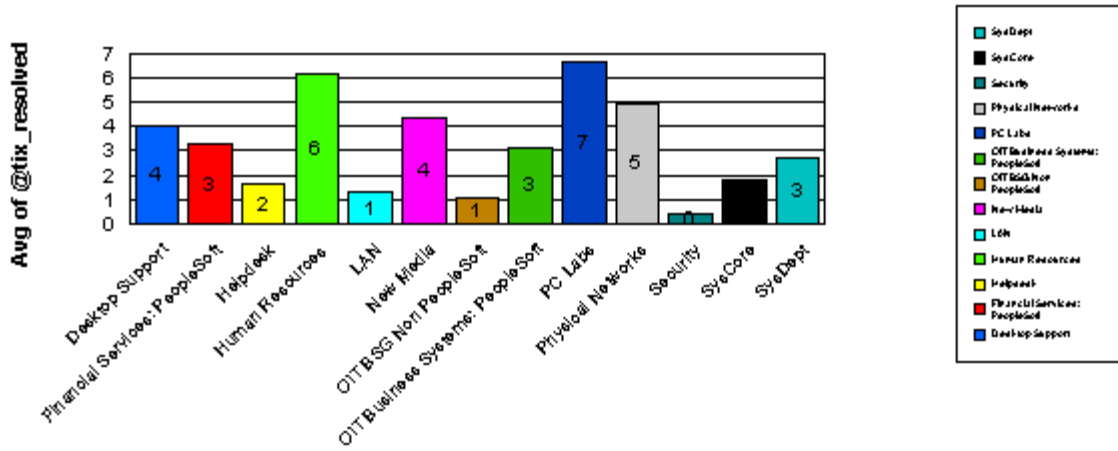


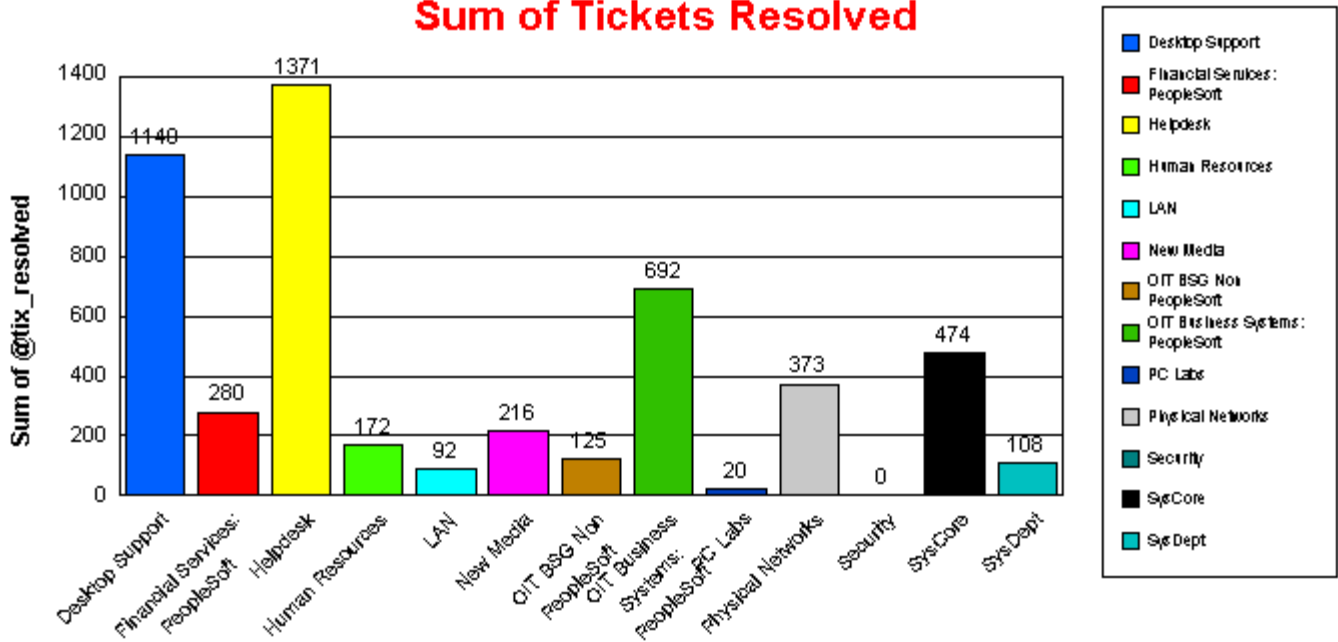
Average Length to Resolution

Ticket Created Between March 01, 2004 to March 31, 2004

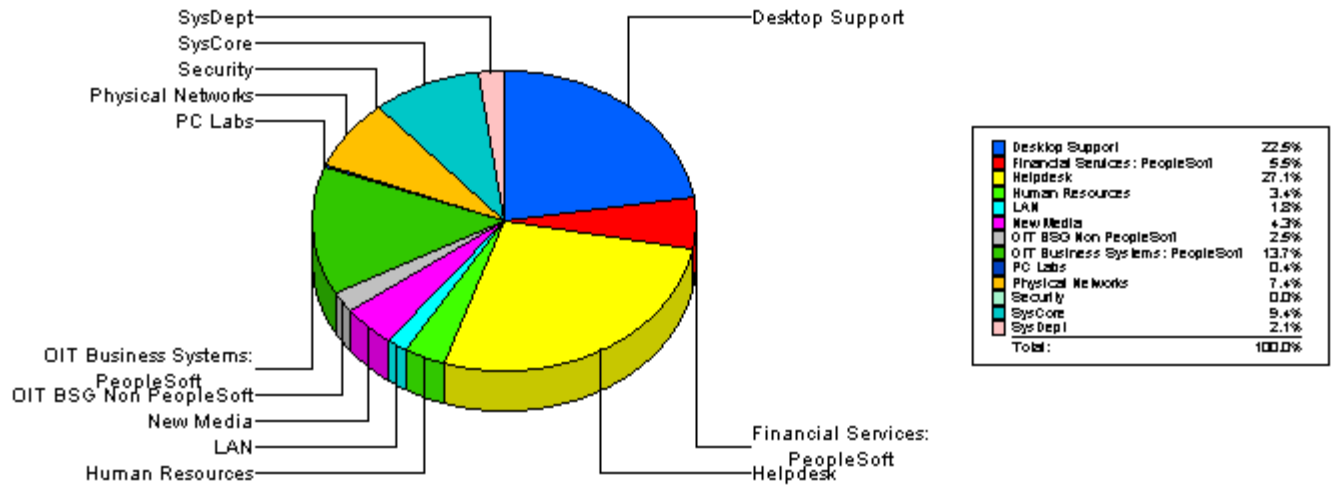
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Desktop Support

		Total: 284			
Desktop		<u>Total: 7</u>			
Closed		<u>Total: 7</u>			
Ticket Number:	0000085310	03/02/2004	0	03/02/2004	
Ticket Number:	0000085298	03/02/2004	0	03/02/2004	
Ticket Number:	0000085307	03/02/2004	0	03/02/2004	
Ticket Number:	0000085965	03/09/2004	0	03/09/2004	
Ticket Number:	0000086501	03/16/2004	0	03/16/2004	
Ticket Number:	0000086530	03/16/2004	0	03/16/2004	
Ticket Number:	0000087362	03/30/2004	0	03/30/2004	
-----		-----		-----	
Average time to ticket resolution for		Desktop	0		
Maximum time to ticket resolution for		Desktop	0		
Minimum time to ticket resolution for		Desktop	0		
<hr/>		<hr/>		<hr/>	
afort1		<u>Total: 2</u>			
Closed		<u>Total: 2</u>			
Ticket Number:	0000086155	03/11/2004	6	03/17/2004	03/23/2004
Ticket Number:	0000085993	03/09/2004	2	03/11/2004	03/17/2004
-----		-----		-----	
Average time to ticket resolution for		afort1	4		
Maximum time to ticket resolution for		afort1	6		
Minimum time to ticket resolution for		afort1	2		
<hr/>		<hr/>		<hr/>	
chrism		<u>Total: 16</u>			
Closed		<u>Total: 16</u>			
Ticket Number:	0000085519	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085532	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085557	03/04/2004	19	03/23/2004	03/29/2004
Ticket Number:	0000085405	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000086167	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000086184	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000086192	03/11/2004	0		03/11/2004
Ticket Number:	0000086531	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086201	03/11/2004	0		03/11/2004
Ticket Number:	0000086234	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086195	03/11/2004	0		03/11/2004
Ticket Number:	0000086194	03/11/2004	0		03/11/2004
Ticket Number:	0000086193	03/11/2004	0		03/11/2004
Ticket Number:	0000087276	03/29/2004	0		03/29/2004
Ticket Number:	0000086838	03/19/2004	0		03/19/2004
Ticket Number:	0000086852	03/19/2004	0		03/19/2004
-----		-----		-----	
Average time to ticket resolution for		chrism	1		
Maximum time to ticket resolution for		chrism	19		
Minimum time to ticket resolution for		chrism	0		
<hr/>		<hr/>		<hr/>	

Desktop Support
edortiz

		<u>Total:</u>	80		
	Resolved	<u>Total:</u>	3		
Ticket Number:	0000087452	03/31/2004	5		04/05/2004
Ticket Number:	0000087420	03/30/2004	6		04/05/2004
Ticket Number:	0000087478	03/31/2004	7		04/07/2004

Desktop Support

	<u>Closed</u>	<u>Total:</u>	77		
Ticket Number:	0000085714	03/05/2004	3	03/08/2004	03/10/2004
Ticket Number:	0000085682	03/05/2004	3	03/08/2004	03/15/2004
Ticket Number:	0000085312	03/02/2004	3	03/05/2004	03/11/2004
Ticket Number:	0000085471	03/03/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085463	03/03/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085445	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000085437	03/03/2004	6	03/09/2004	03/10/2004
Ticket Number:	0000086498	03/16/2004	0		03/16/2004
Ticket Number:	0000085433	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085425	03/03/2004	5	03/08/2004	03/15/2004
Ticket Number:	0000085434	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000085304	03/02/2004	3	03/05/2004	03/11/2004
Ticket Number:	0000085255	03/02/2004	3	03/05/2004	03/11/2004
Ticket Number:	0000085706	03/05/2004	3	03/08/2004	03/15/2004
Ticket Number:	0000085171	03/01/2004	7	03/08/2004	03/15/2004
Ticket Number:	0000085483	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000086060	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000085141	03/01/2004	7	03/08/2004	03/15/2004
Ticket Number:	0000085531	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085576	03/04/2004	8	03/12/2004	03/18/2004
Ticket Number:	0000085582	03/04/2004	5	03/09/2004	03/15/2004
Ticket Number:	0000085544	03/04/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000085537	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085684	03/05/2004	7		03/12/2004
Ticket Number:	0000085989	03/09/2004	7	03/16/2004	03/22/2004
Ticket Number:	0000085945	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085938	03/09/2004	3	03/12/2004	03/18/2004
Ticket Number:	0000085929	03/09/2004	2	03/11/2004	03/17/2004
Ticket Number:	0000085862	03/08/2004	2	03/10/2004	03/16/2004
Ticket Number:	0000085851	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085836	03/08/2004	11	03/19/2004	03/25/2004
Ticket Number:	0000085835	03/08/2004	2		03/10/2004
Ticket Number:	0000085816	03/08/2004	8	03/16/2004	03/22/2004
Ticket Number:	0000086046	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086043	03/10/2004	7	03/17/2004	03/23/2004
Ticket Number:	0000086022	03/10/2004	20		03/30/2004
Ticket Number:	0000085814	03/08/2004	4	03/12/2004	03/15/2004
Ticket Number:	0000085812	03/08/2004	3	03/11/2004	03/17/2004
Ticket Number:	0000085803	03/08/2004	4	03/12/2004	03/18/2004
Ticket Number:	0000087003	03/23/2004	1	03/24/2004	03/30/2004
Ticket Number:	0000085685	03/05/2004	11		03/16/2004
Ticket Number:	0000086593	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086594	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086598	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086596	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086680	03/17/2004	15	04/01/2004	04/07/2004
Ticket Number:	0000086922	03/22/2004	8	03/30/2004	04/01/2004
Ticket Number:	0000086839	03/19/2004	5	03/24/2004	03/30/2004
Ticket Number:	0000087181	03/28/2004	2		03/30/2004
Ticket Number:	0000087366	03/30/2004	3	04/02/2004	04/08/2004
Ticket Number:	0000087237	03/29/2004	3		04/01/2004
Ticket Number:	0000087317	03/30/2004	2	04/01/2004	04/01/2004
Ticket Number:	0000087469	03/31/2004	5		04/05/2004

Desktop Support

Ticket Number:	0000086067	03/10/2004	7	03/17/2004	03/23/2004
Ticket Number:	0000086422	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086397	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086265	03/12/2004	7	03/19/2004	03/25/2004
Ticket Number:	0000086264	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086254	03/12/2004	12	03/24/2004	03/30/2004
Ticket Number:	0000086404	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086247	03/12/2004	4	03/16/2004	03/22/2004
Ticket Number:	0000086212	03/11/2004	6	03/17/2004	03/23/2004
Ticket Number:	0000086090	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086599	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086536	03/16/2004	14	03/30/2004	04/05/2004
Ticket Number:	0000086515	03/16/2004	1	03/17/2004	03/17/2004
Ticket Number:	0000086513	03/16/2004	3	03/19/2004	03/25/2004
Ticket Number:	0000086496	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086494	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086541	03/16/2004	8	03/24/2004	03/30/2004
Ticket Number:	0000086417	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086410	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086128	03/11/2004	5	03/16/2004	03/22/2004
Ticket Number:	0000086191	03/11/2004	5	03/16/2004	03/22/2004
Ticket Number:	0000086180	03/11/2004	6	03/17/2004	03/23/2004
Ticket Number:	0000086137	03/11/2004	5	03/16/2004	03/22/2004
Ticket Number:	0000086141	03/11/2004	6	03/17/2004	03/23/2004
-----			-----		
Average time to ticket resolution for	edortiz		4		
Maximum time to ticket resolution for	edortiz		20		
Minimum time to ticket resolution for	edortiz		0		

Desktop Support

josh

Total: 27

Resolved

Total: 2

Ticket Number:	0000085568	03/04/2004	32	04/05/2004
Ticket Number:	0000087453	03/31/2004	5	04/05/2004

Closed

Total: 25

Ticket Number:	0000085139	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085394	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085299	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085360	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085407	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085423	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000085421	03/03/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085567	03/04/2004	8	03/12/2004	03/18/2004
Ticket Number:	0000085686	03/05/2004	4	03/09/2004	03/15/2004
Ticket Number:	0000085723	03/05/2004	7	03/12/2004	03/18/2004
Ticket Number:	0000086021	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086659	03/17/2004	5	03/22/2004	03/29/2004
Ticket Number:	0000086202	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000087217	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087327	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087405	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087273	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000086714	03/18/2004	4	03/22/2004	03/29/2004
Ticket Number:	0000086806	03/19/2004	3	03/22/2004	03/29/2004
Ticket Number:	0000086965	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number:	0000087007	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000087092	03/24/2004	7	03/31/2004	04/06/2004
Ticket Number:	0000087058	03/24/2004	5	03/29/2004	04/05/2004
Ticket Number:	0000086991	03/23/2004	1	03/24/2004	03/30/2004
Ticket Number:	0000086820	03/19/2004	12	03/31/2004	04/06/2004

-----		-----	
Average time to ticket resolution for	josh		4
Maximum time to ticket resolution for	josh		32
Minimum time to ticket resolution for	josh		0
-----		-----	

Desktop Support

lasuk

Resolved

Total: **71**

Total: **2**

Ticket Number: 0000087364

03/30/2004

9

04/08/2004

Ticket Number: 0000087463

03/31/2004

6

04/06/2004

Desktop Support

	Closed	Total:	69		
Ticket Number:	0000085145	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085176	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085218	03/01/2004	8		03/09/2004
Ticket Number:	0000085277	03/02/2004	15	03/17/2004	03/23/2004
Ticket Number:	0000085473	03/03/2004	6		03/09/2004
Ticket Number:	0000085458	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085474	03/03/2004	6		03/09/2004
Ticket Number:	0000085449	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085403	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085402	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085356	03/02/2004	3	03/05/2004	03/11/2004
Ticket Number:	0000085303	03/02/2004	7	03/09/2004	03/15/2004
Ticket Number:	0000085300	03/02/2004	8	03/10/2004	03/16/2004
Ticket Number:	0000085281	03/02/2004	3	03/05/2004	03/11/2004
Ticket Number:	0000085219	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085213	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085172	03/01/2004	21		03/22/2004
Ticket Number:	0000085154	03/01/2004	1	03/02/2004	03/03/2004
Ticket Number:	0000085579	03/04/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000085747	03/06/2004	4	03/10/2004	03/16/2004
Ticket Number:	0000085629	03/04/2004	0		03/04/2004
Ticket Number:	0000085630	03/04/2004	0		03/04/2004
Ticket Number:	0000085909	03/09/2004	6	03/15/2004	03/22/2004
Ticket Number:	0000085982	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085984	03/09/2004	0		03/09/2004
Ticket Number:	0000085988	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000086036	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086029	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086023	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085985	03/09/2004	0		03/09/2004
Ticket Number:	0000085983	03/09/2004	0		03/09/2004
Ticket Number:	0000085952	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085864	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085619	03/04/2004	0		03/04/2004
Ticket Number:	0000085626	03/04/2004	5		03/09/2004
Ticket Number:	0000086597	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086604	03/17/2004	1	03/18/2004	03/24/2004
Ticket Number:	0000086933	03/22/2004	0		03/22/2004
Ticket Number:	0000086924	03/22/2004	0	03/22/2004	03/29/2004
Ticket Number:	0000086764	03/18/2004	8	03/26/2004	04/01/2004
Ticket Number:	0000086605	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000087222	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087485	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000087431	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087430	03/31/2004	3	04/02/2004	04/08/2004
Ticket Number:	0000087391	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087304	03/29/2004	4	04/02/2004	04/08/2004
Ticket Number:	0000087290	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087287	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087265	03/29/2004	3	04/01/2004	04/07/2004
Ticket Number:	0000087256	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087253	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086094	03/10/2004	2	03/12/2004	03/18/2004

Desktop Support

Ticket Number:	0000086591	03/17/2004	17	04/02/2004	04/08/2004
Ticket Number:	0000086548	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086542	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086554	03/16/2004	0		03/16/2004
Ticket Number:	0000086463	03/15/2004	15	03/30/2004	04/06/2004
Ticket Number:	0000086309	03/13/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086291	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086227	03/11/2004	1		03/12/2004
Ticket Number:	0000086204	03/11/2004	5	03/16/2004	03/22/2004
Ticket Number:	0000086164	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000086123	03/11/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086125	03/11/2004	23	04/02/2004	04/08/2004
Ticket Number:	0000086124	03/11/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086122	03/11/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086111	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086102	03/10/2004	0	03/10/2004	03/16/2004

Average time to ticket resolution for	lasuk		3		
Maximum time to ticket resolution for	lasuk		23		
Minimum time to ticket resolution for	lasuk		0		
<hr/>					
mhartm1		Total:	6		
Closed		Total:	6		
Ticket Number:	0000086448	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086551	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000085652	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085991	03/09/2004	2	03/11/2004	03/17/2004
Ticket Number:	0000085161	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085731	03/05/2004	3	03/08/2004	03/15/2004

Average time to ticket resolution for	mhartm1		1		
Maximum time to ticket resolution for	mhartm1		3		
Minimum time to ticket resolution for	mhartm1		0		
<hr/>					
mikec		Total:	1		
Closed		Total:	1		
Ticket Number:	0000087054	03/24/2004	0		03/24/2004

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

Desktop Support

omarn

Resolved

Total: 74

Total: 13

Ticket Number:	0000087409	03/30/2004	6	04/05/2004	
Ticket Number:	0000085485	03/03/2004	33	04/05/2004	03/10/2004
Ticket Number:	0000087476	03/31/2004	5	04/05/2004	
Ticket Number:	0000087483	03/31/2004	5	04/05/2004	
Ticket Number:	0000087482	03/31/2004	7	04/07/2004	
Ticket Number:	0000087477	03/31/2004	7	04/07/2004	
Ticket Number:	0000087432	03/31/2004	5	04/05/2004	
Ticket Number:	0000087387	03/30/2004	6	04/05/2004	
Ticket Number:	0000086660	03/17/2004	19	04/05/2004	
Ticket Number:	0000087199	03/29/2004	7	04/05/2004	
Ticket Number:	0000086607	03/17/2004	19	04/05/2004	
Ticket Number:	0000086027	03/10/2004	26	04/05/2004	
Ticket Number:	0000087018	03/23/2004	13	04/05/2004	

Desktop Support

	Closed	Total:	61		
Ticket Number:	0000085844	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085146	03/01/2004	2	03/03/2004	03/09/2004
Ticket Number:	0000085265	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085435	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085439	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085462	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085970	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085469	03/03/2004	14	03/17/2004	03/23/2004
Ticket Number:	0000085451	03/03/2004	5	03/08/2004	03/15/2004
Ticket Number:	0000085411	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085276	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085260	03/02/2004	12	03/14/2004	03/22/2004
Ticket Number:	0000085132	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085810	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085487	03/03/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085979	03/09/2004	6	03/15/2004	03/22/2004
Ticket Number:	0000085937	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000086421	03/15/2004	4	03/19/2004	03/25/2004
Ticket Number:	0000085922	03/09/2004	10	03/19/2004	03/25/2004
Ticket Number:	0000085823	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085946	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085728	03/05/2004	4	03/09/2004	03/15/2004
Ticket Number:	0000085590	03/04/2004	5	03/09/2004	03/15/2004
Ticket Number:	0000085559	03/04/2004	11	03/15/2004	03/22/2004
Ticket Number:	0000085521	03/04/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000085525	03/04/2004	5	03/09/2004	03/15/2004
Ticket Number:	0000085522	03/04/2004	12	03/16/2004	03/22/2004
Ticket Number:	0000085921	03/09/2004	5	03/14/2004	03/22/2004
Ticket Number:	0000086087	03/10/2004	4	03/14/2004	03/22/2004
Ticket Number:	0000085869	03/08/2004	7	03/15/2004	03/22/2004
Ticket Number:	0000085842	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000086662	03/17/2004	15	04/01/2004	04/07/2004
Ticket Number:	0000086802	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086833	03/19/2004	5	03/24/2004	03/30/2004
Ticket Number:	0000086834	03/19/2004	5	03/24/2004	03/30/2004
Ticket Number:	0000086848	03/19/2004	11	03/30/2004	04/05/2004
Ticket Number:	0000087060	03/24/2004	6	03/30/2004	04/05/2004
Ticket Number:	0000087052	03/24/2004	8	04/01/2004	04/07/2004
Ticket Number:	0000087012	03/23/2004	9	04/01/2004	04/07/2004
Ticket Number:	0000086998	03/23/2004	7	03/30/2004	04/05/2004
Ticket Number:	0000087204	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087266	03/29/2004	3	04/01/2004	04/07/2004
Ticket Number:	0000087382	03/30/2004	2	04/01/2004	04/07/2004
Ticket Number:	0000087372	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087272	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087225	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087252	03/29/2004	3	04/01/2004	04/07/2004
Ticket Number:	0000086070	03/10/2004	9	03/19/2004	03/25/2004
Ticket Number:	0000086445	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086433	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086416	03/15/2004	9	03/24/2004	03/30/2004
Ticket Number:	0000086271	03/12/2004	5	03/17/2004	03/23/2004
Ticket Number:	0000086251	03/12/2004	20	04/01/2004	04/07/2004

Desktop Support

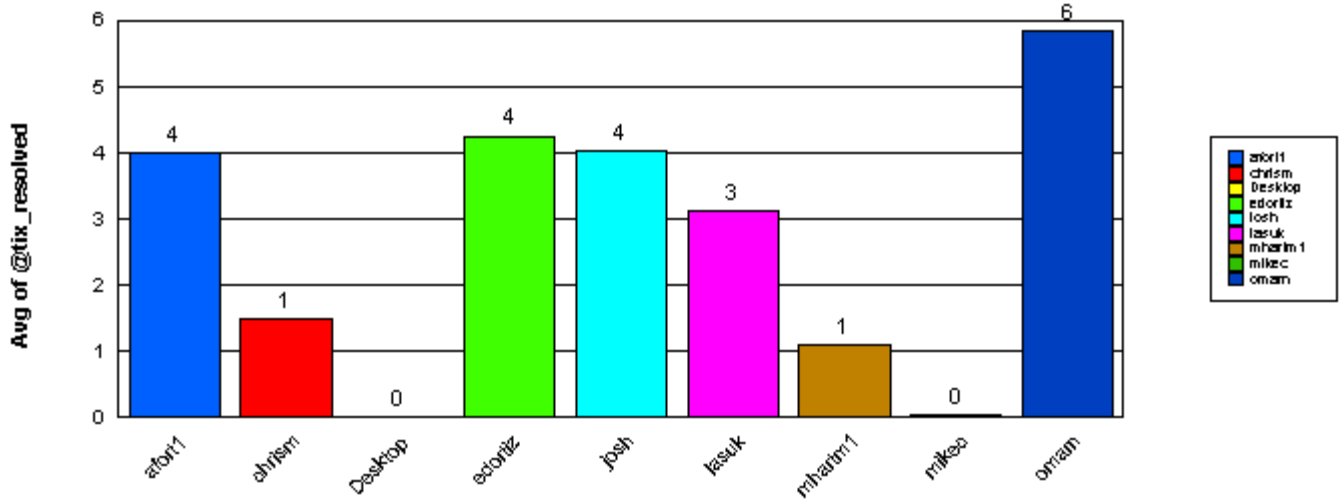
Ticket Number:	0000086249	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086150	03/11/2004	6	03/17/2004	03/23/2004
Ticket Number:	0000086078	03/10/2004	7	03/17/2004	03/23/2004
Ticket Number:	0000086571	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086553	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086523	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086514	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086512	03/16/2004	1	03/17/2004	03/23/2004
-----			-----		
Average time to ticket resolution for	omarn		6		
Maximum time to ticket resolution for	omarn		33		
Minimum time to ticket resolution for	omarn		0		

Desktop Support

Average time to ticket resolution for	Desktop Support	4
Maximum time to ticket resolution for	Desktop Support	33
Minimum time to ticket resolution for	Desktop Support	0

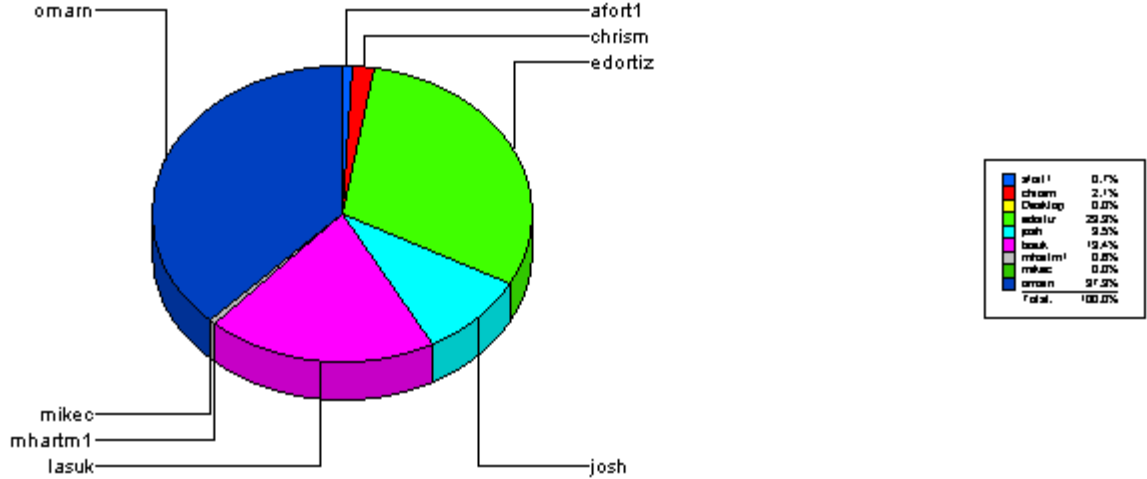
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	86		
Financial_Services:PS		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000085478	03/03/2004	0		03/03/2004

Average time to ticket resolution for	Financial_Servi		0		
Maximum time to ticket resolution for	Financial_Servi		0		
Minimum time to ticket resolution for	Financial_Servi		0		
cnewton		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000086206	03/11/2004	4	03/15/2004	03/22/2004
Ticket Number:	0000086766	03/18/2004	12	03/30/2004	04/05/2004
Ticket Number:	0000087010	03/23/2004	1	03/24/2004	03/30/2004

Average time to ticket resolution for	cnewton		6		
Maximum time to ticket resolution for	cnewton		12		
Minimum time to ticket resolution for	cnewton		1		
mbogus1		<u>Total:</u>	26		
Closed		<u>Total:</u>	26		
Ticket Number:	0000086636	03/17/2004	1		03/18/2004
Ticket Number:	0000086666	03/17/2004	2		03/19/2004
Ticket Number:	0000087025	03/23/2004	0		03/23/2004
Ticket Number:	0000086872	03/20/2004	2	03/22/2004	03/22/2004
Ticket Number:	0000086668	03/17/2004	1	03/18/2004	03/24/2004
Ticket Number:	0000087200	03/29/2004	1		03/30/2004
Ticket Number:	0000087394	03/30/2004	0		03/30/2004
Ticket Number:	0000086093	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086245	03/12/2004	0		03/12/2004
Ticket Number:	0000086185	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086539	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086575	03/16/2004	2		03/18/2004
Ticket Number:	0000086550	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086517	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086474	03/15/2004	3	03/18/2004	03/24/2004
Ticket Number:	0000086505	03/16/2004	0	03/16/2004	03/16/2004
Ticket Number:	0000086472	03/15/2004	1		03/16/2004
Ticket Number:	0000086396	03/15/2004	0		03/15/2004
Ticket Number:	0000086940	03/22/2004	0		03/22/2004
Ticket Number:	0000085142	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085455	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085436	03/03/2004	0		03/03/2004
Ticket Number:	0000085302	03/02/2004	1		03/03/2004
Ticket Number:	0000085192	03/01/2004	2		03/03/2004
Ticket Number:	0000086406	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000085969	03/09/2004	2		03/11/2004

Average time to ticket resolution for	mbogus1		1		
Maximum time to ticket resolution for	mbogus1		3		
Minimum time to ticket resolution for	mbogus1		0		

Financial Services: Peo

rpreston

Total: **6**

Closed

Total: **6**

Ticket Number:	0000085586	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085593	03/04/2004	0		03/04/2004
Ticket Number:	0000085849	03/08/2004	15		03/23/2004
Ticket Number:	0000086639	03/17/2004	6		03/23/2004
Ticket Number:	0000086966	03/22/2004	1		03/23/2004
Ticket Number:	0000086980	03/23/2004	0		03/23/2004

Average time to ticket resolution for

rpreston **4**

Maximum time to ticket resolution for

rpreston **15**

Minimum time to ticket resolution for

rpreston **0**

tkuonen

Total: **19**

Closed

Total: **19**

Ticket Number:	0000086603	03/17/2004	1		03/18/2004
Ticket Number:	0000086600	03/17/2004	0		03/17/2004
Ticket Number:	0000086860	03/19/2004	3		03/22/2004
Ticket Number:	0000086812	03/19/2004	0		03/19/2004
Ticket Number:	0000087233	03/29/2004	1		03/30/2004
Ticket Number:	0000087377	03/30/2004	0		03/30/2004
Ticket Number:	0000087278	03/29/2004	1		03/30/2004
Ticket Number:	0000086053	03/10/2004	1		03/11/2004
Ticket Number:	0000086073	03/10/2004	2		03/12/2004
Ticket Number:	0000086061	03/10/2004	5		03/15/2004
Ticket Number:	0000085527	03/04/2004	0		03/04/2004
Ticket Number:	0000085716	03/05/2004	3		03/08/2004
Ticket Number:	0000085819	03/08/2004	0		03/08/2004
Ticket Number:	0000085829	03/08/2004	0		03/08/2004
Ticket Number:	0000085916	03/09/2004	7		03/16/2004
Ticket Number:	0000085857	03/08/2004	1		03/09/2004
Ticket Number:	0000085606	03/04/2004	1		03/05/2004
Ticket Number:	0000085301	03/02/2004	1		03/03/2004
Ticket Number:	0000086994	03/23/2004	7		03/30/2004

Average time to ticket resolution for

tkuonen **2**

Maximum time to ticket resolution for

tkuonen **7**

Minimum time to ticket resolution for

tkuonen **0**

**Financial Services: Peo
weller**

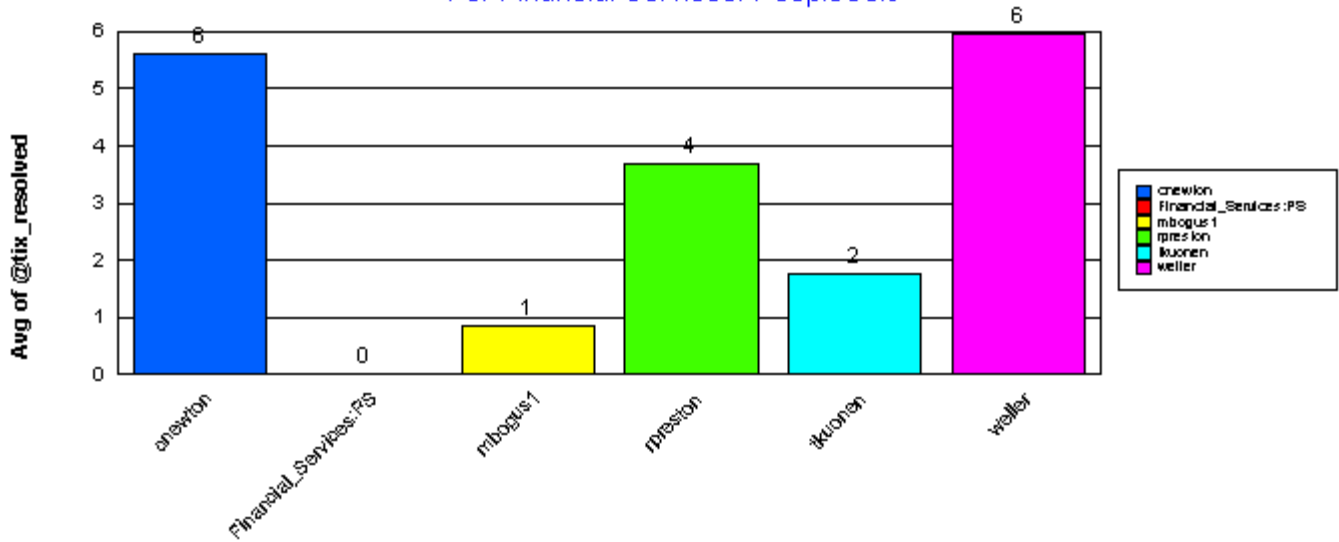
Closed	<u>Total:</u>	31		
	<u>Total:</u>	31		
Ticket Number: 0000085153	03/01/2004	23	03/24/2004	03/30/2004
Ticket Number: 0000085289	03/02/2004	36		04/07/2004
Ticket Number: 0000085470	03/03/2004	34		04/06/2004
Ticket Number: 0000085179	03/01/2004	18		03/19/2004
Ticket Number: 0000085183	03/01/2004	3		03/04/2004
Ticket Number: 0000085502	03/03/2004	1		03/04/2004
Ticket Number: 0000085540	03/04/2004	0		03/04/2004
Ticket Number: 0000086037	03/10/2004	2		03/12/2004
Ticket Number: 0000085865	03/08/2004	16		03/24/2004
Ticket Number: 0000086840	03/19/2004	5	03/24/2004	03/30/2004
Ticket Number: 0000086207	03/11/2004	1		03/12/2004
Ticket Number: 0000086253	03/12/2004	0		03/12/2004
Ticket Number: 0000086248	03/12/2004	5		03/17/2004
Ticket Number: 0000086385	03/15/2004	0		03/15/2004
Ticket Number: 0000087080	03/24/2004	0		03/24/2004
Ticket Number: 0000086524	03/16/2004	15	03/31/2004	04/06/2004
Ticket Number: 0000086384	03/15/2004	0		03/15/2004
Ticket Number: 0000087324	03/30/2004	7		04/06/2004
Ticket Number: 0000087470	03/31/2004	6		04/06/2004
Ticket Number: 0000087444	03/31/2004	0		03/31/2004
Ticket Number: 0000087401	03/30/2004	1		03/31/2004
Ticket Number: 0000087397	03/30/2004	1		03/31/2004
Ticket Number: 0000087389	03/30/2004	8		04/07/2004
Ticket Number: 0000087361	03/30/2004	1		03/31/2004
Ticket Number: 0000086610	03/17/2004	0		03/17/2004
Ticket Number: 0000086626	03/17/2004	0		03/17/2004
Ticket Number: 0000086960	03/22/2004	1		03/23/2004
Ticket Number: 0000087068	03/24/2004	0		03/24/2004
Ticket Number: 0000087076	03/24/2004	0		03/24/2004
Ticket Number: 0000087038	03/23/2004	1		03/24/2004
Ticket Number: 0000086747	03/18/2004	1		03/19/2004
<hr/>				
Average time to ticket resolution for	weller	6		
Maximum time to ticket resolution for	weller	36		
Minimum time to ticket resolution for	weller	0		

Financial Services: Peo

Average time to ticket resolution for	Financial Servi	3
Maximum time to ticket resolution for	Financial Servi	36
Minimum time to ticket resolution for	Financial Servi	0

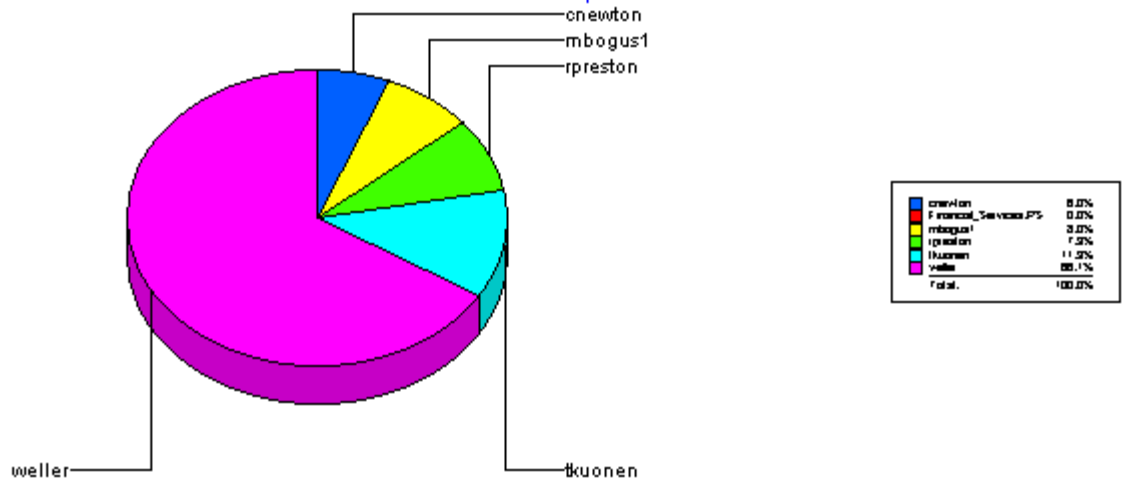
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		Total: 858	
HelpDesk	Closed	Total: 32	
Ticket Number:	0000086693	03/18/2004	0
Ticket Number:	0000086780	03/19/2004	0
Ticket Number:	0000086782	03/19/2004	0
Ticket Number:	0000086864	03/19/2004	0
Ticket Number:	0000086835	03/19/2004	0
Ticket Number:	0000087203	03/29/2004	0
Ticket Number:	0000087402	03/30/2004	0
Ticket Number:	0000087238	03/29/2004	0
Ticket Number:	0000087316	03/30/2004	0
Ticket Number:	0000087314	03/30/2004	0
Ticket Number:	0000087299	03/29/2004	0
Ticket Number:	0000087211	03/29/2004	0
Ticket Number:	0000086143	03/11/2004	0
Ticket Number:	0000086200	03/11/2004	0
Ticket Number:	0000086273	03/12/2004	0
Ticket Number:	0000086263	03/12/2004	0
Ticket Number:	0000086532	03/16/2004	0
Ticket Number:	0000086502	03/16/2004	0
Ticket Number:	0000086389	03/15/2004	0
Ticket Number:	0000086246	03/12/2004	0
Ticket Number:	0000086188	03/11/2004	11
Ticket Number:	0000085526	03/04/2004	0
Ticket Number:	0000085963	03/09/2004	0
Ticket Number:	0000085959	03/09/2004	0
Ticket Number:	0000085957	03/09/2004	0
Ticket Number:	0000085550	03/04/2004	0
Ticket Number:	0000085549	03/04/2004	0
Ticket Number:	0000086504	03/16/2004	0
Ticket Number:	0000085432	03/03/2004	0
Ticket Number:	0000085404	03/03/2004	0
Ticket Number:	0000085249	03/02/2004	0
Ticket Number:	0000085216	03/01/2004	0

Average time to ticket resolution for	HelpDesk		0
Maximum time to ticket resolution for	HelpDesk		11
Minimum time to ticket resolution for	HelpDesk		0

Helpdesk

akhant1

Total: **125**

Resolved

Total: **6**

Ticket Number:	0000087180	03/28/2004	7	04/04/2004
Ticket Number:	0000087505	03/31/2004	8	04/08/2004
Ticket Number:	0000087495	03/31/2004	4	04/04/2004
Ticket Number:	0000087379	03/30/2004	9	04/08/2004
Ticket Number:	0000087302	03/29/2004	6	04/04/2004
Ticket Number:	0000087263	03/29/2004	6	04/04/2004

Helpdesk

	Closed	Total:	119		
Ticket Number:	0000086995	03/23/2004	7	03/30/2004	04/05/2004
Ticket Number:	0000085363	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085381	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085446	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000086131	03/11/2004	13	03/24/2004	03/30/2004
Ticket Number:	0000085422	03/03/2004	0		03/03/2004
Ticket Number:	0000085420	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085410	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085401	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085398	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085395	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085879	03/08/2004	2	03/10/2004	03/16/2004
Ticket Number:	0000085389	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085385	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085384	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085379	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000086008	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085143	03/01/2004	2	03/03/2004	03/09/2004
Ticket Number:	0000085148	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085400	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085828	03/08/2004	2	03/10/2004	03/16/2004
Ticket Number:	0000085528	03/04/2004	6	03/10/2004	03/16/2004
Ticket Number:	0000085768	03/07/2004	3	03/10/2004	03/16/2004
Ticket Number:	0000085683	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085729	03/05/2004	5	03/10/2004	03/16/2004
Ticket Number:	0000085811	03/08/2004	2	03/10/2004	03/16/2004
Ticket Number:	0000085888	03/08/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000086039	03/10/2004	23	04/02/2004	04/08/2004
Ticket Number:	0000086013	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086006	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086004	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085999	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085998	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085997	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085987	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085986	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085939	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085905	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085899	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085897	03/08/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085890	03/08/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000086173	03/11/2004	19	03/30/2004	04/05/2004
Ticket Number:	0000087166	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000086576	03/16/2004	8	03/24/2004	03/30/2004
Ticket Number:	0000087167	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000086364	03/14/2004	9	03/24/2004	03/30/2004
Ticket Number:	0000086388	03/15/2004	13	03/28/2004	04/05/2004
Ticket Number:	0000086292	03/12/2004	12	03/24/2004	03/30/2004
Ticket Number:	0000087159	03/28/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087428	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087427	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087423	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087422	03/31/2004	0	03/31/2004	04/06/2004

Helpdesk

Ticket Number:	0000087419	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087417	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087434	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087386	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087160	03/28/2004	3	03/31/2004	04/06/2004
Ticket Number:	0000087163	03/28/2004	0		03/28/2004
Ticket Number:	0000087175	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000087168	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000087169	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000087172	03/28/2004	0		03/28/2004
Ticket Number:	0000087173	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000087178	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000087410	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087312	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087306	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087303	03/29/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087300	03/29/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087298	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087267	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087323	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087247	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087240	03/29/2004	2	03/31/2004	04/06/2004
Ticket Number:	0000087227	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087197	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087193	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087192	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087189	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087186	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087184	03/28/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087183	03/28/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087182	03/28/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087176	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000086926	03/22/2004	2	03/24/2004	03/30/2004
Ticket Number:	0000086930	03/22/2004	2	03/24/2004	03/30/2004
Ticket Number:	0000086891	03/21/2004	3	03/24/2004	03/30/2004
Ticket Number:	0000087124	03/26/2004	0		03/26/2004
Ticket Number:	0000086936	03/22/2004	2	03/24/2004	03/30/2004
Ticket Number:	0000086971	03/22/2004	1	03/24/2004	03/30/2004
Ticket Number:	0000087013	03/23/2004	7	03/30/2004	04/05/2004
Ticket Number:	0000087158	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087157	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087161	03/28/2004	0		03/28/2004
Ticket Number:	0000087153	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087152	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087148	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087143	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087144	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087145	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087138	03/27/2004	1	03/28/2004	04/05/2004
Ticket Number:	0000087130	03/26/2004	3	03/29/2004	04/05/2004
Ticket Number:	0000087129	03/26/2004	0	03/26/2004	04/01/2004
Ticket Number:	0000087128	03/26/2004	0		03/26/2004
Ticket Number:	0000087125	03/26/2004	0		03/26/2004
Ticket Number:	0000087122	03/26/2004	0		03/26/2004

Helpdesk

Ticket Number:	0000087121	03/26/2004	0		03/26/2004
Ticket Number:	0000087117	03/25/2004	1		03/26/2004
Ticket Number:	0000087115	03/25/2004	1		03/26/2004
Ticket Number:	0000087112	03/25/2004	1		03/26/2004
Ticket Number:	0000087105	03/24/2004	6	03/31/2004	04/06/2004
Ticket Number:	0000087102	03/24/2004	6	03/31/2004	04/06/2004
Ticket Number:	0000087100	03/24/2004	6	03/30/2004	04/05/2004
Ticket Number:	0000087097	03/24/2004	1	03/25/2004	03/31/2004
Ticket Number:	0000087091	03/24/2004	1	03/25/2004	03/31/2004
Ticket Number:	0000087046	03/23/2004	6	03/30/2004	04/05/2004
Ticket Number:	0000086986	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000086956	03/22/2004	8	03/30/2004	04/05/2004

Average time to ticket resolution for	akhant1		2		
Maximum time to ticket resolution for	akhant1		23		
Minimum time to ticket resolution for	akhant1		0		

Helpdesk

anna

Resolved

Ticket Number: 0000087450

Total: 244

Total: 1

03/31/2004

5

04/05/2004

Helpdesk

	Closed	Total:	243		
Ticket Number:	0000085846	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085383	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085378	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085380	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085375	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085254	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085250	03/02/2004	0		03/02/2004
Ticket Number:	0000085225	03/01/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085209	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085185	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085181	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000086773	03/18/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000085144	03/01/2004	7	03/08/2004	03/15/2004
Ticket Number:	0000085124	03/01/2004	4	03/05/2004	03/11/2004
Ticket Number:	0000085334	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085333	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085330	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085324	03/02/2004	1		03/03/2004
Ticket Number:	0000085317	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085305	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085297	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085797	03/08/2004	0		03/08/2004
Ticket Number:	0000085264	03/02/2004	0	03/02/2004	03/05/2004
Ticket Number:	0000085424	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085373	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085370	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085369	03/02/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085358	03/02/2004	3	03/05/2004	03/11/2004
Ticket Number:	0000085355	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085350	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085349	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085348	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085454	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085440	03/03/2004	5	03/08/2004	03/15/2004
Ticket Number:	0000085347	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085374	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085346	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085343	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085342	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085339	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085337	03/02/2004	1		03/03/2004
Ticket Number:	0000085336	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085414	03/03/2004	0		03/03/2004
Ticket Number:	0000085388	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085386	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000086427	03/15/2004	7	03/22/2004	03/29/2004
Ticket Number:	0000086580	03/16/2004	3	03/19/2004	03/25/2004
Ticket Number:	0000085131	03/01/2004	4	03/04/2004	03/10/2004
Ticket Number:	0000086499	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000085151	03/01/2004	3	03/04/2004	03/10/2004
Ticket Number:	0000085501	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085918	03/09/2004	2	03/11/2004	03/17/2004
Ticket Number:	0000085481	03/03/2004	1	03/04/2004	03/10/2004

Helpdesk

Ticket Number:	0000085489	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085493	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085498	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085507	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085510	03/03/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085512	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085809	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085806	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085804	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085782	03/07/2004	12	03/19/2004	03/25/2004
Ticket Number:	0000085649	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085648	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085644	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085643	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085638	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085639	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085632	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085617	03/04/2004	0		03/04/2004
Ticket Number:	0000085598	03/04/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000085990	03/09/2004	9	03/18/2004	03/24/2004
Ticket Number:	0000085980	03/09/2004	3	03/12/2004	03/18/2004
Ticket Number:	0000085968	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085949	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085950	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085955	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085934	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085913	03/09/2004	3	03/12/2004	03/18/2004
Ticket Number:	0000085659	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085658	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085653	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085742	03/06/2004	3	03/09/2004	03/15/2004
Ticket Number:	0000085578	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085572	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085566	03/04/2004	0		03/04/2004
Ticket Number:	0000085564	03/04/2004	0		03/04/2004
Ticket Number:	0000085514	03/04/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085513	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085508	03/03/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085882	03/08/2004	2	03/10/2004	03/16/2004
Ticket Number:	0000085871	03/08/2004	3	03/11/2004	03/17/2004
Ticket Number:	0000085838	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085834	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085824	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085773	03/07/2004	3	03/10/2004	03/16/2004
Ticket Number:	0000085592	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085506	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000087280	03/29/2004	4	04/02/2004	04/08/2004
Ticket Number:	0000086653	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086677	03/17/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086679	03/17/2004	1	03/18/2004	03/24/2004
Ticket Number:	0000086687	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086688	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086929	03/22/2004	0	03/22/2004	03/29/2004
Ticket Number:	0000086921	03/22/2004	0	03/22/2004	03/29/2004

Helpdesk

Ticket Number:	0000086728	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086762	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086709	03/18/2004	0		03/18/2004
Ticket Number:	0000086708	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086700	03/18/2004	0		03/18/2004
Ticket Number:	0000086696	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086694	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086689	03/18/2004	0		03/18/2004
Ticket Number:	0000086686	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086781	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086778	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086776	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086774	03/18/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086750	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086742	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086736	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086672	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086611	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086853	03/19/2004	3	03/22/2004	03/29/2004
Ticket Number:	0000087084	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000086843	03/19/2004	0		03/19/2004
Ticket Number:	0000086832	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086823	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086808	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086799	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086791	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086790	03/19/2004	0		03/19/2004
Ticket Number:	0000087162	03/28/2004	1		03/29/2004
Ticket Number:	0000087083	03/24/2004	9	04/02/2004	04/08/2004
Ticket Number:	0000087077	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000087061	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000087029	03/23/2004	7	03/30/2004	04/05/2004
Ticket Number:	0000087009	03/23/2004	0		03/23/2004
Ticket Number:	0000087004	03/23/2004	0		03/23/2004
Ticket Number:	0000086979	03/23/2004	0		03/23/2004
Ticket Number:	0000086978	03/23/2004	0		03/23/2004
Ticket Number:	0000086977	03/23/2004	0		03/23/2004
Ticket Number:	0000086976	03/23/2004	0		03/23/2004
Ticket Number:	0000086975	03/23/2004	0		03/23/2004
Ticket Number:	0000086974	03/22/2004	0		03/23/2004
Ticket Number:	0000086957	03/22/2004	1		03/23/2004
Ticket Number:	0000087216	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086953	03/22/2004	7	03/29/2004	04/05/2004
Ticket Number:	0000086952	03/22/2004	0	03/22/2004	03/29/2004
Ticket Number:	0000086949	03/22/2004	0		03/22/2004
Ticket Number:	0000086944	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number:	0000086898	03/21/2004	1	03/22/2004	03/29/2004
Ticket Number:	0000086903	03/21/2004	1	03/22/2004	03/29/2004
Ticket Number:	0000086880	03/20/2004	2	03/22/2004	03/29/2004
Ticket Number:	0000086632	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000087224	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087243	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087251	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087255	03/29/2004	0	03/29/2004	04/05/2004

Helpdesk

Ticket Number:	0000087260	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087522	03/31/2004	1	04/02/2004	04/08/2004
Ticket Number:	0000087518	03/31/2004	1	04/02/2004	04/08/2004
Ticket Number:	0000087521	03/31/2004	1	04/02/2004	04/08/2004
Ticket Number:	0000087486	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000087465	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087381	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087310	03/30/2004	0		03/30/2004
Ticket Number:	0000087301	03/29/2004	0		03/30/2004
Ticket Number:	0000087289	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087259	03/29/2004	0		03/29/2004
Ticket Number:	0000087254	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087246	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087236	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086050	03/10/2004	8	03/18/2004	03/24/2004
Ticket Number:	0000086059	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086142	03/11/2004	0		03/11/2004
Ticket Number:	0000086196	03/11/2004	4	03/15/2004	03/22/2004
Ticket Number:	0000086147	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086144	03/11/2004	8	03/19/2004	03/25/2004
Ticket Number:	0000086139	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086135	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086133	03/11/2004	0		03/11/2004
Ticket Number:	0000086127	03/11/2004	11	03/22/2004	03/29/2004
Ticket Number:	0000086113	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086099	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086088	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086233	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086229	03/11/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086228	03/11/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086226	03/11/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086225	03/11/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086179	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000086176	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086175	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086166	03/11/2004	0		03/11/2004
Ticket Number:	0000086163	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086157	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086244	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086153	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086149	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086085	03/10/2004	8	03/18/2004	03/24/2004
Ticket Number:	0000086076	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000087132	03/26/2004	6	04/02/2004	04/08/2004
Ticket Number:	0000086590	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086589	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086583	03/16/2004	3	03/19/2004	03/25/2004
Ticket Number:	0000086582	03/16/2004	3	03/19/2004	03/25/2004
Ticket Number:	0000086570	03/16/2004	14	03/30/2004	04/05/2004
Ticket Number:	0000086647	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086559	03/16/2004	2	03/18/2004	03/24/2004
Ticket Number:	0000086584	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086585	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086586	03/17/2004	2	03/19/2004	03/25/2004

Helpdesk

Ticket Number:	0000086543	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086534	03/16/2004	2	03/18/2004	03/24/2004
Ticket Number:	0000086528	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086489	03/16/2004	0		03/16/2004
Ticket Number:	0000086488	03/16/2004	0		03/16/2004
Ticket Number:	0000086487	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086470	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086464	03/15/2004	1		03/16/2004
Ticket Number:	0000086435	03/15/2004	0		03/15/2004
Ticket Number:	0000086423	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086395	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086394	03/15/2004	0		03/15/2004
Ticket Number:	0000086391	03/15/2004	0		03/15/2004
Ticket Number:	0000086367	03/14/2004	5	03/19/2004	03/25/2004
Ticket Number:	0000086312	03/13/2004	6	03/19/2004	03/25/2004
Ticket Number:	0000086308	03/13/2004	3	03/16/2004	03/22/2004
Ticket Number:	0000086284	03/12/2004	4	03/16/2004	03/22/2004
Ticket Number:	0000086272	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086269	03/12/2004	6	03/18/2004	03/24/2004
Ticket Number:	0000086262	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086260	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086255	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086239	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086237	03/12/2004	0		03/12/2004
Ticket Number:	0000086235	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086232	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086287	03/12/2004	7	03/19/2004	03/25/2004
Ticket Number:	0000086066	03/10/2004	0	03/10/2004	03/16/2004

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

Helpdesk

ha2

Total: **32**

Resolved

Total: **1**

Ticket Number: 0000086678 03/17/2004 0 03/17/2004 03/17/2004

Closed

Total: **31**

Ticket Number: 0000085150 03/01/2004 7 03/07/2004 03/15/2004

Ticket Number: 0000085174 03/01/2004 16 03/17/2004 03/23/2004

Ticket Number: 0000085308 03/02/2004 0 03/02/2004 03/08/2004

Ticket Number: 0000085173 03/01/2004 1 03/02/2004 03/08/2004

Ticket Number: 0000085329 03/02/2004 0 03/02/2004 03/08/2004

Ticket Number: 0000085341 03/02/2004 0 03/02/2004 03/08/2004

Ticket Number: 0000085351 03/02/2004 0 03/02/2004 03/08/2004

Ticket Number: 0000085365 03/02/2004 0 03/02/2004 03/08/2004

Ticket Number: 0000085377 03/03/2004 0 03/03/2004 03/08/2004

Ticket Number: 0000085353 03/02/2004 0 03/02/2004 03/08/2004

Ticket Number: 0000085345 03/02/2004 0 03/02/2004 03/08/2004

Ticket Number: 0000085340 03/02/2004 0 03/02/2004 03/08/2004

Ticket Number: 0000085719 03/05/2004 4 03/09/2004 03/15/2004

Ticket Number: 0000085958 03/09/2004 0 03/09/2004 03/15/2004

Ticket Number: 0000085962 03/09/2004 0 03/09/2004 03/15/2004

Ticket Number: 0000085765 03/06/2004 0 03/06/2004 03/12/2004

Ticket Number: 0000085981 03/09/2004 0 03/09/2004 03/15/2004

Ticket Number: 0000086327 03/13/2004 0 03/13/2004 03/19/2004

Ticket Number: 0000086330 03/13/2004 0 03/13/2004 03/19/2004

Ticket Number: 0000086552 03/16/2004 0 03/16/2004 03/22/2004

Ticket Number: 0000086329 03/13/2004 0 03/13/2004 03/19/2004

Ticket Number: 0000086328 03/13/2004 0 03/13/2004 03/19/2004

Ticket Number: 0000087408 03/30/2004 0 03/30/2004 04/05/2004

Ticket Number: 0000087396 03/30/2004 0 03/30/2004 04/05/2004

Ticket Number: 0000087414 03/30/2004 0 03/30/2004 04/05/2004

Ticket Number: 0000087411 03/30/2004 0 03/30/2004 04/05/2004

Ticket Number: 0000087523 03/31/2004 0 03/31/2004 04/06/2004

Ticket Number: 0000087525 03/31/2004 0 03/31/2004 04/06/2004

Ticket Number: 0000087526 03/31/2004 0 03/31/2004 04/06/2004

Ticket Number: 0000086683 03/17/2004 0 03/17/2004 03/23/2004

Ticket Number: 0000086685 03/17/2004 0 03/18/2004 03/23/2004

Average time to ticket resolution for	ha2	1
Maximum time to ticket resolution for	ha2	16
Minimum time to ticket resolution for	ha2	0

Helpdesk

jperron1

Total: 14

Closed

Total: 14

Ticket Number:	0000087416	03/30/2004	0	03/31/2004	04/05/2004
Ticket Number:	0000087424	03/31/2004	0	03/31/2004	04/05/2004
Ticket Number:	0000087425	03/31/2004	0	03/31/2004	04/05/2004
Ticket Number:	0000086587	03/17/2004	0	03/17/2004	03/22/2004
Ticket Number:	0000086588	03/17/2004	0	03/17/2004	03/22/2004
Ticket Number:	0000085646	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000086005	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086003	03/10/2004	0	03/10/2004	03/15/2004
Ticket Number:	0000085647	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000086000	03/10/2004	0	03/10/2004	03/15/2004
Ticket Number:	0000086001	03/10/2004	0	03/10/2004	03/15/2004
Ticket Number:	0000086771	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000085387	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085372	03/02/2004	0	03/03/2004	03/08/2004

Average time to ticket resolution for

jperron1 0

Maximum time to ticket resolution for

jperron1 0

Minimum time to ticket resolution for

jperron1 0

Helpdesk

kherna1

Resolved

Ticket Number: 0000087407

Total: **103**

Total: **1**

03/30/2004

6

04/06/2004

Helpdesk

	Closed	Total:	102		
Ticket Number:	0000085792	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085202	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085138	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085368	03/02/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085367	03/02/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085359	03/02/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085357	03/02/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085315	03/02/2004	7	03/09/2004	03/15/2004
Ticket Number:	0000085288	03/02/2004	7	03/09/2004	03/15/2004
Ticket Number:	0000085796	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085280	03/02/2004	8		03/10/2004
Ticket Number:	0000085270	03/02/2004	13	03/15/2004	03/22/2004
Ticket Number:	0000085232	03/02/2004	7	03/09/2004	03/15/2004
Ticket Number:	0000085228	03/01/2004	7	03/09/2004	03/15/2004
Ticket Number:	0000085226	03/01/2004	7	03/09/2004	03/15/2004
Ticket Number:	0000085220	03/01/2004	7	03/09/2004	03/15/2004
Ticket Number:	0000085210	03/01/2004	7	03/09/2004	03/15/2004
Ticket Number:	0000085207	03/01/2004	7	03/08/2004	03/15/2004
Ticket Number:	0000085201	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085199	03/01/2004	8	03/09/2004	03/15/2004
Ticket Number:	0000085187	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085175	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085156	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085157	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085155	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085362	03/02/2004	6	03/09/2004	03/15/2004
Ticket Number:	0000085129	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085158	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085581	03/04/2004	5	03/09/2004	03/15/2004
Ticket Number:	0000085631	03/04/2004	4	03/09/2004	03/15/2004
Ticket Number:	0000085740	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085794	03/08/2004	0		03/08/2004
Ticket Number:	0000085793	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085789	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085788	03/08/2004	8	03/16/2004	03/22/2004
Ticket Number:	0000085786	03/07/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085780	03/07/2004	1	03/08/2004	03/15/2004
Ticket Number:	0000085763	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085761	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085758	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085757	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085751	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085750	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085743	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085741	03/06/2004	3	03/09/2004	03/15/2004
Ticket Number:	0000085724	03/05/2004	3	03/08/2004	03/15/2004
Ticket Number:	0000085896	03/08/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085894	03/08/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085881	03/08/2004	7	03/16/2004	03/22/2004
Ticket Number:	0000085854	03/08/2004	0		03/08/2004
Ticket Number:	0000085928	03/09/2004	7	03/16/2004	03/22/2004
Ticket Number:	0000085778	03/07/2004	1	03/08/2004	03/15/2004
Ticket Number:	0000085777	03/07/2004	1	03/08/2004	03/15/2004

Helpdesk

Ticket Number:	0000085776	03/07/2004	1	03/08/2004	03/15/2004
Ticket Number:	0000085775	03/07/2004	1	03/08/2004	03/15/2004
Ticket Number:	0000085772	03/07/2004	1	03/08/2004	03/15/2004
Ticket Number:	0000085766	03/07/2004	1	03/08/2004	03/15/2004
Ticket Number:	0000085767	03/07/2004	1	03/08/2004	03/15/2004
Ticket Number:	0000085622	03/04/2004	5	03/09/2004	03/15/2004
Ticket Number:	0000086025	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086381	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000085940	03/09/2004	7	03/16/2004	03/22/2004
Ticket Number:	0000085900	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000086154	03/11/2004	5	03/16/2004	03/22/2004
Ticket Number:	0000086203	03/11/2004	5	03/16/2004	03/22/2004
Ticket Number:	0000086156	03/11/2004	5	03/16/2004	03/22/2004
Ticket Number:	0000086216	03/11/2004	4	03/16/2004	03/22/2004
Ticket Number:	0000086375	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086370	03/15/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086371	03/15/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086366	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086365	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086355	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086349	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086345	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086336	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086485	03/15/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086484	03/15/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086466	03/15/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086453	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086452	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086399	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086379	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086378	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086302	03/13/2004	3	03/16/2004	03/22/2004
Ticket Number:	0000086299	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086280	03/12/2004	4	03/16/2004	03/22/2004
Ticket Number:	0000086276	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086231	03/11/2004	4	03/16/2004	03/22/2004
Ticket Number:	0000086221	03/11/2004	4	03/16/2004	03/22/2004
Ticket Number:	0000087471	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000086878	03/20/2004	2	03/22/2004	03/29/2004
Ticket Number:	0000086886	03/20/2004	3	03/23/2004	03/29/2004
Ticket Number:	0000086882	03/20/2004	2	03/22/2004	03/29/2004
Ticket Number:	0000086888	03/20/2004	2	03/22/2004	03/29/2004
Ticket Number:	0000087015	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000086925	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number:	0000086909	03/21/2004	2	03/23/2004	03/29/2004
Ticket Number:	0000086906	03/21/2004	2	03/23/2004	03/29/2004
Ticket Number:	0000086899	03/21/2004	2	03/23/2004	03/29/2004
Ticket Number:	0000086904	03/21/2004	2	03/23/2004	03/29/2004
Ticket Number:	0000086890	03/20/2004	2	03/23/2004	03/29/2004

Average time to ticket resolution for	kherna1	3
Maximum time to ticket resolution for	kherna1	13
Minimum time to ticket resolution for	kherna1	0

Helpdesk

kincaid

Total: 25

Closed

Total: 25

Ticket Number:	0000086690	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086894	03/21/2004	1		03/22/2004
Ticket Number:	0000087047	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000087090	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000086913	03/22/2004	0		03/22/2004
Ticket Number:	0000086892	03/21/2004	1		03/22/2004
Ticket Number:	0000086912	03/22/2004	0		03/22/2004
Ticket Number:	0000086353	03/14/2004	0		03/15/2004
Ticket Number:	0000086529	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086356	03/14/2004	0		03/15/2004
Ticket Number:	0000086352	03/14/2004	1		03/15/2004
Ticket Number:	0000086340	03/14/2004	1		03/15/2004
Ticket Number:	0000086339	03/14/2004	1		03/15/2004
Ticket Number:	0000086337	03/14/2004	1		03/15/2004
Ticket Number:	0000086335	03/14/2004	1		03/15/2004
Ticket Number:	0000085650	03/05/2004	0		03/05/2004
Ticket Number:	0000085746	03/06/2004	3	03/09/2004	03/15/2004
Ticket Number:	0000085651	03/05/2004	0		03/05/2004
Ticket Number:	0000085654	03/05/2004	0		03/05/2004
Ticket Number:	0000085874	03/08/2004	1		03/09/2004
Ticket Number:	0000085876	03/08/2004	1		03/09/2004
Ticket Number:	0000085292	03/02/2004	0		03/02/2004
Ticket Number:	0000085516	03/04/2004	0		03/04/2004
Ticket Number:	0000085165	03/01/2004	0		03/01/2004
Ticket Number:	0000085123	03/01/2004	0		03/01/2004

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

mdo1

Total: 4

Closed

Total: 4

Ticket Number:	0000085573	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085887	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000086159	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086438	03/15/2004	3		03/18/2004

Average time to ticket resolution for	mdo1	1
Maximum time to ticket resolution for	mdo1	3
Minimum time to ticket resolution for	mdo1	0

Helpdesk

mnolan1

Total: 21

Closed

Total: 21

Ticket Number:	0000086236	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086346	03/14/2004	0	03/14/2004	03/22/2004
Ticket Number:	0000086362	03/14/2004	0	03/14/2004	03/22/2004
Ticket Number:	0000086350	03/14/2004	0	03/14/2004	03/22/2004
Ticket Number:	0000086342	03/14/2004	0	03/14/2004	03/22/2004
Ticket Number:	0000086238	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086306	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086295	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086775	03/19/2004	0	03/19/2004	03/24/2004
Ticket Number:	0000087137	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000087136	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000086897	03/21/2004	0	03/21/2004	03/29/2004
Ticket Number:	0000086896	03/21/2004	0	03/21/2004	03/29/2004
Ticket Number:	0000086876	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000086779	03/19/2004	0	03/19/2004	03/24/2004
Ticket Number:	0000086867	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086875	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000087165	03/28/2004	0	03/28/2004	04/05/2004
Ticket Number:	0000087375	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000085774	03/07/2004	0	03/07/2004	03/15/2004
Ticket Number:	0000085779	03/07/2004	0	03/07/2004	03/15/2004

Average time to ticket resolution for	mnolan1	0
Maximum time to ticket resolution for	mnolan1	0
Minimum time to ticket resolution for	mnolan1	0

Helpdesk

moneill1		Total:	52		
Closed		Total:	52		
Ticket Number:	0000085504	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085640	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085883	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085859	03/08/2004	3	03/11/2004	03/17/2004
Ticket Number:	0000085785	03/07/2004	10	03/17/2004	03/23/2004
Ticket Number:	0000085784	03/07/2004	10	03/17/2004	03/23/2004
Ticket Number:	0000085677	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085637	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085591	03/04/2004	7	03/11/2004	03/17/2004
Ticket Number:	0000085585	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085624	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085634	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000086215	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000085217	03/01/2004	10	03/11/2004	03/17/2004
Ticket Number:	0000085248	03/02/2004	2	03/04/2004	03/10/2004
Ticket Number:	0000085278	03/02/2004	2	03/04/2004	03/10/2004
Ticket Number:	0000085382	03/03/2004	2	03/04/2004	03/10/2004
Ticket Number:	0000087365	03/30/2004	2	04/01/2004	04/07/2004
Ticket Number:	0000085486	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000087496	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087508	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087510	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087520	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000086654	03/17/2004	1	03/18/2004	03/24/2004
Ticket Number:	0000086663	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086772	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086770	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086726	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086674	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086673	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086763	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086665	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086656	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086100	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086074	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086097	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086444	03/15/2004	4	03/19/2004	03/25/2004
Ticket Number:	0000086431	03/15/2004	4	03/19/2004	03/25/2004
Ticket Number:	0000086222	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086220	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086219	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086187	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086132	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086121	03/11/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086120	03/11/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086581	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086715	03/18/2004	14	04/01/2004	04/07/2004
Ticket Number:	0000086119	03/11/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086108	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086104	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086075	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086083	03/10/2004	0	03/10/2004	03/16/2004

Helpdesk

<hr/>					
Average time to ticket resolution for	moneill1		2		
Maximum time to ticket resolution for	moneill1		14		
Minimum time to ticket resolution for	moneill1		0		
<hr/>					
myers	<u>Total:</u>	12			
Closed	<u>Total:</u>	12			
Ticket Number: 0000086412	03/15/2004	0		03/15/2004	03/22/2004
Ticket Number: 0000086533	03/16/2004	3			03/19/2004
Ticket Number: 0000086566	03/16/2004	3			03/19/2004
Ticket Number: 0000086430	03/15/2004	14		03/29/2004	04/05/2004
Ticket Number: 0000086837	03/19/2004	0		03/19/2004	03/25/2004
Ticket Number: 0000087198	03/29/2004	0			03/29/2004
Ticket Number: 0000087380	03/30/2004	1		03/31/2004	04/06/2004
Ticket Number: 0000087346	03/30/2004	3		04/02/2004	04/08/2004
Ticket Number: 0000087371	03/30/2004	0		03/30/2004	04/05/2004
Ticket Number: 0000085245	03/02/2004	0			03/02/2004
Ticket Number: 0000085294	03/02/2004	7		03/09/2004	03/15/2004
Ticket Number: 0000085927	03/09/2004	1		03/10/2004	03/16/2004
<hr/>					
Average time to ticket resolution for	myers		3		
Maximum time to ticket resolution for	myers		14		
Minimum time to ticket resolution for	myers		0		
<hr/>					
nevans1	<u>Total:</u>	2			
Closed	<u>Total:</u>	2			
Ticket Number: 0000085134	03/01/2004	0			03/01/2004
Ticket Number: 0000086758	03/18/2004	14		04/01/2004	04/07/2004
<hr/>					
Average time to ticket resolution for	nevans1		7		
Maximum time to ticket resolution for	nevans1		14		
Minimum time to ticket resolution for	nevans1		0		
<hr/>					

Helpdesk

nitinr1

Total: 45

Closed

Total: 45

Ticket Number:	0000086879	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000086885	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000086887	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000087141	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000087155	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000087150	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000087188	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087194	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087191	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087190	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086118	03/11/2004	3	03/13/2004	03/19/2004
Ticket Number:	0000086373	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086372	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086369	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086358	03/14/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086357	03/14/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086338	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086334	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086333	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086316	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086376	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086377	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086305	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086303	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086374	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086199	03/11/2004	2	03/13/2004	03/19/2004
Ticket Number:	0000086172	03/11/2004	2	03/13/2004	03/19/2004
Ticket Number:	0000085122	03/01/2004	7	03/08/2004	03/15/2004
Ticket Number:	0000085366	03/02/2004	5	03/08/2004	03/15/2004
Ticket Number:	0000085149	03/01/2004	7	03/08/2004	03/15/2004
Ticket Number:	0000085136	03/01/2004	7	03/08/2004	03/15/2004
Ticket Number:	0000085126	03/01/2004	7	03/08/2004	03/15/2004
Ticket Number:	0000085565	03/04/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000085739	03/06/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085791	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085790	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085787	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085783	03/07/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085770	03/07/2004	6	03/13/2004	03/19/2004
Ticket Number:	0000085769	03/07/2004	1	03/08/2004	03/15/2004
Ticket Number:	0000085760	03/06/2004	8	03/15/2004	03/22/2004
Ticket Number:	0000085759	03/06/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085754	03/06/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085753	03/06/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085744	03/06/2004	0	03/06/2004	03/12/2004

Average time to ticket resolution for

nitinr1

1

Maximum time to ticket resolution for

nitinr1

8

Minimum time to ticket resolution for

nitinr1

0

Helpdesk

pzeafol

Total: 7

Closed

Total: 7

Ticket Number:	0000085866	03/08/2004	2	03/10/2004	03/16/2004
Ticket Number:	0000085361	03/02/2004	1		03/03/2004
Ticket Number:	0000086024	03/10/2004	0		03/10/2004
Ticket Number:	0000086223	03/11/2004	4		03/15/2004
Ticket Number:	0000087294	03/29/2004	0		03/29/2004
Ticket Number:	0000086713	03/18/2004	0		03/18/2004
Ticket Number:	0000086733	03/18/2004	0	03/18/2004	03/24/2004

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

Helpdesk

ramosm1

Total: **68**

Resolved

Total: **5**

Ticket Number:	0000087281	03/29/2004	5	04/03/2004
Ticket Number:	0000087458	03/31/2004	3	04/03/2004
Ticket Number:	0000087139	03/27/2004	7	04/03/2004
Ticket Number:	0000087185	03/28/2004	6	04/03/2004
Ticket Number:	0000087215	03/29/2004	5	04/03/2004

Helpdesk

	Closed	Total:	63		
Ticket Number:	0000085166	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085167	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085732	03/05/2004	1	03/06/2004	03/12/2004
Ticket Number:	0000085466	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085438	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085417	03/03/2004	3	03/06/2004	03/12/2004
Ticket Number:	0000085695	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085727	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085735	03/05/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085755	03/06/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085872	03/08/2004	11	03/19/2004	03/25/2004
Ticket Number:	0000085756	03/06/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085737	03/05/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085748	03/06/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085738	03/06/2004	0	03/06/2004	03/12/2004
Ticket Number:	0000085736	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085700	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000086635	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086862	03/19/2004	1	03/20/2004	03/26/2004
Ticket Number:	0000086868	03/19/2004	1	03/20/2004	03/26/2004
Ticket Number:	0000086870	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000087149	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000087147	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000087142	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000087140	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000086884	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000086883	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000086877	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000086873	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000086871	03/20/2004	0	03/20/2004	03/26/2004
Ticket Number:	0000087154	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000087151	03/27/2004	0	03/27/2004	04/02/2004
Ticket Number:	0000086869	03/19/2004	1	03/20/2004	03/26/2004
Ticket Number:	0000086866	03/19/2004	1	03/20/2004	03/26/2004
Ticket Number:	0000086861	03/19/2004	1	03/20/2004	03/26/2004
Ticket Number:	0000086732	03/18/2004	2	03/20/2004	03/26/2004
Ticket Number:	0000086858	03/19/2004	1	03/20/2004	03/26/2004
Ticket Number:	0000086865	03/19/2004	1	03/20/2004	03/26/2004
Ticket Number:	0000086049	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086314	03/13/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086434	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086363	03/14/2004	6	03/20/2004	03/26/2004
Ticket Number:	0000086360	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000086325	03/13/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086324	03/13/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086322	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086321	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086320	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086319	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086317	03/13/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086315	03/13/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086313	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086863	03/19/2004	1	03/20/2004	03/26/2004

Helpdesk

Ticket Number:	0000086332	03/14/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086331	03/13/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086326	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086307	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086301	03/13/2004	1	03/13/2004	03/19/2004
Ticket Number:	0000086300	03/12/2004	1	03/13/2004	03/19/2004
Ticket Number:	0000086168	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000086298	03/12/2004	1	03/13/2004	03/19/2004
Ticket Number:	0000086296	03/12/2004	1	03/13/2004	03/19/2004
Ticket Number:	0000087131	03/26/2004	1	03/27/2004	04/02/2004
-----			-----		
Average time to ticket resolution for	ramosml		1		
Maximum time to ticket resolution for	ramosml		11		
Minimum time to ticket resolution for	ramosml		0		

Helpdesk

talder1

Total: 72

Resolved

Total: 3

Ticket Number:	0000086030	03/10/2004	26	04/05/2004
Ticket Number:	0000087393	03/30/2004	6	04/05/2004
Ticket Number:	0000086468	03/15/2004	22	04/06/2004

Helpdesk

	Closed	Total:	69		
Ticket Number:	0000085520	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085825	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085272	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085269	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085238	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085231	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085227	03/01/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085224	03/01/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085223	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085214	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085212	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085705	03/05/2004	4	03/09/2004	03/15/2004
Ticket Number:	0000085461	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085460	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085448	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085668	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085430	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085415	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085275	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085163	03/01/2004	30	03/31/2004	04/06/2004
Ticket Number:	0000085137	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085127	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085125	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085121	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085128	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000086939	03/22/2004	0	03/22/2004	03/29/2004
Ticket Number:	0000085518	03/04/2004	5	03/09/2004	03/15/2004
Ticket Number:	0000085529	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085973	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085966	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085925	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085915	03/09/2004	7	03/16/2004	03/22/2004
Ticket Number:	0000085875	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085873	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085870	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085841	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000086405	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000085839	03/08/2004	8	03/16/2004	03/22/2004
Ticket Number:	0000085762	03/06/2004	10	03/16/2004	03/22/2004
Ticket Number:	0000085680	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085679	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085953	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085661	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000086048	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086579	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086578	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086568	03/16/2004	14	03/30/2004	04/05/2004
Ticket Number:	0000086567	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086562	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086486	03/16/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086483	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086481	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086471	03/15/2004	1	03/16/2004	03/22/2004

Helpdesk

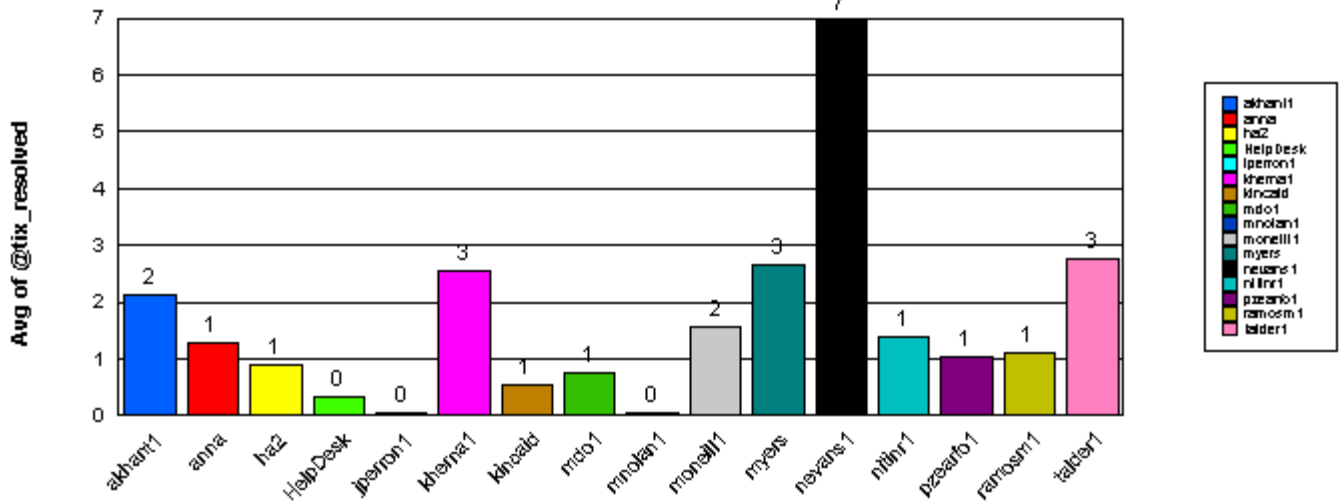
Ticket Number:	0000086460	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086439	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086380	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086368	03/14/2004	2	03/16/2004	03/22/2004
Ticket Number:	0000086359	03/14/2004	2	03/16/2004	03/22/2004
Ticket Number:	0000086270	03/12/2004	21	04/02/2004	04/08/2004
Ticket Number:	0000086257	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086252	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086670	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086671	03/17/2004	14	03/31/2004	04/06/2004
Ticket Number:	0000087002	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000086850	03/19/2004	3	03/22/2004	03/29/2004
Ticket Number:	0000087221	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087328	03/30/2004	2	04/01/2004	04/07/2004
Ticket Number:	0000087399	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087261	03/29/2004	1	03/30/2004	04/05/2004
-----			-----		
Average time to ticket resolution for	talder1		3		
Maximum time to ticket resolution for	talder1		30		
Minimum time to ticket resolution for	talder1		0		

Helpdesk

Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	30
Minimum time to ticket resolution for	Helpdesk	0

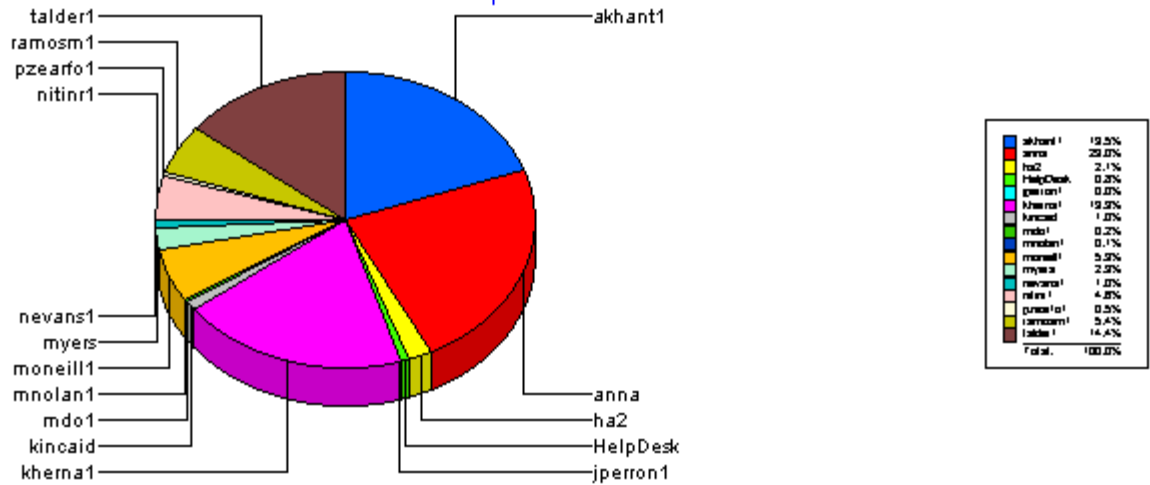
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



Human Resources

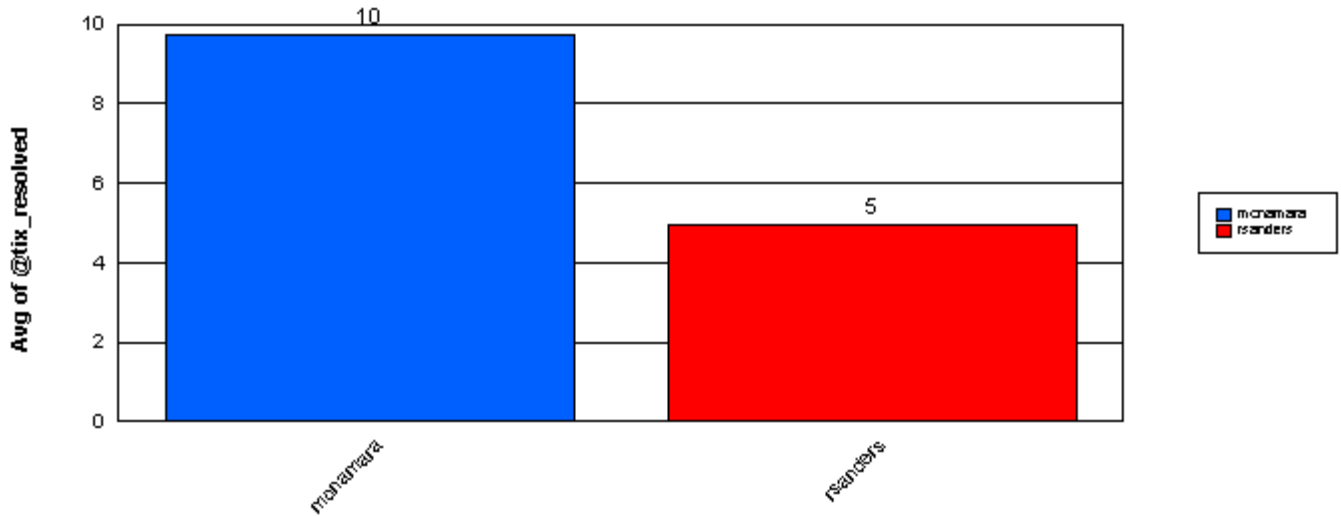
		<u>Total:</u>	28		
mcnamara		<u>Total:</u>	7		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000086801	03/19/2004	18	04/06/2004	03/19/2004
Closed		<u>Total:</u>	6		
Ticket Number:	0000085311	03/02/2004	6		03/08/2004
Ticket Number:	0000085476	03/03/2004	35		04/07/2004
Ticket Number:	0000085672	03/05/2004	6	03/11/2004	03/17/2004
Ticket Number:	0000086638	03/17/2004	0		03/17/2004
Ticket Number:	0000086664	03/17/2004	1		03/18/2004
Ticket Number:	0000086516	03/16/2004	2	03/18/2004	03/24/2004
-----				-----	
Average time to ticket resolution for		mcnamara	10		
Maximum time to ticket resolution for		mcnamara	35		
Minimum time to ticket resolution for		mcnamara	0		
<hr/>				<hr/>	
rsanders		<u>Total:</u>	21		
Closed		<u>Total:</u>	21		
Ticket Number:	0000086103	03/10/2004	2		03/12/2004
Ticket Number:	0000086148	03/11/2004	8		03/19/2004
Ticket Number:	0000086526	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086458	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086457	03/15/2004	16		03/31/2004
Ticket Number:	0000086440	03/15/2004	2		03/17/2004
Ticket Number:	0000086432	03/15/2004	4		03/19/2004
Ticket Number:	0000086274	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086602	03/17/2004	0	03/17/2004	03/19/2004
Ticket Number:	0000086901	03/21/2004	10		03/31/2004
Ticket Number:	0000086905	03/21/2004	10	03/31/2004	04/06/2004
Ticket Number:	0000086702	03/18/2004	1		03/19/2004
Ticket Number:	0000086712	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086729	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000085583	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085609	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085611	03/04/2004	27	03/31/2004	04/01/2004
Ticket Number:	0000086213	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000085542	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085428	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000086622	03/17/2004	14		03/31/2004
-----				-----	
Average time to ticket resolution for		rsanders	5		
Maximum time to ticket resolution for		rsanders	27		
Minimum time to ticket resolution for		rsanders	0		
<hr/>				<hr/>	

Human Resources

Average time to ticket resolution for	Human Resour	6
Maximum time to ticket resolution for	Human Resour	35
Minimum time to ticket resolution for	Human Resour	0

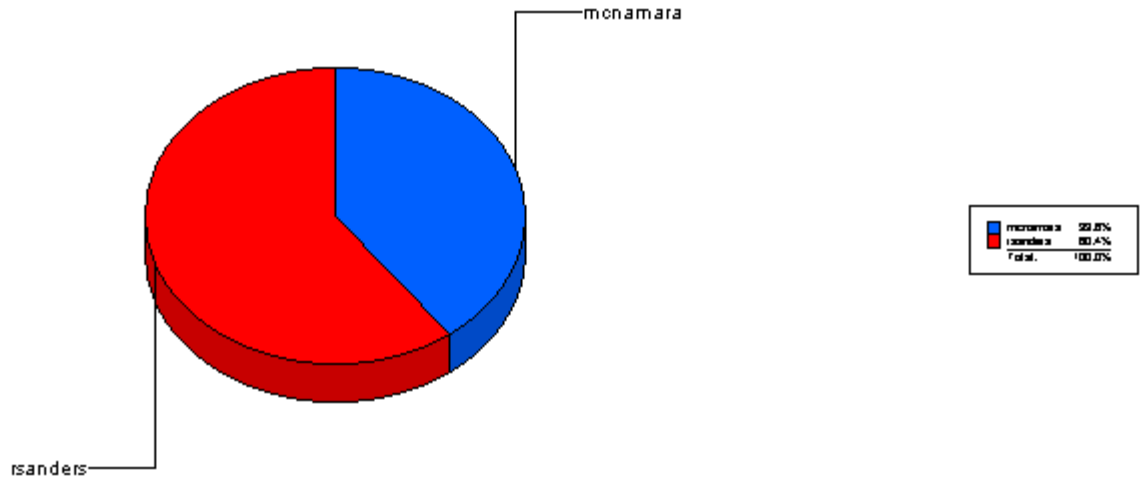
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

		<u>Total:</u> 72			
LAN:LabDesktops		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000085191	03/01/2004	0		03/01/2004

Average time to ticket resolution for	LAN:LabDeskt		0		
Maximum time to ticket resolution for	LAN:LabDeskt		0		
Minimum time to ticket resolution for	LAN:LabDeskt		0		
<hr/>		<hr/>		<hr/>	
jesse		<u>Total:</u> 24			
Closed		<u>Total:</u> 24			
Ticket Number:	0000085552	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085168	03/01/2004	2	03/03/2004	03/09/2004
Ticket Number:	0000085182	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085180	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000086012	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085406	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085603	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085674	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085701	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085930	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085974	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000086041	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085954	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085920	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085693	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000087196	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087498	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000087475	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087474	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087368	03/30/2004	3	04/02/2004	04/08/2004
Ticket Number:	0000087326	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087293	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087268	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086069	03/10/2004	0	03/10/2004	03/16/2004

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

LAN

ostrove

Total: 35

Resolved

Total: 1

Ticket Number: 0000086769 03/18/2004 19 04/06/2004

Closed

Total: 34

Ticket Number:	0000085284	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085354	03/02/2004	15		03/18/2004
Ticket Number:	0000085306	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085494	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000085495	03/03/2004	2	03/05/2004	03/11/2004
Ticket Number:	0000085641	03/04/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085678	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085673	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085615	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000086082	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086277	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086290	03/12/2004	4	03/16/2004	03/17/2004
Ticket Number:	0000086503	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086547	03/16/2004	3	03/19/2004	03/22/2004
Ticket Number:	0000086544	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086109	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086171	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000087208	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087412	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087415	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087385	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087335	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087230	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086623	03/17/2004	0	03/17/2004	03/17/2004
Ticket Number:	0000086767	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000087028	03/23/2004	1	03/24/2004	03/30/2004
Ticket Number:	0000086923	03/22/2004	0	03/22/2004	03/29/2004
Ticket Number:	0000086849	03/19/2004	4	03/23/2004	03/29/2004
Ticket Number:	0000086822	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086768	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086627	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086756	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086669	03/17/2004	1	03/18/2004	03/24/2004
Ticket Number:	0000086744	03/18/2004	0	03/18/2004	03/24/2004

-----	-----	-----
Average time to ticket resolution for	ostrove	2
Maximum time to ticket resolution for	ostrove	19
Minimum time to ticket resolution for	ostrove	0
-----	-----	-----

LAN

vladimir

Total: 12

Closed

Total: 12

Ticket Number:	0000086634	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086757	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000087056	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000086859	03/19/2004	3	03/22/2004	03/29/2004
Ticket Number:	0000086748	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086056	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086537	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086152	03/11/2004	4	03/15/2004	03/22/2004
Ticket Number:	0000086146	03/11/2004	4	03/15/2004	03/22/2004
Ticket Number:	0000086140	03/11/2004	4	03/15/2004	03/22/2004
Ticket Number:	0000086084	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086079	03/10/2004	1	03/11/2004	03/17/2004

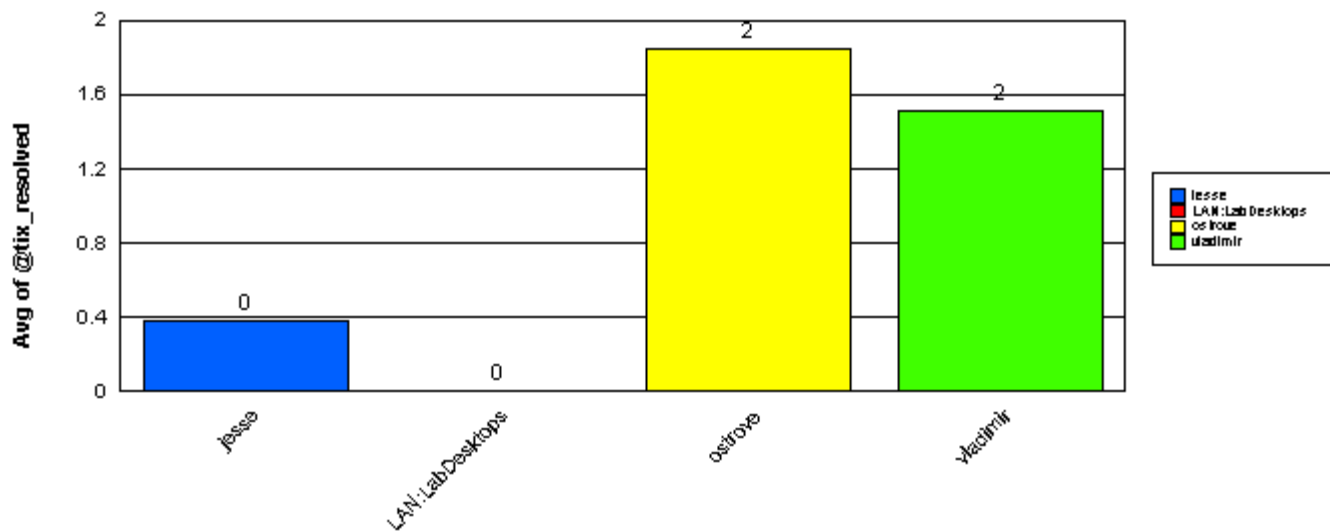
-----		-----	
Average time to ticket resolution for	vladimir		2
Maximum time to ticket resolution for	vladimir		4
Minimum time to ticket resolution for	vladimir		0
-----		-----	

LAN

Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	19
Minimum time to ticket resolution for	LAN	0

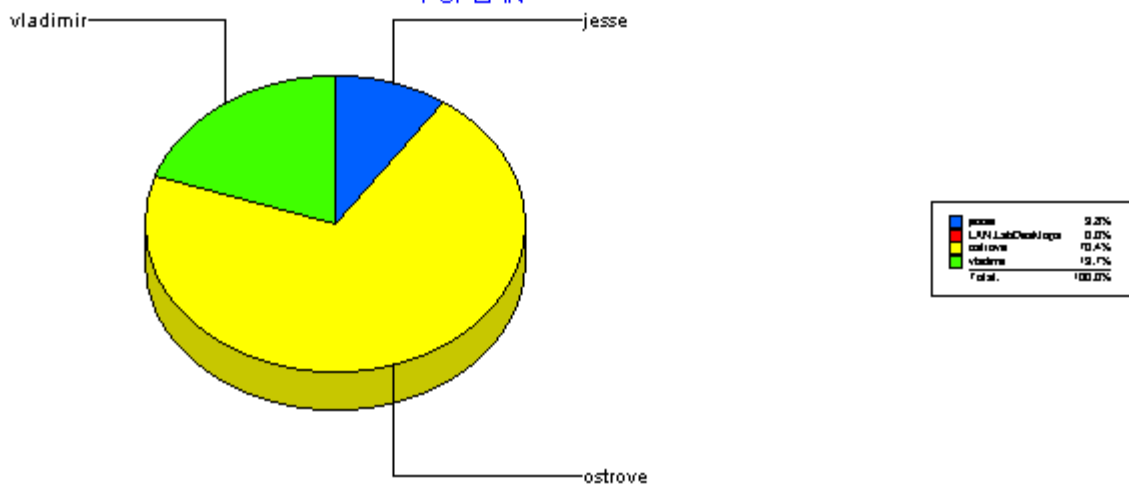
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		<u>Total:</u>	50		
darnold		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000087320	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000085569	03/04/2004	0	03/04/2004	03/10/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		darnold	0		
Maximum time to ticket resolution for		darnold	0		
Minimum time to ticket resolution for		darnold	0		
<hr/>		<hr/>	<hr/>	<hr/>	
ebenson1		<u>Total:</u>	14		
Closed		<u>Total:</u>	14		
Ticket Number:	0000085832	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000085996	03/09/2004	0	03/10/2004	03/15/2004
Ticket Number:	0000085468	03/03/2004	0	03/03/2004	03/17/2004
Ticket Number:	0000086943	03/22/2004	1		03/23/2004
Ticket Number:	0000086624	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086945	03/22/2004	1		03/23/2004
Ticket Number:	0000086941	03/22/2004	0		03/22/2004
Ticket Number:	0000086895	03/21/2004	9		03/30/2004
Ticket Number:	0000086711	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086051	03/10/2004	4		03/15/2004
Ticket Number:	0000086089	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000086106	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086351	03/14/2004	0		03/15/2004
Ticket Number:	0000086343	03/14/2004	0		03/15/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		ebenson1	1		
Maximum time to ticket resolution for		ebenson1	9		
Minimum time to ticket resolution for		ebenson1	0		
<hr/>		<hr/>	<hr/>	<hr/>	
fritz		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000086165	03/11/2004	5	03/16/2004	03/22/2004
Ticket Number:	0000087447	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000085338	03/02/2004	14		03/16/2004
Ticket Number:	0000085708	03/05/2004	11		03/16/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		fritz	7		
Maximum time to ticket resolution for		fritz	14		
Minimum time to ticket resolution for		fritz	0		

New Media

rarmstro

Total: 23

Closed

Total: 23

Ticket Number:	0000085482	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085645	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085511	03/03/2004	12		03/16/2004
Ticket Number:	0000085170	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085548	03/04/2004	1	03/05/2004	03/11/2004
Ticket Number:	0000085431	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085234	03/02/2004	34		04/05/2004
Ticket Number:	0000085325	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085253	03/02/2004	2		03/04/2004
Ticket Number:	0000087262	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087264	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086740	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000087114	03/25/2004	4	03/29/2004	04/05/2004
Ticket Number:	0000086062	03/10/2004	6		03/16/2004
Ticket Number:	0000086425	03/15/2004	0	03/15/2004	03/17/2004
Ticket Number:	0000086522	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000086573	03/16/2004	2	03/18/2004	03/24/2004
Ticket Number:	0000086556	03/16/2004	16		04/01/2004
Ticket Number:	0000086478	03/15/2004	2		03/18/2004
Ticket Number:	0000086400	03/15/2004	0		03/15/2004
Ticket Number:	0000086258	03/12/2004	4	03/16/2004	03/22/2004
Ticket Number:	0000086348	03/14/2004	2	03/16/2004	03/22/2004
Ticket Number:	0000086361	03/14/2004	0	03/15/2004	03/22/2004

Average time to ticket resolution for	rarmstro	4
Maximum time to ticket resolution for	rarmstro	34
Minimum time to ticket resolution for	rarmstro	0

vergil

Total: 7

Resolved

Total: 3

Ticket Number:	0000086572	03/16/2004	21	04/06/2004
Ticket Number:	0000086718	03/18/2004	19	04/06/2004
Ticket Number:	0000087504	03/31/2004	6	04/06/2004

Closed

Total: 4

Ticket Number:	0000085416	03/03/2004	15	03/18/2004	03/24/2004
Ticket Number:	0000085813	03/08/2004	15	03/23/2004	03/29/2004
Ticket Number:	0000087404	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000086681	03/17/2004	1	03/18/2004	03/24/2004

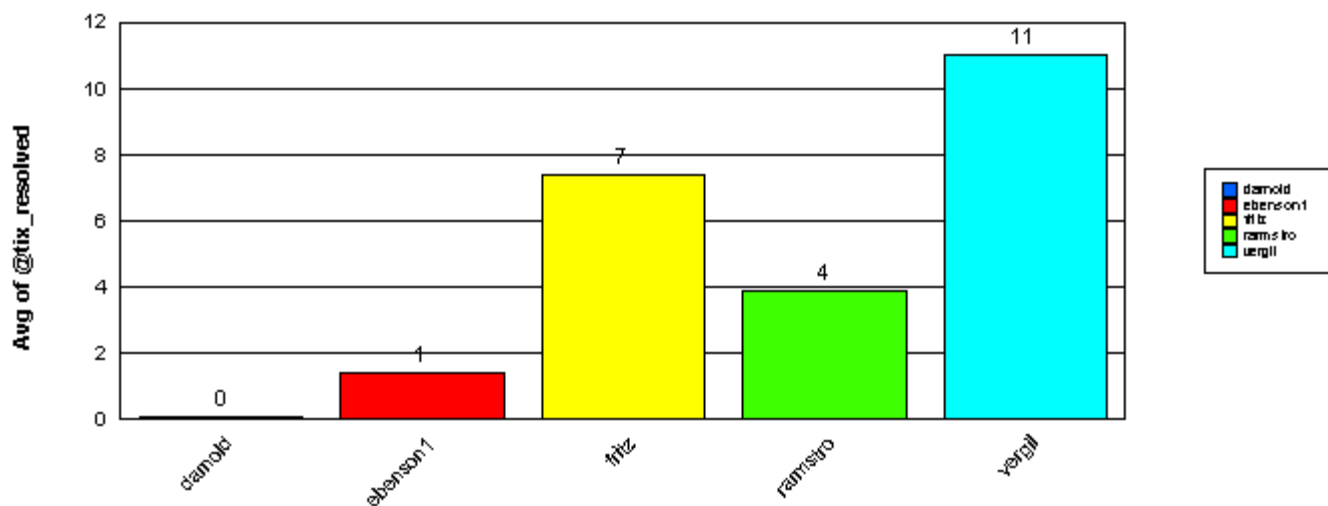
Average time to ticket resolution for	vergil	11
Maximum time to ticket resolution for	vergil	21
Minimum time to ticket resolution for	vergil	1

New Media

Average time to ticket resolution for	New Media	4
Maximum time to ticket resolution for	New Media	34
Minimum time to ticket resolution for	New Media	0

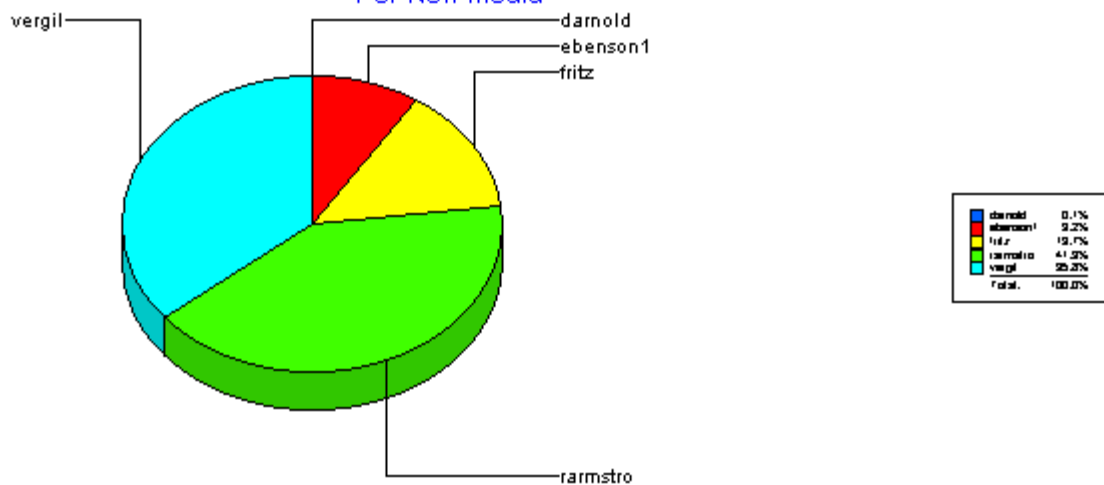
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

BSG:SA_Financials_Support			
Closed		<u>Total:</u>	120
Average time to ticket resolution for		<u>Total:</u>	1
Maximum time to ticket resolution for		<u>Total:</u>	1
Minimum time to ticket resolution for		<u>Total:</u>	0
Ticket Number: 0000085850		03/08/2004	0
-----		-----	-----
Average time to ticket resolution for		BSG:SA_Finan	0
Maximum time to ticket resolution for		BSG:SA_Finan	0
Minimum time to ticket resolution for		BSG:SA_Finan	0
			03/08/2004

OIT BSG Non People
BSG:Web_Infrastructure

Total: 69

OIT BSG Non People

	Closed	Total:	69	
Ticket Number:	0000085589	03/04/2004	0	03/04/2004
Ticket Number:	0000086010	03/10/2004	0	03/10/2004
Ticket Number:	0000085960	03/09/2004	0	03/09/2004
Ticket Number:	0000085933	03/09/2004	0	03/09/2004
Ticket Number:	0000085908	03/09/2004	0	03/09/2004
Ticket Number:	0000085907	03/09/2004	0	03/09/2004
Ticket Number:	0000085694	03/05/2004	0	03/05/2004
Ticket Number:	0000085696	03/05/2004	0	03/05/2004
Ticket Number:	0000085697	03/05/2004	0	03/05/2004
Ticket Number:	0000085698	03/05/2004	0	03/05/2004
Ticket Number:	0000085604	03/04/2004	0	03/04/2004
Ticket Number:	0000086827	03/19/2004	0	03/19/2004
Ticket Number:	0000086826	03/19/2004	0	03/19/2004
Ticket Number:	0000085419	03/03/2004	0	03/03/2004
Ticket Number:	0000085418	03/03/2004	0	03/03/2004
Ticket Number:	0000085392	03/03/2004	0	03/03/2004
Ticket Number:	0000085391	03/03/2004	0	03/03/2004
Ticket Number:	0000085393	03/03/2004	0	03/03/2004
Ticket Number:	0000086009	03/10/2004	0	03/10/2004
Ticket Number:	0000086824	03/19/2004	0	03/19/2004
Ticket Number:	0000085243	03/02/2004	0	03/02/2004
Ticket Number:	0000085242	03/02/2004	0	03/02/2004
Ticket Number:	0000085241	03/02/2004	0	03/02/2004
Ticket Number:	0000085240	03/02/2004	0	03/02/2004
Ticket Number:	0000085239	03/02/2004	0	03/02/2004
Ticket Number:	0000086825	03/19/2004	0	03/19/2004
Ticket Number:	0000086616	03/17/2004	0	03/17/2004
Ticket Number:	0000086619	03/17/2004	0	03/17/2004
Ticket Number:	0000086613	03/17/2004	0	03/17/2004
Ticket Number:	0000086617	03/17/2004	0	03/17/2004
Ticket Number:	0000086644	03/17/2004	0	03/17/2004
Ticket Number:	0000086646	03/17/2004	0	03/17/2004
Ticket Number:	0000086645	03/17/2004	0	03/17/2004
Ticket Number:	0000086844	03/19/2004	0	03/19/2004
Ticket Number:	0000086787	03/19/2004	0	03/19/2004
Ticket Number:	0000086786	03/19/2004	0	03/19/2004
Ticket Number:	0000086785	03/19/2004	0	03/19/2004
Ticket Number:	0000086784	03/19/2004	0	03/19/2004
Ticket Number:	0000087050	03/24/2004	0	03/24/2004
Ticket Number:	0000087051	03/24/2004	0	03/24/2004
Ticket Number:	0000086753	03/18/2004	0	03/18/2004
Ticket Number:	0000086751	03/18/2004	0	03/18/2004
Ticket Number:	0000087049	03/24/2004	0	03/24/2004
Ticket Number:	0000086983	03/23/2004	0	03/23/2004
Ticket Number:	0000086982	03/23/2004	0	03/23/2004
Ticket Number:	0000086845	03/19/2004	0	03/19/2004
Ticket Number:	0000086741	03/18/2004	0	03/18/2004
Ticket Number:	0000086788	03/19/2004	0	03/19/2004
Ticket Number:	0000086717	03/18/2004	0	03/18/2004
Ticket Number:	0000086716	03/18/2004	0	03/18/2004
Ticket Number:	0000086719	03/18/2004	0	03/18/2004
Ticket Number:	0000086643	03/17/2004	0	03/17/2004
Ticket Number:	0000086625	03/17/2004	0	03/17/2004

OIT BSG Non People

Ticket Number:	0000087206	03/29/2004	0	03/29/2004
Ticket Number:	0000087488	03/31/2004	0	03/31/2004
Ticket Number:	0000087437	03/31/2004	0	03/31/2004
Ticket Number:	0000087436	03/31/2004	0	03/31/2004
Ticket Number:	0000087435	03/31/2004	0	03/31/2004
Ticket Number:	0000087207	03/29/2004	0	03/29/2004
Ticket Number:	0000086189	03/11/2004	0	03/11/2004
Ticket Number:	0000086190	03/11/2004	0	03/11/2004
Ticket Number:	0000086917	03/22/2004	0	03/22/2004
Ticket Number:	0000086393	03/15/2004	0	03/15/2004
Ticket Number:	0000086919	03/22/2004	0	03/22/2004
Ticket Number:	0000086392	03/15/2004	0	03/15/2004
Ticket Number:	0000086507	03/16/2004	0	03/16/2004
Ticket Number:	0000086506	03/16/2004	0	03/16/2004
Ticket Number:	0000086918	03/22/2004	0	03/22/2004
Ticket Number:	0000086174	03/11/2004	0	03/11/2004

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

blanchet

Total: 9

Closed

Total: 9

Ticket Number:	0000086390	03/15/2004	0	03/15/2004
Ticket Number:	0000087202	03/29/2004	7	04/05/2004
Ticket Number:	0000087277	03/29/2004	1	03/30/2004
Ticket Number:	0000086661	03/17/2004	1	03/18/2004
Ticket Number:	0000087021	03/23/2004	1	03/24/2004
Ticket Number:	0000086805	03/19/2004	0	03/19/2004
Ticket Number:	0000086734	03/18/2004	1	03/19/2004
Ticket Number:	0000085847	03/08/2004	0	03/08/2004
Ticket Number:	0000085720	03/05/2004	11	03/16/2004

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

dina

Total: 14

Closed

Total: 14

Ticket Number:	0000085656	03/05/2004	0	03/05/2004
Ticket Number:	0000085805	03/08/2004	0	03/08/2004
Ticket Number:	0000085815	03/08/2004	2	03/10/2004
Ticket Number:	0000086738	03/18/2004	0	03/18/2004
Ticket Number:	0000087074	03/24/2004	5	03/29/2004
Ticket Number:	0000086984	03/23/2004	0	03/23/2004
Ticket Number:	0000086754	03/18/2004	0	03/18/2004
Ticket Number:	0000086803	03/19/2004	0	03/19/2004
Ticket Number:	0000087388	03/30/2004	7	04/06/2004
Ticket Number:	0000087457	03/31/2004	0	03/31/2004
Ticket Number:	0000086491	03/16/2004	0	03/16/2004
Ticket Number:	0000086500	03/16/2004	0	03/16/2004
Ticket Number:	0000086535	03/16/2004	0	03/16/2004
Ticket Number:	0000086521	03/16/2004	0	03/16/2004

Average time to ticket resolution for	dina	1
Maximum time to ticket resolution for	dina	7
Minimum time to ticket resolution for	dina	0

OIT BSG Non People

jason12

Total: 1

Closed

Total: 1

Ticket Number:	0000086989	03/23/2004	8		03/31/2004
<hr/>					
Average time to ticket resolution for	jason12		8		
Maximum time to ticket resolution for	jason12		8		
Minimum time to ticket resolution for	jason12		8		

kirby

Total: 7

Closed

Total: 7

Ticket Number:	0000086692	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086967	03/22/2004	7		03/29/2004
Ticket Number:	0000086065	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086442	03/15/2004	19		04/03/2004
Ticket Number:	0000086058	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086064	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085177	03/01/2004	7		03/08/2004
<hr/>					
Average time to ticket resolution for	kirby		5		
Maximum time to ticket resolution for	kirby		19		
Minimum time to ticket resolution for	kirby		0		

kjoseph

Total: 1

Closed

Total: 1

Ticket Number:	0000086809	03/19/2004	0	03/19/2004	03/25/2004
<hr/>					
Average time to ticket resolution for	kjoseph		0		
Maximum time to ticket resolution for	kjoseph		0		
Minimum time to ticket resolution for	kjoseph		0		

paulr

Total: 1

Closed

Total: 1

Ticket Number:	0000085704	03/05/2004	0		03/05/2004
<hr/>					
Average time to ticket resolution for	paulr		0		
Maximum time to ticket resolution for	paulr		0		
Minimum time to ticket resolution for	paulr		0		

putro

Total: 17

Closed

Total: 17

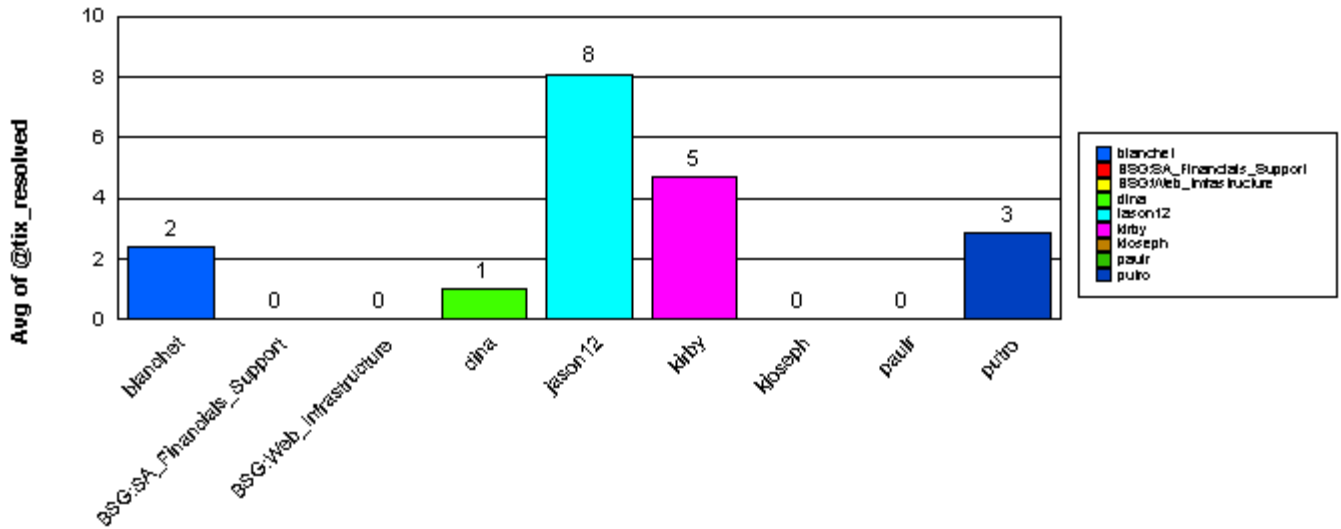
Ticket Number:	0000085587	03/04/2004	0		03/04/2004
Ticket Number:	0000085972	03/09/2004	8		03/17/2004
Ticket Number:	0000085621	03/04/2004	0		03/04/2004
Ticket Number:	0000085594	03/04/2004	15		03/19/2004
Ticket Number:	0000085893	03/08/2004	10		03/18/2004
Ticket Number:	0000085456	03/03/2004	0		03/03/2004
Ticket Number:	0000085465	03/03/2004	0		03/03/2004
Ticket Number:	0000086814	03/19/2004	0		03/19/2004
Ticket Number:	0000087032	03/23/2004	1		03/24/2004
Ticket Number:	0000087062	03/24/2004	0		03/24/2004
Ticket Number:	0000087031	03/23/2004	0		03/23/2004
Ticket Number:	0000086959	03/22/2004	2		03/24/2004
Ticket Number:	0000086947	03/22/2004	0		03/22/2004
Ticket Number:	0000087179	03/28/2004	4		04/01/2004
Ticket Number:	0000087223	03/29/2004	8		04/06/2004
Ticket Number:	0000087468	03/31/2004	1		04/01/2004
Ticket Number:	0000086569	03/16/2004	0		03/16/2004
<hr/>					
Average time to ticket resolution for	putro		3		
Maximum time to ticket resolution for	putro		15		
Minimum time to ticket resolution for	putro		0		

OIT BSG Non People

Average time to ticket resolution for	OIT BSG Non P	1
Maximum time to ticket resolution for	OIT BSG Non P	19
Minimum time to ticket resolution for	OIT BSG Non P	0

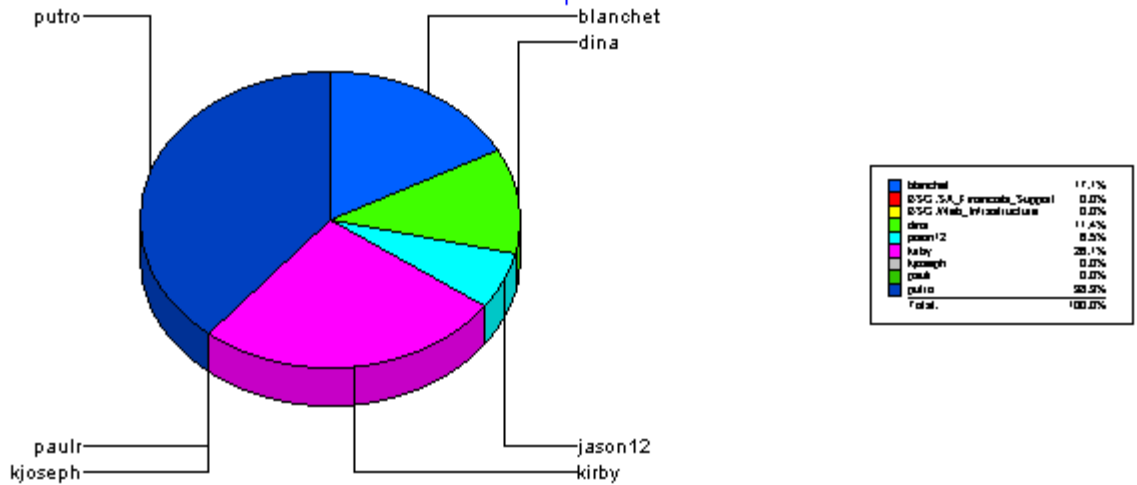
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		Total: 222			
chriss		Total: 34			
Closed		Total: 34			
Ticket Number: 0000086114	03/10/2004	0	03/11/2004	03/17/2004	
Ticket Number: 0000086134	03/11/2004	0	03/11/2004	03/17/2004	
Ticket Number: 0000086115	03/10/2004	0	03/11/2004	03/17/2004	
Ticket Number: 0000086620	03/17/2004	0	03/17/2004	03/23/2004	
Ticket Number: 0000086136	03/11/2004	0	03/11/2004	03/17/2004	
Ticket Number: 0000086205	03/11/2004	0	03/11/2004	03/17/2004	
Ticket Number: 0000087305	03/30/2004	0	03/30/2004	04/05/2004	
Ticket Number: 0000087516	03/31/2004	0	03/31/2004	04/06/2004	
Ticket Number: 0000087319	03/30/2004	0	03/30/2004	04/05/2004	
Ticket Number: 0000086794	03/19/2004	0	03/19/2004	03/25/2004	
Ticket Number: 0000086804	03/19/2004	0	03/19/2004	03/25/2004	
Ticket Number: 0000087096	03/24/2004	0	03/24/2004	03/30/2004	
Ticket Number: 0000087093	03/24/2004	0	03/24/2004	03/30/2004	
Ticket Number: 0000087087	03/24/2004	0	03/24/2004	03/30/2004	
Ticket Number: 0000087071	03/24/2004	0	03/24/2004	03/30/2004	
Ticket Number: 0000087057	03/24/2004	0	03/24/2004	03/30/2004	
Ticket Number: 0000087045	03/23/2004	1	03/24/2004	03/30/2004	
Ticket Number: 0000087037	03/23/2004	1	03/24/2004	03/30/2004	
Ticket Number: 0000087023	03/23/2004	0	03/23/2004	03/29/2004	
Ticket Number: 0000087014	03/23/2004	0	03/23/2004	03/29/2004	
Ticket Number: 0000086964	03/22/2004	0	03/22/2004	03/29/2004	
Ticket Number: 0000086962	03/22/2004	0	03/22/2004	03/29/2004	
Ticket Number: 0000086958	03/22/2004	0	03/22/2004	03/29/2004	
Ticket Number: 0000086818	03/19/2004	0	03/19/2004	03/25/2004	
Ticket Number: 0000085551	03/04/2004	0	03/04/2004	03/10/2004	
Ticket Number: 0000085322	03/02/2004	1	03/03/2004	03/09/2004	
Ticket Number: 0000085215	03/01/2004	0	03/01/2004	03/08/2004	
Ticket Number: 0000086942	03/22/2004	0	03/22/2004	03/29/2004	
Ticket Number: 0000085140	03/01/2004	0	03/01/2004	03/08/2004	
Ticket Number: 0000085556	03/04/2004	0	03/04/2004	03/10/2004	
Ticket Number: 0000086640	03/17/2004	0	03/17/2004	03/23/2004	
Ticket Number: 0000085562	03/04/2004	0	03/04/2004	03/10/2004	
Ticket Number: 0000085584	03/04/2004	0	03/04/2004	03/10/2004	
Ticket Number: 0000085580	03/04/2004	0	03/04/2004	03/10/2004	
-----		-----		-----	
Average time to ticket resolution for		chriss		0	
Maximum time to ticket resolution for		chriss		1	
Minimum time to ticket resolution for		chriss		0	
-----		-----		-----	
dharley		Total: 3			
Closed		Total: 3			
Ticket Number: 0000085560	03/04/2004	0		03/04/2004	
Ticket Number: 0000086086	03/10/2004	0		03/10/2004	
Ticket Number: 0000086281	03/12/2004	3		03/15/2004	
-----		-----		-----	
Average time to ticket resolution for		dharley		1	
Maximum time to ticket resolution for		dharley		3	
Minimum time to ticket resolution for		dharley		0	
-----		-----		-----	

OIT Business Systems: P

enoch

Total: **10**

Resolved

Total: **1**

Ticket Number: 0000086031 03/10/2004 27 04/06/2004

Closed

Total: **9**

Ticket Number: 0000087270	03/29/2004	0		03/29/2004
Ticket Number: 0000085596	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number: 0000085599	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number: 0000085711	03/05/2004	12	03/17/2004	03/23/2004
Ticket Number: 0000086722	03/18/2004	6	03/24/2004	03/30/2004
Ticket Number: 0000087019	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number: 0000086932	03/22/2004	0	03/22/2004	03/29/2004
Ticket Number: 0000086969	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number: 0000087069	03/24/2004	0	03/24/2004	03/30/2004

-----	-----	-----		
Average time to ticket resolution for	enoch			5
Maximum time to ticket resolution for	enoch			27
Minimum time to ticket resolution for	enoch			0
-----	-----	-----		

OIT Business Systems: P

haddaway

Total: 35

Closed

Total: 35

Ticket Number:	0000086612	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086796	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086830	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086847	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000087101	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000087282	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087022	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000087011	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000087005	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000086981	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000086911	03/21/2004	0	03/22/2004	03/29/2004
Ticket Number:	0000086846	03/19/2004	0		03/19/2004
Ticket Number:	0000087248	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087492	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087484	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087467	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087443	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087333	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087249	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086197	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000085571	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085687	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085690	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085917	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085948	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085919	03/09/2004	0		03/09/2004
Ticket Number:	0000085901	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085575	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085610	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085935	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085259	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085285	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085326	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085293	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085262	03/02/2004	2	03/04/2004	03/10/2004

Average time to ticket resolution for	haddaway	0
Maximum time to ticket resolution for	haddaway	2
Minimum time to ticket resolution for	haddaway	0

OIT Business Systems: P

jeremy

Total: 21

Closed Total: 21

Ticket Number:	0000085193	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085230	03/01/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085251	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085320	03/02/2004	3	03/05/2004	03/11/2004
Ticket Number:	0000085318	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085290	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085286	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085722	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085749	03/06/2004	5	03/11/2004	03/17/2004
Ticket Number:	0000086209	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000086546	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086540	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086518	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086436	03/15/2004	18	04/02/2004	04/08/2004
Ticket Number:	0000086240	03/12/2004	21	04/02/2004	04/08/2004
Ticket Number:	0000086398	03/15/2004	18	04/02/2004	04/08/2004
Ticket Number:	0000086250	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000087440	03/31/2004	2	04/02/2004	04/08/2004
Ticket Number:	0000087501	03/31/2004	2	04/02/2004	04/08/2004
Ticket Number:	0000086658	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000086938	03/22/2004	0	03/22/2004	03/29/2004

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

jgood

Total: 4

Closed Total: 4

Ticket Number:	0000086618	03/17/2004	0	03/17/2004	03/23/2004
Ticket Number:	0000085492	03/03/2004	12	03/15/2004	03/22/2004
Ticket Number:	0000086920	03/22/2004	0	03/22/2004	03/29/2004
Ticket Number:	0000085256	03/02/2004	0	03/02/2004	03/08/2004

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

jking

Total: 8

Closed Total: 8

Ticket Number:	0000085273	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085904	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000086972	03/22/2004	6		03/29/2004
Ticket Number:	0000087111	03/25/2004	4		03/29/2004
Ticket Number:	0000087514	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087515	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087512	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000086162	03/11/2004	0	03/11/2004	03/17/2004

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

**OIT Business Systems: P
jking4**

		<u>Total:</u> 10		
	Closed	<u>Total:</u> 10		
Ticket Number:	0000086117	03/10/2004	0	03/11/2004 03/17/2004
Ticket Number:	0000086386	03/15/2004	1	03/16/2004 03/17/2004
Ticket Number:	0000087313	03/30/2004	2	04/01/2004 04/07/2004
Ticket Number:	0000087519	03/31/2004	1	04/01/2004 04/07/2004
Ticket Number:	0000086698	03/18/2004	0	03/18/2004 03/24/2004
Ticket Number:	0000086996	03/23/2004	0	03/23/2004 03/29/2004
Ticket Number:	0000085733	03/05/2004	4	03/09/2004 03/15/2004
Ticket Number:	0000085247	03/02/2004	0	03/02/2004 03/08/2004
Ticket Number:	0000085452	03/03/2004	0	03/03/2004 03/03/2004
Ticket Number:	0000085453	03/03/2004	0	03/03/2004 03/03/2004
-----		-----		
Average time to ticket resolution for	jking4		1	
Maximum time to ticket resolution for	jking4		4	
Minimum time to ticket resolution for	jking4		0	
-----		-----		

OIT Business Systems: P

lrand

Total: **40**

Resolved

Total: **1**

Ticket Number: 0000085205 03/01/2004 35 04/05/2004

Closed

Total: **39**

Ticket Number:	0000085160	03/01/2004	3	03/04/2004	03/10/2004
Ticket Number:	0000086749	03/18/2004	14		04/01/2004
Ticket Number:	0000085152	03/01/2004	8	03/09/2004	03/15/2004
Ticket Number:	0000085203	03/01/2004	3	03/04/2004	03/10/2004
Ticket Number:	0000085426	03/03/2004	3	03/06/2004	03/12/2004
Ticket Number:	0000085321	03/02/2004	37		04/08/2004
Ticket Number:	0000085396	03/03/2004	36		04/08/2004
Ticket Number:	0000085664	03/05/2004	4	03/09/2004	03/15/2004
Ticket Number:	0000085488	03/03/2004	4	03/07/2004	03/15/2004
Ticket Number:	0000085515	03/04/2004	3	03/06/2004	03/12/2004
Ticket Number:	0000085616	03/04/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000085545	03/04/2004	4		03/07/2004
Ticket Number:	0000085662	03/05/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000085912	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000086047	03/10/2004	0		03/10/2004
Ticket Number:	0000086038	03/10/2004	1		03/11/2004
Ticket Number:	0000085941	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085665	03/05/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000086609	03/17/2004	15	04/01/2004	04/07/2004
Ticket Number:	0000086836	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086821	03/19/2004	0		03/19/2004
Ticket Number:	0000086819	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086810	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086792	03/19/2004	13	04/01/2004	04/07/2004
Ticket Number:	0000086723	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086706	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086648	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000087127	03/26/2004	0	03/26/2004	04/01/2004
Ticket Number:	0000086985	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000086946	03/22/2004	17		04/08/2004
Ticket Number:	0000086927	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number:	0000086629	03/17/2004	1	03/18/2004	03/24/2004
Ticket Number:	0000087288	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087517	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000086080	03/10/2004	29		04/08/2004
Ticket Number:	0000086574	03/16/2004	3	03/19/2004	03/25/2004
Ticket Number:	0000086476	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086475	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086473	03/15/2004	0	03/15/2004	03/22/2004

-----	-----	-----
Average time to ticket resolution for	lrand	6
Maximum time to ticket resolution for	lrand	37
Minimum time to ticket resolution for	lrand	0
-----	-----	-----

OIT Business Systems: P

preston

Total: **4**

Closed

Total: **4**

Ticket Number:	0000085657	03/05/2004	25	03/30/2004
Ticket Number:	0000085675	03/05/2004	7	03/12/2004
Ticket Number:	0000085133	03/01/2004	7	03/08/2004
Ticket Number:	0000085195	03/01/2004	1	03/02/2004

Average time to ticket resolution for

preston **10**

Maximum time to ticket resolution for

preston **25**

Minimum time to ticket resolution for

preston **1**

psimon

Total: **6**

Closed

Total: **6**

Ticket Number:	0000085447	03/03/2004	2	03/05/2004
Ticket Number:	0000085472	03/03/2004	1	03/04/2004
Ticket Number:	0000085523	03/04/2004	0	03/04/2004
Ticket Number:	0000085911	03/09/2004	0	03/09/2004
Ticket Number:	0000086011	03/10/2004	1	03/11/2004
Ticket Number:	0000086789	03/19/2004	0	03/19/2004

Average time to ticket resolution for

psimon **1**

Maximum time to ticket resolution for

psimon **2**

Minimum time to ticket resolution for

psimon **0**

OIT Business Systems: P

slong

Total: **34**

Resolved

Total: **2**

Ticket Number:	0000086437	03/15/2004	23	04/07/2004
Ticket Number:	0000086527	03/16/2004	22	04/07/2004

Closed

Total: **32**

Ticket Number:	0000085944	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085204	03/01/2004	10	03/11/2004	03/17/2004
Ticket Number:	0000085236	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085295	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085266	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085490	03/03/2004	5	03/08/2004	03/15/2004
Ticket Number:	0000085553	03/04/2004	6		03/10/2004
Ticket Number:	0000085497	03/03/2004	5	03/08/2004	03/15/2004
Ticket Number:	0000085977	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085843	03/08/2004	30		04/07/2004
Ticket Number:	0000085822	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085726	03/05/2004	6		03/11/2004
Ticket Number:	0000085710	03/05/2004	5	03/10/2004	03/16/2004
Ticket Number:	0000085667	03/05/2004	7		03/12/2004
Ticket Number:	0000086606	03/17/2004	21		04/07/2004
Ticket Number:	0000086628	03/17/2004	1	03/18/2004	03/24/2004
Ticket Number:	0000087017	03/23/2004	7	03/30/2004	04/05/2004
Ticket Number:	0000087103	03/24/2004	5	03/29/2004	04/05/2004
Ticket Number:	0000087089	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000087064	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000087016	03/23/2004	7	03/30/2004	04/05/2004
Ticket Number:	0000086963	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number:	0000086928	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number:	0000086828	03/19/2004	13	04/01/2004	04/07/2004
Ticket Number:	0000087231	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086735	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000087286	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087356	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087369	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087489	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000086158	03/11/2004	0		03/11/2004
Ticket Number:	0000086170	03/11/2004	0		03/11/2004

-----	-----	-----
Average time to ticket resolution for	slong	5
Maximum time to ticket resolution for	slong	30
Minimum time to ticket resolution for	slong	0
-----	-----	-----

OIT Business Systems: P

stephen

Total: **13**

Resolved

Total: **2**

Ticket Number:	0000086178	03/11/2004	26	04/06/2004
Ticket Number:	0000087502	03/31/2004	5	04/05/2004

Closed

Total: **11**

Ticket Number:	0000085827	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085608	03/04/2004	4	03/08/2004	03/15/2004
Ticket Number:	0000085734	03/05/2004	11	03/17/2004	03/23/2004
Ticket Number:	0000085663	03/05/2004	3	03/08/2004	03/15/2004
Ticket Number:	0000086116	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000087322	03/30/2004	2	04/01/2004	04/07/2004
Ticket Number:	0000087441	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087487	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000087479	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087321	03/30/2004	2	04/01/2004	04/07/2004
Ticket Number:	0000087376	03/30/2004	2	04/01/2004	04/07/2004

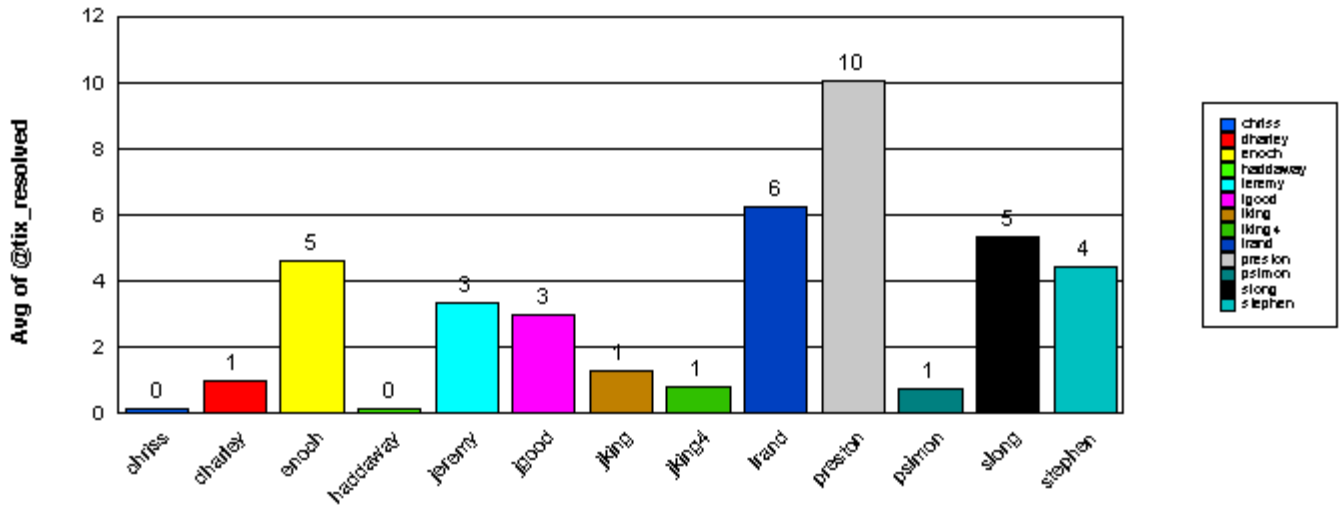
-----		-----	
Average time to ticket resolution for	stephen		4
Maximum time to ticket resolution for	stephen		26
Minimum time to ticket resolution for	stephen		0
-----		-----	

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	3
Maximum time to ticket resolution for	OIT Business S	37
Minimum time to ticket resolution for	OIT Business S	0

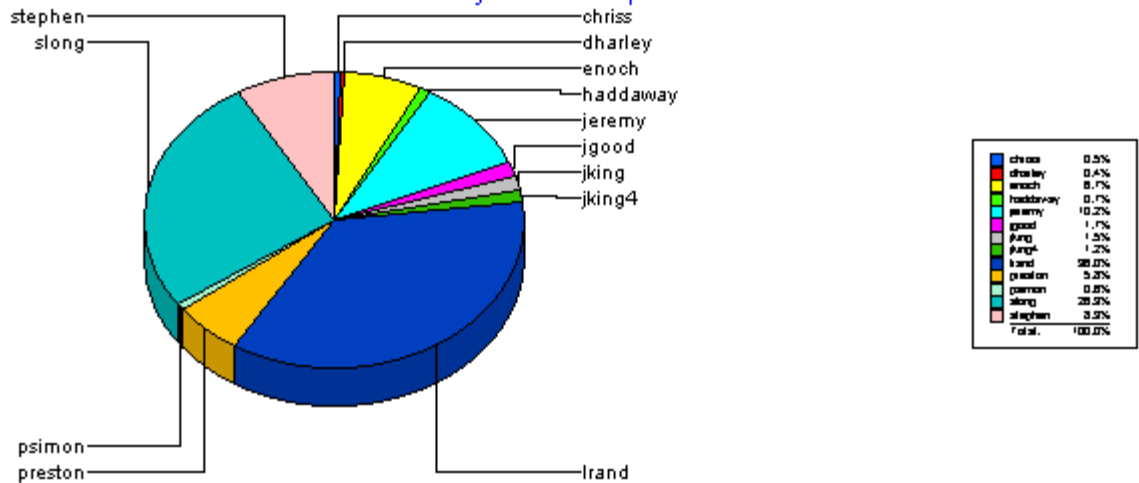
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



PC Labs

		<u>Total:</u>		
		3		
PCLabs		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number: 0000085964	03/09/2004		0	03/09/2004

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

skille1		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number: 0000085309	03/02/2004		13	03/15/2004 03/22/2004
Ticket Number: 0000087113	03/25/2004		7	04/01/2004 04/07/2004

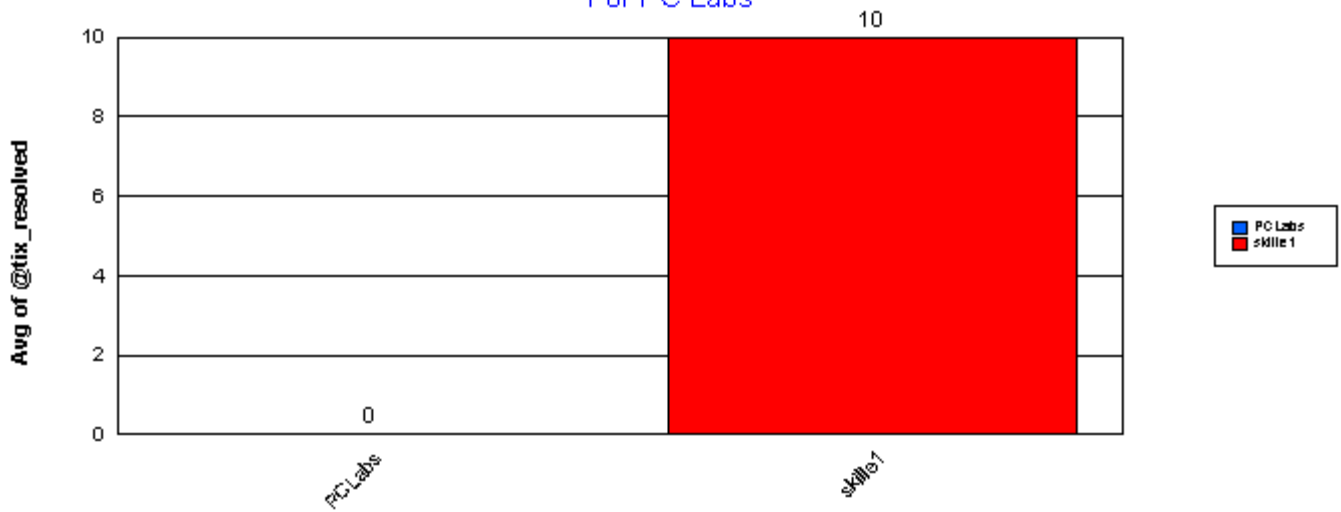
Average time to ticket resolution for	skille1		10	
Maximum time to ticket resolution for	skille1		13	
Minimum time to ticket resolution for	skille1		7	

PC Labs

Average time to ticket resolution for	PC Labs	7
Maximum time to ticket resolution for	PC Labs	13
Minimum time to ticket resolution for	PC Labs	0

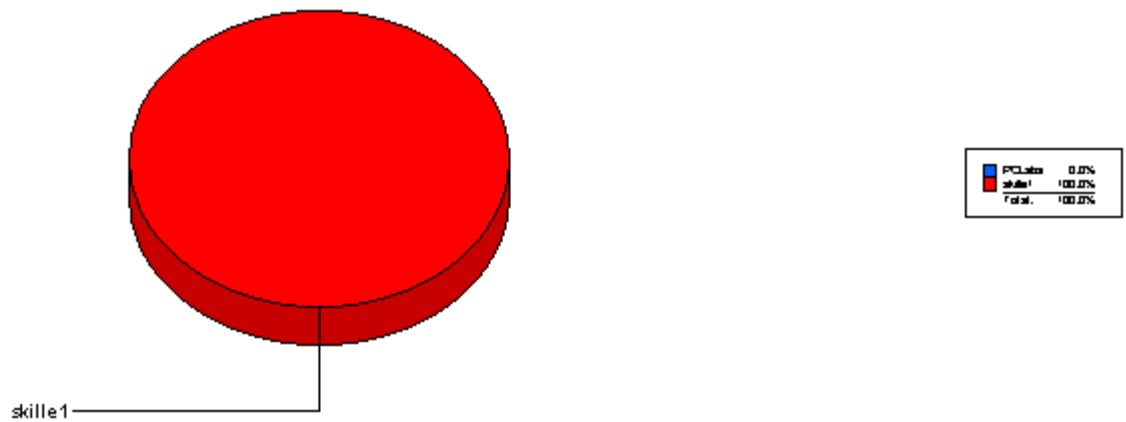
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

Total: 76

beakjal

Total: 15

Closed

Ticket Number:	0000087034	03/23/2004	6		03/29/2004
Ticket Number:	0000087156	03/27/2004	6	04/02/2004	04/08/2004
Ticket Number:	0000087126	03/26/2004	6	04/01/2004	04/07/2004
Ticket Number:	0000087201	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086210	03/11/2004	1	03/12/2004	03/18/2004
Ticket Number:	0000085169	03/01/2004	3	03/04/2004	03/10/2004
Ticket Number:	0000086057	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000085459	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000086268	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000085335	03/02/2004	10	03/12/2004	03/18/2004
Ticket Number:	0000085271	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085543	03/04/2004	8		03/12/2004
Ticket Number:	0000085745	03/06/2004	24	03/30/2004	04/05/2004
Ticket Number:	0000086044	03/10/2004	2	03/12/2004	03/18/2004
Ticket Number:	0000085942	03/09/2004	0	03/09/2004	03/15/2004

Average time to ticket resolution for	beakjal	5
Maximum time to ticket resolution for	beakjal	24
Minimum time to ticket resolution for	beakjal	0

cmckin1

Total: 24

Resolved

Ticket Number:	0000086652	03/17/2004	20	04/06/2004
Ticket Number:	0000087454	03/31/2004	7	04/07/2004

Total: 22

Closed

Ticket Number:	0000086151	03/11/2004	6	03/17/2004	03/23/2004
Ticket Number:	0000085190	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000086214	03/11/2004	4	03/15/2004	03/22/2004
Ticket Number:	0000085534	03/04/2004	25	03/29/2004	04/05/2004
Ticket Number:	0000085707	03/05/2004	11	03/16/2004	03/22/2004
Ticket Number:	0000085563	03/04/2004	8	03/12/2004	03/18/2004
Ticket Number:	0000086424	03/15/2004	3	03/18/2004	03/24/2004
Ticket Number:	0000085967	03/09/2004	7	03/16/2004	03/22/2004
Ticket Number:	0000085625	03/04/2004	14	03/18/2004	03/24/2004
Ticket Number:	0000086177	03/11/2004	4	03/15/2004	03/22/2004
Ticket Number:	0000086387	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086403	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086558	03/16/2004	2	03/18/2004	03/24/2004
Ticket Number:	0000086565	03/16/2004	6	03/22/2004	03/29/2004
Ticket Number:	0000086441	03/15/2004	3	03/18/2004	03/24/2004
Ticket Number:	0000086402	03/15/2004	3	03/18/2004	03/24/2004
Ticket Number:	0000086310	03/13/2004	2	03/15/2004	03/22/2004
Ticket Number:	0000086211	03/11/2004	6	03/17/2004	03/23/2004
Ticket Number:	0000086278	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086218	03/11/2004	6	03/17/2004	03/23/2004
Ticket Number:	0000086703	03/18/2004	14	04/01/2004	04/07/2004
Ticket Number:	0000086752	03/18/2004	4	03/22/2004	03/29/2004

Average time to ticket resolution for	cmckin1	7
Maximum time to ticket resolution for	cmckin1	25
Minimum time to ticket resolution for	cmckin1	0

Physical Networks

damian		<u>Total:</u>	9		
Closed		<u>Total:</u>	9		
Ticket Number:	0000086630	03/17/2004	6	03/23/2004	03/29/2004
Ticket Number:	0000086854	03/19/2004	4	03/23/2004	03/29/2004
Ticket Number:	0000086092	03/10/2004	5	03/15/2004	03/22/2004
Ticket Number:	0000085533	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085820	03/08/2004	4	03/12/2004	03/18/2004
Ticket Number:	0000085936	03/09/2004	1	03/10/2004	03/16/2004
Ticket Number:	0000085601	03/04/2004	8	03/12/2004	03/18/2004
Ticket Number:	0000085442	03/03/2004	5	03/08/2004	03/15/2004
Ticket Number:	0000085443	03/03/2004	0		03/03/2004
Average time to ticket resolution for		damian	4		
Maximum time to ticket resolution for		damian	8		
Minimum time to ticket resolution for		damian	0		
marc		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000085808	03/08/2004	0	03/08/2004	03/15/2004
Average time to ticket resolution for		marc	0		
Maximum time to ticket resolution for		marc	0		
Minimum time to ticket resolution for		marc	0		
rays1		<u>Total:</u>	3		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000087363	03/30/2004	8	04/07/2004	
Closed		<u>Total:</u>	2		
Ticket Number:	0000085713	03/05/2004	6	03/11/2004	03/17/2004
Ticket Number:	0000085855	03/08/2004	3	03/11/2004	03/17/2004
Average time to ticket resolution for		rays1	6		
Maximum time to ticket resolution for		rays1	8		
Minimum time to ticket resolution for		rays1	3		
vicki		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000085884	03/08/2004	3	03/11/2004	03/17/2004
Ticket Number:	0000086755	03/18/2004	0	03/18/2004	03/24/2004
Average time to ticket resolution for		vicki	1		
Maximum time to ticket resolution for		vicki	3		
Minimum time to ticket resolution for		vicki	0		

Physical Networks

zicka

Total: 22

Closed

Total: 22

Ticket Number:	0000086970	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number:	0000086999	03/23/2004	7	03/30/2004	04/05/2004
Ticket Number:	0000087073	03/24/2004	6	03/30/2004	04/05/2004
Ticket Number:	0000086990	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000087384	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087442	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000086259	03/12/2004	17	03/29/2004	04/05/2004
Ticket Number:	0000086510	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000087406	03/30/2004	2	04/01/2004	04/07/2004
Ticket Number:	0000086549	03/16/2004	1	03/17/2004	03/23/2004
Ticket Number:	0000087513	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000085541	03/04/2004	5	03/09/2004	03/15/2004
Ticket Number:	0000085956	03/09/2004	2	03/11/2004	03/17/2004
Ticket Number:	0000085712	03/05/2004	4	03/09/2004	03/15/2004
Ticket Number:	0000085860	03/08/2004	7	03/15/2004	03/22/2004
Ticket Number:	0000085943	03/09/2004	6		03/15/2004
Ticket Number:	0000085914	03/09/2004	2	03/11/2004	03/17/2004
Ticket Number:	0000085891	03/08/2004	1	03/09/2004	03/15/2004
Ticket Number:	0000087451	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000085570	03/04/2004	25	03/29/2004	04/05/2004
Ticket Number:	0000085147	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085194	03/01/2004	1	03/02/2004	03/08/2004

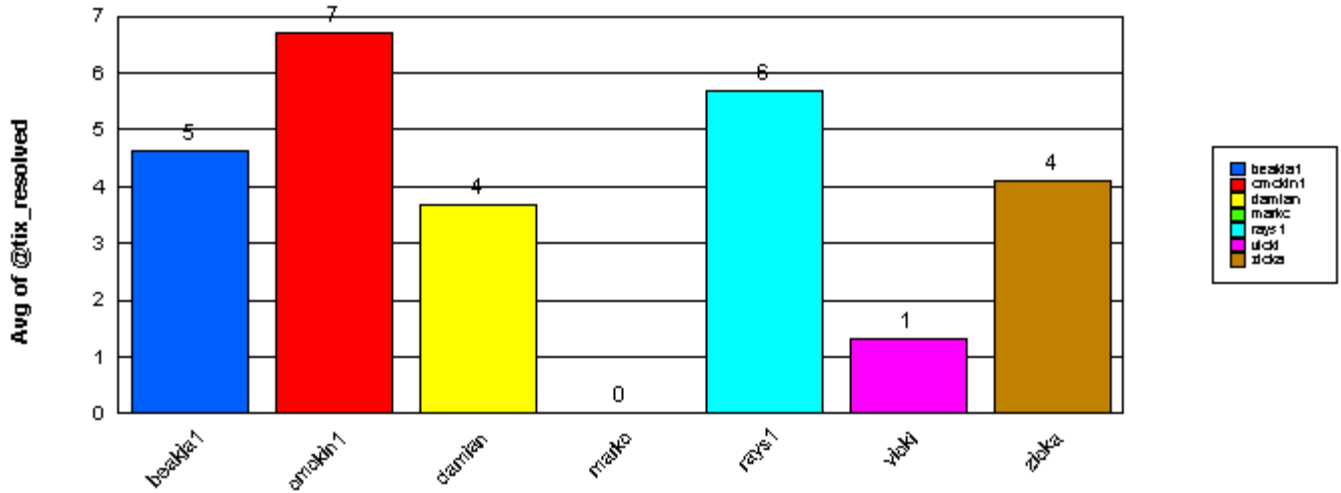
Average time to ticket resolution for	zicka	4
Maximum time to ticket resolution for	zicka	25
Minimum time to ticket resolution for	zicka	0

Physical Networks

Average time to ticket resolution for	Physical Networ	5
Maximum time to ticket resolution for	Physical Networ	25
Minimum time to ticket resolution for	Physical Networ	0

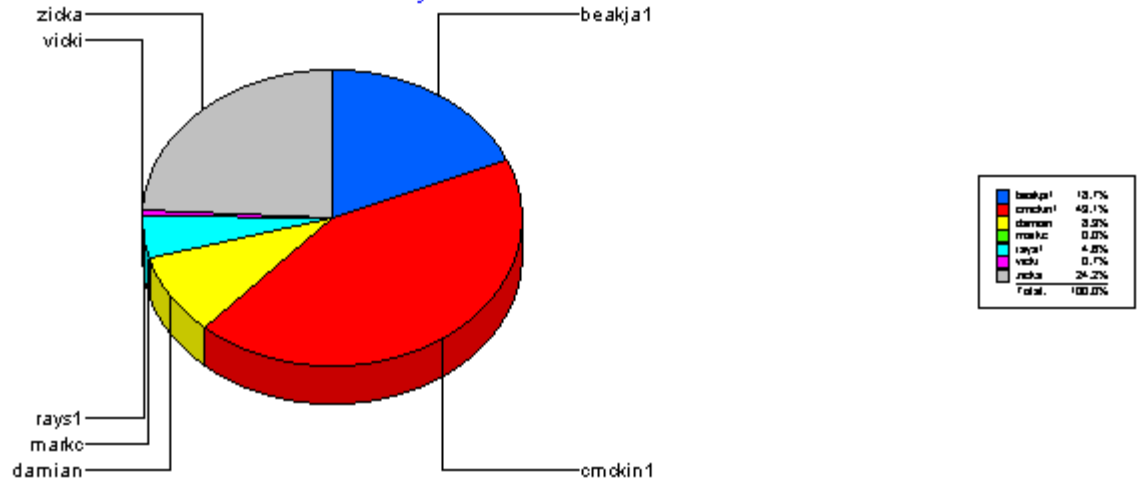
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks

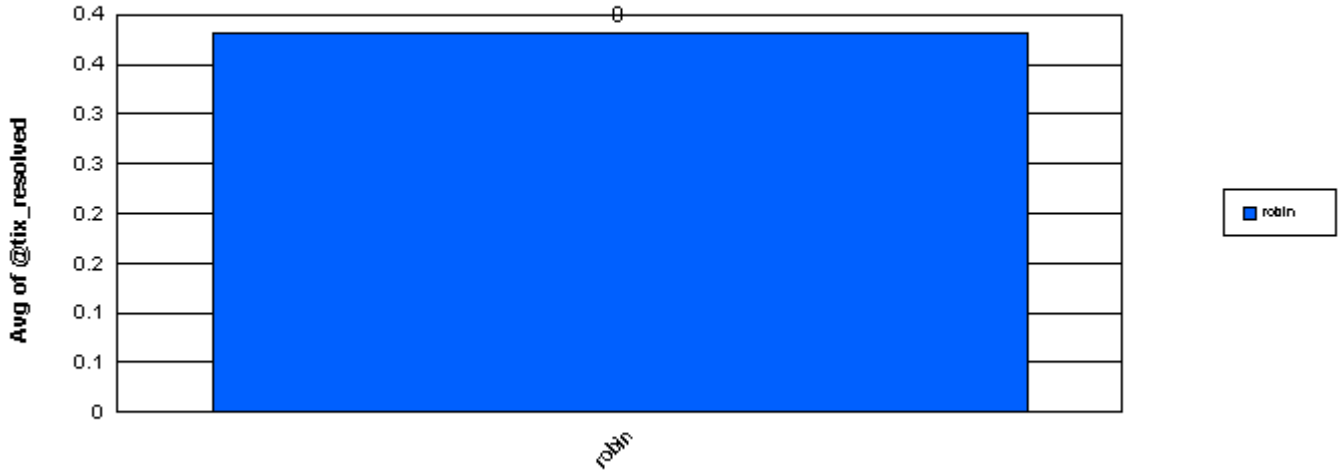


Security

		Total:	1		
robin	Closed	Total:	1		
Ticket Number: 0000085364		03/02/2004	0	03/03/2004	03/08/2004
-----		-----	-----		
Average time to ticket resolution for	robin		0		
Maximum time to ticket resolution for	robin		0		
Minimum time to ticket resolution for	robin		0		
-----		-----	-----		
Average time to ticket resolution for	Security		0		
Maximum time to ticket resolution for	Security		0		
Minimum time to ticket resolution for	Security		0		

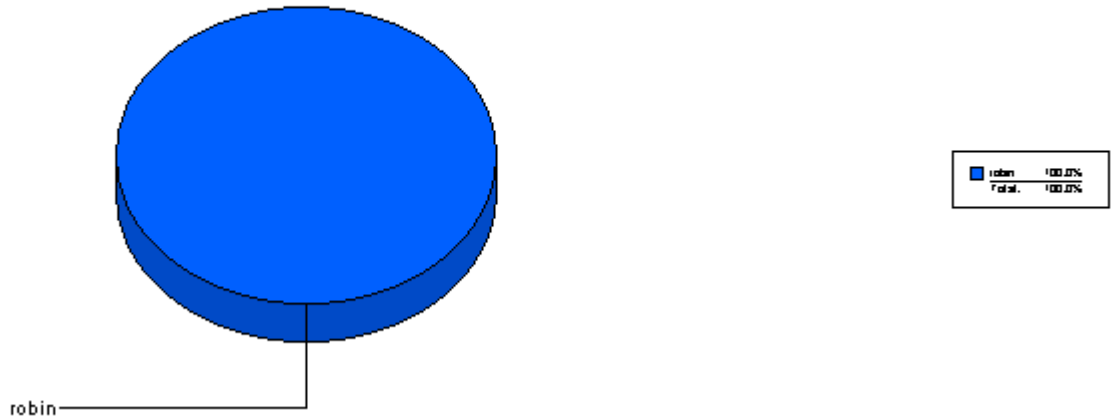
Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total: 261			
SysCore:Calendar		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000087349	03/30/2004	0	03/30/2004	03/30/2004
-----		-----		-----	
Average time to ticket resolution for	SysCore:Calend		0		
Maximum time to ticket resolution for	SysCore:Calend		0		
Minimum time to ticket resolution for	SysCore:Calend		0		
<hr/>		<hr/>		<hr/>	
banz		<u>Total:</u> 16			
Closed		<u>Total:</u> 16			
Ticket Number:	0000087250	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087297	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087524	03/31/2004	0		03/31/2004
Ticket Number:	0000086701	03/18/2004	0	03/18/2004	03/18/2004
Ticket Number:	0000086354	03/14/2004	1	03/15/2004	03/22/2004
Ticket Number:	0000085376	03/03/2004	0		03/03/2004
Ticket Number:	0000085479	03/03/2004	0		03/03/2004
Ticket Number:	0000085867	03/08/2004	3	03/11/2004	03/17/2004
Ticket Number:	0000085863	03/08/2004	3	03/11/2004	03/17/2004
Ticket Number:	0000085845	03/08/2004	7		03/15/2004
Ticket Number:	0000085807	03/08/2004	7		03/15/2004
Ticket Number:	0000085725	03/05/2004	6	03/11/2004	03/17/2004
Ticket Number:	0000085717	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085715	03/05/2004	10		03/15/2004
Ticket Number:	0000085618	03/04/2004	11	03/15/2004	03/22/2004
Ticket Number:	0000085500	03/03/2004	12	03/15/2004	03/22/2004
-----		-----		-----	
Average time to ticket resolution for	banz		4		
Maximum time to ticket resolution for	banz		12		
Minimum time to ticket resolution for	banz		0		
<hr/>		<hr/>		<hr/>	
dave		<u>Total:</u> 3			
Closed		<u>Total:</u> 3			
Ticket Number:	0000085130	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000087174	03/28/2004	2	03/30/2004	04/05/2004
Ticket Number:	0000087462	03/31/2004	0	03/31/2004	04/06/2004
-----		-----		-----	
Average time to ticket resolution for	dave		1		
Maximum time to ticket resolution for	dave		2		
Minimum time to ticket resolution for	dave		0		
<hr/>		<hr/>		<hr/>	

SysCore

jcgriego

Total: 48

Resolved

Total: 3

Ticket Number:	0000087000	03/23/2004	13	04/05/2004
Ticket Number:	0000087373	03/30/2004	6	04/05/2004
Ticket Number:	0000087426	03/31/2004	6	04/05/2004

Closed

Total: 45

Ticket Number:	0000086426	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000085188	03/01/2004	0		03/01/2004
Ticket Number:	0000085268	03/02/2004	1	03/03/2004	03/09/2004
Ticket Number:	0000085409	03/03/2004	0		03/03/2004
Ticket Number:	0000085444	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085467	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085429	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085801	03/08/2004	3	03/11/2004	03/17/2004
Ticket Number:	0000085222	03/01/2004	2	03/03/2004	03/09/2004
Ticket Number:	0000087275	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000085499	03/03/2004	8	03/11/2004	03/17/2004
Ticket Number:	0000085555	03/04/2004	7	03/11/2004	03/17/2004
Ticket Number:	0000085655	03/05/2004	6	03/11/2004	03/17/2004
Ticket Number:	0000085635	03/04/2004	7	03/11/2004	03/17/2004
Ticket Number:	0000085994	03/09/2004	6	03/15/2004	03/22/2004
Ticket Number:	0000085895	03/08/2004	3	03/11/2004	03/17/2004
Ticket Number:	0000087195	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087209	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087210	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087229	03/29/2004	1	03/30/2004	04/05/2004
Ticket Number:	0000087279	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087511	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000087466	03/31/2004	0	03/31/2004	04/06/2004
Ticket Number:	0000087383	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087234	03/29/2004	2	03/31/2004	04/06/2004
Ticket Number:	0000087228	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086601	03/17/2004	12	03/29/2004	04/05/2004
Ticket Number:	0000086608	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086637	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086720	03/18/2004	11	03/29/2004	04/05/2004
Ticket Number:	0000087082	03/24/2004	5	03/29/2004	04/05/2004
Ticket Number:	0000086961	03/22/2004	8	03/30/2004	03/31/2004
Ticket Number:	0000086731	03/18/2004	1	03/19/2004	03/25/2004
Ticket Number:	0000086705	03/18/2004	11		03/29/2004
Ticket Number:	0000086695	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086614	03/17/2004	2	03/19/2004	03/25/2004
Ticket Number:	0000086071	03/10/2004	5	03/15/2004	03/22/2004
Ticket Number:	0000086095	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086297	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086560	03/16/2004	3	03/19/2004	03/25/2004
Ticket Number:	0000086555	03/16/2004	13	03/29/2004	04/05/2004
Ticket Number:	0000086525	03/16/2004	3	03/19/2004	03/25/2004
Ticket Number:	0000086428	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086401	03/15/2004	0	03/15/2004	03/22/2004
Ticket Number:	0000086341	03/14/2004	1	03/15/2004	03/22/2004

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

jcgriego
 jcgriego
 jcgriego

3
13
0

SysCore

sbrown7

Resolved

Ticket Number: 0000087494

Total: **161**

Total: **1**

03/31/2004

6

04/06/2004

SysCore

	Closed	Total:	160		
Ticket Number:	0000087001	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000085319	03/02/2004	2	03/04/2004	03/10/2004
Ticket Number:	0000085614	03/04/2004	0		03/04/2004
Ticket Number:	0000085399	03/03/2004	0		03/03/2004
Ticket Number:	0000085397	03/03/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085371	03/02/2004	0	03/03/2004	03/09/2004
Ticket Number:	0000085328	03/02/2004	1		03/03/2004
Ticket Number:	0000085313	03/02/2004	20	03/22/2004	03/29/2004
Ticket Number:	0000085296	03/02/2004	2	03/04/2004	03/10/2004
Ticket Number:	0000085291	03/02/2004	1		03/03/2004
Ticket Number:	0000085283	03/02/2004	0	03/02/2004	03/08/2004
Ticket Number:	0000085450	03/03/2004	0		03/03/2004
Ticket Number:	0000085229	03/01/2004	21		03/22/2004
Ticket Number:	0000085517	03/04/2004	0	03/04/2004	03/09/2004
Ticket Number:	0000085197	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085189	03/01/2004	1	03/02/2004	03/08/2004
Ticket Number:	0000085164	03/01/2004	0	03/01/2004	03/08/2004
Ticket Number:	0000085524	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000087271	03/29/2004	2	03/31/2004	04/06/2004
Ticket Number:	0000087455	03/31/2004	0		03/31/2004
Ticket Number:	0000085427	03/03/2004	0		03/03/2004
Ticket Number:	0000085509	03/03/2004	1	03/04/2004	03/09/2004
Ticket Number:	0000085597	03/04/2004	8	03/12/2004	03/18/2004
Ticket Number:	0000085613	03/04/2004	6	03/10/2004	03/16/2004
Ticket Number:	0000085620	03/04/2004	0		03/04/2004
Ticket Number:	0000085947	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085932	03/09/2004	0		03/09/2004
Ticket Number:	0000085924	03/09/2004	0		03/09/2004
Ticket Number:	0000085923	03/09/2004	0		03/09/2004
Ticket Number:	0000085910	03/09/2004	0		03/09/2004
Ticket Number:	0000085898	03/09/2004	0		03/09/2004
Ticket Number:	0000085906	03/09/2004	0		03/09/2004
Ticket Number:	0000085861	03/08/2004	0		03/08/2004
Ticket Number:	0000085931	03/09/2004	0		03/09/2004
Ticket Number:	0000085852	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085833	03/08/2004	0	03/08/2004	03/15/2004
Ticket Number:	0000085892	03/08/2004	0		03/09/2004
Ticket Number:	0000086045	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086042	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086002	03/10/2004	0		03/10/2004
Ticket Number:	0000085978	03/09/2004	1		03/10/2004
Ticket Number:	0000085976	03/09/2004	0	03/09/2004	03/15/2004
Ticket Number:	0000085975	03/09/2004	0	03/09/2004	03/09/2004
Ticket Number:	0000085781	03/07/2004	1		03/08/2004
Ticket Number:	0000085771	03/07/2004	1		03/08/2004
Ticket Number:	0000085764	03/06/2004	2	03/08/2004	03/15/2004
Ticket Number:	0000085718	03/05/2004	17	03/22/2004	03/29/2004
Ticket Number:	0000086032	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000085691	03/05/2004	13	03/18/2004	03/24/2004
Ticket Number:	0000085676	03/05/2004	0	03/05/2004	03/11/2004
Ticket Number:	0000085670	03/05/2004	5	03/10/2004	03/16/2004
Ticket Number:	0000085669	03/05/2004	0		03/05/2004
Ticket Number:	0000085666	03/05/2004	0	03/05/2004	03/05/2004

SysCore

Ticket Number:	0000085642	03/04/2004	1		03/05/2004
Ticket Number:	0000085636	03/04/2004	1		03/05/2004
Ticket Number:	0000085633	03/04/2004	6	03/10/2004	03/11/2004
Ticket Number:	0000085623	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000086072	03/10/2004	0		03/10/2004
Ticket Number:	0000086110	03/10/2004	1	03/11/2004	03/17/2004
Ticket Number:	0000086105	03/10/2004	1		03/11/2004
Ticket Number:	0000086107	03/10/2004	1		03/11/2004
Ticket Number:	0000086480	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086467	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000086456	03/15/2004	0	03/15/2004	03/16/2004
Ticket Number:	0000086454	03/15/2004	1	03/16/2004	03/16/2004
Ticket Number:	0000086409	03/15/2004	0		03/15/2004
Ticket Number:	0000086304	03/13/2004	1		03/13/2004
Ticket Number:	0000086294	03/12/2004	1		03/13/2004
Ticket Number:	0000086282	03/12/2004	3	03/15/2004	03/22/2004
Ticket Number:	0000086266	03/12/2004	0		03/12/2004
Ticket Number:	0000086256	03/12/2004	0	03/12/2004	03/18/2004
Ticket Number:	0000086577	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086561	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000087079	03/24/2004	0		03/24/2004
Ticket Number:	0000086545	03/16/2004	0		03/16/2004
Ticket Number:	0000086511	03/16/2004	2	03/18/2004	03/24/2004
Ticket Number:	0000086509	03/16/2004	0		03/16/2004
Ticket Number:	0000086508	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086182	03/11/2004	0		03/11/2004
Ticket Number:	0000086169	03/11/2004	0		03/11/2004
Ticket Number:	0000086161	03/11/2004	6	03/17/2004	03/23/2004
Ticket Number:	0000086160	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086138	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086129	03/11/2004	0	03/11/2004	03/17/2004
Ticket Number:	0000086126	03/11/2004	0		03/11/2004
Ticket Number:	0000086098	03/10/2004	0		03/10/2004
Ticket Number:	0000086323	03/13/2004	0	03/13/2004	03/19/2004
Ticket Number:	0000086091	03/10/2004	0	03/10/2004	03/16/2004
Ticket Number:	0000086631	03/17/2004	0		03/17/2004
Ticket Number:	0000086682	03/17/2004	1		03/18/2004
Ticket Number:	0000086675	03/17/2004	1		03/18/2004
Ticket Number:	0000086948	03/22/2004	0		03/22/2004
Ticket Number:	0000086684	03/17/2004	0		03/18/2004
Ticket Number:	0000087108	03/25/2004	4	03/29/2004	04/05/2004
Ticket Number:	0000087106	03/25/2004	4		03/28/2004
Ticket Number:	0000087104	03/24/2004	4		03/28/2004
Ticket Number:	0000087066	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000087065	03/24/2004	0		03/24/2004
Ticket Number:	0000087063	03/24/2004	0	03/24/2004	03/30/2004
Ticket Number:	0000087059	03/24/2004	0		03/24/2004
Ticket Number:	0000087044	03/23/2004	1	03/24/2004	03/30/2004
Ticket Number:	0000087024	03/23/2004	1	03/24/2004	03/30/2004
Ticket Number:	0000087146	03/27/2004	2	03/29/2004	04/05/2004
Ticket Number:	0000087135	03/27/2004	2		03/28/2004
Ticket Number:	0000087134	03/27/2004	2		03/28/2004
Ticket Number:	0000087133	03/27/2004	2		03/28/2004
Ticket Number:	0000087123	03/26/2004	2		03/28/2004

SysCore

Ticket Number:	0000087120	03/26/2004	3		03/28/2004
Ticket Number:	0000087119	03/26/2004	3		03/28/2004
Ticket Number:	0000087118	03/25/2004	3		03/28/2004
Ticket Number:	0000087116	03/25/2004	4		03/29/2004
Ticket Number:	0000087109	03/25/2004	3		03/28/2004
Ticket Number:	0000087020	03/23/2004	1	03/24/2004	03/30/2004
Ticket Number:	0000086968	03/22/2004	1	03/23/2004	03/29/2004
Ticket Number:	0000086955	03/22/2004	0	03/22/2004	03/29/2004
Ticket Number:	0000087214	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000086954	03/22/2004	0		03/22/2004
Ticket Number:	0000086914	03/22/2004	0		03/22/2004
Ticket Number:	0000086910	03/21/2004	1		03/22/2004
Ticket Number:	0000086893	03/21/2004	1		03/22/2004
Ticket Number:	0000087027	03/23/2004	1	03/24/2004	03/30/2004
Ticket Number:	0000086889	03/20/2004	2		03/22/2004
Ticket Number:	0000086874	03/20/2004	2	03/22/2004	03/29/2004
Ticket Number:	0000087088	03/24/2004	0		03/24/2004
Ticket Number:	0000086841	03/19/2004	0		03/19/2004
Ticket Number:	0000086829	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086783	03/19/2004	0		03/19/2004
Ticket Number:	0000086777	03/19/2004	0		03/19/2004
Ticket Number:	0000086765	03/18/2004	0		03/18/2004
Ticket Number:	0000086746	03/18/2004	0		03/18/2004
Ticket Number:	0000086745	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086743	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086739	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086855	03/19/2004	0	03/19/2004	03/25/2004
Ticket Number:	0000086721	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086699	03/18/2004	0		03/18/2004
Ticket Number:	0000087164	03/28/2004	0		03/28/2004
Ticket Number:	0000087170	03/28/2004	0		03/28/2004
Ticket Number:	0000087241	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087506	03/31/2004	1	04/01/2004	04/07/2004
Ticket Number:	0000087448	03/31/2004	0		03/31/2004
Ticket Number:	0000087445	03/31/2004	0		03/31/2004
Ticket Number:	0000087433	03/31/2004	0		03/31/2004
Ticket Number:	0000087413	03/30/2004	1	03/31/2004	04/06/2004
Ticket Number:	0000087392	03/30/2004	3	04/02/2004	04/08/2004
Ticket Number:	0000087311	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087309	03/30/2004	0		03/30/2004
Ticket Number:	0000087295	03/29/2004	1		03/30/2004
Ticket Number:	0000087291	03/29/2004	1		03/30/2004
Ticket Number:	0000087308	03/30/2004	0		03/30/2004
Ticket Number:	0000087269	03/29/2004	0		03/29/2004
Ticket Number:	0000087258	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087239	03/29/2004	0		03/29/2004
Ticket Number:	0000087220	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087374	03/30/2004	0		03/30/2004
Ticket Number:	0000087370	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087345	03/30/2004	0	03/30/2004	04/05/2004
Ticket Number:	0000087212	03/29/2004	0	03/29/2004	04/05/2004
Ticket Number:	0000087205	03/29/2004	0		03/29/2004
Ticket Number:	0000087171	03/28/2004	1	03/29/2004	04/05/2004

SysCore

Average time to ticket resolution for	sbrown7	1
Maximum time to ticket resolution for	sbrown7	21
Minimum time to ticket resolution for	sbrown7	0

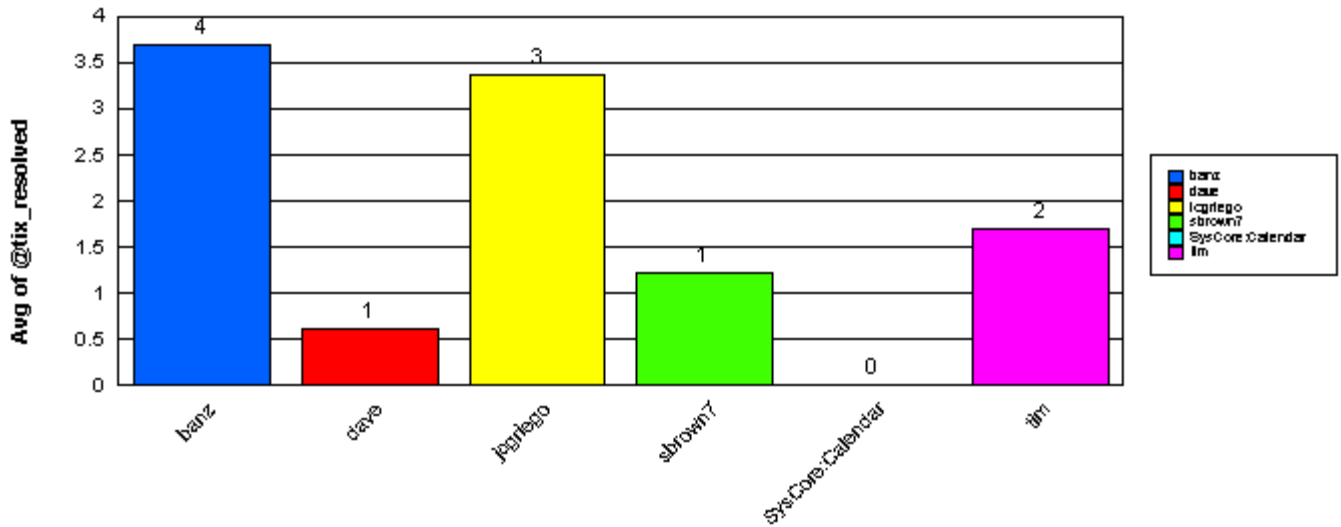
tim	Closed	Total:	32		
		Total:	32		
Ticket Number:	0000086642	03/17/2004	0		03/17/2004
Ticket Number:	0000087048	03/24/2004	0		03/24/2004
Ticket Number:	0000087033	03/23/2004	0	03/23/2004	03/29/2004
Ticket Number:	0000086760	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000086667	03/17/2004	6	03/23/2004	03/29/2004
Ticket Number:	0000086724	03/18/2004	0	03/18/2004	03/24/2004
Ticket Number:	0000087244	03/29/2004	2	03/31/2004	04/06/2004
Ticket Number:	0000087348	03/30/2004	1		03/31/2004
Ticket Number:	0000086055	03/10/2004	0		03/10/2004
Ticket Number:	0000086112	03/10/2004	5	03/15/2004	03/22/2004
Ticket Number:	0000086081	03/10/2004	5	03/15/2004	03/22/2004
Ticket Number:	0000086077	03/10/2004	0		03/10/2004
Ticket Number:	0000086455	03/15/2004	2	03/17/2004	03/23/2004
Ticket Number:	0000086479	03/15/2004	0	03/16/2004	03/17/2004
Ticket Number:	0000086519	03/16/2004	0	03/16/2004	03/22/2004
Ticket Number:	0000086493	03/16/2004	0		03/16/2004
Ticket Number:	0000086490	03/16/2004	0		03/16/2004
Ticket Number:	0000086469	03/15/2004	1	03/16/2004	03/22/2004
Ticket Number:	0000085503	03/03/2004	1		03/04/2004
Ticket Number:	0000085600	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000085992	03/09/2004	7	03/16/2004	03/17/2004
Ticket Number:	0000085878	03/08/2004	2	03/10/2004	03/16/2004
Ticket Number:	0000085561	03/04/2004	0		03/04/2004
Ticket Number:	0000085546	03/04/2004	6	03/10/2004	03/16/2004
Ticket Number:	0000085628	03/04/2004	6	03/10/2004	03/16/2004
Ticket Number:	0000085135	03/01/2004	3	03/04/2004	03/10/2004
Ticket Number:	0000085211	03/01/2004	3	03/04/2004	03/10/2004
Ticket Number:	0000085287	03/02/2004	0		03/02/2004
Ticket Number:	0000085413	03/03/2004	1	03/04/2004	03/10/2004
Ticket Number:	0000085332	03/02/2004	2	03/04/2004	03/10/2004
Ticket Number:	0000085279	03/02/2004	0		03/02/2004
Ticket Number:	0000085258	03/02/2004	2	03/04/2004	03/10/2004
Average time to ticket resolution for	tim		2		
Maximum time to ticket resolution for	tim		7		
Minimum time to ticket resolution for	tim		0		

SysCore

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

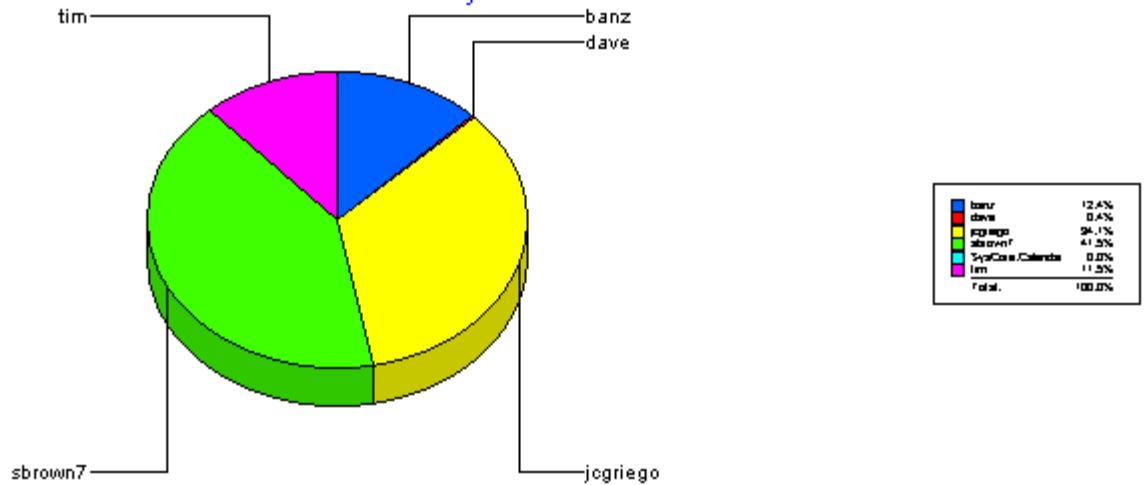
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

		Total: 40	
champ		Total: 21	
Closed		Total: 21	
Ticket Number:	0000087473	03/31/2004	0
Ticket Number:	0000085475	03/03/2004	19
Ticket Number:	0000085441	03/03/2004	0
Ticket Number:	0000085200	03/01/2004	2
Ticket Number:	0000085159	03/01/2004	0
Ticket Number:	0000085327	03/02/2004	1
Ticket Number:	0000085344	03/02/2004	1
Ticket Number:	0000085886	03/08/2004	1
Ticket Number:	0000085831	03/08/2004	1
Ticket Number:	0000086420	03/15/2004	0
Ticket Number:	0000085885	03/08/2004	1
Ticket Number:	0000086224	03/11/2004	5
Ticket Number:	0000086293	03/12/2004	10
Ticket Number:	0000086538	03/16/2004	0
Ticket Number:	0000086615	03/17/2004	5
Ticket Number:	0000087099	03/24/2004	5
Ticket Number:	0000087067	03/24/2004	0
Ticket Number:	0000086992	03/23/2004	13
Ticket Number:	0000086761	03/18/2004	4
Ticket Number:	0000087232	03/29/2004	0
Ticket Number:	0000087242	03/29/2004	0
-----		-----	
Average time to ticket resolution for		champ	3
Maximum time to ticket resolution for		champ	19
Minimum time to ticket resolution for		champ	0
laura		Total: 14	
Closed		Total: 14	
Ticket Number:	0000086595	03/17/2004	0
Ticket Number:	0000086691	03/18/2004	0
Ticket Number:	0000086759	03/18/2004	1
Ticket Number:	0000086130	03/11/2004	0
Ticket Number:	0000085795	03/08/2004	0
Ticket Number:	0000085903	03/09/2004	0
Ticket Number:	0000085880	03/08/2004	1
Ticket Number:	0000086344	03/14/2004	1
Ticket Number:	0000086289	03/12/2004	3
Ticket Number:	0000086492	03/16/2004	0
Ticket Number:	0000086208	03/11/2004	4
Ticket Number:	0000085237	03/02/2004	3
Ticket Number:	0000085408	03/03/2004	0
Ticket Number:	0000086007	03/10/2004	0
-----		-----	
Average time to ticket resolution for		laura	1
Maximum time to ticket resolution for		laura	4
Minimum time to ticket resolution for		laura	0

SysDept

randy

Total: **5**

Closed

Total: **5**

Ticket Number:	0000085826	03/08/2004	9	03/17/2004	03/23/2004
Ticket Number:	0000085703	03/05/2004	6	03/11/2004	03/17/2004
Ticket Number:	0000085926	03/09/2004	2	03/11/2004	03/17/2004
Ticket Number:	0000085538	03/04/2004	0	03/04/2004	03/10/2004
Ticket Number:	0000086730	03/18/2004	13	03/31/2004	04/06/2004

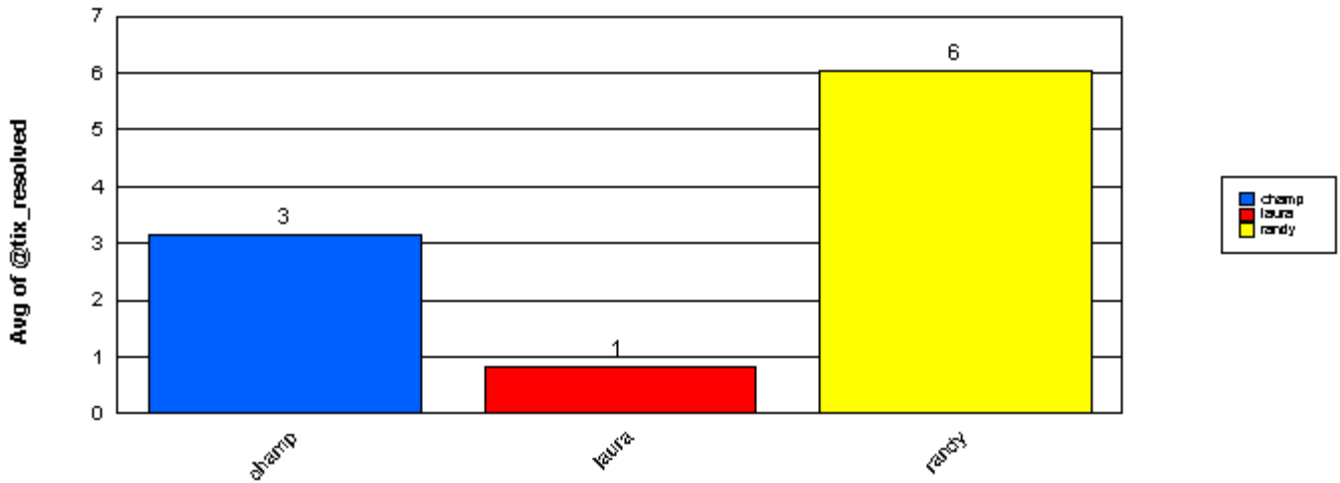
Average time to ticket resolution for	randy	6
Maximum time to ticket resolution for	randy	13
Minimum time to ticket resolution for	randy	0

SysDept

Average time to ticket resolution for	SysDept	3
Maximum time to ticket resolution for	SysDept	19
Minimum time to ticket resolution for	SysDept	0

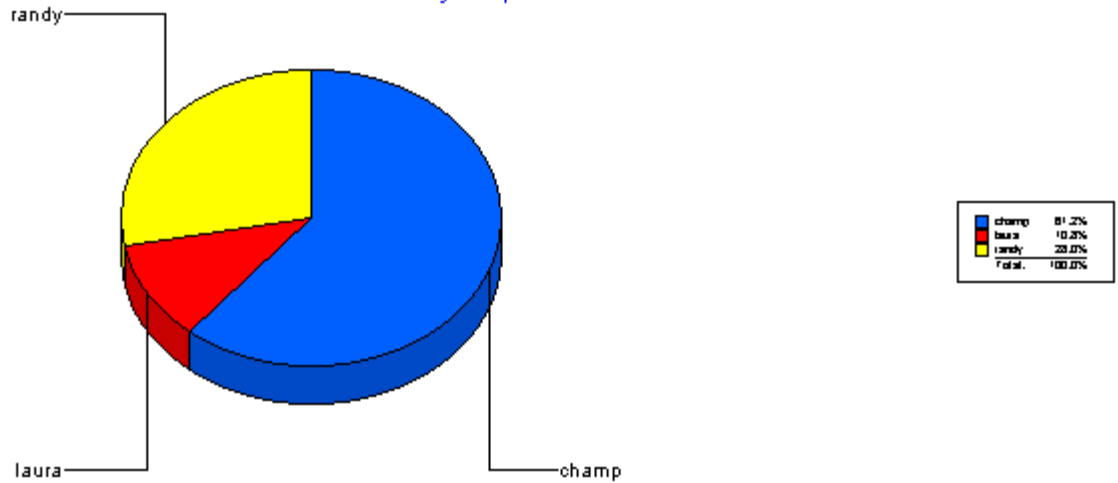
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 03/01/2004 and 03/31/2004 :

2101

Total Remedy Tickets Created between: 03/01/2004 and 03/31/2004 :

2101

Maximum time to resolution	37
Minimum time to resolution	0
Total Average time to ticket resolution	2.41