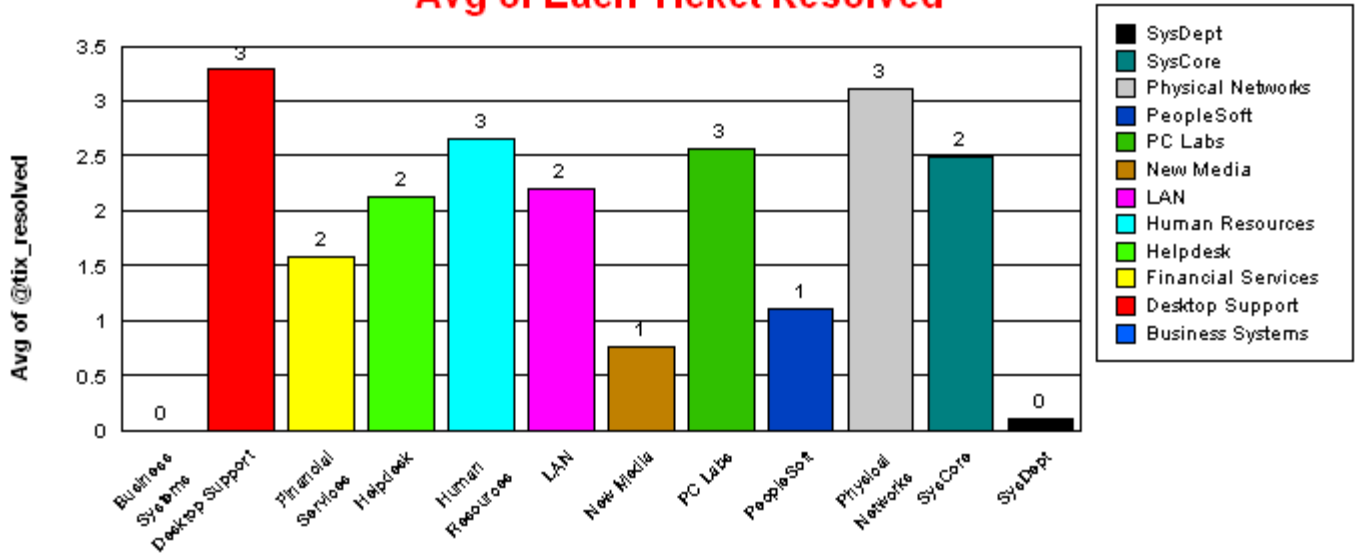


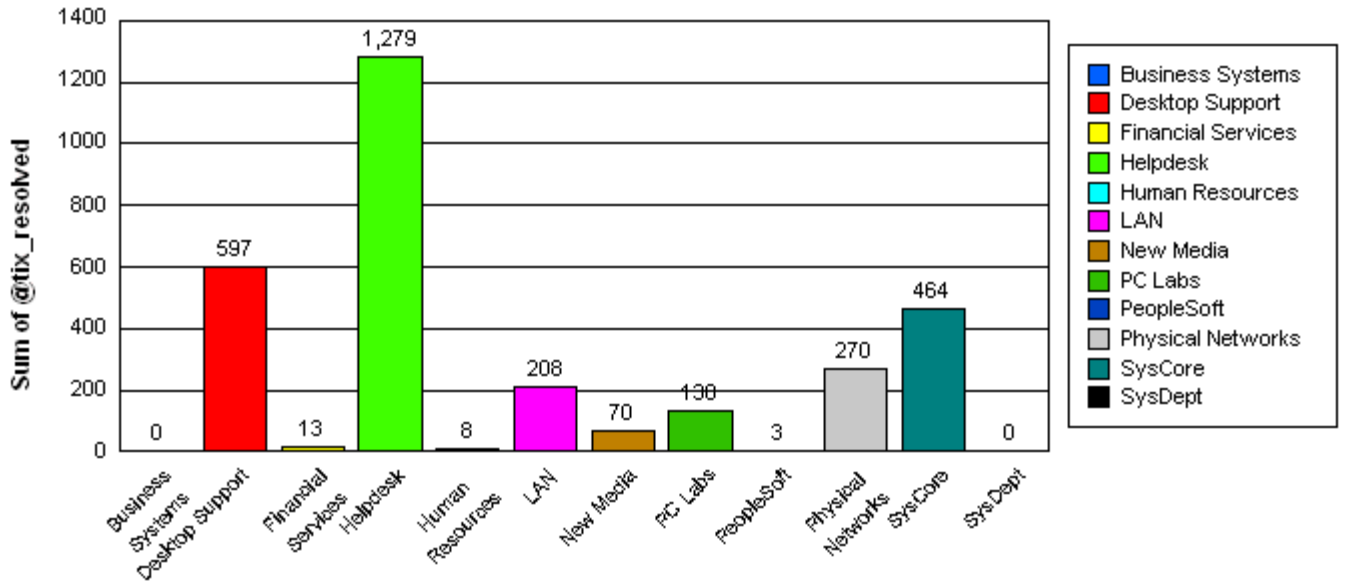
Average Length to Resolution

Ticket Created Between September 01, 2003 to September 30, 2003

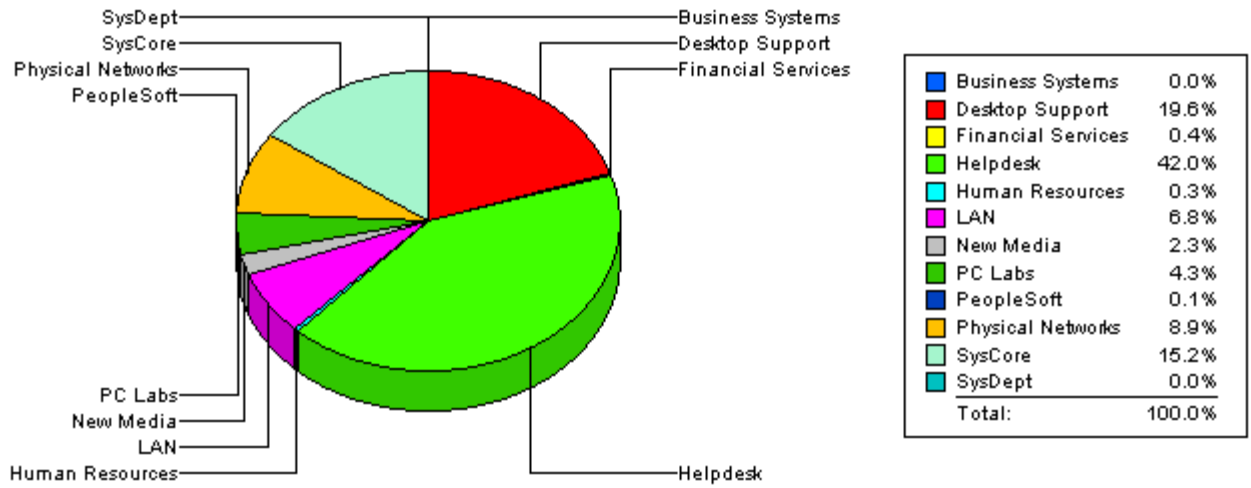
Avg of Each Ticket Resolved



Sum of Tickets Resolved



% of Sum of Tickets Resolved



Desktop Support

		<u>Total:</u>	166		
afort1		<u>Total:</u>	9		
Closed		<u>Total:</u>	9		
Ticket Number:	0000070661	09/02/2003	2	09/04/2003	09/10/2003
Ticket Number:	0000070809	09/02/2003	2	09/04/2003	09/10/2003
Ticket Number:	0000071471	09/08/2003	7	09/15/2003	09/22/2003
Ticket Number:	0000071892	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071953	09/11/2003	12	09/23/2003	09/29/2003
Ticket Number:	0000072036	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000072014	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071999	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000072392	09/17/2003	5	09/22/2003	09/29/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		afort1	4		
Maximum time to ticket resolution for		afort1	12		
Minimum time to ticket resolution for		afort1	0		
<hr/>		<hr/>	<hr/>		
chrism		<u>Total:</u>	4		
Closed		<u>Total:</u>	4		
Ticket Number:	0000072341	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072795	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000071724	09/09/2003	6	09/15/2003	09/22/2003
Ticket Number:	0000071972	09/12/2003	2	09/14/2003	09/19/2003
-----		-----	-----	-----	-----
Average time to ticket resolution for		chrism	2		
Maximum time to ticket resolution for		chrism	6		
Minimum time to ticket resolution for		chrism	0		
<hr/>		<hr/>	<hr/>		

Desktop Support

edortiz

Total: 32

Closed

Total: 32

Ticket Number:	0000071282	09/05/2003	6	09/11/2003	09/17/2003
Ticket Number:	0000071283	09/05/2003	6	09/11/2003	09/17/2003
Ticket Number:	0000071479	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071588	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071673	09/09/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071998	09/12/2003	4	09/16/2003	09/22/2003
Ticket Number:	0000071866	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071750	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071677	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071632	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071536	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000071525	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000072210	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072232	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072236	09/16/2003	6	09/22/2003	09/29/2003
Ticket Number:	0000070926	09/03/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000071740	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000070792	09/02/2003	6	09/08/2003	09/15/2003
Ticket Number:	0000071468	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000070943	09/03/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000070946	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070970	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000071268	09/05/2003	5	09/10/2003	09/16/2003
Ticket Number:	0000071262	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071239	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071145	09/04/2003	8	09/12/2003	09/18/2003
Ticket Number:	0000071119	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071177	09/04/2003	6	09/10/2003	09/16/2003
Ticket Number:	0000071087	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071080	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071052	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000070986	09/03/2003	1	09/04/2003	09/10/2003

Average time to ticket resolution for	edortiz	3
Maximum time to ticket resolution for	edortiz	8
Minimum time to ticket resolution for	edortiz	0

Desktop Support

josh

Total: 40

Closed

Total: 40

Ticket Number:	0000072407	09/18/2003	4	09/22/2003	09/29/2003
Ticket Number:	0000071141	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000070900	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070993	09/03/2003	19	09/22/2003	09/29/2003
Ticket Number:	0000072116	09/15/2003	8	09/23/2003	09/29/2003
Ticket Number:	0000071456	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071149	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071147	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071007	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000071084	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000071006	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070979	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070967	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070901	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070648	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000072125	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072136	09/15/2003	2	09/17/2003	09/23/2003
Ticket Number:	0000072157	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072386	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number:	0000072780	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072773	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072639	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072549	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072500	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072340	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000071297	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071505	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071799	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071777	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071701	09/09/2003	6	09/15/2003	09/22/2003
Ticket Number:	0000071669	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071619	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071592	09/09/2003	6	09/15/2003	09/22/2003
Ticket Number:	0000071591	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071489	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071946	09/11/2003	12	09/23/2003	09/29/2003
Ticket Number:	0000071923	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071874	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071330	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071402	09/07/2003	15	09/22/2003	09/29/2003

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Average time to ticket resolution for	josh	3	
Maximum time to ticket resolution for	josh	19	
Minimum time to ticket resolution for	josh	0	

kirkley1

Total: 3

Closed

Total: 3

Ticket Number:	0000071951	09/11/2003	6	09/17/2003	09/23/2003
Ticket Number:	0000072439	09/20/2003	4	09/24/2003	09/30/2003
Ticket Number:	0000070708	09/02/2003	8	09/10/2003	09/16/2003

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Average time to ticket resolution for	kirkley1	6	
Maximum time to ticket resolution for	kirkley1	8	
Minimum time to ticket resolution for	kirkley1	4	

Desktop Support

mhartm1

Total: **18**

Closed

Total: **18**

Ticket Number:	0000070666	09/02/2003	8	09/10/2003	09/16/2003
Ticket Number:	0000071009	09/03/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000070812	09/02/2003	15	09/17/2003	09/23/2003
Ticket Number:	0000070824	09/02/2003	7	09/09/2003	09/15/2003
Ticket Number:	0000071131	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000072761	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000071064	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000070821	09/02/2003	7	09/09/2003	09/15/2003
Ticket Number:	0000072328	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072242	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072354	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072359	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000071603	09/09/2003	8	09/17/2003	09/23/2003
Ticket Number:	0000071813	09/10/2003	5	09/15/2003	09/22/2003
Ticket Number:	0000072048	09/12/2003	4	09/16/2003	09/22/2003
Ticket Number:	0000072024	09/12/2003	4	09/16/2003	09/22/2003
Ticket Number:	0000071884	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071873	09/11/2003	4	09/15/2003	09/22/2003

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Average time to ticket resolution for	mhartm1		5
Maximum time to ticket resolution for	mhartm1		15
Minimum time to ticket resolution for	mhartm1		0

mikey

Total: **1**

Closed

Total: **1**

Ticket Number:	0000071500	09/08/2003	0	09/08/2003	09/08/2003
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Average time to ticket resolution for	mikey		0
Maximum time to ticket resolution for	mikey		0
Minimum time to ticket resolution for	mikey		0

**Desktop Support
omarn**

Total: **59**

Desktop Support

	Closed	Total:	59		
Ticket Number:	0000071278	09/05/2003	4	09/09/2003	09/15/2003
Ticket Number:	0000071284	09/05/2003	4	09/09/2003	09/15/2003
Ticket Number:	0000071507	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071295	09/05/2003	10	09/15/2003	09/22/2003
Ticket Number:	0000071787	09/10/2003	5	09/15/2003	09/22/2003
Ticket Number:	0000071761	09/10/2003	5	09/15/2003	09/22/2003
Ticket Number:	0000071756	09/10/2003	5	09/15/2003	09/22/2003
Ticket Number:	0000071680	09/09/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071674	09/09/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071645	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071613	09/09/2003	3	09/12/2003	09/18/2003
Ticket Number:	0000071589	09/09/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071545	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000072026	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000072006	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071973	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071934	09/11/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000071909	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071907	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071903	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071886	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071879	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071870	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071865	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071959	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071512	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071488	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000071859	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071346	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071290	09/05/2003	4	09/09/2003	09/15/2003
Ticket Number:	0000072113	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072138	09/15/2003	2	09/17/2003	09/23/2003
Ticket Number:	0000072363	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072317	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072316	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072314	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072250	09/16/2003	7	09/23/2003	09/29/2003
Ticket Number:	0000071995	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071449	09/08/2003	9	09/17/2003	09/23/2003
Ticket Number:	0000070714	09/02/2003	13	09/15/2003	09/22/2003
Ticket Number:	0000071126	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071113	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000071091	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071001	09/03/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000070954	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070902	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070891	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071261	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000070791	09/02/2003	7	09/09/2003	09/15/2003
Ticket Number:	0000071240	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071175	09/04/2003	11	09/15/2003	09/22/2003
Ticket Number:	0000071164	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071139	09/04/2003	11	09/15/2003	09/22/2003

Desktop Support

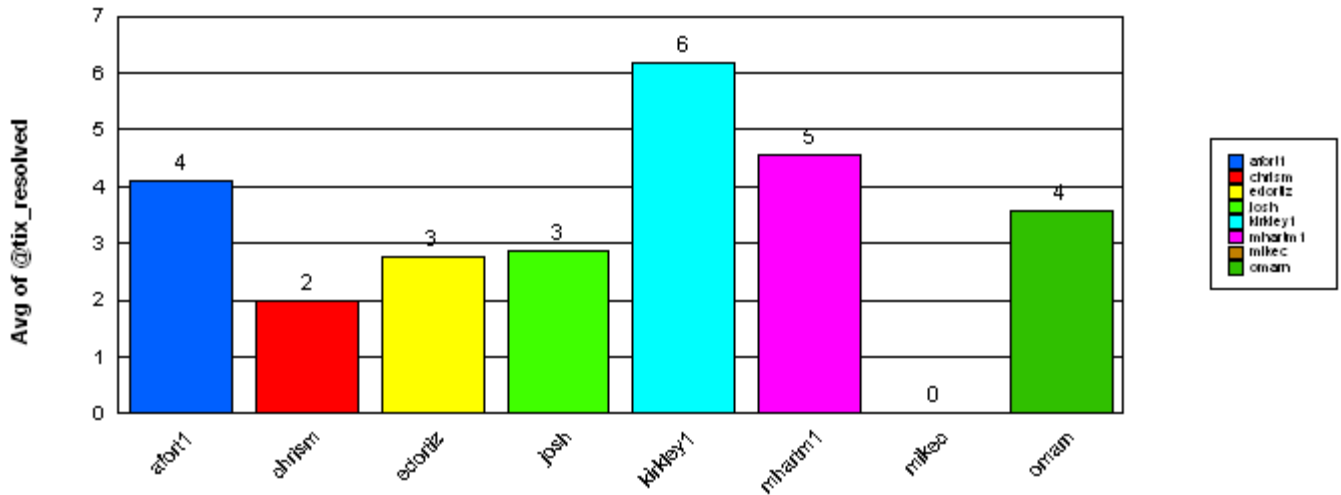
Ticket Number:	0000070704	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070718	09/02/2003	6	09/08/2003	09/15/2003
Ticket Number:	0000070710	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070688	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070664	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070674	09/02/2003	10	09/12/2003	09/18/2003
-----			-----		
Average time to ticket resolution for	omarn		4		
Maximum time to ticket resolution for	omarn		13		
Minimum time to ticket resolution for	omarn		0		

Desktop Support

Average time to ticket resolution for	Desktop Support	3
Maximum time to ticket resolution for	Desktop Support	19
Minimum time to ticket resolution for	Desktop Support	0

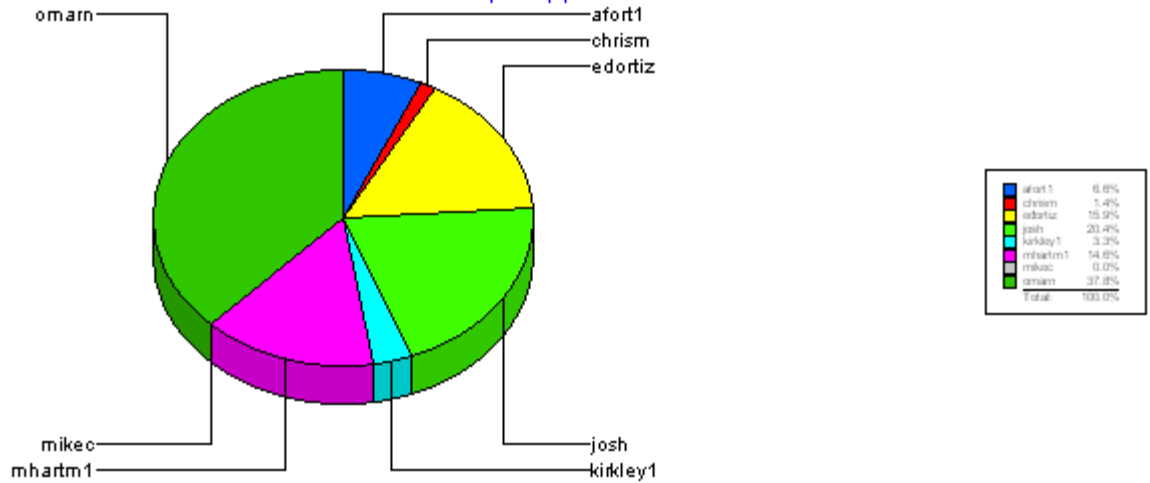
Avg of Each Ticket Resolved

For Desktop Support



Percentage of Sum of Tickets Resolved

For Desktop Support



Financial Services

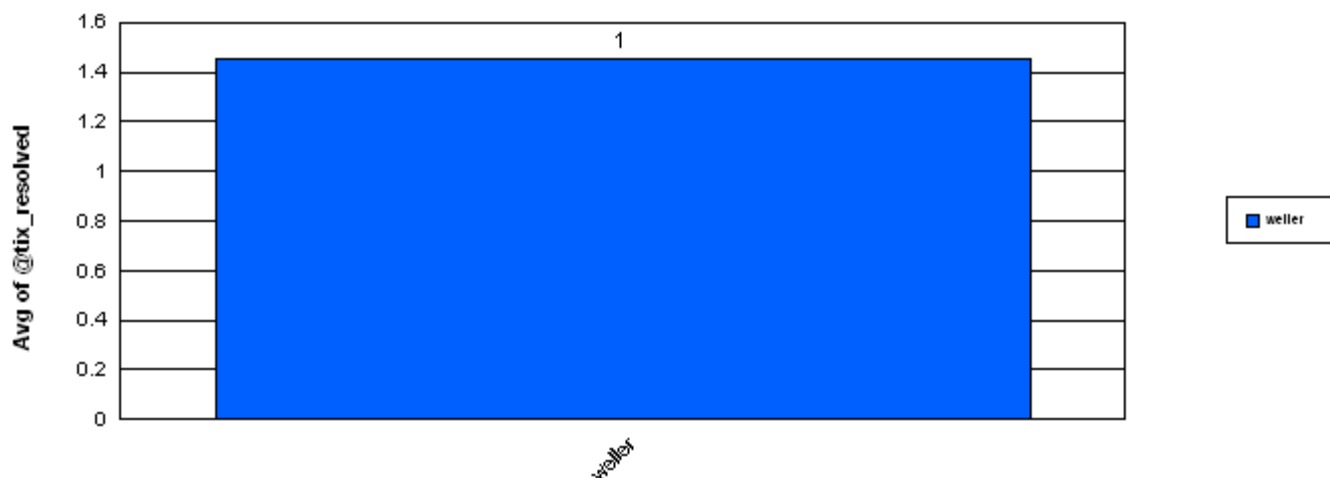
		<u>Total:</u>	11		
weller		<u>Total:</u>	11		
	Closed	<u>Total:</u>	11		
Ticket Number:	0000070759	09/02/2003	3	09/05/2003	09/11/2003
Ticket Number:	0000071317	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071259	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071224	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071451	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071200	09/04/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000072135	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072349	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number:	0000072671	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072803	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000071320	09/05/2003	3	09/08/2003	09/15/2003
-----				-----	
Average time to ticket resolution for		weller	1		
Maximum time to ticket resolution for		weller	6		
Minimum time to ticket resolution for		weller	0		

Financial Services

Average time to ticket resolution for	Financial Servi	1
Maximum time to ticket resolution for	Financial Servi	6
Minimum time to ticket resolution for	Financial Servi	0

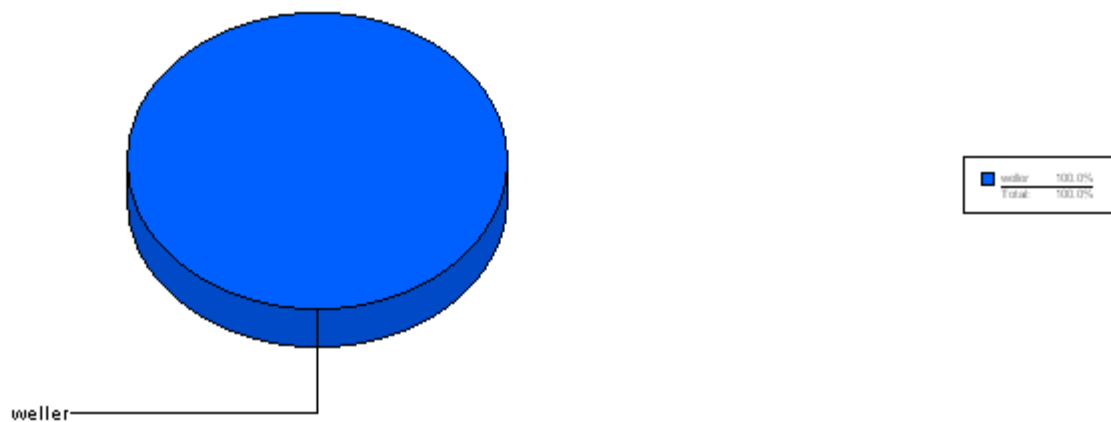
Avg of Each Ticket Resolved

For Financial Services



Percentage of Sum of Tickets Resolved

For Financial Services



Helpdesk

Total: 631

akhant1

Total: 45

Closed

Total: 45

Ticket Number:	0000071502	09/08/2003	4	09/12/2003	09/18/2003
Ticket Number:	0000071751	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000071746	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000071733	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000071898	09/11/2003	2	09/13/2003	09/19/2003
Ticket Number:	0000071692	09/09/2003	4	09/13/2003	09/19/2003
Ticket Number:	0000071652	09/09/2003	3	09/12/2003	09/18/2003
Ticket Number:	0000071570	09/09/2003	4	09/12/2003	09/18/2003
Ticket Number:	0000071554	09/08/2003	5	09/13/2003	09/19/2003
Ticket Number:	0000071531	09/08/2003	4	09/12/2003	09/18/2003
Ticket Number:	0000072057	09/13/2003	0	09/13/2003	09/19/2003
Ticket Number:	0000071967	09/11/2003	2	09/13/2003	09/19/2003
Ticket Number:	0000071958	09/11/2003	2	09/13/2003	09/19/2003
Ticket Number:	0000071943	09/11/2003	2	09/13/2003	09/19/2003
Ticket Number:	0000071926	09/11/2003	9	09/20/2003	09/26/2003
Ticket Number:	0000071922	09/11/2003	2	09/13/2003	09/19/2003
Ticket Number:	0000071462	09/08/2003	4	09/12/2003	09/18/2003
Ticket Number:	0000071526	09/08/2003	4	09/12/2003	09/18/2003
Ticket Number:	0000071437	09/08/2003	4	09/12/2003	09/18/2003
Ticket Number:	0000071527	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000072124	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072360	09/17/2003	3	09/20/2003	09/26/2003
Ticket Number:	0000072666	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072664	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072503	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072443	09/20/2003	0	09/20/2003	09/26/2003
Ticket Number:	0000072401	09/17/2003	3	09/20/2003	09/26/2003
Ticket Number:	0000072260	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072241	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072255	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072249	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072180	09/15/2003	2	09/17/2003	09/23/2003
Ticket Number:	0000072177	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072002	09/12/2003	1	09/13/2003	09/19/2003
Ticket Number:	0000071104	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071965	09/11/2003	2	09/13/2003	09/19/2003
Ticket Number:	0000071083	09/04/2003	8	09/12/2003	09/18/2003
Ticket Number:	0000070987	09/03/2003	9	09/12/2003	09/18/2003
Ticket Number:	0000070978	09/03/2003	9	09/12/2003	09/18/2003
Ticket Number:	0000071478	09/08/2003	9	09/17/2003	09/23/2003
Ticket Number:	0000070697	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070514	09/01/2003	11	09/12/2003	09/18/2003
Ticket Number:	0000070752	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000071739	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000071477	09/08/2003	4	09/12/2003	09/18/2003

Average time to ticket resolution for	akhant1	3
Maximum time to ticket resolution for	akhant1	11
Minimum time to ticket resolution for	akhant1	0

**Helpdesk
anna**

Total: 235

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	Closed	Total:	235		
Ticket Number:	0000070917	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071050	09/04/2003	6	09/10/2003	09/16/2003
Ticket Number:	0000070852	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070754	09/02/2003	8	09/10/2003	09/16/2003
Ticket Number:	0000070750	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000071899	09/11/2003	11	09/22/2003	09/29/2003
Ticket Number:	0000070690	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070719	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070596	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070572	09/01/2003	1	09/02/2003	09/08/2003
Ticket Number:	0000070567	09/01/2003	1	09/02/2003	09/08/2003
Ticket Number:	0000070701	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070542	09/01/2003	9	09/10/2003	09/16/2003
Ticket Number:	0000070658	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071850	09/10/2003	6	09/16/2003	09/22/2003
Ticket Number:	0000070687	09/02/2003	7	09/09/2003	09/15/2003
Ticket Number:	0000071469	09/08/2003	8	09/16/2003	09/22/2003
Ticket Number:	0000070863	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070847	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070844	09/02/2003	10	09/12/2003	09/18/2003
Ticket Number:	0000070826	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070802	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070797	09/02/2003	2	09/04/2003	09/10/2003
Ticket Number:	0000070777	09/02/2003	3	09/05/2003	09/11/2003
Ticket Number:	0000070766	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070715	09/02/2003	8	09/10/2003	09/16/2003
Ticket Number:	0000071266	09/05/2003	5	09/10/2003	09/16/2003
Ticket Number:	0000071258	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071245	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071244	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071243	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071232	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071198	09/04/2003	6	09/10/2003	09/16/2003
Ticket Number:	0000071186	09/04/2003	12	09/16/2003	09/22/2003
Ticket Number:	0000071185	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000071181	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071196	09/04/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071172	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071171	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071490	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071160	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071150	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071142	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000071140	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071136	09/04/2003	12	09/16/2003	09/22/2003
Ticket Number:	0000071132	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071127	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071120	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000071077	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071066	09/04/2003	6	09/10/2003	09/16/2003
Ticket Number:	0000071694	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071045	09/04/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000071035	09/03/2003	7	09/10/2003	09/16/2003

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Ticket Number:	0000071017	09/03/2003	12	09/15/2003	09/22/2003
Ticket Number:	0000071003	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070997	09/03/2003	7	09/10/2003	09/16/2003
Ticket Number:	0000070944	09/03/2003	7	09/10/2003	09/16/2003
Ticket Number:	0000071103	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071099	09/04/2003	7	09/11/2003	09/17/2003
Ticket Number:	0000070941	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070942	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070938	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071978	09/12/2003	4	09/16/2003	09/22/2003
Ticket Number:	0000070936	09/03/2003	12	09/15/2003	09/22/2003
Ticket Number:	0000070934	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070929	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070916	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070972	09/03/2003	9	09/12/2003	09/18/2003
Ticket Number:	0000070971	09/03/2003	9	09/12/2003	09/18/2003
Ticket Number:	0000071853	09/10/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000070956	09/03/2003	13	09/16/2003	09/22/2003
Ticket Number:	0000070976	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071026	09/03/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000070910	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070907	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070884	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070876	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070875	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070874	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070865	09/03/2003	9	09/12/2003	09/18/2003
Ticket Number:	0000070864	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070707	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000071486	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071708	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071448	09/08/2003	16	09/24/2003	09/30/2003
Ticket Number:	0000071971	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000072098	09/14/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072108	09/15/2003	2	09/17/2003	09/23/2003
Ticket Number:	0000072207	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072197	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072192	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072186	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072178	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072169	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072158	09/15/2003	2	09/17/2003	09/23/2003
Ticket Number:	0000072149	09/15/2003	2	09/17/2003	09/23/2003
Ticket Number:	0000072141	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072472	09/21/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072470	09/21/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072468	09/21/2003	3	09/24/2003	09/30/2003
Ticket Number:	0000072446	09/20/2003	3	09/24/2003	09/30/2003
Ticket Number:	0000072598	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072413	09/18/2003	6	09/24/2003	09/30/2003
Ticket Number:	0000072715	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072389	09/17/2003	7	09/24/2003	09/30/2003
Ticket Number:	0000072311	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072632	09/23/2003	1	09/24/2003	09/30/2003

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Ticket Number:	0000072691	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072627	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072617	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072613	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072597	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072589	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072584	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072577	09/22/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072793	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072776	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072768	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072754	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072734	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072733	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072719	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072717	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072704	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072703	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072698	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072686	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072681	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072672	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072669	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072653	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072646	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072571	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072568	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072561	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072509	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072502	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072497	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072629	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072476	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072309	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072308	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072303	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072302	09/16/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072299	09/16/2003	7	09/24/2003	09/30/2003
Ticket Number:	0000072291	09/16/2003	6	09/22/2003	09/29/2003
Ticket Number:	0000072282	09/16/2003	8	09/24/2003	09/30/2003
Ticket Number:	0000072205	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072336	09/17/2003	7	09/24/2003	09/30/2003
Ticket Number:	0000072333	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072538	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072133	09/15/2003	9	09/24/2003	09/30/2003
Ticket Number:	0000071334	09/05/2003	10	09/15/2003	09/22/2003
Ticket Number:	0000071366	09/06/2003	4	09/10/2003	09/16/2003
Ticket Number:	0000071370	09/06/2003	9	09/15/2003	09/22/2003
Ticket Number:	0000071384	09/06/2003	6	09/12/2003	09/18/2003
Ticket Number:	0000071841	09/10/2003	12	09/22/2003	09/29/2003
Ticket Number:	0000071839	09/10/2003	12	09/22/2003	09/29/2003
Ticket Number:	0000071837	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071822	09/10/2003	12	09/22/2003	09/29/2003
Ticket Number:	0000071819	09/10/2003	12	09/22/2003	09/29/2003

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Ticket Number:	0000071815	09/10/2003	6	09/16/2003	09/22/2003
Ticket Number:	0000071814	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071425	09/07/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071420	09/07/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071411	09/07/2003	3	09/10/2003	09/16/2003
Ticket Number:	0000071401	09/07/2003	15	09/22/2003	09/29/2003
Ticket Number:	0000071440	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071391	09/07/2003	4	09/10/2003	09/16/2003
Ticket Number:	0000071385	09/06/2003	9	09/15/2003	09/22/2003
Ticket Number:	0000071383	09/06/2003	10	09/17/2003	09/23/2003
Ticket Number:	0000071369	09/06/2003	4	09/10/2003	09/16/2003
Ticket Number:	0000072093	09/14/2003	2	09/16/2003	09/22/2003
Ticket Number:	0000072086	09/14/2003	2	09/16/2003	09/22/2003
Ticket Number:	0000072085	09/14/2003	2	09/16/2003	09/22/2003
Ticket Number:	0000072083	09/14/2003	2	09/16/2003	09/22/2003
Ticket Number:	0000072184	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072066	09/13/2003	9	09/22/2003	09/29/2003
Ticket Number:	0000072055	09/12/2003	3	09/16/2003	09/22/2003
Ticket Number:	0000072052	09/12/2003	4	09/16/2003	09/22/2003
Ticket Number:	0000072046	09/12/2003	10	09/22/2003	09/29/2003
Ticket Number:	0000072020	09/12/2003	12	09/24/2003	09/30/2003
Ticket Number:	0000072009	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000072007	09/12/2003	10	09/22/2003	09/29/2003
Ticket Number:	0000071970	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000071968	09/11/2003	4	09/16/2003	09/22/2003
Ticket Number:	0000071966	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071964	09/11/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000071961	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071957	09/11/2003	11	09/22/2003	09/29/2003
Ticket Number:	0000071954	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071952	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071942	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071940	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071935	09/11/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000071933	09/11/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000072453	09/20/2003	1	09/22/2003	09/29/2003
Ticket Number:	0000072452	09/20/2003	3	09/24/2003	09/30/2003
Ticket Number:	0000071912	09/11/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000071888	09/11/2003	6	09/17/2003	09/23/2003
Ticket Number:	0000071875	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071868	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071862	09/11/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000071857	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071856	09/10/2003	11	09/22/2003	09/29/2003
Ticket Number:	0000071849	09/10/2003	12	09/22/2003	09/29/2003
Ticket Number:	0000071805	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071765	09/10/2003	6	09/16/2003	09/22/2003
Ticket Number:	0000071764	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071763	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071759	09/10/2003	12	09/22/2003	09/29/2003
Ticket Number:	0000071758	09/10/2003	12	09/22/2003	09/29/2003
Ticket Number:	0000071730	09/10/2003	6	09/16/2003	09/22/2003
Ticket Number:	0000071726	09/09/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071723	09/09/2003	0	09/10/2003	09/16/2003

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Ticket Number:	0000071721	09/09/2003	7	09/16/2003	09/22/2003
Ticket Number:	0000071713	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071709	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071706	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071697	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071691	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071767	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071676	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071656	09/09/2003	7	09/16/2003	09/22/2003
Ticket Number:	0000071581	09/09/2003	7	09/16/2003	09/22/2003
Ticket Number:	0000071559	09/08/2003	7	09/16/2003	09/22/2003
Ticket Number:	0000071553	09/08/2003	15	09/24/2003	09/30/2003
Ticket Number:	0000071551	09/08/2003	16	09/24/2003	09/30/2003
Ticket Number:	0000071541	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071540	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071493	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071470	09/08/2003	9	09/17/2003	09/23/2003
Ticket Number:	0000072237	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000071362	09/06/2003	3	09/09/2003	09/15/2003
Ticket Number:	0000071345	09/05/2003	5	09/10/2003	09/16/2003

Average time to ticket resolution for	anna	3
Maximum time to ticket resolution for	anna	16
Minimum time to ticket resolution for	anna	0

anoop1**Closed**

	Total:	2			
	Total:	2			
Ticket Number:	0000071664	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000072692	09/23/2003	2	09/25/2003	09/30/2003

Average time to ticket resolution for	anoop1	1
Maximum time to ticket resolution for	anoop1	2
Minimum time to ticket resolution for	anoop1	1

ha2**Closed**

	Total:	16			
	Total:	16			
Ticket Number:	0000072100	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072464	09/21/2003	0	09/21/2003	09/29/2003
Ticket Number:	0000072471	09/21/2003	0	09/21/2003	09/29/2003
Ticket Number:	0000071414	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000071415	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000072090	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072084	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072059	09/13/2003	0	09/13/2003	09/19/2003
Ticket Number:	0000071846	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071561	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071180	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000070981	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000071183	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071192	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071191	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000072399	09/17/2003	6	09/23/2003	09/29/2003

Average time to ticket resolution for	ha2	1
Maximum time to ticket resolution for	ha2	6
Minimum time to ticket resolution for	ha2	0

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jperron1		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000071908	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000072310	09/17/2003	0	09/17/2003	09/23/2003

Average time to ticket resolution for		jperron1	0		
Maximum time to ticket resolution for		jperron1	0		
Minimum time to ticket resolution for		jperron1	0		
<hr/>					
kherna1		<u>Total:</u>	6		
Resolved		<u>Total:</u>	1		
Ticket Number:	0000071606	09/09/2003	1	09/10/2003	09/10/2003
Closed		<u>Total:</u>	5		
Ticket Number:	0000072159	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072711	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072693	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000071643	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071917	09/11/2003	0	09/11/2003	09/17/2003

Average time to ticket resolution for		kherna1	0		
Maximum time to ticket resolution for		kherna1	1		
Minimum time to ticket resolution for		kherna1	0		
<hr/>					
kincaid		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000071503	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000072602	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000070671	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070952	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071165	09/04/2003	1	09/05/2003	09/11/2003

Average time to ticket resolution for		kincaid	0		
Maximum time to ticket resolution for		kincaid	1		
Minimum time to ticket resolution for		kincaid	0		
<hr/>					
mnolan1		<u>Total:</u>	6		
Closed		<u>Total:</u>	6		
Ticket Number:	0000071174	09/04/2003	12	09/16/2003	09/22/2003
Ticket Number:	0000072152	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072695	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072545	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072459	09/21/2003	0	09/21/2003	09/29/2003
Ticket Number:	0000071628	09/09/2003	0	09/09/2003	09/15/2003

Average time to ticket resolution for		mnolan1	2		
Maximum time to ticket resolution for		mnolan1	12		
Minimum time to ticket resolution for		mnolan1	0		

Helpdesk

moneill1

Total: 15

Closed

Total: 15

Ticket Number:	0000071281	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071319	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071685	09/09/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071775	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071881	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071487	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071455	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000072143	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072510	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072772	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000070755	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000071236	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071108	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000070890	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070903	09/03/2003	2	09/05/2003	09/11/2003

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

myers

Total: 19

Closed

Total: 19

Ticket Number:	0000070770	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070911	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071151	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000072151	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072351	09/17/2003	0	09/17/2003	09/17/2003
Ticket Number:	0000072346	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072350	09/17/2003	0	09/17/2003	09/17/2003
Ticket Number:	0000071280	09/05/2003	5	09/10/2003	09/16/2003
Ticket Number:	0000071887	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071927	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071929	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000072021	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000072031	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071976	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071928	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071900	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071666	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071635	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071504	09/08/2003	1	09/09/2003	09/15/2003

Average time to ticket resolution for	myers	1
Maximum time to ticket resolution for	myers	5
Minimum time to ticket resolution for	myers	0

nevans1

Total: 3

Closed

Total: 3

Ticket Number:	0000071741	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000071743	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071742	09/10/2003	0	09/10/2003	09/16/2003

Average time to ticket resolution for	nevans1	1
Maximum time to ticket resolution for	nevans1	2
Minimum time to ticket resolution for	nevans1	0

Helpdesk

nitinr1

Total: **4**

Closed

Total: **4**

Ticket Number:	0000071292	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071311	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000072357	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number:	0000072522	09/22/2003	1	09/23/2003	09/29/2003

Average time to ticket resolution for nitinr1 **2**

Maximum time to ticket resolution for nitinr1 **6**

Minimum time to ticket resolution for nitinr1 **0**

noel

Total: **1**

Closed

Total: **1**

Ticket Number:	0000070839	09/02/2003	6	09/08/2003	09/15/2003
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Average time to ticket resolution for noel **6**

Maximum time to ticket resolution for noel **6**

Minimum time to ticket resolution for noel **6**

Helpdesk
r1

Total: **56**

Helpdesk

	Closed	Total:	56		
Ticket Number:	0000070913	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070685	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070640	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070639	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070515	09/01/2003	1	09/02/2003	09/08/2003
Ticket Number:	0000071105	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000071059	09/04/2003	8	09/12/2003	09/18/2003
Ticket Number:	0000071032	09/03/2003	2	09/05/2003	09/11/2003
Ticket Number:	0000070977	09/03/2003	17	09/20/2003	09/26/2003
Ticket Number:	0000070947	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070927	09/03/2003	6	09/09/2003	09/15/2003
Ticket Number:	0000070817	09/02/2003	2	09/04/2003	09/10/2003
Ticket Number:	0000070712	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070695	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070698	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070582	09/01/2003	1	09/02/2003	09/08/2003
Ticket Number:	0000070702	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070646	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070647	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070682	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070709	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071269	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071482	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071231	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071226	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071220	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000070673	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070721	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070724	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070726	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070728	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070711	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070693	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070717	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000072234	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072657	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072434	09/20/2003	0	09/20/2003	09/26/2003
Ticket Number:	0000072433	09/20/2003	0	09/20/2003	09/26/2003
Ticket Number:	0000072320	09/17/2003	3	09/20/2003	09/26/2003
Ticket Number:	0000072297	09/16/2003	4	09/20/2003	09/26/2003
Ticket Number:	0000072402	09/17/2003	3	09/20/2003	09/26/2003
Ticket Number:	0000072257	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072224	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000071336	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000072071	09/14/2003	6	09/20/2003	09/26/2003
Ticket Number:	0000072051	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000072050	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000072034	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000071936	09/11/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000071638	09/09/2003	7	09/16/2003	09/22/2003
Ticket Number:	0000071624	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071602	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071565	09/08/2003	4	09/12/2003	09/18/2003

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Ticket Number:	0000071496	09/08/2003	12	09/20/2003	09/26/2003
Ticket Number:	0000071337	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071338	09/05/2003	0	09/05/2003	09/11/2003

Average time to ticket resolution for	r1	2
Maximum time to ticket resolution for	r1	17
Minimum time to ticket resolution for	r1	0

ramosm1Total: 29**Closed**Total: 29

Ticket Number:	0000071321	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071379	09/06/2003	0	09/06/2003	09/12/2003
Ticket Number:	0000071375	09/06/2003	0	09/06/2003	09/12/2003
Ticket Number:	0000071377	09/06/2003	0	09/06/2003	09/12/2003
Ticket Number:	0000071529	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000072065	09/13/2003	0	09/13/2003	09/19/2003
Ticket Number:	0000072037	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071823	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000071797	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071796	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071782	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071380	09/06/2003	0	09/06/2003	09/12/2003
Ticket Number:	0000071381	09/06/2003	0	09/06/2003	09/12/2003
Ticket Number:	0000071376	09/06/2003	0	09/06/2003	09/12/2003
Ticket Number:	0000071350	09/06/2003	1	09/06/2003	09/12/2003
Ticket Number:	0000071342	09/05/2003	1	09/06/2003	09/12/2003
Ticket Number:	0000071340	09/05/2003	1	09/06/2003	09/12/2003
Ticket Number:	0000071341	09/05/2003	1	09/06/2003	09/12/2003
Ticket Number:	0000072144	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072811	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072146	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072379	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000071322	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071854	09/10/2003	3	09/13/2003	09/19/2003
Ticket Number:	0000070689	09/02/2003	11	09/13/2003	09/19/2003
Ticket Number:	0000071476	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071378	09/06/2003	0	09/06/2003	09/12/2003
Ticket Number:	0000070853	09/02/2003	4	09/06/2003	09/12/2003
Ticket Number:	0000070512	09/01/2003	5	09/06/2003	09/12/2003

Average time to ticket resolution for	ramosm1	1
Maximum time to ticket resolution for	ramosm1	11
Minimum time to ticket resolution for	ramosm1	0

Helpdesk

stcyr

Total: 40

Closed

Total: 40

Ticket Number:	0000070649	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071086	09/04/2003	6	09/10/2003	09/16/2003
Ticket Number:	0000071130	09/04/2003	7	09/11/2003	09/17/2003
Ticket Number:	0000071250	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071275	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071481	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071021	09/03/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000070660	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000072174	09/15/2003	9	09/24/2003	09/30/2003
Ticket Number:	0000072475	09/21/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072766	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072765	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072680	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072489	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072381	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number:	0000072306	09/16/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072530	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000071286	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071798	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071766	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071732	09/10/2003	12	09/22/2003	09/29/2003
Ticket Number:	0000071712	09/09/2003	3	09/12/2003	09/18/2003
Ticket Number:	0000071662	09/09/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071583	09/09/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071549	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071494	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000071417	09/07/2003	3	09/10/2003	09/16/2003
Ticket Number:	0000071356	09/06/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071355	09/06/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071354	09/06/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071353	09/06/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071352	09/06/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071349	09/06/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071558	09/08/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071348	09/05/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071351	09/06/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071347	09/05/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071344	09/05/2003	0	09/06/2003	09/11/2003
Ticket Number:	0000071314	09/05/2003	4	09/09/2003	09/15/2003
Ticket Number:	0000071287	09/05/2003	0	09/05/2003	09/11/2003

Average time to ticket resolution for

stcyr

2

Maximum time to ticket resolution for

stcyr

12

Minimum time to ticket resolution for

stcyr

0

**Helpdesk
taldet1**

Total: **96**

Helpdesk

	Closed	Total:	96		
Ticket Number:	0000071328	09/05/2003	9	09/14/2003	09/22/2003
Ticket Number:	0000071339	09/05/2003	2	09/07/2003	09/15/2003
Ticket Number:	0000071754	09/10/2003	10	09/20/2003	09/26/2003
Ticket Number:	0000071705	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071410	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000071409	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000071408	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000071407	09/07/2003	9	09/16/2003	09/22/2003
Ticket Number:	0000071403	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000071398	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000071395	09/07/2003	1	09/07/2003	09/15/2003
Ticket Number:	0000071392	09/07/2003	1	09/07/2003	09/15/2003
Ticket Number:	0000071373	09/06/2003	1	09/07/2003	09/15/2003
Ticket Number:	0000072092	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072088	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072087	09/14/2003	2	09/16/2003	09/22/2003
Ticket Number:	0000072078	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072076	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072075	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072068	09/13/2003	1	09/14/2003	09/22/2003
Ticket Number:	0000072064	09/13/2003	1	09/14/2003	09/22/2003
Ticket Number:	0000072054	09/12/2003	2	09/14/2003	09/22/2003
Ticket Number:	0000072067	09/13/2003	1	09/14/2003	09/22/2003
Ticket Number:	0000072073	09/14/2003	1	09/14/2003	09/22/2003
Ticket Number:	0000071962	09/11/2003	3	09/14/2003	09/22/2003
Ticket Number:	0000071851	09/10/2003	4	09/14/2003	09/22/2003
Ticket Number:	0000071969	09/11/2003	3	09/14/2003	09/22/2003
Ticket Number:	0000071593	09/09/2003	5	09/14/2003	09/22/2003
Ticket Number:	0000071367	09/06/2003	1	09/07/2003	09/15/2003
Ticket Number:	0000071363	09/06/2003	1	09/07/2003	09/15/2003
Ticket Number:	0000071359	09/06/2003	1	09/07/2003	09/15/2003
Ticket Number:	0000071357	09/06/2003	1	09/07/2003	09/15/2003
Ticket Number:	0000071860	09/11/2003	11	09/21/2003	09/29/2003
Ticket Number:	0000072096	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072455	09/21/2003	1	09/21/2003	09/29/2003
Ticket Number:	0000072227	09/16/2003	5	09/21/2003	09/29/2003
Ticket Number:	0000072220	09/16/2003	5	09/21/2003	09/29/2003
Ticket Number:	0000072206	09/16/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072283	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072190	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072198	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000070808	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071195	09/04/2003	3	09/07/2003	09/15/2003
Ticket Number:	0000071116	09/04/2003	3	09/07/2003	09/15/2003
Ticket Number:	0000072121	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000071323	09/05/2003	2	09/07/2003	09/15/2003
Ticket Number:	0000070855	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070854	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070851	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070845	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070840	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070837	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070841	09/02/2003	0	09/02/2003	09/08/2003

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Ticket Number:	0000070836	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070835	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070834	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070832	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070831	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070829	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070827	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070820	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070810	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070807	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070804	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070803	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070811	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070800	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070813	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070799	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070796	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070793	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070793	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070816	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070775	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070781	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070774	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070773	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070769	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070768	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070763	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070762	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070789	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070751	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070747	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070745	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070744	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070743	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070742	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070716	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070735	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000072074	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000070815	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071406	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000072062	09/13/2003	1	09/14/2003	09/22/2003
Ticket Number:	0000070828	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070783	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070825	09/02/2003	0	09/02/2003	09/08/2003
-----			-----	-----	-----
Average time to ticket resolution for	talder1		1		
Maximum time to ticket resolution for	talder1		11		
Minimum time to ticket resolution for	talder1		0		

Helpdesk

whamil2

Total: 51

Closed

Total: 51

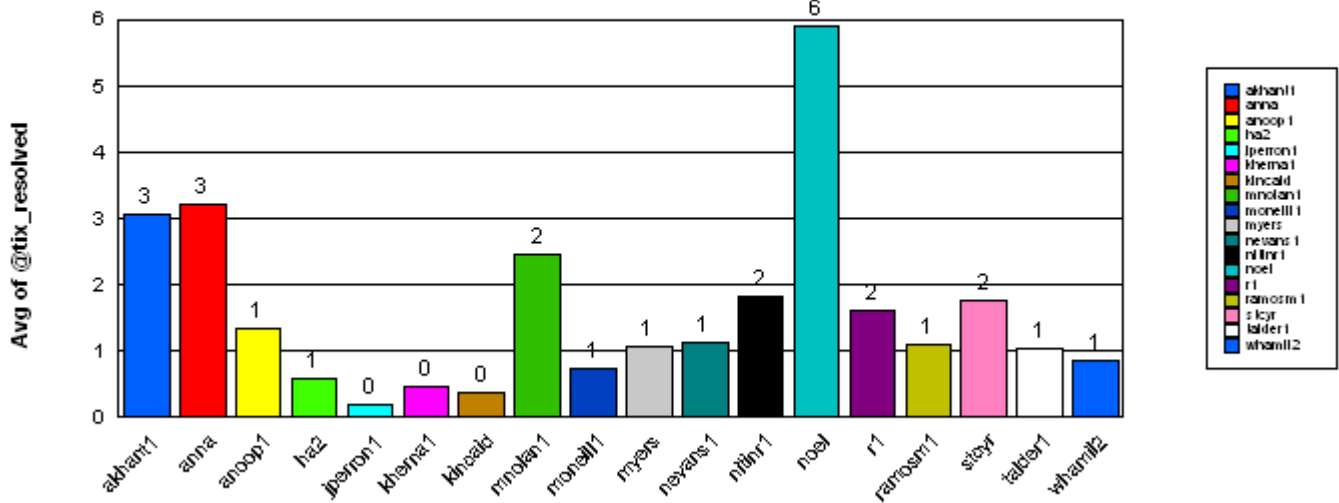
Ticket Number:	0000071990	09/12/2003	2	09/14/2003	09/22/2003
Ticket Number:	0000071229	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071627	09/09/2003	3	09/12/2003	09/18/2003
Ticket Number:	0000071267	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071235	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071217	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000070984	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071011	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071018	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071012	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071996	09/12/2003	1	09/13/2003	09/19/2003
Ticket Number:	0000072187	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072189	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072827	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072753	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072723	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072569	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072566	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072555	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072466	09/21/2003	1	09/22/2003	09/29/2003
Ticket Number:	0000072461	09/21/2003	0	09/21/2003	09/29/2003
Ticket Number:	0000072289	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072823	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072191	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000071296	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071416	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000071372	09/06/2003	6	09/12/2003	09/18/2003
Ticket Number:	0000071845	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071844	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071843	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071840	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071832	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071831	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071825	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071810	09/10/2003	4	09/14/2003	09/22/2003
Ticket Number:	0000071757	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000072081	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072077	09/14/2003	0	09/14/2003	09/22/2003
Ticket Number:	0000072058	09/13/2003	2	09/15/2003	09/22/2003
Ticket Number:	0000072017	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000071963	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071894	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071883	09/11/2003	2	09/13/2003	09/19/2003
Ticket Number:	0000071877	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071548	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071544	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071539	09/08/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071537	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071852	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071404	09/07/2003	0	09/07/2003	09/15/2003
Ticket Number:	0000071333	09/05/2003	5	09/10/2003	09/16/2003

Helpdesk

Average time to ticket resolution for	whamil2	1
Maximum time to ticket resolution for	whamil2	6
Minimum time to ticket resolution for	whamil2	0
Average time to ticket resolution for	Helpdesk	2
Maximum time to ticket resolution for	Helpdesk	17
Minimum time to ticket resolution for	Helpdesk	0

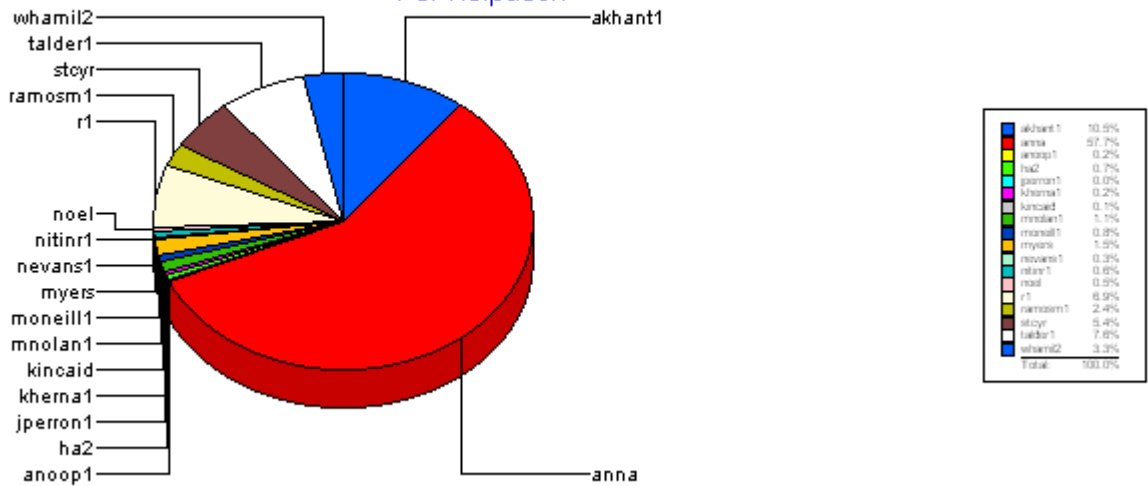
Avg of Each Ticket Resolved

For Helpdesk



Percentage of Sum of Tickets Resolved

For Helpdesk



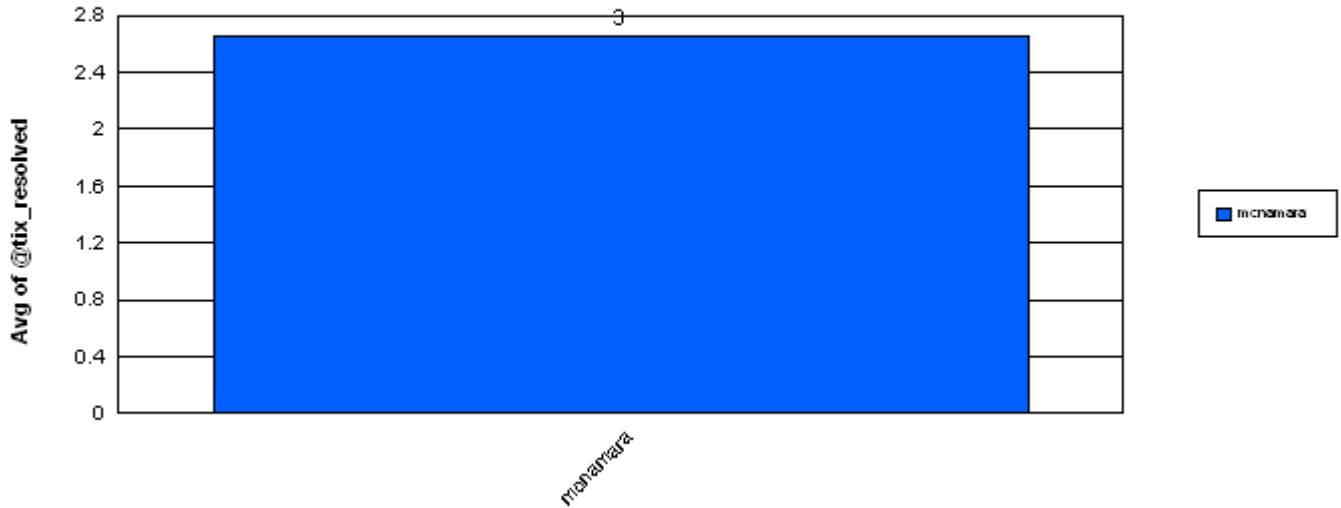
Human Resources

		Total:	3		
mcnamara		Total:	3		
Closed		Total:	3		
Ticket Number:	0000071646	09/09/2003	6	09/15/2003	09/22/2003
Ticket Number:	0000072521	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072611	09/23/2003	1	09/24/2003	09/30/2003

Average time to ticket resolution for	mcnamara		3		
Maximum time to ticket resolution for	mcnamara		6		
Minimum time to ticket resolution for	mcnamara		1		
Average time to ticket resolution for	Human Resour		3		
Maximum time to ticket resolution for	Human Resour		6		
Minimum time to ticket resolution for	Human Resour		1		

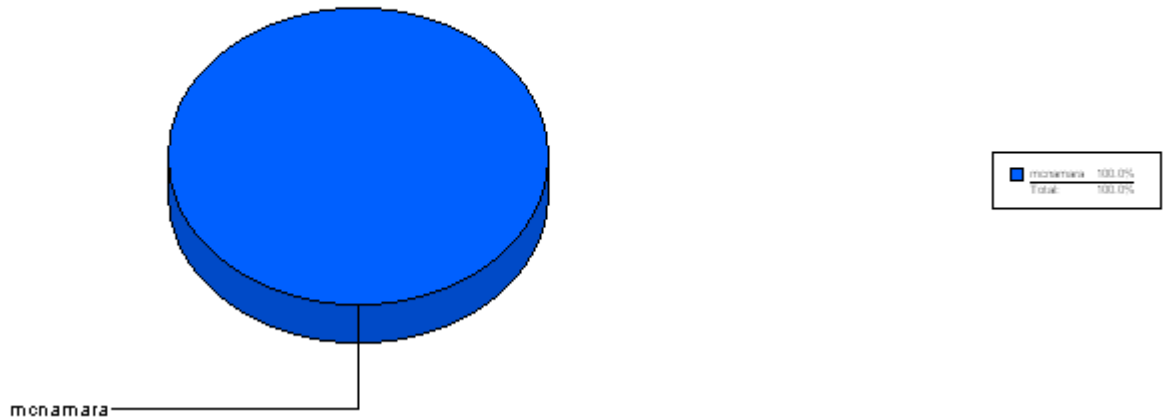
Avg of Each Ticket Resolved

For Human Resources



Percentage of Sum of Tickets Resolved

For Human Resources



LAN

Total: 96

LAN
jesse

Total: 59

LAN

	Closed	<u>Total:</u>	59		
Ticket Number:	0000072179	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072550	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072742	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072738	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072685	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072677	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072676	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072655	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072651	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072621	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072516	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072384	09/17/2003	5	09/22/2003	09/29/2003
Ticket Number:	0000072403	09/17/2003	4	09/22/2003	09/29/2003
Ticket Number:	0000072376	09/17/2003	5	09/22/2003	09/29/2003
Ticket Number:	0000072325	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072380	09/17/2003	5	09/22/2003	09/24/2003
Ticket Number:	0000072355	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000071443	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071535	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071497	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071458	09/08/2003	14	09/22/2003	09/29/2003
Ticket Number:	0000071620	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071599	09/09/2003	3	09/12/2003	09/18/2003
Ticket Number:	0000071653	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071658	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000072049	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000072261	09/16/2003	8	09/24/2003	09/30/2003
Ticket Number:	0000072015	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000071989	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000071871	09/11/2003	13	09/24/2003	09/30/2003
Ticket Number:	0000071753	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071747	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071690	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071661	09/09/2003	15	09/24/2003	09/30/2003
Ticket Number:	0000071979	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000071092	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000071089	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071063	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071057	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000070995	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070924	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070923	09/03/2003	9	09/12/2003	09/22/2003
Ticket Number:	0000070893	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071153	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071246	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071238	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071170	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071159	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071154	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071148	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071138	09/04/2003	5	09/09/2003	09/15/2003
Ticket Number:	0000071123	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071102	09/04/2003	1	09/05/2003	09/11/2003

LAN

Ticket Number:	0000071247	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071445	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000070746	09/02/2003	7	09/09/2003	09/15/2003
Ticket Number:	0000071679	09/09/2003	8	09/17/2003	09/23/2003
Ticket Number:	0000071450	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000070983	09/03/2003	1	09/04/2003	09/10/2003

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

ostrove

Total: **34**

Closed

Total: **34**

Ticket Number:	0000071473	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000070642	09/02/2003	2	09/04/2003	09/10/2003
Ticket Number:	0000070655	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071124	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071114	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000070996	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070935	09/03/2003	1	09/04/2003	09/04/2003
Ticket Number:	0000070915	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070736	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070696	09/02/2003	13	09/15/2003	09/22/2003
Ticket Number:	0000071291	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071521	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000071803	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071824	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000072042	09/12/2003	1	09/13/2003	09/19/2003
Ticket Number:	0000071938	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000072254	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000071847	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071830	09/10/2003	14	09/24/2003	09/30/2003
Ticket Number:	0000071808	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071636	09/09/2003	15	09/24/2003	09/30/2003
Ticket Number:	0000071702	09/09/2003	2	09/11/2003	09/17/2003
Ticket Number:	0000071637	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000072063	09/13/2003	2	09/15/2003	09/22/2003
Ticket Number:	0000071654	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071634	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000072344	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072815	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072764	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072565	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072557	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072486	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072377	09/17/2003	7	09/24/2003	09/30/2003
Ticket Number:	0000072286	09/16/2003	1	09/17/2003	09/23/2003

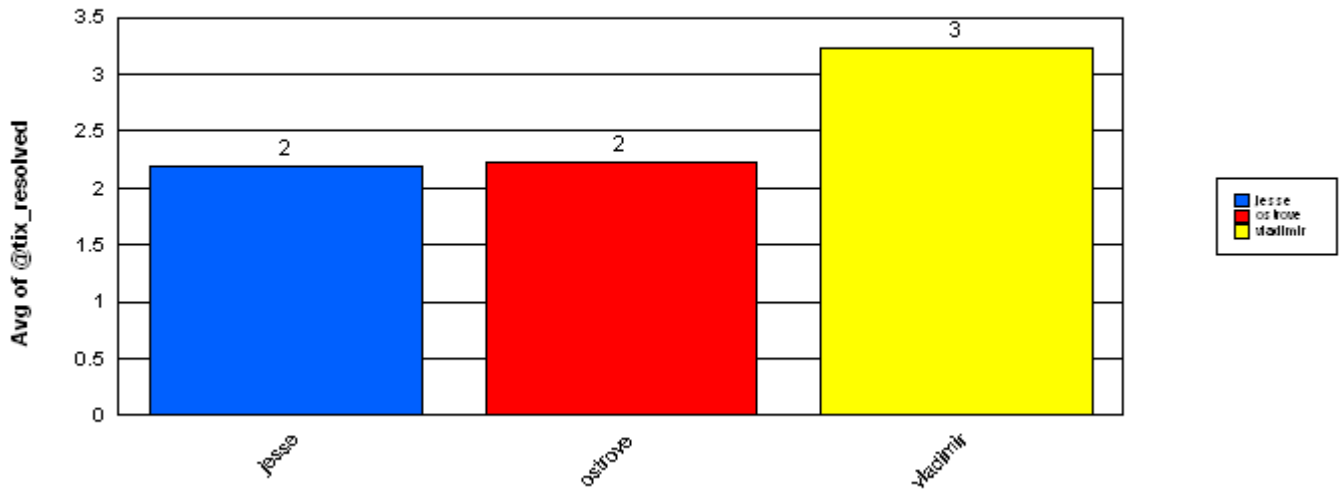
Average time to ticket resolution for	ostrove	2
Maximum time to ticket resolution for	ostrove	15
Minimum time to ticket resolution for	ostrove	0

LAN

vladimir		Total: 3			
Closed		Total: 3			
Ticket Number:	0000071834	09/10/2003	5	09/15/2003	09/22/2003
Ticket Number:	0000071861	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071071	09/04/2003	5	09/09/2003	09/15/2003
-----		-----		-----	
Average time to ticket resolution for		vladimir	3		
Maximum time to ticket resolution for		vladimir	5		
Minimum time to ticket resolution for		vladimir	0		
-----		-----		-----	
Average time to ticket resolution for		LAN	2		
Maximum time to ticket resolution for		LAN	15		
Minimum time to ticket resolution for		LAN	0		

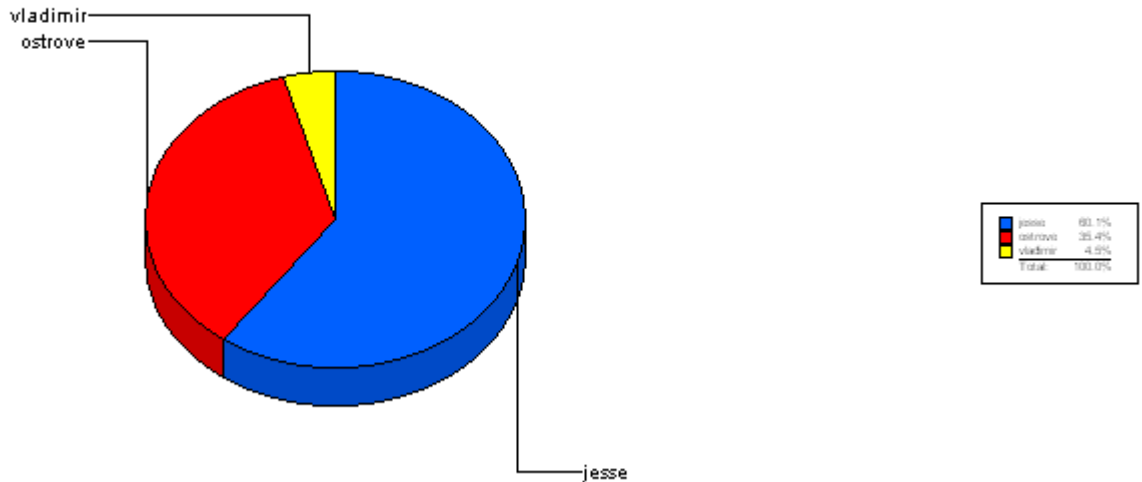
Avg of Each Ticket Resolved

For LAN



Percentage of Sum of Tickets Resolved

For LAN



New Media

		<u>Total:</u>	90		
darnold		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000072145	09/15/2003	2	09/17/2003	09/23/2003

Average time to ticket resolution for		darnold	2		
Maximum time to ticket resolution for		darnold	2		
Minimum time to ticket resolution for		darnold	2		
<hr/>		<hr/>	<hr/>		
fritz		<u>Total:</u>	14		
Closed		<u>Total:</u>	14		
Ticket Number:	0000072105	09/14/2003	1	09/15/2003	09/22/2003
Ticket Number:	0000072188	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072104	09/14/2003	1	09/15/2003	09/22/2003
Ticket Number:	0000072252	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072106	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072038	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000071982	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000072053	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000072091	09/14/2003	1	09/15/2003	09/22/2003
Ticket Number:	0000072082	09/14/2003	1	09/15/2003	09/22/2003
Ticket Number:	0000071937	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000070740	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071161	09/04/2003	11	09/15/2003	09/22/2003
Ticket Number:	0000070957	09/03/2003	0	09/03/2003	09/09/2003

Average time to ticket resolution for		fritz	1		
Maximum time to ticket resolution for		fritz	11		
Minimum time to ticket resolution for		fritz	0		
<hr/>		<hr/>	<hr/>		

New Media
rarmstro

Total: 75

New Media

	Closed	<u>Total:</u>	75		
Ticket Number: 0000071992	09/12/2003	0		09/12/2003	09/18/2003
Ticket Number: 0000071475	09/08/2003	2		09/10/2003	09/16/2003
Ticket Number: 0000071622	09/09/2003	0		09/09/2003	09/15/2003
Ticket Number: 0000070939	09/03/2003	0		09/03/2003	09/09/2003
Ticket Number: 0000071991	09/12/2003	0		09/12/2003	09/18/2003
Ticket Number: 0000071273	09/05/2003	0		09/05/2003	09/11/2003
Ticket Number: 0000071270	09/05/2003	0		09/05/2003	09/11/2003
Ticket Number: 0000071219	09/05/2003	0		09/05/2003	09/11/2003
Ticket Number: 0000071214	09/05/2003	3		09/08/2003	09/15/2003
Ticket Number: 0000071122	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000071118	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000071098	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000071081	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000071082	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000071078	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000071074	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000071073	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000071060	09/04/2003	1		09/05/2003	09/11/2003
Ticket Number: 0000071029	09/03/2003	1		09/05/2003	09/11/2003
Ticket Number: 0000071002	09/03/2003	1		09/04/2003	09/10/2003
Ticket Number: 0000070999	09/03/2003	1		09/04/2003	09/10/2003
Ticket Number: 0000070940	09/03/2003	0		09/03/2003	09/09/2003
Ticket Number: 0000070878	09/03/2003	0		09/03/2003	09/09/2003
Ticket Number: 0000070842	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070830	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070761	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070758	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070753	09/02/2003	0		09/02/2003	09/08/2003
Ticket Number: 0000070914	09/03/2003	2		09/05/2003	09/11/2003
Ticket Number: 0000070706	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070670	09/02/2003	0		09/02/2003	09/08/2003
Ticket Number: 0000070720	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070737	09/02/2003	0		09/02/2003	09/08/2003
Ticket Number: 0000070731	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070795	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070784	09/02/2003	0		09/02/2003	09/08/2003
Ticket Number: 0000070767	09/02/2003	0		09/02/2003	09/08/2003
Ticket Number: 0000070765	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070764	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070700	09/02/2003	0		09/02/2003	09/08/2003
Ticket Number: 0000070539	09/01/2003	0		09/01/2003	09/08/2003
Ticket Number: 0000070538	09/01/2003	0		09/01/2003	09/08/2003
Ticket Number: 0000071056	09/04/2003	0		09/04/2003	09/10/2003
Ticket Number: 0000070662	09/02/2003	1		09/03/2003	09/09/2003
Ticket Number: 0000070665	09/02/2003	0		09/02/2003	09/08/2003
Ticket Number: 0000071285	09/05/2003	0		09/05/2003	09/11/2003
Ticket Number: 0000072030	09/12/2003	0		09/12/2003	09/18/2003
Ticket Number: 0000072029	09/12/2003	0		09/12/2003	09/18/2003
Ticket Number: 0000071993	09/12/2003	0		09/12/2003	09/18/2003
Ticket Number: 0000071919	09/11/2003	0		09/11/2003	09/17/2003
Ticket Number: 0000071876	09/11/2003	0		09/11/2003	09/17/2003
Ticket Number: 0000071522	09/08/2003	0		09/08/2003	09/15/2003
Ticket Number: 0000071520	09/08/2003	1		09/09/2003	09/15/2003

New Media

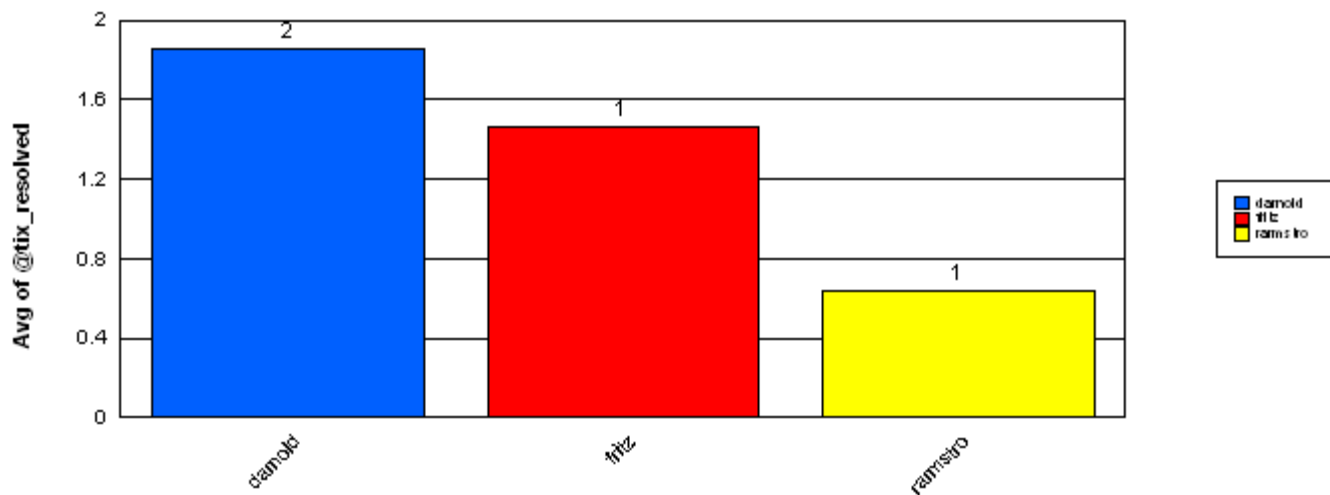
Ticket Number:	0000071511	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071439	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071368	09/06/2003	2	09/08/2003	09/15/2003
Ticket Number:	0000071360	09/06/2003	2	09/08/2003	09/15/2003
Ticket Number:	0000071412	09/07/2003	9	09/16/2003	09/22/2003
Ticket Number:	0000071430	09/07/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071397	09/07/2003	1	09/08/2003	09/15/2003
Ticket Number:	0000072103	09/14/2003	2	09/16/2003	09/22/2003
Ticket Number:	0000072631	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072623	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072622	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072612	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072624	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072467	09/21/2003	1	09/22/2003	09/29/2003
Ticket Number:	0000072458	09/21/2003	1	09/22/2003	09/29/2003
Ticket Number:	0000072419	09/18/2003	4	09/22/2003	09/29/2003
Ticket Number:	0000072546	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000072649	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072251	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072101	09/14/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072109	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072102	09/14/2003	1	09/16/2003	09/22/2003
-----			-----		
Average time to ticket resolution for	rarmstro		1		
Maximum time to ticket resolution for	rarmstro		9		
Minimum time to ticket resolution for	rarmstro		0		

New Media

Average time to ticket resolution for	New Media	1
Maximum time to ticket resolution for	New Media	11
Minimum time to ticket resolution for	New Media	0

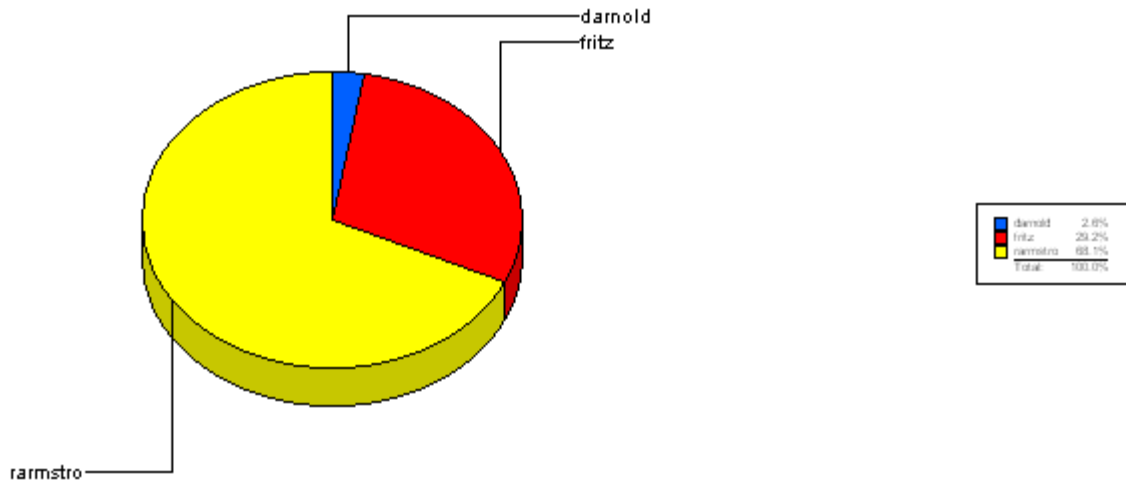
Avg of Each Ticket Resolved

For New Media



Percentage of Sum of Tickets Resolved

For New Media



PC Labs

Total: 51

lasuk

Closed

Total: 45

Total: 45

Ticket Number:	0000072214	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072215	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072217	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072315	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072585	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072578	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072481	09/22/2003	1	09/22/2003	09/29/2003
Ticket Number:	0000072393	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number:	0000071277	09/05/2003	6	09/11/2003	09/17/2003
Ticket Number:	0000071279	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000072089	09/14/2003	1	09/15/2003	09/22/2003
Ticket Number:	0000072041	09/12/2003	4	09/16/2003	09/22/2003
Ticket Number:	0000072013	09/12/2003	4	09/16/2003	09/22/2003
Ticket Number:	0000072005	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000072004	09/12/2003	12	09/24/2003	09/30/2003
Ticket Number:	0000071944	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071806	09/10/2003	7	09/17/2003	09/23/2003
Ticket Number:	0000071779	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071736	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000072276	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000071711	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071689	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071642	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071640	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000072167	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000071566	09/08/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000072334	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number:	0000071495	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071426	09/07/2003	1	09/08/2003	09/15/2003
Ticket Number:	0000071326	09/05/2003	6	09/11/2003	09/17/2003
Ticket Number:	0000071068	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000072274	09/16/2003	7	09/23/2003	09/29/2003
Ticket Number:	0000071023	09/03/2003	2	09/05/2003	09/11/2003
Ticket Number:	0000071008	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000071005	09/03/2003	6	09/09/2003	09/15/2003
Ticket Number:	0000070945	09/03/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000070908	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070899	09/03/2003	2	09/05/2003	09/11/2003
Ticket Number:	0000070822	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070780	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070771	09/02/2003	13	09/15/2003	09/22/2003
Ticket Number:	0000071189	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071157	09/04/2003	7	09/11/2003	09/17/2003
Ticket Number:	0000070723	09/02/2003	8	09/10/2003	09/16/2003
Ticket Number:	0000070676	09/02/2003	1	09/03/2003	09/09/2003

Average time to ticket resolution for	lasuk		3
Maximum time to ticket resolution for	lasuk		13
Minimum time to ticket resolution for	lasuk		0

PC Labs

madhu1

Total: **6**

Closed

Total: **6**

Ticket Number:	0000070713	09/02/2003	2	09/04/2003	09/10/2003
Ticket Number:	0000070650	09/02/2003	2	09/04/2003	09/10/2003
Ticket Number:	0000070645	09/02/2003	8	09/10/2003	09/16/2003
Ticket Number:	0000070727	09/02/2003	2	09/04/2003	09/10/2003
Ticket Number:	0000071722	09/09/2003	8	09/17/2003	09/23/2003
Ticket Number:	0000072300	09/16/2003	8	09/24/2003	09/30/2003

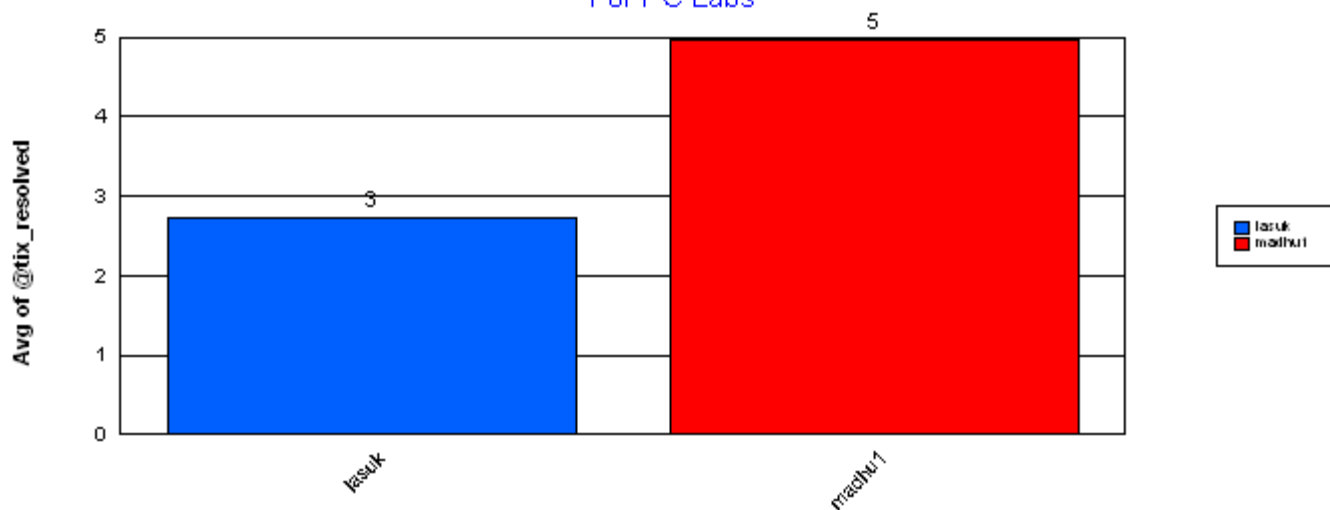
Average time to ticket resolution for	madhu1	5
Maximum time to ticket resolution for	madhu1	8
Minimum time to ticket resolution for	madhu1	2

PC Labs

Average time to ticket resolution for	PC Labs	3
Maximum time to ticket resolution for	PC Labs	13
Minimum time to ticket resolution for	PC Labs	0

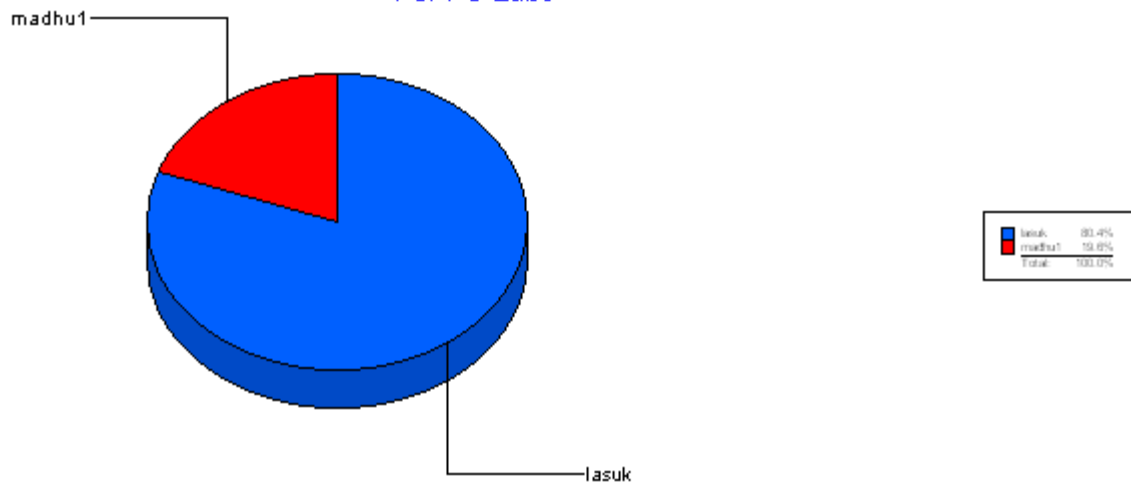
Avg of Each Ticket Resolved

For PC Labs



Percentage of Sum of Tickets Resolved

For PC Labs



Physical Networks

		<u>Total:</u>	82		
beakja1		<u>Total:</u>	17		
Closed		<u>Total:</u>	17		
Ticket Number:	0000072498	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072663	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072553	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072543	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000071293	09/05/2003	7	09/12/2003	09/18/2003
Ticket Number:	0000071441	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000072018	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071947	09/11/2003	5	09/16/2003	09/22/2003
Ticket Number:	0000072619	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000071538	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000071413	09/07/2003	1	09/08/2003	09/15/2003
Ticket Number:	0000071233	09/05/2003	4	09/09/2003	09/15/2003
Ticket Number:	0000071061	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071215	09/05/2003	5	09/10/2003	09/16/2003
Ticket Number:	0000070953	09/03/2003	6	09/09/2003	09/15/2003
Ticket Number:	0000070950	09/03/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000070722	09/02/2003	3	09/05/2003	09/11/2003

Average time to ticket resolution for		beakja1	3		
Maximum time to ticket resolution for		beakja1	7		
Minimum time to ticket resolution for		beakja1	0		
<hr/>					
cmckin1		<u>Total:</u>	12		
Closed		<u>Total:</u>	12		
Ticket Number:	0000070585	09/01/2003	23	09/24/2003	09/30/2003
Ticket Number:	0000070694	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070960	09/03/2003	2	09/05/2003	09/11/2003
Ticket Number:	0000071096	09/04/2003	10	09/14/2003	09/22/2003
Ticket Number:	0000071313	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000070778	09/02/2003	8	09/10/2003	09/10/2003
Ticket Number:	0000071294	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071916	09/11/2003	12	09/23/2003	09/29/2003
Ticket Number:	0000071667	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071707	09/09/2003	8	09/17/2003	09/23/2003
Ticket Number:	0000072171	09/15/2003	5	09/20/2003	09/26/2003
Ticket Number:	0000072511	09/22/2003	2	09/24/2003	09/30/2003

Average time to ticket resolution for		cmckin1	6		
Maximum time to ticket resolution for		cmckin1	23		
Minimum time to ticket resolution for		cmckin1	0		
<hr/>					
damian		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000072383	09/17/2003	7	09/24/2003	09/30/2003
Ticket Number:	0000072343	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number:	0000072633	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000071523	09/08/2003	3	09/11/2003	09/17/2003
Ticket Number:	0000071872	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071762	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071065	09/04/2003	1	09/05/2003	09/11/2003

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

Physical Networks

markc		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000072567	09/22/2003	1	09/23/2003	09/29/2003
Average time to ticket resolution for		markc	1		
Maximum time to ticket resolution for		markc	1		
Minimum time to ticket resolution for		markc	1		
rays1		<u>Total:</u>	7		
Closed		<u>Total:</u>	7		
Ticket Number:	0000072153	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072690	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000071466	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071897	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071793	09/10/2003	12	09/22/2003	09/29/2003
Ticket Number:	0000071773	09/10/2003	7	09/17/2003	09/23/2003
Ticket Number:	0000070951	09/03/2003	6	09/09/2003	09/15/2003
Average time to ticket resolution for		rays1	4		
Maximum time to ticket resolution for		rays1	12		
Minimum time to ticket resolution for		rays1	0		
vicki		<u>Total:</u>	6		
Closed		<u>Total:</u>	6		
Ticket Number:	0000071110	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071298	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071194	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071778	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071794	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000072539	09/22/2003	0	09/22/2003	09/29/2003
Average time to ticket resolution for		vicki	2		
Maximum time to ticket resolution for		vicki	4		
Minimum time to ticket resolution for		vicki	0		

Physical Networks

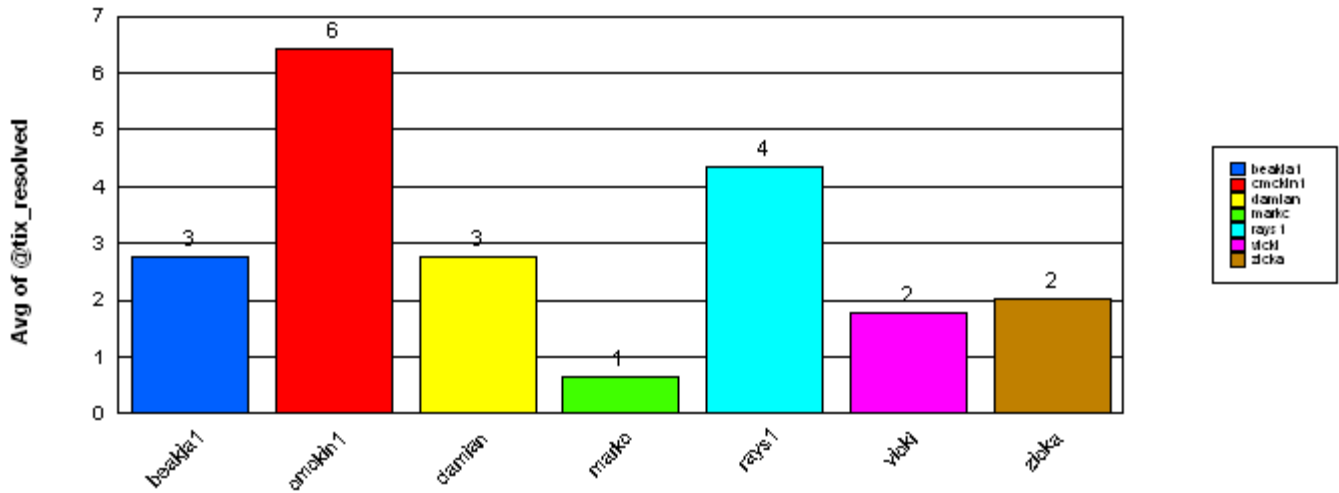
zicka		<u>Total:</u>	32		
Closed		<u>Total:</u>	32		
Ticket Number:	0000072240	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072280	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072699	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072596	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072630	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072544	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072426	09/19/2003	3	09/22/2003	09/29/2003
Ticket Number:	0000071301	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071331	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071332	09/05/2003	3	09/08/2003	09/15/2003
Ticket Number:	0000071924	09/11/2003	12	09/23/2003	09/29/2003
Ticket Number:	0000071893	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071939	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number:	0000071817	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071693	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071678	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071647	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000072281	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000071604	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071941	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071442	09/08/2003	2	09/10/2003	09/16/2003
Ticket Number:	0000070684	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071264	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071162	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071155	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071135	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071088	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071054	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000070937	09/03/2003	5	09/08/2003	09/15/2003
Ticket Number:	0000070932	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070905	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070691	09/02/2003	3	09/05/2003	09/11/2003

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

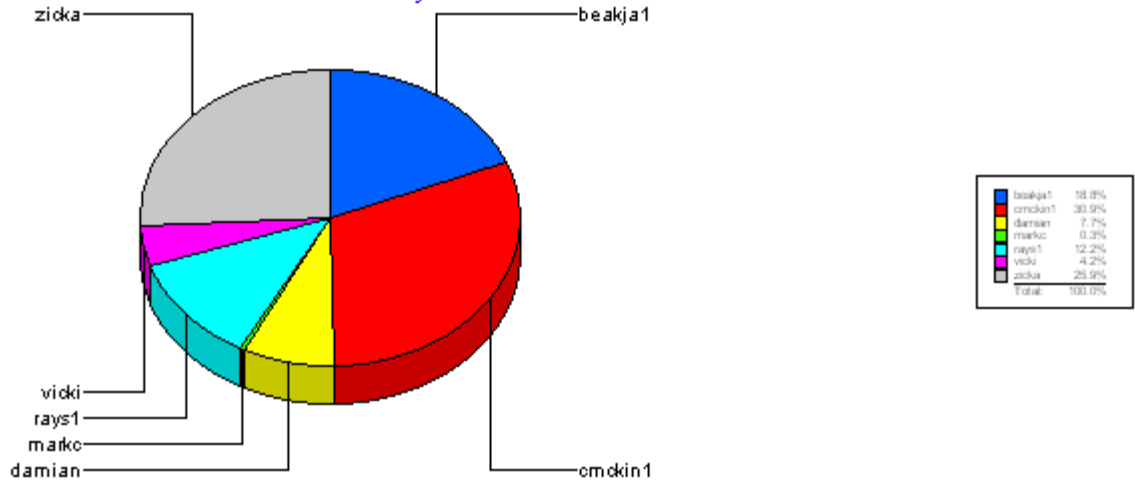
Physical Networks

Average time to ticket resolution for	Physical Networ	3
Maximum time to ticket resolution for	Physical Networ	23
Minimum time to ticket resolution for	Physical Networ	0

Avg of Each Ticket Resolved
For Physical Networks



Percentage of Sum of Tickets Resolved
For Physical Networks



SysCore

		<u>Total:</u>	184		
banz		<u>Total:</u>	10		
Closed		<u>Total:</u>	10		
Ticket Number:	0000070964	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000071306	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071911	09/11/2003	12	09/23/2003	09/29/2003
Ticket Number:	0000071986	09/12/2003	4	09/16/2003	09/25/2003
Ticket Number:	0000072405	09/17/2003	5	09/23/2003	09/23/2003
Ticket Number:	0000073189	09/26/2003	3	09/29/2003	09/30/2003
Ticket Number:	0000073388	09/29/2003	0	09/29/2003	09/29/2003
Ticket Number:	0000073179	09/26/2003	3	09/29/2003	09/30/2003
Ticket Number:	0000073041	09/26/2003	3	09/29/2003	09/29/2003
Ticket Number:	0000073046	09/26/2003	3	09/29/2003	09/29/2003

Average time to ticket resolution for		banz	3		
Maximum time to ticket resolution for		banz	12		
Minimum time to ticket resolution for		banz	0		

dave		<u>Total:</u>	5		
Closed		<u>Total:</u>	5		
Ticket Number:	0000071573	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071626	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000070885	09/03/2003	2	09/05/2003	09/11/2003
Ticket Number:	0000071263	09/05/2003	11	09/16/2003	09/22/2003
Ticket Number:	0000071158	09/04/2003	1	09/05/2003	09/11/2003

Average time to ticket resolution for		dave	3		
Maximum time to ticket resolution for		dave	11		
Minimum time to ticket resolution for		dave	1		

SysCore

jcgriego

Total: 31

Closed

Total: 31

Ticket Number:	0000071055	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000070656	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000072444	09/20/2003	2	09/22/2003	09/29/2003
Ticket Number:	0000071152	09/04/2003	6	09/10/2003	09/15/2003
Ticket Number:	0000071125	09/04/2003	6	09/10/2003	09/16/2003
Ticket Number:	0000071053	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000070909	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070814	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number:	0000070680	09/02/2003	3	09/05/2003	09/11/2003
Ticket Number:	0000071304	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071683	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071648	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071790	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071835	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000072329	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072028	09/12/2003	3	09/15/2003	09/15/2003
Ticket Number:	0000072011	09/12/2003	10	09/22/2003	09/29/2003
Ticket Number:	0000071842	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071804	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071720	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000072235	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072166	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000072181	09/15/2003	1	09/16/2003	09/22/2003
Ticket Number:	0000073139	09/26/2003	3	09/29/2003	09/30/2003
Ticket Number:	0000072688	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072517	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072430	09/19/2003	3	09/22/2003	09/29/2003
Ticket Number:	0000072523	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000072382	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number:	0000072348	09/17/2003	5	09/22/2003	09/29/2003
Ticket Number:	0000072238	09/16/2003	0	09/16/2003	09/22/2003

Average time to ticket resolution for	jcgriego	2
Maximum time to ticket resolution for	jcgriego	10
Minimum time to ticket resolution for	jcgriego	0

SysCore
sbrown7

Total: **95**

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	Closed	Total:	95		
Ticket Number:	0000072094	09/14/2003	3	09/17/2003	09/23/2003
Ticket Number:	0000072130	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072123	09/15/2003	7	09/22/2003	09/29/2003
Ticket Number:	0000072730	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072204	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072110	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number:	0000072196	09/15/2003	7	09/22/2003	09/29/2003
Ticket Number:	0000072222	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072802	09/24/2003	0	09/24/2003	09/24/2003
Ticket Number:	0000072758	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072745	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072741	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number:	0000072700	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number:	0000072644	09/23/2003	1	09/24/2003	09/30/2003
Ticket Number:	0000072524	09/22/2003	1	09/23/2003	09/29/2003
Ticket Number:	0000072473	09/21/2003	1	09/22/2003	09/29/2003
Ticket Number:	0000072395	09/17/2003	5	09/22/2003	09/29/2003
Ticket Number:	0000072388	09/17/2003	5	09/22/2003	09/29/2003
Ticket Number:	0000072368	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000072374	09/17/2003	5	09/22/2003	09/29/2003
Ticket Number:	0000072342	09/17/2003	5	09/22/2003	09/29/2003
Ticket Number:	0000072294	09/16/2003	1	09/17/2003	09/23/2003
Ticket Number:	0000072264	09/16/2003	7	09/23/2003	09/29/2003
Ticket Number:	0000072259	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072248	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000072225	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number:	0000071517	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071465	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071530	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000072367	09/17/2003	7	09/24/2003	09/30/2003
Ticket Number:	0000071631	09/09/2003	3	09/12/2003	09/18/2003
Ticket Number:	0000071612	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071608	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071596	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071590	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071930	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071891	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071459	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number:	0000071914	09/11/2003	6	09/17/2003	09/23/2003
Ticket Number:	0000071882	09/11/2003	0	09/11/2003	09/17/2003
Ticket Number:	0000071836	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071833	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071829	09/10/2003	6	09/16/2003	09/22/2003
Ticket Number:	0000071828	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071827	09/10/2003	1	09/11/2003	09/17/2003
Ticket Number:	0000071812	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071809	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000072080	09/14/2003	1	09/15/2003	09/22/2003
Ticket Number:	0000072047	09/12/2003	0	09/12/2003	09/15/2003
Ticket Number:	0000072022	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071985	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000071915	09/11/2003	4	09/15/2003	09/22/2003
Ticket Number:	0000071769	09/10/2003	1	09/11/2003	09/17/2003

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Ticket Number:	0000071760	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071755	09/10/2003	0	09/10/2003	09/16/2003
Ticket Number:	0000071718	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071698	09/09/2003	1	09/10/2003	09/16/2003
Ticket Number:	0000071687	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071688	09/09/2003	8	09/17/2003	09/23/2003
Ticket Number:	0000071424	09/07/2003	1	09/08/2003	09/15/2003
Ticket Number:	0000071981	09/12/2003	3	09/15/2003	09/22/2003
Ticket Number:	0000072338	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number:	0000071774	09/10/2003	2	09/12/2003	09/18/2003
Ticket Number:	0000072519	09/22/2003	2	09/24/2003	09/30/2003
Ticket Number:	0000071453	09/08/2003	0	09/08/2003	09/15/2003
Ticket Number:	0000071225	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number:	0000071665	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000071176	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071166	09/04/2003	7	09/11/2003	09/17/2003
Ticket Number:	0000071146	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071143	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071129	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000070980	09/03/2003	1	09/04/2003	09/10/2003
Ticket Number:	0000070772	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071253	09/05/2003	5	09/10/2003	09/16/2003
Ticket Number:	0000070739	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000071629	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number:	0000070534	09/01/2003	1	09/02/2003	09/08/2003
Ticket Number:	0000070681	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070652	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070653	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number:	0000070949	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000072507	09/22/2003	0	09/22/2003	09/29/2003
Ticket Number:	0000071107	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071100	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071095	09/04/2003	4	09/08/2003	09/15/2003
Ticket Number:	0000071093	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number:	0000071072	09/04/2003	0	09/04/2003	09/08/2003
Ticket Number:	0000071067	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000071058	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number:	0000070931	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070898	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070897	09/03/2003	0	09/03/2003	09/09/2003
Ticket Number:	0000070886	09/03/2003	0	09/03/2003	09/03/2003
Ticket Number:	0000071305	09/05/2003	6	09/11/2003	09/17/2003
<hr/>					
Average time to ticket resolution for	sbrown7		2		
Maximum time to ticket resolution for	sbrown7		8		
Minimum time to ticket resolution for	sbrown7		0		

SysCore

tim	Closed	Total: 43		
		Total: 43		
Ticket Number: 0000071038	09/03/2003	0	09/04/2003	09/10/2003
Ticket Number: 0000070541	09/01/2003	9	09/10/2003	09/16/2003
Ticket Number: 0000070578	09/01/2003	0	09/02/2003	09/08/2003
Ticket Number: 0000071227	09/05/2003	0	09/05/2003	09/11/2003
Ticket Number: 0000071106	09/04/2003	0	09/04/2003	09/10/2003
Ticket Number: 0000071079	09/04/2003	1	09/05/2003	09/11/2003
Ticket Number: 0000071034	09/03/2003	6	09/09/2003	09/15/2003
Ticket Number: 0000070982	09/03/2003	7	09/10/2003	09/16/2003
Ticket Number: 0000070782	09/02/2003	8	09/10/2003	09/16/2003
Ticket Number: 0000070846	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number: 0000070779	09/02/2003	7	09/09/2003	09/15/2003
Ticket Number: 0000071467	09/08/2003	8	09/16/2003	09/16/2003
Ticket Number: 0000070733	09/02/2003	0	09/02/2003	09/08/2003
Ticket Number: 0000070641	09/02/2003	1	09/03/2003	09/09/2003
Ticket Number: 0000071325	09/05/2003	18	09/23/2003	09/29/2003
Ticket Number: 0000071542	09/08/2003	1	09/09/2003	09/15/2003
Ticket Number: 0000071644	09/09/2003	7	09/16/2003	09/22/2003
Ticket Number: 0000071569	09/08/2003	15	09/23/2003	09/29/2003
Ticket Number: 0000071864	09/11/2003	12	09/23/2003	09/29/2003
Ticket Number: 0000071932	09/11/2003	1	09/12/2003	09/18/2003
Ticket Number: 0000072045	09/12/2003	11	09/23/2003	09/29/2003
Ticket Number: 0000072056	09/13/2003	10	09/23/2003	09/29/2003
Ticket Number: 0000072032	09/12/2003	5	09/17/2003	09/23/2003
Ticket Number: 0000071838	09/10/2003	13	09/23/2003	09/29/2003
Ticket Number: 0000071633	09/09/2003	0	09/09/2003	09/15/2003
Ticket Number: 0000072107	09/15/2003	0	09/15/2003	09/22/2003
Ticket Number: 0000072203	09/16/2003	8	09/23/2003	09/29/2003
Ticket Number: 0000072301	09/16/2003	7	09/23/2003	09/29/2003
Ticket Number: 0000073366	09/29/2003	0	09/29/2003	09/30/2003
Ticket Number: 0000072808	09/24/2003	0	09/24/2003	09/30/2003
Ticket Number: 0000072799	09/24/2003	5	09/29/2003	09/29/2003
Ticket Number: 0000072679	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number: 0000072675	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number: 0000072640	09/23/2003	0	09/23/2003	09/29/2003
Ticket Number: 0000072547	09/22/2003	2	09/24/2003	09/24/2003
Ticket Number: 0000072400	09/17/2003	6	09/23/2003	09/29/2003
Ticket Number: 0000072318	09/17/2003	0	09/17/2003	09/23/2003
Ticket Number: 0000072194	09/15/2003	9	09/24/2003	09/30/2003
Ticket Number: 0000072239	09/16/2003	7	09/23/2003	09/29/2003
Ticket Number: 0000072247	09/16/2003	0	09/16/2003	09/22/2003
Ticket Number: 0000072193	09/15/2003	9	09/24/2003	09/30/2003
Ticket Number: 0000072202	09/16/2003	8	09/23/2003	09/29/2003
Ticket Number: 0000072201	09/16/2003	8	09/23/2003	09/29/2003
Average time to ticket resolution for		tim		5
Maximum time to ticket resolution for		tim		18
Minimum time to ticket resolution for		tim		0

SysCore

Average time to ticket resolution for

SysCore

3

Maximum time to ticket resolution for

SysCore

18

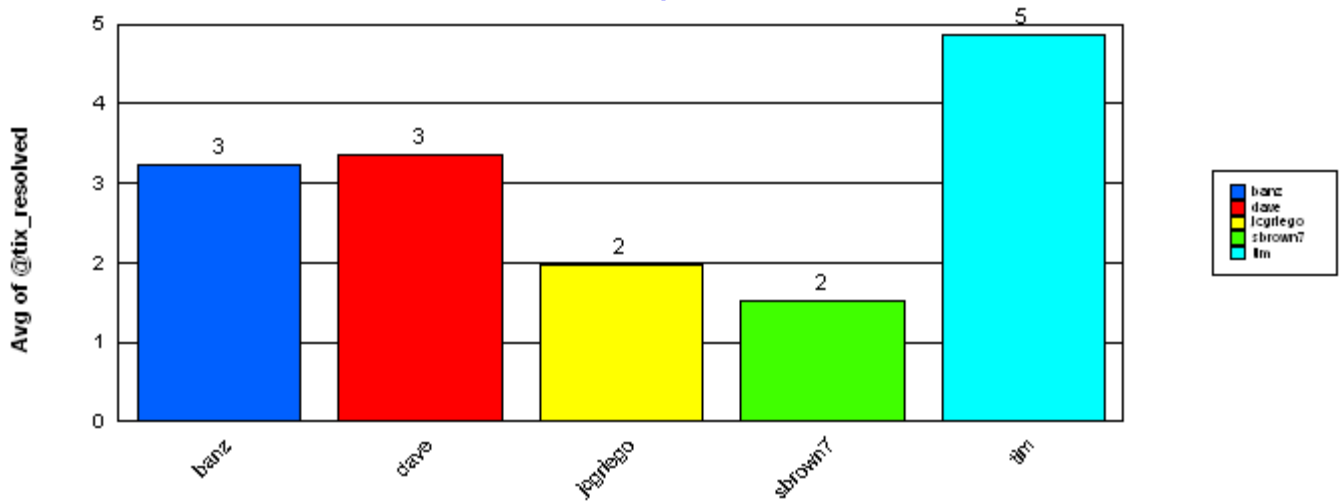
Minimum time to ticket resolution for

SysCore

0

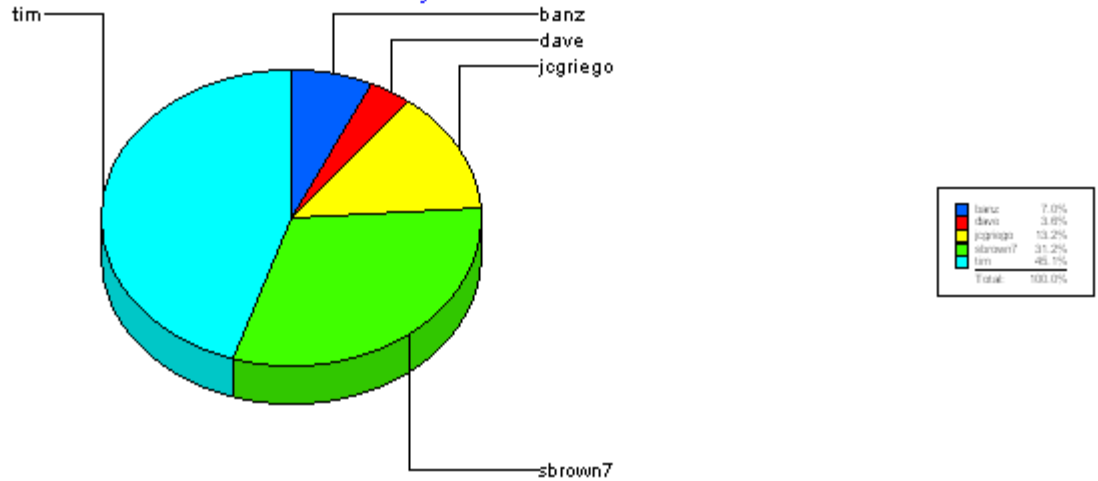
Avg of Each Ticket Resolved

For SysCore



Percentage of Sum of Tickets Resolved

For SysCore



SysDept

		Total:	3		
champ		<u>Total:</u>	1		
Closed		<u>Total:</u>	1		
Ticket Number:	0000071659	09/09/2003	0	09/09/2003	09/15/2003

Average time to ticket resolution for	champ		0		
Maximum time to ticket resolution for	champ		0		
Minimum time to ticket resolution for	champ		0		
<hr/>					
laura		<u>Total:</u>	2		
Closed		<u>Total:</u>	2		
Ticket Number:	0000072012	09/12/2003	0	09/12/2003	09/18/2003
Ticket Number:	0000072127	09/15/2003	0	09/15/2003	09/22/2003

Average time to ticket resolution for	laura		0		
Maximum time to ticket resolution for	laura		0		
Minimum time to ticket resolution for	laura		0		
<hr/>					

SysDept

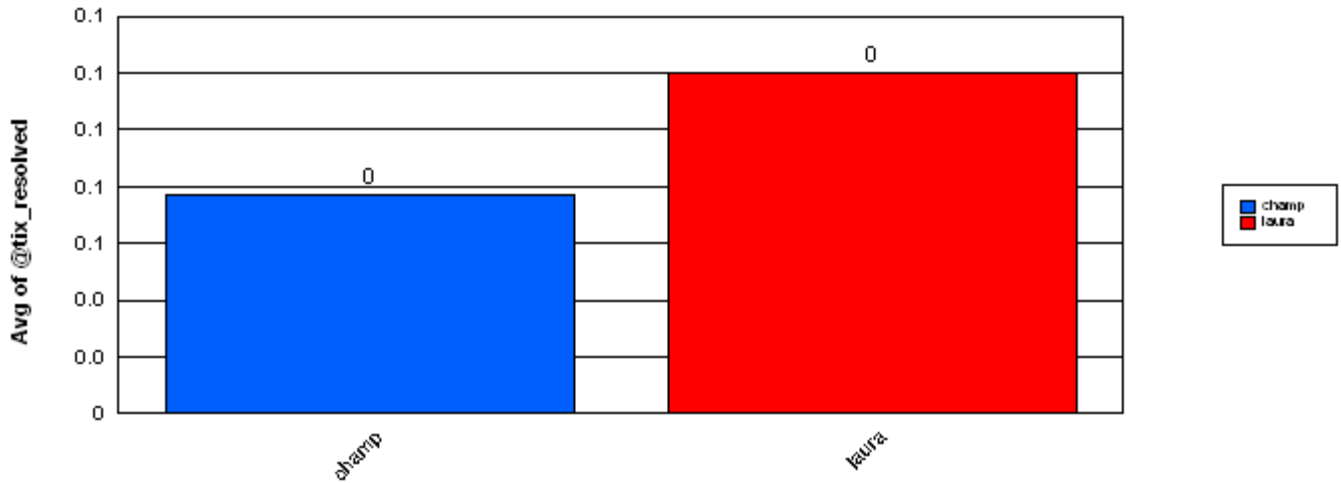
Average time to ticket resolution for SysDept 0

Maximum time to ticket resolution for SysDept 0

Minimum time to ticket resolution for SysDept 0

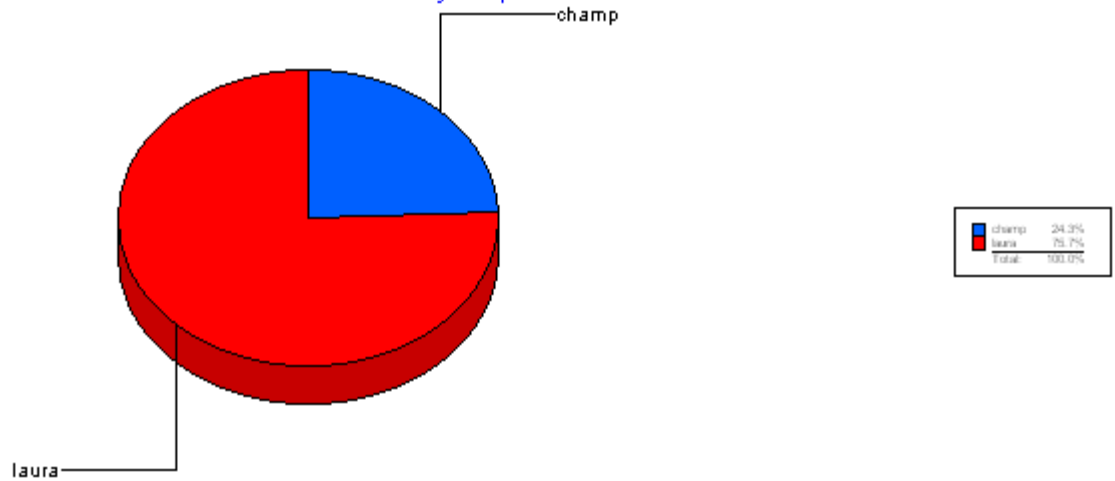
Avg of Each Ticket Resolved

For SysDept



Percentage of Sum of Tickets Resolved

For SysDept



Total Remedy Tickets Created and Resolved/Closed Between: 09/01/2003 and 09/30/2003 : 1317

Total Remedy Tickets Created between: 09/01/2003 and 09/30/2003 : 1317

Maximum time to resolution 23

Minimum time to resolution 0

Total Average time to ticket resolution 2.31