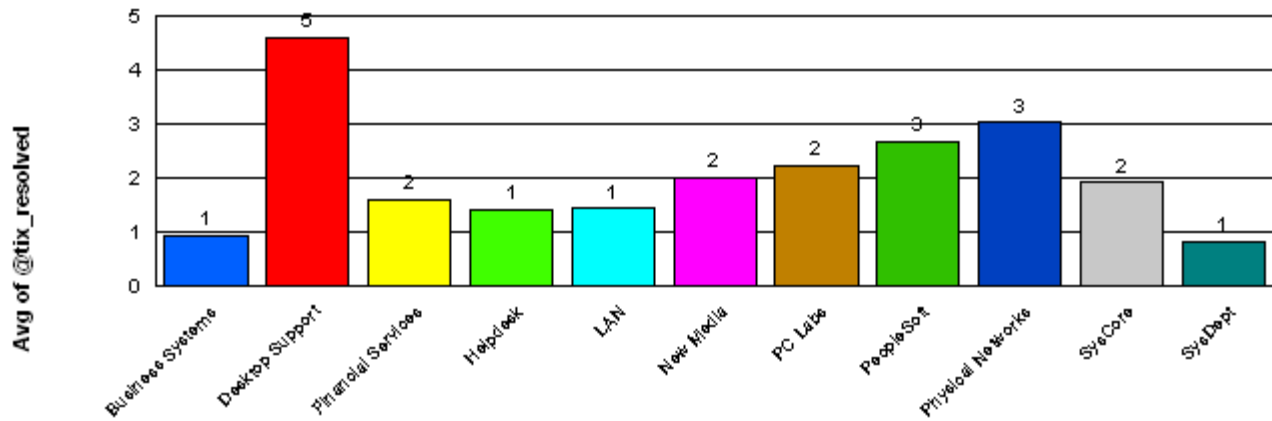


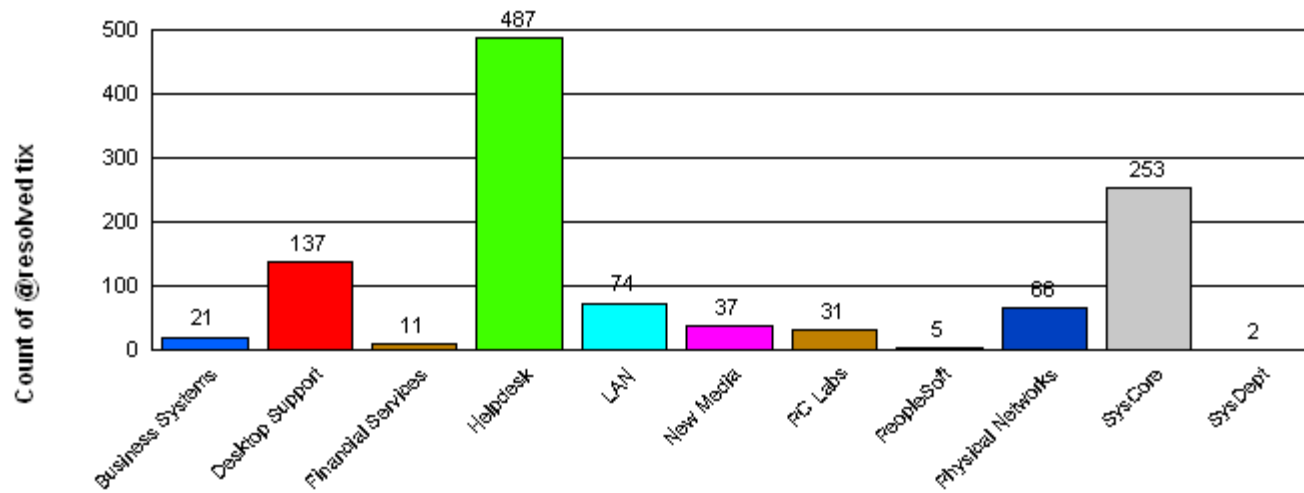
Average Length to Resolution

Ticket Created Between October 01, 2003 to October 31, 2003

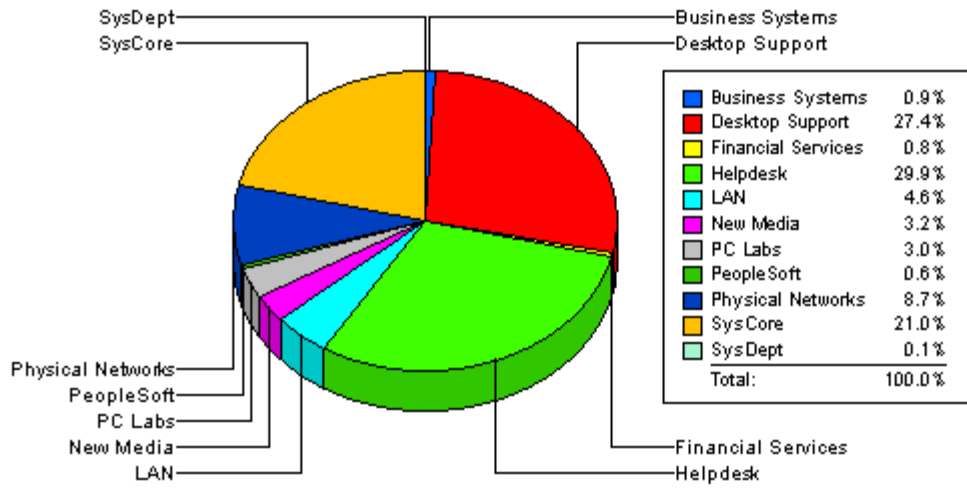
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved

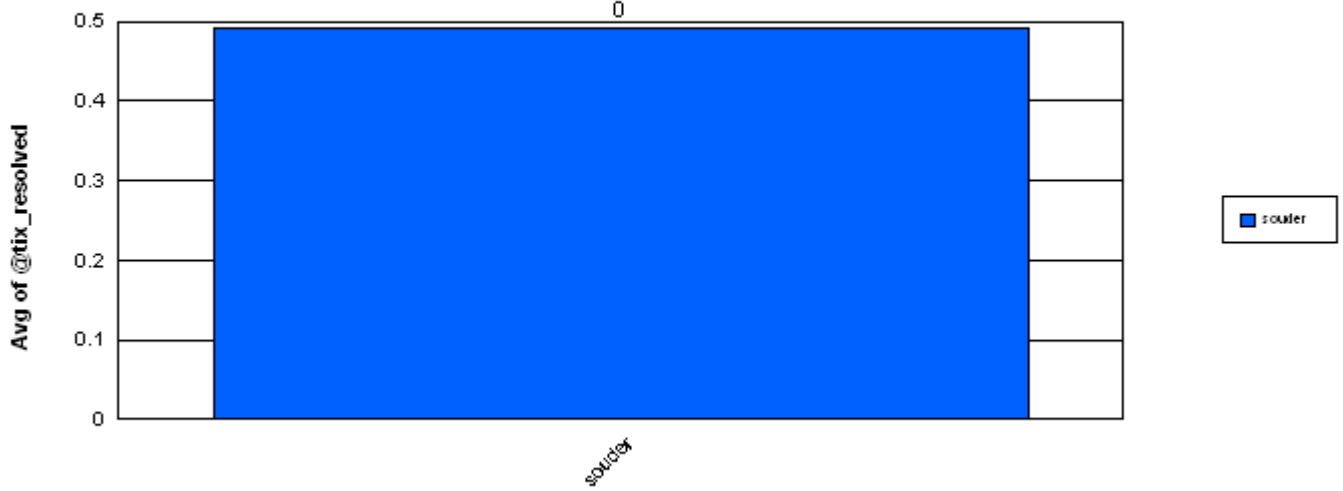


AV Services

		Total:	1		
souder	Closed	Total:	1		
Ticket Number:	0000074686	10/13/2003	0	10/14/2003	10/20/2003
-----		-----		-----	
Average time to ticket resolution for	souder		0		
Maximum time to ticket resolution for	souder		0		
Minimum time to ticket resolution for	souder		0		
-----		-----		-----	
Average time to ticket resolution for	AV Services		0		
Maximum time to ticket resolution for	AV Services		0		
Minimum time to ticket resolution for	AV Services		0		

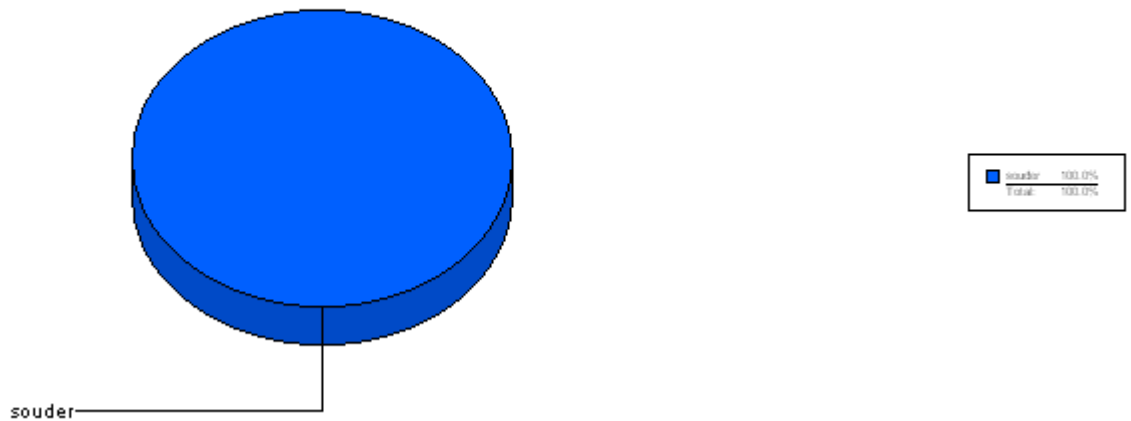
Avg of Each Ticket Resolved

For AV Services



Percentage of Sum of Tickets Resolved

For AV Services



Business Systems

		<u>Total:</u>		21	
haddaway		<u>Total:</u>	10		
Closed		<u>Total:</u>	10		
Ticket Number:	0000075335	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075163	10/20/2003	2	10/22/2003	10/28/2003
Ticket Number:	0000075337	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075358	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075411	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075399	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075413	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075417	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075532	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075534	10/24/2003	0	10/24/2003	10/30/2003

Average time to ticket resolution for		haddaway	0		
Maximum time to ticket resolution for		haddaway	2		
Minimum time to ticket resolution for		haddaway	0		
<hr/>					
jeremy		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000075293	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075326	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075361	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075452	10/23/2003	0	10/23/2003	10/29/2003

Average time to ticket resolution for		jeremy	0		
Maximum time to ticket resolution for		jeremy	1		
Minimum time to ticket resolution for		jeremy	0		
<hr/>					
lrand		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000075450	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000075376	10/22/2003	2	10/24/2003	10/30/2003

Average time to ticket resolution for		lrand	1		
Maximum time to ticket resolution for		lrand	2		
Minimum time to ticket resolution for		lrand	1		
<hr/>					
rosti		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000074383	10/09/2003	15	10/24/2003	10/30/2003
Ticket Number:	0000075414	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000075422	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075419	10/23/2003	0	10/23/2003	10/29/2003

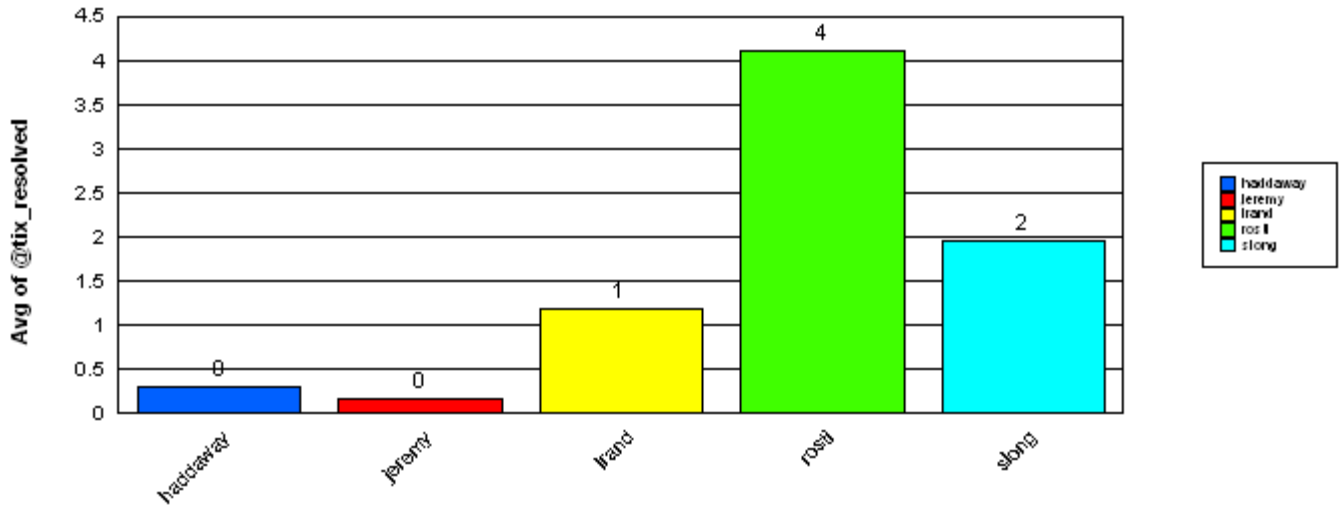
Average time to ticket resolution for		rosti	4		
Maximum time to ticket resolution for		rosti	15		
Minimum time to ticket resolution for		rosti	0		
<hr/>					
slong		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000075387	10/22/2003	2	10/24/2003	10/30/2003

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

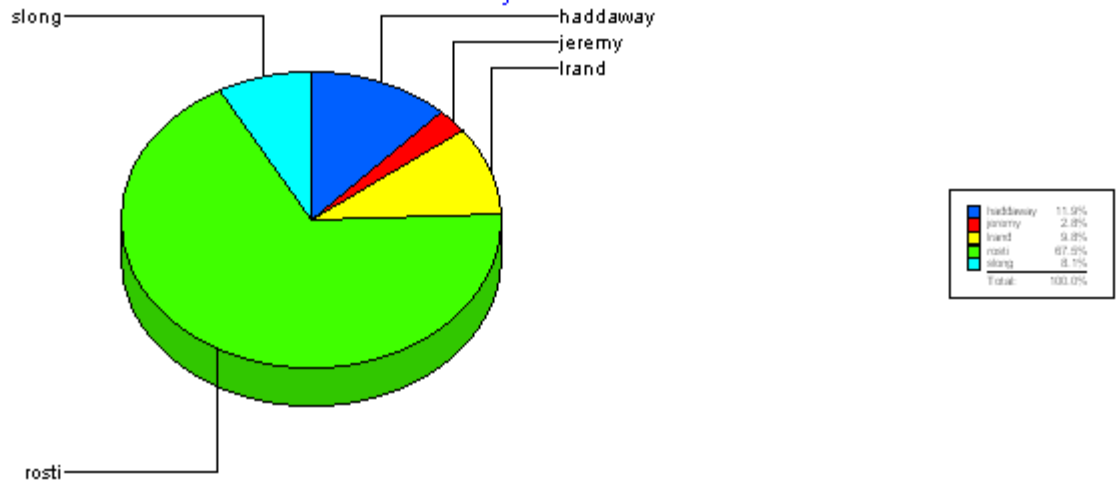
Business Systems

Average time to ticket resolution for	Business System	1
Maximum time to ticket resolution for	Business System	15
Minimum time to ticket resolution for	Business System	0

Avg of Each Ticket Resolved
For Business Systems



Percentage of Sum of Tickets Resolved
For Business Systems



Desktop Support

		<u>Total:</u>	119		
afort1		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000074720	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000074772	10/14/2003	0	10/14/2003	10/20/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		afort1	0		
Maximum time to ticket resolution for		afort1	0		
Minimum time to ticket resolution for		afort1	0		
-----		-----	-----	-----	-----
chrism		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000074417	10/09/2003	1	10/10/2003	10/16/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		chrism	1		
Maximum time to ticket resolution for		chrism	1		
Minimum time to ticket resolution for		chrism	1		
-----		-----	-----	-----	-----

Desktop Support

edortiz

Total: **36**

Closed

Total: **36**

Ticket Number:	0000074380	10/09/2003	5	10/14/2003	10/20/2003
Ticket Number:	0000074397	10/09/2003	6	10/15/2003	10/21/2003
Ticket Number:	0000074553	10/11/2003	10	10/21/2003	10/27/2003
Ticket Number:	0000074643	10/13/2003	10	10/23/2003	10/29/2003
Ticket Number:	0000074709	10/14/2003	6	10/20/2003	10/27/2003
Ticket Number:	0000075182	10/20/2003	3	10/23/2003	10/29/2003
Ticket Number:	0000075133	10/20/2003	3	10/23/2003	10/29/2003
Ticket Number:	0000075024	10/17/2003	6	10/23/2003	10/29/2003
Ticket Number:	0000074960	10/16/2003	5	10/21/2003	10/27/2003
Ticket Number:	0000074936	10/16/2003	4	10/20/2003	10/27/2003
Ticket Number:	0000074928	10/16/2003	7	10/23/2003	10/29/2003
Ticket Number:	0000074913	10/16/2003	5	10/21/2003	10/27/2003
Ticket Number:	0000074813	10/15/2003	5	10/20/2003	10/27/2003
Ticket Number:	0000074651	10/13/2003	8	10/21/2003	10/27/2003
Ticket Number:	0000074453	10/10/2003	4	10/14/2003	10/20/2003
Ticket Number:	0000075209	10/20/2003	4	10/24/2003	10/30/2003
Ticket Number:	0000075356	10/22/2003	2	10/24/2003	10/30/2003
Ticket Number:	0000075235	10/21/2003	7	10/28/2003	10/28/2003
Ticket Number:	0000073674	10/01/2003	7	10/08/2003	10/14/2003
Ticket Number:	0000073704	10/01/2003	7	10/08/2003	10/14/2003
Ticket Number:	0000073729	10/01/2003	6	10/07/2003	10/13/2003
Ticket Number:	0000073861	10/02/2003	12	10/14/2003	10/20/2003
Ticket Number:	0000073831	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000074115	10/06/2003	17	10/23/2003	10/29/2003
Ticket Number:	0000074167	10/07/2003	9	10/16/2003	10/22/2003
Ticket Number:	0000074235	10/07/2003	6	10/14/2003	10/20/2003
Ticket Number:	0000074257	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074369	10/09/2003	5	10/14/2003	10/20/2003
Ticket Number:	0000074395	10/09/2003	5	10/14/2003	10/20/2003
Ticket Number:	0000074314	10/08/2003	6	10/14/2003	10/20/2003
Ticket Number:	0000074258	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074248	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074177	10/07/2003	9	10/16/2003	10/22/2003
Ticket Number:	0000074137	10/07/2003	7	10/14/2003	10/20/2003
Ticket Number:	0000074104	10/06/2003	8	10/14/2003	10/20/2003
Ticket Number:	0000073821	10/02/2003	6	10/08/2003	10/14/2003

Average time to ticket resolution for	edortiz	6
Maximum time to ticket resolution for	edortiz	17
Minimum time to ticket resolution for	edortiz	0

Desktop Support

josh

Total: 30

Closed

Total: 30

Ticket Number:	0000073743	10/01/2003	8	10/09/2003	10/09/2003
Ticket Number:	0000074769	10/14/2003	2	10/16/2003	10/22/2003
Ticket Number:	0000074045	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074365	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074358	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000074251	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074209	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074523	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000074091	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074280	10/08/2003	6	10/14/2003	10/20/2003
Ticket Number:	0000074768	10/14/2003	2	10/16/2003	10/22/2003
Ticket Number:	0000073908	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000073788	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073866	10/02/2003	14	10/16/2003	10/22/2003
Ticket Number:	0000075271	10/21/2003	2	10/23/2003	10/29/2003
Ticket Number:	0000075325	10/22/2003	2	10/24/2003	10/30/2003
Ticket Number:	0000075314	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075331	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075421	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075324	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000074396	10/09/2003	1	10/10/2003	10/16/2003
Ticket Number:	0000074836	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000075042	10/17/2003	4	10/21/2003	10/27/2003
Ticket Number:	0000075002	10/17/2003	4	10/21/2003	10/27/2003
Ticket Number:	0000074926	10/16/2003	7	10/23/2003	10/29/2003
Ticket Number:	0000074864	10/15/2003	6	10/21/2003	10/27/2003
Ticket Number:	0000074858	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074741	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000074617	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074649	10/13/2003	1	10/14/2003	10/20/2003

Average time to ticket resolution for	josh	2
Maximum time to ticket resolution for	josh	14
Minimum time to ticket resolution for	josh	0

kirkley1

Total: 2

Closed

Total: 2

Ticket Number:	0000073737	10/01/2003	7	10/08/2003	10/14/2003
Ticket Number:	0000073752	10/01/2003	21	10/22/2003	10/28/2003

Average time to ticket resolution for	kirkley1	14
Maximum time to ticket resolution for	kirkley1	21
Minimum time to ticket resolution for	kirkley1	7

mhartm1

Total: 6

Closed

Total: 6

Ticket Number:	0000073862	10/02/2003	5	10/07/2003	10/13/2003
Ticket Number:	0000074096	10/06/2003	2	10/08/2003	10/14/2003
Ticket Number:	0000074132	10/06/2003	2	10/08/2003	10/14/2003
Ticket Number:	0000074549	10/11/2003	3	10/14/2003	10/20/2003
Ticket Number:	0000074570	10/12/2003	3	10/15/2003	10/21/2003
Ticket Number:	0000074629	10/13/2003	2	10/15/2003	10/21/2003

Average time to ticket resolution for	mhartm1	3
Maximum time to ticket resolution for	mhartm1	5
Minimum time to ticket resolution for	mhartm1	2

Desktop Support

mikec

Total: 1

Closed

Total: 1

Ticket Number: 0000075443

10/23/2003

0

10/23/2003

10/29/2003

Average time to ticket resolution for

mikec

0

Maximum time to ticket resolution for

mikec

0

Minimum time to ticket resolution for

mikec

0

omarn

Total: 41

Closed

Total: 41

Ticket Number: 0000074438

10/10/2003

10

10/20/2003

10/27/2003

Ticket Number: 0000074455

10/10/2003

13

10/23/2003

10/29/2003

Ticket Number: 0000074495

10/10/2003

7

10/17/2003

10/23/2003

Ticket Number: 0000074577

10/12/2003

4

10/16/2003

10/22/2003

Ticket Number: 0000074604

10/13/2003

8

10/21/2003

10/27/2003

Ticket Number: 0000074712

10/14/2003

0

10/14/2003

10/20/2003

Ticket Number: 0000074715

10/14/2003

9

10/23/2003

10/29/2003

Ticket Number: 0000075137

10/20/2003

3

10/23/2003

10/29/2003

Ticket Number: 0000075316

10/22/2003

2

10/24/2003

10/30/2003

Ticket Number: 0000074911

10/16/2003

5

10/21/2003

10/27/2003

Ticket Number: 0000074837

10/15/2003

8

10/23/2003

10/29/2003

Ticket Number: 0000074824

10/15/2003

8

10/23/2003

10/29/2003

Ticket Number: 0000074703

10/14/2003

9

10/23/2003

10/29/2003

Ticket Number: 0000074630

10/13/2003

0

10/13/2003

10/20/2003

Ticket Number: 0000074511

10/10/2003

7

10/17/2003

10/23/2003

Ticket Number: 0000074505

10/10/2003

7

10/17/2003

10/23/2003

Ticket Number: 0000073719

10/01/2003

7

10/08/2003

10/14/2003

Ticket Number: 0000074374

10/09/2003

4

10/13/2003

10/20/2003

Ticket Number: 0000074366

10/09/2003

8

10/17/2003

10/23/2003

Ticket Number: 0000074208

10/07/2003

6

10/13/2003

10/20/2003

Ticket Number: 0000074180

10/07/2003

6

10/13/2003

10/20/2003

Ticket Number: 0000074046

10/06/2003

1

10/07/2003

10/13/2003

Ticket Number: 0000074149

10/07/2003

6

10/13/2003

10/20/2003

Ticket Number: 0000074140

10/07/2003

1

10/08/2003

10/14/2003

Ticket Number: 0000074119

10/06/2003

2

10/08/2003

10/14/2003

Ticket Number: 0000074083

10/06/2003

2

10/08/2003

10/14/2003

Ticket Number: 0000074062

10/06/2003

0

10/06/2003

10/13/2003

Ticket Number: 0000073954

10/03/2003

3

10/06/2003

10/13/2003

Ticket Number: 0000074353

10/09/2003

12

10/21/2003

10/27/2003

Ticket Number: 0000074347

10/09/2003

14

10/23/2003

10/29/2003

Ticket Number: 0000074285

10/08/2003

12

10/20/2003

10/27/2003

Ticket Number: 0000074264

10/08/2003

9

10/17/2003

10/23/2003

Ticket Number: 0000074250

10/08/2003

5

10/13/2003

10/20/2003

Ticket Number: 0000074219

10/07/2003

3

10/10/2003

10/16/2003

Ticket Number: 0000073920

10/03/2003

3

10/06/2003

10/13/2003

Ticket Number: 0000073910

10/03/2003

3

10/06/2003

10/13/2003

Ticket Number: 0000073909

10/03/2003

14

10/17/2003

10/23/2003

Ticket Number: 0000074087

10/06/2003

8

10/14/2003

10/20/2003

Ticket Number: 0000073822

10/02/2003

5

10/07/2003

10/13/2003

Ticket Number: 0000073812

10/02/2003

6

10/08/2003

10/14/2003

Ticket Number: 0000073791

10/02/2003

7

10/09/2003

10/15/2003

Average time to ticket resolution for

omarn

6

Maximum time to ticket resolution for

omarn

14

Minimum time to ticket resolution for

omarn

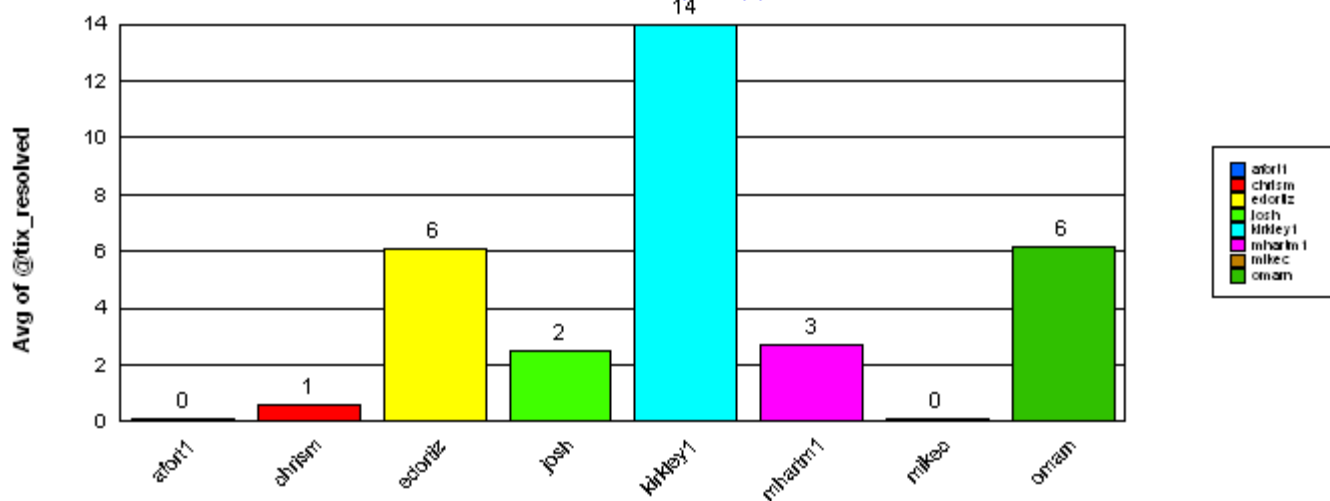
0

Desktop Support

Average time to ticket resolution for	Desktop Suppor	5
Maximum time to ticket resolution for	Desktop Suppor	21
Minimum time to ticket resolution for	Desktop Suppor	0

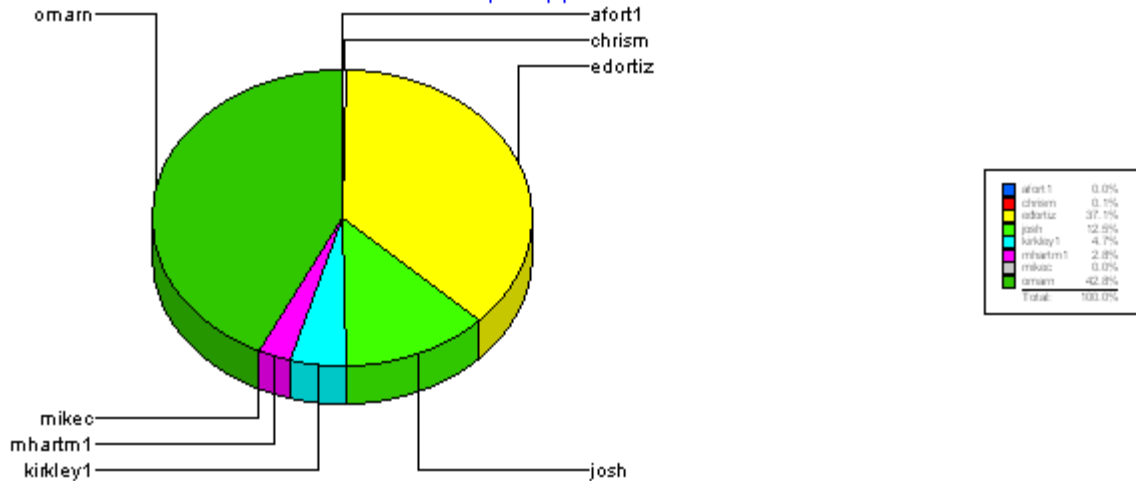
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services

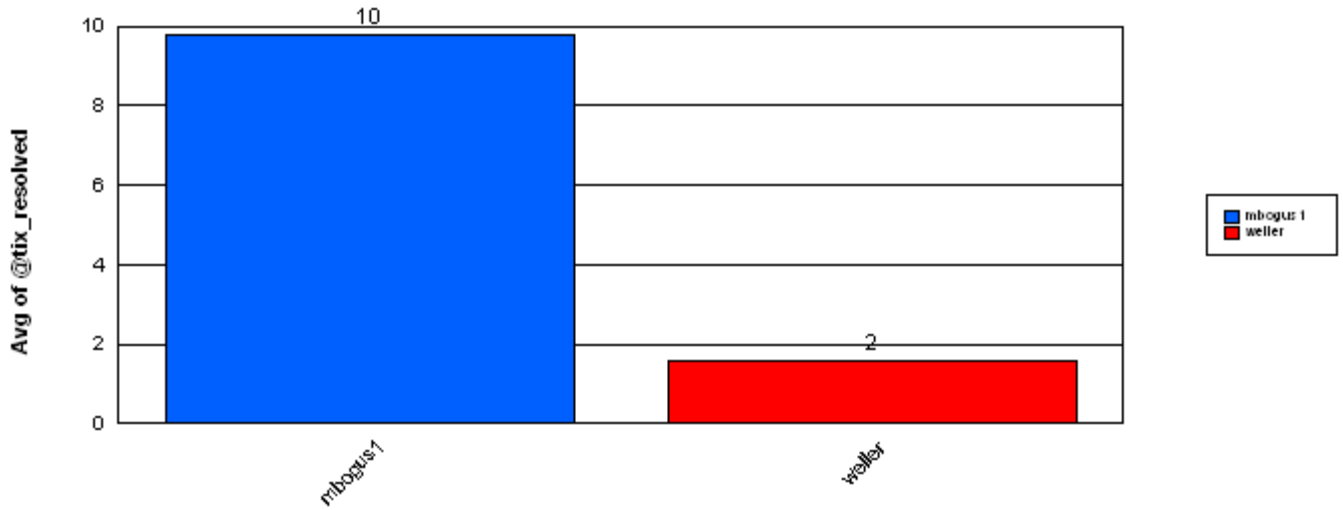
		<u>Total:</u>		11	
mbogus1		<u>Total:</u>		1	
Closed		<u>Total:</u>		1	
Ticket Number:	0000074777	10/14/2003	10	10/24/2003	10/30/2003
-----		-----		-----	
Average time to ticket resolution for	mbogus1		10		
Maximum time to ticket resolution for	mbogus1		10		
Minimum time to ticket resolution for	mbogus1		10		
weller		<u>Total:</u>		10	
Closed		<u>Total:</u>		10	
Ticket Number:	0000074612	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074762	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000075130	10/20/2003	0	10/20/2003	10/22/2003
Ticket Number:	0000075233	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000073684	10/01/2003	2	10/03/2003	10/09/2003
Ticket Number:	0000074378	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000074367	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000073773	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073819	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073665	10/01/2003	1	10/02/2003	10/08/2003
-----		-----		-----	
Average time to ticket resolution for	weller		2		
Maximum time to ticket resolution for	weller		4		
Minimum time to ticket resolution for	weller		0		

Financial Services

Average time to ticket resolution for	Financial Servi	2
Maximum time to ticket resolution for	Financial Servi	10
Minimum time to ticket resolution for	Financial Servi	0

Avg of Each Ticket Resolved

For Financial Services



Percentage of Sum of Tickets Resolved

For Financial Services



Helpdesk

		Total: 527			
HelpDesk		Total: 1			
Closed		Total: 1			
Ticket Number:	0000074873	10/15/2003	1	10/16/2003	10/22/2003
-----		-----		-----	
Average time to ticket resolution for		HelpDesk	1		
Maximum time to ticket resolution for		HelpDesk	1		
Minimum time to ticket resolution for		HelpDesk	1		
akhant1		Total: 42			
Closed		Total: 42			
Ticket Number:	0000074418	10/09/2003	2	10/11/2003	10/17/2003
Ticket Number:	0000074437	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000075352	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075188	10/20/2003	2	10/22/2003	10/28/2003
Ticket Number:	0000075045	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074984	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074985	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074988	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000075012	10/17/2003	7	10/24/2003	10/30/2003
Ticket Number:	0000074991	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074990	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074989	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074986	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074971	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000074902	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000074883	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000074605	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074544	10/11/2003	6	10/17/2003	10/23/2003
Ticket Number:	0000074508	10/10/2003	1	10/11/2003	10/17/2003
Ticket Number:	0000075265	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075425	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000075518	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075556	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000075562	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000075507	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075429	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000073944	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073962	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073993	10/04/2003	0	10/04/2003	10/10/2003
Ticket Number:	0000073965	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000074121	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074344	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074304	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074272	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074198	10/07/2003	17	10/24/2003	10/30/2003
Ticket Number:	0000074108	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074039	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000073983	10/04/2003	0	10/04/2003	10/10/2003
Ticket Number:	0000073958	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000074064	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000073946	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073686	10/01/2003	2	10/03/2003	10/09/2003
-----		-----		-----	
Average time to ticket resolution for		akhant1	1		
Maximum time to ticket resolution for		akhant1	17		
Minimum time to ticket resolution for		akhant1	0		

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anna**

Total: **190**

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	Closed	Total:	190		
Ticket Number:	0000073683	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000074370	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000074307	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074300	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074293	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074292	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074286	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074270	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074268	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074267	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074263	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074348	10/09/2003	6	10/15/2003	10/21/2003
Ticket Number:	0000074335	10/09/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074330	10/08/2003	6	10/15/2003	10/21/2003
Ticket Number:	0000074326	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074302	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074260	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074640	10/13/2003	8	10/21/2003	10/27/2003
Ticket Number:	0000074249	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074246	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074244	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074240	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074238	10/08/2003	2	10/09/2003	10/15/2003
Ticket Number:	0000073877	10/02/2003	6	10/08/2003	10/14/2003
Ticket Number:	0000073854	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073853	10/02/2003	4	10/06/2003	10/13/2003
Ticket Number:	0000073849	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073843	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073839	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073820	10/02/2003	4	10/06/2003	10/13/2003
Ticket Number:	0000073842	10/02/2003	4	10/06/2003	10/13/2003
Ticket Number:	0000073760	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000074168	10/07/2003	8	10/15/2003	10/21/2003
Ticket Number:	0000074147	10/07/2003	8	10/15/2003	10/21/2003
Ticket Number:	0000074135	10/07/2003	8	10/15/2003	10/21/2003
Ticket Number:	0000074133	10/06/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074130	10/06/2003	8	10/15/2003	10/21/2003
Ticket Number:	0000074129	10/06/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074477	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074109	10/06/2003	7	10/13/2003	10/20/2003
Ticket Number:	0000074100	10/06/2003	2	10/08/2003	10/14/2003
Ticket Number:	0000074098	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074095	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074101	10/06/2003	7	10/13/2003	10/20/2003
Ticket Number:	0000074081	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074060	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074056	10/06/2003	3	10/09/2003	10/15/2003
Ticket Number:	0000073942	10/03/2003	7	10/10/2003	10/16/2003
Ticket Number:	0000073936	10/03/2003	7	10/10/2003	10/16/2003
Ticket Number:	0000073929	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073922	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073919	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073898	10/03/2003	0	10/03/2003	10/09/2003

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Ticket Number:	0000073889	10/03/2003	5	10/08/2003	10/14/2003
Ticket Number:	0000073885	10/02/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073883	10/02/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073754	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073751	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073746	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073735	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073709	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073708	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073707	10/01/2003	7	10/08/2003	10/14/2003
Ticket Number:	0000073659	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000074020	10/05/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000073810	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073805	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073798	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073793	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073789	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073772	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073769	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073761	10/02/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000074026	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074671	10/13/2003	8	10/21/2003	10/27/2003
Ticket Number:	0000073681	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073706	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073696	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073653	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073652	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000075211	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075212	10/21/2003	1	10/22/2003	10/27/2003
Ticket Number:	0000075213	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075236	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075269	10/21/2003	0	10/21/2003	10/27/2003
Ticket Number:	0000075531	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075528	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075522	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075513	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075511	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075493	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075473	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000075460	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000075322	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075313	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075214	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075300	10/21/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075312	10/22/2003	0	10/22/2003	10/27/2003
Ticket Number:	0000075311	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075309	10/22/2003	0	10/22/2003	10/27/2003
Ticket Number:	0000075303	10/21/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075295	10/21/2003	1	10/22/2003	10/27/2003
Ticket Number:	0000075439	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000075464	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000075379	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075368	10/22/2003	2	10/24/2003	10/30/2003
Ticket Number:	0000075333	10/22/2003	0	10/22/2003	10/28/2003

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Ticket Number:	0000075327	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075223	10/21/2003	0	10/21/2003	10/27/2003
Ticket Number:	0000074825	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074431	10/09/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074389	10/09/2003	11	10/20/2003	10/27/2003
Ticket Number:	0000074400	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074467	10/10/2003	12	10/22/2003	10/28/2003
Ticket Number:	0000074476	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000075200	10/20/2003	2	10/22/2003	10/28/2003
Ticket Number:	0000074499	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074763	10/14/2003	6	10/20/2003	10/27/2003
Ticket Number:	0000074753	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000074601	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074597	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074592	10/12/2003	9	10/21/2003	10/27/2003
Ticket Number:	0000074591	10/12/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074589	10/12/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074584	10/12/2003	1	10/13/2003	10/20/2003
Ticket Number:	0000074574	10/12/2003	1	10/13/2003	10/20/2003
Ticket Number:	0000074573	10/12/2003	1	10/13/2003	10/20/2003
Ticket Number:	0000074571	10/12/2003	1	10/13/2003	10/20/2003
Ticket Number:	0000074543	10/11/2003	2	10/13/2003	10/20/2003
Ticket Number:	0000074539	10/11/2003	4	10/15/2003	10/21/2003
Ticket Number:	0000074518	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000074502	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000074488	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000074797	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074795	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074794	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074789	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000074791	10/14/2003	7	10/21/2003	10/27/2003
Ticket Number:	0000074704	10/14/2003	7	10/21/2003	10/27/2003
Ticket Number:	0000074678	10/13/2003	8	10/21/2003	10/27/2003
Ticket Number:	0000074670	10/13/2003	9	10/22/2003	10/28/2003
Ticket Number:	0000074654	10/13/2003	3	10/16/2003	10/22/2003
Ticket Number:	0000075205	10/20/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075176	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075175	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075169	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075168	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075167	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000075118	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000074587	10/12/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074582	10/12/2003	1	10/13/2003	10/20/2003
Ticket Number:	0000075120	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000075119	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000075117	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000075116	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000075115	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000075315	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075089	10/18/2003	2	10/20/2003	10/27/2003
Ticket Number:	0000075078	10/17/2003	6	10/24/2003	10/30/2003
Ticket Number:	0000075071	10/17/2003	3	10/20/2003	10/27/2003
Ticket Number:	0000075053	10/17/2003	4	10/21/2003	10/27/2003

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Ticket Number:	0000074900	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000074979	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000075047	10/17/2003	4	10/21/2003	10/27/2003
Ticket Number:	0000074983	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000074982	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000075068	10/17/2003	7	10/24/2003	10/30/2003
Ticket Number:	0000074937	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000074925	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000074429	10/09/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074901	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000074895	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000074893	10/15/2003	5	10/20/2003	10/27/2003
Ticket Number:	0000074888	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000074886	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000074882	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000074954	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000074974	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000074866	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000074844	10/15/2003	6	10/21/2003	10/27/2003
Ticket Number:	0000074842	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074826	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074793	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074804	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074638	10/13/2003	8	10/21/2003	10/27/2003
Ticket Number:	0000074624	10/13/2003	8	10/21/2003	10/27/2003
Ticket Number:	0000074621	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074620	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074475	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074421	10/09/2003	7	10/16/2003	10/22/2003

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

ha2Total: 4**Closed**Total: 4

Ticket Number:	0000074580	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074880	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000075557	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000073733	10/01/2003	0	10/01/2003	10/07/2003

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

jperron1Total: 7**Closed**Total: 7

Ticket Number:	0000074245	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074426	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000075141	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000074792	10/15/2003	0	10/15/2003	10/20/2003
Ticket Number:	0000074600	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074606	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074595	10/13/2003	0	10/13/2003	10/20/2003

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

Helpdesk

kherna1

Total: **11**

Closed

Total: **11**

Ticket Number:	0000074647	10/13/2003	3	10/16/2003	10/22/2003
Ticket Number:	0000075306	10/21/2003	2	10/23/2003	10/29/2003
Ticket Number:	0000075430	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075397	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075403	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075406	10/23/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075405	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075375	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075261	10/21/2003	2	10/23/2003	10/29/2003
Ticket Number:	0000074040	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000073762	10/02/2003	0	10/02/2003	10/07/2003

Average time to ticket resolution for	kherna1	1
Maximum time to ticket resolution for	kherna1	3
Minimum time to ticket resolution for	kherna1	0

kincaid

Total: **8**

Closed

Total: **8**

Ticket Number:	0000074909	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000073824	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000074069	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074088	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074154	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074252	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000073823	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073914	10/03/2003	0	10/03/2003	10/09/2003

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

moneill1

Total: **14**

Closed

Total: **14**

Ticket Number:	0000074480	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074376	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074048	10/06/2003	3	10/09/2003	10/15/2003
Ticket Number:	0000074516	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000075436	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075510	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000074460	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074841	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074919	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000075155	10/20/2003	3	10/23/2003	10/29/2003
Ticket Number:	0000075257	10/21/2003	3	10/24/2003	10/30/2003
Ticket Number:	0000075050	10/17/2003	3	10/20/2003	10/27/2003
Ticket Number:	0000074504	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074838	10/15/2003	0	10/15/2003	10/21/2003

Average time to ticket resolution for	moneill1	1
Maximum time to ticket resolution for	moneill1	3
Minimum time to ticket resolution for	moneill1	0

Helpdesk

nevans1		<u>Total:</u>	3		
Closed		<u>Total:</u>	3		
Ticket Number:	0000075020	10/17/2003	4	10/21/2003	10/27/2003
Ticket Number:	0000073703	10/01/2003	6	10/07/2003	10/13/2003
Ticket Number:	0000073705	10/01/2003	1	10/02/2003	10/08/2003

Average time to ticket resolution for		nevans1	4		
Maximum time to ticket resolution for		nevans1	6		
Minimum time to ticket resolution for		nevans1	1		
<hr/>					
nitinr1		<u>Total:</u>	12		
Closed		<u>Total:</u>	12		
Ticket Number:	0000074957	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000073858	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000074174	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000073738	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000074384	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074978	10/16/2003	5	10/21/2003	10/27/2003
Ticket Number:	0000074855	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000075187	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000074738	10/14/2003	2	10/16/2003	10/22/2003
Ticket Number:	0000074388	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000075284	10/21/2003	0	10/21/2003	10/27/2003
Ticket Number:	0000075383	10/22/2003	1	10/23/2003	10/29/2003

Average time to ticket resolution for		nitinr1	1		
Maximum time to ticket resolution for		nitinr1	5		
Minimum time to ticket resolution for		nitinr1	0		
<hr/>					
noel		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000075288	10/21/2003	1	10/22/2003	10/28/2003

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

Helpdesk

r1		<u>Total:</u> 20		
	Closed	<u>Total:</u> 20		
Ticket Number:	0000075538	10/24/2003	0	10/24/2003 10/30/2003
Ticket Number:	0000075537	10/24/2003	0	10/24/2003 10/30/2003
Ticket Number:	0000074635	10/13/2003	1	10/14/2003 10/20/2003
Ticket Number:	0000075087	10/18/2003	0	10/18/2003 10/24/2003
Ticket Number:	0000075083	10/18/2003	0	10/18/2003 10/24/2003
Ticket Number:	0000075082	10/18/2003	0	10/18/2003 10/24/2003
Ticket Number:	0000074745	10/14/2003	0	10/14/2003 10/20/2003
Ticket Number:	0000074663	10/13/2003	1	10/14/2003 10/20/2003
Ticket Number:	0000074711	10/14/2003	0	10/14/2003 10/20/2003
Ticket Number:	0000074713	10/14/2003	0	10/14/2003 10/20/2003
Ticket Number:	0000074735	10/14/2003	0	10/14/2003 10/20/2003
Ticket Number:	0000074737	10/14/2003	0	10/14/2003 10/20/2003
Ticket Number:	0000074682	10/13/2003	1	10/14/2003 10/20/2003
Ticket Number:	0000074644	10/13/2003	1	10/14/2003 10/20/2003
Ticket Number:	0000074656	10/13/2003	1	10/14/2003 10/20/2003
Ticket Number:	0000074114	10/06/2003	1	10/07/2003 10/13/2003
Ticket Number:	0000074262	10/08/2003	1	10/09/2003 10/15/2003
Ticket Number:	0000074333	10/08/2003	6	10/14/2003 10/20/2003
Ticket Number:	0000074312	10/08/2003	1	10/09/2003 10/15/2003
Ticket Number:	0000073939	10/03/2003	0	10/03/2003 10/09/2003
-----		-----	-----	
Average time to ticket resolution for	r1		1	
Maximum time to ticket resolution for	r1		6	
Minimum time to ticket resolution for	r1		0	

Helpdesk

ramosm1

Total: 41

Closed

Total: 41

Ticket Number:	0000073714	10/01/2003	5	10/06/2003	10/13/2003
Ticket Number:	0000073994	10/04/2003	0	10/04/2003	10/10/2003
Ticket Number:	0000073990	10/04/2003	0	10/04/2003	10/10/2003
Ticket Number:	0000073980	10/04/2003	0	10/04/2003	10/10/2003
Ticket Number:	0000073975	10/04/2003	0	10/04/2003	10/10/2003
Ticket Number:	0000073825	10/02/2003	4	10/06/2003	10/13/2003
Ticket Number:	0000073800	10/02/2003	2	10/04/2003	10/10/2003
Ticket Number:	0000073770	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073768	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073915	10/03/2003	1	10/04/2003	10/10/2003
Ticket Number:	0000074387	10/09/2003	9	10/18/2003	10/24/2003
Ticket Number:	0000074956	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000074885	10/15/2003	5	10/20/2003	10/27/2003
Ticket Number:	0000074859	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074845	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074679	10/13/2003	2	10/15/2003	10/21/2003
Ticket Number:	0000074634	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074540	10/11/2003	0	10/11/2003	10/17/2003
Ticket Number:	0000074537	10/11/2003	0	10/11/2003	10/17/2003
Ticket Number:	0000074526	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074521	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000074506	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074410	10/09/2003	2	10/11/2003	10/17/2003
Ticket Number:	0000075091	10/18/2003	0	10/18/2003	10/24/2003
Ticket Number:	0000075079	10/18/2003	1	10/18/2003	10/24/2003
Ticket Number:	0000075077	10/17/2003	1	10/18/2003	10/24/2003
Ticket Number:	0000075075	10/17/2003	1	10/18/2003	10/24/2003
Ticket Number:	0000075074	10/17/2003	1	10/18/2003	10/24/2003
Ticket Number:	0000075073	10/17/2003	1	10/18/2003	10/24/2003
Ticket Number:	0000075067	10/17/2003	3	10/20/2003	10/27/2003
Ticket Number:	0000075049	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000075048	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000075039	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000075475	10/23/2003	0	10/24/2003	10/29/2003
Ticket Number:	0000075476	10/24/2003	0	10/24/2003	10/29/2003
Ticket Number:	0000075512	10/24/2003	1	10/25/2003	10/31/2003
Ticket Number:	0000075559	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000075548	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000075544	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000075543	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000075541	10/24/2003	1	10/25/2003	10/31/2003

Average time to ticket resolution for

ramosm1 1

Maximum time to ticket resolution for

ramosm1 9

Minimum time to ticket resolution for

ramosm1 0

Helpdesk

stcyr

Total: 24

Resolved

Total: 1

Ticket Number:	0000075868	10/29/2003	1	10/30/2003	10/30/2003
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Closed

Total: 23

Ticket Number:	0000074035	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000073852	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000074266	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074915	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000074037	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074025	10/06/2003	1	10/06/2003	10/13/2003
Ticket Number:	0000073680	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073742	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073727	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000075346	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075424	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075404	10/22/2003	2	10/24/2003	10/30/2003
Ticket Number:	0000075347	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075492	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075017	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074385	10/09/2003	1	10/10/2003	10/16/2003
Ticket Number:	0000075328	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000074470	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074923	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000075026	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000075023	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074887	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000074760	10/14/2003	1	10/15/2003	10/21/2003

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Average time to ticket resolution for	stcyr		0
Maximum time to ticket resolution for	stcyr		2
Minimum time to ticket resolution for	stcyr		0
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**Helpdesk
taldar1**

Total: 114

Helpdesk

Ticket Number:	0000074661	10/13/2003	1	10/14/2003	10/20/2003
Ticket Number:	0000074648	10/13/2003	6	10/19/2003	10/27/2003
Ticket Number:	0000074569	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074566	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074568	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074567	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074565	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074562	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074559	10/11/2003	1	10/12/2003	10/20/2003
Ticket Number:	0000074555	10/11/2003	1	10/12/2003	10/20/2003
Ticket Number:	0000074529	10/10/2003	2	10/12/2003	10/20/2003
Ticket Number:	0000074637	10/13/2003	1	10/14/2003	10/20/2003
Ticket Number:	0000074626	10/13/2003	1	10/14/2003	10/20/2003
Ticket Number:	0000074602	10/13/2003	1	10/14/2003	10/20/2003
Ticket Number:	0000074585	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074581	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074579	10/12/2003	0	10/12/2003	10/20/2003
Ticket Number:	0000074575	10/12/2003	2	10/14/2003	10/20/2003
Ticket Number:	0000074533	10/10/2003	2	10/12/2003	10/20/2003
Ticket Number:	0000074552	10/11/2003	1	10/12/2003	10/20/2003
Ticket Number:	0000074557	10/11/2003	1	10/12/2003	10/20/2003
Ticket Number:	0000074432	10/10/2003	3	10/12/2003	10/20/2003
Ticket Number:	0000074530	10/10/2003	2	10/12/2003	10/20/2003
Ticket Number:	0000074560	10/11/2003	1	10/12/2003	10/20/2003
Ticket Number:	0000074527	10/10/2003	2	10/12/2003	10/20/2003
Ticket Number:	0000075290	10/21/2003	0	10/21/2003	10/27/2003
Ticket Number:	0000075301	10/21/2003	0	10/21/2003	10/27/2003
Ticket Number:	0000073943	10/03/2003	9	10/12/2003	10/20/2003
Ticket Number:	0000073971	10/03/2003	2	10/05/2003	10/13/2003
Ticket Number:	0000073977	10/04/2003	8	10/12/2003	10/20/2003
Ticket Number:	0000073987	10/04/2003	1	10/05/2003	10/13/2003
Ticket Number:	0000074192	10/07/2003	7	10/14/2003	10/20/2003
Ticket Number:	0000074190	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074182	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074176	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074134	10/07/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074128	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074123	10/06/2003	8	10/14/2003	10/20/2003
Ticket Number:	0000074122	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074022	10/06/2003	2	10/07/2003	10/13/2003
Ticket Number:	0000074327	10/08/2003	4	10/12/2003	10/20/2003
Ticket Number:	0000074319	10/08/2003	11	10/19/2003	10/27/2003
Ticket Number:	0000074023	10/06/2003	2	10/07/2003	10/13/2003
Ticket Number:	0000074127	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074228	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074225	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074018	10/05/2003	2	10/07/2003	10/13/2003
Ticket Number:	0000074014	10/05/2003	7	10/12/2003	10/20/2003
Ticket Number:	0000073891	10/03/2003	3	10/05/2003	10/13/2003
Ticket Number:	0000074012	10/05/2003	0	10/05/2003	10/13/2003
Ticket Number:	0000074007	10/05/2003	2	10/07/2003	10/13/2003
Ticket Number:	0000074003	10/05/2003	2	10/07/2003	10/13/2003
Ticket Number:	0000073995	10/04/2003	1	10/05/2003	10/13/2003
Ticket Number:	0000073988	10/04/2003	1	10/05/2003	10/13/2003

Helpdesk

Ticket Number:	0000073981	10/04/2003	1	10/05/2003	10/13/2003
Ticket Number:	0000073974	10/03/2003	2	10/05/2003	10/13/2003
Ticket Number:	0000073892	10/03/2003	5	10/07/2003	10/13/2003
Ticket Number:	0000073699	10/01/2003	18	10/19/2003	10/27/2003
Ticket Number:	0000073881	10/02/2003	5	10/07/2003	10/13/2003
Ticket Number:	0000073890	10/03/2003	3	10/05/2003	10/13/2003
Ticket Number:	0000073808	10/02/2003	5	10/07/2003	10/13/2003

Average time to ticket resolution for	talder1	2
Maximum time to ticket resolution for	talder1	18
Minimum time to ticket resolution for	talder1	0

whamil2

Total: 35

Closed

Total: 35

Ticket Number:	0000074414	10/09/2003	1	10/10/2003	10/16/2003
Ticket Number:	0000074328	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074318	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074277	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074126	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074124	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074073	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074010	10/05/2003	0	10/05/2003	10/13/2003
Ticket Number:	0000073938	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073934	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000075035	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074547	10/11/2003	0	10/11/2003	10/17/2003
Ticket Number:	0000075206	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075552	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000075551	10/25/2003	0	10/25/2003	10/31/2003
Ticket Number:	0000075503	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075451	10/23/2003	1	10/24/2003	10/30/2003
Ticket Number:	0000075491	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075402	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075395	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000074440	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074664	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074482	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074673	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074680	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074790	10/14/2003	3	10/17/2003	10/23/2003
Ticket Number:	0000074879	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000075197	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075203	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075031	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000075014	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000075196	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000074884	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074877	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074675	10/13/2003	0	10/13/2003	10/20/2003

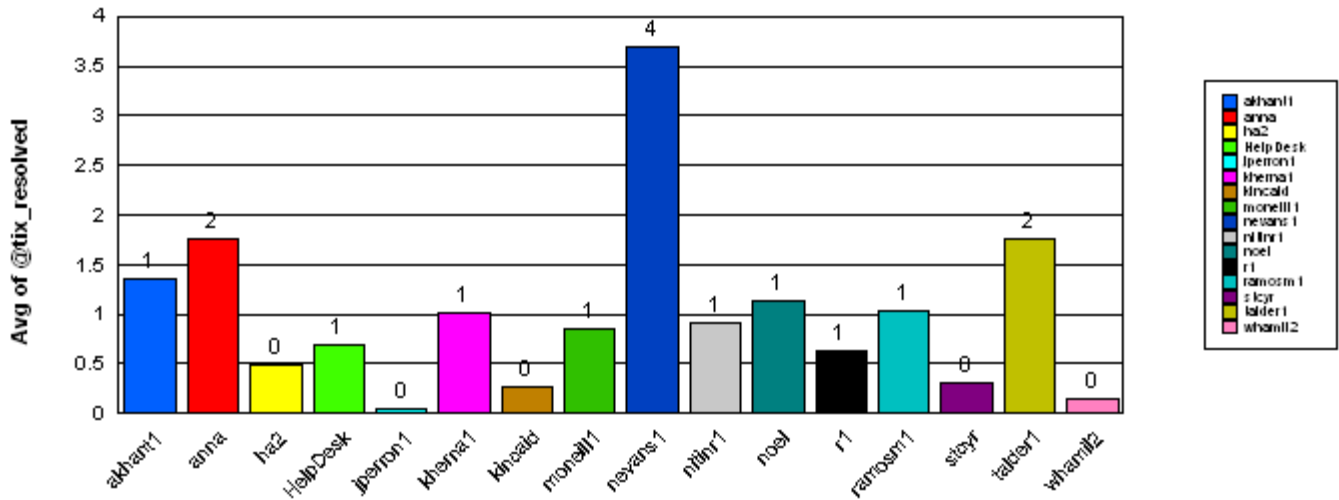
Average time to ticket resolution for	whamil2	0
Maximum time to ticket resolution for	whamil2	3
Minimum time to ticket resolution for	whamil2	0

Helpdesk

Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	18
Minimum time to ticket resolution for	Helpdesk	0

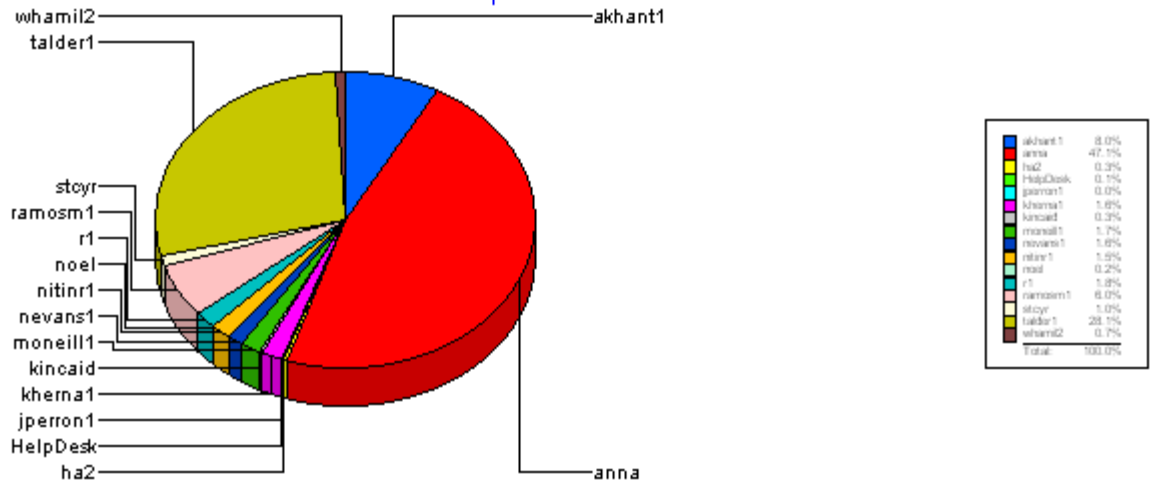
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



LAN

		<u>Total:</u>		72	
jesse		<u>Total:</u>		18	
Closed		<u>Total:</u>		18	
Ticket Number:	0000074512	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000075181	10/20/2003	3	10/23/2003	10/29/2003
Ticket Number:	0000074815	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000075066	10/17/2003	3	10/20/2003	10/27/2003
Ticket Number:	0000075112	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000075128	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000074071	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000075372	10/22/2003	2	10/24/2003	10/30/2003
Ticket Number:	0000074033	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074295	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000073955	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000074298	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074230	10/07/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000073961	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000073952	10/03/2003	5	10/08/2003	10/14/2003
Ticket Number:	0000073835	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073814	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073688	10/01/2003	0	10/01/2003	10/07/2003
-----		-----		-----	
Average time to ticket resolution for		jesse	1		
Maximum time to ticket resolution for		jesse	5		
Minimum time to ticket resolution for		jesse	0		

LAN

ostrove

Total: 47

Closed

Total: 47

Ticket Number:	0000074065	10/06/2003	3	10/09/2003	10/15/2003
Ticket Number:	0000073685	10/01/2003	20	10/21/2003	10/27/2003
Ticket Number:	0000073917	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000074362	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074269	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074215	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074189	10/07/2003	2	10/09/2003	10/15/2003
Ticket Number:	0000074151	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074141	10/07/2003	2	10/09/2003	10/15/2003
Ticket Number:	0000074113	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074016	10/05/2003	2	10/07/2003	10/13/2003
Ticket Number:	0000073956	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073948	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073941	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073925	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073872	10/02/2003	8	10/10/2003	10/16/2003
Ticket Number:	0000073871	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073848	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073913	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073828	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073809	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000074724	10/14/2003	3	10/17/2003	10/23/2003
Ticket Number:	0000073826	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073766	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073722	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000074759	10/14/2003	3	10/17/2003	10/23/2003
Ticket Number:	0000073673	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000075250	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075287	10/21/2003	0	10/21/2003	10/27/2003
Ticket Number:	0000075336	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075437	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075587	10/27/2003	0	10/27/2003	10/28/2003
Ticket Number:	0000075535	10/24/2003	1	10/25/2003	10/31/2003
Ticket Number:	0000075393	10/22/2003	0	10/23/2003	10/28/2003
Ticket Number:	0000075380	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075363	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000074497	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000074625	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000075194	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075438	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075005	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074947	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000074939	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000074818	10/15/2003	6	10/21/2003	10/27/2003
Ticket Number:	0000074632	10/13/2003	9	10/22/2003	10/28/2003
Ticket Number:	0000074623	10/13/2003	1	10/14/2003	10/20/2003
Ticket Number:	0000074493	10/10/2003	0	10/10/2003	10/16/2003

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

LAN

vladimir

Total: 7

Closed

Total: 7

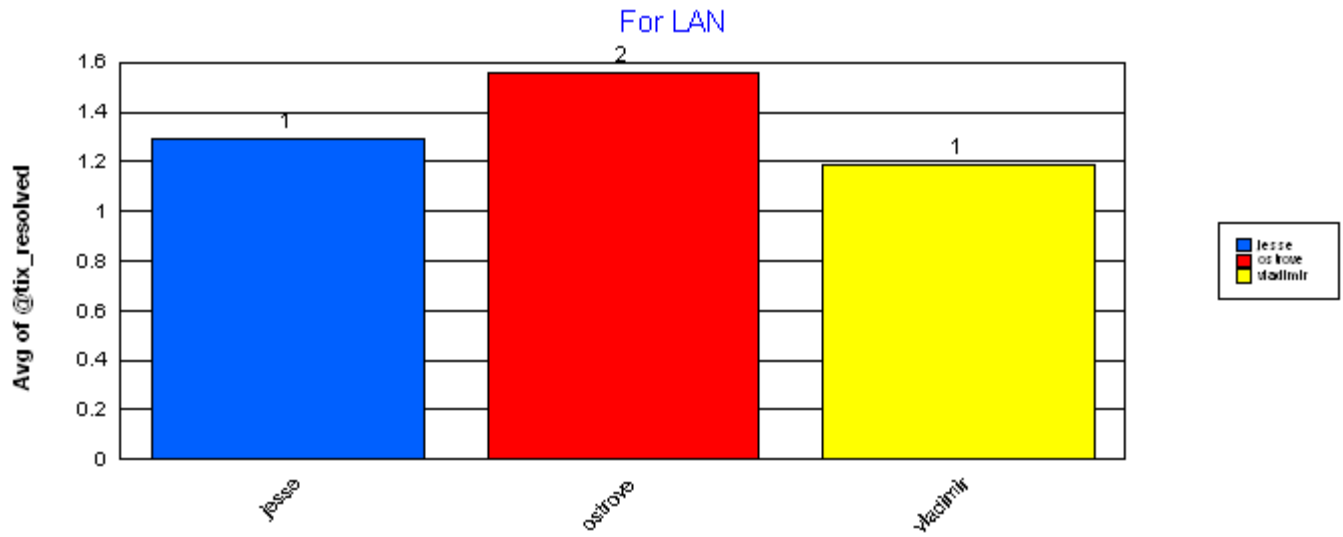
Ticket Number:	0000074696	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000075159	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000074727	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000074765	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000075502	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000074221	10/07/2003	6	10/13/2003	10/20/2003
Ticket Number:	0000074305	10/08/2003	0	10/08/2003	10/14/2003

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

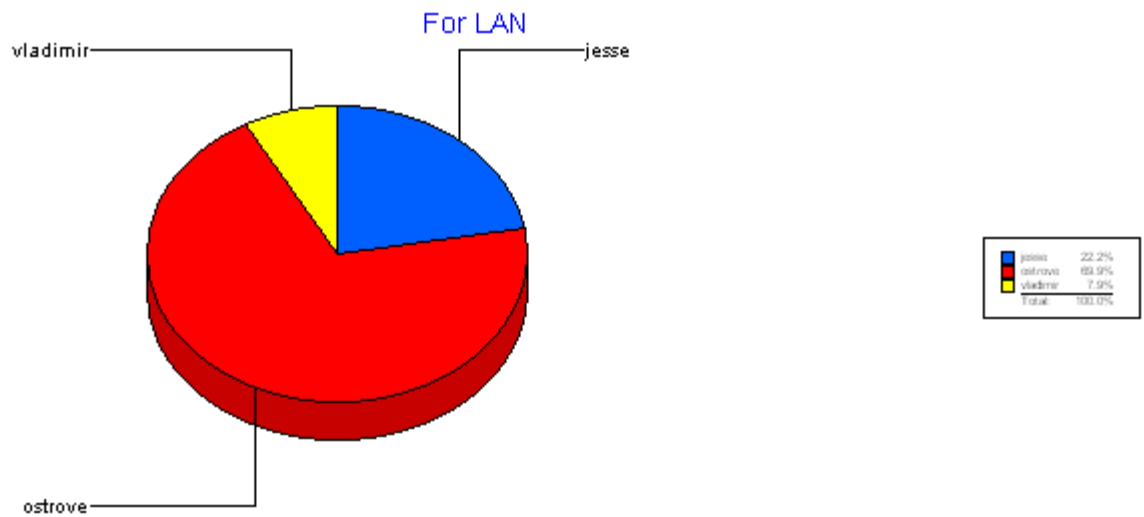
LAN

Average time to ticket resolution for	LAN	1
Maximum time to ticket resolution for	LAN	20
Minimum time to ticket resolution for	LAN	0

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved



New Media

		<u>Total:</u>			37
darnold		<u>Total:</u>			8
Closed		<u>Total:</u>			8
Ticket Number:	0000073830	10/02/2003	6	10/08/2003	10/14/2003
Ticket Number:	0000074234	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000075305	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075504	10/24/2003	0	10/24/2003	10/30/2003
Ticket Number:	0000075340	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000074775	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000075149	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000074830	10/15/2003	5	10/20/2003	10/27/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		darnold			2
Maximum time to ticket resolution for		darnold			6
Minimum time to ticket resolution for		darnold			0
<hr/>		<hr/>			<hr/>
fritz		<u>Total:</u>			4
Closed		<u>Total:</u>			4
Ticket Number:	0000074731	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000075441	10/23/2003	2	10/26/2003	10/31/2003
Ticket Number:	0000075487	10/24/2003	2	10/26/2003	10/31/2003
Ticket Number:	0000075553	10/25/2003	0	10/26/2003	10/31/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		fritz			1
Maximum time to ticket resolution for		fritz			2
Minimum time to ticket resolution for		fritz			0
<hr/>		<hr/>			<hr/>
rarmstro		<u>Total:</u>			22
Closed		<u>Total:</u>			22
Ticket Number:	0000075247	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000075275	10/21/2003	1	10/22/2003	10/28/2003
Ticket Number:	0000074406	10/09/2003	1	10/10/2003	10/16/2003
Ticket Number:	0000074628	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074733	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000074977	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000075134	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000075199	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000075148	10/20/2003	2	10/22/2003	10/28/2003
Ticket Number:	0000074975	10/16/2003	0	10/17/2003	10/17/2003
Ticket Number:	0000074746	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000074590	10/12/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074564	10/12/2003	3	10/15/2003	10/21/2003
Ticket Number:	0000073712	10/01/2003	8	10/09/2003	10/15/2003
Ticket Number:	0000073767	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073867	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000074050	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074066	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074232	10/07/2003	2	10/09/2003	10/15/2003
Ticket Number:	0000074068	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000073967	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000073850	10/02/2003	0	10/02/2003	10/08/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		rarmstro			1
Maximum time to ticket resolution for		rarmstro			8
Minimum time to ticket resolution for		rarmstro			0

New Media

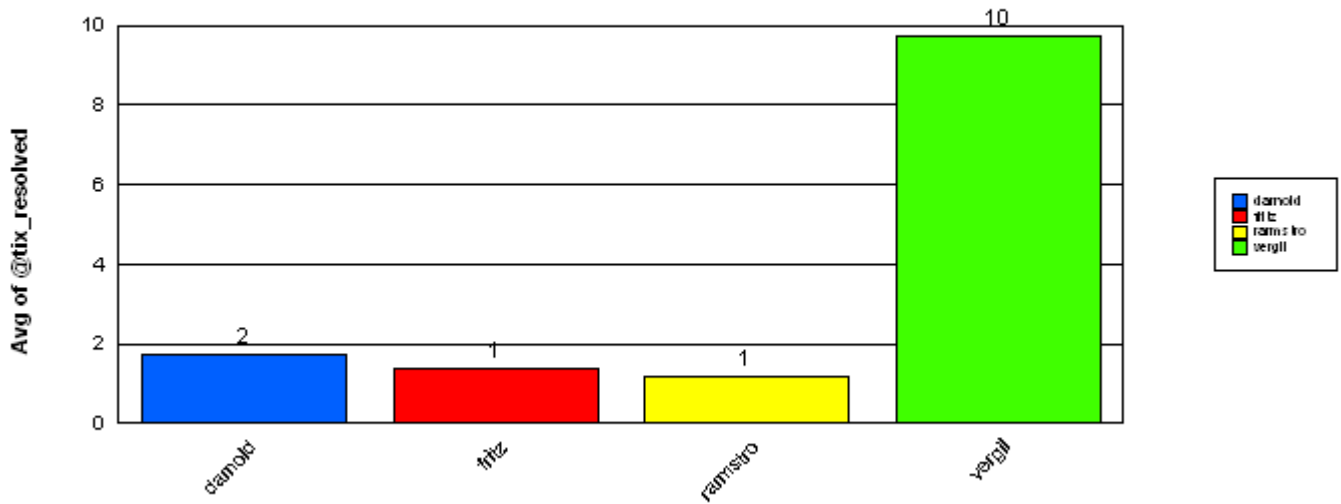
vergil		Total:	3		
Closed		Total:	3		
Ticket Number:	0000073927	10/03/2003	4	10/07/2003	10/13/2003
Ticket Number:	0000074897	10/15/2003	6	10/22/2003	10/28/2003
Ticket Number:	0000073945	10/03/2003	19	10/22/2003	10/28/2003

Average time to ticket resolution for		vergil	10		
Maximum time to ticket resolution for		vergil	19		
Minimum time to ticket resolution for		vergil	4		

Average time to ticket resolution for		New Media	2		
Maximum time to ticket resolution for		New Media	19		
Minimum time to ticket resolution for		New Media	0		

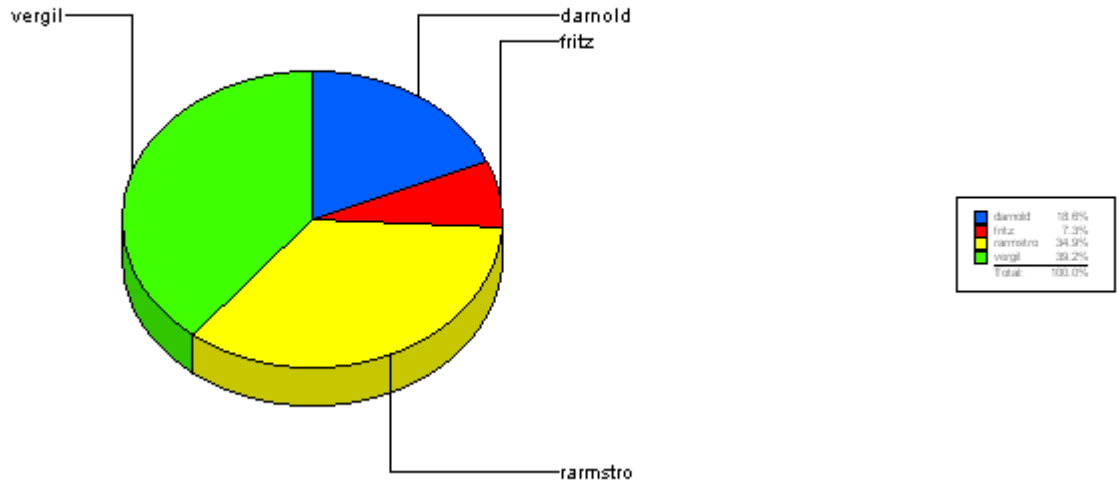
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



PC Labs

Total: 38

lasuk

Closed

Total: 27

Ticket Number:	0000074415	10/09/2003	1	10/10/2003	10/16/2003
Ticket Number:	0000074817	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000074722	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000074684	10/13/2003	2	10/15/2003	10/21/2003
Ticket Number:	0000074685	10/13/2003	2	10/15/2003	10/21/2003
Ticket Number:	0000074695	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000074404	10/09/2003	5	10/14/2003	10/20/2003
Ticket Number:	0000074556	10/11/2003	2	10/13/2003	10/20/2003
Ticket Number:	0000074419	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000074462	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000075174	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000075143	10/20/2003	4	10/24/2003	10/30/2003
Ticket Number:	0000075135	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000075030	10/17/2003	5	10/22/2003	10/28/2003
Ticket Number:	0000074931	10/16/2003	5	10/21/2003	10/27/2003
Ticket Number:	0000074754	10/14/2003	10	10/24/2003	10/30/2003
Ticket Number:	0000075377	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075374	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000075391	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000073978	10/04/2003	6	10/10/2003	10/14/2003
Ticket Number:	0000074718	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000074247	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074214	10/07/2003	6	10/13/2003	10/20/2003
Ticket Number:	0000074116	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074067	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000073876	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073803	10/02/2003	0	10/02/2003	10/08/2003

Average time to ticket resolution for	lasuk	3
Maximum time to ticket resolution for	lasuk	10
Minimum time to ticket resolution for	lasuk	0

madhu1

Closed

Total: 11

Ticket Number:	0000074749	10/14/2003	2	10/16/2003	10/22/2003
Ticket Number:	0000074143	10/07/2003	2	10/09/2003	10/15/2003
Ticket Number:	0000073972	10/03/2003	7	10/10/2003	10/16/2003
Ticket Number:	0000074008	10/05/2003	3	10/08/2003	10/14/2003
Ticket Number:	0000074320	10/08/2003	2	10/10/2003	10/16/2003
Ticket Number:	0000074313	10/08/2003	2	10/10/2003	10/16/2003
Ticket Number:	0000073702	10/01/2003	2	10/03/2003	10/09/2003
Ticket Number:	0000073817	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000075308	10/21/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000074513	10/10/2003	6	10/16/2003	10/22/2003
Ticket Number:	0000074774	10/14/2003	3	10/17/2003	10/23/2003

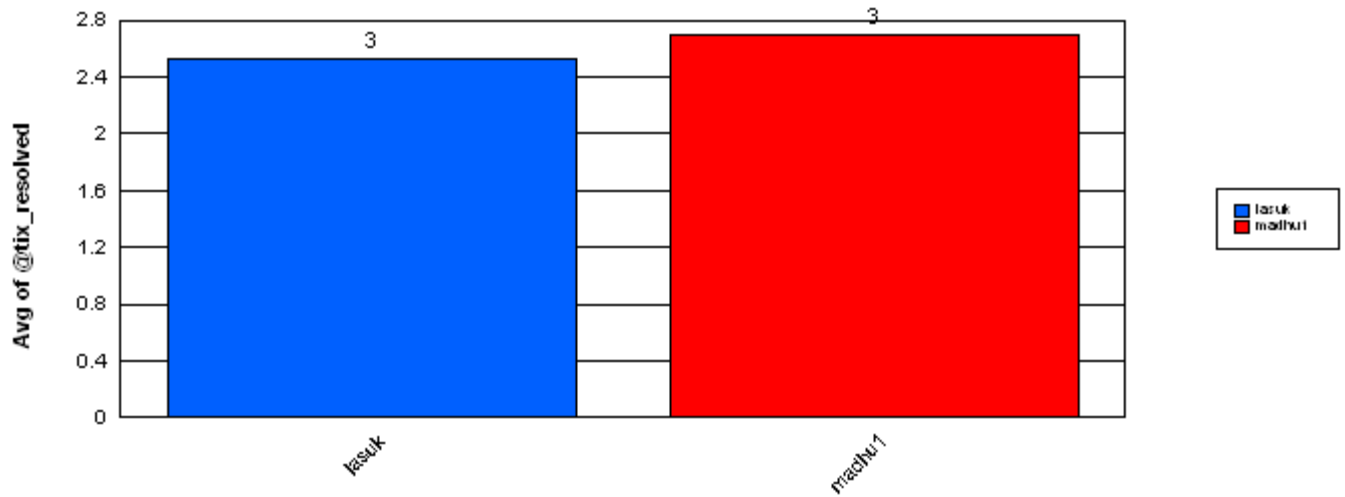
Average time to ticket resolution for	madhu1	3
Maximum time to ticket resolution for	madhu1	7
Minimum time to ticket resolution for	madhu1	0

PC Labs

Average time to ticket resolution for	PC Labs	3
Maximum time to ticket resolution for	PC Labs	10
Minimum time to ticket resolution for	PC Labs	0

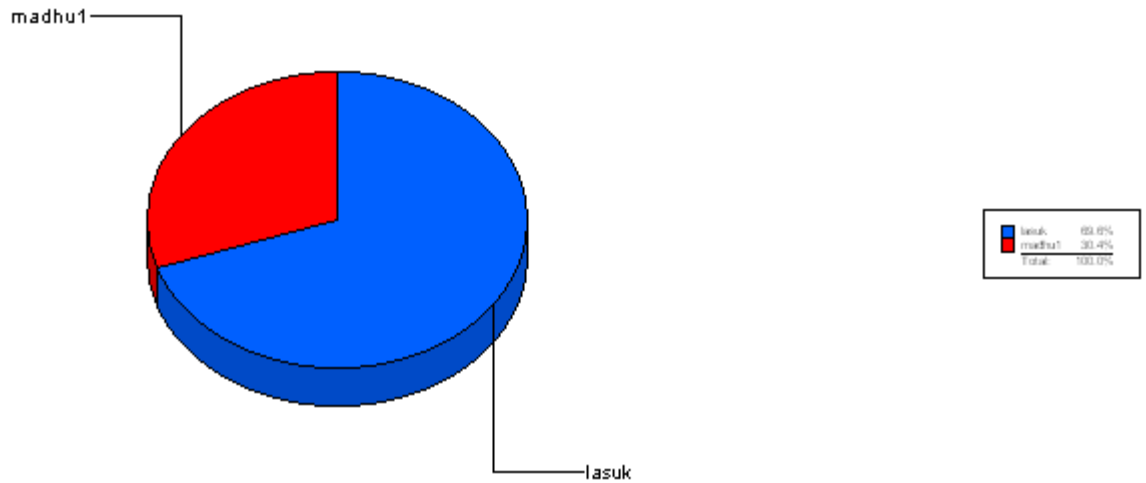
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		Total: 62			
beakja1		Total: 14			
Closed		Total: 14			
Ticket Number:	0000074423	10/09/2003	8	10/17/2003	10/23/2003
Ticket Number:	0000074639	10/13/2003	1	10/14/2003	10/20/2003
Ticket Number:	0000074528	10/10/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000074834	10/15/2003	9	10/24/2003	10/30/2003
Ticket Number:	0000074725	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000075180	10/20/2003	3	10/23/2003	10/29/2003
Ticket Number:	0000074377	10/09/2003	14	10/23/2003	10/29/2003
Ticket Number:	0000074321	10/08/2003	14	10/22/2003	10/28/2003
Ticket Number:	0000074303	10/08/2003	6	10/14/2003	10/20/2003
Ticket Number:	0000074255	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074054	10/06/2003	17	10/23/2003	10/29/2003
Ticket Number:	0000074052	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074006	10/05/2003	1	10/06/2003	10/13/2003
Ticket Number:	0000073959	10/03/2003	3	10/06/2003	10/13/2003
-----		-----		-----	
Average time to ticket resolution for		beakja1	6		
Maximum time to ticket resolution for		beakja1	17		
Minimum time to ticket resolution for		beakja1	0		
<hr/>		<hr/>		<hr/>	
cmckin1		Total: 7			
Closed		Total: 7			
Ticket Number:	0000073811	10/02/2003	6	10/08/2003	10/14/2003
Ticket Number:	0000073870	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000074013	10/05/2003	12	10/17/2003	10/23/2003
Ticket Number:	0000074405	10/09/2003	1	10/10/2003	10/16/2003
Ticket Number:	0000075092	10/18/2003	6	10/24/2003	10/30/2003
Ticket Number:	0000074610	10/13/2003	9	10/22/2003	10/28/2003
Ticket Number:	0000074496	10/10/2003	14	10/24/2003	10/30/2003
-----		-----		-----	
Average time to ticket resolution for		cmckin1	7		
Maximum time to ticket resolution for		cmckin1	14		
Minimum time to ticket resolution for		cmckin1	1		
<hr/>		<hr/>		<hr/>	
damian		Total: 12			
Closed		Total: 12			
Ticket Number:	0000074798	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000075185	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075052	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074946	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000074961	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000075040	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074918	10/16/2003	1	10/17/2003	10/23/2003
Ticket Number:	0000073960	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000074265	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074191	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074029	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074125	10/06/2003	15	10/21/2003	10/27/2003
-----		-----		-----	
Average time to ticket resolution for		damian	2		
Maximum time to ticket resolution for		damian	15		
Minimum time to ticket resolution for		damian	0		
<hr/>		<hr/>		<hr/>	

Physical Networks

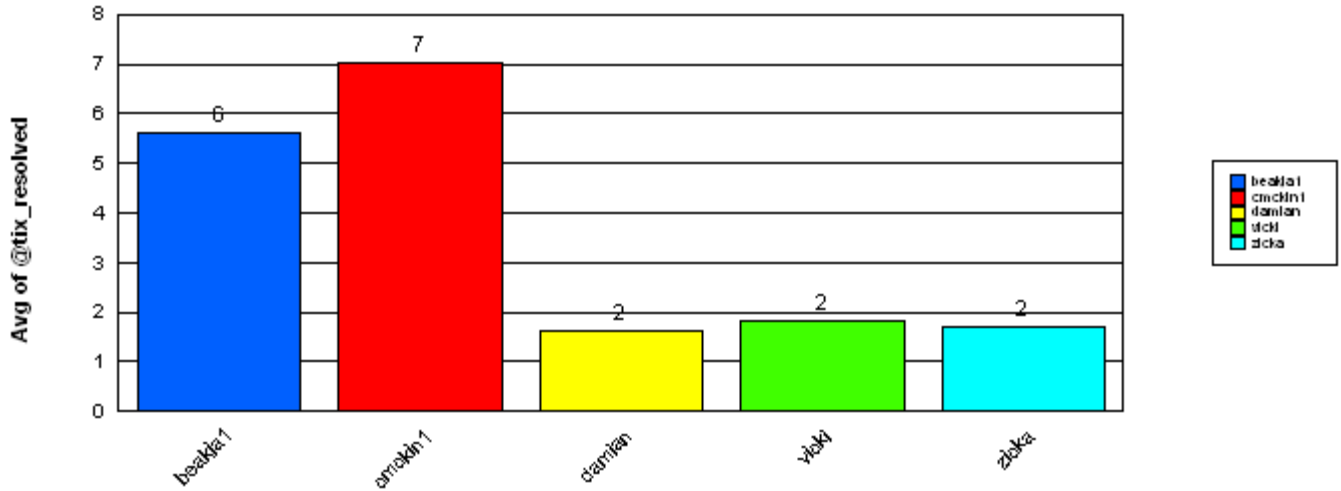
vicki		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000073656	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000074282	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074194	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000073931	10/03/2003	6	10/09/2003	10/15/2003
Ticket Number:	0000075201	10/20/2003	1	10/21/2003	10/27/2003
-----				-----	
Average time to ticket resolution for		vicki	2		
Maximum time to ticket resolution for		vicki	6		
Minimum time to ticket resolution for		vicki	0		
<hr/>		<hr/>		<hr/>	
zicka		<u>Total:</u>	24		
Closed		<u>Total:</u>	24		
Ticket Number:	0000074413	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000075156	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075114	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000074717	10/14/2003	10	10/24/2003	10/30/2003
Ticket Number:	0000074627	10/13/2003	9	10/22/2003	10/28/2003
Ticket Number:	0000074616	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074420	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000075230	10/21/2003	0	10/21/2003	10/27/2003
Ticket Number:	0000075427	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075435	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075442	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000073667	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073693	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073717	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073928	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000074356	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000074294	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074207	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074145	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074085	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074061	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000073911	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073833	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073790	10/02/2003	0	10/02/2003	10/08/2003
-----				-----	
Average time to ticket resolution for		zicka	2		
Maximum time to ticket resolution for		zicka	10		
Minimum time to ticket resolution for		zicka	0		
<hr/>		<hr/>		<hr/>	

Physical Networks

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	17
Minimum time to ticket resolution for	Physical Networ	0

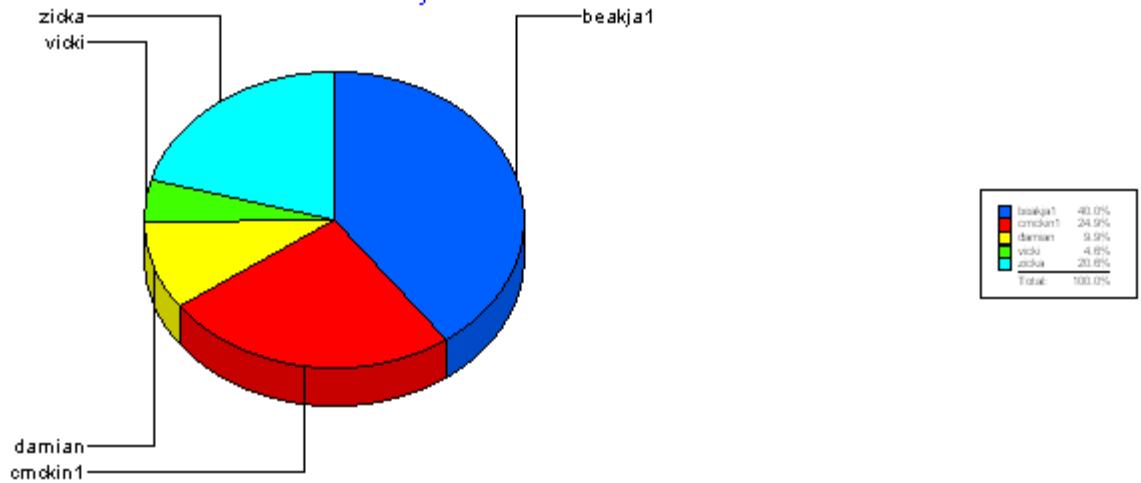
Avg of Each Ticket Resolved

For Physical Networks



Percentage of Sum of Tickets Resolved

For Physical Networks



SysCore

		<u>Total:</u>		234	
banz		<u>Total:</u>		2	
Closed		<u>Total:</u>		2	
Ticket Number:	0000073932	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000074105	10/06/2003	0	10/06/2003	10/13/2003
-----		-----		-----	
Average time to ticket resolution for		banz		2	
Maximum time to ticket resolution for		banz		3	
Minimum time to ticket resolution for		banz		0	
-----		-----		-----	
dave		<u>Total:</u>		2	
Closed		<u>Total:</u>		2	
Ticket Number:	0000074200	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000075219	10/21/2003	0	10/21/2003	10/27/2003
-----		-----		-----	
Average time to ticket resolution for		dave		0	
Maximum time to ticket resolution for		dave		1	
Minimum time to ticket resolution for		dave		0	
-----		-----		-----	

SysCore
jcgriego

Total: 116

SysCore

	Closed	Total:	116		
Ticket Number:	0000074391	10/09/2003	6	10/15/2003	10/20/2003
Ticket Number:	0000074430	10/09/2003	3	10/13/2003	10/20/2003
Ticket Number:	0000074454	10/10/2003	7	10/17/2003	10/23/2003
Ticket Number:	0000074494	10/10/2003	5	10/15/2003	10/21/2003
Ticket Number:	0000074558	10/11/2003	2	10/13/2003	10/20/2003
Ticket Number:	0000074619	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000075157	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075124	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075122	10/19/2003	1	10/20/2003	10/27/2003
Ticket Number:	0000075086	10/18/2003	2	10/20/2003	10/27/2003
Ticket Number:	0000075084	10/18/2003	2	10/20/2003	10/27/2003
Ticket Number:	0000075054	10/17/2003	3	10/20/2003	10/27/2003
Ticket Number:	0000075041	10/17/2003	3	10/20/2003	10/23/2003
Ticket Number:	0000075038	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000075006	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074987	10/17/2003	4	10/20/2003	10/27/2003
Ticket Number:	0000074963	10/16/2003	4	10/20/2003	10/27/2003
Ticket Number:	0000074932	10/16/2003	4	10/20/2003	10/27/2003
Ticket Number:	0000074930	10/16/2003	4	10/20/2003	10/27/2003
Ticket Number:	0000074899	10/15/2003	5	10/20/2003	10/27/2003
Ticket Number:	0000075147	10/20/2003	3	10/23/2003	10/29/2003
Ticket Number:	0000074898	10/15/2003	5	10/20/2003	10/27/2003
Ticket Number:	0000074811	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074807	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000074796	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074784	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000075055	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074702	10/14/2003	2	10/16/2003	10/22/2003
Ticket Number:	0000074693	10/14/2003	2	10/15/2003	10/21/2003
Ticket Number:	0000074672	10/13/2003	2	10/15/2003	10/21/2003
Ticket Number:	0000074622	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074941	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000074812	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074583	10/12/2003	1	10/13/2003	10/20/2003
Ticket Number:	0000074576	10/12/2003	1	10/13/2003	10/20/2003
Ticket Number:	0000074541	10/11/2003	2	10/13/2003	10/20/2003
Ticket Number:	0000075004	10/17/2003	3	10/20/2003	10/27/2003
Ticket Number:	0000074450	10/10/2003	13	10/23/2003	10/29/2003
Ticket Number:	0000074517	10/10/2003	3	10/13/2003	10/15/2003
Ticket Number:	0000074392	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000075343	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075418	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000075428	10/23/2003	0	10/23/2003	10/29/2003
Ticket Number:	0000074658	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074914	10/16/2003	4	10/20/2003	10/27/2003
Ticket Number:	0000073679	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073698	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073874	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073865	10/02/2003	13	10/15/2003	10/21/2003
Ticket Number:	0000073796	10/02/2003	11	10/13/2003	10/20/2003
Ticket Number:	0000073792	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073774	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073759	10/01/2003	1	10/02/2003	10/08/2003

SysCore

Ticket Number:	0000073756	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000074299	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000073916	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073758	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073720	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000074163	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074111	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074094	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074092	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074089	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074084	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074079	10/06/2003	2	10/08/2003	10/14/2003
Ticket Number:	0000074074	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000073997	10/05/2003	2	10/06/2003	10/13/2003
Ticket Number:	0000074359	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074350	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074349	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074340	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000074334	10/09/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074332	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074331	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074325	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074309	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000074239	10/08/2003	6	10/13/2003	10/20/2003
Ticket Number:	0000074231	10/07/2003	8	10/15/2003	10/21/2003
Ticket Number:	0000074224	10/07/2003	6	10/13/2003	10/20/2003
Ticket Number:	0000074223	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074218	10/07/2003	6	10/13/2003	10/20/2003
Ticket Number:	0000074645	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074211	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074203	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074237	10/08/2003	6	10/13/2003	10/20/2003
Ticket Number:	0000073992	10/04/2003	11	10/15/2003	10/21/2003
Ticket Number:	0000073989	10/04/2003	2	10/06/2003	10/13/2003
Ticket Number:	0000073986	10/04/2003	2	10/06/2003	10/13/2003
Ticket Number:	0000073985	10/04/2003	2	10/06/2003	10/13/2003
Ticket Number:	0000073982	10/04/2003	2	10/06/2003	10/13/2003
Ticket Number:	0000073973	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000073976	10/04/2003	2	10/06/2003	10/13/2003
Ticket Number:	0000073907	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000074057	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074038	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074024	10/06/2003	3	10/08/2003	10/14/2003
Ticket Number:	0000074021	10/05/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074009	10/05/2003	1	10/06/2003	10/13/2003
Ticket Number:	0000074004	10/05/2003	10	10/15/2003	10/21/2003
Ticket Number:	0000073894	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000073886	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073880	10/02/2003	13	10/15/2003	10/21/2003
Ticket Number:	0000073869	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073912	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073851	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073838	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073797	10/02/2003	0	10/02/2003	10/08/2003

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Ticket Number:	0000073957	10/03/2003	5	10/08/2003	10/14/2003
Ticket Number:	0000074770	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000073700	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073692	10/01/2003	2	10/03/2003	10/09/2003
Ticket Number:	0000073690	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073669	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000074316	10/08/2003	5	10/13/2003	10/20/2003
Ticket Number:	0000073650	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000074832	10/15/2003	0	10/15/2003	10/21/2003
-----			-----		
Average time to ticket resolution for	jcgriego		2		
Maximum time to ticket resolution for	jcgriego		13		
Minimum time to ticket resolution for	jcgriego		0		

SysCore
sbrown7

Total: **56**

SysCore

	Closed	Total:	56		
Ticket Number:	0000073863	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073918	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073897	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073895	10/03/2003	0	10/03/2003	10/03/2003
Ticket Number:	0000073882	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073888	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073816	10/02/2003	1	10/03/2003	10/09/2003
Ticket Number:	0000073744	10/01/2003	1	10/02/2003	10/03/2003
Ticket Number:	0000073741	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073728	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000074338	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074188	10/07/2003	1	10/08/2003	10/14/2003
Ticket Number:	0000074181	10/07/2003	9	10/16/2003	10/22/2003
Ticket Number:	0000074178	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074099	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074103	10/06/2003	0	10/06/2003	10/06/2003
Ticket Number:	0000074082	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074041	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000073968	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000073949	10/03/2003	3	10/06/2003	10/13/2003
Ticket Number:	0000073726	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073701	10/01/2003	16	10/17/2003	10/23/2003
Ticket Number:	0000073682	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073678	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073672	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000074363	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000075394	10/22/2003	1	10/23/2003	10/29/2003
Ticket Number:	0000074390	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000075110	10/19/2003	1	10/20/2003	10/21/2003
Ticket Number:	0000074894	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000074889	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000075178	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000074863	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000074781	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000074747	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000074716	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000074710	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000074706	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000074681	10/13/2003	1	10/14/2003	10/20/2003
Ticket Number:	0000074665	10/13/2003	3	10/16/2003	10/22/2003
Ticket Number:	0000074833	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074662	10/13/2003	1	10/14/2003	10/20/2003
Ticket Number:	0000074561	10/11/2003	2	10/13/2003	10/20/2003
Ticket Number:	0000074820	10/15/2003	1	10/16/2003	10/22/2003
Ticket Number:	0000074542	10/11/2003	3	10/14/2003	10/20/2003
Ticket Number:	0000074515	10/10/2003	6	10/16/2003	10/22/2003
Ticket Number:	0000074452	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074483	10/10/2003	6	10/16/2003	10/22/2003
Ticket Number:	0000074478	10/10/2003	6	10/16/2003	10/22/2003
Ticket Number:	0000074461	10/10/2003	7	10/17/2003	10/23/2003
Ticket Number:	0000074422	10/09/2003	0	10/09/2003	10/15/2003
Ticket Number:	0000074459	10/10/2003	6	10/16/2003	10/22/2003
Ticket Number:	0000075179	10/20/2003	0	10/20/2003	10/27/2003

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Ticket Number:	0000074451	10/10/2003	5	10/15/2003	10/21/2003
Ticket Number:	0000075980	10/31/2003	0	10/31/2003	10/31/2003
Ticket Number:	0000075536	10/24/2003	0	10/24/2003	10/30/2003
-----		-----	-----		
Average time to ticket resolution for	sbrown7		2		
Maximum time to ticket resolution for	sbrown7		16		
Minimum time to ticket resolution for	sbrown7		0		
-----		-----	-----		

SysCore
tim

Total: 58

SysCore

	Closed	Total:	58		
Ticket Number:	0000075348	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075353	10/22/2003	0	10/22/2003	10/28/2003
Ticket Number:	0000075164	10/20/2003	1	10/21/2003	10/21/2003
Ticket Number:	0000074329	10/08/2003	1	10/09/2003	10/15/2003
Ticket Number:	0000074243	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074242	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074241	10/08/2003	0	10/08/2003	10/14/2003
Ticket Number:	0000074236	10/07/2003	10	10/17/2003	10/23/2003
Ticket Number:	0000074222	10/07/2003	0	10/07/2003	10/08/2003
Ticket Number:	0000074212	10/07/2003	8	10/15/2003	10/21/2003
Ticket Number:	0000073947	10/03/2003	0	10/03/2003	10/09/2003
Ticket Number:	0000073857	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073847	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073804	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073771	10/02/2003	0	10/02/2003	10/08/2003
Ticket Number:	0000073750	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073748	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073747	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073734	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073731	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000074146	10/07/2003	0	10/07/2003	10/13/2003
Ticket Number:	0000074112	10/06/2003	0	10/06/2003	10/13/2003
Ticket Number:	0000074097	10/06/2003	1	10/07/2003	10/13/2003
Ticket Number:	0000074080	10/06/2003	2	10/08/2003	10/14/2003
Ticket Number:	0000073984	10/04/2003	2	10/06/2003	10/13/2003
Ticket Number:	0000073859	10/02/2003	13	10/15/2003	10/21/2003
Ticket Number:	0000073723	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073694	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000073675	10/01/2003	14	10/15/2003	10/21/2003
Ticket Number:	0000073658	10/01/2003	7	10/08/2003	10/14/2003
Ticket Number:	0000073666	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073657	10/01/2003	0	10/01/2003	10/07/2003
Ticket Number:	0000073749	10/01/2003	1	10/02/2003	10/08/2003
Ticket Number:	0000074436	10/10/2003	6	10/16/2003	10/22/2003
Ticket Number:	0000074427	10/09/2003	4	10/13/2003	10/20/2003
Ticket Number:	0000074608	10/13/2003	0	10/13/2003	10/20/2003
Ticket Number:	0000074636	10/13/2003	4	10/17/2003	10/23/2003
Ticket Number:	0000074761	10/14/2003	1	10/15/2003	10/21/2003
Ticket Number:	0000074771	10/14/2003	0	10/14/2003	10/20/2003
Ticket Number:	0000075166	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000075129	10/20/2003	1	10/21/2003	10/27/2003
Ticket Number:	0000075127	10/20/2003	0	10/20/2003	10/27/2003
Ticket Number:	0000075043	10/17/2003	0	10/17/2003	10/23/2003
Ticket Number:	0000074952	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000074949	10/16/2003	0	10/16/2003	10/22/2003
Ticket Number:	0000074876	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074865	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000074860	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074856	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074857	10/15/2003	2	10/17/2003	10/23/2003
Ticket Number:	0000074821	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074810	10/15/2003	0	10/15/2003	10/21/2003
Ticket Number:	0000074707	10/14/2003	0	10/14/2003	10/20/2003

SysCore

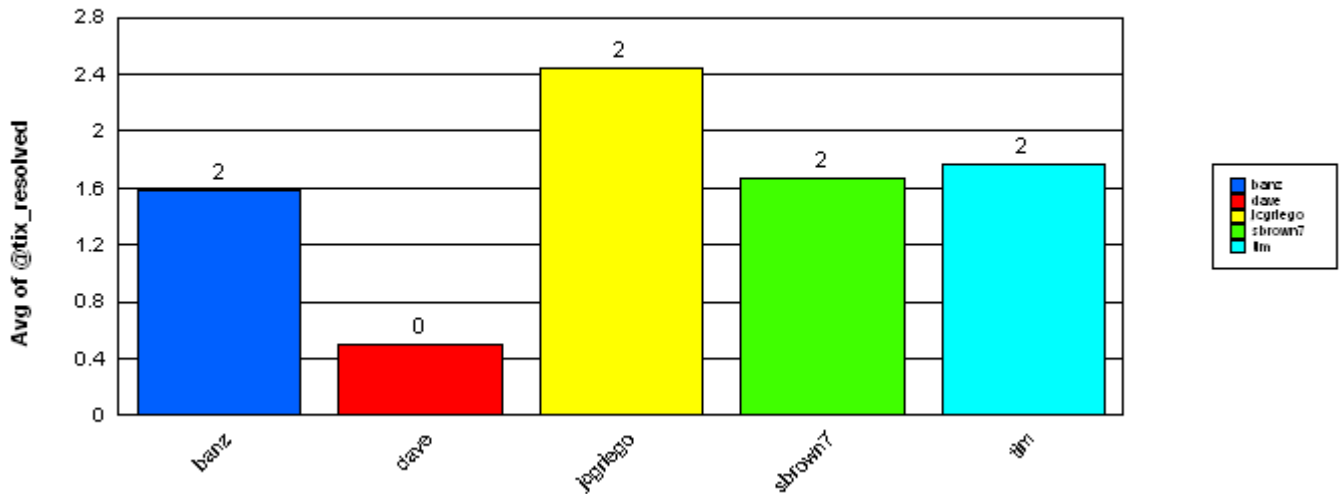
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Ticket Number:	0000074531	10/10/2003	5	10/15/2003	10/21/2003
Ticket Number:	0000074469	10/10/2003	0	10/10/2003	10/16/2003
Ticket Number:	0000074409	10/09/2003	4	10/13/2003	10/20/2003

Average time to ticket resolution for	tim	2
Maximum time to ticket resolution for	tim	14
Minimum time to ticket resolution for	tim	0

Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	16
Minimum time to ticket resolution for	SysCore	0

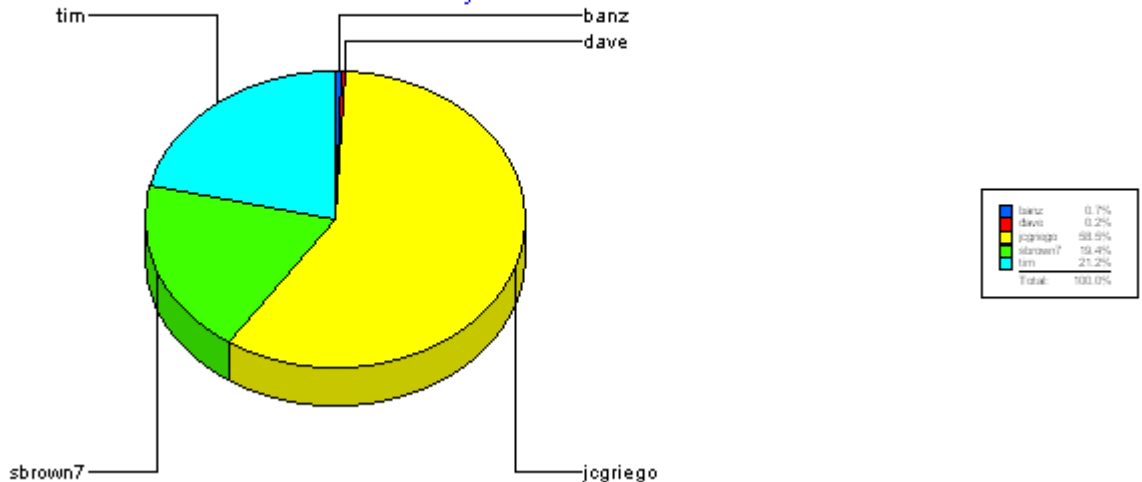
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

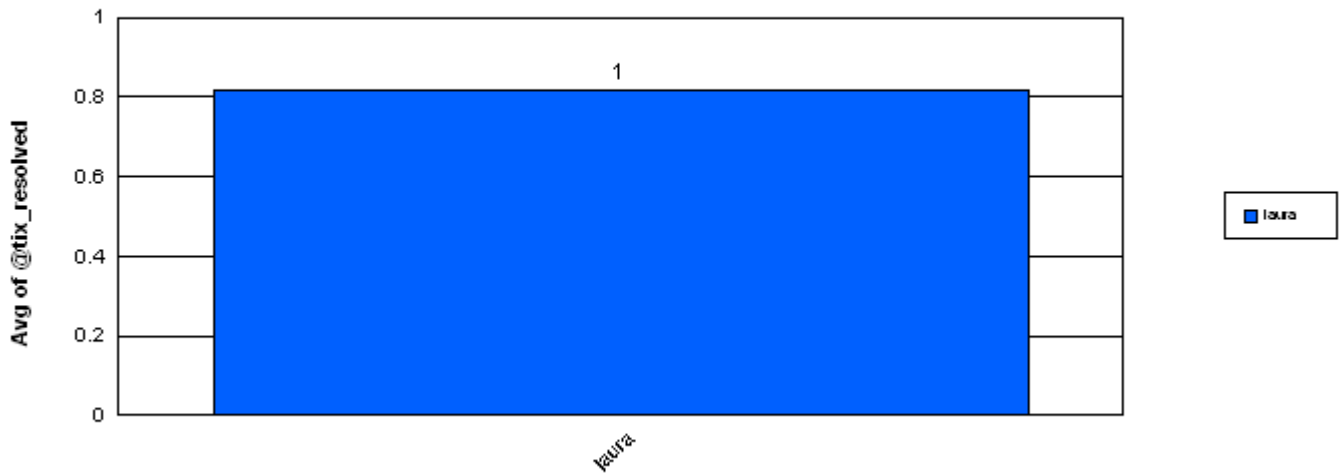
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laura		Total:	2		
	Closed				
Ticket Number:	0000075292	10/21/2003	1	10/22/2003	10/22/2003
Ticket Number:	0000074853	10/15/2003	1	10/16/2003	10/17/2003

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

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

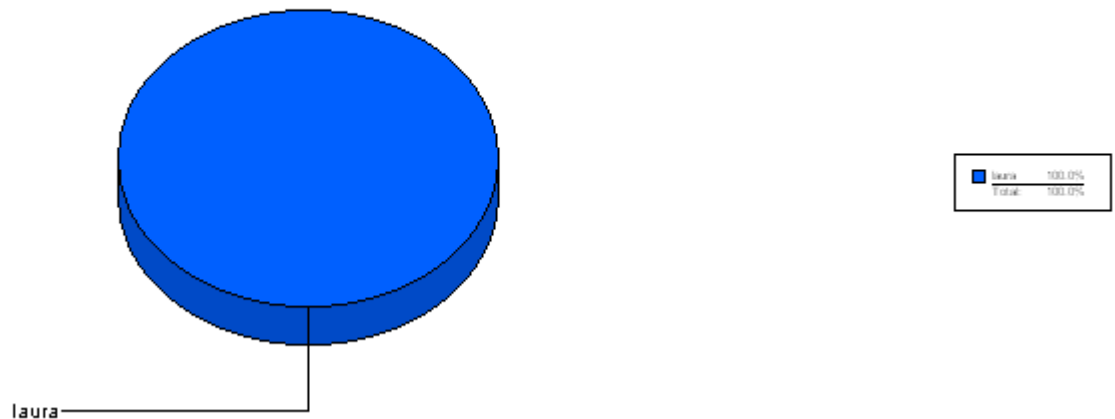
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



SysDept

Total Remedy Tickets Created and Resolved/Closed Between: 10/01/2003 and 10/31/2003 : **1124**

Total Remedy Tickets Created between: 10/01/2003 and 10/31/2003 : **1124**

Maximum time to resolution	21
Minimum time to resolution	0
Total Average time to ticket resolution	2.05