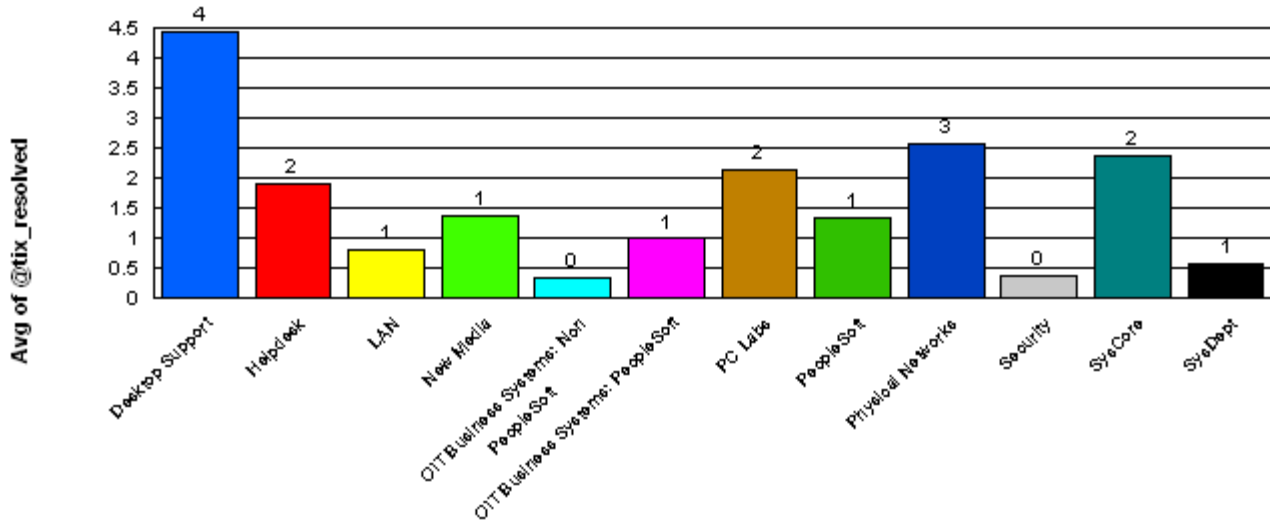


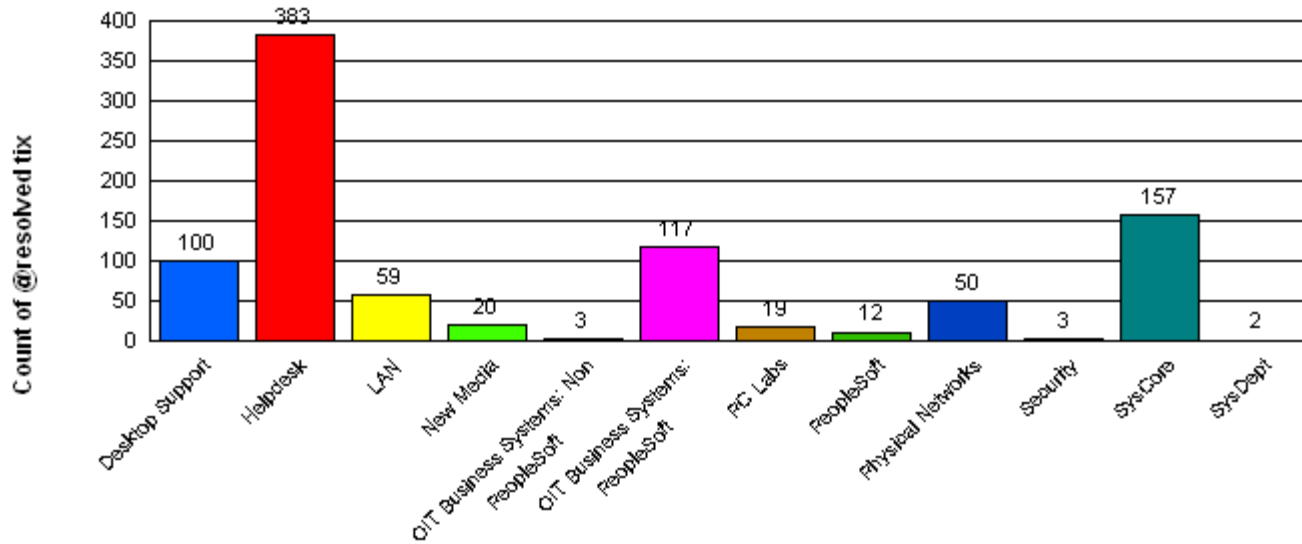
Average Length to Resolution

Ticket Created Between November 01, 2003 to November 30, 2003

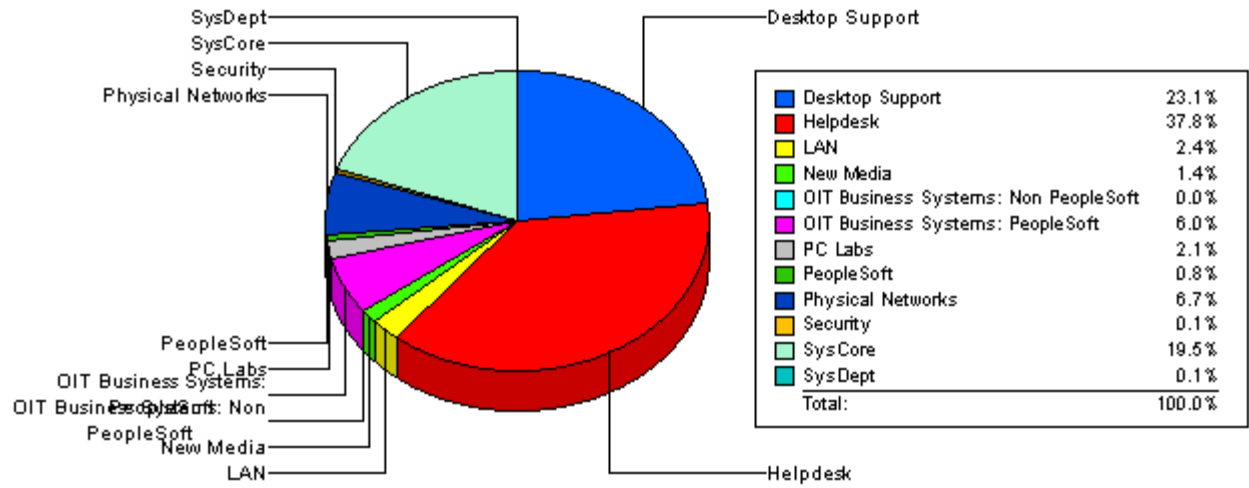
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Desktop Support

		<u>Total:</u>	80		
afort1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000077132	11/16/2003	4	11/20/2003	11/26/2003

Average time to ticket resolution for		afort1	4		
Maximum time to ticket resolution for		afort1	4		
Minimum time to ticket resolution for		afort1	4		
chrism		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000077277	11/18/2003	0	11/18/2003	11/18/2003
Ticket Number:	0000076669	11/10/2003	0	11/10/2003	11/17/2003

Average time to ticket resolution for		chrism	0		
Maximum time to ticket resolution for		chrism	0		
Minimum time to ticket resolution for		chrism	0		
edortiz		<u>Total:</u>	15		
Closed		<u>Total:</u>	15		
Ticket Number:	0000076127	11/03/2003	9	11/12/2003	11/18/2003
Ticket Number:	0000076239	11/04/2003	15	11/19/2003	11/25/2003
Ticket Number:	0000076336	11/05/2003	9	11/14/2003	11/20/2003
Ticket Number:	0000076379	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076693	11/10/2003	9	11/19/2003	11/25/2003
Ticket Number:	0000076694	11/10/2003	9	11/19/2003	11/25/2003
Ticket Number:	0000076570	11/07/2003	12	11/19/2003	11/25/2003
Ticket Number:	0000076536	11/07/2003	10	11/17/2003	11/24/2003
Ticket Number:	0000076780	11/11/2003	8	11/19/2003	11/25/2003
Ticket Number:	0000076803	11/11/2003	6	11/17/2003	11/24/2003
Ticket Number:	0000077440	11/19/2003	2	11/21/2003	11/27/2003
Ticket Number:	0000077506	11/20/2003	6	11/26/2003	11/26/2003
Ticket Number:	0000077164	11/17/2003	2	11/19/2003	11/21/2003
Ticket Number:	0000077031	11/14/2003	3	11/17/2003	11/24/2003
Ticket Number:	0000076814	11/11/2003	8	11/19/2003	11/25/2003

Average time to ticket resolution for		edortiz	7		
Maximum time to ticket resolution for		edortiz	15		
Minimum time to ticket resolution for		edortiz	2		

Desktop Support

josh

Total: 23

Closed

Total: 23

Ticket Number:	0000076775	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000077271	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077449	11/19/2003	2	11/21/2003	11/27/2003
Ticket Number:	0000077392	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077360	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077333	11/18/2003	3	11/21/2003	11/27/2003
Ticket Number:	0000077275	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077060	11/14/2003	3	11/17/2003	11/24/2003
Ticket Number:	0000076801	11/11/2003	3	11/14/2003	11/20/2003
Ticket Number:	0000076943	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000077190	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077332	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000076847	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076604	11/07/2003	5	11/12/2003	11/18/2003
Ticket Number:	0000076100	11/03/2003	2	11/05/2003	11/11/2003
Ticket Number:	0000076309	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076717	11/10/2003	7	11/17/2003	11/24/2003
Ticket Number:	0000076701	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076394	11/05/2003	8	11/13/2003	11/19/2003
Ticket Number:	0000076341	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076334	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076296	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076250	11/04/2003	1	11/05/2003	11/11/2003

Average time to ticket resolution for	josh	2
Maximum time to ticket resolution for	josh	8
Minimum time to ticket resolution for	josh	0

kirkley1

Total: 1

Closed

Total: 1

Ticket Number:	0000077226	11/17/2003	2	11/19/2003	11/25/2003
----------------	------------	------------	---	------------	------------

Average time to ticket resolution for	kirkley1	2
Maximum time to ticket resolution for	kirkley1	2
Minimum time to ticket resolution for	kirkley1	2

mhartm1

Total: 4

Closed

Total: 4

Ticket Number:	0000077322	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000076303	11/05/2003	12	11/17/2003	11/24/2003
Ticket Number:	0000076718	11/10/2003	8	11/18/2003	11/24/2003
Ticket Number:	0000076395	11/05/2003	1	11/06/2003	11/12/2003

Average time to ticket resolution for	mhartm1	5
Maximum time to ticket resolution for	mhartm1	12
Minimum time to ticket resolution for	mhartm1	1

Desktop Support

omarn

Total: **34**

Closed

Total: **34**

Ticket Number:	0000077069	11/14/2003	7	11/21/2003	11/27/2003
Ticket Number:	0000076437	11/06/2003	6	11/12/2003	11/18/2003
Ticket Number:	0000076429	11/06/2003	7	11/13/2003	11/19/2003
Ticket Number:	0000076425	11/06/2003	4	11/10/2003	11/17/2003
Ticket Number:	0000076358	11/05/2003	15	11/20/2003	11/26/2003
Ticket Number:	0000076323	11/05/2003	9	11/14/2003	11/20/2003
Ticket Number:	0000076357	11/05/2003	12	11/17/2003	11/24/2003
Ticket Number:	0000076348	11/05/2003	9	11/14/2003	11/20/2003
Ticket Number:	0000076346	11/05/2003	7	11/12/2003	11/18/2003
Ticket Number:	0000076320	11/05/2003	9	11/14/2003	11/20/2003
Ticket Number:	0000076668	11/10/2003	7	11/17/2003	11/24/2003
Ticket Number:	0000076661	11/10/2003	4	11/14/2003	11/20/2003
Ticket Number:	0000076572	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000076559	11/07/2003	7	11/14/2003	11/20/2003
Ticket Number:	0000076546	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000076483	11/06/2003	7	11/13/2003	11/19/2003
Ticket Number:	0000076416	11/06/2003	4	11/10/2003	11/17/2003
Ticket Number:	0000076465	11/06/2003	8	11/14/2003	11/20/2003
Ticket Number:	0000076446	11/06/2003	8	11/14/2003	11/20/2003
Ticket Number:	0000076434	11/06/2003	13	11/19/2003	11/25/2003
Ticket Number:	0000076248	11/04/2003	17	11/21/2003	11/27/2003
Ticket Number:	0000076235	11/04/2003	6	11/10/2003	11/17/2003
Ticket Number:	0000076193	11/04/2003	6	11/10/2003	11/17/2003
Ticket Number:	0000076299	11/05/2003	8	11/13/2003	11/19/2003
Ticket Number:	0000076232	11/04/2003	15	11/19/2003	11/25/2003
Ticket Number:	0000076107	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076823	11/11/2003	10	11/21/2003	11/27/2003
Ticket Number:	0000077283	11/18/2003	3	11/21/2003	11/27/2003
Ticket Number:	0000077187	11/17/2003	2	11/19/2003	11/25/2003
Ticket Number:	0000077055	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077049	11/14/2003	3	11/17/2003	11/24/2003
Ticket Number:	0000076959	11/13/2003	4	11/17/2003	11/24/2003
Ticket Number:	0000076951	11/13/2003	6	11/19/2003	11/25/2003
Ticket Number:	0000076925	11/13/2003	7	11/20/2003	11/26/2003

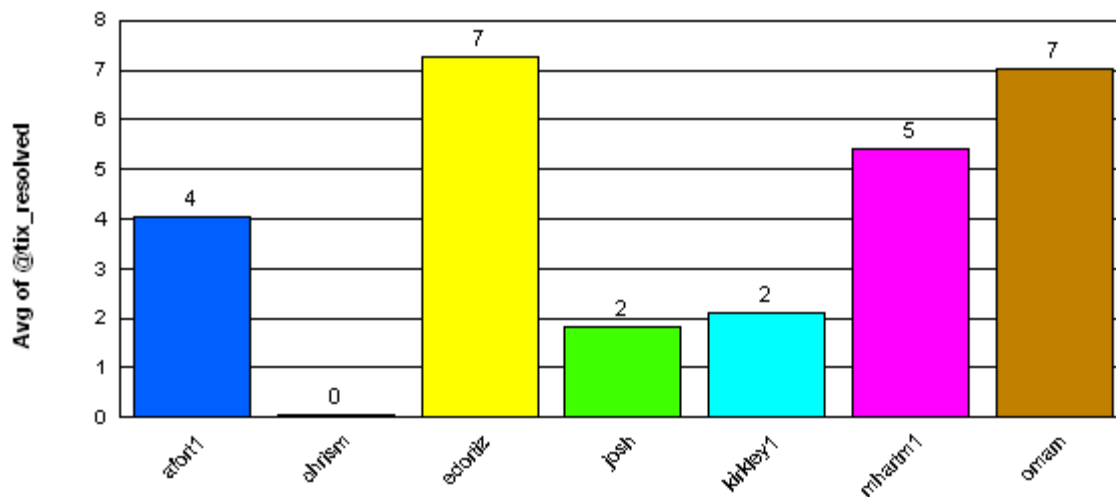
Average time to ticket resolution for	omarn	7
Maximum time to ticket resolution for	omarn	17
Minimum time to ticket resolution for	omarn	0

Desktop Support

Average time to ticket resolution for	Desktop Suppor	5
Maximum time to ticket resolution for	Desktop Suppor	17
Minimum time to ticket resolution for	Desktop Suppor	0

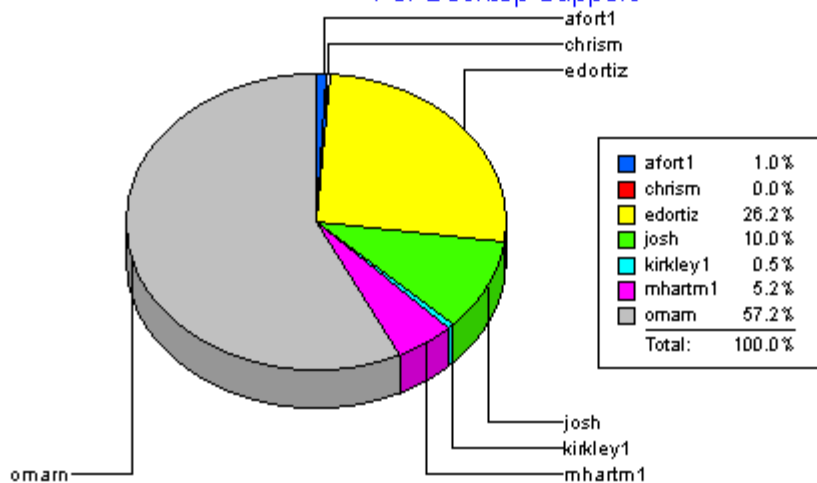
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Helpdesk

Total:

405

**Helpdesk
akhant1**

Total: **58**

Helpdesk

	Closed	Total:	58		
Ticket Number:	0000076340	11/05/2003	9	11/14/2003	11/20/2003
Ticket Number:	0000076153	11/03/2003	4	11/07/2003	11/13/2003
Ticket Number:	0000076121	11/03/2003	4	11/07/2003	11/13/2003
Ticket Number:	0000076092	11/03/2003	4	11/07/2003	11/13/2003
Ticket Number:	0000076532	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076384	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076389	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076663	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076651	11/10/2003	4	11/14/2003	11/20/2003
Ticket Number:	0000076596	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076436	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076561	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000076551	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076477	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076545	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076525	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076524	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076523	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076521	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076520	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076518	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076516	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076515	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076509	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076458	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076419	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076407	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076400	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076399	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076393	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076385	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076375	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076370	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076267	11/04/2003	3	11/07/2003	11/13/2003
Ticket Number:	0000076412	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076111	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076507	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076988	11/13/2003	8	11/21/2003	11/27/2003
Ticket Number:	0000077023	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077467	11/19/2003	2	11/21/2003	11/27/2003
Ticket Number:	0000077235	11/17/2003	4	11/21/2003	11/27/2003
Ticket Number:	0000077228	11/17/2003	4	11/21/2003	11/27/2003
Ticket Number:	0000077180	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077170	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077142	11/17/2003	4	11/21/2003	11/27/2003
Ticket Number:	0000077121	11/15/2003	2	11/17/2003	11/24/2003
Ticket Number:	0000077104	11/15/2003	6	11/21/2003	11/27/2003
Ticket Number:	0000077061	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077026	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077326	11/18/2003	3	11/21/2003	11/27/2003
Ticket Number:	0000077314	11/18/2003	3	11/21/2003	11/27/2003
Ticket Number:	0000077303	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000077020	11/14/2003	0	11/14/2003	11/20/2003

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Ticket Number:	0000076893	11/12/2003	2	11/14/2003	11/20/2003
Ticket Number:	0000076892	11/12/2003	1	11/13/2003	11/19/2003
Ticket Number:	0000076996	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000077013	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000076979	11/13/2003	1	11/14/2003	11/20/2003
-----			-----		
Average time to ticket resolution for	akhant1		2		
Maximum time to ticket resolution for	akhant1		9		
Minimum time to ticket resolution for	akhant1		0		

**Helpdesk
anna**

Total: **104**

Helpdesk

	Closed	Total:	104		
Ticket Number:	0000076748	11/11/2003	1	11/12/2003	11/18/2003
Ticket Number:	0000076771	11/11/2003	8	11/19/2003	11/25/2003
Ticket Number:	0000077636	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077621	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077609	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077582	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077554	11/20/2003	1	11/21/2003	11/27/2003
Ticket Number:	0000077529	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077487	11/20/2003	1	11/21/2003	11/27/2003
Ticket Number:	0000077479	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077489	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077247	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000077223	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077150	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077112	11/15/2003	4	11/19/2003	11/25/2003
Ticket Number:	0000077351	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000076997	11/13/2003	7	11/20/2003	11/26/2003
Ticket Number:	0000076915	11/12/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000077353	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000076905	11/12/2003	1	11/13/2003	11/19/2003
Ticket Number:	0000076891	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076874	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076846	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076845	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076842	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000077432	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077428	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077401	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077400	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077389	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077372	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077355	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077340	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000077338	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000077313	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000077484	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077087	11/14/2003	6	11/20/2003	11/26/2003
Ticket Number:	0000077071	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077072	11/14/2003	7	11/21/2003	11/27/2003
Ticket Number:	0000076932	11/13/2003	6	11/19/2003	11/25/2003
Ticket Number:	0000076931	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000076929	11/13/2003	7	11/20/2003	11/26/2003
Ticket Number:	0000076922	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000076830	11/11/2003	1	11/12/2003	11/18/2003
Ticket Number:	0000076776	11/11/2003	2	11/13/2003	11/19/2003
Ticket Number:	0000076223	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076376	11/05/2003	8	11/13/2003	11/19/2003
Ticket Number:	0000076373	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076363	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076361	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076351	11/05/2003	9	11/14/2003	11/20/2003
Ticket Number:	0000076325	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076268	11/04/2003	3	11/07/2003	11/13/2003

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Ticket Number:	0000076281	11/04/2003	3	11/07/2003	11/13/2003
Ticket Number:	0000076273	11/04/2003	8	11/12/2003	11/18/2003
Ticket Number:	0000076272	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076258	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076252	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076243	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076240	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076208	11/04/2003	8	11/12/2003	11/18/2003
Ticket Number:	0000076745	11/10/2003	8	11/19/2003	11/25/2003
Ticket Number:	0000076743	11/10/2003	1	11/12/2003	11/18/2003
Ticket Number:	0000076674	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076838	11/11/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076657	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076647	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076627	11/08/2003	3	11/12/2003	11/18/2003
Ticket Number:	0000076626	11/08/2003	3	11/12/2003	11/18/2003
Ticket Number:	0000076615	11/08/2003	5	11/13/2003	11/19/2003
Ticket Number:	0000076611	11/08/2003	5	11/13/2003	11/19/2003
Ticket Number:	0000076608	11/07/2003	4	11/12/2003	11/18/2003
Ticket Number:	0000076605	11/07/2003	4	11/12/2003	11/18/2003
Ticket Number:	0000076601	11/07/2003	7	11/14/2003	11/20/2003
Ticket Number:	0000076165	11/03/2003	2	11/05/2003	11/11/2003
Ticket Number:	0000076292	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076290	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076226	11/04/2003	10	11/14/2003	11/20/2003
Ticket Number:	0000076177	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076176	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076154	11/03/2003	9	11/12/2003	11/18/2003
Ticket Number:	0000076139	11/03/2003	9	11/12/2003	11/18/2003
Ticket Number:	0000076117	11/03/2003	2	11/05/2003	11/11/2003
Ticket Number:	0000076114	11/03/2003	9	11/12/2003	11/18/2003
Ticket Number:	0000076094	11/03/2003	2	11/05/2003	11/11/2003
Ticket Number:	0000076401	11/05/2003	8	11/14/2003	11/20/2003
Ticket Number:	0000076519	11/06/2003	7	11/14/2003	11/20/2003
Ticket Number:	0000076511	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076510	11/06/2003	8	11/14/2003	11/20/2003
Ticket Number:	0000076492	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076462	11/06/2003	7	11/13/2003	11/19/2003
Ticket Number:	0000076460	11/06/2003	8	11/14/2003	11/20/2003
Ticket Number:	0000076426	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076411	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076410	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076402	11/05/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076396	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076064	11/01/2003	4	11/05/2003	11/11/2003
Ticket Number:	0000076066	11/01/2003	4	11/05/2003	11/11/2003
Ticket Number:	0000076068	11/01/2003	3	11/05/2003	11/11/2003
Ticket Number:	0000076088	11/03/2003	2	11/05/2003	11/11/2003
Ticket Number:	0000076084	11/02/2003	2	11/05/2003	11/11/2003
Ticket Number:	0000076067	11/01/2003	3	11/05/2003	11/11/2003
Ticket Number:	0000076063	11/01/2003	4	11/05/2003	11/11/2003

Average time to ticket resolution for	anna	2
Maximum time to ticket resolution for	anna	10
Minimum time to ticket resolution for	anna	0

Helpdesk**anoop1**Total: 1**Closed**Total: 1

Ticket Number: 0000077437

11/19/2003

0

11/19/2003

11/25/2003

Average time to ticket resolution for

anoop1

0**Maximum time to ticket resolution for**

anoop1

0**Minimum time to ticket resolution for**

anoop1

0**ha2**Total: 4**Closed**Total: 4

Ticket Number: 0000077006

11/13/2003

0

11/13/2003

11/19/2003

Ticket Number: 0000077106

11/15/2003

1

11/16/2003

11/24/2003

Ticket Number: 0000077021

11/14/2003

7

11/20/2003

11/26/2003

Ticket Number: 0000076300

11/05/2003

1

11/06/2003

11/12/2003

Average time to ticket resolution for

ha2

2**Maximum time to ticket resolution for**

ha2

7**Minimum time to ticket resolution for**

ha2

0**jperron1**Total: 5**Closed**Total: 5

Ticket Number: 0000076620

11/08/2003

2

11/10/2003

11/17/2003

Ticket Number: 0000076678

11/10/2003

0

11/10/2003

11/17/2003

Ticket Number: 0000076655

11/10/2003

0

11/10/2003

11/17/2003

Ticket Number: 0000076840

11/12/2003

0

11/12/2003

11/17/2003

Ticket Number: 0000077737

11/24/2003

0

11/24/2003

11/24/2003

Average time to ticket resolution for

jperron1

0**Maximum time to ticket resolution for**

jperron1

2**Minimum time to ticket resolution for**

jperron1

0**kherna1**Total: 9**Closed**Total: 9

Ticket Number: 0000076909

11/12/2003

1

11/13/2003

11/19/2003

Ticket Number: 0000077388

11/19/2003

1

11/20/2003

11/26/2003

Ticket Number: 0000076985

11/13/2003

0

11/13/2003

11/19/2003

Ticket Number: 0000076918

11/12/2003

1

11/13/2003

11/19/2003

Ticket Number: 0000076919

11/13/2003

1

11/13/2003

11/19/2003

Ticket Number: 0000076098

11/03/2003

0

11/03/2003

11/10/2003

Ticket Number: 0000076646

11/10/2003

3

11/13/2003

11/19/2003

Ticket Number: 0000076468

11/06/2003

5

11/11/2003

11/17/2003

Ticket Number: 0000076589

11/07/2003

3

11/10/2003

11/17/2003

Average time to ticket resolution for

kherna1

2**Maximum time to ticket resolution for**

kherna1

5**Minimum time to ticket resolution for**

kherna1

0**mnolan1**Total: 4**Closed**Total: 4

Ticket Number: 0000076122

11/03/2003

1

11/04/2003

11/10/2003

Ticket Number: 0000076275

11/04/2003

0

11/04/2003

11/10/2003

Ticket Number: 0000076081

11/02/2003

0

11/02/2003

11/10/2003

Ticket Number: 0000076677

11/10/2003

1

11/11/2003

11/17/2003

Average time to ticket resolution for

mnolan1

1**Maximum time to ticket resolution for**

mnolan1

1**Minimum time to ticket resolution for**

mnolan1

0

Helpdesk

moneill1		<u>Total:</u>	12		
Closed		<u>Total:</u>	12		
Ticket Number:	0000076099	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076368	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076439	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076864	11/12/2003	1	11/13/2003	11/19/2003
Ticket Number:	0000077050	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077598	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077175	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077217	11/17/2003	4	11/21/2003	11/27/2003
Ticket Number:	0000077574	11/20/2003	1	11/21/2003	11/27/2003
Ticket Number:	0000077518	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077414	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000076948	11/13/2003	0	11/13/2003	11/19/2003
Average time to ticket resolution for		moneill1	1		
Maximum time to ticket resolution for		moneill1	4		
Minimum time to ticket resolution for		moneill1	0		
myers		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000077179	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077373	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000076151	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076392	11/05/2003	2	11/07/2003	11/13/2003
Average time to ticket resolution for		myers	1		
Maximum time to ticket resolution for		myers	2		
Minimum time to ticket resolution for		myers	0		
nevans1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000076302	11/05/2003	0	11/05/2003	11/11/2003
Average time to ticket resolution for		nevans1	0		
Maximum time to ticket resolution for		nevans1	0		
Minimum time to ticket resolution for		nevans1	0		
nitinr1		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000076311	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076738	11/10/2003	3	11/13/2003	11/19/2003
Ticket Number:	0000076377	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076975	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000077537	11/20/2003	0	11/20/2003	11/26/2003
Average time to ticket resolution for		nitinr1	1		
Maximum time to ticket resolution for		nitinr1	3		
Minimum time to ticket resolution for		nitinr1	0		
noel		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000077086	11/14/2003	3	11/17/2003	11/24/2003
Average time to ticket resolution for		noel	3		
Maximum time to ticket resolution for		noel	3		
Minimum time to ticket resolution for		noel	3		

Helpdesk

r1

Total: 25**Closed**Total: 25

Ticket Number:	0000076749	11/11/2003	7	11/18/2003	11/24/2003
Ticket Number:	0000076834	11/11/2003	7	11/18/2003	11/24/2003
Ticket Number:	0000076784	11/11/2003	7	11/18/2003	11/24/2003
Ticket Number:	0000077634	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077301	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077273	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077094	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000076962	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000076953	11/13/2003	7	11/20/2003	11/26/2003
Ticket Number:	0000076105	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076158	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076160	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076653	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076643	11/10/2003	8	11/18/2003	11/24/2003
Ticket Number:	0000076630	11/08/2003	10	11/18/2003	11/24/2003
Ticket Number:	0000076629	11/08/2003	10	11/18/2003	11/24/2003
Ticket Number:	0000076607	11/07/2003	4	11/11/2003	11/17/2003
Ticket Number:	0000076467	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076289	11/05/2003	13	11/18/2003	11/24/2003
Ticket Number:	0000076228	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076184	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076182	11/04/2003	7	11/11/2003	11/17/2003
Ticket Number:	0000076172	11/03/2003	8	11/11/2003	11/17/2003
Ticket Number:	0000076159	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076157	11/03/2003	1	11/04/2003	11/10/2003

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Average time to ticket resolution for	r1		4
Maximum time to ticket resolution for	r1		13
Minimum time to ticket resolution for	r1		0
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Helpdesk

ramosm1

Total: **36**

Closed

Total: **36**

Ticket Number:	0000076054	11/01/2003	0	11/01/2003	11/07/2003
Ticket Number:	0000076060	11/01/2003	0	11/01/2003	11/07/2003
Ticket Number:	0000076610	11/07/2003	1	11/08/2003	11/14/2003
Ticket Number:	0000076613	11/08/2003	0	11/08/2003	11/14/2003
Ticket Number:	0000076617	11/08/2003	7	11/15/2003	11/21/2003
Ticket Number:	0000076625	11/08/2003	0	11/08/2003	11/14/2003
Ticket Number:	0000076700	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076741	11/10/2003	5	11/15/2003	11/21/2003
Ticket Number:	0000076712	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076709	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076628	11/08/2003	0	11/08/2003	11/14/2003
Ticket Number:	0000076624	11/08/2003	0	11/08/2003	11/14/2003
Ticket Number:	0000076614	11/08/2003	0	11/08/2003	11/14/2003
Ticket Number:	0000076612	11/08/2003	0	11/08/2003	11/14/2003
Ticket Number:	0000076055	11/01/2003	0	11/01/2003	11/07/2003
Ticket Number:	0000076056	11/01/2003	0	11/01/2003	11/07/2003
Ticket Number:	0000076888	11/12/2003	10	11/22/2003	11/28/2003
Ticket Number:	0000076917	11/12/2003	3	11/15/2003	11/21/2003
Ticket Number:	0000077078	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077100	11/15/2003	0	11/15/2003	11/21/2003
Ticket Number:	0000077105	11/15/2003	0	11/15/2003	11/21/2003
Ticket Number:	0000077672	11/22/2003	0	11/22/2003	11/28/2003
Ticket Number:	0000077668	11/22/2003	0	11/22/2003	11/28/2003
Ticket Number:	0000077667	11/22/2003	0	11/22/2003	11/28/2003
Ticket Number:	0000077666	11/22/2003	0	11/22/2003	11/28/2003
Ticket Number:	0000077655	11/21/2003	1	11/22/2003	11/28/2003
Ticket Number:	0000077652	11/21/2003	1	11/22/2003	11/28/2003
Ticket Number:	0000077651	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077648	11/21/2003	1	11/22/2003	11/28/2003
Ticket Number:	0000077538	11/20/2003	1	11/21/2003	11/27/2003
Ticket Number:	0000077502	11/20/2003	1	11/21/2003	11/27/2003
Ticket Number:	0000077443	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077185	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077108	11/15/2003	0	11/15/2003	11/21/2003
Ticket Number:	0000077101	11/15/2003	0	11/15/2003	11/21/2003
Ticket Number:	0000077098	11/14/2003	1	11/15/2003	11/21/2003

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Average time to ticket resolution for	ramosm1		1
Maximum time to ticket resolution for	ramosm1		10
Minimum time to ticket resolution for	ramosm1		0
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steyr**

Total: 77

Helpdesk

	Closed	Total:	77		
Ticket Number:	0000076754	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076833	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076826	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076770	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076863	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076873	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000077143	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077141	11/17/2003	3	11/20/2003	11/25/2003
Ticket Number:	0000077137	11/16/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077124	11/16/2003	2	11/17/2003	11/24/2003
Ticket Number:	0000077120	11/15/2003	2	11/18/2003	11/24/2003
Ticket Number:	0000077119	11/15/2003	2	11/18/2003	11/24/2003
Ticket Number:	0000077099	11/15/2003	3	11/18/2003	11/24/2003
Ticket Number:	0000077097	11/14/2003	3	11/18/2003	11/24/2003
Ticket Number:	0000077092	11/14/2003	4	11/18/2003	11/24/2003
Ticket Number:	0000077507	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077499	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077497	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077492	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077478	11/20/2003	0	11/20/2003	11/25/2003
Ticket Number:	0000077471	11/19/2003	0	11/20/2003	11/25/2003
Ticket Number:	0000077468	11/19/2003	0	11/20/2003	11/25/2003
Ticket Number:	0000077465	11/19/2003	0	11/20/2003	11/25/2003
Ticket Number:	0000077463	11/19/2003	0	11/20/2003	11/25/2003
Ticket Number:	0000077387	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077379	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077393	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077308	11/18/2003	2	11/20/2003	11/26/2003
Ticket Number:	0000077274	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077243	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077241	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077232	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077199	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077191	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077178	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077147	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077419	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077310	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077309	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077045	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077016	11/13/2003	4	11/18/2003	11/24/2003
Ticket Number:	0000076984	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000077494	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000076445	11/06/2003	6	11/12/2003	11/18/2003
Ticket Number:	0000076585	11/07/2003	4	11/11/2003	11/17/2003
Ticket Number:	0000076514	11/06/2003	4	11/10/2003	11/17/2003
Ticket Number:	0000076498	11/06/2003	4	11/10/2003	11/17/2003
Ticket Number:	0000076495	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076494	11/06/2003	4	11/10/2003	11/17/2003
Ticket Number:	0000076298	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076253	11/04/2003	8	11/12/2003	11/18/2003
Ticket Number:	0000076204	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076187	11/04/2003	0	11/04/2003	11/10/2003

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Ticket Number:	0000076186	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076181	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076180	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076179	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076129	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076103	11/03/2003	7	11/10/2003	11/17/2003
Ticket Number:	0000076058	11/01/2003	4	11/05/2003	11/11/2003
Ticket Number:	0000076733	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076732	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076730	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076719	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076679	11/10/2003	8	11/18/2003	11/24/2003
Ticket Number:	0000076666	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076662	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076649	11/10/2003	2	11/11/2003	11/17/2003
Ticket Number:	0000076650	11/10/2003	8	11/18/2003	11/24/2003
Ticket Number:	0000076648	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076641	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076639	11/10/2003	8	11/18/2003	11/24/2003
Ticket Number:	0000076633	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076631	11/09/2003	2	11/11/2003	11/17/2003
Ticket Number:	0000076220	11/04/2003	2	11/06/2003	11/12/2003
Ticket Number:	0000076205	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076061	11/01/2003	9	11/10/2003	11/17/2003
-----			-----		
Average time to ticket resolution for	stcyr		2		
Maximum time to ticket resolution for	stcyr		9		
Minimum time to ticket resolution for	stcyr		0		

Helpdesk

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Total: 37

Closed

Total: 37

Ticket Number:	0000076072	11/02/2003	0	11/02/2003	11/10/2003
Ticket Number:	0000076074	11/02/2003	0	11/02/2003	11/10/2003
Ticket Number:	0000076279	11/04/2003	0	11/05/2003	11/10/2003
Ticket Number:	0000076284	11/04/2003	0	11/05/2003	11/10/2003
Ticket Number:	0000076266	11/04/2003	0	11/05/2003	11/10/2003
Ticket Number:	0000077321	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000076731	11/10/2003	6	11/16/2003	11/24/2003
Ticket Number:	0000076642	11/10/2003	2	11/11/2003	11/17/2003
Ticket Number:	0000076635	11/10/2003	7	11/16/2003	11/24/2003
Ticket Number:	0000077305	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000076237	11/04/2003	12	11/16/2003	11/24/2003
Ticket Number:	0000076286	11/05/2003	0	11/05/2003	11/10/2003
Ticket Number:	0000076283	11/04/2003	0	11/05/2003	11/10/2003
Ticket Number:	0000076278	11/04/2003	0	11/05/2003	11/10/2003
Ticket Number:	0000076077	11/02/2003	3	11/05/2003	11/10/2003
Ticket Number:	0000076183	11/04/2003	1	11/05/2003	11/10/2003
Ticket Number:	0000076083	11/02/2003	0	11/02/2003	11/10/2003
Ticket Number:	0000076073	11/02/2003	0	11/02/2003	11/02/2003
Ticket Number:	0000076809	11/11/2003	5	11/16/2003	11/24/2003
Ticket Number:	0000076894	11/12/2003	4	11/16/2003	11/24/2003
Ticket Number:	0000076950	11/13/2003	3	11/16/2003	11/24/2003
Ticket Number:	0000077025	11/14/2003	5	11/18/2003	11/24/2003
Ticket Number:	0000077346	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077341	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077339	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077239	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077136	11/16/2003	0	11/16/2003	11/24/2003
Ticket Number:	0000077130	11/16/2003	0	11/16/2003	11/24/2003
Ticket Number:	0000077128	11/16/2003	0	11/16/2003	11/16/2003
Ticket Number:	0000077123	11/15/2003	1	11/16/2003	11/24/2003
Ticket Number:	0000077118	11/15/2003	1	11/16/2003	11/24/2003
Ticket Number:	0000077117	11/15/2003	1	11/16/2003	11/24/2003
Ticket Number:	0000077110	11/15/2003	3	11/18/2003	11/24/2003
Ticket Number:	0000077008	11/13/2003	3	11/16/2003	11/24/2003
Ticket Number:	0000077327	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000076965	11/13/2003	3	11/16/2003	11/24/2003
Ticket Number:	0000076916	11/12/2003	4	11/16/2003	11/24/2003

Average time to ticket resolution for	talder1	2
Maximum time to ticket resolution for	talder1	12
Minimum time to ticket resolution for	talder1	0

Helpdesk

whamil2

Total: 22

Closed

Total: 22

Ticket Number:	0000076963	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000077422	11/19/2003	2	11/21/2003	11/27/2003
Ticket Number:	0000077455	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077630	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077619	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077605	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077597	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077134	11/16/2003	0	11/16/2003	11/24/2003
Ticket Number:	0000076552	11/07/2003	1	11/08/2003	11/14/2003
Ticket Number:	0000076618	11/08/2003	0	11/08/2003	11/14/2003
Ticket Number:	0000076557	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076547	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076453	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076388	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076383	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076382	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076565	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076276	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076168	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076161	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076163	11/03/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000077070	11/14/2003	0	11/14/2003	11/20/2003

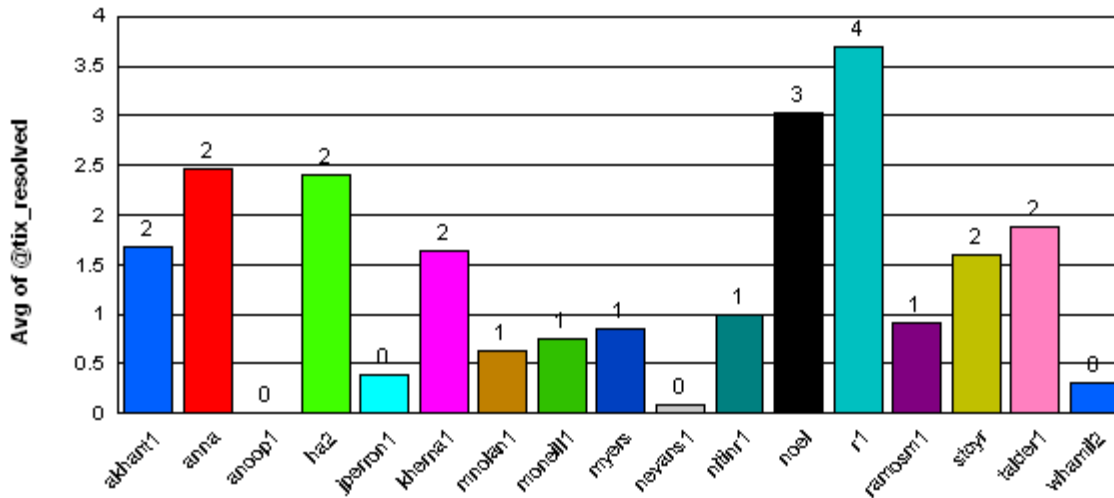
Average time to ticket resolution for	whamil2	0
Maximum time to ticket resolution for	whamil2	2
Minimum time to ticket resolution for	whamil2	0

Helpdesk

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

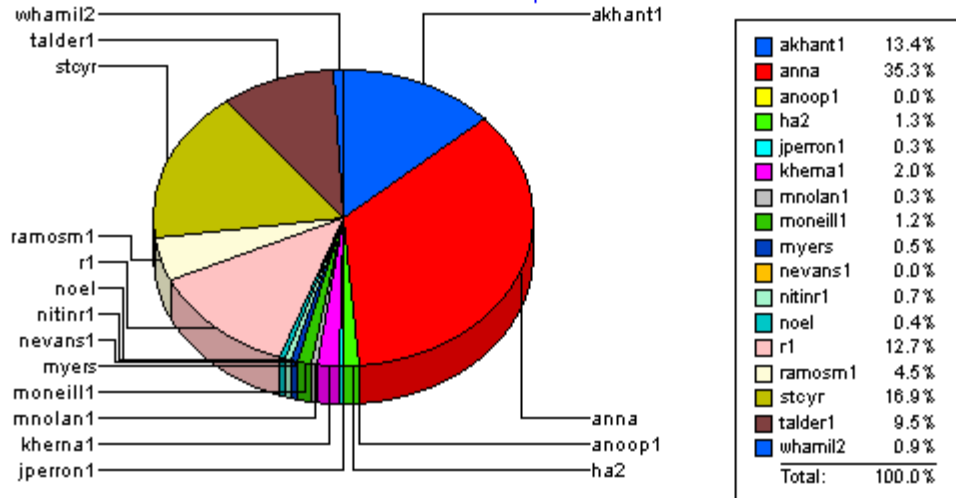
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



LAN

		<u>Total:</u>		59	
jesse		<u>Total:</u>		24	
Closed		<u>Total:</u>		24	
Ticket Number:	0000076762	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000077528	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077412	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077391	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077366	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077365	11/19/2003	0	11/19/2003	11/21/2003
Ticket Number:	0000077211	11/17/2003	2	11/19/2003	11/25/2003
Ticket Number:	0000077039	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000076952	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000077037	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077038	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000076878	11/12/2003	1	11/13/2003	11/19/2003
Ticket Number:	0000076862	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076764	11/11/2003	7	11/18/2003	11/24/2003
Ticket Number:	0000076112	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076118	11/03/2003	0	11/03/2003	11/24/2003
Ticket Number:	0000076206	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076211	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076597	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000076531	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076503	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076381	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076321	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076207	11/04/2003	0	11/04/2003	11/10/2003
-----		-----		-----	
Average time to ticket resolution for		jesse	1		
Maximum time to ticket resolution for		jesse	7		
Minimum time to ticket resolution for		jesse	0		

LAN

ostrove

Total: 31

Closed

Total: 31

Ticket Number:	0000076295	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076156	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076359	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076327	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076397	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076699	11/10/2003	2	11/12/2003	11/18/2003
Ticket Number:	0000076687	11/10/2003	3	11/13/2003	11/13/2003
Ticket Number:	0000076541	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076474	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076413	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076405	11/05/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076398	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076343	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076344	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076274	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076271	11/04/2003	7	11/11/2003	11/13/2003
Ticket Number:	0000076095	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076457	11/06/2003	0	11/06/2003	11/06/2003
Ticket Number:	0000076196	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076767	11/11/2003	1	11/12/2003	11/18/2003
Ticket Number:	0000076856	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000077558	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077457	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077410	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077218	11/17/2003	7	11/24/2003	11/25/2003
Ticket Number:	0000077213	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077059	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000076969	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000076901	11/12/2003	1	11/13/2003	11/19/2003
Ticket Number:	0000077113	11/15/2003	2	11/17/2003	11/24/2003
Ticket Number:	0000076933	11/13/2003	0	11/13/2003	11/19/2003

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

vladimir

Total: 4

Closed

Total: 4

Ticket Number:	0000077637	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077544	11/20/2003	1	11/21/2003	11/27/2003
Ticket Number:	0000076141	11/03/2003	2	11/05/2003	11/11/2003
Ticket Number:	0000076132	11/03/2003	0	11/03/2003	11/10/2003

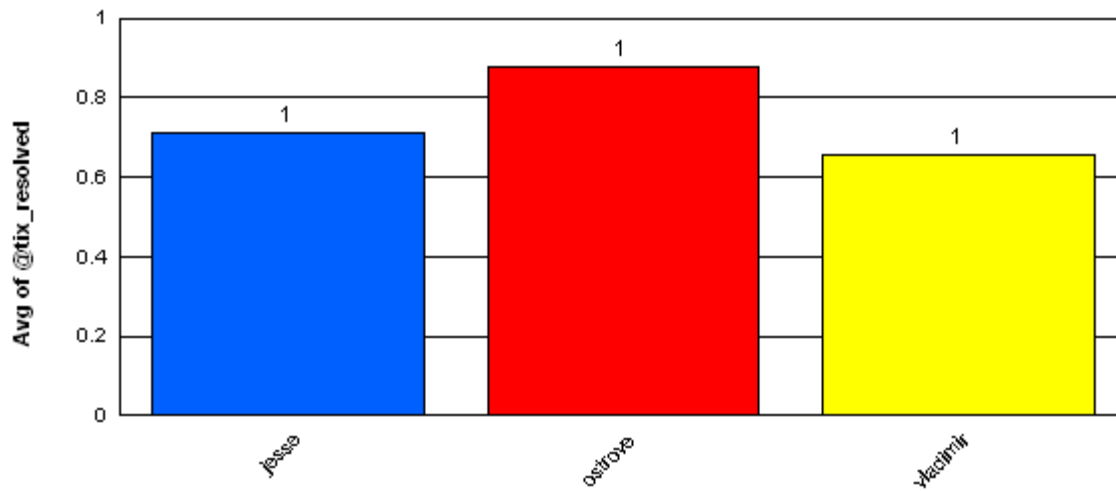
Average time to ticket resolution for	vladimir	1
Maximum time to ticket resolution for	vladimir	2
Minimum time to ticket resolution for	vladimir	0

LAN

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

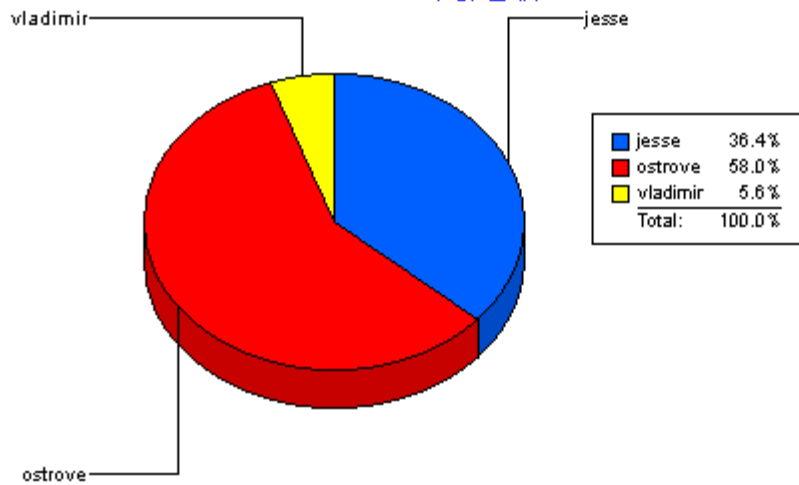
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		<u>Total:</u>	20		
NewMedia		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000076672	11/10/2003	0	11/10/2003	11/17/2003

Average time to ticket resolution for		NewMedia	0		
Maximum time to ticket resolution for		NewMedia	0		
Minimum time to ticket resolution for		NewMedia	0		
darnold		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000076146	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076308	11/05/2003	0	11/05/2003	11/11/2003

Average time to ticket resolution for		darnold	0		
Maximum time to ticket resolution for		darnold	1		
Minimum time to ticket resolution for		darnold	0		
rarmstro		<u>Total:</u>	16		
Closed		<u>Total:</u>	16		
Ticket Number:	0000076078	11/02/2003	3	11/05/2003	11/11/2003
Ticket Number:	0000076686	11/10/2003	2	11/12/2003	11/18/2003
Ticket Number:	0000076671	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076588	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000076772	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000077297	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000077402	11/19/2003	2	11/21/2003	11/27/2003
Ticket Number:	0000077272	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077248	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077103	11/15/2003	2	11/17/2003	11/24/2003
Ticket Number:	0000076992	11/13/2003	4	11/17/2003	11/24/2003
Ticket Number:	0000076991	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000076966	11/13/2003	7	11/20/2003	11/26/2003
Ticket Number:	0000076773	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076837	11/11/2003	1	11/12/2003	11/18/2003
Ticket Number:	0000076774	11/11/2003	0	11/11/2003	11/17/2003

Average time to ticket resolution for		rarmstro	2		
Maximum time to ticket resolution for		rarmstro	7		
Minimum time to ticket resolution for		rarmstro	0		
vergil		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000076887	11/12/2003	2	11/14/2003	11/20/2003

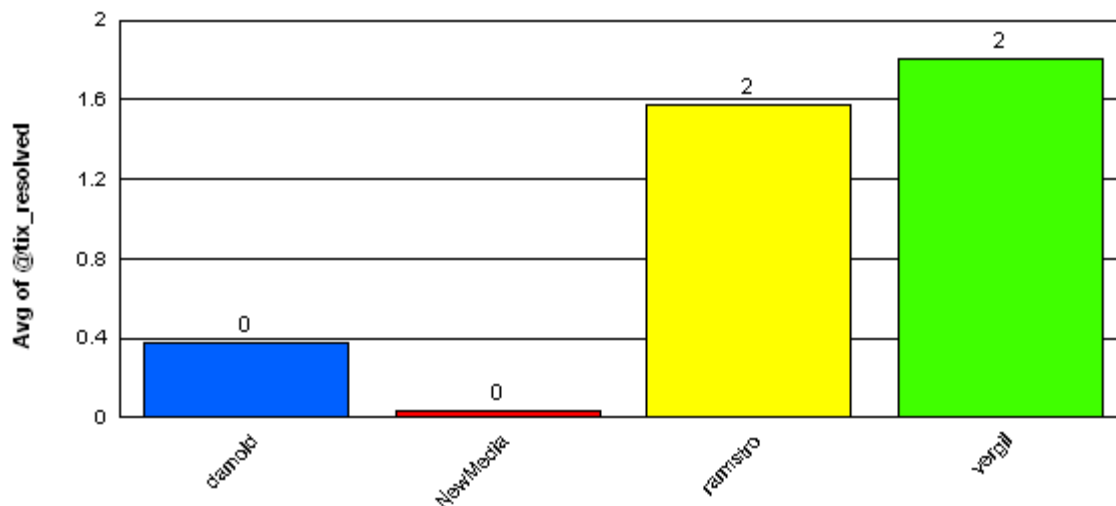
Average time to ticket resolution for		vergil	2		
Maximum time to ticket resolution for		vergil	2		
Minimum time to ticket resolution for		vergil	2		

New Media

Average time to ticket resolution for	New Media	1
Maximum time to ticket resolution for	New Media	7
Minimum time to ticket resolution for	New Media	0

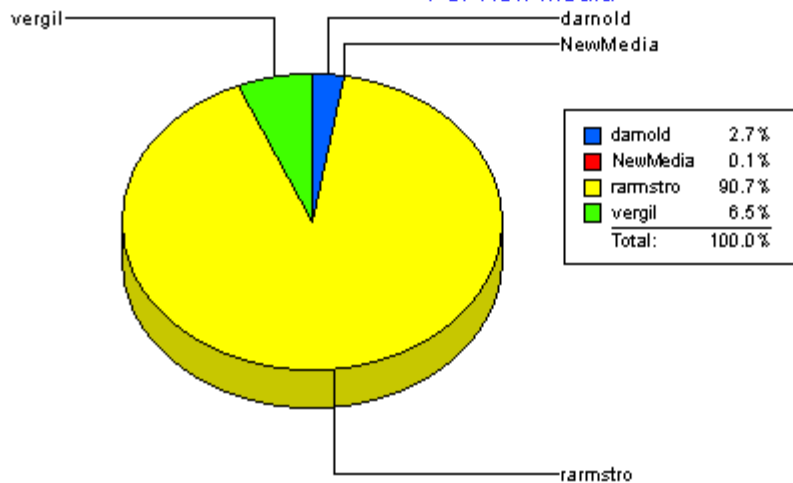
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media

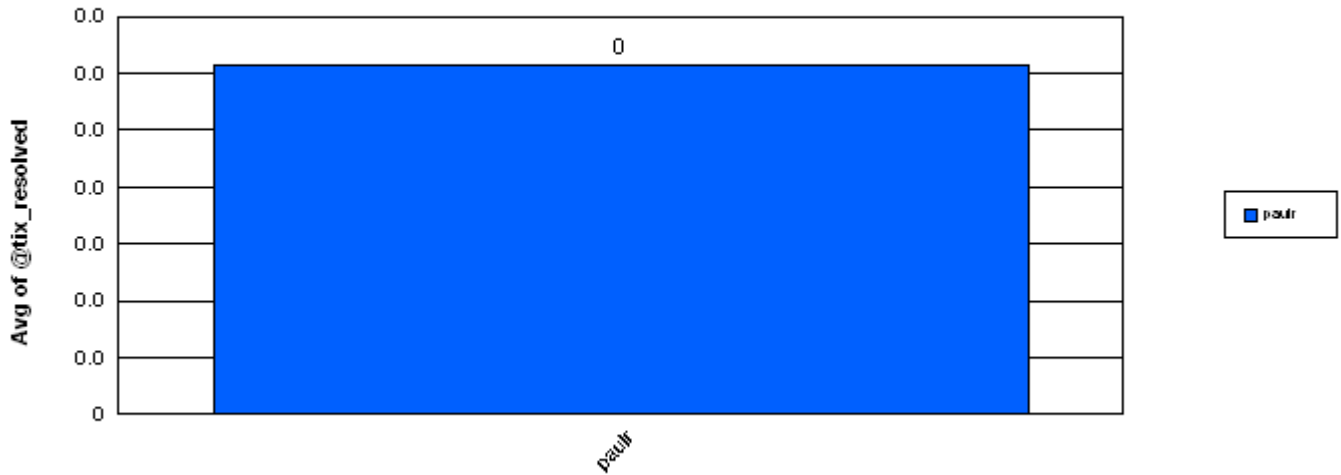


OIT Business Systems: N

		<u>Total:</u>	1		
paulr	Closed	<u>Total:</u>	1		
Ticket Number:	0000076414	11/06/2003	0	11/06/2003	11/06/2003
-----		-----		-----	
Average time to ticket resolution for	paulr		0		
Maximum time to ticket resolution for	paulr		0		
Minimum time to ticket resolution for	paulr		0		
-----		-----		-----	
Average time to ticket resolution for	OIT Business S		0		
Maximum time to ticket resolution for	OIT Business S		0		
Minimum time to ticket resolution for	OIT Business S		0		

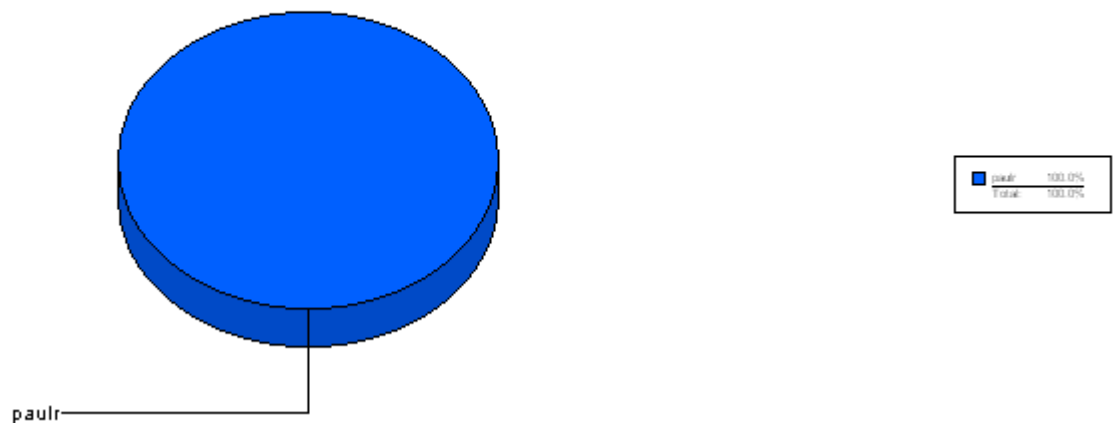
Avg of Each Ticket Resolved

For OIT Business Systems: Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: Non PeopleSoft



OIT Business Systems: P

Total: 134

chriss

Closed

Total:

30

Total:

30

Ticket Number:	0000076115	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076349	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076378	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076580	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076490	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076481	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076440	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076430	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076529	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076315	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076287	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076149	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076706	11/10/2003	2	11/12/2003	11/18/2003
Ticket Number:	0000076192	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076197	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076880	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000077058	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077347	11/18/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077063	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077348	11/18/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077358	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077368	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077491	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077583	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077516	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077503	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077500	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077477	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077361	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077356	11/19/2003	0	11/19/2003	11/25/2003

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

haddaway

Closed

Total:

13

Total:

13

Ticket Number:	0000076818	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076940	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000077079	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077431	11/19/2003	2	11/21/2003	11/27/2003
Ticket Number:	0000076977	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000077439	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077378	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077377	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000076116	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076582	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076696	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076488	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076454	11/06/2003	0	11/06/2003	11/12/2003

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

OIT Business Systems: P

jeremy

Total: 5

Closed

Total: 5

Ticket Number:	0000076530	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000076591	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000077183	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077285	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077292	11/18/2003	0	11/18/2003	11/24/2003

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

jgood

Total: 17

Closed

Total: 17

Ticket Number:	0000076766	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076994	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000077300	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000077312	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077464	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077452	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077325	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077151	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077005	11/13/2003	4	11/17/2003	11/24/2003
Ticket Number:	0000076924	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000076135	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076676	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076595	11/07/2003	4	11/11/2003	11/17/2003
Ticket Number:	0000076342	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076322	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076233	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076144	11/03/2003	1	11/04/2003	11/10/2003

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: 16

Closed

Total: 16

Ticket Number:	0000076142	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076427	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076452	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076444	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076362	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076560	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076435	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076350	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076162	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000077162	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077167	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077411	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077505	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077508	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077446	11/19/2003	2	11/21/2003	11/27/2003
Ticket Number:	0000077307	11/18/2003	0	11/18/2003	11/24/2003

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

OIT Business Systems: P

jking4

Total: 5

Closed

Total: 5

Ticket Number:	0000076890	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076294	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076335	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076332	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076337	11/05/2003	0	11/05/2003	11/11/2003

Average time to ticket resolution for	jking4	0
Maximum time to ticket resolution for	jking4	0
Minimum time to ticket resolution for	jking4	0

jpatna1

Total: 3

Closed

Total: 3

Ticket Number:	0000076472	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076476	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000077253	11/18/2003	0	11/18/2003	11/24/2003

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

lrand

Total: 16

Closed

Total: 16

Ticket Number:	0000076816	11/11/2003	2	11/13/2003	11/19/2003
Ticket Number:	0000076817	11/11/2003	2	11/13/2003	11/19/2003
Ticket Number:	0000076835	11/11/2003	3	11/14/2003	11/20/2003
Ticket Number:	0000076961	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000077189	11/17/2003	2	11/19/2003	11/25/2003
Ticket Number:	0000077209	11/17/2003	2	11/19/2003	11/25/2003
Ticket Number:	0000077334	11/18/2003	1	11/19/2003	11/25/2003
Ticket Number:	0000077426	11/19/2003	0	11/19/2003	11/20/2003
Ticket Number:	0000077225	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077214	11/17/2003	2	11/19/2003	11/25/2003
Ticket Number:	0000077210	11/17/2003	2	11/19/2003	11/25/2003
Ticket Number:	0000077177	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000076978	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000076998	11/13/2003	6	11/19/2003	11/25/2003
Ticket Number:	0000076265	11/04/2003	16	11/20/2003	11/26/2003
Ticket Number:	0000076329	11/05/2003	6	11/11/2003	11/17/2003

Average time to ticket resolution for	lrand	3
Maximum time to ticket resolution for	lrand	16
Minimum time to ticket resolution for	lrand	0

preston

Total: 1

Closed

Total: 1

Ticket Number:	0000076104	11/03/2003	0	11/03/2003	11/10/2003
----------------	------------	------------	---	------------	------------

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

OIT Business Systems: P

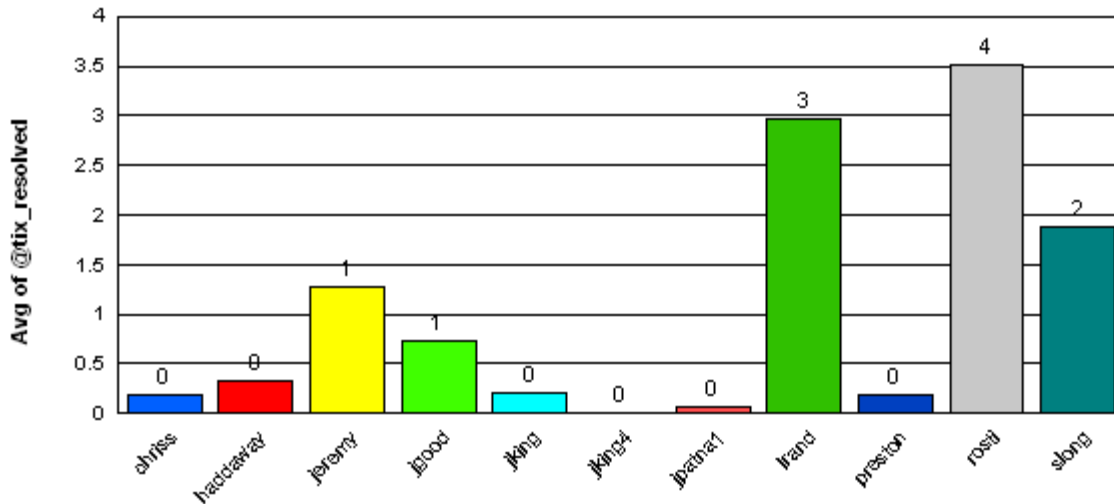
rosti		<u>Total:</u> 6			
Closed		<u>Total:</u> 6			
Ticket Number:	0000076421	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076667	11/10/2003	7	11/17/2003	11/24/2003
Ticket Number:	0000076563	11/07/2003	12	11/19/2003	11/25/2003
Ticket Number:	0000076789	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000077442	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000076832	11/11/2003	1	11/12/2003	11/18/2003
-----		-----		-----	
Average time to ticket resolution for		rosti	4		
Maximum time to ticket resolution for		rosti	12		
Minimum time to ticket resolution for		rosti	0		
slong		<u>Total:</u> 22			
Closed		<u>Total:</u> 22			
Ticket Number:	0000076753	11/11/2003	2	11/13/2003	11/19/2003
Ticket Number:	0000077550	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077549	11/20/2003	1	11/21/2003	11/27/2003
Ticket Number:	0000077483	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077472	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077222	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077216	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077196	11/17/2003	3	11/20/2003	11/26/2003
Ticket Number:	0000077193	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077174	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077085	11/14/2003	3	11/17/2003	11/24/2003
Ticket Number:	0000077084	11/14/2003	3	11/17/2003	11/24/2003
Ticket Number:	0000077080	11/14/2003	3	11/17/2003	11/24/2003
Ticket Number:	0000076879	11/12/2003	8	11/20/2003	11/26/2003
Ticket Number:	0000077267	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000076101	11/03/2003	9	11/12/2003	11/18/2003
Ticket Number:	0000076734	11/10/2003	3	11/13/2003	11/19/2003
Ticket Number:	0000076670	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076752	11/11/2003	2	11/13/2003	11/19/2003
Ticket Number:	0000076171	11/03/2003	1	11/05/2003	11/10/2003
Ticket Number:	0000076188	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076119	11/03/2003	1	11/04/2003	11/10/2003
-----		-----		-----	
Average time to ticket resolution for		slong	2		
Maximum time to ticket resolution for		slong	9		
Minimum time to ticket resolution for		slong	0		

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	16
Minimum time to ticket resolution for	OIT Business S	0

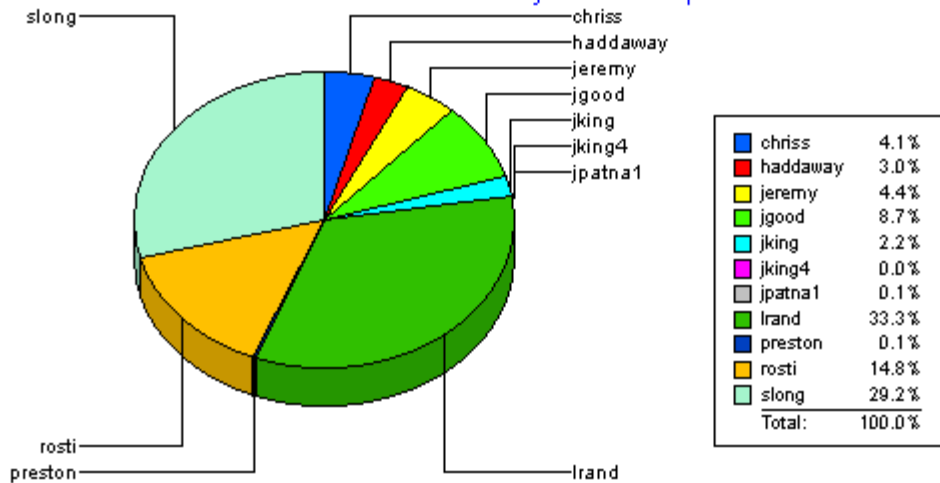
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



PC Labs

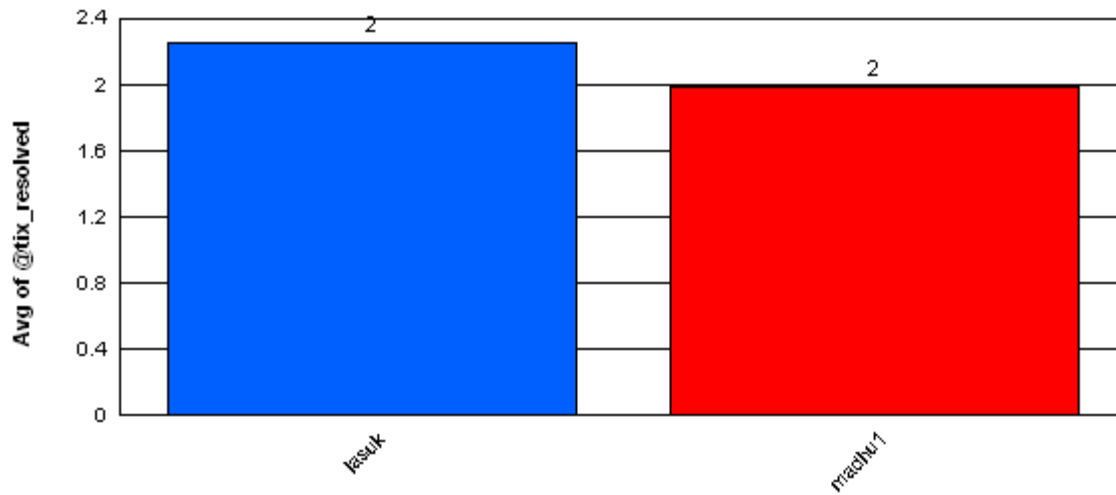
		<u>Total:</u> 27			
lasuk		<u>Total:</u> 18			
Closed		<u>Total:</u> 18			
Ticket Number:	0000076898	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076466	11/06/2003	5	11/11/2003	11/17/2003
Ticket Number:	0000076369	11/05/2003	5	11/10/2003	11/17/2003
Ticket Number:	0000076415	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076328	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076293	11/05/2003	0	11/05/2003	11/11/2003
Ticket Number:	0000076200	11/04/2003	8	11/12/2003	11/18/2003
Ticket Number:	0000076131	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076086	11/02/2003	4	11/06/2003	11/12/2003
Ticket Number:	0000076059	11/01/2003	3	11/04/2003	11/10/2003
Ticket Number:	0000076697	11/10/2003	0	11/10/2003	11/17/2003
Ticket Number:	0000076556	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000076491	11/06/2003	4	11/10/2003	11/17/2003
Ticket Number:	0000076804	11/11/2003	4	11/15/2003	11/20/2003
Ticket Number:	0000077519	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077551	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077146	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000076954	11/13/2003	2	11/15/2003	11/20/2003
-----		-----		-----	
Average time to ticket resolution for		lasuk	2		
Maximum time to ticket resolution for		lasuk	8		
Minimum time to ticket resolution for		lasuk	0		
<hr/>		<hr/>		<hr/>	
madhu1		<u>Total:</u> 9			
Closed		<u>Total:</u> 9			
Ticket Number:	0000076792	11/11/2003	3	11/14/2003	11/20/2003
Ticket Number:	0000077447	11/19/2003	2	11/21/2003	11/27/2003
Ticket Number:	0000076859	11/12/2003	2	11/14/2003	11/20/2003
Ticket Number:	0000076897	11/12/2003	2	11/14/2003	11/20/2003
Ticket Number:	0000077344	11/18/2003	2	11/20/2003	11/26/2003
Ticket Number:	0000076191	11/04/2003	2	11/06/2003	11/12/2003
Ticket Number:	0000076554	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076227	11/04/2003	3	11/07/2003	11/13/2003
Ticket Number:	0000076236	11/04/2003	2	11/06/2003	11/12/2003
-----		-----		-----	
Average time to ticket resolution for		madhu1	2		
Maximum time to ticket resolution for		madhu1	3		
Minimum time to ticket resolution for		madhu1	0		
<hr/>		<hr/>		<hr/>	

PC Labs

Average time to ticket resolution for	PC Labs	2
Maximum time to ticket resolution for	PC Labs	8
Minimum time to ticket resolution for	PC Labs	0

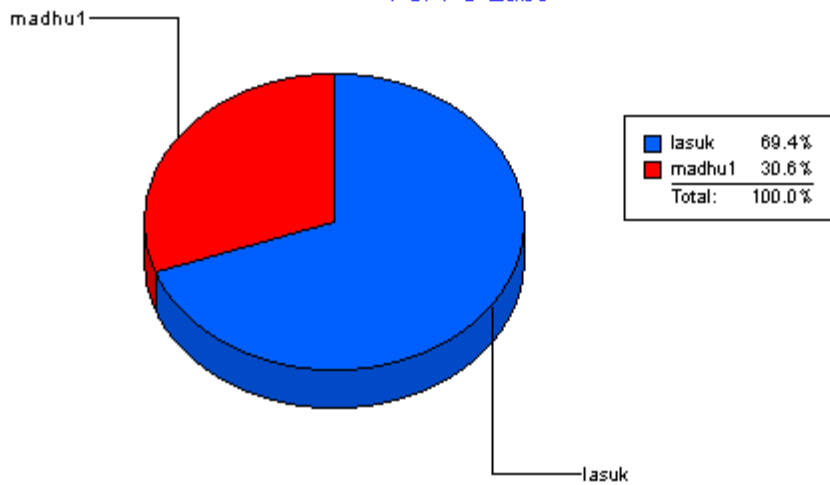
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total: 48			
Telcom		Total: 1			
Closed		Total: 1			
Ticket Number:	0000076497	11/06/2003	1	11/07/2003	11/13/2003
Average time to ticket resolution for		Telcom	1		
Maximum time to ticket resolution for		Telcom	1		
Minimum time to ticket resolution for		Telcom	1		
beakja1		Total: 10			
Closed		Total: 10			
Ticket Number:	0000076365	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076432	11/06/2003	4	11/10/2003	11/17/2003
Ticket Number:	0000076496	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076581	11/07/2003	12	11/19/2003	11/25/2003
Ticket Number:	0000076656	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076769	11/11/2003	1	11/12/2003	11/18/2003
Ticket Number:	0000077056	11/14/2003	4	11/18/2003	11/24/2003
Ticket Number:	0000077227	11/17/2003	2	11/19/2003	11/25/2003
Ticket Number:	0000076806	11/11/2003	7	11/18/2003	11/24/2003
Ticket Number:	0000076777	11/11/2003	0	11/11/2003	11/17/2003
Average time to ticket resolution for		beakja1	3		
Maximum time to ticket resolution for		beakja1	12		
Minimum time to ticket resolution for		beakja1	0		
cmckin1		Total: 12			
Closed		Total: 12			
Ticket Number:	0000076821	11/11/2003	1	11/12/2003	11/18/2003
Ticket Number:	0000076935	11/13/2003	8	11/21/2003	11/27/2003
Ticket Number:	0000077337	11/18/2003	3	11/21/2003	11/27/2003
Ticket Number:	0000077436	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077376	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077234	11/17/2003	2	11/19/2003	11/25/2003
Ticket Number:	0000077166	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000076972	11/13/2003	8	11/21/2003	11/27/2003
Ticket Number:	0000076934	11/13/2003	6	11/19/2003	11/25/2003
Ticket Number:	0000076210	11/04/2003	1	11/05/2003	11/11/2003
Ticket Number:	0000076714	11/10/2003	8	11/18/2003	11/24/2003
Ticket Number:	0000076269	11/04/2003	1	11/05/2003	11/11/2003
Average time to ticket resolution for		cmckin1	3		
Maximum time to ticket resolution for		cmckin1	8		
Minimum time to ticket resolution for		cmckin1	0		

Physical Networks

damian		<u>Total:</u>	15		
Closed		<u>Total:</u>	15		
Ticket Number:	0000076166	11/03/2003	4	11/07/2003	11/13/2003
Ticket Number:	0000076623	11/08/2003	2	11/10/2003	11/17/2003
Ticket Number:	0000076593	11/07/2003	5	11/12/2003	11/18/2003
Ticket Number:	0000076575	11/07/2003	3	11/10/2003	11/17/2003
Ticket Number:	0000076500	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076450	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076441	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076438	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076433	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076418	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076406	11/05/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076374	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076288	11/05/2003	13	11/17/2003	11/24/2003
Ticket Number:	0000076794	11/11/2003	3	11/14/2003	11/20/2003
Ticket Number:	0000076981	11/13/2003	1	11/14/2003	11/20/2003

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

rays1		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000076212	11/04/2003	3	11/07/2003	11/13/2003
Ticket Number:	0000076528	11/07/2003	0	11/07/2003	11/13/2003

Average time to ticket resolution for		rays1			2
Maximum time to ticket resolution for		rays1			3
Minimum time to ticket resolution for		rays1			0

zicka		<u>Total:</u>	8		
Closed		<u>Total:</u>	8		
Ticket Number:	0000076852	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076578	11/07/2003	5	11/12/2003	11/18/2003
Ticket Number:	0000076574	11/07/2003	5	11/12/2003	11/18/2003
Ticket Number:	0000076569	11/07/2003	5	11/12/2003	11/18/2003
Ticket Number:	0000077522	11/20/2003	1	11/21/2003	11/27/2003
Ticket Number:	0000077586	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077592	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077595	11/21/2003	0	11/21/2003	11/27/2003

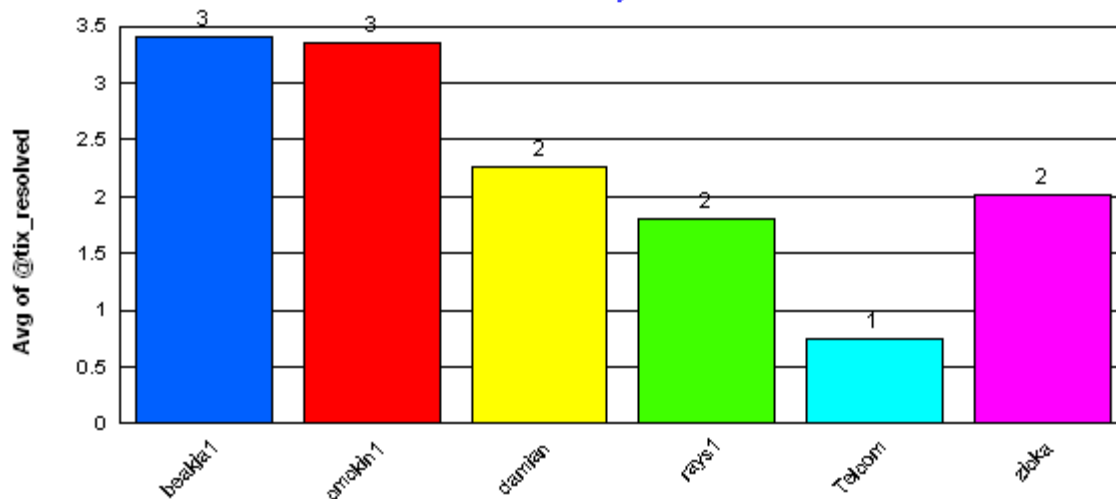
Average time to ticket resolution for		zicka			2
Maximum time to ticket resolution for		zicka			5
Minimum time to ticket resolution for		zicka			0

Physical Networks

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	13
Minimum time to ticket resolution for	Physical Networ	0

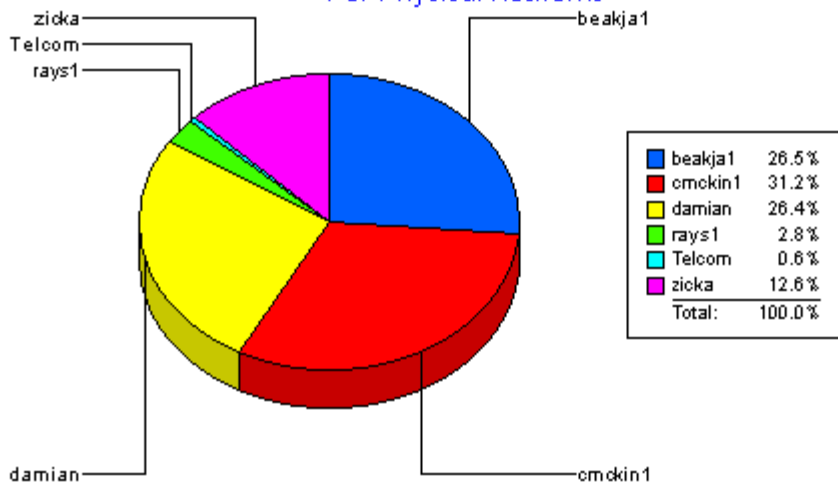
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks

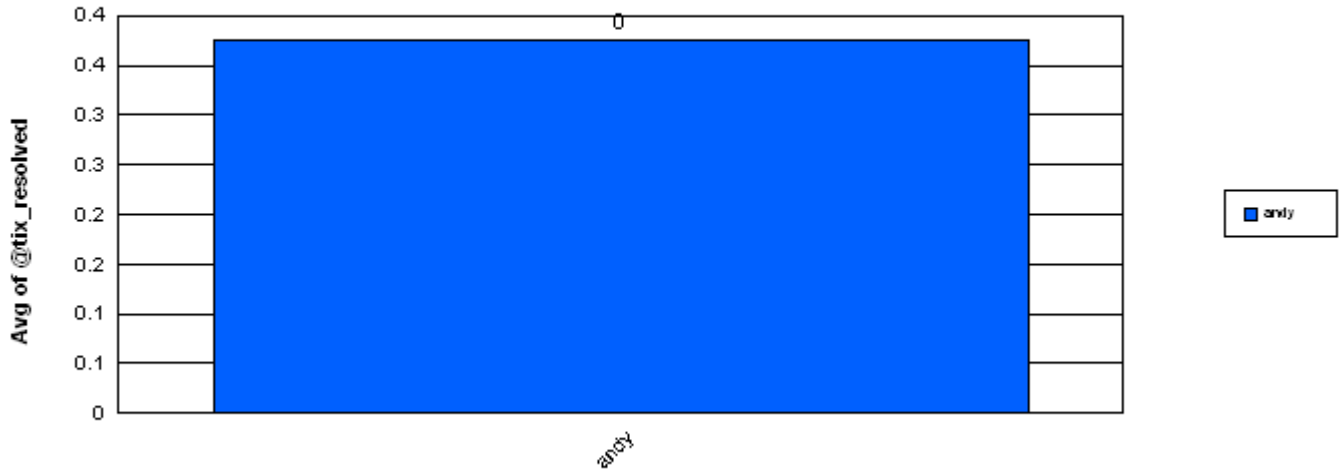


Security

		<u>Total:</u>		3	
andy		<u>Total:</u>		3	
Closed		<u>Total:</u>		3	
Ticket Number:	0000077329	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077610	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077496	11/20/2003	1	11/21/2003	11/27/2003
-----		-----		-----	
Average time to ticket resolution for		andy	0		
Maximum time to ticket resolution for		andy	1		
Minimum time to ticket resolution for		andy	0		
Average time to ticket resolution for		Security	0		
Maximum time to ticket resolution for		Security	1		
Minimum time to ticket resolution for		Security	0		

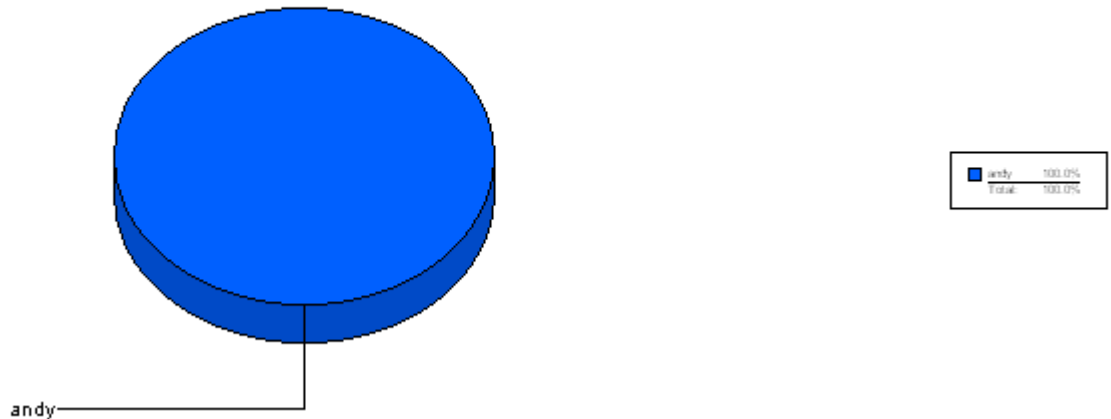
Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total: 146			
banz		<u>Total: 4</u>			
Closed		<u>Total: 4</u>			
Ticket Number:	0000076829	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000077564	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000076178	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076590	11/07/2003	0	11/07/2003	11/13/2003
-----		-----		-----	
Average time to ticket resolution for		banz	0		
Maximum time to ticket resolution for		banz	0		
Minimum time to ticket resolution for		banz	0		
<hr/>		<hr/>		<hr/>	
dave		<u>Total: 1</u>			
Closed		<u>Total: 1</u>			
Ticket Number:	0000076138	11/03/2003	2	11/05/2003	11/11/2003
-----		-----		-----	
Average time to ticket resolution for		dave	2		
Maximum time to ticket resolution for		dave	2		
Minimum time to ticket resolution for		dave	2		
<hr/>		<hr/>		<hr/>	

SysCore
jcgriego

Total: 77

SysCore

	Closed	Total:	77		
Ticket Number:	0000076455	11/06/2003	0	11/06/2003	11/12/2003
Ticket Number:	0000076065	11/01/2003	3	11/04/2003	11/10/2003
Ticket Number:	0000076070	11/01/2003	1	11/03/2003	11/10/2003
Ticket Number:	0000076071	11/02/2003	1	11/03/2003	11/10/2003
Ticket Number:	0000076082	11/02/2003	0	11/02/2003	11/10/2003
Ticket Number:	0000076448	11/06/2003	5	11/11/2003	11/17/2003
Ticket Number:	0000076442	11/06/2003	11	11/17/2003	11/24/2003
Ticket Number:	0000076312	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076291	11/05/2003	1	11/06/2003	11/17/2003
Ticket Number:	0000076224	11/04/2003	2	11/06/2003	11/12/2003
Ticket Number:	0000076209	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076202	11/04/2003	2	11/06/2003	11/12/2003
Ticket Number:	0000077236	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000076189	11/04/2003	13	11/17/2003	11/24/2003
Ticket Number:	0000076175	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076169	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076744	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076739	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076721	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076720	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076907	11/12/2003	5	11/17/2003	11/24/2003
Ticket Number:	0000076609	11/07/2003	4	11/11/2003	11/17/2003
Ticket Number:	0000076606	11/07/2003	10	11/17/2003	11/24/2003
Ticket Number:	0000076586	11/07/2003	17	11/24/2003	11/24/2003
Ticket Number:	0000076573	11/07/2003	10	11/17/2003	11/24/2003
Ticket Number:	0000076562	11/07/2003	4	11/11/2003	11/17/2003
Ticket Number:	0000076550	11/07/2003	4	11/11/2003	11/17/2003
Ticket Number:	0000076544	11/07/2003	4	11/11/2003	11/17/2003
Ticket Number:	0000076517	11/06/2003	5	11/11/2003	11/17/2003
Ticket Number:	0000076504	11/06/2003	7	11/13/2003	11/19/2003
Ticket Number:	0000076702	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076695	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076681	11/10/2003	7	11/17/2003	11/24/2003
Ticket Number:	0000076637	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076478	11/06/2003	5	11/11/2003	11/17/2003
Ticket Number:	0000076473	11/06/2003	5	11/11/2003	11/17/2003
Ticket Number:	0000076470	11/06/2003	5	11/11/2003	11/17/2003
Ticket Number:	0000076463	11/06/2003	11	11/17/2003	11/24/2003
Ticket Number:	0000076403	11/05/2003	7	11/13/2003	11/19/2003
Ticket Number:	0000076380	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076353	11/05/2003	6	11/11/2003	11/17/2003
Ticket Number:	0000076339	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076137	11/03/2003	3	11/06/2003	11/12/2003
Ticket Number:	0000076128	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076110	11/03/2003	1	11/04/2003	11/10/2003
Ticket Number:	0000076087	11/02/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076079	11/02/2003	4	11/06/2003	11/12/2003
Ticket Number:	0000076069	11/01/2003	3	11/04/2003	11/10/2003
Ticket Number:	0000076783	11/11/2003	6	11/17/2003	11/24/2003
Ticket Number:	0000076791	11/11/2003	6	11/17/2003	11/24/2003
Ticket Number:	0000076824	11/11/2003	2	11/13/2003	11/19/2003
Ticket Number:	0000076836	11/11/2003	6	11/17/2003	11/24/2003
Ticket Number:	0000076828	11/11/2003	6	11/17/2003	11/24/2003

SysCore

Ticket Number:	0000076854	11/12/2003	5	11/17/2003	11/24/2003
Ticket Number:	0000076886	11/12/2003	5	11/17/2003	11/24/2003
Ticket Number:	0000077435	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077416	11/19/2003	1	11/20/2003	11/26/2003
Ticket Number:	0000077158	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077129	11/16/2003	2	11/18/2003	11/24/2003
Ticket Number:	0000077091	11/14/2003	4	11/18/2003	11/24/2003
Ticket Number:	0000077090	11/14/2003	4	11/18/2003	11/24/2003
Ticket Number:	0000077067	11/14/2003	4	11/18/2003	11/24/2003
Ticket Number:	0000077036	11/14/2003	3	11/17/2003	11/24/2003
Ticket Number:	0000077073	11/14/2003	4	11/18/2003	11/24/2003
Ticket Number:	0000077015	11/13/2003	5	11/18/2003	11/24/2003
Ticket Number:	0000077000	11/13/2003	4	11/17/2003	11/24/2003
Ticket Number:	0000077290	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077268	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077249	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077240	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000077168	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000076902	11/12/2003	5	11/17/2003	11/24/2003
Ticket Number:	0000076900	11/12/2003	5	11/17/2003	11/24/2003
Ticket Number:	0000076896	11/12/2003	5	11/17/2003	11/24/2003
Ticket Number:	0000076884	11/12/2003	5	11/17/2003	11/24/2003
Ticket Number:	0000076870	11/12/2003	5	11/17/2003	11/24/2003
Ticket Number:	0000076867	11/12/2003	5	11/17/2003	11/24/2003
-----			-----		
Average time to ticket resolution for	jcgriego		4		
Maximum time to ticket resolution for	jcgriego		17		
Minimum time to ticket resolution for	jcgriego		0		

SysCore

sbrown7

Total: 44

Closed

Total: 44

Ticket Number:	0000076820	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076839	11/11/2003	1	11/12/2003	11/19/2003
Ticket Number:	0000077602	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077579	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077535	11/20/2003	0	11/20/2003	11/26/2003
Ticket Number:	0000077607	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077424	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077404	11/19/2003	0	11/19/2003	11/25/2003
Ticket Number:	0000077184	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077291	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077135	11/16/2003	1	11/17/2003	11/24/2003
Ticket Number:	0000077710	11/24/2003	2	11/26/2003	11/26/2003
Ticket Number:	0000077707	11/24/2003	0	11/24/2003	11/25/2003
Ticket Number:	0000077625	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077624	11/21/2003	0	11/21/2003	11/27/2003
Ticket Number:	0000077155	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077066	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077065	11/14/2003	0	11/14/2003	11/20/2003
Ticket Number:	0000077011	11/13/2003	1	11/14/2003	11/20/2003
Ticket Number:	0000076987	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000077394	11/19/2003	0	11/19/2003	11/20/2003
Ticket Number:	0000076906	11/12/2003	1	11/13/2003	11/19/2003
Ticket Number:	0000076841	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000077293	11/18/2003	0	11/18/2003	11/24/2003
Ticket Number:	0000077229	11/17/2003	1	11/18/2003	11/18/2003
Ticket Number:	0000077208	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077201	11/17/2003	1	11/18/2003	11/24/2003
Ticket Number:	0000076858	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076869	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000076855	11/12/2003	1	11/13/2003	11/19/2003
Ticket Number:	0000076123	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076143	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076990	11/13/2003	0	11/13/2003	11/19/2003
Ticket Number:	0000076793	11/11/2003	0	11/11/2003	11/17/2003
Ticket Number:	0000076622	11/08/2003	2	11/10/2003	11/17/2003
Ticket Number:	0000076619	11/08/2003	2	11/10/2003	11/17/2003
Ticket Number:	0000076587	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076527	11/07/2003	0	11/07/2003	11/10/2003
Ticket Number:	0000076459	11/06/2003	0	11/06/2003	11/07/2003
Ticket Number:	0000076367	11/05/2003	1	11/06/2003	11/12/2003
Ticket Number:	0000076262	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076249	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076091	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076486	11/06/2003	5	11/11/2003	11/17/2003

Average time to ticket resolution for	sbrown7	0
Maximum time to ticket resolution for	sbrown7	5
Minimum time to ticket resolution for	sbrown7	0

SysCore

tim	Closed	Total:	20		
		Total:	20		
Ticket Number:	0000076512	11/06/2003	1	11/07/2003	11/13/2003
Ticket Number:	0000076155	11/03/2003	0	11/03/2003	11/05/2003
Ticket Number:	0000076417	11/06/2003	11	11/17/2003	11/24/2003
Ticket Number:	0000076703	11/10/2003	7	11/17/2003	11/24/2003
Ticket Number:	0000076616	11/08/2003	4	11/12/2003	11/18/2003
Ticket Number:	0000076555	11/07/2003	0	11/07/2003	11/13/2003
Ticket Number:	0000076499	11/06/2003	12	11/18/2003	11/24/2003
Ticket Number:	0000076505	11/06/2003	12	11/18/2003	11/24/2003
Ticket Number:	0000076347	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076371	11/05/2003	2	11/07/2003	11/13/2003
Ticket Number:	0000076259	11/04/2003	2	11/06/2003	11/12/2003
Ticket Number:	0000076167	11/03/2003	0	11/03/2003	11/10/2003
Ticket Number:	0000076145	11/03/2003	4	11/07/2003	11/13/2003
Ticket Number:	0000076195	11/04/2003	0	11/04/2003	11/10/2003
Ticket Number:	0000076075	11/02/2003	11	11/13/2003	11/19/2003
Ticket Number:	0000076866	11/12/2003	0	11/12/2003	11/18/2003
Ticket Number:	0000077089	11/14/2003	3	11/17/2003	11/24/2003
Ticket Number:	0000076911	11/12/2003	6	11/18/2003	11/24/2003
Ticket Number:	0000077215	11/17/2003	0	11/17/2003	11/24/2003
Ticket Number:	0000077380	11/19/2003	0	11/19/2003	11/25/2003

Average time to ticket resolution for	tim		4		
Maximum time to ticket resolution for	tim		12		
Minimum time to ticket resolution for	tim		0		

SysCore

Average time to ticket resolution for

SysCore

3

Maximum time to ticket resolution for

SysCore

17

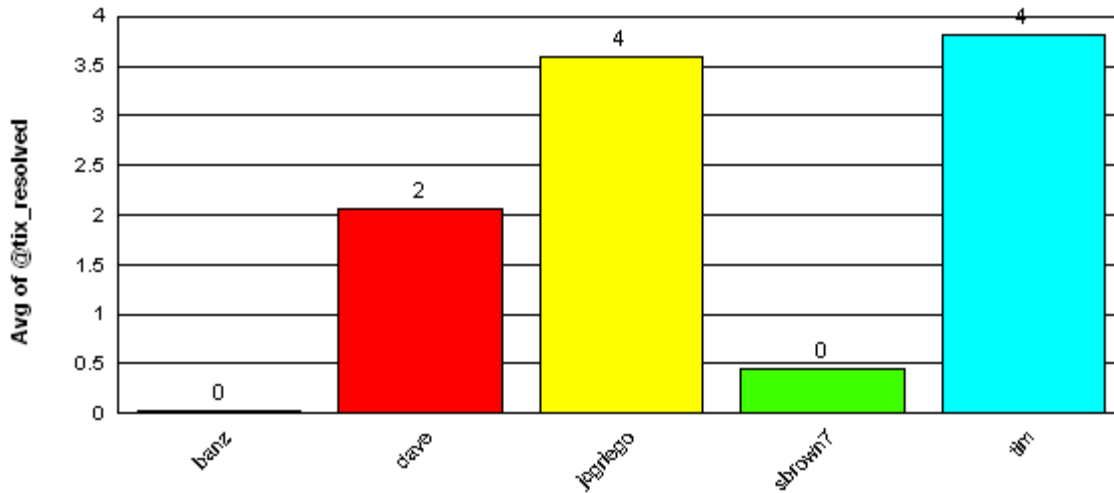
Minimum time to ticket resolution for

SysCore

0

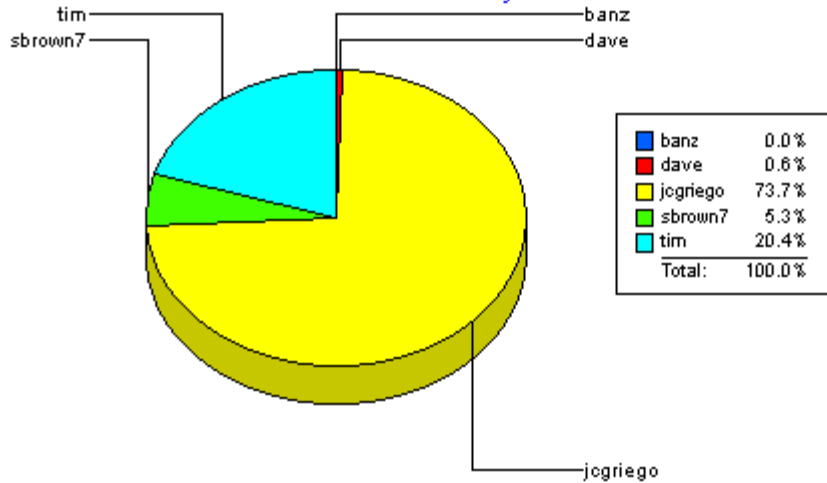
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

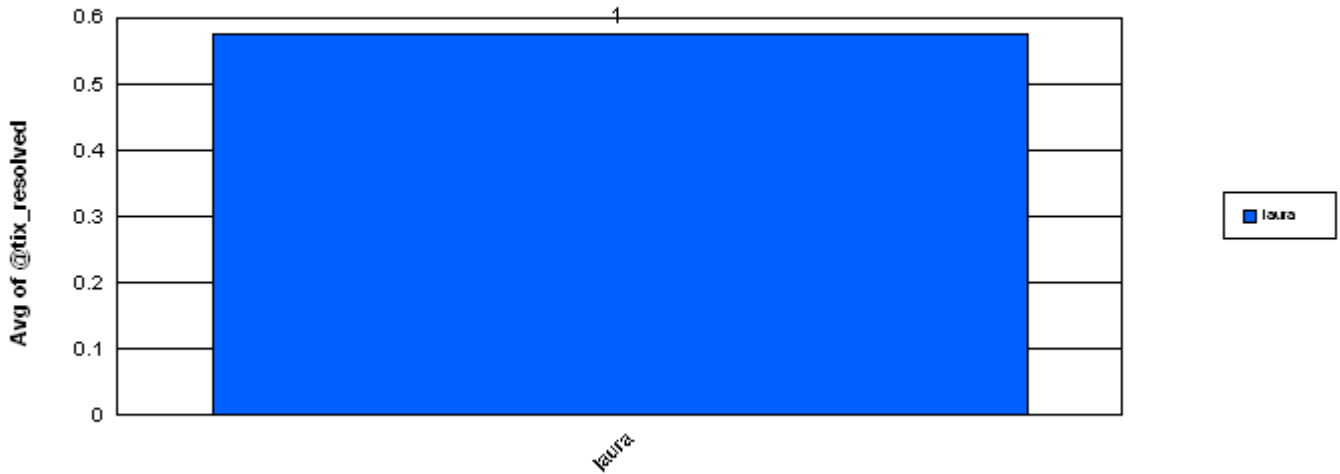
		Total:	2		
laura		Total:	2		
	Closed				
Ticket Number:	0000076660	11/10/2003	1	11/11/2003	11/17/2003
Ticket Number:	0000076857	11/12/2003	0	11/12/2003	11/18/2003

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

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

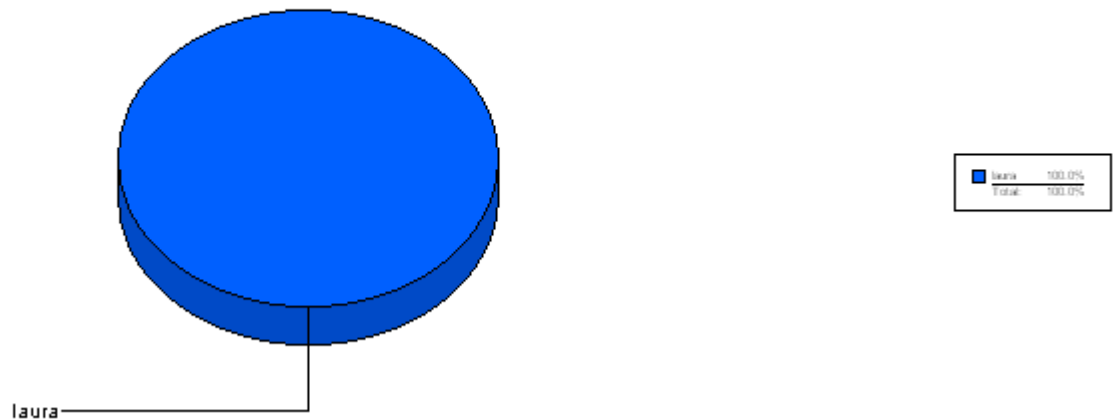
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



SysDept

Total Remedy Tickets Created and Resolved/Closed Between: 11/01/2003 and 11/30/2003 : **925**

Total Remedy Tickets Created between: 11/01/2003 and 11/30/2003 : **925**

Maximum time to resolution	17
Minimum time to resolution	0
Total Average time to ticket resolution	2.08