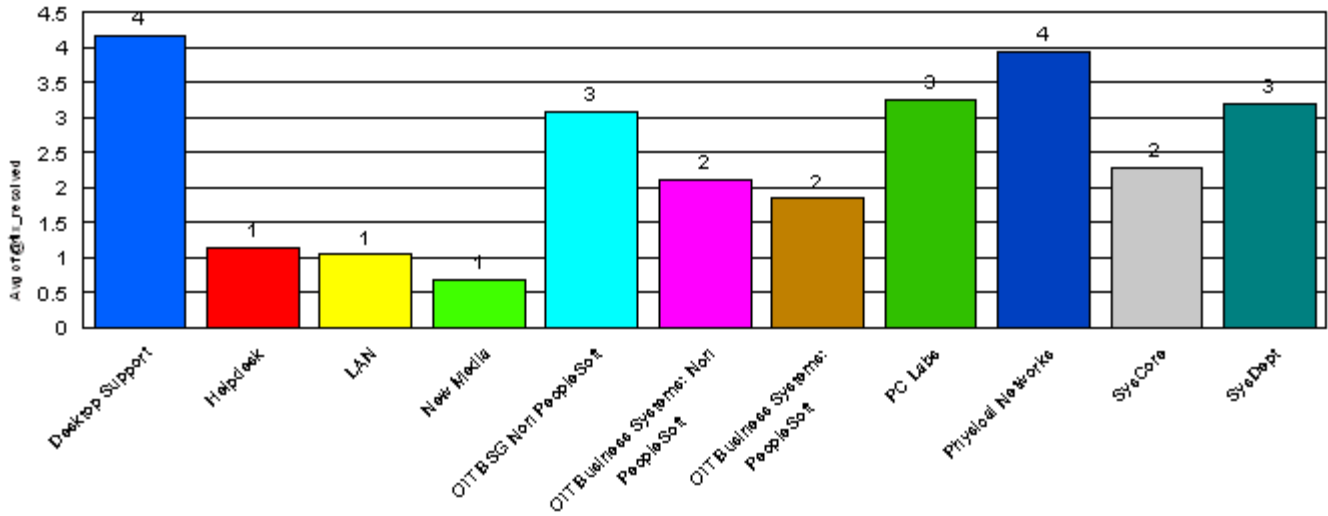


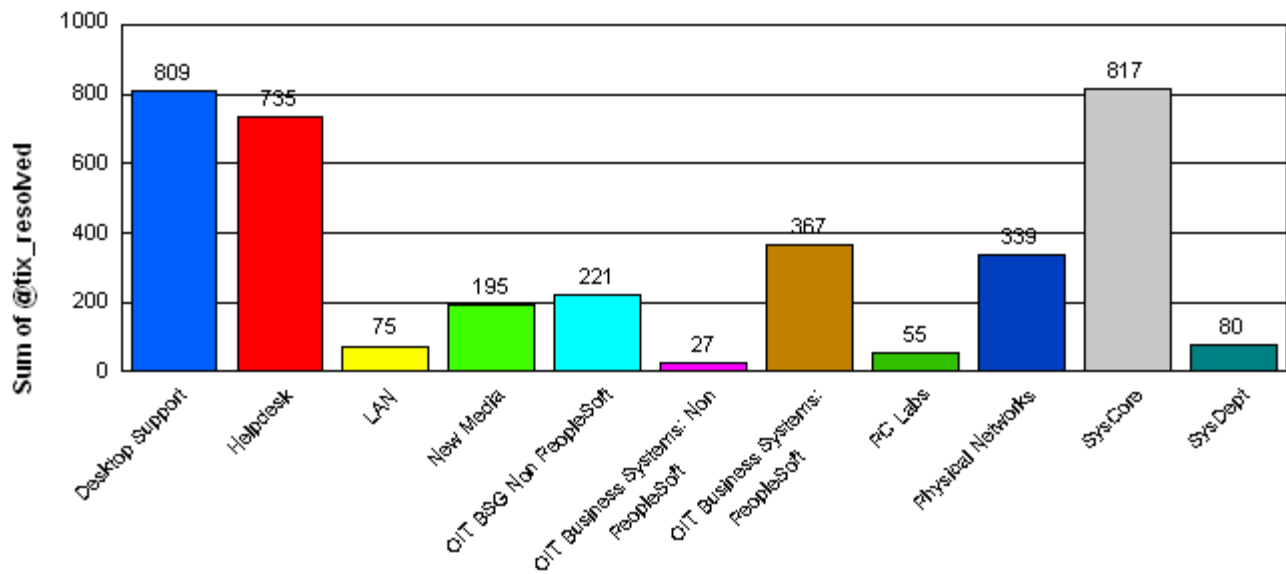
Average Length to Resolution

Ticket Created Between 1/1/2004 12:00:00AM to
1/31/2004 11:59:59PM

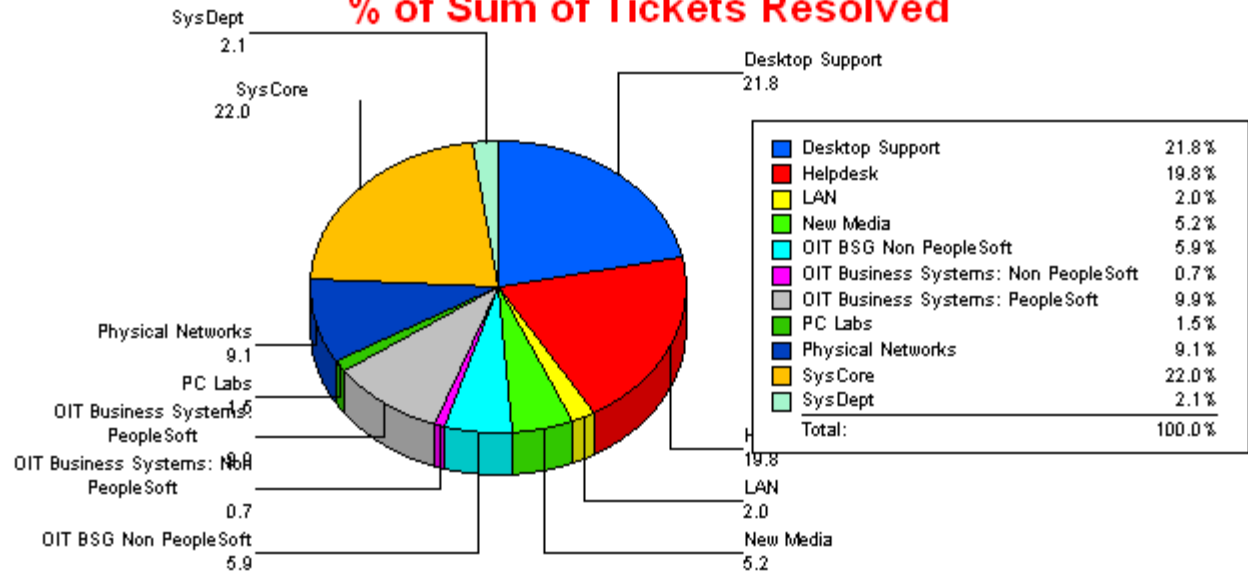
Avg of Each Ticket Resolved



Sum of Tickets Resolved



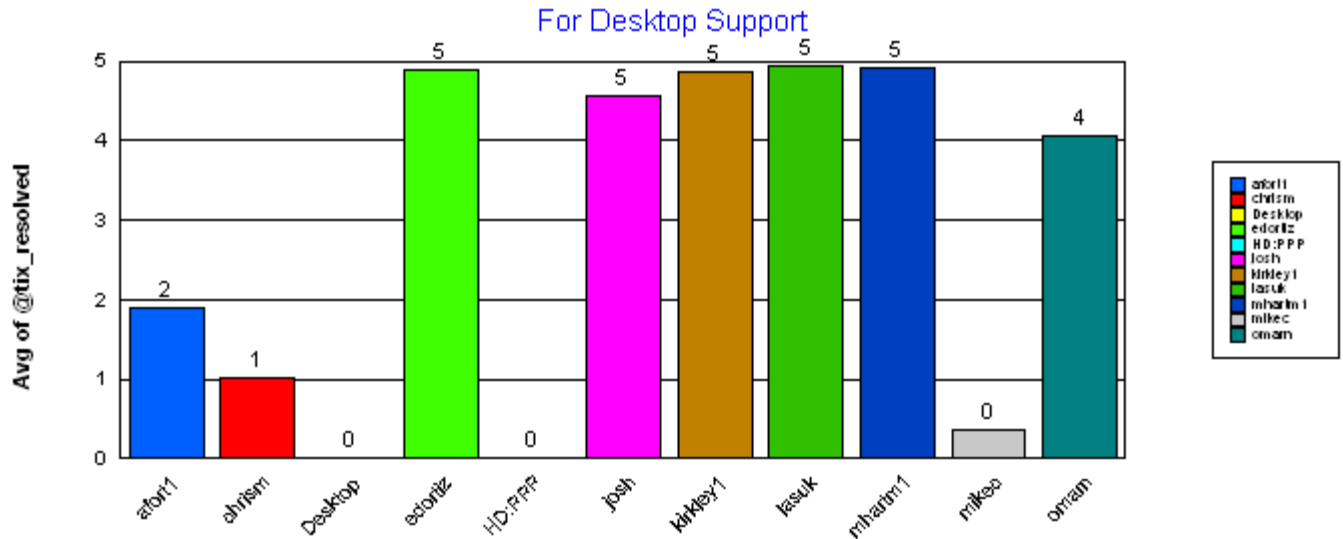
% of Sum of Tickets Resolved



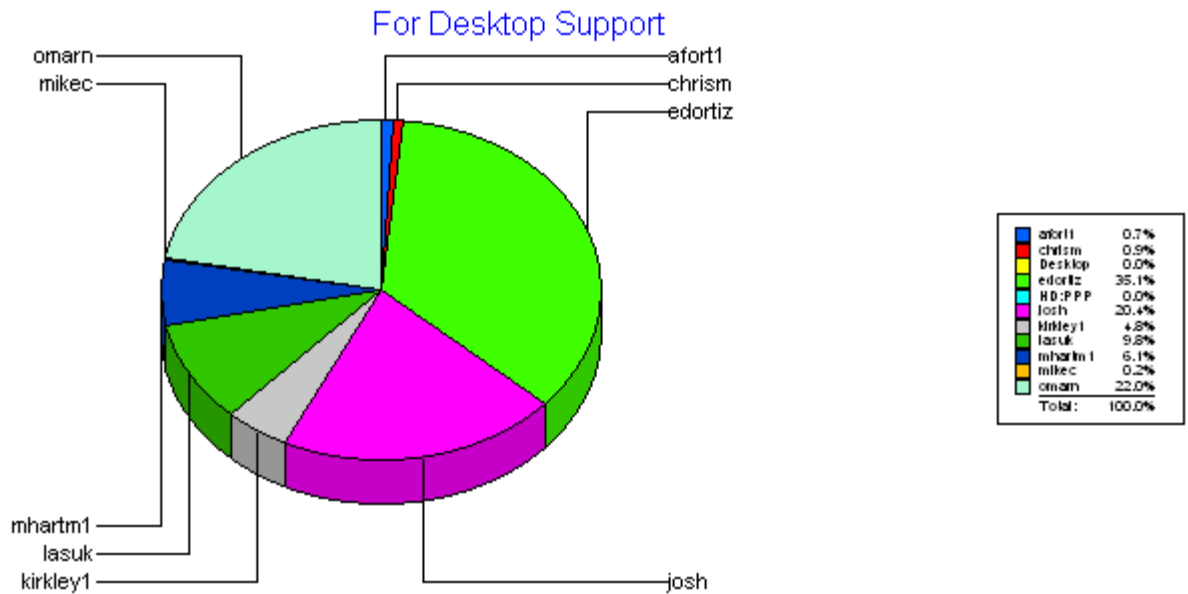
Desktop Support	Total:	194
Average time to ticket resolution for	Desktop	0
Maximum time to ticket resolution for	Desktop	0
Minimum time to ticket resolution for	Desktop	0
Average time to ticket resolution for	HD:PPP	0
Maximum time to ticket resolution for	HD:PPP	0
Minimum time to ticket resolution for	HD:PPP	0
Average time to ticket resolution for	afort1	2
Maximum time to ticket resolution for	afort1	3
Minimum time to ticket resolution for	afort1	0
Average time to ticket resolution for	chrism	1
Maximum time to ticket resolution for	chrism	4
Minimum time to ticket resolution for	chrism	0
Average time to ticket resolution for	edortiz	5
Maximum time to ticket resolution for	edortiz	17
Minimum time to ticket resolution for	edortiz	0
Average time to ticket resolution for	josh	5
Maximum time to ticket resolution for	josh	20
Minimum time to ticket resolution for	josh	0
Average time to ticket resolution for	kirkley1	5
Maximum time to ticket resolution for	kirkley1	14
Minimum time to ticket resolution for	kirkley1	0
Average time to ticket resolution for	lasuk	5
Maximum time to ticket resolution for	lasuk	24
Minimum time to ticket resolution for	lasuk	1
Average time to ticket resolution for	mhartm1	5
Maximum time to ticket resolution for	mhartm1	19
Minimum time to ticket resolution for	mhartm1	0
Average time to ticket resolution for	mikec	0
Maximum time to ticket resolution for	mikec	2
Minimum time to ticket resolution for	mikec	0
Average time to ticket resolution for	omarn	4
Maximum time to ticket resolution for	omarn	15
Minimum time to ticket resolution for	omarn	0

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

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved

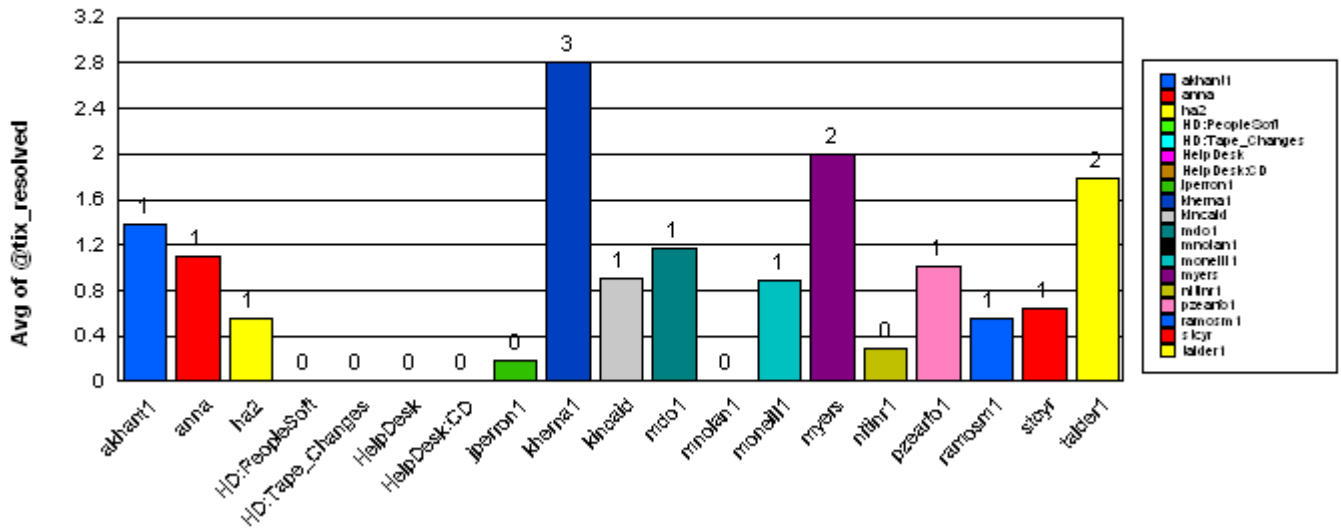


Helpdesk	Total:	649
Average time to ticket resolution for	HD:PeopleSoft	0
Maximum time to ticket resolution for	HD:PeopleSoft	0
Minimum time to ticket resolution for	HD:PeopleSoft	0
Average time to ticket resolution for	HD:Tape_Chan	0
Maximum time to ticket resolution for	HD:Tape_Chan	0
Minimum time to ticket resolution for	HD:Tape_Chan	0
Average time to ticket resolution for	HelpDesk	0
Maximum time to ticket resolution for	HelpDesk	0
Minimum time to ticket resolution for	HelpDesk	0
Average time to ticket resolution for	HelpDesk:CD	0
Maximum time to ticket resolution for	HelpDesk:CD	0
Minimum time to ticket resolution for	HelpDesk:CD	0
Average time to ticket resolution for	akhant1	1
Maximum time to ticket resolution for	akhant1	11
Minimum time to ticket resolution for	akhant1	0
Average time to ticket resolution for	anna	1
Maximum time to ticket resolution for	anna	12
Minimum time to ticket resolution for	anna	0
Average time to ticket resolution for	ha2	1
Maximum time to ticket resolution for	ha2	3
Minimum time to ticket resolution for	ha2	0
Average time to ticket resolution for	jperron1	0
Maximum time to ticket resolution for	jperron1	0
Minimum time to ticket resolution for	jperron1	0
Average time to ticket resolution for	kherna1	3
Maximum time to ticket resolution for	kherna1	17
Minimum time to ticket resolution for	kherna1	0
Average time to ticket resolution for	kincaid	1
Maximum time to ticket resolution for	kincaid	3
Minimum time to ticket resolution for	kincaid	0
Average time to ticket resolution for	mdo1	1
Maximum time to ticket resolution for	mdo1	4
Minimum time to ticket resolution for	mdo1	0
Average time to ticket resolution for	mnolan1	0
Maximum time to ticket resolution for	mnolan1	0
Minimum time to ticket resolution for	mnolan1	0
Average time to ticket resolution for	moneill1	1
Maximum time to ticket resolution for	moneill1	7
Minimum time to ticket resolution for	moneill1	0
Average time to ticket resolution for	myers	2
Maximum time to ticket resolution for	myers	6
Minimum time to ticket resolution for	myers	0
Average time to ticket resolution for	nitinr1	0
Maximum time to ticket resolution for	nitinr1	2
Minimum time to ticket resolution for	nitinr1	0
Average time to ticket resolution for	pzeafol	1
Maximum time to ticket resolution for	pzeafol	7
Minimum time to ticket resolution for	pzeafol	0
Average time to ticket resolution for	ramosm1	1
Maximum time to ticket resolution for	ramosm1	6
Minimum time to ticket resolution for	ramosm1	0
Average time to ticket resolution for	stcyr	1
Maximum time to ticket resolution for	stcyr	5
Minimum time to ticket resolution for	stcyr	0

Average time to ticket resolution for	talder1	2
Maximum time to ticket resolution for	talder1	9
Minimum time to ticket resolution for	talder1	0
Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	17
Minimum time to ticket resolution for	Helpdesk	0

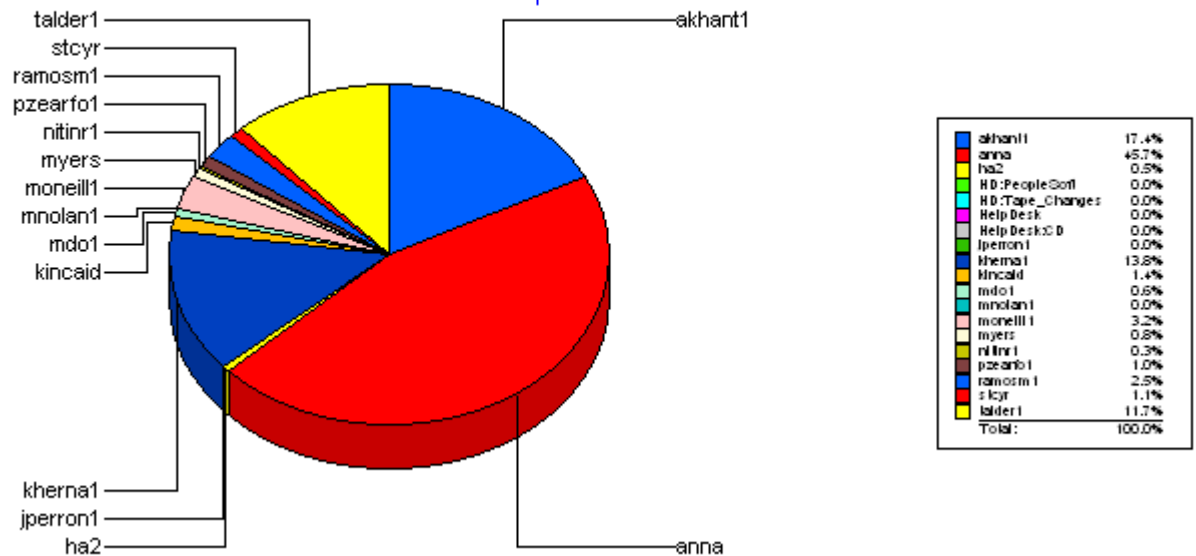
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

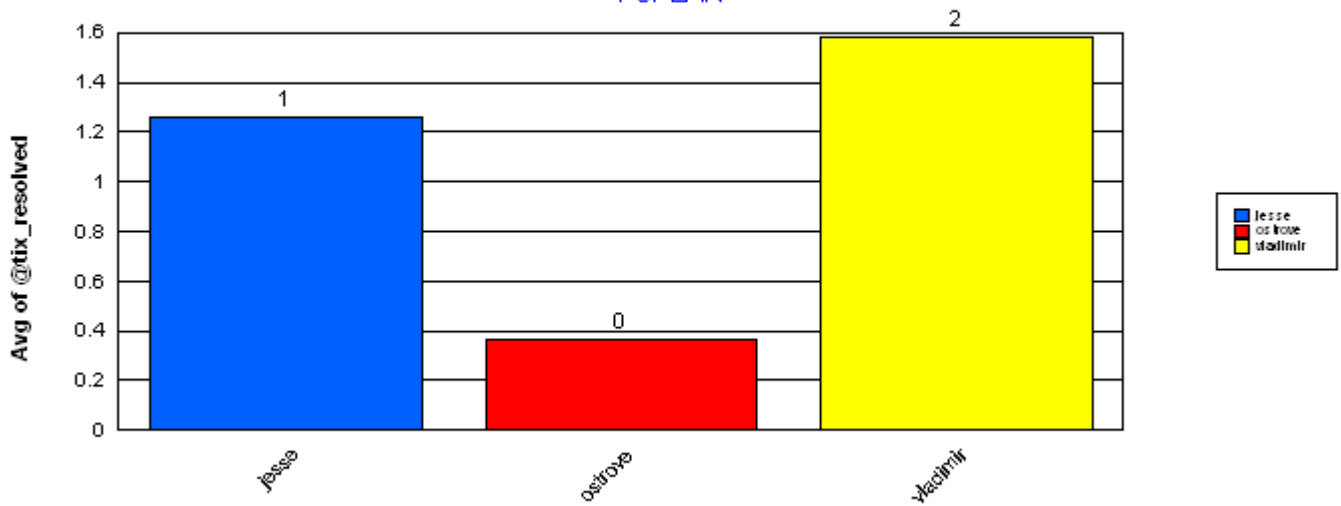
For Helpdesk



LAN	Total:	72
Average time to ticket resolution for	jesse	1
Maximum time to ticket resolution for	jesse	10
Minimum time to ticket resolution for	jesse	0
Average time to ticket resolution for	ostrove	0
Maximum time to ticket resolution for	ostrove	1
Minimum time to ticket resolution for	ostrove	0
Average time to ticket resolution for	vladimir	2
Maximum time to ticket resolution for	vladimir	9
Minimum time to ticket resolution for	vladimir	0
Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	10
Minimum time to ticket resolution for	LAN	0

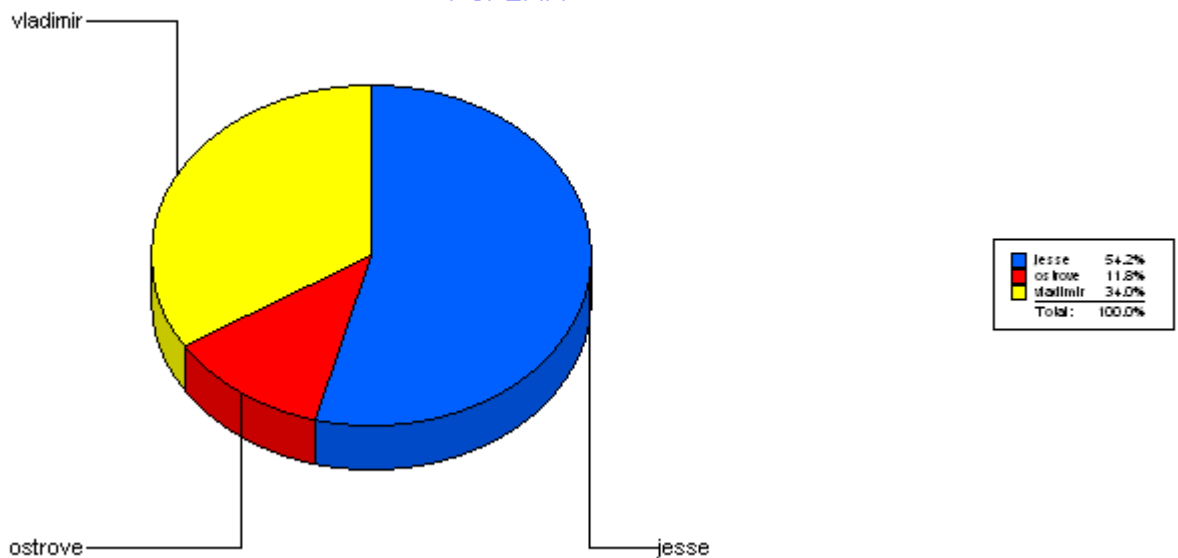
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN

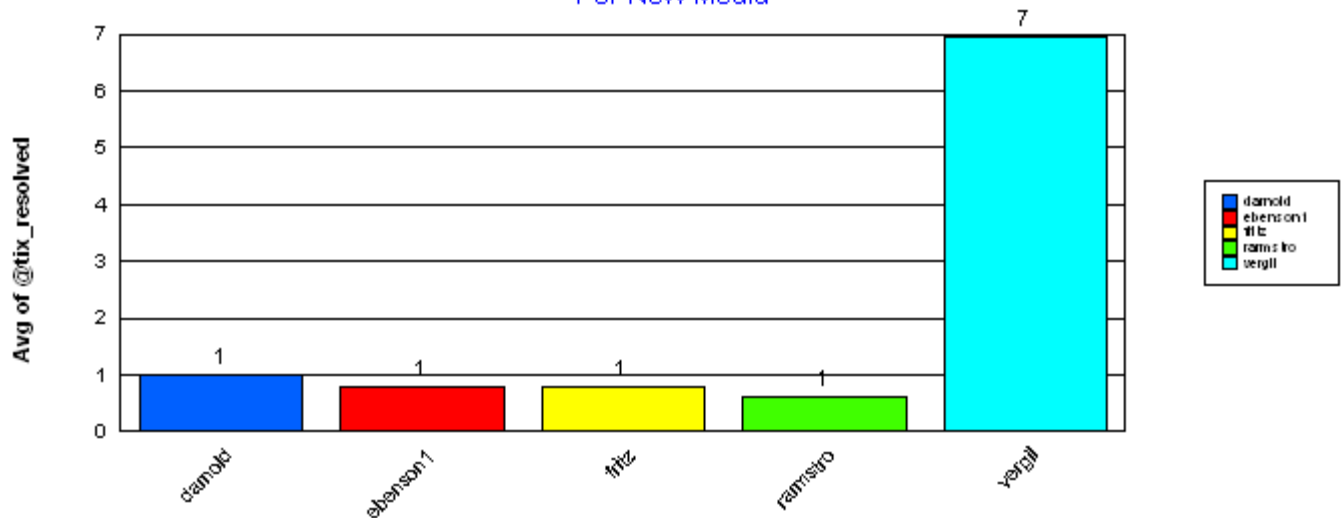


New Media	Total:	285
Average time to ticket resolution for	darnold	1
Maximum time to ticket resolution for	darnold	2
Minimum time to ticket resolution for	darnold	1
Average time to ticket resolution for	ebenson1	1
Maximum time to ticket resolution for	ebenson1	14
Minimum time to ticket resolution for	ebenson1	0
Average time to ticket resolution for	fritz	1
Maximum time to ticket resolution for	fritz	1
Minimum time to ticket resolution for	fritz	1
Average time to ticket resolution for	rarmstro	1
Maximum time to ticket resolution for	rarmstro	5
Minimum time to ticket resolution for	rarmstro	0
Average time to ticket resolution for	vergil	7
Maximum time to ticket resolution for	vergil	7
Minimum time to ticket resolution for	vergil	7

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

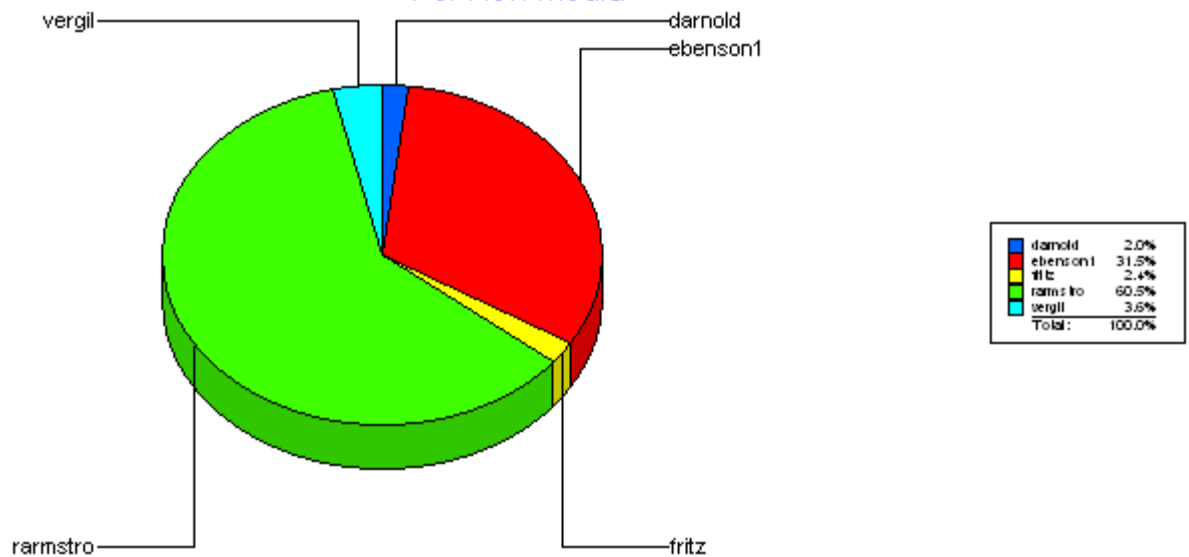
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media

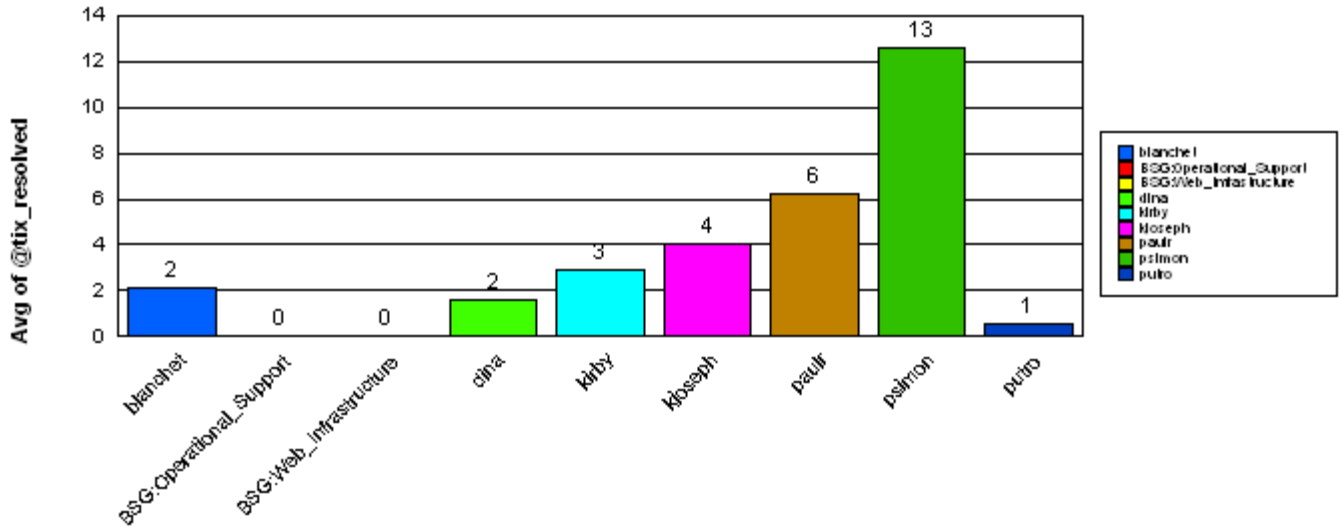


OIT BSG Non People	Total:	72
Average time to ticket resolution for	BSG:Operation	0
Maximum time to ticket resolution for	BSG:Operation	0
Minimum time to ticket resolution for	BSG:Operation	0
Average time to ticket resolution for	BSG:Web_Infra	0
Maximum time to ticket resolution for	BSG:Web_Infra	0
Minimum time to ticket resolution for	BSG:Web_Infra	0
Average time to ticket resolution for	blanchet	2
Maximum time to ticket resolution for	blanchet	8
Minimum time to ticket resolution for	blanchet	0
Average time to ticket resolution for	dina	2
Maximum time to ticket resolution for	dina	8
Minimum time to ticket resolution for	dina	0
Average time to ticket resolution for	kirby	3
Maximum time to ticket resolution for	kirby	14
Minimum time to ticket resolution for	kirby	0
Average time to ticket resolution for	kjoseph	4
Maximum time to ticket resolution for	kjoseph	8
Minimum time to ticket resolution for	kjoseph	0
Average time to ticket resolution for	paulr	6
Maximum time to ticket resolution for	paulr	15
Minimum time to ticket resolution for	paulr	0
Average time to ticket resolution for	psimon	13
Maximum time to ticket resolution for	psimon	22
Minimum time to ticket resolution for	psimon	0
Average time to ticket resolution for	putro	1
Maximum time to ticket resolution for	putro	3
Minimum time to ticket resolution for	putro	0

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

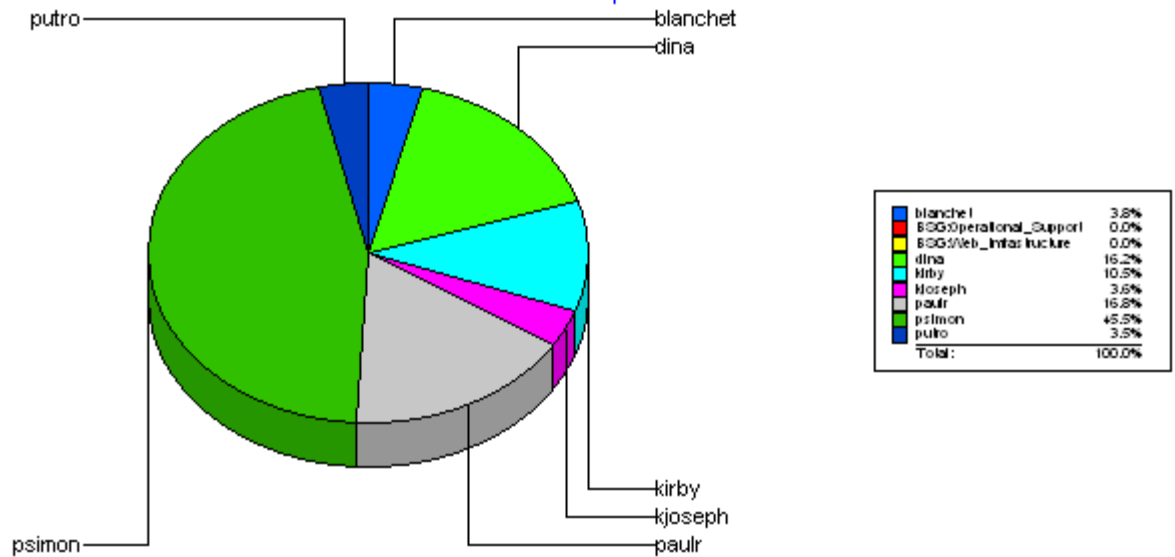
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



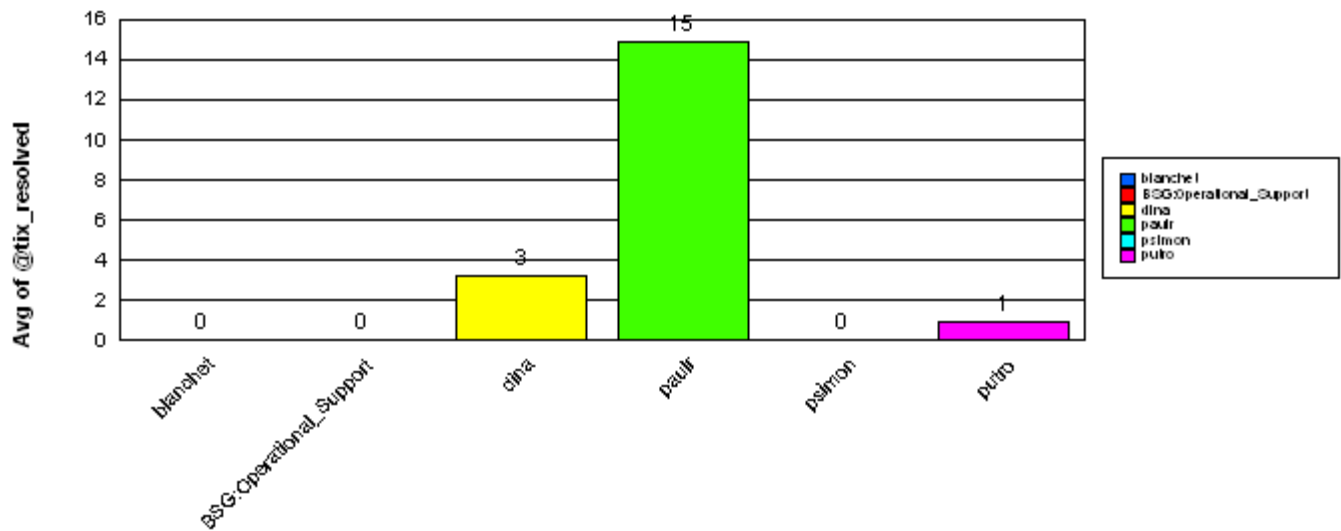
OIT Business Systems: N **Total: 13**

Average time to ticket resolution for	BSG:Operation	0
Maximum time to ticket resolution for	BSG:Operation	0
Minimum time to ticket resolution for	BSG:Operation	0
Average time to ticket resolution for	blanchet	0
Maximum time to ticket resolution for	blanchet	0
Minimum time to ticket resolution for	blanchet	0
Average time to ticket resolution for	dina	3
Maximum time to ticket resolution for	dina	8
Minimum time to ticket resolution for	dina	0
Average time to ticket resolution for	paulr	15
Maximum time to ticket resolution for	paulr	15
Minimum time to ticket resolution for	paulr	15
Average time to ticket resolution for	psimon	0
Maximum time to ticket resolution for	psimon	0
Minimum time to ticket resolution for	psimon	0
Average time to ticket resolution for	putro	1
Maximum time to ticket resolution for	putro	2
Minimum time to ticket resolution for	putro	0

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

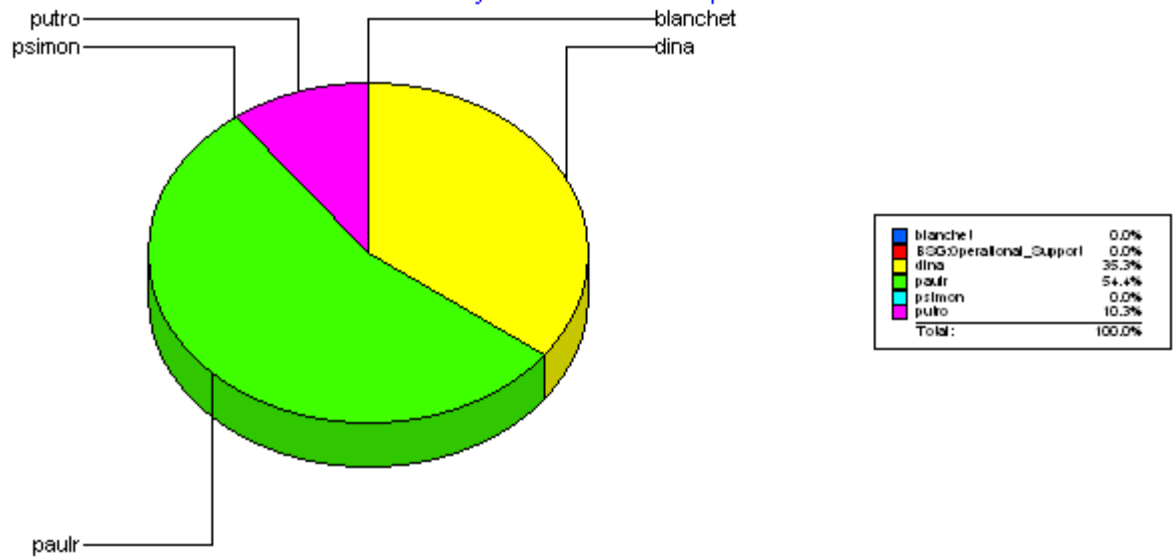
Avg of Each Ticket Resolved

For OIT Business Systems: Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: Non PeopleSoft

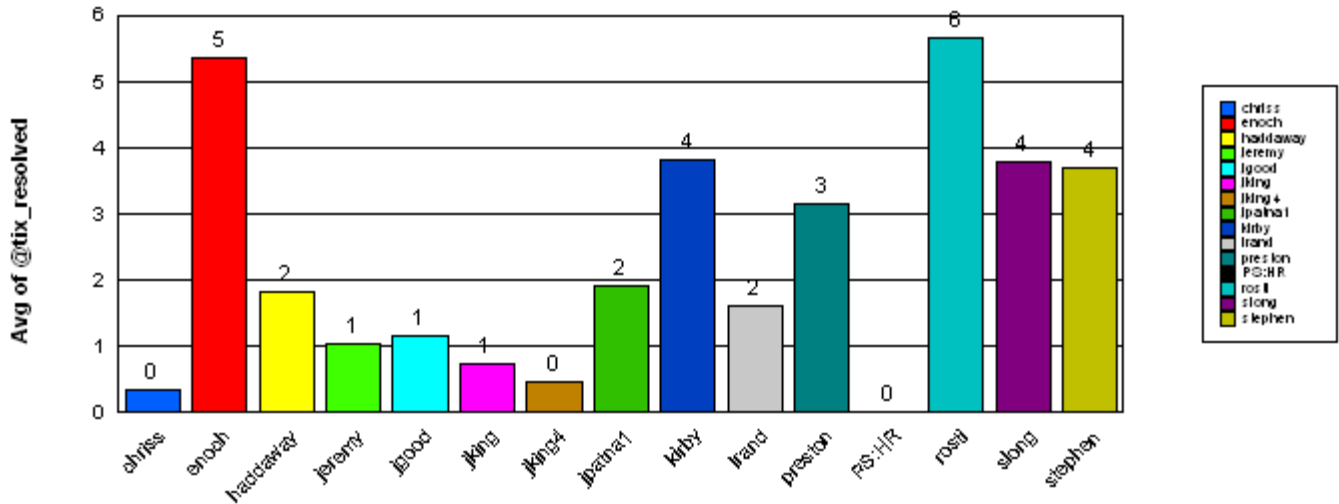


OIT Business Systems: P		Total:	200
Average time to ticket resolution for	PS:HR		0
Maximum time to ticket resolution for	PS:HR		0
Minimum time to ticket resolution for	PS:HR		0
Average time to ticket resolution for	chriss		0
Maximum time to ticket resolution for	chriss		9
Minimum time to ticket resolution for	chriss		0
Average time to ticket resolution for	enoch		5
Maximum time to ticket resolution for	enoch		16
Minimum time to ticket resolution for	enoch		0
Average time to ticket resolution for	haddaway		2
Maximum time to ticket resolution for	haddaway		22
Minimum time to ticket resolution for	haddaway		0
Average time to ticket resolution for	jeremy		1
Maximum time to ticket resolution for	jeremy		6
Minimum time to ticket resolution for	jeremy		0
Average time to ticket resolution for	jgood		1
Maximum time to ticket resolution for	jgood		7
Minimum time to ticket resolution for	jgood		0
Average time to ticket resolution for	jking		1
Maximum time to ticket resolution for	jking		4
Minimum time to ticket resolution for	jking		0
Average time to ticket resolution for	jking4		0
Maximum time to ticket resolution for	jking4		6
Minimum time to ticket resolution for	jking4		0
Average time to ticket resolution for	jpatna1		2
Maximum time to ticket resolution for	jpatna1		7
Minimum time to ticket resolution for	jpatna1		0
Average time to ticket resolution for	kirby		4
Maximum time to ticket resolution for	kirby		6
Minimum time to ticket resolution for	kirby		0
Average time to ticket resolution for	lrاند		2
Maximum time to ticket resolution for	lrاند		7
Minimum time to ticket resolution for	lrاند		0
Average time to ticket resolution for	preston		3
Maximum time to ticket resolution for	preston		10
Minimum time to ticket resolution for	preston		0
Average time to ticket resolution for	rosti		6
Maximum time to ticket resolution for	rosti		21
Minimum time to ticket resolution for	rosti		0
Average time to ticket resolution for	slong		4
Maximum time to ticket resolution for	slong		19
Minimum time to ticket resolution for	slong		0
Average time to ticket resolution for	stephen		4
Maximum time to ticket resolution for	stephen		12
Minimum time to ticket resolution for	stephen		0

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

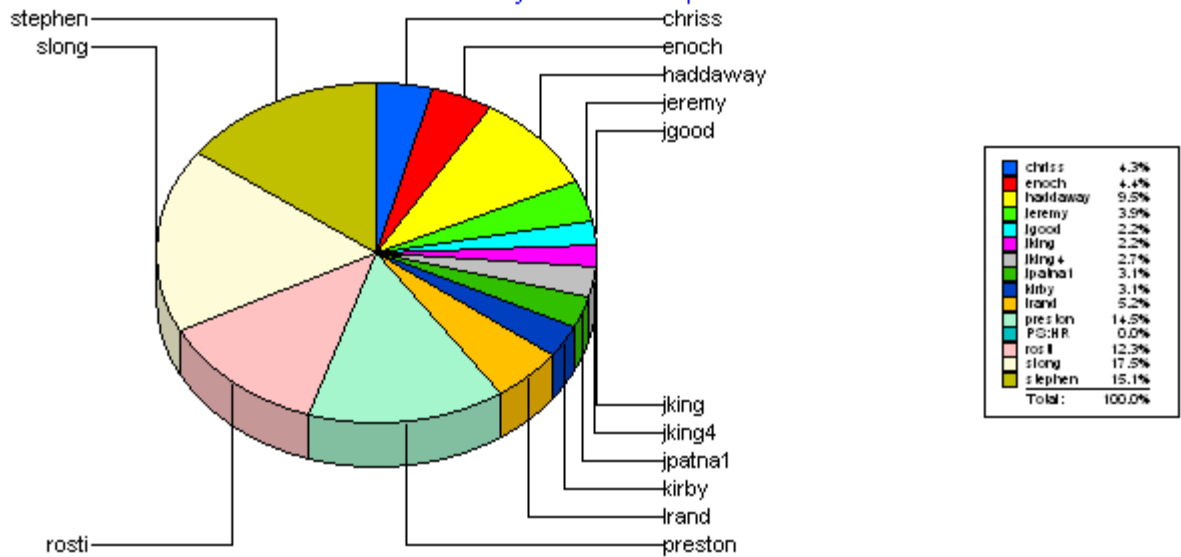
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

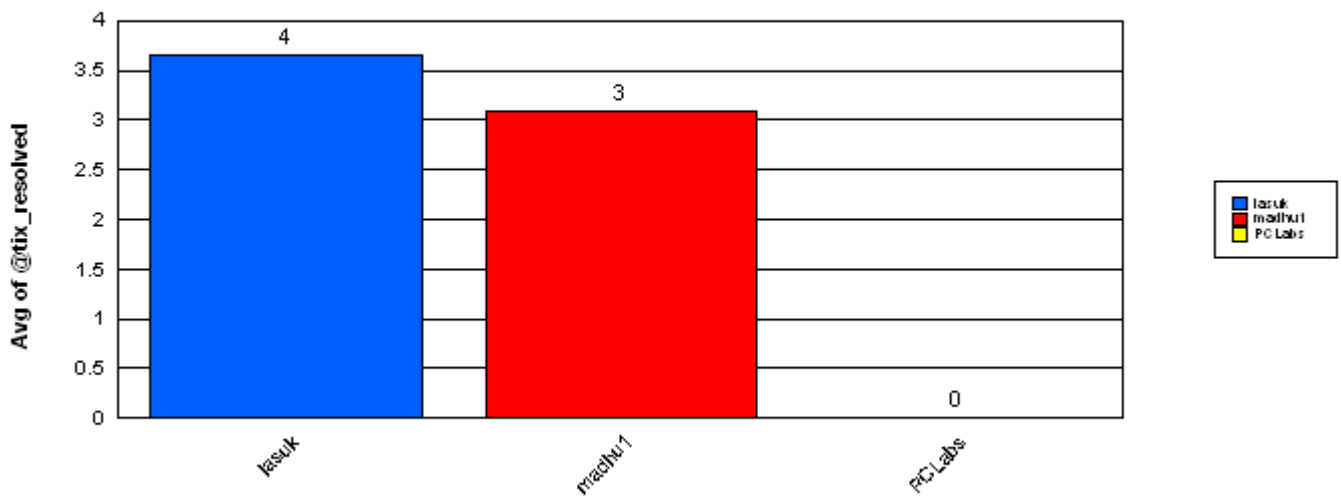
For OIT Business Systems: PeopleSoft



PC Labs	Total:	17
Average time to ticket resolution for	PCLabs	0
Maximum time to ticket resolution for	PCLabs	0
Minimum time to ticket resolution for	PCLabs	0
Average time to ticket resolution for	lasuk	4
Maximum time to ticket resolution for	lasuk	14
Minimum time to ticket resolution for	lasuk	1
Average time to ticket resolution for	madhu1	3
Maximum time to ticket resolution for	madhu1	7
Minimum time to ticket resolution for	madhu1	0
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

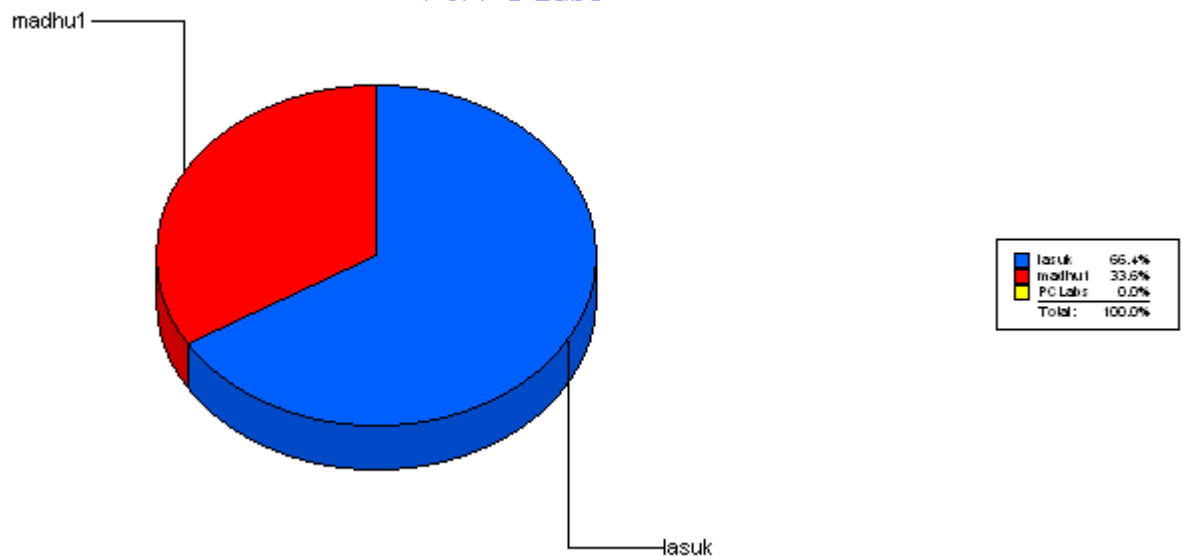
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs

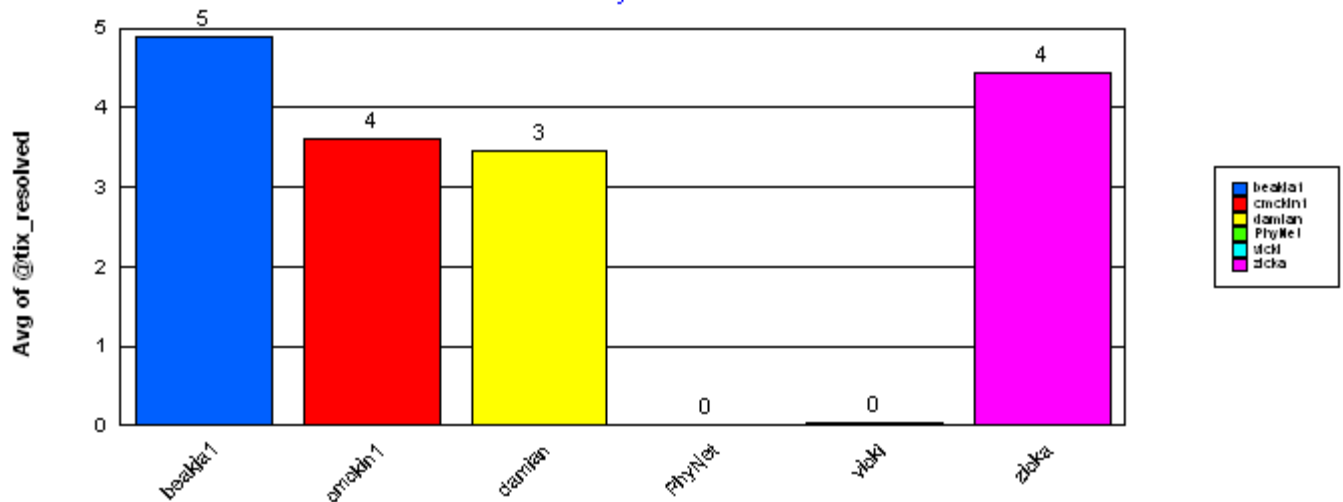


Physical Networks	Total:	86
Average time to ticket resolution for	PhyNet	0
Maximum time to ticket resolution for	PhyNet	0
Minimum time to ticket resolution for	PhyNet	0
Average time to ticket resolution for	beakja1	5
Maximum time to ticket resolution for	beakja1	23
Minimum time to ticket resolution for	beakja1	1
Average time to ticket resolution for	cmckin1	4
Maximum time to ticket resolution for	cmckin1	28
Minimum time to ticket resolution for	cmckin1	0
Average time to ticket resolution for	damian	3
Maximum time to ticket resolution for	damian	20
Minimum time to ticket resolution for	damian	0
Average time to ticket resolution for	vicki	0
Maximum time to ticket resolution for	vicki	0
Minimum time to ticket resolution for	vicki	0
Average time to ticket resolution for	zicka	4
Maximum time to ticket resolution for	zicka	17
Minimum time to ticket resolution for	zicka	0

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

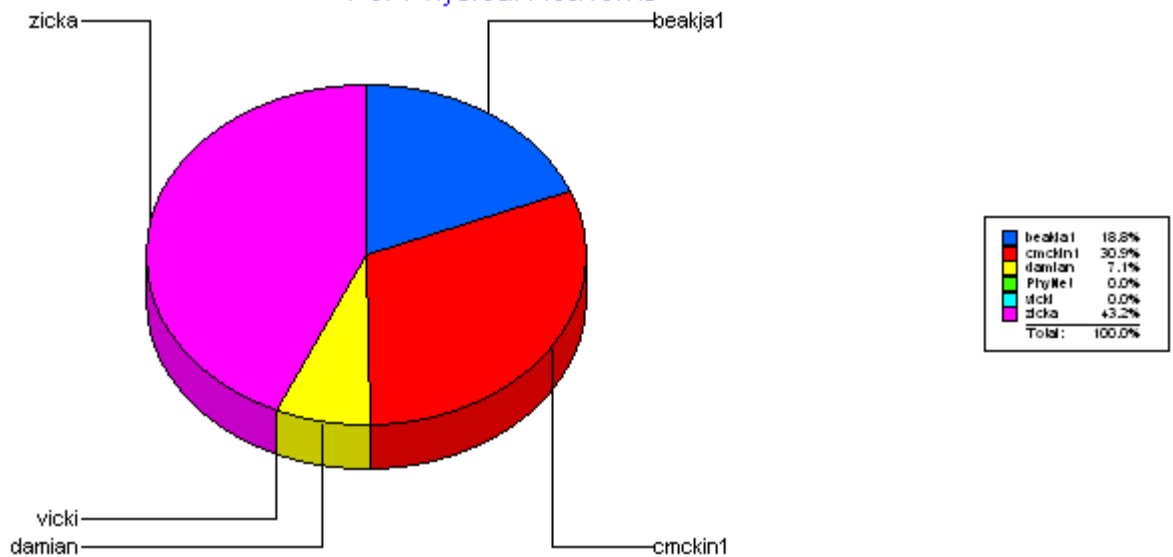
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks

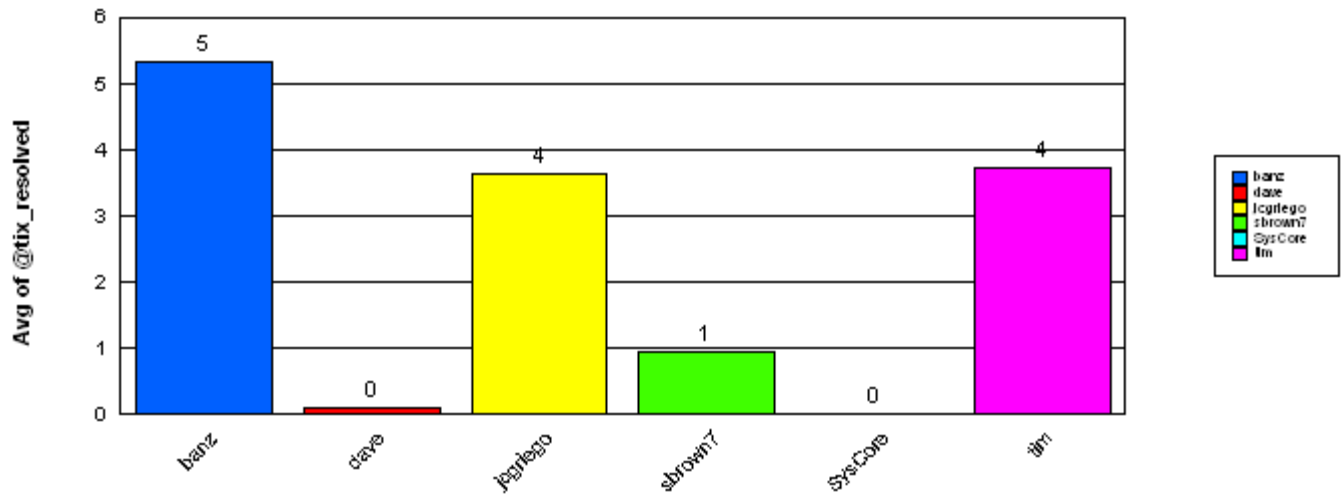


SysCore	Total:	358
Average time to ticket resolution for	SysCore	0
Maximum time to ticket resolution for	SysCore	0
Minimum time to ticket resolution for	SysCore	0
Average time to ticket resolution for	banz	5
Maximum time to ticket resolution for	banz	13
Minimum time to ticket resolution for	banz	0
Average time to ticket resolution for	dave	0
Maximum time to ticket resolution for	dave	0
Minimum time to ticket resolution for	dave	0
Average time to ticket resolution for	jcgriego	4
Maximum time to ticket resolution for	jcgriego	20
Minimum time to ticket resolution for	jcgriego	0
Average time to ticket resolution for	sbrown7	1
Maximum time to ticket resolution for	sbrown7	11
Minimum time to ticket resolution for	sbrown7	0
Average time to ticket resolution for	tim	4
Maximum time to ticket resolution for	tim	14
Minimum time to ticket resolution for	tim	0

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

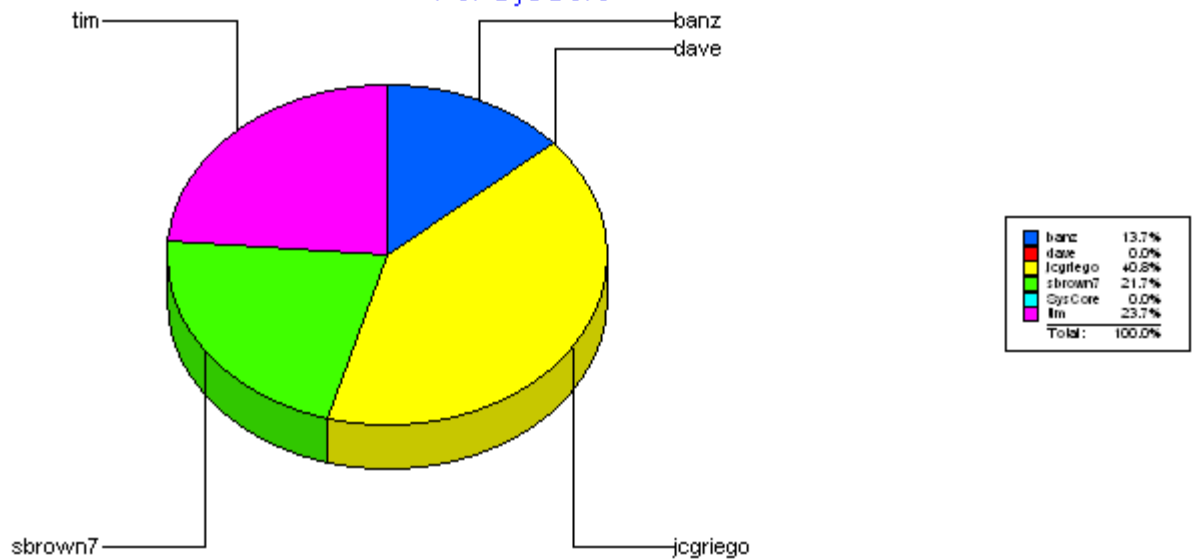
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

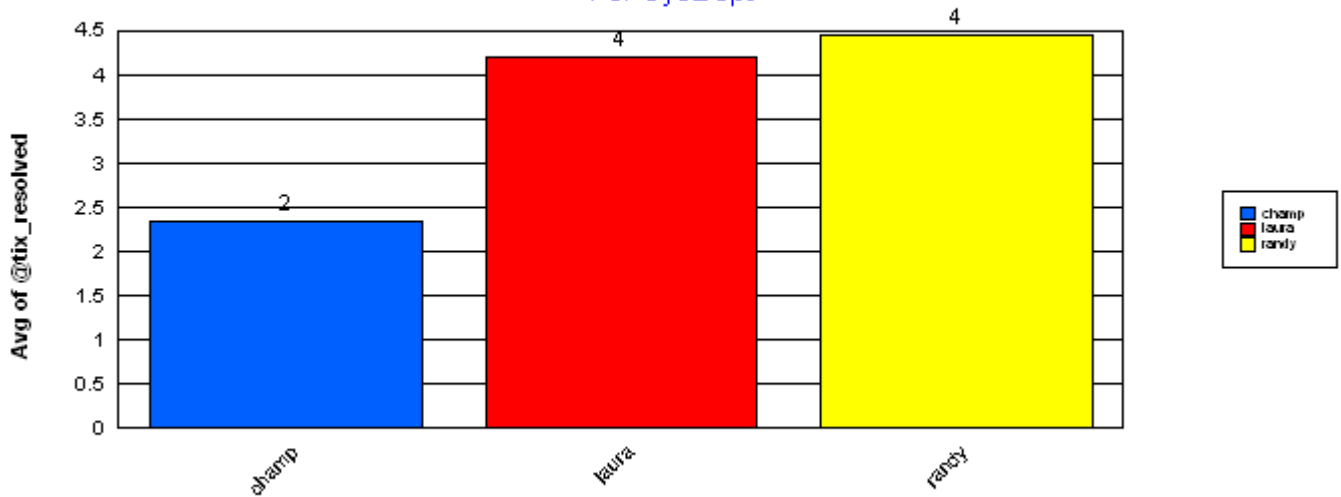
For SysCore



SysDept	Total:	25
Average time to ticket resolution for	champ	2
Maximum time to ticket resolution for	champ	15
Minimum time to ticket resolution for	champ	0
Average time to ticket resolution for	laura	4
Maximum time to ticket resolution for	laura	22
Minimum time to ticket resolution for	laura	0
Average time to ticket resolution for	randy	4
Maximum time to ticket resolution for	randy	11
Minimum time to ticket resolution for	randy	0
Average time to ticket resolution for	SysDept	3
Maximum time to ticket resolution for	SysDept	22
Minimum time to ticket resolution for	SysDept	0

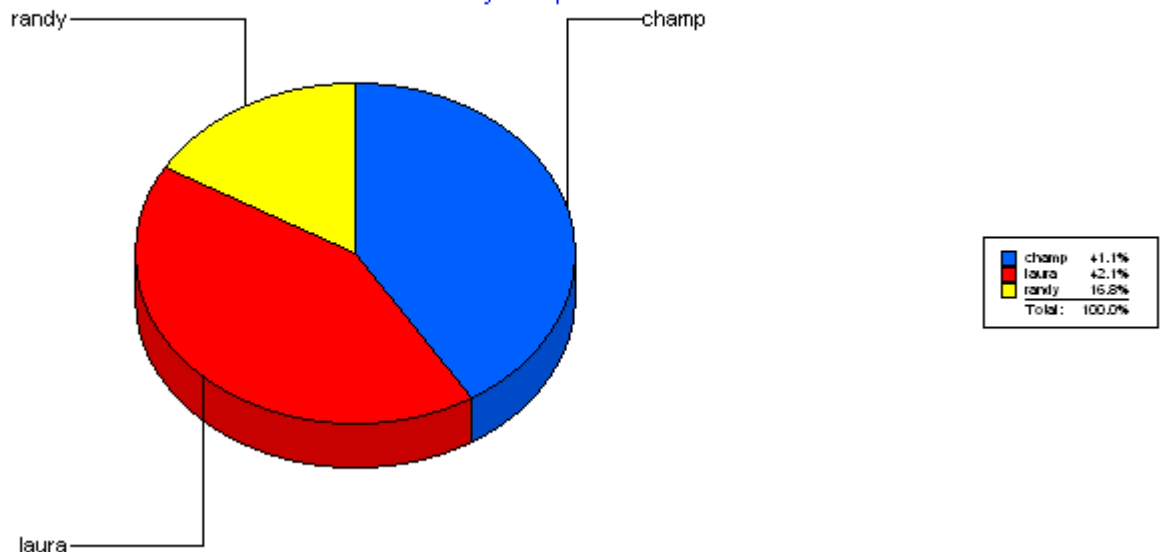
Avg of Each Ticket Resolved

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 : **1971**

Total Remedy Tickets Created between: 01/01/2004 and 01/31/2004 : **1971**

Maximum time to resolution	28
Minimum time to resolu	0
Total Average time to ticket resolution	1.89