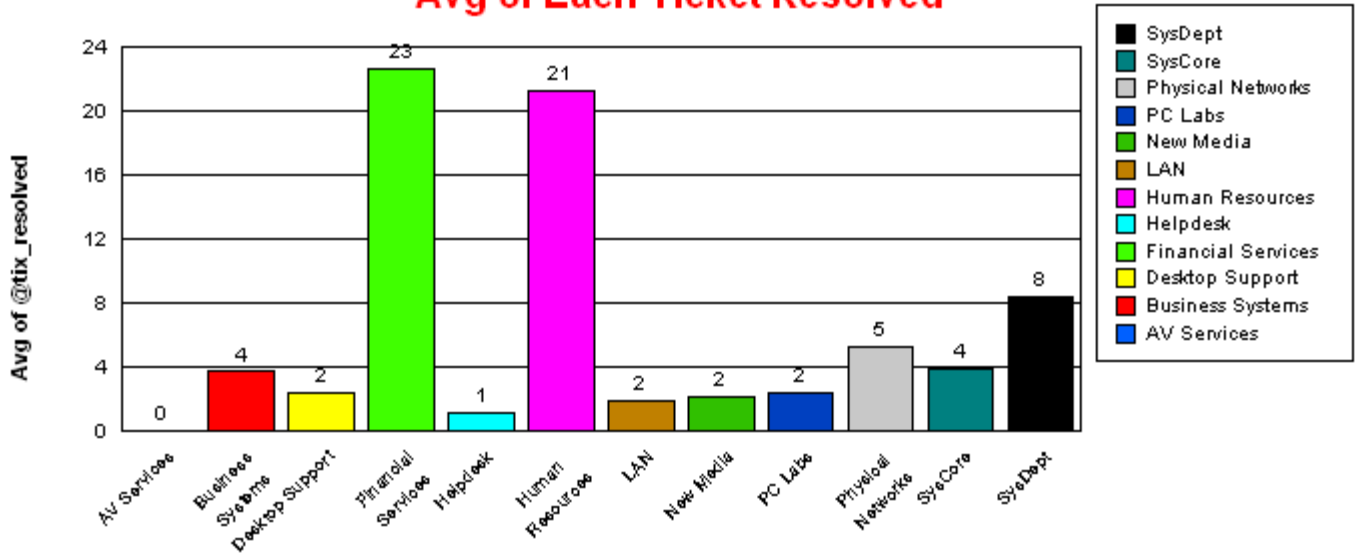
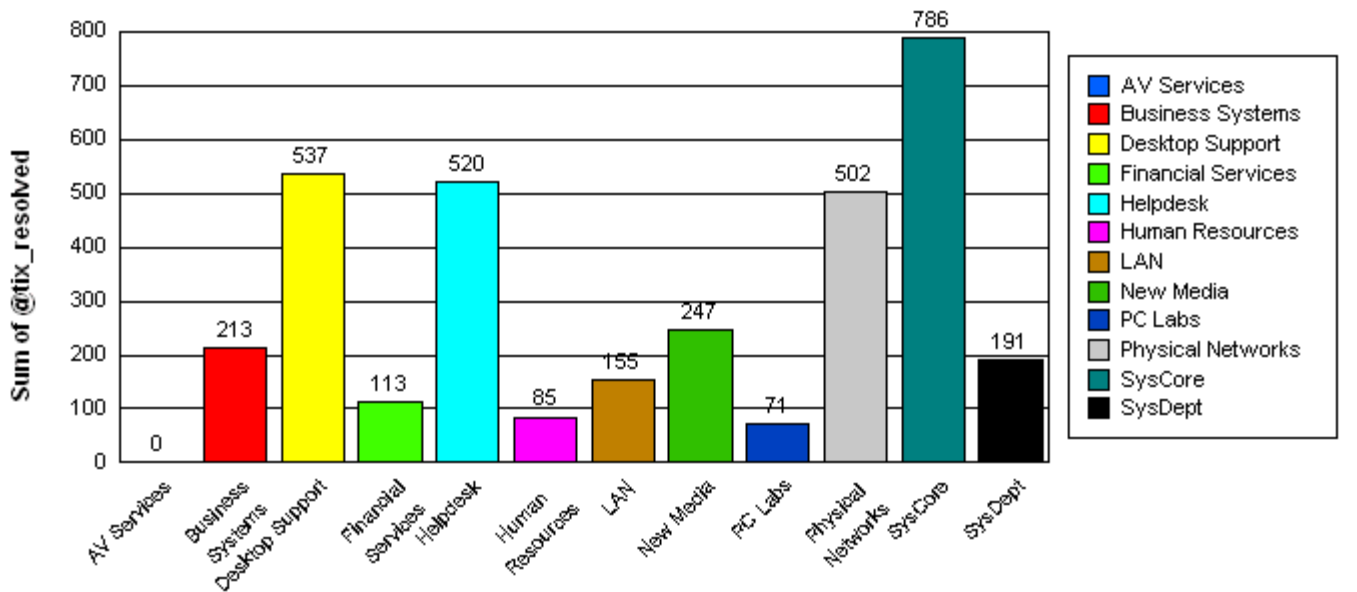


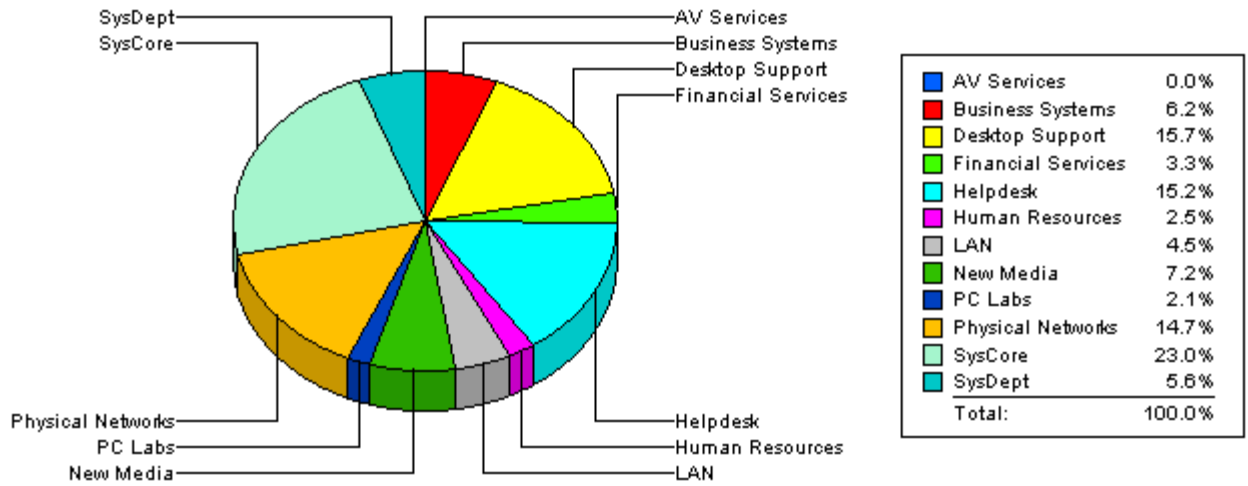
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved

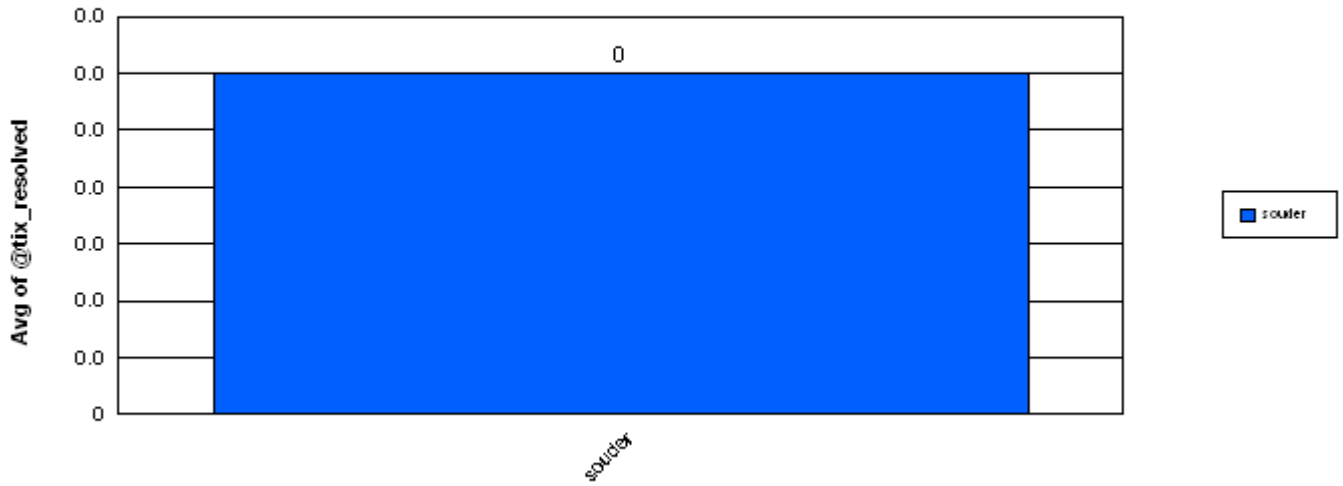


AV Services

		Total:	1		
souder	Closed	Total:	1		
Ticket Number:	0000065810	07/10/2003		0	07/10/2003
-----		-----		-----	
Average time to ticket resolution for	souder			0	
Maximum time to ticket resolution for	souder			0	
Minimum time to ticket resolution for	souder			0	
-----		-----		-----	
Average time to ticket resolution for	AV Services			0	
Maximum time to ticket resolution for	AV Services			0	
Minimum time to ticket resolution for	AV Services			0	

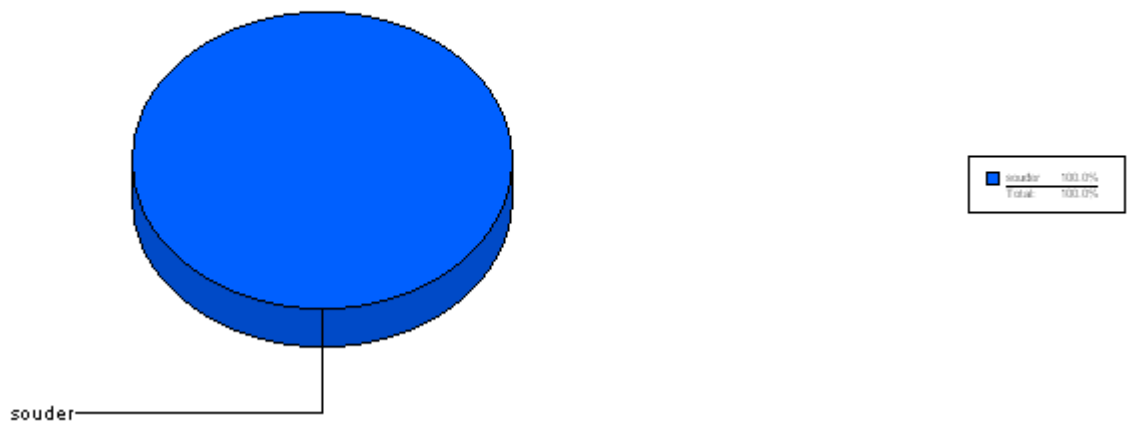
Avg of Each Ticket Resolved

For AV Services



Percentage of Sum of Tickets Resolved

For AV Services



Business Systems

		<u>Total:</u>	58	
BSG:Operational_Support		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000065950	07/13/2003	0	07/13/2003
-----		-----	-----	
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	
blanchet		<u>Total:</u>	9	
Closed		<u>Total:</u>	9	
Ticket Number:	0000066392	07/22/2003	6	07/28/2003
Ticket Number:	0000066597	07/25/2003	5	07/30/2003
Ticket Number:	0000066658	07/28/2003	8	08/05/2003
Ticket Number:	0000066774	07/30/2003	0	07/30/2003
Ticket Number:	0000066813	07/30/2003	0	07/30/2003
Ticket Number:	0000065428	07/03/2003	4	07/07/2003
Ticket Number:	0000066645	07/28/2003	0	07/28/2003
Ticket Number:	0000065453	07/03/2003	4	07/07/2003
Ticket Number:	0000065790	07/10/2003	0	07/10/2003
-----		-----	-----	
Average time to ticket resolution for		blanchet	3	
Maximum time to ticket resolution for		blanchet	8	
Minimum time to ticket resolution for		blanchet	0	
dharley		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000065607	07/08/2003	0	07/08/2003
-----		-----	-----	
Average time to ticket resolution for		dharley	0	
Maximum time to ticket resolution for		dharley	0	
Minimum time to ticket resolution for		dharley	0	
dina		<u>Total:</u>	11	
Closed		<u>Total:</u>	11	
Ticket Number:	0000066646	07/28/2003	0	07/28/2003
Ticket Number:	0000065792	07/10/2003	0	07/10/2003
Ticket Number:	0000065557	07/07/2003	0	07/07/2003
Ticket Number:	0000065503	07/07/2003	0	07/07/2003
Ticket Number:	0000066475	07/23/2003	0	07/23/2003
Ticket Number:	0000066477	07/23/2003	30	08/22/2003
Ticket Number:	0000066531	07/24/2003	4	07/28/2003
Ticket Number:	0000065863	07/11/2003	0	07/11/2003
Ticket Number:	0000066385	07/22/2003	6	07/28/2003
Ticket Number:	0000066252	07/18/2003	0	07/18/2003
Ticket Number:	0000066020	07/15/2003	0	07/21/2003
-----		-----	-----	
Average time to ticket resolution for		dina	4	
Maximum time to ticket resolution for		dina	30	
Minimum time to ticket resolution for		dina	0	
jpatna1		<u>Total:</u>	3	
Closed		<u>Total:</u>	3	
Ticket Number:	0000065971	07/14/2003	0	07/14/2003
Ticket Number:	0000066246	07/18/2003	0	07/18/2003
Ticket Number:	0000066358	07/21/2003	1	07/22/2003
-----		-----	-----	
Average time to ticket resolution for		jpatna1	0	
Maximum time to ticket resolution for		jpatna1	1	
Minimum time to ticket resolution for		jpatna1	0	

Business Systems

kincaid	<u>Total:</u> 1			
Closed	<u>Total:</u> 1			
Ticket Number: 0000065755	07/09/2003	1		07/10/2003

Average time to ticket resolution for	kincaid	1		
Maximum time to ticket resolution for	kincaid	1		
Minimum time to ticket resolution for	kincaid	1		
<hr/>				
kirby	<u>Total:</u> 6			
Closed	<u>Total:</u> 6			
Ticket Number: 0000065887	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number: 0000065917	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number: 0000066022	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number: 0000066031	07/15/2003	21	08/05/2003	08/11/2003
Ticket Number: 0000065972	07/14/2003	0		07/14/2003
Ticket Number: 0000066890	07/31/2003	0	07/31/2003	08/06/2003

Average time to ticket resolution for	kirby	4		
Maximum time to ticket resolution for	kirby	21		
Minimum time to ticket resolution for	kirby	0		
<hr/>				
myers	<u>Total:</u> 5			
Closed	<u>Total:</u> 5			
Ticket Number: 0000065809	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number: 0000065811	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number: 0000065365	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number: 0000065547	07/07/2003	16	07/23/2003	07/29/2003
Ticket Number: 0000065495	07/06/2003	1	07/07/2003	07/14/2003

Average time to ticket resolution for	myers	3		
Maximum time to ticket resolution for	myers	16		
Minimum time to ticket resolution for	myers	0		
<hr/>				
paulr	<u>Total:</u> 2			
Closed	<u>Total:</u> 2			
Ticket Number: 0000065888	07/11/2003	0		07/11/2003
Ticket Number: 0000066808	07/30/2003	1		07/31/2003

Average time to ticket resolution for	paulr	0		
Maximum time to ticket resolution for	paulr	1		
Minimum time to ticket resolution for	paulr	0		
<hr/>				
psimon	<u>Total:</u> 3			
Closed	<u>Total:</u> 3			
Ticket Number: 0000066037	07/15/2003	0		07/15/2003
Ticket Number: 0000066043	07/15/2003	0		07/15/2003
Ticket Number: 0000065793	07/10/2003	4		07/14/2003

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

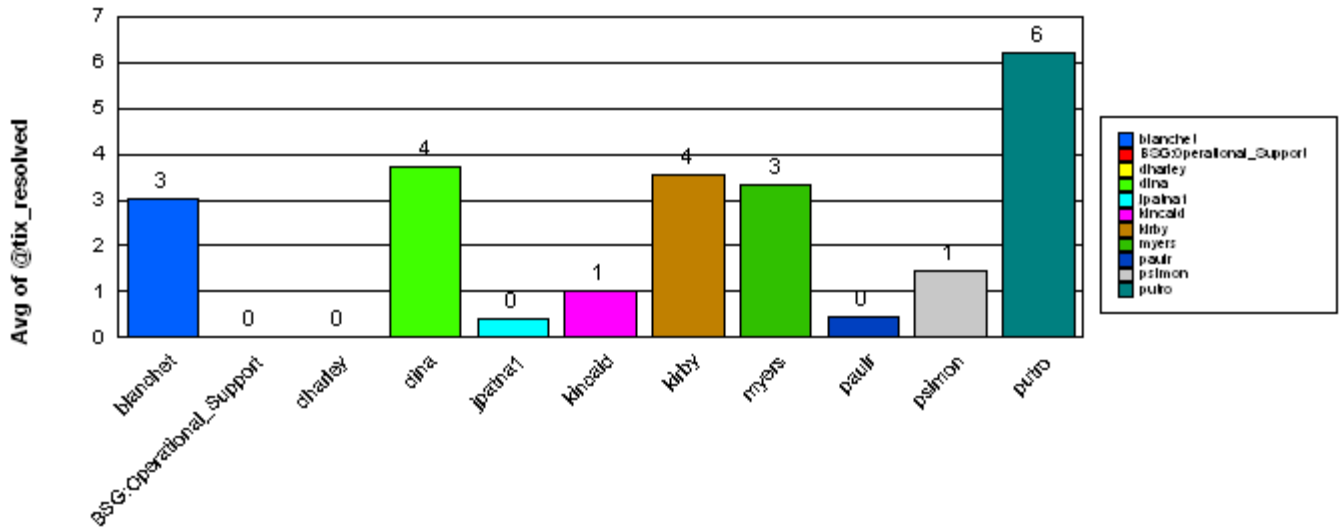
Business Systems

putro		<u>Total:</u>	16	
Closed		<u>Total:</u>	16	
Ticket Number:	0000066782	07/30/2003	0	07/30/2003
Ticket Number:	0000065524	07/07/2003	0	07/07/2003
Ticket Number:	0000065628	07/08/2003	1	07/09/2003
Ticket Number:	0000065751	07/09/2003	0	07/09/2003
Ticket Number:	0000065750	07/09/2003	0	07/09/2003
Ticket Number:	0000065604	07/08/2003	0	07/08/2003
Ticket Number:	0000066140	07/16/2003	72	09/26/2003
Ticket Number:	0000066243	07/18/2003	0	07/18/2003
Ticket Number:	0000066133	07/16/2003	0	07/16/2003
Ticket Number:	0000066132	07/16/2003	0	07/16/2003
Ticket Number:	0000066078	07/15/2003	0	07/15/2003
Ticket Number:	0000066127	07/16/2003	0	07/16/2003
Ticket Number:	0000066047	07/15/2003	1	07/16/2003
Ticket Number:	0000065886	07/11/2003	25	08/05/2003
Ticket Number:	0000065919	07/11/2003	0	07/11/2003 07/17/2003
Ticket Number:	0000065908	07/11/2003	0	07/11/2003
<hr/>				
Average time to ticket resolution for	putro		6	
Maximum time to ticket resolution for	putro		72	
Minimum time to ticket resolution for	putro		0	

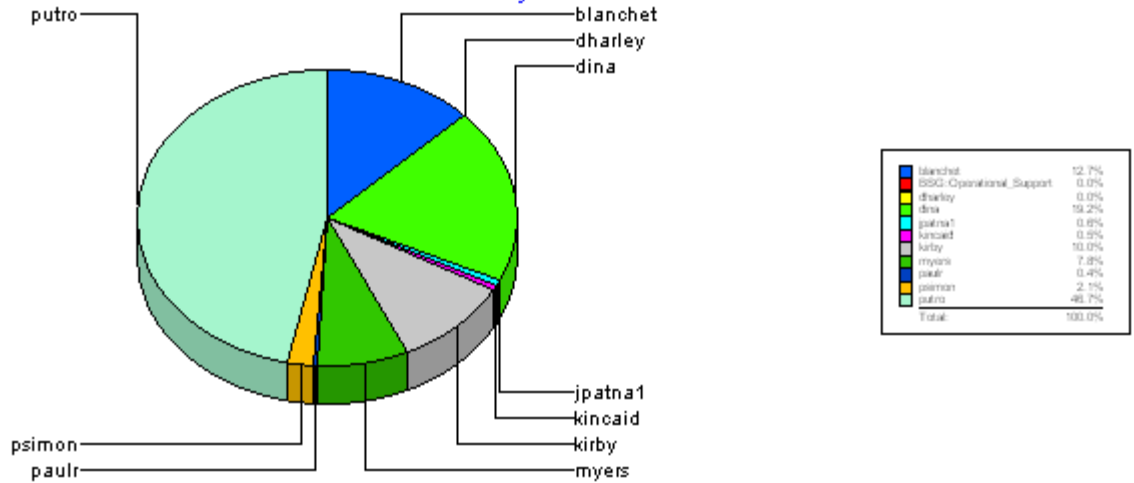
Business Systems

Average time to ticket resolution for	Business System	4
Maximum time to ticket resolution for	Business System	72
Minimum time to ticket resolution for	Business System	0

Avg of Each Ticket Resolved
For Business Systems



Percentage of Sum of Tickets Resolved
For Business Systems



Desktop Support

		Total: 229			
Desktop		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000065309	07/01/2003	0	07/01/2003	

Average time to ticket resolution for	Desktop		0		
Maximum time to ticket resolution for	Desktop		0		
Minimum time to ticket resolution for	Desktop		0		
<hr/>		<hr/>			
chrism		<u>Total:</u> 4			
Closed		<u>Total:</u> 4			
Ticket Number:	0000065325	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065880	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000066571	07/24/2003	1	07/25/2003	07/31/2003
Ticket Number:	0000066909	07/31/2003	4	08/04/2003	08/11/2003

Average time to ticket resolution for	chrism		1		
Maximum time to ticket resolution for	chrism		4		
Minimum time to ticket resolution for	chrism		0		
<hr/>		<hr/>			

Desktop Support
edortiz

Resolved

Ticket Number: 0000066723

Total: 95

Total: 1

07/29/2003

63

09/30/2003

Desktop Support

	Closed	Total:	94		
Ticket Number:	0000065618	07/08/2003	2	07/10/2003	07/16/2003
Ticket Number:	0000066330	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000065442	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065514	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065513	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000066331	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000065566	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000065617	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065804	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065791	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065778	07/09/2003	1	07/10/2003	07/16/2003
Ticket Number:	0000065731	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000066860	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000065709	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065657	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065622	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065614	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065563	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number:	0000065540	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000065507	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065446	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065539	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number:	0000066652	07/28/2003	2	07/30/2003	08/05/2003
Ticket Number:	0000066490	07/23/2003	1	07/24/2003	07/30/2003
Ticket Number:	0000066772	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066576	07/24/2003	4	07/28/2003	08/04/2003
Ticket Number:	0000066822	07/30/2003	2	08/01/2003	08/07/2003
Ticket Number:	0000066786	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066745	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066711	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066697	07/28/2003	1	07/29/2003	08/04/2003
Ticket Number:	0000066682	07/28/2003	7	08/04/2003	08/11/2003
Ticket Number:	0000066674	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066625	07/25/2003	3	07/28/2003	08/04/2003
Ticket Number:	0000066602	07/25/2003	4	07/29/2003	08/04/2003
Ticket Number:	0000066888	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066880	07/31/2003	5	08/05/2003	08/11/2003
Ticket Number:	0000066879	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066865	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066856	07/31/2003	0	07/31/2003	08/06/2003
Ticket Number:	0000066853	07/31/2003	0	07/31/2003	08/06/2003
Ticket Number:	0000066845	07/31/2003	0	07/31/2003	08/06/2003
Ticket Number:	0000066838	07/31/2003	6	08/06/2003	08/12/2003
Ticket Number:	0000066826	07/30/2003	1	07/31/2003	08/06/2003
Ticket Number:	0000066562	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066555	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066512	07/23/2003	1	07/24/2003	07/30/2003
Ticket Number:	0000066517	07/23/2003	1	07/24/2003	07/30/2003
Ticket Number:	0000066486	07/23/2003	6	07/29/2003	08/04/2003
Ticket Number:	0000065808	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065826	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065870	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000066373	07/22/2003	2	07/24/2003	07/30/2003

Desktop Support

Ticket Number:	0000066211	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066204	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066203	07/17/2003	4	07/21/2003	07/28/2003
Ticket Number:	0000066199	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066198	07/17/2003	4	07/21/2003	07/28/2003
Ticket Number:	0000066186	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066184	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066240	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066041	07/15/2003	3	07/18/2003	07/24/2003
Ticket Number:	0000066038	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066023	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000065985	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000065970	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000066415	07/22/2003	1	07/23/2003	07/29/2003
Ticket Number:	0000065967	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000065961	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000066146	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066388	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066384	07/22/2003	7	07/29/2003	08/04/2003
Ticket Number:	0000066349	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066348	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066347	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066397	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066266	07/18/2003	3	07/21/2003	07/28/2003
Ticket Number:	0000066247	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066224	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066223	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066216	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066213	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066212	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066167	07/16/2003	1	07/17/2003	07/23/2003
Ticket Number:	0000066162	07/16/2003	12	07/28/2003	08/04/2003
Ticket Number:	0000066172	07/16/2003	1	07/17/2003	07/23/2003
Ticket Number:	0000066129	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066055	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066306	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000065904	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065882	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065872	07/11/2003	11	07/22/2003	07/28/2003
Ticket Number:	0000066142	07/16/2003	2	07/18/2003	07/24/2003
Ticket Number:	0000066138	07/16/2003	0	07/16/2003	07/22/2003
Average time to ticket resolution for			edortiz		2
Maximum time to ticket resolution for			edortiz		63
Minimum time to ticket resolution for			edortiz		0

Desktop Support

josh

Total: 29

Closed

Total: 29

Ticket Number:	0000065898	07/11/2003	6	07/17/2003	07/23/2003
Ticket Number:	0000066413	07/22/2003	2	07/24/2003	07/30/2003
Ticket Number:	0000066316	07/21/2003	7	07/28/2003	08/04/2003
Ticket Number:	0000066303	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066187	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066068	07/15/2003	2	07/17/2003	07/23/2003
Ticket Number:	0000066117	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066428	07/22/2003	14	08/05/2003	08/11/2003
Ticket Number:	0000066489	07/23/2003	5	07/28/2003	08/04/2003
Ticket Number:	0000066433	07/22/2003	14	08/05/2003	08/11/2003
Ticket Number:	0000066885	07/31/2003	13	08/13/2003	08/19/2003
Ticket Number:	0000066858	07/31/2003	0	07/31/2003	08/06/2003
Ticket Number:	0000066762	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066726	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066628	07/26/2003	12	08/07/2003	08/13/2003
Ticket Number:	0000066582	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066561	07/24/2003	4	07/28/2003	08/04/2003
Ticket Number:	0000066516	07/23/2003	6	07/29/2003	08/04/2003
Ticket Number:	0000065282	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065374	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065799	07/10/2003	4	07/14/2003	07/21/2003
Ticket Number:	0000065705	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065687	07/08/2003	8	07/16/2003	07/22/2003
Ticket Number:	0000065680	07/08/2003	2	07/10/2003	07/16/2003
Ticket Number:	0000065449	07/03/2003	6	07/09/2003	07/15/2003
Ticket Number:	0000065400	07/02/2003	7	07/09/2003	07/15/2003
Ticket Number:	0000065373	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065314	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065290	07/01/2003	8	07/09/2003	07/15/2003

Average time to ticket resolution for	josh	4
Maximum time to ticket resolution for	josh	14
Minimum time to ticket resolution for	josh	0

kirkley1

Total: 11

Closed

Total: 11

Ticket Number:	0000065291	07/01/2003	20	07/21/2003	07/28/2003
Ticket Number:	0000065343	07/01/2003	1	07/02/2003	07/08/2003
Ticket Number:	0000065296	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065646	07/08/2003	6	07/14/2003	07/21/2003
Ticket Number:	0000066679	07/28/2003	2	07/30/2003	08/05/2003
Ticket Number:	0000066790	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066794	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066727	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066776	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066765	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066059	07/15/2003	1	07/16/2003	07/22/2003

Average time to ticket resolution for	kirkley1	3
Maximum time to ticket resolution for	kirkley1	20
Minimum time to ticket resolution for	kirkley1	0

Desktop Support**mhartm1**Total: **6****Closed**Total: **6**

Ticket Number:	0000066686	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066777	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000065312	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065295	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065380	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065355	07/01/2003	6	07/07/2003	07/14/2003

Average time to ticket resolution formhartm1 **1****Maximum time to ticket resolution for**mhartm1 **6****Minimum time to ticket resolution for**mhartm1 **0****mikec**Total: **8****Closed**Total: **8**

Ticket Number:	0000065304	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065408	07/02/2003	0		07/02/2003
Ticket Number:	0000065542	07/07/2003	0	07/07/2003	07/07/2003
Ticket Number:	0000065562	07/07/2003	0		07/07/2003
Ticket Number:	0000065440	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065307	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065353	07/01/2003	27		07/28/2003
Ticket Number:	0000066855	07/31/2003	0		07/31/2003

Average time to ticket resolution formikec **3****Maximum time to ticket resolution for**mikec **27****Minimum time to ticket resolution for**mikec **0**

**Desktop Support
omarn**

Total: 75

Desktop Support

	Closed	Total:	75		
Ticket Number:	0000066540	07/24/2003	12	08/05/2003	08/11/2003
Ticket Number:	0000066617	07/25/2003	3	07/28/2003	08/04/2003
Ticket Number:	0000066650	07/28/2003	4	08/01/2003	08/07/2003
Ticket Number:	0000066810	07/30/2003	2	08/01/2003	08/07/2003
Ticket Number:	0000066800	07/30/2003	2	08/01/2003	08/07/2003
Ticket Number:	0000066763	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066740	07/29/2003	7	08/05/2003	08/11/2003
Ticket Number:	0000066734	07/29/2003	8	08/06/2003	08/12/2003
Ticket Number:	0000066717	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066714	07/29/2003	7	08/05/2003	08/11/2003
Ticket Number:	0000066705	07/28/2003	2	07/30/2003	08/05/2003
Ticket Number:	0000066669	07/28/2003	2	07/30/2003	08/05/2003
Ticket Number:	0000066654	07/28/2003	4	08/01/2003	08/07/2003
Ticket Number:	0000066884	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066868	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066866	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066843	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066604	07/25/2003	7	08/01/2003	08/07/2003
Ticket Number:	0000066549	07/24/2003	6		07/30/2003
Ticket Number:	0000066588	07/25/2003	3	07/28/2003	08/04/2003
Ticket Number:	0000065807	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065827	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065910	07/11/2003	3	07/14/2003	07/21/2003
Ticket Number:	0000065916	07/11/2003	5	07/16/2003	07/22/2003
Ticket Number:	0000066150	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000065966	07/14/2003	2	07/16/2003	07/22/2003
Ticket Number:	0000065989	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000066083	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066067	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066128	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066058	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066029	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000065981	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000066156	07/16/2003	1	07/17/2003	07/23/2003
Ticket Number:	0000065962	07/14/2003	2	07/16/2003	07/22/2003
Ticket Number:	0000066307	07/21/2003	2	07/23/2003	07/29/2003
Ticket Number:	0000066389	07/22/2003	3	07/25/2003	07/31/2003
Ticket Number:	0000066387	07/22/2003	1	07/23/2003	07/29/2003
Ticket Number:	0000066386	07/22/2003	1	07/23/2003	07/29/2003
Ticket Number:	0000066383	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066380	07/22/2003	1	07/23/2003	07/29/2003
Ticket Number:	0000066378	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066356	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066351	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066312	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066396	07/22/2003	3	07/25/2003	07/31/2003
Ticket Number:	0000066250	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066249	07/18/2003	4	07/22/2003	07/28/2003
Ticket Number:	0000066222	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066183	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066097	07/15/2003	17	08/01/2003	08/05/2003
Ticket Number:	0000066089	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066135	07/16/2003	0	07/16/2003	07/22/2003

Desktop Support

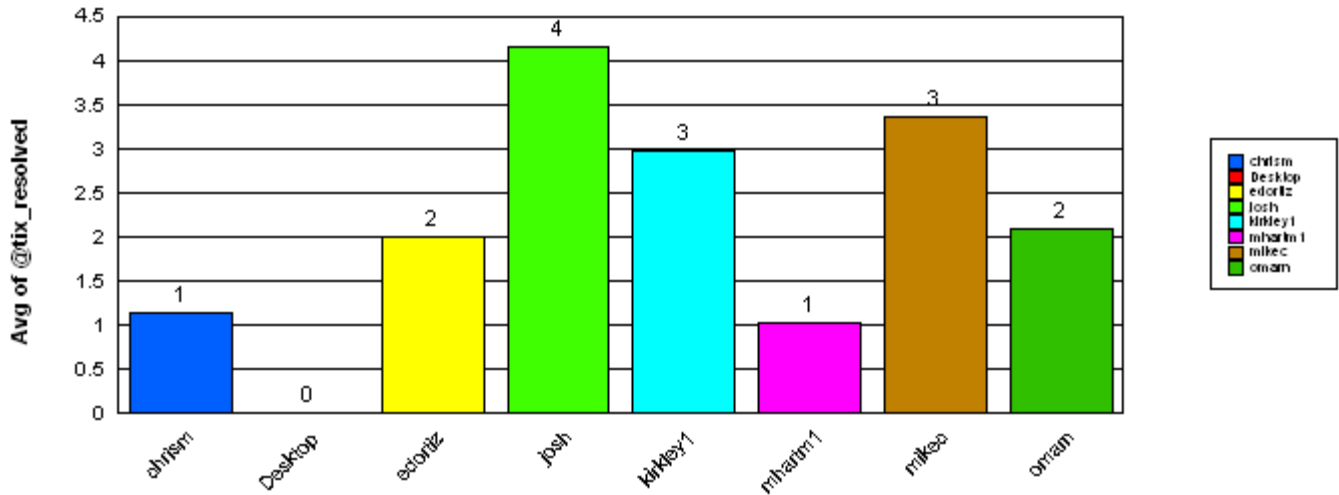
Ticket Number:	0000065431	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065350	07/01/2003	1	07/02/2003	07/08/2003
Ticket Number:	0000065805	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065803	07/10/2003	1	07/11/2003	07/17/2003
Ticket Number:	0000065762	07/09/2003	1	07/10/2003	07/16/2003
Ticket Number:	0000065718	07/09/2003	1	07/10/2003	07/16/2003
Ticket Number:	0000065708	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065635	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065598	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065576	07/07/2003	8	07/15/2003	07/21/2003
Ticket Number:	0000065581	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number:	0000065518	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065515	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065516	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065368	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065744	07/09/2003	1	07/10/2003	07/16/2003
Ticket Number:	0000065375	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065354	07/01/2003	1	07/02/2003	07/08/2003
Ticket Number:	0000065338	07/01/2003	1	07/02/2003	07/08/2003
Ticket Number:	0000065610	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065405	07/02/2003	1	07/03/2003	07/09/2003
Ticket Number:	0000065567	07/07/2003	1	07/08/2003	07/14/2003
-----			-----		
Average time to ticket resolution for	omarn		2		
Maximum time to ticket resolution for	omarn		17		
Minimum time to ticket resolution for	omarn		0		

Desktop Support

Average time to ticket resolution for	Desktop Support	2
Maximum time to ticket resolution for	Desktop Support	63
Minimum time to ticket resolution for	Desktop Support	0

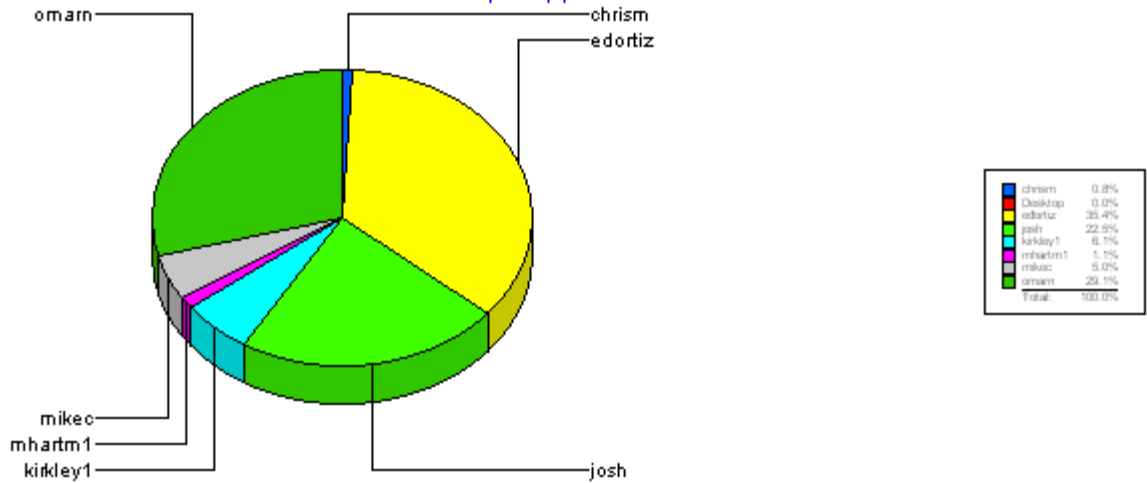
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services

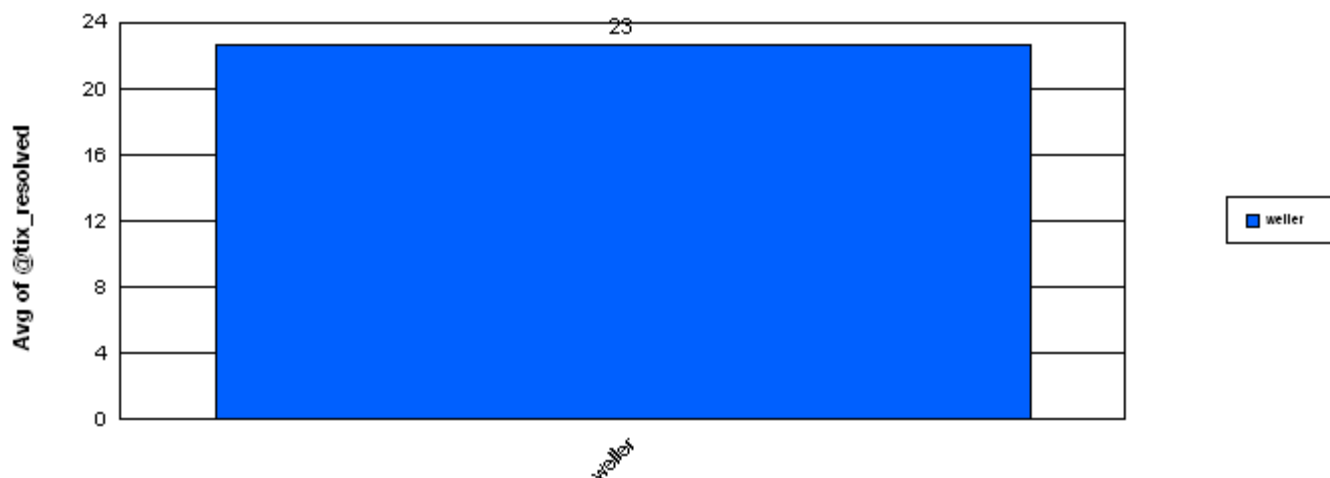
		<u>Total:</u>	5		
weller		<u>Total:</u>	5		
	Closed	<u>Total:</u>	5		
Ticket Number:	0000066218	07/17/2003	29		08/15/2003
Ticket Number:	0000066219	07/17/2003	29		08/15/2003
Ticket Number:	0000066401	07/22/2003	22		08/13/2003
Ticket Number:	0000066756	07/29/2003	17		08/15/2003
Ticket Number:	0000066761	07/29/2003	17		08/15/2003
-----				-----	
Average time to ticket resolution for	weller		23		
Maximum time to ticket resolution for	weller		29		
Minimum time to ticket resolution for	weller		17		

Financial Services

Average time to ticket resolution for	Financial Servi	23
Maximum time to ticket resolution for	Financial Servi	29
Minimum time to ticket resolution for	Financial Servi	17

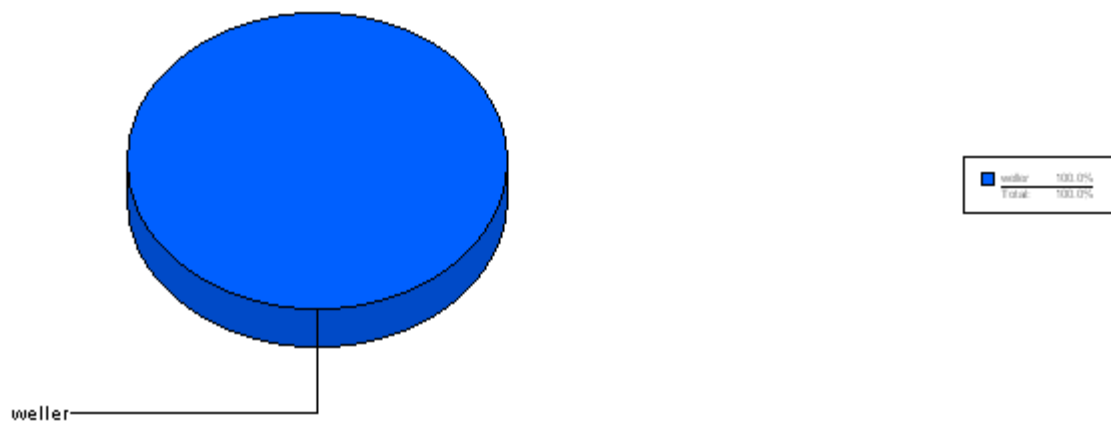
Avg of Each Ticket Resolved

For Financial Services



Percentage of Sum of Tickets Resolved

For Financial Services



Helpdesk

Total: 465

HD:Tape_Changes

Closed

Total: 5

Total: 5

Ticket Number:	0000066547	07/24/2003	0	07/24/2003
Ticket Number:	0000066638	07/27/2003	0	07/27/2003
Ticket Number:	0000066280	07/20/2003	0	07/20/2003
Ticket Number:	0000066281	07/20/2003	0	07/20/2003
Ticket Number:	0000065485	07/05/2003	0	07/05/2003

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

Closed

Total: 28

Total: 28

Ticket Number:	0000065397	07/02/2003	0	07/02/2003
Ticket Number:	0000065757	07/09/2003	0	07/09/2003
Ticket Number:	0000065735	07/09/2003	0	07/09/2003
Ticket Number:	0000065668	07/08/2003	0	07/08/2003
Ticket Number:	0000065667	07/08/2003	0	07/08/2003
Ticket Number:	0000065479	07/05/2003	0	07/05/2003
Ticket Number:	0000065451	07/03/2003	0	07/03/2003
Ticket Number:	0000065411	07/02/2003	0	07/02/2003
Ticket Number:	0000065390	07/02/2003	0	07/02/2003
Ticket Number:	0000065388	07/02/2003	0	07/02/2003
Ticket Number:	0000065332	07/01/2003	0	07/01/2003
Ticket Number:	0000065820	07/10/2003	0	07/10/2003
Ticket Number:	0000066035	07/15/2003	0	07/15/2003
Ticket Number:	0000066195	07/17/2003	0	07/17/2003
Ticket Number:	0000066275	07/19/2003	0	07/19/2003
Ticket Number:	0000066206	07/17/2003	0	07/17/2003
Ticket Number:	0000066159	07/16/2003	0	07/16/2003
Ticket Number:	0000066090	07/15/2003	0	07/15/2003
Ticket Number:	0000066060	07/15/2003	0	07/15/2003
Ticket Number:	0000066063	07/15/2003	0	07/15/2003
Ticket Number:	0000066048	07/15/2003	0	07/15/2003
Ticket Number:	0000065951	07/13/2003	0	07/13/2003
Ticket Number:	0000066502	07/23/2003	0	07/23/2003
Ticket Number:	0000066737	07/29/2003	0	07/29/2003
Ticket Number:	0000066736	07/29/2003	0	07/29/2003
Ticket Number:	0000066670	07/28/2003	0	07/28/2003
Ticket Number:	0000066637	07/27/2003	0	07/27/2003
Ticket Number:	0000066631	07/26/2003	0	07/26/2003

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:CD

Closed

Total: 1

Total: 1

Ticket Number:	0000066362	07/21/2003	0	07/21/2003
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Average time to ticket resolution for	HelpDesk:CD	0
Maximum time to ticket resolution for	HelpDesk:CD	0
Minimum time to ticket resolution for	HelpDesk:CD	0

**Helpdesk
akhant1**

Total: 54

Helpdesk

	Closed	Total:	54		
Ticket Number:	0000065812	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000066411	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066368	07/21/2003	2	07/23/2003	07/29/2003
Ticket Number:	0000066359	07/21/2003	2	07/23/2003	07/29/2003
Ticket Number:	0000066319	07/21/2003	4	07/25/2003	07/31/2003
Ticket Number:	0000066277	07/19/2003	4	07/23/2003	07/29/2003
Ticket Number:	0000066225	07/17/2003	8	07/25/2003	07/31/2003
Ticket Number:	0000066270	07/18/2003	3	07/21/2003	07/28/2003
Ticket Number:	0000066093	07/15/2003	8	07/23/2003	07/29/2003
Ticket Number:	0000066024	07/15/2003	8	07/23/2003	07/29/2003
Ticket Number:	0000066414	07/22/2003	1	07/23/2003	07/29/2003
Ticket Number:	0000066469	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066499	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066504	07/23/2003	1	07/24/2003	07/30/2003
Ticket Number:	0000066572	07/24/2003	1	07/25/2003	07/31/2003
Ticket Number:	0000066671	07/28/2003	2	07/30/2003	08/05/2003
Ticket Number:	0000066895	07/31/2003	0	07/31/2003	08/06/2003
Ticket Number:	0000066802	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066799	07/30/2003	9	08/08/2003	08/14/2003
Ticket Number:	0000066784	07/30/2003	7	08/06/2003	08/12/2003
Ticket Number:	0000066778	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066770	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066741	07/29/2003	3	08/01/2003	08/07/2003
Ticket Number:	0000066724	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066731	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066713	07/29/2003	8	08/06/2003	08/12/2003
Ticket Number:	0000066816	07/30/2003	9	08/08/2003	08/14/2003
Ticket Number:	0000066828	07/30/2003	2	08/01/2003	08/07/2003
Ticket Number:	0000066812	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066596	07/25/2003	3	07/28/2003	08/04/2003
Ticket Number:	0000066609	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066601	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066589	07/25/2003	7	08/01/2003	08/07/2003
Ticket Number:	0000066578	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066501	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000065836	07/10/2003	13	07/23/2003	07/29/2003
Ticket Number:	0000065517	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number:	0000065801	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000066107	07/15/2003	8	07/23/2003	07/29/2003
Ticket Number:	0000065714	07/09/2003	1	07/10/2003	07/16/2003
Ticket Number:	0000065704	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065695	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065637	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065600	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065608	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065569	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number:	0000065554	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number:	0000065959	07/14/2003	11	07/25/2003	07/31/2003
Ticket Number:	0000065746	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065508	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065302	07/01/2003	2	07/03/2003	07/09/2003
Ticket Number:	0000065362	07/01/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065381	07/02/2003	0	07/02/2003	07/08/2003

Helpdesk

Ticket Number: 0000065346	07/01/2003	8	07/09/2003	07/15/2003
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Average time to ticket resolution for	akhant1	3		
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Maximum time to ticket resolution for	akhant1	13		
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Minimum time to ticket resolution for	akhant1	0		
--	---------	----------	--	--

annaTotal: 23**Closed**Total: 23

Ticket Number: 0000066575	07/24/2003	1	07/25/2003	07/31/2003
Ticket Number: 0000065277	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number: 0000065341	07/01/2003	1	07/02/2003	07/08/2003
Ticket Number: 0000065787	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number: 0000065690	07/08/2003	7	07/15/2003	07/21/2003
Ticket Number: 0000065529	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number: 0000065500	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number: 0000065424	07/02/2003	1	07/03/2003	07/09/2003
Ticket Number: 0000066444	07/22/2003	0	07/23/2003	07/29/2003
Ticket Number: 0000066447	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number: 0000066764	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number: 0000066716	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number: 0000066505	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number: 0000066446	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number: 0000065848	07/10/2003	5	07/15/2003	07/21/2003
Ticket Number: 0000065993	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number: 0000066007	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number: 0000066180	07/16/2003	1	07/17/2003	07/23/2003
Ticket Number: 0000066445	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number: 0000066276	07/19/2003	4	07/23/2003	07/29/2003
Ticket Number: 0000066239	07/17/2003	0	07/18/2003	07/24/2003
Ticket Number: 0000066178	07/16/2003	14	07/30/2003	08/05/2003
Ticket Number: 0000066025	07/15/2003	0	07/15/2003	07/21/2003

Average time to ticket resolution for	anna	2		
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Maximum time to ticket resolution for	anna	14		
--	------	-----------	--	--

Minimum time to ticket resolution for	anna	0		
--	------	----------	--	--

jreid3Total: 7**Closed**Total: 7

Ticket Number: 0000065850	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number: 0000065533	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number: 0000065721	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number: 0000065666	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number: 0000065538	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number: 0000065519	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number: 0000065470	07/03/2003	0	07/03/2003	07/09/2003

Average time to ticket resolution for	jreid3	0		
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Maximum time to ticket resolution for	jreid3	1		
--	--------	----------	--	--

Minimum time to ticket resolution for	jreid3	0		
--	--------	----------	--	--

Helpdesk**kherna1**Total: 7**Closed**Total: 7

Ticket Number:	0000065427	07/03/2003	0		07/03/2003
Ticket Number:	0000065577	07/07/2003	7	07/14/2003	07/21/2003
Ticket Number:	0000065506	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000065918	07/11/2003	3	07/14/2003	07/21/2003
Ticket Number:	0000066166	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066010	07/14/2003	0		07/14/2003
Ticket Number:	0000065964	07/14/2003	0	07/14/2003	07/21/2003

Average time to ticket resolution for

kherna1 2

Maximum time to ticket resolution for

kherna1 7

Minimum time to ticket resolution for

kherna1 0

kincaidTotal: 10**Closed**Total: 10

Ticket Number:	0000065902	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000066423	07/22/2003	0	07/22/2003	07/23/2003
Ticket Number:	0000066311	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066253	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066121	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000065977	07/14/2003	0		07/14/2003
Ticket Number:	0000065923	07/11/2003	3	07/14/2003	07/21/2003
Ticket Number:	0000066491	07/23/2003	15	08/07/2003	08/13/2003
Ticket Number:	0000066649	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066876	07/31/2003	0	07/31/2003	08/06/2003

Average time to ticket resolution for

kincaid 2

Maximum time to ticket resolution for

kincaid 15

Minimum time to ticket resolution for

kincaid 0

Helpdesk

moneill1

Total: 51

Closed

Total: 51

Ticket Number:	0000066435	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066554	07/24/2003	1	07/25/2003	07/31/2003
Ticket Number:	0000066693	07/28/2003	1	07/29/2003	08/04/2003
Ticket Number:	0000066732	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066570	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066558	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066538	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066484	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066429	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000065815	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065899	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065824	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065825	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000066157	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066143	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066420	07/22/2003	1	07/23/2003	07/29/2003
Ticket Number:	0000066355	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066611	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066318	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066315	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066273	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066260	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066175	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066174	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066092	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066073	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066053	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066033	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066032	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066000	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000065999	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000066215	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066210	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066207	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066130	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066151	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000065924	07/11/2003	3	07/14/2003	07/21/2003
Ticket Number:	0000065900	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065885	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065878	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065818	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065334	07/01/2003	2	07/03/2003	07/09/2003
Ticket Number:	0000065450	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065692	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065592	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065689	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000066106	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000065593	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065590	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000066257	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000065441	07/03/2003	0	07/03/2003	07/09/2003

Helpdesk

Average time to ticket resolution for	moneill1	0		
Maximum time to ticket resolution for	moneill1	3		
Minimum time to ticket resolution for	moneill1	0		

myersTotal: **11****Closed**Total: **11**

Ticket Number:	0000066302	07/21/2003	2	07/23/2003	07/29/2003
Ticket Number:	0000065868	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000066479	07/23/2003	9	08/01/2003	08/07/2003
Ticket Number:	0000066391	07/22/2003	10	08/01/2003	08/07/2003
Ticket Number:	0000066323	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066301	07/21/2003	3	07/24/2003	07/30/2003
Ticket Number:	0000066372	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000065912	07/11/2003	11	07/22/2003	07/28/2003
Ticket Number:	0000066498	07/23/2003	13	08/05/2003	08/11/2003
Ticket Number:	0000066780	07/30/2003	2	08/01/2003	08/07/2003
Ticket Number:	0000066867	07/31/2003	0	07/31/2003	08/06/2003

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

nevans1Total: **3****Closed**Total: **3**

Ticket Number:	0000066788	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066892	07/31/2003	6	08/06/2003	08/12/2003
Ticket Number:	0000066126	07/16/2003	0	07/16/2003	07/22/2003

Average time to ticket resolution for	nevans1	2		
Maximum time to ticket resolution for	nevans1	6		
Minimum time to ticket resolution for	nevans1	0		

noelTotal: **1****Closed**Total: **1**

Ticket Number:	0000066442	07/22/2003	0	07/22/2003	07/28/2003
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Average time to ticket resolution for	noel	0		
Maximum time to ticket resolution for	noel	0		
Minimum time to ticket resolution for	noel	0		

**Helpdesk
steyr**

Total: 85

Helpdesk

	Closed	Total:	85		
Ticket Number:	0000066483	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066532	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066533	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066550	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066594	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066595	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066639	07/27/2003	1	07/28/2003	08/04/2003
Ticket Number:	0000066641	07/27/2003	1	07/28/2003	08/04/2003
Ticket Number:	0000066844	07/31/2003	7	08/07/2003	08/13/2003
Ticket Number:	0000066837	07/31/2003	0		07/31/2003
Ticket Number:	0000066696	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066661	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066659	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066640	07/27/2003	1	07/28/2003	08/04/2003
Ticket Number:	0000066616	07/25/2003	3	07/28/2003	08/04/2003
Ticket Number:	0000066560	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066580	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066539	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000065823	07/10/2003	1	07/11/2003	07/17/2003
Ticket Number:	0000065851	07/10/2003	1	07/11/2003	07/17/2003
Ticket Number:	0000065861	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065987	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000066019	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066012	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000066852	07/31/2003	0		07/31/2003
Ticket Number:	0000066410	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066406	07/22/2003	0		07/22/2003
Ticket Number:	0000066402	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066374	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066337	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066336	07/21/2003	0		07/21/2003
Ticket Number:	0000066313	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066304	07/21/2003	0	07/21/2003	07/21/2003
Ticket Number:	0000066298	07/21/2003	0	07/21/2003	07/21/2003
Ticket Number:	0000066297	07/21/2003	0	07/21/2003	07/21/2003
Ticket Number:	0000066296	07/21/2003	0	07/21/2003	07/21/2003
Ticket Number:	0000066294	07/21/2003	0	07/21/2003	07/21/2003
Ticket Number:	0000066322	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066295	07/21/2003	0	07/21/2003	07/21/2003
Ticket Number:	0000066286	07/20/2003	1	07/21/2003	07/28/2003
Ticket Number:	0000066248	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066233	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066228	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066217	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066202	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066182	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066181	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066080	07/15/2003	2	07/17/2003	07/23/2003
Ticket Number:	0000066299	07/21/2003	0	07/21/2003	07/21/2003
Ticket Number:	0000066016	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066119	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000065990	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000065996	07/14/2003	4	07/18/2003	07/24/2003

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Ticket Number:	0000065929	07/11/2003	3	07/14/2003	07/21/2003
Ticket Number:	0000066112	07/15/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000065838	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000066045	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000065310	07/01/2003	20	07/21/2003	07/28/2003
Ticket Number:	0000065276	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065640	07/08/2003	0	07/08/2003	07/08/2003
Ticket Number:	0000065639	07/08/2003	0	07/08/2003	07/08/2003
Ticket Number:	0000065631	07/08/2003	6	07/14/2003	07/21/2003
Ticket Number:	0000065605	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065613	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065595	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065585	07/07/2003	2	07/10/2003	07/16/2003
Ticket Number:	0000065584	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000065561	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000065796	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065795	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065788	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065777	07/09/2003	1	07/10/2003	07/16/2003
Ticket Number:	0000065732	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065729	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065658	07/08/2003	2	07/10/2003	07/16/2003
Ticket Number:	0000065643	07/08/2003	0		07/08/2003
Ticket Number:	0000065642	07/08/2003	0		07/08/2003
Ticket Number:	0000065641	07/08/2003	0		07/08/2003
Ticket Number:	0000065644	07/08/2003	0		07/08/2003
Ticket Number:	0000066324	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000065511	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065499	07/06/2003	0		07/07/2003
Ticket Number:	0000065474	07/04/2003	3	07/07/2003	07/14/2003
Ticket Number:	0000065330	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065392	07/02/2003	5	07/07/2003	07/14/2003

Average time to ticket resolution for	stcyr		1		
Maximum time to ticket resolution for	stcyr		20		
Minimum time to ticket resolution for	stcyr		0		

**Helpdesk
taldet1**

Total: **66**

Helpdesk

	Closed	Total:	66		
Ticket Number:	0000065320	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065544	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065802	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065681	07/08/2003	3	07/11/2003	07/14/2003
Ticket Number:	0000065654	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065653	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065630	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065609	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065601	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065612	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065578	07/07/2003	8	07/15/2003	07/21/2003
Ticket Number:	0000065572	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065565	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065621	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065580	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000065776	07/09/2003	4	07/13/2003	07/21/2003
Ticket Number:	0000065794	07/10/2003	18	07/28/2003	08/04/2003
Ticket Number:	0000065656	07/08/2003	7	07/15/2003	07/21/2003
Ticket Number:	0000065541	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065530	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000066283	07/20/2003	1	07/21/2003	07/28/2003
Ticket Number:	0000065463	07/03/2003	4	07/07/2003	07/14/2003
Ticket Number:	0000065410	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065387	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065333	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065819	07/10/2003	5	07/15/2003	07/21/2003
Ticket Number:	0000066421	07/22/2003	13	08/04/2003	08/11/2003
Ticket Number:	0000066376	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066367	07/21/2003	0		07/21/2003
Ticket Number:	0000066346	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066344	07/21/2003	0		07/21/2003
Ticket Number:	0000066342	07/21/2003	0		07/21/2003
Ticket Number:	0000066341	07/21/2003	0		07/21/2003
Ticket Number:	0000066339	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066335	07/21/2003	0		07/21/2003
Ticket Number:	0000066329	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066328	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066293	07/20/2003	1	07/21/2003	07/28/2003
Ticket Number:	0000066291	07/20/2003	1	07/21/2003	07/28/2003
Ticket Number:	0000066290	07/20/2003	1	07/21/2003	07/28/2003
Ticket Number:	0000066288	07/20/2003	1	07/21/2003	07/28/2003
Ticket Number:	0000066282	07/20/2003	1	07/21/2003	07/28/2003
Ticket Number:	0000066087	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066072	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066190	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066002	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000065991	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000066118	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066153	07/16/2003	0	07/16/2003	07/16/2003
Ticket Number:	0000065943	07/12/2003	1	07/13/2003	07/21/2003
Ticket Number:	0000065893	07/11/2003	4	07/15/2003	07/21/2003
Ticket Number:	0000065847	07/10/2003	5	07/15/2003	07/21/2003
Ticket Number:	0000066113	07/15/2003	0	07/15/2003	07/21/2003

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Ticket Number:	0000066111	07/15/2003	2	07/17/2003	07/23/2003
Ticket Number:	0000065837	07/10/2003	11	07/21/2003	07/28/2003
Ticket Number:	0000066452	07/23/2003	5	07/28/2003	08/04/2003
Ticket Number:	0000066668	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066681	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066707	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066767	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066903	07/31/2003	0		07/31/2003
Ticket Number:	0000066902	07/31/2003	0		07/31/2003
Ticket Number:	0000066733	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066703	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066662	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066606	07/25/2003	3	07/28/2003	08/04/2003
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Average time to ticket resolution for	talder1		2		
Maximum time to ticket resolution for	talder1		18		
Minimum time to ticket resolution for	talder1		0		

**Helpdesk
vergil**

Total: **66**

Helpdesk

	Closed	Total:	66			
Ticket Number:	0000065816	07/10/2003	1	07/11/2003	07/17/2003	
Ticket Number:	0000065834	07/10/2003	8	07/18/2003	07/24/2003	
Ticket Number:	0000065842	07/10/2003	1	07/11/2003	07/17/2003	
Ticket Number:	0000066139	07/16/2003	2	07/18/2003	07/24/2003	
Ticket Number:	0000066268	07/18/2003	0	07/18/2003	07/24/2003	
Ticket Number:	0000066238	07/17/2003	1	07/18/2003	07/24/2003	
Ticket Number:	0000066214	07/17/2003	1	07/18/2003	07/24/2003	
Ticket Number:	0000066209	07/17/2003	0	07/17/2003	07/23/2003	
Ticket Number:	0000066168	07/16/2003	0	07/16/2003	07/22/2003	
Ticket Number:	0000066086	07/15/2003	0	07/15/2003	07/21/2003	
Ticket Number:	0000066085	07/15/2003	0	07/15/2003	07/21/2003	
Ticket Number:	0000066075	07/15/2003	0	07/15/2003	07/21/2003	
Ticket Number:	0000066040	07/15/2003	0	07/15/2003	07/21/2003	
Ticket Number:	0000066124	07/16/2003	2	07/18/2003	07/24/2003	
Ticket Number:	0000066001	07/14/2003	0	07/14/2003	07/21/2003	
Ticket Number:	0000065914	07/11/2003	0	07/11/2003	07/17/2003	
Ticket Number:	0000065903	07/11/2003	0	07/11/2003	07/17/2003	
Ticket Number:	0000066144	07/16/2003	2	07/18/2003	07/24/2003	
Ticket Number:	0000065297	07/01/2003	0	07/01/2003	07/07/2003	
Ticket Number:	0000065396	07/02/2003	0	07/02/2003	07/08/2003	
Ticket Number:	0000065337	07/01/2003	0	07/01/2003	07/07/2003	
Ticket Number:	0000065329	07/01/2003	0	07/01/2003	07/07/2003	
Ticket Number:	0000065327	07/01/2003	0	07/01/2003	07/07/2003	
Ticket Number:	0000065283	07/01/2003	0	07/01/2003	07/07/2003	
Ticket Number:	0000065287	07/01/2003	0	07/01/2003	07/07/2003	
Ticket Number:	0000065292	07/01/2003	0	07/01/2003	07/07/2003	
Ticket Number:	0000065308	07/01/2003	0	07/01/2003	07/07/2003	
Ticket Number:	0000065764	07/09/2003	0	07/09/2003	07/15/2003	
Ticket Number:	0000065697	07/08/2003	3	07/11/2003	07/17/2003	
Ticket Number:	0000065677	07/08/2003	0	07/08/2003	07/14/2003	
Ticket Number:	0000065665	07/08/2003	0		07/08/2003	
Ticket Number:	0000065662	07/08/2003	0		07/08/2003	
Ticket Number:	0000065655	07/08/2003	0	07/08/2003	07/14/2003	
Ticket Number:	0000065651	07/08/2003	0	07/08/2003	07/14/2003	
Ticket Number:	0000065603	07/08/2003	0	07/08/2003	07/14/2003	
Ticket Number:	0000065583	07/07/2003	0	07/08/2003	07/14/2003	
Ticket Number:	0000065556	07/07/2003	0	07/07/2003	07/14/2003	
Ticket Number:	0000065552	07/07/2003	0	07/07/2003	07/14/2003	
Ticket Number:	0000065549	07/07/2003	0	07/07/2003	07/14/2003	
Ticket Number:	0000065498	07/06/2003	5	07/11/2003	07/17/2003	
Ticket Number:	0000065522	07/07/2003	0	07/07/2003	07/14/2003	
Ticket Number:	0000065781	07/09/2003	9	07/18/2003	07/24/2003	
Ticket Number:	0000065769	07/09/2003	0	07/09/2003	07/15/2003	
Ticket Number:	0000065758	07/09/2003	0	07/09/2003	07/15/2003	
Ticket Number:	0000065748	07/09/2003	2	07/11/2003	07/17/2003	
Ticket Number:	0000065745	07/09/2003	0	07/09/2003	07/15/2003	
Ticket Number:	0000065461	07/03/2003	0	07/03/2003	07/09/2003	
Ticket Number:	0000065458	07/03/2003	0	07/03/2003	07/09/2003	
Ticket Number:	0000065457	07/03/2003	0	07/03/2003	07/09/2003	
Ticket Number:	0000065456	07/03/2003	0	07/03/2003	07/09/2003	
Ticket Number:	0000065455	07/03/2003	0	07/03/2003	07/09/2003	
Ticket Number:	0000065438	07/03/2003	0	07/03/2003	07/09/2003	
Ticket Number:	0000065425	07/02/2003	1	07/03/2003	07/09/2003	

Helpdesk

Ticket Number:	0000065420	07/02/2003	1	07/03/2003	07/09/2003
Ticket Number:	0000065534	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065693	07/08/2003	3	07/11/2003	07/17/2003
Ticket Number:	0000065526	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065525	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065466	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065465	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065464	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065467	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065523	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065412	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065401	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065975	07/14/2003	1	07/15/2003	07/15/2003
-----			-----		
Average time to ticket resolution for	vergil		1		
Maximum time to ticket resolution for	vergil		9		
Minimum time to ticket resolution for	vergil		0		

Helpdesk

whamil2

Total: 47

Closed

Total: 47

Ticket Number: 0000065318	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number: 0000065393	07/02/2003	6	07/08/2003	07/14/2003
Ticket Number: 0000065489	07/06/2003	0	07/06/2003	07/14/2003
Ticket Number: 0000065493	07/06/2003	0		07/06/2003
Ticket Number: 0000065521	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number: 0000065579	07/07/2003	0		07/07/2003
Ticket Number: 0000065588	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number: 0000065623	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number: 0000065800	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number: 0000065782	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number: 0000065715	07/09/2003	1	07/10/2003	07/16/2003
Ticket Number: 0000065589	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number: 0000065587	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number: 0000066366	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number: 0000065505	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number: 0000065490	07/06/2003	0		07/06/2003
Ticket Number: 0000065439	07/03/2003	4	07/07/2003	07/14/2003
Ticket Number: 0000065359	07/01/2003	0		07/02/2003
Ticket Number: 0000065873	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number: 0000065936	07/12/2003	0	07/12/2003	07/18/2003
Ticket Number: 0000066530	07/24/2003	0		07/24/2003
Ticket Number: 0000065884	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number: 0000066308	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number: 0000066310	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number: 0000066369	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number: 0000066653	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number: 0000066403	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number: 0000066381	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number: 0000066365	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number: 0000066229	07/17/2003	4	07/21/2003	07/28/2003
Ticket Number: 0000065875	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number: 0000065871	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number: 0000066448	07/23/2003	0		07/23/2003
Ticket Number: 0000066839	07/31/2003	0	07/31/2003	08/06/2003
Ticket Number: 0000066830	07/30/2003	1	07/31/2003	08/06/2003
Ticket Number: 0000066789	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number: 0000066779	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number: 0000066747	07/29/2003	3	08/01/2003	08/07/2003
Ticket Number: 0000066738	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number: 0000066715	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number: 0000066583	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number: 0000066449	07/23/2003	0		07/23/2003
Ticket Number: 0000066451	07/23/2003	0		07/23/2003
Ticket Number: 0000066481	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number: 0000066474	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number: 0000066520	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number: 0000066450	07/23/2003	0		07/23/2003

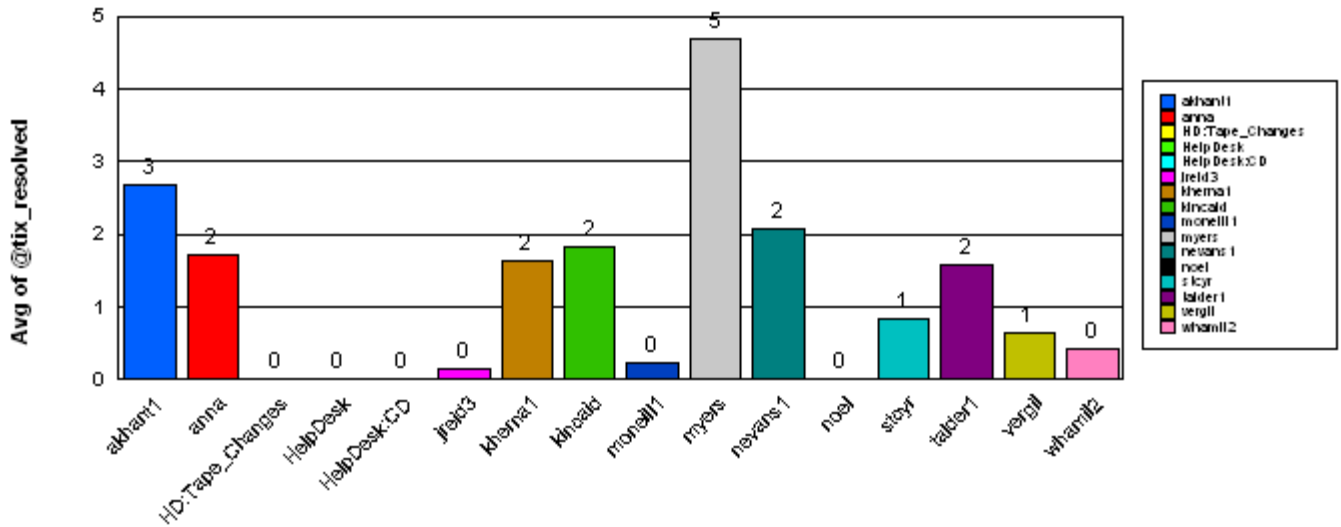
Average time to ticket resolution for	whamil2	0
Maximum time to ticket resolution for	whamil2	6
Minimum time to ticket resolution for	whamil2	0

Helpdesk

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	20
Minimum time to ticket resolution for	Helpdesk	0

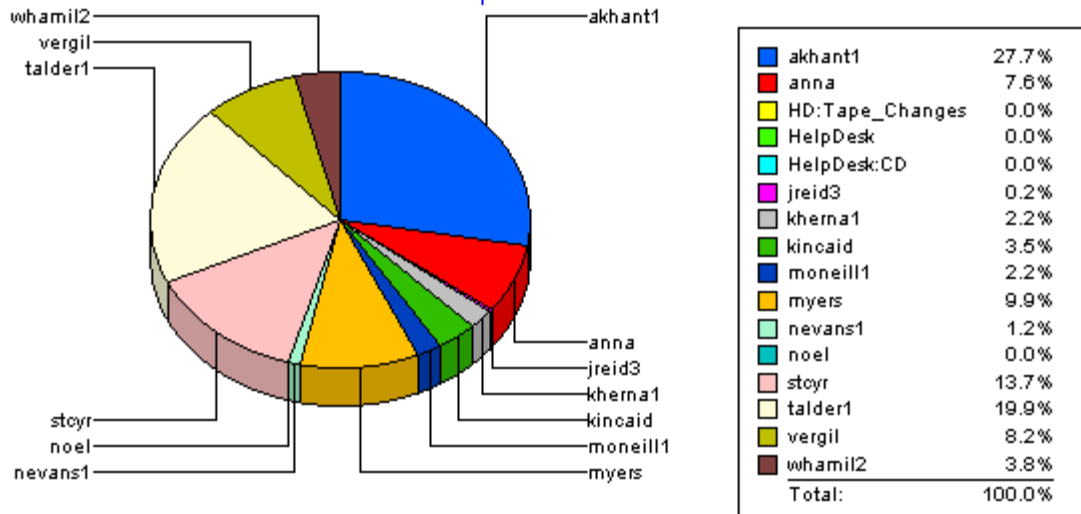
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



Human Resources

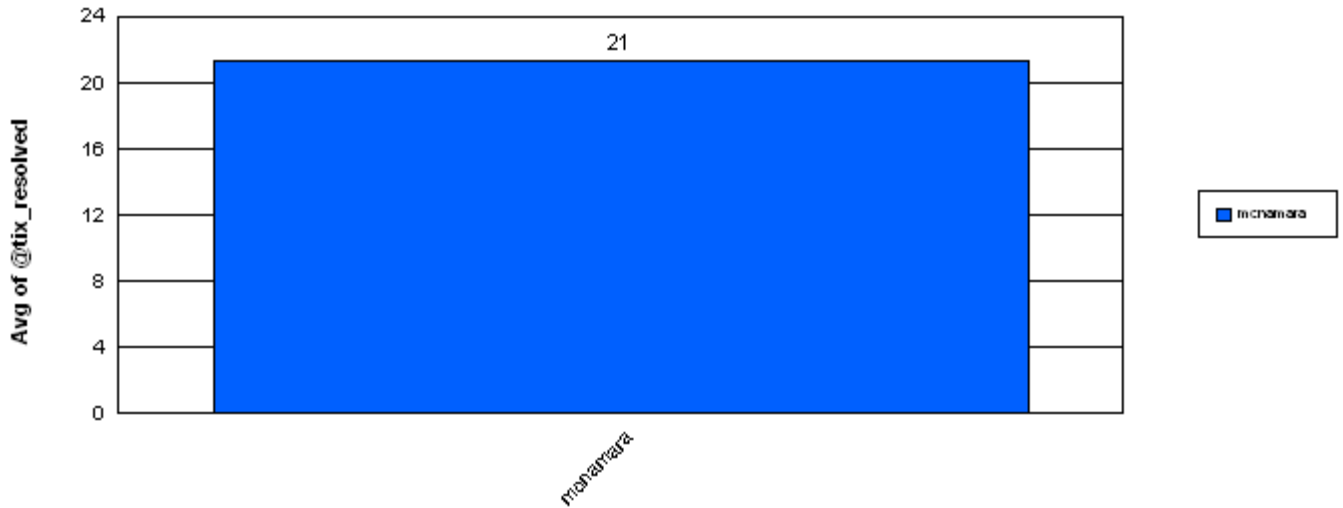
		<u>Total:</u>	4		
mcnamara		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000066704	07/28/2003	0		07/28/2003
Ticket Number:	0000066771	07/30/2003	14		08/13/2003
Ticket Number:	0000066044	07/15/2003	70	09/23/2003	09/29/2003
Ticket Number:	0000066343	07/21/2003	1		07/22/2003
-----		-----	-----		
Average time to ticket resolution for		mcnamara	21		
Maximum time to ticket resolution for		mcnamara	70		
Minimum time to ticket resolution for		mcnamara	0		
-----		-----	-----		

Human Resources

Average time to ticket resolution for	Human Resour	21
Maximum time to ticket resolution for	Human Resour	70
Minimum time to ticket resolution for	Human Resour	0

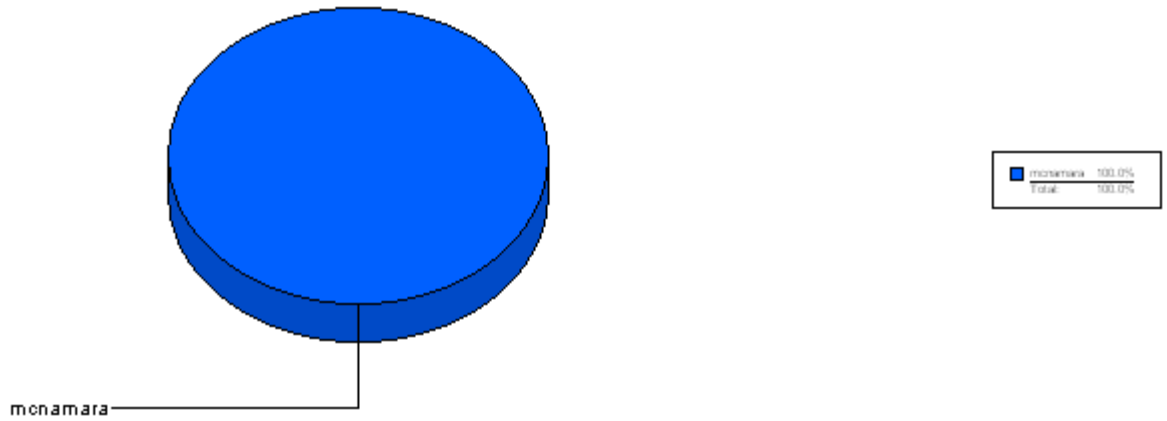
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total: **84**

LAN

Closed

Total: **1**

Total: **1**

Ticket Number: 0000065342

07/01/2003

0

07/01/2003

Average time to ticket resolution for

LAN

0

Maximum time to ticket resolution for

LAN

0

Minimum time to ticket resolution for

LAN

0

LAN
jesse

Total: 60

LAN

	Closed	<u>Total:</u>	60		
Ticket Number:	0000065303	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065391	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065349	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065723	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065749	07/09/2003	5	07/14/2003	07/21/2003
Ticket Number:	0000065768	07/09/2003	7	07/16/2003	07/22/2003
Ticket Number:	0000065669	07/08/2003	1		07/09/2003
Ticket Number:	0000065340	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065454	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065430	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000066057	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066424	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066409	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066408	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066407	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066399	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066395	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066375	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066338	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066320	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066265	07/18/2003	3	07/21/2003	07/28/2003
Ticket Number:	0000066267	07/18/2003	6	07/24/2003	07/30/2003
Ticket Number:	0000066256	07/18/2003	3	07/21/2003	07/28/2003
Ticket Number:	0000066241	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066370	07/21/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066164	07/16/2003	1	07/17/2003	07/23/2003
Ticket Number:	0000066123	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066149	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000065835	07/10/2003	6	07/16/2003	07/22/2003
Ticket Number:	0000066141	07/16/2003	1	07/17/2003	07/23/2003
Ticket Number:	0000066430	07/22/2003	1	07/23/2003	07/29/2003
Ticket Number:	0000066441	07/22/2003	2	07/24/2003	07/25/2003
Ticket Number:	0000066893	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066883	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066877	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066847	07/31/2003	5	08/05/2003	08/11/2003
Ticket Number:	0000066809	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066805	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066806	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066797	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066796	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066791	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066760	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066755	07/29/2003	6	08/04/2003	08/11/2003
Ticket Number:	0000066743	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066742	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066700	07/28/2003	1	07/29/2003	08/04/2003
Ticket Number:	0000066667	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066664	07/28/2003	2	07/30/2003	08/05/2003
Ticket Number:	0000066623	07/25/2003	4	07/29/2003	08/04/2003
Ticket Number:	0000066563	07/24/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066551	07/24/2003	4	07/28/2003	08/04/2003
Ticket Number:	0000066672	07/28/2003	0	07/28/2003	08/04/2003

LAN

Ticket Number:	0000066542	07/24/2003	4	07/28/2003	08/04/2003
Ticket Number:	0000066493	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066487	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066472	07/23/2003	5	07/28/2003	08/04/2003
Ticket Number:	0000066471	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066443	07/22/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066657	07/28/2003	2		07/30/2003

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

ostrove

Total: **18**

Closed

Total: **18**

Ticket Number:	0000066665	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066695	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066848	07/31/2003	20	08/20/2003	08/26/2003
Ticket Number:	0000066603	07/25/2003	48	09/11/2003	09/17/2003
Ticket Number:	0000065907	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000066077	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000065997	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000066314	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066327	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066325	07/21/2003	0		07/21/2003
Ticket Number:	0000066309	07/21/2003	0	07/21/2003	07/28/2003
Ticket Number:	0000066255	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000065921	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065344	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065594	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065460	07/03/2003	4	07/07/2003	07/14/2003
Ticket Number:	0000065494	07/06/2003	1	07/07/2003	07/14/2003
Ticket Number:	0000065512	07/07/2003	1	07/08/2003	07/14/2003

Average time to ticket resolution for	ostrove	4
Maximum time to ticket resolution for	ostrove	48
Minimum time to ticket resolution for	ostrove	0

vladimir

Total: **5**

Closed

Total: **5**

Ticket Number:	0000065323	07/01/2003	1	07/02/2003	07/08/2003
Ticket Number:	0000065409	07/02/2003	5	07/07/2003	07/14/2003
Ticket Number:	0000065546	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065883	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065928	07/11/2003	3	07/14/2003	07/21/2003

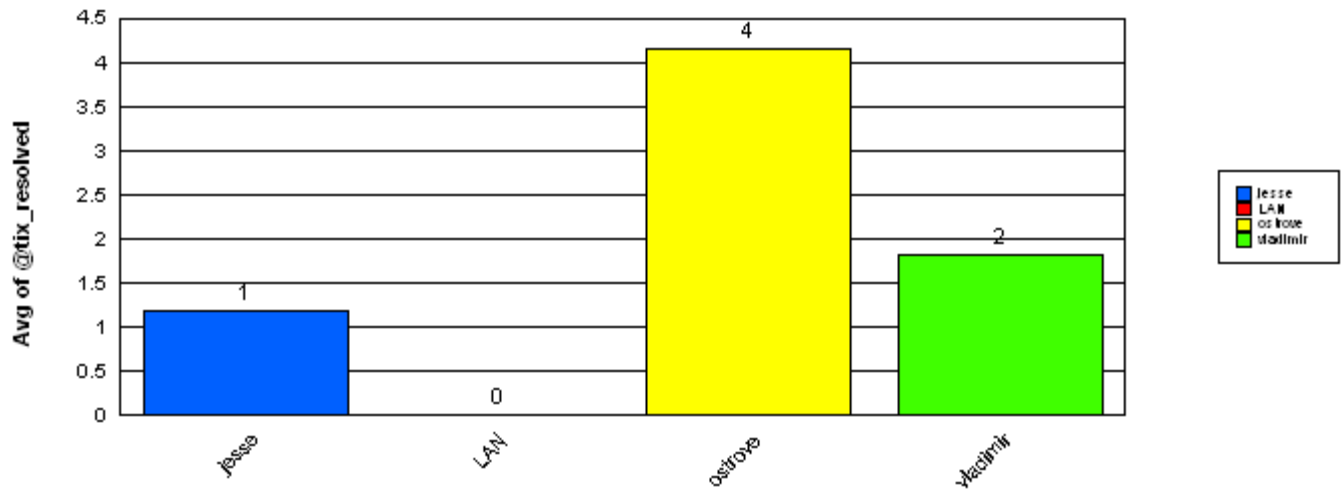
Average time to ticket resolution for	vladimir	2
Maximum time to ticket resolution for	vladimir	5
Minimum time to ticket resolution for	vladimir	0

LAN

Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	48
Minimum time to ticket resolution for	LAN	0

Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		<u>Total:</u>	120		
NewMedia		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000066712	07/29/2003	0	07/29/2003	08/04/2003

Average time to ticket resolution for	NewMedia		0		
Maximum time to ticket resolution for	NewMedia		0		
Minimum time to ticket resolution for	NewMedia		0		
<hr/>					
darnold		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000066514	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066694	07/28/2003	1	07/29/2003	08/04/2003
Ticket Number:	0000065620	07/08/2003	3	07/11/2003	07/17/2003
Ticket Number:	0000065752	07/09/2003	2	07/11/2003	07/17/2003

Average time to ticket resolution for	darnold		1		
Maximum time to ticket resolution for	darnold		3		
Minimum time to ticket resolution for	darnold		0		
<hr/>					
fritz		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000065298	07/01/2003	0		07/01/2003
Ticket Number:	0000065719	07/09/2003	68	09/15/2003	09/22/2003
Ticket Number:	0000066685	07/28/2003	11	08/08/2003	08/14/2003
Ticket Number:	0000066814	07/30/2003	47		09/15/2003
Ticket Number:	0000066004	07/14/2003	0	07/14/2003	07/21/2003

Average time to ticket resolution for	fritz		25		
Maximum time to ticket resolution for	fritz		68		
Minimum time to ticket resolution for	fritz		0		
<hr/>					

New Media
rarmstro

Total: **108**

New Media

	Closed	Total:	108		
Ticket Number: 0000065806	07/10/2003	1		07/11/2003	07/17/2003
Ticket Number: 0000065817	07/10/2003	1		07/11/2003	07/17/2003
Ticket Number: 0000065869	07/11/2003	6		07/17/2003	07/23/2003
Ticket Number: 0000065930	07/11/2003	3		07/14/2003	07/21/2003
Ticket Number: 0000066050	07/15/2003	0		07/15/2003	07/21/2003
Ticket Number: 0000066170	07/16/2003	0			07/16/2003
Ticket Number: 0000066205	07/17/2003	0		07/17/2003	07/23/2003
Ticket Number: 0000066361	07/21/2003	1		07/22/2003	07/28/2003
Ticket Number: 0000066360	07/21/2003	1		07/22/2003	07/28/2003
Ticket Number: 0000066354	07/21/2003	1		07/22/2003	07/28/2003
Ticket Number: 0000066353	07/21/2003	1		07/22/2003	07/28/2003
Ticket Number: 0000066350	07/21/2003	0			07/21/2003
Ticket Number: 0000066334	07/21/2003	0			07/21/2003
Ticket Number: 0000066333	07/21/2003	0		07/21/2003	07/28/2003
Ticket Number: 0000066326	07/21/2003	0		07/21/2003	07/28/2003
Ticket Number: 0000066274	07/18/2003	3		07/21/2003	07/28/2003
Ticket Number: 0000066179	07/16/2003	1			07/17/2003
Ticket Number: 0000066056	07/15/2003	0		07/15/2003	07/21/2003
Ticket Number: 0000066049	07/15/2003	0		07/15/2003	07/21/2003
Ticket Number: 0000066152	07/16/2003	0			07/16/2003
Ticket Number: 0000065938	07/12/2003	2		07/14/2003	07/21/2003
Ticket Number: 0000065909	07/11/2003	0		07/11/2003	07/17/2003
Ticket Number: 0000066136	07/16/2003	6		07/22/2003	07/28/2003
Ticket Number: 0000066439	07/22/2003	2		07/24/2003	07/30/2003
Ticket Number: 0000066455	07/23/2003	0			07/23/2003
Ticket Number: 0000066456	07/23/2003	0			07/23/2003
Ticket Number: 0000066454	07/23/2003	0			07/23/2003
Ticket Number: 0000066453	07/23/2003	0			07/23/2003
Ticket Number: 0000066458	07/23/2003	0			07/23/2003
Ticket Number: 0000066545	07/24/2003	1		07/25/2003	07/31/2003
Ticket Number: 0000066536	07/24/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066529	07/23/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066535	07/24/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066528	07/23/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066527	07/23/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066526	07/23/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066534	07/24/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066525	07/23/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066523	07/23/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066522	07/23/2003	0		07/24/2003	07/30/2003
Ticket Number: 0000066510	07/23/2003	0		07/23/2003	07/29/2003
Ticket Number: 0000066509	07/23/2003	0		07/23/2003	07/29/2003
Ticket Number: 0000066508	07/23/2003	0		07/23/2003	07/29/2003
Ticket Number: 0000066862	07/31/2003	0		07/31/2003	08/06/2003
Ticket Number: 0000066861	07/31/2003	0		07/31/2003	08/06/2003
Ticket Number: 0000066836	07/31/2003	4		08/04/2003	08/11/2003
Ticket Number: 0000066833	07/30/2003	0		07/31/2003	08/06/2003
Ticket Number: 0000066819	07/30/2003	1		07/31/2003	08/06/2003
Ticket Number: 0000066818	07/30/2003	1		07/31/2003	08/06/2003
Ticket Number: 0000066739	07/29/2003	0		07/29/2003	08/04/2003
Ticket Number: 0000066722	07/29/2003	0		07/29/2003	08/04/2003
Ticket Number: 0000066721	07/29/2003	7		08/05/2003	08/11/2003
Ticket Number: 0000066718	07/29/2003	0		07/29/2003	08/04/2003

New Media

Ticket Number:	0000066710	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066709	07/28/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066708	07/28/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066683	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066656	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066651	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066644	07/27/2003	2	07/30/2003	08/05/2003
Ticket Number:	0000066636	07/27/2003	1	07/28/2003	08/04/2003
Ticket Number:	0000066507	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066500	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066521	07/23/2003	0	07/24/2003	07/30/2003
Ticket Number:	0000066488	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066478	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066470	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066467	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000066459	07/23/2003	0		07/23/2003
Ticket Number:	0000066773	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066663	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066630	07/26/2003	2	07/28/2003	08/04/2003
Ticket Number:	0000066593	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066591	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066590	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066577	07/24/2003	1	07/25/2003	07/31/2003
Ticket Number:	0000066457	07/23/2003	0		07/23/2003
Ticket Number:	0000065324	07/01/2003	1	07/02/2003	07/08/2003
Ticket Number:	0000065372	07/02/2003	0		07/02/2003
Ticket Number:	0000065395	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065491	07/06/2003	1	07/07/2003	07/14/2003
Ticket Number:	0000065575	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000065599	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065634	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065649	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065710	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065707	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065679	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065678	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065676	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065675	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065674	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065648	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065647	07/08/2003	0		07/08/2003
Ticket Number:	0000065780	07/09/2003	2	07/11/2003	07/17/2003
Ticket Number:	0000065742	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065741	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065740	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065733	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065726	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065725	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065638	07/08/2003	0		07/08/2003
Ticket Number:	0000065633	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065596	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065574	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000065492	07/06/2003	1	07/07/2003	07/14/2003
Ticket Number:	0000065469	07/03/2003	4	07/07/2003	07/14/2003

New Media

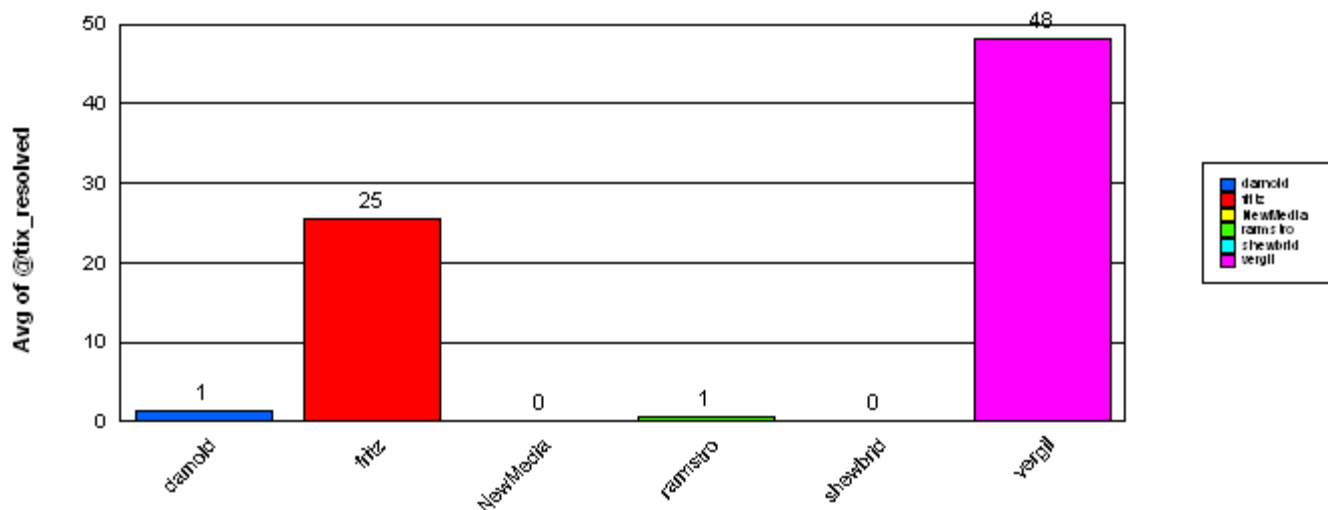
Ticket Number: 0000065394	07/02/2003	0	07/02/2003	07/08/2003
<hr/>				
Average time to ticket resolution for	rarmstro	1		
Maximum time to ticket resolution for	rarmstro	7		
Minimum time to ticket resolution for	rarmstro	0		
<hr/>				
shewbrid	Total: 1			
Closed	Total: 1			
Ticket Number: 0000065501	07/07/2003	0	07/07/2003	07/07/2003
<hr/>				
Average time to ticket resolution for	shewbrid	0		
Maximum time to ticket resolution for	shewbrid	0		
Minimum time to ticket resolution for	shewbrid	0		
<hr/>				
vergil	Total: 1			
Closed	Total: 1			
Ticket Number: 0000065432	07/03/2003	48	08/20/2003	08/26/2003
<hr/>				
Average time to ticket resolution for	vergil	48		
Maximum time to ticket resolution for	vergil	48		
Minimum time to ticket resolution for	vergil	48		
<hr/>				

New Media

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	68
Minimum time to ticket resolution for	New Media	0

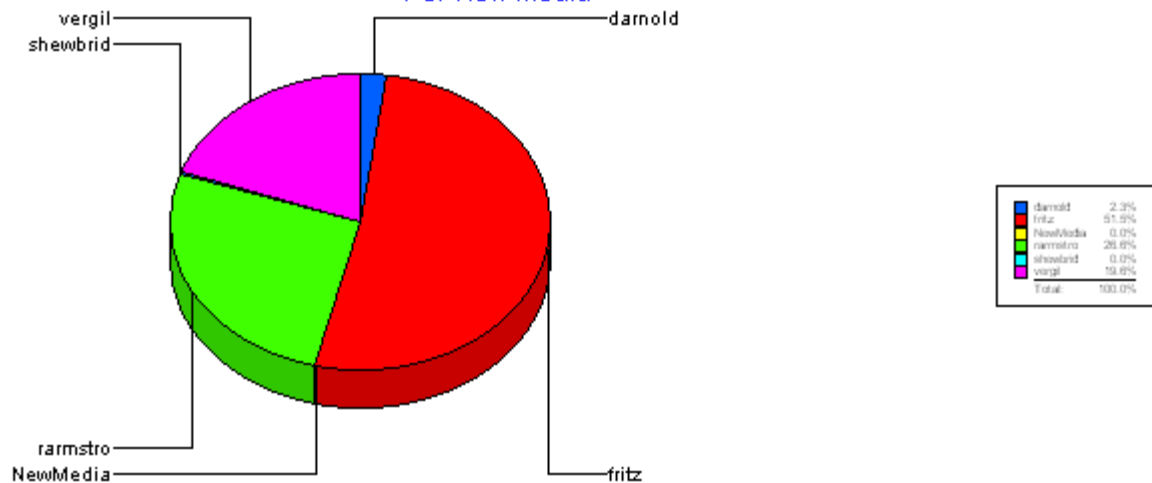
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



PC Labs

Total: 30

PCLabs

Closed

Total: 11

Total: 11

Ticket Number:	0000066871	07/31/2003	0	07/31/2003
Ticket Number:	0000066872	07/31/2003	0	07/31/2003
Ticket Number:	0000066873	07/31/2003	0	07/31/2003
Ticket Number:	0000066875	07/31/2003	0	07/31/2003
Ticket Number:	0000066905	07/31/2003	0	07/31/2003
Ticket Number:	0000066906	07/31/2003	0	07/31/2003
Ticket Number:	0000066904	07/31/2003	0	07/31/2003
Ticket Number:	0000066878	07/31/2003	0	07/31/2003
Ticket Number:	0000066874	07/31/2003	0	07/31/2003
Ticket Number:	0000066869	07/31/2003	0	07/31/2003
Ticket Number:	0000066870	07/31/2003	0	07/31/2003

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

lasuk

Closed

Total: 18

Total: 18

Ticket Number:	0000066485	07/23/2003	2	07/25/2003	07/31/2003
Ticket Number:	0000066889	07/31/2003	1	08/01/2003	08/07/2003
Ticket Number:	0000066730	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066626	07/25/2003	4	07/29/2003	08/04/2003
Ticket Number:	0000066482	07/23/2003	0	07/23/2003	07/29/2003
Ticket Number:	0000065814	07/10/2003	1	07/11/2003	07/17/2003
Ticket Number:	0000066377	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066271	07/18/2003	13	07/31/2003	08/06/2003
Ticket Number:	0000066261	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066096	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066005	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000065994	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000065294	07/01/2003	6	07/07/2003	07/14/2003
Ticket Number:	0000065300	07/01/2003	6	07/07/2003	07/14/2003
Ticket Number:	0000065404	07/02/2003	33		08/04/2003
Ticket Number:	0000065650	07/08/2003	2	07/10/2003	07/16/2003
Ticket Number:	0000065798	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000065597	07/08/2003	1	07/09/2003	07/15/2003

Average time to ticket resolution for	lasuk	4
Maximum time to ticket resolution for	lasuk	33
Minimum time to ticket resolution for	lasuk	0

madhu1

Closed

Total: 1

Total: 1

Ticket Number:	0000065839	07/10/2003	0	07/10/2003	07/16/2003
----------------	------------	------------	---	------------	------------

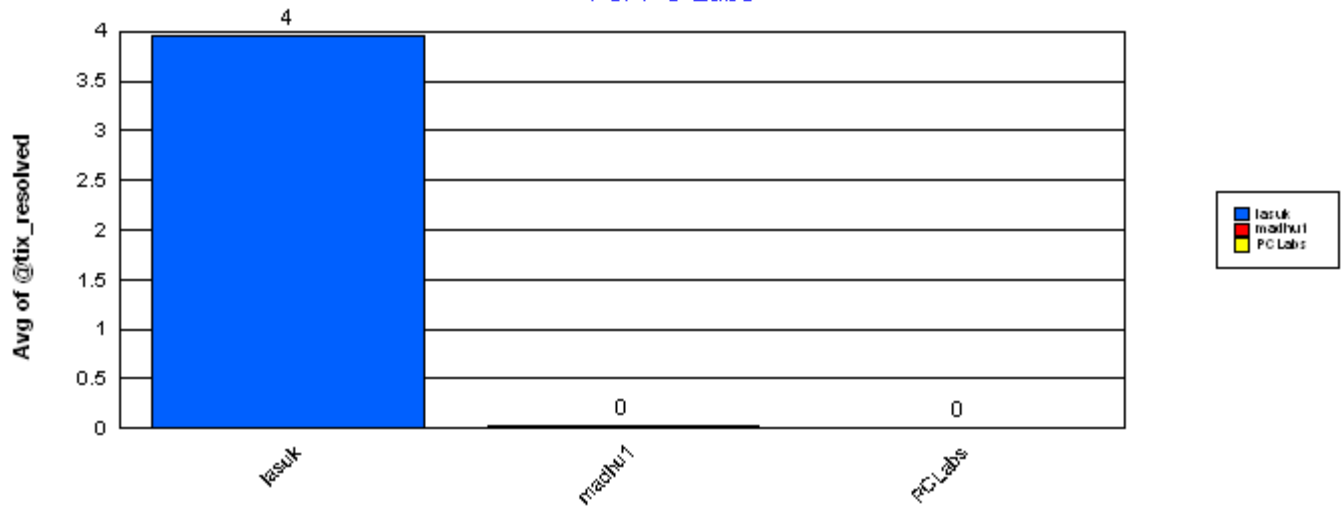
Average time to ticket resolution for	madhu1	0
Maximum time to ticket resolution for	madhu1	0
Minimum time to ticket resolution for	madhu1	0

PC Labs

Average time to ticket resolution for	PC Labs	2
Maximum time to ticket resolution for	PC Labs	33
Minimum time to ticket resolution for	PC Labs	0

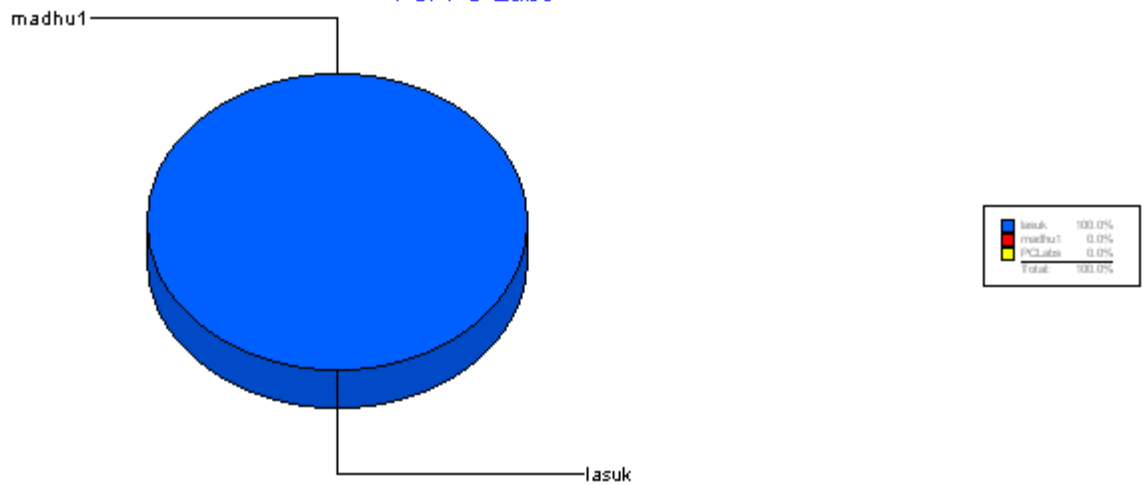
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total: 97			
beakja1		<u>Total: 7</u>			
Closed		<u>Total: 7</u>			
Ticket Number:	0000065743	07/09/2003	0		07/09/2003
Ticket Number:	0000066116	07/16/2003	2	07/17/2003	07/23/2003
Ticket Number:	0000065925	07/11/2003	11	07/22/2003	07/28/2003
Ticket Number:	0000066541	07/24/2003	5	07/29/2003	08/04/2003
Ticket Number:	0000066728	07/29/2003	7	08/05/2003	08/11/2003
Ticket Number:	0000066748	07/29/2003	27	08/25/2003	09/01/2003
Ticket Number:	0000066751	07/29/2003	6	08/04/2003	08/11/2003
-----		-----		-----	
Average time to ticket resolution for		beakja1			8
Maximum time to ticket resolution for		beakja1			27
Minimum time to ticket resolution for		beakja1			0
<hr/>		<hr/>		<hr/>	
cmckin1		<u>Total: 24</u>			
Closed		<u>Total: 24</u>			
Ticket Number:	0000066608	07/25/2003	4	07/29/2003	08/04/2003
Ticket Number:	0000066676	07/28/2003	3	07/31/2003	08/06/2003
Ticket Number:	0000066798	07/30/2003	1	07/31/2003	08/06/2003
Ticket Number:	0000066781	07/30/2003	1	07/31/2003	08/06/2003
Ticket Number:	0000066897	07/31/2003	4	08/04/2003	08/11/2003
Ticket Number:	0000066908	07/31/2003	4	08/04/2003	08/11/2003
Ticket Number:	0000066896	07/31/2003	4	08/04/2003	08/11/2003
Ticket Number:	0000066065	07/15/2003	10	07/25/2003	07/31/2003
Ticket Number:	0000066094	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066098	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066390	07/22/2003	3	07/25/2003	07/31/2003
Ticket Number:	0000066364	07/21/2003	3	07/24/2003	07/30/2003
Ticket Number:	0000066272	07/18/2003	3	07/21/2003	07/28/2003
Ticket Number:	0000066259	07/18/2003	7	07/25/2003	07/31/2003
Ticket Number:	0000066258	07/18/2003	4	07/22/2003	07/28/2003
Ticket Number:	0000066194	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066169	07/16/2003	1	07/17/2003	07/23/2003
Ticket Number:	0000066099	07/15/2003	0		07/15/2003
Ticket Number:	0000065927	07/11/2003	3	07/14/2003	08/08/2003
Ticket Number:	0000065763	07/09/2003	6	07/15/2003	07/21/2003
Ticket Number:	0000065336	07/01/2003	48	08/18/2003	08/25/2003
Ticket Number:	0000066103	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000065728	07/09/2003	5	07/14/2003	07/21/2003
Ticket Number:	0000065629	07/08/2003	10	07/18/2003	07/24/2003
-----		-----		-----	
Average time to ticket resolution for		cmckin1			5
Maximum time to ticket resolution for		cmckin1			48
Minimum time to ticket resolution for		cmckin1			0
<hr/>		<hr/>		<hr/>	
damian		<u>Total: 5</u>			
Closed		<u>Total: 5</u>			
Ticket Number:	0000065520	07/07/2003	11	07/18/2003	07/24/2003
Ticket Number:	0000065624	07/08/2003	17	07/25/2003	07/31/2003
Ticket Number:	0000065559	07/07/2003	1	07/08/2003	07/14/2003
Ticket Number:	0000066084	07/15/2003	42	08/26/2003	09/01/2003
Ticket Number:	0000066901	07/31/2003	14	08/14/2003	08/20/2003
-----		-----		-----	
Average time to ticket resolution for		damian			17
Maximum time to ticket resolution for		damian			42
Minimum time to ticket resolution for		damian			1
<hr/>		<hr/>		<hr/>	

Physical Networks

markc	<u>Total:</u> 1			
Closed	<u>Total:</u> 1			
Ticket Number: 0000065813	07/10/2003	22	08/01/2003	08/07/2003

Average time to ticket resolution for	markc	22		
Maximum time to ticket resolution for	markc	22		
Minimum time to ticket resolution for	markc	22		
<hr/>				
rays1	<u>Total:</u> 2			
Closed	<u>Total:</u> 2			
Ticket Number: 0000065974	07/14/2003	4	07/18/2003	07/24/2003
Ticket Number: 0000066581	07/25/2003	0	07/25/2003	07/31/2003

Average time to ticket resolution for	rays1	2		
Maximum time to ticket resolution for	rays1	4		
Minimum time to ticket resolution for	rays1	0		
<hr/>				

Physical Networks

vicki		Total:	39		
Closed		Total:	39		
Ticket Number: 0000066543	07/24/2003		1	07/25/2003	07/31/2003
Ticket Number: 0000066559	07/24/2003		19	08/12/2003	08/18/2003
Ticket Number: 0000066907	07/31/2003		4	08/04/2003	08/11/2003
Ticket Number: 0000066900	07/31/2003		5	08/05/2003	08/11/2003
Ticket Number: 0000066894	07/31/2003		4	08/04/2003	08/11/2003
Ticket Number: 0000066701	07/28/2003		15	08/12/2003	08/18/2003
Ticket Number: 0000066666	07/28/2003		7	08/04/2003	08/11/2003
Ticket Number: 0000066622	07/25/2003		26	08/20/2003	08/26/2003
Ticket Number: 0000066614	07/25/2003		4	07/29/2003	08/04/2003
Ticket Number: 0000065879	07/11/2003		0	07/11/2003	07/17/2003
Ticket Number: 0000065840	07/10/2003		1	07/11/2003	07/17/2003
Ticket Number: 0000065894	07/11/2003		0	07/11/2003	07/17/2003
Ticket Number: 0000065906	07/11/2003		0	07/11/2003	07/17/2003
Ticket Number: 0000065926	07/11/2003		3	07/14/2003	07/21/2003
Ticket Number: 0000066251	07/18/2003		0	07/18/2003	07/24/2003
Ticket Number: 0000066234	07/17/2003		1	07/18/2003	07/24/2003
Ticket Number: 0000066154	07/16/2003		0	07/16/2003	07/22/2003
Ticket Number: 0000066095	07/15/2003		1	07/16/2003	07/22/2003
Ticket Number: 0000065915	07/11/2003		0	07/11/2003	07/17/2003
Ticket Number: 0000065911	07/11/2003		0	07/11/2003	07/17/2003
Ticket Number: 0000065905	07/11/2003		0	07/11/2003	07/17/2003
Ticket Number: 0000065890	07/11/2003		0	07/11/2003	07/17/2003
Ticket Number: 0000066412	07/22/2003		0	07/22/2003	07/24/2003
Ticket Number: 0000065828	07/10/2003		0	07/10/2003	07/16/2003
Ticket Number: 0000066110	07/15/2003		1	07/16/2003	07/22/2003
Ticket Number: 0000066440	07/22/2003		3	07/25/2003	07/31/2003
Ticket Number: 0000065437	07/03/2003		13	07/16/2003	07/22/2003
Ticket Number: 0000065550	07/07/2003		2	07/09/2003	07/15/2003
Ticket Number: 0000065433	07/03/2003		5	07/08/2003	07/14/2003
Ticket Number: 0000065770	07/09/2003		1	07/10/2003	07/16/2003
Ticket Number: 0000065767	07/09/2003		1	07/10/2003	07/16/2003
Ticket Number: 0000065734	07/09/2003		7		07/16/2003
Ticket Number: 0000065730	07/09/2003		0	07/09/2003	07/15/2003
Ticket Number: 0000065720	07/09/2003		0		07/09/2003
Ticket Number: 0000065711	07/09/2003		0	07/09/2003	07/15/2003
Ticket Number: 0000065696	07/08/2003		0	07/09/2003	07/15/2003
Ticket Number: 0000065686	07/08/2003		1	07/09/2003	07/15/2003
Ticket Number: 0000065682	07/08/2003		1	07/09/2003	07/15/2003
Ticket Number: 0000065684	07/08/2003		1	07/09/2003	07/15/2003

Average time to ticket resolution for	vicki		3		
Maximum time to ticket resolution for	vicki		26		
Minimum time to ticket resolution for	vicki		0		

Physical Networks

zicka

Total: **19**

Closed

Total: **19**

Ticket Number:	0000065315	07/01/2003	1	07/02/2003	07/08/2003
Ticket Number:	0000065532	07/07/2003	3	07/10/2003	07/16/2003
Ticket Number:	0000065452	07/03/2003	18	07/21/2003	07/28/2003
Ticket Number:	0000065426	07/02/2003	8	07/10/2003	07/16/2003
Ticket Number:	0000065370	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000066003	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000066263	07/18/2003	3	07/21/2003	07/28/2003
Ticket Number:	0000066269	07/18/2003	3	07/21/2003	07/28/2003
Ticket Number:	0000066612	07/25/2003	4	07/29/2003	08/04/2003
Ticket Number:	0000066332	07/21/2003	4	07/25/2003	07/31/2003
Ticket Number:	0000066305	07/21/2003	8	07/29/2003	08/04/2003
Ticket Number:	0000066235	07/17/2003	1	07/18/2003	07/24/2003
Ticket Number:	0000066208	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000066432	07/22/2003	3	07/25/2003	07/31/2003
Ticket Number:	0000066752	07/29/2003	2	07/31/2003	08/06/2003
Ticket Number:	0000066882	07/31/2003	13	08/13/2003	08/19/2003
Ticket Number:	0000066750	07/29/2003	2	07/31/2003	08/06/2003
Ticket Number:	0000066511	07/23/2003	8	07/31/2003	08/06/2003
Ticket Number:	0000066744	07/29/2003	2	07/31/2003	08/06/2003

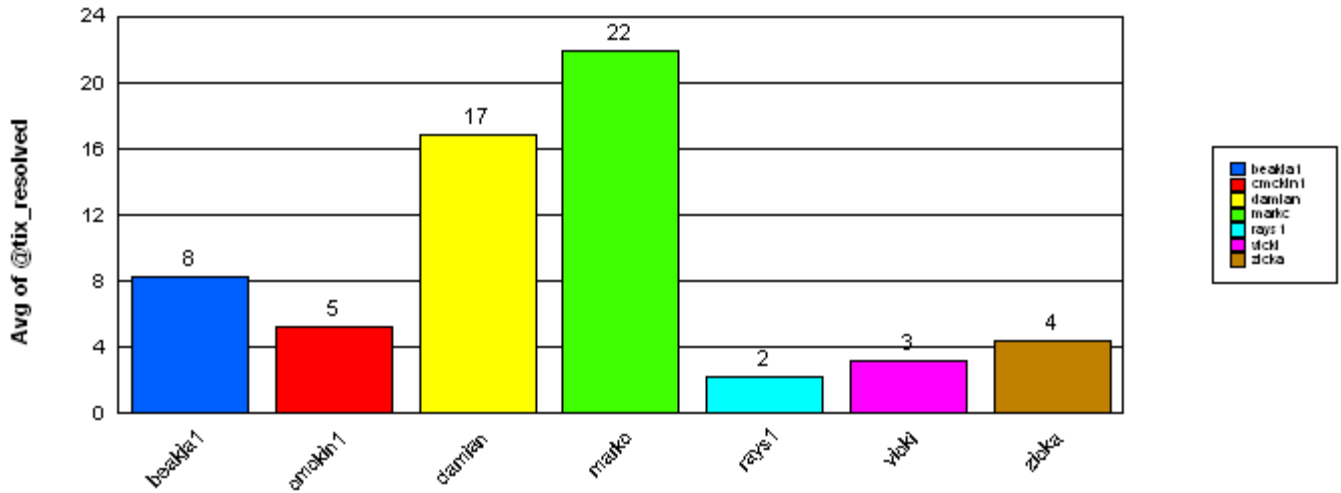
Average time to ticket resolution for	zicka	4
Maximum time to ticket resolution for	zicka	18
Minimum time to ticket resolution for	zicka	0

Physical Networks

Average time to ticket resolution for	Physical Networ	5
Maximum time to ticket resolution for	Physical Networ	48
Minimum time to ticket resolution for	Physical Networ	0

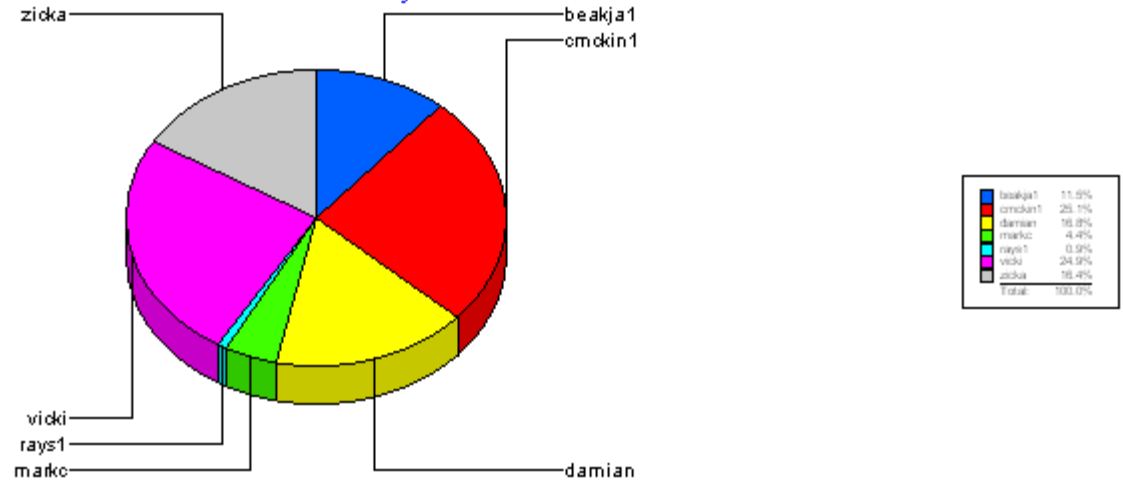
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



SysCore

		<u>Total:</u> 203			
banz		<u>Total:</u> 6			
Closed		<u>Total:</u> 6			
Ticket Number:	0000066692	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066769	07/29/2003	36	09/03/2003	09/09/2003
Ticket Number:	0000066289	07/20/2003	1	07/21/2003	07/28/2003
Ticket Number:	0000066292	07/20/2003	0	07/20/2003	07/28/2003
Ticket Number:	0000065717	07/09/2003	48		08/26/2003
Ticket Number:	0000066300	07/21/2003	0	07/21/2003	07/28/2003
-----		-----		-----	
Average time to ticket resolution for		banz	14		
Maximum time to ticket resolution for		banz	48		
Minimum time to ticket resolution for		banz	0		
<hr/>		<hr/>		<hr/>	
dave		<u>Total:</u> 2			
Closed		<u>Total:</u> 2			
Ticket Number:	0000065398	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000066363	07/21/2003	15	08/05/2003	08/11/2003
-----		-----		-----	
Average time to ticket resolution for		dave	7		
Maximum time to ticket resolution for		dave	15		
Minimum time to ticket resolution for		dave	0		
<hr/>		<hr/>		<hr/>	
fu1		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000065326	07/01/2003	51	08/21/2003	08/27/2003
-----		-----		-----	
Average time to ticket resolution for		fu1	51		
Maximum time to ticket resolution for		fu1	51		
Minimum time to ticket resolution for		fu1	51		
<hr/>		<hr/>		<hr/>	
jack		<u>Total:</u> 13			
Closed		<u>Total:</u> 13			
Ticket Number:	0000065364	07/02/2003	0		07/02/2003
Ticket Number:	0000065402	07/02/2003	0		07/02/2003
Ticket Number:	0000065384	07/02/2003	0		07/02/2003
Ticket Number:	0000065306	07/01/2003	0		07/01/2003
Ticket Number:	0000065305	07/01/2003	0		07/01/2003
Ticket Number:	0000065301	07/01/2003	0		07/01/2003
Ticket Number:	0000065288	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065284	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065299	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065383	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065545	07/07/2003	0		07/07/2003
Ticket Number:	0000065535	07/07/2003	0		07/07/2003
Ticket Number:	0000065502	07/07/2003	0	07/07/2003	07/14/2003
-----		-----		-----	
Average time to ticket resolution for		jack	0		
Maximum time to ticket resolution for		jack	0		
Minimum time to ticket resolution for		jack	0		
<hr/>		<hr/>		<hr/>	

SysCore

jcgriego

Total: 41

Resolved

Total: 1

Ticket Number: 0000066553 07/24/2003 63 09/25/2003

Closed

Total: 40

Ticket Number:	0000066404	07/22/2003	7	07/29/2003	08/04/2003
Ticket Number:	0000065407	07/02/2003	1	07/03/2003	07/09/2003
Ticket Number:	0000065496	07/06/2003	1	07/07/2003	07/14/2003
Ticket Number:	0000066405	07/22/2003	7	07/29/2003	08/04/2003
Ticket Number:	0000065386	07/02/2003	0		07/02/2003
Ticket Number:	0000066104	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000065747	07/09/2003	51		08/29/2003
Ticket Number:	0000065627	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065821	07/10/2003	1	07/11/2003	07/17/2003
Ticket Number:	0000065866	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000066371	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066352	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066321	07/21/2003	1	07/22/2003	07/28/2003
Ticket Number:	0000066082	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066079	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066069	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066066	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066042	07/15/2003	0		07/15/2003
Ticket Number:	0000066034	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066122	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000065973	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000065969	07/14/2003	1	07/15/2003	07/21/2003
Ticket Number:	0000066221	07/17/2003	0	07/17/2003	07/22/2003
Ticket Number:	0000066155	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066101	07/15/2003	0		07/15/2003
Ticket Number:	0000066102	07/15/2003	0		07/15/2003
Ticket Number:	0000066147	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000065934	07/12/2003	3	07/15/2003	07/21/2003
Ticket Number:	0000065922	07/11/2003	4		07/15/2003
Ticket Number:	0000065901	07/11/2003	4	07/15/2003	07/21/2003
Ticket Number:	0000066506	07/23/2003	6		07/29/2003
Ticket Number:	0000066699	07/28/2003	2		07/30/2003
Ticket Number:	0000066891	07/31/2003	4	08/04/2003	08/11/2003
Ticket Number:	0000066792	07/30/2003	9	08/08/2003	08/14/2003
Ticket Number:	0000066746	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066690	07/28/2003	1	07/29/2003	08/04/2003
Ticket Number:	0000066624	07/25/2003	4		07/29/2003
Ticket Number:	0000066569	07/24/2003	5	07/29/2003	08/04/2003
Ticket Number:	0000066607	07/25/2003	4	07/29/2003	08/04/2003
Ticket Number:	0000066565	07/24/2003	5	07/29/2003	08/04/2003

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

 jcgriego 5
 jcgriego 63
 jcgriego 0

SysCore
sbrown7

Total: **58**

SysCore

	Closed	Total:	58		
Ticket Number:	0000066431	07/22/2003	2	07/24/2003	07/30/2003
Ticket Number:	0000066461	07/23/2003	0		07/23/2003
Ticket Number:	0000066463	07/23/2003	0		07/23/2003
Ticket Number:	0000066829	07/30/2003	1	07/31/2003	08/06/2003
Ticket Number:	0000066817	07/30/2003	0		07/30/2003
Ticket Number:	0000066811	07/30/2003	0		07/30/2003
Ticket Number:	0000066807	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066804	07/30/2003	0	07/30/2003	08/01/2003
Ticket Number:	0000066735	07/29/2003	1	07/30/2003	08/05/2003
Ticket Number:	0000066719	07/29/2003	0		07/29/2003
Ticket Number:	0000066687	07/28/2003	2	07/30/2003	08/05/2003
Ticket Number:	0000066684	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066864	07/31/2003	0		07/31/2003
Ticket Number:	0000066863	07/31/2003	0		07/31/2003
Ticket Number:	0000066832	07/30/2003	7	08/06/2003	08/12/2003
Ticket Number:	0000066620	07/25/2003	4	07/29/2003	08/04/2003
Ticket Number:	0000066544	07/24/2003	0		07/24/2003
Ticket Number:	0000066492	07/23/2003	0		07/23/2003
Ticket Number:	0000066465	07/23/2003	0		07/23/2003
Ticket Number:	0000066464	07/23/2003	0		07/23/2003
Ticket Number:	0000066462	07/23/2003	0		07/23/2003
Ticket Number:	0000066437	07/22/2003	0		07/22/2003
Ticket Number:	0000066460	07/23/2003	0		07/23/2003
Ticket Number:	0000066795	07/30/2003	0	07/30/2003	08/05/2003
Ticket Number:	0000066793	07/30/2003	0		07/30/2003
Ticket Number:	0000066766	07/29/2003	0	07/29/2003	08/04/2003
Ticket Number:	0000066643	07/27/2003	0		07/28/2003
Ticket Number:	0000066438	07/22/2003	0		07/22/2003
Ticket Number:	0000065831	07/10/2003	0		07/10/2003
Ticket Number:	0000066114	07/15/2003	1	07/16/2003	07/22/2003
Ticket Number:	0000066417	07/22/2003	0		07/22/2003
Ticket Number:	0000066137	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066400	07/22/2003	0		07/22/2003
Ticket Number:	0000066416	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066340	07/21/2003	0		07/21/2003
Ticket Number:	0000066613	07/25/2003	0		07/25/2003
Ticket Number:	0000066171	07/16/2003	0	07/16/2003	07/22/2003
Ticket Number:	0000066091	07/15/2003	14	07/29/2003	08/04/2003
Ticket Number:	0000066076	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066071	07/15/2003	0	07/15/2003	07/21/2003
Ticket Number:	0000066070	07/15/2003	10	07/25/2003	07/31/2003
Ticket Number:	0000066422	07/22/2003	13	08/04/2003	08/11/2003
Ticket Number:	0000066419	07/22/2003	1		07/23/2003
Ticket Number:	0000066418	07/22/2003	0		07/22/2003
Ticket Number:	0000066006	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000065992	07/14/2003	9	07/23/2003	07/29/2003
Ticket Number:	0000065895	07/11/2003	0	07/11/2003	07/17/2003
Ticket Number:	0000065611	07/08/2003	0	07/08/2003	07/14/2003
Ticket Number:	0000065347	07/01/2003	1		07/02/2003
Ticket Number:	0000065389	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065436	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000066109	07/15/2003	6	07/21/2003	07/28/2003
Ticket Number:	0000065636	07/08/2003	0		07/08/2003

SysCore

Ticket Number:	0000065571	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065570	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065509	07/07/2003	0	07/07/2003	07/14/2003
Ticket Number:	0000065403	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065369	07/02/2003	0	07/02/2003	07/02/2003
-----			-----		
Average time to ticket resolution for	sbrown7		1		
Maximum time to ticket resolution for	sbrown7		14		
Minimum time to ticket resolution for	sbrown7		0		

SysCore
tim

Total: **82**

SysCore

	Closed	Total:	82		
Ticket Number:	0000065434	07/03/2003	6		07/09/2003
Ticket Number:	0000065652	07/08/2003	6	07/14/2003	07/21/2003
Ticket Number:	0000065582	07/07/2003	1		07/09/2003
Ticket Number:	0000065548	07/07/2003	53		08/29/2003
Ticket Number:	0000065591	07/08/2003	1		07/09/2003
Ticket Number:	0000065476	07/04/2003	5		07/09/2003
Ticket Number:	0000065473	07/04/2003	5		07/09/2003
Ticket Number:	0000065472	07/04/2003	5		07/09/2003
Ticket Number:	0000065471	07/03/2003	5		07/09/2003
Ticket Number:	0000065468	07/03/2003	6		07/09/2003
Ticket Number:	0000065447	07/03/2003	6		07/09/2003
Ticket Number:	0000065444	07/03/2003	0	07/03/2003	07/09/2003
Ticket Number:	0000065443	07/03/2003	6		07/09/2003
Ticket Number:	0000065536	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number:	0000065497	07/06/2003	2		07/09/2003
Ticket Number:	0000065488	07/05/2003	4		07/09/2003
Ticket Number:	0000065486	07/05/2003	4		07/09/2003
Ticket Number:	0000065482	07/05/2003	4		07/09/2003
Ticket Number:	0000065481	07/05/2003	4		07/09/2003
Ticket Number:	0000065480	07/05/2003	4		07/09/2003
Ticket Number:	0000065477	07/04/2003	5		07/09/2003
Ticket Number:	0000065429	07/03/2003	6		07/09/2003
Ticket Number:	0000065423	07/02/2003	7		07/09/2003
Ticket Number:	0000065421	07/02/2003	7		07/09/2003
Ticket Number:	0000065419	07/02/2003	7		07/09/2003
Ticket Number:	0000065413	07/02/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065406	07/02/2003	1	07/03/2003	07/09/2003
Ticket Number:	0000065531	07/07/2003	2	07/09/2003	07/15/2003
Ticket Number:	0000065378	07/02/2003	7		07/09/2003
Ticket Number:	0000065688	07/08/2003	1		07/09/2003
Ticket Number:	0000065685	07/08/2003	1		07/09/2003
Ticket Number:	0000065683	07/08/2003	1		07/09/2003
Ticket Number:	0000065672	07/08/2003	1		07/09/2003
Ticket Number:	0000065671	07/08/2003	1		07/09/2003
Ticket Number:	0000065670	07/08/2003	1		07/09/2003
Ticket Number:	0000065663	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065661	07/08/2003	1		07/09/2003
Ticket Number:	0000065660	07/08/2003	1		07/09/2003
Ticket Number:	0000065706	07/09/2003	0	07/09/2003	07/15/2003
Ticket Number:	0000065702	07/09/2003	0		07/09/2003
Ticket Number:	0000065701	07/09/2003	0		07/09/2003
Ticket Number:	0000065700	07/09/2003	0		07/09/2003
Ticket Number:	0000065699	07/09/2003	0		07/09/2003
Ticket Number:	0000065694	07/08/2003	1		07/09/2003
Ticket Number:	0000065691	07/08/2003	1	07/09/2003	07/15/2003
Ticket Number:	0000065363	07/02/2003	7		07/09/2003
Ticket Number:	0000065361	07/01/2003	0	07/02/2003	07/08/2003
Ticket Number:	0000065360	07/01/2003	7		07/09/2003
Ticket Number:	0000065358	07/01/2003	7		07/09/2003
Ticket Number:	0000065357	07/01/2003	8		07/09/2003
Ticket Number:	0000065356	07/01/2003	8		07/09/2003
Ticket Number:	0000065348	07/01/2003	8		07/09/2003
Ticket Number:	0000065322	07/01/2003	0	07/01/2003	07/07/2003

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Ticket Number:	0000065379	07/02/2003	7		07/09/2003
Ticket Number:	0000065275	07/01/2003	8		07/09/2003
Ticket Number:	0000065448	07/03/2003	6		07/09/2003
Ticket Number:	0000065568	07/07/2003	2		07/09/2003
Ticket Number:	0000065273	07/01/2003	8		07/09/2003
Ticket Number:	0000065274	07/01/2003	8		07/09/2003
Ticket Number:	0000065321	07/01/2003	0	07/01/2003	07/07/2003
Ticket Number:	0000065317	07/01/2003	8		07/09/2003
Ticket Number:	0000065822	07/10/2003	1	07/11/2003	07/17/2003
Ticket Number:	0000065857	07/10/2003	0	07/10/2003	07/16/2003
Ticket Number:	0000066158	07/16/2003	9	07/25/2003	07/31/2003
Ticket Number:	0000065960	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000066061	07/15/2003	45		08/29/2003
Ticket Number:	0000066317	07/21/2003	0	07/21/2003	07/21/2003
Ticket Number:	0000066285	07/20/2003	0	07/20/2003	07/28/2003
Ticket Number:	0000066245	07/18/2003	0	07/18/2003	07/24/2003
Ticket Number:	0000066393	07/22/2003	0	07/22/2003	07/28/2003
Ticket Number:	0000066201	07/17/2003	0	07/17/2003	07/23/2003
Ticket Number:	0000065986	07/14/2003	0	07/14/2003	07/21/2003
Ticket Number:	0000066497	07/23/2003	2	07/25/2003	07/31/2003
Ticket Number:	0000066584	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066629	07/26/2003	2	07/28/2003	08/04/2003
Ticket Number:	0000066706	07/28/2003	1	07/29/2003	08/04/2003
Ticket Number:	0000066886	07/31/2003	11	08/11/2003	08/18/2003
Ticket Number:	0000066842	07/31/2003	1		08/01/2003
Ticket Number:	0000066648	07/28/2003	0	07/28/2003	08/04/2003
Ticket Number:	0000066633	07/26/2003	34	08/29/2003	09/04/2003
Ticket Number:	0000066598	07/25/2003	0	07/25/2003	07/31/2003
Ticket Number:	0000066503	07/23/2003	0	07/23/2003	07/29/2003
<hr/>					
Average time to ticket resolution for	tim		5		
Maximum time to ticket resolution for	tim		53		
Minimum time to ticket resolution for	tim		0		

SysCore

Average time to ticket resolution for

SysCore

4

Maximum time to ticket resolution for

SysCore

63

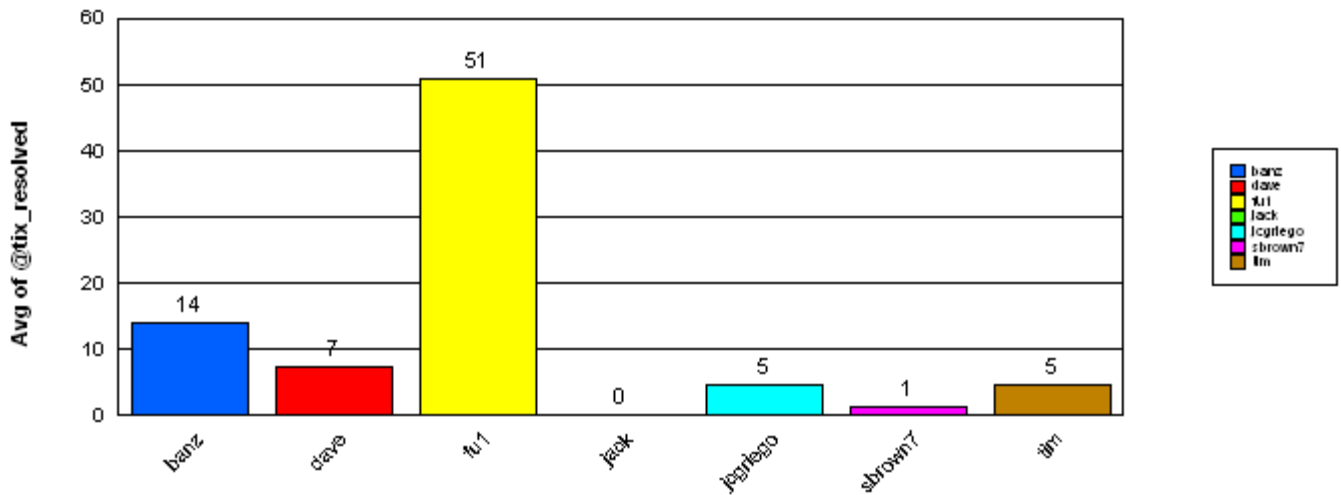
Minimum time to ticket resolution for

SysCore

0

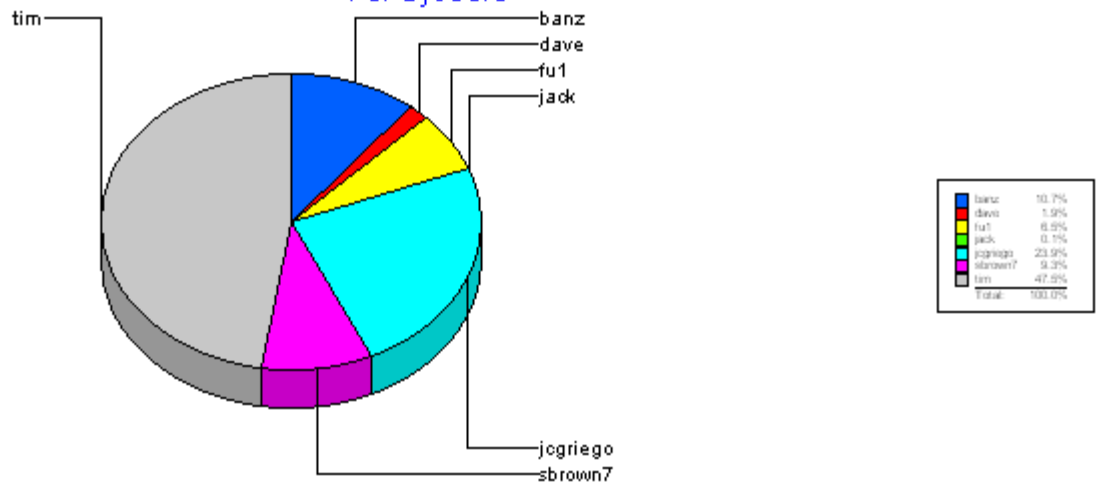
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

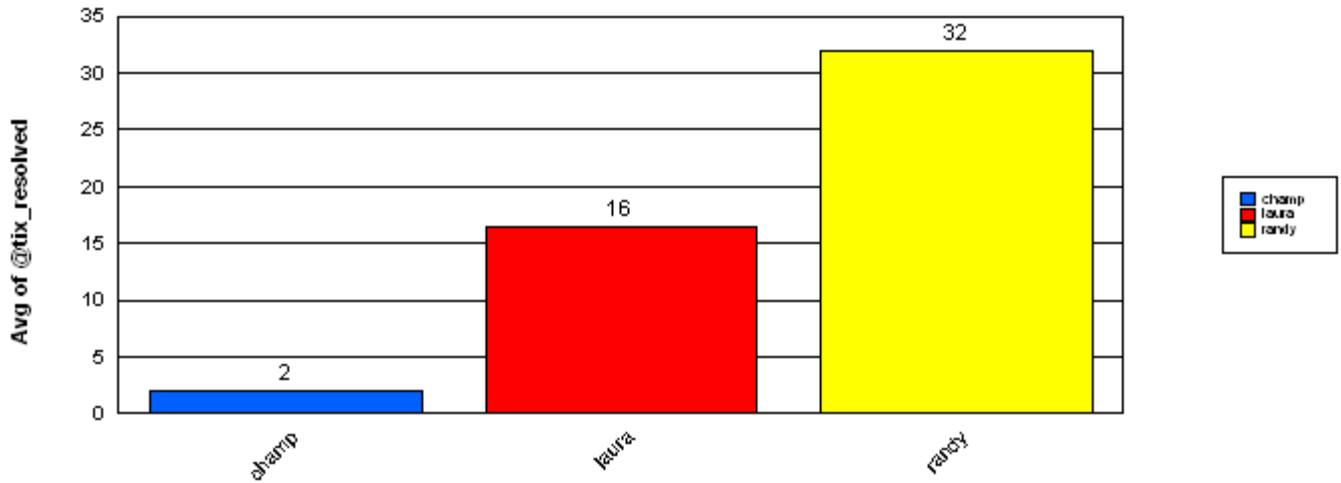
		Total:	23	
champ		<u>Total:</u>	15	
Closed		<u>Total:</u>	15	
Ticket Number:	0000066725	07/29/2003	1	07/30/2003 08/05/2003
Ticket Number:	0000066783	07/30/2003	0	07/30/2003
Ticket Number:	0000066835	07/30/2003	1	08/01/2003
Ticket Number:	0000065947	07/12/2003	1	07/14/2003
Ticket Number:	0000065965	07/14/2003	0	07/14/2003
Ticket Number:	0000065968	07/14/2003	0	07/14/2003
Ticket Number:	0000066125	07/16/2003	2	07/18/2003
Ticket Number:	0000065414	07/02/2003	5	07/07/2003
Ticket Number:	0000065422	07/02/2003	3	07/05/2003
Ticket Number:	0000065459	07/03/2003	4	07/07/2003
Ticket Number:	0000065537	07/07/2003	2	07/09/2003 07/15/2003
Ticket Number:	0000065727	07/09/2003	0	07/09/2003
Ticket Number:	0000065487	07/05/2003	2	07/07/2003
Ticket Number:	0000065415	07/02/2003	5	07/07/2003
Ticket Number:	0000065418	07/02/2003	3	07/05/2003
-----		-----	-----	-----
Average time to ticket resolution for		champ	2	
Maximum time to ticket resolution for		champ	5	
Minimum time to ticket resolution for		champ	0	
<hr/>		<hr/>	<hr/>	<hr/>
laura		<u>Total:</u>	6	
Closed		<u>Total:</u>	6	
Ticket Number:	0000065335	07/01/2003	2	07/03/2003
Ticket Number:	0000065543	07/07/2003	71	09/16/2003
Ticket Number:	0000065376	07/02/2003	6	07/08/2003 07/14/2003
Ticket Number:	0000065366	07/02/2003	14	07/16/2003 07/22/2003
Ticket Number:	0000065753	07/09/2003	6	07/15/2003
Ticket Number:	0000065896	07/11/2003	0	07/11/2003 07/17/2003
-----		-----	-----	-----
Average time to ticket resolution for		laura	16	
Maximum time to ticket resolution for		laura	71	
Minimum time to ticket resolution for		laura	0	
<hr/>		<hr/>	<hr/>	<hr/>
randy		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000065286	07/01/2003	0	07/01/2003 07/07/2003
Ticket Number:	0000065345	07/01/2003	64	09/03/2003 09/09/2003
-----		-----	-----	-----
Average time to ticket resolution for		randy	32	
Maximum time to ticket resolution for		randy	64	
Minimum time to ticket resolution for		randy	0	

SysDept

Average time to ticket resolution for	SysDept	8
Maximum time to ticket resolution for	SysDept	71
Minimum time to ticket resolution for	SysDept	0

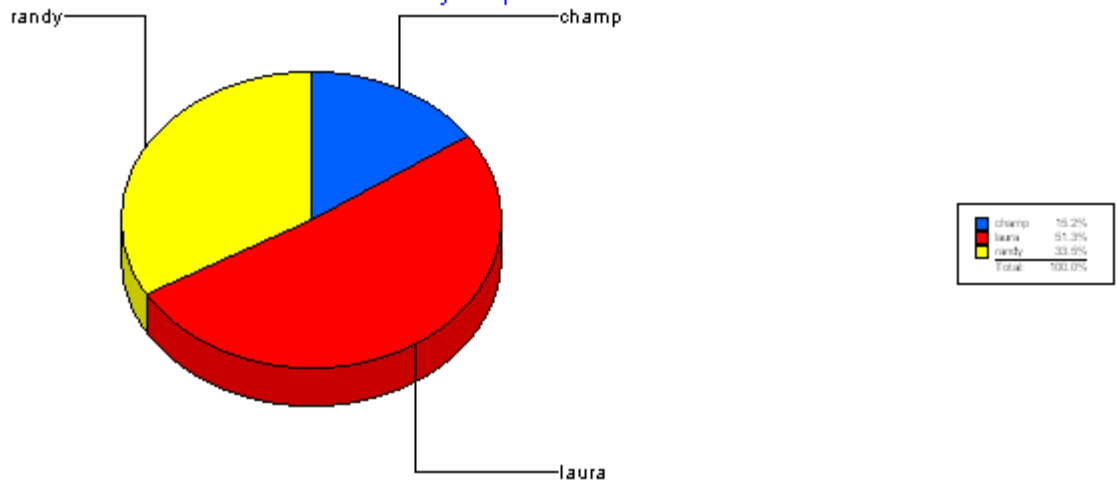
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 07/01/2003 and 07/31/2003 : 1319

Total Remedy Tickets Created between: 07/01/2003 and 07/31/2003 : 1319

Maximum time to resolution	72
Minimum time to resolution	0
Total Average time to ticket resolution	2.59