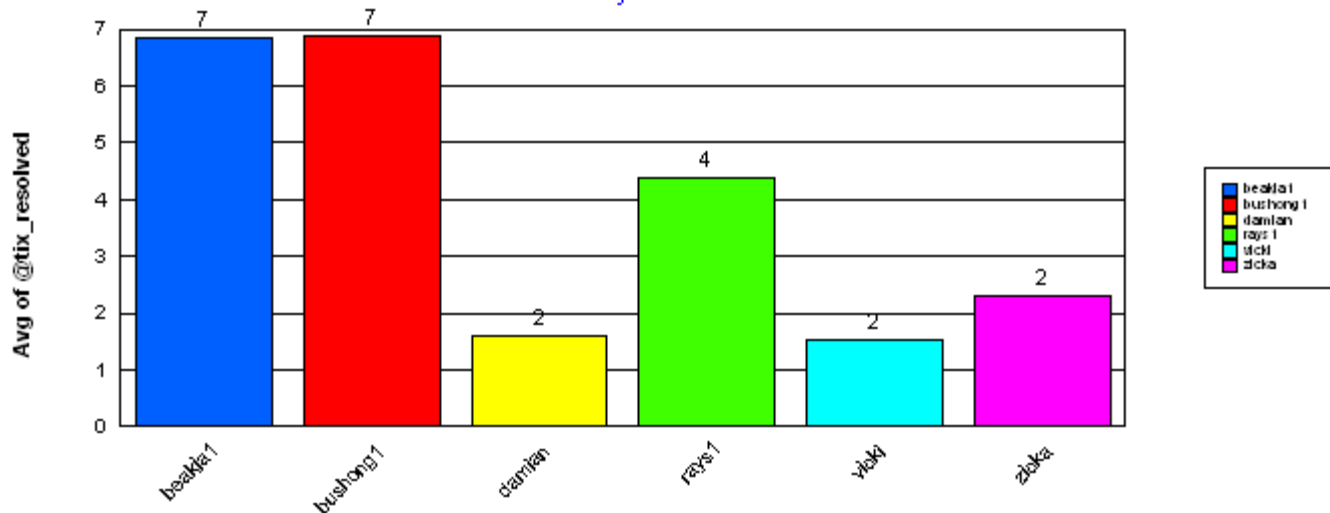
Average time to ticket resolution for		zicka	2		
Maximum time to ticket resolution for		zicka	8		
Minimum time to ticket resolution for		zicka	0		

Physical Networks

Average time to ticket resolution for	Physical Networ	4
Maximum time to ticket resolution for	Physical Networ	24
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

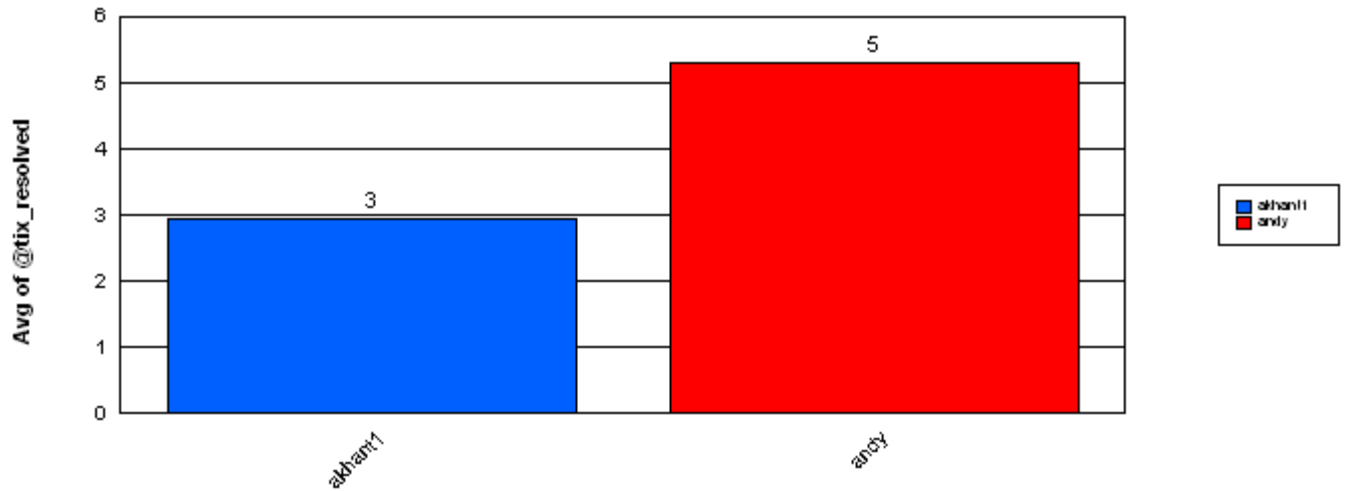
		Total: 19			
akhant1		<u>Total: 9</u>			
Closed		<u>Total: 9</u>			
Ticket Number:	0000110565	02/08/2005	1		02/09/2005
Ticket Number:	0000110930	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000111062	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000110011	02/02/2005	0		02/03/2005
Ticket Number:	0000110391	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000111126	02/16/2005	0		02/16/2005
Ticket Number:	0000111361	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111659	02/23/2005	0		02/23/2005
Ticket Number:	0000109867	02/02/2005	19	02/21/2005	02/28/2005
-----		-----		-----	
Average time to ticket resolution for		akhant1	3		
Maximum time to ticket resolution for		akhant1	19		
Minimum time to ticket resolution for		akhant1	0		
<hr/>		<hr/>		<hr/>	
andy		<u>Total: 10</u>			
Resolved		<u>Total: 1</u>			
Ticket Number:	0000111829	02/25/2005	0	02/25/2005	
Closed		<u>Total: 9</u>			
Ticket Number:	0000110049	02/03/2005	14	02/17/2005	02/23/2005
Ticket Number:	0000111111	02/16/2005	1	02/17/2005	02/23/2005
Ticket Number:	0000111602	02/22/2005	3		02/25/2005
Ticket Number:	0000111600	02/22/2005	3		02/25/2005
Ticket Number:	0000111257	02/17/2005	4	02/21/2005	02/28/2005
Ticket Number:	0000110548	02/08/2005	9	02/17/2005	02/23/2005
Ticket Number:	0000110706	02/10/2005	7	02/17/2005	02/23/2005
Ticket Number:	0000110828	02/11/2005	6	02/17/2005	02/23/2005
Ticket Number:	0000110830	02/11/2005	6	02/17/2005	02/23/2005
-----		-----		-----	
Average time to ticket resolution for		andy	5		
Maximum time to ticket resolution for		andy	14		
Minimum time to ticket resolution for		andy	0		
<hr/>		<hr/>		<hr/>	

Security

Average time to ticket resolution for	Security	4
Maximum time to ticket resolution for	Security	19
Minimum time to ticket resolution for	Security	0

Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		<u>Total:</u> 235			
banz		<u>Total:</u> 16			
Closed		<u>Total:</u> 16			
Ticket Number:	0000110566	02/08/2005	6		02/14/2005
Ticket Number:	0000111044	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000111381	02/18/2005	3		02/21/2005
Ticket Number:	0000110111	02/03/2005	4		02/07/2005
Ticket Number:	0000110414	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110125	02/03/2005	1	02/04/2005	02/10/2005
Ticket Number:	0000110256	02/04/2005	3		02/07/2005
Ticket Number:	0000110403	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110375	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000111358	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111422	02/19/2005	2	02/21/2005	02/28/2005
Ticket Number:	0000111371	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111433	02/20/2005	1	02/21/2005	02/21/2005
Ticket Number:	0000111530	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000109825	02/01/2005	24		02/25/2005
Ticket Number:	0000109775	02/01/2005	6		02/07/2005
-----			-----		
Average time to ticket resolution for	banz		3		
Maximum time to ticket resolution for	banz		24		
Minimum time to ticket resolution for	banz		0		

SysCore

daleg

Total: 37

Resolved

Total: 2

Ticket Number:	0000111871	02/25/2005	3	02/28/2005
Ticket Number:	0000111914	02/28/2005	0	02/28/2005

Closed

Total: 35

Ticket Number:	0000110816	02/11/2005	3	02/14/2005	02/21/2005
Ticket Number:	0000110087	02/03/2005	4	02/07/2005	02/14/2005
Ticket Number:	0000109720	02/01/2005	6	02/07/2005	02/14/2005
Ticket Number:	0000111515	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111662	02/23/2005	0		02/23/2005
Ticket Number:	0000111718	02/23/2005	0	02/23/2005	03/01/2005
Ticket Number:	0000111559	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111880	02/26/2005	2		02/28/2005
Ticket Number:	0000110052	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110239	02/04/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110471	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110455	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110446	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110376	02/07/2005	0		02/07/2005
Ticket Number:	0000110428	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110336	02/07/2005	0		02/07/2005
Ticket Number:	0000110295	02/06/2005	1		02/06/2005
Ticket Number:	0000110291	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110272	02/05/2005	2	02/07/2005	02/14/2005
Ticket Number:	0000110472	02/08/2005	0		02/08/2005
Ticket Number:	0000110251	02/04/2005	3		02/07/2005
Ticket Number:	0000110227	02/04/2005	4	02/08/2005	02/08/2005
Ticket Number:	0000110126	02/03/2005	5	02/08/2005	02/14/2005
Ticket Number:	0000110115	02/03/2005	3	02/06/2005	02/14/2005
Ticket Number:	0000110189	02/04/2005	3		02/07/2005
Ticket Number:	0000110602	02/09/2005	2	02/11/2005	02/17/2005
Ticket Number:	0000111084	02/15/2005	8	02/23/2005	03/01/2005
Ticket Number:	0000111008	02/15/2005	8	02/23/2005	03/01/2005
Ticket Number:	0000110914	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110896	02/13/2005	1	02/14/2005	02/21/2005
Ticket Number:	0000110895	02/13/2005	1		02/14/2005
Ticket Number:	0000110856	02/11/2005	12		02/23/2005
Ticket Number:	0000110860	02/11/2005	3		02/14/2005
Ticket Number:	0000110781	02/10/2005	13		02/23/2005
Ticket Number:	0000110762	02/10/2005	0	02/10/2005	02/16/2005

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

dave

Total: 4

Resolved

Total: 1

Ticket Number:	0000111819	02/25/2005	0	02/25/2005
----------------	------------	------------	---	------------

Closed

Total: 3

Ticket Number:	0000109948	02/02/2005	1		02/03/2005
Ticket Number:	0000110695	02/10/2005	4	02/14/2005	02/21/2005
Ticket Number:	0000110791	02/11/2005	0	02/11/2005	02/17/2005

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

Total: 18

Closed

Total: 18

Ticket Number:	0000110541	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110744	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000111006	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000111072	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000111077	02/15/2005	6	02/21/2005	02/28/2005
Ticket Number:	0000111065	02/15/2005	6	02/21/2005	02/28/2005
Ticket Number:	0000110971	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110783	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110820	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110199	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000109769	02/01/2005	8		02/09/2005
Ticket Number:	0000111094	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000111127	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111140	02/16/2005	0		02/16/2005
Ticket Number:	0000111138	02/16/2005	0		02/16/2005
Ticket Number:	0000111165	02/16/2005	5		02/21/2005
Ticket Number:	0000111342	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111114	02/16/2005	0	02/16/2005	02/22/2005

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

SysCore

sbrown7

Resolved

Total: **160**

Total: **9**

Ticket Number:	000011862	02/25/2005	0	02/25/2005
Ticket Number:	000011845	02/25/2005	0	02/25/2005
Ticket Number:	000011863	02/25/2005	0	02/25/2005
Ticket Number:	000011827	02/25/2005	0	02/25/2005
Ticket Number:	000011813	02/25/2005	0	02/25/2005
Ticket Number:	000011809	02/24/2005	1	02/25/2005
Ticket Number:	000011762	02/24/2005	1	02/25/2005
Ticket Number:	000011798	02/24/2005	1	02/25/2005
Ticket Number:	000011800	02/24/2005	1	02/25/2005

SysCore

	Closed	Total:	151		
Ticket Number:	0000111091	02/15/2005	1	02/16/2005	02/22/2005
Ticket Number:	0000110005	02/02/2005	2		02/04/2005
Ticket Number:	0000109975	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109952	02/02/2005	1	02/03/2005	02/03/2005
Ticket Number:	0000109946	02/02/2005	12	02/14/2005	02/16/2005
Ticket Number:	0000109917	02/02/2005	0	02/02/2005	02/08/2005
Ticket Number:	0000109852	02/02/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109810	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109808	02/01/2005	0		02/01/2005
Ticket Number:	0000109834	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000109835	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000110316	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000109784	02/01/2005	0		02/01/2005
Ticket Number:	0000109783	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109842	02/01/2005	1		02/02/2005
Ticket Number:	0000109723	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109830	02/01/2005	1		02/02/2005
Ticket Number:	0000109818	02/01/2005	1		02/02/2005
Ticket Number:	0000109817	02/01/2005	1		02/02/2005
Ticket Number:	0000109728	02/01/2005	6	02/07/2005	02/14/2005
Ticket Number:	0000109755	02/01/2005	0	02/01/2005	02/07/2005
Ticket Number:	0000109807	02/01/2005	1	02/02/2005	02/08/2005
Ticket Number:	0000111857	02/25/2005	0		02/25/2005
Ticket Number:	0000110009	02/02/2005	5	02/07/2005	02/14/2005
Ticket Number:	0000110458	02/08/2005	0	02/08/2005	02/09/2005
Ticket Number:	0000110392	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110522	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110388	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110248	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110771	02/10/2005	1		02/11/2005
Ticket Number:	0000110243	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110225	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110223	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110509	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110505	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110489	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110475	02/08/2005	10		02/18/2005
Ticket Number:	0000110453	02/08/2005	1		02/08/2005
Ticket Number:	0000110444	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110439	02/07/2005	1		02/08/2005
Ticket Number:	0000110436	02/07/2005	1		02/08/2005
Ticket Number:	0000110435	02/07/2005	1		02/08/2005
Ticket Number:	0000110421	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110418	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110416	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110409	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110408	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110407	02/07/2005	0	02/07/2005	02/08/2005
Ticket Number:	0000110401	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110221	02/04/2005	0		02/04/2005
Ticket Number:	0000110497	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110187	02/04/2005	0		02/04/2005
Ticket Number:	0000110177	02/04/2005	0		02/04/2005

SysCore

Ticket Number:	0000110175	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110136	02/03/2005	1		02/04/2005
Ticket Number:	0000110133	02/03/2005	12	02/15/2005	02/15/2005
Ticket Number:	0000110017	02/03/2005	0		02/03/2005
Ticket Number:	0000110372	02/07/2005	1	02/08/2005	02/14/2005
Ticket Number:	0000110364	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110361	02/07/2005	0	02/07/2005	02/14/2005
Ticket Number:	0000110337	02/07/2005	0		02/07/2005
Ticket Number:	0000110304	02/06/2005	1	02/07/2005	02/14/2005
Ticket Number:	0000110100	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110018	02/03/2005	0		02/03/2005
Ticket Number:	0000110050	02/03/2005	5	02/08/2005	02/14/2005
Ticket Number:	0000110030	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110051	02/03/2005	0	02/03/2005	02/09/2005
Ticket Number:	0000110526	02/08/2005	0	02/08/2005	02/14/2005
Ticket Number:	0000110633	02/09/2005	0	02/09/2005	02/09/2005
Ticket Number:	0000111009	02/15/2005	0	02/15/2005	02/15/2005
Ticket Number:	0000111004	02/15/2005	0	02/15/2005	02/21/2005
Ticket Number:	0000111070	02/15/2005	0		02/15/2005
Ticket Number:	0000110989	02/14/2005	2		02/16/2005
Ticket Number:	0000110986	02/14/2005	1		02/15/2005
Ticket Number:	0000110976	02/14/2005	4	02/18/2005	02/24/2005
Ticket Number:	0000110974	02/14/2005	0		02/14/2005
Ticket Number:	0000110973	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110970	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110969	02/14/2005	1	02/15/2005	02/21/2005
Ticket Number:	0000110965	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110888	02/13/2005	1	02/14/2005	02/21/2005
Ticket Number:	0000110715	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110705	02/10/2005	0		02/10/2005
Ticket Number:	0000110704	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000110670	02/09/2005	1		02/10/2005
Ticket Number:	0000110665	02/09/2005	1		02/10/2005
Ticket Number:	0000110664	02/09/2005	1		02/10/2005
Ticket Number:	0000110663	02/09/2005	1		02/10/2005
Ticket Number:	0000110689	02/10/2005	0		02/10/2005
Ticket Number:	0000110939	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000111088	02/15/2005	3	02/18/2005	02/24/2005
Ticket Number:	0000111082	02/15/2005	0		02/15/2005
Ticket Number:	0000111057	02/15/2005	0		02/15/2005
Ticket Number:	0000110958	02/14/2005	0		02/14/2005
Ticket Number:	0000110910	02/14/2005	0	02/14/2005	02/21/2005
Ticket Number:	0000110899	02/13/2005	1		02/14/2005
Ticket Number:	0000110897	02/13/2005	1		02/14/2005
Ticket Number:	0000110894	02/13/2005	1		02/14/2005
Ticket Number:	0000110886	02/12/2005	2	02/14/2005	02/21/2005
Ticket Number:	0000110876	02/12/2005	2		02/14/2005
Ticket Number:	0000110874	02/12/2005	2	02/14/2005	02/21/2005
Ticket Number:	0000110865	02/12/2005	4		02/16/2005
Ticket Number:	0000110839	02/11/2005	0		02/11/2005
Ticket Number:	0000110822	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000110846	02/11/2005	3		02/14/2005
Ticket Number:	0000110726	02/10/2005	0		02/10/2005
Ticket Number:	0000110724	02/10/2005	5	02/15/2005	02/21/2005

SysCore

Ticket Number:	0000110556	02/08/2005	1	02/09/2005	02/09/2005
Ticket Number:	0000110562	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110585	02/09/2005	0		02/09/2005
Ticket Number:	0000110537	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110555	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000111157	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111176	02/16/2005	0	02/16/2005	02/17/2005
Ticket Number:	0000111212	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111353	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111269	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111311	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111584	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111505	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111498	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111492	02/21/2005	0		02/21/2005
Ticket Number:	0000111380	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111379	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111360	02/18/2005	4		02/22/2005
Ticket Number:	0000111355	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111354	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111318	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111313	02/17/2005	1	02/18/2005	02/24/2005
Ticket Number:	0000111310	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111352	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111856	02/25/2005	0		02/25/2005
Ticket Number:	0000111854	02/25/2005	0		02/25/2005
Ticket Number:	0000111855	02/25/2005	0		02/25/2005
Ticket Number:	0000111650	02/22/2005	1	02/23/2005	03/01/2005
Ticket Number:	0000111635	02/22/2005	0		02/22/2005
Ticket Number:	0000111604	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111587	02/22/2005	0		02/22/2005
Ticket Number:	0000111544	02/22/2005	1		02/22/2005
Ticket Number:	0000111464	02/21/2005	0	02/21/2005	02/28/2005
Ticket Number:	0000111633	02/22/2005	0	02/22/2005	02/28/2005
Ticket Number:	0000111426	02/19/2005	2		02/21/2005
Ticket Number:	0000111406	02/18/2005	3		02/21/2005
Ticket Number:	0000111401	02/18/2005	3		02/21/2005
Ticket Number:	0000111400	02/18/2005	3		02/21/2005
Ticket Number:	0000111392	02/18/2005	0	02/18/2005	02/24/2005
Ticket Number:	0000111243	02/17/2005	0	02/17/2005	02/23/2005
Ticket Number:	0000111198	02/16/2005	1	02/17/2005	02/18/2005
Ticket Number:	0000111158	02/16/2005	0	02/16/2005	02/22/2005
Ticket Number:	0000111142	02/16/2005	0		02/16/2005
Ticket Number:	0000111121	02/16/2005	0		02/16/2005
<hr/>					
Average time to ticket resolution for	sbrown7		1		
Maximum time to ticket resolution for	sbrown7		12		
Minimum time to ticket resolution for	sbrown7		0		

SysCore

Average time to ticket resolution for

SysCore

1

Maximum time to ticket resolution for

SysCore

24

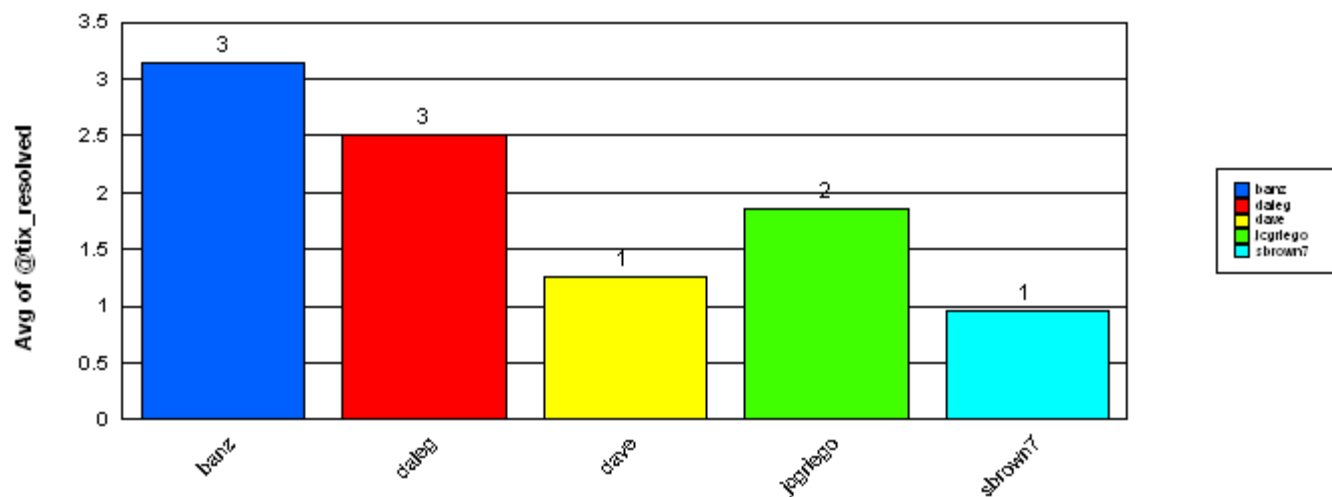
Minimum time to ticket resolution for

SysCore

0

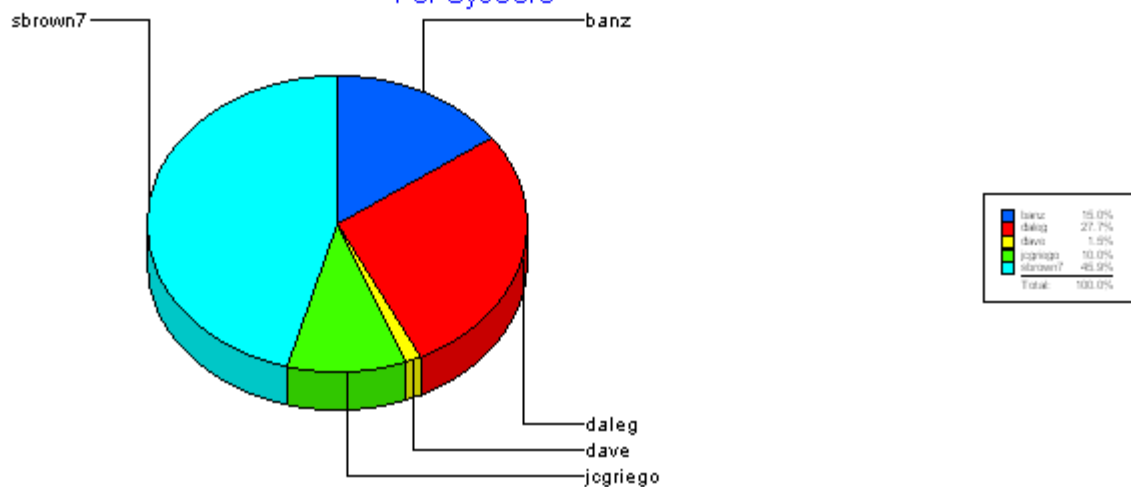
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

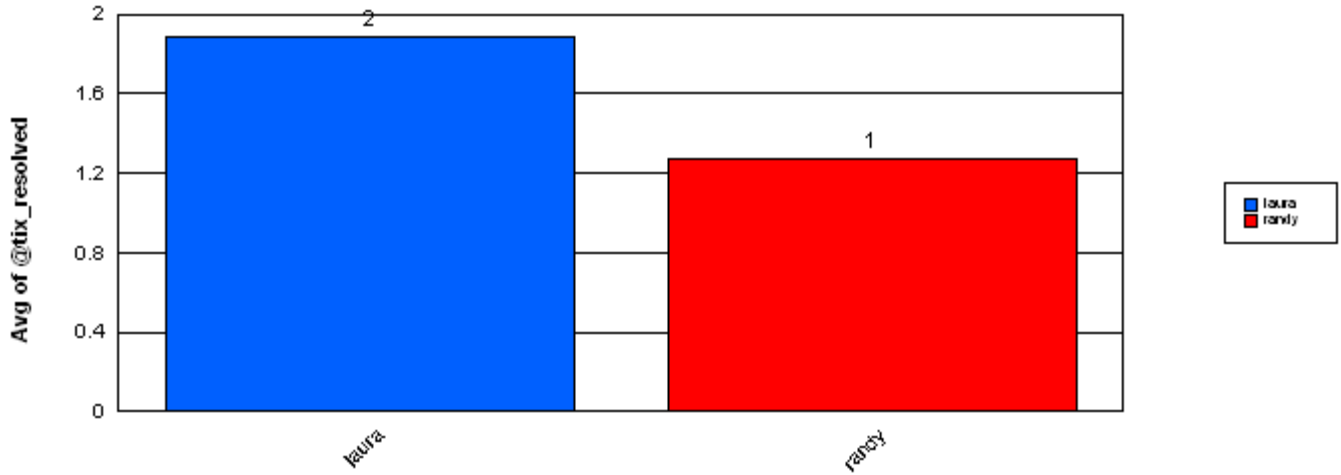
		Total: 32			
laura		<u>Total: 18</u>			
Closed		<u>Total: 18</u>			
Ticket Number:	0000111349	02/18/2005	3	02/21/2005	02/28/2005
Ticket Number:	0000111797	02/24/2005	0		02/24/2005
Ticket Number:	0000111775	02/24/2005	5		03/01/2005
Ticket Number:	0000111398	02/18/2005	4		02/22/2005
Ticket Number:	0000111465	02/21/2005	1		02/22/2005
Ticket Number:	0000111468	02/21/2005	2	02/23/2005	02/23/2005
Ticket Number:	0000110240	02/04/2005	13		02/17/2005
Ticket Number:	0000110519	02/08/2005	0		02/08/2005
Ticket Number:	0000110394	02/07/2005	0	02/07/2005	02/08/2005
Ticket Number:	0000110739	02/10/2005	0		02/10/2005
Ticket Number:	0000110660	02/09/2005	1		02/10/2005
Ticket Number:	0000110926	02/14/2005	1		02/15/2005
Ticket Number:	0000111075	02/15/2005	2		02/17/2005
Ticket Number:	0000111089	02/15/2005	1		02/16/2005
Ticket Number:	0000111074	02/15/2005	2		02/17/2005
Ticket Number:	0000110002	02/02/2005	0		02/03/2005
Ticket Number:	0000109801	02/01/2005	1		02/02/2005
Ticket Number:	0000110456	02/08/2005	0	02/08/2005	02/14/2005
-----		-----		-----	
Average time to ticket resolution for		laura	2		
Maximum time to ticket resolution for		laura	13		
Minimum time to ticket resolution for		laura	0		
<hr/>		<hr/>		<hr/>	
randy		<u>Total: 14</u>			
Resolved		<u>Total: 1</u>			
Ticket Number:	0000111852	02/25/2005	0	02/25/2005	
Closed		<u>Total: 13</u>			
Ticket Number:	0000109765	02/01/2005	2	02/03/2005	02/09/2005
Ticket Number:	0000110215	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110232	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110520	02/08/2005	1	02/09/2005	02/15/2005
Ticket Number:	0000110426	02/07/2005	2	02/09/2005	02/15/2005
Ticket Number:	0000110233	02/04/2005	3	02/07/2005	02/14/2005
Ticket Number:	0000110181	02/04/2005	0	02/04/2005	02/10/2005
Ticket Number:	0000110772	02/10/2005	1	02/11/2005	02/17/2005
Ticket Number:	0000110840	02/11/2005	0	02/11/2005	02/17/2005
Ticket Number:	0000111068	02/15/2005	2	02/17/2005	02/23/2005
Ticket Number:	0000110923	02/14/2005	4	02/18/2005	02/24/2005
Ticket Number:	0000110774	02/10/2005	0	02/10/2005	02/16/2005
Ticket Number:	0000111751	02/23/2005	0	02/23/2005	03/01/2005
-----		-----		-----	
Average time to ticket resolution for		randy	1		
Maximum time to ticket resolution for		randy	4		
Minimum time to ticket resolution for		randy	0		
<hr/>		<hr/>		<hr/>	

SysDept

Average time to ticket resolution for	SysDept	2
Maximum time to ticket resolution for	SysDept	13
Minimum time to ticket resolution for	SysDept	0

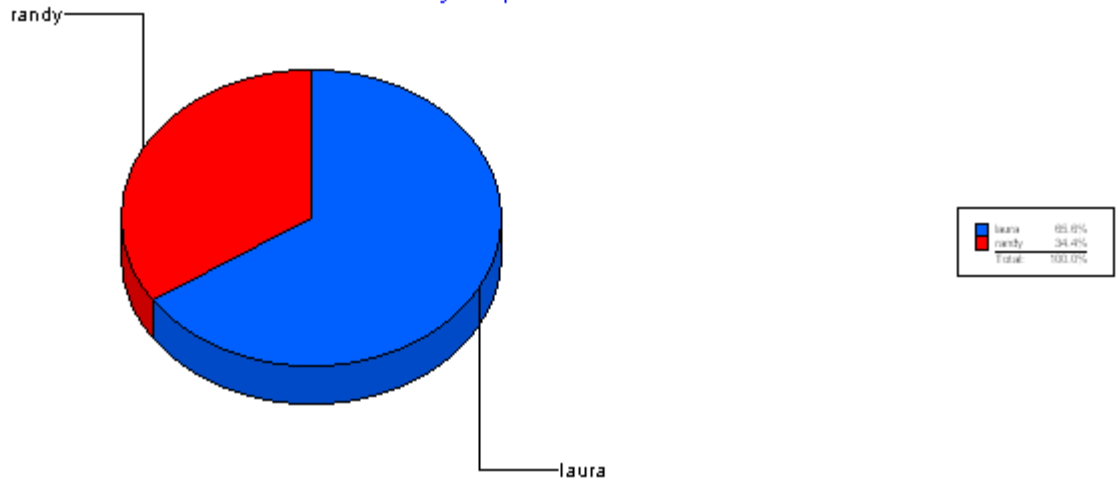
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 02/01/2005 and 02/28/2005 : 1792

Total Remedy Tickets Created between: 02/01/2005 and 02/28/2005 : 1792

Maximum time to resolution	24
Minimum time to resolution	0
Total Average time to ticket resolution	2.16