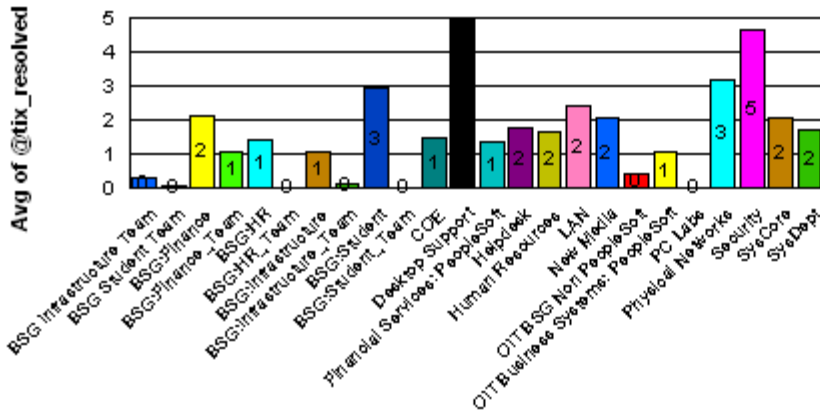
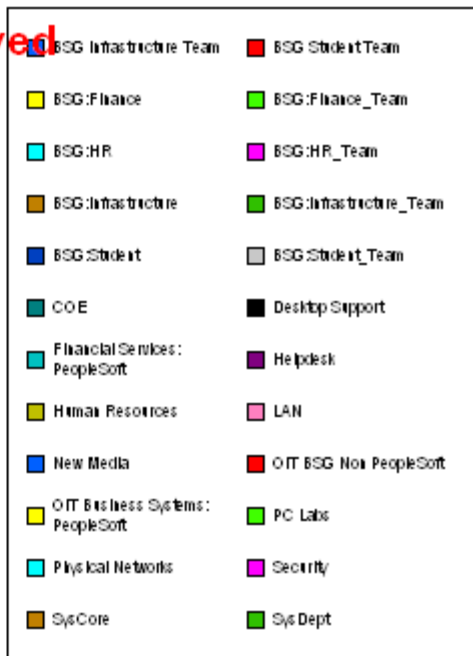
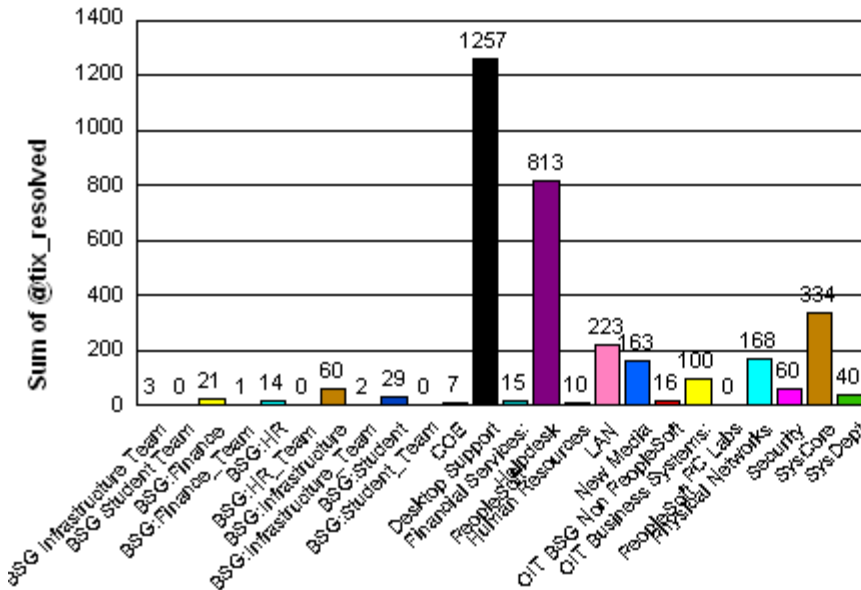


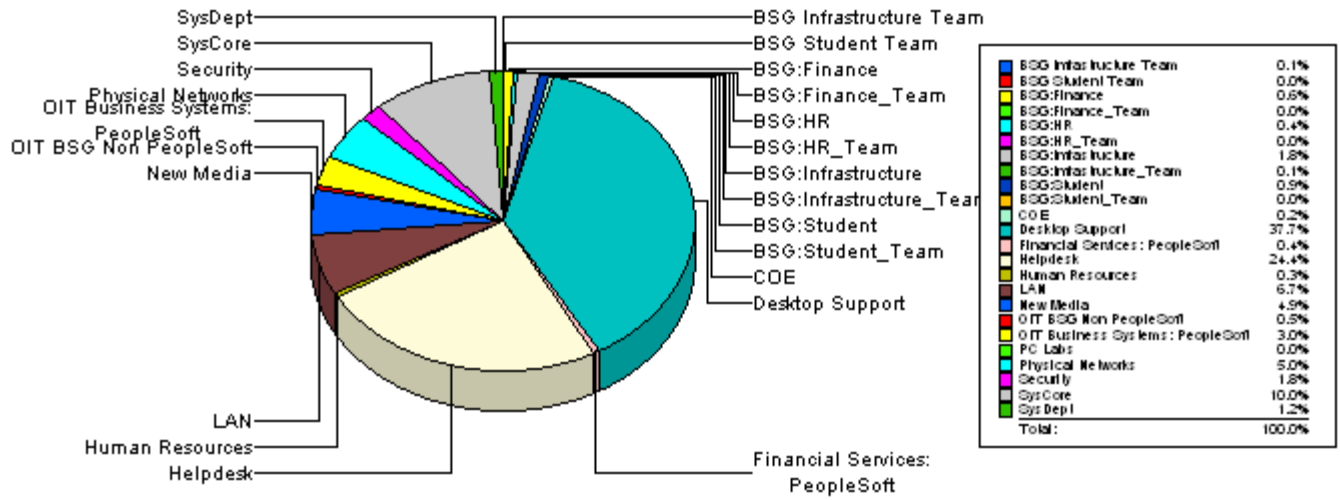
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



BSG Infrastructure Te

		<u>Total:</u>	11		
chriss		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000120902	07/17/2005	1	07/18/2005	07/25/2005
Ticket Number:	0000120903	07/17/2005	1	07/18/2005	07/25/2005

Average time to ticket resolution for		chriss	1		
Maximum time to ticket resolution for		chriss	1		
Minimum time to ticket resolution for		chriss	1		
<hr/>					
jeremy		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000120850	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120853	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120856	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120864	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120938	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120934	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120871	07/15/2005	0	07/15/2005	07/21/2005

Average time to ticket resolution for		jeremy	0		
Maximum time to ticket resolution for		jeremy	0		
Minimum time to ticket resolution for		jeremy	0		
<hr/>					
kirby		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000120905	07/17/2005	1	07/18/2005	07/25/2005

Average time to ticket resolution for		kirby	1		
Maximum time to ticket resolution for		kirby	1		
Minimum time to ticket resolution for		kirby	1		
<hr/>					
ostrove		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000120885	07/15/2005	0	07/15/2005	07/21/2005

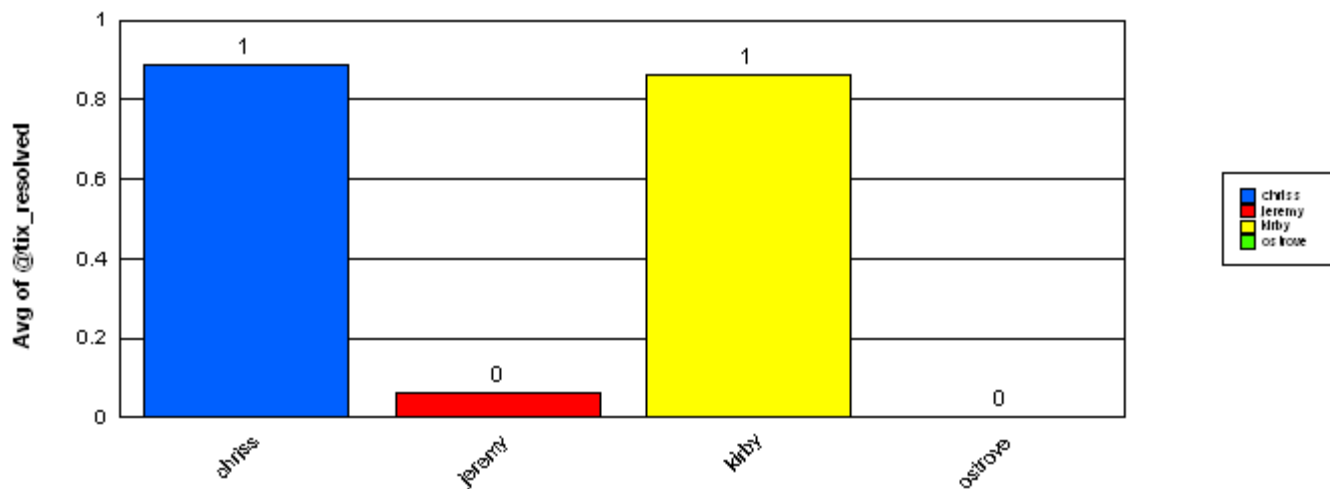
Average time to ticket resolution for		ostrove	0		
Maximum time to ticket resolution for		ostrove	0		
Minimum time to ticket resolution for		ostrove	0		
<hr/>					

BSG Infrastructure Te

Average time to ticket resolution for	BSG Infrastru	0
Maximum time to ticket resolution for	BSG Infrastru	1
Minimum time to ticket resolution for	BSG Infrastru	0

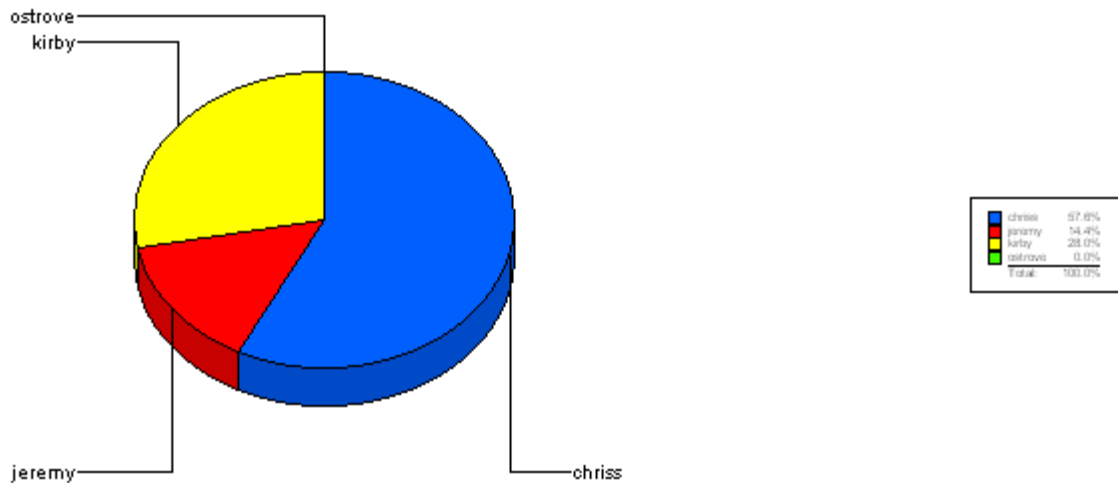
Avg of Each Ticket Resolved

For BSG Infrastructure Team



Percentage of Sum of Tickets Resolved

For BSG Infrastructure Team



BSG Student Team

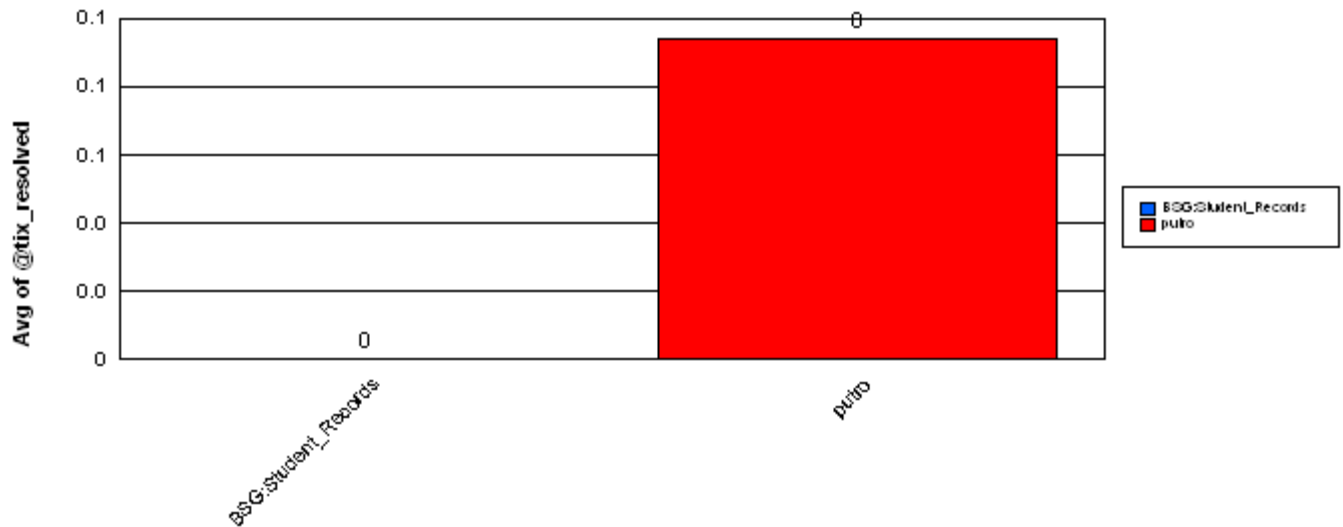
		<u>Total:</u>	2	
BSG:Student_Records		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000120928	07/18/2005	0	07/18/2005
-----		-----	-----	
Average time to ticket resolution for	BSG:Student_R		0	
Maximum time to ticket resolution for	BSG:Student_R		0	
Minimum time to ticket resolution for	BSG:Student_R		0	
<hr/>		<u>Total:</u>	1	
putro		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000120863	07/15/2005	0	07/15/2005
-----		-----	-----	
Average time to ticket resolution for	putro		0	
Maximum time to ticket resolution for	putro		0	
Minimum time to ticket resolution for	putro		0	
<hr/>		<hr/>	<hr/>	

BSG Student Team

Average time to ticket resolution for	BSG Student T	0
Maximum time to ticket resolution for	BSG Student T	0
Minimum time to ticket resolution for	BSG Student T	0

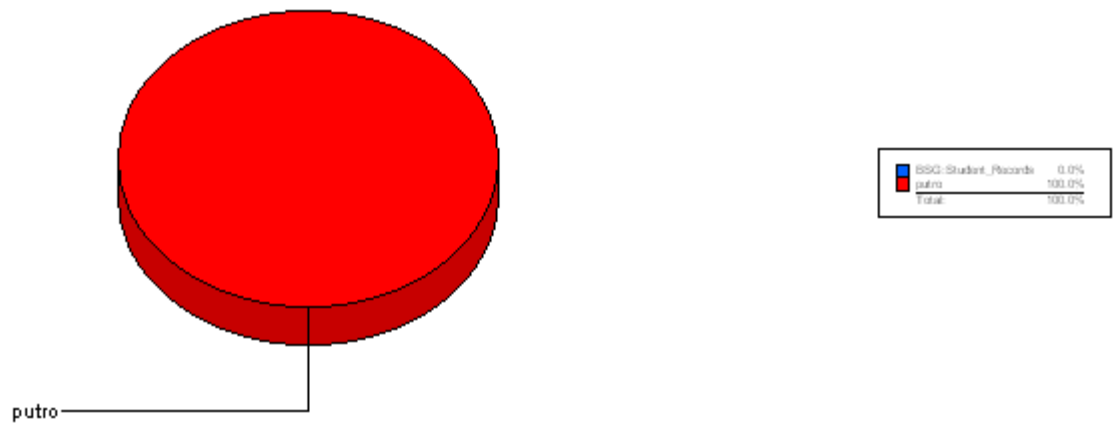
Avg of Each Ticket Resolved

For BSG Student Team



Percentage of Sum of Tickets Resolved

For BSG Student Team



BSG:Finance

		<u>Total:</u>	10		
dharley		<u>Total:</u>	3		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000121686	07/28/2005	1	07/29/2005	
Ticket Number:	0000121697	07/28/2005	1	07/29/2005	
Closed		<u>Total:</u>	1		
Ticket Number:	0000121124	07/20/2005	1	07/21/2005	07/27/2005

Average time to ticket resolution for		dharley	1		
Maximum time to ticket resolution for		dharley	1		
Minimum time to ticket resolution for		dharley	1		
<hr/>					
psimon		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000121084	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121293	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000120774	07/14/2005	12	07/26/2005	08/01/2005

Average time to ticket resolution for		psimon	4		
Maximum time to ticket resolution for		psimon	12		
Minimum time to ticket resolution for		psimon	0		
<hr/>					
slong		<u>Total:</u>	4		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000121532	07/27/2005	2	07/29/2005	
Ticket Number:	0000121746	07/29/2005	3	08/01/2005	
Closed		<u>Total:</u>	2		
Ticket Number:	0000121206	07/21/2005	1	07/22/2005	07/28/2005
Ticket Number:	0000121302	07/22/2005	0	07/22/2005	07/28/2005

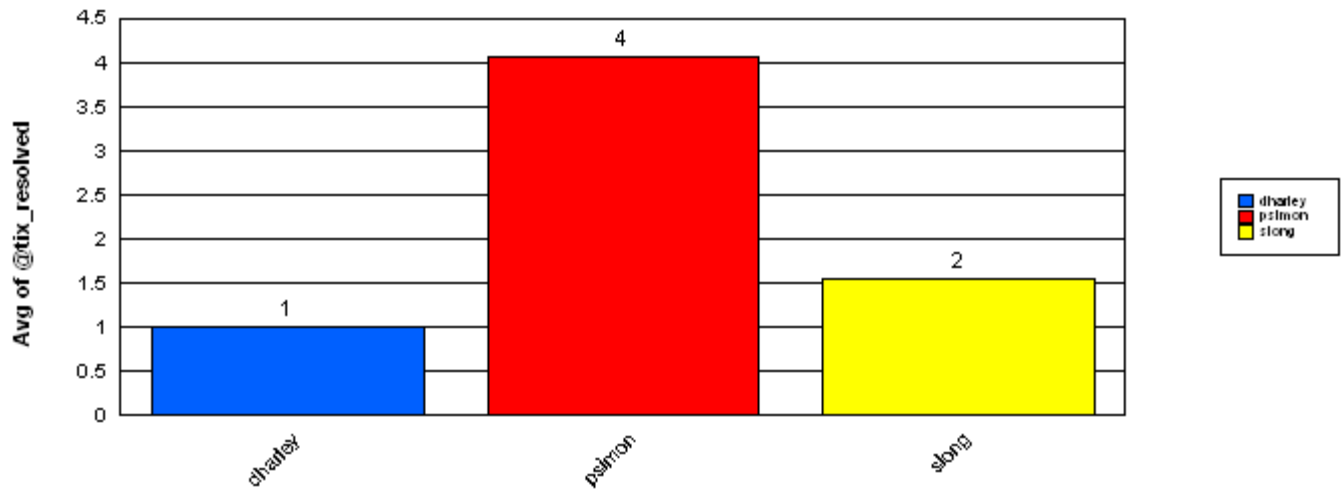
Average time to ticket resolution for		slong	2		
Maximum time to ticket resolution for		slong	3		
Minimum time to ticket resolution for		slong	0		
<hr/>					

BSG:Finance

Average time to ticket resolution for	BSG:Finance	2
Maximum time to ticket resolution for	BSG:Finance	12
Minimum time to ticket resolution for	BSG:Finance	0

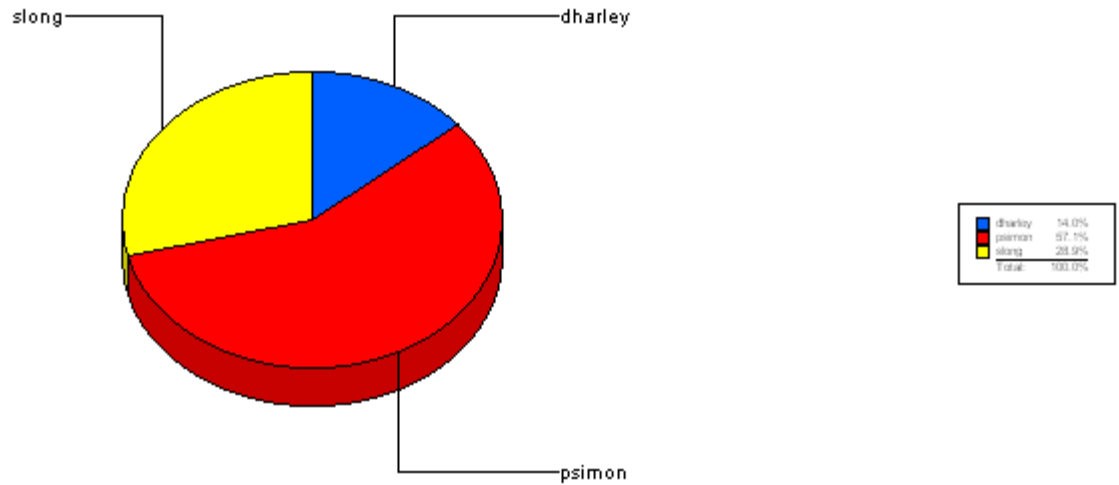
Avg of Each Ticket Resolved

For BSG:Finance



Percentage of Sum of Tickets Resolved

For BSG:Finance

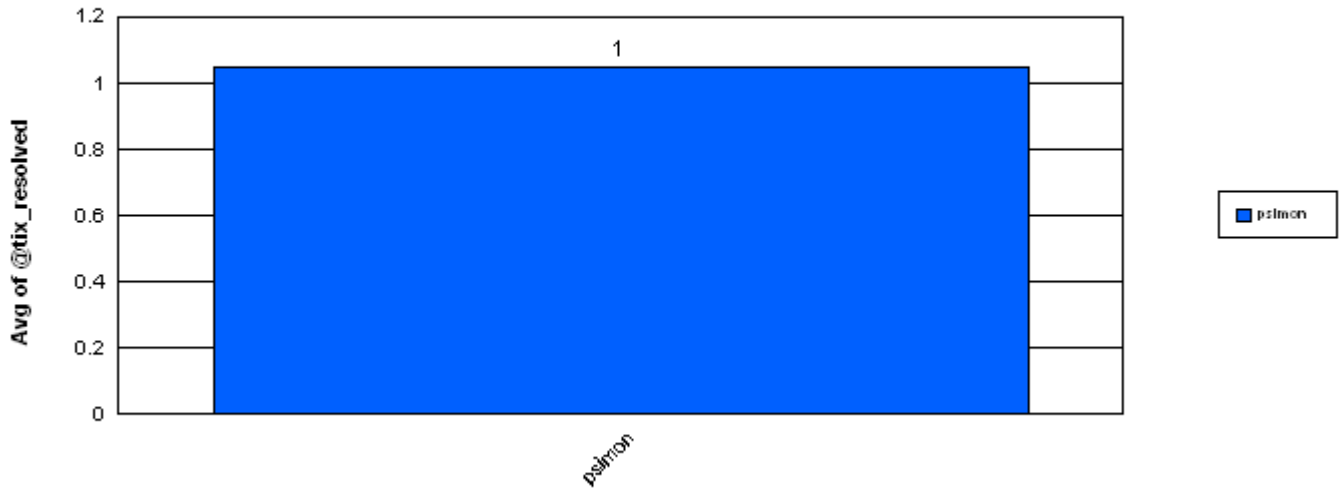


BSG:Finance_Team

		Total:	1		
psimon		Total:	1		
	Closed	Total:	1		
Ticket Number:	0000120996	07/19/2005	1	07/20/2005	07/26/2005
-----		-----		-----	
Average time to ticket resolution for	psimon		1		
Maximum time to ticket resolution for	psimon		1		
Minimum time to ticket resolution for	psimon		1		
-----		-----		-----	
Average time to ticket resolution for	BSG:Finance_T		1		
Maximum time to ticket resolution for	BSG:Finance_T		1		
Minimum time to ticket resolution for	BSG:Finance_T		1		

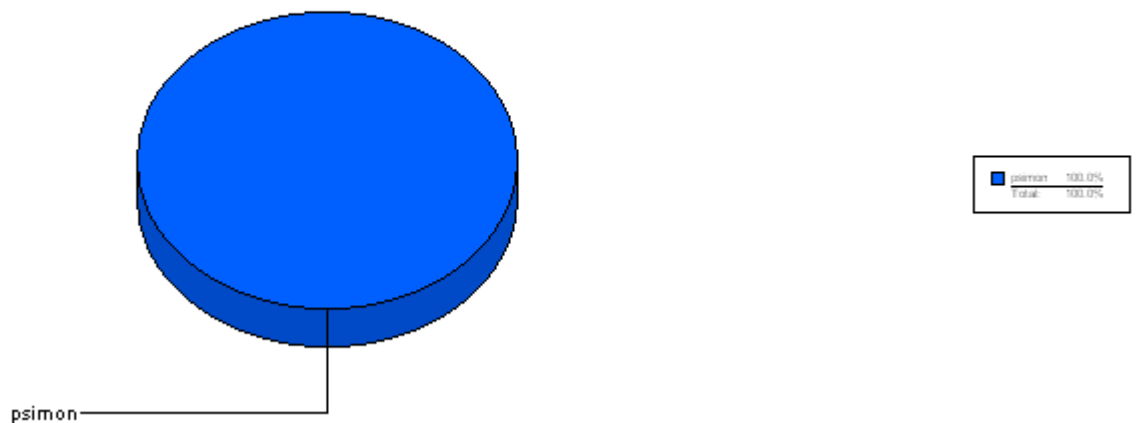
Avg of Each Ticket Resolved

For BSG:Finance_Team



Percentage of Sum of Tickets Resolved

For BSG:Finance_Team



BSG:HR

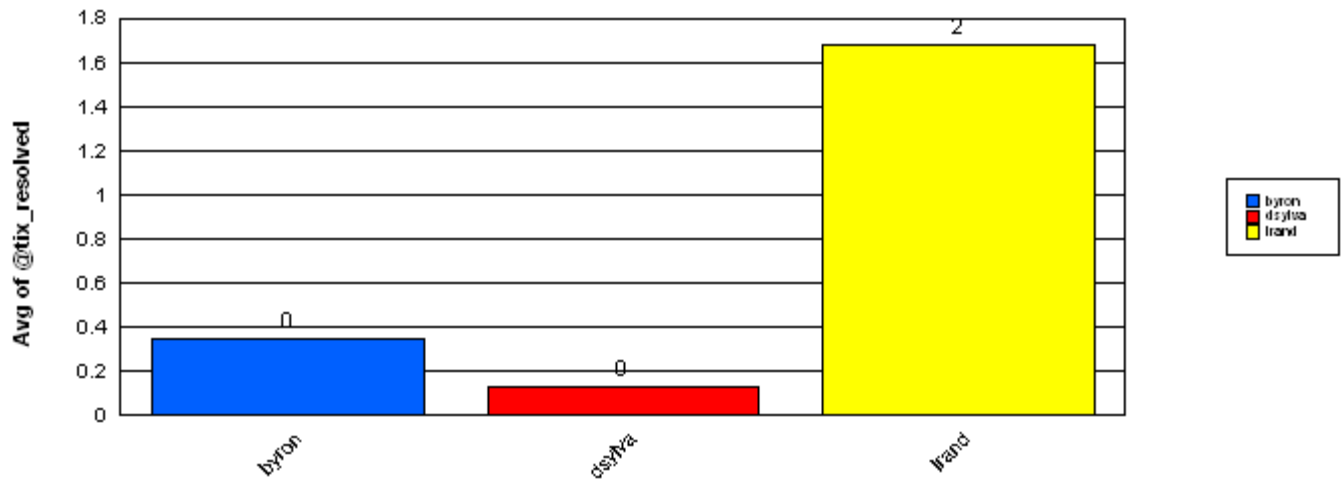
		<u>Total:</u>	10	
byron		<u>Total:</u>		1
Closed		<u>Total:</u>		1
Ticket Number:	0000121709	07/29/2005	0	07/29/2005
<hr/>				
Average time to ticket resolution for	byron		0	
Maximum time to ticket resolution for	byron		0	
Minimum time to ticket resolution for	byron		0	
<hr/>				
dsylva		<u>Total:</u>		1
Resolved		<u>Total:</u>		1
Ticket Number:	0000121718	07/29/2005	0	07/29/2005
<hr/>				
Average time to ticket resolution for	dsylva		0	
Maximum time to ticket resolution for	dsylva		0	
Minimum time to ticket resolution for	dsylva		0	
<hr/>				
lrand		<u>Total:</u>		8
Resolved		<u>Total:</u>		3
Ticket Number:	0000121517	07/26/2005	1	07/27/2005
Ticket Number:	0000121732	07/29/2005	0	07/29/2005
Ticket Number:	0000121759	07/29/2005	3	08/01/2005
<hr/>				
Closed		<u>Total:</u>		5
Ticket Number:	0000121209	07/21/2005	4	07/25/2005
Ticket Number:	0000121404	07/25/2005	0	07/25/2005
Ticket Number:	0000121424	07/25/2005	1	07/26/2005
Ticket Number:	0000121638	07/28/2005	0	07/28/2005
Ticket Number:	0000121235	07/21/2005	5	07/26/2005
<hr/>				
Average time to ticket resolution for	lrand		2	
Maximum time to ticket resolution for	lrand		5	
Minimum time to ticket resolution for	lrand		0	

BSG:HR

Average time to ticket resolution for	BSG:HR	1
Maximum time to ticket resolution for	BSG:HR	5
Minimum time to ticket resolution for	BSG:HR	0

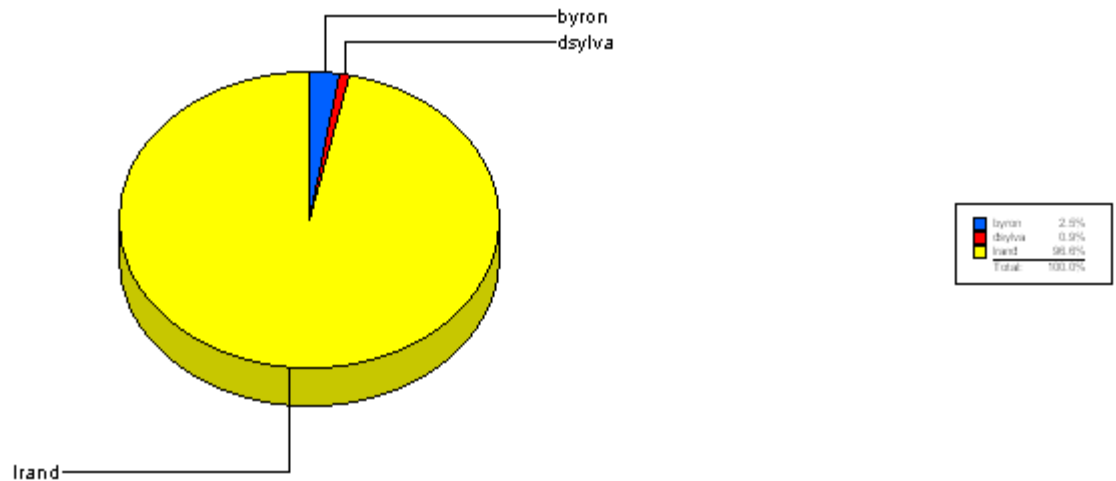
Avg of Each Ticket Resolved

For BSG:HR



Percentage of Sum of Tickets Resolved

For BSG:HR

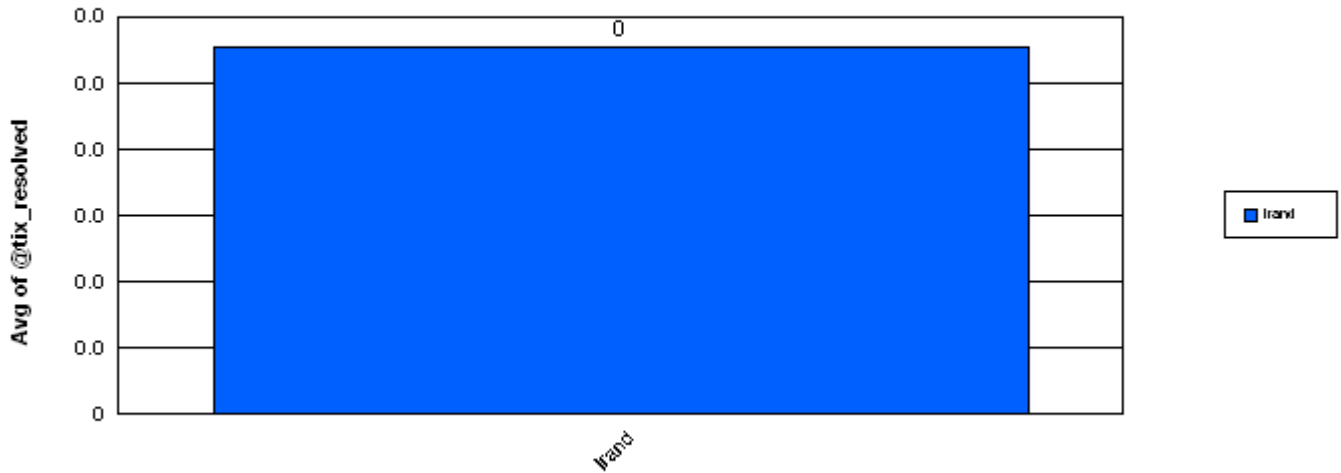


BSG:HR_Team

		Total:	1		
Brand	Closed	Total:	1		
Ticket Number:	0000121069	07/19/2005	0	07/19/2005	
-----		-----		-----	
Average time to ticket resolution for	Brand		0		
Maximum time to ticket resolution for	Brand		0		
Minimum time to ticket resolution for	Brand		0		
-----		-----		-----	
Average time to ticket resolution for	BSG:HR_Team		0		
Maximum time to ticket resolution for	BSG:HR_Team		0		
Minimum time to ticket resolution for	BSG:HR_Team		0		

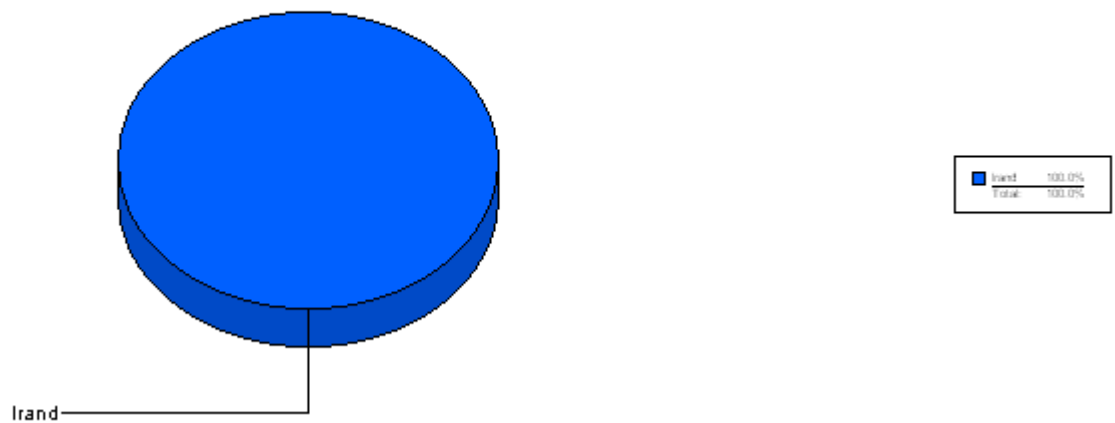
Avg of Each Ticket Resolved

For BSG:HR_Team



Percentage of Sum of Tickets Resolved

For BSG:HR_Team



BSG:Infrastructure

		<u>Total:</u>	56		
chriss		<u>Total:</u>	3		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000121769	07/29/2005	3	08/01/2005	
Closed		<u>Total:</u>	2		
Ticket Number:	0000121178	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121263	07/22/2005	0	07/22/2005	07/28/2005

Average time to ticket resolution for		chriss	1		
Maximum time to ticket resolution for		chriss	3		
Minimum time to ticket resolution for		chriss	0		
<hr/>					
haddaway		<u>Total:</u>	6		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000121700	07/28/2005	1	07/29/2005	07/29/2005
Closed		<u>Total:</u>	5		
Ticket Number:	0000121494	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000120495	07/11/2005	15	07/26/2005	08/01/2005
Ticket Number:	0000121131	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121269	07/22/2005	0		07/22/2005
Ticket Number:	0000121421	07/25/2005	0	07/25/2005	08/01/2005

Average time to ticket resolution for		haddaway	3		
Maximum time to ticket resolution for		haddaway	15		
Minimum time to ticket resolution for		haddaway	0		
<hr/>					

BSG:Infrastructure

jeremy

Total: 37

Resolved

Total: 18

Ticket Number:	0000121176	07/21/2005	6	07/27/2005
Ticket Number:	0000121546	07/27/2005	0	07/27/2005
Ticket Number:	0000121559	07/27/2005	0	07/27/2005
Ticket Number:	0000121572	07/27/2005	0	07/27/2005
Ticket Number:	0000121598	07/27/2005	5	08/01/2005
Ticket Number:	0000121597	07/27/2005	1	07/28/2005
Ticket Number:	0000121766	07/29/2005	0	07/29/2005
Ticket Number:	0000121742	07/29/2005	0	07/29/2005
Ticket Number:	0000121713	07/29/2005	0	07/29/2005
Ticket Number:	0000121695	07/28/2005	0	07/28/2005
Ticket Number:	0000121601	07/27/2005	1	07/28/2005
Ticket Number:	0000121730	07/29/2005	0	07/29/2005
Ticket Number:	0000121576	07/27/2005	0	07/27/2005
Ticket Number:	0000121570	07/27/2005	0	07/27/2005
Ticket Number:	0000121552	07/27/2005	0	07/27/2005
Ticket Number:	0000121544	07/27/2005	0	07/27/2005
Ticket Number:	0000121259	07/22/2005	7	07/29/2005
Ticket Number:	0000121646	07/28/2005	0	07/28/2005

Closed

Total: 19

Ticket Number:	0000121266	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121239	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121373	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121500	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121508	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121521	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121511	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121554	07/27/2005	2		07/29/2005
Ticket Number:	0000121504	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121378	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121401	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121462	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121177	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121387	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121294	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121277	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121134	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number:	0000121133	07/20/2005	0		07/20/2005
Ticket Number:	0000121044	07/19/2005	2	07/21/2005	07/27/2005

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

BSG:Infrastructure

jgood

Total: 8

Resolved

Total: 2

Ticket Number:	0000121650	07/28/2005	0	07/28/2005
Ticket Number:	0000121670	07/28/2005	0	07/28/2005

Closed

Total: 6

Ticket Number:	0000121100	07/20/2005	6	07/26/2005	08/01/2005
Ticket Number:	0000120907	07/17/2005	4	07/21/2005	07/27/2005
Ticket Number:	0000121261	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121118	07/20/2005	2	07/22/2005	07/28/2005
Ticket Number:	0000121129	07/20/2005	2	07/22/2005	07/28/2005
Ticket Number:	0000121492	07/26/2005	0	07/26/2005	08/01/2005

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

kirby

Total: 2

Closed

Total: 2

Ticket Number:	0000121278	07/22/2005	0	07/22/2005
Ticket Number:	0000121276	07/22/2005	0	07/22/2005

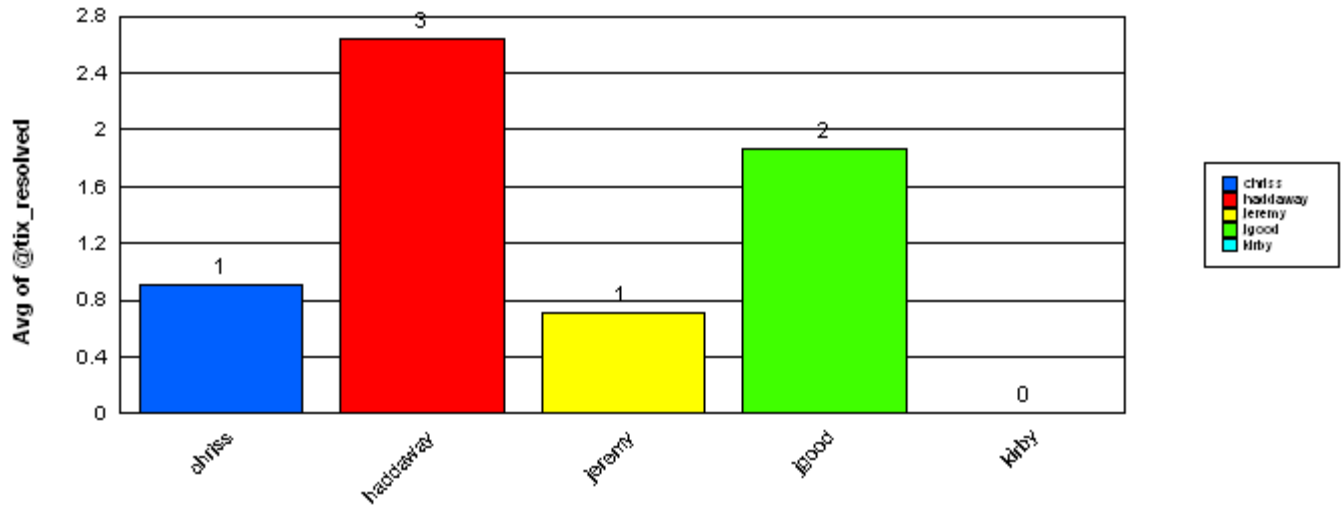
Average time to ticket resolution for	kirby	0
Maximum time to ticket resolution for	kirby	0
Minimum time to ticket resolution for	kirby	0

BSG:Infrastructure

Average time to ticket resolution for	BSG:Infrastuct	1
Maximum time to ticket resolution for	BSG:Infrastuct	15
Minimum time to ticket resolution for	BSG:Infrastuct	0

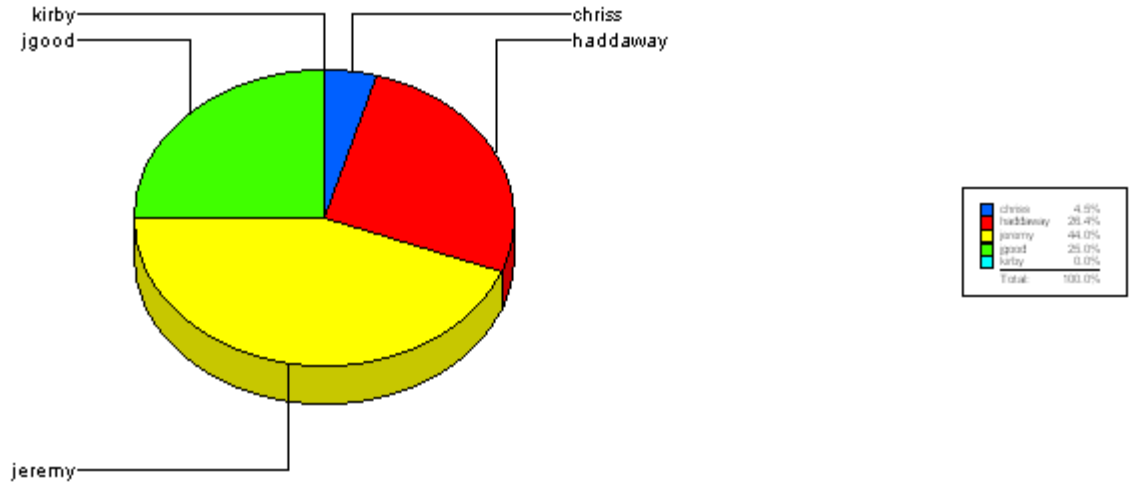
Avg of Each Ticket Resolved

For BSG:Infrastructure



Percentage of Sum of Tickets Resolved

For BSG:Infrastructure



BSG:Infrastructure_Te

		Total:				
		17				
chriss		<u>Total:</u>	7			
Closed		<u>Total:</u>	7			
Ticket Number:	0000120978	07/18/2005	2	07/20/2005	07/26/2005	
Ticket Number:	0000121085	07/20/2005	0	07/20/2005	07/26/2005	
Ticket Number:	0000121102	07/20/2005	0	07/20/2005	07/26/2005	
Ticket Number:	0000121021	07/19/2005	0	07/19/2005	07/25/2005	
Ticket Number:	0000121028	07/19/2005	0	07/19/2005	07/25/2005	
Ticket Number:	0000121103	07/20/2005	0	07/20/2005	07/26/2005	
Ticket Number:	0000121052	07/19/2005	0	07/19/2005	07/25/2005	

Average time to ticket resolution for		chriss	0			
Maximum time to ticket resolution for		chriss	2			
Minimum time to ticket resolution for		chriss	0			
<hr/>						
jeremy		<u>Total:</u>	6			
Closed		<u>Total:</u>	6			
Ticket Number:	0000120999	07/19/2005	0	07/19/2005	07/25/2005	
Ticket Number:	0000121089	07/20/2005	0	07/20/2005	07/26/2005	
Ticket Number:	0000121086	07/20/2005	0	07/20/2005	07/26/2005	
Ticket Number:	0000121068	07/19/2005	0	07/19/2005	07/25/2005	
Ticket Number:	0000121047	07/19/2005	0	07/19/2005	07/25/2005	
Ticket Number:	0000121046	07/19/2005	0	07/19/2005	07/25/2005	

Average time to ticket resolution for		jeremy	0			
Maximum time to ticket resolution for		jeremy	0			
Minimum time to ticket resolution for		jeremy	0			
<hr/>						
kirby		<u>Total:</u>	3			
Closed		<u>Total:</u>	3			
Ticket Number:	0000120995	07/19/2005	0		07/19/2005	
Ticket Number:	0000120998	07/19/2005	0		07/19/2005	
Ticket Number:	0000121000	07/19/2005	0		07/19/2005	

Average time to ticket resolution for		kirby	0			
Maximum time to ticket resolution for		kirby	0			
Minimum time to ticket resolution for		kirby	0			
<hr/>						
ostrove		<u>Total:</u>	1			
Closed		<u>Total:</u>	1			
Ticket Number:	0000120944	07/18/2005	0	07/18/2005	07/25/2005	

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

BSG:Infrastructure_Te

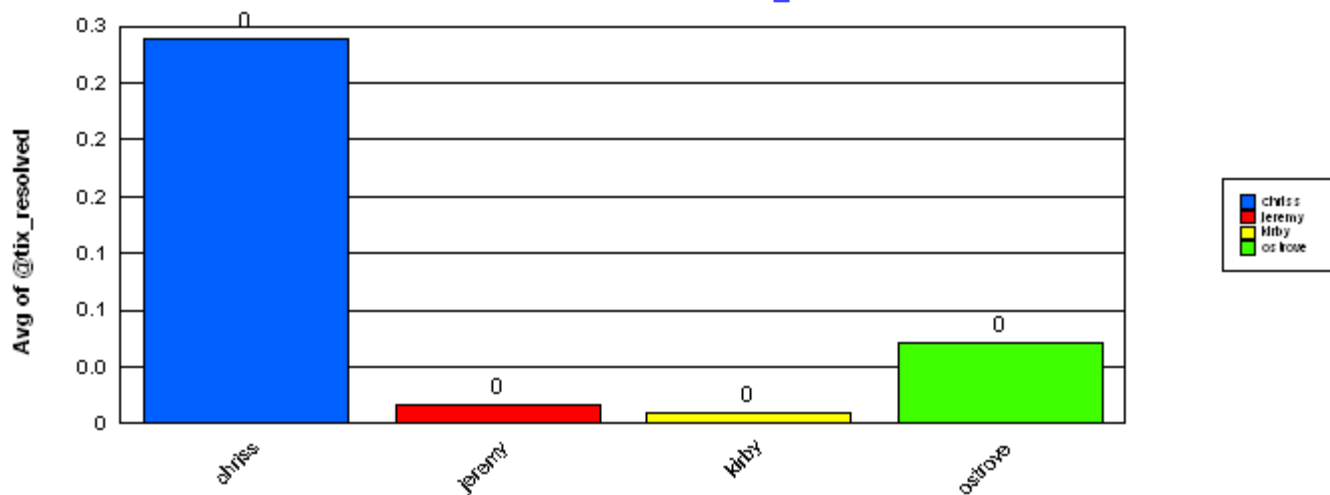
Average time to ticket resolution for BSG:Infrastruct 0

Maximum time to ticket resolution for BSG:Infrastruct 2

Minimum time to ticket resolution for BSG:Infrastruct 0

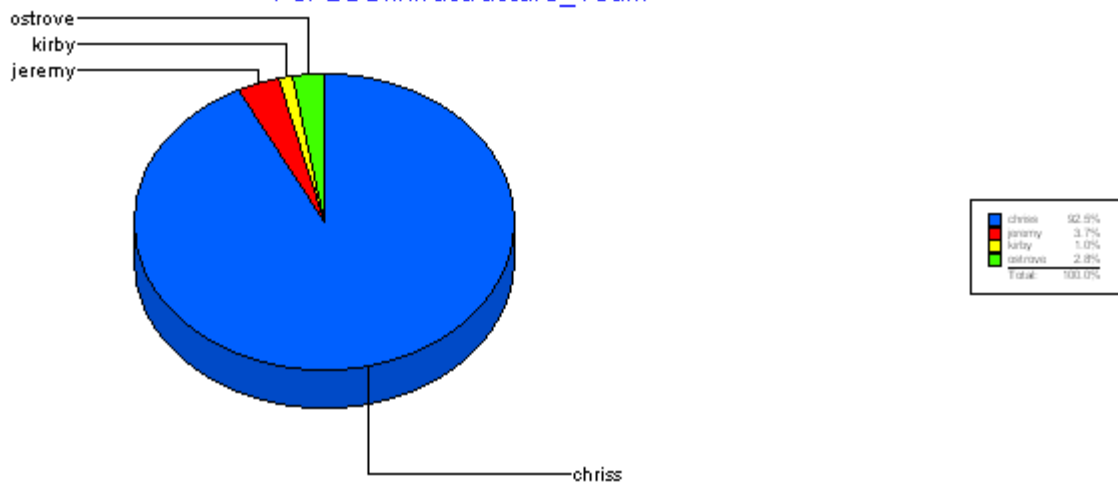
Avg of Each Ticket Resolved

For BSG:Infrastructure_Team



Percentage of Sum of Tickets Resolved

For BSG:Infrastructure_Team



BSG:Student

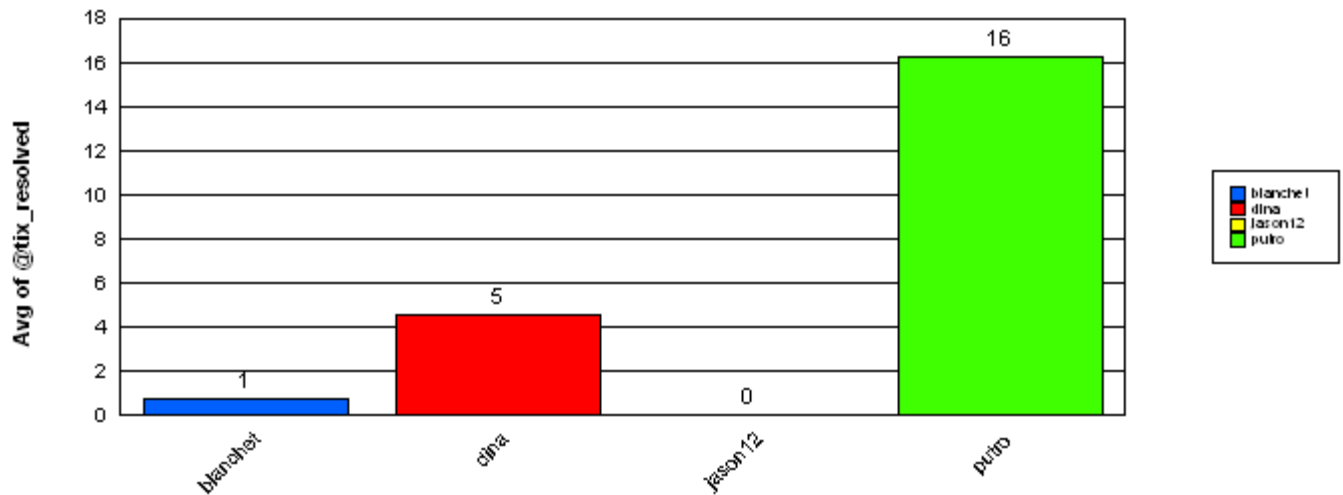
		<u>Total:</u>	10	
blanchet		<u>Total:</u>	5	
Closed		<u>Total:</u>	5	
Ticket Number:	0000121008	07/19/2005	3	07/22/2005
Ticket Number:	0000121362	07/25/2005	0	07/25/2005
Ticket Number:	0000121361	07/25/2005	0	07/25/2005
Ticket Number:	0000121363	07/25/2005	0	07/25/2005
Ticket Number:	0000121364	07/25/2005	0	07/25/2005
-----		-----	-----	-----
Average time to ticket resolution for		blanchet	1	
Maximum time to ticket resolution for		blanchet	3	
Minimum time to ticket resolution for		blanchet	0	
<hr/>		<hr/>	<hr/>	<hr/>
dina		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000121090	07/20/2005	9	07/29/2005
Ticket Number:	0000121236	07/21/2005	0	07/21/2005
-----		-----	-----	-----
Average time to ticket resolution for		dina	5	
Maximum time to ticket resolution for		dina	9	
Minimum time to ticket resolution for		dina	0	
<hr/>		<hr/>	<hr/>	<hr/>
jason12		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000121595	07/27/2005	0	07/27/2005
Ticket Number:	0000121750	07/29/2005	0	07/29/2005
-----		-----	-----	-----
Average time to ticket resolution for		jason12	0	
Maximum time to ticket resolution for		jason12	0	
Minimum time to ticket resolution for		jason12	0	
<hr/>		<hr/>	<hr/>	<hr/>
putro		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000120077	07/05/2005	16	07/21/2005
-----		-----	-----	-----
Average time to ticket resolution for		putro	16	
Maximum time to ticket resolution for		putro	16	
Minimum time to ticket resolution for		putro	16	
<hr/>		<hr/>	<hr/>	<hr/>

BSG:Student

Average time to ticket resolution for	BSG:Student	3
Maximum time to ticket resolution for	BSG:Student	16
Minimum time to ticket resolution for	BSG:Student	0

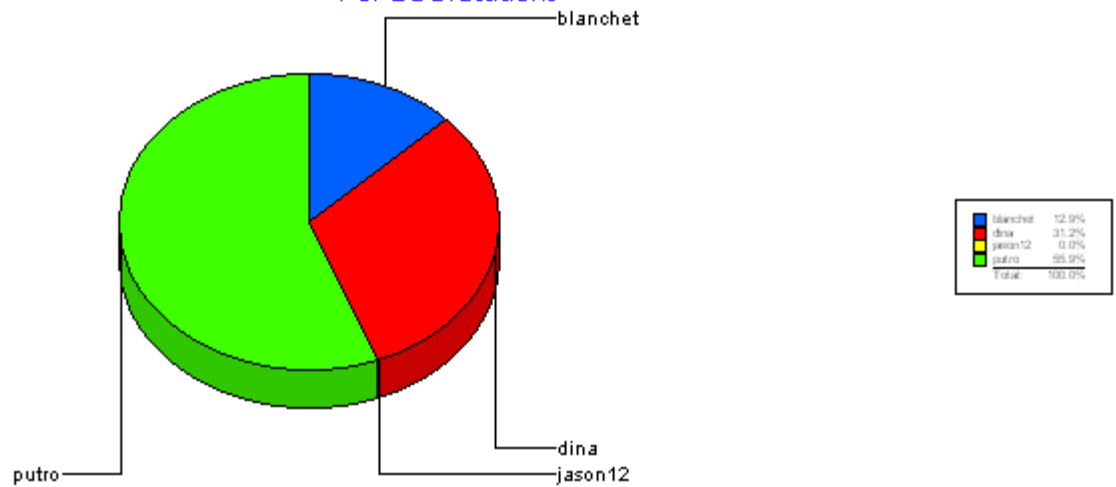
Avg of Each Ticket Resolved

For BSG:Student



Percentage of Sum of Tickets Resolved

For BSG:Student



BSG:Student_Team

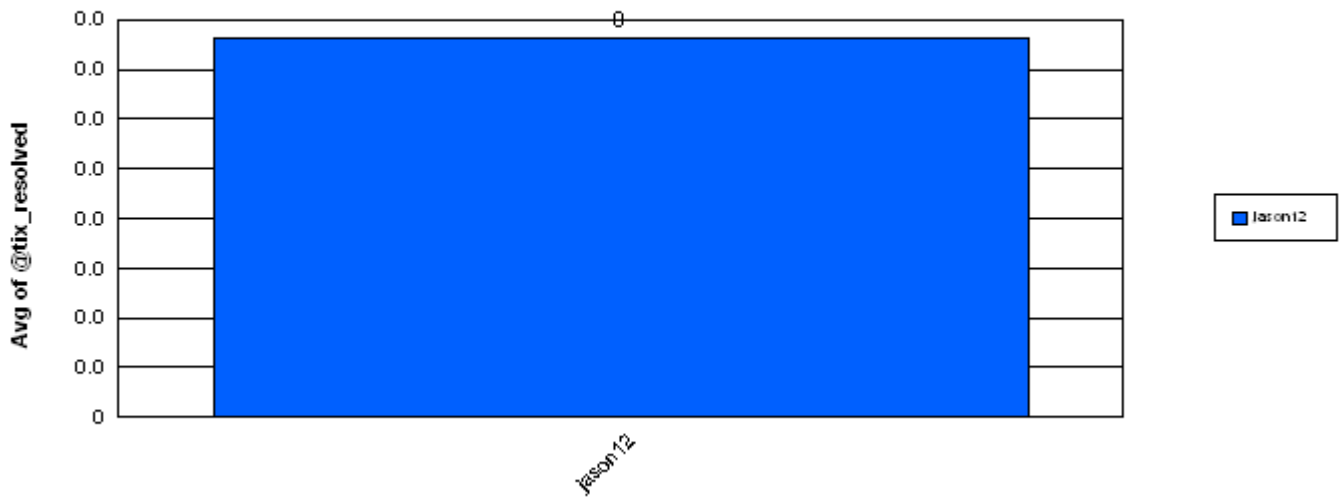
		Total:	1		
jason12	Closed	Total:	1		
Ticket Number:	0000121041	07/19/2005		0	07/19/2005

Average time to ticket resolution for	jason12			0	
Maximum time to ticket resolution for	jason12			0	
Minimum time to ticket resolution for	jason12			0	

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

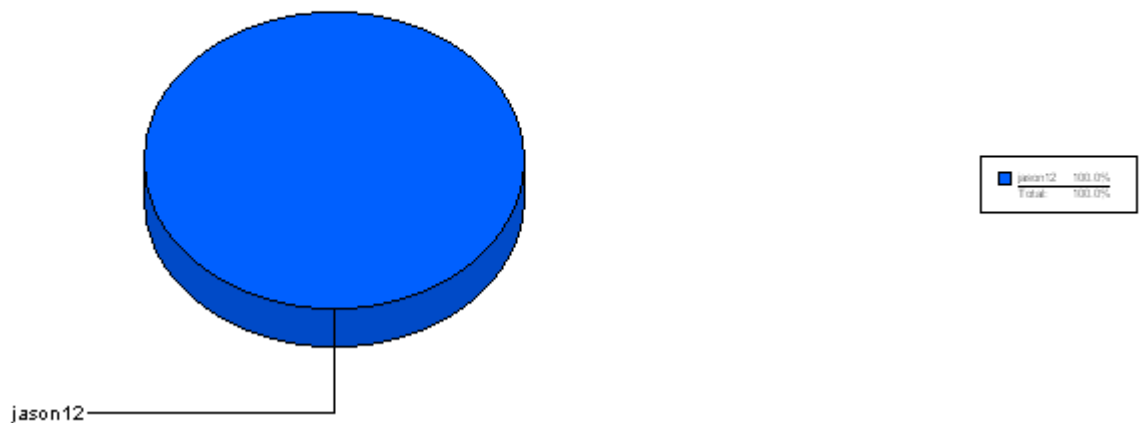
Avg of Each Ticket Resolved

For BSG:Student_Team



Percentage of Sum of Tickets Resolved

For BSG:Student_Team



COE

		<u>Total:</u>	5		
champ		<u>Total:</u>	5		
	Closed	<u>Total:</u>	5		
Ticket Number:	0000120119	07/05/2005	1	07/06/2005	
Ticket Number:	0000120146	07/06/2005	0	07/06/2005	
Ticket Number:	0000120225	07/07/2005	0	07/07/2005	
Ticket Number:	0000120343	07/08/2005	5	07/13/2005	
Ticket Number:	0000120608	07/12/2005	1	07/13/2005	
-----		-----	-----		
Average time to ticket resolution for		champ	1		
Maximum time to ticket resolution for		champ	5		
Minimum time to ticket resolution for		champ	0		
-----		-----	-----		

COE

Average time to ticket resolution for

COE

1

Maximum time to ticket resolution for

COE

5

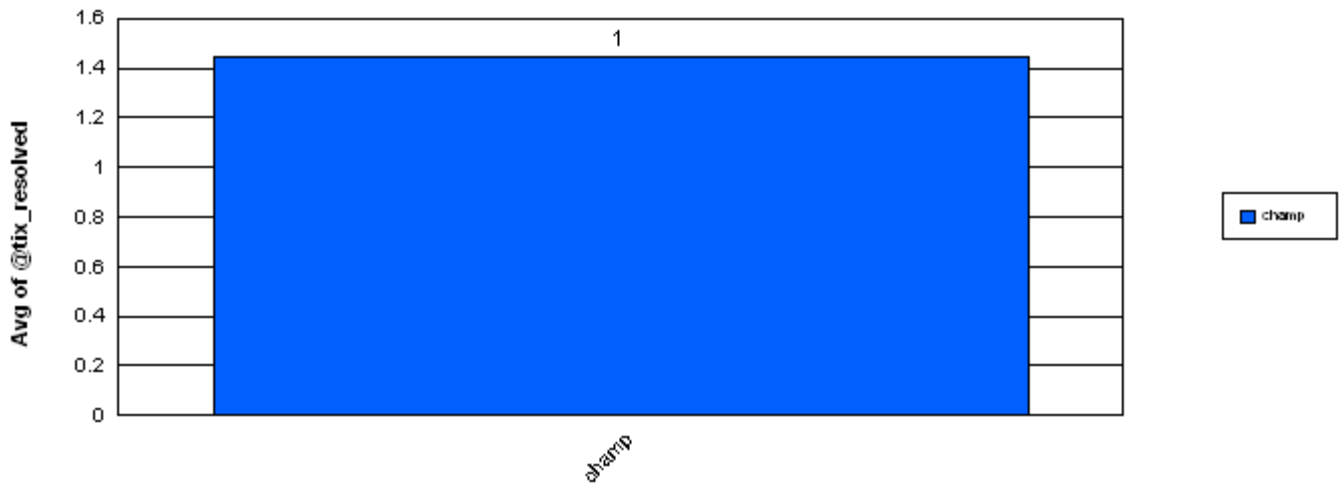
Minimum time to ticket resolution for

COE

0

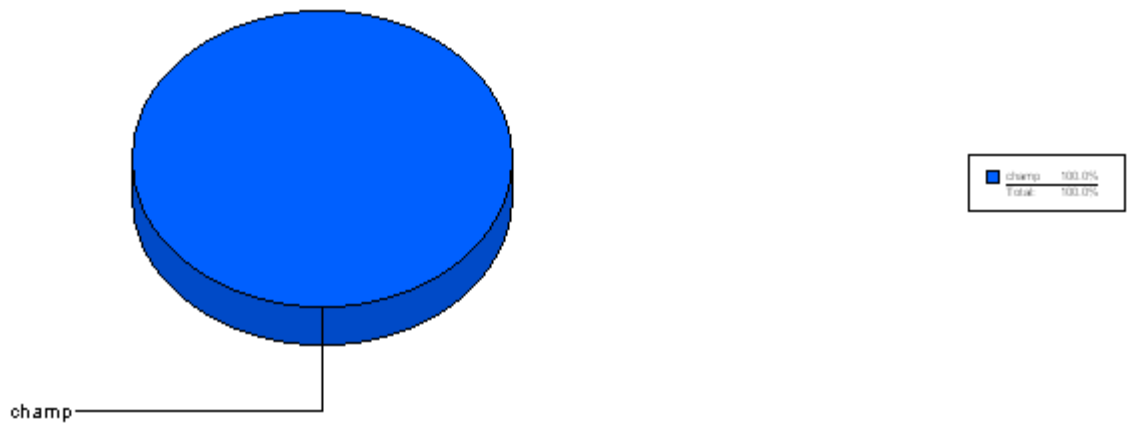
Avg of Each Ticket Resolved

For COE



Percentage of Sum of Tickets Resolved

For COE



Desktop Support

		<u>Total:</u>	252	
Desktop		<u>Total:</u>	9	
Closed		<u>Total:</u>	9	
Ticket Number:	0000121107	07/20/2005	0	07/20/2005
Ticket Number:	0000120639	07/13/2005	0	07/13/2005
Ticket Number:	0000120747	07/14/2005	0	07/14/2005
Ticket Number:	0000121011	07/19/2005	0	07/19/2005
Ticket Number:	0000121094	07/20/2005	0	07/20/2005
Ticket Number:	0000120948	07/18/2005	0	07/18/2005
Ticket Number:	0000121536	07/27/2005	0	07/27/2005
Ticket Number:	0000121542	07/27/2005	0	07/27/2005
Ticket Number:	0000121553	07/27/2005	0	07/27/2005
-----		-----	-----	-----
Average time to ticket resolution for		Desktop	0	
Maximum time to ticket resolution for		Desktop	0	
Minimum time to ticket resolution for		Desktop	0	
<hr/>		<hr/>	<hr/>	<hr/>
brb1		<u>Total:</u>	4	
Resolved		<u>Total:</u>	3	
Ticket Number:	0000120692	07/13/2005	15	07/28/2005
Ticket Number:	0000120957	07/18/2005	11	07/29/2005
Ticket Number:	0000121193	07/21/2005	6	07/27/2005
Closed		<u>Total:</u>	1	
Ticket Number:	0000121423	07/25/2005	0	07/25/2005
-----		-----	-----	-----
Average time to ticket resolution for		brb1	8	
Maximum time to ticket resolution for		brb1	15	
Minimum time to ticket resolution for		brb1	0	
<hr/>		<hr/>	<hr/>	<hr/>
chrism		<u>Total:</u>	9	
Closed		<u>Total:</u>	9	
Ticket Number:	0000121365	07/25/2005	0	07/25/2005 08/01/2005
Ticket Number:	0000120821	07/14/2005	12	07/26/2005
Ticket Number:	0000120898	07/16/2005	10	07/26/2005
Ticket Number:	0000121327	07/22/2005	4	07/26/2005
Ticket Number:	0000121195	07/21/2005	5	07/26/2005
Ticket Number:	0000121162	07/20/2005	6	07/26/2005
Ticket Number:	0000120055	07/05/2005	2	07/07/2005 07/13/2005
Ticket Number:	0000120088	07/05/2005	1	07/06/2005 07/12/2005
Ticket Number:	0000120409	07/10/2005	16	07/26/2005
-----		-----	-----	-----
Average time to ticket resolution for		chrism	6	
Maximum time to ticket resolution for		chrism	16	
Minimum time to ticket resolution for		chrism	0	
<hr/>		<hr/>	<hr/>	<hr/>

Desktop Support

edortiz

Total: 44

Resolved

Total: 8

Ticket Number:	0000120496	07/11/2005	21	08/01/2005
Ticket Number:	0000120927	07/18/2005	14	08/01/2005
Ticket Number:	0000120712	07/13/2005	19	08/01/2005
Ticket Number:	0000120958	07/18/2005	14	08/01/2005
Ticket Number:	0000121014	07/19/2005	8	07/27/2005
Ticket Number:	0000121122	07/20/2005	12	08/01/2005
Ticket Number:	0000121283	07/22/2005	10	08/01/2005
Ticket Number:	0000121020	07/19/2005	13	08/01/2005

Closed

Total: 36

Ticket Number:	0000121306	07/22/2005	4	07/26/2005	08/01/2005
Ticket Number:	0000120173	07/06/2005	5	07/11/2005	07/18/2005
Ticket Number:	0000119993	07/01/2005	5	07/06/2005	07/12/2005
Ticket Number:	0000119979	07/01/2005	5	07/06/2005	07/12/2005
Ticket Number:	0000119997	07/01/2005	5	07/06/2005	07/12/2005
Ticket Number:	0000120074	07/05/2005	6	07/11/2005	07/18/2005
Ticket Number:	0000120030	07/03/2005	10	07/13/2005	07/19/2005
Ticket Number:	0000119981	07/01/2005	5	07/06/2005	07/12/2005
Ticket Number:	0000120186	07/06/2005	7		07/13/2005
Ticket Number:	0000120422	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120197	07/06/2005	7	07/13/2005	07/19/2005
Ticket Number:	0000120501	07/11/2005	14		07/25/2005
Ticket Number:	0000120356	07/08/2005	3	07/11/2005	07/13/2005
Ticket Number:	0000120686	07/13/2005	5	07/18/2005	07/25/2005
Ticket Number:	0000120676	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000121189	07/21/2005	5	07/26/2005	08/01/2005
Ticket Number:	0000120605	07/12/2005	2	07/14/2005	07/20/2005
Ticket Number:	0000120567	07/12/2005	8	07/20/2005	07/26/2005
Ticket Number:	0000120536	07/12/2005	8	07/20/2005	07/26/2005
Ticket Number:	0000120483	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120464	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120454	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120346	07/08/2005	5	07/13/2005	07/19/2005
Ticket Number:	0000120446	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120267	07/07/2005	13	07/20/2005	07/26/2005
Ticket Number:	0000120728	07/14/2005	7	07/21/2005	07/27/2005
Ticket Number:	0000120758	07/14/2005	12	07/26/2005	08/01/2005
Ticket Number:	0000120783	07/14/2005	7	07/21/2005	07/27/2005
Ticket Number:	0000120950	07/18/2005	3	07/21/2005	07/27/2005
Ticket Number:	0000121088	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number:	0000121168	07/21/2005	5	07/26/2005	08/01/2005
Ticket Number:	0000121132	07/20/2005	6	07/26/2005	08/01/2005
Ticket Number:	0000121098	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number:	0000120976	07/18/2005	8	07/26/2005	08/01/2005
Ticket Number:	0000120935	07/18/2005	3	07/21/2005	07/27/2005
Ticket Number:	0000120739	07/14/2005	7	07/21/2005	07/26/2005

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

edortiz
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edortiz

7
21
1

Desktop Support

kirkley1

Total: **9**

Closed

Total: **9**

Ticket Number:	0000121029	07/19/2005	7	07/26/2005	08/01/2005
Ticket Number:	0000121194	07/21/2005	5	07/26/2005	08/01/2005
Ticket Number:	0000121382	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number:	0000121408	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121416	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number:	0000121447	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000120474	07/11/2005	14	07/25/2005	08/01/2005
Ticket Number:	0000121002	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number:	0000121186	07/21/2005	0	07/21/2005	07/27/2005

Average time to ticket resolution for	kirkley1	3
Maximum time to ticket resolution for	kirkley1	14
Minimum time to ticket resolution for	kirkley1	0

Desktop Support

lasuk

Resolved

Total: **62**

Total: **13**

Ticket Number:	0000121566	07/27/2005	1	07/28/2005	
Ticket Number:	0000120204	07/06/2005	22	07/28/2005	07/26/2005
Ticket Number:	0000121156	07/20/2005	7	07/27/2005	
Ticket Number:	0000121429	07/25/2005	3	07/28/2005	
Ticket Number:	0000121512	07/26/2005	2	07/28/2005	
Ticket Number:	0000121591	07/27/2005	1	07/28/2005	
Ticket Number:	0000121652	07/28/2005	0	07/28/2005	
Ticket Number:	0000121558	07/27/2005	0	07/27/2005	
Ticket Number:	0000121466	07/26/2005	1	07/27/2005	
Ticket Number:	0000121386	07/25/2005	3	07/28/2005	
Ticket Number:	0000121622	07/28/2005	0	07/28/2005	
Ticket Number:	0000121119	07/20/2005	8	07/28/2005	
Ticket Number:	0000121436	07/25/2005	2	07/27/2005	

Desktop Support

Closed	Total:	49		
Ticket Number: 0000121185	07/21/2005	5	07/26/2005	08/01/2005
Ticket Number: 0000120251	07/07/2005	18	07/25/2005	08/01/2005
Ticket Number: 0000121038	07/19/2005	2	07/21/2005	07/27/2005
Ticket Number: 0000121039	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number: 0000121050	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number: 0000120833	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number: 0000120243	07/07/2005	15	07/22/2005	07/22/2005
Ticket Number: 0000120109	07/05/2005	10	07/15/2005	07/21/2005
Ticket Number: 0000120227	07/07/2005	4	07/11/2005	07/18/2005
Ticket Number: 0000120080	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number: 0000120234	07/07/2005	5	07/12/2005	07/18/2005
Ticket Number: 0000120489	07/11/2005	14	07/25/2005	08/01/2005
Ticket Number: 0000121108	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number: 0000120576	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number: 0000120647	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number: 0000120679	07/13/2005	13	07/26/2005	08/01/2005
Ticket Number: 0000120713	07/13/2005	13		07/26/2005
Ticket Number: 0000121066	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number: 0000120578	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number: 0000120558	07/12/2005	7	07/19/2005	07/25/2005
Ticket Number: 0000120466	07/11/2005	1	07/12/2005	07/18/2005
Ticket Number: 0000120366	07/08/2005	5	07/13/2005	07/19/2005
Ticket Number: 0000121384	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number: 0000121388	07/25/2005	0		07/25/2005
Ticket Number: 0000121398	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number: 0000121459	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number: 0000121415	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number: 0000120738	07/14/2005	7	07/21/2005	07/27/2005
Ticket Number: 0000121037	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number: 0000121027	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number: 0000121004	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number: 0000120984	07/18/2005	3		07/21/2005
Ticket Number: 0000120979	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number: 0000120969	07/18/2005	3	07/21/2005	07/27/2005
Ticket Number: 0000120961	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number: 0000121126	07/20/2005	5	07/25/2005	08/01/2005
Ticket Number: 0000120945	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number: 0000120854	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number: 0000120838	07/15/2005	7	07/22/2005	07/28/2005
Ticket Number: 0000120800	07/14/2005	12	07/26/2005	08/01/2005
Ticket Number: 0000121232	07/21/2005	1	07/22/2005	07/28/2005
Ticket Number: 0000121228	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number: 0000121210	07/21/2005	1	07/22/2005	07/28/2005
Ticket Number: 0000121201	07/21/2005	1	07/22/2005	07/28/2005
Ticket Number: 0000121179	07/21/2005	1	07/22/2005	07/28/2005
Ticket Number: 0000121137	07/20/2005	2	07/22/2005	07/28/2005
Ticket Number: 0000121091	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number: 0000120799	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number: 0000121155	07/20/2005	6	07/26/2005	08/01/2005
Average time to ticket resolution for		lasuk		4
Maximum time to ticket resolution for		lasuk		22
Minimum time to ticket resolution for		lasuk		0

Desktop Support**maboone1**Total: 2**Closed**Total: 2

Ticket Number:	0000120988	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000120535	07/12/2005	7	07/19/2005	07/25/2005

Average time to ticket resolution for	maboone1	4
Maximum time to ticket resolution for	maboone1	7
Minimum time to ticket resolution for	maboone1	1

mclarenTotal: 37**Resolved**Total: 8

Ticket Number:	0000120699	07/13/2005	16	07/29/2005
Ticket Number:	0000120880	07/15/2005	12	07/27/2005
Ticket Number:	0000121568	07/27/2005	1	07/28/2005
Ticket Number:	0000121567	07/27/2005	1	07/28/2005
Ticket Number:	0000121609	07/28/2005	1	07/29/2005
Ticket Number:	0000121455	07/26/2005	1	07/27/2005
Ticket Number:	0000121450	07/26/2005	1	07/27/2005
Ticket Number:	0000121414	07/25/2005	2	07/27/2005

ClosedTotal: 29

Ticket Number:	0000120450	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120066	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120163	07/06/2005	5	07/11/2005	07/18/2005
Ticket Number:	0000120089	07/05/2005	2	07/07/2005	07/13/2005
Ticket Number:	0000120258	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120702	07/13/2005	8	07/21/2005	07/27/2005
Ticket Number:	0000120638	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120614	07/12/2005	3	07/15/2005	07/21/2005
Ticket Number:	0000120599	07/12/2005	7	07/19/2005	07/25/2005
Ticket Number:	0000120730	07/14/2005	11	07/25/2005	08/01/2005
Ticket Number:	0000120555	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120538	07/12/2005	7	07/19/2005	07/25/2005
Ticket Number:	0000120322	07/08/2005	10	07/18/2005	07/25/2005
Ticket Number:	0000120315	07/08/2005	10	07/18/2005	07/25/2005
Ticket Number:	0000120309	07/08/2005	4	07/12/2005	07/18/2005
Ticket Number:	0000120310	07/08/2005	6	07/14/2005	07/20/2005
Ticket Number:	0000120279	07/07/2005	5	07/12/2005	07/18/2005
Ticket Number:	0000120756	07/14/2005	7	07/21/2005	07/27/2005
Ticket Number:	0000121216	07/21/2005	1		07/22/2005
Ticket Number:	0000121215	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121001	07/19/2005	6	07/25/2005	08/01/2005
Ticket Number:	0000121087	07/20/2005	5	07/25/2005	08/01/2005
Ticket Number:	0000121006	07/19/2005	3	07/22/2005	07/28/2005
Ticket Number:	0000120865	07/15/2005	6	07/21/2005	07/27/2005
Ticket Number:	0000120869	07/15/2005	3	07/18/2005	07/25/2005
Ticket Number:	0000120909	07/17/2005	8		07/25/2005
Ticket Number:	0000120757	07/14/2005	7	07/21/2005	07/27/2005
Ticket Number:	0000121485	07/26/2005	2		07/28/2005
Ticket Number:	0000121569	07/27/2005	2		07/29/2005

Average time to ticket resolution for	mclaren	5
Maximum time to ticket resolution for	mclaren	16
Minimum time to ticket resolution for	mclaren	0

Desktop Support

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Resolved

Total: 72

Total: 9

Ticket Number:	0000121456	07/26/2005	3	07/29/2005
Ticket Number:	0000121524	07/26/2005	3	07/29/2005
Ticket Number:	0000121561	07/27/2005	5	08/01/2005
Ticket Number:	0000121560	07/27/2005	5	08/01/2005
Ticket Number:	0000120808	07/14/2005	18	08/01/2005
Ticket Number:	0000121419	07/25/2005	4	07/29/2005
Ticket Number:	0000121110	07/20/2005	8	07/28/2005
Ticket Number:	0000121366	07/25/2005	4	07/29/2005
Ticket Number:	0000120982	07/18/2005	10	07/28/2005

Desktop Support

	Closed	Total:	63		
Ticket Number:	0000121148	07/20/2005	8		07/28/2005
Ticket Number:	0000120226	07/07/2005	5	07/12/2005	07/18/2005
Ticket Number:	0000120115	07/05/2005	7	07/12/2005	07/18/2005
Ticket Number:	0000120110	07/05/2005	17	07/22/2005	07/28/2005
Ticket Number:	0000120108	07/05/2005	6	07/11/2005	07/18/2005
Ticket Number:	0000120076	07/05/2005	6	07/11/2005	07/18/2005
Ticket Number:	0000120012	07/01/2005	10		07/11/2005
Ticket Number:	0000119984	07/01/2005	10	07/11/2005	07/18/2005
Ticket Number:	0000119977	07/01/2005	10	07/11/2005	07/12/2005
Ticket Number:	0000120174	07/06/2005	6	07/12/2005	07/18/2005
Ticket Number:	0000120668	07/13/2005	5	07/19/2005	07/25/2005
Ticket Number:	0000120063	07/05/2005	6		07/11/2005
Ticket Number:	0000119970	07/01/2005	5	07/06/2005	07/12/2005
Ticket Number:	0000120550	07/12/2005	10	07/22/2005	07/28/2005
Ticket Number:	0000120106	07/05/2005	6		07/11/2005
Ticket Number:	0000120124	07/05/2005	6	07/11/2005	07/18/2005
Ticket Number:	0000120232	07/07/2005	5	07/12/2005	07/18/2005
Ticket Number:	0000120332	07/08/2005	10		07/18/2005
Ticket Number:	0000120372	07/08/2005	7	07/15/2005	07/21/2005
Ticket Number:	0000120624	07/12/2005	2	07/15/2005	07/21/2005
Ticket Number:	0000120617	07/12/2005	3	07/15/2005	07/21/2005
Ticket Number:	0000120584	07/12/2005	3	07/15/2005	07/21/2005
Ticket Number:	0000120559	07/12/2005	7		07/19/2005
Ticket Number:	0000120498	07/11/2005	4		07/15/2005
Ticket Number:	0000120486	07/11/2005	3	07/14/2005	07/20/2005
Ticket Number:	0000120455	07/11/2005	4	07/15/2005	07/21/2005
Ticket Number:	0000120452	07/11/2005	1		07/12/2005
Ticket Number:	0000120370	07/08/2005	6	07/14/2005	07/20/2005
Ticket Number:	0000120240	07/07/2005	8	07/15/2005	07/21/2005
Ticket Number:	0000120235	07/07/2005	5		07/12/2005
Ticket Number:	0000120465	07/11/2005	7		07/18/2005
Ticket Number:	0000120709	07/13/2005	7	07/20/2005	07/26/2005
Ticket Number:	0000120707	07/13/2005	9		07/22/2005
Ticket Number:	0000120685	07/13/2005	13	07/26/2005	08/01/2005
Ticket Number:	0000120671	07/13/2005	6	07/19/2005	07/25/2005
Ticket Number:	0000120651	07/13/2005	6	07/19/2005	07/25/2005
Ticket Number:	0000120549	07/12/2005	7	07/19/2005	07/25/2005
Ticket Number:	0000120542	07/12/2005	3	07/15/2005	07/21/2005
Ticket Number:	0000120534	07/12/2005	3		07/15/2005
Ticket Number:	0000120519	07/11/2005	3	07/14/2005	07/20/2005
Ticket Number:	0000121377	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number:	0000121502	07/26/2005	2	07/28/2005	07/29/2005
Ticket Number:	0000120719	07/13/2005	6	07/19/2005	07/25/2005
Ticket Number:	0000120858	07/15/2005	6	07/21/2005	07/27/2005
Ticket Number:	0000120857	07/15/2005	3		07/18/2005
Ticket Number:	0000120818	07/14/2005	10	07/24/2005	08/01/2005
Ticket Number:	0000120772	07/14/2005	5	07/19/2005	07/25/2005
Ticket Number:	0000120749	07/14/2005	5	07/19/2005	07/25/2005
Ticket Number:	0000120740	07/14/2005	5	07/19/2005	07/25/2005
Ticket Number:	0000120720	07/13/2005	2		07/15/2005
Ticket Number:	0000120987	07/18/2005	4	07/22/2005	07/28/2005
Ticket Number:	0000121223	07/21/2005	5	07/26/2005	07/27/2005
Ticket Number:	0000121149	07/20/2005	6	07/26/2005	08/01/2005

Desktop Support

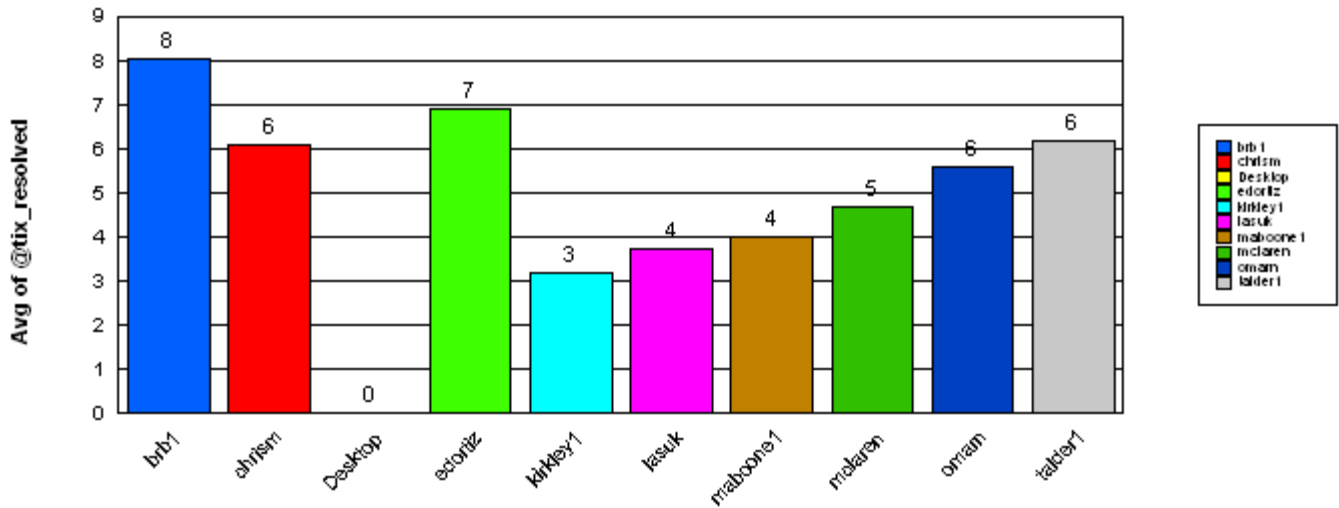
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Ticket Number:	0000121040	07/19/2005	3	07/22/2005	07/28/2005
Ticket Number:	0000121007	07/19/2005	7	07/26/2005	08/01/2005
Ticket Number:	0000120994	07/19/2005	2	07/21/2005	07/27/2005
Ticket Number:	0000121058	07/19/2005	5	07/24/2005	08/01/2005
Ticket Number:	0000120939	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000120936	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000120930	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000121015	07/19/2005	6	07/24/2005	08/01/2005
Ticket Number:	0000120926	07/18/2005	1	07/19/2005	07/25/2005
-----			-----		
Average time to ticket resolution for	omarn		6		
Maximum time to ticket resolution for	omarn		18		
Minimum time to ticket resolution for	omarn		1		
<hr/>					
talder1		<u>Total:</u>	4		
Resolved		<u>Total:</u>	3		
Ticket Number:	0000121489	07/26/2005	2	07/28/2005	
Ticket Number:	0000121545	07/27/2005	0	07/27/2005	
Ticket Number:	0000121130	07/20/2005	12	08/01/2005	
Closed		<u>Total:</u>	1		
Ticket Number:	0000120275	07/07/2005	11	07/18/2005	07/25/2005
-----			-----		
Average time to ticket resolution for	talder1		6		
Maximum time to ticket resolution for	talder1		12		
Minimum time to ticket resolution for	talder1		0		
<hr/>					

Desktop Support

Average time to ticket resolution for	Desktop Support	5
Maximum time to ticket resolution for	Desktop Support	22
Minimum time to ticket resolution for	Desktop Support	0

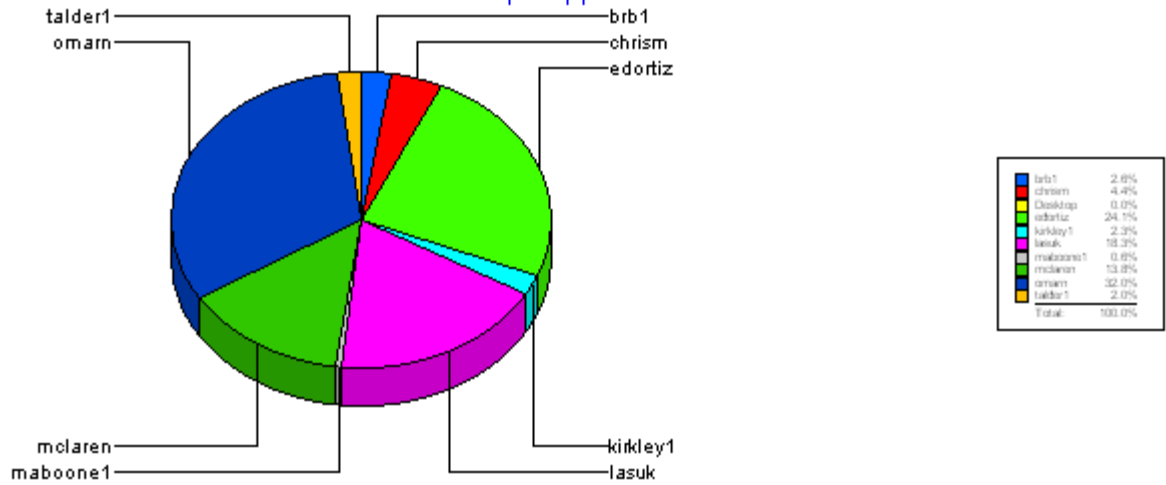
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	11	
cnewton		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000120172	07/06/2005	1	07/07/2005

Average time to ticket resolution for	cnewton		1	
Maximum time to ticket resolution for	cnewton		1	
Minimum time to ticket resolution for	cnewton		1	
<hr/>				
tkuonen		<u>Total:</u>	10	
Closed		<u>Total:</u>	10	
Ticket Number:	0000120508	07/11/2005	0	07/11/2005
Ticket Number:	0000120526	07/12/2005	1	07/13/2005
Ticket Number:	0000120725	07/14/2005	0	07/14/2005
Ticket Number:	0000120511	07/11/2005	1	07/12/2005
Ticket Number:	0000120595	07/12/2005	3	07/15/2005
Ticket Number:	0000120875	07/15/2005	0	07/15/2005
Ticket Number:	0000120543	07/12/2005	3	07/15/2005
Ticket Number:	0000121400	07/25/2005	1	07/26/2005
Ticket Number:	0000121689	07/28/2005	1	07/29/2005
Ticket Number:	0000121452	07/26/2005	3	07/29/2005

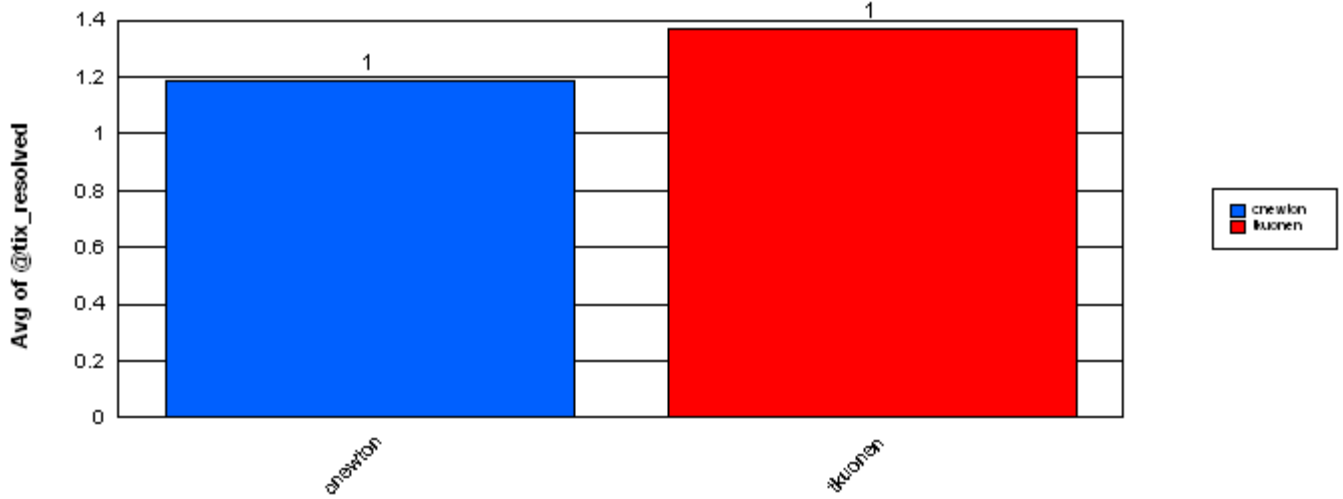
Average time to ticket resolution for	tkuonen		1	
Maximum time to ticket resolution for	tkuonen		3	
Minimum time to ticket resolution for	tkuonen		0	
<hr/>				

Financial Services: Peo

Average time to ticket resolution for	Financial Servi	1
Maximum time to ticket resolution for	Financial Servi	3
Minimum time to ticket resolution for	Financial Servi	0

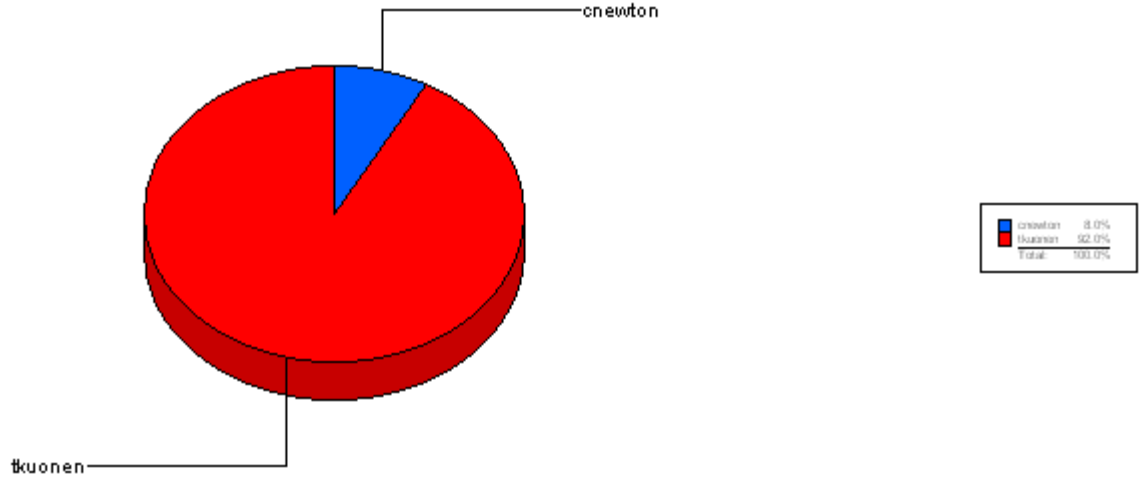
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		Total:	468	
BSG:HD_Operational_Support		<u>Total:</u>	4	
Closed		<u>Total:</u>	4	
Ticket Number:	0000121083	07/20/2005	0	07/20/2005
Ticket Number:	0000121114	07/20/2005	0	07/20/2005
Ticket Number:	0000121116	07/20/2005	0	07/20/2005
Ticket Number:	0000121117	07/20/2005	0	07/20/2005
-----		-----	-----	-----
Average time to ticket resolution for		BSG:HD_Oper	0	
Maximum time to ticket resolution for		BSG:HD_Oper	0	
Minimum time to ticket resolution for		BSG:HD_Oper	0	
<hr/>		<hr/>	<hr/>	<hr/>
HD:Tape_Changes		<u>Total:</u>	15	
Closed		<u>Total:</u>	15	
Ticket Number:	0000120764	07/14/2005	0	07/14/2005
Ticket Number:	0000121551	07/27/2005	0	07/27/2005
Ticket Number:	0000121347	07/24/2005	0	07/24/2005
Ticket Number:	0000121270	07/22/2005	0	07/22/2005
Ticket Number:	0000121111	07/20/2005	0	07/20/2005
Ticket Number:	0000121018	07/19/2005	0	07/19/2005
Ticket Number:	0000121217	07/21/2005	0	07/21/2005
Ticket Number:	0000120912	07/17/2005	0	07/17/2005
Ticket Number:	0000121379	07/25/2005	0	07/25/2005
Ticket Number:	0000121792	07/31/2005	0	07/31/2005
Ticket Number:	0000121753	07/29/2005	0	07/29/2005
Ticket Number:	0000121476	07/26/2005	0	07/26/2005
Ticket Number:	0000120406	07/10/2005	0	07/10/2005
Ticket Number:	0000121647	07/28/2005	0	07/28/2005
Ticket Number:	0000120032	07/03/2005	0	07/03/2005
-----		-----	-----	-----
Average time to ticket resolution for		HD:Tape_Chan	0	
Maximum time to ticket resolution for		HD:Tape_Chan	0	
Minimum time to ticket resolution for		HD:Tape_Chan	0	
<hr/>		<hr/>	<hr/>	<hr/>
HD_Operational_Support_BSG		<u>Total:</u>	15	
Closed		<u>Total:</u>	15	
Ticket Number:	0000121411	07/25/2005	0	07/25/2005
Ticket Number:	0000121412	07/25/2005	0	07/25/2005
Ticket Number:	0000121413	07/25/2005	0	07/25/2005
Ticket Number:	0000121662	07/28/2005	0	07/28/2005
Ticket Number:	0000121629	07/28/2005	0	07/28/2005
Ticket Number:	0000121749	07/29/2005	0	07/29/2005
Ticket Number:	0000121656	07/28/2005	0	07/28/2005
Ticket Number:	0000121589	07/27/2005	0	07/27/2005
Ticket Number:	0000121654	07/28/2005	0	07/28/2005
Ticket Number:	0000121509	07/26/2005	0	07/26/2005
Ticket Number:	0000121224	07/21/2005	0	07/21/2005
Ticket Number:	0000121225	07/21/2005	0	07/21/2005
Ticket Number:	0000121256	07/22/2005	0	07/22/2005
Ticket Number:	0000121257	07/22/2005	0	07/22/2005
Ticket Number:	0000121219	07/21/2005	0	07/21/2005
-----		-----	-----	-----
Average time to ticket resolution for		HD_Operaciona	0	
Maximum time to ticket resolution for		HD_Operaciona	0	
Minimum time to ticket resolution for		HD_Operaciona	0	

Helpdesk

HelpDesk

Total: **36**

Resolved

Total: **2**

Ticket Number:	0000121630	07/28/2005	0	07/28/2005
Ticket Number:	0000121795	07/31/2005	1	08/01/2005

Closed

Total: **34**

Ticket Number:	0000121190	07/21/2005	0	07/21/2005
Ticket Number:	0000120151	07/06/2005	0	07/06/2005
Ticket Number:	0000120132	07/05/2005	0	07/05/2005
Ticket Number:	0000120005	07/01/2005	0	07/01/2005
Ticket Number:	0000120922	07/18/2005	0	07/18/2005
Ticket Number:	0000120546	07/12/2005	0	07/12/2005
Ticket Number:	0000120591	07/12/2005	0	07/12/2005
Ticket Number:	0000120649	07/13/2005	0	07/13/2005
Ticket Number:	0000120453	07/11/2005	0	07/11/2005
Ticket Number:	0000120451	07/11/2005	0	07/11/2005
Ticket Number:	0000120448	07/11/2005	0	07/11/2005
Ticket Number:	0000120751	07/14/2005	0	07/14/2005
Ticket Number:	0000121323	07/22/2005	0	07/22/2005
Ticket Number:	0000121273	07/22/2005	0	07/22/2005 07/28/2005
Ticket Number:	0000121093	07/20/2005	0	07/20/2005
Ticket Number:	0000121092	07/20/2005	0	07/20/2005
Ticket Number:	0000121056	07/19/2005	0	07/19/2005
Ticket Number:	0000121012	07/19/2005	0	07/19/2005
Ticket Number:	0000121009	07/19/2005	0	07/19/2005
Ticket Number:	0000121623	07/28/2005	0	07/28/2005
Ticket Number:	0000120955	07/18/2005	0	07/18/2005
Ticket Number:	0000120949	07/18/2005	0	07/18/2005
Ticket Number:	0000120943	07/18/2005	0	07/18/2005
Ticket Number:	0000121104	07/20/2005	0	07/20/2005
Ticket Number:	0000120932	07/18/2005	0	07/18/2005
Ticket Number:	0000120787	07/14/2005	0	07/14/2005
Ticket Number:	0000121410	07/25/2005	0	07/25/2005
Ticket Number:	0000121755	07/29/2005	0	07/29/2005
Ticket Number:	0000121653	07/28/2005	0	07/28/2005
Ticket Number:	0000121626	07/28/2005	0	07/28/2005
Ticket Number:	0000121587	07/27/2005	0	07/27/2005
Ticket Number:	0000121514	07/26/2005	0	07/26/2005
Ticket Number:	0000121454	07/26/2005	0	07/26/2005
Ticket Number:	0000121537	07/27/2005	0	07/27/2005

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

anna

Total: 7

Resolved

Total: 1

Ticket Number: 0000121477 07/26/2005 2 07/28/2005

Closed

Total: 6

Ticket Number: 0000120218 07/06/2005 19 07/25/2005 08/01/2005

Ticket Number: 0000120400 07/10/2005 9 07/19/2005 07/25/2005

Ticket Number: 0000121463 07/26/2005 0 07/26/2005 08/01/2005

Ticket Number: 0000121473 07/26/2005 0 07/26/2005 08/01/2005

Ticket Number: 0000121345 07/24/2005 2 07/26/2005 08/01/2005

Ticket Number: 0000121356 07/24/2005 2 07/26/2005 08/01/2005

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

egabril

Total: 13

Closed

Total: 13

Ticket Number: 0000120896 07/16/2005 1 07/17/2005 07/25/2005

Ticket Number: 0000120901 07/17/2005 0 07/17/2005 07/17/2005

Ticket Number: 0000120296 07/07/2005 1 07/08/2005 07/08/2005

Ticket Number: 0000120365 07/08/2005 2 07/10/2005 07/18/2005

Ticket Number: 0000120375 07/08/2005 2 07/10/2005 07/18/2005

Ticket Number: 0000120383 07/08/2005 2 07/10/2005 07/18/2005

Ticket Number: 0000120391 07/09/2005 1 07/10/2005 07/18/2005

Ticket Number: 0000120403 07/10/2005 0 07/10/2005 07/18/2005

Ticket Number: 0000120407 07/10/2005 0 07/10/2005 07/18/2005

Ticket Number: 0000120397 07/09/2005 1 07/10/2005 07/18/2005

Ticket Number: 0000120394 07/09/2005 1 07/10/2005 07/18/2005

Ticket Number: 0000120384 07/08/2005 2 07/10/2005 07/18/2005

Ticket Number: 0000120408 07/10/2005 0 07/10/2005 07/18/2005

Average time to ticket resolution for egabril **1**
Maximum time to ticket resolution for egabril **2**
Minimum time to ticket resolution for egabril **0**

ha2

Total: 12

Closed

Total: 12

Ticket Number: 0000121767 07/29/2005 2 07/31/2005

Ticket Number: 0000120026 07/02/2005 1 07/03/2005

Ticket Number: 0000120266 07/07/2005 10 07/17/2005

Ticket Number: 0000120814 07/14/2005 3 07/17/2005 07/25/2005

Ticket Number: 0000120890 07/15/2005 2 07/17/2005 07/17/2005

Ticket Number: 0000120815 07/14/2005 3 07/17/2005 07/25/2005

Ticket Number: 0000120894 07/16/2005 1 07/17/2005 07/17/2005

Ticket Number: 0000121181 07/21/2005 10 07/31/2005

Ticket Number: 0000121135 07/20/2005 11 07/31/2005

Ticket Number: 0000120893 07/16/2005 1 07/17/2005

Ticket Number: 0000121782 07/30/2005 1 07/31/2005

Ticket Number: 0000121786 07/30/2005 1 07/31/2005

Average time to ticket resolution for ha2 **4**
Maximum time to ticket resolution for ha2 **11**
Minimum time to ticket resolution for ha2 **1**

Helpdesk**kherna1****Total: 106****Resolved****Total: 16**

Ticket Number:	0000121487	07/26/2005	2	07/28/2005
Ticket Number:	0000120900	07/17/2005	10	07/27/2005
Ticket Number:	0000121483	07/26/2005	2	07/28/2005
Ticket Number:	0000121526	07/26/2005	1	07/28/2005
Ticket Number:	0000121534	07/27/2005	1	07/28/2005
Ticket Number:	0000121694	07/28/2005	0	07/28/2005
Ticket Number:	0000121687	07/28/2005	0	07/28/2005
Ticket Number:	0000121683	07/28/2005	0	07/28/2005
Ticket Number:	0000121619	07/28/2005	0	07/28/2005
Ticket Number:	0000121606	07/27/2005	0	07/28/2005
Ticket Number:	0000121575	07/27/2005	1	07/28/2005
Ticket Number:	0000121535	07/27/2005	1	07/28/2005
Ticket Number:	0000121528	07/26/2005	1	07/28/2005
Ticket Number:	0000121525	07/26/2005	2	07/28/2005
Ticket Number:	0000121433	07/25/2005	3	07/28/2005
Ticket Number:	0000121290	07/22/2005	5	07/27/2005

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	Closed	Total:	90		
Ticket Number:	0000121169	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121078	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000121077	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000120476	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120923	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000120004	07/01/2005	1	07/02/2005	07/08/2005
Ticket Number:	0000120003	07/01/2005	1	07/02/2005	07/08/2005
Ticket Number:	0000119987	07/01/2005	1		07/02/2005
Ticket Number:	0000119986	07/01/2005	1	07/02/2005	07/08/2005
Ticket Number:	0000119978	07/01/2005	1	07/02/2005	07/08/2005
Ticket Number:	0000119969	07/01/2005	1	07/02/2005	07/08/2005
Ticket Number:	0000119995	07/01/2005	5	07/06/2005	07/06/2005
Ticket Number:	0000120016	07/01/2005	1	07/02/2005	07/08/2005
Ticket Number:	0000121141	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000120138	07/06/2005	0		07/06/2005
Ticket Number:	0000120103	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120086	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120048	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120025	07/02/2005	4	07/06/2005	07/12/2005
Ticket Number:	0000120020	07/01/2005	0	07/02/2005	07/08/2005
Ticket Number:	0000120021	07/02/2005	0	07/02/2005	07/08/2005
Ticket Number:	0000120015	07/01/2005	1	07/02/2005	07/08/2005
Ticket Number:	0000120887	07/15/2005	3	07/18/2005	07/25/2005
Ticket Number:	0000121170	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121079	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000121080	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000121071	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000120924	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000120378	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120379	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120683	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120650	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120631	07/13/2005	12	07/25/2005	08/01/2005
Ticket Number:	0000120623	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120622	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120615	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120603	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120580	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120579	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120544	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120470	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000121358	07/24/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121586	07/27/2005	1	07/28/2005	07/28/2005
Ticket Number:	0000121435	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000120812	07/14/2005	6	07/20/2005	07/26/2005
Ticket Number:	0000120886	07/15/2005	3	07/18/2005	07/25/2005
Ticket Number:	0000120897	07/16/2005	2	07/18/2005	07/25/2005
Ticket Number:	0000120910	07/17/2005	1	07/18/2005	07/25/2005
Ticket Number:	0000120917	07/17/2005	1	07/18/2005	07/25/2005
Ticket Number:	0000120919	07/17/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120963	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000121344	07/24/2005	1	07/25/2005	08/01/2005
Ticket Number:	0000121338	07/23/2005	2	07/25/2005	08/01/2005

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Ticket Number:	0000121333	07/23/2005	2	07/25/2005	08/01/2005
Ticket Number:	0000121324	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121321	07/22/2005	4	07/26/2005	08/01/2005
Ticket Number:	0000121316	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121314	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121308	07/22/2005	4	07/26/2005	08/01/2005
Ticket Number:	0000121304	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121357	07/24/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121353	07/24/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121352	07/24/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121351	07/24/2005	1	07/25/2005	08/01/2005
Ticket Number:	0000121349	07/24/2005	1	07/25/2005	08/01/2005
Ticket Number:	0000121348	07/24/2005	1	07/25/2005	08/01/2005
Ticket Number:	0000121297	07/22/2005	4	07/26/2005	08/01/2005
Ticket Number:	0000121281	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121255	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121252	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121249	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121231	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121221	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121218	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121163	07/20/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121151	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121125	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121096	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121064	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number:	0000121063	07/19/2005	0		07/19/2005
Ticket Number:	0000120991	07/18/2005	0	07/19/2005	07/25/2005
Ticket Number:	0000120971	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000121260	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121441	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number:	0000120918	07/17/2005	1	07/18/2005	07/25/2005
Ticket Number:	0000120911	07/17/2005	1	07/18/2005	07/25/2005
Ticket Number:	0000120904	07/17/2005	1	07/18/2005	07/25/2005
Ticket Number:	0000120892	07/16/2005	3	07/19/2005	07/25/2005
Ticket Number:	0000120891	07/16/2005	2	07/18/2005	07/25/2005
Ticket Number:	0000120788	07/14/2005	14	07/28/2005	07/28/2005
-----			-----		
Average time to ticket resolution for	kherna1		2		
Maximum time to ticket resolution for	kherna1		14		
Minimum time to ticket resolution for	kherna1		0		

Helpdesk**kincaid**Total: **59****Resolved**Total: **15**

Ticket Number:	0000120444	07/11/2005	17	07/28/2005	07/19/2005
Ticket Number:	0000120458	07/11/2005	17	07/28/2005	
Ticket Number:	0000121599	07/27/2005	1	07/28/2005	
Ticket Number:	0000121791	07/31/2005	1	08/01/2005	
Ticket Number:	0000121788	07/31/2005	1	08/01/2005	
Ticket Number:	0000121740	07/29/2005	3	08/01/2005	
Ticket Number:	0000121643	07/28/2005	0	07/28/2005	
Ticket Number:	0000121611	07/28/2005	0	07/28/2005	
Ticket Number:	0000121608	07/27/2005	0	07/28/2005	
Ticket Number:	0000121573	07/27/2005	0	07/27/2005	
Ticket Number:	0000121538	07/27/2005	0	07/27/2005	
Ticket Number:	0000121184	07/21/2005	7	07/28/2005	
Ticket Number:	0000120993	07/19/2005	9	07/28/2005	
Ticket Number:	0000120820	07/14/2005	14	07/28/2005	
Ticket Number:	0000120616	07/12/2005	16	07/28/2005	

Helpdesk

Closed		<u>Total:</u>	44		
Ticket Number:	0000121196	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000119980	07/01/2005	13	07/14/2005	07/20/2005
Ticket Number:	0000119985	07/01/2005	13	07/14/2005	07/20/2005
Ticket Number:	0000120035	07/04/2005	10	07/14/2005	07/20/2005
Ticket Number:	0000120137	07/06/2005	8	07/14/2005	07/20/2005
Ticket Number:	0000120029	07/03/2005	11	07/14/2005	07/20/2005
Ticket Number:	0000120335	07/08/2005	6	07/14/2005	07/20/2005
Ticket Number:	0000120364	07/08/2005	6	07/14/2005	07/20/2005
Ticket Number:	0000120398	07/09/2005	3		07/12/2005
Ticket Number:	0000120380	07/08/2005	6	07/14/2005	07/20/2005
Ticket Number:	0000120481	07/11/2005	10	07/21/2005	07/27/2005
Ticket Number:	0000120711	07/13/2005	1		07/14/2005
Ticket Number:	0000120694	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000120691	07/13/2005	1		07/14/2005
Ticket Number:	0000120637	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120588	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120556	07/12/2005	2	07/14/2005	07/20/2005
Ticket Number:	0000120505	07/11/2005	3	07/14/2005	07/20/2005
Ticket Number:	0000120399	07/10/2005	4	07/14/2005	07/20/2005
Ticket Number:	0000120722	07/13/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000121354	07/24/2005	1	07/25/2005	08/01/2005
Ticket Number:	0000121334	07/23/2005	2		07/25/2005
Ticket Number:	0000121272	07/22/2005	3		07/25/2005
Ticket Number:	0000121271	07/22/2005	3		07/25/2005
Ticket Number:	0000121253	07/21/2005	3		07/25/2005
Ticket Number:	0000121203	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121182	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121165	07/20/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121139	07/20/2005	0		07/20/2005
Ticket Number:	0000121444	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121060	07/19/2005	1		07/20/2005
Ticket Number:	0000121292	07/22/2005	3		07/25/2005
Ticket Number:	0000121284	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121174	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000120736	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120748	07/14/2005	0		07/14/2005
Ticket Number:	0000120729	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000121367	07/25/2005	0		07/25/2005
Ticket Number:	0000121418	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121426	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121461	07/26/2005	0		07/26/2005
Ticket Number:	0000121475	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121530	07/26/2005	0		07/27/2005
Ticket Number:	0000121431	07/25/2005	0	07/25/2005	08/01/2005

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

mcs pads1		<u>Total:</u>	1		
Resolved		<u>Total:</u>	1		

Ticket Number:	0000121739	07/29/2005	0	07/29/2005	

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

Helpdesk**myers**Total: **50****Resolved**Total: **4**

Ticket Number:	0000121346	07/24/2005	8	08/01/2005
Ticket Number:	0000121727	07/29/2005	0	07/29/2005
Ticket Number:	0000121663	07/28/2005	4	08/01/2005
Ticket Number:	0000121677	07/28/2005	0	07/28/2005

ClosedTotal: **46**

Ticket Number:	0000121267	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121074	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000119991	07/01/2005	0		07/01/2005
Ticket Number:	0000120164	07/06/2005	0		07/06/2005
Ticket Number:	0000119971	07/01/2005	0	07/01/2005	07/07/2005
Ticket Number:	0000119992	07/01/2005	0		07/01/2005
Ticket Number:	0000120096	07/05/2005	2	07/07/2005	07/13/2005
Ticket Number:	0000120129	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120165	07/06/2005	13		07/19/2005
Ticket Number:	0000120141	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120133	07/05/2005	13	07/19/2005	07/25/2005
Ticket Number:	0000120105	07/05/2005	14	07/19/2005	07/25/2005
Ticket Number:	0000120009	07/01/2005	10	07/11/2005	07/18/2005
Ticket Number:	0000119994	07/01/2005	0		07/01/2005
Ticket Number:	0000120337	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000121051	07/19/2005	3	07/22/2005	07/28/2005
Ticket Number:	0000121279	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000119990	07/01/2005	0		07/01/2005
Ticket Number:	0000120238	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120960	07/18/2005	2		07/20/2005
Ticket Number:	0000120288	07/07/2005	7		07/14/2005
Ticket Number:	0000120302	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120344	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120954	07/18/2005	0		07/18/2005
Ticket Number:	0000120695	07/13/2005	1		07/14/2005
Ticket Number:	0000120636	07/13/2005	1		07/14/2005
Ticket Number:	0000120641	07/13/2005	1	07/14/2005	07/14/2005
Ticket Number:	0000120531	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120522	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120459	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120401	07/10/2005	9		07/19/2005
Ticket Number:	0000120331	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000121610	07/28/2005	0		07/28/2005
Ticket Number:	0000120737	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120914	07/17/2005	1		07/18/2005
Ticket Number:	0000120974	07/18/2005	2	07/20/2005	07/26/2005
Ticket Number:	0000121057	07/19/2005	2		07/21/2005
Ticket Number:	0000121247	07/21/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121150	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number:	0000121121	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121062	07/19/2005	2		07/21/2005
Ticket Number:	0000121030	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000120975	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120973	07/18/2005	2		07/20/2005
Ticket Number:	0000120882	07/15/2005	11	07/26/2005	08/01/2005
Ticket Number:	0000120745	07/14/2005	5		07/19/2005

Helpdesk

Average time to ticket resolution for	myers	3
Maximum time to ticket resolution for	myers	14
Minimum time to ticket resolution for	myers	0

**Helpdesk
myo**

Total: **90**

Helpdesk

	Closed	Total:	90		
Ticket Number:	0000120771	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120861	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120793	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120813	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120810	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120807	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120806	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120805	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120803	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120802	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120801	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120798	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120859	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120844	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120827	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120826	07/14/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120825	07/14/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120839	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120824	07/14/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120823	07/14/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120792	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120811	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120785	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120791	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120176	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120219	07/06/2005	5	07/11/2005	07/18/2005
Ticket Number:	0000120222	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120210	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120241	07/07/2005	0		07/07/2005
Ticket Number:	0000120249	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120256	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120494	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120382	07/08/2005	6	07/14/2005	07/20/2005
Ticket Number:	0000120341	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120329	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120324	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120301	07/08/2005	0		07/08/2005
Ticket Number:	0000120300	07/07/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120560	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120287	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120286	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120299	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120261	07/07/2005	4	07/11/2005	07/18/2005
Ticket Number:	0000120665	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120635	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120634	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120589	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120587	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120554	07/12/2005	0	07/12/2005	07/12/2005
Ticket Number:	0000120528	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120527	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120491	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120488	07/11/2005	0		07/11/2005

Helpdesk

Ticket Number:	0000120420	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120415	07/10/2005	1	07/11/2005	07/18/2005
Ticket Number:	0000120412	07/10/2005	1	07/11/2005	07/18/2005
Ticket Number:	0000120410	07/10/2005	1	07/11/2005	07/18/2005
Ticket Number:	0000120388	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120387	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120247	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120421	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120305	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120193	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120122	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120112	07/05/2005	8	07/13/2005	07/19/2005
Ticket Number:	0000120101	07/05/2005	2	07/07/2005	07/13/2005
Ticket Number:	0000120100	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120094	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120093	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120090	07/05/2005	3	07/08/2005	07/14/2005
Ticket Number:	0000120084	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120083	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120034	07/03/2005	2	07/05/2005	07/11/2005
Ticket Number:	0000120033	07/03/2005	2	07/05/2005	07/11/2005
Ticket Number:	0000120028	07/03/2005	2	07/05/2005	07/11/2005
Ticket Number:	0000120024	07/02/2005	3	07/05/2005	07/11/2005
Ticket Number:	0000120023	07/02/2005	3	07/05/2005	07/11/2005
Ticket Number:	0000120014	07/01/2005	4	07/05/2005	07/11/2005
Ticket Number:	0000120010	07/01/2005	0	07/01/2005	07/07/2005
Ticket Number:	0000120306	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120157	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120134	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120131	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120143	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120393	07/09/2005	2	07/11/2005	07/18/2005
Ticket Number:	0000120330	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120160	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120142	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120220	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120463	07/11/2005	0	07/11/2005	07/18/2005

Average time to ticket resolution for	myo		1		
Maximum time to ticket resolution for	myo		8		
Minimum time to ticket resolution for	myo		0		
<hr/>					
pmcneel1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
<hr/>					
Ticket Number:	0000120257	07/07/2005	0		07/07/2005

Average time to ticket resolution for	pmcneel1		0		
Maximum time to ticket resolution for	pmcneel1		0		
Minimum time to ticket resolution for	pmcneel1		0		

Helpdesk

pzeaf01

Total: **9**

Resolved

Total: **1**

Ticket Number: 0000121550 07/27/2005 0 07/27/2005

Closed

Total: **8**

Ticket Number:	0000120520	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120602	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120776	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120718	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120989	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120990	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000121439	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number:	0000121469	07/26/2005	0	07/26/2005	08/01/2005

Average time to ticket resolution for	pzeaf01	0
Maximum time to ticket resolution for	pzeaf01	1
Minimum time to ticket resolution for	pzeaf01	0

Helpdesk**rkhalil****Total: 50****Resolved****Total: 6**

Ticket Number:	0000121250	07/21/2005	6	07/27/2005
Ticket Number:	0000121325	07/22/2005	5	07/27/2005
Ticket Number:	0000121671	07/28/2005	0	07/28/2005
Ticket Number:	0000121735	07/29/2005	3	08/01/2005
Ticket Number:	0000121659	07/28/2005	0	07/28/2005
Ticket Number:	0000121620	07/28/2005	0	07/28/2005

Closed**Total: 44**

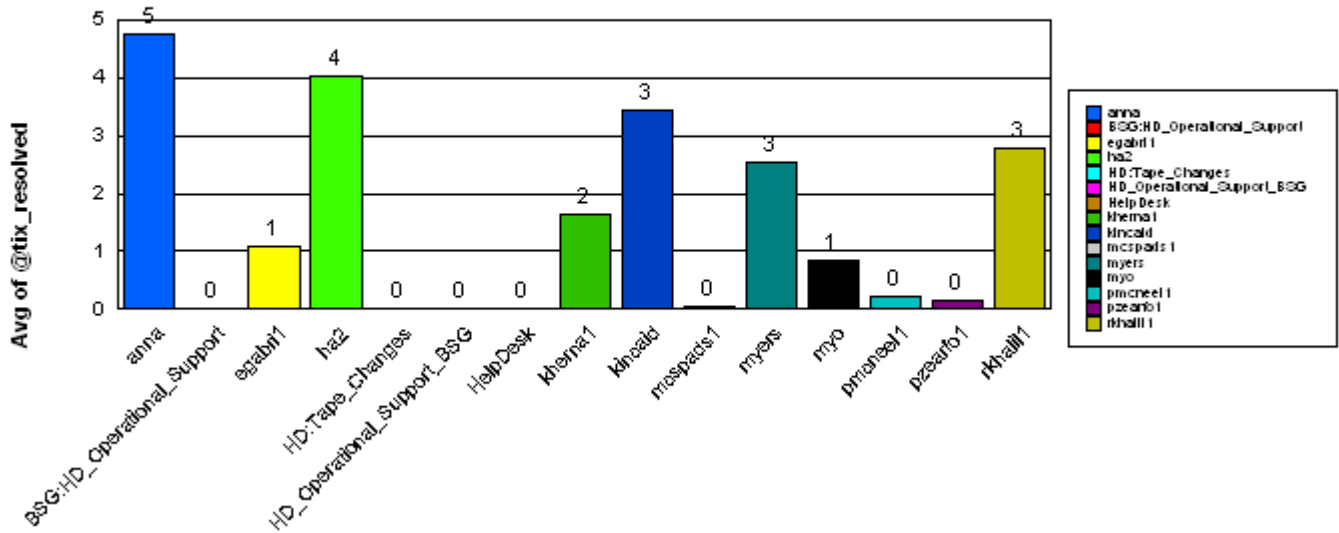
Ticket Number:	0000121258	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000120667	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120162	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120068	07/05/2005	3	07/08/2005	07/14/2005
Ticket Number:	0000120888	07/15/2005	4	07/19/2005	07/25/2005
Ticket Number:	0000120239	07/07/2005	18		07/25/2005
Ticket Number:	0000120619	07/12/2005	14	07/26/2005	08/01/2005
Ticket Number:	0000120600	07/12/2005	13	07/25/2005	08/01/2005
Ticket Number:	0000120245	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120596	07/12/2005	3	07/15/2005	07/21/2005
Ticket Number:	0000121359	07/25/2005	1	07/25/2005	08/01/2005
Ticket Number:	0000121368	07/25/2005	0		07/25/2005
Ticket Number:	0000121499	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121484	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121443	07/25/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121430	07/25/2005	0		07/25/2005
Ticket Number:	0000121406	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121395	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121369	07/25/2005	0		07/25/2005
Ticket Number:	0000120782	07/14/2005	12	07/26/2005	08/01/2005
Ticket Number:	0000121099	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121307	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121295	07/22/2005	3		07/25/2005
Ticket Number:	0000121251	07/21/2005	5	07/26/2005	08/01/2005
Ticket Number:	0000121248	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121244	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121207	07/21/2005	5	07/26/2005	08/01/2005
Ticket Number:	0000121159	07/20/2005	0	07/20/2005	07/20/2005
Ticket Number:	0000121158	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121112	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121355	07/24/2005	2	07/26/2005	08/01/2005
Ticket Number:	0000121342	07/23/2005	2		07/25/2005
Ticket Number:	0000121341	07/23/2005	2	07/25/2005	08/01/2005
Ticket Number:	0000121340	07/23/2005	2		07/25/2005
Ticket Number:	0000121329	07/22/2005	1		07/23/2005
Ticket Number:	0000121326	07/22/2005	4	07/26/2005	08/01/2005
Ticket Number:	0000121313	07/22/2005	3		07/25/2005
Ticket Number:	0000121097	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121127	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000120878	07/15/2005	10	07/25/2005	08/01/2005
Ticket Number:	0000121031	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number:	0000121032	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number:	0000120899	07/17/2005	9	07/26/2005	08/01/2005
Ticket Number:	0000120862	07/15/2005	0	07/15/2005	07/21/2005

Helpdesk

Average time to ticket resolution for	rkhalil1	3
Maximum time to ticket resolution for	rkhalil1	18
Minimum time to ticket resolution for	rkhalil1	0
Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	19
Minimum time to ticket resolution for	Helpdesk	0

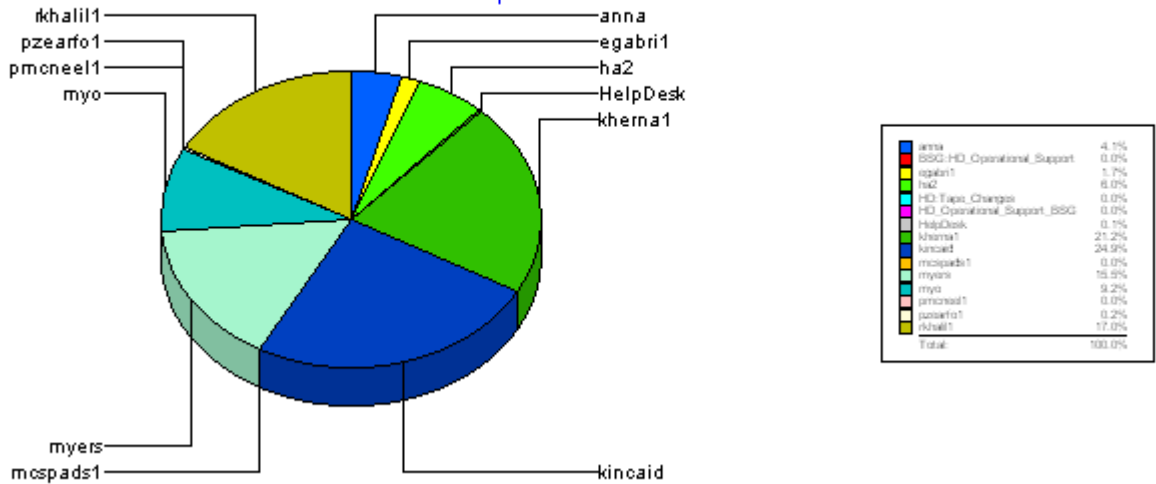
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



Human Resources

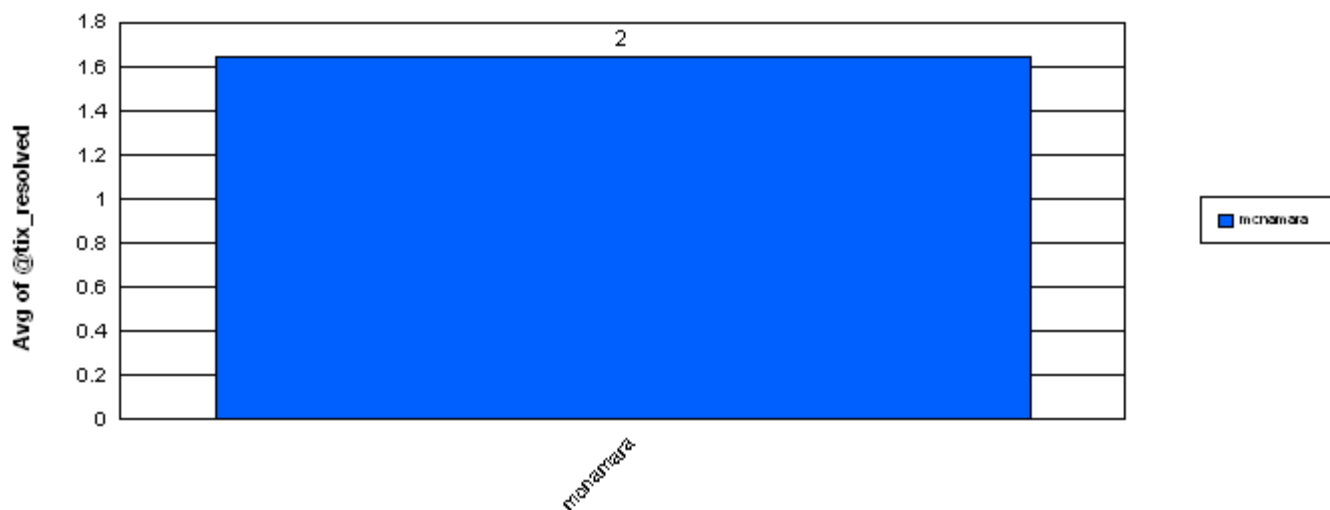
		<u>Total:</u>	6		
mcnamara		<u>Total:</u>	6		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000121282	07/22/2005	5	07/27/2005	
Ticket Number:	0000121674	07/28/2005	0	07/28/2005	
Closed		<u>Total:</u>	4		
Ticket Number:	0000120374	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120594	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120593	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000121602	07/27/2005	1		07/28/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		mcnamara	2		
Maximum time to ticket resolution for		mcnamara	5		
Minimum time to ticket resolution for		mcnamara	0		

Human Resources

Average time to ticket resolution for	Human Resour	2
Maximum time to ticket resolution for	Human Resour	5
Minimum time to ticket resolution for	Human Resour	0

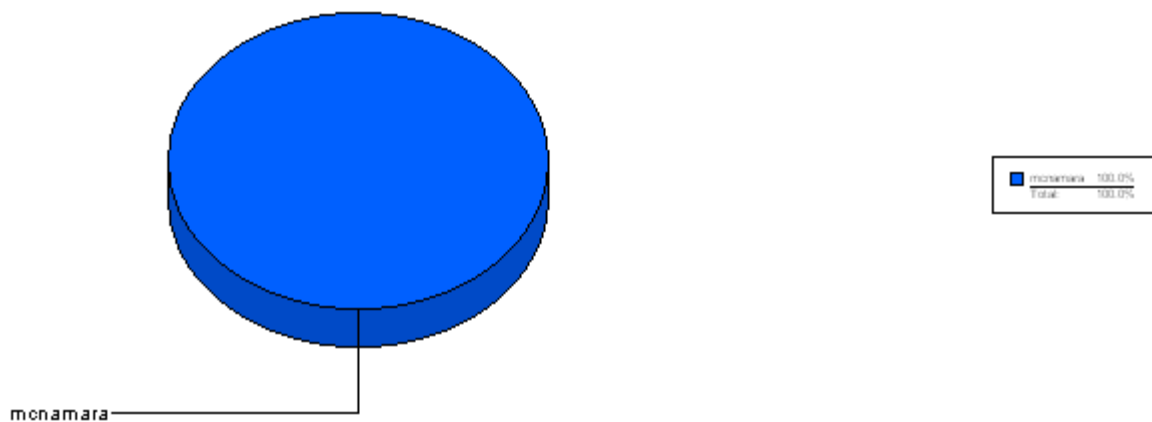
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total: **94**

LAN

Total: **1**

Closed

Total: **1**

Ticket Number: 0000120548

07/12/2005

0

07/12/2005

Average time to ticket resolution for

LAN

0

Maximum time to ticket resolution for

LAN

0

Minimum time to ticket resolution for

LAN

0

LAN

jesse

Total: 83

Resolved

Total: 15

Ticket Number:	0000121540	07/27/2005	1	07/28/2005
Ticket Number:	0000120492	07/11/2005	17	07/28/2005
Ticket Number:	0000121440	07/25/2005	1	07/27/2005
Ticket Number:	0000121625	07/28/2005	0	07/28/2005
Ticket Number:	0000120985	07/18/2005	11	07/29/2005
Ticket Number:	0000121751	07/29/2005	3	08/01/2005
Ticket Number:	0000121678	07/28/2005	1	07/29/2005
Ticket Number:	0000121644	07/28/2005	0	07/28/2005
Ticket Number:	0000121548	07/27/2005	0	07/27/2005
Ticket Number:	0000121506	07/26/2005	1	07/27/2005
Ticket Number:	0000121437	07/25/2005	2	07/27/2005
Ticket Number:	0000121199	07/21/2005	6	07/27/2005
Ticket Number:	0000121226	07/21/2005	7	07/28/2005
Ticket Number:	0000121519	07/26/2005	1	07/27/2005
Ticket Number:	0000120966	07/18/2005	9	07/27/2005

LAN

	<u>Closed</u>	<u>Total:</u>	68		
Ticket Number:	0000120577	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000121213	07/21/2005	1	07/22/2005	07/28/2005
Ticket Number:	0000120159	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000119996	07/01/2005	4	07/05/2005	07/11/2005
Ticket Number:	0000120499	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120070	07/05/2005	2	07/07/2005	07/13/2005
Ticket Number:	0000120153	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120150	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120149	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120145	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120532	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120104	07/05/2005	9	07/14/2005	07/20/2005
Ticket Number:	0000120095	07/05/2005	2	07/07/2005	07/13/2005
Ticket Number:	0000120067	07/05/2005	2	07/07/2005	07/13/2005
Ticket Number:	0000120000	07/01/2005	6	07/07/2005	07/13/2005
Ticket Number:	0000120139	07/06/2005	12	07/18/2005	07/25/2005
Ticket Number:	0000120477	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000121488	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000120284	07/07/2005	15	07/22/2005	07/28/2005
Ticket Number:	0000120205	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120662	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120660	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000120646	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000120611	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120630	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000120606	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120704	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000120597	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120574	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120509	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120487	07/11/2005	2	07/13/2005	07/19/2005
Ticket Number:	0000120472	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120468	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120449	07/11/2005	16		07/27/2005
Ticket Number:	0000120445	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120700	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000120678	07/13/2005	5	07/18/2005	07/25/2005
Ticket Number:	0000120696	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000120333	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120320	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120319	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120295	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120246	07/07/2005	6	07/13/2005	07/19/2005
Ticket Number:	0000121374	07/25/2005	1		07/26/2005
Ticket Number:	0000121446	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121453	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121721	07/29/2005	0	07/29/2005	07/29/2005
Ticket Number:	0000121486	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121468	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121420	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number:	0000121417	07/25/2005	7		08/01/2005
Ticket Number:	0000121391	07/25/2005	1	07/26/2005	08/01/2005
Ticket Number:	0000120727	07/14/2005	1	07/15/2005	07/21/2005

LAN

Ticket Number:	0000121157	07/20/2005	2	07/22/2005	07/28/2005
Ticket Number:	0000121152	07/20/2005	6	07/26/2005	08/01/2005
Ticket Number:	0000121187	07/21/2005	1	07/22/2005	07/28/2005
Ticket Number:	0000121049	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number:	0000121005	07/19/2005	0		07/19/2005
Ticket Number:	0000120970	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120947	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120941	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120937	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120915	07/17/2005	1	07/18/2005	07/25/2005
Ticket Number:	0000120876	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120849	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120796	07/14/2005	4	07/18/2005	07/25/2005
Ticket Number:	0000121335	07/23/2005	4		07/27/2005
Ticket Number:	0000121140	07/20/2005	2	07/22/2005	07/28/2005

Average time to ticket resolution for	jesse		2		
Maximum time to ticket resolution for	jesse		17		
Minimum time to ticket resolution for	jesse		0		
<hr/>					
vladimir		Total:	10		
Closed		Total:	10		
Ticket Number:	0000120846	07/15/2005	5	07/20/2005	07/26/2005
Ticket Number:	0000120929	07/18/2005	3	07/21/2005	07/27/2005
Ticket Number:	0000120967	07/18/2005	2	07/20/2005	07/26/2005
Ticket Number:	0000120883	07/15/2005	3	07/18/2005	07/25/2005
Ticket Number:	0000121017	07/19/2005	2	07/21/2005	07/27/2005
Ticket Number:	0000121070	07/19/2005	2	07/21/2005	07/27/2005
Ticket Number:	0000121106	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number:	0000121095	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number:	0000120981	07/18/2005	2	07/20/2005	07/26/2005
Ticket Number:	0000120708	07/13/2005	7	07/20/2005	07/26/2005

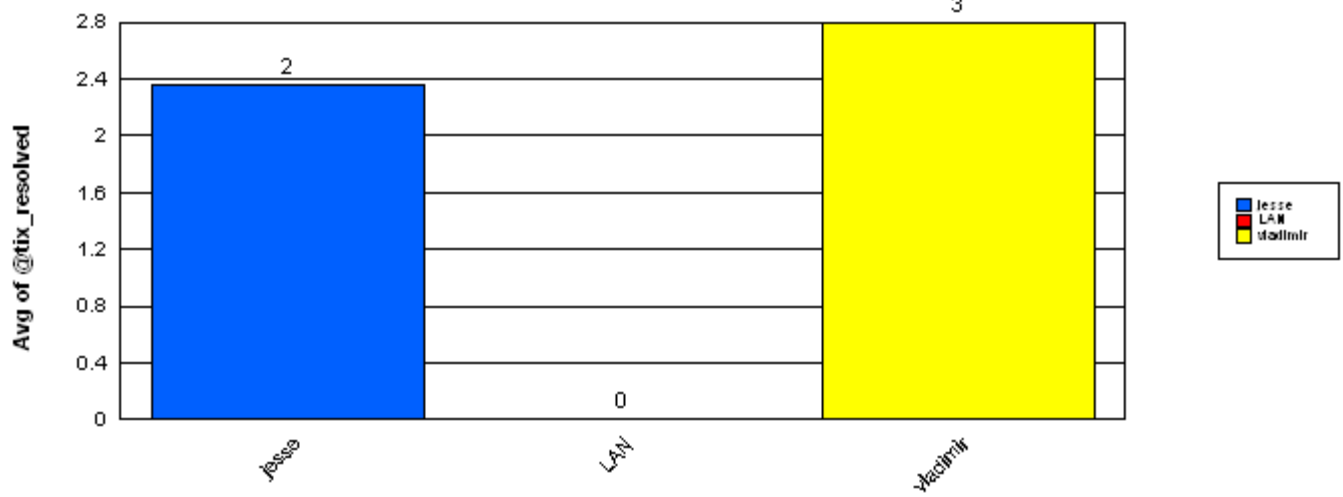
Average time to ticket resolution for	vladimir		3		
Maximum time to ticket resolution for	vladimir		7		
Minimum time to ticket resolution for	vladimir		1		
<hr/>					

LAN

Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	17
Minimum time to ticket resolution for	LAN	0

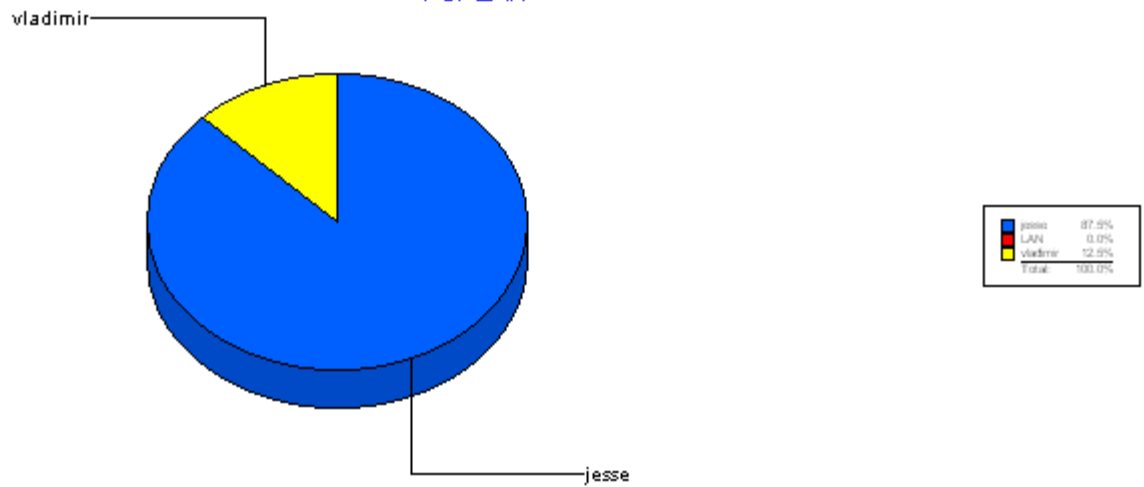
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		<u>Total:</u>	79		
darnold		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000120512	07/11/2005	3	07/14/2005	07/20/2005
Ticket Number:	0000121172	07/21/2005	0		07/21/2005

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

New Media

ebenson1

Total: **60**

Resolved

Total: **2**

Ticket Number: 0000121613

07/28/2005

1

07/29/2005

Ticket Number: 0000121699

07/28/2005

1

07/29/2005

New Media

	Closed	<u>Total:</u>	58		
Ticket Number:	0000121425	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000120042	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120043	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120439	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120443	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120027	07/03/2005	16	07/19/2005	07/25/2005
Ticket Number:	0000120442	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120060	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120533	07/12/2005	2	07/14/2005	07/20/2005
Ticket Number:	0000120114	07/05/2005	0	07/05/2005	07/05/2005
Ticket Number:	0000120107	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000121154	07/20/2005	5	07/25/2005	08/01/2005
Ticket Number:	0000120087	07/05/2005	3	07/08/2005	07/14/2005
Ticket Number:	0000120044	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000119973	07/01/2005	0	07/01/2005	07/07/2005
Ticket Number:	0000120298	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120217	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120389	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120666	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120598	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120441	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120440	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120436	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120435	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120437	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120434	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120433	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120432	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120643	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120431	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120430	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120429	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120428	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120419	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120411	07/10/2005	1	07/11/2005	07/18/2005
Ticket Number:	0000120402	07/10/2005	2	07/12/2005	07/18/2005
Ticket Number:	0000120395	07/09/2005	10	07/19/2005	07/25/2005
Ticket Number:	0000120517	07/11/2005	14	07/25/2005	07/26/2005
Ticket Number:	0000120516	07/11/2005	14	07/25/2005	07/26/2005
Ticket Number:	0000120515	07/11/2005	14	07/25/2005	07/26/2005
Ticket Number:	0000120564	07/12/2005	7		07/19/2005
Ticket Number:	0000120485	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120462	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120390	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120425	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120281	07/07/2005	5	07/12/2005	07/18/2005
Ticket Number:	0000120426	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120386	07/08/2005	5	07/13/2005	07/19/2005
Ticket Number:	0000120259	07/07/2005	4	07/11/2005	07/18/2005
Ticket Number:	0000120852	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000121143	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121205	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000121289	07/22/2005	4	07/26/2005	08/01/2005

New Media

Ticket Number:	0000121145	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121144	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121142	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000120851	07/15/2005	0		07/15/2005
Ticket Number:	0000121442	07/25/2005	0	07/26/2005	08/01/2005

Average time to ticket resolution for	ebensonl		2		
Maximum time to ticket resolution for	ebensonl		16		
Minimum time to ticket resolution for	ebensonl		0		

rarmstro

Total: **17**

Closed

Total: **17**

Ticket Number:	0000121081	07/20/2005	5	07/25/2005	08/01/2005
Ticket Number:	0000120781	07/14/2005	4	07/18/2005	07/25/2005
Ticket Number:	0000121337	07/23/2005	2	07/25/2005	08/01/2005
Ticket Number:	0000121336	07/23/2005	2	07/25/2005	08/01/2005
Ticket Number:	0000120908	07/17/2005	8	07/25/2005	08/01/2005
Ticket Number:	0000120831	07/15/2005	3	07/18/2005	07/25/2005
Ticket Number:	0000120188	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120242	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120687	07/13/2005	5	07/18/2005	07/25/2005
Ticket Number:	0000121136	07/20/2005	5		07/25/2005
Ticket Number:	0000120038	07/04/2005	1	07/05/2005	07/11/2005
Ticket Number:	0000120013	07/01/2005	4	07/05/2005	07/11/2005
Ticket Number:	0000120156	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120136	07/06/2005	0	07/06/2005	07/18/2005
Ticket Number:	0000120130	07/05/2005	1		07/06/2005
Ticket Number:	0000120097	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120037	07/04/2005	1	07/05/2005	07/11/2005

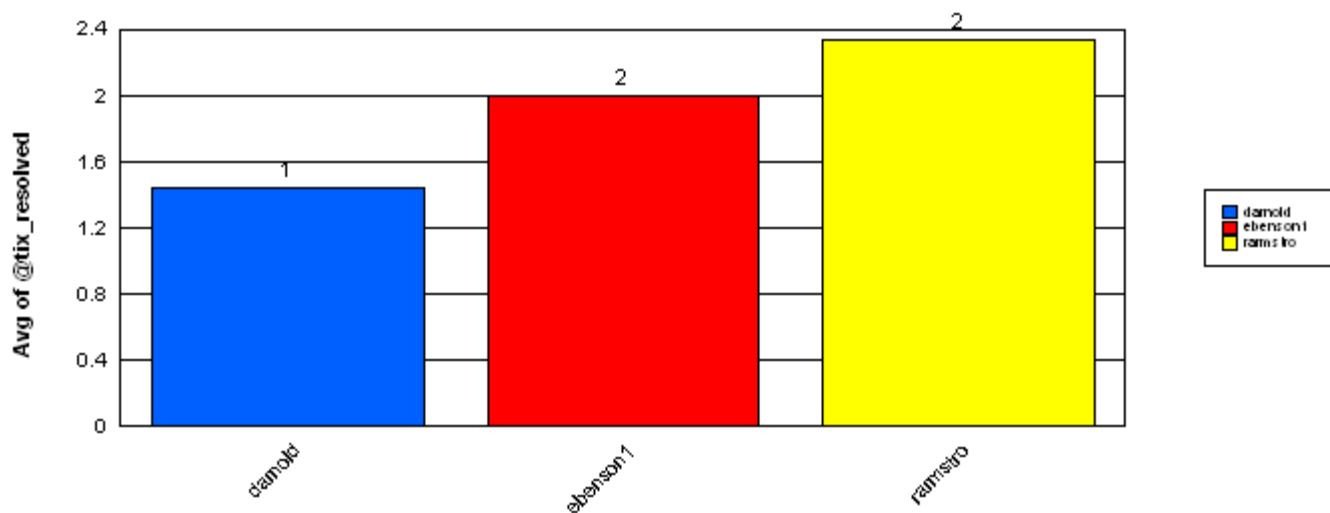
Average time to ticket resolution for	rarmstro		2		
Maximum time to ticket resolution for	rarmstro		8		
Minimum time to ticket resolution for	rarmstro		0		

New Media

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	16
Minimum time to ticket resolution for	New Media	0

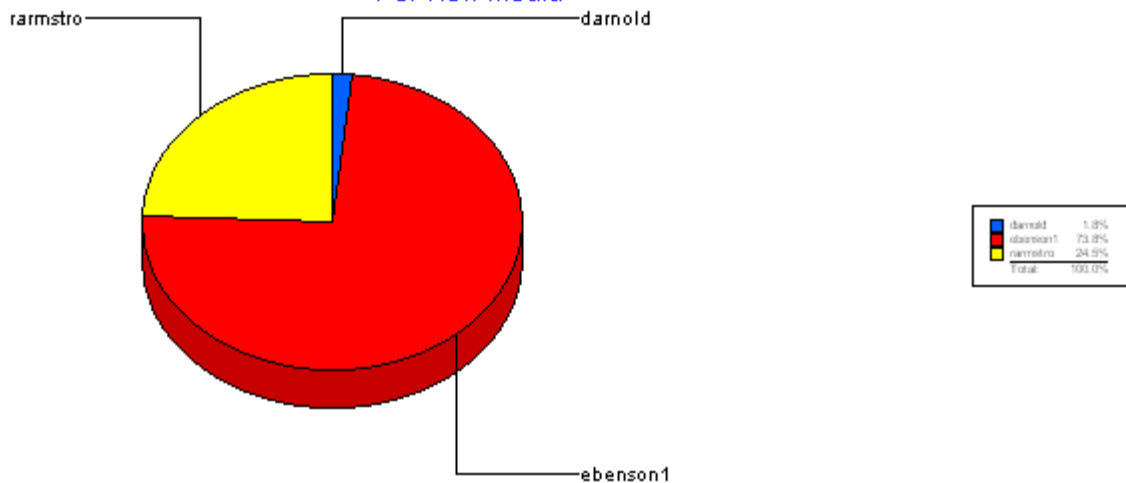
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		Total:	39	
BSG:Operational_Support		<u>Total:</u>	4	
Closed		<u>Total:</u>	4	
Ticket Number:	0000120050	07/05/2005	0	07/05/2005
Ticket Number:	0000120098	07/05/2005	0	07/05/2005
Ticket Number:	0000120354	07/08/2005	0	07/08/2005
Ticket Number:	0000120569	07/12/2005	0	07/12/2005
-----		-----	-----	-----
Average time to ticket resolution for		BSG:Operation	0	
Maximum time to ticket resolution for		BSG:Operation	0	
Minimum time to ticket resolution for		BSG:Operation	0	
BSG:SA_Records_Support		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000120873	07/15/2005	0	07/15/2005
-----		-----	-----	-----
Average time to ticket resolution for		BSG:SA_Recor	0	
Maximum time to ticket resolution for		BSG:SA_Recor	0	
Minimum time to ticket resolution for		BSG:SA_Recor	0	
BSG:Web_Infrastructure		<u>Total:</u>	20	
Closed		<u>Total:</u>	20	
Ticket Number:	0000120231	07/07/2005	0	07/07/2005
Ticket Number:	0000120348	07/08/2005	0	07/08/2005
Ticket Number:	0000120352	07/08/2005	0	07/08/2005
Ticket Number:	0000120353	07/08/2005	0	07/08/2005
Ticket Number:	0000120351	07/08/2005	0	07/08/2005
Ticket Number:	0000120350	07/08/2005	0	07/08/2005
Ticket Number:	0000120423	07/11/2005	0	07/11/2005
Ticket Number:	0000120775	07/14/2005	0	07/14/2005
Ticket Number:	0000120629	07/13/2005	0	07/13/2005
Ticket Number:	0000120628	07/13/2005	0	07/13/2005
Ticket Number:	0000120627	07/13/2005	0	07/13/2005
Ticket Number:	0000120500	07/11/2005	0	07/11/2005
Ticket Number:	0000120377	07/08/2005	0	07/08/2005
Ticket Number:	0000120376	07/08/2005	0	07/08/2005
Ticket Number:	0000120228	07/07/2005	0	07/07/2005
Ticket Number:	0000120230	07/07/2005	0	07/07/2005
Ticket Number:	0000120525	07/12/2005	0	07/12/2005
Ticket Number:	0000119974	07/01/2005	0	07/01/2005
Ticket Number:	0000120046	07/05/2005	0	07/05/2005
Ticket Number:	0000119975	07/01/2005	0	07/01/2005
-----		-----	-----	-----
Average time to ticket resolution for		BSG:Web_Infra	0	
Maximum time to ticket resolution for		BSG:Web_Infra	0	
Minimum time to ticket resolution for		BSG:Web_Infra	0	
blanchet		<u>Total:</u>	5	
Closed		<u>Total:</u>	5	
Ticket Number:	0000120051	07/05/2005	0	07/05/2005
Ticket Number:	0000120045	07/05/2005	0	07/05/2005
Ticket Number:	0000120052	07/05/2005	8	07/13/2005
Ticket Number:	0000120529	07/12/2005	0	07/12/2005
Ticket Number:	0000120766	07/14/2005	0	07/14/2005
-----		-----	-----	-----
Average time to ticket resolution for		blanchet	2	
Maximum time to ticket resolution for		blanchet	8	
Minimum time to ticket resolution for		blanchet	0	

OIT BSG Non People

dina	<u>Total:</u>	3		
Closed	<u>Total:</u>	3		
Ticket Number: 0000120254	07/07/2005	1		07/08/2005
Ticket Number: 0000120585	07/12/2005	1		07/13/2005
Ticket Number: 0000120371	07/08/2005	5		07/13/2005

Average time to ticket resolution for	dina	2		
Maximum time to ticket resolution for	dina	5		
Minimum time to ticket resolution for	dina	1		
<hr/>				
jason12	<u>Total:</u>	1		
Closed	<u>Total:</u>	1		
Ticket Number: 0000120203	07/06/2005	0		07/06/2005

Average time to ticket resolution for	jason12	0		
Maximum time to ticket resolution for	jason12	0		
Minimum time to ticket resolution for	jason12	0		
<hr/>				
putro	<u>Total:</u>	5		
Closed	<u>Total:</u>	5		
Ticket Number: 0000120180	07/06/2005	1		07/07/2005
Ticket Number: 0000120682	07/13/2005	0		07/13/2005
Ticket Number: 0000120681	07/13/2005	0		07/13/2005
Ticket Number: 0000120152	07/06/2005	0		07/06/2005
Ticket Number: 0000120765	07/14/2005	0		07/14/2005

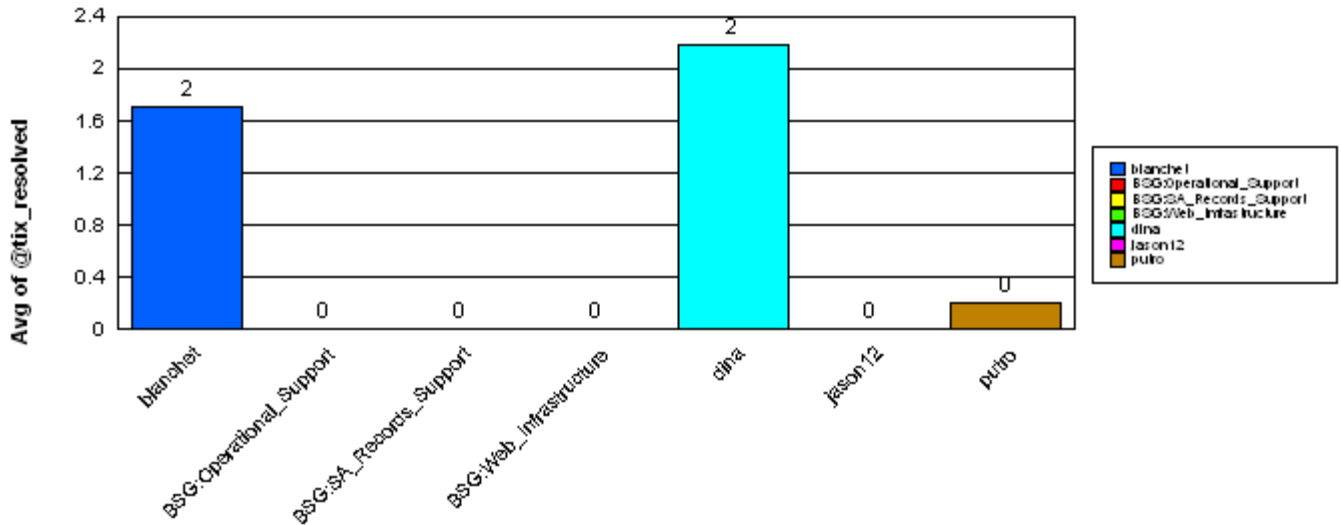
Average time to ticket resolution for	putro	0		
Maximum time to ticket resolution for	putro	1		
Minimum time to ticket resolution for	putro	0		

OIT BSG Non People

Average time to ticket resolution for	OIT BSG Non P	0
Maximum time to ticket resolution for	OIT BSG Non P	8
Minimum time to ticket resolution for	OIT BSG Non P	0

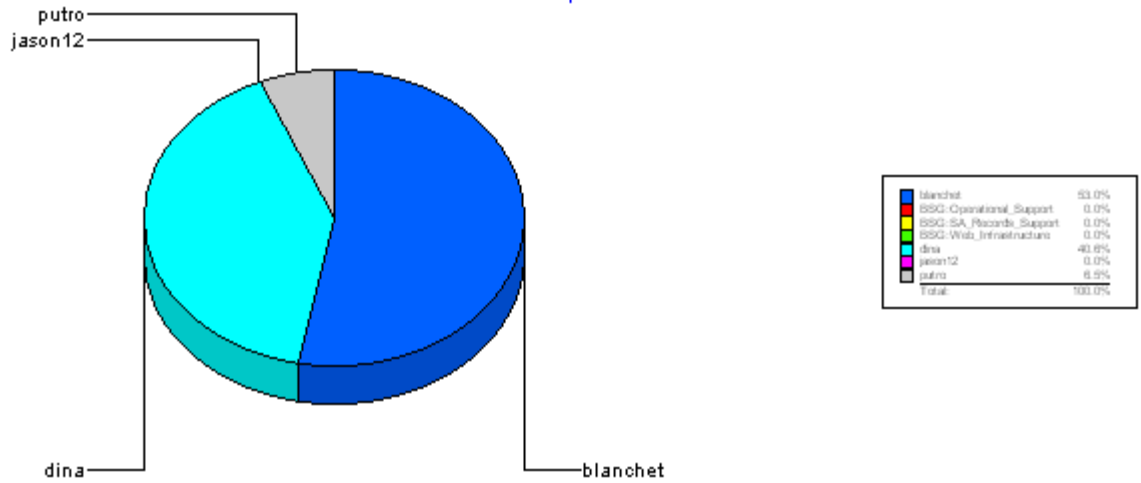
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		<u>Total:</u>	96	
PS:TECHSA		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000120361	07/08/2005	0	07/08/2005
-----		-----	-----	
Average time to ticket resolution for		PS:TECHSA	0	
Maximum time to ticket resolution for		PS:TECHSA	0	
Minimum time to ticket resolution for		PS:TECHSA	0	
<hr/>		<hr/>	<hr/>	
byron		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000120743	07/14/2005	0	07/14/2005
Ticket Number:	0000120744	07/14/2005	0	07/14/2005
-----		-----	-----	
Average time to ticket resolution for		byron	0	
Maximum time to ticket resolution for		byron	0	
Minimum time to ticket resolution for		byron	0	
<hr/>		<hr/>	<hr/>	

OIT Business Systems: P

chriss

Total: 36

Closed

Total: 36

Ticket Number:	0000120716	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120175	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120177	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120187	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120192	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120308	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120334	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120303	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120493	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120269	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120253	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120252	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120255	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120237	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120475	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120199	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120196	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120705	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120669	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120642	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120626	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120590	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120582	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120530	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120506	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120484	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120480	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120479	07/11/2005	8	07/19/2005	07/25/2005
Ticket Number:	0000120417	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120195	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120191	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120209	07/06/2005	5	07/11/2005	07/18/2005
Ticket Number:	0000120178	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120507	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120724	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120233	07/07/2005	0	07/07/2005	07/13/2005

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Average time to ticket resolution for	chriss	0	
Maximum time to ticket resolution for	chriss	8	
Minimum time to ticket resolution for	chriss	0	
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dharley

Total: 1

Closed

Total: 1

Ticket Number:	0000120537	07/12/2005	1	07/13/2005	07/19/2005
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Average time to ticket resolution for	dharley	1	
Maximum time to ticket resolution for	dharley	1	
Minimum time to ticket resolution for	dharley	1	
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OIT Business Systems: P

dsylva		<u>Total:</u> 5			
Closed		<u>Total:</u> 5			
Ticket Number:	0000120369	07/08/2005	7		07/15/2005
Ticket Number:	0000120540	07/12/2005	3	07/15/2005	07/21/2005
Ticket Number:	0000120746	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120773	07/14/2005	6	07/20/2005	07/26/2005
Ticket Number:	0000120829	07/15/2005	0	07/15/2005	07/21/2005
Average time to ticket resolution for		dsylva	3		
Maximum time to ticket resolution for		dsylva	7		
Minimum time to ticket resolution for		dsylva	0		
haddaway		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000120289	07/07/2005	0	07/07/2005	07/13/2005
Average time to ticket resolution for		haddaway	0		
Maximum time to ticket resolution for		haddaway	0		
Minimum time to ticket resolution for		haddaway	0		
jeremy		<u>Total:</u> 12			
Closed		<u>Total:</u> 12			
Ticket Number:	0000120270	07/07/2005	5	07/12/2005	07/18/2005
Ticket Number:	0000120565	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120563	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120625	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120655	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120674	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120645	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120568	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120562	07/12/2005	2	07/14/2005	07/20/2005
Ticket Number:	0000120742	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120795	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120778	07/14/2005	0	07/14/2005	07/20/2005
Average time to ticket resolution for		jeremy	1		
Maximum time to ticket resolution for		jeremy	5		
Minimum time to ticket resolution for		jeremy	0		
kblank		<u>Total:</u> 4			
Closed		<u>Total:</u> 4			
Ticket Number:	0000120276	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120592	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120328	07/08/2005	5	07/13/2005	07/19/2005
Ticket Number:	0000120545	07/12/2005	6	07/18/2005	07/25/2005
Average time to ticket resolution for		kblank	3		
Maximum time to ticket resolution for		kblank	6		
Minimum time to ticket resolution for		kblank	0		
kirby		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000120061	07/05/2005	2	07/07/2005	07/13/2005
Average time to ticket resolution for		kirby	2		
Maximum time to ticket resolution for		kirby	2		
Minimum time to ticket resolution for		kirby	2		

OIT Business Systems: P

lrاند		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000120019	07/01/2005	0	07/01/2005	07/06/2005
Ticket Number:	0000120018	07/01/2005	0	07/01/2005	07/07/2005
Ticket Number:	0000120385	07/08/2005	5	07/13/2005	07/19/2005
Average time to ticket resolution for		lrاند	2		
Maximum time to ticket resolution for		lrاند	5		
Minimum time to ticket resolution for		lrاند	0		
ostrove		<u>Total:</u>	9		
Closed		<u>Total:</u>	9		
Ticket Number:	0000120457	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120684	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120693	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120607	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120229	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120113	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120510	07/11/2005	3	07/14/2005	07/20/2005
Ticket Number:	0000120056	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120213	07/06/2005	8	07/14/2005	07/20/2005
Average time to ticket resolution for		ostrove	1		
Maximum time to ticket resolution for		ostrove	8		
Minimum time to ticket resolution for		ostrove	0		
psimon		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000119976	07/01/2005	5	07/06/2005	07/12/2005
Ticket Number:	0000120640	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120841	07/15/2005	4	07/19/2005	07/25/2005
Average time to ticket resolution for		psimon	3		
Maximum time to ticket resolution for		psimon	5		
Minimum time to ticket resolution for		psimon	0		
slong		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000120413	07/10/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000119972	07/01/2005	0	07/01/2005	07/07/2005
Ticket Number:	0000120118	07/05/2005	2	07/07/2005	07/13/2005
Average time to ticket resolution for		slong	1		
Maximum time to ticket resolution for		slong	2		
Minimum time to ticket resolution for		slong	0		

**OIT Business Systems: P
stephen**

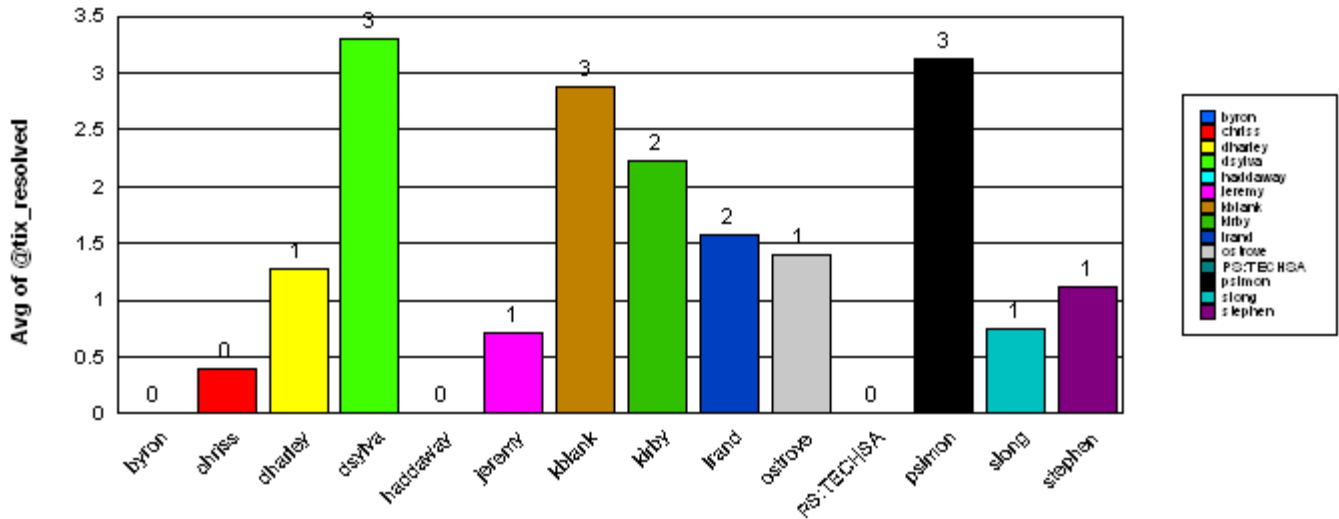
Closed		<u>Total:</u>	15		
		<u>Total:</u>	15		
Ticket Number:	0000120291	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120120	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120154	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120260	07/07/2005	4	07/11/2005	07/18/2005
Ticket Number:	0000120326	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120688	07/13/2005	1	07/14/2005	07/20/2005
Ticket Number:	0000120539	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000120473	07/11/2005	1	07/12/2005	07/18/2005
Ticket Number:	0000120339	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120336	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120327	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120325	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120277	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120321	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120268	07/07/2005	0	07/07/2005	07/13/2005
-----		-----		-----	
Average time to ticket resolution for	stephen		1		
Maximum time to ticket resolution for	stephen		4		
Minimum time to ticket resolution for	stephen		0		

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	8
Minimum time to ticket resolution for	OIT Business S	0

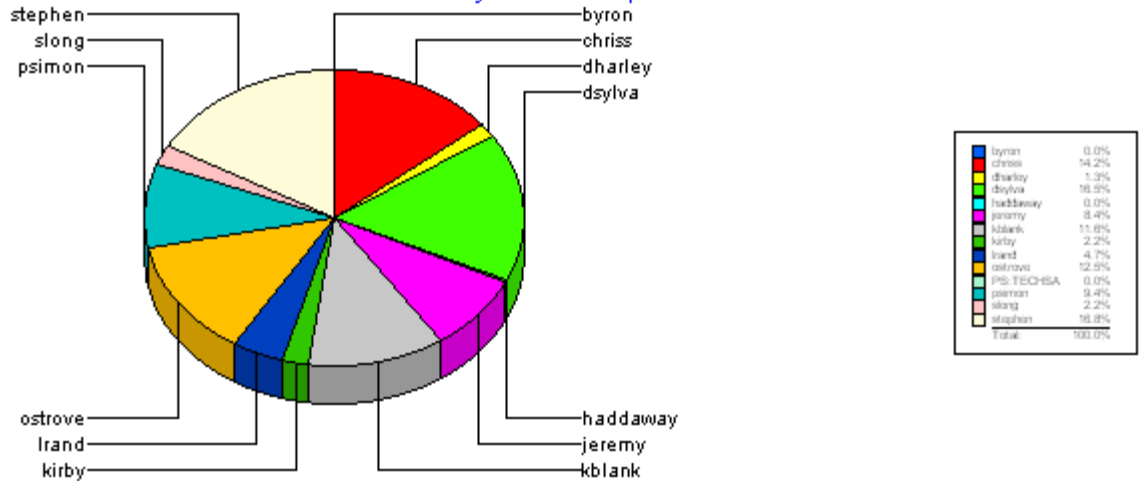
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



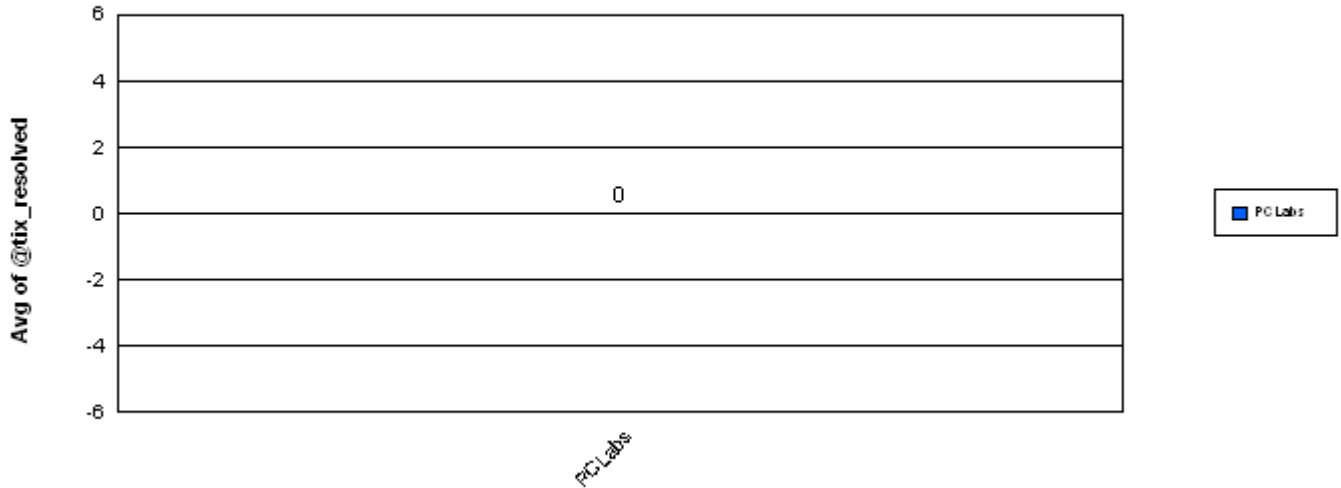
PC Labs

		<u>Total:</u>	1
PCLabs	Closed	<u>Total:</u>	1
Ticket Number:	0000121180	07/21/2005	0
-----		-----	
Average time to ticket resolution for	PCLabs		0
Maximum time to ticket resolution for	PCLabs		0
Minimum time to ticket resolution for	PCLabs		0
-----		-----	
Average time to ticket resolution for	PC Labs		0
Maximum time to ticket resolution for	PC Labs		0
Minimum time to ticket resolution for	PC Labs		0

07/21/2005

Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total: 53			
beakja1		<u>Total: 5</u>			
Closed		<u>Total: 5</u>			
Ticket Number:	0000120983	07/18/2005	4	07/22/2005	07/28/2005
Ticket Number:	0000121072	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000120216	07/06/2005	1		07/07/2005
Ticket Number:	0000120360	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120571	07/12/2005	0	07/12/2005	07/18/2005
-----		-----		-----	
Average time to ticket resolution for		beakja1	1		
Maximum time to ticket resolution for		beakja1	4		
Minimum time to ticket resolution for		beakja1	0		
<hr/>		<hr/>		<hr/>	
bushong1		<u>Total: 17</u>			
Resolved		<u>Total: 7</u>			
Ticket Number:	0000121220	07/21/2005	7	07/28/2005	
Ticket Number:	0000121264	07/22/2005	5	07/27/2005	
Ticket Number:	0000121287	07/22/2005	6	07/28/2005	
Ticket Number:	0000121510	07/26/2005	1	07/27/2005	
Ticket Number:	0000121448	07/26/2005	1	07/27/2005	
Ticket Number:	0000121445	07/26/2005	1	07/27/2005	
Ticket Number:	0000121432	07/25/2005	2	07/27/2005	
Closed		<u>Total: 10</u>			
Ticket Number:	0000121171	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000120889	07/15/2005	5	07/20/2005	07/26/2005
Ticket Number:	0000120514	07/11/2005	3	07/14/2005	07/20/2005
Ticket Number:	0000120601	07/12/2005	1	07/13/2005	07/19/2005
Ticket Number:	0000121229	07/21/2005	5	07/26/2005	08/01/2005
Ticket Number:	0000121233	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121275	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121245	07/21/2005	5	07/26/2005	08/01/2005
Ticket Number:	0000121370	07/25/2005	3	07/28/2005	07/28/2005
Ticket Number:	0000121394	07/25/2005	1	07/26/2005	08/01/2005
-----		-----		-----	
Average time to ticket resolution for		bushong1	3		
Maximum time to ticket resolution for		bushong1	7		
Minimum time to ticket resolution for		bushong1	1		
<hr/>		<hr/>		<hr/>	
cmckin1		<u>Total: 1</u>			
Closed		<u>Total: 1</u>			
Ticket Number:	0000120201	07/06/2005	0	07/06/2005	07/12/2005
-----		-----		-----	
Average time to ticket resolution for		cmckin1	0		
Maximum time to ticket resolution for		cmckin1	0		
Minimum time to ticket resolution for		cmckin1	0		
<hr/>		<hr/>		<hr/>	
damian		<u>Total: 1</u>			
Resolved		<u>Total: 1</u>			
Ticket Number:	0000121109	07/20/2005	7	07/27/2005	
-----		-----		-----	
Average time to ticket resolution for		damian	7		
Maximum time to ticket resolution for		damian	7		
Minimum time to ticket resolution for		damian	7		
<hr/>		<hr/>		<hr/>	

Physical Networks

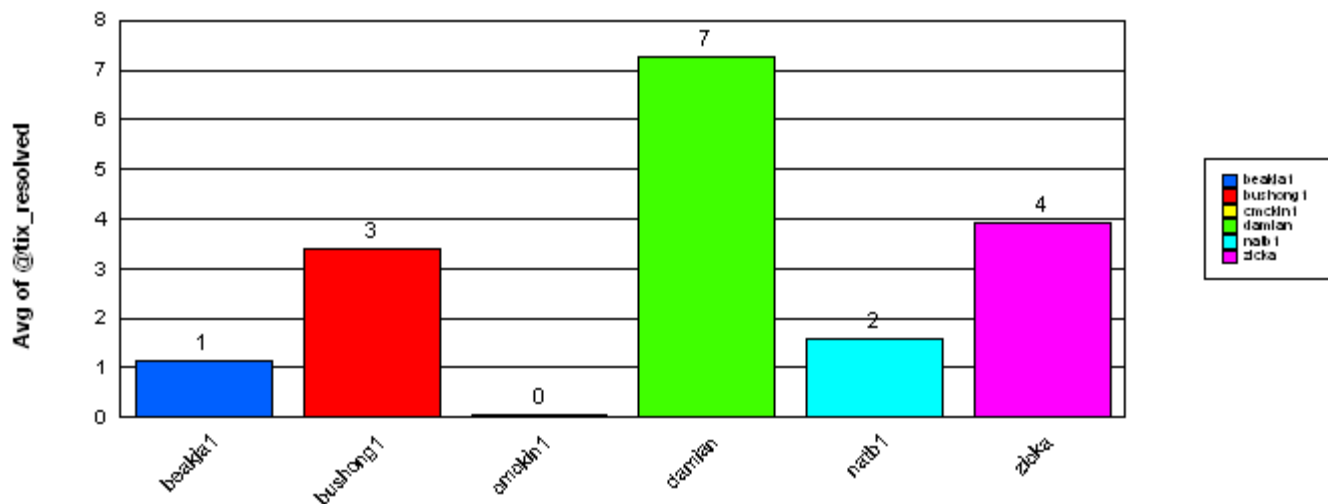
natb1		<u>Total:</u> 7			
Closed		<u>Total:</u> 7			
Ticket Number:	0000120168	07/06/2005	2	07/08/2005	07/14/2005
Ticket Number:	0000120170	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120081	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120182	07/06/2005	2	07/08/2005	07/14/2005
Ticket Number:	0000120202	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120959	07/18/2005	2	07/20/2005	07/26/2005
Ticket Number:	0000121036	07/19/2005	2	07/21/2005	07/27/2005
-----		-----		-----	
Average time to ticket resolution for		natb1	2		
Maximum time to ticket resolution for		natb1	2		
Minimum time to ticket resolution for		natb1	1		
zicka		<u>Total:</u> 22			
Closed		<u>Total:</u> 22			
Ticket Number:	0000120790	07/14/2005	7	07/21/2005	07/27/2005
Ticket Number:	0000120964	07/18/2005	2	07/20/2005	07/26/2005
Ticket Number:	0000121067	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000120980	07/18/2005	1		07/19/2005
Ticket Number:	0000120925	07/18/2005	8	07/26/2005	08/01/2005
Ticket Number:	0000121458	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121495	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000120183	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120278	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120467	07/11/2005	15	07/26/2005	08/01/2005
Ticket Number:	0000120357	07/08/2005	6	07/14/2005	07/20/2005
Ticket Number:	0000120557	07/12/2005	2	07/14/2005	07/20/2005
Ticket Number:	0000120604	07/12/2005	6	07/18/2005	07/25/2005
Ticket Number:	0000120680	07/13/2005	7	07/20/2005	07/26/2005
Ticket Number:	0000120698	07/13/2005	7	07/20/2005	07/26/2005
Ticket Number:	0000120661	07/13/2005	13		07/26/2005
Ticket Number:	0000120570	07/12/2005	6	07/18/2005	07/25/2005
Ticket Number:	0000120292	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120293	07/07/2005	1	07/08/2005	07/08/2005
Ticket Number:	0000120169	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120047	07/05/2005	2	07/07/2005	07/13/2005
Ticket Number:	0000120290	07/07/2005	1	07/08/2005	07/14/2005
-----		-----		-----	
Average time to ticket resolution for		zicka	4		
Maximum time to ticket resolution for		zicka	15		
Minimum time to ticket resolution for		zicka	0		

Physical Networks

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	15
Minimum time to ticket resolution for	Physical Networ	0

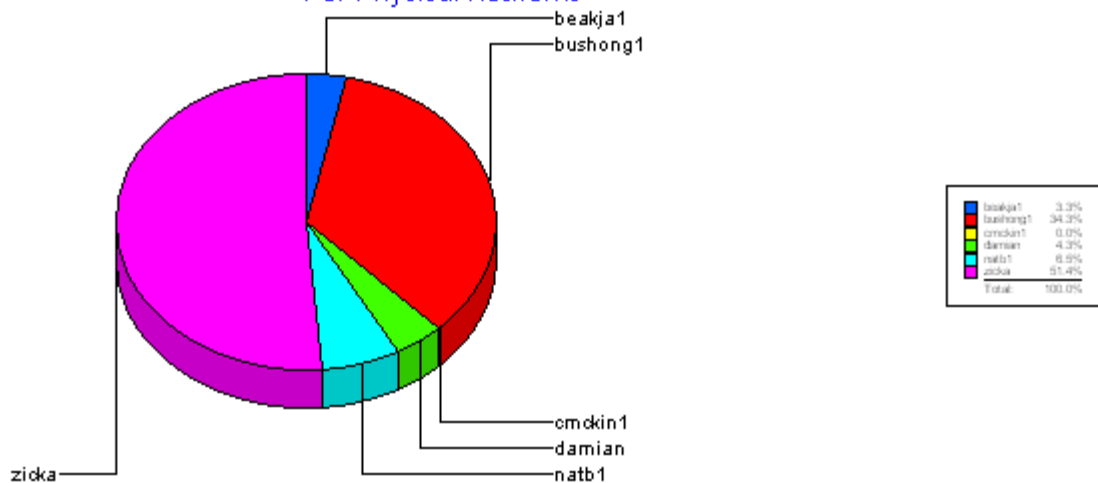
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



Security

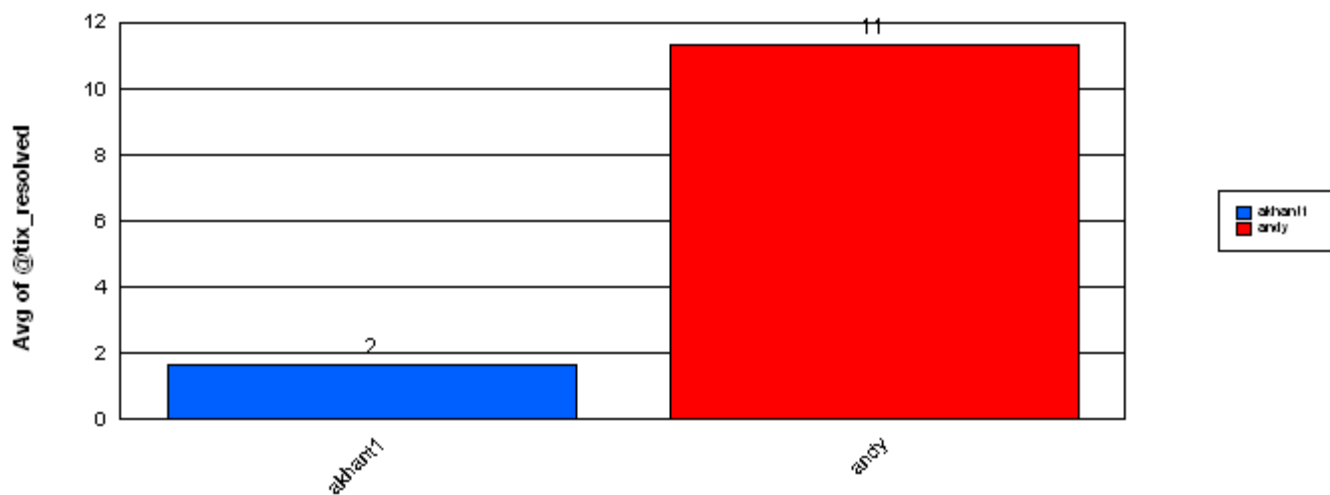
		<u>Total:</u>	13		
akhant1		<u>Total:</u>	9		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000121696	07/28/2005	1	07/29/2005	
Ticket Number:	0000121797	07/31/2005	1	08/01/2005	
Closed		<u>Total:</u>	7		
Ticket Number:	0000119982	07/01/2005	0	07/01/2005	07/07/2005
Ticket Number:	0000120082	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120135	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120297	07/07/2005	1	07/08/2005	07/14/2005
Ticket Number:	0000120405	07/10/2005	4	07/14/2005	07/20/2005
Ticket Number:	0000120714	07/13/2005	5	07/18/2005	07/25/2005
Ticket Number:	0000120842	07/15/2005	3	07/18/2005	07/25/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		akhant1	2		
Maximum time to ticket resolution for		akhant1	5		
Minimum time to ticket resolution for		akhant1	0		
<hr/>		<hr/>	<hr/>		
andy		<u>Total:</u>	4		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000121457	07/26/2005	6	08/01/2005	
Closed		<u>Total:</u>	3		
Ticket Number:	0000121076	07/19/2005	13		08/01/2005
Ticket Number:	0000120198	07/06/2005	26		08/01/2005
Ticket Number:	0000120223	07/06/2005	0	07/07/2005	07/13/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		andy	11		
Maximum time to ticket resolution for		andy	26		
Minimum time to ticket resolution for		andy	0		
<hr/>		<hr/>	<hr/>		

Security

Average time to ticket resolution for	Security	5
Maximum time to ticket resolution for	Security	26
Minimum time to ticket resolution for	Security	0

Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total: 164			
SysCore:Webmail		Total: 1			
Closed		Total: 1			
Ticket Number:	0000121023	07/19/2005	0		07/19/2005

Average time to ticket resolution for		SysCore:Webm	0		
Maximum time to ticket resolution for		SysCore:Webm	0		
Minimum time to ticket resolution for		SysCore:Webm	0		
banz		Total: 2			
Closed		Total: 2			
Ticket Number:	0000121138	07/20/2005	0		07/20/2005
Ticket Number:	0000120672	07/13/2005	2	07/15/2005	07/21/2005

Average time to ticket resolution for		banz	1		
Maximum time to ticket resolution for		banz	2		
Minimum time to ticket resolution for		banz	0		
daleg		Total: 22			
Resolved		Total: 5			
Ticket Number:	0000120318	07/08/2005	20	07/28/2005	
Ticket Number:	0000120368	07/08/2005	21	07/29/2005	
Ticket Number:	0000121583	07/27/2005	1	07/28/2005	
Ticket Number:	0000121577	07/27/2005	1	07/28/2005	
Ticket Number:	0000120753	07/14/2005	13	07/27/2005	
Closed		Total: 17			
Ticket Number:	0000120011	07/01/2005	13	07/14/2005	07/20/2005
Ticket Number:	0000120404	07/10/2005	4	07/14/2005	07/20/2005
Ticket Number:	0000120701	07/13/2005	1	07/14/2005	07/14/2005
Ticket Number:	0000120469	07/11/2005	3	07/14/2005	07/20/2005
Ticket Number:	0000120723	07/13/2005	0		07/14/2005
Ticket Number:	0000120879	07/15/2005	3	07/18/2005	07/25/2005
Ticket Number:	0000121055	07/19/2005	2	07/21/2005	07/27/2005
Ticket Number:	0000121061	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number:	0000121331	07/23/2005	2		07/25/2005
Ticket Number:	0000121332	07/23/2005	2		07/25/2005
Ticket Number:	0000121328	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000120956	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120895	07/16/2005	5	07/21/2005	07/27/2005
Ticket Number:	0000121376	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121799	07/31/2005	1		08/01/2005
Ticket Number:	0000121390	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121407	07/25/2005	0	07/25/2005	08/01/2005

Average time to ticket resolution for		daleg	4		
Maximum time to ticket resolution for		daleg	21		
Minimum time to ticket resolution for		daleg	0		

SysCore

jcgriego

Total: **12**

Closed

Total: **12**

Ticket Number:	0000120752	07/14/2005	8	07/22/2005	07/28/2005
Ticket Number:	0000121222	07/21/2005	1	07/22/2005	07/28/2005
Ticket Number:	0000121146	07/20/2005	2	07/22/2005	07/28/2005
Ticket Number:	0000120181	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120347	07/08/2005	18	07/26/2005	08/01/2005
Ticket Number:	0000120583	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120644	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120677	07/13/2005	9	07/22/2005	07/28/2005
Ticket Number:	0000120675	07/13/2005	9		07/22/2005
Ticket Number:	0000120663	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120609	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120022	07/02/2005	4	07/05/2005	07/11/2005

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

paulr

Total: **4**

Closed

Total: **4**

Ticket Number:	0000120311	07/08/2005	18		07/26/2005
Ticket Number:	0000120381	07/08/2005	18		07/26/2005
Ticket Number:	0000120804	07/14/2005	12		07/26/2005
Ticket Number:	0000121403	07/25/2005	1		07/26/2005

Average time to ticket resolution for	paulr	12
Maximum time to ticket resolution for	paulr	18
Minimum time to ticket resolution for	paulr	1

SysCore

sbrown7

Resolved

Total: **119**

Total: **10**

Ticket Number:	0000121371	07/25/2005	2	07/27/2005
Ticket Number:	0000121470	07/26/2005	2	07/28/2005
Ticket Number:	0000121543	07/27/2005	0	07/27/2005
Ticket Number:	0000121562	07/27/2005	0	07/27/2005
Ticket Number:	0000121633	07/28/2005	0	07/28/2005
Ticket Number:	0000121736	07/29/2005	0	07/29/2005
Ticket Number:	0000121679	07/28/2005	0	07/28/2005
Ticket Number:	0000121574	07/27/2005	0	07/27/2005
Ticket Number:	0000121549	07/27/2005	0	07/27/2005
Ticket Number:	0000121523	07/26/2005	1	07/27/2005

SysCore

	Closed	Total:	109		
Ticket Number:	0000120121	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000121212	07/21/2005	0	07/21/2005	07/27/2005
Ticket Number:	0000120236	07/07/2005	0		07/07/2005
Ticket Number:	0000120085	07/05/2005	2	07/07/2005	07/07/2005
Ticket Number:	0000120078	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120071	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120040	07/04/2005	2	07/06/2005	07/12/2005
Ticket Number:	0000120031	07/03/2005	2		07/05/2005
Ticket Number:	0000120017	07/01/2005	4		07/05/2005
Ticket Number:	0000119999	07/01/2005	5	07/06/2005	07/12/2005
Ticket Number:	0000119998	07/01/2005	0		07/01/2005
Ticket Number:	0000119988	07/01/2005	4	07/05/2005	07/05/2005
Ticket Number:	0000119989	07/01/2005	0	07/01/2005	07/07/2005
Ticket Number:	0000120200	07/06/2005	9	07/15/2005	07/21/2005
Ticket Number:	0000120167	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120221	07/06/2005	1		07/07/2005
Ticket Number:	0000120041	07/05/2005	1	07/05/2005	07/11/2005
Ticket Number:	0000120166	07/06/2005	0		07/06/2005
Ticket Number:	0000120144	07/06/2005	6	07/12/2005	07/18/2005
Ticket Number:	0000120123	07/05/2005	1	07/06/2005	07/12/2005
Ticket Number:	0000120117	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120099	07/05/2005	0	07/05/2005	07/11/2005
Ticket Number:	0000120036	07/04/2005	8	07/12/2005	07/13/2005
Ticket Number:	0000120478	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120367	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120194	07/06/2005	1	07/07/2005	07/13/2005
Ticket Number:	0000120262	07/07/2005	0		07/07/2005
Ticket Number:	0000120265	07/07/2005	6	07/13/2005	07/19/2005
Ticket Number:	0000120689	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120755	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120670	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120673	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120659	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120657	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120656	07/13/2005	0	07/13/2005	07/19/2005
Ticket Number:	0000120653	07/13/2005	0		07/13/2005
Ticket Number:	0000120621	07/12/2005	2	07/14/2005	07/20/2005
Ticket Number:	0000120581	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120575	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120547	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120513	07/11/2005	2		07/13/2005
Ticket Number:	0000120482	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120471	07/11/2005	0	07/11/2005	07/18/2005
Ticket Number:	0000120392	07/09/2005	2		07/11/2005
Ticket Number:	0000120726	07/14/2005	0	07/14/2005	07/20/2005
Ticket Number:	0000120363	07/08/2005	3	07/11/2005	07/18/2005
Ticket Number:	0000120342	07/08/2005	5		07/13/2005
Ticket Number:	0000120312	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120307	07/08/2005	0	07/08/2005	07/14/2005
Ticket Number:	0000120561	07/12/2005	0	07/12/2005	07/18/2005
Ticket Number:	0000120271	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000120263	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000121043	07/19/2005	0		07/19/2005

SysCore

Ticket Number:	0000120211	07/06/2005	0	07/06/2005	07/12/2005
Ticket Number:	0000120224	07/07/2005	0		07/07/2005
Ticket Number:	0000120244	07/07/2005	0	07/07/2005	07/13/2005
Ticket Number:	0000121427	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121428	07/25/2005	0		07/25/2005
Ticket Number:	0000121498	07/26/2005	0		07/26/2005
Ticket Number:	0000121505	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121529	07/26/2005	1		07/27/2005
Ticket Number:	0000121777	07/29/2005	3		08/01/2005
Ticket Number:	0000121660	07/28/2005	0		07/28/2005
Ticket Number:	0000121618	07/28/2005	1		07/29/2005
Ticket Number:	0000121616	07/28/2005	0		07/28/2005
Ticket Number:	0000121614	07/28/2005	0		07/28/2005
Ticket Number:	0000121615	07/28/2005	0		07/28/2005
Ticket Number:	0000121612	07/28/2005	1		07/29/2005
Ticket Number:	0000121600	07/27/2005	0		07/27/2005
Ticket Number:	0000121507	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121705	07/28/2005	1		07/29/2005
Ticket Number:	0000121449	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000121422	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000121392	07/25/2005	0	07/25/2005	08/01/2005
Ticket Number:	0000120715	07/13/2005	1		07/14/2005
Ticket Number:	0000121330	07/23/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121317	07/22/2005	3	07/25/2005	08/01/2005
Ticket Number:	0000121310	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121285	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121268	07/22/2005	0	07/22/2005	07/28/2005
Ticket Number:	0000121254	07/22/2005	1		07/22/2005
Ticket Number:	0000121246	07/21/2005	1		07/22/2005
Ticket Number:	0000121242	07/21/2005	4	07/25/2005	08/01/2005
Ticket Number:	0000121164	07/20/2005	5	07/25/2005	08/01/2005
Ticket Number:	0000121147	07/20/2005	1	07/21/2005	07/27/2005
Ticket Number:	0000121123	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000120951	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000121298	07/22/2005	0		07/22/2005
Ticket Number:	0000121286	07/22/2005	4	07/26/2005	08/01/2005
Ticket Number:	0000120946	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120942	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120931	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000120881	07/15/2005	3	07/18/2005	07/25/2005
Ticket Number:	0000120872	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000121153	07/20/2005	1		07/21/2005
Ticket Number:	0000120845	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000120840	07/15/2005	0	07/15/2005	07/21/2005
Ticket Number:	0000121082	07/20/2005	0	07/20/2005	07/26/2005
Ticket Number:	0000121075	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000121065	07/19/2005	1	07/20/2005	07/26/2005
Ticket Number:	0000121053	07/19/2005	0		07/19/2005
Ticket Number:	0000121003	07/19/2005	0	07/19/2005	07/25/2005
Ticket Number:	0000120992	07/18/2005	1	07/19/2005	07/25/2005
Ticket Number:	0000120986	07/18/2005	0	07/18/2005	07/25/2005
Ticket Number:	0000121405	07/25/2005	0		07/25/2005
Ticket Number:	0000121513	07/26/2005	0	07/26/2005	08/01/2005
Ticket Number:	0000120822	07/14/2005	12	07/26/2005	08/01/2005

SysCore

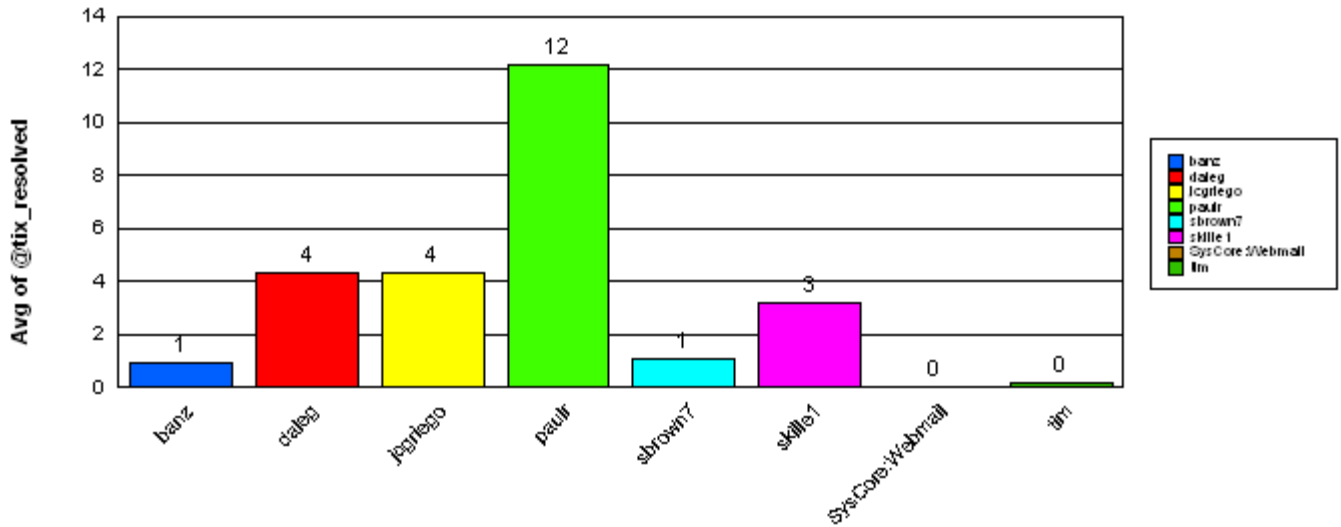
Ticket Number:	0000120819	07/14/2005	1	07/15/2005	07/21/2005
Ticket Number:	0000120789	07/14/2005	0	07/14/2005	07/14/2005
<hr/>					
Average time to ticket resolution for	sbrown7		1		
Maximum time to ticket resolution for	sbrown7		12		
Minimum time to ticket resolution for	sbrown7		0		
<hr/>					
skille1		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000120763	07/14/2005	6	07/20/2005	07/26/2005
Ticket Number:	0000120916	07/17/2005	0	07/18/2005	07/25/2005
<hr/>					
Average time to ticket resolution for	skille1		3		
Maximum time to ticket resolution for	skille1		6		
Minimum time to ticket resolution for	skille1		0		
<hr/>					
tim		<u>Total:</u>	2		
Resolved		<u>Total:</u>	2		
Ticket Number:	0000121617	07/28/2005	0	07/28/2005	
Ticket Number:	0000121648	07/28/2005	0	07/28/2005	
<hr/>					
Average time to ticket resolution for	tim		0		
Maximum time to ticket resolution for	tim		0		
Minimum time to ticket resolution for	tim		0		

SysCore

Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	21
Minimum time to ticket resolution for	SysCore	0

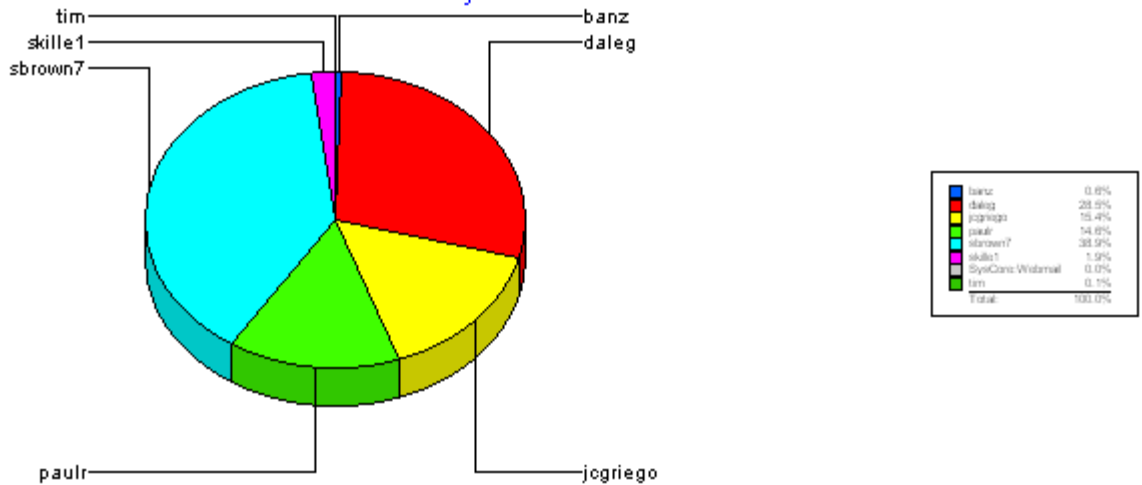
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

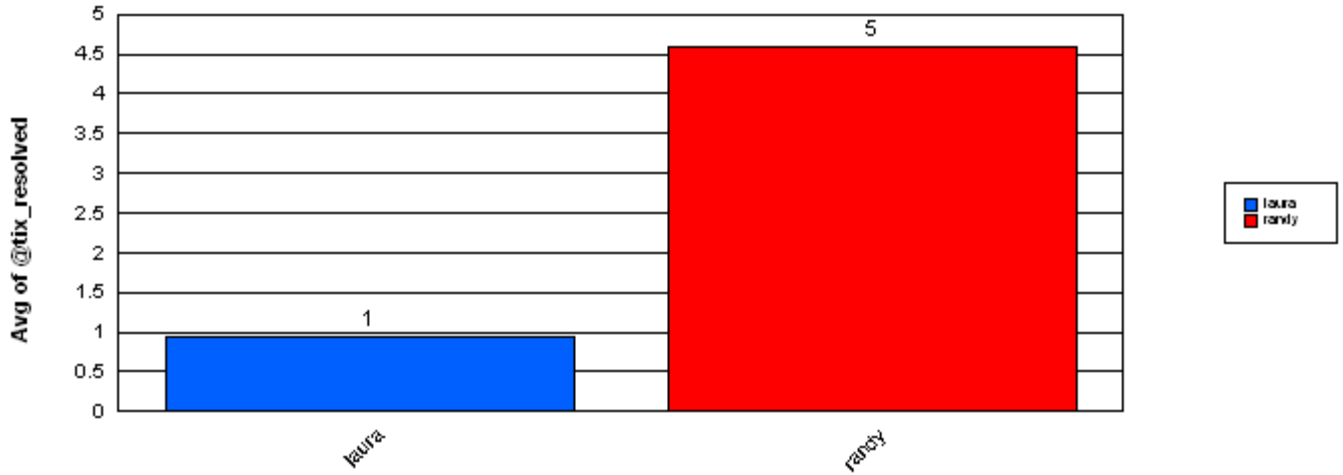
		Total:	24	
laura		<u>Total:</u>	19	
Closed		<u>Total:</u>	19	
Ticket Number:	0000120524	07/12/2005	0	07/12/2005
Ticket Number:	0000120523	07/12/2005	0	07/12/2005
Ticket Number:	0000120416	07/11/2005	1	07/12/2005 07/18/2005
Ticket Number:	0000120171	07/06/2005	6	07/12/2005
Ticket Number:	0000120065	07/05/2005	0	07/05/2005
Ticket Number:	0000120184	07/06/2005	1	07/07/2005
Ticket Number:	0000120731	07/14/2005	0	07/14/2005
Ticket Number:	0000120418	07/11/2005	0	07/11/2005 07/18/2005
Ticket Number:	0000120304	07/08/2005	3	07/11/2005
Ticket Number:	0000120734	07/14/2005	0	07/14/2005
Ticket Number:	0000121025	07/19/2005	3	07/22/2005
Ticket Number:	0000120828	07/15/2005	3	07/18/2005 07/25/2005
Ticket Number:	0000120732	07/14/2005	0	07/14/2005
Ticket Number:	0000120780	07/14/2005	0	07/14/2005
Ticket Number:	0000120779	07/14/2005	0	07/14/2005
Ticket Number:	0000120733	07/14/2005	0	07/14/2005
Ticket Number:	0000120735	07/14/2005	0	07/14/2005 07/14/2005
Ticket Number:	0000120769	07/14/2005	0	07/14/2005
Ticket Number:	0000121360	07/25/2005	0	07/25/2005
-----		-----	-----	-----
Average time to ticket resolution for		laura	1	
Maximum time to ticket resolution for		laura	6	
Minimum time to ticket resolution for		laura	0	
<hr/>		<hr/>	<hr/>	<hr/>
randy		<u>Total:</u>	5	
Resolved		<u>Total:</u>	2	
Ticket Number:	0000121016	07/19/2005	8	07/27/2005
Ticket Number:	0000121315	07/22/2005	5	07/27/2005
Closed		<u>Total:</u>	3	
Ticket Number:	0000120272	07/07/2005	4	07/11/2005 07/18/2005
Ticket Number:	0000120884	07/15/2005	5	07/20/2005 07/26/2005
Ticket Number:	0000121042	07/19/2005	1	07/20/2005 07/27/2005
-----		-----	-----	-----
Average time to ticket resolution for		randy	5	
Maximum time to ticket resolution for		randy	8	
Minimum time to ticket resolution for		randy	1	
<hr/>		<hr/>	<hr/>	<hr/>

SysDept

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

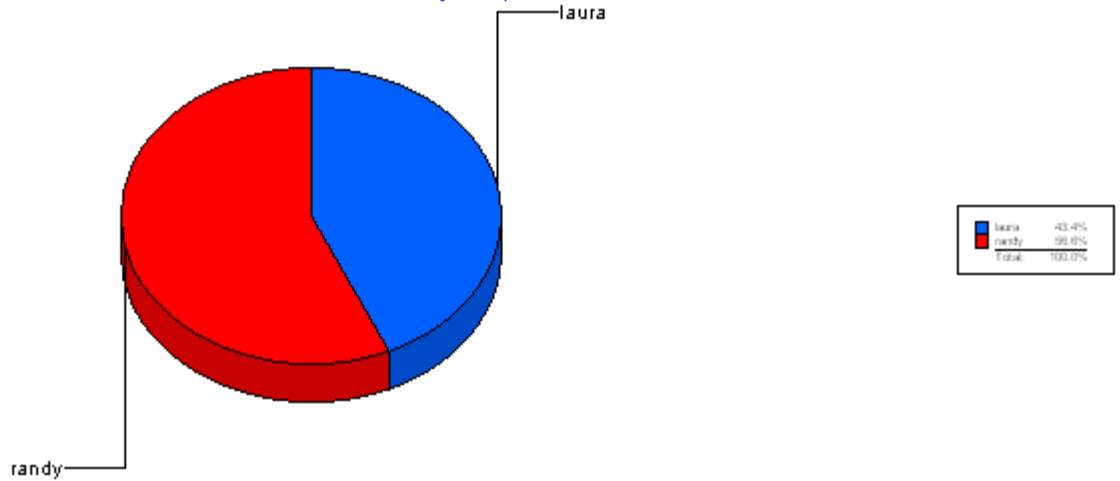
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 07/01/2005 and 07/31/2005 : 1424

Total Remedy Tickets Created between: 07/01/2005 and 07/31/2005 : 1424

Maximum time to resolution	26
Minimum time to resolution	0
Total Average time to ticket resolution	2.34