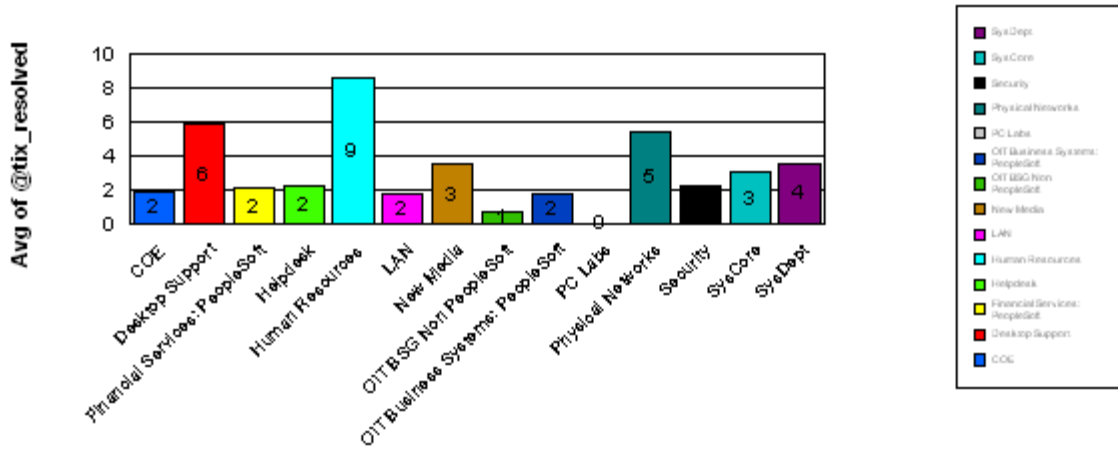


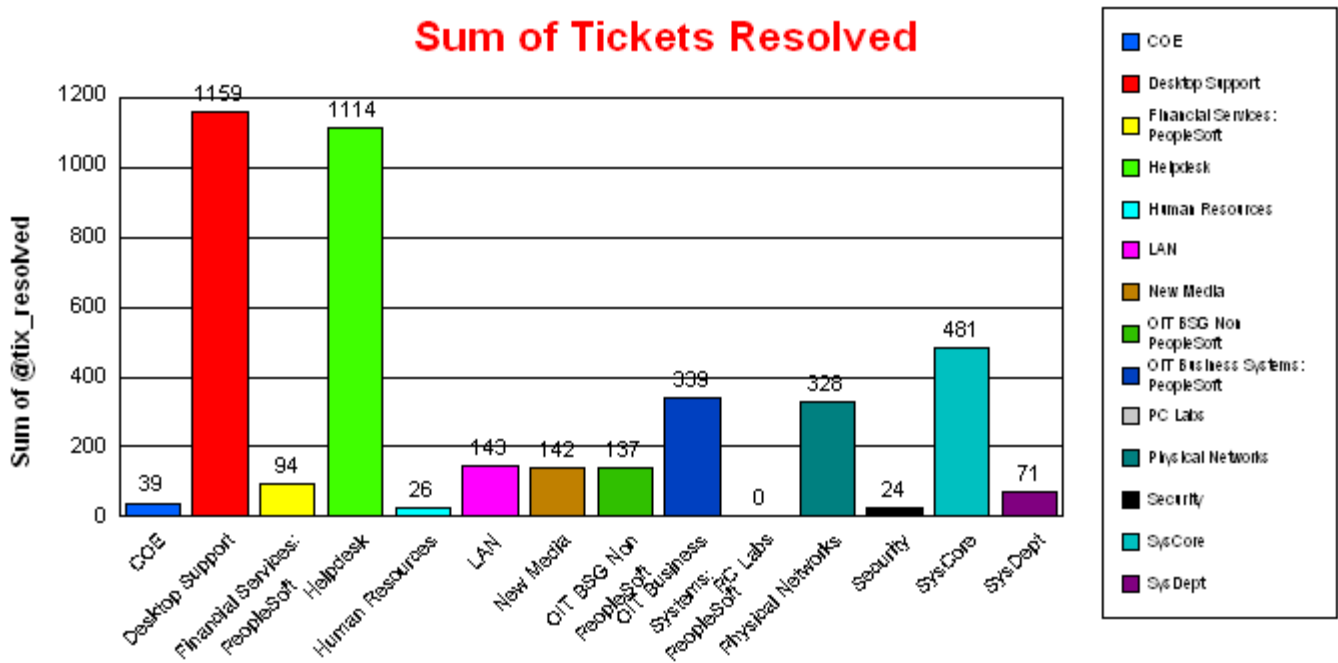
Average Length to Resolution

Ticket Created Between March 01, 2005 to March 31, 2005

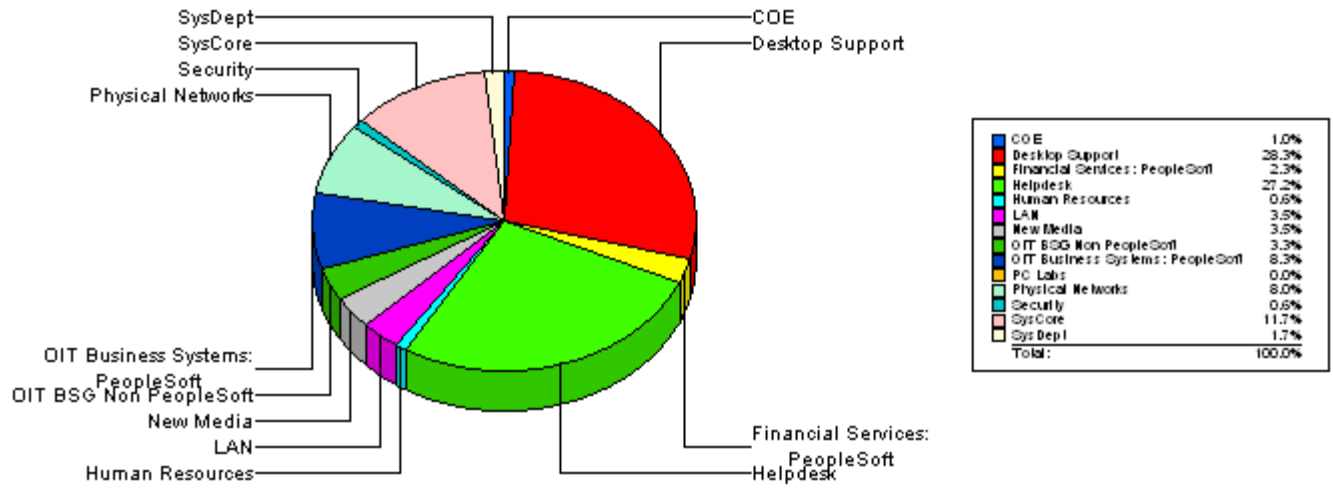
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



COE

		<u>Total:</u> 21	
champ	Closed	<u>Total:</u> 21	
Ticket Number:	0000112533	03/08/2005	1
Ticket Number:	0000111978	03/01/2005	2
Ticket Number:	0000112213	03/03/2005	6
Ticket Number:	0000111976	03/01/2005	0
Ticket Number:	0000112273	03/04/2005	3
Ticket Number:	0000112120	03/02/2005	7
Ticket Number:	0000112249	03/04/2005	0
Ticket Number:	0000112124	03/02/2005	1
Ticket Number:	0000112200	03/03/2005	6
Ticket Number:	0000112284	03/04/2005	3
Ticket Number:	0000112401	03/07/2005	2
Ticket Number:	0000112534	03/08/2005	1
Ticket Number:	0000113021	03/16/2005	2
Ticket Number:	0000112664	03/10/2005	0
Ticket Number:	0000112530	03/08/2005	1
Ticket Number:	0000112491	03/08/2005	1
Ticket Number:	0000112716	03/10/2005	1
Ticket Number:	0000112727	03/10/2005	1
Ticket Number:	0000112881	03/14/2005	1
Ticket Number:	0000112945	03/15/2005	1
Ticket Number:	0000112932	03/15/2005	0
-----		-----	-----
Average time to ticket resolution for		champ	2
Maximum time to ticket resolution for		champ	7
Minimum time to ticket resolution for		champ	0

COE

Average time to ticket resolution for

COE

2

Maximum time to ticket resolution for

COE

7

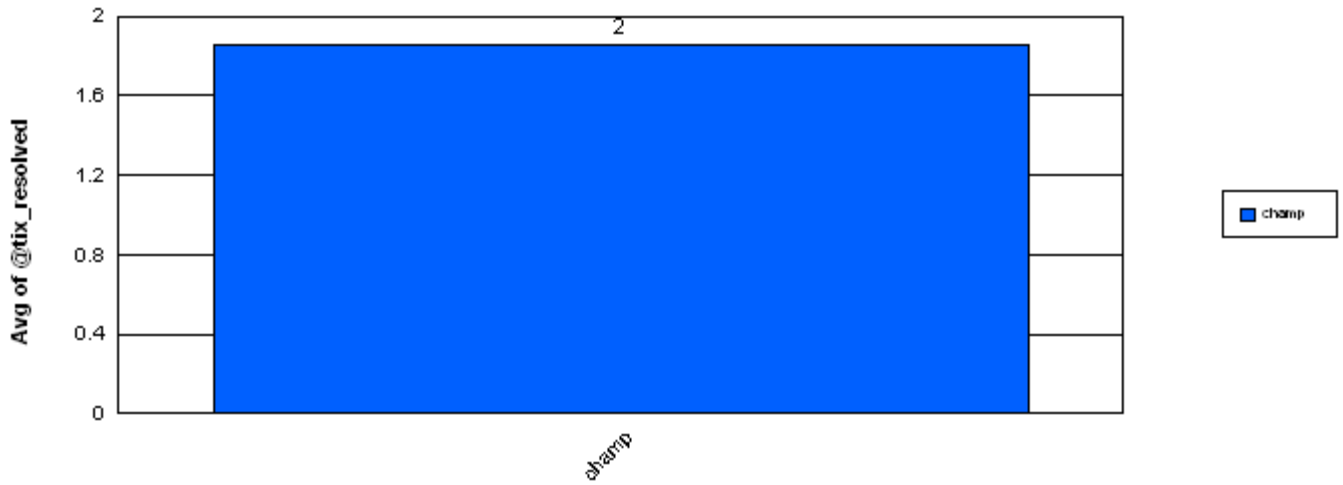
Minimum time to ticket resolution for

COE

0

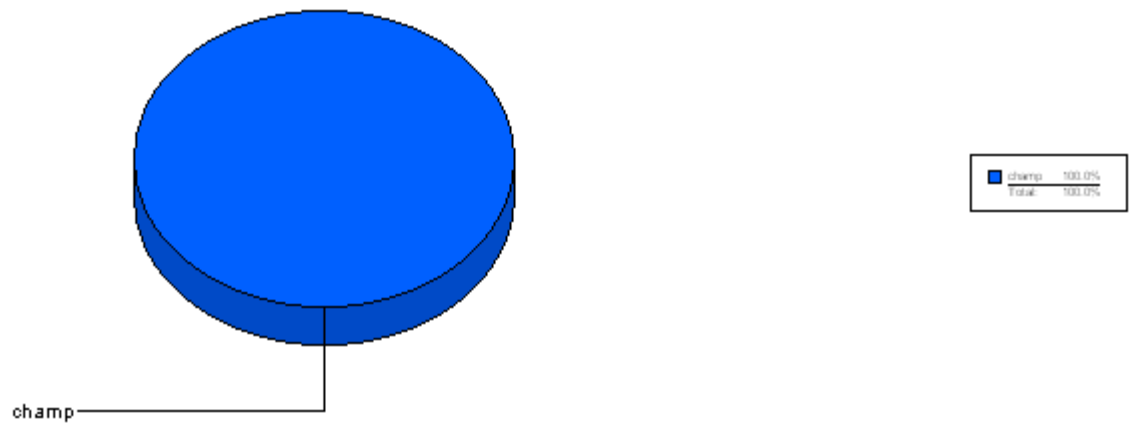
Avg of Each Ticket Resolved

For COE



Percentage of Sum of Tickets Resolved

For COE



Desktop Support

		Total:	200		
Desktop		<u>Total:</u>	3		
	Closed	<u>Total:</u>	3		
Ticket Number:	0000112911	03/15/2005	0	03/15/2005	
Ticket Number:	0000113004	03/16/2005	0	03/16/2005	
Ticket Number:	0000112910	03/15/2005	0	03/15/2005	
-----		-----	-----	-----	-----
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/>		
	chrism	<u>Total:</u>	1		
	Closed	<u>Total:</u>	1		
Ticket Number:	0000112875	03/14/2005	1	03/15/2005	03/21/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		chrism	1		
Maximum time to ticket resolution for		chrism	1		
Minimum time to ticket resolution for		chrism	1		
<hr/>		<hr/>	<hr/>		

Desktop Support

edortiz

Total: **43**

Resolved

Total: **10**

Ticket Number:	0000112835	03/14/2005	18	04/01/2005
Ticket Number:	0000113136	03/18/2005	17	04/04/2005
Ticket Number:	0000113185	03/19/2005	11	03/30/2005
Ticket Number:	0000113187	03/19/2005	13	04/01/2005
Ticket Number:	0000113676	03/30/2005	5	04/04/2005
Ticket Number:	0000113765	03/31/2005	4	04/04/2005
Ticket Number:	0000113755	03/31/2005	1	04/01/2005
Ticket Number:	0000113613	03/29/2005	3	04/01/2005
Ticket Number:	0000113377	03/24/2005	8	04/01/2005
Ticket Number:	0000113479	03/28/2005	4	04/01/2005

Closed

Total: **33**

Ticket Number:	0000112103	03/02/2005	5	03/07/2005	03/14/2005
Ticket Number:	0000112148	03/03/2005	4	03/07/2005	03/14/2005
Ticket Number:	0000112163	03/03/2005	4	03/07/2005	03/10/2005
Ticket Number:	0000112147	03/03/2005	4	03/07/2005	03/08/2005
Ticket Number:	0000111968	03/01/2005	13		03/14/2005
Ticket Number:	0000112396	03/07/2005	7	03/14/2005	03/21/2005
Ticket Number:	0000112041	03/01/2005	7	03/08/2005	03/14/2005
Ticket Number:	0000112116	03/02/2005	1	03/03/2005	03/09/2005
Ticket Number:	0000111990	03/01/2005	3	03/04/2005	03/09/2005
Ticket Number:	0000112486	03/08/2005	2	03/10/2005	03/16/2005
Ticket Number:	0000113476	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000113494	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000112719	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112842	03/14/2005	1	03/15/2005	03/21/2005
Ticket Number:	0000113106	03/17/2005	6	03/23/2005	03/29/2005
Ticket Number:	0000113125	03/18/2005	11	03/29/2005	03/30/2005
Ticket Number:	0000113326	03/24/2005	11		04/04/2005
Ticket Number:	0000113157	03/18/2005	7	03/25/2005	03/31/2005
Ticket Number:	0000112734	03/11/2005	12	03/23/2005	03/29/2005
Ticket Number:	0000112761	03/11/2005	18		03/29/2005
Ticket Number:	0000112250	03/04/2005	3	03/07/2005	03/14/2005
Ticket Number:	0000112584	03/09/2005	8		03/17/2005
Ticket Number:	0000112675	03/10/2005	13		03/23/2005
Ticket Number:	0000112616	03/09/2005	5	03/14/2005	03/21/2005
Ticket Number:	0000112603	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112601	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112599	03/09/2005	1	03/10/2005	03/24/2005
Ticket Number:	0000112569	03/09/2005	2	03/11/2005	03/17/2005
Ticket Number:	0000112510	03/08/2005	2	03/10/2005	03/16/2005
Ticket Number:	0000112252	03/04/2005	13	03/17/2005	03/23/2005
Ticket Number:	0000112282	03/04/2005	5	03/09/2005	03/10/2005
Ticket Number:	0000112558	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112319	03/04/2005	6	03/10/2005	03/16/2005

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

edortiz
edortiz
edortiz

6
18
1

Desktop Support

josh

Total: **19**

Resolved

Total: **5**

Ticket Number:	0000113339	03/24/2005	6	03/30/2005	
Ticket Number:	0000112882	03/14/2005	16	03/30/2005	
Ticket Number:	0000113654	03/30/2005	0	03/30/2005	
Ticket Number:	0000113645	03/30/2005	0	03/30/2005	
Ticket Number:	0000113687	03/30/2005	2	04/01/2005	

Closed

Total: **14**

Ticket Number:	0000112385	03/07/2005	2	03/09/2005	03/15/2005
Ticket Number:	0000112080	03/02/2005	1	03/03/2005	03/09/2005
Ticket Number:	0000112009	03/01/2005	13	03/14/2005	03/21/2005
Ticket Number:	0000112304	03/04/2005	3	03/07/2005	03/14/2005
Ticket Number:	0000112757	03/11/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000113156	03/18/2005	5	03/23/2005	03/29/2005
Ticket Number:	0000113090	03/17/2005	6	03/23/2005	03/29/2005
Ticket Number:	0000113077	03/17/2005	6	03/23/2005	03/29/2005
Ticket Number:	0000113065	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113002	03/16/2005	7	03/23/2005	03/29/2005
Ticket Number:	0000112909	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112866	03/14/2005	2	03/16/2005	03/22/2005
Ticket Number:	0000112831	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112758	03/11/2005	0	03/11/2005	03/17/2005

Average time to ticket resolution for	josh				4
Maximum time to ticket resolution for	josh				16
Minimum time to ticket resolution for	josh				0

kirkley1

Total: **5**

Resolved

Total: **3**

Ticket Number:	0000112811	03/13/2005	17	03/30/2005	
Ticket Number:	0000113519	03/28/2005	2	03/30/2005	
Ticket Number:	0000113464	03/28/2005	3	03/30/2005	

Closed

Total: **2**

Ticket Number:	0000112126	03/02/2005	0		03/02/2005
Ticket Number:	0000112899	03/14/2005	2	03/16/2005	03/22/2005

Average time to ticket resolution for	kirkley1				5
Maximum time to ticket resolution for	kirkley1				17
Minimum time to ticket resolution for	kirkley1				0

Desktop Support

lasuk

Total: 48

Resolved

Total: 9

Ticket Number:	0000112611	03/09/2005	21	03/30/2005
Ticket Number:	0000113658	03/30/2005	1	03/31/2005
Ticket Number:	0000113616	03/29/2005	1	03/30/2005
Ticket Number:	0000113652	03/30/2005	0	03/30/2005
Ticket Number:	0000113653	03/30/2005	0	03/30/2005
Ticket Number:	0000113573	03/29/2005	1	03/30/2005
Ticket Number:	0000113541	03/29/2005	1	03/30/2005
Ticket Number:	0000113509	03/28/2005	4	04/01/2005
Ticket Number:	0000112605	03/09/2005	21	03/30/2005

Closed

Total: 39

Ticket Number:	0000112694	03/10/2005	7	03/17/2005	03/23/2005
Ticket Number:	0000112489	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000112310	03/04/2005	4	03/08/2005	03/14/2005
Ticket Number:	0000112278	03/04/2005	5	03/09/2005	03/15/2005
Ticket Number:	0000111946	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000111977	03/01/2005	2	03/03/2005	03/09/2005
Ticket Number:	0000111991	03/01/2005	1	03/02/2005	03/08/2005
Ticket Number:	0000112006	03/01/2005	3	03/04/2005	03/10/2005
Ticket Number:	0000112172	03/03/2005	1	03/04/2005	03/04/2005
Ticket Number:	0000112164	03/03/2005	7	03/10/2005	03/16/2005
Ticket Number:	0000112110	03/02/2005	5	03/07/2005	03/14/2005
Ticket Number:	0000112091	03/02/2005	7	03/09/2005	03/15/2005
Ticket Number:	0000112085	03/02/2005	7	03/09/2005	03/15/2005
Ticket Number:	0000112075	03/02/2005	2	03/04/2005	03/10/2005
Ticket Number:	0000112058	03/01/2005	7	03/08/2005	03/14/2005
Ticket Number:	0000112043	03/01/2005	3	03/04/2005	03/10/2005
Ticket Number:	0000112042	03/01/2005	3	03/04/2005	03/10/2005
Ticket Number:	0000111972	03/01/2005	0		03/01/2005
Ticket Number:	0000113481	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000113485	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000113524	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000112744	03/11/2005	5	03/16/2005	03/22/2005
Ticket Number:	0000112829	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000113195	03/19/2005	5	03/24/2005	03/30/2005
Ticket Number:	0000113082	03/17/2005	12	03/29/2005	04/04/2005
Ticket Number:	0000112920	03/15/2005	8	03/23/2005	03/29/2005
Ticket Number:	0000112863	03/14/2005	3	03/17/2005	03/23/2005
Ticket Number:	0000112292	03/04/2005	7	03/11/2005	03/17/2005
Ticket Number:	0000112651	03/10/2005	4	03/14/2005	03/21/2005
Ticket Number:	0000112632	03/09/2005	5	03/14/2005	03/21/2005
Ticket Number:	0000112574	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112537	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000112573	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112501	03/08/2005	8	03/16/2005	03/22/2005
Ticket Number:	0000112427	03/07/2005	9	03/16/2005	03/22/2005
Ticket Number:	0000112446	03/07/2005	10	03/17/2005	03/17/2005
Ticket Number:	0000112502	03/08/2005	3	03/11/2005	03/17/2005
Ticket Number:	0000112484	03/08/2005	2	03/10/2005	03/16/2005
Ticket Number:	0000112451	03/07/2005	1	03/08/2005	03/14/2005

Average time to ticket resolution for	lasuk	4
Maximum time to ticket resolution for	lasuk	21
Minimum time to ticket resolution for	lasuk	0

Desktop Support**maboone1**Total: **16****Resolved**Total: **1**

Ticket Number: 0000113480 03/28/2005 2 03/30/2005

ClosedTotal: **15**

Ticket Number: 0000111971 03/01/2005 2 03/03/2005

Ticket Number: 0000112025 03/01/2005 0 03/01/2005

Ticket Number: 0000112001 03/01/2005 3 03/04/2005 03/10/2005

Ticket Number: 0000112092 03/02/2005 0 03/02/2005 03/08/2005

Ticket Number: 0000112161 03/03/2005 4 03/07/2005 03/14/2005

Ticket Number: 0000112099 03/02/2005 0 03/02/2005

Ticket Number: 0000112062 03/01/2005 6 03/07/2005 03/14/2005

Ticket Number: 0000113417 03/25/2005 3 03/28/2005 04/04/2005

Ticket Number: 0000112183 03/03/2005 6 03/10/2005 03/15/2005

Ticket Number: 0000112225 03/04/2005 0 03/04/2005 03/10/2005

Ticket Number: 0000112196 03/03/2005 1 03/04/2005 03/10/2005

Ticket Number: 0000112512 03/08/2005 1 03/09/2005 03/15/2005

Ticket Number: 0000112754 03/11/2005 17 03/28/2005

Ticket Number: 0000112967 03/15/2005 13 03/28/2005

Ticket Number: 0000112928 03/15/2005 13 03/28/2005 04/04/2005

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Average time to ticket resolution for	maboone1	5
Maximum time to ticket resolution for	maboone1	17
Minimum time to ticket resolution for	maboone1	0
-----	-----	-----

Desktop Support

omarn

Total: 49**Resolved**Total: 9

Ticket Number:	0000112689	03/10/2005	20	03/30/2005
Ticket Number:	0000113400	03/25/2005	5	03/30/2005
Ticket Number:	0000113510	03/28/2005	2	03/30/2005
Ticket Number:	0000113570	03/29/2005	2	03/31/2005
Ticket Number:	0000113514	03/28/2005	4	04/01/2005
Ticket Number:	0000113500	03/28/2005	2	03/30/2005
Ticket Number:	0000113478	03/28/2005	7	04/04/2005
Ticket Number:	0000113399	03/25/2005	5	03/30/2005
Ticket Number:	0000113310	03/23/2005	7	03/30/2005

ClosedTotal: 40

Ticket Number:	0000112477	03/08/2005	6	03/14/2005	03/21/2005
Ticket Number:	0000112381	03/07/2005	2	03/09/2005	03/15/2005
Ticket Number:	0000112170	03/03/2005	11	03/14/2005	03/21/2005
Ticket Number:	0000112762	03/11/2005	13	03/24/2005	03/30/2005
Ticket Number:	0000112112	03/02/2005	8	03/10/2005	03/11/2005
Ticket Number:	0000112083	03/02/2005	2	03/04/2005	03/10/2005
Ticket Number:	0000112074	03/02/2005	7	03/09/2005	03/15/2005
Ticket Number:	0000111979	03/01/2005	8	03/09/2005	03/15/2005
Ticket Number:	0000112165	03/03/2005	7	03/10/2005	03/16/2005
Ticket Number:	0000112072	03/02/2005	8	03/10/2005	03/16/2005
Ticket Number:	0000111967	03/01/2005	2	03/03/2005	03/09/2005
Ticket Number:	0000113328	03/24/2005	5	03/29/2005	04/04/2005
Ticket Number:	0000112732	03/11/2005	7	03/17/2005	03/23/2005
Ticket Number:	0000112742	03/11/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000112837	03/14/2005	15		03/29/2005
Ticket Number:	0000112916	03/15/2005	3	03/17/2005	03/23/2005
Ticket Number:	0000112828	03/14/2005	4	03/17/2005	03/23/2005
Ticket Number:	0000112874	03/14/2005	3	03/17/2005	03/23/2005
Ticket Number:	0000112877	03/14/2005	10	03/24/2005	03/30/2005
Ticket Number:	0000113270	03/23/2005	6	03/29/2005	04/04/2005
Ticket Number:	0000113115	03/17/2005	7	03/24/2005	03/30/2005
Ticket Number:	0000113062	03/17/2005	7	03/24/2005	03/30/2005
Ticket Number:	0000113254	03/22/2005	7		03/29/2005
Ticket Number:	0000112958	03/15/2005	14	03/29/2005	04/04/2005
Ticket Number:	0000112205	03/03/2005	11	03/14/2005	03/21/2005
Ticket Number:	0000112299	03/04/2005	13	03/17/2005	03/23/2005
Ticket Number:	0000112311	03/04/2005	25	03/29/2005	04/04/2005
Ticket Number:	0000112377	03/07/2005	7	03/14/2005	03/21/2005
Ticket Number:	0000112439	03/07/2005	17	03/24/2005	03/30/2005
Ticket Number:	0000112480	03/08/2005	3	03/11/2005	03/17/2005
Ticket Number:	0000112521	03/08/2005	9	03/17/2005	03/23/2005
Ticket Number:	0000112701	03/10/2005	7	03/17/2005	03/23/2005
Ticket Number:	0000112696	03/10/2005	19	03/29/2005	04/04/2005
Ticket Number:	0000112656	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112604	03/09/2005	2	03/11/2005	03/17/2005
Ticket Number:	0000112578	03/09/2005	9	03/17/2005	03/23/2005
Ticket Number:	0000112499	03/08/2005	15	03/23/2005	03/29/2005
Ticket Number:	0000112478	03/08/2005	6	03/14/2005	03/21/2005
Ticket Number:	0000112434	03/07/2005	4		03/11/2005
Ticket Number:	0000112255	03/04/2005	10	03/14/2005	03/21/2005

Desktop Support

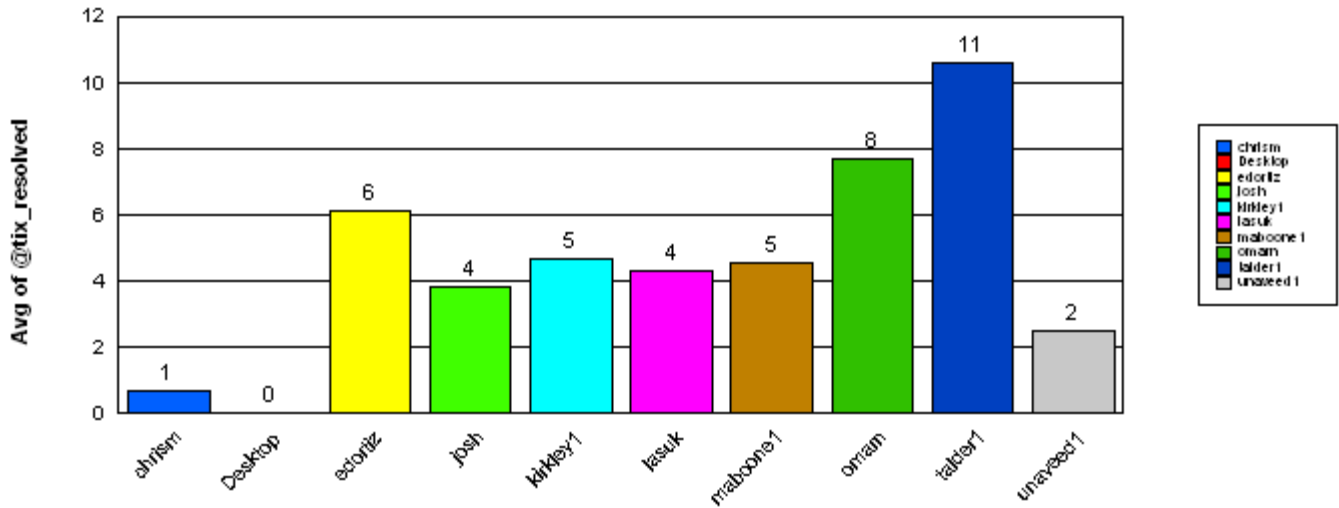
Average time to ticket resolution for	omarn	8		
Maximum time to ticket resolution for	omarn	25		
Minimum time to ticket resolution for	omarn	1		
<hr/>				
talder1	<u>Total:</u>	13		
Resolved	<u>Total:</u>	3		
Ticket Number: 0000112545	03/08/2005	27	04/04/2005	
Ticket Number: 0000112711	03/10/2005	25	04/04/2005	
Ticket Number: 0000113484	03/28/2005	7	04/04/2005	
Closed	<u>Total:</u>	10		
Ticket Number: 0000112266	03/04/2005	24	03/28/2005	04/04/2005
Ticket Number: 0000112128	03/02/2005	2	03/04/2005	03/10/2005
Ticket Number: 0000112101	03/02/2005	2	03/04/2005	03/10/2005
Ticket Number: 0000111949	03/01/2005	1	03/02/2005	03/08/2005
Ticket Number: 0000112130	03/02/2005	7	03/09/2005	03/15/2005
Ticket Number: 0000112352	03/06/2005	10	03/16/2005	03/22/2005
Ticket Number: 0000112551	03/08/2005	3	03/11/2005	03/17/2005
Ticket Number: 0000112553	03/08/2005	8	03/16/2005	03/22/2005
Ticket Number: 0000112366	03/07/2005	9	03/16/2005	03/22/2005
Ticket Number: 0000112887	03/14/2005	14	03/28/2005	04/04/2005
<hr/>				
Average time to ticket resolution for	talder1	11		
Maximum time to ticket resolution for	talder1	27		
Minimum time to ticket resolution for	talder1	1		
<hr/>				
unaveed1	<u>Total:</u>	3		
Closed	<u>Total:</u>	3		
Ticket Number: 0000112362	03/06/2005	4		03/10/2005
Ticket Number: 0000112495	03/08/2005	2	03/10/2005	03/16/2005
Ticket Number: 0000112046	03/01/2005	2	03/03/2005	03/09/2005
<hr/>				
Average time to ticket resolution for	unaveed1	2		
Maximum time to ticket resolution for	unaveed1	4		
Minimum time to ticket resolution for	unaveed1	2		

Desktop Support

Average time to ticket resolution for	Desktop Support	6
Maximum time to ticket resolution for	Desktop Support	27
Minimum time to ticket resolution for	Desktop Support	0

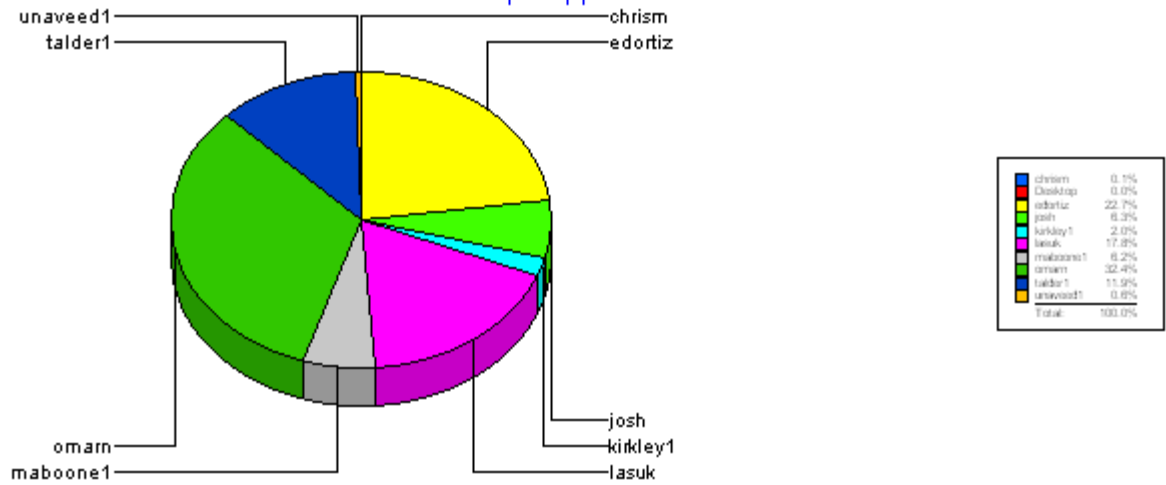
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	46		
tkuonen	Closed	<u>Total:</u>	29		
Ticket Number:	0000112100	03/02/2005	0		03/02/2005
Ticket Number:	0000113287	03/23/2005	7		03/30/2005
Ticket Number:	0000113301	03/23/2005	1		03/24/2005
Ticket Number:	0000113600	03/29/2005	1		03/30/2005
Ticket Number:	0000113589	03/29/2005	1		03/30/2005
Ticket Number:	0000113361	03/24/2005	7		03/31/2005
Ticket Number:	0000113428	03/25/2005	0		03/25/2005
Ticket Number:	0000113433	03/25/2005	3		03/28/2005
Ticket Number:	0000113415	03/25/2005	0		03/25/2005
Ticket Number:	0000113403	03/25/2005	6		03/31/2005
Ticket Number:	0000113386	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000113320	03/23/2005	1		03/24/2005
Ticket Number:	0000112253	03/04/2005	0		03/04/2005
Ticket Number:	0000112467	03/08/2005	0		03/08/2005
Ticket Number:	0000112465	03/08/2005	0		03/08/2005
Ticket Number:	0000112298	03/04/2005	7		03/11/2005
Ticket Number:	0000112466	03/08/2005	0		03/08/2005
Ticket Number:	0000112496	03/08/2005	0		03/08/2005
Ticket Number:	0000112629	03/09/2005	2		03/11/2005
Ticket Number:	0000112661	03/10/2005	0		03/10/2005
Ticket Number:	0000112794	03/12/2005	2		03/14/2005
Ticket Number:	0000112954	03/15/2005	1		03/16/2005
Ticket Number:	0000113151	03/18/2005	13		03/31/2005
Ticket Number:	0000113150	03/18/2005	13		03/31/2005
Ticket Number:	0000113074	03/17/2005	0		03/17/2005
Ticket Number:	0000112964	03/15/2005	17		04/01/2005
Ticket Number:	0000112873	03/14/2005	0		03/14/2005
Ticket Number:	0000112897	03/14/2005	2		03/16/2005
Ticket Number:	0000113376	03/24/2005	1		03/25/2005

Average time to ticket resolution for	tkuonen		3		
Maximum time to ticket resolution for	tkuonen		17		
Minimum time to ticket resolution for	tkuonen		0		

**Financial Services: Peo
weller**

		<u>Total:</u>	17	
Closed		<u>Total:</u>	17	
Ticket Number:	0000112772	03/11/2005	3	03/14/2005
Ticket Number:	0000112856	03/14/2005	0	03/14/2005
Ticket Number:	0000113020	03/16/2005	1	03/17/2005
Ticket Number:	0000112891	03/14/2005	1	03/15/2005
Ticket Number:	0000112893	03/14/2005	1	03/15/2005
Ticket Number:	0000112868	03/14/2005	0	03/14/2005
Ticket Number:	0000112184	03/03/2005	0	03/03/2005
Ticket Number:	0000112431	03/07/2005	0	03/07/2005
Ticket Number:	0000112383	03/07/2005	1	03/08/2005
Ticket Number:	0000112492	03/08/2005	1	03/09/2005
Ticket Number:	0000112702	03/10/2005	0	03/10/2005
Ticket Number:	0000112468	03/08/2005	0	03/08/2005
Ticket Number:	0000112038	03/01/2005	1	03/02/2005
Ticket Number:	0000111954	03/01/2005	0	03/01/2005
Ticket Number:	0000111970	03/01/2005	0	03/01/2005
Ticket Number:	0000112031	03/01/2005	0	03/01/2005
Ticket Number:	0000112511	03/08/2005	0	03/08/2005

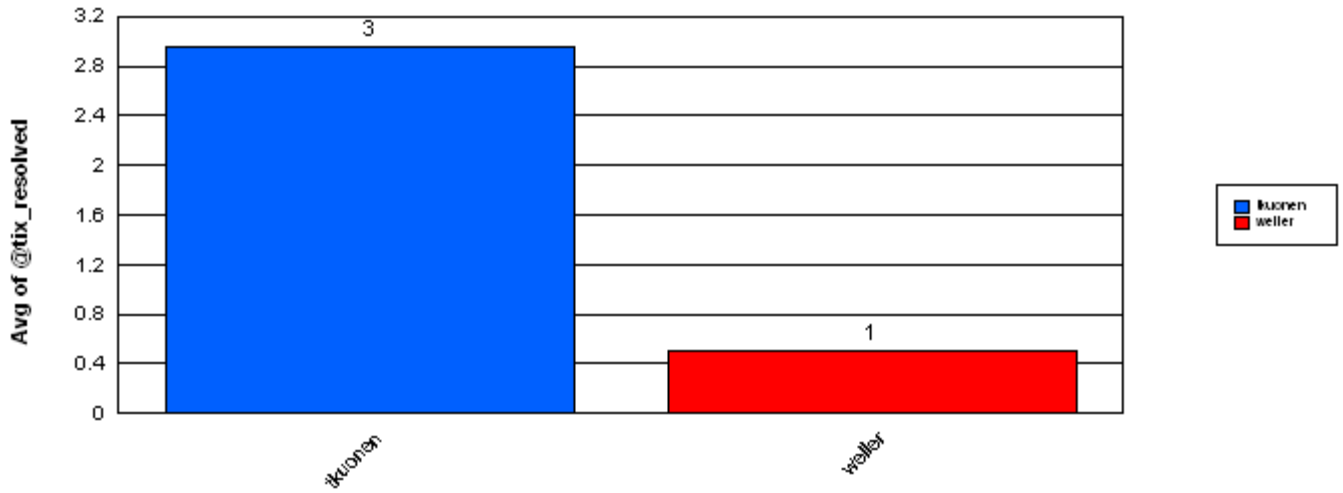
Average time to ticket resolution for	weller		1	
Maximum time to ticket resolution for	weller		3	
Minimum time to ticket resolution for	weller		0	

Financial Services: Peo

Average time to ticket resolution for	Financial Servi	2
Maximum time to ticket resolution for	Financial Servi	17
Minimum time to ticket resolution for	Financial Servi	0

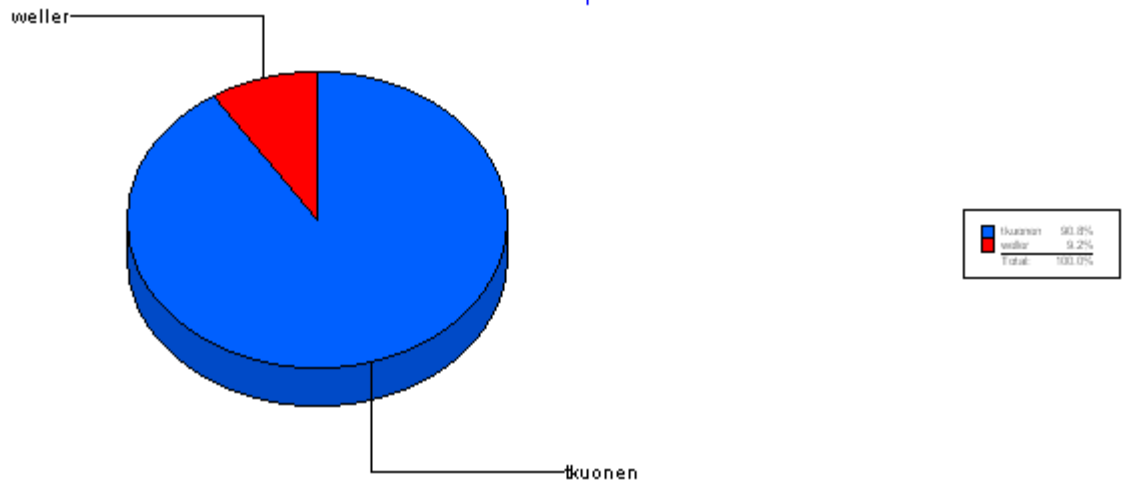
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

Total: 502

HD:Tape_Changes

Total: 13

Closed

Total: 13

Ticket Number:	0000112376	03/07/2005	0	03/07/2005
Ticket Number:	0000112151	03/03/2005	0	03/03/2005
Ticket Number:	0000113286	03/23/2005	0	03/23/2005
Ticket Number:	0000113757	03/31/2005	0	03/31/2005
Ticket Number:	0000113454	03/27/2005	0	03/27/2005
Ticket Number:	0000113444	03/26/2005	0	03/26/2005
Ticket Number:	0000112334	03/05/2005	0	03/05/2005
Ticket Number:	0000112666	03/10/2005	0	03/10/2005
Ticket Number:	0000112612	03/09/2005	0	03/09/2005
Ticket Number:	0000112816	03/14/2005	0	03/14/2005
Ticket Number:	0000113192	03/19/2005	0	03/19/2005
Ticket Number:	0000112850	03/14/2005	0	03/14/2005
Ticket Number:	0000113054	03/17/2005	0	03/17/2005

Average time to ticket resolution for	HD:Tape_Chan	0
Maximum time to ticket resolution for	HD:Tape_Chan	0
Minimum time to ticket resolution for	HD:Tape_Chan	0

HelpDesk

Total: 25

Closed

Total: 25

Ticket Number:	0000112914	03/15/2005	0	03/15/2005
Ticket Number:	0000113705	03/30/2005	0	03/30/2005
Ticket Number:	0000112993	03/16/2005	0	03/16/2005
Ticket Number:	0000113273	03/23/2005	0	03/23/2005
Ticket Number:	0000113274	03/23/2005	0	03/23/2005
Ticket Number:	0000112992	03/16/2005	0	03/16/2005
Ticket Number:	0000112961	03/15/2005	0	03/15/2005
Ticket Number:	0000113055	03/17/2005	0	03/17/2005
Ticket Number:	0000112998	03/16/2005	0	03/16/2005
Ticket Number:	0000112219	03/03/2005	0	03/03/2005
Ticket Number:	0000112674	03/10/2005	0	03/10/2005
Ticket Number:	0000112769	03/11/2005	0	03/11/2005
Ticket Number:	0000112570	03/09/2005	0	03/09/2005
Ticket Number:	0000112559	03/09/2005	0	03/09/2005
Ticket Number:	0000112464	03/08/2005	0	03/08/2005
Ticket Number:	0000112365	03/07/2005	14	03/21/2005
Ticket Number:	0000112328	03/05/2005	0	03/05/2005
Ticket Number:	0000113355	03/24/2005	0	03/24/2005
Ticket Number:	0000113560	03/29/2005	0	03/29/2005
Ticket Number:	0000113561	03/29/2005	0	03/29/2005
Ticket Number:	0000113649	03/30/2005	0	03/30/2005
Ticket Number:	0000113708	03/30/2005	0	03/30/2005
Ticket Number:	0000113655	03/30/2005	0	03/30/2005
Ticket Number:	0000113784	03/31/2005	0	03/31/2005
Ticket Number:	0000112052	03/01/2005	0	03/01/2005

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

Helpdesk

anna

Total: **23**

Resolved

Total: **15**

Ticket Number:	0000112504	03/08/2005	24	04/01/2005
Ticket Number:	0000113245	03/22/2005	10	04/01/2005
Ticket Number:	0000113153	03/18/2005	14	04/01/2005
Ticket Number:	0000113248	03/22/2005	10	04/01/2005
Ticket Number:	0000113313	03/23/2005	9	04/01/2005
Ticket Number:	0000113767	03/31/2005	4	04/04/2005
Ticket Number:	0000113563	03/29/2005	3	04/01/2005
Ticket Number:	0000113792	03/31/2005	1	04/01/2005
Ticket Number:	0000113790	03/31/2005	1	04/01/2005
Ticket Number:	0000113763	03/31/2005	1	04/01/2005
Ticket Number:	0000113623	03/30/2005	2	04/01/2005
Ticket Number:	0000113568	03/29/2005	3	04/01/2005
Ticket Number:	0000113518	03/28/2005	4	04/01/2005
Ticket Number:	0000113345	03/24/2005	8	04/01/2005
Ticket Number:	0000113257	03/22/2005	10	04/01/2005

Closed

Total: **8**

Ticket Number:	0000112145	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112102	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000112077	03/02/2005	1	03/03/2005	03/09/2005
Ticket Number:	0000112119	03/02/2005	1	03/03/2005	03/09/2005
Ticket Number:	0000113473	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000112217	03/03/2005	4	03/07/2005	03/14/2005
Ticket Number:	0000112251	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112307	03/04/2005	3	03/07/2005	03/14/2005

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Average time to ticket resolution for	anna		
Maximum time to ticket resolution for	anna		24
Minimum time to ticket resolution for	anna		0

egabril

Total: **3**

Resolved

Total: **1**

Ticket Number:	0000112805	03/13/2005	20	04/02/2005
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Closed

Total: **2**

Ticket Number:	0000112796	03/12/2005	0	03/12/2005	03/18/2005
Ticket Number:	0000113119	03/18/2005	0	03/18/2005	03/23/2005

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Average time to ticket resolution for	egabril		
Maximum time to ticket resolution for	egabril		20
Minimum time to ticket resolution for	egabril		0

Helpdesk

ha2

Total: **24**

Closed

Total: **24**

Ticket Number:	0000112778	03/11/2005	2		03/13/2005
Ticket Number:	0000112783	03/11/2005	2		03/13/2005
Ticket Number:	0000112799	03/12/2005	1		03/13/2005
Ticket Number:	0000113439	03/26/2005	2		03/27/2005
Ticket Number:	0000112807	03/13/2005	0		03/13/2005
Ticket Number:	0000112788	03/12/2005	2		03/13/2005
Ticket Number:	0000112283	03/04/2005	2		03/06/2005
Ticket Number:	0000112357	03/06/2005	7	03/13/2005	03/21/2005
Ticket Number:	0000112676	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112641	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112450	03/07/2005	0		03/07/2005
Ticket Number:	0000112447	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112375	03/07/2005	21	03/28/2005	04/04/2005
Ticket Number:	0000112361	03/06/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112360	03/06/2005	7	03/13/2005	03/21/2005
Ticket Number:	0000112327	03/05/2005	1		03/06/2005
Ticket Number:	0000112296	03/04/2005	0		03/04/2005
Ticket Number:	0000112763	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000112226	03/04/2005	3	03/06/2005	03/14/2005
Ticket Number:	0000113436	03/25/2005	2		03/27/2005
Ticket Number:	0000113437	03/25/2005	2		03/27/2005
Ticket Number:	0000113804	03/31/2005	1		04/01/2005
Ticket Number:	0000113727	03/30/2005	4		04/03/2005
Ticket Number:	0000113701	03/30/2005	4		04/03/2005

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Average time to ticket resolution for	ha2	3
Maximum time to ticket resolution for	ha2	21
Minimum time to ticket resolution for	ha2	0
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Helpdesk

kherna1

Total: **30**

Resolved

Total: **2**

Ticket Number:	0000113680	03/30/2005	5	04/04/2005
Ticket Number:	0000113684	03/30/2005	1	03/31/2005

Closed

Total: **28**

Ticket Number:	0000112020	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112045	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112132	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112780	03/11/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000112159	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112150	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112063	03/01/2005	0	03/02/2005	03/07/2005
Ticket Number:	0000113385	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000113536	03/28/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113348	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113535	03/28/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113533	03/28/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113529	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000112341	03/05/2005	16	03/21/2005	03/28/2005
Ticket Number:	0000112620	03/09/2005	8	03/17/2005	03/23/2005
Ticket Number:	0000112660	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000113229	03/21/2005	0	03/21/2005	03/28/2005
Ticket Number:	0000112803	03/13/2005	1	03/14/2005	03/21/2005
Ticket Number:	0000113349	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113234	03/21/2005	1	03/22/2005	03/28/2005
Ticket Number:	0000113236	03/21/2005	1	03/22/2005	03/28/2005
Ticket Number:	0000113241	03/21/2005	0	03/22/2005	03/28/2005
Ticket Number:	0000113246	03/22/2005	0	03/22/2005	03/28/2005
Ticket Number:	0000113240	03/21/2005	0	03/22/2005	03/28/2005
Ticket Number:	0000113235	03/21/2005	1	03/22/2005	03/28/2005
Ticket Number:	0000113223	03/21/2005	1	03/22/2005	03/28/2005
Ticket Number:	0000113130	03/18/2005	5	03/23/2005	03/29/2005
Ticket Number:	0000112810	03/13/2005	1	03/14/2005	03/21/2005

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Average time to ticket resolution for	kherna1	2
Maximum time to ticket resolution for	kherna1	16
Minimum time to ticket resolution for	kherna1	0
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Helpdesk

kincaid

Total: **42**

Resolved

Total: **9**

Ticket Number:	0000113642	03/30/2005	0	03/30/2005
Ticket Number:	0000112896	03/14/2005	17	03/31/2005
Ticket Number:	0000113643	03/30/2005	0	03/30/2005
Ticket Number:	0000113816	03/31/2005	0	04/01/2005
Ticket Number:	0000113811	03/31/2005	1	04/01/2005
Ticket Number:	0000113785	03/31/2005	0	03/31/2005
Ticket Number:	0000113647	03/30/2005	0	03/30/2005
Ticket Number:	0000113449	03/26/2005	5	03/31/2005
Ticket Number:	0000113438	03/26/2005	5	03/31/2005

Closed

Total: **33**

Ticket Number:	0000112628	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112111	03/02/2005	27	03/29/2005	04/04/2005
Ticket Number:	0000112263	03/04/2005	19	03/23/2005	03/29/2005
Ticket Number:	0000112476	03/08/2005	8	03/16/2005	03/22/2005
Ticket Number:	0000113619	03/29/2005	0		03/30/2005
Ticket Number:	0000113577	03/29/2005	2		03/31/2005
Ticket Number:	0000113620	03/29/2005	0		03/30/2005
Ticket Number:	0000113578	03/29/2005	2		03/31/2005
Ticket Number:	0000113621	03/29/2005	0		03/30/2005
Ticket Number:	0000113729	03/30/2005	0		03/31/2005
Ticket Number:	0000113717	03/30/2005	1		03/31/2005
Ticket Number:	0000112725	03/10/2005	1		03/11/2005
Ticket Number:	0000112833	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112827	03/14/2005	0		03/14/2005
Ticket Number:	0000112987	03/16/2005	0		03/16/2005
Ticket Number:	0000112871	03/14/2005	9	03/23/2005	03/29/2005
Ticket Number:	0000112733	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000112923	03/15/2005	0		03/15/2005
Ticket Number:	0000112766	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000112179	03/03/2005	7	03/10/2005	03/16/2005
Ticket Number:	0000112199	03/03/2005	7	03/10/2005	03/16/2005
Ticket Number:	0000112474	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000112693	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112682	03/10/2005	7	03/17/2005	03/23/2005
Ticket Number:	0000112659	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112652	03/10/2005	4	03/14/2005	03/21/2005
Ticket Number:	0000112625	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112594	03/09/2005	1		03/10/2005
Ticket Number:	0000112821	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112364	03/06/2005	9	03/16/2005	03/22/2005
Ticket Number:	0000112339	03/05/2005	6		03/11/2005
Ticket Number:	0000112330	03/05/2005	5	03/10/2005	03/16/2005
Ticket Number:	0000112326	03/05/2005	5		03/10/2005

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Average time to ticket resolution for	kincaid	4
Maximum time to ticket resolution for	kincaid	27
Minimum time to ticket resolution for	kincaid	0
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Helpdesk

mcs pads1

Total: 7

Closed

Total: 7

Ticket Number:	0000112209	03/03/2005	4	03/07/2005	03/14/2005
Ticket Number:	0000112428	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112356	03/06/2005	0	03/06/2005	03/14/2005
Ticket Number:	0000112344	03/06/2005	0	03/06/2005	03/14/2005
Ticket Number:	0000112349	03/06/2005	0	03/06/2005	03/14/2005
Ticket Number:	0000112345	03/06/2005	0	03/06/2005	03/14/2005
Ticket Number:	0000113513	03/28/2005	0	03/28/2005	04/04/2005

Average time to ticket resolution for	mcs pads1	1
Maximum time to ticket resolution for	mcs pads1	4
Minimum time to ticket resolution for	mcs pads1	0

Helpdesk

mnolan1

Total: **55**

Resolved

Total: **6**

Ticket Number:	0000113242	03/22/2005	8	03/30/2005
Ticket Number:	0000113768	03/31/2005	0	03/31/2005
Ticket Number:	0000113664	03/30/2005	0	03/30/2005
Ticket Number:	0000113196	03/19/2005	11	03/30/2005
Ticket Number:	0000113250	03/22/2005	8	03/30/2005
Ticket Number:	0000113230	03/21/2005	9	03/30/2005

Helpdesk

	<u>Closed</u>	<u>Total:</u>	49		
Ticket Number: 0000113401	03/25/2005		0	03/25/2005	03/31/2005
Ticket Number: 0000112040	03/01/2005		7	03/08/2005	03/14/2005
Ticket Number: 0000112173	03/03/2005		15	03/18/2005	03/24/2005
Ticket Number: 0000113402	03/25/2005		0	03/25/2005	03/31/2005
Ticket Number: 0000113285	03/23/2005		0	03/23/2005	03/29/2005
Ticket Number: 0000113440	03/26/2005		2	03/28/2005	04/04/2005
Ticket Number: 0000113448	03/26/2005		1	03/28/2005	04/04/2005
Ticket Number: 0000113445	03/26/2005		1	03/28/2005	04/04/2005
Ticket Number: 0000113451	03/27/2005		1	03/28/2005	04/04/2005
Ticket Number: 0000113453	03/27/2005		0	03/28/2005	04/04/2005
Ticket Number: 0000113461	03/27/2005		0	03/28/2005	04/04/2005
Ticket Number: 0000113538	03/29/2005		1	03/29/2005	04/04/2005
Ticket Number: 0000113463	03/28/2005		0	03/28/2005	04/04/2005
Ticket Number: 0000113457	03/27/2005		0	03/28/2005	04/04/2005
Ticket Number: 0000113452	03/27/2005		0	03/28/2005	04/04/2005
Ticket Number: 0000113450	03/27/2005		1	03/28/2005	04/04/2005
Ticket Number: 0000113446	03/26/2005		1	03/28/2005	04/04/2005
Ticket Number: 0000112347	03/06/2005		2	03/08/2005	03/14/2005
Ticket Number: 0000112662	03/10/2005		0	03/10/2005	03/16/2005
Ticket Number: 0000112812	03/13/2005		8	03/21/2005	03/28/2005
Ticket Number: 0000112595	03/09/2005		14	03/23/2005	03/29/2005
Ticket Number: 0000112589	03/09/2005		0	03/09/2005	03/15/2005
Ticket Number: 0000112575	03/09/2005		0	03/09/2005	03/15/2005
Ticket Number: 0000112567	03/09/2005		9	03/18/2005	03/24/2005
Ticket Number: 0000112565	03/09/2005		0	03/09/2005	03/15/2005
Ticket Number: 0000112951	03/15/2005		0	03/15/2005	03/21/2005
Ticket Number: 0000112566	03/09/2005		0	03/09/2005	03/15/2005
Ticket Number: 0000113590	03/29/2005		0	03/29/2005	04/04/2005
Ticket Number: 0000112680	03/10/2005		8	03/18/2005	03/24/2005
Ticket Number: 0000112668	03/10/2005		8	03/18/2005	03/24/2005
Ticket Number: 0000112520	03/08/2005		0	03/08/2005	03/14/2005
Ticket Number: 0000112452	03/07/2005		8	03/16/2005	03/22/2005
Ticket Number: 0000112818	03/14/2005		0	03/14/2005	03/21/2005
Ticket Number: 0000112348	03/06/2005		12	03/18/2005	03/24/2005
Ticket Number: 0000112721	03/10/2005		0	03/10/2005	03/16/2005
Ticket Number: 0000113003	03/16/2005		0	03/16/2005	03/22/2005
Ticket Number: 0000113132	03/18/2005		0	03/18/2005	03/24/2005
Ticket Number: 0000113237	03/21/2005		1	03/22/2005	03/28/2005
Ticket Number: 0000113233	03/21/2005		0	03/21/2005	03/28/2005
Ticket Number: 0000113231	03/21/2005		0	03/21/2005	03/28/2005
Ticket Number: 0000113221	03/21/2005		0	03/21/2005	03/28/2005
Ticket Number: 0000113219	03/21/2005		0	03/21/2005	03/28/2005
Ticket Number: 0000113144	03/18/2005		0	03/18/2005	03/24/2005
Ticket Number: 0000113145	03/18/2005		0	03/18/2005	03/24/2005
Ticket Number: 0000113133	03/18/2005		0	03/18/2005	03/24/2005
Ticket Number: 0000113118	03/17/2005		1	03/18/2005	03/24/2005
Ticket Number: 0000112977	03/15/2005		6	03/21/2005	03/28/2005
Ticket Number: 0000112813	03/13/2005		9	03/23/2005	03/29/2005
Ticket Number: 0000112955	03/15/2005		0	03/15/2005	03/21/2005
<hr style="border-top: 1px dashed black;"/>					
Average time to ticket resolution for	mnolan1		3		
Maximum time to ticket resolution for	mnolan1		15		
Minimum time to ticket resolution for	mnolan1		0		

Helpdesk

myers

Total: **32**

Resolved

Total: **10**

Ticket Number:	0000113778	03/31/2005	0	03/31/2005	
Ticket Number:	0000113797	03/31/2005	0	03/31/2005	
Ticket Number:	0000113796	03/31/2005	0	03/31/2005	
Ticket Number:	0000113781	03/31/2005	0	03/31/2005	
Ticket Number:	0000113777	03/31/2005	0	03/31/2005	
Ticket Number:	0000113776	03/31/2005	0	03/31/2005	03/31/2005
Ticket Number:	0000113780	03/31/2005	0	03/31/2005	
Ticket Number:	0000113779	03/31/2005	0	03/31/2005	
Ticket Number:	0000113615	03/29/2005	1	03/30/2005	
Ticket Number:	0000113614	03/29/2005	1	03/30/2005	

Closed

Total: **22**

Ticket Number:	0000112018	03/01/2005	7	03/08/2005	03/14/2005
Ticket Number:	0000112059	03/01/2005	7	03/08/2005	03/14/2005
Ticket Number:	0000113300	03/23/2005	2		03/25/2005
Ticket Number:	0000113347	03/24/2005	1		03/25/2005
Ticket Number:	0000113220	03/21/2005	3	03/24/2005	03/30/2005
Ticket Number:	0000113213	03/20/2005	8		03/29/2005
Ticket Number:	0000113155	03/18/2005	5	03/23/2005	03/29/2005
Ticket Number:	0000112990	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112315	03/04/2005	11		03/15/2005
Ticket Number:	0000112320	03/04/2005	11		03/15/2005
Ticket Number:	0000112373	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112422	03/07/2005	8	03/15/2005	03/21/2005
Ticket Number:	0000112703	03/10/2005	5	03/15/2005	03/21/2005
Ticket Number:	0000112684	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112679	03/10/2005	4	03/14/2005	03/21/2005
Ticket Number:	0000112623	03/09/2005	20		03/29/2005
Ticket Number:	0000112615	03/09/2005	14	03/23/2005	03/29/2005
Ticket Number:	0000112481	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112449	03/07/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112418	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112324	03/05/2005	10		03/15/2005
Ticket Number:	0000112323	03/05/2005	10		03/15/2005

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Average time to ticket resolution for	myers	4
Maximum time to ticket resolution for	myers	20
Minimum time to ticket resolution for	myers	0
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Helpdesk

myo

Total: **228**

Resolved

Total: **14**

Ticket Number:	0000112442	03/07/2005	23	03/30/2005
Ticket Number:	0000112536	03/08/2005	23	03/31/2005
Ticket Number:	0000113534	03/28/2005	3	03/31/2005
Ticket Number:	0000113599	03/29/2005	1	03/30/2005
Ticket Number:	0000113622	03/29/2005	0	03/30/2005
Ticket Number:	0000113672	03/30/2005	0	03/30/2005
Ticket Number:	0000113805	03/31/2005	4	04/04/2005
Ticket Number:	0000113772	03/31/2005	1	04/01/2005
Ticket Number:	0000113732	03/31/2005	0	03/31/2005
Ticket Number:	0000113730	03/31/2005	0	03/31/2005
Ticket Number:	0000113656	03/30/2005	0	03/30/2005
Ticket Number:	0000113617	03/29/2005	1	03/30/2005
Ticket Number:	0000113612	03/29/2005	1	03/30/2005
Ticket Number:	0000113591	03/29/2005	1	03/30/2005

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	Closed	Total:	214		
Ticket Number:	0000113564	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000112386	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112068	03/01/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000111947	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000111951	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112218	03/03/2005	1	03/04/2005	03/10/2005
Ticket Number:	0000113161	03/18/2005	3	03/21/2005	03/28/2005
Ticket Number:	0000111992	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112064	03/01/2005	1	03/02/2005	03/08/2005
Ticket Number:	0000112061	03/01/2005	2	03/03/2005	03/09/2005
Ticket Number:	0000112060	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112022	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112021	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112016	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112014	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112002	03/01/2005	1	03/02/2005	03/08/2005
Ticket Number:	0000111997	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112518	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112158	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112426	03/07/2005	21	03/28/2005	04/04/2005
Ticket Number:	0000112114	03/02/2005	1	03/03/2005	03/09/2005
Ticket Number:	0000112090	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000112071	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000113162	03/18/2005	3	03/21/2005	03/28/2005
Ticket Number:	0000111981	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000111953	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000111943	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112069	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000112134	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112133	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000113293	03/23/2005	0		03/23/2005
Ticket Number:	0000113587	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113585	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113553	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113543	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113542	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113539	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113468	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113465	03/28/2005	1	03/28/2005	04/04/2005
Ticket Number:	0000113427	03/25/2005	0	03/25/2005	03/31/2005
Ticket Number:	0000113426	03/25/2005	0	03/25/2005	03/31/2005
Ticket Number:	0000113425	03/25/2005	0	03/25/2005	03/31/2005
Ticket Number:	0000113422	03/25/2005	3	03/28/2005	04/04/2005
Ticket Number:	0000113397	03/25/2005	0	03/25/2005	03/31/2005
Ticket Number:	0000113391	03/25/2005	0	03/25/2005	03/31/2005
Ticket Number:	0000113380	03/24/2005	5	03/29/2005	04/04/2005
Ticket Number:	0000113369	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113442	03/26/2005	2	03/28/2005	04/04/2005
Ticket Number:	0000113309	03/23/2005	1	03/24/2005	03/30/2005
Ticket Number:	0000113319	03/23/2005	6	03/29/2005	04/04/2005
Ticket Number:	0000113322	03/23/2005	1	03/24/2005	03/30/2005
Ticket Number:	0000113331	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000112180	03/03/2005	0	03/03/2005	03/09/2005

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Ticket Number:	0000112201	03/03/2005	1	03/04/2005	03/10/2005
Ticket Number:	0000112203	03/03/2005	1	03/04/2005	03/10/2005
Ticket Number:	0000112592	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112424	03/07/2005	7	03/14/2005	03/21/2005
Ticket Number:	0000112387	03/07/2005	14	03/21/2005	03/28/2005
Ticket Number:	0000112343	03/06/2005	1	03/07/2005	03/14/2005
Ticket Number:	0000112342	03/05/2005	2	03/07/2005	03/14/2005
Ticket Number:	0000112338	03/05/2005	2	03/07/2005	03/14/2005
Ticket Number:	0000112337	03/05/2005	9	03/14/2005	03/21/2005
Ticket Number:	0000112312	03/04/2005	4	03/08/2005	03/14/2005
Ticket Number:	0000112288	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112704	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112707	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000113253	03/22/2005	0	03/22/2005	03/28/2005
Ticket Number:	0000112673	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112672	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112653	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112649	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112647	03/10/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112648	03/10/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112640	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112635	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112627	03/09/2005	2	03/11/2005	03/17/2005
Ticket Number:	0000112779	03/11/2005	4	03/15/2005	03/21/2005
Ticket Number:	0000112547	03/08/2005	8	03/16/2005	03/22/2005
Ticket Number:	0000112969	03/15/2005	13	03/28/2005	04/04/2005
Ticket Number:	0000112546	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112552	03/08/2005	8	03/16/2005	03/22/2005
Ticket Number:	0000113261	03/22/2005	1	03/23/2005	03/29/2005
Ticket Number:	0000113260	03/22/2005	1	03/23/2005	03/29/2005
Ticket Number:	0000112572	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112525	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112524	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112516	03/08/2005	0		03/08/2005
Ticket Number:	0000112597	03/09/2005	5	03/14/2005	03/21/2005
Ticket Number:	0000112596	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112588	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112740	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000112571	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112555	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112554	03/08/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112549	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000112514	03/08/2005	15	03/23/2005	03/29/2005
Ticket Number:	0000112517	03/08/2005	0		03/08/2005
Ticket Number:	0000112458	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112456	03/08/2005	1	03/08/2005	03/14/2005
Ticket Number:	0000112454	03/07/2005	1	03/08/2005	03/14/2005
Ticket Number:	0000112453	03/07/2005	1	03/08/2005	03/14/2005
Ticket Number:	0000112444	03/07/2005	3	03/10/2005	03/16/2005
Ticket Number:	0000112430	03/07/2005	7	03/14/2005	03/21/2005
Ticket Number:	0000112229	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112228	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112227	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112222	03/03/2005	5	03/08/2005	03/15/2005

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Ticket Number:	0000112206	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112204	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112202	03/03/2005	1	03/04/2005	03/10/2005
Ticket Number:	0000112506	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112368	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112367	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112817	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112336	03/05/2005	2	03/07/2005	03/14/2005
Ticket Number:	0000112335	03/05/2005	2	03/07/2005	03/14/2005
Ticket Number:	0000112333	03/05/2005	2	03/07/2005	03/14/2005
Ticket Number:	0000112332	03/05/2005	16	03/21/2005	03/28/2005
Ticket Number:	0000112329	03/05/2005	2	03/07/2005	03/14/2005
Ticket Number:	0000112234	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112709	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112861	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112859	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112798	03/12/2005	2	03/14/2005	03/21/2005
Ticket Number:	0000112795	03/12/2005	2	03/14/2005	03/21/2005
Ticket Number:	0000112793	03/12/2005	2	03/14/2005	03/21/2005
Ticket Number:	0000112792	03/12/2005	3	03/15/2005	03/21/2005
Ticket Number:	0000112791	03/12/2005	2	03/14/2005	03/21/2005
Ticket Number:	0000112785	03/11/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000112774	03/11/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000112775	03/11/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000112722	03/10/2005	7	03/17/2005	03/23/2005
Ticket Number:	0000112906	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112903	03/15/2005	1	03/15/2005	03/21/2005
Ticket Number:	0000112889	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112901	03/14/2005	1	03/15/2005	03/21/2005
Ticket Number:	0000112819	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000113067	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000112809	03/13/2005	1	03/14/2005	03/21/2005
Ticket Number:	0000112802	03/13/2005	1	03/14/2005	03/21/2005
Ticket Number:	0000112801	03/13/2005	2	03/14/2005	03/21/2005
Ticket Number:	0000112800	03/12/2005	9	03/22/2005	03/28/2005
Ticket Number:	0000112736	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000112728	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000113272	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113271	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113262	03/22/2005	1	03/23/2005	03/29/2005
Ticket Number:	0000113258	03/22/2005	1	03/23/2005	03/29/2005
Ticket Number:	0000113259	03/22/2005	1	03/23/2005	03/29/2005
Ticket Number:	0000113268	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113247	03/22/2005	7	03/29/2005	04/04/2005
Ticket Number:	0000113244	03/22/2005	0	03/22/2005	03/28/2005
Ticket Number:	0000113243	03/22/2005	0	03/22/2005	03/28/2005
Ticket Number:	0000113218	03/21/2005	0	03/21/2005	03/28/2005
Ticket Number:	0000113216	03/21/2005	0	03/21/2005	03/28/2005
Ticket Number:	0000113215	03/21/2005	0	03/21/2005	03/28/2005
Ticket Number:	0000113214	03/21/2005	0		03/21/2005
Ticket Number:	0000113210	03/20/2005	1	03/21/2005	03/28/2005
Ticket Number:	0000113209	03/20/2005	2	03/22/2005	03/28/2005
Ticket Number:	0000113208	03/20/2005	1	03/21/2005	03/28/2005
Ticket Number:	0000113203	03/20/2005	1	03/21/2005	03/28/2005

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Ticket Number:	0000113217	03/21/2005	8	03/29/2005	04/04/2005
Ticket Number:	0000113202	03/20/2005	1		03/21/2005
Ticket Number:	0000113201	03/20/2005	1		03/21/2005
Ticket Number:	0000113200	03/19/2005	1	03/21/2005	03/28/2005
Ticket Number:	0000113197	03/19/2005	2	03/21/2005	03/28/2005
Ticket Number:	0000113193	03/19/2005	2	03/21/2005	03/28/2005
Ticket Number:	0000113191	03/19/2005	2	03/21/2005	03/28/2005
Ticket Number:	0000113189	03/19/2005	2	03/21/2005	03/28/2005
Ticket Number:	0000113188	03/19/2005	2	03/21/2005	03/28/2005
Ticket Number:	0000113183	03/19/2005	2	03/21/2005	03/28/2005
Ticket Number:	0000113180	03/18/2005	3	03/21/2005	03/28/2005
Ticket Number:	0000113158	03/18/2005	3	03/21/2005	03/28/2005
Ticket Number:	0000113154	03/18/2005	3	03/21/2005	03/28/2005
Ticket Number:	0000113149	03/18/2005	0	03/18/2005	03/24/2005
Ticket Number:	0000113147	03/18/2005	0	03/18/2005	03/24/2005
Ticket Number:	0000113120	03/18/2005	0	03/18/2005	03/24/2005
Ticket Number:	0000113116	03/17/2005	4		03/21/2005
Ticket Number:	0000113111	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113096	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113095	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113094	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113091	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113073	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113069	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113049	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113047	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113041	03/16/2005	5	03/21/2005	03/28/2005
Ticket Number:	0000113043	03/16/2005	1	03/17/2005	03/23/2005
Ticket Number:	0000113027	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000113026	03/16/2005	13	03/29/2005	04/04/2005
Ticket Number:	0000113014	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112989	03/16/2005	6	03/22/2005	03/28/2005
Ticket Number:	0000112988	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112986	03/16/2005	1	03/16/2005	03/22/2005
Ticket Number:	0000112985	03/16/2005	1	03/16/2005	03/22/2005
Ticket Number:	0000112984	03/15/2005	1	03/16/2005	03/22/2005
Ticket Number:	0000112983	03/15/2005	1	03/16/2005	03/22/2005
Ticket Number:	0000112979	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112976	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000113072	03/17/2005	1	03/18/2005	03/24/2005
Ticket Number:	0000112971	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112970	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112960	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112931	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112886	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112885	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112869	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112858	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112853	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112902	03/14/2005	1	03/15/2005	03/21/2005
Ticket Number:	0000112824	03/14/2005	2	03/16/2005	03/22/2005
Ticket Number:	0000112823	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112822	03/14/2005	0	03/14/2005	03/21/2005

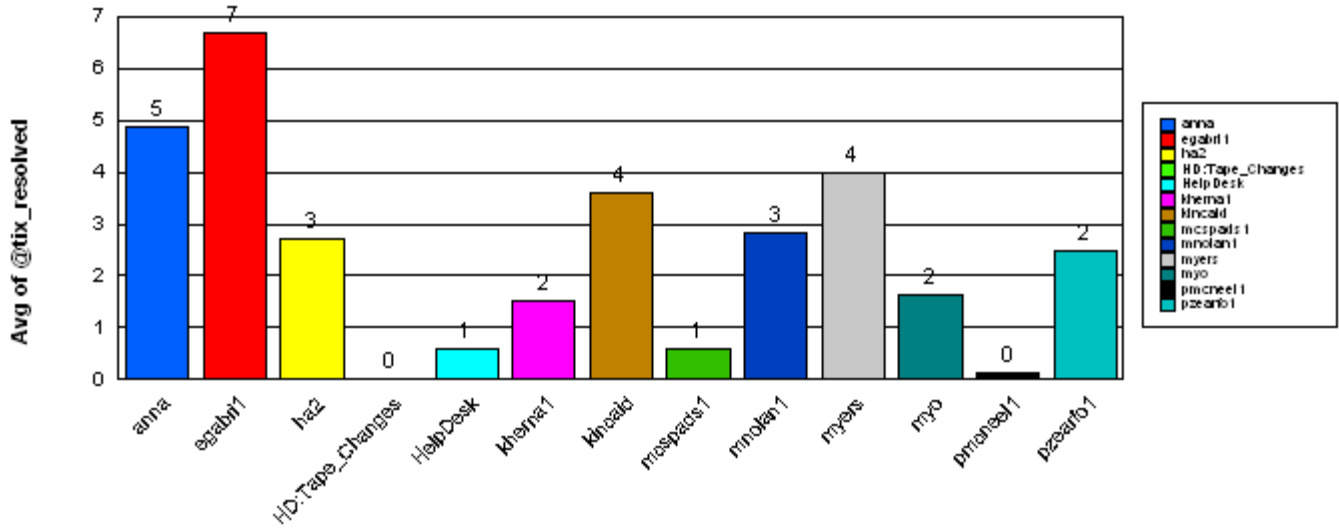
Helpdesk

Average time to ticket resolution for	myo	2		
Maximum time to ticket resolution for	myo	23		
Minimum time to ticket resolution for	myo	0		
<hr/>				
pmcneel1	<u>Total:</u>	2		
Closed	<u>Total:</u>	2		
Ticket Number: 0000112539	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number: 0000113558	03/29/2005	0	03/29/2005	04/04/2005
<hr/>				
Average time to ticket resolution for	pmcneel1	0		
Maximum time to ticket resolution for	pmcneel1	0		
Minimum time to ticket resolution for	pmcneel1	0		
<hr/>				
pzeارفol	<u>Total:</u>	18		
Resolved	<u>Total:</u>	3		
Ticket Number: 0000113528	03/28/2005	2	03/30/2005	
Ticket Number: 0000113674	03/30/2005	0	03/30/2005	
Ticket Number: 0000113678	03/30/2005	0	03/30/2005	
Closed	<u>Total:</u>	15		
Ticket Number: 0000111959	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number: 0000111952	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number: 0000111961	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number: 0000113540	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number: 0000113566	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number: 0000112448	03/07/2005	0	03/08/2005	03/14/2005
Ticket Number: 0000112784	03/11/2005	9		03/20/2005
Ticket Number: 0000112790	03/12/2005	8		03/20/2005
Ticket Number: 0000112806	03/13/2005	7		03/20/2005
Ticket Number: 0000113255	03/22/2005	7	03/29/2005	04/04/2005
Ticket Number: 0000113194	03/19/2005	1	03/20/2005	03/28/2005
Ticket Number: 0000113178	03/18/2005	2	03/20/2005	03/28/2005
Ticket Number: 0000112926	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number: 0000112890	03/14/2005	6		03/20/2005
Ticket Number: 0000112864	03/14/2005	3	03/17/2005	03/23/2005
<hr/>				
Average time to ticket resolution for	pzeارفol	2		
Maximum time to ticket resolution for	pzeارفol	9		
Minimum time to ticket resolution for	pzeارفol	0		

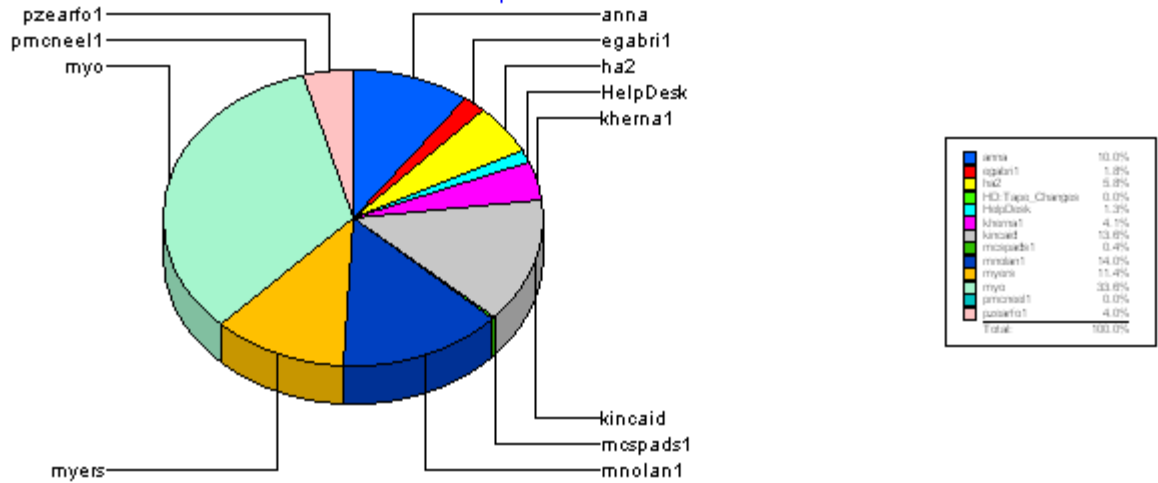
Helpdesk

Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	27
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>	3		
mcnamara		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000113171	03/18/2005	5	03/23/2005	03/29/2005

Average time to ticket resolution for	mcnamara		5		
Maximum time to ticket resolution for	mcnamara		5		
Minimum time to ticket resolution for	mcnamara		5		
rsanders		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000112753	03/11/2005	6		03/17/2005
Ticket Number:	0000112118	03/02/2005	15		03/17/2005

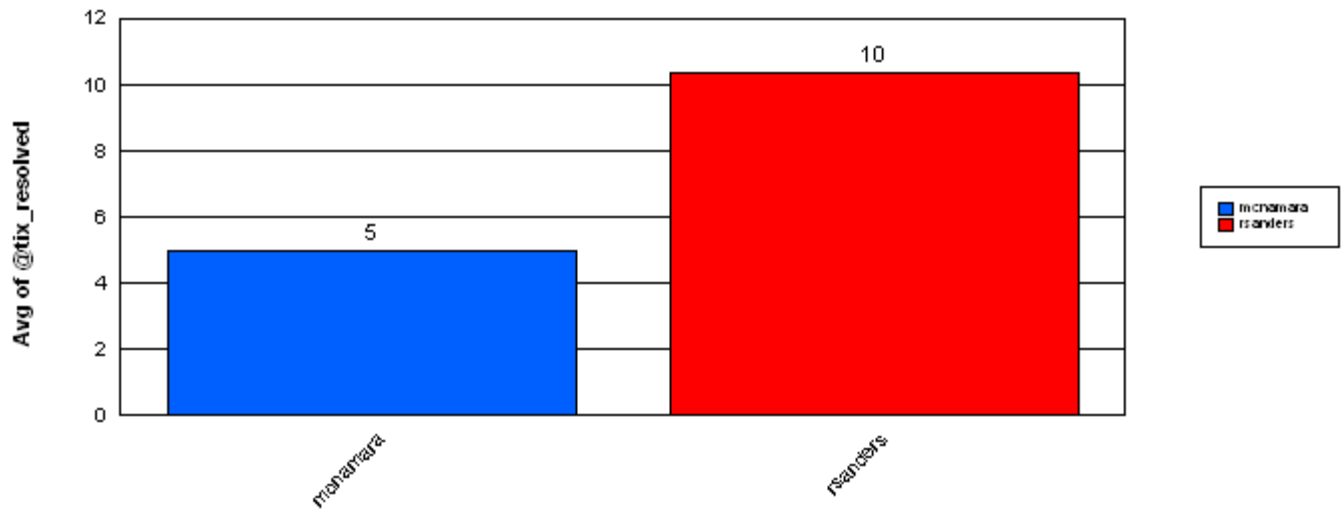
Average time to ticket resolution for	rsanders		10		
Maximum time to ticket resolution for	rsanders		15		
Minimum time to ticket resolution for	rsanders		6		

Human Resources

Average time to ticket resolution for	Human Resour	9
Maximum time to ticket resolution for	Human Resour	15
Minimum time to ticket resolution for	Human Resour	5

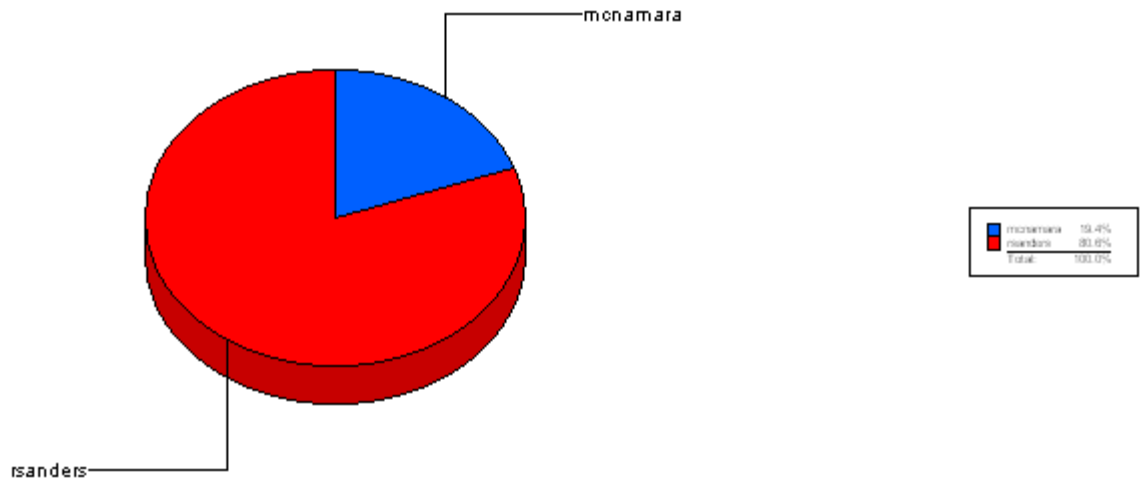
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total: 80

LAN

jesse

Resolved

Total: 53

Total: 9

Ticket Number:	0000113657	03/30/2005	0	03/30/2005
Ticket Number:	0000113764	03/31/2005	0	03/31/2005
Ticket Number:	0000113803	03/31/2005	4	04/04/2005
Ticket Number:	0000113810	03/31/2005	1	04/01/2005
Ticket Number:	0000113807	03/31/2005	1	04/01/2005
Ticket Number:	0000113783	03/31/2005	1	04/01/2005
Ticket Number:	0000113766	03/31/2005	0	03/31/2005
Ticket Number:	0000113604	03/29/2005	3	04/01/2005
Ticket Number:	0000113749	03/31/2005	0	03/31/2005

LAN

	Closed	Total:	44		
Ticket Number:	0000112157	03/03/2005	12	03/15/2005	03/21/2005
Ticket Number:	0000112138	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112152	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112171	03/03/2005	6	03/09/2005	03/15/2005
Ticket Number:	0000112167	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112144	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112109	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000111958	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000111980	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112015	03/01/2005	1	03/02/2005	03/08/2005
Ticket Number:	0000112010	03/01/2005	3	03/04/2005	03/10/2005
Ticket Number:	0000112488	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000113409	03/25/2005	3	03/28/2005	04/04/2005
Ticket Number:	0000113503	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000113429	03/25/2005	3	03/28/2005	04/04/2005
Ticket Number:	0000113495	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113751	03/31/2005	0		03/31/2005
Ticket Number:	0000113588	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113501	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000112836	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112847	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112876	03/14/2005	1	03/15/2005	03/21/2005
Ticket Number:	0000112843	03/14/2005	1	03/15/2005	03/30/2005
Ticket Number:	0000113053	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113152	03/18/2005	0	03/18/2005	03/24/2005
Ticket Number:	0000113036	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000113000	03/16/2005	1	03/17/2005	03/23/2005
Ticket Number:	0000112966	03/15/2005	1	03/16/2005	03/22/2005
Ticket Number:	0000112965	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112946	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112948	03/15/2005	2	03/17/2005	03/23/2005
Ticket Number:	0000112177	03/03/2005	6		03/09/2005
Ticket Number:	0000112216	03/03/2005	6	03/09/2005	03/15/2005
Ticket Number:	0000112191	03/03/2005	1	03/04/2005	03/10/2005
Ticket Number:	0000112698	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112691	03/10/2005	5	03/15/2005	03/21/2005
Ticket Number:	0000112642	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112609	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112582	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112542	03/08/2005	2	03/10/2005	03/16/2005
Ticket Number:	0000112748	03/11/2005	4	03/15/2005	03/21/2005
Ticket Number:	0000112472	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000112397	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112258	03/04/2005	3	03/07/2005	03/14/2005
-----			-----	-----	-----
Average time to ticket resolution for	jesse		1		
Maximum time to ticket resolution for	jesse		12		
Minimum time to ticket resolution for	jesse		0		

LAN

vladimir

Total: 27

Resolved

Total: 5

Ticket Number:	0000113761	03/31/2005	1	04/01/2005
Ticket Number:	0000113762	03/31/2005	1	04/01/2005
Ticket Number:	0000113603	03/29/2005	1	03/30/2005
Ticket Number:	0000113372	03/24/2005	6	03/30/2005
Ticket Number:	0000113305	03/23/2005	9	04/01/2005

Closed

Total: 22

Ticket Number:	0000112153	03/03/2005	4	03/07/2005	03/14/2005
Ticket Number:	0000113311	03/23/2005	5	03/28/2005	04/04/2005
Ticket Number:	0000113357	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000113379	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000113416	03/25/2005	3	03/28/2005	04/04/2005
Ticket Number:	0000113381	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000113346	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000113338	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000112317	03/04/2005	3	03/07/2005	03/14/2005
Ticket Number:	0000112678	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112671	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112718	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112908	03/15/2005	2	03/17/2005	03/23/2005
Ticket Number:	0000113318	03/23/2005	1	03/24/2005	03/30/2005
Ticket Number:	0000112972	03/15/2005	2	03/17/2005	03/17/2005
Ticket Number:	0000113280	03/23/2005	1	03/24/2005	03/30/2005
Ticket Number:	0000113269	03/23/2005	1	03/24/2005	03/30/2005
Ticket Number:	0000113314	03/23/2005	1	03/24/2005	03/30/2005
Ticket Number:	0000113176	03/18/2005	7	03/25/2005	03/31/2005
Ticket Number:	0000113173	03/18/2005	6	03/24/2005	03/30/2005
Ticket Number:	0000113172	03/18/2005	6	03/24/2005	03/30/2005
Ticket Number:	0000113107	03/17/2005	7	03/24/2005	03/30/2005

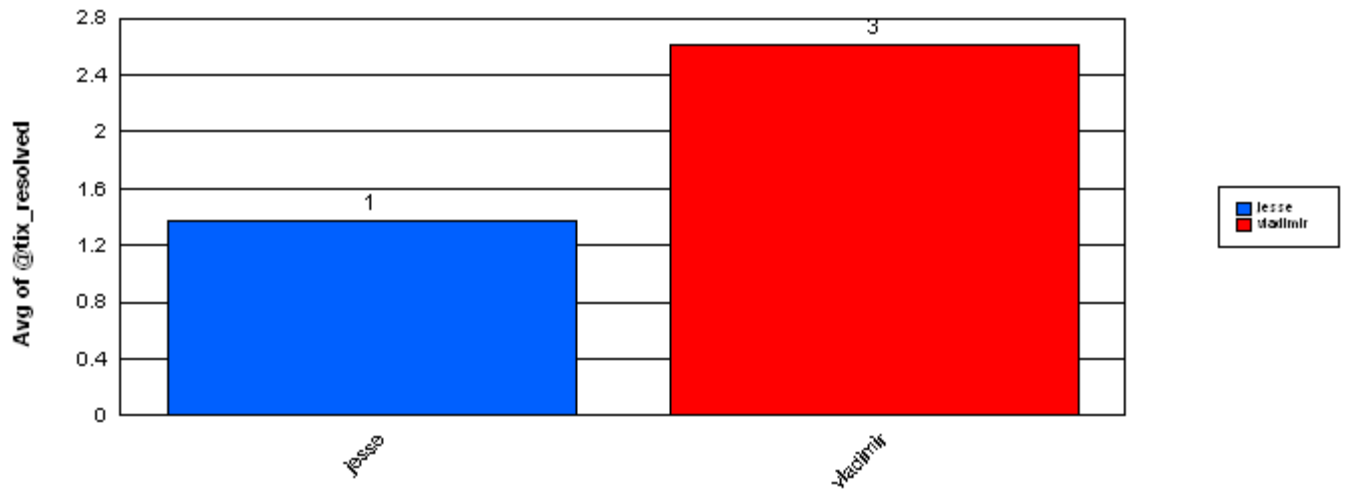
-----	-----	-----
Average time to ticket resolution for	vladimir	3
Maximum time to ticket resolution for	vladimir	9
Minimum time to ticket resolution for	vladimir	0
-----	-----	-----

LAN

Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	12
Minimum time to ticket resolution for	LAN	0

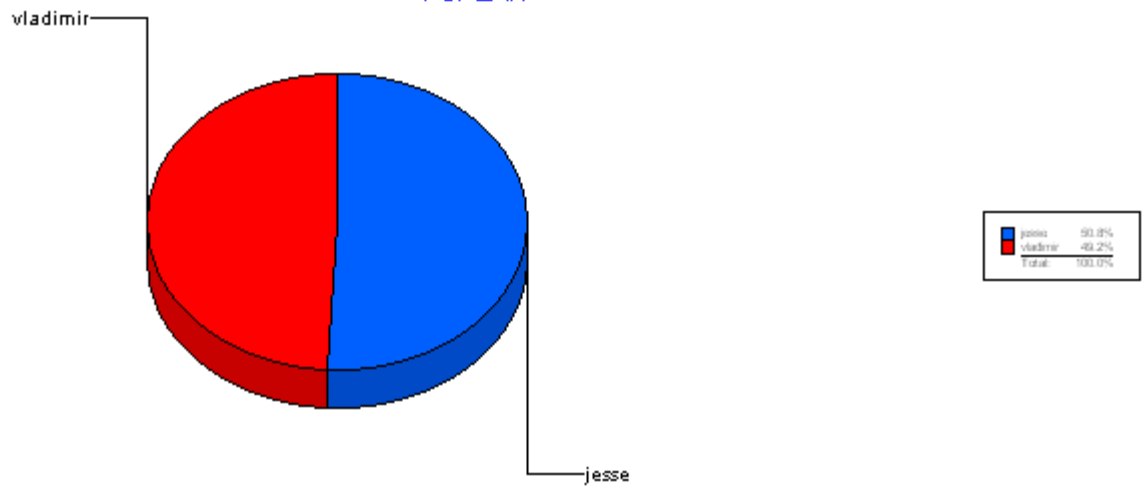
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		Total:	41		
NewMedia:BlackBoard		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000112915	03/15/2005	0		03/15/2005

Average time to ticket resolution for	NewMedia:Blac		0		
Maximum time to ticket resolution for	NewMedia:Blac		0		
Minimum time to ticket resolution for	NewMedia:Blac		0		
darnold		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000112378	03/07/2005	18	03/25/2005	03/31/2005

Average time to ticket resolution for	darnold		18		
Maximum time to ticket resolution for	darnold		18		
Minimum time to ticket resolution for	darnold		18		
ebenson1		<u>Total:</u>	9		
Resolved		<u>Total:</u>	4		
Ticket Number:	0000113725	03/30/2005	1	03/31/2005	
Ticket Number:	0000113742	03/31/2005	0	03/31/2005	
Ticket Number:	0000113710	03/30/2005	1	03/31/2005	
Ticket Number:	0000113491	03/28/2005	2	03/30/2005	
Closed		<u>Total:</u>	5		
Ticket Number:	0000112066	03/01/2005	0		03/02/2005
Ticket Number:	0000112067	03/01/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000113460	03/27/2005	2	03/29/2005	04/04/2005
Ticket Number:	0000113548	03/29/2005	0		03/29/2005
Ticket Number:	0000113549	03/29/2005	0		03/29/2005

Average time to ticket resolution for	ebenson1		1		
Maximum time to ticket resolution for	ebenson1		2		
Minimum time to ticket resolution for	ebenson1		0		

New Media

rarmstro

Total: **30**

Closed

Total: **30**

Ticket Number:	0000113353	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000112094	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000112055	03/01/2005	3	03/04/2005	03/10/2005
Ticket Number:	0000112005	03/01/2005	0		03/01/2005
Ticket Number:	0000112039	03/01/2005	6		03/07/2005
Ticket Number:	0000112003	03/01/2005	0		03/01/2005
Ticket Number:	0000112012	03/01/2005	0		03/01/2005
Ticket Number:	0000111948	03/01/2005	22		03/23/2005
Ticket Number:	0000112166	03/03/2005	20		03/23/2005
Ticket Number:	0000112123	03/02/2005	1	03/03/2005	03/09/2005
Ticket Number:	0000112281	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112086	03/02/2005	0	03/02/2005	03/04/2005
Ticket Number:	0000112081	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000112235	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112445	03/07/2005	16		03/23/2005
Ticket Number:	0000112413	03/07/2005	1	03/08/2005	03/14/2005
Ticket Number:	0000112681	03/10/2005	4	03/14/2005	03/21/2005
Ticket Number:	0000112624	03/09/2005	1		03/10/2005
Ticket Number:	0000112622	03/09/2005	5		03/14/2005
Ticket Number:	0000112610	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112473	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112363	03/06/2005	16		03/23/2005
Ticket Number:	0000112270	03/04/2005	5	03/09/2005	03/15/2005
Ticket Number:	0000112771	03/11/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000113078	03/17/2005	6	03/23/2005	03/29/2005
Ticket Number:	0000113224	03/21/2005	2	03/23/2005	03/29/2005
Ticket Number:	0000113206	03/20/2005	3	03/23/2005	03/29/2005
Ticket Number:	0000112927	03/15/2005	1	03/16/2005	03/22/2005
Ticket Number:	0000112815	03/13/2005	1	03/15/2005	03/15/2005
Ticket Number:	0000112898	03/14/2005	2	03/16/2005	03/22/2005

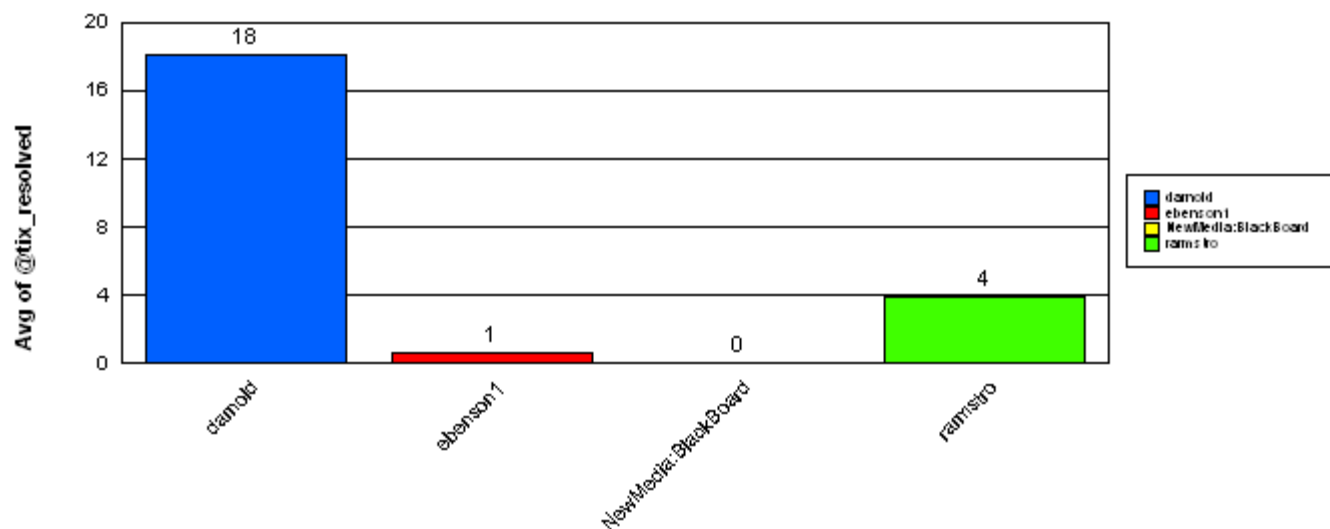
Average time to ticket resolution for	rarmstro	4
Maximum time to ticket resolution for	rarmstro	22
Minimum time to ticket resolution for	rarmstro	0

New Media

Average time to ticket resolution for	New Media	3
Maximum time to ticket resolution for	New Media	22
Minimum time to ticket resolution for	New Media	0

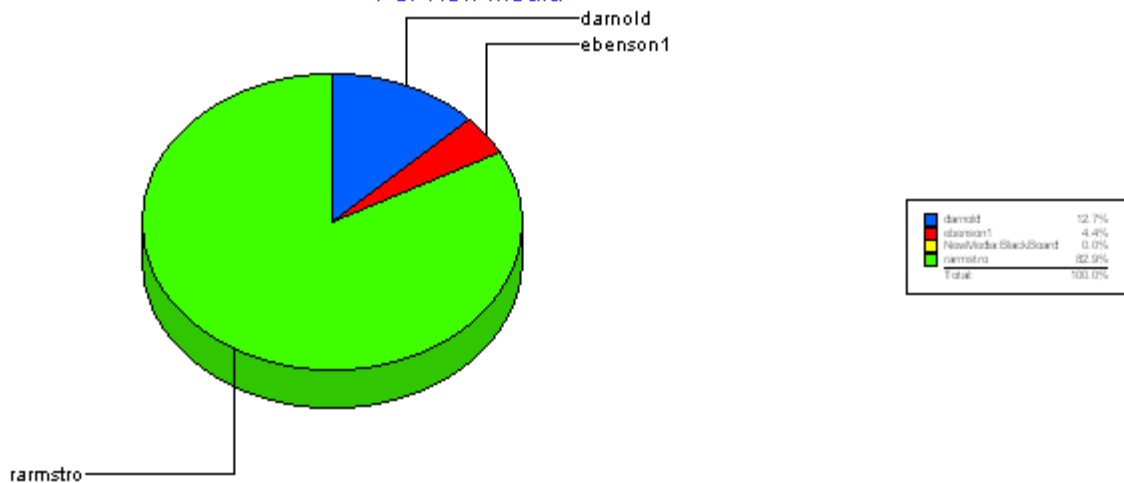
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		<u>Total:</u>	186	
BSG:HP3000_Systems		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000112382	03/07/2005	0	03/07/2005
Ticket Number:	0000113750	03/31/2005	0	03/31/2005
-----		-----	-----	-----
Average time to ticket resolution for		BSG:HP3000_S	0	
Maximum time to ticket resolution for		BSG:HP3000_S	0	
Minimum time to ticket resolution for		BSG:HP3000_S	0	
BSG:Operational_Support		<u>Total:</u>	30	
Closed		<u>Total:</u>	30	
Ticket Number:	0000113332	03/24/2005	0	03/24/2005
Ticket Number:	0000113546	03/29/2005	0	03/29/2005
Ticket Number:	0000113754	03/31/2005	0	03/31/2005
Ticket Number:	0000113752	03/31/2005	0	03/31/2005
Ticket Number:	0000113696	03/30/2005	0	03/30/2005
Ticket Number:	0000113631	03/30/2005	0	03/30/2005
Ticket Number:	0000113630	03/30/2005	0	03/30/2005
Ticket Number:	0000113544	03/29/2005	0	03/29/2005
Ticket Number:	0000113396	03/25/2005	0	03/25/2005
Ticket Number:	0000113395	03/25/2005	0	03/25/2005
Ticket Number:	0000113364	03/24/2005	0	03/24/2005
Ticket Number:	0000113340	03/24/2005	0	03/24/2005
Ticket Number:	0000113394	03/25/2005	0	03/25/2005
Ticket Number:	0000113704	03/30/2005	0	03/30/2005
Ticket Number:	0000111963	03/01/2005	0	03/01/2005
Ticket Number:	0000112035	03/01/2005	0	03/01/2005
Ticket Number:	0000112264	03/04/2005	0	03/04/2005
Ticket Number:	0000112690	03/10/2005	0	03/10/2005
Ticket Number:	0000112686	03/10/2005	0	03/10/2005
Ticket Number:	0000112685	03/10/2005	0	03/10/2005
Ticket Number:	0000112683	03/10/2005	0	03/10/2005
Ticket Number:	0000112665	03/10/2005	0	03/10/2005
Ticket Number:	0000112614	03/09/2005	0	03/09/2005
Ticket Number:	0000112560	03/09/2005	0	03/09/2005
Ticket Number:	0000112479	03/08/2005	0	03/08/2005
Ticket Number:	0000112469	03/08/2005	0	03/08/2005
Ticket Number:	0000112459	03/08/2005	0	03/08/2005
Ticket Number:	0000112461	03/08/2005	0	03/08/2005
Ticket Number:	0000112907	03/15/2005	0	03/15/2005
Ticket Number:	0000113471	03/28/2005	0	03/28/2005
-----		-----	-----	-----
Average time to ticket resolution for		BSG:Operation	0	
Maximum time to ticket resolution for		BSG:Operation	0	
Minimum time to ticket resolution for		BSG:Operation	0	

OIT BSG Non People
BSG:Web_Infrastructure

Total: 121

OIT BSG Non People

	<u>Closed</u>	<u>Total:</u>	121	
Ticket Number:	0000112739	03/11/2005	0	03/11/2005
Ticket Number:	0000113088	03/17/2005	0	03/17/2005
Ticket Number:	0000113087	03/17/2005	0	03/17/2005
Ticket Number:	0000113086	03/17/2005	0	03/17/2005
Ticket Number:	0000113085	03/17/2005	0	03/17/2005
Ticket Number:	0000113075	03/17/2005	0	03/17/2005
Ticket Number:	0000113070	03/17/2005	0	03/17/2005
Ticket Number:	0000113023	03/16/2005	0	03/16/2005
Ticket Number:	0000113071	03/17/2005	0	03/17/2005
Ticket Number:	0000113706	03/30/2005	0	03/30/2005
Ticket Number:	0000113166	03/18/2005	0	03/18/2005
Ticket Number:	0000113165	03/18/2005	0	03/18/2005
Ticket Number:	0000113142	03/18/2005	0	03/18/2005
Ticket Number:	0000113141	03/18/2005	0	03/18/2005
Ticket Number:	0000113140	03/18/2005	0	03/18/2005
Ticket Number:	0000113139	03/18/2005	0	03/18/2005
Ticket Number:	0000113138	03/18/2005	0	03/18/2005
Ticket Number:	0000113137	03/18/2005	0	03/18/2005
Ticket Number:	0000113135	03/18/2005	0	03/18/2005
Ticket Number:	0000113134	03/18/2005	0	03/18/2005
Ticket Number:	0000113129	03/18/2005	0	03/18/2005
Ticket Number:	0000113127	03/18/2005	0	03/18/2005
Ticket Number:	0000113126	03/18/2005	0	03/18/2005
Ticket Number:	0000113089	03/17/2005	0	03/17/2005
Ticket Number:	0000113707	03/30/2005	0	03/30/2005
Ticket Number:	0000112941	03/15/2005	0	03/15/2005
Ticket Number:	0000112940	03/15/2005	0	03/15/2005
Ticket Number:	0000112939	03/15/2005	0	03/15/2005
Ticket Number:	0000112938	03/15/2005	0	03/15/2005
Ticket Number:	0000112942	03/15/2005	0	03/15/2005
Ticket Number:	0000112936	03/15/2005	0	03/15/2005
Ticket Number:	0000112935	03/15/2005	0	03/15/2005
Ticket Number:	0000113008	03/16/2005	0	03/16/2005
Ticket Number:	0000112759	03/11/2005	0	03/11/2005
Ticket Number:	0000112186	03/03/2005	0	03/03/2005
Ticket Number:	0000112238	03/04/2005	0	03/04/2005
Ticket Number:	0000112593	03/09/2005	0	03/09/2005
Ticket Number:	0000112290	03/04/2005	0	03/04/2005
Ticket Number:	0000112289	03/04/2005	0	03/04/2005
Ticket Number:	0000112287	03/04/2005	0	03/04/2005
Ticket Number:	0000112286	03/04/2005	0	03/04/2005
Ticket Number:	0000112285	03/04/2005	0	03/04/2005
Ticket Number:	0000112247	03/04/2005	0	03/04/2005
Ticket Number:	0000112245	03/04/2005	0	03/04/2005
Ticket Number:	0000112244	03/04/2005	0	03/04/2005
Ticket Number:	0000112243	03/04/2005	0	03/04/2005
Ticket Number:	0000112240	03/04/2005	0	03/04/2005
Ticket Number:	0000112239	03/04/2005	0	03/04/2005
Ticket Number:	0000112529	03/08/2005	0	03/08/2005
Ticket Number:	0000112528	03/08/2005	0	03/08/2005
Ticket Number:	0000112527	03/08/2005	0	03/08/2005
Ticket Number:	0000112509	03/08/2005	0	03/08/2005
Ticket Number:	0000112508	03/08/2005	0	03/08/2005

OIT BSG Non People

Ticket Number:	0000112507	03/08/2005	0	03/08/2005
Ticket Number:	0000112471	03/08/2005	0	03/08/2005
Ticket Number:	0000112470	03/08/2005	0	03/08/2005
Ticket Number:	0000112407	03/07/2005	0	03/07/2005
Ticket Number:	0000113169	03/18/2005	0	03/18/2005
Ticket Number:	0000113168	03/18/2005	0	03/18/2005
Ticket Number:	0000113170	03/18/2005	0	03/18/2005
Ticket Number:	0000112608	03/09/2005	0	03/09/2005
Ticket Number:	0000112590	03/09/2005	0	03/09/2005
Ticket Number:	0000112591	03/09/2005	0	03/09/2005
Ticket Number:	0000112586	03/09/2005	0	03/09/2005
Ticket Number:	0000112564	03/09/2005	0	03/09/2005
Ticket Number:	0000112563	03/09/2005	0	03/09/2005
Ticket Number:	0000112562	03/09/2005	0	03/09/2005
Ticket Number:	0000112561	03/09/2005	0	03/09/2005
Ticket Number:	0000112658	03/10/2005	0	03/10/2005
Ticket Number:	0000112657	03/10/2005	0	03/10/2005
Ticket Number:	0000113009	03/16/2005	0	03/16/2005
Ticket Number:	0000112406	03/07/2005	0	03/07/2005
Ticket Number:	0000112405	03/07/2005	0	03/07/2005
Ticket Number:	0000112400	03/07/2005	0	03/07/2005
Ticket Number:	0000112399	03/07/2005	0	03/07/2005
Ticket Number:	0000112505	03/08/2005	0	03/08/2005
Ticket Number:	0000112237	03/04/2005	0	03/04/2005
Ticket Number:	0000112231	03/04/2005	0	03/04/2005
Ticket Number:	0000112232	03/04/2005	0	03/04/2005
Ticket Number:	0000112242	03/04/2005	0	03/04/2005
Ticket Number:	0000112236	03/04/2005	0	03/04/2005
Ticket Number:	0000112233	03/04/2005	0	03/04/2005
Ticket Number:	0000112187	03/03/2005	0	03/03/2005
Ticket Number:	0000112155	03/03/2005	0	03/03/2005
Ticket Number:	0000112156	03/03/2005	0	03/03/2005
Ticket Number:	0000112764	03/11/2005	0	03/11/2005
Ticket Number:	0000112142	03/03/2005	0	03/03/2005
Ticket Number:	0000112760	03/11/2005	0	03/11/2005
Ticket Number:	0000112000	03/01/2005	0	03/01/2005
Ticket Number:	0000111999	03/01/2005	0	03/01/2005
Ticket Number:	0000111995	03/01/2005	0	03/01/2005
Ticket Number:	0000111994	03/01/2005	0	03/01/2005
Ticket Number:	0000112189	03/03/2005	0	03/03/2005
Ticket Number:	0000111998	03/01/2005	0	03/01/2005
Ticket Number:	0000112141	03/03/2005	0	03/03/2005
Ticket Number:	0000112143	03/03/2005	0	03/03/2005
Ticket Number:	0000112188	03/03/2005	0	03/03/2005
Ticket Number:	0000112108	03/02/2005	0	03/02/2005
Ticket Number:	0000112107	03/02/2005	0	03/02/2005
Ticket Number:	0000112106	03/02/2005	0	03/02/2005
Ticket Number:	0000112105	03/02/2005	0	03/02/2005
Ticket Number:	0000112104	03/02/2005	0	03/02/2005
Ticket Number:	0000112078	03/02/2005	0	03/02/2005
Ticket Number:	0000112765	03/11/2005	0	03/11/2005
Ticket Number:	0000112154	03/03/2005	0	03/03/2005
Ticket Number:	0000113284	03/23/2005	0	03/23/2005
Ticket Number:	0000113297	03/23/2005	0	03/23/2005

OIT BSG Non People

Ticket Number:	0000113691	03/30/2005	0	03/30/2005
Ticket Number:	0000113690	03/30/2005	0	03/30/2005
Ticket Number:	0000113689	03/30/2005	0	03/30/2005
Ticket Number:	0000113632	03/30/2005	0	03/30/2005
Ticket Number:	0000113576	03/29/2005	0	03/29/2005
Ticket Number:	0000113575	03/29/2005	0	03/29/2005
Ticket Number:	0000113545	03/29/2005	0	03/29/2005
Ticket Number:	0000113634	03/30/2005	0	03/30/2005
Ticket Number:	0000113633	03/30/2005	0	03/30/2005
Ticket Number:	0000113786	03/31/2005	0	03/31/2005
Ticket Number:	0000113693	03/30/2005	0	03/30/2005
Ticket Number:	0000113370	03/24/2005	0	03/24/2005
Ticket Number:	0000113289	03/23/2005	0	03/23/2005
Ticket Number:	0000113288	03/23/2005	0	03/23/2005
<hr/>				
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	
<hr/>				
blanchet		Total:	10	
Closed		Total:	10	
Ticket Number:	0000113413	03/25/2005	0	03/25/2005
Ticket Number:	0000113496	03/28/2005	2	03/30/2005
Ticket Number:	0000112519	03/08/2005	3	03/11/2005
Ticket Number:	0000112409	03/07/2005	18	03/25/2005
Ticket Number:	0000112410	03/07/2005	0	03/07/2005
Ticket Number:	0000112667	03/10/2005	0	03/10/2005
Ticket Number:	0000112735	03/11/2005	3	03/14/2005
Ticket Number:	0000113470	03/28/2005	0	03/28/2005
Ticket Number:	0000113093	03/17/2005	6	03/23/2005
Ticket Number:	0000113122	03/18/2005	0	03/18/2005
<hr/>				
Average time to ticket resolution for	blanchet		3	
Maximum time to ticket resolution for	blanchet		18	
Minimum time to ticket resolution for	blanchet		0	
<hr/>				
dina		Total:	2	
Closed		Total:	2	
Ticket Number:	0000113048	03/17/2005	7	03/24/2005
Ticket Number:	0000113324	03/24/2005	0	03/24/2005
<hr/>				
Average time to ticket resolution for	dina		4	
Maximum time to ticket resolution for	dina		7	
Minimum time to ticket resolution for	dina		0	
<hr/>				
jason12		Total:	4	
Closed		Total:	4	
Ticket Number:	0000113505	03/28/2005	0	03/28/2005
Ticket Number:	0000112054	03/01/2005	2	03/03/2005
Ticket Number:	0000112098	03/02/2005	1	03/03/2005
Ticket Number:	0000112872	03/14/2005	14	03/28/2005
<hr/>				
Average time to ticket resolution for	jason12		4	
Maximum time to ticket resolution for	jason12		14	
Minimum time to ticket resolution for	jason12		0	

OIT BSG Non People

paulr

Total: **11**

Closed

Total: **11**

Ticket Number:	0000112755	03/11/2005	3	03/14/2005
Ticket Number:	0000112839	03/14/2005	0	03/14/2005
Ticket Number:	0000112849	03/14/2005	0	03/14/2005
Ticket Number:	0000112370	03/07/2005	0	03/07/2005
Ticket Number:	0000112617	03/09/2005	5	03/14/2005
Ticket Number:	0000112663	03/10/2005	4	03/14/2005
Ticket Number:	0000112535	03/08/2005	6	03/14/2005
Ticket Number:	0000112585	03/09/2005	5	03/14/2005
Ticket Number:	0000112388	03/07/2005	0	03/07/2005
Ticket Number:	0000112393	03/07/2005	7	03/14/2005
Ticket Number:	0000112613	03/09/2005	5	03/14/2005

Average time to ticket resolution for paulr **3**

Maximum time to ticket resolution for paulr **7**

Minimum time to ticket resolution for paulr **0**

putro

Total: **6**

Closed

Total: **6**

Ticket Number:	0000113499	03/28/2005	0	03/28/2005
Ticket Number:	0000112174	03/03/2005	1	03/04/2005
Ticket Number:	0000112538	03/08/2005	20	03/28/2005
Ticket Number:	0000112412	03/07/2005	0	03/07/2005
Ticket Number:	0000112303	03/04/2005	24	03/28/2005
Ticket Number:	0000112190	03/03/2005	0	03/03/2005

Average time to ticket resolution for putro **8**

Maximum time to ticket resolution for putro **24**

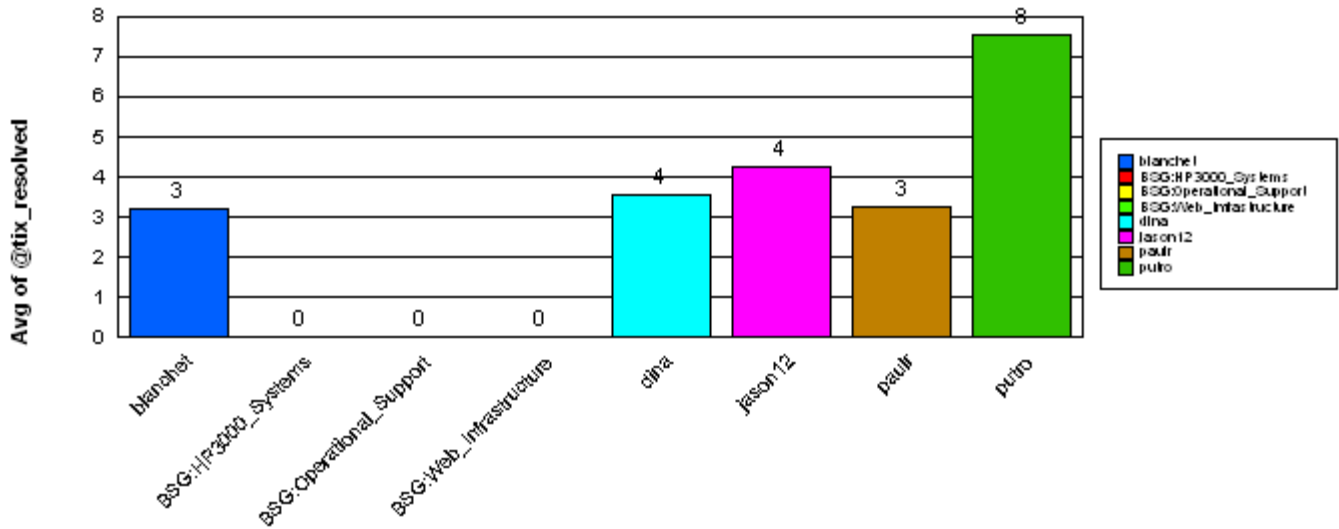
Minimum time to ticket resolution for putro **0**

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	24
Minimum time to ticket resolution for	OIT BSG Non P	0

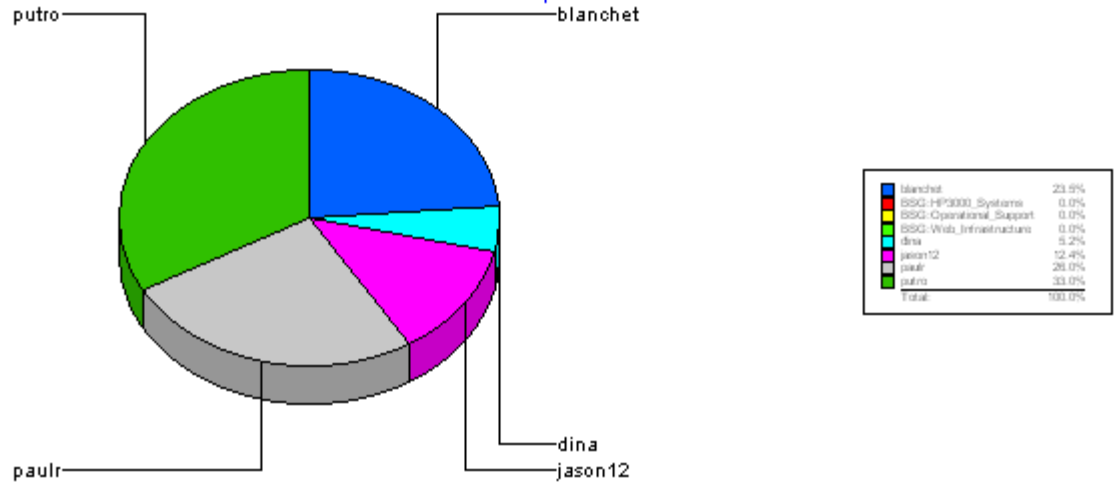
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		<u>Total:</u>	193		
afinn		<u>Total:</u>	5		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000113666	03/30/2005	1	03/31/2005	
Closed		<u>Total:</u>	4		
Ticket Number:	0000112028	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112034	03/01/2005	10	03/11/2005	03/17/2005
Ticket Number:	0000112331	03/05/2005	24	03/29/2005	04/04/2005
Ticket Number:	0000112924	03/15/2005	1	03/16/2005	03/22/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		afinn	7		
Maximum time to ticket resolution for		afinn	24		
Minimum time to ticket resolution for		afinn	0		
<hr/>		<hr/>	<hr/>	<hr/>	
byron		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000112770	03/11/2005	7	03/18/2005	03/24/2005
Ticket Number:	0000113174	03/18/2005	17		04/04/2005
Ticket Number:	0000113123	03/18/2005	0	03/18/2005	03/24/2005
Ticket Number:	0000113032	03/16/2005	2		03/18/2005
Ticket Number:	0000112248	03/04/2005	7		03/11/2005
Ticket Number:	0000111957	03/01/2005	0		03/01/2005
Ticket Number:	0000111989	03/01/2005	2	03/03/2005	03/09/2005
Ticket Number:	0000112136	03/03/2005	0	03/03/2005	03/09/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		byron	4		
Maximum time to ticket resolution for		byron	17		
Minimum time to ticket resolution for		byron	0		
<hr/>		<hr/>	<hr/>	<hr/>	

OIT Business Systems: P

chriss

Total: 38

Resolved

Total: 12

Ticket Number:	0000113774	03/31/2005	0	03/31/2005	
Ticket Number:	0000113601	03/29/2005	1	03/30/2005	
Ticket Number:	0000113800	03/31/2005	0	03/31/2005	
Ticket Number:	0000113791	03/31/2005	1	04/01/2005	
Ticket Number:	0000113715	03/30/2005	1	03/31/2005	
Ticket Number:	0000113682	03/30/2005	0	03/30/2005	
Ticket Number:	0000113681	03/30/2005	0	03/30/2005	
Ticket Number:	0000113669	03/30/2005	0	03/30/2005	
Ticket Number:	0000113640	03/30/2005	0	03/30/2005	
Ticket Number:	0000113703	03/30/2005	0	03/30/2005	
Ticket Number:	0000113581	03/29/2005	1	03/30/2005	
Ticket Number:	0000113605	03/29/2005	1	03/30/2005	

Closed

Total: 26

Ticket Number:	0000112832	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112487	03/08/2005	16	03/24/2005	03/30/2005
Ticket Number:	0000112149	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112135	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112026	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000113327	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113408	03/25/2005	0	03/25/2005	03/31/2005
Ticket Number:	0000113359	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000112318	03/04/2005	3	03/07/2005	03/14/2005
Ticket Number:	0000112490	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112618	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112738	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000112749	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000112913	03/15/2005	2	03/17/2005	03/23/2005
Ticket Number:	0000112912	03/15/2005	10	03/25/2005	03/31/2005
Ticket Number:	0000113050	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113098	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113110	03/17/2005	1	03/18/2005	03/24/2005
Ticket Number:	0000113103	03/17/2005	1	03/18/2005	03/24/2005
Ticket Number:	0000113099	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113064	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113018	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000113012	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112952	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112921	03/15/2005	2	03/17/2005	03/23/2005
Ticket Number:	0000112826	03/14/2005	0	03/14/2005	03/21/2005

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

dsylva

Total: 2

Closed

Total: 2

Ticket Number:	0000112715	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000113392	03/25/2005	0	03/25/2005	03/31/2005

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

OIT Business Systems: P

haddaway

Total: **24**

Resolved

Total: **6**

Ticket Number:	0000113648	03/30/2005	0	03/30/2005
Ticket Number:	0000113694	03/30/2005	0	03/30/2005
Ticket Number:	0000113698	03/30/2005	0	03/30/2005
Ticket Number:	0000113793	03/31/2005	0	03/31/2005
Ticket Number:	0000113711	03/30/2005	1	03/31/2005
Ticket Number:	0000113636	03/30/2005	0	03/30/2005

Closed

Total: **18**

Ticket Number:	0000111956	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112723	03/10/2005	7	03/17/2005	03/23/2005
Ticket Number:	0000113159	03/18/2005	0	03/18/2005	03/24/2005
Ticket Number:	0000113083	03/17/2005	0		03/17/2005
Ticket Number:	0000113063	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113061	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113034	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000113028	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112973	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112919	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112568	03/09/2005	8	03/17/2005	03/23/2005
Ticket Number:	0000112194	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112395	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112631	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112522	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112531	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112403	03/07/2005	1	03/08/2005	03/14/2005
Ticket Number:	0000112308	03/04/2005	3		03/07/2005

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Average time to ticket resolution for	haddaway	1
Maximum time to ticket resolution for	haddaway	8
Minimum time to ticket resolution for	haddaway	0
-----	-----	-----

OIT Business Systems: P

jeremy

Resolved

Total: **64**

Total: **5**

Ticket Number:	0000113775	03/31/2005	0	03/31/2005
Ticket Number:	0000113773	03/31/2005	0	03/31/2005
Ticket Number:	0000113743	03/31/2005	0	03/31/2005
Ticket Number:	0000113736	03/31/2005	0	03/31/2005
Ticket Number:	0000113759	03/31/2005	0	03/31/2005

OIT Business Systems: P

	Closed	Total:	59		
Ticket Number:	0000113317	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113283	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000112030	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112023	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112048	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112088	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000112076	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000112065	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000113282	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113295	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113308	03/23/2005	0		03/23/2005
Ticket Number:	0000113333	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113579	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113557	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113512	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113511	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000113508	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113477	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113517	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113520	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113432	03/25/2005	3	03/28/2005	04/04/2005
Ticket Number:	0000113487	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113378	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000113354	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113321	03/23/2005	1	03/24/2005	03/30/2005
Ticket Number:	0000113312	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000112523	03/08/2005	0		03/08/2005
Ticket Number:	0000112714	03/10/2005	4	03/14/2005	03/21/2005
Ticket Number:	0000112621	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112587	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112557	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112494	03/08/2005	9	03/17/2005	03/23/2005
Ticket Number:	0000112493	03/08/2005	9	03/17/2005	03/23/2005
Ticket Number:	0000112462	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112429	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112359	03/06/2005	1		03/07/2005
Ticket Number:	0000112355	03/06/2005	0	03/06/2005	03/14/2005
Ticket Number:	0000112713	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112717	03/10/2005	4	03/14/2005	03/21/2005
Ticket Number:	0000112852	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112841	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112838	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112862	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112925	03/15/2005	2	03/17/2005	03/23/2005
Ticket Number:	0000113279	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113292	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113315	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113336	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113092	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113057	03/17/2005	0		03/17/2005
Ticket Number:	0000113060	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113025	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000113010	03/16/2005	0	03/16/2005	03/22/2005

OIT Business Systems: P

Ticket Number:	0000112999	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112995	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112980	03/15/2005	1	03/16/2005	03/22/2005
Ticket Number:	0000112978	03/15/2005	1		03/16/2005
Ticket Number:	0000112968	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112962	03/15/2005	0	03/15/2005	03/21/2005
Average time to ticket resolution for		jeremy	1		
Maximum time to ticket resolution for		jeremy	9		
Minimum time to ticket resolution for		jeremy	0		
jgood		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000112745	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000113113	03/17/2005	7	03/24/2005	03/30/2005
Ticket Number:	0000112379	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000113398	03/25/2005	0	03/25/2005	03/31/2005
Ticket Number:	0000113521	03/28/2005	0	03/28/2005	04/04/2005
Average time to ticket resolution for		jgood	1		
Maximum time to ticket resolution for		jgood	7		
Minimum time to ticket resolution for		jgood	0		
jking		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000112036	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000111944	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112710	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112937	03/15/2005	0	03/15/2005	03/21/2005
Average time to ticket resolution for		jking	0		
Maximum time to ticket resolution for		jking	1		
Minimum time to ticket resolution for		jking	0		
jpatna1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000113006	03/16/2005	2	03/18/2005	03/24/2005
Average time to ticket resolution for		jpatna1	2		
Maximum time to ticket resolution for		jpatna1	2		
Minimum time to ticket resolution for		jpatna1	2		
kblank		<u>Total:</u>	5		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000113559	03/29/2005	1	03/30/2005	
Closed		<u>Total:</u>	4		
Ticket Number:	0000112751	03/11/2005	6	03/17/2005	03/23/2005
Ticket Number:	0000112182	03/03/2005	13	03/16/2005	03/17/2005
Ticket Number:	0000112577	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112438	03/07/2005	8	03/15/2005	03/21/2005
Average time to ticket resolution for		kblank	6		
Maximum time to ticket resolution for		kblank	13		
Minimum time to ticket resolution for		kblank	1		
kirby		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000112185	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000113264	03/23/2005	0	03/23/2005	03/29/2005
Average time to ticket resolution for		kirby	0		
Maximum time to ticket resolution for		kirby	0		
Minimum time to ticket resolution for		kirby	0		

OIT Business Systems: P

lrاند	<u>Total:</u>	3		
Resolved	<u>Total:</u>	2		
Ticket Number: 0000113350	03/24/2005	6	03/30/2005	
Ticket Number: 0000113734	03/31/2005	1	04/01/2005	
Closed	<u>Total:</u>	1		
Ticket Number: 0000112265	03/04/2005	3	03/07/2005	03/14/2005

Average time to ticket resolution for	lrاند	3		
Maximum time to ticket resolution for	lrاند	6		
Minimum time to ticket resolution for	lrاند	1		
<hr/>				
psimon	<u>Total:</u>	6		
Closed	<u>Total:</u>	6		
Ticket Number: 0000112712	03/10/2005	6		03/16/2005
Ticket Number: 0000113267	03/23/2005	0		03/23/2005
Ticket Number: 0000113530	03/28/2005	3		03/31/2005
Ticket Number: 0000113688	03/30/2005	1		03/31/2005
Ticket Number: 0000113735	03/31/2005	0		03/31/2005
Ticket Number: 0000113572	03/29/2005	2		03/31/2005

Average time to ticket resolution for	psimon	2		
Maximum time to ticket resolution for	psimon	6		
Minimum time to ticket resolution for	psimon	0		
<hr/>				
slong	<u>Total:</u>	7		
Closed	<u>Total:</u>	7		
Ticket Number: 0000113334	03/24/2005	4		03/28/2005
Ticket Number: 0000113362	03/24/2005	4	03/28/2005	04/04/2005
Ticket Number: 0000113412	03/25/2005	3	03/28/2005	04/04/2005
Ticket Number: 0000112997	03/16/2005	2	03/18/2005	03/24/2005
Ticket Number: 0000112257	03/04/2005	20	03/24/2005	03/30/2005
Ticket Number: 0000112309	03/04/2005	4	03/08/2005	03/14/2005
Ticket Number: 0000112230	03/04/2005	0	03/04/2005	03/10/2005

Average time to ticket resolution for	slong	5		
Maximum time to ticket resolution for	slong	20		
Minimum time to ticket resolution for	slong	0		

**OIT Business Systems: P
stephen**

Total: **19**

Resolved

Total: **5**

Ticket Number:	0000113056	03/17/2005	18	04/04/2005
Ticket Number:	0000113569	03/29/2005	1	03/30/2005
Ticket Number:	0000113718	03/30/2005	1	03/31/2005
Ticket Number:	0000113731	03/31/2005	1	04/01/2005
Ticket Number:	0000113700	03/30/2005	1	03/31/2005

Closed

Total: **14**

Ticket Number:	0000112532	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000112024	03/01/2005	6	03/07/2005	03/14/2005
Ticket Number:	0000113066	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000112389	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000113351	03/24/2005	4	03/28/2005	04/04/2005
Ticket Number:	0000112195	03/03/2005	15	03/18/2005	03/24/2005
Ticket Number:	0000112214	03/03/2005	4	03/07/2005	03/14/2005
Ticket Number:	0000112626	03/09/2005	0		03/09/2005
Ticket Number:	0000112607	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112598	03/09/2005	16	03/25/2005	03/31/2005
Ticket Number:	0000112411	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112267	03/04/2005	4	03/08/2005	03/14/2005
Ticket Number:	0000113040	03/16/2005	1	03/17/2005	03/23/2005
Ticket Number:	0000113281	03/23/2005	0	03/23/2005	03/29/2005

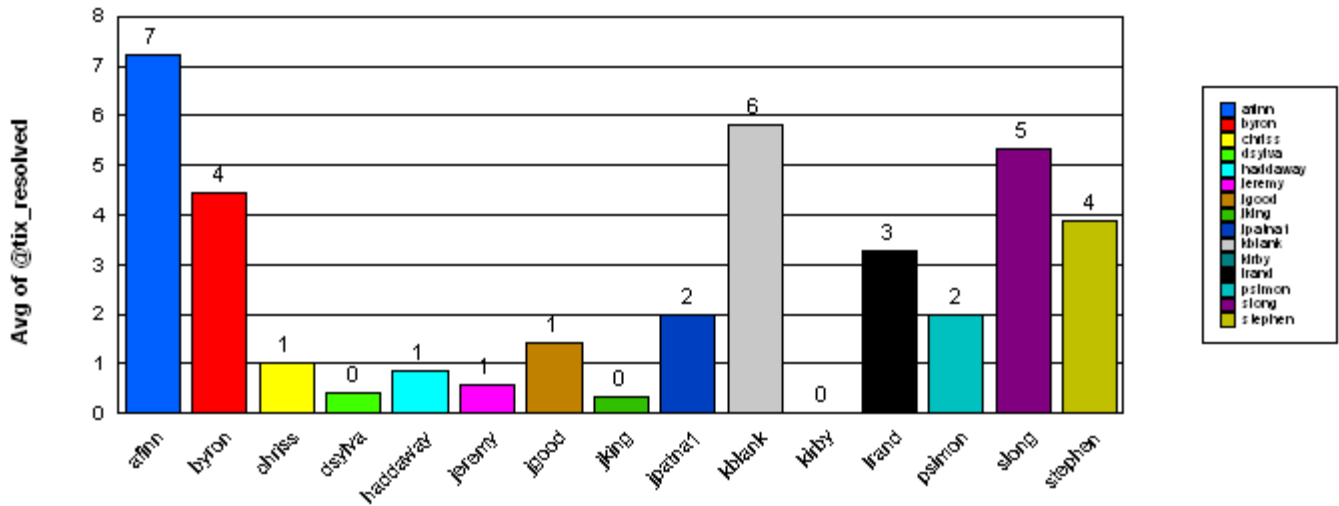
-----	-----	-----
Average time to ticket resolution for	stephen	4
Maximum time to ticket resolution for	stephen	18
Minimum time to ticket resolution for	stephen	0
-----	-----	-----

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	24
Minimum time to ticket resolution for	OIT Business S	0

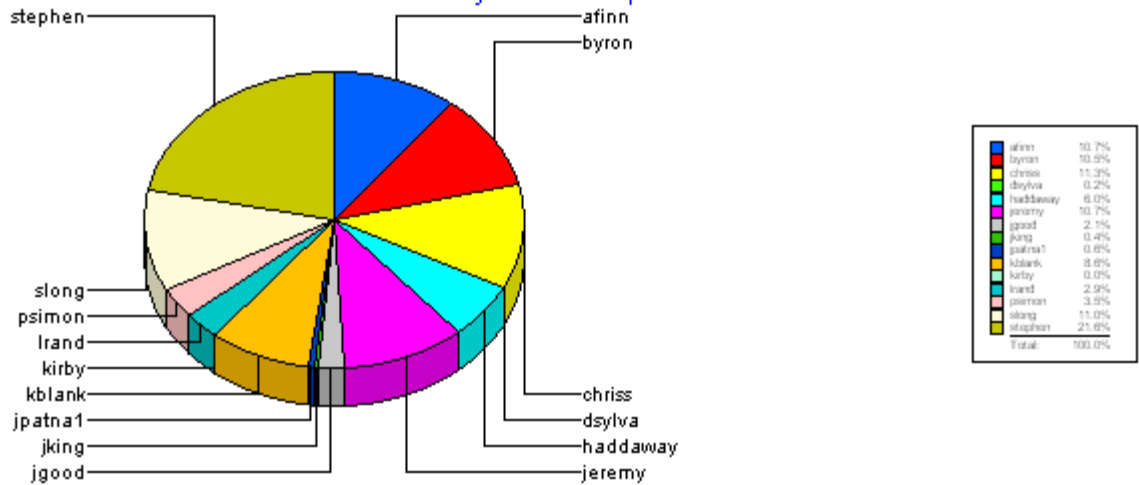
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



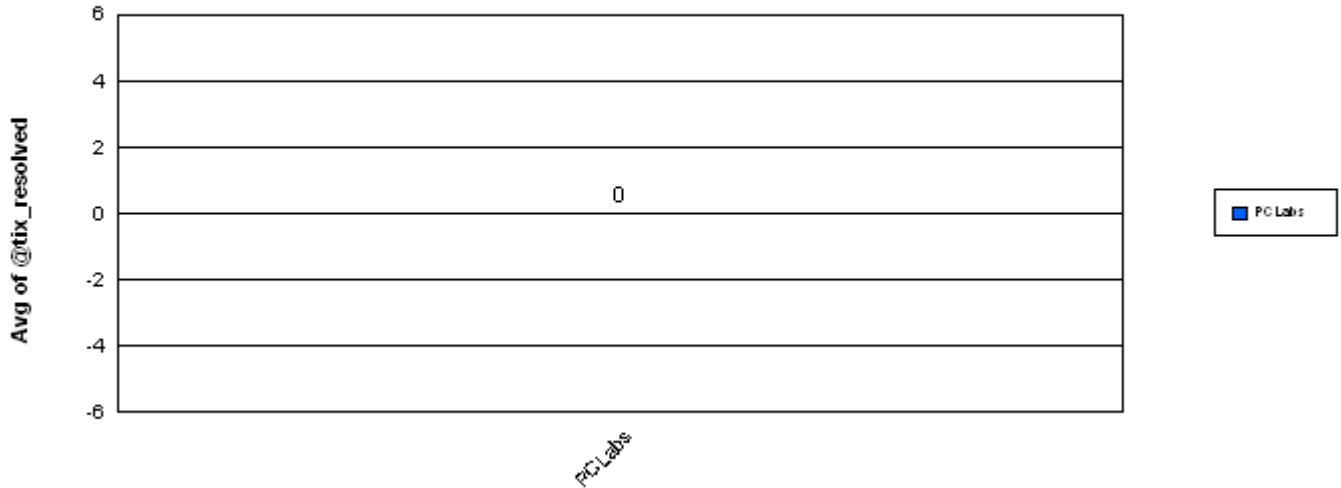
PC Labs

		<u>Total:</u>	1
PCLabs	Closed	<u>Total:</u>	1
Ticket Number:	0000112892	03/14/2005	0
-----		-----	-----
Average time to ticket resolution for	PCLabs		0
Maximum time to ticket resolution for	PCLabs		0
Minimum time to ticket resolution for	PCLabs		0
-----		-----	-----
Average time to ticket resolution for	PC Labs		0
Maximum time to ticket resolution for	PC Labs		0
Minimum time to ticket resolution for	PC Labs		0

03/14/2005

Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total:	61		
beakjal		<u>Total:</u>	25		
Closed		<u>Total:</u>	25		
Ticket Number:	0000112708	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112777	03/11/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000112756	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000113128	03/18/2005	10	03/28/2005	04/04/2005
Ticket Number:	0000113124	03/18/2005	10	03/28/2005	04/04/2005
Ticket Number:	0000113029	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000113024	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112825	03/14/2005	2	03/16/2005	03/22/2005
Ticket Number:	0000112306	03/04/2005	10	03/14/2005	03/21/2005
Ticket Number:	0000112353	03/06/2005	24		03/30/2005
Ticket Number:	0000112638	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112700	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112699	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112637	03/09/2005	1		03/10/2005
Ticket Number:	0000112634	03/09/2005	7	03/16/2005	03/22/2005
Ticket Number:	0000112633	03/09/2005	26		04/04/2005
Ticket Number:	0000112420	03/07/2005	21	03/28/2005	04/04/2005
Ticket Number:	0000112402	03/07/2005	4	03/11/2005	03/17/2005
Ticket Number:	0000112394	03/07/2005	4	03/11/2005	03/17/2005
Ticket Number:	0000112340	03/05/2005	4	03/09/2005	03/15/2005
Ticket Number:	0000113343	03/24/2005	4	03/28/2005	04/04/2005
Ticket Number:	0000113038	03/16/2005	2	03/18/2005	03/24/2005
Ticket Number:	0000112087	03/02/2005	7	03/09/2005	03/15/2005
Ticket Number:	0000112129	03/02/2005	7	03/09/2005	03/15/2005
Ticket Number:	0000112125	03/02/2005	7	03/09/2005	03/15/2005
-----				-----	
Average time to ticket resolution for		beakjal	6		
Maximum time to ticket resolution for		beakjal	26		
Minimum time to ticket resolution for		beakjal	0		
<hr/>				<hr/>	
bushong1		<u>Total:</u>	2		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000112548	03/08/2005	22	03/30/2005	
Closed		<u>Total:</u>	1		
Ticket Number:	0000113249	03/22/2005	7	03/29/2005	03/30/2005
-----				-----	
Average time to ticket resolution for		bushong1	15		
Maximum time to ticket resolution for		bushong1	22		
Minimum time to ticket resolution for		bushong1	7		
<hr/>				<hr/>	
damian		<u>Total:</u>	6		
Closed		<u>Total:</u>	6		
Ticket Number:	0000113030	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112224	03/03/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112254	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112280	03/04/2005	4	03/08/2005	03/14/2005
Ticket Number:	0000112115	03/02/2005	1	03/03/2005	03/09/2005
Ticket Number:	0000113358	03/24/2005	0	03/24/2005	03/30/2005
-----				-----	
Average time to ticket resolution for		damian	1		
Maximum time to ticket resolution for		damian	4		
Minimum time to ticket resolution for		damian	0		
<hr/>				<hr/>	

Physical Networks

natb1

Total: 9

Resolved

Total: 4

Ticket Number:	0000112463	03/08/2005	22	03/30/2005
Ticket Number:	0000113367	03/24/2005	6	03/30/2005
Ticket Number:	0000113523	03/28/2005	4	04/01/2005
Ticket Number:	0000113502	03/28/2005	2	03/30/2005

Closed

Total: 5

Ticket Number:	0000112162	03/03/2005	5	03/08/2005	03/14/2005
Ticket Number:	0000113434	03/25/2005	4	03/29/2005	04/04/2005
Ticket Number:	0000112498	03/08/2005	20	03/28/2005	04/04/2005
Ticket Number:	0000112526	03/08/2005	9	03/17/2005	03/23/2005
Ticket Number:	0000113019	03/16/2005	1	03/17/2005	03/23/2005

Average time to ticket resolution for	natb1	8
Maximum time to ticket resolution for	natb1	22
Minimum time to ticket resolution for	natb1	1

rays1

Total: 3

Resolved

Total: 1

Ticket Number:	0000112934	03/15/2005	15	03/30/2005
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Closed

Total: 2

Ticket Number:	0000112346	03/06/2005	2	03/08/2005	03/14/2005
Ticket Number:	0000112408	03/07/2005	1	03/08/2005	03/09/2005

Average time to ticket resolution for	rays1	6
Maximum time to ticket resolution for	rays1	15
Minimum time to ticket resolution for	rays1	1

zicka

Total: 16

Resolved

Total: 3

Ticket Number:	0000113726	03/30/2005	2	04/01/2005
Ticket Number:	0000113551	03/29/2005	3	04/01/2005
Ticket Number:	0000113662	03/30/2005	2	04/01/2005

Closed

Total: 13

Ticket Number:	0000111974	03/01/2005	3	03/04/2005	03/07/2005
Ticket Number:	0000112017	03/01/2005	2	03/03/2005	03/09/2005
Ticket Number:	0000112049	03/01/2005	6	03/07/2005	03/14/2005
Ticket Number:	0000112019	03/01/2005	2	03/03/2005	03/09/2005
Ticket Number:	0000112004	03/01/2005	2		03/03/2005
Ticket Number:	0000113335	03/24/2005	4	03/28/2005	04/04/2005
Ticket Number:	0000112197	03/03/2005	4	03/07/2005	03/14/2005
Ticket Number:	0000112421	03/07/2005	2	03/09/2005	03/15/2005
Ticket Number:	0000112654	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112720	03/10/2005	5	03/15/2005	03/21/2005
Ticket Number:	0000113011	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112776	03/11/2005	6	03/17/2005	03/23/2005
Ticket Number:	0000113303	03/23/2005	5	03/28/2005	04/04/2005

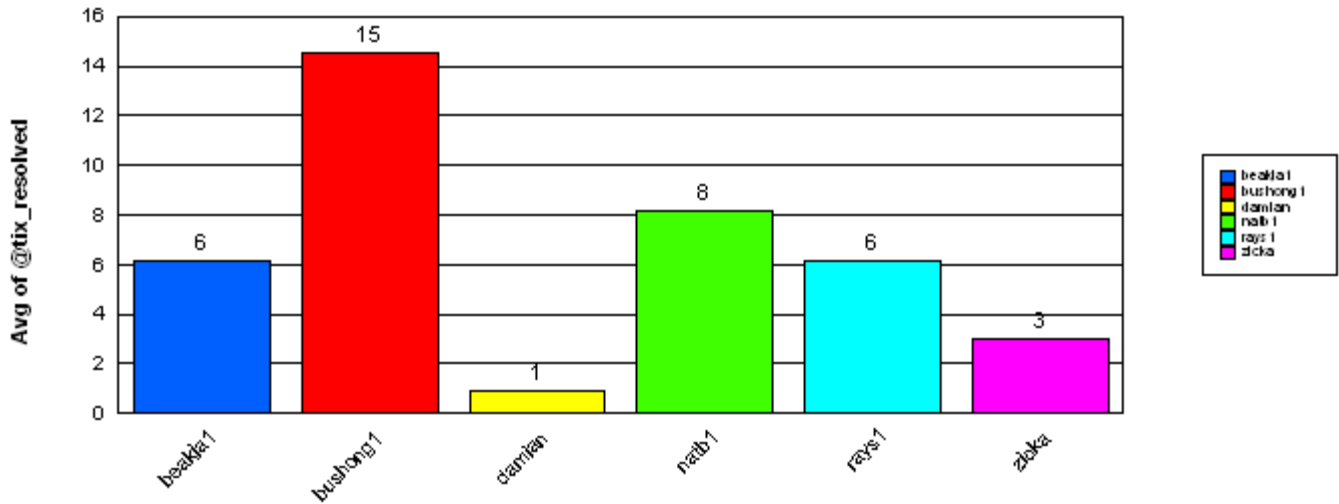
Average time to ticket resolution for	zicka	3
Maximum time to ticket resolution for	zicka	6
Minimum time to ticket resolution for	zicka	0

Physical Networks

Average time to ticket resolution for	Physical Networ	5
Maximum time to ticket resolution for	Physical Networ	26
Minimum time to ticket resolution for	Physical Networ	0

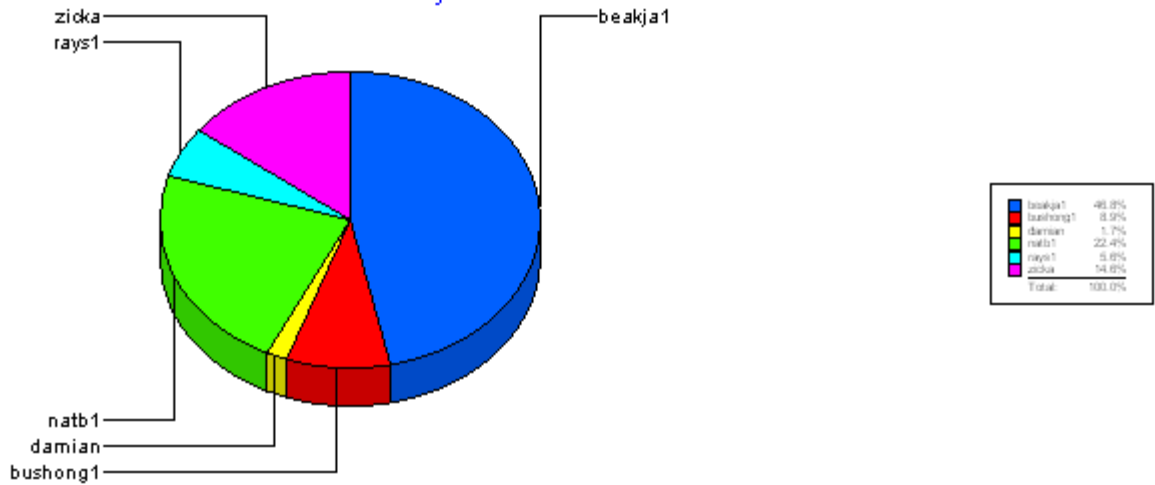
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



Security

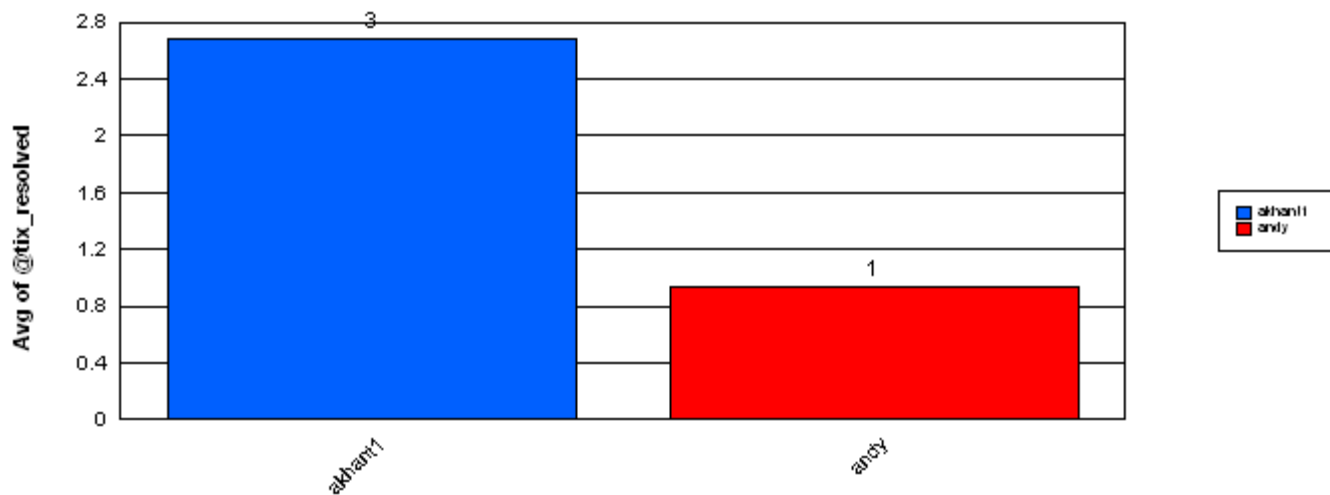
		<u>Total:</u>	11		
akhant1		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000112384	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000112697	03/10/2005	13	03/23/2005	03/29/2005
Ticket Number:	0000113467	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113504	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113728	03/30/2005	1		03/31/2005
Ticket Number:	0000111945	03/01/2005	1	03/02/2005	03/08/2005
Ticket Number:	0000112070	03/02/2005	6	03/08/2005	03/14/2005
Ticket Number:	0000112140	03/03/2005	0	03/03/2005	03/09/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		akhant1	3		
Maximum time to ticket resolution for		akhant1	13		
Minimum time to ticket resolution for		akhant1	0		
<hr/>		<hr/>	<hr/>	<hr/>	
andy		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000112095	03/02/2005	1		03/03/2005
Ticket Number:	0000112096	03/02/2005	1		03/03/2005
Ticket Number:	0000112097	03/02/2005	1		03/03/2005
-----		-----	-----	-----	-----
Average time to ticket resolution for		andy	1		
Maximum time to ticket resolution for		andy	1		
Minimum time to ticket resolution for		andy	1		
<hr/>		<hr/>	<hr/>	<hr/>	

Security

Average time to ticket resolution for	Security	2
Maximum time to ticket resolution for	Security	13
Minimum time to ticket resolution for	Security	0

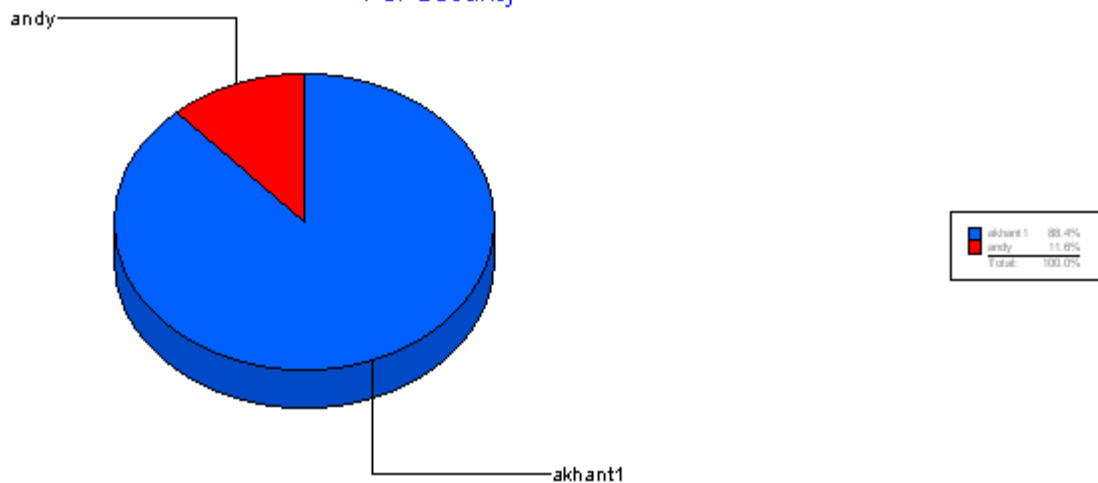
Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total: 160	
banz		Total: 13	
Closed		Total: 13	
Ticket Number:	0000111955	03/01/2005	17
Ticket Number:	0000111984	03/01/2005	17
Ticket Number:	0000112137	03/03/2005	0
Ticket Number:	0000112056	03/01/2005	17
Ticket Number:	0000113374	03/24/2005	0
Ticket Number:	0000113387	03/24/2005	1
Ticket Number:	0000113373	03/24/2005	0
Ticket Number:	0000112782	03/11/2005	6
Ticket Number:	0000113017	03/16/2005	9
Ticket Number:	0000112797	03/12/2005	12
Ticket Number:	0000113252	03/22/2005	2
Ticket Number:	0000113112	03/17/2005	1
Ticket Number:	0000113105	03/17/2005	1
-----		-----	
Average time to ticket resolution for		banz	6
Maximum time to ticket resolution for		banz	17
Minimum time to ticket resolution for		banz	0
daleg		Total: 2	
Resolved		Total: 1	
Ticket Number:	0000112221	03/03/2005	32
Closed		Total: 1	
Ticket Number:	0000112160	03/03/2005	6
-----		-----	
Average time to ticket resolution for		daleg	19
Maximum time to ticket resolution for		daleg	32
Minimum time to ticket resolution for		daleg	6
jcgriego		Total: 16	
Resolved		Total: 7	
Ticket Number:	0000112729	03/10/2005	22
Ticket Number:	0000113808	03/31/2005	1
Ticket Number:	0000113782	03/31/2005	4
Ticket Number:	0000113337	03/24/2005	8
Ticket Number:	0000113650	03/30/2005	2
Ticket Number:	0000113668	03/30/2005	2
Ticket Number:	0000112857	03/14/2005	18
Closed		Total: 9	
Ticket Number:	0000113298	03/23/2005	0
Ticket Number:	0000112950	03/15/2005	17
Ticket Number:	0000112981	03/15/2005	1
Ticket Number:	0000113016	03/16/2005	0
Ticket Number:	0000113109	03/17/2005	6
Ticket Number:	0000113015	03/16/2005	0
Ticket Number:	0000112351	03/06/2005	2
Ticket Number:	0000112443	03/07/2005	1
Ticket Number:	0000112550	03/08/2005	1
-----		-----	
Average time to ticket resolution for		jcgriego	5
Maximum time to ticket resolution for		jcgriego	22
Minimum time to ticket resolution for		jcgriego	0

SysCore

sbrown7

Total: **129**

Resolved

Total: **13**

Ticket Number:	0000112291	03/04/2005	28	04/01/2005	03/14/2005
Ticket Number:	0000113809	03/31/2005	1	04/01/2005	
Ticket Number:	0000113753	03/31/2005	0	03/31/2005	
Ticket Number:	0000113748	03/31/2005	0	03/31/2005	
Ticket Number:	0000113720	03/30/2005	0	03/30/2005	
Ticket Number:	0000113670	03/30/2005	0	03/30/2005	
Ticket Number:	0000113651	03/30/2005	0	03/30/2005	
Ticket Number:	0000113639	03/30/2005	0	03/30/2005	
Ticket Number:	0000113724	03/30/2005	2	04/01/2005	
Ticket Number:	0000113758	03/31/2005	0	03/31/2005	
Ticket Number:	0000113611	03/29/2005	1	03/30/2005	
Ticket Number:	0000113637	03/30/2005	0	03/30/2005	
Ticket Number:	0000113441	03/26/2005	6	04/01/2005	

SysCore

	Closed	Total:	116		
Ticket Number:	0000113685	03/30/2005	0		03/30/2005
Ticket Number:	0000111950	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000111965	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000111982	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112146	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112122	03/02/2005	0	03/02/2005	03/08/2005
Ticket Number:	0000112121	03/02/2005	30		04/01/2005
Ticket Number:	0000112888	03/14/2005	1	03/15/2005	03/21/2005
Ticket Number:	0000112057	03/01/2005	8	03/09/2005	03/15/2005
Ticket Number:	0000112259	03/04/2005	3	03/07/2005	03/07/2005
Ticket Number:	0000112032	03/01/2005	0		03/01/2005
Ticket Number:	0000112008	03/01/2005	0	03/01/2005	03/07/2005
Ticket Number:	0000112390	03/07/2005	2	03/09/2005	03/15/2005
Ticket Number:	0000112974	03/15/2005	9	03/24/2005	03/30/2005
Ticket Number:	0000112176	03/03/2005	6		03/09/2005
Ticket Number:	0000112178	03/03/2005	5	03/08/2005	03/14/2005
Ticket Number:	0000112269	03/04/2005	3	03/07/2005	03/14/2005
Ticket Number:	0000112295	03/04/2005	0		03/04/2005
Ticket Number:	0000112677	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112669	03/10/2005	1	03/11/2005	03/17/2005
Ticket Number:	0000112650	03/10/2005	0	03/10/2005	03/16/2005
Ticket Number:	0000112860	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112636	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000113184	03/19/2005	4	03/23/2005	03/29/2005
Ticket Number:	0000112576	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112600	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112544	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112543	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000112541	03/08/2005	1	03/09/2005	03/15/2005
Ticket Number:	0000112515	03/08/2005	0		03/08/2005
Ticket Number:	0000112497	03/08/2005	0	03/08/2005	03/14/2005
Ticket Number:	0000112441	03/07/2005	2		03/09/2005
Ticket Number:	0000112606	03/09/2005	0	03/09/2005	03/15/2005
Ticket Number:	0000112440	03/07/2005	1	03/08/2005	03/14/2005
Ticket Number:	0000112436	03/07/2005	0		03/07/2005
Ticket Number:	0000112435	03/07/2005	1	03/08/2005	03/14/2005
Ticket Number:	0000112432	03/07/2005	3	03/10/2005	03/16/2005
Ticket Number:	0000112425	03/07/2005	25		04/01/2005
Ticket Number:	0000112419	03/07/2005	0		03/07/2005
Ticket Number:	0000112404	03/07/2005	1	03/08/2005	03/14/2005
Ticket Number:	0000112392	03/07/2005	4	03/11/2005	03/17/2005
Ticket Number:	0000112455	03/07/2005	1		03/08/2005
Ticket Number:	0000112583	03/09/2005	1	03/10/2005	03/16/2005
Ticket Number:	0000112789	03/12/2005	2		03/14/2005
Ticket Number:	0000112423	03/07/2005	0	03/07/2005	03/14/2005
Ticket Number:	0000113419	03/25/2005	0	03/25/2005	03/31/2005
Ticket Number:	0000112325	03/05/2005	2	03/07/2005	03/14/2005
Ticket Number:	0000112322	03/04/2005	3	03/07/2005	03/14/2005
Ticket Number:	0000112371	03/07/2005	0	03/07/2005	03/08/2005
Ticket Number:	0000112297	03/04/2005	0		03/04/2005
Ticket Number:	0000112276	03/04/2005	3	03/07/2005	03/14/2005
Ticket Number:	0000112256	03/04/2005	0	03/04/2005	03/10/2005
Ticket Number:	0000112215	03/03/2005	5	03/08/2005	03/14/2005

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Ticket Number:	0000112181	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112193	03/03/2005	0	03/03/2005	03/09/2005
Ticket Number:	0000112737	03/11/2005	0	03/11/2005	03/17/2005
Ticket Number:	0000112730	03/10/2005	1		03/11/2005
Ticket Number:	0000112768	03/11/2005	6	03/17/2005	03/23/2005
Ticket Number:	0000112814	03/13/2005	1	03/14/2005	04/01/2005
Ticket Number:	0000113108	03/17/2005	1		03/18/2005
Ticket Number:	0000113146	03/18/2005	0	03/18/2005	03/24/2005
Ticket Number:	0000113100	03/17/2005	0		03/17/2005
Ticket Number:	0000113081	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113076	03/17/2005	0	03/17/2005	03/23/2005
Ticket Number:	0000113046	03/16/2005	1	03/17/2005	03/23/2005
Ticket Number:	0000113042	03/16/2005	0		03/16/2005
Ticket Number:	0000113035	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112959	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000113263	03/23/2005	1	03/23/2005	03/29/2005
Ticket Number:	0000113232	03/21/2005	2		03/23/2005
Ticket Number:	0000113228	03/21/2005	2		03/23/2005
Ticket Number:	0000113222	03/21/2005	2		03/23/2005
Ticket Number:	0000113199	03/19/2005	4		03/23/2005
Ticket Number:	0000113190	03/19/2005	4	03/23/2005	03/29/2005
Ticket Number:	0000113182	03/18/2005	5	03/23/2005	03/29/2005
Ticket Number:	0000113181	03/18/2005	5		03/23/2005
Ticket Number:	0000113179	03/18/2005	5	03/23/2005	04/01/2005
Ticket Number:	0000113117	03/17/2005	1	03/18/2005	03/24/2005
Ticket Number:	0000113239	03/21/2005	11		04/01/2005
Ticket Number:	0000112947	03/15/2005	17		04/01/2005
Ticket Number:	0000112943	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112922	03/15/2005	1		03/16/2005
Ticket Number:	0000112929	03/15/2005	0	03/15/2005	03/21/2005
Ticket Number:	0000112895	03/14/2005	1	03/15/2005	03/21/2005
Ticket Number:	0000112845	03/14/2005	0	03/14/2005	03/21/2005
Ticket Number:	0000112808	03/13/2005	2	03/15/2005	03/21/2005
Ticket Number:	0000112786	03/12/2005	3	03/14/2005	03/21/2005
Ticket Number:	0000113022	03/16/2005	0		03/16/2005
Ticket Number:	0000113005	03/16/2005	0		03/16/2005
Ticket Number:	0000113001	03/16/2005	0	03/16/2005	03/22/2005
Ticket Number:	0000112781	03/11/2005	3		03/14/2005
Ticket Number:	0000112844	03/14/2005	0	03/14/2005	03/14/2005
Ticket Number:	0000112752	03/11/2005	3		03/14/2005
Ticket Number:	0000113330	03/24/2005	0		03/24/2005
Ticket Number:	0000113302	03/23/2005	0	03/23/2005	03/29/2005
Ticket Number:	0000113365	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113817	03/31/2005	1		04/01/2005
Ticket Number:	0000113714	03/30/2005	2		04/01/2005
Ticket Number:	0000113675	03/30/2005	0		03/30/2005
Ticket Number:	0000113660	03/30/2005	0		03/30/2005
Ticket Number:	0000113594	03/29/2005	0	03/29/2005	04/04/2005
Ticket Number:	0000113531	03/28/2005	4		04/01/2005
Ticket Number:	0000113522	03/28/2005	0	03/28/2005	04/04/2005
Ticket Number:	0000113497	03/28/2005	4		04/01/2005
Ticket Number:	0000113458	03/27/2005	1		03/28/2005
Ticket Number:	0000113443	03/26/2005	2		03/28/2005
Ticket Number:	0000113435	03/25/2005	3		03/28/2005

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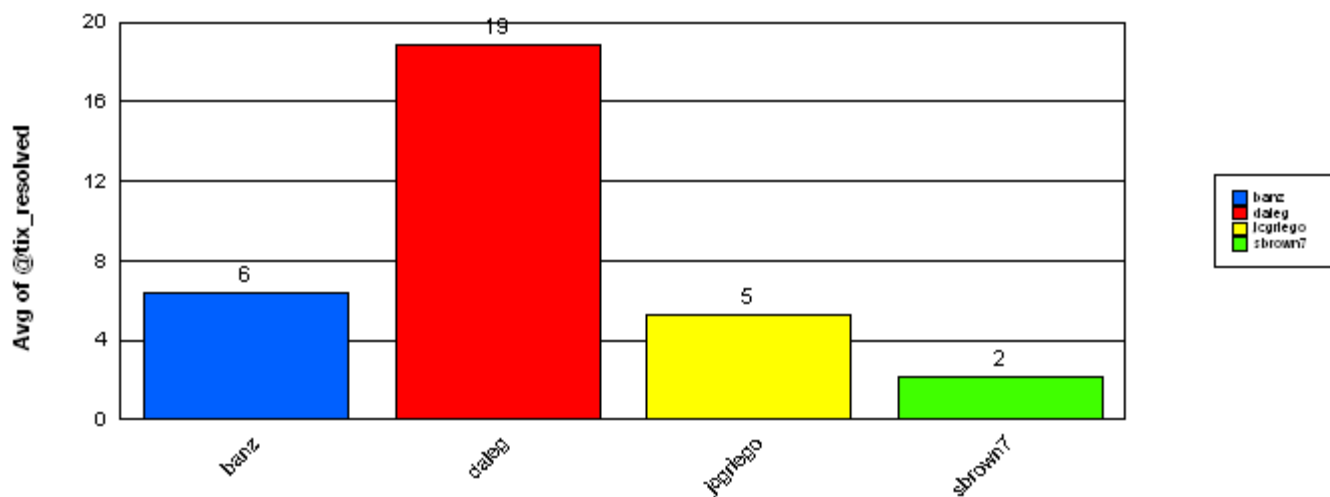
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Ticket Number:	0000113393	03/25/2005	7		04/01/2005
Ticket Number:	0000113532	03/28/2005	1	03/29/2005	04/04/2005
Ticket Number:	0000113368	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113366	03/24/2005	1	03/25/2005	03/31/2005
Ticket Number:	0000113360	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113356	03/24/2005	0	03/24/2005	03/30/2005
Ticket Number:	0000113299	03/23/2005	0	03/23/2005	03/29/2005
-----			-----		
Average time to ticket resolution for	sbrown7		2		
Maximum time to ticket resolution for	sbrown7		30		
Minimum time to ticket resolution for	sbrown7		0		

SysCore

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

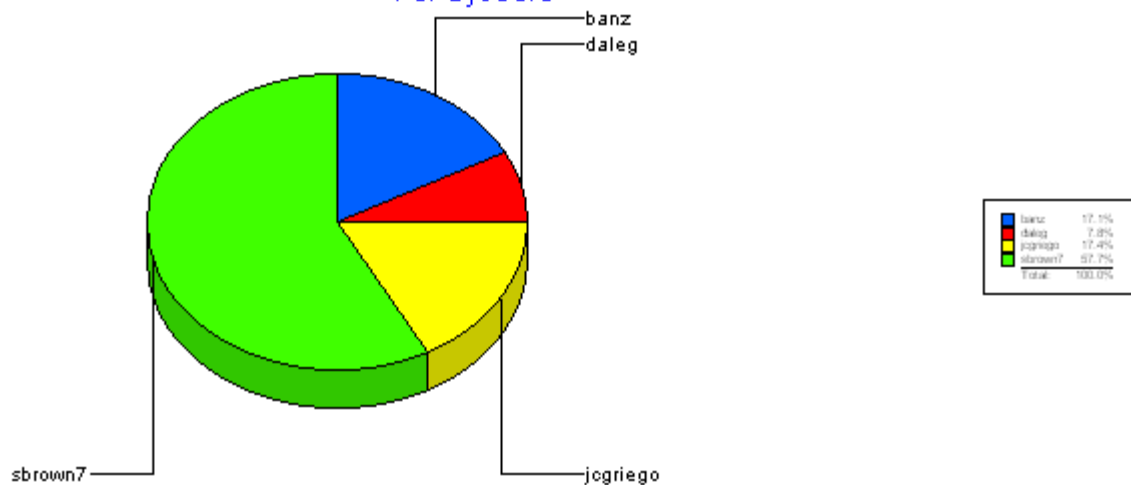
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

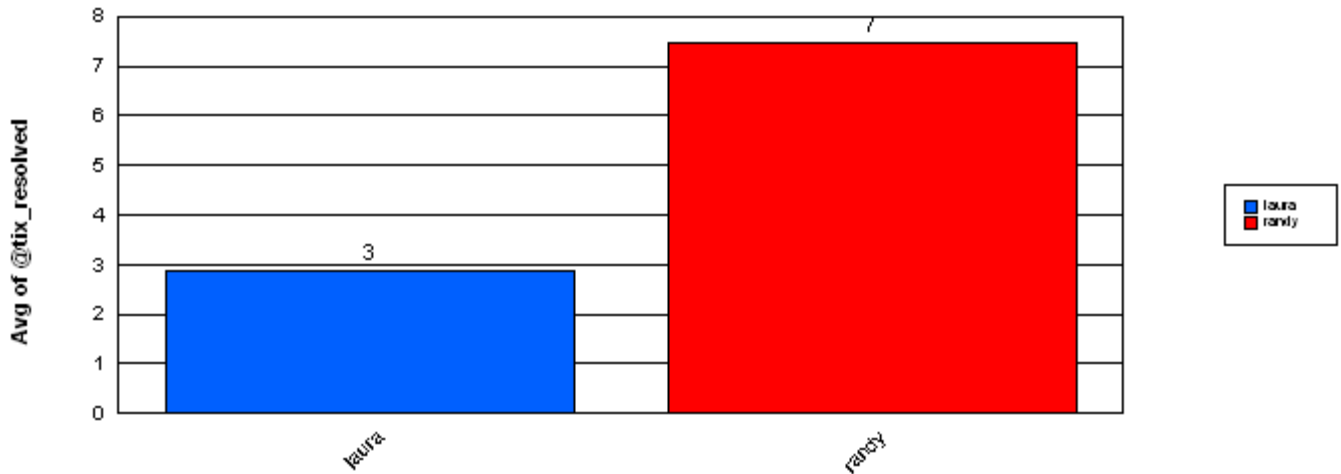
		Total:		
laura		20		
		<u>Total:</u>	17	
Closed		<u>Total:</u>	17	
Ticket Number:	0000113363	03/24/2005	1	03/25/2005
Ticket Number:	0000113624	03/30/2005	0	03/30/2005
Ticket Number:	0000113695	03/30/2005	2	04/01/2005
Ticket Number:	0000113661	03/30/2005	0	03/30/2005
Ticket Number:	0000113390	03/25/2005	7	04/01/2005
Ticket Number:	0000112358	03/06/2005	1	03/07/2005
Ticket Number:	0000112398	03/07/2005	1	03/08/2005
Ticket Number:	0000112460	03/08/2005	0	03/08/2005
Ticket Number:	0000112655	03/10/2005	1	03/11/2005
Ticket Number:	0000112905	03/15/2005	0	03/15/2005
Ticket Number:	0000112904	03/15/2005	0	03/15/2005
Ticket Number:	0000113148	03/18/2005	5	03/23/2005
Ticket Number:	0000113266	03/23/2005	0	03/23/2005
Ticket Number:	0000112830	03/14/2005	0	03/14/2005
Ticket Number:	0000111988	03/01/2005	2	03/03/2005
Ticket Number:	0000112131	03/02/2005	29	04/01/2005
Ticket Number:	0000111993	03/01/2005	0	03/01/2005
-----		-----	-----	-----
Average time to ticket resolution for		laura	3	
Maximum time to ticket resolution for		laura	29	
Minimum time to ticket resolution for		laura	0	
<hr/>		<hr/>	<hr/>	<hr/>
randy		<u>Total:</u>	3	
		<u>Total:</u>	1	
Resolved		<u>Total:</u>	1	
Ticket Number:	0000112747	03/11/2005	19	03/30/2005 03/24/2005
		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000111964	03/01/2005	3	03/04/2005
Ticket Number:	0000112746	03/11/2005	0	03/11/2005 03/17/2005
-----		-----	-----	-----
Average time to ticket resolution for		randy	7	
Maximum time to ticket resolution for		randy	19	
Minimum time to ticket resolution for		randy	0	
<hr/>		<hr/>	<hr/>	<hr/>

SysDept

Average time to ticket resolution for	SysDept	4
Maximum time to ticket resolution for	SysDept	29
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: 03/01/2005 and 03/31/2005 : 1525

Total Remedy Tickets Created between: 03/01/2005 and 03/31/2005 : 1525

Maximum time to resolution	32
Minimum time to resolution	0
Total Average time to ticket resolution	2.69