

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Business Systems</u>	<u>Total:</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
blanchet	86				
Closed	Total:	15			
Ticket Number:	0000059344	03/06/2003	0		03/06/2003
Ticket Number:	0000059140	03/03/2003	0		03/03/2003
Ticket Number:	0000059343	03/06/2003	0		03/06/2003
Ticket Number:	0000059142	03/03/2003	0		03/03/2003
Ticket Number:	0000059219	03/04/2003	0		03/04/2003
Ticket Number:	0000059608	03/11/2003	2		03/13/2003
Ticket Number:	0000059720	03/12/2003	1		03/13/2003
Ticket Number:	0000059858	03/14/2003	5		03/19/2003
Ticket Number:	0000060043	03/18/2003	1		03/19/2003
Ticket Number:	0000060068	03/19/2003	0		03/19/2003
Ticket Number:	0000060158	03/20/2003	18		04/07/2003
Ticket Number:	0000060127	03/20/2003	0		03/20/2003
Ticket Number:	0000060185	03/21/2003	0		03/21/2003
Ticket Number:	0000060426	03/31/2003	2		04/02/2003
Ticket Number:	0000060160	03/20/2003	0		03/20/2003
<u>Average time to ticket resolution for</u>	<u>blanchet</u>	<u>2</u>			
<u>Maximum time to ticket resolution for</u>	<u>blanchet</u>	<u>18</u>			
<u>Minimum time to ticket resolution for</u>	<u>blanchet</u>	<u>0</u>			

dharley	Total:	17			
Closed	Total:	17			
Ticket Number:	0000060046	03/18/2003	17		04/04/2003
Ticket Number:	0000060223	03/21/2003	38		04/28/2003
Ticket Number:	0000060072	03/19/2003	0		03/19/2003
Ticket Number:	0000059633	03/11/2003	6		03/17/2003
Ticket Number:	0000059668	03/11/2003	1		03/12/2003
Ticket Number:	0000059774	03/13/2003	0		03/13/2003
Ticket Number:	0000059882	03/15/2003	2		03/17/2003
Ticket Number:	0000059922	03/17/2003	0		03/17/2003
Ticket Number:	0000060008	03/18/2003	20		04/07/2003
Ticket Number:	0000060013	03/18/2003	20		04/07/2003
Ticket Number:	0000060007	03/18/2003	17		04/04/2003
Ticket Number:	0000059908	03/16/2003	1		03/17/2003
Ticket Number:	0000059875	03/15/2003	2		03/17/2003
Ticket Number:	0000059842	03/14/2003	3		03/17/2003
Ticket Number:	0000059689	03/12/2003	0		03/12/2003
Ticket Number:	0000059670	03/11/2003	1		03/12/2003
Ticket Number:	0000059538	03/10/2003	2		03/12/2003
<u>Average time to ticket resolution for</u>	<u>dharley</u>	<u>8</u>			
<u>Maximum time to ticket resolution for</u>	<u>dharley</u>	<u>38</u>			
<u>Minimum time to ticket resolution for</u>	<u>dharley</u>	<u>0</u>			

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>dina</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Closed	Total: 6			
	Total: 6			
Ticket Number: 0000059442	03/07/2003	0		03/07/2003
Ticket Number: 0000059611	03/11/2003	0		03/11/2003
Ticket Number: 0000059727	03/12/2003	0		03/12/2003
Ticket Number: 0000060006	03/18/2003	0		03/18/2003
Ticket Number: 0000059962	03/17/2003	3		03/20/2003
Ticket Number: 0000060132	03/20/2003	0		03/20/2003

Average time to ticket resolution for dina **1**
Maximum time to ticket resolution for dina **3**
Minimum time to ticket resolution for dina **0**

<u>grogan</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Closed	Total: 5			
	Total: 5			
Ticket Number: 0000059918	03/17/2003	1		03/18/2003
Ticket Number: 0000059995	03/18/2003	0		03/18/2003
Ticket Number: 0000060039	03/18/2003	3		03/21/2003
Ticket Number: 0000059570	03/10/2003	4		03/14/2003
Ticket Number: 0000059231	03/04/2003	1		03/05/2003

Average time to ticket resolution for grogan **2**
Maximum time to ticket resolution for grogan **4**
Minimum time to ticket resolution for grogan **0**

<u>jpatna1</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Closed	Total: 3			
	Total: 3			
Ticket Number: 0000059729	03/12/2003	6		03/18/2003
Ticket Number: 0000060012	03/18/2003	2		03/20/2003
Ticket Number: 0000060207	03/21/2003	21		04/11/2003

Average time to ticket resolution for jpatna1 **10**
Maximum time to ticket resolution for jpatna1 **21**
Minimum time to ticket resolution for jpatna1 **2**

<u>kincaid</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Closed	Total: 4			
	Total: 4			
Ticket Number: 0000060154	03/20/2003	14	04/03/2003	04/09/2003
Ticket Number: 0000060431	03/31/2003	2	04/02/2003	04/08/2003
Ticket Number: 0000059164	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number: 0000059345	03/06/2003	0	03/06/2003	03/12/2003

Average time to ticket resolution for kincaid **4**
Maximum time to ticket resolution for kincaid **14**
Minimum time to ticket resolution for kincaid **0**

Average Length to Resolution

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3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
kirby	<u>Total:</u> 3			
Closed	<u>Total:</u> 3			
Ticket Number: 0000060277	03/25/2003	0		03/25/2003
Ticket Number: 0000059628	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059901	03/16/2003	0		03/16/2003
<u>Average time to ticket resolution for</u>	kirby	<u>0</u>		
<u>Maximum time to ticket resolution for</u>	kirby	<u>0</u>		
<u>Minimum time to ticket resolution for</u>	kirby	<u>0</u>		

myers	<u>Total:</u> 5			
Closed	<u>Total:</u> 5			
Ticket Number: 0000059696	03/12/2003	5	03/17/2003	04/07/2003
Ticket Number: 0000059933	03/17/2003	21		04/07/2003
Ticket Number: 0000060225	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000059355	03/06/2003	32	04/07/2003	04/14/2003
Ticket Number: 0000059530	03/10/2003	8	03/18/2003	03/24/2003
<u>Average time to ticket resolution for</u>	myers	<u>13</u>		
<u>Maximum time to ticket resolution for</u>	myers	<u>32</u>		
<u>Minimum time to ticket resolution for</u>	myers	<u>0</u>		

paulr	<u>Total:</u> 13			
Closed	<u>Total:</u> 13			
Ticket Number: 0000059136	03/03/2003	0		03/03/2003
Ticket Number: 0000059535	03/10/2003	0		03/10/2003
Ticket Number: 0000059510	03/09/2003	1		03/10/2003
Ticket Number: 0000059494	03/08/2003	2		03/10/2003
Ticket Number: 0000059731	03/12/2003	0		03/12/2003
Ticket Number: 0000059349	03/06/2003	0		03/06/2003
Ticket Number: 0000059155	03/03/2003	7		03/10/2003
Ticket Number: 0000059123	03/02/2003	1		03/03/2003
Ticket Number: 0000060205	03/21/2003	10		03/31/2003
Ticket Number: 0000059702	03/12/2003	34		04/15/2003
Ticket Number: 0000059911	03/16/2003	3		03/19/2003
Ticket Number: 0000060016	03/18/2003	28		04/15/2003
Ticket Number: 0000059746	03/12/2003	1		03/13/2003
<u>Average time to ticket resolution for</u>	paulr	<u>7</u>		
<u>Maximum time to ticket resolution for</u>	paulr	<u>34</u>		
<u>Minimum time to ticket resolution for</u>	paulr	<u>0</u>		

psimon	<u>Total:</u> 4			
Closed	<u>Total:</u> 4			
Ticket Number: 0000059619	03/11/2003	35		04/15/2003
Ticket Number: 0000059623	03/11/2003	24		04/04/2003
Ticket Number: 0000060450	03/31/2003	7		04/07/2003
Ticket Number: 0000059620	03/11/2003	0		03/11/2003
<u>Average time to ticket resolution for</u>	psimon	<u>17</u>		
<u>Maximum time to ticket resolution for</u>	psimon	<u>35</u>		
<u>Minimum time to ticket resolution for</u>	psimon	<u>0</u>		

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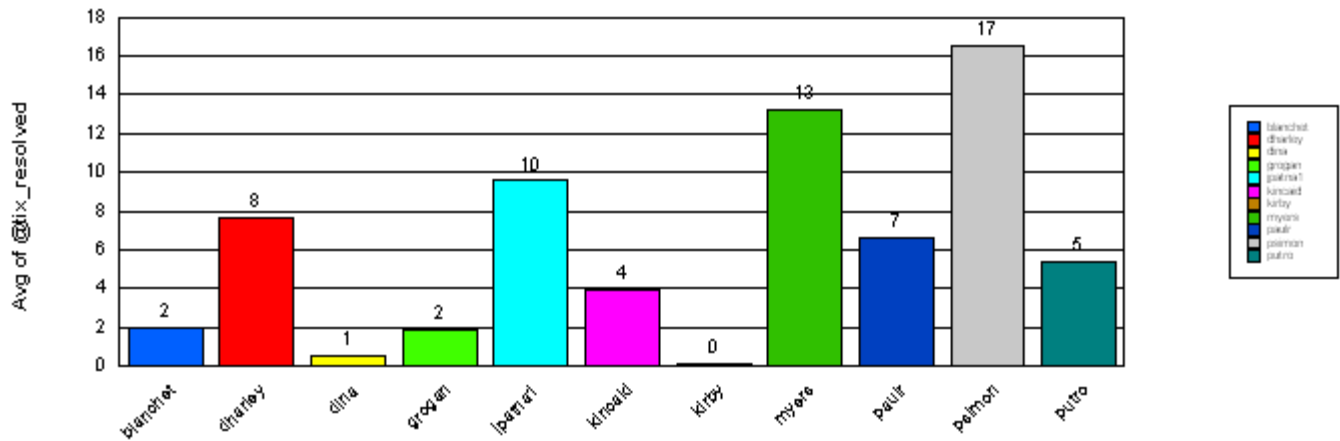
		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
putro		<u>Total:</u>	11		
Closed		<u>Total:</u>	11		
Ticket Number:	0000059159	03/03/2003	0		03/03/2003
Ticket Number:	0000059320	03/05/2003	0		03/05/2003
Ticket Number:	0000059966	03/17/2003	15		04/01/2003
Ticket Number:	0000059457	03/07/2003	0		03/07/2003
Ticket Number:	0000059769	03/13/2003	0		03/13/2003
Ticket Number:	0000060217	03/21/2003	17		04/07/2003
Ticket Number:	0000059631	03/11/2003	3		03/14/2003
Ticket Number:	0000059847	03/14/2003	0		03/14/2003
Ticket Number:	0000059845	03/14/2003	3		03/17/2003
Ticket Number:	0000059968	03/17/2003	21		04/07/2003
Ticket Number:	0000059657	03/11/2003	0		03/11/2003
<u>Average time to ticket resolution for</u>		<u>putro</u>	<u>5</u>		
<u>Maximum time to ticket resolution for</u>		<u>putro</u>	<u>21</u>		
<u>Minimum time to ticket resolution for</u>		<u>putro</u>	<u>0</u>		

Average Length to Resolution

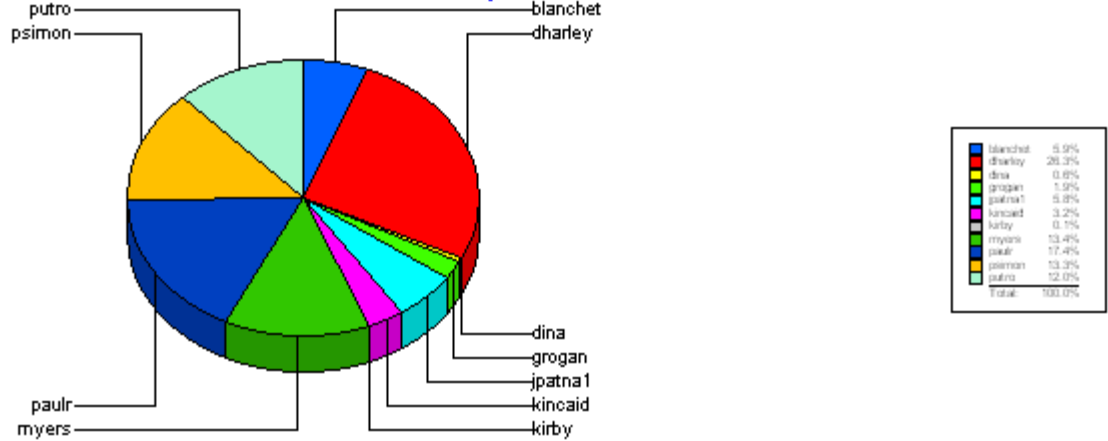
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	Business Systems		<u>6</u>	
<u>Maximum time to ticket resolution for</u>	Business Systems		<u>38</u>	
<u>Minimum time to ticket resolution for</u>	Business Systems		<u>0</u>	

Avg of @tix_resolved / Assigned To For Business Systems



Percentage of Sum of tix_resolved / Assigned To For Business Systems



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
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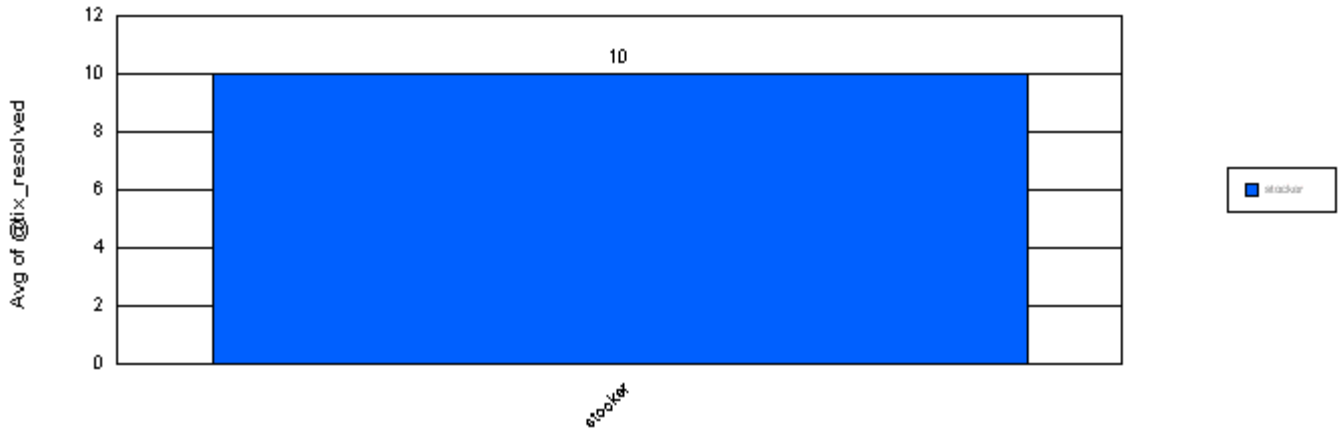
<u>DPET</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
stocker	Total: 5			
Closed	Total: 5			
Ticket Number: 0000059568	03/10/2003	8	03/18/2003	03/24/2003
Ticket Number: 0000059726	03/12/2003	6	03/18/2003	03/24/2003
Ticket Number: 0000059704	03/12/2003	6	03/18/2003	03/24/2003
Ticket Number: 0000059930	03/17/2003	30	04/16/2003	04/22/2003
Ticket Number: 0000060010	03/18/2003	0	03/18/2003	03/24/2003
<u>Average time to ticket resolution for</u>	<u>stocker</u>	<u>10</u>		
<u>Maximum time to ticket resolution for</u>	<u>stocker</u>	<u>30</u>		
<u>Minimum time to ticket resolution for</u>	<u>stocker</u>	<u>0</u>		

Average Length to Resolution

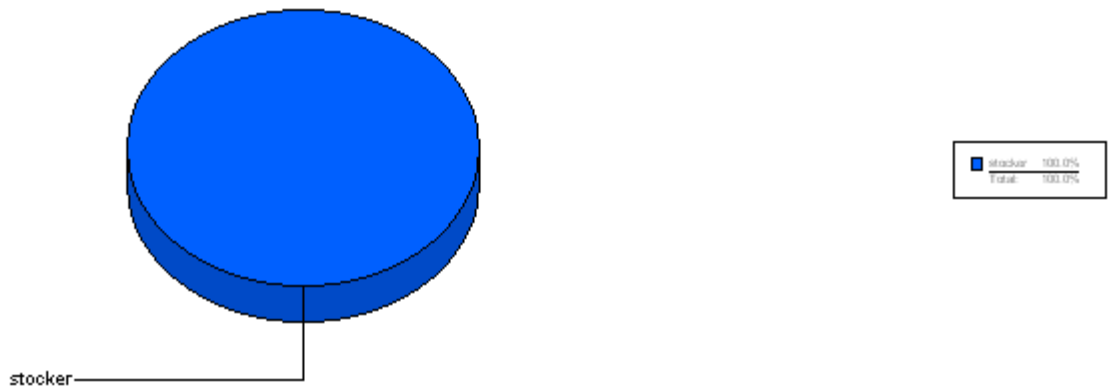
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	DPET		<u>10</u>	
<u>Maximum time to ticket resolution for</u>	DPET		<u>30</u>	
<u>Minimum time to ticket resolution for</u>	DPET		<u>0</u>	

Avg of @tix_resolved / Assigned To
For DPET



Percentage of Sum of tix_resolved / Assigned To
For DPET



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
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	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Desktop Support	Total: 169			
Desktop	Total: 3			
Closed	Total: 3			
Ticket Number: 0000059282	03/05/2003	0		03/05/2003
Ticket Number: 0000059380	03/06/2003	0		03/06/2003
Ticket Number: 0000059446	03/07/2003	0		03/07/2003
<u>Average time to ticket resolution for</u>	<u>Desktop</u>	<u>0</u>		
<u>Maximum time to ticket resolution for</u>	<u>Desktop</u>	<u>0</u>		
<u>Minimum time to ticket resolution for</u>	<u>Desktop</u>	<u>0</u>		
afort1	Total: 1			
Resolved	Total: 1			
Ticket Number: 0000060432	03/31/2003	29	04/29/2003	
<u>Average time to ticket resolution for</u>	<u>afort1</u>	<u>29</u>		
<u>Maximum time to ticket resolution for</u>	<u>afort1</u>	<u>29</u>		
<u>Minimum time to ticket resolution for</u>	<u>afort1</u>	<u>29</u>		
chrism	Total: 4			
Closed	Total: 4			
Ticket Number: 0000059147	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number: 0000059536	03/10/2003	29	04/08/2003	04/14/2003
Ticket Number: 0000059926	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059940	03/17/2003	1	03/18/2003	03/24/2003
<u>Average time to ticket resolution for</u>	<u>chrism</u>	<u>8</u>		
<u>Maximum time to ticket resolution for</u>	<u>chrism</u>	<u>29</u>		
<u>Minimum time to ticket resolution for</u>	<u>chrism</u>	<u>0</u>		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
edortiz	<u>Total:</u>	67		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Closed</u>	<u>Create Date</u>	<u>Number of Days</u> <u>to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	<u>Total:</u>	67		
Ticket Number: 0000059558	03/10/2003	25	04/04/2003	04/10/2003
Ticket Number: 0000059573	03/10/2003	8	03/18/2003	03/24/2003
Ticket Number: 0000059575	03/10/2003	2	03/12/2003	03/18/2003
Ticket Number: 0000059643	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059565	03/10/2003	2	03/12/2003	03/18/2003
Ticket Number: 0000059605	03/11/2003	2	03/13/2003	03/19/2003
Ticket Number: 0000059993	03/18/2003	0		03/18/2003
Ticket Number: 0000059992	03/18/2003	16	04/03/2003	04/09/2003
Ticket Number: 0000059963	03/17/2003	2	03/19/2003	03/25/2003
Ticket Number: 0000060439	03/31/2003	4	04/04/2003	04/10/2003
Ticket Number: 0000059957	03/17/2003	4	03/21/2003	03/27/2003
Ticket Number: 0000059938	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059932	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059931	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059781	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000060033	03/18/2003	23	04/10/2003	04/16/2003
Ticket Number: 0000060028	03/18/2003	2	03/20/2003	03/26/2003
Ticket Number: 0000059777	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059775	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059855	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000060021	03/18/2003	1	03/19/2003	03/25/2003
Ticket Number: 0000059743	03/12/2003	2	03/14/2003	03/20/2003
Ticket Number: 0000059730	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059721	03/12/2003	2	03/14/2003	03/20/2003
Ticket Number: 0000059713	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059998	03/18/2003	2	03/20/2003	03/26/2003
Ticket Number: 0000059856	03/14/2003	6	03/20/2003	03/26/2003
Ticket Number: 0000059825	03/14/2003	4	03/18/2003	03/24/2003
Ticket Number: 0000059799	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059793	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059700	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059699	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059690	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059646	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059641	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059636	03/11/2003	3	03/14/2003	03/20/2003
Ticket Number: 0000059607	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000060071	03/19/2003	2	03/21/2003	03/27/2003
Ticket Number: 0000060469	03/31/2003	21	04/21/2003	04/28/2003
Ticket Number: 0000060433	03/31/2003	2	04/02/2003	04/08/2003
Ticket Number: 0000060089	03/19/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000060148	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number: 0000060327	03/27/2003	6	04/02/2003	04/08/2003
Ticket Number: 0000060330	03/27/2003	4	03/31/2003	04/07/2003
Ticket Number: 0000060153	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number: 0000060083	03/19/2003	12	03/31/2003	04/07/2003
Ticket Number: 0000059326	03/05/2003	1	03/07/2003	03/13/2003
Ticket Number: 0000059539	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number: 0000059398	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number: 0000059556	03/10/2003	2	03/12/2003	03/18/2003
Ticket Number: 0000059626	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059354	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number: 0000059353	03/06/2003	4	03/10/2003	03/17/2003

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		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number:	0000059351	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number:	0000059348	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number:	0000059316	03/05/2003	2	03/07/2003	03/13/2003
Ticket Number:	0000059281	03/05/2003	1	03/06/2003	03/12/2003
Ticket Number:	0000059240	03/04/2003	2	03/06/2003	03/12/2003
Ticket Number:	0000059230	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number:	0000059218	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059177	03/03/2003	2	03/05/2003	03/11/2003
Ticket Number:	0000059149	03/03/2003	2	03/05/2003	03/11/2003
Ticket Number:	0000059764	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number:	0000059466	03/07/2003	6	03/13/2003	03/19/2003
Ticket Number:	0000059138	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number:	0000059137	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number:	0000059311	03/05/2003	1	03/06/2003	03/12/2003

<u>Average time to ticket resolution for</u>	<u>edortiz</u>	<u>3</u>
<u>Maximum time to ticket resolution for</u>	<u>edortiz</u>	<u>25</u>
<u>Minimum time to ticket resolution for</u>	<u>edortiz</u>	<u>0</u>

Average Length to Resolution

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<u>jpilac1</u>	<u>Created Date</u>	<u>Number of Days</u> <u>to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Closed	Total: 44			
	Total: 44			
Ticket Number: 0000059358	03/06/2003	11	03/17/2003	03/24/2003
Ticket Number: 0000059525	03/09/2003	8	03/17/2003	03/24/2003
Ticket Number: 0000059537	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number: 0000059395	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number: 0000059461	03/07/2003	3	03/10/2003	03/17/2003
Ticket Number: 0000059374	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number: 0000059250	03/04/2003	7	03/11/2003	03/17/2003
Ticket Number: 0000059252	03/04/2003	34	04/07/2003	04/14/2003
Ticket Number: 0000059088	03/01/2003	18	03/19/2003	03/25/2003
Ticket Number: 0000060088	03/19/2003	2	03/21/2003	03/27/2003
Ticket Number: 0000060463	03/31/2003	10	04/10/2003	04/16/2003
Ticket Number: 0000060422	03/31/2003	2	04/02/2003	04/08/2003
Ticket Number: 0000060289	03/25/2003	10	04/04/2003	04/10/2003
Ticket Number: 0000060233	03/21/2003	10	03/31/2003	04/07/2003
Ticket Number: 0000060228	03/21/2003	11	04/01/2003	04/07/2003
Ticket Number: 0000060227	03/21/2003	10	03/31/2003	04/07/2003
Ticket Number: 0000060208	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060202	03/21/2003	24	04/14/2003	04/21/2003
Ticket Number: 0000060198	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060220	03/21/2003	10	03/31/2003	04/07/2003
Ticket Number: 0000060165	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number: 0000060151	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number: 0000060149	03/20/2003	11	03/31/2003	04/07/2003
Ticket Number: 0000060156	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number: 0000060147	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number: 0000060137	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number: 0000059548	03/10/2003	11	03/21/2003	03/27/2003
Ticket Number: 0000060042	03/18/2003	14	04/01/2003	04/07/2003
Ticket Number: 0000060040	03/18/2003	1	03/19/2003	03/25/2003
Ticket Number: 0000059923	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059919	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059839	03/14/2003	3	03/17/2003	03/24/2003
Ticket Number: 0000059801	03/13/2003	4	03/17/2003	03/24/2003
Ticket Number: 0000059796	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059776	03/13/2003	4	03/17/2003	03/24/2003
Ticket Number: 0000059763	03/13/2003	8	03/21/2003	03/27/2003
Ticket Number: 0000059762	03/13/2003	8	03/21/2003	03/27/2003
Ticket Number: 0000059569	03/10/2003	28	04/07/2003	04/14/2003
Ticket Number: 0000059562	03/10/2003	7	03/17/2003	03/24/2003
Ticket Number: 0000060023	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059999	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059637	03/11/2003	6	03/17/2003	03/24/2003
Ticket Number: 0000059618	03/11/2003	35	04/15/2003	04/21/2003
Ticket Number: 0000059549	03/10/2003	7	03/17/2003	03/24/2003

Average time to ticket resolution for jpilac1 8
Maximum time to ticket resolution for jpilac1 35
Minimum time to ticket resolution for jpilac1 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
kirkley1		<u>Total:</u> 6			
Closed		<u>Total:</u> 6			
Ticket Number:	0000059554	03/10/2003	7	03/17/2003	03/24/2003
Ticket Number:	0000060459	03/31/2003	17		04/17/2003
Ticket Number:	0000059178	03/03/2003	30		04/02/2003
Ticket Number:	0000059509	03/09/2003	2	03/11/2003	03/17/2003
Ticket Number:	0000059483	03/08/2003	3		03/11/2003
Ticket Number:	0000059288	03/05/2003	0	03/05/2003	03/11/2003

Average time to ticket resolution for **kirkley1** 10
Maximum time to ticket resolution for **kirkley1** 30
Minimum time to ticket resolution for **kirkley1** 0

mhartm1		<u>Total:</u> 7			
Closed		<u>Total:</u> 7			
Ticket Number:	0000059372	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number:	0000059532	03/10/2003	3	03/13/2003	03/19/2003
Ticket Number:	0000060097	03/19/2003	2	03/21/2003	03/27/2003
Ticket Number:	0000060389	03/30/2003	22	04/21/2003	04/28/2003
Ticket Number:	0000059551	03/10/2003	42	04/21/2003	04/28/2003
Ticket Number:	0000059870	03/14/2003	7	03/21/2003	03/27/2003
Ticket Number:	0000059979	03/17/2003	4	03/21/2003	03/27/2003

Average time to ticket resolution for **mhartm1** 12
Maximum time to ticket resolution for **mhartm1** 42
Minimum time to ticket resolution for **mhartm1** 2

mikec		<u>Total:</u> 2			
Closed		<u>Total:</u> 2			
Ticket Number:	0000059705	03/12/2003	0	03/12/2003	03/20/2003
Ticket Number:	0000059955	03/17/2003	1	03/18/2003	03/24/2003

Average time to ticket resolution for **mikec** 0
Maximum time to ticket resolution for **mikec** 1
Minimum time to ticket resolution for **mikec** 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
omarn		<u>Total:</u> 34			
Closed		<u>Total:</u> 34			
Ticket Number:	0000059552	03/10/2003	3	03/13/2003	03/19/2003
Ticket Number:	0000060032	03/18/2003	14	04/01/2003	04/07/2003
Ticket Number:	0000060026	03/18/2003	15	04/02/2003	04/08/2003
Ticket Number:	0000060022	03/18/2003	14	04/01/2003	04/07/2003
Ticket Number:	0000059994	03/18/2003	3	03/21/2003	03/27/2003
Ticket Number:	0000059838	03/14/2003	4	03/18/2003	03/24/2003
Ticket Number:	0000059821	03/14/2003	4	03/18/2003	03/24/2003
Ticket Number:	0000059790	03/13/2003	19	04/01/2003	04/07/2003
Ticket Number:	0000059613	03/11/2003	28	04/08/2003	04/14/2003
Ticket Number:	0000060069	03/19/2003	12	03/31/2003	04/07/2003
Ticket Number:	0000060092	03/19/2003	13	04/01/2003	04/07/2003
Ticket Number:	0000060076	03/19/2003	12	03/31/2003	04/07/2003
Ticket Number:	0000060442	03/31/2003	8	04/08/2003	04/14/2003
Ticket Number:	0000060193	03/21/2003	11	04/01/2003	04/07/2003
Ticket Number:	0000060133	03/20/2003	12	04/01/2003	04/07/2003
Ticket Number:	0000059143	03/03/2003	7	03/10/2003	03/17/2003
Ticket Number:	0000059193	03/03/2003	7	03/10/2003	03/17/2003
Ticket Number:	0000059148	03/03/2003	9	03/12/2003	03/18/2003
Ticket Number:	0000059157	03/03/2003	4	03/07/2003	03/13/2003
Ticket Number:	0000059242	03/04/2003	6	03/10/2003	03/17/2003
Ticket Number:	0000059253	03/04/2003	9	03/13/2003	03/19/2003
Ticket Number:	0000059290	03/05/2003	6	03/11/2003	03/17/2003
Ticket Number:	0000059441	03/07/2003	6	03/13/2003	03/19/2003
Ticket Number:	0000059407	03/06/2003	7	03/13/2003	03/19/2003
Ticket Number:	0000059399	03/06/2003	15	03/21/2003	03/27/2003
Ticket Number:	0000059361	03/06/2003	15	03/21/2003	03/27/2003
Ticket Number:	0000059709	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number:	0000059303	03/05/2003	2	03/07/2003	03/13/2003
Ticket Number:	0000059301	03/05/2003	2	03/07/2003	03/13/2003
Ticket Number:	0000059267	03/04/2003	14	03/18/2003	03/24/2003
Ticket Number:	0000059256	03/04/2003	3	03/07/2003	03/13/2003
Ticket Number:	0000059246	03/04/2003	6	03/10/2003	03/17/2003
Ticket Number:	0000059173	03/03/2003	2	03/05/2003	03/11/2003
Ticket Number:	0000059146	03/03/2003	2	03/05/2003	03/11/2003

Average time to ticket resolution for omarn 9
Maximum time to ticket resolution for omarn 28
Minimum time to ticket resolution for omarn 1

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
pogle1		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000059184	03/03/2003	15	03/18/2003	03/24/2003

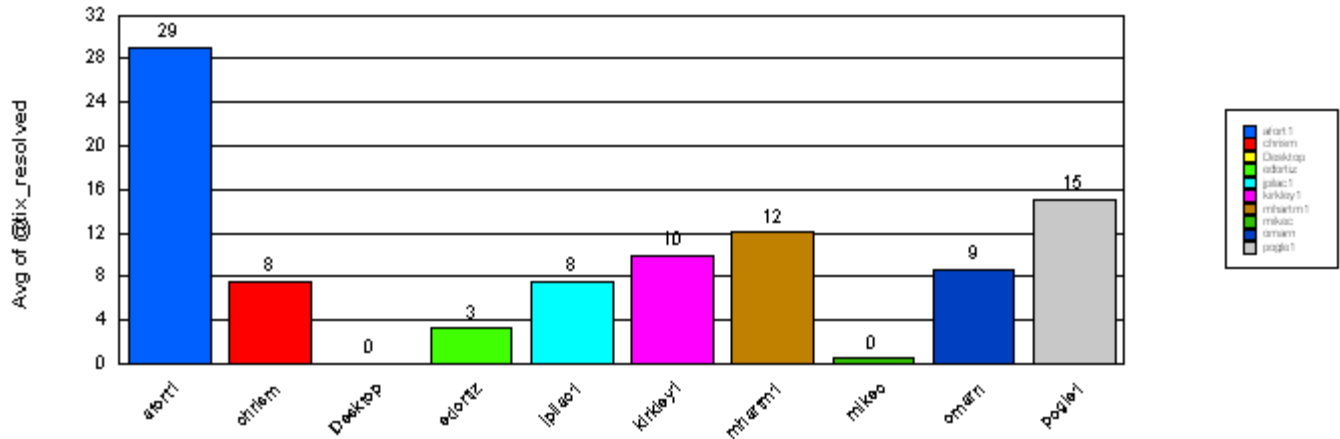
Average time to ticket resolution for pogle1 15
Maximum time to ticket resolution for pogle1 15
Minimum time to ticket resolution for pogle1 15

Average Length to Resolution

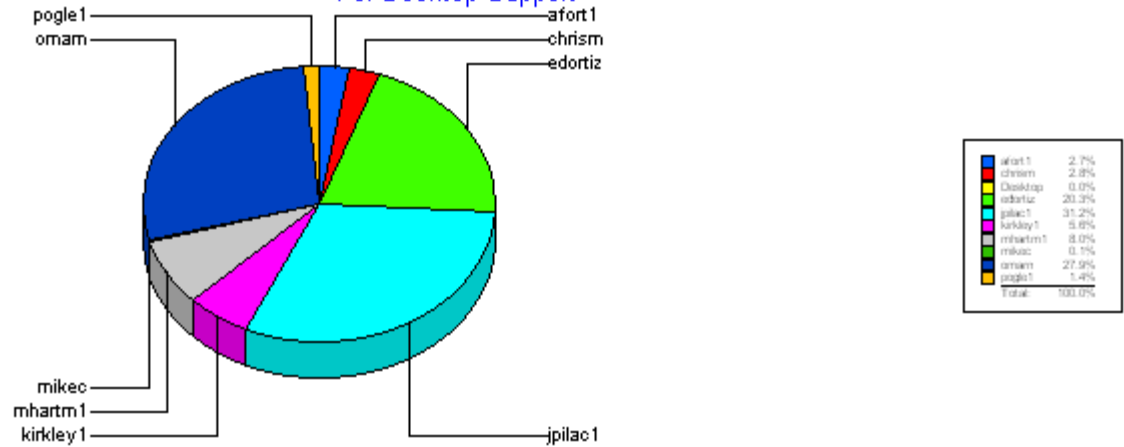
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	Desktop Support		<u>6</u>	
<u>Maximum time to ticket resolution for</u>	Desktop Support		<u>42</u>	
<u>Minimum time to ticket resolution for</u>	Desktop Support		<u>0</u>	

Avg of @tix_resolved / Assigned To For Desktop Support



Percentage of Sum of tix_resolved / Assigned To For Desktop Support



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

Helpdesk		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Helpdesk		Total: 638			
HD:Remedy		Total: 1			
Closed		Total: 1			
Ticket Number:	0000059371	03/06/2003	0		03/06/2003
<u>Average time to ticket resolution for</u>		<u>HD:Remedy</u>	<u>0</u>		
<u>Maximum time to ticket resolution for</u>		<u>HD:Remedy</u>	<u>0</u>		
<u>Minimum time to ticket resolution for</u>		<u>HD:Remedy</u>	<u>0</u>		
HelpDesk		Total: 18			
Closed		Total: 18			
Ticket Number:	0000059096	03/01/2003	0		03/01/2003
Ticket Number:	0000059089	03/01/2003	0		03/01/2003
Ticket Number:	0000059493	03/08/2003	0		03/08/2003
Ticket Number:	0000059455	03/07/2003	0		03/07/2003
Ticket Number:	0000059453	03/07/2003	0		03/07/2003
Ticket Number:	0000059413	03/06/2003	0		03/06/2003
Ticket Number:	0000059377	03/06/2003	0		03/06/2003
Ticket Number:	0000059090	03/01/2003	0		03/01/2003
Ticket Number:	0000060112	03/19/2003	0		03/19/2003
Ticket Number:	0000060372	03/29/2003	0		03/29/2003
Ticket Number:	0000060267	03/24/2003	0		03/24/2003
Ticket Number:	0000060221	03/21/2003	0		03/21/2003
Ticket Number:	0000060169	03/20/2003	0		03/20/2003
Ticket Number:	0000059610	03/11/2003	0		03/11/2003
Ticket Number:	0000059615	03/11/2003	0		03/11/2003
Ticket Number:	0000059920	03/17/2003	0		03/17/2003
Ticket Number:	0000059884	03/15/2003	0		03/15/2003
Ticket Number:	0000059812	03/13/2003	0		03/13/2003
<u>Average time to ticket resolution for</u>		<u>HelpDesk</u>	<u>0</u>		
<u>Maximum time to ticket resolution for</u>		<u>HelpDesk</u>	<u>0</u>		
<u>Minimum time to ticket resolution for</u>		<u>HelpDesk</u>	<u>0</u>		
HelpDesk:CD		Total: 2			
Closed		Total: 2			
Ticket Number:	0000060145	03/20/2003	0		03/20/2003
Ticket Number:	0000059410	03/06/2003	0		03/06/2003
<u>Average time to ticket resolution for</u>		<u>HelpDesk:CD</u>	<u>0</u>		
<u>Maximum time to ticket resolution for</u>		<u>HelpDesk:CD</u>	<u>0</u>		
<u>Minimum time to ticket resolution for</u>		<u>HelpDesk:CD</u>	<u>0</u>		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
akhant1	<u>Total:</u>	85		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

Closed	<u>Create Date</u>	<u>Number of Days</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	Total:	85		
Ticket Number: 0000059835	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000059097	03/01/2003	8	03/09/2003	03/17/2003
Ticket Number: 0000059120	03/02/2003	7		03/09/2003
Ticket Number: 0000059300	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059325	03/05/2003	11	03/16/2003	03/24/2003
Ticket Number: 0000059480	03/08/2003	2	03/09/2003	03/17/2003
Ticket Number: 0000059479	03/08/2003	2	03/09/2003	03/17/2003
Ticket Number: 0000059478	03/08/2003	2	03/09/2003	03/17/2003
Ticket Number: 0000059451	03/07/2003	0		03/07/2003
Ticket Number: 0000059444	03/07/2003	2	03/09/2003	03/17/2003
Ticket Number: 0000059427	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059423	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059419	03/07/2003	2	03/09/2003	03/17/2003
Ticket Number: 0000059416	03/07/2003	3	03/09/2003	03/17/2003
Ticket Number: 0000059516	03/09/2003	0		03/09/2003
Ticket Number: 0000059515	03/09/2003	0		03/09/2003
Ticket Number: 0000059505	03/09/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059504	03/09/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059503	03/09/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059501	03/08/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059497	03/08/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059487	03/08/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059820	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000059409	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number: 0000059454	03/07/2003	2	03/09/2003	03/17/2003
Ticket Number: 0000059322	03/05/2003	0		03/05/2003
Ticket Number: 0000059293	03/05/2003	4	03/09/2003	03/17/2003
Ticket Number: 0000059125	03/02/2003	4	03/07/2003	03/12/2003
Ticket Number: 0000059095	03/01/2003	5	03/07/2003	03/12/2003
Ticket Number: 0000059086	03/01/2003	1	03/01/2003	03/07/2003
Ticket Number: 0000060250	03/22/2003	0		03/22/2003
Ticket Number: 0000060269	03/24/2003	0		03/24/2003
Ticket Number: 0000060257	03/23/2003	0	03/23/2003	03/31/2003
Ticket Number: 0000060259	03/23/2003	0		03/23/2003
Ticket Number: 0000060256	03/23/2003	0		03/23/2003
Ticket Number: 0000060246	03/22/2003	0	03/22/2003	03/22/2003
Ticket Number: 0000060243	03/22/2003	0	03/22/2003	03/28/2003
Ticket Number: 0000060248	03/22/2003	0		03/22/2003
Ticket Number: 0000060242	03/22/2003	0	03/22/2003	03/28/2003
Ticket Number: 0000060241	03/22/2003	0	03/22/2003	03/28/2003
Ticket Number: 0000060435	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number: 0000060345	03/28/2003	0	03/28/2003	04/03/2003
Ticket Number: 0000060344	03/28/2003	0	03/28/2003	04/03/2003
Ticket Number: 0000060343	03/28/2003	0		03/28/2003
Ticket Number: 0000060272	03/24/2003	0		03/24/2003
Ticket Number: 0000060271	03/24/2003	0		03/24/2003
Ticket Number: 0000060129	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000060188	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060201	03/21/2003	7	03/28/2003	04/03/2003
Ticket Number: 0000060240	03/22/2003	0	03/22/2003	03/28/2003
Ticket Number: 0000060212	03/21/2003	1	03/22/2003	03/28/2003
Ticket Number: 0000060230	03/21/2003	3	03/24/2003	03/31/2003
Ticket Number: 0000060114	03/19/2003	1	03/20/2003	03/26/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number:	0000059947	03/17/2003	5	03/22/2003	03/28/2003
Ticket Number:	0000059676	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number:	0000059685	03/12/2003	1	03/13/2003	03/18/2003
Ticket Number:	0000059751	03/12/2003	10	03/22/2003	03/28/2003
Ticket Number:	0000059757	03/13/2003	1	03/13/2003	03/19/2003
Ticket Number:	0000059844	03/14/2003	2	03/16/2003	03/24/2003
Ticket Number:	0000059830	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number:	0000059819	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number:	0000059818	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number:	0000059817	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number:	0000059823	03/14/2003	0		03/14/2003
Ticket Number:	0000059816	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number:	0000059808	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number:	0000059806	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number:	0000059803	03/13/2003	9	03/22/2003	03/28/2003
Ticket Number:	0000059810	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number:	0000059784	03/13/2003	3	03/16/2003	03/24/2003
Ticket Number:	0000059783	03/13/2003	3	03/16/2003	03/24/2003
Ticket Number:	0000059782	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number:	0000059779	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number:	0000059961	03/17/2003	3	03/20/2003	03/26/2003
Ticket Number:	0000059910	03/16/2003	7	03/23/2003	03/31/2003
Ticket Number:	0000059892	03/16/2003	1	03/16/2003	03/24/2003
Ticket Number:	0000059891	03/16/2003	1	03/16/2003	03/24/2003
Ticket Number:	0000059881	03/15/2003	3	03/18/2003	03/24/2003
Ticket Number:	0000059873	03/15/2003	1	03/16/2003	03/24/2003
Ticket Number:	0000060053	03/18/2003	4	03/22/2003	03/28/2003
Ticket Number:	0000059753	03/12/2003	0	03/13/2003	03/18/2003
Ticket Number:	0000059695	03/12/2003	1	03/12/2003	03/18/2003
Ticket Number:	0000059679	03/12/2003	1	03/12/2003	03/18/2003
Ticket Number:	0000059671	03/11/2003	5	03/16/2003	03/24/2003
Ticket Number:	0000059648	03/11/2003	5	03/16/2003	03/24/2003

Average time to ticket resolution for akhant1 2
Maximum time to ticket resolution for akhant1 11
Minimum time to ticket resolution for akhant1 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
anna	<u>Total:</u>	160		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Closed</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	<u>Total:</u>	160		
Ticket Number: 0000059555	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number: 0000059571	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number: 0000059584	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number: 0000059867	03/14/2003	19	04/02/2003	04/08/2003
Ticket Number: 0000059863	03/14/2003	7	03/21/2003	03/27/2003
Ticket Number: 0000059760	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059756	03/13/2003	0	03/13/2003	03/20/2003
Ticket Number: 0000059750	03/12/2003	29	04/11/2003	04/17/2003
Ticket Number: 0000059747	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059744	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059737	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059718	03/12/2003	6	03/18/2003	03/24/2003
Ticket Number: 0000059864	03/14/2003	7	03/21/2003	03/27/2003
Ticket Number: 0000059706	03/12/2003	14	03/26/2003	04/01/2003
Ticket Number: 0000059674	03/11/2003	9	03/21/2003	03/27/2003
Ticket Number: 0000059916	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059914	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059912	03/16/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000060418	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number: 0000060417	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number: 0000059904	03/16/2003	2	03/18/2003	03/24/2003
Ticket Number: 0000060310	03/26/2003	5	03/31/2003	04/07/2003
Ticket Number: 0000059977	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059893	03/16/2003	2	03/18/2003	03/24/2003
Ticket Number: 0000059989	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059988	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059987	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059986	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059984	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059980	03/17/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059974	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059972	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059939	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059934	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059890	03/16/2003	5	03/20/2003	03/26/2003
Ticket Number: 0000059888	03/16/2003	2	03/18/2003	03/24/2003
Ticket Number: 0000060179	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060001	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059788	03/13/2003	13	03/26/2003	04/01/2003
Ticket Number: 0000059596	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059603	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059609	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000060253	03/23/2003	4	03/27/2003	04/02/2003
Ticket Number: 0000060325	03/27/2003	0	03/27/2003	04/02/2003
Ticket Number: 0000060319	03/27/2003	0	03/27/2003	04/02/2003
Ticket Number: 0000060322	03/27/2003	0	03/27/2003	04/02/2003
Ticket Number: 0000060323	03/27/2003	0	03/27/2003	04/02/2003
Ticket Number: 0000060318	03/27/2003	0	03/27/2003	04/02/2003
Ticket Number: 0000060317	03/27/2003	0	03/27/2003	04/02/2003
Ticket Number: 0000060316	03/27/2003	0	03/27/2003	04/02/2003
Ticket Number: 0000060315	03/27/2003	0	03/27/2003	04/02/2003
Ticket Number: 0000060312	03/26/2003	1	03/27/2003	04/02/2003
Ticket Number: 0000060473	03/31/2003	1	04/01/2003	04/07/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number:	0000060466	03/31/2003	8	04/08/2003	04/14/2003
Ticket Number:	0000060461	03/31/2003	23	04/23/2003	04/29/2003
Ticket Number:	0000060460	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number:	0000060419	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number:	0000060415	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000060414	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000060413	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000060412	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number:	0000060409	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000060410	03/31/2003	2	04/01/2003	04/07/2003
Ticket Number:	0000060403	03/30/2003	2	04/01/2003	04/07/2003
Ticket Number:	0000060427	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number:	0000060399	03/30/2003	2	04/01/2003	04/07/2003
Ticket Number:	0000060387	03/30/2003	2	04/01/2003	04/07/2003
Ticket Number:	0000060386	03/30/2003	2	04/01/2003	04/07/2003
Ticket Number:	0000060383	03/30/2003	1	03/31/2003	04/07/2003
Ticket Number:	0000060382	03/30/2003	1	03/31/2003	04/07/2003
Ticket Number:	0000060357	03/29/2003	3	04/01/2003	04/07/2003
Ticket Number:	0000060355	03/29/2003	2	03/31/2003	04/07/2003
Ticket Number:	0000060354	03/29/2003	2	03/31/2003	04/07/2003
Ticket Number:	0000060353	03/29/2003	2	03/31/2003	04/07/2003
Ticket Number:	0000060346	03/28/2003	2	03/31/2003	04/07/2003
Ticket Number:	0000060340	03/28/2003	3	03/31/2003	04/07/2003
Ticket Number:	0000060338	03/28/2003	3	03/31/2003	04/07/2003
Ticket Number:	0000060333	03/27/2003	2	03/29/2003	03/31/2003
Ticket Number:	0000060331	03/27/2003	4	03/31/2003	04/07/2003
Ticket Number:	0000060305	03/26/2003	1	03/27/2003	04/02/2003
Ticket Number:	0000060304	03/26/2003	1	03/27/2003	04/02/2003
Ticket Number:	0000060299	03/26/2003	1	03/27/2003	04/02/2003
Ticket Number:	0000060298	03/26/2003	1	03/27/2003	04/02/2003
Ticket Number:	0000060297	03/26/2003	1	03/27/2003	04/02/2003
Ticket Number:	0000060293	03/25/2003	2	03/27/2003	04/02/2003
Ticket Number:	0000060249	03/22/2003	10	04/01/2003	04/07/2003
Ticket Number:	0000060183	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060180	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060176	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060175	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060174	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060171	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number:	0000060131	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number:	0000060100	03/19/2003	13	04/01/2003	04/07/2003
Ticket Number:	0000060085	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number:	0000060282	03/25/2003	2	03/27/2003	04/02/2003
Ticket Number:	0000060279	03/25/2003	2	03/27/2003	04/02/2003
Ticket Number:	0000060276	03/25/2003	2	03/27/2003	04/02/2003
Ticket Number:	0000060275	03/25/2003	2	03/27/2003	04/02/2003
Ticket Number:	0000060264	03/24/2003	11	04/03/2003	04/09/2003
Ticket Number:	0000060247	03/22/2003	16	04/07/2003	04/14/2003
Ticket Number:	0000060197	03/21/2003	6	03/27/2003	04/02/2003
Ticket Number:	0000060196	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060195	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060081	03/19/2003	1	03/20/2003	03/26/2003
Ticket Number:	0000060453	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number:	0000059434	03/07/2003	0	03/07/2003	03/13/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number:	0000059390	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059388	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059386	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059379	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059373	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059329	03/06/2003	1	03/06/2003	03/12/2003
Ticket Number:	0000059304	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number:	0000059214	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059534	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number:	0000059524	03/09/2003	9	03/18/2003	03/24/2003
Ticket Number:	0000059522	03/09/2003	1	03/10/2003	03/17/2003
Ticket Number:	0000059450	03/07/2003	4	03/11/2003	03/17/2003
Ticket Number:	0000059443	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059426	03/07/2003	4	03/11/2003	03/17/2003
Ticket Number:	0000059523	03/09/2003	1	03/10/2003	03/17/2003
Ticket Number:	0000059405	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059404	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number:	0000059401	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number:	0000059213	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059212	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059211	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059210	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059208	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059206	03/03/2003	13	03/17/2003	03/24/2003
Ticket Number:	0000059181	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059529	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number:	0000059295	03/05/2003	0		03/05/2003
Ticket Number:	0000059294	03/05/2003	0		03/05/2003
Ticket Number:	0000059285	03/05/2003	0		03/05/2003
Ticket Number:	0000059278	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number:	0000059277	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number:	0000059376	03/06/2003	0		03/06/2003
Ticket Number:	0000059215	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059190	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059176	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059175	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059174	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059168	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059158	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059145	03/03/2003	3	03/06/2003	03/12/2003
Ticket Number:	0000059127	03/02/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059115	03/02/2003	2	03/04/2003	03/10/2003
Ticket Number:	0000059114	03/02/2003	1	03/03/2003	03/10/2003
Ticket Number:	0000059113	03/02/2003	1	03/03/2003	03/10/2003
Ticket Number:	0000059100	03/02/2003	2	03/04/2003	03/10/2003
Ticket Number:	0000059091	03/01/2003	0	03/01/2003	03/06/2003
Ticket Number:	0000059412	03/06/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059787	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number:	0000059445	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059134	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059133	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number:	0000059131	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059656	03/11/2003	0	03/11/2003	03/17/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	<u>anna</u>	<u>2</u>		
<u>Maximum time to ticket resolution for</u>	<u>anna</u>	<u>29</u>		
<u>Minimum time to ticket resolution for</u>	<u>anna</u>	<u>0</u>		

<u>grosen1</u>		<u>Total:</u>	<u>13</u>
<u>Closed</u>		<u>Total:</u>	<u>13</u>
Ticket Number:	0000059103	03/02/2003	0
Ticket Number:	0000059105	03/02/2003	0
Ticket Number:	0000060117	03/20/2003	1
Ticket Number:	0000060192	03/21/2003	0
Ticket Number:	0000060468	03/31/2003	0
Ticket Number:	0000060396	03/30/2003	0
Ticket Number:	0000060155	03/20/2003	1
Ticket Number:	0000059589	03/10/2003	0
Ticket Number:	0000059591	03/10/2003	0
Ticket Number:	0000059592	03/10/2003	0
Ticket Number:	0000059590	03/10/2003	0
Ticket Number:	0000059997	03/18/2003	2
Ticket Number:	0000059902	03/16/2003	1

<u>Average time to ticket resolution for</u>	<u>grosen1</u>	<u>0</u>
<u>Maximum time to ticket resolution for</u>	<u>grosen1</u>	<u>2</u>
<u>Minimum time to ticket resolution for</u>	<u>grosen1</u>	<u>0</u>

<u>jperron1</u>		<u>Total:</u>	<u>8</u>
<u>Closed</u>		<u>Total:</u>	<u>8</u>
Ticket Number:	0000059800	03/13/2003	0
Ticket Number:	0000059802	03/13/2003	0
Ticket Number:	0000059807	03/13/2003	0
Ticket Number:	0000060062	03/19/2003	2
Ticket Number:	0000060064	03/19/2003	0
Ticket Number:	0000060136	03/20/2003	13
Ticket Number:	0000059154	03/03/2003	0
Ticket Number:	0000059275	03/05/2003	0

<u>Average time to ticket resolution for</u>	<u>jperron1</u>	<u>2</u>
<u>Maximum time to ticket resolution for</u>	<u>jperron1</u>	<u>13</u>
<u>Minimum time to ticket resolution for</u>	<u>jperron1</u>	<u>0</u>

<u>jreid3</u>		<u>Total:</u>	<u>7</u>
<u>Closed</u>		<u>Total:</u>	<u>7</u>
Ticket Number:	0000059199	03/03/2003	0
Ticket Number:	0000060424	03/31/2003	0
Ticket Number:	0000060449	03/31/2003	1
Ticket Number:	0000060448	03/31/2003	0
Ticket Number:	0000059563	03/10/2003	0
Ticket Number:	0000059749	03/12/2003	0
Ticket Number:	0000059732	03/12/2003	7

<u>Average time to ticket resolution for</u>	<u>jreid3</u>	<u>1</u>
<u>Maximum time to ticket resolution for</u>	<u>jreid3</u>	<u>7</u>
<u>Minimum time to ticket resolution for</u>	<u>jreid3</u>	<u>0</u>

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
kherna1		<u>Total:</u> 22			
Closed		<u>Total:</u> 22			
Ticket Number:	0000059583	03/10/2003	0		03/10/2003
Ticket Number:	0000060458	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000059903	03/16/2003	1	03/17/2003	03/24/2003
Ticket Number:	0000059907	03/16/2003	1	03/17/2003	03/24/2003
Ticket Number:	0000059915	03/17/2003	1	03/17/2003	03/24/2003
Ticket Number:	0000059924	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number:	0000059954	03/17/2003	14	03/31/2003	04/07/2003
Ticket Number:	0000059913	03/17/2003	1	03/17/2003	03/24/2003
Ticket Number:	0000059906	03/16/2003	1	03/17/2003	03/24/2003
Ticket Number:	0000060044	03/18/2003	0		03/18/2003
Ticket Number:	0000060245	03/22/2003	1	03/23/2003	03/31/2003
Ticket Number:	0000060370	03/29/2003	2	03/31/2003	04/07/2003
Ticket Number:	0000060464	03/31/2003	0		03/31/2003
Ticket Number:	0000059099	03/02/2003	2	03/03/2003	03/10/2003
Ticket Number:	0000059185	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number:	0000059484	03/08/2003	0		03/08/2003
Ticket Number:	0000059526	03/10/2003	1		03/10/2003
Ticket Number:	0000059118	03/02/2003	1	03/03/2003	03/10/2003
Ticket Number:	0000059507	03/09/2003	1	03/10/2003	03/17/2003
Ticket Number:	0000059531	03/10/2003	0		03/10/2003
Ticket Number:	0000060020	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number:	0000059528	03/10/2003	1		03/10/2003

Average time to ticket resolution for kherna1 1
Maximum time to ticket resolution for kherna1 14
Minimum time to ticket resolution for kherna1 0

mbrand4		<u>Total:</u> 2			
Closed		<u>Total:</u> 2			
Ticket Number:	0000059440	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000060213	03/21/2003	0	03/21/2003	03/27/2003

Average time to ticket resolution for mbrand4 0
Maximum time to ticket resolution for mbrand4 0
Minimum time to ticket resolution for mbrand4 0

moneill1		<u>Total:</u> 9			
Closed		<u>Total:</u> 9			
Ticket Number:	0000060391	03/30/2003	1	03/31/2003	04/07/2003
Ticket Number:	0000059561	03/10/2003	0		03/10/2003
Ticket Number:	0000059928	03/17/2003	2	03/19/2003	03/25/2003
Ticket Number:	0000059956	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number:	0000060452	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000059869	03/14/2003	5	03/19/2003	03/25/2003
Ticket Number:	0000059588	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number:	0000059368	03/06/2003	12	03/18/2003	03/24/2003
Ticket Number:	0000059861	03/14/2003	3	03/17/2003	03/24/2003

Average time to ticket resolution for moneill1 3
Maximum time to ticket resolution for moneill1 12
Minimum time to ticket resolution for moneill1 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
nevans1		<u>Total:</u> 42			
Closed		<u>Total:</u> 42			
Ticket Number:	0000059417	03/07/2003	1	03/08/2003	03/14/2003
Ticket Number:	0000059599	03/11/2003	4	03/15/2003	03/21/2003
Ticket Number:	0000059414	03/07/2003	1	03/08/2003	03/14/2003
Ticket Number:	0000059527	03/10/2003	0		03/10/2003
Ticket Number:	0000059488	03/08/2003	0	03/08/2003	03/14/2003
Ticket Number:	0000059482	03/08/2003	0	03/08/2003	03/14/2003
Ticket Number:	0000059481	03/08/2003	0	03/08/2003	03/14/2003
Ticket Number:	0000059474	03/07/2003	1	03/08/2003	03/14/2003
Ticket Number:	0000059458	03/07/2003	1	03/08/2003	03/14/2003
Ticket Number:	0000059334	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059758	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number:	0000059132	03/03/2003	5	03/08/2003	03/14/2003
Ticket Number:	0000059463	03/07/2003	1	03/08/2003	03/14/2003
Ticket Number:	0000060390	03/30/2003	6	04/05/2003	04/11/2003
Ticket Number:	0000060178	03/21/2003	1	03/22/2003	03/28/2003
Ticket Number:	0000059879	03/15/2003	0	03/15/2003	03/21/2003
Ticket Number:	0000059877	03/15/2003	0	03/15/2003	03/21/2003
Ticket Number:	0000059871	03/15/2003	0	03/15/2003	03/21/2003
Ticket Number:	0000059868	03/14/2003	1	03/15/2003	03/21/2003
Ticket Number:	0000059815	03/14/2003	1	03/15/2003	03/21/2003
Ticket Number:	0000059824	03/14/2003	1	03/15/2003	03/21/2003
Ticket Number:	0000059826	03/14/2003	1	03/15/2003	03/21/2003
Ticket Number:	0000059849	03/14/2003	1	03/15/2003	03/21/2003
Ticket Number:	0000059833	03/14/2003	1	03/15/2003	03/21/2003
Ticket Number:	0000059813	03/14/2003	1	03/15/2003	03/21/2003
Ticket Number:	0000059809	03/13/2003	2	03/15/2003	03/21/2003
Ticket Number:	0000060111	03/19/2003	10	03/29/2003	04/04/2003
Ticket Number:	0000060363	03/29/2003	0	03/29/2003	04/04/2003
Ticket Number:	0000060347	03/28/2003	1	03/29/2003	04/04/2003
Ticket Number:	0000060336	03/28/2003	2	03/29/2003	04/04/2003
Ticket Number:	0000060237	03/21/2003	1	03/22/2003	03/28/2003
Ticket Number:	0000060232	03/21/2003	1	03/22/2003	03/28/2003
Ticket Number:	0000060172	03/21/2003	2	03/22/2003	03/28/2003
Ticket Number:	0000060170	03/20/2003	2	03/22/2003	03/28/2003
Ticket Number:	0000060124	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number:	0000060120	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number:	0000060119	03/20/2003	0	03/20/2003	03/25/2003
Ticket Number:	0000060115	03/20/2003	0	03/20/2003	03/25/2003
Ticket Number:	0000060411	03/31/2003	0		03/31/2003
Ticket Number:	0000060361	03/29/2003	0	03/29/2003	04/04/2003
Ticket Number:	0000060359	03/29/2003	0		03/29/2003
Ticket Number:	0000060358	03/29/2003	0	03/29/2003	04/04/2003

Average time to ticket resolution for nevans1 1
Maximum time to ticket resolution for nevans1 10
Minimum time to ticket resolution for nevans1 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>r1</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Closed	<u>Total:</u> 7			
	<u>Total:</u> 7			
Ticket Number: 0000059365	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number: 0000059471	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059473	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059472	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059470	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059468	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059469	03/07/2003	0	03/07/2003	03/13/2003

Average time to ticket resolution for r1 0
Maximum time to ticket resolution for r1 1
Minimum time to ticket resolution for r1 0

<u>ramosm1</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Resolved	<u>Total:</u> 17			
	<u>Total:</u> 1			
Ticket Number: 0000059094	03/01/2003	0	03/01/2003	03/01/2003
Closed	<u>Total:</u> 16			
Ticket Number: 0000060168	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000059490	03/08/2003	0	03/08/2003	03/14/2003
Ticket Number: 0000059495	03/08/2003	0	03/08/2003	03/14/2003
Ticket Number: 0000059498	03/08/2003	0	03/08/2003	03/14/2003
Ticket Number: 0000059420	03/07/2003	1	03/08/2003	03/14/2003
Ticket Number: 0000060167	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000060280	03/25/2003	0	03/25/2003	03/31/2003
Ticket Number: 0000060285	03/25/2003	0	03/25/2003	03/31/2003
Ticket Number: 0000060369	03/29/2003	0	03/29/2003	04/04/2003
Ticket Number: 0000060367	03/29/2003	0	03/29/2003	04/04/2003
Ticket Number: 0000060366	03/29/2003	0	03/29/2003	04/04/2003
Ticket Number: 0000060286	03/25/2003	0	03/25/2003	03/31/2003
Ticket Number: 0000060287	03/25/2003	0	03/25/2003	03/31/2003
Ticket Number: 0000060284	03/25/2003	0	03/25/2003	03/31/2003
Ticket Number: 0000060163	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000060159	03/20/2003	1	03/21/2003	03/27/2003

Average time to ticket resolution for ramosm1 0
Maximum time to ticket resolution for ramosm1 1
Minimum time to ticket resolution for ramosm1 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
steyr	<u>Total:</u>	61		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Closed</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	<u>Total:</u>	61		
Ticket Number: 0000060109	03/19/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000060456	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number: 0000060454	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number: 0000060306	03/26/2003	1	03/27/2003	04/02/2003
Ticket Number: 0000060229	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060224	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060307	03/26/2003	0	03/26/2003	04/01/2003
Ticket Number: 0000060113	03/19/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000060122	03/20/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000060118	03/20/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000060166	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000060116	03/20/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000059644	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000060041	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000060009	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000060003	03/18/2003	0		03/18/2003
Ticket Number: 0000060002	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000060000	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059958	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059952	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059951	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059921	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059899	03/16/2003	5	03/21/2003	03/27/2003
Ticket Number: 0000059840	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000060125	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000059795	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059792	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059770	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059768	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059766	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059759	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059755	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059597	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059593	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number: 0000059722	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059754	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059767	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059647	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059765	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059331	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059330	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059328	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059327	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059630	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059310	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059357	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059247	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059239	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059456	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059402	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059400	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059393	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059389	03/06/2003	0	03/06/2003	03/12/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number:	0000059375	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059363	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059338	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059335	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059333	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059200	03/03/2003	2	03/05/2003	03/11/2003
Ticket Number:	0000059156	03/03/2003	3	03/06/2003	03/12/2003
Ticket Number:	0000059126	03/02/2003	4	03/06/2003	03/12/2003

Average time to ticket resolution for stcyr 0
Maximum time to ticket resolution for stcyr 5
Minimum time to ticket resolution for stcyr 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
talder1	<u>Total:</u>	64		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Closed</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	<u>Total:</u>	64		
Ticket Number: 0000059280	03/05/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059196	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059187	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059087	03/01/2003	4	03/05/2003	03/11/2003
Ticket Number: 0000059273	03/05/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059467	03/07/2003	3	03/10/2003	03/17/2003
Ticket Number: 0000059422	03/07/2003	6	03/12/2003	03/18/2003
Ticket Number: 0000059324	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059323	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059319	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059315	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059309	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059687	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059297	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059291	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059276	03/05/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059274	03/05/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059272	03/05/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059271	03/05/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059269	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059268	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059260	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059259	03/04/2003	8	03/12/2003	03/18/2003
Ticket Number: 0000059245	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059204	03/03/2003	2	03/05/2003	03/11/2003
Ticket Number: 0000059201	03/03/2003	2	03/05/2003	03/11/2003
Ticket Number: 0000059197	03/03/2003	2	03/05/2003	03/11/2003
Ticket Number: 0000059130	03/02/2003	3	03/05/2003	03/11/2003
Ticket Number: 0000059121	03/02/2003	3	03/05/2003	03/11/2003
Ticket Number: 0000059112	03/02/2003	3	03/05/2003	03/11/2003
Ticket Number: 0000060095	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number: 0000059719	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059579	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number: 0000060038	03/18/2003	1	03/19/2003	03/25/2003
Ticket Number: 0000059975	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059682	03/12/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059681	03/12/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059680	03/12/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059675	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059666	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059673	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059672	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059654	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059634	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059742	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059738	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059734	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059733	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059703	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059701	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059686	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059578	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number: 0000060049	03/18/2003	1	03/19/2003	03/25/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number:	0000060060	03/19/2003	1	03/19/2003	03/25/2003
Ticket Number:	0000060063	03/19/2003	1	03/19/2003	03/25/2003
Ticket Number:	0000060291	03/25/2003	0	03/25/2003	03/31/2003
Ticket Number:	0000060290	03/25/2003	0	03/25/2003	03/31/2003
Ticket Number:	0000060288	03/25/2003	0	03/25/2003	03/31/2003
Ticket Number:	0000060110	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number:	0000060103	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number:	0000060067	03/19/2003	1	03/19/2003	03/25/2003
Ticket Number:	0000060066	03/19/2003	1	03/19/2003	03/25/2003
Ticket Number:	0000060061	03/19/2003	1	03/19/2003	03/25/2003
Ticket Number:	0000060058	03/18/2003	1	03/19/2003	03/25/2003
<u>Average time to ticket resolution for</u>		<u>talder1</u>	<u>1</u>		
<u>Maximum time to ticket resolution for</u>		<u>talder1</u>	<u>8</u>		
<u>Minimum time to ticket resolution for</u>		<u>talder1</u>	<u>0</u>		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
vergil	<u>Total:</u>	73		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Closed</u>	<u>Create Date</u>	<u>Number of Days</u> <u>to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	<u>Total:</u>	73		
Ticket Number: 0000060056	03/18/2003	0	03/19/2003	03/24/2003
Ticket Number: 0000060057	03/18/2003	0	03/19/2003	03/24/2003
Ticket Number: 0000060073	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number: 0000060082	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number: 0000060467	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number: 0000060447	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number: 0000060446	03/31/2003	0		03/31/2003
Ticket Number: 0000060445	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number: 0000060436	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number: 0000060437	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number: 0000060194	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060146	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000060144	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000059546	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number: 0000059553	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number: 0000059576	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number: 0000059564	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number: 0000059595	03/11/2003	4	03/15/2003	03/20/2003
Ticket Number: 0000059601	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059606	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059982	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059981	03/17/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059959	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059946	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000060094	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number: 0000059941	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059925	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059917	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059880	03/15/2003	3	03/18/2003	03/24/2003
Ticket Number: 0000060037	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000060031	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000060025	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000060019	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059983	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059990	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059694	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059655	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number: 0000059651	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059640	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059639	03/11/2003	0		03/11/2003
Ticket Number: 0000059629	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059653	03/11/2003	0		03/11/2003
Ticket Number: 0000059598	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059602	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059194	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number: 0000059216	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059209	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059207	03/04/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059205	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059203	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059153	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059135	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059122	03/02/2003	2	03/04/2003	03/10/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number: 0000059119	03/02/2003	2	03/04/2003	03/10/2003
Ticket Number: 0000059110	03/02/2003	10	03/12/2003	03/18/2003
Ticket Number: 0000059392	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059560	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number: 0000059684	03/12/2003	0		03/12/2003
Ticket Number: 0000059287	03/05/2003	7	03/12/2003	03/18/2003
Ticket Number: 0000059638	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059254	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059244	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059238	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059235	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059234	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059229	03/04/2003	7	03/11/2003	03/17/2003
Ticket Number: 0000059224	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000060441	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number: 0000059477	03/08/2003	3	03/11/2003	03/17/2003
Ticket Number: 0000059161	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number: 0000059129	03/02/2003	2	03/04/2003	03/10/2003
Ticket Number: 0000059582	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number: 0000060150	03/20/2003	0	03/20/2003	03/26/2003

<u>Average time to ticket resolution for</u>	<u>vergil</u>	<u>1</u>
<u>Maximum time to ticket resolution for</u>	<u>vergil</u>	<u>10</u>
<u>Minimum time to ticket resolution for</u>	<u>vergil</u>	<u>0</u>

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>whamil2</u>	<u>Create Date</u>	<u>Number of Days</u> <u>to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Closed	Total: 47			
	Total: 47			
Ticket Number: 0000059092	03/01/2003	1	03/02/2003	03/10/2003
Ticket Number: 0000059093	03/01/2003	1	03/02/2003	03/10/2003
Ticket Number: 0000059098	03/02/2003	1	03/02/2003	03/10/2003
Ticket Number: 0000059102	03/02/2003	0	03/02/2003	03/10/2003
Ticket Number: 0000059415	03/07/2003	2	03/09/2003	03/17/2003
Ticket Number: 0000059317	03/05/2003	4	03/09/2003	03/17/2003
Ticket Number: 0000059266	03/04/2003	0		03/04/2003
Ticket Number: 0000059189	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059128	03/02/2003	2	03/04/2003	03/10/2003
Ticket Number: 0000059109	03/02/2003	0	03/02/2003	03/10/2003
Ticket Number: 0000059108	03/02/2003	0	03/02/2003	03/10/2003
Ticket Number: 0000059107	03/02/2003	0	03/02/2003	03/10/2003
Ticket Number: 0000059514	03/09/2003	0	03/09/2003	03/17/2003
Ticket Number: 0000059513	03/09/2003	0	03/09/2003	03/17/2003
Ticket Number: 0000059512	03/09/2003	0		03/09/2003
Ticket Number: 0000059508	03/09/2003	0	03/09/2003	03/17/2003
Ticket Number: 0000059502	03/09/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059499	03/08/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059496	03/08/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059491	03/08/2003	1	03/09/2003	03/17/2003
Ticket Number: 0000059106	03/02/2003	0	03/02/2003	03/10/2003
Ticket Number: 0000059887	03/15/2003	1	03/16/2003	03/24/2003
Ticket Number: 0000059878	03/15/2003	2	03/17/2003	03/24/2003
Ticket Number: 0000059883	03/15/2003	1	03/16/2003	03/24/2003
Ticket Number: 0000059874	03/15/2003	1	03/16/2003	03/24/2003
Ticket Number: 0000059935	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059886	03/15/2003	1	03/16/2003	03/24/2003
Ticket Number: 0000059896	03/16/2003	0		03/16/2003
Ticket Number: 0000059943	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059937	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059900	03/16/2003	0	03/16/2003	03/24/2003
Ticket Number: 0000059898	03/16/2003	0	03/16/2003	03/24/2003
Ticket Number: 0000059897	03/16/2003	0	03/16/2003	03/24/2003
Ticket Number: 0000059889	03/16/2003	1	03/16/2003	03/24/2003
Ticket Number: 0000060398	03/30/2003	0		03/30/2003
Ticket Number: 0000060375	03/30/2003	1	03/30/2003	04/07/2003
Ticket Number: 0000060377	03/30/2003	1	03/30/2003	04/07/2003
Ticket Number: 0000060457	03/31/2003	6	04/06/2003	04/14/2003
Ticket Number: 0000060440	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number: 0000060402	03/30/2003	0		03/30/2003
Ticket Number: 0000060397	03/30/2003	0		03/30/2003
Ticket Number: 0000060392	03/30/2003	0	03/30/2003	04/07/2003
Ticket Number: 0000060388	03/30/2003	0	03/30/2003	04/07/2003
Ticket Number: 0000060395	03/30/2003	0		03/30/2003
Ticket Number: 0000060376	03/30/2003	1	03/30/2003	04/07/2003
Ticket Number: 0000060371	03/29/2003	1	03/30/2003	04/07/2003
Ticket Number: 0000060368	03/29/2003	1	03/30/2003	04/07/2003

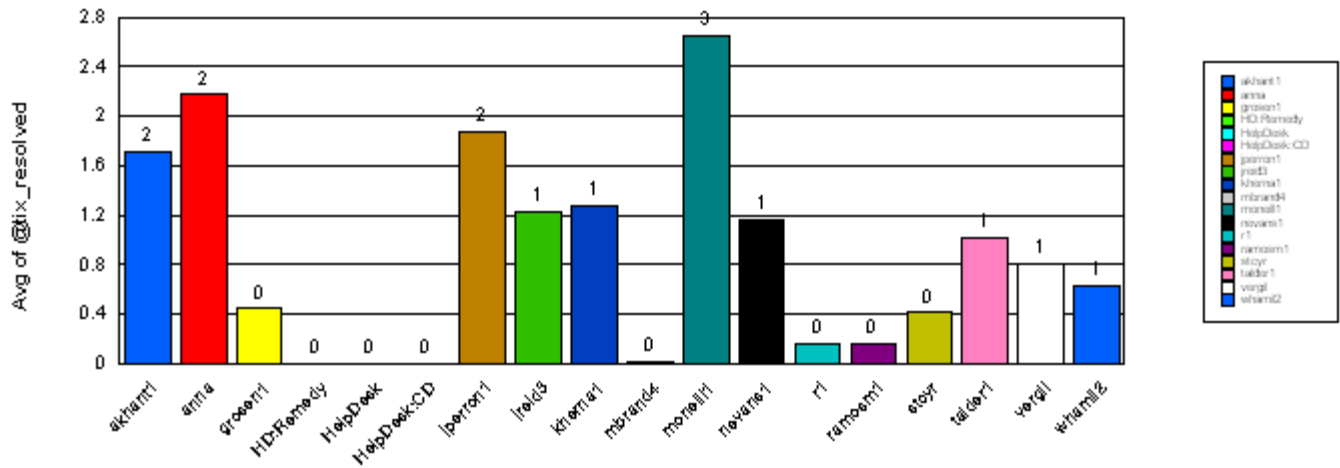
Average time to ticket resolution for whamil2 1
Maximum time to ticket resolution for whamil2 6
Minimum time to ticket resolution for whamil2 0

Average Length to Resolution

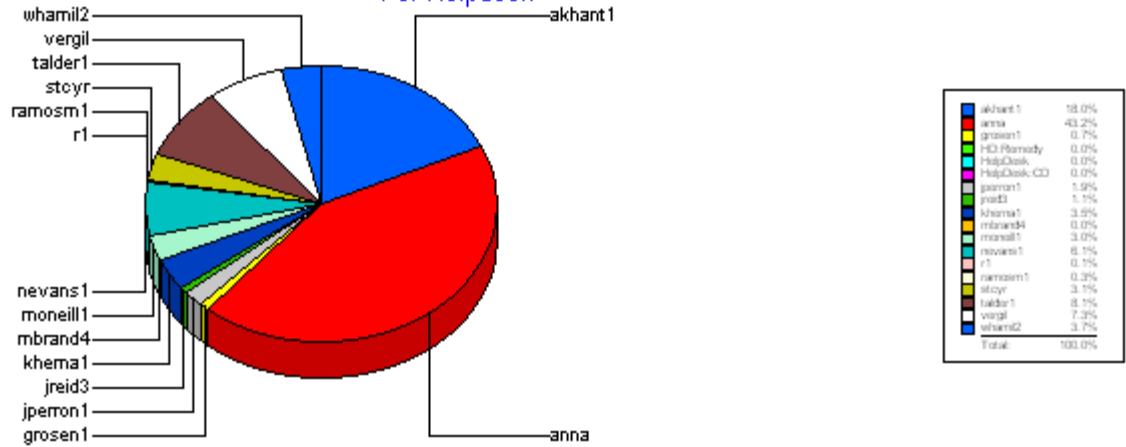
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	Helpdesk		<u>1</u>	
<u>Maximum time to ticket resolution for</u>	Helpdesk		<u>29</u>	
<u>Minimum time to ticket resolution for</u>	Helpdesk		<u>0</u>	

Avg of @tix_resolved / Assigned To
For Helpdesk



Percentage of Sum of tix_resolved / Assigned To
For Helpdesk



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

LAN		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	Total:	78			
jesse		<u>Total:</u>	21		
	Closed		<u>Total:</u>		21
Ticket Number:	0000060077	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number:	0000060190	03/21/2003	11	04/01/2003	04/07/2003
Ticket Number:	0000060162	03/20/2003	12	04/01/2003	04/07/2003
Ticket Number:	0000060134	03/20/2003	0	03/20/2003	03/31/2003
Ticket Number:	0000060157	03/20/2003	11	03/31/2003	04/07/2003
Ticket Number:	0000060423	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000060215	03/21/2003	11	04/01/2003	04/07/2003
Ticket Number:	0000059604	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number:	0000060014	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number:	0000059929	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number:	0000059707	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number:	0000059851	03/14/2003	18	04/01/2003	04/07/2003
Ticket Number:	0000059716	03/12/2003	20	04/01/2003	04/07/2003
Ticket Number:	0000059669	03/11/2003	7	03/18/2003	03/24/2003
Ticket Number:	0000059625	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number:	0000059139	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number:	0000059286	03/05/2003	2	03/07/2003	03/11/2003
Ticket Number:	0000059342	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number:	0000059852	03/14/2003	18	04/01/2003	04/07/2003
Ticket Number:	0000059350	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number:	0000059226	03/04/2003	0	03/04/2003	03/10/2003

Average time to ticket resolution for **jesse** 5
Maximum time to ticket resolution for **jesse** 20
Minimum time to ticket resolution for **jesse** 0

	jsonni2	<u>Total:</u>	4		
	Closed		<u>Total:</u>		4
Ticket Number:	0000059566	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number:	0000059970	03/17/2003	3	03/20/2003	03/26/2003
Ticket Number:	0000060027	03/18/2003	2	03/20/2003	03/26/2003
Ticket Number:	0000060084	03/19/2003	1	03/20/2003	03/26/2003

Average time to ticket resolution for **jsonni2** 2
Maximum time to ticket resolution for **jsonni2** 3
Minimum time to ticket resolution for **jsonni2** 1

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
ostrove	<u>Total:</u>	53		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Closed</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	<u>Total:</u>	53		
Ticket Number: 0000060045	03/18/2003	3	03/21/2003	03/27/2003
Ticket Number: 0000060079	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number: 0000060219	03/21/2003	10	03/31/2003	04/07/2003
Ticket Number: 0000060278	03/25/2003	16	04/10/2003	04/16/2003
Ticket Number: 0000060394	03/30/2003	3	04/02/2003	04/08/2003
Ticket Number: 0000060075	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number: 0000060186	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060090	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number: 0000059557	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number: 0000059624	03/11/2003	0		03/11/2003
Ticket Number: 0000059948	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059585	03/10/2003	1	03/11/2003	03/17/2003
Ticket Number: 0000059697	03/12/2003	2	03/14/2003	03/20/2003
Ticket Number: 0000059714	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059724	03/12/2003	41	04/22/2003	04/28/2003
Ticket Number: 0000059761	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059996	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059953	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059971	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059843	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000059841	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000059828	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000059805	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059798	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059785	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059780	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059773	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000059771	03/13/2003	4	03/17/2003	03/24/2003
Ticket Number: 0000059859	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000059848	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000059846	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000060036	03/18/2003	1	03/19/2003	03/25/2003
Ticket Number: 0000059650	03/11/2003	38	04/18/2003	04/24/2003
Ticket Number: 0000059635	03/11/2003	3	03/14/2003	03/20/2003
Ticket Number: 0000059617	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number: 0000059459	03/07/2003	4	03/11/2003	03/17/2003
Ticket Number: 0000059165	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059298	03/05/2003	5	03/10/2003	03/17/2003
Ticket Number: 0000059289	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059258	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059227	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059225	03/04/2003	6	03/10/2003	03/17/2003
Ticket Number: 0000059198	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059172	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number: 0000059170	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number: 0000059492	03/08/2003	2	03/10/2003	03/17/2003
Ticket Number: 0000059475	03/07/2003	3	03/10/2003	03/17/2003
Ticket Number: 0000059449	03/07/2003	3	03/10/2003	03/17/2003
Ticket Number: 0000059447	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059438	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number: 0000059378	03/06/2003	5	03/11/2003	03/17/2003
Ticket Number: 0000059321	03/05/2003	1	03/06/2003	03/12/2003
Ticket Number: 0000059302	03/05/2003	0	03/05/2003	03/11/2003

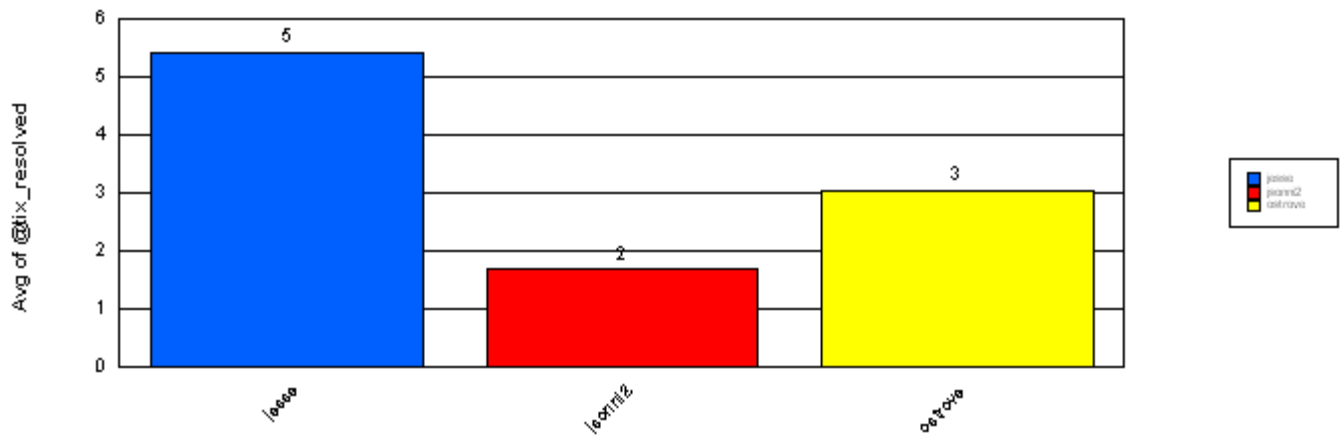
Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	ostrove	<u>3</u>		
<u>Maximum time to ticket resolution for</u>	ostrove	<u>41</u>		
<u>Minimum time to ticket resolution for</u>	ostrove	<u>0</u>		
<u>Average time to ticket resolution for</u>	LAN		<u>4</u>	
<u>Maximum time to ticket resolution for</u>	LAN		<u>41</u>	
<u>Minimum time to ticket resolution for</u>	LAN		<u>0</u>	

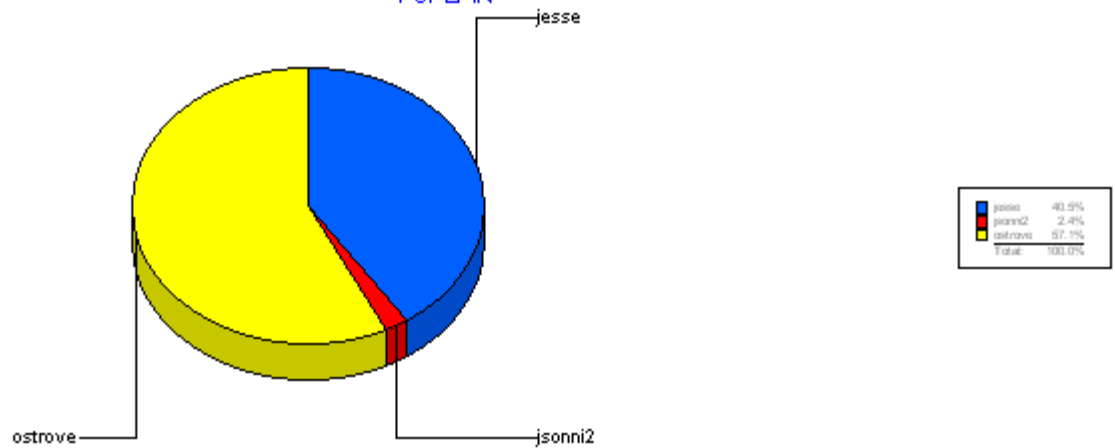
Avg of @tix_resolved / Assigned To

For LAN



Percentage of Sum of tix_resolved / Assigned To

For LAN



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

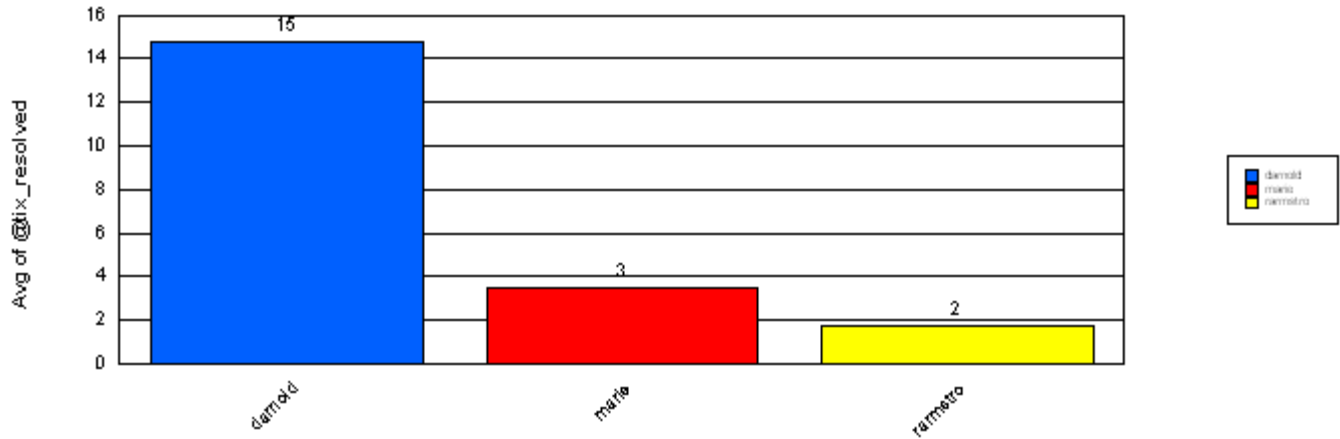
New Media	Create Date	Number of Days to Ticket Resolution	Resolved Time	Closed Date
darnold	Total: 22			
Closed	Total: 3			
Ticket Number: 0000059580	03/10/2003	31	04/10/2003	04/16/2003
Ticket Number: 0000060140	03/20/2003	11	03/31/2003	04/07/2003
Ticket Number: 0000060342	03/28/2003	3	03/31/2003	04/07/2003
<u>Average time to ticket resolution for</u>	<u>darnold</u>	<u>15</u>		
<u>Maximum time to ticket resolution for</u>	<u>darnold</u>	<u>31</u>		
<u>Minimum time to ticket resolution for</u>	<u>darnold</u>	<u>3</u>		
marie	Total: 2			
Closed	Total: 2			
Ticket Number: 0000059698	03/12/2003	0		03/12/2003
Ticket Number: 0000059307	03/05/2003	7		03/12/2003
<u>Average time to ticket resolution for</u>	<u>marie</u>	<u>3</u>		
<u>Maximum time to ticket resolution for</u>	<u>marie</u>	<u>7</u>		
<u>Minimum time to ticket resolution for</u>	<u>marie</u>	<u>0</u>		
rarmstro	Total: 17			
Closed	Total: 17			
Ticket Number: 0000059359	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059949	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059202	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059383	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059683	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number: 0000059394	03/06/2003	6	03/12/2003	03/18/2003
Ticket Number: 0000059356	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059313	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059162	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number: 0000059296	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number: 0000059151	03/03/2003	7	03/10/2003	03/17/2003
Ticket Number: 0000059382	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059384	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059740	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059945	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000060101	03/19/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000060102	03/19/2003	12	03/31/2003	04/07/2003
<u>Average time to ticket resolution for</u>	<u>rarmstro</u>	<u>2</u>		
<u>Maximum time to ticket resolution for</u>	<u>rarmstro</u>	<u>12</u>		
<u>Minimum time to ticket resolution for</u>	<u>rarmstro</u>	<u>0</u>		

Average Length to Resolution

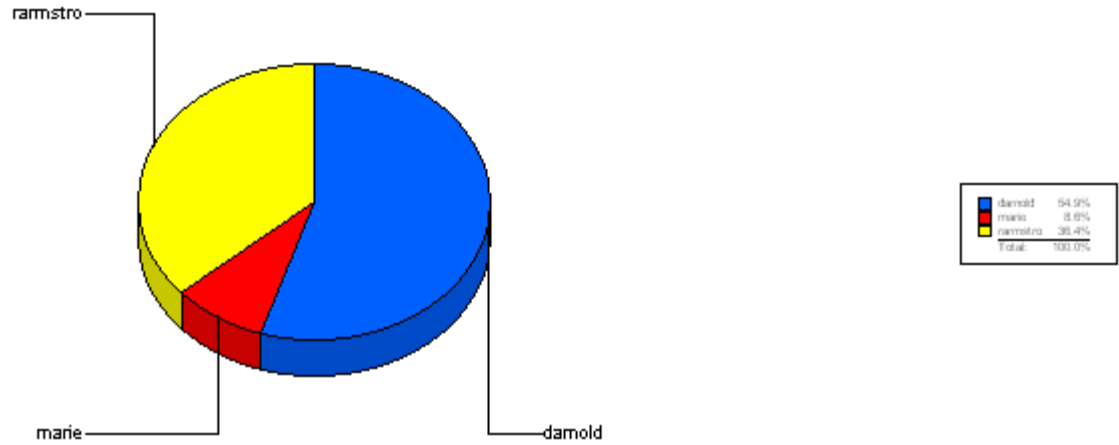
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	New Media		<u>4</u>	
<u>Maximum time to ticket resolution for</u>	New Media		<u>31</u>	
<u>Minimum time to ticket resolution for</u>	New Media		<u>0</u>	

Avg of @tix_resolved / Assigned To
For New Media



Percentage of Sum of tix_resolved / Assigned To
For New Media



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

PC Labs		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
lasuk	Total:	22			
	Closed	Total:	20		
Ticket Number:	0000060204	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060404	03/30/2003	1	03/31/2003	04/07/2003
Ticket Number:	0000059627	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number:	0000059581	03/10/2003	0		03/10/2003
Ticket Number:	0000059574	03/10/2003	0		03/10/2003
Ticket Number:	0000059621	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number:	0000059367	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059366	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059364	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059425	03/07/2003	13	03/20/2003	03/26/2003
Ticket Number:	0000059429	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059182	03/03/2003	0		03/03/2003
Ticket Number:	0000059179	03/03/2003	0		03/03/2003
Ticket Number:	0000059124	03/02/2003	2	03/04/2003	03/10/2003
Ticket Number:	0000059180	03/03/2003	0		03/03/2003
Ticket Number:	0000059433	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059432	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059431	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059430	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059369	03/06/2003	0	03/06/2003	03/12/2003

Average time to ticket resolution for lasuk 1
Maximum time to ticket resolution for lasuk 13
Minimum time to ticket resolution for lasuk 0

skille1	Total:	2			
	Closed	Total:	2		
Ticket Number:	0000059735	03/12/2003	34	04/15/2003	04/21/2003
Ticket Number:	0000059736	03/12/2003	5	03/17/2003	03/24/2003

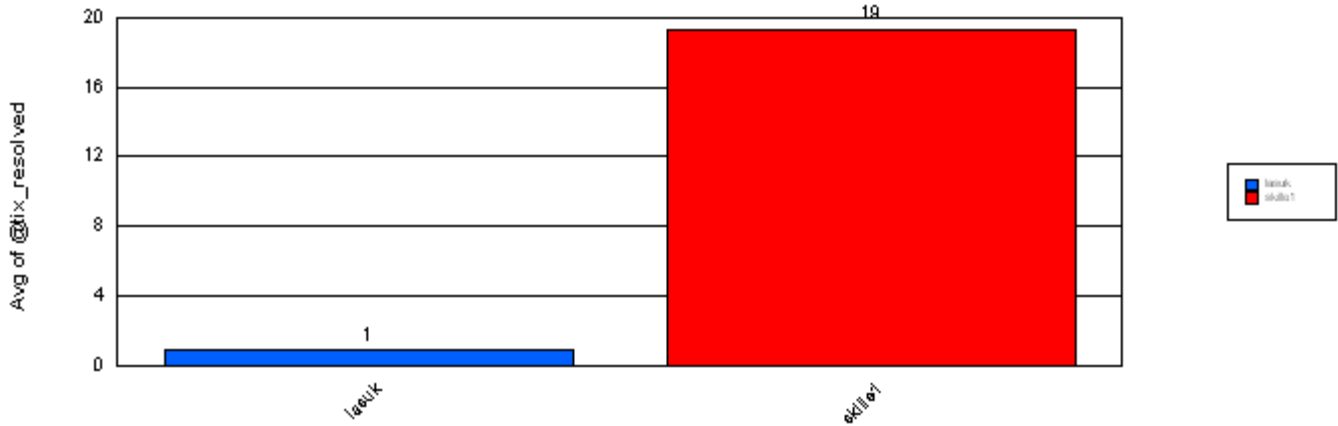
Average time to ticket resolution for skille1 19
Maximum time to ticket resolution for skille1 34
Minimum time to ticket resolution for skille1 5

Average Length to Resolution

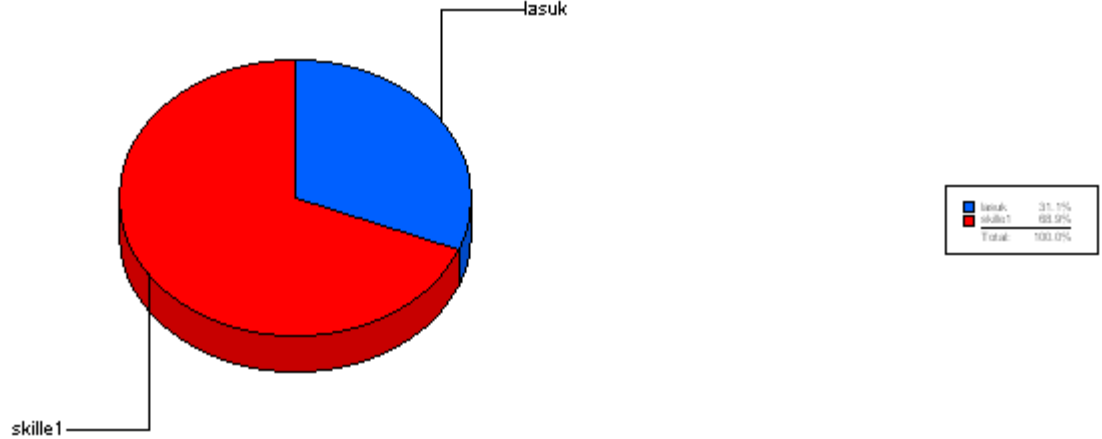
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	PC Labs		<u>3</u>	
<u>Maximum time to ticket resolution for</u>	PC Labs		<u>34</u>	
<u>Minimum time to ticket resolution for</u>	PC Labs		<u>0</u>	

Avg of @tix_resolved / Assigned To
For PC Labs



Percentage of Sum of tix_resolved / Assigned To
For PC Labs



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

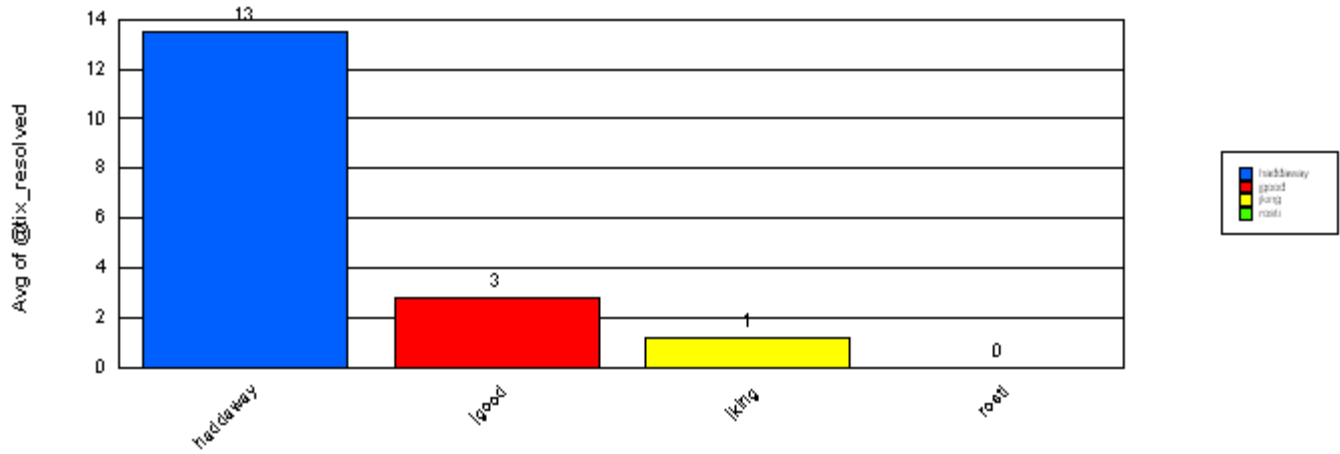
PeopleSoft	Create Date	<u>Number of Days</u> to Ticket Resolution	Resolved Time	Closed Date
haddaway	Total: 10			
Closed	Total: 3			
Ticket Number: 0000059652	03/11/2003	1		03/12/2003
Ticket Number: 0000060184	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060218	03/21/2003	40		04/30/2003
<u>Average time to ticket resolution for</u>	haddaway	13		
<u>Maximum time to ticket resolution for</u>	haddaway	40		
<u>Minimum time to ticket resolution for</u>	haddaway	0		
jgood	Total: 4			
Closed	Total: 4			
Ticket Number: 0000060087	03/19/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000060126	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000060430	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number: 0000060182	03/21/2003	10	03/31/2003	04/07/2003
<u>Average time to ticket resolution for</u>	jgood	3		
<u>Maximum time to ticket resolution for</u>	jgood	10		
<u>Minimum time to ticket resolution for</u>	jgood	0		
jking	Total: 2			
Closed	Total: 2			
Ticket Number: 0000060438	03/31/2003	2		04/02/2003
Ticket Number: 0000059964	03/17/2003	0	03/17/2003	03/24/2003
<u>Average time to ticket resolution for</u>	jking	1		
<u>Maximum time to ticket resolution for</u>	jking	2		
<u>Minimum time to ticket resolution for</u>	jking	0		
rosti	Total: 1			
Closed	Total: 1			
Ticket Number: 0000059567	03/10/2003	0		03/10/2003
<u>Average time to ticket resolution for</u>	rosti	0		
<u>Maximum time to ticket resolution for</u>	rosti	0		
<u>Minimum time to ticket resolution for</u>	rosti	0		

Average Length to Resolution

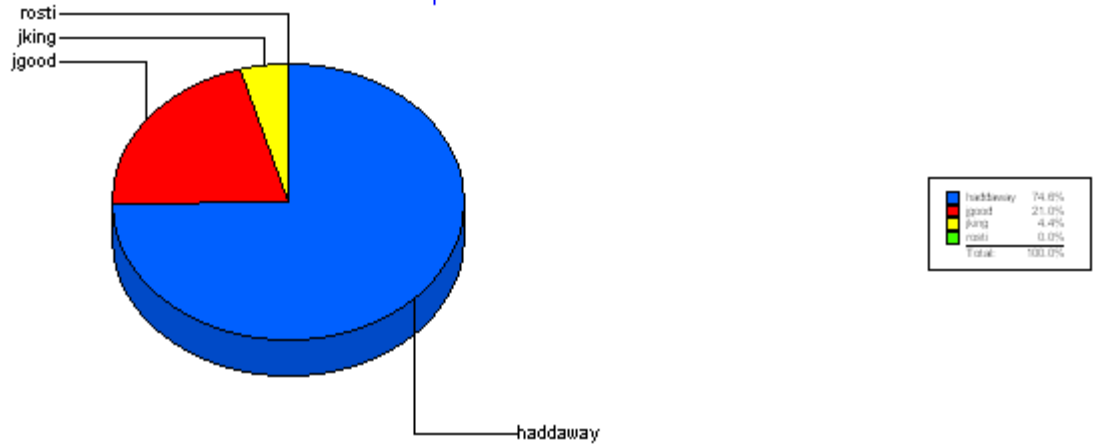
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	PeopleSoft		<u>5</u>	
<u>Maximum time to ticket resolution for</u>	PeopleSoft		<u>40</u>	
<u>Minimum time to ticket resolution for</u>	PeopleSoft		<u>0</u>	

Avg of @tix_resolved / Assigned To
For PeopleSoft



Percentage of Sum of tix_resolved / Assigned To
For PeopleSoft



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Physical Networks		Total: 64			
beakja1		Total: 8			
Closed		Total: 8			
Ticket Number:	0000059622	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number:	0000059677	03/12/2003	6	03/17/2003	03/24/2003
Ticket Number:	0000059927	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number:	0000059772	03/13/2003	5	03/18/2003	03/24/2003
Ticket Number:	0000059408	03/06/2003	5	03/11/2003	03/17/2003
Ticket Number:	0000059236	03/04/2003	2	03/06/2003	03/12/2003
Ticket Number:	0000059305	03/05/2003	9	03/14/2003	03/20/2003
Ticket Number:	0000059428	03/07/2003	3	03/10/2003	03/12/2003
<u>Average time to ticket resolution for</u>		<u>beakja1</u>	<u>4</u>		
<u>Maximum time to ticket resolution for</u>		<u>beakja1</u>	<u>9</u>		
<u>Minimum time to ticket resolution for</u>		<u>beakja1</u>	<u>0</u>		
cmckin1		Total: 10			
Closed		Total: 10			
Ticket Number:	0000059163	03/03/2003	4	03/07/2003	03/13/2003
Ticket Number:	0000059559	03/10/2003	25	04/04/2003	04/10/2003
Ticket Number:	0000059220	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number:	0000059710	03/12/2003	6	03/18/2003	03/24/2003
Ticket Number:	0000059614	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number:	0000059797	03/13/2003	6	03/19/2003	03/25/2003
Ticket Number:	0000059944	03/17/2003	2	03/19/2003	03/25/2003
Ticket Number:	0000059905	03/16/2003	4	03/20/2003	03/26/2003
Ticket Number:	0000060164	03/20/2003	11	03/31/2003	04/07/2003
Ticket Number:	0000060222	03/21/2003	11	04/01/2003	04/07/2003
<u>Average time to ticket resolution for</u>		<u>cmckin1</u>	<u>7</u>		
<u>Maximum time to ticket resolution for</u>		<u>cmckin1</u>	<u>25</u>		
<u>Minimum time to ticket resolution for</u>		<u>cmckin1</u>	<u>0</u>		
damian		Total: 8			
Closed		Total: 8			
Ticket Number:	0000060324	03/27/2003	4	03/31/2003	04/07/2003
Ticket Number:	0000059965	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number:	0000059725	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number:	0000060029	03/18/2003	1	03/19/2003	03/25/2003
Ticket Number:	0000060011	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number:	0000059101	03/02/2003	1	03/03/2003	03/10/2003
Ticket Number:	0000059462	03/07/2003	3	03/10/2003	03/17/2003
Ticket Number:	0000059460	03/07/2003	0	03/07/2003	03/13/2003
<u>Average time to ticket resolution for</u>		<u>damian</u>	<u>1</u>		
<u>Maximum time to ticket resolution for</u>		<u>damian</u>	<u>4</u>		
<u>Minimum time to ticket resolution for</u>		<u>damian</u>	<u>0</u>		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
marke	<u>Total:</u> 1			
Closed	<u>Total:</u> 1			
Ticket Number: 0000060337	03/28/2003	12		04/09/2003
<u>Average time to ticket resolution for</u>	marke	<u>12</u>		
<u>Maximum time to ticket resolution for</u>	marke	<u>12</u>		
<u>Minimum time to ticket resolution for</u>	marke	<u>12</u>		
vicki	<u>Total:</u> 2			
Closed	<u>Total:</u> 2			
Ticket Number: 0000059865	03/14/2003	3	03/17/2003	03/24/2003
Ticket Number: 0000059436	03/07/2003	0		03/07/2003
<u>Average time to ticket resolution for</u>	vicki	<u>1</u>		
<u>Maximum time to ticket resolution for</u>	vicki	<u>3</u>		
<u>Minimum time to ticket resolution for</u>	vicki	<u>0</u>		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>zicka</u>		<u>Create Date</u>	<u>Number of Days</u> <u>to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Closed		<u>Total:</u>	35		
Ticket Number:	0000059418	03/07/2003	0		03/07/2003
Ticket Number:	0000059167	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059232	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059248	03/04/2003	2	03/06/2003	03/12/2003
Ticket Number:	0000059600	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number:	0000059318	03/05/2003	1	03/06/2003	03/12/2003
Ticket Number:	0000059658	03/11/2003	0		03/11/2003
Ticket Number:	0000059435	03/07/2003	14	03/21/2003	03/27/2003
Ticket Number:	0000059397	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number:	0000059265	03/04/2003	6	03/10/2003	03/17/2003
Ticket Number:	0000059257	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number:	0000059241	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number:	0000059233	03/04/2003	17	03/21/2003	03/27/2003
Ticket Number:	0000059192	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059616	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number:	0000059791	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number:	0000059723	03/12/2003	2	03/14/2003	03/20/2003
Ticket Number:	0000059665	03/11/2003	0		03/11/2003
Ticket Number:	0000059664	03/11/2003	0		03/11/2003
Ticket Number:	0000059663	03/11/2003	0		03/11/2003
Ticket Number:	0000059662	03/11/2003	0		03/11/2003
Ticket Number:	0000059661	03/11/2003	0		03/11/2003
Ticket Number:	0000059642	03/11/2003	38	04/18/2003	04/24/2003
Ticket Number:	0000059660	03/11/2003	0		03/11/2003
Ticket Number:	0000060015	03/18/2003	1	03/19/2003	03/25/2003
Ticket Number:	0000060034	03/18/2003	1	03/19/2003	03/25/2003
Ticket Number:	0000059659	03/11/2003	0		03/11/2003
Ticket Number:	0000060216	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060443	03/31/2003	2	04/02/2003	04/08/2003
Ticket Number:	0000060161	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number:	0000060152	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number:	0000060093	03/19/2003	2	03/21/2003	04/07/2003
Ticket Number:	0000060187	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060086	03/19/2003	2	03/21/2003	03/27/2003
Ticket Number:	0000060080	03/19/2003	2	03/21/2003	03/27/2003

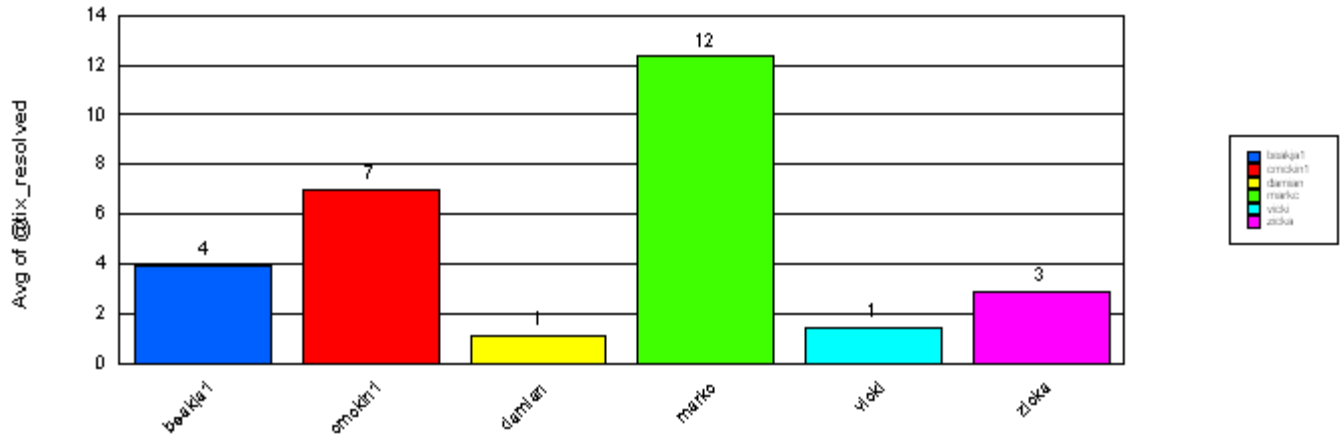
Average time to ticket resolution for zicka 3
Maximum time to ticket resolution for zicka 38
Minimum time to ticket resolution for zicka 0

Average Length to Resolution

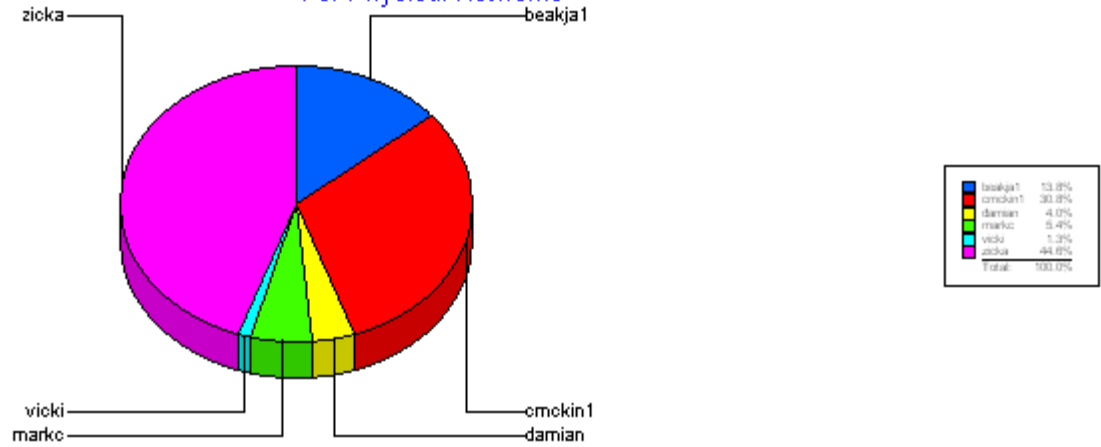
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	Physical Networks		<u>4</u>	
<u>Maximum time to ticket resolution for</u>	Physical Networks		<u>38</u>	
<u>Minimum time to ticket resolution for</u>	Physical Networks		<u>0</u>	

Avg of @tix_resolved / Assigned To
For Physical Networks



Percentage of Sum of tix_resolved / Assigned To
For Physical Networks



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

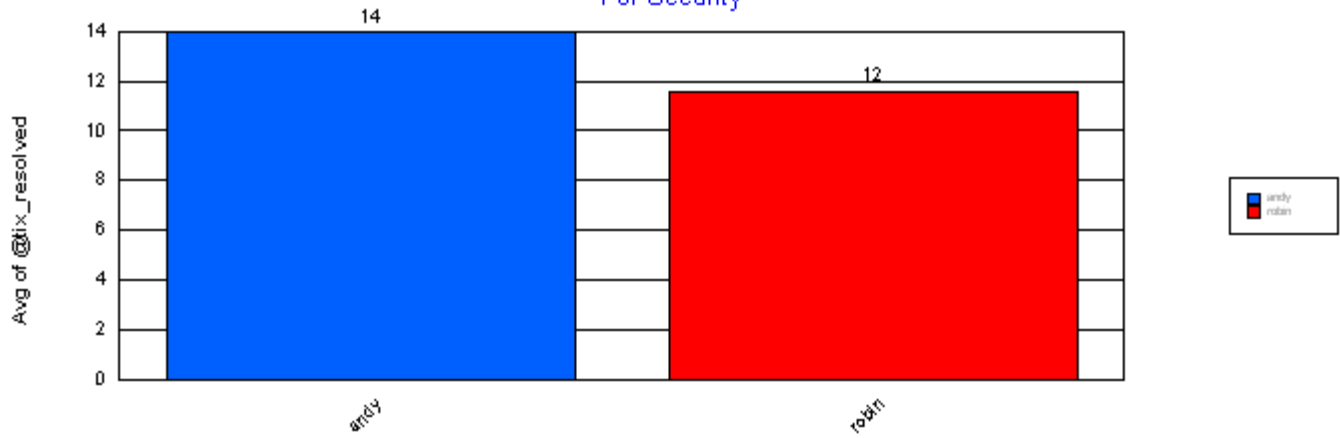
<u>Security</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
andy	Total: 7	Total: 5		
Closed	Total: 5			
Ticket Number: 0000060472	03/31/2003	0	04/01/2003	04/07/2003
Ticket Number: 0000059587	03/10/2003	22	04/01/2003	04/07/2003
Ticket Number: 0000059741	03/12/2003	19	03/31/2003	04/07/2003
Ticket Number: 0000059346	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059104	03/02/2003	29	03/31/2003	04/07/2003
<u>Average time to ticket resolution for</u>	andy	<u>14</u>		
<u>Maximum time to ticket resolution for</u>	andy	<u>29</u>		
<u>Minimum time to ticket resolution for</u>	andy	<u>0</u>		
robin	Total: 2	Total: 2		
Closed	Total: 2			
Ticket Number: 0000059717	03/12/2003	19		03/31/2003
Ticket Number: 0000060320	03/27/2003	4		03/31/2003
<u>Average time to ticket resolution for</u>	robin	<u>12</u>		
<u>Maximum time to ticket resolution for</u>	robin	<u>19</u>		
<u>Minimum time to ticket resolution for</u>	robin	<u>4</u>		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	Security		<u>13</u>	
<u>Maximum time to ticket resolution for</u>	Security		<u>29</u>	
<u>Minimum time to ticket resolution for</u>	Security		<u>0</u>	

Avg of @tix_resolved / Assigned To
For Security



Percentage of Sum of tix_resolved / Assigned To
For Security



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

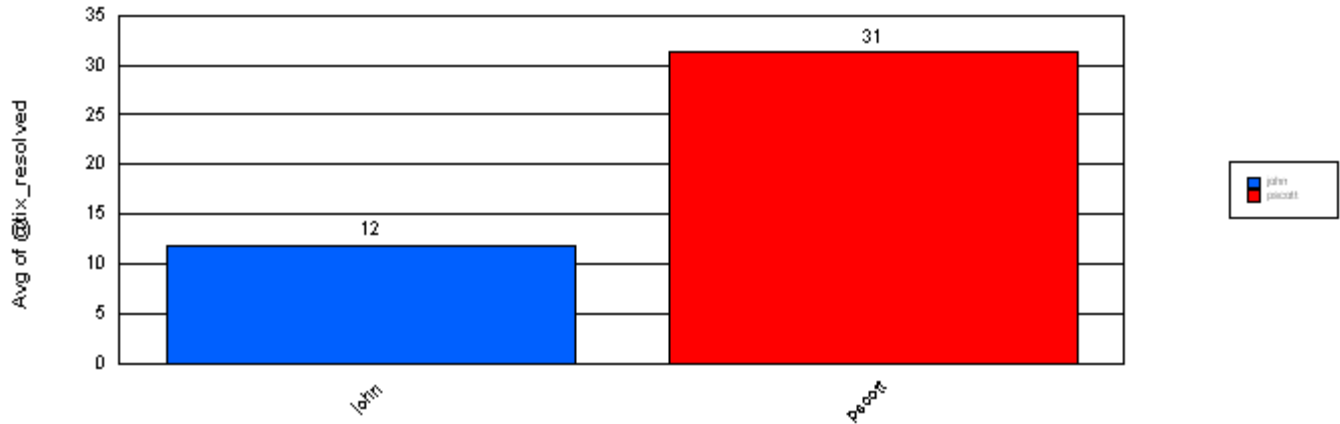
		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Shriver Center		Total: 5			
john		Total: 2			
Closed		Total: 2			
Ticket Number:	0000059586	03/10/2003	23	04/02/2003	04/08/2003
Ticket Number:	0000059251	03/04/2003	1	03/05/2003	03/11/2003
<u>Average time to ticket resolution for</u>		john	<u>12</u>		
<u>Maximum time to ticket resolution for</u>		john	<u>23</u>		
<u>Minimum time to ticket resolution for</u>		john	<u>1</u>		
pscott		Total: 3			
Closed		Total: 3			
Ticket Number:	0000059160	03/03/2003	52	04/24/2003	04/30/2003
Ticket Number:	0000060200	03/21/2003	14	04/04/2003	04/10/2003
Ticket Number:	0000060268	03/24/2003	27	04/20/2003	04/28/2003
<u>Average time to ticket resolution for</u>		pscott	<u>31</u>		
<u>Maximum time to ticket resolution for</u>		pscott	<u>52</u>		
<u>Minimum time to ticket resolution for</u>		pscott	<u>14</u>		

Average Length to Resolution

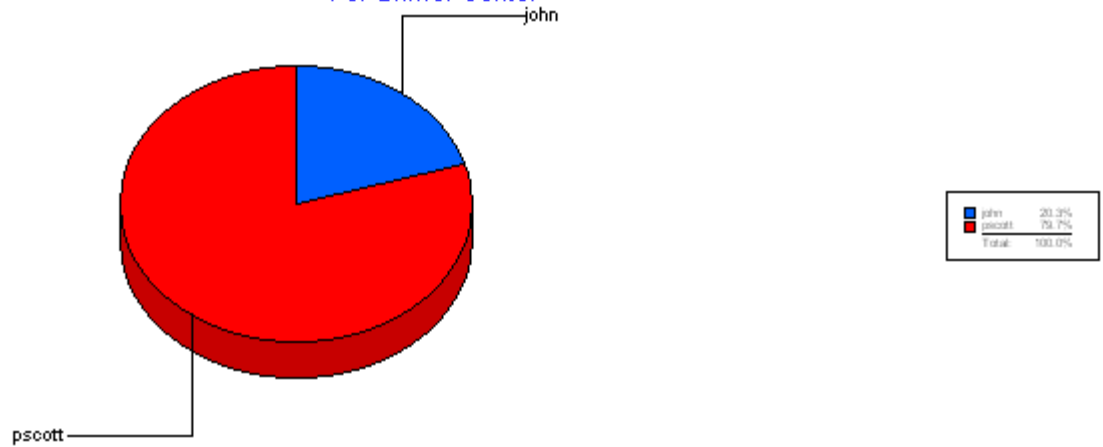
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	Shriver Center		<u>24</u>	
<u>Maximum time to ticket resolution for</u>	Shriver Center		<u>52</u>	
<u>Minimum time to ticket resolution for</u>	Shriver Center		<u>1</u>	

Avg of @tix_resolved / Assigned To
For Shriver Center



Percentage of Sum of tix_resolved / Assigned To
For Shriver Center



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
banz	222				
	<u>Total:</u>	11			
Closed		<u>Total:</u>	11		
Ticket Number:	0000060051	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number:	0000060420	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000060416	03/31/2003	0		03/31/2003
Ticket Number:	0000060406	03/30/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000060356	03/29/2003	2		03/31/2003
Ticket Number:	0000060339	03/28/2003	3		03/31/2003
Ticket Number:	0000060425	03/31/2003	2	04/02/2003	04/08/2003
Ticket Number:	0000059279	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number:	0000059506	03/09/2003	0		03/09/2003
Ticket Number:	0000059183	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number:	0000059186	03/03/2003	0	03/03/2003	03/03/2003

Average time to ticket resolution for **banz** 1
Maximum time to ticket resolution for **banz** 3
Minimum time to ticket resolution for **banz** 0

dave		<u>Total:</u>	5		
	Closed		<u>Total:</u>	5	
Ticket Number:	0000059403	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number:	0000059424	03/07/2003	3	03/10/2003	03/17/2003
Ticket Number:	0000060421	03/31/2003	0	03/31/2003	04/07/2003
Ticket Number:	0000059688	03/12/2003	19	03/31/2003	04/07/2003
Ticket Number:	0000059857	03/14/2003	3	03/17/2003	03/24/2003

Average time to ticket resolution for **dave** 6
Maximum time to ticket resolution for **dave** 19
Minimum time to ticket resolution for **dave** 0

jack		<u>Total:</u>	3		
	Closed		<u>Total:</u>	3	
Ticket Number:	0000060231	03/21/2003	0		03/21/2003
Ticket Number:	0000060234	03/21/2003	0		03/21/2003
Ticket Number:	0000060235	03/21/2003	0		03/21/2003

Average time to ticket resolution for **jack** 0
Maximum time to ticket resolution for **jack** 0
Minimum time to ticket resolution for **jack** 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
jcgriego		<u>Total:</u> 23			
Closed		<u>Total:</u> 23			
Ticket Number:	0000060270	03/24/2003	7	03/31/2003	04/07/2003
Ticket Number:	0000060301	03/26/2003	5	03/31/2003	04/07/2003
Ticket Number:	0000060313	03/26/2003	14		04/09/2003
Ticket Number:	0000060407	03/30/2003	1	03/31/2003	04/07/2003
Ticket Number:	0000059577	03/10/2003	2	03/12/2003	03/18/2003
Ticket Number:	0000059850	03/14/2003	0		03/14/2003
Ticket Number:	0000059854	03/14/2003	3		03/17/2003
Ticket Number:	0000059950	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number:	0000059853	03/14/2003	0		03/14/2003
Ticket Number:	0000059837	03/14/2003	0		03/14/2003
Ticket Number:	0000059829	03/14/2003	3	03/17/2003	03/24/2003
Ticket Number:	0000059831	03/14/2003	0		03/14/2003
Ticket Number:	0000059834	03/14/2003	0		03/14/2003
Ticket Number:	0000059836	03/14/2003	0		03/14/2003
Ticket Number:	0000060308	03/26/2003	20	04/15/2003	04/21/2003
Ticket Number:	0000059141	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number:	0000059421	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059533	03/10/2003	0	03/10/2003	03/17/2003
Ticket Number:	0000059385	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number:	0000059341	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number:	0000059339	03/06/2003	1	03/07/2003	03/13/2003
Ticket Number:	0000059284	03/05/2003	0	03/05/2003	03/11/2003
Ticket Number:	0000059171	03/03/2003	2	03/05/2003	03/11/2003

Average time to ticket resolution for **jcgriego** 3
Maximum time to ticket resolution for **jcgriego** 20
Minimum time to ticket resolution for **jcgriego** 0

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
sbrown7	<u>Total:</u>	72		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Closed</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	<u>Total:</u>	72		
Ticket Number: 0000059221	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059195	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059222	03/04/2003	0		03/04/2003
Ticket Number: 0000059191	03/03/2003	9	03/12/2003	03/18/2003
Ticket Number: 0000059169	03/03/2003	3		03/06/2003
Ticket Number: 0000059188	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number: 0000059223	03/04/2003	7	03/11/2003	03/17/2003
Ticket Number: 0000059370	03/06/2003	4	03/10/2003	03/17/2003
Ticket Number: 0000059340	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059332	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number: 0000059312	03/05/2003	12	03/17/2003	03/24/2003
Ticket Number: 0000059308	03/05/2003	2	03/07/2003	03/13/2003
Ticket Number: 0000059299	03/05/2003	13		03/18/2003
Ticket Number: 0000059292	03/05/2003	2	03/07/2003	03/13/2003
Ticket Number: 0000059486	03/08/2003	23		03/31/2003
Ticket Number: 0000059283	03/05/2003	1	03/06/2003	03/12/2003
Ticket Number: 0000059541	03/10/2003	1		03/11/2003
Ticket Number: 0000059485	03/08/2003	2		03/10/2003
Ticket Number: 0000059411	03/06/2003	1		03/07/2003
Ticket Number: 0000059406	03/06/2003	1		03/07/2003
Ticket Number: 0000059270	03/04/2003	1	03/05/2003	03/11/2003
Ticket Number: 0000059262	03/04/2003	7	03/11/2003	03/17/2003
Ticket Number: 0000059261	03/04/2003	0	03/04/2003	03/10/2003
Ticket Number: 0000059255	03/04/2003	0		03/04/2003
Ticket Number: 0000059237	03/04/2003	8	03/12/2003	03/18/2003
Ticket Number: 0000059228	03/04/2003	2	03/06/2003	03/12/2003
Ticket Number: 0000059547	03/10/2003	21	03/31/2003	04/07/2003
Ticket Number: 0000060199	03/21/2003	18		04/08/2003
Ticket Number: 0000060030	03/18/2003	34	04/21/2003	04/28/2003
Ticket Number: 0000059985	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number: 0000059973	03/17/2003	0	03/17/2003	03/24/2003
Ticket Number: 0000059969	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059936	03/17/2003	1	03/18/2003	03/24/2003
Ticket Number: 0000059862	03/14/2003	0	03/14/2003	03/20/2003
Ticket Number: 0000059789	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059778	03/13/2003	0	03/13/2003	03/19/2003
Ticket Number: 0000060261	03/23/2003	4	03/27/2003	03/31/2003
Ticket Number: 0000059748	03/12/2003	6	03/18/2003	03/24/2003
Ticket Number: 0000059739	03/12/2003	1		03/13/2003
Ticket Number: 0000059728	03/12/2003	36	04/17/2003	04/23/2003
Ticket Number: 0000059715	03/12/2003	2	03/14/2003	03/20/2003
Ticket Number: 0000059711	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number: 0000059708	03/12/2003	0		03/12/2003
Ticket Number: 0000059885	03/15/2003	2		03/17/2003
Ticket Number: 0000060244	03/22/2003	9	03/31/2003	04/07/2003
Ticket Number: 0000059832	03/14/2003	0		03/14/2003
Ticket Number: 0000059811	03/13/2003	1	03/14/2003	03/20/2003
Ticket Number: 0000059691	03/12/2003	0		03/12/2003
Ticket Number: 0000060065	03/19/2003	0	03/19/2003	03/25/2003
Ticket Number: 0000060099	03/19/2003	1	03/20/2003	03/26/2003
Ticket Number: 0000060105	03/19/2003	1		03/20/2003
Ticket Number: 0000060074	03/19/2003	2	03/21/2003	03/27/2003
Ticket Number: 0000060303	03/26/2003	1	03/27/2003	04/02/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number:	0000060123	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number:	0000060130	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number:	0000060141	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number:	0000060471	03/31/2003	1	04/01/2003	04/07/2003
Ticket Number:	0000060451	03/31/2003	3	04/03/2003	04/09/2003
Ticket Number:	0000060362	03/29/2003	0	03/29/2003	04/04/2003
Ticket Number:	0000060360	03/29/2003	2	03/31/2003	04/07/2003
Ticket Number:	0000060364	03/29/2003	3	04/01/2003	04/07/2003
Ticket Number:	0000060352	03/29/2003	4	04/01/2003	04/07/2003
Ticket Number:	0000060329	03/27/2003	2	03/29/2003	04/04/2003
Ticket Number:	0000060321	03/27/2003	2		03/29/2003
Ticket Number:	0000060265	03/24/2003	9	04/02/2003	04/08/2003
Ticket Number:	0000060214	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060189	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number:	0000060401	03/30/2003	1		03/31/2003
Ticket Number:	0000060385	03/30/2003	1	03/31/2003	04/07/2003
Ticket Number:	0000060139	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number:	0000060128	03/20/2003	1	03/21/2003	03/27/2003
Ticket Number:	0000060302	03/26/2003	13		04/08/2003

<u>Average time to ticket resolution for</u>	<u>sbrown7</u>	<u>4</u>
<u>Maximum time to ticket resolution for</u>	<u>sbrown7</u>	<u>36</u>
<u>Minimum time to ticket resolution for</u>	<u>sbrown7</u>	<u>0</u>

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
tim	Total:	108		

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

<u>Closed</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
	<u>Total:</u>	108		
Ticket Number: 0000060047	03/18/2003	9	03/27/2003	04/02/2003
Ticket Number: 0000060048	03/18/2003	9	03/27/2003	04/02/2003
Ticket Number: 0000060050	03/18/2003	29		04/16/2003
Ticket Number: 0000060055	03/18/2003	2	03/20/2003	03/26/2003
Ticket Number: 0000060104	03/19/2003	28		04/16/2003
Ticket Number: 0000060255	03/23/2003	24		04/16/2003
Ticket Number: 0000060239	03/22/2003	11	04/01/2003	04/02/2003
Ticket Number: 0000060236	03/21/2003	26		04/16/2003
Ticket Number: 0000060238	03/21/2003	26		04/16/2003
Ticket Number: 0000060226	03/21/2003	26		04/16/2003
Ticket Number: 0000060211	03/21/2003	26		04/16/2003
Ticket Number: 0000060210	03/21/2003	26		04/16/2003
Ticket Number: 0000060209	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060181	03/21/2003	0	03/21/2003	03/27/2003
Ticket Number: 0000060292	03/25/2003	7	04/01/2003	04/07/2003
Ticket Number: 0000060274	03/25/2003	22		04/16/2003
Ticket Number: 0000060332	03/27/2003	20		04/16/2003
Ticket Number: 0000060273	03/24/2003	23		04/16/2003
Ticket Number: 0000060266	03/24/2003	23		04/16/2003
Ticket Number: 0000060263	03/24/2003	23		04/16/2003
Ticket Number: 0000060262	03/24/2003	23		04/16/2003
Ticket Number: 0000060260	03/23/2003	23		04/16/2003
Ticket Number: 0000060258	03/23/2003	24		04/16/2003
Ticket Number: 0000060408	03/30/2003	17		04/16/2003
Ticket Number: 0000060379	03/30/2003	17		04/16/2003
Ticket Number: 0000060378	03/30/2003	17		04/16/2003
Ticket Number: 0000060373	03/29/2003	0	03/30/2003	04/04/2003
Ticket Number: 0000060351	03/29/2003	18		04/16/2003
Ticket Number: 0000060350	03/29/2003	18		04/16/2003
Ticket Number: 0000060349	03/28/2003	18		04/16/2003
Ticket Number: 0000060341	03/28/2003	19		04/16/2003
Ticket Number: 0000060335	03/27/2003	19		04/16/2003
Ticket Number: 0000060334	03/27/2003	19		04/16/2003
Ticket Number: 0000060465	03/31/2003	16		04/16/2003
Ticket Number: 0000060462	03/31/2003	16		04/16/2003
Ticket Number: 0000060405	03/30/2003	17		04/16/2003
Ticket Number: 0000060384	03/30/2003	17		04/16/2003
Ticket Number: 0000060381	03/30/2003	17		04/16/2003
Ticket Number: 0000060380	03/30/2003	17		04/16/2003
Ticket Number: 0000060328	03/27/2003	5	04/01/2003	04/07/2003
Ticket Number: 0000060326	03/27/2003	20		04/16/2003
Ticket Number: 0000060314	03/26/2003	20		04/16/2003
Ticket Number: 0000060311	03/26/2003	21		04/16/2003
Ticket Number: 0000060300	03/26/2003	21		04/16/2003
Ticket Number: 0000060296	03/26/2003	21		04/16/2003
Ticket Number: 0000060295	03/26/2003	21		04/16/2003
Ticket Number: 0000060294	03/25/2003	22		04/16/2003
Ticket Number: 0000060177	03/21/2003	26		04/16/2003
Ticket Number: 0000060173	03/21/2003	26		04/16/2003
Ticket Number: 0000060142	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000060138	03/20/2003	12	04/01/2003	04/07/2003
Ticket Number: 0000060135	03/20/2003	0	03/20/2003	03/26/2003
Ticket Number: 0000060121	03/20/2003	1	03/20/2003	03/26/2003

Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

		<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number:	0000060108	03/19/2003	28		04/16/2003
Ticket Number:	0000060107	03/19/2003	28		04/16/2003
Ticket Number:	0000060206	03/21/2003	12	04/02/2003	04/03/2003
Ticket Number:	0000060203	03/21/2003	26		04/16/2003
Ticket Number:	0000060096	03/19/2003	28		04/16/2003
Ticket Number:	0000060078	03/19/2003	1	03/20/2003	03/26/2003
Ticket Number:	0000060070	03/19/2003	28		04/16/2003
Ticket Number:	0000060059	03/18/2003	2	03/20/2003	03/26/2003
Ticket Number:	0000060374	03/29/2003	3	04/01/2003	04/08/2003
Ticket Number:	0000060054	03/18/2003	2	03/20/2003	03/26/2003
Ticket Number:	0000059542	03/10/2003	0		03/10/2003
Ticket Number:	0000059544	03/10/2003	0		03/10/2003
Ticket Number:	0000059545	03/10/2003	0		03/10/2003
Ticket Number:	0000059550	03/10/2003	0		03/10/2003
Ticket Number:	0000059632	03/11/2003	1	03/12/2003	03/18/2003
Ticket Number:	0000059645	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number:	0000059692	03/12/2003	1	03/13/2003	03/19/2003
Ticket Number:	0000060035	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number:	0000060018	03/18/2003	0	03/18/2003	03/24/2003
Ticket Number:	0000060017	03/18/2003	24	04/11/2003	04/17/2003
Ticket Number:	0000059991	03/18/2003	29		04/16/2003
Ticket Number:	0000059978	03/17/2003	30		04/16/2003
Ticket Number:	0000059960	03/17/2003	30		04/16/2003
Ticket Number:	0000060005	03/18/2003	24	04/11/2003	04/17/2003
Ticket Number:	0000059866	03/14/2003	33		04/16/2003
Ticket Number:	0000059822	03/14/2003	33		04/16/2003
Ticket Number:	0000059814	03/14/2003	33		04/16/2003
Ticket Number:	0000060251	03/22/2003	25		04/16/2003
Ticket Number:	0000059786	03/13/2003	7	03/20/2003	03/26/2003
Ticket Number:	0000060254	03/23/2003	24		04/16/2003
Ticket Number:	0000059827	03/14/2003	0		03/14/2003
Ticket Number:	0000059678	03/12/2003	0	03/12/2003	03/18/2003
Ticket Number:	0000060252	03/22/2003	25		04/16/2003
Ticket Number:	0000059895	03/16/2003	31		04/16/2003
Ticket Number:	0000059894	03/16/2003	4	03/20/2003	03/26/2003
Ticket Number:	0000059876	03/15/2003	32		04/16/2003
Ticket Number:	0000059872	03/15/2003	32		04/16/2003
Ticket Number:	0000059543	03/10/2003	0		03/10/2003
Ticket Number:	0000059612	03/11/2003	0	03/11/2003	03/17/2003
Ticket Number:	0000059150	03/03/2003	1	03/04/2003	03/10/2003
Ticket Number:	0000059520	03/09/2003	1		03/10/2003
Ticket Number:	0000059519	03/09/2003	1		03/10/2003
Ticket Number:	0000059518	03/09/2003	1		03/10/2003
Ticket Number:	0000059517	03/09/2003	1		03/10/2003
Ticket Number:	0000059476	03/07/2003	3	03/10/2003	03/17/2003
Ticket Number:	0000059439	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059448	03/07/2003	0	03/07/2003	03/13/2003
Ticket Number:	0000059391	03/06/2003	15	03/21/2003	03/27/2003
Ticket Number:	0000059387	03/06/2003	14	03/20/2003	03/26/2003
Ticket Number:	0000059381	03/06/2003	15	03/21/2003	03/22/2003
Ticket Number:	0000059337	03/06/2003	0	03/06/2003	03/12/2003
Ticket Number:	0000059111	03/02/2003	18	03/20/2003	03/26/2003
Ticket Number:	0000059144	03/03/2003	0	03/03/2003	03/10/2003
Ticket Number:	0000059249	03/04/2003	6	03/10/2003	04/16/2003

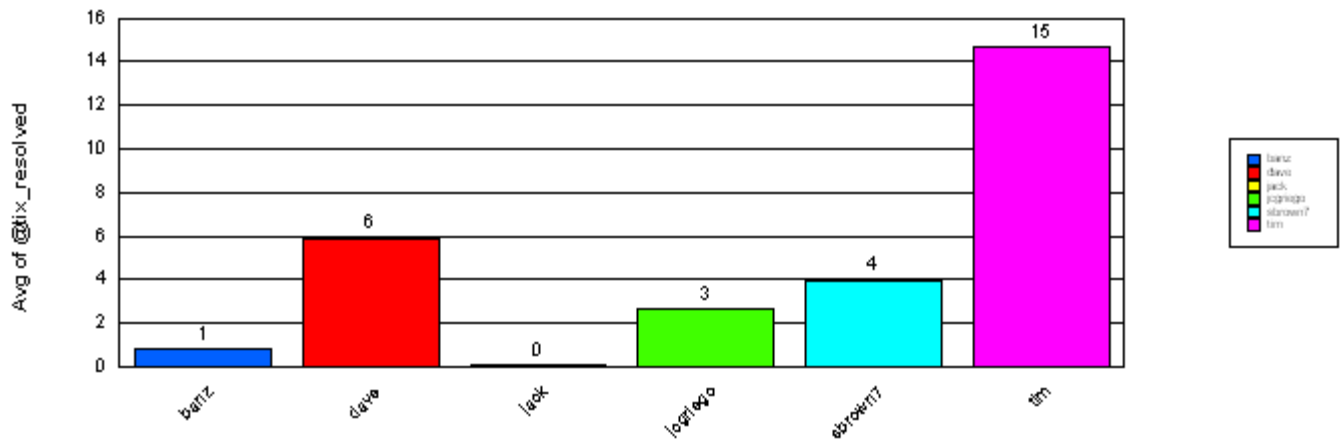
Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Ticket Number: 0000060309	03/26/2003	21		04/16/2003
<u>Average time to ticket resolution for</u> tim		<u>15</u>		
<u>Maximum time to ticket resolution for</u> tim		<u>33</u>		
<u>Minimum time to ticket resolution for</u> tim		<u>0</u>		
<u>Average time to ticket resolution for</u> SysCore			<u>9</u>	
<u>Maximum time to ticket resolution for</u> SysCore			<u>36</u>	
<u>Minimum time to ticket resolution for</u> SysCore			<u>0</u>	

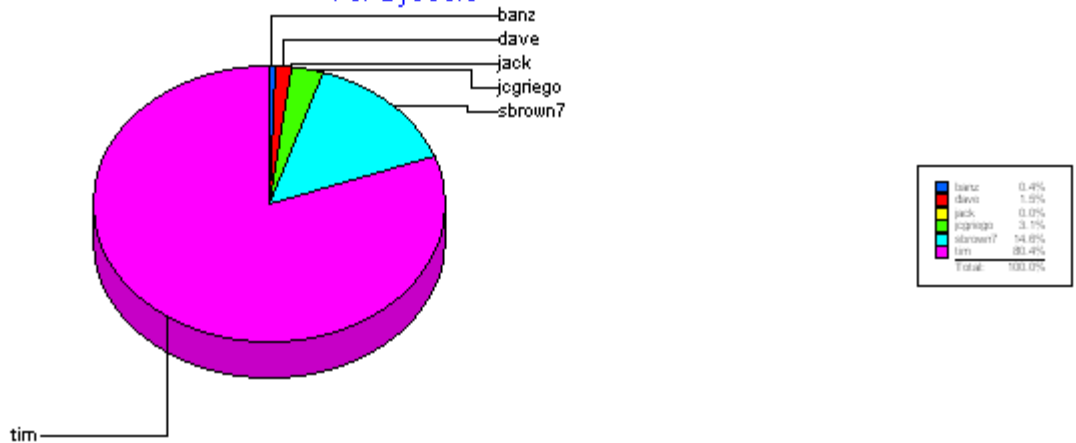
Avg of @tix_resolved / Assigned To

For SysCore



Percentage of Sum of tix_resolved / Assigned To

For SysCore



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to
3/31/2003 11:59:59PM

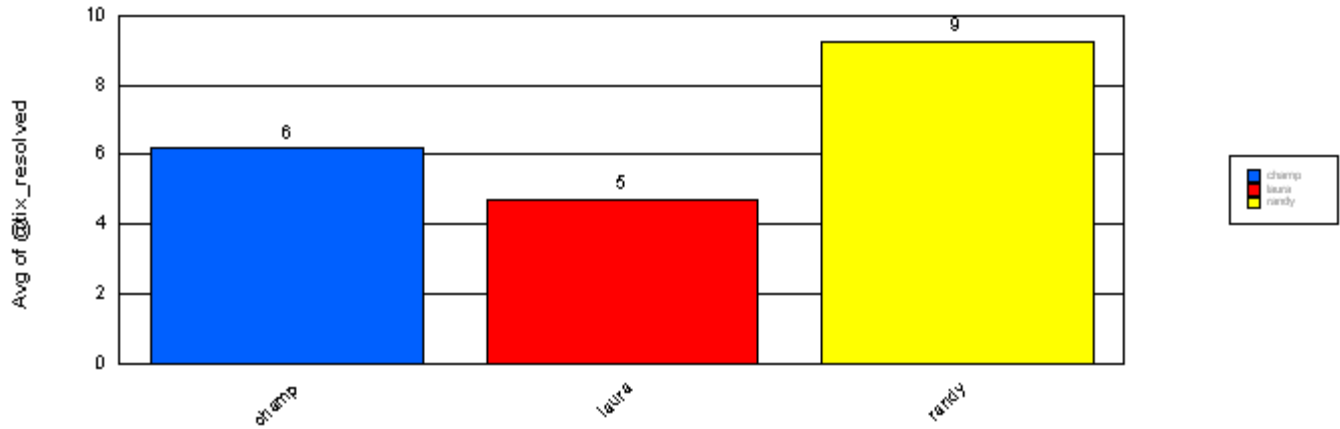
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
champ	19				
	<u>Total:</u>	12			
Closed		<u>Total:</u>	12		
Ticket Number:	0000059243	03/04/2003	0		03/04/2003
Ticket Number:	0000059540	03/10/2003	1		03/11/2003
Ticket Number:	0000059437	03/07/2003	0		03/07/2003
Ticket Number:	0000059263	03/04/2003	1		03/05/2003
Ticket Number:	0000059572	03/10/2003	1		03/11/2003
Ticket Number:	0000059667	03/11/2003	1		03/12/2003
Ticket Number:	0000059860	03/14/2003	19		04/02/2003
Ticket Number:	0000060348	03/28/2003	4		04/01/2003
Ticket Number:	0000060281	03/25/2003	24		04/18/2003
Ticket Number:	0000060283	03/25/2003	6	03/31/2003	04/07/2003
Ticket Number:	0000060455	03/31/2003	18		04/18/2003
Ticket Number:	0000060429	03/31/2003	0		03/31/2003
<u>Average time to ticket resolution for</u>	champ		6		
<u>Maximum time to ticket resolution for</u>	champ		24		
<u>Minimum time to ticket resolution for</u>	champ		0		
laura		<u>Total:</u>	5		
	Closed	<u>Total:</u>	5		
Ticket Number:	0000060365	03/29/2003	2		03/31/2003
Ticket Number:	0000060393	03/30/2003	2		04/01/2003
Ticket Number:	0000059117	03/02/2003	1		03/03/2003
Ticket Number:	0000059511	03/09/2003	1		03/10/2003
Ticket Number:	0000059693	03/12/2003	19		03/31/2003
<u>Average time to ticket resolution for</u>	laura		5		
<u>Maximum time to ticket resolution for</u>	laura		19		
<u>Minimum time to ticket resolution for</u>	laura		1		
randy		<u>Total:</u>	2		
	Closed	<u>Total:</u>	2		
Ticket Number:	0000059804	03/13/2003	18	03/31/2003	04/07/2003
Ticket Number:	0000060400	03/30/2003	1	03/31/2003	04/07/2003
<u>Average time to ticket resolution for</u>	randy		9		
<u>Maximum time to ticket resolution for</u>	randy		18		
<u>Minimum time to ticket resolution for</u>	randy		1		

Average Length to Resolution

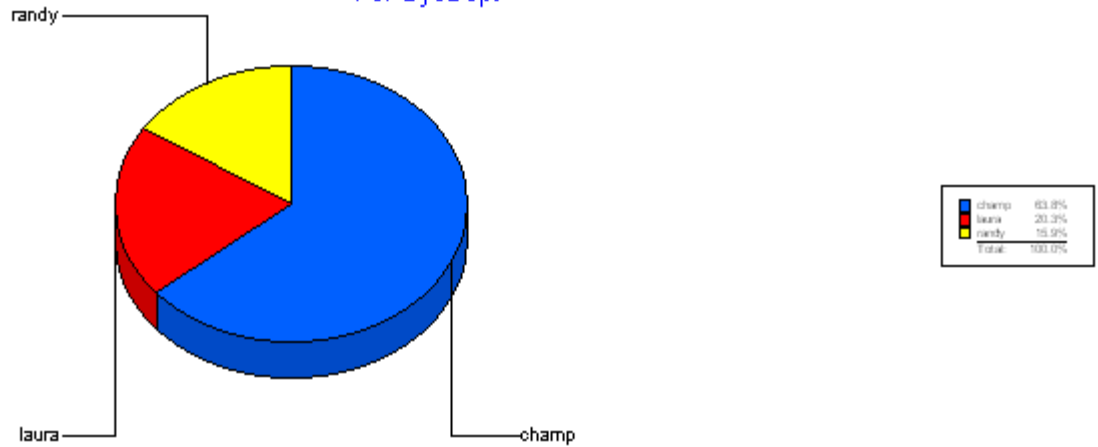
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
<u>Average time to ticket resolution for</u>	SysDept		<u>6</u>	
<u>Maximum time to ticket resolution for</u>	SysDept		<u>24</u>	
<u>Minimum time to ticket resolution for</u>	SysDept		<u>0</u>	

Avg of @tix_resolved / Assigned To
For SysDept



Percentage of Sum of tix_resolved / Assigned To
For SysDept

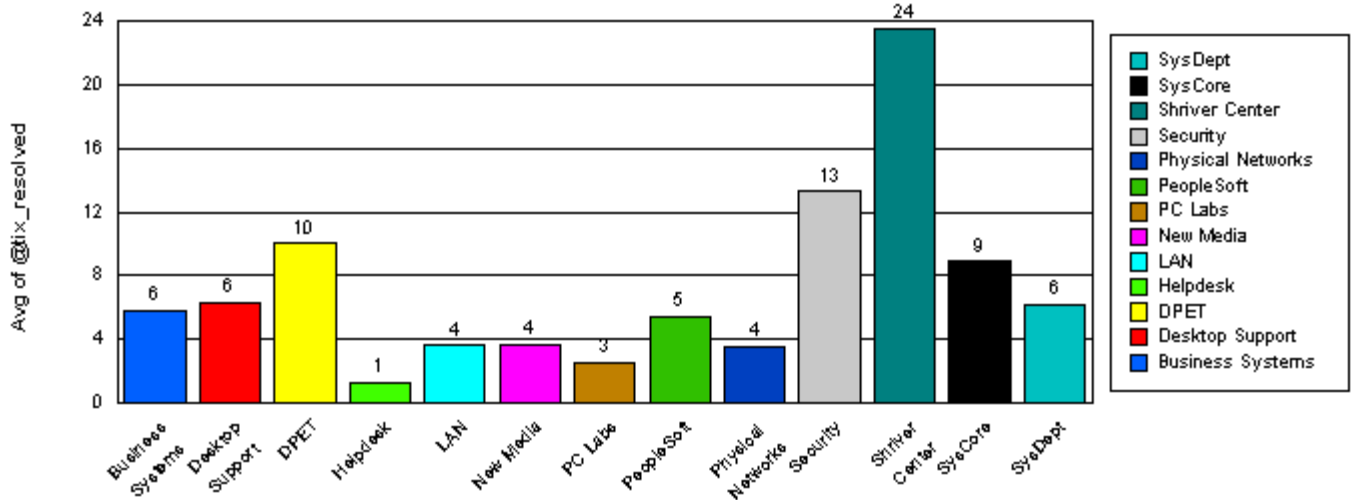


Average Length to Resolution

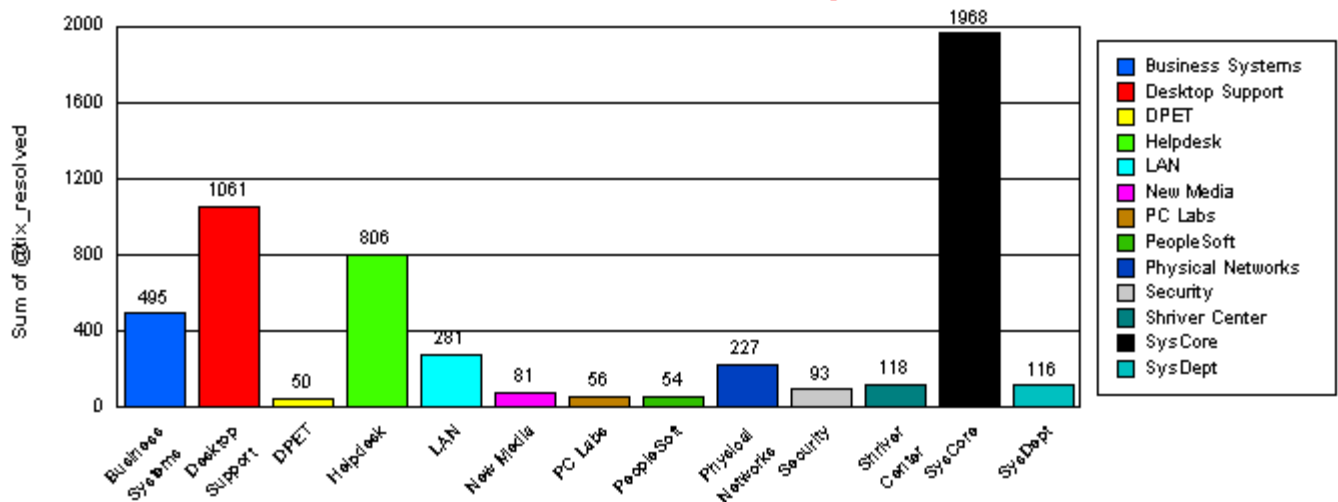
Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

	<u>Create Date</u>	<u>Number of Days to Ticket Resolution</u>	<u>Resolved Time</u>	<u>Closed Date</u>
Total Remedy Tickets Created and Resolved/Closed Between:	03/01/2003	and 03/31/2003 :	<u>1347</u>	
Total Remedy Tickets Created between :	03/01/2003	and 03/31/2003 :	<u>1347</u>	
	Maximum time to resolution		52	
	Minimum time to resolu		0	
	Total Average time to ticket resolution		4.01	

Avg of Each Ticket Resolved vs. HD Department Section



Sum of Tickets Resolved vs. HD Department Section



Average Length to Resolution

Ticket Created Between 3/1/2003 12:00:00AM to 3/31/2003 11:59:59PM

Create Date Number of Days
to Ticket Resolution Resolved Time Closed Date

Percentage of Sum of Tickets Resolved vs. HD Department Section

