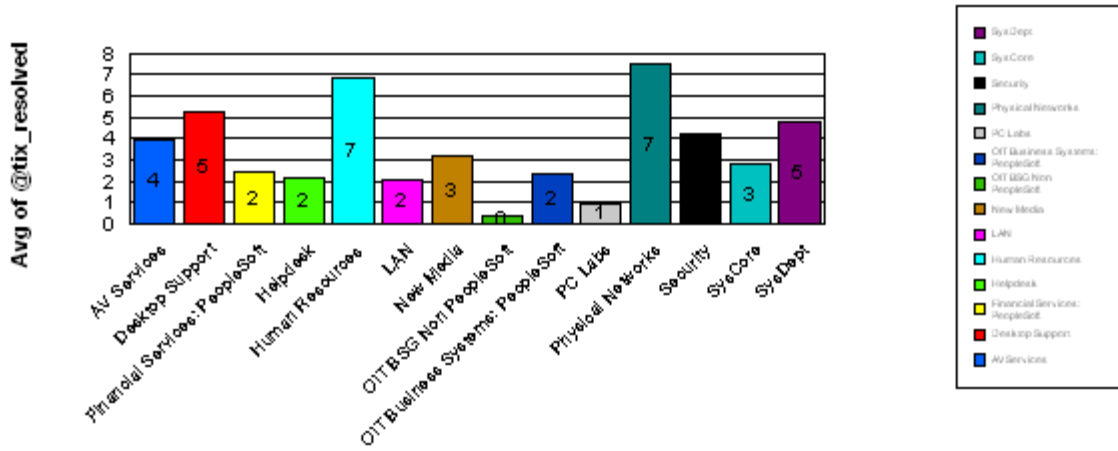


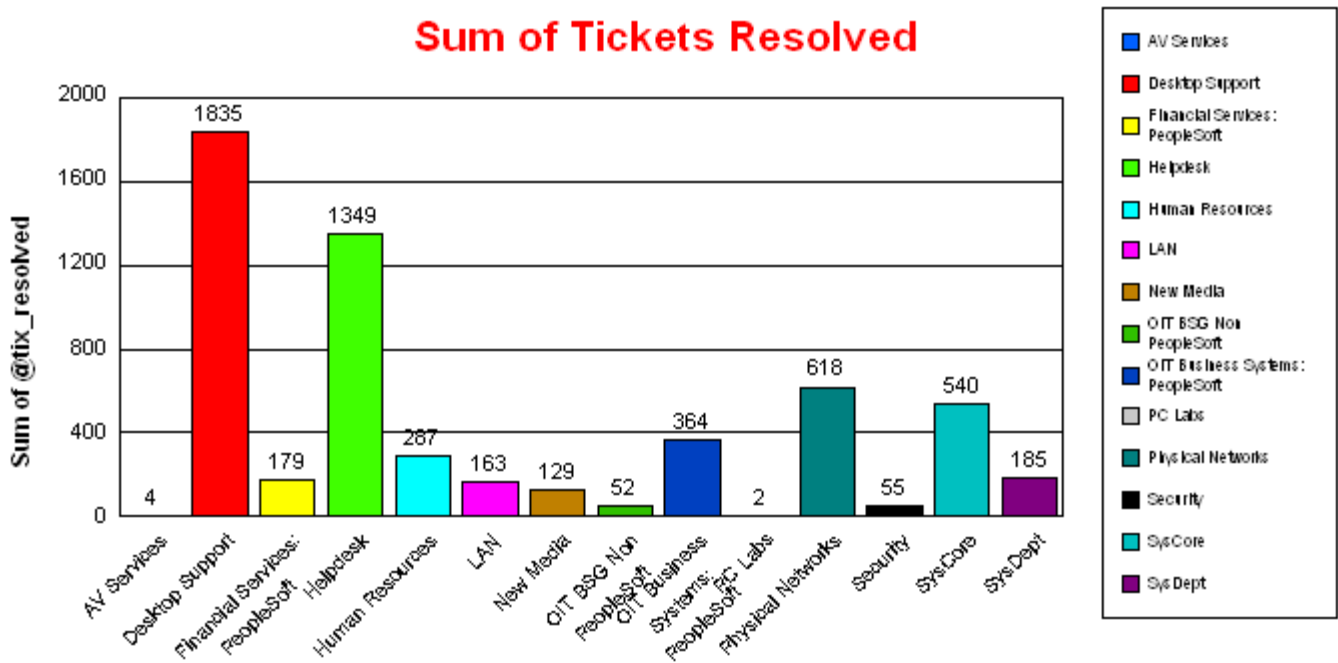
# Average Length to Resolution

Ticket Created Between October 01, 2004 to October 31, 2004

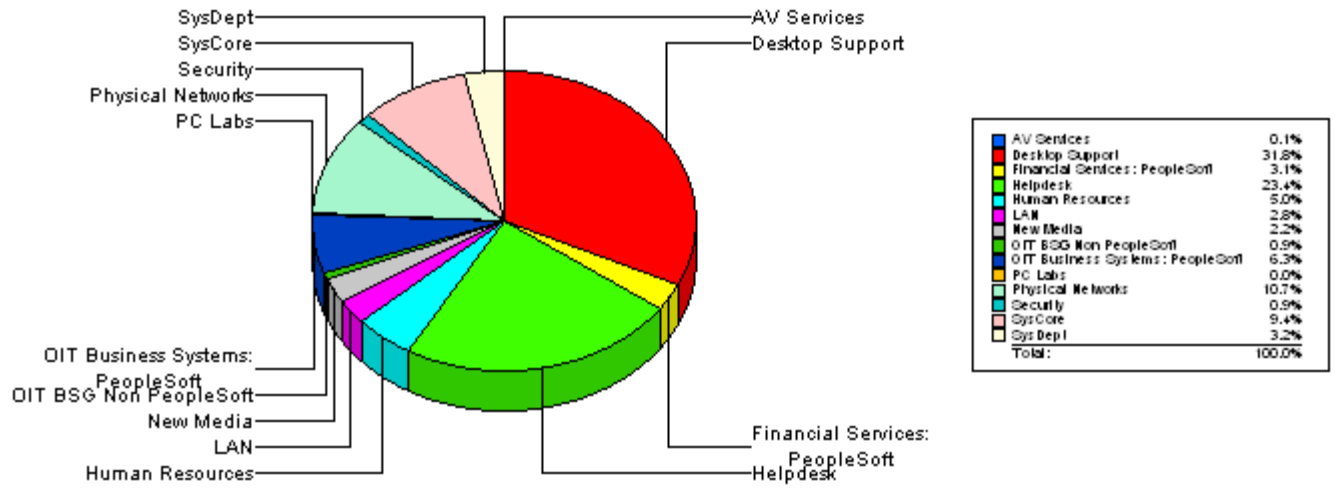
## Avg of Each Ticket Resolved



## Sum of Tickets Resolved



## % of Sum of Tickets Resolved

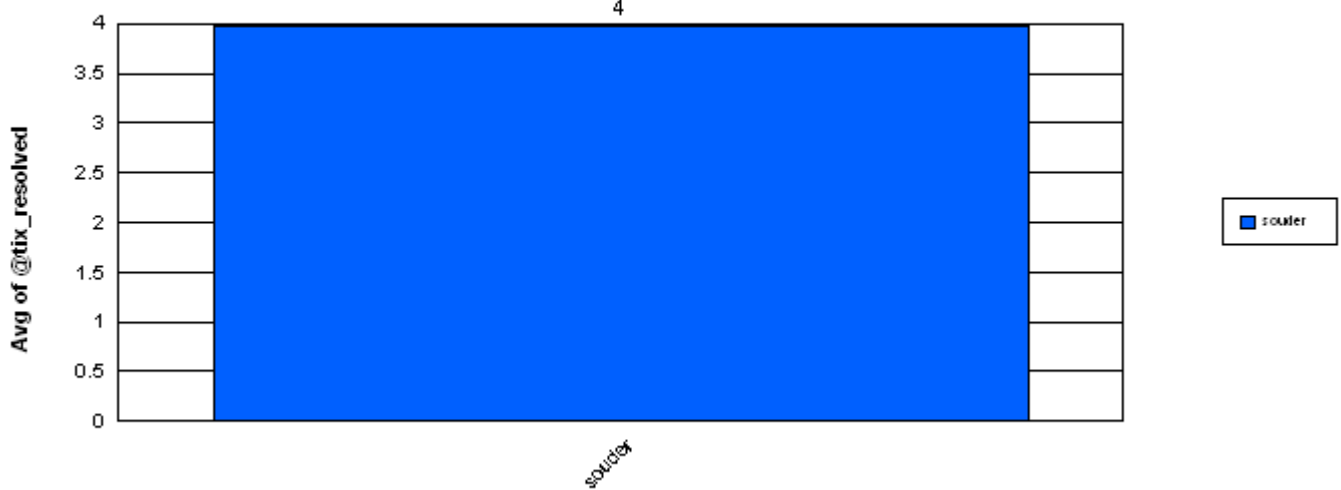


AV Services

		<b>Total:</b>	<b>1</b>		
<b>souder</b>	<b>Closed</b>	<b>Total:</b>	<b>1</b>		
Ticket Number:	0000103692	10/21/2004	4	10/25/2004	11/01/2004
Average time to ticket resolution for		souder	4		
Maximum time to ticket resolution for		souder	4		
Minimum time to ticket resolution for		souder	4		
Average time to ticket resolution for		AV Services	4		
Maximum time to ticket resolution for		AV Services	4		
Minimum time to ticket resolution for		AV Services	4		

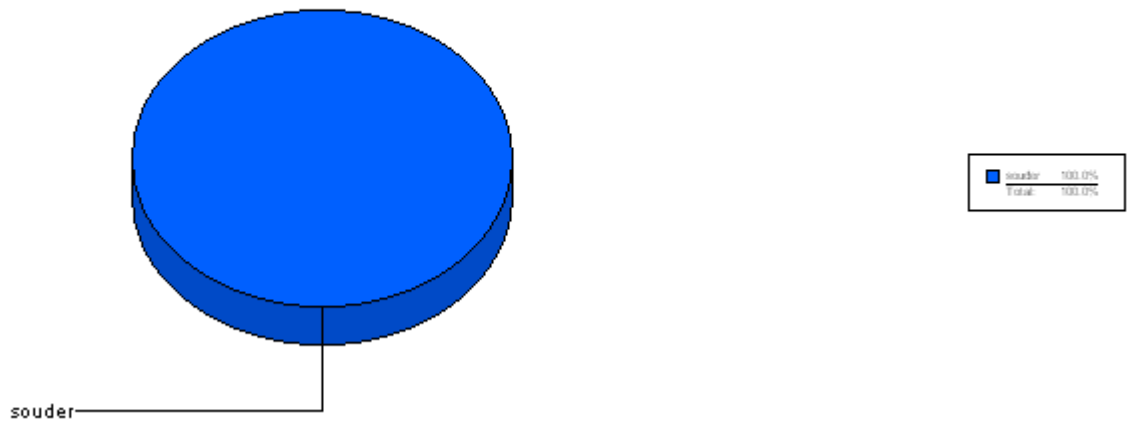
**Avg of Each Ticket Resolved**

For AV Services



**Percentage of Sum of Tickets Resolved**

For AV Services



**Desktop Support**

		<u>Total:</u>	<b>349</b>		
<b>Desktop</b>		<u>Total:</u>	<b>8</b>		
<b>Closed</b>		<u>Total:</u>	<b>8</b>		
Ticket Number:	0000102539	10/04/2004	0		10/04/2004
Ticket Number:	0000104075	10/27/2004	0		10/27/2004
Ticket Number:	0000104078	10/27/2004	0		10/27/2004
Ticket Number:	0000104145	10/28/2004	0		10/28/2004
Ticket Number:	0000104239	10/29/2004	0		10/29/2004
Ticket Number:	0000103584	10/20/2004	0		10/20/2004
Ticket Number:	0000103677	10/21/2004	0		10/21/2004
Ticket Number:	0000103701	10/21/2004	0		10/21/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		Desktop	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		Desktop	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		Desktop	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
<b>Desktop:PCInstall</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000103641	10/20/2004	0		10/20/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		Desktop:PCInst	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		Desktop:PCInst	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		Desktop:PCInst	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
<b>afort1</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000102326	10/01/2004	0	10/01/2004	10/07/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		afort1	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		afort1	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		afort1	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>
<b>chrism</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000102438	10/03/2004	1	10/04/2004	10/11/2004
Ticket Number:	0000103601	10/20/2004	0	10/20/2004	10/26/2004
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		chrism	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		chrism	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		chrism	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	<hr/>

**Desktop Support  
edortiz**

Total: 73

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>73</b>		
Ticket Number:	0000103242	10/14/2004	14	10/28/2004	11/03/2004
Ticket Number:	0000103277	10/14/2004	7	10/21/2004	10/27/2004
Ticket Number:	0000103465	10/18/2004	7	10/25/2004	11/01/2004
Ticket Number:	0000103373	10/15/2004	3	10/18/2004	10/25/2004
Ticket Number:	0000103527	10/19/2004	9	10/28/2004	11/03/2004
Ticket Number:	0000104041	10/26/2004	8		11/03/2004
Ticket Number:	0000103293	10/14/2004	11	10/25/2004	11/01/2004
Ticket Number:	0000103520	10/19/2004	7	10/26/2004	11/01/2004
Ticket Number:	0000103545	10/19/2004	9	10/28/2004	11/03/2004
Ticket Number:	0000103696	10/21/2004	6	10/27/2004	11/02/2004
Ticket Number:	0000103693	10/21/2004	6	10/27/2004	11/01/2004
Ticket Number:	0000103719	10/21/2004	7	10/28/2004	11/03/2004
Ticket Number:	0000103550	10/19/2004	2	10/21/2004	10/27/2004
Ticket Number:	0000103546	10/19/2004	2	10/21/2004	10/27/2004
Ticket Number:	0000103730	10/21/2004	4	10/25/2004	11/01/2004
Ticket Number:	0000103807	10/22/2004	10	11/01/2004	11/08/2004
Ticket Number:	0000103924	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000104047	10/26/2004	7	11/02/2004	11/08/2004
Ticket Number:	0000104012	10/26/2004	2	10/28/2004	11/03/2004
Ticket Number:	0000103959	10/25/2004	3	10/28/2004	11/03/2004
Ticket Number:	0000104104	10/27/2004	7	11/03/2004	11/09/2004
Ticket Number:	0000104159	10/28/2004	5	11/02/2004	11/03/2004
Ticket Number:	0000104153	10/28/2004	5	11/02/2004	11/08/2004
Ticket Number:	0000104101	10/27/2004	6	11/02/2004	11/03/2004
Ticket Number:	0000104309	10/29/2004	10		11/08/2004
Ticket Number:	0000104340	10/29/2004	7	11/05/2004	11/08/2004
Ticket Number:	0000102742	10/06/2004	6	10/12/2004	10/18/2004
Ticket Number:	0000103118	10/12/2004	9		10/21/2004
Ticket Number:	0000102355	10/01/2004	11	10/12/2004	10/18/2004
Ticket Number:	0000102332	10/01/2004	6	10/07/2004	10/13/2004
Ticket Number:	0000102483	10/04/2004	3	10/07/2004	10/13/2004
Ticket Number:	0000102528	10/04/2004	7		10/11/2004
Ticket Number:	0000102533	10/04/2004	3	10/07/2004	10/12/2004
Ticket Number:	0000102696	10/06/2004	5	10/11/2004	10/25/2004
Ticket Number:	0000102584	10/05/2004	2	10/07/2004	10/13/2004
Ticket Number:	0000102573	10/05/2004	2	10/07/2004	10/13/2004
Ticket Number:	0000102597	10/05/2004	13	10/18/2004	10/25/2004
Ticket Number:	0000102543	10/04/2004	8		10/12/2004
Ticket Number:	0000102531	10/04/2004	3		10/07/2004
Ticket Number:	0000102510	10/04/2004	7	10/11/2004	10/18/2004
Ticket Number:	0000102465	10/04/2004	8	10/12/2004	10/18/2004
Ticket Number:	0000102699	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102458	10/04/2004	8	10/12/2004	10/18/2004
Ticket Number:	0000102729	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102787	10/07/2004	5	10/12/2004	10/18/2004
Ticket Number:	0000102797	10/07/2004	11	10/18/2004	10/25/2004
Ticket Number:	0000102842	10/07/2004	11	10/18/2004	10/25/2004
Ticket Number:	0000102838	10/07/2004	6	10/13/2004	10/19/2004
Ticket Number:	0000102821	10/07/2004	6	10/13/2004	10/19/2004
Ticket Number:	0000102806	10/07/2004	5	10/12/2004	10/18/2004
Ticket Number:	0000102799	10/07/2004	14	10/21/2004	10/27/2004
Ticket Number:	0000102841	10/07/2004	6	10/13/2004	10/13/2004
Ticket Number:	0000103031	10/11/2004	7	10/18/2004	10/25/2004

**Desktop Support**

Ticket Number:	0000103029	10/11/2004	7	10/18/2004	10/25/2004
Ticket Number:	0000103026	10/11/2004	2	10/13/2004	10/19/2004
Ticket Number:	0000103017	10/11/2004	7	10/18/2004	10/25/2004
Ticket Number:	0000102995	10/11/2004	7	10/18/2004	10/25/2004
Ticket Number:	0000102989	10/11/2004	14	10/24/2004	11/01/2004
Ticket Number:	0000102963	10/10/2004	3	10/13/2004	10/19/2004
Ticket Number:	0000102955	10/09/2004	5	10/14/2004	10/20/2004
Ticket Number:	0000102893	10/08/2004	5	10/13/2004	10/19/2004
Ticket Number:	0000103204	10/13/2004	5	10/18/2004	10/25/2004
Ticket Number:	0000103196	10/13/2004	8	10/21/2004	10/27/2004
Ticket Number:	0000103190	10/13/2004	5	10/18/2004	10/25/2004
Ticket Number:	0000103174	10/13/2004	5	10/18/2004	10/25/2004
Ticket Number:	0000103162	10/13/2004	5	10/18/2004	10/25/2004
Ticket Number:	0000103139	10/12/2004	13	10/25/2004	11/01/2004
Ticket Number:	0000103127	10/12/2004	9	10/21/2004	10/27/2004
Ticket Number:	0000103125	10/12/2004	1	10/13/2004	10/19/2004
Ticket Number:	0000103083	10/12/2004	1	10/13/2004	10/19/2004
Ticket Number:	0000103076	10/12/2004	9	10/21/2004	10/27/2004
Ticket Number:	0000103043	10/11/2004	2	10/13/2004	10/19/2004
Ticket Number:	0000102886	10/08/2004	10	10/18/2004	10/19/2004

<b>Average time to ticket resolution for</b>	edortiz	<b>6</b>
<b>Maximum time to ticket resolution for</b>	edortiz	<b>14</b>
<b>Minimum time to ticket resolution for</b>	edortiz	<b>1</b>

**jhenn1**Total: 15**Closed**Total: 15

Ticket Number:	0000102858	10/07/2004	13	10/20/2004	10/26/2004
Ticket Number:	0000103195	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103192	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000102925	10/08/2004	7	10/15/2004	10/21/2004
Ticket Number:	0000103007	10/11/2004	2	10/13/2004	10/19/2004
Ticket Number:	0000102349	10/01/2004	7	10/08/2004	10/14/2004
Ticket Number:	0000103763	10/21/2004	1		10/22/2004
Ticket Number:	0000103926	10/25/2004	2	10/27/2004	11/02/2004
Ticket Number:	0000103227	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103295	10/14/2004	1	10/15/2004	10/21/2004
Ticket Number:	0000103486	10/18/2004	2	10/20/2004	10/26/2004
Ticket Number:	0000103618	10/20/2004	5	10/25/2004	11/01/2004
Ticket Number:	0000103657	10/20/2004	5	10/25/2004	11/01/2004
Ticket Number:	0000103654	10/20/2004	2	10/22/2004	10/28/2004
Ticket Number:	0000103566	10/19/2004	6	10/25/2004	11/01/2004

<b>Average time to ticket resolution for</b>	jhenn1	<b>4</b>
<b>Maximum time to ticket resolution for</b>	jhenn1	<b>13</b>
<b>Minimum time to ticket resolution for</b>	jhenn1	<b>1</b>

**jhill4**Total: 3**Closed**Total: 3

Ticket Number:	0000102356	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000102335	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000103049	10/11/2004	3		10/15/2004

<b>Average time to ticket resolution for</b>	jhill4	<b>3</b>
<b>Maximum time to ticket resolution for</b>	jhill4	<b>3</b>
<b>Minimum time to ticket resolution for</b>	jhill4	<b>3</b>

**Desktop Support**

**josh**

Total: 22

**Resolved**

Total: 1

Ticket Number: 0000103412 10/18/2004 24 11/11/2004

**Closed**

Total: 21

Ticket Number:	0000103260	10/14/2004	1	10/15/2004	10/21/2004
Ticket Number:	0000102457	10/04/2004	10	10/14/2004	10/20/2004
Ticket Number:	0000102348	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000102344	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000102571	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102974	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102666	10/06/2004	19	10/25/2004	11/01/2004
Ticket Number:	0000103289	10/14/2004	1	10/15/2004	10/21/2004
Ticket Number:	0000102847	10/07/2004	4	10/11/2004	10/18/2004
Ticket Number:	0000103066	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103252	10/14/2004	11	10/25/2004	11/01/2004
Ticket Number:	0000103497	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103427	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103353	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103788	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000104268	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000104168	10/28/2004	4	11/01/2004	11/08/2004
Ticket Number:	0000104109	10/27/2004	5	11/01/2004	11/08/2004
Ticket Number:	0000103821	10/22/2004	3	10/25/2004	11/01/2004
Ticket Number:	0000103928	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000104394	10/31/2004	0	11/01/2004	11/08/2004

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<b>Average time to ticket resolution for</b>	josh		<b>4</b>
<b>Maximum time to ticket resolution for</b>	josh		<b>24</b>
<b>Minimum time to ticket resolution for</b>	josh		<b>0</b>

**kirkley1**

Total: 6

**Closed**

Total: 6

Ticket Number:	0000102785	10/07/2004	12	10/18/2004	10/25/2004
Ticket Number:	0000102804	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102789	10/07/2004	4	10/11/2004	10/18/2004
Ticket Number:	0000102631	10/05/2004	6	10/11/2004	10/18/2004
Ticket Number:	0000102441	10/03/2004	4	10/07/2004	10/13/2004
Ticket Number:	0000102673	10/06/2004	1	10/07/2004	10/13/2004

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<b>Average time to ticket resolution for</b>	kirkley1		<b>4</b>
<b>Maximum time to ticket resolution for</b>	kirkley1		<b>12</b>
<b>Minimum time to ticket resolution for</b>	kirkley1		<b>0</b>

**Desktop Support**

**lasuk**

Total: **71**

**Resolved**

Total: **2**

Ticket Number: 0000103911

10/25/2004

16

11/10/2004

Ticket Number: 0000104048

10/26/2004

16

11/11/2004

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>69</b>		
Ticket Number:	0000102991	10/11/2004	11	10/22/2004	10/28/2004
Ticket Number:	0000103705	10/21/2004	15	11/05/2004	11/11/2004
Ticket Number:	0000102540	10/04/2004	15	10/19/2004	10/25/2004
Ticket Number:	0000102455	10/04/2004	3	10/07/2004	10/13/2004
Ticket Number:	0000102432	10/03/2004	1	10/04/2004	10/11/2004
Ticket Number:	0000102414	10/02/2004	1	10/02/2004	10/08/2004
Ticket Number:	0000102411	10/01/2004	5	10/06/2004	10/12/2004
Ticket Number:	0000102406	10/01/2004	14	10/15/2004	10/21/2004
Ticket Number:	0000102312	10/01/2004	4	10/05/2004	10/11/2004
Ticket Number:	0000103335	10/15/2004	7	10/22/2004	10/28/2004
Ticket Number:	0000102341	10/01/2004	14	10/15/2004	10/21/2004
Ticket Number:	0000102663	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102985	10/11/2004	2	10/13/2004	10/19/2004
Ticket Number:	0000102574	10/05/2004	0		10/05/2004
Ticket Number:	0000102560	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102342	10/01/2004	17	10/18/2004	10/25/2004
Ticket Number:	0000102382	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000102782	10/07/2004	11	10/18/2004	10/25/2004
Ticket Number:	0000103186	10/13/2004	26	11/08/2004	11/15/2004
Ticket Number:	0000103072	10/12/2004	7	10/19/2004	10/25/2004
Ticket Number:	0000103071	10/12/2004	3	10/15/2004	10/21/2004
Ticket Number:	0000103106	10/12/2004	1	10/13/2004	10/19/2004
Ticket Number:	0000103027	10/11/2004	4	10/15/2004	10/21/2004
Ticket Number:	0000103009	10/11/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000102997	10/11/2004	11	10/22/2004	10/28/2004
Ticket Number:	0000102993	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102916	10/08/2004	6		10/14/2004
Ticket Number:	0000102883	10/08/2004	4	10/12/2004	10/18/2004
Ticket Number:	0000103711	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103098	10/12/2004	0		10/12/2004
Ticket Number:	0000103097	10/12/2004	0		10/12/2004
Ticket Number:	0000103082	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103150	10/13/2004	1	10/14/2004	10/20/2004
Ticket Number:	0000102823	10/07/2004	6	10/13/2004	10/19/2004
Ticket Number:	0000102895	10/08/2004	10	10/18/2004	10/25/2004
Ticket Number:	0000102800	10/07/2004	4	10/11/2004	10/18/2004
Ticket Number:	0000102794	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000103718	10/21/2004	18	11/08/2004	11/15/2004
Ticket Number:	0000103845	10/22/2004	0		10/22/2004
Ticket Number:	0000104226	10/28/2004	5	11/02/2004	11/08/2004
Ticket Number:	0000104197	10/28/2004	7	11/04/2004	11/10/2004
Ticket Number:	0000104116	10/27/2004	12	11/08/2004	11/15/2004
Ticket Number:	0000104099	10/27/2004	0		10/27/2004
Ticket Number:	0000104088	10/27/2004	1	10/28/2004	11/03/2004
Ticket Number:	0000104082	10/27/2004	0		10/27/2004
Ticket Number:	0000103948	10/25/2004	2	10/27/2004	11/02/2004
Ticket Number:	0000103846	10/22/2004	0		10/22/2004
Ticket Number:	0000103737	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103747	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103526	10/19/2004	17	11/05/2004	11/11/2004
Ticket Number:	0000103694	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103674	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103648	10/20/2004	5	10/25/2004	11/01/2004

**Desktop Support**

Ticket Number:	0000103635	10/20/2004	12	11/01/2004	11/08/2004
Ticket Number:	0000103942	10/25/2004	11	11/05/2004	11/11/2004
Ticket Number:	0000103586	10/20/2004	14	11/03/2004	11/09/2004
Ticket Number:	0000103578	10/20/2004	0		10/20/2004
Ticket Number:	0000103513	10/19/2004	3	10/22/2004	10/28/2004
Ticket Number:	0000103743	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103440	10/18/2004	0	10/18/2004	10/25/2004
Ticket Number:	0000103424	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103419	10/18/2004	1		10/19/2004
Ticket Number:	0000103417	10/18/2004	0		10/18/2004
Ticket Number:	0000103298	10/14/2004	4	10/18/2004	10/19/2004
Ticket Number:	0000103332	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103336	10/15/2004	3	10/18/2004	10/25/2004
Ticket Number:	0000103700	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103726	10/21/2004	6	10/27/2004	11/02/2004
Ticket Number:	0000103356	10/15/2004	0	10/15/2004	10/21/2004

<b>Average time to ticket resolution for</b>	lasuk	<b>5</b>
<b>Maximum time to ticket resolution for</b>	lasuk	<b>26</b>
<b>Minimum time to ticket resolution for</b>	lasuk	<b>0</b>

**maboone1**

Total: 15

**Closed**

Total: 15

Ticket Number:	0000103281	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103450	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103376	10/15/2004	11		10/26/2004
Ticket Number:	0000103382	10/15/2004	3	10/18/2004	10/25/2004
Ticket Number:	0000103436	10/18/2004	1	10/19/2004	10/21/2004
Ticket Number:	0000103765	10/22/2004	3		10/25/2004
Ticket Number:	0000104133	10/27/2004	8		11/04/2004
Ticket Number:	0000104126	10/27/2004	15		11/11/2004
Ticket Number:	0000102933	10/08/2004	18	10/26/2004	11/01/2004
Ticket Number:	0000103108	10/12/2004	6	10/18/2004	10/25/2004
Ticket Number:	0000103214	10/13/2004	1	10/14/2004	10/20/2004
Ticket Number:	0000103019	10/11/2004	8	10/19/2004	10/25/2004
Ticket Number:	0000103101	10/12/2004	2		10/14/2004
Ticket Number:	0000102419	10/02/2004	3	10/05/2004	10/11/2004
Ticket Number:	0000102580	10/05/2004	0		10/05/2004

<b>Average time to ticket resolution for</b>	maboone1	<b>5</b>
<b>Maximum time to ticket resolution for</b>	maboone1	<b>18</b>
<b>Minimum time to ticket resolution for</b>	maboone1	<b>0</b>

**mikec**

Total: 1

**Closed**

Total: 1

Ticket Number:	0000103855	10/23/2004	2		10/25/2004
----------------	------------	------------	---	--	------------

<b>Average time to ticket resolution for</b>	mikec	<b>2</b>
<b>Maximum time to ticket resolution for</b>	mikec	<b>2</b>
<b>Minimum time to ticket resolution for</b>	mikec	<b>2</b>

**Desktop Support  
omarn**

Total: **108**

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>108</b>		
Ticket Number:	0000103722	10/21/2004	5	10/26/2004	11/01/2004
Ticket Number:	0000103716	10/21/2004	8	10/29/2004	11/04/2004
Ticket Number:	0000103779	10/22/2004	4	10/26/2004	11/01/2004
Ticket Number:	0000104263	10/29/2004	4	11/02/2004	11/08/2004
Ticket Number:	0000104241	10/29/2004	6	11/04/2004	11/10/2004
Ticket Number:	0000104237	10/29/2004	4	11/02/2004	11/08/2004
Ticket Number:	0000104195	10/28/2004	1	10/29/2004	11/04/2004
Ticket Number:	0000104175	10/28/2004	1	10/29/2004	11/04/2004
Ticket Number:	0000104103	10/27/2004	2	10/29/2004	11/02/2004
Ticket Number:	0000104096	10/27/2004	2	10/29/2004	11/04/2004
Ticket Number:	0000104095	10/27/2004	2	10/29/2004	11/04/2004
Ticket Number:	0000104087	10/27/2004	6	11/02/2004	11/08/2004
Ticket Number:	0000104049	10/26/2004	3	10/29/2004	11/04/2004
Ticket Number:	0000104009	10/26/2004	3	10/29/2004	11/04/2004
Ticket Number:	0000103934	10/25/2004	7		11/01/2004
Ticket Number:	0000104207	10/28/2004	5	11/02/2004	11/08/2004
Ticket Number:	0000103917	10/25/2004	4	10/29/2004	11/04/2004
Ticket Number:	0000104043	10/26/2004	6	11/01/2004	11/08/2004
Ticket Number:	0000103901	10/25/2004	4	10/29/2004	11/04/2004
Ticket Number:	0000103823	10/22/2004	7	10/29/2004	11/04/2004
Ticket Number:	0000103914	10/25/2004	2	10/27/2004	11/02/2004
Ticket Number:	0000104330	10/29/2004	6	11/04/2004	11/10/2004
Ticket Number:	0000104345	10/29/2004	4	11/02/2004	11/08/2004
Ticket Number:	0000104347	10/29/2004	11	11/09/2004	11/15/2004
Ticket Number:	0000104337	10/29/2004	11	11/09/2004	11/15/2004
Ticket Number:	0000103780	10/22/2004	4	10/26/2004	11/01/2004
Ticket Number:	0000103898	10/25/2004	2	10/27/2004	11/02/2004
Ticket Number:	0000103683	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103681	10/21/2004	8	10/29/2004	11/04/2004
Ticket Number:	0000103758	10/21/2004	11		11/01/2004
Ticket Number:	0000103798	10/22/2004	4	10/26/2004	11/01/2004
Ticket Number:	0000103639	10/20/2004	2	10/22/2004	10/28/2004
Ticket Number:	0000103617	10/20/2004	1		10/21/2004
Ticket Number:	0000103616	10/20/2004	6	10/26/2004	11/01/2004
Ticket Number:	0000103608	10/20/2004	7	10/27/2004	11/02/2004
Ticket Number:	0000103593	10/20/2004	1	10/21/2004	10/27/2004
Ticket Number:	0000103565	10/19/2004	7	10/26/2004	11/01/2004
Ticket Number:	0000103539	10/19/2004	8	10/27/2004	11/02/2004
Ticket Number:	0000103358	10/15/2004	4	10/19/2004	10/25/2004
Ticket Number:	0000103322	10/15/2004	5		10/20/2004
Ticket Number:	0000103321	10/15/2004	4	10/19/2004	10/25/2004
Ticket Number:	0000103304	10/14/2004	5	10/19/2004	10/25/2004
Ticket Number:	0000103299	10/14/2004	5	10/19/2004	10/25/2004
Ticket Number:	0000103256	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103330	10/15/2004	4		10/19/2004
Ticket Number:	0000104081	10/27/2004	6	11/02/2004	11/04/2004
Ticket Number:	0000103511	10/19/2004	3	10/22/2004	10/28/2004
Ticket Number:	0000103508	10/19/2004	2	10/21/2004	10/27/2004
Ticket Number:	0000103475	10/18/2004	4	10/22/2004	10/28/2004
Ticket Number:	0000103467	10/18/2004	4	10/22/2004	10/28/2004
Ticket Number:	0000103460	10/18/2004	3	10/21/2004	10/27/2004
Ticket Number:	0000103457	10/18/2004	4	10/22/2004	10/28/2004
Ticket Number:	0000103452	10/18/2004	4	10/22/2004	10/28/2004

**Desktop Support**

Ticket Number:	0000103451	10/18/2004	3	10/21/2004	10/22/2004
Ticket Number:	0000103447	10/18/2004	3	10/21/2004	10/22/2004
Ticket Number:	0000103433	10/18/2004	4		10/22/2004
Ticket Number:	0000103278	10/14/2004	5	10/19/2004	10/25/2004
Ticket Number:	0000103707	10/21/2004	5	10/26/2004	11/01/2004
Ticket Number:	0000103698	10/21/2004	6	10/27/2004	11/02/2004
Ticket Number:	0000102774	10/07/2004	1		10/08/2004
Ticket Number:	0000103534	10/19/2004	8	10/27/2004	11/02/2004
Ticket Number:	0000102911	10/08/2004	4	10/12/2004	10/18/2004
Ticket Number:	0000102849	10/07/2004	1	10/08/2004	10/14/2004
Ticket Number:	0000102651	10/06/2004	2	10/08/2004	10/14/2004
Ticket Number:	0000102606	10/05/2004	6	10/11/2004	10/18/2004
Ticket Number:	0000102595	10/05/2004	2	10/07/2004	10/13/2004
Ticket Number:	0000102553	10/05/2004	10	10/15/2004	10/21/2004
Ticket Number:	0000102521	10/04/2004	24		10/28/2004
Ticket Number:	0000102499	10/04/2004	3	10/07/2004	10/13/2004
Ticket Number:	0000102485	10/04/2004	11	10/15/2004	10/21/2004
Ticket Number:	0000102480	10/04/2004	2	10/06/2004	10/12/2004
Ticket Number:	0000102473	10/04/2004	2	10/05/2004	10/11/2004
Ticket Number:	0000103751	10/21/2004	8	10/29/2004	11/04/2004
Ticket Number:	0000102652	10/06/2004	2	10/08/2004	10/14/2004
Ticket Number:	0000102466	10/04/2004	11	10/15/2004	10/21/2004
Ticket Number:	0000102546	10/04/2004	3	10/07/2004	10/13/2004
Ticket Number:	0000102384	10/01/2004	5	10/06/2004	10/12/2004
Ticket Number:	0000102371	10/01/2004	6	10/07/2004	10/13/2004
Ticket Number:	0000102334	10/01/2004	6	10/07/2004	10/13/2004
Ticket Number:	0000102358	10/01/2004	6	10/06/2004	10/12/2004
Ticket Number:	0000103088	10/12/2004	3	10/15/2004	10/21/2004
Ticket Number:	0000102731	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000103188	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103185	10/13/2004	16	10/29/2004	11/04/2004
Ticket Number:	0000103169	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000102999	10/11/2004	8	10/19/2004	10/25/2004
Ticket Number:	0000102994	10/11/2004	4	10/15/2004	10/19/2004
Ticket Number:	0000103035	10/11/2004	8	10/19/2004	10/25/2004
Ticket Number:	0000103131	10/12/2004	3	10/15/2004	10/21/2004
Ticket Number:	0000102915	10/08/2004	7	10/15/2004	10/21/2004
Ticket Number:	0000102887	10/08/2004	7	10/15/2004	10/21/2004
Ticket Number:	0000102828	10/07/2004	8	10/15/2004	10/21/2004
Ticket Number:	0000102822	10/07/2004	1	10/08/2004	10/27/2004
Ticket Number:	0000102810	10/07/2004	1	10/08/2004	10/14/2004
Ticket Number:	0000102786	10/07/2004	8	10/15/2004	10/21/2004
Ticket Number:	0000102791	10/07/2004	1	10/08/2004	10/14/2004
Ticket Number:	0000103241	10/14/2004	6		10/20/2004
Ticket Number:	0000102768	10/07/2004	5	10/12/2004	10/18/2004
Ticket Number:	0000102767	10/07/2004	5	10/12/2004	10/18/2004
Ticket Number:	0000103217	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103416	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103194	10/13/2004	6	10/19/2004	10/25/2004
Ticket Number:	0000103160	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103069	10/12/2004	7	10/19/2004	10/25/2004
Ticket Number:	0000103064	10/12/2004	3	10/15/2004	10/21/2004
Ticket Number:	0000103040	10/11/2004	8	10/19/2004	10/25/2004
Ticket Number:	0000102875	10/08/2004	4	10/12/2004	10/18/2004

**Desktop Support**

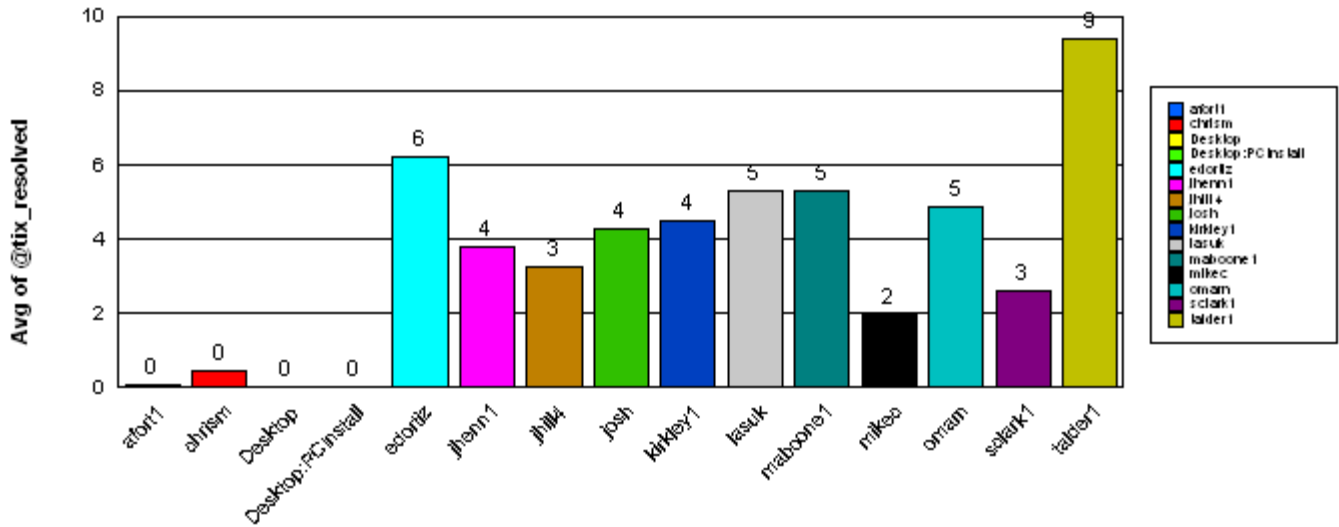
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<b>Maximum time to ticket resolution for</b>	omarn	<b>24</b>		
<b>Minimum time to ticket resolution for</b>	omarn	<b>0</b>		
<hr/>				
<b>sclark1</b>	<u>Total:</u>	<b>1</b>		
<b>Closed</b>	<u>Total:</u>	<b>1</b>		
Ticket Number: 0000103483	10/18/2004	3		10/21/2004
<hr/>				
<b>Average time to ticket resolution for</b>	sclark1	<b>3</b>		
<b>Maximum time to ticket resolution for</b>	sclark1	<b>3</b>		
<b>Minimum time to ticket resolution for</b>	sclark1	<b>3</b>		
<hr/>				
<b>talder1</b>	<u>Total:</u>	<b>22</b>		
<b>Resolved</b>	<u>Total:</u>	<b>3</b>		
Ticket Number: 0000103478	10/18/2004	25	11/12/2004	
Ticket Number: 0000103827	10/22/2004	19	11/10/2004	
Ticket Number: 0000104390	10/31/2004	10	11/10/2004	
<hr/>				
<b>Closed</b>	<u>Total:</u>	<b>19</b>		
Ticket Number: 0000102399	10/01/2004	4	10/05/2004	10/11/2004
Ticket Number: 0000102435	10/03/2004	10	10/13/2004	10/19/2004
Ticket Number: 0000102495	10/04/2004	10	10/14/2004	10/20/2004
Ticket Number: 0000102598	10/05/2004	9	10/14/2004	10/20/2004
Ticket Number: 0000102694	10/06/2004	2	10/08/2004	10/14/2004
Ticket Number: 0000102635	10/05/2004	6	10/11/2004	10/18/2004
Ticket Number: 0000102586	10/05/2004	8	10/13/2004	10/19/2004
Ticket Number: 0000102750	10/06/2004	5	10/11/2004	10/18/2004
Ticket Number: 0000102421	10/02/2004	24	10/26/2004	11/01/2004
Ticket Number: 0000102758	10/07/2004	14	10/21/2004	10/27/2004
Ticket Number: 0000102809	10/07/2004	7	10/14/2004	10/20/2004
Ticket Number: 0000103079	10/12/2004	2	10/14/2004	10/20/2004
Ticket Number: 0000103248	10/14/2004	4	10/18/2004	10/25/2004
Ticket Number: 0000103384	10/15/2004	11	10/26/2004	11/01/2004
Ticket Number: 0000103609	10/20/2004	1	10/21/2004	10/27/2004
Ticket Number: 0000103479	10/18/2004	17	11/04/2004	11/10/2004
Ticket Number: 0000103469	10/18/2004	4	10/22/2004	10/28/2004
Ticket Number: 0000104182	10/28/2004	4	11/01/2004	11/08/2004
Ticket Number: 0000104265	10/29/2004	11	11/09/2004	11/15/2004
<hr/>				
<b>Average time to ticket resolution for</b>	talder1	<b>9</b>		
<b>Maximum time to ticket resolution for</b>	talder1	<b>25</b>		
<b>Minimum time to ticket resolution for</b>	talder1	<b>1</b>		
<hr/>				

**Desktop Support**

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

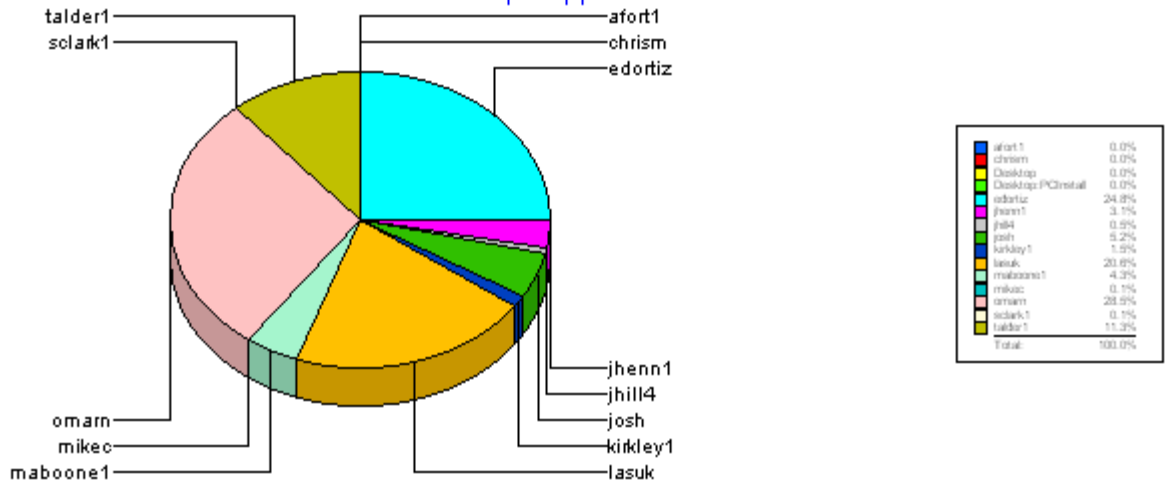
**Avg of Each Ticket Resolved**

For Desktop Support



**Percentage of Sum of Tickets Resolved**

For Desktop Support



**Financial Services: Peo**

		<u>Total:</u>	<b>75</b>		
<b>cnewton</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000102864	10/08/2004	0		10/08/2004
-----					
<b>Average time to ticket resolution for</b>		cnewton	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		cnewton	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		cnewton	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	
<b>tkuonen</b>		<u>Total:</u>	<b>32</b>		
<b>Closed</b>		<u>Total:</u>	<b>32</b>		
Ticket Number:	0000103122	10/12/2004	1		10/13/2004
Ticket Number:	0000103514	10/19/2004	2		10/21/2004
Ticket Number:	0000102683	10/06/2004	2		10/08/2004
Ticket Number:	0000102477	10/04/2004	1		10/05/2004
Ticket Number:	0000102468	10/04/2004	1		10/05/2004
Ticket Number:	0000102684	10/06/2004	1		10/07/2004
Ticket Number:	0000102362	10/01/2004	3		10/04/2004
Ticket Number:	0000102753	10/06/2004	2		10/08/2004
Ticket Number:	0000102831	10/07/2004	0		10/07/2004
Ticket Number:	0000103161	10/13/2004	1		10/14/2004
Ticket Number:	0000103206	10/13/2004	1		10/14/2004
Ticket Number:	0000102992	10/11/2004	0		10/11/2004
Ticket Number:	0000103032	10/11/2004	0		10/11/2004
Ticket Number:	0000102813	10/07/2004	1		10/08/2004
Ticket Number:	0000103720	10/21/2004	0		10/21/2004
Ticket Number:	0000103748	10/21/2004	5		10/26/2004
Ticket Number:	0000104211	10/28/2004	5	11/02/2004	11/03/2004
Ticket Number:	0000104210	10/28/2004	5	11/02/2004	11/03/2004
Ticket Number:	0000104163	10/28/2004	0		10/28/2004
Ticket Number:	0000104141	10/28/2004	1		10/29/2004
Ticket Number:	0000104114	10/27/2004	0		10/27/2004
Ticket Number:	0000103929	10/25/2004	0		10/25/2004
Ticket Number:	0000103828	10/22/2004	3		10/25/2004
Ticket Number:	0000104327	10/29/2004	0		10/29/2004
Ticket Number:	0000103287	10/14/2004	15		10/29/2004
Ticket Number:	0000103629	10/20/2004	0		10/20/2004
Ticket Number:	0000103525	10/19/2004	10		10/29/2004
Ticket Number:	0000103341	10/15/2004	0		10/15/2004
Ticket Number:	0000103354	10/15/2004	0		10/15/2004
Ticket Number:	0000103499	10/19/2004	0		10/19/2004
Ticket Number:	0000103315	10/15/2004	0		10/15/2004
Ticket Number:	0000103288	10/14/2004	12		10/26/2004
-----					
<b>Average time to ticket resolution for</b>		tkuonen	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		tkuonen	<b>15</b>		
<b>Minimum time to ticket resolution for</b>		tkuonen	<b>0</b>		
<hr/>		<hr/>	<hr/>	<hr/>	

**Financial Services: Peo  
weller**

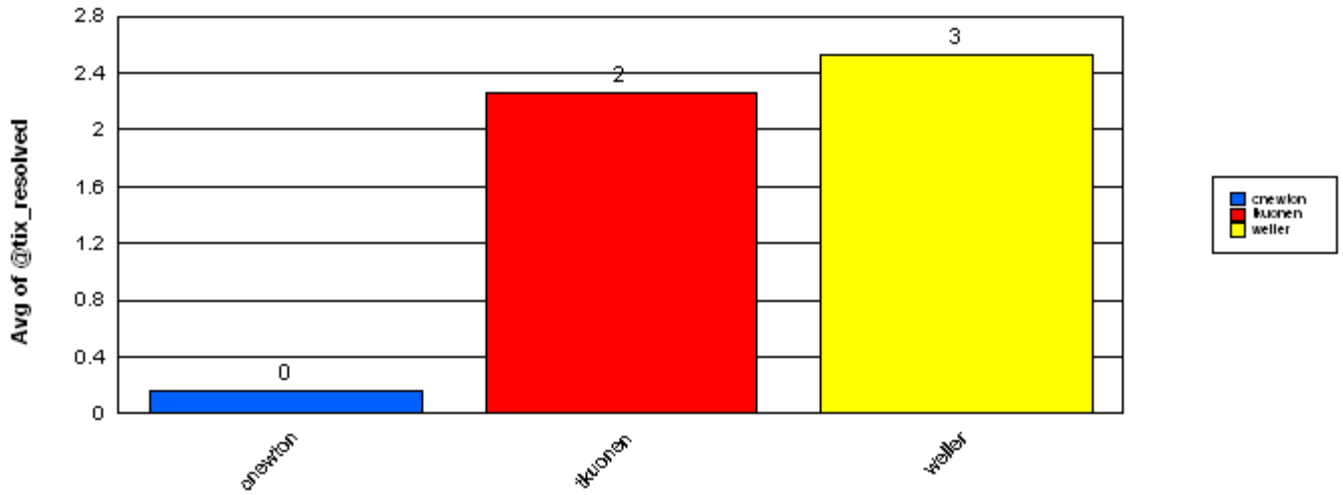
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<b>Closed</b>	<u>Total:</u>	42	
Ticket Number: 0000103228	10/13/2004	1	10/14/2004
Ticket Number: 0000103655	10/20/2004	1	10/21/2004
Ticket Number: 0000103518	10/19/2004	0	10/19/2004
Ticket Number: 0000103421	10/18/2004	0	10/18/2004
Ticket Number: 0000103418	10/18/2004	0	10/18/2004
Ticket Number: 0000103400	10/17/2004	1	10/18/2004
Ticket Number: 0000103282	10/14/2004	4	10/18/2004
Ticket Number: 0000103269	10/14/2004	4	10/18/2004
Ticket Number: 0000103255	10/14/2004	15	10/29/2004
Ticket Number: 0000104310	10/29/2004	0	10/29/2004
Ticket Number: 0000104332	10/29/2004	0	10/29/2004
Ticket Number: 0000104313	10/29/2004	0	10/29/2004
Ticket Number: 0000104317	10/29/2004	0	10/29/2004
Ticket Number: 0000104315	10/29/2004	0	10/29/2004
Ticket Number: 0000103791	10/22/2004	0	10/22/2004
Ticket Number: 0000104284	10/29/2004	0	10/29/2004
Ticket Number: 0000104270	10/29/2004	0	10/29/2004
Ticket Number: 0000104167	10/28/2004	14	11/11/2004
Ticket Number: 0000103891	10/25/2004	0	10/25/2004
Ticket Number: 0000104021	10/26/2004	0	10/26/2004
Ticket Number: 0000104218	10/28/2004	1	10/29/2004
Ticket Number: 0000103904	10/25/2004	0	10/25/2004
Ticket Number: 0000103899	10/25/2004	0	10/25/2004
Ticket Number: 0000102807	10/07/2004	15	10/22/2004
Ticket Number: 0000103215	10/13/2004	1	10/14/2004
Ticket Number: 0000103086	10/12/2004	0	10/12/2004
Ticket Number: 0000103011	10/11/2004	0	10/11/2004
Ticket Number: 0000103003	10/11/2004	0	10/11/2004
Ticket Number: 0000102998	10/11/2004	8	10/19/2004
Ticket Number: 0000104023	10/26/2004	0	10/26/2004
Ticket Number: 0000103918	10/25/2004	0	10/25/2004
Ticket Number: 0000102330	10/01/2004	3	10/04/2004
Ticket Number: 0000102669	10/06/2004	5	10/11/2004
Ticket Number: 0000103059	10/12/2004	0	10/12/2004
Ticket Number: 0000102681	10/06/2004	0	10/06/2004
Ticket Number: 0000102665	10/06/2004	0	10/06/2004
Ticket Number: 0000102664	10/06/2004	0	10/06/2004
Ticket Number: 0000102511	10/04/2004	2	10/06/2004
Ticket Number: 0000102386	10/01/2004	3	10/04/2004
Ticket Number: 0000102337	10/01/2004	10	10/11/2004
Ticket Number: 0000102339	10/01/2004	3	10/04/2004
Ticket Number: 0000102372	10/01/2004	13	10/14/2004
<hr/>			
<b>Average time to ticket resolution for</b>	weller	<b>3</b>	
<b>Maximum time to ticket resolution for</b>	weller	<b>15</b>	
<b>Minimum time to ticket resolution for</b>	weller	<b>0</b>	

**Financial Services: Peo**

Average time to ticket resolution for	Financial Servi	2
Maximum time to ticket resolution for	Financial Servi	15
Minimum time to ticket resolution for	Financial Servi	0

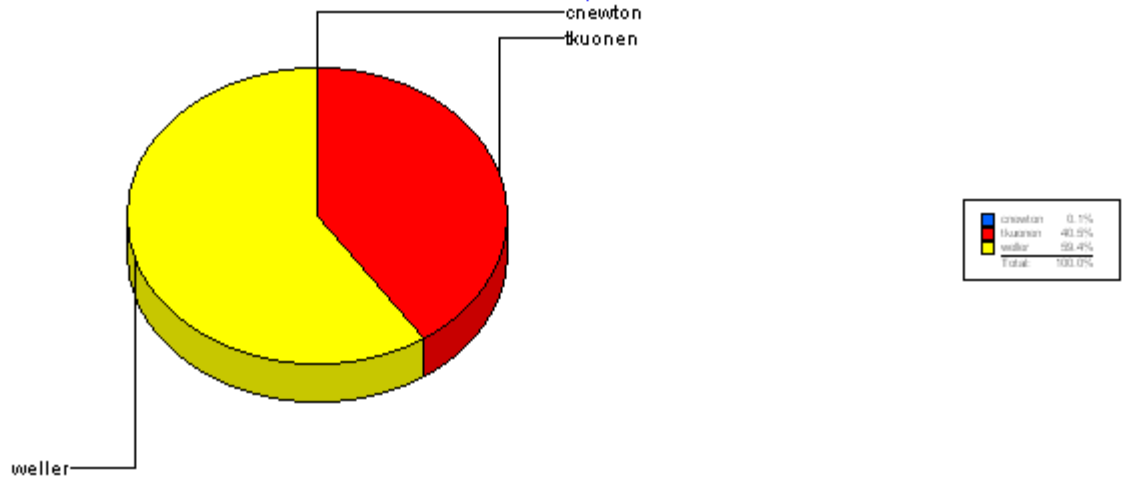
### Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



### Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



**Helpdesk**

		<u>Total:</u>	<b>639</b>		
<b>HD:Tape_Changes</b>		<u>Total:</u>	<b>9</b>		
<b>Closed</b>		<u>Total:</u>	<b>9</b>		
Ticket Number:	0000102422	10/02/2004	0	10/02/2004	
Ticket Number:	0000102444	10/03/2004	0	10/03/2004	
Ticket Number:	0000102837	10/07/2004	0	10/07/2004	
Ticket Number:	0000102952	10/09/2004	0	10/09/2004	
Ticket Number:	0000102968	10/10/2004	0	10/10/2004	
Ticket Number:	0000103732	10/21/2004	0	10/21/2004	
Ticket Number:	0000103864	10/23/2004	0	10/23/2004	
Ticket Number:	0000103877	10/24/2004	0	10/24/2004	
Ticket Number:	0000104201	10/28/2004	0	10/28/2004	
-----				-----	
<b>Average time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<hr/>				<hr/>	
<b>HelpDesk</b>		<u>Total:</u>	<b>32</b>		
<b>Closed</b>		<u>Total:</u>	<b>32</b>		
Ticket Number:	0000103768	10/22/2004	0	10/22/2004	
Ticket Number:	0000103996	10/26/2004	0	10/26/2004	
Ticket Number:	0000104086	10/27/2004	0	10/27/2004	
Ticket Number:	0000104240	10/29/2004	0	10/29/2004	
Ticket Number:	0000104250	10/29/2004	0	10/29/2004	
Ticket Number:	0000104247	10/29/2004	0	10/29/2004	
Ticket Number:	0000104155	10/28/2004	0	10/28/2004	
Ticket Number:	0000104076	10/27/2004	0	10/27/2004	
Ticket Number:	0000103873	10/24/2004	0	10/24/2004	
Ticket Number:	0000103905	10/25/2004	0	10/25/2004	
Ticket Number:	0000103902	10/25/2004	0	10/25/2004	
Ticket Number:	0000104344	10/29/2004	0	10/29/2004	
Ticket Number:	0000103300	10/14/2004	0	10/14/2004	
Ticket Number:	0000103682	10/21/2004	0	10/21/2004	
Ticket Number:	0000103510	10/19/2004	0	10/19/2004	
Ticket Number:	0000102826	10/07/2004	0	10/07/2004	
Ticket Number:	0000102859	10/07/2004	0	10/07/2004	
Ticket Number:	0000103691	10/21/2004	0	10/21/2004	
Ticket Number:	0000103164	10/13/2004	0	10/13/2004	
Ticket Number:	0000103067	10/12/2004	0	10/12/2004	
Ticket Number:	0000103000	10/11/2004	0	10/11/2004	
Ticket Number:	0000102948	10/09/2004	0	10/09/2004	
Ticket Number:	0000102949	10/09/2004	0	10/09/2004	
Ticket Number:	0000102947	10/09/2004	0	10/09/2004	
Ticket Number:	0000102853	10/07/2004	0	10/07/2004	
Ticket Number:	0000102839	10/07/2004	0	10/07/2004	
Ticket Number:	0000104004	10/26/2004	0	10/26/2004	
Ticket Number:	0000102655	10/06/2004	0	10/06/2004	
Ticket Number:	0000102459	10/04/2004	0	10/04/2004	
Ticket Number:	0000102427	10/02/2004	0	10/02/2004	
Ticket Number:	0000102329	10/01/2004	0	10/01/2004	
Ticket Number:	0000102410	10/01/2004	0	10/01/2004	
-----				-----	
<b>Average time to ticket resolution for</b>		HelpDesk	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		HelpDesk	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		HelpDesk	<b>0</b>		
<hr/>				<hr/>	

**Helpdesk  
anna**

Total: **67**

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>67</b>		
Ticket Number:	0000102430	10/03/2004	1	10/04/2004	10/11/2004
Ticket Number:	0000102313	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102324	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102463	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102310	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000102315	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102638	10/05/2004	2	10/08/2004	10/13/2004
Ticket Number:	0000102637	10/05/2004	2	10/08/2004	10/13/2004
Ticket Number:	0000102592	10/05/2004	3	10/08/2004	10/19/2004
Ticket Number:	0000102443	10/03/2004	1	10/04/2004	10/11/2004
Ticket Number:	0000102440	10/03/2004	1	10/04/2004	10/11/2004
Ticket Number:	0000102434	10/03/2004	2	10/05/2004	10/11/2004
Ticket Number:	0000102433	10/03/2004	1	10/04/2004	10/11/2004
Ticket Number:	0000102428	10/02/2004	2	10/04/2004	10/11/2004
Ticket Number:	0000102431	10/03/2004	3	10/06/2004	10/12/2004
Ticket Number:	0000102426	10/02/2004	2	10/04/2004	10/11/2004
Ticket Number:	0000102425	10/02/2004	2	10/04/2004	10/11/2004
Ticket Number:	0000102747	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102467	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102460	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102409	10/01/2004	6	10/07/2004	10/13/2004
Ticket Number:	0000102392	10/01/2004	5	10/06/2004	10/12/2004
Ticket Number:	0000102363	10/01/2004	0		10/01/2004
Ticket Number:	0000102351	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102752	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000103065	10/12/2004	7	10/19/2004	10/25/2004
Ticket Number:	0000103048	10/11/2004	8	10/19/2004	10/25/2004
Ticket Number:	0000103022	10/11/2004	2	10/13/2004	10/19/2004
Ticket Number:	0000102922	10/08/2004	11	10/19/2004	10/25/2004
Ticket Number:	0000103570	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000102861	10/07/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102792	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102760	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102777	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102776	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000103236	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103238	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103284	10/14/2004	1	10/15/2004	10/21/2004
Ticket Number:	0000103296	10/14/2004	5	10/19/2004	10/25/2004
Ticket Number:	0000103572	10/19/2004	14	11/02/2004	11/08/2004
Ticket Number:	0000103568	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103383	10/15/2004	4	10/19/2004	10/25/2004
Ticket Number:	0000103372	10/15/2004	4	10/19/2004	10/25/2004
Ticket Number:	0000103237	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103265	10/14/2004	5	10/19/2004	10/25/2004
Ticket Number:	0000103251	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000104326	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000104386	10/31/2004	3	11/03/2004	11/09/2004
Ticket Number:	0000104378	10/30/2004	5	11/05/2004	11/11/2004
Ticket Number:	0000104351	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000104335	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000103832	10/22/2004	11	11/02/2004	11/08/2004
Ticket Number:	0000104264	10/29/2004	5	11/03/2004	11/09/2004

**Helpdesk**

Ticket Number:	0000104369	10/30/2004	3	11/02/2004	11/08/2004
Ticket Number:	0000104208	10/28/2004	6	11/03/2004	11/09/2004
Ticket Number:	0000104169	10/28/2004	6	11/03/2004	11/09/2004
Ticket Number:	0000104147	10/28/2004	6	11/03/2004	11/09/2004
Ticket Number:	0000104136	10/27/2004	7	11/03/2004	11/09/2004
Ticket Number:	0000104120	10/27/2004	7	11/03/2004	11/09/2004
Ticket Number:	0000104118	10/27/2004	7	11/03/2004	11/09/2004
Ticket Number:	0000104052	10/26/2004	8	11/03/2004	11/09/2004
Ticket Number:	0000104026	10/26/2004	10	11/05/2004	11/11/2004
Ticket Number:	0000103969	10/25/2004	9	11/03/2004	11/09/2004
Ticket Number:	0000104149	10/28/2004	6	11/03/2004	11/09/2004
Ticket Number:	0000104151	10/28/2004	6	11/03/2004	11/09/2004
Ticket Number:	0000104022	10/26/2004	8	11/03/2004	11/09/2004
Ticket Number:	0000103965	10/25/2004	9	11/03/2004	11/09/2004
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<b>Average time to ticket resolution for</b>	anna		<b>4</b>		
<b>Maximum time to ticket resolution for</b>	anna		<b>14</b>		
<b>Minimum time to ticket resolution for</b>	anna		<b>0</b>		
<hr/>					
<b>egabri1</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000103226	10/13/2004	3	10/16/2004	10/22/2004
Ticket Number:	0000103005	10/11/2004	2	10/13/2004	10/19/2004
Ticket Number:	0000103144	10/12/2004	1		10/13/2004
Ticket Number:	0000102448	10/04/2004	0		10/04/2004
-----					
<b>Average time to ticket resolution for</b>	egabri1		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	egabri1		<b>3</b>		
<b>Minimum time to ticket resolution for</b>	egabri1		<b>0</b>		
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**Helpdesk**

ha2

Total: 24**Closed**Total: 24

Ticket Number:	0000102423	10/02/2004	1	10/03/2004	10/11/2004
Ticket Number:	0000102403	10/01/2004	2	10/03/2004	10/11/2004
Ticket Number:	0000102317	10/01/2004	4	10/04/2004	10/11/2004
Ticket Number:	0000102420	10/02/2004	1	10/03/2004	10/11/2004
Ticket Number:	0000102504	10/04/2004	6	10/10/2004	10/18/2004
Ticket Number:	0000102445	10/03/2004	14	10/17/2004	10/25/2004
Ticket Number:	0000102429	10/03/2004	1		10/03/2004
Ticket Number:	0000102852	10/07/2004	3	10/10/2004	10/18/2004
Ticket Number:	0000102960	10/10/2004	0	10/10/2004	10/18/2004
Ticket Number:	0000103047	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000103230	10/13/2004	7	10/20/2004	10/26/2004
Ticket Number:	0000103865	10/23/2004	1	10/24/2004	11/01/2004
Ticket Number:	0000103623	10/20/2004	4	10/24/2004	11/01/2004
Ticket Number:	0000103493	10/19/2004	5	10/24/2004	11/01/2004
Ticket Number:	0000103853	10/23/2004	1	10/24/2004	11/01/2004
Ticket Number:	0000103883	10/24/2004	0	10/24/2004	11/01/2004
Ticket Number:	0000103887	10/24/2004	0	10/24/2004	11/01/2004
Ticket Number:	0000104279	10/29/2004	2	10/31/2004	11/08/2004
Ticket Number:	0000104228	10/29/2004	0	10/29/2004	11/03/2004
Ticket Number:	0000104062	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000103974	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103973	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000104361	10/30/2004	2	11/01/2004	11/08/2004
Ticket Number:	0000104385	10/31/2004	7	11/07/2004	11/15/2004

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<b>Average time to ticket resolution for</b>	ha2	<b>3</b>
<b>Maximum time to ticket resolution for</b>	ha2	<b>14</b>
<b>Minimum time to ticket resolution for</b>	ha2	<b>0</b>
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**Helpdesk**

**kherna1**

Total: **40**

**Resolved**

Total: **1**

Ticket Number: 0000103886 10/24/2004 17 11/10/2004

**Closed**

Total: **39**

Ticket Number:	0000102649	10/06/2004	0	10/06/2004	10/06/2004
Ticket Number:	0000102674	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102676	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102678	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102677	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102675	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102658	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102519	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102545	10/04/2004	16	10/20/2004	10/20/2004
Ticket Number:	0000102632	10/05/2004	1	10/06/2004	10/12/2004
Ticket Number:	0000103893	10/25/2004	0	10/25/2004	10/25/2004
Ticket Number:	0000103202	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103182	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103177	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103158	10/13/2004	0	10/13/2004	10/13/2004
Ticket Number:	0000103154	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103149	10/13/2004	1	10/13/2004	10/19/2004
Ticket Number:	0000103039	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102971	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000103579	10/20/2004	0	10/20/2004	10/20/2004
Ticket Number:	0000103151	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000104372	10/30/2004	2	11/01/2004	11/08/2004
Ticket Number:	0000104391	10/31/2004	1		11/01/2004
Ticket Number:	0000104382	10/31/2004	1	11/01/2004	11/08/2004
Ticket Number:	0000104121	10/27/2004	7	11/04/2004	11/09/2004
Ticket Number:	0000104236	10/29/2004	6	11/04/2004	11/10/2004
Ticket Number:	0000104206	10/28/2004	4		11/01/2004
Ticket Number:	0000104157	10/28/2004	7		11/04/2004
Ticket Number:	0000103429	10/18/2004	0	10/18/2004	10/25/2004
Ticket Number:	0000103663	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103667	10/20/2004	0	10/21/2004	11/03/2004
Ticket Number:	0000103676	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103675	10/21/2004	0		10/21/2004
Ticket Number:	0000103666	10/20/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103649	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103661	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103653	10/20/2004	5	10/25/2004	11/01/2004
Ticket Number:	0000104129	10/27/2004	0	10/28/2004	11/02/2004
Ticket Number:	0000103461	10/18/2004	0		10/18/2004

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<b>Average time to ticket resolution for</b>	kherna1	<b>2</b>
<b>Maximum time to ticket resolution for</b>	kherna1	<b>17</b>
<b>Minimum time to ticket resolution for</b>	kherna1	<b>0</b>
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Helpdesk  
kincaid

Total: 68

Helpdesk

	Closed	Total:	68		
Ticket Number:	0000103484	10/18/2004	7	10/26/2004	11/01/2004
Ticket Number:	0000103714	10/21/2004	7		10/28/2004
Ticket Number:	0000103709	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103708	10/21/2004	0		10/21/2004
Ticket Number:	0000103552	10/19/2004	1	10/20/2004	10/21/2004
Ticket Number:	0000103535	10/19/2004	7	10/26/2004	11/01/2004
Ticket Number:	0000103509	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103488	10/19/2004	7	10/26/2004	11/01/2004
Ticket Number:	0000103464	10/18/2004	1		10/19/2004
Ticket Number:	0000103422	10/18/2004	0	10/18/2004	10/25/2004
Ticket Number:	0000103411	10/18/2004	0		10/18/2004
Ticket Number:	0000103410	10/18/2004	0		10/18/2004
Ticket Number:	0000103408	10/17/2004	10		10/28/2004
Ticket Number:	0000103680	10/21/2004	4		10/25/2004
Ticket Number:	0000103662	10/20/2004	1		10/21/2004
Ticket Number:	0000103314	10/15/2004	0		10/15/2004
Ticket Number:	0000103328	10/15/2004	4	10/19/2004	10/25/2004
Ticket Number:	0000103357	10/15/2004	0		10/15/2004
Ticket Number:	0000103394	10/17/2004	3	10/20/2004	10/26/2004
Ticket Number:	0000103389	10/16/2004	3	10/20/2004	10/26/2004
Ticket Number:	0000103862	10/23/2004	5		10/28/2004
Ticket Number:	0000103871	10/24/2004	2	10/26/2004	11/01/2004
Ticket Number:	0000103972	10/25/2004	2		10/28/2004
Ticket Number:	0000103990	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104249	10/29/2004	0		10/29/2004
Ticket Number:	0000104248	10/29/2004	0		10/29/2004
Ticket Number:	0000104245	10/29/2004	0		10/29/2004
Ticket Number:	0000104235	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104230	10/29/2004	0		10/29/2004
Ticket Number:	0000104165	10/28/2004	4		11/01/2004
Ticket Number:	0000104156	10/28/2004	0		10/28/2004
Ticket Number:	0000104027	10/26/2004	2	10/28/2004	11/03/2004
Ticket Number:	0000103880	10/24/2004	4		10/28/2004
Ticket Number:	0000104320	10/29/2004	0		10/29/2004
Ticket Number:	0000104324	10/29/2004	0		10/29/2004
Ticket Number:	0000104322	10/29/2004	0		10/29/2004
Ticket Number:	0000104325	10/29/2004	0		10/29/2004
Ticket Number:	0000104334	10/29/2004	0		10/29/2004
Ticket Number:	0000104331	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104323	10/29/2004	0		10/29/2004
Ticket Number:	0000102751	10/06/2004	7		10/13/2004
Ticket Number:	0000102762	10/07/2004	0		10/07/2004
Ticket Number:	0000103008	10/11/2004	1		10/12/2004
Ticket Number:	0000103051	10/11/2004	0		10/12/2004
Ticket Number:	0000103220	10/13/2004	1		10/14/2004
Ticket Number:	0000103145	10/12/2004	0		10/13/2004
Ticket Number:	0000103120	10/12/2004	0		10/12/2004
Ticket Number:	0000103117	10/12/2004	1		10/13/2004
Ticket Number:	0000103094	10/12/2004	8	10/20/2004	10/26/2004
Ticket Number:	0000103057	10/12/2004	0		10/12/2004
Ticket Number:	0000103052	10/11/2004	0		10/12/2004
Ticket Number:	0000103044	10/11/2004	1		10/12/2004
Ticket Number:	0000102894	10/08/2004	5		10/13/2004

**Helpdesk**

Ticket Number:	0000102825	10/07/2004	5		10/12/2004
Ticket Number:	0000102763	10/07/2004	0		10/07/2004
Ticket Number:	0000102323	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102534	10/04/2004	1		10/05/2004
Ticket Number:	0000102692	10/06/2004	0		10/06/2004
Ticket Number:	0000102688	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102650	10/06/2004	0		10/06/2004
Ticket Number:	0000102617	10/05/2004	0		10/05/2004
Ticket Number:	0000103030	10/11/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000102590	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102572	10/05/2004	7		10/12/2004
Ticket Number:	0000102562	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102451	10/04/2004	0		10/04/2004
Ticket Number:	0000102452	10/04/2004	0		10/04/2004
Ticket Number:	0000102575	10/05/2004	0	10/05/2004	10/11/2004

<b>Average time to ticket resolution for</b>	kincaid	<b>2</b>
<b>Maximum time to ticket resolution for</b>	kincaid	<b>10</b>
<b>Minimum time to ticket resolution for</b>	kincaid	<b>0</b>

**mcs pads1**Total: 7**Closed**Total: 7

Ticket Number:	0000102331	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102345	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000103318	10/15/2004	0		10/15/2004
Ticket Number:	0000102898	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000104132	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104238	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000103789	10/22/2004	0	10/22/2004	10/28/2004

<b>Average time to ticket resolution for</b>	mcs pads1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	mcs pads1	<b>0</b>
<b>Minimum time to ticket resolution for</b>	mcs pads1	<b>0</b>

**mnolan1**Total: 6**Closed**Total: 6

Ticket Number:	0000103302	10/14/2004	5	10/20/2004	10/25/2004
Ticket Number:	0000103575	10/20/2004	0	10/20/2004	10/25/2004
Ticket Number:	0000103894	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000104389	10/31/2004	0	10/31/2004	11/08/2004
Ticket Number:	0000102891	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000102404	10/01/2004	3	10/04/2004	10/11/2004

<b>Average time to ticket resolution for</b>	mnolan1	<b>2</b>
<b>Maximum time to ticket resolution for</b>	mnolan1	<b>5</b>
<b>Minimum time to ticket resolution for</b>	mnolan1	<b>0</b>

**moneill1**Total: 8**Closed**Total: 8

Ticket Number:	0000102552	10/05/2004	16	10/21/2004	10/27/2004
Ticket Number:	0000103176	10/13/2004	1	10/14/2004	10/20/2004
Ticket Number:	0000103759	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103876	10/24/2004	2	10/26/2004	11/01/2004
Ticket Number:	0000103234	10/14/2004	0		10/14/2004
Ticket Number:	0000103713	10/21/2004	7	10/28/2004	11/03/2004
Ticket Number:	0000103704	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103573	10/19/2004	1	10/21/2004	10/27/2004

<b>Average time to ticket resolution for</b>	moneill1	<b>3</b>
<b>Maximum time to ticket resolution for</b>	moneill1	<b>16</b>
<b>Minimum time to ticket resolution for</b>	moneill1	<b>0</b>

**Helpdesk**

**myers**

Total: **8**

**Closed**

Total: **8**

Ticket Number:	0000103276	10/14/2004	4	10/18/2004	10/25/2004
Ticket Number:	0000103305	10/14/2004	6	10/20/2004	10/26/2004
Ticket Number:	0000103598	10/20/2004	5		10/25/2004
Ticket Number:	0000103374	10/15/2004	25	11/09/2004	11/15/2004
Ticket Number:	0000103689	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103021	10/11/2004	7	10/18/2004	10/25/2004
Ticket Number:	0000102726	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102481	10/04/2004	2	10/06/2004	10/12/2004

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<b>Average time to ticket resolution for</b>	myers	<b>6</b>
<b>Maximum time to ticket resolution for</b>	myers	<b>25</b>
<b>Minimum time to ticket resolution for</b>	myers	<b>0</b>

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**Helpdesk  
myo**

Total: 297

**Helpdesk**

	<b>Closed</b>	<u>Total:</u>	<b>297</b>		
Ticket Number:	0000103596	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000102527	10/04/2004	5	10/09/2004	10/15/2004
Ticket Number:	0000103679	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000102914	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102966	10/10/2004	1	10/11/2004	10/18/2004
Ticket Number:	0000102524	10/04/2004	1	10/05/2004	10/11/2004
Ticket Number:	0000102318	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102340	10/01/2004	10	10/11/2004	10/18/2004
Ticket Number:	0000102690	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102844	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102679	10/06/2004	22	10/28/2004	11/03/2004
Ticket Number:	0000102647	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102644	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102645	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102634	10/05/2004	1	10/06/2004	10/12/2004
Ticket Number:	0000102973	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102693	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102618	10/05/2004	15		10/20/2004
Ticket Number:	0000102972	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102613	10/05/2004	6	10/11/2004	10/18/2004
Ticket Number:	0000102601	10/05/2004	1	10/06/2004	10/12/2004
Ticket Number:	0000102581	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000103731	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000102923	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000102549	10/05/2004	7	10/11/2004	10/18/2004
Ticket Number:	0000102548	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102547	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102535	10/04/2004	7	10/11/2004	10/18/2004
Ticket Number:	0000102523	10/04/2004	1	10/05/2004	10/11/2004
Ticket Number:	0000102505	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102749	10/06/2004	5	10/11/2004	10/18/2004
Ticket Number:	0000102920	10/08/2004	15	10/23/2004	10/29/2004
Ticket Number:	0000102447	10/03/2004	8	10/11/2004	10/18/2004
Ticket Number:	0000102437	10/03/2004	5	10/08/2004	10/14/2004
Ticket Number:	0000102436	10/03/2004	8	10/11/2004	10/18/2004
Ticket Number:	0000103107	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000102398	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000102402	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102364	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102741	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102755	10/07/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000103038	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102816	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000103152	10/13/2004	8	10/21/2004	10/27/2004
Ticket Number:	0000103093	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000102801	10/07/2004	4	10/11/2004	10/18/2004
Ticket Number:	0000102788	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102770	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102757	10/07/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102743	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102756	10/07/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102896	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000102881	10/08/2004	0	10/08/2004	10/14/2004

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Ticket Number:	0000102878	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102851	10/07/2004	4	10/11/2004	10/18/2004
Ticket Number:	0000102846	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102827	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102820	10/07/2004	16	10/23/2004	10/29/2004
Ticket Number:	0000102843	10/07/2004	7	10/14/2004	10/20/2004
Ticket Number:	0000104030	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000103219	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103159	10/13/2004	8	10/21/2004	10/27/2004
Ticket Number:	0000103148	10/12/2004	10	10/23/2004	10/29/2004
Ticket Number:	0000103135	10/12/2004	13	10/25/2004	11/01/2004
Ticket Number:	0000103128	10/12/2004	0		10/12/2004
Ticket Number:	0000103124	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103140	10/12/2004	11	10/23/2004	10/29/2004
Ticket Number:	0000103070	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103060	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103056	10/12/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000103055	10/12/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000103054	10/12/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000103367	10/15/2004	6	10/21/2004	10/27/2004
Ticket Number:	0000103413	10/18/2004	8	10/26/2004	11/01/2004
Ticket Number:	0000103308	10/14/2004	9	10/23/2004	10/29/2004
Ticket Number:	0000103028	10/11/2004	2	10/13/2004	10/19/2004
Ticket Number:	0000103025	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102988	10/11/2004	15	10/26/2004	11/01/2004
Ticket Number:	0000102984	10/11/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000102970	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102986	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102965	10/10/2004	1	10/11/2004	10/18/2004
Ticket Number:	0000102964	10/10/2004	1	10/11/2004	10/18/2004
Ticket Number:	0000102958	10/10/2004	1	10/11/2004	10/18/2004
Ticket Number:	0000102957	10/10/2004	2	10/12/2004	10/18/2004
Ticket Number:	0000102956	10/09/2004	2	10/11/2004	10/18/2004
Ticket Number:	0000102953	10/09/2004	2	10/11/2004	10/18/2004
Ticket Number:	0000102945	10/09/2004	0	10/09/2004	10/15/2004
Ticket Number:	0000102943	10/09/2004	0	10/09/2004	10/15/2004
Ticket Number:	0000102940	10/09/2004	0	10/09/2004	10/15/2004
Ticket Number:	0000102939	10/08/2004	0	10/09/2004	10/15/2004
Ticket Number:	0000102937	10/08/2004	0	10/09/2004	10/15/2004
Ticket Number:	0000102936	10/08/2004	0	10/09/2004	10/15/2004
Ticket Number:	0000102935	10/08/2004	0	10/09/2004	10/15/2004
Ticket Number:	0000102950	10/09/2004	2	10/11/2004	10/18/2004
Ticket Number:	0000102951	10/09/2004	2	10/11/2004	10/18/2004
Ticket Number:	0000102926	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102910	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102906	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000102927	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102904	10/08/2004	7	10/15/2004	10/21/2004
Ticket Number:	0000102903	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000102901	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000103232	10/14/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103235	10/14/2004	1	10/15/2004	10/21/2004
Ticket Number:	0000103306	10/14/2004	9	10/23/2004	10/29/2004
Ticket Number:	0000103312	10/15/2004	1		10/15/2004

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Ticket Number:	0000103352	10/15/2004	3	10/18/2004	10/25/2004
Ticket Number:	0000103343	10/15/2004	5	10/20/2004	10/26/2004
Ticket Number:	0000103395	10/17/2004	2	10/19/2004	10/25/2004
Ticket Number:	0000103391	10/17/2004	2	10/19/2004	10/25/2004
Ticket Number:	0000103390	10/16/2004	3	10/19/2004	10/25/2004
Ticket Number:	0000103388	10/16/2004	6	10/22/2004	10/28/2004
Ticket Number:	0000103766	10/22/2004	0		10/22/2004
Ticket Number:	0000103387	10/16/2004	3	10/19/2004	10/25/2004
Ticket Number:	0000103385	10/16/2004	4	10/19/2004	10/25/2004
Ticket Number:	0000103366	10/15/2004	6	10/21/2004	10/27/2004
Ticket Number:	0000103355	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000104019	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104018	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000103697	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103672	10/21/2004	1	10/21/2004	10/27/2004
Ticket Number:	0000103715	10/21/2004	13	11/03/2004	11/09/2004
Ticket Number:	0000103647	10/20/2004	12	11/01/2004	11/08/2004
Ticket Number:	0000103642	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103619	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103611	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103610	10/20/2004	0		10/20/2004
Ticket Number:	0000103607	10/20/2004	12	11/01/2004	11/08/2004
Ticket Number:	0000103605	10/20/2004	15	11/04/2004	11/10/2004
Ticket Number:	0000104232	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000103582	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103581	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103577	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103576	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000104143	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000103567	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103564	10/19/2004	9	10/28/2004	11/03/2004
Ticket Number:	0000103967	10/25/2004	3	10/28/2004	11/03/2004
Ticket Number:	0000103551	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103541	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103532	10/19/2004	7	10/26/2004	11/01/2004
Ticket Number:	0000104304	10/29/2004	0		10/29/2004
Ticket Number:	0000103503	10/19/2004	6	10/25/2004	11/01/2004
Ticket Number:	0000103498	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103491	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103490	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103489	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103480	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103477	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103454	10/18/2004	5	10/23/2004	10/29/2004
Ticket Number:	0000103448	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103443	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103431	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103409	10/18/2004	2	10/19/2004	10/25/2004
Ticket Number:	0000103405	10/17/2004	2	10/19/2004	10/25/2004
Ticket Number:	0000103404	10/17/2004	2	10/19/2004	10/25/2004
Ticket Number:	0000103399	10/17/2004	2	10/19/2004	10/25/2004
Ticket Number:	0000103398	10/17/2004	2	10/19/2004	10/25/2004
Ticket Number:	0000103340	10/15/2004	3	10/18/2004	10/25/2004
Ticket Number:	0000103313	10/15/2004	1	10/15/2004	10/21/2004

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Ticket Number:	0000103307	10/14/2004	6	10/20/2004	10/26/2004
Ticket Number:	0000103437	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103279	10/14/2004	1	10/15/2004	10/21/2004
Ticket Number:	0000103268	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103233	10/14/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103735	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103724	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103923	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000104042	10/26/2004	6	11/01/2004	11/08/2004
Ticket Number:	0000103915	10/25/2004	1		10/26/2004
Ticket Number:	0000103945	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103912	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103910	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103851	10/23/2004	0	10/23/2004	10/29/2004
Ticket Number:	0000103842	10/22/2004	0	10/23/2004	10/29/2004
Ticket Number:	0000103841	10/22/2004	0	10/23/2004	10/29/2004
Ticket Number:	0000103836	10/22/2004	3	10/25/2004	11/01/2004
Ticket Number:	0000103819	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103816	10/22/2004	4	10/26/2004	11/01/2004
Ticket Number:	0000103813	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103810	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103809	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000104020	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000103870	10/24/2004	1	10/25/2004	11/01/2004
Ticket Number:	0000103866	10/24/2004	2	10/25/2004	11/01/2004
Ticket Number:	0000103863	10/23/2004	2	10/25/2004	11/01/2004
Ticket Number:	0000103859	10/23/2004	2	10/25/2004	11/01/2004
Ticket Number:	0000103858	10/23/2004	2	10/25/2004	11/01/2004
Ticket Number:	0000103852	10/23/2004	2	10/25/2004	11/01/2004
Ticket Number:	0000103849	10/23/2004	0	10/23/2004	10/29/2004
Ticket Number:	0000103848	10/23/2004	0	10/23/2004	10/29/2004
Ticket Number:	0000103847	10/22/2004	0	10/23/2004	10/29/2004
Ticket Number:	0000103770	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103769	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103817	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103764	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103756	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103755	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103752	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103742	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000104301	10/29/2004	0		10/29/2004
Ticket Number:	0000104300	10/29/2004	0		10/29/2004
Ticket Number:	0000104299	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104296	10/29/2004	0		10/29/2004
Ticket Number:	0000104293	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104292	10/29/2004	0		10/29/2004
Ticket Number:	0000104289	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104286	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104285	10/29/2004	0		10/29/2004
Ticket Number:	0000104276	10/29/2004	0		10/29/2004
Ticket Number:	0000104267	10/29/2004	0		10/29/2004
Ticket Number:	0000104266	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104282	10/29/2004	0		10/29/2004
Ticket Number:	0000104257	10/29/2004	0	10/29/2004	11/04/2004

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Ticket Number:	0000104227	10/28/2004	1	10/29/2004	11/04/2004
Ticket Number:	0000104223	10/28/2004	1	10/29/2004	11/04/2004
Ticket Number:	0000104221	10/28/2004	1	10/29/2004	11/04/2004
Ticket Number:	0000104213	10/28/2004	1	10/29/2004	11/04/2004
Ticket Number:	0000104205	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104196	10/28/2004	0		10/28/2004
Ticket Number:	0000104194	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104176	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104171	10/28/2004	5		11/02/2004
Ticket Number:	0000104170	10/28/2004	5		11/02/2004
Ticket Number:	0000104172	10/28/2004	5		11/02/2004
Ticket Number:	0000104160	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104135	10/27/2004	2	10/29/2004	11/04/2004
Ticket Number:	0000104124	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104123	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104122	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104117	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104106	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104097	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104073	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104071	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104068	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104067	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104066	10/26/2004	10	11/05/2004	11/11/2004
Ticket Number:	0000104064	10/26/2004	1	10/27/2004	11/02/2004
Ticket Number:	0000104063	10/26/2004	1	10/27/2004	11/02/2004
Ticket Number:	0000104056	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104053	10/26/2004	6	11/01/2004	11/08/2004
Ticket Number:	0000104058	10/26/2004	1	10/27/2004	11/02/2004
Ticket Number:	0000104037	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104028	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104007	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104119	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000103982	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000103977	10/26/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103976	10/26/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103975	10/26/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103979	10/26/2004	7	11/01/2004	11/08/2004
Ticket Number:	0000103964	10/25/2004	7	11/01/2004	11/08/2004
Ticket Number:	0000103962	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103949	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103947	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103941	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103940	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103937	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103930	10/25/2004	15	11/09/2004	11/15/2004
Ticket Number:	0000103903	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103890	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103888	10/25/2004	1	10/25/2004	11/01/2004
Ticket Number:	0000103884	10/24/2004	1	10/25/2004	11/01/2004
Ticket Number:	0000103881	10/24/2004	1	10/25/2004	11/01/2004
Ticket Number:	0000103878	10/24/2004	1	10/25/2004	11/01/2004
Ticket Number:	0000103875	10/24/2004	1	10/25/2004	11/01/2004
Ticket Number:	0000103874	10/24/2004	1	10/25/2004	11/01/2004

**Helpdesk**

Ticket Number:	0000103781	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103741	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103739	10/21/2004	4	10/25/2004	11/01/2004
Ticket Number:	0000103733	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103717	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000104302	10/29/2004	0		10/29/2004
Ticket Number:	0000104318	10/29/2004	0		10/29/2004
Ticket Number:	0000104370	10/30/2004	5	11/04/2004	11/10/2004
Ticket Number:	0000104368	10/30/2004	9	11/08/2004	11/15/2004
Ticket Number:	0000104362	10/30/2004	0	10/30/2004	11/05/2004
Ticket Number:	0000104360	10/30/2004	0	10/30/2004	11/05/2004
Ticket Number:	0000104357	10/30/2004	0	10/30/2004	11/05/2004
Ticket Number:	0000104356	10/29/2004	1	10/30/2004	11/05/2004
Ticket Number:	0000104355	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104354	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104349	10/29/2004	1	10/30/2004	11/05/2004
Ticket Number:	0000104388	10/31/2004	1	11/01/2004	11/08/2004
Ticket Number:	0000104384	10/31/2004	1	11/01/2004	11/08/2004
Ticket Number:	0000104383	10/31/2004	1	11/01/2004	11/08/2004
Ticket Number:	0000104377	10/30/2004	2	11/01/2004	11/08/2004
Ticket Number:	0000104375	10/30/2004	2	11/01/2004	11/08/2004
Ticket Number:	0000104373	10/30/2004	2	11/01/2004	11/08/2004
Ticket Number:	0000104346	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104329	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104328	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104319	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104316	10/29/2004	0		10/29/2004
Ticket Number:	0000104311	10/29/2004	0		10/29/2004
-----					
<b>Average time to ticket resolution for</b>	myo		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	myo		<b>22</b>		
<b>Minimum time to ticket resolution for</b>	myo		<b>0</b>		
<hr/>					
<b>pmcneel1</b>		<b>Total:</b>	<b>3</b>		
<b>Closed</b>		<b>Total:</b>	<b>3</b>		
Ticket Number:	0000103794	10/22/2004	3		10/25/2004
Ticket Number:	0000103882	10/24/2004	1		10/25/2004
Ticket Number:	0000104045	10/26/2004	1		10/27/2004
-----					
<b>Average time to ticket resolution for</b>	pmcneel1		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	pmcneel1		<b>3</b>		
<b>Minimum time to ticket resolution for</b>	pmcneel1		<b>1</b>		
<hr/>					
<b>pzearlo1</b>		<b>Total:</b>	<b>9</b>		
<b>Closed</b>		<b>Total:</b>	<b>9</b>		
Ticket Number:	0000103270	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103686	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103542	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103502	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103670	10/20/2004	1	10/21/2004	10/27/2004
Ticket Number:	0000104178	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000102802	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102500	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102740	10/06/2004	2	10/08/2004	10/14/2004
-----					
<b>Average time to ticket resolution for</b>	pzearlo1		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	pzearlo1		<b>2</b>		
<b>Minimum time to ticket resolution for</b>	pzearlo1		<b>0</b>		

**Helpdesk**  
**ramosm1**

Total: **56**

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>56</b>			
Ticket Number:	0000104112	10/27/2004	1	10/28/2004	11/03/2004	
Ticket Number:	0000102412	10/01/2004	1	10/02/2004	10/08/2004	
Ticket Number:	0000102639	10/05/2004	4	10/09/2004	10/15/2004	
Ticket Number:	0000102629	10/05/2004	0	10/05/2004	10/11/2004	
Ticket Number:	0000102628	10/05/2004	0	10/05/2004	10/11/2004	
Ticket Number:	0000102748	10/06/2004	8	10/14/2004	10/20/2004	
Ticket Number:	0000102538	10/04/2004	3	10/07/2004	10/13/2004	
Ticket Number:	0000102520	10/04/2004	1	10/05/2004	10/11/2004	
Ticket Number:	0000102507	10/04/2004	5	10/09/2004	10/15/2004	
Ticket Number:	0000102439	10/03/2004	6	10/09/2004	10/15/2004	
Ticket Number:	0000102408	10/01/2004	6	10/07/2004	10/13/2004	
Ticket Number:	0000102397	10/01/2004	8	10/09/2004	10/15/2004	
Ticket Number:	0000102765	10/07/2004	21	10/28/2004	11/03/2004	
Ticket Number:	0000102502	10/04/2004	5	10/09/2004	10/15/2004	
Ticket Number:	0000102413	10/01/2004	6	10/07/2004	10/13/2004	
Ticket Number:	0000102405	10/01/2004	0	10/01/2004	10/07/2004	
Ticket Number:	0000102728	10/06/2004	3	10/09/2004	10/15/2004	
Ticket Number:	0000103102	10/12/2004	2	10/14/2004	10/20/2004	
Ticket Number:	0000103100	10/12/2004	2	10/14/2004	10/20/2004	
Ticket Number:	0000103292	10/14/2004	0	10/14/2004	10/20/2004	
Ticket Number:	0000103378	10/15/2004	0	10/15/2004	10/21/2004	
Ticket Number:	0000103045	10/11/2004	1	10/12/2004	10/18/2004	
Ticket Number:	0000103034	10/11/2004	1	10/12/2004	10/18/2004	
Ticket Number:	0000103002	10/11/2004	5	10/16/2004	10/22/2004	
Ticket Number:	0000102946	10/09/2004	0	10/09/2004	10/15/2004	
Ticket Number:	0000102930	10/08/2004	0	10/08/2004	10/14/2004	
Ticket Number:	0000102811	10/07/2004	7	10/14/2004	10/20/2004	
Ticket Number:	0000102854	10/07/2004	7	10/14/2004	10/20/2004	
Ticket Number:	0000102900	10/08/2004	1	10/09/2004	10/15/2004	
Ticket Number:	0000102917	10/08/2004	6	10/14/2004	10/20/2004	
Ticket Number:	0000103824	10/22/2004	0	10/22/2004	10/28/2004	
Ticket Number:	0000104222	10/28/2004	0	10/28/2004	11/03/2004	
Ticket Number:	0000104065	10/26/2004	0	10/26/2004	11/01/2004	
Ticket Number:	0000104051	10/26/2004	0	10/26/2004	11/01/2004	
Ticket Number:	0000103998	10/26/2004	7	11/02/2004	11/08/2004	
Ticket Number:	0000103970	10/25/2004	3	10/28/2004	11/03/2004	
Ticket Number:	0000103860	10/23/2004	0	10/23/2004	10/29/2004	
Ticket Number:	0000103838	10/22/2004	0	10/22/2004	10/28/2004	
Ticket Number:	0000103854	10/23/2004	7	10/30/2004	11/05/2004	
Ticket Number:	0000103856	10/23/2004	7	10/30/2004	11/05/2004	
Ticket Number:	0000103857	10/23/2004	7	10/30/2004	11/05/2004	
Ticket Number:	0000103843	10/22/2004	0	10/22/2004	10/28/2004	
Ticket Number:	0000103835	10/22/2004	6	10/28/2004	11/03/2004	
Ticket Number:	0000104358	10/30/2004	1	10/30/2004	11/05/2004	
Ticket Number:	0000104376	10/30/2004	0	10/30/2004	11/05/2004	
Ticket Number:	0000103254	10/14/2004	0	10/14/2004	10/20/2004	
Ticket Number:	0000103327	10/15/2004	1	10/16/2004	10/22/2004	
Ticket Number:	0000103379	10/15/2004	0	10/15/2004	10/21/2004	
Ticket Number:	0000103380	10/15/2004	0	10/15/2004	10/21/2004	
Ticket Number:	0000103377	10/15/2004	0	10/15/2004	10/21/2004	
Ticket Number:	0000103371	10/15/2004	1	10/16/2004	10/22/2004	
Ticket Number:	0000103435	10/18/2004	10	10/28/2004	11/03/2004	
Ticket Number:	0000103861	10/23/2004	0	10/23/2004	10/29/2004	

**Helpdesk**

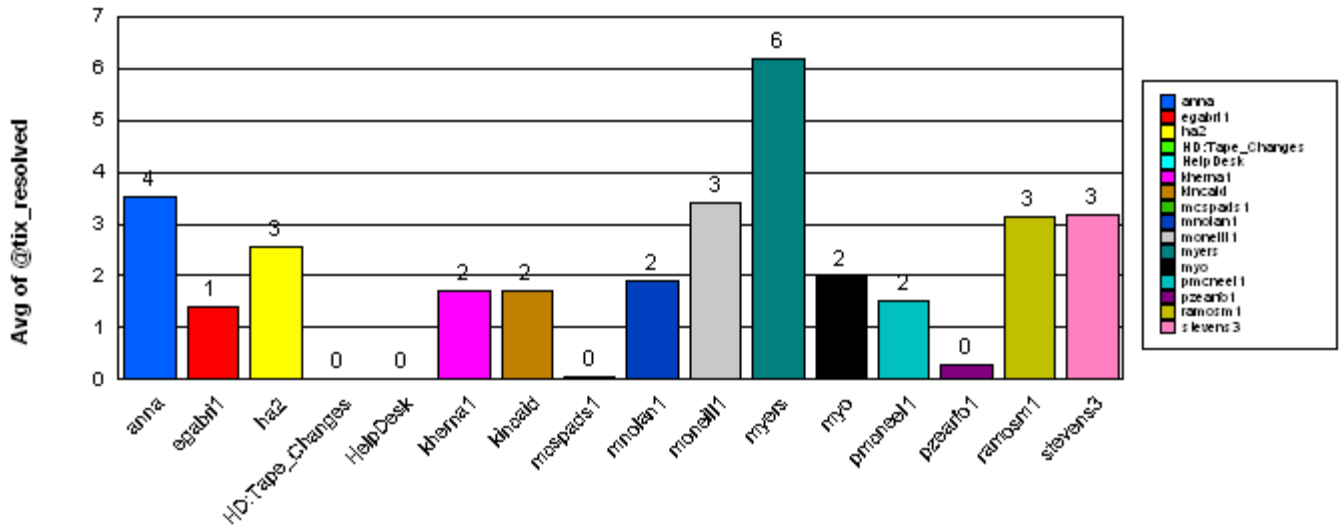
Ticket Number:	0000103587	10/20/2004	3	10/23/2004	10/29/2004
Ticket Number:	0000103840	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103495	10/19/2004	9	10/28/2004	11/03/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>	ramosm1		<b>3</b>		
<b>Maximum time to ticket resolution for</b>	ramosm1		<b>21</b>		
<b>Minimum time to ticket resolution for</b>	ramosm1		<b>0</b>		
<hr/>		<hr/>		<hr/>	
stevens3	<u>Total:</u>	<b>1</b>			
<b>Closed</b>	<u>Total:</u>	<b>1</b>			
Ticket Number:	0000103795	10/22/2004	3	10/25/2004	11/01/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>	stevens3		<b>3</b>		
<b>Maximum time to ticket resolution for</b>	stevens3		<b>3</b>		
<b>Minimum time to ticket resolution for</b>	stevens3		<b>3</b>		
<hr/>		<hr/>		<hr/>	

**Helpdesk**

Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	25
Minimum time to ticket resolution for	Helpdesk	0

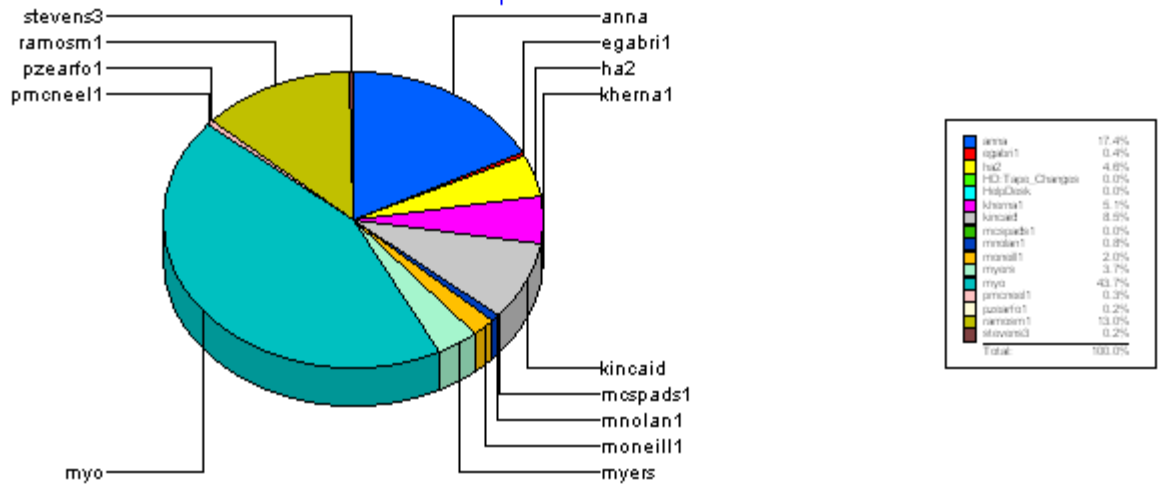
**Avg of Each Ticket Resolved**

For Helpdesk



**Percentage of Sum of Tickets Resolved**

For Helpdesk



**Human Resources**

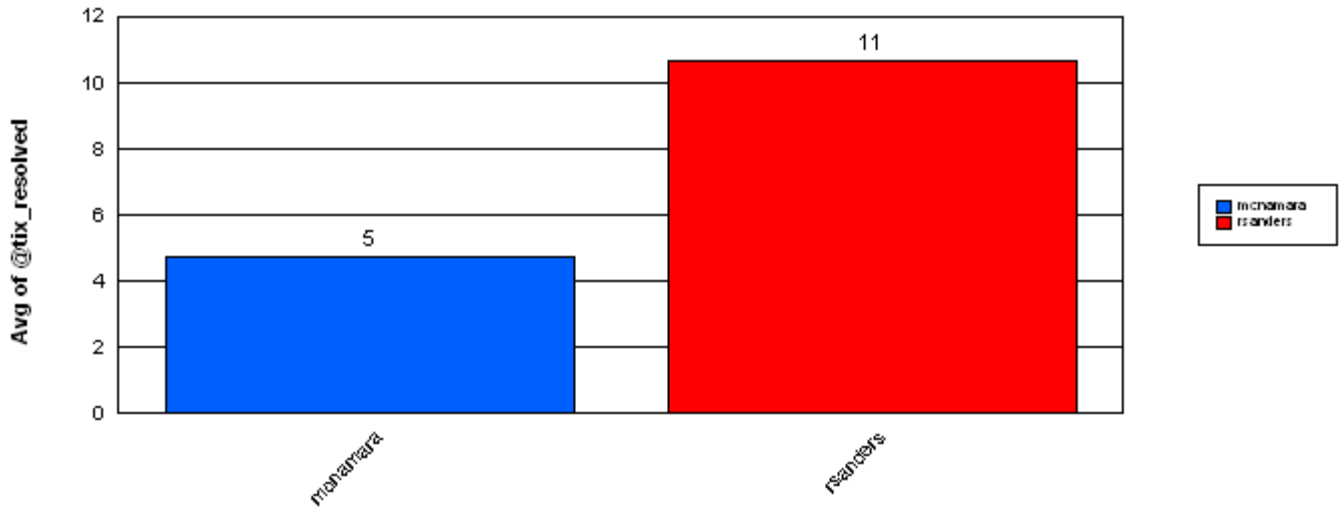
		<b>Total: 42</b>			
<b>mcnamara</b>		<b>Total: 27</b>			
<b>Closed</b>		<b>Total: 27</b>			
Ticket Number:	0000104258	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000102585	10/05/2004	23	10/28/2004	11/03/2004
Ticket Number:	0000102730	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102725	10/06/2004	15	10/21/2004	10/27/2004
Ticket Number:	0000102733	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102734	10/06/2004	20		10/26/2004
Ticket Number:	0000102737	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000103218	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103132	10/12/2004	16	10/28/2004	11/03/2004
Ticket Number:	0000103143	10/12/2004	2	10/14/2004	10/20/2004
Ticket Number:	0000102736	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000103240	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103375	10/15/2004	3	10/18/2004	10/25/2004
Ticket Number:	0000103363	10/15/2004	4	10/19/2004	10/25/2004
Ticket Number:	0000103362	10/15/2004	4	10/19/2004	10/25/2004
Ticket Number:	0000103652	10/20/2004	1	10/21/2004	10/27/2004
Ticket Number:	0000103631	10/20/2004	1	10/21/2004	10/27/2004
Ticket Number:	0000104338	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000104342	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000103778	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000104303	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000104261	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000104254	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000104188	10/28/2004	4	11/01/2004	11/08/2004
Ticket Number:	0000103951	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103830	10/22/2004	3	10/25/2004	11/01/2004
Ticket Number:	0000103831	10/22/2004	3	10/25/2004	11/01/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		mcnamara	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		mcnamara	<b>23</b>		
<b>Minimum time to ticket resolution for</b>		mcnamara	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>rsanders</b>		<b>Total: 15</b>			
<b>Closed</b>		<b>Total: 15</b>			
Ticket Number:	0000103916	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103997	10/26/2004	13	11/08/2004	11/15/2004
Ticket Number:	0000104348	10/29/2004	10	11/08/2004	11/15/2004
Ticket Number:	0000103291	10/14/2004	13		10/27/2004
Ticket Number:	0000103561	10/19/2004	20	11/08/2004	11/15/2004
Ticket Number:	0000103671	10/20/2004	5		10/26/2004
Ticket Number:	0000103637	10/20/2004	19	11/08/2004	11/15/2004
Ticket Number:	0000103536	10/19/2004	20	11/08/2004	11/15/2004
Ticket Number:	0000103559	10/19/2004	20	11/08/2004	11/15/2004
Ticket Number:	0000103556	10/19/2004	7	10/26/2004	11/01/2004
Ticket Number:	0000102942	10/09/2004	2		10/11/2004
Ticket Number:	0000102941	10/09/2004	2		10/11/2004
Ticket Number:	0000103221	10/13/2004	13		10/26/2004
Ticket Number:	0000102314	10/01/2004	10		10/11/2004
Ticket Number:	0000102604	10/05/2004	6		10/11/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		rsanders	<b>11</b>		
<b>Maximum time to ticket resolution for</b>		rsanders	<b>20</b>		
<b>Minimum time to ticket resolution for</b>		rsanders	<b>1</b>		
<hr/>		<hr/>		<hr/>	

**Human Resources**

Average time to ticket resolution for	Human Resour	7
Maximum time to ticket resolution for	Human Resour	23
Minimum time to ticket resolution for	Human Resour	0

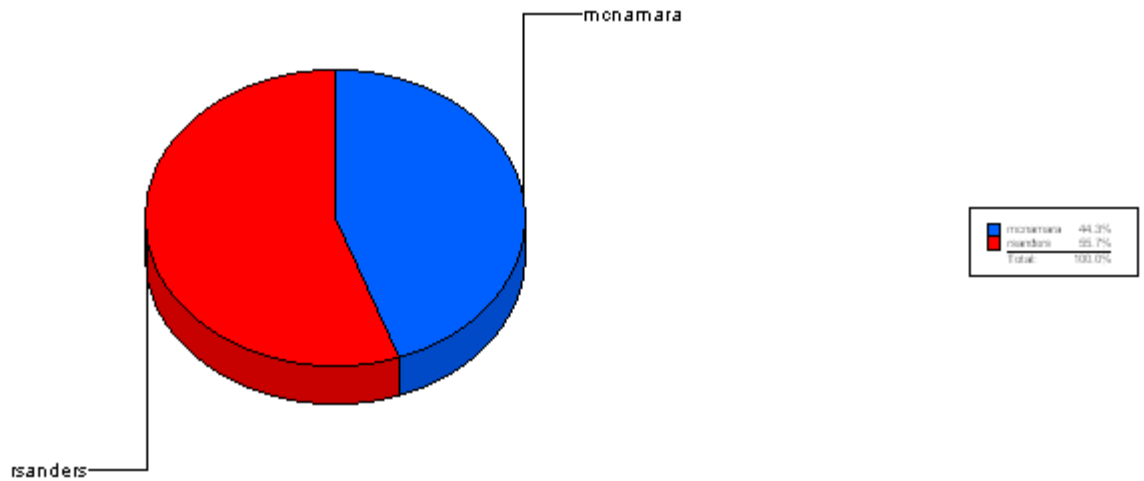
**Avg of Each Ticket Resolved**

For Human Resources



**Percentage of Sum of Tickets Resolved**

For Human Resources



LAN

		<u>Total:</u>	<b>78</b>		
<b>LAN</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000103208	10/13/2004	1	10/14/2004	10/20/2004
-----					
<b>Average time to ticket resolution for</b>	LAN		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	LAN		<b>1</b>		
<b>Minimum time to ticket resolution for</b>	LAN		<b>1</b>		
<b>LAN:LabDesktops</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000102569	10/05/2004	0		10/05/2004
-----					
<b>Average time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>		
<b>enoch</b>		<u>Total:</u>	<b>8</b>		
<b>Closed</b>		<u>Total:</u>	<b>8</b>		
Ticket Number:	0000103333	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103331	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103337	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103627	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103612	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103396	10/17/2004	5	10/22/2004	10/28/2004
Ticket Number:	0000103361	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103347	10/15/2004	0	10/15/2004	10/21/2004
-----					
<b>Average time to ticket resolution for</b>	enoch		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	enoch		<b>5</b>		
<b>Minimum time to ticket resolution for</b>	enoch		<b>0</b>		

LAN

jesse

Total: 37

**Resolved**

Total: 1

Ticket Number: 0000102373 10/01/2004 4 10/05/2004 10/05/2004

**Closed**

Total: 36

Ticket Number: 0000102775 10/07/2004 0 10/07/2004 10/13/2004  
 Ticket Number: 0000102366 10/01/2004 0 10/01/2004 10/07/2004  
 Ticket Number: 0000102576 10/05/2004 2 10/07/2004 10/13/2004  
 Ticket Number: 0000102691 10/06/2004 0 10/06/2004 10/12/2004  
 Ticket Number: 0000102680 10/06/2004 0 10/06/2004 10/12/2004  
 Ticket Number: 0000102671 10/06/2004 0 10/06/2004 10/12/2004  
 Ticket Number: 0000102653 10/06/2004 0 10/06/2004 10/06/2004  
 Ticket Number: 0000102612 10/05/2004 0 10/05/2004 10/11/2004  
 Ticket Number: 0000102557 10/05/2004 0 10/05/2004 10/11/2004  
 Ticket Number: 0000102522 10/04/2004 1 10/05/2004 10/11/2004  
 Ticket Number: 0000102375 10/01/2004 0 10/01/2004 10/07/2004  
 Ticket Number: 0000102918 10/08/2004 3 10/11/2004 10/18/2004  
 Ticket Number: 0000102325 10/01/2004 0 10/01/2004 10/07/2004  
 Ticket Number: 0000102347 10/01/2004 0 10/01/2004 10/07/2004  
 Ticket Number: 0000102343 10/01/2004 0 10/01/2004 10/07/2004  
 Ticket Number: 0000102783 10/07/2004 0 10/07/2004 10/13/2004  
 Ticket Number: 0000103178 10/13/2004 0 10/13/2004 10/19/2004  
 Ticket Number: 0000103223 10/13/2004 1 10/14/2004 10/20/2004  
 Ticket Number: 0000103171 10/13/2004 0 10/13/2004 10/19/2004  
 Ticket Number: 0000103074 10/12/2004 0 10/12/2004 10/18/2004  
 Ticket Number: 0000103024 10/11/2004 1 10/12/2004 10/18/2004  
 Ticket Number: 0000103004 10/11/2004 1 10/12/2004 10/18/2004  
 Ticket Number: 0000102884 10/08/2004 0 10/08/2004 10/14/2004  
 Ticket Number: 0000102805 10/07/2004 0 10/07/2004 10/13/2004  
 Ticket Number: 0000103250 10/14/2004 6 10/20/2004  
 Ticket Number: 0000103702 10/21/2004 0 10/21/2004 10/27/2004  
 Ticket Number: 0000103524 10/19/2004 0 10/19/2004 10/25/2004  
 Ticket Number: 0000104246 10/29/2004 3 11/01/2004 11/08/2004  
 Ticket Number: 0000103449 10/18/2004 1 10/19/2004 10/25/2004  
 Ticket Number: 0000104387 10/31/2004 8 11/08/2004  
 Ticket Number: 0000103738 10/21/2004 4 10/25/2004 11/01/2004  
 Ticket Number: 0000104130 10/27/2004 1 10/28/2004 11/03/2004  
 Ticket Number: 0000103896 10/25/2004 0 10/25/2004 11/01/2004  
 Ticket Number: 0000104190 10/28/2004 0 10/28/2004 11/03/2004  
 Ticket Number: 0000104162 10/28/2004 0 10/28/2004 11/03/2004  
 Ticket Number: 0000104077 10/27/2004 0 10/27/2004 11/02/2004

<b>Average time to ticket resolution for</b>	jesse	<b>1</b>
<b>Maximum time to ticket resolution for</b>	jesse	<b>8</b>
<b>Minimum time to ticket resolution for</b>	jesse	<b>0</b>

LAN

vladimir

Total: 31

**Resolved**

Total: 1

Ticket Number: 0000104278 10/29/2004 13 11/11/2004

**Closed**

Total: 30

Ticket Number:	0000102454	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102464	10/04/2004	1	10/05/2004	10/11/2004
Ticket Number:	0000102486	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102501	10/04/2004	1	10/05/2004	10/11/2004
Ticket Number:	0000102670	10/06/2004	15	10/21/2004	10/27/2004
Ticket Number:	0000102744	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102478	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102850	10/07/2004	1	10/08/2004	10/14/2004
Ticket Number:	0000102921	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000103216	10/13/2004	2	10/15/2004	10/21/2004
Ticket Number:	0000103138	10/12/2004	1	10/13/2004	10/19/2004
Ticket Number:	0000103105	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103023	10/11/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000102885	10/08/2004	10	10/18/2004	10/25/2004
Ticket Number:	0000103950	10/25/2004	2	10/27/2004	11/02/2004
Ticket Number:	0000103981	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104274	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000103952	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000104010	10/26/2004	7	11/02/2004	11/08/2004
Ticket Number:	0000104341	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000104395	10/31/2004	0	11/01/2004	11/08/2004
Ticket Number:	0000103320	10/15/2004	12	10/27/2004	11/02/2004
Ticket Number:	0000103426	10/18/2004	8	10/26/2004	11/01/2004
Ticket Number:	0000103432	10/18/2004	4	10/22/2004	10/28/2004
Ticket Number:	0000103441	10/18/2004	11	10/29/2004	11/04/2004
Ticket Number:	0000103712	10/21/2004	6	10/27/2004	11/02/2004
Ticket Number:	0000103537	10/19/2004	8	10/27/2004	11/02/2004
Ticket Number:	0000104040	10/26/2004	6	11/01/2004	11/08/2004
Ticket Number:	0000103402	10/17/2004	1	10/18/2004	10/25/2004
Ticket Number:	0000103365	10/15/2004	3	10/18/2004	10/25/2004

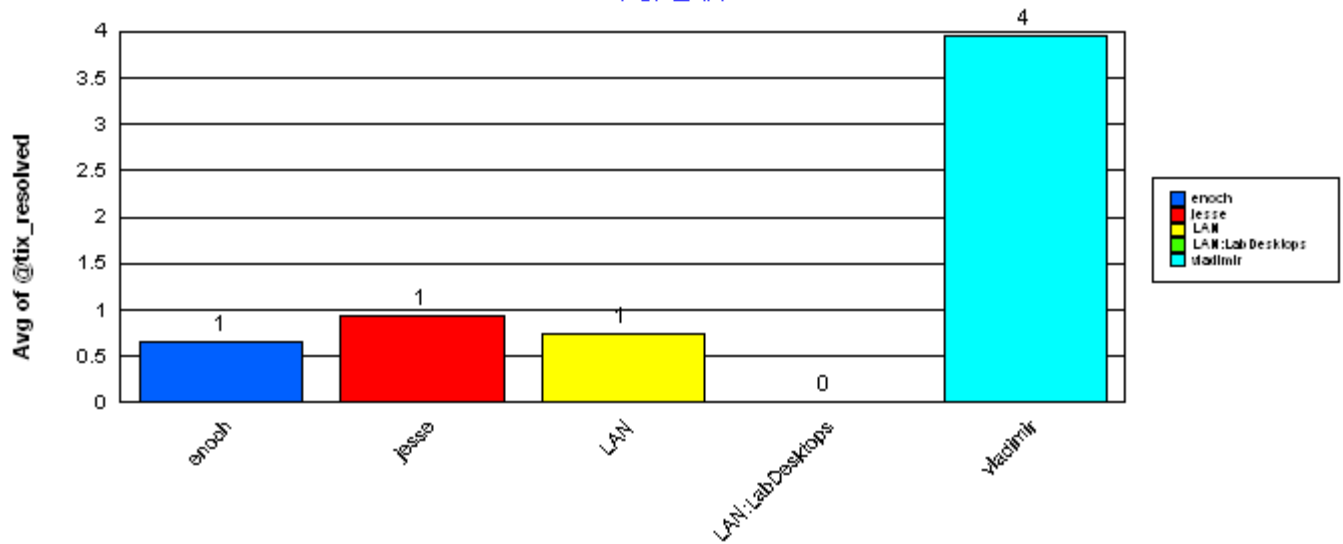
-----	-----	-----
<b>Average time to ticket resolution for</b>	vladimir	<b>4</b>
<b>Maximum time to ticket resolution for</b>	vladimir	<b>15</b>
<b>Minimum time to ticket resolution for</b>	vladimir	<b>0</b>
-----	-----	-----

LAN

Average time to ticket resolution for	LAN	2
Maximum time to ticket resolution for	LAN	15
Minimum time to ticket resolution for	LAN	0

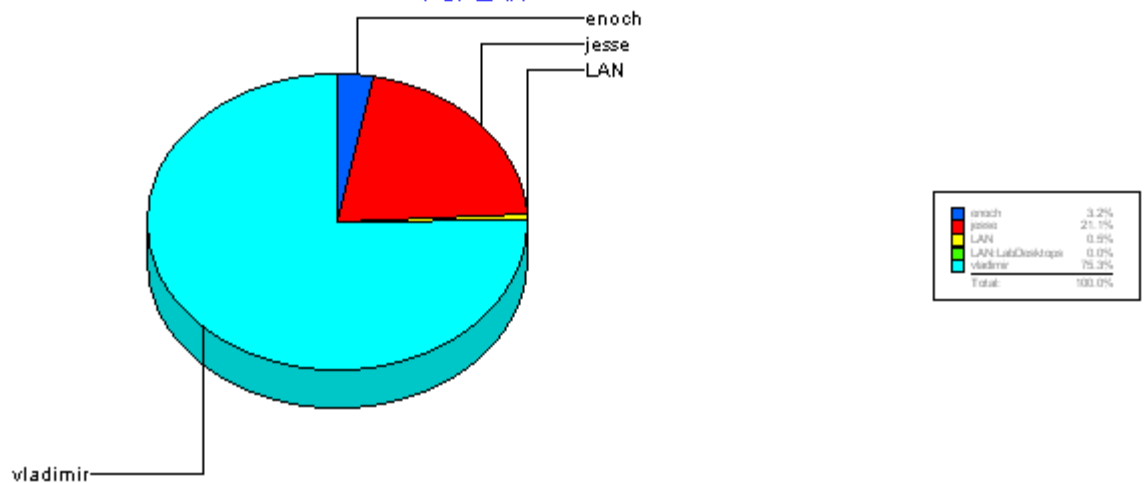
### Avg of Each Ticket Resolved

For LAN



### Percentage of Sum of Tickets Resolved

For LAN



**New Media**

		<u>Total:</u>	<b>41</b>		
<b>NewMedia</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000103999	10/26/2004	0		10/26/2004
-----					
<b>Average time to ticket resolution for</b>	NewMedia		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	NewMedia		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	NewMedia		<b>0</b>		
<hr/>					
<b>NewMedia:BlackBoard</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000104057	10/26/2004	0		10/26/2004
-----					
<b>Average time to ticket resolution for</b>	NewMedia:Blac		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	NewMedia:Blac		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	NewMedia:Blac		<b>0</b>		
<hr/>					
<b>darnold</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000102532	10/04/2004	1	10/05/2004	10/11/2004
-----					
<b>Average time to ticket resolution for</b>	darnold		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	darnold		<b>1</b>		
<b>Minimum time to ticket resolution for</b>	darnold		<b>1</b>		
<hr/>					

**New Media**

**rarmstro**

Total: 33

**Closed**

Total: 33

Ticket Number:	0000102336	10/01/2004	24		10/25/2004
Ticket Number:	0000103476	10/18/2004	4		10/22/2004
Ticket Number:	0000102932	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000102990	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000103016	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102954	10/09/2004	2	10/11/2004	10/18/2004
Ticket Number:	0000102866	10/08/2004	3	10/11/2004	10/14/2004
Ticket Number:	0000103041	10/11/2004	1		10/12/2004
Ticket Number:	0000103753	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103925	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000104224	10/28/2004	4	11/01/2004	11/08/2004
Ticket Number:	0000104229	10/29/2004	0		10/29/2004
Ticket Number:	0000103961	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103956	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103946	10/25/2004	0	10/25/2004	10/25/2004
Ticket Number:	0000104044	10/26/2004	15		11/10/2004
Ticket Number:	0000103885	10/24/2004	3		10/27/2004
Ticket Number:	0000103837	10/22/2004	3	10/25/2004	11/01/2004
Ticket Number:	0000103834	10/22/2004	3	10/25/2004	11/01/2004
Ticket Number:	0000104275	10/29/2004	0		10/29/2004
Ticket Number:	0000104259	10/29/2004	17		11/15/2004
Ticket Number:	0000104231	10/29/2004	0		10/29/2004
Ticket Number:	0000104225	10/28/2004	4	11/01/2004	11/08/2004
Ticket Number:	0000104350	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000104363	10/30/2004	6		11/05/2004
Ticket Number:	0000103253	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103442	10/18/2004	7		10/25/2004
Ticket Number:	0000103492	10/19/2004	8		10/27/2004
Ticket Number:	0000103482	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103688	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103646	10/20/2004	2	10/22/2004	10/28/2004
Ticket Number:	0000103839	10/22/2004	3	10/25/2004	11/01/2004
Ticket Number:	0000103272	10/14/2004	5	10/19/2004	10/25/2004

-----			
<b>Average time to ticket resolution for</b>	rarmstro		<b>4</b>
<b>Maximum time to ticket resolution for</b>	rarmstro		<b>24</b>
<b>Minimum time to ticket resolution for</b>	rarmstro		<b>0</b>

**vergil**

Total: 5

**Closed**

Total: 5

Ticket Number:	0000104137	10/28/2004	0	10/28/2004	11/02/2004
Ticket Number:	0000104138	10/28/2004	0	10/28/2004	11/02/2004
Ticket Number:	0000102793	10/07/2004	4	10/11/2004	10/18/2004
Ticket Number:	0000102944	10/09/2004	2	10/11/2004	10/18/2004
Ticket Number:	0000102780	10/07/2004	0	10/07/2004	10/13/2004

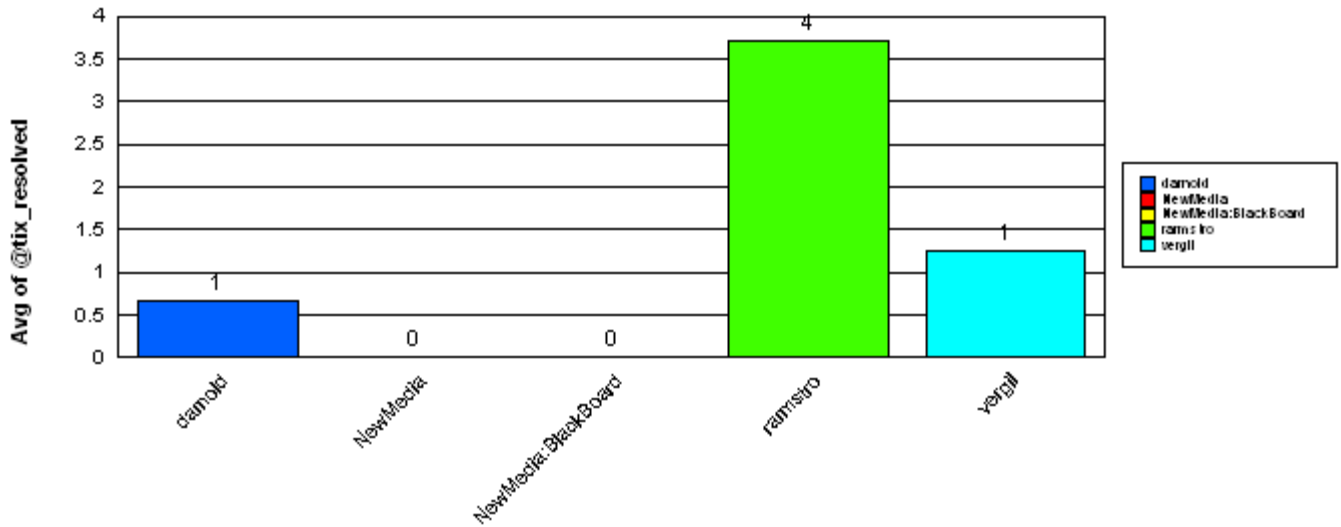
-----			
<b>Average time to ticket resolution for</b>	vergil		<b>1</b>
<b>Maximum time to ticket resolution for</b>	vergil		<b>4</b>
<b>Minimum time to ticket resolution for</b>	vergil		<b>0</b>

**New Media**

Average time to ticket resolution for	New Media	3
Maximum time to ticket resolution for	New Media	24
Minimum time to ticket resolution for	New Media	0

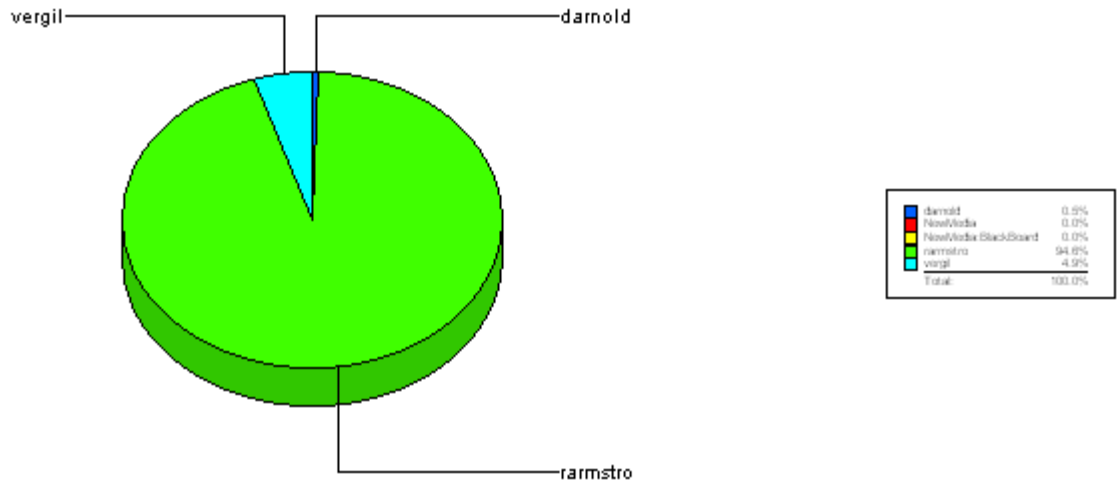
**Avg of Each Ticket Resolved**

For New Media



**Percentage of Sum of Tickets Resolved**

For New Media



**OIT BSG Non People**

		<u>Total:</u>	<b>140</b>	
<b>BSG:HP3000_Systems</b>		<u>Total:</u>	<b>2</b>	
<b>Closed</b>		<u>Total:</u>	<b>2</b>	
Ticket Number:	0000102812	10/07/2004	0	10/07/2004
Ticket Number:	0000103075	10/12/2004	0	10/12/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		BSG:HP3000_S	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		BSG:HP3000_S	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		BSG:HP3000_S	<b>0</b>	
<hr/>		<hr/>	<hr/>	<hr/>
<b>BSG:Operational_Support</b>		<u>Total:</u>	<b>20</b>	
<b>Closed</b>		<u>Total:</u>	<b>20</b>	
Ticket Number:	0000102558	10/05/2004	0	10/05/2004
Ticket Number:	0000102698	10/06/2004	0	10/06/2004
Ticket Number:	0000102609	10/05/2004	0	10/05/2004
Ticket Number:	0000102328	10/01/2004	0	10/01/2004
Ticket Number:	0000102555	10/05/2004	0	10/05/2004
Ticket Number:	0000102554	10/05/2004	0	10/05/2004
Ticket Number:	0000102559	10/05/2004	0	10/05/2004
Ticket Number:	0000102556	10/05/2004	0	10/05/2004
Ticket Number:	0000103825	10/22/2004	0	10/22/2004
Ticket Number:	0000104244	10/29/2004	0	10/29/2004
Ticket Number:	0000104243	10/29/2004	0	10/29/2004
Ticket Number:	0000103993	10/26/2004	0	10/26/2004
Ticket Number:	0000103943	10/25/2004	0	10/25/2004
Ticket Number:	0000103614	10/20/2004	0	10/20/2004
Ticket Number:	0000103504	10/19/2004	0	10/19/2004
Ticket Number:	0000103632	10/20/2004	0	10/20/2004
Ticket Number:	0000103517	10/19/2004	0	10/19/2004
Ticket Number:	0000103521	10/19/2004	0	10/19/2004
Ticket Number:	0000103685	10/21/2004	0	10/21/2004
Ticket Number:	0000103519	10/19/2004	0	10/19/2004
-----		-----	-----	-----
<b>Average time to ticket resolution for</b>		BSG:Operation	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		BSG:Operation	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		BSG:Operation	<b>0</b>	
<hr/>		<hr/>	<hr/>	<hr/>

OIT BSG Non People  
BSG:Web\_Infrastructure

Total: 97

**OIT BSG Non People**

	<b>Closed</b>	<u>Total:</u>	<b>97</b>	
Ticket Number:	0000104029	10/26/2004	0	10/26/2004
Ticket Number:	0000103603	10/20/2004	0	10/20/2004
Ticket Number:	0000103602	10/20/2004	0	10/20/2004
Ticket Number:	0000103600	10/20/2004	0	10/20/2004
Ticket Number:	0000103529	10/19/2004	0	10/19/2004
Ticket Number:	0000103512	10/19/2004	0	10/19/2004
Ticket Number:	0000103515	10/19/2004	0	10/19/2004
Ticket Number:	0000103516	10/19/2004	0	10/19/2004
Ticket Number:	0000103462	10/18/2004	0	10/18/2004
Ticket Number:	0000103349	10/15/2004	0	10/15/2004
Ticket Number:	0000103350	10/15/2004	0	10/15/2004
Ticket Number:	0000103630	10/20/2004	0	10/20/2004
Ticket Number:	0000103626	10/20/2004	0	10/20/2004
Ticket Number:	0000103625	10/20/2004	0	10/20/2004
Ticket Number:	0000103624	10/20/2004	0	10/20/2004
Ticket Number:	0000103325	10/15/2004	0	10/15/2004
Ticket Number:	0000103323	10/15/2004	0	10/15/2004
Ticket Number:	0000103324	10/15/2004	0	10/15/2004
Ticket Number:	0000103274	10/14/2004	0	10/14/2004
Ticket Number:	0000103273	10/14/2004	0	10/14/2004
Ticket Number:	0000103727	10/21/2004	0	10/21/2004
Ticket Number:	0000103728	10/21/2004	0	10/21/2004
Ticket Number:	0000104256	10/29/2004	0	10/29/2004
Ticket Number:	0000104255	10/29/2004	0	10/29/2004
Ticket Number:	0000104253	10/29/2004	0	10/29/2004
Ticket Number:	0000104252	10/29/2004	0	10/29/2004
Ticket Number:	0000104192	10/28/2004	0	10/28/2004
Ticket Number:	0000104191	10/28/2004	0	10/28/2004
Ticket Number:	0000104174	10/28/2004	0	10/28/2004
Ticket Number:	0000104094	10/27/2004	0	10/27/2004
Ticket Number:	0000104093	10/27/2004	0	10/27/2004
Ticket Number:	0000104092	10/27/2004	0	10/27/2004
Ticket Number:	0000104091	10/27/2004	0	10/27/2004
Ticket Number:	0000104090	10/27/2004	0	10/27/2004
Ticket Number:	0000104016	10/26/2004	0	10/26/2004
Ticket Number:	0000104015	10/26/2004	0	10/26/2004
Ticket Number:	0000104014	10/26/2004	0	10/26/2004
Ticket Number:	0000103988	10/26/2004	0	10/26/2004
Ticket Number:	0000103987	10/26/2004	0	10/26/2004
Ticket Number:	0000103986	10/26/2004	0	10/26/2004
Ticket Number:	0000103826	10/22/2004	0	10/22/2004
Ticket Number:	0000103805	10/22/2004	0	10/22/2004
Ticket Number:	0000103804	10/22/2004	0	10/22/2004
Ticket Number:	0000104034	10/26/2004	0	10/26/2004
Ticket Number:	0000104033	10/26/2004	0	10/26/2004
Ticket Number:	0000104035	10/26/2004	0	10/26/2004
Ticket Number:	0000104025	10/26/2004	0	10/26/2004
Ticket Number:	0000104017	10/26/2004	0	10/26/2004
Ticket Number:	0000103803	10/22/2004	0	10/22/2004
Ticket Number:	0000102494	10/04/2004	0	10/04/2004
Ticket Number:	0000102482	10/04/2004	0	10/04/2004
Ticket Number:	0000102321	10/01/2004	0	10/01/2004
Ticket Number:	0000102567	10/05/2004	0	10/05/2004

**OIT BSG Non People**

Ticket Number:	0000102566	10/05/2004	0	10/05/2004
Ticket Number:	0000102565	10/05/2004	0	10/05/2004
Ticket Number:	0000102563	10/05/2004	0	10/05/2004
Ticket Number:	0000102515	10/04/2004	0	10/04/2004
Ticket Number:	0000102514	10/04/2004	0	10/04/2004
Ticket Number:	0000102513	10/04/2004	0	10/04/2004
Ticket Number:	0000102512	10/04/2004	0	10/04/2004
Ticket Number:	0000102487	10/04/2004	0	10/04/2004
Ticket Number:	0000102707	10/06/2004	0	10/06/2004
Ticket Number:	0000102706	10/06/2004	0	10/06/2004
Ticket Number:	0000102704	10/06/2004	0	10/06/2004
Ticket Number:	0000102701	10/06/2004	0	10/06/2004
Ticket Number:	0000102700	10/06/2004	0	10/06/2004
Ticket Number:	0000102646	10/06/2004	0	10/06/2004
Ticket Number:	0000102616	10/05/2004	0	10/05/2004
Ticket Number:	0000102615	10/05/2004	0	10/05/2004
Ticket Number:	0000102588	10/05/2004	0	10/05/2004
Ticket Number:	0000102587	10/05/2004	0	10/05/2004
Ticket Number:	0000102320	10/01/2004	0	10/01/2004
Ticket Number:	0000102589	10/05/2004	0	10/05/2004
Ticket Number:	0000102771	10/07/2004	0	10/07/2004
Ticket Number:	0000102868	10/08/2004	0	10/08/2004
Ticket Number:	0000102870	10/08/2004	0	10/08/2004
Ticket Number:	0000102872	10/08/2004	0	10/08/2004
Ticket Number:	0000102979	10/11/2004	0	10/11/2004
Ticket Number:	0000103112	10/12/2004	0	10/12/2004
Ticket Number:	0000103213	10/13/2004	0	10/13/2004
Ticket Number:	0000103212	10/13/2004	0	10/13/2004
Ticket Number:	0000103211	10/13/2004	0	10/13/2004
Ticket Number:	0000103463	10/18/2004	0	10/18/2004
Ticket Number:	0000103181	10/13/2004	0	10/13/2004
Ticket Number:	0000103180	10/13/2004	0	10/13/2004
Ticket Number:	0000103179	10/13/2004	0	10/13/2004
Ticket Number:	0000103351	10/15/2004	0	10/15/2004
Ticket Number:	0000103114	10/12/2004	0	10/12/2004
Ticket Number:	0000103113	10/12/2004	0	10/12/2004
Ticket Number:	0000103062	10/12/2004	0	10/12/2004
Ticket Number:	0000103111	10/12/2004	0	10/12/2004
Ticket Number:	0000103020	10/11/2004	0	10/11/2004
Ticket Number:	0000102978	10/11/2004	0	10/11/2004
Ticket Number:	0000102871	10/08/2004	0	10/08/2004
Ticket Number:	0000102869	10/08/2004	0	10/08/2004
Ticket Number:	0000102772	10/07/2004	0	10/07/2004
Ticket Number:	0000102873	10/08/2004	0	10/08/2004
-----				
<b>Average time to ticket resolution for</b>	BSG:Web_Infra		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	BSG:Web_Infra		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	BSG:Web_Infra		<b>0</b>	
<hr/>				
<b>blanchet</b>	<u>Total:</u>	2		
<b>Closed</b>	<u>Total:</u>	2		
Ticket Number:	0000102976	10/11/2004	0	10/11/2004
Ticket Number:	0000103580	10/20/2004	0	10/20/2004
-----				
<b>Average time to ticket resolution for</b>	blanchet		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	blanchet		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	blanchet		<b>0</b>	

**OIT BSG Non People**

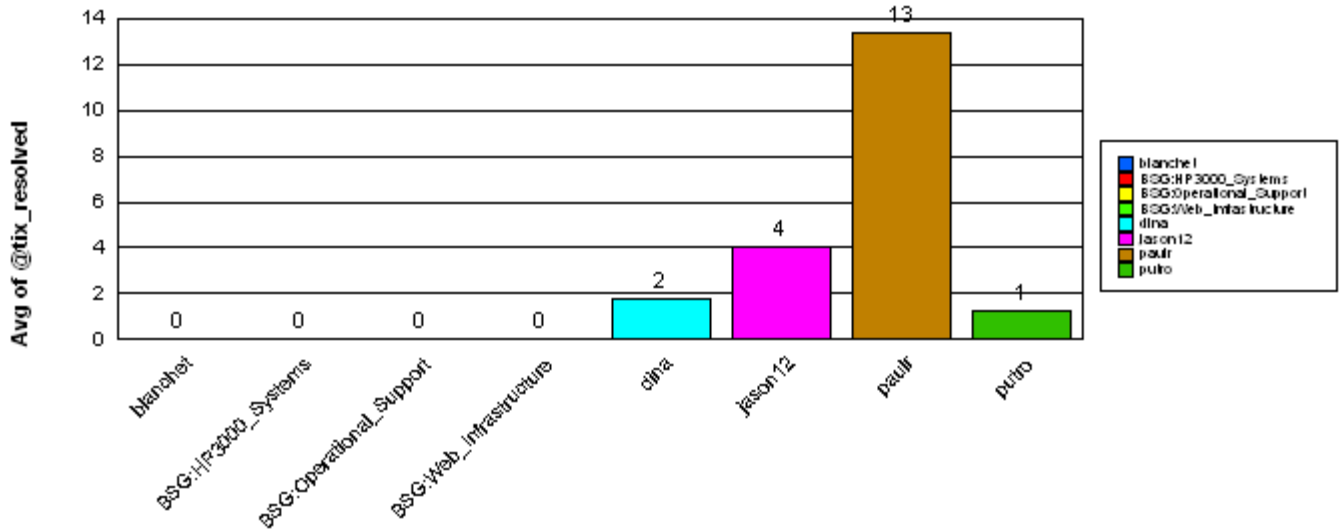
<b>dina</b>		<u>Total:</u>	<b>3</b>	
<b>Closed</b>		<u>Total:</u>	<b>3</b>	
Ticket Number: 0000103980	10/26/2004		0	10/26/2004
Ticket Number: 0000104150	10/28/2004		5	11/02/2004
Ticket Number: 0000103892	10/25/2004		0	10/25/2004
-----				
<b>Average time to ticket resolution for</b>	dina		<b>2</b>	
<b>Maximum time to ticket resolution for</b>	dina		<b>5</b>	
<b>Minimum time to ticket resolution for</b>	dina		<b>0</b>	
<hr/>				
<b>jason12</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number: 0000103458	10/18/2004		4	10/22/2004
-----				
<b>Average time to ticket resolution for</b>	jason12		<b>4</b>	
<b>Maximum time to ticket resolution for</b>	jason12		<b>4</b>	
<b>Minimum time to ticket resolution for</b>	jason12		<b>4</b>	
<hr/>				
<b>paulr</b>		<u>Total:</u>	<b>2</b>	
<b>Closed</b>		<u>Total:</u>	<b>2</b>	
Ticket Number: 0000104108	10/27/2004		2	10/29/2004
Ticket Number: 0000102474	10/04/2004		25	10/29/2004
-----				
<b>Average time to ticket resolution for</b>	paulr		<b>13</b>	
<b>Maximum time to ticket resolution for</b>	paulr		<b>25</b>	
<b>Minimum time to ticket resolution for</b>	paulr		<b>2</b>	
<hr/>				
<b>putro</b>		<u>Total:</u>	<b>13</b>	
<b>Closed</b>		<u>Total:</u>	<b>13</b>	
Ticket Number: 0000102627	10/05/2004		1	10/06/2004
Ticket Number: 0000102687	10/06/2004		1	10/07/2004
Ticket Number: 0000102685	10/06/2004		1	10/07/2004
Ticket Number: 0000102738	10/06/2004		1	10/07/2004
Ticket Number: 0000102766	10/07/2004		0	10/07/2004
Ticket Number: 0000102855	10/07/2004		6	10/13/2004
Ticket Number: 0000102856	10/07/2004		5	10/12/2004
Ticket Number: 0000103710	10/21/2004		0	10/21/2004
Ticket Number: 0000103092	10/12/2004		0	10/12/2004
Ticket Number: 0000104181	10/28/2004		0	10/28/2004
Ticket Number: 0000104186	10/28/2004		0	10/28/2004
Ticket Number: 0000103259	10/14/2004		0	10/14/2004
Ticket Number: 0000103297	10/14/2004		0	10/14/2004
-----				
<b>Average time to ticket resolution for</b>	putro		<b>1</b>	
<b>Maximum time to ticket resolution for</b>	putro		<b>6</b>	
<b>Minimum time to ticket resolution for</b>	putro		<b>0</b>	

**OIT BSG Non People**

Average time to ticket resolution for	OIT BSG Non P	0
Maximum time to ticket resolution for	OIT BSG Non P	25
Minimum time to ticket resolution for	OIT BSG Non P	0

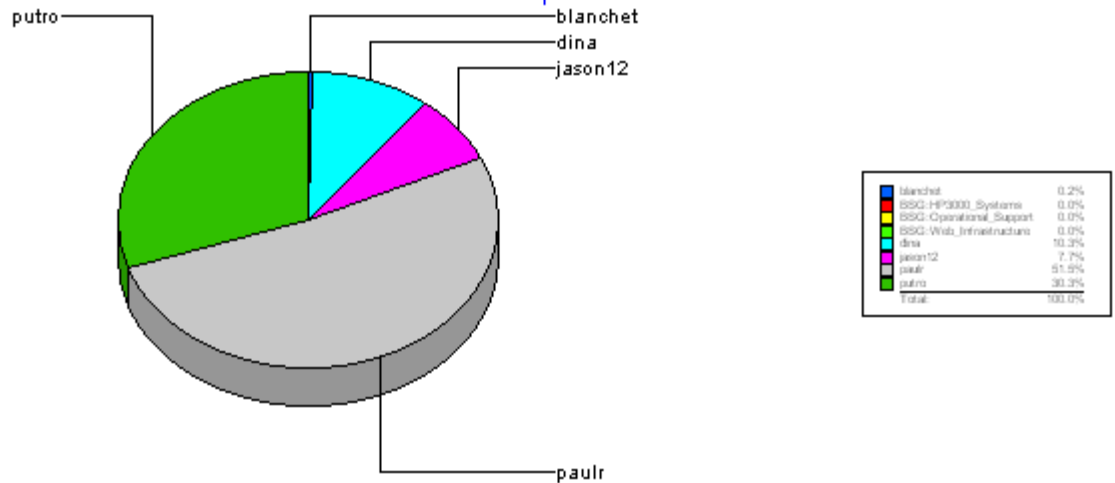
**Avg of Each Ticket Resolved**

For OIT BSG Non PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT BSG Non PeopleSoft



**OIT Business Systems: P**

		<u>Total:</u>	<b>158</b>		
<b>afinn</b>		<u>Total:</u>	<b>7</b>		
<b>Closed</b>		<u>Total:</u>	<b>7</b>		
Ticket Number:	0000103438	10/18/2004	22	11/09/2004	11/15/2004
Ticket Number:	0000103555	10/19/2004	1	10/20/2004	10/26/2004
Ticket Number:	0000104273	10/29/2004	6	11/04/2004	11/10/2004
Ticket Number:	0000104297	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000102798	10/07/2004	29	11/05/2004	11/11/2004
Ticket Number:	0000103109	10/12/2004	6	10/18/2004	10/25/2004
Ticket Number:	0000102703	10/06/2004	12	10/18/2004	10/25/2004
-----				-----	
<b>Average time to ticket resolution for</b>		afinn	<b>11</b>		
<b>Maximum time to ticket resolution for</b>		afinn	<b>29</b>		
<b>Minimum time to ticket resolution for</b>		afinn	<b>1</b>		
-----				-----	
<b>byron</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000103157	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103991	10/26/2004	0	10/26/2004	11/01/2004
-----				-----	
<b>Average time to ticket resolution for</b>		byron	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		byron	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		byron	<b>0</b>		
-----				-----	

**OIT Business Systems: P**

**chriss**

Total: 33

**Closed**

Total: 33

Ticket Number:	0000104144	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104158	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104161	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000103995	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000103895	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000104364	10/30/2004	2	11/01/2004	11/08/2004
Ticket Number:	0000104381	10/31/2004	1	11/01/2004	11/08/2004
Ticket Number:	0000103249	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103506	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103530	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000104005	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000103414	10/18/2004	0	10/18/2004	10/25/2004
Ticket Number:	0000103540	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103553	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103544	10/19/2004	10	10/29/2004	11/04/2004
Ticket Number:	0000102796	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102874	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000103209	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103198	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103466	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000103189	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103170	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103116	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103087	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103078	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000102977	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102909	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102877	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102829	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102803	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102346	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102686	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102383	10/01/2004	0	10/01/2004	10/07/2004

-----			
<b>Average time to ticket resolution for</b>	chriss	<b>0</b>	
<b>Maximum time to ticket resolution for</b>	chriss	<b>10</b>	
<b>Minimum time to ticket resolution for</b>	chriss	<b>0</b>	

**dsylva**

Total: 4

**Closed**

Total: 4

Ticket Number:	0000102790	10/07/2004	1	10/08/2004	10/14/2004
Ticket Number:	0000102867	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000103922	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103933	10/25/2004	3	10/28/2004	11/03/2004

-----			
<b>Average time to ticket resolution for</b>	dsylva	<b>1</b>	
<b>Maximum time to ticket resolution for</b>	dsylva	<b>3</b>	
<b>Minimum time to ticket resolution for</b>	dsylva	<b>0</b>	

**OIT Business Systems: P**

**haddaway**

Total: 35

**Resolved**

Total: 2

Ticket Number:	0000103786	10/22/2004	19	11/10/2004
Ticket Number:	0000103787	10/22/2004	19	11/10/2004

**Closed**

Total: 33

Ticket Number:	0000102379	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000103468	10/18/2004	1	10/19/2004	10/25/2004
Ticket Number:	0000102401	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000102516	10/04/2004	1	10/05/2004	10/11/2004
Ticket Number:	0000102614	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102708	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102610	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102509	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102461	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102863	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000103077	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103193	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103081	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000102892	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000103775	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103868	10/24/2004	0	10/24/2004	11/01/2004
Ticket Number:	0000103869	10/24/2004	0	10/24/2004	11/01/2004
Ticket Number:	0000104000	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104061	10/26/2004	1	10/27/2004	11/02/2004
Ticket Number:	0000104185	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104055	10/26/2004	1	10/27/2004	11/02/2004
Ticket Number:	0000103790	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103900	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103360	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103459	10/18/2004	0	10/18/2004	10/25/2004
Ticket Number:	0000103439	10/18/2004	0	10/18/2004	10/25/2004
Ticket Number:	0000103594	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103621	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103622	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103615	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103549	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103430	10/18/2004	0	10/18/2004	10/25/2004
Ticket Number:	0000103446	10/18/2004	0	10/18/2004	10/25/2004

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<b>Average time to ticket resolution for</b>	haddaway	<b>1</b>
<b>Maximum time to ticket resolution for</b>	haddaway	<b>19</b>
<b>Minimum time to ticket resolution for</b>	haddaway	<b>0</b>
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**OIT Business Systems: P**

**jeremy**

Total: 25

**Resolved**

Total: 1

Ticket Number: 0000103815 10/22/2004 19 11/10/2004

**Closed**

Total: 24

Ticket Number:	0000102394	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102582	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102625	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102518	10/04/2004	2	10/06/2004	10/12/2004
Ticket Number:	0000102808	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000103163	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103244	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103286	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103294	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103659	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103633	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103604	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103563	10/19/2004	1	10/20/2004	10/26/2004
Ticket Number:	0000103560	10/19/2004	1		10/20/2004
Ticket Number:	0000103690	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103695	10/21/2004	0	10/21/2004	10/27/2004
Ticket Number:	0000103364	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103267	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103262	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103801	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000103992	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000103907	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103927	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000104333	10/29/2004	0	10/29/2004	11/04/2004

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<b>Average time to ticket resolution for</b>	jeremy	<b>1</b>
<b>Maximum time to ticket resolution for</b>	jeremy	<b>19</b>
<b>Minimum time to ticket resolution for</b>	jeremy	<b>0</b>

**jgood**

Total: 2

**Closed**

Total: 2

Ticket Number:	0000104038	10/26/2004	6	11/01/2004	11/08/2004
Ticket Number:	0000103554	10/19/2004	0	10/19/2004	10/25/2004

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<b>Average time to ticket resolution for</b>	jgood	<b>3</b>
<b>Maximum time to ticket resolution for</b>	jgood	<b>6</b>
<b>Minimum time to ticket resolution for</b>	jgood	<b>0</b>

**jking**

Total: 4

**Closed**

Total: 4

Ticket Number:	0000103344	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103501	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103850	10/23/2004	0	10/23/2004	10/29/2004
Ticket Number:	0000102819	10/07/2004	0	10/07/2004	10/13/2004

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<b>Average time to ticket resolution for</b>	jking	<b>0</b>
<b>Maximum time to ticket resolution for</b>	jking	<b>0</b>
<b>Minimum time to ticket resolution for</b>	jking	<b>0</b>

**jpatna1**

Total: 2

**Closed**

Total: 2

Ticket Number:	0000102578	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102583	10/05/2004	0	10/05/2004	10/11/2004

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<b>Average time to ticket resolution for</b>	jpatna1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	jpatna1	<b>0</b>
<b>Minimum time to ticket resolution for</b>	jpatna1	<b>0</b>

**OIT Business Systems: P**

<b>kirby</b>		<u>Total:</u>	<b>5</b>		
<b>Closed</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000102705	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000102735	10/06/2004	15	10/21/2004	10/27/2004
Ticket Number:	0000104139	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000103311	10/14/2004	7	10/21/2004	10/27/2004
Ticket Number:	0000103620	10/20/2004	0	10/20/2004	10/26/2004
<b>Average time to ticket resolution for</b>		kirby	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		kirby	<b>15</b>		
<b>Minimum time to ticket resolution for</b>		kirby	<b>0</b>		
<b>lrand</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000103908	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000104031	10/26/2004	2		10/28/2004
<b>Average time to ticket resolution for</b>		lrand	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		lrand	<b>2</b>		
<b>Minimum time to ticket resolution for</b>		lrand	<b>0</b>		
<b>ostrove</b>		<u>Total:</u>	<b>3</b>		
<b>Closed</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000102975	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000102640	10/05/2004	1	10/06/2004	10/12/2004
Ticket Number:	0000103444	10/18/2004	0		10/18/2004
<b>Average time to ticket resolution for</b>		ostrove	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		ostrove	<b>1</b>		
<b>Minimum time to ticket resolution for</b>		ostrove	<b>0</b>		
<b>preston</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000103339	10/15/2004	19		11/03/2004
Ticket Number:	0000103588	10/20/2004	1		10/21/2004
Ticket Number:	0000103168	10/13/2004	26		11/08/2004
Ticket Number:	0000103018	10/11/2004	4		10/15/2004
<b>Average time to ticket resolution for</b>		preston	<b>12</b>		
<b>Maximum time to ticket resolution for</b>		preston	<b>26</b>		
<b>Minimum time to ticket resolution for</b>		preston	<b>1</b>		
<b>psimon</b>		<u>Total:</u>	<b>8</b>		
<b>Closed</b>		<u>Total:</u>	<b>8</b>		
Ticket Number:	0000103096	10/12/2004	8		10/20/2004
Ticket Number:	0000103184	10/13/2004	0		10/13/2004
Ticket Number:	0000103678	10/21/2004	1		10/22/2004
Ticket Number:	0000102322	10/01/2004	11		10/12/2004
Ticket Number:	0000103415	10/18/2004	1		10/19/2004
Ticket Number:	0000103585	10/20/2004	0		10/20/2004
Ticket Number:	0000103989	10/26/2004	0		10/26/2004
Ticket Number:	0000104359	10/30/2004	2		11/01/2004
<b>Average time to ticket resolution for</b>		psimon	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		psimon	<b>11</b>		
<b>Minimum time to ticket resolution for</b>		psimon	<b>0</b>		

**OIT Business Systems: P**

**slong**

Total: **13**

**Closed**

Total: **13**

Ticket Number:	0000103833	10/22/2004	12	11/03/2004	11/09/2004
Ticket Number:	0000104287	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000103557	10/19/2004	2	10/21/2004	10/27/2004
Ticket Number:	0000103645	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000102453	10/04/2004	3	10/07/2004	10/13/2004
Ticket Number:	0000102608	10/05/2004	3	10/08/2004	10/14/2004
Ticket Number:	0000102376	10/01/2004	7	10/08/2004	10/14/2004
Ticket Number:	0000102902	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102764	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000103222	10/13/2004	15	10/28/2004	11/03/2004
Ticket Number:	0000103205	10/13/2004	1	10/14/2004	10/20/2004
Ticket Number:	0000102834	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102769	10/07/2004	0	10/07/2004	10/13/2004

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<b>Average time to ticket resolution for</b>	slong	<b>4</b>
<b>Maximum time to ticket resolution for</b>	slong	<b>15</b>
<b>Minimum time to ticket resolution for</b>	slong	<b>0</b>

**stephen**

Total: **9**

**Resolved**

Total: **1**

Ticket Number:	0000104152	10/28/2004	15	11/12/2004
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**Closed**

Total: **8**

Ticket Number:	0000102385	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102724	10/06/2004	1	10/07/2004	10/13/2004
Ticket Number:	0000103166	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103275	10/14/2004	13	10/27/2004	11/02/2004
Ticket Number:	0000103744	10/21/2004	11	11/01/2004	11/08/2004
Ticket Number:	0000104242	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000104148	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000103776	10/22/2004	6	10/28/2004	11/03/2004

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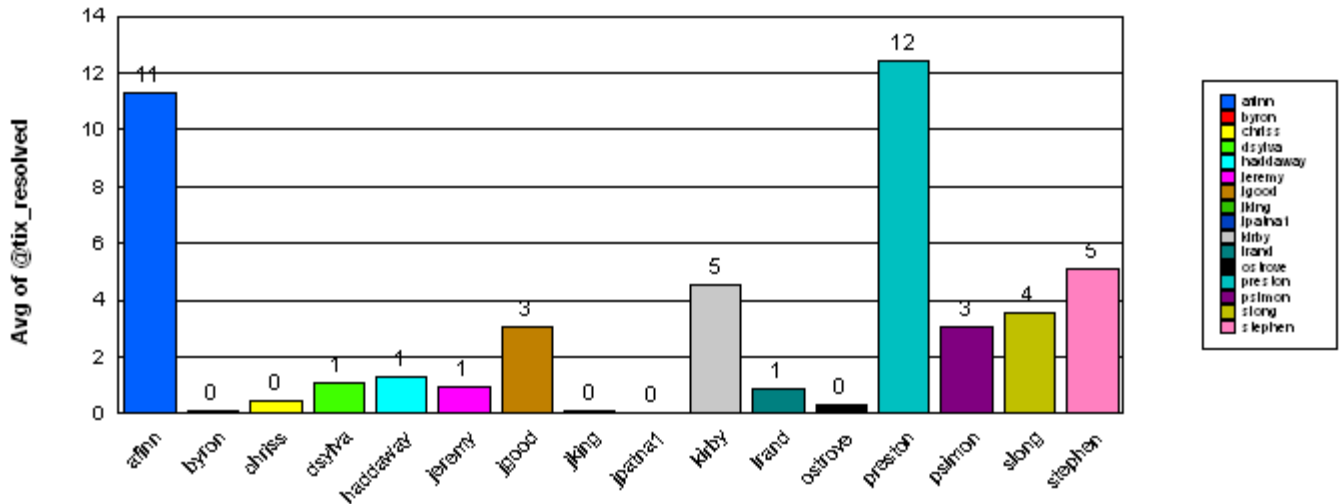
<b>Average time to ticket resolution for</b>	stephen	<b>5</b>
<b>Maximum time to ticket resolution for</b>	stephen	<b>15</b>
<b>Minimum time to ticket resolution for</b>	stephen	<b>0</b>

**OIT Business Systems: P**

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	29
Minimum time to ticket resolution for	OIT Business S	0

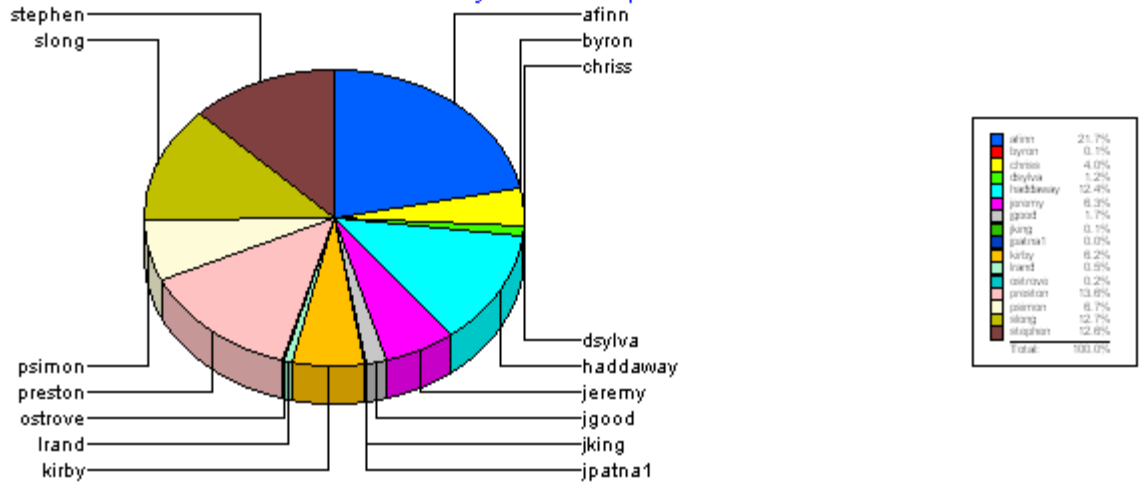
**Avg of Each Ticket Resolved**

For OIT Business Systems: PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT Business Systems: PeopleSoft



**PC Labs**

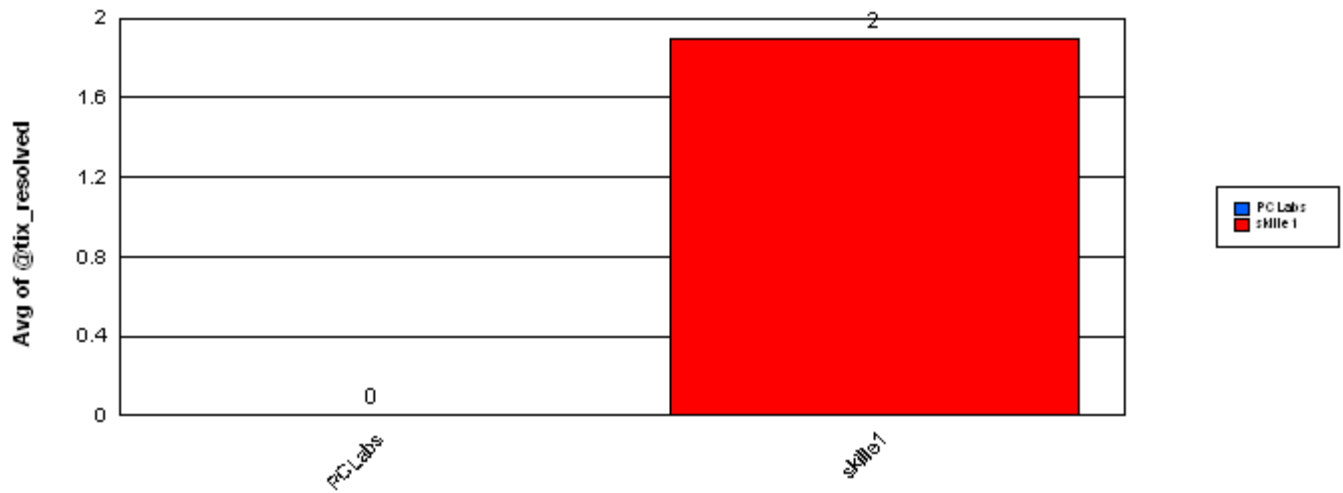
		<u>Total:</u>	<b>2</b>		
<b>PCLabs</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000102357	10/01/2004	0	10/01/2004	
-----					
<b>Average time to ticket resolution for</b>	PCLabs		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	PCLabs		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	PCLabs		<b>0</b>		
-----					
<b>skille1</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000103957	10/25/2004	2	10/27/2004	11/02/2004
-----					
<b>Average time to ticket resolution for</b>	skille1		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	skille1		<b>2</b>		
<b>Minimum time to ticket resolution for</b>	skille1		<b>2</b>		
-----					

**PC Labs**

Average time to ticket resolution for	PC Labs	1
Maximum time to ticket resolution for	PC Labs	2
Minimum time to ticket resolution for	PC Labs	0

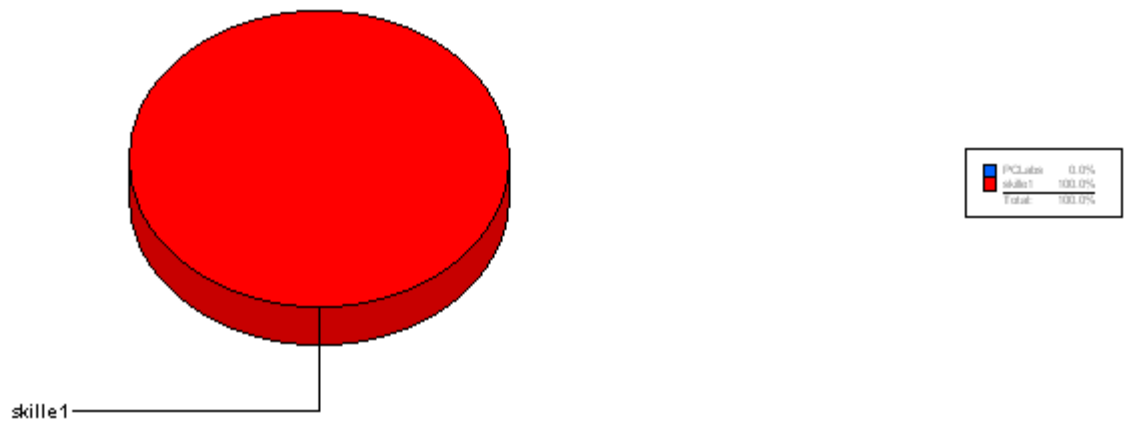
### Avg of Each Ticket Resolved

For PC Labs



### Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		<b>Total: 83</b>			
<b>Telcom</b>		<u>Total: 1</u>			
<b>Closed</b>		<u>Total: 1</u>			
Ticket Number:	0000103423	10/18/2004	3	10/21/2004	10/27/2004
-----					
<b>Average time to ticket resolution for</b>		Telcom	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		Telcom	<b>3</b>		
<b>Minimum time to ticket resolution for</b>		Telcom	<b>3</b>		
<hr/>		<hr/>			
<b>beakja1</b>		<u>Total: 7</u>			
<b>Closed</b>		<u>Total: 7</u>			
Ticket Number:	0000103664	10/20/2004	1	10/21/2004	10/27/2004
Ticket Number:	0000104166	10/28/2004	11	11/08/2004	11/15/2004
Ticket Number:	0000102471	10/04/2004	4	10/08/2004	10/14/2004
Ticket Number:	0000102561	10/05/2004	8	10/13/2004	10/19/2004
Ticket Number:	0000102761	10/07/2004	2		10/08/2004
Ticket Number:	0000102907	10/08/2004	7	10/15/2004	10/21/2004
Ticket Number:	0000103134	10/12/2004	1	10/13/2004	10/19/2004
-----					
<b>Average time to ticket resolution for</b>		beakja1	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		beakja1	<b>11</b>		
<b>Minimum time to ticket resolution for</b>		beakja1	<b>1</b>		
<hr/>		<hr/>			
<b>cmckin1</b>		<u>Total: 26</u>			
<b>Closed</b>		<u>Total: 26</u>			
Ticket Number:	0000102899	10/08/2004	6	10/14/2004	10/20/2004
Ticket Number:	0000103084	10/12/2004	2	10/14/2004	10/20/2004
Ticket Number:	0000103080	10/12/2004	34		11/15/2004
Ticket Number:	0000102897	10/08/2004	3		10/11/2004
Ticket Number:	0000102934	10/08/2004	7	10/15/2004	10/21/2004
Ticket Number:	0000103042	10/11/2004	23	11/03/2004	11/09/2004
Ticket Number:	0000103012	10/11/2004	4	10/15/2004	10/21/2004
Ticket Number:	0000102668	10/06/2004	2	10/08/2004	10/14/2004
Ticket Number:	0000102354	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102393	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102489	10/04/2004	14	10/18/2004	10/25/2004
Ticket Number:	0000102525	10/04/2004	10	10/14/2004	10/20/2004
Ticket Number:	0000102599	10/05/2004	9	10/14/2004	10/20/2004
Ticket Number:	0000102962	10/10/2004	1	10/11/2004	10/18/2004
Ticket Number:	0000102526	10/04/2004	4	10/08/2004	10/14/2004
Ticket Number:	0000102476	10/04/2004	17		10/21/2004
Ticket Number:	0000104006	10/26/2004	1		10/27/2004
Ticket Number:	0000103797	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000104074	10/27/2004	7	11/03/2004	11/09/2004
Ticket Number:	0000104115	10/27/2004	2	10/29/2004	11/04/2004
Ticket Number:	0000103750	10/21/2004	5	10/26/2004	11/01/2004
Ticket Number:	0000103829	10/22/2004	0	10/22/2004	10/28/2004
Ticket Number:	0000104128	10/27/2004	2	10/29/2004	11/04/2004
Ticket Number:	0000103897	10/25/2004	2	10/27/2004	11/02/2004
Ticket Number:	0000103574	10/19/2004	15	11/03/2004	11/09/2004
Ticket Number:	0000103684	10/21/2004	0	10/21/2004	10/27/2004
-----					
<b>Average time to ticket resolution for</b>		cmckin1	<b>7</b>		
<b>Maximum time to ticket resolution for</b>		cmckin1	<b>34</b>		
<b>Minimum time to ticket resolution for</b>		cmckin1	<b>0</b>		
<hr/>		<hr/>			

**Physical Networks**

<b>damian</b>		<u>Total:</u>	<b>8</b>		
<b>Resolved</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000103658	10/20/2004	23	11/12/2004	
Ticket Number:	0000104189	10/28/2004	15	11/12/2004	
Ticket Number:	0000103954	10/25/2004	18	11/12/2004	
<b>Closed</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000102475	10/04/2004	39		11/12/2004
Ticket Number:	0000102745	10/06/2004	37		11/12/2004
Ticket Number:	0000102723	10/06/2004	37		11/12/2004
Ticket Number:	0000102759	10/07/2004	37		11/12/2004
Ticket Number:	0000103406	10/17/2004	26		11/12/2004
-----					
<b>Average time to ticket resolution for</b>		damian	<b>29</b>		
<b>Maximum time to ticket resolution for</b>		damian	<b>39</b>		
<b>Minimum time to ticket resolution for</b>		damian	<b>15</b>		
<hr/>					
<b>marc</b>		<u>Total:</u>	<b>2</b>		
<b>Closed</b>		<u>Total:</u>	<b>2</b>		
Ticket Number:	0000102517	10/04/2004	35	11/08/2004	11/15/2004
Ticket Number:	0000103393	10/17/2004	0	10/17/2004	10/25/2004
-----					
<b>Average time to ticket resolution for</b>		marc	<b>17</b>		
<b>Maximum time to ticket resolution for</b>		marc	<b>35</b>		
<b>Minimum time to ticket resolution for</b>		marc	<b>0</b>		
<hr/>					
<b>rays1</b>		<u>Total:</u>	<b>11</b>		
<b>Closed</b>		<u>Total:</u>	<b>11</b>		
Ticket Number:	0000103326	10/15/2004	11	10/26/2004	11/01/2004
Ticket Number:	0000103487	10/18/2004	7	10/26/2004	11/01/2004
Ticket Number:	0000103590	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103939	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103746	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103913	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103792	10/22/2004	3	10/25/2004	11/01/2004
Ticket Number:	0000103909	10/25/2004	9	11/03/2004	11/09/2004
Ticket Number:	0000104352	10/29/2004	5	11/03/2004	11/09/2004
Ticket Number:	0000102623	10/05/2004	1	10/06/2004	10/12/2004
Ticket Number:	0000102879	10/08/2004	3	10/11/2004	10/18/2004
-----					
<b>Average time to ticket resolution for</b>		rays1	<b>4</b>		
<b>Maximum time to ticket resolution for</b>		rays1	<b>11</b>		
<b>Minimum time to ticket resolution for</b>		rays1	<b>0</b>		
<hr/>					
<b>vicki</b>		<u>Total:</u>	<b>3</b>		
<b>Closed</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000103153	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103500	10/19/2004	0	10/19/2004	10/25/2004
Ticket Number:	0000103665	10/20/2004	0	10/20/2004	10/26/2004
-----					
<b>Average time to ticket resolution for</b>		vicki	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		vicki	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		vicki	<b>0</b>		
<hr/>					

**Physical Networks**

**zicka**

Total: **25**

**Resolved**

Total: **1**

Ticket Number: 0000103935 10/25/2004 17 11/11/2004

**Closed**

Total: **24**

Ticket Number:	0000102352	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102390	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102600	10/05/2004	3	10/08/2004	10/14/2004
Ticket Number:	0000102449	10/04/2004	5	10/08/2004	10/14/2004
Ticket Number:	0000102817	10/07/2004	4	10/11/2004	10/18/2004
Ticket Number:	0000102931	10/08/2004	4	10/12/2004	10/12/2004
Ticket Number:	0000103006	10/11/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000102924	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000102857	10/07/2004	1	10/08/2004	10/14/2004
Ticket Number:	0000103068	10/12/2004	8	10/20/2004	10/26/2004
Ticket Number:	0000103263	10/14/2004	12	10/26/2004	11/01/2004
Ticket Number:	0000103397	10/17/2004	1	10/18/2004	10/25/2004
Ticket Number:	0000103369	10/15/2004	3	10/18/2004	10/25/2004
Ticket Number:	0000103757	10/21/2004	12		11/02/2004
Ticket Number:	0000103706	10/21/2004	6	10/27/2004	11/02/2004
Ticket Number:	0000103808	10/22/2004	0		10/22/2004
Ticket Number:	0000103985	10/26/2004	0		10/26/2004
Ticket Number:	0000104050	10/26/2004	1	10/27/2004	11/02/2004
Ticket Number:	0000104164	10/28/2004	5	11/02/2004	11/08/2004
Ticket Number:	0000104216	10/28/2004	5		11/02/2004
Ticket Number:	0000104298	10/29/2004	4	11/02/2004	11/08/2004
Ticket Number:	0000104233	10/29/2004	4	11/02/2004	11/08/2004
Ticket Number:	0000104215	10/28/2004	5	11/02/2004	11/08/2004
Ticket Number:	0000104100	10/27/2004	0	10/27/2004	11/02/2004

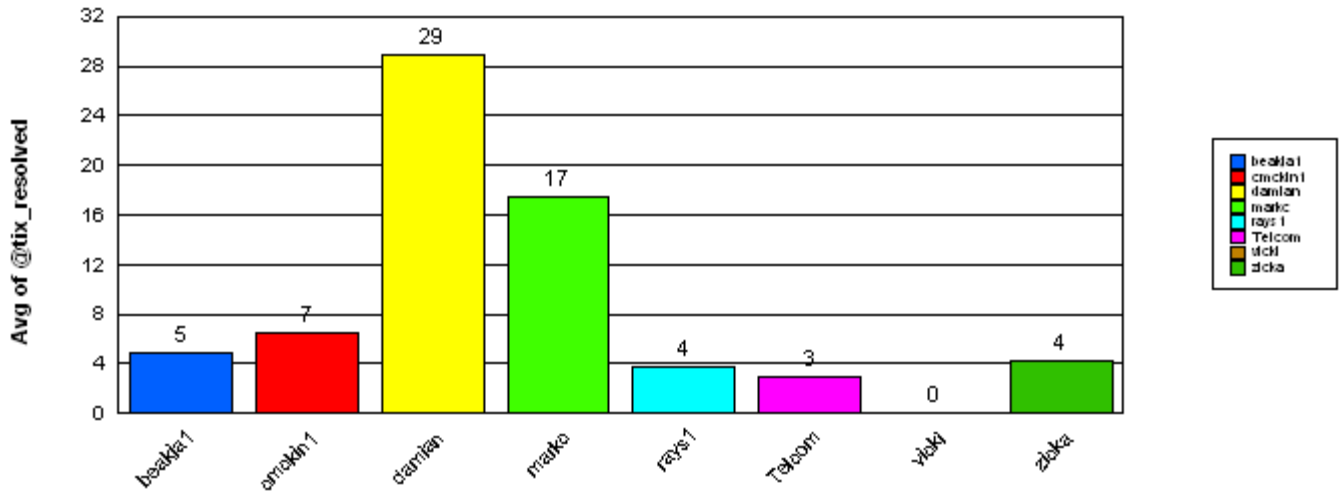
-----	-----	-----
<b>Average time to ticket resolution for</b>	zicka	<b>4</b>
<b>Maximum time to ticket resolution for</b>	zicka	<b>17</b>
<b>Minimum time to ticket resolution for</b>	zicka	<b>0</b>
-----	-----	-----

**Physical Networks**

Average time to ticket resolution for	Physical Networ	7
Maximum time to ticket resolution for	Physical Networ	39
Minimum time to ticket resolution for	Physical Networ	0

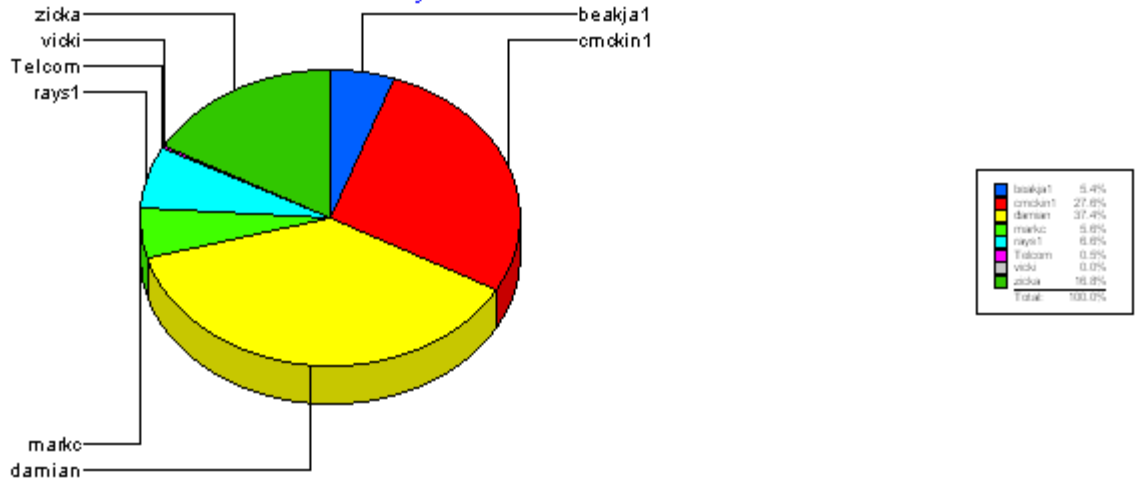
**Avg of Each Ticket Resolved**

For Physical Networks



**Percentage of Sum of Tickets Resolved**

For Physical Networks



**Security**

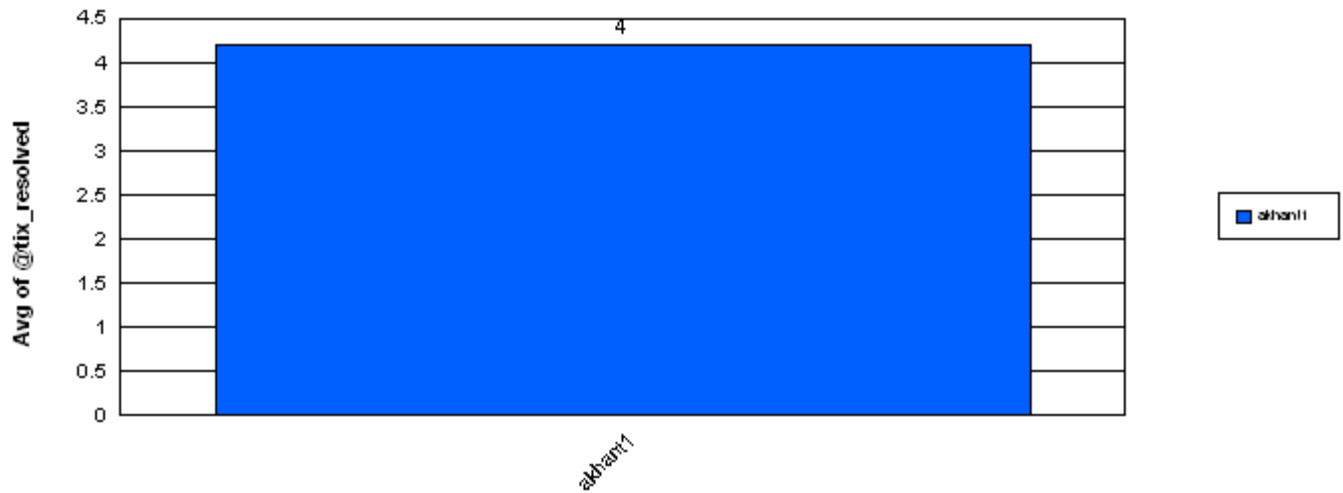
		<u>Total:</u>	<b>13</b>		
<b>akhant1</b>		<u>Total:</u>	<b>13</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000103434	10/18/2004	24	11/11/2004	
<b>Closed</b>		<u>Total:</u>	<b>12</b>		
Ticket Number:	0000102417	10/02/2004	3		10/05/2004
Ticket Number:	0000102620	10/05/2004	6	10/11/2004	10/18/2004
Ticket Number:	0000102418	10/02/2004	3		10/05/2004
Ticket Number:	0000102544	10/04/2004	7	10/11/2004	10/18/2004
Ticket Number:	0000103310	10/14/2004	3		10/18/2004
Ticket Number:	0000103046	10/11/2004	1		10/12/2004
Ticket Number:	0000103146	10/12/2004	0		10/13/2004
Ticket Number:	0000103889	10/25/2004	0		10/25/2004
Ticket Number:	0000104262	10/29/2004	4	11/02/2004	11/02/2004
Ticket Number:	0000104321	10/29/2004	0	10/29/2004	11/04/2004
Ticket Number:	0000103386	10/16/2004	2		10/18/2004
Ticket Number:	0000103673	10/21/2004	0	10/21/2004	10/27/2004
-----				-----	
<b>Average time to ticket resolution for</b>		akhant1	<b>4</b>		
<b>Maximum time to ticket resolution for</b>		akhant1	<b>24</b>		
<b>Minimum time to ticket resolution for</b>		akhant1	<b>0</b>		

Security

Average time to ticket resolution for	Security	4
Maximum time to ticket resolution for	Security	24
Minimum time to ticket resolution for	Security	0

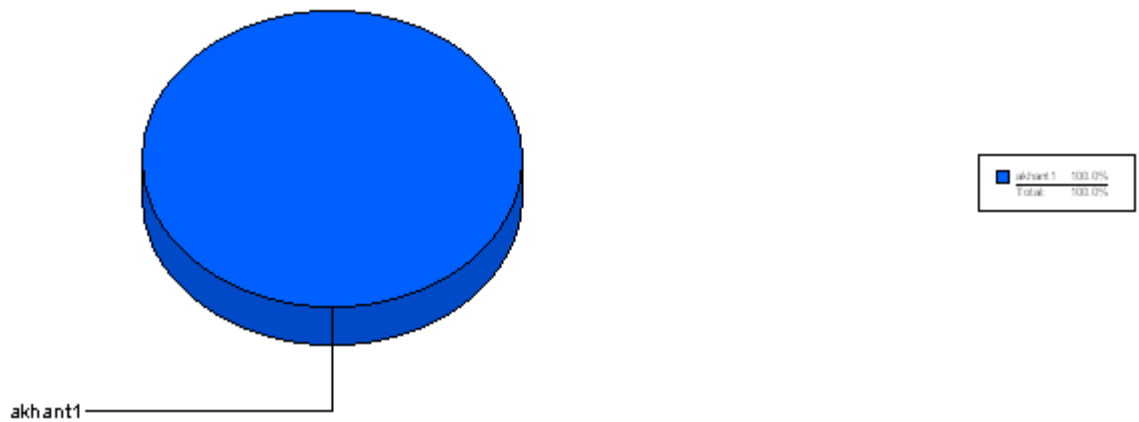
### Avg of Each Ticket Resolved

For Security



### Percentage of Sum of Tickets Resolved

For Security



SysCore

		<u>Total:</u>	<b>196</b>		
<b>banz</b>		<u>Total:</u>	<b>15</b>		
<b>Closed</b>		<u>Total:</u>	<b>15</b>		
Ticket Number:	0000103247	10/14/2004	22		11/05/2004
Ticket Number:	0000103592	10/20/2004	16		11/05/2004
Ticket Number:	0000103589	10/20/2004	0		10/20/2004
Ticket Number:	0000103558	10/19/2004	1	10/20/2004	10/26/2004
Ticket Number:	0000103481	10/18/2004	2	10/20/2004	10/26/2004
Ticket Number:	0000103531	10/19/2004	1	10/20/2004	10/26/2004
Ticket Number:	0000103906	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103971	10/25/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000102815	10/07/2004	29		11/05/2004
Ticket Number:	0000102876	10/08/2004	12	10/20/2004	10/26/2004
Ticket Number:	0000103207	10/13/2004	8	10/21/2004	10/27/2004
Ticket Number:	0000102424	10/02/2004	34		11/05/2004
Ticket Number:	0000102367	10/01/2004	19	10/20/2004	10/26/2004
Ticket Number:	0000102442	10/03/2004	33		11/05/2004
Ticket Number:	0000102591	10/05/2004	16		10/21/2004
-----				-----	
<b>Average time to ticket resolution for</b>		banz	<b>13</b>		
<b>Maximum time to ticket resolution for</b>		banz	<b>34</b>		
<b>Minimum time to ticket resolution for</b>		banz	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>daleg</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000102739	10/06/2004	5	10/11/2004	10/18/2004
Ticket Number:	0000102636	10/05/2004	35	11/09/2004	11/15/2004
Ticket Number:	0000104013	10/26/2004	3	10/29/2004	11/04/2004
Ticket Number:	0000103638	10/20/2004	0	10/20/2004	10/26/2004
-----				-----	
<b>Average time to ticket resolution for</b>		daleg	<b>11</b>		
<b>Maximum time to ticket resolution for</b>		daleg	<b>35</b>		
<b>Minimum time to ticket resolution for</b>		daleg	<b>0</b>		
<hr/>		<hr/>		<hr/>	
<b>dave</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000103345	10/15/2004	5	10/20/2004	10/26/2004
-----				-----	
<b>Average time to ticket resolution for</b>		dave	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		dave	<b>5</b>		
<b>Minimum time to ticket resolution for</b>		dave	<b>5</b>		
<hr/>		<hr/>		<hr/>	

SysCore

jcgriego

Total: 28

Closed

Total: 28

Ticket Number:	0000103309	10/14/2004	1	10/15/2004	10/21/2004
Ticket Number:	0000103505	10/19/2004	1	10/20/2004	10/26/2004
Ticket Number:	0000103472	10/18/2004	2	10/20/2004	10/26/2004
Ticket Number:	0000103613	10/20/2004	0		10/20/2004
Ticket Number:	0000103644	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103640	10/20/2004	0	10/20/2004	10/26/2004
Ticket Number:	0000103569	10/19/2004	1	10/20/2004	10/26/2004
Ticket Number:	0000103420	10/18/2004	0	10/18/2004	10/25/2004
Ticket Number:	0000103760	10/21/2004	4	10/25/2004	11/01/2004
Ticket Number:	0000103762	10/21/2004	5	10/26/2004	11/01/2004
Ticket Number:	0000104290	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000104001	10/26/2004	0	10/26/2004	10/26/2004
Ticket Number:	0000103978	10/26/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103920	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000102338	10/01/2004	14		10/15/2004
Ticket Number:	0000102378	10/01/2004	17	10/18/2004	10/25/2004
Ticket Number:	0000102365	10/01/2004	5	10/06/2004	10/12/2004
Ticket Number:	0000102529	10/04/2004	1	10/05/2004	10/11/2004
Ticket Number:	0000102607	10/05/2004	6	10/11/2004	10/18/2004
Ticket Number:	0000103407	10/17/2004	3	10/20/2004	10/26/2004
Ticket Number:	0000102359	10/01/2004	17	10/18/2004	10/25/2004
Ticket Number:	0000102490	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102488	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102845	10/07/2004	1	10/08/2004	10/14/2004
Ticket Number:	0000102912	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000103104	10/12/2004	14	10/26/2004	11/01/2004
Ticket Number:	0000103197	10/13/2004	7	10/20/2004	10/26/2004
Ticket Number:	0000103036	10/11/2004	1	10/12/2004	10/18/2004

<b>Average time to ticket resolution for</b>	jcgriego	<b>4</b>
<b>Maximum time to ticket resolution for</b>	jcgriego	<b>17</b>
<b>Minimum time to ticket resolution for</b>	jcgriego	<b>0</b>

**SysCore**  
**sbrown7**

**Total:** **148**

**SysCore**

	<b>Closed</b>	<b>Total:</b>	<b>148</b>		
Ticket Number:	0000102754	10/07/2004	0		10/07/2004
Ticket Number:	0000103053	10/12/2004	0		10/12/2004
Ticket Number:	0000103063	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103050	10/11/2004	1	10/12/2004	10/18/2004
Ticket Number:	0000103368	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000102967	10/10/2004	2	10/12/2004	10/18/2004
Ticket Number:	0000102961	10/10/2004	1	10/11/2004	10/18/2004
Ticket Number:	0000102938	10/08/2004	2	10/11/2004	10/18/2004
Ticket Number:	0000102929	10/08/2004	5		10/13/2004
Ticket Number:	0000103591	10/20/2004	5		10/25/2004
Ticket Number:	0000102919	10/08/2004	4		10/12/2004
Ticket Number:	0000102905	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102890	10/08/2004	0	10/08/2004	10/14/2004
Ticket Number:	0000102880	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000102860	10/07/2004	4	10/11/2004	10/18/2004
Ticket Number:	0000102848	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102833	10/07/2004	7	10/14/2004	10/20/2004
Ticket Number:	0000103210	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103359	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000103130	10/12/2004	2	10/14/2004	10/20/2004
Ticket Number:	0000103126	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103115	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103110	10/12/2004	0	10/12/2004	10/12/2004
Ticket Number:	0000103099	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103129	10/12/2004	1	10/13/2004	10/19/2004
Ticket Number:	0000103095	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103073	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103061	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000103191	10/13/2004	9		10/22/2004
Ticket Number:	0000103187	10/13/2004	0		10/13/2004
Ticket Number:	0000103183	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103329	10/15/2004	0	10/15/2004	10/22/2004
Ticket Number:	0000103173	10/13/2004	0		10/13/2004
Ticket Number:	0000103156	10/13/2004	0	10/13/2004	10/19/2004
Ticket Number:	0000103155	10/13/2004	0		10/13/2004
Ticket Number:	0000103147	10/12/2004	1		10/13/2004
Ticket Number:	0000103015	10/11/2004	0		10/11/2004
Ticket Number:	0000103001	10/11/2004	0	10/11/2004	10/18/2004
Ticket Number:	0000103089	10/12/2004	2	10/14/2004	10/20/2004
Ticket Number:	0000102969	10/10/2004	1	10/11/2004	10/18/2004
Ticket Number:	0000102773	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102781	10/07/2004	0		10/07/2004
Ticket Number:	0000102814	10/07/2004	7	10/14/2004	10/20/2004
Ticket Number:	0000102832	10/07/2004	0	10/07/2004	10/13/2004
Ticket Number:	0000102830	10/07/2004	0		10/07/2004
Ticket Number:	0000103802	10/22/2004	0		10/22/2004
Ticket Number:	0000102462	10/04/2004	0	10/04/2004	10/22/2004
Ticket Number:	0000102697	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102689	10/06/2004	0		10/06/2004
Ticket Number:	0000102727	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102672	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102662	10/06/2004	0		10/06/2004
Ticket Number:	0000102661	10/06/2004	19	10/25/2004	11/01/2004

**SysCore**

Ticket Number:	0000102660	10/06/2004	0	10/06/2004	10/12/2004
Ticket Number:	0000102656	10/06/2004	0		10/06/2004
Ticket Number:	0000102654	10/06/2004	5	10/11/2004	10/12/2004
Ticket Number:	0000102648	10/06/2004	6	10/12/2004	10/18/2004
Ticket Number:	0000102643	10/06/2004	0		10/06/2004
Ticket Number:	0000102542	10/04/2004	1	10/05/2004	10/11/2004
Ticket Number:	0000103485	10/18/2004	3		10/21/2004
Ticket Number:	0000102530	10/04/2004	3	10/07/2004	10/13/2004
Ticket Number:	0000102508	10/04/2004	0	10/04/2004	10/11/2004
Ticket Number:	0000102506	10/04/2004	2	10/06/2004	10/12/2004
Ticket Number:	0000102493	10/04/2004	9	10/13/2004	10/19/2004
Ticket Number:	0000102492	10/04/2004	0		10/04/2004
Ticket Number:	0000102470	10/04/2004	0		10/04/2004
Ticket Number:	0000102416	10/02/2004	2		10/04/2004
Ticket Number:	0000102395	10/01/2004	0		10/01/2004
Ticket Number:	0000102603	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000102400	10/01/2004	3		10/04/2004
Ticket Number:	0000102377	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102633	10/05/2004	1	10/06/2004	10/12/2004
Ticket Number:	0000102630	10/05/2004	0		10/05/2004
Ticket Number:	0000102624	10/05/2004	0		10/05/2004
Ticket Number:	0000102928	10/08/2004	4		10/12/2004
Ticket Number:	0000102619	10/05/2004	0		10/05/2004
Ticket Number:	0000102611	10/05/2004	0		10/05/2004
Ticket Number:	0000102602	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000103091	10/12/2004	0	10/12/2004	10/18/2004
Ticket Number:	0000102596	10/05/2004	0		10/05/2004
Ticket Number:	0000102407	10/01/2004	3	10/04/2004	10/11/2004
Ticket Number:	0000102370	10/01/2004	0	10/01/2004	10/22/2004
Ticket Number:	0000102368	10/01/2004	0		10/01/2004
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Ticket Number:	0000102391	10/01/2004	0		10/01/2004
Ticket Number:	0000102333	10/01/2004	0		10/01/2004
Ticket Number:	0000102319	10/01/2004	0	10/01/2004	10/07/2004
Ticket Number:	0000102311	10/01/2004	0		10/01/2004
Ticket Number:	0000103334	10/15/2004	0	10/15/2004	10/21/2004
Ticket Number:	0000102622	10/05/2004	0	10/05/2004	10/06/2004
Ticket Number:	0000102882	10/08/2004	3	10/11/2004	10/18/2004
Ticket Number:	0000103931	10/25/2004	0	10/25/2004	10/26/2004
Ticket Number:	0000103455	10/18/2004	0		10/18/2004
Ticket Number:	0000102577	10/05/2004	0	10/05/2004	10/11/2004
Ticket Number:	0000104305	10/29/2004	0		10/29/2004
Ticket Number:	0000104393	10/31/2004	3	11/03/2004	11/09/2004
Ticket Number:	0000104392	10/31/2004	3	11/03/2004	11/09/2004
Ticket Number:	0000104365	10/30/2004	2	11/01/2004	11/08/2004
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Ticket Number:	0000103225	10/13/2004	1	10/14/2004	10/20/2004
Ticket Number:	0000103597	10/20/2004	2	10/22/2004	10/28/2004
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Ticket Number:	0000103403	10/17/2004	1	10/18/2004	10/25/2004
Ticket Number:	0000103392	10/17/2004	1		10/18/2004
Ticket Number:	0000103669	10/20/2004	2	10/22/2004	10/28/2004
Ticket Number:	0000103381	10/15/2004	3	10/18/2004	10/25/2004
Ticket Number:	0000103348	10/15/2004	0		10/15/2004

**SysCore**

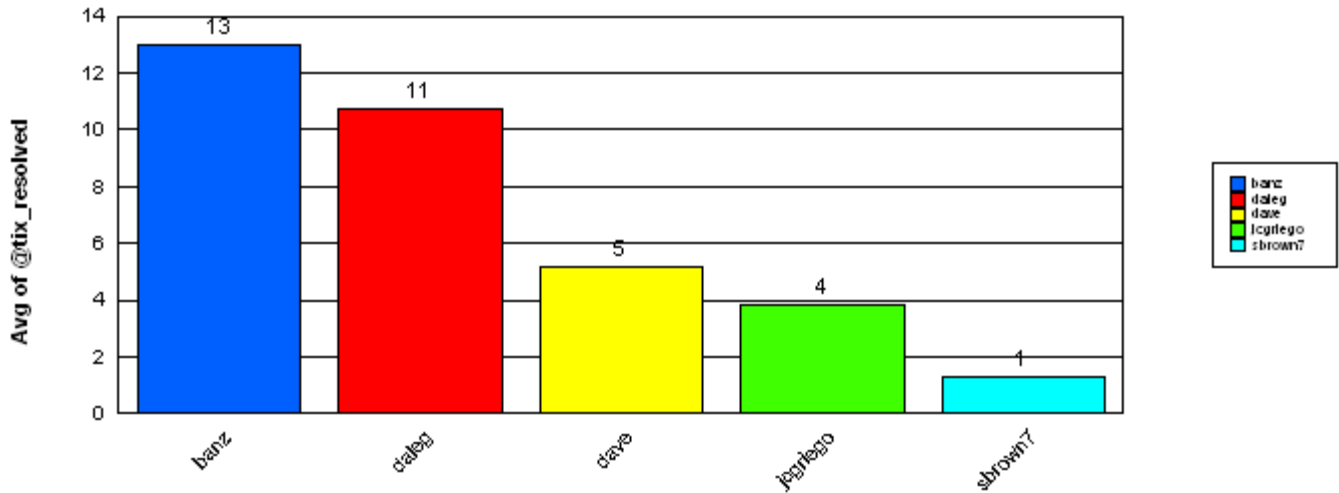
Ticket Number:	0000103346	10/15/2004	0	10/15/2004	10/21/2004
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Ticket Number:	0000103280	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103271	10/14/2004	0		10/14/2004
Ticket Number:	0000103266	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103687	10/21/2004	0	10/21/2004	10/21/2004
Ticket Number:	0000103668	10/20/2004	1		10/21/2004
Ticket Number:	0000103636	10/20/2004	1		10/21/2004
Ticket Number:	0000103258	10/14/2004	0	10/14/2004	10/21/2004
Ticket Number:	0000103257	10/14/2004	0	10/14/2004	10/20/2004
Ticket Number:	0000103231	10/13/2004	1	10/14/2004	10/20/2004
Ticket Number:	0000103239	10/14/2004	8		10/22/2004
Ticket Number:	0000104219	10/28/2004	1		10/29/2004
Ticket Number:	0000103867	10/24/2004	1		10/25/2004
Ticket Number:	0000103921	10/25/2004	0	10/25/2004	10/25/2004
Ticket Number:	0000103761	10/21/2004	1	10/22/2004	10/28/2004
Ticket Number:	0000103938	10/25/2004	0	10/25/2004	11/01/2004
Ticket Number:	0000103963	10/25/2004	1		10/26/2004
Ticket Number:	0000104295	10/29/2004	0		10/29/2004
Ticket Number:	0000104288	10/29/2004	0		10/29/2004
Ticket Number:	0000104277	10/29/2004	3	11/01/2004	11/08/2004
Ticket Number:	0000104272	10/29/2004	3		11/01/2004
Ticket Number:	0000104271	10/29/2004	3		11/01/2004
Ticket Number:	0000104269	10/29/2004	0		10/29/2004
Ticket Number:	0000104220	10/28/2004	1	10/29/2004	11/04/2004
Ticket Number:	0000104214	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104217	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104200	10/28/2004	4	11/01/2004	11/08/2004
Ticket Number:	0000104173	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104154	10/28/2004	5	11/02/2004	11/02/2004
Ticket Number:	0000104127	10/27/2004	1	10/28/2004	11/03/2004
Ticket Number:	0000104184	10/28/2004	0	10/28/2004	11/03/2004
Ticket Number:	0000104084	10/27/2004	0	10/27/2004	11/02/2004
Ticket Number:	0000104060	10/26/2004	1		10/27/2004
Ticket Number:	0000104054	10/26/2004	1	10/27/2004	11/02/2004
Ticket Number:	0000104039	10/26/2004	0	10/26/2004	11/01/2004
Ticket Number:	0000104059	10/26/2004	1	10/27/2004	11/02/2004
Ticket Number:	0000103984	10/26/2004	0		10/26/2004
Ticket Number:	0000103968	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103958	10/25/2004	1	10/26/2004	11/01/2004
Ticket Number:	0000103872	10/24/2004	1	10/25/2004	11/01/2004
-----			-----	-----	-----
<b>Average time to ticket resolution for</b>	sbrown7		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	sbrown7		<b>19</b>		
<b>Minimum time to ticket resolution for</b>	sbrown7		<b>0</b>		

**SysCore**

Average time to ticket resolution for	SysCore	3
Maximum time to ticket resolution for	SysCore	35
Minimum time to ticket resolution for	SysCore	0

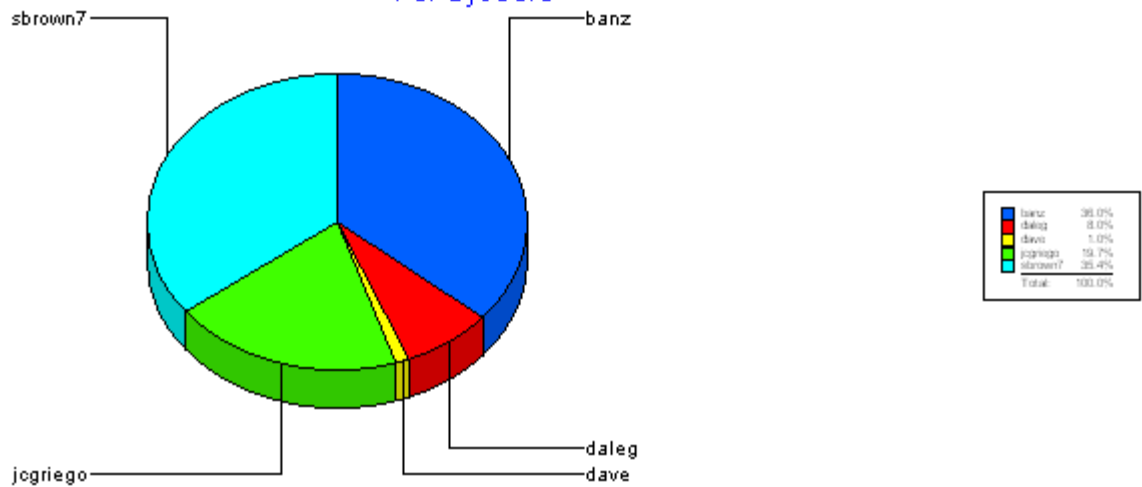
### Avg of Each Ticket Resolved

For SysCore



### Percentage of Sum of Tickets Resolved

For SysCore



SysDept

		Total:	39	
<b>champ</b>		<u>Total:</u>		<b>16</b>
<b>Closed</b>		<u>Total:</u>		<b>16</b>
Ticket Number:	0000103721	10/21/2004	6	10/27/2004
Ticket Number:	0000103754	10/21/2004	6	10/27/2004
Ticket Number:	0000104294	10/29/2004	4	11/02/2004
Ticket Number:	0000104283	10/29/2004	4	11/02/2004
Ticket Number:	0000104183	10/28/2004	5	11/02/2004
Ticket Number:	0000102327	10/01/2004	4	10/05/2004
Ticket Number:	0000102496	10/04/2004	1	10/05/2004
Ticket Number:	0000102537	10/04/2004	1	10/05/2004
Ticket Number:	0000102497	10/04/2004	1	10/05/2004
Ticket Number:	0000102479	10/04/2004	1	10/05/2004
Ticket Number:	0000102784	10/07/2004	6	10/13/2004
Ticket Number:	0000103013	10/11/2004	2	10/13/2004
Ticket Number:	0000102959	10/10/2004	1	10/11/2004
Ticket Number:	0000103037	10/11/2004	4	10/15/2004
Ticket Number:	0000103522	10/19/2004	8	10/27/2004
Ticket Number:	0000103660	10/20/2004	7	10/27/2004
-----		-----		-----
<b>Average time to ticket resolution for</b>		champ	<b>4</b>	
<b>Maximum time to ticket resolution for</b>		champ	<b>8</b>	
<b>Minimum time to ticket resolution for</b>		champ	<b>1</b>	
<hr/>		<hr/>		<hr/>
<b>laura</b>		<u>Total:</u>		<b>13</b>
<b>Closed</b>		<u>Total:</u>		<b>13</b>
Ticket Number:	0000103401	10/17/2004	2	10/19/2004
Ticket Number:	0000103548	10/19/2004	0	10/19/2004
Ticket Number:	0000103471	10/18/2004	1	10/19/2004
Ticket Number:	0000103547	10/19/2004	7	10/26/2004
Ticket Number:	0000103496	10/19/2004	2	10/21/2004 10/27/2004
Ticket Number:	0000102746	10/06/2004	1	10/07/2004
Ticket Number:	0000102981	10/11/2004	18	10/29/2004
Ticket Number:	0000102983	10/11/2004	8	10/19/2004
Ticket Number:	0000103172	10/13/2004	6	10/19/2004
Ticket Number:	0000103767	10/22/2004	0	10/22/2004 10/22/2004
Ticket Number:	0000104072	10/27/2004	0	10/27/2004
Ticket Number:	0000103771	10/22/2004	7	10/29/2004
Ticket Number:	0000104374	10/30/2004	2	11/01/2004
-----		-----		-----
<b>Average time to ticket resolution for</b>		laura	<b>4</b>	
<b>Maximum time to ticket resolution for</b>		laura	<b>18</b>	
<b>Minimum time to ticket resolution for</b>		laura	<b>0</b>	
<hr/>		<hr/>		<hr/>

**SysDept**

**randy**

Total: **10**

**Closed**

Total: **10**

Ticket Number:	0000104142	10/28/2004	6	11/03/2004	11/09/2004
Ticket Number:	0000104179	10/28/2004	5	11/02/2004	11/08/2004
Ticket Number:	0000104085	10/27/2004	1	10/28/2004	11/03/2004
Ticket Number:	0000103136	10/12/2004	7	10/19/2004	10/25/2004
Ticket Number:	0000103303	10/14/2004	20	11/03/2004	11/09/2004
Ticket Number:	0000103656	10/20/2004	6	10/26/2004	11/01/2004
Ticket Number:	0000103628	10/20/2004	14		11/03/2004
Ticket Number:	0000103301	10/14/2004	7	10/21/2004	10/27/2004
Ticket Number:	0000103583	10/20/2004	5	10/25/2004	11/01/2004
Ticket Number:	0000103543	10/19/2004	1	10/20/2004	10/26/2004

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<b>Average time to ticket resolution for</b>	randy	<b>7</b>
<b>Maximum time to ticket resolution for</b>	randy	<b>20</b>
<b>Minimum time to ticket resolution for</b>	randy	<b>1</b>

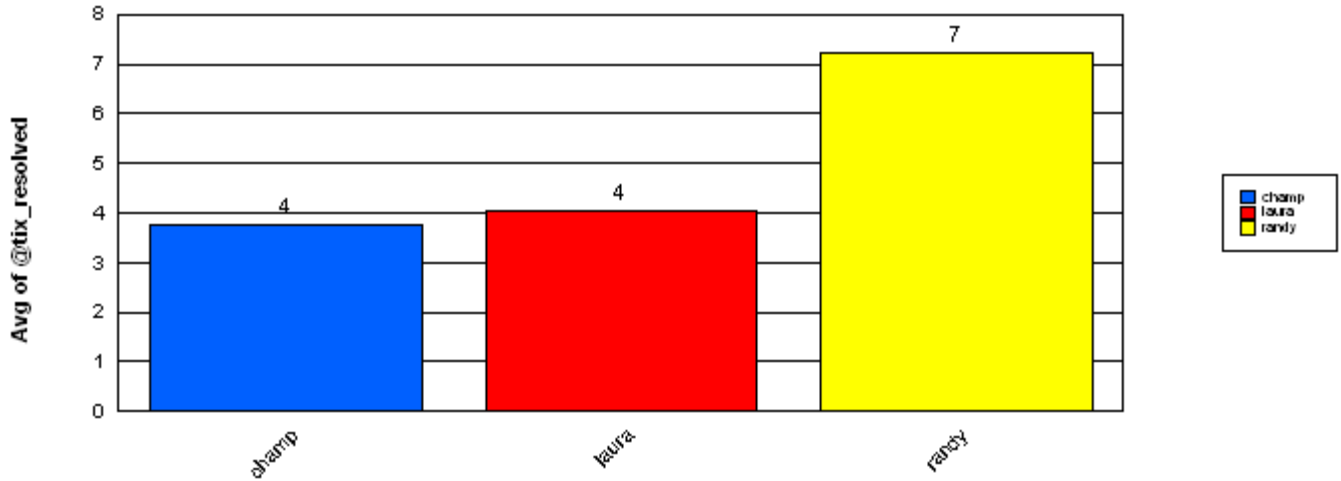
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SysDept

Average time to ticket resolution for	SysDept	5
Maximum time to ticket resolution for	SysDept	20
Minimum time to ticket resolution for	SysDept	0

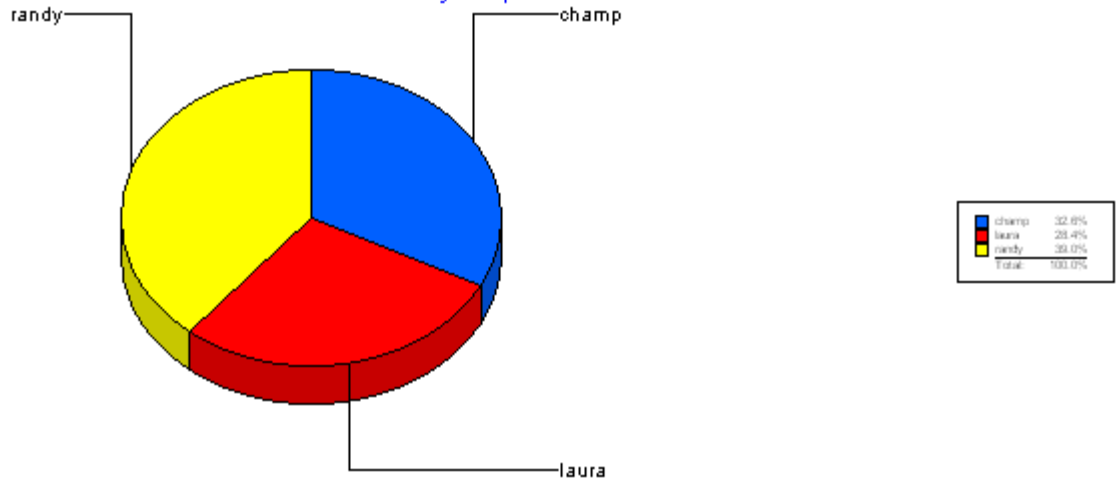
### Avg of Each Ticket Resolved

For SysDept



### Percentage of Sum of Tickets Resolved

For SysDept



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Total Remedy Tickets Created and Resolved/Closed Between: 10/01/2004 and 10/31/2004 : 1856

Total Remedy Tickets Created between: 10/01/2004 and 10/31/2004 : 1856

Maximum time to resolution	39
Minimum time to resolution	0
Total Average time to ticket resolution	3.10