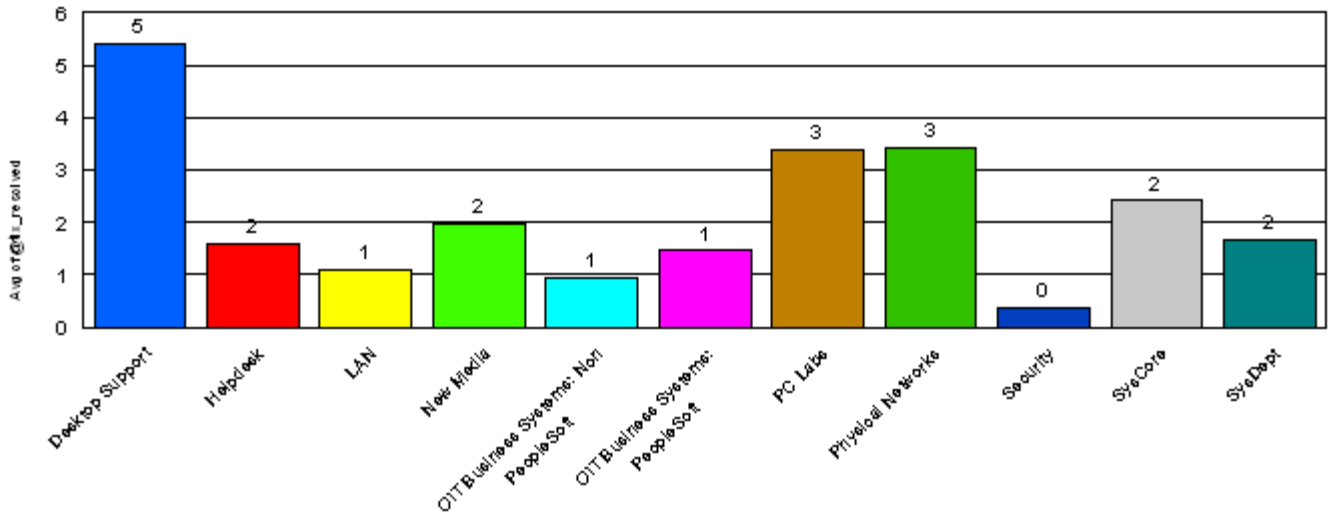


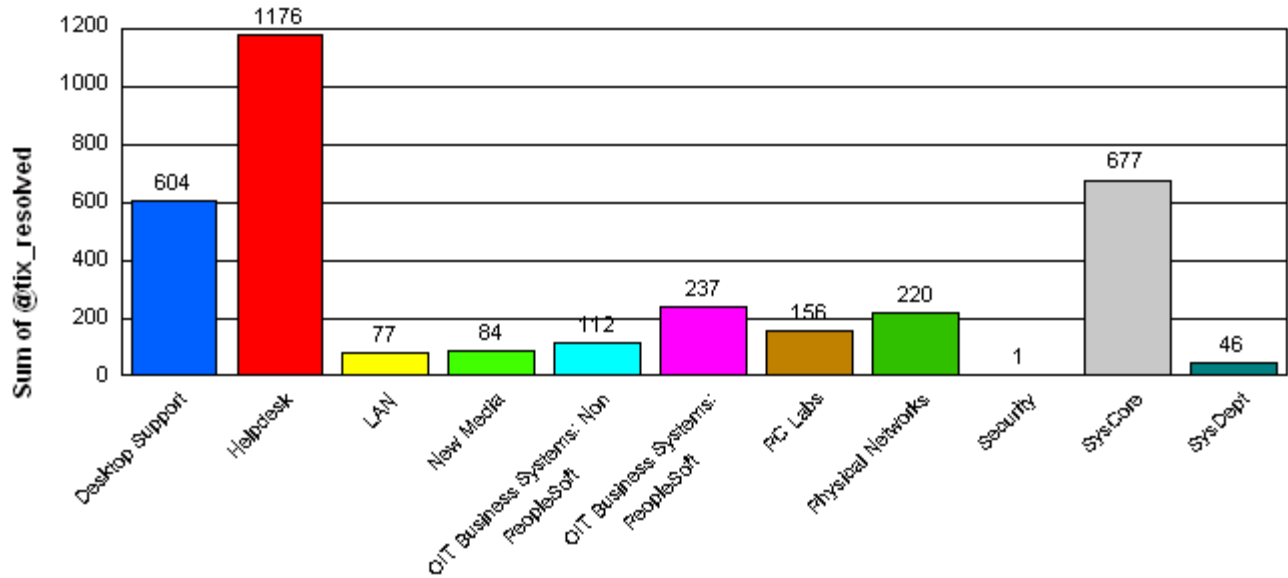
# Average Length to Resolution

Ticket Created Between 11/1/2003 12:00:00AM to 11/30/2003 11:59:59PM

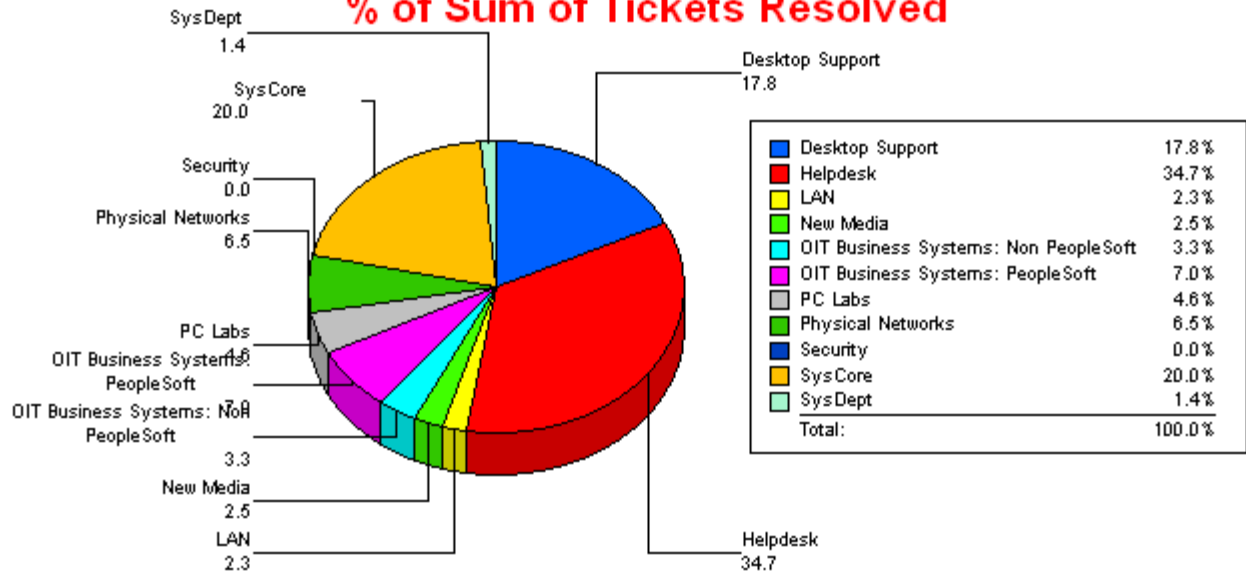
## Avg of Each Ticket Resolved



## Sum of Tickets Resolved



## % of Sum of Tickets Resolved

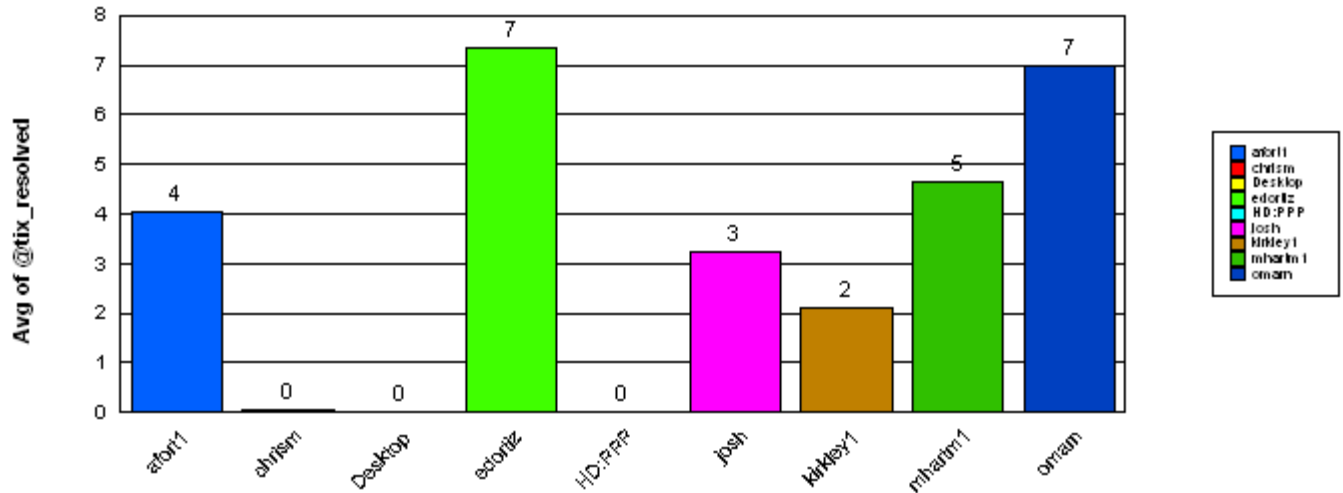


<b>Desktop Support</b>	<b>Total:</b>	<b>112</b>
Average time to ticket resolution for	Desktop	0
Maximum time to ticket resolution for	Desktop	0
Minimum time to ticket resolution for	Desktop	0
Average time to ticket resolution for	HD:PPP	0
Maximum time to ticket resolution for	HD:PPP	0
Minimum time to ticket resolution for	HD:PPP	0
Average time to ticket resolution for	afort1	4
Maximum time to ticket resolution for	afort1	4
Minimum time to ticket resolution for	afort1	4
Average time to ticket resolution for	chrism	0
Maximum time to ticket resolution for	chrism	0
Minimum time to ticket resolution for	chrism	0
Average time to ticket resolution for	edortiz	7
Maximum time to ticket resolution for	edortiz	15
Minimum time to ticket resolution for	edortiz	0
Average time to ticket resolution for	josh	3
Maximum time to ticket resolution for	josh	19
Minimum time to ticket resolution for	josh	0
Average time to ticket resolution for	kirkley1	2
Maximum time to ticket resolution for	kirkley1	2
Minimum time to ticket resolution for	kirkley1	2
Average time to ticket resolution for	mhartm1	5
Maximum time to ticket resolution for	mhartm1	12
Minimum time to ticket resolution for	mhartm1	1
Average time to ticket resolution for	omarn	7
Maximum time to ticket resolution for	omarn	17
Minimum time to ticket resolution for	omarn	0

Average time to ticket resolution for	Desktop Support	5
Maximum time to ticket resolution for	Desktop Support	19
Minimum time to ticket resolution for	Desktop Support	0

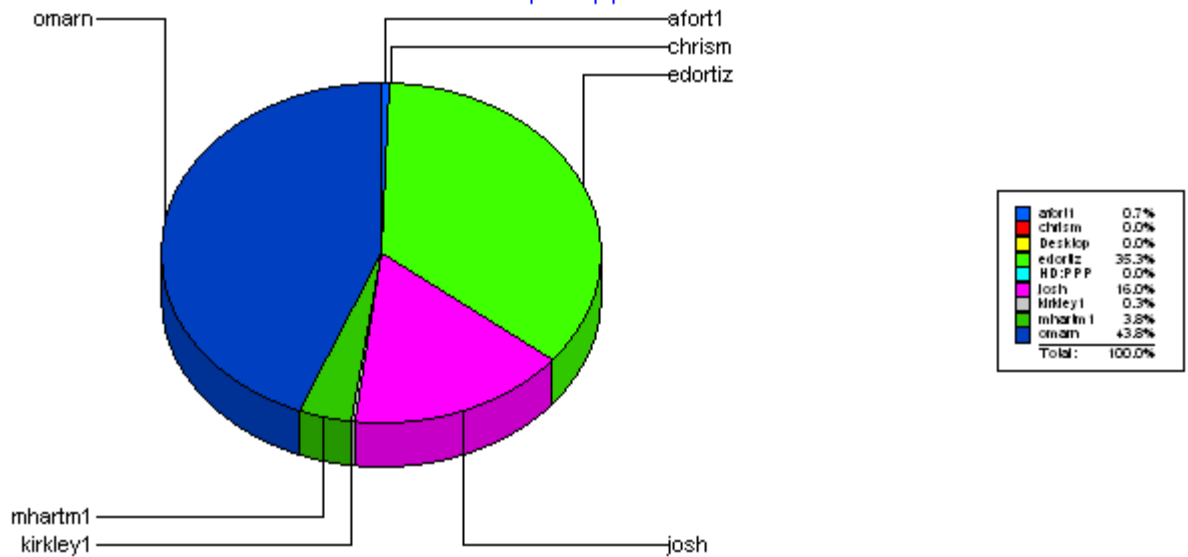
## Avg of Each Ticket Resolved

For Desktop Support



## Percentage of Sum of Tickets Resolved

For Desktop Support

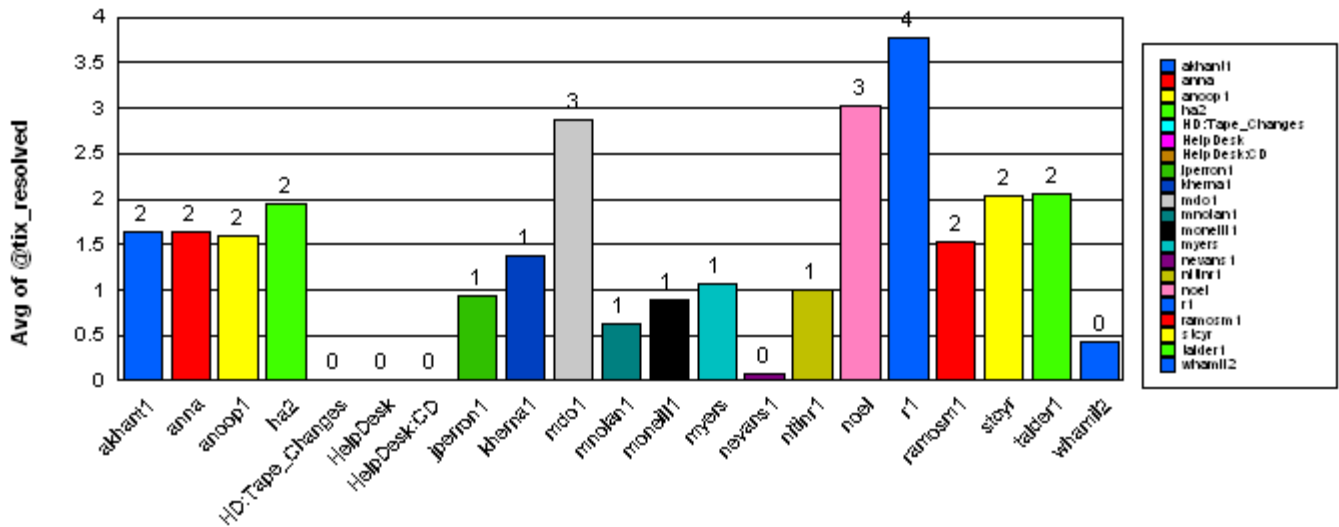


Helpdesk	Total:	736
Average time to ticket resolution for	HD:Tape_Chan	0
Maximum time to ticket resolution for	HD:Tape_Chan	0
Minimum time to ticket resolution for	HD:Tape_Chan	0
Average time to ticket resolution for	HelpDesk	0
Maximum time to ticket resolution for	HelpDesk	0
Minimum time to ticket resolution for	HelpDesk	0
Average time to ticket resolution for	HelpDesk:CD	0
Maximum time to ticket resolution for	HelpDesk:CD	0
Minimum time to ticket resolution for	HelpDesk:CD	0
Average time to ticket resolution for	akhant1	2
Maximum time to ticket resolution for	akhant1	9
Minimum time to ticket resolution for	akhant1	0
Average time to ticket resolution for	anna	2
Maximum time to ticket resolution for	anna	13
Minimum time to ticket resolution for	anna	0
Average time to ticket resolution for	anoop1	2
Maximum time to ticket resolution for	anoop1	6
Minimum time to ticket resolution for	anoop1	0
Average time to ticket resolution for	ha2	2
Maximum time to ticket resolution for	ha2	7
Minimum time to ticket resolution for	ha2	0
Average time to ticket resolution for	jperron1	1
Maximum time to ticket resolution for	jperron1	8
Minimum time to ticket resolution for	jperron1	0
Average time to ticket resolution for	kherna1	1
Maximum time to ticket resolution for	kherna1	5
Minimum time to ticket resolution for	kherna1	0
Average time to ticket resolution for	mdo1	3
Maximum time to ticket resolution for	mdo1	7
Minimum time to ticket resolution for	mdo1	1
Average time to ticket resolution for	mnolan1	1
Maximum time to ticket resolution for	mnolan1	1
Minimum time to ticket resolution for	mnolan1	0
Average time to ticket resolution for	moneill1	1
Maximum time to ticket resolution for	moneill1	4
Minimum time to ticket resolution for	moneill1	0
Average time to ticket resolution for	myers	1
Maximum time to ticket resolution for	myers	2
Minimum time to ticket resolution for	myers	0
Average time to ticket resolution for	nevans1	0
Maximum time to ticket resolution for	nevans1	0
Minimum time to ticket resolution for	nevans1	0
Average time to ticket resolution for	nitinr1	1
Maximum time to ticket resolution for	nitinr1	3
Minimum time to ticket resolution for	nitinr1	0
Average time to ticket resolution for	noel	3
Maximum time to ticket resolution for	noel	3
Minimum time to ticket resolution for	noel	3
Average time to ticket resolution for	r1	4
Maximum time to ticket resolution for	r1	13
Minimum time to ticket resolution for	r1	0
Average time to ticket resolution for	ramosm1	2
Maximum time to ticket resolution for	ramosm1	10
Minimum time to ticket resolution for	ramosm1	0

Average time to ticket resolution for	stcyr	2
Maximum time to ticket resolution for	stcyr	25
Minimum time to ticket resolution for	stcyr	0
Average time to ticket resolution for	talder1	2
Maximum time to ticket resolution for	talder1	12
Minimum time to ticket resolution for	talder1	0
Average time to ticket resolution for	whamil2	0
Maximum time to ticket resolution for	whamil2	3
Minimum time to ticket resolution for	whamil2	0
Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	25
Minimum time to ticket resolution for	Helpdesk	0

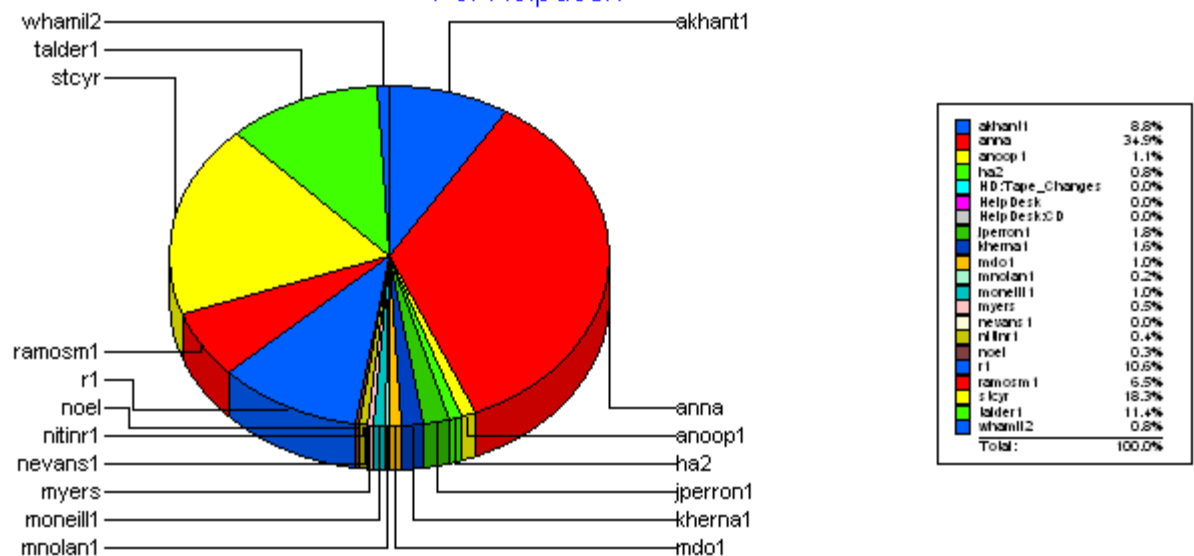
## Avg of Each Ticket Resolved

For Helpdesk



## Percentage of Sum of Tickets Resolved

For Helpdesk

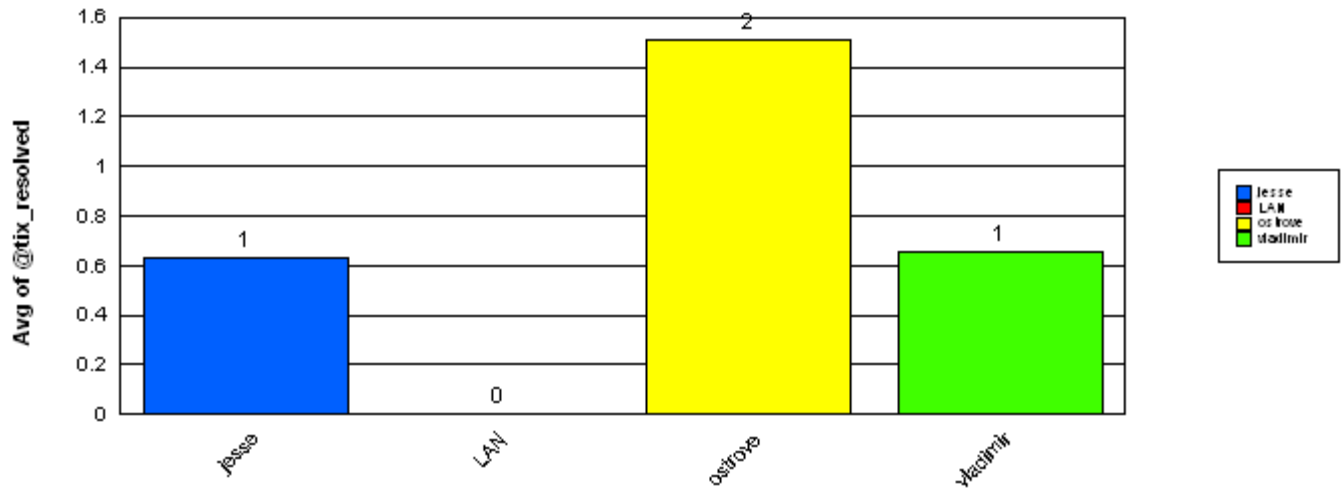


<b>LAN</b>	<b>Total:</b>	<b>71</b>
<b>Average time to ticket resolution for</b>	LAN	<b>0</b>
<b>Maximum time to ticket resolution for</b>	LAN	<b>0</b>
<b>Minimum time to ticket resolution for</b>	LAN	<b>0</b>
<b>Average time to ticket resolution for</b>	jesse	<b>1</b>
<b>Maximum time to ticket resolution for</b>	jesse	<b>7</b>
<b>Minimum time to ticket resolution for</b>	jesse	<b>0</b>
<b>Average time to ticket resolution for</b>	ostrove	<b>2</b>
<b>Maximum time to ticket resolution for</b>	ostrove	<b>19</b>
<b>Minimum time to ticket resolution for</b>	ostrove	<b>0</b>
<b>Average time to ticket resolution for</b>	vladimir	<b>1</b>
<b>Maximum time to ticket resolution for</b>	vladimir	<b>2</b>
<b>Minimum time to ticket resolution for</b>	vladimir	<b>0</b>

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

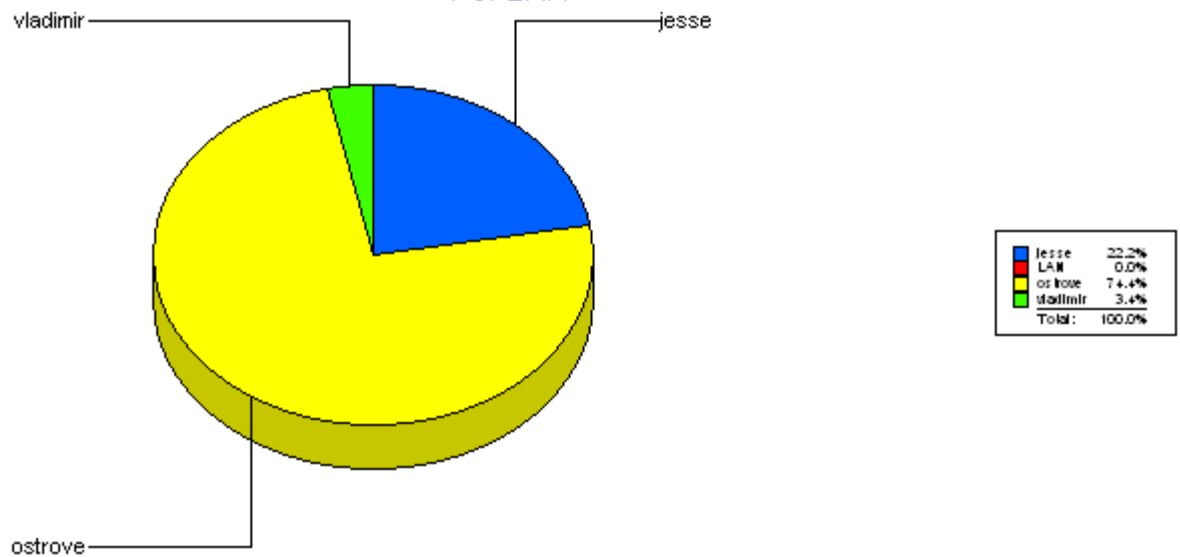
## Avg of Each Ticket Resolved

For LAN



## Percentage of Sum of Tickets Resolved

For LAN

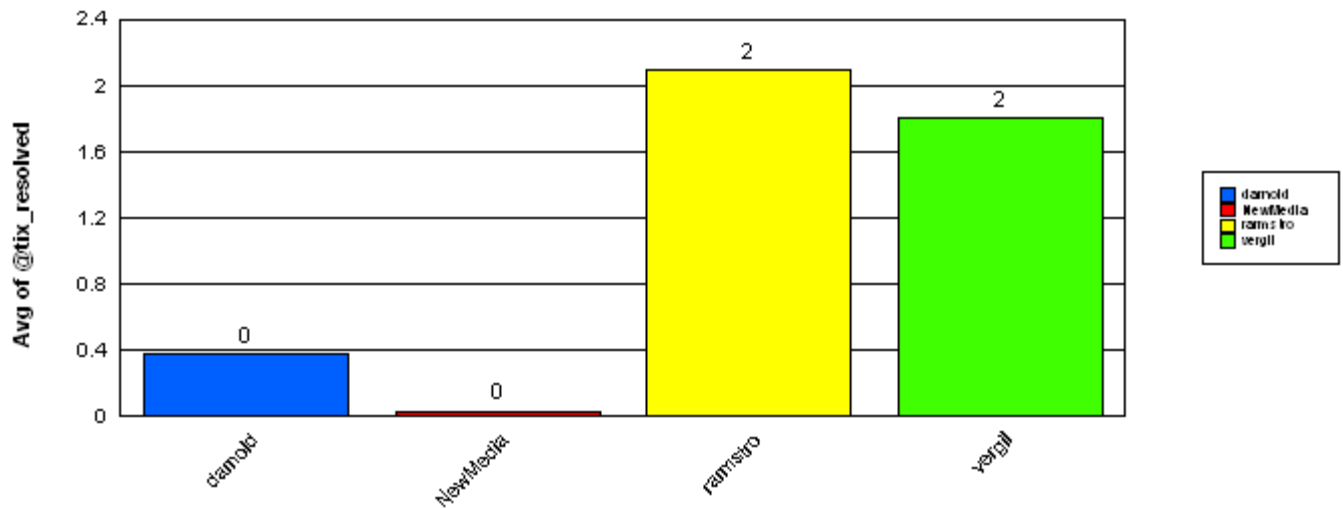


<b>New Media</b>	<b>Total:</b>	<b>43</b>
<b>Average time to ticket resolution for</b>	NewMedia	<b>0</b>
<b>Maximum time to ticket resolution for</b>	NewMedia	<b>0</b>
<b>Minimum time to ticket resolution for</b>	NewMedia	<b>0</b>
<b>Average time to ticket resolution for</b>	darnold	<b>0</b>
<b>Maximum time to ticket resolution for</b>	darnold	<b>1</b>
<b>Minimum time to ticket resolution for</b>	darnold	<b>0</b>
<b>Average time to ticket resolution for</b>	rarmstro	<b>2</b>
<b>Maximum time to ticket resolution for</b>	rarmstro	<b>21</b>
<b>Minimum time to ticket resolution for</b>	rarmstro	<b>0</b>
<b>Average time to ticket resolution for</b>	vergil	<b>2</b>
<b>Maximum time to ticket resolution for</b>	vergil	<b>2</b>
<b>Minimum time to ticket resolution for</b>	vergil	<b>2</b>

Average time to ticket resolution for	New Media	2
Maximum time to ticket resolution for	New Media	21
Minimum time to ticket resolution for	New Media	0

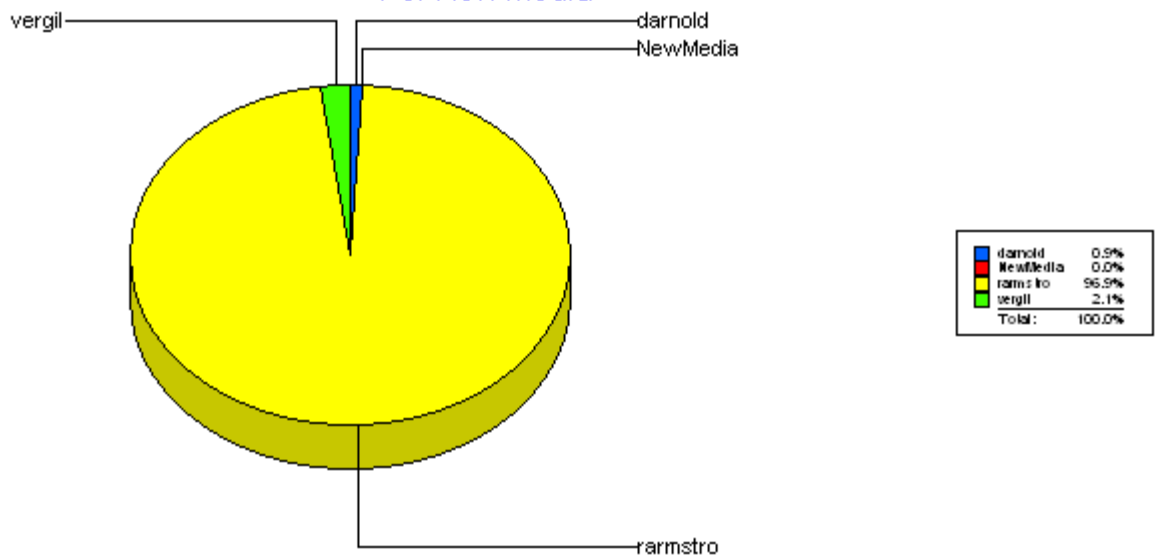
## Avg of Each Ticket Resolved

For New Media



## Percentage of Sum of Tickets Resolved

For New Media



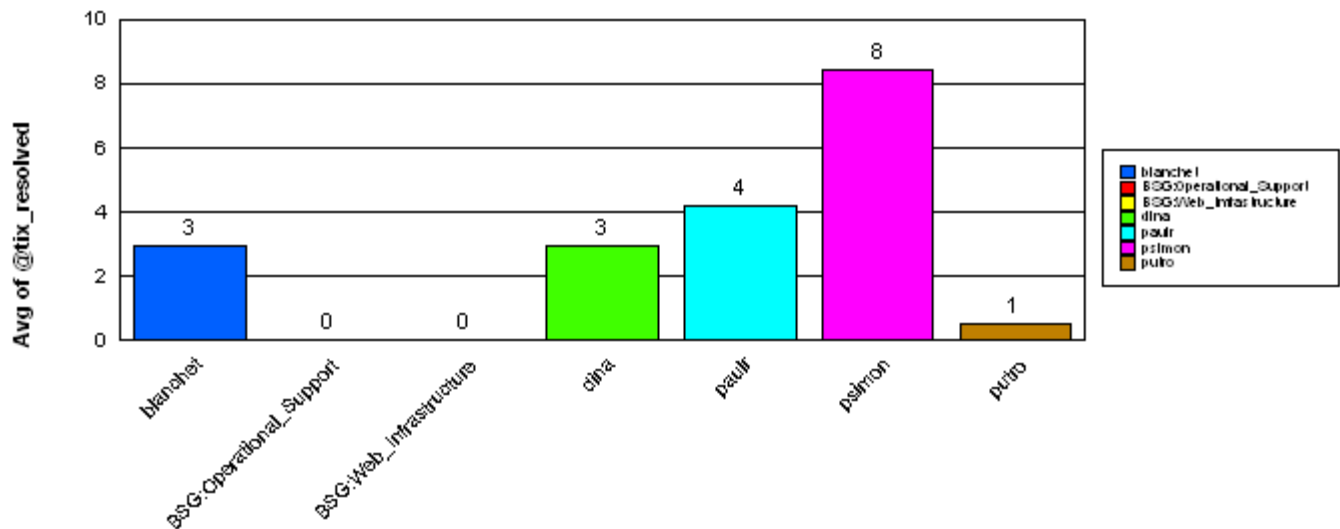
**OIT Business Systems: N** **Total: 119**

Average time to ticket resolution for	BSG:Operation	0
Maximum time to ticket resolution for	BSG:Operation	0
Minimum time to ticket resolution for	BSG:Operation	0
Average time to ticket resolution for	BSG:Web_Infra	0
Maximum time to ticket resolution for	BSG:Web_Infra	0
Minimum time to ticket resolution for	BSG:Web_Infra	0
Average time to ticket resolution for	blanchet	3
Maximum time to ticket resolution for	blanchet	12
Minimum time to ticket resolution for	blanchet	0
Average time to ticket resolution for	dina	3
Maximum time to ticket resolution for	dina	12
Minimum time to ticket resolution for	dina	0
Average time to ticket resolution for	paulr	4
Maximum time to ticket resolution for	paulr	9
Minimum time to ticket resolution for	paulr	0
Average time to ticket resolution for	psimon	8
Maximum time to ticket resolution for	psimon	22
Minimum time to ticket resolution for	psimon	0
Average time to ticket resolution for	putro	1
Maximum time to ticket resolution for	putro	4
Minimum time to ticket resolution for	putro	0

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	22
Minimum time to ticket resolution for	OIT Business S	0

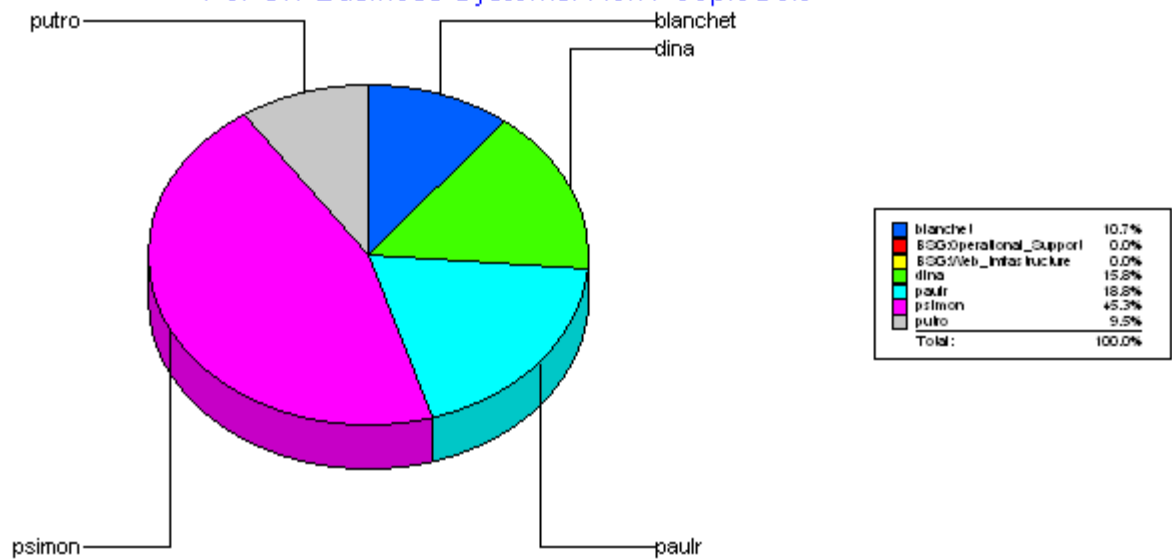
## Avg of Each Ticket Resolved

For OIT Business Systems: Non PeopleSoft



## Percentage of Sum of Tickets Resolved

For OIT Business Systems: Non PeopleSoft

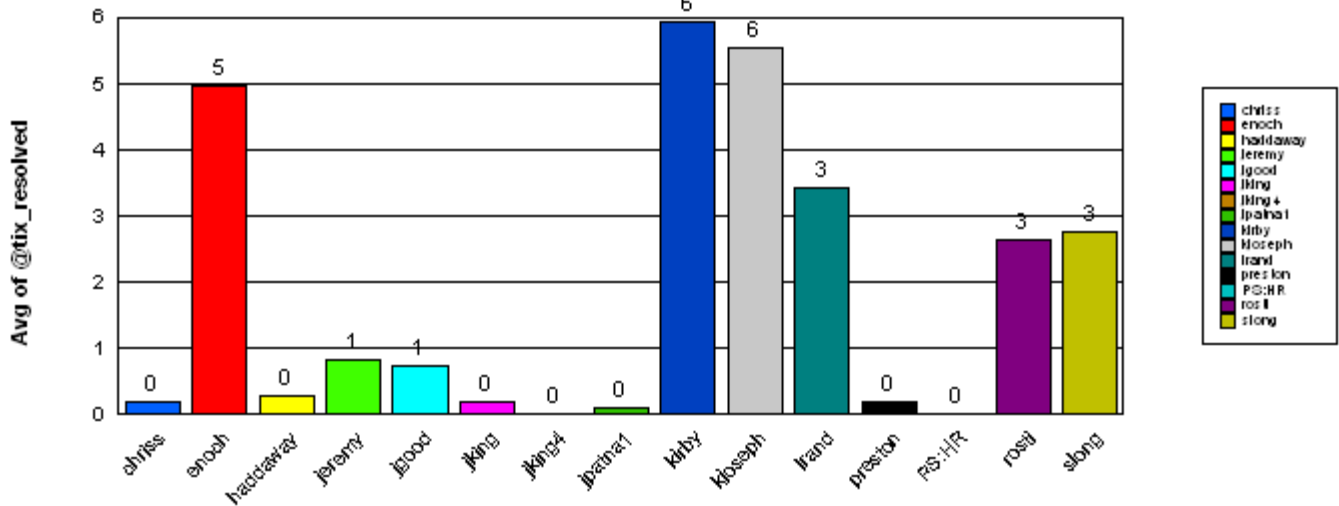


OIT Business Systems: P		Total:	163
Average time to ticket resolution for	PS:HR		0
Maximum time to ticket resolution for	PS:HR		0
Minimum time to ticket resolution for	PS:HR		0
Average time to ticket resolution for	chriss		0
Maximum time to ticket resolution for	chriss		2
Minimum time to ticket resolution for	chriss		0
Average time to ticket resolution for	enoch		5
Maximum time to ticket resolution for	enoch		5
Minimum time to ticket resolution for	enoch		5
Average time to ticket resolution for	haddaway		0
Maximum time to ticket resolution for	haddaway		2
Minimum time to ticket resolution for	haddaway		0
Average time to ticket resolution for	jeremy		1
Maximum time to ticket resolution for	jeremy		3
Minimum time to ticket resolution for	jeremy		0
Average time to ticket resolution for	jgood		1
Maximum time to ticket resolution for	jgood		4
Minimum time to ticket resolution for	jgood		0
Average time to ticket resolution for	jking		0
Maximum time to ticket resolution for	jking		2
Minimum time to ticket resolution for	jking		0
Average time to ticket resolution for	jking4		0
Maximum time to ticket resolution for	jking4		0
Minimum time to ticket resolution for	jking4		0
Average time to ticket resolution for	jpatna1		0
Maximum time to ticket resolution for	jpatna1		0
Minimum time to ticket resolution for	jpatna1		0
Average time to ticket resolution for	kirby		6
Maximum time to ticket resolution for	kirby		13
Minimum time to ticket resolution for	kirby		1
Average time to ticket resolution for	kjoseph		6
Maximum time to ticket resolution for	kjoseph		8
Minimum time to ticket resolution for	kjoseph		1
Average time to ticket resolution for	lrاند		3
Maximum time to ticket resolution for	lrاند		16
Minimum time to ticket resolution for	lrاند		0
Average time to ticket resolution for	preston		0
Maximum time to ticket resolution for	preston		0
Minimum time to ticket resolution for	preston		0
Average time to ticket resolution for	rosti		3
Maximum time to ticket resolution for	rosti		12
Minimum time to ticket resolution for	rosti		0
Average time to ticket resolution for	slong		3
Maximum time to ticket resolution for	slong		26
Minimum time to ticket resolution for	slong		0

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	26
Minimum time to ticket resolution for	OIT Business S	0

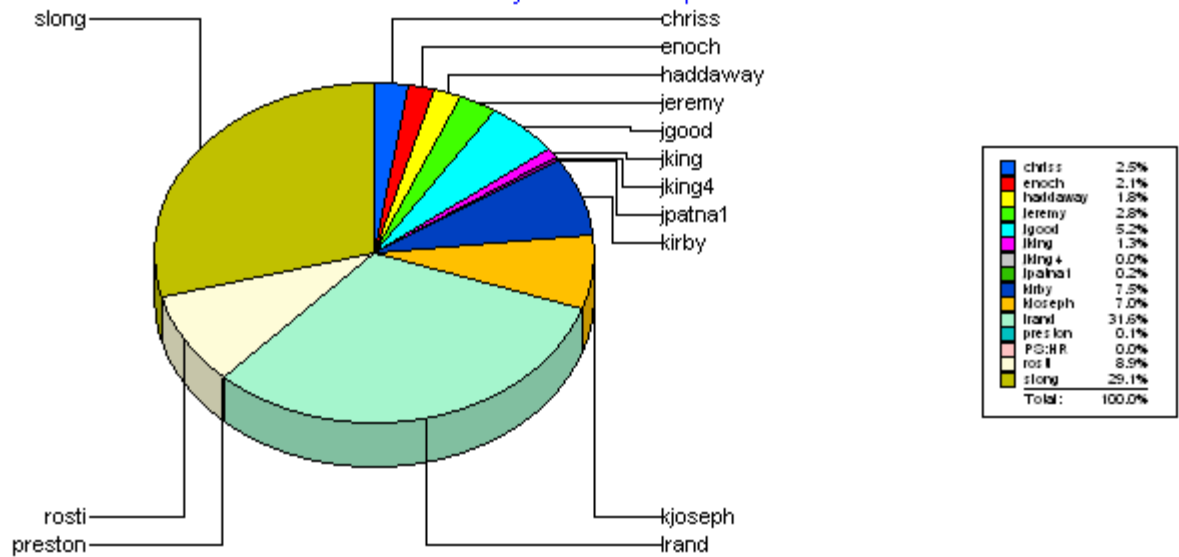
## Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



## Percentage of Sum of Tickets Resolved

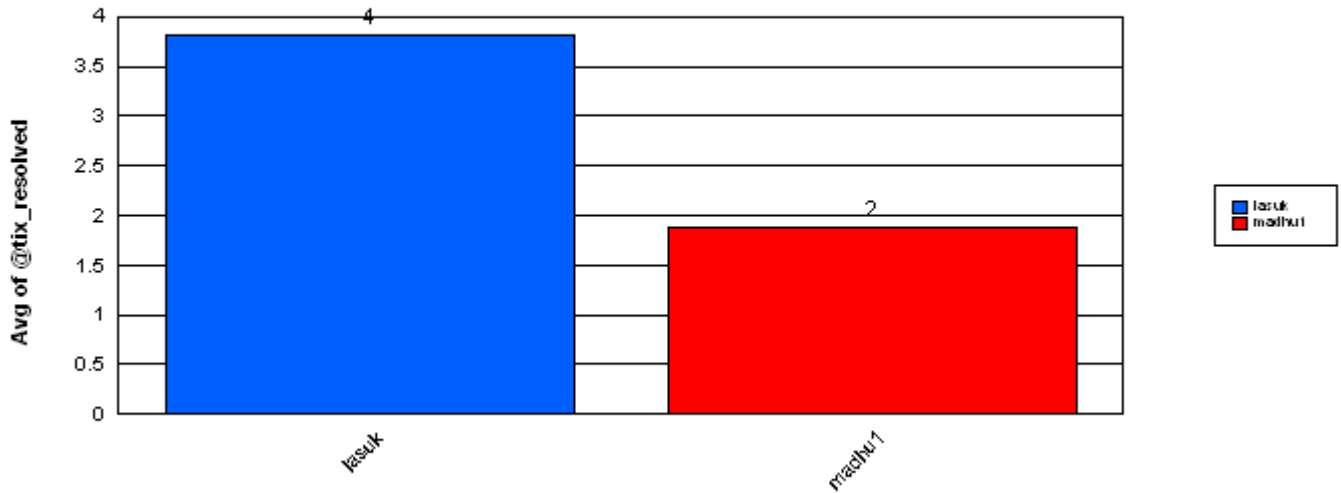
For OIT Business Systems: PeopleSoft



PC Labs		Total:	46
Average time to ticket resolution for	lasuk		4
Maximum time to ticket resolution for	lasuk		19
Minimum time to ticket resolution for	lasuk		0
Average time to ticket resolution for	madhu1		2
Maximum time to ticket resolution for	madhu1		3
Minimum time to ticket resolution for	madhu1		0
Average time to ticket resolution for	PC Labs		3
Maximum time to ticket resolution for	PC Labs		19
Minimum time to ticket resolution for	PC Labs		0

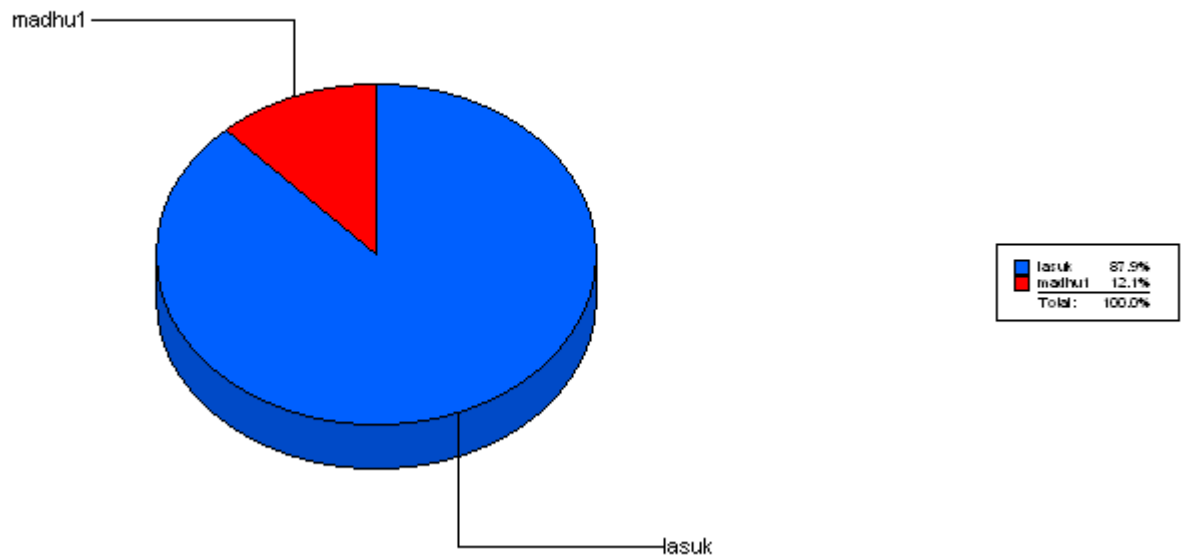
### Avg of Each Ticket Resolved

For PC Labs



### Percentage of Sum of Tickets Resolved

For PC Labs

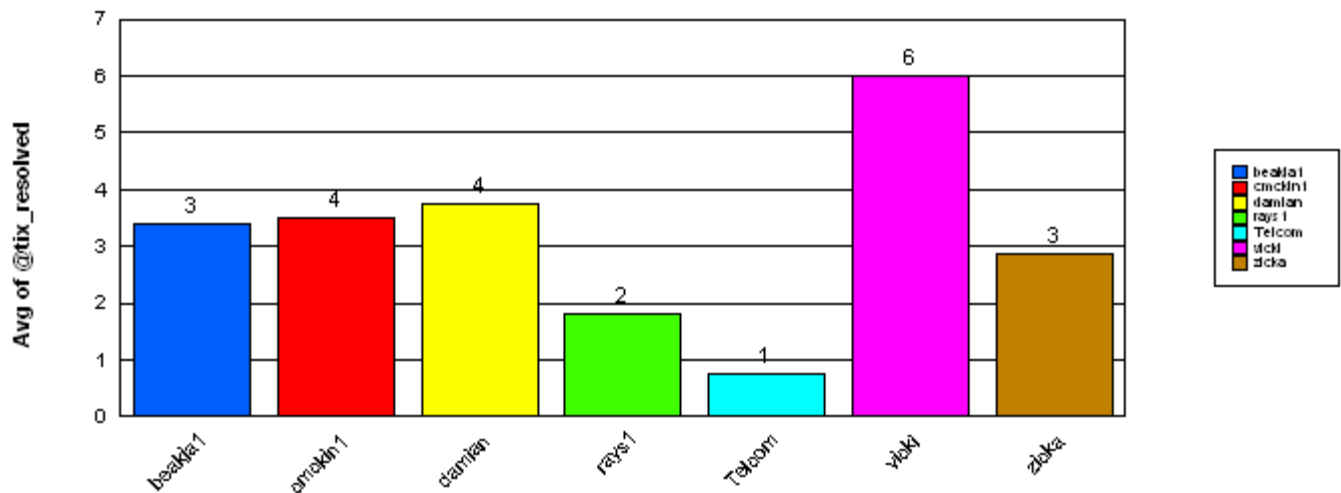


<b>Physical Networks</b>	<b>Total:</b>	<b>64</b>
Average time to ticket resolution for	Telcom	1
Maximum time to ticket resolution for	Telcom	1
Minimum time to ticket resolution for	Telcom	1
Average time to ticket resolution for	beakja1	3
Maximum time to ticket resolution for	beakja1	12
Minimum time to ticket resolution for	beakja1	0
Average time to ticket resolution for	cmckin1	4
Maximum time to ticket resolution for	cmckin1	14
Minimum time to ticket resolution for	cmckin1	0
Average time to ticket resolution for	damian	4
Maximum time to ticket resolution for	damian	15
Minimum time to ticket resolution for	damian	0
Average time to ticket resolution for	rays1	2
Maximum time to ticket resolution for	rays1	3
Minimum time to ticket resolution for	rays1	0
Average time to ticket resolution for	vicki	6
Maximum time to ticket resolution for	vicki	6
Minimum time to ticket resolution for	vicki	6
Average time to ticket resolution for	zicka	3
Maximum time to ticket resolution for	zicka	12
Minimum time to ticket resolution for	zicka	0

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	15
Minimum time to ticket resolution for	Physical Networ	0

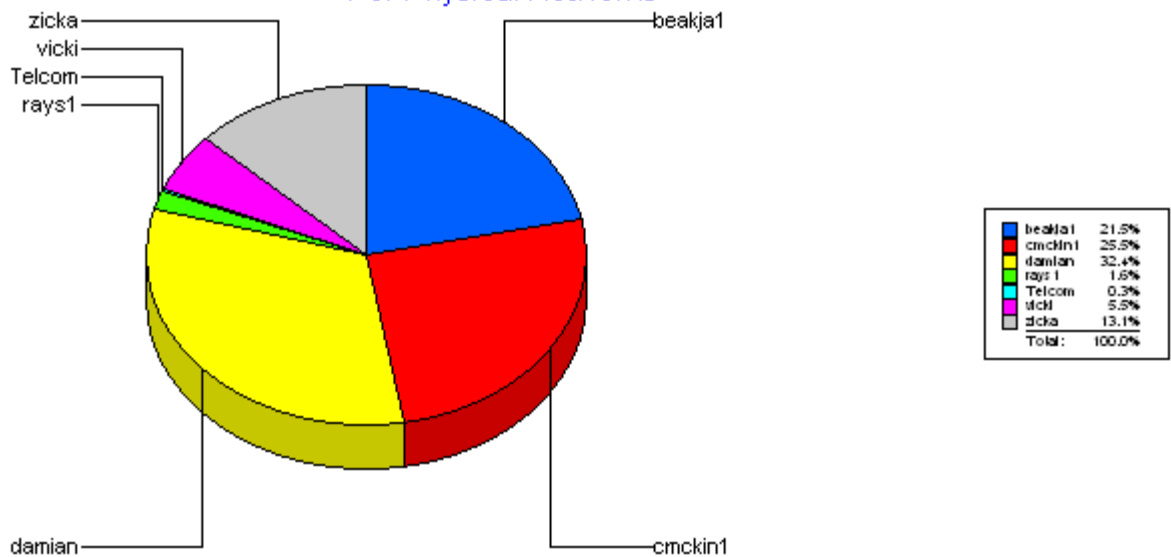
## Avg of Each Ticket Resolved

For Physical Networks



## Percentage of Sum of Tickets Resolved

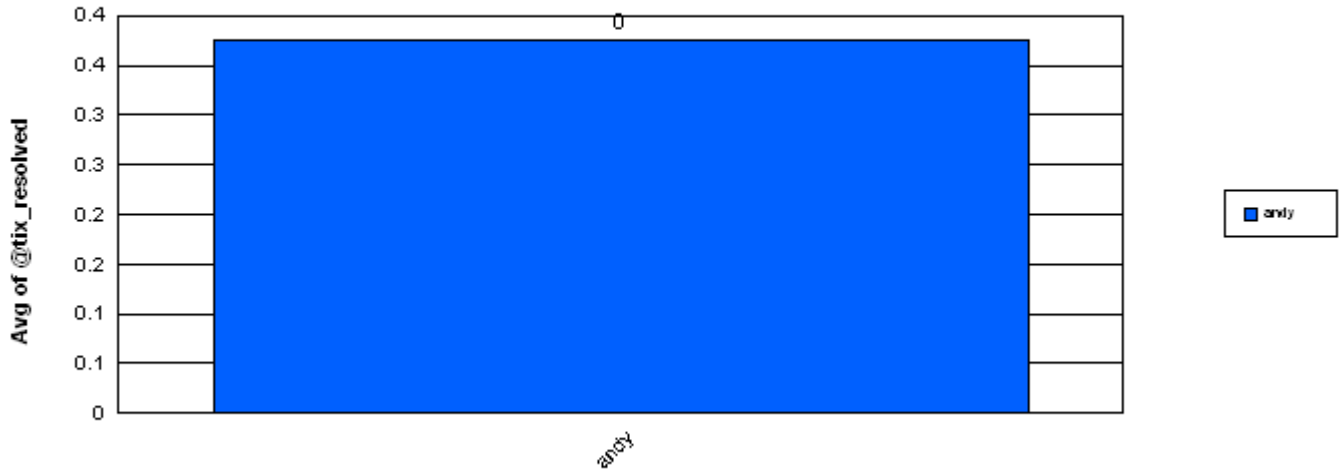
For Physical Networks



Security	Total:	3
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

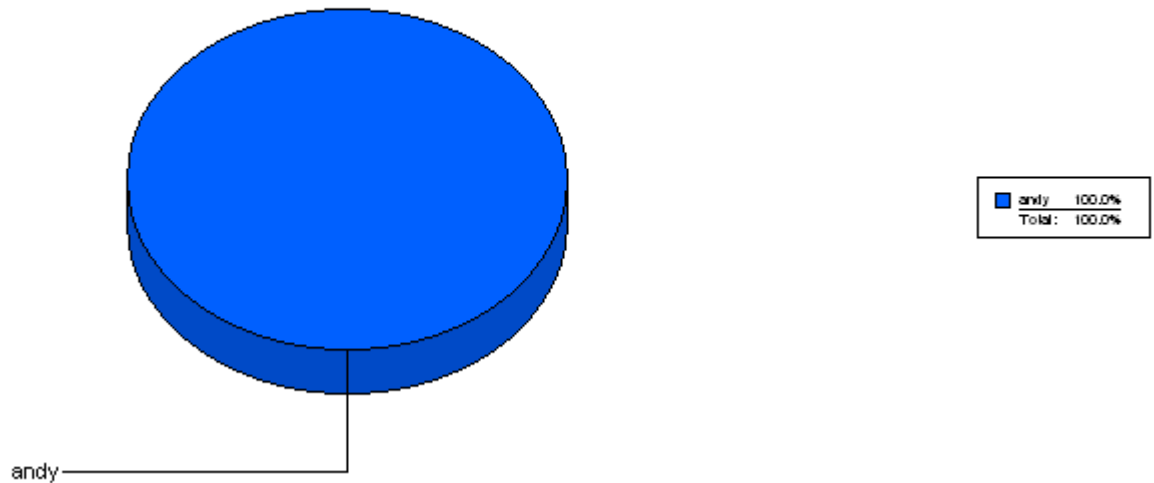
## Avg of Each Ticket Resolved

For Security



## Percentage of Sum of Tickets Resolved

For Security

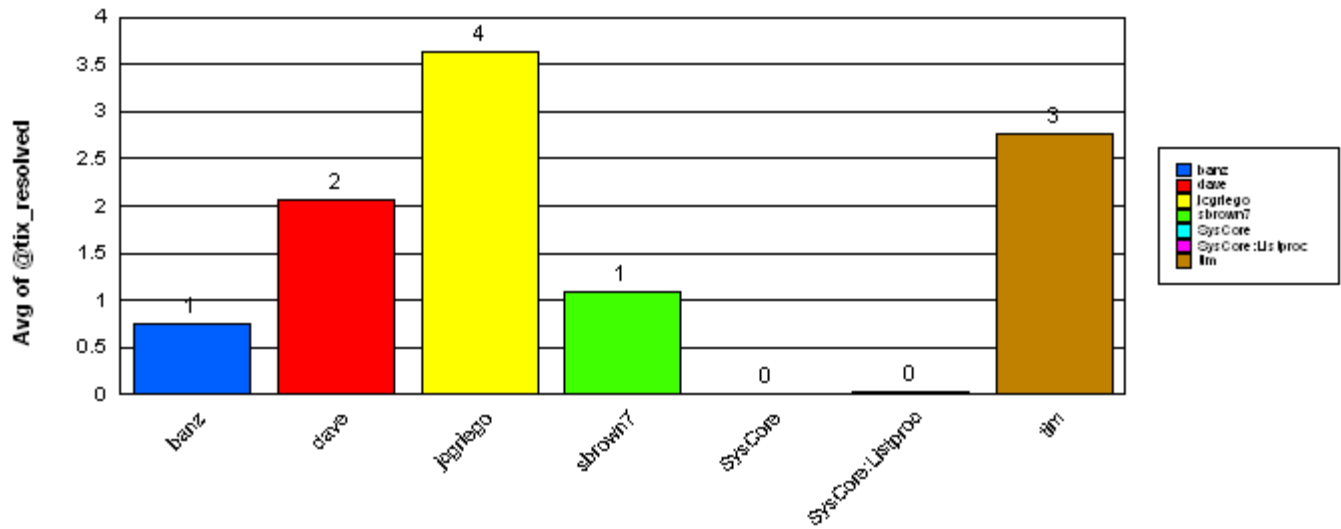


<b>SysCore</b>	<b>Total:</b>	<b>281</b>
Average time to ticket resolution for	SysCore	0
Maximum time to ticket resolution for	SysCore	0
Minimum time to ticket resolution for	SysCore	0
Average time to ticket resolution for	SysCore:Listpro	0
Maximum time to ticket resolution for	SysCore:Listpro	0
Minimum time to ticket resolution for	SysCore:Listpro	0
Average time to ticket resolution for	banz	1
Maximum time to ticket resolution for	banz	5
Minimum time to ticket resolution for	banz	0
Average time to ticket resolution for	dave	2
Maximum time to ticket resolution for	dave	2
Minimum time to ticket resolution for	dave	2
Average time to ticket resolution for	jcgriego	4
Maximum time to ticket resolution for	jcgriego	20
Minimum time to ticket resolution for	jcgriego	0
Average time to ticket resolution for	sbrown7	1
Maximum time to ticket resolution for	sbrown7	12
Minimum time to ticket resolution for	sbrown7	0
Average time to ticket resolution for	tim	3
Maximum time to ticket resolution for	tim	12
Minimum time to ticket resolution for	tim	0

Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	20
Minimum time to ticket resolution for	SysCore	0

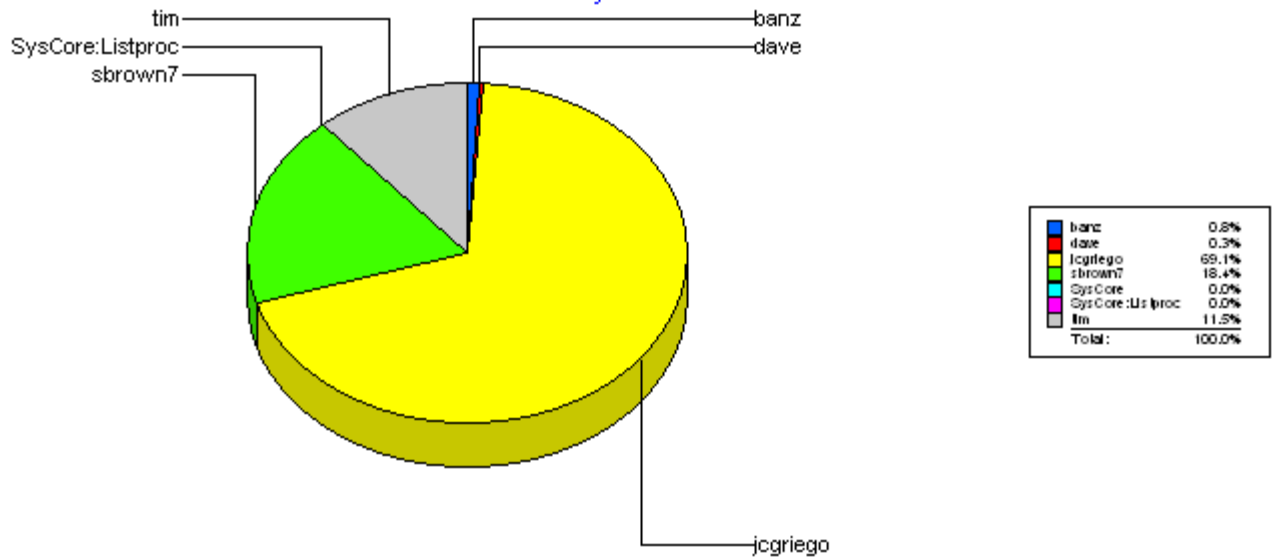
## Avg of Each Ticket Resolved

For SysCore



## Percentage of Sum of Tickets Resolved

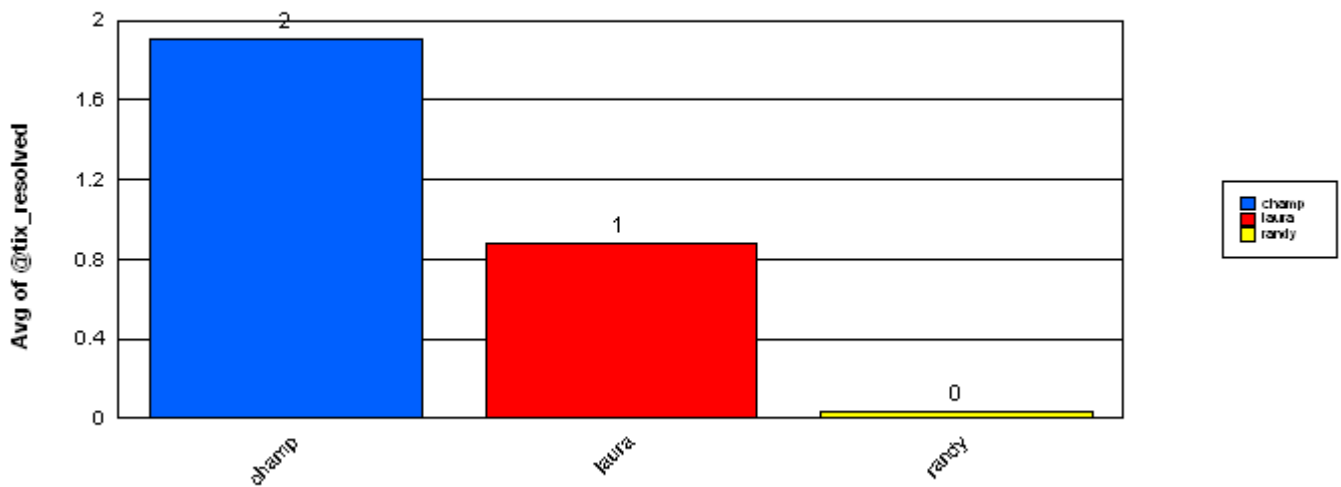
For SysCore



SysDept	Total:	28
Average time to ticket resolution for	champ	2
Maximum time to ticket resolution for	champ	8
Minimum time to ticket resolution for	champ	0
Average time to ticket resolution for	laura	1
Maximum time to ticket resolution for	laura	3
Minimum time to ticket resolution for	laura	0
Average time to ticket resolution for	randy	0
Maximum time to ticket resolution for	randy	0
Minimum time to ticket resolution for	randy	0
Average time to ticket resolution for	SysDept	2
Maximum time to ticket resolution for	SysDept	8
Minimum time to ticket resolution for	SysDept	0

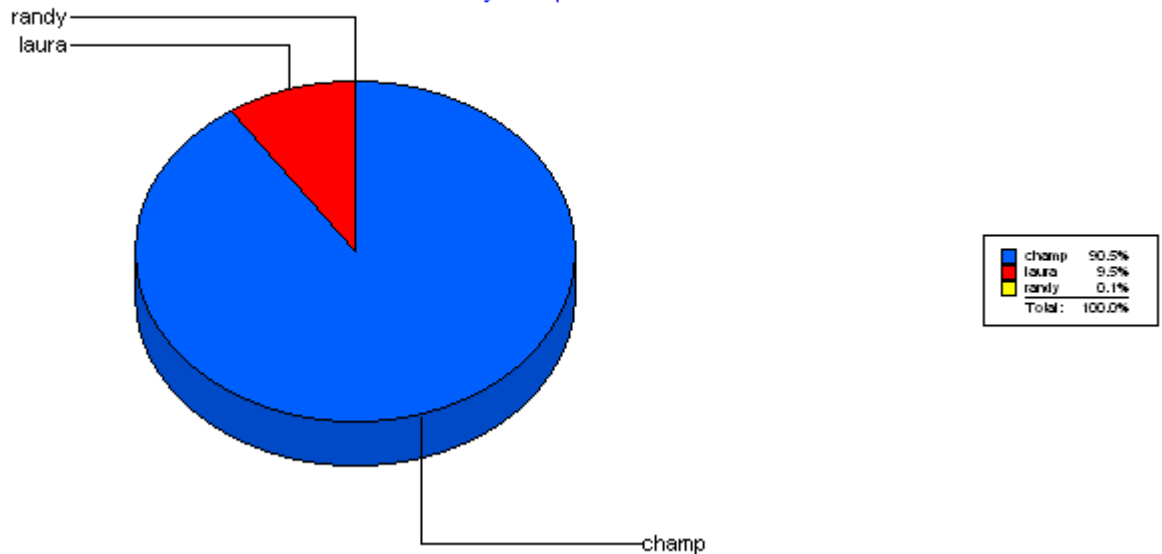
## Avg of Each Ticket Resolved

For SysDept



## Percentage of Sum of Tickets Resolved

For SysDept



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**Total Remedy Tickets Created and Resolved/Closed Between: 11/01/2003 and 11/30/2003 :** **1666**

**Total Remedy Tickets Created between: 11/01/2003 and 11/30/2003 :** **1666**

Maximum time to resolution	<b>26</b>
Minimum time to resolu	<b>0</b>
Total Average time to ticket resolution	<b>2.04</b>