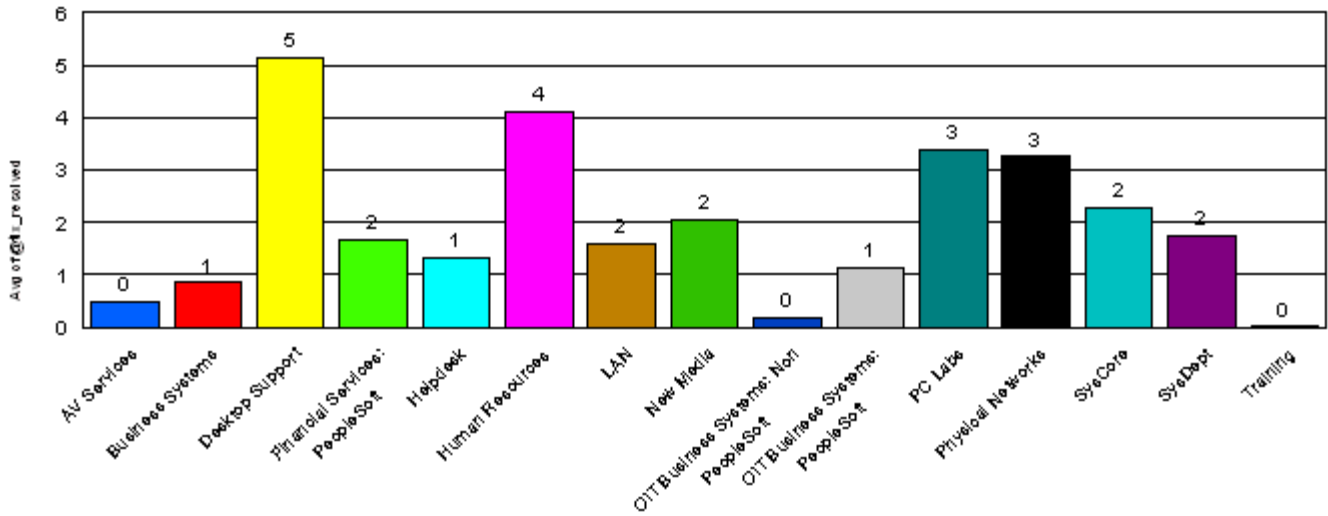


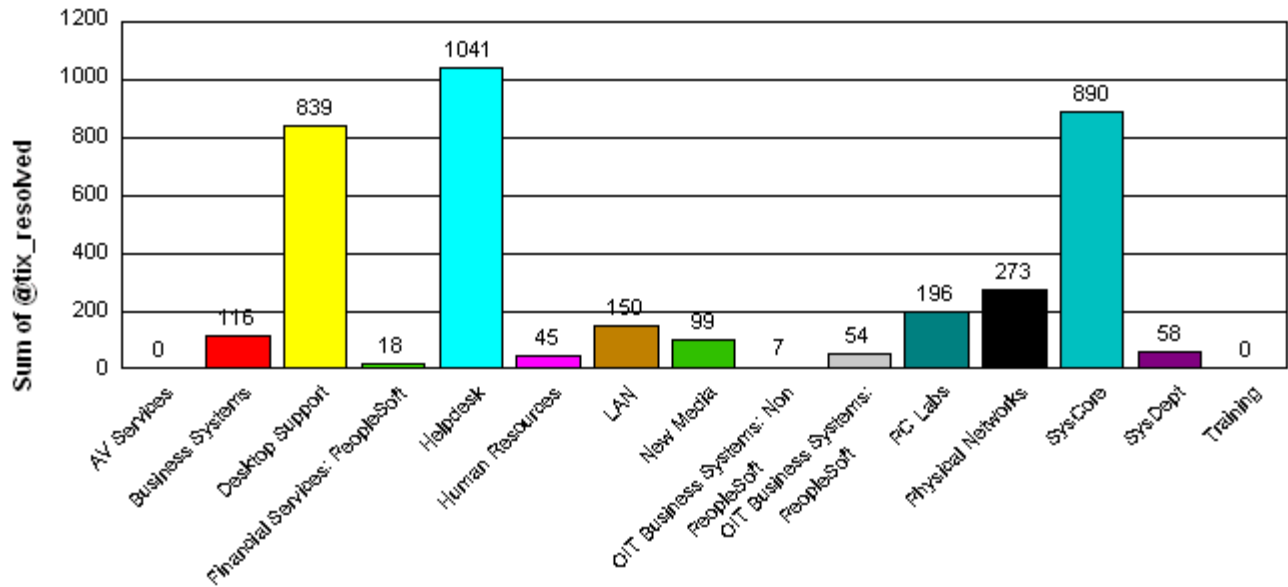
Average Length to Resolution

Ticket Created Between 10/1/2003 12:00:00AM to 10/31/2003 11:59:59PM

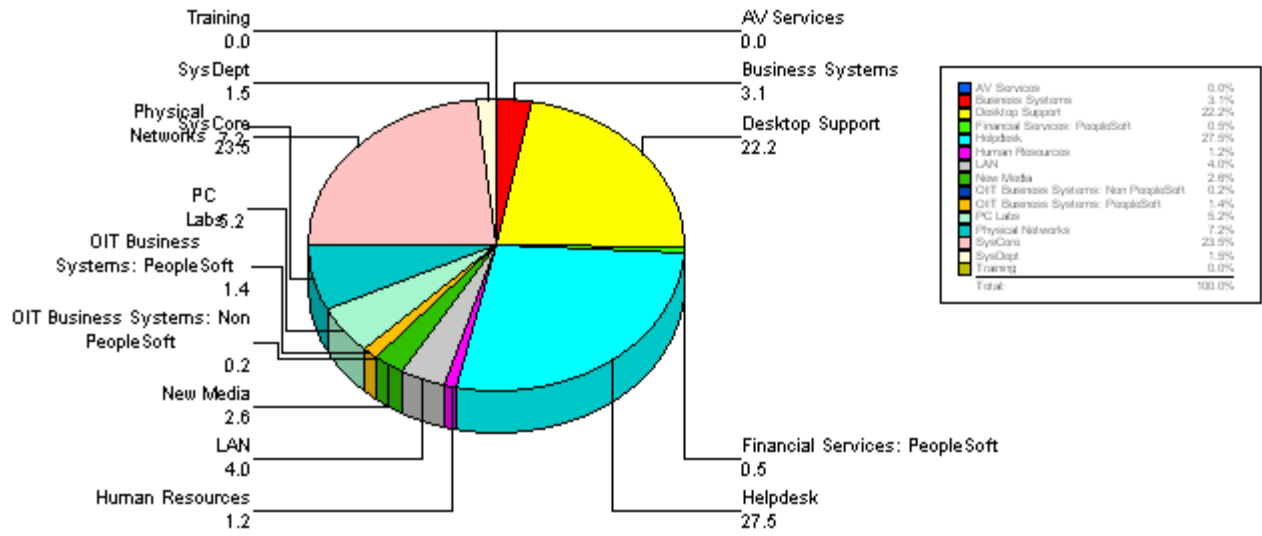
Avg of Each Ticket Resolved



Sum of Tickets Resolved



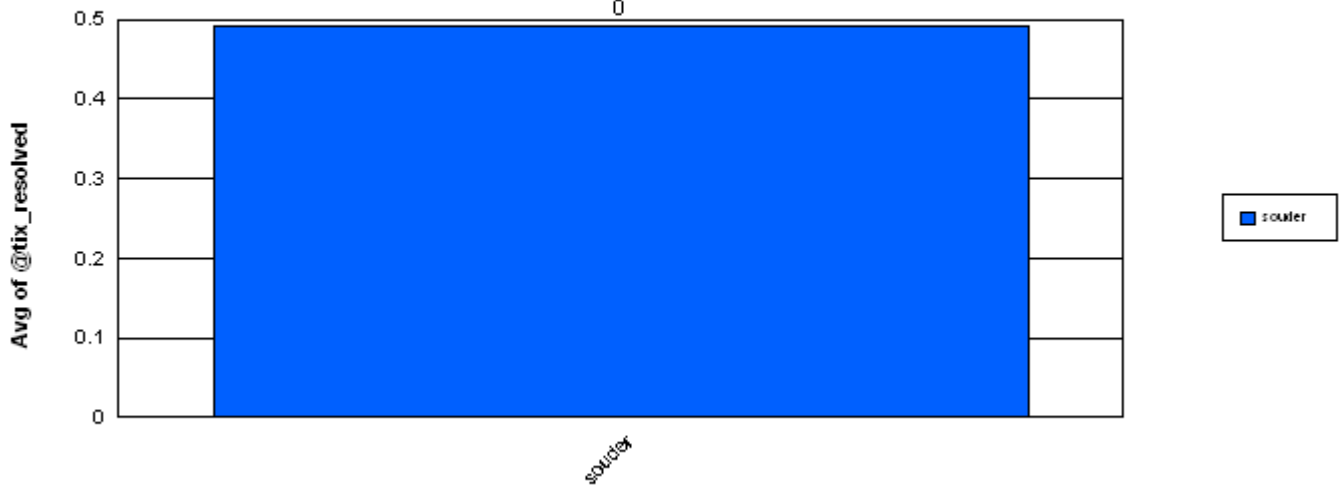
% of Sum of Tickets Resolved



AV Services	Total:	1
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

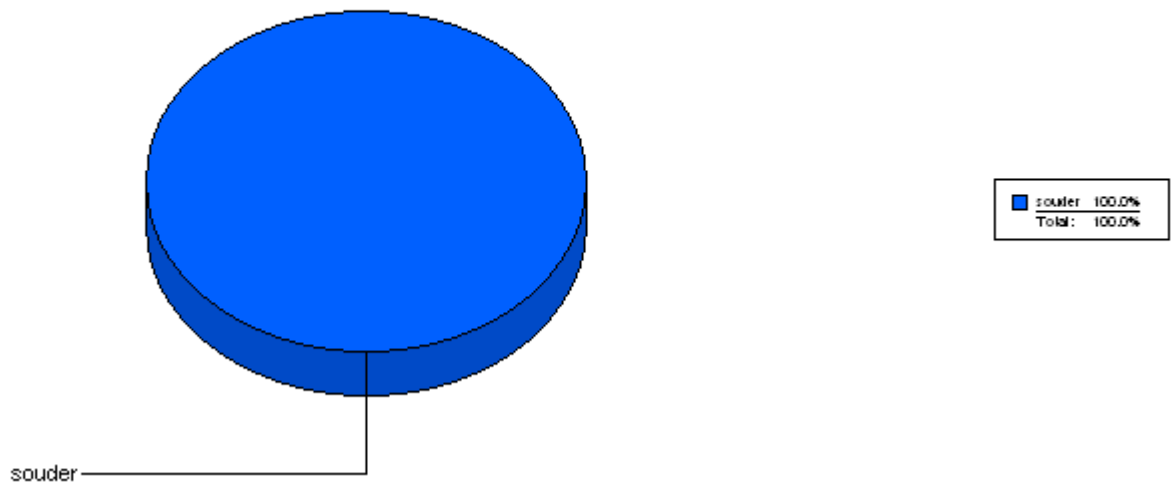
Avg of Each Ticket Resolved

For AV Services



Percentage of Sum of Tickets Resolved

For AV Services

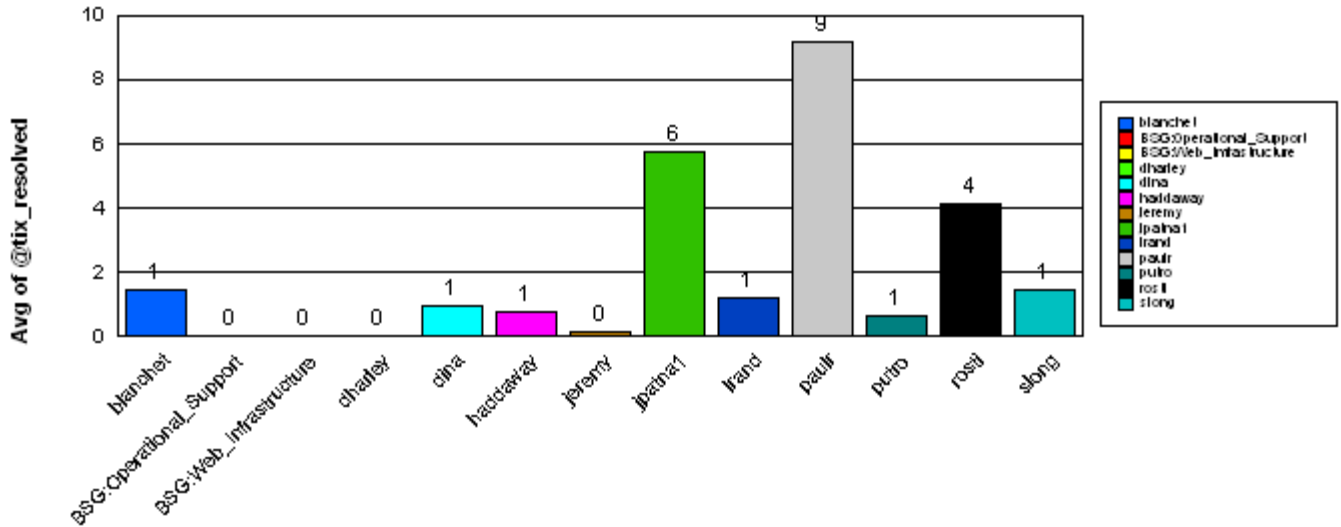


Business Systems	Total:	137
Average time to ticket resolution for	BSG:Operation	0
Maximum time to ticket resolution for	BSG:Operation	0
Minimum time to ticket resolution for	BSG:Operation	0
Average time to ticket resolution for	BSG:Web_Infra	0
Maximum time to ticket resolution for	BSG:Web_Infra	0
Minimum time to ticket resolution for	BSG:Web_Infra	0
Average time to ticket resolution for	blanchet	1
Maximum time to ticket resolution for	blanchet	6
Minimum time to ticket resolution for	blanchet	0
Average time to ticket resolution for	dharley	0
Maximum time to ticket resolution for	dharley	0
Minimum time to ticket resolution for	dharley	0
Average time to ticket resolution for	dina	1
Maximum time to ticket resolution for	dina	3
Minimum time to ticket resolution for	dina	0
Average time to ticket resolution for	haddaway	1
Maximum time to ticket resolution for	haddaway	6
Minimum time to ticket resolution for	haddaway	0
Average time to ticket resolution for	jeremy	0
Maximum time to ticket resolution for	jeremy	1
Minimum time to ticket resolution for	jeremy	0
Average time to ticket resolution for	jpatnal	6
Maximum time to ticket resolution for	jpatnal	11
Minimum time to ticket resolution for	jpatnal	0
Average time to ticket resolution for	lrland	1
Maximum time to ticket resolution for	lrland	2
Minimum time to ticket resolution for	lrland	1
Average time to ticket resolution for	paulr	9
Maximum time to ticket resolution for	paulr	21
Minimum time to ticket resolution for	paulr	1
Average time to ticket resolution for	putro	1
Maximum time to ticket resolution for	putro	5
Minimum time to ticket resolution for	putro	0
Average time to ticket resolution for	rosti	4
Maximum time to ticket resolution for	rosti	15
Minimum time to ticket resolution for	rosti	0
Average time to ticket resolution for	slong	1
Maximum time to ticket resolution for	slong	2
Minimum time to ticket resolution for	slong	1

Average time to ticket resolution for	Business System	1
Maximum time to ticket resolution for	Business System	21
Minimum time to ticket resolution for	Business System	0

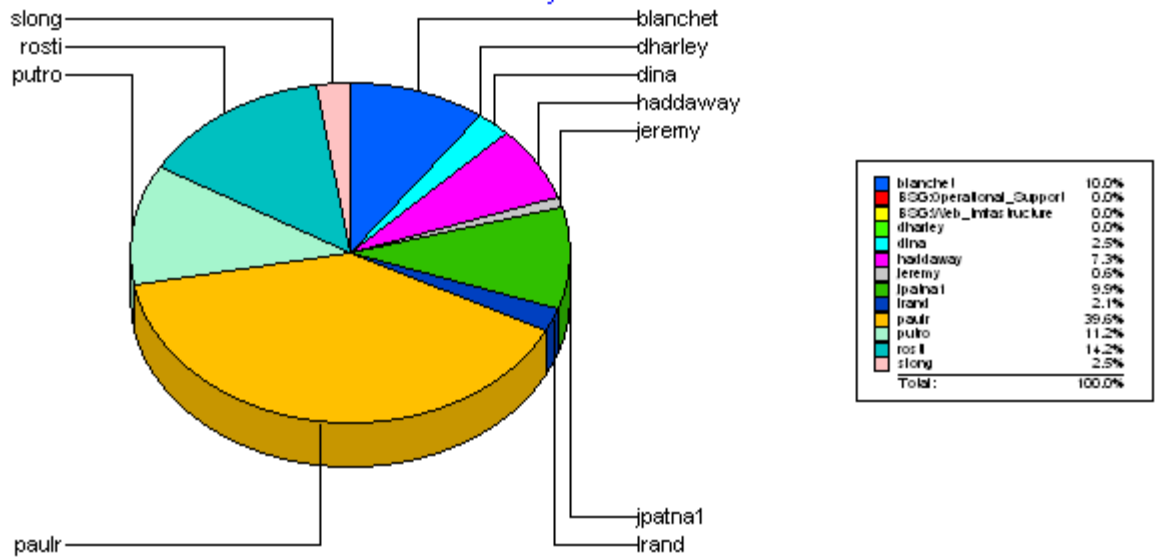
Avg of Each Ticket Resolved

For Business Systems



Percentage of Sum of Tickets Resolved

For Business Systems

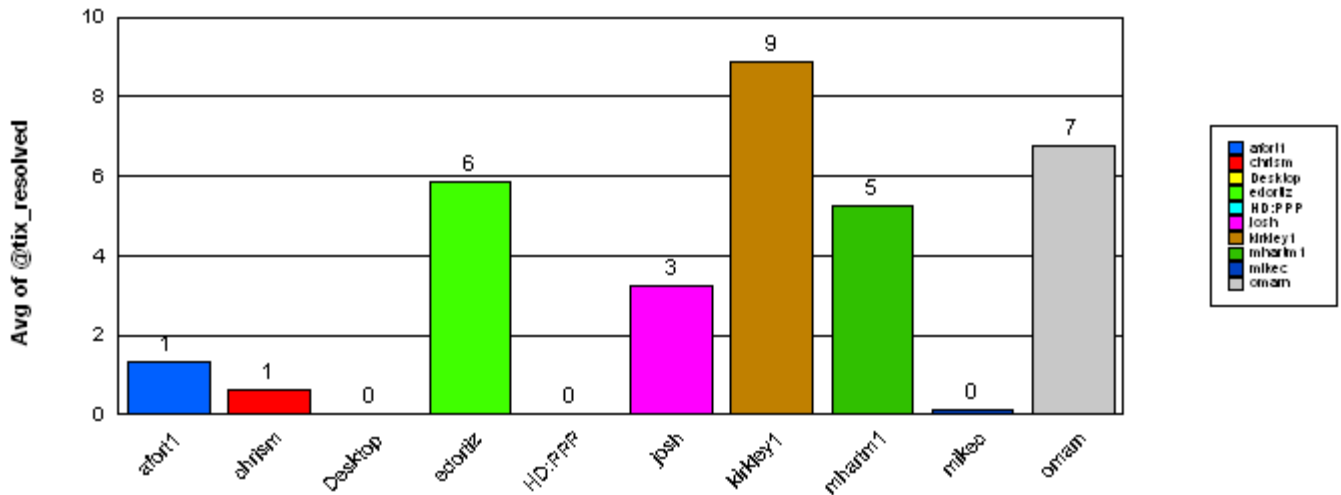


Desktop Support	Total:	163
Average time to ticket resolution for	Desktop	0
Maximum time to ticket resolution for	Desktop	0
Minimum time to ticket resolution for	Desktop	0
Average time to ticket resolution for	HD:PPP	0
Maximum time to ticket resolution for	HD:PPP	0
Minimum time to ticket resolution for	HD:PPP	0
Average time to ticket resolution for	afort1	1
Maximum time to ticket resolution for	afort1	4
Minimum time to ticket resolution for	afort1	0
Average time to ticket resolution for	chrism	1
Maximum time to ticket resolution for	chrism	1
Minimum time to ticket resolution for	chrism	1
Average time to ticket resolution for	edortiz	6
Maximum time to ticket resolution for	edortiz	17
Minimum time to ticket resolution for	edortiz	0
Average time to ticket resolution for	josh	3
Maximum time to ticket resolution for	josh	14
Minimum time to ticket resolution for	josh	0
Average time to ticket resolution for	kirkley1	9
Maximum time to ticket resolution for	kirkley1	21
Minimum time to ticket resolution for	kirkley1	2
Average time to ticket resolution for	mhartm1	5
Maximum time to ticket resolution for	mhartm1	26
Minimum time to ticket resolution for	mhartm1	0
Average time to ticket resolution for	mikec	0
Maximum time to ticket resolution for	mikec	0
Minimum time to ticket resolution for	mikec	0
Average time to ticket resolution for	omarn	7
Maximum time to ticket resolution for	omarn	21
Minimum time to ticket resolution for	omarn	0

Average time to ticket resolution for	Desktop Suppor	5
Maximum time to ticket resolution for	Desktop Suppor	26
Minimum time to ticket resolution for	Desktop Suppor	0

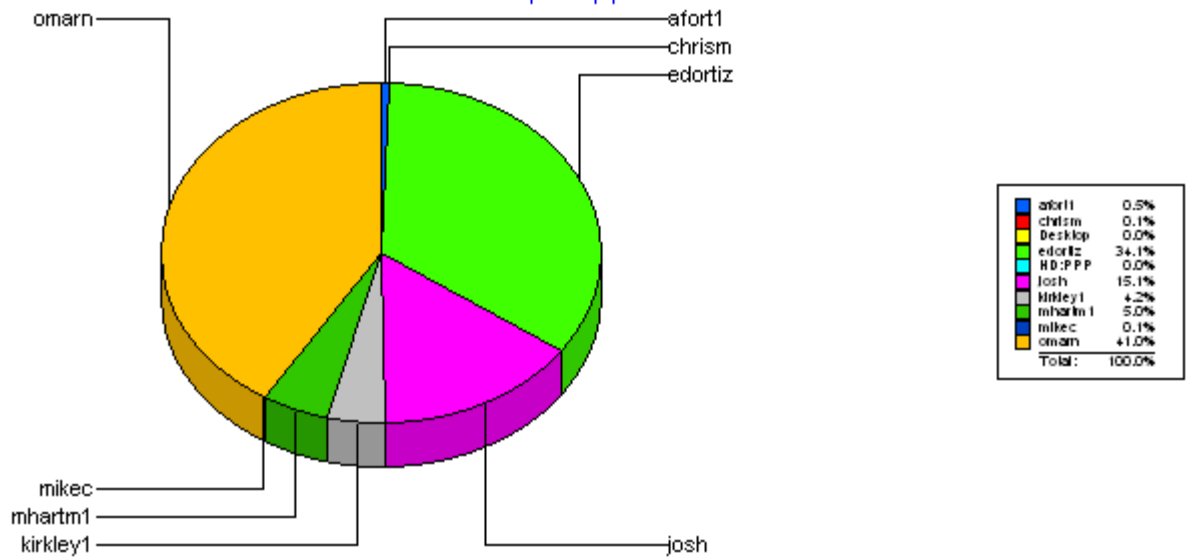
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

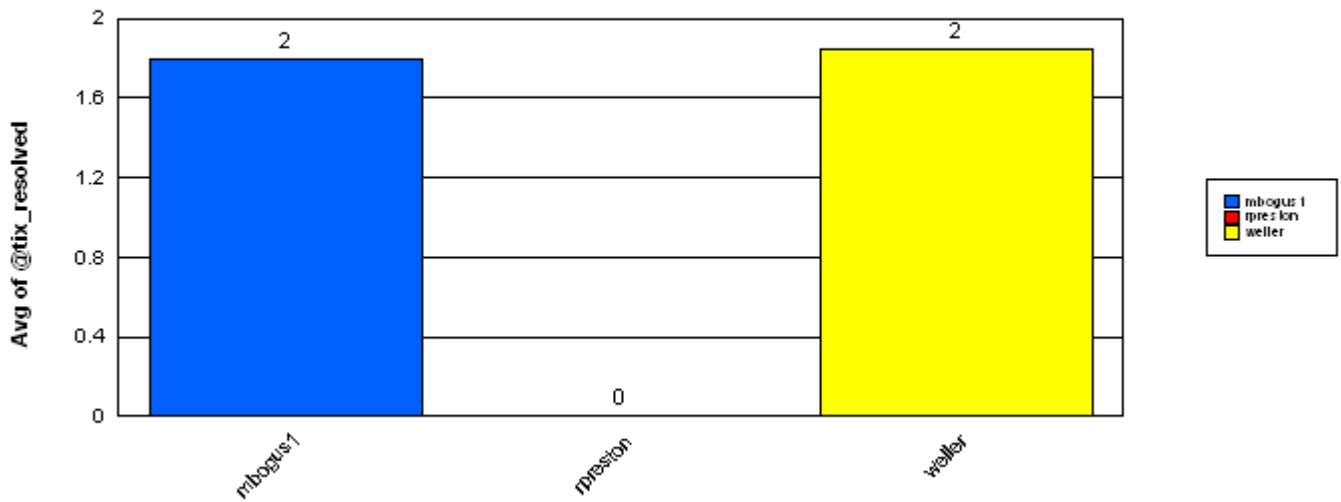
For Desktop Support



Financial Services: Peo	Total:	11
Average time to ticket resolution for	mbogus1	2
Maximum time to ticket resolution for	mbogus1	2
Minimum time to ticket resolution for	mbogus1	1
Average time to ticket resolution for	rpreston	0
Maximum time to ticket resolution for	rpreston	0
Minimum time to ticket resolution for	rpreston	0
Average time to ticket resolution for	weller	2
Maximum time to ticket resolution for	weller	3
Minimum time to ticket resolution for	weller	0
Average time to ticket resolution for	Financial Servi	2
Maximum time to ticket resolution for	Financial Servi	3
Minimum time to ticket resolution for	Financial Servi	0

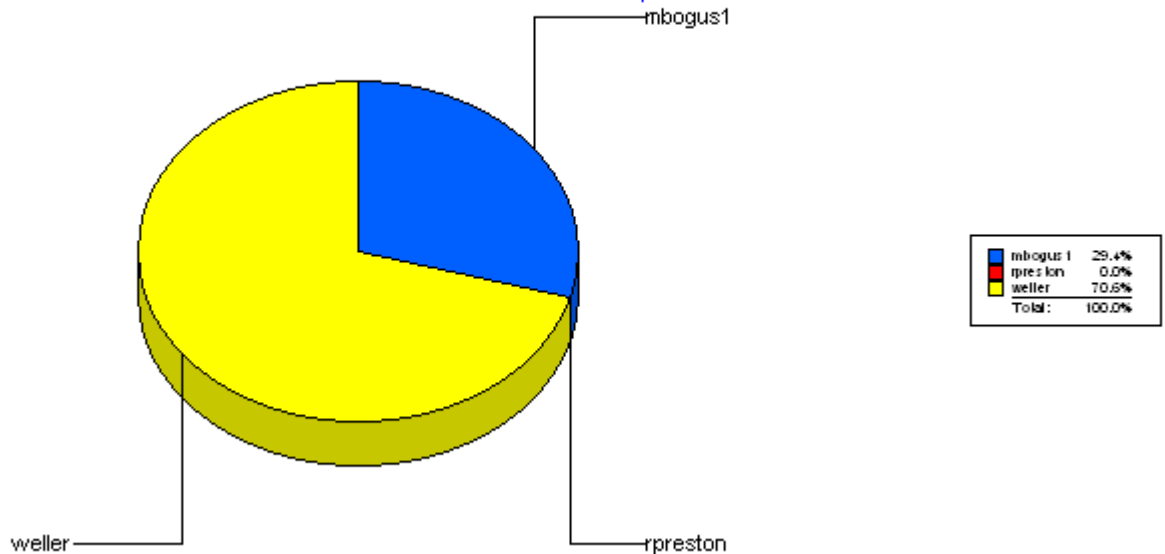
Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft

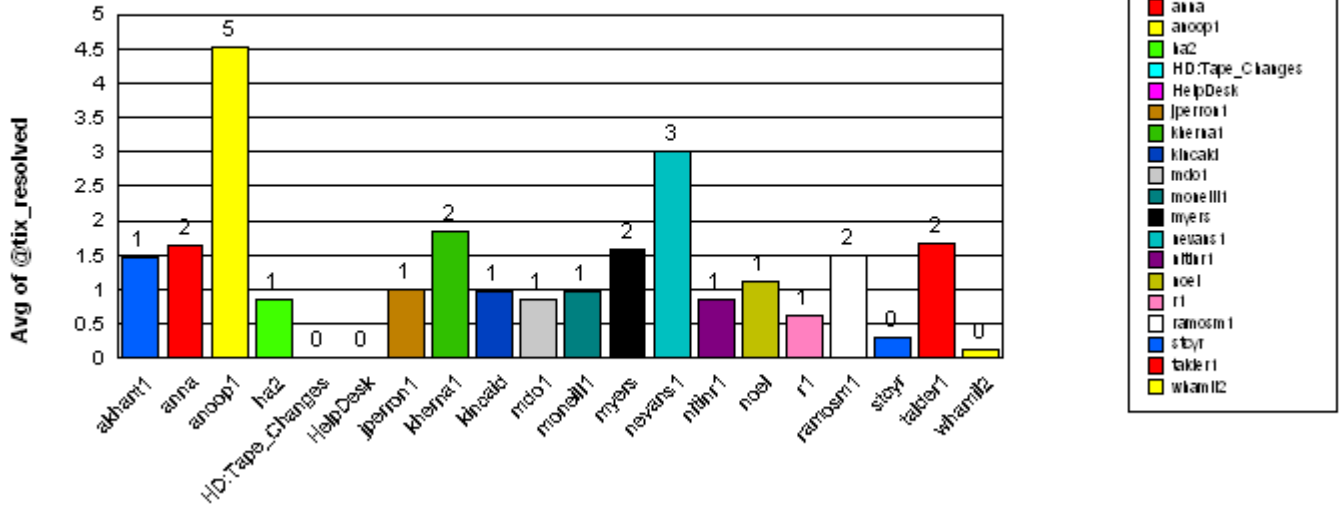


Helpdesk	Total:	783
Average time to ticket resolution for	HD:Tape_Chan	0
Maximum time to ticket resolution for	HD:Tape_Chan	0
Minimum time to ticket resolution for	HD:Tape_Chan	0
Average time to ticket resolution for	HelpDesk	0
Maximum time to ticket resolution for	HelpDesk	1
Minimum time to ticket resolution for	HelpDesk	0
Average time to ticket resolution for	akhant1	1
Maximum time to ticket resolution for	akhant1	17
Minimum time to ticket resolution for	akhant1	0
Average time to ticket resolution for	anna	2
Maximum time to ticket resolution for	anna	16
Minimum time to ticket resolution for	anna	0
Average time to ticket resolution for	anoop1	5
Maximum time to ticket resolution for	anoop1	8
Minimum time to ticket resolution for	anoop1	1
Average time to ticket resolution for	ha2	1
Maximum time to ticket resolution for	ha2	3
Minimum time to ticket resolution for	ha2	0
Average time to ticket resolution for	jperron1	1
Maximum time to ticket resolution for	jperron1	11
Minimum time to ticket resolution for	jperron1	0
Average time to ticket resolution for	kherna1	2
Maximum time to ticket resolution for	kherna1	11
Minimum time to ticket resolution for	kherna1	0
Average time to ticket resolution for	kincaid	1
Maximum time to ticket resolution for	kincaid	6
Minimum time to ticket resolution for	kincaid	0
Average time to ticket resolution for	mdo1	1
Maximum time to ticket resolution for	mdo1	1
Minimum time to ticket resolution for	mdo1	1
Average time to ticket resolution for	moneill1	1
Maximum time to ticket resolution for	moneill1	3
Minimum time to ticket resolution for	moneill1	0
Average time to ticket resolution for	myers	2
Maximum time to ticket resolution for	myers	4
Minimum time to ticket resolution for	myers	0
Average time to ticket resolution for	nevans1	3
Maximum time to ticket resolution for	nevans1	6
Minimum time to ticket resolution for	nevans1	1
Average time to ticket resolution for	nitinr1	1
Maximum time to ticket resolution for	nitinr1	5
Minimum time to ticket resolution for	nitinr1	0
Average time to ticket resolution for	noel	1
Maximum time to ticket resolution for	noel	1
Minimum time to ticket resolution for	noel	1
Average time to ticket resolution for	r1	1
Maximum time to ticket resolution for	r1	6
Minimum time to ticket resolution for	r1	0
Average time to ticket resolution for	ramosm1	2
Maximum time to ticket resolution for	ramosm1	10
Minimum time to ticket resolution for	ramosm1	0
Average time to ticket resolution for	stcyr	0
Maximum time to ticket resolution for	stcyr	2
Minimum time to ticket resolution for	stcyr	0

Average time to ticket resolution for	talder1	2
Maximum time to ticket resolution for	talder1	18
Minimum time to ticket resolution for	talder1	0
Average time to ticket resolution for	whamil2	0
Maximum time to ticket resolution for	whamil2	3
Minimum time to ticket resolution for	whamil2	0
Average time to ticket resolution for	Helpdesk	1
Maximum time to ticket resolution for	Helpdesk	18
Minimum time to ticket resolution for	Helpdesk	0

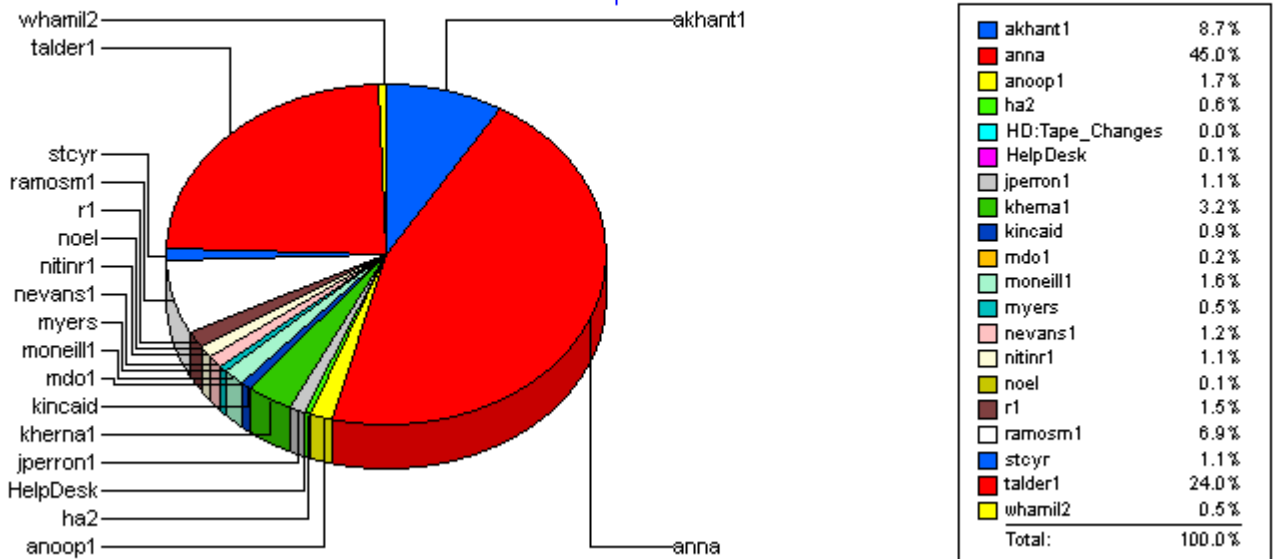
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

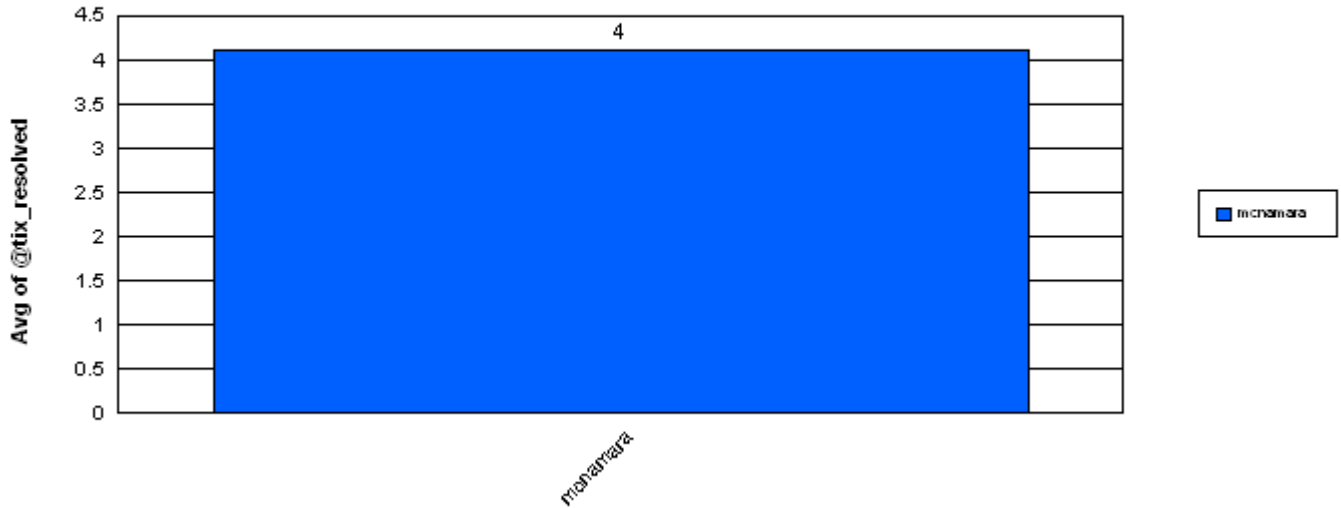
For Helpdesk



Human Resources	Total:	11
Average time to ticket resolution for	mcnamara	4
Maximum time to ticket resolution for	mcnamara	12
Minimum time to ticket resolution for	mcnamara	0
Average time to ticket resolution for	Human Resour	4
Maximum time to ticket resolution for	Human Resour	12
Minimum time to ticket resolution for	Human Resour	0

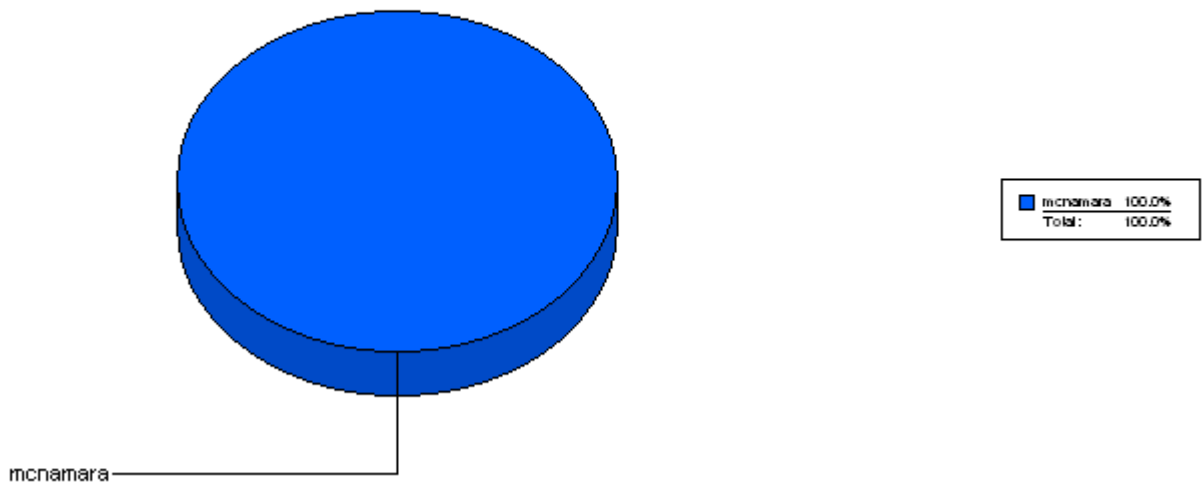
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

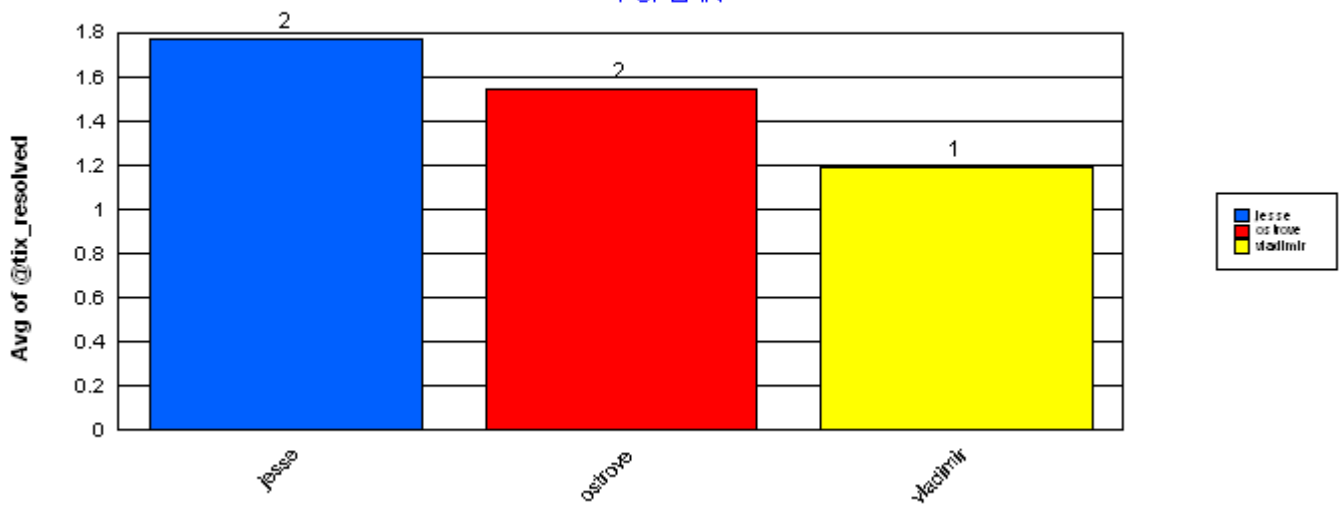
For Human Resources



LAN	Total:	95
Average time to ticket resolution for	jesse	2
Maximum time to ticket resolution for	jesse	11
Minimum time to ticket resolution for	jesse	0
Average time to ticket resolution for	ostrove	2
Maximum time to ticket resolution for	ostrove	20
Minimum time to ticket resolution for	ostrove	0
Average time to ticket resolution for	vladimir	1
Maximum time to ticket resolution for	vladimir	6
Minimum time to ticket resolution for	vladimir	0
Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	20
Minimum time to ticket resolution for	LAN	0

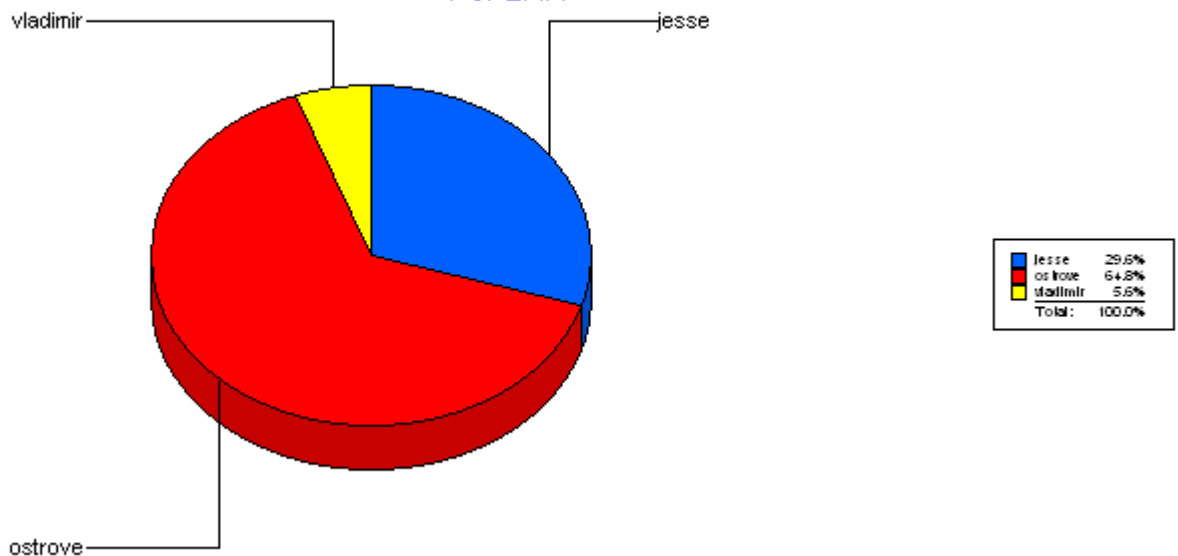
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN

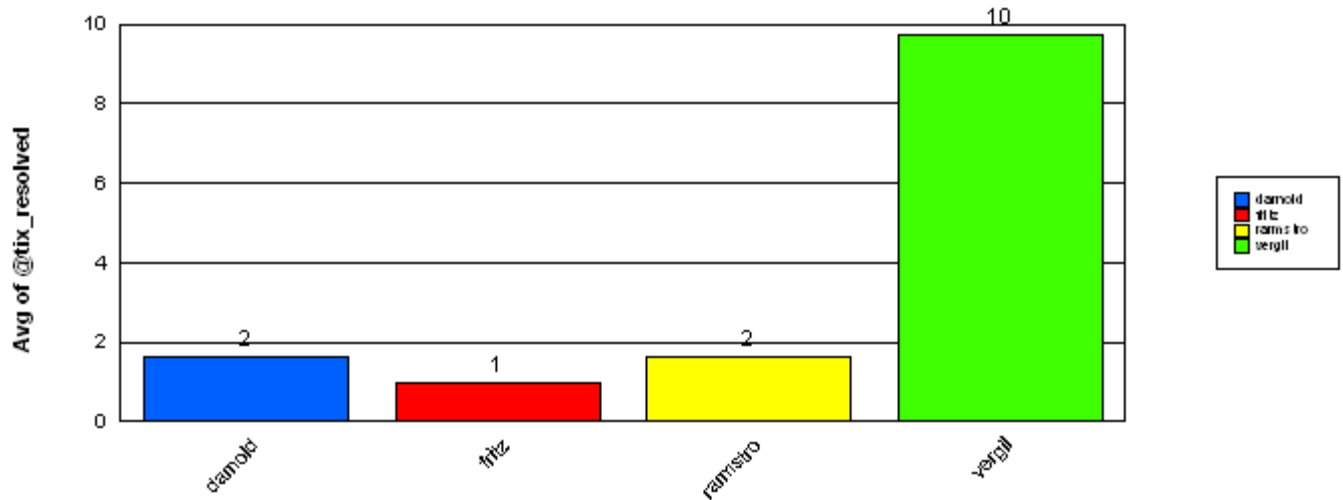


New Media	Total:	48
Average time to ticket resolution for	darnold	2
Maximum time to ticket resolution for	darnold	6
Minimum time to ticket resolution for	darnold	0
Average time to ticket resolution for	fritz	1
Maximum time to ticket resolution for	fritz	2
Minimum time to ticket resolution for	fritz	0
Average time to ticket resolution for	rarmstro	2
Maximum time to ticket resolution for	rarmstro	8
Minimum time to ticket resolution for	rarmstro	0
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

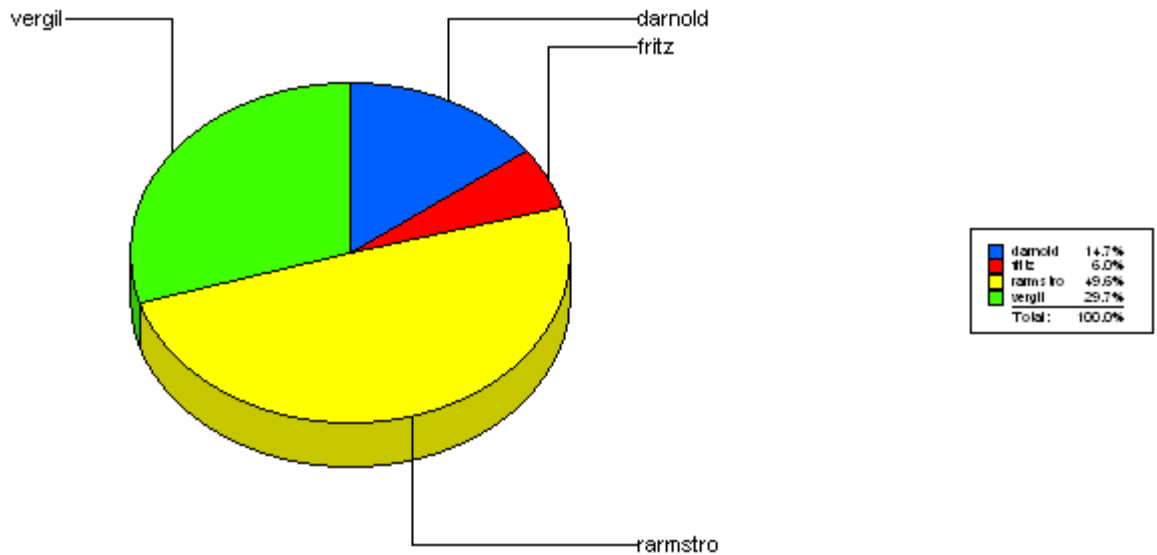
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



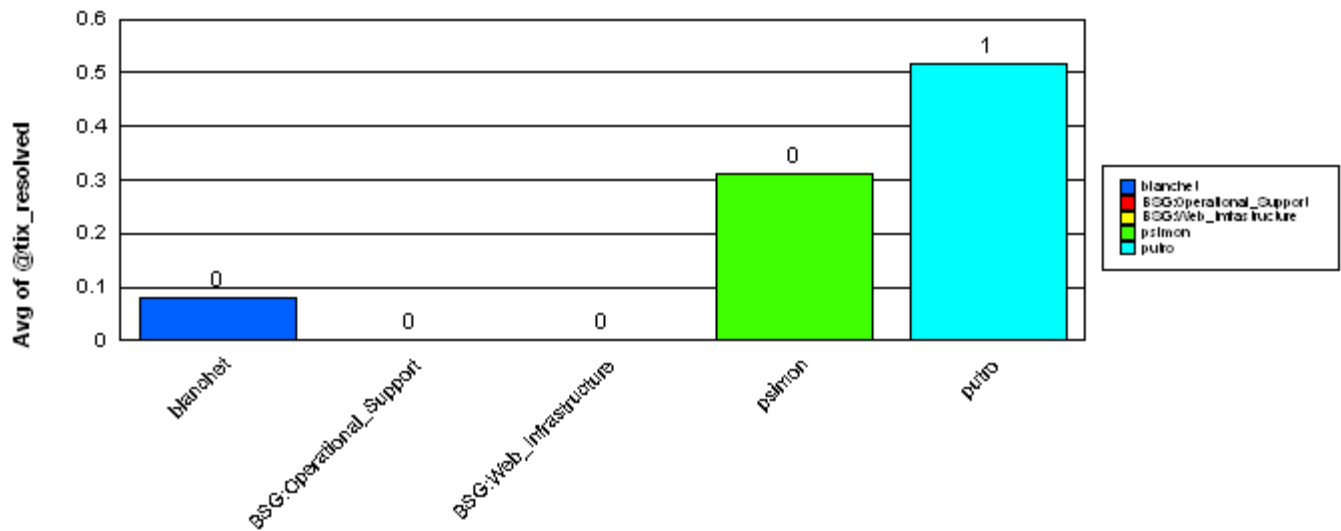
OIT Business Systems: N	Total:	39
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Average time to ticket resolution for	BSG:Operation	0
Maximum time to ticket resolution for	BSG:Operation	0
Minimum time to ticket resolution for	BSG:Operation	0
Average time to ticket resolution for	BSG:Web_Infra	0
Maximum time to ticket resolution for	BSG:Web_Infra	0
Minimum time to ticket resolution for	BSG:Web_Infra	0
Average time to ticket resolution for	blanchet	0
Maximum time to ticket resolution for	blanchet	0
Minimum time to ticket resolution for	blanchet	0
Average time to ticket resolution for	psimon	0
Maximum time to ticket resolution for	psimon	3
Minimum time to ticket resolution for	psimon	0
Average time to ticket resolution for	putro	1
Maximum time to ticket resolution for	putro	1
Minimum time to ticket resolution for	putro	0

Average time to ticket resolution for	OIT Business S	0
Maximum time to ticket resolution for	OIT Business S	3
Minimum time to ticket resolution for	OIT Business S	0

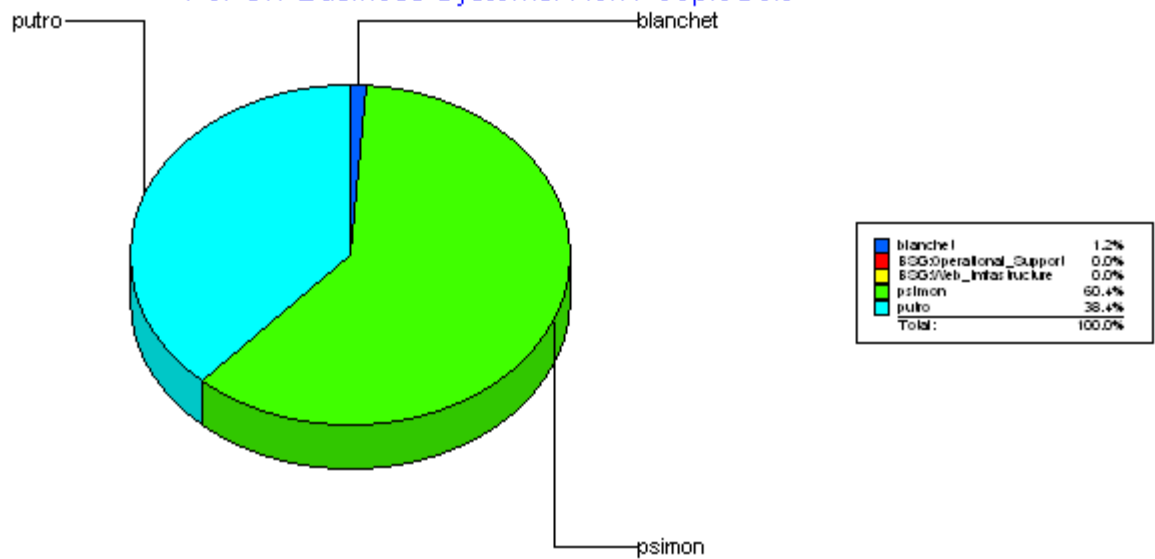
Avg of Each Ticket Resolved

For OIT Business Systems: Non PeopleSoft



Percentage of Sum of Tickets Resolved

For OIT Business Systems: Non PeopleSoft

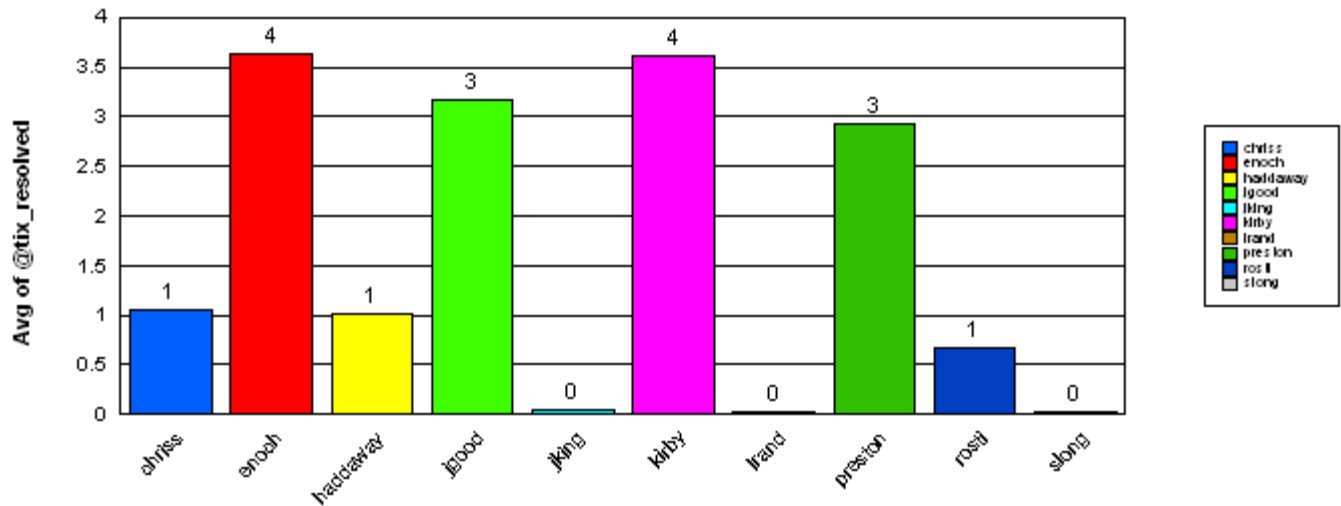


OIT Business Systems: P		Total:	47
Average time to ticket resolution for	chriss		1
Maximum time to ticket resolution for	chriss		10
Minimum time to ticket resolution for	chriss		0
Average time to ticket resolution for	enoch		4
Maximum time to ticket resolution for	enoch		7
Minimum time to ticket resolution for	enoch		0
Average time to ticket resolution for	haddaway		1
Maximum time to ticket resolution for	haddaway		6
Minimum time to ticket resolution for	haddaway		0
Average time to ticket resolution for	jgood		3
Maximum time to ticket resolution for	jgood		6
Minimum time to ticket resolution for	jgood		0
Average time to ticket resolution for	jking		0
Maximum time to ticket resolution for	jking		0
Minimum time to ticket resolution for	jking		0
Average time to ticket resolution for	kirby		4
Maximum time to ticket resolution for	kirby		7
Minimum time to ticket resolution for	kirby		0
Average time to ticket resolution for	lrاند		0
Maximum time to ticket resolution for	lrاند		0
Minimum time to ticket resolution for	lrاند		0
Average time to ticket resolution for	preston		3
Maximum time to ticket resolution for	preston		3
Minimum time to ticket resolution for	preston		3
Average time to ticket resolution for	rosti		1
Maximum time to ticket resolution for	rosti		3
Minimum time to ticket resolution for	rosti		0
Average time to ticket resolution for	slong		0
Maximum time to ticket resolution for	slong		0
Minimum time to ticket resolution for	slong		0

Average time to ticket resolution for	OIT Business S	1
Maximum time to ticket resolution for	OIT Business S	10
Minimum time to ticket resolution for	OIT Business S	0

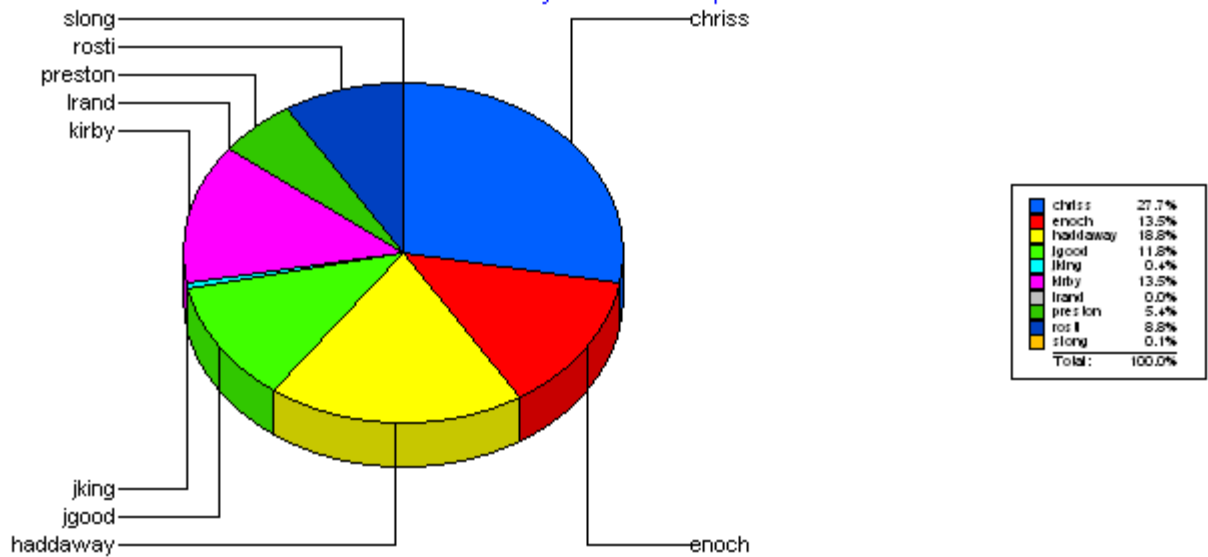
Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



Percentage of Sum of Tickets Resolved

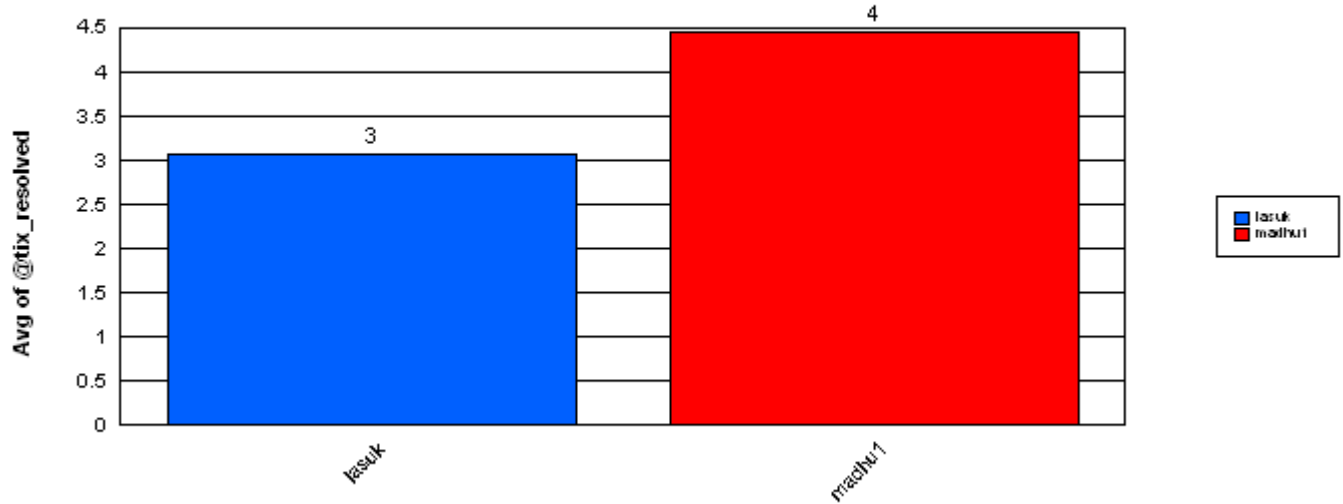
For OIT Business Systems: PeopleSoft



PC Labs		Total:	58
Average time to ticket resolution for	lasuk		3
Maximum time to ticket resolution for	lasuk		17
Minimum time to ticket resolution for	lasuk		0
Average time to ticket resolution for	madhu1		4
Maximum time to ticket resolution for	madhu1		28
Minimum time to ticket resolution for	madhu1		0
Average time to ticket resolution for	PC Labs		3
Maximum time to ticket resolution for	PC Labs		28
Minimum time to ticket resolution for	PC Labs		0

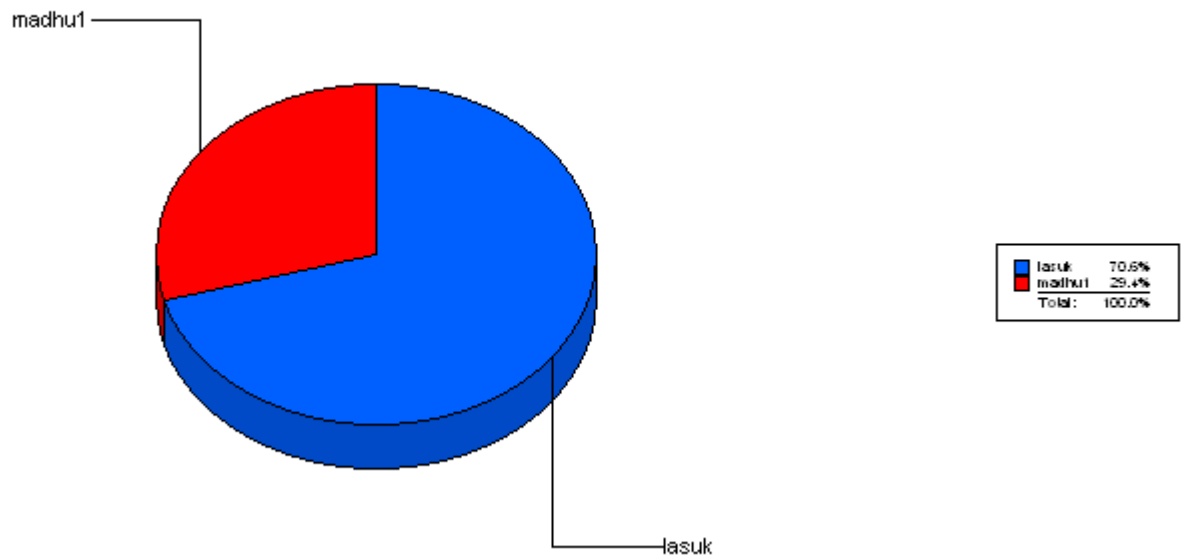
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs

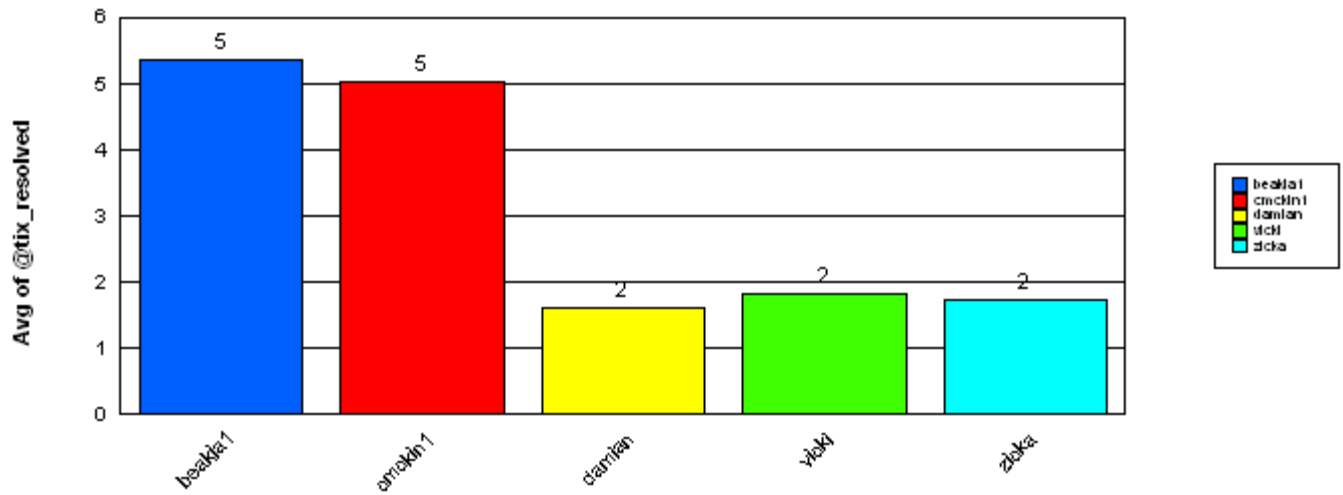


Physical Networks	Total:	84
Average time to ticket resolution for	beakja1	5
Maximum time to ticket resolution for	beakja1	17
Minimum time to ticket resolution for	beakja1	0
Average time to ticket resolution for	cmckin1	5
Maximum time to ticket resolution for	cmckin1	14
Minimum time to ticket resolution for	cmckin1	0
Average time to ticket resolution for	damian	2
Maximum time to ticket resolution for	damian	15
Minimum time to ticket resolution for	damian	0
Average time to ticket resolution for	vicki	2
Maximum time to ticket resolution for	vicki	6
Minimum time to ticket resolution for	vicki	0
Average time to ticket resolution for	zicka	2
Maximum time to ticket resolution for	zicka	10
Minimum time to ticket resolution for	zicka	0

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	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

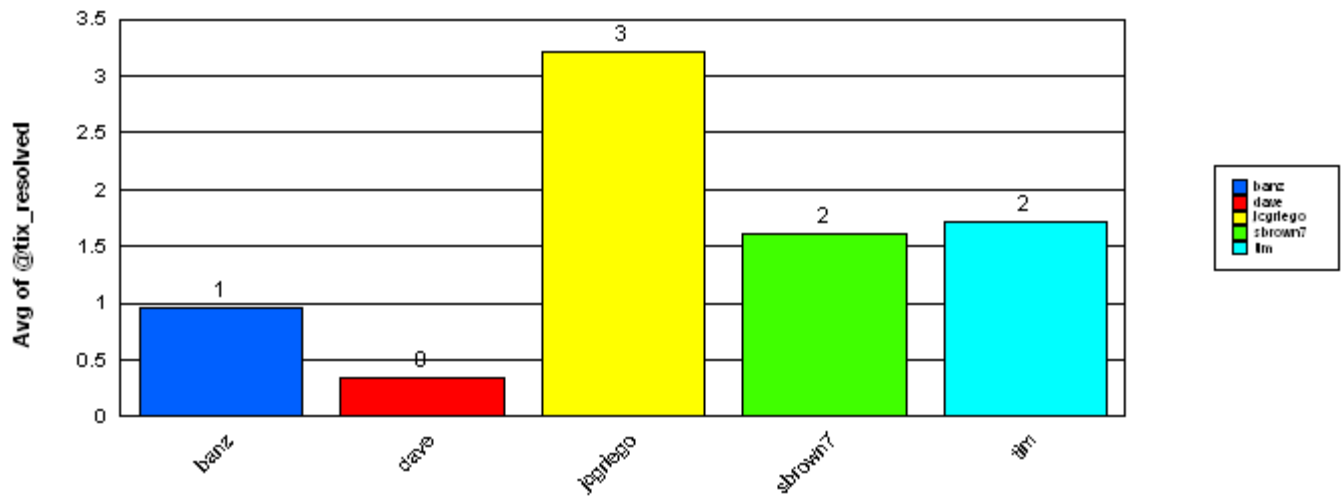


SysCore	Total:	390
Average time to ticket resolution for	banz	1
Maximum time to ticket resolution for	banz	3
Minimum time to ticket resolution for	banz	0
Average time to ticket resolution for	dave	0
Maximum time to ticket resolution for	dave	1
Minimum time to ticket resolution for	dave	0
Average time to ticket resolution for	jcgriego	3
Maximum time to ticket resolution for	jcgriego	29
Minimum time to ticket resolution for	jcgriego	0
Average time to ticket resolution for	sbrown7	2
Maximum time to ticket resolution for	sbrown7	28
Minimum time to ticket resolution for	sbrown7	0
Average time to ticket resolution for	tim	2
Maximum time to ticket resolution for	tim	24
Minimum time to ticket resolution for	tim	0

Average time to ticket resolution for	SysCore	2
Maximum time to ticket resolution for	SysCore	29
Minimum time to ticket resolution for	SysCore	0

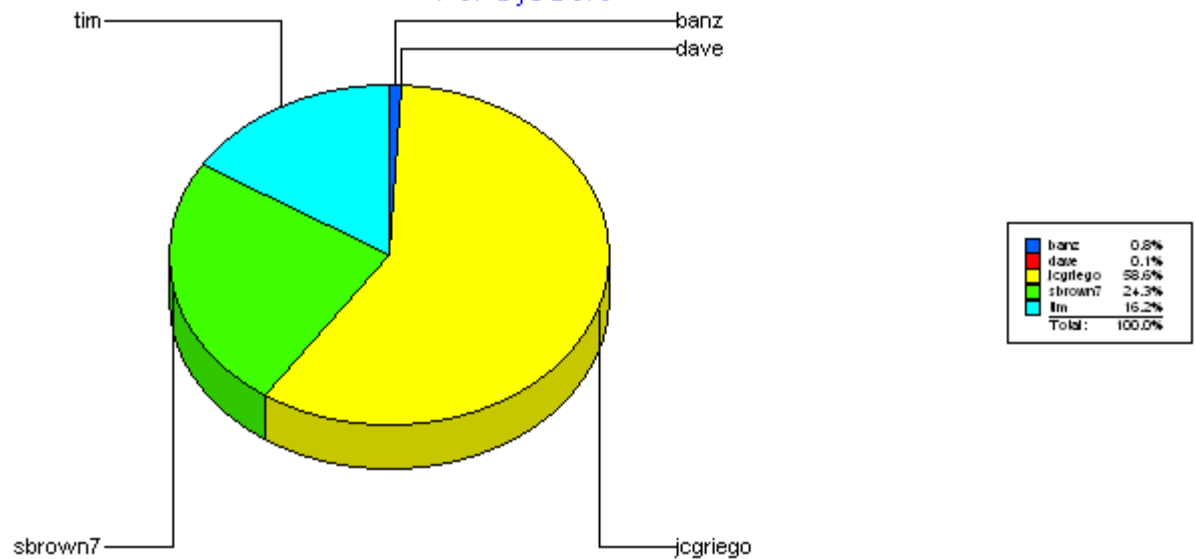
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

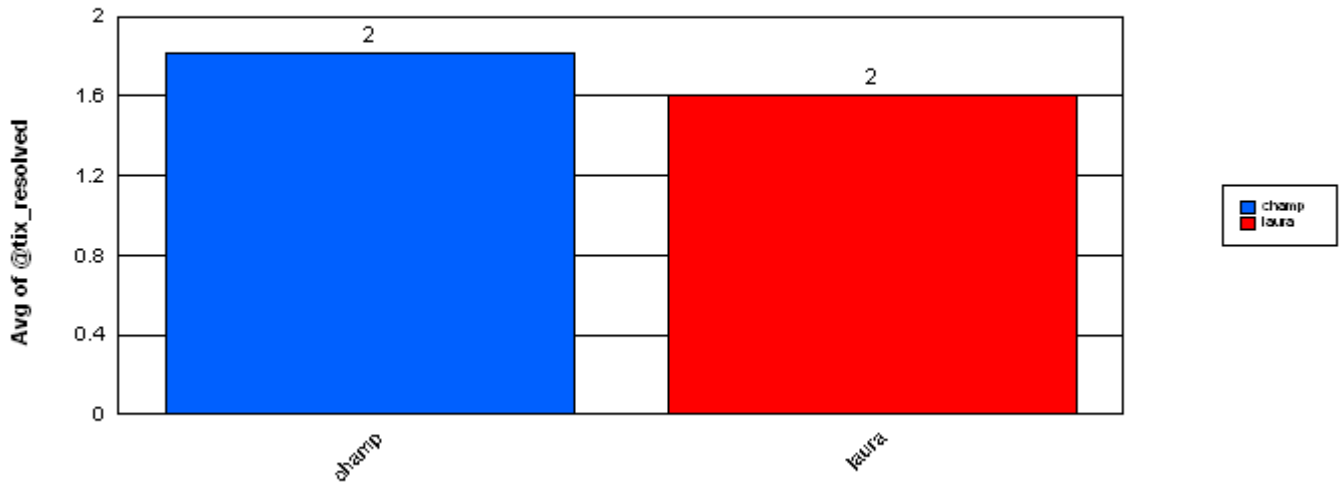
For SysCore



SysDept	Total:	33
Average time to ticket resolution for	champ	2
Maximum time to ticket resolution for	champ	6
Minimum time to ticket resolution for	champ	0
Average time to ticket resolution for	laura	2
Maximum time to ticket resolution for	laura	4
Minimum time to ticket resolution for	laura	0
Average time to ticket resolution for	SysDept	2
Maximum time to ticket resolution for	SysDept	6
Minimum time to ticket resolution for	SysDept	0

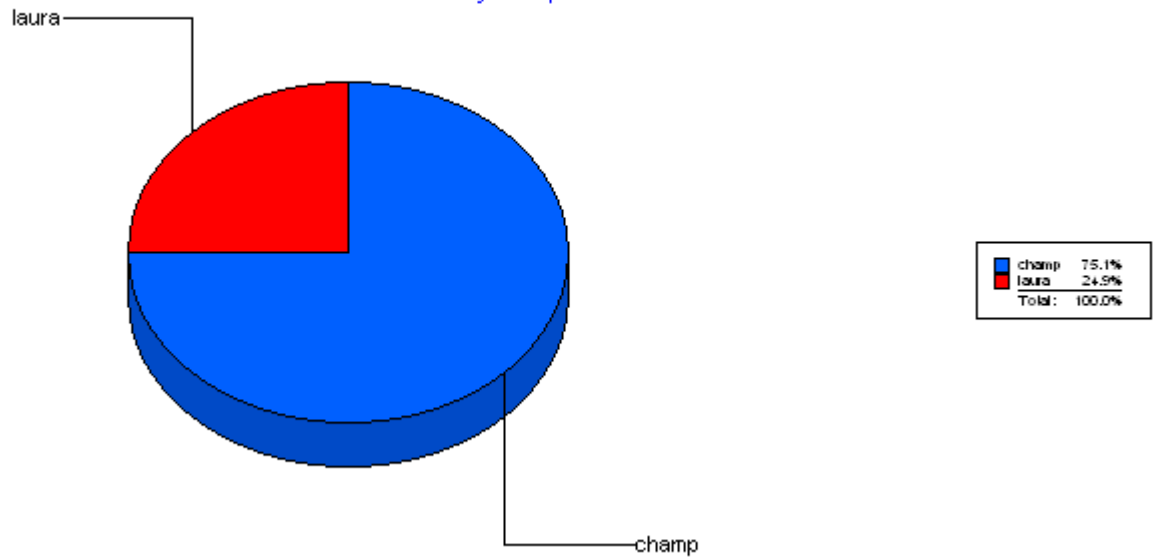
Avg of Each Ticket Resolved

For SysDept



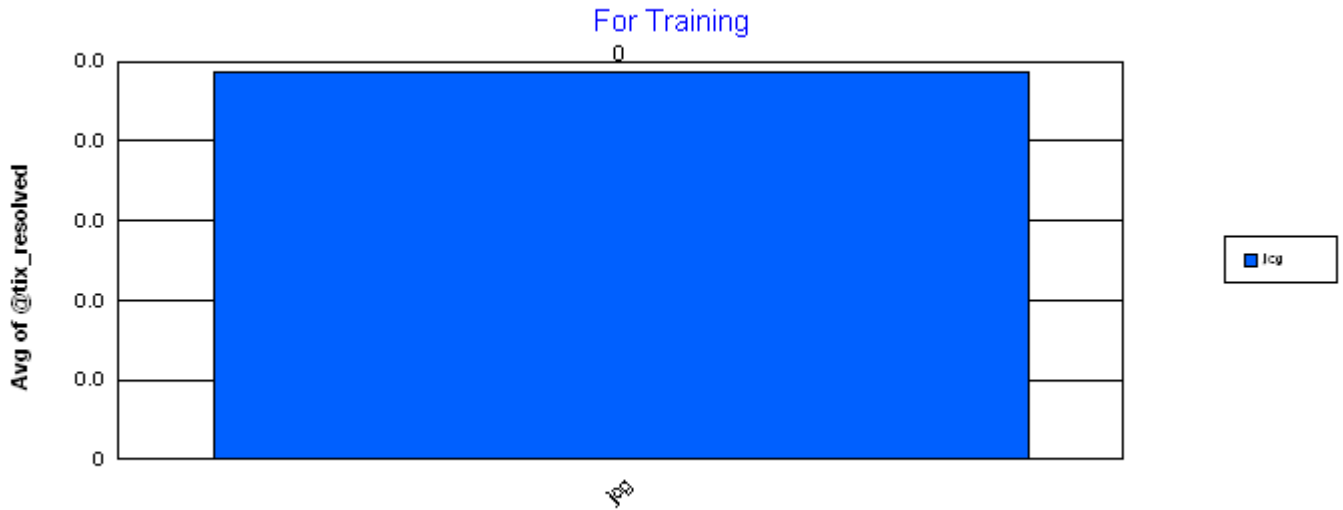
Percentage of Sum of Tickets Resolved

For SysDept

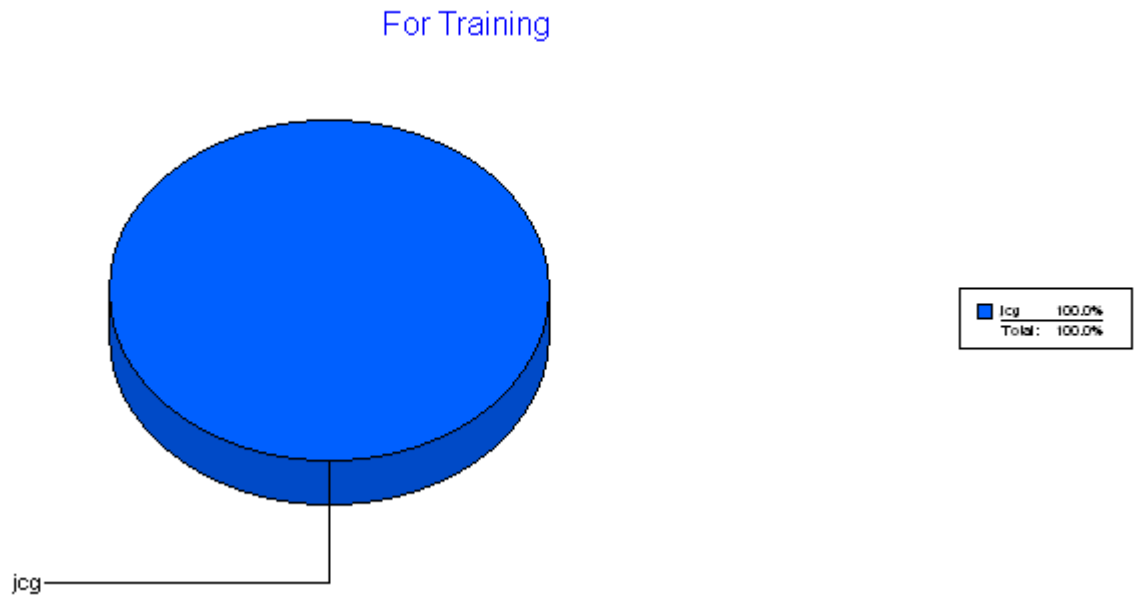


Training	Total:	1
Average time to ticket resolution for	jcg	0
Maximum time to ticket resolution for	jcg	0
Minimum time to ticket resolution for	jcg	0
Average time to ticket resolution for	Training	0
Maximum time to ticket resolution for	Training	0
Minimum time to ticket resolution for	Training	0

Avg of Each Ticket Resolved



Percentage of Sum of Tickets Resolved



Total Remedy Tickets Created and Resolved/Closed Between: 10/01/2003 and 10/31/2003 : **1901**

Total Remedy Tickets Created between: 10/01/2003 and 10/31/2003 : **1901**

Maximum time to resolution	29
Minimum time to resolu	0
Total Average time to ticket resolution	1.99