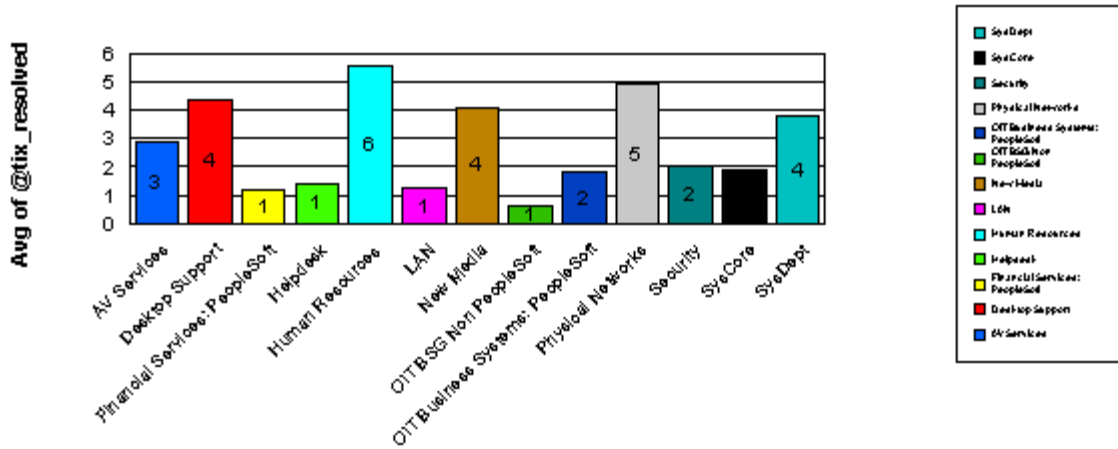


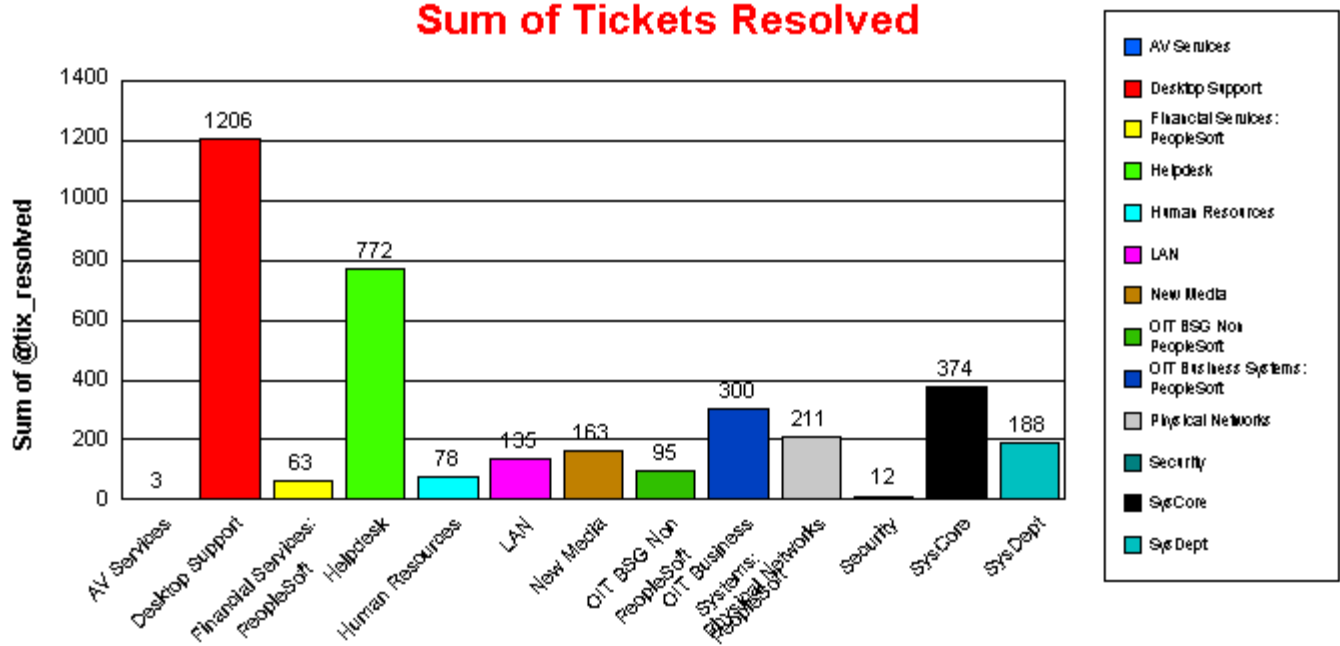
Average Length to Resolution

Ticket Created Between November 01, 2004 to November 30, 2004

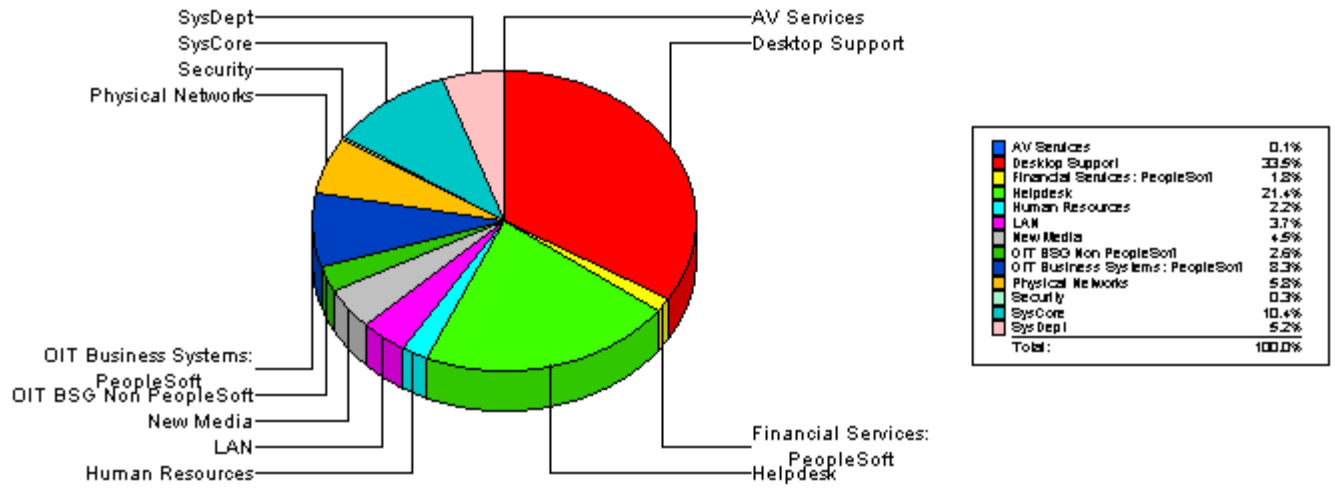
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved

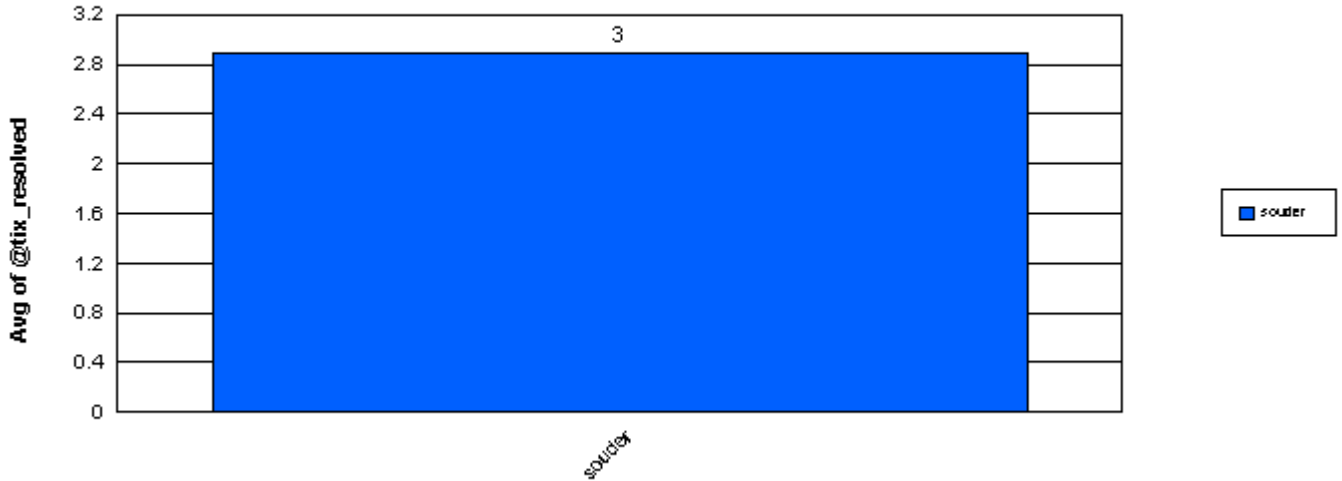


AV Services

		Total:	1		
souder	Closed	Total:	1		
Ticket Number:	0000105822	11/19/2004	3	11/22/2004	11/29/2004
Average time to ticket resolution for		souder	3		
Maximum time to ticket resolution for		souder	3		
Minimum time to ticket resolution for		souder	3		
Average time to ticket resolution for		AV Services	3		
Maximum time to ticket resolution for		AV Services	3		
Minimum time to ticket resolution for		AV Services	3		

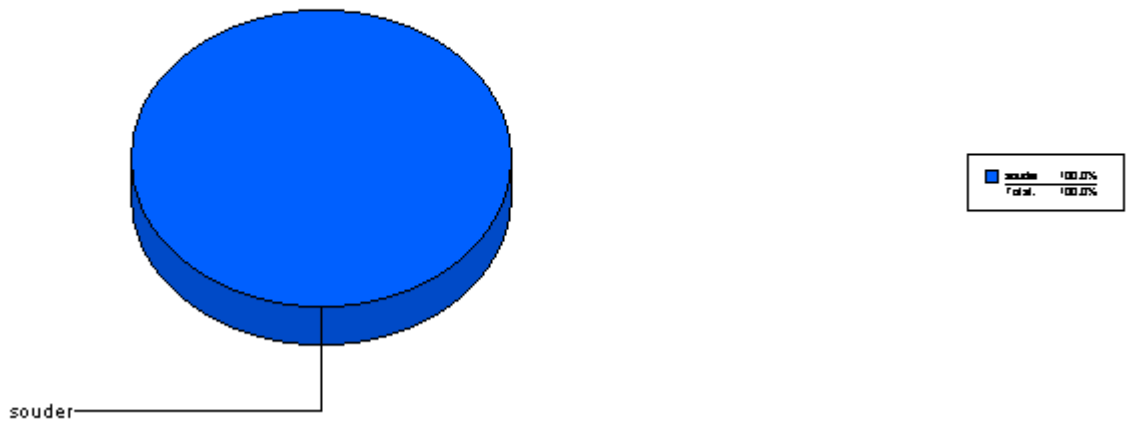
Avg of Each Ticket Resolved

For AV Services



Percentage of Sum of Tickets Resolved

For AV Services



Desktop Support

		<u>Total:</u> 277	
Desktop		<u>Total:</u> 17	
Closed		<u>Total:</u> 17	
Ticket Number:	0000104517	11/02/2004	0
Ticket Number:	0000104407	11/01/2004	0
Ticket Number:	0000104413	11/01/2004	0
Ticket Number:	0000104504	11/02/2004	0
Ticket Number:	0000104591	11/03/2004	0
Ticket Number:	0000104606	11/03/2004	0
Ticket Number:	0000104601	11/03/2004	0
Ticket Number:	0000104516	11/02/2004	0
Ticket Number:	0000104512	11/02/2004	0
Ticket Number:	0000104710	11/04/2004	0
Ticket Number:	0000105133	11/10/2004	0
Ticket Number:	0000105134	11/10/2004	0
Ticket Number:	0000105424	11/15/2004	0
Ticket Number:	0000105328	11/12/2004	0
Ticket Number:	0000105432	11/15/2004	0
Ticket Number:	0000105527	11/16/2004	0
Ticket Number:	0000105618	11/17/2004	0
-----		-----	
Average time to ticket resolution for		Desktop	0
Maximum time to ticket resolution for		Desktop	0
Minimum time to ticket resolution for		Desktop	0
<hr/>		<hr/>	
chrism		<u>Total:</u> 9	
Resolved		<u>Total:</u> 3	
Ticket Number:	0000105088	11/09/2004	21
Ticket Number:	0000106209	11/29/2004	0
Ticket Number:	0000106211	11/29/2004	0
Closed		<u>Total:</u> 6	
Ticket Number:	0000104582	11/03/2004	0
Ticket Number:	0000105870	11/22/2004	1
Ticket Number:	0000106212	11/29/2004	0
Ticket Number:	0000106188	11/29/2004	0
Ticket Number:	0000106208	11/29/2004	0
Ticket Number:	0000105503	11/15/2004	7
-----		-----	
Average time to ticket resolution for		chrism	3
Maximum time to ticket resolution for		chrism	21
Minimum time to ticket resolution for		chrism	0
<hr/>		<hr/>	

Desktop Support

edortiz

Resolved

Total: **64**

Total: **9**

Ticket Number:	0000105609	11/17/2004	12	11/29/2004
Ticket Number:	0000105787	11/19/2004	10	11/29/2004
Ticket Number:	0000105660	11/17/2004	12	11/29/2004
Ticket Number:	0000105909	11/22/2004	7	11/29/2004
Ticket Number:	0000106003	11/23/2004	8	12/01/2004
Ticket Number:	0000106191	11/29/2004	3	12/02/2004
Ticket Number:	0000106309	11/30/2004	1	12/01/2004
Ticket Number:	0000106198	11/29/2004	1	11/30/2004
Ticket Number:	0000106178	11/29/2004	2	12/01/2004

Desktop Support

	Closed	Total:	55		
Ticket Number:	0000104406	11/01/2004	2	11/03/2004	11/05/2004
Ticket Number:	0000104439	11/01/2004	7		11/08/2004
Ticket Number:	0000104444	11/01/2004	9		11/10/2004
Ticket Number:	0000104476	11/01/2004	7	11/08/2004	11/15/2004
Ticket Number:	0000104549	11/02/2004	8	11/10/2004	11/16/2004
Ticket Number:	0000104600	11/03/2004	7	11/10/2004	11/16/2004
Ticket Number:	0000104717	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104566	11/02/2004	3	11/05/2004	11/11/2004
Ticket Number:	0000104538	11/02/2004	3	11/05/2004	11/11/2004
Ticket Number:	0000104449	11/01/2004	4	11/05/2004	11/16/2004
Ticket Number:	0000104433	11/01/2004	7	11/08/2004	11/15/2004
Ticket Number:	0000104409	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104415	11/01/2004	4		11/05/2004
Ticket Number:	0000105667	11/17/2004	0	11/17/2004	11/22/2004
Ticket Number:	0000105731	11/18/2004	1	11/19/2004	11/25/2004
Ticket Number:	0000106249	11/29/2004	2		12/01/2004
Ticket Number:	0000105795	11/19/2004	10		11/29/2004
Ticket Number:	0000105738	11/18/2004	11		11/29/2004
Ticket Number:	0000105810	11/19/2004	12		12/01/2004
Ticket Number:	0000105804	11/19/2004	3	11/22/2004	11/29/2004
Ticket Number:	0000105154	11/10/2004	7		11/17/2004
Ticket Number:	0000105261	11/11/2004	4	11/15/2004	11/22/2004
Ticket Number:	0000105181	11/10/2004	5	11/15/2004	11/22/2004
Ticket Number:	0000105446	11/15/2004	2	11/17/2004	11/17/2004
Ticket Number:	0000105613	11/17/2004	5	11/22/2004	11/29/2004
Ticket Number:	0000105645	11/17/2004	5	11/22/2004	11/29/2004
Ticket Number:	0000105548	11/16/2004	7	11/23/2004	11/29/2004
Ticket Number:	0000105692	11/18/2004	1	11/19/2004	11/25/2004
Ticket Number:	0000105529	11/16/2004	13		11/29/2004
Ticket Number:	0000105512	11/16/2004	3	11/19/2004	11/25/2004
Ticket Number:	0000105466	11/15/2004	7	11/22/2004	11/29/2004
Ticket Number:	0000105337	11/12/2004	5	11/17/2004	11/19/2004
Ticket Number:	0000105418	11/15/2004	4	11/19/2004	11/25/2004
Ticket Number:	0000105655	11/17/2004	2	11/19/2004	11/25/2004
Ticket Number:	0000105651	11/17/2004	5	11/22/2004	11/29/2004
Ticket Number:	0000105273	11/11/2004	8	11/19/2004	11/22/2004
Ticket Number:	0000104666	11/03/2004	6	11/09/2004	11/15/2004
Ticket Number:	0000104729	11/04/2004	7	11/11/2004	11/17/2004
Ticket Number:	0000104679	11/03/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104730	11/04/2004	7	11/11/2004	11/17/2004
Ticket Number:	0000104755	11/04/2004	6	11/10/2004	11/10/2004
Ticket Number:	0000104763	11/04/2004	11	11/15/2004	11/22/2004
Ticket Number:	0000104784	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104824	11/05/2004	10	11/15/2004	11/22/2004
Ticket Number:	0000105101	11/09/2004	6	11/15/2004	11/22/2004
Ticket Number:	0000105089	11/09/2004	2	11/11/2004	11/17/2004
Ticket Number:	0000105447	11/15/2004	2	11/17/2004	11/23/2004
Ticket Number:	0000105065	11/09/2004	8	11/17/2004	11/23/2004
Ticket Number:	0000105051	11/09/2004	6	11/15/2004	11/22/2004
Ticket Number:	0000105177	11/10/2004	5	11/15/2004	11/17/2004
Ticket Number:	0000104965	11/08/2004	7	11/15/2004	11/22/2004
Ticket Number:	0000105439	11/15/2004	2	11/17/2004	11/23/2004
Ticket Number:	0000104938	11/08/2004	7	11/15/2004	11/22/2004

Desktop Support

Ticket Number:	0000104901	11/07/2004	4	11/11/2004	11/17/2004
Ticket Number:	0000104878	11/05/2004	10	11/15/2004	11/15/2004
<hr/>					
Average time to ticket resolution for	edortiz		5		
Maximum time to ticket resolution for	edortiz		13		
Minimum time to ticket resolution for	edortiz		0		
<hr/>					
jhenn1		Total:	3		
Closed		Total:	3		
Ticket Number:	0000105120	11/09/2004	2	11/12/2004	11/18/2004
Ticket Number:	0000105245	11/11/2004	6	11/17/2004	11/23/2004
Ticket Number:	0000104440	11/01/2004	2	11/03/2004	11/09/2004
<hr/>					
Average time to ticket resolution for	jhenn1		3		
Maximum time to ticket resolution for	jhenn1		6		
Minimum time to ticket resolution for	jhenn1		2		
<hr/>					
jhill4		Total:	4		
Closed		Total:	4		
Ticket Number:	0000104905	11/08/2004	1	11/08/2004	11/15/2004
Ticket Number:	0000104410	11/01/2004	4	11/05/2004	11/11/2004
Ticket Number:	0000104674	11/03/2004	2	11/05/2004	11/11/2004
Ticket Number:	0000104578	11/02/2004	6	11/08/2004	11/15/2004
<hr/>					
Average time to ticket resolution for	jhill4		3		
Maximum time to ticket resolution for	jhill4		6		
Minimum time to ticket resolution for	jhill4		1		
<hr/>					
josh		Total:	22		
Resolved		Total:	4		
Ticket Number:	0000105582	11/17/2004	16	12/02/2004	
Ticket Number:	0000106304	11/30/2004	0	11/30/2004	
Ticket Number:	0000105755	11/18/2004	11	11/29/2004	
Ticket Number:	0000106069	11/24/2004	5	11/29/2004	
<hr/>					
Closed		Total:	18		
Ticket Number:	0000104408	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104432	11/01/2004	8	11/09/2004	11/15/2004
Ticket Number:	0000104445	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104457	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000105186	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105460	11/15/2004	1	11/16/2004	11/22/2004
Ticket Number:	0000105596	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000105248	11/11/2004	5	11/16/2004	11/22/2004
Ticket Number:	0000104624	11/03/2004	13	11/16/2004	11/22/2004
Ticket Number:	0000104731	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000105018	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105049	11/09/2004	14	11/23/2004	11/29/2004
Ticket Number:	0000105043	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105038	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104995	11/08/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000104841	11/05/2004	6	11/11/2004	11/17/2004
Ticket Number:	0000104885	11/06/2004	12	11/18/2004	11/24/2004
Ticket Number:	0000104762	11/04/2004	1	11/05/2004	11/11/2004
<hr/>					
Average time to ticket resolution for	josh		4		
Maximum time to ticket resolution for	josh		16		
Minimum time to ticket resolution for	josh		0		

Desktop Support

kirkley1

Total: **1**

Closed

Total: **1**

Ticket Number: 0000104767

11/04/2004

4

11/08/2004

11/15/2004

Average time to ticket resolution for

kirkley1

4

Maximum time to ticket resolution for

kirkley1

4

Minimum time to ticket resolution for

kirkley1

4

Desktop Support**lasuk****Resolved**Total: **62**Total: **12**

Ticket Number:	0000104636	11/03/2004	27	11/30/2004	
Ticket Number:	0000105957	11/23/2004	7	11/30/2004	
Ticket Number:	0000106300	11/30/2004	1	12/01/2004	
Ticket Number:	0000106248	11/29/2004	1	11/30/2004	
Ticket Number:	0000106137	11/28/2004	1	11/29/2004	
Ticket Number:	0000105952	11/23/2004	7	11/30/2004	
Ticket Number:	0000104844	11/05/2004	24	11/29/2004	11/15/2004
Ticket Number:	0000105408	11/14/2004	17	12/01/2004	
Ticket Number:	0000105488	11/15/2004	15	11/30/2004	
Ticket Number:	0000105468	11/15/2004	15	11/30/2004	
Ticket Number:	0000105384	11/13/2004	16	11/29/2004	
Ticket Number:	0000105255	11/11/2004	22	12/03/2004	

Desktop Support

Closed	Total:	50		
Ticket Number: 0000104576	11/02/2004	3	11/05/2004	11/11/2004
Ticket Number: 0000104685	11/04/2004	11	11/15/2004	11/22/2004
Ticket Number: 0000104475	11/01/2004	2	11/03/2004	11/09/2004
Ticket Number: 0000104486	11/01/2004	8	11/09/2004	11/15/2004
Ticket Number: 0000104507	11/02/2004	7	11/09/2004	11/15/2004
Ticket Number: 0000104537	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number: 0000104598	11/03/2004	5	11/08/2004	11/15/2004
Ticket Number: 0000104597	11/03/2004	6	11/09/2004	11/15/2004
Ticket Number: 0000104493	11/01/2004	2	11/03/2004	11/09/2004
Ticket Number: 0000104484	11/01/2004	1		11/02/2004
Ticket Number: 0000104437	11/01/2004	15	11/16/2004	11/22/2004
Ticket Number: 0000104466	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number: 0000105736	11/18/2004	0		11/18/2004
Ticket Number: 0000105752	11/18/2004	1	11/19/2004	11/25/2004
Ticket Number: 0000105753	11/18/2004	0		11/18/2004
Ticket Number: 0000106381	11/30/2004	0		12/01/2004
Ticket Number: 0000106377	11/30/2004	0		12/01/2004
Ticket Number: 0000106033	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number: 0000105863	11/22/2004	2	11/24/2004	11/30/2004
Ticket Number: 0000105790	11/19/2004	5	11/24/2004	11/30/2004
Ticket Number: 0000105751	11/18/2004	0		11/18/2004
Ticket Number: 0000104611	11/03/2004	2	11/05/2004	11/11/2004
Ticket Number: 0000104625	11/03/2004	1	11/04/2004	11/10/2004
Ticket Number: 0000104632	11/03/2004	12	11/15/2004	11/22/2004
Ticket Number: 0000105105	11/09/2004	1		11/10/2004
Ticket Number: 0000104962	11/08/2004	4	11/12/2004	11/24/2004
Ticket Number: 0000104928	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number: 0000104954	11/08/2004	8	11/16/2004	11/16/2004
Ticket Number: 0000104876	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number: 0000104845	11/05/2004	4	11/09/2004	11/15/2004
Ticket Number: 0000104832	11/05/2004	11	11/16/2004	11/22/2004
Ticket Number: 0000104807	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number: 0000105126	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number: 0000104735	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number: 0000104725	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number: 0000104815	11/05/2004	11	11/16/2004	11/22/2004
Ticket Number: 0000105124	11/10/2004	3	11/12/2004	11/18/2004
Ticket Number: 0000105486	11/15/2004	1	11/16/2004	11/22/2004
Ticket Number: 0000105407	11/14/2004	8	11/22/2004	11/29/2004
Ticket Number: 0000105314	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number: 0000105300	11/11/2004	13	11/24/2004	11/30/2004
Ticket Number: 0000105283	11/11/2004	6	11/17/2004	11/23/2004
Ticket Number: 0000105269	11/11/2004	4	11/15/2004	11/22/2004
Ticket Number: 0000105223	11/10/2004	0		11/10/2004
Ticket Number: 0000105123	11/10/2004	6	11/15/2004	11/22/2004
Ticket Number: 0000105179	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number: 0000105518	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number: 0000105211	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number: 0000105183	11/10/2004	2	11/12/2004	11/18/2004
Ticket Number: 0000105174	11/10/2004	6	11/16/2004	11/22/2004
<hr/>				
Average time to ticket resolution for	lasuk	5		
Maximum time to ticket resolution for	lasuk	27		
Minimum time to ticket resolution for	lasuk	0		

Desktop Support**maboone1**Total: 17**Resolved**Total: 2

Ticket Number:	0000105994	11/23/2004	7	11/30/2004
Ticket Number:	0000106176	11/29/2004	1	11/30/2004

ClosedTotal: 15

Ticket Number:	0000104535	11/02/2004	3	11/05/2004	11/11/2004
Ticket Number:	0000105842	11/20/2004	3	11/23/2004	11/29/2004
Ticket Number:	0000105853	11/21/2004	2	11/23/2004	11/29/2004
Ticket Number:	0000105878	11/22/2004	8		11/30/2004
Ticket Number:	0000105213	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105542	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105569	11/16/2004	6	11/22/2004	11/29/2004
Ticket Number:	0000105598	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105554	11/16/2004	3	11/19/2004	11/25/2004
Ticket Number:	0000105535	11/16/2004	6	11/22/2004	11/29/2004
Ticket Number:	0000105349	11/12/2004	5		11/17/2004
Ticket Number:	0000105476	11/15/2004	8	11/23/2004	11/29/2004
Ticket Number:	0000105522	11/16/2004	1	11/17/2004	11/17/2004
Ticket Number:	0000105473	11/15/2004	2		11/17/2004
Ticket Number:	0000105079	11/09/2004	3	11/12/2004	11/18/2004

Average time to ticket resolution for

maboone1 3

Maximum time to ticket resolution for

maboone1 8

Minimum time to ticket resolution for

maboone1 0

mikecTotal: 2**Closed**Total: 2

Ticket Number:	0000105167	11/10/2004	0	11/10/2004
Ticket Number:	0000105523	11/16/2004	3	11/19/2004

Average time to ticket resolution for

mikec 2

Maximum time to ticket resolution for

mikec 3

Minimum time to ticket resolution for

mikec 0

Desktop Support

omarn

Resolved

Total: **61**

Total: **10**

Ticket Number:	0000105875	11/22/2004	10	12/02/2004	
Ticket Number:	0000106294	11/30/2004	2	12/02/2004	
Ticket Number:	0000106175	11/29/2004	2	12/01/2004	
Ticket Number:	0000106010	11/23/2004	6	11/29/2004	
Ticket Number:	0000105950	11/23/2004	6	11/29/2004	
Ticket Number:	0000105874	11/22/2004	7	11/29/2004	
Ticket Number:	0000105817	11/19/2004	10	11/29/2004	
Ticket Number:	0000105672	11/17/2004	12	11/29/2004	
Ticket Number:	0000105604	11/17/2004	15	12/02/2004	11/23/2004
Ticket Number:	0000105564	11/16/2004	16	12/02/2004	

Desktop Support

	Closed	Total:	51		
Ticket Number:	0000105106	11/09/2004	2	11/11/2004	11/17/2004
Ticket Number:	0000104534	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104574	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104545	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104411	11/01/2004	18	11/19/2004	11/25/2004
Ticket Number:	0000104434	11/01/2004	4	11/05/2004	11/11/2004
Ticket Number:	0000105864	11/22/2004	10	12/02/2004	12/02/2004
Ticket Number:	0000105939	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105906	11/22/2004	2	11/24/2004	11/30/2004
Ticket Number:	0000105148	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105149	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105171	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105176	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105246	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105267	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105299	11/11/2004	8	11/19/2004	11/25/2004
Ticket Number:	0000105364	11/12/2004	5	11/17/2004	11/23/2004
Ticket Number:	0000105638	11/17/2004	2	11/19/2004	11/25/2004
Ticket Number:	0000105624	11/17/2004	6	11/23/2004	11/29/2004
Ticket Number:	0000105614	11/17/2004	2	11/19/2004	11/25/2004
Ticket Number:	0000105524	11/16/2004	3	11/19/2004	11/25/2004
Ticket Number:	0000105508	11/16/2004	3	11/19/2004	11/25/2004
Ticket Number:	0000105452	11/15/2004	4	11/19/2004	11/25/2004
Ticket Number:	0000105445	11/15/2004	4		11/19/2004
Ticket Number:	0000105429	11/15/2004	2	11/17/2004	11/23/2004
Ticket Number:	0000105406	11/14/2004	5	11/19/2004	11/25/2004
Ticket Number:	0000105335	11/12/2004	5	11/17/2004	11/19/2004
Ticket Number:	0000105298	11/11/2004	8	11/19/2004	11/25/2004
Ticket Number:	0000105185	11/10/2004	9	11/19/2004	11/25/2004
Ticket Number:	0000105601	11/17/2004	2	11/19/2004	11/25/2004
Ticket Number:	0000105528	11/16/2004	7	11/23/2004	11/29/2004
Ticket Number:	0000105525	11/16/2004	3	11/19/2004	11/25/2004
Ticket Number:	0000105158	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105210	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000104631	11/03/2004	1	11/04/2004	11/05/2004
Ticket Number:	0000104782	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104813	11/05/2004	4	11/09/2004	11/15/2004
Ticket Number:	0000104939	11/08/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000104916	11/08/2004	3	11/11/2004	11/17/2004
Ticket Number:	0000104834	11/05/2004	0		11/05/2004
Ticket Number:	0000105236	11/11/2004	0	11/11/2004	11/11/2004
Ticket Number:	0000104818	11/05/2004	4	11/09/2004	11/15/2004
Ticket Number:	0000104816	11/05/2004	4	11/09/2004	11/15/2004
Ticket Number:	0000104809	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104787	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104715	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000105087	11/09/2004	2	11/11/2004	11/17/2004
Ticket Number:	0000105086	11/09/2004	2	11/11/2004	11/17/2004
Ticket Number:	0000105068	11/09/2004	2	11/11/2004	11/12/2004
Ticket Number:	0000104964	11/08/2004	3	11/11/2004	11/17/2004
Ticket Number:	0000104957	11/08/2004	1	11/09/2004	11/15/2004

Desktop Support

Average time to ticket resolution for	omarn	4
Maximum time to ticket resolution for	omarn	18
Minimum time to ticket resolution for	omarn	0

talder1Total: **15****Resolved**Total: **1**

Ticket Number:	0000105998	11/23/2004	6	11/29/2004
----------------	------------	------------	---	------------

ClosedTotal: **14**

Ticket Number:	0000104492	11/01/2004	2	11/03/2004	11/09/2004
Ticket Number:	0000104532	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000105682	11/18/2004	5	11/23/2004	11/29/2004
Ticket Number:	0000105773	11/19/2004	3	11/22/2004	11/29/2004
Ticket Number:	0000105709	11/18/2004	5	11/23/2004	11/29/2004
Ticket Number:	0000104616	11/03/2004	2	11/05/2004	11/11/2004
Ticket Number:	0000104634	11/03/2004	12	11/15/2004	11/22/2004
Ticket Number:	0000104936	11/08/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000104833	11/05/2004	4	11/09/2004	11/15/2004
Ticket Number:	0000104946	11/08/2004	10	11/18/2004	11/18/2004
Ticket Number:	0000105227	11/10/2004	13	11/23/2004	11/29/2004
Ticket Number:	0000105733	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105532	11/16/2004	7	11/23/2004	11/29/2004
Ticket Number:	0000105444	11/15/2004	0	11/15/2004	11/22/2004

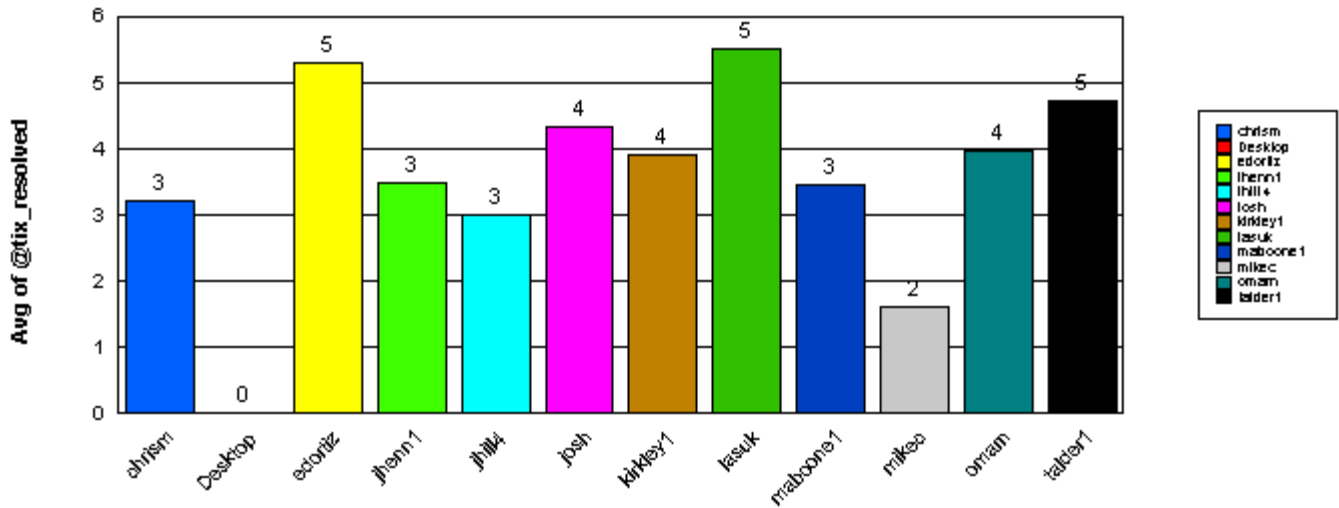
Average time to ticket resolution for	talder1	5
Maximum time to ticket resolution for	talder1	13
Minimum time to ticket resolution for	talder1	0

Desktop Support

Average time to ticket resolution for	Desktop Support	4
Maximum time to ticket resolution for	Desktop Support	27
Minimum time to ticket resolution for	Desktop Support	0

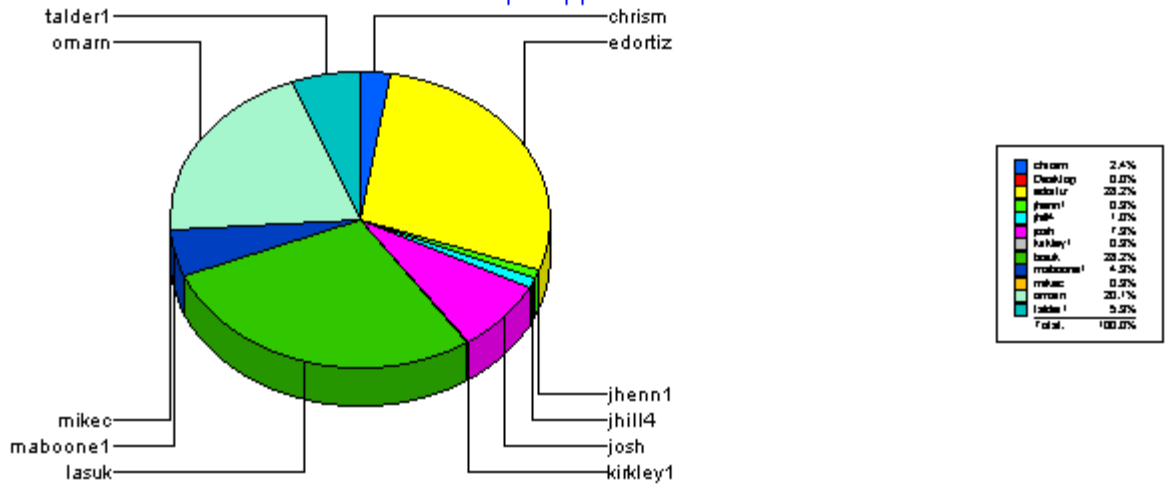
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services: Peo

		<u>Total:</u>	54		
tkuonen		<u>Total:</u>	16		
	Closed	<u>Total:</u>	16		
Ticket Number:	0000105382	11/12/2004	2		11/15/2004
Ticket Number:	0000105654	11/17/2004	0		11/17/2004
Ticket Number:	0000105927	11/22/2004	1		11/23/2004
Ticket Number:	0000105506	11/16/2004	0		11/16/2004
Ticket Number:	0000104771	11/04/2004	0		11/05/2004
Ticket Number:	0000104908	11/08/2004	0		11/08/2004
Ticket Number:	0000105024	11/09/2004	2		11/11/2004
Ticket Number:	0000105027	11/09/2004	2		11/11/2004
Ticket Number:	0000104853	11/05/2004	0		11/05/2004
Ticket Number:	0000105861	11/22/2004	0		11/22/2004
Ticket Number:	0000106385	11/30/2004	1		12/01/2004
Ticket Number:	0000106197	11/29/2004	1		11/30/2004
Ticket Number:	0000105896	11/22/2004	8		11/30/2004
Ticket Number:	0000105976	11/23/2004	0		11/23/2004
Ticket Number:	0000105996	11/23/2004	0		11/23/2004
Ticket Number:	0000105955	11/23/2004	0		11/23/2004
-----				-----	
Average time to ticket resolution for	tkuonen		1		
Maximum time to ticket resolution for	tkuonen		8		
Minimum time to ticket resolution for	tkuonen		0		

**Financial Services: Peo
weller**

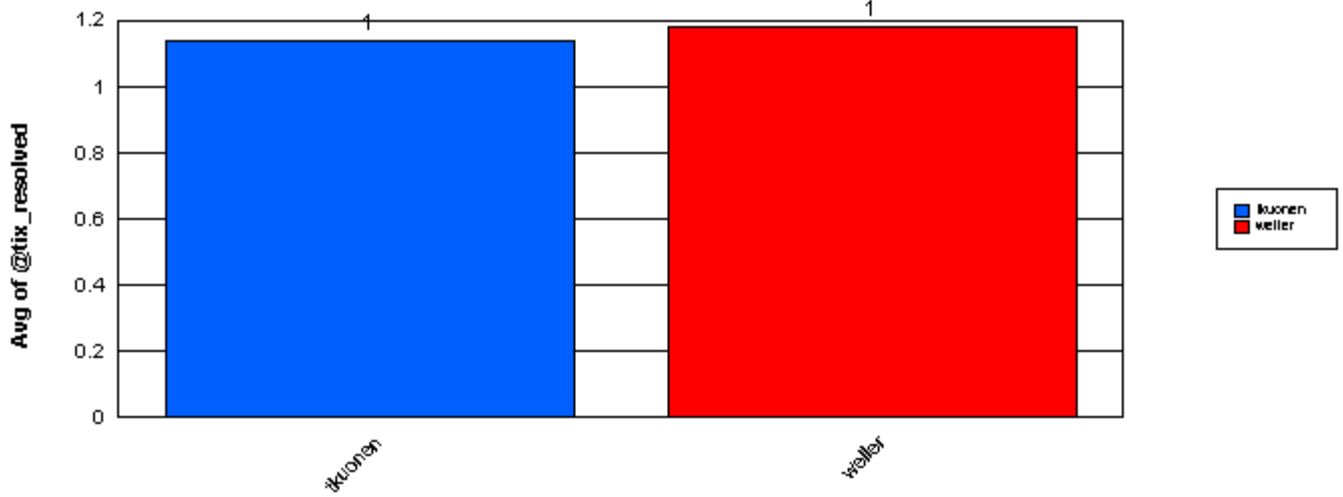
	<u>Total:</u>	38	
Closed	<u>Total:</u>	38	
Ticket Number: 0000105742	11/18/2004	0	11/18/2004
Ticket Number: 0000106286	11/30/2004	0	11/30/2004
Ticket Number: 0000106207	11/29/2004	0	11/29/2004
Ticket Number: 0000106171	11/29/2004	0	11/29/2004
Ticket Number: 0000106213	11/29/2004	0	11/29/2004
Ticket Number: 0000106063	11/24/2004	6	11/30/2004
Ticket Number: 0000106009	11/23/2004	1	11/24/2004
Ticket Number: 0000105992	11/23/2004	7	11/30/2004
Ticket Number: 0000105979	11/23/2004	6	11/29/2004
Ticket Number: 0000105953	11/23/2004	0	11/23/2004
Ticket Number: 0000105777	11/19/2004	0	11/19/2004
Ticket Number: 0000105772	11/19/2004	0	11/19/2004
Ticket Number: 0000105771	11/19/2004	0	11/19/2004
Ticket Number: 0000105461	11/15/2004	0	11/15/2004
Ticket Number: 0000105200	11/10/2004	1	11/11/2004
Ticket Number: 0000104547	11/02/2004	0	11/02/2004
Ticket Number: 0000104621	11/03/2004	1	11/04/2004
Ticket Number: 0000104630	11/03/2004	1	11/04/2004
Ticket Number: 0000105209	11/10/2004	0	11/10/2004
Ticket Number: 0000105095	11/09/2004	1	11/10/2004
Ticket Number: 0000105066	11/09/2004	1	11/10/2004
Ticket Number: 0000105044	11/09/2004	0	11/09/2004
Ticket Number: 0000105032	11/09/2004	0	11/09/2004
Ticket Number: 0000104982	11/08/2004	3	11/11/2004
Ticket Number: 0000104864	11/05/2004	5	11/10/2004
Ticket Number: 0000104863	11/05/2004	0	11/05/2004
Ticket Number: 0000104860	11/05/2004	3	11/08/2004
Ticket Number: 0000104746	11/04/2004	1	11/05/2004
Ticket Number: 0000105201	11/10/2004	0	11/10/2004
Ticket Number: 0000105472	11/15/2004	0	11/15/2004
Ticket Number: 0000105521	11/16/2004	0	11/16/2004
Ticket Number: 0000105338	11/12/2004	0	11/12/2004
Ticket Number: 0000105331	11/12/2004	0	11/12/2004
Ticket Number: 0000105301	11/11/2004	1	11/12/2004
Ticket Number: 0000105293	11/11/2004	0	11/11/2004
Ticket Number: 0000105263	11/11/2004	0	11/11/2004
Ticket Number: 0000105197	11/10/2004	0	11/10/2004
Ticket Number: 0000105198	11/10/2004	6	11/16/2004
<hr/>			
Average time to ticket resolution for	weller	1	
Maximum time to ticket resolution for	weller	7	
Minimum time to ticket resolution for	weller	0	

Financial Services: Peo

Average time to ticket resolution for	Financial Servi	1
Maximum time to ticket resolution for	Financial Servi	8
Minimum time to ticket resolution for	Financial Servi	0

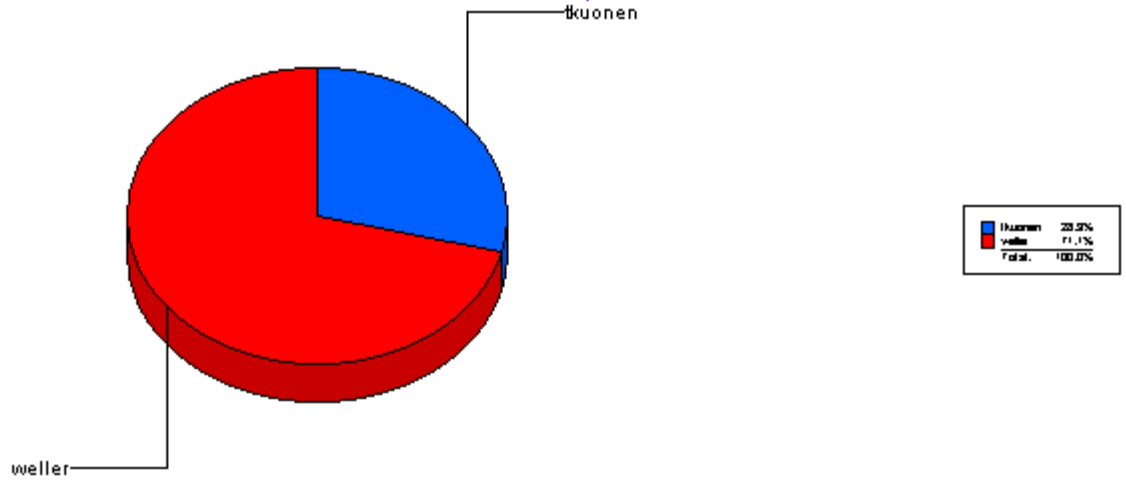
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



Helpdesk

		<u>Total:</u>	545		
HD:Tape_Changes		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000105285	11/11/2004	0	11/11/2004	
Ticket Number:	0000104741	11/04/2004	0	11/04/2004	
Ticket Number:	0000104906	11/08/2004	0	11/08/2004	
Ticket Number:	0000104398	11/01/2004	0	11/01/2004	
Ticket Number:	0000105854	11/22/2004	0	11/22/2004	
-----		-----	-----	-----	-----
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		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
HelpDesk		<u>Total:</u>	33		
Resolved		<u>Total:</u>	3		
Ticket Number:	0000106141	11/28/2004	0	11/28/2004	
Ticket Number:	0000106180	11/29/2004	0	11/29/2004	
Ticket Number:	0000106194	11/29/2004	0	11/29/2004	
Closed		<u>Total:</u>	30		
Ticket Number:	0000104414	11/01/2004	0	11/01/2004	
Ticket Number:	0000104527	11/02/2004	0	11/02/2004	
Ticket Number:	0000104523	11/02/2004	0	11/02/2004	
Ticket Number:	0000104505	11/02/2004	0	11/02/2004	
Ticket Number:	0000104503	11/02/2004	0	11/02/2004	
Ticket Number:	0000104421	11/01/2004	0	11/01/2004	
Ticket Number:	0000105694	11/18/2004	0	11/18/2004	
Ticket Number:	0000105873	11/22/2004	0	11/22/2004	
Ticket Number:	0000105815	11/19/2004	0	11/19/2004	
Ticket Number:	0000105746	11/18/2004	0	11/18/2004	
Ticket Number:	0000106173	11/29/2004	0	11/29/2004	
Ticket Number:	0000106323	11/30/2004	3	12/03/2004	
Ticket Number:	0000106205	11/29/2004	0	11/29/2004	
Ticket Number:	0000106142	11/28/2004	0	11/28/2004	
Ticket Number:	0000106001	11/23/2004	0	11/23/2004	
Ticket Number:	0000104788	11/05/2004	0	11/05/2004	
Ticket Number:	0000105438	11/15/2004	0	11/15/2004	
Ticket Number:	0000104985	11/08/2004	0	11/08/2004	
Ticket Number:	0000104922	11/08/2004	0	11/08/2004	
Ticket Number:	0000104912	11/08/2004	0	11/08/2004	
Ticket Number:	0000105276	11/11/2004	0	11/11/2004	
Ticket Number:	0000105266	11/11/2004	0	11/11/2004	
Ticket Number:	0000105330	11/12/2004	0	11/12/2004	
Ticket Number:	0000105379	11/12/2004	0	11/12/2004	
Ticket Number:	0000105421	11/15/2004	0	11/15/2004	
Ticket Number:	0000105612	11/17/2004	0	11/17/2004	
Ticket Number:	0000105435	11/15/2004	0	11/15/2004	
Ticket Number:	0000105413	11/15/2004	0	11/15/2004	
Ticket Number:	0000105377	11/12/2004	0	11/12/2004	
Ticket Number:	0000105286	11/11/2004	0	11/11/2004	
-----		-----	-----	-----	-----
Average time to ticket resolution for		HelpDesk	0		
Maximum time to ticket resolution for		HelpDesk	3		
Minimum time to ticket resolution for		HelpDesk	0		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>

Helpdesk**anna****Total: 114****Resolved****Total: 14**

Ticket Number:	0000105933	11/22/2004	11	12/03/2004
Ticket Number:	0000106085	11/25/2004	8	12/03/2004
Ticket Number:	0000105934	11/22/2004	11	12/03/2004
Ticket Number:	0000106165	11/28/2004	3	12/02/2004
Ticket Number:	0000106117	11/27/2004	4	12/01/2004
Ticket Number:	0000106138	11/28/2004	5	12/03/2004
Ticket Number:	0000106164	11/28/2004	3	12/01/2004
Ticket Number:	0000106372	11/30/2004	3	12/03/2004
Ticket Number:	0000106355	11/30/2004	2	12/02/2004
Ticket Number:	0000106277	11/29/2004	2	12/02/2004
Ticket Number:	0000106206	11/29/2004	0	11/29/2004
Ticket Number:	0000106160	11/28/2004	4	12/02/2004
Ticket Number:	0000106121	11/27/2004	2	11/29/2004
Ticket Number:	0000106106	11/26/2004	3	11/29/2004

Helpdesk

	Closed	Total:	100		
Ticket Number:	0000105372	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000104609	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104577	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104568	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104559	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000104508	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104490	11/01/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104456	11/01/2004	3	11/04/2004	11/10/2004
Ticket Number:	0000105376	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000104513	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104769	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104989	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000105311	11/11/2004	1		11/12/2004
Ticket Number:	0000105889	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105786	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105803	11/19/2004	3	11/22/2004	11/29/2004
Ticket Number:	0000106053	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000106044	11/24/2004	0		11/24/2004
Ticket Number:	0000106043	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000106023	11/23/2004	1	11/24/2004	11/30/2004
Ticket Number:	0000106007	11/23/2004	1	11/24/2004	11/30/2004
Ticket Number:	0000105856	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105852	11/21/2004	1	11/22/2004	11/29/2004
Ticket Number:	0000105813	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105799	11/19/2004	0		11/19/2004
Ticket Number:	0000105783	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105147	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105190	11/10/2004	2	11/12/2004	11/18/2004
Ticket Number:	0000105593	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105587	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105577	11/16/2004	3	11/19/2004	11/25/2004
Ticket Number:	0000105572	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number:	0000105500	11/15/2004	1	11/16/2004	11/22/2004
Ticket Number:	0000105474	11/15/2004	4	11/19/2004	11/25/2004
Ticket Number:	0000105412	11/14/2004	4	11/19/2004	11/25/2004
Ticket Number:	0000105369	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000105323	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000105322	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000105321	11/11/2004	7	11/19/2004	11/25/2004
Ticket Number:	0000105308	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105304	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105230	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105240	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105643	11/17/2004	5	11/22/2004	11/29/2004
Ticket Number:	0000105628	11/17/2004	5	11/22/2004	11/29/2004
Ticket Number:	0000105410	11/14/2004	2	11/16/2004	11/22/2004
Ticket Number:	0000105380	11/12/2004	7	11/19/2004	11/25/2004
Ticket Number:	0000105375	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000105374	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000105373	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000105371	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000104614	11/03/2004	19	11/22/2004	11/29/2004
Ticket Number:	0000104671	11/03/2004	2	11/05/2004	11/11/2004

Helpdesk

Ticket Number:	0000104704	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104647	11/03/2004	1	11/04/2004	11/10/2004
Ticket Number:	0000104708	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104774	11/04/2004	0		11/05/2004
Ticket Number:	0000104798	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104792	11/05/2004	7	11/12/2004	11/18/2004
Ticket Number:	0000104791	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104783	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104779	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104778	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104777	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104776	11/04/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104775	11/04/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104842	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104840	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000104837	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000104830	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000104811	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000104808	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000104801	11/05/2004	0		11/05/2004
Ticket Number:	0000104800	11/05/2004	0		11/05/2004
Ticket Number:	0000104799	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000105111	11/09/2004	3	11/12/2004	11/18/2004
Ticket Number:	0000105060	11/09/2004	3	11/12/2004	11/18/2004
Ticket Number:	0000105320	11/11/2004	5	11/16/2004	11/22/2004
Ticket Number:	0000105319	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105025	11/09/2004	3		11/12/2004
Ticket Number:	0000105004	11/09/2004	6	11/15/2004	11/22/2004
Ticket Number:	0000105000	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104996	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104994	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104992	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104991	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104988	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104986	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104978	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000105484	11/15/2004	7	11/22/2004	11/29/2004
Ticket Number:	0000104971	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104969	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104967	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104937	11/08/2004	9	11/17/2004	11/23/2004
Ticket Number:	0000104903	11/07/2004	4	11/12/2004	11/18/2004
Ticket Number:	0000104871	11/05/2004	7	11/12/2004	11/18/2004
Ticket Number:	0000104848	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000104765	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104770	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104709	11/04/2004	1	11/05/2004	11/11/2004
-----			-----		
Average time to ticket resolution for	anna		2		
Maximum time to ticket resolution for	anna		19		
Minimum time to ticket resolution for	anna		0		

Helpdesk

ha2

Total: 18**Resolved**Total: 1

Ticket Number: 0000106168 11/28/2004 1 11/29/2004

ClosedTotal: 17

Ticket Number: 0000104405 11/01/2004 6 11/07/2004 11/15/2004

Ticket Number: 0000105843 11/20/2004 1 11/21/2004

Ticket Number: 0000105851 11/21/2004 0 11/21/2004 11/29/2004

Ticket Number: 0000106271 11/29/2004 0 11/29/2004

Ticket Number: 0000106166 11/28/2004 0 11/28/2004

Ticket Number: 0000106162 11/28/2004 0 11/28/2004

Ticket Number: 0000106161 11/28/2004 0 11/28/2004

Ticket Number: 0000106157 11/28/2004 0 11/28/2004

Ticket Number: 0000106132 11/28/2004 1 11/28/2004

Ticket Number: 0000106127 11/27/2004 1 11/28/2004

Ticket Number: 0000104677 11/03/2004 0 11/03/2004 11/09/2004

Ticket Number: 0000104897 11/07/2004 7 11/14/2004 11/22/2004

Ticket Number: 0000105017 11/09/2004 3 11/12/2004 11/18/2004

Ticket Number: 0000105396 11/14/2004 0 11/14/2004

Ticket Number: 0000105665 11/17/2004 5 11/22/2004 11/29/2004

Ticket Number: 0000105502 11/15/2004 6 11/21/2004 11/29/2004

Ticket Number: 0000105409 11/14/2004 0 11/14/2004 11/22/2004

Average time to ticket resolution for	ha2	2
Maximum time to ticket resolution for	ha2	7
Minimum time to ticket resolution for	ha2	0

Helpdesk

kherna1

Total: **68**

Resolved

Total: **7**

Ticket Number:	0000105930	11/22/2004	10	12/02/2004
Ticket Number:	0000106256	11/29/2004	3	12/02/2004
Ticket Number:	0000106265	11/29/2004	0	11/30/2004
Ticket Number:	0000106263	11/29/2004	0	11/30/2004
Ticket Number:	0000106150	11/28/2004	3	12/02/2004
Ticket Number:	0000106061	11/24/2004	7	12/01/2004
Ticket Number:	0000106187	11/29/2004	3	12/02/2004

Helpdesk

	Closed	Total:	61		
Ticket Number:	0000105109	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000104499	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104605	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104579	11/02/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104473	11/01/2004	0	11/01/2004	11/03/2004
Ticket Number:	0000104397	11/01/2004	0		11/01/2004
Ticket Number:	0000104396	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104455	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104442	11/01/2004	0		11/01/2004
Ticket Number:	0000105108	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105662	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105673	11/17/2004	0	11/18/2004	11/23/2004
Ticket Number:	0000105675	11/18/2004	0	11/18/2004	11/23/2004
Ticket Number:	0000105859	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000106027	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000106031	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000106028	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000106024	11/23/2004	6		11/29/2004
Ticket Number:	0000105883	11/22/2004	2	11/24/2004	11/30/2004
Ticket Number:	0000105676	11/18/2004	0		11/18/2004
Ticket Number:	0000105674	11/17/2004	0	11/18/2004	11/23/2004
Ticket Number:	0000105203	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105648	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105634	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105606	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105588	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105585	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105584	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105555	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number:	0000105490	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105436	11/15/2004	2	11/17/2004	11/23/2004
Ticket Number:	0000105416	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105226	11/10/2004	0	11/11/2004	11/16/2004
Ticket Number:	0000105229	11/11/2004	0	11/11/2004	11/16/2004
Ticket Number:	0000105471	11/15/2004	0		11/15/2004
Ticket Number:	0000105370	11/12/2004	3	11/15/2004	11/22/2004
Ticket Number:	0000105358	11/12/2004	3	11/15/2004	11/22/2004
Ticket Number:	0000105231	11/11/2004	0		11/11/2004
Ticket Number:	0000105225	11/10/2004	0	11/11/2004	11/16/2004
Ticket Number:	0000104613	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104637	11/03/2004	0	11/03/2004	11/03/2004
Ticket Number:	0000104655	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104681	11/04/2004	0	11/04/2004	11/09/2004
Ticket Number:	0000105150	11/10/2004	0		11/10/2004
Ticket Number:	0000105099	11/09/2004	8		11/17/2004
Ticket Number:	0000105090	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105039	11/09/2004	1		11/10/2004
Ticket Number:	0000105034	11/09/2004	13	11/22/2004	11/29/2004
Ticket Number:	0000105003	11/08/2004	0		11/09/2004
Ticket Number:	0000104920	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104911	11/08/2004	0		11/08/2004
Ticket Number:	0000104737	11/04/2004	6		11/10/2004
Ticket Number:	0000105233	11/11/2004	0		11/11/2004

Helpdesk

Ticket Number:	0000105360	11/12/2004	5	11/17/2004	11/23/2004
Ticket Number:	0000104678	11/03/2004	7		11/10/2004
Ticket Number:	0000104662	11/03/2004	7	11/10/2004	11/16/2004
Ticket Number:	0000104659	11/03/2004	0	11/04/2004	11/09/2004
Ticket Number:	0000104652	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104642	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104880	11/05/2004	2	11/08/2004	11/15/2004
Ticket Number:	0000104633	11/03/2004	7	11/10/2004	11/16/2004

Average time to ticket resolution for	kherna1	2
Maximum time to ticket resolution for	kherna1	13
Minimum time to ticket resolution for	kherna1	0

kincaidTotal: 23**Closed**Total: 23

Ticket Number:	0000104690	11/04/2004	0		11/04/2004
Ticket Number:	0000104981	11/08/2004	0		11/08/2004
Ticket Number:	0000105291	11/11/2004	5		11/16/2004
Ticket Number:	0000105023	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104786	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104785	11/05/2004	0		11/05/2004
Ticket Number:	0000105137	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105546	11/16/2004	0		11/16/2004
Ticket Number:	0000105499	11/15/2004	1		11/16/2004
Ticket Number:	0000105497	11/15/2004	1		11/16/2004
Ticket Number:	0000105491	11/15/2004	1		11/16/2004
Ticket Number:	0000105454	11/15/2004	1		11/16/2004
Ticket Number:	0000105401	11/14/2004	2		11/16/2004
Ticket Number:	0000105352	11/12/2004	0		11/12/2004
Ticket Number:	0000105495	11/15/2004	1		11/16/2004
Ticket Number:	0000105690	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105037	11/09/2004	7		11/16/2004
Ticket Number:	0000104550	11/02/2004	0		11/02/2004
Ticket Number:	0000104495	11/01/2004	0		11/02/2004
Ticket Number:	0000104419	11/01/2004	0		11/01/2004
Ticket Number:	0000104403	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104501	11/02/2004	0		11/02/2004
Ticket Number:	0000104692	11/04/2004	13	11/17/2004	11/23/2004

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

Helpdesk

mcs pads1		<u>Total:</u>	13		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000106393	11/30/2004	0	11/30/2004	
Closed		<u>Total:</u>	12		
Ticket Number:	0000105762	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105132	11/10/2004	2	11/12/2004	11/18/2004
Ticket Number:	0000105297	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105340	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000105399	11/14/2004	0	11/14/2004	11/22/2004
Ticket Number:	0000105397	11/14/2004	0	11/14/2004	11/22/2004
Ticket Number:	0000105341	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000105327	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000105780	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000104817	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104822	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104896	11/07/2004	0	11/07/2004	11/15/2004
-----				-----	
Average time to ticket resolution for		mcs pads1	0		
Maximum time to ticket resolution for		mcs pads1	2		
Minimum time to ticket resolution for		mcs pads1	0		
<hr/>				<hr/>	
mnolan1		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000105202	11/10/2004	6	11/16/2004	11/22/2004
-----				-----	
Average time to ticket resolution for		mnolan1	6		
Maximum time to ticket resolution for		mnolan1	6		
Minimum time to ticket resolution for		mnolan1	6		
<hr/>				<hr/>	
moneill1		<u>Total:</u>	15		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000106203	11/29/2004	1	11/30/2004	
Closed		<u>Total:</u>	14		
Ticket Number:	0000105234	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105937	11/23/2004	0		11/23/2004
Ticket Number:	0000106291	11/30/2004	0		11/30/2004
Ticket Number:	0000105244	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105405	11/14/2004	4	11/18/2004	11/24/2004
Ticket Number:	0000105249	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105259	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105258	11/11/2004	7	11/18/2004	11/24/2004
Ticket Number:	0000105247	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000104819	11/05/2004	6	11/11/2004	11/17/2004
Ticket Number:	0000104899	11/07/2004	4	11/11/2004	11/17/2004
Ticket Number:	0000105019	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105040	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104821	11/05/2004	6	11/11/2004	11/17/2004
-----				-----	
Average time to ticket resolution for		moneill1	2		
Maximum time to ticket resolution for		moneill1	7		
Minimum time to ticket resolution for		moneill1	0		
<hr/>				<hr/>	

Helpdesk

myers

Total: 7

Resolved

Total: 1

Ticket Number: 0000106350 11/30/2004 0 11/30/2004

Closed

Total: 6

Ticket Number: 0000104599 11/03/2004 0 11/03/2004 11/09/2004

Ticket Number: 0000105725 11/18/2004 4 11/22/2004 11/29/2004

Ticket Number: 0000105811 11/19/2004 0 11/19/2004 11/25/2004

Ticket Number: 0000105748 11/18/2004 4 11/22/2004 11/29/2004

Ticket Number: 0000105020 11/09/2004 2 11/11/2004 11/17/2004

Ticket Number: 0000105129 11/10/2004 0 11/10/2004 11/16/2004

Average time to ticket resolution for	myers	1
Maximum time to ticket resolution for	myers	4
Minimum time to ticket resolution for	myers	0

Helpdesk

myo	Resolved	Total:	200		
		<u>Total:</u>	42		
Ticket Number:	0000106325	11/30/2004	0	11/30/2004	
Ticket Number:	0000106072	11/24/2004	5	11/29/2004	
Ticket Number:	0000106126	11/27/2004	2	11/29/2004	
Ticket Number:	0000106116	11/27/2004	2	11/29/2004	
Ticket Number:	0000106111	11/27/2004	2	11/29/2004	
Ticket Number:	0000106112	11/27/2004	2	11/29/2004	
Ticket Number:	0000106104	11/26/2004	3	11/29/2004	
Ticket Number:	0000106098	11/26/2004	3	11/29/2004	
Ticket Number:	0000106172	11/29/2004	0	11/29/2004	
Ticket Number:	0000106092	11/26/2004	3	11/29/2004	
Ticket Number:	0000106082	11/25/2004	4	11/29/2004	
Ticket Number:	0000106394	11/30/2004	1	12/02/2004	
Ticket Number:	0000106378	11/30/2004	1	12/01/2004	
Ticket Number:	0000106363	11/30/2004	0	11/30/2004	
Ticket Number:	0000106299	11/30/2004	0	11/30/2004	
Ticket Number:	0000106268	11/29/2004	1	11/30/2004	
Ticket Number:	0000106262	11/29/2004	1	11/30/2004	
Ticket Number:	0000106244	11/29/2004	0	11/29/2004	
Ticket Number:	0000106202	11/29/2004	0	11/29/2004	
Ticket Number:	0000106201	11/29/2004	0	11/29/2004	
Ticket Number:	0000106196	11/29/2004	0	11/29/2004	
Ticket Number:	0000106177	11/29/2004	0	11/29/2004	
Ticket Number:	0000106174	11/29/2004	0	11/29/2004	
Ticket Number:	0000106145	11/28/2004	1	11/29/2004	
Ticket Number:	0000106140	11/28/2004	1	11/29/2004	
Ticket Number:	0000106136	11/28/2004	1	11/29/2004	
Ticket Number:	0000106125	11/27/2004	2	11/29/2004	
Ticket Number:	0000106124	11/27/2004	2	11/29/2004	
Ticket Number:	0000106123	11/27/2004	2	11/29/2004	
Ticket Number:	0000106328	11/30/2004	0	11/30/2004	
Ticket Number:	0000106320	11/30/2004	0	11/30/2004	
Ticket Number:	0000106324	11/30/2004	0	11/30/2004	
Ticket Number:	0000106308	11/30/2004	0	11/30/2004	
Ticket Number:	0000106278	11/30/2004	1	11/30/2004	
Ticket Number:	0000106274	11/29/2004	1	11/30/2004	
Ticket Number:	0000106077	11/24/2004	5	11/29/2004	
Ticket Number:	0000106075	11/24/2004	5	11/29/2004	
Ticket Number:	0000106119	11/27/2004	2	11/29/2004	
Ticket Number:	0000105911	11/22/2004	7	11/29/2004	
Ticket Number:	0000106170	11/29/2004	0	11/29/2004	11/29/2004
Ticket Number:	0000106295	11/30/2004	0	11/30/2004	
Ticket Number:	0000106313	11/30/2004	0	11/30/2004	

Helpdesk

	Closed	Total:	158		
Ticket Number:	0000105827	11/19/2004	3	11/22/2004	11/29/2004
Ticket Number:	0000105012	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105098	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104675	11/03/2004	5	11/08/2004	11/15/2004
Ticket Number:	0000104468	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104452	11/01/2004	0		11/01/2004
Ticket Number:	0000104438	11/01/2004	7	11/08/2004	11/15/2004
Ticket Number:	0000104401	11/01/2004	1	11/01/2004	11/08/2004
Ticket Number:	0000104399	11/01/2004	1	11/01/2004	11/08/2004
Ticket Number:	0000104400	11/01/2004	1	11/01/2004	11/08/2004
Ticket Number:	0000104465	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000105713	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105386	11/13/2004	0	11/13/2004	11/19/2004
Ticket Number:	0000104544	11/02/2004	6	11/08/2004	11/15/2004
Ticket Number:	0000104539	11/02/2004	6	11/08/2004	11/15/2004
Ticket Number:	0000104707	11/04/2004	4	11/08/2004	11/15/2004
Ticket Number:	0000104509	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104498	11/02/2004	7	11/08/2004	11/15/2004
Ticket Number:	0000104497	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104496	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104478	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000105295	11/11/2004	4	11/15/2004	11/22/2004
Ticket Number:	0000104585	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104584	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104580	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000104581	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000104575	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000104573	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000104562	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104560	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104781	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000105828	11/19/2004	3	11/22/2004	11/29/2004
Ticket Number:	0000105829	11/20/2004	3	11/22/2004	11/29/2004
Ticket Number:	0000105678	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105710	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105727	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105741	11/18/2004	0		11/18/2004
Ticket Number:	0000105769	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000106045	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000106037	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000106026	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000105993	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105970	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105967	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105949	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105982	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105940	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105938	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105936	11/23/2004	1	11/24/2004	11/30/2004
Ticket Number:	0000105935	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105838	11/20/2004	2	11/22/2004	11/29/2004
Ticket Number:	0000105836	11/20/2004	2	11/22/2004	11/29/2004
Ticket Number:	0000105814	11/19/2004	0	11/19/2004	11/25/2004

Helpdesk

Ticket Number:	0000105808	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105793	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105760	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105759	11/18/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105747	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105740	11/18/2004	0		11/18/2004
Ticket Number:	0000105929	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105880	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105872	11/22/2004	1	11/23/2004	11/29/2004
Ticket Number:	0000105850	11/21/2004	1	11/22/2004	11/29/2004
Ticket Number:	0000105855	11/22/2004	1	11/22/2004	11/29/2004
Ticket Number:	0000105845	11/21/2004	1	11/22/2004	11/29/2004
Ticket Number:	0000105844	11/20/2004	2	11/22/2004	11/29/2004
Ticket Number:	0000105841	11/20/2004	2	11/22/2004	11/29/2004
Ticket Number:	0000105719	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000106287	11/30/2004	0		11/30/2004
Ticket Number:	0000106281	11/30/2004	0		11/30/2004
Ticket Number:	0000106224	11/29/2004	0		11/29/2004
Ticket Number:	0000106081	11/25/2004	0		11/25/2004
Ticket Number:	0000106078	11/24/2004	1		11/25/2004
Ticket Number:	0000106076	11/24/2004	1		11/25/2004
Ticket Number:	0000105718	11/18/2004	1	11/19/2004	11/25/2004
Ticket Number:	0000105119	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105388	11/13/2004	2	11/15/2004	11/22/2004
Ticket Number:	0000105224	11/10/2004	2	11/12/2004	11/18/2004
Ticket Number:	0000105385	11/13/2004	0	11/13/2004	11/19/2004
Ticket Number:	0000105383	11/13/2004	0	11/13/2004	11/19/2004
Ticket Number:	0000105442	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105296	11/11/2004	4	11/15/2004	11/22/2004
Ticket Number:	0000105281	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105256	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105254	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105235	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105187	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105507	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105505	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105498	11/15/2004	7	11/22/2004	11/29/2004
Ticket Number:	0000105494	11/15/2004	1	11/16/2004	11/22/2004
Ticket Number:	0000105995	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105459	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105458	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105456	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105433	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105658	11/17/2004	6	11/23/2004	11/29/2004
Ticket Number:	0000105865	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105619	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105597	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000105904	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105568	11/16/2004	6	11/22/2004	11/29/2004
Ticket Number:	0000105496	11/15/2004	4	11/19/2004	11/25/2004
Ticket Number:	0000105415	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105414	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105398	11/14/2004	1	11/15/2004	11/22/2004
Ticket Number:	0000105394	11/13/2004	2	11/15/2004	11/22/2004

Helpdesk

Ticket Number:	0000105392	11/13/2004	2	11/15/2004	11/22/2004
Ticket Number:	0000105389	11/13/2004	2	11/15/2004	11/22/2004
Ticket Number:	0000105387	11/13/2004	2	11/15/2004	11/22/2004
Ticket Number:	0000105168	11/10/2004	0	11/10/2004	11/11/2004
Ticket Number:	0000105127	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105125	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000104623	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104628	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000105113	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105080	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105057	11/09/2004	1		11/10/2004
Ticket Number:	0000105047	11/09/2004	9	11/18/2004	11/24/2004
Ticket Number:	0000105045	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105046	11/09/2004	0		11/09/2004
Ticket Number:	0000105005	11/09/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000104884	11/06/2004	0	11/06/2004	11/12/2004
Ticket Number:	0000104867	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104866	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000105543	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000104836	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000105084	11/09/2004	6	11/15/2004	11/22/2004
Ticket Number:	0000105282	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105467	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000104780	11/05/2004	5	11/10/2004	11/16/2004
Ticket Number:	0000105703	11/18/2004	0	11/18/2004	11/18/2004
Ticket Number:	0000104973	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104972	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104961	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104907	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104902	11/07/2004	1	11/08/2004	11/15/2004
Ticket Number:	0000104900	11/07/2004	1	11/08/2004	11/15/2004
Ticket Number:	0000104898	11/07/2004	1	11/08/2004	11/15/2004
Ticket Number:	0000104891	11/07/2004	1	11/08/2004	11/15/2004
Ticket Number:	0000104890	11/06/2004	2	11/08/2004	11/15/2004
Ticket Number:	0000104892	11/07/2004	1	11/08/2004	11/15/2004
Ticket Number:	0000104887	11/06/2004	2	11/08/2004	11/15/2004
Ticket Number:	0000104886	11/06/2004	2	11/08/2004	11/15/2004
Ticket Number:	0000104934	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104914	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104758	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104742	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104734	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104727	11/04/2004	0		11/04/2004
Ticket Number:	0000104712	11/04/2004	4		11/08/2004
Ticket Number:	0000104689	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104680	11/03/2004	12	11/15/2004	11/22/2004
Ticket Number:	0000104888	11/06/2004	2	11/08/2004	11/15/2004
Ticket Number:	0000104883	11/06/2004	0		11/06/2004
Ticket Number:	0000104881	11/06/2004	0	11/06/2004	11/12/2004
Ticket Number:	0000104656	11/03/2004	2	11/05/2004	11/11/2004
Ticket Number:	0000104648	11/03/2004	5	11/08/2004	11/15/2004

Average time to ticket resolution for	myo	1
Maximum time to ticket resolution for	myo	12
Minimum time to ticket resolution for	myo	0

Helpdesk**pmcneel1**Total: **4****Closed**Total: **4**

Ticket Number:	0000104958	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000105221	11/10/2004	1		11/11/2004
Ticket Number:	0000105478	11/15/2004	2		11/17/2004
Ticket Number:	0000105354	11/12/2004	3		11/15/2004

Average time to ticket resolution forpmcneel1 **1****Maximum time to ticket resolution for**pmcneel1 **3****Minimum time to ticket resolution for**pmcneel1 **0**
-----**pzeارف1**Total: **10****Closed**Total: **10**

Ticket Number:	0000105310	11/11/2004	5		11/16/2004
Ticket Number:	0000105048	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105094	11/09/2004	2	11/11/2004	11/17/2004
Ticket Number:	0000105707	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105796	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105898	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105977	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105963	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105774	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105036	11/09/2004	0	11/09/2004	11/15/2004

Average time to ticket resolution forpzeارف1 **1****Maximum time to ticket resolution for**pzeارف1 **5****Minimum time to ticket resolution for**pzeارف1 **0**

Helpdesk

ramosm1

Total: **30**

Resolved

Total: **1**

Ticket Number: 0000106380 11/30/2004 0 11/30/2004

Closed

Total: **29**

Ticket Number:	0000104467	11/01/2004	5	11/06/2004	11/12/2004
Ticket Number:	0000104489	11/01/2004	1	11/02/2004	11/08/2004
Ticket Number:	0000104571	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000105834	11/20/2004	0	11/20/2004	11/26/2004
Ticket Number:	0000106090	11/26/2004	1	11/27/2004	12/03/2004
Ticket Number:	0000106107	11/26/2004	1	11/27/2004	12/03/2004
Ticket Number:	0000106114	11/27/2004	0	11/27/2004	12/03/2004
Ticket Number:	0000106113	11/27/2004	0	11/27/2004	12/03/2004
Ticket Number:	0000106103	11/26/2004	1	11/27/2004	12/03/2004
Ticket Number:	0000106087	11/25/2004	2	11/27/2004	12/03/2004
Ticket Number:	0000106019	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105121	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104699	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104879	11/05/2004	1	11/06/2004	11/12/2004
Ticket Number:	0000104874	11/05/2004	1	11/06/2004	11/12/2004
Ticket Number:	0000105114	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104998	11/08/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000105073	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105115	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105116	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105544	11/16/2004	4	11/20/2004	11/26/2004
Ticket Number:	0000105483	11/15/2004	5	11/20/2004	11/26/2004
Ticket Number:	0000105404	11/14/2004	6	11/20/2004	11/26/2004
Ticket Number:	0000105393	11/13/2004	0	11/13/2004	11/19/2004
Ticket Number:	0000105391	11/13/2004	0	11/13/2004	11/19/2004
Ticket Number:	0000105367	11/12/2004	1	11/13/2004	11/19/2004
Ticket Number:	0000105363	11/12/2004	1	11/13/2004	11/19/2004
Ticket Number:	0000105303	11/11/2004	2	11/13/2004	11/19/2004
Ticket Number:	0000105118	11/09/2004	0	11/09/2004	11/15/2004

-----		-----	-----
Average time to ticket resolution for	ramosm1	1	
Maximum time to ticket resolution for	ramosm1	6	
Minimum time to ticket resolution for	ramosm1	0	

stevens3

Total: **4**

Closed

Total: **4**

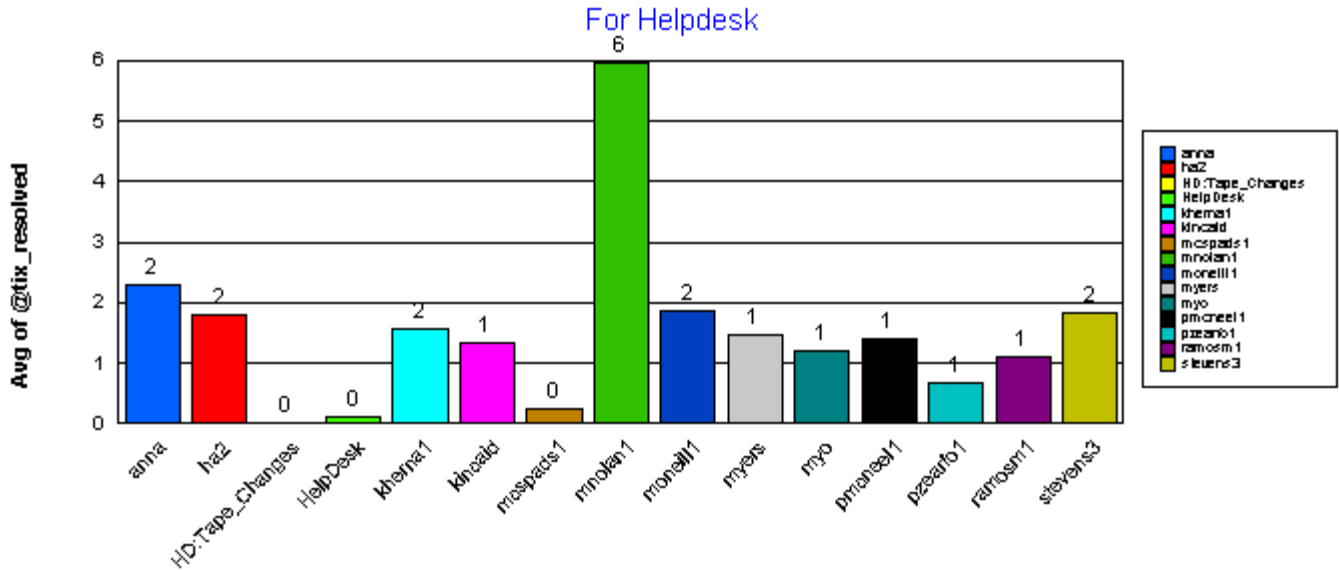
Ticket Number:	0000105180	11/10/2004	5	11/15/2004	11/22/2004
Ticket Number:	0000105448	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105347	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000104561	11/02/2004	2	11/04/2004	11/10/2004

-----		-----	-----
Average time to ticket resolution for	stevens3	2	
Maximum time to ticket resolution for	stevens3	5	
Minimum time to ticket resolution for	stevens3	0	

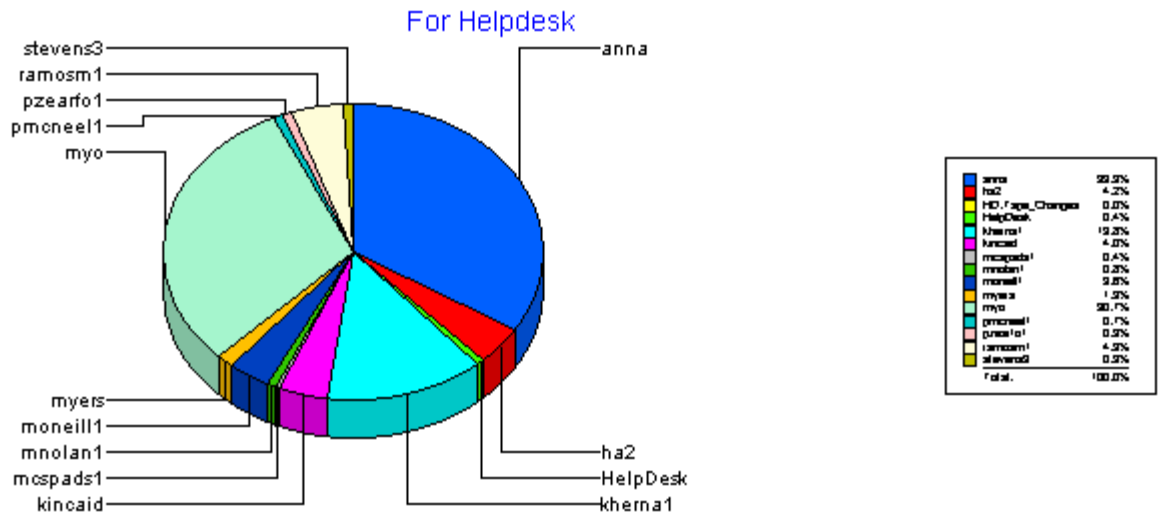
Helpdesk

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

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved



Human Resources

		<u>Total:</u>	14		
mcnamara		<u>Total:</u>	10		
Closed		<u>Total:</u>	10		
Ticket Number:	0000104759	11/04/2004	12	11/16/2004	11/22/2004
Ticket Number:	0000104563	11/02/2004	14		11/16/2004
Ticket Number:	0000104569	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000105139	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000104849	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104852	11/05/2004	11	11/16/2004	11/22/2004
Ticket Number:	0000104855	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104856	11/05/2004	11	11/16/2004	11/22/2004
Ticket Number:	0000104983	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104949	11/08/2004	2	11/10/2004	11/16/2004

Average time to ticket resolution for		mcnamara	5		
Maximum time to ticket resolution for		mcnamara	14		
Minimum time to ticket resolution for		mcnamara	0		

rsanders		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000104869	11/05/2004	14	11/19/2004	11/25/2004
Ticket Number:	0000104933	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000105195	11/10/2004	9		11/19/2004
Ticket Number:	0000105792	11/19/2004	0	11/19/2004	11/25/2004

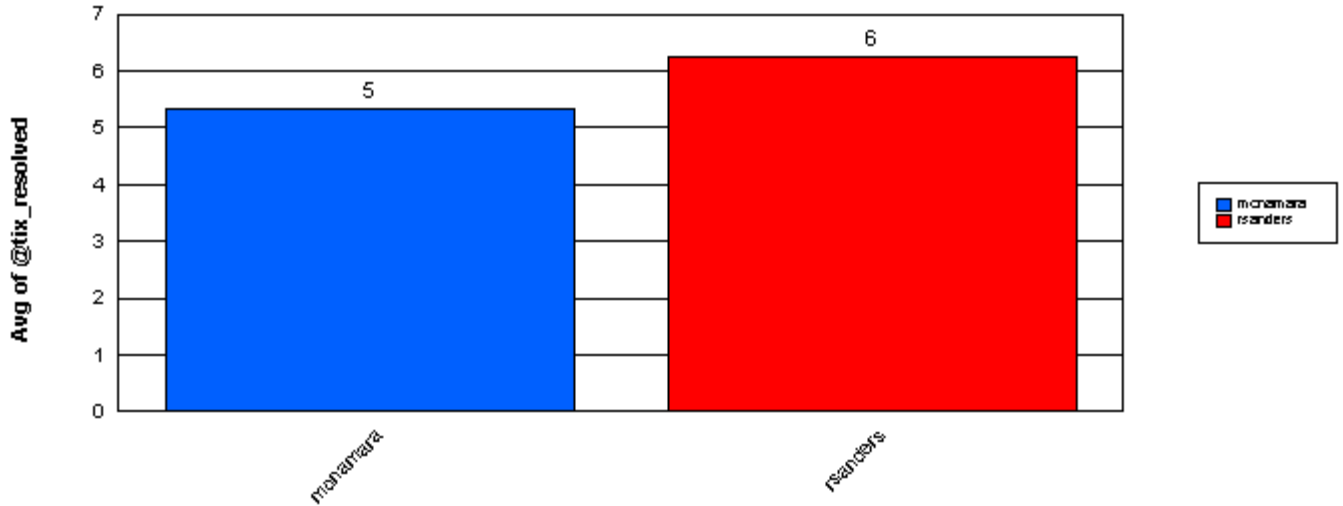
Average time to ticket resolution for		rsanders	6		
Maximum time to ticket resolution for		rsanders	14		
Minimum time to ticket resolution for		rsanders	0		

Human Resources

Average time to ticket resolution for	Human Resour	6
Maximum time to ticket resolution for	Human Resour	14
Minimum time to ticket resolution for	Human Resour	0

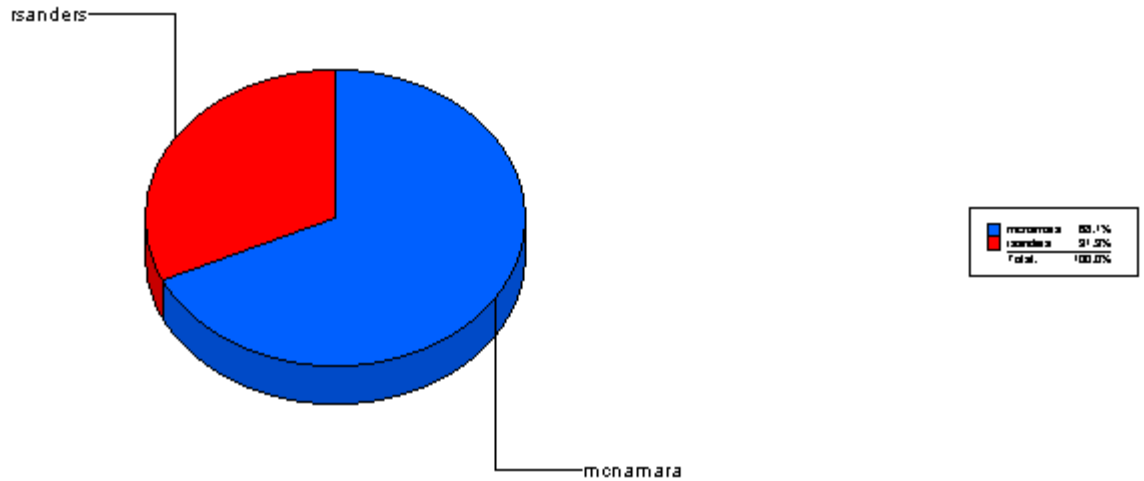
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total: 109

LAN

enoch		Total:	51		
Resolved		Total:	9		
Ticket Number:	0000105644	11/17/2004	15	12/02/2004	
Ticket Number:	0000106375	11/30/2004	0	11/30/2004	
Ticket Number:	0000106354	11/30/2004	0	11/30/2004	
Ticket Number:	0000106321	11/30/2004	0	11/30/2004	
Ticket Number:	0000106306	11/30/2004	0	11/30/2004	
Ticket Number:	0000106226	11/29/2004	0	11/29/2004	
Ticket Number:	0000106216	11/29/2004	0	11/29/2004	
Ticket Number:	0000106234	11/29/2004	0	11/29/2004	
Ticket Number:	0000105975	11/23/2004	6	11/29/2004	11/29/2004
Closed		Total:	42		
Ticket Number:	0000105919	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105533	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105663	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000106225	11/29/2004	1	11/30/2004	11/30/2004
Ticket Number:	0000106021	11/23/2004	1	11/24/2004	11/30/2004
Ticket Number:	0000106006	11/23/2004	1	11/24/2004	11/30/2004
Ticket Number:	0000105999	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105964	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105941	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105893	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105876	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105869	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105867	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105821	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105785	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105888	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105743	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105745	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105685	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105705	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105214	11/10/2004	5	11/15/2004	11/22/2004
Ticket Number:	0000105279	11/11/2004	12	11/23/2004	11/29/2004
Ticket Number:	0000105440	11/15/2004	1	11/16/2004	11/22/2004
Ticket Number:	0000105987	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105449	11/15/2004	2	11/17/2004	11/23/2004
Ticket Number:	0000105365	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000105417	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105536	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105659	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000105696	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105640	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105636	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105623	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105712	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105891	11/22/2004	1	11/23/2004	11/29/2004
Ticket Number:	0000105611	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105603	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105602	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105903	11/22/2004	1	11/23/2004	11/29/2004
Ticket Number:	0000105559	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number:	0000104723	11/04/2004	14	11/18/2004	11/24/2004
Ticket Number:	0000105700	11/18/2004	0	11/18/2004	11/24/2004

LAN

Average time to ticket resolution for	enoch	1
Maximum time to ticket resolution for	enoch	15
Minimum time to ticket resolution for	enoch	0

jesse

Total: 35

Resolved

Total: 3

Ticket Number:	0000106062	11/24/2004	6	11/30/2004
Ticket Number:	0000106254	11/29/2004	1	11/30/2004
Ticket Number:	0000106221	11/29/2004	1	11/30/2004

Closed

Total: 32

Ticket Number:	0000104622	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104423	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104420	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000105670	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000104596	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104570	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000104558	11/02/2004	2	11/04/2004	11/05/2004
Ticket Number:	0000104553	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104536	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104533	11/02/2004	2	11/04/2004	11/10/2004
Ticket Number:	0000104531	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104510	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104551	11/02/2004	0	11/02/2004	11/15/2004
Ticket Number:	0000105695	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105968	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000104676	11/03/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000105096	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105001	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104942	11/08/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000105016	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104868	11/05/2004	3		11/08/2004
Ticket Number:	0000104738	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104702	11/04/2004	0	11/04/2004	11/04/2004
Ticket Number:	0000104696	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000105307	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105430	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105317	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105368	11/12/2004	3	11/15/2004	11/22/2004
Ticket Number:	0000105547	11/16/2004	2	11/18/2004	11/24/2004
Ticket Number:	0000105428	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105425	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105423	11/15/2004	0	11/15/2004	11/22/2004

Average time to ticket resolution for	jesse	1
Maximum time to ticket resolution for	jesse	6
Minimum time to ticket resolution for	jesse	0

LAN

vladimir

Total: 23

Closed

Total: 23

Ticket Number:	0000105160	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105315	11/11/2004	5	11/16/2004	11/22/2004
Ticket Number:	0000105218	11/10/2004	2	11/12/2004	11/18/2004
Ticket Number:	0000105189	11/10/2004	2	11/12/2004	11/18/2004
Ticket Number:	0000104683	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104850	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000104919	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000105055	11/09/2004	7	11/16/2004	11/22/2004
Ticket Number:	0000105022	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104975	11/08/2004	1		11/09/2004
Ticket Number:	0000104947	11/08/2004	2	11/10/2004	11/16/2004
Ticket Number:	0000104921	11/08/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000104877	11/05/2004	7	11/12/2004	11/18/2004
Ticket Number:	0000104714	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104668	11/03/2004	1	11/04/2004	11/10/2004
Ticket Number:	0000105208	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000106052	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000104416	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104443	11/01/2004	1	11/02/2004	11/08/2004
Ticket Number:	0000104469	11/01/2004	1	11/02/2004	11/08/2004
Ticket Number:	0000104487	11/01/2004	2	11/03/2004	11/09/2004
Ticket Number:	0000104450	11/01/2004	1	11/02/2004	11/08/2004
Ticket Number:	0000105216	11/10/2004	6	11/16/2004	11/22/2004

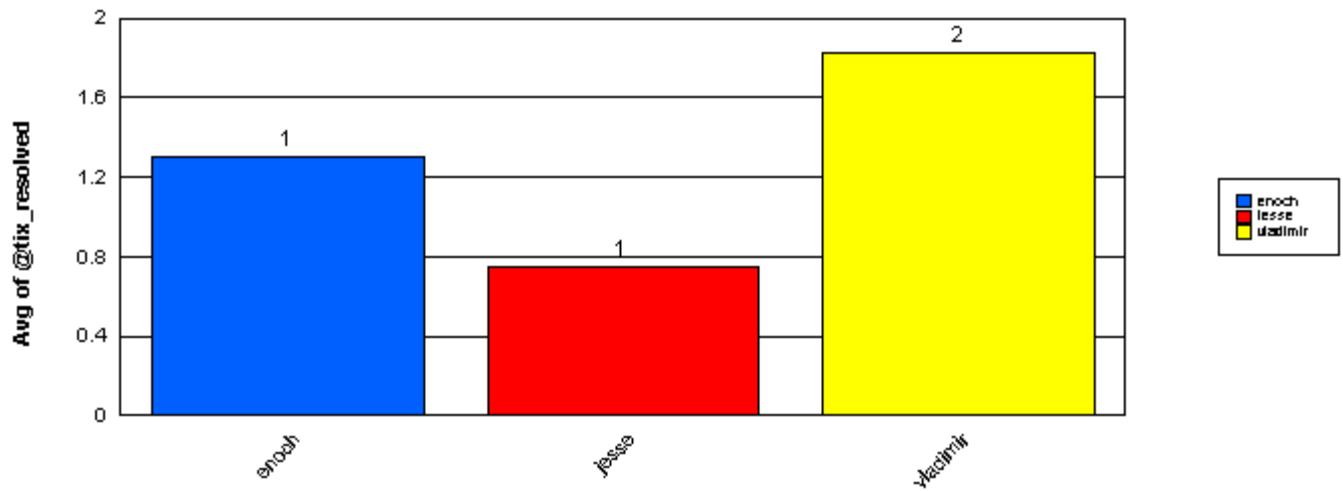
Average time to ticket resolution for	vladimir	2
Maximum time to ticket resolution for	vladimir	7
Minimum time to ticket resolution for	vladimir	0

LAN

Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	15
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>	40		
NewMedia:BlackBoard		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000104590	11/03/2004	0	11/03/2004	
Ticket Number:	0000104711	11/04/2004	0	11/04/2004	
-----		-----	-----	-----	-----
Average time to ticket resolution for		NewMedia:Blac	0		
Maximum time to ticket resolution for		NewMedia:Blac	0		
Minimum time to ticket resolution for		NewMedia:Blac	0		
<hr/>		<hr/>	<hr/>		
darnold		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000105716	11/18/2004	0	11/18/2004	11/24/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		darnold	0		
Maximum time to ticket resolution for		darnold	0		
Minimum time to ticket resolution for		darnold	0		
<hr/>		<hr/>	<hr/>		
ebenson1		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000106015	11/23/2004	1	11/24/2004	11/30/2004
Ticket Number:	0000105951	11/23/2004	1	11/24/2004	11/30/2004
Ticket Number:	0000105847	11/21/2004	3	11/24/2004	11/30/2004
Ticket Number:	0000106013	11/23/2004	1	11/24/2004	11/30/2004
Ticket Number:	0000106014	11/23/2004	1	11/24/2004	11/30/2004
-----		-----	-----	-----	-----
Average time to ticket resolution for		ebenson1	1		
Maximum time to ticket resolution for		ebenson1	3		
Minimum time to ticket resolution for		ebenson1	1		
<hr/>		<hr/>	<hr/>		
fritz		<u>Total:</u>	1		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000106273	11/29/2004	3	12/02/2004	
-----		-----	-----	-----	-----
Average time to ticket resolution for		fritz	3		
Maximum time to ticket resolution for		fritz	3		
Minimum time to ticket resolution for		fritz	3		
<hr/>		<hr/>	<hr/>		

New Media

rarmstro

Total: **21**

Resolved

Total: **4**

Ticket Number:	0000106260	11/29/2004	1	11/30/2004
Ticket Number:	0000106371	11/30/2004	1	12/01/2004
Ticket Number:	0000106331	11/30/2004	0	11/30/2004
Ticket Number:	0000106330	11/30/2004	0	11/30/2004

Closed

Total: **17**

Ticket Number:	0000104893	11/07/2004	1		11/08/2004
Ticket Number:	0000104565	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000105693	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000106096	11/26/2004	0	11/26/2004	12/02/2004
Ticket Number:	0000106359	11/30/2004	1		12/01/2004
Ticket Number:	0000106186	11/29/2004	1		11/30/2004
Ticket Number:	0000106204	11/29/2004	0		11/29/2004
Ticket Number:	0000104687	11/04/2004	11		11/15/2004
Ticket Number:	0000104859	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104966	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000105104	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105064	11/09/2004	1	11/10/2004	11/12/2004
Ticket Number:	0000105067	11/09/2004	6		11/15/2004
Ticket Number:	0000104963	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104894	11/07/2004	1		11/08/2004
Ticket Number:	0000105361	11/12/2004	6		11/18/2004
Ticket Number:	0000105691	11/18/2004	0	11/18/2004	11/24/2004

Average time to ticket resolution for	rarmstro	1
Maximum time to ticket resolution for	rarmstro	11
Minimum time to ticket resolution for	rarmstro	0

vergil

Total: **10**

Resolved

Total: **4**

Ticket Number:	0000105243	11/11/2004	18	11/29/2004
Ticket Number:	0000105931	11/22/2004	7	11/29/2004
Ticket Number:	0000106228	11/29/2004	0	11/29/2004
Ticket Number:	0000106097	11/26/2004	3	11/29/2004

Closed

Total: **6**

Ticket Number:	0000104583	11/03/2004	26		11/29/2004
Ticket Number:	0000105400	11/14/2004	15		11/29/2004
Ticket Number:	0000105402	11/14/2004	15		11/29/2004
Ticket Number:	0000105403	11/14/2004	15		11/29/2004
Ticket Number:	0000104713	11/04/2004	25		11/29/2004
Ticket Number:	0000104761	11/04/2004	0	11/04/2004	11/10/2004

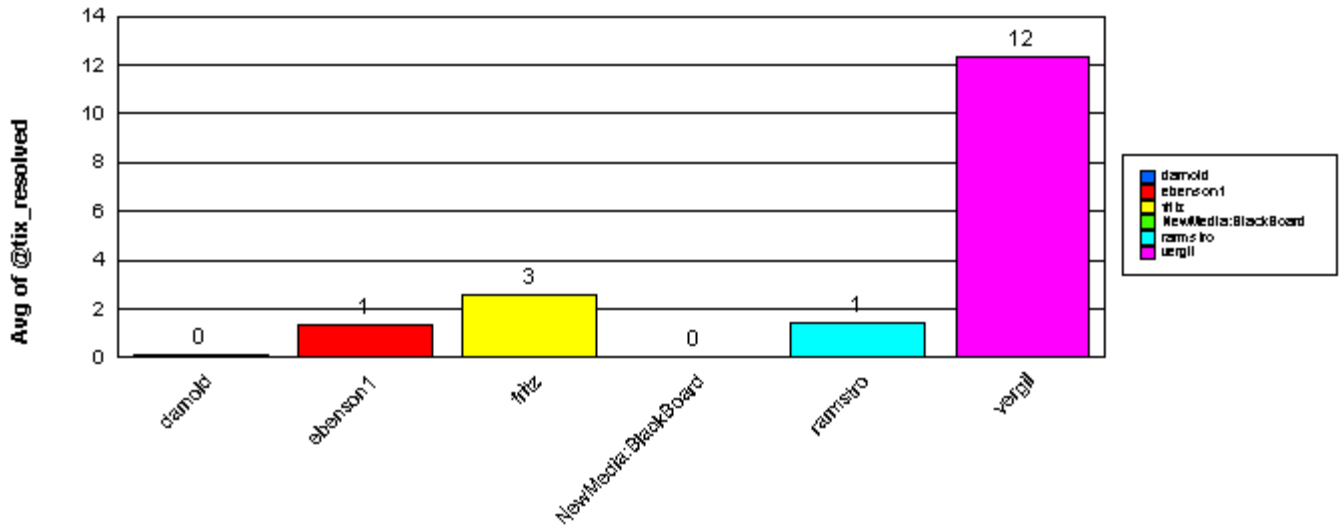
Average time to ticket resolution for	vergil	12
Maximum time to ticket resolution for	vergil	26
Minimum time to ticket resolution for	vergil	0

New Media

Average time to ticket resolution for	New Media	4
Maximum time to ticket resolution for	New Media	26
Minimum time to ticket resolution for	New Media	0

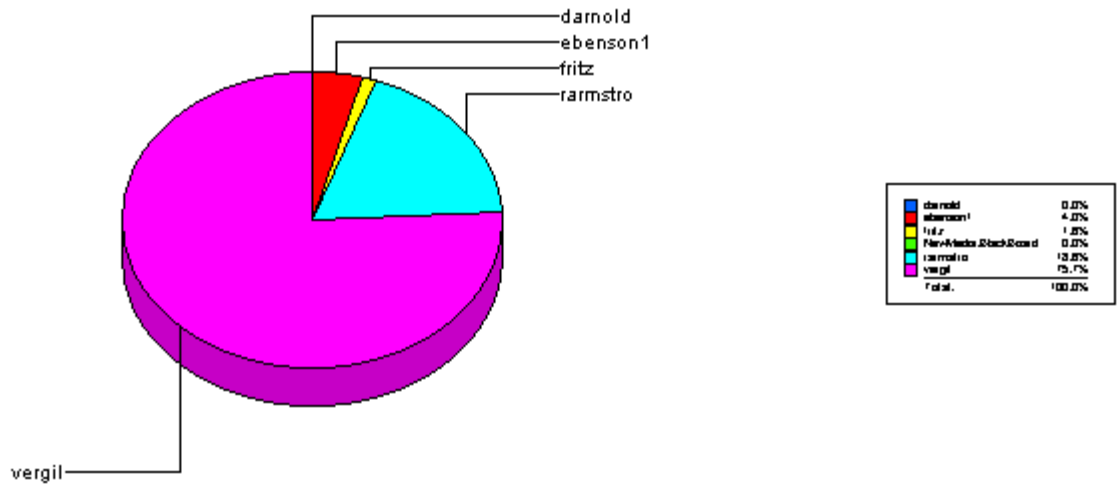
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



OIT BSG Non People

		<u>Total:</u>	160		
BSG:Operational_Support		<u>Total:</u>	42		
Closed		<u>Total:</u>	42		
Ticket Number:	0000104697	11/04/2004	0	11/04/2004	
Ticket Number:	0000105616	11/17/2004	0	11/17/2004	
Ticket Number:	0000104698	11/04/2004	0	11/04/2004	
Ticket Number:	0000104952	11/08/2004	0	11/08/2004	
Ticket Number:	0000105013	11/09/2004	0	11/09/2004	
Ticket Number:	0000105015	11/09/2004	0	11/09/2004	
Ticket Number:	0000105014	11/09/2004	0	11/09/2004	
Ticket Number:	0000104953	11/08/2004	0	11/08/2004	
Ticket Number:	0000105130	11/10/2004	0	11/10/2004	
Ticket Number:	0000105592	11/17/2004	0	11/17/2004	
Ticket Number:	0000105591	11/17/2004	0	11/17/2004	
Ticket Number:	0000105339	11/12/2004	0	11/12/2004	
Ticket Number:	0000105600	11/17/2004	0	11/17/2004	
Ticket Number:	0000105128	11/10/2004	0	11/10/2004	
Ticket Number:	0000105434	11/15/2004	0	11/15/2004	
Ticket Number:	0000106219	11/29/2004	0	11/29/2004	
Ticket Number:	0000104847	11/05/2004	0	11/05/2004	
Ticket Number:	0000104521	11/02/2004	0	11/02/2004	
Ticket Number:	0000104520	11/02/2004	0	11/02/2004	
Ticket Number:	0000104519	11/02/2004	0	11/02/2004	
Ticket Number:	0000104431	11/01/2004	0	11/01/2004	
Ticket Number:	0000104430	11/01/2004	0	11/01/2004	
Ticket Number:	0000104429	11/01/2004	0	11/01/2004	
Ticket Number:	0000104691	11/04/2004	0	11/04/2004	
Ticket Number:	0000105723	11/18/2004	0	11/18/2004	
Ticket Number:	0000105916	11/22/2004	0	11/22/2004	
Ticket Number:	0000105942	11/23/2004	0	11/23/2004	
Ticket Number:	0000105948	11/23/2004	0	11/23/2004	
Ticket Number:	0000106298	11/30/2004	0	11/30/2004	
Ticket Number:	0000106288	11/30/2004	0	11/30/2004	
Ticket Number:	0000106232	11/29/2004	0	11/29/2004	
Ticket Number:	0000106220	11/29/2004	0	11/29/2004	
Ticket Number:	0000106292	11/30/2004	0	11/30/2004	
Ticket Number:	0000106038	11/24/2004	0	11/24/2004	
Ticket Number:	0000106002	11/23/2004	0	11/23/2004	
Ticket Number:	0000105944	11/23/2004	0	11/23/2004	
Ticket Number:	0000105924	11/22/2004	0	11/22/2004	
Ticket Number:	0000105915	11/22/2004	0	11/22/2004	
Ticket Number:	0000105766	11/19/2004	0	11/19/2004	
Ticket Number:	0000105724	11/18/2004	0	11/18/2004	
Ticket Number:	0000106041	11/24/2004	0	11/24/2004	
Ticket Number:	0000105765	11/19/2004	0	11/19/2004	
Average time to ticket resolution for		BSG:Operation	0		
Maximum time to ticket resolution for		BSG:Operation	0		
Minimum time to ticket resolution for		BSG:Operation	0		

OIT BSG Non People

BSG:SA_Records_Support

Total: 2

Closed

Total: 2

Ticket Number: 0000104518

11/02/2004

0

11/02/2004

Ticket Number: 0000105239

11/11/2004

0

11/11/2004

Average time to ticket resolution for

BSG:SA_Recor

0

Maximum time to ticket resolution for

BSG:SA_Recor

0

Minimum time to ticket resolution for

BSG:SA_Recor

0

OIT BSG Non People
BSG:Web_Infrastructure

Total: 100

OIT BSG Non People

	Closed	Total:	100	
Ticket Number:	0000105140	11/10/2004	0	11/10/2004
Ticket Number:	0000105141	11/10/2004	0	11/10/2004
Ticket Number:	0000105144	11/10/2004	0	11/10/2004
Ticket Number:	0000105356	11/12/2004	0	11/12/2004
Ticket Number:	0000105355	11/12/2004	0	11/12/2004
Ticket Number:	0000105353	11/12/2004	0	11/12/2004
Ticket Number:	0000105351	11/12/2004	0	11/12/2004
Ticket Number:	0000105346	11/12/2004	0	11/12/2004
Ticket Number:	0000105345	11/12/2004	0	11/12/2004
Ticket Number:	0000105278	11/11/2004	0	11/11/2004
Ticket Number:	0000105277	11/11/2004	0	11/11/2004
Ticket Number:	0000105514	11/16/2004	0	11/16/2004
Ticket Number:	0000105513	11/16/2004	0	11/16/2004
Ticket Number:	0000105511	11/16/2004	0	11/16/2004
Ticket Number:	0000105510	11/16/2004	0	11/16/2004
Ticket Number:	0000105509	11/16/2004	0	11/16/2004
Ticket Number:	0000105238	11/11/2004	0	11/11/2004
Ticket Number:	0000105182	11/10/2004	0	11/10/2004
Ticket Number:	0000105153	11/10/2004	0	11/10/2004
Ticket Number:	0000105926	11/22/2004	0	11/22/2004
Ticket Number:	0000105633	11/17/2004	0	11/17/2004
Ticket Number:	0000105632	11/17/2004	0	11/17/2004
Ticket Number:	0000105631	11/17/2004	0	11/17/2004
Ticket Number:	0000105630	11/17/2004	0	11/17/2004
Ticket Number:	0000105629	11/17/2004	0	11/17/2004
Ticket Number:	0000105627	11/17/2004	0	11/17/2004
Ticket Number:	0000105146	11/10/2004	0	11/10/2004
Ticket Number:	0000105131	11/10/2004	0	11/10/2004
Ticket Number:	0000104693	11/04/2004	0	11/04/2004
Ticket Number:	0000104694	11/04/2004	0	11/04/2004
Ticket Number:	0000104843	11/05/2004	0	11/05/2004
Ticket Number:	0000104751	11/04/2004	0	11/04/2004
Ticket Number:	0000104753	11/04/2004	0	11/04/2004
Ticket Number:	0000105075	11/09/2004	0	11/09/2004
Ticket Number:	0000105074	11/09/2004	0	11/09/2004
Ticket Number:	0000104974	11/08/2004	0	11/08/2004
Ticket Number:	0000105721	11/18/2004	0	11/18/2004
Ticket Number:	0000104951	11/08/2004	0	11/08/2004
Ticket Number:	0000104950	11/08/2004	0	11/08/2004
Ticket Number:	0000104932	11/08/2004	0	11/08/2004
Ticket Number:	0000104931	11/08/2004	0	11/08/2004
Ticket Number:	0000104839	11/05/2004	0	11/05/2004
Ticket Number:	0000105082	11/09/2004	0	11/09/2004
Ticket Number:	0000105081	11/09/2004	0	11/09/2004
Ticket Number:	0000105078	11/09/2004	0	11/09/2004
Ticket Number:	0000105077	11/09/2004	0	11/09/2004
Ticket Number:	0000105076	11/09/2004	0	11/09/2004
Ticket Number:	0000104831	11/05/2004	0	11/05/2004
Ticket Number:	0000104829	11/05/2004	0	11/05/2004
Ticket Number:	0000104828	11/05/2004	0	11/05/2004
Ticket Number:	0000104827	11/05/2004	0	11/05/2004
Ticket Number:	0000104826	11/05/2004	0	11/05/2004
Ticket Number:	0000104752	11/04/2004	0	11/04/2004

OIT BSG Non People

Ticket Number:	0000105142	11/10/2004	0	11/10/2004
Ticket Number:	0000104695	11/04/2004	0	11/04/2004
Ticket Number:	0000105617	11/17/2004	0	11/17/2004
Ticket Number:	0000104851	11/05/2004	0	11/05/2004
Ticket Number:	0000105010	11/09/2004	0	11/09/2004
Ticket Number:	0000105009	11/09/2004	0	11/09/2004
Ticket Number:	0000104458	11/01/2004	0	11/01/2004
Ticket Number:	0000104461	11/01/2004	0	11/01/2004
Ticket Number:	0000104543	11/02/2004	0	11/02/2004
Ticket Number:	0000104542	11/02/2004	0	11/02/2004
Ticket Number:	0000104525	11/02/2004	0	11/02/2004
Ticket Number:	0000104524	11/02/2004	0	11/02/2004
Ticket Number:	0000104506	11/02/2004	0	11/02/2004
Ticket Number:	0000104463	11/01/2004	0	11/01/2004
Ticket Number:	0000104462	11/01/2004	0	11/01/2004
Ticket Number:	0000104460	11/01/2004	0	11/01/2004
Ticket Number:	0000104425	11/01/2004	0	11/01/2004
Ticket Number:	0000104427	11/01/2004	0	11/01/2004
Ticket Number:	0000104426	11/01/2004	0	11/01/2004
Ticket Number:	0000104412	11/01/2004	0	11/01/2004
Ticket Number:	0000105011	11/09/2004	0	11/09/2004
Ticket Number:	0000105679	11/18/2004	0	11/18/2004
Ticket Number:	0000106314	11/30/2004	0	11/30/2004
Ticket Number:	0000106184	11/29/2004	0	11/29/2004
Ticket Number:	0000105913	11/22/2004	0	11/22/2004
Ticket Number:	0000105912	11/22/2004	0	11/22/2004
Ticket Number:	0000105819	11/19/2004	0	11/19/2004
Ticket Number:	0000105764	11/19/2004	0	11/19/2004
Ticket Number:	0000105763	11/19/2004	0	11/19/2004
Ticket Number:	0000105722	11/18/2004	0	11/18/2004
Ticket Number:	0000105720	11/18/2004	0	11/18/2004
Ticket Number:	0000105715	11/18/2004	0	11/18/2004
Ticket Number:	0000105714	11/18/2004	0	11/18/2004
Ticket Number:	0000106285	11/30/2004	0	11/30/2004
Ticket Number:	0000106284	11/30/2004	0	11/30/2004
Ticket Number:	0000106283	11/30/2004	0	11/30/2004
Ticket Number:	0000106039	11/24/2004	0	11/24/2004
Ticket Number:	0000106005	11/23/2004	0	11/23/2004
Ticket Number:	0000106004	11/23/2004	0	11/23/2004
Ticket Number:	0000106000	11/23/2004	0	11/23/2004
Ticket Number:	0000105947	11/23/2004	0	11/23/2004
Ticket Number:	0000105946	11/23/2004	0	11/23/2004
Ticket Number:	0000105945	11/23/2004	0	11/23/2004
Ticket Number:	0000106040	11/24/2004	0	11/24/2004
Ticket Number:	0000105925	11/22/2004	0	11/22/2004
Ticket Number:	0000105914	11/22/2004	0	11/22/2004
Ticket Number:	0000105680	11/18/2004	0	11/18/2004
<hr/>				
Average time to ticket resolution for	BSG:Web_Infra		0	
Maximum time to ticket resolution for	BSG:Web_Infra		0	
Minimum time to ticket resolution for	BSG:Web_Infra		0	

OIT BSG Non People

blanchet		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000105857	11/22/2004	0	11/22/2004
Ticket Number:	0000105590	11/17/2004	14	12/01/2004

Average time to ticket resolution for		blanchet	7	
Maximum time to ticket resolution for		blanchet	14	
Minimum time to ticket resolution for		blanchet	0	
<hr/>				
dina		<u>Total:</u>	9	
Closed		<u>Total:</u>	9	
Ticket Number:	0000105622	11/17/2004	5	11/22/2004
Ticket Number:	0000105657	11/17/2004	7	11/24/2004
Ticket Number:	0000104750	11/04/2004	6	11/10/2004
Ticket Number:	0000104802	11/05/2004	10	11/15/2004
Ticket Number:	0000105002	11/08/2004	1	11/09/2004
Ticket Number:	0000105029	11/09/2004	0	11/09/2004
Ticket Number:	0000106055	11/24/2004	7	12/01/2004
Ticket Number:	0000105954	11/23/2004	8	12/01/2004
Ticket Number:	0000104404	11/01/2004	0	11/01/2004

Average time to ticket resolution for		dina	5	
Maximum time to ticket resolution for		dina	10	
Minimum time to ticket resolution for		dina	0	
<hr/>				
mikef		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000105184	11/10/2004	20	11/30/2004
Ticket Number:	0000105652	11/17/2004	6	11/23/2004

Average time to ticket resolution for		mikef	13	
Maximum time to ticket resolution for		mikef	20	
Minimum time to ticket resolution for		mikef	6	
<hr/>				
putro		<u>Total:</u>	3	
Closed		<u>Total:</u>	3	
Ticket Number:	0000104797	11/05/2004	10	11/15/2004
Ticket Number:	0000104464	11/01/2004	0	11/01/2004
Ticket Number:	0000104603	11/03/2004	1	11/04/2004

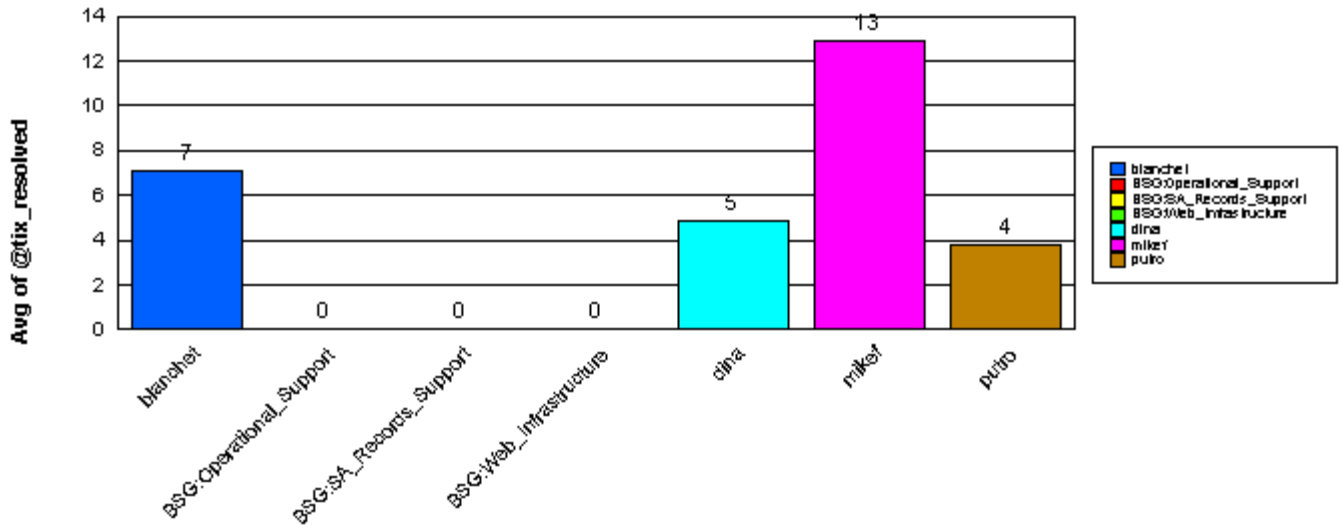
Average time to ticket resolution for		putro	4	
Maximum time to ticket resolution for		putro	10	
Minimum time to ticket resolution for		putro	0	
<hr/>				

OIT BSG Non People

Average time to ticket resolution for	OIT BSG Non P	1
Maximum time to ticket resolution for	OIT BSG Non P	20
Minimum time to ticket resolution for	OIT BSG Non P	0

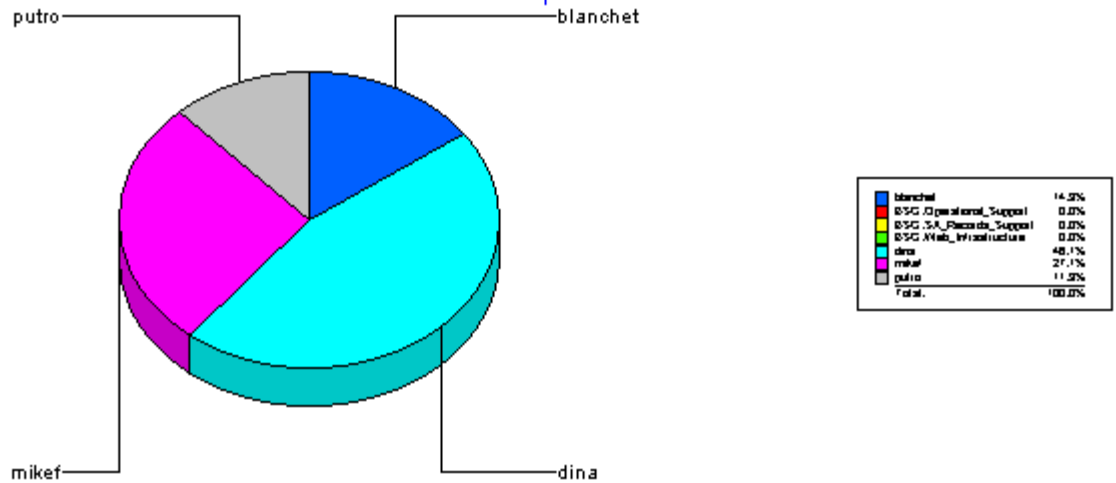
Avg of Each Ticket Resolved

For OIT BSG Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT BSG Non PeopleSoft



OIT Business Systems: P

		Total:	167	
afinn		<u>Total:</u>	4	
Resolved		<u>Total:</u>	1	
Ticket Number:	0000105212	11/10/2004	22	12/02/2004
Closed		<u>Total:</u>	3	
Ticket Number:	0000104722	11/04/2004	4	11/08/2004 11/15/2004
Ticket Number:	0000104470	11/01/2004	3	11/04/2004 11/10/2004
Ticket Number:	0000105443	11/15/2004	8	11/23/2004 11/29/2004
-----		-----	-----	-----
Average time to ticket resolution for		afinn	9	
Maximum time to ticket resolution for		afinn	22	
Minimum time to ticket resolution for		afinn	3	
<hr/>		<hr/>	<hr/>	<hr/>
byron		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000104724	11/04/2004	1	11/05/2004
-----		-----	-----	-----
Average time to ticket resolution for		byron	1	
Maximum time to ticket resolution for		byron	1	
Minimum time to ticket resolution for		byron	1	
<hr/>		<hr/>	<hr/>	<hr/>
chriss		<u>Total:</u>	17	
Resolved		<u>Total:</u>	2	
Ticket Number:	0000106064	11/24/2004	6	11/30/2004
Ticket Number:	0000106296	11/30/2004	0	11/30/2004
Closed		<u>Total:</u>	15	
Ticket Number:	0000105552	11/16/2004	0	11/16/2004 11/22/2004
Ticket Number:	0000104522	11/02/2004	0	11/02/2004 11/08/2004
Ticket Number:	0000104564	11/02/2004	0	11/02/2004 11/08/2004
Ticket Number:	0000104608	11/03/2004	0	11/03/2004 11/09/2004
Ticket Number:	0000104528	11/02/2004	0	11/02/2004 11/08/2004
Ticket Number:	0000104482	11/01/2004	0	11/01/2004 11/08/2004
Ticket Number:	0000104428	11/01/2004	0	11/01/2004 11/08/2004
Ticket Number:	0000105677	11/18/2004	1	11/19/2004 11/25/2004
Ticket Number:	0000105797	11/19/2004	0	11/19/2004 11/25/2004
Ticket Number:	0000105974	11/23/2004	0	11/23/2004 11/29/2004
Ticket Number:	0000105902	11/22/2004	1	11/23/2004 11/29/2004
Ticket Number:	0000105732	11/18/2004	1	11/19/2004 11/25/2004
Ticket Number:	0000104619	11/03/2004	0	11/03/2004 11/09/2004
Ticket Number:	0000104764	11/04/2004	0	11/04/2004 11/10/2004
Ticket Number:	0000104754	11/04/2004	12	11/16/2004
-----		-----	-----	-----
Average time to ticket resolution for		chriss	1	
Maximum time to ticket resolution for		chriss	12	
Minimum time to ticket resolution for		chriss	0	
<hr/>		<hr/>	<hr/>	<hr/>
dharley		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000106303	11/30/2004	2	12/02/2004
-----		-----	-----	-----
Average time to ticket resolution for		dharley	2	
Maximum time to ticket resolution for		dharley	2	
Minimum time to ticket resolution for		dharley	2	
<hr/>		<hr/>	<hr/>	<hr/>
dsylva		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000105820	11/19/2004	4	11/23/2004 11/29/2004
Ticket Number:	0000104638	11/03/2004	1	11/04/2004 11/10/2004
-----		-----	-----	-----
Average time to ticket resolution for		dsylva	2	
Maximum time to ticket resolution for		dsylva	4	
Minimum time to ticket resolution for		dsylva	1	

OIT Business Systems: P

haddaway

Total: 33

Closed

Total: 33

Ticket Number:	0000104629	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104643	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000105701	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000104793	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104854	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104927	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104970	11/08/2004	9	11/17/2004	11/23/2004
Ticket Number:	0000105083	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105053	11/09/2004	8	11/17/2004	11/23/2004
Ticket Number:	0000104930	11/08/2004	0		11/08/2004
Ticket Number:	0000104913	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104941	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104688	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104654	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000105157	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105170	11/10/2004	0		11/10/2004
Ticket Number:	0000105615	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105566	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105781	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105761	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105684	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105809	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105807	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105806	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105794	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105791	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105711	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105737	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105818	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000106351	11/30/2004	0		11/30/2004
Ticket Number:	0000105567	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number:	0000104589	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104660	11/03/2004	1	11/04/2004	11/10/2004

Average time to ticket resolution for	haddaway	1
Maximum time to ticket resolution for	haddaway	9
Minimum time to ticket resolution for	haddaway	0

OIT Business Systems: P

jeremy

Total: 50

Resolved

Total: 5

Ticket Number:	0000104720	11/04/2004	25	11/29/2004	11/10/2004
Ticket Number:	0000105241	11/11/2004	0	11/11/2004	11/11/2004
Ticket Number:	0000106334	11/30/2004	0	11/30/2004	
Ticket Number:	0000106307	11/30/2004	0	11/30/2004	
Ticket Number:	0000106218	11/29/2004	0	11/29/2004	

Closed

Total: 45

Ticket Number:	0000105329	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000104454	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104610	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104447	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104804	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000105928	11/22/2004	1	11/23/2004	11/29/2004
Ticket Number:	0000106012	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105988	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000106050	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000105135	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105481	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105155	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105250	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105272	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105287	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105306	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105316	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105656	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105539	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105526	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105517	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105487	11/15/2004	1	11/16/2004	11/22/2004
Ticket Number:	0000105485	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105480	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105469	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105455	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105620	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105562	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105549	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105357	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000105313	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105251	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000104615	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104653	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000105058	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105056	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104990	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104980	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104977	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104935	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104929	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104865	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000105350	11/12/2004	0	11/12/2004	11/18/2004
Ticket Number:	0000104657	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104748	11/04/2004	0	11/04/2004	11/10/2004

OIT Business Systems: P

Average time to ticket resolution for	jeremy	1		
Maximum time to ticket resolution for	jeremy	25		
Minimum time to ticket resolution for	jeremy	0		
<hr/>				
jgood	<u>Total:</u>	5		
Resolved	<u>Total:</u>	1		
Ticket Number: 0000106369	11/30/2004	1	12/01/2004	
Closed	<u>Total:</u>	4		
Ticket Number: 0000104474	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number: 0000105849	11/21/2004	1	11/22/2004	11/29/2004
Ticket Number: 0000104721	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number: 0000104810	11/05/2004	0	11/05/2004	11/11/2004
<hr/>				
Average time to ticket resolution for	jgood	0		
Maximum time to ticket resolution for	jgood	1		
Minimum time to ticket resolution for	jgood	0		
<hr/>				
jking	<u>Total:</u>	2		
Closed	<u>Total:</u>	2		
Ticket Number: 0000105515	11/16/2004	15		12/01/2004
Ticket Number: 0000105625	11/17/2004	0	11/17/2004	11/23/2004
<hr/>				
Average time to ticket resolution for	jking	8		
Maximum time to ticket resolution for	jking	15		
Minimum time to ticket resolution for	jking	0		
<hr/>				
kirby	<u>Total:</u>	3		
Resolved	<u>Total:</u>	3		
Ticket Number: 0000105464	11/15/2004	16	12/01/2004	
Ticket Number: 0000106282	11/30/2004	3	12/03/2004	
Ticket Number: 0000106333	11/30/2004	1	12/01/2004	
<hr/>				
Average time to ticket resolution for	kirby	7		
Maximum time to ticket resolution for	kirby	16		
Minimum time to ticket resolution for	kirby	1		
<hr/>				
lrاند	<u>Total:</u>	1		
Closed	<u>Total:</u>	1		
Ticket Number: 0000104669	11/03/2004	9	11/12/2004	11/18/2004
<hr/>				
Average time to ticket resolution for	lrاند	9		
Maximum time to ticket resolution for	lrاند	9		
Minimum time to ticket resolution for	lrاند	9		
<hr/>				
ostrove	<u>Total:</u>	3		
Closed	<u>Total:</u>	3		
Ticket Number: 0000105560	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number: 0000105561	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number: 0000104530	11/02/2004	0	11/02/2004	11/08/2004
<hr/>				
Average time to ticket resolution for	ostrove	1		
Maximum time to ticket resolution for	ostrove	1		
Minimum time to ticket resolution for	ostrove	0		
<hr/>				
preston	<u>Total:</u>	1		
Closed	<u>Total:</u>	1		
Ticket Number: 0000105541	11/16/2004	0		11/16/2004
<hr/>				
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

psimon		<u>Total:</u>	6		
Closed		<u>Total:</u>	6		
Ticket Number:	0000105136	11/10/2004	0		11/10/2004
Ticket Number:	0000105594	11/17/2004	0		11/17/2004
Ticket Number:	0000105237	11/11/2004	6		11/17/2004
Ticket Number:	0000105063	11/09/2004	1		11/10/2004
Ticket Number:	0000104587	11/03/2004	0		11/03/2004
Ticket Number:	0000106289	11/30/2004	0		11/30/2004

Average time to ticket resolution for		psimon	1		
Maximum time to ticket resolution for		psimon	6		
Minimum time to ticket resolution for		psimon	0		
<hr/>					
slong		<u>Total:</u>	13		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000105826	11/19/2004	11		11/30/2004
Closed		<u>Total:</u>	12		
Ticket Number:	0000104424	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104417	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104557	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104749	11/04/2004	4	11/08/2004	11/15/2004
Ticket Number:	0000104760	11/04/2004	7	11/11/2004	11/17/2004
Ticket Number:	0000105071	11/09/2004	2	11/11/2004	11/17/2004
Ticket Number:	0000105035	11/09/2004	2	11/11/2004	11/17/2004
Ticket Number:	0000105325	11/12/2004	3	11/15/2004	11/22/2004
Ticket Number:	0000105462	11/15/2004	15		11/30/2004
Ticket Number:	0000105426	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105419	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105366	11/12/2004	3	11/15/2004	11/22/2004

Average time to ticket resolution for		slong	4		
Maximum time to ticket resolution for		slong	15		
Minimum time to ticket resolution for		slong	0		

OIT Business Systems: P

stephen

Total: 25

Resolved

Total: 5

Ticket Number:	0000105026	11/09/2004	22	12/01/2004
Ticket Number:	0000105069	11/09/2004	22	12/01/2004
Ticket Number:	0000106305	11/30/2004	3	12/03/2004
Ticket Number:	0000105687	11/18/2004	13	12/01/2004
Ticket Number:	0000105943	11/23/2004	7	11/30/2004

Closed

Total: 20

Ticket Number:	0000105264	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000104459	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104592	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000105698	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105798	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105801	11/19/2004	3	11/22/2004	11/29/2004
Ticket Number:	0000105802	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105800	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105739	11/18/2004	1	11/19/2004	11/25/2004
Ticket Number:	0000105776	11/19/2004	3	11/22/2004	11/29/2004
Ticket Number:	0000105706	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105260	11/11/2004	4	11/15/2004	11/22/2004
Ticket Number:	0000105646	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000105610	11/17/2004	2	11/19/2004	11/25/2004
Ticket Number:	0000105305	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000104645	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104940	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104926	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104803	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104646	11/03/2004	0	11/03/2004	11/09/2004

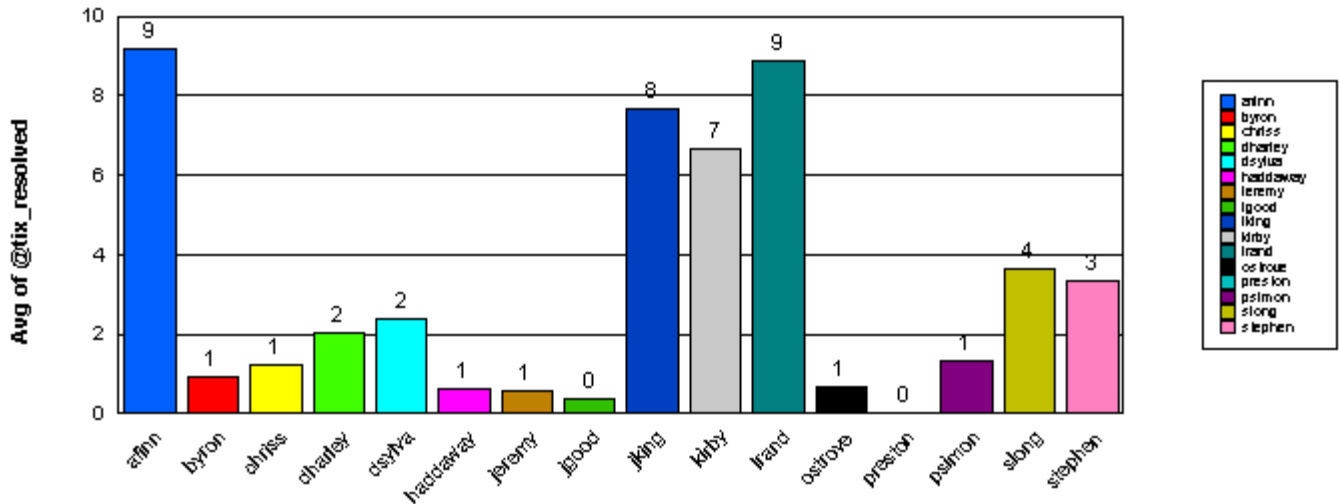
-----	-----	-----
Average time to ticket resolution for	stephen	3
Maximum time to ticket resolution for	stephen	22
Minimum time to ticket resolution for	stephen	0
-----	-----	-----

OIT Business Systems: P

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	25
Minimum time to ticket resolution for	OIT Business S	0

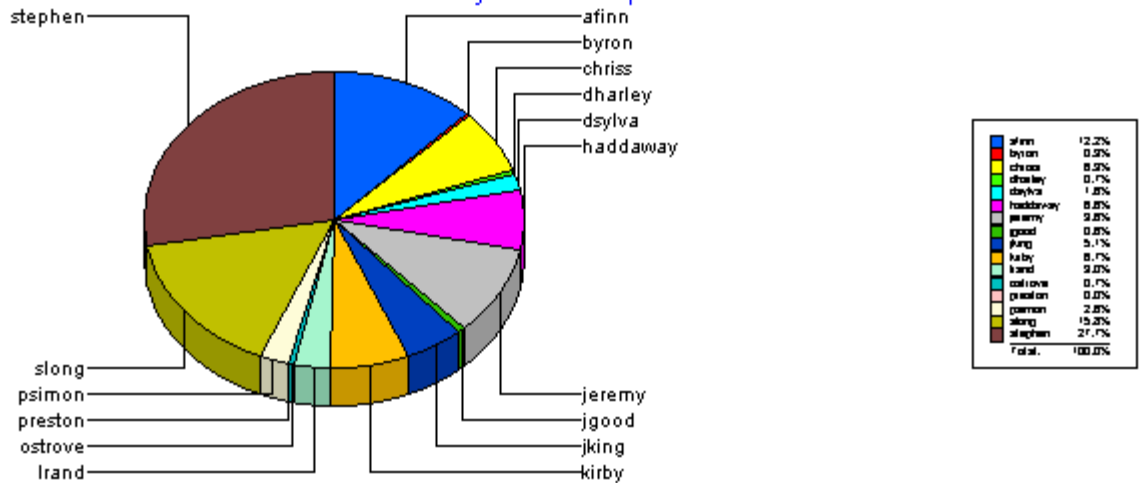
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft



Physical Networks

		Total: 43			
beakja1		<u>Total:</u> 7			
Resolved		<u>Total:</u> 5			
Ticket Number:	0000105960	11/23/2004	6	11/29/2004	
Ticket Number:	0000105576	11/16/2004	15	12/01/2004	
Ticket Number:	0000106382	11/30/2004	1	12/01/2004	
Ticket Number:	0000105871	11/22/2004	7	11/29/2004	
Ticket Number:	0000105905	11/22/2004	8	11/30/2004	
Closed		<u>Total:</u> 2			
Ticket Number:	0000104552	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000104795	11/05/2004	0	11/05/2004	11/11/2004
-----		-----		-----	
Average time to ticket resolution for		beakja1	5		
Maximum time to ticket resolution for		beakja1	15		
Minimum time to ticket resolution for		beakja1	0		
<hr/>		<hr/>		<hr/>	
cmckin1		<u>Total:</u> 5			
Closed		<u>Total:</u> 5			
Ticket Number:	0000104422	11/01/2004	1	11/02/2004	11/08/2004
Ticket Number:	0000105767	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000104651	11/03/2004	5	11/08/2004	11/15/2004
Ticket Number:	0000104838	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000105470	11/15/2004	1		11/16/2004
-----		-----		-----	
Average time to ticket resolution for		cmckin1	2		
Maximum time to ticket resolution for		cmckin1	5		
Minimum time to ticket resolution for		cmckin1	0		
<hr/>		<hr/>		<hr/>	
damian		<u>Total:</u> 3			
Closed		<u>Total:</u> 3			
Ticket Number:	0000105117	11/09/2004	3	11/12/2004	11/18/2004
Ticket Number:	0000104617	11/03/2004	9		11/12/2004
Ticket Number:	0000104453	11/01/2004	11	11/12/2004	11/18/2004
-----		-----		-----	
Average time to ticket resolution for		damian	8		
Maximum time to ticket resolution for		damian	11		
Minimum time to ticket resolution for		damian	3		
<hr/>		<hr/>		<hr/>	
rays1		<u>Total:</u> 3			
Closed		<u>Total:</u> 3			
Ticket Number:	0000104959	11/08/2004	4	11/12/2004	11/18/2004
Ticket Number:	0000104567	11/02/2004	17	11/19/2004	11/25/2004
Ticket Number:	0000105152	11/10/2004	2	11/12/2004	11/18/2004
-----		-----		-----	
Average time to ticket resolution for		rays1	8		
Maximum time to ticket resolution for		rays1	17		
Minimum time to ticket resolution for		rays1	2		
<hr/>		<hr/>		<hr/>	
vicki		<u>Total:</u> 2			
Closed		<u>Total:</u> 2			
Ticket Number:	0000105531	11/16/2004	2	11/18/2004	11/24/2004
Ticket Number:	0000105599	11/17/2004	1	11/18/2004	11/24/2004
-----		-----		-----	
Average time to ticket resolution for		vicki	2		
Maximum time to ticket resolution for		vicki	2		
Minimum time to ticket resolution for		vicki	1		
<hr/>		<hr/>		<hr/>	

Physical Networks

zicka

Total: **23**

Resolved

Total: **7**

Ticket Number:	0000104872	11/05/2004	28	12/03/2004
Ticket Number:	0000105708	11/18/2004	13	12/01/2004
Ticket Number:	0000106353	11/30/2004	0	11/30/2004
Ticket Number:	0000106235	11/29/2004	4	12/03/2004
Ticket Number:	0000106070	11/24/2004	6	11/30/2004
Ticket Number:	0000105833	11/20/2004	9	11/29/2004
Ticket Number:	0000105699	11/18/2004	11	11/29/2004

Closed

Total: **16**

Ticket Number:	0000104618	11/03/2004	1	11/04/2004	11/10/2004
Ticket Number:	0000104572	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000105143	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105164	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105173	11/10/2004	20	11/30/2004	11/30/2004
Ticket Number:	0000105199	11/10/2004	6	11/16/2004	11/22/2004
Ticket Number:	0000105420	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105538	11/16/2004	2	11/18/2004	11/29/2004
Ticket Number:	0000105381	11/12/2004	4	11/16/2004	11/22/2004
Ticket Number:	0000104716	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104740	11/04/2004	4	11/08/2004	11/15/2004
Ticket Number:	0000104846	11/05/2004	3	11/08/2004	11/15/2004
Ticket Number:	0000105103	11/09/2004	2		11/11/2004
Ticket Number:	0000105070	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000105028	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104923	11/08/2004	0	11/08/2004	11/15/2004

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

zicka
 zicka
 zicka

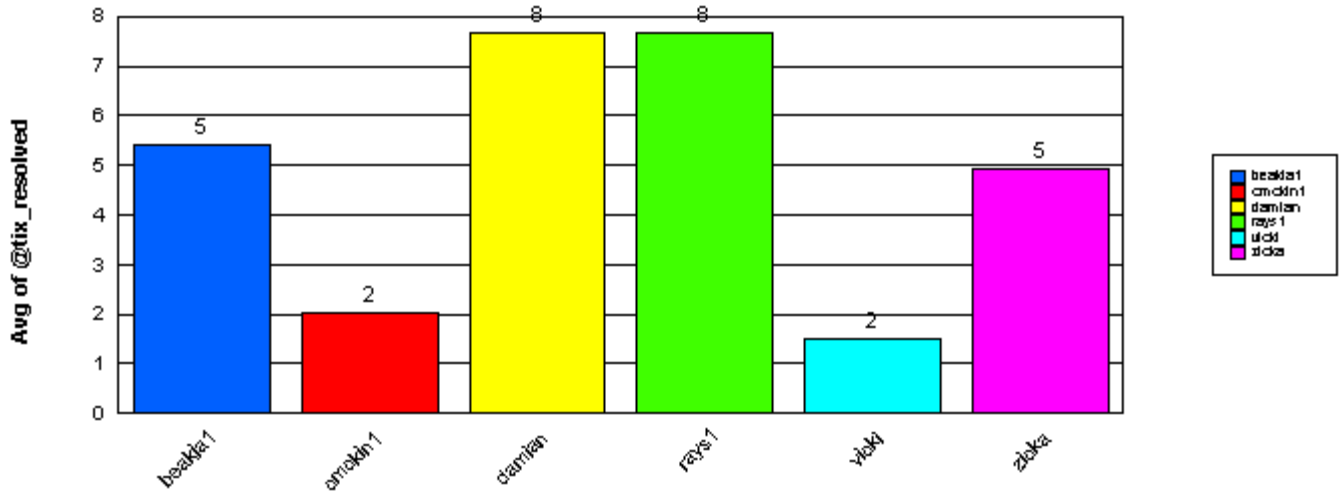
5
28
0

Physical Networks

Average time to ticket resolution for	Physical Networ	5
Maximum time to ticket resolution for	Physical Networ	28
Minimum time to ticket resolution for	Physical Networ	0

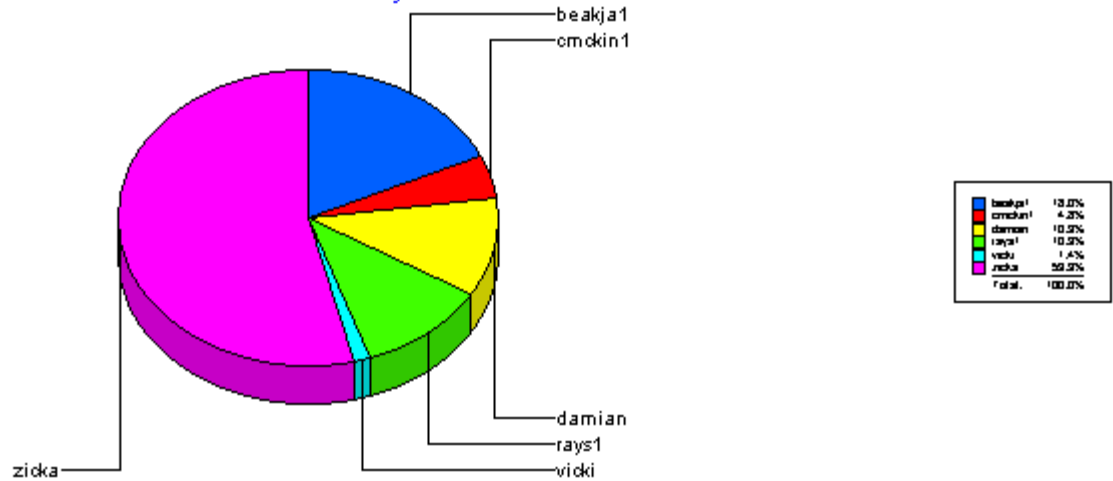
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



Security

		<u>Total:</u>	6		
akhant1		<u>Total:</u>	6		
	Closed	<u>Total:</u>	6		
Ticket Number:	0000104772	11/04/2004	1		11/05/2004
Ticket Number:	0000104909	11/08/2004	0		11/08/2004
Ticket Number:	0000104790	11/05/2004	6	11/11/2004	11/17/2004
Ticket Number:	0000105222	11/10/2004	1		11/11/2004
Ticket Number:	0000105583	11/17/2004	0		11/17/2004
Ticket Number:	0000106095	11/26/2004	4		11/30/2004
-----		-----	-----	-----	
Average time to ticket resolution for		akhant1	2		
Maximum time to ticket resolution for		akhant1	6		
Minimum time to ticket resolution for		akhant1	0		
-----		-----	-----	-----	

Security

Average time to ticket resolution for

Security

2

Maximum time to ticket resolution for

Security

6

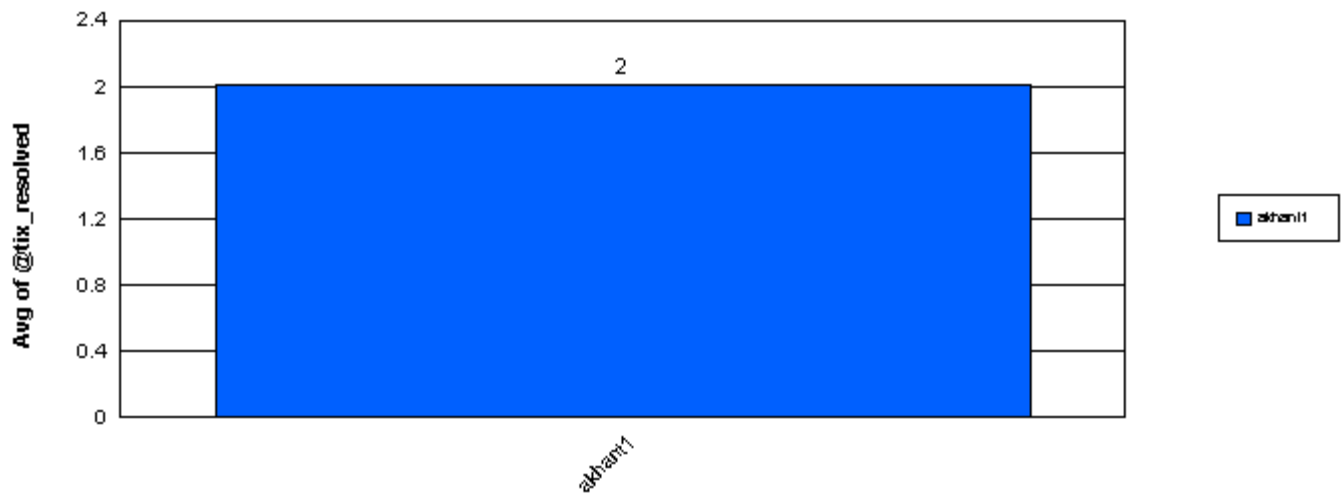
Minimum time to ticket resolution for

Security

0

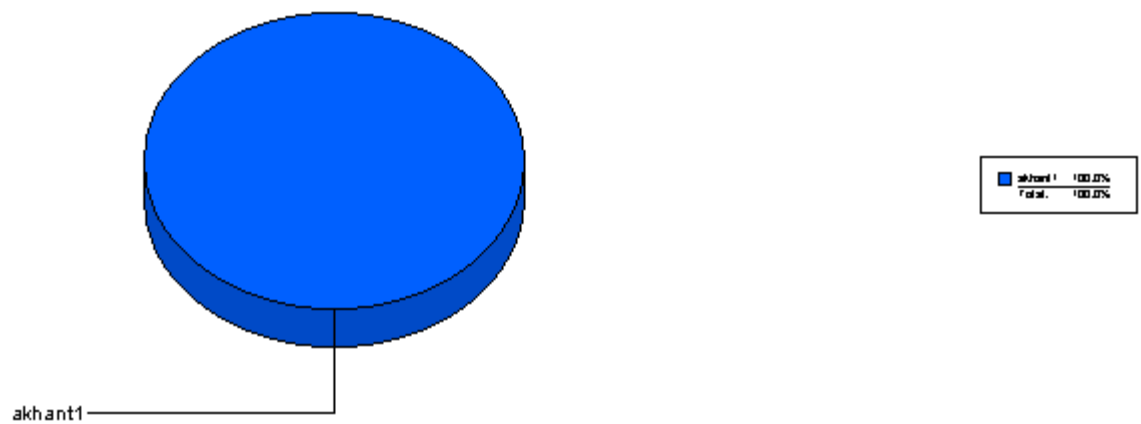
Avg of Each Ticket Resolved

For Security



Percentage of Sum of Tickets Resolved

For Security



SysCore

		<u>Total:</u> 195			
banz	Closed	<u>Total:</u>	11		
Ticket Number:	0000105837	11/20/2004	2	11/22/2004	11/29/2004
Ticket Number:	0000104594	11/03/2004	2		11/05/2004
Ticket Number:	0000104602	11/03/2004	2		11/05/2004
Ticket Number:	0000105228	11/11/2004	11	11/22/2004	11/29/2004
Ticket Number:	0000105492	11/15/2004	7		11/22/2004
Ticket Number:	0000105242	11/11/2004	11	11/22/2004	11/29/2004
Ticket Number:	0000104627	11/03/2004	8		11/11/2004
Ticket Number:	0000104682	11/04/2004	1	11/05/2004	11/11/2004
Ticket Number:	0000104814	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104744	11/04/2004	1		11/05/2004
Ticket Number:	0000104835	11/05/2004	0	11/05/2004	11/11/2004

Average time to ticket resolution for	banz		4		
Maximum time to ticket resolution for	banz		11		
Minimum time to ticket resolution for	banz		0		

SysCore

daleg

Total: 36

Resolved

Total: 7

Ticket Number:	0000105265	11/11/2004	18	11/29/2004
Ticket Number:	0000106326	11/30/2004	0	11/30/2004
Ticket Number:	0000106349	11/30/2004	0	11/30/2004
Ticket Number:	0000106318	11/30/2004	0	11/30/2004
Ticket Number:	0000106022	11/23/2004	6	11/29/2004
Ticket Number:	0000106108	11/27/2004	4	11/30/2004
Ticket Number:	0000106301	11/30/2004	0	11/30/2004

Closed

Total: 29

Ticket Number:	0000105830	11/20/2004	2		11/22/2004
Ticket Number:	0000105831	11/20/2004	2		11/22/2004
Ticket Number:	0000105668	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000105846	11/21/2004	1	11/22/2004	11/22/2004
Ticket Number:	0000105860	11/22/2004	0		11/22/2004
Ticket Number:	0000105832	11/20/2004	2		11/22/2004
Ticket Number:	0000106192	11/29/2004	0		11/29/2004
Ticket Number:	0000104672	11/03/2004	5	11/08/2004	11/15/2004
Ticket Number:	0000104733	11/04/2004	8	11/12/2004	11/18/2004
Ticket Number:	0000104739	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000105647	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000104925	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000105006	11/09/2004	0		11/09/2004
Ticket Number:	0000105290	11/11/2004	0		11/11/2004
Ticket Number:	0000105041	11/09/2004	0		11/09/2004
Ticket Number:	0000104910	11/08/2004	0		11/08/2004
Ticket Number:	0000104736	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000105217	11/10/2004	1	11/11/2004	11/17/2004
Ticket Number:	0000105581	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number:	0000105579	11/16/2004	1		11/17/2004
Ticket Number:	0000105578	11/16/2004	1		11/17/2004
Ticket Number:	0000105575	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number:	0000105570	11/16/2004	1	11/17/2004	11/23/2004
Ticket Number:	0000105565	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105465	11/15/2004	0		11/15/2004
Ticket Number:	0000105312	11/11/2004	1	11/12/2004	11/18/2004
Ticket Number:	0000105309	11/11/2004	4	11/15/2004	11/22/2004
Ticket Number:	0000105232	11/11/2004	0		11/11/2004
Ticket Number:	0000105252	11/11/2004	0	11/11/2004	11/12/2004

Average time to ticket resolution for	daleg		2
Maximum time to ticket resolution for	daleg		18
Minimum time to ticket resolution for	daleg		0

dave

Total: 1

Closed

Total: 1

Ticket Number:	0000104500	11/02/2004	0	11/02/2004	11/08/2004
----------------	------------	------------	---	------------	------------

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

SysCore

jcgriego

Total: 17

Resolved

Total: 3

Ticket Number:	0000105318	11/11/2004	18	11/29/2004
Ticket Number:	0000105757	11/18/2004	11	11/29/2004
Ticket Number:	0000105504	11/15/2004	14	11/29/2004

Closed

Total: 14

Ticket Number:	0000104472	11/01/2004	2	11/03/2004	11/09/2004
Ticket Number:	0000104494	11/01/2004	2		11/03/2004
Ticket Number:	0000105866	11/22/2004	7		11/29/2004
Ticket Number:	0000105895	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000106122	11/27/2004	2		11/29/2004
Ticket Number:	0000105169	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105344	11/12/2004	3	11/15/2004	11/22/2004
Ticket Number:	0000105441	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105336	11/12/2004	10	11/22/2004	11/29/2004
Ticket Number:	0000105274	11/11/2004	0	11/11/2004	11/17/2004
Ticket Number:	0000105257	11/11/2004	4	11/15/2004	11/22/2004
Ticket Number:	0000104673	11/03/2004	8	11/11/2004	11/17/2004
Ticket Number:	0000105008	11/09/2004	1		11/10/2004
Ticket Number:	0000104732	11/04/2004	7		11/11/2004

-----	-----	-----
Average time to ticket resolution for	jcgriego	5
Maximum time to ticket resolution for	jcgriego	18
Minimum time to ticket resolution for	jcgriego	0
-----	-----	-----

SysCore

sbrown7

Total: **130**

Resolved

Total: **13**

Ticket Number:	0000105192	11/10/2004	19	11/29/2004
Ticket Number:	0000106093	11/26/2004	3	11/29/2004
Ticket Number:	0000106115	11/27/2004	2	11/29/2004
Ticket Number:	0000106167	11/28/2004	1	11/29/2004
Ticket Number:	0000106261	11/29/2004	0	11/29/2004
Ticket Number:	0000106233	11/29/2004	0	11/29/2004
Ticket Number:	0000106361	11/30/2004	1	12/01/2004
Ticket Number:	0000106230	11/29/2004	0	11/29/2004
Ticket Number:	0000106179	11/29/2004	0	11/29/2004
Ticket Number:	0000106153	11/28/2004	0	11/28/2004
Ticket Number:	0000105840	11/20/2004	9	11/29/2004
Ticket Number:	0000105825	11/19/2004	10	11/29/2004
Ticket Number:	0000106229	11/29/2004	0	11/29/2004

SysCore

	Closed	Total:	117		
Ticket Number:	0000106238	11/29/2004	0		11/29/2004
Ticket Number:	0000105100	11/09/2004	1		11/10/2004
Ticket Number:	0000104546	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104540	11/02/2004	1	11/03/2004	11/09/2004
Ticket Number:	0000104514	11/02/2004	0		11/02/2004
Ticket Number:	0000104480	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104479	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104471	11/01/2004	0		11/01/2004
Ticket Number:	0000106073	11/24/2004	4		11/28/2004
Ticket Number:	0000104441	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000104418	11/01/2004	0		11/01/2004
Ticket Number:	0000104612	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104593	11/03/2004	1	11/04/2004	11/10/2004
Ticket Number:	0000104588	11/03/2004	0		11/03/2004
Ticket Number:	0000104485	11/01/2004	1		11/02/2004
Ticket Number:	0000104511	11/02/2004	0	11/02/2004	11/08/2004
Ticket Number:	0000104402	11/01/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000105664	11/17/2004	0	11/17/2004	11/23/2004
Ticket Number:	0000105782	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105901	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105899	11/22/2004	0	11/22/2004	11/24/2004
Ticket Number:	0000105887	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105885	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105884	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105879	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105823	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000105812	11/19/2004	0	11/19/2004	11/25/2004
Ticket Number:	0000106080	11/25/2004	4		11/28/2004
Ticket Number:	0000105770	11/19/2004	4	11/23/2004	11/24/2004
Ticket Number:	0000105754	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000105750	11/18/2004	1	11/19/2004	11/25/2004
Ticket Number:	0000105704	11/18/2004	0		11/18/2004
Ticket Number:	0000105697	11/18/2004	1	11/19/2004	11/25/2004
Ticket Number:	0000106025	11/23/2004	1		11/24/2004
Ticket Number:	0000106017	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000106008	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105997	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105932	11/22/2004	1	11/23/2004	11/29/2004
Ticket Number:	0000105671	11/17/2004	1		11/18/2004
Ticket Number:	0000105669	11/17/2004	1	11/18/2004	11/24/2004
Ticket Number:	0000105702	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000106133	11/28/2004	1		11/28/2004
Ticket Number:	0000106109	11/27/2004	2		11/28/2004
Ticket Number:	0000106110	11/27/2004	2		11/28/2004
Ticket Number:	0000106099	11/26/2004	2		11/28/2004
Ticket Number:	0000106094	11/26/2004	3		11/28/2004
Ticket Number:	0000106091	11/26/2004	3		11/28/2004
Ticket Number:	0000106089	11/26/2004	3		11/28/2004
Ticket Number:	0000106088	11/26/2004	3		11/28/2004
Ticket Number:	0000106086	11/25/2004	3		11/28/2004
Ticket Number:	0000106280	11/30/2004	0		11/30/2004
Ticket Number:	0000106243	11/29/2004	0		11/29/2004
Ticket Number:	0000106242	11/29/2004	0		11/29/2004

SysCore

Ticket Number:	0000106241	11/29/2004	0		11/29/2004
Ticket Number:	0000106240	11/29/2004	0		11/29/2004
Ticket Number:	0000106239	11/29/2004	0		11/29/2004
Ticket Number:	0000106252	11/29/2004	0		11/29/2004
Ticket Number:	0000106195	11/29/2004	2	12/01/2004	12/01/2004
Ticket Number:	0000106146	11/28/2004	0		11/28/2004
Ticket Number:	0000106084	11/25/2004	3		11/28/2004
Ticket Number:	0000106079	11/25/2004	4		11/28/2004
Ticket Number:	0000106071	11/24/2004	5		11/29/2004
Ticket Number:	0000106065	11/24/2004	0	11/24/2004	11/30/2004
Ticket Number:	0000106059	11/24/2004	0		11/24/2004
Ticket Number:	0000106057	11/24/2004	0		11/24/2004
Ticket Number:	0000104620	11/03/2004	0	11/03/2004	11/09/2004
Ticket Number:	0000104684	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000105102	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105092	11/09/2004	1	11/10/2004	11/16/2004
Ticket Number:	0000105091	11/09/2004	9	11/18/2004	11/24/2004
Ticket Number:	0000105054	11/09/2004	0	11/09/2004	11/15/2004
Ticket Number:	0000104924	11/08/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000104918	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104917	11/08/2004	0		11/08/2004
Ticket Number:	0000105729	11/18/2004	0	11/18/2004	11/24/2004
Ticket Number:	0000104882	11/06/2004	2		11/08/2004
Ticket Number:	0000104858	11/05/2004	11		11/16/2004
Ticket Number:	0000104825	11/05/2004	0		11/05/2004
Ticket Number:	0000104773	11/04/2004	0		11/05/2004
Ticket Number:	0000105059	11/09/2004	0	11/09/2004	11/10/2004
Ticket Number:	0000104747	11/04/2004	0		11/04/2004
Ticket Number:	0000104745	11/04/2004	0		11/04/2004
Ticket Number:	0000104743	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104703	11/04/2004	0		11/04/2004
Ticket Number:	0000104665	11/03/2004	21	11/24/2004	11/30/2004
Ticket Number:	0000104670	11/03/2004	1	11/04/2004	11/10/2004
Ticket Number:	0000104667	11/03/2004	1	11/04/2004	11/10/2004
Ticket Number:	0000104626	11/03/2004	1	11/04/2004	12/02/2004
Ticket Number:	0000104984	11/08/2004	1	11/09/2004	11/15/2004
Ticket Number:	0000104976	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104944	11/08/2004	0	11/08/2004	11/15/2004
Ticket Number:	0000104943	11/08/2004	0		11/08/2004
Ticket Number:	0000105122	11/10/2004	0		11/10/2004
Ticket Number:	0000105188	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105275	11/11/2004	11	11/22/2004	11/29/2004
Ticket Number:	0000105653	11/17/2004	0		11/17/2004
Ticket Number:	0000105649	11/17/2004	0		11/17/2004
Ticket Number:	0000105519	11/16/2004	0	11/16/2004	11/22/2004
Ticket Number:	0000105489	11/15/2004	3	11/18/2004	11/24/2004
Ticket Number:	0000105475	11/15/2004	1	11/16/2004	11/22/2004
Ticket Number:	0000105639	11/17/2004	0		11/17/2004
Ticket Number:	0000105986	11/23/2004	0	11/23/2004	11/29/2004
Ticket Number:	0000105451	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105431	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105427	11/15/2004	0	11/15/2004	11/22/2004
Ticket Number:	0000105411	11/14/2004	1	11/15/2004	11/22/2004
Ticket Number:	0000105890	11/22/2004	0	11/22/2004	11/29/2004

SysCore

Ticket Number:	0000105892	11/22/2004	0	11/22/2004	11/29/2004
Ticket Number:	0000105586	11/17/2004	0		11/17/2004
Ticket Number:	0000105289	11/11/2004	7	11/18/2004	11/24/2004
Ticket Number:	0000105288	11/11/2004	0	11/11/2004	11/22/2004
Ticket Number:	0000105271	11/11/2004	0		11/11/2004
Ticket Number:	0000105204	11/10/2004	1		11/11/2004
Ticket Number:	0000105270	11/11/2004	0		11/11/2004
Ticket Number:	0000105194	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105165	11/10/2004	0	11/10/2004	11/16/2004
Ticket Number:	0000105145	11/10/2004	0	11/10/2004	11/16/2004
-----			-----		
Average time to ticket resolution for	sbrown7		1		
Maximum time to ticket resolution for	sbrown7		21		
Minimum time to ticket resolution for	sbrown7		0		

SysCore

Average time to ticket resolution for

SysCore

2

Maximum time to ticket resolution for

SysCore

21

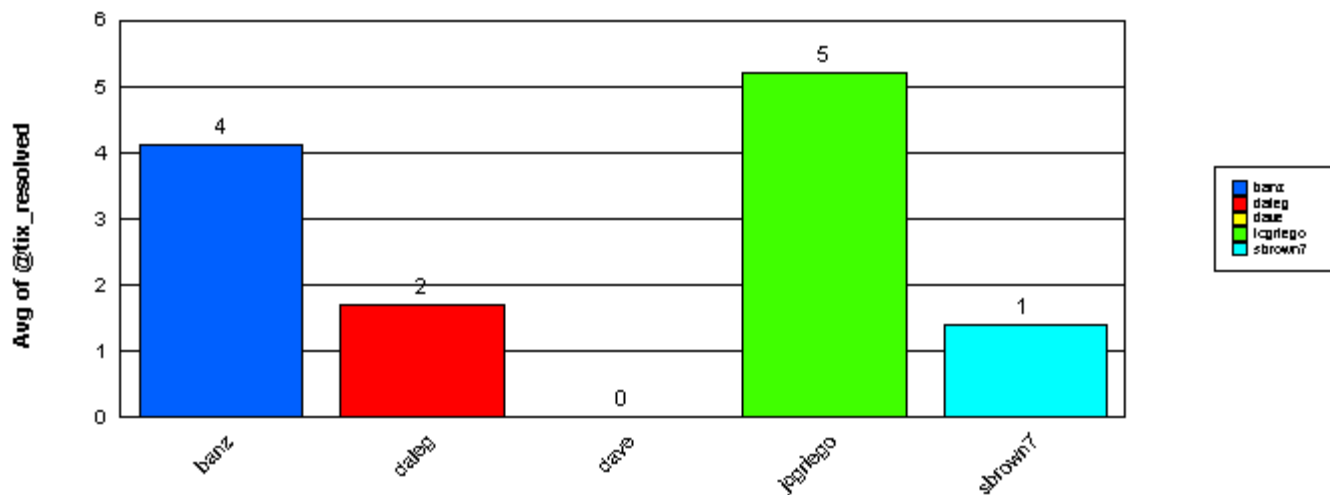
Minimum time to ticket resolution for

SysCore

0

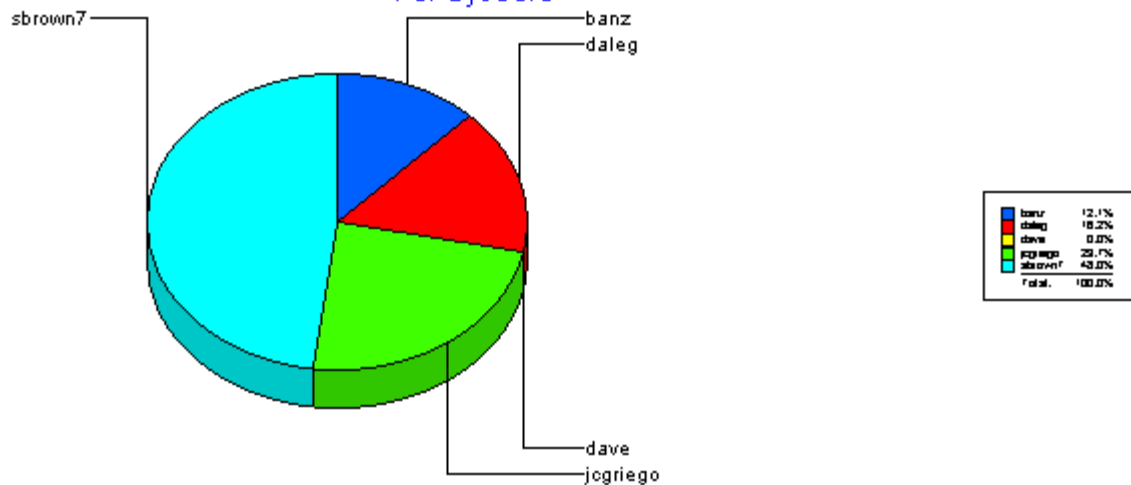
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

		Total: 50	
champ		Total: 25	
Closed		Total: 25	
Ticket Number:	0000105220	11/10/2004	5
Ticket Number:	0000105268	11/11/2004	8
Ticket Number:	0000105457	11/15/2004	4
Ticket Number:	0000105501	11/15/2004	3
Ticket Number:	0000105557	11/16/2004	2
Ticket Number:	0000105479	11/15/2004	15
Ticket Number:	0000105343	11/12/2004	0
Ticket Number:	0000105326	11/12/2004	0
Ticket Number:	0000105959	11/23/2004	7
Ticket Number:	0000106352	11/30/2004	1
Ticket Number:	0000106190	11/29/2004	3
Ticket Number:	0000105894	11/22/2004	0
Ticket Number:	0000105877	11/22/2004	7
Ticket Number:	0000106051	11/24/2004	8
Ticket Number:	0000106049	11/24/2004	7
Ticket Number:	0000105666	11/17/2004	1
Ticket Number:	0000105835	11/20/2004	11
Ticket Number:	0000105138	11/10/2004	0
Ticket Number:	0000105062	11/09/2004	9
Ticket Number:	0000105050	11/09/2004	0
Ticket Number:	0000105215	11/10/2004	1
Ticket Number:	0000104993	11/08/2004	2
Ticket Number:	0000104477	11/01/2004	17
Ticket Number:	0000104529	11/02/2004	6
Ticket Number:	0000104948	11/08/2004	0
-----		-----	
Average time to ticket resolution for		champ	5
Maximum time to ticket resolution for		champ	17
Minimum time to ticket resolution for		champ	0
<hr/>		<hr/>	
laura		Total: 16	
Closed		Total: 16	
Ticket Number:	0000104526	11/02/2004	0
Ticket Number:	0000104686	11/04/2004	5
Ticket Number:	0000104805	11/05/2004	0
Ticket Number:	0000104794	11/05/2004	0
Ticket Number:	0000105112	11/09/2004	0
Ticket Number:	0000105021	11/09/2004	1
Ticket Number:	0000105007	11/09/2004	0
Ticket Number:	0000105390	11/13/2004	2
Ticket Number:	0000105324	11/12/2004	0
Ticket Number:	0000105253	11/11/2004	0
Ticket Number:	0000105556	11/16/2004	1
Ticket Number:	0000105493	11/15/2004	1
Ticket Number:	0000105839	11/20/2004	2
Ticket Number:	0000105858	11/22/2004	0
Ticket Number:	0000106337	11/30/2004	0
Ticket Number:	0000106029	11/24/2004	0
-----		-----	
Average time to ticket resolution for		laura	1
Maximum time to ticket resolution for		laura	5
Minimum time to ticket resolution for		laura	0

SysDept

randy

Total: **9**

Closed

Total: **9**

Ticket Number:	0000105151	11/10/2004	2	11/12/2004	11/18/2004
Ticket Number:	0000105359	11/12/2004	10	11/22/2004	11/29/2004
Ticket Number:	0000104556	11/02/2004	21	11/23/2004	11/29/2004
Ticket Number:	0000104873	11/05/2004	0	11/05/2004	11/11/2004
Ticket Number:	0000104766	11/04/2004	8	11/12/2004	11/18/2004
Ticket Number:	0000104979	11/08/2004	4	11/12/2004	11/18/2004
Ticket Number:	0000104728	11/04/2004	0	11/04/2004	11/10/2004
Ticket Number:	0000104664	11/03/2004	6		11/09/2004
Ticket Number:	0000104635	11/03/2004	9	11/12/2004	11/18/2004

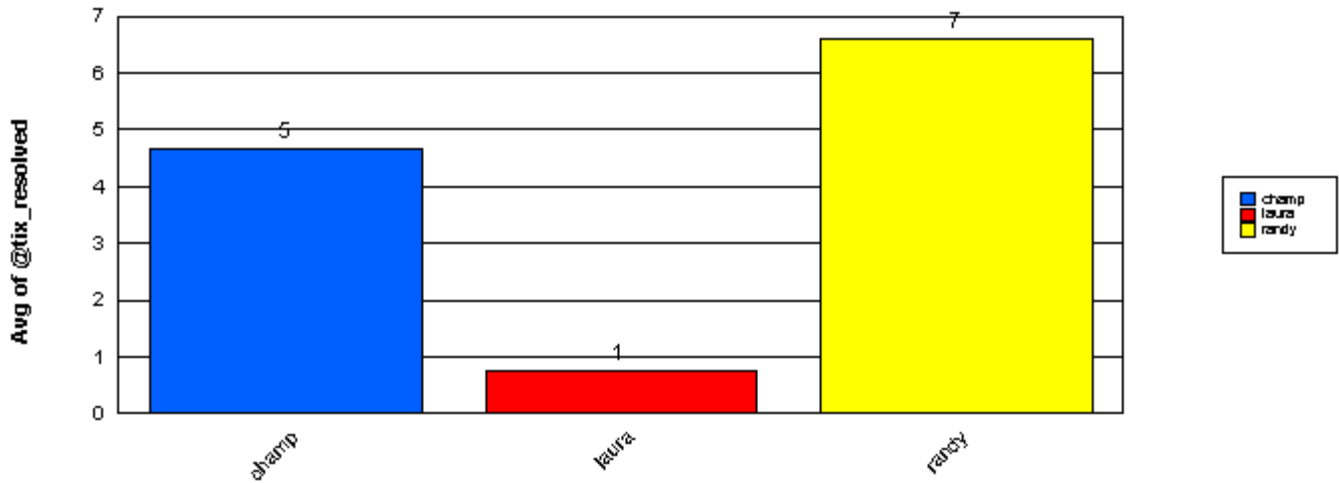
Average time to ticket resolution for	randy	7
Maximum time to ticket resolution for	randy	21
Minimum time to ticket resolution for	randy	0

SysDept

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

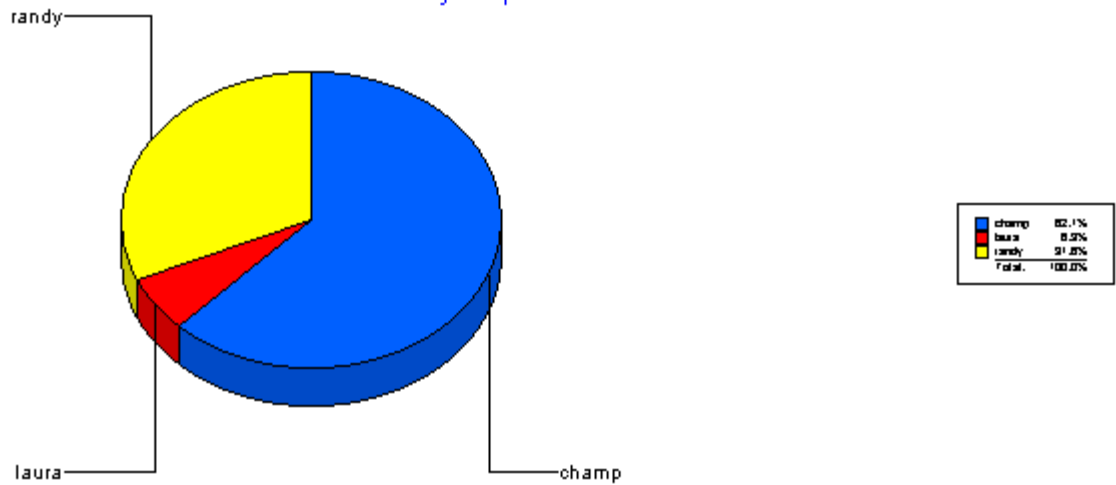
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 11/01/2004 and 11/30/2004 : 1661

Total Remedy Tickets Created between: 11/01/2004 and 11/30/2004 : 1661

Maximum time to resolution	28
Minimum time to resolution	0
Total Average time to ticket resolution	2.17