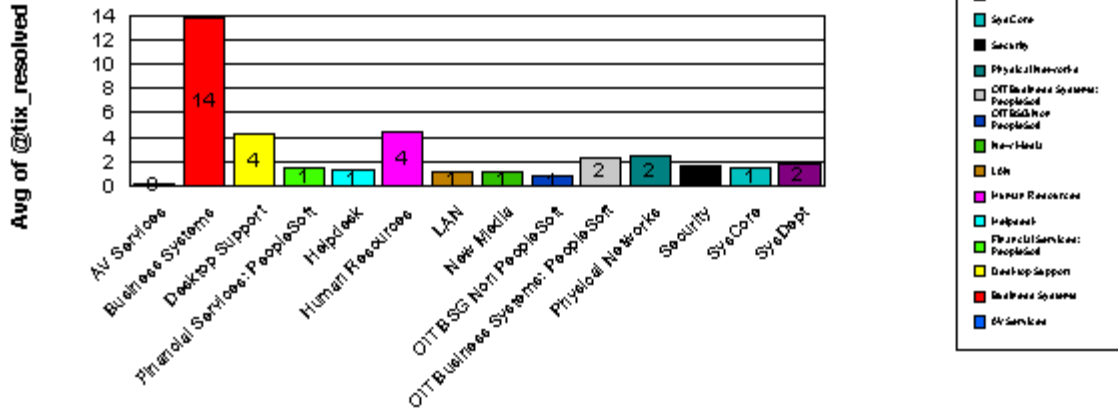
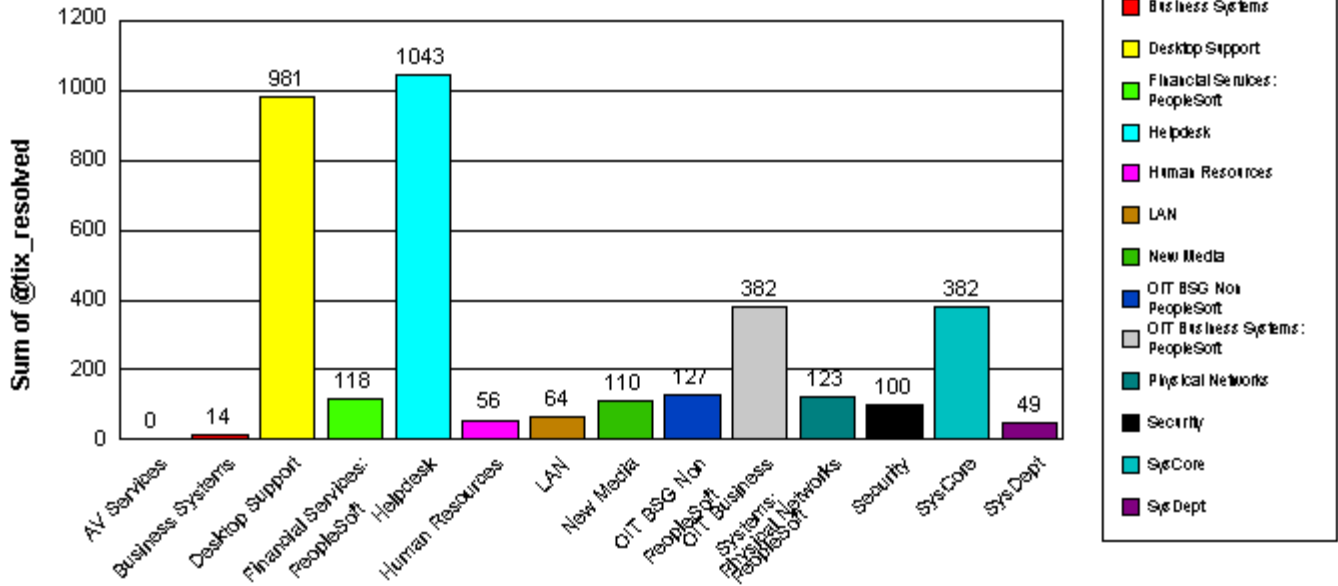


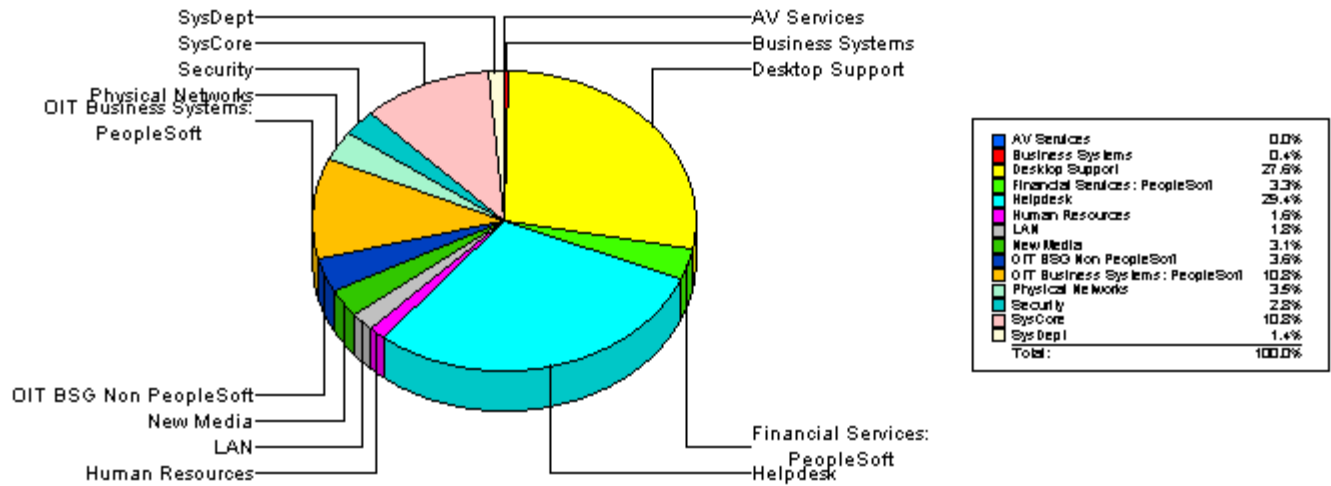
### Avg of Each Ticket Resolved



### Sum of Tickets Resolved



## % of Sum of Tickets Resolved

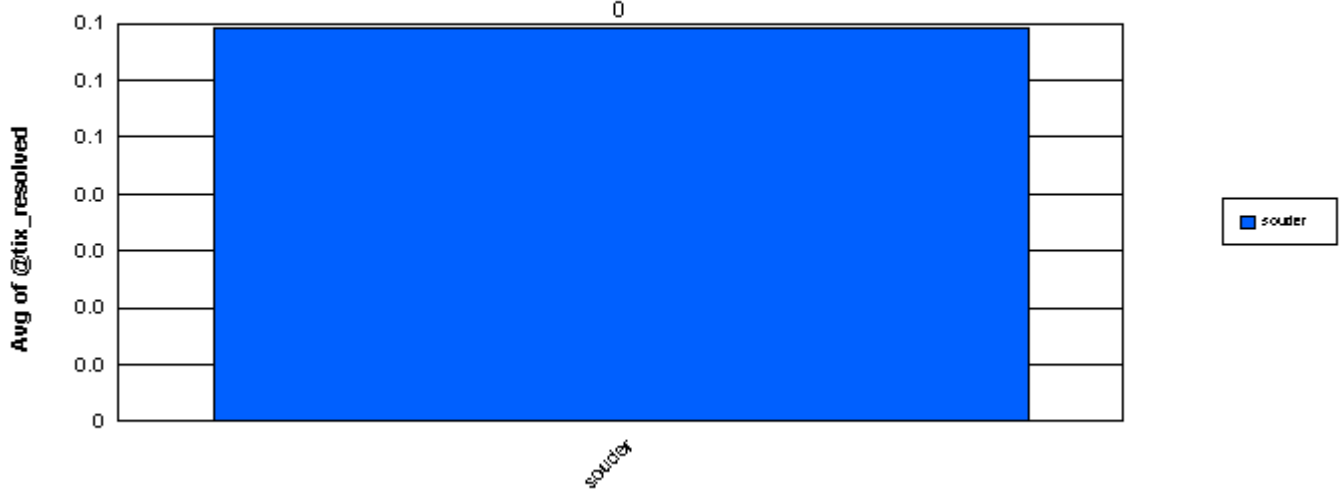


AV Services

		<b>Total:</b>	<b>1</b>		
<b>souder</b>	<b>Closed</b>	<b>Total:</b>	<b>1</b>		
Ticket Number:	0000091282	05/17/2004	0	05/17/2004	05/24/2004
-----		-----		-----	
Average time to ticket resolution for	souder		<b>0</b>		
Maximum time to ticket resolution for	souder		<b>0</b>		
Minimum time to ticket resolution for	souder		<b>0</b>		
-----		-----		-----	
Average time to ticket resolution for	AV Services		<b>0</b>		
Maximum time to ticket resolution for	AV Services		<b>0</b>		
Minimum time to ticket resolution for	AV Services		<b>0</b>		

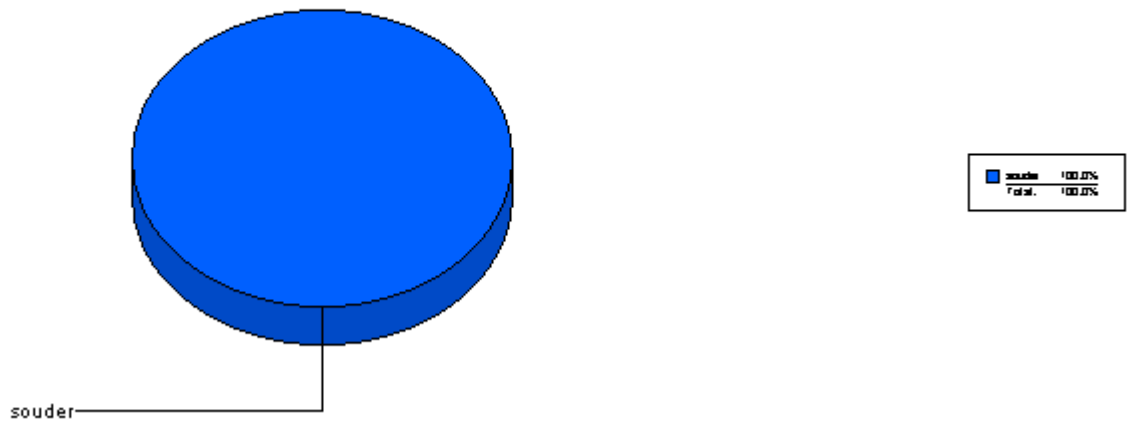
**Avg of Each Ticket Resolved**

For AV Services



**Percentage of Sum of Tickets Resolved**

For AV Services

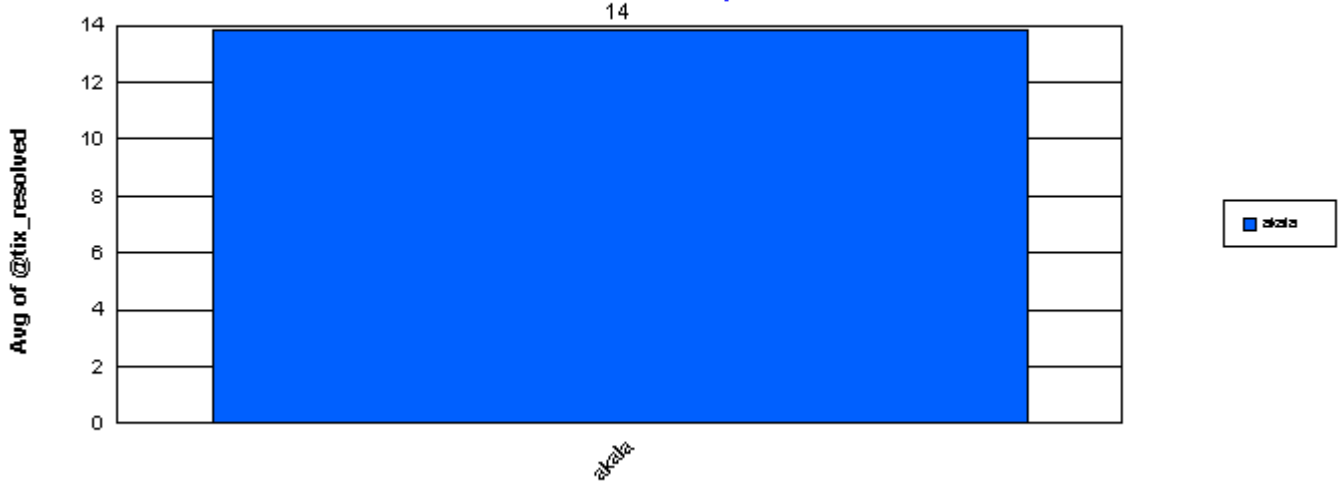


**Business Systems**

		<b>Total:</b>	<b>1</b>		
<b>akala</b>		<b>Total:</b>	<b>1</b>		
	<b>Closed</b>		<b>Total:</b>	<b>1</b>	
Ticket Number:	0000090691	05/10/2004	14	05/24/2004	05/31/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>	akala		<b>14</b>		
<b>Maximum time to ticket resolution for</b>	akala		<b>14</b>		
<b>Minimum time to ticket resolution for</b>	akala		<b>14</b>		
-----		-----		-----	
<b>Average time to ticket resolution for</b>	Business System		<b>14</b>		
<b>Maximum time to ticket resolution for</b>	Business System		<b>14</b>		
<b>Minimum time to ticket resolution for</b>	Business System		<b>14</b>		

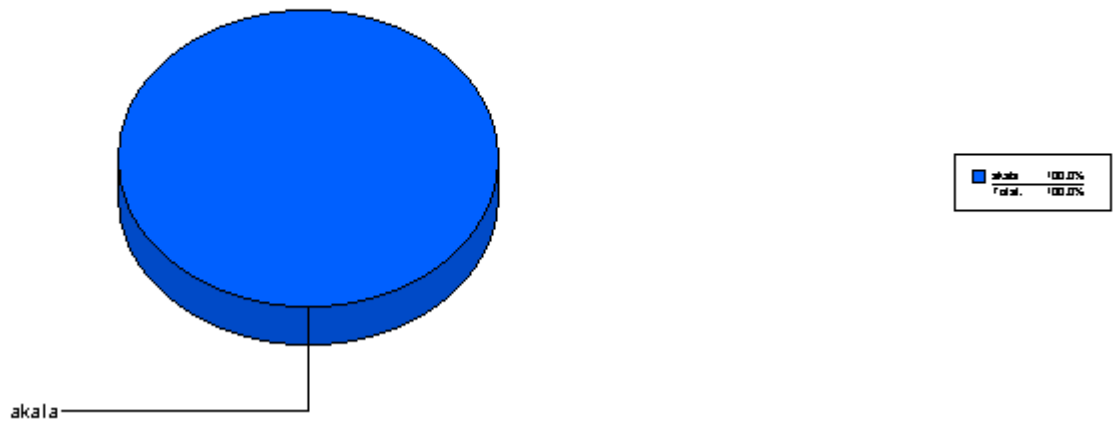
**Avg of Each Ticket Resolved**

For Business Systems



**Percentage of Sum of Tickets Resolved**

For Business Systems



**Desktop Support**

		<b>Total: 233</b>	
<b>Desktop</b>		<b>Total: 7</b>	
<b>Closed</b>		<b>Total: 7</b>	
Ticket Number:	0000090147	05/04/2004	05/04/2004
Ticket Number:	0000090139	05/04/2004	05/04/2004
Ticket Number:	0000090134	05/04/2004	05/04/2004
Ticket Number:	0000090140	05/04/2004	05/04/2004
Ticket Number:	0000090145	05/04/2004	05/04/2004
Ticket Number:	0000090138	05/04/2004	05/04/2004
Ticket Number:	0000090146	05/04/2004	05/04/2004
-----		-----	
<b>Average time to ticket resolution for</b>		Desktop	<b>0</b>
<b>Maximum time to ticket resolution for</b>		Desktop	<b>0</b>
<b>Minimum time to ticket resolution for</b>		Desktop	<b>0</b>
<hr/>		<hr/>	
<b>HD:PPP</b>		<b>Total: 5</b>	
<b>Closed</b>		<b>Total: 5</b>	
Ticket Number:	0000090158	05/04/2004	05/04/2004
Ticket Number:	0000090159	05/04/2004	05/04/2004
Ticket Number:	0000090155	05/04/2004	05/04/2004
Ticket Number:	0000090153	05/04/2004	05/04/2004
Ticket Number:	0000090156	05/04/2004	05/04/2004
-----		-----	
<b>Average time to ticket resolution for</b>		HD:PPP	<b>0</b>
<b>Maximum time to ticket resolution for</b>		HD:PPP	<b>0</b>
<b>Minimum time to ticket resolution for</b>		HD:PPP	<b>0</b>
<hr/>		<hr/>	
<b>afort1</b>		<b>Total: 5</b>	
<b>Closed</b>		<b>Total: 5</b>	
Ticket Number:	0000090365	05/06/2004	05/12/2004
Ticket Number:	0000090385	05/06/2004	05/12/2004
Ticket Number:	0000090379	05/06/2004	05/12/2004
Ticket Number:	0000090386	05/06/2004	05/12/2004
Ticket Number:	0000090417	05/06/2004	05/12/2004
-----		-----	
<b>Average time to ticket resolution for</b>		afort1	<b>0</b>
<b>Maximum time to ticket resolution for</b>		afort1	<b>0</b>
<b>Minimum time to ticket resolution for</b>		afort1	<b>0</b>
<hr/>		<hr/>	
<b>chrism</b>		<b>Total: 6</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number:	0000092034	05/27/2004	05/27/2004
<b>Closed</b>		<b>Total: 5</b>	
Ticket Number:	0000089892	05/03/2004	05/10/2004
Ticket Number:	0000089994	05/03/2004	05/10/2004
Ticket Number:	0000090916	05/12/2004	05/12/2004
Ticket Number:	0000090254	05/05/2004	05/05/2004
Ticket Number:	0000091117	05/14/2004	05/14/2004
-----		-----	
<b>Average time to ticket resolution for</b>		chrism	<b>0</b>
<b>Maximum time to ticket resolution for</b>		chrism	<b>0</b>
<b>Minimum time to ticket resolution for</b>		chrism	<b>0</b>
<hr/>		<hr/>	

**Desktop Support**

**edortiz**

Total: 47

**Resolved**

Total: 7

Ticket Number:	0000090880	05/12/2004	16	05/28/2004
Ticket Number:	0000090896	05/12/2004	16	05/28/2004
Ticket Number:	0000091896	05/25/2004	3	05/28/2004
Ticket Number:	0000092024	05/27/2004	1	05/28/2004
Ticket Number:	0000092014	05/27/2004	1	05/28/2004
Ticket Number:	0000091465	05/19/2004	9	05/28/2004
Ticket Number:	0000092116	05/28/2004	4	06/01/2004

**Closed**

Total: 40

Ticket Number:	0000090047	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000089849	05/02/2004	2	05/04/2004	05/10/2004
Ticket Number:	0000089936	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089909	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089933	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089937	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000090002	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090010	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090027	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090026	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090019	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090004	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000089999	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090655	05/10/2004	9	05/19/2004	05/25/2004
Ticket Number:	0000090683	05/10/2004	3	05/13/2004	05/19/2004
Ticket Number:	0000090930	05/12/2004	5	05/17/2004	05/24/2004
Ticket Number:	0000090807	05/11/2004	8	05/19/2004	05/25/2004
Ticket Number:	0000090738	05/11/2004	2	05/13/2004	05/19/2004
Ticket Number:	0000090976	05/13/2004	11	05/24/2004	05/31/2004
Ticket Number:	0000091035	05/13/2004	8	05/21/2004	05/27/2004
Ticket Number:	0000091004	05/13/2004	11	05/24/2004	05/31/2004
Ticket Number:	0000091134	05/14/2004	4	05/18/2004	05/24/2004
Ticket Number:	0000091135	05/14/2004	6	05/20/2004	05/26/2004
Ticket Number:	0000091429	05/18/2004	6	05/24/2004	05/31/2004
Ticket Number:	0000091314	05/17/2004	7		05/24/2004
Ticket Number:	0000091427	05/18/2004	6	05/24/2004	05/31/2004
Ticket Number:	0000091304	05/17/2004	1		05/18/2004
Ticket Number:	0000091283	05/17/2004	7	05/24/2004	05/31/2004
Ticket Number:	0000091264	05/17/2004	3	05/20/2004	05/26/2004
Ticket Number:	0000090085	05/04/2004	2	05/06/2004	05/12/2004
Ticket Number:	0000090206	05/05/2004	6	05/11/2004	05/17/2004
Ticket Number:	0000090299	05/05/2004	19	05/24/2004	05/31/2004
Ticket Number:	0000090271	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090259	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090258	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090251	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090249	05/05/2004	13		05/18/2004
Ticket Number:	0000090230	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090112	05/04/2004	20	05/24/2004	05/31/2004
Ticket Number:	0000092017	05/27/2004	1		05/28/2004

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

edortiz  
edortiz  
edortiz

**5**  
**20**  
**0**

**Desktop Support**

**josh**

Total: **45**

**Resolved**

Total: **1**

Ticket Number: 0000092013 05/27/2004 0 05/27/2004

**Closed**

Total: **44**

Ticket Number:	0000089910	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090339	05/05/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090040	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000089996	05/04/2004	2	05/06/2004	05/12/2004
Ticket Number:	0000089891	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089941	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089929	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089925	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089923	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089912	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089917	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089908	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089897	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089890	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090024	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090014	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090005	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090003	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000089998	05/04/2004	8	05/12/2004	05/18/2004
Ticket Number:	0000089966	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090208	05/05/2004	12	05/17/2004	05/24/2004
Ticket Number:	0000089956	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089950	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089947	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089888	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089880	05/03/2004	1		05/04/2004
Ticket Number:	0000089879	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089877	05/03/2004	16	05/19/2004	05/25/2004
Ticket Number:	0000090626	05/10/2004	9	05/19/2004	05/25/2004
Ticket Number:	0000090866	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090844	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090032	05/04/2004	15	05/19/2004	05/25/2004
Ticket Number:	0000090034	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090221	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090479	05/07/2004	5	05/12/2004	05/18/2004
Ticket Number:	0000090410	05/06/2004	6	05/12/2004	05/18/2004
Ticket Number:	0000090438	05/06/2004	6	05/12/2004	05/18/2004
Ticket Number:	0000090685	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000090419	05/06/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000090407	05/06/2004	6	05/12/2004	05/18/2004
Ticket Number:	0000090177	05/04/2004	9	05/14/2004	05/20/2004
Ticket Number:	0000090089	05/04/2004	15	05/19/2004	05/25/2004
Ticket Number:	0000090035	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000091487	05/19/2004	0	05/19/2004	05/25/2004

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<b>Average time to ticket resolution for</b>	josh	<b>3</b>
<b>Maximum time to ticket resolution for</b>	josh	<b>16</b>
<b>Minimum time to ticket resolution for</b>	josh	<b>0</b>
-----	-----	-----

**Desktop Support**

**kirkley1**

Total: 4

**Closed**

Total: 4

Ticket Number:	0000089932	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089934	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089953	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089920	05/03/2004	0	05/03/2004	05/10/2004

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

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**Desktop Support**

lasuk

**Total: 51****Resolved****Total: 4**

Ticket Number:	0000090799	05/11/2004	17	05/28/2004
Ticket Number:	0000091952	05/26/2004	1	05/27/2004
Ticket Number:	0000092122	05/28/2004	0	05/28/2004
Ticket Number:	0000091963	05/26/2004	1	05/27/2004

**Closed****Total: 47**

Ticket Number:	0000090167	05/04/2004	10	05/14/2004	05/20/2004
Ticket Number:	0000089957	05/03/2004	4	05/07/2004	05/13/2004
Ticket Number:	0000089965	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089982	05/03/2004	4	05/07/2004	05/13/2004
Ticket Number:	0000090008	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000089978	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089962	05/03/2004	3	05/06/2004	05/07/2004
Ticket Number:	0000089939	05/03/2004	9	05/12/2004	05/18/2004
Ticket Number:	0000089875	05/03/2004	2	05/05/2004	05/11/2004
Ticket Number:	0000089901	05/03/2004	3	05/06/2004	05/12/2004
Ticket Number:	0000090614	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000090754	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090769	05/11/2004	7	05/18/2004	05/24/2004
Ticket Number:	0000091064	05/13/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000090983	05/13/2004	13	05/26/2004	06/01/2004
Ticket Number:	0000090933	05/12/2004	8	05/20/2004	05/26/2004
Ticket Number:	0000091424	05/18/2004	7	05/25/2004	05/31/2004
Ticket Number:	0000090785	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090772	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090761	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090649	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000091082	05/14/2004	11	05/25/2004	05/31/2004
Ticket Number:	0000091111	05/14/2004	3	05/17/2004	05/24/2004
Ticket Number:	0000091563	05/20/2004	6	05/26/2004	06/01/2004
Ticket Number:	0000091477	05/19/2004	0		05/19/2004
Ticket Number:	0000091370	05/18/2004	3	05/20/2004	05/26/2004
Ticket Number:	0000091358	05/18/2004	2	05/20/2004	05/26/2004
Ticket Number:	0000091253	05/17/2004	8	05/25/2004	05/31/2004
Ticket Number:	0000091170	05/14/2004	12	05/26/2004	06/01/2004
Ticket Number:	0000091116	05/14/2004	4	05/18/2004	05/24/2004
Ticket Number:	0000090101	05/04/2004	8	05/12/2004	05/18/2004
Ticket Number:	0000090531	05/07/2004	18	05/25/2004	05/31/2004
Ticket Number:	0000090423	05/06/2004	5	05/11/2004	05/17/2004
Ticket Number:	0000090394	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090868	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090373	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090358	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090268	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090266	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090253	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090227	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090220	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000091885	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091685	05/22/2004	2		05/24/2004
Ticket Number:	0000091760	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091783	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091924	05/26/2004	0	05/26/2004	06/01/2004

**Desktop Support**

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

**Desktop Support**

**omarn**

**Resolved**

Total: **62**

Total: **9**

Ticket Number:	0000089988	05/03/2004	24	05/27/2004	
Ticket Number:	0000091923	05/26/2004	1	05/27/2004	
Ticket Number:	0000091954	05/26/2004	1	05/27/2004	
Ticket Number:	0000091888	05/25/2004	2	05/27/2004	
Ticket Number:	0000091884	05/25/2004	2	05/27/2004	
Ticket Number:	0000090672	05/10/2004	17	05/27/2004	05/18/2004
Ticket Number:	0000091330	05/17/2004	10	05/27/2004	
Ticket Number:	0000091488	05/19/2004	9	05/28/2004	
Ticket Number:	0000091128	05/14/2004	14	05/28/2004	

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>53</b>		
Ticket Number:	0000090670	05/10/2004	14	05/24/2004	05/31/2004
Ticket Number:	0000090007	05/04/2004	6	05/10/2004	05/17/2004
Ticket Number:	0000089977	05/03/2004	8	05/11/2004	05/17/2004
Ticket Number:	0000090023	05/04/2004	8	05/12/2004	05/18/2004
Ticket Number:	0000089973	05/03/2004	15	05/18/2004	05/24/2004
Ticket Number:	0000089931	05/03/2004	9	05/12/2004	05/18/2004
Ticket Number:	0000089900	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089916	05/03/2004	17	05/20/2004	05/26/2004
Ticket Number:	0000089839	05/02/2004	2	05/04/2004	05/10/2004
Ticket Number:	0000090897	05/12/2004	6	05/18/2004	05/24/2004
Ticket Number:	0000090639	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000090668	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000090654	05/10/2004	16	05/26/2004	06/01/2004
Ticket Number:	0000090640	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000091030	05/13/2004	5	05/18/2004	05/24/2004
Ticket Number:	0000091028	05/13/2004	11	05/24/2004	05/31/2004
Ticket Number:	0000090985	05/13/2004	7	05/20/2004	05/26/2004
Ticket Number:	0000090974	05/13/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000090970	05/13/2004	7	05/20/2004	05/26/2004
Ticket Number:	0000090906	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090802	05/11/2004	3	05/14/2004	05/20/2004
Ticket Number:	0000090781	05/11/2004	3	05/14/2004	05/20/2004
Ticket Number:	0000090775	05/11/2004	7	05/18/2004	05/24/2004
Ticket Number:	0000090735	05/11/2004	3	05/14/2004	05/20/2004
Ticket Number:	0000090734	05/11/2004	3	05/14/2004	05/20/2004
Ticket Number:	0000091753	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000091956	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091765	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000090033	05/04/2004	8	05/12/2004	05/18/2004
Ticket Number:	0000090078	05/04/2004	8	05/12/2004	05/18/2004
Ticket Number:	0000090095	05/04/2004	8	05/12/2004	05/18/2004
Ticket Number:	0000090108	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090199	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090203	05/05/2004	21	05/26/2004	06/01/2004
Ticket Number:	0000090523	05/07/2004	19	05/26/2004	06/01/2004
Ticket Number:	0000090399	05/06/2004	20	05/26/2004	06/01/2004
Ticket Number:	0000090384	05/06/2004	20	05/26/2004	06/01/2004
Ticket Number:	0000090342	05/06/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090314	05/05/2004	9	05/14/2004	05/20/2004
Ticket Number:	0000090293	05/05/2004	7	05/12/2004	05/18/2004
Ticket Number:	0000090246	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090244	05/05/2004	15	05/20/2004	05/26/2004
Ticket Number:	0000090243	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090212	05/05/2004	6	05/11/2004	05/17/2004
Ticket Number:	0000091086	05/14/2004	12	05/26/2004	06/01/2004
Ticket Number:	0000091398	05/18/2004	8	05/26/2004	06/01/2004
Ticket Number:	0000091469	05/19/2004	5	05/24/2004	05/31/2004
Ticket Number:	0000091500	05/19/2004	5	05/24/2004	05/31/2004
Ticket Number:	0000091423	05/18/2004	8	05/26/2004	06/01/2004
Ticket Number:	0000091380	05/18/2004	6	05/24/2004	05/31/2004
Ticket Number:	0000091321	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091265	05/17/2004	3	05/20/2004	05/26/2004
Ticket Number:	0000091122	05/14/2004	4	05/18/2004	05/24/2004

**Desktop Support**

Average time to ticket resolution for	omarn	7
Maximum time to ticket resolution for	omarn	24
Minimum time to ticket resolution for	omarn	0

**pogle1**

Total: 1

**Closed**

Total: 1

Ticket Number: 0000090057

05/04/2004

3

05/07/2004

05/13/2004

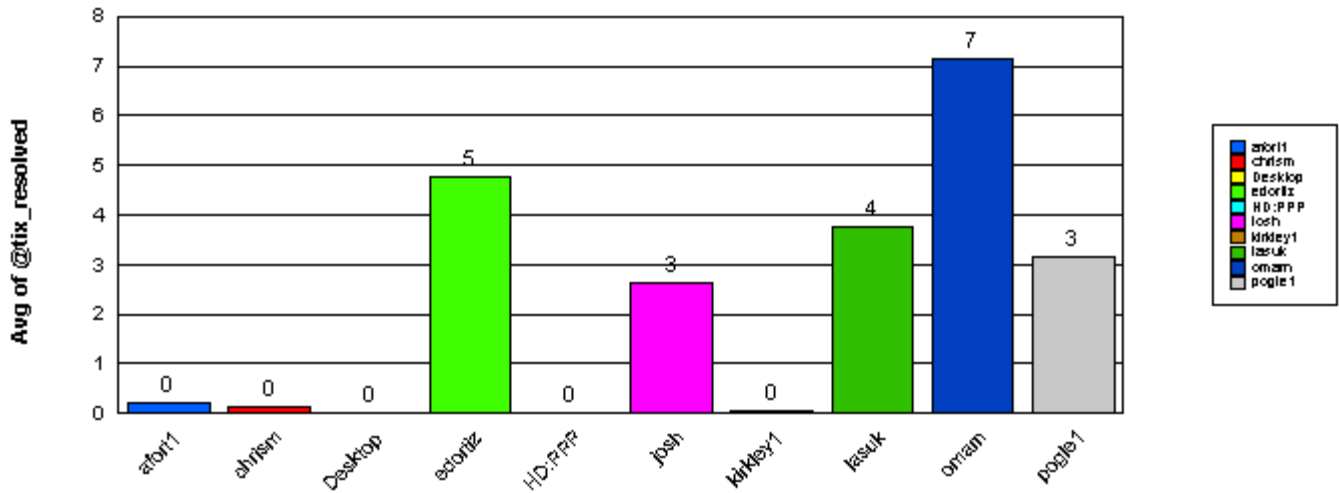
Average time to ticket resolution for	pogle1	3
Maximum time to ticket resolution for	pogle1	3
Minimum time to ticket resolution for	pogle1	3

### Desktop Support

Average time to ticket resolution for	Desktop Suppor	4
Maximum time to ticket resolution for	Desktop Suppor	24
Minimum time to ticket resolution for	Desktop Suppor	0

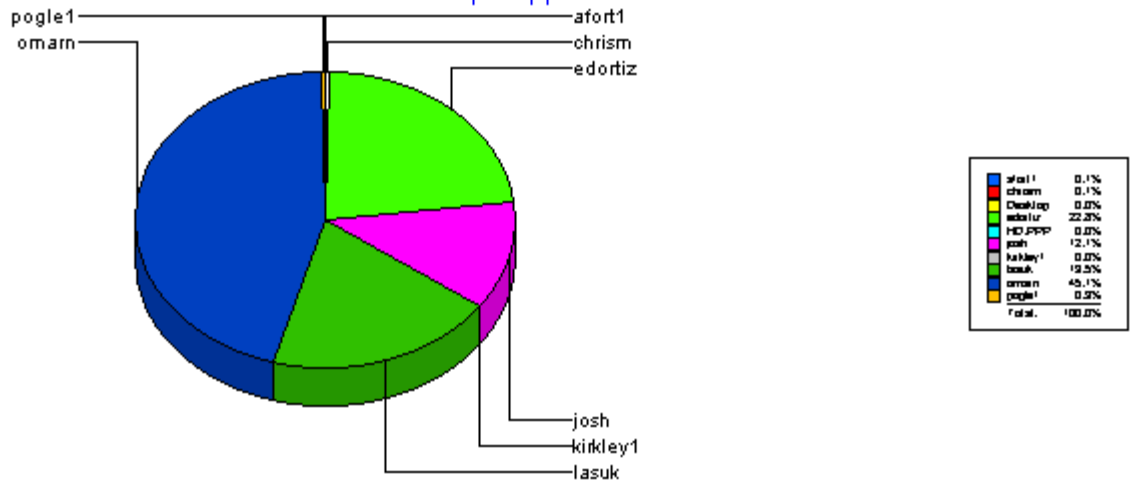
## Avg of Each Ticket Resolved

For Desktop Support



## Percentage of Sum of Tickets Resolved

For Desktop Support



**Financial Services: Peo**

		<u>Total:</u>	<b>80</b>		
<b>cnewton</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000091485	05/19/2004	1	05/20/2004	05/26/2004
Ticket Number:	0000089974	05/03/2004	3	05/06/2004	05/12/2004
-----					
<b>Average time to ticket resolution for</b>		cnewton	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		cnewton	<b>3</b>		
<b>Minimum time to ticket resolution for</b>		cnewton	<b>1</b>		
-----					
<b>rpreston</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000091327	05/17/2004	1		05/18/2004
Ticket Number:	0000091732	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091968	05/26/2004	0		05/26/2004
Ticket Number:	0000091734	05/24/2004	0	05/24/2004	05/31/2004
-----					
<b>Average time to ticket resolution for</b>		rpreston	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		rpreston	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		rpreston	<b>0</b>		
-----					
<b>tkuonen</b>		<u>Total:</u>	<b>10</b>		
<b>Closed</b>		<u>Total:</u>	<b>10</b>		
Ticket Number:	0000091848	05/25/2004	0		05/25/2004
Ticket Number:	0000091870	05/25/2004	1		05/26/2004
Ticket Number:	0000091878	05/25/2004	0		05/25/2004
Ticket Number:	0000092109	05/28/2004	0		05/28/2004
Ticket Number:	0000092111	05/28/2004	0		05/28/2004
Ticket Number:	0000092110	05/28/2004	0		05/28/2004
Ticket Number:	0000092107	05/28/2004	0		05/28/2004
Ticket Number:	0000091313	05/17/2004	1		05/18/2004
Ticket Number:	0000091955	05/26/2004	0		05/26/2004
Ticket Number:	0000091663	05/21/2004	3		05/24/2004
-----					
<b>Average time to ticket resolution for</b>		tkuonen	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		tkuonen	<b>3</b>		
<b>Minimum time to ticket resolution for</b>		tkuonen	<b>0</b>		

**Financial Services: Peo  
weller**

Total: **64**

**Financial Services: Peo**

	<b>Closed</b>	<b>Total:</b>	<b>64</b>	
Ticket Number: 0000091113		05/14/2004	0	05/14/2004
Ticket Number: 0000090786		05/11/2004	1	05/12/2004
Ticket Number: 0000089942		05/03/2004	0	05/03/2004
Ticket Number: 0000089972		05/03/2004	0	05/03/2004
Ticket Number: 0000090015		05/04/2004	2	05/06/2004
Ticket Number: 0000090491		05/07/2004	3	05/10/2004
Ticket Number: 0000089986		05/03/2004	3	05/06/2004
Ticket Number: 0000090628		05/10/2004	0	05/10/2004
Ticket Number: 0000090763		05/11/2004	1	05/12/2004
Ticket Number: 0000090684		05/10/2004	7	05/17/2004
Ticket Number: 0000090766		05/11/2004	1	05/12/2004
Ticket Number: 0000091491		05/19/2004	1	05/20/2004
Ticket Number: 0000091015		05/13/2004	0	05/13/2004
Ticket Number: 0000091009		05/13/2004	0	05/13/2004
Ticket Number: 0000090987		05/13/2004	4	05/17/2004
Ticket Number: 0000090979		05/13/2004	0	05/13/2004
Ticket Number: 0000091026		05/13/2004	1	05/14/2004
Ticket Number: 0000090918		05/12/2004	0	05/12/2004
Ticket Number: 0000090902		05/12/2004	0	05/12/2004
Ticket Number: 0000090898		05/12/2004	0	05/12/2004
Ticket Number: 0000090885		05/12/2004	0	05/12/2004
Ticket Number: 0000090875		05/12/2004	1	05/13/2004
Ticket Number: 0000090854		05/12/2004	0	05/12/2004
Ticket Number: 0000090783		05/11/2004	1	05/12/2004
Ticket Number: 0000090733		05/11/2004	1	05/12/2004
Ticket Number: 0000090679		05/10/2004	2	05/12/2004
Ticket Number: 0000090659		05/10/2004	0	05/10/2004
Ticket Number: 0000091078		05/14/2004	0	05/14/2004
Ticket Number: 0000091539		05/20/2004	0	05/20/2004
Ticket Number: 0000091538		05/20/2004	0	05/20/2004
Ticket Number: 0000091532		05/20/2004	0	05/20/2004
Ticket Number: 0000091529		05/20/2004	0	05/20/2004
Ticket Number: 0000091496		05/19/2004	0	05/19/2004
Ticket Number: 0000091489		05/19/2004	1	05/20/2004
Ticket Number: 0000091478		05/19/2004	1	05/20/2004
Ticket Number: 0000091425		05/18/2004	1	05/19/2004
Ticket Number: 0000091406		05/18/2004	0	05/18/2004
Ticket Number: 0000091403		05/18/2004	0	05/18/2004
Ticket Number: 0000091378		05/18/2004	0	05/18/2004
Ticket Number: 0000091377		05/18/2004	0	05/18/2004
Ticket Number: 0000091372		05/18/2004	0	05/18/2004
Ticket Number: 0000091367		05/18/2004	0	05/18/2004
Ticket Number: 0000091355		05/18/2004	0	05/18/2004
Ticket Number: 0000091267		05/17/2004	3	05/20/2004
Ticket Number: 0000091155		05/14/2004	3	05/17/2004
Ticket Number: 0000091612		05/21/2004	0	05/21/2004
Ticket Number: 0000091549		05/20/2004	1	05/21/2004
Ticket Number: 0000091547		05/20/2004	1	05/21/2004
Ticket Number: 0000091146		05/14/2004	3	05/17/2004
Ticket Number: 0000091930		05/26/2004	6	06/01/2004
Ticket Number: 0000090127		05/04/2004	2	05/06/2004
Ticket Number: 0000090513		05/07/2004	3	05/10/2004
Ticket Number: 0000090488		05/07/2004	10	05/17/2004

**Financial Services: Peo**

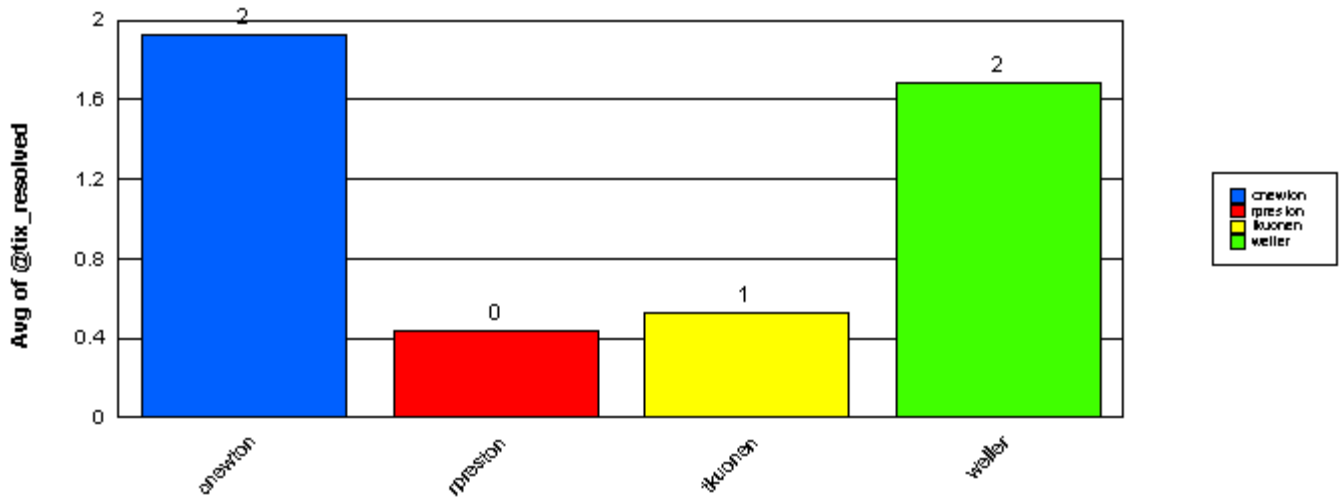
Ticket Number:	0000090481	05/07/2004	3	05/10/2004
Ticket Number:	0000090443	05/06/2004	4	05/10/2004
Ticket Number:	0000090428	05/06/2004	1	05/07/2004
Ticket Number:	0000090427	05/06/2004	1	05/07/2004
Ticket Number:	0000090422	05/06/2004	12	05/18/2004
Ticket Number:	0000090357	05/06/2004	0	05/06/2004
Ticket Number:	0000090817	05/11/2004	1	05/12/2004
Ticket Number:	0000090261	05/05/2004	1	05/06/2004
Ticket Number:	0000090397	05/06/2004	12	05/18/2004
Ticket Number:	0000090892	05/12/2004	0	05/12/2004
Ticket Number:	0000090247	05/05/2004	5	05/10/2004
-----				
<b>Average time to ticket resolution for</b>	weller		<b>2</b>	
<b>Maximum time to ticket resolution for</b>	weller		<b>12</b>	
<b>Minimum time to ticket resolution for</b>	weller		<b>0</b>	

**Financial Services: Peo**

Average time to ticket resolution for	Financial Servi	1
Maximum time to ticket resolution for	Financial Servi	12
Minimum time to ticket resolution for	Financial Servi	0

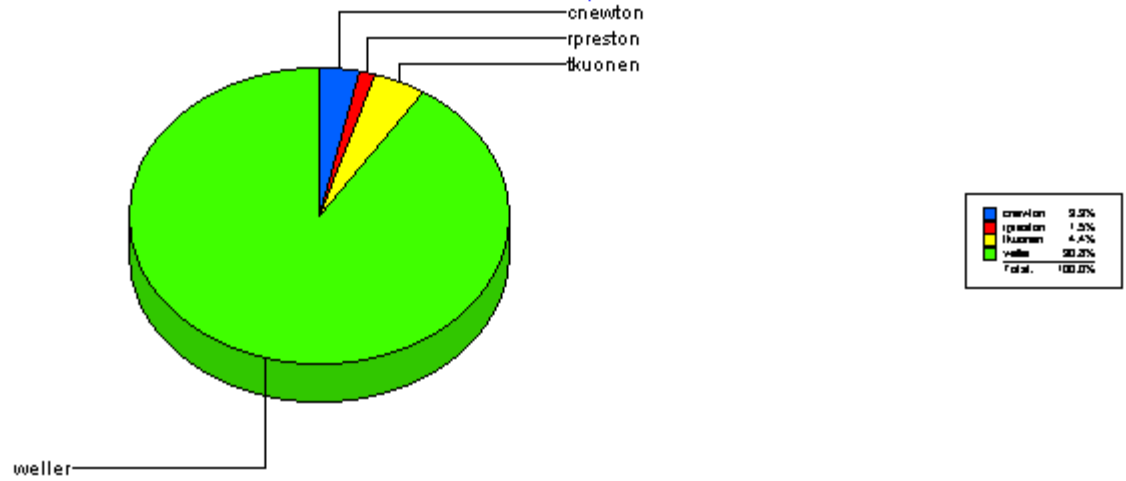
### Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



### Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		<u>Total:</u>	<b>829</b>		
<b>HD:Tape_Changes</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000090178	05/04/2004	0	05/04/2004	
Ticket Number:	0000091416	05/18/2004	0	05/18/2004	
Ticket Number:	0000090936	05/12/2004	0	05/12/2004	
Ticket Number:	0000089948	05/03/2004	0	05/03/2004	
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
-----		-----	-----		

Helpdesk  
HelpDesk

Total: 62

**Helpdesk**

	<b>Closed</b>	<u>Total:</u>	<b>62</b>		
Ticket Number:	0000090157	05/04/2004	0		05/04/2004
Ticket Number:	0000090162	05/04/2004	0		05/04/2004
Ticket Number:	0000090013	05/04/2004	0		05/04/2004
Ticket Number:	0000090100	05/04/2004	0		05/04/2004
Ticket Number:	0000090333	05/05/2004	0		05/05/2004
Ticket Number:	0000090718	05/11/2004	0		05/11/2004
Ticket Number:	0000091063	05/13/2004	0		05/13/2004
Ticket Number:	0000090811	05/11/2004	0		05/11/2004
Ticket Number:	0000090815	05/11/2004	0		05/11/2004
Ticket Number:	0000090813	05/11/2004	0		05/11/2004
Ticket Number:	0000090774	05/11/2004	0		05/11/2004
Ticket Number:	0000090770	05/11/2004	0		05/11/2004
Ticket Number:	0000090794	05/11/2004	0		05/11/2004
Ticket Number:	0000090771	05/11/2004	0		05/11/2004
Ticket Number:	0000091106	05/14/2004	0		05/14/2004
Ticket Number:	0000091415	05/18/2004	0		05/18/2004
Ticket Number:	0000091387	05/18/2004	0		05/18/2004
Ticket Number:	0000091514	05/19/2004	0		05/19/2004
Ticket Number:	0000091420	05/18/2004	0		05/18/2004
Ticket Number:	0000090171	05/04/2004	0		05/04/2004
Ticket Number:	0000090086	05/04/2004	0		05/04/2004
Ticket Number:	0000090131	05/04/2004	0		05/04/2004
Ticket Number:	0000090381	05/06/2004	0		05/06/2004
Ticket Number:	0000090113	05/04/2004	0		05/04/2004
Ticket Number:	0000090148	05/04/2004	0		05/04/2004
Ticket Number:	0000090099	05/04/2004	0		05/04/2004
Ticket Number:	0000090091	05/04/2004	0		05/04/2004
Ticket Number:	0000090090	05/04/2004	0		05/04/2004
Ticket Number:	0000090092	05/04/2004	0		05/04/2004
Ticket Number:	0000090087	05/04/2004	0		05/04/2004
Ticket Number:	0000090175	05/04/2004	0		05/04/2004
Ticket Number:	0000090174	05/04/2004	0		05/04/2004
Ticket Number:	0000090172	05/04/2004	0		05/04/2004
Ticket Number:	0000090169	05/04/2004	0		05/04/2004
Ticket Number:	0000090176	05/04/2004	0		05/04/2004
Ticket Number:	0000090144	05/04/2004	0		05/04/2004
Ticket Number:	0000090143	05/04/2004	0		05/04/2004
Ticket Number:	0000090142	05/04/2004	0		05/04/2004
Ticket Number:	0000090137	05/04/2004	0		05/04/2004
Ticket Number:	0000090149	05/04/2004	0		05/04/2004
Ticket Number:	0000090517	05/07/2004	0		05/07/2004
Ticket Number:	0000090464	05/07/2004	0		05/07/2004
Ticket Number:	0000090395	05/06/2004	0		05/06/2004
Ticket Number:	0000090376	05/06/2004	0		05/06/2004
Ticket Number:	0000090368	05/06/2004	0		05/06/2004
Ticket Number:	0000090364	05/06/2004	0		05/06/2004
Ticket Number:	0000090363	05/06/2004	0		05/06/2004
Ticket Number:	0000090361	05/06/2004	0		05/06/2004
Ticket Number:	0000090360	05/06/2004	0		05/06/2004
Ticket Number:	0000090310	05/05/2004	0		05/05/2004
Ticket Number:	0000090309	05/05/2004	0		05/05/2004
Ticket Number:	0000090307	05/05/2004	0		05/05/2004
Ticket Number:	0000090303	05/05/2004	0		05/05/2004

**Helpdesk**

Ticket Number:	0000090298	05/05/2004	0	05/05/2004
Ticket Number:	0000090292	05/05/2004	0	05/05/2004
Ticket Number:	0000090202	05/05/2004	0	05/05/2004
Ticket Number:	0000090406	05/06/2004	0	05/06/2004
Ticket Number:	0000090084	05/04/2004	0	05/04/2004
Ticket Number:	0000090081	05/04/2004	0	05/04/2004
Ticket Number:	0000090065	05/04/2004	0	05/04/2004
Ticket Number:	0000090080	05/04/2004	0	05/04/2004
Ticket Number:	0000091967	05/26/2004	0	05/26/2004
-----		-----		
<b>Average time to ticket resolution for</b>	HelpDesk		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	HelpDesk		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	HelpDesk		<b>0</b>	

**Helpdesk  
akhant1**

Total: **147**

**Helpdesk**

	<b>Closed</b>	<u>Total:</u>	<b>147</b>		
Ticket Number:	0000091620	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091632	05/21/2004	1	05/22/2004	05/28/2004
Ticket Number:	0000091666	05/21/2004	1	05/22/2004	05/28/2004
Ticket Number:	0000091882	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091880	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091867	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091850	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091842	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091816	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091813	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091812	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091770	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091742	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091733	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091782	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091673	05/22/2004	0	05/22/2004	05/28/2004
Ticket Number:	0000091672	05/22/2004	0	05/22/2004	05/28/2004
Ticket Number:	0000091670	05/22/2004	0		05/22/2004
Ticket Number:	0000091667	05/21/2004	1	05/22/2004	05/28/2004
Ticket Number:	0000090044	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090050	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090045	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090051	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090480	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090429	05/06/2004	3	05/09/2004	05/17/2004
Ticket Number:	0000090389	05/06/2004	3	05/09/2004	05/17/2004
Ticket Number:	0000090370	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090236	05/05/2004	13	05/18/2004	05/24/2004
Ticket Number:	0000090224	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090353	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090204	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090164	05/04/2004	6	05/10/2004	05/17/2004
Ticket Number:	0000090563	05/08/2004	14	05/22/2004	05/28/2004
Ticket Number:	0000090560	05/08/2004	4	05/12/2004	05/18/2004
Ticket Number:	0000090557	05/08/2004	1	05/09/2004	05/17/2004
Ticket Number:	0000090551	05/08/2004	4	05/12/2004	05/18/2004
Ticket Number:	0000090546	05/08/2004	4	05/12/2004	05/18/2004
Ticket Number:	0000090543	05/07/2004	4	05/12/2004	05/18/2004
Ticket Number:	0000090542	05/07/2004	4	05/12/2004	05/18/2004
Ticket Number:	0000090537	05/07/2004	2	05/09/2004	05/17/2004
Ticket Number:	0000090536	05/07/2004	5	05/12/2004	05/18/2004
Ticket Number:	0000090535	05/07/2004	5	05/12/2004	05/18/2004
Ticket Number:	0000090545	05/08/2004	4	05/12/2004	05/18/2004
Ticket Number:	0000090533	05/07/2004	2	05/09/2004	05/17/2004
Ticket Number:	0000090526	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090507	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090591	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number:	0000090503	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090489	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090096	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000091455	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000090070	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000091103	05/14/2004	2	05/16/2004	05/24/2004

## Helpdesk

Ticket Number:	0000091169	05/14/2004	2	05/16/2004	05/24/2004
Ticket Number:	0000091177	05/14/2004	2	05/16/2004	05/24/2004
Ticket Number:	0000091183	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091189	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091535	05/20/2004	5	05/25/2004	05/31/2004
Ticket Number:	0000091459	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091447	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091446	05/18/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091445	05/18/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091444	05/18/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091440	05/18/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091439	05/18/2004	1	05/19/2004	05/25/2004
Ticket Number:	0000091353	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091342	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091341	05/17/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091340	05/17/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091337	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091334	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091328	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091324	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091273	05/17/2004	2	05/19/2004	05/25/2004
Ticket Number:	0000091262	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091233	05/16/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091227	05/16/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091218	05/16/2004	0	05/16/2004	05/24/2004
Ticket Number:	0000091574	05/20/2004	2	05/22/2004	05/28/2004
Ticket Number:	0000091573	05/20/2004	2	05/22/2004	05/28/2004
Ticket Number:	0000091664	05/21/2004	1	05/22/2004	05/28/2004
Ticket Number:	0000091394	05/18/2004	1	05/19/2004	05/25/2004
Ticket Number:	0000091207	05/15/2004	7	05/22/2004	05/28/2004
Ticket Number:	0000091206	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091204	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091203	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091202	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091201	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091208	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091191	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091187	05/15/2004	2	05/17/2004	05/24/2004
Ticket Number:	0000091178	05/14/2004	2	05/16/2004	05/24/2004
Ticket Number:	0000091176	05/14/2004	2	05/16/2004	05/24/2004
Ticket Number:	0000091167	05/14/2004	5	05/19/2004	05/25/2004
Ticket Number:	0000091119	05/14/2004	2	05/16/2004	05/24/2004
Ticket Number:	0000091193	05/15/2004	1	05/16/2004	05/24/2004
Ticket Number:	0000091157	05/14/2004	8	05/22/2004	05/28/2004
Ticket Number:	0000090564	05/08/2004	1		05/09/2004
Ticket Number:	0000090877	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090865	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090826	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090824	05/11/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090821	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090869	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090778	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090767	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090822	05/11/2004	0	05/12/2004	05/18/2004

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Ticket Number:	0000091171	05/14/2004	2	05/16/2004	05/24/2004
Ticket Number:	0000090730	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090567	05/09/2004	1	05/09/2004	05/17/2004
Ticket Number:	0000090570	05/09/2004	0		05/09/2004
Ticket Number:	0000090575	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number:	0000090578	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number:	0000090585	05/09/2004	3	05/12/2004	05/18/2004
Ticket Number:	0000090587	05/09/2004	3	05/12/2004	05/18/2004
Ticket Number:	0000090589	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number:	0000090592	05/09/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000091010	05/13/2004	3	05/16/2004	05/24/2004
Ticket Number:	0000090846	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090834	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090827	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090707	05/10/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090708	05/10/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090699	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000090599	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000090615	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000091052	05/13/2004	6	05/19/2004	05/25/2004
Ticket Number:	0000090944	05/13/2004	5	05/18/2004	05/24/2004
Ticket Number:	0000090590	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number:	0000090588	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number:	0000090586	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number:	0000090583	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number:	0000090576	05/09/2004	3	05/12/2004	05/18/2004
Ticket Number:	0000090574	05/09/2004	0		05/09/2004
Ticket Number:	0000091886	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000089811	05/01/2004	11	05/12/2004	05/18/2004
Ticket Number:	0000089836	05/02/2004	1	05/02/2004	05/10/2004
Ticket Number:	0000089848	05/02/2004	0	05/02/2004	05/10/2004
Ticket Number:	0000090020	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090030	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090571	05/09/2004	0		05/09/2004
Ticket Number:	0000090054	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000089854	05/02/2004	0	05/02/2004	05/10/2004
Ticket Number:	0000089847	05/02/2004	0	05/02/2004	05/10/2004
Ticket Number:	0000089831	05/01/2004	1	05/02/2004	05/10/2004
Ticket Number:	0000091640	05/21/2004	1	05/22/2004	05/28/2004
Ticket Number:	0000091209	05/16/2004	0		05/16/2004
-----			-----		
<b>Average time to ticket resolution for</b>	akhant1		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	akhant1		<b>14</b>		
<b>Minimum time to ticket resolution for</b>	akhant1		<b>0</b>		

**Helpdesk****anna**Total: **218****Resolved**Total: **15**

Ticket Number:	0000090680	05/10/2004	18	05/28/2004
Ticket Number:	0000092220	05/30/2004	1	06/01/2004
Ticket Number:	0000092151	05/28/2004	0	05/28/2004
Ticket Number:	0000092148	05/28/2004	0	05/28/2004
Ticket Number:	0000092143	05/28/2004	0	05/28/2004
Ticket Number:	0000092141	05/28/2004	0	05/28/2004
Ticket Number:	0000092125	05/28/2004	0	05/28/2004
Ticket Number:	0000092104	05/28/2004	0	05/28/2004
Ticket Number:	0000092096	05/27/2004	0	05/28/2004
Ticket Number:	0000092092	05/27/2004	1	05/28/2004
Ticket Number:	0000091811	05/24/2004	3	05/27/2004
Ticket Number:	0000091907	05/25/2004	3	05/28/2004
Ticket Number:	0000091507	05/19/2004	9	05/28/2004
Ticket Number:	0000091205	05/15/2004	13	05/28/2004
Ticket Number:	0000091222	05/16/2004	12	05/28/2004

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	<b>Closed</b>	<b>Total:</b>	<b>203</b>		
Ticket Number:	0000090163	05/04/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090160	05/04/2004	3	05/07/2004	05/13/2004
Ticket Number:	0000090274	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090284	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090067	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090022	05/04/2004	3	05/07/2004	05/13/2004
Ticket Number:	0000090330	05/05/2004	0		05/06/2004
Ticket Number:	0000090335	05/05/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000089995	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000089992	05/03/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000089990	05/03/2004	3	05/07/2004	05/13/2004
Ticket Number:	0000089989	05/03/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090332	05/05/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000089976	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089971	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089958	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089954	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089952	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089946	05/03/2004	4	05/07/2004	05/13/2004
Ticket Number:	0000089907	05/03/2004	4	05/07/2004	05/13/2004
Ticket Number:	0000089898	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089889	05/03/2004	0		05/03/2004
Ticket Number:	0000089886	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089878	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089868	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089866	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089864	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089863	05/02/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089862	05/02/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089861	05/02/2004	8	05/10/2004	05/17/2004
Ticket Number:	0000089860	05/02/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089858	05/02/2004	2	05/04/2004	05/10/2004
Ticket Number:	0000089857	05/02/2004	2	05/04/2004	05/10/2004
Ticket Number:	0000089856	05/02/2004	2	05/04/2004	05/10/2004
Ticket Number:	0000089850	05/02/2004	5	05/07/2004	05/13/2004
Ticket Number:	0000089846	05/02/2004	1	05/03/2004	05/10/2004
Ticket Number:	0000089834	05/01/2004	2	05/04/2004	05/10/2004
Ticket Number:	0000089830	05/01/2004	2	05/04/2004	05/10/2004
Ticket Number:	0000089828	05/01/2004	1		05/03/2004
Ticket Number:	0000089823	05/01/2004	3	05/04/2004	05/10/2004
Ticket Number:	0000089825	05/01/2004	3	05/04/2004	05/10/2004
Ticket Number:	0000089819	05/01/2004	6	05/07/2004	05/13/2004
Ticket Number:	0000089809	05/01/2004	7	05/07/2004	05/13/2004
Ticket Number:	0000089835	05/02/2004	2	05/04/2004	05/10/2004
Ticket Number:	0000090166	05/04/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090285	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090566	05/09/2004	6	05/14/2004	05/20/2004
Ticket Number:	0000090579	05/09/2004	1	05/10/2004	05/17/2004
Ticket Number:	0000090878	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090871	05/12/2004	2	05/14/2004	05/20/2004
Ticket Number:	0000090870	05/12/2004	2	05/14/2004	05/20/2004
Ticket Number:	0000090860	05/12/2004	0		05/12/2004
Ticket Number:	0000090816	05/11/2004	3	05/14/2004	05/20/2004

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Ticket Number:	000009809	05/11/2004	3	05/14/2004	05/20/2004
Ticket Number:	000009747	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000091602	05/21/2004	0		05/21/2004
Ticket Number:	0000090716	05/11/2004	0		05/11/2004
Ticket Number:	0000090711	05/10/2004	0		05/11/2004
Ticket Number:	0000090704	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000090702	05/10/2004	1		05/11/2004
Ticket Number:	0000091074	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000090975	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000091011	05/13/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000090941	05/12/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000090937	05/12/2004	2	05/14/2004	05/20/2004
Ticket Number:	0000090925	05/12/2004	2	05/14/2004	05/20/2004
Ticket Number:	0000090922	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090913	05/12/2004	2	05/14/2004	05/20/2004
Ticket Number:	0000090700	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000091091	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091069	05/14/2004	0		05/14/2004
Ticket Number:	0000091062	05/13/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091066	05/14/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000091065	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091056	05/13/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000091048	05/13/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000090692	05/10/2004	7	05/17/2004	05/24/2004
Ticket Number:	0000090658	05/10/2004	0		05/10/2004
Ticket Number:	0000091077	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091616	05/21/2004	5	05/26/2004	06/01/2004
Ticket Number:	0000091607	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091606	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091597	05/20/2004	6	05/26/2004	06/01/2004
Ticket Number:	0000091596	05/20/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091595	05/20/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091591	05/20/2004	0		05/21/2004
Ticket Number:	0000091565	05/20/2004	0		05/20/2004
Ticket Number:	0000091559	05/20/2004	0		05/20/2004
Ticket Number:	0000091548	05/20/2004	4	05/24/2004	05/31/2004
Ticket Number:	0000091498	05/19/2004	0		05/19/2004
Ticket Number:	0000091494	05/19/2004	0		05/19/2004
Ticket Number:	0000091484	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091473	05/19/2004	0		05/19/2004
Ticket Number:	0000091553	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091379	05/18/2004	1	05/19/2004	05/25/2004
Ticket Number:	0000091346	05/18/2004	0		05/18/2004
Ticket Number:	0000091552	05/20/2004	0		05/20/2004
Ticket Number:	0000091344	05/18/2004	0		05/18/2004
Ticket Number:	0000091312	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091306	05/17/2004	0		05/17/2004
Ticket Number:	0000091301	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091300	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091251	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091247	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091244	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091237	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091144	05/14/2004	0	05/14/2004	05/20/2004

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Ticket Number:	0000091133	05/14/2004	0		05/14/2004
Ticket Number:	0000091129	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091121	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091081	05/14/2004	0		05/14/2004
Ticket Number:	0000090403	05/06/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000090064	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090071	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090110	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090111	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090276	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090273	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090267	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090264	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090263	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090262	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090270	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090260	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090312	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090515	05/07/2004	3	05/10/2004	05/17/2004
Ticket Number:	0000090500	05/07/2004	4	05/11/2004	05/17/2004
Ticket Number:	0000090493	05/07/2004	3	05/10/2004	05/17/2004
Ticket Number:	0000090487	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090463	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090462	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090458	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090453	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090454	05/07/2004	4	05/10/2004	05/17/2004
Ticket Number:	0000090451	05/06/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000090416	05/06/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000090408	05/06/2004	8	05/14/2004	05/20/2004
Ticket Number:	0000090624	05/10/2004	0		05/10/2004
Ticket Number:	0000090387	05/06/2004	8	05/14/2004	05/20/2004
Ticket Number:	0000090382	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090380	05/06/2004	8	05/14/2004	05/20/2004
Ticket Number:	0000090362	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090346	05/06/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000090343	05/06/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000090321	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090320	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090404	05/06/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000090317	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090311	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090294	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090291	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090287	05/05/2004	5	05/10/2004	05/17/2004
Ticket Number:	0000090280	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090322	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090279	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090219	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090213	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090194	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090192	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090189	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090186	05/05/2004	0	05/05/2004	05/11/2004

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Ticket Number:	0000090185	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090183	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090168	05/04/2004	0		05/04/2004
Ticket Number:	0000090329	05/05/2004	0		05/06/2004
Ticket Number:	0000090121	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090106	05/04/2004	3	05/07/2004	05/13/2004
Ticket Number:	0000090076	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090072	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000091629	05/21/2004	5	05/26/2004	06/01/2004
Ticket Number:	0000092248	05/31/2004	1		06/01/2004
Ticket Number:	0000092247	05/31/2004	1		06/01/2004
Ticket Number:	0000092245	05/31/2004	1		06/01/2004
Ticket Number:	0000092233	05/31/2004	1		06/01/2004
Ticket Number:	0000092227	05/31/2004	1		06/01/2004
Ticket Number:	0000091926	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091912	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091910	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091906	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091903	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091900	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091883	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091876	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091859	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091815	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000091747	05/24/2004	0		05/24/2004
Ticket Number:	0000091744	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000091722	05/23/2004	0		05/24/2004
Ticket Number:	0000091716	05/23/2004	0		05/24/2004
Ticket Number:	0000091714	05/23/2004	3	05/26/2004	06/01/2004
Ticket Number:	0000091705	05/23/2004	3	05/26/2004	06/01/2004
Ticket Number:	0000091702	05/23/2004	3	05/26/2004	06/01/2004
Ticket Number:	0000091975	05/26/2004	0		05/26/2004
Ticket Number:	0000091964	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091948	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091943	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091688	05/23/2004	4	05/26/2004	06/01/2004
Ticket Number:	0000091675	05/22/2004	4	05/26/2004	06/01/2004
Ticket Number:	0000091636	05/21/2004	0		05/21/2004
Ticket Number:	0000091642	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091647	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091635	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091630	05/21/2004	0	05/21/2004	05/27/2004

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<b>Average time to ticket resolution for</b>	anna	<b>1</b>
<b>Maximum time to ticket resolution for</b>	anna	<b>18</b>
<b>Minimum time to ticket resolution for</b>	anna	<b>0</b>

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**Helpdesk**

**ha2**

Total: 32

**Closed**

Total: 32

Ticket Number:	0000091686	05/22/2004	1	05/23/2004	05/31/2004
Ticket Number:	0000091719	05/23/2004	1	05/24/2004	05/31/2004
Ticket Number:	0000091695	05/23/2004	0	05/23/2004	05/31/2004
Ticket Number:	0000091693	05/23/2004	0	05/23/2004	05/23/2004
Ticket Number:	0000091687	05/22/2004	1		05/23/2004
Ticket Number:	0000091689	05/23/2004	0		05/23/2004
Ticket Number:	0000091691	05/23/2004	0	05/23/2004	05/23/2004
Ticket Number:	0000091692	05/23/2004	0	05/23/2004	05/31/2004
Ticket Number:	0000091690	05/23/2004	0	05/23/2004	05/31/2004
Ticket Number:	0000091995	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091994	05/26/2004	0		05/26/2004
Ticket Number:	0000091993	05/26/2004	0		05/26/2004
Ticket Number:	0000091979	05/26/2004	0	05/26/2004	05/26/2004
Ticket Number:	0000091978	05/26/2004	0		05/26/2004
Ticket Number:	0000090114	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090116	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090561	05/08/2004	0	05/08/2004	05/14/2004
Ticket Number:	0000090559	05/08/2004	0	05/08/2004	05/14/2004
Ticket Number:	0000090337	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000091323	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091516	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091347	05/18/2004	5	05/23/2004	05/31/2004
Ticket Number:	0000091426	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091517	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000090787	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090800	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000091989	05/26/2004	0		05/26/2004
Ticket Number:	0000090790	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090797	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000091431	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000089985	05/03/2004	8	05/11/2004	05/17/2004
Ticket Number:	0000090331	05/05/2004	0	05/05/2004	05/11/2004

<b>Average time to ticket resolution for</b>	ha2	<b>1</b>
<b>Maximum time to ticket resolution for</b>	ha2	<b>8</b>
<b>Minimum time to ticket resolution for</b>	ha2	<b>0</b>

**jperron1**

Total: 7

**Closed**

Total: 7

Ticket Number:	0000091060	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090181	05/04/2004	0	05/05/2004	05/10/2004
Ticket Number:	0000090190	05/05/2004	0	05/05/2004	05/10/2004
Ticket Number:	0000090187	05/05/2004	0	05/05/2004	05/10/2004
Ticket Number:	0000090195	05/05/2004	0	05/05/2004	05/10/2004
Ticket Number:	0000090196	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090191	05/05/2004	0	05/05/2004	05/10/2004

<b>Average time to ticket resolution for</b>	jperron1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	jperron1	<b>0</b>
<b>Minimum time to ticket resolution for</b>	jperron1	<b>0</b>

**Helpdesk****kherna1**Total: **20****Closed**Total: **20**

Ticket Number: 0000090161	05/04/2004	1	05/06/2004	05/12/2004
Ticket Number: 0000090184	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number: 0000090173	05/04/2004	1	05/06/2004	05/12/2004
Ticket Number: 0000090348	05/06/2004	0	05/06/2004	05/11/2004
Ticket Number: 0000090347	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000090345	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000090344	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000090197	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number: 0000090180	05/04/2004	1	05/06/2004	05/12/2004
Ticket Number: 0000091950	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number: 0000091228	05/16/2004	1	05/17/2004	05/24/2004
Ticket Number: 0000091274	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number: 0000091277	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number: 0000090595	05/09/2004	1	05/10/2004	05/17/2004
Ticket Number: 0000090886	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number: 0000090881	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number: 0000090858	05/12/2004	7	05/19/2004	05/25/2004
Ticket Number: 0000090788	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number: 0000090598	05/10/2004	1	05/10/2004	05/17/2004
Ticket Number: 0000090646	05/10/2004	0	05/10/2004	05/17/2004

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**Average time to ticket resolution for**

kherna1

**1****Maximum time to ticket resolution for**

kherna1

**7****Minimum time to ticket resolution for**

kherna1

**0**  
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**Helpdesk**

**kincaid**

Total: **41**

**Resolved**

Total: **1**

Ticket Number: 0000092041 05/27/2004 0 05/27/2004

**Closed**

Total: **40**

Ticket Number:	0000090948	05/13/2004	0		05/13/2004
Ticket Number:	0000089927	05/03/2004	17	05/20/2004	05/26/2004
Ticket Number:	0000089874	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090275	05/05/2004	0		05/05/2004
Ticket Number:	0000090949	05/13/2004	0		05/13/2004
Ticket Number:	0000090616	05/10/2004	0		05/10/2004
Ticket Number:	0000090968	05/13/2004	0		05/13/2004
Ticket Number:	0000090967	05/13/2004	0		05/13/2004
Ticket Number:	0000090828	05/12/2004	0		05/12/2004
Ticket Number:	0000090651	05/10/2004	0		05/10/2004
Ticket Number:	0000090694	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000090953	05/13/2004	0		05/13/2004
Ticket Number:	0000091476	05/19/2004	0		05/19/2004
Ticket Number:	0000091568	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091863	05/25/2004	0		05/25/2004
Ticket Number:	0000091808	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000091826	05/25/2004	0		05/25/2004
Ticket Number:	0000091861	05/25/2004	0		05/25/2004
Ticket Number:	0000091864	05/25/2004	0		05/25/2004
Ticket Number:	0000092208	05/30/2004	2		06/01/2004
Ticket Number:	0000092197	05/30/2004	2		06/01/2004
Ticket Number:	0000092193	05/29/2004	3		06/01/2004
Ticket Number:	0000092192	05/29/2004	3		06/01/2004
Ticket Number:	0000092097	05/28/2004	0		05/28/2004
Ticket Number:	0000092029	05/27/2004	0		05/27/2004
Ticket Number:	0000092003	05/27/2004	0		05/27/2004
Ticket Number:	0000092001	05/27/2004	0		05/27/2004
Ticket Number:	0000091996	05/26/2004	0		05/27/2004
Ticket Number:	0000092229	05/31/2004	1		06/01/2004
Ticket Number:	0000091920	05/26/2004	0		05/26/2004
Ticket Number:	0000091941	05/26/2004	0		05/26/2004
Ticket Number:	0000091868	05/25/2004	0		05/25/2004
Ticket Number:	0000091862	05/25/2004	0		05/25/2004
Ticket Number:	0000091860	05/25/2004	0		05/25/2004
Ticket Number:	0000090248	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090519	05/07/2004	0		05/07/2004
Ticket Number:	0000090643	05/10/2004	0		05/10/2004
Ticket Number:	0000090308	05/05/2004	0		05/05/2004
Ticket Number:	0000090398	05/06/2004	0		05/06/2004
Ticket Number:	0000090843	05/12/2004	0		05/12/2004

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

kincaid **1**  
kincaid **17**  
kincaid **0**

**Helpdesk**

**mnolan1**

Total: **20**

**Resolved**

Total: **1**

Ticket Number: 0000092223 05/30/2004 0 05/30/2004

**Closed**

Total: **19**

Ticket Number: 0000089816	05/01/2004	1	05/02/2004	05/10/2004
Ticket Number: 0000089842	05/02/2004	0	05/02/2004	05/10/2004
Ticket Number: 0000090584	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number: 0000090581	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number: 0000090593	05/09/2004	0	05/09/2004	05/17/2004
Ticket Number: 0000090392	05/06/2004	1	05/07/2004	05/12/2004
Ticket Number: 0000090552	05/08/2004	0	05/08/2004	05/14/2004
Ticket Number: 0000090550	05/08/2004	0	05/08/2004	05/14/2004
Ticket Number: 0000090456	05/07/2004	0	05/07/2004	05/12/2004
Ticket Number: 0000090541	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number: 0000090549	05/08/2004	0	05/08/2004	05/14/2004
Ticket Number: 0000090457	05/07/2004	0	05/07/2004	05/12/2004
Ticket Number: 0000091712	05/23/2004	0	05/23/2004	05/31/2004
Ticket Number: 0000091102	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number: 0000091185	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number: 0000091184	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number: 0000091503	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number: 0000091124	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number: 0000091179	05/15/2004	0	05/15/2004	05/21/2004

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<b>Average time to ticket resolution for</b>	mnolan1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	mnolan1	<b>1</b>
<b>Minimum time to ticket resolution for</b>	mnolan1	<b>0</b>
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**Helpdesk**

**moneill1**

Total: **91**

**Resolved**

Total: **23**

Ticket Number:	0000090656	05/10/2004	22	06/01/2004
Ticket Number:	0000091649	05/21/2004	11	06/01/2004
Ticket Number:	0000091618	05/21/2004	7	05/28/2004
Ticket Number:	0000091809	05/24/2004	8	06/01/2004
Ticket Number:	0000092103	05/28/2004	0	05/28/2004
Ticket Number:	0000092101	05/28/2004	0	05/28/2004
Ticket Number:	0000092100	05/28/2004	0	05/28/2004
Ticket Number:	0000092098	05/28/2004	0	05/28/2004
Ticket Number:	0000092095	05/27/2004	0	05/28/2004
Ticket Number:	0000092090	05/27/2004	0	05/28/2004
Ticket Number:	0000092088	05/27/2004	0	05/28/2004
Ticket Number:	0000092073	05/27/2004	0	05/27/2004
Ticket Number:	0000092076	05/27/2004	1	05/28/2004
Ticket Number:	0000092075	05/27/2004	0	05/27/2004
Ticket Number:	0000092068	05/27/2004	0	05/27/2004
Ticket Number:	0000092047	05/27/2004	1	05/28/2004
Ticket Number:	0000091999	05/26/2004	1	05/28/2004
Ticket Number:	0000091998	05/26/2004	1	05/28/2004
Ticket Number:	0000091997	05/26/2004	1	05/28/2004
Ticket Number:	0000091944	05/26/2004	6	06/01/2004
Ticket Number:	0000091921	05/26/2004	6	06/01/2004
Ticket Number:	0000091829	05/25/2004	3	05/28/2004
Ticket Number:	0000091787	05/24/2004	4	05/28/2004

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>68</b>		
Ticket Number:	0000090109	05/04/2004	9	05/13/2004	05/19/2004
Ticket Number:	0000089844	05/02/2004	4	05/06/2004	05/12/2004
Ticket Number:	0000089893	05/03/2004	3	05/06/2004	05/12/2004
Ticket Number:	0000089921	05/03/2004	3	05/06/2004	05/12/2004
Ticket Number:	0000090000	05/04/2004	2	05/06/2004	05/12/2004
Ticket Number:	0000089928	05/03/2004	3	05/06/2004	05/12/2004
Ticket Number:	0000090053	05/04/2004	2	05/06/2004	05/12/2004
Ticket Number:	0000090636	05/10/2004	3	05/13/2004	05/19/2004
Ticket Number:	0000090697	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000090698	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000091781	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000090845	05/12/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000091172	05/14/2004	6	05/20/2004	05/26/2004
Ticket Number:	0000090873	05/12/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000090931	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090938	05/12/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000091059	05/13/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000091058	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000091029	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000091025	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090997	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090964	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090973	05/13/2004	7	05/20/2004	05/26/2004
Ticket Number:	0000090946	05/13/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000090945	05/13/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000090939	05/12/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000090935	05/12/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000091053	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000091037	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090903	05/12/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000091188	05/15/2004	5	05/20/2004	05/26/2004
Ticket Number:	0000091510	05/19/2004	1	05/20/2004	05/26/2004
Ticket Number:	0000091518	05/20/2004	1	05/20/2004	05/26/2004
Ticket Number:	0000091527	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091909	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091600	05/20/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091599	05/20/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091598	05/20/2004	1	05/21/2004	05/27/2004
Ticket Number:	0000091588	05/20/2004	1	05/21/2004	05/27/2004
Ticket Number:	0000091543	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091525	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091511	05/19/2004	1	05/20/2004	05/26/2004
Ticket Number:	0000091611	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091499	05/19/2004	1	05/20/2004	05/26/2004
Ticket Number:	0000091343	05/18/2004	2	05/20/2004	05/26/2004
Ticket Number:	0000091621	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091623	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091931	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091778	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091665	05/21/2004	4	05/25/2004	05/25/2004
Ticket Number:	0000091643	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091661	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000091627	05/21/2004	0	05/21/2004	05/27/2004

**Helpdesk**

Ticket Number:	0000090141	05/04/2004	9	05/13/2004	05/19/2004
Ticket Number:	0000090555	05/08/2004	5	05/13/2004	05/19/2004
Ticket Number:	0000090442	05/06/2004	7	05/13/2004	05/19/2004
Ticket Number:	0000090431	05/06/2004	7	05/13/2004	05/19/2004
Ticket Number:	0000090430	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090426	05/06/2004	4	05/10/2004	05/17/2004
Ticket Number:	0000090383	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090359	05/06/2004	7	05/13/2004	05/19/2004
Ticket Number:	0000090352	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090351	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090179	05/04/2004	2	05/06/2004	05/12/2004
Ticket Number:	0000090278	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090205	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090182	05/04/2004	9	05/13/2004	05/19/2004
Ticket Number:	0000090193	05/05/2004	2	05/06/2004	05/12/2004
-----					
<b>Average time to ticket resolution for</b>	moneilll		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	moneilll		<b>22</b>		
<b>Minimum time to ticket resolution for</b>	moneilll		<b>0</b>		
<hr/>					
<b>myers</b>		<u>Total:</u>	<b>12</b>		
	<b>Resolved</b>	<u>Total:</u>	<b>1</b>		
Ticket Number:	0000090237	05/05/2004	0	05/05/2004	05/05/2004
	<b>Closed</b>	<u>Total:</u>	<b>11</b>		
Ticket Number:	0000089873	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090994	05/13/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000091071	05/14/2004	12	05/26/2004	06/01/2004
Ticket Number:	0000090409	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090499	05/07/2004	4	05/11/2004	05/17/2004
Ticket Number:	0000091804	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000091830	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091831	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091834	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091832	05/25/2004	1	05/26/2004	06/01/2004
Ticket Number:	0000091142	05/14/2004	3	05/17/2004	05/24/2004
-----					
<b>Average time to ticket resolution for</b>	myers		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	myers		<b>12</b>		
<b>Minimum time to ticket resolution for</b>	myers		<b>0</b>		
<hr/>					

**Helpdesk**

**myo**

**Resolved**

Total: **70**

Total: **3**

Ticket Number:	0000091763	05/24/2004	4	05/28/2004
Ticket Number:	0000092127	05/28/2004	0	05/28/2004
Ticket Number:	0000092155	05/28/2004	0	05/28/2004

**Helpdesk**

	<b>Closed</b>	<u>Total:</u>	<b>67</b>		
Ticket Number:	0000090052	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090490	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000089870	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090597	05/09/2004	1	05/10/2004	05/17/2004
Ticket Number:	0000090727	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090726	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090725	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090657	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000090729	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000091057	05/13/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000090957	05/13/2004	7	05/20/2004	05/26/2004
Ticket Number:	0000090764	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090744	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000091261	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091421	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091381	05/18/2004	6	05/24/2004	05/31/2004
Ticket Number:	0000091332	05/17/2004	7	05/24/2004	05/31/2004
Ticket Number:	0000091308	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091326	05/17/2004	7	05/24/2004	05/31/2004
Ticket Number:	0000091329	05/17/2004	7	05/24/2004	05/31/2004
Ticket Number:	0000091697	05/23/2004	1	05/24/2004	05/31/2004
Ticket Number:	0000091715	05/23/2004	1	05/24/2004	05/31/2004
Ticket Number:	0000091729	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091718	05/23/2004	1	05/24/2004	05/31/2004
Ticket Number:	0000091709	05/23/2004	1	05/24/2004	05/31/2004
Ticket Number:	0000091698	05/23/2004	1	05/24/2004	05/31/2004
Ticket Number:	0000091701	05/23/2004	1	05/24/2004	05/31/2004
Ticket Number:	0000091708	05/23/2004	1	05/24/2004	05/31/2004
Ticket Number:	0000090048	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090062	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090058	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090494	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090257	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090242	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090402	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090234	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090229	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090214	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090129	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090124	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090123	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090400	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090372	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090371	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090305	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090304	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090297	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090296	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090295	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090290	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090288	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090272	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090265	05/05/2004	0	05/05/2004	05/11/2004

**Helpdesk**

Ticket Number:	0000090122	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090125	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090120	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090117	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090107	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090103	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090102	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090093	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090306	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090135	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090133	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090132	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090074	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090055	05/04/2004	0	05/04/2004	05/10/2004
-----			-----		
<b>Average time to ticket resolution for</b>	myo		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	myo		<b>7</b>		
<b>Minimum time to ticket resolution for</b>	myo		<b>0</b>		
<hr/>					
<b>nevans1</b>	<u>Total:</u>	<b>2</b>			
<b>Resolved</b>	<u>Total:</u>	<b>1</b>			
Ticket Number:	0000091322	05/17/2004	11	05/28/2004	
<b>Closed</b>	<u>Total:</u>	<b>1</b>			
Ticket Number:	0000090094	05/04/2004	14	05/18/2004	05/24/2004
-----			-----		
<b>Average time to ticket resolution for</b>	nevans1		<b>12</b>		
<b>Maximum time to ticket resolution for</b>	nevans1		<b>14</b>		
<b>Minimum time to ticket resolution for</b>	nevans1		<b>11</b>		
<hr/>					

**Helpdesk**

<b>nitinr1</b>	<u>Total:</u> 55		
<b>Resolved</b>	<u>Total:</u> 26		
Ticket Number: 0000092167	05/28/2004	0	05/28/2004
Ticket Number: 0000092182	05/29/2004	0	05/29/2004
Ticket Number: 0000092170	05/28/2004	0	05/29/2004
Ticket Number: 0000092173	05/28/2004	0	05/29/2004
Ticket Number: 0000092191	05/29/2004	1	05/30/2004
Ticket Number: 0000092186	05/29/2004	0	05/29/2004
Ticket Number: 0000092187	05/29/2004	0	05/29/2004
Ticket Number: 0000092188	05/29/2004	0	05/29/2004
Ticket Number: 0000092185	05/29/2004	0	05/29/2004
Ticket Number: 0000092180	05/29/2004	0	05/29/2004
Ticket Number: 0000092177	05/29/2004	0	05/29/2004
Ticket Number: 0000092175	05/29/2004	0	05/29/2004
Ticket Number: 0000092176	05/29/2004	0	05/29/2004
Ticket Number: 0000092211	05/30/2004	0	05/30/2004
Ticket Number: 0000092207	05/30/2004	0	05/30/2004
Ticket Number: 0000092205	05/30/2004	0	05/30/2004
Ticket Number: 0000092203	05/30/2004	0	05/30/2004
Ticket Number: 0000092202	05/30/2004	0	05/30/2004
Ticket Number: 0000092201	05/30/2004	0	05/30/2004
Ticket Number: 0000092195	05/29/2004	1	05/30/2004
Ticket Number: 0000092172	05/28/2004	0	05/29/2004
Ticket Number: 0000092160	05/28/2004	0	05/28/2004
Ticket Number: 0000092169	05/28/2004	1	05/29/2004
Ticket Number: 0000092206	05/30/2004	0	05/30/2004
Ticket Number: 0000092165	05/28/2004	0	05/28/2004
Ticket Number: 0000091917	05/26/2004	4	05/30/2004

**Helpdesk**

<b>Closed</b>	<u>Total:</u>	<b>29</b>		
Ticket Number: 0000090538	05/07/2004	1	05/08/2004	05/14/2004
Ticket Number: 0000089824	05/01/2004	0	05/01/2004	05/07/2004
Ticket Number: 0000089829	05/01/2004	0	05/01/2004	05/07/2004
Ticket Number: 0000089987	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number: 0000089983	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number: 0000089981	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number: 0000089865	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number: 0000089827	05/01/2004	0	05/01/2004	05/07/2004
Ticket Number: 0000089821	05/01/2004	0	05/01/2004	05/07/2004
Ticket Number: 0000090650	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number: 0000090890	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number: 0000091192	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number: 0000090445	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000090447	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000090448	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000090449	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000090645	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number: 0000090450	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000090446	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number: 0000091200	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number: 0000091293	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number: 0000091480	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number: 0000091311	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number: 0000091285	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number: 0000091197	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number: 0000091232	05/16/2004	0	05/16/2004	05/24/2004
Ticket Number: 0000091271	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number: 0000091230	05/16/2004	0	05/16/2004	05/24/2004
Ticket Number: 0000091164	05/14/2004	1	05/15/2004	05/21/2004
<hr style="border-top: 1px dashed black;"/>				
<b>Average time to ticket resolution for</b>	nitinr1	<b>0</b>		
<b>Maximum time to ticket resolution for</b>	nitinr1	<b>4</b>		
<b>Minimum time to ticket resolution for</b>	nitinr1	<b>0</b>		
<hr/>				
<b>pzearf01</b>	<u>Total:</u>	<b>1</b>		
<hr/>				
<b>Closed</b>	<u>Total:</u>	<b>1</b>		
<hr/>				
Ticket Number: 0000090971	05/13/2004	0		05/13/2004
<hr style="border-top: 1px dashed black;"/>				
<b>Average time to ticket resolution for</b>	pzearf01	<b>0</b>		
<b>Maximum time to ticket resolution for</b>	pzearf01	<b>0</b>		
<b>Minimum time to ticket resolution for</b>	pzearf01	<b>0</b>		
<hr/>				

**Helpdesk**

**ramosm1**

Total: **14**

**Closed**

Total: **14**

Ticket Number:	0000091199	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number:	0000089938	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000089808	05/01/2004	1	05/01/2004	05/07/2004
Ticket Number:	0000089822	05/01/2004	0	05/01/2004	05/07/2004
Ticket Number:	0000089814	05/01/2004	0	05/01/2004	05/07/2004
Ticket Number:	0000091132	05/14/2004	0		05/14/2004
Ticket Number:	0000091198	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number:	0000091195	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number:	0000091194	05/15/2004	0	05/15/2004	05/21/2004
Ticket Number:	0000090524	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090534	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090554	05/08/2004	0	05/08/2004	05/14/2004
Ticket Number:	0000090558	05/08/2004	0	05/08/2004	05/14/2004
Ticket Number:	0000090553	05/08/2004	0	05/08/2004	05/14/2004

-----  
**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**

**talder1**

Total: **30**

**Resolved**

Total: **4**

Ticket Number:	0000090059	05/04/2004	23	05/27/2004
Ticket Number:	0000090819	05/11/2004	16	05/27/2004
Ticket Number:	0000092039	05/27/2004	0	05/27/2004
Ticket Number:	0000090083	05/04/2004	23	05/27/2004

**Closed**

Total: **26**

Ticket Number:	0000090038	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090068	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090152	05/04/2004	8	05/12/2004	05/18/2004
Ticket Number:	0000089940	05/03/2004	3	05/06/2004	05/12/2004
Ticket Number:	0000089967	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089979	05/03/2004	4	05/07/2004	05/13/2004
Ticket Number:	0000090017	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090012	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000089984	05/03/2004	16	05/19/2004	05/25/2004
Ticket Number:	0000089975	05/03/2004	2	05/05/2004	05/11/2004
Ticket Number:	0000089943	05/03/2004	2	05/05/2004	05/11/2004
Ticket Number:	0000090940	05/12/2004	7	05/19/2004	05/25/2004
Ticket Number:	0000090060	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090198	05/05/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090452	05/06/2004	12	05/19/2004	05/25/2004
Ticket Number:	0000090340	05/05/2004	13	05/19/2004	05/25/2004
Ticket Number:	0000090318	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090302	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090241	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090239	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090210	05/05/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090201	05/05/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090170	05/04/2004	8	05/12/2004	05/18/2004
Ticket Number:	0000090328	05/05/2004	7	05/12/2004	05/18/2004
Ticket Number:	0000090150	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090098	05/04/2004	1	05/05/2004	05/11/2004

-----				
<b>Average time to ticket resolution for</b>	talder1			<b>5</b>
<b>Maximum time to ticket resolution for</b>	talder1			<b>23</b>
<b>Minimum time to ticket resolution for</b>	talder1			<b>0</b>

**tmccray1**

Total: **3**

**Closed**

Total: **3**

Ticket Number:	0000091224	05/16/2004	0	05/16/2004	05/24/2004
Ticket Number:	0000091226	05/16/2004	0	05/16/2004	05/24/2004
Ticket Number:	0000091229	05/16/2004	0	05/16/2004	05/24/2004

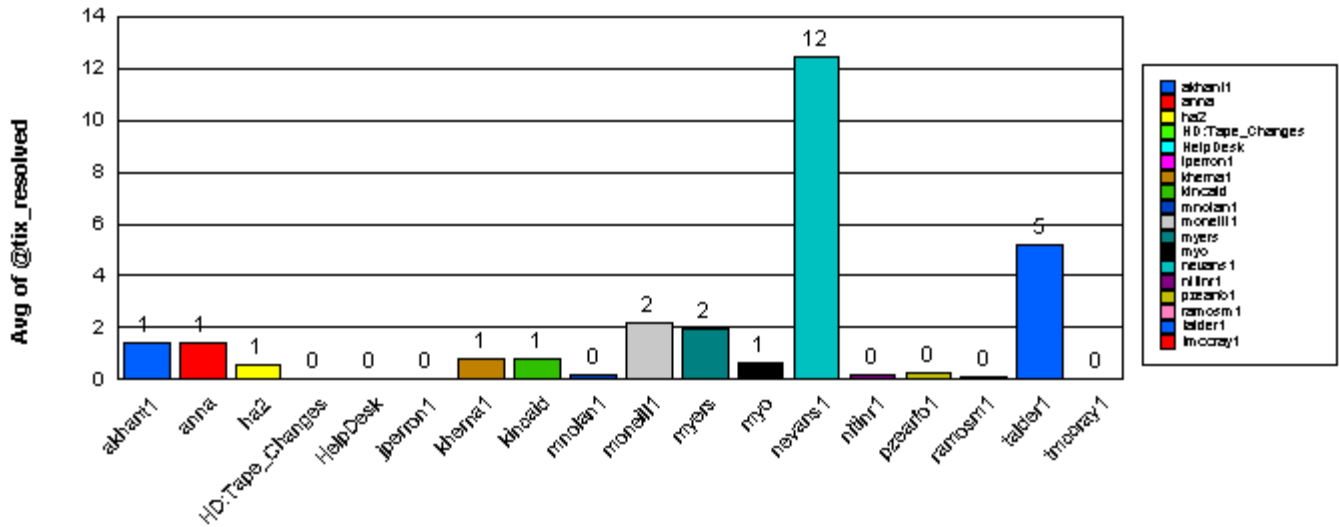
-----				
<b>Average time to ticket resolution for</b>	tmccray1			<b>0</b>
<b>Maximum time to ticket resolution for</b>	tmccray1			<b>0</b>
<b>Minimum time to ticket resolution for</b>	tmccray1			<b>0</b>

**Helpdesk**

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	23
Minimum time to ticket resolution for	Helpdesk	0

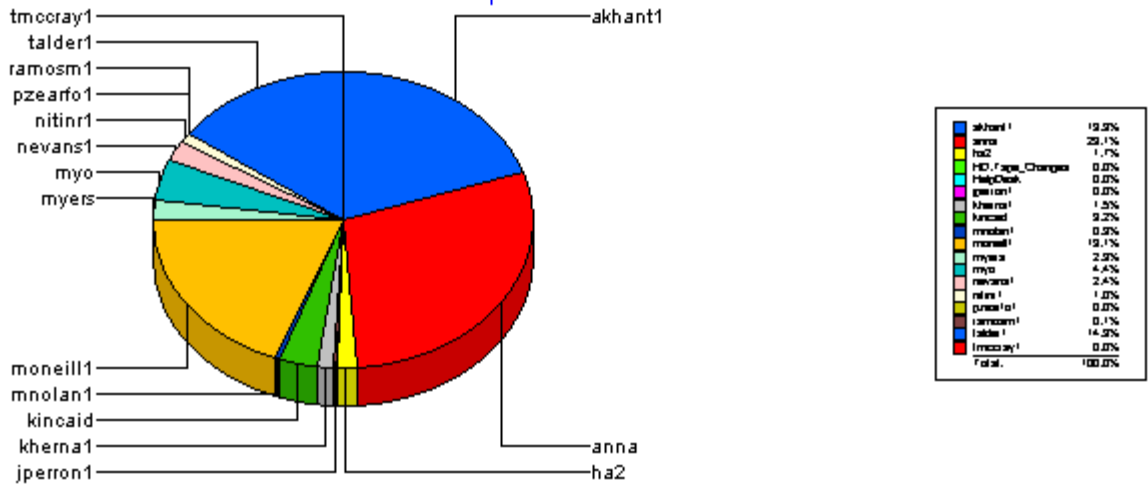
**Avg of Each Ticket Resolved**

For Helpdesk



**Percentage of Sum of Tickets Resolved**

For Helpdesk



**Human Resources**

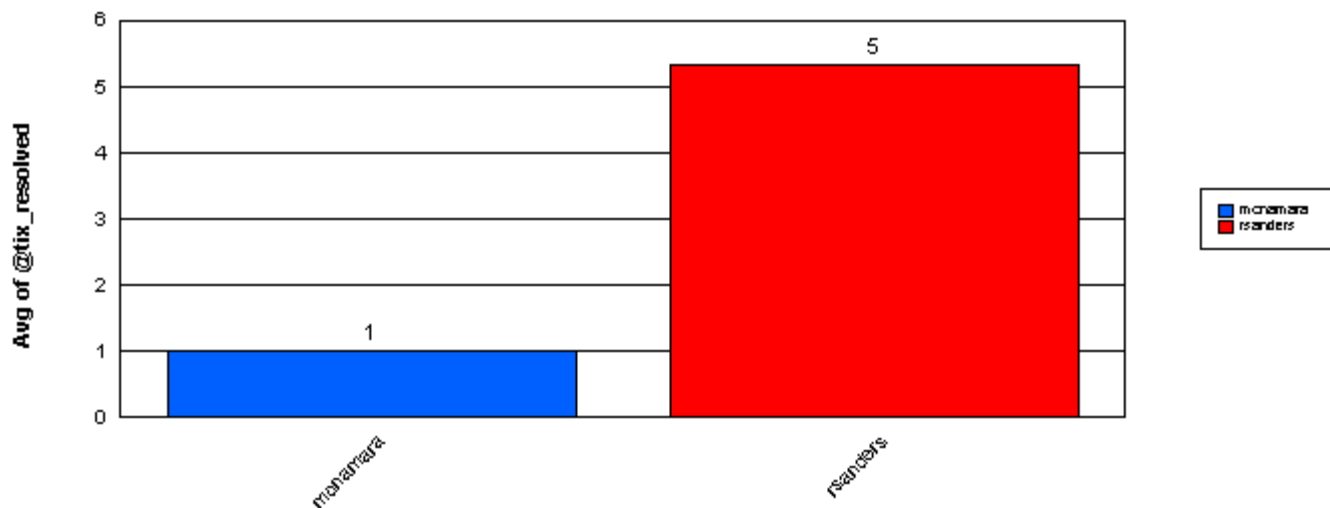
		<b>Total:</b>	<b>13</b>		
<b>mcnamara</b>		<b>Total:</b>	<b>3</b>		
<b>Closed</b>		<b>Total:</b>	<b>3</b>		
Ticket Number:	0000091405	05/18/2004	0		05/18/2004
Ticket Number:	0000091650	05/21/2004	3	05/24/2004	05/31/2004
Ticket Number:	0000092061	05/27/2004	0		05/27/2004
-----					
<b>Average time to ticket resolution for</b>		mcnamara	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		mcnamara	<b>3</b>		
<b>Minimum time to ticket resolution for</b>		mcnamara	<b>0</b>		
<hr/>					
<b>rsanders</b>		<b>Total:</b>	<b>10</b>		
<b>Resolved</b>		<b>Total:</b>	<b>1</b>		
Ticket Number:	0000092078	05/27/2004	0	05/27/2004	
<b>Closed</b>		<b>Total:</b>	<b>9</b>		
Ticket Number:	0000090069	05/04/2004	14		05/18/2004
Ticket Number:	0000090792	05/11/2004	7	05/18/2004	05/24/2004
Ticket Number:	0000090798	05/11/2004	7		05/18/2004
Ticket Number:	0000090281	05/05/2004	6	05/11/2004	05/17/2004
Ticket Number:	0000091382	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091393	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091481	05/19/2004	7		05/26/2004
Ticket Number:	0000091419	05/18/2004	0		05/18/2004
Ticket Number:	0000091147	05/14/2004	12	05/26/2004	06/01/2004
-----					
<b>Average time to ticket resolution for</b>		rsanders	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		rsanders	<b>14</b>		
<b>Minimum time to ticket resolution for</b>		rsanders	<b>0</b>		
<hr/>					

### Human Resources

Average time to ticket resolution for	Human Resour	4
Maximum time to ticket resolution for	Human Resour	14
Minimum time to ticket resolution for	Human Resour	0

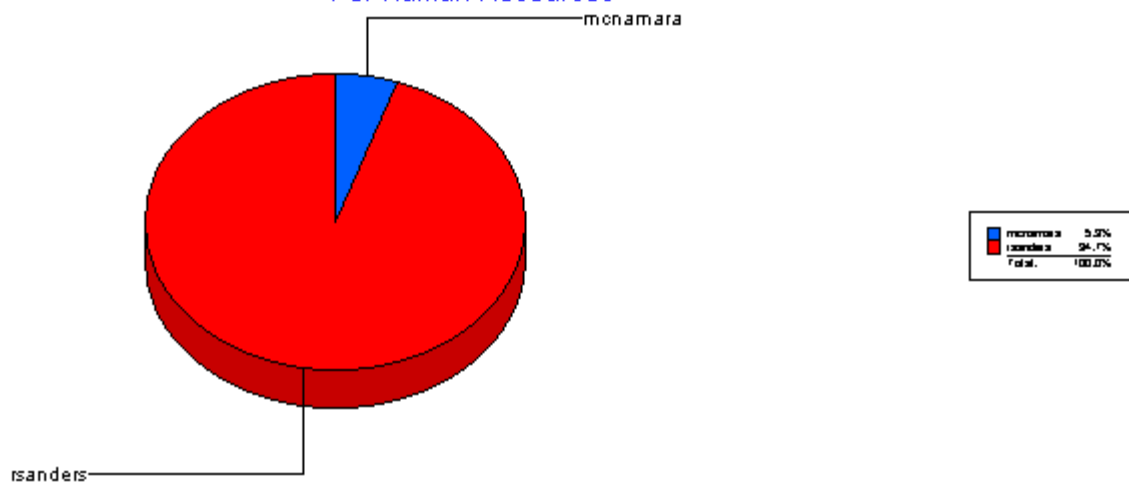
## Avg of Each Ticket Resolved

For Human Resources



## Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total:    **56**

jesse

Total:    **28**

**Resolved**

Total:    **5**

Ticket Number:	0000091806	05/24/2004	4	05/28/2004
Ticket Number:	0000091897	05/25/2004	2	05/27/2004
Ticket Number:	0000092028	05/27/2004	0	05/27/2004
Ticket Number:	0000092121	05/28/2004	0	05/28/2004
Ticket Number:	0000092054	05/27/2004	0	05/27/2004

**Closed**

Total:    **23**

Ticket Number:	0000091315	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000089887	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090209	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090782	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000090999	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090993	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090982	05/13/2004	1	05/14/2004	05/20/2004
Ticket Number:	0000091100	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091291	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091292	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091953	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091479	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091383	05/18/2004	8	05/26/2004	06/01/2004
Ticket Number:	0000091317	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091252	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000090036	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090252	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090255	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090130	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090485	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090097	05/04/2004	1		05/05/2004
Ticket Number:	0000091634	05/21/2004	4	05/25/2004	05/31/2004
Ticket Number:	0000091683	05/22/2004	3	05/25/2004	05/31/2004

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<b>Average time to ticket resolution for</b>	jesse	<b>1</b>
<b>Maximum time to ticket resolution for</b>	jesse	<b>8</b>
<b>Minimum time to ticket resolution for</b>	jesse	<b>0</b>
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LAN

ostrove

Total: 26

**Resolved**

Total: 2

Ticket Number:	0000092084	05/27/2004	0	05/27/2004	
Ticket Number:	0000092128	05/28/2004	4	06/01/2004	

**Closed**

Total: 24

Ticket Number:	0000090313	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000089855	05/02/2004	4	05/06/2004	05/12/2004
Ticket Number:	0000089905	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090617	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000090835	05/12/2004	0	05/12/2004	05/12/2004
Ticket Number:	0000090998	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090981	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090894	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090872	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090864	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090678	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000090633	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000090756	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090732	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000091050	05/13/2004	5	05/18/2004	05/24/2004
Ticket Number:	0000090620	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000091771	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000091872	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000090349	05/06/2004	13		05/19/2004
Ticket Number:	0000090396	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090377	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000091777	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000091458	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091483	05/19/2004	1	05/20/2004	05/26/2004

<b>Average time to ticket resolution for</b>	ostrove	<b>1</b>
<b>Maximum time to ticket resolution for</b>	ostrove	<b>13</b>
<b>Minimum time to ticket resolution for</b>	ostrove	<b>0</b>

vladimir

Total: 2

**Resolved**

Total: 1

Ticket Number:	0000092050	05/27/2004	0	05/27/2004	
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**Closed**

Total: 1

Ticket Number:	0000090433	05/06/2004	5	05/11/2004	05/17/2004
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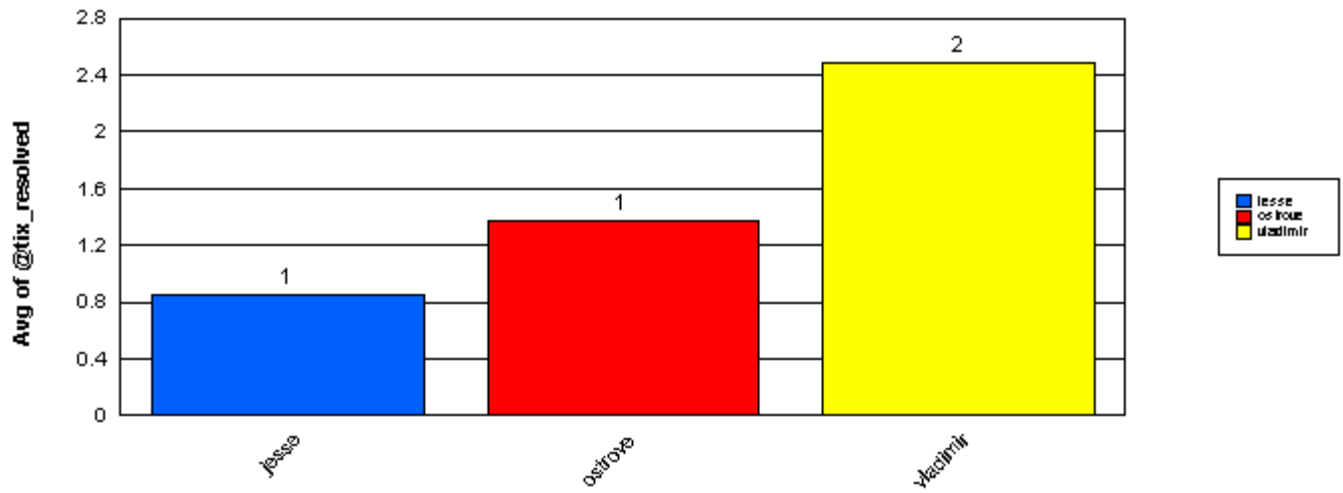
<b>Average time to ticket resolution for</b>	vladimir	<b>2</b>
<b>Maximum time to ticket resolution for</b>	vladimir	<b>5</b>
<b>Minimum time to ticket resolution for</b>	vladimir	<b>0</b>

LAN

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

### Avg of Each Ticket Resolved

For LAN



### Percentage of Sum of Tickets Resolved

For LAN



**New Media**

		<u>Total:</u>	<b>105</b>		
<b>ebenson1</b>		<u>Total:</u>	<b>20</b>		
<b>Resolved</b>		<u>Total:</u>	<b>6</b>		
Ticket Number:	0000091987	05/26/2004	2	05/28/2004	
Ticket Number:	0000091988	05/26/2004	2	05/28/2004	
Ticket Number:	0000092030	05/27/2004	1	05/28/2004	
Ticket Number:	0000092120	05/28/2004	0	05/28/2004	
Ticket Number:	0000092119	05/28/2004	0	05/28/2004	
Ticket Number:	0000092118	05/28/2004	0	05/28/2004	
<b>Closed</b>		<u>Total:</u>	<b>14</b>		
Ticket Number:	0000091039	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000091040	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090049	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000090235	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090233	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090231	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000091743	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091736	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091961	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000091788	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000091764	05/24/2004	2	05/26/2004	06/01/2004
Ticket Number:	0000091750	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091752	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091745	05/24/2004	0	05/24/2004	05/31/2004
-----				-----	
<b>Average time to ticket resolution for</b>		ebenson1	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		ebenson1	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		ebenson1	<b>0</b>		

**New Media**

**rarmstro**

Total: **84**

**Resolved**

Total: **21**

Ticket Number:	0000091982	05/26/2004	1	05/27/2004
Ticket Number:	0000091986	05/26/2004	1	05/27/2004
Ticket Number:	0000091984	05/26/2004	1	05/27/2004
Ticket Number:	0000091985	05/26/2004	1	05/27/2004
Ticket Number:	0000092060	05/27/2004	5	06/01/2004
Ticket Number:	0000092089	05/27/2004	1	05/28/2004
Ticket Number:	0000092093	05/27/2004	1	05/28/2004
Ticket Number:	0000092256	05/31/2004	1	06/01/2004
Ticket Number:	0000092254	05/31/2004	1	06/01/2004
Ticket Number:	0000092253	05/31/2004	1	06/01/2004
Ticket Number:	0000092252	05/31/2004	1	06/01/2004
Ticket Number:	0000092251	05/31/2004	1	06/01/2004
Ticket Number:	0000092243	05/31/2004	0	05/31/2004
Ticket Number:	0000092242	05/31/2004	0	05/31/2004
Ticket Number:	0000092239	05/31/2004	0	05/31/2004
Ticket Number:	0000092240	05/31/2004	0	05/31/2004
Ticket Number:	0000092238	05/31/2004	0	05/31/2004
Ticket Number:	0000092198	05/30/2004	0	05/30/2004
Ticket Number:	0000092189	05/29/2004	0	05/29/2004
Ticket Number:	0000092146	05/28/2004	1	05/29/2004
Ticket Number:	0000092117	05/28/2004	4	06/01/2004

**New Media**

	<b>Closed</b>	<b>Total:</b>	<b>63</b>		
Ticket Number: 0000090039	05/04/2004	2		05/06/2004	05/12/2004
Ticket Number: 0000090625	05/10/2004	0			05/10/2004
Ticket Number: 0000090671	05/10/2004	0		05/10/2004	05/17/2004
Ticket Number: 0000090025	05/04/2004	2		05/06/2004	05/12/2004
Ticket Number: 0000090687	05/10/2004	0			05/10/2004
Ticket Number: 0000090674	05/10/2004	0		05/10/2004	05/17/2004
Ticket Number: 0000091034	05/13/2004	4		05/17/2004	05/24/2004
Ticket Number: 0000091033	05/13/2004	0		05/13/2004	05/19/2004
Ticket Number: 0000091017	05/13/2004	0		05/13/2004	05/14/2004
Ticket Number: 0000091013	05/13/2004	0		05/13/2004	05/19/2004
Ticket Number: 0000090812	05/11/2004	1		05/12/2004	05/18/2004
Ticket Number: 0000090814	05/11/2004	1		05/12/2004	05/18/2004
Ticket Number: 0000090810	05/11/2004	1		05/12/2004	05/18/2004
Ticket Number: 0000090739	05/11/2004	0		05/11/2004	05/17/2004
Ticket Number: 0000090737	05/11/2004	0		05/11/2004	05/17/2004
Ticket Number: 0000090736	05/11/2004	0		05/11/2004	05/17/2004
Ticket Number: 0000090731	05/11/2004	0		05/11/2004	05/17/2004
Ticket Number: 0000090720	05/11/2004	0		05/11/2004	05/17/2004
Ticket Number: 0000090712	05/11/2004	0		05/11/2004	05/17/2004
Ticket Number: 0000090709	05/10/2004	1		05/12/2004	05/18/2004
Ticket Number: 0000090677	05/10/2004	0		05/10/2004	05/17/2004
Ticket Number: 0000090673	05/10/2004	0		05/10/2004	05/17/2004
Ticket Number: 0000090746	05/11/2004	1		05/12/2004	05/18/2004
Ticket Number: 0000090662	05/10/2004	0		05/10/2004	05/17/2004
Ticket Number: 0000090664	05/10/2004	0		05/10/2004	05/17/2004
Ticket Number: 0000090661	05/10/2004	0		05/10/2004	05/17/2004
Ticket Number: 0000091680	05/22/2004	5			05/27/2004
Ticket Number: 0000092200	05/30/2004	1			05/31/2004
Ticket Number: 0000091904	05/25/2004	1		05/26/2004	06/01/2004
Ticket Number: 0000091810	05/24/2004	1		05/25/2004	05/31/2004
Ticket Number: 0000091992	05/26/2004	1		05/27/2004	05/28/2004
Ticket Number: 0000091790	05/24/2004	2			05/26/2004
Ticket Number: 0000091789	05/24/2004	3			05/27/2004
Ticket Number: 0000091681	05/22/2004	10			06/01/2004
Ticket Number: 0000091738	05/24/2004	8			06/01/2004
Ticket Number: 0000091682	05/22/2004	10			06/01/2004
Ticket Number: 0000090719	05/11/2004	0		05/11/2004	05/17/2004
Ticket Number: 0000090421	05/06/2004	0		05/06/2004	05/12/2004
Ticket Number: 0000090432	05/06/2004	1		05/07/2004	05/13/2004
Ticket Number: 0000090459	05/07/2004	4			05/11/2004
Ticket Number: 0000091021	05/13/2004	4		05/17/2004	05/24/2004
Ticket Number: 0000090556	05/08/2004	2		05/10/2004	05/17/2004
Ticket Number: 0000091105	05/14/2004	0		05/14/2004	05/20/2004
Ticket Number: 0000091272	05/17/2004	0		05/17/2004	05/24/2004
Ticket Number: 0000091250	05/17/2004	0			05/17/2004
Ticket Number: 0000091249	05/17/2004	0		05/17/2004	05/17/2004
Ticket Number: 0000091248	05/17/2004	0			05/17/2004
Ticket Number: 0000091246	05/17/2004	0			05/17/2004
Ticket Number: 0000091245	05/17/2004	0			05/17/2004
Ticket Number: 0000091243	05/17/2004	0		05/17/2004	05/24/2004
Ticket Number: 0000091242	05/17/2004	0		05/17/2004	05/24/2004
Ticket Number: 0000091234	05/17/2004	0		05/17/2004	05/24/2004
Ticket Number: 0000092070	05/27/2004	1			05/28/2004

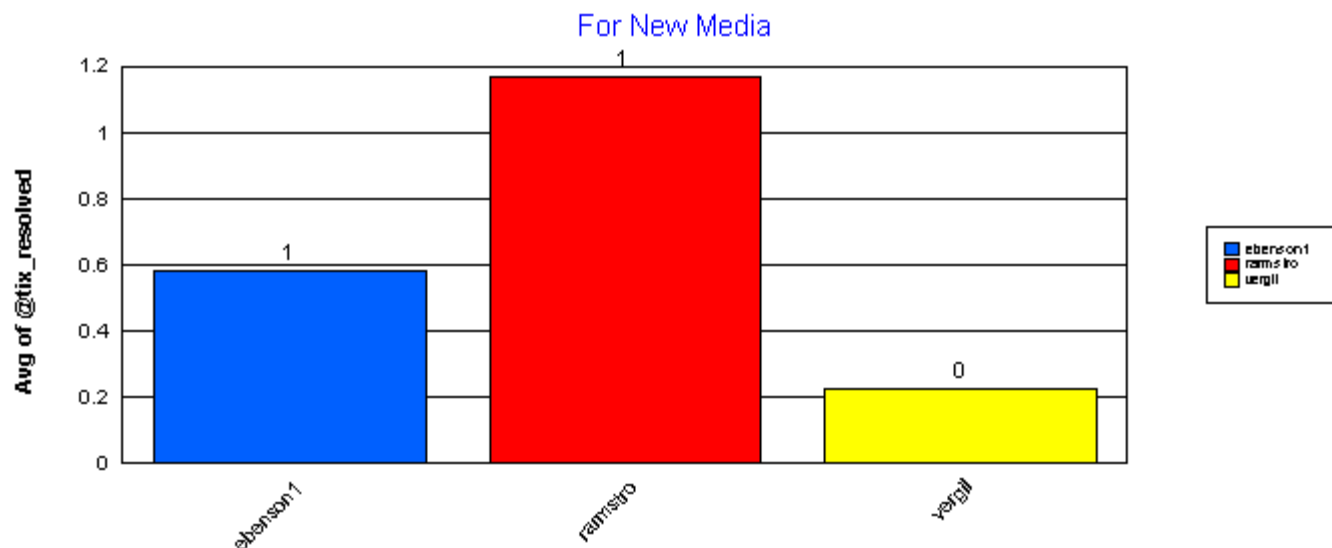
**New Media**

Ticket Number:	0000091389	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091319	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091275	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091196	05/15/2004	2	05/17/2004	05/24/2004
Ticket Number:	0000091174	05/14/2004	3	05/17/2004	05/24/2004
Ticket Number:	0000091138	05/14/2004	3	05/17/2004	05/24/2004
Ticket Number:	0000091223	05/16/2004	1	05/17/2004	05/24/2004
Ticket Number:	0000091137	05/14/2004	3	05/17/2004	05/24/2004
Ticket Number:	0000091108	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091141	05/14/2004	3	05/17/2004	05/24/2004
<hr/>					
<b>Average time to ticket resolution for</b>	rarmstro		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	rarmstro		<b>10</b>		
<b>Minimum time to ticket resolution for</b>	rarmstro		<b>0</b>		
<hr/>					
vergil		<u>Total:</u>	<b>1</b>		
<hr/>					
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
<hr/>					
Ticket Number:	0000091472	05/19/2004	0		05/19/2004
<hr/>					
<b>Average time to ticket resolution for</b>	vergil		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	vergil		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	vergil		<b>0</b>		
<hr/>					

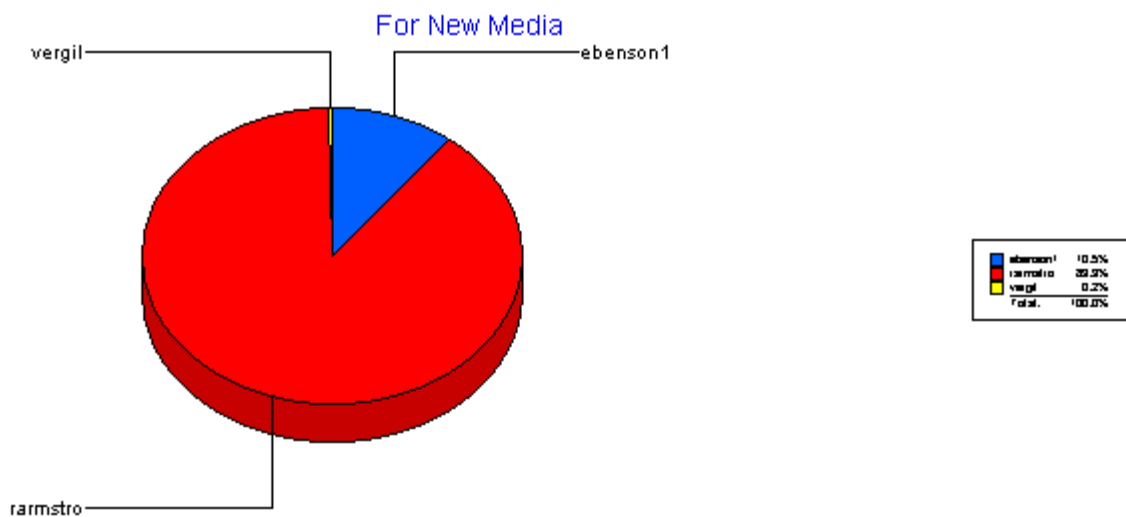
**New Media**

Average time to ticket resolution for	New Media	1
Maximum time to ticket resolution for	New Media	10
Minimum time to ticket resolution for	New Media	0

### Avg of Each Ticket Resolved



### Percentage of Sum of Tickets Resolved



OIT BSG Non People

		<u>Total:</u>	<b>176</b>
<b>BSG:HP3000_Systems</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000090475	05/07/2004	0
-----		-----	-----
<b>Average time to ticket resolution for</b>	BSG:HP3000_S		<b>0</b>
<b>Maximum time to ticket resolution for</b>	BSG:HP3000_S		<b>0</b>
<b>Minimum time to ticket resolution for</b>	BSG:HP3000_S		<b>0</b>
<b>BSG:Operational_Support</b>		<u>Total:</u>	<b>27</b>
<b>Closed</b>		<u>Total:</u>	<b>27</b>
Ticket Number:	0000090471	05/07/2004	0
Ticket Number:	0000090483	05/07/2004	0
Ticket Number:	0000090240	05/05/2004	0
Ticket Number:	0000090501	05/07/2004	0
Ticket Number:	0000090470	05/07/2004	0
Ticket Number:	0000090478	05/07/2004	0
Ticket Number:	0000091856	05/25/2004	0
Ticket Number:	0000092046	05/27/2004	0
Ticket Number:	0000092055	05/27/2004	0
Ticket Number:	0000091858	05/25/2004	0
Ticket Number:	0000091857	05/25/2004	0
Ticket Number:	0000091083	05/14/2004	0
Ticket Number:	0000091457	05/19/2004	0
Ticket Number:	0000091456	05/19/2004	0
Ticket Number:	0000091269	05/17/2004	0
Ticket Number:	0000091268	05/17/2004	0
Ticket Number:	0000091259	05/17/2004	0
Ticket Number:	0000091110	05/14/2004	0
Ticket Number:	0000091556	05/20/2004	0
Ticket Number:	0000090991	05/13/2004	0
Ticket Number:	0000090876	05/12/2004	0
Ticket Number:	0000091557	05/20/2004	0
Ticket Number:	0000090675	05/10/2004	0
Ticket Number:	0000090850	05/12/2004	0
Ticket Number:	0000091375	05/18/2004	0
Ticket Number:	0000091558	05/20/2004	0
Ticket Number:	0000089885	05/03/2004	0
-----		-----	-----
<b>Average time to ticket resolution for</b>	BSG:Operation		<b>0</b>
<b>Maximum time to ticket resolution for</b>	BSG:Operation		<b>0</b>
<b>Minimum time to ticket resolution for</b>	BSG:Operation		<b>0</b>

OIT BSG Non People  
BSG:Web\_Infrastructure

Total: 111

OIT BSG Non People

	<u>Closed</u>	<u>Total:</u>	<b>111</b>	
Ticket Number:	0000089881	05/03/2004	0	05/03/2004
Ticket Number:	0000090001	05/04/2004	0	05/04/2004
Ticket Number:	0000089882	05/03/2004	0	05/03/2004
Ticket Number:	0000089883	05/03/2004	0	05/03/2004
Ticket Number:	0000090611	05/10/2004	0	05/10/2004
Ticket Number:	0000090610	05/10/2004	0	05/10/2004
Ticket Number:	0000090958	05/13/2004	0	05/13/2004
Ticket Number:	0000090956	05/13/2004	0	05/13/2004
Ticket Number:	0000090955	05/13/2004	0	05/13/2004
Ticket Number:	0000090917	05/12/2004	0	05/12/2004
Ticket Number:	0000090915	05/12/2004	0	05/12/2004
Ticket Number:	0000090914	05/12/2004	0	05/12/2004
Ticket Number:	0000090910	05/12/2004	0	05/12/2004
Ticket Number:	0000090893	05/12/2004	0	05/12/2004
Ticket Number:	0000090840	05/12/2004	0	05/12/2004
Ticket Number:	0000091044	05/13/2004	0	05/13/2004
Ticket Number:	0000091043	05/13/2004	0	05/13/2004
Ticket Number:	0000091042	05/13/2004	0	05/13/2004
Ticket Number:	0000091041	05/13/2004	0	05/13/2004
Ticket Number:	0000091019	05/13/2004	0	05/13/2004
Ticket Number:	0000091008	05/13/2004	0	05/13/2004
Ticket Number:	0000091006	05/13/2004	0	05/13/2004
Ticket Number:	0000091005	05/13/2004	0	05/13/2004
Ticket Number:	0000090989	05/13/2004	0	05/13/2004
Ticket Number:	0000090962	05/13/2004	0	05/13/2004
Ticket Number:	0000090961	05/13/2004	0	05/13/2004
Ticket Number:	0000090960	05/13/2004	0	05/13/2004
Ticket Number:	0000090959	05/13/2004	0	05/13/2004
Ticket Number:	0000090839	05/12/2004	0	05/12/2004
Ticket Number:	0000090750	05/11/2004	0	05/11/2004
Ticket Number:	0000090749	05/11/2004	0	05/11/2004
Ticket Number:	0000090748	05/11/2004	0	05/11/2004
Ticket Number:	0000090909	05/12/2004	0	05/12/2004
Ticket Number:	0000090714	05/11/2004	0	05/11/2004
Ticket Number:	0000090713	05/11/2004	0	05/11/2004
Ticket Number:	0000090669	05/10/2004	0	05/10/2004
Ticket Number:	0000091024	05/13/2004	0	05/13/2004
Ticket Number:	0000091022	05/13/2004	0	05/13/2004
Ticket Number:	0000091020	05/13/2004	0	05/13/2004
Ticket Number:	0000090842	05/12/2004	0	05/12/2004
Ticket Number:	0000090841	05/12/2004	0	05/12/2004
Ticket Number:	0000090613	05/10/2004	0	05/10/2004
Ticket Number:	0000090612	05/10/2004	0	05/10/2004
Ticket Number:	0000090609	05/10/2004	0	05/10/2004
Ticket Number:	0000090605	05/10/2004	0	05/10/2004
Ticket Number:	0000090606	05/10/2004	0	05/10/2004
Ticket Number:	0000090607	05/10/2004	0	05/10/2004
Ticket Number:	0000090608	05/10/2004	0	05/10/2004
Ticket Number:	0000091087	05/14/2004	0	05/14/2004
Ticket Number:	0000091090	05/14/2004	0	05/14/2004
Ticket Number:	0000091095	05/14/2004	0	05/14/2004
Ticket Number:	0000091096	05/14/2004	0	05/14/2004
Ticket Number:	0000091107	05/14/2004	0	05/14/2004

**OIT BSG Non People**

Ticket Number:	0000091089	05/14/2004	0	05/14/2004
Ticket Number:	0000091088	05/14/2004	0	05/14/2004
Ticket Number:	0000091309	05/17/2004	0	05/17/2004
Ticket Number:	0000091307	05/17/2004	0	05/17/2004
Ticket Number:	0000091310	05/17/2004	0	05/17/2004
Ticket Number:	0000091303	05/17/2004	0	05/17/2004
Ticket Number:	0000091302	05/17/2004	0	05/17/2004
Ticket Number:	0000091289	05/17/2004	0	05/17/2004
Ticket Number:	0000091288	05/17/2004	0	05/17/2004
Ticket Number:	0000091281	05/17/2004	0	05/17/2004
Ticket Number:	0000091399	05/18/2004	0	05/18/2004
Ticket Number:	0000091392	05/18/2004	0	05/18/2004
Ticket Number:	0000091374	05/18/2004	0	05/18/2004
Ticket Number:	0000091373	05/18/2004	0	05/18/2004
Ticket Number:	0000091366	05/18/2004	0	05/18/2004
Ticket Number:	0000091364	05/18/2004	0	05/18/2004
Ticket Number:	0000091361	05/18/2004	0	05/18/2004
Ticket Number:	0000091362	05/18/2004	0	05/18/2004
Ticket Number:	0000091279	05/17/2004	0	05/17/2004
Ticket Number:	0000091536	05/20/2004	0	05/20/2004
Ticket Number:	0000091534	05/20/2004	0	05/20/2004
Ticket Number:	0000091524	05/20/2004	0	05/20/2004
Ticket Number:	0000091537	05/20/2004	0	05/20/2004
Ticket Number:	0000091471	05/19/2004	0	05/19/2004
Ticket Number:	0000091470	05/19/2004	0	05/19/2004
Ticket Number:	0000091454	05/19/2004	0	05/19/2004
Ticket Number:	0000091453	05/19/2004	0	05/19/2004
Ticket Number:	0000091452	05/19/2004	0	05/19/2004
Ticket Number:	0000091451	05/19/2004	0	05/19/2004
Ticket Number:	0000091450	05/19/2004	0	05/19/2004
Ticket Number:	0000091449	05/19/2004	0	05/19/2004
Ticket Number:	0000091410	05/18/2004	0	05/18/2004
Ticket Number:	0000091409	05/18/2004	0	05/18/2004
Ticket Number:	0000091402	05/18/2004	0	05/18/2004
Ticket Number:	0000091400	05/18/2004	0	05/18/2004
Ticket Number:	0000091614	05/21/2004	0	05/21/2004
Ticket Number:	0000091605	05/21/2004	0	05/21/2004
Ticket Number:	0000091603	05/21/2004	0	05/21/2004
Ticket Number:	0000091604	05/21/2004	0	05/21/2004
Ticket Number:	0000091554	05/20/2004	0	05/20/2004
Ticket Number:	0000091278	05/17/2004	0	05/17/2004
Ticket Number:	0000091792	05/24/2004	0	05/24/2004
Ticket Number:	0000091794	05/24/2004	0	05/24/2004
Ticket Number:	0000091793	05/24/2004	0	05/24/2004
Ticket Number:	0000090200	05/05/2004	0	05/05/2004
Ticket Number:	0000090225	05/05/2004	0	05/05/2004
Ticket Number:	0000090908	05/12/2004	0	05/12/2004
Ticket Number:	0000090505	05/07/2004	0	05/07/2004
Ticket Number:	0000090502	05/07/2004	0	05/07/2004
Ticket Number:	0000090474	05/07/2004	0	05/07/2004
Ticket Number:	0000090473	05/07/2004	0	05/07/2004
Ticket Number:	0000090472	05/07/2004	0	05/07/2004
Ticket Number:	0000090468	05/07/2004	0	05/07/2004
Ticket Number:	0000090467	05/07/2004	0	05/07/2004

**OIT BSG Non People**

Ticket Number:	0000090466	05/07/2004	0	05/07/2004
Ticket Number:	0000090514	05/07/2004	0	05/07/2004
Ticket Number:	0000090465	05/07/2004	0	05/07/2004
Ticket Number:	0000090476	05/07/2004	0	05/07/2004

<b>Average time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>
<b>Maximum time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>
<b>Minimum time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>

**blanchet**

Total: **10**

**Closed**

Total: **10**

Ticket Number:	0000090207	05/05/2004	19	05/24/2004
Ticket Number:	0000091932	05/26/2004	0	05/26/2004
Ticket Number:	0000091156	05/14/2004	0	05/14/2004
Ticket Number:	0000091528	05/20/2004	0	05/20/2004
Ticket Number:	0000091316	05/17/2004	7	05/24/2004
Ticket Number:	0000091255	05/17/2004	1	05/18/2004
Ticket Number:	0000091070	05/14/2004	0	05/14/2004
Ticket Number:	0000090721	05/11/2004	6	05/17/2004
Ticket Number:	0000089963	05/03/2004	9	05/12/2004
Ticket Number:	0000090806	05/11/2004	2	05/13/2004

<b>Average time to ticket resolution for</b>	blanchet	<b>4</b>
<b>Maximum time to ticket resolution for</b>	blanchet	<b>19</b>
<b>Minimum time to ticket resolution for</b>	blanchet	<b>0</b>

**dina**

Total: **14**

**Closed**

Total: **14**

Ticket Number:	0000091284	05/17/2004	4	05/21/2004
Ticket Number:	0000089955	05/03/2004	2	05/05/2004
Ticket Number:	0000089871	05/03/2004	0	05/03/2004
Ticket Number:	0000090618	05/10/2004	1	05/11/2004
Ticket Number:	0000090992	05/13/2004	4	05/17/2004
Ticket Number:	0000090988	05/13/2004	15	05/28/2004
Ticket Number:	0000090972	05/13/2004	1	05/14/2004
Ticket Number:	0000091109	05/14/2004	0	05/14/2004
Ticket Number:	0000091486	05/19/2004	1	05/20/2004
Ticket Number:	0000091474	05/19/2004	2	05/21/2004
Ticket Number:	0000091225	05/16/2004	1	05/17/2004
Ticket Number:	0000091297	05/17/2004	0	05/17/2004
Ticket Number:	0000092016	05/27/2004	0	05/27/2004
Ticket Number:	0000092051	05/27/2004	0	05/27/2004

<b>Average time to ticket resolution for</b>	dina	<b>2</b>
<b>Maximum time to ticket resolution for</b>	dina	<b>15</b>
<b>Minimum time to ticket resolution for</b>	dina	<b>0</b>

**paulr**

Total: **6**

**Closed**

Total: **6**

Ticket Number:	0000091631	05/21/2004	4	05/25/2004
Ticket Number:	0000091703	05/23/2004	2	05/25/2004
Ticket Number:	0000090565	05/08/2004	3	05/11/2004
Ticket Number:	0000090818	05/11/2004	1	05/12/2004
Ticket Number:	0000090710	05/10/2004	0	05/11/2004
Ticket Number:	0000091068	05/14/2004	11	05/25/2004

<b>Average time to ticket resolution for</b>	paulr	<b>3</b>
<b>Maximum time to ticket resolution for</b>	paulr	<b>11</b>
<b>Minimum time to ticket resolution for</b>	paulr	<b>0</b>

**OIT BSG Non People**

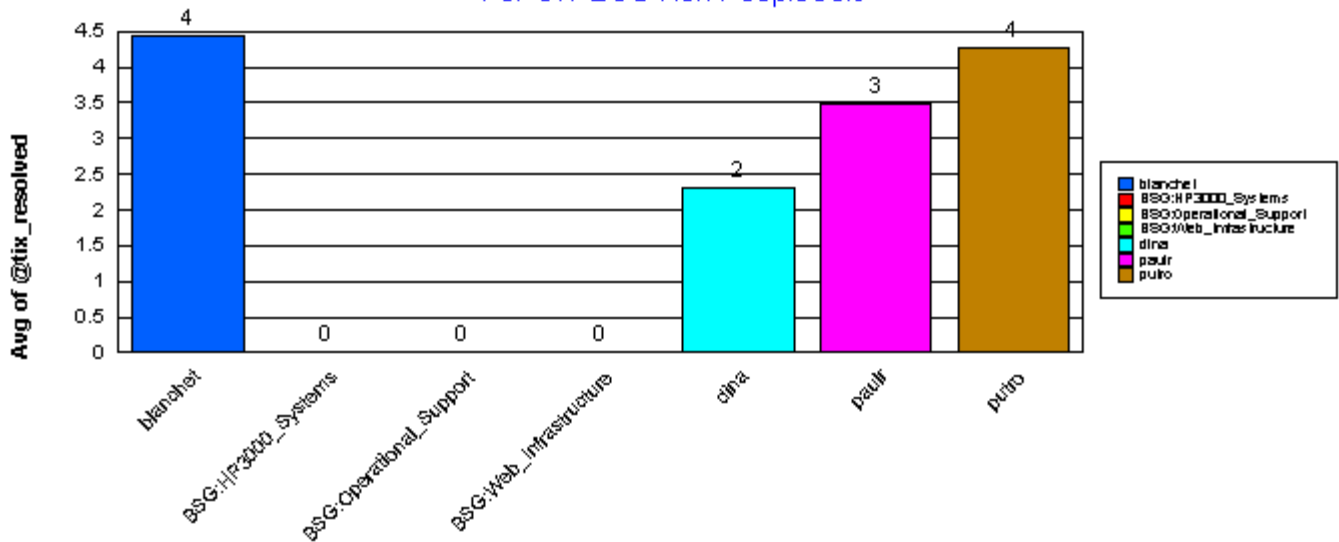
<b>putro</b>		<u>Total:</u>	<b>7</b>	
	<b>Closed</b>	<u>Total:</u>	<b>7</b>	
Ticket Number:	0000090644	05/10/2004	7	05/17/2004
Ticket Number:	0000090667	05/10/2004	0	05/10/2004
Ticket Number:	0000091325	05/17/2004	1	05/18/2004
Ticket Number:	0000089911	05/03/2004	7	05/10/2004
Ticket Number:	0000091766	05/24/2004	8	06/01/2004
Ticket Number:	0000090286	05/05/2004	0	05/05/2004
Ticket Number:	0000091295	05/17/2004	7	05/24/2004
-----				
<b>Average time to ticket resolution for</b>	putro		<b>4</b>	
<b>Maximum time to ticket resolution for</b>	putro		<b>8</b>	
<b>Minimum time to ticket resolution for</b>	putro		<b>0</b>	

**OIT BSG Non People**

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

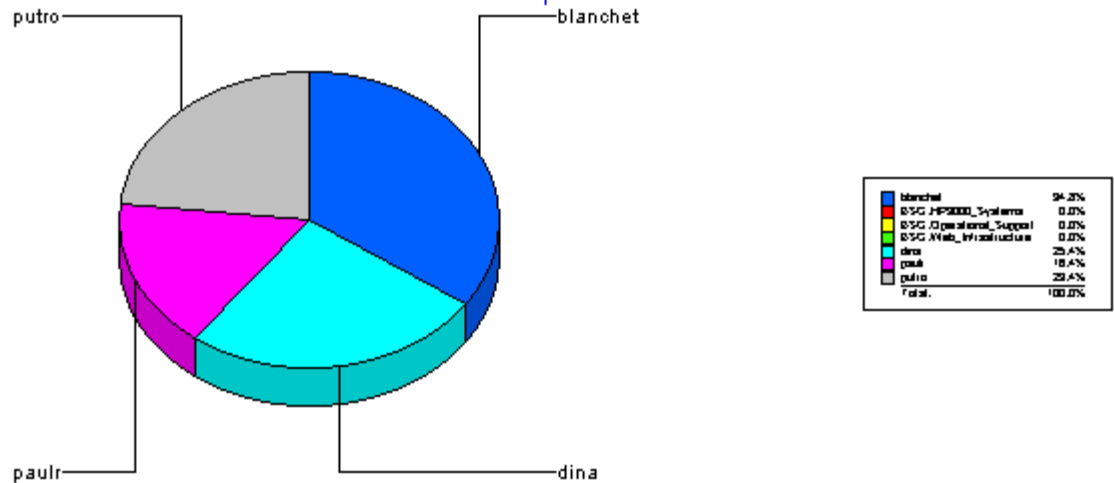
**Avg of Each Ticket Resolved**

For OIT BSG Non PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		<b>Total: 167</b>			
<b>PS:HR</b>		<u>Total: 2</u>			
<b>Closed</b>		<u>Total: 2</u>			
Ticket Number:	0000091148	05/14/2004	0	05/14/2004	05/14/2004
Ticket Number:	0000091149	05/14/2004	0	05/14/2004	05/14/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		PS:HR	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		PS:HR	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		PS:HR	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>chriss</b>		<u>Total: 25</u>			
<b>Closed</b>		<u>Total: 25</u>			
Ticket Number:	0000091294	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091404	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091411	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091363	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091359	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091490	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091533	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091575	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091572	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091551	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000090350	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090388	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090439	05/06/2004	1	05/07/2004	05/13/2004
Ticket Number:	0000090435	05/06/2004	6	05/12/2004	05/18/2004
Ticket Number:	0000091676	05/22/2004	2	05/24/2004	05/31/2004
Ticket Number:	0000091817	05/24/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091838	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091839	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091677	05/22/2004	2	05/24/2004	05/31/2004
Ticket Number:	0000090436	05/06/2004	6	05/12/2004	05/18/2004
Ticket Number:	0000090011	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000089906	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number:	0000090883	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090943	05/12/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000091045	05/13/2004	4	05/17/2004	05/24/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		chriss	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		chriss	<b>6</b>		
<b>Minimum time to ticket resolution for</b>		chriss	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>dharley</b>		<u>Total: 1</u>			
<b>Closed</b>		<u>Total: 1</u>			
Ticket Number:	0000091136	05/14/2004	0	05/14/2004	05/14/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		dharley	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		dharley	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		dharley	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>enoch</b>		<u>Total: 4</u>			
<b>Resolved</b>		<u>Total: 2</u>			
Ticket Number:	0000091958	05/26/2004	1	05/27/2004	
Ticket Number:	0000091972	05/26/2004	1	05/27/2004	
<b>Closed</b>		<u>Total: 2</u>			
Ticket Number:	0000091585	05/20/2004	1	05/21/2004	05/27/2004
Ticket Number:	0000091586	05/20/2004	1	05/21/2004	05/27/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		enoch	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		enoch	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		enoch	<b>1</b>		
<hr/>		<hr/>		<hr/>	

**OIT Business Systems: P**

**haddaway**

Total: **19**

**Resolved**

Total: **4**

Ticket Number:	0000092000	05/27/2004	0	05/27/2004
Ticket Number:	0000092102	05/28/2004	0	05/28/2004
Ticket Number:	0000092067	05/27/2004	0	05/27/2004
Ticket Number:	0000092036	05/27/2004	0	05/27/2004

**Closed**

Total: **15**

Ticket Number:	0000091624	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number:	0000089820	05/01/2004	0		05/01/2004
Ticket Number:	0000091971	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000090647	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000091000	05/13/2004	6		05/19/2004
Ticket Number:	0000090722	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000091098	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091139	05/14/2004	0		05/14/2004
Ticket Number:	0000091280	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091497	05/19/2004	0	05/19/2004	05/25/2004
Ticket Number:	0000091161	05/14/2004	3	05/17/2004	05/24/2004
Ticket Number:	0000091143	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091933	05/26/2004	0	05/26/2004	06/01/2004
Ticket Number:	0000090104	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090218	05/05/2004	0	05/05/2004	05/11/2004

<b>Average time to ticket resolution for</b>	haddaway	<b>1</b>
<b>Maximum time to ticket resolution for</b>	haddaway	<b>6</b>
<b>Minimum time to ticket resolution for</b>	haddaway	<b>0</b>

**jeremy**

Total: **5**

**Closed**

Total: **5**

Ticket Number:	0000090434	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090498	05/07/2004	3	05/10/2004	05/17/2004
Ticket Number:	0000091901	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091911	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000089935	05/03/2004	0	05/03/2004	05/10/2004

<b>Average time to ticket resolution for</b>	jeremy	<b>1</b>
<b>Maximum time to ticket resolution for</b>	jeremy	<b>3</b>
<b>Minimum time to ticket resolution for</b>	jeremy	<b>0</b>

**OIT Business Systems: P**

**jgood**

Total: **18**

**Resolved**

Total: **1**

Ticket Number: 0000092052 05/27/2004 0 05/27/2004

**Closed**

Total: **17**

Ticket Number: 0000089904 05/03/2004 3 05/06/2004 05/12/2004  
 Ticket Number: 0000090663 05/10/2004 0 05/10/2004 05/17/2004  
 Ticket Number: 0000090742 05/11/2004 0 05/11/2004 05/17/2004  
 Ticket Number: 0000090905 05/12/2004 0 05/12/2004 05/18/2004  
 Ticket Number: 0000090665 05/10/2004 0 05/10/2004 05/17/2004  
 Ticket Number: 0000091651 05/21/2004 3 05/24/2004 05/31/2004  
 Ticket Number: 0000091881 05/25/2004 0 05/25/2004 05/31/2004  
 Ticket Number: 0000091739 05/24/2004 0 05/24/2004 05/31/2004  
 Ticket Number: 0000091713 05/23/2004 1 05/24/2004 05/31/2004  
 Ticket Number: 0000090414 05/06/2004 0 05/06/2004 05/12/2004  
 Ticket Number: 0000090492 05/07/2004 3 05/10/2004 05/17/2004  
 Ticket Number: 0000091521 05/20/2004 0 05/20/2004 05/26/2004  
 Ticket Number: 0000091571 05/20/2004 0 05/20/2004 05/26/2004  
 Ticket Number: 0000091522 05/20/2004 0 05/20/2004 05/26/2004  
 Ticket Number: 0000091434 05/18/2004 1 05/19/2004 05/25/2004  
 Ticket Number: 0000091365 05/18/2004 0 05/18/2004 05/24/2004  
 Ticket Number: 0000091160 05/14/2004 4 05/18/2004 05/24/2004

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**Average time to ticket resolution for** jgood **1**  
**Maximum time to ticket resolution for** jgood **4**  
**Minimum time to ticket resolution for** jgood **0**  
 -----

**jking**

Total: **9**

**Closed**

Total: **9**

Ticket Number: 0000091159 05/14/2004 0 05/14/2004 05/20/2004  
 Ticket Number: 0000090105 05/04/2004 14 05/18/2004 05/24/2004  
 Ticket Number: 0000090119 05/04/2004 0 05/04/2004 05/10/2004  
 Ticket Number: 0000091656 05/21/2004 4 05/25/2004 05/31/2004  
 Ticket Number: 0000090895 05/12/2004 0 05/12/2004 05/18/2004  
 Ticket Number: 0000090904 05/12/2004 0 05/12/2004 05/18/2004  
 Ticket Number: 0000091003 05/13/2004 0 05/13/2004 05/19/2004  
 Ticket Number: 0000091002 05/13/2004 0 05/13/2004 05/19/2004  
 Ticket Number: 0000089913 05/03/2004 0 05/03/2004 05/10/2004

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**Average time to ticket resolution for** jking **2**  
**Maximum time to ticket resolution for** jking **14**  
**Minimum time to ticket resolution for** jking **0**  
 -----

**jking4**

Total: **8**

**Closed**

Total: **8**

Ticket Number: 0000090776 05/11/2004 0 05/11/2004 05/17/2004  
 Ticket Number: 0000091018 05/13/2004 0 05/13/2004 05/19/2004  
 Ticket Number: 0000091913 05/25/2004 1 05/26/2004 06/01/2004  
 Ticket Number: 0000090355 05/06/2004 0 05/06/2004 05/12/2004  
 Ticket Number: 0000091145 05/14/2004 3 05/17/2004 05/24/2004  
 Ticket Number: 0000091240 05/17/2004 0 05/17/2004 05/24/2004  
 Ticket Number: 0000091566 05/20/2004 0 05/20/2004 05/26/2004  
 Ticket Number: 0000091577 05/20/2004 1 05/21/2004 05/27/2004

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**Average time to ticket resolution for** jking4 **1**  
**Maximum time to ticket resolution for** jking4 **3**  
**Minimum time to ticket resolution for** jking4 **0**  
 -----

**OIT Business Systems: P**

**kirby**

Total: **13**

**Resolved**

Total: **1**

Ticket Number: 0000092136 05/28/2004 0 05/28/2004

**Closed**

Total: **12**

Ticket Number: 0000090682 05/10/2004 11 05/21/2004 05/27/2004  
 Ticket Number: 0000090887 05/12/2004 1 05/13/2004 05/19/2004  
 Ticket Number: 0000090853 05/12/2004 1 05/13/2004 05/20/2004  
 Ticket Number: 0000091352 05/18/2004 1 05/19/2004 05/25/2004  
 Ticket Number: 0000091583 05/20/2004 0 05/20/2004 05/26/2004  
 Ticket Number: 0000090079 05/04/2004 15 05/19/2004  
 Ticket Number: 0000090867 05/12/2004 1 05/13/2004  
 Ticket Number: 0000090300 05/05/2004 15 05/20/2004 05/26/2004  
 Ticket Number: 0000090245 05/05/2004 15 05/20/2004 05/26/2004  
 Ticket Number: 0000091626 05/21/2004 0 05/21/2004 05/27/2004  
 Ticket Number: 0000091655 05/21/2004 3 05/24/2004 05/31/2004  
 Ticket Number: 0000091704 05/23/2004 1 05/24/2004 05/31/2004

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**Average time to ticket resolution for** kirby **5**  
**Maximum time to ticket resolution for** kirby **15**  
**Minimum time to ticket resolution for** kirby **0**

**kjoseph**

Total: **6**

**Closed**

Total: **6**

Ticket Number: 0000090477 05/07/2004 14 05/21/2004  
 Ticket Number: 0000091463 05/19/2004 5 05/24/2004  
 Ticket Number: 0000091461 05/19/2004 0 05/19/2004  
 Ticket Number: 0000089895 05/03/2004 10 05/13/2004  
 Ticket Number: 0000089872 05/03/2004 2 05/05/2004  
 Ticket Number: 0000089894 05/03/2004 0 05/03/2004

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**Average time to ticket resolution for** kjoseph **5**  
**Maximum time to ticket resolution for** kjoseph **14**  
**Minimum time to ticket resolution for** kjoseph **0**

**lrاند**

Total: **9**

**Resolved**

Total: **2**

Ticket Number: 0000092049 05/27/2004 0 05/27/2004 05/27/2004  
 Ticket Number: 0000092031 05/27/2004 0 05/27/2004 05/27/2004

**Closed**

Total: **7**

Ticket Number: 0000090963 05/13/2004 0 05/13/2004  
 Ticket Number: 0000090996 05/13/2004 11 05/24/2004 05/31/2004  
 Ticket Number: 0000090486 05/07/2004 0 05/07/2004 05/13/2004  
 Ticket Number: 0000091805 05/24/2004 1 05/25/2004 05/31/2004  
 Ticket Number: 0000091430 05/18/2004 6 05/24/2004 05/31/2004  
 Ticket Number: 0000091401 05/18/2004 0 05/18/2004 05/24/2004  
 Ticket Number: 0000091432 05/18/2004 6 05/24/2004 05/31/2004

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**Average time to ticket resolution for** lrاند **3**  
**Maximum time to ticket resolution for** lrاند **11**  
**Minimum time to ticket resolution for** lrاند **0**

**psimon**

Total: **2**

**Closed**

Total: **2**

Ticket Number: 0000091241 05/17/2004 0 05/17/2004  
 Ticket Number: 0000091827 05/25/2004 0 05/25/2004

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

**OIT Business Systems: P**

**slong**

Total: **29**

**Resolved**

Total: **7**

Ticket Number:	0000091846	05/25/2004	7	06/01/2004
Ticket Number:	0000091847	05/25/2004	7	06/01/2004
Ticket Number:	0000092108	05/28/2004	0	05/28/2004
Ticket Number:	0000091969	05/26/2004	6	06/01/2004
Ticket Number:	0000092106	05/28/2004	0	05/28/2004
Ticket Number:	0000092126	05/28/2004	0	05/28/2004
Ticket Number:	0000092105	05/28/2004	0	05/28/2004

**Closed**

Total: **22**

Ticket Number:	0000091462	05/19/2004	5	05/24/2004	05/31/2004
Ticket Number:	0000089964	05/03/2004	7	05/10/2004	05/17/2004
Ticket Number:	0000090009	05/04/2004	6	05/10/2004	05/17/2004
Ticket Number:	0000090693	05/10/2004	16	05/26/2004	06/01/2004
Ticket Number:	0000090882	05/12/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000091055	05/13/2004	4		05/17/2004
Ticket Number:	0000090717	05/11/2004	6	05/17/2004	05/24/2004
Ticket Number:	0000091774	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091775	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091928	05/26/2004	0		05/26/2004
Ticket Number:	0000091873	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000090215	05/05/2004	5	05/10/2004	05/17/2004
Ticket Number:	0000090217	05/05/2004	5	05/10/2004	05/17/2004
Ticket Number:	0000090986	05/13/2004	4	05/17/2004	05/24/2004
Ticket Number:	0000090391	05/06/2004	4	05/10/2004	05/17/2004
Ticket Number:	0000090369	05/06/2004	4	05/10/2004	05/17/2004
Ticket Number:	0000090367	05/06/2004	4	05/10/2004	05/17/2004
Ticket Number:	0000090216	05/05/2004	5	05/10/2004	05/17/2004
Ticket Number:	0000091076	05/14/2004	3	05/17/2004	05/24/2004
Ticket Number:	0000091545	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091501	05/19/2004	1	05/20/2004	05/26/2004
Ticket Number:	0000091530	05/20/2004	0	05/20/2004	05/26/2004

-----		-----
<b>Average time to ticket resolution for</b>	slong	<b>4</b>
<b>Maximum time to ticket resolution for</b>	slong	<b>16</b>
<b>Minimum time to ticket resolution for</b>	slong	<b>0</b>
-----		-----

**OIT Business Systems: P  
stephen**

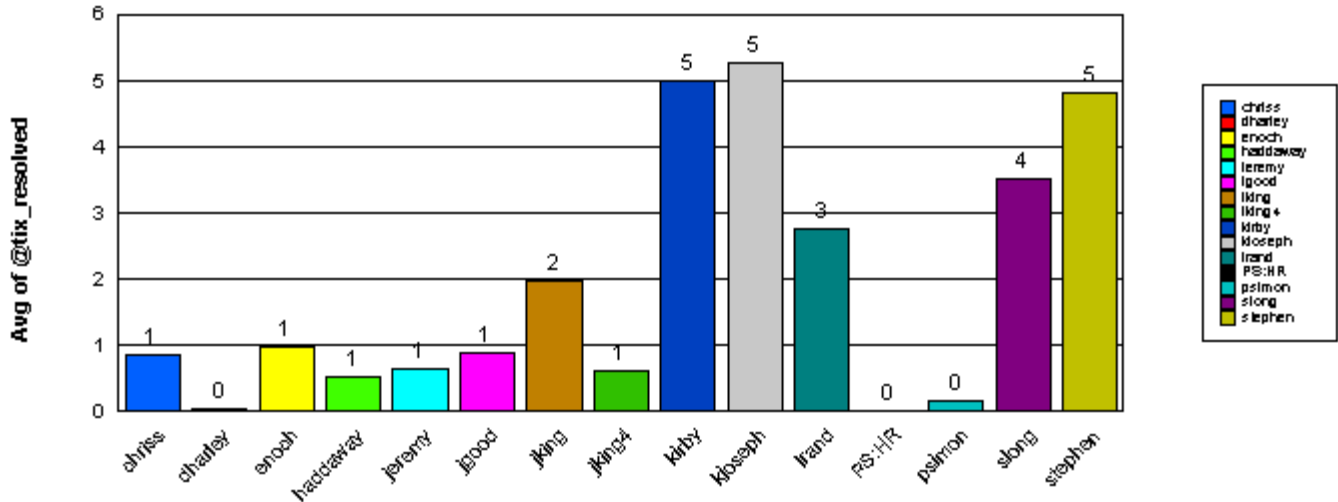
	<u>Total:</u>	<b>17</b>		
	<b>Resolved</b>	<u>Total:</u>	<b>4</b>	
Ticket Number:	0000090029	05/04/2004	23	05/27/2004
Ticket Number:	0000091902	05/25/2004	2	05/27/2004
Ticket Number:	0000091542	05/20/2004	12	06/01/2004
Ticket Number:	0000090088	05/04/2004	23	05/27/2004
	<b>Closed</b>	<u>Total:</u>	<b>13</b>	
Ticket Number:	0000089899	05/03/2004	0	05/03/2004 05/10/2004
Ticket Number:	0000089949	05/03/2004	11	05/14/2004 05/20/2004
Ticket Number:	0000090777	05/11/2004	3	05/14/2004 05/20/2004
Ticket Number:	0000091036	05/13/2004	0	05/13/2004 05/19/2004
Ticket Number:	0000090928	05/12/2004	5	05/17/2004 05/24/2004
Ticket Number:	0000090978	05/13/2004	1	05/14/2004 05/20/2004
Ticket Number:	0000091371	05/18/2004	0	05/18/2004 05/24/2004
Ticket Number:	0000091540	05/20/2004	0	05/20/2004 05/26/2004
Ticket Number:	0000091564	05/20/2004	1	05/21/2004 05/27/2004
Ticket Number:	0000091541	05/20/2004	1	05/21/2004 05/27/2004
Ticket Number:	0000091376	05/18/2004	0	05/18/2004 05/24/2004
Ticket Number:	0000091369	05/18/2004	0	05/18/2004 05/24/2004
Ticket Number:	0000091935	05/26/2004	0	05/26/2004 06/01/2004
-----				
<b>Average time to ticket resolution for</b>	stephen		<b>5</b>	
<b>Maximum time to ticket resolution for</b>	stephen		<b>23</b>	
<b>Minimum time to ticket resolution for</b>	stephen		<b>0</b>	

**OIT Business Systems: P**

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	23
Minimum time to ticket resolution for	OIT Business S	0

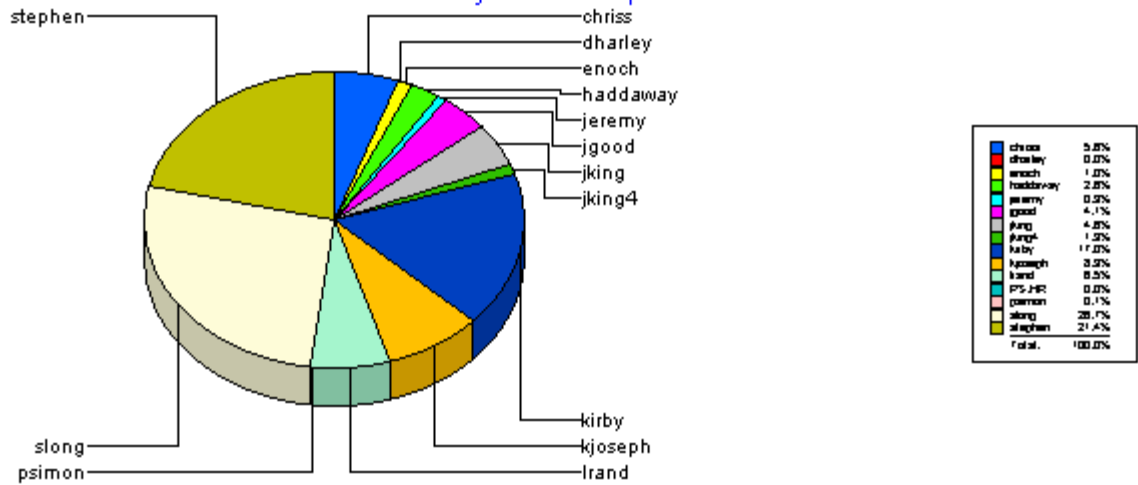
**Avg of Each Ticket Resolved**

For OIT Business Systems: PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT Business Systems: PeopleSoft



Physical Networks

		<b>Total: 50</b>			
<b>PhyNet:ResNet</b>		<b>Total: 1</b>			
<b>Closed</b>		<b>Total: 1</b>			
Ticket Number:	0000090042	05/04/2004	0		05/04/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>	PhyNet:ResNet		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	PhyNet:ResNet		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	PhyNet:ResNet		<b>0</b>		
<b>beakja1</b>		<b>Total: 18</b>			
<b>Closed</b>		<b>Total: 18</b>			
Ticket Number:	0000090211	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090532	05/07/2004	4	05/11/2004	05/17/2004
Ticket Number:	0000090223	05/05/2004	6	05/11/2004	05/17/2004
Ticket Number:	0000090315	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000091730	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number:	0000091395	05/18/2004	2	05/20/2004	05/26/2004
Ticket Number:	0000091466	05/19/2004	1	05/20/2004	05/26/2004
Ticket Number:	0000091531	05/20/2004	0	05/20/2004	05/26/2004
Ticket Number:	0000091544	05/20/2004	1	05/21/2004	05/27/2004
Ticket Number:	0000090641	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000091032	05/13/2004	7	05/20/2004	05/26/2004
Ticket Number:	0000090681	05/10/2004	2	05/12/2004	05/18/2004
Ticket Number:	0000090901	05/12/2004	1	05/13/2004	05/19/2004
Ticket Number:	0000091127	05/14/2004	6	05/20/2004	05/26/2004
Ticket Number:	0000090516	05/07/2004	3	05/10/2004	05/17/2004
Ticket Number:	0000089859	05/02/2004	3		05/05/2004
Ticket Number:	0000089919	05/03/2004	2		05/05/2004
Ticket Number:	0000089867	05/03/2004	0	05/03/2004	05/10/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>	beakja1		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	beakja1		<b>7</b>		
<b>Minimum time to ticket resolution for</b>	beakja1		<b>0</b>		
<b>cmckin1</b>		<b>Total: 5</b>			
<b>Closed</b>		<b>Total: 5</b>			
Ticket Number:	0000090701	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000090324	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000090518	05/07/2004	4	05/11/2004	05/17/2004
Ticket Number:	0000090511	05/07/2004	3	05/10/2004	05/17/2004
Ticket Number:	0000090510	05/07/2004	0	05/07/2004	05/13/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>	cmckin1		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	cmckin1		<b>4</b>		
<b>Minimum time to ticket resolution for</b>	cmckin1		<b>0</b>		
<b>damian</b>		<b>Total: 3</b>			
<b>Closed</b>		<b>Total: 3</b>			
Ticket Number:	0000091853	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000091874	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000090041	05/04/2004	8		05/12/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>	damian		<b>3</b>		
<b>Maximum time to ticket resolution for</b>	damian		<b>8</b>		
<b>Minimum time to ticket resolution for</b>	damian		<b>0</b>		
<b>rays1</b>		<b>Total: 1</b>			
<b>Closed</b>		<b>Total: 1</b>			
Ticket Number:	0000091879	05/25/2004	1	05/26/2004	06/01/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>	rays1		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	rays1		<b>1</b>		
<b>Minimum time to ticket resolution for</b>	rays1		<b>1</b>		

**Physical Networks**

**vicki**

Total: **1**

**Closed**

Total: **1**

Ticket Number: 0000091726

05/24/2004

0

05/24/2004

05/31/2004

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

vicki  
vicki  
vicki

**0**  
**0**  
**0**

**zicka**

Total: **21**

**Resolved**

Total: **6**

Ticket Number: 0000091584

05/20/2004

8

05/28/2004

Ticket Number: 0000092053

05/27/2004

1

05/28/2004

Ticket Number: 0000091980

05/26/2004

2

05/28/2004

Ticket Number: 0000091866

05/25/2004

3

05/28/2004

Ticket Number: 0000091759

05/24/2004

4

05/28/2004

Ticket Number: 0000091619

05/21/2004

7

05/28/2004

**Closed**

Total: **15**

Ticket Number: 0000089922

05/03/2004

3

05/06/2004

05/12/2004

Ticket Number: 0000089926

05/03/2004

2

05/05/2004

05/06/2004

Ticket Number: 0000090689

05/10/2004

1

05/11/2004

05/17/2004

Ticket Number: 0000091031

05/13/2004

1

05/14/2004

05/20/2004

Ticket Number: 0000090984

05/13/2004

1

05/14/2004

05/20/2004

Ticket Number: 0000090745

05/11/2004

1

05/12/2004

05/18/2004

Ticket Number: 0000090808

05/11/2004

3

05/14/2004

05/20/2004

Ticket Number: 0000091123

05/14/2004

0

05/14/2004

05/20/2004

Ticket Number: 0000091509

05/19/2004

0

05/19/2004

05/25/2004

Ticket Number: 0000091296

05/17/2004

4

05/21/2004

05/27/2004

Ticket Number: 0000091305

05/17/2004

1

05/18/2004

05/24/2004

Ticket Number: 0000091238

05/17/2004

8

05/25/2004

05/31/2004

Ticket Number: 0000090250

05/05/2004

6

05/11/2004

05/17/2004

Ticket Number: 0000090316

05/05/2004

6

05/11/2004

05/17/2004

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

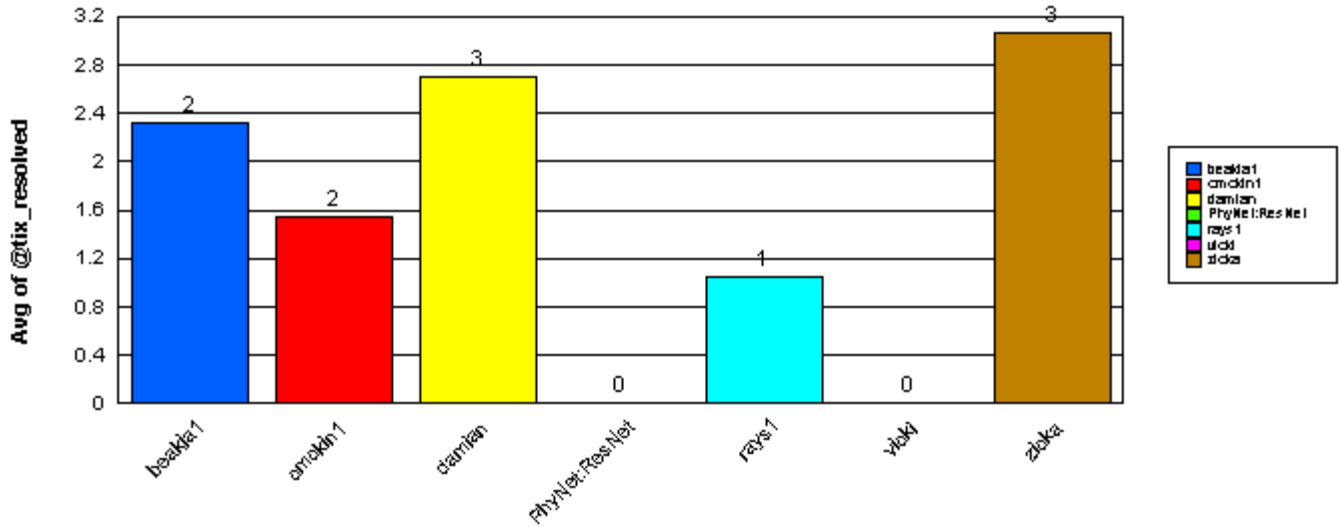
zicka  
zicka  
zicka

**3**  
**8**  
**0**

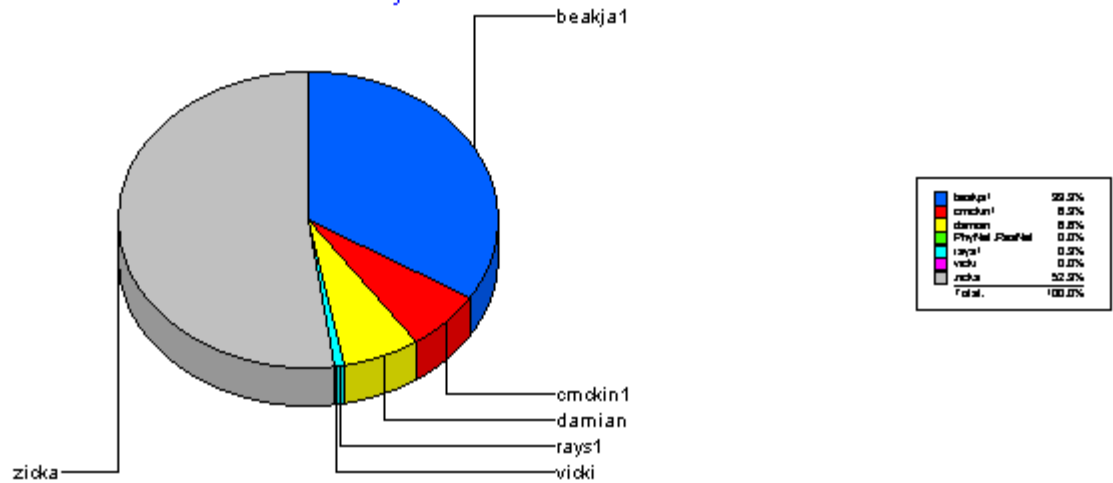
**Physical Networks**

Average time to ticket resolution for	Physical Networ	2
Maximum time to ticket resolution for	Physical Networ	8
Minimum time to ticket resolution for	Physical Networ	0

**Avg of Each Ticket Resolved**  
For Physical Networks



**Percentage of Sum of Tickets Resolved**  
For Physical Networks



Security

		Total:	64		
<b>Security:AUP</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000090757	05/11/2004	0	05/11/2004	05/17/2004
-----					
<b>Average time to ticket resolution for</b>		Security:AUP	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		Security:AUP	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		Security:AUP	<b>0</b>		
<b>Security:Extern-case</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000090752	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number:	0000091720	05/23/2004	3	05/26/2004	06/01/2004
-----					
<b>Average time to ticket resolution for</b>		Security:Extern-	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		Security:Extern-	<b>3</b>		
<b>Minimum time to ticket resolution for</b>		Security:Extern-	<b>0</b>		
<b>Security:Investigations</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000091333	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091335	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000090874	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000091016	05/13/2004	0	05/13/2004	05/19/2004
-----					
<b>Average time to ticket resolution for</b>		Security:Investi	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		Security:Investi	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		Security:Investi	<b>0</b>		
<b>andy</b>		<u>Total:</u>	<b>20</b>		
<b>Resolved</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000090762	05/11/2004	0	05/11/2004	05/11/2004
Ticket Number:	0000092025	05/27/2004	0	05/27/2004	
<b>Closed</b>		<u>Total:</u>	<b>18</b>		
Ticket Number:	0000090695	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000090836	05/12/2004	0		05/12/2004
Ticket Number:	0000090888	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000091051	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000091027	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000091014	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090934	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090838	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090837	05/12/2004	0	05/12/2004	05/12/2004
Ticket Number:	0000090833	05/12/2004	0		05/12/2004
Ticket Number:	0000090830	05/12/2004	0		05/12/2004
Ticket Number:	0000090831	05/12/2004	0		05/12/2004
Ticket Number:	0000090832	05/12/2004	0		05/12/2004
Ticket Number:	0000091495	05/19/2004	0		05/19/2004
Ticket Number:	0000091101	05/14/2004	0	05/14/2004	05/20/2004
Ticket Number:	0000091336	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000090825	05/12/2004	0		05/12/2004
Ticket Number:	0000091331	05/17/2004	0	05/17/2004	05/24/2004
-----					
<b>Average time to ticket resolution for</b>		andy	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		andy	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		andy	<b>0</b>		

**Security**

**robin**

Total: 34

**Closed**

Total: 34

Ticket Number:	0000090356	05/06/2004	6	05/12/2004	05/18/2004
Ticket Number:	0000090401	05/06/2004	6		05/12/2004
Ticket Number:	0000091073	05/14/2004	4		05/18/2004
Ticket Number:	0000090951	05/13/2004	5		05/18/2004
Ticket Number:	0000090497	05/07/2004	5	05/12/2004	05/18/2004
Ticket Number:	0000091072	05/14/2004	4		05/18/2004
Ticket Number:	0000091413	05/18/2004	0		05/18/2004
Ticket Number:	0000091350	05/18/2004	0		05/18/2004
Ticket Number:	0000091349	05/18/2004	0		05/18/2004
Ticket Number:	0000091235	05/17/2004	1		05/18/2004
Ticket Number:	0000091215	05/16/2004	2		05/18/2004
Ticket Number:	0000091214	05/16/2004	2		05/18/2004
Ticket Number:	0000091182	05/15/2004	3		05/18/2004
Ticket Number:	0000091181	05/15/2004	3		05/18/2004
Ticket Number:	0000090652	05/10/2004	2		05/12/2004
Ticket Number:	0000090862	05/12/2004	0		05/12/2004
Ticket Number:	0000090859	05/12/2004	0		05/12/2004
Ticket Number:	0000090857	05/12/2004	0		05/12/2004
Ticket Number:	0000090856	05/12/2004	0		05/12/2004
Ticket Number:	0000090855	05/12/2004	0		05/12/2004
Ticket Number:	0000090852	05/12/2004	0	05/12/2004	05/18/2004
Ticket Number:	0000090849	05/12/2004	0		05/12/2004
Ticket Number:	0000090932	05/12/2004	0		05/12/2004
Ticket Number:	0000090848	05/12/2004	0		05/12/2004
Ticket Number:	0000091236	05/17/2004	1		05/18/2004
Ticket Number:	0000090952	05/13/2004	5		05/18/2004
Ticket Number:	0000090741	05/11/2004	1		05/12/2004
Ticket Number:	0000090740	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090724	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090728	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090723	05/11/2004	1		05/12/2004
Ticket Number:	0000090653	05/10/2004	2		05/12/2004
Ticket Number:	0000089918	05/03/2004	9	05/12/2004	05/18/2004
Ticket Number:	0000089945	05/03/2004	9	05/12/2004	05/18/2004

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<b>Average time to ticket resolution for</b>	robin		<b>2</b>
<b>Maximum time to ticket resolution for</b>	robin		<b>9</b>
<b>Minimum time to ticket resolution for</b>	robin		<b>0</b>

**sziad1**

Total: 3

**Resolved**

Total: 1

Ticket Number:	0000091637	05/21/2004	6	05/27/2004	
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**Closed**

Total: 2

Ticket Number:	0000091731	05/24/2004	3		05/27/2004
Ticket Number:	0000091844	05/25/2004	2		05/27/2004

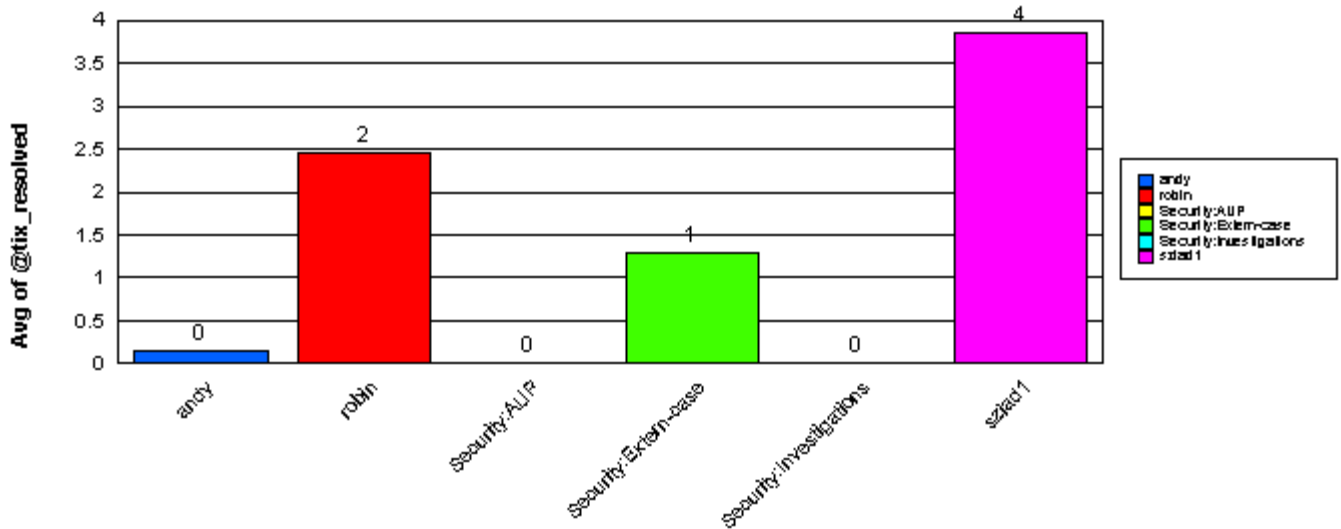
-----		-----	
<b>Average time to ticket resolution for</b>	sziad1		<b>4</b>
<b>Maximum time to ticket resolution for</b>	sziad1		<b>6</b>
<b>Minimum time to ticket resolution for</b>	sziad1		<b>2</b>

**Security**

Average time to ticket resolution for	Security	2
Maximum time to ticket resolution for	Security	9
Minimum time to ticket resolution for	Security	0

### Avg of Each Ticket Resolved

For Security



### Percentage of Sum of Tickets Resolved

For Security



SysCore

Total: 278					
<b>banz</b>		<u>Total:</u> 9			
	<b>Closed</b>	<u>Total:</u> 9			
Ticket Number:	0000091841	05/25/2004	0	05/25/2004	05/31/2004
Ticket Number:	0000090282	05/05/2004	2	05/07/2004	05/13/2004
Ticket Number:	0000090283	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000089815	05/01/2004	2	05/03/2004	05/03/2004
Ticket Number:	0000089914	05/03/2004	0	05/03/2004	05/03/2004
Ticket Number:	0000089832	05/01/2004	2	05/03/2004	05/10/2004
Ticket Number:	0000089944	05/03/2004	1		05/04/2004
Ticket Number:	0000089833	05/01/2004	2	05/03/2004	05/10/2004
Ticket Number:	0000090688	05/10/2004	1	05/11/2004	05/12/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		banz	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		banz	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		banz	<b>0</b>		
-----		-----		-----	
<b>dave</b>		<u>Total:</u> 1			
	<b>Closed</b>	<u>Total:</u> 1			
Ticket Number:	0000091769	05/24/2004	0	05/24/2004	05/31/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		dave	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		dave	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		dave	<b>0</b>		
-----		-----		-----	

SysCore

jcgriego

Total: 34

**Resolved**

Total: 4

Ticket Number:	0000091696	05/23/2004	5	05/28/2004
Ticket Number:	0000091728	05/24/2004	4	05/28/2004
Ticket Number:	0000092035	05/27/2004	1	05/28/2004
Ticket Number:	0000091875	05/25/2004	3	05/28/2004

**Closed**

Total: 30

Ticket Number:	0000090037	05/04/2004	1	05/05/2004	05/11/2004
Ticket Number:	0000089991	05/03/2004	2	05/05/2004	05/11/2004
Ticket Number:	0000090604	05/10/2004	1		05/11/2004
Ticket Number:	0000091012	05/13/2004	0	05/13/2004	05/19/2004
Ticket Number:	0000090912	05/12/2004	6	05/18/2004	05/24/2004
Ticket Number:	0000090861	05/12/2004	6	05/18/2004	05/24/2004
Ticket Number:	0000090820	05/11/2004	7	05/18/2004	05/24/2004
Ticket Number:	0000090760	05/11/2004	0		05/11/2004
Ticket Number:	0000090629	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000090632	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000090660	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000090758	05/11/2004	0		05/11/2004
Ticket Number:	0000090743	05/11/2004	7	05/18/2004	05/24/2004
Ticket Number:	0000090621	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number:	0000090622	05/10/2004	8	05/18/2004	05/24/2004
Ticket Number:	0000091800	05/24/2004	1	05/25/2004	05/31/2004
Ticket Number:	0000090603	05/10/2004	1		05/11/2004
Ticket Number:	0000090907	05/12/2004	5	05/17/2004	05/24/2004
Ticket Number:	0000090424	05/06/2004	5	05/11/2004	05/17/2004
Ticket Number:	0000090393	05/06/2004	5		05/11/2004
Ticket Number:	0000090222	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number:	0000091257	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091290	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091475	05/19/2004	1	05/20/2004	05/26/2004
Ticket Number:	0000091397	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091390	05/18/2004	0	05/18/2004	05/24/2004
Ticket Number:	0000091320	05/17/2004	1	05/18/2004	05/24/2004
Ticket Number:	0000091286	05/17/2004	0	05/17/2004	05/24/2004
Ticket Number:	0000091165	05/14/2004	3	05/17/2004	05/24/2004
Ticket Number:	0000091152	05/14/2004	4	05/18/2004	05/24/2004

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<b>Average time to ticket resolution for</b>	jcgriego		<b>2</b>
<b>Maximum time to ticket resolution for</b>	jcgriego		<b>8</b>
<b>Minimum time to ticket resolution for</b>	jcgriego		<b>0</b>
-----		-----	

**SysCore**

**sbrown7**

**Resolved**

Total: **195**

Total: **2**

Ticket Number: 0000091922

05/26/2004

1

05/27/2004

Ticket Number: 0000092071

05/27/2004

0

05/27/2004

**SysCore**

	<b>Closed</b>	<b>Total:</b>	<b>193</b>		
Ticket Number:	0000091613	05/21/2004	5		05/26/2004
Ticket Number:	0000090638	05/10/2004	0		05/10/2004
Ticket Number:	0000089980	05/03/2004	23	05/26/2004	06/01/2004
Ticket Number:	0000089951	05/03/2004	0		05/03/2004
Ticket Number:	0000089924	05/03/2004	0		05/03/2004
Ticket Number:	0000090440	05/06/2004	0		05/06/2004
Ticket Number:	0000089903	05/03/2004	1	05/04/2004	05/10/2004
Ticket Number:	0000089853	05/02/2004	2		05/04/2004
Ticket Number:	0000089851	05/02/2004	2		05/04/2004
Ticket Number:	0000089843	05/02/2004	2		05/04/2004
Ticket Number:	0000089826	05/01/2004	11		05/12/2004
Ticket Number:	0000090006	05/04/2004	0		05/04/2004
Ticket Number:	0000089817	05/01/2004	3		05/04/2004
Ticket Number:	0000089813	05/01/2004	25		05/26/2004
Ticket Number:	0000090277	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090947	05/13/2004	0		05/13/2004
Ticket Number:	0000091919	05/26/2004	0		05/26/2004
Ticket Number:	0000092231	05/31/2004	1		06/01/2004
Ticket Number:	0000091654	05/21/2004	0		05/21/2004
Ticket Number:	0000090568	05/09/2004	1		05/10/2004
Ticket Number:	0000091067	05/14/2004	0		05/14/2004
Ticket Number:	0000091054	05/13/2004	1		05/14/2004
Ticket Number:	0000091047	05/13/2004	0		05/13/2004
Ticket Number:	0000090995	05/13/2004	0		05/13/2004
Ticket Number:	0000090990	05/13/2004	0		05/13/2004
Ticket Number:	0000090950	05/13/2004	0		05/13/2004
Ticket Number:	0000090900	05/12/2004	0		05/12/2004
Ticket Number:	0000090884	05/12/2004	0		05/12/2004
Ticket Number:	0000091448	05/19/2004	0		05/19/2004
Ticket Number:	0000090863	05/12/2004	0		05/12/2004
Ticket Number:	0000090773	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090765	05/11/2004	15		05/26/2004
Ticket Number:	0000090753	05/11/2004	1	05/12/2004	05/18/2004
Ticket Number:	0000090690	05/10/2004	8	05/18/2004	05/24/2004
Ticket Number:	0000090924	05/12/2004	2	05/14/2004	05/20/2004
Ticket Number:	0000090927	05/12/2004	0		05/12/2004
Ticket Number:	0000090926	05/12/2004	0		05/12/2004
Ticket Number:	0000090921	05/12/2004	0		05/12/2004
Ticket Number:	0000090920	05/12/2004	0		05/12/2004
Ticket Number:	0000090919	05/12/2004	0		05/12/2004
Ticket Number:	0000091436	05/18/2004	1		05/19/2004
Ticket Number:	0000090637	05/10/2004	16		05/26/2004
Ticket Number:	0000090635	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000090631	05/10/2004	0	05/10/2004	05/17/2004
Ticket Number:	0000090602	05/10/2004	0		05/10/2004
Ticket Number:	0000090601	05/10/2004	0		05/10/2004
Ticket Number:	0000090596	05/09/2004	2		05/12/2004
Ticket Number:	0000090582	05/09/2004	1		05/10/2004
Ticket Number:	0000090829	05/12/2004	0		05/12/2004
Ticket Number:	0000090580	05/09/2004	1		05/10/2004
Ticket Number:	0000090600	05/10/2004	0		05/10/2004
Ticket Number:	0000090577	05/09/2004	1		05/10/2004
Ticket Number:	0000090569	05/09/2004	1		05/10/2004

**SysCore**

Ticket Number:	0000091080	05/14/2004	0	05/14/2004
Ticket Number:	0000091085	05/14/2004	0	05/14/2004
Ticket Number:	0000091094	05/14/2004	0	05/14/2004
Ticket Number:	0000091125	05/14/2004	0	05/14/2004
Ticket Number:	0000091653	05/21/2004	0	05/21/2004
Ticket Number:	0000091578	05/20/2004	0	05/20/2004
Ticket Number:	0000091570	05/20/2004	0	05/20/2004 05/26/2004
Ticket Number:	0000091567	05/20/2004	0	05/20/2004 05/26/2004
Ticket Number:	0000091560	05/20/2004	0	05/20/2004
Ticket Number:	0000091918	05/26/2004	0	05/26/2004
Ticket Number:	0000091520	05/20/2004	0	05/20/2004 05/26/2004
Ticket Number:	0000091519	05/20/2004	0	05/20/2004
Ticket Number:	0000091515	05/19/2004	0	05/20/2004
Ticket Number:	0000091513	05/19/2004	1	05/20/2004 05/26/2004
Ticket Number:	0000091506	05/19/2004	1	05/20/2004
Ticket Number:	0000091492	05/19/2004	0	05/19/2004
Ticket Number:	0000091417	05/18/2004	0	05/18/2004
Ticket Number:	0000091562	05/20/2004	0	05/20/2004 05/26/2004
Ticket Number:	0000091502	05/19/2004	0	05/19/2004
Ticket Number:	0000091396	05/18/2004	1	05/19/2004 05/25/2004
Ticket Number:	0000091391	05/18/2004	1	05/19/2004 05/25/2004
Ticket Number:	0000091360	05/18/2004	0	05/18/2004
Ticket Number:	0000091357	05/18/2004	0	05/18/2004
Ticket Number:	0000091263	05/17/2004	0	05/17/2004 05/24/2004
Ticket Number:	0000091220	05/16/2004	1	05/17/2004
Ticket Number:	0000091219	05/16/2004	1	05/17/2004
Ticket Number:	0000091460	05/19/2004	0	05/19/2004 05/25/2004
Ticket Number:	0000091443	05/18/2004	0	05/19/2004
Ticket Number:	0000091442	05/18/2004	1	05/19/2004
Ticket Number:	0000091441	05/18/2004	1	05/19/2004 05/25/2004
Ticket Number:	0000091959	05/26/2004	0	05/26/2004
Ticket Number:	0000091217	05/16/2004	1	05/17/2004
Ticket Number:	0000091213	05/16/2004	1	05/17/2004
Ticket Number:	0000091212	05/16/2004	1	05/17/2004
Ticket Number:	0000091211	05/16/2004	1	05/17/2004
Ticket Number:	0000091210	05/16/2004	1	05/17/2004
Ticket Number:	0000091190	05/15/2004	2	05/17/2004 05/24/2004
Ticket Number:	0000091180	05/15/2004	2	05/17/2004
Ticket Number:	0000091173	05/14/2004	3	05/17/2004
Ticket Number:	0000091351	05/18/2004	0	05/18/2004
Ticket Number:	0000091345	05/18/2004	0	05/18/2004
Ticket Number:	0000091339	05/17/2004	1	05/18/2004
Ticket Number:	0000091338	05/17/2004	1	05/18/2004
Ticket Number:	0000091668	05/21/2004	2	05/24/2004
Ticket Number:	0000091276	05/17/2004	0	05/17/2004
Ticket Number:	0000092077	05/27/2004	0	05/27/2004
Ticket Number:	0000091163	05/14/2004	0	05/14/2004
Ticket Number:	0000091162	05/14/2004	0	05/14/2004
Ticket Number:	0000091154	05/14/2004	0	05/14/2004
Ticket Number:	0000091153	05/14/2004	0	05/14/2004
Ticket Number:	0000091150	05/14/2004	0	05/14/2004
Ticket Number:	0000091258	05/17/2004	0	05/17/2004 05/24/2004
Ticket Number:	0000091140	05/14/2004	0	05/14/2004
Ticket Number:	0000091120	05/14/2004	3	05/17/2004 05/24/2004

**SysCore**

Ticket Number:	0000091093	05/14/2004	0	05/14/2004
Ticket Number:	0000091679	05/22/2004	2	05/24/2004
Ticket Number:	0000091699	05/23/2004	1	05/24/2004
Ticket Number:	0000092255	05/31/2004	1	06/01/2004
Ticket Number:	0000092235	05/31/2004	1	06/01/2004
Ticket Number:	0000092234	05/31/2004	1	06/01/2004
Ticket Number:	0000092222	05/30/2004	1	06/01/2004
Ticket Number:	0000092210	05/30/2004	2	06/01/2004
Ticket Number:	0000092194	05/29/2004	3	06/01/2004
Ticket Number:	0000092190	05/29/2004	3	06/01/2004
Ticket Number:	0000092174	05/28/2004	3	06/01/2004
Ticket Number:	0000092237	05/31/2004	1	06/01/2004
Ticket Number:	0000092263	05/31/2004	0	06/01/2004
Ticket Number:	0000092259	05/31/2004	0	06/01/2004
Ticket Number:	0000092258	05/31/2004	0	06/01/2004
Ticket Number:	0000092257	05/31/2004	0	06/01/2004
Ticket Number:	0000092142	05/28/2004	0	05/28/2004
Ticket Number:	0000092135	05/28/2004	0	05/28/2004
Ticket Number:	0000092080	05/27/2004	0	05/27/2004
Ticket Number:	0000092079	05/27/2004	0	05/27/2004
Ticket Number:	0000092085	05/27/2004	0	05/27/2004
Ticket Number:	0000092010	05/27/2004	0	05/27/2004
Ticket Number:	0000092009	05/27/2004	0	05/27/2004
Ticket Number:	0000092008	05/27/2004	0	05/27/2004
Ticket Number:	0000092007	05/27/2004	0	05/27/2004
Ticket Number:	0000092006	05/27/2004	0	05/27/2004
Ticket Number:	0000092005	05/27/2004	0	05/27/2004
Ticket Number:	0000091840	05/25/2004	0	05/25/2004
Ticket Number:	0000091836	05/25/2004	0	05/25/2004
Ticket Number:	0000091780	05/24/2004	1	05/27/2004
Ticket Number:	0000091755	05/24/2004	0	05/24/2004
Ticket Number:	0000091754	05/24/2004	0	05/24/2004
Ticket Number:	0000091725	05/24/2004	0	05/24/2004
Ticket Number:	0000091724	05/24/2004	0	05/24/2004
Ticket Number:	0000091723	05/24/2004	0	05/24/2004
Ticket Number:	0000091721	05/23/2004	0	05/24/2004
Ticket Number:	0000091717	05/23/2004	0	05/24/2004
Ticket Number:	0000091711	05/23/2004	1	05/24/2004
Ticket Number:	0000091710	05/23/2004	1	05/24/2004
Ticket Number:	0000091700	05/23/2004	1	05/24/2004
Ticket Number:	0000092004	05/27/2004	0	05/27/2004
Ticket Number:	0000092002	05/27/2004	0	05/27/2004
Ticket Number:	0000091991	05/26/2004	1	05/27/2004
Ticket Number:	0000091990	05/26/2004	1	05/27/2004
Ticket Number:	0000091940	05/26/2004	0	05/27/2004
Ticket Number:	0000091927	05/26/2004	0	05/26/2004
Ticket Number:	0000091914	05/25/2004	0	05/26/2004
Ticket Number:	0000091908	05/25/2004	1	05/26/2004
Ticket Number:	0000091905	05/25/2004	1	05/26/2004
Ticket Number:	0000091825	05/25/2004	0	05/25/2004
Ticket Number:	0000091824	05/25/2004	0	05/25/2004
Ticket Number:	0000091823	05/25/2004	0	05/25/2004
Ticket Number:	0000091822	05/25/2004	0	05/25/2004
Ticket Number:	0000091821	05/25/2004	0	05/25/2004

**SysCore**

Ticket Number:	0000091820	05/25/2004	0		05/25/2004
Ticket Number:	0000091819	05/24/2004	0		05/25/2004
Ticket Number:	0000091818	05/24/2004	0		05/25/2004
Ticket Number:	0000091694	05/23/2004	1		05/24/2004
Ticket Number:	0000091671	05/22/2004	2		05/24/2004
Ticket Number:	0000091669	05/22/2004	2		05/24/2004
Ticket Number:	0000091641	05/21/2004	0		05/21/2004
Ticket Number:	0000090077	05/04/2004	0	05/04/2004	05/10/2004
Ticket Number:	0000090572	05/09/2004	1		05/10/2004
Ticket Number:	0000090323	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090374	05/06/2004	0	05/06/2004	05/12/2004
Ticket Number:	0000090460	05/07/2004	0		05/07/2004
Ticket Number:	0000090562	05/08/2004	2	05/10/2004	05/17/2004
Ticket Number:	0000090548	05/08/2004	2		05/10/2004
Ticket Number:	0000090547	05/08/2004	2		05/10/2004
Ticket Number:	0000090540	05/07/2004	19	05/26/2004	06/01/2004
Ticket Number:	0000090527	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090525	05/07/2004	5	05/12/2004	05/18/2004
Ticket Number:	0000090573	05/09/2004	1		05/10/2004
Ticket Number:	0000090522	05/07/2004	0		05/07/2004
Ticket Number:	0000090521	05/07/2004	0		05/07/2004
Ticket Number:	0000090512	05/07/2004	0		05/07/2004
Ticket Number:	0000090509	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090508	05/07/2004	0		05/07/2004
Ticket Number:	0000090504	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number:	0000090441	05/06/2004	0		05/06/2004
Ticket Number:	0000090418	05/06/2004	0		05/06/2004
Ticket Number:	0000090390	05/06/2004	0		05/06/2004
Ticket Number:	0000090341	05/06/2004	0		05/06/2004
Ticket Number:	0000090319	05/05/2004	1	05/06/2004	05/12/2004
Ticket Number:	0000090118	05/04/2004	2		05/06/2004
Ticket Number:	0000090082	05/04/2004	0	05/04/2004	05/10/2004
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<b>Average time to ticket resolution for</b>	sbrown7		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	sbrown7		<b>25</b>		
<b>Minimum time to ticket resolution for</b>	sbrown7		<b>0</b>		

SysCore

tim	Total:	39		
<b>Resolved</b>		<b>Total:</b>	<b>4</b>	
Ticket Number: 0000091130	05/14/2004	14	05/28/2004	
Ticket Number: 0000091287	05/17/2004	10	05/27/2004	
Ticket Number: 0000092147	05/28/2004	0	05/28/2004	
Ticket Number: 0000091983	05/26/2004	1	05/27/2004	
<b>Closed</b>		<b>Total:</b>	<b>35</b>	
Ticket Number: 0000090154	05/04/2004	2	05/06/2004	05/12/2004
Ticket Number: 0000089838	05/02/2004	1		05/03/2004
Ticket Number: 0000089840	05/02/2004	1		05/03/2004
Ticket Number: 0000089896	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number: 0000089902	05/03/2004	0	05/03/2004	05/03/2004
Ticket Number: 0000089876	05/03/2004	0	05/03/2004	05/10/2004
Ticket Number: 0000089837	05/02/2004	1		05/03/2004
Ticket Number: 0000089810	05/01/2004	2		05/03/2004
Ticket Number: 0000089812	05/01/2004	2		05/03/2004
Ticket Number: 0000090648	05/10/2004	1	05/11/2004	05/17/2004
Ticket Number: 0000090715	05/11/2004	0		05/11/2004
Ticket Number: 0000090795	05/11/2004	0		05/11/2004
Ticket Number: 0000090789	05/11/2004	0		05/11/2004
Ticket Number: 0000090805	05/11/2004	0		05/11/2004
Ticket Number: 0000090803	05/11/2004	0		05/11/2004
Ticket Number: 0000090796	05/11/2004	0		05/11/2004
Ticket Number: 0000090791	05/11/2004	0		05/11/2004
Ticket Number: 0000090768	05/11/2004	0		05/11/2004
Ticket Number: 0000090751	05/11/2004	0	05/11/2004	05/17/2004
Ticket Number: 0000090706	05/10/2004	1		05/11/2004
Ticket Number: 0000090703	05/10/2004	11	05/21/2004	05/27/2004
Ticket Number: 0000090705	05/10/2004	1		05/11/2004
Ticket Number: 0000091601	05/21/2004	0		05/21/2004
Ticket Number: 0000091114	05/14/2004	0		05/14/2004
Ticket Number: 0000091593	05/20/2004	1		05/21/2004
Ticket Number: 0000091608	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number: 0000091617	05/21/2004	0	05/21/2004	05/27/2004
Ticket Number: 0000090269	05/05/2004	0	05/05/2004	05/11/2004
Ticket Number: 0000090482	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number: 0000090455	05/07/2004	0	05/07/2004	05/13/2004
Ticket Number: 0000091652	05/21/2004	4	05/25/2004	05/31/2004
Ticket Number: 0000091887	05/25/2004	0		05/25/2004
Ticket Number: 0000091735	05/24/2004	0	05/24/2004	05/31/2004
Ticket Number: 0000091889	05/25/2004	0		05/25/2004
Ticket Number: 0000091845	05/25/2004	0		05/25/2004
<b>Average time to ticket resolution for</b>		tim		<b>1</b>
<b>Maximum time to ticket resolution for</b>		tim		<b>14</b>
<b>Minimum time to ticket resolution for</b>		tim		<b>0</b>

SysCore

Average time to ticket resolution for

SysCore

1

Maximum time to ticket resolution for

SysCore

25

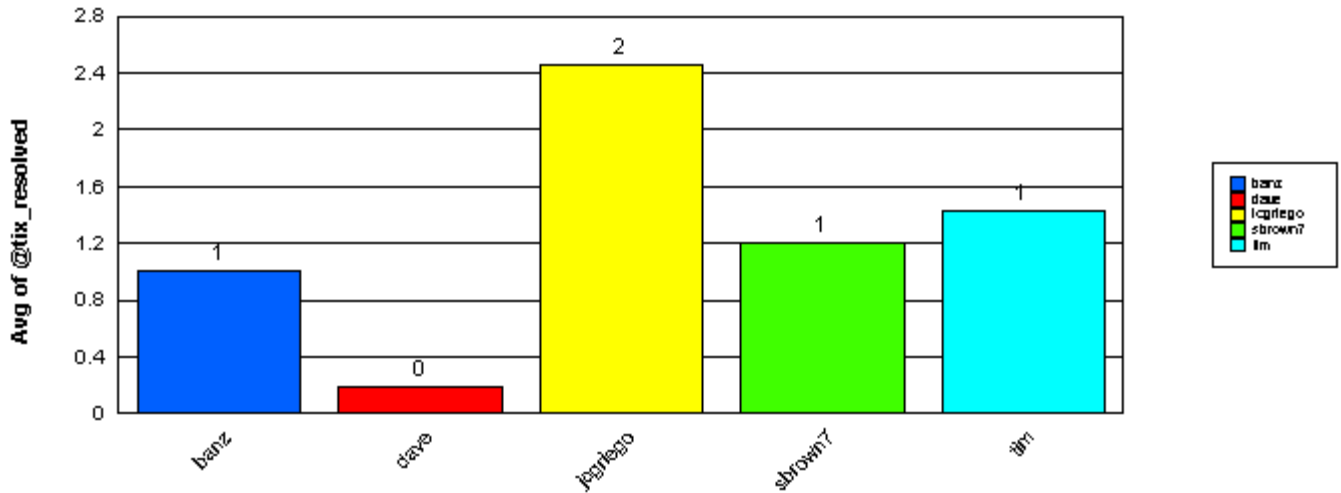
Minimum time to ticket resolution for

SysCore

0

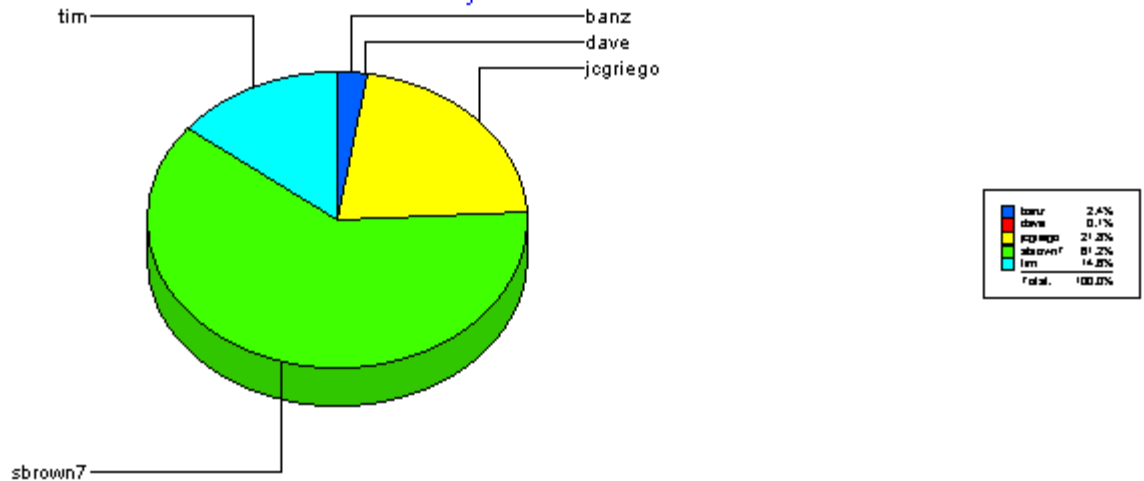
## Avg of Each Ticket Resolved

For SysCore



## Percentage of Sum of Tickets Resolved

For SysCore



SysDept

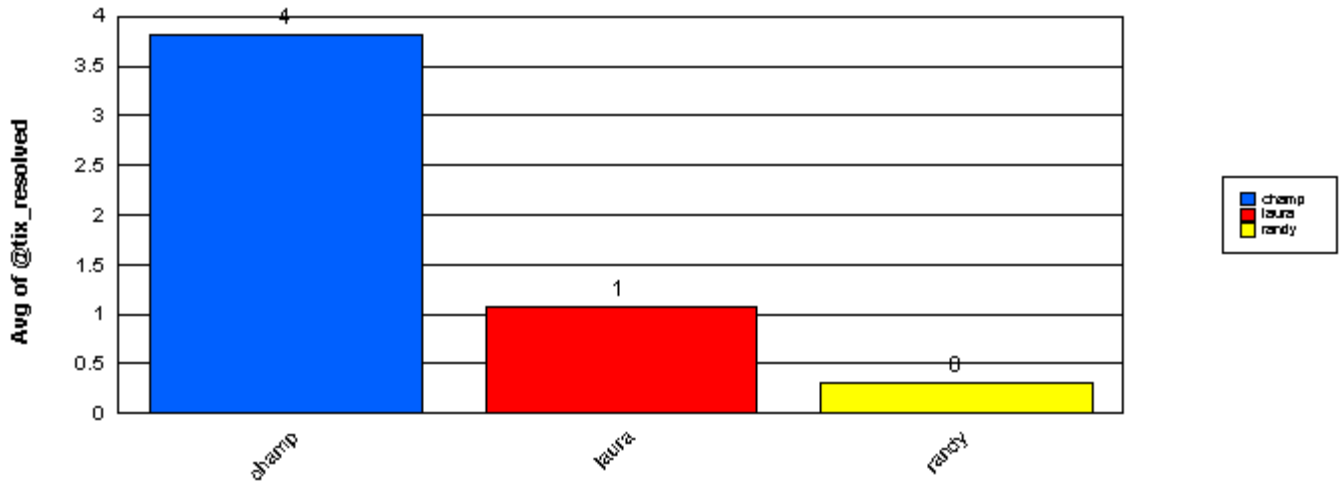
		<u>Total:</u> 27	
<b>champ</b>		<u>Total:</u> 9	
<b>Closed</b>		<u>Total:</u> 9	
Ticket Number:	0000090151	05/04/2004	7
Ticket Number:	0000090336	05/05/2004	6
Ticket Number:	0000090232	05/05/2004	0
Ticket Number:	0000090539	05/07/2004	4
Ticket Number:	0000091118	05/14/2004	0
Ticket Number:	0000091587	05/20/2004	4
Ticket Number:	0000091299	05/17/2004	1
Ticket Number:	0000091504	05/19/2004	5
Ticket Number:	0000089841	05/02/2004	9
-----		-----	
<b>Average time to ticket resolution for</b>		champ	<b>4</b>
<b>Maximum time to ticket resolution for</b>		champ	<b>9</b>
<b>Minimum time to ticket resolution for</b>		champ	<b>0</b>
<hr/>		<hr/>	
<b>laura</b>		<u>Total:</u> 12	
<b>Closed</b>		<u>Total:</u> 12	
Ticket Number:	0000089818	05/01/2004	2
Ticket Number:	0000089930	05/03/2004	1
Ticket Number:	0000089915	05/03/2004	0
Ticket Number:	0000090334	05/05/2004	6
Ticket Number:	0000090484	05/07/2004	0
Ticket Number:	0000091075	05/14/2004	0
Ticket Number:	0000091084	05/14/2004	0
Ticket Number:	0000090630	05/10/2004	0
Ticket Number:	0000090801	05/11/2004	1
Ticket Number:	0000091939	05/26/2004	0
Ticket Number:	0000091947	05/26/2004	0
Ticket Number:	0000092150	05/28/2004	4
-----		-----	
<b>Average time to ticket resolution for</b>		laura	<b>1</b>
<b>Maximum time to ticket resolution for</b>		laura	<b>6</b>
<b>Minimum time to ticket resolution for</b>		laura	<b>0</b>
<hr/>		<hr/>	
<b>randy</b>		<u>Total:</u> 6	
<b>Closed</b>		<u>Total:</u> 6	
Ticket Number:	0000091639	05/21/2004	0
Ticket Number:	0000091946	05/26/2004	0
Ticket Number:	0000090793	05/11/2004	0
Ticket Number:	0000090929	05/12/2004	0
Ticket Number:	0000090073	05/04/2004	0
Ticket Number:	0000090136	05/04/2004	2
-----		-----	
<b>Average time to ticket resolution for</b>		randy	<b>0</b>
<b>Maximum time to ticket resolution for</b>		randy	<b>2</b>
<b>Minimum time to ticket resolution for</b>		randy	<b>0</b>

**SysDept**

Average time to ticket resolution for	SysDept	2
Maximum time to ticket resolution for	SysDept	9
Minimum time to ticket resolution for	SysDept	0

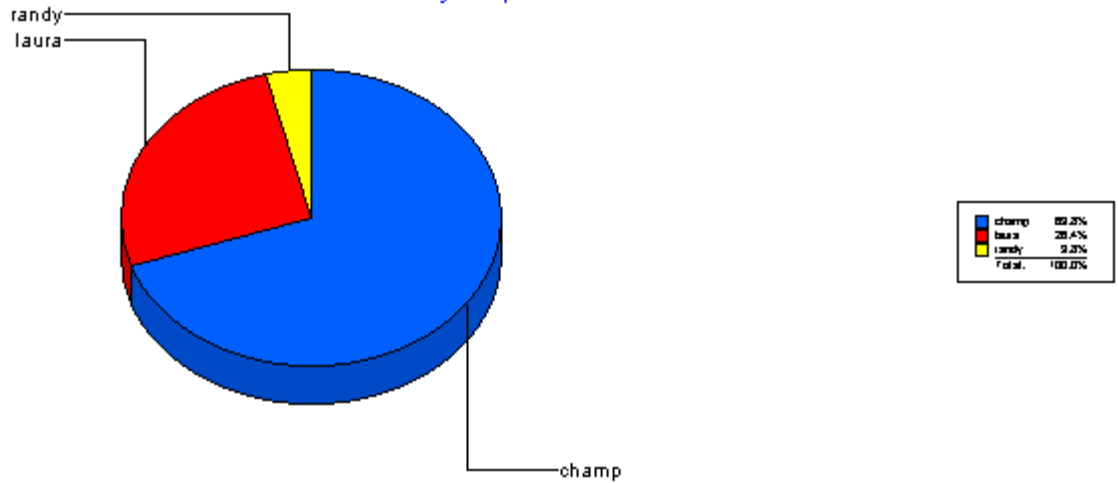
**Avg of Each Ticket Resolved**

For SysDept



**Percentage of Sum of Tickets Resolved**

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 05/01/2004 and 05/31/2004 : 2080

Total Remedy Tickets Created between: 05/01/2004 and 05/31/2004 : 2080

Maximum time to resolution	25
Minimum time to resolution	0
Total Average time to ticket resolution	1.71