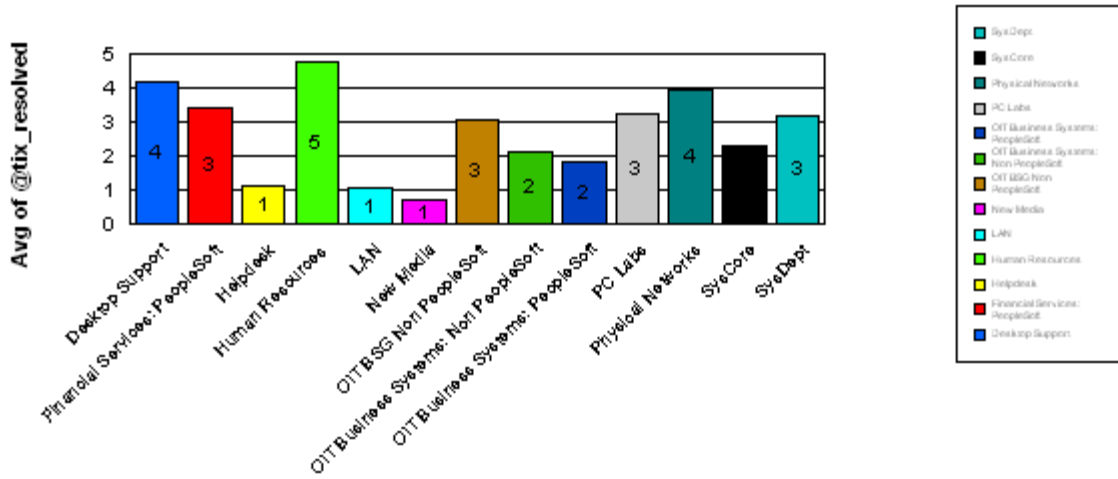


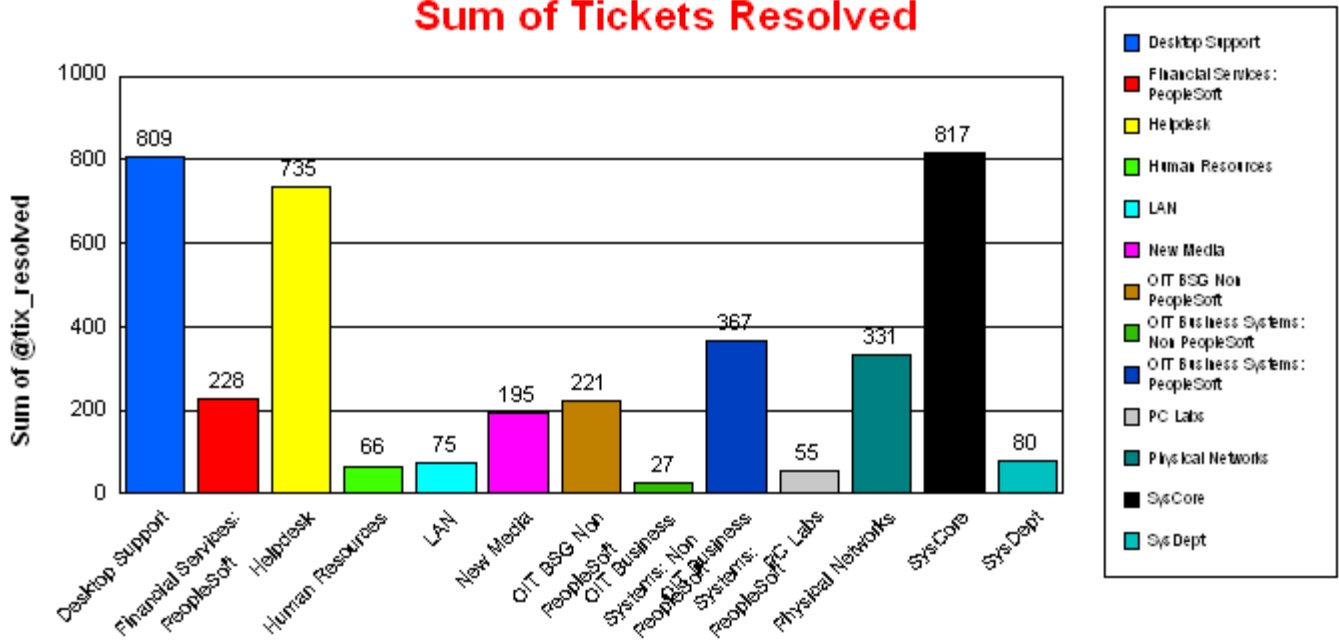
# Average Length to Resolution

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

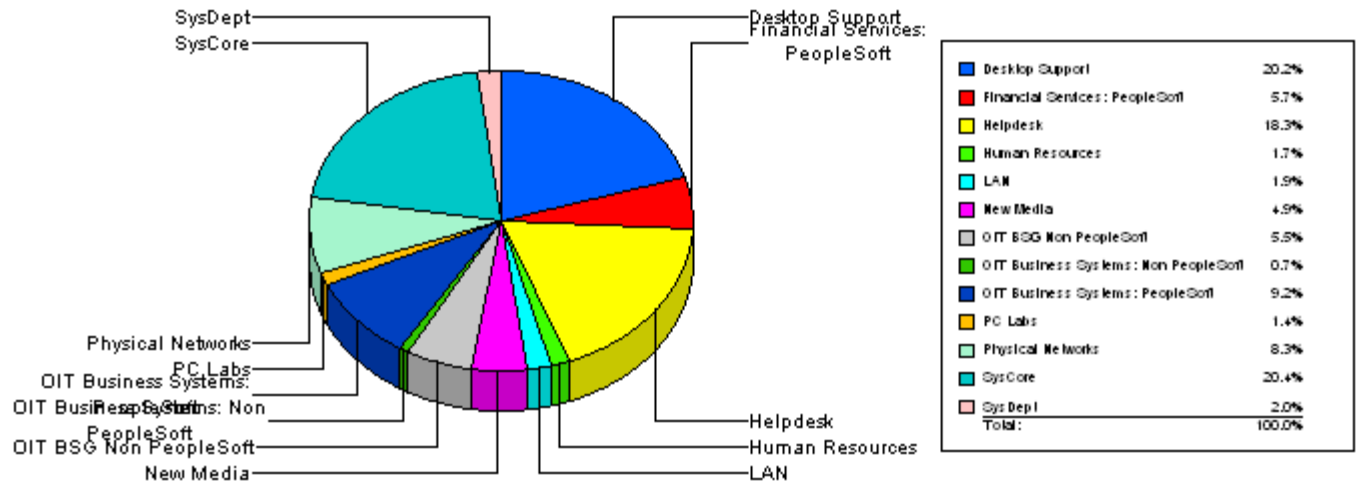
## Avg of Each Ticket Resolved



## Sum of Tickets Resolved



## % of Sum of Tickets Resolved



**Desktop Support**

		<b>Total: 194</b>	
<b>Desktop</b>		<b>Total: 6</b>	
<b>Closed</b>		<b>Total: 6</b>	
Ticket Number:	0000080025	01/06/2004	0
Ticket Number:	0000080093	01/07/2004	0
Ticket Number:	0000080638	01/14/2004	0
Ticket Number:	0000081629	01/28/2004	0
Ticket Number:	0000081807	01/29/2004	0
Ticket Number:	0000081283	01/23/2004	0
-----		-----	
<b>Average time to ticket resolution for</b>		Desktop	<b>0</b>
<b>Maximum time to ticket resolution for</b>		Desktop	<b>0</b>
<b>Minimum time to ticket resolution for</b>		Desktop	<b>0</b>
<b>HD:PPP</b>		<b>Total: 1</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number:	0000080159	01/08/2004	0
-----		-----	
<b>Average time to ticket resolution for</b>		HD:PPP	<b>0</b>
<b>Maximum time to ticket resolution for</b>		HD:PPP	<b>0</b>
<b>Minimum time to ticket resolution for</b>		HD:PPP	<b>0</b>
<b>afort1</b>		<b>Total: 3</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number:	0000081499	01/27/2004	2
<b>Closed</b>		<b>Total: 2</b>	
Ticket Number:	0000080105	01/07/2004	0
Ticket Number:	0000080496	01/13/2004	3
-----		-----	
<b>Average time to ticket resolution for</b>		afort1	<b>2</b>
<b>Maximum time to ticket resolution for</b>		afort1	<b>3</b>
<b>Minimum time to ticket resolution for</b>		afort1	<b>0</b>
<b>chrism</b>		<b>Total: 7</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number:	0000081771	01/29/2004	0
<b>Closed</b>		<b>Total: 6</b>	
Ticket Number:	0000079937	01/05/2004	2
Ticket Number:	0000080635	01/14/2004	1
Ticket Number:	0000080786	01/16/2004	4
Ticket Number:	0000080679	01/15/2004	0
Ticket Number:	0000081642	01/28/2004	0
Ticket Number:	0000081466	01/27/2004	0
-----		-----	
<b>Average time to ticket resolution for</b>		chrism	<b>1</b>
<b>Maximum time to ticket resolution for</b>		chrism	<b>4</b>
<b>Minimum time to ticket resolution for</b>		chrism	<b>0</b>

**Desktop Support****edortiz**Total: **58****Resolved**Total: **19**

Ticket Number:	0000080678	01/15/2004	14	01/29/2004
Ticket Number:	0000080937	01/20/2004	10	01/30/2004
Ticket Number:	0000081007	01/21/2004	13	02/03/2004
Ticket Number:	0000081119	01/22/2004	8	01/30/2004
Ticket Number:	0000080911	01/20/2004	10	01/30/2004
Ticket Number:	0000081124	01/22/2004	8	01/30/2004
Ticket Number:	0000081451	01/27/2004	2	01/29/2004
Ticket Number:	0000081861	01/29/2004	1	01/30/2004
Ticket Number:	0000082021	01/30/2004	0	01/30/2004
Ticket Number:	0000081980	01/30/2004	4	02/03/2004
Ticket Number:	0000081877	01/29/2004	1	01/30/2004
Ticket Number:	0000081866	01/29/2004	5	02/03/2004
Ticket Number:	0000081843	01/29/2004	5	02/03/2004
Ticket Number:	0000081788	01/29/2004	1	01/30/2004
Ticket Number:	0000081759	01/29/2004	2	01/30/2004
Ticket Number:	0000081747	01/28/2004	1	01/29/2004
Ticket Number:	0000081697	01/28/2004	2	01/30/2004
Ticket Number:	0000081671	01/28/2004	6	02/03/2004
Ticket Number:	0000081616	01/28/2004	2	01/30/2004

**Desktop Support**

<b>Closed</b>	<b>Total:</b>	<b>39</b>		
Ticket Number: 0000080509	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number: 0000080413	01/12/2004	8	01/20/2004	01/26/2004
Ticket Number: 0000079911	01/05/2004	3	01/08/2004	01/14/2004
Ticket Number: 0000079957	01/05/2004	4	01/09/2004	01/15/2004
Ticket Number: 0000080109	01/07/2004	9	01/16/2004	01/16/2004
Ticket Number: 0000080295	01/09/2004	4	01/13/2004	01/19/2004
Ticket Number: 0000080232	01/08/2004	8	01/16/2004	01/22/2004
Ticket Number: 0000080130	01/07/2004	9	01/16/2004	01/22/2004
Ticket Number: 0000080049	01/06/2004	17	01/23/2004	01/29/2004
Ticket Number: 0000080091	01/07/2004	5	01/12/2004	01/19/2004
Ticket Number: 0000080032	01/06/2004	3		01/09/2004
Ticket Number: 0000079932	01/05/2004	1		01/06/2004
Ticket Number: 0000079989	01/06/2004	1		01/07/2004
Ticket Number: 0000080908	01/20/2004	3	01/23/2004	01/29/2004
Ticket Number: 0000081011	01/21/2004	7	01/28/2004	02/03/2004
Ticket Number: 0000081026	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number: 0000081170	01/22/2004	6	01/28/2004	02/03/2004
Ticket Number: 0000081149	01/22/2004	6		01/28/2004
Ticket Number: 0000081537	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number: 0000081540	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number: 0000080468	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number: 0000080480	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number: 0000080561	01/14/2004	2	01/16/2004	01/22/2004
Ticket Number: 0000080564	01/14/2004	6	01/20/2004	01/26/2004
Ticket Number: 0000080537	01/13/2004	8	01/21/2004	01/21/2004
Ticket Number: 0000080519	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number: 0000080574	01/14/2004	6	01/20/2004	01/26/2004
Ticket Number: 0000080586	01/14/2004	7	01/21/2004	01/27/2004
Ticket Number: 0000080893	01/20/2004	3	01/23/2004	01/29/2004
Ticket Number: 0000080881	01/20/2004	3	01/23/2004	01/27/2004
Ticket Number: 0000080795	01/16/2004	5	01/21/2004	01/27/2004
Ticket Number: 0000080784	01/16/2004	4	01/20/2004	01/26/2004
Ticket Number: 0000080761	01/16/2004	5	01/21/2004	01/27/2004
Ticket Number: 0000080749	01/16/2004	4	01/20/2004	01/26/2004
Ticket Number: 0000080757	01/16/2004	7	01/23/2004	01/29/2004
Ticket Number: 0000080719	01/15/2004	5	01/20/2004	01/26/2004
Ticket Number: 0000080710	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number: 0000080664	01/15/2004	6	01/21/2004	01/27/2004
Ticket Number: 0000080575	01/14/2004	2		01/16/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>	edortiz	<b>5</b>		
<b>Maximum time to ticket resolution for</b>	edortiz	<b>17</b>		
<b>Minimum time to ticket resolution for</b>	edortiz	<b>0</b>		

**Desktop Support**

**josh**

Total: **36**

**Resolved**

Total: **13**

Ticket Number:	0000080499	01/13/2004	20	02/02/2004
Ticket Number:	0000080929	01/20/2004	9	01/29/2004
Ticket Number:	0000080774	01/16/2004	17	02/02/2004
Ticket Number:	0000081481	01/27/2004	2	01/29/2004
Ticket Number:	0000081740	01/28/2004	5	02/02/2004
Ticket Number:	0000082071	01/30/2004	3	02/02/2004
Ticket Number:	0000082046	01/30/2004	4	02/03/2004
Ticket Number:	0000081852	01/29/2004	4	02/02/2004
Ticket Number:	0000081630	01/28/2004	1	01/29/2004
Ticket Number:	0000081667	01/28/2004	1	01/29/2004
Ticket Number:	0000081619	01/28/2004	1	01/29/2004
Ticket Number:	0000081533	01/27/2004	6	02/02/2004
Ticket Number:	0000081529	01/27/2004	2	01/29/2004

**Closed**

Total: **23**

Ticket Number:	0000080024	01/06/2004	2	01/08/2004	01/14/2004
Ticket Number:	0000080364	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080274	01/09/2004	4	01/13/2004	01/19/2004
Ticket Number:	0000080260	01/09/2004	4	01/13/2004	01/19/2004
Ticket Number:	0000080248	01/09/2004	3	01/12/2004	01/19/2004
Ticket Number:	0000080241	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080217	01/08/2004	7	01/15/2004	01/21/2004
Ticket Number:	0000080214	01/08/2004	4	01/12/2004	01/19/2004
Ticket Number:	0000080198	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080208	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080163	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080098	01/07/2004	1	01/08/2004	01/14/2004
Ticket Number:	0000080061	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080398	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080529	01/13/2004	3	01/16/2004	01/22/2004
Ticket Number:	0000080703	01/15/2004	19		02/03/2004
Ticket Number:	0000080684	01/15/2004	13	01/28/2004	02/03/2004
Ticket Number:	0000080485	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080486	01/13/2004	2	01/15/2004	01/21/2004
Ticket Number:	0000080438	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080466	01/13/2004	14	01/27/2004	02/02/2004
Ticket Number:	0000081197	01/22/2004	6	01/28/2004	02/03/2004
Ticket Number:	0000081255	01/23/2004	4	01/27/2004	02/02/2004

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<b>Average time to ticket resolution for</b>	josh	<b>5</b>
<b>Maximum time to ticket resolution for</b>	josh	<b>20</b>
<b>Minimum time to ticket resolution for</b>	josh	<b>0</b>
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**Desktop Support****kirkley1**Total: 8**Resolved**Total: 1

Ticket Number: 0000081364 01/25/2004 8 02/02/2004

**Closed**Total: 7

Ticket Number: 0000079875 01/05/2004 2 01/07/2004 01/13/2004  
 Ticket Number: 0000080319 01/10/2004 10 01/20/2004 01/26/2004  
 Ticket Number: 0000080047 01/06/2004 1 01/07/2004 01/13/2004  
 Ticket Number: 0000079995 01/06/2004 1 01/07/2004 01/13/2004  
 Ticket Number: 0000080064 01/06/2004 14 01/20/2004  
 Ticket Number: 0000081558 01/27/2004 3 01/30/2004 02/02/2004  
 Ticket Number: 0000080392 01/12/2004 0 01/12/2004 01/19/2004

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**Average time to ticket resolution for** kirkley1 5  
**Maximum time to ticket resolution for** kirkley1 14  
**Minimum time to ticket resolution for** kirkley1 0  
 -----

**lasuk**Total: 16**Resolved**Total: 6

Ticket Number: 0000080280 01/09/2004 24 02/02/2004  
 Ticket Number: 0000081012 01/21/2004 9 01/30/2004  
 Ticket Number: 0000082160 01/31/2004 2 02/02/2004  
 Ticket Number: 0000081947 01/30/2004 3 02/02/2004  
 Ticket Number: 0000081742 01/28/2004 1 01/29/2004  
 Ticket Number: 0000081641 01/28/2004 1 01/29/2004

**Closed**Total: 10

Ticket Number: 0000080643 01/14/2004 9 01/23/2004 01/29/2004  
 Ticket Number: 0000080734 01/15/2004 5 01/20/2004 01/26/2004  
 Ticket Number: 0000080806 01/17/2004 3 01/20/2004 01/26/2004  
 Ticket Number: 0000080886 01/20/2004 3 01/23/2004 01/29/2004  
 Ticket Number: 0000080838 01/18/2004 2 01/20/2004 01/26/2004  
 Ticket Number: 0000080758 01/16/2004 6 01/22/2004 01/28/2004  
 Ticket Number: 0000081054 01/21/2004 2 01/23/2004 01/29/2004  
 Ticket Number: 0000081217 01/22/2004 1 01/23/2004 01/29/2004  
 Ticket Number: 0000081194 01/22/2004 6 01/28/2004 02/03/2004  
 Ticket Number: 0000081097 01/21/2004 2 01/23/2004 01/29/2004

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**Average time to ticket resolution for** lasuk 5  
**Maximum time to ticket resolution for** lasuk 24  
**Minimum time to ticket resolution for** lasuk 1  
 -----

**mhartm1**Total: 10**Resolved**Total: 3

Ticket Number: 0000081513 01/27/2004 3 01/30/2004  
 Ticket Number: 0000082075 01/30/2004 3 02/02/2004  
 Ticket Number: 0000081833 01/29/2004 0 01/29/2004

**Closed**Total: 7

Ticket Number: 0000080022 01/06/2004 14 01/20/2004 01/26/2004  
 Ticket Number: 0000080166 01/08/2004 19 01/27/2004 02/02/2004  
 Ticket Number: 0000081268 01/23/2004 5 01/28/2004 02/03/2004  
 Ticket Number: 0000081384 01/25/2004 2 01/27/2004 02/02/2004  
 Ticket Number: 0000081484 01/27/2004 1 01/28/2004 02/03/2004  
 Ticket Number: 0000080632 01/14/2004 1 01/15/2004 01/21/2004  
 Ticket Number: 0000081541 01/27/2004 1 01/28/2004 02/03/2004

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**Average time to ticket resolution for** mhartm1 5  
**Maximum time to ticket resolution for** mhartm1 19  
**Minimum time to ticket resolution for** mhartm1 0  
 -----

**Desktop Support**

**mikec**

Total: 5

**Closed**

Total: 5

Ticket Number:	0000080642	01/14/2004	2	01/16/2004	01/22/2004
Ticket Number:	0000080814	01/17/2004	0		01/17/2004
Ticket Number:	0000080813	01/17/2004	0		01/17/2004
Ticket Number:	0000081426	01/26/2004	0		01/26/2004
Ticket Number:	0000081427	01/26/2004	0		01/26/2004

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

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**Desktop Support**

**omarn**

Total: **44**

**Resolved**

Total: **4**

Ticket Number:	0000081613	01/28/2004	6	02/03/2004
Ticket Number:	0000081967	01/30/2004	4	02/03/2004
Ticket Number:	0000082014	01/30/2004	4	02/03/2004
Ticket Number:	0000082042	01/30/2004	4	02/03/2004

**Closed**

Total: **40**

Ticket Number:	0000080113	01/07/2004	2	01/09/2004	01/15/2004
Ticket Number:	0000079837	01/02/2004	13	01/15/2004	01/21/2004
Ticket Number:	0000079895	01/05/2004	10	01/15/2004	01/21/2004
Ticket Number:	0000079897	01/05/2004	15	01/20/2004	01/26/2004
Ticket Number:	0000079900	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number:	0000079992	01/06/2004	9	01/15/2004	01/21/2004
Ticket Number:	0000080287	01/09/2004	4	01/13/2004	01/19/2004
Ticket Number:	0000080271	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080254	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080218	01/08/2004	5	01/13/2004	01/19/2004
Ticket Number:	0000080178	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080171	01/08/2004	5	01/13/2004	01/19/2004
Ticket Number:	0000080097	01/07/2004	5	01/12/2004	01/19/2004
Ticket Number:	0000080094	01/07/2004	6	01/13/2004	01/19/2004
Ticket Number:	0000079993	01/06/2004	2	01/08/2004	01/14/2004
Ticket Number:	0000081010	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000081040	01/21/2004	7	01/28/2004	02/03/2004
Ticket Number:	0000081036	01/21/2004	7	01/28/2004	02/03/2004
Ticket Number:	0000081084	01/21/2004	6	01/28/2004	02/02/2004
Ticket Number:	0000081424	01/26/2004	1	01/28/2004	02/02/2004
Ticket Number:	0000081165	01/22/2004	6	01/28/2004	02/02/2004
Ticket Number:	0000081146	01/22/2004	1	01/23/2004	01/29/2004
Ticket Number:	0000081024	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000080369	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080490	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number:	0000080555	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080691	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080696	01/15/2004	5	01/20/2004	01/26/2004
Ticket Number:	0000080896	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080885	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080884	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080763	01/16/2004	12		01/28/2004
Ticket Number:	0000080762	01/16/2004	6	01/22/2004	01/28/2004
Ticket Number:	0000080753	01/16/2004	4	01/20/2004	01/26/2004
Ticket Number:	0000080752	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080658	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080612	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080626	01/14/2004	8	01/22/2004	01/28/2004
Ticket Number:	0000080595	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080444	01/12/2004	2	01/14/2004	01/20/2004

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

omarn  
omarn  
omarn

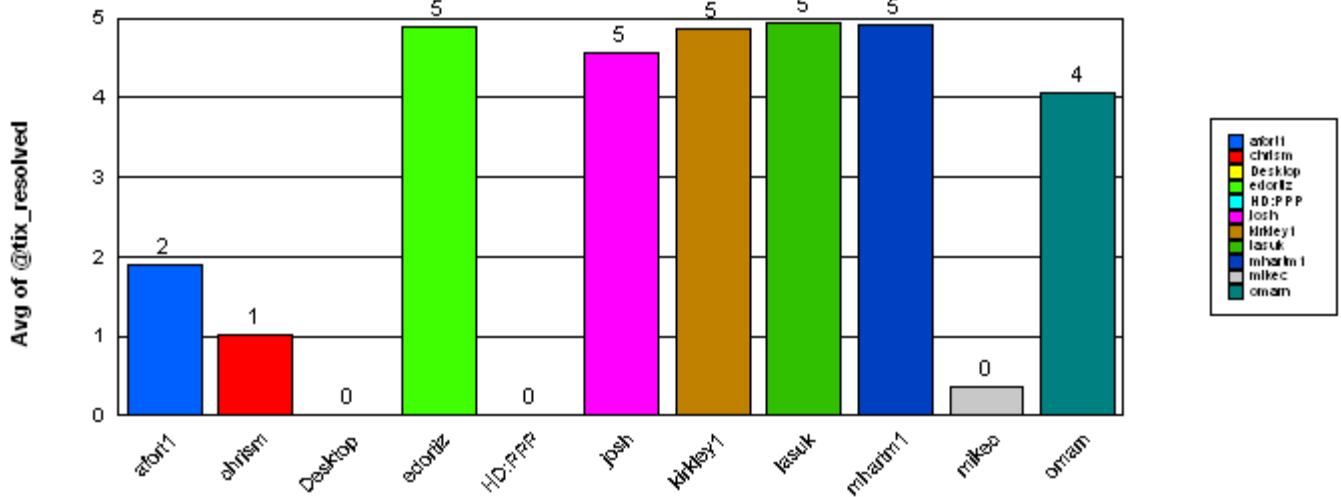
**4**  
**15**  
**0**

**Desktop Support**

Average time to ticket resolution for	Desktop Support	4
Maximum time to ticket resolution for	Desktop Support	24
Minimum time to ticket resolution for	Desktop Support	0

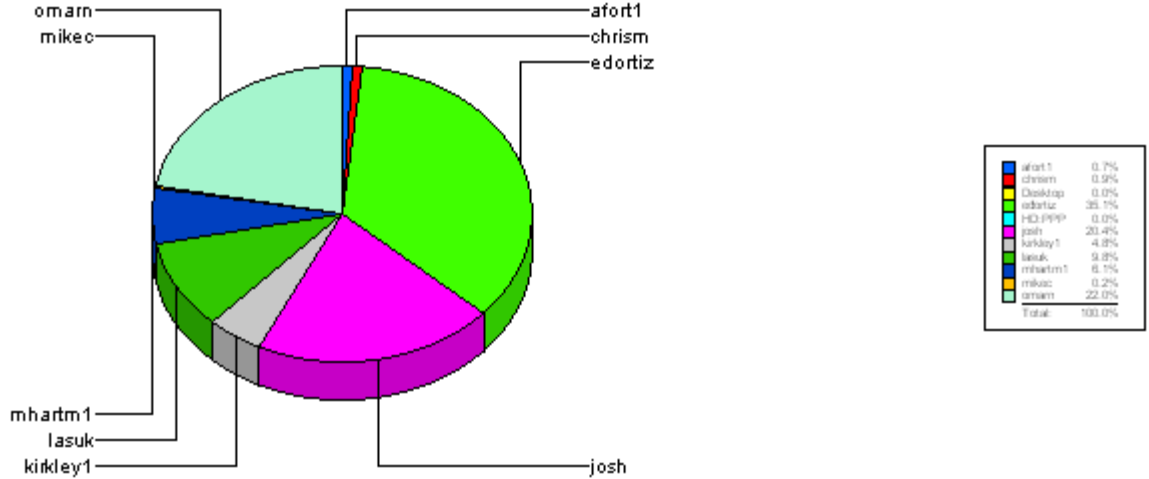
**Avg of Each Ticket Resolved**

For Desktop Support



**Percentage of Sum of Tickets Resolved**

For Desktop Support



**Financial Services: Peo**

		<u>Total:</u>	<b>67</b>		
<b>chris</b>		<u>Total:</u>	<b>4</b>		
<b>Resolved</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000081602	01/27/2004	4	01/31/2004	
Ticket Number:	0000082020	01/30/2004	3	02/02/2004	
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000080169	01/08/2004	20	01/28/2004	02/03/2004
Ticket Number:	0000080219	01/08/2004	20	01/28/2004	02/03/2004
-----					
<b>Average time to ticket resolution for</b>		chris	<b>12</b>		
<b>Maximum time to ticket resolution for</b>		chris	<b>20</b>		
<b>Minimum time to ticket resolution for</b>		chris	<b>3</b>		
<hr/>					
<b>cnewton</b>		<u>Total:</u>	<b>5</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000081715	01/28/2004	1	01/29/2004	
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000080053	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080306	01/09/2004	4	01/13/2004	01/19/2004
Ticket Number:	0000080714	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000081140	01/22/2004	0	01/22/2004	01/28/2004
-----					
<b>Average time to ticket resolution for</b>		cnewton	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		cnewton	<b>4</b>		
<b>Minimum time to ticket resolution for</b>		cnewton	<b>0</b>		
<hr/>					
<b>gary</b>		<u>Total:</u>	<b>3</b>		
<b>Closed</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000080422	01/12/2004	0	01/12/2004	
Ticket Number:	0000080718	01/15/2004	0	01/15/2004	
Ticket Number:	0000082131	01/31/2004	2	02/02/2004	
-----					
<b>Average time to ticket resolution for</b>		gary	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		gary	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		gary	<b>0</b>		
<hr/>					
<b>jason</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000080512	01/13/2004	20	02/02/2004	
-----					
<b>Average time to ticket resolution for</b>		jason	<b>20</b>		
<b>Maximum time to ticket resolution for</b>		jason	<b>20</b>		
<b>Minimum time to ticket resolution for</b>		jason	<b>20</b>		
<hr/>					
<b>kurilla</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000080880	01/20/2004	13	02/02/2004	
Ticket Number:	0000080604	01/14/2004	19	02/02/2004	
-----					
<b>Average time to ticket resolution for</b>		kurilla	<b>16</b>		
<b>Maximum time to ticket resolution for</b>		kurilla	<b>19</b>		
<b>Minimum time to ticket resolution for</b>		kurilla	<b>13</b>		

**Financial Services: Peo**

**mbogus1**

Total: 7

**Resolved**

Total: 2

Ticket Number:	0000081871	01/29/2004	0	01/29/2004
Ticket Number:	0000082077	01/30/2004	3	02/02/2004

**Closed**

Total: 5

Ticket Number:	0000080569	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080148	01/07/2004	6	01/13/2004	01/19/2004
Ticket Number:	0000080256	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080174	01/08/2004	5	01/13/2004	01/19/2004
Ticket Number:	0000080183	01/08/2004	0	01/08/2004	01/14/2004

---

<b>Average time to ticket resolution for</b>	mbogus1	<b>2</b>
<b>Maximum time to ticket resolution for</b>	mbogus1	<b>6</b>
<b>Minimum time to ticket resolution for</b>	mbogus1	<b>0</b>

---

**rpreston**

Total: 4

**Closed**

Total: 4

Ticket Number:	0000080028	01/06/2004	15		01/21/2004
Ticket Number:	0000080135	01/07/2004	14		01/21/2004
Ticket Number:	0000080527	01/13/2004	9	01/22/2004	01/28/2004
Ticket Number:	0000081083	01/21/2004	1		01/22/2004

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<b>Average time to ticket resolution for</b>	rpreston	<b>9</b>
<b>Maximum time to ticket resolution for</b>	rpreston	<b>15</b>
<b>Minimum time to ticket resolution for</b>	rpreston	<b>1</b>

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**Financial Services: Peo  
weller**

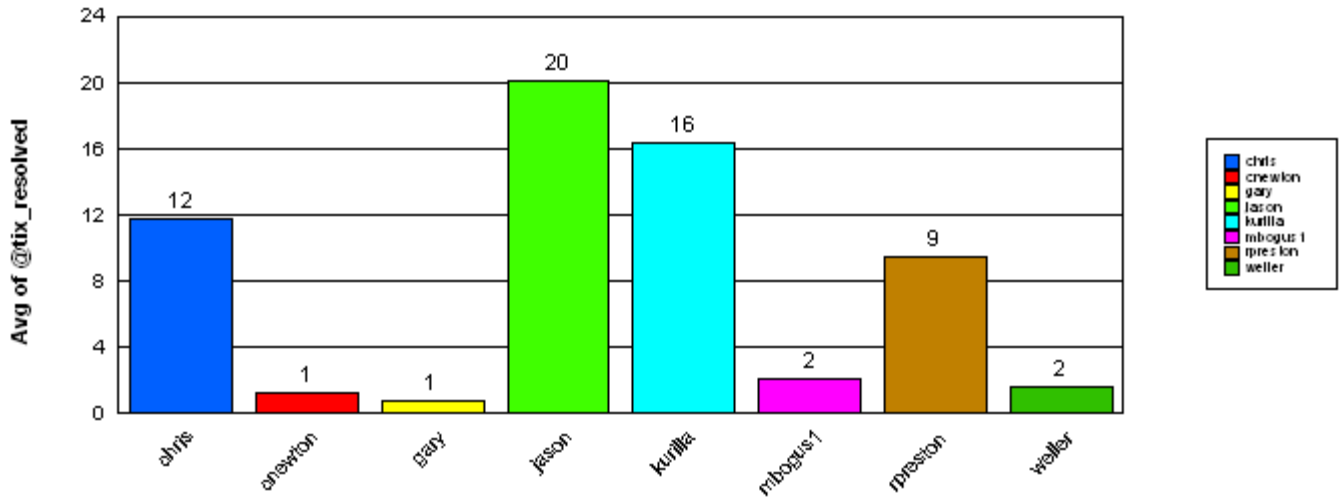
	<u>Total:</u>	<b>41</b>	
<b>Closed</b>	<u>Total:</u>	<b>41</b>	
Ticket Number: 0000080410	01/12/2004	8	01/20/2004
Ticket Number: 0000080508	01/13/2004	1	01/14/2004
Ticket Number: 0000080583	01/14/2004	0	01/14/2004
Ticket Number: 0000080780	01/16/2004	6	01/22/2004
Ticket Number: 0000081306	01/23/2004	6	01/29/2004
Ticket Number: 0000080712	01/15/2004	1	01/16/2004
Ticket Number: 0000080667	01/15/2004	0	01/15/2004
Ticket Number: 0000081056	01/21/2004	1	01/22/2004
Ticket Number: 0000080538	01/13/2004	1	01/14/2004
Ticket Number: 0000080428	01/12/2004	2	01/14/2004
Ticket Number: 0000081677	01/28/2004	1	01/29/2004
Ticket Number: 0000081875	01/29/2004	0	01/29/2004
Ticket Number: 0000082023	01/30/2004	0	01/30/2004
Ticket Number: 0000081832	01/29/2004	5	02/03/2004
Ticket Number: 0000081783	01/29/2004	0	01/29/2004
Ticket Number: 0000081696	01/28/2004	1	01/29/2004
Ticket Number: 0000081723	01/28/2004	1	01/29/2004
Ticket Number: 0000080958	01/20/2004	1	01/21/2004
Ticket Number: 0000081159	01/22/2004	0	01/22/2004
Ticket Number: 0000081214	01/22/2004	1	01/23/2004
Ticket Number: 0000081242	01/23/2004	0	01/23/2004
Ticket Number: 0000081417	01/26/2004	1	01/27/2004
Ticket Number: 0000081301	01/23/2004	0	01/23/2004
Ticket Number: 0000081218	01/22/2004	1	01/23/2004
Ticket Number: 0000081198	01/22/2004	5	01/27/2004
Ticket Number: 0000081088	01/21/2004	0	01/21/2004
Ticket Number: 0000081121	01/22/2004	0	01/22/2004
Ticket Number: 0000081091	01/21/2004	0	01/21/2004
Ticket Number: 0000081062	01/21/2004	0	01/21/2004
Ticket Number: 0000081047	01/21/2004	0	01/21/2004
Ticket Number: 0000079884	01/05/2004	0	01/05/2004
Ticket Number: 0000079956	01/05/2004	2	01/07/2004
Ticket Number: 0000079994	01/06/2004	0	01/06/2004
Ticket Number: 0000080040	01/06/2004	0	01/06/2004
Ticket Number: 0000080283	01/09/2004	0	01/09/2004
Ticket Number: 0000080182	01/08/2004	4	01/12/2004
Ticket Number: 0000080137	01/07/2004	0	01/07/2004
Ticket Number: 0000080059	01/06/2004	15	01/21/2004
Ticket Number: 0000079952	01/05/2004	1	01/06/2004
Ticket Number: 0000079969	01/05/2004	2	01/07/2004
Ticket Number: 0000079916	01/05/2004	2	01/07/2004
<hr/>			
<b>Average time to ticket resolution for</b>	weller	<b>2</b>	
<b>Maximum time to ticket resolution for</b>	weller	<b>15</b>	
<b>Minimum time to ticket resolution for</b>	weller	<b>0</b>	

**Financial Services: Peo**

Average time to ticket resolution for	Financial Servi	3
Maximum time to ticket resolution for	Financial Servi	20
Minimum time to ticket resolution for	Financial Servi	0

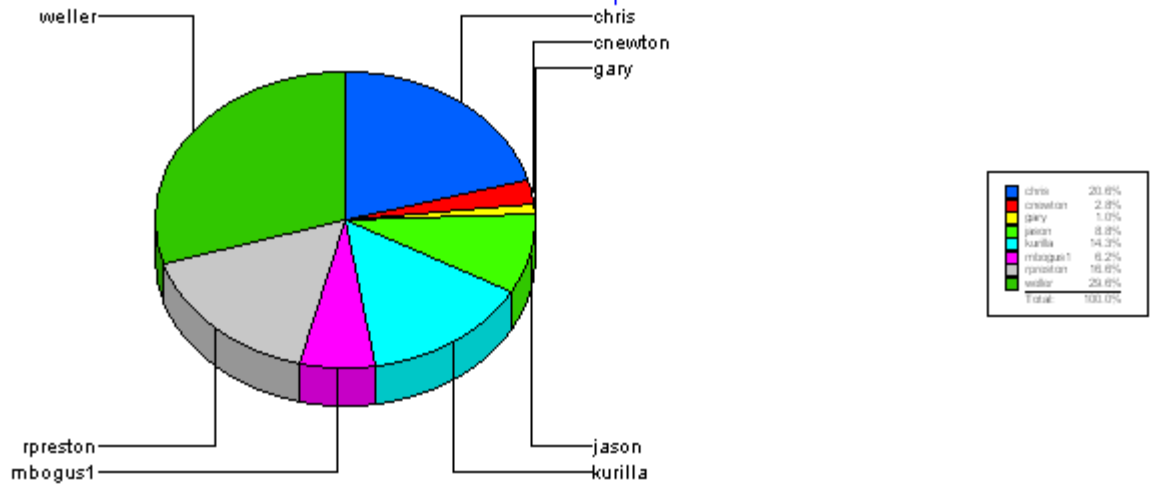
**Avg of Each Ticket Resolved**

For Financial Services: PeopleSoft



**Percentage of Sum of Tickets Resolved**

For Financial Services: PeopleSoft



Helpdesk

Total: 649			
<b>HD:PeopleSoft</b>			
<b>Closed</b>		<u>Total:</u> 1	
Ticket Number: 0000080888	01/20/2004	0	01/20/2004
-----			
<b>Average time to ticket resolution for</b>	HD:PeopleSoft	<b>0</b>	
<b>Maximum time to ticket resolution for</b>	HD:PeopleSoft	<b>0</b>	
<b>Minimum time to ticket resolution for</b>	HD:PeopleSoft	<b>0</b>	
<hr/>			
<b>HD:Tape_Changes</b>			
<b>Closed</b>		<u>Total:</u> 5	
Ticket Number: 0000080837	01/18/2004	0	01/18/2004
Ticket Number: 0000080320	01/10/2004	0	01/10/2004
Ticket Number: 0000080336	01/11/2004	0	01/11/2004
Ticket Number: 0000079848	01/03/2004	0	01/03/2004
Ticket Number: 0000079859	01/04/2004	0	01/04/2004
-----			
<b>Average time to ticket resolution for</b>	HD:Tape_Chan	<b>0</b>	
<b>Maximum time to ticket resolution for</b>	HD:Tape_Chan	<b>0</b>	
<b>Minimum time to ticket resolution for</b>	HD:Tape_Chan	<b>0</b>	
<hr/>			

**Helpdesk**

<b>HelpDesk</b>		<u>Total:</u>	<b>46</b>	
<b>Closed</b>		<u>Total:</u>	<b>46</b>	
Ticket Number: 0000081287	01/23/2004		0	01/23/2004
Ticket Number: 0000081184	01/22/2004		0	01/22/2004
Ticket Number: 0000079902	01/05/2004		0	01/05/2004
Ticket Number: 0000080230	01/08/2004		0	01/08/2004
Ticket Number: 0000080255	01/09/2004		0	01/09/2004
Ticket Number: 0000080180	01/08/2004		0	01/08/2004
Ticket Number: 0000080114	01/07/2004		0	01/07/2004
Ticket Number: 0000080016	01/06/2004		0	01/06/2004
Ticket Number: 0000080391	01/12/2004		0	01/12/2004
Ticket Number: 0000080835	01/18/2004		0	01/18/2004
Ticket Number: 0000080546	01/13/2004		0	01/13/2004
Ticket Number: 0000080462	01/13/2004		0	01/13/2004
Ticket Number: 0000081515	01/27/2004		0	01/27/2004
Ticket Number: 0000081517	01/27/2004		0	01/27/2004
Ticket Number: 0000081543	01/27/2004		0	01/27/2004
Ticket Number: 0000082165	01/31/2004		0	01/31/2004
Ticket Number: 0000082150	01/31/2004		0	01/31/2004
Ticket Number: 0000082136	01/31/2004		0	01/31/2004
Ticket Number: 0000082133	01/31/2004		0	01/31/2004
Ticket Number: 0000082056	01/30/2004		0	01/30/2004
Ticket Number: 0000081902	01/29/2004		0	01/29/2004
Ticket Number: 0000081849	01/29/2004		0	01/29/2004
Ticket Number: 0000081817	01/29/2004		0	01/29/2004
Ticket Number: 0000081635	01/28/2004		0	01/28/2004
Ticket Number: 0000081548	01/27/2004		0	01/27/2004
Ticket Number: 0000081547	01/27/2004		0	01/27/2004
Ticket Number: 0000081523	01/27/2004		0	01/27/2004
Ticket Number: 0000081546	01/27/2004		0	01/27/2004
Ticket Number: 0000081524	01/27/2004		0	01/27/2004
Ticket Number: 0000081623	01/28/2004		0	01/28/2004
Ticket Number: 0000081273	01/23/2004		0	01/23/2004
Ticket Number: 0000081259	01/23/2004		0	01/23/2004
Ticket Number: 0000081253	01/23/2004		0	01/23/2004
Ticket Number: 0000081620	01/28/2004		0	01/28/2004
Ticket Number: 0000081179	01/22/2004		0	01/22/2004
Ticket Number: 0000081171	01/22/2004		0	01/22/2004
Ticket Number: 0000081168	01/22/2004		0	01/22/2004
Ticket Number: 0000081158	01/22/2004		0	01/22/2004
Ticket Number: 0000081157	01/22/2004		0	01/22/2004
Ticket Number: 0000081156	01/22/2004		0	01/22/2004
Ticket Number: 0000081530	01/27/2004		0	01/27/2004
Ticket Number: 0000081531	01/27/2004		0	01/27/2004
Ticket Number: 0000081112	01/22/2004		0	01/22/2004
Ticket Number: 0000081068	01/21/2004		0	01/21/2004
Ticket Number: 0000081061	01/21/2004		0	01/21/2004
Ticket Number: 0000081621	01/28/2004		0	01/28/2004
<hr/>				
<b>Average time to ticket resolution for</b>	HelpDesk		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	HelpDesk		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	HelpDesk		<b>0</b>	

**Helpdesk**

**HelpDesk:CD**

Total: **1**

**Closed**

Total: **1**

Ticket Number: 0000080717

01/15/2004

0

01/15/2004

-----  
**Average time to ticket resolution for**

HelpDesk:CD **0**

**Maximum time to ticket resolution for**

HelpDesk:CD **0**

**Minimum time to ticket resolution for**

HelpDesk:CD **0**  
-----

**Helpdesk****akhant1****Total: 93****Resolved****Total: 39**

Ticket Number:	0000081035	01/21/2004	9	01/30/2004
Ticket Number:	0000081103	01/22/2004	11	02/01/2004
Ticket Number:	0000081961	01/30/2004	2	02/01/2004
Ticket Number:	0000081526	01/27/2004	3	01/30/2004
Ticket Number:	0000082171	01/31/2004	1	02/01/2004
Ticket Number:	0000082170	01/31/2004	1	02/01/2004
Ticket Number:	0000082166	01/31/2004	1	02/01/2004
Ticket Number:	0000082163	01/31/2004	1	02/01/2004
Ticket Number:	0000081994	01/30/2004	2	02/01/2004
Ticket Number:	0000081920	01/29/2004	1	01/30/2004
Ticket Number:	0000081914	01/29/2004	1	01/30/2004
Ticket Number:	0000081915	01/29/2004	1	01/30/2004
Ticket Number:	0000081913	01/29/2004	1	01/30/2004
Ticket Number:	0000081910	01/29/2004	1	01/30/2004
Ticket Number:	0000081908	01/29/2004	1	01/30/2004
Ticket Number:	0000081907	01/29/2004	1	01/30/2004
Ticket Number:	0000081901	01/29/2004	1	01/30/2004
Ticket Number:	0000082099	01/30/2004	2	02/01/2004
Ticket Number:	0000082158	01/31/2004	1	02/01/2004
Ticket Number:	0000082157	01/31/2004	1	02/01/2004
Ticket Number:	0000082149	01/31/2004	1	02/01/2004
Ticket Number:	0000082106	01/31/2004	2	02/01/2004
Ticket Number:	0000082105	01/30/2004	2	02/01/2004
Ticket Number:	0000082104	01/30/2004	2	02/01/2004
Ticket Number:	0000082098	01/30/2004	2	02/01/2004
Ticket Number:	0000082093	01/30/2004	0	01/30/2004
Ticket Number:	0000081978	01/30/2004	0	01/30/2004
Ticket Number:	0000081971	01/30/2004	0	01/30/2004
Ticket Number:	0000081962	01/30/2004	0	01/30/2004
Ticket Number:	0000081946	01/30/2004	3	02/01/2004
Ticket Number:	0000081943	01/29/2004	1	01/30/2004
Ticket Number:	0000081928	01/29/2004	2	01/31/2004
Ticket Number:	0000081927	01/29/2004	2	01/31/2004
Ticket Number:	0000081925	01/29/2004	1	01/30/2004
Ticket Number:	0000081922	01/29/2004	1	01/30/2004
Ticket Number:	0000081591	01/27/2004	3	01/30/2004
Ticket Number:	0000081919	01/29/2004	1	01/30/2004
Ticket Number:	0000081502	01/27/2004	5	02/01/2004
Ticket Number:	0000081923	01/29/2004	1	01/30/2004

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>54</b>		
Ticket Number:	0000080750	01/16/2004	3	01/19/2004	01/26/2004
Ticket Number:	0000080534	01/13/2004	1	01/14/2004	01/20/2004
Ticket Number:	0000080313	01/10/2004	0		01/10/2004
Ticket Number:	0000080298	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080124	01/07/2004	2	01/09/2004	01/15/2004
Ticket Number:	0000080138	01/07/2004	2	01/09/2004	01/15/2004
Ticket Number:	0000080292	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080074	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080482	01/13/2004	2	01/15/2004	01/21/2004
Ticket Number:	0000080526	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080705	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080605	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080646	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080697	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080858	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number:	0000080828	01/18/2004	6	01/24/2004	01/30/2004
Ticket Number:	0000080803	01/17/2004	0		01/17/2004
Ticket Number:	0000080777	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080722	01/15/2004	7	01/22/2004	01/28/2004
Ticket Number:	0000080666	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080693	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000081503	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081506	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081611	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081576	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000080920	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000081079	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000081099	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000081137	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081504	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081459	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081446	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081432	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081390	01/25/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081318	01/23/2004	5	01/28/2004	02/03/2004
Ticket Number:	0000081315	01/23/2004	1		01/24/2004
Ticket Number:	0000081251	01/23/2004	2	01/25/2004	02/02/2004
Ticket Number:	0000081246	01/23/2004	5	01/28/2004	02/03/2004
Ticket Number:	0000081241	01/23/2004	1	01/24/2004	01/30/2004
Ticket Number:	0000081216	01/22/2004	6	01/28/2004	02/03/2004
Ticket Number:	0000081210	01/22/2004	0		01/22/2004
Ticket Number:	0000081203	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081181	01/22/2004	0		01/22/2004
Ticket Number:	0000081389	01/25/2004	2	01/27/2004	02/02/2004
Ticket Number:	0000081386	01/25/2004	2	01/27/2004	02/02/2004
Ticket Number:	0000081383	01/25/2004	2	01/27/2004	02/02/2004
Ticket Number:	0000081380	01/25/2004	2	01/27/2004	02/02/2004
Ticket Number:	0000081366	01/25/2004	0	01/25/2004	02/02/2004
Ticket Number:	0000081369	01/25/2004	2	01/27/2004	02/02/2004
Ticket Number:	0000081354	01/24/2004	0		01/24/2004
Ticket Number:	0000081347	01/24/2004	0	01/24/2004	01/30/2004
Ticket Number:	0000081319	01/23/2004	1		01/24/2004
Ticket Number:	0000081133	01/22/2004	0	01/22/2004	01/28/2004

**Helpdesk**

Ticket Number: 0000081095	01/21/2004	1	01/22/2004	01/28/2004
<hr/>				
<b>Average time to ticket resolution for</b>	akhant1	<b>1</b>		
<b>Maximum time to ticket resolution for</b>	akhant1	<b>11</b>		
<b>Minimum time to ticket resolution for</b>	akhant1	<b>0</b>		
<hr/>				

**Helpdesk  
anna**

Total: **304**

**Helpdesk**

	<b>Resolved</b>	<u>Total:</u>	<b>73</b>	
Ticket Number:	0000081776	01/29/2004	0	01/29/2004
Ticket Number:	0000081867	01/29/2004	0	01/29/2004
Ticket Number:	0000081339	01/24/2004	5	01/29/2004
Ticket Number:	0000081368	01/25/2004	4	01/29/2004
Ticket Number:	0000082151	01/31/2004	2	02/02/2004
Ticket Number:	0000082142	01/31/2004	2	02/02/2004
Ticket Number:	0000082137	01/31/2004	2	02/02/2004
Ticket Number:	0000082130	01/31/2004	2	02/02/2004
Ticket Number:	0000082115	01/31/2004	2	02/02/2004
Ticket Number:	0000082107	01/31/2004	3	02/03/2004
Ticket Number:	0000082095	01/30/2004	3	02/02/2004
Ticket Number:	0000082074	01/30/2004	3	02/02/2004
Ticket Number:	0000082070	01/30/2004	3	02/02/2004
Ticket Number:	0000082050	01/30/2004	3	02/02/2004
Ticket Number:	0000082043	01/30/2004	3	02/02/2004
Ticket Number:	0000082039	01/30/2004	3	02/02/2004
Ticket Number:	0000082035	01/30/2004	3	02/02/2004
Ticket Number:	0000082031	01/30/2004	3	02/02/2004
Ticket Number:	0000082005	01/30/2004	3	02/02/2004
Ticket Number:	0000081992	01/30/2004	3	02/02/2004
Ticket Number:	0000081951	01/30/2004	3	02/02/2004
Ticket Number:	0000081935	01/29/2004	4	02/02/2004
Ticket Number:	0000081929	01/29/2004	4	02/02/2004
Ticket Number:	0000081921	01/29/2004	4	02/02/2004
Ticket Number:	0000081850	01/29/2004	0	01/29/2004
Ticket Number:	0000081842	01/29/2004	0	01/29/2004
Ticket Number:	0000081839	01/29/2004	0	01/29/2004
Ticket Number:	0000081838	01/29/2004	0	01/29/2004
Ticket Number:	0000081837	01/29/2004	0	01/29/2004
Ticket Number:	0000081828	01/29/2004	0	01/29/2004
Ticket Number:	0000081814	01/29/2004	0	01/29/2004
Ticket Number:	0000081813	01/29/2004	0	01/29/2004
Ticket Number:	0000081803	01/29/2004	0	01/29/2004
Ticket Number:	0000081900	01/29/2004	0	01/29/2004
Ticket Number:	0000081889	01/29/2004	0	01/29/2004
Ticket Number:	0000081886	01/29/2004	0	01/29/2004
Ticket Number:	0000081874	01/29/2004	0	01/29/2004
Ticket Number:	0000081873	01/29/2004	0	01/29/2004
Ticket Number:	0000081870	01/29/2004	0	01/29/2004
Ticket Number:	0000081802	01/29/2004	0	01/29/2004
Ticket Number:	0000081801	01/29/2004	0	01/29/2004
Ticket Number:	0000081793	01/29/2004	0	01/29/2004
Ticket Number:	0000081782	01/29/2004	0	01/29/2004
Ticket Number:	0000081746	01/28/2004	1	01/29/2004
Ticket Number:	0000081744	01/28/2004	0	01/29/2004
Ticket Number:	0000081736	01/28/2004	1	01/29/2004
Ticket Number:	0000081711	01/28/2004	1	01/29/2004
Ticket Number:	0000081706	01/28/2004	1	01/29/2004
Ticket Number:	0000081692	01/28/2004	1	01/29/2004
Ticket Number:	0000081688	01/28/2004	1	01/29/2004
Ticket Number:	0000081628	01/28/2004	1	01/29/2004
Ticket Number:	0000081785	01/29/2004	0	01/29/2004
Ticket Number:	0000081500	01/27/2004	6	02/02/2004

**Helpdesk**

Ticket Number:	0000081527	01/27/2004	2	01/29/2004	
Ticket Number:	0000081316	01/23/2004	6	01/29/2004	
Ticket Number:	0000081781	01/29/2004	0	01/29/2004	
Ticket Number:	0000081778	01/29/2004	0	01/29/2004	
Ticket Number:	0000081769	01/29/2004	0	01/29/2004	
Ticket Number:	0000081766	01/29/2004	0	01/29/2004	
Ticket Number:	0000081762	01/29/2004	0	01/29/2004	
Ticket Number:	0000081761	01/29/2004	0	01/29/2004	
Ticket Number:	0000081760	01/29/2004	1	01/29/2004	
Ticket Number:	0000081758	01/29/2004	1	01/29/2004	
Ticket Number:	0000081756	01/29/2004	1	01/29/2004	
Ticket Number:	0000081755	01/29/2004	0	01/29/2004	
Ticket Number:	0000081753	01/29/2004	0	01/29/2004	
Ticket Number:	0000081732	01/28/2004	1	01/29/2004	
Ticket Number:	0000081721	01/28/2004	1	01/29/2004	
Ticket Number:	0000081718	01/28/2004	1	01/29/2004	
Ticket Number:	0000081717	01/28/2004	1	01/29/2004	
Ticket Number:	0000081868	01/29/2004	0	01/29/2004	
Ticket Number:	0000080968	01/20/2004	12	02/02/2004	01/27/2004
Ticket Number:	0000081737	01/28/2004	1	01/29/2004	

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	<b>Closed</b>	<b>Total:</b>	<b>231</b>		
Ticket Number:	0000081104	01/22/2004	0		01/22/2004
Ticket Number:	0000079948	01/05/2004	3	01/08/2004	01/14/2004
Ticket Number:	0000079847	01/03/2004	5	01/08/2004	01/14/2004
Ticket Number:	0000079844	01/03/2004	1	01/04/2004	01/06/2004
Ticket Number:	0000080941	01/20/2004	3	01/23/2004	01/29/2004
Ticket Number:	0000079879	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080204	01/08/2004	0		01/08/2004
Ticket Number:	0000080202	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080189	01/08/2004	0		01/08/2004
Ticket Number:	0000080158	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080155	01/08/2004	0		01/08/2004
Ticket Number:	0000080535	01/13/2004	1	01/14/2004	01/20/2004
Ticket Number:	0000080017	01/06/2004	2	01/08/2004	01/14/2004
Ticket Number:	0000080015	01/06/2004	0	01/06/2004	01/07/2004
Ticket Number:	0000079997	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000079990	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000079983	01/06/2004	0		01/06/2004
Ticket Number:	0000079981	01/05/2004	0		01/06/2004
Ticket Number:	0000079979	01/05/2004	3	01/08/2004	01/14/2004
Ticket Number:	0000079973	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number:	0000079965	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number:	0000079954	01/05/2004	4	01/09/2004	01/15/2004
Ticket Number:	0000080285	01/09/2004	2	01/11/2004	01/19/2004
Ticket Number:	0000080120	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080102	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080101	01/07/2004	4	01/11/2004	01/19/2004
Ticket Number:	0000080087	01/07/2004	0		01/07/2004
Ticket Number:	0000080086	01/07/2004	0		01/07/2004
Ticket Number:	0000080082	01/07/2004	0		01/07/2004
Ticket Number:	0000080080	01/07/2004	0		01/07/2004
Ticket Number:	0000080076	01/06/2004	0		01/07/2004
Ticket Number:	0000080739	01/16/2004	5	01/21/2004	01/27/2004
Ticket Number:	0000080365	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080350	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080344	01/11/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080342	01/11/2004	10	01/21/2004	01/27/2004
Ticket Number:	0000080339	01/11/2004	0		01/11/2004
Ticket Number:	0000080338	01/11/2004	0		01/11/2004
Ticket Number:	0000080337	01/11/2004	0		01/11/2004
Ticket Number:	0000080335	01/11/2004	7	01/18/2004	01/26/2004
Ticket Number:	0000080326	01/10/2004	3	01/13/2004	01/19/2004
Ticket Number:	0000080325	01/10/2004	1	01/11/2004	01/19/2004
Ticket Number:	0000080279	01/09/2004	2	01/11/2004	01/19/2004
Ticket Number:	0000080278	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080258	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080252	01/09/2004	0		01/09/2004
Ticket Number:	0000080249	01/09/2004	0		01/09/2004
Ticket Number:	0000080244	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080237	01/09/2004	0		01/09/2004
Ticket Number:	0000080236	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080233	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080228	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080221	01/08/2004	1	01/09/2004	01/15/2004

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Ticket Number:	0000080154	01/08/2004	0		01/08/2004
Ticket Number:	0000080149	01/07/2004	2	01/09/2004	01/15/2004
Ticket Number:	0000080144	01/07/2004	1	01/08/2004	01/14/2004
Ticket Number:	0000079943	01/05/2004	0		01/05/2004
Ticket Number:	0000080239	01/09/2004	0		01/09/2004
Ticket Number:	0000080238	01/09/2004	0		01/09/2004
Ticket Number:	0000079933	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000079931	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000079917	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000079883	01/05/2004	8	01/13/2004	01/14/2004
Ticket Number:	0000079913	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000079898	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080926	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080949	01/20/2004	7	01/27/2004	02/02/2004
Ticket Number:	0000080963	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080970	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080972	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080974	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080984	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080985	01/21/2004	0		01/21/2004
Ticket Number:	0000080981	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080982	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080980	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080979	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080978	01/20/2004	0		01/21/2004
Ticket Number:	0000080977	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080975	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080995	01/21/2004	0		01/21/2004
Ticket Number:	0000080994	01/21/2004	0		01/21/2004
Ticket Number:	0000080993	01/21/2004	0		01/21/2004
Ticket Number:	0000080992	01/21/2004	0		01/21/2004
Ticket Number:	0000080991	01/21/2004	0		01/21/2004
Ticket Number:	0000080989	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080988	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080987	01/21/2004	0		01/21/2004
Ticket Number:	0000080986	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081460	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081458	01/27/2004	0		01/27/2004
Ticket Number:	0000081454	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081449	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081448	01/27/2004	0		01/27/2004
Ticket Number:	0000081532	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081441	01/26/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081440	01/26/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081435	01/26/2004	0		01/27/2004
Ticket Number:	0000081430	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081428	01/26/2004	1		01/27/2004
Ticket Number:	0000081429	01/26/2004	1		01/27/2004
Ticket Number:	0000081421	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081419	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081408	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081406	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081387	01/25/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081372	01/25/2004	0	01/25/2004	02/02/2004

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Ticket Number:	0000081371	01/25/2004	0	01/25/2004	02/02/2004
Ticket Number:	0000081370	01/25/2004	0	01/25/2004	02/02/2004
Ticket Number:	0000081402	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081329	01/24/2004	1	01/25/2004	02/02/2004
Ticket Number:	0000081323	01/24/2004	2	01/25/2004	02/02/2004
Ticket Number:	0000081320	01/23/2004	2	01/25/2004	02/02/2004
Ticket Number:	0000081310	01/23/2004	4	01/27/2004	02/02/2004
Ticket Number:	0000081174	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081292	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081123	01/22/2004	1	01/23/2004	01/29/2004
Ticket Number:	0000081109	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081108	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081106	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081102	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081105	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081220	01/22/2004	3	01/25/2004	02/02/2004
Ticket Number:	0000081048	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081234	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081006	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081005	01/21/2004	6	01/27/2004	02/02/2004
Ticket Number:	0000081296	01/23/2004	0		01/23/2004
Ticket Number:	0000081236	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081226	01/23/2004	0		01/23/2004
Ticket Number:	0000081225	01/22/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081224	01/22/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081221	01/22/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081230	01/23/2004	0		01/23/2004
Ticket Number:	0000081205	01/22/2004	1	01/23/2004	01/29/2004
Ticket Number:	0000080976	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080971	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080969	01/20/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080955	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080954	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000081509	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081512	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081525	01/27/2004	0		01/27/2004
Ticket Number:	0000081538	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081555	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081570	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081578	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081892	01/29/2004	0		01/29/2004
Ticket Number:	0000081879	01/29/2004	0		01/29/2004
Ticket Number:	0000081774	01/29/2004	0		01/29/2004
Ticket Number:	0000081773	01/29/2004	0		01/29/2004
Ticket Number:	0000081676	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081590	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081588	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081586	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081587	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081585	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081584	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081583	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081581	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081575	01/27/2004	1	01/28/2004	02/03/2004

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Ticket Number:	0000081695	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081691	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081606	01/27/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081603	01/27/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081601	01/27/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081600	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081597	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081596	01/27/2004	1		01/28/2004
Ticket Number:	0000081592	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081589	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081656	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081686	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081573	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081539	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081511	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000080372	01/12/2004	9	01/21/2004	01/27/2004
Ticket Number:	0000080451	01/12/2004	0		01/13/2004
Ticket Number:	0000080453	01/12/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080464	01/13/2004	0		01/13/2004
Ticket Number:	0000080467	01/13/2004	6	01/18/2004	01/26/2004
Ticket Number:	0000081297	01/23/2004	0		01/23/2004
Ticket Number:	0000080730	01/15/2004	0		01/16/2004
Ticket Number:	0000080728	01/15/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080727	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080641	01/14/2004	1		01/15/2004
Ticket Number:	0000080639	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080559	01/14/2004	0		01/14/2004
Ticket Number:	0000080550	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080549	01/13/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080544	01/13/2004	1	01/14/2004	01/20/2004
Ticket Number:	0000080533	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number:	0000080525	01/13/2004	5	01/18/2004	01/26/2004
Ticket Number:	0000080498	01/13/2004	0		01/13/2004
Ticket Number:	0000081111	01/22/2004	0		01/22/2004
Ticket Number:	0000080882	01/20/2004	0		01/20/2004
Ticket Number:	0000080876	01/20/2004	0		01/20/2004
Ticket Number:	0000080875	01/19/2004	0		01/20/2004
Ticket Number:	0000080874	01/19/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080873	01/19/2004	1		01/20/2004
Ticket Number:	0000080872	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number:	0000080869	01/19/2004	2	01/21/2004	01/27/2004
Ticket Number:	0000080867	01/19/2004	4	01/23/2004	01/29/2004
Ticket Number:	0000080854	01/19/2004	2	01/21/2004	01/27/2004
Ticket Number:	0000080850	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number:	0000080852	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number:	0000080836	01/18/2004	9	01/27/2004	02/02/2004
Ticket Number:	0000080832	01/18/2004	9	01/27/2004	02/02/2004
Ticket Number:	0000080831	01/18/2004	9	01/27/2004	02/02/2004
Ticket Number:	0000080827	01/18/2004	5		01/23/2004
Ticket Number:	0000080823	01/18/2004	1	01/18/2004	01/26/2004
Ticket Number:	0000080821	01/17/2004	1	01/18/2004	01/26/2004
Ticket Number:	0000080809	01/17/2004	1	01/18/2004	01/26/2004
Ticket Number:	0000081013	01/21/2004	6	01/27/2004	02/02/2004
Ticket Number:	0000080772	01/16/2004	2	01/18/2004	01/26/2004

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Ticket Number:	0000080737	01/16/2004	0		01/16/2004
Ticket Number:	0000080736	01/16/2004	0		01/16/2004
Ticket Number:	0000080735	01/15/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080686	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080680	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080810	01/17/2004	3	01/20/2004	01/26/2004
Ticket Number:	0000080653	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080648	01/14/2004	0		01/15/2004
Ticket Number:	0000080647	01/14/2004	0		01/15/2004
Ticket Number:	0000080477	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080473	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080465	01/13/2004	0		01/13/2004
Ticket Number:	0000080461	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080459	01/13/2004	0		01/13/2004
Ticket Number:	0000080380	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080448	01/12/2004	0		01/13/2004
-----					
<b>Average time to ticket resolution for</b>	anna		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	anna		<b>12</b>		
<b>Minimum time to ticket resolution for</b>	anna		<b>0</b>		
<hr/>					
<b>ha2</b>		<u>Total:</u>	<b>7</b>		
<b>Closed</b>					
		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000081580	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000082168	01/31/2004	0		01/31/2004
Ticket Number:	0000080944	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000081324	01/24/2004	0		01/24/2004
Ticket Number:	0000081356	01/24/2004	3	01/27/2004	02/02/2004
Ticket Number:	0000081326	01/24/2004	0	01/24/2004	01/30/2004
Ticket Number:	0000080150	01/07/2004	0		01/07/2004
-----					
<b>Average time to ticket resolution for</b>	ha2		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	ha2		<b>3</b>		
<b>Minimum time to ticket resolution for</b>	ha2		<b>0</b>		
<hr/>					
<b>jperron1</b>		<u>Total:</u>	<b>1</b>		
<b>Resolved</b>					
		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000081924	01/29/2004	0	01/29/2004	
-----					
<b>Average time to ticket resolution for</b>	jperron1		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	jperron1		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	jperron1		<b>0</b>		
<hr/>					

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**kherna1**

**Total: 36**

**Resolved**

**Total: 2**

Ticket Number: 0000080545	01/13/2004	17	01/30/2004
Ticket Number: 0000081726	01/28/2004	1	01/29/2004

**Closed**

**Total: 34**

Ticket Number: 0000079926	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number: 0000079839	01/02/2004	4	01/06/2004	01/12/2004
Ticket Number: 0000079849	01/03/2004	3	01/06/2004	01/12/2004
Ticket Number: 0000079901	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number: 0000080363	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number: 0000080296	01/09/2004	4	01/13/2004	01/19/2004
Ticket Number: 0000080226	01/08/2004	5	01/13/2004	01/19/2004
Ticket Number: 0000080175	01/08/2004	4	01/12/2004	01/19/2004
Ticket Number: 0000080157	01/08/2004	5	01/13/2004	01/19/2004
Ticket Number: 0000079982	01/06/2004	7	01/12/2004	01/19/2004
Ticket Number: 0000079980	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number: 0000079976	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number: 0000079947	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number: 0000080952	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number: 0000081480	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number: 0000081528	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number: 0000081535	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number: 0000081554	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number: 0000080401	01/12/2004	7	01/19/2004	01/26/2004
Ticket Number: 0000080794	01/16/2004	4	01/20/2004	01/26/2004
Ticket Number: 0000080707	01/15/2004	5	01/20/2004	01/26/2004
Ticket Number: 0000080669	01/15/2004	5	01/20/2004	01/26/2004
Ticket Number: 0000080657	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number: 0000080649	01/15/2004	5	01/19/2004	01/26/2004
Ticket Number: 0000080644	01/14/2004	5	01/19/2004	01/26/2004
Ticket Number: 0000080637	01/14/2004	6	01/20/2004	01/26/2004
Ticket Number: 0000080552	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number: 0000080456	01/13/2004	6	01/19/2004	01/26/2004
Ticket Number: 0000080455	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number: 0000080450	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number: 0000080443	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number: 0000080440	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number: 0000080417	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number: 0000080418	01/12/2004	1	01/13/2004	01/19/2004

<b>Average time to ticket resolution for</b>	kherna1	<b>3</b>
<b>Maximum time to ticket resolution for</b>	kherna1	<b>17</b>
<b>Minimum time to ticket resolution for</b>	kherna1	<b>0</b>

**Helpdesk**

**kincaid**

Total: **11**

**Resolved**

Total: **1**

Ticket Number: 0000082084 01/30/2004 3 02/02/2004

**Closed**

Total: **10**

Ticket Number: 0000080156 01/08/2004 1 01/09/2004 01/15/2004  
 Ticket Number: 0000080421 01/12/2004 1 01/13/2004 01/19/2004  
 Ticket Number: 0000080870 01/19/2004 3 01/22/2004  
 Ticket Number: 0000080530 01/13/2004 0 01/13/2004 01/19/2004  
 Ticket Number: 0000081560 01/27/2004 1 01/28/2004 02/03/2004  
 Ticket Number: 0000081768 01/29/2004 0 01/29/2004  
 Ticket Number: 0000081772 01/29/2004 0 01/29/2004  
 Ticket Number: 0000081937 01/29/2004 1 01/30/2004  
 Ticket Number: 0000082067 01/30/2004 0 01/30/2004  
 Ticket Number: 0000081916 01/29/2004 1 01/30/2004

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

**mdo1**

Total: **4**

**Resolved**

Total: **3**

Ticket Number: 0000081930 01/29/2004 0 01/29/2004  
 Ticket Number: 0000081931 01/29/2004 0 01/29/2004  
 Ticket Number: 0000081932 01/29/2004 0 01/29/2004

**Closed**

Total: **1**

Ticket Number: 0000081911 01/29/2004 4 02/02/2004

-----  
**Average time to ticket resolution for** mdo1 **1**  
**Maximum time to ticket resolution for** mdo1 **4**  
**Minimum time to ticket resolution for** mdo1 **0**

**mnolan1**

Total: **1**

**Closed**

Total: **1**

Ticket Number: 0000081257 01/23/2004 0 01/23/2004 01/29/2004

-----  
**Average time to ticket resolution for** mnolan1 **0**  
**Maximum time to ticket resolution for** mnolan1 **0**  
**Minimum time to ticket resolution for** mnolan1 **0**

**Helpdesk**

**moneill1**

Total: 27

**Resolved**

Total: 4

Ticket Number:	0000081418	01/26/2004	3	01/29/2004
Ticket Number:	0000081738	01/28/2004	1	01/29/2004
Ticket Number:	0000081595	01/27/2004	3	01/30/2004
Ticket Number:	0000081437	01/26/2004	3	01/29/2004

**Closed**

Total: 23

Ticket Number:	0000080115	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000079929	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number:	0000080023	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000080118	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080290	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080227	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080223	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080222	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080184	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080187	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080186	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080128	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080046	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000079974	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080020	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000081264	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081288	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081334	01/24/2004	0	01/24/2004	01/30/2004
Ticket Number:	0000081343	01/24/2004	0	01/24/2004	01/30/2004
Ticket Number:	0000081284	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000080532	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number:	0000080790	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080690	01/15/2004	5	01/20/2004	01/26/2004

<b>Average time to ticket resolution for</b>	moneill1	<b>1</b>
<b>Maximum time to ticket resolution for</b>	moneill1	<b>7</b>
<b>Minimum time to ticket resolution for</b>	moneill1	<b>0</b>

**myers**

Total: 3

**Resolved**

Total: 2

Ticket Number:	0000081819	01/29/2004	0	01/29/2004
Ticket Number:	0000082059	01/30/2004	0	01/30/2004

**Closed**

Total: 1

Ticket Number:	0000080039	01/06/2004	6	01/12/2004	01/19/2004
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<b>Average time to ticket resolution for</b>	myers	<b>2</b>
<b>Maximum time to ticket resolution for</b>	myers	<b>6</b>
<b>Minimum time to ticket resolution for</b>	myers	<b>0</b>

**Helpdesk**

**nitinr1**

Total: **8**

**Resolved**

Total: **5**

Ticket Number:	0000081640	01/28/2004	2	01/30/2004
Ticket Number:	0000082138	01/31/2004	0	01/31/2004
Ticket Number:	0000082012	01/30/2004	0	01/30/2004
Ticket Number:	0000081977	01/30/2004	0	01/30/2004
Ticket Number:	0000081934	01/29/2004	0	01/29/2004

**Closed**

Total: **3**

Ticket Number:	0000081704	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081725	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081708	01/28/2004	0	01/28/2004	02/03/2004

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<b>Average time to ticket resolution for</b>	nitinr1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	nitinr1	<b>2</b>
<b>Minimum time to ticket resolution for</b>	nitinr1	<b>0</b>

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**pzearf01**

Total: **7**

**Resolved**

Total: **5**

Ticket Number:	0000081188	01/22/2004	7	01/29/2004
Ticket Number:	0000081836	01/29/2004	0	01/29/2004
Ticket Number:	0000081845	01/29/2004	0	01/29/2004
Ticket Number:	0000081859	01/29/2004	0	01/29/2004
Ticket Number:	0000081846	01/29/2004	0	01/29/2004

**Closed**

Total: **2**

Ticket Number:	0000081705	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081731	01/28/2004	0	01/28/2004	02/03/2004

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<b>Average time to ticket resolution for</b>	pzearf01	<b>1</b>
<b>Maximum time to ticket resolution for</b>	pzearf01	<b>7</b>
<b>Minimum time to ticket resolution for</b>	pzearf01	<b>0</b>

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**Helpdesk**

**ramosml**

Total: **33**

**Resolved**

Total: **7**

Ticket Number:	0000081463	01/27/2004	6	02/02/2004
Ticket Number:	0000081374	01/25/2004	6	01/31/2004
Ticket Number:	0000082167	01/31/2004	0	01/31/2004
Ticket Number:	0000082164	01/31/2004	0	01/31/2004
Ticket Number:	0000082155	01/31/2004	0	01/31/2004
Ticket Number:	0000082062	01/30/2004	0	01/30/2004
Ticket Number:	0000082034	01/30/2004	0	01/30/2004

**Closed**

Total: **26**

Ticket Number:	0000079864	01/04/2004	0	01/04/2004	01/12/2004
Ticket Number:	0000079858	01/04/2004	0	01/04/2004	01/12/2004
Ticket Number:	0000079857	01/04/2004	0	01/04/2004	01/12/2004
Ticket Number:	0000079829	01/01/2004	3	01/04/2004	01/12/2004
Ticket Number:	0000079855	01/04/2004	0	01/04/2004	01/12/2004
Ticket Number:	0000079856	01/04/2004	0	01/04/2004	01/12/2004
Ticket Number:	0000080842	01/18/2004	0	01/18/2004	01/26/2004
Ticket Number:	0000080321	01/10/2004	0	01/10/2004	01/16/2004
Ticket Number:	0000080333	01/11/2004	0	01/11/2004	01/19/2004
Ticket Number:	0000080332	01/11/2004	0	01/11/2004	01/19/2004
Ticket Number:	0000080314	01/10/2004	0	01/10/2004	01/16/2004
Ticket Number:	0000080315	01/10/2004	0	01/10/2004	01/16/2004
Ticket Number:	0000080316	01/10/2004	0	01/10/2004	01/16/2004
Ticket Number:	0000081665	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000080547	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080830	01/18/2004	0	01/18/2004	01/26/2004
Ticket Number:	0000080834	01/18/2004	0	01/18/2004	01/26/2004
Ticket Number:	0000080839	01/18/2004	0	01/18/2004	01/26/2004
Ticket Number:	0000080833	01/18/2004	0	01/18/2004	01/26/2004
Ticket Number:	0000080829	01/18/2004	0	01/18/2004	01/26/2004
Ticket Number:	0000080733	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080725	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080732	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000081556	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081341	01/24/2004	0	01/24/2004	01/30/2004
Ticket Number:	0000081332	01/24/2004	0	01/24/2004	01/30/2004

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<b>Average time to ticket resolution for</b>	ramosml	<b>1</b>
<b>Maximum time to ticket resolution for</b>	ramosml	<b>6</b>
<b>Minimum time to ticket resolution for</b>	ramosml	<b>0</b>
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**Helpdesk**

stcyr

Total: 13**Closed**Total: 13

Ticket Number:	0000080393	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080412	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080768	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080706	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080454	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080606	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080487	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080471	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080323	01/10/2004	5	01/15/2004	01/21/2004
Ticket Number:	0000080366	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080354	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080346	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080351	01/12/2004	0	01/12/2004	01/19/2004

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**Average time to ticket resolution for**

stcyr

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

stcyr

**5****Minimum time to ticket resolution for**

stcyr

**0**  
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**Helpdesk**

**talder1**

Total: **48**

**Resolved**

Total: **8**

Ticket Number:	0000081411	01/26/2004	7	02/02/2004
Ticket Number:	0000081650	01/28/2004	5	02/02/2004
Ticket Number:	0000081475	01/27/2004	6	02/02/2004
Ticket Number:	0000082096	01/30/2004	4	02/03/2004
Ticket Number:	0000081938	01/29/2004	5	02/03/2004
Ticket Number:	0000081979	01/30/2004	3	02/02/2004
Ticket Number:	0000081413	01/26/2004	7	02/02/2004
Ticket Number:	0000081436	01/26/2004	7	02/02/2004

**Closed**

Total: **40**

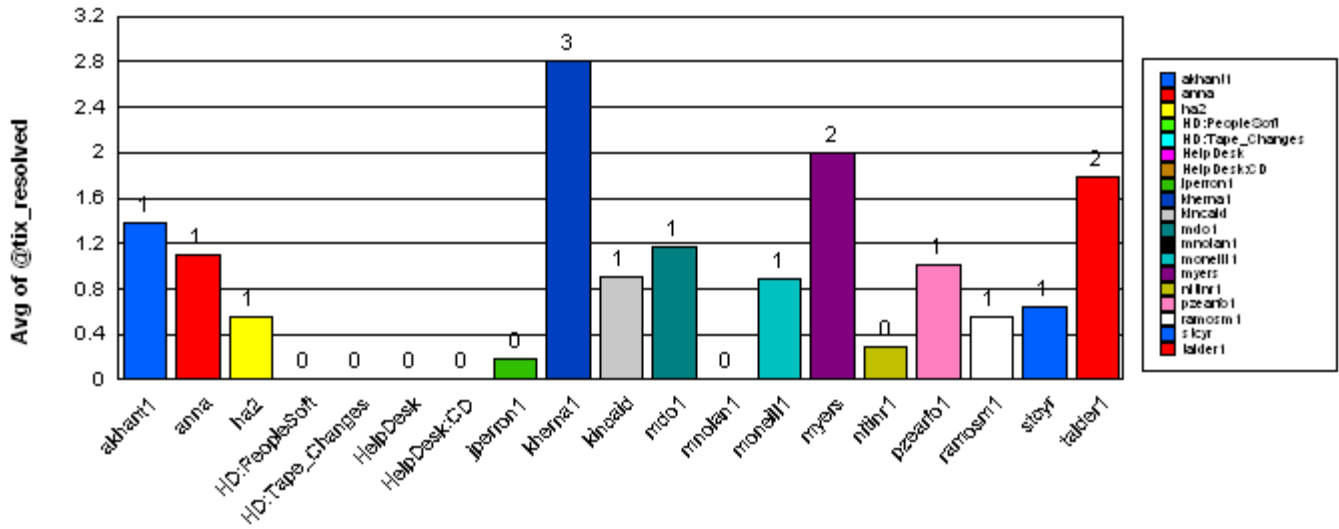
Ticket Number:	0000080446	01/12/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080598	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000079935	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000079945	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080531	01/13/2004	8	01/21/2004	01/27/2004
Ticket Number:	0000080253	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080143	01/07/2004	1	01/08/2004	01/14/2004
Ticket Number:	0000080119	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080077	01/07/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080075	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080069	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080050	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080048	01/06/2004	2	01/08/2004	01/14/2004
Ticket Number:	0000080037	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000079949	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080385	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080387	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080394	01/12/2004	9	01/21/2004	01/27/2004
Ticket Number:	0000080895	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080807	01/17/2004	4	01/21/2004	01/27/2004
Ticket Number:	0000080789	01/16/2004	3	01/19/2004	01/26/2004
Ticket Number:	0000081142	01/22/2004	1	01/23/2004	01/29/2004
Ticket Number:	0000080773	01/16/2004	3	01/19/2004	01/26/2004
Ticket Number:	0000080721	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080633	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080630	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080616	01/14/2004	0		01/14/2004
Ticket Number:	0000080576	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080560	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080554	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080913	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000081385	01/25/2004	0	01/25/2004	02/02/2004
Ticket Number:	0000081359	01/25/2004	0		01/25/2004
Ticket Number:	0000081358	01/25/2004	0		01/25/2004
Ticket Number:	0000081355	01/24/2004	1		01/25/2004
Ticket Number:	0000081244	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081092	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081046	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000080922	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080946	01/20/2004	1	01/21/2004	01/27/2004

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<b>Average time to ticket resolution for</b>	talder1	<b>2</b>
<b>Maximum time to ticket resolution for</b>	talder1	<b>9</b>
<b>Minimum time to ticket resolution for</b>	talder1	<b>0</b>
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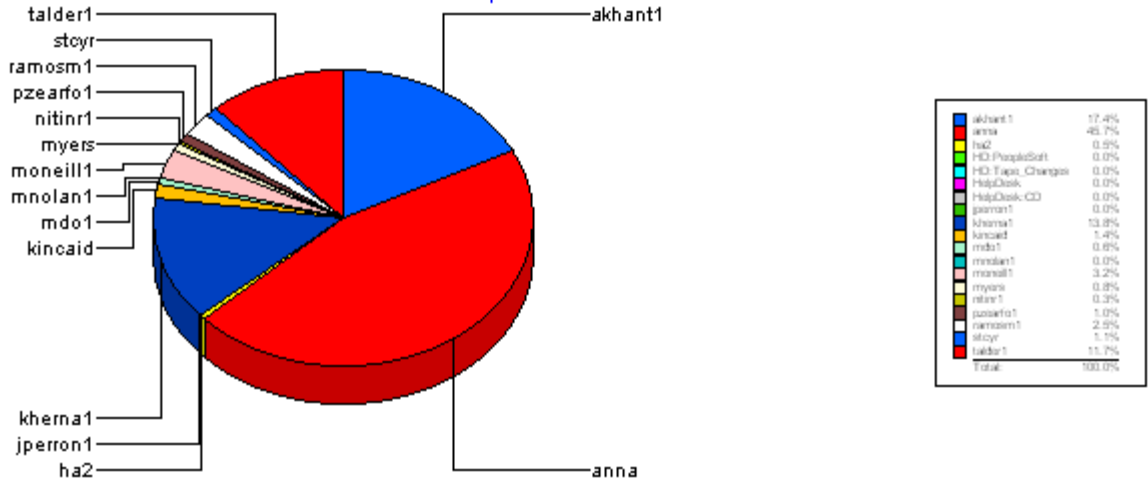
**Helpdesk**

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

**Avg of Each Ticket Resolved**  
For Helpdesk



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



**Human Resources**

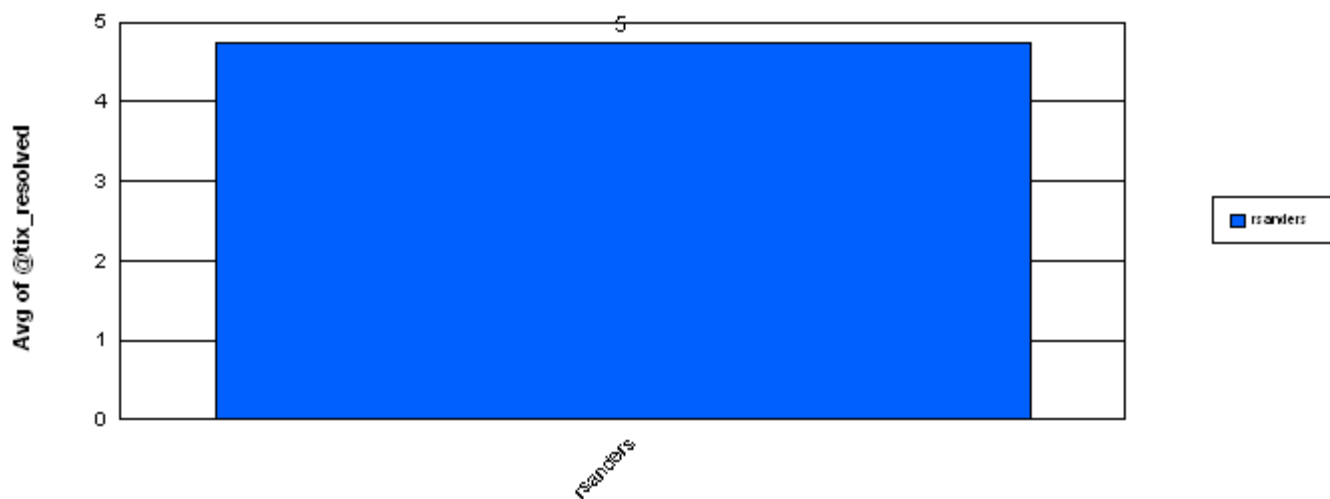
		<u>Total:</u>	<b>14</b>		
<b>rsanders</b>		<u>Total:</u>	<b>14</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000081176	01/22/2004	7	01/29/2004	
<b>Closed</b>		<u>Total:</u>	<b>13</b>		
Ticket Number:	0000079968	01/05/2004	16	01/21/2004	01/22/2004
Ticket Number:	0000080250	01/09/2004	7	01/16/2004	01/22/2004
Ticket Number:	0000080066	01/06/2004	7		01/13/2004
Ticket Number:	0000080051	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080062	01/06/2004	7	01/13/2004	01/19/2004
Ticket Number:	0000080108	01/07/2004	6		01/13/2004
Ticket Number:	0000080095	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080065	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080493	01/13/2004	3	01/16/2004	01/22/2004
Ticket Number:	0000080539	01/13/2004	3	01/16/2004	01/22/2004
Ticket Number:	0000080742	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080785	01/16/2004	5	01/21/2004	01/27/2004
Ticket Number:	0000080775	01/16/2004	4	01/20/2004	01/26/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		rsanders	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		rsanders	<b>16</b>		
<b>Minimum time to ticket resolution for</b>		rsanders	<b>0</b>		

### Human Resources

Average time to ticket resolution for	Human Resour	5
Maximum time to ticket resolution for	Human Resour	16
Minimum time to ticket resolution for	Human Resour	0

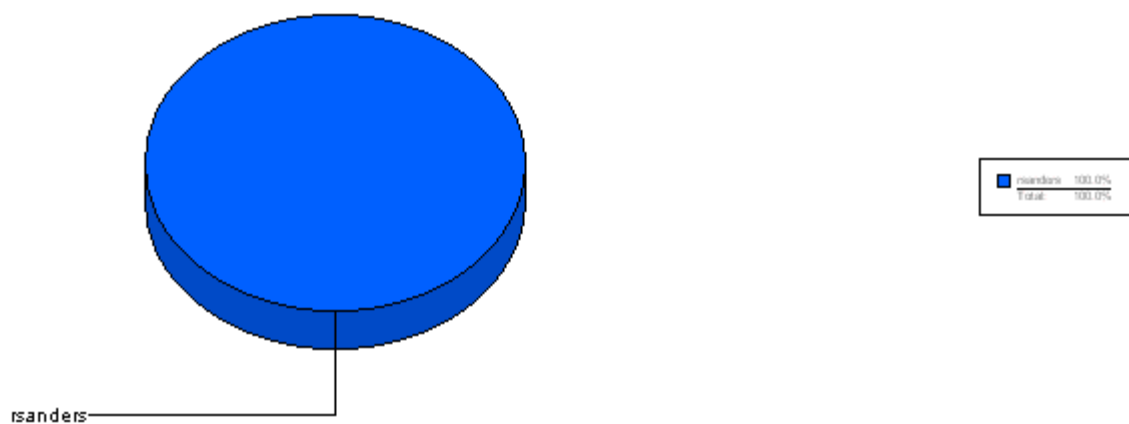
## Avg of Each Ticket Resolved

For Human Resources



## Percentage of Sum of Tickets Resolved

For Human Resources



LAN

		<b>Total: 72</b>	
<b>jesse</b>		<b>Total: 32</b>	
<b>Resolved</b>		<b>Total: 9</b>	
Ticket Number:	0000081196	01/22/2004	7
Ticket Number:	0000082089	01/30/2004	3
Ticket Number:	0000082078	01/30/2004	3
Ticket Number:	0000082090	01/30/2004	3
Ticket Number:	0000081968	01/30/2004	3
Ticket Number:	0000082066	01/30/2004	3
Ticket Number:	0000081808	01/29/2004	0
Ticket Number:	0000081571	01/27/2004	2
Ticket Number:	0000081271	01/23/2004	10
<b>Closed</b>		<b>Total: 23</b>	
Ticket Number:	0000080377	01/12/2004	0
Ticket Number:	0000080470	01/13/2004	0
Ticket Number:	0000080376	01/12/2004	0
Ticket Number:	0000080528	01/13/2004	1
Ticket Number:	0000080596	01/14/2004	0
Ticket Number:	0000081135	01/22/2004	0
Ticket Number:	0000080755	01/16/2004	0
Ticket Number:	0000080754	01/16/2004	4
Ticket Number:	0000080628	01/14/2004	1
Ticket Number:	0000080597	01/14/2004	0
Ticket Number:	0000080581	01/14/2004	0
Ticket Number:	0000080566	01/14/2004	0
Ticket Number:	0000080406	01/12/2004	1
Ticket Number:	0000080919	01/20/2004	0
Ticket Number:	0000081114	01/22/2004	0
Ticket Number:	0000081178	01/22/2004	1
Ticket Number:	0000081298	01/23/2004	0
Ticket Number:	0000081250	01/23/2004	0
Ticket Number:	0000081183	01/22/2004	0
Ticket Number:	0000081175	01/22/2004	0
Ticket Number:	0000081117	01/22/2004	0
Ticket Number:	0000081028	01/21/2004	0
Ticket Number:	0000081008	01/21/2004	0
-----		-----	
<b>Average time to ticket resolution for</b>	jesse		<b>1</b>
<b>Maximum time to ticket resolution for</b>	jesse		<b>10</b>
<b>Minimum time to ticket resolution for</b>	jesse		<b>0</b>

LAN

ostrove

Total: 24

**Resolved**

Total: 4

Ticket Number:	0000080756	01/16/2004	0	01/16/2004	01/16/2004
Ticket Number:	0000082001	01/30/2004	0	01/30/2004	
Ticket Number:	0000081710	01/28/2004	1	01/29/2004	
Ticket Number:	0000081888	01/29/2004	1	01/30/2004	

**Closed**

Total: 20

Ticket Number:	0000079991	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000079874	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000079878	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080353	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080112	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000079924	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080043	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080035	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000079953	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number:	0000080957	01/20/2004	1	01/21/2004	01/22/2004
Ticket Number:	0000080405	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080481	01/13/2004	0		01/13/2004
Ticket Number:	0000080711	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080745	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080902	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080759	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000081636	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081652	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081970	01/30/2004	0	01/30/2004	01/30/2004
Ticket Number:	0000081876	01/29/2004	1		01/30/2004

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

vladimir

Total: 16

**Resolved**

Total: 4

Ticket Number:	0000081904	01/29/2004	1	01/30/2004	
Ticket Number:	0000081917	01/29/2004	1	01/30/2004	
Ticket Number:	0000082008	01/30/2004	0	01/30/2004	
Ticket Number:	0000081964	01/30/2004	0	01/30/2004	

**Closed**

Total: 12

Ticket Number:	0000080012	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000080019	01/06/2004	9	01/15/2004	01/21/2004
Ticket Number:	0000080054	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080242	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080161	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000081510	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081666	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081536	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081002	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000081282	01/23/2004	5	01/28/2004	02/03/2004
Ticket Number:	0000081280	01/23/2004	4	01/27/2004	02/02/2004
Ticket Number:	0000081057	01/21/2004	1	01/22/2004	01/28/2004

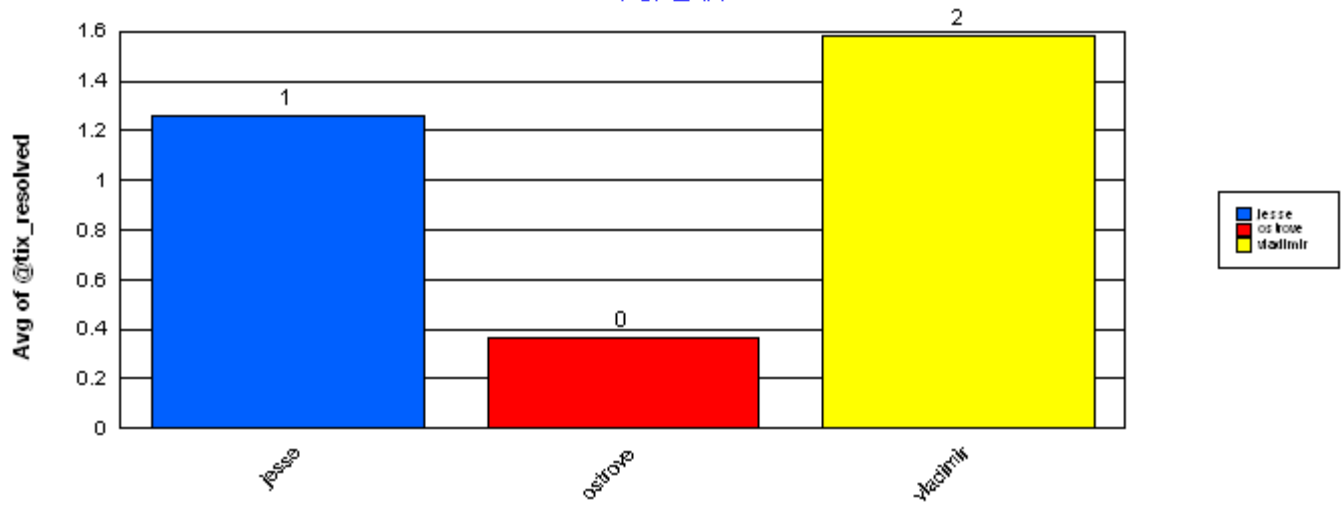
-----		-----	-----
<b>Average time to ticket resolution for</b>	vladimir		<b>2</b>
<b>Maximum time to ticket resolution for</b>	vladimir		<b>9</b>
<b>Minimum time to ticket resolution for</b>	vladimir		<b>0</b>

LAN

Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	10
Minimum time to ticket resolution for	LAN	0

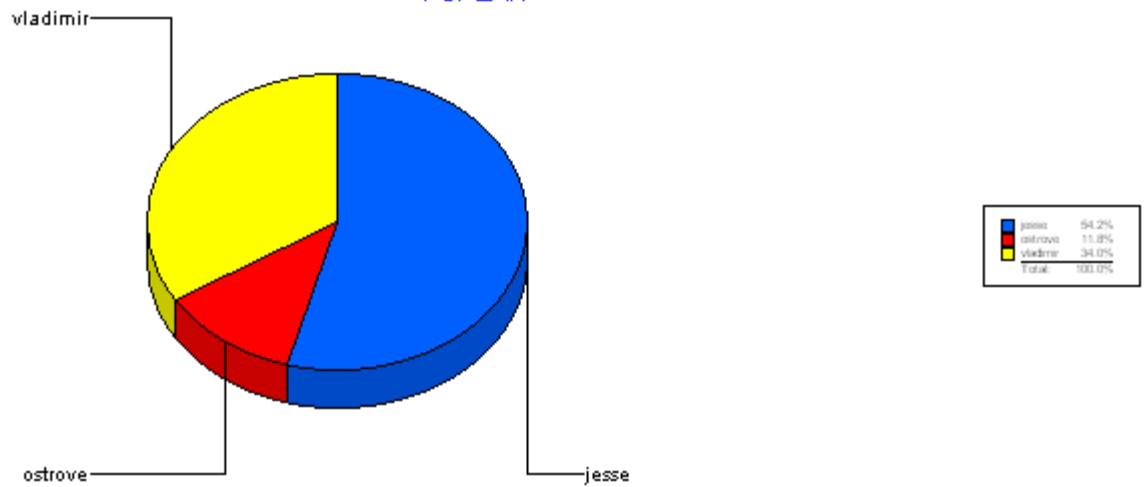
### Avg of Each Ticket Resolved

For LAN



### Percentage of Sum of Tickets Resolved

For LAN



**New Media**

		<u>Total:</u>	<b>285</b>		
<b>darnold</b>		<u>Total:</u>	<b>4</b>		
	<b>Closed</b>	<u>Total:</u>	<b>4</b>		
Ticket Number:	0000079861	01/04/2004	1		01/05/2004
Ticket Number:	0000079862	01/04/2004	1		01/05/2004
Ticket Number:	0000079851	01/03/2004	2	01/05/2004	01/12/2004
Ticket Number:	0000079860	01/04/2004	1	01/05/2004	01/12/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		darnold	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		darnold	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		darnold	<b>1</b>		
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**New Media**

**ebenson1**

Total: **78**

**Resolved**

Total: **17**

Ticket Number:	0000081957	01/30/2004	3	02/02/2004
Ticket Number:	0000081674	01/28/2004	1	01/29/2004
Ticket Number:	0000081687	01/28/2004	2	01/30/2004
Ticket Number:	0000081958	01/30/2004	0	01/30/2004
Ticket Number:	0000081960	01/30/2004	0	01/30/2004
Ticket Number:	0000081751	01/29/2004	0	01/29/2004
Ticket Number:	0000081749	01/28/2004	0	01/29/2004
Ticket Number:	0000081729	01/28/2004	1	01/29/2004
Ticket Number:	0000081728	01/28/2004	1	01/29/2004
Ticket Number:	0000081727	01/28/2004	1	01/29/2004
Ticket Number:	0000081954	01/30/2004	0	01/30/2004
Ticket Number:	0000081862	01/29/2004	0	01/29/2004
Ticket Number:	0000081955	01/30/2004	0	01/30/2004
Ticket Number:	0000081988	01/30/2004	0	01/30/2004
Ticket Number:	0000081860	01/29/2004	0	01/29/2004
Ticket Number:	0000081853	01/29/2004	1	01/30/2004
Ticket Number:	0000080863	01/19/2004	14	02/02/2004

**New Media**

	<b>Closed</b>	<b>Total:</b>	<b>61</b>		
Ticket Number: 0000080489	01/13/2004	0		01/13/2004	01/19/2004
Ticket Number: 0000080299	01/09/2004	3		01/12/2004	01/19/2004
Ticket Number: 0000081085	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081483	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081482	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081479	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081474	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081473	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081470	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081469	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081467	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081152	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081488	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081150	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081148	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081147	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081144	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081139	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081132	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081131	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081129	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081465	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081472	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081471	01/27/2004	1		01/28/2004	02/03/2004
Ticket Number: 0000081478	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081153	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081116	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081076	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081069	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081067	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081058	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081050	01/21/2004	6		01/27/2004	02/02/2004
Ticket Number: 0000081051	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081043	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081015	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081038	01/21/2004	0		01/21/2004	01/27/2004
Ticket Number: 0000081134	01/22/2004	0		01/22/2004	01/28/2004
Ticket Number: 0000081565	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081654	01/28/2004	0		01/28/2004	02/03/2004
Ticket Number: 0000081561	01/27/2004	0		01/27/2004	02/02/2004
Ticket Number: 0000081655	01/28/2004	0		01/28/2004	02/03/2004
Ticket Number: 0000081658	01/28/2004	0		01/28/2004	02/03/2004
Ticket Number: 0000081657	01/28/2004	0		01/28/2004	02/03/2004
Ticket Number: 0000080415	01/12/2004	0		01/12/2004	01/19/2004
Ticket Number: 0000080502	01/13/2004	0			01/13/2004
Ticket Number: 0000080504	01/13/2004	0			01/13/2004
Ticket Number: 0000080868	01/19/2004	1		01/20/2004	01/26/2004
Ticket Number: 0000080856	01/19/2004	2		01/21/2004	01/27/2004
Ticket Number: 0000080855	01/19/2004	2		01/21/2004	01/27/2004
Ticket Number: 0000080817	01/17/2004	2		01/20/2004	01/26/2004
Ticket Number: 0000080805	01/17/2004	3		01/20/2004	01/26/2004
Ticket Number: 0000080621	01/14/2004	0		01/14/2004	01/20/2004
Ticket Number: 0000080578	01/14/2004	0		01/14/2004	01/20/2004

**New Media**

Ticket Number:	0000080573	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080572	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080516	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number:	0000080507	01/13/2004	0		01/13/2004
Ticket Number:	0000080503	01/13/2004	0		01/13/2004
Ticket Number:	0000080501	01/13/2004	0		01/13/2004
Ticket Number:	0000080494	01/13/2004	9	01/22/2004	01/28/2004
Ticket Number:	0000080500	01/13/2004	0		01/13/2004

<b>Average time to ticket resolution for</b>	ebensonl	<b>1</b>
<b>Maximum time to ticket resolution for</b>	ebensonl	<b>14</b>
<b>Minimum time to ticket resolution for</b>	ebensonl	<b>0</b>

**fritz**

Total: **6**

**Resolved**

Total: **5**

Ticket Number:	0000081789	01/29/2004	1	01/30/2004
Ticket Number:	0000081909	01/29/2004	1	01/30/2004
Ticket Number:	0000081895	01/29/2004	1	01/30/2004
Ticket Number:	0000081905	01/29/2004	1	01/30/2004
Ticket Number:	0000081896	01/29/2004	1	01/30/2004

**Closed**

Total: **1**

Ticket Number:	0000081394	01/26/2004	1	01/27/2004	02/02/2004
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<b>Average time to ticket resolution for</b>	fritz	<b>1</b>
<b>Maximum time to ticket resolution for</b>	fritz	<b>1</b>
<b>Minimum time to ticket resolution for</b>	fritz	<b>1</b>

**New Media**

<b>rarmstro</b>	<u>Total:</u>	<b>196</b>		
<b>Resolved</b>	<u>Total:</u>	<b>25</b>		
Ticket Number: 0000082025	01/30/2004	1		01/31/2004
Ticket Number: 0000082162	01/31/2004	1		02/01/2004
Ticket Number: 0000082156	01/31/2004	1		02/01/2004
Ticket Number: 0000082100	01/30/2004	1		01/31/2004
Ticket Number: 0000082049	01/30/2004	1		01/31/2004
Ticket Number: 0000082045	01/30/2004	1		01/31/2004
Ticket Number: 0000082044	01/30/2004	1		01/31/2004
Ticket Number: 0000082037	01/30/2004	0		01/30/2004
Ticket Number: 0000082011	01/30/2004	0		01/30/2004
Ticket Number: 0000082004	01/30/2004	0		01/30/2004
Ticket Number: 0000081999	01/30/2004	0		01/30/2004
Ticket Number: 0000081998	01/30/2004	0		01/30/2004
Ticket Number: 0000081952	01/30/2004	0		01/30/2004
Ticket Number: 0000081948	01/30/2004	1		01/30/2004
Ticket Number: 0000081942	01/29/2004	1		01/30/2004
Ticket Number: 0000081940	01/29/2004	0		01/30/2004
Ticket Number: 0000081939	01/29/2004	1		01/30/2004
Ticket Number: 0000081926	01/29/2004	2		01/31/2004
Ticket Number: 0000081739	01/28/2004	3		01/31/2004
Ticket Number: 0000081893	01/29/2004	1		01/30/2004
Ticket Number: 0000081829	01/29/2004	0		01/29/2004
Ticket Number: 0000081815	01/29/2004	0		01/29/2004
Ticket Number: 0000081767	01/29/2004	0		01/29/2004
Ticket Number: 0000081702	01/28/2004	1		01/29/2004
Ticket Number: 0000081700	01/28/2004	1		01/29/2004

**New Media**

	<b>Closed</b>	<b>Total:</b>	<b>171</b>		
Ticket Number:	0000080117	01/07/2004	1	01/08/2004	01/14/2004
Ticket Number:	0000079886	01/05/2004	0		01/05/2004
Ticket Number:	0000081101	01/22/2004	0		01/22/2004
Ticket Number:	0000081551	01/27/2004	0		01/27/2004
Ticket Number:	0000079988	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000079834	01/01/2004	1	01/02/2004	01/08/2004
Ticket Number:	0000079830	01/01/2004	4	01/05/2004	01/12/2004
Ticket Number:	0000080116	01/07/2004	1	01/08/2004	01/14/2004
Ticket Number:	0000080548	01/13/2004	1	01/14/2004	01/20/2004
Ticket Number:	0000079910	01/05/2004	0		01/05/2004
Ticket Number:	0000079888	01/05/2004	0		01/05/2004
Ticket Number:	0000079893	01/05/2004	0		01/05/2004
Ticket Number:	0000079892	01/05/2004	0		01/05/2004
Ticket Number:	0000079891	01/05/2004	0		01/05/2004
Ticket Number:	0000079880	01/05/2004	0		01/05/2004
Ticket Number:	0000079881	01/05/2004	0		01/05/2004
Ticket Number:	0000079885	01/05/2004	0		01/05/2004
Ticket Number:	0000079887	01/05/2004	0		01/05/2004
Ticket Number:	0000079882	01/05/2004	0		01/05/2004
Ticket Number:	0000080704	01/15/2004	5	01/20/2004	01/26/2004
Ticket Number:	0000080343	01/11/2004	1	01/12/2004	01/19/2004
Ticket Number:	0000080311	01/10/2004	3		01/12/2004
Ticket Number:	0000080300	01/09/2004	3	01/12/2004	01/19/2004
Ticket Number:	0000080289	01/09/2004	0	01/09/2004	01/12/2004
Ticket Number:	0000080288	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080216	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080190	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080177	01/08/2004	1	01/09/2004	01/15/2004
Ticket Number:	0000080152	01/07/2004	1	01/08/2004	01/14/2004
Ticket Number:	0000080092	01/07/2004	0		01/07/2004
Ticket Number:	0000080057	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080056	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080052	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080010	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000080009	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000080008	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000080005	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000080003	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000079977	01/05/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000081864	01/29/2004	1		01/30/2004
Ticket Number:	0000079909	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080903	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080904	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080912	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080907	01/20/2004	0		01/20/2004
Ticket Number:	0000081498	01/27/2004	0		01/27/2004
Ticket Number:	0000081496	01/27/2004	0		01/27/2004
Ticket Number:	0000081497	01/27/2004	0		01/27/2004
Ticket Number:	0000081495	01/27/2004	0		01/27/2004
Ticket Number:	0000081494	01/27/2004	0		01/27/2004
Ticket Number:	0000081491	01/27/2004	0		01/27/2004
Ticket Number:	0000081493	01/27/2004	0		01/27/2004
Ticket Number:	0000081490	01/27/2004	0		01/27/2004



**New Media**

Ticket Number:	0000081094	01/21/2004	1		01/22/2004
Ticket Number:	0000081098	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000081063	01/21/2004	2	01/23/2004	01/29/2004
Ticket Number:	0000081060	01/21/2004	2	01/23/2004	01/29/2004
Ticket Number:	0000081059	01/21/2004	2	01/23/2004	01/29/2004
Ticket Number:	0000081141	01/22/2004	5		01/27/2004
Ticket Number:	0000081034	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000080973	01/20/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000080934	01/20/2004	2		01/22/2004
Ticket Number:	0000080931	01/20/2004	1	01/21/2004	01/23/2004
Ticket Number:	0000080927	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080395	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080430	01/12/2004	0	01/12/2004	01/16/2004
Ticket Number:	0000080442	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080447	01/12/2004	3		01/15/2004
Ticket Number:	0000080898	01/20/2004	0		01/20/2004
Ticket Number:	0000080892	01/20/2004	0		01/20/2004
Ticket Number:	0000080891	01/20/2004	0		01/20/2004
Ticket Number:	0000080890	01/20/2004	0		01/20/2004
Ticket Number:	0000080889	01/20/2004	0		01/20/2004
Ticket Number:	0000080887	01/20/2004	0		01/20/2004
Ticket Number:	0000080859	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number:	0000080841	01/18/2004	2	01/20/2004	01/26/2004
Ticket Number:	0000080840	01/18/2004	2	01/20/2004	01/26/2004
Ticket Number:	0000080818	01/17/2004	3	01/21/2004	01/27/2004
Ticket Number:	0000080782	01/16/2004	4	01/20/2004	01/26/2004
Ticket Number:	0000080781	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080771	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080844	01/18/2004	1	01/20/2004	01/26/2004
Ticket Number:	0000080766	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080731	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080729	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080695	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080694	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080674	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080673	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080671	01/15/2004	5	01/20/2004	01/26/2004
Ticket Number:	0000080672	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080662	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080623	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080622	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080591	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080589	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080588	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080587	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080585	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080584	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080582	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080495	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080492	01/13/2004	1	01/14/2004	01/20/2004
Ticket Number:	0000080449	01/12/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080434	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080427	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080397	01/12/2004	0	01/12/2004	01/19/2004

**New Media**

Ticket Number:	0000080396	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000081521	01/27/2004	0		01/27/2004
Ticket Number:	0000081549	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081550	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081514	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081534	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081779	01/29/2004	0	01/29/2004	01/31/2004
Ticket Number:	0000081745	01/28/2004	1		01/30/2004
Ticket Number:	0000081593	01/27/2004	1		01/28/2004
Ticket Number:	0000081562	01/27/2004	2		01/29/2004

<b>Average time to ticket resolution for</b>	rarmstro	<b>1</b>
<b>Maximum time to ticket resolution for</b>	rarmstro	<b>5</b>
<b>Minimum time to ticket resolution for</b>	rarmstro	<b>0</b>

vergil Total: 1  
 Closed Total: 1

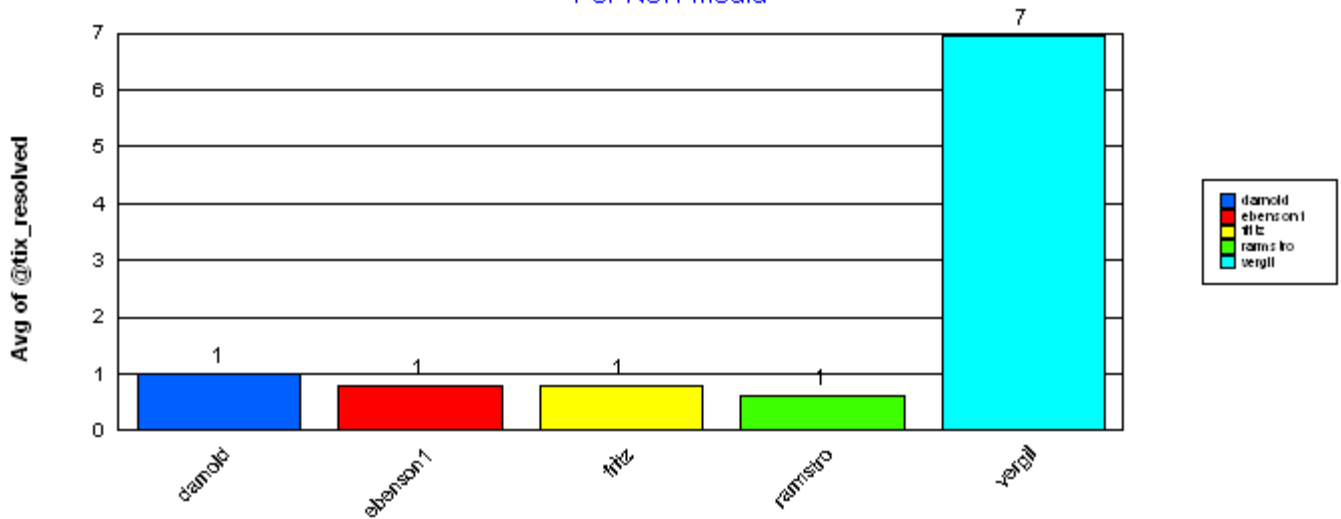
Ticket Number:	0000080542	01/13/2004	7	01/20/2004	01/26/2004
<b>Average time to ticket resolution for</b>	vergil	<b>7</b>			
<b>Maximum time to ticket resolution for</b>	vergil	<b>7</b>			
<b>Minimum time to ticket resolution for</b>	vergil	<b>7</b>			

**New Media**

Average time to ticket resolution for	New Media	1
Maximum time to ticket resolution for	New Media	14
Minimum time to ticket resolution for	New Media	0

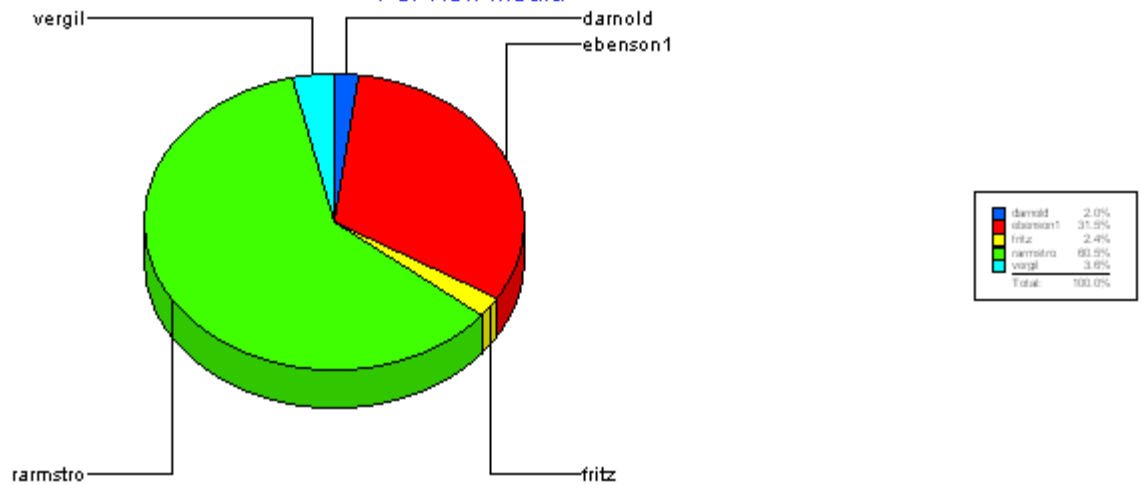
**Avg of Each Ticket Resolved**

For New Media



**Percentage of Sum of Tickets Resolved**

For New Media



**OIT BSG Non People**

		<u>Total:</u>	<b>72</b>	
<b>BSG:Operational_Support</b>		<u>Total:</u>	<b>2</b>	
<b>Closed</b>		<u>Total:</u>	<b>2</b>	
Ticket Number:	0000081792	01/29/2004	0	01/29/2004
Ticket Number:	0000081022	01/21/2004	0	01/21/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		BSG:Operation	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		BSG:Operation	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		BSG:Operation	<b>0</b>	
<hr/>		<hr/>	<hr/>	
<b>BSG:Web_Infrastructure</b>		<u>Total:</u>	<b>7</b>	
<b>Closed</b>		<u>Total:</u>	<b>7</b>	
Ticket Number:	0000080999	01/21/2004	0	01/21/2004
Ticket Number:	0000081000	01/21/2004	0	01/21/2004
Ticket Number:	0000081237	01/23/2004	0	01/23/2004
Ticket Number:	0000081612	01/28/2004	0	01/28/2004
Ticket Number:	0000080463	01/13/2004	0	01/13/2004
Ticket Number:	0000080655	01/15/2004	0	01/15/2004
Ticket Number:	0000080656	01/15/2004	0	01/15/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		BSG:Web_Infra	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		BSG:Web_Infra	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		BSG:Web_Infra	<b>0</b>	
<hr/>		<hr/>	<hr/>	
<b>blanchet</b>		<u>Total:</u>	<b>4</b>	
<b>Closed</b>		<u>Total:</u>	<b>4</b>	
Ticket Number:	0000080939	01/20/2004	8	01/28/2004
Ticket Number:	0000080618	01/14/2004	0	01/14/2004
Ticket Number:	0000081681	01/28/2004	0	01/28/2004
Ticket Number:	0000080998	01/21/2004	0	01/21/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		blanchet	<b>2</b>	
<b>Maximum time to ticket resolution for</b>		blanchet	<b>8</b>	
<b>Minimum time to ticket resolution for</b>		blanchet	<b>0</b>	
<hr/>		<hr/>	<hr/>	

**OIT BSG Non People**

<b>dina</b>		<u>Total:</u>	<b>22</b>		
<b>Closed</b>		<u>Total:</u>	<b>22</b>		
Ticket Number:	0000080942	01/20/2004	3		01/23/2004
Ticket Number:	0000081443	01/27/2004	0		01/27/2004
Ticket Number:	0000081442	01/27/2004	0		01/27/2004
Ticket Number:	0000081087	01/21/2004	0		01/21/2004
Ticket Number:	0000081066	01/21/2004	2		01/23/2004
Ticket Number:	0000081661	01/28/2004	0		01/28/2004
Ticket Number:	0000082033	01/30/2004	0		01/30/2004
Ticket Number:	0000081693	01/28/2004	0		01/28/2004
Ticket Number:	0000081965	01/30/2004	0		01/30/2004
Ticket Number:	0000081775	01/29/2004	0		01/29/2004
Ticket Number:	0000080408	01/12/2004	8		01/20/2004
Ticket Number:	0000080897	01/20/2004	1		01/21/2004
Ticket Number:	0000080650	01/15/2004	6		01/21/2004
Ticket Number:	0000080557	01/14/2004	0		01/14/2004
Ticket Number:	0000080580	01/14/2004	1		01/15/2004
Ticket Number:	0000080879	01/20/2004	0		01/20/2004
Ticket Number:	0000080458	01/13/2004	7		01/20/2004
Ticket Number:	0000080419	01/12/2004	2		01/14/2004
Ticket Number:	0000080264	01/09/2004	0		01/09/2004
Ticket Number:	0000080265	01/09/2004	4		01/13/2004
Ticket Number:	0000080355	01/12/2004	0		01/12/2004
Ticket Number:	0000080457	01/13/2004	1		01/14/2004
-----				-----	
<b>Average time to ticket resolution for</b>		dina	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		dina	<b>8</b>		
<b>Minimum time to ticket resolution for</b>		dina	<b>0</b>		
-----				-----	
<b>kirby</b>		<u>Total:</u>	<b>8</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000081956	01/30/2004	0		01/30/2004
<b>Closed</b>		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000080304	01/09/2004	14		01/23/2004
Ticket Number:	0000080373	01/12/2004	0		01/12/2004
Ticket Number:	0000080425	01/12/2004	8		01/20/2004
Ticket Number:	0000080381	01/12/2004	0		01/12/2004
Ticket Number:	0000081505	01/27/2004	1		01/28/2004
Ticket Number:	0000080947	01/20/2004	0		01/20/2004
Ticket Number:	0000081376	01/25/2004	0		01/25/2004
-----				-----	
<b>Average time to ticket resolution for</b>		kirby	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		kirby	<b>14</b>		
<b>Minimum time to ticket resolution for</b>		kirby	<b>0</b>		
-----				-----	
<b>kjoseph</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000080388	01/12/2004	8		01/20/2004
Ticket Number:	0000080176	01/08/2004	0		01/08/2004
-----				-----	
<b>Average time to ticket resolution for</b>		kjoseph	<b>4</b>		
<b>Maximum time to ticket resolution for</b>		kjoseph	<b>8</b>		
<b>Minimum time to ticket resolution for</b>		kjoseph	<b>0</b>		
-----				-----	

**OIT BSG Non People**

**paulr**

Total: 6

**Closed**

Total: 6

Ticket Number:	0000079906	01/05/2004	15	01/20/2004
Ticket Number:	0000081806	01/29/2004	0	01/29/2004
Ticket Number:	0000080915	01/20/2004	7	01/27/2004
Ticket Number:	0000081261	01/23/2004	6	01/29/2004
Ticket Number:	0000081457	01/27/2004	0	01/27/2004
Ticket Number:	0000080965	01/20/2004	9	01/29/2004

**Average time to ticket resolution for**

paulr 6

**Maximum time to ticket resolution for**

paulr 15

**Minimum time to ticket resolution for**

paulr 0

**psimon**

Total: 8

**Closed**

Total: 8

Ticket Number:	0000081160	01/22/2004	6	01/28/2004
Ticket Number:	0000081647	01/28/2004	0	01/28/2004
Ticket Number:	0000081648	01/28/2004	0	01/28/2004
Ticket Number:	0000080399	01/12/2004	17	01/29/2004
Ticket Number:	0000080107	01/07/2004	22	01/29/2004
Ticket Number:	0000080267	01/09/2004	20	01/29/2004
Ticket Number:	0000080324	01/10/2004	19	01/29/2004
Ticket Number:	0000080357	01/12/2004	17	01/29/2004

**Average time to ticket resolution for**

psimon 13

**Maximum time to ticket resolution for**

psimon 22

**Minimum time to ticket resolution for**

psimon 0

**putro**

Total: 13

**Closed**

Total: 13

Ticket Number:	0000080302	01/09/2004	0	01/09/2004
Ticket Number:	0000080305	01/09/2004	0	01/09/2004
Ticket Number:	0000080479	01/13/2004	1	01/14/2004
Ticket Number:	0000081557	01/27/2004	1	01/28/2004
Ticket Number:	0000081987	01/30/2004	0	01/30/2004
Ticket Number:	0000081945	01/29/2004	3	02/02/2004
Ticket Number:	0000081854	01/29/2004	0	01/29/2004
Ticket Number:	0000081791	01/29/2004	0	01/29/2004
Ticket Number:	0000081790	01/29/2004	0	01/29/2004
Ticket Number:	0000080940	01/20/2004	0	01/20/2004
Ticket Number:	0000081314	01/23/2004	0	01/23/2004
Ticket Number:	0000081231	01/23/2004	0	01/23/2004
Ticket Number:	0000080997	01/21/2004	2	01/23/2004

**Average time to ticket resolution for**

putro 1

**Maximum time to ticket resolution for**

putro 3

**Minimum time to ticket resolution for**

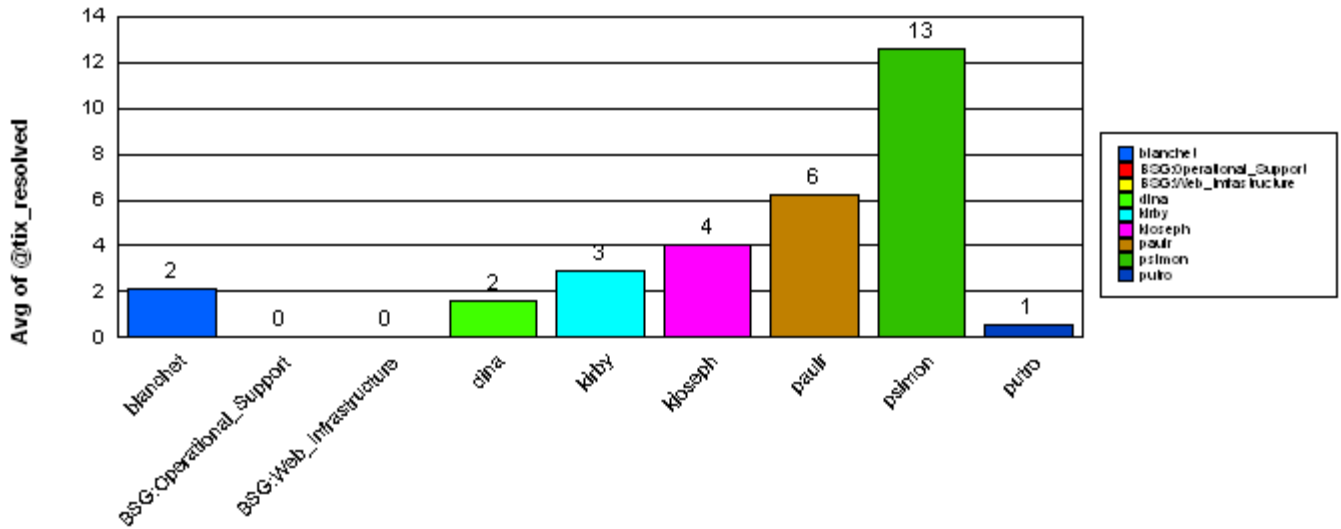
putro 0

**OIT BSG Non People**

Average time to ticket resolution for	OIT BSG Non P	3
Maximum time to ticket resolution for	OIT BSG Non P	22
Minimum time to ticket resolution for	OIT BSG Non P	0

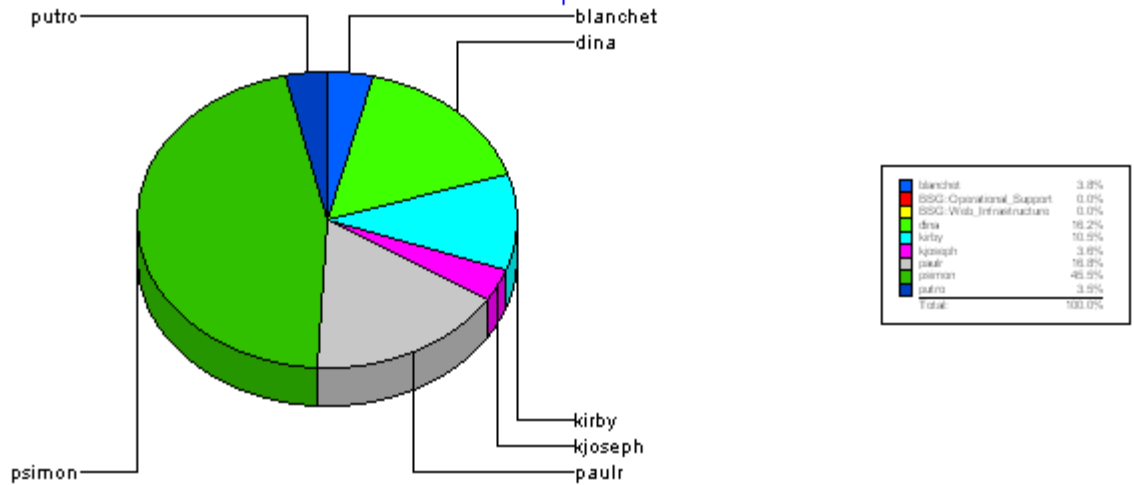
**Avg of Each Ticket Resolved**

For OIT BSG Non PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT BSG Non PeopleSoft



OIT Business Systems: N

		Total:	13		
<b>BSG:Operational_Support</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000080277	01/09/2004	0		01/09/2004
Ticket Number:	0000080282	01/09/2004	0		01/09/2004
Ticket Number:	0000080276	01/09/2004	0		01/09/2004
Ticket Number:	0000080281	01/09/2004	0		01/09/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		BSG:Operation	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		BSG:Operation	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		BSG:Operation	<b>0</b>		
<hr/>		<hr/>	<hr/>		
<b>blanchet</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000079998	01/06/2004	0		01/06/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		blanchet	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		blanchet	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		blanchet	<b>0</b>		
<hr/>		<hr/>	<hr/>		
<b>dina</b>		<u>Total:</u>	<b>3</b>		
<b>Closed</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000079986	01/06/2004	0		01/06/2004
Ticket Number:	0000080038	01/06/2004	2	01/08/2004	01/14/2004
Ticket Number:	0000080055	01/06/2004	8		01/14/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		dina	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		dina	<b>8</b>		
<b>Minimum time to ticket resolution for</b>		dina	<b>0</b>		
<hr/>		<hr/>	<hr/>		
<b>paulr</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000079942	01/05/2004	15		01/20/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		paulr	<b>15</b>		
<b>Maximum time to ticket resolution for</b>		paulr	<b>15</b>		
<b>Minimum time to ticket resolution for</b>		paulr	<b>15</b>		
<hr/>		<hr/>	<hr/>		
<b>psimon</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000079922	01/05/2004	0		01/05/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		psimon	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		psimon	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		psimon	<b>0</b>		
<hr/>		<hr/>	<hr/>		
<b>putro</b>		<u>Total:</u>	<b>3</b>		
<b>Closed</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000079955	01/05/2004	2		01/07/2004
Ticket Number:	0000079959	01/05/2004	0		01/05/2004
Ticket Number:	0000080036	01/06/2004	1		01/07/2004
-----		-----	-----		
<b>Average time to ticket resolution for</b>		putro	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		putro	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		putro	<b>0</b>		
<hr/>		<hr/>	<hr/>		

OIT Business Systems: N

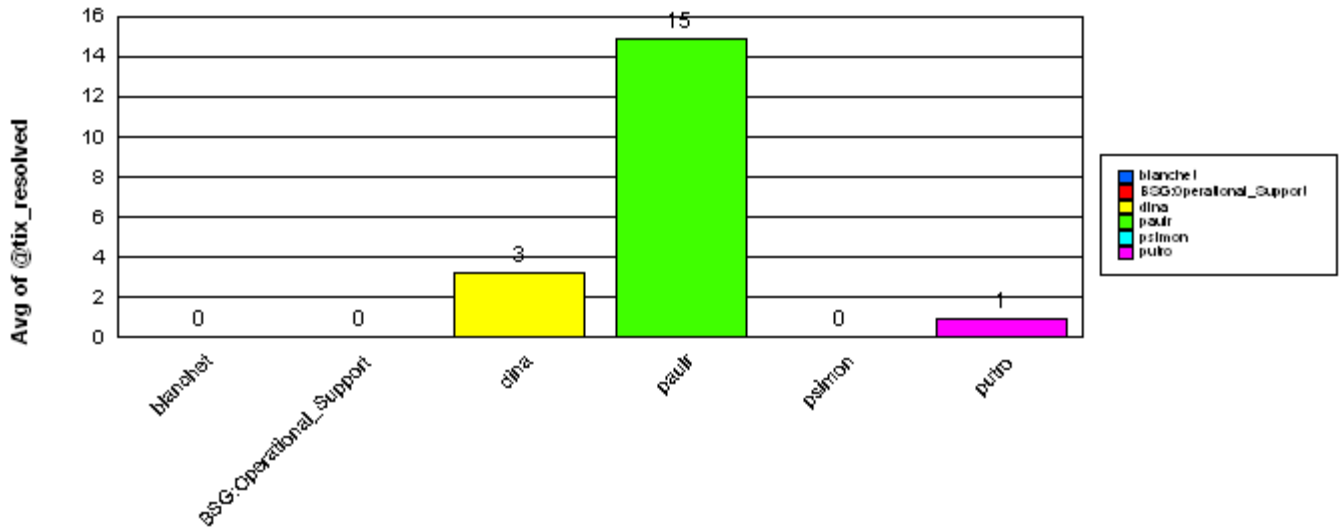
Average time to ticket resolution for OIT Business S 2

Maximum time to ticket resolution for OIT Business S 15

Minimum time to ticket resolution for OIT Business S 0

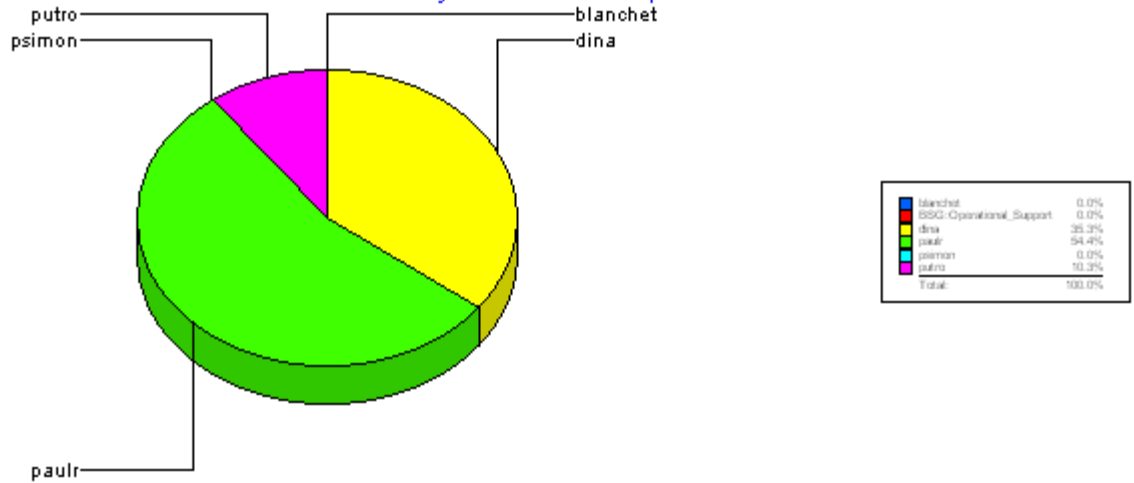
### Avg of Each Ticket Resolved

For OIT Business Systems: Non PeopleSoft



### Percentage of Sum of Tickets Resolved

For OIT Business Systems: Non PeopleSoft



**OIT Business Systems: P**

	<u>Total:</u>	<b>200</b>		
<b>PS:HR</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number: 0000081299		01/23/2004	0	01/23/2004
-----		-----	-----	
<b>Average time to ticket resolution for</b>		PS:HR	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		PS:HR	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		PS:HR	<b>0</b>	
-----		-----	-----	

**OIT Business Systems: P**

**chriss**

Total: 45

**Resolved**

Total: 25

Ticket Number:	0000081869	01/29/2004	1	01/30/2004
Ticket Number:	0000081294	01/23/2004	9	02/01/2004
Ticket Number:	0000081887	01/29/2004	1	01/30/2004
Ticket Number:	0000081882	01/29/2004	1	01/30/2004
Ticket Number:	0000082032	01/30/2004	0	01/30/2004
Ticket Number:	0000082119	01/31/2004	0	01/31/2004
Ticket Number:	0000082123	01/31/2004	0	01/31/2004
Ticket Number:	0000082127	01/31/2004	0	01/31/2004
Ticket Number:	0000082152	01/31/2004	0	01/31/2004
Ticket Number:	0000082147	01/31/2004	0	01/31/2004
Ticket Number:	0000082144	01/31/2004	0	01/31/2004
Ticket Number:	0000082145	01/31/2004	0	01/31/2004
Ticket Number:	0000082143	01/31/2004	0	01/31/2004
Ticket Number:	0000082141	01/31/2004	0	01/31/2004
Ticket Number:	0000082140	01/31/2004	0	01/31/2004
Ticket Number:	0000082134	01/31/2004	0	01/31/2004
Ticket Number:	0000082128	01/31/2004	0	01/31/2004
Ticket Number:	0000082154	01/31/2004	0	01/31/2004
Ticket Number:	0000082125	01/31/2004	0	01/31/2004
Ticket Number:	0000082120	01/31/2004	0	01/31/2004
Ticket Number:	0000082118	01/31/2004	0	01/31/2004
Ticket Number:	0000082030	01/30/2004	0	01/30/2004
Ticket Number:	0000081810	01/29/2004	0	01/29/2004
Ticket Number:	0000081966	01/30/2004	0	01/30/2004
Ticket Number:	0000081997	01/30/2004	0	01/30/2004

**Closed**

Total: 20

Ticket Number:	0000079899	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080201	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080206	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080200	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080358	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000081151	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081397	01/26/2004	0	01/26/2004	02/02/2004
Ticket Number:	0000081400	01/26/2004	0	01/26/2004	02/02/2004
Ticket Number:	0000081398	01/26/2004	0	01/26/2004	02/02/2004
Ticket Number:	0000081235	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081291	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081228	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081544	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000080523	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080796	01/16/2004	4	01/20/2004	01/26/2004
Ticket Number:	0000080878	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080556	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080620	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080677	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080659	01/15/2004	0	01/15/2004	01/21/2004

-----	-----	-----
<b>Average time to ticket resolution for</b>	chriss	<b>0</b>
<b>Maximum time to ticket resolution for</b>	chriss	<b>9</b>
<b>Minimum time to ticket resolution for</b>	chriss	<b>0</b>
-----	-----	-----

**OIT Business Systems: P**

**enoch**

Total: **3**

**Resolved**

Total: **1**

Ticket Number: 0000080488 01/13/2004 16 01/29/2004

**Closed**

Total: **2**

Ticket Number: 0000080307 01/09/2004 0 01/09/2004 01/15/2004

Ticket Number: 0000081033 01/21/2004 0 01/21/2004 01/27/2004

-----  
**Average time to ticket resolution for** enoch **5**  
**Maximum time to ticket resolution for** enoch **16**  
**Minimum time to ticket resolution for** enoch **0**

**haddaway**

Total: **19**

**Resolved**

Total: **4**

Ticket Number: 0000081722 01/28/2004 5 02/02/2004

Ticket Number: 0000082016 01/30/2004 0 01/30/2004

Ticket Number: 0000081989 01/30/2004 0 01/30/2004

Ticket Number: 0000082022 01/30/2004 0 01/30/2004

**Closed**

Total: **15**

Ticket Number: 0000079919 01/05/2004 0 01/05/2004 01/12/2004

Ticket Number: 0000080284 01/09/2004 0 01/09/2004 01/15/2004

Ticket Number: 0000080308 01/09/2004 3 01/12/2004 01/19/2004

Ticket Number: 0000080360 01/12/2004 0 01/12/2004 01/19/2004

Ticket Number: 0000080309 01/09/2004 3 01/12/2004 01/19/2004

Ticket Number: 0000080021 01/06/2004 0 01/06/2004 01/12/2004

Ticket Number: 0000080085 01/07/2004 22 01/29/2004

Ticket Number: 0000080936 01/20/2004 1 01/21/2004 01/27/2004

Ticket Number: 0000081232 01/23/2004 0 01/23/2004 01/29/2004

Ticket Number: 0000080967 01/20/2004 1 01/21/2004 01/27/2004

Ticket Number: 0000080379 01/12/2004 0 01/12/2004 01/19/2004

Ticket Number: 0000080769 01/16/2004 0 01/16/2004 01/22/2004

Ticket Number: 0000080935 01/20/2004 1 01/21/2004 01/27/2004

Ticket Number: 0000081610 01/28/2004 0 01/28/2004 02/03/2004

Ticket Number: 0000081770 01/29/2004 0 01/29/2004 01/29/2004

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**Average time to ticket resolution for** haddaway **2**  
**Maximum time to ticket resolution for** haddaway **22**  
**Minimum time to ticket resolution for** haddaway **0**

**jeremy**

Total: **14**

**Resolved**

Total: **1**

Ticket Number: 0000081777 01/29/2004 4 02/02/2004

**Closed**

Total: **13**

Ticket Number: 0000080127 01/07/2004 2 01/09/2004 01/15/2004

Ticket Number: 0000080188 01/08/2004 1 01/09/2004 01/15/2004

Ticket Number: 0000080103 01/07/2004 0 01/07/2004 01/13/2004

Ticket Number: 0000081507 01/27/2004 0 01/27/2004 02/02/2004

Ticket Number: 0000081639 01/28/2004 0 01/28/2004 02/03/2004

Ticket Number: 0000081673 01/28/2004 0 01/28/2004 02/03/2004

Ticket Number: 0000080431 01/12/2004 0 01/12/2004 01/19/2004

Ticket Number: 0000080778 01/16/2004 0 01/16/2004 01/22/2004

Ticket Number: 0000080670 01/15/2004 6 01/21/2004 01/27/2004

Ticket Number: 0000080943 01/20/2004 1 01/21/2004 01/27/2004

Ticket Number: 0000081485 01/27/2004 0 01/27/2004 02/02/2004

Ticket Number: 0000081003 01/21/2004 0 01/21/2004 01/27/2004

Ticket Number: 0000081269 01/23/2004 0 01/23/2004 01/29/2004

-----  
**Average time to ticket resolution for** jeremy **1**  
**Maximum time to ticket resolution for** jeremy **6**  
**Minimum time to ticket resolution for** jeremy **0**

**OIT Business Systems: P**

**jgood**

Total: 7

**Closed**

Total: 7

Ticket Number:	0000080983	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080651	01/15/2004	7	01/22/2004	01/28/2004
Ticket Number:	0000081637	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000079890	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080000	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000080083	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080099	01/07/2004	0	01/07/2004	01/13/2004

---

<b>Average time to ticket resolution for</b>	jgood	<b>1</b>
<b>Maximum time to ticket resolution for</b>	jgood	<b>7</b>
<b>Minimum time to ticket resolution for</b>	jgood	<b>0</b>

---

**jking**

Total: 11

**Resolved**

Total: 1

Ticket Number:	0000081880	01/29/2004	4	02/02/2004
----------------	------------	------------	---	------------

**Closed**

Total: 10

Ticket Number:	0000080001	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000079958	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080245	01/09/2004	3	01/12/2004	01/19/2004
Ticket Number:	0000081670	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000080474	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080760	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080925	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000081450	01/27/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081461	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081240	01/23/2004	0	01/23/2004	01/29/2004

---

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

---

**OIT Business Systems: P**

**jking4**

Total: 22

**Resolved**

Total: 7

Ticket Number:	0000081865	01/29/2004	0	01/29/2004
Ticket Number:	0000081851	01/29/2004	1	01/30/2004
Ticket Number:	0000082054	01/30/2004	0	01/30/2004
Ticket Number:	0000081993	01/30/2004	0	01/30/2004
Ticket Number:	0000081891	01/29/2004	1	01/30/2004
Ticket Number:	0000082003	01/30/2004	0	01/30/2004
Ticket Number:	0000081757	01/29/2004	0	01/29/2004

**Closed**

Total: 15

Ticket Number:	0000080603	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080084	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080225	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080110	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080909	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000081219	01/22/2004	1	01/23/2004	01/29/2004
Ticket Number:	0000081120	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081021	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081155	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000080402	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080592	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080899	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number:	0000080765	01/16/2004	6	01/22/2004	01/28/2004
Ticket Number:	0000080579	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080565	01/14/2004	1	01/15/2004	01/21/2004

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<b>Average time to ticket resolution for</b>	jking4	<b>0</b>
<b>Maximum time to ticket resolution for</b>	jking4	<b>6</b>
<b>Minimum time to ticket resolution for</b>	jking4	<b>0</b>

---

**jpatna1**

Total: 6

**Resolved**

Total: 4

Ticket Number:	0000081279	01/23/2004	7	01/30/2004
Ticket Number:	0000081878	01/29/2004	1	01/30/2004
Ticket Number:	0000081844	01/29/2004	1	01/30/2004
Ticket Number:	0000081841	01/29/2004	1	01/30/2004

**Closed**

Total: 2

Ticket Number:	0000079923	01/05/2004	2	01/07/2004	01/13/2004
Ticket Number:	0000082094	01/30/2004	0		01/30/2004

---

<b>Average time to ticket resolution for</b>	jpatna1	<b>2</b>
<b>Maximum time to ticket resolution for</b>	jpatna1	<b>7</b>
<b>Minimum time to ticket resolution for</b>	jpatna1	<b>0</b>

---

**kirby**

Total: 3

**Closed**

Total: 3

Ticket Number:	0000080060	01/06/2004	6		01/12/2004
Ticket Number:	0000080067	01/06/2004	6		01/12/2004
Ticket Number:	0000080136	01/07/2004	0		01/07/2004

---

<b>Average time to ticket resolution for</b>	kirby	<b>4</b>
<b>Maximum time to ticket resolution for</b>	kirby	<b>6</b>
<b>Minimum time to ticket resolution for</b>	kirby	<b>0</b>

---

**OIT Business Systems: P**

<b>lrاند</b>		<u>Total:</u>	<b>12</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000082085	01/30/2004	4		02/03/2004
<b>Closed</b>		<u>Total:</u>	<b>11</b>		
Ticket Number:	0000080081	01/07/2004	7		01/13/2004
Ticket Number:	0000080220	01/08/2004	4		01/12/2004
Ticket Number:	0000080297	01/09/2004	4		01/13/2004
Ticket Number:	0000080195	01/08/2004	0		01/08/2004
Ticket Number:	0000080193	01/08/2004	0		01/08/2004
Ticket Number:	0000080194	01/08/2004	0		01/08/2004
Ticket Number:	0000080167	01/08/2004	0		01/08/2004
Ticket Number:	0000080683	01/15/2004	0		01/15/2004
Ticket Number:	0000080688	01/15/2004	0		01/15/2004
Ticket Number:	0000080928	01/20/2004	0		01/20/2004
Ticket Number:	0000081017	01/21/2004	0		01/21/2004
-----				-----	
<b>Average time to ticket resolution for</b>		lrاند		<b>2</b>	
<b>Maximum time to ticket resolution for</b>		lrاند		<b>7</b>	
<b>Minimum time to ticket resolution for</b>		lrاند		<b>0</b>	
<hr/>				<hr/>	
<b>preston</b>		<u>Total:</u>	<b>17</b>		
<b>Closed</b>		<u>Total:</u>	<b>17</b>		
Ticket Number:	0000080930	01/20/2004	0		01/23/2004
Ticket Number:	0000081032	01/21/2004	0		01/23/2004
Ticket Number:	0000081238	01/23/2004	0		01/23/2004
Ticket Number:	0000081308	01/23/2004	6		01/29/2004
Ticket Number:	0000081128	01/22/2004	0		01/22/2004
Ticket Number:	0000081027	01/21/2004	0		01/21/2004
Ticket Number:	0000080403	01/12/2004	0		01/12/2004
Ticket Number:	0000080593	01/14/2004	0		01/14/2004
Ticket Number:	0000080615	01/14/2004	1		01/15/2004
Ticket Number:	0000080426	01/12/2004	3		01/15/2004
Ticket Number:	0000081972	01/30/2004	0		01/30/2004
Ticket Number:	0000079908	01/05/2004	10		01/15/2004
Ticket Number:	0000080165	01/08/2004	7		01/15/2004
Ticket Number:	0000080146	01/07/2004	8		01/15/2004
Ticket Number:	0000080145	01/07/2004	8		01/15/2004
Ticket Number:	0000080071	01/06/2004	10		01/16/2004
Ticket Number:	0000081073	01/21/2004	1		01/22/2004
-----				-----	
<b>Average time to ticket resolution for</b>		preston		<b>3</b>	
<b>Maximum time to ticket resolution for</b>		preston		<b>10</b>	
<b>Minimum time to ticket resolution for</b>		preston		<b>0</b>	
<hr/>				<hr/>	
<b>rostri</b>		<u>Total:</u>	<b>8</b>		
<b>Closed</b>		<u>Total:</u>	<b>8</b>		
Ticket Number:	0000080386	01/12/2004	15		01/27/2004
Ticket Number:	0000079876	01/05/2004	0		01/05/2004
Ticket Number:	0000079870	01/05/2004	0		01/05/2004
Ticket Number:	0000079984	01/06/2004	0		01/06/2004
Ticket Number:	0000080141	01/07/2004	21		01/28/2004
Ticket Number:	0000081233	01/23/2004	4		01/27/2004
Ticket Number:	0000081213	01/22/2004	5		01/27/2004
Ticket Number:	0000081444	01/27/2004	0		01/27/2004
-----				-----	
<b>Average time to ticket resolution for</b>		rostri		<b>6</b>	
<b>Maximum time to ticket resolution for</b>		rostri		<b>21</b>	
<b>Minimum time to ticket resolution for</b>		rostri		<b>0</b>	
<hr/>				<hr/>	

**OIT Business Systems: P**

**slong**

Total: 17

**Closed**

Total: 17

Ticket Number:	0000081100	01/21/2004	1	01/23/2004	01/29/2004
Ticket Number:	0000081464	01/27/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000080607	01/14/2004	2		01/16/2004
Ticket Number:	0000080541	01/13/2004	2		01/15/2004
Ticket Number:	0000080625	01/14/2004	2	01/16/2004	01/22/2004
Ticket Number:	0000080660	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080681	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000079927	01/05/2004	4		01/09/2004
Ticket Number:	0000079999	01/06/2004	14	01/20/2004	01/26/2004
Ticket Number:	0000080246	01/09/2004	19	01/27/2004	02/02/2004
Ticket Number:	0000080209	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080191	01/08/2004	11	01/20/2004	01/26/2004
Ticket Number:	0000080168	01/08/2004	4	01/12/2004	01/19/2004
Ticket Number:	0000080134	01/07/2004	2	01/09/2004	01/15/2004
Ticket Number:	0000080129	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080126	01/07/2004	1	01/08/2004	01/14/2004
Ticket Number:	0000080018	01/06/2004	0	01/06/2004	01/12/2004

<b>Average time to ticket resolution for</b>	slong	<b>4</b>
<b>Maximum time to ticket resolution for</b>	slong	<b>19</b>
<b>Minimum time to ticket resolution for</b>	slong	<b>0</b>

**stephen**

Total: 15

**Resolved**

Total: 7

Ticket Number:	0000081192	01/22/2004	11	02/02/2004
Ticket Number:	0000081209	01/22/2004	12	02/03/2004
Ticket Number:	0000081976	01/30/2004	0	01/30/2004
Ticket Number:	0000081848	01/29/2004	1	01/30/2004
Ticket Number:	0000081847	01/29/2004	1	01/30/2004
Ticket Number:	0000081748	01/28/2004	5	02/03/2004
Ticket Number:	0000081633	01/28/2004	5	02/02/2004

**Closed**

Total: 8

Ticket Number:	0000079921	01/05/2004	4	01/09/2004	01/15/2004
Ticket Number:	0000080665	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080776	01/16/2004	6	01/22/2004	01/28/2004
Ticket Number:	0000080689	01/15/2004	5	01/20/2004	01/26/2004
Ticket Number:	0000080959	01/20/2004	2	01/22/2004	01/28/2004
Ticket Number:	0000080961	01/20/2004	2	01/22/2004	01/28/2004
Ticket Number:	0000081052	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080960	01/20/2004	2	01/22/2004	01/28/2004

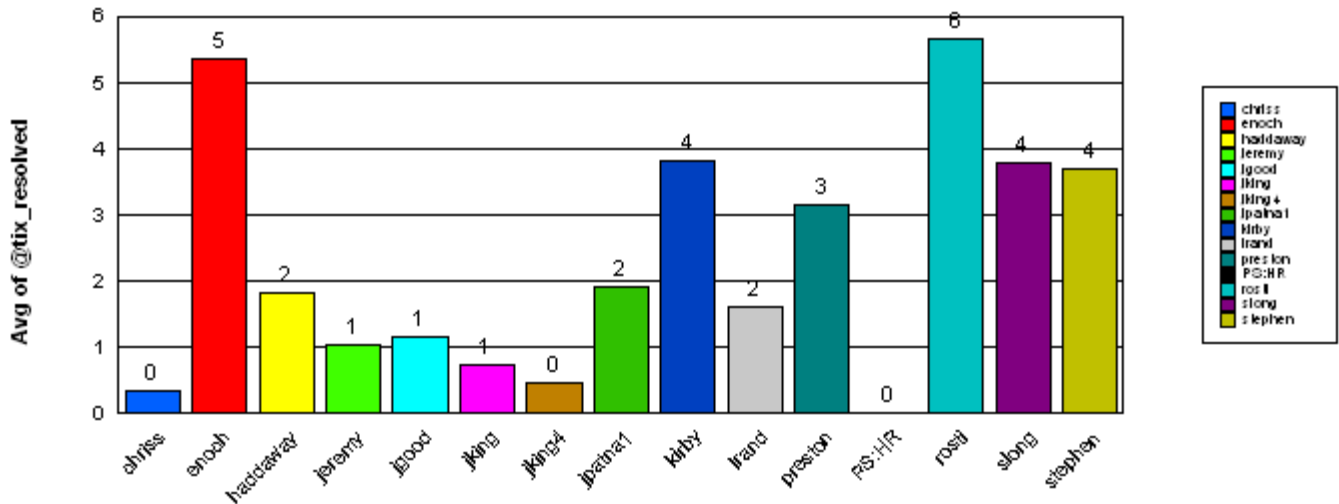
<b>Average time to ticket resolution for</b>	stephen	<b>4</b>
<b>Maximum time to ticket resolution for</b>	stephen	<b>12</b>
<b>Minimum time to ticket resolution for</b>	stephen	<b>0</b>

**OIT Business Systems: P**

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	22
Minimum time to ticket resolution for	OIT Business S	0

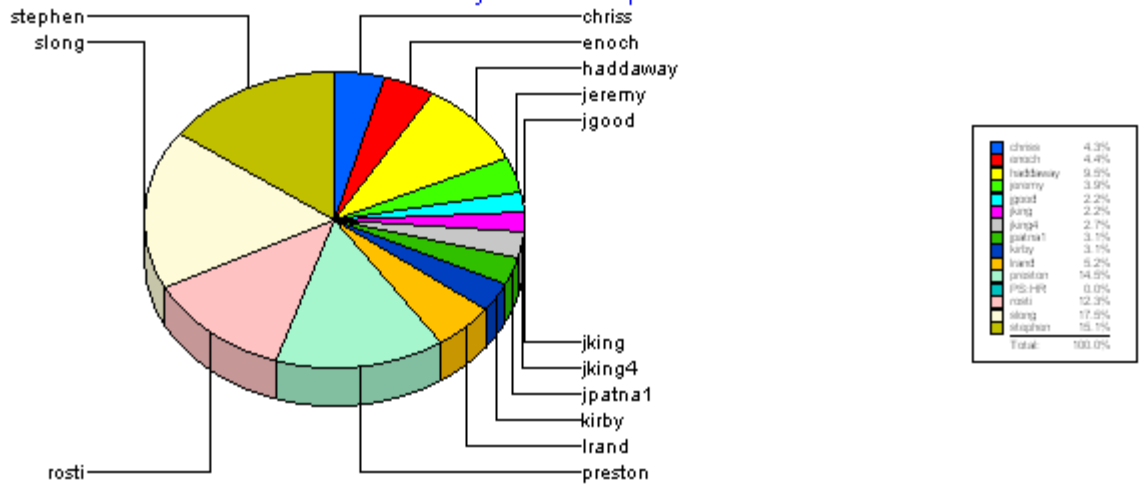
### Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



### Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



PC Labs

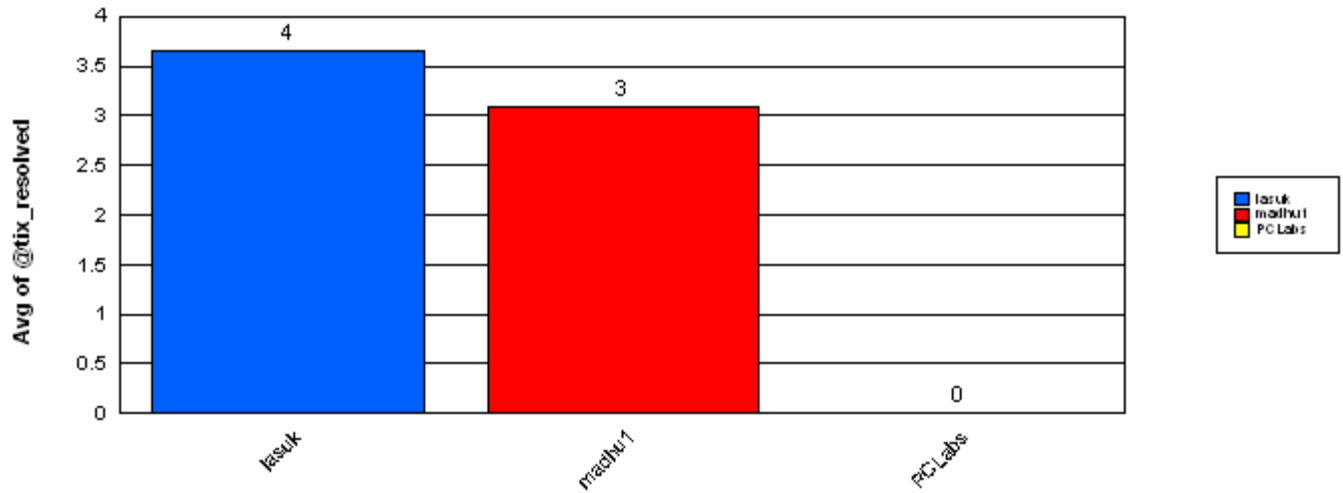
		<b>Total: 17</b>	
<b>PCLabs</b>		<b>Total: 1</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000080207	01/08/2004	0	01/08/2004
-----		-----	
<b>Average time to ticket resolution for</b>	PCLabs	<b>0</b>	
<b>Maximum time to ticket resolution for</b>	PCLabs	<b>0</b>	
<b>Minimum time to ticket resolution for</b>	PCLabs	<b>0</b>	
<b>lasuk</b>		<b>Total: 10</b>	
<b>Closed</b>		<b>Total: 10</b>	
Ticket Number: 0000079905	01/05/2004	1	01/06/2004 01/12/2004
Ticket Number: 0000079904	01/05/2004	2	01/07/2004 01/13/2004
Ticket Number: 0000080041	01/06/2004	2	01/08/2004 01/14/2004
Ticket Number: 0000080243	01/09/2004	14	01/23/2004 01/29/2004
Ticket Number: 0000080192	01/08/2004	1	01/09/2004 01/15/2004
Ticket Number: 0000080151	01/07/2004	1	01/08/2004 01/14/2004
Ticket Number: 0000079967	01/05/2004	1	01/06/2004 01/12/2004
Ticket Number: 0000080370	01/12/2004	1	01/13/2004 01/19/2004
Ticket Number: 0000080743	01/16/2004	4	01/20/2004 01/26/2004
Ticket Number: 0000080640	01/14/2004	9	01/23/2004 01/27/2004
-----		-----	
<b>Average time to ticket resolution for</b>	lasuk	<b>4</b>	
<b>Maximum time to ticket resolution for</b>	lasuk	<b>14</b>	
<b>Minimum time to ticket resolution for</b>	lasuk	<b>1</b>	
<b>madhu1</b>		<b>Total: 6</b>	
<b>Resolved</b>		<b>Total: 3</b>	
Ticket Number: 0000081285	01/23/2004	7	01/30/2004
Ticket Number: 0000081638	01/28/2004	2	01/30/2004
Ticket Number: 0000081614	01/28/2004	2	01/30/2004
<b>Closed</b>		<b>Total: 3</b>	
Ticket Number: 0000079985	01/06/2004	0	01/06/2004
Ticket Number: 0000080602	01/14/2004	6	01/20/2004 01/26/2004
Ticket Number: 0000080720	01/15/2004	1	01/16/2004 01/22/2004
-----		-----	
<b>Average time to ticket resolution for</b>	madhu1	<b>3</b>	
<b>Maximum time to ticket resolution for</b>	madhu1	<b>7</b>	
<b>Minimum time to ticket resolution for</b>	madhu1	<b>0</b>	

**PC Labs**

Average time to ticket resolution for	PC Labs	3
Maximum time to ticket resolution for	PC Labs	14
Minimum time to ticket resolution for	PC Labs	0

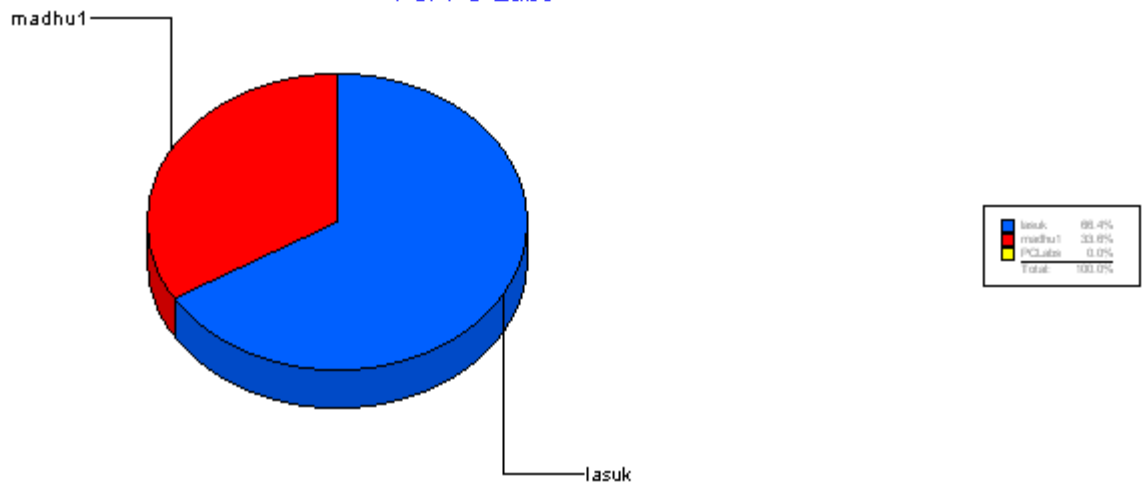
**Avg of Each Ticket Resolved**

For PC Labs



**Percentage of Sum of Tickets Resolved**

For PC Labs



Physical Networks

		<u>Total:</u>	<b>84</b>		
<b>PhyNet</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000080090	01/07/2004	0	01/07/2004	
-----					
<b>Average time to ticket resolution for</b>		PhyNet	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		PhyNet	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		PhyNet	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	
<b>beakja1</b>		<u>Total:</u>	<b>13</b>		
<b>Resolved</b>		<u>Total:</u>	<b>6</b>		
Ticket Number:	0000080122	01/07/2004	23	01/30/2004	
Ticket Number:	0000081682	01/28/2004	1	01/29/2004	
Ticket Number:	0000081701	01/28/2004	2	01/30/2004	
Ticket Number:	0000081720	01/28/2004	2	01/30/2004	
Ticket Number:	0000082082	01/30/2004	3	02/02/2004	
Ticket Number:	0000081800	01/29/2004	4	02/02/2004	
<b>Closed</b>		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000081286	01/23/2004	4	01/27/2004	02/02/2004
Ticket Number:	0000080072	01/06/2004	8	01/14/2004	01/20/2004
Ticket Number:	0000080123	01/07/2004	5	01/12/2004	01/19/2004
Ticket Number:	0000080435	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000081615	01/28/2004	2		01/30/2004
Ticket Number:	0000081125	01/22/2004	5	01/27/2004	02/02/2004
Ticket Number:	0000081336	01/24/2004	4		01/28/2004
-----					
<b>Average time to ticket resolution for</b>		beakja1	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		beakja1	<b>23</b>		
<b>Minimum time to ticket resolution for</b>		beakja1	<b>1</b>		
<hr/>		<hr/>	<hr/>	<hr/>	

**Physical Networks**

**cmckin1**

Total: 29

**Resolved**

Total: 5

Ticket Number:	0000079938	01/05/2004	28	02/02/2004	01/19/2004
Ticket Number:	0000081986	01/30/2004	3	02/02/2004	
Ticket Number:	0000082076	01/30/2004	3	02/02/2004	
Ticket Number:	0000081574	01/27/2004	2	01/29/2004	
Ticket Number:	0000081799	01/29/2004	4	02/02/2004	

**Closed**

Total: 24

Ticket Number:	0000080747	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080341	01/11/2004	10	01/21/2004	01/27/2004
Ticket Number:	0000080291	01/09/2004	3	01/12/2004	01/19/2004
Ticket Number:	0000080361	01/12/2004	9	01/21/2004	01/27/2004
Ticket Number:	0000080906	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080938	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080910	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000081014	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081001	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000080945	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080371	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080932	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080687	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080709	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080675	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080663	01/15/2004	6	01/21/2004	01/27/2004
Ticket Number:	0000080619	01/14/2004	7	01/21/2004	01/27/2004
Ticket Number:	0000080617	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080577	01/14/2004	2	01/16/2004	01/22/2004
Ticket Number:	0000080568	01/14/2004	2	01/16/2004	01/22/2004
Ticket Number:	0000080877	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080515	01/13/2004	3	01/16/2004	01/22/2004
Ticket Number:	0000081122	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000080423	01/12/2004	9	01/21/2004	01/27/2004

<b>Average time to ticket resolution for</b>	cmckin1	<b>4</b>
<b>Maximum time to ticket resolution for</b>	cmckin1	<b>28</b>
<b>Minimum time to ticket resolution for</b>	cmckin1	<b>0</b>

**damian**

Total: 7

**Resolved**

Total: 3

Ticket Number:	0000082029	01/30/2004	0	01/30/2004	
Ticket Number:	0000082063	01/30/2004	0	01/30/2004	
Ticket Number:	0000082041	01/30/2004	0	01/30/2004	

**Closed**

Total: 4

Ticket Number:	0000080121	01/07/2004	20	01/27/2004	02/02/2004
Ticket Number:	0000080263	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000081663	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number:	0000081265	01/23/2004	4	01/27/2004	02/02/2004

<b>Average time to ticket resolution for</b>	damian	<b>3</b>
<b>Maximum time to ticket resolution for</b>	damian	<b>20</b>
<b>Minimum time to ticket resolution for</b>	damian	<b>0</b>

**Physical Networks**

**vicki**

Total: 3

**Closed**

Total: 3

Ticket Number:	0000080627	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080779	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080089	01/07/2004	0	01/07/2004	01/13/2004

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

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

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

**zicka**

Total: 31

**Resolved**

Total: 4

Ticket Number:	0000082091	01/30/2004	4	02/03/2004	
Ticket Number:	0000081733	01/28/2004	1	01/29/2004	
Ticket Number:	0000081662	01/28/2004	2	01/30/2004	
Ticket Number:	0000081071	01/21/2004	9	01/30/2004	01/28/2004

**Closed**

Total: 27

Ticket Number:	0000080045	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000079925	01/05/2004	16		01/21/2004
Ticket Number:	0000079930	01/05/2004	8		01/13/2004
Ticket Number:	0000080441	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080491	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080247	01/09/2004	11		01/20/2004
Ticket Number:	0000080014	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080007	01/06/2004	17		01/23/2004
Ticket Number:	0000080006	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000080004	01/06/2004	1	01/07/2004	01/07/2004
Ticket Number:	0000080002	01/06/2004	1	01/07/2004	01/13/2004
Ticket Number:	0000079936	01/05/2004	2	01/07/2004	01/13/2004
Ticket Number:	0000080368	01/12/2004	1	01/13/2004	01/19/2004
Ticket Number:	0000080433	01/12/2004	2	01/14/2004	01/20/2004
Ticket Number:	0000080511	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080571	01/14/2004	13	01/27/2004	02/02/2004
Ticket Number:	0000080894	01/20/2004	7	01/27/2004	02/02/2004
Ticket Number:	0000080824	01/18/2004	2	01/20/2004	01/26/2004
Ticket Number:	0000080610	01/14/2004	9	01/23/2004	01/29/2004
Ticket Number:	0000080536	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number:	0000080520	01/13/2004	7	01/20/2004	01/26/2004
Ticket Number:	0000080514	01/13/2004	7		01/20/2004
Ticket Number:	0000081018	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number:	0000081145	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081215	01/22/2004	1	01/23/2004	01/29/2004
Ticket Number:	0000081322	01/23/2004	4	01/27/2004	02/02/2004
Ticket Number:	0000081096	01/21/2004	1	01/22/2004	01/28/2004

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

**Maximum time to ticket resolution for** zicka **17**

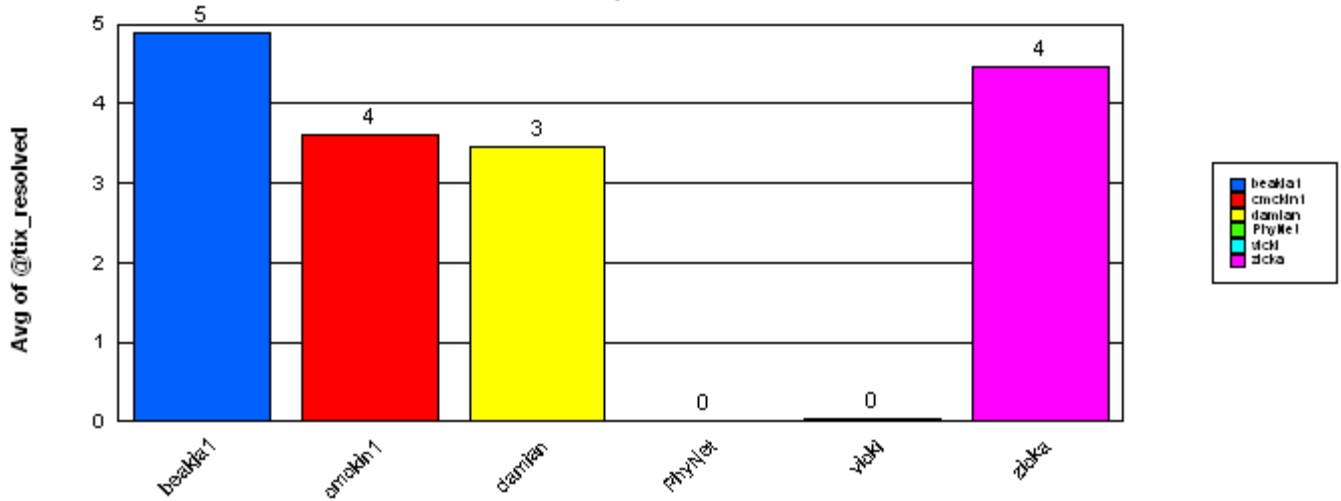
**Minimum time to ticket resolution for** zicka **0**

**Physical Networks**

Average time to ticket resolution for	Physical Networ	4
Maximum time to ticket resolution for	Physical Networ	28
Minimum time to ticket resolution for	Physical Networ	0

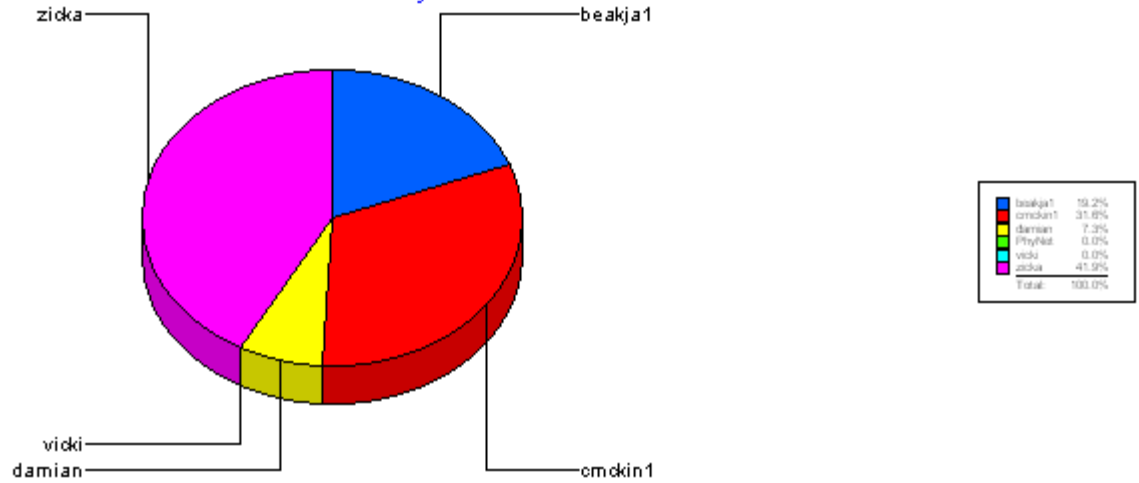
**Avg of Each Ticket Resolved**

For Physical Networks



**Percentage of Sum of Tickets Resolved**

For Physical Networks



SysCore

		Total:	358	
<b>SysCore</b>		<u>Total:</u>	<b>2</b>	
<b>Closed</b>		<u>Total:</u>	<b>2</b>	
Ticket Number:	0000081651	01/28/2004	0	01/28/2004
Ticket Number:	0000081835	01/29/2004	0	01/29/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		SysCore	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		SysCore	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		SysCore	<b>0</b>	
<b>banz</b>		<u>Total:</u>	<b>21</b>	
<b>Resolved</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000081604	01/27/2004	1	01/29/2004
<b>Closed</b>		<u>Total:</u>	<b>20</b>	
Ticket Number:	0000081304	01/23/2004	4	01/27/2004
Ticket Number:	0000079838	01/02/2004	3	01/05/2004
Ticket Number:	0000081143	01/22/2004	5	01/27/2004
Ticket Number:	0000079835	01/02/2004	3	01/05/2004
Ticket Number:	0000079966	01/05/2004	1	01/06/2004
Ticket Number:	0000080601	01/14/2004	13	01/27/2004
Ticket Number:	0000080701	01/15/2004	12	01/27/2004
Ticket Number:	0000080857	01/19/2004	8	01/27/2004
Ticket Number:	0000080801	01/16/2004	10	01/27/2004
Ticket Number:	0000080700	01/15/2004	12	01/27/2004
Ticket Number:	0000080948	01/20/2004	7	01/27/2004
Ticket Number:	0000081367	01/25/2004	2	01/27/2004
Ticket Number:	0000081313	01/23/2004	4	01/27/2004
Ticket Number:	0000081312	01/23/2004	4	01/27/2004
Ticket Number:	0000081212	01/22/2004	5	01/27/2004
Ticket Number:	0000080990	01/21/2004	0	01/21/2004
Ticket Number:	0000081186	01/22/2004	5	01/27/2004
Ticket Number:	0000081202	01/22/2004	5	01/27/2004
Ticket Number:	0000081207	01/22/2004	5	01/27/2004
Ticket Number:	0000081161	01/22/2004	5	01/27/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		banz	<b>5</b>	
<b>Maximum time to ticket resolution for</b>		banz	<b>13</b>	
<b>Minimum time to ticket resolution for</b>		banz	<b>0</b>	
<b>dave</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000079987	01/06/2004	0	01/06/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		dave	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		dave	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		dave	<b>0</b>	

**SysCore**

**jcgriego**

Total: **92**

**Resolved**

Total: **22**

Ticket Number:	0000080654	01/15/2004	15	01/30/2004	
Ticket Number:	0000082061	01/30/2004	3	02/02/2004	
Ticket Number:	0000082048	01/30/2004	3	02/02/2004	
Ticket Number:	0000081712	01/28/2004	2	01/30/2004	
Ticket Number:	0000081684	01/28/2004	1	01/29/2004	
Ticket Number:	0000081683	01/28/2004	2	01/30/2004	
Ticket Number:	0000081632	01/28/2004	1	01/29/2004	
Ticket Number:	0000081625	01/28/2004	2	01/30/2004	
Ticket Number:	0000081572	01/27/2004	3	01/30/2004	
Ticket Number:	0000081256	01/23/2004	7	01/30/2004	
Ticket Number:	0000081206	01/22/2004	7	01/29/2004	01/23/2004
Ticket Number:	0000081991	01/30/2004	3	02/02/2004	
Ticket Number:	0000081990	01/30/2004	3	02/02/2004	
Ticket Number:	0000081982	01/30/2004	3	02/02/2004	
Ticket Number:	0000081981	01/30/2004	3	02/02/2004	
Ticket Number:	0000081949	01/30/2004	4	02/02/2004	
Ticket Number:	0000081983	01/30/2004	3	02/02/2004	
Ticket Number:	0000081818	01/29/2004	1	01/30/2004	
Ticket Number:	0000081812	01/29/2004	1	01/30/2004	
Ticket Number:	0000081809	01/29/2004	0	01/29/2004	
Ticket Number:	0000081798	01/29/2004	0	01/29/2004	
Ticket Number:	0000080950	01/20/2004	9	01/29/2004	

**SysCore**

	<b>Closed</b>	<b>Total:</b>	<b>70</b>		
Ticket Number:	0000080378	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080521	01/13/2004	8		01/21/2004
Ticket Number:	0000079907	01/05/2004	7		01/12/2004
Ticket Number:	0000079963	01/05/2004	7		01/12/2004
Ticket Number:	0000079964	01/05/2004	7	01/12/2004	01/19/2004
Ticket Number:	0000080029	01/06/2004	15		01/21/2004
Ticket Number:	0000080044	01/06/2004	2	01/08/2004	01/14/2004
Ticket Number:	0000080073	01/06/2004	2	01/08/2004	01/14/2004
Ticket Number:	0000080131	01/07/2004	5	01/12/2004	01/19/2004
Ticket Number:	0000080269	01/09/2004	0		01/09/2004
Ticket Number:	0000080268	01/09/2004	3	01/12/2004	01/19/2004
Ticket Number:	0000080293	01/09/2004	3	01/12/2004	01/19/2004
Ticket Number:	0000080257	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080212	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080199	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080196	01/08/2004	0	01/08/2004	01/30/2004
Ticket Number:	0000080185	01/08/2004	4	01/12/2004	01/19/2004
Ticket Number:	0000080181	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080179	01/08/2004	0	01/08/2004	01/14/2004
Ticket Number:	0000080362	01/12/2004	0		01/12/2004
Ticket Number:	0000080356	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080352	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080340	01/11/2004	1	01/12/2004	01/19/2004
Ticket Number:	0000080334	01/11/2004	5	01/16/2004	01/22/2004
Ticket Number:	0000080322	01/10/2004	2		01/12/2004
Ticket Number:	0000080318	01/10/2004	6	01/16/2004	01/22/2004
Ticket Number:	0000080317	01/10/2004	2		01/12/2004
Ticket Number:	0000080310	01/09/2004	3		01/12/2004
Ticket Number:	0000080303	01/09/2004	20	01/29/2004	01/30/2004
Ticket Number:	0000080275	01/09/2004	3	01/12/2004	01/19/2004
Ticket Number:	0000080273	01/09/2004	0	01/09/2004	01/15/2004
Ticket Number:	0000080272	01/09/2004	3	01/12/2004	01/19/2004
Ticket Number:	0000080147	01/07/2004	5	01/12/2004	01/19/2004
Ticket Number:	0000080104	01/07/2004	1	01/08/2004	01/14/2004
Ticket Number:	0000080132	01/07/2004	14		01/21/2004
Ticket Number:	0000080042	01/06/2004	2	01/08/2004	01/14/2004
Ticket Number:	0000080901	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000079962	01/05/2004	7		01/12/2004
Ticket Number:	0000079928	01/05/2004	7		01/12/2004
Ticket Number:	0000080917	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000081019	01/21/2004	7	01/28/2004	02/03/2004
Ticket Number:	0000081410	01/26/2004	2	01/28/2004	02/03/2004
Ticket Number:	0000081182	01/22/2004	6	01/28/2004	02/03/2004
Ticket Number:	0000081180	01/22/2004	6	01/28/2004	02/03/2004
Ticket Number:	0000081118	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081113	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081074	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081065	01/21/2004	7	01/28/2004	02/03/2004
Ticket Number:	0000081029	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000080923	01/20/2004	1	01/21/2004	01/27/2004
Ticket Number:	0000080374	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080375	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number:	0000080382	01/12/2004	9	01/21/2004	01/27/2004

**SysCore**

Ticket Number:	0000080389	01/12/2004	4		01/16/2004
Ticket Number:	0000080400	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080510	01/13/2004	3	01/16/2004	01/22/2004
Ticket Number:	0000080476	01/13/2004	3	01/16/2004	01/22/2004
Ticket Number:	0000080472	01/13/2004	3	01/16/2004	01/22/2004
Ticket Number:	0000080460	01/13/2004	0	01/13/2004	01/19/2004
Ticket Number:	0000080437	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080436	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080411	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080390	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080384	01/12/2004	4	01/16/2004	01/22/2004
Ticket Number:	0000080629	01/14/2004	7	01/21/2004	01/27/2004
Ticket Number:	0000080624	01/14/2004	7	01/21/2004	01/27/2004
Ticket Number:	0000080524	01/13/2004	8	01/21/2004	01/27/2004
Ticket Number:	0000080497	01/13/2004	3	01/16/2004	01/22/2004
Ticket Number:	0000081508	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081863	01/29/2004	0		01/29/2004
-----			-----		
<b>Average time to ticket resolution for</b>	jcgriego		<b>4</b>		
<b>Maximum time to ticket resolution for</b>	jcgriego		<b>20</b>		
<b>Minimum time to ticket resolution for</b>	jcgriego		<b>0</b>		

**SysCore**

**sbrown7**

Total: **190**

**Resolved**

Total: **18**

Ticket Number:	0000081016	01/21/2004	9	01/30/2004
Ticket Number:	0000081784	01/29/2004	1	01/30/2004
Ticket Number:	0000081824	01/29/2004	0	01/29/2004
Ticket Number:	0000082135	01/31/2004	0	01/31/2004
Ticket Number:	0000082126	01/31/2004	2	02/02/2004
Ticket Number:	0000082101	01/30/2004	1	01/31/2004
Ticket Number:	0000082053	01/30/2004	3	02/02/2004
Ticket Number:	0000082024	01/30/2004	1	01/31/2004
Ticket Number:	0000081975	01/30/2004	3	02/02/2004
Ticket Number:	0000081969	01/30/2004	0	01/30/2004
Ticket Number:	0000081912	01/29/2004	1	01/30/2004
Ticket Number:	0000081831	01/29/2004	0	01/29/2004
Ticket Number:	0000081816	01/29/2004	0	01/29/2004
Ticket Number:	0000081820	01/29/2004	0	01/29/2004
Ticket Number:	0000081795	01/29/2004	1	01/30/2004
Ticket Number:	0000081797	01/29/2004	0	01/29/2004
Ticket Number:	0000081709	01/28/2004	1	01/29/2004
Ticket Number:	0000081821	01/29/2004	0	01/29/2004

**SysCore**

	<b>Closed</b>	<b>Total:</b>	<b>172</b>	
Ticket Number:	0000080213	01/08/2004	0	01/08/2004
Ticket Number:	0000079832	01/01/2004	2	01/03/2004
Ticket Number:	0000079845	01/03/2004	0	01/03/2004
Ticket Number:	0000079843	01/03/2004	0	01/03/2004
Ticket Number:	0000079842	01/03/2004	0	01/03/2004
Ticket Number:	0000079841	01/03/2004	0	01/03/2004
Ticket Number:	0000079840	01/03/2004	0	01/03/2004
Ticket Number:	0000079853	01/04/2004	1	01/04/2004
Ticket Number:	0000079836	01/02/2004	1	01/03/2004
Ticket Number:	0000079833	01/01/2004	2	01/03/2004
Ticket Number:	0000079854	01/04/2004	1	01/04/2004
Ticket Number:	0000079866	01/05/2004	0	01/05/2004
Ticket Number:	0000079852	01/03/2004	1	01/04/2004
Ticket Number:	0000079846	01/03/2004	0	01/03/2004
Ticket Number:	0000079865	01/04/2004	0	01/05/2004
Ticket Number:	0000079831	01/01/2004	0	01/01/2004
Ticket Number:	0000080111	01/07/2004	0	01/07/2004
Ticket Number:	0000080409	01/12/2004	1	01/13/2004
Ticket Number:	0000080414	01/12/2004	0	01/12/2004
Ticket Number:	0000079941	01/05/2004	0	01/05/2004
Ticket Number:	0000081707	01/28/2004	1	01/29/2004
Ticket Number:	0000079867	01/05/2004	0	01/05/2004
Ticket Number:	0000080420	01/12/2004	0	01/12/2004
Ticket Number:	0000080349	01/12/2004	0	01/12/2004
Ticket Number:	0000080347	01/12/2004	0	01/12/2004
Ticket Number:	0000080197	01/08/2004	0	01/08/2004
Ticket Number:	0000080172	01/08/2004	1	01/09/2004
Ticket Number:	0000080162	01/08/2004	0	01/08/2004
Ticket Number:	0000080160	01/08/2004	0	01/08/2004
Ticket Number:	0000080153	01/08/2004	1	01/08/2004
Ticket Number:	0000079996	01/06/2004	2	01/08/2004
Ticket Number:	0000079978	01/05/2004	2	01/07/2004
Ticket Number:	0000079972	01/05/2004	3	01/08/2004
Ticket Number:	0000079971	01/05/2004	4	01/09/2004
Ticket Number:	0000080331	01/11/2004	1	01/12/2004
Ticket Number:	0000080330	01/10/2004	1	01/12/2004
Ticket Number:	0000080329	01/10/2004	2	01/12/2004
Ticket Number:	0000080328	01/10/2004	2	01/12/2004
Ticket Number:	0000080327	01/10/2004	2	01/12/2004
Ticket Number:	0000080312	01/10/2004	2	01/12/2004
Ticket Number:	0000080286	01/09/2004	0	01/09/2004
Ticket Number:	0000080259	01/09/2004	0	01/09/2004
Ticket Number:	0000080240	01/09/2004	0	01/09/2004
Ticket Number:	0000080235	01/08/2004	1	01/09/2004
Ticket Number:	0000080234	01/08/2004	1	01/09/2004
Ticket Number:	0000080229	01/08/2004	1	01/09/2004
Ticket Number:	0000080224	01/08/2004	1	01/09/2004
Ticket Number:	0000080345	01/11/2004	1	01/13/2004
Ticket Number:	0000080205	01/08/2004	0	01/08/2004
Ticket Number:	0000080203	01/08/2004	0	01/08/2004
Ticket Number:	0000079920	01/05/2004	0	01/05/2004
Ticket Number:	0000079915	01/05/2004	4	01/09/2004
Ticket Number:	0000079903	01/05/2004	0	01/05/2004

**SysCore**

Ticket Number:	0000079894	01/05/2004	3	01/08/2004	01/14/2004
Ticket Number:	0000079889	01/05/2004	0		01/05/2004
Ticket Number:	0000079868	01/05/2004	0		01/05/2004
Ticket Number:	0000079877	01/05/2004	1	01/06/2004	01/12/2004
Ticket Number:	0000079869	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080142	01/07/2004	0		01/07/2004
Ticket Number:	0000080139	01/07/2004	0	01/07/2004	01/13/2004
Ticket Number:	0000080058	01/06/2004	0		01/06/2004
Ticket Number:	0000080033	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000080026	01/06/2004	0	01/06/2004	01/12/2004
Ticket Number:	0000079873	01/05/2004	0	01/05/2004	01/12/2004
Ticket Number:	0000080367	01/12/2004	2	01/14/2004	01/20/2004
Ticket Number:	0000080452	01/12/2004	0		01/13/2004
Ticket Number:	0000080475	01/13/2004	1	01/14/2004	01/20/2004
Ticket Number:	0000080594	01/14/2004	0	01/14/2004	01/15/2004
Ticket Number:	0000080613	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080804	01/17/2004	2		01/19/2004
Ticket Number:	0000080802	01/17/2004	2		01/19/2004
Ticket Number:	0000080800	01/16/2004	3		01/19/2004
Ticket Number:	0000080799	01/16/2004	4	01/20/2004	01/26/2004
Ticket Number:	0000080797	01/16/2004	11		01/27/2004
Ticket Number:	0000080792	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080791	01/16/2004	0	01/16/2004	01/21/2004
Ticket Number:	0000080787	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080744	01/16/2004	0		01/16/2004
Ticket Number:	0000080849	01/19/2004	0		01/19/2004
Ticket Number:	0000080847	01/19/2004	0		01/19/2004
Ticket Number:	0000080845	01/19/2004	0		01/19/2004
Ticket Number:	0000080826	01/18/2004	1		01/19/2004
Ticket Number:	0000080825	01/18/2004	1		01/19/2004
Ticket Number:	0000080822	01/18/2004	1		01/19/2004
Ticket Number:	0000080820	01/17/2004	1		01/19/2004
Ticket Number:	0000080819	01/17/2004	2		01/19/2004
Ticket Number:	0000080816	01/17/2004	2	01/19/2004	01/26/2004
Ticket Number:	0000080860	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number:	0000080853	01/19/2004	0		01/19/2004
Ticket Number:	0000080740	01/16/2004	0	01/16/2004	01/22/2004
Ticket Number:	0000080726	01/15/2004	1	01/16/2004	01/22/2004
Ticket Number:	0000080724	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080723	01/15/2004	0	01/15/2004	01/21/2004
Ticket Number:	0000080668	01/15/2004	0		01/15/2004
Ticket Number:	0000080645	01/14/2004	1	01/15/2004	01/21/2004
Ticket Number:	0000080812	01/17/2004	2		01/19/2004
Ticket Number:	0000080811	01/17/2004	3	01/20/2004	01/26/2004
Ticket Number:	0000080764	01/16/2004	4	01/20/2004	01/26/2004
Ticket Number:	0000080746	01/16/2004	0	01/16/2004	01/16/2004
Ticket Number:	0000080614	01/14/2004	8	01/22/2004	01/28/2004
Ticket Number:	0000080609	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080590	01/14/2004	0	01/14/2004	01/20/2004
Ticket Number:	0000080846	01/19/2004	0		01/19/2004
Ticket Number:	0000080918	01/20/2004	0		01/20/2004
Ticket Number:	0000080506	01/13/2004	1	01/14/2004	01/20/2004
Ticket Number:	0000081305	01/23/2004	4		01/27/2004
Ticket Number:	0000081393	01/26/2004	1		01/27/2004

**SysCore**

Ticket Number:	0000081009	01/21/2004	0		01/21/2004
Ticket Number:	0000081020	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081031	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081041	01/21/2004	0		01/21/2004
Ticket Number:	0000081037	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081501	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081455	01/27/2004	0	01/27/2004	01/27/2004
Ticket Number:	0000081445	01/27/2004	0		01/27/2004
Ticket Number:	0000081438	01/26/2004	0		01/27/2004
Ticket Number:	0000081425	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number:	0000081403	01/26/2004	1		01/27/2004
Ticket Number:	0000081328	01/24/2004	3	01/27/2004	02/02/2004
Ticket Number:	0000081327	01/24/2004	1		01/25/2004
Ticket Number:	0000081325	01/24/2004	1		01/25/2004
Ticket Number:	0000081227	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number:	0000081187	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081173	01/22/2004	0		01/22/2004
Ticket Number:	0000081172	01/22/2004	0		01/22/2004
Ticket Number:	0000081136	01/22/2004	0	01/22/2004	01/28/2004
Ticket Number:	0000081078	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081289	01/23/2004	4	01/27/2004	02/02/2004
Ticket Number:	0000081082	01/21/2004	0		01/21/2004
Ticket Number:	0000081023	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081392	01/26/2004	1		01/27/2004
Ticket Number:	0000081388	01/25/2004	1		01/27/2004
Ticket Number:	0000081379	01/25/2004	2		01/27/2004
Ticket Number:	0000081373	01/25/2004	0		01/25/2004
Ticket Number:	0000081360	01/25/2004	0		01/25/2004
Ticket Number:	0000081351	01/24/2004	1		01/25/2004
Ticket Number:	0000081349	01/24/2004	3	01/27/2004	01/27/2004
Ticket Number:	0000081346	01/24/2004	3	01/27/2004	02/02/2004
Ticket Number:	0000081381	01/25/2004	2		01/27/2004
Ticket Number:	0000081321	01/23/2004	2		01/25/2004
Ticket Number:	0000081350	01/24/2004	1		01/25/2004
Ticket Number:	0000081311	01/23/2004	4	01/27/2004	02/02/2004
Ticket Number:	0000081281	01/23/2004	0		01/23/2004
Ticket Number:	0000081025	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number:	0000081518	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number:	0000081579	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number:	0000081894	01/29/2004	0		01/29/2004
Ticket Number:	0000081594	01/27/2004	1		01/28/2004
Ticket Number:	0000081653	01/28/2004	0		01/28/2004
Ticket Number:	0000081660	01/28/2004	0		01/28/2004
Ticket Number:	0000081805	01/29/2004	0		01/29/2004
Ticket Number:	0000082113	01/31/2004	1		01/31/2004
Ticket Number:	0000082161	01/31/2004	0		01/31/2004
Ticket Number:	0000082111	01/31/2004	1		01/31/2004
Ticket Number:	0000082112	01/31/2004	1		01/31/2004
Ticket Number:	0000082110	01/31/2004	1		01/31/2004
Ticket Number:	0000082109	01/31/2004	1		01/31/2004
Ticket Number:	0000082108	01/31/2004	1		01/31/2004
Ticket Number:	0000082051	01/30/2004	0		01/30/2004
Ticket Number:	0000082081	01/30/2004	0		01/30/2004
Ticket Number:	0000082169	01/31/2004	1		02/02/2004

**SysCore**

Ticket Number:	0000082124	01/31/2004	0		01/31/2004
Ticket Number:	0000082117	01/31/2004	0		01/31/2004
Ticket Number:	0000082116	01/31/2004	0		01/31/2004
Ticket Number:	0000082114	01/31/2004	0		01/31/2004
Ticket Number:	0000082000	01/30/2004	0		01/30/2004
Ticket Number:	0000081995	01/30/2004	0	01/30/2004	01/30/2004
Ticket Number:	0000081974	01/30/2004	0		01/30/2004
Ticket Number:	0000081953	01/30/2004	0		01/30/2004
Ticket Number:	0000081950	01/30/2004	0	01/30/2004	01/30/2004
Ticket Number:	0000081881	01/29/2004	4	02/02/2004	02/02/2004
Ticket Number:	0000081834	01/29/2004	0		01/29/2004
-----					
<b>Average time to ticket resolution for</b>	sbrown7		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	sbrown7		<b>11</b>		
<b>Minimum time to ticket resolution for</b>	sbrown7		<b>0</b>		

**SysCore**

<b>tim</b>	<b>Resolved</b>	<b>Total:</b>	<b>52</b>		
		<u>Total:</u>	<b>8</b>		
Ticket Number:	0000081545	01/27/2004	6		02/02/2004
Ticket Number:	0000081735	01/28/2004	5		02/02/2004
Ticket Number:	0000082153	01/31/2004	2		02/02/2004
Ticket Number:	0000082122	01/31/2004	2		02/02/2004
Ticket Number:	0000081944	01/29/2004	4		02/02/2004
Ticket Number:	0000081941	01/29/2004	4		02/02/2004
Ticket Number:	0000081903	01/29/2004	0		01/29/2004
Ticket Number:	0000081855	01/29/2004	4		02/02/2004

SysCore

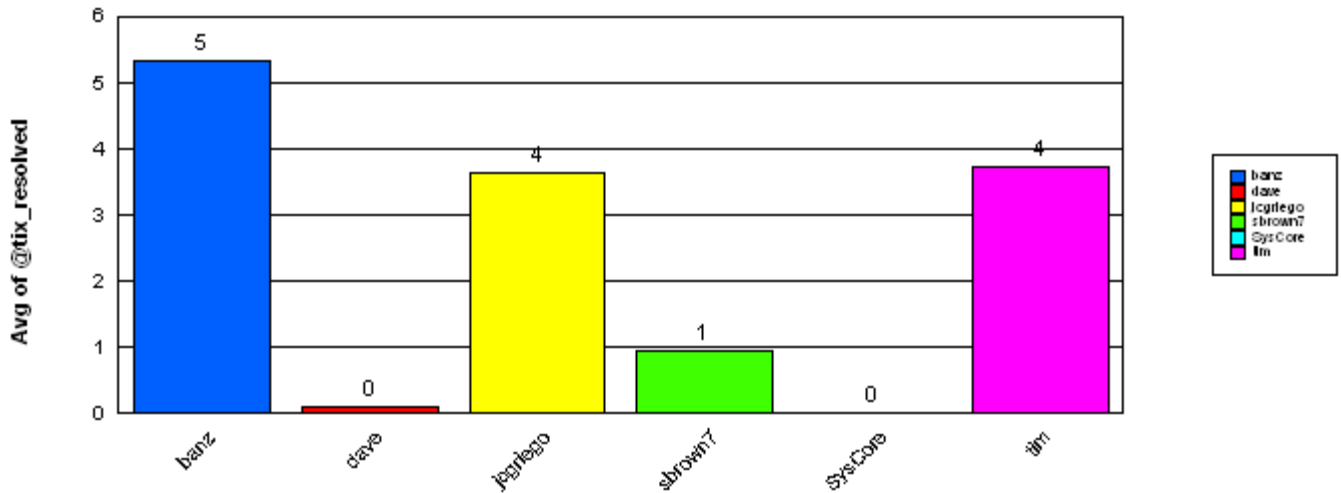
Closed	Total:	44		
Ticket Number: 0000080751	01/16/2004	0		01/16/2004
Ticket Number: 0000081552	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number: 0000080883	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number: 0000079850	01/03/2004	4	01/07/2004	01/13/2004
Ticket Number: 0000080741	01/16/2004	11	01/27/2004	02/02/2004
Ticket Number: 0000080078	01/07/2004	13	01/20/2004	01/26/2004
Ticket Number: 0000080261	01/09/2004	0		01/09/2004
Ticket Number: 0000080359	01/12/2004	0	01/12/2004	01/19/2004
Ticket Number: 0000080843	01/18/2004	2	01/20/2004	01/26/2004
Ticket Number: 0000080262	01/09/2004	13	01/22/2004	01/28/2004
Ticket Number: 0000081577	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number: 0000081598	01/27/2004	1	01/28/2004	02/03/2004
Ticket Number: 0000081668	01/28/2004	0	01/28/2004	02/03/2004
Ticket Number: 0000081698	01/28/2004	0		01/28/2004
Ticket Number: 0000081699	01/28/2004	0		01/28/2004
Ticket Number: 0000081582	01/27/2004	0	01/27/2004	02/02/2004
Ticket Number: 0000080513	01/13/2004	14	01/27/2004	02/02/2004
Ticket Number: 0000080815	01/17/2004	3	01/20/2004	01/26/2004
Ticket Number: 0000080699	01/15/2004	12	01/27/2004	02/02/2004
Ticket Number: 0000080685	01/15/2004	12		01/27/2004
Ticket Number: 0000080636	01/14/2004	13	01/27/2004	02/02/2004
Ticket Number: 0000080634	01/14/2004	13	01/27/2004	02/02/2004
Ticket Number: 0000080631	01/14/2004	13	01/27/2004	02/02/2004
Ticket Number: 0000081055	01/21/2004	1	01/22/2004	01/28/2004
Ticket Number: 0000080567	01/14/2004	13		01/27/2004
Ticket Number: 0000080553	01/14/2004	13	01/27/2004	02/02/2004
Ticket Number: 0000080900	01/20/2004	2	01/22/2004	01/28/2004
Ticket Number: 0000080871	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number: 0000080865	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number: 0000080864	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number: 0000080862	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number: 0000080861	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number: 0000080851	01/19/2004	1	01/20/2004	01/26/2004
Ticket Number: 0000080517	01/13/2004	0		01/13/2004
Ticket Number: 0000080518	01/13/2004	0		01/13/2004
Ticket Number: 0000080921	01/20/2004	0	01/20/2004	01/26/2004
Ticket Number: 0000081090	01/21/2004	0	01/21/2004	01/27/2004
Ticket Number: 0000081399	01/26/2004	1	01/27/2004	02/02/2004
Ticket Number: 0000081391	01/26/2004	1	01/27/2004	01/27/2004
Ticket Number: 0000081337	01/24/2004	3	01/27/2004	02/02/2004
Ticket Number: 0000081249	01/23/2004	0	01/23/2004	01/29/2004
Ticket Number: 0000081272	01/23/2004	4	01/27/2004	02/02/2004
Ticket Number: 0000081266	01/23/2004	0		01/23/2004
Ticket Number: 0000081127	01/22/2004	0		01/22/2004
<hr/>				
<b>Average time to ticket resolution for</b>	tim	<b>4</b>		
<b>Maximum time to ticket resolution for</b>	tim	<b>14</b>		
<b>Minimum time to ticket resolution for</b>	tim	<b>0</b>		

SysCore

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

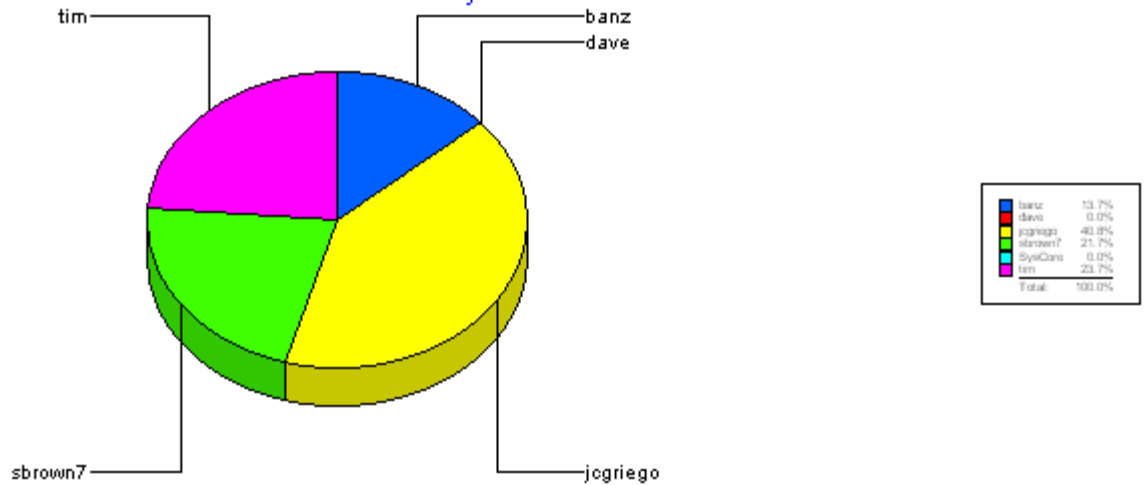
## Avg of Each Ticket Resolved

For SysCore



## Percentage of Sum of Tickets Resolved

For SysCore



SysDept

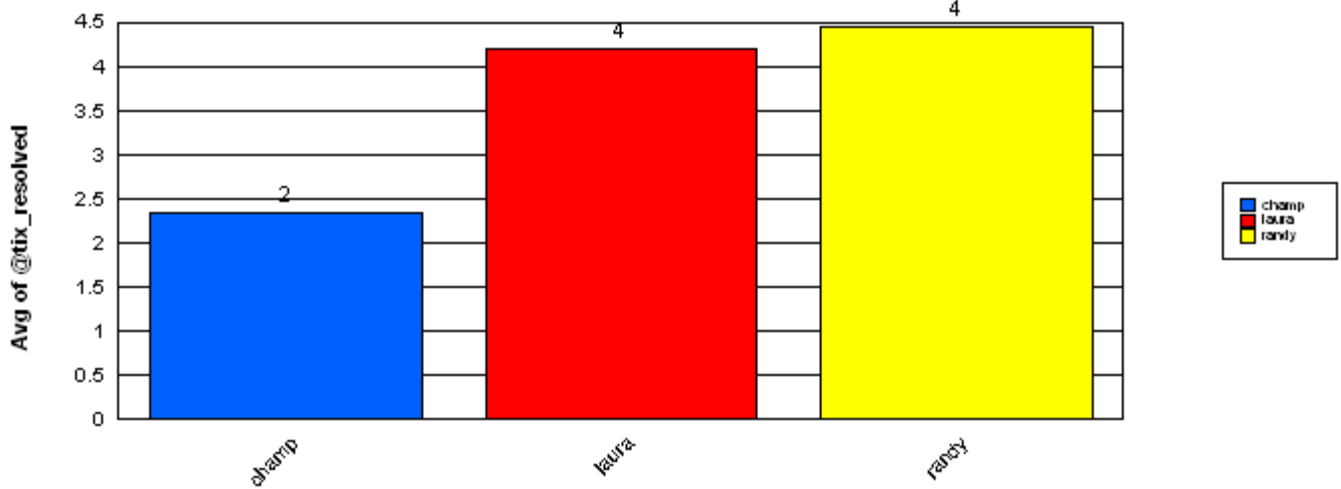
		<b>Total: 25</b>	
<b>champ</b>		<b>Total: 14</b>	
<b>Closed</b>		<b>Total: 14</b>	
Ticket Number:	0000081064	01/21/2004	6
Ticket Number:	0000081487	01/27/2004	3
Ticket Number:	0000081885	01/29/2004	1
Ticket Number:	0000082017	01/30/2004	0
Ticket Number:	0000082047	01/30/2004	0
Ticket Number:	0000079896	01/05/2004	0
Ticket Number:	0000080079	01/07/2004	1
Ticket Number:	0000080692	01/15/2004	1
Ticket Number:	0000080088	01/07/2004	1
Ticket Number:	0000080713	01/15/2004	15
Ticket Number:	0000080445	01/12/2004	2
Ticket Number:	0000080484	01/13/2004	1
Ticket Number:	0000080429	01/12/2004	1
Ticket Number:	0000079918	01/05/2004	0
-----		-----	
<b>Average time to ticket resolution for</b>		champ	<b>2</b>
<b>Maximum time to ticket resolution for</b>		champ	<b>15</b>
<b>Minimum time to ticket resolution for</b>		champ	<b>0</b>
<hr/>		<hr/>	
<b>laura</b>		<b>Total: 8</b>	
<b>Closed</b>		<b>Total: 8</b>	
Ticket Number:	0000079944	01/05/2004	1
Ticket Number:	0000079871	01/05/2004	7
Ticket Number:	0000080013	01/06/2004	22
Ticket Number:	0000079946	01/05/2004	0
Ticket Number:	0000079872	01/05/2004	0
Ticket Number:	0000080478	01/13/2004	1
Ticket Number:	0000081643	01/28/2004	2
Ticket Number:	0000081211	01/22/2004	0
-----		-----	
<b>Average time to ticket resolution for</b>		laura	<b>4</b>
<b>Maximum time to ticket resolution for</b>		laura	<b>22</b>
<b>Minimum time to ticket resolution for</b>		laura	<b>0</b>
<hr/>		<hr/>	
<b>randy</b>		<b>Total: 3</b>	
<b>Closed</b>		<b>Total: 3</b>	
Ticket Number:	0000081044	01/21/2004	2
Ticket Number:	0000079912	01/05/2004	0
Ticket Number:	0000079914	01/05/2004	11
-----		-----	
<b>Average time to ticket resolution for</b>		randy	<b>4</b>
<b>Maximum time to ticket resolution for</b>		randy	<b>11</b>
<b>Minimum time to ticket resolution for</b>		randy	<b>0</b>

**SysDept**

Average time to ticket resolution for	SysDept	3
Maximum time to ticket resolution for	SysDept	22
Minimum time to ticket resolution for	SysDept	0

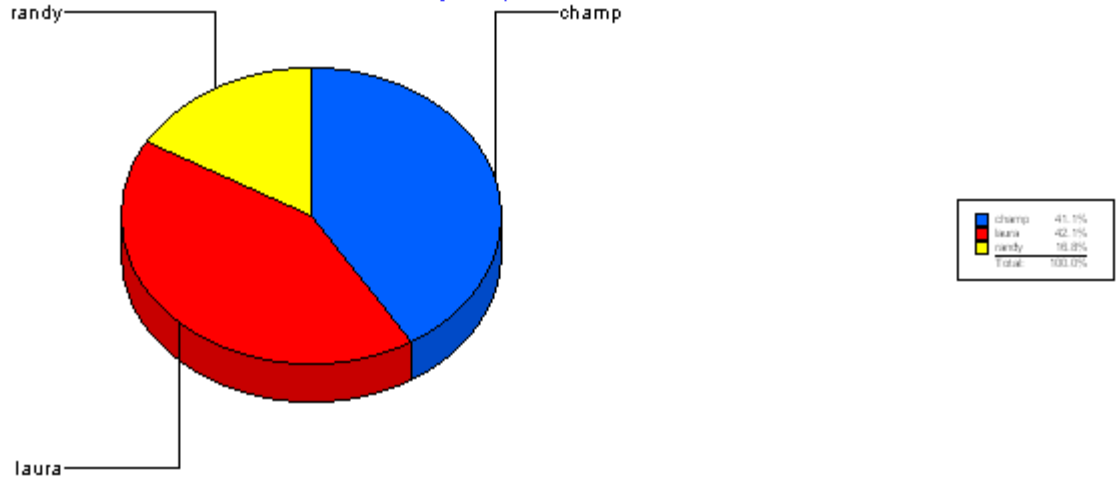
**Avg of Each Ticket Resolved**

For SysDept



**Percentage of Sum of Tickets Resolved**

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 01/01/2004 and 01/31/2004 : 2050

Total Remedy Tickets Created between: 01/01/2004 and 01/31/2004 : 2050

Maximum time to resolution	28
Minimum time to resolution	0
Total Average time to ticket resolution	1.95