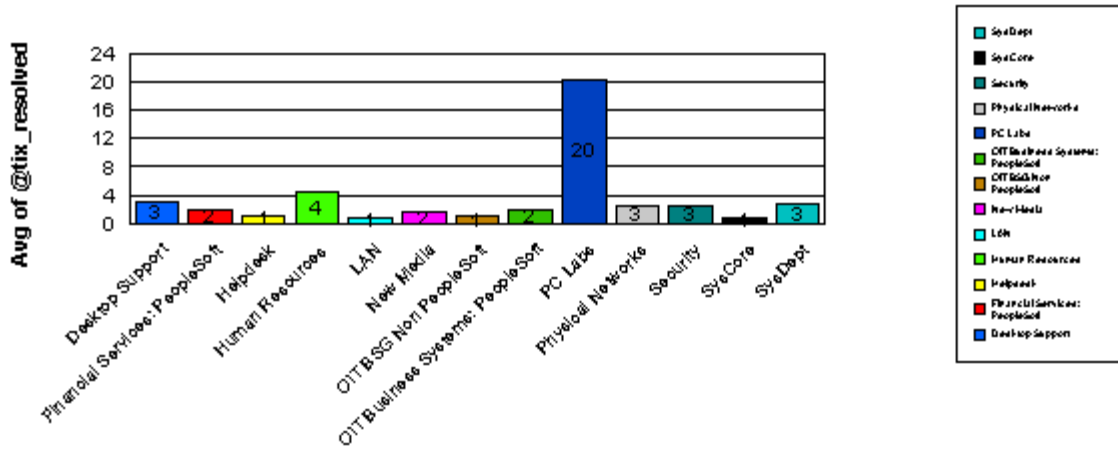
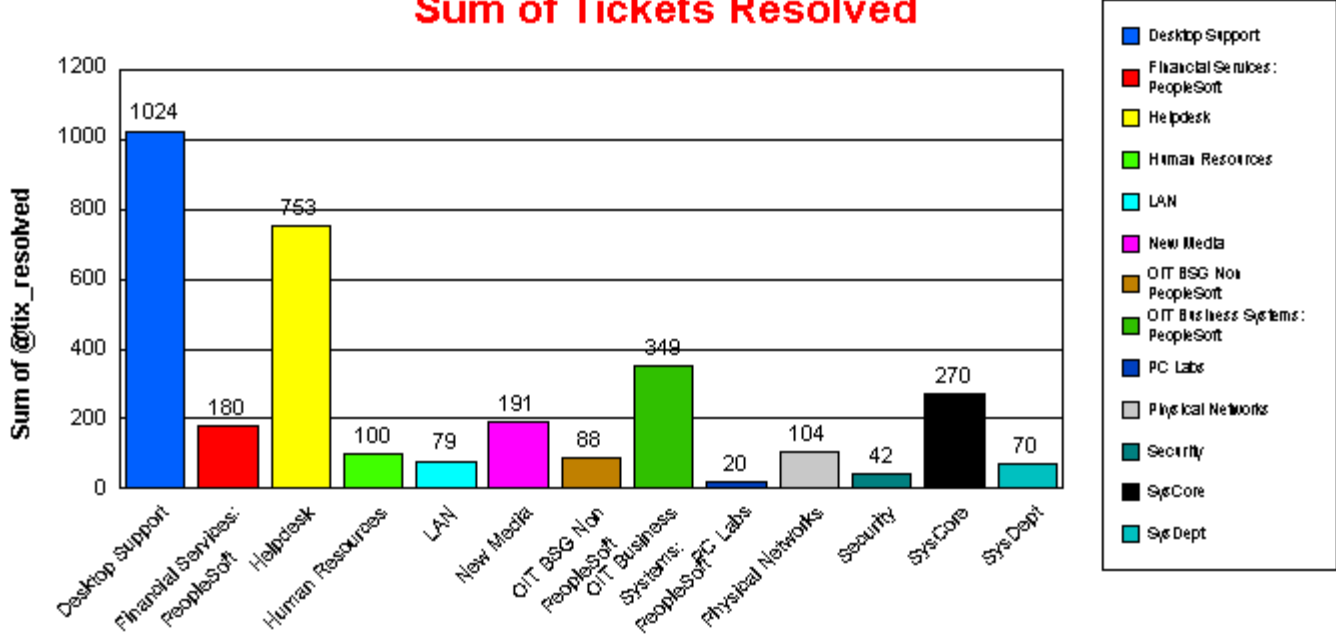


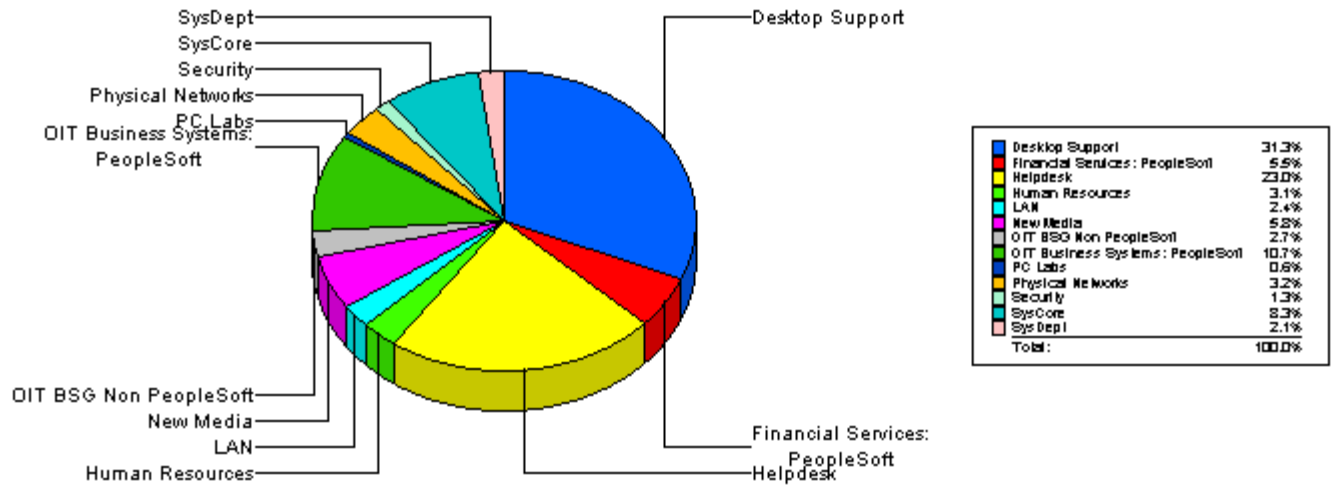
### Avg of Each Ticket Resolved



### Sum of Tickets Resolved



## % of Sum of Tickets Resolved



**Desktop Support**

**Total: 320**

**Desktop**

**Closed Total: 5**

Ticket Number:	0000093033	06/10/2004	0	06/10/2004
Ticket Number:	0000093607	06/17/2004	0	06/17/2004
Ticket Number:	0000093619	06/17/2004	0	06/17/2004
Ticket Number:	0000094391	06/28/2004	0	06/28/2004
Ticket Number:	0000094586	06/30/2004	0	06/30/2004

<b>Average time to ticket resolution for</b>	Desktop	<b>0</b>
<b>Maximum time to ticket resolution for</b>	Desktop	<b>0</b>
<b>Minimum time to ticket resolution for</b>	Desktop	<b>0</b>

**afort1** **Total: 14**

**Closed Total: 14**

Ticket Number:	0000094178	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000094189	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094200	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094267	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000093681	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093921	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093948	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093941	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093030	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000092607	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000093036	06/10/2004	0	06/10/2004	06/22/2004
Ticket Number:	0000093064	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000092999	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000092330	06/01/2004	0	06/01/2004	06/07/2004

<b>Average time to ticket resolution for</b>	afort1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	afort1	<b>1</b>
<b>Minimum time to ticket resolution for</b>	afort1	<b>0</b>

**chrism** **Total: 9**

**Closed Total: 9**

Ticket Number:	0000093134	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093143	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093500	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000092579	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092568	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092573	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092776	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000093715	06/18/2004	1	06/19/2004	06/25/2004
Ticket Number:	0000094050	06/23/2004	0	06/23/2004	06/29/2004

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

**Desktop Support**

**edortiz**

**Resolved**

Total: **67**

Total: **15**

Ticket Number:	0000093518	06/16/2004	12	06/28/2004	
Ticket Number:	0000093270	06/14/2004	16	06/30/2004	06/24/2004
Ticket Number:	0000093740	06/18/2004	12	06/30/2004	
Ticket Number:	0000093974	06/22/2004	8	06/30/2004	
Ticket Number:	0000094184	06/24/2004	4	06/28/2004	
Ticket Number:	0000094194	06/24/2004	4	06/28/2004	
Ticket Number:	0000094223	06/24/2004	4	06/28/2004	
Ticket Number:	0000094191	06/24/2004	4	06/28/2004	
Ticket Number:	0000094459	06/29/2004	1	06/30/2004	
Ticket Number:	0000094575	06/30/2004	0	06/30/2004	
Ticket Number:	0000094516	06/29/2004	1	06/30/2004	
Ticket Number:	0000094476	06/29/2004	1	06/30/2004	
Ticket Number:	0000094472	06/29/2004	1	06/30/2004	
Ticket Number:	0000094447	06/29/2004	1	06/30/2004	
Ticket Number:	0000093821	06/21/2004	9	06/30/2004	

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>52</b>		
Ticket Number:	0000092428	06/02/2004	13	06/15/2004	06/21/2004
Ticket Number:	0000092405	06/02/2004	6	06/08/2004	06/14/2004
Ticket Number:	0000092437	06/02/2004	6	06/08/2004	06/14/2004
Ticket Number:	0000092430	06/02/2004	7	06/09/2004	06/15/2004
Ticket Number:	0000092368	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000092286	06/01/2004	7	06/08/2004	06/14/2004
Ticket Number:	0000092310	06/01/2004	7	06/08/2004	06/14/2004
Ticket Number:	0000092324	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092341	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000092315	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092983	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000093031	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093054	06/10/2004	5	06/15/2004	06/21/2004
Ticket Number:	0000093096	06/10/2004	6	06/16/2004	06/22/2004
Ticket Number:	0000093531	06/16/2004	6	06/22/2004	06/28/2004
Ticket Number:	0000093485	06/16/2004	7	06/23/2004	06/29/2004
Ticket Number:	0000093472	06/16/2004	6	06/22/2004	06/28/2004
Ticket Number:	0000093402	06/15/2004	7	06/22/2004	06/28/2004
Ticket Number:	0000093276	06/14/2004	3	06/17/2004	06/23/2004
Ticket Number:	0000093251	06/14/2004	9	06/23/2004	06/29/2004
Ticket Number:	0000093159	06/11/2004	5	06/16/2004	06/22/2004
Ticket Number:	0000093153	06/11/2004	6	06/17/2004	06/23/2004
Ticket Number:	0000093111	06/10/2004	12	06/22/2004	06/28/2004
Ticket Number:	0000093099	06/10/2004	6	06/16/2004	06/22/2004
Ticket Number:	0000093078	06/10/2004	6	06/16/2004	06/22/2004
Ticket Number:	0000093062	06/10/2004	5	06/15/2004	06/21/2004
Ticket Number:	0000093035	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093034	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093618	06/17/2004	5	06/22/2004	06/28/2004
Ticket Number:	0000093966	06/22/2004	2	06/24/2004	06/30/2004
Ticket Number:	0000094059	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000093922	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093945	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093912	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093835	06/21/2004	2	06/23/2004	06/29/2004
Ticket Number:	0000093923	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093717	06/18/2004	4	06/22/2004	06/22/2004
Ticket Number:	0000094487	06/29/2004	1		06/30/2004
Ticket Number:	0000092501	06/03/2004	8	06/11/2004	06/17/2004
Ticket Number:	0000092502	06/03/2004	5	06/08/2004	06/14/2004
Ticket Number:	0000092505	06/03/2004	5	06/08/2004	06/14/2004
Ticket Number:	0000092519	06/03/2004	6	06/09/2004	06/15/2004
Ticket Number:	0000092600	06/04/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092951	06/09/2004	8	06/17/2004	06/23/2004
Ticket Number:	0000092952	06/09/2004	2	06/11/2004	06/17/2004
Ticket Number:	0000092832	06/08/2004	3	06/11/2004	06/17/2004
Ticket Number:	0000092830	06/08/2004	14		06/22/2004
Ticket Number:	0000092747	06/07/2004	10	06/17/2004	06/23/2004
Ticket Number:	0000092744	06/07/2004	9	06/16/2004	06/22/2004
Ticket Number:	0000092724	06/07/2004	9	06/16/2004	06/22/2004
Ticket Number:	0000092628	06/04/2004	11	06/15/2004	06/21/2004
Ticket Number:	0000092576	06/04/2004	4	06/08/2004	06/14/2004

**Desktop Support**

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

jhill4

Total: 1

Closed

Total: 1

Ticket Number: 0000093489

06/16/2004

0

06/16/2004

06/22/2004

Average time to ticket resolution for	jhill4	0
Maximum time to ticket resolution for	jhill4	0
Minimum time to ticket resolution for	jhill4	0

**Desktop Support**

**josh**

**Resolved**

Total: 78

Total: 5

Ticket Number:	0000094222	06/24/2004	6	06/30/2004
Ticket Number:	0000094554	06/30/2004	0	06/30/2004
Ticket Number:	0000094500	06/29/2004	0	06/29/2004
Ticket Number:	0000094412	06/28/2004	1	06/29/2004
Ticket Number:	0000094411	06/28/2004	1	06/29/2004

**Desktop Support**

	<u>Closed</u>	<u>Total:</u>	<b>73</b>		
Ticket Number:	0000093654	06/17/2004	4	06/21/2004	06/28/2004
Ticket Number:	0000092295	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092630	06/04/2004	3	06/07/2004	06/14/2004
Ticket Number:	0000092414	06/02/2004	1	06/03/2004	06/09/2004
Ticket Number:	0000093658	06/17/2004	4	06/21/2004	06/28/2004
Ticket Number:	0000092423	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092349	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092337	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092490	06/03/2004	6	06/09/2004	06/15/2004
Ticket Number:	0000092334	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000093042	06/10/2004	11	06/21/2004	06/28/2004
Ticket Number:	0000093058	06/10/2004	7	06/17/2004	06/23/2004
Ticket Number:	0000093505	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093452	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093436	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093406	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093384	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093383	06/15/2004	6	06/21/2004	06/28/2004
Ticket Number:	0000093363	06/15/2004	10	06/25/2004	07/01/2004
Ticket Number:	0000093353	06/15/2004	2	06/17/2004	06/23/2004
Ticket Number:	0000093293	06/14/2004	1	06/15/2004	06/21/2004
Ticket Number:	0000093292	06/14/2004	1	06/15/2004	06/21/2004
Ticket Number:	0000093290	06/14/2004	1	06/15/2004	06/21/2004
Ticket Number:	0000093150	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093513	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093509	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093044	06/10/2004	4	06/14/2004	06/21/2004
Ticket Number:	0000093048	06/10/2004	4	06/14/2004	06/21/2004
Ticket Number:	0000092881	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000092774	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000093401	06/15/2004	2	06/17/2004	06/23/2004
Ticket Number:	0000092935	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093367	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000092861	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000093502	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093106	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000092493	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092739	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092717	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092512	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000093838	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000094151	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094246	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000093558	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093741	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000094089	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094079	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094076	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000094072	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000094074	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094075	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094054	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094052	06/23/2004	1	06/24/2004	06/30/2004

**Desktop Support**

Ticket Number:	0000093937	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093936	06/22/2004	3	06/25/2004	07/01/2004
Ticket Number:	0000093926	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093909	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093850	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093837	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093846	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093829	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093825	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093998	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093973	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093963	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093938	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093721	06/18/2004	3	06/21/2004	06/28/2004
Ticket Number:	0000093625	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093627	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093565	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093575	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093605	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093594	06/17/2004	8	06/25/2004	07/01/2004

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<b>Average time to ticket resolution for</b>	josh	<b>1</b>	
<b>Maximum time to ticket resolution for</b>	josh	<b>11</b>	
<b>Minimum time to ticket resolution for</b>	josh	<b>0</b>	

**kirkley1**Total: **6****Closed**Total: **6**

Ticket Number:	0000092831	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000093041	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093052	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093055	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093050	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093051	06/10/2004	0	06/10/2004	06/16/2004

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<b>Average time to ticket resolution for</b>	kirkley1	<b>0</b>	
<b>Maximum time to ticket resolution for</b>	kirkley1	<b>0</b>	
<b>Minimum time to ticket resolution for</b>	kirkley1	<b>0</b>	

**Desktop Support**

**lasuk**

**Resolved**

Total: 75

Total: 8

Ticket Number:	0000093910	06/22/2004	6	06/28/2004
Ticket Number:	0000092331	06/01/2004	29	06/30/2004
Ticket Number:	0000094018	06/23/2004	8	06/30/2004
Ticket Number:	0000094414	06/28/2004	1	06/29/2004
Ticket Number:	0000094123	06/23/2004	7	06/30/2004
Ticket Number:	0000094004	06/22/2004	7	06/29/2004
Ticket Number:	0000094508	06/29/2004	0	06/29/2004
Ticket Number:	0000093687	06/18/2004	11	06/29/2004

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>67</b>		
Ticket Number:	0000092459	06/02/2004	2	06/04/2004	06/10/2004
Ticket Number:	0000092458	06/02/2004	9	06/11/2004	06/17/2004
Ticket Number:	0000092325	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092993	06/09/2004	1		06/10/2004
Ticket Number:	0000093629	06/17/2004	11		06/28/2004
Ticket Number:	0000092309	06/01/2004	0		06/01/2004
Ticket Number:	0000092960	06/09/2004	5	06/14/2004	06/21/2004
Ticket Number:	0000093484	06/16/2004	5	06/21/2004	06/28/2004
Ticket Number:	0000093699	06/18/2004	0		06/18/2004
Ticket Number:	0000093433	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093718	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093346	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093330	06/15/2004	6	06/21/2004	06/28/2004
Ticket Number:	0000093236	06/14/2004	8	06/22/2004	06/28/2004
Ticket Number:	0000093116	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000092998	06/09/2004	6	06/15/2004	06/21/2004
Ticket Number:	0000092498	06/03/2004	14	06/17/2004	06/23/2004
Ticket Number:	0000092674	06/06/2004	4	06/10/2004	06/16/2004
Ticket Number:	0000092918	06/08/2004	2	06/10/2004	06/11/2004
Ticket Number:	0000092899	06/08/2004	10	06/18/2004	06/21/2004
Ticket Number:	0000092825	06/08/2004	9	06/17/2004	06/23/2004
Ticket Number:	0000092822	06/08/2004	9	06/17/2004	06/23/2004
Ticket Number:	0000092790	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000092781	06/07/2004	9	06/16/2004	06/22/2004
Ticket Number:	0000092763	06/07/2004	3	06/10/2004	06/16/2004
Ticket Number:	0000092736	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092649	06/05/2004	16	06/21/2004	06/28/2004
Ticket Number:	0000092612	06/04/2004	21	06/25/2004	07/01/2004
Ticket Number:	0000092616	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092626	06/04/2004	13	06/17/2004	06/23/2004
Ticket Number:	0000093700	06/18/2004	0		06/18/2004
Ticket Number:	0000093613	06/17/2004	4	06/21/2004	06/28/2004
Ticket Number:	0000093946	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093711	06/18/2004	0		06/18/2004
Ticket Number:	0000093710	06/18/2004	0		06/18/2004
Ticket Number:	0000093709	06/18/2004	0		06/18/2004
Ticket Number:	0000093708	06/18/2004	0		06/18/2004
Ticket Number:	0000093707	06/18/2004	0		06/18/2004
Ticket Number:	0000093706	06/18/2004	0		06/18/2004
Ticket Number:	0000093705	06/18/2004	0		06/18/2004
Ticket Number:	0000093704	06/18/2004	0		06/18/2004
Ticket Number:	0000093703	06/18/2004	0		06/18/2004
Ticket Number:	0000094098	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000093935	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093919	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093880	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093855	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093731	06/18/2004	4	06/22/2004	06/28/2004
Ticket Number:	0000093713	06/18/2004	0		06/18/2004
Ticket Number:	0000093712	06/18/2004	0		06/18/2004
Ticket Number:	0000093702	06/18/2004	0		06/18/2004
Ticket Number:	0000093701	06/18/2004	0		06/18/2004
Ticket Number:	0000093698	06/18/2004	0		06/18/2004

**Desktop Support**

Ticket Number:	0000093652	06/17/2004	0	06/17/2004
Ticket Number:	0000093649	06/17/2004	0	06/17/2004
Ticket Number:	0000093651	06/17/2004	0	06/17/2004
Ticket Number:	0000093650	06/17/2004	0	06/17/2004
Ticket Number:	0000094165	06/24/2004	0	06/24/2004
Ticket Number:	0000094166	06/24/2004	0	06/24/2004
Ticket Number:	0000094177	06/24/2004	0	06/24/2004
Ticket Number:	0000094167	06/24/2004	0	06/24/2004
Ticket Number:	0000094180	06/24/2004	0	06/24/2004
Ticket Number:	0000094182	06/24/2004	0	06/24/2004
Ticket Number:	0000094183	06/24/2004	0	06/24/2004
Ticket Number:	0000094277	06/25/2004	0	06/25/2004
Ticket Number:	0000094181	06/24/2004	0	07/01/2004
Ticket Number:	0000094179	06/24/2004	0	06/24/2004
<hr/>				
<b>Average time to ticket resolution for</b>	lasuk		<b>3</b>	
<b>Maximum time to ticket resolution for</b>	lasuk		<b>29</b>	
<b>Minimum time to ticket resolution for</b>	lasuk		<b>0</b>	

**Desktop Support**

**omarn**

**Resolved**

Total: **63**

Total: **10**

Ticket Number:	0000094207	06/24/2004	5	06/29/2004
Ticket Number:	0000094371	06/28/2004	2	06/30/2004
Ticket Number:	0000094280	06/25/2004	4	06/29/2004
Ticket Number:	0000094517	06/29/2004	1	06/30/2004
Ticket Number:	0000094514	06/29/2004	1	06/30/2004
Ticket Number:	0000094449	06/29/2004	1	06/30/2004
Ticket Number:	0000094510	06/29/2004	1	06/30/2004
Ticket Number:	0000093398	06/15/2004	14	06/29/2004
Ticket Number:	0000094190	06/24/2004	5	06/29/2004
Ticket Number:	0000094210	06/24/2004	4	06/28/2004

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>53</b>		
Ticket Number:	0000092944	06/09/2004	8	06/17/2004	06/23/2004
Ticket Number:	0000092364	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000092314	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000092304	06/01/2004	7	06/08/2004	06/14/2004
Ticket Number:	0000092508	06/03/2004	4	06/07/2004	06/14/2004
Ticket Number:	0000092955	06/09/2004	8	06/17/2004	06/23/2004
Ticket Number:	0000092972	06/09/2004	9	06/18/2004	06/24/2004
Ticket Number:	0000092986	06/09/2004	6	06/15/2004	06/21/2004
Ticket Number:	0000092987	06/09/2004	6	06/15/2004	06/21/2004
Ticket Number:	0000093059	06/10/2004	5	06/15/2004	06/21/2004
Ticket Number:	0000093066	06/10/2004	12	06/22/2004	06/28/2004
Ticket Number:	0000093075	06/10/2004	12	06/22/2004	06/28/2004
Ticket Number:	0000093091	06/10/2004	12	06/22/2004	06/28/2004
Ticket Number:	0000093529	06/16/2004	7	06/23/2004	06/29/2004
Ticket Number:	0000093403	06/15/2004	7	06/22/2004	06/28/2004
Ticket Number:	0000093375	06/15/2004	7	06/22/2004	06/28/2004
Ticket Number:	0000093456	06/16/2004	6	06/22/2004	06/28/2004
Ticket Number:	0000093335	06/15/2004	3	06/18/2004	06/24/2004
Ticket Number:	0000093334	06/15/2004	2	06/17/2004	06/23/2004
Ticket Number:	0000093299	06/14/2004	9	06/23/2004	06/29/2004
Ticket Number:	0000093249	06/14/2004	4	06/18/2004	06/24/2004
Ticket Number:	0000093087	06/10/2004	12	06/22/2004	06/28/2004
Ticket Number:	0000093060	06/10/2004	5	06/15/2004	06/21/2004
Ticket Number:	0000093049	06/10/2004	5	06/15/2004	06/21/2004
Ticket Number:	0000093039	06/10/2004	8	06/18/2004	06/24/2004
Ticket Number:	0000093571	06/17/2004	5	06/22/2004	06/28/2004
Ticket Number:	0000094069	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094009	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093975	06/22/2004	2	06/24/2004	06/30/2004
Ticket Number:	0000093953	06/22/2004	2	06/24/2004	06/30/2004
Ticket Number:	0000093942	06/22/2004	2	06/24/2004	06/30/2004
Ticket Number:	0000093929	06/22/2004	2	06/24/2004	06/30/2004
Ticket Number:	0000093864	06/21/2004	3	06/24/2004	06/30/2004
Ticket Number:	0000093739	06/18/2004	4	06/22/2004	06/28/2004
Ticket Number:	0000093738	06/18/2004	6	06/24/2004	06/30/2004
Ticket Number:	0000093734	06/18/2004	4	06/22/2004	06/28/2004
Ticket Number:	0000093576	06/17/2004	5	06/22/2004	06/28/2004
Ticket Number:	0000093719	06/18/2004	7	06/25/2004	07/01/2004
Ticket Number:	0000092495	06/03/2004	5	06/08/2004	06/14/2004
Ticket Number:	0000092510	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092511	06/03/2004	5	06/08/2004	06/14/2004
Ticket Number:	0000092855	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092865	06/08/2004	3	06/11/2004	06/17/2004
Ticket Number:	0000092787	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092893	06/08/2004	14	06/22/2004	06/28/2004
Ticket Number:	0000092746	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000092720	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092860	06/08/2004	7	06/15/2004	06/21/2004
Ticket Number:	0000092692	06/07/2004	4	06/11/2004	06/17/2004
Ticket Number:	0000092597	06/04/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092929	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092594	06/04/2004	12	06/16/2004	06/22/2004
Ticket Number:	0000092529	06/03/2004	6	06/09/2004	06/15/2004

**Desktop Support**

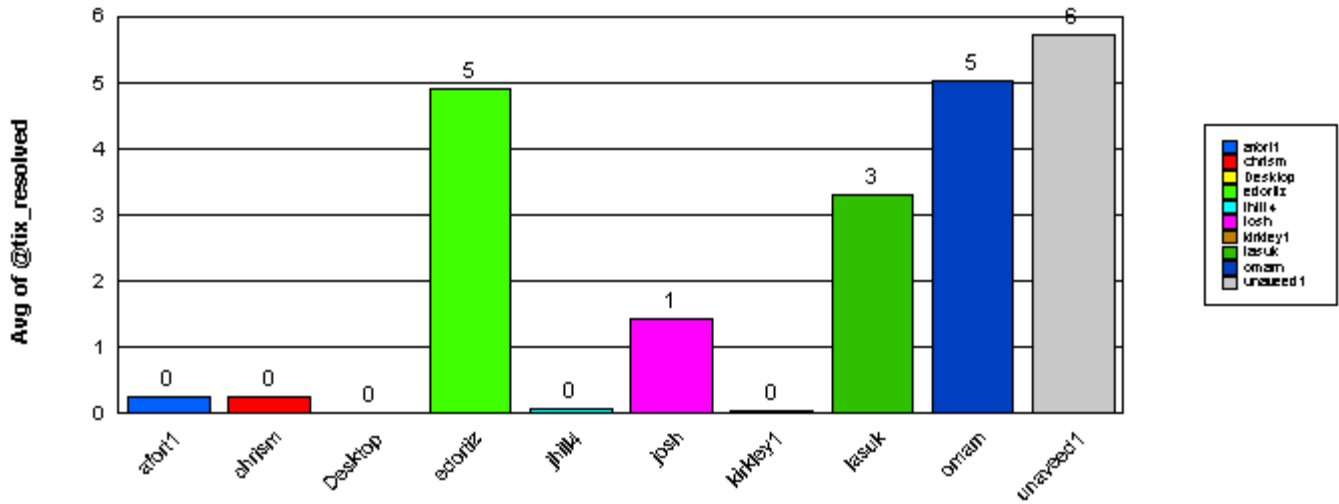
-----					
<b>Average time to ticket resolution for</b>	omarn		<b>5</b>		
<b>Maximum time to ticket resolution for</b>	omarn		<b>14</b>		
<b>Minimum time to ticket resolution for</b>	omarn		<b>0</b>		
-----					
<b>unaveed1</b>	<u>Total:</u>	<b>2</b>			
<b>Closed</b>	<u>Total:</u>	<b>2</b>			
Ticket Number: 0000092507	06/03/2004		8	06/11/2004	06/17/2004
Ticket Number: 0000092870	06/08/2004		3	06/11/2004	06/17/2004
-----					
<b>Average time to ticket resolution for</b>	unaveed1		<b>6</b>		
<b>Maximum time to ticket resolution for</b>	unaveed1		<b>8</b>		
<b>Minimum time to ticket resolution for</b>	unaveed1		<b>3</b>		
-----					

### Desktop Support

Average time to ticket resolution for	Desktop Support	3
Maximum time to ticket resolution for	Desktop Support	29
Minimum time to ticket resolution for	Desktop Support	0

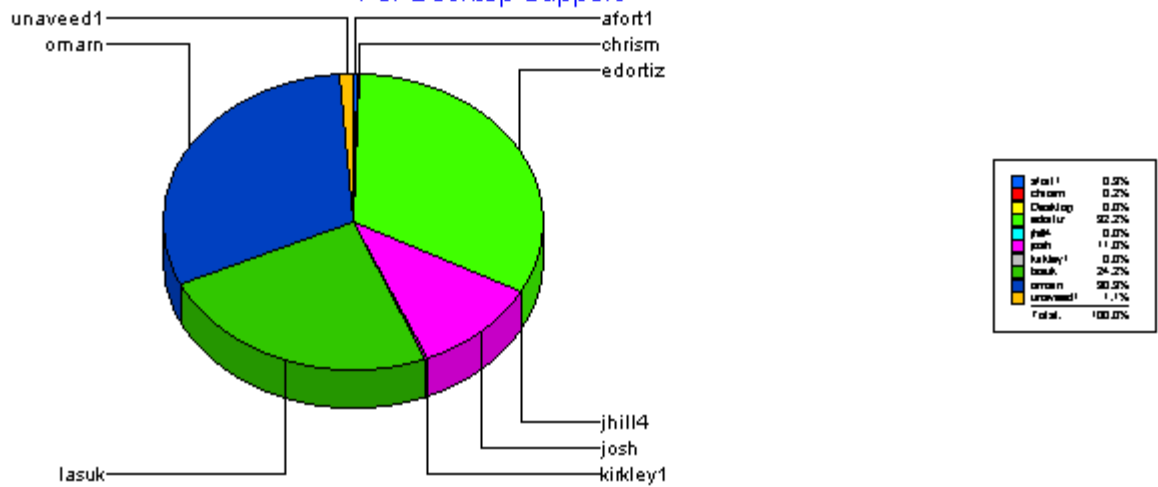
## Avg of Each Ticket Resolved

For Desktop Support



## Percentage of Sum of Tickets Resolved

For Desktop Support



**Financial Services: Peo**

		<u>Total:</u>	<b>93</b>		
<b>cnewton</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000093742	06/18/2004	3	06/21/2004	06/28/2004
Ticket Number:	0000094119	06/23/2004	1		06/24/2004
-----					
<b>Average time to ticket resolution for</b>		cnewton	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		cnewton	<b>3</b>		
<b>Minimum time to ticket resolution for</b>		cnewton	<b>1</b>		
<hr/>					
<b>rpreston</b>		<u>Total:</u>	<b>5</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000094496	06/29/2004	0	06/29/2004	
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000093296	06/14/2004	0		06/14/2004
Ticket Number:	0000092547	06/03/2004	1		06/04/2004
Ticket Number:	0000092551	06/03/2004	0		06/03/2004
Ticket Number:	0000092693	06/07/2004	16		06/23/2004
-----					
<b>Average time to ticket resolution for</b>		rpreston	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		rpreston	<b>16</b>		
<b>Minimum time to ticket resolution for</b>		rpreston	<b>0</b>		
<hr/>					
<b>tkuonen</b>		<u>Total:</u>	<b>13</b>		
<b>Closed</b>		<u>Total:</u>	<b>13</b>		
Ticket Number:	0000093606	06/17/2004	8		06/25/2004
Ticket Number:	0000093730	06/18/2004	0		06/18/2004
Ticket Number:	0000094015	06/22/2004	2		06/25/2004
Ticket Number:	0000093949	06/22/2004	0		06/22/2004
Ticket Number:	0000093967	06/22/2004	0		06/22/2004
Ticket Number:	0000093733	06/18/2004	4		06/22/2004
Ticket Number:	0000093238	06/14/2004	0		06/14/2004
Ticket Number:	0000093466	06/16/2004	9		06/25/2004
Ticket Number:	0000093468	06/16/2004	0		06/16/2004
Ticket Number:	0000093464	06/16/2004	0		06/16/2004
Ticket Number:	0000093071	06/10/2004	0		06/10/2004
Ticket Number:	0000093395	06/15/2004	1		06/16/2004
Ticket Number:	0000092462	06/02/2004	5		06/07/2004
-----					
<b>Average time to ticket resolution for</b>		tkuonen	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		tkuonen	<b>9</b>		
<b>Minimum time to ticket resolution for</b>		tkuonen	<b>0</b>		

**Financial Services: Peo  
weller**

Total: 73

**Financial Services: Peo**

	<b>Closed</b>	<b>Total:</b>	<b>73</b>	
Ticket Number:	0000093266	06/14/2004	2	06/16/2004
Ticket Number:	0000092911	06/08/2004	1	06/09/2004
Ticket Number:	0000092357	06/01/2004	0	06/01/2004
Ticket Number:	0000093003	06/09/2004	0	06/09/2004
Ticket Number:	0000094087	06/23/2004	1	06/24/2004
Ticket Number:	0000092834	06/08/2004	1	06/09/2004
Ticket Number:	0000092959	06/09/2004	0	06/09/2004
Ticket Number:	0000092963	06/09/2004	0	06/09/2004
Ticket Number:	0000093536	06/16/2004	1	06/17/2004
Ticket Number:	0000093508	06/16/2004	1	06/17/2004
Ticket Number:	0000093504	06/16/2004	1	06/17/2004
Ticket Number:	0000093501	06/16/2004	1	06/17/2004
Ticket Number:	0000093476	06/16/2004	1	06/17/2004
Ticket Number:	0000094249	06/25/2004	0	06/25/2004
Ticket Number:	0000093390	06/15/2004	1	06/16/2004
Ticket Number:	0000093373	06/15/2004	1	06/16/2004
Ticket Number:	0000093277	06/14/2004	8	06/22/2004
Ticket Number:	0000093243	06/14/2004	0	06/14/2004
Ticket Number:	0000093174	06/11/2004	11	06/22/2004
Ticket Number:	0000093148	06/11/2004	0	06/11/2004
Ticket Number:	0000093147	06/11/2004	3	06/14/2004
Ticket Number:	0000093004	06/09/2004	2	06/11/2004
Ticket Number:	0000092996	06/09/2004	0	06/09/2004
Ticket Number:	0000093556	06/17/2004	0	06/17/2004
Ticket Number:	0000093616	06/17/2004	4	06/21/2004
Ticket Number:	0000093749	06/18/2004	3	06/21/2004
Ticket Number:	0000093822	06/21/2004	1	06/22/2004
Ticket Number:	0000093964	06/22/2004	0	06/22/2004
Ticket Number:	0000094115	06/23/2004	1	06/24/2004
Ticket Number:	0000094081	06/23/2004	0	06/23/2004
Ticket Number:	0000094066	06/23/2004	0	06/23/2004
Ticket Number:	0000094056	06/23/2004	1	06/24/2004
Ticket Number:	0000094045	06/23/2004	5	06/28/2004
Ticket Number:	0000093981	06/22/2004	0	06/22/2004
Ticket Number:	0000093965	06/22/2004	2	06/24/2004
Ticket Number:	0000093957	06/22/2004	0	06/22/2004
Ticket Number:	0000093859	06/21/2004	3	06/24/2004
Ticket Number:	0000093830	06/21/2004	0	06/21/2004
Ticket Number:	0000093752	06/18/2004	3	06/21/2004
Ticket Number:	0000093748	06/18/2004	3	06/21/2004
Ticket Number:	0000093586	06/17/2004	0	06/17/2004
Ticket Number:	0000094159	06/24/2004	0	06/24/2004
Ticket Number:	0000094185	06/24/2004	0	06/24/2004
Ticket Number:	0000094442	06/29/2004	0	06/29/2004
Ticket Number:	0000094464	06/29/2004	0	06/29/2004
Ticket Number:	0000094511	06/29/2004	0	06/29/2004
Ticket Number:	0000094567	06/30/2004	0	06/30/2004
Ticket Number:	0000094523	06/29/2004	0	06/29/2004
Ticket Number:	0000094481	06/29/2004	0	06/29/2004
Ticket Number:	0000094463	06/29/2004	0	06/29/2004
Ticket Number:	0000094285	06/25/2004	4	06/29/2004
Ticket Number:	0000094245	06/25/2004	0	06/25/2004
Ticket Number:	0000092532	06/03/2004	7	06/10/2004

**Financial Services: Peo**

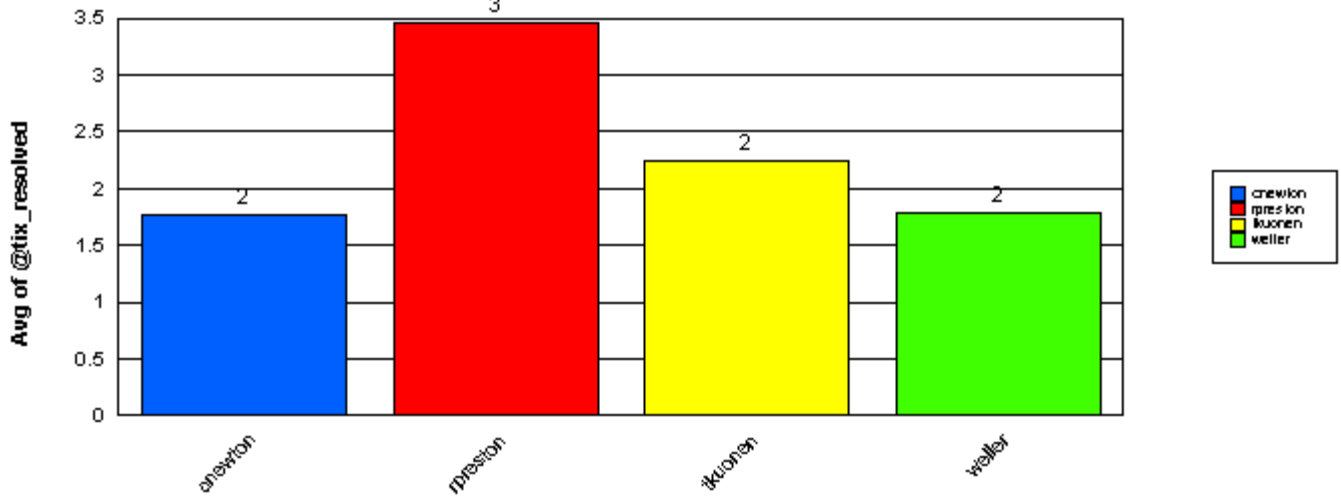
Ticket Number:	0000092619	06/04/2004	6	06/10/2004
Ticket Number:	0000092941	06/09/2004	1	06/10/2004
Ticket Number:	0000092942	06/09/2004	0	06/09/2004
Ticket Number:	0000092833	06/08/2004	8	06/16/2004
Ticket Number:	0000092821	06/08/2004	2	06/10/2004
Ticket Number:	0000094301	06/25/2004	0	06/25/2004
Ticket Number:	0000094033	06/23/2004	0	06/23/2004
Ticket Number:	0000092768	06/07/2004	3	06/10/2004
Ticket Number:	0000092732	06/07/2004	0	06/07/2004
Ticket Number:	0000092707	06/07/2004	3	06/10/2004
Ticket Number:	0000092706	06/07/2004	0	06/07/2004
Ticket Number:	0000092914	06/08/2004	1	06/09/2004
Ticket Number:	0000093370	06/15/2004	1	06/16/2004
Ticket Number:	0000092892	06/08/2004	16	06/24/2004
Ticket Number:	0000092891	06/08/2004	6	06/14/2004
Ticket Number:	0000092885	06/08/2004	1	06/09/2004
Ticket Number:	0000092877	06/08/2004	1	06/09/2004
Ticket Number:	0000092871	06/08/2004	1	06/09/2004
Ticket Number:	0000092572	06/04/2004	3	06/07/2004
Ticket Number:	0000092593	06/04/2004	3	06/07/2004
-----				
<b>Average time to ticket resolution for</b>	weller		<b>2</b>	
<b>Maximum time to ticket resolution for</b>	weller		<b>16</b>	
<b>Minimum time to ticket resolution for</b>	weller		<b>0</b>	

**Financial Services: Peo**

Average time to ticket resolution for	Financial Servi	2
Maximum time to ticket resolution for	Financial Servi	16
Minimum time to ticket resolution for	Financial Servi	0

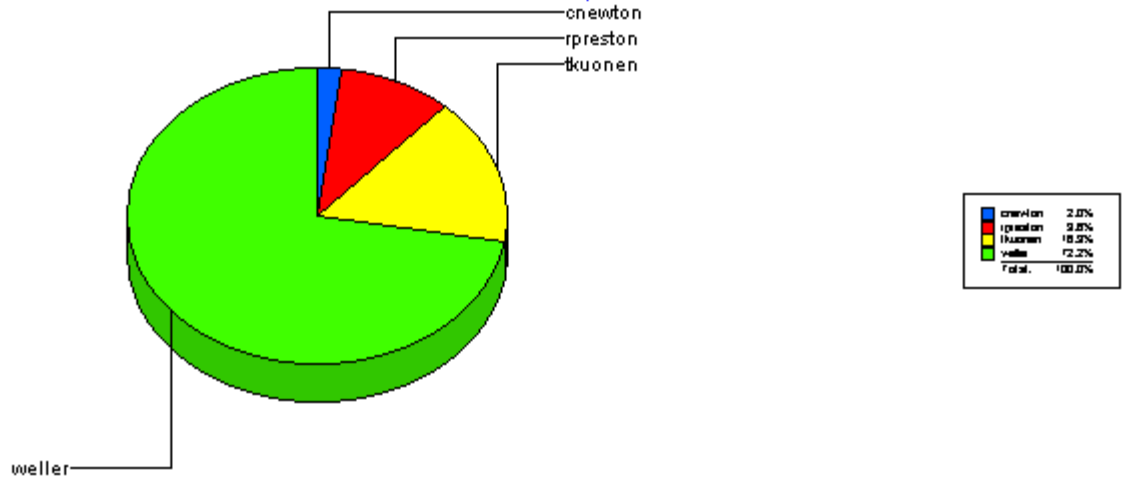
### Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



### Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



**Helpdesk**

		<b>Total: 707</b>	
<b>HD:PeopleSoft</b>		<b>Total: 1</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000093512	06/16/2004	0	06/16/2004
-----		-----	
<b>Average time to ticket resolution for</b>	HD:PeopleSoft	<b>0</b>	
<b>Maximum time to ticket resolution for</b>	HD:PeopleSoft	<b>0</b>	
<b>Minimum time to ticket resolution for</b>	HD:PeopleSoft	<b>0</b>	
<b>HelpDesk</b>		<b>Total: 42</b>	
<b>Closed</b>		<b>Total: 42</b>	
Ticket Number: 0000093088	06/10/2004	0	06/10/2004
Ticket Number: 0000093336	06/15/2004	0	06/15/2004
Ticket Number: 0000093235	06/14/2004	0	06/14/2004
Ticket Number: 0000093599	06/17/2004	0	06/17/2004
Ticket Number: 0000093458	06/16/2004	0	06/16/2004
Ticket Number: 0000093448	06/16/2004	0	06/16/2004
Ticket Number: 0000093359	06/15/2004	0	06/15/2004
Ticket Number: 0000093590	06/17/2004	0	06/17/2004
Ticket Number: 0000093314	06/14/2004	0	06/14/2004
Ticket Number: 0000093285	06/14/2004	0	06/14/2004
Ticket Number: 0000093271	06/14/2004	0	06/14/2004
Ticket Number: 0000093262	06/14/2004	0	06/14/2004
Ticket Number: 0000093151	06/11/2004	0	06/11/2004
Ticket Number: 0000093577	06/17/2004	0	06/17/2004
Ticket Number: 0000092389	06/01/2004	0	06/01/2004
Ticket Number: 0000093300	06/14/2004	0	06/14/2004
Ticket Number: 0000094162	06/24/2004	0	06/24/2004
Ticket Number: 0000093578	06/17/2004	0	06/17/2004
Ticket Number: 0000092820	06/08/2004	0	06/08/2004
Ticket Number: 0000092858	06/08/2004	0	06/08/2004
Ticket Number: 0000092856	06/08/2004	0	06/08/2004
Ticket Number: 0000093400	06/15/2004	0	06/15/2004
Ticket Number: 0000092940	06/09/2004	0	06/09/2004
Ticket Number: 0000094154	06/24/2004	0	06/24/2004
Ticket Number: 0000094163	06/24/2004	0	06/24/2004
Ticket Number: 0000094584	06/30/2004	0	06/30/2004
Ticket Number: 0000093562	06/17/2004	0	06/17/2004
Ticket Number: 0000093582	06/17/2004	0	06/17/2004
Ticket Number: 0000093933	06/22/2004	0	06/22/2004
Ticket Number: 0000093668	06/17/2004	0	06/17/2004
Ticket Number: 0000093615	06/17/2004	0	06/17/2004
Ticket Number: 0000093630	06/17/2004	0	06/17/2004
Ticket Number: 0000093592	06/17/2004	0	06/17/2004
Ticket Number: 0000093591	06/17/2004	0	06/17/2004
Ticket Number: 0000093589	06/17/2004	0	06/17/2004
Ticket Number: 0000093588	06/17/2004	0	06/17/2004
Ticket Number: 0000093584	06/17/2004	0	06/17/2004
Ticket Number: 0000093581	06/17/2004	0	06/17/2004
Ticket Number: 0000094000	06/22/2004	0	06/22/2004
Ticket Number: 0000093999	06/22/2004	0	06/22/2004
Ticket Number: 0000093583	06/17/2004	0	06/17/2004
Ticket Number: 0000093580	06/17/2004	0	06/17/2004
-----		-----	
<b>Average time to ticket resolution for</b>	HelpDesk	<b>0</b>	
<b>Maximum time to ticket resolution for</b>	HelpDesk	<b>0</b>	
<b>Minimum time to ticket resolution for</b>	HelpDesk	<b>0</b>	

**Helpdesk**

**akhant1**

Total: **70**

**Resolved**

Total: **11**

Ticket Number:	0000094455	06/29/2004	0	06/29/2004
Ticket Number:	0000094506	06/29/2004	0	06/29/2004
Ticket Number:	0000094552	06/30/2004	0	06/30/2004
Ticket Number:	0000094515	06/29/2004	0	06/29/2004
Ticket Number:	0000094505	06/29/2004	0	06/29/2004
Ticket Number:	0000094453	06/29/2004	0	06/29/2004
Ticket Number:	0000094438	06/29/2004	0	06/29/2004
Ticket Number:	0000094425	06/28/2004	0	06/29/2004
Ticket Number:	0000094400	06/28/2004	2	06/30/2004
Ticket Number:	0000094424	06/28/2004	0	06/29/2004
Ticket Number:	0000094423	06/28/2004	0	06/29/2004

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>59</b>		
Ticket Number:	0000092636	06/04/2004	5	06/09/2004	06/15/2004
Ticket Number:	0000092299	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092406	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000094094	06/23/2004	0		06/23/2004
Ticket Number:	0000093989	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000092964	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000092985	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000093279	06/14/2004	1	06/15/2004	06/21/2004
Ticket Number:	0000093306	06/14/2004	8	06/22/2004	06/28/2004
Ticket Number:	0000093361	06/15/2004	3		06/18/2004
Ticket Number:	0000093347	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093316	06/14/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093315	06/14/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093313	06/14/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093287	06/14/2004	1	06/15/2004	06/21/2004
Ticket Number:	0000093280	06/14/2004	1	06/15/2004	06/21/2004
Ticket Number:	0000093012	06/09/2004	6	06/15/2004	06/21/2004
Ticket Number:	0000093895	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093199	06/12/2004	3	06/15/2004	06/21/2004
Ticket Number:	0000093564	06/17/2004	4	06/21/2004	06/28/2004
Ticket Number:	0000093662	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093824	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093867	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093894	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093908	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000094096	06/23/2004	0		06/23/2004
Ticket Number:	0000094095	06/23/2004	0		06/23/2004
Ticket Number:	0000093934	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093916	06/22/2004	0		06/22/2004
Ticket Number:	0000093911	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093897	06/21/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093865	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093848	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093819	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093647	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000092539	06/03/2004	6	06/09/2004	06/15/2004
Ticket Number:	0000092543	06/03/2004	6	06/09/2004	06/15/2004
Ticket Number:	0000092648	06/05/2004	4	06/09/2004	06/15/2004
Ticket Number:	0000092683	06/07/2004	8	06/15/2004	06/21/2004
Ticket Number:	0000092920	06/08/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092919	06/08/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092917	06/08/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092916	06/08/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093233	06/14/2004	1	06/15/2004	06/21/2004
Ticket Number:	0000092862	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092852	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000093324	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000092928	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092813	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092802	06/08/2004	7	06/15/2004	06/21/2004
Ticket Number:	0000092795	06/07/2004	7	06/15/2004	06/21/2004
Ticket Number:	0000092794	06/07/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092793	06/07/2004	2	06/09/2004	06/15/2004

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Ticket Number:	0000092792	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000092934	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092887	06/08/2004	7	06/15/2004	06/21/2004
Ticket Number:	0000092690	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000092676	06/06/2004	3	06/09/2004	06/15/2004
Ticket Number:	0000092634	06/04/2004	5	06/09/2004	06/15/2004
-----			-----		
<b>Average time to ticket resolution for</b>	akhant1		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	akhant1		<b>8</b>		
<b>Minimum time to ticket resolution for</b>	akhant1		<b>0</b>		

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<b>anna</b>		<u>Total:</u> 254			
	<b>Resolved</b>	<u>Total:</u> 37			
Ticket Number:	0000094550	06/30/2004	0	06/30/2004	
Ticket Number:	0000094497	06/29/2004	0	06/29/2004	
Ticket Number:	0000094491	06/29/2004	0	06/29/2004	
Ticket Number:	0000094468	06/29/2004	1	06/30/2004	
Ticket Number:	0000094441	06/29/2004	0	06/29/2004	
Ticket Number:	0000094439	06/29/2004	0	06/29/2004	
Ticket Number:	0000094435	06/29/2004	0	06/29/2004	
Ticket Number:	0000094426	06/28/2004	0	06/29/2004	
Ticket Number:	0000094384	06/28/2004	1	06/29/2004	
Ticket Number:	0000094379	06/28/2004	1	06/29/2004	
Ticket Number:	0000094378	06/28/2004	2	06/30/2004	
Ticket Number:	0000094359	06/28/2004	1	06/29/2004	
Ticket Number:	0000094356	06/28/2004	2	06/30/2004	
Ticket Number:	0000094354	06/28/2004	1	06/29/2004	
Ticket Number:	0000094345	06/28/2004	1	06/29/2004	
Ticket Number:	0000094398	06/28/2004	2	06/30/2004	
Ticket Number:	0000094335	06/27/2004	2	06/29/2004	
Ticket Number:	0000094621	06/30/2004	1	07/01/2004	
Ticket Number:	0000094568	06/30/2004	0	06/30/2004	
Ticket Number:	0000094562	06/30/2004	0	06/30/2004	
Ticket Number:	0000094558	06/30/2004	0	06/30/2004	
Ticket Number:	0000094553	06/30/2004	0	06/30/2004	
Ticket Number:	0000094542	06/29/2004	0	06/30/2004	
Ticket Number:	0000094540	06/29/2004	0	06/30/2004	
Ticket Number:	0000094537	06/29/2004	0	06/30/2004	
Ticket Number:	0000094536	06/29/2004	0	06/30/2004	
Ticket Number:	0000094535	06/29/2004	0	06/30/2004	
Ticket Number:	0000094532	06/29/2004	0	06/30/2004	
Ticket Number:	0000094519	06/29/2004	1	06/30/2004	
Ticket Number:	0000094407	06/28/2004	2	06/30/2004	
Ticket Number:	0000094331	06/27/2004	2	06/29/2004	
Ticket Number:	0000094332	06/27/2004	2	06/29/2004	
Ticket Number:	0000094318	06/26/2004	2	06/29/2004	
Ticket Number:	0000094300	06/25/2004	4	06/29/2004	
Ticket Number:	0000094202	06/24/2004	6	06/30/2004	06/30/2004
Ticket Number:	0000094016	06/22/2004	8	07/01/2004	06/30/2004
Ticket Number:	0000094525	06/29/2004	1	06/30/2004	

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	<b>Closed</b>	<b>Total:</b>	<b>217</b>		
Ticket Number:	0000092946	06/09/2004	5	06/14/2004	06/21/2004
Ticket Number:	0000092481	06/02/2004	2	06/04/2004	06/10/2004
Ticket Number:	0000092474	06/02/2004	1	06/03/2004	06/09/2004
Ticket Number:	0000092469	06/02/2004	6	06/08/2004	06/14/2004
Ticket Number:	0000092447	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092444	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092441	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092461	06/02/2004	1		06/03/2004
Ticket Number:	0000092407	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092347	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092338	06/01/2004	7	06/08/2004	06/14/2004
Ticket Number:	0000094253	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000092326	06/01/2004	7	06/08/2004	06/14/2004
Ticket Number:	0000092339	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092312	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092302	06/01/2004	0		06/01/2004
Ticket Number:	0000092284	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092267	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092398	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092397	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092393	06/01/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092392	06/01/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092394	06/01/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092387	06/01/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092378	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092370	06/01/2004	1		06/02/2004
Ticket Number:	0000092360	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000093988	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093573	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093371	06/15/2004	3	06/18/2004	06/24/2004
Ticket Number:	0000092266	06/01/2004	0		06/01/2004
Ticket Number:	0000093023	06/10/2004	0		06/10/2004
Ticket Number:	0000093176	06/11/2004	3	06/14/2004	06/21/2004
Ticket Number:	0000093441	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000092954	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093018	06/09/2004	0		06/10/2004
Ticket Number:	0000093019	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093204	06/12/2004	6	06/18/2004	06/24/2004
Ticket Number:	0000093185	06/11/2004	10	06/21/2004	06/28/2004
Ticket Number:	0000093172	06/11/2004	0		06/11/2004
Ticket Number:	0000093164	06/11/2004	0		06/11/2004
Ticket Number:	0000093160	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093158	06/11/2004	7	06/18/2004	06/24/2004
Ticket Number:	0000093140	06/11/2004	4	06/15/2004	06/21/2004
Ticket Number:	0000093084	06/10/2004	0		06/10/2004
Ticket Number:	0000093284	06/14/2004	2	06/16/2004	06/22/2004
Ticket Number:	0000093045	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093029	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093027	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000093240	06/14/2004	2	06/16/2004	06/22/2004
Ticket Number:	0000093026	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093020	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093016	06/09/2004	0	06/10/2004	06/16/2004

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Ticket Number:	0000093362	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093797	06/20/2004	5	06/25/2004	07/01/2004
Ticket Number:	0000093309	06/14/2004	2	06/16/2004	06/22/2004
Ticket Number:	0000093258	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093253	06/14/2004	2	06/16/2004	06/22/2004
Ticket Number:	0000093691	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093893	06/21/2004	2	06/23/2004	06/29/2004
Ticket Number:	0000093234	06/14/2004	0		06/14/2004
Ticket Number:	0000093215	06/13/2004	5	06/18/2004	06/24/2004
Ticket Number:	0000093478	06/16/2004	2	06/18/2004	06/24/2004
Ticket Number:	0000093474	06/16/2004	2	06/18/2004	06/24/2004
Ticket Number:	0000093459	06/16/2004	2	06/18/2004	06/24/2004
Ticket Number:	0000093435	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093429	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093417	06/16/2004	0		06/16/2004
Ticket Number:	0000093414	06/15/2004	0		06/16/2004
Ticket Number:	0000093413	06/15/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093412	06/15/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093411	06/15/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093410	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093437	06/16/2004	0		06/16/2004
Ticket Number:	0000093388	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093387	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093379	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093366	06/15/2004	3	06/18/2004	06/24/2004
Ticket Number:	0000093543	06/16/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093542	06/16/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093540	06/16/2004	0		06/17/2004
Ticket Number:	0000093524	06/16/2004	0		06/16/2004
Ticket Number:	0000093519	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093516	06/16/2004	2	06/18/2004	06/24/2004
Ticket Number:	0000093632	06/17/2004	0		06/17/2004
Ticket Number:	0000093506	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093600	06/17/2004	0		06/17/2004
Ticket Number:	0000093491	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093486	06/16/2004	0		06/16/2004
Ticket Number:	0000093133	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093119	06/10/2004	8	06/18/2004	06/24/2004
Ticket Number:	0000093011	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000092957	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092977	06/09/2004	0		06/09/2004
Ticket Number:	0000093006	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000092516	06/03/2004	6	06/09/2004	06/15/2004
Ticket Number:	0000092513	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092536	06/03/2004	0		06/03/2004
Ticket Number:	0000092541	06/03/2004	0		06/03/2004
Ticket Number:	0000092939	06/09/2004	0		06/09/2004
Ticket Number:	0000093372	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093239	06/14/2004	2	06/16/2004	06/22/2004
Ticket Number:	0000092853	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092848	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092651	06/05/2004	13	06/18/2004	06/24/2004
Ticket Number:	0000092644	06/05/2004	13	06/18/2004	06/24/2004
Ticket Number:	0000092639	06/05/2004	3	06/08/2004	06/14/2004

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Ticket Number:	0000093025	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000094230	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000093840	06/21/2004	2	06/23/2004	06/29/2004
Ticket Number:	0000092581	06/04/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092571	06/04/2004	0		06/04/2004
Ticket Number:	0000092570	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092569	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092566	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092563	06/03/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092561	06/03/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092552	06/03/2004	1	06/04/2004	06/10/2004
Ticket Number:	0000092538	06/03/2004	0		06/03/2004
Ticket Number:	0000093475	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000092800	06/08/2004	0		06/08/2004
Ticket Number:	0000092798	06/08/2004	0		06/08/2004
Ticket Number:	0000092791	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000092789	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000092788	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000092767	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092673	06/06/2004	2	06/08/2004	06/14/2004
Ticket Number:	0000092671	06/06/2004	2	06/08/2004	06/14/2004
Ticket Number:	0000092667	06/06/2004	2	06/08/2004	06/14/2004
Ticket Number:	0000092662	06/06/2004	2	06/08/2004	06/14/2004
Ticket Number:	0000092632	06/04/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092631	06/04/2004	5	06/09/2004	06/15/2004
Ticket Number:	0000092537	06/03/2004	0		06/03/2004
Ticket Number:	0000092535	06/03/2004	0		06/03/2004
Ticket Number:	0000092526	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092521	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000093548	06/17/2004	0		06/17/2004
Ticket Number:	0000093552	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093554	06/17/2004	0		06/17/2004
Ticket Number:	0000093674	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093673	06/17/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093671	06/17/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093669	06/17/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093667	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093665	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093631	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093598	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093716	06/18/2004	0		06/18/2004
Ticket Number:	0000093692	06/18/2004	0		06/18/2004
Ticket Number:	0000093689	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093688	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093952	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093680	06/18/2004	7	06/25/2004	07/01/2004
Ticket Number:	0000093858	06/21/2004	0		06/21/2004
Ticket Number:	0000093676	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093572	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000094113	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094104	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094084	06/23/2004	1		06/24/2004
Ticket Number:	0000094073	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094068	06/23/2004	1	06/24/2004	06/30/2004

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Ticket Number:	0000094057	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094048	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094044	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094038	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094035	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094014	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000094013	06/22/2004	3	06/25/2004	07/01/2004
Ticket Number:	0000094012	06/22/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000093992	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000094271	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000093979	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093976	06/22/2004	0		06/22/2004
Ticket Number:	0000093955	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093961	06/22/2004	3	06/25/2004	07/01/2004
Ticket Number:	0000093900	06/22/2004	0		06/22/2004
Ticket Number:	0000093876	06/21/2004	2	06/23/2004	06/29/2004
Ticket Number:	0000093854	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093841	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093832	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093826	06/21/2004	0		06/21/2004
Ticket Number:	0000093820	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093818	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093815	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093807	06/20/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093804	06/20/2004	2	06/23/2004	06/29/2004
Ticket Number:	0000093801	06/20/2004	1	06/21/2004	06/28/2004
Ticket Number:	0000093793	06/20/2004	5	06/25/2004	07/01/2004
Ticket Number:	0000093780	06/19/2004	4	06/23/2004	06/29/2004
Ticket Number:	0000093769	06/19/2004	4	06/23/2004	06/29/2004
Ticket Number:	0000093762	06/18/2004	4	06/23/2004	06/29/2004
Ticket Number:	0000093744	06/18/2004	0		06/18/2004
Ticket Number:	0000093743	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093770	06/19/2004	2	06/21/2004	06/28/2004
Ticket Number:	0000093723	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093720	06/18/2004	0		06/18/2004
Ticket Number:	0000093563	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000094212	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000094174	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094266	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094242	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094236	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000094231	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000094226	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094204	06/24/2004	0		06/24/2004
Ticket Number:	0000094195	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094193	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094188	06/24/2004	0		06/24/2004
Ticket Number:	0000094589	06/30/2004	0		06/30/2004
Ticket Number:	0000094598	06/30/2004	0		06/30/2004
Ticket Number:	0000094547	06/30/2004	0		06/30/2004
Ticket Number:	0000094294	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094292	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094289	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094273	06/25/2004	0	06/25/2004	07/01/2004

**Helpdesk**

Ticket Number:	0000094173	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094150	06/24/2004	1	06/25/2004	07/01/2004
-----		-----			
<b>Average time to ticket resolution for</b>	anna		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	anna		<b>13</b>		
<b>Minimum time to ticket resolution for</b>	anna		<b>0</b>		
<hr/>		<hr/>			
<b>egabril</b>	<u>Total:</u>	<b>1</b>			
<b>Closed</b>	<u>Total:</u>	<b>1</b>			
Ticket Number:	0000093189	06/11/2004	0	06/11/2004	06/17/2004
-----		-----			
<b>Average time to ticket resolution for</b>	egabril		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	egabril		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	egabril		<b>0</b>		
<hr/>		<hr/>			

**Helpdesk**

**ha2**

Total: **47**

**Resolved**

Total: **3**

Ticket Number:	0000094329	06/27/2004	0	06/27/2004
Ticket Number:	0000094524	06/29/2004	0	06/29/2004
Ticket Number:	0000094340	06/27/2004	1	06/28/2004

**Closed**

Total: **44**

Ticket Number:	0000093188	06/11/2004	2	06/13/2004	06/21/2004
Ticket Number:	0000093187	06/11/2004	2	06/13/2004	06/21/2004
Ticket Number:	0000092388	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000092413	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092475	06/02/2004	1	06/03/2004	06/09/2004
Ticket Number:	0000093009	06/09/2004	4		06/13/2004
Ticket Number:	0000093218	06/13/2004	0	06/13/2004	06/21/2004
Ticket Number:	0000093217	06/13/2004	0		06/13/2004
Ticket Number:	0000093216	06/13/2004	0		06/13/2004
Ticket Number:	0000093212	06/13/2004	0		06/13/2004
Ticket Number:	0000093211	06/13/2004	0		06/13/2004
Ticket Number:	0000093210	06/13/2004	0		06/13/2004
Ticket Number:	0000093013	06/09/2004	0		06/09/2004
Ticket Number:	0000093197	06/12/2004	1	06/13/2004	06/21/2004
Ticket Number:	0000093355	06/15/2004	6	06/21/2004	06/28/2004
Ticket Number:	0000093190	06/11/2004	2	06/13/2004	06/21/2004
Ticket Number:	0000094319	06/26/2004	1		06/27/2004
Ticket Number:	0000094323	06/27/2004	0		06/27/2004
Ticket Number:	0000094422	06/28/2004	0		06/28/2004
Ticket Number:	0000094418	06/28/2004	0		06/28/2004
Ticket Number:	0000094327	06/27/2004	0		06/27/2004
Ticket Number:	0000094324	06/27/2004	0		06/27/2004
Ticket Number:	0000094321	06/26/2004	1		06/27/2004
Ticket Number:	0000093783	06/19/2004	1		06/20/2004
Ticket Number:	0000094080	06/23/2004	0		06/23/2004
Ticket Number:	0000094083	06/23/2004	0		06/23/2004
Ticket Number:	0000094085	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000093886	06/21/2004	0		06/21/2004
Ticket Number:	0000092545	06/03/2004	4	06/07/2004	06/14/2004
Ticket Number:	0000092653	06/05/2004	8		06/13/2004
Ticket Number:	0000092672	06/06/2004	0	06/06/2004	06/14/2004
Ticket Number:	0000092669	06/06/2004	0		06/06/2004
Ticket Number:	0000092661	06/06/2004	0		06/06/2004
Ticket Number:	0000092660	06/06/2004	0		06/06/2004
Ticket Number:	0000092659	06/06/2004	0		06/06/2004
Ticket Number:	0000092657	06/06/2004	0		06/06/2004
Ticket Number:	0000092656	06/06/2004	0		06/06/2004
Ticket Number:	0000092654	06/05/2004	1		06/06/2004
Ticket Number:	0000092675	06/06/2004	0		06/06/2004
Ticket Number:	0000092949	06/09/2004	4	06/13/2004	06/21/2004
Ticket Number:	0000092681	06/06/2004	7		06/13/2004
Ticket Number:	0000092642	06/05/2004	1	06/06/2004	06/14/2004
Ticket Number:	0000092650	06/05/2004	1		06/06/2004
Ticket Number:	0000092647	06/05/2004	1	06/06/2004	06/14/2004

<b>Average time to ticket resolution for</b>	ha2	<b>1</b>
<b>Maximum time to ticket resolution for</b>	ha2	<b>8</b>
<b>Minimum time to ticket resolution for</b>	ha2	<b>0</b>

Helpdesk

kherna1

Total: 39

Closed

Total: 39

Ticket Number:	0000092701	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092700	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092726	06/07/2004	3		06/10/2004
Ticket Number:	0000092748	06/07/2004	3		06/10/2004
Ticket Number:	0000092886	06/08/2004	2	06/10/2004	06/16/2004
Ticket Number:	0000092779	06/07/2004	3	06/10/2004	06/16/2004
Ticket Number:	0000092775	06/07/2004	0		06/07/2004
Ticket Number:	0000092761	06/07/2004	3		06/10/2004
Ticket Number:	0000092740	06/07/2004	0		06/07/2004
Ticket Number:	0000092715	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092699	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092670	06/06/2004	1	06/07/2004	06/14/2004
Ticket Number:	0000092687	06/07/2004	0		06/07/2004
Ticket Number:	0000093593	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000094112	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094128	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094099	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000093959	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093622	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000094127	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094132	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094428	06/29/2004	0		06/29/2004
Ticket Number:	0000094429	06/29/2004	0		06/29/2004
Ticket Number:	0000094170	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094336	06/27/2004	2		06/29/2004
Ticket Number:	0000094172	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094322	06/27/2004	2		06/29/2004
Ticket Number:	0000094153	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094133	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000093032	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093469	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093481	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093479	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093396	06/15/2004	2	06/17/2004	06/23/2004
Ticket Number:	0000093156	06/11/2004	6	06/17/2004	06/23/2004
Ticket Number:	0000093095	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000092722	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000093074	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000092425	06/02/2004	1	06/03/2004	06/09/2004

Average time to ticket resolution for	kherna1	1
Maximum time to ticket resolution for	kherna1	6
Minimum time to ticket resolution for	kherna1	0

**Helpdesk**

**kincaid**

Total: **59**

**Resolved**

Total: **2**

Ticket Number: 0000094346

06/28/2004

1

06/29/2004

Ticket Number: 0000094521

06/29/2004

1

06/30/2004

Helpdesk

	Closed	Total:	57	
Ticket Number:	0000092909	06/08/2004	1	06/09/2004
Ticket Number:	0000092355	06/01/2004	0	06/01/2004
Ticket Number:	0000092265	06/01/2004	0	06/01/2004
Ticket Number:	0000093124	06/11/2004	0	06/11/2004
Ticket Number:	0000092270	06/01/2004	0	06/01/2004
Ticket Number:	0000093823	06/21/2004	0	06/21/2004
Ticket Number:	0000093094	06/10/2004	0	06/10/2004
Ticket Number:	0000093495	06/16/2004	0	06/16/2004
Ticket Number:	0000093418	06/16/2004	0	06/22/2004
Ticket Number:	0000093318	06/16/2004	0	06/16/2004
Ticket Number:	0000093318	06/15/2004	0	06/15/2004
Ticket Number:	0000093226	06/13/2004	0	06/14/2004
Ticket Number:	0000093207	06/13/2004	1	06/14/2004
Ticket Number:	0000093317	06/14/2004	0	06/15/2004
Ticket Number:	0000094143	06/24/2004	0	06/24/2004
Ticket Number:	0000094619	06/30/2004	1	07/01/2004
Ticket Number:	0000094548	06/30/2004	0	06/30/2004
Ticket Number:	0000094546	06/30/2004	0	06/30/2004
Ticket Number:	0000094545	06/30/2004	0	06/30/2004
Ticket Number:	0000094544	06/30/2004	0	06/30/2004
Ticket Number:	0000094543	06/29/2004	0	06/30/2004
Ticket Number:	0000094539	06/29/2004	0	06/30/2004
Ticket Number:	0000094489	06/29/2004	0	06/29/2004
Ticket Number:	0000094488	06/29/2004	0	06/29/2004
Ticket Number:	0000094376	06/28/2004	0	06/28/2004
Ticket Number:	0000094341	06/28/2004	0	06/28/2004
Ticket Number:	0000094241	06/25/2004	0	06/25/2004
Ticket Number:	0000093611	06/17/2004	0	06/17/2004
Ticket Number:	0000093810	06/21/2004	0	06/21/2004
Ticket Number:	0000093947	06/22/2004	0	06/28/2004
Ticket Number:	0000094152	06/24/2004	0	06/24/2004
Ticket Number:	0000094021	06/23/2004	0	06/23/2004
Ticket Number:	0000094017	06/22/2004	0	06/23/2004
Ticket Number:	0000094008	06/22/2004	0	06/23/2004
Ticket Number:	0000094007	06/22/2004	0	06/23/2004
Ticket Number:	0000094006	06/22/2004	0	06/23/2004
Ticket Number:	0000093898	06/22/2004	0	06/22/2004
Ticket Number:	0000093811	06/21/2004	0	06/21/2004
Ticket Number:	0000093808	06/20/2004	0	06/21/2004
Ticket Number:	0000093655	06/17/2004	1	06/18/2004
Ticket Number:	0000093675	06/18/2004	0	06/18/2004
Ticket Number:	0000093785	06/20/2004	1	06/21/2004
Ticket Number:	0000093672	06/17/2004	0	06/18/2004
Ticket Number:	0000092482	06/03/2004	0	06/03/2004
Ticket Number:	0000092488	06/03/2004	0	06/03/2004
Ticket Number:	0000092486	06/03/2004	0	06/03/2004
Ticket Number:	0000092922	06/08/2004	0	06/09/2004
Ticket Number:	0000092915	06/08/2004	0	06/09/2004
Ticket Number:	0000092849	06/08/2004	0	06/08/2004
Ticket Number:	0000092803	06/08/2004	0	06/08/2004
Ticket Number:	0000092749	06/07/2004	0	06/07/2004
Ticket Number:	0000092684	06/07/2004	0	06/07/2004
Ticket Number:	0000092682	06/06/2004	0	06/07/2004
Ticket Number:	0000092638	06/05/2004	2	06/07/2004

**Helpdesk**

Ticket Number:	0000092582	06/04/2004	0		06/04/2004
Ticket Number:	0000092923	06/08/2004	0		06/09/2004
Ticket Number:	0000093118	06/10/2004	0		06/11/2004
Ticket Number:	0000092484	06/03/2004	0		06/03/2004
<hr/>					
<b>Average time to ticket resolution for</b>	kincaid		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	kincaid		<b>2</b>		
<b>Minimum time to ticket resolution for</b>	kincaid		<b>0</b>		
<hr/>					
<b>mnolan1</b>	<u>Total:</u>	<b>3</b>			
<b>Closed</b>	<u>Total:</u>	<b>3</b>			
Ticket Number:	0000092764	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000093246	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093364	06/15/2004	1	06/16/2004	06/22/2004
<hr/>					
<b>Average time to ticket resolution for</b>	mnolan1		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	mnolan1		<b>2</b>		
<b>Minimum time to ticket resolution for</b>	mnolan1		<b>0</b>		
<hr/>					

Helpdesk

moneill1

Total: 44

Closed

Total: 44

Ticket Number:	0000092956	06/09/2004	2	06/11/2004	06/17/2004
Ticket Number:	0000093168	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093165	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093107	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093149	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093072	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000093057	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093037	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000093017	06/09/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000093015	06/09/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000093010	06/09/2004	2	06/11/2004	06/17/2004
Ticket Number:	0000092989	06/09/2004	2	06/11/2004	06/17/2004
Ticket Number:	0000093177	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000092624	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000093122	06/10/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093123	06/10/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000092479	06/02/2004	2	06/04/2004	06/10/2004
Ticket Number:	0000092431	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092415	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092408	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092329	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092319	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092311	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092301	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092409	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092492	06/03/2004	1	06/04/2004	06/10/2004
Ticket Number:	0000092517	06/03/2004	1	06/04/2004	06/10/2004
Ticket Number:	0000092534	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092556	06/03/2004	1	06/04/2004	06/10/2004
Ticket Number:	0000092590	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092913	06/08/2004	3	06/11/2004	06/17/2004
Ticket Number:	0000092890	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000092784	06/07/2004	4	06/11/2004	06/17/2004
Ticket Number:	0000092971	06/09/2004	2	06/11/2004	06/17/2004
Ticket Number:	0000093105	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000093104	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000092711	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092599	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092595	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092564	06/03/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092559	06/03/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092524	06/03/2004	1	06/04/2004	06/10/2004
Ticket Number:	0000093117	06/10/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000092504	06/03/2004	0	06/03/2004	06/09/2004

Average time to ticket resolution for	moneill1	1
Maximum time to ticket resolution for	moneill1	4
Minimum time to ticket resolution for	moneill1	0

**Helpdesk**

**myers**

Total: **11**

**Resolved**

Total: **1**

Ticket Number: 0000094419 06/28/2004 2 06/30/2004

**Closed**

Total: **10**

Ticket Number: 0000092422 06/02/2004 6 06/08/2004 06/14/2004

Ticket Number: 0000092435 06/02/2004 0 06/02/2004 06/08/2004

Ticket Number: 0000092438 06/02/2004 0 06/02/2004 06/08/2004

Ticket Number: 0000092434 06/02/2004 5 06/07/2004 06/14/2004

Ticket Number: 0000093488 06/16/2004 1 06/17/2004 06/23/2004

Ticket Number: 0000092842 06/08/2004 8 06/16/2004 06/22/2004

Ticket Number: 0000092847 06/08/2004 8 06/16/2004 06/22/2004

Ticket Number: 0000092850 06/08/2004 10 06/18/2004 06/24/2004

Ticket Number: 0000092843 06/08/2004 0 06/08/2004 06/14/2004

Ticket Number: 0000093567 06/17/2004 1 06/18/2004 06/24/2004

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<b>Average time to ticket resolution for</b>	myers	<b>4</b>
<b>Maximum time to ticket resolution for</b>	myers	<b>10</b>
<b>Minimum time to ticket resolution for</b>	myers	<b>0</b>

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**Helpdesk**

**myo**

Total: **61**

**Resolved**

Total: **15**

Ticket Number:	0000094307	06/25/2004	3	06/28/2004
Ticket Number:	0000094316	06/26/2004	2	06/28/2004
Ticket Number:	0000094330	06/27/2004	1	06/28/2004
Ticket Number:	0000094311	06/26/2004	2	06/28/2004
Ticket Number:	0000094337	06/27/2004	1	06/28/2004
Ticket Number:	0000094370	06/28/2004	0	06/28/2004
Ticket Number:	0000094601	06/30/2004	0	06/30/2004
Ticket Number:	0000094444	06/29/2004	0	06/29/2004
Ticket Number:	0000094403	06/28/2004	0	06/28/2004
Ticket Number:	0000094402	06/28/2004	0	06/28/2004
Ticket Number:	0000094392	06/28/2004	0	06/28/2004
Ticket Number:	0000094372	06/28/2004	0	06/28/2004
Ticket Number:	0000094367	06/28/2004	0	06/28/2004
Ticket Number:	0000094339	06/27/2004	1	06/28/2004
Ticket Number:	0000094387	06/28/2004	0	06/28/2004

Helpdesk

	Closed	Total:	46		
Ticket Number: 0000093179	06/11/2004	3		06/14/2004	06/21/2004
Ticket Number: 0000092994	06/09/2004	2		06/11/2004	06/17/2004
Ticket Number: 0000093483	06/16/2004	0		06/16/2004	06/22/2004
Ticket Number: 0000093389	06/15/2004	0		06/15/2004	06/21/2004
Ticket Number: 0000093378	06/15/2004	9		06/24/2004	06/30/2004
Ticket Number: 0000093228	06/13/2004	1		06/14/2004	06/21/2004
Ticket Number: 0000093227	06/13/2004	1		06/14/2004	06/21/2004
Ticket Number: 0000093222	06/13/2004	1		06/14/2004	06/21/2004
Ticket Number: 0000093223	06/13/2004	1		06/14/2004	06/21/2004
Ticket Number: 0000093220	06/13/2004	1		06/14/2004	06/21/2004
Ticket Number: 0000093219	06/13/2004	1		06/14/2004	06/21/2004
Ticket Number: 0000093200	06/12/2004	2		06/14/2004	06/21/2004
Ticket Number: 0000093198	06/12/2004	2		06/14/2004	06/21/2004
Ticket Number: 0000093193	06/12/2004	2		06/14/2004	06/21/2004
Ticket Number: 0000093635	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093636	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093639	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093638	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093637	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093640	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093642	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093645	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000094228	06/24/2004	1		06/25/2004	07/01/2004
Ticket Number: 0000093990	06/22/2004	0		06/22/2004	06/28/2004
Ticket Number: 0000093977	06/22/2004	2		06/24/2004	06/30/2004
Ticket Number: 0000093972	06/22/2004	0		06/22/2004	06/28/2004
Ticket Number: 0000093816	06/21/2004	0		06/21/2004	06/28/2004
Ticket Number: 0000093803	06/20/2004	1		06/21/2004	06/28/2004
Ticket Number: 0000093802	06/20/2004	1		06/21/2004	06/28/2004
Ticket Number: 0000093800	06/20/2004	1		06/21/2004	06/28/2004
Ticket Number: 0000093799	06/20/2004	1		06/21/2004	06/28/2004
Ticket Number: 0000093798	06/20/2004	1		06/21/2004	06/28/2004
Ticket Number: 0000093779	06/19/2004	2		06/21/2004	06/28/2004
Ticket Number: 0000093772	06/19/2004	2		06/21/2004	06/28/2004
Ticket Number: 0000093767	06/19/2004	2		06/21/2004	06/28/2004
Ticket Number: 0000093759	06/18/2004	3		06/21/2004	06/28/2004
Ticket Number: 0000093659	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093646	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093644	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093641	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000094203	06/24/2004	1		06/25/2004	07/01/2004
Ticket Number: 0000094234	06/24/2004	1		06/25/2004	07/01/2004
Ticket Number: 0000094244	06/25/2004	0		06/25/2004	07/01/2004
Ticket Number: 0000094252	06/25/2004	0		06/25/2004	07/01/2004
Ticket Number: 0000094278	06/25/2004	0		06/25/2004	07/01/2004
Ticket Number: 0000094263	06/25/2004	0		06/25/2004	07/01/2004
-----				-----	
<b>Average time to ticket resolution for</b>	myo	<b>1</b>			
<b>Maximum time to ticket resolution for</b>	myo	<b>9</b>			
<b>Minimum time to ticket resolution for</b>	myo	<b>0</b>			

**Helpdesk**

nevansl

Total: 2

**Closed**

Total: 2

Ticket Number: 0000092531

06/03/2004

11

06/14/2004

06/21/2004

Ticket Number: 0000092846

06/08/2004

13

06/21/2004

06/28/2004

-----  
**Average time to ticket resolution for**

nevansl

**12**

**Maximum time to ticket resolution for**

nevansl

**13**

**Minimum time to ticket resolution for**

nevansl

**11**

**Helpdesk**

**nitinr1**

**Resolved**

Total: **54**

Total: **4**

Ticket Number:	0000094309	06/26/2004	0	06/26/2004
Ticket Number:	0000094314	06/26/2004	0	06/26/2004
Ticket Number:	0000094312	06/26/2004	0	06/26/2004
Ticket Number:	0000094310	06/26/2004	0	06/26/2004

Helpdesk

	Closed	Total:	50		
Ticket Number:	0000093128	06/11/2004	0		06/11/2004
Ticket Number:	0000092477	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092380	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092471	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092472	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092473	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092381	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092371	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092981	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000093007	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093046	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093090	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093194	06/12/2004	0	06/12/2004	06/18/2004
Ticket Number:	0000093493	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093393	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093311	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093312	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093310	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093305	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093195	06/12/2004	0	06/12/2004	06/18/2004
Ticket Number:	0000093196	06/12/2004	0	06/12/2004	06/18/2004
Ticket Number:	0000093192	06/12/2004	0	06/12/2004	06/18/2004
Ticket Number:	0000093152	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000092633	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092640	06/05/2004	0	06/05/2004	06/11/2004
Ticket Number:	0000092641	06/05/2004	0	06/05/2004	06/11/2004
Ticket Number:	0000092645	06/05/2004	0	06/05/2004	06/11/2004
Ticket Number:	0000092712	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092646	06/05/2004	0		06/05/2004
Ticket Number:	0000092643	06/05/2004	0	06/05/2004	06/11/2004
Ticket Number:	0000092637	06/04/2004	0	06/05/2004	06/11/2004
Ticket Number:	0000094208	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094233	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094232	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094221	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094217	06/24/2004	0		06/24/2004
Ticket Number:	0000094304	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094293	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000093754	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000094118	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000093888	06/21/2004	0		06/21/2004
Ticket Number:	0000093877	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093868	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093764	06/18/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093765	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093768	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093775	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093771	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093766	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093763	06/18/2004	0	06/19/2004	06/25/2004
-----			-----	-----	-----
<b>Average time to ticket resolution for</b>	nitinr1		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	nitinr1		<b>1</b>		
<b>Minimum time to ticket resolution for</b>	nitinr1		<b>0</b>		

**Helpdesk**

**talder1**

Total: **19**

**Resolved**

Total: **7**

Ticket Number:	0000094171	06/24/2004	6	06/30/2004
Ticket Number:	0000094413	06/28/2004	2	06/30/2004
Ticket Number:	0000094380	06/28/2004	2	06/30/2004
Ticket Number:	0000094353	06/28/2004	0	06/28/2004
Ticket Number:	0000094262	06/25/2004	3	06/28/2004
Ticket Number:	0000094296	06/25/2004	3	06/28/2004
Ticket Number:	0000094268	06/25/2004	5	06/30/2004

**Closed**

Total: **12**

Ticket Number:	0000093690	06/18/2004	5	06/23/2004	06/29/2004
Ticket Number:	0000092366	06/01/2004	8	06/09/2004	06/15/2004
Ticket Number:	0000093354	06/15/2004	10	06/25/2004	07/01/2004
Ticket Number:	0000093515	06/16/2004	8	06/24/2004	06/30/2004
Ticket Number:	0000093813	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000094111	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000094117	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000093980	06/22/2004	2	06/24/2004	06/30/2004
Ticket Number:	0000093827	06/21/2004	2	06/23/2004	06/29/2004
Ticket Number:	0000093978	06/22/2004	3	06/25/2004	07/01/2004
Ticket Number:	0000092557	06/03/2004	21	06/24/2004	06/30/2004
Ticket Number:	0000092851	06/08/2004	6	06/14/2004	06/21/2004

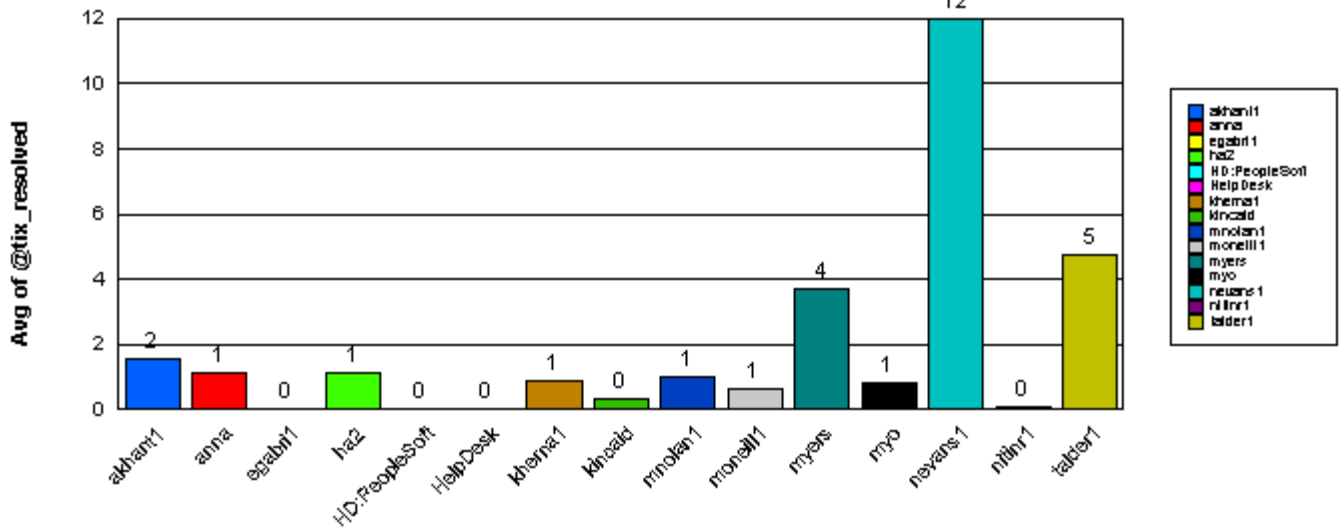
-----		
<b>Average time to ticket resolution for</b>	talder1	<b>5</b>
<b>Maximum time to ticket resolution for</b>	talder1	<b>21</b>
<b>Minimum time to ticket resolution for</b>	talder1	<b>0</b>
-----		

**Helpdesk**

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	21
Minimum time to ticket resolution for	Helpdesk	0

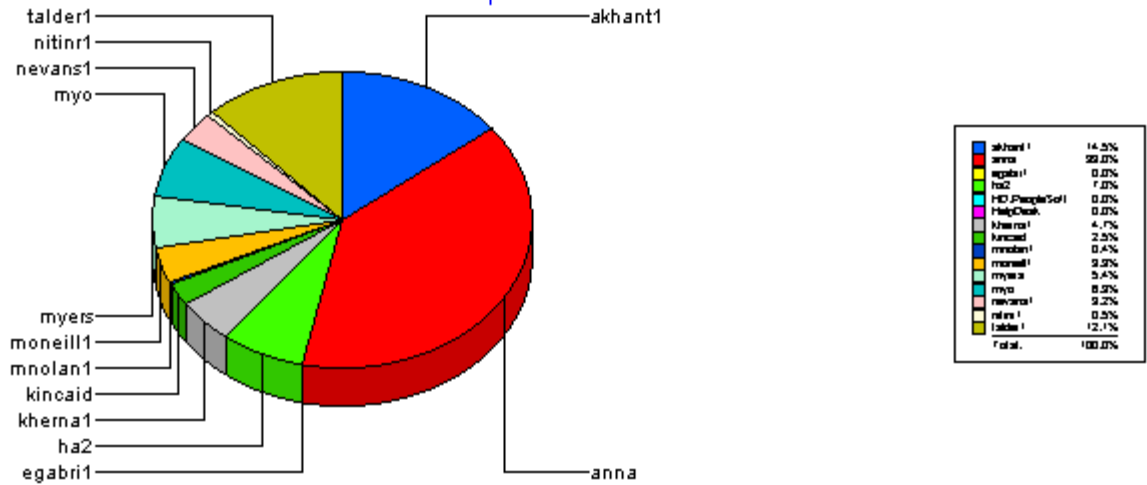
**Avg of Each Ticket Resolved**

For Helpdesk



**Percentage of Sum of Tickets Resolved**

For Helpdesk



**Human Resources**

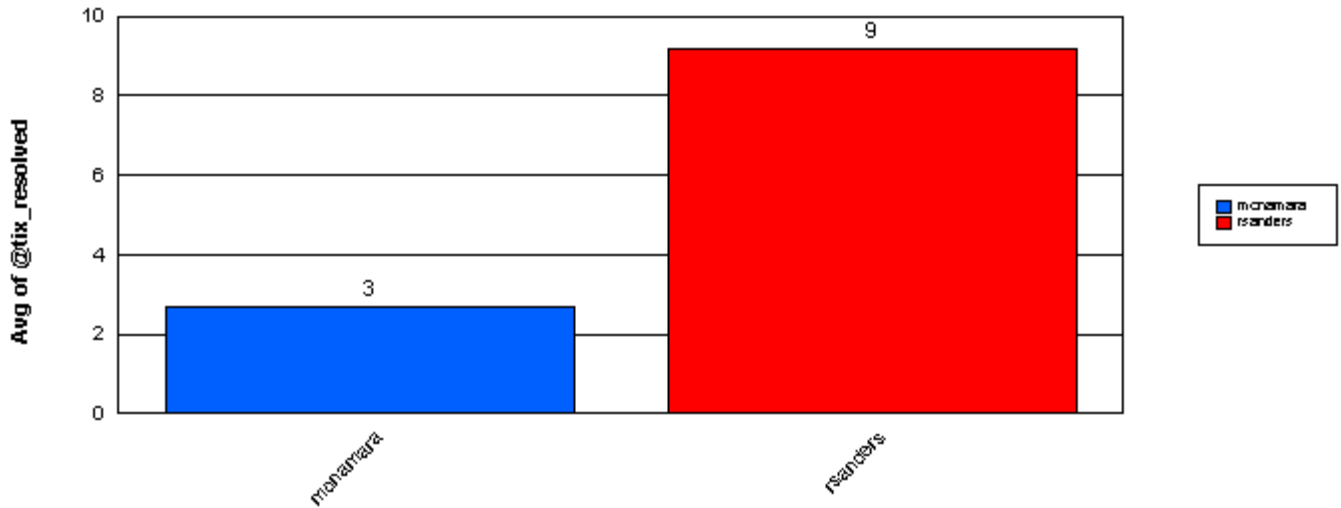
		<u>Total:</u>	<b>23</b>	
<b>mcnamara</b>		<u>Total:</u>	<b>17</b>	
<b>Resolved</b>		<u>Total:</u>	<b>2</b>	
Ticket Number:	0000094225	06/24/2004	4	06/28/2004
Ticket Number:	0000094248	06/25/2004	3	06/28/2004
<b>Closed</b>		<u>Total:</u>	<b>15</b>	
Ticket Number:	0000093344	06/15/2004	1	06/16/2004      06/22/2004
Ticket Number:	0000092468	06/02/2004	0	06/02/2004
Ticket Number:	0000093621	06/17/2004	4	06/21/2004      06/28/2004
Ticket Number:	0000093451	06/16/2004	7	06/23/2004      06/29/2004
Ticket Number:	0000093397	06/15/2004	0	06/15/2004      06/21/2004
Ticket Number:	0000093385	06/15/2004	8	06/23/2004      06/29/2004
Ticket Number:	0000093291	06/14/2004	2	06/16/2004      06/22/2004
Ticket Number:	0000093304	06/14/2004	2	06/16/2004      06/22/2004
Ticket Number:	0000093289	06/14/2004	2	06/16/2004      06/22/2004
Ticket Number:	0000093288	06/14/2004	9	06/23/2004      06/29/2004
Ticket Number:	0000092857	06/08/2004	0	06/08/2004
Ticket Number:	0000092868	06/08/2004	0	06/08/2004
Ticket Number:	0000093597	06/17/2004	0	06/17/2004      06/23/2004
Ticket Number:	0000093932	06/22/2004	0	06/22/2004      06/28/2004
Ticket Number:	0000093624	06/17/2004	4	06/21/2004      06/28/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		mcnamara	<b>3</b>	
<b>Maximum time to ticket resolution for</b>		mcnamara	<b>9</b>	
<b>Minimum time to ticket resolution for</b>		mcnamara	<b>0</b>	
<hr/>		<hr/>	<hr/>	<hr/>
<b>rsanders</b>		<u>Total:</u>	<b>6</b>	
<b>Resolved</b>		<u>Total:</u>	<b>2</b>	
Ticket Number:	0000093729	06/18/2004	12	06/30/2004
Ticket Number:	0000094157	06/24/2004	6	06/30/2004
<b>Closed</b>		<u>Total:</u>	<b>4</b>	
Ticket Number:	0000092961	06/09/2004	14	06/23/2004      06/29/2004
Ticket Number:	0000093525	06/16/2004	9	06/16/2004      06/25/2004
Ticket Number:	0000093081	06/10/2004	13	06/23/2004      06/29/2004
Ticket Number:	0000093970	06/22/2004	1	06/23/2004      06/29/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		rsanders	<b>9</b>	
<b>Maximum time to ticket resolution for</b>		rsanders	<b>14</b>	
<b>Minimum time to ticket resolution for</b>		rsanders	<b>1</b>	
<hr/>		<hr/>	<hr/>	<hr/>

### Human Resources

Average time to ticket resolution for	Human Resour	4
Maximum time to ticket resolution for	Human Resour	14
Minimum time to ticket resolution for	Human Resour	0

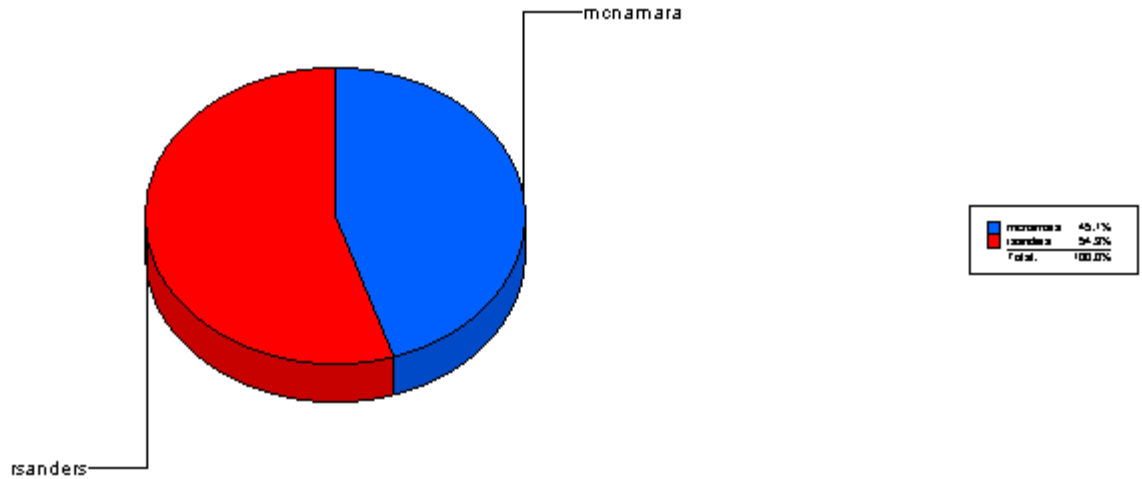
## Avg of Each Ticket Resolved

For Human Resources



## Percentage of Sum of Tickets Resolved

For Human Resources



LAN

		<u>Total:</u>	<b>99</b>	
<b>LAN:LabDesktops</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000094164	06/24/2004	0	06/24/2004
-----		-----	-----	
<b>Average time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>	
-----		-----	-----	

LAN

jesse

**Resolved**

Total: 75

Total: 7

Ticket Number:	0000094401	06/28/2004	1	06/29/2004
Ticket Number:	0000094465	06/29/2004	0	06/29/2004
Ticket Number:	0000094520	06/29/2004	1	06/30/2004
Ticket Number:	0000094480	06/29/2004	0	06/29/2004
Ticket Number:	0000094450	06/29/2004	0	06/29/2004
Ticket Number:	0000094477	06/29/2004	0	06/29/2004
Ticket Number:	0000094478	06/29/2004	0	06/29/2004

## LAN

	<u>Closed</u>	<u>Total:</u>	<b>68</b>		
Ticket Number:	0000093844	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000092433	06/02/2004	2	06/04/2004	06/10/2004
Ticket Number:	0000092296	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000093178	06/11/2004	3	06/14/2004	06/21/2004
Ticket Number:	0000093182	06/11/2004	3	06/14/2004	06/21/2004
Ticket Number:	0000092970	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092982	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093510	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093499	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093497	06/16/2004	1		06/17/2004
Ticket Number:	0000093490	06/16/2004	0	06/16/2004	06/16/2004
Ticket Number:	0000093477	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093404	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093338	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093273	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093248	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093538	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093534	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093528	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093527	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093514	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093376	06/15/2004	3	06/18/2004	06/24/2004
Ticket Number:	0000093175	06/11/2004	3	06/14/2004	06/21/2004
Ticket Number:	0000093110	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000093100	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093070	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093028	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000094175	06/24/2004	0	06/24/2004	06/29/2004
Ticket Number:	0000094211	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094206	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000094259	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000093736	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093828	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093982	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000094051	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094058	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000093940	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093915	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093831	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000092613	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092629	06/04/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000093024	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000092621	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092611	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092605	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092603	06/04/2004	3	06/07/2004	06/14/2004
Ticket Number:	0000092584	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092578	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092528	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092523	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000093682	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000092841	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000092840	06/08/2004	0	06/08/2004	06/14/2004

**LAN**

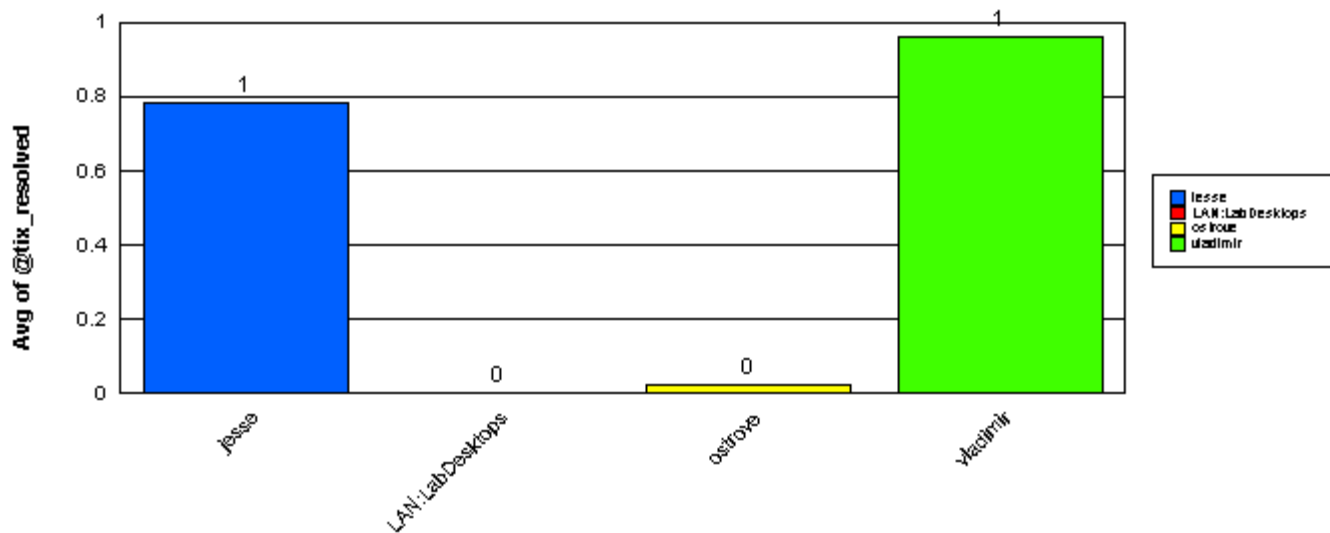
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Ticket Number:	0000092783	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092777	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092752	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092733	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092730	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092727	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092703	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092697	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092889	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092515	06/03/2004	22	06/25/2004	07/01/2004
Ticket Number:	0000092497	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092880	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000092875	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000092872	06/08/2004	0	06/08/2004	06/14/2004
<b>Average time to ticket resolution for</b>			jesse		<b>1</b>
<b>Maximum time to ticket resolution for</b>			jesse		<b>22</b>
<b>Minimum time to ticket resolution for</b>			jesse		<b>0</b>
<b>ostrove</b>			<b>Total:</b>	<b>2</b>	
<b>Closed</b>			<b>Total:</b>	<b>2</b>	
Ticket Number:	0000092442	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092446	06/02/2004	0	06/02/2004	06/08/2004
<b>Average time to ticket resolution for</b>			ostrove		<b>0</b>
<b>Maximum time to ticket resolution for</b>			ostrove		<b>0</b>
<b>Minimum time to ticket resolution for</b>			ostrove		<b>0</b>
<b>vladimir</b>			<b>Total:</b>	<b>21</b>	
<b>Resolved</b>			<b>Total:</b>	<b>2</b>	
Ticket Number:	0000094229	06/24/2004	4	06/28/2004	
Ticket Number:	0000094386	06/28/2004	0	06/28/2004	
<b>Closed</b>			<b>Total:</b>	<b>19</b>	
Ticket Number:	0000092587	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092404	06/02/2004	0	06/02/2004	06/07/2004
Ticket Number:	0000092374	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092432	06/02/2004	2	06/04/2004	06/10/2004
Ticket Number:	0000092450	06/02/2004	5	06/07/2004	06/14/2004
Ticket Number:	0000092445	06/02/2004	1	06/03/2004	06/09/2004
Ticket Number:	0000093161	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093237	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093467	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093696	06/18/2004	0		06/18/2004
Ticket Number:	0000093162	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000092694	06/07/2004	2	06/09/2004	06/15/2004
Ticket Number:	0000092882	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092945	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000092867	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000093559	06/17/2004	1		06/18/2004
Ticket Number:	0000093847	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000094103	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094042	06/23/2004	1	06/24/2004	06/24/2004
<b>Average time to ticket resolution for</b>			vladimir		<b>1</b>
<b>Maximum time to ticket resolution for</b>			vladimir		<b>5</b>
<b>Minimum time to ticket resolution for</b>			vladimir		<b>0</b>

LAN

Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	22
Minimum time to ticket resolution for	LAN	0

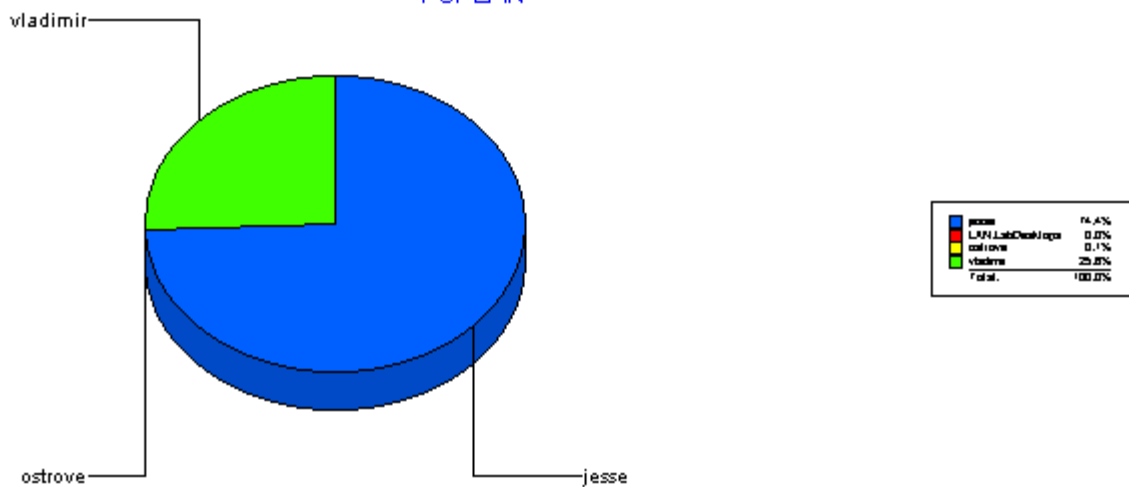
### Avg of Each Ticket Resolved

For LAN



### Percentage of Sum of Tickets Resolved

For LAN



**New Media**

		<b>Total:</b>	<b>123</b>		
<b>darnold</b>		<u>Total:</u>	<b>6</b>		
<b>Closed</b>		<u>Total:</u>	<b>6</b>		
Ticket Number:	0000093608	06/17/2004	1		06/18/2004
Ticket Number:	0000093663	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093609	06/17/2004	1		06/18/2004
Ticket Number:	0000093664	06/17/2004	1		06/18/2004
Ticket Number:	0000093539	06/16/2004	1		06/18/2004
Ticket Number:	0000093183	06/11/2004	3	06/14/2004	06/21/2004
-----				-----	
<b>Average time to ticket resolution for</b>		darnold	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		darnold	<b>3</b>		
<b>Minimum time to ticket resolution for</b>		darnold	<b>1</b>		
<hr/>		<hr/>		<hr/>	
<b>ebenson1</b>		<u>Total:</u>	<b>26</b>		
<b>Resolved</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000094256	06/25/2004	3	06/28/2004	
Ticket Number:	0000094498	06/29/2004	0	06/29/2004	
Ticket Number:	0000094274	06/25/2004	3	06/28/2004	
<b>Closed</b>		<u>Total:</u>	<b>23</b>		
Ticket Number:	0000092287	06/01/2004	13		06/14/2004
Ticket Number:	0000092460	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092306	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092318	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092320	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092386	06/01/2004	14		06/15/2004
Ticket Number:	0000092321	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092974	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093424	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000092975	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093392	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093252	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093154	06/11/2004	3	06/14/2004	06/21/2004
Ticket Number:	0000092976	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092608	06/04/2004	3	06/07/2004	06/14/2004
Ticket Number:	0000092708	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092753	06/07/2004	14		06/21/2004
Ticket Number:	0000093725	06/18/2004	1	06/19/2004	06/25/2004
Ticket Number:	0000093776	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093996	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093778	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093777	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093774	06/19/2004	0	06/19/2004	06/25/2004
-----				-----	
<b>Average time to ticket resolution for</b>		ebenson1	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		ebenson1	<b>14</b>		
<b>Minimum time to ticket resolution for</b>		ebenson1	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>fritz</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000092290	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092293	06/01/2004	2	06/03/2004	06/09/2004
-----				-----	
<b>Average time to ticket resolution for</b>		fritz	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		fritz	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		fritz	<b>0</b>		
<hr/>		<hr/>		<hr/>	

**New Media**

**rarmstro**

Total: **69**

**Resolved**

Total: **3**

Ticket Number:	0000094287	06/25/2004	3	06/28/2004
Ticket Number:	0000094257	06/25/2004	3	06/28/2004
Ticket Number:	0000094279	06/25/2004	3	06/28/2004

**New Media**

	<b>Closed</b>	<b>Total:</b>	<b>66</b>		
Ticket Number: 0000092476	06/02/2004	2		06/04/2004	06/10/2004
Ticket Number: 0000092264	06/01/2004	0		06/01/2004	06/07/2004
Ticket Number: 0000092294	06/01/2004	0		06/01/2004	06/01/2004
Ticket Number: 0000092303	06/01/2004	0		06/01/2004	06/07/2004
Ticket Number: 0000092313	06/01/2004	0		06/01/2004	06/07/2004
Ticket Number: 0000092575	06/04/2004	0		06/04/2004	06/10/2004
Ticket Number: 0000092465	06/02/2004	0		06/02/2004	06/08/2004
Ticket Number: 0000092464	06/02/2004	0		06/02/2004	06/08/2004
Ticket Number: 0000092463	06/02/2004	0		06/02/2004	06/08/2004
Ticket Number: 0000092451	06/02/2004	0		06/02/2004	06/08/2004
Ticket Number: 0000092417	06/02/2004	0		06/02/2004	06/08/2004
Ticket Number: 0000092411	06/02/2004	0		06/02/2004	06/08/2004
Ticket Number: 0000092391	06/01/2004	0		06/02/2004	06/08/2004
Ticket Number: 0000092382	06/01/2004	3			06/04/2004
Ticket Number: 0000092383	06/01/2004	1		06/02/2004	06/08/2004
Ticket Number: 0000092452	06/02/2004	0		06/02/2004	06/08/2004
Ticket Number: 0000092350	06/01/2004	0		06/01/2004	06/07/2004
Ticket Number: 0000092316	06/01/2004	0		06/01/2004	06/07/2004
Ticket Number: 0000092288	06/01/2004	0		06/01/2004	06/07/2004
Ticket Number: 0000092277	06/01/2004	0		06/01/2004	06/07/2004
Ticket Number: 0000092317	06/01/2004	0		06/01/2004	06/07/2004
Ticket Number: 0000092958	06/09/2004	6		06/15/2004	06/21/2004
Ticket Number: 0000093014	06/09/2004	8			06/17/2004
Ticket Number: 0000093463	06/16/2004	1		06/17/2004	06/23/2004
Ticket Number: 0000093434	06/16/2004	1		06/17/2004	06/23/2004
Ticket Number: 0000093391	06/15/2004	1		06/16/2004	06/22/2004
Ticket Number: 0000093350	06/15/2004	0		06/15/2004	06/21/2004
Ticket Number: 0000093348	06/15/2004	0		06/15/2004	06/21/2004
Ticket Number: 0000093265	06/14/2004	1		06/15/2004	06/21/2004
Ticket Number: 0000093206	06/12/2004	3		06/15/2004	06/21/2004
Ticket Number: 0000093544	06/16/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000093852	06/21/2004	0		06/21/2004	06/28/2004
Ticket Number: 0000093814	06/21/2004	0		06/21/2004	06/28/2004
Ticket Number: 0000093773	06/19/2004	2		06/21/2004	06/28/2004
Ticket Number: 0000093756	06/18/2004	3		06/21/2004	06/28/2004
Ticket Number: 0000093755	06/18/2004	3		06/21/2004	06/28/2004
Ticket Number: 0000093677	06/18/2004	0		06/18/2004	06/24/2004
Ticket Number: 0000093585	06/17/2004	0		06/17/2004	06/23/2004
Ticket Number: 0000094199	06/24/2004	1		06/25/2004	07/01/2004
Ticket Number: 0000092483	06/03/2004	1		06/03/2004	06/09/2004
Ticket Number: 0000092500	06/03/2004	1			06/04/2004
Ticket Number: 0000092522	06/03/2004	4			06/07/2004
Ticket Number: 0000092542	06/03/2004	1		06/04/2004	06/10/2004
Ticket Number: 0000092866	06/08/2004	0		06/08/2004	06/18/2004
Ticket Number: 0000092845	06/08/2004	9		06/17/2004	06/23/2004
Ticket Number: 0000092818	06/08/2004	7			06/15/2004
Ticket Number: 0000092816	06/08/2004	0		06/08/2004	06/14/2004
Ticket Number: 0000092815	06/08/2004	0		06/08/2004	06/14/2004
Ticket Number: 0000092814	06/08/2004	0		06/08/2004	06/14/2004
Ticket Number: 0000092809	06/08/2004	9			06/17/2004
Ticket Number: 0000092786	06/07/2004	1		06/08/2004	06/14/2004
Ticket Number: 0000094129	06/23/2004	1		06/24/2004	06/30/2004
Ticket Number: 0000092932	06/09/2004	0		06/09/2004	06/15/2004

**New Media**

Ticket Number:	0000092678	06/06/2004	11		06/17/2004
Ticket Number:	0000092665	06/06/2004	1	06/07/2004	06/14/2004
Ticket Number:	0000092663	06/06/2004	1	06/07/2004	06/14/2004
Ticket Number:	0000092664	06/06/2004	1	06/07/2004	06/14/2004
Ticket Number:	0000092635	06/04/2004	3	06/07/2004	06/14/2004
Ticket Number:	0000092622	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092615	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092577	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092947	06/09/2004	6	06/15/2004	06/21/2004
Ticket Number:	0000092864	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000092755	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092574	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092562	06/03/2004	0	06/04/2004	06/10/2004

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<b>Average time to ticket resolution for</b>	rarmstro	<b>1</b>
<b>Maximum time to ticket resolution for</b>	rarmstro	<b>11</b>
<b>Minimum time to ticket resolution for</b>	rarmstro	<b>0</b>

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<b>vergil</b>	<u>Total:</u>	<b>20</b>			
<b>Resolved</b>	<u>Total:</u>	<b>1</b>			
Ticket Number:	0000094351	06/28/2004	2	06/30/2004	
<b>Closed</b>	<u>Total:</u>	<b>19</b>			
Ticket Number:	0000093000	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000093438	06/16/2004	0		06/16/2004
Ticket Number:	0000093523	06/16/2004	0		06/16/2004
Ticket Number:	0000093439	06/16/2004	0		06/16/2004
Ticket Number:	0000093431	06/16/2004	0		06/16/2004
Ticket Number:	0000093430	06/16/2004	0		06/16/2004
Ticket Number:	0000093351	06/15/2004	0	06/15/2004	06/21/2004
Ticket Number:	0000093001	06/09/2004	1	06/10/2004	06/11/2004
Ticket Number:	0000092995	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000094126	06/23/2004	1		06/24/2004
Ticket Number:	0000094317	06/26/2004	4		06/30/2004
Ticket Number:	0000094302	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000093610	06/17/2004	5	06/22/2004	06/28/2004
Ticket Number:	0000093796	06/20/2004	4	06/24/2004	06/30/2004
Ticket Number:	0000094077	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000094107	06/23/2004	1		06/24/2004
Ticket Number:	0000094109	06/23/2004	1		06/24/2004
Ticket Number:	0000094108	06/23/2004	1		06/24/2004
Ticket Number:	0000093757	06/18/2004	0	06/18/2004	06/24/2004

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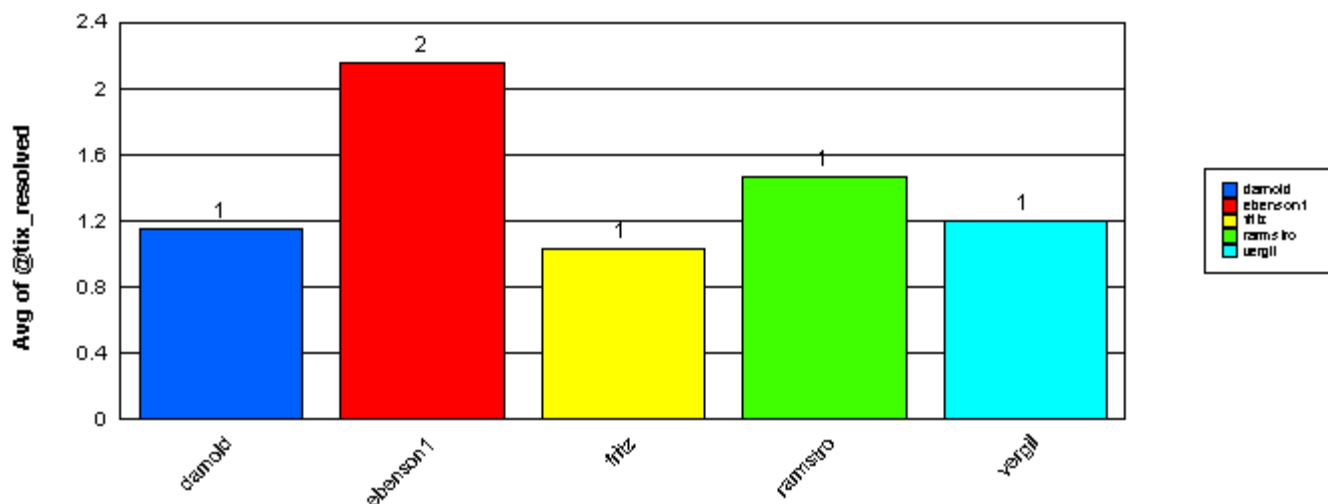
<b>Average time to ticket resolution for</b>	vergil	<b>1</b>
<b>Maximum time to ticket resolution for</b>	vergil	<b>5</b>
<b>Minimum time to ticket resolution for</b>	vergil	<b>0</b>

### New Media

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	14
Minimum time to ticket resolution for	New Media	0

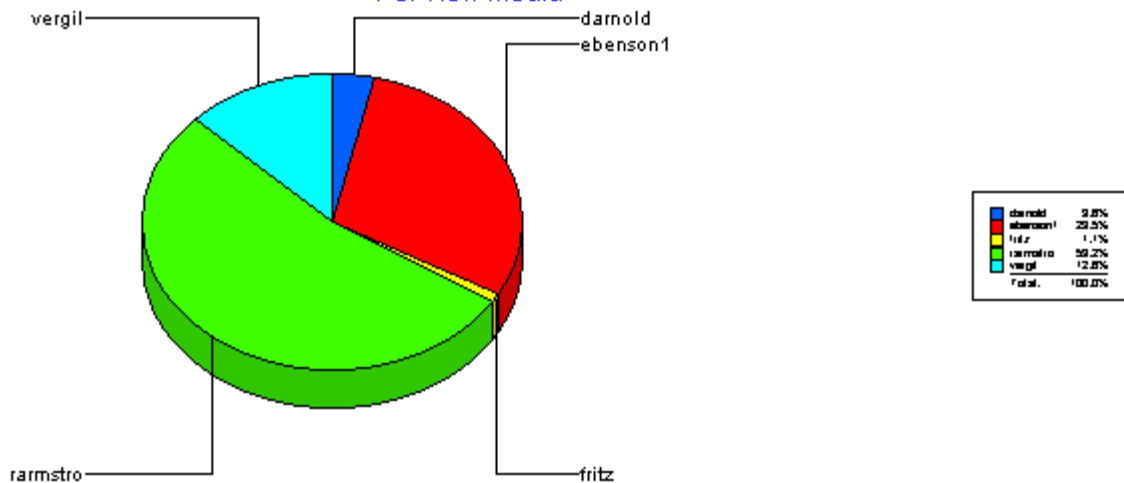
## Avg of Each Ticket Resolved

For New Media



## Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		<u>Total:</u>	<b>90</b>
<b>BSG:HP3000_Systems</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000093869	06/21/2004	0
-----		-----	-----
<b>Average time to ticket resolution for</b>	BSG:HP3000_S		<b>0</b>
<b>Maximum time to ticket resolution for</b>	BSG:HP3000_S		<b>0</b>
<b>Minimum time to ticket resolution for</b>	BSG:HP3000_S		<b>0</b>
<b>BSG:Operational_Support</b>		<u>Total:</u>	<b>22</b>
<b>Closed</b>		<u>Total:</u>	<b>22</b>
Ticket Number:	0000093569	06/17/2004	0
Ticket Number:	0000093925	06/22/2004	0
Ticket Number:	0000093602	06/17/2004	0
Ticket Number:	0000093603	06/17/2004	0
Ticket Number:	0000093604	06/17/2004	0
Ticket Number:	0000094198	06/24/2004	0
Ticket Number:	0000094473	06/29/2004	0
Ticket Number:	0000094573	06/30/2004	0
Ticket Number:	0000092811	06/08/2004	0
Ticket Number:	0000093144	06/11/2004	0
Ticket Number:	0000092937	06/09/2004	0
Ticket Number:	0000092938	06/09/2004	0
Ticket Number:	0000092819	06/08/2004	0
Ticket Number:	0000093135	06/11/2004	0
Ticket Number:	0000093254	06/14/2004	0
Ticket Number:	0000093255	06/14/2004	0
Ticket Number:	0000093138	06/11/2004	0
Ticket Number:	0000093447	06/16/2004	0
Ticket Number:	0000093365	06/15/2004	0
Ticket Number:	0000092358	06/01/2004	0
Ticket Number:	0000092403	06/02/2004	0
Ticket Number:	0000092359	06/01/2004	0
-----		-----	-----
<b>Average time to ticket resolution for</b>	BSG:Operation		<b>0</b>
<b>Maximum time to ticket resolution for</b>	BSG:Operation		<b>0</b>
<b>Minimum time to ticket resolution for</b>	BSG:Operation		<b>0</b>

**OIT BSG Non People**

**BSG:Web\_Infrastructure**

Total: 36

**Closed**

Total: 36

Ticket Number:	0000093053	06/10/2004	0	06/10/2004
Ticket Number:	0000093327	06/15/2004	0	06/15/2004
Ticket Number:	0000093328	06/15/2004	0	06/15/2004
Ticket Number:	0000093427	06/16/2004	0	06/16/2004
Ticket Number:	0000093428	06/16/2004	0	06/16/2004
Ticket Number:	0000093325	06/15/2004	0	06/15/2004
Ticket Number:	0000093326	06/15/2004	0	06/15/2004
Ticket Number:	0000092810	06/08/2004	0	06/08/2004
Ticket Number:	0000092931	06/09/2004	0	06/09/2004
Ticket Number:	0000092930	06/09/2004	0	06/09/2004
Ticket Number:	0000094147	06/24/2004	0	06/24/2004
Ticket Number:	0000094462	06/29/2004	0	06/29/2004
Ticket Number:	0000094461	06/29/2004	0	06/29/2004
Ticket Number:	0000094436	06/29/2004	0	06/29/2004
Ticket Number:	0000094364	06/28/2004	0	06/28/2004
Ticket Number:	0000094349	06/28/2004	0	06/28/2004
Ticket Number:	0000094348	06/28/2004	0	06/28/2004
Ticket Number:	0000094347	06/28/2004	0	06/28/2004
Ticket Number:	0000094276	06/25/2004	0	06/25/2004
Ticket Number:	0000094275	06/25/2004	0	06/25/2004
Ticket Number:	0000094243	06/25/2004	0	06/25/2004
Ticket Number:	0000094155	06/24/2004	0	06/24/2004
Ticket Number:	0000094596	06/30/2004	0	06/30/2004
Ticket Number:	0000094551	06/30/2004	0	06/30/2004
Ticket Number:	0000094148	06/24/2004	0	06/24/2004
Ticket Number:	0000093560	06/17/2004	0	06/17/2004
Ticket Number:	0000093561	06/17/2004	0	06/17/2004
Ticket Number:	0000093902	06/22/2004	0	06/22/2004
Ticket Number:	0000093904	06/22/2004	0	06/22/2004
Ticket Number:	0000093906	06/22/2004	0	06/22/2004
Ticket Number:	0000094041	06/23/2004	0	06/23/2004
Ticket Number:	0000094040	06/23/2004	0	06/23/2004
Ticket Number:	0000094039	06/23/2004	0	06/23/2004
Ticket Number:	0000093907	06/22/2004	0	06/22/2004
Ticket Number:	0000093905	06/22/2004	0	06/22/2004
Ticket Number:	0000093903	06/22/2004	0	06/22/2004

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<b>Average time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>
<b>Maximum time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>
<b>Minimum time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>
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**OIT BSG Non People**

**blanchet**

Total: 9

**Closed**

Total: 9

Ticket Number:	0000094187	06/24/2004	0	06/24/2004
Ticket Number:	0000092514	06/03/2004	0	06/03/2004
Ticket Number:	0000092518	06/03/2004	0	06/03/2004
Ticket Number:	0000092719	06/07/2004	7	06/14/2004
Ticket Number:	0000093069	06/10/2004	0	06/10/2004
Ticket Number:	0000093073	06/10/2004	1	06/11/2004
Ticket Number:	0000093132	06/11/2004	0	06/11/2004
Ticket Number:	0000093343	06/15/2004	14	06/29/2004
Ticket Number:	0000093261	06/14/2004	8	06/22/2004

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<b>Average time to ticket resolution for</b>	blanchet	<b>3</b>
<b>Maximum time to ticket resolution for</b>	blanchet	<b>14</b>
<b>Minimum time to ticket resolution for</b>	blanchet	<b>0</b>

**dina**

Total: 10

**Closed**

Total: 10

Ticket Number:	0000093129	06/11/2004	3	06/14/2004
Ticket Number:	0000093425	06/16/2004	0	06/16/2004
Ticket Number:	0000093322	06/15/2004	0	06/15/2004
Ticket Number:	0000093231	06/14/2004	0	06/14/2004
Ticket Number:	0000093131	06/11/2004	0	06/11/2004
Ticket Number:	0000092734	06/07/2004	0	06/07/2004
Ticket Number:	0000092828	06/08/2004	6	06/14/2004
Ticket Number:	0000092827	06/08/2004	0	06/08/2004
Ticket Number:	0000093836	06/21/2004	0	06/21/2004
Ticket Number:	0000094093	06/23/2004	5	06/28/2004

---

<b>Average time to ticket resolution for</b>	dina	<b>1</b>
<b>Maximum time to ticket resolution for</b>	dina	<b>6</b>
<b>Minimum time to ticket resolution for</b>	dina	<b>0</b>

**jason12**

Total: 3

**Closed**

Total: 3

Ticket Number:	0000094284	06/25/2004	3	06/28/2004
Ticket Number:	0000094297	06/25/2004	3	06/28/2004
Ticket Number:	0000093342	06/15/2004	1	06/16/2004

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<b>Average time to ticket resolution for</b>	jason12	<b>2</b>
<b>Maximum time to ticket resolution for</b>	jason12	<b>3</b>
<b>Minimum time to ticket resolution for</b>	jason12	<b>1</b>

**paulr**

Total: 2

**Closed**

Total: 2

Ticket Number:	0000092421	06/02/2004	0	06/02/2004
Ticket Number:	0000092854	06/08/2004	22	06/30/2004

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<b>Average time to ticket resolution for</b>	paulr	<b>11</b>
<b>Maximum time to ticket resolution for</b>	paulr	<b>22</b>
<b>Minimum time to ticket resolution for</b>	paulr	<b>0</b>

**OIT BSG Non People**

**putro**

Total: 7

**Closed**

Total: 7

Ticket Number:	0000092738	06/07/2004	7	06/14/2004
Ticket Number:	0000092839	06/08/2004	0	06/08/2004
Ticket Number:	0000092898	06/08/2004	2	06/10/2004
Ticket Number:	0000092298	06/01/2004	3	06/04/2004
Ticket Number:	0000093043	06/10/2004	0	06/10/2004
Ticket Number:	0000093303	06/14/2004	1	06/15/2004
Ticket Number:	0000093394	06/15/2004	1	06/16/2004

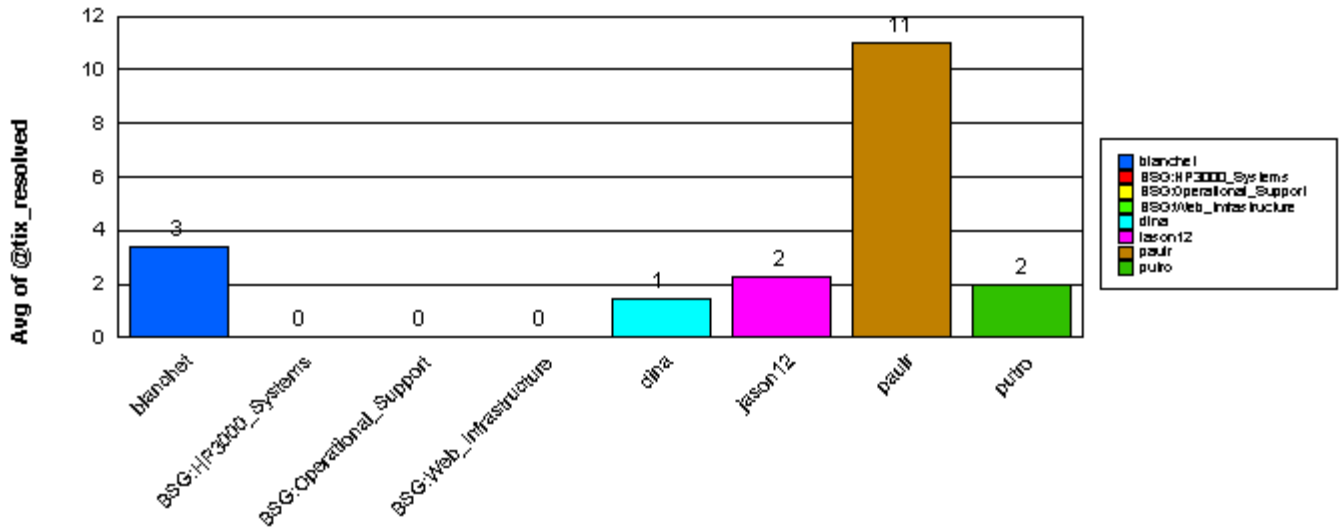
-----		-----	
<b>Average time to ticket resolution for</b>	putro		<b>2</b>
<b>Maximum time to ticket resolution for</b>	putro		<b>7</b>
<b>Minimum time to ticket resolution for</b>	putro		<b>0</b>
-----		-----	

**OIT BSG Non People**

Average time to ticket resolution for	OIT BSG Non P	1
Maximum time to ticket resolution for	OIT BSG Non P	22
Minimum time to ticket resolution for	OIT BSG Non P	0

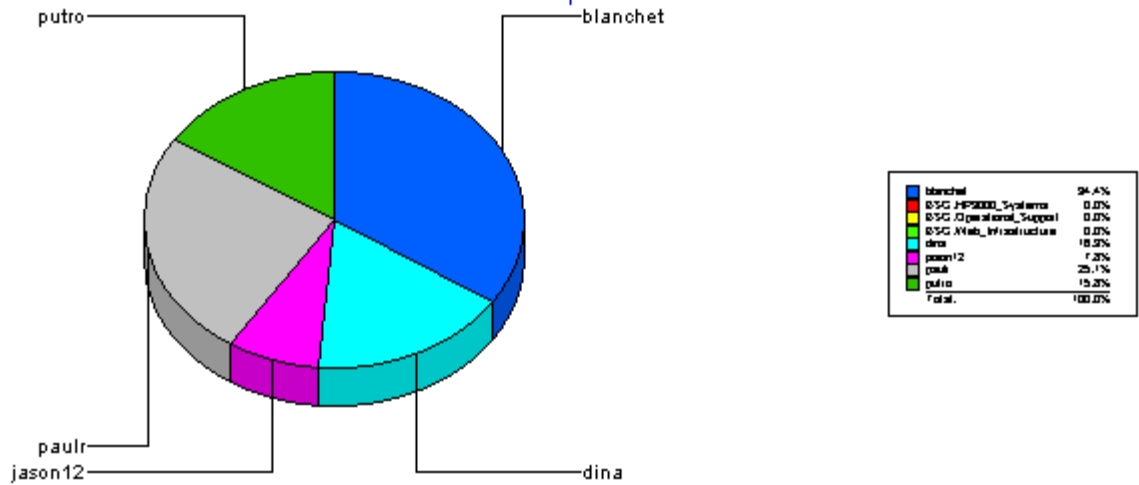
**Avg of Each Ticket Resolved**

For OIT BSG Non PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		Total:	189		
<b>PS:TECHSA</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000092836	06/08/2004	0	06/08/2004	
-----					
<b>Average time to ticket resolution for</b>	PS:TECHSA		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	PS:TECHSA		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	PS:TECHSA		<b>0</b>		
<b>chriss</b>		<u>Total:</u>	<b>27</b>		
<b>Resolved</b>		<u>Total:</u>	<b>9</b>		
Ticket Number:	0000094393	06/28/2004	0	06/28/2004	
Ticket Number:	0000094612	06/30/2004	0	06/30/2004	
Ticket Number:	0000094592	06/30/2004	0	06/30/2004	
Ticket Number:	0000094587	06/30/2004	0	06/30/2004	
Ticket Number:	0000094569	06/30/2004	0	06/30/2004	
Ticket Number:	0000094561	06/30/2004	0	06/30/2004	
Ticket Number:	0000094434	06/29/2004	0	06/29/2004	
Ticket Number:	0000094433	06/29/2004	0	06/29/2004	
Ticket Number:	0000094394	06/28/2004	0	06/28/2004	
<b>Closed</b>		<u>Total:</u>	<b>18</b>		
Ticket Number:	0000092343	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092369	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092436	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092990	06/09/2004	5	06/14/2004	06/21/2004
Ticket Number:	0000093157	06/11/2004	3	06/14/2004	06/21/2004
Ticket Number:	0000093257	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093443	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093426	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000092548	06/03/2004	1	06/04/2004	06/10/2004
Ticket Number:	0000092936	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092588	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092741	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092716	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000094219	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000093601	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093784	06/19/2004	0	06/19/2004	06/25/2004
Ticket Number:	0000093862	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093782	06/19/2004	0	06/19/2004	06/25/2004
-----					
<b>Average time to ticket resolution for</b>	chriss		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	chriss		<b>5</b>		
<b>Minimum time to ticket resolution for</b>	chriss		<b>0</b>		
<b>dharley</b>		<u>Total:</u>	<b>1</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000094062	06/23/2004	6	06/29/2004	
-----					
<b>Average time to ticket resolution for</b>	dharley		<b>6</b>		
<b>Maximum time to ticket resolution for</b>	dharley		<b>6</b>		
<b>Minimum time to ticket resolution for</b>	dharley		<b>6</b>		
<b>enoch</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000092373	06/01/2004	9	06/10/2004	06/16/2004
-----					
<b>Average time to ticket resolution for</b>	enoch		<b>9</b>		
<b>Maximum time to ticket resolution for</b>	enoch		<b>9</b>		
<b>Minimum time to ticket resolution for</b>	enoch		<b>9</b>		

**OIT Business Systems: P**

**haddaway**

Total: 22

**Closed**

Total: 22

Ticket Number:	0000092586	06/04/2004	3	06/07/2004	06/14/2004
Ticket Number:	0000093109	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number:	0000093507	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093465	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093163	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093549	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000094029	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094028	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000093678	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093612	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093551	06/17/2004	7	06/24/2004	06/30/2004
Ticket Number:	0000093557	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093553	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000094142	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094218	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094254	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094247	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000092713	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092967	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093496	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000092950	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000092894	06/08/2004	0	06/08/2004	06/14/2004

<b>Average time to ticket resolution for</b>	haddaway	<b>1</b>
<b>Maximum time to ticket resolution for</b>	haddaway	<b>7</b>
<b>Minimum time to ticket resolution for</b>	haddaway	<b>0</b>

**jeremy**

Total: 15

**Resolved**

Total: 5

Ticket Number:	0000094474	06/29/2004	0	06/29/2004
Ticket Number:	0000094512	06/29/2004	1	06/30/2004
Ticket Number:	0000094588	06/30/2004	0	06/30/2004
Ticket Number:	0000094591	06/30/2004	0	06/30/2004
Ticket Number:	0000094556	06/30/2004	0	06/30/2004

**Closed**

Total: 10

Ticket Number:	0000093746	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093130	06/11/2004	5	06/16/2004	06/22/2004
Ticket Number:	0000093442	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000092580	06/04/2004	0	06/04/2004	06/10/2004
Ticket Number:	0000092905	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000094270	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094298	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000093626	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093883	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093648	06/17/2004	0	06/17/2004	06/23/2004

<b>Average time to ticket resolution for</b>	jeremy	<b>0</b>
<b>Maximum time to ticket resolution for</b>	jeremy	<b>5</b>
<b>Minimum time to ticket resolution for</b>	jeremy	<b>0</b>

**OIT Business Systems: P**

**jgood**

Total: 18

**Resolved**

Total: 1

Ticket Number: 0000094595 06/30/2004 0 06/30/2004

**Closed**

Total: 17

Ticket Number: 0000093241 06/14/2004 0 06/14/2004 06/21/2004  
 Ticket Number: 0000093086 06/10/2004 0 06/10/2004 06/16/2004  
 Ticket Number: 0000093374 06/15/2004 1 06/16/2004 06/22/2004  
 Ticket Number: 0000093076 06/10/2004 0 06/10/2004 06/16/2004  
 Ticket Number: 0000093511 06/16/2004 0 06/16/2004 06/22/2004  
 Ticket Number: 0000093473 06/16/2004 0 06/16/2004 06/22/2004  
 Ticket Number: 0000093628 06/17/2004 0 06/17/2004 06/23/2004  
 Ticket Number: 0000094064 06/23/2004 0 06/23/2004 06/29/2004  
 Ticket Number: 0000094047 06/23/2004 0 06/23/2004 06/29/2004  
 Ticket Number: 0000093727 06/18/2004 0 06/18/2004 06/24/2004  
 Ticket Number: 0000093724 06/18/2004 0 06/18/2004 06/24/2004  
 Ticket Number: 0000092725 06/07/2004 1 06/08/2004 06/14/2004  
 Ticket Number: 0000092759 06/07/2004 10 06/17/2004 06/23/2004  
 Ticket Number: 0000092907 06/08/2004 1 06/09/2004 06/15/2004  
 Ticket Number: 0000092906 06/08/2004 1 06/09/2004 06/15/2004  
 Ticket Number: 0000092835 06/08/2004 0 06/08/2004 06/14/2004  
 Ticket Number: 0000092757 06/07/2004 0 06/07/2004 06/14/2004

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**Average time to ticket resolution for** jgood **1**  
**Maximum time to ticket resolution for** jgood **10**  
**Minimum time to ticket resolution for** jgood **0**  
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**jking**

Total: 6

**Resolved**

Total: 2

Ticket Number: 0000094406 06/28/2004 0 06/28/2004  
 Ticket Number: 0000094594 06/30/2004 0 06/30/2004

**Closed**

Total: 4

Ticket Number: 0000092336 06/01/2004 0 06/01/2004  
 Ticket Number: 0000092333 06/01/2004 0 06/01/2004  
 Ticket Number: 0000094078 06/23/2004 0 06/23/2004 06/29/2004  
 Ticket Number: 0000094272 06/25/2004 0 06/25/2004 07/01/2004

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**Average time to ticket resolution for** jking **0**  
**Maximum time to ticket resolution for** jking **0**  
**Minimum time to ticket resolution for** jking **0**  
 -----

**jking4**

Total: 12

**Closed**

Total: 12

Ticket Number: 0000092506 06/03/2004 0 06/03/2004 06/09/2004  
 Ticket Number: 0000092926 06/09/2004 0 06/09/2004 06/15/2004  
 Ticket Number: 0000092567 06/04/2004 0 06/04/2004 06/10/2004  
 Ticket Number: 0000092520 06/03/2004 0 06/03/2004 06/09/2004  
 Ticket Number: 0000092346 06/01/2004 0 06/01/2004 06/07/2004  
 Ticket Number: 0000092416 06/02/2004 0 06/02/2004 06/08/2004  
 Ticket Number: 0000092426 06/02/2004 0 06/02/2004 06/08/2004  
 Ticket Number: 0000092494 06/03/2004 0 06/03/2004 06/09/2004  
 Ticket Number: 0000092400 06/02/2004 0 06/02/2004 06/08/2004  
 Ticket Number: 0000092401 06/02/2004 0 06/02/2004 06/08/2004  
 Ticket Number: 0000093275 06/14/2004 11 06/25/2004 07/01/2004  
 Ticket Number: 0000093302 06/14/2004 1 06/15/2004 06/21/2004

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**Average time to ticket resolution for** jking4 **1**  
**Maximum time to ticket resolution for** jking4 **11**  
**Minimum time to ticket resolution for** jking4 **0**  
 -----

**OIT Business Systems: P**

<b>jpatna1</b>		<u>Total:</u>	<b>5</b>		
<b>Closed</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000092978	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093454	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093170	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000092282	06/01/2004	8	06/09/2004	06/15/2004
Ticket Number:	0000092879	06/08/2004	0	06/08/2004	06/14/2004
<b>Average time to ticket resolution for</b>		jpatna1	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		jpatna1	<b>8</b>		
<b>Minimum time to ticket resolution for</b>		jpatna1	<b>0</b>		
<b>kirby</b>		<u>Total:</u>	<b>12</b>		
<b>Resolved</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000092807	06/08/2004	23	07/01/2004	
Ticket Number:	0000094031	06/23/2004	8	07/01/2004	
Ticket Number:	0000094390	06/28/2004	0	06/28/2004	
Ticket Number:	0000094030	06/23/2004	8	07/01/2004	
Ticket Number:	0000093968	06/22/2004	8	06/30/2004	
<b>Closed</b>		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000093114	06/10/2004	14	06/24/2004	06/30/2004
Ticket Number:	0000092969	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093085	06/10/2004	4	06/14/2004	06/21/2004
Ticket Number:	0000093232	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000092806	06/08/2004	16	06/24/2004	06/29/2004
Ticket Number:	0000092808	06/08/2004	16	06/24/2004	06/30/2004
Ticket Number:	0000093623	06/17/2004	0	06/17/2004	06/23/2004
<b>Average time to ticket resolution for</b>		kirby	<b>8</b>		
<b>Maximum time to ticket resolution for</b>		kirby	<b>23</b>		
<b>Minimum time to ticket resolution for</b>		kirby	<b>0</b>		
<b>kjoseph</b>		<u>Total:</u>	<b>7</b>		
<b>Closed</b>		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000094269	06/25/2004	4		06/29/2004
Ticket Number:	0000092710	06/07/2004	7		06/14/2004
Ticket Number:	0000092884	06/08/2004	8		06/16/2004
Ticket Number:	0000093286	06/14/2004	0		06/14/2004
Ticket Number:	0000093462	06/16/2004	1		06/17/2004
Ticket Number:	0000092328	06/01/2004	3		06/04/2004
Ticket Number:	0000092354	06/01/2004	6		06/07/2004
<b>Average time to ticket resolution for</b>		kjoseph	<b>4</b>		
<b>Maximum time to ticket resolution for</b>		kjoseph	<b>8</b>		
<b>Minimum time to ticket resolution for</b>		kjoseph	<b>0</b>		
<b>lrاند</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000092973	06/09/2004	1		06/10/2004
<b>Average time to ticket resolution for</b>		lrاند	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		lrاند	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		lrاند	<b>1</b>		
<b>psimon</b>		<u>Total:</u>	<b>3</b>		
<b>Closed</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000094176	06/24/2004	5		06/29/2004
Ticket Number:	0000094350	06/28/2004	0		06/28/2004
Ticket Number:	0000094440	06/29/2004	0		06/29/2004
<b>Average time to ticket resolution for</b>		psimon	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		psimon	<b>5</b>		
<b>Minimum time to ticket resolution for</b>		psimon	<b>0</b>		

**OIT Business Systems: P**

**slong**

Total: **38**

**Resolved**

Total: **4**

Ticket Number:	0000094265	06/25/2004	3	06/28/2004
Ticket Number:	0000094603	06/30/2004	0	06/30/2004
Ticket Number:	0000094383	06/28/2004	0	06/28/2004
Ticket Number:	0000094286	06/25/2004	3	06/28/2004

**Closed**

Total: **34**

Ticket Number:	0000092375	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000092289	06/01/2004	9	06/10/2004	06/16/2004
Ticket Number:	0000092372	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000092614	06/04/2004	6	06/10/2004	06/16/2004
Ticket Number:	0000092480	06/02/2004	1	06/04/2004	06/10/2004
Ticket Number:	0000092361	06/01/2004	2	06/03/2004	06/09/2004
Ticket Number:	0000092376	06/01/2004	7	06/08/2004	06/14/2004
Ticket Number:	0000092968	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093377	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093380	06/15/2004	2	06/17/2004	06/23/2004
Ticket Number:	0000093381	06/15/2004	2	06/17/2004	06/23/2004
Ticket Number:	0000093333	06/15/2004	8	06/23/2004	06/29/2004
Ticket Number:	0000093080	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000092980	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000093298	06/14/2004	2	06/16/2004	06/22/2004
Ticket Number:	0000093272	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000094215	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000093666	06/17/2004	7	06/24/2004	06/30/2004
Ticket Number:	0000093732	06/18/2004	6	06/24/2004	06/30/2004
Ticket Number:	0000093833	06/21/2004	2	06/23/2004	06/29/2004
Ticket Number:	0000093842	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093944	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000094034	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000093834	06/21/2004	4	06/25/2004	07/01/2004
Ticket Number:	0000093735	06/18/2004	7	06/25/2004	07/01/2004
Ticket Number:	0000092509	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092933	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000092904	06/08/2004	0		06/08/2004
Ticket Number:	0000092844	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000093471	06/16/2004	7	06/23/2004	06/29/2004
Ticket Number:	0000092756	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092527	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092709	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092766	06/07/2004	1	06/08/2004	06/14/2004

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<b>Average time to ticket resolution for</b>	slong		<b>2</b>
<b>Maximum time to ticket resolution for</b>	slong		<b>9</b>
<b>Minimum time to ticket resolution for</b>	slong		<b>0</b>
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**OIT Business Systems: P  
stephen**

Total: **20**

**Resolved** Total: **5**

Ticket Number:	0000094251	06/25/2004	3	06/28/2004
Ticket Number:	0000094415	06/28/2004	2	06/30/2004
Ticket Number:	0000094467	06/29/2004	0	06/29/2004
Ticket Number:	0000094299	06/25/2004	3	06/28/2004
Ticket Number:	0000094578	06/30/2004	0	06/30/2004

**Closed** Total: **15**

Ticket Number:	0000092525	06/03/2004	1	06/04/2004	06/10/2004
Ticket Number:	0000092271	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092979	06/09/2004	8	06/17/2004	06/23/2004
Ticket Number:	0000093077	06/10/2004	4	06/14/2004	06/21/2004
Ticket Number:	0000093409	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093596	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000092583	06/04/2004	3	06/07/2004	06/14/2004
Ticket Number:	0000092908	06/08/2004	6	06/14/2004	06/21/2004
Ticket Number:	0000092859	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000092728	06/07/2004	10	06/17/2004	06/23/2004
Ticket Number:	0000093566	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093614	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093917	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093620	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093568	06/17/2004	0	06/17/2004	06/23/2004

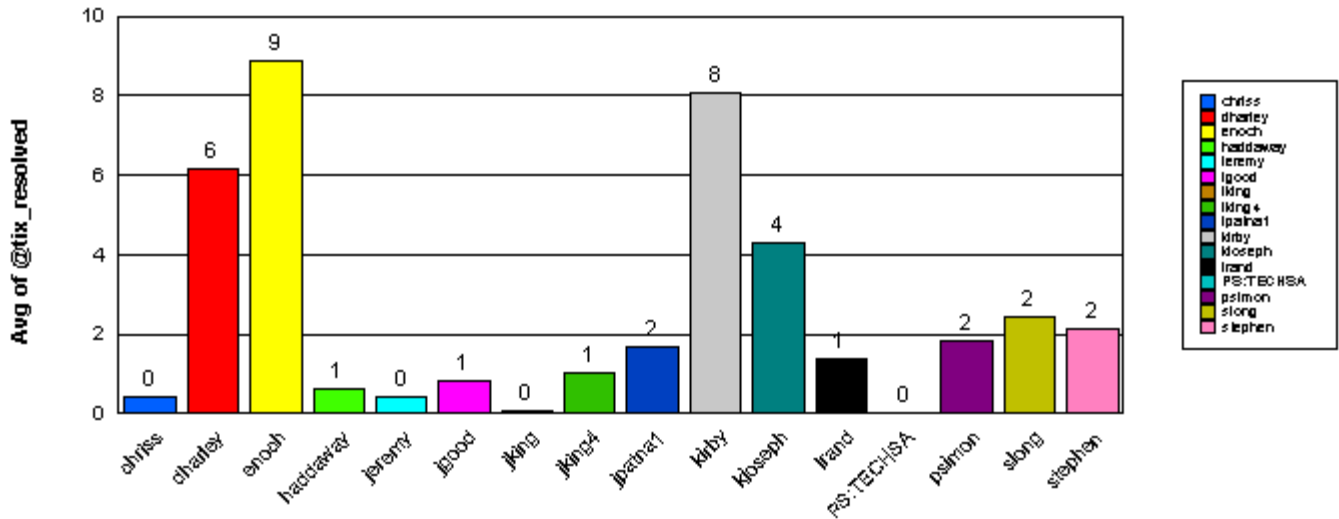
<b>Average time to ticket resolution for</b>	stephen	<b>2</b>
<b>Maximum time to ticket resolution for</b>	stephen	<b>10</b>
<b>Minimum time to ticket resolution for</b>	stephen	<b>0</b>

**OIT Business Systems: P**

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	23
Minimum time to ticket resolution for	OIT Business S	0

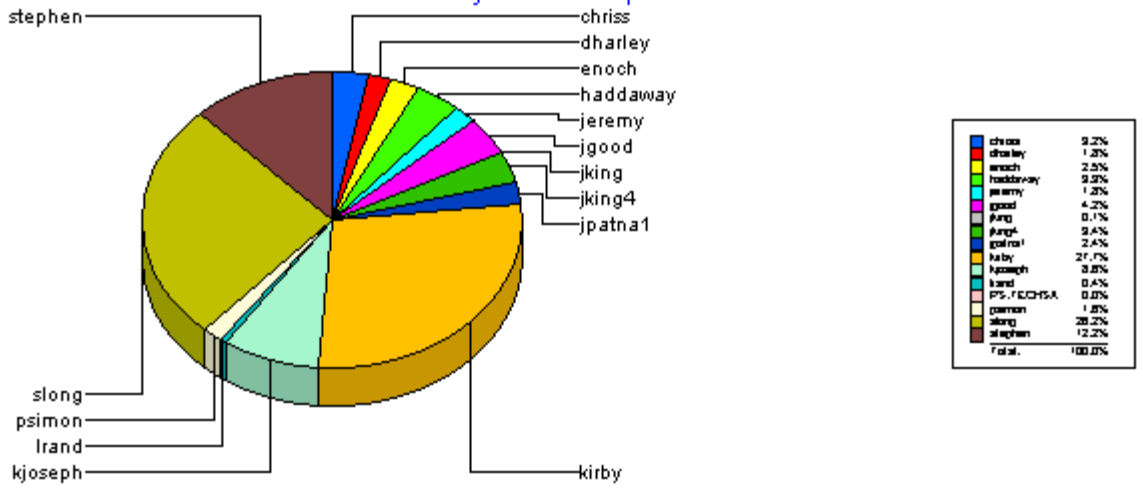
**Avg of Each Ticket Resolved**

For OIT Business Systems: PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT Business Systems: PeopleSoft

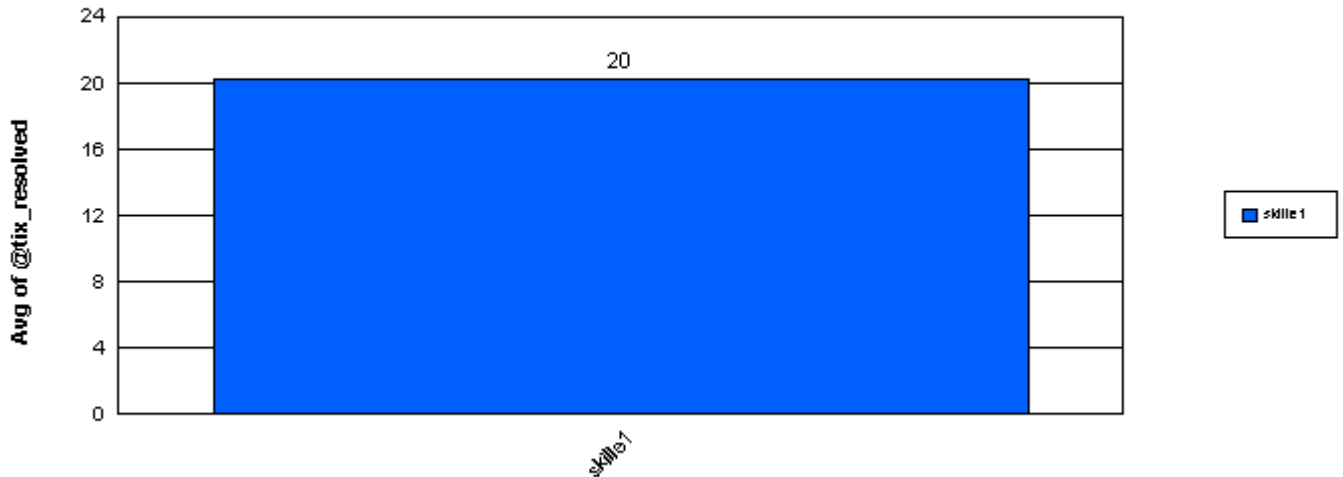


PC Labs

		<u>Total:</u>	<b>1</b>		
<b>skille1</b>	<b>Closed</b>	<u>Total:</u>	<b>1</b>		
Ticket Number:	0000092499	06/03/2004	20	06/23/2004	06/29/2004
-----		-----			
Average time to ticket resolution for	skille1		<b>20</b>		
Maximum time to ticket resolution for	skille1		<b>20</b>		
Minimum time to ticket resolution for	skille1		<b>20</b>		
-----		-----			
Average time to ticket resolution for	PC Labs		<b>20</b>		
Maximum time to ticket resolution for	PC Labs		<b>20</b>		
Minimum time to ticket resolution for	PC Labs		<b>20</b>		

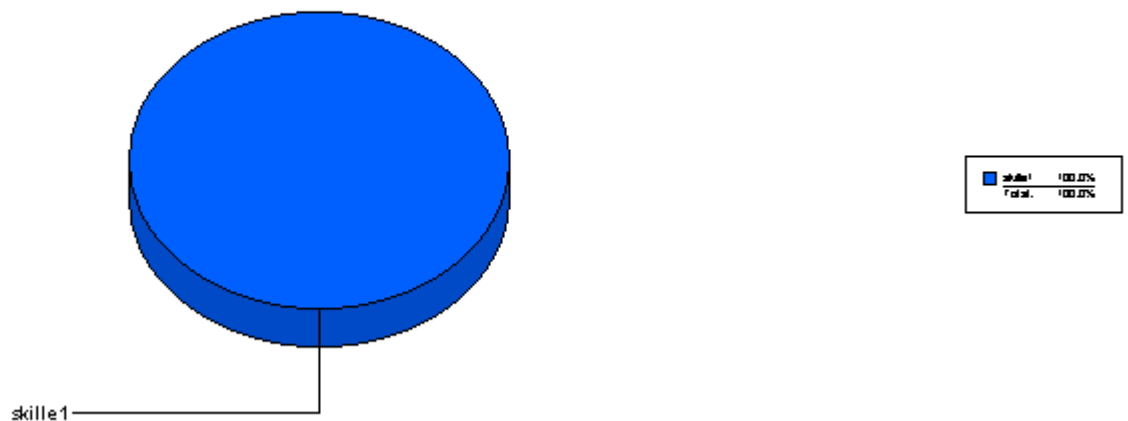
### Avg of Each Ticket Resolved

For PC Labs



### Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total:	40		
<b>PhyNet</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000094388	06/28/2004	0		06/28/2004
-----		-----	-----		-----
<b>Average time to ticket resolution for</b>	PhyNet		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	PhyNet		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	PhyNet		<b>0</b>		
<b>Telcom</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000093885	06/21/2004	1	06/22/2004	06/28/2004
-----		-----	-----		-----
<b>Average time to ticket resolution for</b>	Telcom		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	Telcom		<b>1</b>		
<b>Minimum time to ticket resolution for</b>	Telcom		<b>1</b>		
<b>beakjal</b>		<u>Total:</u>	<b>13</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000094563	06/30/2004	0	06/30/2004	
<b>Closed</b>		<u>Total:</u>	<b>12</b>		
Ticket Number:	0000092292	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number:	0000092367	06/01/2004	3	06/04/2004	06/10/2004
Ticket Number:	0000093097	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000093171	06/11/2004	7	06/18/2004	06/24/2004
Ticket Number:	0000093256	06/14/2004	1	06/15/2004	06/21/2004
Ticket Number:	0000093202	06/12/2004	2	06/14/2004	06/21/2004
Ticket Number:	0000093173	06/11/2004	3	06/14/2004	06/21/2004
Ticket Number:	0000094053	06/23/2004	1	06/24/2004	06/30/2004
Ticket Number:	0000094061	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000092704	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000092771	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000093470	06/16/2004	1	06/17/2004	06/23/2004
-----		-----	-----		-----
<b>Average time to ticket resolution for</b>	beakjal		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	beakjal		<b>7</b>		
<b>Minimum time to ticket resolution for</b>	beakjal		<b>0</b>		
<b>damian</b>		<u>Total:</u>	<b>8</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000094471	06/29/2004	0	06/29/2004	
<b>Closed</b>		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000093137	06/11/2004	0	06/11/2004	06/17/2004
Ticket Number:	0000093450	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093415	06/16/2004	1	06/17/2004	06/23/2004
Ticket Number:	0000093282	06/14/2004	3	06/17/2004	06/23/2004
Ticket Number:	0000092549	06/03/2004	14	06/17/2004	06/23/2004
Ticket Number:	0000093595	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000092731	06/07/2004	10	06/17/2004	06/23/2004
-----		-----	-----		-----
<b>Average time to ticket resolution for</b>	damian		<b>4</b>		
<b>Maximum time to ticket resolution for</b>	damian		<b>14</b>		
<b>Minimum time to ticket resolution for</b>	damian		<b>0</b>		
<b>rays1</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000092275	06/01/2004	0	06/01/2004	06/07/2004
-----		-----	-----		-----
<b>Average time to ticket resolution for</b>	rays1		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	rays1		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	rays1		<b>0</b>		

**Physical Networks**

**vicki**

Total: **13**

**Resolved**

Total: **2**

Ticket Number:	0000094361	06/28/2004	0	06/28/2004
Ticket Number:	0000094559	06/30/2004	0	06/30/2004

**Closed**

Total: **11**

Ticket Number:	0000092449	06/02/2004	8	06/10/2004	06/16/2004
Ticket Number:	0000092618	06/04/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092829	06/08/2004	15		06/23/2004
Ticket Number:	0000093002	06/09/2004	1	06/10/2004	06/16/2004
Ticket Number:	0000093092	06/10/2004	4	06/14/2004	06/21/2004
Ticket Number:	0000093924	06/22/2004	3	06/25/2004	07/01/2004
Ticket Number:	0000093079	06/10/2004	5	06/15/2004	06/21/2004
Ticket Number:	0000092540	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092778	06/07/2004	7	06/14/2004	06/21/2004
Ticket Number:	0000094055	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000094205	06/24/2004	1	06/25/2004	07/01/2004

-----				
<b>Average time to ticket resolution for</b>	vicki		<b>4</b>	
<b>Maximum time to ticket resolution for</b>	vicki		<b>15</b>	
<b>Minimum time to ticket resolution for</b>	vicki		<b>0</b>	

**zicka**

Total: **3**

**Closed**

Total: **3**

Ticket Number:	0000092352	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092356	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092332	06/01/2004	1	06/02/2004	06/08/2004

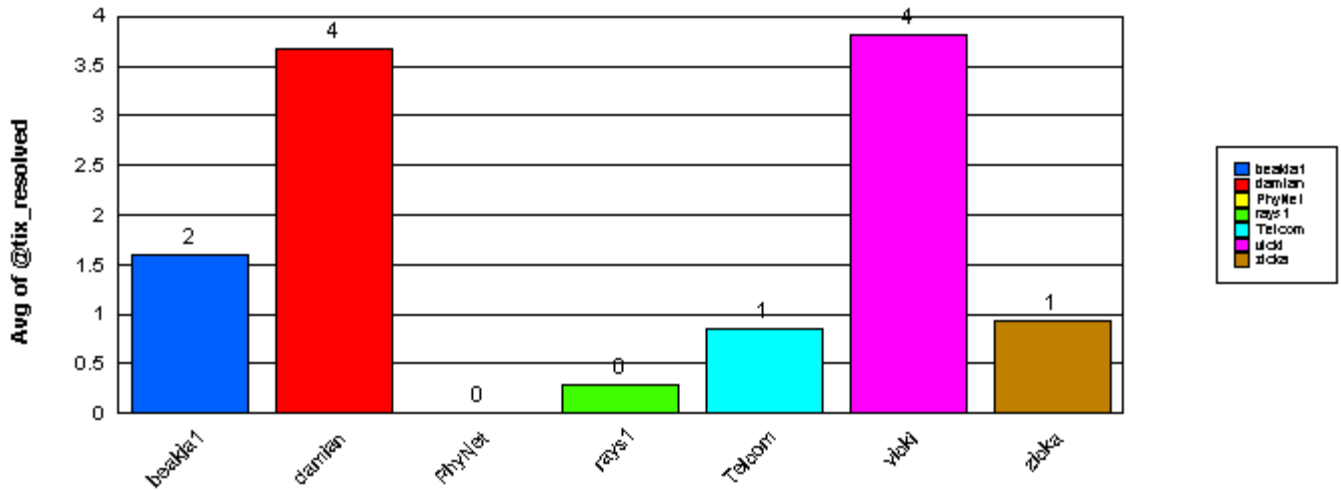
-----				
<b>Average time to ticket resolution for</b>	zicka		<b>1</b>	
<b>Maximum time to ticket resolution for</b>	zicka		<b>1</b>	
<b>Minimum time to ticket resolution for</b>	zicka		<b>1</b>	

**Physical Networks**

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

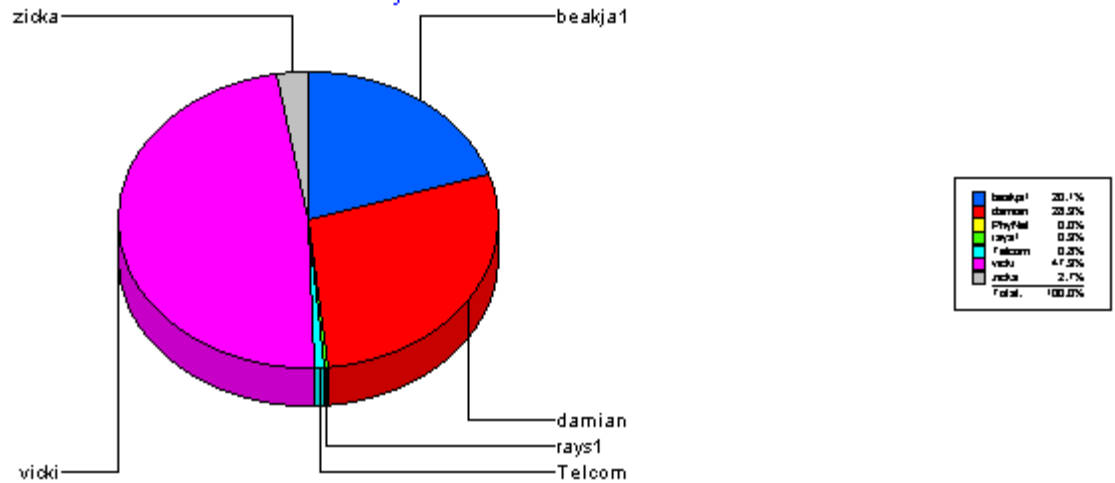
**Avg of Each Ticket Resolved**

For Physical Networks



**Percentage of Sum of Tickets Resolved**

For Physical Networks



Security

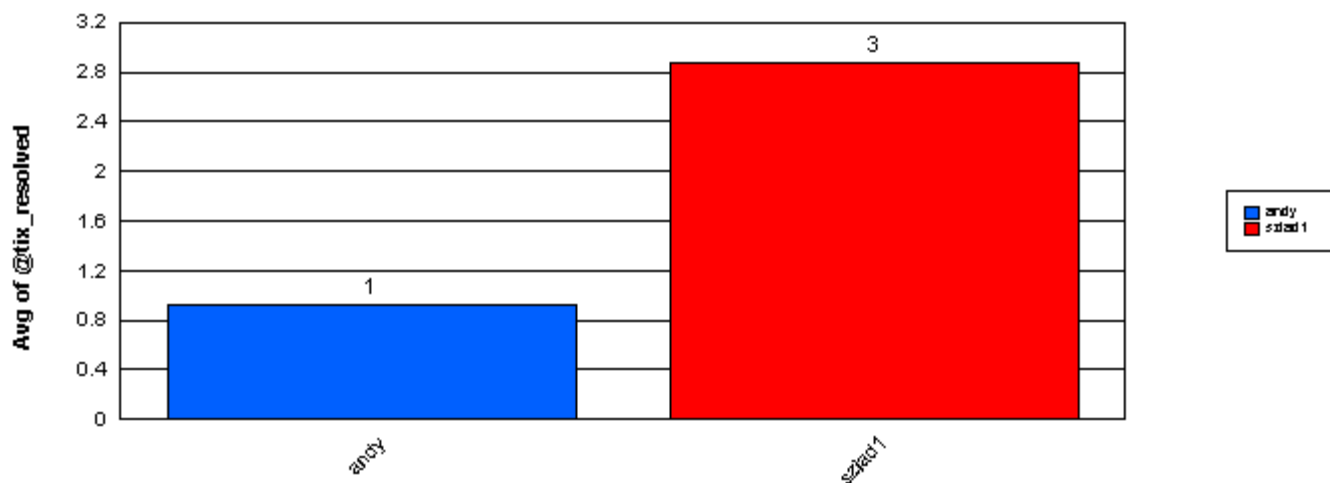
		Total:	16		
<b>andy</b>		<u>Total:</u>	<b>2</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000094417	06/28/2004	2	06/30/2004	
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000092533	06/03/2004	0	06/03/2004	06/09/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		andy	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		andy	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		andy	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	
<b>sziadl</b>		<u>Total:</u>	<b>14</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000093866	06/21/2004	7	06/28/2004	
<b>Closed</b>		<u>Total:</u>	<b>13</b>		
Ticket Number:	0000092429	06/02/2004	0		06/02/2004
Ticket Number:	0000093136	06/11/2004	10		06/21/2004
Ticket Number:	0000093494	06/16/2004	0		06/16/2004
Ticket Number:	0000093532	06/16/2004	2	06/18/2004	06/24/2004
Ticket Number:	0000093492	06/16/2004	0		06/16/2004
Ticket Number:	0000092696	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092943	06/09/2004	13		06/22/2004
Ticket Number:	0000093547	06/17/2004	1		06/17/2004
Ticket Number:	0000093805	06/20/2004	3	06/23/2004	06/29/2004
Ticket Number:	0000093788	06/20/2004	1		06/21/2004
Ticket Number:	0000093786	06/20/2004	1		06/21/2004
Ticket Number:	0000093679	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093660	06/17/2004	1		06/18/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		sziadl	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		sziadl	<b>13</b>		
<b>Minimum time to ticket resolution for</b>		sziadl	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	

### Security

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

## Avg of Each Ticket Resolved

For Security



## Percentage of Sum of Tickets Resolved

For Security



SysCore

		<u>Total:</u>	<b>306</b>		
<b>banz</b>		<u>Total:</u>	<b>28</b>		
<b>Resolved</b>		<u>Total:</u>	<b>6</b>		
Ticket Number:	0000093440	06/16/2004	13	06/29/2004	
Ticket Number:	0000094529	06/29/2004	1	06/30/2004	
Ticket Number:	0000094504	06/29/2004	0	06/29/2004	
Ticket Number:	0000093697	06/18/2004	11	06/29/2004	
Ticket Number:	0000094448	06/29/2004	0	06/29/2004	
Ticket Number:	0000093986	06/22/2004	7	06/29/2004	
<b>Closed</b>		<u>Total:</u>	<b>22</b>		
Ticket Number:	0000092992	06/09/2004	0	06/09/2004	06/15/2004
Ticket Number:	0000093444	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093221	06/13/2004	4		06/17/2004
Ticket Number:	0000093169	06/11/2004	4	06/15/2004	06/21/2004
Ticket Number:	0000093545	06/17/2004	5	06/22/2004	06/28/2004
Ticket Number:	0000093812	06/21/2004	0	06/21/2004	06/22/2004
Ticket Number:	0000093882	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000094020	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000093994	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093962	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093928	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093860	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093892	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000093747	06/18/2004	0		06/18/2004
Ticket Number:	0000093694	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093579	06/17/2004	0	06/17/2004	06/23/2004
Ticket Number:	0000093891	06/21/2004	1	06/22/2004	06/28/2004
Ticket Number:	0000094352	06/28/2004	0		06/28/2004
Ticket Number:	0000092714	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number:	0000092902	06/08/2004	0		06/08/2004
Ticket Number:	0000092901	06/08/2004	0		06/08/2004
Ticket Number:	0000092780	06/07/2004	0		06/07/2004
-----				-----	
<b>Average time to ticket resolution for</b>		banz	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		banz	<b>13</b>		
<b>Minimum time to ticket resolution for</b>		banz	<b>0</b>		
<hr/>				<hr/>	
<b>dave</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000092888	06/08/2004	1	06/09/2004	06/15/2004
-----				-----	
<b>Average time to ticket resolution for</b>		dave	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		dave	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		dave	<b>1</b>		
<hr/>				<hr/>	

SysCore

jcgriego

Total: 16

Closed

Total: 16

Ticket Number:	0000092503	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000092602	06/04/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092585	06/04/2004	4	06/08/2004	06/14/2004
Ticket Number:	0000092837	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000093067	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000092903	06/08/2004	0		06/08/2004
Ticket Number:	0000092897	06/08/2004	0	06/08/2004	06/14/2004
Ticket Number:	0000092876	06/08/2004	2	06/10/2004	06/16/2004
Ticket Number:	0000092769	06/07/2004	1	06/08/2004	06/14/2004
Ticket Number:	0000093063	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number:	0000092285	06/01/2004	7	06/08/2004	06/14/2004
Ticket Number:	0000092466	06/02/2004	1	06/03/2004	06/08/2004
Ticket Number:	0000092457	06/02/2004	1	06/03/2004	06/09/2004
Ticket Number:	0000092308	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number:	0000092453	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number:	0000092454	06/02/2004	1	06/03/2004	06/09/2004
<hr/>					
<b>Average time to ticket resolution for</b>	jcgriego		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	jcgriego		<b>7</b>		
<b>Minimum time to ticket resolution for</b>	jcgriego		<b>0</b>		

**SysCore**

**sbrown7**

**Resolved**

Total: **229**

Total: **9**

Ticket Number:	0000093278	06/14/2004	14	06/28/2004
Ticket Number:	0000094399	06/28/2004	0	06/28/2004
Ticket Number:	0000094482	06/29/2004	0	06/29/2004
Ticket Number:	0000094485	06/29/2004	0	06/29/2004
Ticket Number:	0000094469	06/29/2004	0	06/29/2004
Ticket Number:	0000094437	06/29/2004	0	06/29/2004
Ticket Number:	0000094382	06/28/2004	0	06/28/2004
Ticket Number:	0000094374	06/28/2004	0	06/28/2004
Ticket Number:	0000093843	06/21/2004	8	06/29/2004

**SysCore**

	<b>Closed</b>	<b>Total:</b>	<b>220</b>	
Ticket Number: 0000092273	06/01/2004	0		06/01/2004
Ticket Number: 0000092384	06/01/2004	1		06/02/2004
Ticket Number: 0000092456	06/02/2004	0		06/02/2004
Ticket Number: 0000092281	06/01/2004	0		06/01/2004
Ticket Number: 0000092278	06/01/2004	0		06/01/2004
Ticket Number: 0000092276	06/01/2004	0		06/01/2004
Ticket Number: 0000092272	06/01/2004	0		06/01/2004
Ticket Number: 0000092274	06/01/2004	0		06/01/2004
Ticket Number: 0000092269	06/01/2004	0		06/01/2004
Ticket Number: 0000092268	06/01/2004	0		06/01/2004
Ticket Number: 0000092410	06/02/2004	0		06/02/2004
Ticket Number: 0000092348	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number: 0000092351	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number: 0000092344	06/01/2004	0		06/01/2004
Ticket Number: 0000092342	06/01/2004	0		06/01/2004
Ticket Number: 0000092335	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number: 0000092322	06/01/2004	0		06/01/2004
Ticket Number: 0000092307	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number: 0000092300	06/01/2004	0		06/01/2004
Ticket Number: 0000092297	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number: 0000092721	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number: 0000092455	06/02/2004	0		06/02/2004
Ticket Number: 0000092448	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number: 0000092443	06/02/2004	0		06/02/2004
Ticket Number: 0000092440	06/02/2004	1		06/03/2004
Ticket Number: 0000092439	06/02/2004	1	06/03/2004	06/09/2004
Ticket Number: 0000092424	06/02/2004	0		06/02/2004
Ticket Number: 0000092412	06/02/2004	0	06/02/2004	06/08/2004
Ticket Number: 0000092402	06/02/2004	0		06/02/2004
Ticket Number: 0000092396	06/02/2004	0		06/02/2004
Ticket Number: 0000092395	06/01/2004	0		06/02/2004
Ticket Number: 0000092390	06/01/2004	1	06/02/2004	06/08/2004
Ticket Number: 0000092385	06/01/2004	1		06/02/2004
Ticket Number: 0000092804	06/08/2004	0		06/08/2004
Ticket Number: 0000092377	06/01/2004	0	06/01/2004	06/07/2004
Ticket Number: 0000092365	06/01/2004	0		06/01/2004
Ticket Number: 0000092362	06/01/2004	0		06/01/2004
Ticket Number: 0000094024	06/23/2004	0		06/23/2004
Ticket Number: 0000093550	06/17/2004	0		06/17/2004
Ticket Number: 0000094495	06/29/2004	0	06/29/2004	06/29/2004
Ticket Number: 0000093301	06/14/2004	0		06/14/2004
Ticket Number: 0000092750	06/07/2004	0	06/07/2004	06/14/2004
Ticket Number: 0000092965	06/09/2004	2	06/11/2004	06/17/2004
Ticket Number: 0000093022	06/10/2004	0		06/10/2004
Ticket Number: 0000093056	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number: 0000093083	06/10/2004	0	06/10/2004	06/16/2004
Ticket Number: 0000093089	06/10/2004	0		06/10/2004
Ticket Number: 0000093112	06/10/2004	1	06/11/2004	06/17/2004
Ticket Number: 0000093125	06/11/2004	0		06/11/2004
Ticket Number: 0000093530	06/16/2004	6	06/22/2004	06/28/2004
Ticket Number: 0000093522	06/16/2004	0		06/16/2004
Ticket Number: 0000093503	06/16/2004	0		06/16/2004
Ticket Number: 0000093498	06/16/2004	0	06/16/2004	06/22/2004

**SysCore**

Ticket Number:	0000093487	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093420	06/16/2004	0		06/16/2004
Ticket Number:	0000093419	06/16/2004	0		06/16/2004
Ticket Number:	0000093416	06/16/2004	0		06/16/2004
Ticket Number:	0000093408	06/15/2004	1		06/16/2004
Ticket Number:	0000093407	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093405	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093356	06/15/2004	1		06/16/2004
Ticket Number:	0000093339	06/15/2004	1	06/16/2004	06/22/2004
Ticket Number:	0000093320	06/15/2004	1		06/16/2004
Ticket Number:	0000093445	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093432	06/16/2004	0	06/16/2004	06/22/2004
Ticket Number:	0000093423	06/16/2004	0		06/16/2004
Ticket Number:	0000093422	06/16/2004	0		06/16/2004
Ticket Number:	0000093421	06/16/2004	0		06/16/2004
Ticket Number:	0000093321	06/15/2004	1		06/16/2004
Ticket Number:	0000093319	06/15/2004	1		06/16/2004
Ticket Number:	0000093761	06/18/2004	3		06/21/2004
Ticket Number:	0000093274	06/14/2004	0	06/14/2004	06/21/2004
Ticket Number:	0000093250	06/14/2004	10	06/24/2004	06/30/2004
Ticket Number:	0000093242	06/14/2004	0		06/14/2004
Ticket Number:	0000093230	06/14/2004	0		06/14/2004
Ticket Number:	0000093229	06/14/2004	0		06/14/2004
Ticket Number:	0000093224	06/13/2004	1		06/14/2004
Ticket Number:	0000093214	06/13/2004	1	06/14/2004	06/21/2004
Ticket Number:	0000093213	06/13/2004	1		06/14/2004
Ticket Number:	0000093209	06/13/2004	1		06/14/2004
Ticket Number:	0000093208	06/13/2004	1		06/14/2004
Ticket Number:	0000093191	06/12/2004	2		06/14/2004
Ticket Number:	0000093181	06/11/2004	0		06/11/2004
Ticket Number:	0000093115	06/10/2004	1		06/11/2004
Ticket Number:	0000093103	06/10/2004	0		06/10/2004
Ticket Number:	0000093021	06/10/2004	0		06/10/2004
Ticket Number:	0000092485	06/03/2004	0		06/03/2004
Ticket Number:	0000092487	06/03/2004	0		06/03/2004
Ticket Number:	0000092554	06/03/2004	1		06/04/2004
Ticket Number:	0000092560	06/03/2004	0		06/04/2004
Ticket Number:	0000092735	06/07/2004	0		06/07/2004
Ticket Number:	0000092698	06/07/2004	0		06/07/2004
Ticket Number:	0000092695	06/07/2004	0		06/07/2004
Ticket Number:	0000092689	06/07/2004	0		06/07/2004
Ticket Number:	0000092686	06/07/2004	0		06/07/2004
Ticket Number:	0000092685	06/07/2004	0		06/07/2004
Ticket Number:	0000092688	06/07/2004	0		06/07/2004
Ticket Number:	0000092680	06/06/2004	0		06/07/2004
Ticket Number:	0000092679	06/06/2004	0		06/07/2004
Ticket Number:	0000092927	06/09/2004	0		06/09/2004
Ticket Number:	0000092925	06/09/2004	0		06/09/2004
Ticket Number:	0000092924	06/09/2004	0		06/09/2004
Ticket Number:	0000092921	06/08/2004	0		06/09/2004
Ticket Number:	0000092912	06/08/2004	1	06/09/2004	06/15/2004
Ticket Number:	0000093368	06/15/2004	3		06/18/2004
Ticket Number:	0000092838	06/08/2004	0		06/08/2004
Ticket Number:	0000092826	06/08/2004	0		06/08/2004

**SysCore**

Ticket Number:	0000092823	06/08/2004	0		06/08/2004
Ticket Number:	0000092948	06/09/2004	0		06/09/2004
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Ticket Number:	0000092799	06/08/2004	0		06/08/2004
Ticket Number:	0000092796	06/07/2004	0		06/08/2004
Ticket Number:	0000092773	06/07/2004	0	06/07/2004	06/07/2004
Ticket Number:	0000092765	06/07/2004	0		06/07/2004
Ticket Number:	0000092762	06/07/2004	0		06/07/2004
Ticket Number:	0000092758	06/07/2004	0		06/07/2004
Ticket Number:	0000093839	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000092610	06/04/2004	3		06/07/2004
Ticket Number:	0000092609	06/04/2004	0		06/04/2004
Ticket Number:	0000092565	06/04/2004	0		06/04/2004
Ticket Number:	0000092555	06/03/2004	1		06/04/2004
Ticket Number:	0000092544	06/03/2004	0		06/03/2004
Ticket Number:	0000092491	06/03/2004	0		06/03/2004
Ticket Number:	0000092489	06/03/2004	0	06/03/2004	06/09/2004
Ticket Number:	0000094130	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000094136	06/24/2004	0		06/24/2004
Ticket Number:	0000094138	06/24/2004	0		06/24/2004
Ticket Number:	0000094410	06/28/2004	0		06/28/2004
Ticket Number:	0000094409	06/28/2004	0		06/28/2004
Ticket Number:	0000094373	06/28/2004	0		06/28/2004
Ticket Number:	0000094344	06/28/2004	0		06/28/2004
Ticket Number:	0000094342	06/28/2004	0		06/28/2004
Ticket Number:	0000094334	06/27/2004	1		06/28/2004
Ticket Number:	0000094326	06/27/2004	1		06/28/2004
Ticket Number:	0000094325	06/27/2004	1		06/28/2004
Ticket Number:	0000094308	06/26/2004	2		06/28/2004
Ticket Number:	0000094509	06/29/2004	0		06/29/2004
Ticket Number:	0000094499	06/29/2004	0		06/29/2004
Ticket Number:	0000094494	06/29/2004	0		06/29/2004
Ticket Number:	0000094493	06/29/2004	0		06/29/2004
Ticket Number:	0000094466	06/29/2004	0		06/29/2004
Ticket Number:	0000094457	06/29/2004	0		06/29/2004
Ticket Number:	0000094456	06/29/2004	0		06/29/2004
Ticket Number:	0000094420	06/28/2004	1		06/29/2004
Ticket Number:	0000094306	06/25/2004	3		06/28/2004
Ticket Number:	0000094283	06/25/2004	3	06/28/2004	06/29/2004
Ticket Number:	0000094261	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094255	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094250	06/25/2004	0		06/25/2004
Ticket Number:	0000094240	06/25/2004	0		06/25/2004
Ticket Number:	0000094239	06/25/2004	0		06/25/2004
Ticket Number:	0000094235	06/24/2004	0		06/25/2004
Ticket Number:	0000094320	06/26/2004	1		06/28/2004
Ticket Number:	0000094281	06/25/2004	0	06/25/2004	07/01/2004
Ticket Number:	0000094214	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094192	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000094186	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094169	06/24/2004	0		06/24/2004
Ticket Number:	0000094160	06/24/2004	0	06/24/2004	06/30/2004
Ticket Number:	0000094156	06/24/2004	0	06/24/2004	06/30/2004

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Ticket Number:	0000094140	06/24/2004	0		06/24/2004
Ticket Number:	0000094238	06/25/2004	0		06/25/2004
Ticket Number:	0000094237	06/25/2004	0		06/25/2004
Ticket Number:	0000094141	06/24/2004	0		06/24/2004
Ticket Number:	0000094139	06/24/2004	0		06/24/2004
Ticket Number:	0000094137	06/24/2004	0		06/24/2004
Ticket Number:	0000094135	06/24/2004	0		06/24/2004
Ticket Number:	0000094134	06/23/2004	0		06/24/2004
Ticket Number:	0000093546	06/17/2004	0		06/17/2004
Ticket Number:	0000093683	06/18/2004	3	06/21/2004	06/28/2004
Ticket Number:	0000094102	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094101	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000093899	06/22/2004	0		06/22/2004
Ticket Number:	0000093863	06/21/2004	3	06/24/2004	06/30/2004
Ticket Number:	0000093861	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093856	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093849	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093845	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093817	06/21/2004	0	06/21/2004	06/28/2004
Ticket Number:	0000093753	06/18/2004	5	06/23/2004	06/29/2004
Ticket Number:	0000093750	06/18/2004	4	06/22/2004	06/28/2004
Ticket Number:	0000093745	06/18/2004	3	06/21/2004	06/28/2004
Ticket Number:	0000093737	06/18/2004	4	06/22/2004	06/28/2004
Ticket Number:	0000093726	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093722	06/18/2004	0		06/18/2004
Ticket Number:	0000093695	06/18/2004	0		06/18/2004
Ticket Number:	0000093685	06/18/2004	3	06/21/2004	06/28/2004
Ticket Number:	0000093684	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000094005	06/22/2004	1		06/23/2004
Ticket Number:	0000094002	06/22/2004	1		06/23/2004
Ticket Number:	0000094001	06/22/2004	1	06/23/2004	06/29/2004
Ticket Number:	0000093969	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093954	06/22/2004	0	06/22/2004	06/22/2004
Ticket Number:	0000093951	06/22/2004	0	06/22/2004	06/22/2004
Ticket Number:	0000093950	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093960	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000093920	06/22/2004	0	06/22/2004	06/28/2004
Ticket Number:	0000094090	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094088	06/23/2004	0	06/23/2004	06/29/2004
Ticket Number:	0000094071	06/23/2004	0		06/23/2004
Ticket Number:	0000094070	06/23/2004	0		06/23/2004
Ticket Number:	0000094060	06/23/2004	0		06/23/2004
Ticket Number:	0000094046	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000094043	06/23/2004	0		06/23/2004
Ticket Number:	0000094149	06/24/2004	0		06/24/2004
Ticket Number:	0000094027	06/23/2004	0		06/23/2004
Ticket Number:	0000094026	06/23/2004	0		06/23/2004
Ticket Number:	0000094025	06/23/2004	0		06/23/2004
Ticket Number:	0000094023	06/23/2004	0		06/23/2004
Ticket Number:	0000094022	06/23/2004	0		06/23/2004
Ticket Number:	0000094019	06/23/2004	0		06/23/2004
Ticket Number:	0000094011	06/22/2004	1		06/23/2004
Ticket Number:	0000094010	06/22/2004	1		06/23/2004
Ticket Number:	0000094291	06/25/2004	0		06/25/2004

**SysCore**

Ticket Number:	0000093670	06/17/2004	0		06/18/2004
Ticket Number:	0000093686	06/18/2004	0	06/18/2004	06/24/2004
Ticket Number:	0000093656	06/17/2004	5		06/22/2004
Ticket Number:	0000093570	06/17/2004	0		06/17/2004
Ticket Number:	0000093633	06/17/2004	0	06/17/2004	06/23/2004

<b>Average time to ticket resolution for</b>	sbrown7	<b>1</b>
<b>Maximum time to ticket resolution for</b>	sbrown7	<b>14</b>
<b>Minimum time to ticket resolution for</b>	sbrown7	<b>0</b>

<b>tim</b>	<u>Total:</u>	<b>32</b>
<b>Closed</b>	<u>Total:</u>	<b>32</b>

Ticket Number:	0000093653	06/17/2004	1	06/18/2004	06/24/2004
Ticket Number:	0000093791	06/20/2004	1		06/21/2004
Ticket Number:	0000093794	06/20/2004	1		06/21/2004
Ticket Number:	0000094086	06/23/2004	2	06/25/2004	07/01/2004
Ticket Number:	0000093795	06/20/2004	1		06/21/2004
Ticket Number:	0000093792	06/20/2004	1		06/21/2004
Ticket Number:	0000093790	06/20/2004	1		06/21/2004
Ticket Number:	0000093751	06/18/2004	7	06/25/2004	07/01/2004
Ticket Number:	0000093781	06/19/2004	2		06/21/2004
Ticket Number:	0000093789	06/20/2004	1		06/21/2004
Ticket Number:	0000093787	06/20/2004	1		06/21/2004
Ticket Number:	0000094614	06/30/2004	0		06/30/2004
Ticket Number:	0000094615	06/30/2004	0		06/30/2004
Ticket Number:	0000094607	06/30/2004	0		06/30/2004
Ticket Number:	0000094161	06/24/2004	1	06/25/2004	07/01/2004
Ticket Number:	0000094534	06/29/2004	1		06/30/2004
Ticket Number:	0000094541	06/29/2004	1		06/30/2004
Ticket Number:	0000094579	06/30/2004	0		06/30/2004
Ticket Number:	0000094566	06/30/2004	0		06/30/2004
Ticket Number:	0000092589	06/04/2004	3	06/07/2004	06/07/2004
Ticket Number:	0000092652	06/05/2004	1		06/06/2004
Ticket Number:	0000092658	06/06/2004	0		06/06/2004
Ticket Number:	0000092668	06/06/2004	0		06/06/2004
Ticket Number:	0000092895	06/08/2004	6	06/14/2004	06/21/2004
Ticket Number:	0000092785	06/07/2004	0		06/07/2004
Ticket Number:	0000092666	06/06/2004	0	06/06/2004	06/14/2004
Ticket Number:	0000092655	06/06/2004	1		06/06/2004
Ticket Number:	0000093098	06/10/2004	6	06/16/2004	06/22/2004
Ticket Number:	0000093294	06/14/2004	9	06/23/2004	06/29/2004
Ticket Number:	0000093482	06/16/2004	7	06/23/2004	06/29/2004
Ticket Number:	0000093535	06/16/2004	0		06/16/2004
Ticket Number:	0000093521	06/16/2004	0	06/16/2004	06/22/2004

<b>Average time to ticket resolution for</b>	tim	<b>2</b>
<b>Maximum time to ticket resolution for</b>	tim	<b>9</b>
<b>Minimum time to ticket resolution for</b>	tim	<b>0</b>

SysCore

Average time to ticket resolution for

SysCore

1

Maximum time to ticket resolution for

SysCore

14

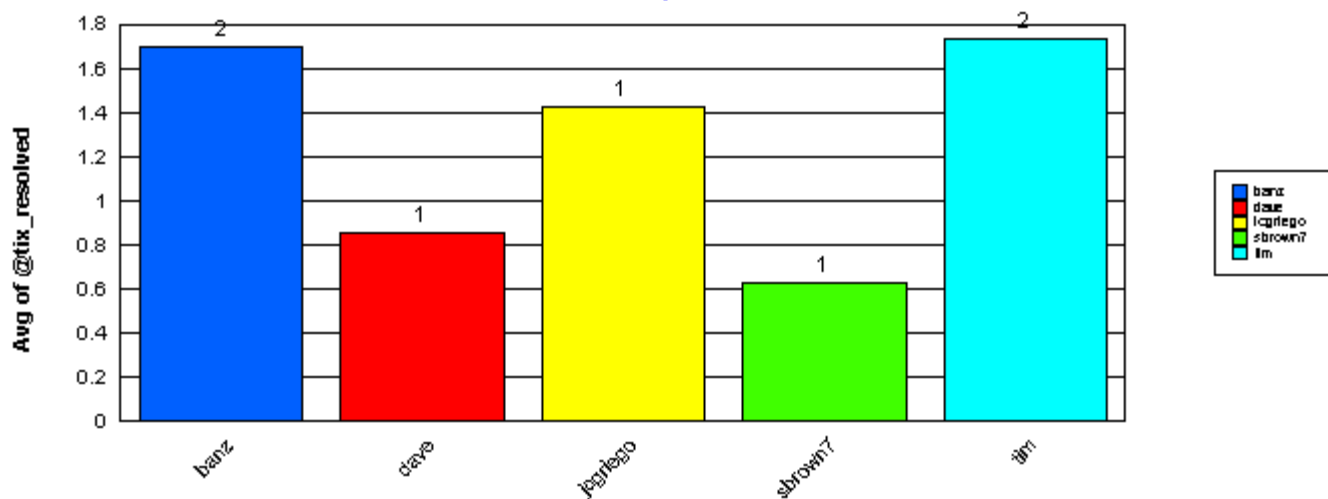
Minimum time to ticket resolution for

SysCore

0

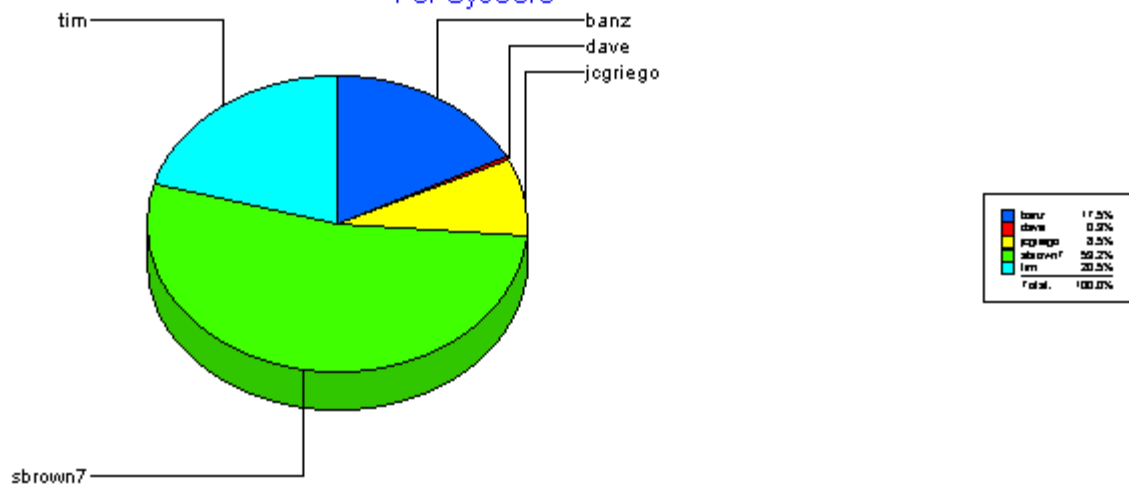
## Avg of Each Ticket Resolved

For SysCore



## Percentage of Sum of Tickets Resolved

For SysCore



SysDept

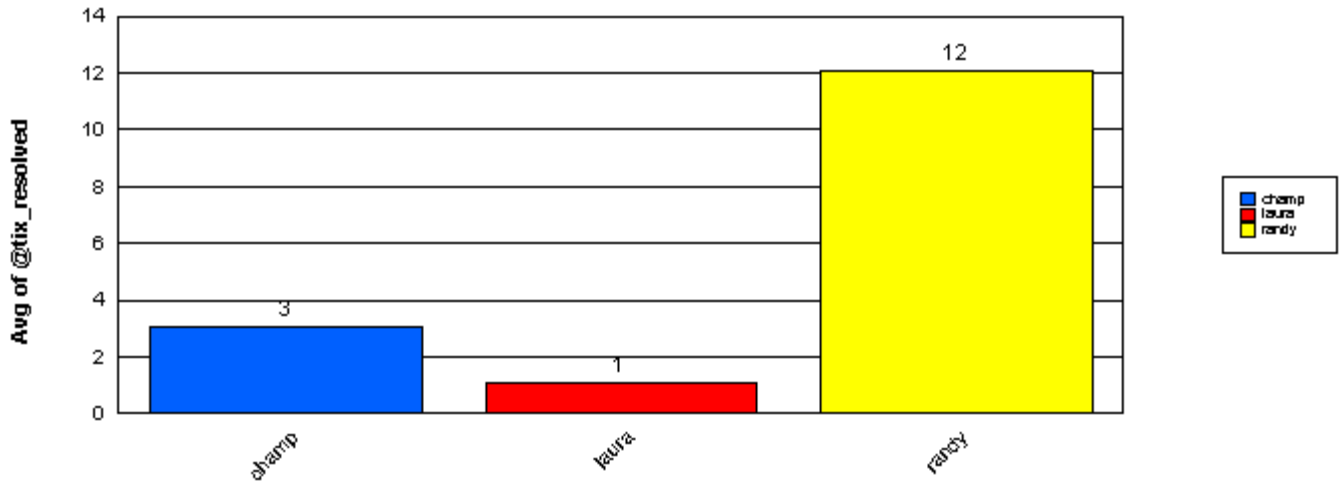
		Total:	26	
<b>champ</b>		<u>Total:</u>		<b>10</b>
<b>Closed</b>		<u>Total:</u>		<b>10</b>
Ticket Number:	0000092966	06/09/2004	0	06/09/2004
Ticket Number:	0000092991	06/09/2004	1	06/10/2004
Ticket Number:	0000093155	06/11/2004	3	06/14/2004
Ticket Number:	0000092623	06/04/2004	4	06/08/2004
Ticket Number:	0000092742	06/07/2004	7	06/14/2004
Ticket Number:	0000092743	06/07/2004	7	06/14/2004
Ticket Number:	0000092782	06/07/2004	1	06/08/2004
Ticket Number:	0000092620	06/04/2004	0	06/04/2004
Ticket Number:	0000092625	06/04/2004	5	06/09/2004
Ticket Number:	0000092627	06/04/2004	4	06/08/2004
-----		-----		-----
<b>Average time to ticket resolution for</b>		champ	<b>3</b>	
<b>Maximum time to ticket resolution for</b>		champ	<b>7</b>	
<b>Minimum time to ticket resolution for</b>		champ	<b>0</b>	
<hr/>		<hr/>		<hr/>
<b>laura</b>		<u>Total:</u>		<b>14</b>
<b>Resolved</b>		<u>Total:</u>		<b>1</b>
Ticket Number:	0000094343	06/28/2004	0	06/28/2004
<b>Closed</b>		<u>Total:</u>		<b>13</b>
Ticket Number:	0000092283	06/01/2004	6	06/07/2004
Ticket Number:	0000092379	06/01/2004	3	06/04/2004
Ticket Number:	0000093927	06/22/2004	0	06/22/2004
Ticket Number:	0000094037	06/23/2004	0	06/23/2004
Ticket Number:	0000094036	06/23/2004	0	06/23/2004
Ticket Number:	0000092496	06/03/2004	0	06/03/2004
Ticket Number:	0000092553	06/03/2004	1	06/04/2004
Ticket Number:	0000092754	06/07/2004	2	06/09/2004
Ticket Number:	0000092863	06/08/2004	1	06/09/2004
Ticket Number:	0000093061	06/10/2004	0	06/10/2004
Ticket Number:	0000094431	06/29/2004	1	06/30/2004
Ticket Number:	0000094282	06/25/2004	0	06/25/2004
Ticket Number:	0000094315	06/26/2004	2	06/28/2004
-----		-----		-----
<b>Average time to ticket resolution for</b>		laura	<b>1</b>	
<b>Maximum time to ticket resolution for</b>		laura	<b>6</b>	
<b>Minimum time to ticket resolution for</b>		laura	<b>0</b>	
<hr/>		<hr/>		<hr/>
<b>randy</b>		<u>Total:</u>		<b>2</b>
<b>Closed</b>		<u>Total:</u>		<b>2</b>
Ticket Number:	0000093931	06/22/2004	0	06/22/2004
Ticket Number:	0000092363	06/01/2004	24	06/25/2004
-----		-----		-----
<b>Average time to ticket resolution for</b>		randy	<b>12</b>	
<b>Maximum time to ticket resolution for</b>		randy	<b>24</b>	
<b>Minimum time to ticket resolution for</b>		randy	<b>0</b>	
<hr/>		<hr/>		<hr/>

**SysDept**

Average time to ticket resolution for	SysDept	3
Maximum time to ticket resolution for	SysDept	24
Minimum time to ticket resolution for	SysDept	0

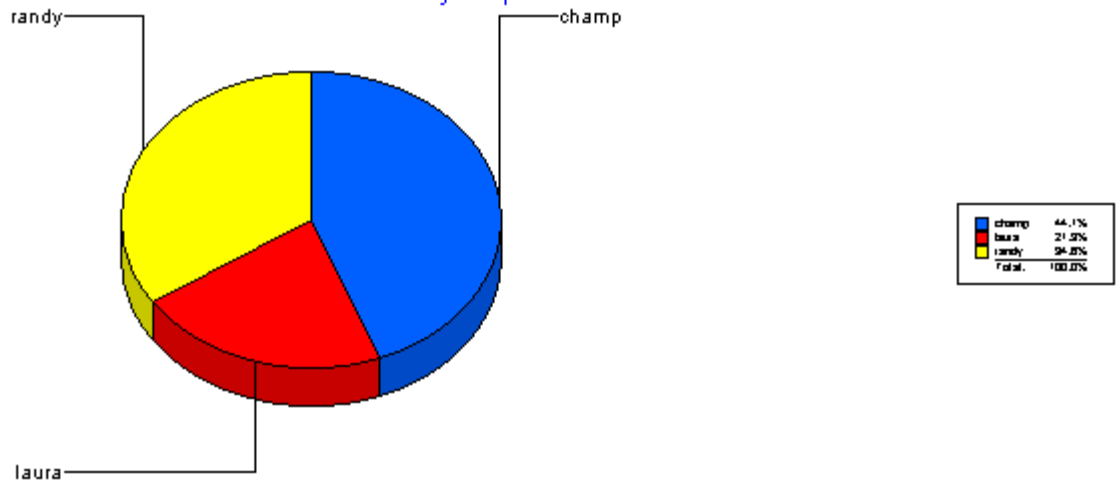
**Avg of Each Ticket Resolved**

For SysDept



**Percentage of Sum of Tickets Resolved**

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 06/01/2004 and 06/30/2004 : 2033

Total Remedy Tickets Created between: 06/01/2004 and 06/30/2004 : 2033

Maximum time to resolution	29
Minimum time to resolution	0
Total Average time to ticket resolution	1.61