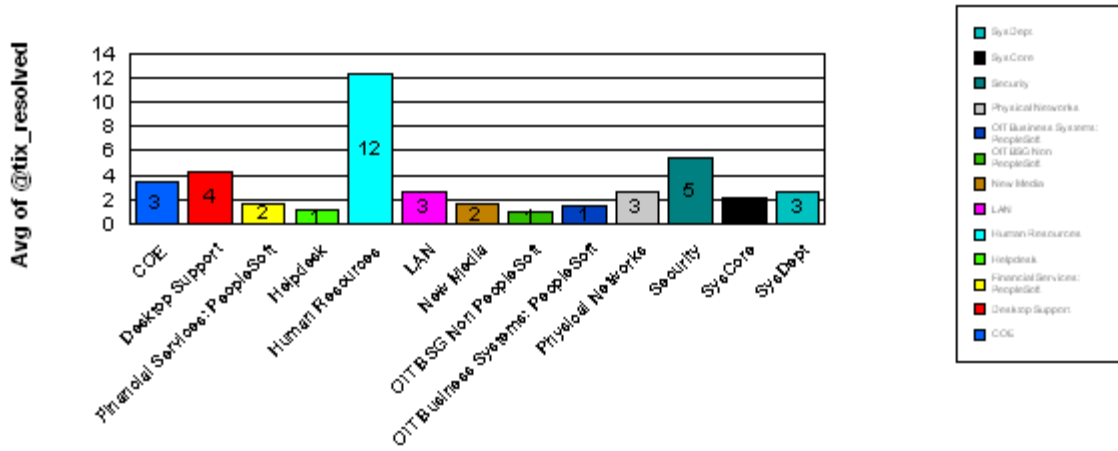


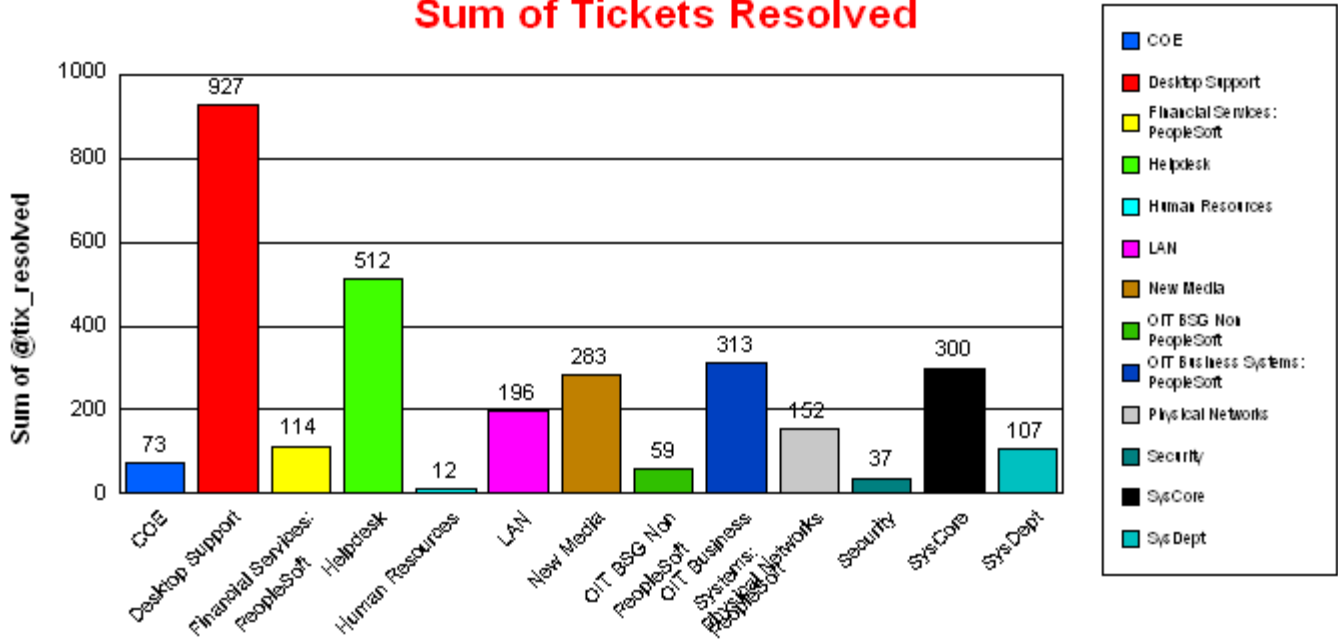
Average Length to Resolution

Ticket Created Between January 01, 2005 to January 31, 2005

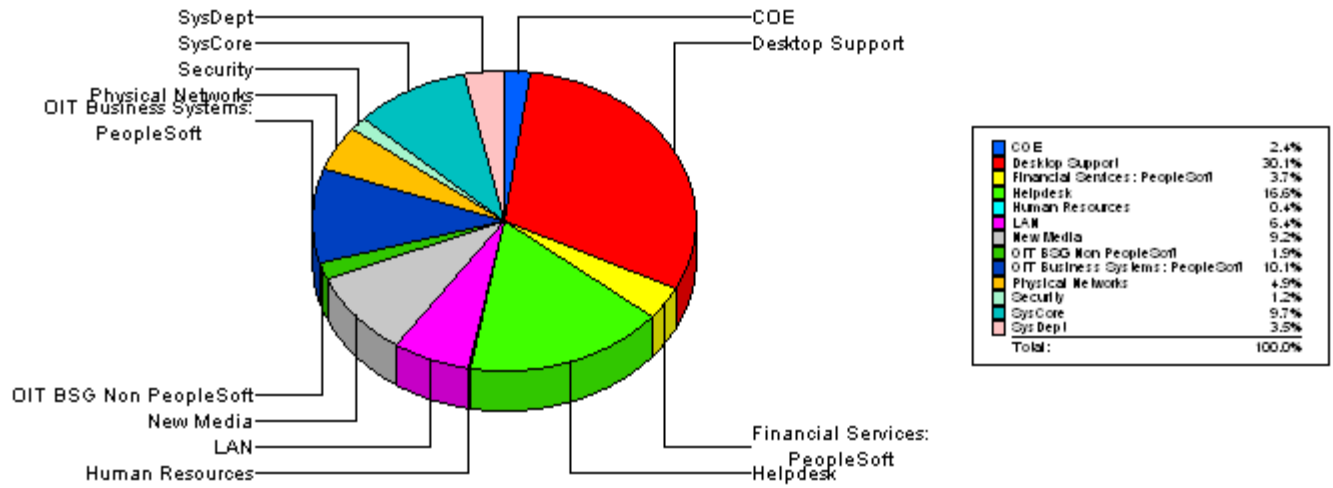
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



COE

		<u>Total:</u> 21	
champ	Closed	<u>Total:</u> 21	
Ticket Number:	0000108352	01/11/2005	7
Ticket Number:	0000107877	01/03/2005	2
Ticket Number:	0000107891	01/03/2005	1
Ticket Number:	0000109253	01/26/2005	5
Ticket Number:	0000109400	01/27/2005	5
Ticket Number:	0000109497	01/28/2005	4
Ticket Number:	0000109403	01/27/2005	5
Ticket Number:	0000109588	01/31/2005	0
Ticket Number:	0000109705	01/31/2005	1
Ticket Number:	0000109529	01/29/2005	2
Ticket Number:	0000108050	01/05/2005	1
Ticket Number:	0000108066	01/05/2005	1
Ticket Number:	0000108196	01/07/2005	4
Ticket Number:	0000108262	01/10/2005	2
Ticket Number:	0000108412	01/12/2005	7
Ticket Number:	0000108202	01/07/2005	6
Ticket Number:	0000108709	01/18/2005	8
Ticket Number:	0000108721	01/18/2005	1
Ticket Number:	0000108785	01/19/2005	0
Ticket Number:	0000108858	01/19/2005	12
Ticket Number:	0000109684	01/31/2005	1
-----		-----	
Average time to ticket resolution for	champ		3
Maximum time to ticket resolution for	champ		12
Minimum time to ticket resolution for	champ		0

COE

Average time to ticket resolution for

COE

3

Maximum time to ticket resolution for

COE

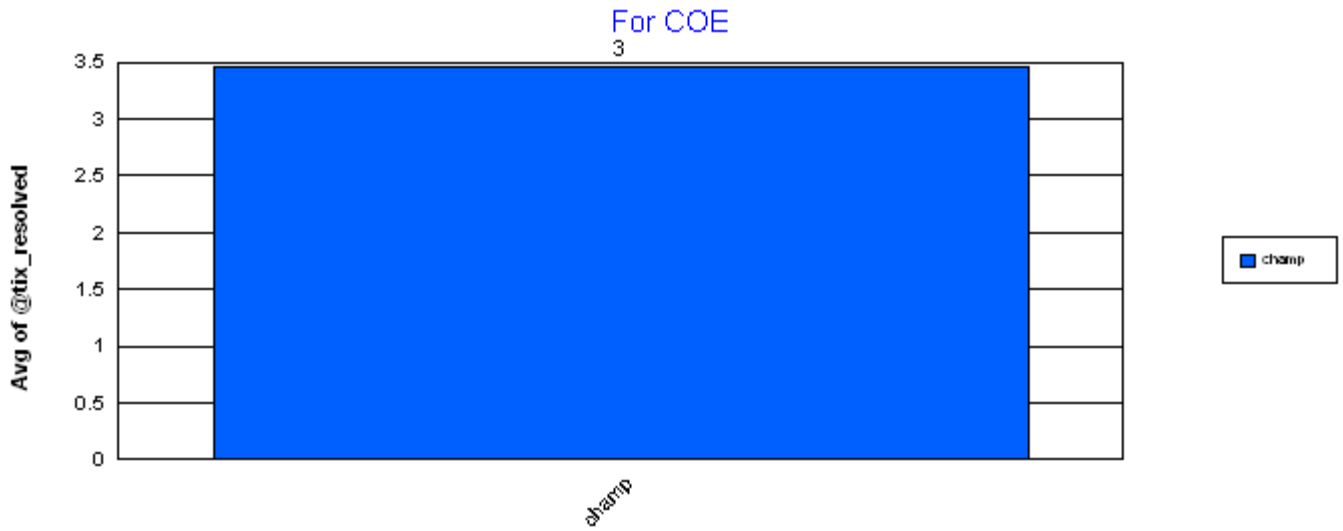
12

Minimum time to ticket resolution for

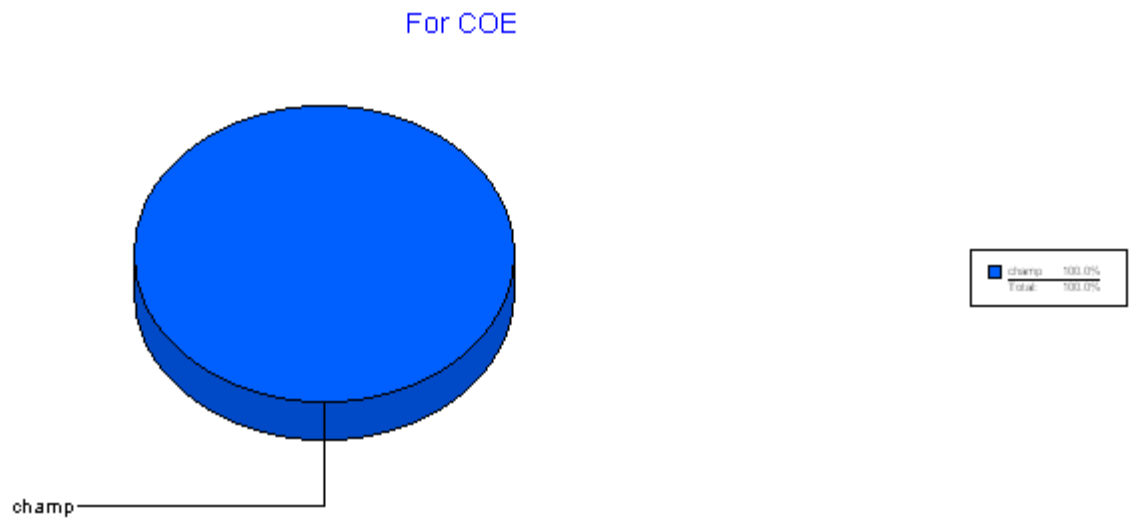
COE

0

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved



Desktop Support

Total: 216

Desktop

Closed

Total: 9

Total: 9

Ticket Number:	0000108637	01/14/2005	0	01/14/2005
Ticket Number:	0000108880	01/20/2005	0	01/20/2005
Ticket Number:	0000107925	01/04/2005	0	01/04/2005
Ticket Number:	0000108074	01/06/2005	0	01/06/2005
Ticket Number:	0000108388	01/12/2005	0	01/12/2005
Ticket Number:	0000108239	01/10/2005	0	01/10/2005
Ticket Number:	0000109032	01/24/2005	0	01/24/2005
Ticket Number:	0000109600	01/31/2005	0	01/31/2005
Ticket Number:	0000109042	01/24/2005	0	01/24/2005

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

HD:PPP

Closed

Total: 1

Total: 1

Ticket Number:	0000109312	01/27/2005	0	01/27/2005
----------------	------------	------------	---	------------

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

chrism

Closed

Total: 5

Total: 5

Ticket Number:	0000109234	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109040	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109029	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000107966	01/04/2005	3	01/07/2005	01/13/2005
Ticket Number:	0000108476	01/13/2005	0	01/13/2005	01/19/2005

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

Desktop Support

edortiz

Total: 45

Resolved

Total: 12

Ticket Number:	0000109268	01/26/2005	6	02/01/2005
Ticket Number:	0000109573	01/31/2005	1	02/01/2005
Ticket Number:	0000108907	01/20/2005	12	02/01/2005
Ticket Number:	0000108958	01/21/2005	7	01/28/2005
Ticket Number:	0000109055	01/24/2005	4	01/28/2005
Ticket Number:	0000109067	01/24/2005	8	02/01/2005
Ticket Number:	0000109230	01/26/2005	6	02/01/2005
Ticket Number:	0000109258	01/26/2005	2	01/28/2005
Ticket Number:	0000109314	01/27/2005	1	01/28/2005
Ticket Number:	0000109438	01/28/2005	4	02/01/2005
Ticket Number:	0000109231	01/26/2005	2	01/28/2005
Ticket Number:	0000108993	01/21/2005	11	02/01/2005

Closed

Total: 33

Ticket Number:	0000108268	01/10/2005	4	01/14/2005	01/20/2005
Ticket Number:	0000107861	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107862	01/03/2005	2	01/05/2005	01/11/2005
Ticket Number:	0000107855	01/03/2005	1	01/04/2005	01/13/2005
Ticket Number:	0000109077	01/24/2005	3		01/27/2005
Ticket Number:	0000109164	01/25/2005	2		01/27/2005
Ticket Number:	0000108431	01/12/2005	6	01/18/2005	01/24/2005
Ticket Number:	0000108446	01/12/2005	6	01/18/2005	01/24/2005
Ticket Number:	0000108522	01/13/2005	6	01/19/2005	01/25/2005
Ticket Number:	0000108676	01/17/2005	2	01/19/2005	01/25/2005
Ticket Number:	0000108952	01/21/2005	5	01/26/2005	02/01/2005
Ticket Number:	0000108792	01/19/2005	1	01/20/2005	01/26/2005
Ticket Number:	0000108788	01/19/2005	5	01/24/2005	01/31/2005
Ticket Number:	0000108731	01/18/2005	1	01/19/2005	01/27/2005
Ticket Number:	0000108716	01/18/2005	3		01/21/2005
Ticket Number:	0000108698	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108631	01/14/2005	4	01/18/2005	01/24/2005
Ticket Number:	0000108495	01/13/2005	13	01/26/2005	02/01/2005
Ticket Number:	0000108451	01/12/2005	7	01/19/2005	01/25/2005
Ticket Number:	0000108018	01/05/2005	8		01/13/2005
Ticket Number:	0000108092	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108109	01/06/2005	7		01/13/2005
Ticket Number:	0000108101	01/06/2005	7		01/13/2005
Ticket Number:	0000108259	01/10/2005	4	01/14/2005	01/20/2005
Ticket Number:	0000108394	01/12/2005	2	01/14/2005	01/20/2005
Ticket Number:	0000108385	01/12/2005	6	01/18/2005	01/24/2005
Ticket Number:	0000108358	01/11/2005	3	01/14/2005	01/20/2005
Ticket Number:	0000108326	01/11/2005	2		01/13/2005
Ticket Number:	0000108320	01/11/2005	2		01/13/2005
Ticket Number:	0000108254	01/10/2005	3		01/13/2005
Ticket Number:	0000108250	01/10/2005	3		01/13/2005
Ticket Number:	0000108033	01/05/2005	8		01/13/2005
Ticket Number:	0000108059	01/05/2005	8	01/13/2005	01/19/2005

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Average time to ticket resolution for	edortiz	4
Maximum time to ticket resolution for	edortiz	13
Minimum time to ticket resolution for	edortiz	0
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Desktop Support

josh

Total: 25

Resolved

Total: 9

Ticket Number:	0000108342	01/11/2005	17	01/28/2005	
Ticket Number:	0000109318	01/27/2005	0	01/27/2005	
Ticket Number:	0000109482	01/28/2005	3	01/31/2005	
Ticket Number:	0000109609	01/31/2005	0	01/31/2005	
Ticket Number:	0000109589	01/31/2005	0	01/31/2005	
Ticket Number:	0000109388	01/27/2005	1	01/28/2005	
Ticket Number:	0000109384	01/27/2005	1	01/28/2005	
Ticket Number:	0000109359	01/27/2005	4	01/31/2005	
Ticket Number:	0000109175	01/25/2005	2	01/27/2005	

Closed

Total: 16

Ticket Number:	0000107848	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000109021	01/23/2005	1	01/24/2005	01/31/2005
Ticket Number:	0000109135	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000107973	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108334	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108321	01/11/2005	8	01/19/2005	01/25/2005
Ticket Number:	0000108315	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108764	01/18/2005	2	01/20/2005	01/26/2005
Ticket Number:	0000108141	01/06/2005	4	01/10/2005	01/17/2005
Ticket Number:	0000108110	01/06/2005	4	01/10/2005	01/17/2005
Ticket Number:	0000108480	01/13/2005	5	01/18/2005	01/24/2005
Ticket Number:	0000108594	01/14/2005	4	01/18/2005	01/24/2005
Ticket Number:	0000108596	01/14/2005	4	01/18/2005	01/24/2005
Ticket Number:	0000108580	01/14/2005	7	01/21/2005	01/27/2005
Ticket Number:	0000108509	01/13/2005	5	01/18/2005	01/24/2005
Ticket Number:	0000108496	01/13/2005	6	01/19/2005	01/25/2005

Average time to ticket resolution for	josh		3
Maximum time to ticket resolution for	josh		17
Minimum time to ticket resolution for	josh		0

kirkley1

Total: 5

Closed

Total: 5

Ticket Number:	0000108700	01/18/2005	8	01/26/2005	01/31/2005
Ticket Number:	0000108740	01/18/2005	8	01/26/2005	02/01/2005
Ticket Number:	0000108106	01/06/2005	4	01/10/2005	01/17/2005
Ticket Number:	0000107843	01/03/2005	7	01/10/2005	01/17/2005
Ticket Number:	0000107865	01/03/2005	1	01/04/2005	01/10/2005

Average time to ticket resolution for	kirkley1		6
Maximum time to ticket resolution for	kirkley1		8
Minimum time to ticket resolution for	kirkley1		1

Desktop Support**lasuk**Total: 55**Resolved**Total: 13

Ticket Number:	0000108191	01/07/2005	24	01/31/2005
Ticket Number:	0000108997	01/21/2005	7	01/28/2005
Ticket Number:	0000109364	01/27/2005	4	01/31/2005
Ticket Number:	0000109296	01/26/2005	2	01/28/2005
Ticket Number:	0000109226	01/26/2005	1	01/27/2005
Ticket Number:	0000109228	01/26/2005	1	01/27/2005
Ticket Number:	0000109149	01/25/2005	2	01/27/2005
Ticket Number:	0000109126	01/25/2005	6	01/31/2005
Ticket Number:	0000109124	01/25/2005	2	01/27/2005
Ticket Number:	0000109091	01/24/2005	3	01/27/2005
Ticket Number:	0000108918	01/20/2005	9	01/29/2005
Ticket Number:	0000109596	01/31/2005	0	01/31/2005
Ticket Number:	0000108559	01/13/2005	14	01/27/2005

Desktop Support

Closed	Total:	42		
Ticket Number: 0000108116	01/06/2005	7	01/13/2005	01/19/2005
Ticket Number: 0000107863	01/03/2005	8	01/11/2005	01/17/2005
Ticket Number: 0000107946	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number: 0000107882	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number: 0000107942	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number: 0000107868	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number: 0000107846	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number: 0000107845	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number: 0000107894	01/03/2005	17	01/20/2005	01/26/2005
Ticket Number: 0000109102	01/24/2005	2	01/26/2005	02/01/2005
Ticket Number: 0000107980	01/04/2005	10	01/14/2005	01/20/2005
Ticket Number: 0000108039	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number: 0000108407	01/12/2005	2	01/14/2005	01/20/2005
Ticket Number: 0000108405	01/12/2005	6	01/18/2005	01/24/2005
Ticket Number: 0000108402	01/12/2005	8	01/20/2005	01/26/2005
Ticket Number: 0000108313	01/11/2005	7	01/18/2005	01/24/2005
Ticket Number: 0000108311	01/11/2005	4	01/14/2005	01/20/2005
Ticket Number: 0000108307	01/11/2005	8	01/19/2005	01/25/2005
Ticket Number: 0000108271	01/10/2005	2	01/12/2005	01/18/2005
Ticket Number: 0000108244	01/10/2005	1	01/11/2005	01/17/2005
Ticket Number: 0000108159	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number: 0000108124	01/06/2005	6	01/12/2005	01/18/2005
Ticket Number: 0000108114	01/06/2005	7	01/13/2005	01/19/2005
Ticket Number: 0000108061	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number: 0000108435	01/12/2005	8	01/20/2005	01/26/2005
Ticket Number: 0000108440	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number: 0000108821	01/19/2005	2	01/21/2005	01/27/2005
Ticket Number: 0000108489	01/13/2005	7	01/20/2005	01/26/2005
Ticket Number: 0000108943	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number: 0000108927	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number: 0000108923	01/20/2005	5	01/25/2005	01/31/2005
Ticket Number: 0000108897	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number: 0000108883	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number: 0000108938	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number: 0000108794	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number: 0000108772	01/18/2005	8	01/26/2005	02/01/2005
Ticket Number: 0000108680	01/18/2005	2	01/20/2005	01/26/2005
Ticket Number: 0000108638	01/14/2005	10		01/24/2005
Ticket Number: 0000108629	01/14/2005	7	01/21/2005	01/27/2005
Ticket Number: 0000108565	01/14/2005	6	01/20/2005	01/26/2005
Ticket Number: 0000108521	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number: 0000108517	01/13/2005	8	01/21/2005	01/27/2005
<hr/>				
Average time to ticket resolution for	lasuk	4		
Maximum time to ticket resolution for	lasuk	24		
Minimum time to ticket resolution for	lasuk	0		

Desktop Support

maboone1

Total: **6**

Resolved

Total: **4**

Ticket Number:	0000108931	01/20/2005	8	01/28/2005
Ticket Number:	0000109273	01/26/2005	1	01/27/2005
Ticket Number:	0000109615	01/31/2005	0	01/31/2005
Ticket Number:	0000109064	01/24/2005	3	01/27/2005

Closed

Total: **2**

Ticket Number:	0000108343	01/11/2005	10	01/21/2005	01/27/2005
Ticket Number:	0000108819	01/19/2005	2	01/21/2005	01/27/2005

Average time to ticket resolution for	maboone1	4
Maximum time to ticket resolution for	maboone1	10
Minimum time to ticket resolution for	maboone1	0

Desktop Support**omarn****Total: 50****Resolved****Total: 15**

Ticket Number:	0000108694	01/18/2005	9	01/27/2005
Ticket Number:	0000108720	01/18/2005	10	01/28/2005
Ticket Number:	0000108734	01/18/2005	10	01/28/2005
Ticket Number:	0000108736	01/18/2005	10	01/28/2005
Ticket Number:	0000109227	01/26/2005	2	01/28/2005
Ticket Number:	0000109353	01/27/2005	4	01/31/2005
Ticket Number:	0000109195	01/25/2005	3	01/28/2005
Ticket Number:	0000109191	01/25/2005	6	01/31/2005
Ticket Number:	0000109118	01/25/2005	3	01/28/2005
Ticket Number:	0000109097	01/24/2005	4	01/28/2005
Ticket Number:	0000109095	01/24/2005	7	01/31/2005
Ticket Number:	0000109054	01/24/2005	4	01/28/2005
Ticket Number:	0000108979	01/21/2005	10	01/31/2005
Ticket Number:	0000108951	01/21/2005	7	01/28/2005
Ticket Number:	0000108699	01/18/2005	9	01/27/2005

Closed**Total: 35**

Ticket Number:	0000107852	01/03/2005	4	01/07/2005	01/13/2005
Ticket Number:	0000107887	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107830	01/03/2005	4	01/07/2005	01/13/2005
Ticket Number:	0000109154	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109165	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000108426	01/12/2005	12	01/24/2005	01/31/2005
Ticket Number:	0000108619	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108925	01/20/2005	5	01/25/2005	01/31/2005
Ticket Number:	0000108884	01/20/2005	5	01/25/2005	01/31/2005
Ticket Number:	0000108806	01/19/2005	5	01/24/2005	01/31/2005
Ticket Number:	0000108706	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108693	01/18/2005	6	01/24/2005	01/31/2005
Ticket Number:	0000108652	01/15/2005	8	01/24/2005	01/31/2005
Ticket Number:	0000108625	01/14/2005	4	01/18/2005	01/24/2005
Ticket Number:	0000108620	01/14/2005	12	01/26/2005	02/01/2005
Ticket Number:	0000108543	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108527	01/13/2005	5	01/18/2005	01/24/2005
Ticket Number:	0000107914	01/04/2005	3	01/07/2005	01/13/2005
Ticket Number:	0000108030	01/05/2005	2	01/07/2005	01/13/2005
Ticket Number:	0000108165	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108168	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108386	01/12/2005	7	01/18/2005	01/24/2005
Ticket Number:	0000108354	01/11/2005	13	01/24/2005	01/31/2005
Ticket Number:	0000108339	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108322	01/11/2005	10		01/21/2005
Ticket Number:	0000108500	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108275	01/10/2005	4	01/14/2005	01/20/2005
Ticket Number:	0000108249	01/10/2005	2	01/12/2005	01/18/2005
Ticket Number:	0000108198	01/07/2005	7	01/14/2005	01/20/2005
Ticket Number:	0000108167	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108406	01/12/2005	9	01/21/2005	01/27/2005
Ticket Number:	0000108004	01/05/2005	7	01/12/2005	01/18/2005
Ticket Number:	0000108089	01/06/2005	8	01/14/2005	01/20/2005
Ticket Number:	0000108078	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000107928	01/04/2005	2	01/06/2005	01/12/2005

Desktop Support

Average time to ticket resolution for	omarn				5
Maximum time to ticket resolution for	omarn				13
Minimum time to ticket resolution for	omarn				0

talder1	<u>Total:</u>	15			
Resolved	<u>Total:</u>	4			
Ticket Number: 0000108687	01/18/2005	13		01/31/2005	
Ticket Number: 0000109549	01/30/2005	1		01/31/2005	
Ticket Number: 0000109558	01/30/2005	1		01/31/2005	
Ticket Number: 0000109421	01/28/2005	3		01/31/2005	
Closed	<u>Total:</u>	11			
Ticket Number: 0000108002	01/05/2005	0		01/05/2005	01/11/2005
Ticket Number: 0000107831	01/03/2005	21		01/24/2005	01/31/2005
Ticket Number: 0000109043	01/24/2005	0		01/24/2005	01/31/2005
Ticket Number: 0000108113	01/06/2005	13		01/19/2005	01/25/2005
Ticket Number: 0000108270	01/10/2005	9		01/19/2005	01/25/2005
Ticket Number: 0000108465	01/12/2005	7		01/19/2005	01/25/2005
Ticket Number: 0000108684	01/18/2005	6		01/24/2005	01/31/2005
Ticket Number: 0000108786	01/19/2005	5		01/24/2005	01/31/2005
Ticket Number: 0000108860	01/19/2005	5		01/24/2005	01/31/2005
Ticket Number: 0000108689	01/18/2005	6		01/24/2005	01/31/2005
Ticket Number: 0000108762	01/18/2005	2		01/20/2005	01/26/2005

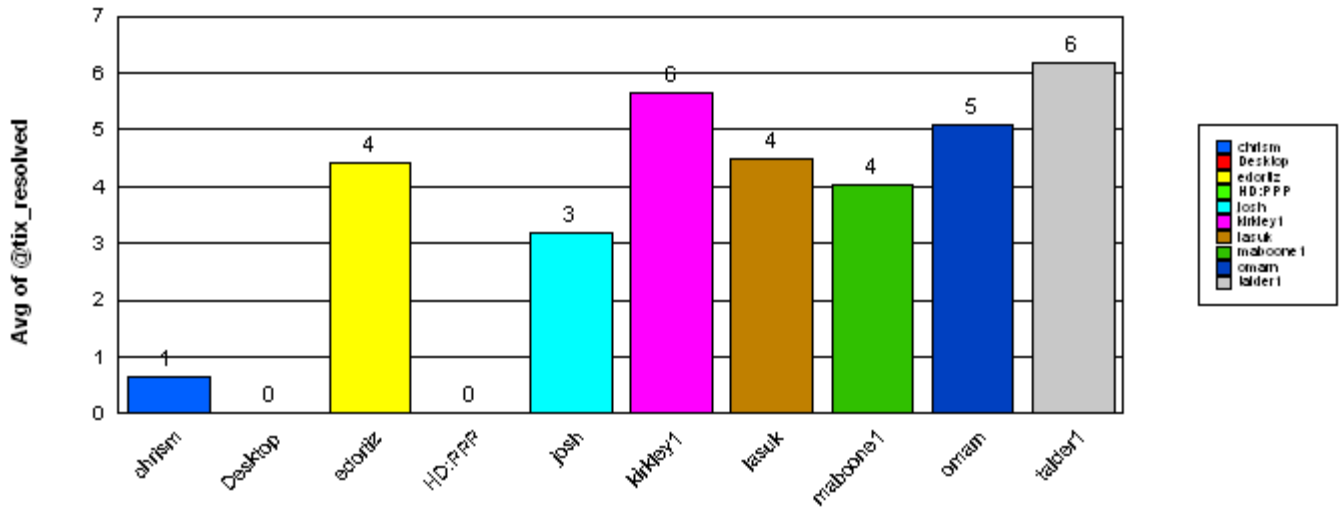
Average time to ticket resolution for	talder1				6
Maximum time to ticket resolution for	talder1				21
Minimum time to ticket resolution for	talder1				0

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

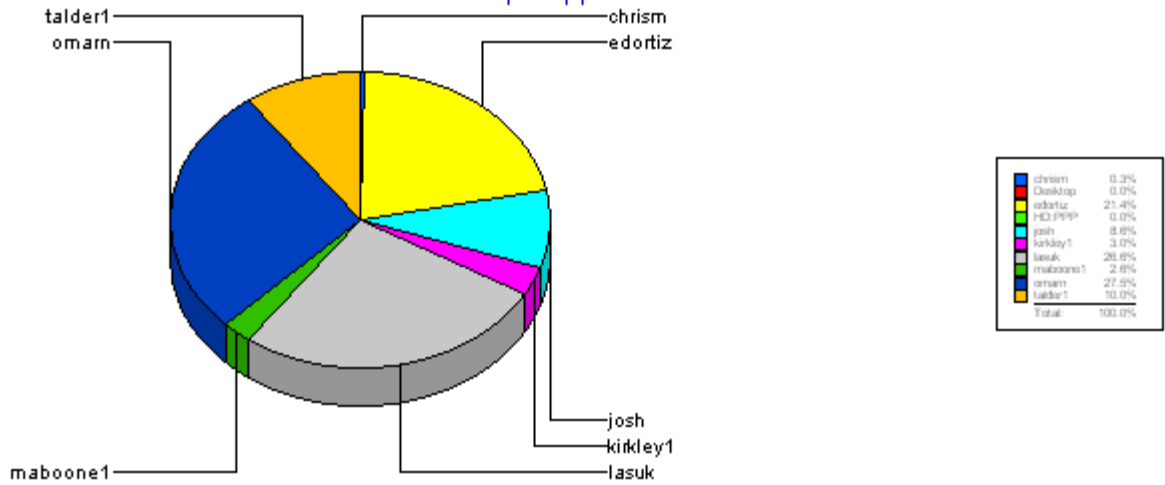
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	70		
tkuonen	Closed	<u>Total:</u>	31		
Ticket Number:	0000108422	01/12/2005	2	01/14/2005	
Ticket Number:	0000108984	01/21/2005	0	01/21/2005	
Ticket Number:	0000108908	01/20/2005	0	01/20/2005	
Ticket Number:	0000108585	01/14/2005	0	01/14/2005	
Ticket Number:	0000108545	01/13/2005	6	01/19/2005	
Ticket Number:	0000108487	01/13/2005	1	01/14/2005	
Ticket Number:	0000107923	01/04/2005	0	01/04/2005	
Ticket Number:	0000107975	01/04/2005	2	01/06/2005	
Ticket Number:	0000108348	01/11/2005	0	01/11/2005	
Ticket Number:	0000108335	01/11/2005	0	01/11/2005	
Ticket Number:	0000108287	01/10/2005	8	01/18/2005	
Ticket Number:	0000108171	01/07/2005	0	01/07/2005	
Ticket Number:	0000108143	01/06/2005	1	01/07/2005	
Ticket Number:	0000108054	01/05/2005	6	01/11/2005	
Ticket Number:	0000108026	01/05/2005	0	01/05/2005	
Ticket Number:	0000108009	01/05/2005	1	01/06/2005	
Ticket Number:	0000107968	01/04/2005	3	01/07/2005	
Ticket Number:	0000107962	01/04/2005	14	01/18/2005	
Ticket Number:	0000107937	01/04/2005	7	01/11/2005	
Ticket Number:	0000107943	01/04/2005	2	01/06/2005	
Ticket Number:	0000108392	01/12/2005	0	01/12/2005	
Ticket Number:	0000108389	01/12/2005	0	01/12/2005	
Ticket Number:	0000107939	01/04/2005	1	01/05/2005	
Ticket Number:	0000109336	01/27/2005	0	01/27/2005	
Ticket Number:	0000109465	01/28/2005	0	01/28/2005	
Ticket Number:	0000107915	01/04/2005	1	01/05/2005	
Ticket Number:	0000107870	01/03/2005	1	01/04/2005	
Ticket Number:	0000107833	01/03/2005	1	01/04/2005	
Ticket Number:	0000108027	01/05/2005	0	01/05/2005	
Ticket Number:	0000107879	01/03/2005	1	01/04/2005	
Ticket Number:	0000107883	01/03/2005	1	01/04/2005	
-----				-----	
Average time to ticket resolution for	tkuonen		2		
Maximum time to ticket resolution for	tkuonen		14		
Minimum time to ticket resolution for	tkuonen		0		

**Financial Services: Peo
weller**

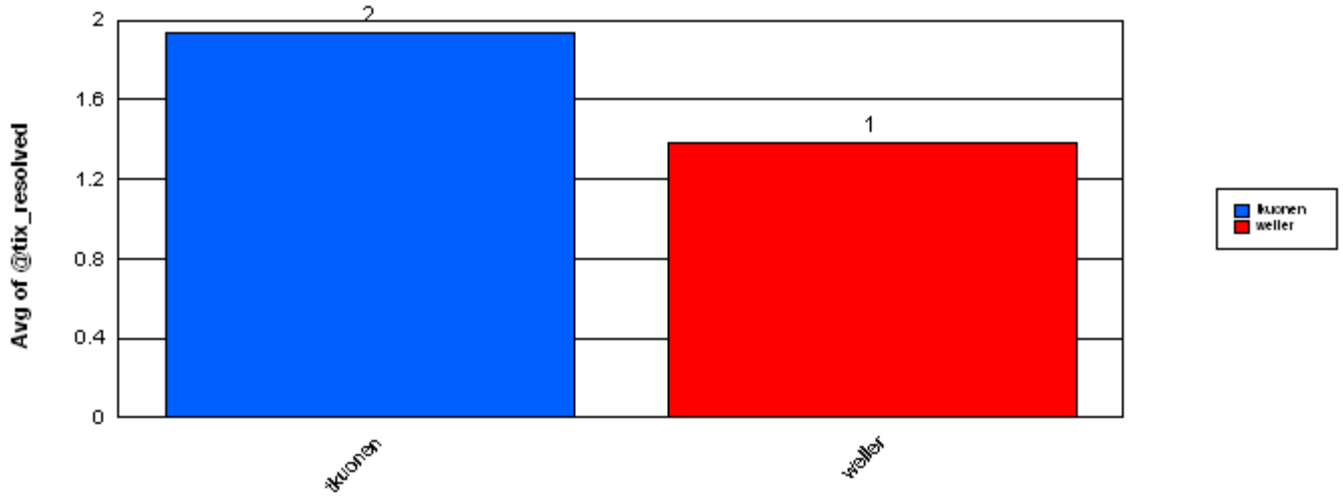
	<u>Total:</u>	39	
Closed	<u>Total:</u>	39	
Ticket Number: 0000108107	01/06/2005	0	01/06/2005
Ticket Number: 0000107976	01/04/2005	1	01/05/2005
Ticket Number: 0000109033	01/24/2005	0	01/24/2005
Ticket Number: 0000109163	01/25/2005	0	01/25/2005
Ticket Number: 0000109079	01/24/2005	3	01/27/2005
Ticket Number: 0000109192	01/25/2005	0	01/25/2005
Ticket Number: 0000109225	01/26/2005	0	01/26/2005
Ticket Number: 0000109256	01/26/2005	0	01/26/2005
Ticket Number: 0000109262	01/26/2005	0	01/26/2005
Ticket Number: 0000109516	01/29/2005	2	01/31/2005
Ticket Number: 0000109512	01/29/2005	2	01/31/2005
Ticket Number: 0000109513	01/29/2005	2	01/31/2005
Ticket Number: 0000109479	01/28/2005	0	01/28/2005
Ticket Number: 0000109333	01/27/2005	1	01/28/2005
Ticket Number: 0000109284	01/26/2005	1	01/27/2005
Ticket Number: 0000109254	01/26/2005	0	01/26/2005
Ticket Number: 0000109219	01/26/2005	0	01/26/2005
Ticket Number: 0000109189	01/25/2005	0	01/25/2005
Ticket Number: 0000107995	01/05/2005	1	01/06/2005
Ticket Number: 0000108020	01/05/2005	0	01/05/2005
Ticket Number: 0000108058	01/05/2005	2	01/07/2005
Ticket Number: 0000108189	01/07/2005	0	01/07/2005
Ticket Number: 0000108396	01/12/2005	1	01/13/2005
Ticket Number: 0000108529	01/13/2005	0	01/13/2005
Ticket Number: 0000108223	01/09/2005	4	01/13/2005
Ticket Number: 0000108345	01/11/2005	9	01/20/2005
Ticket Number: 0000108274	01/10/2005	3	01/13/2005
Ticket Number: 0000108095	01/06/2005	4	01/10/2005
Ticket Number: 0000108006	01/05/2005	0	01/05/2005
Ticket Number: 0000108437	01/12/2005	1	01/13/2005
Ticket Number: 0000108472	01/13/2005	0	01/13/2005
Ticket Number: 0000108815	01/19/2005	0	01/19/2005
Ticket Number: 0000109271	01/26/2005	2	01/28/2005
Ticket Number: 0000108957	01/21/2005	3	01/24/2005
Ticket Number: 0000108912	01/20/2005	5	01/25/2005
Ticket Number: 0000108832	01/19/2005	0	01/19/2005
Ticket Number: 0000108516	01/13/2005	6	01/19/2005
Ticket Number: 0000108538	01/13/2005	0	01/13/2005
Ticket Number: 0000108515	01/13/2005	0	01/13/2005
<hr/>			
Average time to ticket resolution for	weller	1	
Maximum time to ticket resolution for	weller	9	
Minimum time to ticket resolution for	weller	0	

Financial Services: Peo

Average time to ticket resolution for	Financial Servi	2
Maximum time to ticket resolution for	Financial Servi	14
Minimum time to ticket resolution for	Financial Servi	0

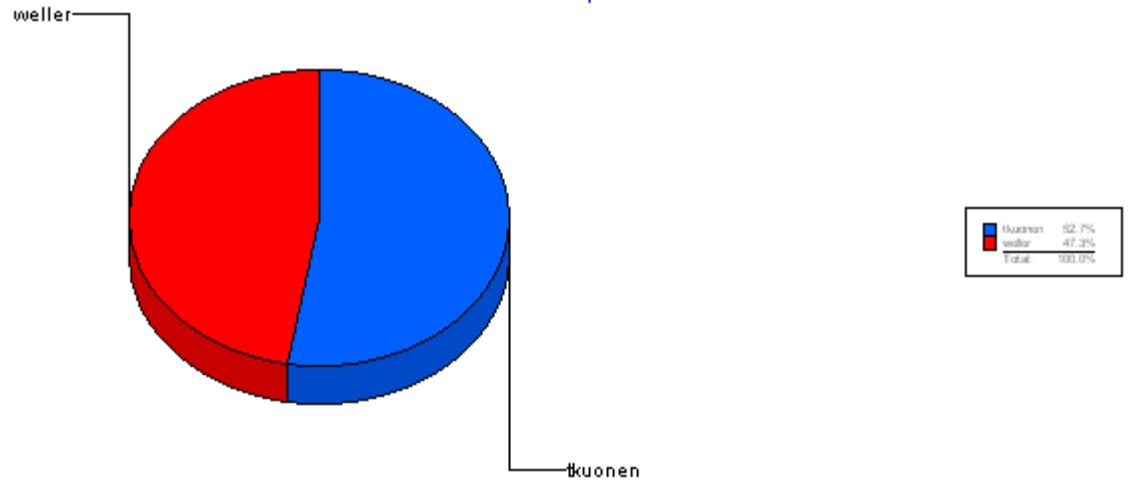
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		<u>Total:</u>	472		
HD:Tape_Changes		<u>Total:</u>	11		
Closed		<u>Total:</u>	11		
Ticket Number:	0000108430	01/12/2005	0	01/12/2005	
Ticket Number:	0000108672	01/17/2005	0	01/17/2005	
Ticket Number:	0000108826	01/19/2005	0	01/19/2005	
Ticket Number:	0000108052	01/05/2005	0	01/05/2005	
Ticket Number:	0000108231	01/09/2005	0	01/09/2005	
Ticket Number:	0000109025	01/23/2005	0	01/23/2005	
Ticket Number:	0000109259	01/26/2005	0	01/26/2005	
Ticket Number:	0000109566	01/30/2005	0	01/30/2005	
Ticket Number:	0000109632	01/31/2005	0	01/31/2005	
Ticket Number:	0000109035	01/24/2005	0	01/24/2005	
Ticket Number:	0000109413	01/28/2005	0	01/28/2005	
-----		-----	-----	-----	-----
Average time to ticket resolution for		HD:Tape_Chan	0		
Maximum time to ticket resolution for		HD:Tape_Chan	0		
Minimum time to ticket resolution for		HD:Tape_Chan	0		

Helpdesk

HelpDesk		<u>Total:</u>	45		
Closed		<u>Total:</u>	45		
Ticket Number: 0000109005	01/22/2005	0	01/22/2005	01/28/2005	
Ticket Number: 0000109110	01/25/2005	0		01/25/2005	
Ticket Number: 0000109669	01/31/2005	0		01/31/2005	
Ticket Number: 0000109624	01/31/2005	0		01/31/2005	
Ticket Number: 0000109617	01/31/2005	0		01/31/2005	
Ticket Number: 0000109613	01/31/2005	0		01/31/2005	
Ticket Number: 0000109583	01/31/2005	0		01/31/2005	
Ticket Number: 0000109582	01/31/2005	0		01/31/2005	
Ticket Number: 0000109578	01/31/2005	0		01/31/2005	
Ticket Number: 0000109607	01/31/2005	0		01/31/2005	
Ticket Number: 0000109430	01/28/2005	0		01/28/2005	
Ticket Number: 0000109697	01/31/2005	0		01/31/2005	
Ticket Number: 0000109216	01/26/2005	0		01/26/2005	
Ticket Number: 0000109038	01/24/2005	0		01/24/2005	
Ticket Number: 0000107832	01/03/2005	0		01/03/2005	
Ticket Number: 0000107916	01/04/2005	0		01/04/2005	
Ticket Number: 0000108363	01/11/2005	0		01/11/2005	
Ticket Number: 0000108381	01/12/2005	0		01/12/2005	
Ticket Number: 0000108253	01/10/2005	0		01/10/2005	
Ticket Number: 0000108237	01/10/2005	0		01/10/2005	
Ticket Number: 0000108236	01/10/2005	0		01/10/2005	
Ticket Number: 0000108096	01/06/2005	0		01/06/2005	
Ticket Number: 0000108090	01/06/2005	0		01/06/2005	
Ticket Number: 0000108087	01/06/2005	0		01/06/2005	
Ticket Number: 0000108082	01/06/2005	0		01/06/2005	
Ticket Number: 0000108077	01/06/2005	0		01/06/2005	
Ticket Number: 0000108076	01/06/2005	0		01/06/2005	
Ticket Number: 0000108073	01/06/2005	0		01/06/2005	
Ticket Number: 0000108010	01/05/2005	0		01/05/2005	
Ticket Number: 0000108008	01/05/2005	0		01/05/2005	
Ticket Number: 0000108007	01/05/2005	0		01/05/2005	
Ticket Number: 0000107996	01/05/2005	0		01/05/2005	
Ticket Number: 0000107918	01/04/2005	0		01/04/2005	
Ticket Number: 0000108419	01/12/2005	0		01/12/2005	
Ticket Number: 0000108976	01/21/2005	0		01/21/2005	
Ticket Number: 0000108914	01/20/2005	0		01/20/2005	
Ticket Number: 0000108877	01/20/2005	0		01/20/2005	
Ticket Number: 0000108871	01/20/2005	0		01/20/2005	
Ticket Number: 0000108789	01/19/2005	0		01/19/2005	
Ticket Number: 0000108780	01/19/2005	0		01/19/2005	
Ticket Number: 0000108482	01/13/2005	0		01/13/2005	
Ticket Number: 0000108479	01/13/2005	0		01/13/2005	
Ticket Number: 0000108475	01/13/2005	0		01/13/2005	
Ticket Number: 0000108473	01/13/2005	0		01/13/2005	
Ticket Number: 0000108443	01/12/2005	0		01/12/2005	

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

Helpdesk

anna		<u>Total:</u>	108		
	Resolved	<u>Total:</u>	39		
Ticket Number:	0000108842	01/19/2005	8		01/27/2005
Ticket Number:	0000108994	01/21/2005	6		01/27/2005
Ticket Number:	0000108846	01/19/2005	8		01/27/2005
Ticket Number:	0000109027	01/23/2005	4		01/28/2005
Ticket Number:	0000109715	01/31/2005	0		02/01/2005
Ticket Number:	0000109409	01/27/2005	0		01/28/2005
Ticket Number:	0000109407	01/27/2005	1		01/28/2005
Ticket Number:	0000109405	01/27/2005	1		01/28/2005
Ticket Number:	0000109404	01/27/2005	1		01/28/2005
Ticket Number:	0000109357	01/27/2005	0		01/27/2005
Ticket Number:	0000109348	01/27/2005	0		01/27/2005
Ticket Number:	0000109344	01/27/2005	0		01/27/2005
Ticket Number:	0000109327	01/27/2005	0		01/27/2005
Ticket Number:	0000109324	01/27/2005	0		01/27/2005
Ticket Number:	0000109483	01/28/2005	0		01/28/2005
Ticket Number:	0000109437	01/28/2005	0		01/28/2005
Ticket Number:	0000109423	01/28/2005	0		01/28/2005
Ticket Number:	0000109420	01/28/2005	0		01/28/2005
Ticket Number:	0000109419	01/28/2005	0		01/28/2005
Ticket Number:	0000109412	01/28/2005	0		01/28/2005
Ticket Number:	0000109611	01/31/2005	0		01/31/2005
Ticket Number:	0000109410	01/27/2005	0		01/28/2005
Ticket Number:	0000109319	01/27/2005	0		01/27/2005
Ticket Number:	0000109358	01/27/2005	0		01/27/2005
Ticket Number:	0000109309	01/27/2005	0		01/27/2005
Ticket Number:	0000109303	01/26/2005	0		01/27/2005
Ticket Number:	0000109300	01/26/2005	0		01/27/2005
Ticket Number:	0000109292	01/26/2005	1		01/27/2005
Ticket Number:	0000109274	01/26/2005	1		01/27/2005
Ticket Number:	0000109106	01/24/2005	3		01/27/2005
Ticket Number:	0000109540	01/30/2005	1		01/31/2005
Ticket Number:	0000109525	01/29/2005	2		01/31/2005
Ticket Number:	0000109491	01/28/2005	0		01/28/2005
Ticket Number:	0000109397	01/27/2005	1		01/28/2005
Ticket Number:	0000109394	01/27/2005	1		01/28/2005
Ticket Number:	0000109389	01/27/2005	1		01/28/2005
Ticket Number:	0000109383	01/27/2005	0		01/27/2005
Ticket Number:	0000109090	01/24/2005	3		01/27/2005
Ticket Number:	0000109059	01/24/2005	3		01/27/2005

Helpdesk

	Closed	Total:	69		
Ticket Number:	0000108176	01/07/2005	13	01/20/2005	01/26/2005
Ticket Number:	0000107876	01/03/2005	1		01/04/2005
Ticket Number:	0000107838	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107869	01/03/2005	4	01/07/2005	01/12/2005
Ticket Number:	0000107885	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000107893	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107902	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107904	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000107903	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107900	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107888	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107872	01/03/2005	1		01/04/2005
Ticket Number:	0000107840	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000107965	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000107994	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000109202	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109220	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109203	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109213	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109210	01/25/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000108470	01/13/2005	11	01/24/2005	01/31/2005
Ticket Number:	0000108535	01/13/2005	7	01/20/2005	01/26/2005
Ticket Number:	0000108561	01/13/2005	7	01/20/2005	01/26/2005
Ticket Number:	0000108685	01/18/2005	2	01/20/2005	01/26/2005
Ticket Number:	0000108679	01/18/2005	2	01/20/2005	01/26/2005
Ticket Number:	0000108677	01/17/2005	3	01/20/2005	01/26/2005
Ticket Number:	0000108675	01/17/2005	3	01/20/2005	01/26/2005
Ticket Number:	0000108674	01/17/2005	2	01/19/2005	01/25/2005
Ticket Number:	0000108670	01/17/2005	1	01/18/2005	01/24/2005
Ticket Number:	0000108669	01/17/2005	3	01/20/2005	01/26/2005
Ticket Number:	0000108659	01/16/2005	4	01/20/2005	01/26/2005
Ticket Number:	0000108650	01/15/2005	5	01/20/2005	01/26/2005
Ticket Number:	0000108986	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108985	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108971	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108963	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000109209	01/25/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000108947	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108942	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108937	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108921	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108894	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108879	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108867	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108866	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108865	01/19/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108977	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108757	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108481	01/13/2005	7	01/20/2005	01/26/2005
Ticket Number:	0000107924	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000107983	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000108034	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000108367	01/11/2005	9	01/20/2005	01/26/2005

Helpdesk

Ticket Number:	0000108155	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108121	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108118	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108148	01/06/2005	0	01/07/2005	01/12/2005
Ticket Number:	0000108086	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108070	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108069	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108068	01/05/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108064	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000108120	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108142	01/06/2005	13	01/19/2005	01/25/2005
Ticket Number:	0000108135	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000107988	01/04/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000107989	01/04/2005	2	01/07/2005	01/13/2005
Ticket Number:	0000107987	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000107986	01/04/2005	2	01/07/2005	01/12/2005
-----			-----	-----	-----
Average time to ticket resolution for	anna		2		
Maximum time to ticket resolution for	anna		13		
Minimum time to ticket resolution for	anna		0		
<hr/>					
egabril		Total:	23		
	Resolved	Total:	2		
Ticket Number:	0000109436	01/28/2005	0	01/28/2005	
Ticket Number:	0000109471	01/28/2005	0	01/28/2005	
	Closed	Total:	21		
Ticket Number:	0000109058	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109269	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109266	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109123	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109152	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000107967	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000108330	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108411	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108410	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108346	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108329	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108013	01/05/2005	1		01/06/2005
Ticket Number:	0000108432	01/12/2005	6	01/18/2005	01/24/2005
Ticket Number:	0000108507	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108553	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108901	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108748	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108790	01/19/2005	6	01/25/2005	01/31/2005
Ticket Number:	0000108753	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108710	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108556	01/13/2005	0	01/13/2005	01/19/2005
-----			-----	-----	-----
Average time to ticket resolution for	egabril		1		
Maximum time to ticket resolution for	egabril		6		
Minimum time to ticket resolution for	egabril		0		
<hr/>					

Helpdesk

ha2

Total: **13**

Resolved

Total: **6**

Ticket Number:	0000109507	01/29/2005	2	01/30/2005
Ticket Number:	0000109508	01/29/2005	2	01/30/2005
Ticket Number:	0000109518	01/29/2005	1	01/30/2005
Ticket Number:	0000109693	01/31/2005	0	01/31/2005
Ticket Number:	0000109528	01/29/2005	1	01/30/2005
Ticket Number:	0000109526	01/29/2005	1	01/30/2005

Closed

Total: **7**

Ticket Number:	0000108038	01/05/2005	4	01/09/2005	01/17/2005
Ticket Number:	0000108920	01/20/2005	3		01/23/2005
Ticket Number:	0000108209	01/07/2005	2		01/09/2005
Ticket Number:	0000108395	01/12/2005	12		01/23/2005
Ticket Number:	0000108227	01/09/2005	0		01/09/2005
Ticket Number:	0000108297	01/10/2005	15		01/25/2005
Ticket Number:	0000108216	01/08/2005	1	01/09/2005	01/17/2005

Average time to ticket resolution for	ha2	3
Maximum time to ticket resolution for	ha2	15
Minimum time to ticket resolution for	ha2	0

**Helpdesk
kherna1**

Total: **90**

Helpdesk

	Closed	Total:	90		
Ticket Number:	0000107921	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000108233	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108398	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108391	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108375	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108380	01/12/2005	0		01/12/2005
Ticket Number:	0000108376	01/11/2005	1	01/12/2005	01/13/2005
Ticket Number:	0000108300	01/10/2005	1		01/11/2005
Ticket Number:	0000108292	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108284	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108282	01/10/2005	1		01/11/2005
Ticket Number:	0000108279	01/10/2005	1		01/11/2005
Ticket Number:	0000108266	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108260	01/10/2005	2	01/12/2005	01/18/2005
Ticket Number:	0000108053	01/05/2005	8	01/13/2005	01/19/2005
Ticket Number:	0000108043	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108042	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108035	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108028	01/05/2005	0		01/05/2005
Ticket Number:	0000108019	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108011	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000107972	01/04/2005	6	01/10/2005	01/17/2005
Ticket Number:	0000108228	01/09/2005	1	01/10/2005	01/17/2005
Ticket Number:	0000108427	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108438	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108459	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108646	01/15/2005	5	01/20/2005	01/26/2005
Ticket Number:	0000108645	01/15/2005	5	01/20/2005	01/26/2005
Ticket Number:	0000108642	01/15/2005	5	01/20/2005	01/26/2005
Ticket Number:	0000108640	01/15/2005	5	01/20/2005	01/26/2005
Ticket Number:	0000108825	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108542	01/13/2005	5	01/18/2005	01/19/2005
Ticket Number:	0000108531	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108530	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108533	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108520	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108512	01/13/2005	0		01/13/2005
Ticket Number:	0000108493	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108464	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108448	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108441	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108834	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108818	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108817	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108770	01/18/2005	8	01/26/2005	02/01/2005
Ticket Number:	0000108766	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108758	01/18/2005	6	01/24/2005	01/31/2005
Ticket Number:	0000108749	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108747	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108746	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108712	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108691	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108661	01/16/2005	3	01/19/2005	01/25/2005

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Ticket Number:	0000108660	01/16/2005	3	01/19/2005	01/25/2005
Ticket Number:	0000108656	01/16/2005	3	01/19/2005	01/25/2005
Ticket Number:	0000108655	01/16/2005	3	01/19/2005	01/25/2005
Ticket Number:	0000108654	01/16/2005	3	01/19/2005	01/25/2005
Ticket Number:	0000108651	01/15/2005	5	01/20/2005	01/26/2005
Ticket Number:	0000108992	01/21/2005	3	01/24/2005	01/31/2005
Ticket Number:	0000108991	01/21/2005	3	01/24/2005	01/31/2005
Ticket Number:	0000108892	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108429	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000107997	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000107823	01/02/2005	3	01/05/2005	01/11/2005
Ticket Number:	0000107907	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000107825	01/02/2005	2	01/04/2005	01/10/2005
Ticket Number:	0000109006	01/22/2005	2	01/24/2005	01/31/2005
Ticket Number:	0000109010	01/22/2005	2	01/24/2005	01/31/2005
Ticket Number:	0000109017	01/23/2005	1	01/24/2005	01/31/2005
Ticket Number:	0000109007	01/22/2005	2	01/24/2005	01/31/2005
Ticket Number:	0000109016	01/23/2005	1	01/24/2005	01/31/2005
Ticket Number:	0000109023	01/23/2005	1	01/24/2005	01/31/2005
Ticket Number:	0000109181	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109111	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109109	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109108	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109096	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109144	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109062	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109060	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109048	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109180	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109170	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109150	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109115	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109046	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109026	01/23/2005	1	01/24/2005	01/31/2005
Ticket Number:	0000109024	01/23/2005	1	01/24/2005	01/31/2005
Ticket Number:	0000109020	01/23/2005	1	01/24/2005	01/31/2005
Ticket Number:	0000109019	01/23/2005	1	01/24/2005	01/31/2005
-----			-----		
Average time to ticket resolution for	kherna1		1		
Maximum time to ticket resolution for	kherna1		8		
Minimum time to ticket resolution for	kherna1		0		

Helpdesk

kincaid

Total: 27

Closed

Total: 27

Ticket Number:	0000109031	01/24/2005	1	01/25/2005	01/31/2005
Ticket Number:	0000109252	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109329	01/27/2005	0		01/27/2005
Ticket Number:	0000109286	01/26/2005	0		01/26/2005
Ticket Number:	0000109313	01/27/2005	0		01/27/2005
Ticket Number:	0000107826	01/02/2005	2	01/04/2005	01/10/2005
Ticket Number:	0000107867	01/03/2005	1		01/04/2005
Ticket Number:	0000108467	01/12/2005	1		01/13/2005
Ticket Number:	0000108726	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108478	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108774	01/19/2005	6		01/25/2005
Ticket Number:	0000108869	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108800	01/19/2005	0	01/19/2005	01/20/2005
Ticket Number:	0000107922	01/04/2005	9	01/13/2005	01/19/2005
Ticket Number:	0000108067	01/05/2005	6	01/11/2005	01/17/2005
Ticket Number:	0000108094	01/06/2005	7		01/13/2005
Ticket Number:	0000108290	01/10/2005	8		01/18/2005
Ticket Number:	0000108304	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108328	01/11/2005	0		01/11/2005
Ticket Number:	0000108351	01/11/2005	0		01/11/2005
Ticket Number:	0000108360	01/11/2005	0		01/11/2005
Ticket Number:	0000108337	01/11/2005	1		01/12/2005
Ticket Number:	0000108323	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108301	01/10/2005	0		01/11/2005
Ticket Number:	0000108200	01/07/2005	6		01/13/2005
Ticket Number:	0000108379	01/12/2005	6		01/18/2005
Ticket Number:	0000107927	01/04/2005	0		01/04/2005

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

mcs pads1

Total: 5

Resolved

Total: 4

Ticket Number:	0000109494	01/28/2005	0	01/28/2005	
Ticket Number:	0000109356	01/27/2005	1	01/28/2005	
Ticket Number:	0000109490	01/28/2005	0	01/28/2005	
Ticket Number:	0000109488	01/28/2005	0	01/28/2005	

Closed

Total: 1

Ticket Number:	0000109082	01/24/2005	0	01/24/2005	01/31/2005
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Average time to ticket resolution for	mcs pads1	0
Maximum time to ticket resolution for	mcs pads1	1
Minimum time to ticket resolution for	mcs pads1	0

Helpdesk

mnolan1

Total: **11**

Closed

Total: **11**

Ticket Number:	0000109003	01/21/2005	1	01/22/2005	01/28/2005
Ticket Number:	0000108591	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108166	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108436	01/12/2005	2	01/14/2005	01/20/2005
Ticket Number:	0000108557	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108633	01/14/2005	1	01/15/2005	01/21/2005
Ticket Number:	0000108477	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108621	01/14/2005	1	01/15/2005	01/21/2005
Ticket Number:	0000108972	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108643	01/15/2005	0	01/15/2005	01/21/2005
Ticket Number:	0000108626	01/14/2005	1	01/15/2005	01/21/2005

Average time to ticket resolution for	mnolan1	1
Maximum time to ticket resolution for	mnolan1	2
Minimum time to ticket resolution for	mnolan1	0

myers

Total: **27**

Resolved

Total: **7**

Ticket Number:	0000108696	01/18/2005	9	01/27/2005	
Ticket Number:	0000109310	01/27/2005	0	01/27/2005	
Ticket Number:	0000109707	01/31/2005	1	02/01/2005	
Ticket Number:	0000109704	01/31/2005	1	02/01/2005	
Ticket Number:	0000109562	01/30/2005	1	02/01/2005	
Ticket Number:	0000108922	01/20/2005	0	01/20/2005	01/20/2005
Ticket Number:	0000108966	01/21/2005	0	01/21/2005	01/21/2005

Closed

Total: **20**

Ticket Number:	0000107866	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000108999	01/21/2005	4	01/25/2005	01/31/2005
Ticket Number:	0000108484	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108602	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108603	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108970	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108948	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108604	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108606	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108572	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108564	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000107957	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000107964	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108195	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108206	01/07/2005	7	01/14/2005	01/20/2005
Ticket Number:	0000108308	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108264	01/10/2005	1	01/11/2005	01/17/2005
Ticket Number:	0000108181	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108072	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000107959	01/04/2005	0		01/04/2005

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

Helpdesk

myo	Resolved	Total:	60		
		<u>Total:</u>	35		
Ticket Number:	0000109462	01/28/2005	0		01/28/2005
Ticket Number:	0000109713	01/31/2005	0		02/01/2005
Ticket Number:	0000109711	01/31/2005	1		02/01/2005
Ticket Number:	0000109709	01/31/2005	1		02/01/2005
Ticket Number:	0000109689	01/31/2005	0		01/31/2005
Ticket Number:	0000109667	01/31/2005	0		01/31/2005
Ticket Number:	0000109647	01/31/2005	0		01/31/2005
Ticket Number:	0000109673	01/31/2005	0		01/31/2005
Ticket Number:	0000109569	01/31/2005	1		01/31/2005
Ticket Number:	0000109567	01/30/2005	1		01/31/2005
Ticket Number:	0000109565	01/30/2005	1		01/31/2005
Ticket Number:	0000109628	01/31/2005	0		01/31/2005
Ticket Number:	0000109627	01/31/2005	0		01/31/2005
Ticket Number:	0000109542	01/30/2005	1		01/31/2005
Ticket Number:	0000109485	01/28/2005	0		01/28/2005
Ticket Number:	0000109477	01/28/2005	0		01/28/2005
Ticket Number:	0000109473	01/28/2005	0		01/28/2005
Ticket Number:	0000109472	01/28/2005	0		01/28/2005
Ticket Number:	0000109468	01/28/2005	0		01/28/2005
Ticket Number:	0000109467	01/28/2005	0		01/28/2005
Ticket Number:	0000109469	01/28/2005	0		01/28/2005
Ticket Number:	0000109466	01/28/2005	0		01/28/2005
Ticket Number:	0000109464	01/28/2005	0		01/28/2005
Ticket Number:	0000109463	01/28/2005	0		01/28/2005
Ticket Number:	0000109461	01/28/2005	0		01/28/2005
Ticket Number:	0000109460	01/28/2005	0		01/28/2005
Ticket Number:	0000109450	01/28/2005	0		01/28/2005
Ticket Number:	0000109417	01/28/2005	3		01/31/2005
Ticket Number:	0000109377	01/27/2005	1		01/28/2005
Ticket Number:	0000109376	01/27/2005	1		01/28/2005
Ticket Number:	0000109354	01/27/2005	0		01/27/2005
Ticket Number:	0000109349	01/27/2005	0		01/27/2005
Ticket Number:	0000109332	01/27/2005	0		01/27/2005
Ticket Number:	0000109321	01/27/2005	1		01/28/2005
Ticket Number:	0000109633	01/31/2005	1		02/01/2005

Helpdesk

	Closed	Total:	25		
Ticket Number:	0000108041	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000107824	01/02/2005	2	01/04/2005	01/10/2005
Ticket Number:	0000107853	01/03/2005	3	01/06/2005	01/12/2005
Ticket Number:	0000107849	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000107822	01/02/2005	2	01/04/2005	01/10/2005
Ticket Number:	0000107821	01/02/2005	2	01/04/2005	01/10/2005
Ticket Number:	0000109221	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109242	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109449	01/28/2005	0		01/28/2005
Ticket Number:	0000109456	01/28/2005	0		01/28/2005
Ticket Number:	0000109453	01/28/2005	0		01/28/2005
Ticket Number:	0000109447	01/28/2005	0		01/28/2005
Ticket Number:	0000109238	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000107919	01/04/2005	3	01/07/2005	01/13/2005
Ticket Number:	0000108172	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108178	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108154	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108063	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000108062	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000108032	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000107990	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000107985	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000107984	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000107977	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108204	01/07/2005	0	01/07/2005	01/13/2005

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

Helpdesk

pzeaf01

Total: **52**

Resolved

Total: **9**

Ticket Number:	0000108658	01/16/2005	13	01/29/2005
Ticket Number:	0000109505	01/29/2005	1	01/29/2005
Ticket Number:	0000109509	01/29/2005	0	01/29/2005
Ticket Number:	0000109515	01/29/2005	0	01/29/2005
Ticket Number:	0000109506	01/29/2005	1	01/29/2005
Ticket Number:	0000109504	01/29/2005	1	01/29/2005
Ticket Number:	0000109338	01/27/2005	0	01/27/2005
Ticket Number:	0000109487	01/28/2005	0	01/28/2005
Ticket Number:	0000109502	01/29/2005	1	01/29/2005

Helpdesk

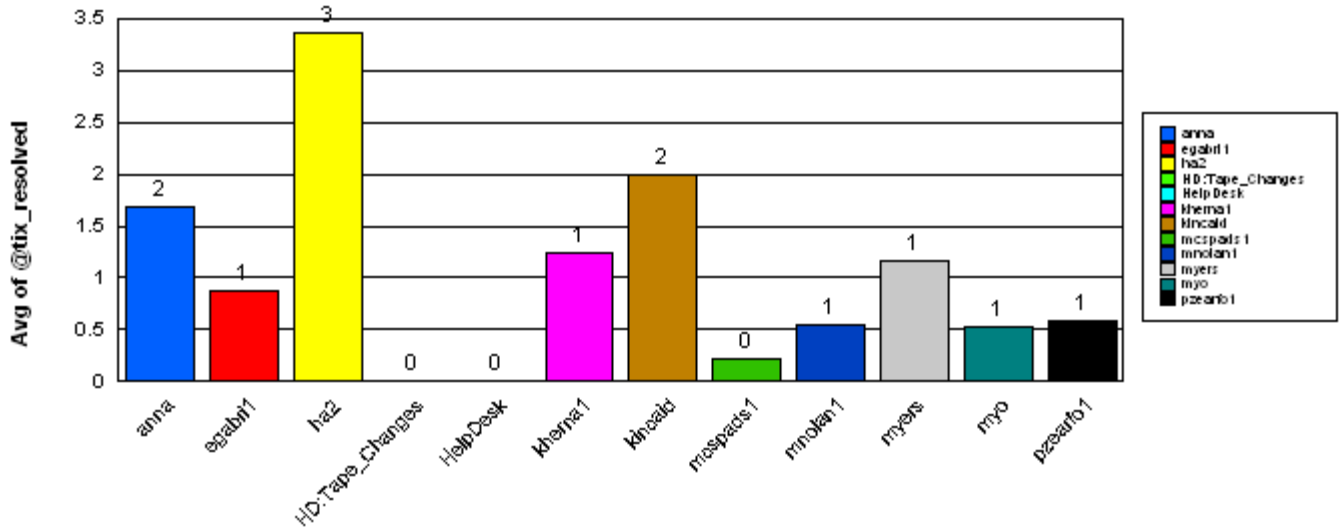
	Closed	Total:	43		
Ticket Number: 0000108150	01/06/2005	0		01/07/2005	01/13/2005
Ticket Number: 0000108461	01/12/2005	0		01/12/2005	01/18/2005
Ticket Number: 0000107860	01/03/2005	0		01/03/2005	01/10/2005
Ticket Number: 0000107875	01/03/2005	0		01/03/2005	01/10/2005
Ticket Number: 0000109061	01/24/2005	0		01/24/2005	01/31/2005
Ticket Number: 0000109247	01/26/2005	0		01/26/2005	02/01/2005
Ticket Number: 0000109290	01/26/2005	0		01/26/2005	02/01/2005
Ticket Number: 0000109263	01/26/2005	0		01/26/2005	02/01/2005
Ticket Number: 0000109078	01/24/2005	0		01/24/2005	01/31/2005
Ticket Number: 0000109093	01/24/2005	0		01/24/2005	01/31/2005
Ticket Number: 0000108147	01/06/2005	1		01/07/2005	01/13/2005
Ticket Number: 0000108131	01/06/2005	1		01/07/2005	01/13/2005
Ticket Number: 0000108145	01/06/2005	1		01/07/2005	01/13/2005
Ticket Number: 0000108373	01/11/2005	1		01/12/2005	01/18/2005
Ticket Number: 0000108214	01/08/2005	2		01/10/2005	01/17/2005
Ticket Number: 0000108221	01/09/2005	1		01/10/2005	01/17/2005
Ticket Number: 0000108226	01/09/2005	1		01/10/2005	01/17/2005
Ticket Number: 0000108383	01/12/2005	0		01/12/2005	01/18/2005
Ticket Number: 0000108372	01/11/2005	1		01/12/2005	01/18/2005
Ticket Number: 0000108341	01/11/2005	1		01/12/2005	01/18/2005
Ticket Number: 0000108273	01/10/2005	0			01/10/2005
Ticket Number: 0000108265	01/10/2005	0		01/10/2005	01/17/2005
Ticket Number: 0000108251	01/10/2005	0		01/10/2005	01/17/2005
Ticket Number: 0000108248	01/10/2005	0		01/10/2005	01/17/2005
Ticket Number: 0000108229	01/09/2005	1		01/10/2005	01/17/2005
Ticket Number: 0000108222	01/09/2005	1		01/10/2005	01/17/2005
Ticket Number: 0000108232	01/09/2005	0		01/10/2005	01/17/2005
Ticket Number: 0000108212	01/08/2005	2		01/10/2005	01/17/2005
Ticket Number: 0000108157	01/07/2005	0		01/07/2005	01/13/2005
Ticket Number: 0000108374	01/11/2005	1		01/12/2005	01/18/2005
Ticket Number: 0000108129	01/06/2005	1		01/07/2005	01/13/2005
Ticket Number: 0000108128	01/06/2005	1		01/07/2005	01/13/2005
Ticket Number: 0000108420	01/12/2005	0		01/12/2005	01/18/2005
Ticket Number: 0000108900	01/20/2005	0		01/20/2005	01/26/2005
Ticket Number: 0000108589	01/14/2005	0		01/14/2005	01/20/2005
Ticket Number: 0000108584	01/14/2005	0		01/14/2005	01/20/2005
Ticket Number: 0000108567	01/14/2005	0		01/14/2005	01/20/2005
Ticket Number: 0000108563	01/14/2005	0		01/14/2005	01/20/2005
Ticket Number: 0000108701	01/18/2005	0		01/18/2005	01/24/2005
Ticket Number: 0000108511	01/13/2005	0		01/13/2005	01/19/2005
Ticket Number: 0000108503	01/13/2005	0		01/13/2005	01/19/2005
Ticket Number: 0000108460	01/12/2005	0		01/12/2005	01/18/2005
Ticket Number: 0000108722	01/18/2005	0		01/18/2005	01/24/2005
<hr/>					
Average time to ticket resolution for	pzearf01		1		
Maximum time to ticket resolution for	pzearf01		13		
Minimum time to ticket resolution for	pzearf01		0		

Helpdesk

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	15
Minimum time to ticket resolution for	Helpdesk	0

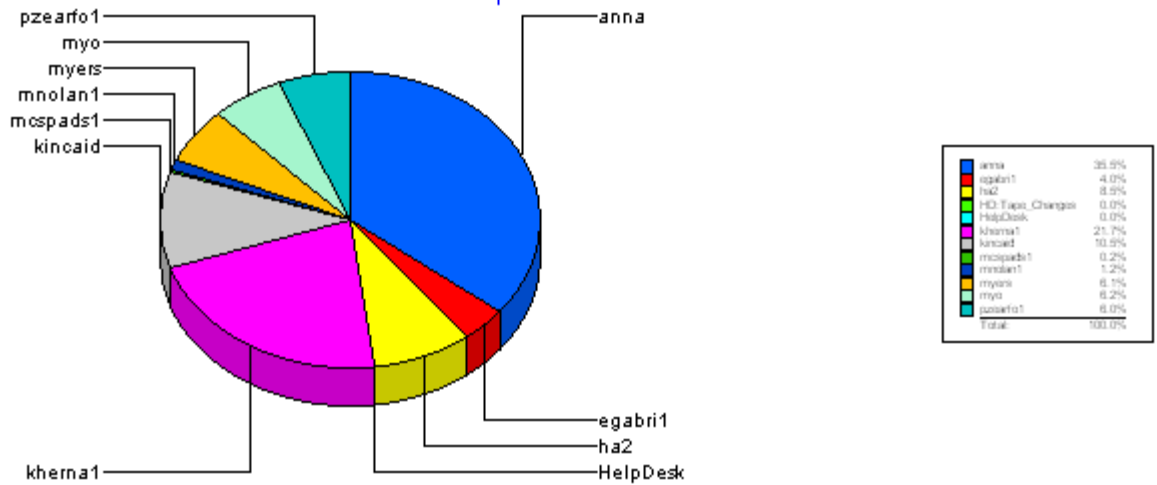
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk

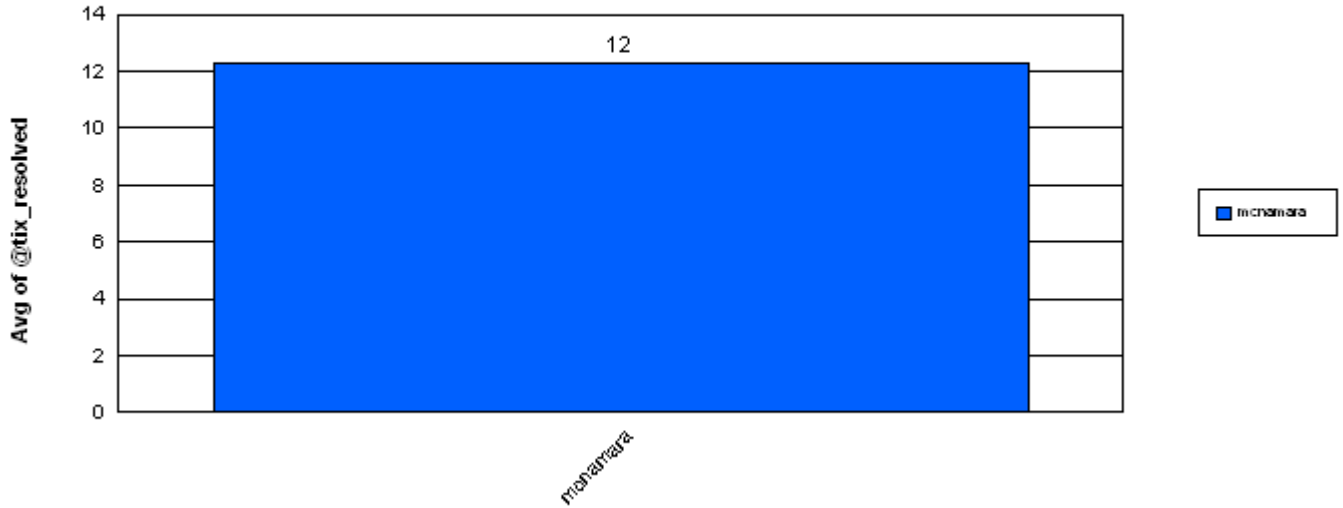


Human Resources

		Total:	1		
mcnamara	Resolved	Total:	1		
Ticket Number:	0000108793	01/19/2005	12	01/31/2005	
-----		-----		-----	
Average time to ticket resolution for	mcnamara		12		
Maximum time to ticket resolution for	mcnamara		12		
Minimum time to ticket resolution for	mcnamara		12		
-----		-----		-----	
Average time to ticket resolution for	Human Resour		12		
Maximum time to ticket resolution for	Human Resour		12		
Minimum time to ticket resolution for	Human Resour		12		

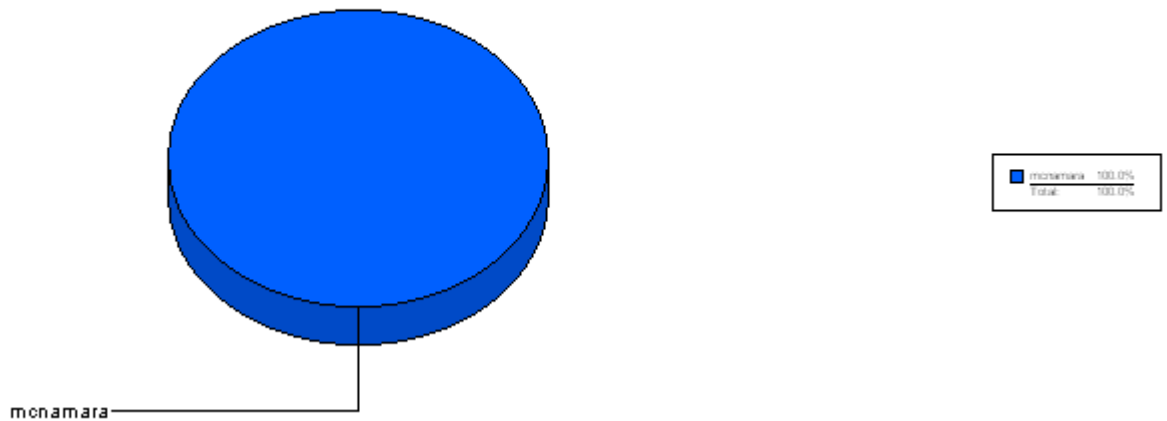
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

		Total: 74	
jesse		Total: 41	
Resolved		Total: 5	
Ticket Number:	0000109428	01/28/2005	0
Ticket Number:	0000109243	01/26/2005	1
Ticket Number:	0000109222	01/26/2005	5
Ticket Number:	0000109224	01/26/2005	5
Ticket Number:	0000109223	01/26/2005	5
Closed		Total: 36	
Ticket Number:	0000108314	01/11/2005	13
Ticket Number:	0000109002	01/21/2005	3
Ticket Number:	0000109044	01/24/2005	0
Ticket Number:	0000109052	01/24/2005	0
Ticket Number:	0000109092	01/24/2005	2
Ticket Number:	0000109272	01/26/2005	0
Ticket Number:	0000109232	01/26/2005	0
Ticket Number:	0000109214	01/26/2005	0
Ticket Number:	0000109185	01/25/2005	1
Ticket Number:	0000109182	01/25/2005	1
Ticket Number:	0000109166	01/25/2005	1
Ticket Number:	0000109172	01/25/2005	1
Ticket Number:	0000109142	01/25/2005	1
Ticket Number:	0000109137	01/25/2005	0
Ticket Number:	0000109122	01/25/2005	1
Ticket Number:	0000109099	01/24/2005	1
Ticket Number:	0000109051	01/24/2005	0
Ticket Number:	0000109063	01/24/2005	0
Ticket Number:	0000108421	01/12/2005	6
Ticket Number:	0000108551	01/13/2005	5
Ticket Number:	0000108504	01/13/2005	5
Ticket Number:	0000108423	01/12/2005	6
Ticket Number:	0000108725	01/18/2005	8
Ticket Number:	0000108870	01/20/2005	4
Ticket Number:	0000108910	01/20/2005	4
Ticket Number:	0000108990	01/21/2005	3
Ticket Number:	0000108989	01/21/2005	3
Ticket Number:	0000108983	01/21/2005	3
Ticket Number:	0000108939	01/20/2005	4
Ticket Number:	0000108919	01/20/2005	4
Ticket Number:	0000108882	01/20/2005	4
Ticket Number:	0000108738	01/18/2005	1
Ticket Number:	0000108683	01/18/2005	1
Ticket Number:	0000108447	01/12/2005	6
Ticket Number:	0000108325	01/11/2005	7
Ticket Number:	0000108399	01/12/2005	6
-----		-----	
Average time to ticket resolution for		jesse	3
Maximum time to ticket resolution for		jesse	13
Minimum time to ticket resolution for		jesse	0

LAN

vladimir

Total: 33

Resolved

Total: 6

Ticket Number:	0000109280	01/26/2005	1	01/27/2005
Ticket Number:	0000109575	01/31/2005	1	02/01/2005
Ticket Number:	0000109561	01/30/2005	1	02/01/2005
Ticket Number:	0000109315	01/27/2005	0	01/27/2005
Ticket Number:	0000109362	01/27/2005	1	01/28/2005
Ticket Number:	0000109337	01/27/2005	0	01/27/2005

Closed

Total: 27

Ticket Number:	0000108457	01/12/2005	6	01/18/2005	01/24/2005
Ticket Number:	0000107829	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000107910	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000108021	01/05/2005	2	01/07/2005	01/13/2005
Ticket Number:	0000107818	01/01/2005	2	01/03/2005	01/10/2005
Ticket Number:	0000109037	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109113	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109117	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000107969	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000108413	01/12/2005	6	01/18/2005	01/24/2005
Ticket Number:	0000108316	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108203	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108174	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108162	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108170	01/07/2005	11	01/18/2005	01/24/2005
Ticket Number:	0000108112	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108060	01/05/2005	13	01/18/2005	01/24/2005
Ticket Number:	0000108173	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108080	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108100	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108093	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108040	01/05/2005	2	01/07/2005	01/13/2005
Ticket Number:	0000107974	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000108541	01/13/2005	11	01/24/2005	01/31/2005
Ticket Number:	0000108719	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108944	01/20/2005	4	01/25/2005	01/31/2005
Ticket Number:	0000108560	01/13/2005	5	01/18/2005	01/24/2005

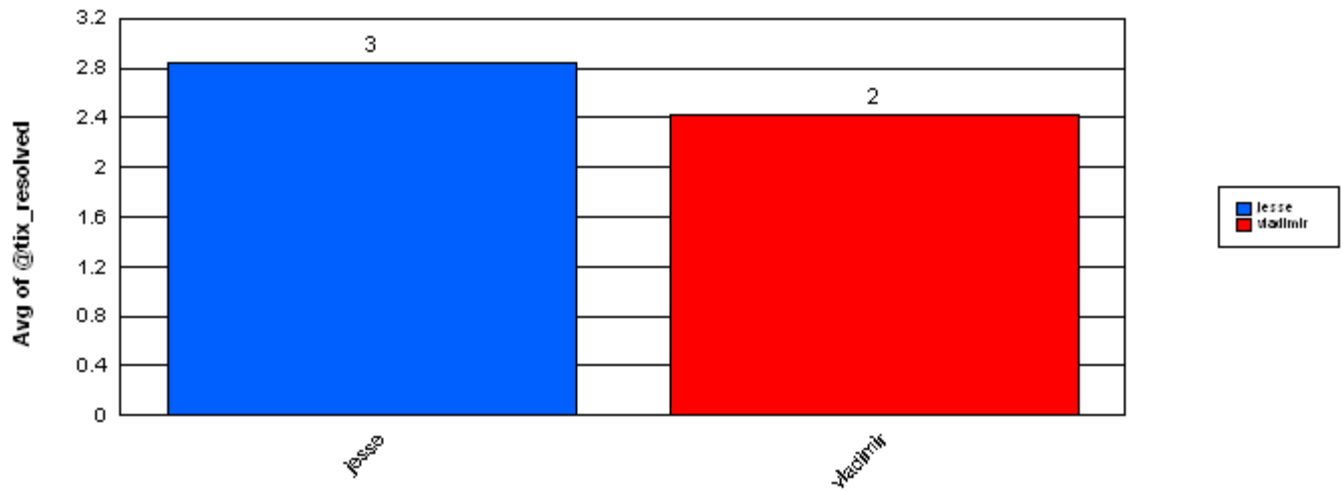
-----	-----	-----
Average time to ticket resolution for	vladimir	2
Maximum time to ticket resolution for	vladimir	13
Minimum time to ticket resolution for	vladimir	0
-----	-----	-----

LAN

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

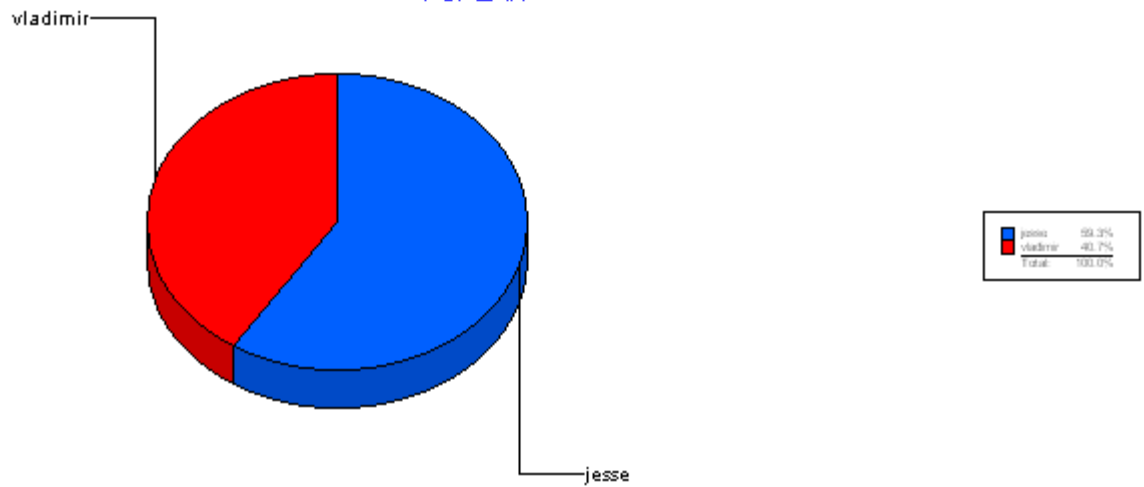
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		Total:	177		
darnold		<u>Total:</u>	3		
	Resolved		<u>Total:</u>	1	
Ticket Number:	0000109367	01/27/2005	1	01/28/2005	
	Closed		<u>Total:</u>	2	
Ticket Number:	0000107886	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000108217	01/09/2005	16		01/25/2005
-----				-----	
Average time to ticket resolution for		darnold			6
Maximum time to ticket resolution for		darnold			16
Minimum time to ticket resolution for		darnold			1

New Media

ebenson1

Total: **69**

Resolved

Total: **7**

Ticket Number:	0000108641	01/15/2005	17	02/01/2005
Ticket Number:	0000109452	01/28/2005	0	01/28/2005
Ticket Number:	0000109444	01/28/2005	4	02/01/2005
Ticket Number:	0000109393	01/27/2005	5	02/01/2005
Ticket Number:	0000109297	01/26/2005	2	01/28/2005
Ticket Number:	0000109145	01/25/2005	3	01/28/2005
Ticket Number:	0000109143	01/25/2005	3	01/28/2005

New Media

	Closed	Total:	62		
Ticket Number:	0000108875	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000107874	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000107901	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000107895	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000108056	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000107819	01/02/2005	2	01/04/2005	01/10/2005
Ticket Number:	0000108462	01/12/2005	8	01/20/2005	01/26/2005
Ticket Number:	0000109057	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109075	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109146	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109157	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109161	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109299	01/26/2005	2		01/28/2005
Ticket Number:	0000109445	01/28/2005	0		01/28/2005
Ticket Number:	0000109455	01/28/2005	0		01/28/2005
Ticket Number:	0000109418	01/28/2005	0		01/28/2005
Ticket Number:	0000109162	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109160	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109147	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109392	01/27/2005	1		01/28/2005
Ticket Number:	0000109114	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109081	01/24/2005	2	01/26/2005	02/01/2005
Ticket Number:	0000107930	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108103	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108088	01/06/2005	7	01/13/2005	01/19/2005
Ticket Number:	0000108065	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000108057	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000108025	01/05/2005	9	01/14/2005	01/20/2005
Ticket Number:	0000108000	01/05/2005	0	01/05/2005	01/06/2005
Ticket Number:	0000107971	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108001	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108498	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108987	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108975	01/21/2005	0		01/21/2005
Ticket Number:	0000108917	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108916	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108915	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108913	01/20/2005	1		01/21/2005
Ticket Number:	0000108888	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108827	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000109159	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109156	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000108754	01/18/2005	1	01/19/2005	02/01/2005
Ticket Number:	0000108739	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108724	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108713	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108708	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108682	01/18/2005	0		01/18/2005
Ticket Number:	0000108671	01/17/2005	1	01/18/2005	01/24/2005
Ticket Number:	0000108623	01/14/2005	5	01/19/2005	01/25/2005
Ticket Number:	0000108570	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108569	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108566	01/14/2005	7	01/21/2005	01/27/2005

New Media

Ticket Number:	0000108562	01/14/2005	4	01/18/2005	01/24/2005
Ticket Number:	0000108555	01/13/2005	5	01/18/2005	01/24/2005
Ticket Number:	0000108568	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108488	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108469	01/13/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108456	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108445	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108453	01/12/2005	2	01/14/2005	01/20/2005
Ticket Number:	0000108449	01/12/2005	0	01/12/2005	01/18/2005
-----			-----		
Average time to ticket resolution for	ebenson1		2		
Maximum time to ticket resolution for	ebenson1		17		
Minimum time to ticket resolution for	ebenson1		0		

New Media

rarmstro		<u>Total:</u>	105		
Resolved		<u>Total:</u>	48		
Ticket Number: 0000108668	01/17/2005	14		01/31/2005	01/25/2005
Ticket Number: 0000109304	01/26/2005	1		01/27/2005	
Ticket Number: 0000109345	01/27/2005	0		01/27/2005	
Ticket Number: 0000109365	01/27/2005	0		01/27/2005	
Ticket Number: 0000109499	01/28/2005	3		01/31/2005	
Ticket Number: 0000109498	01/28/2005	3		02/01/2005	
Ticket Number: 0000109478	01/28/2005	0		01/28/2005	
Ticket Number: 0000109474	01/28/2005	0		01/28/2005	
Ticket Number: 0000109442	01/28/2005	0		01/28/2005	
Ticket Number: 0000109441	01/28/2005	0		01/28/2005	
Ticket Number: 0000109484	01/28/2005	0		01/28/2005	
Ticket Number: 0000109411	01/28/2005	1		01/28/2005	
Ticket Number: 0000109399	01/27/2005	1		01/28/2005	
Ticket Number: 0000109537	01/30/2005	1		01/31/2005	
Ticket Number: 0000109535	01/30/2005	1		01/31/2005	
Ticket Number: 0000109536	01/30/2005	1		01/31/2005	
Ticket Number: 0000109534	01/30/2005	1		01/31/2005	
Ticket Number: 0000109530	01/29/2005	2		01/31/2005	
Ticket Number: 0000109523	01/29/2005	2		01/31/2005	
Ticket Number: 0000109522	01/29/2005	2		01/31/2005	
Ticket Number: 0000109521	01/29/2005	2		01/31/2005	
Ticket Number: 0000109517	01/29/2005	2		01/31/2005	
Ticket Number: 0000109590	01/31/2005	0		01/31/2005	
Ticket Number: 0000109564	01/30/2005	0		01/31/2005	
Ticket Number: 0000109563	01/30/2005	0		01/31/2005	
Ticket Number: 0000109559	01/30/2005	0		01/31/2005	
Ticket Number: 0000109557	01/30/2005	0		01/31/2005	
Ticket Number: 0000109554	01/30/2005	1		01/31/2005	
Ticket Number: 0000109550	01/30/2005	1		01/31/2005	
Ticket Number: 0000109555	01/30/2005	1		01/31/2005	
Ticket Number: 0000109539	01/30/2005	1		01/31/2005	
Ticket Number: 0000109716	01/31/2005	0		02/01/2005	
Ticket Number: 0000109706	01/31/2005	1		02/01/2005	
Ticket Number: 0000109702	01/31/2005	1		02/01/2005	
Ticket Number: 0000109695	01/31/2005	1		02/01/2005	
Ticket Number: 0000109675	01/31/2005	1		02/01/2005	
Ticket Number: 0000109670	01/31/2005	0		01/31/2005	
Ticket Number: 0000109668	01/31/2005	0		01/31/2005	
Ticket Number: 0000109641	01/31/2005	0		01/31/2005	
Ticket Number: 0000109639	01/31/2005	0		01/31/2005	
Ticket Number: 0000109598	01/31/2005	0		01/31/2005	
Ticket Number: 0000109593	01/31/2005	0		01/31/2005	
Ticket Number: 0000109592	01/31/2005	0		01/31/2005	
Ticket Number: 0000109591	01/31/2005	0		01/31/2005	
Ticket Number: 0000109387	01/27/2005	0		01/27/2005	
Ticket Number: 0000109363	01/27/2005	0		01/27/2005	
Ticket Number: 0000109343	01/27/2005	0		01/27/2005	
Ticket Number: 0000109206	01/25/2005	2		01/27/2005	

New Media

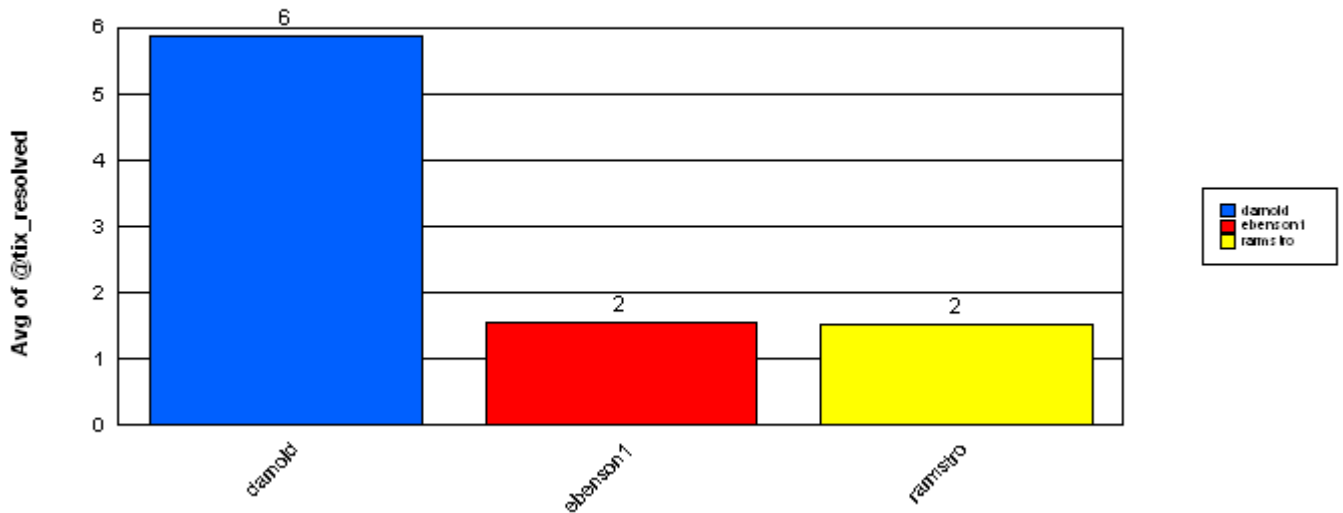
	Closed	Total:	57		
Ticket Number:	0000107844	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000109004	01/21/2005	2	01/24/2005	01/31/2005
Ticket Number:	0000109547	01/30/2005	1	01/31/2005	01/31/2005
Ticket Number:	0000109495	01/28/2005	3		01/31/2005
Ticket Number:	0000109408	01/27/2005	3		01/31/2005
Ticket Number:	0000109241	01/26/2005	0		01/26/2005
Ticket Number:	0000109229	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109218	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109211	01/25/2005	1		01/27/2005
Ticket Number:	0000109205	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109190	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109646	01/31/2005	0		01/31/2005
Ticket Number:	0000109645	01/31/2005	0		01/31/2005
Ticket Number:	0000109571	01/31/2005	0	01/31/2005	02/01/2005
Ticket Number:	0000109184	01/25/2005	0	01/25/2005	01/25/2005
Ticket Number:	0000109105	01/24/2005	1	01/25/2005	01/31/2005
Ticket Number:	0000109270	01/26/2005	2	01/28/2005	01/31/2005
Ticket Number:	0000109028	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109015	01/23/2005	1	01/24/2005	01/31/2005
Ticket Number:	0000109014	01/23/2005	2	01/25/2005	01/31/2005
Ticket Number:	0000108898	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108864	01/19/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108862	01/19/2005	1	01/20/2005	01/26/2005
Ticket Number:	0000108822	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108801	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108775	01/19/2005	0	01/19/2005	01/20/2005
Ticket Number:	0000108773	01/18/2005	2	01/20/2005	01/26/2005
Ticket Number:	0000108763	01/18/2005	1	01/19/2005	01/19/2005
Ticket Number:	0000108760	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108665	01/16/2005	1		01/18/2005
Ticket Number:	0000108664	01/16/2005	1		01/18/2005
Ticket Number:	0000108662	01/16/2005	1		01/18/2005
Ticket Number:	0000108657	01/16/2005	3	01/19/2005	01/25/2005
Ticket Number:	0000108663	01/16/2005	1		01/18/2005
Ticket Number:	0000108649	01/15/2005	3	01/18/2005	01/24/2005
Ticket Number:	0000108648	01/15/2005	1	01/16/2005	01/24/2005
Ticket Number:	0000108647	01/15/2005	1	01/16/2005	01/24/2005
Ticket Number:	0000108630	01/14/2005	5	01/19/2005	01/25/2005
Ticket Number:	0000108899	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108737	01/18/2005	1	01/19/2005	01/25/2005
Ticket Number:	0000108733	01/18/2005	1		01/19/2005
Ticket Number:	0000108667	01/16/2005	1		01/18/2005
Ticket Number:	0000108666	01/16/2005	1		01/18/2005
Ticket Number:	0000108608	01/14/2005	6	01/20/2005	01/26/2005
Ticket Number:	0000108639	01/15/2005	2	01/16/2005	01/24/2005
Ticket Number:	0000108678	01/17/2005	2	01/19/2005	01/25/2005
Ticket Number:	0000108134	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108146	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108111	01/06/2005	1	01/07/2005	01/10/2005
Ticket Number:	0000108156	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108182	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108194	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108220	01/09/2005	10	01/19/2005	01/25/2005

New Media

Ticket Number:	0000108224	01/09/2005	16	01/25/2005	01/31/2005
Ticket Number:	0000108208	01/07/2005	2	01/10/2005	01/17/2005
Ticket Number:	0000108185	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108160	01/07/2005	18		01/25/2005
<hr/>					
Average time to ticket resolution for	rarmstro		2		
Maximum time to ticket resolution for	rarmstro		18		
Minimum time to ticket resolution for	rarmstro		0		
<hr/>					
Average time to ticket resolution for	New Media			2	
Maximum time to ticket resolution for	New Media			18	
Minimum time to ticket resolution for	New Media			0	

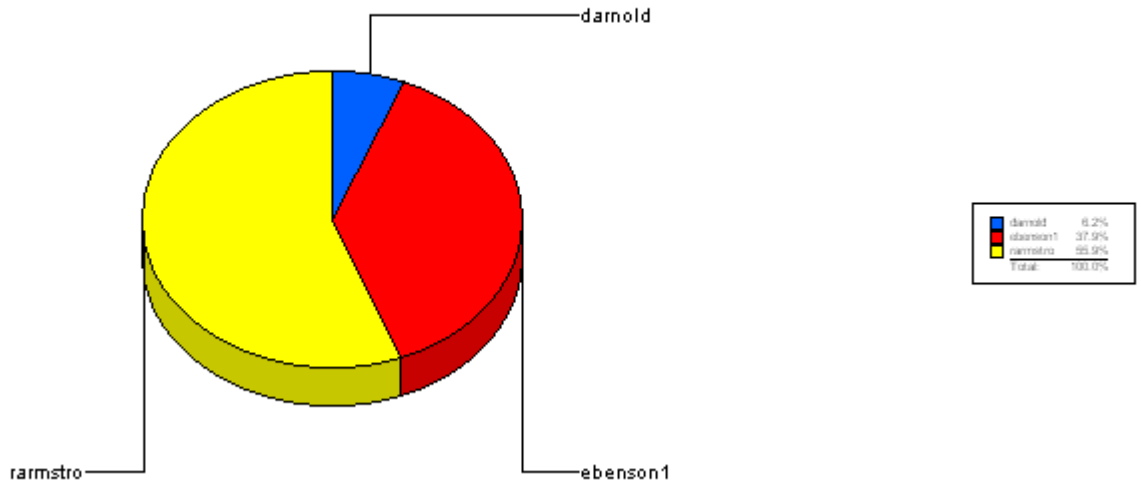
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		<u>Total:</u>	57	
BSG:HP3000_Systems		<u>Total:</u>		1
Closed		<u>Total:</u>		1
Ticket Number:	0000108397	01/12/2005	0	01/12/2005
<hr style="border-top: 1px dashed black;"/>				
Average time to ticket resolution for	BSG:HP3000_S		0	
Maximum time to ticket resolution for	BSG:HP3000_S		0	
Minimum time to ticket resolution for	BSG:HP3000_S		0	
BSG:Operational_Support		<u>Total:</u>		26
Closed		<u>Total:</u>		26
Ticket Number:	0000107913	01/04/2005	0	01/04/2005
Ticket Number:	0000107949	01/04/2005	0	01/04/2005
Ticket Number:	0000107954	01/04/2005	0	01/04/2005
Ticket Number:	0000107951	01/04/2005	0	01/04/2005
Ticket Number:	0000107953	01/04/2005	0	01/04/2005
Ticket Number:	0000108255	01/10/2005	0	01/10/2005
Ticket Number:	0000108967	01/21/2005	0	01/21/2005
Ticket Number:	0000108190	01/07/2005	0	01/07/2005
Ticket Number:	0000108188	01/07/2005	0	01/07/2005
Ticket Number:	0000108186	01/07/2005	0	01/07/2005
Ticket Number:	0000108184	01/07/2005	0	01/07/2005
Ticket Number:	0000108183	01/07/2005	0	01/07/2005
Ticket Number:	0000108084	01/06/2005	0	01/06/2005
Ticket Number:	0000107952	01/04/2005	0	01/04/2005
Ticket Number:	0000108601	01/14/2005	0	01/14/2005
Ticket Number:	0000108673	01/17/2005	0	01/17/2005
Ticket Number:	0000108616	01/14/2005	0	01/14/2005
Ticket Number:	0000108615	01/14/2005	0	01/14/2005
Ticket Number:	0000108965	01/21/2005	0	01/21/2005
Ticket Number:	0000108752	01/18/2005	0	01/18/2005
Ticket Number:	0000108614	01/14/2005	0	01/14/2005
Ticket Number:	0000109036	01/24/2005	0	01/24/2005
Ticket Number:	0000109034	01/24/2005	0	01/24/2005
Ticket Number:	0000109414	01/28/2005	0	01/28/2005
Ticket Number:	0000109415	01/28/2005	0	01/28/2005
Ticket Number:	0000109595	01/31/2005	0	01/31/2005
<hr style="border-top: 1px dashed black;"/>				
Average time to ticket resolution for	BSG:Operation		0	
Maximum time to ticket resolution for	BSG:Operation		0	
Minimum time to ticket resolution for	BSG:Operation		0	

OIT BSG Non People

BSG:Web_Infrastructure

Total: 13

Closed

Total: 13

Ticket Number:	0000109049	01/24/2005	0		01/24/2005
Ticket Number:	0000109178	01/25/2005	0		01/25/2005
Ticket Number:	0000109177	01/25/2005	0		01/25/2005
Ticket Number:	0000109176	01/25/2005	0		01/25/2005
Ticket Number:	0000107856	01/03/2005	0		01/03/2005
Ticket Number:	0000108536	01/13/2005	0		01/13/2005
Ticket Number:	0000108537	01/13/2005	0		01/13/2005
Ticket Number:	0000108782	01/19/2005	0		01/19/2005
Ticket Number:	0000108612	01/14/2005	0		01/14/2005
Ticket Number:	0000108613	01/14/2005	0		01/14/2005
Ticket Number:	0000108610	01/14/2005	0		01/14/2005
Ticket Number:	0000108309	01/11/2005	0		01/11/2005
Ticket Number:	0000108310	01/11/2005	0		01/11/2005

Average time to ticket resolution for	BSG:Web_Infra	0
Maximum time to ticket resolution for	BSG:Web_Infra	0
Minimum time to ticket resolution for	BSG:Web_Infra	0

blanchet

Total: 4

Closed

Total: 4

Ticket Number:	0000108303	01/11/2005	0		01/11/2005
Ticket Number:	0000108905	01/20/2005	0		01/20/2005
Ticket Number:	0000107906	01/04/2005	0		01/04/2005
Ticket Number:	0000109311	01/27/2005	4		01/31/2005

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

dina

Total: 2

Closed

Total: 2

Ticket Number:	0000107992	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108055	01/05/2005	1		01/06/2005

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

jason12

Total: 1

Closed

Total: 1

Ticket Number:	0000108361	01/11/2005	0		01/11/2005
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Average time to ticket resolution for	jason12	0
Maximum time to ticket resolution for	jason12	0
Minimum time to ticket resolution for	jason12	0

paulr

Total: 2

Closed

Total: 2

Ticket Number:	0000108941	01/20/2005	11		01/31/2005
Ticket Number:	0000109396	01/27/2005	4		01/31/2005

Average time to ticket resolution for	paulr	7
Maximum time to ticket resolution for	paulr	11
Minimum time to ticket resolution for	paulr	4

OIT BSG Non People

putro

Total: **8**

Closed

Total: **8**

Ticket Number:	0000107835	01/03/2005	11	01/14/2005
Ticket Number:	0000107884	01/03/2005	1	01/04/2005
Ticket Number:	0000108508	01/13/2005	0	01/13/2005
Ticket Number:	0000108728	01/18/2005	8	01/26/2005
Ticket Number:	0000108847	01/19/2005	7	01/26/2005
Ticket Number:	0000108836	01/19/2005	9	01/28/2005
Ticket Number:	0000108622	01/14/2005	0	01/14/2005
Ticket Number:	0000108218	01/09/2005	2	01/11/2005

Average time to ticket resolution for

putro **5**

Maximum time to ticket resolution for

putro **11**

Minimum time to ticket resolution for

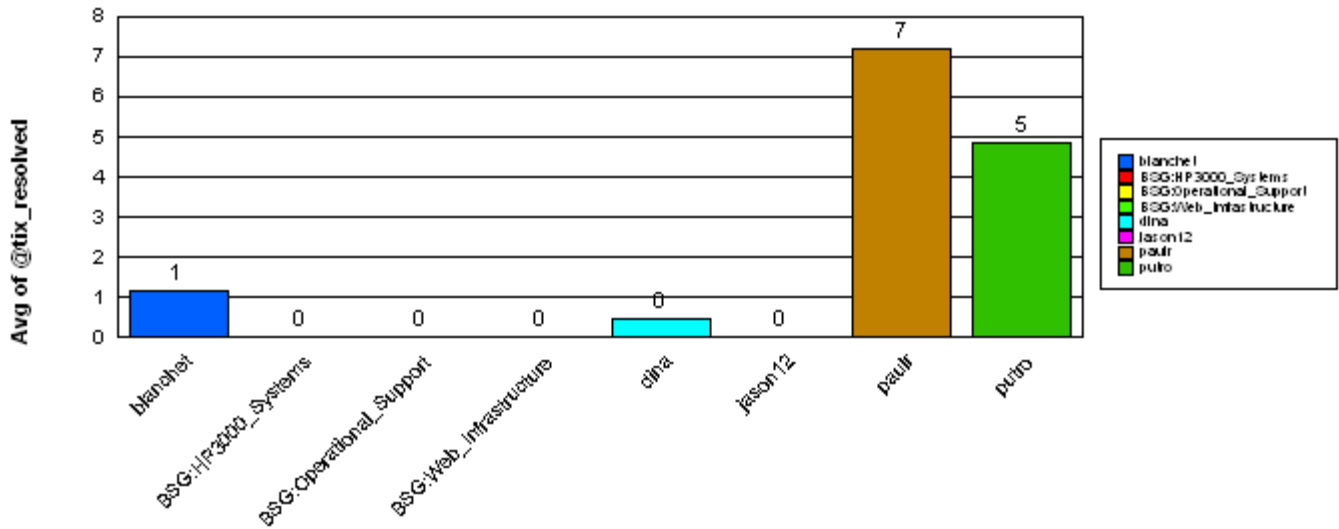
putro **0**

OIT BSG Non People

Average time to ticket resolution for	OIT BSG Non P	1
Maximum time to ticket resolution for	OIT BSG Non P	11
Minimum time to ticket resolution for	OIT BSG Non P	0

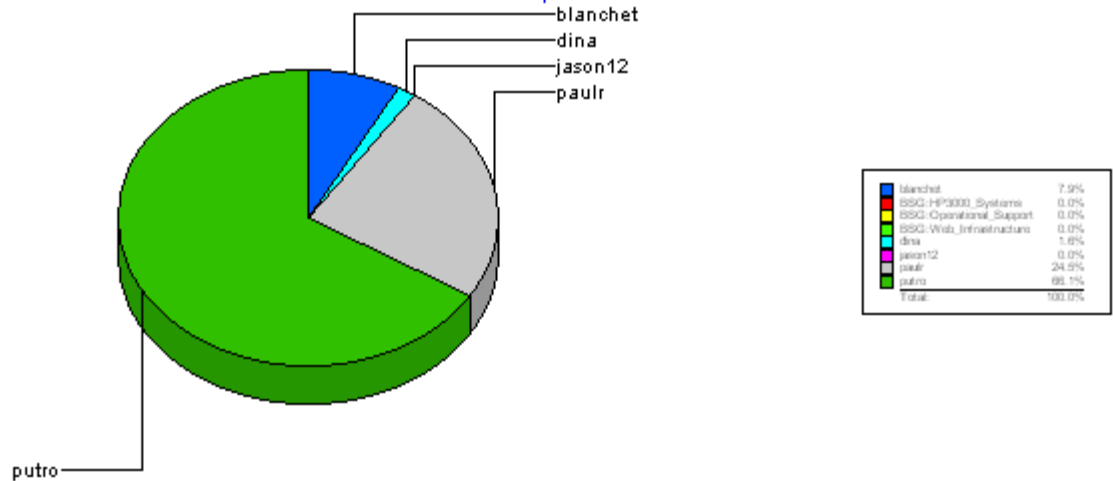
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		<u>Total:</u> 221	
PS:HR		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000107917	01/04/2005	0	01/04/2005
-----		-----	
Average time to ticket resolution for	PS:HR	0	
Maximum time to ticket resolution for	PS:HR	0	
Minimum time to ticket resolution for	PS:HR	0	
afinn		<u>Total:</u> 6	
Resolved		<u>Total:</u> 3	
Ticket Number: 0000109335	01/27/2005	1	01/28/2005
Ticket Number: 0000109250	01/26/2005	2	01/28/2005
Ticket Number: 0000108820	01/19/2005	8	01/27/2005 01/25/2005
Closed		<u>Total:</u> 3	
Ticket Number: 0000108277	01/10/2005	0	01/10/2005
Ticket Number: 0000108540	01/13/2005	6	01/19/2005 01/25/2005
Ticket Number: 0000108803	01/19/2005	0	01/19/2005 01/25/2005
-----		-----	
Average time to ticket resolution for	afinn	3	
Maximum time to ticket resolution for	afinn	8	
Minimum time to ticket resolution for	afinn	0	
byron		<u>Total:</u> 2	
Closed		<u>Total:</u> 2	
Ticket Number: 0000108205	01/07/2005	18	01/25/2005 01/31/2005
Ticket Number: 0000109320	01/27/2005	1	01/28/2005
-----		-----	
Average time to ticket resolution for	byron	9	
Maximum time to ticket resolution for	byron	18	
Minimum time to ticket resolution for	byron	1	

OIT Business Systems: P

chriss

Total: **30**

Resolved

Total: **1**

Ticket Number: 0000109683 01/31/2005 1 02/01/2005

Closed

Total: **29**

Ticket Number:	0000107932	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000107905	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000107911	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000107858	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000109239	01/26/2005	5		01/31/2005
Ticket Number:	0000109201	01/25/2005	1	01/26/2005	01/28/2005
Ticket Number:	0000109251	01/26/2005	0		01/26/2005
Ticket Number:	0000109289	01/26/2005	2		01/28/2005
Ticket Number:	0000109264	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000108071	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108091	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108258	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108369	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108371	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108276	01/10/2005	10	01/20/2005	01/26/2005
Ticket Number:	0000108261	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108468	01/12/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108550	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108579	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108741	01/18/2005	2		01/20/2005
Ticket Number:	0000108714	01/18/2005	2	01/20/2005	01/26/2005
Ticket Number:	0000108605	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108599	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108588	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108583	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108549	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108587	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108486	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108546	01/13/2005	1	01/14/2005	01/20/2005

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

dhARley

Total: **1**

Closed

Total: **1**

Ticket Number: 0000108813 01/19/2005 7 01/26/2005 02/01/2005

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Average time to ticket resolution for	dhARley		7		
Maximum time to ticket resolution for	dhARley		7		
Minimum time to ticket resolution for	dhARley		7		

OIT Business Systems: P

haddaway

Total: 25

Resolved

Total: 7

Ticket Number:	0000109128	01/25/2005	3	01/28/2005
Ticket Number:	0000109416	01/28/2005	0	01/28/2005
Ticket Number:	0000109371	01/27/2005	0	01/27/2005
Ticket Number:	0000109350	01/27/2005	0	01/27/2005
Ticket Number:	0000109325	01/27/2005	1	01/28/2005
Ticket Number:	0000109294	01/26/2005	1	01/27/2005
Ticket Number:	0000109293	01/26/2005	1	01/27/2005

Closed

Total: 18

Ticket Number:	0000107878	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000107847	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000107873	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000109131	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000108582	01/14/2005	5	01/19/2005	01/25/2005
Ticket Number:	0000108593	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108911	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108946	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108607	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108609	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000107993	01/05/2005	7	01/12/2005	01/18/2005
Ticket Number:	0000108130	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108234	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108235	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108327	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108324	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108968	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108044	01/05/2005	0	01/05/2005	01/11/2005

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Average time to ticket resolution for	haddaway	1
Maximum time to ticket resolution for	haddaway	7
Minimum time to ticket resolution for	haddaway	0
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OIT Business Systems: P

jeremy

Resolved

Total: **69**

Total: **16**

Ticket Number:	0000109316	01/27/2005	0	01/27/2005
Ticket Number:	0000109381	01/27/2005	0	01/27/2005
Ticket Number:	0000109382	01/27/2005	0	01/27/2005
Ticket Number:	0000109714	01/31/2005	0	02/01/2005
Ticket Number:	0000109700	01/31/2005	1	02/01/2005
Ticket Number:	0000109606	01/31/2005	0	01/31/2005
Ticket Number:	0000109470	01/28/2005	0	01/28/2005
Ticket Number:	0000109458	01/28/2005	0	01/28/2005
Ticket Number:	0000109443	01/28/2005	0	01/28/2005
Ticket Number:	0000109435	01/28/2005	0	01/28/2005
Ticket Number:	0000109431	01/28/2005	0	01/28/2005
Ticket Number:	0000109422	01/28/2005	0	01/28/2005
Ticket Number:	0000109380	01/27/2005	0	01/27/2005
Ticket Number:	0000109322	01/27/2005	0	01/27/2005
Ticket Number:	0000109496	01/28/2005	3	01/31/2005
Ticket Number:	0000109379	01/27/2005	0	01/27/2005

OIT Business Systems: P

	Closed	Total:	53		
Ticket Number:	0000108269	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000109076	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000107892	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000108015	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108996	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000109244	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109217	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109183	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109141	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109072	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109066	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000107978	01/04/2005	6	01/10/2005	01/17/2005
Ticket Number:	0000108278	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108347	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108350	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108414	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108401	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108349	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108294	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108295	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108286	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108240	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108201	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108136	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108433	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108450	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108497	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108988	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108962	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108802	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108796	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108759	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108751	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108750	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108744	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108730	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108718	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108711	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108837	01/19/2005	1	01/20/2005	01/26/2005
Ticket Number:	0000108812	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108811	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108810	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108705	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108697	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108636	01/14/2005	4	01/18/2005	01/24/2005
Ticket Number:	0000108635	01/14/2005	4	01/18/2005	01/24/2005
Ticket Number:	0000108634	01/14/2005	4	01/18/2005	01/24/2005
Ticket Number:	0000108611	01/14/2005	4		01/18/2005
Ticket Number:	0000109103	01/24/2005	1	01/25/2005	01/31/2005
Ticket Number:	0000108526	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108525	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108524	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108510	01/13/2005	1	01/14/2005	01/20/2005

OIT Business Systems: P

Average time to ticket resolution for	jeremy	0		
Maximum time to ticket resolution for	jeremy	6		
Minimum time to ticket resolution for	jeremy	0		
<hr/>				
jgood	Total:	5		
Resolved	Total:	1		
Ticket Number: 0000109395	01/27/2005	0		01/27/2005
Closed	Total:	4		
Ticket Number: 0000107880	01/03/2005	0		01/03/2005 01/10/2005
Ticket Number: 0000108784	01/19/2005	2		01/21/2005 01/27/2005
Ticket Number: 0000108005	01/05/2005	0		01/05/2005 01/11/2005
Ticket Number: 0000108164	01/07/2005	0		01/07/2005 01/13/2005
<hr/>				
Average time to ticket resolution for	jgood	0		
Maximum time to ticket resolution for	jgood	2		
Minimum time to ticket resolution for	jgood	0		
<hr/>				
jking	Total:	7		
Closed	Total:	7		
Ticket Number: 0000108003	01/05/2005	2		01/06/2005 01/12/2005
Ticket Number: 0000108247	01/10/2005	11		01/21/2005 01/27/2005
Ticket Number: 0000108193	01/07/2005	0		01/07/2005 01/13/2005
Ticket Number: 0000108547	01/13/2005	1		01/14/2005 01/20/2005
Ticket Number: 0000108903	01/20/2005	0		01/20/2005 01/26/2005
Ticket Number: 0000108296	01/10/2005	9		01/19/2005 01/25/2005
Ticket Number: 0000108149	01/06/2005	0		01/06/2005 01/06/2005
<hr/>				
Average time to ticket resolution for	jking	3		
Maximum time to ticket resolution for	jking	11		
Minimum time to ticket resolution for	jking	0		
<hr/>				
jpatna1	Total:	8		
Closed	Total:	8		
Ticket Number: 0000108047	01/05/2005	15		01/20/2005 01/26/2005
Ticket Number: 0000108544	01/13/2005	5		01/18/2005 01/24/2005
Ticket Number: 0000108889	01/20/2005	0		01/20/2005 01/26/2005
Ticket Number: 0000108703	01/18/2005	2		01/20/2005 01/26/2005
Ticket Number: 0000107950	01/04/2005	16		01/20/2005 01/26/2005
Ticket Number: 0000108281	01/10/2005	1		01/11/2005 01/17/2005
Ticket Number: 0000108332	01/11/2005	9		01/20/2005 01/26/2005
Ticket Number: 0000108283	01/10/2005	1		01/11/2005 01/17/2005
<hr/>				
Average time to ticket resolution for	jpatna1	6		
Maximum time to ticket resolution for	jpatna1	16		
Minimum time to ticket resolution for	jpatna1	0		
<hr/>				
kirby	Total:	4		
Closed	Total:	4		
Ticket Number: 0000108471	01/13/2005	0		01/13/2005 01/18/2005
Ticket Number: 0000107820	01/02/2005	1		01/03/2005 01/10/2005
Ticket Number: 0000109011	01/23/2005	0		01/23/2005 01/31/2005
Ticket Number: 0000109041	01/24/2005	0		01/24/2005 01/31/2005
<hr/>				
Average time to ticket resolution for	kirby	0		
Maximum time to ticket resolution for	kirby	1		
Minimum time to ticket resolution for	kirby	0		

OIT Business Systems: P

lrاند		<u>Total:</u>	18		
Closed		<u>Total:</u>	18		
Ticket Number:	0000109107	01/24/2005	4		01/28/2005
Ticket Number:	0000109459	01/28/2005	0		01/28/2005
Ticket Number:	0000107857	01/03/2005	1		01/04/2005
Ticket Number:	0000107955	01/04/2005	0		01/04/2005
Ticket Number:	0000107898	01/03/2005	2	01/05/2005	01/11/2005
Ticket Number:	0000107908	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000108574	01/14/2005	6	01/20/2005	01/26/2005
Ticket Number:	0000107926	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000108387	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108384	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108359	01/11/2005	2	01/13/2005	01/19/2005
Ticket Number:	0000108357	01/11/2005	2	01/13/2005	01/19/2005
Ticket Number:	0000107958	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108102	01/06/2005	4		01/10/2005
Ticket Number:	0000108017	01/05/2005	8		01/13/2005
Ticket Number:	0000108356	01/11/2005	2	01/13/2005	01/19/2005
Ticket Number:	0000108305	01/11/2005	2	01/13/2005	01/19/2005
Ticket Number:	0000107945	01/04/2005	0	01/04/2005	01/10/2005
Average time to ticket resolution for		lrاند	2		
Maximum time to ticket resolution for		lrاند	8		
Minimum time to ticket resolution for		lrاند	0		
ostrove		<u>Total:</u>	2		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000109287	01/26/2005	1	01/27/2005	
Closed		<u>Total:</u>	1		
Ticket Number:	0000108404	01/12/2005	1	01/13/2005	01/19/2005
Average time to ticket resolution for		ostrove	1		
Maximum time to ticket resolution for		ostrove	1		
Minimum time to ticket resolution for		ostrove	1		
psimon		<u>Total:</u>	13		
Closed		<u>Total:</u>	13		
Ticket Number:	0000107912	01/04/2005	1		01/05/2005
Ticket Number:	0000107931	01/04/2005	1		01/05/2005
Ticket Number:	0000107999	01/05/2005	0		01/05/2005
Ticket Number:	0000108690	01/18/2005	7		01/25/2005
Ticket Number:	0000108695	01/18/2005	0		01/18/2005
Ticket Number:	0000108704	01/18/2005	0		01/18/2005
Ticket Number:	0000108727	01/18/2005	1		01/19/2005
Ticket Number:	0000108781	01/19/2005	7		01/26/2005
Ticket Number:	0000108881	01/20/2005	5		01/25/2005
Ticket Number:	0000108732	01/18/2005	2		01/20/2005
Ticket Number:	0000108723	01/18/2005	2		01/20/2005
Ticket Number:	0000109199	01/25/2005	1		01/26/2005
Ticket Number:	0000109281	01/26/2005	2		01/28/2005
Average time to ticket resolution for		psimon	2		
Maximum time to ticket resolution for		psimon	7		
Minimum time to ticket resolution for		psimon	0		

OIT Business Systems: P

slong

Total: **16**

Resolved

Total: **5**

Ticket Number:	0000109013	01/23/2005	4	01/27/2005
Ticket Number:	0000109030	01/24/2005	3	01/27/2005
Ticket Number:	0000109580	01/31/2005	0	01/31/2005
Ticket Number:	0000109257	01/26/2005	1	01/27/2005
Ticket Number:	0000109100	01/24/2005	3	01/27/2005

Closed

Total: **11**

Ticket Number:	0000108428	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108783	01/19/2005	7	01/26/2005	02/01/2005
Ticket Number:	0000108729	01/18/2005	8	01/26/2005	02/01/2005
Ticket Number:	0000107940	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108081	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108079	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108049	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108083	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108108	01/06/2005	5	01/11/2005	01/17/2005
Ticket Number:	0000108132	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108179	01/07/2005	4	01/11/2005	01/17/2005

Average time to ticket resolution for	slong	3
Maximum time to ticket resolution for	slong	8
Minimum time to ticket resolution for	slong	0

stephen

Total: **14**

Resolved

Total: **3**

Ticket Number:	0000109369	01/27/2005	1	01/28/2005
Ticket Number:	0000109631	01/31/2005	1	02/01/2005
Ticket Number:	0000109366	01/27/2005	1	01/28/2005

Closed

Total: **11**

Ticket Number:	0000109125	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109127	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109279	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109249	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109140	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109121	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109120	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000108573	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108452	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108539	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108518	01/13/2005	0	01/13/2005	01/19/2005

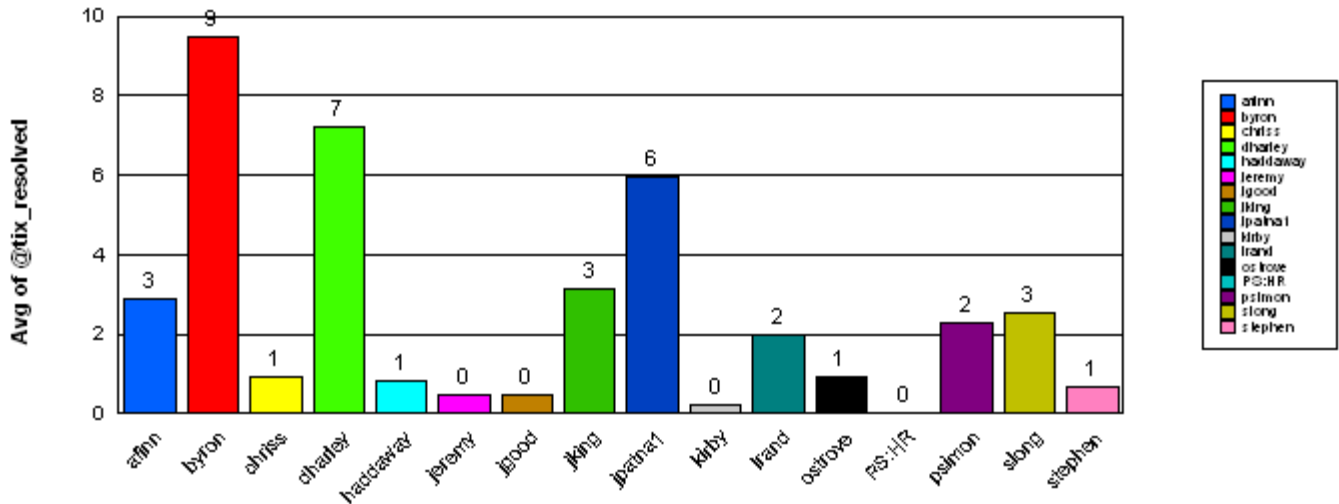
Average time to ticket resolution for	stephen	1
Maximum time to ticket resolution for	stephen	1
Minimum time to ticket resolution for	stephen	0

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	18
Minimum time to ticket resolution for	OIT Business S	0

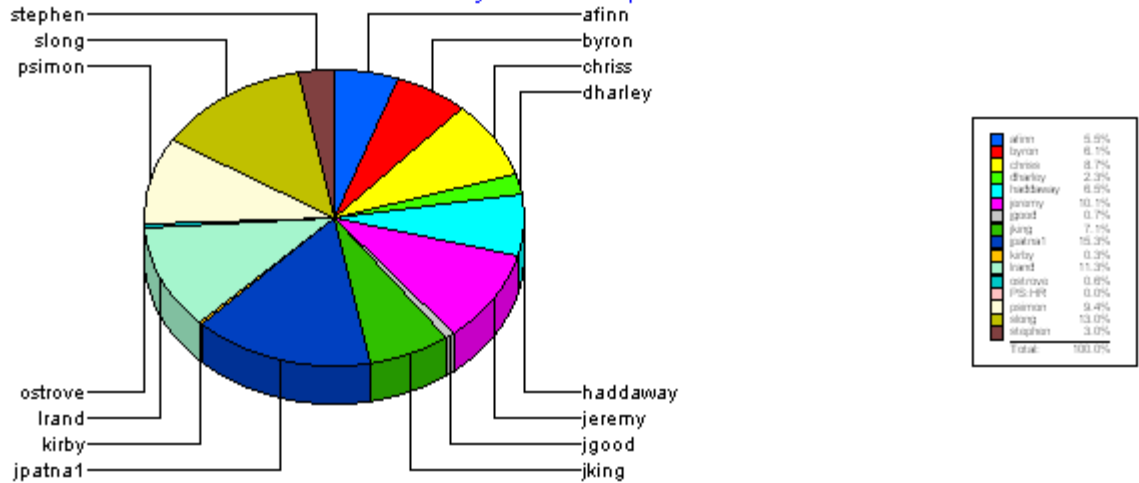
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



Physical Networks

		<u>Total:</u>	57		
beakja1		<u>Total:</u>	18		
Resolved		<u>Total:</u>	3		
Ticket Number:	0000109493	01/28/2005	3	01/31/2005	
Ticket Number:	0000109323	01/27/2005	0	01/27/2005	
Ticket Number:	0000109370	01/27/2005	4	01/31/2005	
Closed		<u>Total:</u>	15		
Ticket Number:	0000109001	01/21/2005	3	01/24/2005	01/31/2005
Ticket Number:	0000109541	01/30/2005	1		01/31/2005
Ticket Number:	0000109000	01/21/2005	3	01/24/2005	01/31/2005
Ticket Number:	0000109101	01/24/2005	1	01/25/2005	01/31/2005
Ticket Number:	0000108929	01/20/2005	4	01/24/2005	01/31/2005
Ticket Number:	0000108845	01/19/2005	1	01/20/2005	01/26/2005
Ticket Number:	0000107981	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108024	01/05/2005	7	01/12/2005	01/18/2005
Ticket Number:	0000108097	01/06/2005	6	01/12/2005	01/18/2005
Ticket Number:	0000108211	01/08/2005	4		01/12/2005
Ticket Number:	0000108955	01/21/2005	3	01/24/2005	01/31/2005
Ticket Number:	0000108400	01/12/2005	12		01/24/2005
Ticket Number:	0000108417	01/12/2005	2	01/14/2005	01/20/2005
Ticket Number:	0000108272	01/10/2005	2	01/12/2005	01/18/2005
Ticket Number:	0000108126	01/06/2005	1	01/07/2005	01/13/2005
-----				-----	
Average time to ticket resolution for		beakja1	3		
Maximum time to ticket resolution for		beakja1	12		
Minimum time to ticket resolution for		beakja1	0		
<hr/>				<hr/>	
damian		<u>Total:</u>	5		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000109553	01/30/2005	2	02/01/2005	
Closed		<u>Total:</u>	4		
Ticket Number:	0000107842	01/03/2005	1	01/04/2005	01/04/2005
Ticket Number:	0000108075	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108117	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108707	01/18/2005	0	01/18/2005	01/24/2005
-----				-----	
Average time to ticket resolution for		damian	1		
Maximum time to ticket resolution for		damian	2		
Minimum time to ticket resolution for		damian	0		
<hr/>				<hr/>	
rays1		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000108491	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108532	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108717	01/18/2005	2	01/20/2005	01/26/2005
Ticket Number:	0000108175	01/07/2005	5	01/12/2005	01/18/2005
Ticket Number:	0000108490	01/13/2005	1	01/14/2005	01/20/2005
Ticket Number:	0000108257	01/10/2005	2	01/12/2005	01/18/2005
Ticket Number:	0000107834	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000107864	01/03/2005	3	01/06/2005	01/12/2005
-----				-----	
Average time to ticket resolution for		rays1	2		
Maximum time to ticket resolution for		rays1	5		
Minimum time to ticket resolution for		rays1	0		

Physical Networks

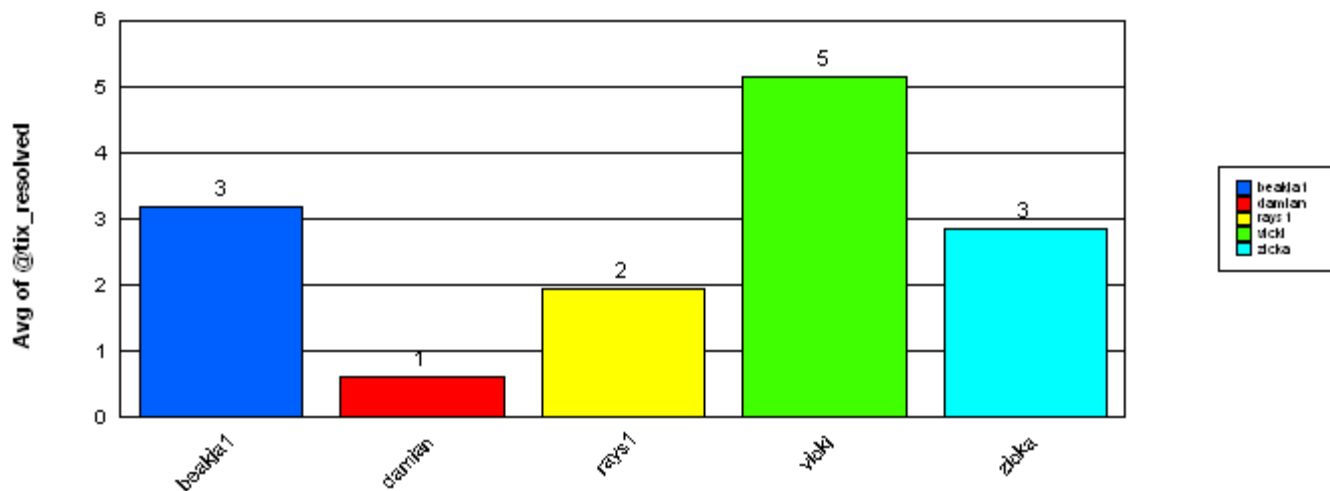
vicki		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000108502	01/13/2005	5	01/18/2005	01/24/2005
<hr/>					
Average time to ticket resolution for		vicki	5		
Maximum time to ticket resolution for		vicki	5		
Minimum time to ticket resolution for		vicki	5		
<hr/>					
zicka		<u>Total:</u>	25		
Resolved		<u>Total:</u>	3		
Ticket Number:	0000109330	01/27/2005	4	01/31/2005	
Ticket Number:	0000109398	01/27/2005	4	01/31/2005	
Ticket Number:	0000109339	01/27/2005	4	01/31/2005	
Closed		<u>Total:</u>	22		
Ticket Number:	0000108022	01/05/2005	13	01/18/2005	01/24/2005
Ticket Number:	0000109086	01/24/2005	1	01/25/2005	01/31/2005
Ticket Number:	0000109194	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109158	01/25/2005	6		01/31/2005
Ticket Number:	0000108463	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108902	01/20/2005	5	01/25/2005	01/31/2005
Ticket Number:	0000108885	01/20/2005	0		01/20/2005
Ticket Number:	0000108853	01/19/2005	7	01/26/2005	02/01/2005
Ticket Number:	0000109200	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000108600	01/14/2005	5	01/19/2005	01/25/2005
Ticket Number:	0000108377	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108408	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108390	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108378	01/11/2005	0		01/12/2005
Ticket Number:	0000108293	01/10/2005	1	01/11/2005	01/17/2005
Ticket Number:	0000108267	01/10/2005	1	01/11/2005	01/17/2005
Ticket Number:	0000108238	01/10/2005	2	01/12/2005	01/18/2005
Ticket Number:	0000108215	01/08/2005	5	01/13/2005	01/19/2005
Ticket Number:	0000108122	01/06/2005	6	01/12/2005	01/18/2005
Ticket Number:	0000108036	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000108014	01/05/2005	1	01/06/2005	01/12/2005
Ticket Number:	0000107948	01/04/2005	2	01/06/2005	01/12/2005
<hr/>					
Average time to ticket resolution for		zicka	3		
Maximum time to ticket resolution for		zicka	13		
Minimum time to ticket resolution for		zicka	0		

Physical Networks

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	13
Minimum time to ticket resolution for	Physical Networ	0

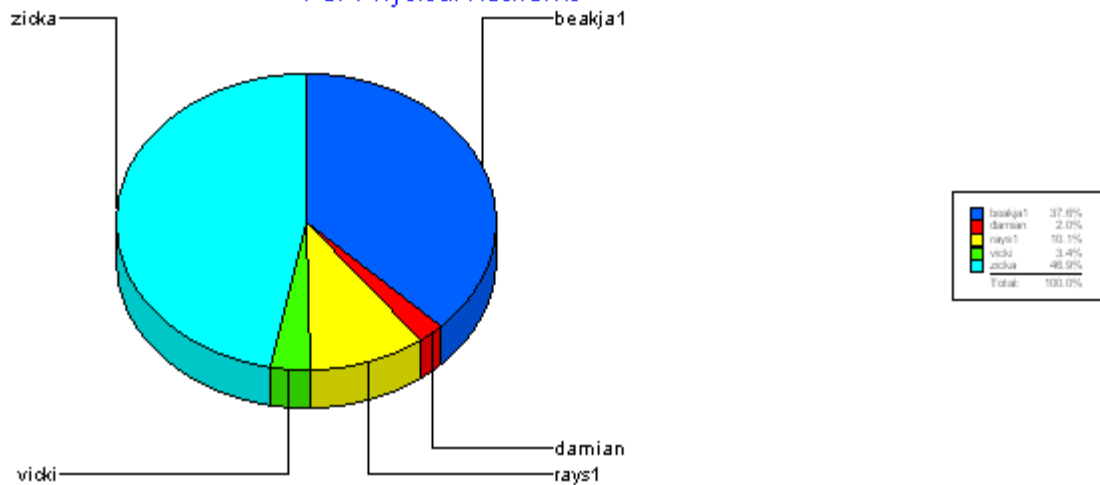
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



Security

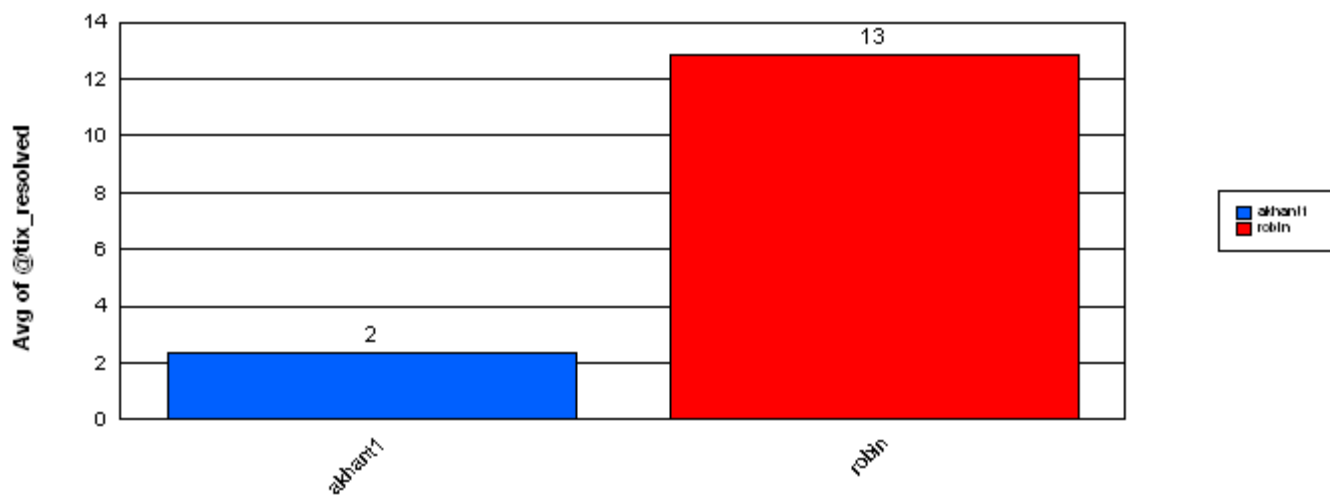
		<u>Total:</u>			
akhant1		7			
Resolved		<u>Total:</u>	5		
Ticket Number:	0000109429	01/28/2005	0	01/28/2005	
Ticket Number:	0000109501	01/28/2005	3	01/31/2005	
Ticket Number:	0000109597	01/31/2005	0	01/31/2005	
Closed		<u>Total:</u>	2		
Ticket Number:	0000108152	01/07/2005	0		01/07/2005
Ticket Number:	0000108765	01/18/2005	9		01/27/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		akhant1	2		
Maximum time to ticket resolution for		akhant1	9		
Minimum time to ticket resolution for		akhant1	0		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
robin		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000108506	01/13/2005	13	01/26/2005	02/01/2005
Ticket Number:	0000108558	01/13/2005	13	01/26/2005	02/01/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		robin	13		
Maximum time to ticket resolution for		robin	13		
Minimum time to ticket resolution for		robin	13		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>

Security

Average time to ticket resolution for	Security	5
Maximum time to ticket resolution for	Security	13
Minimum time to ticket resolution for	Security	0

Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total:	141		
SysCore:Listproc		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000108319	01/11/2005	0	01/11/2005	
-----		-----	-----		
Average time to ticket resolution for	SysCore:Listpro		0		
Maximum time to ticket resolution for	SysCore:Listpro		0		
Minimum time to ticket resolution for	SysCore:Listpro		0		
banz		<u>Total:</u>	16		
Resolved		<u>Total:</u>	11		
Ticket Number:	0000108950	01/21/2005	10	01/31/2005	
Ticket Number:	0000109008	01/22/2005	9	01/31/2005	
Ticket Number:	0000109579	01/31/2005	0	01/31/2005	
Ticket Number:	0000109572	01/31/2005	0	01/31/2005	
Ticket Number:	0000109560	01/30/2005	0	01/31/2005	
Ticket Number:	0000109576	01/31/2005	0	01/31/2005	
Ticket Number:	0000109552	01/30/2005	1	01/31/2005	
Ticket Number:	0000109544	01/30/2005	1	01/31/2005	01/30/2005
Ticket Number:	0000109532	01/29/2005	1	01/31/2005	
Ticket Number:	0000109476	01/28/2005	3	01/31/2005	
Ticket Number:	0000109426	01/28/2005	3	01/31/2005	
Closed		<u>Total:</u>	5		
Ticket Number:	0000107854	01/03/2005	28	01/31/2005	
Ticket Number:	0000109071	01/24/2005	7	01/31/2005	
Ticket Number:	0000108153	01/07/2005	24	01/31/2005	
Ticket Number:	0000108291	01/10/2005	21	01/31/2005	
Ticket Number:	0000108893	01/20/2005	4	01/24/2005	01/31/2005
-----		-----	-----		
Average time to ticket resolution for	banz		7		
Maximum time to ticket resolution for	banz		28		
Minimum time to ticket resolution for	banz		0		
daleg		<u>Total:</u>	13		
Resolved		<u>Total:</u>	7		
Ticket Number:	0000109278	01/26/2005	1	01/27/2005	
Ticket Number:	0000108816	01/19/2005	9	01/28/2005	
Ticket Number:	0000109208	01/25/2005	3	01/28/2005	
Ticket Number:	0000109454	01/28/2005	0	01/28/2005	
Ticket Number:	0000108632	01/14/2005	14	01/28/2005	
Ticket Number:	0000108578	01/14/2005	14	01/28/2005	
Ticket Number:	0000109265	01/26/2005	2	01/28/2005	
Closed		<u>Total:</u>	6		
Ticket Number:	0000108151	01/06/2005	0		01/07/2005
Ticket Number:	0000107836	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000107839	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000109068	01/24/2005	4		01/28/2005
Ticket Number:	0000108210	01/08/2005	2		01/10/2005
Ticket Number:	0000108336	01/11/2005	7	01/18/2005	01/24/2005
-----		-----	-----		
Average time to ticket resolution for	daleg		4		
Maximum time to ticket resolution for	daleg		14		
Minimum time to ticket resolution for	daleg		0		

SysCore

jcgriego

Total: **4**

Closed

Total: **4**

Ticket Number:	0000107938	01/04/2005	15	01/19/2005	01/25/2005
Ticket Number:	0000108548	01/13/2005	6	01/19/2005	01/25/2005
Ticket Number:	0000108598	01/14/2005	5	01/19/2005	01/25/2005
Ticket Number:	0000107944	01/04/2005	2	01/06/2005	01/12/2005

Average time to ticket resolution for	jcgriego	7
Maximum time to ticket resolution for	jcgriego	15
Minimum time to ticket resolution for	jcgriego	2

SysCore

sbrown7

Total: **107**

Resolved

Total: **12**

Ticket Number:	0000108844	01/19/2005	12	01/31/2005
Ticket Number:	0000109342	01/27/2005	0	01/27/2005
Ticket Number:	0000109690	01/31/2005	0	01/31/2005
Ticket Number:	0000109655	01/31/2005	0	01/31/2005
Ticket Number:	0000109650	01/31/2005	0	01/31/2005
Ticket Number:	0000109630	01/31/2005	0	01/31/2005
Ticket Number:	0000109620	01/31/2005	0	01/31/2005
Ticket Number:	0000109538	01/30/2005	1	01/31/2005
Ticket Number:	0000109486	01/28/2005	0	01/28/2005
Ticket Number:	0000109018	01/23/2005	8	01/31/2005
Ticket Number:	0000109352	01/27/2005	0	01/27/2005
Ticket Number:	0000109285	01/26/2005	1	01/27/2005

SysCore

	Closed	Total:	95		
Ticket Number:	0000107896	01/03/2005	1		01/04/2005
Ticket Number:	0000107890	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000107859	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000107897	01/03/2005	1		01/04/2005
Ticket Number:	0000107889	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000107881	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000107841	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000108416	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108466	01/12/2005	1	01/13/2005	01/19/2005
Ticket Number:	0000108439	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108454	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108501	01/13/2005	0		01/13/2005
Ticket Number:	0000108808	01/19/2005	0		01/19/2005
Ticket Number:	0000108940	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108928	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108924	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108945	01/20/2005	1	01/21/2005	01/27/2005
Ticket Number:	0000108906	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108896	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108873	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108868	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108809	01/19/2005	0		01/19/2005
Ticket Number:	0000108964	01/21/2005	6	01/27/2005	01/27/2005
Ticket Number:	0000108954	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108953	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108980	01/21/2005	3		01/24/2005
Ticket Number:	0000108804	01/19/2005	0	01/19/2005	01/25/2005
Ticket Number:	0000108756	01/18/2005	0		01/18/2005
Ticket Number:	0000108745	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108592	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108895	01/20/2005	0	01/20/2005	01/26/2005
Ticket Number:	0000108571	01/14/2005	0	01/14/2005	01/20/2005
Ticket Number:	0000108528	01/13/2005	0		01/13/2005
Ticket Number:	0000108494	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108863	01/19/2005	1	01/20/2005	01/26/2005
Ticket Number:	0000108455	01/12/2005	2	01/14/2005	01/26/2005
Ticket Number:	0000108998	01/21/2005	5	01/26/2005	02/01/2005
Ticket Number:	0000109083	01/24/2005	1	01/25/2005	01/31/2005
Ticket Number:	0000109104	01/24/2005	1	01/25/2005	01/31/2005
Ticket Number:	0000109112	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109168	01/25/2005	0		01/25/2005
Ticket Number:	0000109197	01/25/2005	1	01/26/2005	02/01/2005
Ticket Number:	0000109691	01/31/2005	0		01/31/2005
Ticket Number:	0000109585	01/31/2005	0		01/31/2005
Ticket Number:	0000109543	01/30/2005	1		01/31/2005
Ticket Number:	0000109307	01/27/2005	0		01/27/2005
Ticket Number:	0000109283	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109282	01/26/2005	0		01/26/2005
Ticket Number:	0000109248	01/26/2005	0		01/26/2005
Ticket Number:	0000109235	01/26/2005	0		01/26/2005
Ticket Number:	0000109233	01/26/2005	0	01/26/2005	02/01/2005
Ticket Number:	0000109207	01/25/2005	1		01/26/2005
Ticket Number:	0000109204	01/25/2005	1	01/26/2005	02/01/2005

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Ticket Number:	0000109629	01/31/2005	0		01/31/2005
Ticket Number:	0000109151	01/25/2005	0	01/25/2005	01/31/2005
Ticket Number:	0000109169	01/25/2005	0		01/25/2005
Ticket Number:	0000109087	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109074	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000109047	01/24/2005	0	01/24/2005	01/31/2005
Ticket Number:	0000107982	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000107936	01/04/2005	0		01/04/2005
Ticket Number:	0000107960	01/04/2005	8	01/12/2005	01/18/2005
Ticket Number:	0000107979	01/04/2005	1	01/05/2005	01/11/2005
Ticket Number:	0000108331	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108306	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108285	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108252	01/10/2005	0		01/10/2005
Ticket Number:	0000108246	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108230	01/09/2005	1	01/10/2005	01/17/2005
Ticket Number:	0000108219	01/09/2005	1	01/10/2005	01/17/2005
Ticket Number:	0000108263	01/10/2005	0	01/10/2005	01/17/2005
Ticket Number:	0000108180	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108144	01/06/2005	4	01/10/2005	01/17/2005
Ticket Number:	0000108138	01/06/2005	0		01/06/2005
Ticket Number:	0000108133	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108127	01/06/2005	7		01/13/2005
Ticket Number:	0000108119	01/06/2005	0		01/06/2005
Ticket Number:	0000108123	01/06/2005	1	01/07/2005	01/13/2005
Ticket Number:	0000108105	01/06/2005	0	01/06/2005	01/12/2005
Ticket Number:	0000108415	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108403	01/12/2005	0	01/12/2005	01/18/2005
Ticket Number:	0000108393	01/12/2005	0		01/12/2005
Ticket Number:	0000108368	01/11/2005	7	01/18/2005	01/24/2005
Ticket Number:	0000108355	01/11/2005	1	01/12/2005	01/18/2005
Ticket Number:	0000108340	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108338	01/11/2005	0	01/11/2005	01/17/2005
Ticket Number:	0000108552	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108048	01/05/2005	6	01/11/2005	01/17/2005
Ticket Number:	0000108029	01/05/2005	0	01/05/2005	01/11/2005
Ticket Number:	0000108016	01/05/2005	0		01/05/2005
Ticket Number:	0000108012	01/05/2005	0	01/05/2005	01/06/2005
Ticket Number:	0000107991	01/04/2005	2	01/06/2005	01/12/2005
Ticket Number:	0000107970	01/04/2005	2	01/06/2005	01/06/2005
Ticket Number:	0000107947	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000107941	01/04/2005	0	01/04/2005	01/10/2005
<hr/>					
Average time to ticket resolution for	sbrown7		1		
Maximum time to ticket resolution for	sbrown7		12		
Minimum time to ticket resolution for	sbrown7		0		

SysCore

Average time to ticket resolution for

SysCore

2

Maximum time to ticket resolution for

SysCore

28

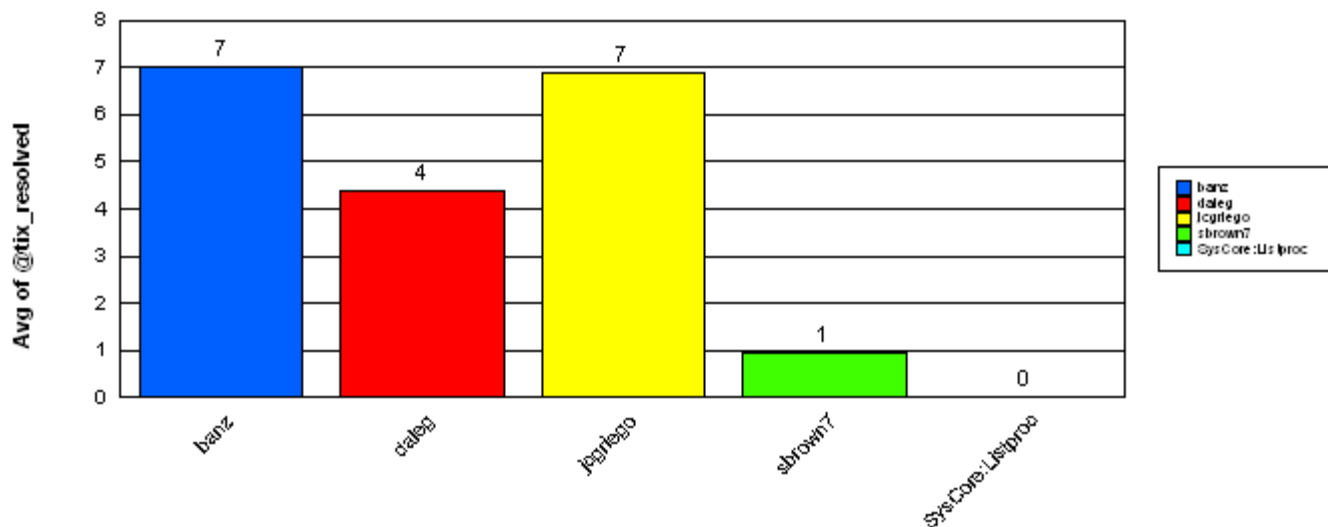
Minimum time to ticket resolution for

SysCore

0

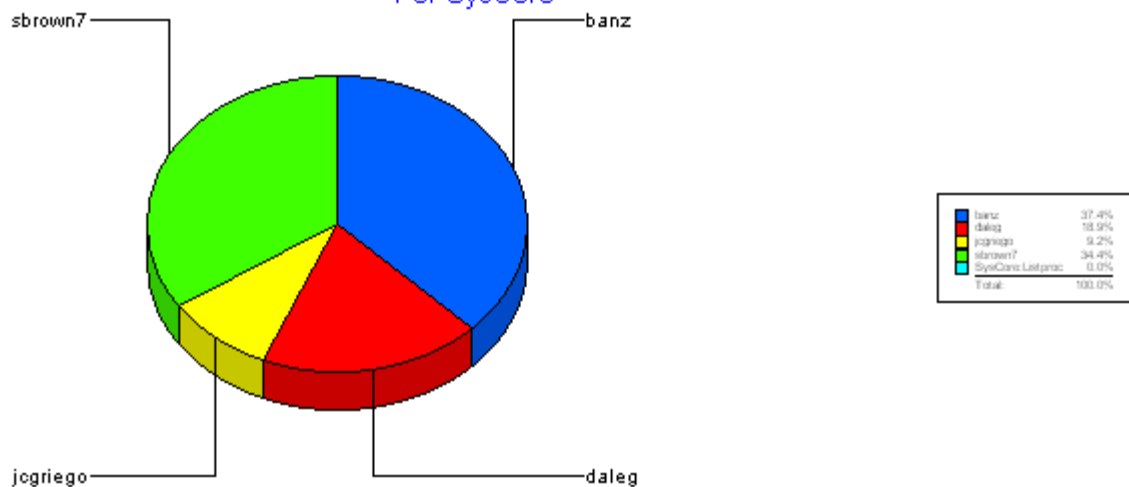
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

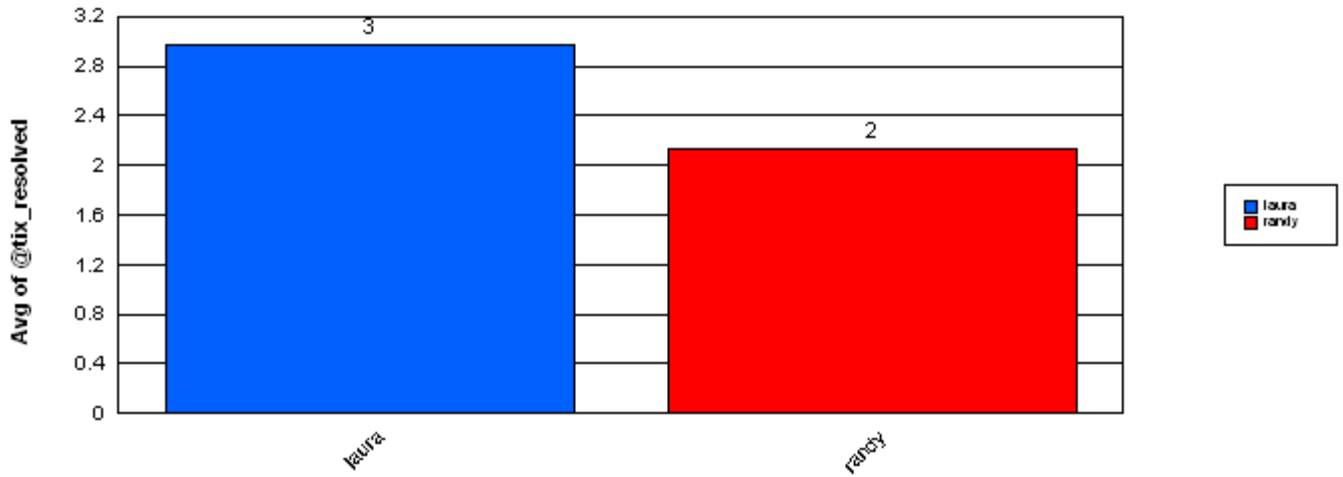
		Total:	41		
laura		<u>Total:</u> 23			
Closed		<u>Total:</u> 23			
Ticket Number:	0000107933	01/04/2005	0		01/04/2005
Ticket Number:	0000107935	01/04/2005	0	01/04/2005	01/10/2005
Ticket Number:	0000108046	01/05/2005	15		01/20/2005
Ticket Number:	0000108197	01/07/2005	3	01/10/2005	01/17/2005
Ticket Number:	0000108213	01/08/2005	2		01/10/2005
Ticket Number:	0000108288	01/10/2005	2		01/12/2005
Ticket Number:	0000108362	01/11/2005	1		01/12/2005
Ticket Number:	0000108344	01/11/2005	2		01/13/2005
Ticket Number:	0000108644	01/15/2005	3		01/18/2005
Ticket Number:	0000108289	01/10/2005	1		01/11/2005
Ticket Number:	0000107934	01/04/2005	0		01/04/2005
Ticket Number:	0000108483	01/13/2005	1		01/14/2005
Ticket Number:	0000108686	01/18/2005	0	01/18/2005	01/24/2005
Ticket Number:	0000108688	01/18/2005	0		01/18/2005
Ticket Number:	0000108523	01/13/2005	0		01/13/2005
Ticket Number:	0000109481	01/28/2005	0		01/28/2005
Ticket Number:	0000109198	01/25/2005	1		01/26/2005
Ticket Number:	0000109527	01/29/2005	2		01/31/2005
Ticket Number:	0000109378	01/27/2005	1		01/28/2005
Ticket Number:	0000107817	01/01/2005	2		01/03/2005
Ticket Number:	0000107909	01/04/2005	27		01/31/2005
Ticket Number:	0000107956	01/04/2005	0		01/04/2005
Ticket Number:	0000107828	01/03/2005	8	01/11/2005	01/17/2005
-----		-----		-----	
Average time to ticket resolution for		laura	3		
Maximum time to ticket resolution for		laura	27		
Minimum time to ticket resolution for		laura	0		
<hr/>		<hr/>		<hr/>	
randy		<u>Total:</u> 18			
Resolved		<u>Total:</u> 11			
Ticket Number:	0000108037	01/05/2005	22	01/27/2005	
Ticket Number:	0000109406	01/27/2005	0	01/27/2005	
Ticket Number:	0000109088	01/24/2005	3	01/27/2005	
Ticket Number:	0000109636	01/31/2005	0	01/31/2005	
Ticket Number:	0000109660	01/31/2005	0	01/31/2005	
Ticket Number:	0000109694	01/31/2005	1	02/01/2005	
Ticket Number:	0000109692	01/31/2005	0	01/31/2005	
Ticket Number:	0000109659	01/31/2005	0	01/31/2005	
Ticket Number:	0000109649	01/31/2005	0	01/31/2005	
Ticket Number:	0000109351	01/27/2005	4	01/31/2005	
Ticket Number:	0000109340	01/27/2005	4	01/31/2005	
Closed		<u>Total:</u> 7			
Ticket Number:	0000107827	01/03/2005	0	01/03/2005	01/10/2005
Ticket Number:	0000107871	01/03/2005	1	01/04/2005	01/10/2005
Ticket Number:	0000108187	01/07/2005	0	01/07/2005	01/13/2005
Ticket Number:	0000108256	01/10/2005	3	01/13/2005	01/19/2005
Ticket Number:	0000108554	01/13/2005	0	01/13/2005	01/19/2005
Ticket Number:	0000108978	01/21/2005	0	01/21/2005	01/27/2005
Ticket Number:	0000108982	01/21/2005	0	01/21/2005	01/27/2005
-----		-----		-----	
Average time to ticket resolution for		randy	2		
Maximum time to ticket resolution for		randy	22		
Minimum time to ticket resolution for		randy	0		
<hr/>		<hr/>		<hr/>	

SysDept

Average time to ticket resolution for	SysDept	3
Maximum time to ticket resolution for	SysDept	27
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: 01/01/2005 and 01/31/2005 : 1555

Total Remedy Tickets Created between: 01/01/2005 and 01/31/2005 : 1555

Maximum time to resolution	28
Minimum time to resolution	0
Total Average time to ticket resolution	1.98