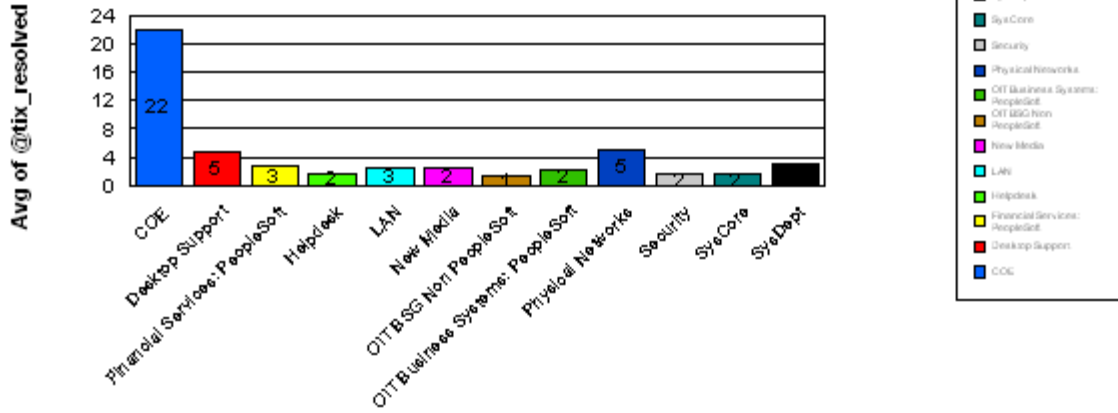
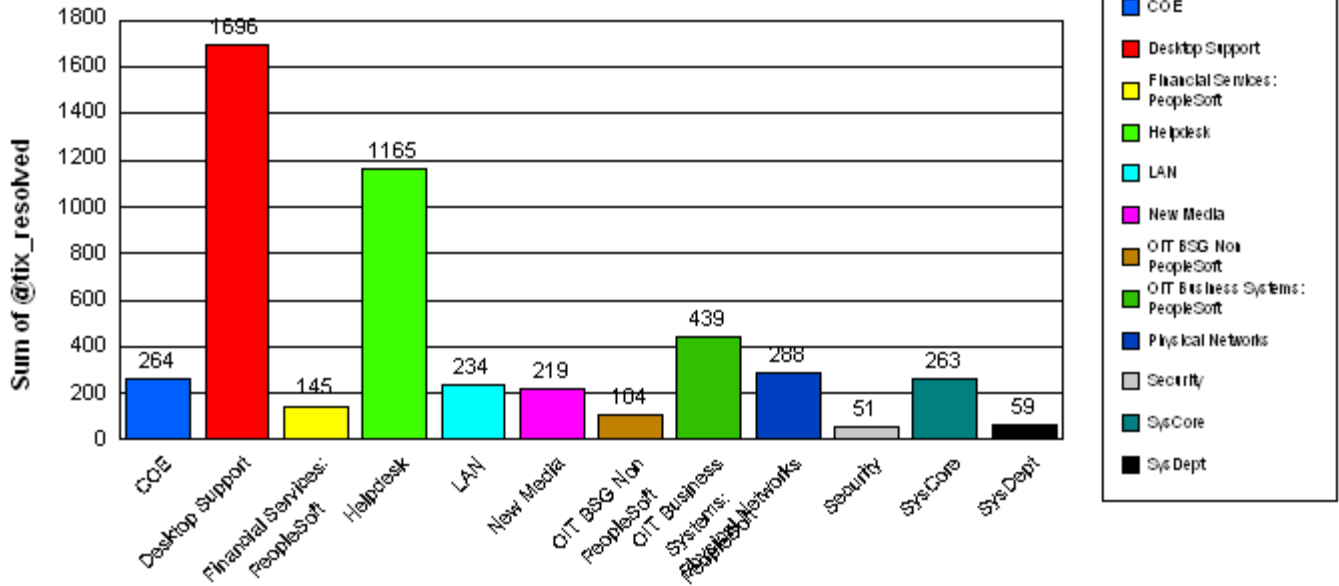


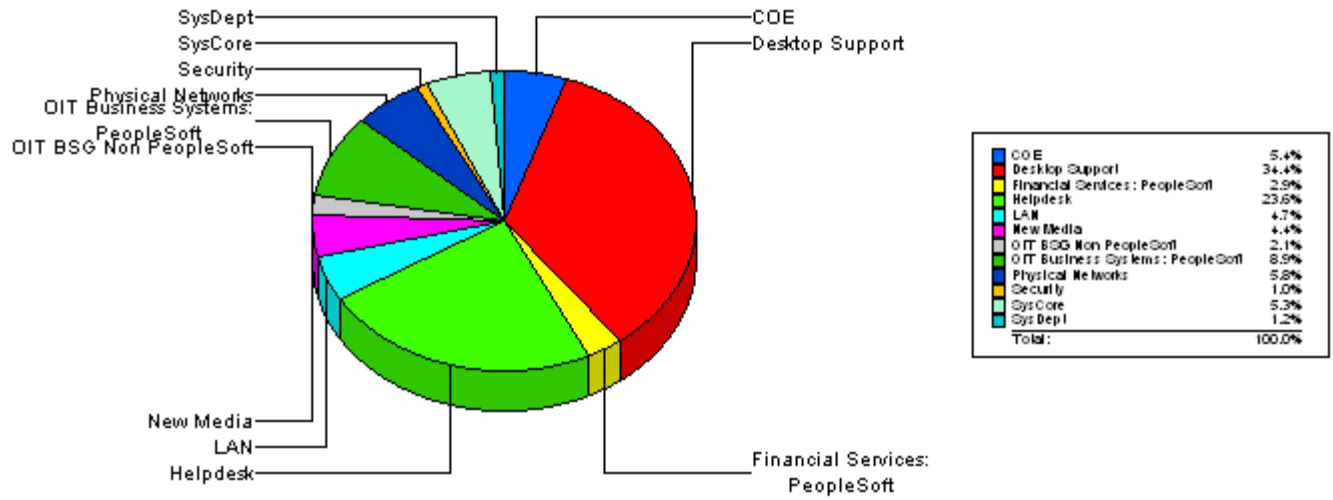
### Avg of Each Ticket Resolved



### Sum of Tickets Resolved



## % of Sum of Tickets Resolved



**COE**

		<u>Total:</u>	<b>12</b>		
<b>champ</b>			<u>Total:</u>	<b>12</b>	
	<b>Closed</b>		<u>Total:</u>	<b>12</b>	
Ticket Number:	0000118518	06/08/2005		28	07/06/2005
Ticket Number:	0000117860	06/01/2005		35	07/06/2005
Ticket Number:	0000117848	06/01/2005		35	07/06/2005
Ticket Number:	0000117878	06/01/2005		35	07/06/2005
Ticket Number:	0000118325	06/06/2005		30	07/06/2005
Ticket Number:	0000118384	06/07/2005		29	07/06/2005
Ticket Number:	0000118528	06/08/2005		28	07/06/2005
Ticket Number:	0000119645	06/25/2005		11	07/06/2005
Ticket Number:	0000119665	06/27/2005		9	07/06/2005
Ticket Number:	0000119763	06/28/2005		8	07/06/2005
Ticket Number:	0000119832	06/28/2005		8	07/06/2005
Ticket Number:	0000119843	06/29/2005		7	07/06/2005
-----				-----	
<b>Average time to ticket resolution for</b>		champ		<b>22</b>	
<b>Maximum time to ticket resolution for</b>		champ		<b>35</b>	
<b>Minimum time to ticket resolution for</b>		champ		<b>7</b>	

COE

Average time to ticket resolution for

COE

22

Maximum time to ticket resolution for

COE

35

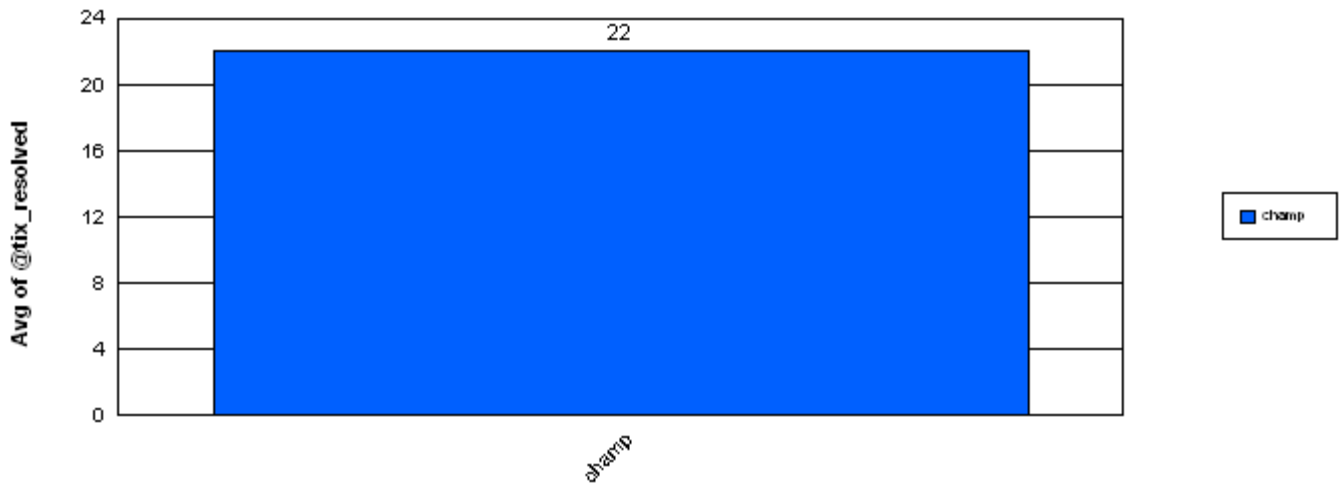
Minimum time to ticket resolution for

COE

7

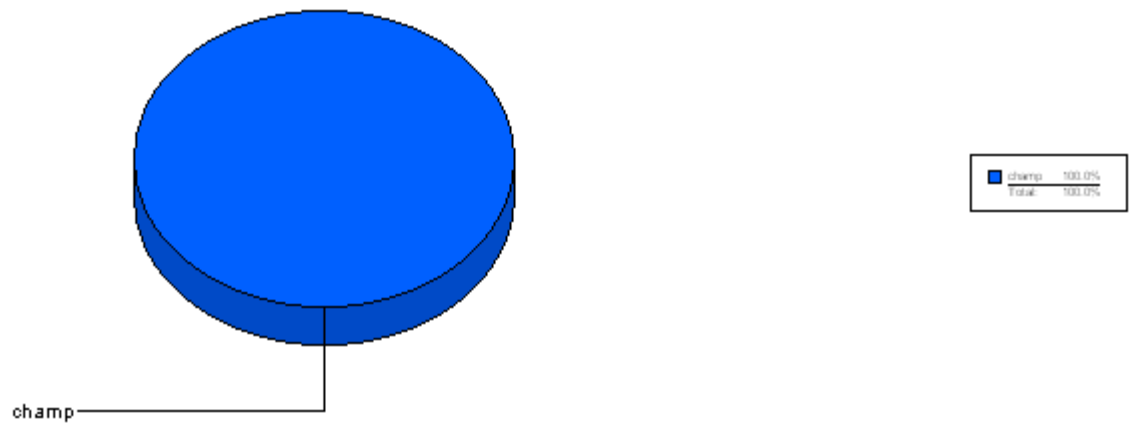
## Avg of Each Ticket Resolved

For COE



## Percentage of Sum of Tickets Resolved

For COE



**Desktop Support**

		<u>Total:</u>	<b>354</b>		
<b>Desktop</b>		<u>Total:</u>	<b>7</b>		
	<b>Closed</b>	<u>Total:</u>	<b>7</b>		
Ticket Number:	0000119430	06/22/2005	0		06/22/2005
Ticket Number:	0000119740	06/28/2005	0		06/28/2005
Ticket Number:	0000118988	06/15/2005	0		06/15/2005
Ticket Number:	0000119004	06/15/2005	0		06/15/2005
Ticket Number:	0000119072	06/16/2005	0		06/16/2005
Ticket Number:	0000119245	06/20/2005	0		06/20/2005
Ticket Number:	0000119741	06/28/2005	0		06/28/2005
-----					
<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>		
-----					
<b>chrism</b>		<u>Total:</u>	<b>1</b>		
	<b>Closed</b>	<u>Total:</u>	<b>1</b>		
Ticket Number:	0000117952	06/02/2005	4	06/06/2005	06/13/2005
-----					
<b>Average time to ticket resolution for</b>		chrism	<b>4</b>		
<b>Maximum time to ticket resolution for</b>		chrism	<b>4</b>		
<b>Minimum time to ticket resolution for</b>		chrism	<b>4</b>		
-----					

**Desktop Support**

**edortiz**

**Resolved**

		<u>Total:</u>	<b>73</b>		
		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000119820	06/28/2005	14		07/12/2005
Ticket Number:	0000119872	06/29/2005	12		07/11/2005
Ticket Number:	0000119930	06/30/2005	11		07/11/2005

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>70</b>		
Ticket Number:	0000118284	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118073	06/03/2005	4		06/07/2005
Ticket Number:	0000118051	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118037	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118014	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118013	06/03/2005	11	06/14/2005	06/14/2005
Ticket Number:	0000117960	06/02/2005	4	06/06/2005	06/13/2005
Ticket Number:	0000118748	06/10/2005	13	06/23/2005	06/27/2005
Ticket Number:	0000119864	06/29/2005	7	07/06/2005	07/12/2005
Ticket Number:	0000118596	06/09/2005	5	06/14/2005	06/20/2005
Ticket Number:	0000117889	06/01/2005	5	06/06/2005	06/13/2005
Ticket Number:	0000117895	06/01/2005	5	06/06/2005	06/13/2005
Ticket Number:	0000117844	06/01/2005	6	06/07/2005	06/13/2005
Ticket Number:	0000118230	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118231	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118278	06/06/2005	7	06/13/2005	06/20/2005
Ticket Number:	0000118249	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118362	06/07/2005	3	06/10/2005	06/16/2005
Ticket Number:	0000118409	06/07/2005	7	06/14/2005	06/20/2005
Ticket Number:	0000118457	06/08/2005	9	06/17/2005	06/23/2005
Ticket Number:	0000118712	06/10/2005	31		07/11/2005
Ticket Number:	0000118660	06/09/2005	5	06/14/2005	06/20/2005
Ticket Number:	0000118646	06/09/2005	6	06/15/2005	06/21/2005
Ticket Number:	0000118533	06/08/2005	14	06/22/2005	06/28/2005
Ticket Number:	0000118497	06/08/2005	6	06/14/2005	06/20/2005
Ticket Number:	0000118450	06/08/2005	6	06/14/2005	06/20/2005
Ticket Number:	0000118820	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118381	06/07/2005	6	06/13/2005	06/20/2005
Ticket Number:	0000118285	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118870	06/13/2005	16	06/29/2005	07/05/2005
Ticket Number:	0000118904	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118933	06/14/2005	8		06/22/2005
Ticket Number:	0000118908	06/14/2005	7		06/21/2005
Ticket Number:	0000119038	06/15/2005	7	06/22/2005	06/28/2005
Ticket Number:	0000119091	06/16/2005	6	06/22/2005	06/28/2005
Ticket Number:	0000119237	06/20/2005	2	06/22/2005	06/28/2005
Ticket Number:	0000119178	06/17/2005	5	06/22/2005	06/28/2005
Ticket Number:	0000119337	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119037	06/15/2005	7		06/22/2005
Ticket Number:	0000118964	06/14/2005	13	06/27/2005	07/04/2005
Ticket Number:	0000118961	06/14/2005	8	06/22/2005	06/28/2005
Ticket Number:	0000119272	06/20/2005	2	06/22/2005	06/28/2005
Ticket Number:	0000119277	06/20/2005	7	06/27/2005	07/04/2005
Ticket Number:	0000119357	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119367	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119435	06/22/2005	5	06/27/2005	07/04/2005
Ticket Number:	0000119468	06/22/2005	8	06/30/2005	07/06/2005
Ticket Number:	0000119494	06/22/2005	8	06/30/2005	07/06/2005
Ticket Number:	0000119543	06/23/2005	5	06/28/2005	07/04/2005
Ticket Number:	0000119772	06/28/2005	2		06/30/2005
Ticket Number:	0000119794	06/28/2005	2	06/30/2005	07/06/2005
Ticket Number:	0000119703	06/27/2005	10		07/07/2005
Ticket Number:	0000119702	06/27/2005	9	07/06/2005	07/12/2005

**Desktop Support**

Ticket Number:	0000119682	06/27/2005	3	06/30/2005	07/06/2005
Ticket Number:	0000119629	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119604	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119592	06/24/2005	12	07/06/2005	07/12/2005
Ticket Number:	0000119588	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119779	06/28/2005	2	06/30/2005	07/06/2005
Ticket Number:	0000119774	06/28/2005	2	06/30/2005	07/06/2005
Ticket Number:	0000119496	06/22/2005	5	06/27/2005	07/04/2005
Ticket Number:	0000119477	06/22/2005	19		07/11/2005
Ticket Number:	0000119449	06/22/2005	5		06/27/2005
Ticket Number:	0000119402	06/21/2005	15		07/06/2005
Ticket Number:	0000119823	06/28/2005	13		07/11/2005
Ticket Number:	0000119850	06/29/2005	1	06/30/2005	07/06/2005
Ticket Number:	0000119912	06/30/2005	6	07/06/2005	07/12/2005
Ticket Number:	0000119938	06/30/2005	6	07/06/2005	07/12/2005
Ticket Number:	0000119953	06/30/2005	6	07/06/2005	07/12/2005
Ticket Number:	0000119845	06/29/2005	12		07/11/2005

<b>Average time to ticket resolution for</b>	edortiz	<b>6</b>
<b>Maximum time to ticket resolution for</b>	edortiz	<b>31</b>
<b>Minimum time to ticket resolution for</b>	edortiz	<b>0</b>

**kirkley1**Total: 12**Closed**Total: 12

Ticket Number:	0000119322	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119422	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119385	06/21/2005	2	06/23/2005	06/29/2005
Ticket Number:	0000119424	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119546	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119495	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119472	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119458	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119163	06/17/2005	4	06/21/2005	06/27/2005
Ticket Number:	0000119165	06/17/2005	4	06/21/2005	06/27/2005
Ticket Number:	0000118424	06/07/2005	21	06/28/2005	07/04/2005
Ticket Number:	0000118593	06/09/2005	12	06/21/2005	06/27/2005

<b>Average time to ticket resolution for</b>	kirkley1	<b>4</b>
<b>Maximum time to ticket resolution for</b>	kirkley1	<b>21</b>
<b>Minimum time to ticket resolution for</b>	kirkley1	<b>0</b>

**Desktop Support**

lasuk		<u>Total:</u>	49		
<b>Resolved</b>		<u>Total:</u>	1		
Ticket Number:	0000118353	06/07/2005	35	07/12/2005	
<b>Closed</b>		<u>Total:</u>	48		
Ticket Number:	0000118973	06/14/2005	2	06/16/2005	06/22/2005
Ticket Number:	0000118217	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118032	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000117965	06/02/2005	7	06/09/2005	06/15/2005
Ticket Number:	0000117945	06/02/2005	5	06/07/2005	06/13/2005
Ticket Number:	0000117938	06/02/2005	7	06/09/2005	06/15/2005
Ticket Number:	0000117885	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117877	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117951	06/02/2005	18	06/20/2005	06/27/2005
Ticket Number:	0000118804	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118214	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118258	06/06/2005	14	06/20/2005	06/27/2005
Ticket Number:	0000118223	06/06/2005	3	06/09/2005	06/15/2005
Ticket Number:	0000118270	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118634	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118602	06/09/2005	7	06/16/2005	06/22/2005
Ticket Number:	0000118520	06/08/2005	12	06/20/2005	06/27/2005
Ticket Number:	0000118502	06/08/2005	12	06/20/2005	06/27/2005
Ticket Number:	0000118489	06/08/2005	2	06/10/2005	06/16/2005
Ticket Number:	0000118452	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118421	06/07/2005	13	06/20/2005	06/27/2005
Ticket Number:	0000118396	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118349	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118318	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118234	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118680	06/09/2005	1		06/10/2005
Ticket Number:	0000118835	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118836	06/13/2005	17	06/30/2005	07/06/2005
Ticket Number:	0000118968	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000119185	06/17/2005	3	06/20/2005	06/27/2005
Ticket Number:	0000119109	06/16/2005	12	06/28/2005	07/04/2005
Ticket Number:	0000119013	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000118890	06/13/2005	3	06/16/2005	06/22/2005
Ticket Number:	0000118856	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118906	06/14/2005	6	06/20/2005	06/27/2005
Ticket Number:	0000119278	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119372	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119439	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119362	06/21/2005	3	06/24/2005	06/30/2005
Ticket Number:	0000119784	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119760	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119689	06/27/2005	2	06/29/2005	07/05/2005
Ticket Number:	0000119621	06/24/2005	6	06/30/2005	07/06/2005
Ticket Number:	0000119498	06/22/2005	5	06/27/2005	07/04/2005
Ticket Number:	0000119480	06/22/2005	5	06/27/2005	07/04/2005
Ticket Number:	0000119459	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119918	06/30/2005	0		06/30/2005
Ticket Number:	0000119946	06/30/2005	0	06/30/2005	07/06/2005

**Desktop Support**

<b>Average time to ticket resolution for</b>	lasuk	<b>4</b>		
<b>Maximum time to ticket resolution for</b>	lasuk	<b>35</b>		
<b>Minimum time to ticket resolution for</b>	lasuk	<b>0</b>		
<b>maboone1</b>		<b>Total: 8</b>		
<b>Resolved</b>		<b>Total: 1</b>		
Ticket Number:	0000119137	06/16/2005	26	07/12/2005
<b>Closed</b>		<b>Total: 7</b>		
Ticket Number:	0000117975	06/02/2005	7	06/09/2005
Ticket Number:	0000118389	06/07/2005	6	06/13/2005
Ticket Number:	0000118440	06/08/2005	8	06/16/2005
Ticket Number:	0000118486	06/08/2005	1	06/09/2005
Ticket Number:	0000119882	06/29/2005	6	07/05/2005
Ticket Number:	0000119954	06/30/2005	1	07/01/2005
Ticket Number:	0000119301	06/20/2005	17	07/07/2005
<b>Average time to ticket resolution for</b>	maboone1	<b>9</b>		
<b>Maximum time to ticket resolution for</b>	maboone1	<b>26</b>		
<b>Minimum time to ticket resolution for</b>	maboone1	<b>1</b>		
<b>mclaren</b>		<b>Total: 16</b>		
<b>Resolved</b>		<b>Total: 1</b>		
Ticket Number:	0000119873	06/29/2005	13	07/12/2005
<b>Closed</b>		<b>Total: 15</b>		
Ticket Number:	0000118572	06/09/2005	1	06/10/2005
Ticket Number:	0000118559	06/09/2005	1	06/10/2005
Ticket Number:	0000118567	06/09/2005	1	06/10/2005
Ticket Number:	0000118569	06/09/2005	1	06/10/2005
Ticket Number:	0000118574	06/09/2005	0	06/09/2005
Ticket Number:	0000118586	06/09/2005	4	06/13/2005
Ticket Number:	0000118618	06/09/2005	4	06/13/2005
Ticket Number:	0000118587	06/09/2005	4	06/13/2005
Ticket Number:	0000118579	06/09/2005	4	06/13/2005
Ticket Number:	0000118573	06/09/2005	1	06/10/2005
Ticket Number:	0000118568	06/09/2005	1	06/10/2005
Ticket Number:	0000118557	06/09/2005	1	06/10/2005
Ticket Number:	0000118563	06/09/2005	1	06/10/2005
Ticket Number:	0000119727	06/27/2005	9	07/06/2005
Ticket Number:	0000118724	06/10/2005	4	06/14/2005
<b>Average time to ticket resolution for</b>	mclaren	<b>3</b>		
<b>Maximum time to ticket resolution for</b>	mclaren	<b>13</b>		
<b>Minimum time to ticket resolution for</b>	mclaren	<b>0</b>		

**Desktop Support**

**omarn**

Total: **82**

**Resolved**

Total: **5**

Ticket Number:	0000119394	06/21/2005	17	07/08/2005
Ticket Number:	0000119828	06/28/2005	13	07/11/2005
Ticket Number:	0000119811	06/28/2005	13	07/11/2005
Ticket Number:	0000119932	06/30/2005	7	07/07/2005
Ticket Number:	0000119944	06/30/2005	12	07/12/2005

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>77</b>		
Ticket Number:	0000118464	06/08/2005	7	06/15/2005	06/21/2005
Ticket Number:	0000117888	06/01/2005	5	06/06/2005	06/13/2005
Ticket Number:	0000118803	06/13/2005	3	06/16/2005	06/22/2005
Ticket Number:	0000117929	06/02/2005	5	06/07/2005	06/13/2005
Ticket Number:	0000117977	06/02/2005	11	06/13/2005	06/20/2005
Ticket Number:	0000118017	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118044	06/03/2005	4	06/07/2005	06/13/2005
Ticket Number:	0000118094	06/03/2005	10		06/13/2005
Ticket Number:	0000118048	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000117994	06/02/2005	4	06/06/2005	06/13/2005
Ticket Number:	0000117935	06/02/2005	4	06/06/2005	06/13/2005
Ticket Number:	0000117927	06/02/2005	4	06/06/2005	06/13/2005
Ticket Number:	0000118247	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118309	06/06/2005	3	06/10/2005	06/13/2005
Ticket Number:	0000118313	06/06/2005	4	06/10/2005	06/16/2005
Ticket Number:	0000118675	06/09/2005	6	06/15/2005	06/21/2005
Ticket Number:	0000118658	06/09/2005	7		06/16/2005
Ticket Number:	0000118647	06/09/2005	6	06/15/2005	06/21/2005
Ticket Number:	0000118636	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118629	06/09/2005	7	06/16/2005	06/22/2005
Ticket Number:	0000118614	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118589	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118560	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118525	06/08/2005	7	06/15/2005	06/21/2005
Ticket Number:	0000118417	06/07/2005	2	06/10/2005	06/15/2005
Ticket Number:	0000118416	06/07/2005	15	06/22/2005	06/28/2005
Ticket Number:	0000118565	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118717	06/10/2005	6	06/16/2005	06/22/2005
Ticket Number:	0000118814	06/13/2005	3	06/16/2005	06/17/2005
Ticket Number:	0000118815	06/13/2005	4	06/17/2005	06/23/2005
Ticket Number:	0000118811	06/13/2005	3	06/16/2005	06/20/2005
Ticket Number:	0000119099	06/16/2005	8	06/24/2005	06/30/2005
Ticket Number:	0000119035	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000119024	06/15/2005	7	06/22/2005	06/28/2005
Ticket Number:	0000119009	06/15/2005	7	06/22/2005	06/28/2005
Ticket Number:	0000119016	06/15/2005	2	06/17/2005	06/23/2005
Ticket Number:	0000118962	06/14/2005	2	06/16/2005	06/22/2005
Ticket Number:	0000118893	06/14/2005	3	06/17/2005	06/23/2005
Ticket Number:	0000118888	06/13/2005	14	06/27/2005	07/04/2005
Ticket Number:	0000118884	06/13/2005	7	06/20/2005	06/27/2005
Ticket Number:	0000118874	06/13/2005	4	06/17/2005	06/23/2005
Ticket Number:	0000119248	06/20/2005	4	06/24/2005	06/30/2005
Ticket Number:	0000119238	06/20/2005	11	07/01/2005	07/07/2005
Ticket Number:	0000119194	06/17/2005	6	06/23/2005	06/29/2005
Ticket Number:	0000119175	06/17/2005	10	06/27/2005	07/04/2005
Ticket Number:	0000119065	06/16/2005	6	06/22/2005	06/28/2005
Ticket Number:	0000118805	06/13/2005	3	06/16/2005	06/22/2005
Ticket Number:	0000119254	06/20/2005	8	06/28/2005	07/04/2005
Ticket Number:	0000119276	06/20/2005	3	06/23/2005	06/29/2005
Ticket Number:	0000119510	06/23/2005	13	07/06/2005	07/12/2005
Ticket Number:	0000119323	06/21/2005	2	06/23/2005	06/29/2005
Ticket Number:	0000119803	06/28/2005	2	06/30/2005	07/06/2005
Ticket Number:	0000119765	06/28/2005	8	07/06/2005	07/12/2005

**Desktop Support**

Ticket Number:	0000119755	06/28/2005	2	06/30/2005	07/06/2005
Ticket Number:	0000119745	06/28/2005	2	06/30/2005	07/06/2005
Ticket Number:	0000119728	06/27/2005	4	07/01/2005	07/07/2005
Ticket Number:	0000119712	06/27/2005	3	06/30/2005	07/06/2005
Ticket Number:	0000119679	06/27/2005	3	06/30/2005	07/06/2005
Ticket Number:	0000119671	06/27/2005	3	06/30/2005	07/06/2005
Ticket Number:	0000119687	06/27/2005	9	07/06/2005	07/12/2005
Ticket Number:	0000119605	06/24/2005	6	06/30/2005	07/06/2005
Ticket Number:	0000119767	06/28/2005	8	07/06/2005	07/12/2005
Ticket Number:	0000119504	06/23/2005	6	06/29/2005	07/05/2005
Ticket Number:	0000119484	06/22/2005	2	06/24/2005	06/30/2005
Ticket Number:	0000119464	06/22/2005	8	06/30/2005	07/01/2005
Ticket Number:	0000119475	06/22/2005	2	06/24/2005	06/30/2005
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Ticket Number:	0000119432	06/22/2005	7	06/29/2005	07/05/2005
Ticket Number:	0000119427	06/22/2005	2	06/24/2005	06/30/2005
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Ticket Number:	0000119364	06/21/2005	2	06/23/2005	06/29/2005
Ticket Number:	0000119354	06/21/2005	2	06/23/2005	06/29/2005
Ticket Number:	0000119341	06/21/2005	2	06/23/2005	06/29/2005
Ticket Number:	0000119332	06/21/2005	15		07/06/2005
Ticket Number:	0000119296	06/20/2005	7	06/27/2005	07/04/2005
Ticket Number:	0000119827	06/28/2005	7		07/05/2005
Ticket Number:	0000119896	06/29/2005	7	07/06/2005	07/12/2005
-----			-----		
<b>Average time to ticket resolution for</b>	omarn		<b>6</b>		
<b>Maximum time to ticket resolution for</b>	omarn		<b>17</b>		
<b>Minimum time to ticket resolution for</b>	omarn		<b>1</b>		

**Desktop Support  
taldar1**

Total: **106**

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>106</b>			
Ticket Number:	0000119838	06/29/2005	1	06/30/2005	07/06/2005	
Ticket Number:	0000119893	06/29/2005	2	07/01/2005	07/07/2005	
Ticket Number:	0000119281	06/20/2005	2	06/22/2005	06/28/2005	
Ticket Number:	0000119366	06/21/2005	1	06/22/2005	06/28/2005	
Ticket Number:	0000119369	06/21/2005	6	06/27/2005	06/27/2005	
Ticket Number:	0000119805	06/28/2005	2	06/30/2005	07/06/2005	
Ticket Number:	0000119739	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119573	06/23/2005	7	06/30/2005	07/06/2005	
Ticket Number:	0000119571	06/23/2005	8	07/01/2005	07/07/2005	
Ticket Number:	0000119695	06/27/2005	1	06/28/2005	07/04/2005	
Ticket Number:	0000119491	06/22/2005	1	06/23/2005	06/29/2005	
Ticket Number:	0000119462	06/22/2005	1	06/23/2005	06/29/2005	
Ticket Number:	0000119436	06/22/2005	0	06/22/2005	06/28/2005	
Ticket Number:	0000119426	06/22/2005	6	06/28/2005	07/04/2005	
Ticket Number:	0000119370	06/21/2005	6	06/27/2005	07/04/2005	
Ticket Number:	0000119368	06/21/2005	0	06/21/2005	06/27/2005	
Ticket Number:	0000119295	06/20/2005	1	06/21/2005	06/27/2005	
Ticket Number:	0000119339	06/21/2005	0	06/21/2005	06/27/2005	
Ticket Number:	0000119721	06/27/2005	1	06/28/2005	07/04/2005	
Ticket Number:	0000119824	06/28/2005	1	06/29/2005	07/05/2005	
Ticket Number:	0000119677	06/27/2005	1	06/28/2005	07/04/2005	
Ticket Number:	0000119603	06/24/2005	3	06/27/2005	07/04/2005	
Ticket Number:	0000119666	06/27/2005	0	06/27/2005	07/04/2005	
Ticket Number:	0000119594	06/24/2005	4	06/28/2005	07/04/2005	
Ticket Number:	0000118716	06/10/2005	7	06/17/2005	06/23/2005	
Ticket Number:	0000118720	06/10/2005	6	06/16/2005	06/22/2005	
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Ticket Number:	0000118743	06/10/2005	3	06/13/2005	06/20/2005	
Ticket Number:	0000118757	06/10/2005	4	06/14/2005	06/20/2005	
Ticket Number:	0000118738	06/10/2005	3	06/13/2005	06/20/2005	
Ticket Number:	0000118722	06/10/2005	6	06/16/2005	06/22/2005	
Ticket Number:	0000119161	06/17/2005	4	06/21/2005	06/27/2005	
Ticket Number:	0000119156	06/17/2005	0	06/17/2005	06/23/2005	
Ticket Number:	0000119118	06/16/2005	1	06/17/2005	06/23/2005	
Ticket Number:	0000119030	06/15/2005	2	06/17/2005	06/23/2005	
Ticket Number:	0000118994	06/15/2005	0	06/15/2005	06/21/2005	
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Ticket Number:	0000118991	06/15/2005	2	06/17/2005	06/23/2005	
Ticket Number:	0000118935	06/14/2005	0	06/14/2005	06/20/2005	
Ticket Number:	0000118934	06/14/2005	15	06/29/2005	07/05/2005	
Ticket Number:	0000119120	06/16/2005	1	06/17/2005	06/23/2005	
Ticket Number:	0000118921	06/14/2005	3	06/17/2005	06/23/2005	
Ticket Number:	0000118915	06/14/2005	1	06/15/2005	06/21/2005	
Ticket Number:	0000118912	06/14/2005	3	06/17/2005	06/23/2005	
Ticket Number:	0000118905	06/14/2005	0	06/14/2005	06/20/2005	
Ticket Number:	0000118898	06/14/2005	2	06/16/2005	06/22/2005	
Ticket Number:	0000118897	06/14/2005	2	06/16/2005	06/22/2005	
Ticket Number:	0000119246	06/20/2005	1	06/21/2005	06/27/2005	
Ticket Number:	0000118990	06/15/2005	2	06/17/2005	06/23/2005	
Ticket Number:	0000118992	06/15/2005	2	06/17/2005	06/23/2005	
Ticket Number:	0000118913	06/14/2005	2	06/16/2005	06/22/2005	
Ticket Number:	0000118853	06/13/2005	1	06/14/2005	06/20/2005	
Ticket Number:	0000118851	06/13/2005	4	06/17/2005	06/23/2005	

**Desktop Support**

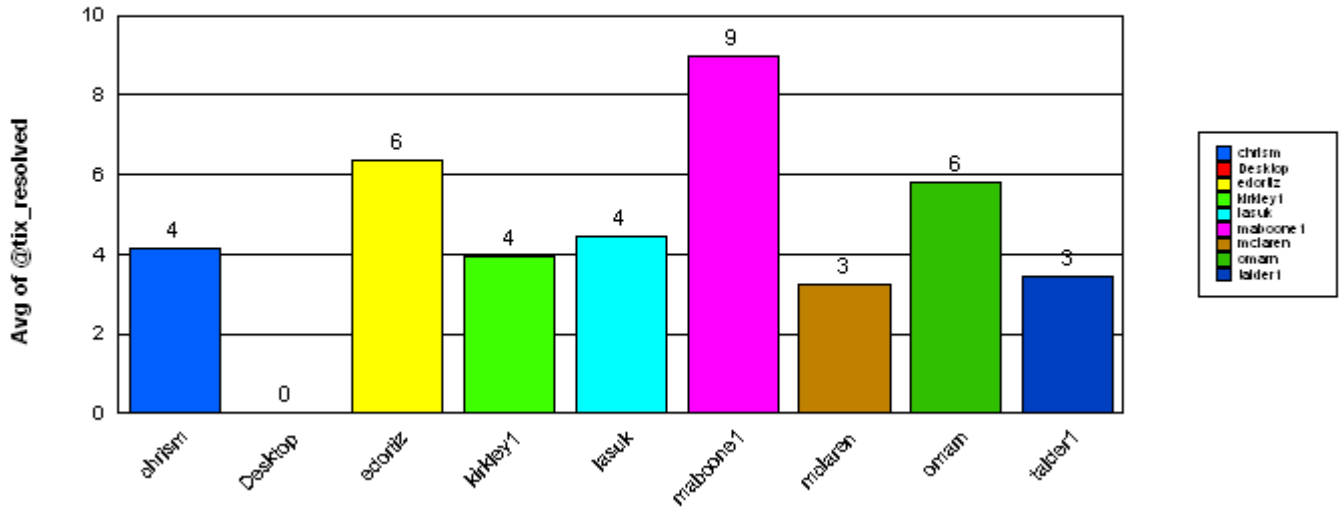
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Ticket Number:	0000118829	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118848	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118800	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000119071	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119064	06/15/2005	6	06/21/2005	06/27/2005
Ticket Number:	0000119061	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000119056	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000118951	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118938	06/14/2005	3	06/17/2005	06/23/2005
Ticket Number:	0000118919	06/14/2005	2	06/16/2005	06/22/2005
Ticket Number:	0000118799	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118797	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118726	06/10/2005	3	06/13/2005	06/20/2005
Ticket Number:	0000118955	06/14/2005	3	06/17/2005	06/23/2005
Ticket Number:	0000118821	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118763	06/10/2005	5	06/15/2005	06/21/2005
Ticket Number:	0000118556	06/09/2005	7	06/16/2005	06/22/2005
Ticket Number:	0000118700	06/10/2005	3	06/13/2005	06/20/2005
Ticket Number:	0000118662	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118655	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118653	06/09/2005	7	06/16/2005	06/22/2005
Ticket Number:	0000118648	06/09/2005	5	06/14/2005	06/20/2005
Ticket Number:	0000118632	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118630	06/09/2005	5	06/14/2005	06/20/2005
Ticket Number:	0000118623	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118613	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118711	06/10/2005	6	06/16/2005	06/22/2005
Ticket Number:	0000118709	06/10/2005	3	06/13/2005	06/20/2005
Ticket Number:	0000118706	06/10/2005	7	06/17/2005	06/23/2005
Ticket Number:	0000118705	06/10/2005	7	06/17/2005	06/23/2005
Ticket Number:	0000118701	06/10/2005	7	06/17/2005	06/23/2005
Ticket Number:	0000118697	06/10/2005	6	06/16/2005	06/22/2005
Ticket Number:	0000118693	06/10/2005	3	06/13/2005	06/20/2005
Ticket Number:	0000118685	06/09/2005	6	06/15/2005	06/21/2005
Ticket Number:	0000118699	06/10/2005	4	06/14/2005	06/20/2005
Ticket Number:	0000118714	06/10/2005	6	06/16/2005	06/22/2005
Ticket Number:	0000118598	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118588	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118584	06/09/2005	5	06/14/2005	06/20/2005
Ticket Number:	0000118583	06/09/2005	5	06/14/2005	06/20/2005
Ticket Number:	0000118580	06/09/2005	6	06/15/2005	06/21/2005
Ticket Number:	0000118578	06/09/2005	7	06/16/2005	06/22/2005
Ticket Number:	0000118704	06/10/2005	4	06/14/2005	06/20/2005
Ticket Number:	0000118562	06/09/2005	7	06/16/2005	06/22/2005
Ticket Number:	0000118718	06/10/2005	3	06/13/2005	06/20/2005
Ticket Number:	0000118374	06/07/2005	14	06/21/2005	06/21/2005
Ticket Number:	0000118735	06/10/2005	6	06/16/2005	06/22/2005
Ticket Number:	0000118644	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000119256	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000118029	06/03/2005	10	06/13/2005	06/20/2005
Ticket Number:	0000118828	06/13/2005	2	06/15/2005	06/21/2005

**Desktop Support**

Average time to ticket resolution for	talder1	3
Maximum time to ticket resolution for	talder1	15
Minimum time to ticket resolution for	talder1	0
Average time to ticket resolution for	Desktop Support	5
Maximum time to ticket resolution for	Desktop Support	35
Minimum time to ticket resolution for	Desktop Support	0

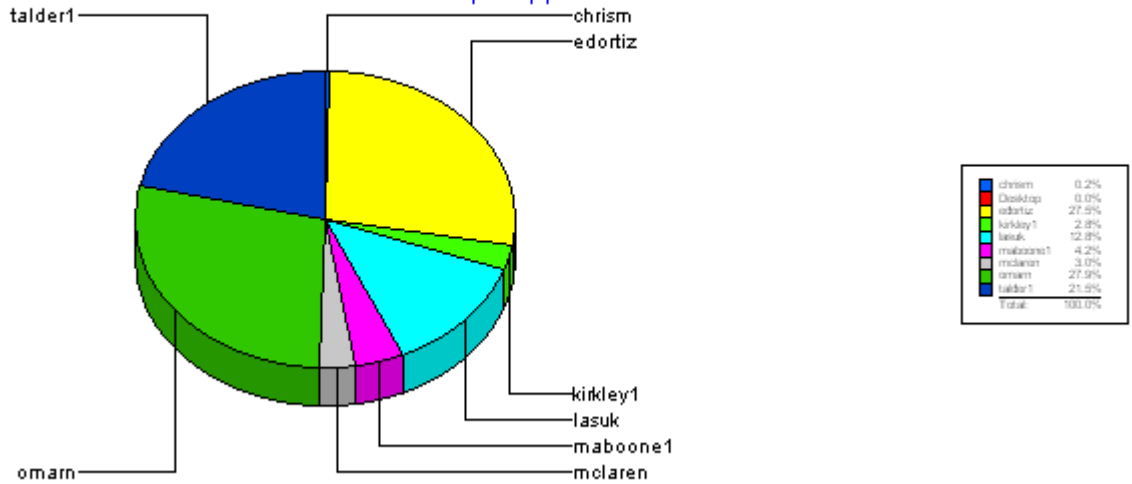
**Avg of Each Ticket Resolved**

For Desktop Support



**Percentage of Sum of Tickets Resolved**

For Desktop Support



**Financial Services: Peo**

		<u>Total:</u>	<b>53</b>		
<b>cnewton</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000118116	06/03/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118125	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118288	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000119179	06/17/2005	3		06/20/2005
-----					
<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>0</b>		
<hr/>		<hr/>	<hr/>		
<b>rpreston</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000119203	06/18/2005	2		06/20/2005
Ticket Number:	0000119819	06/28/2005	1		06/29/2005
Ticket Number:	0000118527	06/08/2005	0		06/08/2005
Ticket Number:	0000117922	06/02/2005	0		06/02/2005
-----					
<b>Average time to ticket resolution for</b>		rpreston	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		rpreston	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		rpreston	<b>0</b>		
<hr/>		<hr/>	<hr/>		

**Financial Services: Peo  
tkuonen**

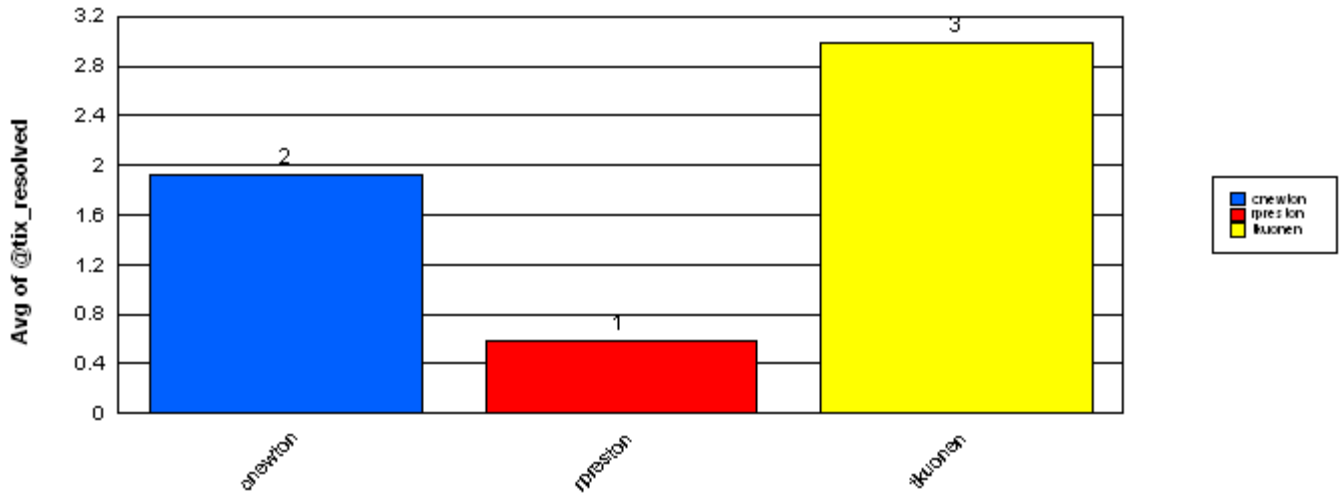
	<u>Total:</u>	45		
<b>Closed</b>	<u>Total:</u>	45		
Ticket Number: 0000119349	06/21/2005	1		06/22/2005
Ticket Number: 0000117919	06/02/2005	0		06/02/2005
Ticket Number: 0000118027	06/03/2005	5		06/08/2005
Ticket Number: 0000117948	06/02/2005	5		06/07/2005
Ticket Number: 0000117933	06/02/2005	1		06/03/2005
Ticket Number: 0000117930	06/02/2005	0		06/02/2005
Ticket Number: 0000117926	06/02/2005	0		06/02/2005
Ticket Number: 0000117886	06/01/2005	2		06/03/2005
Ticket Number: 0000118651	06/09/2005	1		06/10/2005
Ticket Number: 0000117981	06/02/2005	26		06/28/2005
Ticket Number: 0000117882	06/01/2005	1		06/02/2005
Ticket Number: 0000118253	06/06/2005	2		06/08/2005
Ticket Number: 0000118346	06/07/2005	0		06/07/2005
Ticket Number: 0000118597	06/09/2005	0		06/09/2005
Ticket Number: 0000118591	06/09/2005	5		06/14/2005
Ticket Number: 0000118491	06/08/2005	2		06/10/2005
Ticket Number: 0000118505	06/08/2005	2		06/10/2005
Ticket Number: 0000118462	06/08/2005	0		06/08/2005
Ticket Number: 0000118367	06/07/2005	7		06/14/2005
Ticket Number: 0000118351	06/07/2005	1		06/08/2005
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Ticket Number: 0000119812	06/28/2005	7		07/05/2005
Ticket Number: 0000119919	06/30/2005	0		06/30/2005
Ticket Number: 0000119925	06/30/2005	0		06/30/2005
Ticket Number: 0000119294	06/20/2005	0		06/20/2005
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Ticket Number: 0000119790	06/28/2005	7		07/05/2005
Ticket Number: 0000119298	06/20/2005	0		06/20/2005
Ticket Number: 0000119434	06/22/2005	0		06/22/2005
Ticket Number: 0000119584	06/24/2005	4		06/28/2005
Ticket Number: 0000119446	06/22/2005	0		06/22/2005
Ticket Number: 0000119429	06/22/2005	0		06/22/2005
Ticket Number: 0000118723	06/10/2005	0		06/10/2005
Ticket Number: 0000118899	06/14/2005	0		06/14/2005
Ticket Number: 0000119478	06/22/2005	6		06/28/2005
Ticket Number: 0000119171	06/17/2005	3		06/20/2005
Ticket Number: 0000119129	06/16/2005	6		06/22/2005
Ticket Number: 0000119081	06/16/2005	0		06/16/2005
Ticket Number: 0000119493	06/22/2005	6		06/28/2005
Ticket Number: 0000119080	06/16/2005	6		06/22/2005
Ticket Number: 0000118864	06/13/2005	1		06/14/2005
Ticket Number: 0000118843	06/13/2005	0		06/13/2005
Ticket Number: 0000118841	06/13/2005	9		06/22/2005
Ticket Number: 0000118760	06/10/2005	0		06/10/2005
<hr/>				
<b>Average time to ticket resolution for</b>	tkuonen			<b>3</b>
<b>Maximum time to ticket resolution for</b>	tkuonen			<b>26</b>
<b>Minimum time to ticket resolution for</b>	tkuonen			<b>0</b>

**Financial Services: Peo**

Average time to ticket resolution for	Financial Servi	3
Maximum time to ticket resolution for	Financial Servi	26
Minimum time to ticket resolution for	Financial Servi	0

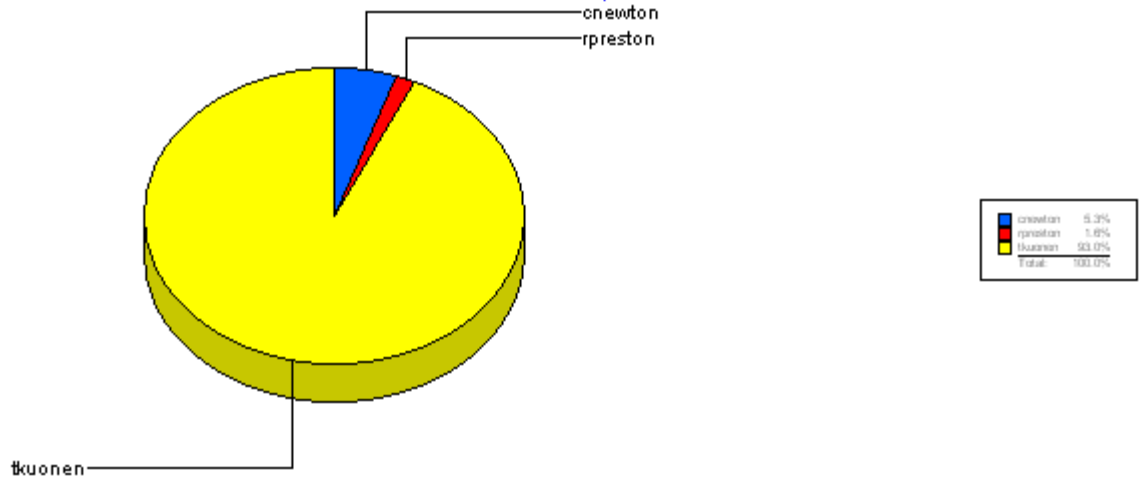
### Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



### Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



## Helpdesk

		<b>Total:</b>	<b>665</b>		
<b>HD:Tape_Changes</b>		<b>Total:</b>	<b>8</b>		
<b>Closed</b>		<b>Total:</b>	<b>8</b>		
Ticket Number:	0000119086	06/16/2005	0	06/16/2005	
Ticket Number:	0000119215	06/19/2005	0	06/19/2005	
Ticket Number:	0000119652	06/26/2005	0	06/26/2005	
Ticket Number:	0000119924	06/30/2005	0	06/30/2005	
Ticket Number:	0000118625	06/09/2005	0	06/09/2005	
Ticket Number:	0000117871	06/01/2005	0	06/01/2005	
Ticket Number:	0000118180	06/05/2005	0	06/05/2005	
Ticket Number:	0000119521	06/23/2005	0	06/23/2005	
-----		-----	-----	-----	
<b>Average time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		

**Helpdesk**

<b>HelpDesk</b>		<u>Total:</u> 37			
<b>Closed</b>		<u>Total:</u> 37			
Ticket Number:	0000117920	06/02/2005	0		06/02/2005
Ticket Number:	0000118221	06/06/2005	0		06/06/2005
Ticket Number:	0000117937	06/02/2005	0		06/02/2005
Ticket Number:	0000118296	06/06/2005	0		06/06/2005
Ticket Number:	0000118375	06/07/2005	0		06/07/2005
Ticket Number:	0000118412	06/07/2005	0		06/07/2005
Ticket Number:	0000118504	06/08/2005	0		06/08/2005
Ticket Number:	0000118627	06/09/2005	0		06/09/2005
Ticket Number:	0000118611	06/09/2005	0		06/09/2005
Ticket Number:	0000118539	06/08/2005	0		06/08/2005
Ticket Number:	0000118445	06/08/2005	0		06/08/2005
Ticket Number:	0000119842	06/29/2005	0		06/29/2005
Ticket Number:	0000119964	06/30/2005	0		06/30/2005
Ticket Number:	0000119961	06/30/2005	0		06/30/2005
Ticket Number:	0000119917	06/30/2005	0		06/30/2005
Ticket Number:	0000119916	06/30/2005	0		06/30/2005
Ticket Number:	0000119888	06/29/2005	0		06/29/2005
Ticket Number:	0000119250	06/20/2005	0		06/20/2005
Ticket Number:	0000119336	06/21/2005	0		06/21/2005
Ticket Number:	0000119764	06/28/2005	0		06/28/2005
Ticket Number:	0000119753	06/28/2005	0		06/28/2005
Ticket Number:	0000119676	06/27/2005	0		06/27/2005
Ticket Number:	0000119663	06/27/2005	0		06/27/2005
Ticket Number:	0000119419	06/22/2005	0		06/22/2005
Ticket Number:	0000119378	06/21/2005	0		06/21/2005
Ticket Number:	0000119377	06/21/2005	0		06/21/2005
Ticket Number:	0000119233	06/20/2005	0		06/20/2005
Ticket Number:	0000119241	06/20/2005	0		06/20/2005
Ticket Number:	0000119231	06/20/2005	0		06/20/2005
Ticket Number:	0000119212	06/19/2005	0		06/19/2005
Ticket Number:	0000119186	06/17/2005	0		06/17/2005
Ticket Number:	0000119082	06/16/2005	0		06/16/2005
Ticket Number:	0000119078	06/16/2005	0		06/16/2005
Ticket Number:	0000119003	06/15/2005	0		06/15/2005
Ticket Number:	0000119006	06/15/2005	0		06/15/2005
Ticket Number:	0000119068	06/16/2005	0		06/16/2005
Ticket Number:	0000119079	06/16/2005	0		06/16/2005

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<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>
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<b>anna</b>		<u>Total:</u> 6			
<b>Closed</b>		<u>Total:</u> 6			
Ticket Number:	0000119121	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000119138	06/16/2005	1		06/17/2005
Ticket Number:	0000119174	06/17/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000119139	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000119409	06/22/2005	0		06/22/2005
Ticket Number:	0000118054	06/03/2005	14	06/17/2005	06/23/2005

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

egabril

Total: 14

Closed

Total: 14

Ticket Number:	0000118257	06/06/2005	4	06/10/2005	06/16/2005
Ticket Number:	0000118315	06/06/2005	6	06/12/2005	06/20/2005
Ticket Number:	0000118754	06/10/2005	2	06/12/2005	06/20/2005
Ticket Number:	0000118753	06/10/2005	2	06/12/2005	06/20/2005
Ticket Number:	0000118541	06/08/2005	0		06/08/2005
Ticket Number:	0000119618	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000118751	06/10/2005	2	06/12/2005	06/20/2005
Ticket Number:	0000118781	06/11/2005	1	06/12/2005	06/20/2005
Ticket Number:	0000118789	06/12/2005	0		06/12/2005
Ticket Number:	0000118785	06/12/2005	0	06/12/2005	06/20/2005
Ticket Number:	0000118780	06/11/2005	1	06/12/2005	06/20/2005
Ticket Number:	0000118768	06/10/2005	2		06/12/2005
Ticket Number:	0000118759	06/10/2005	2	06/12/2005	06/20/2005
Ticket Number:	0000118766	06/10/2005	2	06/12/2005	06/20/2005

Average time to ticket resolution for

egabril 2

Maximum time to ticket resolution for

egabril 6

Minimum time to ticket resolution for

egabril 0

ha2

Total: 18

Closed

Total: 18

Ticket Number:	0000119596	06/24/2005	2		06/26/2005
Ticket Number:	0000119445	06/22/2005	11		07/03/2005
Ticket Number:	0000119599	06/24/2005	2		06/26/2005
Ticket Number:	0000118052	06/03/2005	2		06/05/2005
Ticket Number:	0000118161	06/05/2005	1		06/05/2005
Ticket Number:	0000118194	06/05/2005	0		06/05/2005
Ticket Number:	0000118193	06/05/2005	0		06/05/2005
Ticket Number:	0000118186	06/05/2005	0		06/05/2005
Ticket Number:	0000118174	06/05/2005	0		06/05/2005
Ticket Number:	0000118168	06/05/2005	0		06/05/2005
Ticket Number:	0000118164	06/05/2005	1		06/05/2005
Ticket Number:	0000118155	06/04/2005	1		06/05/2005
Ticket Number:	0000118118	06/04/2005	2		06/05/2005
Ticket Number:	0000118122	06/04/2005	2		06/05/2005
Ticket Number:	0000118124	06/04/2005	2		06/05/2005
Ticket Number:	0000118151	06/04/2005	1		06/05/2005
Ticket Number:	0000118120	06/04/2005	2		06/05/2005
Ticket Number:	0000118102	06/03/2005	2		06/05/2005

Average time to ticket resolution for

ha2 2

Maximum time to ticket resolution for

ha2 11

Minimum time to ticket resolution for

ha2 0

**Helpdesk**

**kherna1**

**Resolved**

Total: **101**

Total: **2**

Ticket Number: 0000118286

06/06/2005

35

07/11/2005

06/21/2005

Ticket Number: 0000119744

06/28/2005

0

06/28/2005

06/28/2005

Helpdesk

	Closed	Total:	99		
Ticket Number:	0000118294	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000117830	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117827	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000118015	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118075	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118081	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118091	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118115	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118114	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118113	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118112	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118111	06/03/2005	12	06/15/2005	06/21/2005
Ticket Number:	0000118108	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118107	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118106	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118104	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118165	06/05/2005	3	06/08/2005	06/08/2005
Ticket Number:	0000118160	06/05/2005	3	06/08/2005	06/14/2005
Ticket Number:	0000118159	06/04/2005	4	06/08/2005	06/14/2005
Ticket Number:	0000118145	06/04/2005	4	06/08/2005	06/14/2005
Ticket Number:	0000118144	06/04/2005	4	06/08/2005	06/15/2005
Ticket Number:	0000118143	06/04/2005	11	06/15/2005	06/21/2005
Ticket Number:	0000118135	06/04/2005	4	06/08/2005	06/14/2005
Ticket Number:	0000118136	06/04/2005	4	06/08/2005	06/14/2005
Ticket Number:	0000118129	06/04/2005	4	06/08/2005	06/14/2005
Ticket Number:	0000118192	06/05/2005	3	06/08/2005	06/14/2005
Ticket Number:	0000118177	06/05/2005	3	06/08/2005	06/14/2005
Ticket Number:	0000118178	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118171	06/05/2005	3	06/08/2005	06/14/2005
Ticket Number:	0000118166	06/05/2005	3	06/08/2005	06/14/2005
Ticket Number:	0000118083	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000118079	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118030	06/03/2005	5	06/08/2005	06/14/2005
Ticket Number:	0000117950	06/02/2005	13	06/15/2005	06/21/2005
Ticket Number:	0000117833	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117870	06/01/2005	7	06/08/2005	06/14/2005
Ticket Number:	0000117835	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000118293	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118317	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118329	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118336	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118343	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118466	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118405	06/07/2005	8	06/15/2005	06/21/2005
Ticket Number:	0000118394	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118377	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118350	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118342	06/06/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118334	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118323	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118303	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118305	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118301	06/06/2005	1	06/07/2005	06/13/2005

**Helpdesk**

Ticket Number:	0000118302	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000119260	06/20/2005	2	06/22/2005	06/28/2005
Ticket Number:	0000119314	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119305	06/20/2005	9	06/29/2005	07/05/2005
Ticket Number:	0000119649	06/26/2005	1	06/27/2005	07/04/2005
Ticket Number:	0000119648	06/25/2005	2	06/27/2005	07/04/2005
Ticket Number:	0000119619	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119608	06/24/2005	5	06/29/2005	07/05/2005
Ticket Number:	0000119593	06/24/2005	5	06/29/2005	07/05/2005
Ticket Number:	0000119590	06/24/2005	6	06/30/2005	07/06/2005
Ticket Number:	0000119576	06/23/2005	6	06/29/2005	07/05/2005
Ticket Number:	0000119539	06/23/2005	6	06/29/2005	07/05/2005
Ticket Number:	0000119499	06/22/2005	7	06/29/2005	07/05/2005
Ticket Number:	0000119481	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119479	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119474	06/22/2005	0		06/22/2005
Ticket Number:	0000119473	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119471	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119489	06/22/2005	7	06/29/2005	07/05/2005
Ticket Number:	0000119386	06/21/2005	8	06/29/2005	07/05/2005
Ticket Number:	0000119344	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119830	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119966	06/30/2005	2	07/02/2005	07/08/2005
Ticket Number:	0000119968	06/30/2005	2	07/02/2005	07/08/2005
Ticket Number:	0000119967	06/30/2005	2	07/02/2005	07/08/2005
Ticket Number:	0000119965	06/30/2005	2	07/02/2005	07/08/2005
Ticket Number:	0000119948	06/30/2005	2	07/02/2005	07/08/2005
Ticket Number:	0000119942	06/30/2005	2	07/02/2005	07/08/2005
Ticket Number:	0000119902	06/29/2005	3	07/02/2005	07/08/2005
Ticket Number:	0000119575	06/23/2005	6		06/29/2005
Ticket Number:	0000119187	06/17/2005	5	06/22/2005	06/28/2005
Ticket Number:	0000119105	06/16/2005	6	06/22/2005	06/28/2005
Ticket Number:	0000118957	06/14/2005	6	06/20/2005	06/27/2005
Ticket Number:	0000118936	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118887	06/13/2005	9	06/22/2005	06/28/2005
Ticket Number:	0000118886	06/13/2005	2	06/15/2005	06/21/2005
Ticket Number:	0000118794	06/13/2005	2	06/15/2005	06/21/2005
Ticket Number:	0000118771	06/11/2005	4	06/15/2005	06/21/2005
Ticket Number:	0000118772	06/11/2005	4	06/15/2005	06/21/2005
Ticket Number:	0000118767	06/10/2005	3	06/13/2005	06/20/2005
Ticket Number:	0000118779	06/11/2005	4		06/15/2005
Ticket Number:	0000118774	06/11/2005	4	06/15/2005	06/21/2005
Ticket Number:	0000119225	06/20/2005	9	06/29/2005	07/05/2005
Ticket Number:	0000119023	06/15/2005	7	06/22/2005	06/28/2005
Ticket Number:	0000118959	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118894	06/14/2005	8	06/22/2005	06/28/2005
<b>Average time to ticket resolution for</b>			kherna1	<b>4</b>	
<b>Maximum time to ticket resolution for</b>			kherna1	<b>35</b>	
<b>Minimum time to ticket resolution for</b>			kherna1	<b>0</b>	

Helpdesk  
kincaid

Total: 129

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>129</b>		
Ticket Number:	0000118869	06/13/2005	0		06/13/2005
Ticket Number:	0000118970	06/14/2005	1		06/15/2005
Ticket Number:	0000119087	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119198	06/17/2005	6	06/23/2005	06/29/2005
Ticket Number:	0000119209	06/19/2005	1		06/20/2005
Ticket Number:	0000119227	06/20/2005	0		06/20/2005
Ticket Number:	0000119226	06/20/2005	0		06/20/2005
Ticket Number:	0000119224	06/20/2005	0		06/20/2005
Ticket Number:	0000119223	06/20/2005	0		06/20/2005
Ticket Number:	0000119200	06/18/2005	2		06/20/2005
Ticket Number:	0000119113	06/16/2005	5	06/21/2005	06/27/2005
Ticket Number:	0000119017	06/15/2005	5	06/20/2005	06/27/2005
Ticket Number:	0000118982	06/15/2005	0		06/15/2005
Ticket Number:	0000118902	06/14/2005	2	06/16/2005	06/22/2005
Ticket Number:	0000118881	06/13/2005	1		06/14/2005
Ticket Number:	0000119809	06/28/2005	2	06/30/2005	07/06/2005
Ticket Number:	0000119810	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119940	06/30/2005	0	06/30/2005	06/30/2005
Ticket Number:	0000119903	06/29/2005	0		06/30/2005
Ticket Number:	0000119910	06/30/2005	0	06/30/2005	07/06/2005
Ticket Number:	0000119889	06/29/2005	1	06/30/2005	07/06/2005
Ticket Number:	0000119837	06/29/2005	1	06/30/2005	07/06/2005
Ticket Number:	0000119856	06/29/2005	0		06/29/2005
Ticket Number:	0000119302	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119749	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119636	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119635	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119580	06/24/2005	6	06/30/2005	07/06/2005
Ticket Number:	0000119551	06/23/2005	5	06/28/2005	07/04/2005
Ticket Number:	0000119549	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119538	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119528	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119487	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119300	06/20/2005	2	06/22/2005	06/28/2005
Ticket Number:	0000119488	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119431	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119355	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000118236	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118607	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118872	06/13/2005	1		06/14/2005
Ticket Number:	0000118576	06/09/2005	0		06/09/2005
Ticket Number:	0000118575	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118536	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118512	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118515	06/08/2005	1		06/09/2005
Ticket Number:	0000118437	06/08/2005	0		06/08/2005
Ticket Number:	0000118428	06/07/2005	1		06/08/2005
Ticket Number:	0000118544	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118348	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118338	06/06/2005	0		06/07/2005
Ticket Number:	0000118331	06/06/2005	1		06/07/2005
Ticket Number:	0000118827	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118553	06/09/2005	0	06/09/2005	06/15/2005

**Helpdesk**

Ticket Number:	0000118554	06/09/2005	0		06/09/2005
Ticket Number:	0000118552	06/08/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118549	06/08/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118543	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118538	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118537	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118530	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118321	06/06/2005	1		06/07/2005
Ticket Number:	0000118312	06/06/2005	1		06/07/2005
Ticket Number:	0000118299	06/06/2005	3	06/09/2005	06/15/2005
Ticket Number:	0000118545	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118238	06/06/2005	0		06/06/2005
Ticket Number:	0000118008	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118034	06/03/2005	0		06/03/2005
Ticket Number:	0000118262	06/06/2005	3	06/09/2005	06/15/2005
Ticket Number:	0000117953	06/02/2005	0		06/02/2005
Ticket Number:	0000117961	06/02/2005	6	06/08/2005	06/14/2005
Ticket Number:	0000117923	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117921	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117910	06/01/2005	0		06/02/2005
Ticket Number:	0000117908	06/01/2005	0		06/02/2005
Ticket Number:	0000117903	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117901	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117897	06/01/2005	5	06/06/2005	06/13/2005
Ticket Number:	0000117894	06/01/2005	1		06/02/2005
Ticket Number:	0000118190	06/05/2005	1		06/06/2005
Ticket Number:	0000118187	06/05/2005	1		06/06/2005
Ticket Number:	0000118185	06/05/2005	1		06/06/2005
Ticket Number:	0000118184	06/05/2005	1		06/06/2005
Ticket Number:	0000118183	06/05/2005	1		06/06/2005
Ticket Number:	0000118181	06/05/2005	1		06/06/2005
Ticket Number:	0000118179	06/05/2005	1		06/06/2005
Ticket Number:	0000118173	06/05/2005	1		06/06/2005
Ticket Number:	0000118152	06/04/2005	2		06/06/2005
Ticket Number:	0000118216	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118212	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118210	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118209	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118208	06/06/2005	0		06/06/2005
Ticket Number:	0000118206	06/06/2005	0		06/06/2005
Ticket Number:	0000118203	06/06/2005	0		06/06/2005
Ticket Number:	0000118202	06/06/2005	0		06/06/2005
Ticket Number:	0000118201	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118200	06/05/2005	0		06/06/2005
Ticket Number:	0000118199	06/05/2005	0		06/06/2005
Ticket Number:	0000118191	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118149	06/04/2005	2		06/06/2005
Ticket Number:	0000118140	06/04/2005	2		06/06/2005
Ticket Number:	0000118134	06/04/2005	2		06/06/2005
Ticket Number:	0000118132	06/04/2005	2		06/06/2005
Ticket Number:	0000118131	06/04/2005	2		06/06/2005
Ticket Number:	0000118121	06/04/2005	2		06/06/2005
Ticket Number:	0000118117	06/04/2005	2		06/06/2005
Ticket Number:	0000118033	06/03/2005	0	06/03/2005	06/09/2005

**Helpdesk**

Ticket Number:	0000118163	06/05/2005	1		06/06/2005
Ticket Number:	0000118156	06/04/2005	1		06/06/2005
Ticket Number:	0000118021	06/03/2005	10	06/13/2005	06/20/2005
Ticket Number:	0000118012	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118011	06/03/2005	0		06/03/2005
Ticket Number:	0000118006	06/03/2005	0		06/03/2005
Ticket Number:	0000118000	06/02/2005	0		06/03/2005
Ticket Number:	0000117997	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000117996	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000117995	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000118197	06/05/2005	0		06/06/2005
Ticket Number:	0000118110	06/03/2005	2		06/06/2005
Ticket Number:	0000118109	06/03/2005	2		06/06/2005
Ticket Number:	0000118101	06/03/2005	3		06/06/2005
Ticket Number:	0000118070	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118065	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118571	06/09/2005	0		06/09/2005
Ticket Number:	0000117890	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117891	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117893	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117892	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117868	06/01/2005	1	06/02/2005	06/08/2005
-----			-----		
<b>Average time to ticket resolution for</b>	kincaid		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	kincaid		<b>10</b>		
<b>Minimum time to ticket resolution for</b>	kincaid		<b>0</b>		
<hr/>					
<b>mcs pads1</b>	<u>Total:</u>	<b>2</b>			
<b>Closed</b>	<u>Total:</u>	<b>2</b>			
Ticket Number:	0000119441	06/22/2005	2	06/24/2005	06/30/2005
Ticket Number:	0000118948	06/14/2005	3	06/17/2005	06/23/2005
-----			-----		
<b>Average time to ticket resolution for</b>	mcs pads1		<b>3</b>		
<b>Maximum time to ticket resolution for</b>	mcs pads1		<b>3</b>		
<b>Minimum time to ticket resolution for</b>	mcs pads1		<b>2</b>		
<hr/>					

**Helpdesk**

**myers**

Total: **48**

**Resolved**

Total: **3**

Ticket Number:	0000119630	06/24/2005	18	07/12/2005
Ticket Number:	0000119789	06/28/2005	14	07/12/2005
Ticket Number:	0000119833	06/29/2005	13	07/12/2005

**Closed**

Total: **45**

Ticket Number:	0000119045	06/15/2005	2	06/17/2005	06/23/2005
Ticket Number:	0000117959	06/02/2005	4	06/06/2005	06/13/2005
Ticket Number:	0000117918	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117875	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117979	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000118169	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118207	06/06/2005	8	06/14/2005	06/20/2005
Ticket Number:	0000118256	06/06/2005	9	06/15/2005	06/21/2005
Ticket Number:	0000118298	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118295	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118330	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118526	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118519	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118473	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118395	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118383	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118372	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118364	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118359	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118341	06/06/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118333	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118615	06/09/2005	5	06/14/2005	06/20/2005
Ticket Number:	0000118304	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118769	06/11/2005	2	06/13/2005	06/20/2005
Ticket Number:	0000119189	06/17/2005	4		06/21/2005
Ticket Number:	0000119188	06/17/2005	5	06/22/2005	06/28/2005
Ticket Number:	0000119117	06/16/2005	12	06/28/2005	07/04/2005
Ticket Number:	0000119069	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119027	06/15/2005	14	06/29/2005	07/05/2005
Ticket Number:	0000118987	06/15/2005	6		06/21/2005
Ticket Number:	0000118783	06/12/2005	9	06/21/2005	06/27/2005
Ticket Number:	0000118896	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118892	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118971	06/14/2005	6		06/20/2005
Ticket Number:	0000118885	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118863	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118775	06/11/2005	10		06/21/2005
Ticket Number:	0000119253	06/20/2005	10	06/30/2005	07/06/2005
Ticket Number:	0000119304	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119291	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119785	06/28/2005	2	06/30/2005	07/06/2005
Ticket Number:	0000119673	06/27/2005	8	07/05/2005	07/11/2005
Ticket Number:	0000119554	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119384	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119363	06/21/2005	0	06/21/2005	06/27/2005

<b>Average time to ticket resolution for</b>	myers	<b>4</b>
<b>Maximum time to ticket resolution for</b>	myers	<b>18</b>
<b>Minimum time to ticket resolution for</b>	myers	<b>0</b>

**Helpdesk**  
**myo**

**Resolved**

Ticket Number: 0000119176

Total: 289  
Total: 1  
06/17/2005

21

07/08/2005

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>288</b>		
Ticket Number:	0000119104	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000118002	06/02/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000117992	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117846	06/01/2005	0		06/01/2005
Ticket Number:	0000117840	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117881	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117880	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117876	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117854	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117853	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117851	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117847	06/01/2005	0		06/01/2005
Ticket Number:	0000117843	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000118676	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118195	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118188	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118189	06/05/2005	8	06/13/2005	06/20/2005
Ticket Number:	0000118176	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118175	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118172	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118167	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118157	06/04/2005	4	06/08/2005	06/14/2005
Ticket Number:	0000118153	06/04/2005	5	06/09/2005	06/15/2005
Ticket Number:	0000118154	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118142	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118133	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118130	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118127	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118123	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118119	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118103	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118090	06/03/2005	17	06/20/2005	06/27/2005
Ticket Number:	0000118088	06/03/2005	11	06/14/2005	06/20/2005
Ticket Number:	0000118087	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118082	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118066	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118228	06/06/2005	0		06/06/2005
Ticket Number:	0000118061	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118060	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118059	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118031	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118009	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000117990	06/02/2005	7	06/09/2005	06/15/2005
Ticket Number:	0000117991	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117985	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000118010	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000117973	06/02/2005	0		06/02/2005
Ticket Number:	0000117966	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117956	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117947	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117941	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117940	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117939	06/02/2005	0	06/02/2005	06/08/2005

## Helpdesk

Ticket Number:	0000117936	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117911	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117905	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117904	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117902	06/01/2005	5	06/06/2005	06/13/2005
Ticket Number:	0000117887	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000118196	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118840	06/13/2005	3	06/16/2005	06/22/2005
Ticket Number:	0000119350	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119150	06/17/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000118222	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118273	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118244	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118254	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118260	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118263	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118267	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118468	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118458	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118290	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118289	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118287	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118282	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118281	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118280	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118276	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118275	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118838	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118696	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118695	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118691	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118690	06/09/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118688	06/09/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118687	06/09/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118686	06/09/2005	1		06/10/2005
Ticket Number:	0000118684	06/09/2005	1		06/10/2005
Ticket Number:	0000118683	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118681	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118674	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118671	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118667	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118692	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118663	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118652	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118649	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118645	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118640	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118638	06/09/2005	5	06/14/2005	06/20/2005
Ticket Number:	0000118637	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118626	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118624	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118621	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118616	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118551	06/08/2005	1	06/09/2005	06/15/2005

**Helpdesk**

Ticket Number:	0000118546	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118542	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118514	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118508	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118469	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118461	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118454	06/08/2005	0		06/08/2005
Ticket Number:	0000118643	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118436	06/08/2005	0		06/08/2005
Ticket Number:	0000118434	06/07/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118431	06/07/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118430	06/07/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118441	06/08/2005	7	06/15/2005	06/21/2005
Ticket Number:	0000118399	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118398	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118386	06/07/2005	2	06/09/2005	06/15/2005
Ticket Number:	0000118382	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118379	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118378	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118339	06/06/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118335	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118332	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118404	06/07/2005	6	06/13/2005	06/20/2005
Ticket Number:	0000118266	06/06/2005	3	06/09/2005	06/15/2005
Ticket Number:	0000118261	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118269	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118252	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118248	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118233	06/06/2005	0		06/06/2005
Ticket Number:	0000118227	06/06/2005	3	06/09/2005	06/15/2005
Ticket Number:	0000119270	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119310	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119313	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119324	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119450	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119398	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119461	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119447	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119428	06/22/2005	5	06/27/2005	07/04/2005
Ticket Number:	0000119416	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119407	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119406	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119405	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119404	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119399	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119801	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119796	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119775	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119758	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119757	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119743	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119737	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119734	06/27/2005	1	06/28/2005	07/04/2005
Ticket Number:	0000119733	06/27/2005	9	07/06/2005	07/12/2005

**Helpdesk**

Ticket Number:	0000119732	06/27/2005	8	07/05/2005	07/11/2005
Ticket Number:	0000119711	06/27/2005	1	06/28/2005	07/04/2005
Ticket Number:	0000119697	06/27/2005	1	06/28/2005	07/04/2005
Ticket Number:	0000119690	06/27/2005	8	07/05/2005	07/11/2005
Ticket Number:	0000119661	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000119660	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000119659	06/26/2005	1	06/27/2005	07/04/2005
Ticket Number:	0000119658	06/26/2005	9	07/05/2005	07/11/2005
Ticket Number:	0000119657	06/26/2005	1	06/27/2005	07/04/2005
Ticket Number:	0000119655	06/26/2005	1	06/27/2005	07/04/2005
Ticket Number:	0000119654	06/26/2005	1	06/27/2005	07/04/2005
Ticket Number:	0000119653	06/26/2005	1	06/27/2005	07/04/2005
Ticket Number:	0000119651	06/26/2005	1	06/27/2005	07/04/2005
Ticket Number:	0000119647	06/25/2005	2	06/27/2005	07/04/2005
Ticket Number:	0000119644	06/25/2005	2	06/27/2005	07/04/2005
Ticket Number:	0000119643	06/25/2005	2	06/27/2005	07/04/2005
Ticket Number:	0000119639	06/25/2005	2	06/27/2005	07/04/2005
Ticket Number:	0000119638	06/25/2005	3	06/28/2005	07/04/2005
Ticket Number:	0000119633	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119707	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000119602	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119582	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119583	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119578	06/23/2005	4	06/27/2005	07/04/2005
Ticket Number:	0000119577	06/23/2005	4	06/27/2005	07/04/2005
Ticket Number:	0000119556	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119527	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119508	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119507	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119634	06/24/2005	3	06/27/2005	07/04/2005
Ticket Number:	0000119500	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119692	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000119396	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119371	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119353	06/21/2005	10	07/01/2005	07/07/2005
Ticket Number:	0000119325	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119315	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119309	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119284	06/20/2005	0		06/20/2005
Ticket Number:	0000119806	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119871	06/29/2005	0		06/29/2005
Ticket Number:	0000119887	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119929	06/30/2005	0	06/30/2005	07/06/2005
Ticket Number:	0000119904	06/29/2005	1	06/30/2005	07/06/2005
Ticket Number:	0000119874	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119870	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119808	06/28/2005	7	07/05/2005	07/11/2005
Ticket Number:	0000119855	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119869	06/29/2005	6	07/05/2005	07/11/2005
Ticket Number:	0000119867	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000118721	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000119221	06/19/2005	1	06/20/2005	06/27/2005
Ticket Number:	0000119222	06/19/2005	1	06/20/2005	06/27/2005
Ticket Number:	0000119220	06/19/2005	1	06/20/2005	06/27/2005

## Helpdesk

Ticket Number:	0000119218	06/19/2005	1	06/20/2005	06/27/2005
Ticket Number:	0000119219	06/19/2005	1	06/20/2005	06/27/2005
Ticket Number:	0000119216	06/19/2005	1	06/20/2005	06/27/2005
Ticket Number:	0000119214	06/19/2005	1	06/20/2005	06/27/2005
Ticket Number:	0000119211	06/19/2005	1	06/20/2005	06/27/2005
Ticket Number:	0000119208	06/18/2005	2	06/20/2005	06/27/2005
Ticket Number:	0000119207	06/18/2005	2	06/20/2005	06/27/2005
Ticket Number:	0000119202	06/18/2005	2	06/20/2005	06/27/2005
Ticket Number:	0000119204	06/18/2005	2	06/20/2005	06/27/2005
Ticket Number:	0000119205	06/18/2005	2	06/20/2005	06/27/2005
Ticket Number:	0000119206	06/18/2005	2	06/20/2005	06/27/2005
Ticket Number:	0000119199	06/18/2005	2	06/20/2005	06/27/2005
Ticket Number:	0000119197	06/17/2005	3	06/20/2005	06/27/2005
Ticket Number:	0000119196	06/17/2005	3	06/20/2005	06/27/2005
Ticket Number:	0000119191	06/17/2005	3	06/20/2005	06/27/2005
Ticket Number:	0000119735	06/27/2005	1	06/28/2005	07/04/2005
Ticket Number:	0000119169	06/17/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000119177	06/17/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000119160	06/17/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000119158	06/17/2005	11	06/28/2005	07/04/2005
Ticket Number:	0000119338	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119148	06/17/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000119145	06/16/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000119144	06/16/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000119143	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000119133	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000119132	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000119130	06/16/2005	4	06/20/2005	06/27/2005
Ticket Number:	0000119119	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000119096	06/16/2005	0		06/16/2005
Ticket Number:	0000119094	06/16/2005	0		06/16/2005
Ticket Number:	0000119093	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119074	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119073	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119062	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000119059	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000119058	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000119055	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000119036	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119425	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119019	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119007	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119002	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119005	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119001	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119000	06/15/2005	5	06/20/2005	06/27/2005
Ticket Number:	0000118981	06/15/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118980	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118979	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118978	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118976	06/14/2005	6	06/20/2005	06/27/2005
Ticket Number:	0000118975	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118958	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118956	06/14/2005	15	06/29/2005	07/05/2005

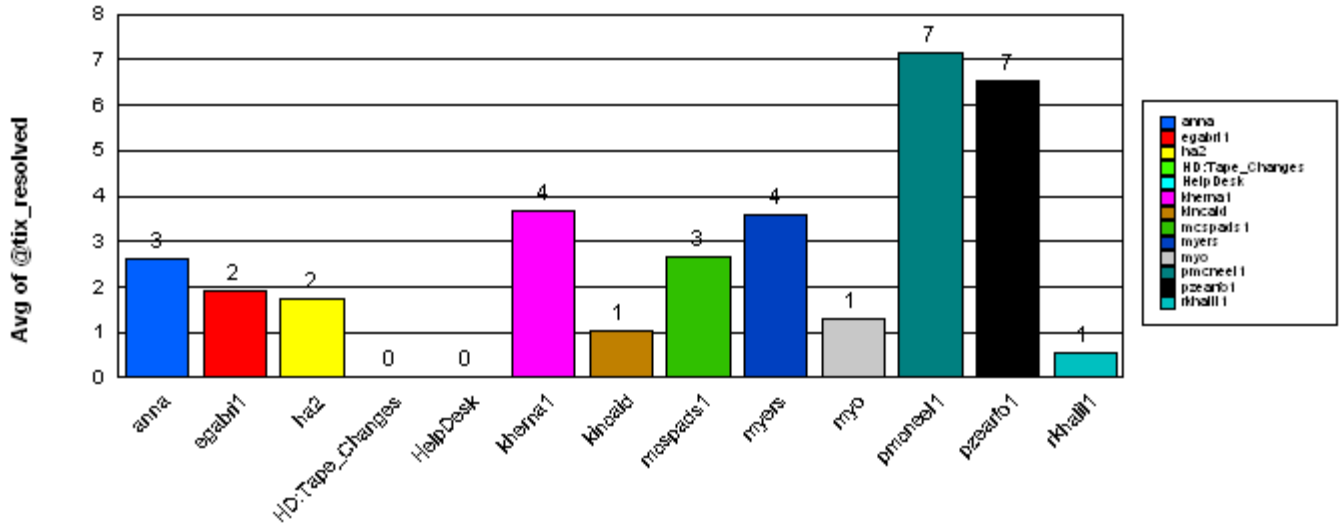
**Helpdesk**

Ticket Number:	0000118937	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118941	06/14/2005	0		06/14/2005
Ticket Number:	0000118916	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000119049	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000118889	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118846	06/13/2005	0		06/13/2005
Ticket Number:	0000118834	06/13/2005	8	06/21/2005	06/27/2005
Ticket Number:	0000118831	06/13/2005	0		06/13/2005
Ticket Number:	0000118816	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118810	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118798	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118790	06/12/2005	1	06/13/2005	06/20/2005
Ticket Number:	0000118791	06/12/2005	1	06/13/2005	06/20/2005
Ticket Number:	0000118927	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118787	06/12/2005	8	06/20/2005	06/27/2005
Ticket Number:	0000118784	06/12/2005	1	06/13/2005	06/20/2005
Ticket Number:	0000118777	06/11/2005	2	06/13/2005	06/20/2005
Ticket Number:	0000118773	06/11/2005	2	06/13/2005	06/20/2005
Ticket Number:	0000118732	06/10/2005	0	06/10/2005	06/16/2005
<b>Average time to ticket resolution for</b>			myo		<b>1</b>
<b>Maximum time to ticket resolution for</b>			myo		<b>21</b>
<b>Minimum time to ticket resolution for</b>			myo		<b>0</b>
<b>pmcneel1</b>			<b>Total:</b>	<b>2</b>	
<b>Closed</b>			<b>Total:</b>	<b>2</b>	
Ticket Number:	0000118879	06/13/2005	1		06/14/2005
Ticket Number:	0000117845	06/01/2005	13		06/14/2005
<b>Average time to ticket resolution for</b>			pmcneel1		<b>7</b>
<b>Maximum time to ticket resolution for</b>			pmcneel1		<b>13</b>
<b>Minimum time to ticket resolution for</b>			pmcneel1		<b>1</b>
<b>pzearlo1</b>			<b>Total:</b>	<b>2</b>	
<b>Closed</b>			<b>Total:</b>	<b>2</b>	
Ticket Number:	0000117983	06/02/2005	12	06/14/2005	06/20/2005
Ticket Number:	0000119799	06/28/2005	1	06/29/2005	07/05/2005
<b>Average time to ticket resolution for</b>			pzearlo1		<b>7</b>
<b>Maximum time to ticket resolution for</b>			pzearlo1		<b>12</b>
<b>Minimum time to ticket resolution for</b>			pzearlo1		<b>1</b>
<b>rkhalil1</b>			<b>Total:</b>	<b>9</b>	
<b>Resolved</b>			<b>Total:</b>	<b>1</b>	
Ticket Number:	0000117955	06/02/2005	0	06/02/2005	06/02/2005
<b>Closed</b>			<b>Total:</b>	<b>8</b>	
Ticket Number:	0000118003	06/02/2005	5	06/07/2005	06/13/2005
Ticket Number:	0000117958	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000118439	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118610	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000119793	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000118852	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118942	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118865	06/13/2005	0	06/13/2005	06/20/2005
<b>Average time to ticket resolution for</b>			rkhalil1		<b>1</b>
<b>Maximum time to ticket resolution for</b>			rkhalil1		<b>5</b>
<b>Minimum time to ticket resolution for</b>			rkhalil1		<b>0</b>

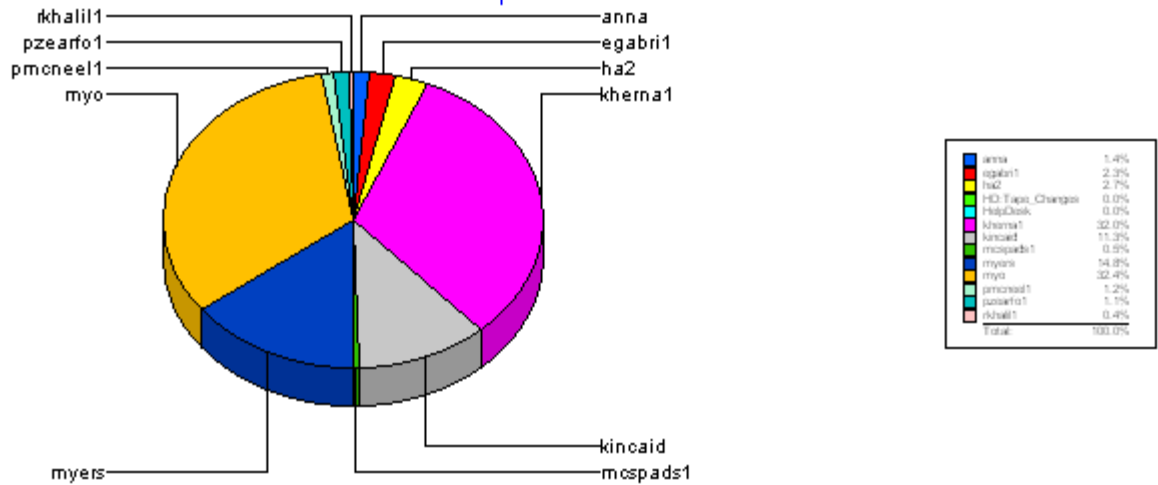
**Helpdesk**

Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	35
Minimum time to ticket resolution for	Helpdesk	0

**Avg of Each Ticket Resolved**  
For Helpdesk



**Percentage of Sum of Tickets Resolved**  
For Helpdesk



LAN

Total: 93

LAN

Closed

Total: 1

Total: 1

Ticket Number: 0000119699

06/27/2005

0

06/27/2005

-----  
Average time to ticket resolution for

LAN

0

Maximum time to ticket resolution for

LAN

0

Minimum time to ticket resolution for

LAN

0

LAN

jesse

**Resolved**

Ticket Number: 0000119470

Total: 87

Total: 1

06/22/2005

15

07/07/2005

## LAN

	<b>Closed</b>	<u>Total:</u>	<b>86</b>		
Ticket Number:	0000118974	06/14/2005	6	06/20/2005	06/27/2005
Ticket Number:	0000119347	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000117942	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117932	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117866	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000118026	06/03/2005	6		06/09/2005
Ticket Number:	0000118042	06/03/2005	10	06/13/2005	06/13/2005
Ticket Number:	0000118069	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118062	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118040	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118224	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118669	06/09/2005	6	06/15/2005	06/21/2005
Ticket Number:	0000118665	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118532	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118453	06/08/2005	0		06/08/2005
Ticket Number:	0000118448	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118419	06/07/2005	3	06/10/2005	06/21/2005
Ticket Number:	0000118354	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118459	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118340	06/06/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118320	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000119255	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119628	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000119453	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119452	06/22/2005	2	06/24/2005	06/30/2005
Ticket Number:	0000119383	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119351	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119381	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119380	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119340	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119331	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119328	06/21/2005	3	06/24/2005	06/30/2005
Ticket Number:	0000119320	06/21/2005	9	06/30/2005	07/06/2005
Ticket Number:	0000119299	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119773	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119754	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119726	06/27/2005	2	06/29/2005	07/05/2005
Ticket Number:	0000119725	06/27/2005	2	06/29/2005	07/05/2005
Ticket Number:	0000119718	06/27/2005	2	06/29/2005	07/05/2005
Ticket Number:	0000119705	06/27/2005	2	06/29/2005	07/05/2005
Ticket Number:	0000119716	06/27/2005	1	06/28/2005	07/04/2005
Ticket Number:	0000119684	06/27/2005	2	06/29/2005	07/05/2005
Ticket Number:	0000119675	06/27/2005	1	06/28/2005	07/04/2005
Ticket Number:	0000119921	06/30/2005	5	07/05/2005	07/11/2005
Ticket Number:	0000119568	06/23/2005	1	06/24/2005	06/30/2005
Ticket Number:	0000119552	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119544	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119540	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119530	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119526	06/23/2005	1	06/24/2005	06/30/2005
Ticket Number:	0000119557	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119524	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119476	06/22/2005	1	06/23/2005	06/29/2005

LAN

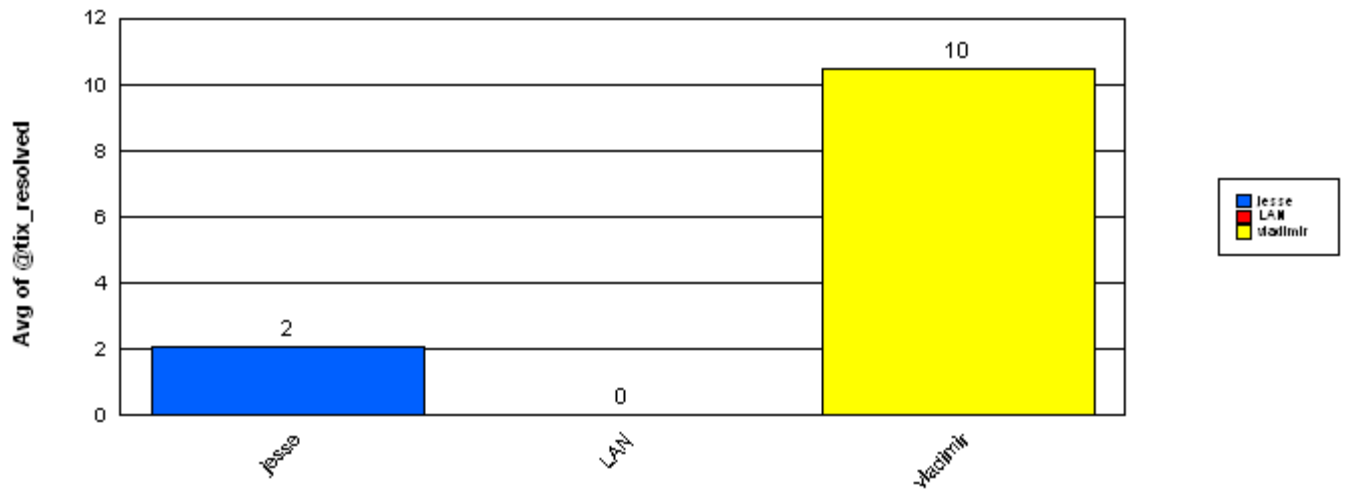
Ticket Number:	0000119522	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119482	06/22/2005	5	06/27/2005	07/04/2005
Ticket Number:	0000119292	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119286	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119345	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119285	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119807	06/28/2005	7	07/05/2005	07/11/2005
Ticket Number:	0000119826	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119911	06/30/2005	5	07/05/2005	07/11/2005
Ticket Number:	0000119813	06/28/2005	7	07/05/2005	07/11/2005
Ticket Number:	0000119572	06/23/2005	6	06/29/2005	07/05/2005
Ticket Number:	0000119243	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119240	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119052	06/15/2005	5	06/20/2005	06/27/2005
Ticket Number:	0000119046	06/15/2005	5	06/20/2005	06/27/2005
Ticket Number:	0000119041	06/15/2005	5	06/20/2005	06/27/2005
Ticket Number:	0000119014	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000118950	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118945	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118939	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000119234	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000118920	06/14/2005	10	06/24/2005	06/30/2005
Ticket Number:	0000118917	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000119170	06/17/2005	3	06/20/2005	06/27/2005
Ticket Number:	0000119116	06/16/2005	4	06/20/2005	06/27/2005
Ticket Number:	0000119108	06/16/2005	4	06/20/2005	06/27/2005
Ticket Number:	0000119410	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119097	06/16/2005	4	06/20/2005	06/27/2005
Ticket Number:	0000118911	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118876	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000119100	06/16/2005	4	06/20/2005	06/27/2005
Ticket Number:	0000118866	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118862	06/13/2005	8		06/21/2005
-----					
<b>Average time to ticket resolution for</b>	jesse		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	jesse		<b>15</b>		
<b>Minimum time to ticket resolution for</b>	jesse		<b>0</b>		
<hr/>					
<b>vladimir</b>	<u>Total:</u>	<b>5</b>			
<b>Resolved</b>	<u>Total:</u>	<b>2</b>			
Ticket Number:	0000118672	06/09/2005	32	07/11/2005	
Ticket Number:	0000119646	06/25/2005	16	07/11/2005	
<b>Closed</b>	<u>Total:</u>	<b>3</b>			
Ticket Number:	0000117834	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000118926	06/14/2005	3	06/17/2005	06/23/2005
Ticket Number:	0000119050	06/15/2005	2	06/17/2005	06/23/2005
-----					
<b>Average time to ticket resolution for</b>	vladimir		<b>10</b>		
<b>Maximum time to ticket resolution for</b>	vladimir		<b>32</b>		
<b>Minimum time to ticket resolution for</b>	vladimir		<b>0</b>		

LAN

Average time to ticket resolution for	LAN	3
Maximum time to ticket resolution for	LAN	32
Minimum time to ticket resolution for	LAN	0

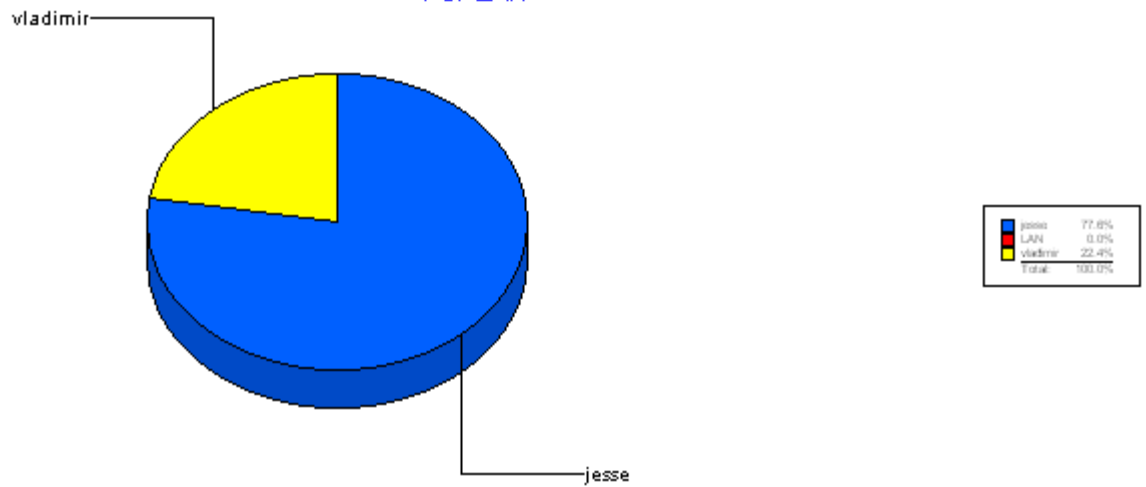
### Avg of Each Ticket Resolved

For LAN



### Percentage of Sum of Tickets Resolved

For LAN



**New Media**

		<u>Total:</u>	<b>90</b>		
<b>darnold</b>		<u>Total:</u>	<b>5</b>		
	<b>Closed</b>	<u>Total:</u>	<b>5</b>		
Ticket Number:	0000119662	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000118093	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118225	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118471	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118499	06/08/2005	0	06/08/2005	06/14/2005
-----		-----	-----	-----	
<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>0</b>		

**New Media**  
**ebenson1**

Total: **61**

**New Media**

	<b>Closed</b>	<b>Total:</b>	<b>61</b>		
Ticket Number:	0000118306	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118390	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118392	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118606	06/09/2005	0		06/09/2005
Ticket Number:	0000118599	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118600	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118762	06/10/2005	3	06/13/2005	06/20/2005
Ticket Number:	0000118460	06/08/2005	0		06/08/2005
Ticket Number:	0000118423	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118422	06/07/2005	6	06/13/2005	06/20/2005
Ticket Number:	0000118403	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118402	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118393	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118391	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118388	06/07/2005	6	06/13/2005	06/20/2005
Ticket Number:	0000118308	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118682	06/09/2005	13		06/22/2005
Ticket Number:	0000118483	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118481	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118480	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118479	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118478	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118467	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000117836	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117839	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117863	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000118148	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118147	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118477	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118071	06/03/2005	0		06/03/2005
Ticket Number:	0000118068	06/03/2005	10	06/13/2005	06/20/2005
Ticket Number:	0000118064	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118023	06/03/2005	3	06/06/2005	06/06/2005
Ticket Number:	0000118005	06/03/2005	0		06/03/2005
Ticket Number:	0000118004	06/02/2005	1		06/03/2005
Ticket Number:	0000117999	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000117998	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000118251	06/06/2005	0		06/06/2005
Ticket Number:	0000117988	06/02/2005	0		06/02/2005
Ticket Number:	0000117978	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000117976	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117949	06/02/2005	7	06/09/2005	06/15/2005
Ticket Number:	0000117914	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117912	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117909	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117913	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117907	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117884	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117865	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117858	06/01/2005	12	06/13/2005	06/20/2005
Ticket Number:	0000119282	06/20/2005	8	06/28/2005	07/04/2005
Ticket Number:	0000119403	06/21/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119376	06/21/2005	20		07/11/2005

**New Media**

Ticket Number:	0000119852	06/29/2005	2	07/01/2005	07/07/2005
Ticket Number:	0000118770	06/11/2005	2	06/13/2005	06/20/2005
Ticket Number:	0000118793	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000119192	06/17/2005	11		06/28/2005
Ticket Number:	0000119043	06/15/2005	1	06/16/2005	06/22/2005
Ticket Number:	0000119025	06/15/2005	27		07/12/2005
Ticket Number:	0000118925	06/14/2005	0	06/14/2005	06/14/2005
Ticket Number:	0000118923	06/14/2005	0	06/14/2005	06/20/2005

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<b>Average time to ticket resolution for</b>	ebensonl	<b>3</b>
<b>Maximum time to ticket resolution for</b>	ebensonl	<b>27</b>
<b>Minimum time to ticket resolution for</b>	ebensonl	<b>0</b>

**rarmstro**

Total: **24**

**Closed**

Total: **24**

Ticket Number:	0000119239	06/20/2005	7	06/27/2005	06/28/2005
Ticket Number:	0000119731	06/27/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119863	06/29/2005	6		07/05/2005
Ticket Number:	0000119936	06/30/2005	0	06/30/2005	07/06/2005
Ticket Number:	0000119311	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119490	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119541	06/23/2005	1	06/24/2005	06/30/2005
Ticket Number:	0000119641	06/25/2005	2	06/27/2005	07/04/2005
Ticket Number:	0000119656	06/26/2005	4	06/30/2005	07/06/2005
Ticket Number:	0000119642	06/25/2005	2	06/27/2005	07/04/2005
Ticket Number:	0000119729	06/27/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119615	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000118078	06/03/2005	3		06/06/2005
Ticket Number:	0000118205	06/06/2005	3		06/09/2005
Ticket Number:	0000118141	06/04/2005	2		06/06/2005
Ticket Number:	0000118150	06/04/2005	2		06/06/2005
Ticket Number:	0000118158	06/04/2005	1		06/06/2005
Ticket Number:	0000118198	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118162	06/05/2005	1		06/06/2005
Ticket Number:	0000118128	06/04/2005	2		06/06/2005
Ticket Number:	0000118086	06/03/2005	3		06/06/2005
Ticket Number:	0000118455	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118570	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118531	06/08/2005	19		06/27/2005

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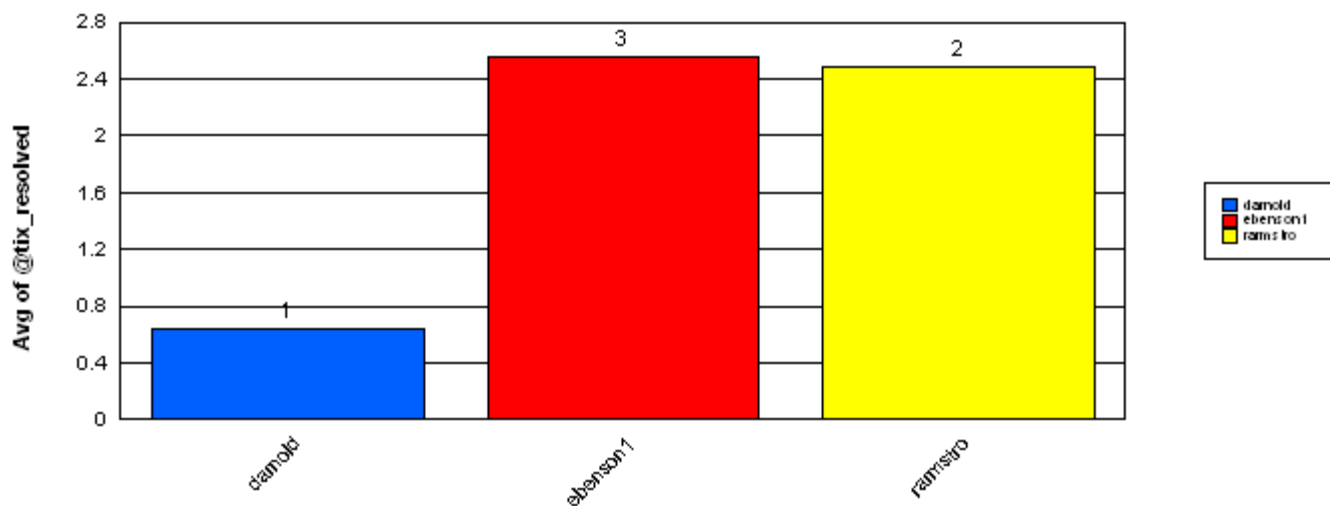
<b>Average time to ticket resolution for</b>	rarmstro	<b>2</b>
<b>Maximum time to ticket resolution for</b>	rarmstro	<b>19</b>
<b>Minimum time to ticket resolution for</b>	rarmstro	<b>0</b>

### New Media

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	27
Minimum time to ticket resolution for	New Media	0

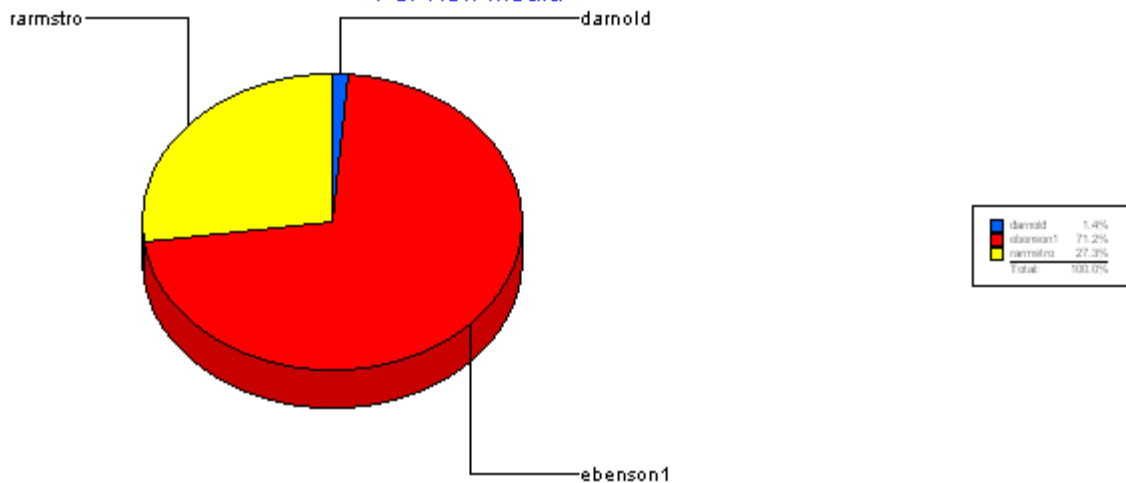
## Avg of Each Ticket Resolved

For New Media



## Percentage of Sum of Tickets Resolved

For New Media



**OIT BSG Non People**

		<u>Total:</u>	<b>75</b>		
<b>BSG:Operational_Support</b>		<u>Total:</u>	<b>12</b>		
<b>Closed</b>		<u>Total:</u>	<b>12</b>		
Ticket Number:	0000118414	06/07/2005	0	06/07/2005	
Ticket Number:	0000118895	06/14/2005	0	06/14/2005	
Ticket Number:	0000117842	06/01/2005	0	06/01/2005	
Ticket Number:	0000117917	06/02/2005	0	06/02/2005	
Ticket Number:	0000119388	06/21/2005	0	06/21/2005	
Ticket Number:	0000119517	06/23/2005	0	06/23/2005	
Ticket Number:	0000119708	06/27/2005	0	06/27/2005	
Ticket Number:	0000119678	06/27/2005	0	06/27/2005	
Ticket Number:	0000119518	06/23/2005	0	06/23/2005	
Ticket Number:	0000119908	06/30/2005	0	06/30/2005	
Ticket Number:	0000119067	06/16/2005	0	06/16/2005	
Ticket Number:	0000119183	06/17/2005	0	06/17/2005	
-----				-----	
<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>		
<hr/>				<hr/>	
<b>BSG:Web_Infrastructure</b>		<u>Total:</u>	<b>31</b>		
<b>Closed</b>		<u>Total:</u>	<b>31</b>		
Ticket Number:	0000118932	06/14/2005	0	06/14/2005	
Ticket Number:	0000118946	06/14/2005	0	06/14/2005	
Ticket Number:	0000118947	06/14/2005	0	06/14/2005	
Ticket Number:	0000118931	06/14/2005	0	06/14/2005	
Ticket Number:	0000118995	06/15/2005	0	06/15/2005	
Ticket Number:	0000119090	06/16/2005	0	06/16/2005	
Ticket Number:	0000118996	06/15/2005	0	06/15/2005	
Ticket Number:	0000119890	06/29/2005	0	06/29/2005	
Ticket Number:	0000119907	06/30/2005	0	06/30/2005	
Ticket Number:	0000119455	06/22/2005	0	06/22/2005	
Ticket Number:	0000119456	06/22/2005	0	06/22/2005	
Ticket Number:	0000119709	06/27/2005	0	06/27/2005	
Ticket Number:	0000119515	06/23/2005	0	06/23/2005	
Ticket Number:	0000119514	06/23/2005	0	06/23/2005	
Ticket Number:	0000119513	06/23/2005	0	06/23/2005	
Ticket Number:	0000119454	06/22/2005	0	06/22/2005	
Ticket Number:	0000119414	06/22/2005	0	06/22/2005	
Ticket Number:	0000119390	06/21/2005	0	06/21/2005	
Ticket Number:	0000119413	06/22/2005	0	06/22/2005	
Ticket Number:	0000119412	06/22/2005	0	06/22/2005	
Ticket Number:	0000119802	06/28/2005	0	06/28/2005	
Ticket Number:	0000119288	06/20/2005	0	06/20/2005	
Ticket Number:	0000119151	06/17/2005	0	06/17/2005	
Ticket Number:	0000119153	06/17/2005	0	06/17/2005	
Ticket Number:	0000119154	06/17/2005	0	06/17/2005	
Ticket Number:	0000119152	06/17/2005	0	06/17/2005	
Ticket Number:	0000118397	06/07/2005	0	06/07/2005	
Ticket Number:	0000118522	06/08/2005	0	06/08/2005	
Ticket Number:	0000118496	06/08/2005	0	06/08/2005	
Ticket Number:	0000118523	06/08/2005	0	06/08/2005	
Ticket Number:	0000118997	06/15/2005	0	06/15/2005	
-----				-----	
<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>		
<hr/>				<hr/>	

**OIT BSG Non People**

<b>blanchet</b>		<u>Total:</u>	<b>5</b>	
<b>Closed</b>		<u>Total:</u>	<b>5</b>	
Ticket Number:	0000119437	06/22/2005	0	06/22/2005
Ticket Number:	0000119440	06/22/2005	0	06/22/2005
Ticket Number:	0000119860	06/29/2005	13	07/12/2005
Ticket Number:	0000119858	06/29/2005	13	07/12/2005
Ticket Number:	0000119164	06/17/2005	0	06/17/2005
<b>Average time to ticket resolution for</b>		blanchet	<b>5</b>	
<b>Maximum time to ticket resolution for</b>		blanchet	<b>13</b>	
<b>Minimum time to ticket resolution for</b>		blanchet	<b>0</b>	
<b>dina</b>		<u>Total:</u>	<b>10</b>	
<b>Closed</b>		<u>Total:</u>	<b>10</b>	
Ticket Number:	0000118871	06/13/2005	3	06/16/2005
Ticket Number:	0000119249	06/20/2005	17	07/07/2005
Ticket Number:	0000119460	06/22/2005	7	06/29/2005
Ticket Number:	0000118310	06/06/2005	10	06/16/2005
Ticket Number:	0000117829	06/01/2005	0	06/01/2005
Ticket Number:	0000118038	06/03/2005	0	06/03/2005
Ticket Number:	0000118802	06/13/2005	0	06/13/2005
Ticket Number:	0000118041	06/03/2005	0	06/03/2005
Ticket Number:	0000117915	06/02/2005	0	06/02/2005
Ticket Number:	0000117916	06/02/2005	1	06/03/2005
<b>Average time to ticket resolution for</b>		dina	<b>4</b>	
<b>Maximum time to ticket resolution for</b>		dina	<b>17</b>	
<b>Minimum time to ticket resolution for</b>		dina	<b>0</b>	
<b>jason12</b>		<u>Total:</u>	<b>7</b>	
<b>Closed</b>		<u>Total:</u>	<b>7</b>	
Ticket Number:	0000117883	06/01/2005	0	06/01/2005
Ticket Number:	0000119365	06/21/2005	0	06/21/2005
Ticket Number:	0000119781	06/28/2005	0	06/28/2005
Ticket Number:	0000119746	06/28/2005	7	07/05/2005
Ticket Number:	0000119861	06/29/2005	0	06/29/2005
Ticket Number:	0000119015	06/15/2005	0	06/15/2005
Ticket Number:	0000119028	06/15/2005	0	06/15/2005
<b>Average time to ticket resolution for</b>		jason12	<b>1</b>	
<b>Maximum time to ticket resolution for</b>		jason12	<b>7</b>	
<b>Minimum time to ticket resolution for</b>		jason12	<b>0</b>	
<b>lijwang1</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000118730	06/10/2005	4	06/14/2005
<b>Average time to ticket resolution for</b>		lijwang1	<b>4</b>	
<b>Maximum time to ticket resolution for</b>		lijwang1	<b>4</b>	
<b>Minimum time to ticket resolution for</b>		lijwang1	<b>4</b>	
<b>paulr</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000118547	06/08/2005	0	06/08/2005 07/05/2005
<b>Average time to ticket resolution for</b>		paulr	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		paulr	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		paulr	<b>0</b>	

**OIT BSG Non People**

**putro**

Total: **8**

**Closed**

Total: **8**

Ticket Number:	0000118324	06/06/2005	0	06/06/2005
Ticket Number:	0000117874	06/01/2005	0	06/01/2005
Ticket Number:	0000118018	06/03/2005	0	06/03/2005
Ticket Number:	0000118855	06/13/2005	0	06/13/2005
Ticket Number:	0000118860	06/13/2005	2	06/15/2005
Ticket Number:	0000118857	06/13/2005	18	07/01/2005
Ticket Number:	0000118877	06/13/2005	8	06/21/2005
Ticket Number:	0000119346	06/21/2005	0	06/21/2005

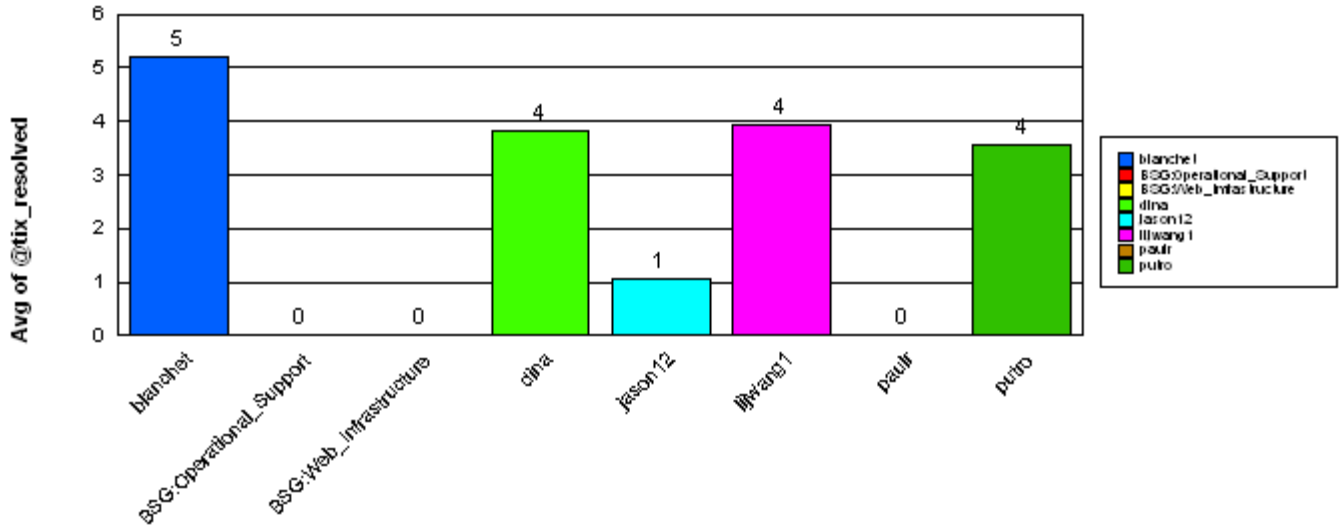
<b>Average time to ticket resolution for</b>	putro	<b>4</b>
<b>Maximum time to ticket resolution for</b>	putro	<b>18</b>
<b>Minimum time to ticket resolution for</b>	putro	<b>0</b>

**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	18
Minimum time to ticket resolution for	OIT BSG Non P	0

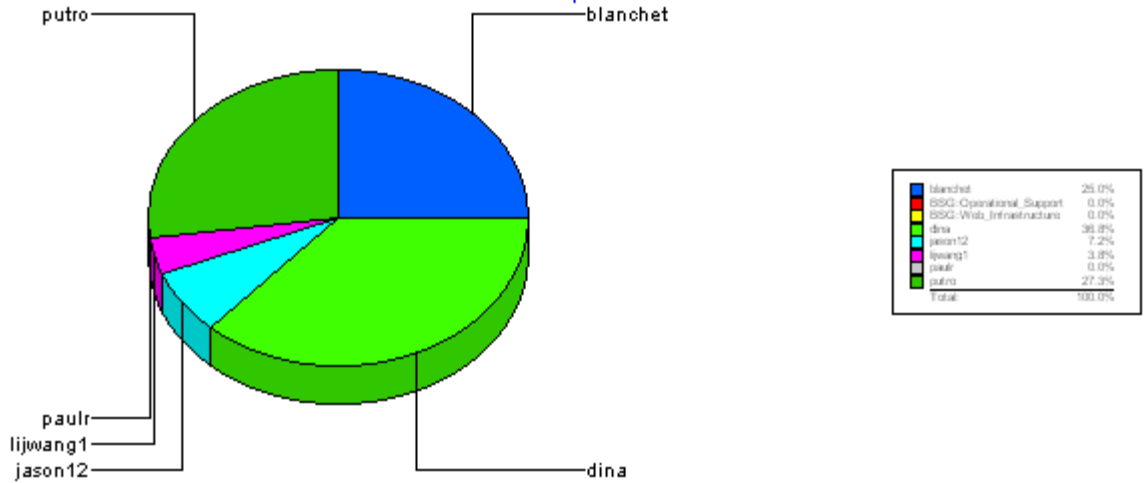
**Avg of Each Ticket Resolved**

For OIT BSG Non PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		<u>Total:</u>	<b>200</b>		
<b>afinn</b>		<u>Total:</u>	<b>5</b>		
<b>Closed</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000119581	06/24/2005	4		06/28/2005
Ticket Number:	0000119817	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119122	06/16/2005	7	06/23/2005	07/01/2005
Ticket Number:	0000117943	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000118316	06/06/2005	1	06/07/2005	06/13/2005
-----		-----	-----	-----	
<b>Average time to ticket resolution for</b>		afinn	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		afinn	<b>7</b>		
<b>Minimum time to ticket resolution for</b>		afinn	<b>1</b>		
<hr/>		<hr/>	<hr/>	<hr/>	
<b>byron</b>		<u>Total:</u>	<b>6</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000119868	06/29/2005	8	07/07/2005	
<b>Closed</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000119159	06/17/2005	7	06/24/2005	06/30/2005
Ticket Number:	0000119587	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000119466	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119923	06/30/2005	1	07/01/2005	07/07/2005
Ticket Number:	0000119547	06/23/2005	1	06/24/2005	06/30/2005
-----		-----	-----	-----	
<b>Average time to ticket resolution for</b>		byron	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		byron	<b>8</b>		
<b>Minimum time to ticket resolution for</b>		byron	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	

OIT Business Systems: P

chriss

Total: 46

Closed

Total: 46

Ticket Number:	0000119306	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119586	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000119567	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119559	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119558	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119553	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119545	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119542	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119534	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119486	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119457	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119348	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119343	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000118740	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118832	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118809	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118755	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118901	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118900	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118940	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000119195	06/17/2005	3	06/20/2005	06/27/2005
Ticket Number:	0000119026	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119021	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000118977	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118965	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118960	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118928	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000117856	06/01/2005	2	06/03/2005	06/09/2005
Ticket Number:	0000117855	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117873	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117934	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117962	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000118219	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118213	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118089	06/03/2005	4	06/07/2005	06/13/2005
Ticket Number:	0000117857	06/01/2005	2	06/03/2005	06/09/2005
Ticket Number:	0000119020	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000118322	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118368	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118376	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118356	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118380	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118385	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118509	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118677	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118493	06/08/2005	0	06/08/2005	06/14/2005

Average time to ticket resolution for	chriss	0
Maximum time to ticket resolution for	chriss	4
Minimum time to ticket resolution for	chriss	0

**OIT Business Systems: P**

**dharley**

Total: 1

**Closed**

Total: 1

Ticket Number: 0000119914

06/30/2005

1

07/01/2005

07/07/2005

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

dharley  
dharley  
dharley

**1**  
**1**  
**1**

**dsylva**

Total: 9

**Closed**

Total: 9

Ticket Number: 0000119885

06/29/2005

0

06/29/2005

07/05/2005

Ticket Number: 0000119927

06/30/2005

0

06/30/2005

07/06/2005

Ticket Number: 0000119609

06/24/2005

7

07/01/2005

07/07/2005

Ticket Number: 0000118741

06/10/2005

7

06/17/2005

06/23/2005

Ticket Number: 0000118943

06/14/2005

3

06/17/2005

06/23/2005

Ticket Number: 0000119149

06/17/2005

7

06/24/2005

06/30/2005

Ticket Number: 0000118492

06/08/2005

16

06/24/2005

06/30/2005

Ticket Number: 0000117862

06/01/2005

12

06/13/2005

06/20/2005

Ticket Number: 0000118028

06/03/2005

0

06/03/2005

06/09/2005

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

dsylva  
dsylva  
dsylva

**6**  
**16**  
**0**

**haddaway**

Total: 6

**Closed**

Total: 6

Ticket Number: 0000119051

06/15/2005

0

06/15/2005

06/21/2005

Ticket Number: 0000119230

06/20/2005

2

06/22/2005

06/28/2005

Ticket Number: 0000119307

06/20/2005

0

06/20/2005

06/27/2005

Ticket Number: 0000119788

06/28/2005

8

07/06/2005

07/12/2005

Ticket Number: 0000119909

06/30/2005

0

06/30/2005

07/06/2005

Ticket Number: 0000119920

06/30/2005

0

06/30/2005

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

haddaway  
haddaway  
haddaway

**2**  
**8**  
**0**

OIT Business Systems: P  
jeremy

Total: 70

**OIT Business Systems: P**

<b>Closed</b>		<u>Total:</u>	<b>70</b>			
Ticket Number:	0000119815	06/28/2005	1	06/29/2005	07/05/2005	
Ticket Number:	0000119847	06/29/2005	0	06/29/2005	07/05/2005	
Ticket Number:	0000119834	06/29/2005	0	06/29/2005	07/05/2005	
Ticket Number:	0000119866	06/29/2005	0	06/29/2005	07/05/2005	
Ticket Number:	0000119937	06/30/2005	0	06/30/2005	07/06/2005	
Ticket Number:	0000119880	06/29/2005	0	06/29/2005	07/05/2005	
Ticket Number:	0000119326	06/21/2005	0	06/21/2005	06/27/2005	
Ticket Number:	0000119420	06/22/2005	0	06/22/2005	06/28/2005	
Ticket Number:	0000119444	06/22/2005	0	06/22/2005	06/28/2005	
Ticket Number:	0000119516	06/23/2005	0	06/23/2005	06/29/2005	
Ticket Number:	0000119752	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119738	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119724	06/27/2005	1	06/28/2005	07/04/2005	
Ticket Number:	0000119715	06/27/2005	1	06/28/2005	07/04/2005	
Ticket Number:	0000119717	06/27/2005	1	06/28/2005	07/04/2005	
Ticket Number:	0000119714	06/27/2005	0	06/27/2005	07/04/2005	
Ticket Number:	0000119700	06/27/2005	0	06/27/2005	07/04/2005	
Ticket Number:	0000119762	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119650	06/26/2005	1	06/27/2005	07/04/2005	
Ticket Number:	0000119800	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119797	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119780	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119778	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119769	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119570	06/23/2005	0	06/23/2005	06/29/2005	
Ticket Number:	0000119563	06/23/2005	0	06/23/2005	06/29/2005	
Ticket Number:	0000119519	06/23/2005	0	06/23/2005	06/29/2005	
Ticket Number:	0000119771	06/28/2005	0	06/28/2005	07/04/2005	
Ticket Number:	0000119469	06/22/2005	0	06/22/2005	06/28/2005	
Ticket Number:	0000119423	06/22/2005	0	06/22/2005	06/28/2005	
Ticket Number:	0000119374	06/21/2005	0	06/21/2005	06/27/2005	
Ticket Number:	0000118725	06/10/2005	0		06/10/2005	
Ticket Number:	0000119373	06/21/2005	0	06/21/2005	06/27/2005	
Ticket Number:	0000119101	06/16/2005	0	06/16/2005	06/22/2005	
Ticket Number:	0000118989	06/15/2005	0	06/15/2005	06/21/2005	
Ticket Number:	0000119107	06/16/2005	1	06/17/2005	06/23/2005	
Ticket Number:	0000119184	06/17/2005	0	06/17/2005	06/23/2005	
Ticket Number:	0000119334	06/21/2005	0		06/21/2005	
Ticket Number:	0000119167	06/17/2005	0	06/17/2005	06/23/2005	
Ticket Number:	0000119123	06/16/2005	1	06/17/2005	06/23/2005	
Ticket Number:	0000119075	06/16/2005	0	06/16/2005	06/22/2005	
Ticket Number:	0000118736	06/10/2005	0	06/10/2005	06/16/2005	
Ticket Number:	0000118245	06/06/2005	2	06/08/2005	06/14/2005	
Ticket Number:	0000118292	06/06/2005	0	06/06/2005	06/13/2005	
Ticket Number:	0000118369	06/07/2005	0	06/07/2005	06/13/2005	
Ticket Number:	0000118277	06/06/2005	1	06/07/2005	06/13/2005	
Ticket Number:	0000118371	06/07/2005	0	06/07/2005	06/13/2005	
Ticket Number:	0000118689	06/09/2005	0	06/10/2005	06/16/2005	
Ticket Number:	0000118826	06/13/2005	0	06/13/2005	06/20/2005	
Ticket Number:	0000118659	06/09/2005	0	06/09/2005	06/15/2005	
Ticket Number:	0000118635	06/09/2005	0	06/09/2005	06/15/2005	
Ticket Number:	0000118581	06/09/2005	0	06/09/2005	06/15/2005	
Ticket Number:	0000119032	06/15/2005	0	06/15/2005	06/21/2005	

**OIT Business Systems: P**

Ticket Number:	0000118415	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118407	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118715	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118708	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118373	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000119865	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000118215	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118182	06/05/2005	2	06/07/2005	06/13/2005
Ticket Number:	0000118250	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118036	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000117971	06/02/2005	0		06/02/2005
Ticket Number:	0000117963	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117954	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117864	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000117924	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117928	06/02/2005	0	06/02/2005	06/08/2005
Ticket Number:	0000117946	06/02/2005	0	06/02/2005	06/08/2005
<hr/>					
<b>Average time to ticket resolution for</b>	jeremy		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	jeremy		<b>2</b>		
<b>Minimum time to ticket resolution for</b>	jeremy		<b>0</b>		
<hr/>					
<b>jgood</b>		<b>Total:</b>	<b>6</b>		
<b>Closed</b>		<b>Total:</b>	<b>6</b>		
Ticket Number:	0000118084	06/03/2005	21	06/24/2005	06/30/2005
Ticket Number:	0000118229	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118447	06/08/2005	16	06/24/2005	06/30/2005
Ticket Number:	0000119040	06/15/2005	8	06/23/2005	06/29/2005
Ticket Number:	0000119418	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119782	06/28/2005	1	06/29/2005	07/05/2005
<hr/>					
<b>Average time to ticket resolution for</b>	jgood		<b>8</b>		
<b>Maximum time to ticket resolution for</b>	jgood		<b>21</b>		
<b>Minimum time to ticket resolution for</b>	jgood		<b>1</b>		
<hr/>					
<b>kblank</b>		<b>Total:</b>	<b>4</b>		
<b>Closed</b>		<b>Total:</b>	<b>4</b>		
Ticket Number:	0000119562	06/23/2005	7	06/30/2005	07/06/2005
Ticket Number:	0000119783	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000118910	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118058	06/03/2005	4	06/07/2005	06/13/2005
<hr/>					
<b>Average time to ticket resolution for</b>	kblank		<b>3</b>		
<b>Maximum time to ticket resolution for</b>	kblank		<b>7</b>		
<b>Minimum time to ticket resolution for</b>	kblank		<b>0</b>		
<hr/>					
<b>kjoseph</b>		<b>Total:</b>	<b>1</b>		
<b>Closed</b>		<b>Total:</b>	<b>1</b>		
Ticket Number:	0000119620	06/24/2005	14		07/08/2005
<hr/>					
<b>Average time to ticket resolution for</b>	kjoseph		<b>14</b>		
<b>Maximum time to ticket resolution for</b>	kjoseph		<b>14</b>		
<b>Minimum time to ticket resolution for</b>	kjoseph		<b>14</b>		

**OIT Business Systems: P**

<b>ostrove</b>		<u>Total:</u>	<b>5</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000119617	06/24/2005	14	07/08/2005	
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000118049	06/03/2005	4	06/07/2005	06/13/2005
Ticket Number:	0000118024	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000119550	06/23/2005	0	06/23/2005	06/23/2005
Ticket Number:	0000118825	06/13/2005	0	06/13/2005	06/20/2005
-----					
<b>Average time to ticket resolution for</b>		ostrove			<b>4</b>
<b>Maximum time to ticket resolution for</b>		ostrove			<b>14</b>
<b>Minimum time to ticket resolution for</b>		ostrove			<b>0</b>
<hr/>					
<b>psimon</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000119417	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119669	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000119839	06/29/2005	1	06/30/2005	07/05/2005
Ticket Number:	0000118540	06/08/2005	7	06/15/2005	06/21/2005
-----					
<b>Average time to ticket resolution for</b>		psimon			<b>2</b>
<b>Maximum time to ticket resolution for</b>		psimon			<b>7</b>
<b>Minimum time to ticket resolution for</b>		psimon			<b>0</b>
<hr/>					
<b>slong</b>		<u>Total:</u>	<b>14</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000119626	06/24/2005	17	07/11/2005	
<b>Closed</b>		<u>Total:</u>	<b>13</b>		
Ticket Number:	0000119438	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000118487	06/08/2005	12	06/20/2005	06/27/2005
Ticket Number:	0000118673	06/09/2005	8	06/17/2005	06/23/2005
Ticket Number:	0000118694	06/10/2005	5	06/15/2005	06/21/2005
Ticket Number:	0000118703	06/10/2005	5	06/15/2005	06/21/2005
Ticket Number:	0000119492	06/22/2005	8	06/30/2005	07/06/2005
Ticket Number:	0000119565	06/23/2005	6	06/29/2005	07/05/2005
Ticket Number:	0000119283	06/20/2005	2	06/22/2005	06/28/2005
Ticket Number:	0000119141	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000119106	06/16/2005	4	06/20/2005	06/27/2005
Ticket Number:	0000119501	06/23/2005	6	06/29/2005	07/05/2005
Ticket Number:	0000119228	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119162	06/17/2005	0	06/17/2005	06/23/2005
-----					
<b>Average time to ticket resolution for</b>		slong			<b>5</b>
<b>Maximum time to ticket resolution for</b>		slong			<b>17</b>
<b>Minimum time to ticket resolution for</b>		slong			<b>0</b>
<hr/>					

**OIT Business Systems: P**

**stephen**

Total: **23**

**Resolved**

Total: **3**

Ticket Number:	0000119193	06/17/2005	21	07/08/2005
Ticket Number:	0000119242	06/20/2005	17	07/07/2005
Ticket Number:	0000119267	06/20/2005	17	07/07/2005

**Closed**

Total: **20**

Ticket Number:	0000117837	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000118242	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118360	06/07/2005	6	06/13/2005	06/20/2005
Ticket Number:	0000118650	06/09/2005	0	06/09/2005	06/15/2005
Ticket Number:	0000118641	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118808	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118363	06/07/2005	20	06/27/2005	07/04/2005
Ticket Number:	0000118728	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118739	06/10/2005	4	06/14/2005	06/20/2005
Ticket Number:	0000118807	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000119033	06/15/2005	2	06/17/2005	06/23/2005
Ticket Number:	0000118967	06/14/2005	22	07/06/2005	07/12/2005
Ticket Number:	0000119103	06/16/2005	13	06/29/2005	07/05/2005
Ticket Number:	0000119548	06/23/2005	8	07/01/2005	07/07/2005
Ticket Number:	0000119846	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119786	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119798	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119787	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119840	06/29/2005	2	07/01/2005	07/07/2005
Ticket Number:	0000119941	06/30/2005	1	07/01/2005	07/07/2005

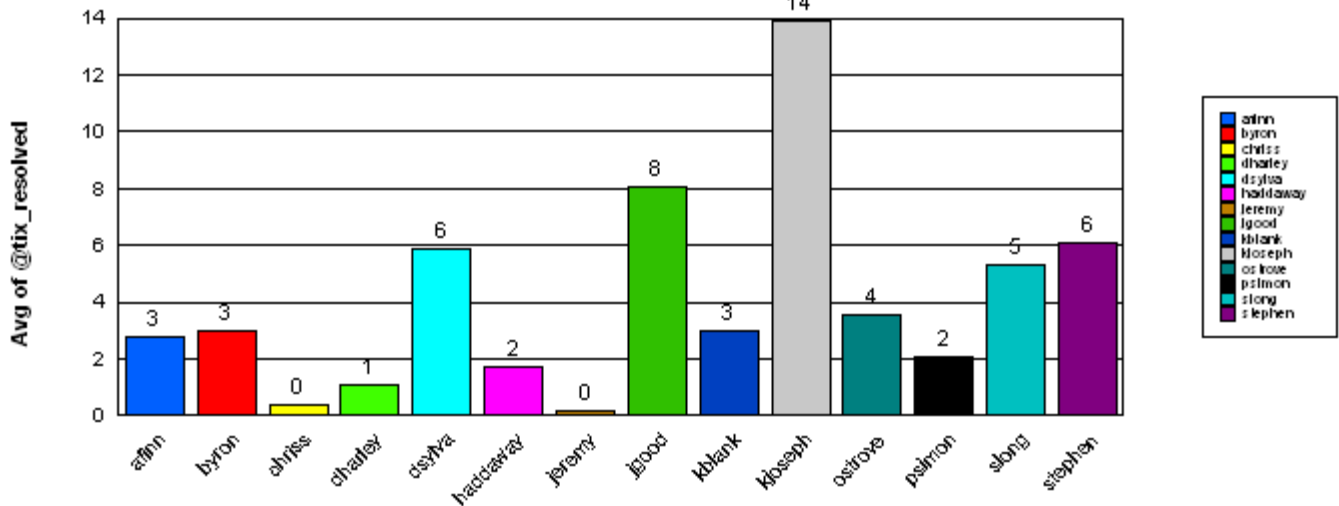
-----		-----
<b>Average time to ticket resolution for</b>	stephen	<b>6</b>
<b>Maximum time to ticket resolution for</b>	stephen	<b>22</b>
<b>Minimum time to ticket resolution for</b>	stephen	<b>0</b>
-----		-----

**OIT Business Systems: P**

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	22
Minimum time to ticket resolution for	OIT Business S	0

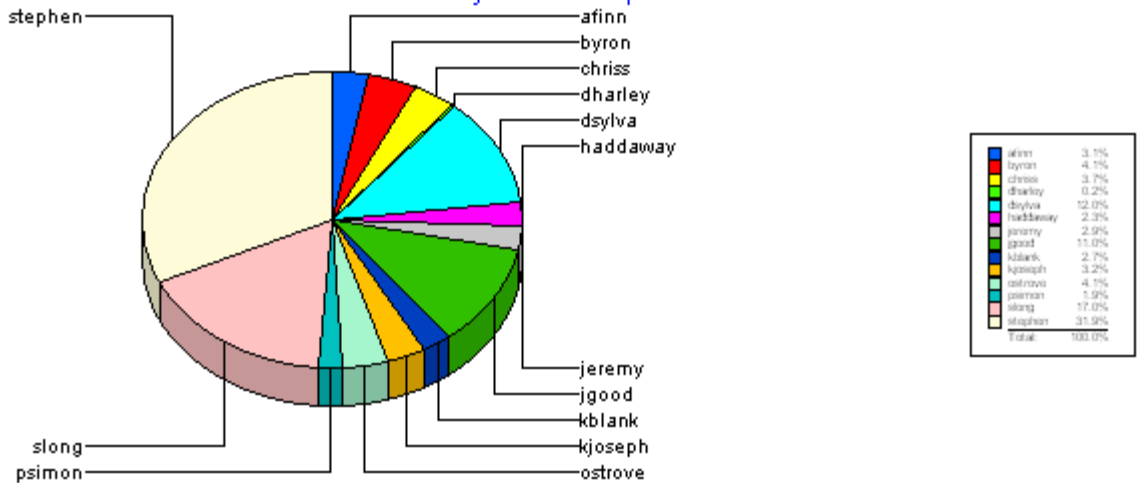
**Avg of Each Ticket Resolved**

For OIT Business Systems: PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT Business Systems: PeopleSoft



**Physical Networks**

		<b>Total:</b>	<b>56</b>		
<b>beakja1</b>		<u>Total:</u>	<b>7</b>		
<b>Closed</b>		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000119318	06/21/2005	1	06/22/2005	06/28/2005
Ticket Number:	0000119375	06/21/2005	1		06/22/2005
Ticket Number:	0000119063	06/15/2005	8		06/24/2005
Ticket Number:	0000119136	06/16/2005	15		07/01/2005
Ticket Number:	0000118472	06/08/2005	7	06/15/2005	06/21/2005
Ticket Number:	0000118837	06/13/2005	2	06/15/2005	06/21/2005
Ticket Number:	0000117906	06/01/2005	23		06/24/2005
-----				-----	
<b>Average time to ticket resolution for</b>		beakja1	<b>8</b>		
<b>Maximum time to ticket resolution for</b>		beakja1	<b>23</b>		
<b>Minimum time to ticket resolution for</b>		beakja1	<b>1</b>		
<hr/>				<hr/>	
<b>bushong1</b>		<u>Total:</u>	<b>23</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000119913	06/30/2005	11	07/11/2005	
<b>Closed</b>		<u>Total:</u>	<b>22</b>		
Ticket Number:	0000117869	06/01/2005	29	06/30/2005	07/06/2005
Ticket Number:	0000118045	06/03/2005	4	06/07/2005	06/13/2005
Ticket Number:	0000118235	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118707	06/10/2005	5	06/15/2005	06/21/2005
Ticket Number:	0000118451	06/08/2005	1	06/09/2005	06/15/2005
Ticket Number:	0000118510	06/08/2005	2	06/10/2005	06/16/2005
Ticket Number:	0000118503	06/08/2005	2	06/10/2005	06/16/2005
Ticket Number:	0000118319	06/06/2005	2	06/08/2005	06/14/2005
Ticket Number:	0000118819	06/13/2005	2	06/15/2005	06/21/2005
Ticket Number:	0000119012	06/15/2005	2	06/17/2005	06/23/2005
Ticket Number:	0000119142	06/16/2005	8	06/24/2005	06/30/2005
Ticket Number:	0000119244	06/20/2005	8	06/28/2005	07/04/2005
Ticket Number:	0000119172	06/17/2005	0	06/17/2005	06/23/2005
Ticket Number:	0000119029	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119070	06/16/2005	12	06/28/2005	07/04/2005
Ticket Number:	0000119268	06/20/2005	9	06/29/2005	07/05/2005
Ticket Number:	0000119685	06/27/2005	2	06/29/2005	07/05/2005
Ticket Number:	0000119591	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000119574	06/23/2005	1	06/24/2005	06/30/2005
Ticket Number:	0000119529	06/23/2005	1	06/24/2005	06/30/2005
Ticket Number:	0000119321	06/21/2005	3	06/24/2005	06/30/2005
Ticket Number:	0000119269	06/20/2005	9	06/29/2005	07/05/2005
-----				-----	
<b>Average time to ticket resolution for</b>		bushong1	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		bushong1	<b>29</b>		
<b>Minimum time to ticket resolution for</b>		bushong1	<b>0</b>		
<hr/>				<hr/>	
<b>damian</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000119614	06/24/2005	5	06/29/2005	07/05/2005
Ticket Number:	0000118080	06/03/2005	26	06/29/2005	07/05/2005
-----				-----	
<b>Average time to ticket resolution for</b>		damian	<b>15</b>		
<b>Maximum time to ticket resolution for</b>		damian	<b>26</b>		
<b>Minimum time to ticket resolution for</b>		damian	<b>5</b>		
<hr/>				<hr/>	

**Physical Networks**

**natb1**

Total: 9

**Resolved**

Total: 2

Ticket Number:	0000119670	06/27/2005	10	07/07/2005
Ticket Number:	0000119951	06/30/2005	7	07/07/2005

**Closed**

Total: 7

Ticket Number:	0000118347	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000119273	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119891	06/29/2005	2	07/01/2005	07/07/2005
Ticket Number:	0000119895	06/29/2005	2	07/01/2005	07/07/2005
Ticket Number:	0000118868	06/13/2005	2	06/15/2005	06/21/2005
Ticket Number:	0000119127	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000118883	06/13/2005	2	06/15/2005	06/21/2005

<b>Average time to ticket resolution for</b>	natb1	<b>3</b>
<b>Maximum time to ticket resolution for</b>	natb1	<b>10</b>
<b>Minimum time to ticket resolution for</b>	natb1	<b>1</b>

**zicka**

Total: 15

**Resolved**

Total: 1

Ticket Number:	0000119926	06/30/2005	8	07/08/2005
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**Closed**

Total: 14

Ticket Number:	0000118484	06/08/2005	2	06/10/2005	06/16/2005
Ticket Number:	0000118845	06/13/2005	7	06/20/2005	06/27/2005
Ticket Number:	0000119190	06/17/2005	3	06/20/2005	06/27/2005
Ticket Number:	0000119182	06/17/2005	4	06/21/2005	06/27/2005
Ticket Number:	0000119181	06/17/2005	4	06/21/2005	06/27/2005
Ticket Number:	0000119180	06/17/2005	4	06/21/2005	06/27/2005
Ticket Number:	0000119173	06/17/2005	4	06/21/2005	06/27/2005
Ticket Number:	0000119134	06/16/2005	5	06/21/2005	06/27/2005
Ticket Number:	0000119124	06/16/2005	5	06/21/2005	06/27/2005
Ticket Number:	0000118966	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000119379	06/21/2005	2	06/23/2005	06/29/2005
Ticket Number:	0000119723	06/27/2005	9	07/06/2005	07/12/2005
Ticket Number:	0000119569	06/23/2005	1	06/24/2005	06/30/2005
Ticket Number:	0000119502	06/23/2005	0	06/23/2005	06/29/2005

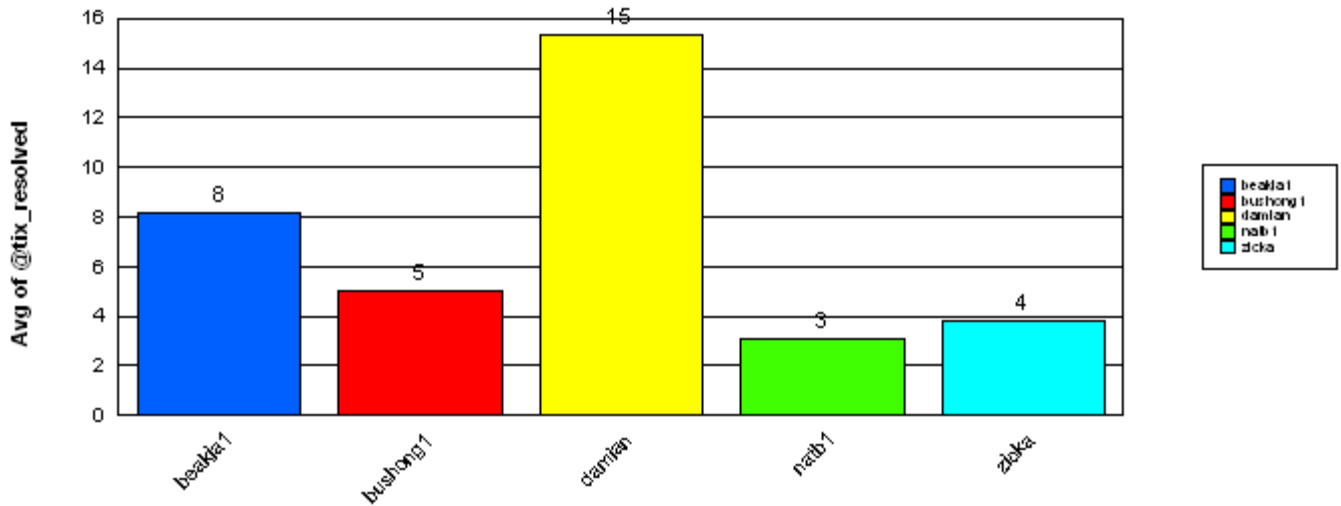
<b>Average time to ticket resolution for</b>	zicka	<b>4</b>
<b>Maximum time to ticket resolution for</b>	zicka	<b>9</b>
<b>Minimum time to ticket resolution for</b>	zicka	<b>0</b>

**Physical Networks**

Average time to ticket resolution for	Physical Networ	5
Maximum time to ticket resolution for	Physical Networ	29
Minimum time to ticket resolution for	Physical Networ	0

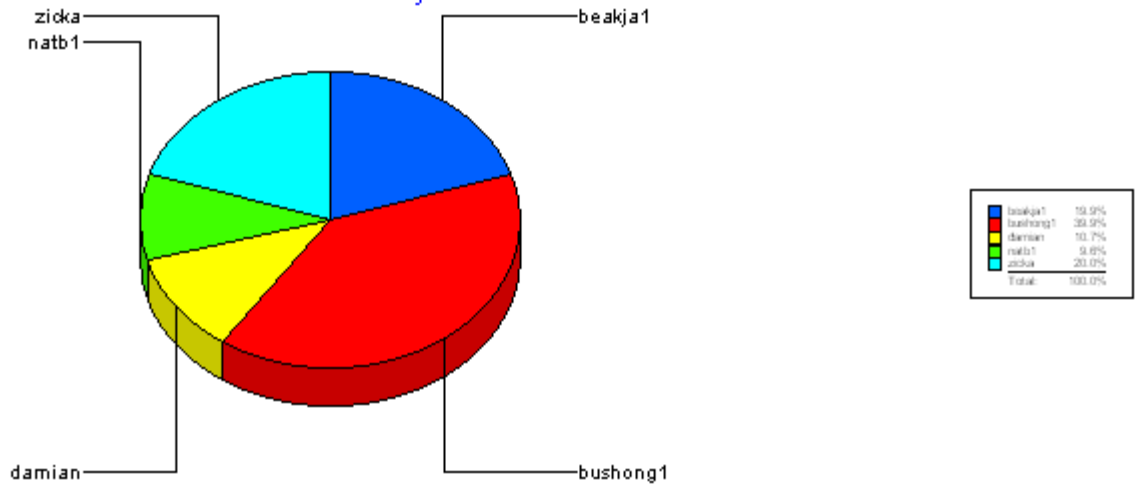
**Avg of Each Ticket Resolved**

For Physical Networks



**Percentage of Sum of Tickets Resolved**

For Physical Networks



Security

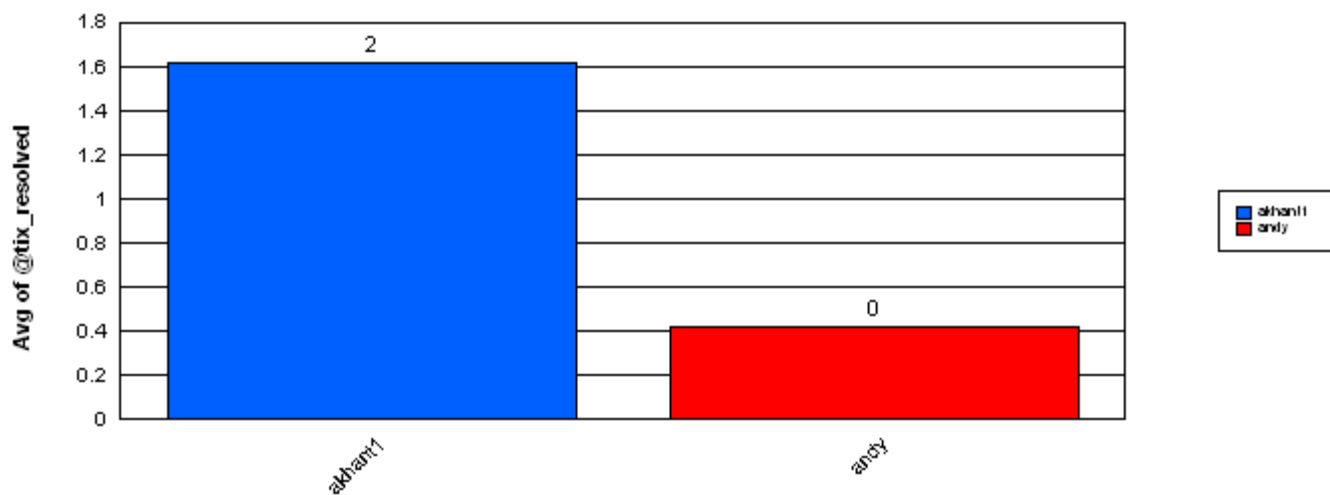
		Total:	33		
<b>akhant1</b>		<u>Total:</u> 31			
<b>Closed</b>		<u>Total:</u> 31			
Ticket Number:	0000119849	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000118776	06/11/2005	3	06/14/2005	06/20/2005
Ticket Number:	0000118778	06/11/2005	2		06/13/2005
Ticket Number:	0000118782	06/11/2005	2	06/14/2005	06/20/2005
Ticket Number:	0000118999	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119085	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119083	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000118830	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118795	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118232	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118713	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118432	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118426	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118413	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118355	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118998	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000118076	06/03/2005	7	06/10/2005	06/16/2005
Ticket Number:	0000118007	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118057	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118072	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118077	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118170	06/05/2005	1	06/06/2005	06/13/2005
Ticket Number:	0000118105	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118100	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118099	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118098	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118097	06/03/2005	4	06/07/2005	06/13/2005
Ticket Number:	0000118096	06/03/2005	4	06/07/2005	06/13/2005
Ticket Number:	0000118095	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118085	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000118074	06/03/2005	3	06/06/2005	06/13/2005
-----		-----		-----	
<b>Average time to ticket resolution for</b>		akhant1	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		akhant1	<b>7</b>		
<b>Minimum time to ticket resolution for</b>		akhant1	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>andy</b>		<u>Total:</u> 2			
<b>Closed</b>		<u>Total:</u> 2			
Ticket Number:	0000118427	06/07/2005	1	06/08/2005	06/14/2005
Ticket Number:	0000118656	06/09/2005	0	06/09/2005	06/15/2005
-----		-----		-----	
<b>Average time to ticket resolution for</b>		andy	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		andy	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		andy	<b>0</b>		
<hr/>		<hr/>		<hr/>	

**Security**

Average time to ticket resolution for	Security	2
Maximum time to ticket resolution for	Security	7
Minimum time to ticket resolution for	Security	0

### Avg of Each Ticket Resolved

For Security



### Percentage of Sum of Tickets Resolved

For Security



SysCore

		<b>Total: 172</b>	
<b>SysCore</b>		<b>Total: 8</b>	
<b>Closed</b>		<b>Total: 8</b>	
Ticket Number:	0000118604	06/09/2005	0
Ticket Number:	0000118617	06/09/2005	0
Ticket Number:	0000118620	06/09/2005	0
Ticket Number:	0000118628	06/09/2005	0
Ticket Number:	0000118619	06/09/2005	0
Ticket Number:	0000118612	06/09/2005	0
Ticket Number:	0000118609	06/09/2005	0
Ticket Number:	0000118622	06/09/2005	0
-----		-----	
<b>Average time to ticket resolution for</b>		SysCore	<b>0</b>
<b>Maximum time to ticket resolution for</b>		SysCore	<b>0</b>
<b>Minimum time to ticket resolution for</b>		SysCore	<b>0</b>
<hr/>		<hr/>	
<b>SysCore:myUMBC</b>		<b>Total: 2</b>	
<b>Closed</b>		<b>Total: 2</b>	
Ticket Number:	0000118605	06/09/2005	0
Ticket Number:	0000118608	06/09/2005	0
-----		-----	
<b>Average time to ticket resolution for</b>		SysCore:myUM	<b>0</b>
<b>Maximum time to ticket resolution for</b>		SysCore:myUM	<b>0</b>
<b>Minimum time to ticket resolution for</b>		SysCore:myUM	<b>0</b>
<hr/>		<hr/>	
<b>banz</b>		<b>Total: 8</b>	
<b>Closed</b>		<b>Total: 8</b>	
Ticket Number:	0000117982	06/02/2005	0
Ticket Number:	0000118137	06/04/2005	18
Ticket Number:	0000119391	06/21/2005	2
Ticket Number:	0000119900	06/29/2005	1
Ticket Number:	0000119257	06/20/2005	0
Ticket Number:	0000119395	06/21/2005	2
Ticket Number:	0000119335	06/21/2005	0
Ticket Number:	0000119262	06/20/2005	1
-----		-----	
<b>Average time to ticket resolution for</b>		banz	<b>3</b>
<b>Maximum time to ticket resolution for</b>		banz	<b>18</b>
<b>Minimum time to ticket resolution for</b>		banz	<b>0</b>
<hr/>		<hr/>	

**SysCore**

**daleg**

Total: **21**

**Closed**

Total: **21**

Ticket Number:	0000118764	06/10/2005	5	06/15/2005	06/21/2005
Ticket Number:	0000118786	06/12/2005	2	06/14/2005	06/20/2005
Ticket Number:	0000119135	06/16/2005	0		06/16/2005
Ticket Number:	0000119128	06/16/2005	20	07/06/2005	07/12/2005
Ticket Number:	0000119102	06/16/2005	1	06/17/2005	06/23/2005
Ticket Number:	0000119054	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000119053	06/15/2005	0	06/15/2005	06/21/2005
Ticket Number:	0000118986	06/15/2005	0		06/15/2005
Ticket Number:	0000118983	06/15/2005	0		06/15/2005
Ticket Number:	0000118903	06/14/2005	0	06/14/2005	06/20/2005
Ticket Number:	0000118854	06/13/2005	2	06/15/2005	06/21/2005
Ticket Number:	0000118813	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118456	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118063	06/03/2005	3	06/06/2005	06/13/2005
Ticket Number:	0000117900	06/01/2005	0	06/01/2005	06/07/2005
Ticket Number:	0000118226	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118239	06/06/2005	0		06/06/2005
Ticket Number:	0000118264	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118513	06/08/2005	2	06/10/2005	06/16/2005
Ticket Number:	0000118425	06/07/2005	8	06/15/2005	06/21/2005
Ticket Number:	0000118337	06/06/2005	0	06/06/2005	06/13/2005

<b>Average time to ticket resolution for</b>	daleg	<b>2</b>
<b>Maximum time to ticket resolution for</b>	daleg	<b>20</b>
<b>Minimum time to ticket resolution for</b>	daleg	<b>0</b>

**jcgriego**

Total: **14**

**Closed**

Total: **14**

Ticket Number:	0000118268	06/06/2005	1		06/07/2005
Ticket Number:	0000118498	06/08/2005	8	06/16/2005	06/22/2005
Ticket Number:	0000118420	06/07/2005	1		06/08/2005
Ticket Number:	0000118279	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000119098	06/16/2005	5	06/21/2005	06/27/2005
Ticket Number:	0000118737	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118035	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000119352	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000118025	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000118733	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000119092	06/16/2005	6	06/22/2005	06/28/2005
Ticket Number:	0000119308	06/20/2005	1	06/21/2005	06/27/2005
Ticket Number:	0000119537	06/23/2005	12	07/05/2005	07/11/2005
Ticket Number:	0000119389	06/21/2005	6	06/27/2005	07/04/2005

<b>Average time to ticket resolution for</b>	jcgriego	<b>3</b>
<b>Maximum time to ticket resolution for</b>	jcgriego	<b>12</b>
<b>Minimum time to ticket resolution for</b>	jcgriego	<b>0</b>

**SysCore**

**sbrown7**

**Resolved**

Ticket Number: 0000119955

Total: **118**

Total: **1**

06/30/2005

8

07/08/2005

SysCore

	Closed	Total:	117		
Ticket Number:	0000118972	06/14/2005	8	06/22/2005	06/28/2005
Ticket Number:	0000119523	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000117841	06/01/2005	0		06/01/2005
Ticket Number:	0000117879	06/01/2005	1	06/02/2005	06/08/2005
Ticket Number:	0000117964	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000118204	06/06/2005	3	06/08/2005	06/14/2005
Ticket Number:	0000118146	06/04/2005	2	06/06/2005	06/13/2005
Ticket Number:	0000118139	06/04/2005	2		06/06/2005
Ticket Number:	0000118138	06/04/2005	2		06/06/2005
Ticket Number:	0000118020	06/03/2005	0	06/03/2005	06/09/2005
Ticket Number:	0000117984	06/02/2005	1		06/03/2005
Ticket Number:	0000117993	06/02/2005	1	06/03/2005	06/09/2005
Ticket Number:	0000118237	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118283	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118476	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118475	06/08/2005	0		06/08/2005
Ticket Number:	0000118734	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118449	06/08/2005	2	06/10/2005	06/16/2005
Ticket Number:	0000118446	06/08/2005	6	06/14/2005	06/20/2005
Ticket Number:	0000118444	06/08/2005	0		06/08/2005
Ticket Number:	0000118438	06/08/2005	0		06/08/2005
Ticket Number:	0000118410	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118408	06/07/2005	0		06/07/2005
Ticket Number:	0000118406	06/07/2005	0		06/07/2005
Ticket Number:	0000118365	06/07/2005	0	06/07/2005	06/13/2005
Ticket Number:	0000118327	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118300	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118297	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118246	06/06/2005	0		06/06/2005
Ticket Number:	0000118710	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118657	06/09/2005	7	06/16/2005	06/22/2005
Ticket Number:	0000118679	06/09/2005	4	06/13/2005	06/20/2005
Ticket Number:	0000118592	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118582	06/09/2005	1	06/10/2005	06/16/2005
Ticket Number:	0000118516	06/08/2005	0		06/08/2005
Ticket Number:	0000118511	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118507	06/08/2005	0		06/08/2005
Ticket Number:	0000118501	06/08/2005	0		06/08/2005
Ticket Number:	0000118494	06/08/2005	0	06/08/2005	06/14/2005
Ticket Number:	0000118842	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118274	06/06/2005	0	06/06/2005	06/13/2005
Ticket Number:	0000118265	06/06/2005	1	06/07/2005	06/13/2005
Ticket Number:	0000118259	06/06/2005	0		06/06/2005
Ticket Number:	0000118243	06/06/2005	0		06/06/2005
Ticket Number:	0000118241	06/06/2005	0		06/06/2005
Ticket Number:	0000119814	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119816	06/28/2005	0		06/28/2005
Ticket Number:	0000119821	06/28/2005	0		06/28/2005
Ticket Number:	0000119854	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119878	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119886	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119949	06/30/2005	0	06/30/2005	06/30/2005
Ticket Number:	0000119935	06/30/2005	0	06/30/2005	07/06/2005

**SysCore**

Ticket Number:	0000119928	06/30/2005	0	06/30/2005	07/06/2005
Ticket Number:	0000119899	06/29/2005	7	07/06/2005	07/12/2005
Ticket Number:	0000119883	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119877	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000119848	06/29/2005	0	06/29/2005	07/05/2005
Ticket Number:	0000118727	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118745	06/10/2005	0	06/10/2005	06/16/2005
Ticket Number:	0000118859	06/13/2005	2	06/15/2005	06/21/2005
Ticket Number:	0000118873	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000119280	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119229	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119217	06/19/2005	1		06/20/2005
Ticket Number:	0000119213	06/19/2005	1		06/20/2005
Ticket Number:	0000119210	06/19/2005	2	06/21/2005	06/27/2005
Ticket Number:	0000119201	06/18/2005	2		06/20/2005
Ticket Number:	0000119411	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119111	06/16/2005	0		06/16/2005
Ticket Number:	0000119110	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119112	06/16/2005	0		06/16/2005
Ticket Number:	0000119089	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119066	06/16/2005	0	06/16/2005	06/22/2005
Ticket Number:	0000119589	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000118949	06/14/2005	0	06/14/2005	06/27/2005
Ticket Number:	0000118922	06/14/2005	1	06/15/2005	06/21/2005
Ticket Number:	0000118891	06/13/2005	1	06/14/2005	06/20/2005
Ticket Number:	0000118867	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118858	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118850	06/13/2005	0	06/13/2005	06/20/2005
Ticket Number:	0000118761	06/10/2005	14	06/24/2005	06/30/2005
Ticket Number:	0000119297	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119683	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000119668	06/27/2005	4	07/01/2005	07/07/2005
Ticket Number:	0000119560	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119533	06/23/2005	1	06/24/2005	06/30/2005
Ticket Number:	0000119531	06/23/2005	0		06/23/2005
Ticket Number:	0000119525	06/23/2005	0	06/23/2005	06/29/2005
Ticket Number:	0000119532	06/23/2005	12	07/05/2005	07/11/2005
Ticket Number:	0000119465	06/22/2005	13	07/05/2005	07/11/2005
Ticket Number:	0000119933	06/30/2005	0		06/30/2005
Ticket Number:	0000119792	06/28/2005	3	07/01/2005	07/07/2005
Ticket Number:	0000119776	06/28/2005	1	06/29/2005	07/06/2005
Ticket Number:	0000119756	06/28/2005	0	06/28/2005	07/04/2005
Ticket Number:	0000119750	06/28/2005	0		06/28/2005
Ticket Number:	0000119722	06/27/2005	1	06/28/2005	06/29/2005
Ticket Number:	0000119719	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000119710	06/27/2005	0		06/27/2005
Ticket Number:	0000119706	06/27/2005	0	06/27/2005	07/04/2005
Ticket Number:	0000119701	06/27/2005	3	06/30/2005	07/05/2005
Ticket Number:	0000119442	06/22/2005	1	06/23/2005	06/29/2005
Ticket Number:	0000119397	06/21/2005	2	06/23/2005	06/29/2005
Ticket Number:	0000119382	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119342	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119319	06/21/2005	0	06/21/2005	06/27/2005
Ticket Number:	0000119303	06/20/2005	1		06/21/2005

**SysCore**

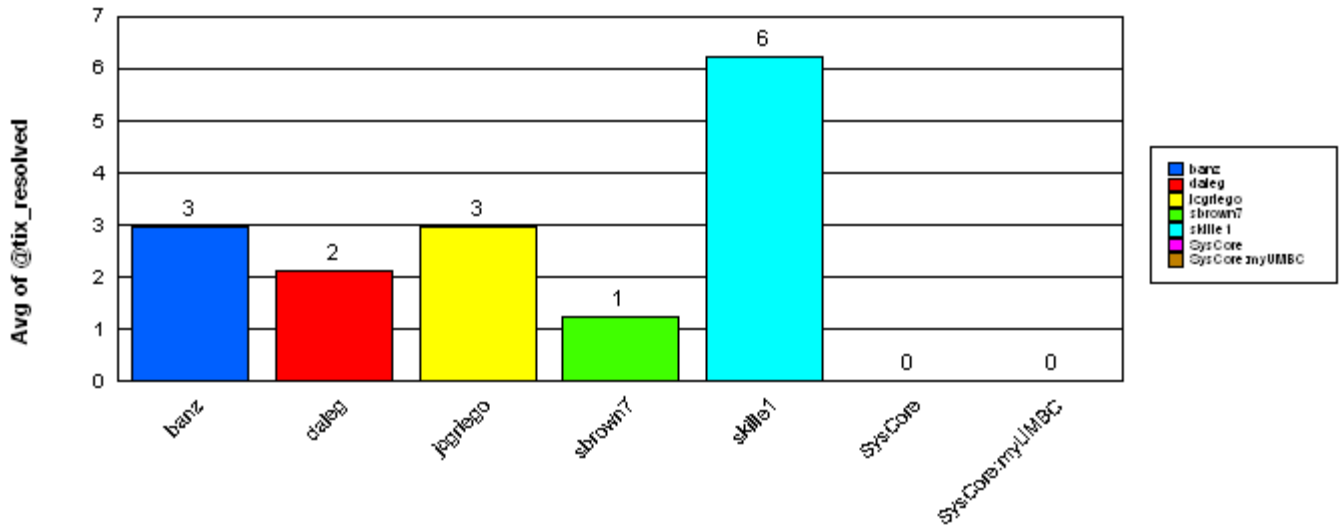
Ticket Number:	0000119293	06/20/2005	0		06/20/2005
Ticket Number:	0000119252	06/20/2005	9		06/29/2005
Ticket Number:	0000119637	06/24/2005	3		06/27/2005
Ticket Number:	0000119625	06/24/2005	0		06/24/2005
Ticket Number:	0000119624	06/24/2005	0		06/24/2005
Ticket Number:	0000119623	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000119612	06/24/2005	0	06/24/2005	06/30/2005
Ticket Number:	0000119259	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000119275	06/20/2005	0		06/20/2005
Ticket Number:	0000119289	06/20/2005	0		06/20/2005
<hr/>					
<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>		
<hr/>					
<b>skille1</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
<hr/>					
Ticket Number:	0000119421	06/22/2005	6	06/28/2005	07/04/2005
<hr/>					
<b>Average time to ticket resolution for</b>	skille1		<b>6</b>		
<b>Maximum time to ticket resolution for</b>	skille1		<b>6</b>		
<b>Minimum time to ticket resolution for</b>	skille1		<b>6</b>		
<hr/>					

SysCore

Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	20
Minimum time to ticket resolution for	SysCore	0

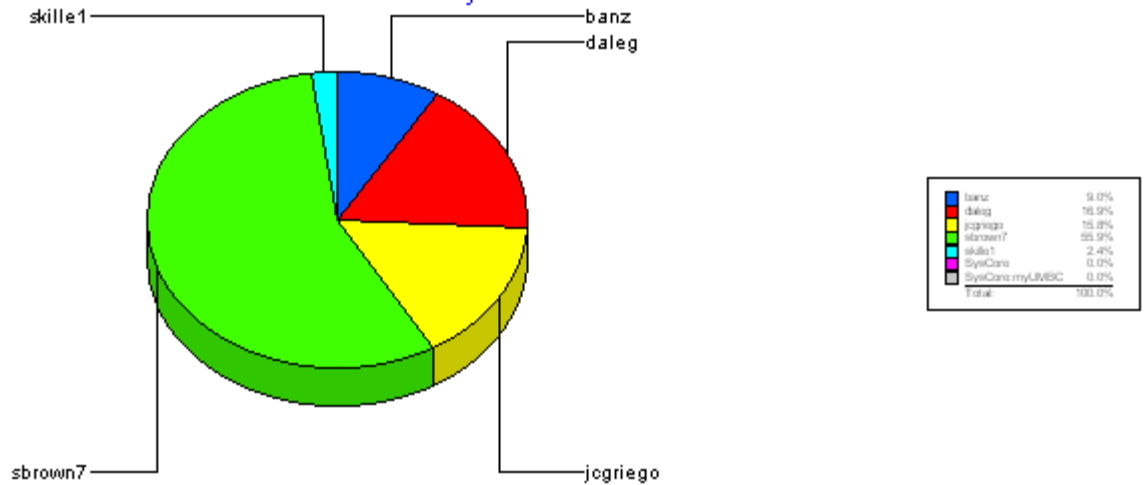
### Avg of Each Ticket Resolved

For SysCore



### Percentage of Sum of Tickets Resolved

For SysCore



SysDept

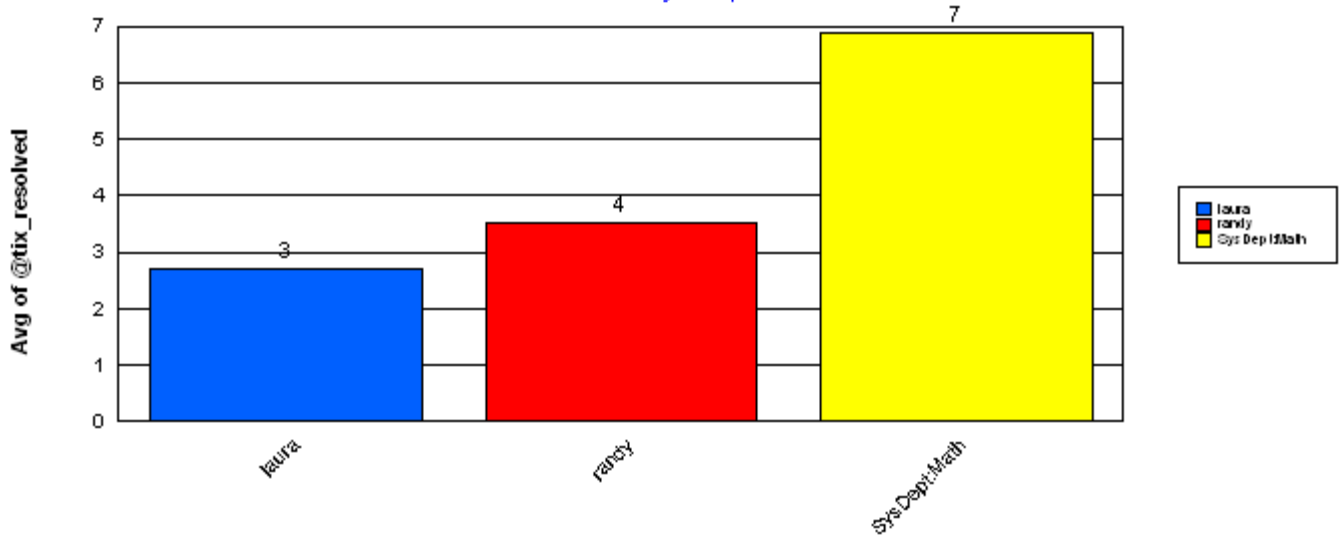
		Total:	19		
<b>SysDept:Math</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000118765	06/10/2005	7	06/17/2005	06/23/2005
-----					
<b>Average time to ticket resolution for</b>	SysDept:Math		<b>7</b>		
<b>Maximum time to ticket resolution for</b>	SysDept:Math		<b>7</b>		
<b>Minimum time to ticket resolution for</b>	SysDept:Math		<b>7</b>		
<b>laura</b>		<u>Total:</u>	<b>13</b>		
<b>Closed</b>		<u>Total:</u>	<b>13</b>		
Ticket Number:	0000118361	06/07/2005	3	06/10/2005	06/16/2005
Ticket Number:	0000118654	06/09/2005	11		06/20/2005
Ticket Number:	0000118822	06/13/2005	7	06/20/2005	06/20/2005
Ticket Number:	0000119140	06/16/2005	5		06/22/2005
Ticket Number:	0000119316	06/21/2005	0		06/21/2005
Ticket Number:	0000117828	06/01/2005	0		06/01/2005
Ticket Number:	0000117898	06/01/2005	6		06/07/2005
Ticket Number:	0000118344	06/07/2005	0		06/07/2005
Ticket Number:	0000119825	06/28/2005	1	06/29/2005	07/05/2005
Ticket Number:	0000119408	06/22/2005	0	06/22/2005	06/28/2005
Ticket Number:	0000119835	06/29/2005	0		06/29/2005
Ticket Number:	0000119853	06/29/2005	1		06/30/2005
Ticket Number:	0000119836	06/29/2005	0		06/29/2005
-----					
<b>Average time to ticket resolution for</b>	laura		<b>3</b>		
<b>Maximum time to ticket resolution for</b>	laura		<b>11</b>		
<b>Minimum time to ticket resolution for</b>	laura		<b>0</b>		
<b>randy</b>		<u>Total:</u>	<b>5</b>		
<b>Closed</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000119958	06/30/2005	5	07/05/2005	07/11/2005
Ticket Number:	0000119251	06/20/2005	0	06/20/2005	06/27/2005
Ticket Number:	0000117980	06/02/2005	4	06/06/2005	06/13/2005
Ticket Number:	0000117899	06/01/2005	7	06/08/2005	06/14/2005
Ticket Number:	0000119044	06/15/2005	2	06/17/2005	06/23/2005
-----					
<b>Average time to ticket resolution for</b>	randy		<b>4</b>		
<b>Maximum time to ticket resolution for</b>	randy		<b>7</b>		
<b>Minimum time to ticket resolution for</b>	randy		<b>0</b>		

**SysDept**

Average time to ticket resolution for	SysDept	3
Maximum time to ticket resolution for	SysDept	11
Minimum time to ticket resolution for	SysDept	0

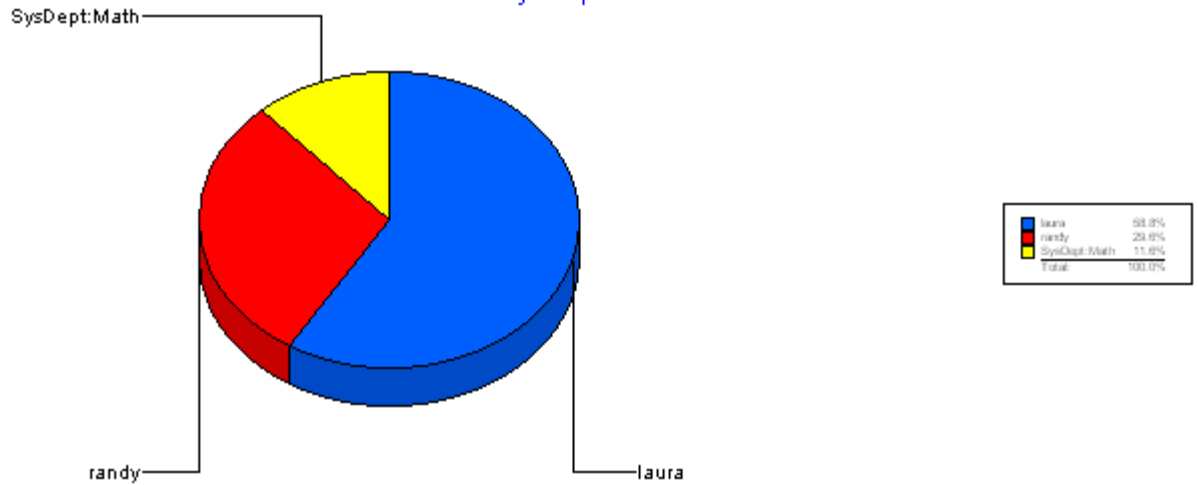
**Avg of Each Ticket Resolved**

For SysDept



**Percentage of Sum of Tickets Resolved**

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 06/01/2005 and 06/30/2005 : 1822

Total Remedy Tickets Created between: 06/01/2005 and 06/30/2005 : 1822

Maximum time to resolution	35
Minimum time to resolution	0
Total Average time to ticket resolution	2.70