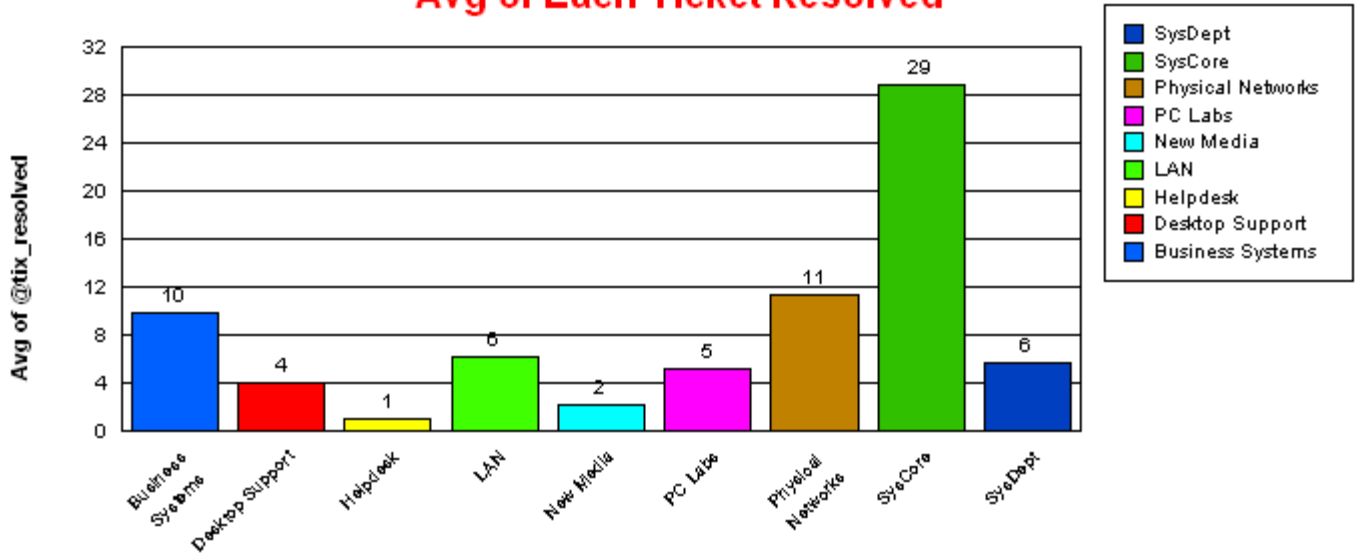
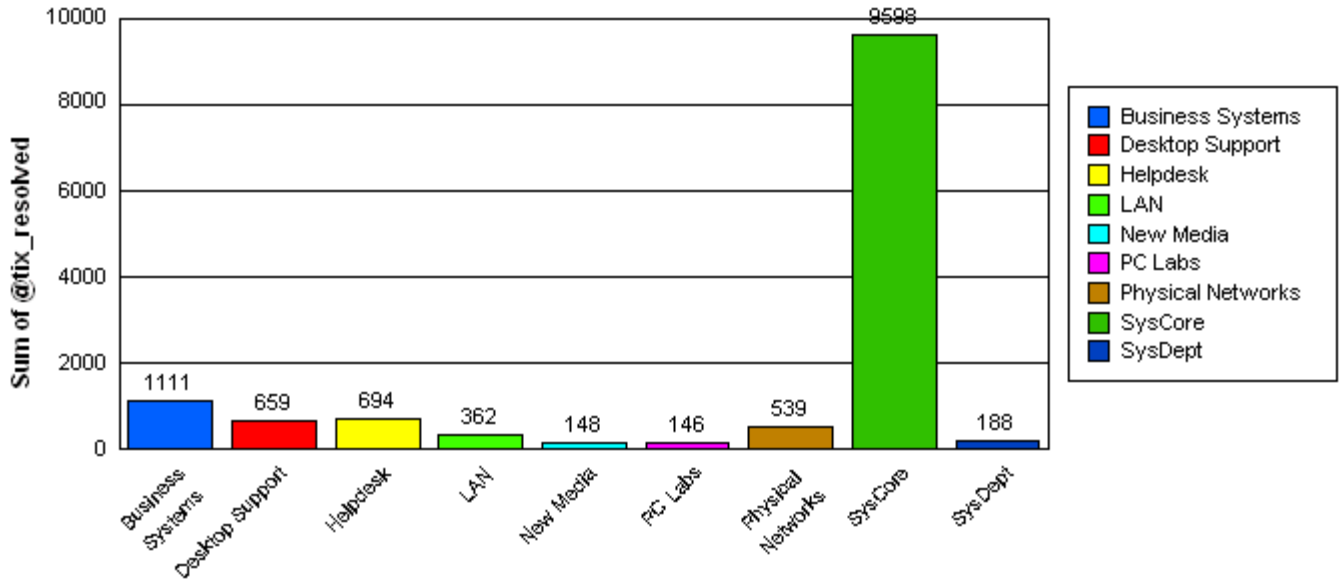


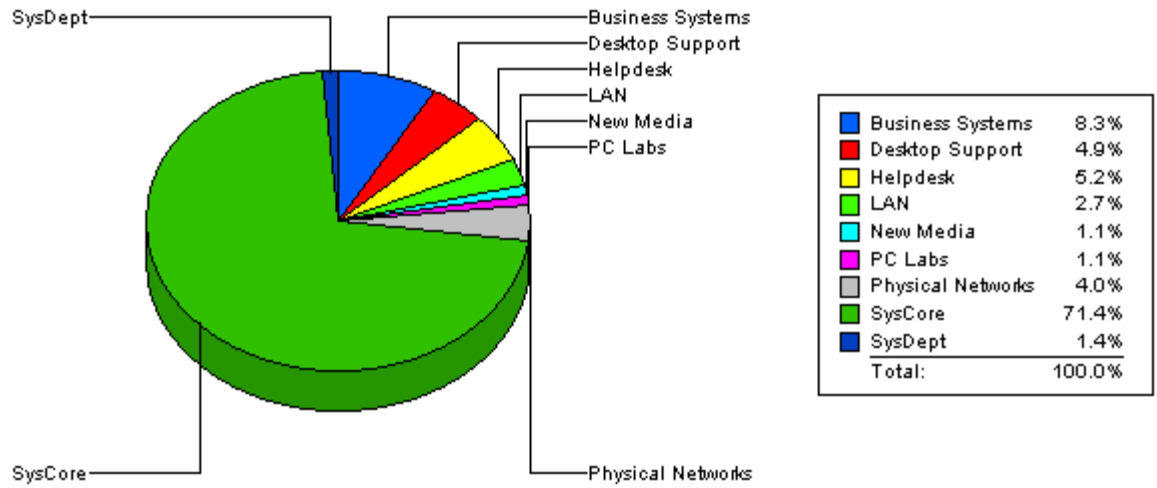
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Business Systems

		<u>Total:</u>	114		
blanchet		<u>Total:</u>	20		
Closed		<u>Total:</u>	20		
Ticket Number:	0000062004	05/01/2003	4	05/05/2003	
Ticket Number:	0000062078	05/02/2003	3	05/05/2003	
Ticket Number:	0000062229	05/06/2003	0	05/06/2003	
Ticket Number:	0000062242	05/06/2003	84	07/29/2003	
Ticket Number:	0000062437	05/08/2003	1	05/09/2003	
Ticket Number:	0000062733	05/14/2003	0	05/14/2003	
Ticket Number:	0000062436	05/08/2003	0	05/08/2003	
Ticket Number:	0000062230	05/06/2003	0	05/06/2003	
Ticket Number:	0000063561	05/30/2003	4	06/03/2003	
Ticket Number:	0000062626	05/13/2003	0	05/13/2003	
Ticket Number:	0000062624	05/13/2003	0	05/13/2003	
Ticket Number:	0000062628	05/13/2003	0	05/13/2003	
Ticket Number:	0000062754	05/14/2003	1	05/15/2003	
Ticket Number:	0000062943	05/19/2003	0	05/19/2003	
Ticket Number:	0000062845	05/16/2003	3	05/19/2003	
Ticket Number:	0000062694	05/13/2003	0	05/13/2003	
Ticket Number:	0000062783	05/15/2003	0	05/15/2003	
Ticket Number:	0000062784	05/15/2003	0	05/15/2003	
Ticket Number:	0000063098	05/21/2003	0	05/21/2003	
Ticket Number:	0000063434	05/28/2003	13	06/10/2003	
Average time to ticket resolution for		blanchet	6		
Maximum time to ticket resolution for		blanchet	84		
Minimum time to ticket resolution for		blanchet	0		
dharley		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000062991	05/19/2003	2	05/21/2003	
Ticket Number:	0000063008	05/19/2003	84	08/11/2003	
Ticket Number:	0000063105	05/21/2003	0	05/21/2003	
Ticket Number:	0000063106	05/21/2003	0	05/21/2003	
Ticket Number:	0000063044	05/20/2003	1	05/21/2003	
Ticket Number:	0000062815	05/15/2003	0	05/15/2003	
Ticket Number:	0000062817	05/15/2003	0	05/15/2003	
Ticket Number:	0000062252	05/06/2003	0	05/06/2003	
Average time to ticket resolution for		dharley	11		
Maximum time to ticket resolution for		dharley	84		
Minimum time to ticket resolution for		dharley	0		
dina		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000062012	05/01/2003	41	06/11/2003	
Ticket Number:	0000062174	05/05/2003	66	07/10/2003	
Ticket Number:	0000062251	05/06/2003	1	05/07/2003	
Ticket Number:	0000062205	05/05/2003	1	05/06/2003	
Ticket Number:	0000062207	05/05/2003	0	05/05/2003	
Ticket Number:	0000062958	05/19/2003	14	06/02/2003	
Ticket Number:	0000063023	05/20/2003	1	05/21/2003	
Ticket Number:	0000063116	05/21/2003	8	05/29/2003	
Average time to ticket resolution for		dina	16		
Maximum time to ticket resolution for		dina	66		
Minimum time to ticket resolution for		dina	0		

Business Systems

grogan

Total: 2

Closed

Total: 2

Ticket Number: 0000063082

05/20/2003

15

06/04/2003

Ticket Number: 0000062811

05/15/2003

25

06/09/2003

Average time to ticket resolution for

grogan

20

Maximum time to ticket resolution for

grogan

25

Minimum time to ticket resolution for

grogan

15

Business Systems

jpatna1

Total: 43

Closed

Total: 43

Ticket Number:	0000062634	05/13/2003	17	05/30/2003
Ticket Number:	0000062642	05/13/2003	8	05/21/2003
Ticket Number:	0000062644	05/13/2003	3	05/16/2003
Ticket Number:	0000062648	05/13/2003	21	06/03/2003
Ticket Number:	0000062657	05/13/2003	10	05/23/2003
Ticket Number:	0000062660	05/13/2003	8	05/21/2003
Ticket Number:	0000062669	05/13/2003	8	05/21/2003
Ticket Number:	0000062668	05/13/2003	0	05/13/2003
Ticket Number:	0000062667	05/13/2003	0	05/13/2003
Ticket Number:	0000062666	05/13/2003	0	05/13/2003
Ticket Number:	0000062665	05/13/2003	20	06/02/2003
Ticket Number:	0000062664	05/13/2003	8	05/21/2003
Ticket Number:	0000062663	05/13/2003	8	05/21/2003
Ticket Number:	0000062661	05/13/2003	20	06/02/2003
Ticket Number:	0000062882	05/16/2003	12	05/28/2003
Ticket Number:	0000062870	05/16/2003	0	05/16/2003
Ticket Number:	0000062659	05/13/2003	8	05/21/2003
Ticket Number:	0000062654	05/13/2003	0	05/13/2003
Ticket Number:	0000062646	05/13/2003	0	05/13/2003
Ticket Number:	0000062643	05/13/2003	8	05/21/2003
Ticket Number:	0000062638	05/13/2003	8	05/21/2003
Ticket Number:	0000062637	05/13/2003	3	05/16/2003
Ticket Number:	0000063143	05/21/2003	12	06/02/2003
Ticket Number:	0000063228	05/23/2003	0	05/23/2003
Ticket Number:	0000063173	05/22/2003	7	05/29/2003
Ticket Number:	0000063227	05/23/2003	0	05/23/2003
Ticket Number:	0000063429	05/28/2003	6	06/03/2003
Ticket Number:	0000063430	05/28/2003	6	06/03/2003
Ticket Number:	0000063580	05/30/2003	0	05/30/2003
Ticket Number:	0000063428	05/28/2003	6	06/03/2003
Ticket Number:	0000063211	05/22/2003	12	06/03/2003
Ticket Number:	0000063199	05/22/2003	0	05/22/2003
Ticket Number:	0000062335	05/07/2003	27	06/03/2003
Ticket Number:	0000062000	05/01/2003	5	05/06/2003
Ticket Number:	0000062001	05/01/2003	5	05/06/2003
Ticket Number:	0000062334	05/07/2003	23	05/30/2003
Ticket Number:	0000062411	05/08/2003	5	05/13/2003
Ticket Number:	0000062333	05/07/2003	26	06/02/2003
Ticket Number:	0000062332	05/07/2003	23	05/30/2003
Ticket Number:	0000062249	05/06/2003	7	05/13/2003
Ticket Number:	0000062002	05/01/2003	5	05/06/2003
Ticket Number:	0000063556	05/30/2003	0	05/30/2003
Ticket Number:	0000063587	05/30/2003	5	06/04/2003

Average time to ticket resolution for	jpatna1	8	
Maximum time to ticket resolution for	jpatna1	27	
Minimum time to ticket resolution for	jpatna1	0	

kincaid

Total: 1

Closed

Total: 1

Ticket Number:	0000062243	05/06/2003	0	05/06/2003	05/12/2003
----------------	------------	------------	---	------------	------------

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

Business Systems

kirby

Total: 1

Closed

Total: 1

Ticket Number: 0000062354

05/07/2003

28

06/04/2003

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

kirby 28
kirby 28
kirby 28

myers

Total: 5

Closed

Total: 5

Ticket Number: 0000062244

05/06/2003

8

05/14/2003

05/20/2003

Ticket Number: 0000062429

05/08/2003

0

05/08/2003

05/14/2003

Ticket Number: 0000062435

05/08/2003

0

05/08/2003

05/14/2003

Ticket Number: 0000063444

05/28/2003

14

06/11/2003

06/17/2003

Ticket Number: 0000062741

05/14/2003

0

05/14/2003

05/20/2003

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

myers 4
myers 14
myers 0

paulr

Total: 9

Closed

Total: 9

Ticket Number: 0000062490

05/09/2003

3

05/12/2003

Ticket Number: 0000062950

05/19/2003

0

05/19/2003

Ticket Number: 0000063052

05/20/2003

57

07/16/2003

Ticket Number: 0000063189

05/22/2003

0

05/22/2003

Ticket Number: 0000063343

05/27/2003

0

05/27/2003

Ticket Number: 0000062077

05/02/2003

4

05/06/2003

Ticket Number: 0000062209

05/05/2003

1

05/06/2003

Ticket Number: 0000062363

05/07/2003

0

05/07/2003

Ticket Number: 0000062264

05/06/2003

7

05/13/2003

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

paulr 8
paulr 57
paulr 0

psimon

Total: 8

Closed

Total: 8

Ticket Number: 0000062232

05/06/2003

0

05/06/2003

Ticket Number: 0000062099

05/02/2003

52

06/23/2003

Ticket Number: 0000062256

05/06/2003

0

05/06/2003

Ticket Number: 0000062236

05/06/2003

0

05/06/2003

Ticket Number: 0000062235

05/06/2003

0

05/06/2003

Ticket Number: 0000063490

05/29/2003

0

05/29/2003

Ticket Number: 0000063113

05/21/2003

8

05/29/2003

Ticket Number: 0000062846

05/16/2003

0

05/16/2003

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

psimon 7
psimon 52
psimon 0

Business Systems

putro

Total: **8**

Closed

Total: **8**

Ticket Number:	0000062497	05/09/2003	59	07/07/2003
Ticket Number:	0000062878	05/16/2003	0	05/16/2003
Ticket Number:	0000062693	05/13/2003	0	05/13/2003
Ticket Number:	0000063009	05/19/2003	1	05/20/2003
Ticket Number:	0000063181	05/22/2003	0	05/22/2003
Ticket Number:	0000063065	05/20/2003	0	05/20/2003
Ticket Number:	0000063069	05/20/2003	13	06/02/2003
Ticket Number:	0000062089	05/02/2003	115	08/25/2003

Average time to ticket resolution for

putro **24**

Maximum time to ticket resolution for

putro **115**

Minimum time to ticket resolution for

putro **0**

stephen

Total: **1**

Closed

Total: **1**

Ticket Number:	0000063245	05/23/2003	17	06/09/2003
----------------	------------	------------	----	------------

Average time to ticket resolution for

stephen **17**

Maximum time to ticket resolution for

stephen **17**

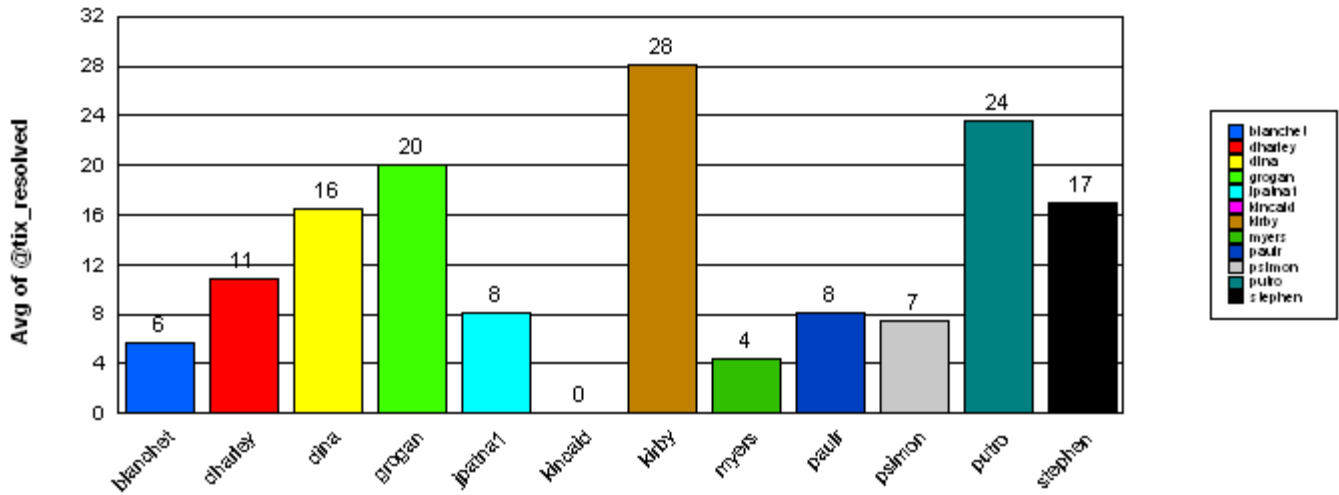
Minimum time to ticket resolution for

stephen **17**

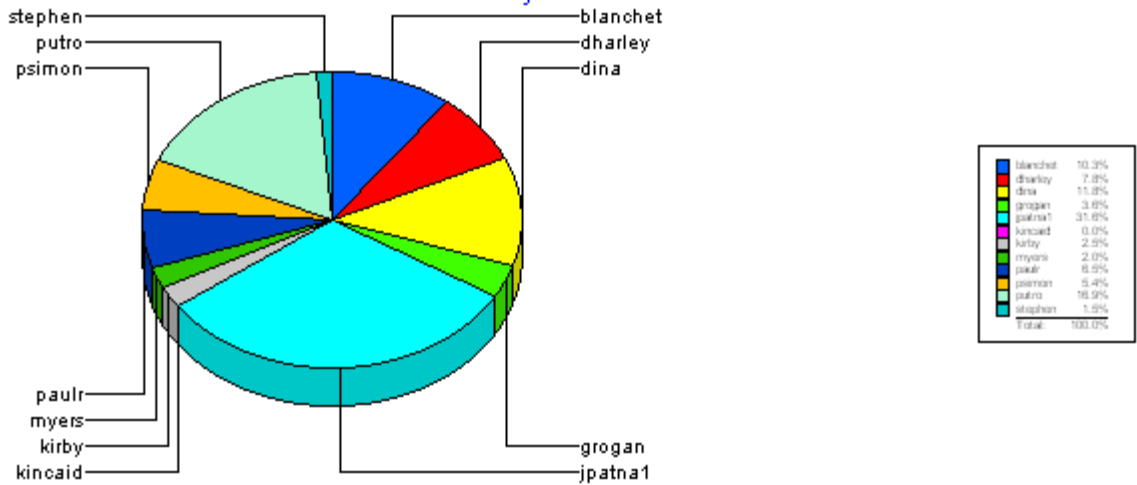
Business Systems

Average time to ticket resolution for	Business System	10
Maximum time to ticket resolution for	Business System	115
Minimum time to ticket resolution for	Business System	0

Avg of Each Ticket Resolved
For Business Systems



Percentage of Sum of Tickets Resolved
For Business Systems



Desktop Support

		<u>Total:</u>	166		
Desktop		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000062035	05/01/2003	0		05/01/2003
Ticket Number:	0000062234	05/06/2003	0		05/06/2003
Ticket Number:	0000062281	05/06/2003	0		05/06/2003
Ticket Number:	0000062312	05/07/2003	0		05/07/2003
Ticket Number:	0000063574	05/30/2003	0		05/30/2003

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/>					
HD:PPP		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000063134	05/21/2003	0		05/21/2003

Average time to ticket resolution for		HD:PPP	0		
Maximum time to ticket resolution for		HD:PPP	0		
Minimum time to ticket resolution for		HD:PPP	0		
<hr/>					
afort1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000062639	05/13/2003	0	05/13/2003	05/19/2003

Average time to ticket resolution for		afort1	0		
Maximum time to ticket resolution for		afort1	0		
Minimum time to ticket resolution for		afort1	0		
<hr/>					
chrism		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000062535	05/10/2003	8	05/19/2003	05/26/2003
Ticket Number:	0000062245	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062250	05/06/2003	0	05/06/2003	05/12/2003

Average time to ticket resolution for		chrism	3		
Maximum time to ticket resolution for		chrism	8		
Minimum time to ticket resolution for		chrism	0		
<hr/>					

Desktop Support
edortiz

Total: **64**

Desktop Support

	Closed	Total:	64			
Ticket Number:	0000062094	05/02/2003	3	05/05/2003	05/12/2003	
Ticket Number:	0000062471	05/09/2003	0	05/09/2003	05/15/2003	
Ticket Number:	0000062475	05/09/2003	6	05/15/2003	05/21/2003	
Ticket Number:	0000063124	05/21/2003	2	05/23/2003	05/29/2003	
Ticket Number:	0000062390	05/08/2003	1	05/09/2003	05/14/2003	
Ticket Number:	0000062361	05/07/2003	2	05/09/2003	05/15/2003	
Ticket Number:	0000062288	05/06/2003	3	05/09/2003	05/15/2003	
Ticket Number:	0000062283	05/06/2003	1	05/07/2003	05/13/2003	
Ticket Number:	0000062231	05/06/2003	24	05/30/2003	06/05/2003	
Ticket Number:	0000062190	05/05/2003	2	05/07/2003	05/13/2003	
Ticket Number:	0000062172	05/05/2003	4	05/09/2003	05/15/2003	
Ticket Number:	0000062050	05/01/2003	8	05/09/2003	05/15/2003	
Ticket Number:	0000062347	05/07/2003	0	05/07/2003	05/13/2003	
Ticket Number:	0000062006	05/01/2003	4	05/05/2003	05/12/2003	
Ticket Number:	0000063517	05/29/2003	4	06/02/2003	06/09/2003	
Ticket Number:	0000063594	05/30/2003	4	06/03/2003	06/09/2003	
Ticket Number:	0000063590	05/30/2003	4	06/03/2003	06/09/2003	
Ticket Number:	0000063522	05/29/2003	5	06/03/2003	06/09/2003	
Ticket Number:	0000063534	05/29/2003	5	06/03/2003	06/09/2003	
Ticket Number:	0000062482	05/09/2003	6	05/15/2003	05/21/2003	
Ticket Number:	0000062563	05/12/2003	3	05/15/2003	05/21/2003	
Ticket Number:	0000062571	05/12/2003	3	05/15/2003	05/21/2003	
Ticket Number:	0000062576	05/12/2003	3	05/15/2003	05/21/2003	
Ticket Number:	0000062560	05/12/2003	2	05/14/2003	05/20/2003	
Ticket Number:	0000062589	05/12/2003	3	05/15/2003	05/21/2003	
Ticket Number:	0000062967	05/19/2003	2	05/21/2003	05/27/2003	
Ticket Number:	0000063345	05/27/2003	0	05/27/2003	06/02/2003	
Ticket Number:	0000062951	05/19/2003	2	05/21/2003	05/27/2003	
Ticket Number:	0000062853	05/16/2003	5	05/21/2003	05/27/2003	
Ticket Number:	0000062795	05/15/2003	15	05/30/2003	06/05/2003	
Ticket Number:	0000062790	05/15/2003	4	05/19/2003	05/26/2003	
Ticket Number:	0000062757	05/14/2003	1	05/15/2003	05/21/2003	
Ticket Number:	0000062739	05/14/2003	6	05/20/2003	05/26/2003	
Ticket Number:	0000062631	05/13/2003	2	05/15/2003	05/21/2003	
Ticket Number:	0000062607	05/12/2003	3	05/15/2003	05/21/2003	
Ticket Number:	0000062604	05/12/2003	1	05/13/2003	05/19/2003	
Ticket Number:	0000062983	05/19/2003	2	05/21/2003	05/27/2003	
Ticket Number:	0000063036	05/20/2003	1	05/21/2003	05/27/2003	
Ticket Number:	0000063050	05/20/2003	3	05/23/2003	05/29/2003	
Ticket Number:	0000063205	05/22/2003	6	05/28/2003	06/03/2003	
Ticket Number:	0000063197	05/22/2003	1	05/23/2003	05/29/2003	
Ticket Number:	0000063194	05/22/2003	5	05/27/2003	06/02/2003	
Ticket Number:	0000063179	05/22/2003	1	05/23/2003	05/29/2003	
Ticket Number:	0000063129	05/21/2003	6	05/27/2003	06/02/2003	
Ticket Number:	0000063103	05/21/2003	8	05/29/2003	06/04/2003	
Ticket Number:	0000063100	05/21/2003	0	05/21/2003	05/27/2003	
Ticket Number:	0000063224	05/23/2003	0	05/23/2003	05/29/2003	
Ticket Number:	0000063395	05/27/2003	2	05/29/2003	06/04/2003	
Ticket Number:	0000063373	05/27/2003	2	05/29/2003	06/04/2003	
Ticket Number:	0000063372	05/27/2003	1	05/28/2003	06/03/2003	
Ticket Number:	0000063357	05/27/2003	2	05/29/2003	06/04/2003	
Ticket Number:	0000063361	05/27/2003	2	05/29/2003	06/04/2003	
Ticket Number:	0000063312	05/25/2003	2	05/27/2003	06/02/2003	

Desktop Support

Ticket Number:	0000063237	05/23/2003	5	05/28/2003	06/03/2003
Ticket Number:	0000063064	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000063042	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000063441	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063440	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063433	05/28/2003	2	05/30/2003	06/05/2003
Ticket Number:	0000063431	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063425	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063410	05/27/2003	2	05/29/2003	06/04/2003
Ticket Number:	0000063030	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000063029	05/20/2003	1	05/21/2003	05/27/2003
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Average time to ticket resolution for	edortiz		3		
Maximum time to ticket resolution for	edortiz		24		
Minimum time to ticket resolution for	edortiz		0		

Desktop Support

jpilac1

Total: 47

Closed

Total: 47

Ticket Number:	0000063451	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063223	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063226	05/23/2003	6	05/29/2003	06/04/2003
Ticket Number:	0000063459	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063436	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063240	05/23/2003	12	06/04/2003	06/10/2003
Ticket Number:	0000063141	05/21/2003	9	05/30/2003	06/05/2003
Ticket Number:	0000062530	05/10/2003	2	05/12/2003	05/19/2003
Ticket Number:	0000062578	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062567	05/12/2003	2	05/14/2003	05/20/2003
Ticket Number:	0000062581	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062679	05/13/2003	2	05/15/2003	05/21/2003
Ticket Number:	0000062871	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062850	05/16/2003	4	05/20/2003	05/26/2003
Ticket Number:	0000062832	05/15/2003	1	05/16/2003	05/22/2003
Ticket Number:	0000062829	05/15/2003	4	05/19/2003	05/26/2003
Ticket Number:	0000062814	05/15/2003	6	05/21/2003	05/27/2003
Ticket Number:	0000062789	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062787	05/15/2003	4	05/19/2003	05/26/2003
Ticket Number:	0000062763	05/14/2003	1	05/15/2003	05/21/2003
Ticket Number:	0000062980	05/19/2003	16	06/04/2003	06/10/2003
Ticket Number:	0000063562	05/30/2003	18	06/17/2003	06/23/2003
Ticket Number:	0000062938	05/18/2003	15	06/02/2003	06/09/2003
Ticket Number:	0000062751	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062698	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000063499	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063512	05/29/2003	7	06/05/2003	06/11/2003
Ticket Number:	0000063565	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000062080	05/02/2003	3	05/05/2003	05/12/2003
Ticket Number:	0000062022	05/01/2003	5	05/06/2003	05/12/2003
Ticket Number:	0000062324	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062321	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062311	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062310	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062278	05/06/2003	10	05/16/2003	05/22/2003
Ticket Number:	0000062272	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062255	05/06/2003	8	05/14/2003	05/20/2003
Ticket Number:	0000062031	05/01/2003	4	05/05/2003	05/12/2003
Ticket Number:	0000062087	05/02/2003	12	05/14/2003	05/20/2003
Ticket Number:	0000062445	05/08/2003	4	05/12/2003	05/19/2003
Ticket Number:	0000062440	05/08/2003	4	05/12/2003	05/19/2003
Ticket Number:	0000062359	05/07/2003	1	05/08/2003	05/14/2003
Ticket Number:	0000062970	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062352	05/07/2003	1	05/08/2003	05/14/2003
Ticket Number:	0000062049	05/01/2003	6	05/07/2003	05/13/2003
Ticket Number:	0000062025	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062650	05/13/2003	1	05/14/2003	05/20/2003

Average time to ticket resolution for

jpilac1

4

Maximum time to ticket resolution for

jpilac1

18

Minimum time to ticket resolution for

jpilac1

0

Desktop Support

kirkley1

Total: 4

Closed

Total: 4

Ticket Number:	0000062299	05/06/2003	21	05/27/2003	06/02/2003
Ticket Number:	0000062423	05/08/2003	19	05/27/2003	06/02/2003
Ticket Number:	0000062906	05/17/2003	10	05/27/2003	06/02/2003
Ticket Number:	0000062886	05/16/2003	11	05/27/2003	06/02/2003

Average time to ticket resolution for kirkley1 **15**

Maximum time to ticket resolution for kirkley1 **21**

Minimum time to ticket resolution for kirkley1 **10**

mhartm1

Total: 3

Closed

Total: 3

Ticket Number:	0000062093	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062260	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062016	05/01/2003	0	05/01/2003	05/07/2003

Average time to ticket resolution for mhartm1 **0**

Maximum time to ticket resolution for mhartm1 **0**

Minimum time to ticket resolution for mhartm1 **0**

Desktop Support

omarn

Total: 38

Closed

Total: 38

Ticket Number:	0000062092	05/02/2003	6	05/08/2003	05/09/2003
Ticket Number:	0000062316	05/07/2003	9	05/16/2003	05/22/2003
Ticket Number:	0000062300	05/06/2003	1	05/08/2003	05/14/2003
Ticket Number:	0000062265	05/06/2003	3	05/09/2003	05/15/2003
Ticket Number:	0000062258	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062267	05/06/2003	10	05/16/2003	05/22/2003
Ticket Number:	0000062170	05/05/2003	1	05/06/2003	05/12/2003
Ticket Number:	0000062167	05/05/2003	3	05/08/2003	05/14/2003
Ticket Number:	0000062047	05/01/2003	5	05/06/2003	05/12/2003
Ticket Number:	0000062194	05/05/2003	4	05/09/2003	05/15/2003
Ticket Number:	0000062038	05/01/2003	5	05/06/2003	05/12/2003
Ticket Number:	0000062342	05/07/2003	15	05/22/2003	05/28/2003
Ticket Number:	0000062331	05/07/2003	2	05/09/2003	05/15/2003
Ticket Number:	0000062326	05/07/2003	1	05/08/2003	05/14/2003
Ticket Number:	0000062601	05/12/2003	4	05/16/2003	05/22/2003
Ticket Number:	0000063500	05/29/2003	28	06/26/2003	07/02/2003
Ticket Number:	0000063583	05/30/2003	3	06/02/2003	06/09/2003
Ticket Number:	0000063531	05/29/2003	4	06/02/2003	06/09/2003
Ticket Number:	0000063582	05/30/2003	3	06/02/2003	06/09/2003
Ticket Number:	0000063601	05/30/2003	4	06/03/2003	06/09/2003
Ticket Number:	0000063602	05/30/2003	3	06/02/2003	06/09/2003
Ticket Number:	0000062580	05/12/2003	3	05/15/2003	05/21/2003
Ticket Number:	0000062590	05/12/2003	4	05/16/2003	05/22/2003
Ticket Number:	0000062635	05/13/2003	3	05/16/2003	05/22/2003
Ticket Number:	0000062718	05/13/2003	3	05/16/2003	05/22/2003
Ticket Number:	0000062753	05/14/2003	8	05/22/2003	05/28/2003
Ticket Number:	0000062833	05/15/2003	8	05/23/2003	05/29/2003
Ticket Number:	0000062798	05/15/2003	5	05/20/2003	05/26/2003
Ticket Number:	0000062808	05/15/2003	7	05/22/2003	05/28/2003
Ticket Number:	0000062759	05/14/2003	7	05/21/2003	05/27/2003
Ticket Number:	0000062749	05/14/2003	7	05/21/2003	05/27/2003
Ticket Number:	0000062744	05/14/2003	7	05/21/2003	05/27/2003
Ticket Number:	0000062681	05/13/2003	9	05/22/2003	05/28/2003
Ticket Number:	0000062641	05/13/2003	3	05/16/2003	05/22/2003
Ticket Number:	0000062989	05/19/2003	4	05/23/2003	05/29/2003
Ticket Number:	0000063595	05/30/2003	4	06/03/2003	06/09/2003
Ticket Number:	0000063516	05/29/2003	12	06/10/2003	06/16/2003
Ticket Number:	0000063104	05/21/2003	0	05/21/2003	05/27/2003

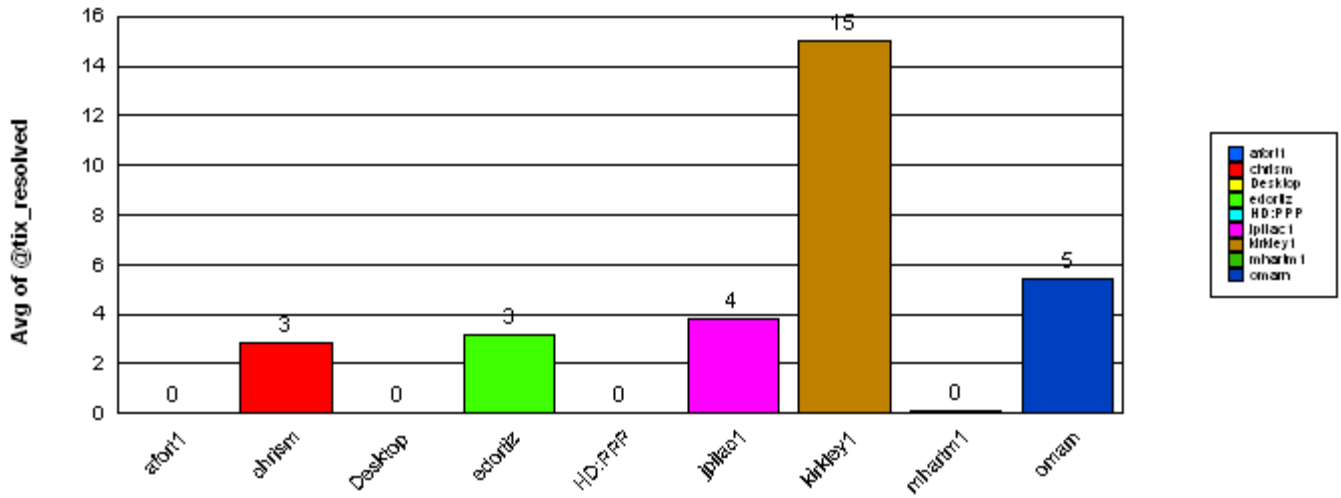
Average time to ticket resolution for	omarn	5
Maximum time to ticket resolution for	omarn	28
Minimum time to ticket resolution for	omarn	0

Desktop Support

Average time to ticket resolution for	Desktop Support	4
Maximum time to ticket resolution for	Desktop Support	28
Minimum time to ticket resolution for	Desktop Support	0

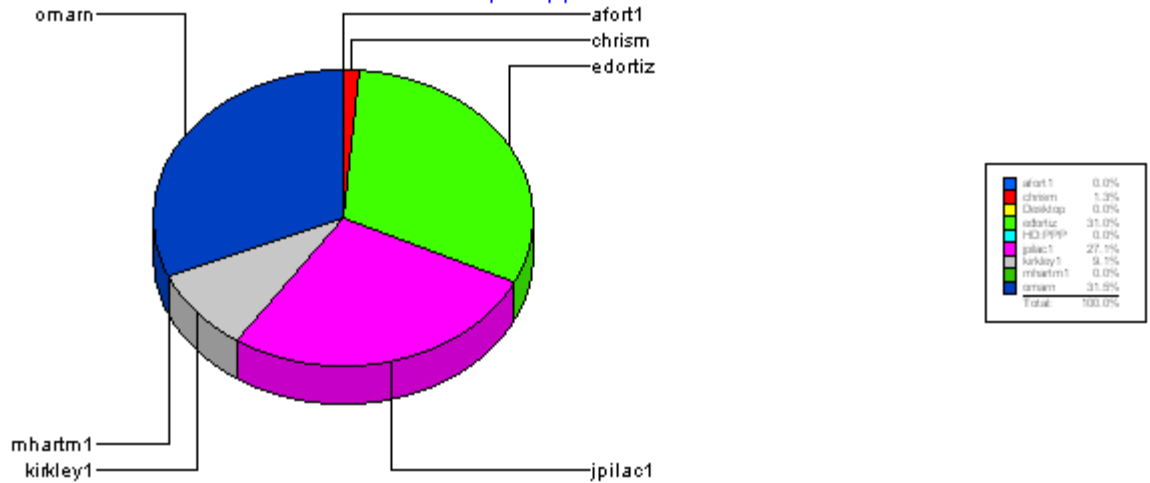
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Helpdesk

		<u>Total:</u>	688		
HD:OnlineMasters		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000063054	05/20/2003	0	05/20/2003	05/26/2003

Average time to ticket resolution for		HD:OnlineMast	0		
Maximum time to ticket resolution for		HD:OnlineMast	0		
Minimum time to ticket resolution for		HD:OnlineMast	0		
HD:Tape_Changes		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000063448	05/28/2003	0		05/28/2003
Ticket Number:	0000062595	05/12/2003	0		05/12/2003
Ticket Number:	0000062124	05/03/2003	0		05/03/2003

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		<u>Total:</u>	21		
Closed		<u>Total:</u>	21		
Ticket Number:	0000062113	05/02/2003	0		05/02/2003
Ticket Number:	0000062417	05/08/2003	0		05/08/2003
Ticket Number:	0000062419	05/08/2003	0		05/08/2003
Ticket Number:	0000062672	05/13/2003	0		05/13/2003
Ticket Number:	0000063585	05/30/2003	0		05/30/2003
Ticket Number:	0000063627	05/31/2003	0		05/31/2003
Ticket Number:	0000063622	05/30/2003	0		05/30/2003
Ticket Number:	0000062498	05/09/2003	0		05/09/2003
Ticket Number:	0000062534	05/10/2003	0		05/10/2003
Ticket Number:	0000062874	05/16/2003	0		05/16/2003
Ticket Number:	0000062554	05/11/2003	0		05/11/2003
Ticket Number:	0000062591	05/12/2003	0		05/12/2003
Ticket Number:	0000063049	05/20/2003	0		05/20/2003
Ticket Number:	0000063238	05/23/2003	0		05/23/2003
Ticket Number:	0000063204	05/22/2003	0		05/22/2003
Ticket Number:	0000063362	05/27/2003	0		05/27/2003
Ticket Number:	0000063477	05/28/2003	0		05/28/2003
Ticket Number:	0000063462	05/28/2003	0		05/28/2003
Ticket Number:	0000063394	05/27/2003	0		05/27/2003
Ticket Number:	0000063070	05/20/2003	0		05/20/2003
Ticket Number:	0000063200	05/22/2003	0		05/22/2003

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

Helpdesk**akhant1**Total: 28**Closed**Total: 28

Ticket Number:	0000063014	05/19/2003	15	06/04/2003	06/10/2003
Ticket Number:	0000063304	05/25/2003	3	05/28/2003	06/03/2003
Ticket Number:	0000063397	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063446	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063460	05/28/2003	2	05/30/2003	06/05/2003
Ticket Number:	0000063416	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063390	05/27/2003	17	06/13/2003	06/19/2003
Ticket Number:	0000063382	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063308	05/25/2003	0	05/25/2003	06/02/2003
Ticket Number:	0000063074	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000063293	05/24/2003	0	05/24/2003	05/30/2003
Ticket Number:	0000062485	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062499	05/09/2003	3	05/12/2003	05/19/2003
Ticket Number:	0000062923	05/18/2003	0	05/18/2003	05/26/2003
Ticket Number:	0000062935	05/18/2003	0	05/18/2003	05/26/2003
Ticket Number:	0000062966	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062925	05/18/2003	0	05/18/2003	05/26/2003
Ticket Number:	0000062872	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062827	05/15/2003	3	05/18/2003	05/26/2003
Ticket Number:	0000062691	05/13/2003	5	05/18/2003	05/26/2003
Ticket Number:	0000063510	05/29/2003	7	06/05/2003	06/11/2003
Ticket Number:	0000063623	05/30/2003	5	06/04/2003	06/10/2003
Ticket Number:	0000063611	05/30/2003	5	06/04/2003	06/10/2003
Ticket Number:	0000063620	05/30/2003	5	06/04/2003	06/10/2003
Ticket Number:	0000063638	05/31/2003	4	06/04/2003	06/10/2003
Ticket Number:	0000062296	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062314	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062340	05/07/2003	0	05/07/2003	05/13/2003

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

akhant1
akhant1
akhant1

3
17
0

**Helpdesk
anna**

Total: **87**

Helpdesk

	Closed	Total:	87		
Ticket Number:	0000062876	05/16/2003	7	05/23/2003	05/29/2003
Ticket Number:	0000062270	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062336	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062555	05/11/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062196	05/05/2003	2	05/07/2003	05/13/2003
Ticket Number:	0000062215	05/05/2003	1	05/06/2003	05/12/2003
Ticket Number:	0000062192	05/05/2003	1	05/06/2003	05/12/2003
Ticket Number:	0000062091	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062088	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062076	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062075	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062071	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062067	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062069	05/02/2003	12	05/14/2003	05/20/2003
Ticket Number:	0000062070	05/02/2003	12	05/14/2003	05/20/2003
Ticket Number:	0000062061	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062058	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062055	05/01/2003	4	05/05/2003	05/12/2003
Ticket Number:	0000062052	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062026	05/01/2003	13	05/14/2003	05/20/2003
Ticket Number:	0000062463	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062455	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062452	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062426	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062407	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062820	05/15/2003	1	05/16/2003	05/22/2003
Ticket Number:	0000062415	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062377	05/07/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062971	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062344	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062317	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062315	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062294	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062274	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062271	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062614	05/12/2003	8	05/21/2003	05/27/2003
Ticket Number:	0000062221	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062120	05/03/2003	11	05/14/2003	05/20/2003
Ticket Number:	0000062119	05/03/2003	11	05/14/2003	05/20/2003
Ticket Number:	0000062109	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000061997	05/01/2003	13	05/14/2003	05/20/2003
Ticket Number:	0000062353	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062350	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000063609	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063614	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063647	05/31/2003	2	06/02/2003	06/09/2003
Ticket Number:	0000063635	05/31/2003	10	06/10/2003	06/16/2003
Ticket Number:	0000062553	05/11/2003	10	05/21/2003	05/27/2003
Ticket Number:	0000062772	05/14/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062779	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062972	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062959	05/19/2003	9	05/28/2003	06/03/2003
Ticket Number:	0000062880	05/16/2003	0	05/16/2003	05/22/2003

Helpdesk

Ticket Number:	0000062847	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062842	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062841	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062836	05/15/2003	1	05/16/2003	05/22/2003
Ticket Number:	0000062835	05/15/2003	5	05/21/2003	05/27/2003
Ticket Number:	0000062819	05/15/2003	1	05/16/2003	05/22/2003
Ticket Number:	0000062786	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062775	05/15/2003	1	05/15/2003	05/21/2003
Ticket Number:	0000062737	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062564	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062716	05/13/2003	8	05/21/2003	05/27/2003
Ticket Number:	0000062736	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062728	05/13/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062608	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000063001	05/19/2003	1	05/20/2003	05/26/2003
Ticket Number:	0000063363	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063339	05/26/2003	1	05/27/2003	06/02/2003
Ticket Number:	0000063335	05/26/2003	2	05/28/2003	06/03/2003
Ticket Number:	0000063318	05/25/2003	1	05/27/2003	06/02/2003
Ticket Number:	0000063233	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063257	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063217	05/22/2003	1	05/23/2003	05/29/2003
Ticket Number:	0000063193	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063097	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063093	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063085	05/20/2003	2	05/22/2003	05/28/2003
Ticket Number:	0000063521	05/29/2003	1	05/30/2003	06/05/2003
Ticket Number:	0000063026	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063013	05/19/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063021	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063027	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063022	05/20/2003	2	05/22/2003	05/28/2003
Ticket Number:	0000063017	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063006	05/19/2003	1	05/20/2003	05/26/2003

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

grosen1

Total: 8

Closed

Total: 8

Ticket Number:	0000062545	05/11/2003	0		05/11/2003
Ticket Number:	0000062131	05/03/2003	1		05/04/2003
Ticket Number:	0000062151	05/04/2003	0		05/04/2003
Ticket Number:	0000062470	05/09/2003	0		05/09/2003
Ticket Number:	0000062469	05/09/2003	0		05/09/2003
Ticket Number:	0000062218	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062217	05/05/2003	0		05/05/2003
Ticket Number:	0000062149	05/04/2003	0	05/04/2003	05/12/2003

Average time to ticket resolution for	grosen1	0
Maximum time to ticket resolution for	grosen1	1
Minimum time to ticket resolution for	grosen1	0

Helpdesk

jperron1

Total: **16**

Closed

Total: **16**

Ticket Number:	0000062348	05/07/2003	1	05/08/2003	05/14/2003
Ticket Number:	0000062307	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062450	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062457	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062459	05/08/2003	0	05/09/2003	05/14/2003
Ticket Number:	0000062464	05/08/2003	0	05/09/2003	05/14/2003
Ticket Number:	0000062462	05/08/2003	0	05/09/2003	05/14/2003
Ticket Number:	0000062458	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062461	05/08/2003	0	05/09/2003	05/14/2003
Ticket Number:	0000062511	05/09/2003	3	05/12/2003	05/19/2003
Ticket Number:	0000062568	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062956	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062953	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062566	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062963	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062964	05/19/2003	0	05/19/2003	05/26/2003

Average time to ticket resolution for	jperron1	0
Maximum time to ticket resolution for	jperron1	3
Minimum time to ticket resolution for	jperron1	0

jureid3

Total: **23**

Closed

Total: **23**

Ticket Number:	0000062583	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062677	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062688	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062905	05/17/2003	1	05/18/2003	05/26/2003
Ticket Number:	0000062685	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000063007	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000063489	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063196	05/22/2003	6	05/28/2003	06/03/2003
Ticket Number:	0000063159	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063164	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063055	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063011	05/19/2003	2	05/21/2003	05/27/2003
Ticket Number:	0000063010	05/19/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000062690	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062689	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062156	05/04/2003	0	05/04/2003	05/12/2003
Ticket Number:	0000062158	05/04/2003	0	05/04/2003	05/12/2003
Ticket Number:	0000062154	05/04/2003	0	05/04/2003	05/12/2003
Ticket Number:	0000063488	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063503	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063505	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063506	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063504	05/29/2003	0	05/29/2003	06/04/2003

Average time to ticket resolution for	jureid3	0
Maximum time to ticket resolution for	jureid3	6
Minimum time to ticket resolution for	jureid3	0

Helpdesk

kherna1

Total: 34

Closed

Total: 34

Ticket Number:	0000063597	05/30/2003	3	06/02/2003	06/09/2003
Ticket Number:	0000063624	05/30/2003	2	06/02/2003	06/09/2003
Ticket Number:	0000063633	05/31/2003	2	06/02/2003	06/09/2003
Ticket Number:	0000063641	05/31/2003	2	06/02/2003	06/09/2003
Ticket Number:	0000063639	05/31/2003	2	06/02/2003	06/09/2003
Ticket Number:	0000062195	05/05/2003	0		05/05/2003
Ticket Number:	0000062444	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062293	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062197	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062137	05/03/2003	2		05/05/2003
Ticket Number:	0000062162	05/05/2003	0		05/05/2003
Ticket Number:	0000062161	05/05/2003	1	05/05/2003	05/12/2003
Ticket Number:	0000062169	05/05/2003	0		05/05/2003
Ticket Number:	0000062166	05/05/2003	0		05/05/2003
Ticket Number:	0000062157	05/04/2003	1		05/05/2003
Ticket Number:	0000062141	05/03/2003	2		05/05/2003
Ticket Number:	0000062981	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000063478	05/29/2003	7	06/04/2003	06/10/2003
Ticket Number:	0000063423	05/28/2003	0		05/28/2003
Ticket Number:	0000063422	05/28/2003	0		05/28/2003
Ticket Number:	0000063399	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063491	05/29/2003	4	06/02/2003	06/09/2003
Ticket Number:	0000062988	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000063344	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000062546	05/11/2003	1	05/12/2003	05/19/2003
Ticket Number:	0000062952	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062944	05/19/2003	0		05/19/2003
Ticket Number:	0000062940	05/19/2003	1		05/19/2003
Ticket Number:	0000062936	05/18/2003	1	05/19/2003	05/26/2003
Ticket Number:	0000062934	05/18/2003	1		05/19/2003
Ticket Number:	0000062704	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062703	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062702	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062700	05/13/2003	0	05/13/2003	05/19/2003

Average time to ticket resolution for	kherna1	1
Maximum time to ticket resolution for	kherna1	7
Minimum time to ticket resolution for	kherna1	0

mbrand4

Total: 4

Closed

Total: 4

Ticket Number:	0000062524	05/10/2003	4	05/14/2003	05/20/2003
Ticket Number:	0000062233	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062263	05/06/2003	3	05/09/2003	05/15/2003
Ticket Number:	0000062434	05/08/2003	0	05/08/2003	05/14/2003

Average time to ticket resolution for	mbrand4	2
Maximum time to ticket resolution for	mbrand4	4
Minimum time to ticket resolution for	mbrand4	0

Helpdesk

moneill1

Total: 2

Closed

Total: 2

Ticket Number:	0000062593	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062630	05/13/2003	1	05/14/2003	05/20/2003

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

moneill1 **1**
moneill1 **1**
moneill1 **0**

nevans1

Total: 33

Closed

Total: 33

Ticket Number:	0000062495	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062895	05/16/2003	1	05/17/2003	05/23/2003
Ticket Number:	0000062894	05/16/2003	1	05/17/2003	05/23/2003
Ticket Number:	0000062891	05/16/2003	1	05/17/2003	05/23/2003
Ticket Number:	0000062712	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062513	05/09/2003	1	05/10/2003	05/16/2003
Ticket Number:	0000062887	05/16/2003	1	05/17/2003	05/23/2003
Ticket Number:	0000062520	05/10/2003	0	05/10/2003	05/16/2003
Ticket Number:	0000062521	05/10/2003	0	05/10/2003	05/16/2003
Ticket Number:	0000062510	05/09/2003	1	05/10/2003	05/16/2003
Ticket Number:	0000063215	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063284	05/24/2003	0	05/24/2003	05/30/2003
Ticket Number:	0000063288	05/24/2003	0	05/24/2003	05/30/2003
Ticket Number:	0000063290	05/24/2003	0	05/24/2003	05/30/2003
Ticket Number:	0000063291	05/24/2003	0	05/24/2003	05/30/2003
Ticket Number:	0000063287	05/24/2003	0		05/24/2003
Ticket Number:	0000063286	05/24/2003	0	05/24/2003	05/30/2003
Ticket Number:	0000063282	05/24/2003	0	05/24/2003	05/30/2003
Ticket Number:	0000063216	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000061995	05/01/2003	0		05/01/2003
Ticket Number:	0000062118	05/02/2003	0	05/03/2003	05/09/2003
Ticket Number:	0000062121	05/03/2003	0		05/03/2003
Ticket Number:	0000062375	05/07/2003	0		05/08/2003
Ticket Number:	0000062381	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062383	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062449	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062382	05/08/2003	0		05/08/2003
Ticket Number:	0000062380	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062253	05/06/2003	3	05/09/2003	05/15/2003
Ticket Number:	0000062222	05/06/2003	0		05/06/2003
Ticket Number:	0000062115	05/02/2003	1	05/03/2003	05/09/2003
Ticket Number:	0000061998	05/01/2003	0		05/01/2003
Ticket Number:	0000062122	05/03/2003	0	05/03/2003	05/09/2003

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

nevans1 **0**
nevans1 **3**
nevans1 **0**

Helpdesk

r1		<u>Total:</u> 21			
Closed		<u>Total:</u> 21			
Ticket Number:	0000062044	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062454	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062376	05/07/2003	0		05/07/2003
Ticket Number:	0000062373	05/07/2003	0		05/07/2003
Ticket Number:	0000062371	05/07/2003	0		05/07/2003
Ticket Number:	0000062370	05/07/2003	0		05/07/2003
Ticket Number:	0000062117	05/02/2003	0		05/02/2003
Ticket Number:	0000062130	05/03/2003	6	05/09/2003	05/15/2003
Ticket Number:	0000062103	05/02/2003	0		05/02/2003
Ticket Number:	0000062155	05/04/2003	0		05/04/2003
Ticket Number:	0000062514	05/09/2003	0		05/09/2003
Ticket Number:	0000062720	05/13/2003	3	05/16/2003	05/22/2003
Ticket Number:	0000062875	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062927	05/18/2003	0		05/18/2003
Ticket Number:	0000062937	05/18/2003	0		05/18/2003
Ticket Number:	0000062939	05/18/2003	0		05/18/2003
Ticket Number:	0000062933	05/18/2003	0		05/18/2003
Ticket Number:	0000062896	05/16/2003	0		05/16/2003
Ticket Number:	0000062889	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062723	05/13/2003	3	05/16/2003	05/22/2003
Ticket Number:	0000062552	05/11/2003	0	05/11/2003	05/19/2003
-----		-----		-----	
Average time to ticket resolution for		r1	1		
Maximum time to ticket resolution for		r1	6		
Minimum time to ticket resolution for		r1	0		
-----		-----		-----	

Helpdesk

ramosm1

Total: **34**

Closed

Total: **34**

Ticket Number:	0000062489	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062917	05/17/2003	0	05/17/2003	05/23/2003
Ticket Number:	0000062916	05/17/2003	0	05/17/2003	05/23/2003
Ticket Number:	0000062914	05/17/2003	0	05/17/2003	05/23/2003
Ticket Number:	0000062913	05/17/2003	0	05/17/2003	05/23/2003
Ticket Number:	0000062912	05/17/2003	0	05/17/2003	05/23/2003
Ticket Number:	0000062892	05/16/2003	1	05/17/2003	05/23/2003
Ticket Number:	0000062888	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062838	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062837	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062834	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062831	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062830	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062537	05/10/2003	0	05/10/2003	05/16/2003
Ticket Number:	0000062531	05/10/2003	0	05/10/2003	05/16/2003
Ticket Number:	0000062507	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062041	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062051	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062057	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062062	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062453	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062451	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062066	05/02/2003	0	05/02/2003	05/07/2003
Ticket Number:	0000062065	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062064	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062059	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062056	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000063564	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063626	05/31/2003	0	05/31/2003	06/06/2003
Ticket Number:	0000063629	05/31/2003	0	05/31/2003	06/06/2003
Ticket Number:	0000063637	05/31/2003	0	05/31/2003	06/06/2003
Ticket Number:	0000063636	05/31/2003	0	05/31/2003	06/06/2003
Ticket Number:	0000063630	05/31/2003	0	05/31/2003	06/06/2003
Ticket Number:	0000063628	05/31/2003	0	05/31/2003	06/06/2003

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

**Helpdesk
steyr**

Total: **116**

Helpdesk

	Closed	Total:	116		
Ticket Number:	0000063511	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063495	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063514	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063524	05/29/2003	0	05/29/2003	05/29/2003
Ticket Number:	0000063530	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063612	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063605	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063603	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063591	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063532	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063529	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063515	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063513	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000062189	05/05/2003	2	05/07/2003	05/13/2003
Ticket Number:	0000061999	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062379	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000061996	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000061994	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062013	05/01/2003	0		05/01/2003
Ticket Number:	0000062410	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062405	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062392	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062384	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062378	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062328	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062323	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062318	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062276	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062433	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062247	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062239	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062238	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062204	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062203	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062180	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062504	05/09/2003	5	05/14/2003	05/20/2003
Ticket Number:	0000062101	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062082	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062040	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062021	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062020	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062015	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062014	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062569	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062574	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062600	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062592	05/12/2003	2	05/14/2003	05/20/2003
Ticket Number:	0000062824	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062828	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062825	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062823	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062818	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062816	05/15/2003	0	05/15/2003	05/21/2003

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Ticket Number:	0000062812	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062800	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062796	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062770	05/14/2003	1	05/15/2003	05/21/2003
Ticket Number:	0000062978	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062961	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062960	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062863	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062858	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062851	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062742	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062709	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062696	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062671	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062997	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000063080	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063185	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063182	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063180	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063175	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063149	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063148	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063144	05/21/2003	1	05/22/2003	05/28/2003
Ticket Number:	0000063165	05/22/2003	1	05/22/2003	05/28/2003
Ticket Number:	0000063140	05/21/2003	1	05/22/2003	05/28/2003
Ticket Number:	0000063463	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063458	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063584	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063389	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063386	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063311	05/25/2003	2	05/27/2003	06/02/2003
Ticket Number:	0000063289	05/24/2003	51	07/14/2003	07/21/2003
Ticket Number:	0000063274	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063273	05/23/2003	17	06/09/2003	06/16/2003
Ticket Number:	0000063267	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063262	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063210	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063485	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063484	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063420	05/27/2003	2	05/29/2003	06/04/2003
Ticket Number:	0000063419	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063402	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063400	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063208	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063207	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063206	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063203	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063214	05/22/2003	1	05/23/2003	05/29/2003
Ticket Number:	0000063202	05/22/2003	5	05/27/2003	06/02/2003
Ticket Number:	0000063201	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063186	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063358	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063355	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063328	05/26/2003	3	05/29/2003	06/04/2003

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Ticket Number:	0000063239	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063236	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063231	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063494	05/29/2003	0	05/29/2003	05/29/2003
Ticket Number:	0000063136	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063132	05/21/2003	2	05/23/2003	05/29/2003
Ticket Number:	0000063117	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063083	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063081	05/20/2003	0	05/20/2003	05/26/2003
-----			-----		
Average time to ticket resolution for	stcyr		1		
Maximum time to ticket resolution for	stcyr		51		
Minimum time to ticket resolution for	stcyr		0		

Helpdesk

talder1

Resolved

Ticket Number: 0000063261

Total: 71

Total: 1

05/23/2003

0

05/23/2003

05/23/2003

Helpdesk

	Closed	Total:	70		
Ticket Number:	0000063123	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000062448	05/08/2003	6	05/14/2003	05/20/2003
Ticket Number:	0000062397	05/08/2003	6	05/14/2003	05/20/2003
Ticket Number:	0000062357	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062356	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062308	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062306	05/07/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062304	05/07/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062301	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062298	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062273	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062177	05/05/2003	9	05/14/2003	05/20/2003
Ticket Number:	0000062153	05/04/2003	10	05/14/2003	05/20/2003
Ticket Number:	0000062152	05/04/2003	1	05/05/2003	05/12/2003
Ticket Number:	0000062134	05/03/2003	2	05/05/2003	05/12/2003
Ticket Number:	0000062123	05/03/2003	2	05/05/2003	05/12/2003
Ticket Number:	0000062116	05/02/2003	3	05/05/2003	05/12/2003
Ticket Number:	0000062114	05/02/2003	3	05/05/2003	05/12/2003
Ticket Number:	0000062029	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000063374	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000062018	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000063509	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063155	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063088	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000063126	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063472	05/28/2003	0	05/28/2003	05/29/2003
Ticket Number:	0000063471	05/28/2003	0		05/28/2003
Ticket Number:	0000063470	05/28/2003	0	05/28/2003	05/29/2003
Ticket Number:	0000063467	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063396	05/27/2003	0		05/27/2003
Ticket Number:	0000063388	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063387	05/27/2003	1	05/29/2003	06/03/2003
Ticket Number:	0000063383	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063316	05/25/2003	0	05/25/2003	06/02/2003
Ticket Number:	0000063548	05/29/2003	4	06/02/2003	06/09/2003
Ticket Number:	0000063480	05/29/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063479	05/29/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063473	05/28/2003	0	05/28/2003	05/29/2003
Ticket Number:	0000063309	05/25/2003	0	05/25/2003	06/02/2003
Ticket Number:	0000063230	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063160	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063157	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063154	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063152	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063145	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063137	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063377	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063371	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063369	05/27/2003	2	05/29/2003	06/04/2003
Ticket Number:	0000063348	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063342	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063322	05/26/2003	1	05/27/2003	06/02/2003
Ticket Number:	0000063317	05/25/2003	0	05/25/2003	06/02/2003

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Ticket Number:	0000063135	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063131	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063121	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063102	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000062532	05/10/2003	4	05/14/2003	05/20/2003
Ticket Number:	0000062616	05/12/2003	2	05/14/2003	05/20/2003
Ticket Number:	0000062722	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062730	05/14/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062932	05/18/2003	7	05/25/2003	06/02/2003
Ticket Number:	0000062764	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062758	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062752	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062748	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000063053	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000062727	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062618	05/12/2003	2	05/14/2003	05/20/2003
Ticket Number:	0000062613	05/12/2003	2	05/14/2003	05/20/2003
-----			-----		
Average time to ticket resolution for	talder1		1		
Maximum time to ticket resolution for	talder1		10		
Minimum time to ticket resolution for	talder1		0		

**Helpdesk
vergil**

Total: **148**

Helpdesk

	Closed	Total:	148		
Ticket Number:	0000062483	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062503	05/09/2003	4	05/13/2003	05/19/2003
Ticket Number:	0000062502	05/09/2003	4	05/13/2003	05/19/2003
Ticket Number:	0000062680	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062977	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062975	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062974	05/19/2003	11	05/30/2003	06/04/2003
Ticket Number:	0000063213	05/22/2003	1	05/23/2003	05/29/2003
Ticket Number:	0000062965	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062957	05/19/2003	11	05/30/2003	06/04/2003
Ticket Number:	0000063222	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063060	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000062904	05/17/2003	3	05/20/2003	05/26/2003
Ticket Number:	0000062884	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062879	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062867	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062861	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062860	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000063046	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000063096	05/21/2003	2	05/23/2003	05/29/2003
Ticket Number:	0000062813	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062793	05/15/2003	5	05/20/2003	05/26/2003
Ticket Number:	0000062791	05/15/2003	5	05/20/2003	05/26/2003
Ticket Number:	0000062773	05/14/2003	1	05/15/2003	05/21/2003
Ticket Number:	0000062747	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062729	05/13/2003	10	05/23/2003	05/29/2003
Ticket Number:	0000062692	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062687	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062686	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062684	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062683	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062678	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062676	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062619	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062617	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062611	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062599	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062596	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062588	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062587	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062585	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062602	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062658	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062656	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000063146	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000062543	05/11/2003	2	05/13/2003	05/19/2003
Ticket Number:	0000062488	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062487	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062984	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062985	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062986	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062996	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000063563	05/30/2003	0	05/30/2003	06/05/2003

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Ticket Number:	0000063476	05/28/2003	2	05/30/2003	06/05/2003
Ticket Number:	0000063456	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063454	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063453	05/28/2003	2	05/30/2003	06/05/2003
Ticket Number:	0000063443	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063439	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063438	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063545	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063533	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063404	05/27/2003	2	05/30/2003	06/04/2003
Ticket Number:	0000063461	05/28/2003	9	06/06/2003	06/12/2003
Ticket Number:	0000063375	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063370	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063351	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063352	05/27/2003	3	05/30/2003	06/04/2003
Ticket Number:	0000063555	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063268	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063260	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063255	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063251	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063242	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063241	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063218	05/22/2003	1	05/23/2003	05/29/2003
Ticket Number:	0000063198	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063195	05/22/2003	1	05/23/2003	05/29/2003
Ticket Number:	0000063139	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063138	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063108	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063089	05/20/2003	3	05/23/2003	05/29/2003
Ticket Number:	0000063084	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063071	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063067	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063066	05/20/2003	3	05/23/2003	05/29/2003
Ticket Number:	0000063063	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063057	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063068	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063133	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063188	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063112	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063040	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063016	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063015	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063002	05/19/2003	2	05/21/2003	05/27/2003
Ticket Number:	0000063501	05/29/2003	1	05/30/2003	06/05/2003
Ticket Number:	0000063502	05/29/2003	1	05/30/2003	06/05/2003
Ticket Number:	0000063617	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063615	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063607	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063586	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063581	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063577	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063573	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063554	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063547	05/29/2003	0	05/29/2003	06/04/2003

Helpdesk

Ticket Number:	0000063546	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063519	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063598	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063599	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063592	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000062291	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062674	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062106	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000063346	05/27/2003	3	05/30/2003	06/04/2003
Ticket Number:	0000062821	05/15/2003	0	05/15/2003	05/21/2003
Ticket Number:	0000062391	05/08/2003	5	05/13/2003	05/19/2003
Ticket Number:	0000062358	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062355	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062625	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062338	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062337	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062327	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062319	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062341	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062096	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062097	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062046	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062043	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062028	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062027	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062024	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062216	05/05/2003	25	05/30/2003	06/05/2003
Ticket Number:	0000062266	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062262	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062259	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062225	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062223	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062224	05/06/2003	1	05/06/2003	05/12/2003
Ticket Number:	0000062220	05/05/2003	1	05/06/2003	05/12/2003
Ticket Number:	0000062184	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062183	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062181	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062178	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062150	05/04/2003	2	05/06/2003	05/12/2003
Ticket Number:	0000062042	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062290	05/06/2003	0	05/06/2003	05/12/2003
<hr/>					
Average time to ticket resolution for	vergil		1		
Maximum time to ticket resolution for	vergil		25		
Minimum time to ticket resolution for	vergil		0		

Helpdesk

whamil2

Total: 38

Closed

Total: 38

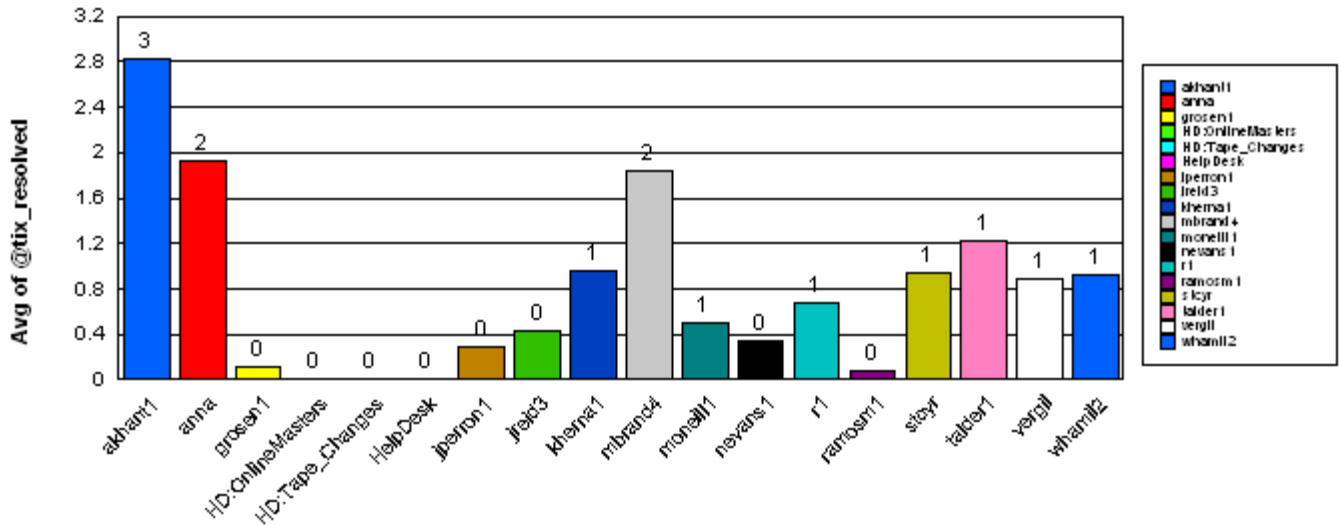
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Ticket Number:	0000062456	05/08/2003	3	05/12/2003	05/19/2003
Ticket Number:	0000062369	05/07/2003	4	05/11/2003	05/19/2003
Ticket Number:	0000062297	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062200	05/05/2003	1	05/06/2003	05/12/2003
Ticket Number:	0000062133	05/03/2003	0	05/03/2003	05/09/2003
Ticket Number:	0000062171	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000063086	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063191	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063090	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063170	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000062506	05/09/2003	2	05/11/2003	05/19/2003
Ticket Number:	0000062533	05/10/2003	1	05/11/2003	05/19/2003
Ticket Number:	0000062550	05/11/2003	1	05/12/2003	05/19/2003
Ticket Number:	0000062561	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062573	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062918	05/18/2003	1	05/18/2003	05/26/2003
Ticket Number:	0000062915	05/17/2003	1	05/18/2003	05/26/2003
Ticket Number:	0000062907	05/17/2003	1	05/18/2003	05/26/2003
Ticket Number:	0000062721	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062719	05/13/2003	7	05/20/2003	05/26/2003
Ticket Number:	0000062579	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062577	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062562	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062551	05/11/2003	1	05/12/2003	05/19/2003
Ticket Number:	0000062946	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062931	05/18/2003	0	05/18/2003	05/26/2003
Ticket Number:	0000062930	05/18/2003	1	05/19/2003	05/26/2003
Ticket Number:	0000062929	05/18/2003	0	05/18/2003	05/26/2003
Ticket Number:	0000062928	05/18/2003	0	05/18/2003	05/26/2003
Ticket Number:	0000062926	05/18/2003	0	05/18/2003	05/26/2003
Ticket Number:	0000062922	05/18/2003	0	05/18/2003	05/26/2003
Ticket Number:	0000062544	05/11/2003	0	05/11/2003	05/19/2003
Ticket Number:	0000062539	05/11/2003	0	05/11/2003	05/19/2003
Ticket Number:	0000062536	05/10/2003	1	05/11/2003	05/19/2003
Ticket Number:	0000062523	05/10/2003	8	05/18/2003	05/26/2003
Ticket Number:	0000062547	05/11/2003	0	05/11/2003	05/19/2003

Average time to ticket resolution for	whamil2	1
Maximum time to ticket resolution for	whamil2	8
Minimum time to ticket resolution for	whamil2	0

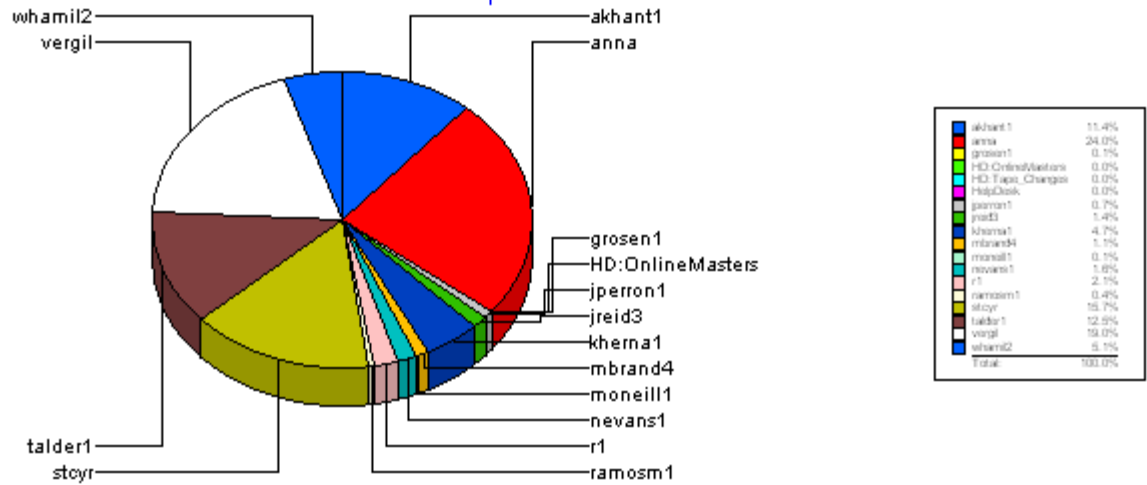
Helpdesk

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	51
Minimum time to ticket resolution for	Helpdesk	0

Avg of Each Ticket Resolved
For Helpdesk



Percentage of Sum of Tickets Resolved
For Helpdesk



LAN

		Total: 59			
jesse		Total: 27			
Closed		Total: 27			
Ticket Number: 0000062792	05/15/2003	0	05/15/2003	05/21/2003	
Ticket Number: 0000062919	05/18/2003	1	05/19/2003	05/26/2003	
Ticket Number: 0000063028	05/20/2003	3	05/23/2003	05/29/2003	
Ticket Number: 0000063209	05/22/2003	12	06/03/2003	06/09/2003	
Ticket Number: 0000063254	05/23/2003	5	05/28/2003	06/03/2003	
Ticket Number: 0000063359	05/27/2003	1	05/28/2003	06/03/2003	
Ticket Number: 0000063553	05/30/2003	5	06/04/2003	06/10/2003	
Ticket Number: 0000063468	05/28/2003	0	05/29/2003	06/04/2003	
Ticket Number: 0000063437	05/28/2003	0	05/28/2003	06/03/2003	
Ticket Number: 0000063424	05/28/2003	21	06/18/2003	06/24/2003	
Ticket Number: 0000063414	05/27/2003	0	05/28/2003	06/03/2003	
Ticket Number: 0000063252	05/23/2003	5	05/28/2003	06/03/2003	
Ticket Number: 0000063187	05/22/2003	1	05/23/2003	05/29/2003	
Ticket Number: 0000063169	05/22/2003	1	05/23/2003	05/29/2003	
Ticket Number: 0000063119	05/21/2003	14	06/04/2003	06/10/2003	
Ticket Number: 0000062086	05/02/2003	4	05/06/2003	05/12/2003	
Ticket Number: 0000062095	05/02/2003	4	05/06/2003	05/12/2003	
Ticket Number: 0000062325	05/07/2003	0	05/07/2003	05/13/2003	
Ticket Number: 0000062441	05/08/2003	1	05/09/2003	05/15/2003	
Ticket Number: 0000062442	05/08/2003	1	05/09/2003	05/15/2003	
Ticket Number: 0000062387	05/08/2003	1	05/09/2003	05/15/2003	
Ticket Number: 0000062329	05/07/2003	1	05/08/2003	05/14/2003	
Ticket Number: 0000062269	05/06/2003	1	05/07/2003	05/13/2003	
Ticket Number: 0000063508	05/29/2003	1	05/30/2003	06/05/2003	
Ticket Number: 0000063621	05/30/2003	4	06/03/2003	06/09/2003	
Ticket Number: 0000063560	05/30/2003	4	06/03/2003	06/09/2003	
Ticket Number: 0000063537	05/29/2003	1	05/30/2003	06/05/2003	
-----		-----		-----	
Average time to ticket resolution for	jesse				3
Maximum time to ticket resolution for	jesse				21
Minimum time to ticket resolution for	jesse				0

LAN

ostrove

Total: 22

Closed

Total: 22

Ticket Number:	0000063589	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063604	05/30/2003	3	06/02/2003	06/09/2003
Ticket Number:	0000062034	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062480	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062037	05/01/2003	5	05/06/2003	05/12/2003
Ticket Number:	0000062406	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062186	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062477	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062053	05/01/2003	54	06/24/2003	06/30/2003
Ticket Number:	0000063109	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063263	05/23/2003	105		09/05/2003
Ticket Number:	0000063401	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000062481	05/09/2003	3	05/12/2003	05/19/2003
Ticket Number:	0000062857	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062708	05/13/2003	3	05/16/2003	05/22/2003
Ticket Number:	0000062675	05/13/2003	3	05/16/2003	05/22/2003
Ticket Number:	0000062653	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062645	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062606	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062572	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062529	05/10/2003	2	05/12/2003	05/12/2003
Ticket Number:	0000062486	05/09/2003	3	05/12/2003	05/19/2003

Average time to ticket resolution for	ostrove	8
Maximum time to ticket resolution for	ostrove	105
Minimum time to ticket resolution for	ostrove	0

vladimir

Total: 10

Closed

Total: 10

Ticket Number:	0000062491	05/09/2003	3	05/12/2003	05/19/2003
Ticket Number:	0000062501	05/09/2003	3	05/12/2003	05/19/2003
Ticket Number:	0000062761	05/14/2003	5	05/19/2003	05/26/2003
Ticket Number:	0000062968	05/19/2003	2	05/21/2003	05/27/2003
Ticket Number:	0000062862	05/16/2003	60	07/15/2003	07/21/2003
Ticket Number:	0000062496	05/09/2003	3	05/12/2003	05/19/2003
Ticket Number:	0000062528	05/10/2003	2	05/12/2003	05/19/2003
Ticket Number:	0000062987	05/19/2003	9	05/28/2003	06/03/2003
Ticket Number:	0000063003	05/19/2003	2	05/21/2003	05/27/2003
Ticket Number:	0000062393	05/08/2003	0	05/08/2003	05/14/2003

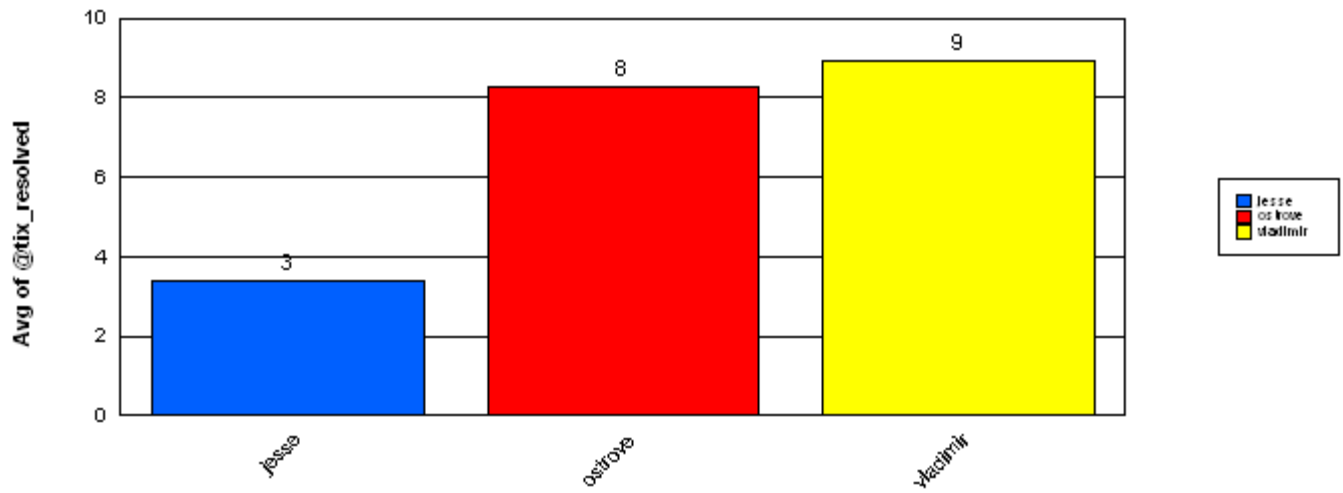
Average time to ticket resolution for	vladimir	9
Maximum time to ticket resolution for	vladimir	60
Minimum time to ticket resolution for	vladimir	0

LAN

Average time to ticket resolution for	LAN	6
Maximum time to ticket resolution for	LAN	105
Minimum time to ticket resolution for	LAN	0

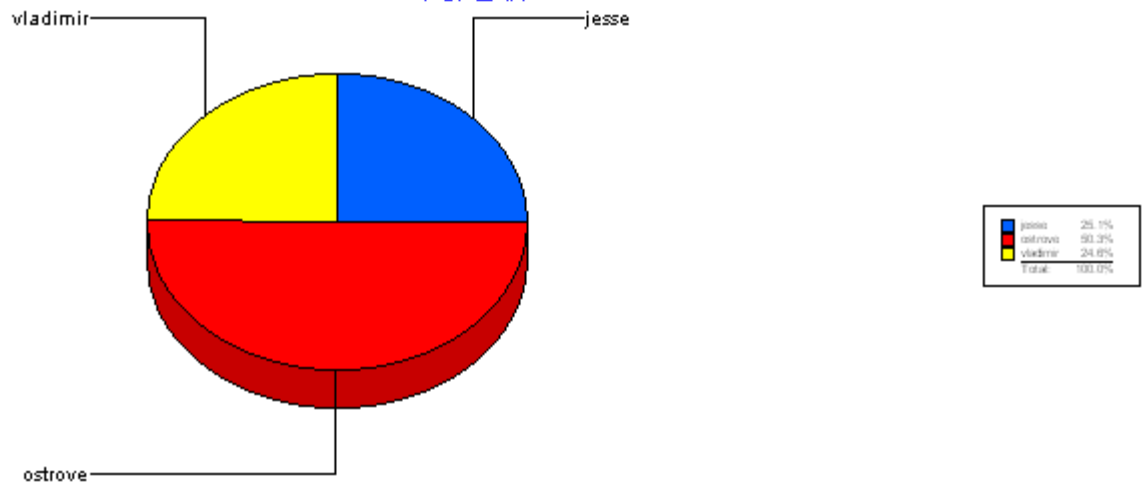
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		<u>Total:</u>	69		
darnold		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000062019	05/01/2003	7	05/08/2003	05/14/2003
Ticket Number:	0000062374	05/07/2003	1		05/09/2003
Ticket Number:	0000063059	05/20/2003	17	06/06/2003	06/12/2003
Ticket Number:	0000062799	05/15/2003	0	05/15/2003	05/21/2003

Average time to ticket resolution for		darnold	6		
Maximum time to ticket resolution for		darnold	17		
Minimum time to ticket resolution for		darnold	0		
<hr/>		<hr/>		<hr/>	
marie		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000063324	05/26/2003	1	05/27/2003	06/02/2003
Ticket Number:	0000063323	05/26/2003	1	05/27/2003	06/02/2003
Ticket Number:	0000063325	05/26/2003	1	05/27/2003	06/02/2003
Ticket Number:	0000063331	05/26/2003	1	05/27/2003	06/02/2003
Ticket Number:	0000063340	05/26/2003	0	05/27/2003	05/27/2003
Ticket Number:	0000063366	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063341	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063336	05/26/2003	1	05/27/2003	06/02/2003

Average time to ticket resolution for		marie	1		
Maximum time to ticket resolution for		marie	1		
Minimum time to ticket resolution for		marie	0		
<hr/>		<hr/>		<hr/>	

New Media
rarmstro

Total: 57

New Media

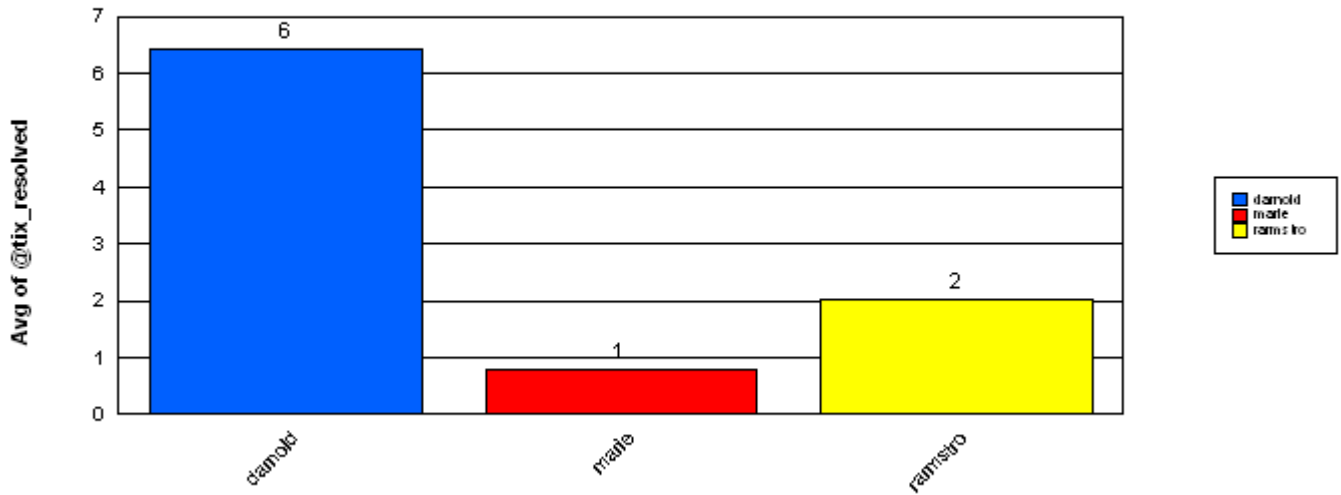
	Closed	Total:	57		
Ticket Number:	0000062982	05/19/2003	2	05/21/2003	05/27/2003
Ticket Number:	0000063151	05/21/2003	1	05/22/2003	05/28/2003
Ticket Number:	0000063099	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063033	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063034	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063171	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063367	05/27/2003	16		06/12/2003
Ticket Number:	0000063329	05/26/2003	1	05/27/2003	06/02/2003
Ticket Number:	0000063285	05/24/2003	2	05/26/2003	06/02/2003
Ticket Number:	0000063279	05/24/2003	2	05/26/2003	06/02/2003
Ticket Number:	0000063278	05/24/2003	2	05/26/2003	06/02/2003
Ticket Number:	0000063272	05/23/2003	3	05/26/2003	06/02/2003
Ticket Number:	0000063271	05/23/2003	3	05/26/2003	06/02/2003
Ticket Number:	0000063258	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063244	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063464	05/28/2003	4	06/01/2003	06/09/2003
Ticket Number:	0000063427	05/28/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063415	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063409	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063385	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063384	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063381	05/27/2003	35	07/01/2003	07/07/2003
Ticket Number:	0000063417	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000063450	05/28/2003	0	05/28/2003	06/03/2003
Ticket Number:	0000063474	05/28/2003	1	05/29/2003	05/29/2003
Ticket Number:	0000063426	05/28/2003	5	06/02/2003	06/09/2003
Ticket Number:	0000063232	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063178	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063177	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063176	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063174	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000062508	05/09/2003	3		05/12/2003
Ticket Number:	0000062902	05/17/2003	2	05/19/2003	05/26/2003
Ticket Number:	0000062901	05/17/2003	2	05/19/2003	05/26/2003
Ticket Number:	0000062893	05/16/2003	4	05/20/2003	05/26/2003
Ticket Number:	0000062840	05/15/2003	0		05/16/2003
Ticket Number:	0000062839	05/15/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062794	05/15/2003	6	05/21/2003	05/27/2003
Ticket Number:	0000063032	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000062738	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062715	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062948	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062947	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062945	05/19/2003	0	05/19/2003	05/26/2003
Ticket Number:	0000062622	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062610	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062597	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062527	05/10/2003	2	05/12/2003	05/19/2003
Ticket Number:	0000062164	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062104	05/02/2003	3	05/05/2003	05/12/2003
Ticket Number:	0000063600	05/30/2003	3	06/02/2003	06/09/2003
Ticket Number:	0000062478	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062182	05/05/2003	0	05/05/2003	05/12/2003

New Media

Ticket Number:	0000062351	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062248	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000063525	05/29/2003	0		05/29/2003
Ticket Number:	0000063616	05/30/2003	3	06/02/2003	06/09/2003
<hr/>					
Average time to ticket resolution for	rarmstro		2		
Maximum time to ticket resolution for	rarmstro		35		
Minimum time to ticket resolution for	rarmstro		0		
<hr/>					
Average time to ticket resolution for	New Media		2		
Maximum time to ticket resolution for	New Media		35		
Minimum time to ticket resolution for	New Media		0		

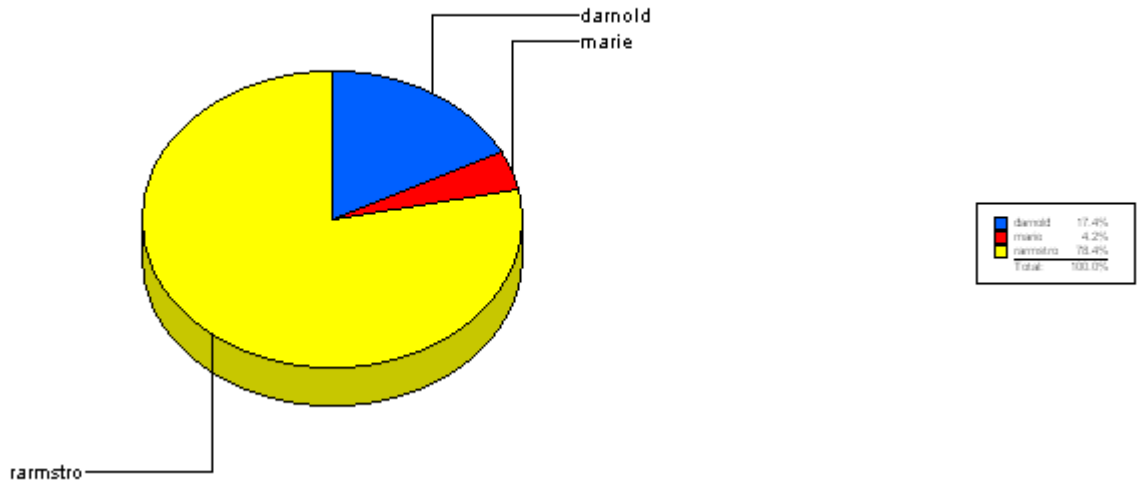
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



PC Labs

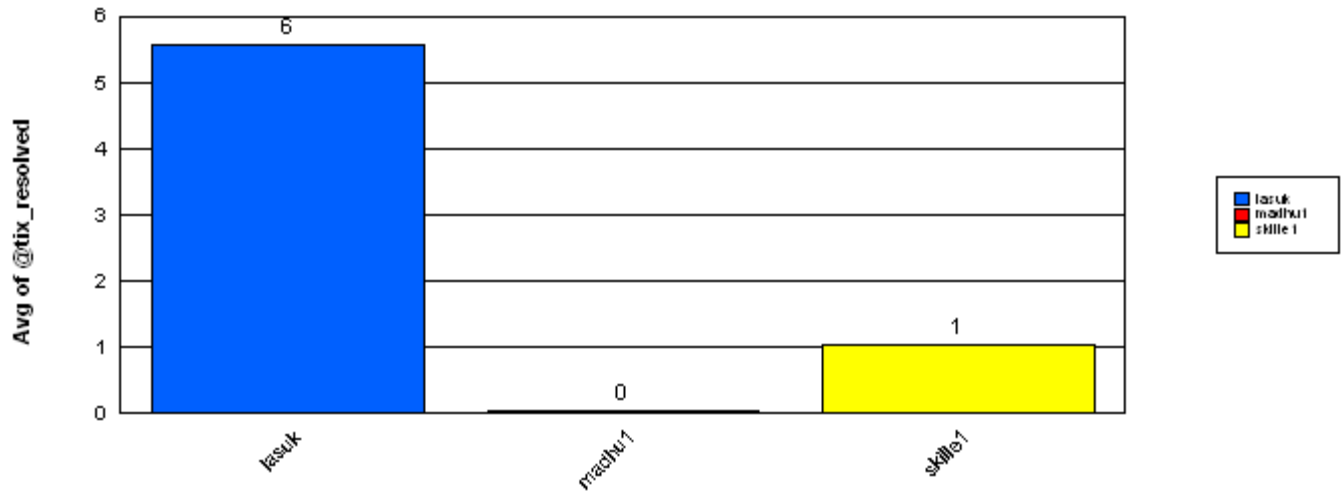
		Total:	28		
lasuk		<u>Total:</u> 26			
Closed		<u>Total:</u> 26			
Ticket Number:	0000063523	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063596	05/30/2003	4	06/03/2003	06/09/2003
Ticket Number:	0000063608	05/30/2003	4	06/03/2003	06/09/2003
Ticket Number:	0000062033	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062418	05/08/2003	6	05/14/2003	05/14/2003
Ticket Number:	0000062412	05/08/2003	4	05/12/2003	05/19/2003
Ticket Number:	0000062017	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062068	05/02/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062360	05/07/2003	22	05/29/2003	06/04/2003
Ticket Number:	0000062208	05/05/2003	0		05/05/2003
Ticket Number:	0000062493	05/09/2003	12	05/21/2003	05/27/2003
Ticket Number:	0000062603	05/12/2003	0		05/12/2003
Ticket Number:	0000062584	05/12/2003	0		05/12/2003
Ticket Number:	0000062632	05/13/2003	38	06/20/2003	06/26/2003
Ticket Number:	0000062890	05/16/2003	3	05/19/2003	05/26/2003
Ticket Number:	0000062999	05/19/2003	1	05/20/2003	05/26/2003
Ticket Number:	0000062717	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062605	05/12/2003	9	05/21/2003	05/27/2003
Ticket Number:	0000062598	05/12/2003	0		05/12/2003
Ticket Number:	0000063004	05/19/2003	9	05/28/2003	06/03/2003
Ticket Number:	0000063051	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063365	05/27/2003	24	06/20/2003	06/26/2003
Ticket Number:	0000063350	05/27/2003	2	05/29/2003	06/04/2003
Ticket Number:	0000063259	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063073	05/20/2003	0		05/20/2003
Ticket Number:	0000063077	05/20/2003	0		05/20/2003
-----		-----		-----	
Average time to ticket resolution for		lasuk	6		
Maximum time to ticket resolution for		lasuk	38		
Minimum time to ticket resolution for		lasuk	0		
<hr/>		<hr/>		<hr/>	
madhu1		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000062750	05/14/2003	0	05/14/2003	05/20/2003
-----		-----		-----	
Average time to ticket resolution for		madhu1	0		
Maximum time to ticket resolution for		madhu1	0		
Minimum time to ticket resolution for		madhu1	0		
<hr/>		<hr/>		<hr/>	
skille1		<u>Total:</u> 1			
Closed		<u>Total:</u> 1			
Ticket Number:	0000062414	05/08/2003	1	05/09/2003	05/15/2003
-----		-----		-----	
Average time to ticket resolution for		skille1	1		
Maximum time to ticket resolution for		skille1	1		
Minimum time to ticket resolution for		skille1	1		
<hr/>		<hr/>		<hr/>	

PC Labs

Average time to ticket resolution for	PC Labs	5
Maximum time to ticket resolution for	PC Labs	38
Minimum time to ticket resolution for	PC Labs	0

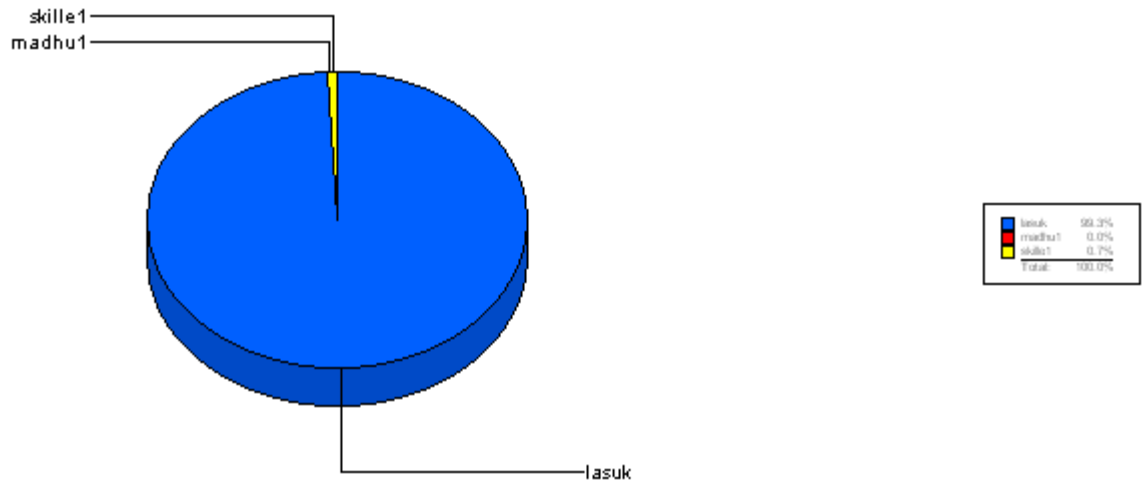
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total:	48		
beakja1		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000062036	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000063493	05/29/2003	18	06/16/2003	06/23/2003
Ticket Number:	0000062655	05/13/2003	2	05/15/2003	05/21/2003
Ticket Number:	0000062976	05/19/2003	17	06/05/2003	06/11/2003
Ticket Number:	0000062969	05/19/2003	2	05/21/2003	05/27/2003
Ticket Number:	0000062881	05/16/2003	3	05/19/2003	05/26/2003
Ticket Number:	0000062724	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062883	05/16/2003	6		05/22/2003
-----				-----	
Average time to ticket resolution for		beakja1	6		
Maximum time to ticket resolution for		beakja1	18		
Minimum time to ticket resolution for		beakja1	1		
<hr/>				<hr/>	
cmckin1		<u>Total:</u>	10		
Closed		<u>Total:</u>	10		
Ticket Number:	0000062586	05/12/2003	2	05/14/2003	05/20/2003
Ticket Number:	0000062762	05/14/2003	1	05/15/2003	05/21/2003
Ticket Number:	0000062760	05/14/2003	1	05/15/2003	05/21/2003
Ticket Number:	0000063079	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000063347	05/27/2003	2	05/29/2003	06/04/2003
Ticket Number:	0000063243	05/23/2003	7		05/30/2003
Ticket Number:	0000063527	05/29/2003	1	05/30/2003	06/05/2003
Ticket Number:	0000062396	05/08/2003	6	05/14/2003	05/20/2003
Ticket Number:	0000062409	05/08/2003	0	05/08/2003	05/14/2003
Ticket Number:	0000062428	05/08/2003	0	05/08/2003	05/14/2003
-----				-----	
Average time to ticket resolution for		cmckin1	2		
Maximum time to ticket resolution for		cmckin1	7		
Minimum time to ticket resolution for		cmckin1	0		
<hr/>				<hr/>	
damian		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000062349	05/07/2003	114	08/29/2003	09/04/2003
Ticket Number:	0000062425	05/08/2003	11		05/19/2003
Ticket Number:	0000062460	05/08/2003	5	05/13/2003	05/19/2003
Ticket Number:	0000063225	05/23/2003	6	05/29/2003	06/04/2003
-----				-----	
Average time to ticket resolution for		damian	34		
Maximum time to ticket resolution for		damian	114		
Minimum time to ticket resolution for		damian	5		
<hr/>				<hr/>	
marck		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000062007	05/01/2003	124	09/02/2003	09/08/2003
-----				-----	
Average time to ticket resolution for		marck	124		
Maximum time to ticket resolution for		marck	124		
Minimum time to ticket resolution for		marck	124		
<hr/>				<hr/>	
rays1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000063619	05/30/2003	24	06/23/2003	06/30/2003
-----				-----	
Average time to ticket resolution for		rays1	24		
Maximum time to ticket resolution for		rays1	24		
Minimum time to ticket resolution for		rays1	24		
<hr/>				<hr/>	

Physical Networks

vicki

Total: 7

Closed

Total: 7

Ticket Number:	0000062275	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062257	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062473	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062193	05/05/2003	1	05/06/2003	05/12/2003
Ticket Number:	0000063353	05/27/2003	70	08/05/2003	08/11/2003
Ticket Number:	0000063442	05/28/2003	2	05/30/2003	06/05/2003
Ticket Number:	0000062732	05/14/2003	1	05/15/2003	05/21/2003

Average time to ticket resolution for vicki **11**

Maximum time to ticket resolution for vicki **70**

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

zicka

Total: 17

Closed

Total: 17

Ticket Number:	0000062484	05/09/2003	4	05/13/2003	05/19/2003
Ticket Number:	0000062582	05/12/2003	1	05/13/2003	05/19/2003
Ticket Number:	0000062682	05/13/2003	2	05/15/2003	05/21/2003
Ticket Number:	0000062859	05/16/2003	3	05/19/2003	05/26/2003
Ticket Number:	0000063465	05/28/2003	29	06/26/2003	07/02/2003
Ticket Number:	0000062168	05/05/2003	0		05/05/2003
Ticket Number:	0000062240	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062241	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062261	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062285	05/06/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062446	05/08/2003	5	05/13/2003	05/19/2003
Ticket Number:	0000062438	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062746	05/14/2003	7	05/21/2003	05/27/2003
Ticket Number:	0000062365	05/07/2003	2	05/09/2003	05/15/2003
Ticket Number:	0000062277	05/06/2003	28	06/03/2003	06/09/2003
Ticket Number:	0000063492	05/29/2003	13	06/11/2003	06/17/2003
Ticket Number:	0000063539	05/29/2003	11	06/09/2003	06/16/2003

Average time to ticket resolution for zicka **6**

Maximum time to ticket resolution for zicka **29**

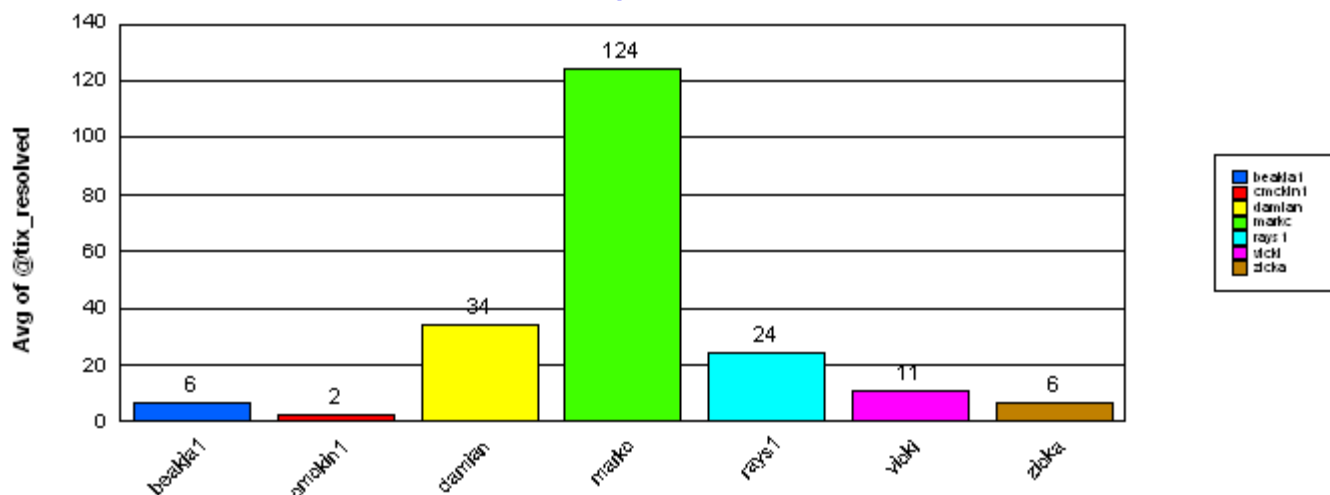
Minimum time to ticket resolution for zicka **0**

Physical Networks

Average time to ticket resolution for	Physical Networ	11
Maximum time to ticket resolution for	Physical Networ	124
Minimum time to ticket resolution for	Physical Networ	0

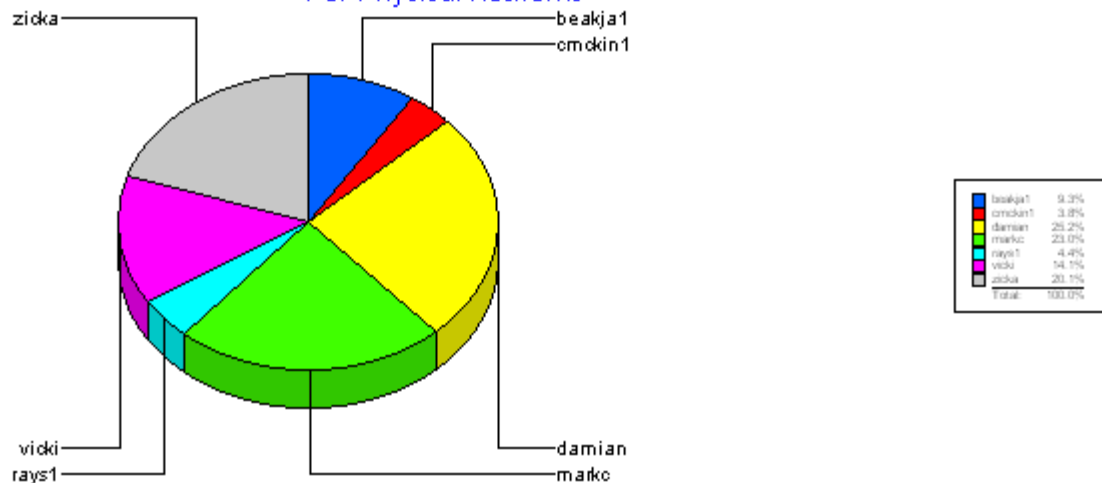
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



SysCore

		Total: 334			
SysCore		<u>Total: 2</u>			
Closed		<u>Total: 2</u>			
Ticket Number:	0000063579	05/30/2003	0	05/30/2003	
Ticket Number:	0000063378	05/27/2003	0	05/27/2003	
-----		-----		-----	
Average time to ticket resolution for		SysCore	0		
Maximum time to ticket resolution for		SysCore	0		
Minimum time to ticket resolution for		SysCore	0		
<hr/>		<hr/>		<hr/>	
banz		<u>Total: 7</u>			
Closed		<u>Total: 7</u>			
Ticket Number:	0000063005	05/19/2003	3	05/22/2003	05/28/2003
Ticket Number:	0000063147	05/21/2003	90		08/19/2003
Ticket Number:	0000062045	05/01/2003	0	05/01/2003	09/23/2003
Ticket Number:	0000062111	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062072	05/02/2003	0	05/02/2003	05/08/2003
Ticket Number:	0000062313	05/07/2003	5	05/12/2003	05/19/2003
Ticket Number:	0000062339	05/07/2003	2	05/09/2003	05/15/2003
-----		-----		-----	
Average time to ticket resolution for		banz	14		
Maximum time to ticket resolution for		banz	90		
Minimum time to ticket resolution for		banz	0		
<hr/>		<hr/>		<hr/>	
dave		<u>Total: 3</u>			
Closed		<u>Total: 3</u>			
Ticket Number:	0000062995	05/19/2003	2	05/21/2003	05/27/2003
Ticket Number:	0000063469	05/28/2003	9	06/06/2003	06/12/2003
Ticket Number:	0000062998	05/19/2003	2	05/21/2003	05/27/2003
-----		-----		-----	
Average time to ticket resolution for		dave	4		
Maximum time to ticket resolution for		dave	9		
Minimum time to ticket resolution for		dave	2		
<hr/>		<hr/>		<hr/>	
fu1		<u>Total: 5</u>			
Closed		<u>Total: 5</u>			
Ticket Number:	0000063161	05/21/2003	2	05/23/2003	05/29/2003
Ticket Number:	0000062706	05/13/2003	2	05/15/2003	05/21/2003
Ticket Number:	0000062785	05/15/2003	1	05/16/2003	05/22/2003
Ticket Number:	0000062074	05/02/2003	4	05/06/2003	05/12/2003
Ticket Number:	0000062443	05/08/2003	0	05/08/2003	05/14/2003
-----		-----		-----	
Average time to ticket resolution for		fu1	2		
Maximum time to ticket resolution for		fu1	4		
Minimum time to ticket resolution for		fu1	0		
<hr/>		<hr/>		<hr/>	

SysCore

jcgriego

Total: 33

Closed

Total: 33

Ticket Number:	0000062673	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062346	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062385	05/08/2003	6	05/14/2003	05/20/2003
Ticket Number:	0000062305	05/07/2003	1	05/07/2003	05/13/2003
Ticket Number:	0000062107	05/02/2003	5	05/07/2003	05/13/2003
Ticket Number:	0000063496	05/29/2003	0	05/29/2003	06/04/2003
Ticket Number:	0000063569	05/30/2003	4	06/03/2003	06/09/2003
Ticket Number:	0000063127	05/21/2003	1	05/22/2003	05/28/2003
Ticket Number:	0000063528	05/29/2003	5	06/03/2003	06/09/2003
Ticket Number:	0000062979	05/19/2003	1	05/20/2003	05/26/2003
Ticket Number:	0000062954	05/19/2003	1		05/20/2003
Ticket Number:	0000062868	05/16/2003	4	05/20/2003	05/26/2003
Ticket Number:	0000062849	05/16/2003	4	05/20/2003	05/26/2003
Ticket Number:	0000062695	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062735	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062826	05/15/2003	4	05/19/2003	05/26/2003
Ticket Number:	0000062774	05/14/2003	6	05/20/2003	05/26/2003
Ticket Number:	0000062701	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000063039	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063111	05/21/2003	1	05/22/2003	05/28/2003
Ticket Number:	0000063101	05/21/2003	7	05/28/2003	06/03/2003
Ticket Number:	0000063062	05/20/2003	2	05/22/2003	05/28/2003
Ticket Number:	0000063035	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063114	05/21/2003	1	05/22/2003	05/28/2003
Ticket Number:	0000063405	05/27/2003	0		05/27/2003
Ticket Number:	0000063403	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063379	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063368	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063360	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063253	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063234	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063349	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063115	05/21/2003	1	05/22/2003	05/28/2003

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

SysCore
sbrown7

Total: **84**

SysCore

	Closed	Total:	84		
Ticket Number:	0000063043	05/20/2003	0		05/20/2003
Ticket Number:	0000063058	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063061	05/20/2003	0		05/20/2003
Ticket Number:	0000063247	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063455	05/28/2003	1	05/29/2003	06/04/2003
Ticket Number:	0000063408	05/27/2003	0		05/27/2003
Ticket Number:	0000063407	05/27/2003	0		05/27/2003
Ticket Number:	0000063406	05/27/2003	0		05/27/2003
Ticket Number:	0000063398	05/27/2003	2	05/29/2003	06/04/2003
Ticket Number:	0000063380	05/27/2003	0	05/27/2003	06/02/2003
Ticket Number:	0000063280	05/24/2003	12	06/05/2003	06/11/2003
Ticket Number:	0000063275	05/23/2003	4	05/27/2003	06/02/2003
Ticket Number:	0000063248	05/23/2003	0	05/23/2003	05/29/2003
Ticket Number:	0000063192	05/22/2003	0	05/22/2003	05/28/2003
Ticket Number:	0000063150	05/21/2003	0	05/21/2003	05/27/2003
Ticket Number:	0000063045	05/20/2003	0		05/20/2003
Ticket Number:	0000062500	05/09/2003	13		05/22/2003
Ticket Number:	0000062745	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062726	05/13/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062707	05/13/2003	1	05/14/2003	05/20/2003
Ticket Number:	0000062670	05/13/2003	9		05/22/2003
Ticket Number:	0000062649	05/13/2003	50		07/02/2003
Ticket Number:	0000062609	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062594	05/12/2003	0	05/12/2003	05/19/2003
Ticket Number:	0000062549	05/11/2003	1	05/12/2003	05/19/2003
Ticket Number:	0000062548	05/11/2003	4	05/15/2003	05/21/2003
Ticket Number:	0000062973	05/19/2003	1	05/20/2003	05/26/2003
Ticket Number:	0000062865	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062807	05/15/2003	0		05/15/2003
Ticket Number:	0000062806	05/15/2003	0		05/15/2003
Ticket Number:	0000062805	05/15/2003	0		05/15/2003
Ticket Number:	0000062804	05/15/2003	0		05/15/2003
Ticket Number:	0000062802	05/15/2003	0		05/15/2003
Ticket Number:	0000062803	05/15/2003	0		05/15/2003
Ticket Number:	0000062801	05/15/2003	0		05/15/2003
Ticket Number:	0000062756	05/14/2003	0	05/14/2003	05/20/2003
Ticket Number:	0000062911	05/17/2003	3		05/20/2003
Ticket Number:	0000062910	05/17/2003	3		05/20/2003
Ticket Number:	0000062909	05/17/2003	3		05/20/2003
Ticket Number:	0000062908	05/17/2003	3		05/20/2003
Ticket Number:	0000062885	05/16/2003	0		05/16/2003
Ticket Number:	0000062873	05/16/2003	4	05/20/2003	05/26/2003
Ticket Number:	0000062522	05/10/2003	2	05/12/2003	05/19/2003
Ticket Number:	0000062505	05/09/2003	3	05/12/2003	05/19/2003
Ticket Number:	0000063535	05/29/2003	1	05/30/2003	06/05/2003
Ticket Number:	0000063542	05/29/2003	12		06/10/2003
Ticket Number:	0000063645	05/31/2003	1		06/01/2003
Ticket Number:	0000063646	05/31/2003	1		06/01/2003
Ticket Number:	0000063618	05/30/2003	2	06/01/2003	06/02/2003
Ticket Number:	0000063575	05/30/2003	6	06/05/2003	06/11/2003
Ticket Number:	0000063551	05/29/2003	1		05/30/2003
Ticket Number:	0000062083	05/02/2003	3	05/05/2003	05/12/2003
Ticket Number:	0000062303	05/06/2003	1		05/07/2003

SysCore

Ticket Number:	0000062302	05/06/2003	1		05/07/2003
Ticket Number:	0000062286	05/06/2003	6	05/12/2003	05/19/2003
Ticket Number:	0000062284	05/06/2003	14	05/20/2003	05/26/2003
Ticket Number:	0000062282	05/06/2003	0		05/06/2003
Ticket Number:	0000062280	05/06/2003	0		05/06/2003
Ticket Number:	0000062279	05/06/2003	0		05/06/2003
Ticket Number:	0000062254	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062227	05/06/2003	0	05/06/2003	05/12/2003
Ticket Number:	0000062211	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062198	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062179	05/05/2003	0		05/05/2003
Ticket Number:	0000062160	05/05/2003	0		05/05/2003
Ticket Number:	0000062159	05/04/2003	1	05/05/2003	05/12/2003
Ticket Number:	0000062112	05/02/2003	4	05/06/2003	05/12/2003
Ticket Number:	0000062479	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062472	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062447	05/08/2003	1	05/09/2003	05/15/2003
Ticket Number:	0000062430	05/08/2003	5	05/13/2003	05/19/2003
Ticket Number:	0000062424	05/08/2003	74	07/21/2003	07/28/2003
Ticket Number:	0000062421	05/08/2003	0		05/08/2003
Ticket Number:	0000062388	05/08/2003	141		09/26/2003
Ticket Number:	0000062492	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062343	05/07/2003	2	05/09/2003	05/15/2003
Ticket Number:	0000062320	05/07/2003	5		05/12/2003
Ticket Number:	0000062048	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062039	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062202	05/05/2003	0	05/05/2003	05/12/2003
Ticket Number:	0000062023	05/01/2003	0		05/01/2003
Ticket Number:	0000062476	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062005	05/01/2003	0	05/01/2003	05/07/2003
Ticket Number:	0000062003	05/01/2003	0	05/01/2003	05/07/2003
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Average time to ticket resolution for	sbrown7		5		
Maximum time to ticket resolution for	sbrown7		141		
Minimum time to ticket resolution for	sbrown7		0		

SysCore
tim

Total: **200**

SysCore

	Closed	Total:	200	
Ticket Number:	0000062100	05/02/2003	68	07/09/2003
Ticket Number:	0000062126	05/03/2003	67	07/09/2003
Ticket Number:	0000062125	05/03/2003	67	07/09/2003
Ticket Number:	0000062090	05/02/2003	68	07/09/2003
Ticket Number:	0000062199	05/05/2003	65	07/09/2003
Ticket Number:	0000062079	05/02/2003	0	05/02/2003 05/08/2003
Ticket Number:	0000062063	05/01/2003	1	05/02/2003 05/08/2003
Ticket Number:	0000062060	05/01/2003	1	05/02/2003 05/08/2003
Ticket Number:	0000062030	05/01/2003	5	05/06/2003 05/12/2003
Ticket Number:	0000062008	05/01/2003	69	07/09/2003
Ticket Number:	0000062468	05/09/2003	61	07/09/2003
Ticket Number:	0000062467	05/09/2003	61	07/09/2003
Ticket Number:	0000062466	05/09/2003	61	07/09/2003
Ticket Number:	0000062439	05/08/2003	0	05/08/2003 05/14/2003
Ticket Number:	0000062432	05/08/2003	78	07/25/2003
Ticket Number:	0000062422	05/08/2003	4	05/12/2003 05/19/2003
Ticket Number:	0000062416	05/08/2003	62	07/09/2003
Ticket Number:	0000062474	05/09/2003	61	07/09/2003
Ticket Number:	0000062389	05/08/2003	62	07/09/2003
Ticket Number:	0000062386	05/08/2003	62	07/09/2003
Ticket Number:	0000062367	05/07/2003	63	07/09/2003
Ticket Number:	0000062366	05/07/2003	63	07/09/2003
Ticket Number:	0000062345	05/07/2003	13	05/20/2003
Ticket Number:	0000062292	05/06/2003	64	07/09/2003
Ticket Number:	0000062287	05/06/2003	64	07/09/2003
Ticket Number:	0000062173	05/05/2003	65	07/09/2003
Ticket Number:	0000062163	05/05/2003	65	07/09/2003
Ticket Number:	0000062148	05/04/2003	2	05/06/2003 05/12/2003
Ticket Number:	0000062147	05/04/2003	66	07/09/2003
Ticket Number:	0000062146	05/04/2003	66	07/09/2003
Ticket Number:	0000062145	05/04/2003	66	07/09/2003
Ticket Number:	0000062144	05/04/2003	66	07/09/2003
Ticket Number:	0000062143	05/04/2003	66	07/09/2003
Ticket Number:	0000062142	05/04/2003	66	07/09/2003
Ticket Number:	0000062228	05/06/2003	64	07/09/2003
Ticket Number:	0000062214	05/05/2003	15	05/20/2003 05/26/2003
Ticket Number:	0000062210	05/05/2003	65	07/09/2003
Ticket Number:	0000062201	05/05/2003	65	07/09/2003
Ticket Number:	0000062188	05/05/2003	65	07/09/2003
Ticket Number:	0000062185	05/05/2003	1	05/06/2003 05/12/2003
Ticket Number:	0000062140	05/03/2003	66	07/09/2003
Ticket Number:	0000062139	05/03/2003	67	07/09/2003
Ticket Number:	0000062138	05/03/2003	67	07/09/2003
Ticket Number:	0000062136	05/03/2003	67	07/09/2003
Ticket Number:	0000062135	05/03/2003	67	07/09/2003
Ticket Number:	0000062129	05/03/2003	67	07/09/2003
Ticket Number:	0000062128	05/03/2003	67	07/09/2003
Ticket Number:	0000062127	05/03/2003	67	07/09/2003
Ticket Number:	0000062226	05/06/2003	64	07/09/2003
Ticket Number:	0000062309	05/07/2003	63	07/09/2003
Ticket Number:	0000063497	05/29/2003	41	07/09/2003
Ticket Number:	0000063540	05/29/2003	41	07/09/2003
Ticket Number:	0000063544	05/29/2003	41	07/09/2003

SysCore

Ticket Number:	0000063550	05/29/2003	40		07/09/2003
Ticket Number:	0000063632	05/31/2003	39		07/09/2003
Ticket Number:	0000063631	05/31/2003	39		07/09/2003
Ticket Number:	0000063625	05/31/2003	39		07/09/2003
Ticket Number:	0000063593	05/30/2003	40		07/09/2003
Ticket Number:	0000063578	05/30/2003	0	05/30/2003	06/05/2003
Ticket Number:	0000063576	05/30/2003	19	06/18/2003	06/24/2003
Ticket Number:	0000063567	05/30/2003	40		07/09/2003
Ticket Number:	0000063557	05/30/2003	40		07/09/2003
Ticket Number:	0000063552	05/29/2003	40		07/09/2003
Ticket Number:	0000063549	05/29/2003	41		07/09/2003
Ticket Number:	0000063644	05/31/2003	39		07/09/2003
Ticket Number:	0000063643	05/31/2003	39		07/09/2003
Ticket Number:	0000063642	05/31/2003	39		07/09/2003
Ticket Number:	0000063640	05/31/2003	39		07/09/2003
Ticket Number:	0000063543	05/29/2003	41		07/09/2003
Ticket Number:	0000063541	05/29/2003	41		07/09/2003
Ticket Number:	0000063498	05/29/2003	41		07/09/2003
Ticket Number:	0000063518	05/29/2003	41		07/09/2003
Ticket Number:	0000062781	05/15/2003	55		07/09/2003
Ticket Number:	0000062509	05/09/2003	61		07/09/2003
Ticket Number:	0000062515	05/09/2003	60		07/09/2003
Ticket Number:	0000062518	05/10/2003	60		07/09/2003
Ticket Number:	0000062526	05/10/2003	60		07/09/2003
Ticket Number:	0000062540	05/11/2003	59		07/09/2003
Ticket Number:	0000062776	05/15/2003	55		07/09/2003
Ticket Number:	0000062740	05/14/2003	6	05/20/2003	05/26/2003
Ticket Number:	0000062731	05/14/2003	56		07/09/2003
Ticket Number:	0000062725	05/13/2003	56		07/09/2003
Ticket Number:	0000062713	05/13/2003	57		07/09/2003
Ticket Number:	0000062705	05/13/2003	57		07/09/2003
Ticket Number:	0000062699	05/13/2003	57		07/09/2003
Ticket Number:	0000062697	05/13/2003	57		07/09/2003
Ticket Number:	0000062615	05/12/2003	57		07/09/2003
Ticket Number:	0000062941	05/19/2003	51		07/09/2003
Ticket Number:	0000062924	05/18/2003	52		07/09/2003
Ticket Number:	0000062921	05/18/2003	52		07/09/2003
Ticket Number:	0000062903	05/17/2003	53		07/09/2003
Ticket Number:	0000062900	05/17/2003	53		07/09/2003
Ticket Number:	0000062899	05/17/2003	53		07/09/2003
Ticket Number:	0000062898	05/17/2003	53		07/09/2003
Ticket Number:	0000062897	05/17/2003	53		07/09/2003
Ticket Number:	0000062866	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062864	05/16/2003	4	05/20/2003	05/26/2003
Ticket Number:	0000062822	05/15/2003	55		07/09/2003
Ticket Number:	0000062797	05/15/2003	55		07/09/2003
Ticket Number:	0000062788	05/15/2003	55		07/09/2003
Ticket Number:	0000063038	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063037	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000062782	05/15/2003	55		07/09/2003
Ticket Number:	0000062780	05/15/2003	55		07/09/2003
Ticket Number:	0000062778	05/15/2003	55		07/09/2003
Ticket Number:	0000062777	05/15/2003	55		07/09/2003
Ticket Number:	0000062856	05/16/2003	4	05/20/2003	05/26/2003

SysCore

Ticket Number:	0000062848	05/16/2003	0	05/16/2003	05/22/2003
Ticket Number:	0000062844	05/16/2003	54		07/09/2003
Ticket Number:	0000062843	05/16/2003	54		07/09/2003
Ticket Number:	0000062612	05/12/2003	58		07/09/2003
Ticket Number:	0000062627	05/13/2003	57		07/09/2003
Ticket Number:	0000062559	05/12/2003	58		07/09/2003
Ticket Number:	0000062558	05/12/2003	58		07/09/2003
Ticket Number:	0000062557	05/12/2003	9	05/20/2003	05/26/2003
Ticket Number:	0000062556	05/11/2003	58		07/09/2003
Ticket Number:	0000062542	05/11/2003	59		07/09/2003
Ticket Number:	0000062541	05/11/2003	59		07/09/2003
Ticket Number:	0000062766	05/14/2003	56		07/09/2003
Ticket Number:	0000062765	05/14/2003	56		07/09/2003
Ticket Number:	0000062662	05/13/2003	0	05/13/2003	05/19/2003
Ticket Number:	0000062633	05/13/2003	57		07/09/2003
Ticket Number:	0000062623	05/13/2003	57		07/09/2003
Ticket Number:	0000062621	05/13/2003	57		07/09/2003
Ticket Number:	0000062620	05/13/2003	57		07/09/2003
Ticket Number:	0000062538	05/10/2003	59		07/09/2003
Ticket Number:	0000062525	05/10/2003	60		07/09/2003
Ticket Number:	0000062519	05/10/2003	60		07/09/2003
Ticket Number:	0000062517	05/10/2003	60		07/09/2003
Ticket Number:	0000062516	05/09/2003	60		07/09/2003
Ticket Number:	0000062494	05/09/2003	0	05/09/2003	05/15/2003
Ticket Number:	0000062990	05/19/2003	51		07/09/2003
Ticket Number:	0000063012	05/19/2003	50		07/09/2003
Ticket Number:	0000063019	05/20/2003	50		07/09/2003
Ticket Number:	0000063024	05/20/2003	50		07/09/2003
Ticket Number:	0000063095	05/21/2003	49		07/09/2003
Ticket Number:	0000063094	05/21/2003	49		07/09/2003
Ticket Number:	0000063092	05/21/2003	49		07/09/2003
Ticket Number:	0000063091	05/21/2003	49		07/09/2003
Ticket Number:	0000063087	05/20/2003	1	05/21/2003	05/27/2003
Ticket Number:	0000063078	05/20/2003	2	05/22/2003	05/28/2003
Ticket Number:	0000063076	05/20/2003	50		07/09/2003
Ticket Number:	0000063075	05/20/2003	50		07/09/2003
Ticket Number:	0000063072	05/20/2003	50		07/09/2003
Ticket Number:	0000063166	05/22/2003	48		07/09/2003
Ticket Number:	0000063056	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063047	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063031	05/20/2003	0	05/20/2003	05/26/2003
Ticket Number:	0000063295	05/24/2003	46		07/09/2003
Ticket Number:	0000063294	05/24/2003	46		07/09/2003
Ticket Number:	0000063292	05/24/2003	46		07/09/2003
Ticket Number:	0000063281	05/24/2003	46		07/09/2003
Ticket Number:	0000063277	05/23/2003	46		07/09/2003
Ticket Number:	0000063301	05/24/2003	45		07/09/2003
Ticket Number:	0000063266	05/23/2003	5	05/28/2003	06/03/2003
Ticket Number:	0000063265	05/23/2003	41	07/03/2003	07/09/2003
Ticket Number:	0000063249	05/23/2003	39	07/01/2003	07/01/2003
Ticket Number:	0000063333	05/26/2003	44		07/09/2003
Ticket Number:	0000063332	05/26/2003	44		07/09/2003
Ticket Number:	0000063330	05/26/2003	44		07/09/2003
Ticket Number:	0000063327	05/26/2003	44		07/09/2003

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Ticket Number:	0000063326	05/26/2003	44	07/09/2003
Ticket Number:	0000063320	05/26/2003	44	07/09/2003
Ticket Number:	0000063319	05/26/2003	44	07/09/2003
Ticket Number:	0000063313	05/25/2003	45	07/09/2003
Ticket Number:	0000063310	05/25/2003	45	07/09/2003
Ticket Number:	0000063483	05/29/2003	41	07/09/2003
Ticket Number:	0000063482	05/29/2003	41	07/09/2003
Ticket Number:	0000063475	05/28/2003	41	07/09/2003
Ticket Number:	0000063481	05/29/2003	41	07/09/2003
Ticket Number:	0000063466	05/28/2003	42	07/09/2003
Ticket Number:	0000063452	05/28/2003	42	07/09/2003
Ticket Number:	0000063447	05/28/2003	42	07/09/2003
Ticket Number:	0000063449	05/28/2003	42	07/09/2003
Ticket Number:	0000063421	05/28/2003	42	07/09/2003
Ticket Number:	0000063393	05/27/2003	43	07/09/2003
Ticket Number:	0000063338	05/26/2003	44	07/09/2003
Ticket Number:	0000063337	05/26/2003	44	07/09/2003
Ticket Number:	0000063334	05/26/2003	44	07/09/2003
Ticket Number:	0000063307	05/25/2003	45	07/09/2003
Ticket Number:	0000063306	05/25/2003	45	07/09/2003
Ticket Number:	0000063305	05/25/2003	45	07/09/2003
Ticket Number:	0000063303	05/25/2003	45	07/09/2003
Ticket Number:	0000063302	05/25/2003	45	07/09/2003
Ticket Number:	0000063300	05/24/2003	45	07/09/2003
Ticket Number:	0000063299	05/24/2003	46	07/09/2003
Ticket Number:	0000063296	05/24/2003	46	07/09/2003
Ticket Number:	0000063229	05/23/2003	47	07/09/2003
Ticket Number:	0000063221	05/23/2003	47	07/09/2003
Ticket Number:	0000063219	05/23/2003	7	05/29/2003 06/04/2003
Ticket Number:	0000063220	05/23/2003	47	07/09/2003
Ticket Number:	0000063212	05/22/2003	1	05/23/2003 05/29/2003
Ticket Number:	0000063184	05/22/2003	48	07/09/2003
Ticket Number:	0000063172	05/22/2003	48	07/09/2003
Ticket Number:	0000063168	05/22/2003	48	07/09/2003
Ticket Number:	0000063167	05/22/2003	48	07/09/2003
Ticket Number:	0000063163	05/21/2003	48	07/09/2003
Ticket Number:	0000063183	05/22/2003	48	07/09/2003
Ticket Number:	0000063142	05/21/2003	0	05/21/2003 05/27/2003
Ticket Number:	0000063018	05/20/2003	50	07/09/2003

Average time to ticket resolution for	tim		45	
Maximum time to ticket resolution for	tim		78	
Minimum time to ticket resolution for	tim		0	

SysCore

Average time to ticket resolution for

SysCore

29

Maximum time to ticket resolution for

SysCore

141

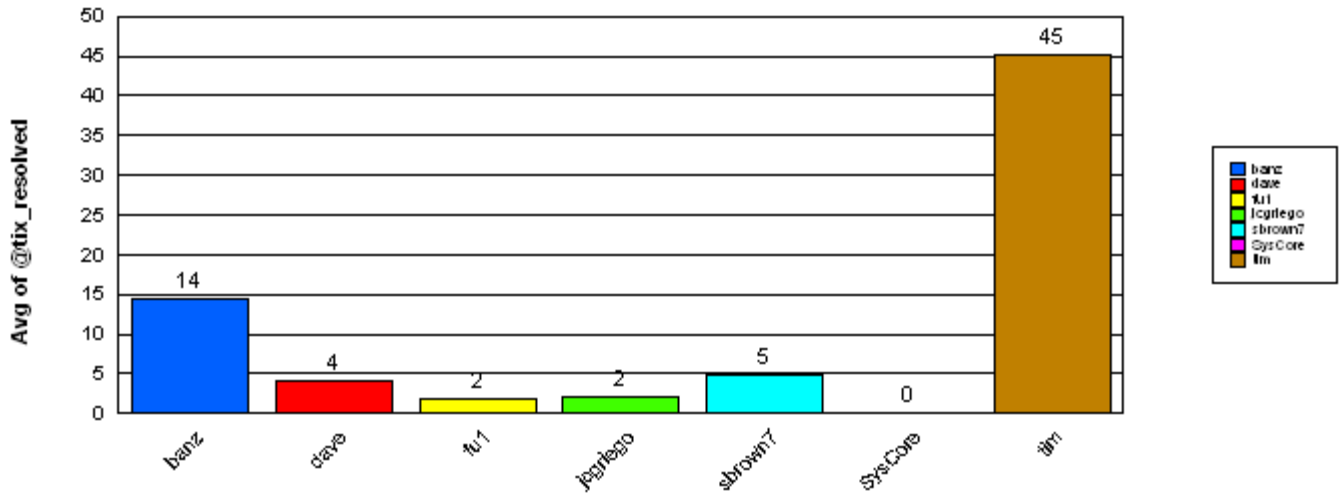
Minimum time to ticket resolution for

SysCore

0

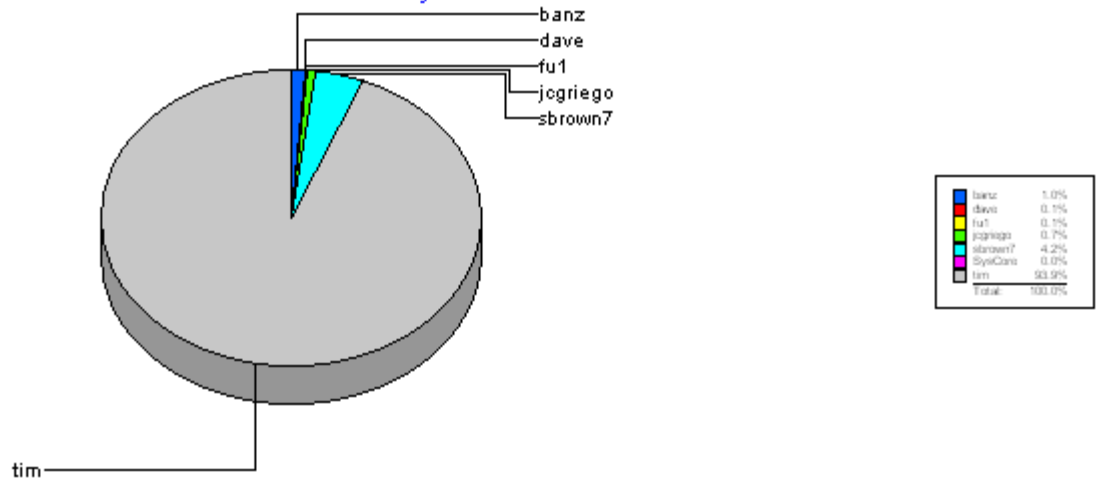
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

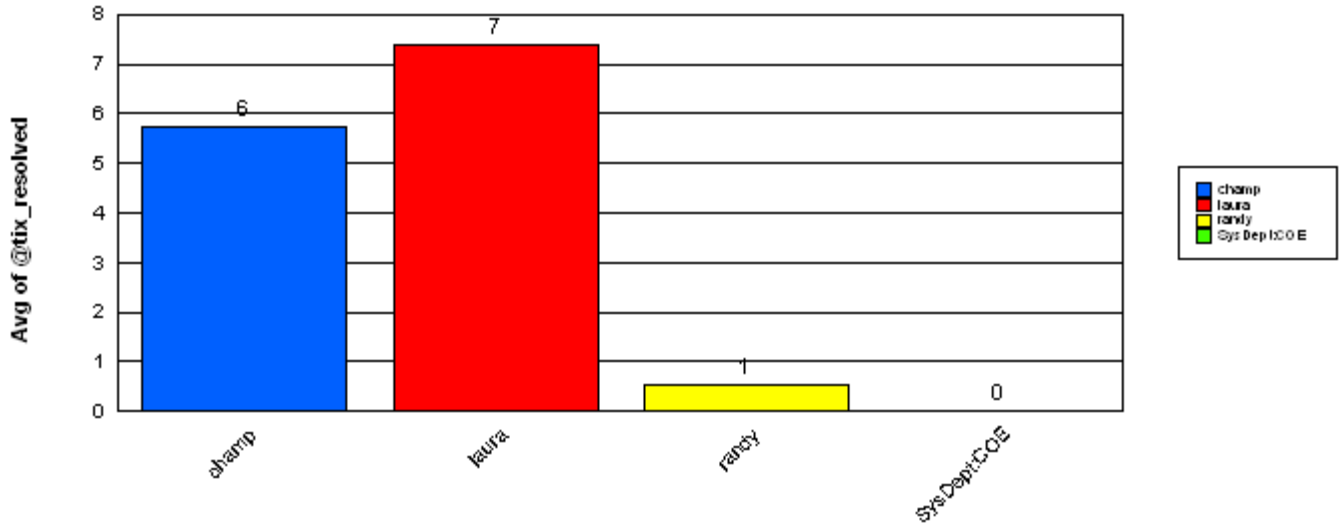
		Total:	33		
SysDept:COE		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000062081	05/02/2003	0	05/02/2003	05/02/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		SysDept:COE	0		
Maximum time to ticket resolution for		SysDept:COE	0		
Minimum time to ticket resolution for		SysDept:COE	0		
<hr/>		<hr/>	<hr/>		
champ		<u>Total:</u>	17		
Closed		<u>Total:</u>	17		
Ticket Number:	0000062009	05/01/2003	1	05/02/2003	05/08/2003
Ticket Number:	0000062206	05/05/2003	14		05/19/2003
Ticket Number:	0000062295	05/06/2003	1		05/07/2003
Ticket Number:	0000062322	05/07/2003	0		05/07/2003
Ticket Number:	0000062187	05/05/2003	1	05/06/2003	05/12/2003
Ticket Number:	0000063048	05/20/2003	14		06/03/2003
Ticket Number:	0000063130	05/21/2003	2		05/23/2003
Ticket Number:	0000063128	05/21/2003	9		05/30/2003
Ticket Number:	0000063314	05/25/2003	9		06/03/2003
Ticket Number:	0000063235	05/23/2003	11		06/03/2003
Ticket Number:	0000063162	05/21/2003	0		05/22/2003
Ticket Number:	0000063107	05/21/2003	1		05/22/2003
Ticket Number:	0000063610	05/30/2003	4		06/03/2003
Ticket Number:	0000063634	05/31/2003	19		06/19/2003
Ticket Number:	0000062734	05/14/2003	7		05/21/2003
Ticket Number:	0000062869	05/16/2003	0		05/16/2003
Ticket Number:	0000062743	05/14/2003	5		05/19/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		champ	6		
Maximum time to ticket resolution for		champ	19		
Minimum time to ticket resolution for		champ	0		
<hr/>		<hr/>	<hr/>		
laura		<u>Total:</u>	12		
Closed		<u>Total:</u>	12		
Ticket Number:	0000062810	05/15/2003	0		05/15/2003
Ticket Number:	0000063457	05/28/2003	36		07/03/2003
Ticket Number:	0000062852	05/16/2003	0		05/16/2003
Ticket Number:	0000063376	05/27/2003	34		06/30/2003
Ticket Number:	0000063020	05/20/2003	0		05/20/2003
Ticket Number:	0000063025	05/20/2003	0		05/20/2003
Ticket Number:	0000063526	05/29/2003	0		05/29/2003
Ticket Number:	0000063391	05/27/2003	1	05/28/2003	06/03/2003
Ticket Number:	0000062105	05/02/2003	4		05/06/2003
Ticket Number:	0000062212	05/05/2003	2		05/07/2003
Ticket Number:	0000062431	05/08/2003	1		05/09/2003
Ticket Number:	0000062110	05/02/2003	12		05/14/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		laura	7		
Maximum time to ticket resolution for		laura	36		
Minimum time to ticket resolution for		laura	0		
<hr/>		<hr/>	<hr/>		
randy		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000062330	05/07/2003	0	05/07/2003	05/13/2003
Ticket Number:	0000062993	05/19/2003	1	05/20/2003	05/26/2003
Ticket Number:	0000063000	05/19/2003	1	05/20/2003	05/26/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		randy	1		
Maximum time to ticket resolution for		randy	1		
Minimum time to ticket resolution for		randy	0		
<hr/>		<hr/>	<hr/>		

SysDept

Average time to ticket resolution for	SysDept	6
Maximum time to ticket resolution for	SysDept	36
Minimum time to ticket resolution for	SysDept	0

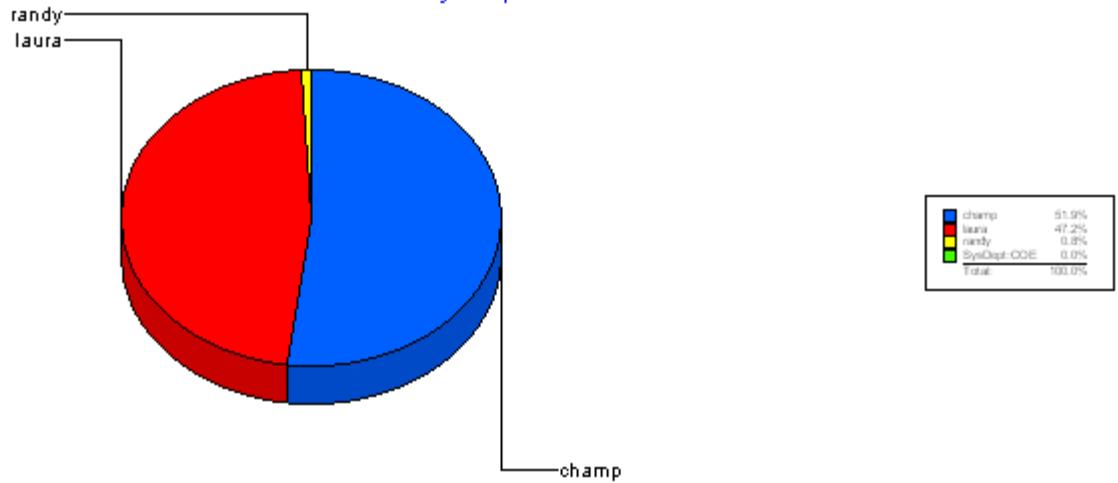
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 05/01/2003 and 05/31/2003 : 1539

Total Remedy Tickets Created between: 05/01/2003 and 05/31/2003 : 1539

Maximum time to resolution	141
Minimum time to resolution	0
Total Average time to ticket resolution	8.74