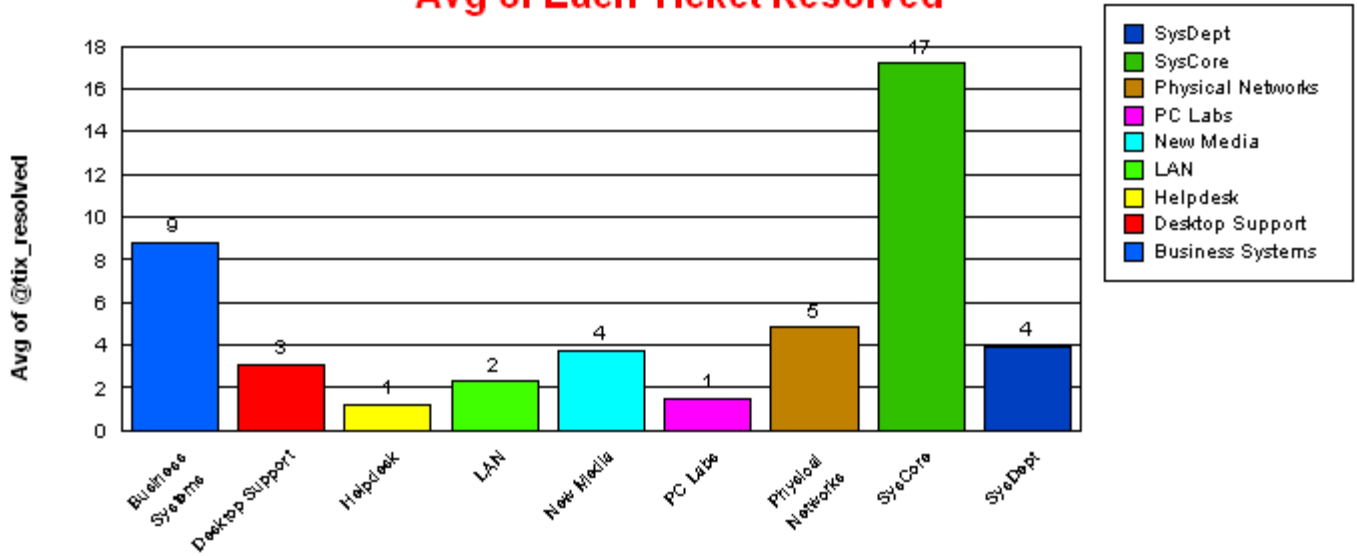
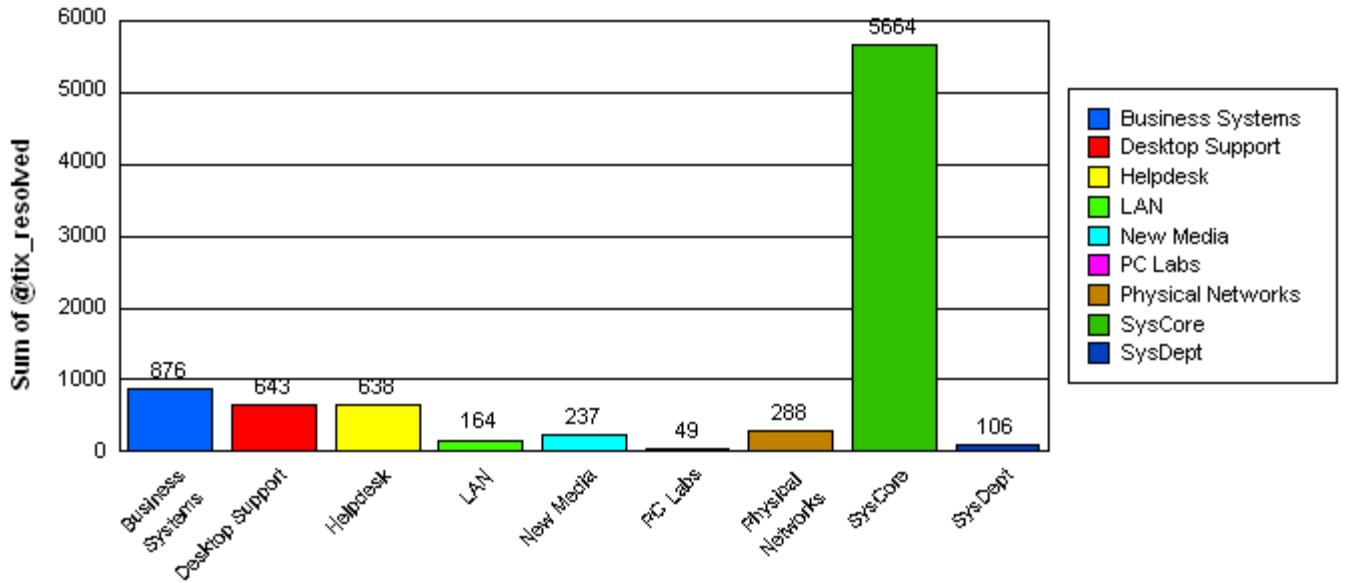


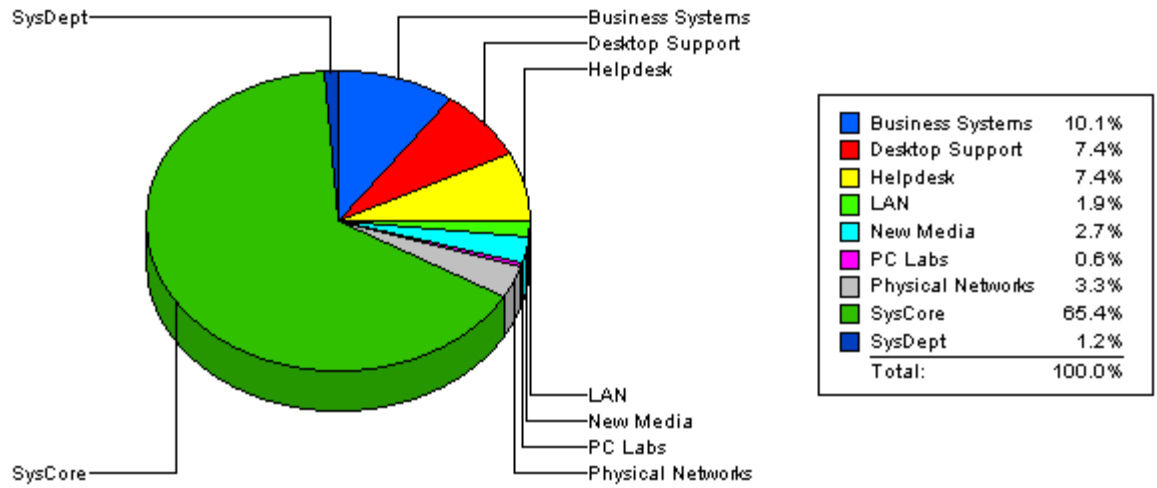
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Business Systems

		<u>Total:</u>	100		
BSG:Operational_Support		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000064428	06/13/2003	0	06/13/2003	
Ticket Number:	0000065188	06/28/2003	0	06/28/2003	
-----		-----	-----	-----	-----
Average time to ticket resolution for		BSG:Operation	0		
Maximum time to ticket resolution for		BSG:Operation	0		
Minimum time to ticket resolution for		BSG:Operation	0		
<hr/>		<hr/>	<hr/>	<hr/>	
blanchet		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000065056	06/26/2003	1	06/27/2003	
Ticket Number:	0000065117	06/27/2003	0	06/27/2003	
Ticket Number:	0000065228	06/30/2003	0	06/30/2003	
Ticket Number:	0000065208	06/30/2003	0	06/30/2003	
Ticket Number:	0000064147	06/10/2003	0	06/10/2003	
Ticket Number:	0000064238	06/11/2003	47	07/28/2003	
Ticket Number:	0000063753	06/03/2003	0	06/03/2003	
-----		-----	-----	-----	-----
Average time to ticket resolution for		blanchet	7		
Maximum time to ticket resolution for		blanchet	47		
Minimum time to ticket resolution for		blanchet	0		
<hr/>		<hr/>	<hr/>	<hr/>	
dharley		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000063761	06/03/2003	34	07/07/2003	
Ticket Number:	0000063762	06/03/2003	7	06/10/2003	
Ticket Number:	0000063823	06/04/2003	6	06/10/2003	
Ticket Number:	0000064280	06/11/2003	0	06/11/2003	
-----		-----	-----	-----	-----
Average time to ticket resolution for		dharley	12		
Maximum time to ticket resolution for		dharley	34		
Minimum time to ticket resolution for		dharley	0		
<hr/>		<hr/>	<hr/>	<hr/>	
dina		<u>Total:</u>	9		
Closed		<u>Total:</u>	9		
Ticket Number:	0000064148	06/10/2003	0	06/10/2003	
Ticket Number:	0000064559	06/17/2003	0	06/17/2003	
Ticket Number:	0000064569	06/17/2003	7	06/24/2003	
Ticket Number:	0000064152	06/10/2003	0	06/10/2003	
Ticket Number:	0000063836	06/04/2003	36	07/10/2003	
Ticket Number:	0000063988	06/06/2003	4	06/10/2003	
Ticket Number:	0000064709	06/19/2003	1	06/20/2003	
Ticket Number:	0000064856	06/23/2003	0	06/23/2003	
Ticket Number:	0000065116	06/27/2003	0	06/27/2003	
-----		-----	-----	-----	-----
Average time to ticket resolution for		dina	5		
Maximum time to ticket resolution for		dina	36		
Minimum time to ticket resolution for		dina	0		
<hr/>		<hr/>	<hr/>	<hr/>	
grogan		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000064741	06/19/2003	5	06/24/2003	06/30/2003
Ticket Number:	0000063853	06/04/2003	20	06/24/2003	06/30/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		grogan	12		
Maximum time to ticket resolution for		grogan	20		
Minimum time to ticket resolution for		grogan	5		
<hr/>		<hr/>	<hr/>	<hr/>	

Business Systems

jpatna1		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000063781	06/03/2003	1		06/04/2003
Ticket Number:	0000063677	06/02/2003	0		06/02/2003
Ticket Number:	0000063676	06/02/2003	0		06/02/2003
Ticket Number:	0000063939	06/06/2003	0		06/06/2003
Ticket Number:	0000063748	06/03/2003	3		06/06/2003
Ticket Number:	0000064203	06/10/2003	1		06/11/2003
Ticket Number:	0000064205	06/10/2003	2		06/12/2003
Ticket Number:	0000064836	06/22/2003	0		06/22/2003
Average time to ticket resolution for		jpatna1	1		
Maximum time to ticket resolution for		jpatna1	3		
Minimum time to ticket resolution for		jpatna1	0		
kincaid		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000065011	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000064063	06/09/2003	0	06/09/2003	06/11/2003
Ticket Number:	0000064071	06/09/2003	0	06/09/2003	06/11/2003
Average time to ticket resolution for		kincaid	0		
Maximum time to ticket resolution for		kincaid	0		
Minimum time to ticket resolution for		kincaid	0		
kirby		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000063704	06/02/2003	3	06/05/2003	06/11/2003
Ticket Number:	0000063978	06/06/2003	19		06/25/2003
Ticket Number:	0000064160	06/10/2003	0		06/10/2003
Ticket Number:	0000064266	06/11/2003	26		07/07/2003
Ticket Number:	0000064571	06/17/2003	36		07/23/2003
Ticket Number:	0000065050	06/25/2003	0		06/25/2003
Ticket Number:	0000065086	06/26/2003	19	07/15/2003	07/21/2003
Average time to ticket resolution for		kirby	15		
Maximum time to ticket resolution for		kirby	36		
Minimum time to ticket resolution for		kirby	0		
myers		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000065154	06/27/2003	10	07/07/2003	07/14/2003
Ticket Number:	0000065155	06/27/2003	10	07/07/2003	07/14/2003
Ticket Number:	0000064587	06/17/2003	6	06/23/2003	06/30/2003
Ticket Number:	0000064379	06/12/2003	5	06/17/2003	06/23/2003
Ticket Number:	0000064115	06/09/2003	2	06/11/2003	06/17/2003
Ticket Number:	0000064113	06/09/2003	2	06/11/2003	06/17/2003
Ticket Number:	0000064111	06/09/2003	2	06/11/2003	06/17/2003
Average time to ticket resolution for		myers	5		
Maximum time to ticket resolution for		myers	10		
Minimum time to ticket resolution for		myers	2		

Business Systems

paulr

Total: **11**

Closed

Total: **11**

Ticket Number:	0000063787	06/03/2003	0	06/03/2003
Ticket Number:	0000063789	06/03/2003	0	06/03/2003
Ticket Number:	0000064057	06/09/2003	1	06/10/2003
Ticket Number:	0000063899	06/05/2003	13	06/18/2003
Ticket Number:	0000063860	06/04/2003	7	06/11/2003
Ticket Number:	0000064275	06/11/2003	26	07/07/2003
Ticket Number:	0000064282	06/11/2003	27	07/08/2003
Ticket Number:	0000064354	06/12/2003	25	07/07/2003
Ticket Number:	0000064496	06/16/2003	2	06/18/2003
Ticket Number:	0000064413	06/13/2003	24	07/07/2003
Ticket Number:	0000064874	06/23/2003	0	06/23/2003

Average time to ticket resolution for	paulr	11
Maximum time to ticket resolution for	paulr	27
Minimum time to ticket resolution for	paulr	0

psimon

Total: **20**

Closed

Total: **20**

Ticket Number:	0000064860	06/23/2003	0	06/23/2003
Ticket Number:	0000064891	06/23/2003	1	06/24/2003
Ticket Number:	0000064958	06/24/2003	6	06/30/2003
Ticket Number:	0000065229	06/30/2003	0	06/30/2003
Ticket Number:	0000065069	06/26/2003	4	06/30/2003
Ticket Number:	0000064889	06/23/2003	86	09/17/2003
Ticket Number:	0000064861	06/23/2003	1	06/24/2003
Ticket Number:	0000064887	06/23/2003	0	06/23/2003
Ticket Number:	0000064885	06/23/2003	77	09/08/2003
Ticket Number:	0000064538	06/16/2003	0	06/16/2003
Ticket Number:	0000064658	06/18/2003	5	06/23/2003
Ticket Number:	0000063825	06/04/2003	19	06/23/2003
Ticket Number:	0000063824	06/04/2003	12	06/16/2003
Ticket Number:	0000063826	06/04/2003	55	07/29/2003
Ticket Number:	0000063828	06/04/2003	0	06/04/2003
Ticket Number:	0000063830	06/04/2003	34	07/08/2003
Ticket Number:	0000063829	06/04/2003	55	07/29/2003
Ticket Number:	0000063949	06/06/2003	0	06/06/2003
Ticket Number:	0000063904	06/05/2003	0	06/05/2003
Ticket Number:	0000063903	06/05/2003	0	06/05/2003

Average time to ticket resolution for	psimon	18
Maximum time to ticket resolution for	psimon	86
Minimum time to ticket resolution for	psimon	0

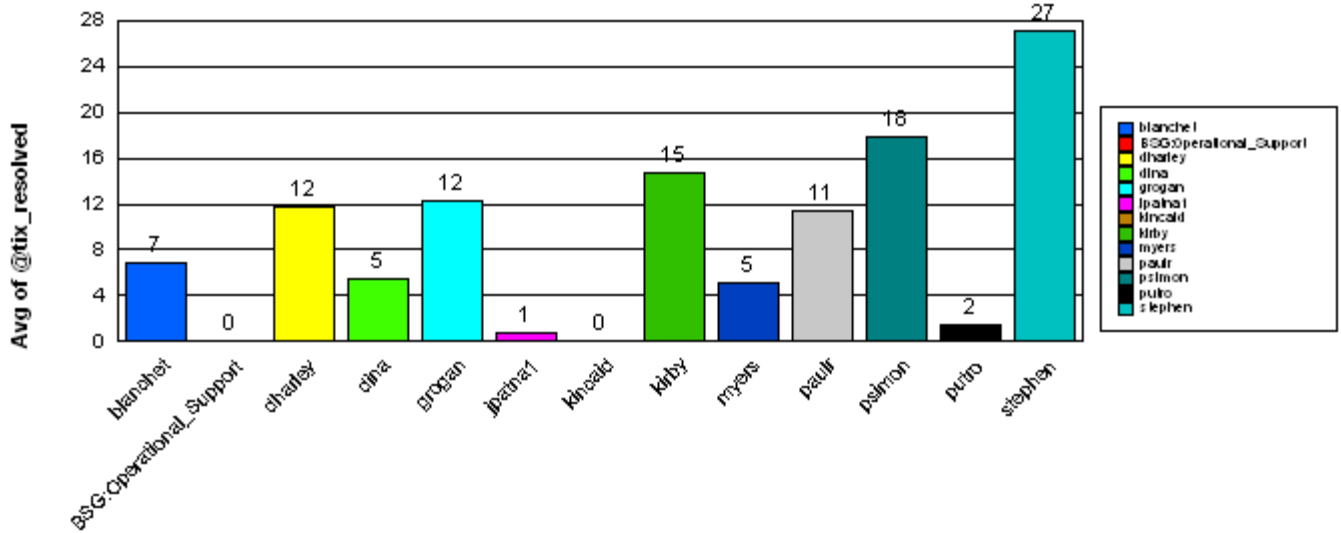
Business Systems

putro		<u>Total:</u>	18	
	Closed	<u>Total:</u>	18	
Ticket Number:	0000064947	06/24/2003	0	06/24/2003
Ticket Number:	0000063721	06/02/2003	0	06/02/2003
Ticket Number:	0000063799	06/03/2003	0	06/03/2003
Ticket Number:	0000064596	06/17/2003	1	06/18/2003
Ticket Number:	0000063845	06/04/2003	6	06/10/2003
Ticket Number:	0000063871	06/04/2003	0	06/04/2003
Ticket Number:	0000063916	06/05/2003	11	06/16/2003
Ticket Number:	0000063689	06/02/2003	0	06/02/2003
Ticket Number:	0000064170	06/10/2003	0	06/10/2003
Ticket Number:	0000064268	06/11/2003	0	06/11/2003
Ticket Number:	0000064510	06/16/2003	2	06/18/2003
Ticket Number:	0000064675	06/18/2003	0	06/18/2003
Ticket Number:	0000064674	06/18/2003	6	06/24/2003
Ticket Number:	0000064669	06/18/2003	0	06/18/2003
Ticket Number:	0000064667	06/18/2003	0	06/18/2003
Ticket Number:	0000064512	06/16/2003	0	06/16/2003
Ticket Number:	0000065024	06/25/2003	0	06/25/2003
Ticket Number:	0000065104	06/26/2003	1	06/27/2003
-----		-----	-----	-----
Average time to ticket resolution for		putro	2	
Maximum time to ticket resolution for		putro	11	
Minimum time to ticket resolution for		putro	0	
-----		-----	-----	-----
stephen		<u>Total:</u>	2	
	Closed	<u>Total:</u>	2	
Ticket Number:	0000064977	06/24/2003	0	06/24/2003
Ticket Number:	0000064310	06/12/2003	54	08/05/2003
-----		-----	-----	-----
Average time to ticket resolution for		stephen	27	
Maximum time to ticket resolution for		stephen	54	
Minimum time to ticket resolution for		stephen	0	
-----		-----	-----	-----

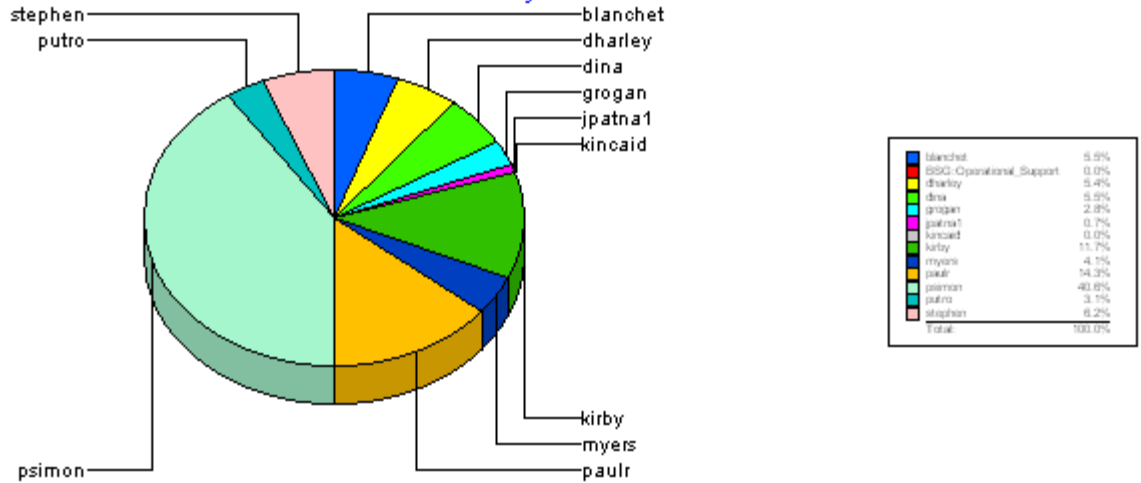
Business Systems

Average time to ticket resolution for	Business System	9
Maximum time to ticket resolution for	Business System	86
Minimum time to ticket resolution for	Business System	0

Avg of Each Ticket Resolved
For Business Systems



Percentage of Sum of Tickets Resolved
For Business Systems



Desktop Support

		Total:	209		
Desktop		Total:	3		
Closed		Total:	3		
Ticket Number:	0000064543	06/16/2003	0	06/16/2003	
Ticket Number:	0000064026	06/08/2003	0	06/08/2003	
Ticket Number:	0000064090	06/09/2003	0	06/09/2003	

Average time to ticket resolution for		Desktop	0		
Maximum time to ticket resolution for		Desktop	0		
Minimum time to ticket resolution for		Desktop	0		
HD:PPP		Total:	1		
Closed		Total:	1		
Ticket Number:	0000063822	06/04/2003	0	06/04/2003	

Average time to ticket resolution for		HD:PPP	0		
Maximum time to ticket resolution for		HD:PPP	0		
Minimum time to ticket resolution for		HD:PPP	0		
afort1		Total:	23		
Closed		Total:	23		
Ticket Number:	0000063683	06/02/2003	23		06/25/2003
Ticket Number:	0000064130	06/09/2003	7	06/16/2003	06/23/2003
Ticket Number:	0000065123	06/27/2003	2	06/29/2003	07/07/2003
Ticket Number:	0000063732	06/02/2003	3	06/05/2003	06/11/2003
Ticket Number:	0000064163	06/10/2003	7	06/17/2003	06/23/2003
Ticket Number:	0000064671	06/18/2003	5	06/23/2003	06/30/2003
Ticket Number:	0000064252	06/11/2003	13	06/24/2003	06/30/2003
Ticket Number:	0000064262	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064500	06/16/2003	1	06/17/2003	06/23/2003
Ticket Number:	0000064237	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064231	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064733	06/19/2003	4	06/23/2003	06/30/2003
Ticket Number:	0000065138	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065118	06/27/2003	4	07/01/2003	07/07/2003
Ticket Number:	0000065143	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065232	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065233	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065241	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065244	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065239	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065245	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065247	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065248	06/30/2003	0	06/30/2003	07/07/2003

Average time to ticket resolution for		afort1	3		
Maximum time to ticket resolution for		afort1	23		
Minimum time to ticket resolution for		afort1	0		
chrism		Total:	4		
Closed		Total:	4		
Ticket Number:	0000065252	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065251	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000064857	06/23/2003	1	06/24/2003	06/30/2003
Ticket Number:	0000065221	06/30/2003	0	06/30/2003	07/07/2003

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

Desktop Support
edortiz

Total: **59**

Desktop Support

	Closed	Total:	59		
Ticket Number:	0000064713	06/19/2003	3	06/22/2003	06/30/2003
Ticket Number:	0000064864	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064868	06/23/2003	7	06/30/2003	07/07/2003
Ticket Number:	0000064770	06/20/2003	4	06/24/2003	06/30/2003
Ticket Number:	0000064892	06/23/2003	1	06/24/2003	06/30/2003
Ticket Number:	0000064980	06/24/2003	1	06/25/2003	07/01/2003
Ticket Number:	0000065008	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065218	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065220	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065217	06/30/2003	1	07/01/2003	07/07/2003
Ticket Number:	0000065066	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065007	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000064908	06/23/2003	7	06/30/2003	07/07/2003
Ticket Number:	0000064875	06/23/2003	1	06/24/2003	06/30/2003
Ticket Number:	0000065243	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000064155	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064649	06/18/2003	1	06/19/2003	06/25/2003
Ticket Number:	0000064648	06/18/2003	5	06/23/2003	06/30/2003
Ticket Number:	0000064629	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000065088	06/26/2003	4	06/30/2003	07/07/2003
Ticket Number:	0000064595	06/17/2003	2	06/19/2003	06/25/2003
Ticket Number:	0000064546	06/16/2003	2	06/18/2003	06/24/2003
Ticket Number:	0000064503	06/16/2003	1	06/17/2003	06/23/2003
Ticket Number:	0000064495	06/16/2003	1	06/17/2003	06/23/2003
Ticket Number:	0000064516	06/16/2003	1	06/17/2003	06/23/2003
Ticket Number:	0000064418	06/13/2003	4	06/17/2003	06/23/2003
Ticket Number:	0000064415	06/13/2003	6	06/19/2003	06/25/2003
Ticket Number:	0000064399	06/13/2003	3	06/16/2003	06/23/2003
Ticket Number:	0000064351	06/12/2003	7	06/19/2003	06/25/2003
Ticket Number:	0000064344	06/12/2003	13	06/25/2003	07/01/2003
Ticket Number:	0000064341	06/12/2003	4	06/16/2003	06/23/2003
Ticket Number:	0000064338	06/12/2003	4	06/16/2003	06/23/2003
Ticket Number:	0000064335	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064328	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064306	06/12/2003	1	06/13/2003	06/19/2003
Ticket Number:	0000064247	06/11/2003	1	06/12/2003	06/18/2003
Ticket Number:	0000064201	06/10/2003	2	06/12/2003	06/18/2003
Ticket Number:	0000064212	06/10/2003	2	06/12/2003	06/18/2003
Ticket Number:	0000064291	06/11/2003	1	06/12/2003	06/18/2003
Ticket Number:	0000064173	06/10/2003	1	06/11/2003	06/17/2003
Ticket Number:	0000063684	06/02/2003	3	06/05/2003	06/11/2003
Ticket Number:	0000063744	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063765	06/03/2003	21	06/24/2003	06/30/2003
Ticket Number:	0000063782	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063844	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000064081	06/09/2003	2	06/11/2003	06/17/2003
Ticket Number:	0000064056	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000064053	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000063987	06/06/2003	3	06/09/2003	06/16/2003
Ticket Number:	0000063948	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063954	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063917	06/05/2003	12	06/17/2003	06/23/2003
Ticket Number:	0000063892	06/05/2003	1	06/06/2003	06/12/2003

Desktop Support

Ticket Number:	0000063890	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000064570	06/17/2003	2	06/19/2003	06/25/2003
Ticket Number:	0000063800	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000064066	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000063755	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063764	06/03/2003	2	06/05/2003	06/11/2003

Average time to ticket resolution for	edortiz		3		
Maximum time to ticket resolution for	edortiz		21		
Minimum time to ticket resolution for	edortiz		0		

joshTotal: 23**Closed**Total: 23

Ticket Number:	0000064356	06/12/2003	6	06/18/2003	06/24/2003
Ticket Number:	0000065089	06/26/2003	21	07/17/2003	07/23/2003
Ticket Number:	0000064635	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064630	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064554	06/16/2003	2	06/18/2003	06/24/2003
Ticket Number:	0000064517	06/16/2003	11	06/27/2003	07/03/2003
Ticket Number:	0000064431	06/13/2003	18	07/01/2003	07/07/2003
Ticket Number:	0000064444	06/13/2003	5	06/18/2003	06/24/2003
Ticket Number:	0000064369	06/12/2003	6	06/18/2003	06/24/2003
Ticket Number:	0000064707	06/19/2003	14	07/03/2003	07/09/2003
Ticket Number:	0000064737	06/19/2003	1	06/20/2003	06/26/2003
Ticket Number:	0000064778	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064775	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000065222	06/30/2003	1	07/01/2003	07/07/2003
Ticket Number:	0000065132	06/27/2003	4	07/01/2003	07/07/2003
Ticket Number:	0000065087	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065073	06/26/2003	20	07/16/2003	07/22/2003
Ticket Number:	0000065029	06/25/2003	1	06/26/2003	07/02/2003
Ticket Number:	0000064929	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064886	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064872	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064785	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064771	06/20/2003	0	06/20/2003	06/26/2003

Average time to ticket resolution for	josh		5		
Maximum time to ticket resolution for	josh		21		
Minimum time to ticket resolution for	josh		0		

Desktop Support

jpilac1

Total: 24

Closed

Total: 24

Ticket Number:	0000064180	06/10/2003	7	06/17/2003	06/23/2003
Ticket Number:	0000064561	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064499	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064427	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064531	06/16/2003	1	06/17/2003	06/23/2003
Ticket Number:	0000064285	06/11/2003	1	06/12/2003	06/18/2003
Ticket Number:	0000064249	06/11/2003	5	06/16/2003	06/23/2003
Ticket Number:	0000063772	06/03/2003	2	06/05/2003	06/11/2003
Ticket Number:	0000063730	06/02/2003	1	06/03/2003	06/09/2003
Ticket Number:	0000063847	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000063885	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000064050	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000063922	06/05/2003	5	06/10/2003	06/16/2003
Ticket Number:	0000063972	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063975	06/06/2003	6	06/12/2003	06/18/2003
Ticket Number:	0000064087	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064064	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064060	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000063977	06/06/2003	6	06/12/2003	06/18/2003
Ticket Number:	0000063974	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063971	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063905	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063862	06/04/2003	13	06/17/2003	06/23/2003
Ticket Number:	0000063821	06/04/2003	0	06/04/2003	06/10/2003

Average time to ticket resolution for	jpilac1	3
Maximum time to ticket resolution for	jpilac1	13
Minimum time to ticket resolution for	jpilac1	0

kirkley1

Total: 13

Closed

Total: 13

Ticket Number:	0000064177	06/10/2003	6	06/16/2003	06/23/2003
Ticket Number:	0000064576	06/17/2003	1	06/18/2003	06/24/2003
Ticket Number:	0000064639	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064583	06/17/2003	1	06/18/2003	06/24/2003
Ticket Number:	0000064343	06/12/2003	4	06/16/2003	06/23/2003
Ticket Number:	0000064492	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064490	06/16/2003	1	06/17/2003	06/23/2003
Ticket Number:	0000064342	06/12/2003	5	06/17/2003	06/23/2003
Ticket Number:	0000064188	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064232	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064941	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000065198	06/29/2003	1	06/30/2003	07/07/2003
Ticket Number:	0000065003	06/25/2003	5	06/30/2003	07/07/2003

Average time to ticket resolution for	kirkley1	2
Maximum time to ticket resolution for	kirkley1	6
Minimum time to ticket resolution for	kirkley1	0

Desktop Support

mhartm1

Total: **20**

Closed

Total: **20**

Ticket Number:	0000064723	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064956	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000065103	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065091	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065083	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065081	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065062	06/26/2003	14	07/10/2003	07/16/2003
Ticket Number:	0000065045	06/25/2003	7	07/02/2003	07/08/2003
Ticket Number:	0000064932	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064780	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000065137	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065133	06/27/2003	4	07/01/2003	07/07/2003
Ticket Number:	0000064150	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064167	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064564	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064532	06/16/2003	1	06/17/2003	06/23/2003
Ticket Number:	0000064313	06/12/2003	6	06/18/2003	06/24/2003
Ticket Number:	0000064265	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000063942	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063945	06/06/2003	0	06/06/2003	06/12/2003

Average time to ticket resolution for	mhartm1	2
Maximum time to ticket resolution for	mhartm1	14
Minimum time to ticket resolution for	mhartm1	0

Desktop Support

omarn

Total: 39

Closed

Total: 39

Ticket Number:	0000063985	06/06/2003	5	06/11/2003	06/17/2003
Ticket Number:	0000064236	06/11/2003	1	06/12/2003	06/18/2003
Ticket Number:	0000063958	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063908	06/05/2003	5	06/10/2003	06/16/2003
Ticket Number:	0000063898	06/05/2003	5	06/10/2003	06/16/2003
Ticket Number:	0000063857	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000063842	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000063797	06/03/2003	7	06/10/2003	06/16/2003
Ticket Number:	0000063773	06/03/2003	2	06/05/2003	06/11/2003
Ticket Number:	0000063766	06/03/2003	2	06/05/2003	06/11/2003
Ticket Number:	0000064125	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000064118	06/09/2003	2	06/11/2003	06/17/2003
Ticket Number:	0000064099	06/09/2003	3	06/12/2003	06/18/2003
Ticket Number:	0000063756	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000063715	06/02/2003	3	06/05/2003	06/11/2003
Ticket Number:	0000063705	06/02/2003	2	06/04/2003	06/10/2003
Ticket Number:	0000063703	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000063673	06/02/2003	30	07/02/2003	07/08/2003
Ticket Number:	0000064171	06/10/2003	2	06/12/2003	06/18/2003
Ticket Number:	0000064172	06/10/2003	9	06/19/2003	06/25/2003
Ticket Number:	0000064433	06/13/2003	3	06/16/2003	06/23/2003
Ticket Number:	0000064269	06/11/2003	12	06/23/2003	06/30/2003
Ticket Number:	0000064250	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064346	06/12/2003	5	06/17/2003	06/23/2003
Ticket Number:	0000064642	06/18/2003	5	06/23/2003	06/30/2003
Ticket Number:	0000064560	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064552	06/16/2003	8	06/24/2003	06/30/2003
Ticket Number:	0000064357	06/12/2003	5	06/17/2003	06/23/2003
Ticket Number:	0000064311	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064261	06/11/2003	6	06/17/2003	06/23/2003
Ticket Number:	0000064710	06/19/2003	5	06/24/2003	06/30/2003
Ticket Number:	0000065064	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000064937	06/24/2003	1	06/25/2003	07/01/2003
Ticket Number:	0000065097	06/26/2003	26	07/22/2003	07/28/2003
Ticket Number:	0000065127	06/27/2003	4	07/01/2003	07/07/2003
Ticket Number:	0000065090	06/26/2003	6	07/02/2003	07/08/2003
Ticket Number:	0000064863	06/23/2003	9	07/02/2003	07/08/2003
Ticket Number:	0000064745	06/19/2003	5	06/24/2003	06/30/2003
Ticket Number:	0000065230	06/30/2003	2	07/02/2003	07/08/2003

Average time to ticket resolution for

omarn

5

Maximum time to ticket resolution for

omarn

30

Minimum time to ticket resolution for

omarn

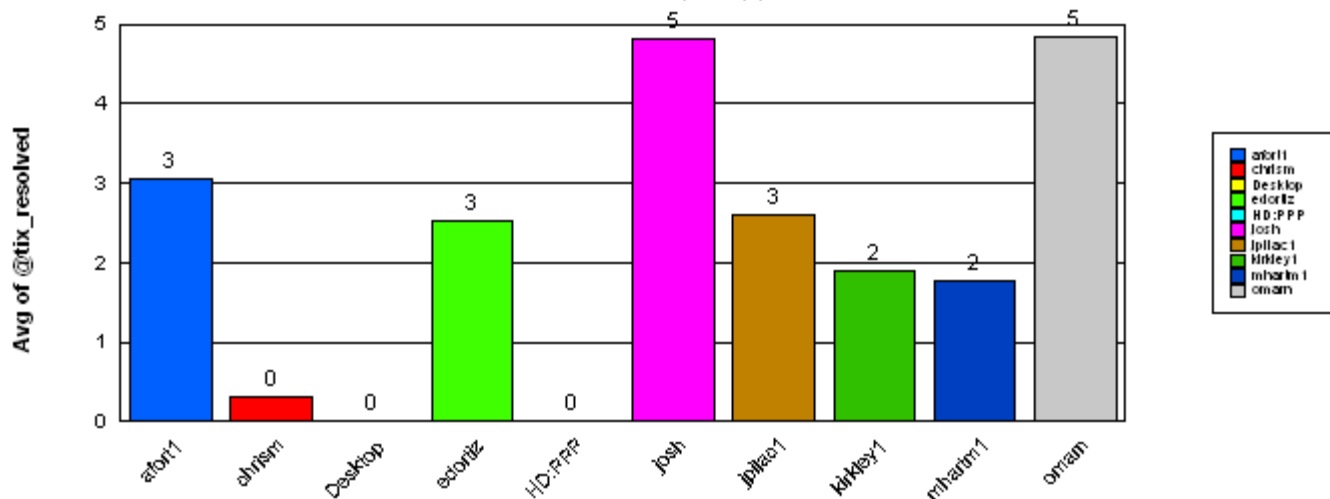
0

Desktop Support

Average time to ticket resolution for	Desktop Suppor	3
Maximum time to ticket resolution for	Desktop Suppor	30
Minimum time to ticket resolution for	Desktop Suppor	0

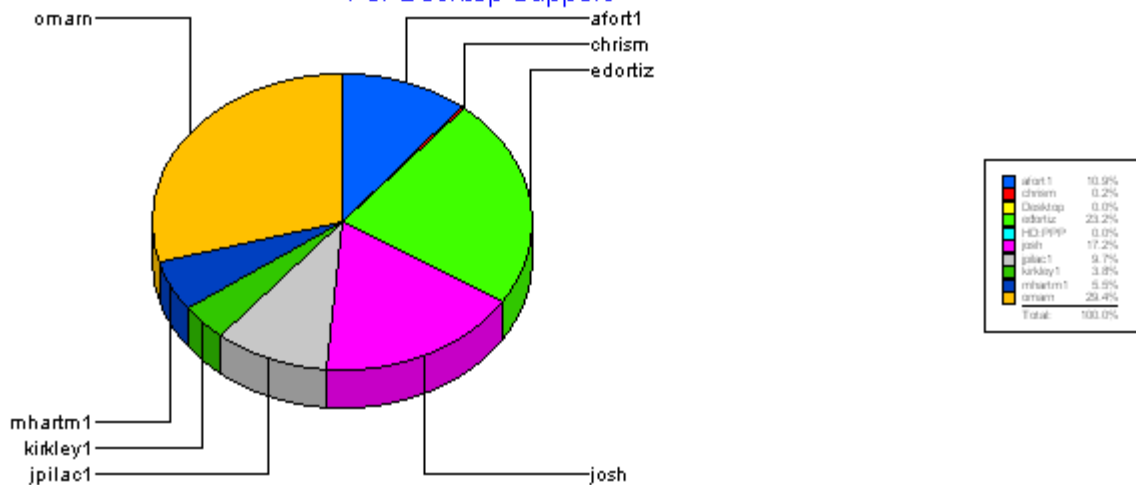
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Helpdesk

		<u>Total:</u>	547	
HD:Tape_Changes		<u>Total:</u>	3	
Closed		<u>Total:</u>	3	
Ticket Number:	0000064677	06/18/2003	0	06/18/2003
Ticket Number:	0000065184	06/28/2003	0	06/28/2003
Ticket Number:	0000064816	06/21/2003	0	06/21/2003
-----		-----	-----	-----
Average time to ticket resolution for		HD:Tape_Chan	0	
Maximum time to ticket resolution for		HD:Tape_Chan	0	
Minimum time to ticket resolution for		HD:Tape_Chan	0	
<hr/>		<hr/>	<hr/>	<hr/>
HelpDesk		<u>Total:</u>	36	
Closed		<u>Total:</u>	36	
Ticket Number:	0000064814	06/21/2003	0	06/21/2003
Ticket Number:	0000064841	06/22/2003	0	06/22/2003
Ticket Number:	0000064845	06/22/2003	0	06/22/2003
Ticket Number:	0000064844	06/22/2003	0	06/22/2003
Ticket Number:	0000064938	06/24/2003	0	06/24/2003
Ticket Number:	0000064911	06/23/2003	0	06/23/2003
Ticket Number:	0000064959	06/24/2003	0	06/24/2003
Ticket Number:	0000065182	06/28/2003	0	06/28/2003
Ticket Number:	0000065176	06/27/2003	0	06/27/2003
Ticket Number:	0000065139	06/27/2003	0	06/27/2003
Ticket Number:	0000064819	06/21/2003	0	06/21/2003
Ticket Number:	0000064434	06/13/2003	0	06/13/2003
Ticket Number:	0000064374	06/12/2003	0	06/12/2003
Ticket Number:	0000064474	06/15/2003	0	06/15/2003
Ticket Number:	0000064476	06/15/2003	0	06/15/2003
Ticket Number:	0000064411	06/13/2003	0	06/13/2003
Ticket Number:	0000064435	06/13/2003	0	06/13/2003
Ticket Number:	0000064325	06/12/2003	0	06/12/2003
Ticket Number:	0000064241	06/11/2003	0	06/11/2003
Ticket Number:	0000063669	06/01/2003	0	06/01/2003
Ticket Number:	0000063661	06/01/2003	0	06/01/2003
Ticket Number:	0000063760	06/03/2003	0	06/03/2003
Ticket Number:	0000064079	06/09/2003	0	06/09/2003
Ticket Number:	0000064088	06/09/2003	0	06/09/2003
Ticket Number:	0000064412	06/13/2003	0	06/13/2003
Ticket Number:	0000064027	06/08/2003	0	06/08/2003
Ticket Number:	0000064012	06/07/2003	0	06/07/2003
Ticket Number:	0000064003	06/06/2003	0	06/06/2003
Ticket Number:	0000063932	06/05/2003	0	06/05/2003
Ticket Number:	0000063931	06/05/2003	0	06/05/2003
Ticket Number:	0000063783	06/03/2003	0	06/03/2003
Ticket Number:	0000064102	06/09/2003	0	06/09/2003
Ticket Number:	0000063745	06/03/2003	0	06/03/2003
Ticket Number:	0000063749	06/03/2003	0	06/03/2003
Ticket Number:	0000063659	06/01/2003	0	06/01/2003
Ticket Number:	0000063662	06/01/2003	0	06/01/2003
-----		-----	-----	-----
Average time to ticket resolution for		HelpDesk	0	
Maximum time to ticket resolution for		HelpDesk	0	
Minimum time to ticket resolution for		HelpDesk	0	
<hr/>		<hr/>	<hr/>	<hr/>

**Helpdesk
akhant1**

Total: **67**

Helpdesk

	Closed	Total:	67		
Ticket Number:	0000063675	06/02/2003	9	06/11/2003	06/17/2003
Ticket Number:	0000064107	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000063820	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063654	06/01/2003	3	06/04/2003	06/10/2003
Ticket Number:	0000064124	06/09/2003	2	06/11/2003	06/17/2003
Ticket Number:	0000064096	06/09/2003	4	06/13/2003	06/19/2003
Ticket Number:	0000064220	06/10/2003	3	06/13/2003	06/19/2003
Ticket Number:	0000064065	06/09/2003	2	06/11/2003	06/17/2003
Ticket Number:	0000063984	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063858	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063843	06/04/2003	9	06/13/2003	06/19/2003
Ticket Number:	0000063841	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063839	06/04/2003	6	06/10/2003	06/16/2003
Ticket Number:	0000063833	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063816	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063806	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000063804	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000064593	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000063777	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000064032	06/08/2003	5	06/13/2003	06/19/2003
Ticket Number:	0000064022	06/08/2003	3	06/11/2003	06/17/2003
Ticket Number:	0000063961	06/06/2003	7	06/13/2003	06/19/2003
Ticket Number:	0000063895	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063863	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063861	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063743	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000063722	06/02/2003	9	06/11/2003	06/17/2003
Ticket Number:	0000063688	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000063682	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000064166	06/10/2003	3	06/13/2003	06/19/2003
Ticket Number:	0000064209	06/10/2003	1	06/11/2003	06/17/2003
Ticket Number:	0000064425	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064398	06/13/2003	5	06/18/2003	06/24/2003
Ticket Number:	0000064381	06/12/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064373	06/12/2003	1	06/13/2003	06/19/2003
Ticket Number:	0000064348	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064547	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064307	06/12/2003	1	06/13/2003	06/19/2003
Ticket Number:	0000064305	06/12/2003	1	06/13/2003	06/19/2003
Ticket Number:	0000064501	06/16/2003	2	06/18/2003	06/24/2003
Ticket Number:	0000064665	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064664	06/18/2003	7	06/25/2003	07/01/2003
Ticket Number:	0000064650	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064640	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064588	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064533	06/16/2003	3	06/19/2003	06/25/2003
Ticket Number:	0000064513	06/16/2003	9	06/25/2003	07/01/2003
Ticket Number:	0000064509	06/16/2003	2	06/18/2003	06/24/2003
Ticket Number:	0000064504	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064472	06/15/2003	10	06/25/2003	07/01/2003
Ticket Number:	0000064235	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064210	06/10/2003	1	06/11/2003	06/17/2003
Ticket Number:	0000064233	06/11/2003	0	06/11/2003	06/17/2003

Helpdesk

Ticket Number:	0000064992	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000064902	06/23/2003	2	06/25/2003	07/01/2003
Ticket Number:	0000064917	06/23/2003	2	06/25/2003	07/01/2003
Ticket Number:	0000064991	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065012	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065160	06/27/2003	4	07/01/2003	07/07/2003
Ticket Number:	0000065144	06/27/2003	5	07/02/2003	07/08/2003
Ticket Number:	0000065039	06/25/2003	14	07/09/2003	07/15/2003
Ticket Number:	0000065002	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065006	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000064921	06/23/2003	2	06/25/2003	07/01/2003
Ticket Number:	0000064903	06/23/2003	2	06/25/2003	07/01/2003
Ticket Number:	0000064873	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000065255	06/30/2003	1	07/01/2003	07/07/2003
-----			-----		
Average time to ticket resolution for	akhant1		2		
Maximum time to ticket resolution for	akhant1		14		
Minimum time to ticket resolution for	akhant1		0		

**Helpdesk
anna**

Total: **66**

Helpdesk

	Closed	Total:	66			
Ticket Number:	0000064708	06/19/2003	1	06/20/2003	06/26/2003	
Ticket Number:	0000065054	06/26/2003	0	06/26/2003	07/02/2003	
Ticket Number:	0000065026	06/25/2003	6	07/01/2003	07/07/2003	
Ticket Number:	0000065005	06/25/2003	1	06/26/2003	07/02/2003	
Ticket Number:	0000065001	06/25/2003	1	06/26/2003	07/02/2003	
Ticket Number:	0000064999	06/25/2003	0	06/25/2003	07/01/2003	
Ticket Number:	0000064934	06/24/2003	0	06/24/2003	06/30/2003	
Ticket Number:	0000064931	06/24/2003	0	06/24/2003	06/30/2003	
Ticket Number:	0000064815	06/21/2003	5	06/26/2003	07/02/2003	
Ticket Number:	0000064776	06/20/2003	0	06/20/2003	06/26/2003	
Ticket Number:	0000065164	06/27/2003	4	07/01/2003	07/07/2003	
Ticket Number:	0000065136	06/27/2003	5	07/02/2003	07/08/2003	
Ticket Number:	0000064759	06/20/2003	0	06/20/2003	06/26/2003	
Ticket Number:	0000064719	06/19/2003	1	06/20/2003	06/26/2003	
Ticket Number:	0000064138	06/09/2003	1	06/10/2003	06/16/2003	
Ticket Number:	0000064141	06/10/2003	1	06/10/2003	06/16/2003	
Ticket Number:	0000064194	06/10/2003	0	06/10/2003	06/16/2003	
Ticket Number:	0000064184	06/10/2003	0	06/10/2003	06/16/2003	
Ticket Number:	0000064200	06/10/2003	0	06/10/2003	06/16/2003	
Ticket Number:	0000064368	06/12/2003	0	06/12/2003	06/18/2003	
Ticket Number:	0000064364	06/12/2003	0	06/12/2003	06/18/2003	
Ticket Number:	0000064361	06/12/2003	0	06/12/2003	06/18/2003	
Ticket Number:	0000064355	06/12/2003	0	06/12/2003	06/18/2003	
Ticket Number:	0000064352	06/12/2003	0	06/12/2003	06/18/2003	
Ticket Number:	0000064350	06/12/2003	0	06/12/2003	06/18/2003	
Ticket Number:	0000064363	06/12/2003	0	06/12/2003	06/18/2003	
Ticket Number:	0000064223	06/11/2003	0	06/11/2003	06/17/2003	
Ticket Number:	0000064216	06/10/2003	1	06/11/2003	06/17/2003	
Ticket Number:	0000064624	06/18/2003	0	06/18/2003	06/24/2003	
Ticket Number:	0000064557	06/17/2003	0	06/17/2003	06/23/2003	
Ticket Number:	0000064488	06/16/2003	0	06/16/2003	06/23/2003	
Ticket Number:	0000064481	06/15/2003	1	06/16/2003	06/23/2003	
Ticket Number:	0000064421	06/13/2003	0	06/13/2003	06/19/2003	
Ticket Number:	0000064149	06/10/2003	0	06/10/2003	06/16/2003	
Ticket Number:	0000064161	06/10/2003	0	06/10/2003	06/16/2003	
Ticket Number:	0000064146	06/10/2003	0	06/10/2003	06/16/2003	
Ticket Number:	0000063742	06/03/2003	0	06/03/2003	06/09/2003	
Ticket Number:	0000063691	06/02/2003	0	06/02/2003	06/09/2003	
Ticket Number:	0000063752	06/03/2003	0	06/03/2003	06/09/2003	
Ticket Number:	0000063769	06/03/2003	0	06/03/2003	06/09/2003	
Ticket Number:	0000064085	06/09/2003	0	06/09/2003	06/16/2003	
Ticket Number:	0000064082	06/09/2003	0	06/09/2003	06/16/2003	
Ticket Number:	0000064036	06/08/2003	1	06/09/2003	06/16/2003	
Ticket Number:	0000064004	06/06/2003	4	06/10/2003	06/16/2003	
Ticket Number:	0000064000	06/06/2003	3	06/09/2003	06/16/2003	
Ticket Number:	0000063999	06/06/2003	3	06/09/2003	06/16/2003	
Ticket Number:	0000063953	06/06/2003	3	06/09/2003	06/16/2003	
Ticket Number:	0000063951	06/06/2003	3	06/09/2003	06/16/2003	
Ticket Number:	0000063914	06/05/2003	4	06/09/2003	06/16/2003	
Ticket Number:	0000063809	06/03/2003	1	06/04/2003	06/10/2003	
Ticket Number:	0000063808	06/03/2003	1	06/04/2003	06/10/2003	
Ticket Number:	0000063798	06/03/2003	0	06/03/2003	06/09/2003	
Ticket Number:	0000063794	06/03/2003	0	06/03/2003	06/09/2003	

Helpdesk

Ticket Number:	0000063791	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063779	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063771	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063770	06/03/2003	6	06/09/2003	06/16/2003
Ticket Number:	0000063759	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000064029	06/08/2003	1	06/09/2003	06/16/2003
Ticket Number:	0000064018	06/08/2003	10	06/18/2003	06/24/2003
Ticket Number:	0000064013	06/07/2003	2	06/09/2003	06/16/2003
Ticket Number:	0000064007	06/07/2003	2	06/09/2003	06/16/2003
Ticket Number:	0000063813	06/03/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063740	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063739	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063711	06/02/2003	1	06/03/2003	06/09/2003

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

jreid3

Total: **15**

Closed

Total: **15**

Ticket Number:	0000063810	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000064094	06/09/2003	3	06/12/2003	06/18/2003
Ticket Number:	0000063964	06/06/2003	3	06/09/2003	06/16/2003
Ticket Number:	0000064358	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064660	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064359	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064505	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064508	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064613	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064537	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064750	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064877	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000065004	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000064899	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000065240	06/30/2003	0	06/30/2003	07/07/2003

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Average time to ticket resolution for	jreid3	0	
Maximum time to ticket resolution for	jreid3	3	
Minimum time to ticket resolution for	jreid3	0	

Helpdesk

kherna1

Total: **30**

Closed

Total: **30**

Ticket Number:	0000064714	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064752	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000065106	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000064930	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064870	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064846	06/22/2003	1	06/23/2003	06/30/2003
Ticket Number:	0000064195	06/10/2003	2	06/12/2003	06/18/2003
Ticket Number:	0000064293	06/11/2003	0		06/11/2003
Ticket Number:	0000064294	06/11/2003	0		06/11/2003
Ticket Number:	0000064558	06/17/2003	0		06/17/2003
Ticket Number:	0000064555	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064553	06/16/2003	0		06/16/2003
Ticket Number:	0000064498	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064489	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064424	06/13/2003	3	06/16/2003	06/23/2003
Ticket Number:	0000064410	06/13/2003	0		06/13/2003
Ticket Number:	0000064334	06/12/2003	4	06/16/2003	06/23/2003
Ticket Number:	0000064312	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000063778	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063648	06/01/2003	1		06/02/2003
Ticket Number:	0000063655	06/01/2003	1	06/02/2003	06/09/2003
Ticket Number:	0000063664	06/01/2003	1	06/02/2003	06/09/2003
Ticket Number:	0000064045	06/09/2003	0		06/09/2003
Ticket Number:	0000064044	06/09/2003	0		06/09/2003
Ticket Number:	0000064038	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064006	06/06/2003	2		06/09/2003
Ticket Number:	0000063774	06/03/2003	15	06/18/2003	06/24/2003
Ticket Number:	0000063727	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000063750	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000063660	06/01/2003	1	06/02/2003	06/09/2003

Average time to ticket resolution for	kherna1	1
Maximum time to ticket resolution for	kherna1	15
Minimum time to ticket resolution for	kherna1	0

Helpdesk

moneill1

Total: 22

Closed

Total: 22

Ticket Number:	0000063708	06/02/2003	1	06/03/2003	06/09/2003
Ticket Number:	0000064021	06/08/2003	2	06/10/2003	06/16/2003
Ticket Number:	0000064086	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000064119	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000064105	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000064253	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064260	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064535	06/16/2003	8	06/24/2003	06/30/2003
Ticket Number:	0000065163	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000064943	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064898	06/23/2003	1	06/24/2003	06/30/2003
Ticket Number:	0000064945	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064960	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000065120	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065031	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065009	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000064951	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064935	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064909	06/23/2003	1	06/24/2003	06/30/2003
Ticket Number:	0000064878	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064862	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064834	06/22/2003	3	06/25/2003	07/01/2003

Average time to ticket resolution for	moneill1	1
Maximum time to ticket resolution for	moneill1	8
Minimum time to ticket resolution for	moneill1	0

myers

Total: 1

Closed

Total: 1

Ticket Number:	0000065051	06/25/2003	63		08/27/2003
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Average time to ticket resolution for	myers	63
Maximum time to ticket resolution for	myers	63
Minimum time to ticket resolution for	myers	63

nevans1

Total: 1

Closed

Total: 1

Ticket Number:	0000065025	06/25/2003	2	06/27/2003	07/03/2003
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Average time to ticket resolution for	nevans1	2
Maximum time to ticket resolution for	nevans1	2
Minimum time to ticket resolution for	nevans1	2

Helpdesk
ramosm1

Total: **62**

Helpdesk

	Closed	Total:	62		
Ticket Number:	0000064744	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064751	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000065204	06/29/2003	0	06/29/2003	07/07/2003
Ticket Number:	0000065201	06/29/2003	0	06/29/2003	07/07/2003
Ticket Number:	0000065200	06/29/2003	0	06/29/2003	07/07/2003
Ticket Number:	0000065187	06/28/2003	0	06/28/2003	07/04/2003
Ticket Number:	0000065181	06/28/2003	0	06/28/2003	07/04/2003
Ticket Number:	0000065180	06/28/2003	0	06/28/2003	07/04/2003
Ticket Number:	0000065177	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065174	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065171	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065170	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065169	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065168	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065203	06/29/2003	0	06/29/2003	07/07/2003
Ticket Number:	0000065107	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000064848	06/22/2003	0	06/22/2003	06/30/2003
Ticket Number:	0000064818	06/21/2003	0	06/21/2003	06/27/2003
Ticket Number:	0000064817	06/21/2003	0	06/21/2003	06/27/2003
Ticket Number:	0000064812	06/21/2003	0	06/21/2003	06/27/2003
Ticket Number:	0000064811	06/21/2003	0	06/21/2003	06/27/2003
Ticket Number:	0000064810	06/21/2003	0	06/21/2003	06/27/2003
Ticket Number:	0000064807	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064806	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064299	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064322	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064390	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064391	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064482	06/15/2003	0	06/15/2003	06/23/2003
Ticket Number:	0000064479	06/15/2003	0	06/15/2003	06/23/2003
Ticket Number:	0000064459	06/14/2003	0	06/14/2003	06/20/2003
Ticket Number:	0000064458	06/14/2003	0	06/14/2003	06/20/2003
Ticket Number:	0000064457	06/14/2003	0	06/14/2003	06/20/2003
Ticket Number:	0000064455	06/14/2003	0	06/14/2003	06/20/2003
Ticket Number:	0000064454	06/14/2003	0	06/14/2003	06/20/2003
Ticket Number:	0000064452	06/14/2003	0	06/14/2003	06/20/2003
Ticket Number:	0000064451	06/14/2003	0	06/14/2003	06/20/2003
Ticket Number:	0000064442	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064441	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064439	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064429	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064414	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064401	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064395	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064394	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064393	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064380	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000063930	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063993	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063998	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000064034	06/08/2003	0	06/08/2003	06/16/2003
Ticket Number:	0000064030	06/08/2003	0	06/08/2003	06/16/2003
Ticket Number:	0000064011	06/07/2003	0	06/07/2003	06/13/2003

Helpdesk

Ticket Number:	0000064009	06/07/2003	0	06/07/2003	06/13/2003
Ticket Number:	0000064005	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063994	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063929	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063665	06/01/2003	0	06/01/2003	06/09/2003
Ticket Number:	0000063668	06/01/2003	0	06/01/2003	06/09/2003
Ticket Number:	0000063670	06/01/2003	0	06/01/2003	06/09/2003
Ticket Number:	0000063666	06/01/2003	0	06/01/2003	06/09/2003
Ticket Number:	0000063653	06/01/2003	0	06/01/2003	06/09/2003
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Average time to ticket resolution for	ramosm1		0		
Maximum time to ticket resolution for	ramosm1		0		
Minimum time to ticket resolution for	ramosm1		0		

Helpdesk

steyr

		<u>Total:</u>	49		
	Resolved	<u>Total:</u>	1		
Ticket Number:	0000064207	06/10/2003	0	06/10/2003	06/10/2003
	Closed	<u>Total:</u>	48		
Ticket Number:	0000063882	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063889	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063695	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000063734	06/02/2003	7	06/09/2003	06/16/2003
Ticket Number:	0000063754	06/03/2003	3	06/06/2003	06/12/2003
Ticket Number:	0000063767	06/03/2003	6	06/09/2003	06/16/2003
Ticket Number:	0000063776	06/03/2003	2	06/05/2003	06/11/2003
Ticket Number:	0000063875	06/04/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063963	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063937	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063933	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063906	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063911	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063894	06/05/2003	27	07/02/2003	07/08/2003
Ticket Number:	0000063893	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063887	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063881	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000064100	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064104	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064093	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064089	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064080	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064070	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064069	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064051	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000063969	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000064101	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000063874	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000063883	06/05/2003	27	07/02/2003	07/08/2003
Ticket Number:	0000063873	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000063735	06/02/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063679	06/02/2003	30	07/02/2003	07/08/2003
Ticket Number:	0000063658	06/01/2003	8	06/09/2003	06/16/2003
Ticket Number:	0000063706	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000064176	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064615	06/17/2003	9	06/26/2003	07/02/2003
Ticket Number:	0000064682	06/18/2003	1	06/19/2003	06/25/2003
Ticket Number:	0000064726	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064735	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064727	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064901	06/23/2003	8	07/01/2003	07/07/2003
Ticket Number:	0000065068	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065183	06/28/2003	9	07/07/2003	07/14/2003
Ticket Number:	0000065046	06/25/2003	6	07/02/2003	07/08/2003
Ticket Number:	0000064859	06/23/2003	4	06/27/2003	07/03/2003
Ticket Number:	0000064725	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064700	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064706	06/19/2003	0	06/19/2003	06/25/2003

Helpdesk

Average time to ticket resolution for	stcyr	3
Maximum time to ticket resolution for	stcyr	30
Minimum time to ticket resolution for	stcyr	0

talder1

Closed

		<u>Total:</u>	44		
		<u>Total:</u>	44		
Ticket Number:	0000064681	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000065224	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065189	06/28/2003	2	06/30/2003	07/07/2003
Ticket Number:	0000065186	06/28/2003	2	06/30/2003	07/07/2003
Ticket Number:	0000065065	06/26/2003	5	07/01/2003	07/07/2003
Ticket Number:	0000065049	06/25/2003	6	07/01/2003	07/07/2003
Ticket Number:	0000065044	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065036	06/25/2003	5	06/30/2003	07/07/2003
Ticket Number:	0000064971	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064933	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064922	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064918	06/23/2003	1	06/24/2003	06/30/2003
Ticket Number:	0000064907	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064900	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064897	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064894	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064830	06/22/2003	2	06/24/2003	06/30/2003
Ticket Number:	0000064988	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064986	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064990	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064985	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064734	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000065254	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065263	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065270	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065258	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000064954	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064392	06/13/2003	3	06/16/2003	06/23/2003
Ticket Number:	0000064279	06/11/2003	6	06/17/2003	06/23/2003
Ticket Number:	0000064521	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064520	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064530	06/16/2003	0		06/16/2003
Ticket Number:	0000064609	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064672	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064663	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064611	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064608	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064528	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064524	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064400	06/13/2003	5	06/17/2003	06/23/2003
Ticket Number:	0000064592	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064473	06/15/2003	2	06/17/2003	06/23/2003
Ticket Number:	0000063713	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000064506	06/16/2003	0	06/16/2003	06/23/2003

Average time to ticket resolution for	talder1	1
Maximum time to ticket resolution for	talder1	6
Minimum time to ticket resolution for	talder1	0

**Helpdesk
vergil**

Total: **112**

Helpdesk

	Closed	Total:	112		
Ticket Number:	0000065098	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000063884	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063990	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063870	06/04/2003	2	06/06/2003	06/12/2003
Ticket Number:	0000063989	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063707	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000063901	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063909	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000064091	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064076	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064001	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063991	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063986	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063982	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063980	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063973	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063968	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000064122	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064121	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064120	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064360	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064116	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064098	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064097	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064092	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000063946	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063944	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063928	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063924	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063923	06/05/2003	7	06/12/2003	06/18/2003
Ticket Number:	0000064579	06/17/2003	1	06/18/2003	06/24/2003
Ticket Number:	0000063907	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000064142	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064314	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064296	06/11/2003	9	06/20/2003	06/26/2003
Ticket Number:	0000064278	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064273	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064258	06/11/2003	9	06/20/2003	06/26/2003
Ticket Number:	0000064213	06/10/2003	1	06/11/2003	06/17/2003
Ticket Number:	0000064206	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064211	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064143	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064855	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064605	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064601	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064600	06/17/2003	5	06/23/2003	06/30/2003
Ticket Number:	0000064599	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064527	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064514	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064375	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064371	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064366	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064367	06/12/2003	0	06/12/2003	06/18/2003

Helpdesk

Ticket Number:	0000064362	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000065235	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065266	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065264	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065261	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065256	06/30/2003	3	07/03/2003	07/09/2003
Ticket Number:	0000065242	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065237	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065238	06/30/2003	1	07/01/2003	07/07/2003
Ticket Number:	0000065236	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000064676	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064962	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064748	06/19/2003	1	06/20/2003	06/26/2003
Ticket Number:	0000064801	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064784	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064788	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064792	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000065112	06/26/2003	0		06/27/2003
Ticket Number:	0000065108	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065085	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065084	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065080	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065078	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065122	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065053	06/25/2003	5	06/30/2003	07/02/2003
Ticket Number:	0000064982	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000065262	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065173	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065172	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065156	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065145	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065140	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065129	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065128	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065126	06/27/2003	3	06/30/2003	07/07/2003
Ticket Number:	0000064975	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064969	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064963	06/24/2003	9	07/03/2003	07/09/2003
Ticket Number:	0000064916	06/23/2003	0		06/23/2003
Ticket Number:	0000064914	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064920	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064879	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064867	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064837	06/22/2003	1	06/23/2003	06/30/2003
Ticket Number:	0000064833	06/22/2003	1	06/23/2003	06/30/2003
Ticket Number:	0000064808	06/21/2003	2	06/23/2003	06/30/2003
Ticket Number:	0000064802	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064800	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064799	06/20/2003	2	06/23/2003	06/30/2003
Ticket Number:	0000064795	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064790	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064967	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064852	06/22/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064851	06/22/2003	0	06/23/2003	06/30/2003

Helpdesk

Ticket Number:	0000064847	06/22/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064787	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064783	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064760	06/20/2003	3	06/23/2003	06/30/2003
Ticket Number:	0000064747	06/19/2003	0	06/19/2003	06/25/2003

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

whamil2	Total:	39
Closed	Total:	39

Ticket Number:	0000064684	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000065212	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000065209	06/30/2003	0		06/30/2003
Ticket Number:	0000065199	06/29/2003	0	06/29/2003	07/07/2003
Ticket Number:	0000065142	06/27/2003	2	06/29/2003	07/07/2003
Ticket Number:	0000065058	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065057	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065048	06/25/2003	0		06/26/2003
Ticket Number:	0000065043	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065041	06/25/2003	1	06/26/2003	07/02/2003
Ticket Number:	0000065059	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000064839	06/22/2003	0	06/22/2003	06/30/2003
Ticket Number:	0000064924	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064948	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064923	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064843	06/22/2003	0	06/22/2003	06/30/2003
Ticket Number:	0000064169	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064164	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064309	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064162	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064662	06/18/2003	1	06/19/2003	06/25/2003
Ticket Number:	0000064572	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064475	06/15/2003	0	06/15/2003	06/23/2003
Ticket Number:	0000064466	06/15/2003	1		06/15/2003
Ticket Number:	0000064464	06/14/2003	1		06/15/2003
Ticket Number:	0000064463	06/14/2003	1		06/15/2003
Ticket Number:	0000064462	06/14/2003	1		06/15/2003
Ticket Number:	0000064460	06/14/2003	1		06/15/2003
Ticket Number:	0000064453	06/14/2003	1	06/15/2003	06/23/2003
Ticket Number:	0000065060	06/26/2003	0		06/26/2003
Ticket Number:	0000064129	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064028	06/08/2003	0	06/08/2003	06/16/2003
Ticket Number:	0000063967	06/06/2003	3	06/09/2003	06/16/2003
Ticket Number:	0000063943	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063796	06/03/2003	2	06/05/2003	06/11/2003
Ticket Number:	0000063758	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000063959	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063712	06/02/2003	1	06/03/2003	06/09/2003
Ticket Number:	0000063716	06/02/2003	1	06/03/2003	06/09/2003

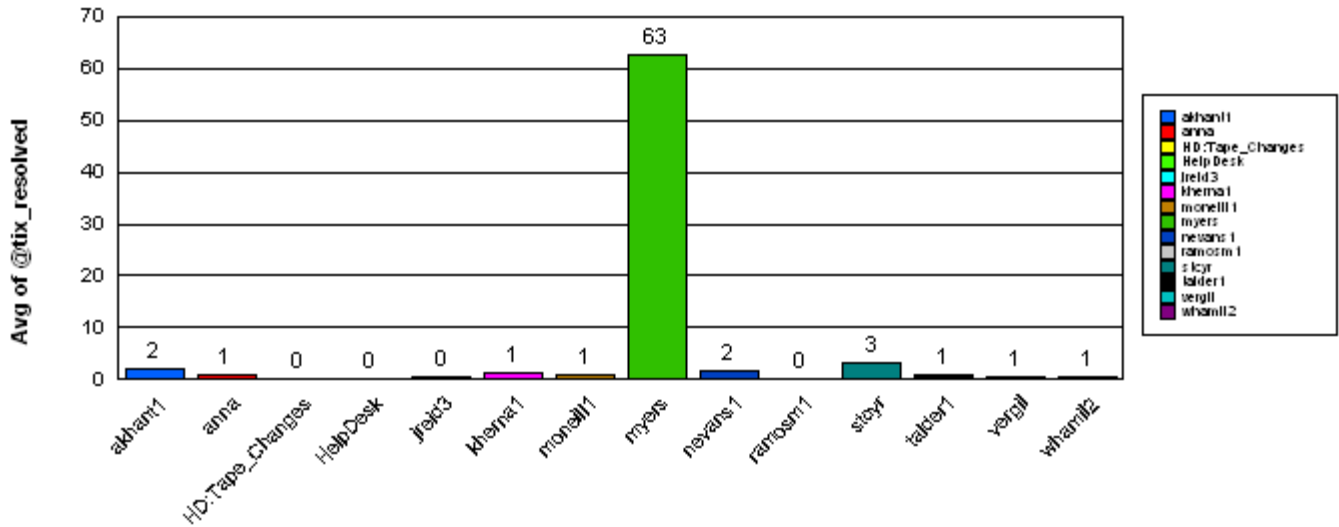
Average time to ticket resolution for	whamil2	1
Maximum time to ticket resolution for	whamil2	4
Minimum time to ticket resolution for	whamil2	0

Helpdesk

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	63
Minimum time to ticket resolution for	Helpdesk	0

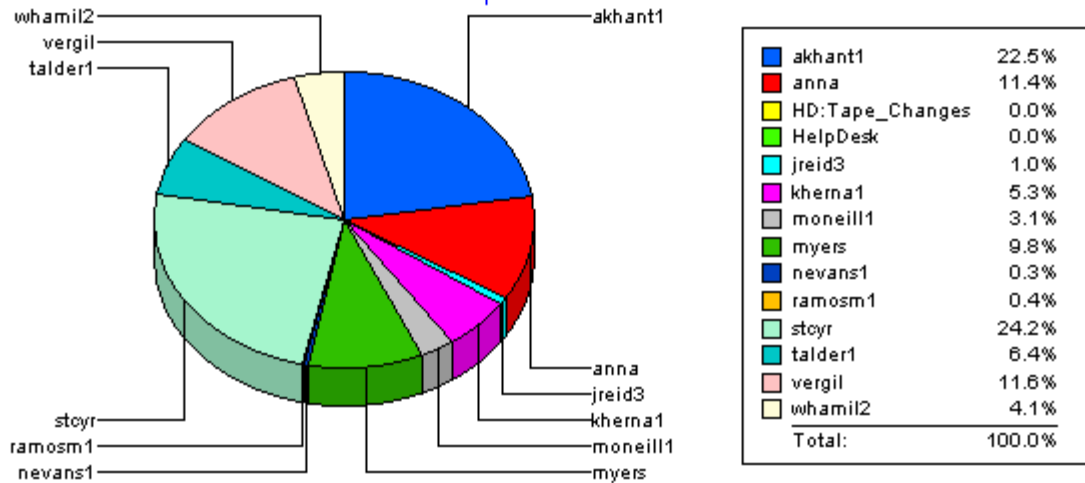
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



LAN

Total: 72

LAN
jesse

Total: 56

LAN

	<u>Closed</u>	<u>Total:</u>	56		
Ticket Number:	0000064263	06/11/2003	1	06/12/2003	06/18/2003
Ticket Number:	0000064114	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000063950	06/06/2003	12	06/18/2003	06/24/2003
Ticket Number:	0000063938	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000065076	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000063886	06/05/2003	4	06/09/2003	06/16/2003
Ticket Number:	0000063864	06/04/2003	2	06/06/2003	06/12/2003
Ticket Number:	0000063859	06/04/2003	5	06/09/2003	06/16/2003
Ticket Number:	0000063838	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063837	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063831	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063827	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063792	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000064112	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000064110	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000064048	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064952	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000063775	06/03/2003	6	06/09/2003	06/16/2003
Ticket Number:	0000063834	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000064072	06/09/2003	0		06/09/2003
Ticket Number:	0000065099	06/26/2003	6	07/02/2003	07/08/2003
Ticket Number:	0000063720	06/02/2003	1	06/03/2003	06/09/2003
Ticket Number:	0000064518	06/16/2003	2	06/18/2003	06/24/2003
Ticket Number:	0000064239	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064353	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064653	06/18/2003	8		06/26/2003
Ticket Number:	0000064636	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064634	06/18/2003	33	07/21/2003	07/28/2003
Ticket Number:	0000064628	06/18/2003	8	06/26/2003	07/02/2003
Ticket Number:	0000064804	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064582	06/17/2003	1	06/18/2003	06/24/2003
Ticket Number:	0000064581	06/17/2003	1	06/18/2003	06/24/2003
Ticket Number:	0000064308	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064301	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064377	06/12/2003	1	06/13/2003	06/19/2003
Ticket Number:	0000064372	06/12/2003	1	06/13/2003	06/19/2003
Ticket Number:	0000064277	06/11/2003	1	06/12/2003	06/18/2003
Ticket Number:	0000064243	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064242	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064736	06/19/2003	7	06/26/2003	07/02/2003
Ticket Number:	0000064743	06/19/2003	1	06/20/2003	06/26/2003
Ticket Number:	0000065213	06/30/2003	1	07/01/2003	07/07/2003
Ticket Number:	0000065151	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065141	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065131	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000065125	06/27/2003	4	07/01/2003	07/07/2003
Ticket Number:	0000065105	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065013	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065063	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000064961	06/24/2003	1	06/25/2003	07/01/2003
Ticket Number:	0000064957	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064950	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064896	06/23/2003	0	06/23/2003	06/30/2003

LAN

Ticket Number:	0000064858	06/23/2003	3	06/26/2003	07/02/2003
Ticket Number:	0000064803	06/20/2003	3	06/23/2003	06/30/2003
Ticket Number:	0000064794	06/20/2003	4	06/24/2003	06/30/2003

Average time to ticket resolution for	jesse		2		
Maximum time to ticket resolution for	jesse		33		
Minimum time to ticket resolution for	jesse		0		
<hr/>					
ostrove		<u>Total:</u>	12		
<hr/>					
Closed		<u>Total:</u>	12		
Ticket Number:	0000064772	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000065023	06/25/2003	2	06/27/2003	07/03/2003
Ticket Number:	0000065021	06/25/2003	5	06/30/2003	07/07/2003
Ticket Number:	0000065249	06/30/2003	0	06/30/2003	07/07/2003
Ticket Number:	0000064165	06/10/2003	27	07/07/2003	07/14/2003
Ticket Number:	0000064589	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064565	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064326	06/12/2003	4	06/16/2003	06/23/2003
Ticket Number:	0000064202	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000063751	06/03/2003	2	06/05/2003	06/11/2003
Ticket Number:	0000063757	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063848	06/04/2003	1	06/05/2003	06/11/2003

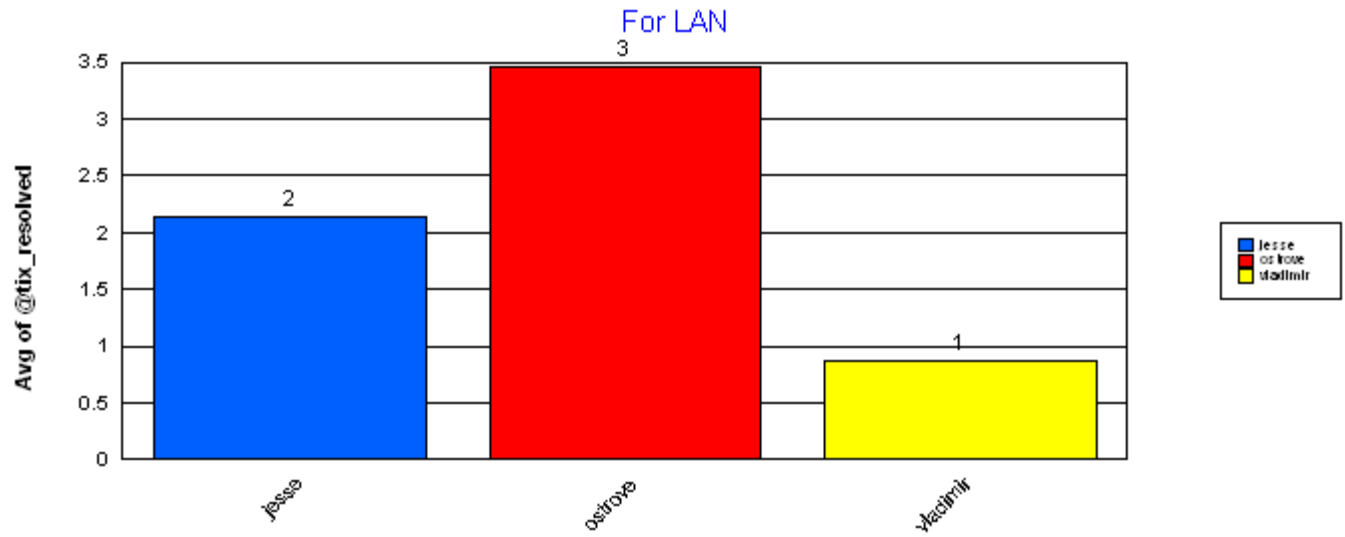
Average time to ticket resolution for	ostrove		3		
Maximum time to ticket resolution for	ostrove		27		
Minimum time to ticket resolution for	ostrove		0		
<hr/>					
vladimir		<u>Total:</u>	4		
<hr/>					
Closed		<u>Total:</u>	4		
Ticket Number:	0000064055	06/09/2003	0		06/09/2003
Ticket Number:	0000064568	06/17/2003	2	06/19/2003	06/25/2003
Ticket Number:	0000064721	06/19/2003	1	06/20/2003	06/26/2003
Ticket Number:	0000065022	06/25/2003	0	06/25/2003	06/26/2003

Average time to ticket resolution for	vladimir		1		
Maximum time to ticket resolution for	vladimir		2		
Minimum time to ticket resolution for	vladimir		0		
<hr/>					

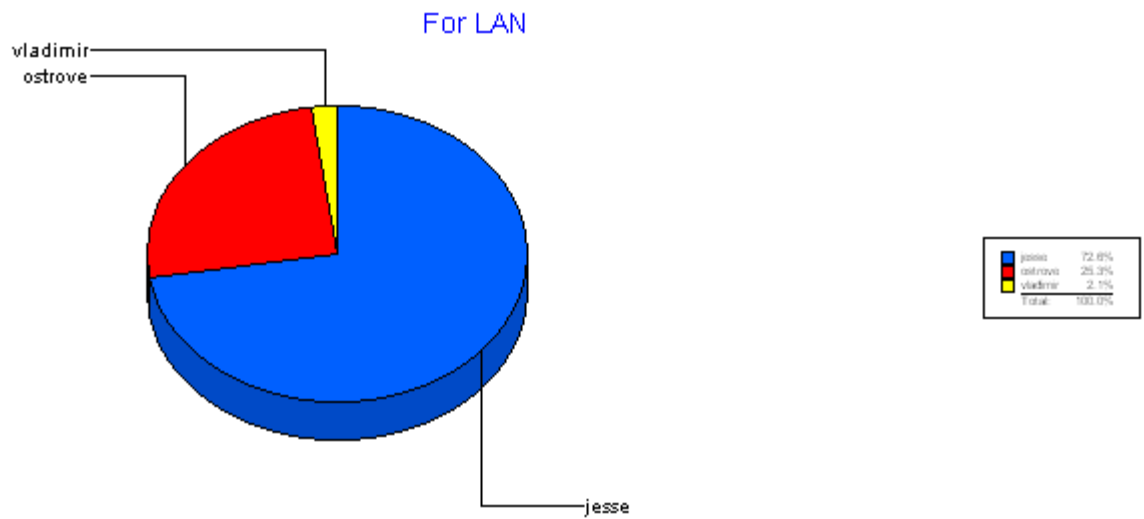
LAN

Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	33
Minimum time to ticket resolution for	LAN	0

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved



New Media

		<u>Total:</u>	63		
NewMedia		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000065234	06/30/2003	0		06/30/2003

Average time to ticket resolution for		NewMedia	0		
Maximum time to ticket resolution for		NewMedia	0		
Minimum time to ticket resolution for		NewMedia	0		
<hr/>		<hr/>	<hr/>		
darnold		<u>Total:</u>	6		
Closed		<u>Total:</u>	6		
Ticket Number:	0000064456	06/14/2003	13		06/27/2003
Ticket Number:	0000064477	06/15/2003	3		06/18/2003
Ticket Number:	0000064577	06/17/2003	10		06/27/2003
Ticket Number:	0000063865	06/04/2003	9		06/13/2003
Ticket Number:	0000063902	06/05/2003	8		06/13/2003
Ticket Number:	0000063866	06/04/2003	9		06/13/2003

Average time to ticket resolution for		darnold	8		
Maximum time to ticket resolution for		darnold	13		
Minimum time to ticket resolution for		darnold	3		
<hr/>		<hr/>	<hr/>		
fritz		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000065246	06/30/2003	0		06/30/2003
Ticket Number:	0000064768	06/20/2003	10	06/30/2003	08/31/2003
Ticket Number:	0000064882	06/23/2003	0		06/23/2003
Ticket Number:	0000064884	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064883	06/23/2003	0		06/23/2003

Average time to ticket resolution for		fritz	2		
Maximum time to ticket resolution for		fritz	10		
Minimum time to ticket resolution for		fritz	0		
<hr/>		<hr/>	<hr/>		
marie		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000064753	06/19/2003	1	06/20/2003	06/26/2003
Ticket Number:	0000065102	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065010	06/25/2003	0	06/25/2003	06/27/2003
Ticket Number:	0000064754	06/19/2003	1	06/20/2003	06/26/2003

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

New Media

rarmstro

Total: 47

Closed

Total: 47

Ticket Number:	0000064679	06/18/2003	1	06/19/2003	06/25/2003
Ticket Number:	0000064925	06/23/2003	56	08/18/2003	08/25/2003
Ticket Number:	0000064712	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064702	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000063714	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000063680	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000063663	06/01/2003	1	06/02/2003	06/09/2003
Ticket Number:	0000063849	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000063851	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000064078	06/09/2003	2	06/11/2003	06/17/2003
Ticket Number:	0000064054	06/09/2003	0		06/09/2003
Ticket Number:	0000064002	06/06/2003	3	06/09/2003	06/16/2003
Ticket Number:	0000063992	06/06/2003	3	06/09/2003	06/16/2003
Ticket Number:	0000063965	06/06/2003	3	06/09/2003	06/16/2003
Ticket Number:	0000063952	06/06/2003	3	06/09/2003	06/16/2003
Ticket Number:	0000063941	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063927	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063919	06/05/2003	88	09/01/2003	09/08/2003
Ticket Number:	0000063852	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000063850	06/04/2003	1	06/05/2003	06/11/2003
Ticket Number:	0000064196	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064218	06/10/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064234	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064320	06/12/2003	0		06/12/2003
Ticket Number:	0000064304	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064316	06/12/2003	0		06/12/2003
Ticket Number:	0000064318	06/12/2003	0		06/12/2003
Ticket Number:	0000064838	06/22/2003	1	06/23/2003	07/02/2003
Ticket Number:	0000064526	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064491	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064420	06/13/2003	0		06/13/2003
Ticket Number:	0000064416	06/13/2003	0		06/13/2003
Ticket Number:	0000064407	06/13/2003	0		06/13/2003
Ticket Number:	0000064406	06/13/2003	0		06/13/2003
Ticket Number:	0000064408	06/13/2003	0		06/13/2003
Ticket Number:	0000064404	06/13/2003	0		06/13/2003
Ticket Number:	0000064405	06/13/2003	0		06/13/2003
Ticket Number:	0000064403	06/13/2003	0		06/13/2003
Ticket Number:	0000064331	06/12/2003	0		06/12/2003
Ticket Number:	0000064321	06/12/2003	0		06/12/2003
Ticket Number:	0000064319	06/12/2003	0		06/12/2003
Ticket Number:	0000064317	06/12/2003	0		06/12/2003
Ticket Number:	0000064315	06/12/2003	0		06/12/2003
Ticket Number:	0000064302	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064276	06/11/2003	1	06/12/2003	06/18/2003
Ticket Number:	0000064219	06/10/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064199	06/10/2003	7	06/17/2003	06/23/2003

Average time to ticket resolution for

rarmstro

4

Maximum time to ticket resolution for

rarmstro

88

Minimum time to ticket resolution for

rarmstro

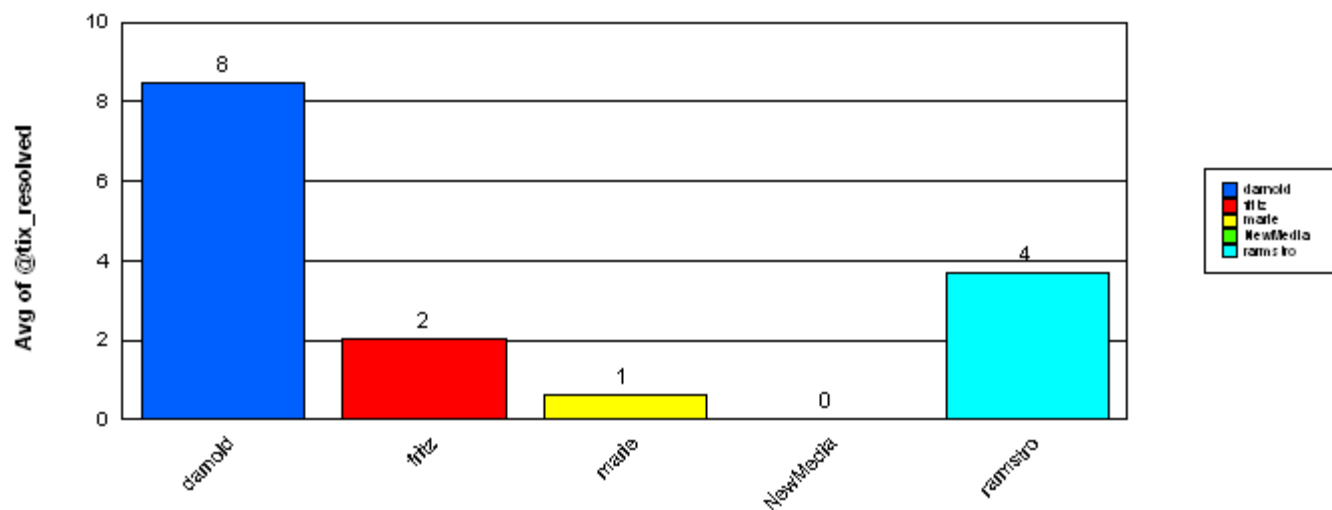
0

New Media

Average time to ticket resolution for	New Media	4
Maximum time to ticket resolution for	New Media	88
Minimum time to ticket resolution for	New Media	0

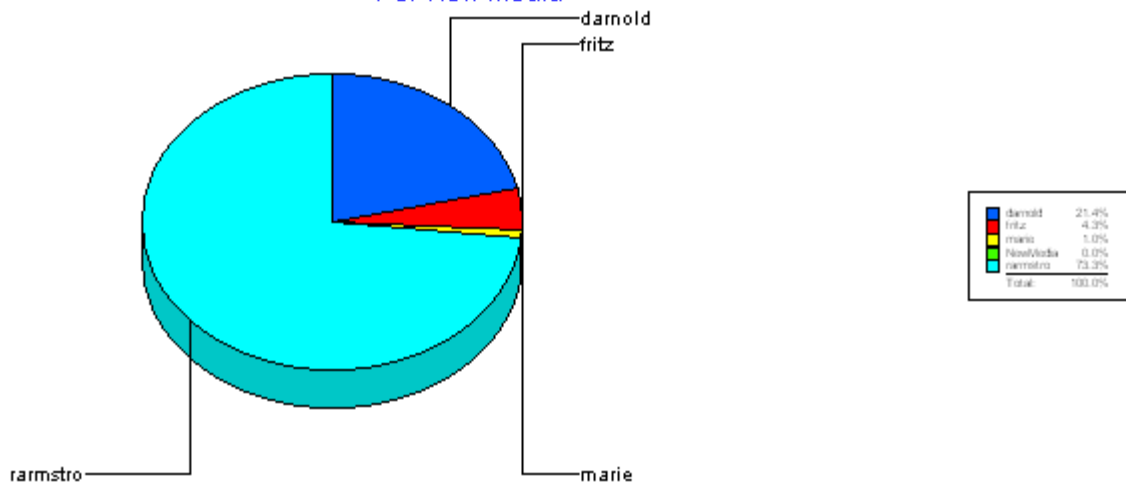
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



PC Labs

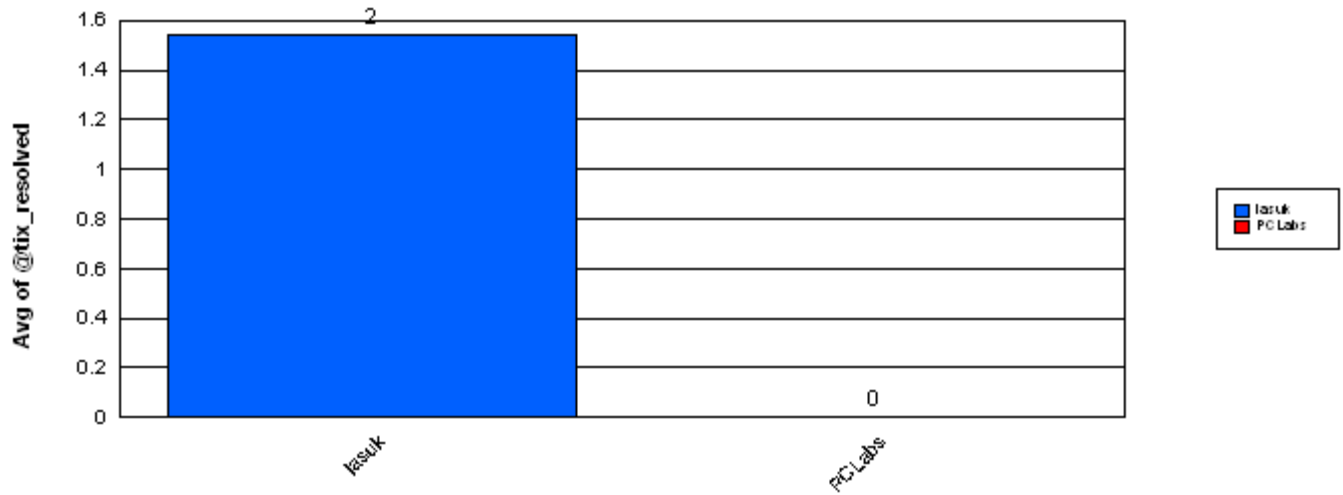
		Total: 33			
PCLabs		Total: 1			
Closed		Total: 1			
Ticket Number:	0000063867	06/04/2003	0	06/04/2003	
-----		-----		-----	
Average time to ticket resolution for	PCLabs		0		
Maximum time to ticket resolution for	PCLabs		0		
Minimum time to ticket resolution for	PCLabs		0		
lasuk		Total: 32			
Closed		Total: 32			
Ticket Number:	0000063788	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063888	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063897	06/05/2003	1	06/06/2003	06/12/2003
Ticket Number:	0000063913	06/05/2003	0		06/05/2003
Ticket Number:	0000064061	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064058	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000063956	06/06/2003	13	06/19/2003	06/25/2003
Ticket Number:	0000064023	06/08/2003	1	06/09/2003	06/16/2003
Ticket Number:	0000065077	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000063912	06/05/2003	0		06/05/2003
Ticket Number:	0000063872	06/04/2003	2	06/06/2003	06/12/2003
Ticket Number:	0000064189	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064647	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064673	06/18/2003	2	06/20/2003	06/26/2003
Ticket Number:	0000064657	06/18/2003	1	06/19/2003	06/25/2003
Ticket Number:	0000064578	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064327	06/12/2003	1	06/13/2003	06/19/2003
Ticket Number:	0000064497	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064544	06/16/2003	4	06/20/2003	06/26/2003
Ticket Number:	0000064333	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064715	06/19/2003	1	06/20/2003	06/26/2003
Ticket Number:	0000064729	06/19/2003	5	06/24/2003	06/30/2003
Ticket Number:	0000065095	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065014	06/25/2003	1	06/26/2003	07/02/2003
Ticket Number:	0000064995	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000064974	06/24/2003	13	07/07/2003	07/14/2003
Ticket Number:	0000064968	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064946	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064944	06/24/2003	0	06/24/2003	06/30/2003
Ticket Number:	0000064871	06/23/2003	2	06/25/2003	07/01/2003
Ticket Number:	0000064869	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064782	06/20/2003	0	06/20/2003	06/26/2003
-----		-----		-----	
Average time to ticket resolution for	lasuk		2		
Maximum time to ticket resolution for	lasuk		13		
Minimum time to ticket resolution for	lasuk		0		

PC Labs

Average time to ticket resolution for	PC Labs	1
Maximum time to ticket resolution for	PC Labs	13
Minimum time to ticket resolution for	PC Labs	0

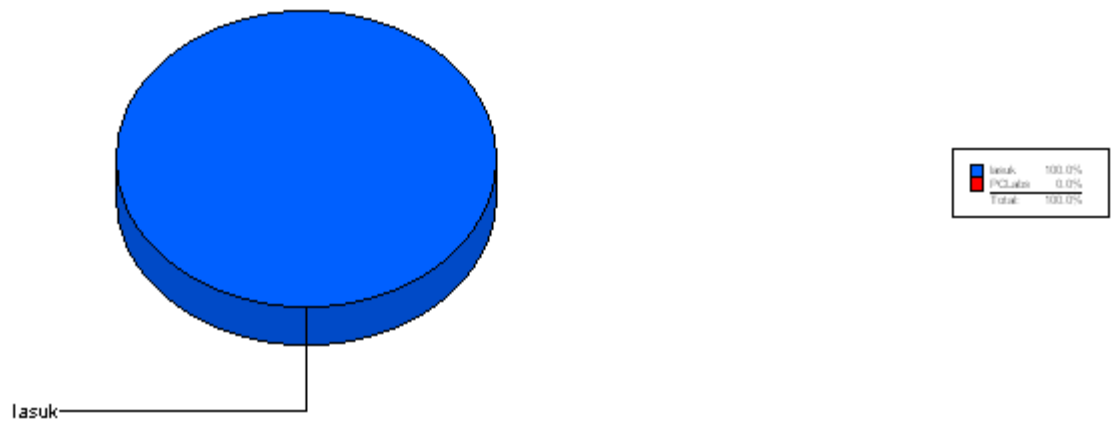
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		<u>Total:</u>	60		
beakja1		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000064973	06/24/2003	9	07/03/2003	07/09/2003
Ticket Number:	0000065042	06/25/2003	2		06/27/2003
Ticket Number:	0000064591	06/17/2003	2	06/19/2003	06/25/2003
Ticket Number:	0000064585	06/17/2003	23	07/10/2003	07/16/2003
Ticket Number:	0000064548	06/16/2003	2	06/18/2003	06/24/2003
Ticket Number:	0000063696	06/02/2003	18	06/20/2003	06/26/2003
Ticket Number:	0000063920	06/05/2003	14	06/19/2003	06/25/2003
-----				-----	
Average time to ticket resolution for		beakja1	10		
Maximum time to ticket resolution for		beakja1	23		
Minimum time to ticket resolution for		beakja1	2		
<hr/>				<hr/>	
cmckin1		<u>Total:</u>	15		
Closed		<u>Total:</u>	15		
Ticket Number:	0000063685	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000064214	06/10/2003	6	06/16/2003	06/23/2003
Ticket Number:	0000064330	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064288	06/11/2003	5	06/16/2003	06/23/2003
Ticket Number:	0000064229	06/11/2003	5	06/16/2003	06/23/2003
Ticket Number:	0000064767	06/20/2003	6	06/26/2003	07/02/2003
Ticket Number:	0000064966	06/24/2003	2	06/26/2003	07/02/2003
Ticket Number:	0000065150	06/27/2003	31		07/28/2003
Ticket Number:	0000065067	06/26/2003	1	06/27/2003	07/03/2003
Ticket Number:	0000065040	06/25/2003	1	06/26/2003	07/02/2003
Ticket Number:	0000065038	06/25/2003	2	06/27/2003	07/03/2003
Ticket Number:	0000065030	06/25/2003	2	06/27/2003	07/03/2003
Ticket Number:	0000064965	06/24/2003	2	06/26/2003	07/02/2003
Ticket Number:	0000064777	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000065250	06/30/2003	0	06/30/2003	07/07/2003
-----				-----	
Average time to ticket resolution for		cmckin1	4		
Maximum time to ticket resolution for		cmckin1	31		
Minimum time to ticket resolution for		cmckin1	0		
<hr/>				<hr/>	
damian		<u>Total:</u>	9		
Closed		<u>Total:</u>	9		
Ticket Number:	0000064789	06/20/2003	7	06/27/2003	07/03/2003
Ticket Number:	0000064993	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065165	06/27/2003	0	06/27/2003	07/03/2003
Ticket Number:	0000064994	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000064997	06/25/2003	1	06/26/2003	07/02/2003
Ticket Number:	0000064493	06/16/2003	22	07/08/2003	07/14/2003
Ticket Number:	0000064614	06/17/2003	21		07/08/2003
Ticket Number:	0000063891	06/05/2003	11	06/16/2003	06/23/2003
Ticket Number:	0000064033	06/08/2003	1	06/09/2003	06/16/2003
-----				-----	
Average time to ticket resolution for		damian	7		
Maximum time to ticket resolution for		damian	22		
Minimum time to ticket resolution for		damian	0		
<hr/>				<hr/>	

Physical Networks

rays1		<u>Total:</u>	8		
	Closed	<u>Total:</u>	8		
Ticket Number:	0000064059	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064423	06/13/2003	5	06/18/2003	06/24/2003
Ticket Number:	0000064432	06/13/2003	3	06/16/2003	06/23/2003
Ticket Number:	0000064631	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064437	06/13/2003	7	06/20/2003	06/26/2003
Ticket Number:	0000064720	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064724	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064728	06/19/2003	1	06/20/2003	06/26/2003

Average time to ticket resolution for		rays1	2		
Maximum time to ticket resolution for		rays1	7		
Minimum time to ticket resolution for		rays1	0		
<hr/>					
vicki		<u>Total:</u>	2		
	Closed	<u>Total:</u>	2		
Ticket Number:	0000064970	06/24/2003	1	06/25/2003	07/01/2003
Ticket Number:	0000065000	06/25/2003	0	06/25/2003	07/01/2003

Average time to ticket resolution for		vicki	1		
Maximum time to ticket resolution for		vicki	1		
Minimum time to ticket resolution for		vicki	0		
<hr/>					
zicka		<u>Total:</u>	19		
	Closed	<u>Total:</u>	19		
Ticket Number:	0000064731	06/19/2003	5	06/24/2003	06/30/2003
Ticket Number:	0000065216	06/30/2003	1	07/01/2003	07/07/2003
Ticket Number:	0000065166	06/27/2003	3	06/30/2003	07/07/2003
Ticket Number:	0000065124	06/27/2003	3	06/30/2003	07/07/2003
Ticket Number:	0000065032	06/25/2003	1	06/26/2003	07/02/2003
Ticket Number:	0000065027	06/25/2003	1	06/26/2003	07/02/2003
Ticket Number:	0000064893	06/23/2003	1	06/24/2003	06/30/2003
Ticket Number:	0000064876	06/23/2003	3	06/26/2003	07/02/2003
Ticket Number:	0000064151	06/10/2003	1	06/11/2003	06/17/2003
Ticket Number:	0000064197	06/10/2003	1	06/11/2003	06/17/2003
Ticket Number:	0000064670	06/18/2003	6	06/24/2003	06/30/2003
Ticket Number:	0000064641	06/18/2003	6	06/24/2003	06/30/2003
Ticket Number:	0000064573	06/17/2003	1	06/18/2003	06/24/2003
Ticket Number:	0000064953	06/24/2003	2	06/26/2003	07/02/2003
Ticket Number:	0000064536	06/16/2003	2	06/18/2003	06/24/2003
Ticket Number:	0000064525	06/16/2003	2	06/18/2003	06/24/2003
Ticket Number:	0000064430	06/13/2003	32	07/15/2003	07/21/2003
Ticket Number:	0000064067	06/09/2003	1	06/10/2003	06/16/2003
Ticket Number:	0000064010	06/07/2003	3	06/10/2003	06/16/2003

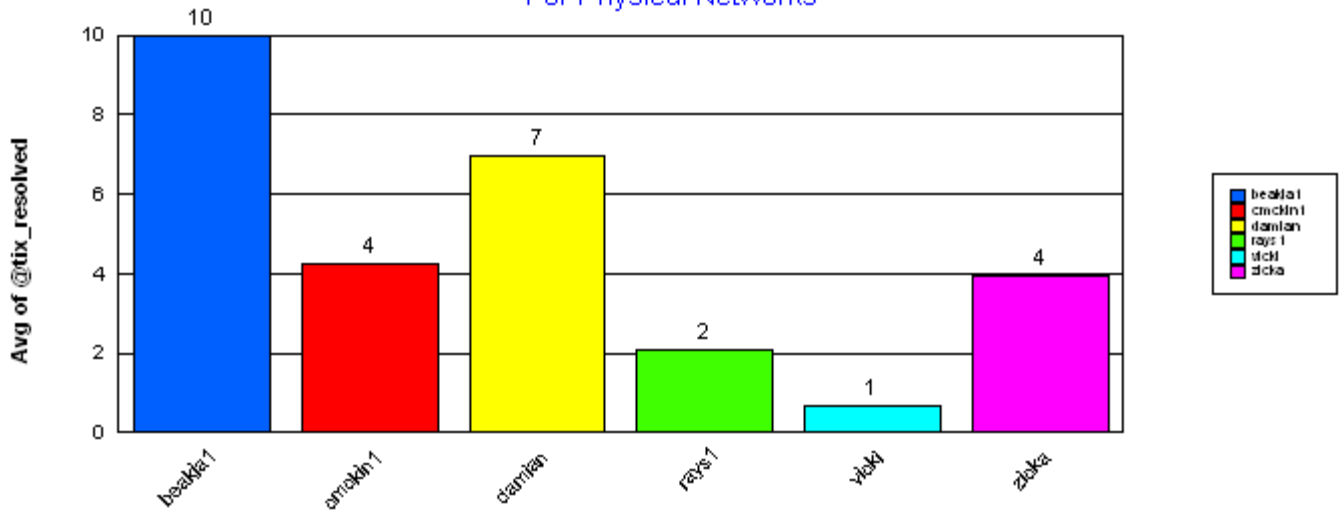
Average time to ticket resolution for		zicka	4		
Maximum time to ticket resolution for		zicka	32		
Minimum time to ticket resolution for		zicka	1		
<hr/>					

Physical Networks

Average time to ticket resolution for	Physical Networ	5
Maximum time to ticket resolution for	Physical Networ	32
Minimum time to ticket resolution for	Physical Networ	0

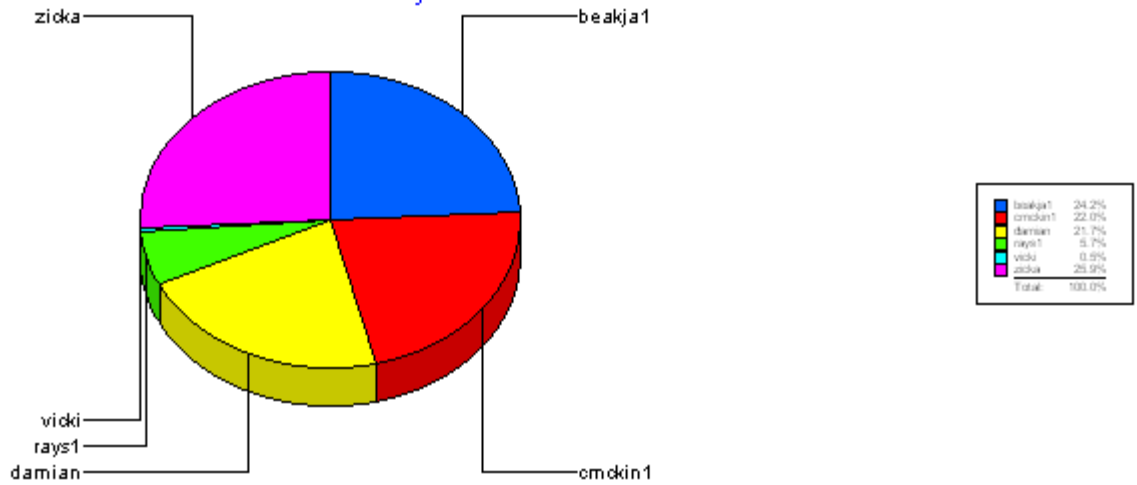
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



SysCore

		Total: 330			
SysCore		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000064659	06/18/2003	0		06/18/2003

Average time to ticket resolution for	SysCore		0		
Maximum time to ticket resolution for	SysCore		0		
Minimum time to ticket resolution for	SysCore		0		
banz		<u>Total:</u> 4			
Closed		<u>Total:</u> 4			
Ticket Number:	0000064397	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064337	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064850	06/22/2003	0	06/22/2003	06/30/2003
Ticket Number:	0000065070	06/26/2003	61		08/26/2003

Average time to ticket resolution for	banz		15		
Maximum time to ticket resolution for	banz		61		
Minimum time to ticket resolution for	banz		0		
dave		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000064284	06/11/2003	0	06/11/2003	06/17/2003

Average time to ticket resolution for	dave		0		
Maximum time to ticket resolution for	dave		0		
Minimum time to ticket resolution for	dave		0		
fu1		<u>Total:</u> 2			
Closed		<u>Total:</u> 2			
Ticket Number:	0000064259	06/11/2003	22	07/03/2003	07/09/2003
Ticket Number:	0000065096	06/26/2003	7	07/03/2003	07/09/2003

Average time to ticket resolution for	fu1		14		
Maximum time to ticket resolution for	fu1		22		
Minimum time to ticket resolution for	fu1		7		

SysCore

jcgriego

Total: 25

Closed

Total: 25

Ticket Number:	0000065061	06/26/2003	11	07/07/2003	07/14/2003
Ticket Number:	0000065134	06/27/2003	6	07/03/2003	07/09/2003
Ticket Number:	0000065149	06/27/2003	10		07/07/2003
Ticket Number:	0000065094	06/26/2003	11	07/07/2003	07/14/2003
Ticket Number:	0000065152	06/27/2003	10	07/07/2003	07/14/2003
Ticket Number:	0000064270	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064396	06/13/2003	3	06/16/2003	06/23/2003
Ticket Number:	0000064339	06/12/2003	4	06/16/2003	06/23/2003
Ticket Number:	0000064586	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064666	06/18/2003	0	06/18/2003	06/24/2003
Ticket Number:	0000064603	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064584	06/17/2003	35		07/22/2003
Ticket Number:	0000064507	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064376	06/12/2003	4	06/16/2003	06/23/2003
Ticket Number:	0000064378	06/12/2003	12		06/24/2003
Ticket Number:	0000064159	06/10/2003	1	06/11/2003	06/17/2003
Ticket Number:	0000063996	06/06/2003	0	06/06/2003	07/03/2003
Ticket Number:	0000063995	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063981	06/06/2003	0		06/06/2003
Ticket Number:	0000063966	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063910	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063818	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063747	06/03/2003	0	06/03/2003	06/03/2003
Ticket Number:	0000063746	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063709	06/02/2003	1	06/03/2003	06/09/2003

Average time to ticket resolution for	jcgriego	4
Maximum time to ticket resolution for	jcgriego	35
Minimum time to ticket resolution for	jcgriego	0

SysCore
sbrown7

Total: 57

SysCore

	Closed	Total:	57		
Ticket Number:	0000063780	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063678	06/02/2003	0	06/02/2003	06/09/2003
Ticket Number:	0000063790	06/03/2003	1	06/04/2003	06/10/2003
Ticket Number:	0000063805	06/03/2003	0		06/03/2003
Ticket Number:	0000064123	06/09/2003	0		06/09/2003
Ticket Number:	0000064158	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064077	06/09/2003	1		06/10/2003
Ticket Number:	0000064031	06/08/2003	1	06/09/2003	06/16/2003
Ticket Number:	0000063970	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063960	06/06/2003	26		07/02/2003
Ticket Number:	0000063957	06/06/2003	4	06/10/2003	06/16/2003
Ticket Number:	0000063940	06/06/2003	0	06/06/2003	06/12/2003
Ticket Number:	0000063900	06/05/2003	0		06/05/2003
Ticket Number:	0000063896	06/05/2003	0	06/05/2003	06/11/2003
Ticket Number:	0000063832	06/04/2003	0	06/04/2003	06/10/2003
Ticket Number:	0000063807	06/03/2003	0		06/03/2003
Ticket Number:	0000063803	06/03/2003	0		06/03/2003
Ticket Number:	0000063763	06/03/2003	0	06/03/2003	06/09/2003
Ticket Number:	0000063657	06/01/2003	0	06/01/2003	06/09/2003
Ticket Number:	0000063697	06/02/2003	0		06/02/2003
Ticket Number:	0000063671	06/01/2003	10		06/11/2003
Ticket Number:	0000064156	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064652	06/18/2003	0		06/18/2003
Ticket Number:	0000064646	06/18/2003	0	06/18/2003	07/02/2003
Ticket Number:	0000064590	06/17/2003	0	06/17/2003	06/23/2003
Ticket Number:	0000064550	06/16/2003	1		06/17/2003
Ticket Number:	0000064519	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064515	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064502	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064480	06/15/2003	1		06/16/2003
Ticket Number:	0000064443	06/13/2003	3	06/16/2003	06/23/2003
Ticket Number:	0000064422	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064340	06/12/2003	7		06/19/2003
Ticket Number:	0000064336	06/12/2003	13		06/25/2003
Ticket Number:	0000064742	06/19/2003	14	07/03/2003	07/09/2003
Ticket Number:	0000064329	06/12/2003	0	06/12/2003	06/18/2003
Ticket Number:	0000064324	06/12/2003	1	06/13/2003	06/19/2003
Ticket Number:	0000064281	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064244	06/11/2003	0	06/11/2003	06/17/2003
Ticket Number:	0000064549	06/16/2003	1		06/17/2003
Ticket Number:	0000064680	06/18/2003	1	06/19/2003	06/25/2003
Ticket Number:	0000064739	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000064765	06/20/2003	4	06/24/2003	06/30/2003
Ticket Number:	0000064905	06/23/2003	22	07/15/2003	07/21/2003
Ticket Number:	0000064955	06/24/2003	9	07/03/2003	07/09/2003
Ticket Number:	0000065146	06/27/2003	6	07/03/2003	07/09/2003
Ticket Number:	0000065130	06/27/2003	6	07/03/2003	07/09/2003
Ticket Number:	0000065111	06/26/2003	12	07/09/2003	07/15/2003
Ticket Number:	0000065075	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065033	06/25/2003	8	07/03/2003	07/09/2003
Ticket Number:	0000064906	06/23/2003	0		06/23/2003
Ticket Number:	0000064904	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064797	06/20/2003	0	06/20/2003	06/26/2003

SysCore

Ticket Number:	0000064842	06/22/2003	1		06/23/2003
Ticket Number:	0000064798	06/20/2003	13	07/03/2003	07/09/2003
Ticket Number:	0000064740	06/19/2003	0	06/19/2003	06/25/2003
Ticket Number:	0000065259	06/30/2003	2	07/02/2003	07/08/2003
-----		-----	-----		
Average time to ticket resolution for	sbrown7		3		
Maximum time to ticket resolution for	sbrown7		26		
Minimum time to ticket resolution for	sbrown7		0		

SysCore
tim

Total: 240

SysCore

	Closed	Total:	240		
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Ticket Number:	0000064692	06/19/2003	20		07/09/2003
Ticket Number:	0000065205	06/30/2003	9		07/09/2003
Ticket Number:	0000065215	06/30/2003	9		07/09/2003
Ticket Number:	0000065197	06/29/2003	10		07/09/2003
Ticket Number:	0000065193	06/28/2003	10		07/09/2003
Ticket Number:	0000065192	06/28/2003	10		07/09/2003
Ticket Number:	0000065190	06/28/2003	11		07/09/2003
Ticket Number:	0000065185	06/28/2003	3	07/01/2003	07/07/2003
Ticket Number:	0000065178	06/28/2003	11		07/09/2003
Ticket Number:	0000065159	06/27/2003	4	07/01/2003	07/07/2003
Ticket Number:	0000065119	06/27/2003	12		07/09/2003
Ticket Number:	0000065115	06/27/2003	12		07/09/2003
Ticket Number:	0000065113	06/26/2003	12		07/09/2003
Ticket Number:	0000065110	06/26/2003	12		07/09/2003
Ticket Number:	0000065109	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065093	06/26/2003	13		07/09/2003
Ticket Number:	0000065079	06/26/2003	13		07/09/2003
Ticket Number:	0000065074	06/26/2003	0	06/26/2003	07/02/2003
Ticket Number:	0000065092	06/26/2003	13		07/09/2003
Ticket Number:	0000065147	06/27/2003	12		07/09/2003
Ticket Number:	0000065121	06/27/2003	12		07/09/2003
Ticket Number:	0000065055	06/26/2003	13		07/09/2003
Ticket Number:	0000065037	06/25/2003	14		07/09/2003
Ticket Number:	0000065034	06/25/2003	14		07/09/2003
Ticket Number:	0000064730	06/19/2003	4	06/23/2003	06/30/2003
Ticket Number:	0000064718	06/19/2003	20		07/09/2003
Ticket Number:	0000064717	06/19/2003	20		07/09/2003
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Ticket Number:	0000064704	06/19/2003	20		07/09/2003
Ticket Number:	0000064701	06/19/2003	20		07/09/2003
Ticket Number:	0000064699	06/19/2003	20		07/09/2003
Ticket Number:	0000064698	06/19/2003	20		07/09/2003
Ticket Number:	0000064697	06/19/2003	20		07/09/2003
Ticket Number:	0000064696	06/19/2003	20		07/09/2003
Ticket Number:	0000064695	06/19/2003	20		07/09/2003
Ticket Number:	0000064694	06/19/2003	20		07/09/2003
Ticket Number:	0000064693	06/19/2003	20		07/09/2003
Ticket Number:	0000065020	06/25/2003	0	06/25/2003	07/01/2003
Ticket Number:	0000065017	06/25/2003	14		07/09/2003
Ticket Number:	0000065028	06/25/2003	20	07/15/2003	07/21/2003
Ticket Number:	0000064981	06/24/2003	15		07/09/2003
Ticket Number:	0000064972	06/24/2003	65	08/28/2003	09/03/2003
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Ticket Number:	0000065223	06/30/2003	0	06/30/2003	07/07/2003
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Ticket Number:	0000064919	06/23/2003	16		07/09/2003
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Ticket Number:	0000064895	06/23/2003	0	06/23/2003	06/30/2003
Ticket Number:	0000064866	06/23/2003	16		07/09/2003

SysCore

Ticket Number:	0000064853	06/23/2003	16		07/09/2003
Ticket Number:	0000064849	06/22/2003	16		07/09/2003
Ticket Number:	0000064840	06/22/2003	17		07/09/2003
Ticket Number:	0000064832	06/22/2003	17		07/09/2003
Ticket Number:	0000064831	06/22/2003	17		07/09/2003
Ticket Number:	0000064829	06/22/2003	17		07/09/2003
Ticket Number:	0000064828	06/22/2003	17		07/09/2003
Ticket Number:	0000064827	06/22/2003	17		07/09/2003
Ticket Number:	0000064826	06/21/2003	17		07/09/2003
Ticket Number:	0000064823	06/21/2003	18		07/09/2003
Ticket Number:	0000064822	06/21/2003	18		07/09/2003
Ticket Number:	0000064821	06/21/2003	18		07/09/2003
Ticket Number:	0000064820	06/21/2003	18		07/09/2003
Ticket Number:	0000064766	06/20/2003	0	06/20/2003	06/26/2003
Ticket Number:	0000064763	06/20/2003	19		07/09/2003
Ticket Number:	0000064761	06/20/2003	19		07/09/2003
Ticket Number:	0000064758	06/20/2003	19		07/09/2003
Ticket Number:	0000064757	06/20/2003	19		07/09/2003
Ticket Number:	0000064756	06/19/2003	19		07/09/2003
Ticket Number:	0000064755	06/19/2003	19		07/09/2003
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Ticket Number:	0000064716	06/19/2003	20		07/09/2003
Ticket Number:	0000064705	06/19/2003	20		07/09/2003
Ticket Number:	0000064691	06/19/2003	20		07/09/2003
Ticket Number:	0000064683	06/18/2003	20		07/09/2003
Ticket Number:	0000064687	06/18/2003	20		07/09/2003
Ticket Number:	0000064688	06/18/2003	20		07/09/2003
Ticket Number:	0000064690	06/18/2003	20		07/09/2003
Ticket Number:	0000064685	06/18/2003	5		06/23/2003
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Ticket Number:	0000064145	06/10/2003	29		07/09/2003
Ticket Number:	0000064181	06/10/2003	29		07/09/2003
Ticket Number:	0000064183	06/10/2003	0	06/10/2003	06/16/2003
Ticket Number:	0000064186	06/10/2003	29		07/09/2003
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Ticket Number:	0000064193	06/10/2003	29		07/09/2003
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Ticket Number:	0000064230	06/11/2003	28		07/09/2003
Ticket Number:	0000064264	06/11/2003	28		07/09/2003
Ticket Number:	0000064228	06/11/2003	28		07/09/2003
Ticket Number:	0000064226	06/11/2003	28		07/09/2003
Ticket Number:	0000064224	06/11/2003	28		07/09/2003
Ticket Number:	0000064222	06/10/2003	28		07/09/2003
Ticket Number:	0000064221	06/10/2003	28		07/09/2003
Ticket Number:	0000064215	06/10/2003	29		07/09/2003
Ticket Number:	0000064762	06/20/2003	19		07/09/2003
Ticket Number:	0000064450	06/14/2003	25		07/09/2003
Ticket Number:	0000064449	06/14/2003	25		07/09/2003
Ticket Number:	0000064448	06/14/2003	25		07/09/2003
Ticket Number:	0000064447	06/14/2003	25		07/09/2003
Ticket Number:	0000064446	06/13/2003	25		07/09/2003

SysCore

Ticket Number:	0000064703	06/19/2003	20		07/09/2003
Ticket Number:	0000064523	06/16/2003	23		07/09/2003
Ticket Number:	0000064386	06/13/2003	26		07/09/2003
Ticket Number:	0000064545	06/16/2003	4	06/20/2003	06/26/2003
Ticket Number:	0000064541	06/16/2003	23		07/09/2003
Ticket Number:	0000064540	06/16/2003	7	06/23/2003	06/30/2003
Ticket Number:	0000064539	06/16/2003	0	06/16/2003	06/23/2003
Ticket Number:	0000064534	06/16/2003	23		07/09/2003
Ticket Number:	0000064542	06/16/2003	23		07/09/2003
Ticket Number:	0000064529	06/16/2003	39		07/25/2003
Ticket Number:	0000064654	06/18/2003	21		07/09/2003
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Ticket Number:	0000064668	06/18/2003	21		07/09/2003
Ticket Number:	0000064627	06/18/2003	21		07/09/2003
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Ticket Number:	0000064621	06/17/2003	21		07/09/2003
Ticket Number:	0000064620	06/17/2003	21		07/09/2003
Ticket Number:	0000064619	06/17/2003	21		07/09/2003
Ticket Number:	0000064618	06/17/2003	21		07/09/2003
Ticket Number:	0000064617	06/17/2003	21		07/09/2003
Ticket Number:	0000064616	06/17/2003	21		07/09/2003
Ticket Number:	0000064612	06/17/2003	21		07/09/2003
Ticket Number:	0000064610	06/17/2003	22		07/09/2003
Ticket Number:	0000064606	06/17/2003	22		07/09/2003
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Ticket Number:	0000064467	06/15/2003	24		07/09/2003
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Ticket Number:	0000064384	06/13/2003	26		07/09/2003
Ticket Number:	0000064383	06/13/2003	26		07/09/2003
Ticket Number:	0000064382	06/13/2003	26		07/09/2003
Ticket Number:	0000064626	06/18/2003	21		07/09/2003
Ticket Number:	0000064625	06/18/2003	21		07/09/2003
Ticket Number:	0000064347	06/12/2003	27		07/09/2003
Ticket Number:	0000064323	06/12/2003	27		07/09/2003
Ticket Number:	0000064417	06/13/2003	26		07/09/2003
Ticket Number:	0000064409	06/13/2003	0	06/13/2003	06/19/2003
Ticket Number:	0000064389	06/13/2003	26		07/09/2003
Ticket Number:	0000064388	06/13/2003	26		07/09/2003
Ticket Number:	0000064387	06/13/2003	26		07/09/2003
Ticket Number:	0000064303	06/12/2003	27		07/09/2003
Ticket Number:	0000064298	06/12/2003	27		07/09/2003
Ticket Number:	0000064297	06/12/2003	27		07/09/2003

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Ticket Number:	0000064295	06/11/2003	27		07/09/2003
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Ticket Number:	0000064187	06/10/2003	29		07/09/2003
Ticket Number:	0000064185	06/10/2003	29		07/09/2003
Ticket Number:	0000064182	06/10/2003	29		07/09/2003
Ticket Number:	0000064179	06/10/2003	29		07/09/2003
Ticket Number:	0000064983	06/24/2003	15		07/09/2003
Ticket Number:	0000063651	06/01/2003	38		07/09/2003
Ticket Number:	0000063741	06/03/2003	36		07/09/2003
Ticket Number:	0000063738	06/03/2003	36		07/09/2003
Ticket Number:	0000063737	06/03/2003	36		07/09/2003
Ticket Number:	0000063736	06/03/2003	36		07/09/2003
Ticket Number:	0000063731	06/02/2003	37		07/09/2003
Ticket Number:	0000063729	06/02/2003	37		07/09/2003
Ticket Number:	0000063728	06/02/2003	37		07/09/2003
Ticket Number:	0000063717	06/02/2003	37		07/09/2003
Ticket Number:	0000063672	06/02/2003	37		07/09/2003
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Ticket Number:	0000063876	06/05/2003	34		07/09/2003
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Ticket Number:	0000064137	06/09/2003	29		07/09/2003
Ticket Number:	0000064135	06/09/2003	29		07/09/2003
Ticket Number:	0000064134	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064133	06/09/2003	0	06/09/2003	06/16/2003
Ticket Number:	0000064132	06/09/2003	29		07/09/2003
Ticket Number:	0000064131	06/09/2003	29		07/09/2003
Ticket Number:	0000064017	06/07/2003	31		07/09/2003
Ticket Number:	0000064016	06/07/2003	31		07/09/2003
Ticket Number:	0000064015	06/07/2003	32		07/09/2003
Ticket Number:	0000064014	06/07/2003	32		07/09/2003
Ticket Number:	0000064008	06/07/2003	32		07/09/2003
Ticket Number:	0000063983	06/06/2003	33		07/09/2003
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Ticket Number:	0000063976	06/06/2003	33		07/09/2003
Ticket Number:	0000063955	06/06/2003	3	06/09/2003	06/16/2003
Ticket Number:	0000064191	06/10/2003	29		07/09/2003
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Ticket Number:	0000064043	06/09/2003	30		07/09/2003
Ticket Number:	0000064042	06/09/2003	30		07/09/2003
Ticket Number:	0000064041	06/09/2003	30		07/09/2003
Ticket Number:	0000064039	06/09/2003	2	06/10/2003	06/16/2003
Ticket Number:	0000064040	06/09/2003	30		07/09/2003
Ticket Number:	0000064037	06/08/2003	30		07/09/2003
Ticket Number:	0000064035	06/08/2003	30		07/09/2003
Ticket Number:	0000064025	06/08/2003	31		07/09/2003
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SysCore

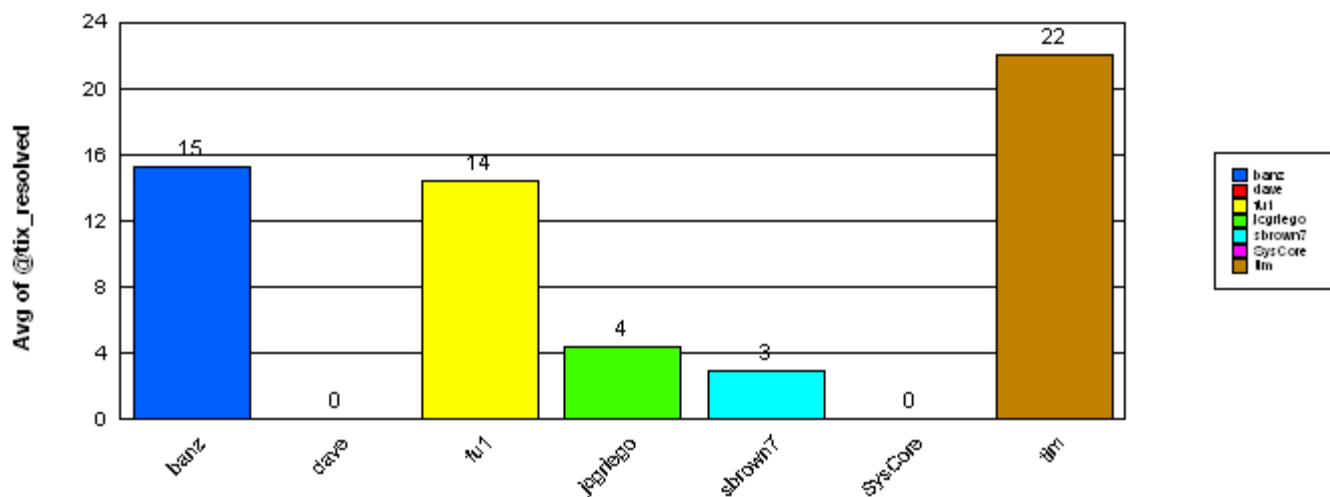
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Ticket Number:	0000063846	06/04/2003	35		07/09/2003
Ticket Number:	0000063840	06/04/2003	35		07/09/2003
Ticket Number:	0000064144	06/10/2003	29		07/09/2003
Ticket Number:	0000063817	06/04/2003	2	06/06/2003	06/12/2003
Ticket Number:	0000063814	06/03/2003	35		07/09/2003
Ticket Number:	0000063812	06/03/2003	35		07/09/2003
Ticket Number:	0000063802	06/03/2003	36		07/09/2003
Ticket Number:	0000063801	06/03/2003	36		07/09/2003
Ticket Number:	0000063795	06/03/2003	36	07/09/2003	07/15/2003
Ticket Number:	0000063793	06/03/2003	36		07/09/2003
Ticket Number:	0000063786	06/03/2003	36		07/09/2003
Ticket Number:	0000064083	06/09/2003	30		07/09/2003
Ticket Number:	0000063768	06/03/2003	36		07/09/2003
Ticket Number:	0000063811	06/03/2003	36		07/09/2003
Ticket Number:	0000063819	06/04/2003	35		07/09/2003
<hr/>					
Average time to ticket resolution for	tim		22		
Maximum time to ticket resolution for	tim		65		
Minimum time to ticket resolution for	tim		0		

SysCore

Average time to ticket resolution for	SysCore	17
Maximum time to ticket resolution for	SysCore	65
Minimum time to ticket resolution for	SysCore	0

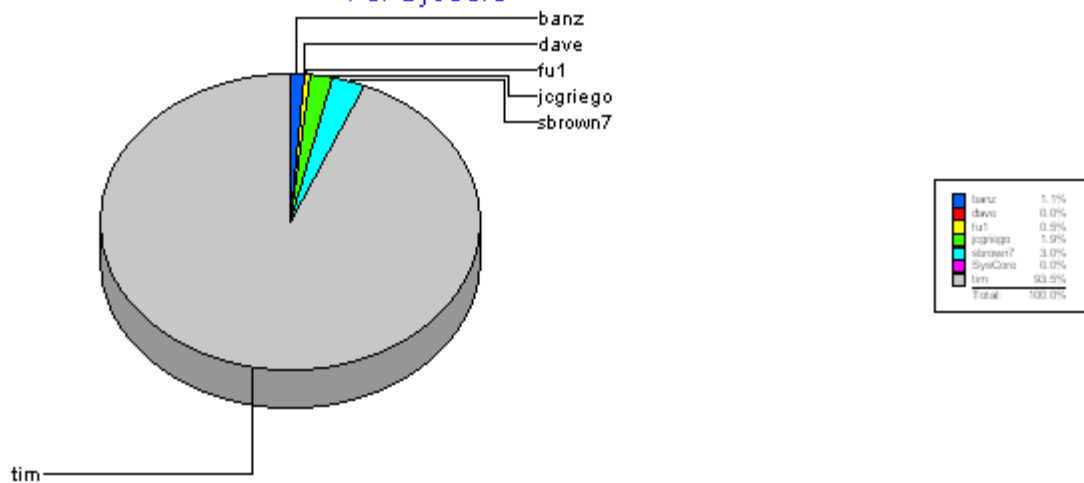
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

		Total:	27	
champ		<u>Total:</u>	13	
Closed		<u>Total:</u>	13	
Ticket Number:	0000064436	06/13/2003	10	06/23/2003
Ticket Number:	0000063681	06/02/2003	2	06/04/2003
Ticket Number:	0000063724	06/02/2003	1	06/03/2003
Ticket Number:	0000064109	06/09/2003	7	06/16/2003
Ticket Number:	0000064128	06/09/2003	2	06/11/2003
Ticket Number:	0000064127	06/09/2003	14	06/23/2003
Ticket Number:	0000064175	06/10/2003	9	06/19/2003
Ticket Number:	0000064254	06/11/2003	0	06/11/2003
Ticket Number:	0000064256	06/11/2003	0	06/11/2003
Ticket Number:	0000064746	06/19/2003	1	06/20/2003
Ticket Number:	0000065016	06/25/2003	12	07/07/2003
Ticket Number:	0000064910	06/23/2003	0	06/23/2003
Ticket Number:	0000064942	06/24/2003	0	06/24/2003

Average time to ticket resolution for		champ	4	
Maximum time to ticket resolution for		champ	14	
Minimum time to ticket resolution for		champ	0	
<hr/>				
laura		<u>Total:</u>	8	
Closed		<u>Total:</u>	8	
Ticket Number:	0000064494	06/16/2003	0	06/16/2003
Ticket Number:	0000064644	06/18/2003	19	07/07/2003
Ticket Number:	0000064936	06/24/2003	0	06/24/2003 06/30/2003
Ticket Number:	0000065227	06/30/2003	0	06/30/2003 07/07/2003
Ticket Number:	0000064915	06/23/2003	1	06/24/2003 06/30/2003
Ticket Number:	0000063856	06/04/2003	4	06/08/2003
Ticket Number:	0000064575	06/17/2003	0	06/17/2003 06/23/2003
Ticket Number:	0000063962	06/06/2003	0	06/06/2003 06/12/2003

Average time to ticket resolution for		laura	3	
Maximum time to ticket resolution for		laura	19	
Minimum time to ticket resolution for		laura	0	
<hr/>				
randy		<u>Total:</u>	6	
Closed		<u>Total:</u>	6	
Ticket Number:	0000063835	06/04/2003	5	06/09/2003 06/16/2003
Ticket Number:	0000064106	06/09/2003	4	06/13/2003 06/19/2003
Ticket Number:	0000064567	06/17/2003	1	06/18/2003 06/24/2003
Ticket Number:	0000064345	06/12/2003	15	06/27/2003 07/03/2003
Ticket Number:	0000065018	06/25/2003	0	06/25/2003 07/01/2003
Ticket Number:	0000065231	06/30/2003	0	06/30/2003 07/07/2003

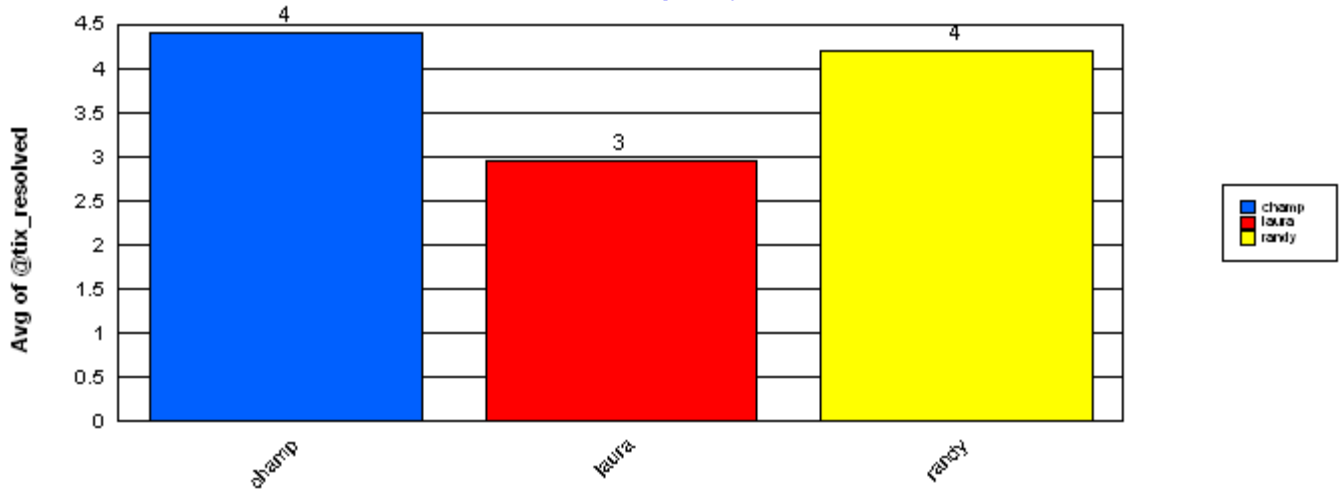
Average time to ticket resolution for		randy	4	
Maximum time to ticket resolution for		randy	15	
Minimum time to ticket resolution for		randy	0	

SysDept

Average time to ticket resolution for	SysDept	4
Maximum time to ticket resolution for	SysDept	19
Minimum time to ticket resolution for	SysDept	0

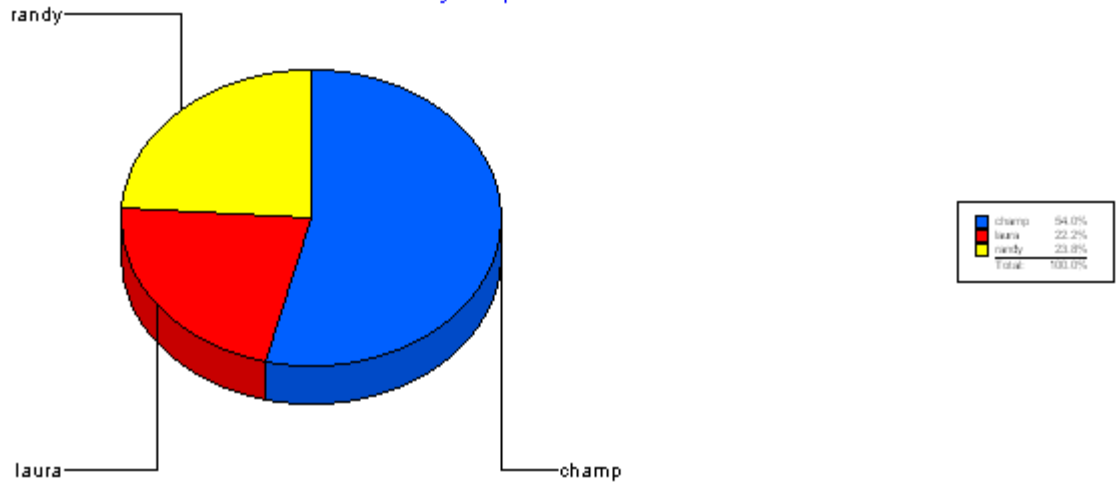
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 06/01/2003 and 06/30/2003 : 1441

Total Remedy Tickets Created between: 06/01/2003 and 06/30/2003 : 1441

Maximum time to resolution	88
Minimum time to resolution	0
Total Average time to ticket resolution	6.01