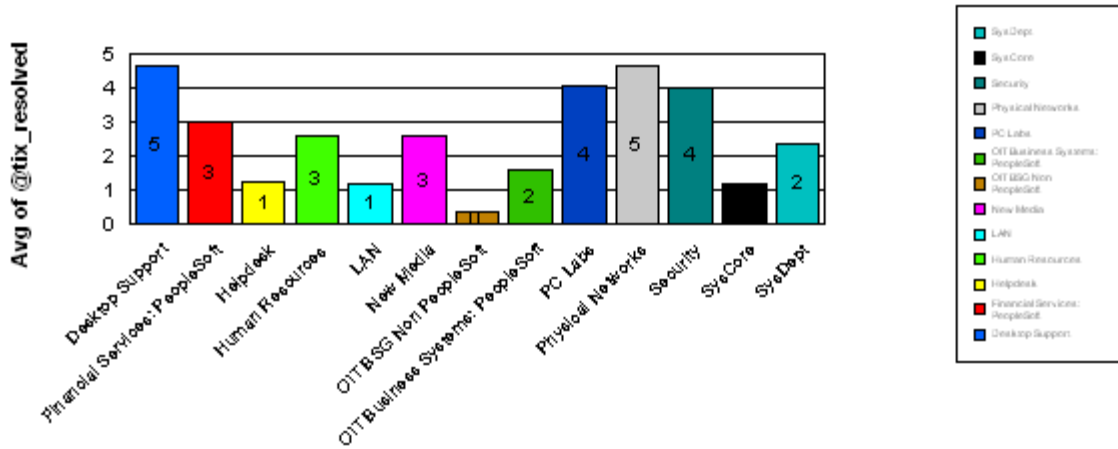


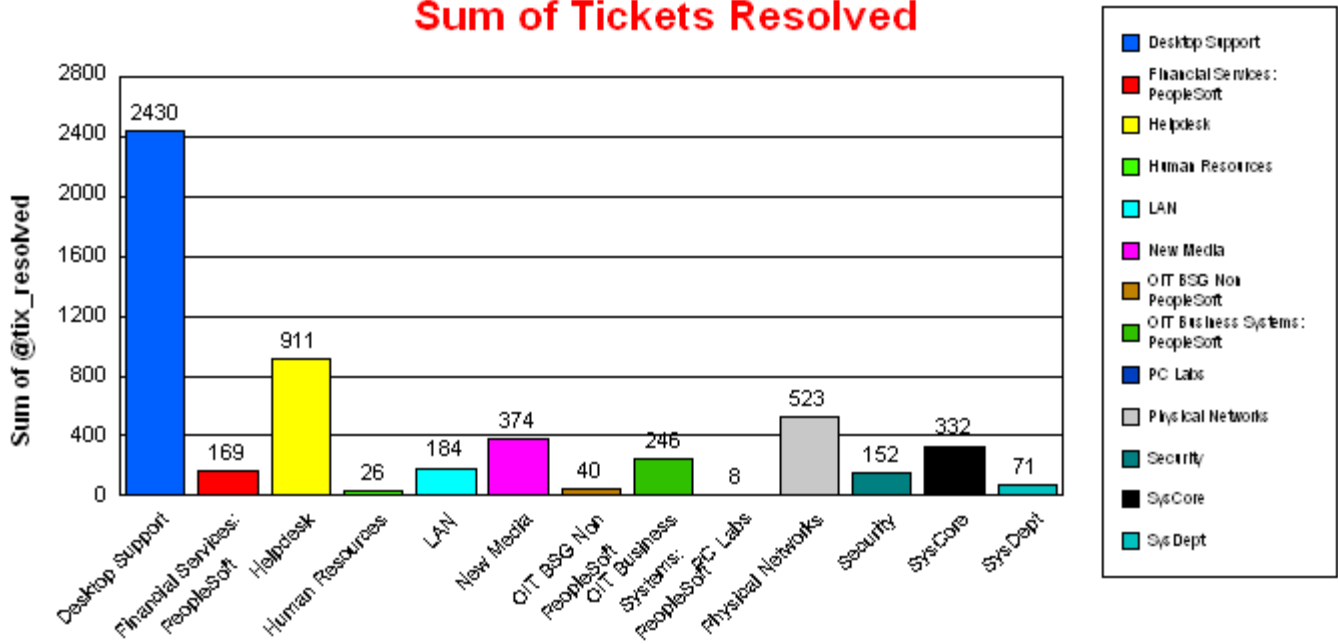
# Average Length to Resolution

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

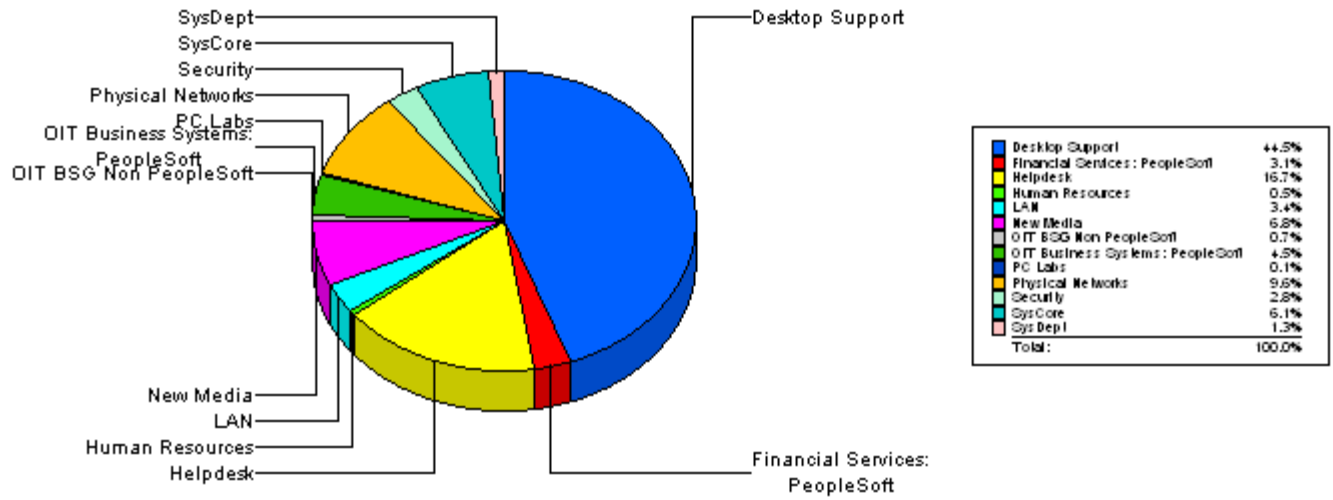
## Avg of Each Ticket Resolved



## Sum of Tickets Resolved



## % of Sum of Tickets Resolved



**Desktop Support**

**Total: 528**

<b>Desktop</b>	<b>Closed</b>	<b>Total: 19</b>		
Ticket Number:	0000100502	09/10/2004	0	09/10/2004
Ticket Number:	0000099495	09/01/2004	0	09/01/2004
Ticket Number:	0000100503	09/10/2004	0	09/10/2004
Ticket Number:	0000100889	09/15/2004	0	09/15/2004
Ticket Number:	0000100986	09/16/2004	0	09/16/2004
Ticket Number:	0000100978	09/16/2004	0	09/16/2004
Ticket Number:	0000101004	09/16/2004	0	09/16/2004
Ticket Number:	0000101109	09/17/2004	0	09/17/2004
Ticket Number:	0000102245	09/30/2004	0	09/30/2004
Ticket Number:	0000101294	09/20/2004	0	09/20/2004
Ticket Number:	0000101827	09/27/2004	0	09/27/2004
Ticket Number:	0000101483	09/22/2004	0	09/22/2004
Ticket Number:	0000101591	09/23/2004	0	09/23/2004
Ticket Number:	0000101446	09/21/2004	0	09/21/2004
Ticket Number:	0000101825	09/27/2004	0	09/27/2004
Ticket Number:	0000101828	09/27/2004	0	09/27/2004
Ticket Number:	0000101956	09/28/2004	0	09/28/2004
Ticket Number:	0000102203	09/30/2004	0	09/30/2004
Ticket Number:	0000101890	09/27/2004	0	09/27/2004
-----				
<b>Average time to ticket resolution for</b>		Desktop	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		Desktop	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		Desktop	<b>0</b>	

<b>HD:PPP</b>	<b>Closed</b>	<b>Total: 1</b>		
Ticket Number:	0000101381	09/21/2004	0	09/21/2004
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<b>Average time to ticket resolution for</b>		HD:PPP	<b>0</b>	
<b>Maximum time to ticket resolution for</b>		HD:PPP	<b>0</b>	
<b>Minimum time to ticket resolution for</b>		HD:PPP	<b>0</b>	

**Desktop Support**

**afort1**

Total: **40**

**Resolved**

Total: **10**

Ticket Number:	0000100928	09/15/2004	15	09/30/2004	09/27/2004
Ticket Number:	0000102189	09/30/2004	1	10/01/2004	
Ticket Number:	0000101835	09/27/2004	3	09/30/2004	
Ticket Number:	0000102077	09/29/2004	0	09/29/2004	
Ticket Number:	0000102080	09/29/2004	0	09/29/2004	
Ticket Number:	0000102071	09/29/2004	1	09/30/2004	
Ticket Number:	0000101917	09/27/2004	3	09/30/2004	
Ticket Number:	0000102081	09/29/2004	1	09/30/2004	
Ticket Number:	0000102087	09/29/2004	1	09/30/2004	
Ticket Number:	0000102084	09/29/2004	1	09/30/2004	

**Closed**

Total: **30**

Ticket Number:	0000099725	09/02/2004	6	09/08/2004	09/14/2004
Ticket Number:	0000099534	09/01/2004	7	09/08/2004	09/14/2004
Ticket Number:	0000100369	09/09/2004	0		09/09/2004
Ticket Number:	0000100082	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100113	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100090	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100112	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100111	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100372	09/09/2004	0		09/09/2004
Ticket Number:	0000100481	09/10/2004	4	09/14/2004	09/20/2004
Ticket Number:	0000100376	09/09/2004	0		09/09/2004
Ticket Number:	0000100375	09/09/2004	0		09/09/2004
Ticket Number:	0000100370	09/09/2004	0		09/09/2004
Ticket Number:	0000101220	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000100675	09/13/2004	2	09/15/2004	09/21/2004
Ticket Number:	0000100940	09/15/2004	5	09/20/2004	09/27/2004
Ticket Number:	0000100739	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000099536	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099553	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099640	09/01/2004	7	09/08/2004	09/14/2004
Ticket Number:	0000099608	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099606	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099642	09/01/2004	7	09/08/2004	09/14/2004
Ticket Number:	0000099774	09/02/2004	6	09/08/2004	09/14/2004
Ticket Number:	0000099800	09/02/2004	6	09/08/2004	09/14/2004
Ticket Number:	0000099964	09/05/2004	4	09/09/2004	09/15/2004
Ticket Number:	0000099946	09/04/2004	5	09/09/2004	09/15/2004
Ticket Number:	0000099878	09/03/2004	5	09/08/2004	09/14/2004
Ticket Number:	0000099780	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000099736	09/02/2004	7	09/09/2004	09/15/2004

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<b>Average time to ticket resolution for</b>	afort1	<b>3</b>
<b>Maximum time to ticket resolution for</b>	afort1	<b>15</b>
<b>Minimum time to ticket resolution for</b>	afort1	<b>0</b>
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**Desktop Support**

**chrism**

Total: **10**

**Closed**

Total: **10**

Ticket Number:	0000100087	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000099538	09/01/2004	0		09/01/2004
Ticket Number:	0000100786	09/14/2004	0		09/14/2004
Ticket Number:	0000101317	09/20/2004	2		09/22/2004
Ticket Number:	0000101688	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101608	09/23/2004	0		09/23/2004
Ticket Number:	0000101339	09/20/2004	2	09/22/2004	09/28/2004
Ticket Number:	0000101585	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101515	09/22/2004	1		09/23/2004
Ticket Number:	0000101616	09/23/2004	0		09/23/2004

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

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**Desktop Support****edortiz**

		<u>Total:</u>	<b>107</b>		
<b>Resolved</b>		<u>Total:</u>	<b>28</b>		
Ticket Number:	0000100743	09/14/2004	14	09/28/2004	
Ticket Number:	0000101126	09/17/2004	12	09/29/2004	
Ticket Number:	0000100922	09/15/2004	14	09/29/2004	
Ticket Number:	0000101329	09/20/2004	2	09/22/2004	09/22/2004
Ticket Number:	0000101415	09/21/2004	7	09/28/2004	
Ticket Number:	0000101488	09/22/2004	6	09/28/2004	
Ticket Number:	0000101509	09/22/2004	5	09/27/2004	
Ticket Number:	0000101876	09/27/2004	2	09/29/2004	
Ticket Number:	0000101818	09/27/2004	1	09/28/2004	
Ticket Number:	0000101749	09/24/2004	7	10/01/2004	
Ticket Number:	0000101741	09/24/2004	7	10/01/2004	
Ticket Number:	0000102104	09/29/2004	2	10/01/2004	
Ticket Number:	0000101621	09/23/2004	8	10/01/2004	
Ticket Number:	0000101531	09/22/2004	6	09/28/2004	
Ticket Number:	0000101511	09/22/2004	6	09/28/2004	
Ticket Number:	0000101448	09/21/2004	7	09/28/2004	
Ticket Number:	0000102295	09/30/2004	1	10/01/2004	
Ticket Number:	0000102237	09/30/2004	1	10/01/2004	
Ticket Number:	0000102208	09/30/2004	1	10/01/2004	
Ticket Number:	0000102150	09/29/2004	2	10/01/2004	
Ticket Number:	0000102147	09/29/2004	2	10/01/2004	
Ticket Number:	0000102135	09/29/2004	2	10/01/2004	
Ticket Number:	0000102111	09/29/2004	2	10/01/2004	
Ticket Number:	0000101989	09/28/2004	3	10/01/2004	
Ticket Number:	0000101944	09/28/2004	0	09/28/2004	
Ticket Number:	0000101905	09/27/2004	1	09/28/2004	
Ticket Number:	0000101428	09/21/2004	8	09/29/2004	09/22/2004
Ticket Number:	0000101395	09/21/2004	10	10/01/2004	

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>79</b>		
Ticket Number:	0000100334	09/09/2004	7	09/16/2004	09/29/2004
Ticket Number:	0000100542	09/10/2004	17	09/27/2004	09/28/2004
Ticket Number:	0000099759	09/02/2004	14	09/16/2004	09/22/2004
Ticket Number:	0000100669	09/13/2004	3	09/16/2004	09/22/2004
Ticket Number:	0000099528	09/01/2004	2		09/03/2004
Ticket Number:	0000099726	09/02/2004	6	09/08/2004	09/14/2004
Ticket Number:	0000100032	09/07/2004	3	09/10/2004	09/16/2004
Ticket Number:	0000100099	09/07/2004	9	09/16/2004	09/16/2004
Ticket Number:	0000100191	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100205	09/08/2004	0		09/08/2004
Ticket Number:	0000100255	09/08/2004	2	09/10/2004	09/10/2004
Ticket Number:	0000100250	09/08/2004	5	09/13/2004	09/20/2004
Ticket Number:	0000100241	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100350	09/09/2004	7		09/16/2004
Ticket Number:	0000100216	09/08/2004	2		09/10/2004
Ticket Number:	0000100211	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100192	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100108	09/07/2004	13		09/20/2004
Ticket Number:	0000100485	09/10/2004	6	09/16/2004	09/22/2004
Ticket Number:	0000100445	09/09/2004	7	09/16/2004	09/22/2004
Ticket Number:	0000100436	09/09/2004	11	09/20/2004	09/20/2004
Ticket Number:	0000100430	09/09/2004	4	09/13/2004	09/20/2004
Ticket Number:	0000100428	09/09/2004	7	09/16/2004	09/22/2004
Ticket Number:	0000100403	09/09/2004	4	09/13/2004	09/17/2004
Ticket Number:	0000100399	09/09/2004	13	09/22/2004	09/30/2004
Ticket Number:	0000100387	09/09/2004	7	09/16/2004	09/22/2004
Ticket Number:	0000100355	09/09/2004	7	09/16/2004	09/22/2004
Ticket Number:	0000100332	09/09/2004	8	09/17/2004	09/23/2004
Ticket Number:	0000100466	09/09/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100286	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100045	09/07/2004	9	09/16/2004	09/22/2004
Ticket Number:	0000100352	09/09/2004	7	09/16/2004	09/22/2004
Ticket Number:	0000101043	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000101046	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000101178	09/17/2004	11	09/28/2004	10/01/2004
Ticket Number:	0000101142	09/17/2004	5		09/22/2004
Ticket Number:	0000101268	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101530	09/22/2004	1		09/23/2004
Ticket Number:	0000101521	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101503	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101391	09/21/2004	7	09/28/2004	10/01/2004
Ticket Number:	0000101332	09/20/2004	2	09/22/2004	09/28/2004
Ticket Number:	0000101304	09/20/2004	0	09/20/2004	09/20/2004
Ticket Number:	0000101291	09/20/2004	0		09/20/2004
Ticket Number:	0000101058	09/16/2004	4	09/20/2004	09/29/2004
Ticket Number:	0000101846	09/27/2004	4		10/01/2004
Ticket Number:	0000102083	09/29/2004	2		10/01/2004
Ticket Number:	0000100500	09/10/2004	7	09/17/2004	09/23/2004
Ticket Number:	0000100570	09/11/2004	6	09/17/2004	09/23/2004
Ticket Number:	0000100780	09/14/2004	6	09/20/2004	09/27/2004
Ticket Number:	0000100676	09/13/2004	1	09/14/2004	09/20/2004
Ticket Number:	0000100697	09/13/2004	9		09/22/2004
Ticket Number:	0000101064	09/16/2004	4	09/20/2004	09/27/2004

**Desktop Support**

Ticket Number:	0000100913	09/15/2004	14		09/29/2004
Ticket Number:	0000100905	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100873	09/15/2004	5	09/20/2004	09/27/2004
Ticket Number:	0000100839	09/14/2004	6	09/20/2004	09/27/2004
Ticket Number:	0000101954	09/28/2004	3		10/01/2004
Ticket Number:	0000100818	09/14/2004	6	09/20/2004	09/28/2004
Ticket Number:	0000100797	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000101478	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000100769	09/14/2004	6	09/20/2004	09/28/2004
Ticket Number:	0000101011	09/16/2004	6	09/22/2004	09/28/2004
Ticket Number:	0000100929	09/15/2004	7	09/22/2004	09/22/2004
Ticket Number:	0000100765	09/14/2004	8	09/22/2004	09/28/2004
Ticket Number:	0000100720	09/13/2004	3	09/16/2004	09/17/2004
Ticket Number:	0000099540	09/01/2004	22		09/23/2004
Ticket Number:	0000099559	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099565	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099568	09/01/2004	1		09/02/2004
Ticket Number:	0000100654	09/13/2004	4	09/17/2004	09/23/2004
Ticket Number:	0000099910	09/03/2004	10	09/13/2004	09/20/2004
Ticket Number:	0000099873	09/03/2004	14	09/17/2004	09/23/2004
Ticket Number:	0000099857	09/03/2004	7	09/10/2004	09/16/2004
Ticket Number:	0000099740	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099682	09/02/2004	11	09/13/2004	09/20/2004
Ticket Number:	0000100280	09/08/2004	2	09/10/2004	09/13/2004
Ticket Number:	0000099632	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099598	09/01/2004	15		09/16/2004
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<b>Average time to ticket resolution for</b>	edortiz		<b>5</b>		
<b>Maximum time to ticket resolution for</b>	edortiz		<b>22</b>		
<b>Minimum time to ticket resolution for</b>	edortiz		<b>0</b>		

**Desktop Support**

**jhenn1**

Total: **24**

**Resolved**

Total: **4**

Ticket Number:	0000100172	09/07/2004	20	09/27/2004	09/20/2004
Ticket Number:	0000102096	09/29/2004	0	09/29/2004	
Ticket Number:	0000101912	09/27/2004	2	09/29/2004	
Ticket Number:	0000101757	09/24/2004	5	09/29/2004	

**Closed**

Total: **20**

Ticket Number:	0000100640	09/13/2004	7	09/20/2004	09/27/2004
Ticket Number:	0000099975	09/06/2004	7	09/13/2004	09/20/2004
Ticket Number:	0000099989	09/06/2004	16	09/22/2004	09/28/2004
Ticket Number:	0000100222	09/08/2004	12	09/20/2004	09/27/2004
Ticket Number:	0000100491	09/10/2004	10	09/20/2004	09/27/2004
Ticket Number:	0000100444	09/09/2004	4	09/13/2004	09/20/2004
Ticket Number:	0000100404	09/09/2004	4	09/13/2004	09/20/2004
Ticket Number:	0000100156	09/07/2004	10	09/17/2004	09/23/2004
Ticket Number:	0000099551	09/01/2004	21	09/22/2004	09/28/2004
Ticket Number:	0000099942	09/04/2004	16	09/20/2004	09/27/2004
Ticket Number:	0000099897	09/03/2004	17	09/20/2004	09/27/2004
Ticket Number:	0000100097	09/07/2004	15	09/22/2004	09/28/2004
Ticket Number:	0000099627	09/01/2004	19	09/20/2004	09/27/2004
Ticket Number:	0000099784	09/02/2004	20	09/22/2004	09/28/2004
Ticket Number:	0000100722	09/13/2004	4	09/17/2004	09/23/2004
Ticket Number:	0000100912	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000101083	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000101139	09/17/2004	3	09/20/2004	09/27/2004
Ticket Number:	0000101311	09/20/2004	2	09/22/2004	09/28/2004
Ticket Number:	0000101565	09/22/2004	2	09/24/2004	09/30/2004

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<b>Average time to ticket resolution for</b>	jhenn1	<b>9</b>
<b>Maximum time to ticket resolution for</b>	jhenn1	<b>21</b>
<b>Minimum time to ticket resolution for</b>	jhenn1	<b>0</b>
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**Desktop Support**

jhill4

Total: 25**Resolved**Total: 3

Ticket Number:	0000100158	09/07/2004	20	09/27/2004
Ticket Number:	0000102173	09/29/2004	2	10/01/2004
Ticket Number:	0000101931	09/27/2004	2	09/29/2004

**Closed**Total: 22

Ticket Number:	0000100336	09/09/2004	15	09/24/2004	09/30/2004
Ticket Number:	0000100132	09/07/2004	8	09/15/2004	09/21/2004
Ticket Number:	0000100312	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100313	09/08/2004	16	09/24/2004	09/30/2004
Ticket Number:	0000100315	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100273	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100239	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000101216	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101277	09/20/2004	4	09/24/2004	09/30/2004
Ticket Number:	0000101335	09/20/2004	9		09/29/2004
Ticket Number:	0000101303	09/20/2004	11		10/01/2004
Ticket Number:	0000101435	09/21/2004	3		09/24/2004
Ticket Number:	0000101566	09/22/2004	2	09/24/2004	09/30/2004
Ticket Number:	0000101433	09/21/2004	3		09/24/2004
Ticket Number:	0000100552	09/10/2004	14		09/24/2004
Ticket Number:	0000100568	09/11/2004	13	09/24/2004	09/30/2004
Ticket Number:	0000100951	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100169	09/07/2004	10	09/17/2004	09/23/2004
Ticket Number:	0000099896	09/03/2004	7	09/10/2004	09/16/2004
Ticket Number:	0000099798	09/02/2004	13		09/15/2004
Ticket Number:	0000099525	09/01/2004	23	09/24/2004	09/30/2004
Ticket Number:	0000099567	09/01/2004	2	09/03/2004	09/09/2004

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**Average time to ticket resolution for**

jhill4

7

**Maximum time to ticket resolution for**

jhill4

23

**Minimum time to ticket resolution for**

jhill4

2

**Desktop Support**

**josh**

Total: **46**

**Resolved**

Total: **27**

Ticket Number:	0000100528	09/10/2004	18	09/28/2004
Ticket Number:	0000100979	09/16/2004	14	09/30/2004
Ticket Number:	0000102097	09/29/2004	0	09/29/2004
Ticket Number:	0000102149	09/29/2004	0	09/29/2004
Ticket Number:	0000102139	09/29/2004	1	09/30/2004
Ticket Number:	0000102112	09/29/2004	0	09/29/2004
Ticket Number:	0000102110	09/29/2004	0	09/29/2004
Ticket Number:	0000102109	09/29/2004	1	09/30/2004
Ticket Number:	0000102105	09/29/2004	1	09/30/2004
Ticket Number:	0000102101	09/29/2004	0	09/29/2004
Ticket Number:	0000102095	09/29/2004	1	09/30/2004
Ticket Number:	0000102094	09/29/2004	0	09/29/2004
Ticket Number:	0000102093	09/29/2004	1	09/30/2004
Ticket Number:	0000102089	09/29/2004	0	09/29/2004
Ticket Number:	0000102085	09/29/2004	1	09/30/2004
Ticket Number:	0000102079	09/29/2004	1	09/30/2004
Ticket Number:	0000102063	09/29/2004	0	09/29/2004
Ticket Number:	0000102062	09/29/2004	0	09/29/2004
Ticket Number:	0000102103	09/29/2004	0	09/29/2004
Ticket Number:	0000101984	09/28/2004	1	09/29/2004
Ticket Number:	0000102113	09/29/2004	0	09/29/2004
Ticket Number:	0000101786	09/26/2004	3	09/29/2004
Ticket Number:	0000102068	09/29/2004	1	09/30/2004
Ticket Number:	0000101715	09/24/2004	6	09/30/2004
Ticket Number:	0000101981	09/28/2004	1	09/29/2004
Ticket Number:	0000102057	09/29/2004	0	09/29/2004
Ticket Number:	0000101528	09/22/2004	5	09/27/2004

**Closed**

Total: **19**

Ticket Number:	0000099708	09/02/2004	6	09/08/2004	09/14/2004
Ticket Number:	0000100050	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100457	09/09/2004	5	09/14/2004	09/20/2004
Ticket Number:	0000100443	09/09/2004	11	09/20/2004	09/27/2004
Ticket Number:	0000100337	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100325	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100299	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100089	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000099548	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099771	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000099584	09/01/2004	7	09/08/2004	09/14/2004
Ticket Number:	0000099580	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099573	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099575	09/01/2004	7	09/08/2004	09/14/2004
Ticket Number:	0000100916	09/15/2004	7	09/22/2004	09/28/2004
Ticket Number:	0000101180	09/17/2004	6	09/23/2004	09/29/2004
Ticket Number:	0000101498	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101692	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101695	09/24/2004	0	09/24/2004	09/30/2004

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<b>Average time to ticket resolution for</b>	josh	<b>3</b>	
<b>Maximum time to ticket resolution for</b>	josh	<b>18</b>	
<b>Minimum time to ticket resolution for</b>	josh	<b>0</b>	
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**Desktop Support**

kirkley1

Total: 13**Resolved**Total: 3

Ticket Number:	0000099988	09/06/2004	21	09/27/2004
Ticket Number:	0000101596	09/23/2004	4	09/27/2004
Ticket Number:	0000101462	09/21/2004	6	09/27/2004

**Closed**Total: 10

Ticket Number:	0000099622	09/01/2004	1	09/02/2004	09/27/2004
Ticket Number:	0000099787	09/02/2004	11		09/13/2004
Ticket Number:	0000100063	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000100151	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000100390	09/09/2004	7	09/16/2004	09/22/2004
Ticket Number:	0000101360	09/20/2004	3	09/23/2004	09/29/2004
Ticket Number:	0000101389	09/21/2004	2	09/23/2004	09/29/2004
Ticket Number:	0000099572	09/01/2004	8	09/09/2004	09/15/2004
Ticket Number:	0000100279	09/08/2004	5	09/13/2004	09/20/2004
Ticket Number:	0000099881	09/03/2004	13	09/16/2004	09/22/2004

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**Average time to ticket resolution for**

kirkley1

7

**Maximum time to ticket resolution for**

kirkley1

21

**Minimum time to ticket resolution for**

kirkley1

1

**Desktop Support**

lasuk

Total: 79**Resolved**Total: 17

Ticket Number:	0000100795	09/14/2004	15	09/29/2004
Ticket Number:	0000102213	09/30/2004	0	09/30/2004
Ticket Number:	0000102106	09/29/2004	1	09/30/2004
Ticket Number:	0000102024	09/28/2004	1	09/29/2004
Ticket Number:	0000101988	09/28/2004	1	09/29/2004
Ticket Number:	0000101977	09/28/2004	1	09/29/2004
Ticket Number:	0000101903	09/27/2004	1	09/28/2004
Ticket Number:	0000101896	09/27/2004	3	09/30/2004
Ticket Number:	0000101837	09/27/2004	1	09/28/2004
Ticket Number:	0000101866	09/27/2004	4	10/01/2004
Ticket Number:	0000102058	09/29/2004	0	09/29/2004
Ticket Number:	0000101603	09/23/2004	4	09/27/2004
Ticket Number:	0000101322	09/20/2004	7	09/27/2004
Ticket Number:	0000101735	09/24/2004	6	09/30/2004
Ticket Number:	0000101410	09/21/2004	7	09/28/2004
Ticket Number:	0000101100	09/17/2004	12	09/29/2004
Ticket Number:	0000101549	09/22/2004	8	09/30/2004

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>62</b>		
Ticket Number:	0000100637	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100412	09/09/2004	11	09/20/2004	09/27/2004
Ticket Number:	0000100468	09/09/2004	7	09/17/2004	09/23/2004
Ticket Number:	0000100381	09/09/2004	0		09/09/2004
Ticket Number:	0000100490	09/10/2004	6		09/16/2004
Ticket Number:	0000100414	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100400	09/09/2004	7	09/16/2004	09/22/2004
Ticket Number:	0000100397	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100389	09/09/2004	0		09/09/2004
Ticket Number:	0000100382	09/09/2004	0		09/09/2004
Ticket Number:	0000100380	09/09/2004	0		09/09/2004
Ticket Number:	0000100379	09/09/2004	0		09/09/2004
Ticket Number:	0000100378	09/09/2004	0		09/09/2004
Ticket Number:	0000100261	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100373	09/09/2004	0		09/09/2004
Ticket Number:	0000100374	09/09/2004	0		09/09/2004
Ticket Number:	0000100377	09/09/2004	0		09/09/2004
Ticket Number:	0000100129	09/07/2004	8	09/15/2004	09/21/2004
Ticket Number:	0000100182	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000099509	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099546	09/01/2004	9	09/10/2004	09/16/2004
Ticket Number:	0000099920	09/03/2004	4	09/07/2004	09/13/2004
Ticket Number:	0000099872	09/03/2004	5	09/08/2004	09/14/2004
Ticket Number:	0000099860	09/03/2004	6	09/09/2004	09/15/2004
Ticket Number:	0000099859	09/03/2004	4	09/07/2004	09/12/2004
Ticket Number:	0000099843	09/03/2004	5	09/08/2004	09/14/2004
Ticket Number:	0000099790	09/02/2004	14	09/16/2004	09/22/2004
Ticket Number:	0000099605	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099563	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000100505	09/10/2004	10	09/20/2004	09/30/2004
Ticket Number:	0000100794	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000101025	09/16/2004	6	09/22/2004	09/28/2004
Ticket Number:	0000101016	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101013	09/16/2004	7	09/23/2004	09/29/2004
Ticket Number:	0000100970	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100965	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100954	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100836	09/14/2004	9	09/23/2004	09/29/2004
Ticket Number:	0000100835	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100819	09/14/2004	8	09/22/2004	09/28/2004
Ticket Number:	0000100803	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100774	09/14/2004	10	09/24/2004	09/30/2004
Ticket Number:	0000100590	09/12/2004	4	09/15/2004	09/21/2004
Ticket Number:	0000100710	09/13/2004	11	09/24/2004	09/30/2004
Ticket Number:	0000100693	09/13/2004	3	09/16/2004	09/22/2004
Ticket Number:	0000100644	09/13/2004	2	09/15/2004	09/21/2004
Ticket Number:	0000101044	09/16/2004	7	09/23/2004	09/29/2004
Ticket Number:	0000101599	09/23/2004	1	09/24/2004	09/30/2004
Ticket Number:	0000101563	09/22/2004	1	09/24/2004	09/29/2004
Ticket Number:	0000101525	09/22/2004	2	09/24/2004	09/30/2004
Ticket Number:	0000101476	09/22/2004	3	09/24/2004	09/30/2004
Ticket Number:	0000101463	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101512	09/22/2004	0	09/22/2004	09/28/2004

**Desktop Support**

Ticket Number:	0000101397	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101353	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101295	09/20/2004	7	09/27/2004	09/27/2004
Ticket Number:	0000101610	09/23/2004	0		09/23/2004
Ticket Number:	0000101160	09/17/2004	7	09/24/2004	09/30/2004
Ticket Number:	0000101103	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101060	09/16/2004	0		09/16/2004
Ticket Number:	0000101721	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101730	09/24/2004	0	09/24/2004	09/30/2004

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

**maboone1**Total: **10****Resolved**Total: **2**

Ticket Number:	0000101442	09/21/2004	8	09/29/2004
Ticket Number:	0000101727	09/24/2004	3	09/27/2004

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

Ticket Number:	0000101969	09/28/2004	2		09/30/2004
Ticket Number:	0000102108	09/29/2004	1		09/30/2004
Ticket Number:	0000101243	09/18/2004	5	09/23/2004	09/29/2004
Ticket Number:	0000101300	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101424	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000100723	09/13/2004	2	09/15/2004	09/21/2004
Ticket Number:	0000099908	09/03/2004	10	09/13/2004	09/20/2004
Ticket Number:	0000099911	09/03/2004	4	09/07/2004	09/13/2004

<b>Average time to ticket resolution for</b>	maboone1	<b>4</b>
<b>Maximum time to ticket resolution for</b>	maboone1	<b>10</b>
<b>Minimum time to ticket resolution for</b>	maboone1	<b>0</b>

**mikec**Total: **6****Resolved**Total: **1**

Ticket Number:	0000101337	09/20/2004	7	09/27/2004
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**Closed**Total: **5**

Ticket Number:	0000101364	09/20/2004	0		09/21/2004
Ticket Number:	0000100530	09/10/2004	11		09/21/2004
Ticket Number:	0000101049	09/16/2004	5		09/21/2004
Ticket Number:	0000101235	09/18/2004	0	09/18/2004	09/24/2004
Ticket Number:	0000101371	09/21/2004	7		09/27/2004

<b>Average time to ticket resolution for</b>	mikec	<b>5</b>
<b>Maximum time to ticket resolution for</b>	mikec	<b>11</b>
<b>Minimum time to ticket resolution for</b>	mikec	<b>0</b>

**Desktop Support**

**omarn**

**Resolved**

Total: **82**

Total: **11**

Ticket Number:	0000100887	09/15/2004	15	09/29/2004	09/22/2004
Ticket Number:	0000101307	09/20/2004	8	09/27/2004	
Ticket Number:	0000101306	09/20/2004	8	09/27/2004	
Ticket Number:	0000101699	09/24/2004	5	09/29/2004	
Ticket Number:	0000101724	09/24/2004	3	09/27/2004	
Ticket Number:	0000101945	09/28/2004	1	09/29/2004	
Ticket Number:	0000101725	09/24/2004	5	09/29/2004	
Ticket Number:	0000101718	09/24/2004	5	09/29/2004	
Ticket Number:	0000101624	09/23/2004	6	09/29/2004	
Ticket Number:	0000101414	09/21/2004	7	09/27/2004	
Ticket Number:	0000101310	09/20/2004	8	09/27/2004	

**Desktop Support**

	<b>Closed</b>	<b>Total:</b>	<b>71</b>			
Ticket Number:	0000100520	09/10/2004	12	09/22/2004	09/22/2004	
Ticket Number:	0000100642	09/13/2004	0	09/13/2004	09/20/2004	
Ticket Number:	0000100040	09/07/2004	1	09/08/2004	09/14/2004	
Ticket Number:	0000100488	09/10/2004	6	09/16/2004	09/22/2004	
Ticket Number:	0000100454	09/09/2004	4	09/13/2004	09/20/2004	
Ticket Number:	0000100388	09/09/2004	1	09/10/2004	09/16/2004	
Ticket Number:	0000100359	09/09/2004	1	09/10/2004	09/16/2004	
Ticket Number:	0000100356	09/09/2004	1	09/10/2004	09/16/2004	
Ticket Number:	0000100276	09/08/2004	2	09/10/2004	09/16/2004	
Ticket Number:	0000100266	09/08/2004	6	09/14/2004	09/20/2004	
Ticket Number:	0000100265	09/08/2004	2	09/10/2004	09/16/2004	
Ticket Number:	0000100070	09/07/2004	1	09/08/2004	09/14/2004	
Ticket Number:	0000101104	09/17/2004	0	09/17/2004	09/23/2004	
Ticket Number:	0000100207	09/08/2004	2	09/10/2004	09/16/2004	
Ticket Number:	0000100231	09/08/2004	2	09/10/2004	09/16/2004	
Ticket Number:	0000100218	09/08/2004	5	09/13/2004	09/20/2004	
Ticket Number:	0000100105	09/07/2004	1	09/08/2004	09/14/2004	
Ticket Number:	0000100046	09/07/2004	1	09/08/2004	09/14/2004	
Ticket Number:	0000101062	09/16/2004	1	09/17/2004	09/23/2004	
Ticket Number:	0000101236	09/18/2004	4	09/22/2004	09/28/2004	
Ticket Number:	0000101073	09/16/2004	1	09/17/2004	09/23/2004	
Ticket Number:	0000101148	09/17/2004	0	09/17/2004	09/23/2004	
Ticket Number:	0000101330	09/20/2004	3	09/23/2004	09/29/2004	
Ticket Number:	0000101405	09/21/2004	1		09/22/2004	
Ticket Number:	0000101423	09/21/2004	2	09/23/2004	09/29/2004	
Ticket Number:	0000101693	09/24/2004	0	09/24/2004	09/30/2004	
Ticket Number:	0000101548	09/22/2004	1	09/23/2004	09/29/2004	
Ticket Number:	0000101513	09/22/2004	0	09/22/2004	09/28/2004	
Ticket Number:	0000101506	09/22/2004	1	09/23/2004	09/29/2004	
Ticket Number:	0000101490	09/22/2004	1	09/23/2004	09/29/2004	
Ticket Number:	0000101444	09/21/2004	2	09/23/2004	09/29/2004	
Ticket Number:	0000101406	09/21/2004	1	09/22/2004	09/28/2004	
Ticket Number:	0000101296	09/20/2004	4	09/24/2004	09/30/2004	
Ticket Number:	0000101136	09/17/2004	3	09/20/2004	09/27/2004	
Ticket Number:	0000100510	09/10/2004	3	09/13/2004	09/20/2004	
Ticket Number:	0000101040	09/16/2004	1	09/17/2004	09/23/2004	
Ticket Number:	0000101029	09/16/2004	1	09/17/2004	09/23/2004	
Ticket Number:	0000101017	09/16/2004	1	09/17/2004	09/23/2004	
Ticket Number:	0000101516	09/22/2004	2	09/24/2004	09/30/2004	
Ticket Number:	0000100910	09/15/2004	1	09/16/2004	09/22/2004	
Ticket Number:	0000100792	09/14/2004	2	09/16/2004	09/22/2004	
Ticket Number:	0000100785	09/14/2004	0	09/14/2004	09/20/2004	
Ticket Number:	0000100750	09/14/2004	3	09/17/2004	09/23/2004	
Ticket Number:	0000100674	09/13/2004	3	09/16/2004	09/22/2004	
Ticket Number:	0000100671	09/13/2004	9	09/22/2004	09/24/2004	
Ticket Number:	0000100659	09/13/2004	7	09/20/2004	09/27/2004	
Ticket Number:	0000100652	09/13/2004	2	09/14/2004	09/20/2004	
Ticket Number:	0000100998	09/16/2004	5	09/21/2004	09/27/2004	
Ticket Number:	0000100992	09/16/2004	1	09/17/2004	09/23/2004	
Ticket Number:	0000100963	09/15/2004	1	09/16/2004	09/22/2004	
Ticket Number:	0000101124	09/17/2004	3	09/20/2004	09/27/2004	
Ticket Number:	0000100952	09/15/2004	2	09/17/2004	09/23/2004	
Ticket Number:	0000100635	09/13/2004	0	09/13/2004	09/20/2004	

**Desktop Support**

Ticket Number:	0000100512	09/10/2004	3	09/13/2004	09/20/2004
Ticket Number:	0000100519	09/10/2004	3	09/13/2004	09/20/2004
Ticket Number:	0000099512	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099517	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099581	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099643	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099678	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099901	09/03/2004	4	09/08/2004	09/13/2004
Ticket Number:	0000099871	09/03/2004	5	09/08/2004	09/13/2004
Ticket Number:	0000099870	09/03/2004	5	09/08/2004	09/13/2004
Ticket Number:	0000099862	09/03/2004	5	09/08/2004	09/13/2004
Ticket Number:	0000100047	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000099845	09/03/2004	5	09/08/2004	09/13/2004
Ticket Number:	0000099842	09/03/2004	5	09/08/2004	09/13/2004
Ticket Number:	0000099754	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000100831	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000099689	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000100742	09/14/2004	2	09/16/2004	09/22/2004
-----			-----		
<b>Average time to ticket resolution for</b>	omarn		<b>3</b>		
<b>Maximum time to ticket resolution for</b>	omarn		<b>15</b>		
<b>Minimum time to ticket resolution for</b>	omarn		<b>0</b>		

**Desktop Support  
talders1**

	<u>Total:</u>	<b>66</b>		
	<u>Resolved</u>	<u>Total:</u>	<b>17</b>	
Ticket Number:	0000100253	09/08/2004	20	09/28/2004
Ticket Number:	0000099633	09/01/2004	30	10/01/2004
Ticket Number:	0000101485	09/22/2004	7	09/29/2004
Ticket Number:	0000101358	09/20/2004	9	09/29/2004
Ticket Number:	0000101253	09/19/2004	12	10/01/2004
Ticket Number:	0000101240	09/18/2004	9	09/27/2004
Ticket Number:	0000101006	09/16/2004	13	09/29/2004
Ticket Number:	0000101118	09/17/2004	10	09/27/2004
Ticket Number:	0000099742	09/02/2004	29	10/01/2004
Ticket Number:	0000099724	09/02/2004	29	10/01/2004
Ticket Number:	0000099960	09/05/2004	24	09/29/2004
Ticket Number:	0000102180	09/29/2004	1	09/30/2004
Ticket Number:	0000102042	09/28/2004	2	09/30/2004
Ticket Number:	0000101923	09/27/2004	2	09/29/2004
Ticket Number:	0000101921	09/27/2004	3	09/30/2004
Ticket Number:	0000101751	09/24/2004	6	09/30/2004
Ticket Number:	0000101595	09/23/2004	4	09/27/2004

**Desktop Support**

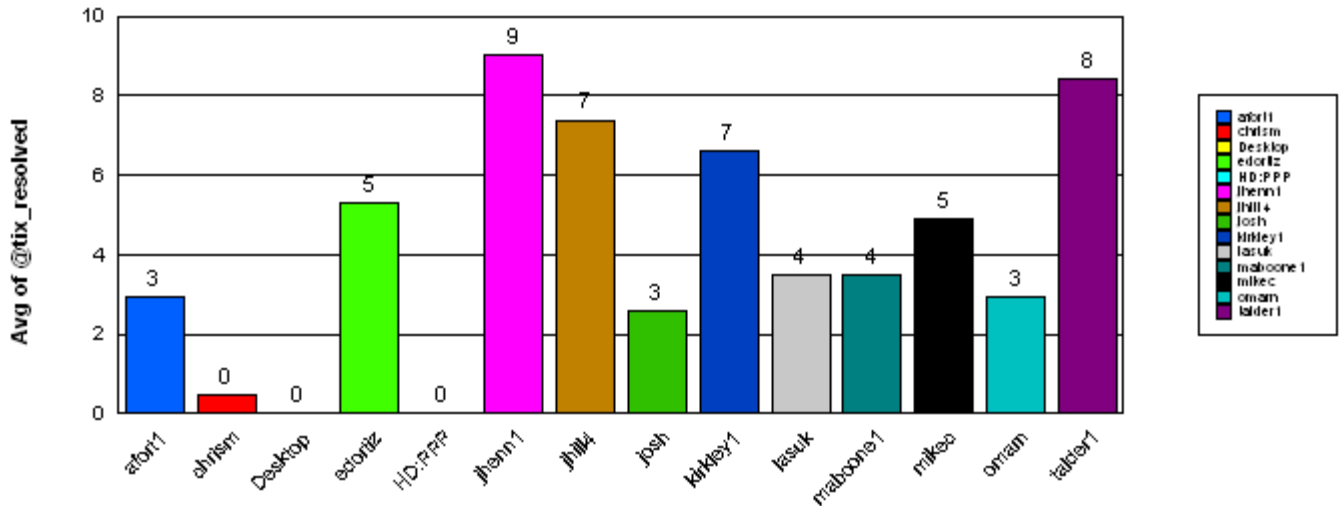
	<u>Closed</u>	<u>Total:</u>	<b>49</b>		
Ticket Number:	0000099883	09/03/2004	21	09/24/2004	09/30/2004
Ticket Number:	0000100091	09/07/2004	13	09/20/2004	09/27/2004
Ticket Number:	0000100302	09/08/2004	5	09/13/2004	09/20/2004
Ticket Number:	0000100259	09/08/2004	7	09/15/2004	09/21/2004
Ticket Number:	0000100263	09/08/2004	5	09/13/2004	09/20/2004
Ticket Number:	0000100165	09/07/2004	6	09/13/2004	09/20/2004
Ticket Number:	0000100155	09/07/2004	9	09/16/2004	09/22/2004
Ticket Number:	0000100121	09/07/2004	6	09/13/2004	09/20/2004
Ticket Number:	0000100106	09/07/2004	13	09/20/2004	09/27/2004
Ticket Number:	0000100088	09/07/2004	6	09/13/2004	09/20/2004
Ticket Number:	0000100075	09/07/2004	6	09/13/2004	09/20/2004
Ticket Number:	0000100064	09/07/2004	8	09/15/2004	09/21/2004
Ticket Number:	0000100058	09/07/2004	8	09/15/2004	09/21/2004
Ticket Number:	0000099991	09/06/2004	18	09/24/2004	09/30/2004
Ticket Number:	0000100422	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100298	09/08/2004	5	09/13/2004	09/20/2004
Ticket Number:	0000100196	09/08/2004	5	09/13/2004	09/20/2004
Ticket Number:	0000100071	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000099995	09/06/2004	18	09/24/2004	09/30/2004
Ticket Number:	0000099561	09/01/2004	12	09/13/2004	09/20/2004
Ticket Number:	0000099662	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000099644	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099728	09/02/2004	11	09/13/2004	09/20/2004
Ticket Number:	0000100830	09/14/2004	10	09/24/2004	09/30/2004
Ticket Number:	0000099968	09/05/2004	8	09/13/2004	09/20/2004
Ticket Number:	0000099966	09/05/2004	8	09/13/2004	09/20/2004
Ticket Number:	0000099806	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000099799	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000099796	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000099767	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000099745	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000099722	09/02/2004	22	09/24/2004	09/30/2004
Ticket Number:	0000099721	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000100523	09/10/2004	10	09/20/2004	09/27/2004
Ticket Number:	0000100571	09/11/2004	3	09/14/2004	09/20/2004
Ticket Number:	0000100617	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100585	09/11/2004	5	09/16/2004	09/22/2004
Ticket Number:	0000100628	09/13/2004	11	09/24/2004	09/30/2004
Ticket Number:	0000101002	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000100991	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100920	09/15/2004	5	09/20/2004	09/27/2004
Ticket Number:	0000100847	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100832	09/14/2004	6	09/20/2004	09/27/2004
Ticket Number:	0000100826	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100714	09/13/2004	10	09/23/2004	09/29/2004
Ticket Number:	0000101167	09/17/2004	7	09/24/2004	09/30/2004
Ticket Number:	0000101393	09/21/2004	2	09/23/2004	09/29/2004
Ticket Number:	0000101366	09/20/2004	4	09/24/2004	09/30/2004
Ticket Number:	0000101189	09/17/2004	6	09/23/2004	09/29/2004
<hr/>					
<b>Average time to ticket resolution for</b>	talder1		<b>8</b>		
<b>Maximum time to ticket resolution for</b>	talder1		<b>30</b>		
<b>Minimum time to ticket resolution for</b>	talder1		<b>0</b>		

### Desktop Support

Average time to ticket resolution for	Desktop Support	5
Maximum time to ticket resolution for	Desktop Support	30
Minimum time to ticket resolution for	Desktop Support	0

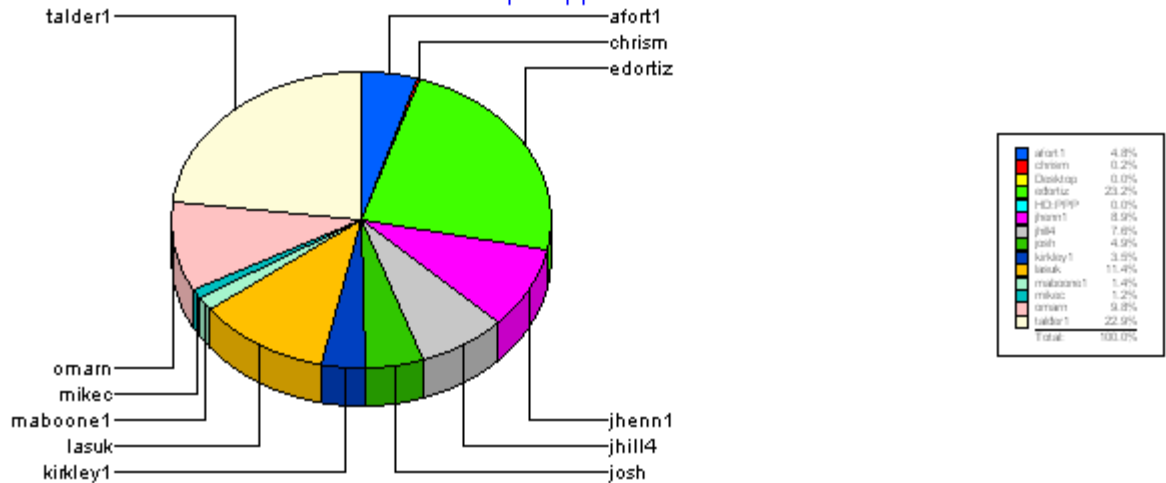
## Avg of Each Ticket Resolved

For Desktop Support



## Percentage of Sum of Tickets Resolved

For Desktop Support



**Financial Services: Peo**

		<u>Total:</u> 57			
<b>cnewton</b>		<u>Total:</u> 6			
<b>Closed</b>		<u>Total:</u> 6			
Ticket Number:	0000101057	09/16/2004	13		09/29/2004
Ticket Number:	0000101508	09/22/2004	1		09/23/2004
Ticket Number:	0000101429	09/21/2004	10		10/01/2004
Ticket Number:	0000101411	09/21/2004	10		10/01/2004
Ticket Number:	0000101119	09/17/2004	14		10/01/2004
Ticket Number:	0000100122	09/07/2004	0	09/07/2004	09/13/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		cnewton	8		
<b>Maximum time to ticket resolution for</b>		cnewton	14		
<b>Minimum time to ticket resolution for</b>		cnewton	0		
<hr/>		<hr/>		<hr/>	
<b>rpreston</b>		<u>Total:</u> 1			
<b>Closed</b>		<u>Total:</u> 1			
Ticket Number:	0000100109	09/07/2004	2	09/09/2004	09/15/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		rpreston	2		
<b>Maximum time to ticket resolution for</b>		rpreston	2		
<b>Minimum time to ticket resolution for</b>		rpreston	2		
<hr/>		<hr/>		<hr/>	
<b>tkuonen</b>		<u>Total:</u> 13			
<b>Closed</b>		<u>Total:</u> 13			
Ticket Number:	0000100411	09/09/2004	1		09/10/2004
Ticket Number:	0000101289	09/20/2004	3		09/23/2004
Ticket Number:	0000101403	09/21/2004	2		09/23/2004
Ticket Number:	0000101541	09/22/2004	7		09/29/2004
Ticket Number:	0000101719	09/24/2004	0		09/24/2004
Ticket Number:	0000102005	09/28/2004	1		09/29/2004
Ticket Number:	0000100799	09/14/2004	0		09/14/2004
Ticket Number:	0000100902	09/15/2004	5		09/20/2004
Ticket Number:	0000100942	09/15/2004	0		09/15/2004
Ticket Number:	0000101005	09/16/2004	0		09/16/2004
Ticket Number:	0000101010	09/16/2004	6		09/22/2004
Ticket Number:	0000100950	09/15/2004	1		09/16/2004
Ticket Number:	0000099840	09/03/2004	0	09/03/2004	09/07/2004
-----		-----		-----	
<b>Average time to ticket resolution for</b>		tkuonen	2		
<b>Maximum time to ticket resolution for</b>		tkuonen	7		
<b>Minimum time to ticket resolution for</b>		tkuonen	0		
<hr/>		<hr/>		<hr/>	

**Financial Services: Peo  
weller**

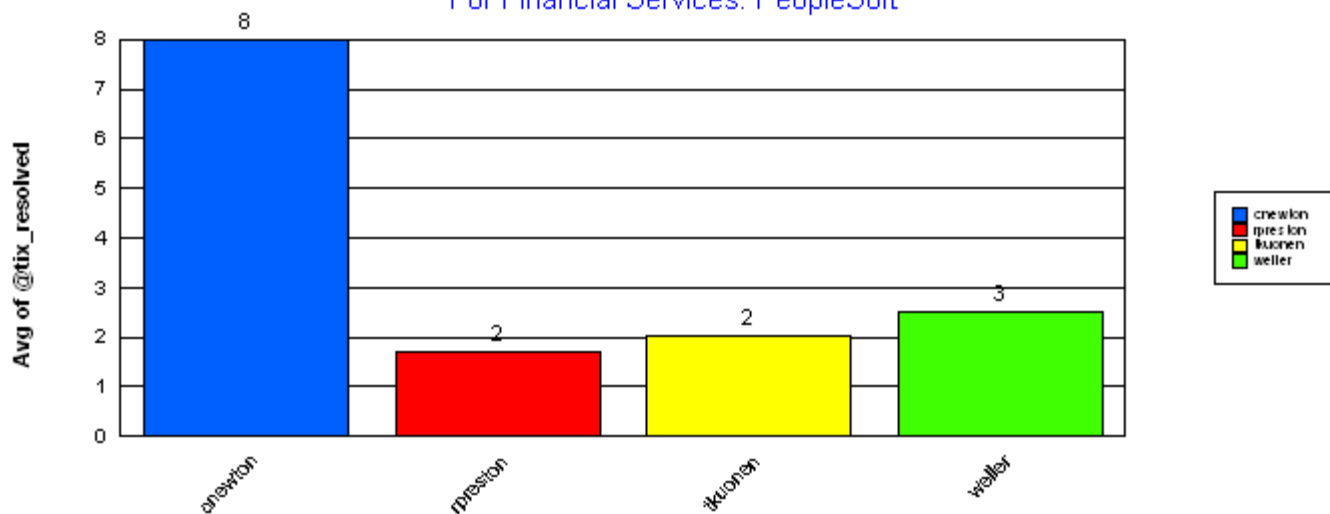
	<u>Total:</u>	37	
<b>Closed</b>	<u>Total:</u>	37	
Ticket Number: 0000099494	09/01/2004	0	09/01/2004
Ticket Number: 0000099700	09/02/2004	1	09/03/2004
Ticket Number: 0000099768	09/02/2004	1	09/03/2004
Ticket Number: 0000099951	09/05/2004	2	09/07/2004
Ticket Number: 0000100547	09/10/2004	4	09/14/2004
Ticket Number: 0000100601	09/12/2004	1	09/13/2004
Ticket Number: 0000100872	09/15/2004	0	09/15/2004
Ticket Number: 0000100843	09/14/2004	13	09/27/2004
Ticket Number: 0000100651	09/13/2004	0	09/13/2004
Ticket Number: 0000100870	09/15/2004	12	09/27/2004
Ticket Number: 0000100711	09/13/2004	2	09/15/2004
Ticket Number: 0000100629	09/13/2004	1	09/14/2004
Ticket Number: 0000101736	09/24/2004	5	09/29/2004
Ticket Number: 0000101857	09/27/2004	1	09/28/2004
Ticket Number: 0000101859	09/27/2004	2	09/29/2004
Ticket Number: 0000101863	09/27/2004	1	09/28/2004
Ticket Number: 0000102090	09/29/2004	0	09/29/2004
Ticket Number: 0000102125	09/29/2004	1	09/30/2004
Ticket Number: 0000102074	09/29/2004	0	09/29/2004
Ticket Number: 0000101987	09/28/2004	0	09/28/2004
Ticket Number: 0000101878	09/27/2004	1	09/28/2004
Ticket Number: 0000101141	09/17/2004	10	09/27/2004
Ticket Number: 0000101340	09/20/2004	8	09/28/2004
Ticket Number: 0000101487	09/22/2004	6	09/28/2004
Ticket Number: 0000101316	09/20/2004	8	09/28/2004
Ticket Number: 0000100000	09/07/2004	0	09/07/2004
Ticket Number: 0000100001	09/07/2004	0	09/07/2004
Ticket Number: 0000100012	09/07/2004	0	09/07/2004
Ticket Number: 0000100019	09/07/2004	0	09/07/2004
Ticket Number: 0000100480	09/10/2004	3	09/13/2004
Ticket Number: 0000100427	09/09/2004	5	09/14/2004
Ticket Number: 0000100391	09/09/2004	0	09/09/2004
Ticket Number: 0000100402	09/09/2004	4	09/13/2004
Ticket Number: 0000100339	09/09/2004	0	09/09/2004
Ticket Number: 0000100015	09/07/2004	0	09/07/2004
Ticket Number: 0000100002	09/07/2004	0	09/07/2004
Ticket Number: 0000100812	09/14/2004	0	09/14/2004
<hr/>			
<b>Average time to ticket resolution for</b>	weller	<b>3</b>	
<b>Maximum time to ticket resolution for</b>	weller	<b>13</b>	
<b>Minimum time to ticket resolution for</b>	weller	<b>0</b>	

**Financial Services: Peo**

Average time to ticket resolution for	Financial Servi	3
Maximum time to ticket resolution for	Financial Servi	14
Minimum time to ticket resolution for	Financial Servi	0

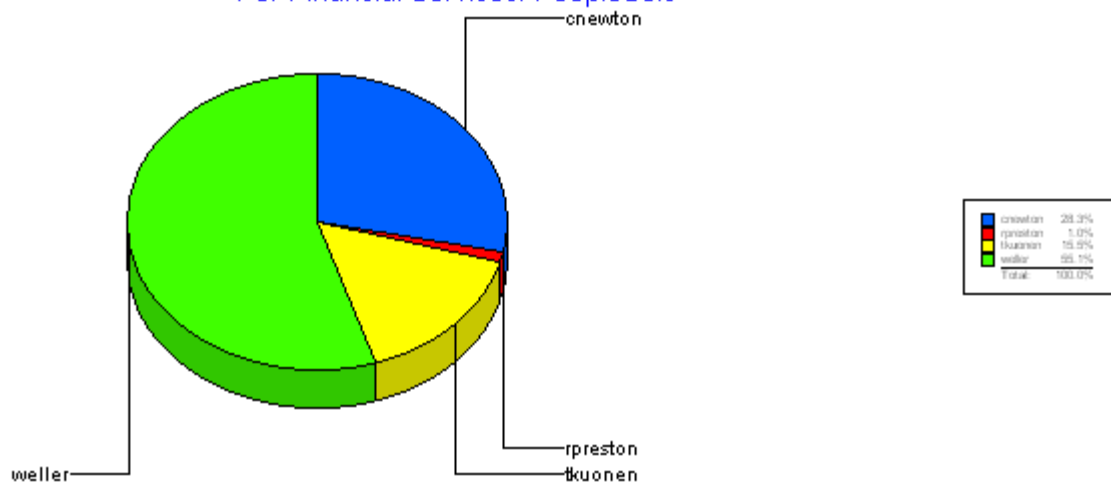
### Avg of Each Ticket Resolved

For Financial Services: PeopleSoft



### Percentage of Sum of Tickets Resolved

For Financial Services: PeopleSoft



**Helpdesk**

		<u>Total:</u>	<b>736</b>		
<b>HD:Tape_Changes</b>		<u>Total:</u>	<b>5</b>		
<b>Closed</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000100472	09/10/2004	0	09/10/2004	
Ticket Number:	0000101048	09/16/2004	0	09/16/2004	
Ticket Number:	0000101636	09/23/2004	0	09/23/2004	
Ticket Number:	0000102264	09/30/2004	0	09/30/2004	
Ticket Number:	0000100603	09/12/2004	0	09/12/2004	
-----		-----	-----	-----	-----
<b>Average time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		HD:Tape_Chan	<b>0</b>		

Helpdesk  
HelpDesk

Total: 79

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>79</b>	
Ticket Number:	0000100787	09/14/2004	0	09/14/2004
Ticket Number:	0000100997	09/16/2004	0	09/16/2004
Ticket Number:	0000100994	09/16/2004	0	09/16/2004
Ticket Number:	0000100886	09/15/2004	0	09/15/2004
Ticket Number:	0000100881	09/15/2004	0	09/15/2004
Ticket Number:	0000102193	09/30/2004	0	09/30/2004
Ticket Number:	0000100650	09/13/2004	0	09/13/2004
Ticket Number:	0000100599	09/12/2004	0	09/12/2004
Ticket Number:	0000100746	09/14/2004	0	09/14/2004
Ticket Number:	0000100755	09/14/2004	0	09/14/2004
Ticket Number:	0000100745	09/14/2004	0	09/14/2004
Ticket Number:	0000100647	09/13/2004	0	09/13/2004
Ticket Number:	0000099500	09/01/2004	0	09/01/2004
Ticket Number:	0000099497	09/01/2004	0	09/01/2004
Ticket Number:	0000099503	09/01/2004	0	09/01/2004
Ticket Number:	0000099731	09/02/2004	0	09/02/2004
Ticket Number:	0000099713	09/02/2004	0	09/02/2004
Ticket Number:	0000099691	09/02/2004	0	09/02/2004
Ticket Number:	0000099604	09/01/2004	0	09/01/2004
Ticket Number:	0000100202	09/08/2004	0	09/08/2004
Ticket Number:	0000099544	09/01/2004	0	09/01/2004
Ticket Number:	0000099539	09/01/2004	0	09/01/2004
Ticket Number:	0000099523	09/01/2004	0	09/01/2004
Ticket Number:	0000099521	09/01/2004	0	09/01/2004
Ticket Number:	0000099519	09/01/2004	0	09/01/2004
Ticket Number:	0000099513	09/01/2004	0	09/01/2004
Ticket Number:	0000099510	09/01/2004	0	09/01/2004
Ticket Number:	0000100212	09/08/2004	0	09/08/2004
Ticket Number:	0000099854	09/03/2004	0	09/03/2004
Ticket Number:	0000099803	09/02/2004	0	09/02/2004
Ticket Number:	0000099506	09/01/2004	0	09/01/2004
Ticket Number:	0000099499	09/01/2004	0	09/01/2004
Ticket Number:	0000102199	09/30/2004	0	09/30/2004
Ticket Number:	0000102198	09/30/2004	0	09/30/2004
Ticket Number:	0000101826	09/27/2004	0	09/27/2004
Ticket Number:	0000102258	09/30/2004	0	09/30/2004
Ticket Number:	0000102259	09/30/2004	0	09/30/2004
Ticket Number:	0000102200	09/30/2004	0	09/30/2004
Ticket Number:	0000102091	09/29/2004	0	09/29/2004
Ticket Number:	0000101955	09/28/2004	0	09/28/2004
Ticket Number:	0000101889	09/27/2004	0	09/27/2004
Ticket Number:	0000101834	09/27/2004	0	09/27/2004
Ticket Number:	0000101829	09/27/2004	0	09/27/2004
Ticket Number:	0000101815	09/27/2004	0	09/27/2004
Ticket Number:	0000102304	09/30/2004	0	09/30/2004
Ticket Number:	0000102216	09/30/2004	0	09/30/2004
Ticket Number:	0000101105	09/17/2004	0	09/17/2004
Ticket Number:	0000101114	09/17/2004	0	09/17/2004
Ticket Number:	0000101486	09/22/2004	0	09/22/2004
Ticket Number:	0000101953	09/28/2004	0	09/28/2004
Ticket Number:	0000101691	09/24/2004	0	09/24/2004
Ticket Number:	0000101594	09/23/2004	0	09/23/2004
Ticket Number:	0000101588	09/23/2004	0	09/23/2004

**Helpdesk**

Ticket Number:	0000101505	09/22/2004	0	09/22/2004
Ticket Number:	0000101434	09/21/2004	0	09/21/2004
Ticket Number:	0000101134	09/17/2004	0	09/17/2004
Ticket Number:	0000101290	09/20/2004	0	09/20/2004
Ticket Number:	0000101123	09/17/2004	0	09/17/2004
Ticket Number:	0000100131	09/07/2004	0	09/07/2004
Ticket Number:	0000100136	09/07/2004	0	09/07/2004
Ticket Number:	0000100206	09/08/2004	0	09/08/2004
Ticket Number:	0000100173	09/07/2004	0	09/07/2004
Ticket Number:	0000100536	09/10/2004	0	09/10/2004
Ticket Number:	0000100493	09/10/2004	0	09/10/2004
Ticket Number:	0000100492	09/10/2004	0	09/10/2004
Ticket Number:	0000100461	09/09/2004	0	09/09/2004
Ticket Number:	0000100435	09/09/2004	0	09/09/2004
Ticket Number:	0000100432	09/09/2004	0	09/09/2004
Ticket Number:	0000100415	09/09/2004	0	09/09/2004
Ticket Number:	0000100464	09/09/2004	0	09/09/2004
Ticket Number:	0000100240	09/08/2004	0	09/08/2004
Ticket Number:	0000100209	09/08/2004	0	09/08/2004
Ticket Number:	0000099586	09/01/2004	0	09/01/2004
Ticket Number:	0000099542	09/01/2004	0	09/01/2004
Ticket Number:	0000101375	09/21/2004	0	09/21/2004
Ticket Number:	0000099847	09/03/2004	0	09/03/2004
Ticket Number:	0000100833	09/14/2004	0	09/14/2004
Ticket Number:	0000099707	09/02/2004	0	09/02/2004
Ticket Number:	0000099489	09/01/2004	0	09/01/2004
-----				
<b>Average time to ticket resolution for</b>	HelpDesk		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	HelpDesk		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	HelpDesk		<b>0</b>	

**Helpdesk**

<b>anna</b>	<b>Resolved</b>	<b>Total:</b>	<b>192</b>		
		<u>Total:</u>	<b>32</b>		
Ticket Number:	0000100748	09/14/2004	16		09/30/2004
Ticket Number:	0000101001	09/16/2004	11		09/27/2004
Ticket Number:	0000102061	09/29/2004	2		10/01/2004
Ticket Number:	0000101468	09/22/2004	6		09/27/2004
Ticket Number:	0000101574	09/22/2004	8		10/01/2004
Ticket Number:	0000101623	09/23/2004	4		09/27/2004
Ticket Number:	0000101643	09/23/2004	8		10/01/2004
Ticket Number:	0000102305	09/30/2004	0		10/01/2004
Ticket Number:	0000102076	09/29/2004	2		10/01/2004
Ticket Number:	0000102047	09/28/2004	2		10/01/2004
Ticket Number:	0000102008	09/28/2004	3		10/01/2004
Ticket Number:	0000101986	09/28/2004	3		10/01/2004
Ticket Number:	0000101940	09/28/2004	3		10/01/2004
Ticket Number:	0000101933	09/27/2004	3		10/01/2004
Ticket Number:	0000101910	09/27/2004	0		09/27/2004
Ticket Number:	0000101841	09/27/2004	0		09/27/2004
Ticket Number:	0000101847	09/27/2004	0		09/27/2004
Ticket Number:	0000101814	09/27/2004	4		10/01/2004
Ticket Number:	0000101803	09/27/2004	1		09/27/2004
Ticket Number:	0000101850	09/27/2004	0		09/27/2004
Ticket Number:	0000101789	09/26/2004	1		09/27/2004
Ticket Number:	0000101883	09/27/2004	4		10/01/2004
Ticket Number:	0000102297	09/30/2004	1		10/01/2004
Ticket Number:	0000102308	09/30/2004	0		10/01/2004
Ticket Number:	0000102271	09/30/2004	0		09/30/2004
Ticket Number:	0000102265	09/30/2004	0		09/30/2004
Ticket Number:	0000102253	09/30/2004	0		09/30/2004
Ticket Number:	0000102178	09/29/2004	0		09/30/2004
Ticket Number:	0000102307	09/30/2004	0		10/01/2004
Ticket Number:	0000101722	09/24/2004	3		09/27/2004
Ticket Number:	0000101579	09/23/2004	8		10/01/2004
Ticket Number:	0000101370	09/21/2004	7		09/27/2004

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>160</b>		
Ticket Number:	0000100806	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000099651	09/01/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000101440	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000099977	09/06/2004	1	09/07/2004	09/13/2004
Ticket Number:	0000099981	09/06/2004	1	09/07/2004	09/13/2004
Ticket Number:	0000099987	09/06/2004	1	09/07/2004	09/13/2004
Ticket Number:	0000099978	09/06/2004	4	09/10/2004	09/16/2004
Ticket Number:	0000099982	09/06/2004	1	09/07/2004	09/13/2004
Ticket Number:	0000099990	09/06/2004	15	09/21/2004	09/27/2004
Ticket Number:	0000100310	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100247	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100234	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100213	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100189	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100185	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100175	09/07/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100154	09/07/2004	3	09/10/2004	09/16/2004
Ticket Number:	0000100145	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100142	09/07/2004	15	09/22/2004	09/28/2004
Ticket Number:	0000100130	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100116	09/07/2004	3	09/10/2004	09/16/2004
Ticket Number:	0000100446	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100467	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100322	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100275	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100284	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000101009	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100101	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100068	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100066	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100061	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100056	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100034	09/07/2004	0		09/07/2004
Ticket Number:	0000100011	09/07/2004	0		09/07/2004
Ticket Number:	0000100494	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100476	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100473	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100470	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100460	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100459	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100453	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100451	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100448	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100426	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100010	09/07/2004	0		09/07/2004
Ticket Number:	0000100009	09/07/2004	0		09/07/2004
Ticket Number:	0000099996	09/06/2004	1		09/07/2004
Ticket Number:	0000099994	09/06/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000101396	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101635	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101634	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101633	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101589	09/23/2004	0	09/23/2004	09/29/2004

## Helpdesk

Ticket Number:	0000101587	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101573	09/22/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101561	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101507	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101496	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101495	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101461	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101292	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101285	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101217	09/18/2004	3	09/21/2004	09/27/2004
Ticket Number:	0000101214	09/18/2004	3	09/21/2004	09/27/2004
Ticket Number:	0000101185	09/17/2004	5	09/22/2004	09/28/2004
Ticket Number:	0000101169	09/17/2004	4	09/21/2004	09/27/2004
Ticket Number:	0000101153	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101193	09/17/2004	4	09/21/2004	09/27/2004
Ticket Number:	0000101143	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101133	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101131	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101489	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101373	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101367	09/20/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101349	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101333	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101416	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101326	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101315	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101272	09/19/2004	3	09/23/2004	09/29/2004
Ticket Number:	0000101254	09/19/2004	4	09/23/2004	09/29/2004
Ticket Number:	0000101249	09/19/2004	2	09/21/2004	09/27/2004
Ticket Number:	0000101238	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101121	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101108	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000099594	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099481	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099483	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099484	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099486	09/01/2004	0		09/01/2004
Ticket Number:	0000099491	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099949	09/04/2004	4	09/08/2004	09/14/2004
Ticket Number:	0000099924	09/04/2004	3	09/07/2004	09/13/2004
Ticket Number:	0000099912	09/03/2004	4	09/07/2004	09/13/2004
Ticket Number:	0000099907	09/03/2004	4	09/07/2004	09/13/2004
Ticket Number:	0000099905	09/03/2004	7	09/10/2004	09/16/2004
Ticket Number:	0000099853	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099841	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099834	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099815	09/02/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099963	09/05/2004	5	09/10/2004	09/16/2004
Ticket Number:	0000099805	09/02/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099794	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099783	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099778	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000100118	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000099748	09/02/2004	0	09/02/2004	09/08/2004

## Helpdesk

Ticket Number:	0000099674	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000101355	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000099833	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099832	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099827	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099825	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099824	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099823	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099820	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099817	09/02/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099535	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099850	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099511	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099507	09/01/2004	0		09/01/2004
Ticket Number:	0000099504	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099532	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099492	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099482	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099630	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099614	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099612	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099906	09/03/2004	10	09/13/2004	09/20/2004
Ticket Number:	0000100277	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100260	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000099554	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000100527	09/10/2004	0		09/10/2004
Ticket Number:	0000100517	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000101176	09/17/2004	0		09/17/2004
Ticket Number:	0000101173	09/17/2004	3	09/20/2004	09/27/2004
Ticket Number:	0000101409	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101138	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101230	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000100976	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100966	09/15/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100925	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100782	09/14/2004	8	09/22/2004	09/28/2004
Ticket Number:	0000100871	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100771	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000100703	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100876	09/15/2004	6	09/21/2004	09/27/2004
Ticket Number:	0000100631	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100626	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100605	09/12/2004	5	09/17/2004	09/23/2004
Ticket Number:	0000100602	09/12/2004	5	09/17/2004	09/23/2004
Ticket Number:	0000100890	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100885	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100883	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100828	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000100627	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100579	09/11/2004	4	09/15/2004	09/21/2004
Ticket Number:	0000100554	09/10/2004	3	09/13/2004	09/20/2004
Ticket Number:	0000100553	09/10/2004	7	09/17/2004	09/23/2004
Ticket Number:	0000100538	09/10/2004	0	09/10/2004	09/16/2004

**Helpdesk**

<b>Average time to ticket resolution for</b>	anna	<b>2</b>
<b>Maximum time to ticket resolution for</b>	anna	<b>16</b>
<b>Minimum time to ticket resolution for</b>	anna	<b>0</b>

**egabri1**

Total: 5

**Closed**

Total: 5

Ticket Number:	0000100529	09/10/2004	1	09/11/2004	09/17/2004
Ticket Number:	0000100572	09/11/2004	4	09/15/2004	09/21/2004
Ticket Number:	0000099610	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000101273	09/19/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101356	09/20/2004	2	09/22/2004	09/28/2004

<b>Average time to ticket resolution for</b>	egabri1	<b>1</b>
<b>Maximum time to ticket resolution for</b>	egabri1	<b>4</b>
<b>Minimum time to ticket resolution for</b>	egabri1	<b>0</b>

**Helpdesk**

**ha2**

Total: **36**

**Resolved**

Total: **6**

Ticket Number:	0000101787	09/26/2004	0	09/26/2004
Ticket Number:	0000102078	09/29/2004	1	09/29/2004
Ticket Number:	0000101799	09/26/2004	0	09/26/2004
Ticket Number:	0000102242	09/30/2004	1	10/01/2004
Ticket Number:	0000101801	09/27/2004	0	09/27/2004
Ticket Number:	0000101795	09/26/2004	1	09/27/2004

**Closed**

Total: **30**

Ticket Number:	0000101226	09/18/2004	4	09/22/2004	09/28/2004
Ticket Number:	0000101252	09/19/2004	0	09/19/2004	09/27/2004
Ticket Number:	0000101233	09/18/2004	1	09/19/2004	09/27/2004
Ticket Number:	0000101672	09/24/2004	0	09/24/2004	09/29/2004
Ticket Number:	0000101459	09/21/2004	1	09/22/2004	09/28/2004
Ticket Number:	0000101263	09/19/2004	0	09/19/2004	09/27/2004
Ticket Number:	0000101259	09/19/2004	0	09/19/2004	09/27/2004
Ticket Number:	0000099488	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099935	09/04/2004	1	09/05/2004	09/13/2004
Ticket Number:	0000099944	09/04/2004	1	09/05/2004	09/13/2004
Ticket Number:	0000099971	09/05/2004	0	09/06/2004	09/13/2004
Ticket Number:	0000099943	09/04/2004	1	09/05/2004	09/13/2004
Ticket Number:	0000099936	09/04/2004	1	09/05/2004	09/13/2004
Ticket Number:	0000099947	09/04/2004	1	09/05/2004	09/13/2004
Ticket Number:	0000099961	09/05/2004	0	09/05/2004	09/13/2004
Ticket Number:	0000099967	09/05/2004	0	09/05/2004	09/13/2004
Ticket Number:	0000099953	09/05/2004	0	09/05/2004	09/13/2004
Ticket Number:	0000100576	09/11/2004	1	09/12/2004	09/20/2004
Ticket Number:	0000100817	09/14/2004	5	09/19/2004	09/27/2004
Ticket Number:	0000100685	09/13/2004	7	09/21/2004	09/27/2004
Ticket Number:	0000100616	09/12/2004	0	09/12/2004	09/20/2004
Ticket Number:	0000100610	09/12/2004	0	09/12/2004	09/20/2004
Ticket Number:	0000100597	09/12/2004	0	09/12/2004	09/20/2004
Ticket Number:	0000100593	09/12/2004	0		09/12/2004
Ticket Number:	0000100580	09/11/2004	1	09/12/2004	09/20/2004
Ticket Number:	0000100587	09/11/2004	1	09/12/2004	09/20/2004
Ticket Number:	0000100588	09/11/2004	1		09/12/2004
Ticket Number:	0000100589	09/11/2004	1		09/12/2004
Ticket Number:	0000100586	09/11/2004	1	09/12/2004	09/20/2004
Ticket Number:	0000100577	09/11/2004	1	09/12/2004	09/20/2004

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<b>Average time to ticket resolution for</b>	ha2	<b>1</b>
<b>Maximum time to ticket resolution for</b>	ha2	<b>7</b>
<b>Minimum time to ticket resolution for</b>	ha2	<b>0</b>
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**Helpdesk**

**kherna1**

Total: **41**

**Resolved**

Total: **5**

Ticket Number:	0000101681	09/24/2004	3	09/27/2004
Ticket Number:	0000102172	09/29/2004	0	09/29/2004
Ticket Number:	0000102169	09/29/2004	0	09/29/2004
Ticket Number:	0000102036	09/28/2004	1	09/29/2004
Ticket Number:	0000101723	09/24/2004	6	09/30/2004

**Closed**

Total: **36**

Ticket Number:	0000100820	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000101376	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000100016	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100274	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100327	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100956	09/15/2004	5	09/20/2004	09/27/2004
Ticket Number:	0000100462	09/09/2004	5	09/14/2004	09/20/2004
Ticket Number:	0000100235	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100681	09/13/2004	2	09/15/2004	09/21/2004
Ticket Number:	0000100961	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100969	09/15/2004	7	09/22/2004	09/28/2004
Ticket Number:	0000101003	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100964	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100936	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100683	09/13/2004	2	09/15/2004	09/21/2004
Ticket Number:	0000101554	09/22/2004	1	09/23/2004	09/28/2004
Ticket Number:	0000100901	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000101174	09/17/2004	3	09/20/2004	09/27/2004
Ticket Number:	0000099626	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099838	09/03/2004	4	09/07/2004	09/13/2004
Ticket Number:	0000099882	09/03/2004	4	09/07/2004	09/13/2004
Ticket Number:	0000101069	09/16/2004	0		09/16/2004
Ticket Number:	0000101577	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101477	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101501	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101540	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101576	09/22/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101502	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101480	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101445	09/21/2004	1	09/22/2004	09/28/2004
Ticket Number:	0000101443	09/21/2004	1	09/22/2004	09/28/2004
Ticket Number:	0000101578	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101225	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101334	09/20/2004	2	09/22/2004	09/28/2004
Ticket Number:	0000101810	09/27/2004	0		09/27/2004
Ticket Number:	0000102158	09/29/2004	0		09/29/2004

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

kherna1 **1**  
kherna1 **7**  
kherna1 **0**

**Helpdesk**

**kincaid**

Total: **36**

**Resolved**

Total: **8**

Ticket Number:	0000101544	09/22/2004	6	09/28/2004
Ticket Number:	0000101668	09/23/2004	7	09/30/2004
Ticket Number:	0000101617	09/23/2004	4	09/27/2004
Ticket Number:	0000101813	09/27/2004	0	09/27/2004
Ticket Number:	0000101855	09/27/2004	0	09/27/2004
Ticket Number:	0000102086	09/29/2004	0	09/29/2004
Ticket Number:	0000101957	09/28/2004	0	09/28/2004
Ticket Number:	0000101571	09/22/2004	6	09/28/2004

**Closed**

Total: **28**

Ticket Number:	0000100431	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000101697	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101763	09/24/2004	3		09/27/2004
Ticket Number:	0000101807	09/27/2004	0		09/27/2004
Ticket Number:	0000101808	09/27/2004	0		09/27/2004
Ticket Number:	0000101804	09/27/2004	0		09/27/2004
Ticket Number:	0000101833	09/27/2004	0		09/27/2004
Ticket Number:	0000102229	09/30/2004	0		09/30/2004
Ticket Number:	0000102034	09/28/2004	1		09/29/2004
Ticket Number:	0000102014	09/28/2004	1		09/29/2004
Ticket Number:	0000101998	09/28/2004	0		09/28/2004
Ticket Number:	0000101112	09/17/2004	0		09/17/2004
Ticket Number:	0000101552	09/22/2004	2		09/24/2004
Ticket Number:	0000101547	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101469	09/22/2004	2	09/24/2004	09/30/2004
Ticket Number:	0000101347	09/20/2004	1		09/21/2004
Ticket Number:	0000101417	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101680	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000099641	09/01/2004	0		09/02/2004
Ticket Number:	0000100550	09/10/2004	6	09/16/2004	09/22/2004
Ticket Number:	0000101035	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100869	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100865	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100801	09/14/2004	0		09/14/2004
Ticket Number:	0000100776	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100662	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100646	09/13/2004	2	09/15/2004	09/21/2004
Ticket Number:	0000100594	09/12/2004	2		09/14/2004

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<b>Average time to ticket resolution for</b>	kincaid	<b>1</b>
<b>Maximum time to ticket resolution for</b>	kincaid	<b>7</b>
<b>Minimum time to ticket resolution for</b>	kincaid	<b>0</b>
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**Helpdesk**

**mcs pads1**

Total: **10**

**Resolved**

Total: **2**

Ticket Number:	0000101742	09/24/2004	2	09/26/2004
Ticket Number:	0000102179	09/29/2004	2	10/01/2004

**Closed**

Total: **8**

Ticket Number:	0000100124	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100160	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100353	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100413	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100368	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000099792	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000100367	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000099818	09/02/2004	5	09/07/2004	09/13/2004

<b>Average time to ticket resolution for</b>	mcs pads1	<b>1</b>
<b>Maximum time to ticket resolution for</b>	mcs pads1	<b>5</b>
<b>Minimum time to ticket resolution for</b>	mcs pads1	<b>0</b>

**mnolan1**

Total: **10**

**Resolved**

Total: **1**

Ticket Number:	0000101851	09/27/2004	0	09/27/2004
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**Closed**

Total: **9**

Ticket Number:	0000100195	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000099547	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000100918	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100521	09/10/2004	3	09/13/2004	09/20/2004
Ticket Number:	0000100848	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000101479	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101063	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000101622	09/23/2004	0	09/24/2004	09/29/2004
Ticket Number:	0000101562	09/22/2004	1	09/23/2004	09/29/2004

<b>Average time to ticket resolution for</b>	mnolan1	<b>1</b>
<b>Maximum time to ticket resolution for</b>	mnolan1	<b>4</b>
<b>Minimum time to ticket resolution for</b>	mnolan1	<b>0</b>

**Helpdesk**

**moneill1**

Total: **18**

**Closed**

Total: **18**

Ticket Number:	0000101382	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101452	09/21/2004	2	09/23/2004	09/29/2004
Ticket Number:	0000101386	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000100522	09/10/2004	4	09/14/2004	09/20/2004
Ticket Number:	0000101026	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101024	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100764	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000099669	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099672	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000100048	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000099706	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000100025	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100031	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100410	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100328	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100348	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100029	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100027	09/07/2004	0	09/07/2004	09/13/2004

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<b>Average time to ticket resolution for</b>	moneill1	<b>0</b>
<b>Maximum time to ticket resolution for</b>	moneill1	<b>4</b>
<b>Minimum time to ticket resolution for</b>	moneill1	<b>0</b>

**myers**

Total: **15**

**Resolved**

Total: **4**

Ticket Number:	0000100499	09/10/2004	19	09/29/2004
Ticket Number:	0000101865	09/27/2004	1	09/28/2004
Ticket Number:	0000102127	09/29/2004	1	09/30/2004
Ticket Number:	0000101952	09/28/2004	2	09/30/2004

**Closed**

Total: **11**

Ticket Number:	0000100268	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100421	09/09/2004	1		09/10/2004
Ticket Number:	0000099558	09/01/2004	1		09/02/2004
Ticket Number:	0000100687	09/13/2004	1		09/14/2004
Ticket Number:	0000100899	09/15/2004	9		09/24/2004
Ticket Number:	0000100791	09/14/2004	2		09/16/2004
Ticket Number:	0000100917	09/15/2004	0		09/15/2004
Ticket Number:	0000101181	09/17/2004	3	09/20/2004	09/27/2004
Ticket Number:	0000101387	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101200	09/17/2004	4	09/21/2004	09/27/2004
Ticket Number:	0000101963	09/28/2004	2		09/30/2004

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<b>Average time to ticket resolution for</b>	myers	<b>3</b>
<b>Maximum time to ticket resolution for</b>	myers	<b>19</b>
<b>Minimum time to ticket resolution for</b>	myers	<b>0</b>

**Helpdesk  
myo**

Total: **212**

**Helpdesk**

	<b>Resolved</b>	<u>Total:</u>	<b>53</b>		
Ticket Number:	0000101937	09/28/2004	0		09/28/2004
Ticket Number:	0000101705	09/24/2004	4		09/28/2004
Ticket Number:	0000101674	09/24/2004	4		09/27/2004
Ticket Number:	0000101670	09/23/2004	4		09/27/2004
Ticket Number:	0000101658	09/23/2004	4		09/27/2004
Ticket Number:	0000101651	09/23/2004	4		09/27/2004
Ticket Number:	0000101618	09/23/2004	4		09/27/2004
Ticket Number:	0000101536	09/22/2004	5		09/27/2004
Ticket Number:	0000101943	09/28/2004	0		09/28/2004
Ticket Number:	0000101932	09/27/2004	2		09/29/2004
Ticket Number:	0000101802	09/27/2004	1		09/27/2004
Ticket Number:	0000101784	09/26/2004	1		09/27/2004
Ticket Number:	0000101783	09/26/2004	3		09/29/2004
Ticket Number:	0000101777	09/25/2004	2		09/27/2004
Ticket Number:	0000101776	09/25/2004	2		09/27/2004
Ticket Number:	0000101773	09/25/2004	2		09/27/2004
Ticket Number:	0000101456	09/21/2004	6		09/27/2004
Ticket Number:	0000101287	09/20/2004	7		09/27/2004
Ticket Number:	0000102170	09/29/2004	0		09/29/2004
Ticket Number:	0000102165	09/29/2004	0		09/29/2004
Ticket Number:	0000102146	09/29/2004	0		09/29/2004
Ticket Number:	0000102138	09/29/2004	0		09/29/2004
Ticket Number:	0000102137	09/29/2004	0		09/29/2004
Ticket Number:	0000102129	09/29/2004	0		09/29/2004
Ticket Number:	0000101985	09/28/2004	0		09/28/2004
Ticket Number:	0000101983	09/28/2004	0		09/28/2004
Ticket Number:	0000101980	09/28/2004	0		09/28/2004
Ticket Number:	0000102247	09/30/2004	0		09/30/2004
Ticket Number:	0000102192	09/30/2004	0		09/30/2004
Ticket Number:	0000102186	09/30/2004	0		09/30/2004
Ticket Number:	0000102185	09/30/2004	0		09/30/2004
Ticket Number:	0000102182	09/29/2004	1		09/30/2004
Ticket Number:	0000102174	09/29/2004	0		09/29/2004
Ticket Number:	0000102171	09/29/2004	0		09/29/2004
Ticket Number:	0000101976	09/28/2004	1		09/29/2004
Ticket Number:	0000101946	09/28/2004	1		09/29/2004
Ticket Number:	0000101939	09/28/2004	0		09/28/2004
Ticket Number:	0000101938	09/28/2004	0		09/28/2004
Ticket Number:	0000101925	09/27/2004	2		09/29/2004
Ticket Number:	0000101920	09/27/2004	2		09/29/2004
Ticket Number:	0000101911	09/27/2004	0		09/27/2004
Ticket Number:	0000101076	09/16/2004	14		09/30/2004
Ticket Number:	0000102114	09/29/2004	0		09/29/2004
Ticket Number:	0000102056	09/29/2004	0		09/29/2004
Ticket Number:	0000102054	09/29/2004	0		09/29/2004
Ticket Number:	0000102053	09/29/2004	0		09/29/2004
Ticket Number:	0000102309	09/30/2004	1		10/01/2004
Ticket Number:	0000102013	09/28/2004	0		09/28/2004
Ticket Number:	0000102010	09/28/2004	0		09/28/2004
Ticket Number:	0000102006	09/28/2004	0		09/28/2004
Ticket Number:	0000102001	09/28/2004	0		09/28/2004
Ticket Number:	0000100548	09/10/2004	20		09/30/2004
Ticket Number:	0000100295	09/08/2004	19		09/27/2004

**Helpdesk**

	<b>Closed</b>	<b>Total:</b>	<b>159</b>		
Ticket Number:	0000100396	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000101584	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000099974	09/06/2004	1	09/07/2004	09/13/2004
Ticket Number:	0000101282	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000100338	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100038	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100069	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100193	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100086	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100405	09/09/2004	4	09/13/2004	09/20/2004
Ticket Number:	0000100563	09/11/2004	0	09/11/2004	09/17/2004
Ticket Number:	0000100345	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100341	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100335	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100190	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100187	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100706	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100181	09/07/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100180	09/07/2004	3	09/10/2004	09/16/2004
Ticket Number:	0000100162	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100147	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100143	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100138	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100123	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100305	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100083	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000100425	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100557	09/10/2004	0	09/11/2004	09/17/2004
Ticket Number:	0000100558	09/10/2004	0	09/11/2004	09/17/2004
Ticket Number:	0000100321	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100320	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100317	09/08/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100304	09/08/2004	5	09/13/2004	09/20/2004
Ticket Number:	0000100333	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100226	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000101703	09/24/2004	1	09/25/2004	10/01/2004
Ticket Number:	0000101767	09/25/2004	1	09/25/2004	10/01/2004
Ticket Number:	0000101770	09/25/2004	0	09/25/2004	10/01/2004
Ticket Number:	0000101769	09/25/2004	0	09/25/2004	10/01/2004
Ticket Number:	0000101902	09/27/2004	0		09/27/2004
Ticket Number:	0000101764	09/24/2004	1	09/25/2004	10/01/2004
Ticket Number:	0000101760	09/24/2004	1	09/25/2004	10/01/2004
Ticket Number:	0000101752	09/24/2004	1	09/25/2004	10/01/2004
Ticket Number:	0000101050	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101412	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101400	09/21/2004	1	09/22/2004	09/28/2004
Ticket Number:	0000101380	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101369	09/21/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101368	09/21/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101284	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101281	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101278	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101276	09/20/2004	1	09/20/2004	09/27/2004

## Helpdesk

Ticket Number:	0000101274	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101266	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101269	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101260	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101204	09/17/2004	0	09/18/2004	09/24/2004
Ticket Number:	0000101644	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101575	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101546	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101517	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101514	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101510	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101460	09/21/2004	3	09/24/2004	09/30/2004
Ticket Number:	0000101365	09/20/2004	3	09/23/2004	09/29/2004
Ticket Number:	0000101344	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101661	09/23/2004	1	09/24/2004	09/30/2004
Ticket Number:	0000101198	09/17/2004	0	09/18/2004	09/24/2004
Ticket Number:	0000101197	09/17/2004	1	09/18/2004	09/24/2004
Ticket Number:	0000101179	09/17/2004	1	09/18/2004	09/24/2004
Ticket Number:	0000101383	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101128	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101111	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101094	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101088	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101251	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101250	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101248	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101246	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101245	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101242	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101223	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101213	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101212	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101210	09/18/2004	0	09/18/2004	09/24/2004
Ticket Number:	0000101085	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000101086	09/16/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000100545	09/10/2004	3	09/13/2004	09/20/2004
Ticket Number:	0000100634	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100607	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100606	09/12/2004	5	09/17/2004	09/23/2004
Ticket Number:	0000100621	09/13/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100972	09/16/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100971	09/15/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100968	09/15/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101234	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000100973	09/16/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100938	09/15/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100930	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100777	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100773	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000101030	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101023	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100995	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000100977	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100772	09/14/2004	0	09/14/2004	09/20/2004

## Helpdesk

Ticket Number:	0000100892	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100752	09/14/2004	6	09/20/2004	09/27/2004
Ticket Number:	0000100738	09/14/2004	6	09/20/2004	09/27/2004
Ticket Number:	0000100737	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100736	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100740	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100718	09/13/2004	3	09/16/2004	09/22/2004
Ticket Number:	0000100868	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100862	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100861	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100851	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100891	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000101175	09/17/2004	1	09/18/2004	09/24/2004
Ticket Number:	0000100705	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100690	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100632	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100618	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100591	09/12/2004	9	09/20/2004	09/27/2004
Ticket Number:	0000100561	09/11/2004	0	09/11/2004	09/17/2004
Ticket Number:	0000100549	09/10/2004	1	09/11/2004	09/17/2004
Ticket Number:	0000099552	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099756	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000100958	09/15/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100564	09/11/2004	0	09/11/2004	09/17/2004
Ticket Number:	0000099709	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099703	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099810	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000099646	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099655	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099973	09/06/2004	2	09/07/2004	09/13/2004
Ticket Number:	0000099972	09/06/2004	2	09/07/2004	09/13/2004
Ticket Number:	0000099929	09/04/2004	0	09/04/2004	09/10/2004
Ticket Number:	0000099925	09/04/2004	0	09/04/2004	09/10/2004
Ticket Number:	0000099926	09/04/2004	0	09/04/2004	09/10/2004
Ticket Number:	0000099923	09/04/2004	0	09/04/2004	09/10/2004
Ticket Number:	0000099921	09/03/2004	0	09/04/2004	09/10/2004
Ticket Number:	0000099917	09/03/2004	1	09/04/2004	09/10/2004
Ticket Number:	0000099914	09/03/2004	1	09/04/2004	09/10/2004
Ticket Number:	0000099899	09/03/2004	1	09/04/2004	09/10/2004
Ticket Number:	0000099895	09/03/2004	1	09/04/2004	09/10/2004
Ticket Number:	0000099894	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099893	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099877	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099959	09/05/2004	2	09/07/2004	09/13/2004
Ticket Number:	0000099954	09/05/2004	2	09/07/2004	09/13/2004
Ticket Number:	0000099867	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099866	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099913	09/03/2004	1	09/04/2004	09/10/2004
Ticket Number:	0000099835	09/03/2004	7	09/10/2004	09/16/2004
Ticket Number:	0000099816	09/02/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099664	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099656	09/02/2004	0	09/02/2004	09/08/2004

**Helpdesk**

<b>Average time to ticket resolution for</b>	myo	<b>1</b>
<b>Maximum time to ticket resolution for</b>	myo	<b>20</b>
<b>Minimum time to ticket resolution for</b>	myo	<b>0</b>

**pzeارف01**

Total: **36**

**Resolved**

Total: **6**

Ticket Number:	0000101568	09/22/2004	5	09/27/2004
Ticket Number:	0000101864	09/27/2004	0	09/27/2004
Ticket Number:	0000101979	09/28/2004	0	09/28/2004
Ticket Number:	0000102100	09/29/2004	1	09/30/2004
Ticket Number:	0000102274	09/30/2004	0	09/30/2004
Ticket Number:	0000101792	09/26/2004	0	09/26/2004

**Closed**

Total: **30**

Ticket Number:	0000101728	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000100094	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100200	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100311	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100438	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100437	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100433	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100393	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100386	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100362	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000099734	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099874	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099673	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099765	09/02/2004	4	09/06/2004	09/13/2004
Ticket Number:	0000099762	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099764	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000100539	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000101012	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101324	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000100790	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000100704	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100677	09/13/2004	3	09/16/2004	09/16/2004
Ticket Number:	0000100702	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000101067	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101550	09/22/2004	2	09/24/2004	09/30/2004
Ticket Number:	0000101267	09/19/2004	4	09/23/2004	09/29/2004
Ticket Number:	0000101140	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101732	09/24/2004	0		09/24/2004
Ticket Number:	0000101754	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101748	09/24/2004	0	09/24/2004	09/30/2004

<b>Average time to ticket resolution for</b>	pzeارف01	<b>1</b>
<b>Maximum time to ticket resolution for</b>	pzeارف01	<b>5</b>
<b>Minimum time to ticket resolution for</b>	pzeارف01	<b>0</b>

**Helpdesk**

**ramosml**

Total: **41**

**Resolved**

Total: **3**

Ticket Number:	0000102233	09/30/2004	0	09/30/2004
Ticket Number:	0000102289	09/30/2004	0	09/30/2004
Ticket Number:	0000101766	09/24/2004	6	09/30/2004

**Closed**

Total: **38**

Ticket Number:	0000100157	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000100533	09/10/2004	4	09/14/2004	09/20/2004
Ticket Number:	0000100439	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100395	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100458	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100170	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000100168	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000101758	09/24/2004	1	09/25/2004	10/01/2004
Ticket Number:	0000101762	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101778	09/25/2004	0	09/25/2004	10/01/2004
Ticket Number:	0000101765	09/24/2004	1	09/25/2004	10/01/2004
Ticket Number:	0000101093	09/17/2004	6	09/23/2004	09/29/2004
Ticket Number:	0000101190	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101215	09/18/2004	0	09/18/2004	09/24/2004
Ticket Number:	0000101629	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101221	09/18/2004	0	09/18/2004	09/24/2004
Ticket Number:	0000101211	09/18/2004	1	09/18/2004	09/24/2004
Ticket Number:	0000100609	09/12/2004	6	09/18/2004	09/24/2004
Ticket Number:	0000100717	09/13/2004	1	09/14/2004	09/20/2004
Ticket Number:	0000101227	09/18/2004	0	09/18/2004	09/24/2004
Ticket Number:	0000100761	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000101019	09/16/2004	2	09/18/2004	09/24/2004
Ticket Number:	0000100815	09/14/2004	10	09/24/2004	09/30/2004
Ticket Number:	0000100798	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000100793	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100751	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100733	09/13/2004	12	09/25/2004	10/01/2004
Ticket Number:	0000100716	09/13/2004	3	09/16/2004	09/22/2004
Ticket Number:	0000100611	09/12/2004	6	09/18/2004	09/24/2004
Ticket Number:	0000100715	09/13/2004	8	09/21/2004	09/27/2004
Ticket Number:	0000099719	09/02/2004	0		09/02/2004
Ticket Number:	0000099940	09/04/2004	0		09/04/2004
Ticket Number:	0000099945	09/04/2004	0	09/04/2004	09/10/2004
Ticket Number:	0000099939	09/04/2004	0		09/04/2004
Ticket Number:	0000099858	09/03/2004	6		09/09/2004
Ticket Number:	0000099904	09/03/2004	4		09/07/2004
Ticket Number:	0000099937	09/04/2004	0	09/04/2004	09/10/2004
Ticket Number:	0000099930	09/04/2004	5	09/09/2004	09/15/2004

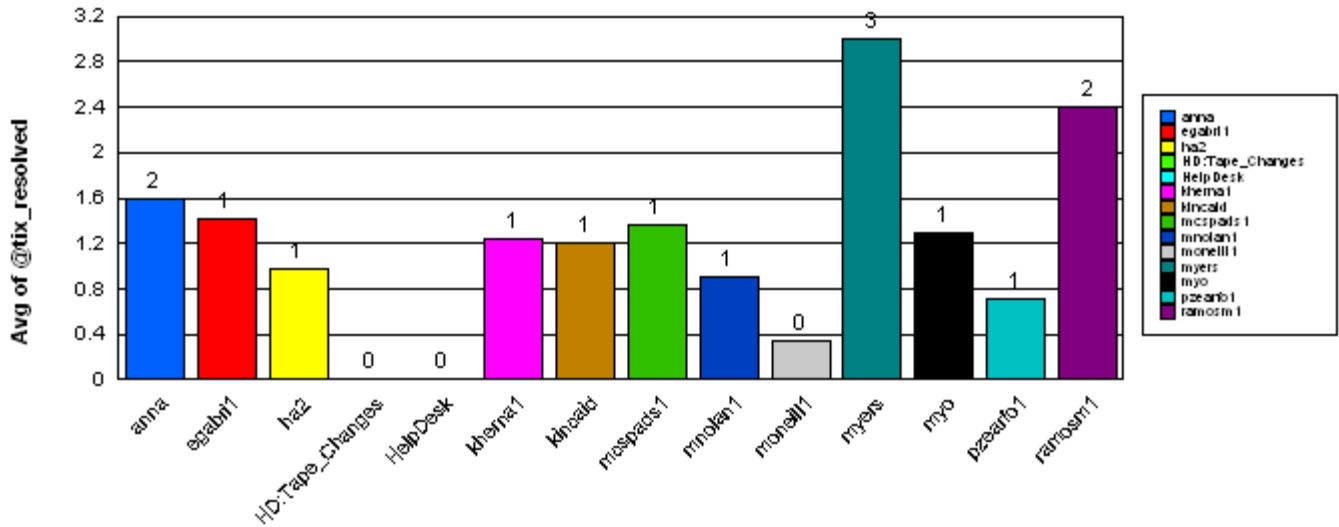
<b>Average time to ticket resolution for</b>	ramosml	<b>2</b>
<b>Maximum time to ticket resolution for</b>	ramosml	<b>12</b>
<b>Minimum time to ticket resolution for</b>	ramosml	<b>0</b>

**Helpdesk**

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

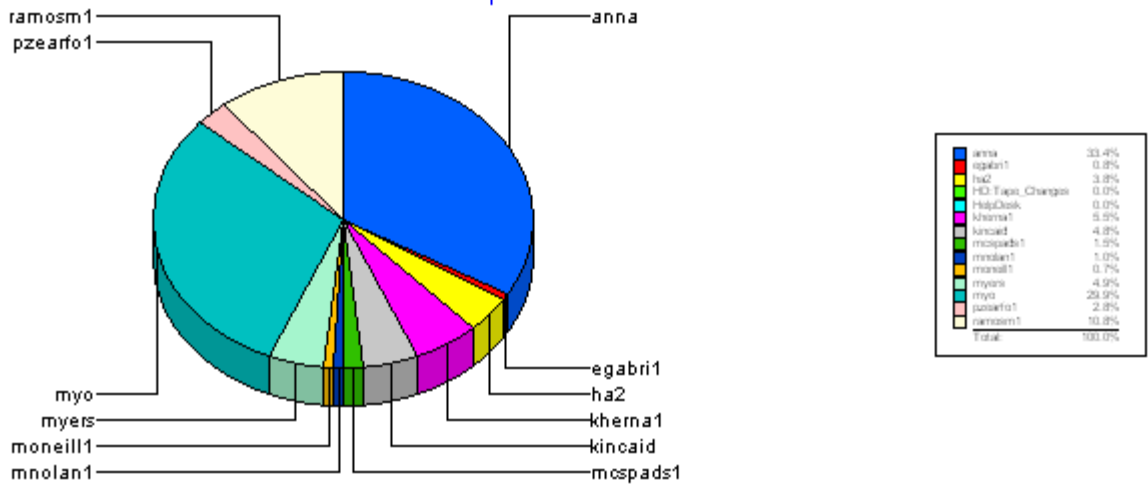
**Avg of Each Ticket Resolved**

For Helpdesk



**Percentage of Sum of Tickets Resolved**

For Helpdesk



**Human Resources**

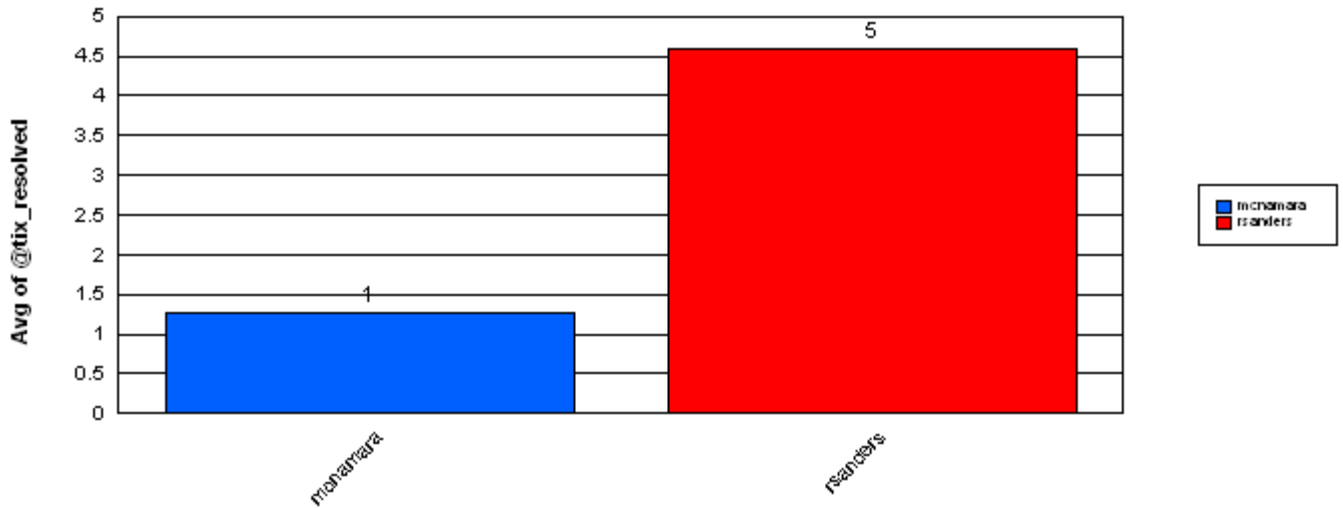
		<u>Total:</u>	<b>10</b>		
<b>mcnamara</b>		<u>Total:</u>	<b>6</b>		
<b>Closed</b>		<u>Total:</u>	<b>6</b>		
Ticket Number:	0000099698	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000100645	09/13/2004	2	09/15/2004	09/21/2004
Ticket Number:	0000100779	09/14/2004	0		09/14/2004
Ticket Number:	0000101106	09/17/2004	5	09/22/2004	09/28/2004
Ticket Number:	0000101527	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101597	09/23/2004	0	09/23/2004	09/29/2004
-----				-----	
<b>Average time to ticket resolution for</b>		mcnamara	<b>1</b>		
<b>Maximum time to ticket resolution for</b>		mcnamara	<b>5</b>		
<b>Minimum time to ticket resolution for</b>		mcnamara	<b>0</b>		
<hr/>				<hr/>	
<b>rsanders</b>		<u>Total:</u>	<b>4</b>		
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000100543	09/10/2004	6	09/16/2004	09/22/2004
Ticket Number:	0000100067	09/07/2004	9	09/16/2004	09/22/2004
Ticket Number:	0000100810	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100809	09/14/2004	2	09/16/2004	09/22/2004
-----				-----	
<b>Average time to ticket resolution for</b>		rsanders	<b>5</b>		
<b>Maximum time to ticket resolution for</b>		rsanders	<b>9</b>		
<b>Minimum time to ticket resolution for</b>		rsanders	<b>2</b>		
<hr/>				<hr/>	

**Human Resources**

Average time to ticket resolution for	Human Resour	3
Maximum time to ticket resolution for	Human Resour	9
Minimum time to ticket resolution for	Human Resour	0

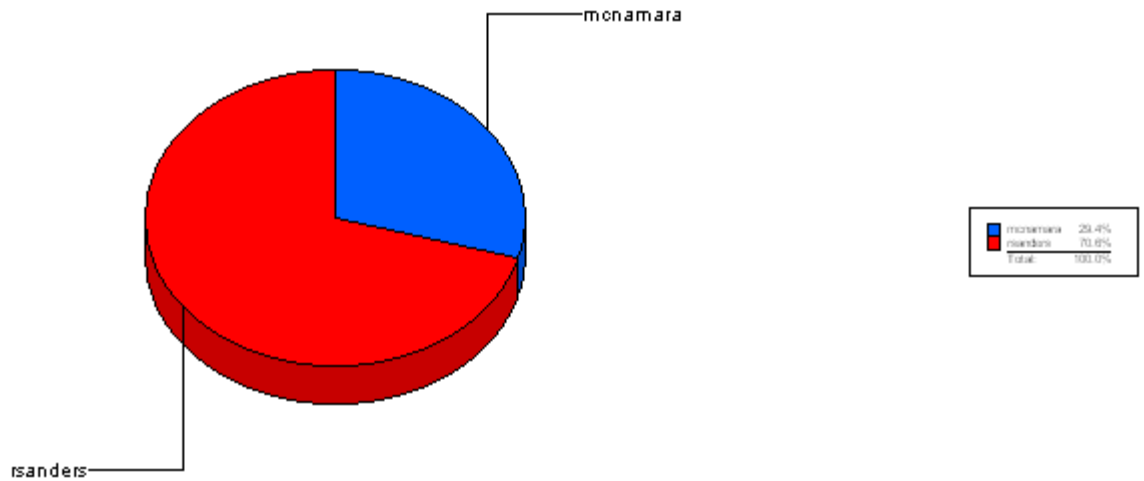
**Avg of Each Ticket Resolved**

For Human Resources



**Percentage of Sum of Tickets Resolved**

For Human Resources



LAN

<b>LAN:LabDesktops</b>			
		<u>Total:</u>	<b>158</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000099505	09/01/2004	0
-----		-----	-----
<b>Average time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>
<b>Maximum time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>
<b>Minimum time to ticket resolution for</b>	LAN:LabDeskt		<b>0</b>
-----		-----	-----

09/01/2004

LAN

enoch		<u>Total:</u> 95			
Resolved		<u>Total:</u> 21			
Ticket Number:	0000100344	09/09/2004	20	09/29/2004	09/29/2004
Ticket Number:	0000102073	09/29/2004	0	09/29/2004	
Ticket Number:	0000102064	09/29/2004	0	09/29/2004	
Ticket Number:	0000101906	09/27/2004	1	09/28/2004	
Ticket Number:	0000101891	09/27/2004	0	09/27/2004	
Ticket Number:	0000101874	09/27/2004	1	09/28/2004	
Ticket Number:	0000101853	09/27/2004	0	09/27/2004	
Ticket Number:	0000101830	09/27/2004	0	09/27/2004	
Ticket Number:	0000101822	09/27/2004	0	09/27/2004	
Ticket Number:	0000101812	09/27/2004	4	10/01/2004	
Ticket Number:	0000101739	09/24/2004	3	09/27/2004	
Ticket Number:	0000101726	09/24/2004	3	09/27/2004	
Ticket Number:	0000102156	09/29/2004	0	09/29/2004	
Ticket Number:	0000102007	09/28/2004	3	10/01/2004	
Ticket Number:	0000102000	09/28/2004	1	09/29/2004	
Ticket Number:	0000101973	09/28/2004	0	09/28/2004	
Ticket Number:	0000101967	09/28/2004	0	09/28/2004	
Ticket Number:	0000101951	09/28/2004	0	09/28/2004	
Ticket Number:	0000101949	09/28/2004	0	09/28/2004	
Ticket Number:	0000101427	09/21/2004	10	10/01/2004	
Ticket Number:	0000101942	09/28/2004	3	10/01/2004	

## LAN

	<u>Closed</u>	<u>Total:</u>	<b>74</b>		
Ticket Number:	0000100297	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100060	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000100072	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100262	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100516	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100365	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100357	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100343	09/09/2004	7	09/16/2004	09/22/2004
Ticket Number:	0000100300	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100293	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100242	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100252	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100221	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100203	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100709	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100215	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100135	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100128	09/07/2004	9	09/16/2004	09/22/2004
Ticket Number:	0000100291	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100110	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100102	09/07/2004	6	09/13/2004	09/20/2004
Ticket Number:	0000100076	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100062	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000099699	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099537	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099515	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000099585	09/01/2004	2	09/03/2004	09/07/2004
Ticket Number:	0000099746	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000099856	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099958	09/05/2004	2	09/07/2004	09/13/2004
Ticket Number:	0000101036	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000099781	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099732	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099577	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000100655	09/13/2004	2	09/15/2004	09/21/2004
Ticket Number:	0000100526	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100788	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100515	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100688	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100734	09/13/2004	4	09/17/2004	09/23/2004
Ticket Number:	0000100944	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100838	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100987	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100946	09/15/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100939	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100937	09/15/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100941	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100897	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100882	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100663	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100555	09/10/2004	4	09/14/2004	09/20/2004
Ticket Number:	0000100518	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000101647	09/23/2004	0	09/23/2004	09/29/2004

**LAN**

Ticket Number:	0000101170	09/17/2004	5	09/22/2004	09/28/2004
Ticket Number:	0000101157	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101127	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101081	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101065	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000101059	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101045	09/16/2004	6	09/23/2004	09/28/2004
Ticket Number:	0000101051	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101657	09/23/2004	1	09/24/2004	09/30/2004
Ticket Number:	0000101569	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101558	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101700	09/24/2004	0		09/24/2004
Ticket Number:	0000101534	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101408	09/21/2004	2	09/22/2004	09/28/2004
Ticket Number:	0000101379	09/21/2004	2	09/22/2004	09/28/2004
Ticket Number:	0000101392	09/21/2004	2	09/22/2004	09/28/2004
Ticket Number:	0000101305	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101664	09/23/2004	1	09/24/2004	09/30/2004
Ticket Number:	0000101526	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101713	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101720	09/24/2004	0	09/24/2004	09/30/2004
-----			-----		
<b>Average time to ticket resolution for</b>	enoch		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	enoch		<b>20</b>		
<b>Minimum time to ticket resolution for</b>	enoch		<b>0</b>		

LAN

jesse

Total: 45

**Resolved**

Total: 14

Ticket Number:	0000102226	09/30/2004	0	09/30/2004
Ticket Number:	0000101994	09/28/2004	1	09/29/2004
Ticket Number:	0000102239	09/30/2004	1	10/01/2004
Ticket Number:	0000102159	09/29/2004	1	09/30/2004
Ticket Number:	0000102130	09/29/2004	0	09/29/2004
Ticket Number:	0000102082	09/29/2004	0	09/29/2004
Ticket Number:	0000102004	09/28/2004	1	09/29/2004
Ticket Number:	0000101961	09/28/2004	1	09/29/2004
Ticket Number:	0000101965	09/28/2004	0	09/28/2004
Ticket Number:	0000101678	09/24/2004	3	09/27/2004
Ticket Number:	0000102117	09/29/2004	0	09/29/2004
Ticket Number:	0000102244	09/30/2004	0	09/30/2004
Ticket Number:	0000101675	09/24/2004	3	09/27/2004
Ticket Number:	0000102011	09/28/2004	1	09/29/2004

**Closed**

Total: 31

Ticket Number:	0000099545	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099980	09/06/2004	1	09/07/2004	09/13/2004
Ticket Number:	0000100489	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100349	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100498	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000102069	09/29/2004	0	09/29/2004	09/30/2004
Ticket Number:	0000101286	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101673	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000100707	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100878	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000101007	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000099485	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099498	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099493	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099828	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099789	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000099777	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099763	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099757	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099750	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099710	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099705	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099697	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099879	09/03/2004	4	09/07/2004	09/13/2004
Ticket Number:	0000099628	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099623	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099615	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099597	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099574	09/01/2004	0	09/01/2004	09/02/2004
Ticket Number:	0000099564	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099543	09/01/2004	0	09/01/2004	09/07/2004

-----		-----
<b>Average time to ticket resolution for</b>	jesse	<b>1</b>
<b>Maximum time to ticket resolution for</b>	jesse	<b>7</b>
<b>Minimum time to ticket resolution for</b>	jesse	<b>0</b>
-----		-----

LAN

vladimir

Total: 17

**Resolved**

Total: 3

Ticket Number:	0000101702	09/24/2004	3	09/27/2004
Ticket Number:	0000101737	09/24/2004	4	09/28/2004
Ticket Number:	0000101716	09/24/2004	3	09/27/2004

**Closed**

Total: 14

Ticket Number:	0000100036	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100269	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100267	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000099529	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099851	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099844	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099676	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099518	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099591	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099527	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099502	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099550	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000100853	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100914	09/15/2004	0	09/15/2004	09/21/2004

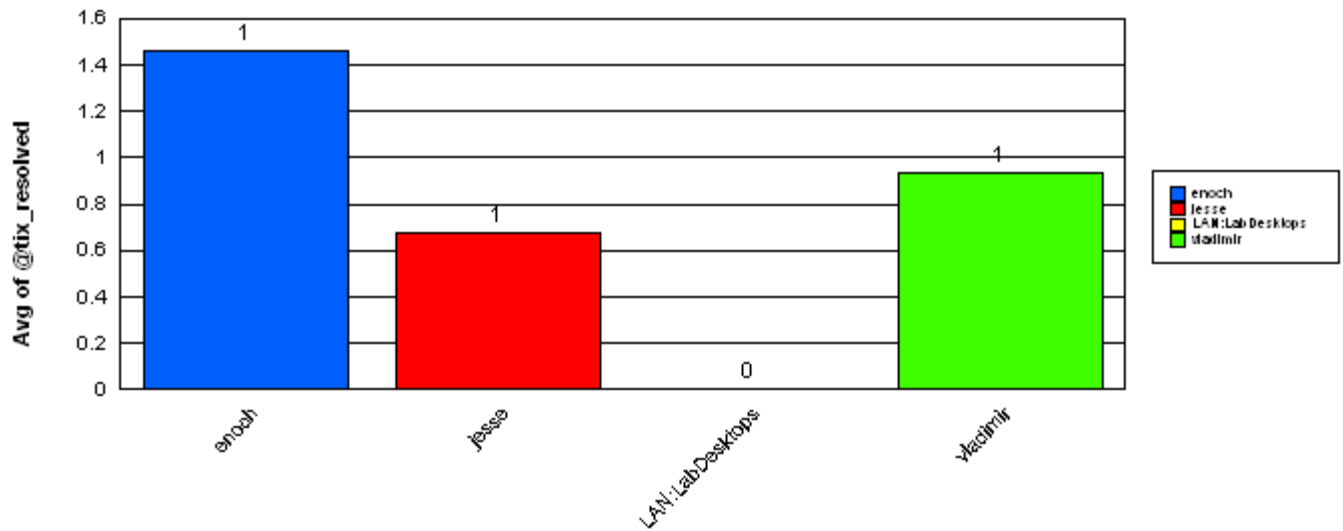
-----		-----	-----
<b>Average time to ticket resolution for</b>	vladimir		<b>1</b>
<b>Maximum time to ticket resolution for</b>	vladimir		<b>4</b>
<b>Minimum time to ticket resolution for</b>	vladimir		<b>0</b>
-----		-----	-----

LAN

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

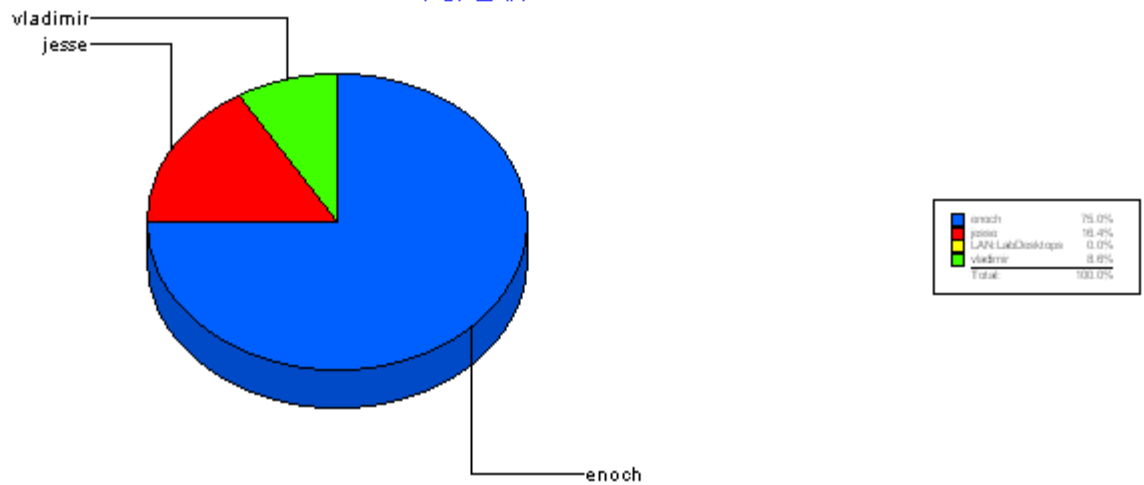
### Avg of Each Ticket Resolved

For LAN



### Percentage of Sum of Tickets Resolved

For LAN



New Media

		<b>Total: 147</b>			
<b>NewMedia:BlackBoard</b>		<u>Total:</u> <b>1</b>			
<b>Closed</b>		<u>Total:</u> <b>1</b>			
Ticket Number:	0000100756	09/14/2004	0		09/14/2004
-----					
<b>Average time to ticket resolution for</b>	NewMedia:Blac		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	NewMedia:Blac		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	NewMedia:Blac		<b>0</b>		
<b>darnold</b>		<u>Total:</u> <b>2</b>			
<b>Resolved</b>		<u>Total:</u> <b>1</b>			
Ticket Number:	0000102143	09/29/2004	1	09/30/2004	
<b>Closed</b>		<u>Total:</u> <b>1</b>			
Ticket Number:	0000101132	09/17/2004	0	09/17/2004	09/23/2004
-----					
<b>Average time to ticket resolution for</b>	darnold		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	darnold		<b>1</b>		
<b>Minimum time to ticket resolution for</b>	darnold		<b>0</b>		
<b>ebenson1</b>		<u>Total:</u> <b>18</b>			
<b>Closed</b>		<u>Total:</u> <b>18</b>			
Ticket Number:	0000100933	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000099578	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099830	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099868	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099869	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099863	09/03/2004	5		09/08/2004
Ticket Number:	0000099839	09/03/2004	5		09/08/2004
Ticket Number:	0000099831	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099809	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099801	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099808	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099829	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099541	09/01/2004	0		09/01/2004
Ticket Number:	0000100074	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100228	09/08/2004	0		09/08/2004
Ticket Number:	0000100229	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100092	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100114	09/07/2004	1	09/08/2004	09/14/2004
-----					
<b>Average time to ticket resolution for</b>	ebenson1		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	ebenson1		<b>5</b>		
<b>Minimum time to ticket resolution for</b>	ebenson1		<b>0</b>		
<b>fritz</b>		<u>Total:</u> <b>4</b>			
<b>Closed</b>		<u>Total:</u> <b>4</b>			
Ticket Number:	0000099648	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099649	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099772	09/02/2004	3	09/05/2004	09/13/2004
Ticket Number:	0000099652	09/01/2004	0	09/01/2004	09/07/2004
-----					
<b>Average time to ticket resolution for</b>	fritz		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	fritz		<b>3</b>		
<b>Minimum time to ticket resolution for</b>	fritz		<b>0</b>		

**New Media**

**armstro**

Total: **119**

**Resolved**

Total: **12**

Ticket Number:	0000102290	09/30/2004	1	10/01/2004	
Ticket Number:	0000101642	09/23/2004	7	09/30/2004	
Ticket Number:	0000101934	09/27/2004	3	09/30/2004	
Ticket Number:	0000102016	09/28/2004	2	09/30/2004	
Ticket Number:	0000102301	09/30/2004	1	10/01/2004	
Ticket Number:	0000102296	09/30/2004	1	10/01/2004	
Ticket Number:	0000102018	09/28/2004	2	09/30/2004	
Ticket Number:	0000102017	09/28/2004	2	09/30/2004	
Ticket Number:	0000102015	09/28/2004	2	09/30/2004	
Ticket Number:	0000101908	09/27/2004	3	09/30/2004	
Ticket Number:	0000101201	09/17/2004	13	09/30/2004	09/22/2004
Ticket Number:	0000101824	09/27/2004	4	10/01/2004	

**New Media**

	<b>Closed</b>	<b>Total:</b>	<b>107</b>		
Ticket Number: 0000101308	09/20/2004	2		09/22/2004	09/28/2004
Ticket Number: 0000099687	09/02/2004	0		09/02/2004	09/08/2004
Ticket Number: 0000099747	09/02/2004	0		09/02/2004	09/08/2004
Ticket Number: 0000099837	09/03/2004	4			09/07/2004
Ticket Number: 0000100272	09/08/2004	1		09/09/2004	09/15/2004
Ticket Number: 0000099694	09/02/2004	0		09/02/2004	09/08/2004
Ticket Number: 0000099621	09/01/2004	1		09/02/2004	09/08/2004
Ticket Number: 0000099979	09/06/2004	0		09/06/2004	09/13/2004
Ticket Number: 0000100042	09/07/2004	0		09/07/2004	09/13/2004
Ticket Number: 0000100043	09/07/2004	0		09/07/2004	09/13/2004
Ticket Number: 0000100186	09/08/2004	2			09/10/2004
Ticket Number: 0000100183	09/08/2004	0		09/08/2004	09/14/2004
Ticket Number: 0000100177	09/07/2004	15			09/23/2004
Ticket Number: 0000100176	09/07/2004	1		09/08/2004	09/14/2004
Ticket Number: 0000100164	09/07/2004	16			09/23/2004
Ticket Number: 0000100161	09/07/2004	6			09/13/2004
Ticket Number: 0000100140	09/07/2004	1		09/08/2004	09/14/2004
Ticket Number: 0000100125	09/07/2004	3			09/10/2004
Ticket Number: 0000100449	09/09/2004	1		09/10/2004	09/16/2004
Ticket Number: 0000100440	09/09/2004	1		09/10/2004	09/16/2004
Ticket Number: 0000100735	09/13/2004	1		09/14/2004	09/20/2004
Ticket Number: 0000100429	09/09/2004	0		09/09/2004	09/15/2004
Ticket Number: 0000100419	09/09/2004	4			09/13/2004
Ticket Number: 0000100418	09/09/2004	1			09/10/2004
Ticket Number: 0000100394	09/09/2004	1		09/10/2004	09/16/2004
Ticket Number: 0000100309	09/08/2004	1		09/09/2004	09/15/2004
Ticket Number: 0000100469	09/10/2004	0		09/10/2004	09/16/2004
Ticket Number: 0000100484	09/10/2004	0		09/10/2004	09/16/2004
Ticket Number: 0000100482	09/10/2004	0		09/10/2004	09/16/2004
Ticket Number: 0000100463	09/09/2004	6			09/15/2004
Ticket Number: 0000100238	09/08/2004	2		09/10/2004	09/16/2004
Ticket Number: 0000100232	09/08/2004	2		09/10/2004	09/16/2004
Ticket Number: 0000100100	09/07/2004	10			09/17/2004
Ticket Number: 0000100093	09/07/2004	0		09/07/2004	09/13/2004
Ticket Number: 0000100081	09/07/2004	2		09/09/2004	09/15/2004
Ticket Number: 0000099983	09/06/2004	16			09/22/2004
Ticket Number: 0000099992	09/06/2004	3		09/09/2004	09/15/2004
Ticket Number: 0000099993	09/06/2004	0		09/07/2004	09/13/2004
Ticket Number: 0000099735	09/02/2004	0		09/02/2004	09/08/2004
Ticket Number: 0000099555	09/01/2004	4			09/05/2004
Ticket Number: 0000099962	09/05/2004	12			09/17/2004
Ticket Number: 0000099957	09/05/2004	0		09/05/2004	09/05/2004
Ticket Number: 0000099956	09/05/2004	0		09/05/2004	09/13/2004
Ticket Number: 0000099948	09/04/2004	2		09/06/2004	09/13/2004
Ticket Number: 0000099934	09/04/2004	1		09/05/2004	09/13/2004
Ticket Number: 0000099933	09/04/2004	1		09/05/2004	09/13/2004
Ticket Number: 0000099931	09/04/2004	1		09/05/2004	09/13/2004
Ticket Number: 0000099922	09/03/2004	2		09/05/2004	09/13/2004
Ticket Number: 0000099916	09/03/2004	2		09/05/2004	09/13/2004
Ticket Number: 0000099915	09/03/2004	11			09/14/2004
Ticket Number: 0000099909	09/03/2004	4		09/07/2004	09/13/2004
Ticket Number: 0000099900	09/03/2004	2		09/05/2004	09/13/2004
Ticket Number: 0000099876	09/03/2004	2		09/05/2004	09/13/2004

**New Media**

Ticket Number:	0000099739	09/02/2004	13		09/15/2004
Ticket Number:	0000099701	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099695	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099688	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099686	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099685	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099635	09/01/2004	4		09/05/2004
Ticket Number:	0000099631	09/01/2004	6		09/07/2004
Ticket Number:	0000099624	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099583	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000101147	09/17/2004	3	09/20/2004	09/22/2004
Ticket Number:	0000100600	09/12/2004	2		09/14/2004
Ticket Number:	0000101027	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100957	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100953	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100896	09/15/2004	8		09/23/2004
Ticket Number:	0000100894	09/15/2004	2		09/17/2004
Ticket Number:	0000100814	09/14/2004	0	09/14/2004	09/17/2004
Ticket Number:	0000100813	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100800	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100719	09/13/2004	18		10/01/2004
Ticket Number:	0000101022	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101020	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101145	09/17/2004	4	09/21/2004	09/27/2004
Ticket Number:	0000100778	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100692	09/13/2004	0	09/13/2004	09/14/2004
Ticket Number:	0000100657	09/13/2004	1	09/14/2004	09/20/2004
Ticket Number:	0000101849	09/27/2004	4		10/01/2004
Ticket Number:	0000100641	09/13/2004	7		09/20/2004
Ticket Number:	0000100619	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100612	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100845	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100775	09/14/2004	9	09/23/2004	09/29/2004
Ticket Number:	0000100732	09/13/2004	1		09/14/2004
Ticket Number:	0000100730	09/13/2004	1		09/14/2004
Ticket Number:	0000100691	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100574	09/11/2004	3		09/14/2004
Ticket Number:	0000100575	09/11/2004	2	09/13/2004	09/20/2004
Ticket Number:	0000100596	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100569	09/11/2004	20		10/01/2004
Ticket Number:	0000101110	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101182	09/17/2004	4	09/21/2004	09/27/2004
Ticket Number:	0000101241	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101327	09/20/2004	7		09/27/2004
Ticket Number:	0000101560	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101467	09/21/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101425	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101354	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101351	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101302	09/20/2004	7		09/27/2004
Ticket Number:	0000101219	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101184	09/17/2004	3	09/20/2004	09/27/2004
Ticket Number:	0000101146	09/17/2004	6	09/23/2004	09/29/2004
Ticket Number:	0000101782	09/25/2004	6		10/01/2004

**New Media**

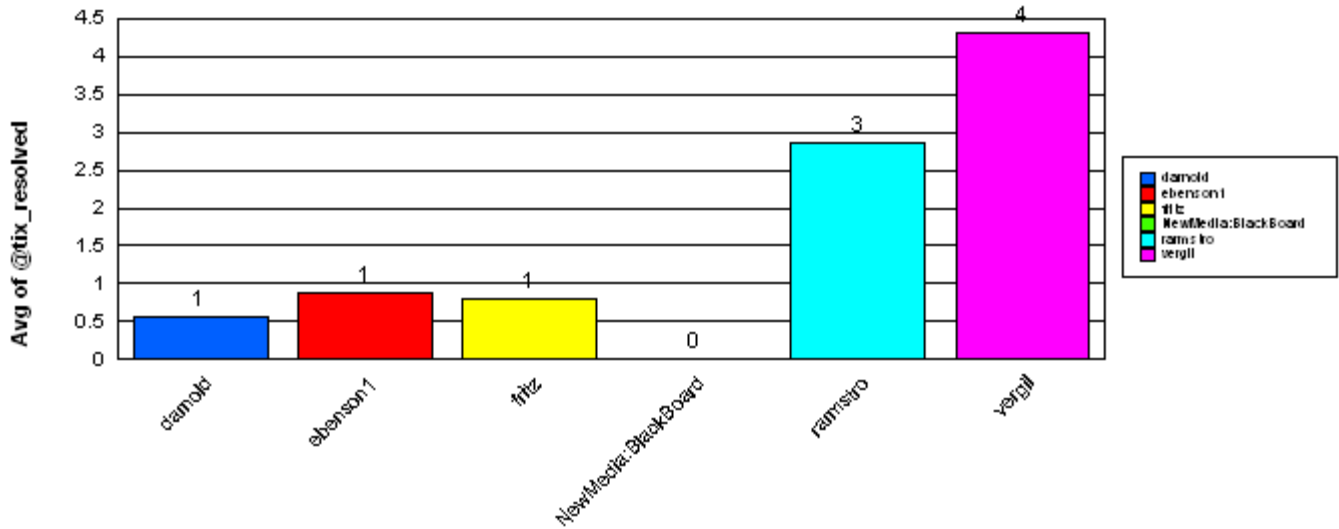
<b>Average time to ticket resolution for</b>		rarmstro	<b>3</b>		
<b>Maximum time to ticket resolution for</b>		rarmstro	<b>20</b>		
<b>Minimum time to ticket resolution for</b>		rarmstro	<b>0</b>		
<hr/>					
<b>vergil</b>		<u>Total:</u>	<b>3</b>		
<b>Closed</b>		<u>Total:</u>	<b>3</b>		
Ticket Number:	0000101080	09/16/2004	5	09/21/2004	09/27/2004
Ticket Number:	0000101320	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000100783	09/14/2004	7		09/21/2004
<hr/>					
<b>Average time to ticket resolution for</b>		vergil	<b>4</b>		
<b>Maximum time to ticket resolution for</b>		vergil	<b>7</b>		
<b>Minimum time to ticket resolution for</b>		vergil	<b>1</b>		
<hr/>					

**New Media**

Average time to ticket resolution for	New Media	3
Maximum time to ticket resolution for	New Media	20
Minimum time to ticket resolution for	New Media	0

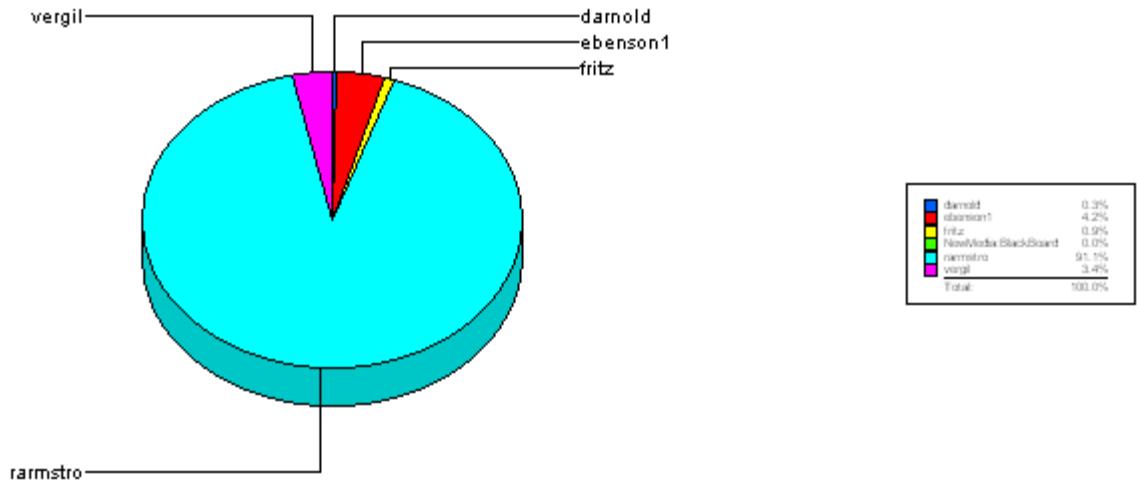
**Avg of Each Ticket Resolved**

For New Media



**Percentage of Sum of Tickets Resolved**

For New Media



**OIT BSG Non People**

		<u>Total:</u>	<b>124</b>		
<b>BSG:HP3000_Systems</b>		<u>Total:</u>	<b>5</b>		
<b>Closed</b>		<u>Total:</u>	<b>5</b>		
Ticket Number:	0000100825	09/14/2004	0	09/14/2004	
Ticket Number:	0000099557	09/01/2004	0	09/01/2004	
Ticket Number:	0000099660	09/02/2004	0	09/02/2004	
Ticket Number:	0000099690	09/02/2004	0	09/02/2004	
Ticket Number:	0000100486	09/10/2004	0	09/10/2004	
-----		-----	-----	-----	
<b>Average time to ticket resolution for</b>		BSG:HP3000_S	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		BSG:HP3000_S	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		BSG:HP3000_S	<b>0</b>		

OIT BSG Non People  
BSG:Operational\_Support

Total: 57

OIT BSG Non People

Closed	Total:	57		
Ticket Number: 0000100197	09/08/2004	0		09/08/2004
Ticket Number: 0000100199	09/08/2004	0		09/08/2004
Ticket Number: 0000100477	09/10/2004	0		09/10/2004
Ticket Number: 0000100198	09/08/2004	0		09/08/2004
Ticket Number: 0000100479	09/10/2004	0		09/10/2004
Ticket Number: 0000100497	09/10/2004	0		09/10/2004
Ticket Number: 0000100331	09/09/2004	0		09/09/2004
Ticket Number: 0000099556	09/01/2004	0		09/01/2004
Ticket Number: 0000099570	09/01/2004	0		09/01/2004
Ticket Number: 0000099579	09/01/2004	0		09/01/2004
Ticket Number: 0000100653	09/13/2004	0		09/13/2004
Ticket Number: 0000100757	09/14/2004	0		09/14/2004
Ticket Number: 0000100759	09/14/2004	0		09/14/2004
Ticket Number: 0000100867	09/15/2004	0		09/15/2004
Ticket Number: 0000100877	09/15/2004	0		09/15/2004
Ticket Number: 0000100895	09/15/2004	0		09/15/2004
Ticket Number: 0000100982	09/16/2004	0		09/16/2004
Ticket Number: 0000100980	09/16/2004	0		09/16/2004
Ticket Number: 0000100981	09/16/2004	0		09/16/2004
Ticket Number: 0000100866	09/15/2004	0		09/15/2004
Ticket Number: 0000100760	09/14/2004	0		09/14/2004
Ticket Number: 0000100749	09/14/2004	0		09/14/2004
Ticket Number: 0000101095	09/17/2004	0		09/17/2004
Ticket Number: 0000101097	09/17/2004	0		09/17/2004
Ticket Number: 0000101683	09/24/2004	0		09/24/2004
Ticket Number: 0000101682	09/24/2004	0		09/24/2004
Ticket Number: 0000101639	09/23/2004	0		09/23/2004
Ticket Number: 0000101877	09/27/2004	0		09/27/2004
Ticket Number: 0000101543	09/22/2004	0		09/22/2004
Ticket Number: 0000101492	09/22/2004	0		09/22/2004
Ticket Number: 0000101451	09/21/2004	0		09/21/2004
Ticket Number: 0000101401	09/21/2004	0		09/21/2004
Ticket Number: 0000101388	09/21/2004	0		09/21/2004
Ticket Number: 0000101385	09/21/2004	0		09/21/2004
Ticket Number: 0000101384	09/21/2004	0		09/21/2004
Ticket Number: 0000101377	09/21/2004	0		09/21/2004
Ticket Number: 0000101449	09/21/2004	0		09/21/2004
Ticket Number: 0000101336	09/20/2004	0		09/20/2004
Ticket Number: 0000101592	09/23/2004	0		09/23/2004
Ticket Number: 0000101422	09/21/2004	0		09/21/2004
Ticket Number: 0000101115	09/17/2004	0		09/17/2004
Ticket Number: 0000101102	09/17/2004	0		09/17/2004
Ticket Number: 0000101101	09/17/2004	0		09/17/2004
Ticket Number: 0000101098	09/17/2004	0		09/17/2004
Ticket Number: 0000101096	09/17/2004	0		09/17/2004
Ticket Number: 0000101696	09/24/2004	0		09/24/2004
Ticket Number: 0000102235	09/30/2004	0		09/30/2004
Ticket Number: 0000102157	09/29/2004	0		09/29/2004
Ticket Number: 0000102067	09/29/2004	0		09/29/2004
Ticket Number: 0000102066	09/29/2004	0		09/29/2004
Ticket Number: 0000102065	09/29/2004	0		09/29/2004
Ticket Number: 0000101875	09/27/2004	0		09/27/2004
Ticket Number: 0000101816	09/27/2004	0		09/27/2004

**OIT BSG Non People**

Ticket Number:	0000102197	09/30/2004	0	09/30/2004
Ticket Number:	0000102196	09/30/2004	0	09/30/2004
Ticket Number:	0000101747	09/24/2004	0	09/24/2004
Ticket Number:	0000101708	09/24/2004	0	09/24/2004
-----				
<b>Average time to ticket resolution for</b>	BSG:Operation		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	BSG:Operation		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	BSG:Operation		<b>0</b>	
<hr/>				
<b>BSG:SA_Records_Support</b>	<u>Total:</u>	<b>4</b>		
<b>Closed</b>	<u>Total:</u>	<b>4</b>		
Ticket Number:	0000100821	09/14/2004	0	09/14/2004
Ticket Number:	0000099522	09/01/2004	0	09/01/2004
Ticket Number:	0000099571	09/01/2004	0	09/01/2004
Ticket Number:	0000100282	09/08/2004	0	09/08/2004
-----				
<b>Average time to ticket resolution for</b>	BSG:SA_Recor		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	BSG:SA_Recor		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	BSG:SA_Recor		<b>0</b>	
<hr/>				

**OIT BSG Non People**

**BSG:Web\_Infrastructure**

Total: 34

**Closed**

Total: 34

Ticket Number:	0000100245	09/08/2004	0	09/08/2004
Ticket Number:	0000100246	09/08/2004	0	09/08/2004
Ticket Number:	0000099679	09/02/2004	0	09/02/2004
Ticket Number:	0000100665	09/13/2004	0	09/13/2004
Ticket Number:	0000102194	09/30/2004	0	09/30/2004
Ticket Number:	0000100903	09/15/2004	0	09/15/2004
Ticket Number:	0000100911	09/15/2004	0	09/15/2004
Ticket Number:	0000102195	09/30/2004	0	09/30/2004
Ticket Number:	0000101871	09/27/2004	0	09/27/2004
Ticket Number:	0000102251	09/30/2004	0	09/30/2004
Ticket Number:	0000102250	09/30/2004	0	09/30/2004
Ticket Number:	0000102256	09/30/2004	0	09/30/2004
Ticket Number:	0000102255	09/30/2004	0	09/30/2004
Ticket Number:	0000102224	09/30/2004	0	09/30/2004
Ticket Number:	0000102204	09/30/2004	0	09/30/2004
Ticket Number:	0000102155	09/29/2004	0	09/29/2004
Ticket Number:	0000102154	09/29/2004	0	09/29/2004
Ticket Number:	0000101999	09/28/2004	0	09/28/2004
Ticket Number:	0000101873	09/27/2004	0	09/27/2004
Ticket Number:	0000101993	09/28/2004	0	09/28/2004
Ticket Number:	0000101420	09/21/2004	0	09/21/2004
Ticket Number:	0000101532	09/22/2004	0	09/22/2004
Ticket Number:	0000101686	09/24/2004	0	09/24/2004
Ticket Number:	0000101685	09/24/2004	0	09/24/2004
Ticket Number:	0000101684	09/24/2004	0	09/24/2004
Ticket Number:	0000101640	09/23/2004	0	09/23/2004
Ticket Number:	0000101615	09/23/2004	0	09/23/2004
Ticket Number:	0000101604	09/23/2004	0	09/23/2004
Ticket Number:	0000101583	09/23/2004	0	09/23/2004
Ticket Number:	0000101582	09/23/2004	0	09/23/2004
Ticket Number:	0000101421	09/21/2004	0	09/21/2004
Ticket Number:	0000101441	09/21/2004	0	09/21/2004
Ticket Number:	0000101941	09/28/2004	0	09/28/2004
Ticket Number:	0000101614	09/23/2004	0	09/23/2004

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<b>Average time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>
<b>Maximum time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>
<b>Minimum time to ticket resolution for</b>	BSG:Web_Infra	<b>0</b>

**blanchet**

Total: 3

**Closed**

Total: 3

Ticket Number:	0000101580	09/23/2004	0	09/23/2004
Ticket Number:	0000099826	09/03/2004	0	09/03/2004
Ticket Number:	0000100201	09/08/2004	1	09/09/2004

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

**OIT BSG Non People**

**paulr**

Total: 4

**Closed**

Total: 4

Ticket Number:	0000100496	09/10/2004	0	09/10/2004
Ticket Number:	0000099625	09/01/2004	1	09/02/2004
Ticket Number:	0000099720	09/02/2004	8	09/10/2004
Ticket Number:	0000100509	09/10/2004	0	09/10/2004

**Average time to ticket resolution for**

paulr 2

**Maximum time to ticket resolution for**

paulr 8

**Minimum time to ticket resolution for**

paulr 0

**putro**

Total: 17

**Closed**

Total: 17

Ticket Number:	0000100565	09/11/2004	4	09/15/2004
Ticket Number:	0000100625	09/13/2004	0	09/13/2004
Ticket Number:	0000100696	09/13/2004	1	09/14/2004
Ticket Number:	0000100566	09/11/2004	4	09/15/2004
Ticket Number:	0000099560	09/01/2004	0	09/01/2004
Ticket Number:	0000099802	09/02/2004	5	09/07/2004
Ticket Number:	0000101071	09/16/2004	0	09/16/2004
Ticket Number:	0000101072	09/16/2004	0	09/16/2004
Ticket Number:	0000101090	09/17/2004	4	09/21/2004
Ticket Number:	0000101244	09/18/2004	3	09/21/2004
Ticket Number:	0000101091	09/17/2004	0	09/17/2004
Ticket Number:	0000101907	09/27/2004	0	09/27/2004
Ticket Number:	0000101899	09/27/2004	0	09/27/2004
Ticket Number:	0000100103	09/07/2004	0	09/07/2004
Ticket Number:	0000100398	09/09/2004	4	09/13/2004
Ticket Number:	0000100361	09/09/2004	4	09/13/2004
Ticket Number:	0000100137	09/07/2004	0	09/07/2004

**Average time to ticket resolution for**

putro 2

**Maximum time to ticket resolution for**

putro 5

**Minimum time to ticket resolution for**

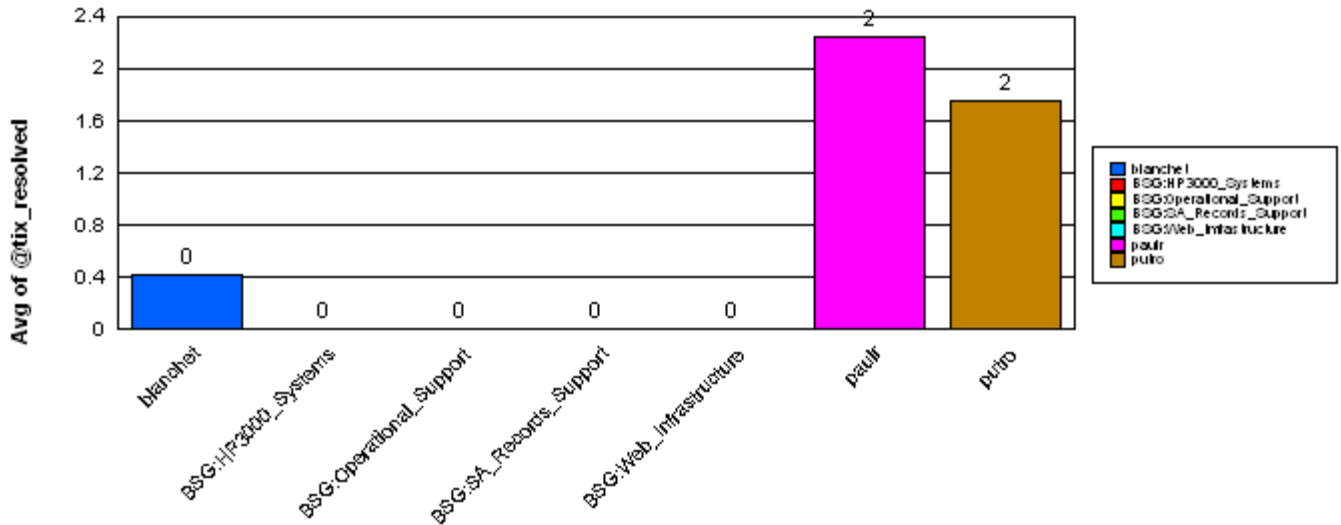
putro 0

**OIT BSG Non People**

Average time to ticket resolution for	OIT BSG Non P	0
Maximum time to ticket resolution for	OIT BSG Non P	8
Minimum time to ticket resolution for	OIT BSG Non P	0

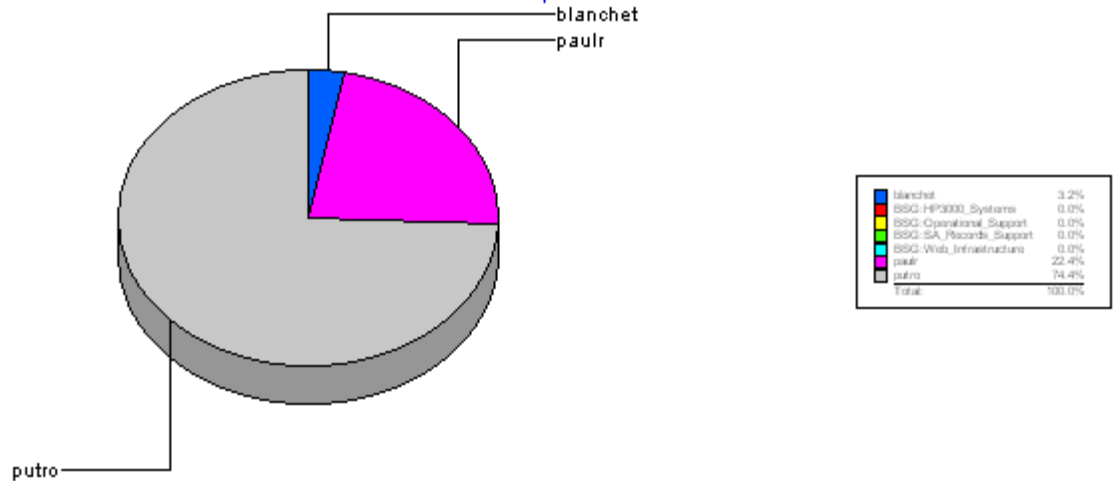
**Avg of Each Ticket Resolved**

For OIT BSG Non PeopleSoft



**Percentage of Sum of Tickets Resolved**

For OIT BSG Non PeopleSoft



OIT Business Systems: P

**Total: 155**

**chriss**

**Total: 37**

**Resolved**

**Total: 11**

Ticket Number:	0000101872	09/27/2004	0	09/27/2004
Ticket Number:	0000101887	09/27/2004	0	09/27/2004
Ticket Number:	0000102276	09/30/2004	1	10/01/2004
Ticket Number:	0000102153	09/29/2004	0	09/29/2004
Ticket Number:	0000102120	09/29/2004	0	09/29/2004
Ticket Number:	0000102023	09/28/2004	1	09/29/2004
Ticket Number:	0000101964	09/28/2004	0	09/28/2004
Ticket Number:	0000101888	09/27/2004	0	09/27/2004
Ticket Number:	0000101886	09/27/2004	0	09/27/2004
Ticket Number:	0000101842	09/27/2004	0	09/27/2004
Ticket Number:	0000101885	09/27/2004	0	09/27/2004

**Closed**

**Total: 26**

Ticket Number:	0000099718	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000100307	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100452	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000101740	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101746	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101056	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101155	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101156	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101438	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101494	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101522	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101600	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101113	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000099668	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099743	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099884	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099875	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099760	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000100514	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100754	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100766	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000101309	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000100993	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100985	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100824	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100822	09/14/2004	10	09/24/2004	09/30/2004

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

**dharley**

**Total: 1**

**Closed**

**Total: 1**

Ticket Number:	0000100501	09/10/2004	5	09/15/2004	09/21/2004
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<b>Average time to ticket resolution for</b>	dharley		<b>5</b>
<b>Maximum time to ticket resolution for</b>	dharley		<b>5</b>
<b>Minimum time to ticket resolution for</b>	dharley		<b>5</b>

**OIT Business Systems: P**

**dsylva**

Total: 5

**Resolved**

Total: 2

Ticket Number: 0000100712	09/13/2004	15	09/28/2004
Ticket Number: 0000101811	09/27/2004	1	09/28/2004

**Closed**

Total: 3

Ticket Number: 0000100556	09/10/2004	3	09/13/2004	09/20/2004
Ticket Number: 0000100456	09/09/2004	4	09/13/2004	09/20/2004
Ticket Number: 0000100695	09/13/2004	15		09/28/2004

<b>Average time to ticket resolution for</b>	dsylva	<b>8</b>
<b>Maximum time to ticket resolution for</b>	dsylva	<b>15</b>
<b>Minimum time to ticket resolution for</b>	dsylva	<b>1</b>

**haddaway**

Total: 17

**Resolved**

Total: 4

Ticket Number: 0000101991	09/28/2004	0	09/28/2004
Ticket Number: 0000101870	09/27/2004	0	09/27/2004
Ticket Number: 0000102292	09/30/2004	1	10/01/2004
Ticket Number: 0000102232	09/30/2004	0	09/30/2004

**Closed**

Total: 13

Ticket Number: 0000100230	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number: 0000100233	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number: 0000100258	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number: 0000100283	09/08/2004	8	09/16/2004	09/22/2004
Ticket Number: 0000100544	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number: 0000100960	09/15/2004	9	09/24/2004	09/30/2004
Ticket Number: 0000099590	09/01/2004	0		09/01/2004
Ticket Number: 0000099593	09/01/2004	9		09/10/2004
Ticket Number: 0000099647	09/01/2004	0	09/02/2004	09/08/2004
Ticket Number: 0000099729	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number: 0000101567	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number: 0000101646	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number: 0000101710	09/24/2004	0	09/24/2004	09/30/2004

<b>Average time to ticket resolution for</b>	haddaway	<b>2</b>
<b>Maximum time to ticket resolution for</b>	haddaway	<b>9</b>
<b>Minimum time to ticket resolution for</b>	haddaway	<b>0</b>

**OIT Business Systems: P**

**jeremy**

Total: **15**

**Resolved**

Total: **7**

Ticket Number:	0000100893	09/15/2004	15	09/30/2004
Ticket Number:	0000102019	09/28/2004	2	09/30/2004
Ticket Number:	0000101960	09/28/2004	1	09/29/2004
Ticket Number:	0000101904	09/27/2004	0	09/27/2004
Ticket Number:	0000101892	09/27/2004	0	09/27/2004
Ticket Number:	0000101858	09/27/2004	3	09/30/2004
Ticket Number:	0000101821	09/27/2004	3	09/30/2004

**Closed**

Total: **8**

Ticket Number:	0000099587	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000101120	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101529	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101630	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000099611	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099776	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000100909	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100829	09/14/2004	0	09/14/2004	09/20/2004

<b>Average time to ticket resolution for</b>	jeremy	<b>2</b>
<b>Maximum time to ticket resolution for</b>	jeremy	<b>15</b>
<b>Minimum time to ticket resolution for</b>	jeremy	<b>0</b>

**jgood**

Total: **9**

**Resolved**

Total: **1**

Ticket Number:	0000102128	09/29/2004	0	09/29/2004
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**Closed**

Total: **8**

Ticket Number:	0000100264	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100329	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000099603	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000100039	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000101390	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101581	09/23/2004	1	09/24/2004	09/30/2004
Ticket Number:	0000101667	09/23/2004	1	09/24/2004	09/30/2004
Ticket Number:	0000101704	09/24/2004	0	09/24/2004	09/30/2004

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

**jking**

Total: **4**

**Closed**

Total: **4**

Ticket Number:	0000100673	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100770	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100763	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100471	09/10/2004	3	09/13/2004	09/20/2004

<b>Average time to ticket resolution for</b>	jking	<b>2</b>
<b>Maximum time to ticket resolution for</b>	jking	<b>3</b>
<b>Minimum time to ticket resolution for</b>	jking	<b>0</b>

OIT Business Systems: P

<b>jpatna1</b>		<u>Total:</u>	<b>10</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000102134	09/29/2004	0	09/29/2004	
<b>Closed</b>		<u>Total:</u>	<b>9</b>		
Ticket Number:	0000100049	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100044	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100256	09/08/2004	0		09/08/2004
Ticket Number:	0000100051	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000101711	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101172	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101481	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101545	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101482	09/22/2004	0	09/22/2004	09/28/2004
-----				-----	
<b>Average time to ticket resolution for</b>		jpatna1	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		jpatna1	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		jpatna1	<b>0</b>		
<hr/>				<hr/>	
<b>kirby</b>		<u>Total:</u>	<b>5</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000101768	09/25/2004	5	09/30/2004	
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000099658	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000100223	09/08/2004	12	09/20/2004	09/27/2004
Ticket Number:	0000100244	09/08/2004	15	09/23/2004	09/29/2004
Ticket Number:	0000100864	09/15/2004	0	09/15/2004	09/20/2004
-----				-----	
<b>Average time to ticket resolution for</b>		kirby	<b>8</b>		
<b>Maximum time to ticket resolution for</b>		kirby	<b>15</b>		
<b>Minimum time to ticket resolution for</b>		kirby	<b>0</b>		
<hr/>				<hr/>	
<b>kjoseph</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000100358	09/09/2004	0		09/09/2004
-----				-----	
<b>Average time to ticket resolution for</b>		kjoseph	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		kjoseph	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		kjoseph	<b>0</b>		
<hr/>				<hr/>	
<b>lrاند</b>		<u>Total:</u>	<b>5</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000101586	09/23/2004	7	09/30/2004	
<b>Closed</b>		<u>Total:</u>	<b>4</b>		
Ticket Number:	0000100281	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100919	09/15/2004	1		09/16/2004
Ticket Number:	0000101028	09/16/2004	0		09/16/2004
Ticket Number:	0000101032	09/16/2004	0		09/16/2004
-----				-----	
<b>Average time to ticket resolution for</b>		lrاند	<b>2</b>		
<b>Maximum time to ticket resolution for</b>		lrاند	<b>7</b>		
<b>Minimum time to ticket resolution for</b>		lrاند	<b>0</b>		
<hr/>				<hr/>	
<b>ostrove</b>		<u>Total:</u>	<b>1</b>		
<b>Resolved</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000101817	09/27/2004	0	09/27/2004	
-----				-----	
<b>Average time to ticket resolution for</b>		ostrove	<b>0</b>		
<b>Maximum time to ticket resolution for</b>		ostrove	<b>0</b>		
<b>Minimum time to ticket resolution for</b>		ostrove	<b>0</b>		
<hr/>				<hr/>	

**OIT Business Systems: P**

**preston**

Total: 7

**Closed**

Total: 7

Ticket Number:	0000101018	09/16/2004	1	09/17/2004
Ticket Number:	0000101107	09/17/2004	4	09/21/2004
Ticket Number:	0000101687	09/24/2004	0	09/24/2004
Ticket Number:	0000101551	09/22/2004	2	09/24/2004
Ticket Number:	0000101537	09/22/2004	2	09/24/2004
Ticket Number:	0000101500	09/22/2004	2	09/24/2004
Ticket Number:	0000101484	09/22/2004	2	09/24/2004

<b>Average time to ticket resolution for</b>	preston	<b>2</b>
<b>Maximum time to ticket resolution for</b>	preston	<b>4</b>
<b>Minimum time to ticket resolution for</b>	preston	<b>0</b>

**psimon**

Total: 8

**Closed**

Total: 8

Ticket Number:	0000101099	09/17/2004	0	09/17/2004
Ticket Number:	0000101288	09/20/2004	0	09/20/2004
Ticket Number:	0000101626	09/23/2004	7	09/30/2004
Ticket Number:	0000101690	09/24/2004	0	09/24/2004
Ticket Number:	0000101533	09/22/2004	8	09/30/2004
Ticket Number:	0000101974	09/28/2004	0	09/28/2004
Ticket Number:	0000102227	09/30/2004	0	09/30/2004
Ticket Number:	0000102092	09/29/2004	1	09/30/2004

<b>Average time to ticket resolution for</b>	psimon	<b>2</b>
<b>Maximum time to ticket resolution for</b>	psimon	<b>8</b>
<b>Minimum time to ticket resolution for</b>	psimon	<b>0</b>

**slong**

Total: 5

**Resolved**

Total: 1

Ticket Number:	0000102115	09/29/2004	0	09/29/2004
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**Closed**

Total: 4

Ticket Number:	0000100668	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100689	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000099607	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099619	09/01/2004	0	09/01/2004	09/07/2004

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

**OIT Business Systems: P**

**stephen**

Total: **25**

**Resolved**

Total: **4**

Ticket Number:	0000101602	09/23/2004	5	09/28/2004
Ticket Number:	0000101852	09/27/2004	3	09/30/2004
Ticket Number:	0000102051	09/28/2004	0	09/29/2004
Ticket Number:	0000102050	09/28/2004	0	09/29/2004

**Closed**

Total: **21**

Ticket Number:	0000100811	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000100041	09/07/2004	10	09/17/2004	09/23/2004
Ticket Number:	0000100188	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000100085	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100057	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000099618	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000100504	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000101014	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100983	09/16/2004	4	09/20/2004	09/27/2004
Ticket Number:	0000100948	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100904	09/15/2004	1	09/16/2004	09/22/2004
Ticket Number:	0000100789	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000100684	09/13/2004	4	09/17/2004	09/23/2004
Ticket Number:	0000100667	09/13/2004	4	09/17/2004	09/23/2004
Ticket Number:	0000100511	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100513	09/10/2004	3	09/13/2004	09/20/2004
Ticket Number:	0000101162	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000101312	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101590	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101430	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101619	09/23/2004	0	09/23/2004	09/29/2004

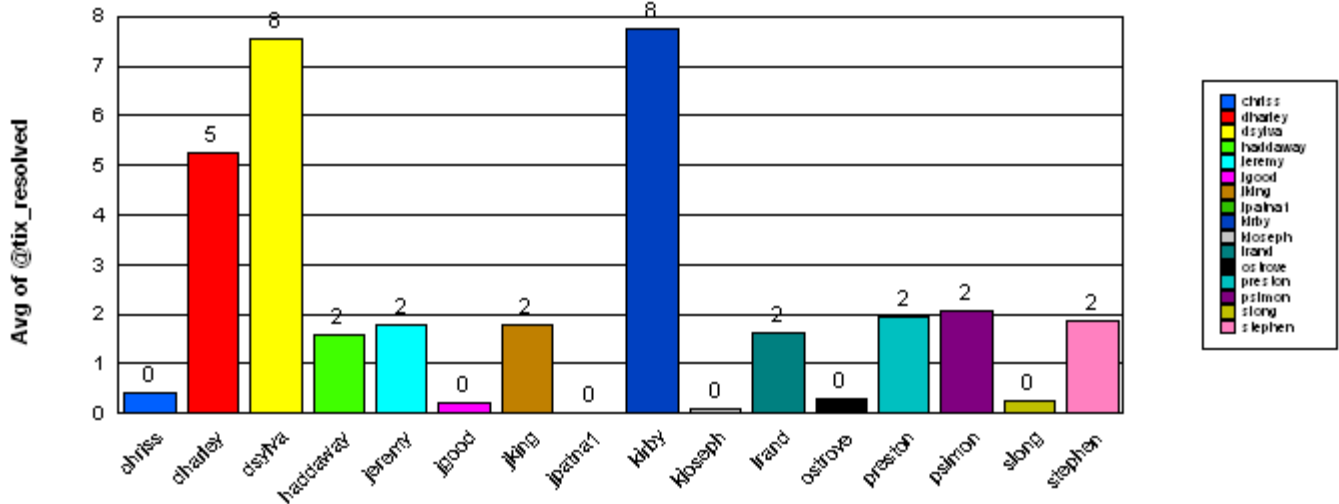
-----	-----	-----
<b>Average time to ticket resolution for</b>	stephen	<b>2</b>
<b>Maximum time to ticket resolution for</b>	stephen	<b>10</b>
<b>Minimum time to ticket resolution for</b>	stephen	<b>0</b>
-----	-----	-----

**OIT Business Systems: P**

Average time to ticket resolution for	OIT Business S	2
Maximum time to ticket resolution for	OIT Business S	15
Minimum time to ticket resolution for	OIT Business S	0

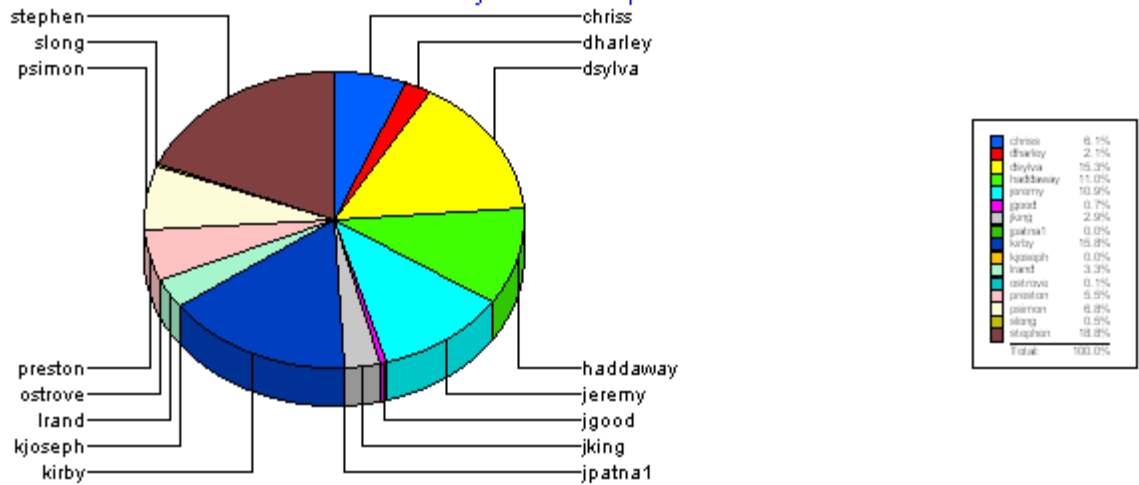
### Avg of Each Ticket Resolved

For OIT Business Systems: PeopleSoft



### Percentage of Sum of Tickets Resolved

For OIT Business Systems: PeopleSoft

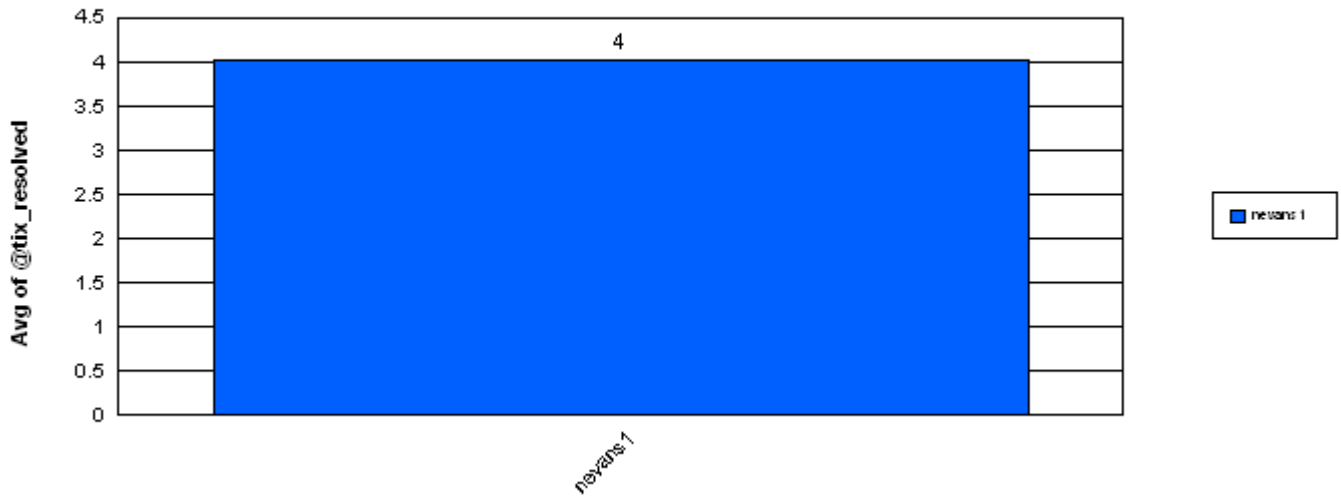


PC Labs

		<b>Total:</b>	<b>2</b>		
<b>nevans1</b>	<b>Closed</b>	<b>Total:</b>	<b>2</b>		
Ticket Number:	0000099582	09/01/2004	8	09/09/2004	09/15/2004
Ticket Number:	0000100383	09/09/2004	0	09/09/2004	09/15/2004
-----					
<b>Average time to ticket resolution for</b>	nevans1		<b>4</b>		
<b>Maximum time to ticket resolution for</b>	nevans1		<b>8</b>		
<b>Minimum time to ticket resolution for</b>	nevans1		<b>0</b>		
-----					
<b>Average time to ticket resolution for</b>	PC Labs		<b>4</b>		
<b>Maximum time to ticket resolution for</b>	PC Labs		<b>8</b>		
<b>Minimum time to ticket resolution for</b>	PC Labs		<b>0</b>		

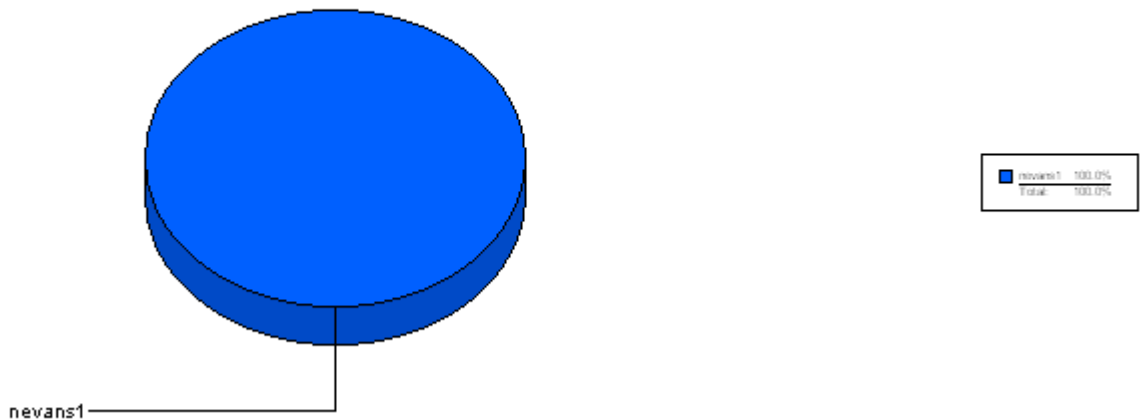
### Avg of Each Ticket Resolved

For PC Labs



### Percentage of Sum of Tickets Resolved

For PC Labs



**Physical Networks**

		<b>Total: 113</b>	
<b>beakja1</b>		<b>Total: 32</b>	
<b>Resolved</b>		<b>Total: 4</b>	
Ticket Number:	0000099717	09/02/2004	27
Ticket Number:	0000100134	09/07/2004	22
Ticket Number:	0000102268	09/30/2004	0
Ticket Number:	0000101361	09/20/2004	8
<b>Closed</b>		<b>Total: 28</b>	
Ticket Number:	0000099758	09/02/2004	8
Ticket Number:	0000100104	09/07/2004	0
Ticket Number:	0000100146	09/07/2004	2
Ticket Number:	0000100346	09/09/2004	7
Ticket Number:	0000100424	09/09/2004	4
Ticket Number:	0000100354	09/09/2004	0
Ticket Number:	0000100159	09/07/2004	3
Ticket Number:	0000099490	09/01/2004	0
Ticket Number:	0000099562	09/01/2004	12
Ticket Number:	0000099569	09/01/2004	1
Ticket Number:	0000099531	09/01/2004	7
Ticket Number:	0000100417	09/09/2004	0
Ticket Number:	0000099650	09/01/2004	9
Ticket Number:	0000099733	09/02/2004	8
Ticket Number:	0000099812	09/02/2004	12
Ticket Number:	0000099892	09/03/2004	7
Ticket Number:	0000099890	09/03/2004	7
Ticket Number:	0000099889	09/03/2004	7
Ticket Number:	0000099861	09/03/2004	0
Ticket Number:	0000099786	09/02/2004	8
Ticket Number:	0000100559	09/10/2004	4
Ticket Number:	0000100583	09/11/2004	3
Ticket Number:	0000100567	09/11/2004	3
Ticket Number:	0000100898	09/15/2004	6
Ticket Number:	0000101082	09/16/2004	6
Ticket Number:	0000101135	09/17/2004	5
Ticket Number:	0000101129	09/17/2004	0
Ticket Number:	0000101968	09/28/2004	0
-----		-----	
<b>Average time to ticket resolution for</b>		beakja1	<b>6</b>
<b>Maximum time to ticket resolution for</b>		beakja1	<b>27</b>
<b>Minimum time to ticket resolution for</b>		beakja1	<b>0</b>

**Physical Networks**

**cmckin1**

Total: 33

**Closed**

Total: 33

Ticket Number:	0000101195	09/17/2004	7	09/24/2004	09/30/2004
Ticket Number:	0000101698	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101399	09/21/2004	0	09/21/2004	09/27/2004
Ticket Number:	0000101362	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101352	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101222	09/18/2004	6	09/24/2004	09/30/2004
Ticket Number:	0000101239	09/18/2004	2	09/20/2004	09/27/2004
Ticket Number:	0000101275	09/19/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101341	09/20/2004	3	09/23/2004	09/29/2004
Ticket Number:	0000101262	09/19/2004	1	09/20/2004	09/27/2004
Ticket Number:	0000101196	09/17/2004	3	09/20/2004	09/27/2004
Ticket Number:	0000100524	09/10/2004	4	09/14/2004	09/20/2004
Ticket Number:	0000100535	09/10/2004	3	09/13/2004	09/20/2004
Ticket Number:	0000100850	09/14/2004	2	09/16/2004	09/22/2004
Ticket Number:	0000100808	09/14/2004	3	09/17/2004	09/23/2004
Ticket Number:	0000100744	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100615	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100534	09/10/2004	14	09/24/2004	09/30/2004
Ticket Number:	0000099716	09/02/2004	8		09/10/2004
Ticket Number:	0000099645	09/01/2004	22	09/23/2004	09/29/2004
Ticket Number:	0000099950	09/05/2004	2	09/07/2004	09/13/2004
Ticket Number:	0000099891	09/03/2004	21	09/24/2004	09/30/2004
Ticket Number:	0000099684	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099855	09/03/2004	6	09/09/2004	09/15/2004
Ticket Number:	0000099849	09/03/2004	4	09/07/2004	09/13/2004
Ticket Number:	0000099712	09/02/2004	10	09/12/2004	09/17/2004
Ticket Number:	0000099680	09/02/2004	8	09/10/2004	09/16/2004
Ticket Number:	0000099602	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000100294	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100483	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100347	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000100278	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000099671	09/02/2004	0	09/02/2004	09/08/2004

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<b>Average time to ticket resolution for</b>	cmckin1	<b>4</b>
<b>Maximum time to ticket resolution for</b>	cmckin1	<b>22</b>
<b>Minimum time to ticket resolution for</b>	cmckin1	<b>0</b>

**damian**

Total: 8

**Closed**

Total: 8

Ticket Number:	0000099588	09/01/2004	9	09/10/2004	09/16/2004
Ticket Number:	0000099984	09/06/2004	4	09/10/2004	09/16/2004
Ticket Number:	0000100301	09/08/2004	2	09/10/2004	09/16/2004
Ticket Number:	0000100179	09/07/2004	3	09/10/2004	09/16/2004
Ticket Number:	0000100115	09/07/2004	9	09/16/2004	09/22/2004
Ticket Number:	0000099520	09/01/2004	9	09/10/2004	09/16/2004
Ticket Number:	0000099791	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099711	09/02/2004	1	09/03/2004	09/09/2004

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<b>Average time to ticket resolution for</b>	damian	<b>5</b>
<b>Maximum time to ticket resolution for</b>	damian	<b>9</b>
<b>Minimum time to ticket resolution for</b>	damian	<b>1</b>

**Physical Networks**

**rays1**

Total: **13**

**Resolved**

Total: **3**

Ticket Number:	0000101645	09/23/2004	5	09/28/2004
Ticket Number:	0000101033	09/16/2004	11	09/27/2004
Ticket Number:	0000101437	09/21/2004	7	09/28/2004

**Closed**

Total: **10**

Ticket Number:	0000100371	09/09/2004	1	09/10/2004	09/16/2004
Ticket Number:	0000099601	09/01/2004	6	09/07/2004	09/13/2004
Ticket Number:	0000099880	09/03/2004	14	09/17/2004	09/23/2004
Ticket Number:	0000100560	09/10/2004	11	09/21/2004	09/27/2004
Ticket Number:	0000100768	09/14/2004	8	09/22/2004	09/28/2004
Ticket Number:	0000100842	09/14/2004	6	09/20/2004	09/27/2004
Ticket Number:	0000100694	09/13/2004	1	09/14/2004	09/20/2004
Ticket Number:	0000100700	09/13/2004	7	09/20/2004	09/27/2004
Ticket Number:	0000100661	09/13/2004	7	09/20/2004	09/27/2004
Ticket Number:	0000101343	09/20/2004	2	09/22/2004	09/28/2004

<b>Average time to ticket resolution for</b>	rays1	<b>7</b>
<b>Maximum time to ticket resolution for</b>	rays1	<b>14</b>
<b>Minimum time to ticket resolution for</b>	rays1	<b>1</b>

**vicki**

Total: **7**

**Closed**

Total: **7**

Ticket Number:	0000101061	09/16/2004	5	09/21/2004	09/27/2004
Ticket Number:	0000101319	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101199	09/17/2004	4	09/21/2004	09/27/2004
Ticket Number:	0000101161	09/17/2004	4	09/21/2004	09/27/2004
Ticket Number:	0000100859	09/14/2004	7	09/21/2004	09/27/2004
Ticket Number:	0000100243	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100879	09/15/2004	6	09/21/2004	09/27/2004

<b>Average time to ticket resolution for</b>	vicki	<b>4</b>
<b>Maximum time to ticket resolution for</b>	vicki	<b>7</b>
<b>Minimum time to ticket resolution for</b>	vicki	<b>0</b>

**Physical Networks**

**zicka**

Total: **20**

**Resolved**

Total: **4**

Ticket Number:	0000101171	09/17/2004	10	09/27/2004
Ticket Number:	0000102299	09/30/2004	1	10/01/2004
Ticket Number:	0000102217	09/30/2004	1	10/01/2004
Ticket Number:	0000101819	09/27/2004	0	09/27/2004

**Closed**

Total: **16**

Ticket Number:	0000100126	09/07/2004	2	09/09/2004	09/15/2004
Ticket Number:	0000100679	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100805	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000099715	09/02/2004	6	09/08/2004	09/14/2004
Ticket Number:	0000099667	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099675	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099741	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099755	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000100077	09/07/2004	8	09/15/2004	09/21/2004
Ticket Number:	0000099938	09/04/2004	4	09/08/2004	09/14/2004
Ticket Number:	0000099903	09/03/2004	5	09/08/2004	09/14/2004
Ticket Number:	0000099782	09/02/2004	5		09/07/2004
Ticket Number:	0000099670	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000101122	09/17/2004	5	09/22/2004	09/28/2004
Ticket Number:	0000101404	09/21/2004	2	09/23/2004	09/29/2004
Ticket Number:	0000101707	09/24/2004	0	09/24/2004	09/30/2004

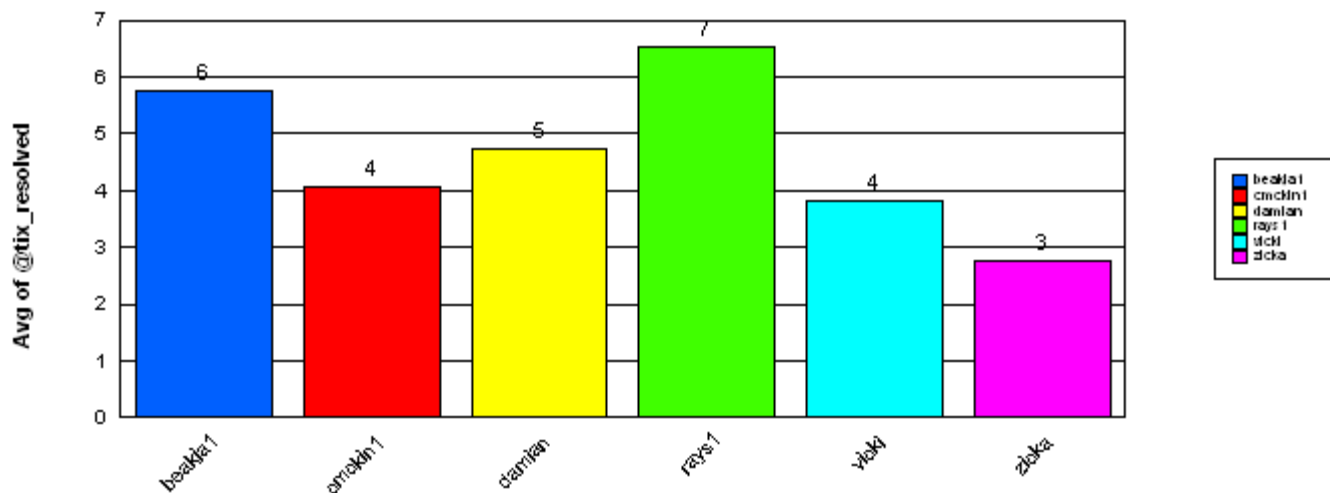
-----	-----	-----
<b>Average time to ticket resolution for</b>	zicka	<b>3</b>
<b>Maximum time to ticket resolution for</b>	zicka	<b>10</b>
<b>Minimum time to ticket resolution for</b>	zicka	<b>0</b>
-----	-----	-----

**Physical Networks**

Average time to ticket resolution for	Physical Networ	5
Maximum time to ticket resolution for	Physical Networ	27
Minimum time to ticket resolution for	Physical Networ	0

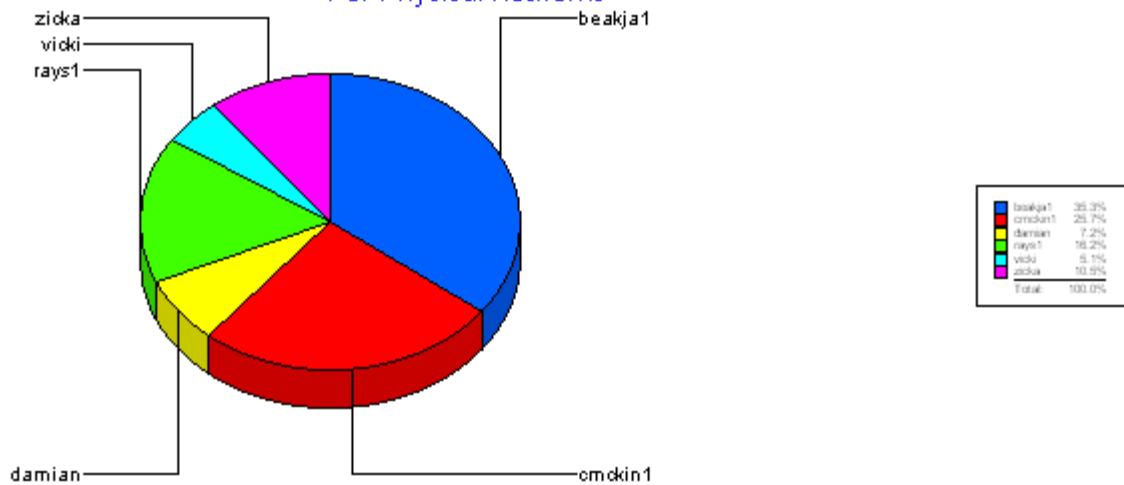
### Avg of Each Ticket Resolved

For Physical Networks



### Percentage of Sum of Tickets Resolved

For Physical Networks



**Security**

		<u>Total:</u>	<b>38</b>	
<b>Security</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000100506	09/10/2004	0	09/10/2004
-----				
<b>Average time to ticket resolution for</b>	Security		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	Security		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	Security		<b>0</b>	
<b>Security:Compromise</b>		<u>Total:</u>	<b>2</b>	
<b>Closed</b>		<u>Total:</u>	<b>2</b>	
Ticket Number:	0000102072	09/29/2004	0	09/29/2004
Ticket Number:	0000101436	09/21/2004	0	09/21/2004
-----				
<b>Average time to ticket resolution for</b>	Security:Compr		<b>0</b>	
<b>Maximum time to ticket resolution for</b>	Security:Compr		<b>0</b>	
<b>Minimum time to ticket resolution for</b>	Security:Compr		<b>0</b>	
<b>akhant1</b>		<u>Total:</u>	<b>16</b>	
<b>Resolved</b>		<u>Total:</u>	<b>3</b>	
Ticket Number:	0000100636	09/13/2004	16	09/29/2004
Ticket Number:	0000101935	09/27/2004	2	09/29/2004
Ticket Number:	0000101861	09/27/2004	3	09/30/2004
<b>Closed</b>		<u>Total:</u>	<b>13</b>	
Ticket Number:	0000099976	09/06/2004	17	09/23/2004
Ticket Number:	0000100474	09/10/2004	13	09/23/2004
Ticket Number:	0000100475	09/10/2004	13	09/23/2004
Ticket Number:	0000101247	09/19/2004	4	09/23/2004
Ticket Number:	0000101279	09/20/2004	3	09/23/2004
Ticket Number:	0000101280	09/20/2004	3	09/23/2004
Ticket Number:	0000101601	09/23/2004	0	09/23/2004
Ticket Number:	0000101539	09/22/2004	1	09/23/2004
Ticket Number:	0000101497	09/22/2004	1	09/23/2004
Ticket Number:	0000101806	09/27/2004	2	09/29/2004
Ticket Number:	0000102187	09/30/2004	0	09/30/2004
Ticket Number:	0000099821	09/03/2004	21	09/24/2004
Ticket Number:	0000100053	09/07/2004	16	09/23/2004
-----				
<b>Average time to ticket resolution for</b>	akhant1		<b>7</b>	
<b>Maximum time to ticket resolution for</b>	akhant1		<b>21</b>	
<b>Minimum time to ticket resolution for</b>	akhant1		<b>0</b>	
<b>andy</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000100224	09/08/2004	1	09/09/2004
-----				
<b>Average time to ticket resolution for</b>	andy		<b>1</b>	
<b>Maximum time to ticket resolution for</b>	andy		<b>1</b>	
<b>Minimum time to ticket resolution for</b>	andy		<b>1</b>	

**Security**

**sziad1**

Total: **18**

**Closed**

Total: **18**

Ticket Number:	0000099997	09/07/2004	0		09/07/2004
Ticket Number:	0000100004	09/07/2004	0		09/07/2004
Ticket Number:	0000100007	09/07/2004	0		09/07/2004
Ticket Number:	0000100017	09/07/2004	0		09/07/2004
Ticket Number:	0000100023	09/07/2004	0		09/07/2004
Ticket Number:	0000100028	09/07/2004	0		09/07/2004
Ticket Number:	0000100022	09/07/2004	0		09/07/2004
Ticket Number:	0000100166	09/07/2004	2		09/09/2004
Ticket Number:	0000100013	09/07/2004	0		09/07/2004
Ticket Number:	0000100003	09/07/2004	0		09/07/2004
Ticket Number:	0000100020	09/07/2004	0		09/07/2004
Ticket Number:	0000099516	09/01/2004	2	09/03/2004	09/09/2004
Ticket Number:	0000100323	09/09/2004	0		09/09/2004
Ticket Number:	0000099744	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000099751	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000099730	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000100622	09/13/2004	4	09/16/2004	09/22/2004
Ticket Number:	0000100633	09/13/2004	3	09/16/2004	09/22/2004

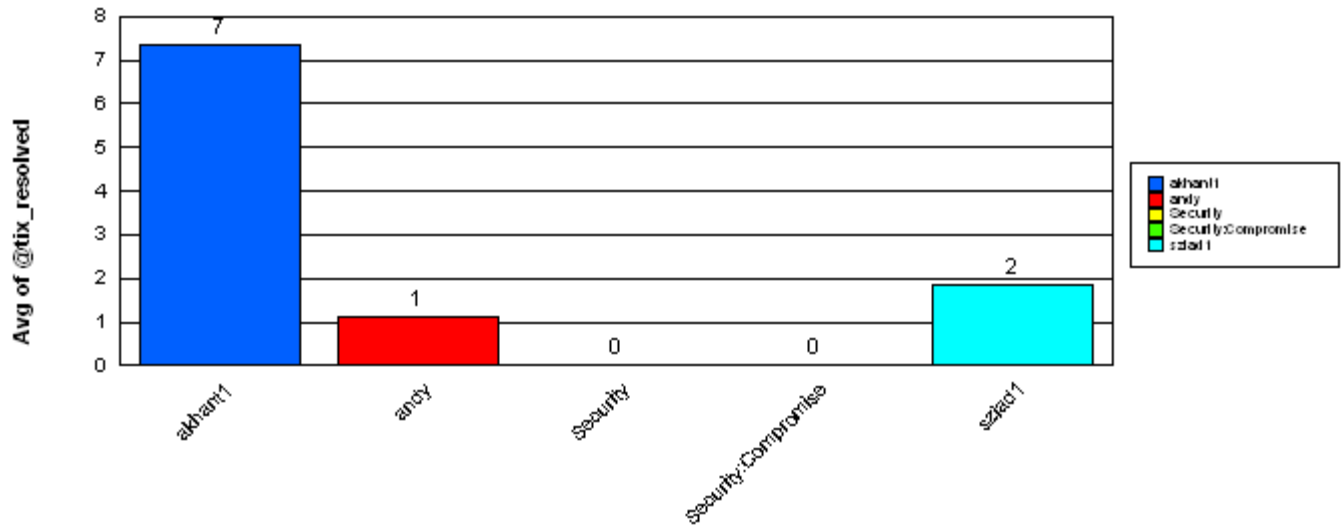
-----		-----	
<b>Average time to ticket resolution for</b>	sziad1		<b>2</b>
<b>Maximum time to ticket resolution for</b>	sziad1		<b>7</b>
<b>Minimum time to ticket resolution for</b>	sziad1		<b>0</b>
-----		-----	

### Security

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

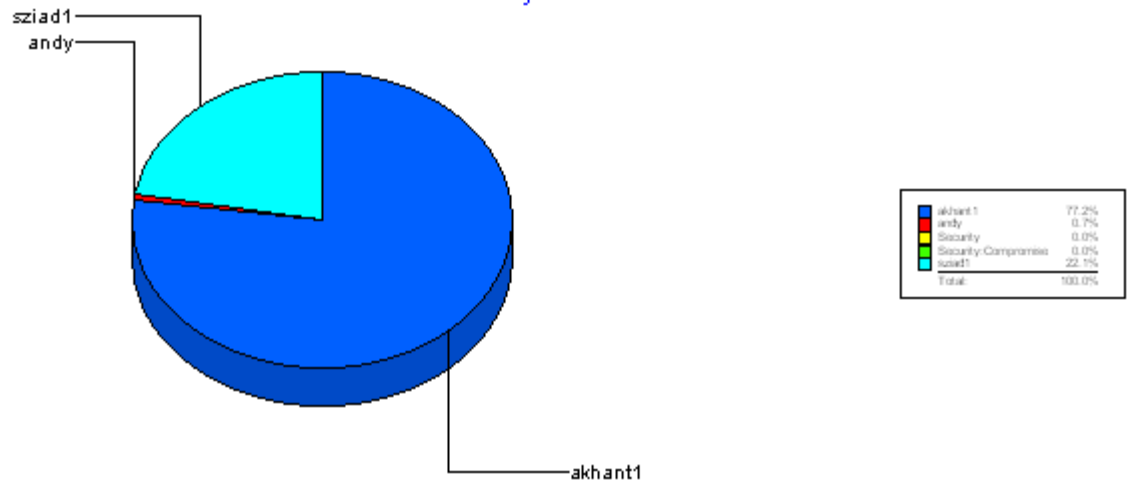
## Avg of Each Ticket Resolved

For Security



## Percentage of Sum of Tickets Resolved

For Security



SysCore

		Total:	285		
<b>SysCore:Listproc</b>		<u>Total:</u>	<b>1</b>		
<b>Closed</b>		<u>Total:</u>	<b>1</b>		
Ticket Number:	0000099514	09/01/2004	0	09/01/2004	
-----					
<b>Average time to ticket resolution for</b>	SysCore:Listpro		<b>0</b>		
<b>Maximum time to ticket resolution for</b>	SysCore:Listpro		<b>0</b>		
<b>Minimum time to ticket resolution for</b>	SysCore:Listpro		<b>0</b>		
<b>banz</b>		<u>Total:</u>	<b>23</b>		
<b>Closed</b>		<u>Total:</u>	<b>23</b>		
Ticket Number:	0000099524	09/01/2004	8	09/09/2004	09/15/2004
Ticket Number:	0000099927	09/04/2004	3		09/07/2004
Ticket Number:	0000100326	09/09/2004	0		09/09/2004
Ticket Number:	0000100330	09/09/2004	0		09/09/2004
Ticket Number:	0000099813	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000099793	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000099737	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099723	09/02/2004	0	09/02/2004	09/07/2004
Ticket Number:	0000099653	09/01/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099657	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000100546	09/10/2004	5	09/15/2004	09/21/2004
Ticket Number:	0000100678	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100915	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000101519	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101627	09/23/2004	0		09/23/2004
Ticket Number:	0000101535	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101607	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000099659	09/02/2004	5	09/07/2004	09/13/2004
Ticket Number:	0000100052	09/07/2004	0	09/07/2004	09/13/2004
Ticket Number:	0000100416	09/09/2004	0	09/09/2004	09/15/2004
Ticket Number:	0000100144	09/07/2004	2		09/09/2004
Ticket Number:	0000100324	09/09/2004	0		09/09/2004
Ticket Number:	0000100319	09/08/2004	1		09/09/2004
-----					
<b>Average time to ticket resolution for</b>	banz		<b>2</b>		
<b>Maximum time to ticket resolution for</b>	banz		<b>8</b>		
<b>Minimum time to ticket resolution for</b>	banz		<b>0</b>		

**SysCore**

**daleg**

Total: **21**

**Resolved**

Total: **2**

Ticket Number:	0000101709	09/24/2004	3	09/27/2004
Ticket Number:	0000102168	09/29/2004	0	09/29/2004

**Closed**

Total: **19**

Ticket Number:	0000100990	09/16/2004	0		09/16/2004
Ticket Number:	0000099677	09/02/2004	7	09/09/2004	09/15/2004
Ticket Number:	0000100656	09/13/2004	1	09/14/2004	09/20/2004
Ticket Number:	0000100204	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100823	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100248	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000101659	09/23/2004	0		09/23/2004
Ticket Number:	0000101660	09/23/2004	0		09/23/2004
Ticket Number:	0000101652	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101656	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000100551	09/10/2004	4	09/14/2004	09/20/2004
Ticket Number:	0000100932	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100962	09/15/2004	1		09/16/2004
Ticket Number:	0000101034	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100975	09/16/2004	0	09/16/2004	09/16/2004
Ticket Number:	0000100935	09/15/2004	5	09/20/2004	09/27/2004
Ticket Number:	0000100926	09/15/2004	0		09/15/2004
Ticket Number:	0000100923	09/15/2004	0		09/15/2004
Ticket Number:	0000100924	09/15/2004	0	09/15/2004	09/21/2004

<b>Average time to ticket resolution for</b>	daleg	<b>1</b>
<b>Maximum time to ticket resolution for</b>	daleg	<b>7</b>
<b>Minimum time to ticket resolution for</b>	daleg	<b>0</b>

**dave**

Total: **4**

**Resolved**

Total: **1**

Ticket Number:	0000101798	09/26/2004	0	09/26/2004
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**Closed**

Total: **3**

Ticket Number:	0000099985	09/06/2004	4	09/10/2004	09/16/2004
Ticket Number:	0000101504	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101761	09/24/2004	0	09/24/2004	09/30/2004

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

**SysCore**

**jcgriego**

Total: **20**

**Resolved**

Total: **1**

Ticket Number: 0000101867 09/27/2004 1 09/28/2004

**Closed**

Total: **19**

Ticket Number:	0000100037	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100065	09/07/2004	1		09/08/2004
Ticket Number:	0000100487	09/10/2004	0	09/10/2004	09/16/2004
Ticket Number:	0000100237	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000100171	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100084	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100725	09/13/2004	3	09/16/2004	09/22/2004
Ticket Number:	0000100984	09/16/2004	0	09/16/2004	09/16/2004
Ticket Number:	0000101021	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000101271	09/19/2004	4	09/23/2004	09/29/2004
Ticket Number:	0000101092	09/17/2004	5		09/22/2004
Ticket Number:	0000101342	09/20/2004	2	09/22/2004	09/28/2004
Ticket Number:	0000101066	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000099496	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099852	09/03/2004	5	09/08/2004	09/14/2004
Ticket Number:	0000099702	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099616	09/01/2004	9		09/10/2004
Ticket Number:	0000099811	09/02/2004	6	09/08/2004	09/14/2004
Ticket Number:	0000100096	09/07/2004	3	09/10/2004	09/16/2004

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<b>Average time to ticket resolution for</b>	jcgriego		<b>2</b>
<b>Maximum time to ticket resolution for</b>	jcgriego		<b>9</b>
<b>Minimum time to ticket resolution for</b>	jcgriego		<b>0</b>
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**SysCore**

**sbrown7**

Total: **216**

**Resolved**

Total: **19**

Ticket Number:	0000101856	09/27/2004	1	09/28/2004
Ticket Number:	0000102303	09/30/2004	1	10/01/2004
Ticket Number:	0000102266	09/30/2004	0	09/30/2004
Ticket Number:	0000102254	09/30/2004	0	09/30/2004
Ticket Number:	0000102252	09/30/2004	0	09/30/2004
Ticket Number:	0000102240	09/30/2004	0	09/30/2004
Ticket Number:	0000102260	09/30/2004	0	09/30/2004
Ticket Number:	0000102207	09/30/2004	0	09/30/2004
Ticket Number:	0000102176	09/29/2004	2	10/01/2004
Ticket Number:	0000102118	09/29/2004	0	09/29/2004
Ticket Number:	0000101975	09/28/2004	0	09/28/2004
Ticket Number:	0000101922	09/27/2004	2	09/29/2004
Ticket Number:	0000101918	09/27/2004	1	09/28/2004
Ticket Number:	0000101843	09/27/2004	0	09/27/2004
Ticket Number:	0000101823	09/27/2004	0	09/27/2004
Ticket Number:	0000101797	09/26/2004	1	09/27/2004
Ticket Number:	0000101790	09/26/2004	1	09/27/2004
Ticket Number:	0000101759	09/24/2004	7	10/01/2004
Ticket Number:	0000102261	09/30/2004	0	09/30/2004

**SysCore**

	<b>Closed</b>	<b>Total:</b>	<b>197</b>	
Ticket Number: 0000101628	09/23/2004		1	09/24/2004
Ticket Number: 0000099727	09/02/2004		5	09/07/2004
Ticket Number: 0000099696	09/02/2004		0	09/02/2004
Ticket Number: 0000099804	09/02/2004		1	09/03/2004 09/09/2004
Ticket Number: 0000099501	09/01/2004		0	09/01/2004 09/07/2004
Ticket Number: 0000099775	09/02/2004		0	09/02/2004
Ticket Number: 0000100900	09/15/2004		0	09/15/2004 09/21/2004
Ticket Number: 0000100686	09/13/2004		4	09/17/2004 09/23/2004
Ticket Number: 0000100989	09/16/2004		1	09/17/2004 09/23/2004
Ticket Number: 0000099998	09/07/2004		2	09/09/2004 09/15/2004
Ticket Number: 0000100698	09/13/2004		0	09/13/2004 09/20/2004
Ticket Number: 0000100455	09/09/2004		1	09/10/2004
Ticket Number: 0000100450	09/09/2004		1	09/10/2004 09/16/2004
Ticket Number: 0000100392	09/09/2004		1	09/10/2004 09/16/2004
Ticket Number: 0000100384	09/09/2004		0	09/09/2004
Ticket Number: 0000100364	09/09/2004		0	09/09/2004 09/15/2004
Ticket Number: 0000100340	09/09/2004		0	09/09/2004 09/15/2004
Ticket Number: 0000100318	09/08/2004		1	09/09/2004 09/15/2004
Ticket Number: 0000100308	09/08/2004		1	09/09/2004 09/15/2004
Ticket Number: 0000100303	09/08/2004		1	09/09/2004 09/15/2004
Ticket Number: 0000100296	09/08/2004		1	09/09/2004 09/15/2004
Ticket Number: 0000100178	09/07/2004		0	09/08/2004 09/14/2004
Ticket Number: 0000100447	09/09/2004		8	09/17/2004
Ticket Number: 0000100441	09/09/2004		1	09/10/2004 09/16/2004
Ticket Number: 0000100434	09/09/2004		4	09/13/2004
Ticket Number: 0000100507	09/10/2004		0	09/10/2004 09/14/2004
Ticket Number: 0000100420	09/09/2004		0	09/09/2004
Ticket Number: 0000100407	09/09/2004		0	09/09/2004
Ticket Number: 0000100406	09/09/2004		0	09/09/2004
Ticket Number: 0000100174	09/07/2004		1	09/08/2004 09/14/2004
Ticket Number: 0000100167	09/07/2004		2	09/09/2004
Ticket Number: 0000100153	09/07/2004		1	09/08/2004
Ticket Number: 0000100107	09/07/2004		0	09/07/2004 09/13/2004
Ticket Number: 0000100098	09/07/2004		0	09/07/2004
Ticket Number: 0000100079	09/07/2004		0	09/07/2004 09/13/2004
Ticket Number: 0000100078	09/07/2004		0	09/07/2004 09/13/2004
Ticket Number: 0000100073	09/07/2004		0	09/07/2004
Ticket Number: 0000100860	09/14/2004		0	09/15/2004 09/21/2004
Ticket Number: 0000100257	09/08/2004		0	09/08/2004 09/14/2004
Ticket Number: 0000100249	09/08/2004		0	09/08/2004 09/08/2004
Ticket Number: 0000100351	09/09/2004		6	09/15/2004 09/21/2004
Ticket Number: 0000100478	09/10/2004		10	09/20/2004 09/27/2004
Ticket Number: 0000100208	09/08/2004		1	09/09/2004 09/15/2004
Ticket Number: 0000100194	09/08/2004		0	09/08/2004 09/14/2004
Ticket Number: 0000100059	09/07/2004		0	09/07/2004 09/13/2004
Ticket Number: 0000100055	09/07/2004		0	09/07/2004 09/13/2004
Ticket Number: 0000100035	09/07/2004		0	09/07/2004 09/13/2004
Ticket Number: 0000100033	09/07/2004		0	09/07/2004 09/13/2004
Ticket Number: 0000100030	09/07/2004		0	09/07/2004
Ticket Number: 0000100026	09/07/2004		0	09/07/2004
Ticket Number: 0000100024	09/07/2004		0	09/07/2004
Ticket Number: 0000100021	09/07/2004		0	09/07/2004
Ticket Number: 0000100152	09/07/2004		1	09/08/2004

**SysCore**

Ticket Number:	0000100150	09/07/2004	1		09/08/2004
Ticket Number:	0000100149	09/07/2004	1		09/08/2004
Ticket Number:	0000100127	09/07/2004	0		09/07/2004
Ticket Number:	0000100120	09/07/2004	1	09/08/2004	09/14/2004
Ticket Number:	0000100005	09/07/2004	0		09/07/2004
Ticket Number:	0000100006	09/07/2004	0		09/07/2004
Ticket Number:	0000100008	09/07/2004	0		09/07/2004
Ticket Number:	0000100018	09/07/2004	0		09/07/2004
Ticket Number:	0000100014	09/07/2004	0		09/07/2004
Ticket Number:	0000100581	09/11/2004	2		09/13/2004
Ticket Number:	0000100582	09/11/2004	2		09/13/2004
Ticket Number:	0000101125	09/17/2004	0	09/17/2004	09/23/2004
Ticket Number:	0000100947	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100945	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000100906	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100857	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100844	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100816	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100804	09/14/2004	1	09/15/2004	09/30/2004
Ticket Number:	0000100802	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100796	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100841	09/14/2004	0	09/14/2004	09/15/2004
Ticket Number:	0000100762	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100660	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100875	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100874	09/15/2004	0	09/15/2004	09/21/2004
Ticket Number:	0000100863	09/15/2004	0		09/15/2004
Ticket Number:	0000100649	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100648	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100623	09/13/2004	7	09/20/2004	09/27/2004
Ticket Number:	0000100613	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100598	09/12/2004	1		09/13/2004
Ticket Number:	0000100595	09/12/2004	1	09/13/2004	09/20/2004
Ticket Number:	0000100537	09/10/2004	10		09/20/2004
Ticket Number:	0000100573	09/11/2004	12	09/23/2004	09/29/2004
Ticket Number:	0000101038	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101163	09/17/2004	0		09/17/2004
Ticket Number:	0000101031	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101015	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101008	09/16/2004	4		09/20/2004
Ticket Number:	0000100999	09/16/2004	0	09/16/2004	09/17/2004
Ticket Number:	0000100996	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000100988	09/16/2004	0	09/16/2004	09/22/2004
Ticket Number:	0000100840	09/14/2004	1	09/15/2004	09/21/2004
Ticket Number:	0000100837	09/14/2004	0	09/14/2004	09/20/2004
Ticket Number:	0000100713	09/13/2004	0		09/13/2004
Ticket Number:	0000100708	09/13/2004	4	09/17/2004	09/23/2004
Ticket Number:	0000100670	09/13/2004	0	09/13/2004	09/20/2004
Ticket Number:	0000100728	09/13/2004	1	09/14/2004	09/15/2004
Ticket Number:	0000100562	09/11/2004	4	09/15/2004	09/21/2004
Ticket Number:	0000099666	09/02/2004	0		09/02/2004
Ticket Number:	0000099589	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099596	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099814	09/02/2004	1	09/03/2004	09/09/2004

**SysCore**

Ticket Number:	0000099797	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099779	09/02/2004	1	09/03/2004	09/08/2004
Ticket Number:	0000100287	09/08/2004	0	09/08/2004	09/14/2004
Ticket Number:	0000099654	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099636	09/01/2004	1		09/02/2004
Ticket Number:	0000099634	09/01/2004	16	09/17/2004	09/20/2004
Ticket Number:	0000099613	09/01/2004	1	09/02/2004	09/08/2004
Ticket Number:	0000099609	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099600	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099599	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000100288	09/08/2004	1	09/09/2004	09/15/2004
Ticket Number:	0000099970	09/05/2004	4	09/09/2004	09/15/2004
Ticket Number:	0000099969	09/05/2004	15	09/20/2004	09/27/2004
Ticket Number:	0000100880	09/15/2004	2	09/17/2004	09/23/2004
Ticket Number:	0000099955	09/05/2004	2		09/07/2004
Ticket Number:	0000099952	09/05/2004	2	09/07/2004	09/13/2004
Ticket Number:	0000099932	09/04/2004	3		09/07/2004
Ticket Number:	0000099918	09/03/2004	4		09/07/2004
Ticket Number:	0000099928	09/04/2004	3	09/07/2004	09/13/2004
Ticket Number:	0000099898	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099888	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099865	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099864	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099846	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099836	09/03/2004	0	09/03/2004	09/09/2004
Ticket Number:	0000099770	09/02/2004	0	09/02/2004	09/08/2004
Ticket Number:	0000099769	09/02/2004	0		09/02/2004
Ticket Number:	0000099766	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099761	09/02/2004	0		09/02/2004
Ticket Number:	0000099753	09/02/2004	0		09/02/2004
Ticket Number:	0000099752	09/02/2004	1	09/03/2004	09/09/2004
Ticket Number:	0000099749	09/02/2004	0		09/02/2004
Ticket Number:	0000099738	09/02/2004	0	09/02/2004	09/09/2004
Ticket Number:	0000099592	09/01/2004	0		09/01/2004
Ticket Number:	0000099566	09/01/2004	0		09/01/2004
Ticket Number:	0000099530	09/01/2004	0	09/01/2004	09/07/2004
Ticket Number:	0000099533	09/01/2004	0	09/01/2004	09/20/2004
Ticket Number:	0000101047	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101151	09/17/2004	0		09/17/2004
Ticket Number:	0000101164	09/17/2004	0		09/17/2004
Ticket Number:	0000101559	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101556	09/22/2004	1	09/23/2004	09/29/2004
Ticket Number:	0000101402	09/21/2004	2	09/23/2004	09/29/2004
Ticket Number:	0000101398	09/21/2004	2	09/23/2004	09/29/2004
Ticket Number:	0000101378	09/21/2004	0		09/21/2004
Ticket Number:	0000101348	09/20/2004	1	09/21/2004	09/27/2004
Ticket Number:	0000101328	09/20/2004	0	09/20/2004	09/27/2004
Ticket Number:	0000101325	09/20/2004	0		09/20/2004
Ticket Number:	0000101209	09/17/2004	3	09/20/2004	09/27/2004
Ticket Number:	0000101165	09/17/2004	0		09/17/2004
Ticket Number:	0000101158	09/17/2004	0		09/17/2004
Ticket Number:	0000101152	09/17/2004	0		09/17/2004
Ticket Number:	0000101150	09/17/2004	0		09/17/2004
Ticket Number:	0000101079	09/16/2004	1	09/17/2004	09/23/2004

**SysCore**

Ticket Number:	0000101665	09/23/2004	1	09/24/2004	09/30/2004
Ticket Number:	0000101653	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101632	09/23/2004	0		09/23/2004
Ticket Number:	0000102059	09/29/2004	0		09/29/2004
Ticket Number:	0000101625	09/23/2004	0		09/23/2004
Ticket Number:	0000101613	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101611	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101598	09/23/2004	0	09/23/2004	09/29/2004
Ticket Number:	0000101520	09/22/2004	0	09/22/2004	09/28/2004
Ticket Number:	0000101679	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101676	09/24/2004	0	09/24/2004	09/30/2004
Ticket Number:	0000101518	09/22/2004	0		09/22/2004
Ticket Number:	0000101457	09/21/2004	0		09/21/2004
Ticket Number:	0000101455	09/21/2004	0		09/21/2004
Ticket Number:	0000101454	09/21/2004	0		09/21/2004
Ticket Number:	0000101450	09/21/2004	3	09/24/2004	09/30/2004
Ticket Number:	0000101054	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101075	09/16/2004	1	09/17/2004	09/23/2004
Ticket Number:	0000101781	09/25/2004	2		09/27/2004
Ticket Number:	0000101913	09/27/2004	0		09/27/2004
Ticket Number:	0000102302	09/30/2004	1		10/01/2004
Ticket Number:	0000102291	09/30/2004	0		09/30/2004
Ticket Number:	0000102205	09/30/2004	0	09/30/2004	09/30/2004
Ticket Number:	0000101992	09/28/2004	0	09/28/2004	09/28/2004
Ticket Number:	0000101930	09/27/2004	1		09/28/2004
Ticket Number:	0000101929	09/27/2004	1		09/28/2004
Ticket Number:	0000101928	09/27/2004	1		09/28/2004
Ticket Number:	0000101927	09/27/2004	1		09/28/2004
Ticket Number:	0000101926	09/27/2004	1		09/28/2004
Ticket Number:	0000101919	09/27/2004	1		09/28/2004
Ticket Number:	0000101897	09/27/2004	0		09/27/2004
Ticket Number:	0000101794	09/26/2004	1		09/27/2004
Ticket Number:	0000101839	09/27/2004	0		09/27/2004
Ticket Number:	0000101880	09/27/2004	0		09/27/2004
Ticket Number:	0000101895	09/27/2004	0		09/27/2004
Ticket Number:	0000101796	09/26/2004	1		09/27/2004
-----			-----		
<b>Average time to ticket resolution for</b>	sbrown7		<b>1</b>		
<b>Maximum time to ticket resolution for</b>	sbrown7		<b>16</b>		
<b>Minimum time to ticket resolution for</b>	sbrown7		<b>0</b>		

SysCore

Average time to ticket resolution for

SysCore

1

Maximum time to ticket resolution for

SysCore

16

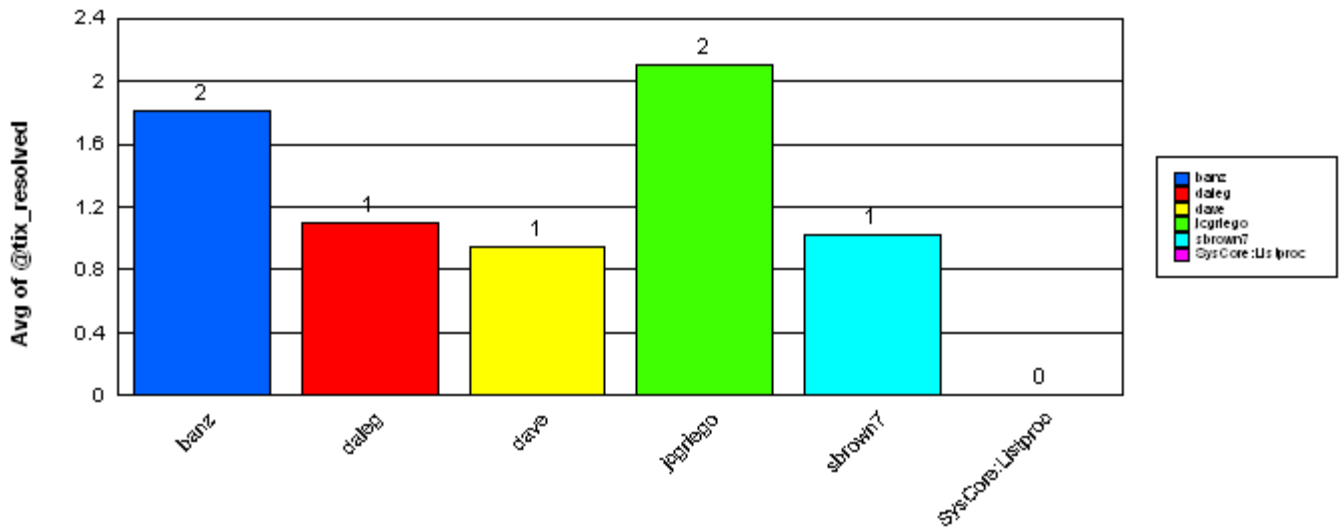
Minimum time to ticket resolution for

SysCore

0

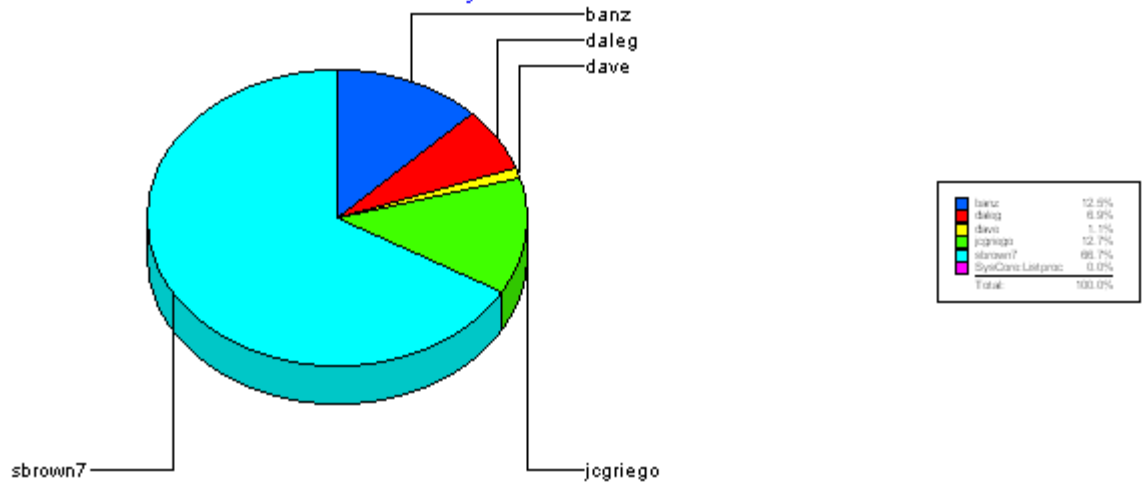
## Avg of Each Ticket Resolved

For SysCore



## Percentage of Sum of Tickets Resolved

For SysCore



SysDept

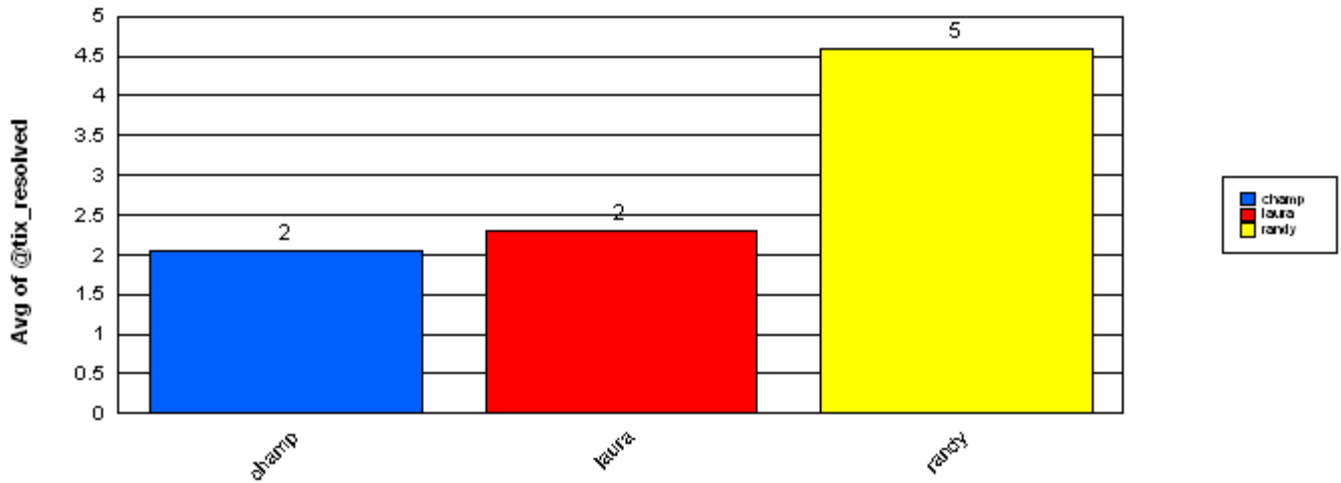
		Total:	30	
<b>champ</b>		<u>Total:</u>		<b>11</b>
<b>Closed</b>		<u>Total:</u>		<b>11</b>
Ticket Number:	0000101078	09/16/2004	6	09/22/2004 09/23/2004
Ticket Number:	0000101638	09/23/2004	0	09/23/2004
Ticket Number:	0000101538	09/22/2004	0	09/22/2004
Ticket Number:	0000101491	09/22/2004	0	09/22/2004
Ticket Number:	0000101432	09/21/2004	1	09/22/2004
Ticket Number:	0000099508	09/01/2004	0	09/01/2004
Ticket Number:	0000099788	09/02/2004	7	09/09/2004
Ticket Number:	0000099629	09/01/2004	1	09/02/2004
Ticket Number:	0000099692	09/02/2004	0	09/02/2004 09/02/2004
Ticket Number:	0000100584	09/11/2004	2	09/13/2004
Ticket Number:	0000100781	09/14/2004	6	09/20/2004
-----		-----		-----
<b>Average time to ticket resolution for</b>		champ	<b>2</b>	
<b>Maximum time to ticket resolution for</b>		champ	<b>7</b>	
<b>Minimum time to ticket resolution for</b>		champ	<b>0</b>	
<hr/>		<hr/>		<hr/>
<b>laura</b>		<u>Total:</u>		<b>17</b>
<b>Closed</b>		<u>Total:</u>		<b>17</b>
Ticket Number:	0000100531	09/10/2004	4	09/14/2004
Ticket Number:	0000100624	09/13/2004	0	09/13/2004
Ticket Number:	0000100630	09/13/2004	11	09/24/2004
Ticket Number:	0000100741	09/14/2004	0	09/14/2004
Ticket Number:	0000100753	09/14/2004	0	09/14/2004
Ticket Number:	0000100747	09/14/2004	0	09/14/2004
Ticket Number:	0000100578	09/11/2004	2	09/13/2004
Ticket Number:	0000099999	09/07/2004	8	09/15/2004
Ticket Number:	0000100227	09/08/2004	9	09/17/2004
Ticket Number:	0000100401	09/09/2004	1	09/10/2004
Ticket Number:	0000101237	09/18/2004	2	09/20/2004
Ticket Number:	0000101734	09/24/2004	0	09/24/2004
Ticket Number:	0000101255	09/19/2004	1	09/20/2004
Ticket Number:	0000101372	09/21/2004	0	09/21/2004
Ticket Number:	0000101447	09/21/2004	1	09/22/2004
Ticket Number:	0000101283	09/20/2004	0	09/20/2004 09/27/2004
Ticket Number:	0000101779	09/25/2004	2	09/27/2004
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<b>Average time to ticket resolution for</b>		laura	<b>2</b>	
<b>Maximum time to ticket resolution for</b>		laura	<b>11</b>	
<b>Minimum time to ticket resolution for</b>		laura	<b>0</b>	
<hr/>		<hr/>		<hr/>
<b>randy</b>		<u>Total:</u>		<b>2</b>
<b>Resolved</b>		<u>Total:</u>		<b>1</b>
Ticket Number:	0000101862	09/27/2004	1	09/28/2004
<b>Closed</b>		<u>Total:</u>		<b>1</b>
Ticket Number:	0000100639	09/13/2004	8	09/21/2004 09/27/2004
-----		-----		-----
<b>Average time to ticket resolution for</b>		randy	<b>5</b>	
<b>Maximum time to ticket resolution for</b>		randy	<b>8</b>	
<b>Minimum time to ticket resolution for</b>		randy	<b>1</b>	

SysDept

Average time to ticket resolution for	SysDept	2
Maximum time to ticket resolution for	SysDept	11
Minimum time to ticket resolution for	SysDept	0

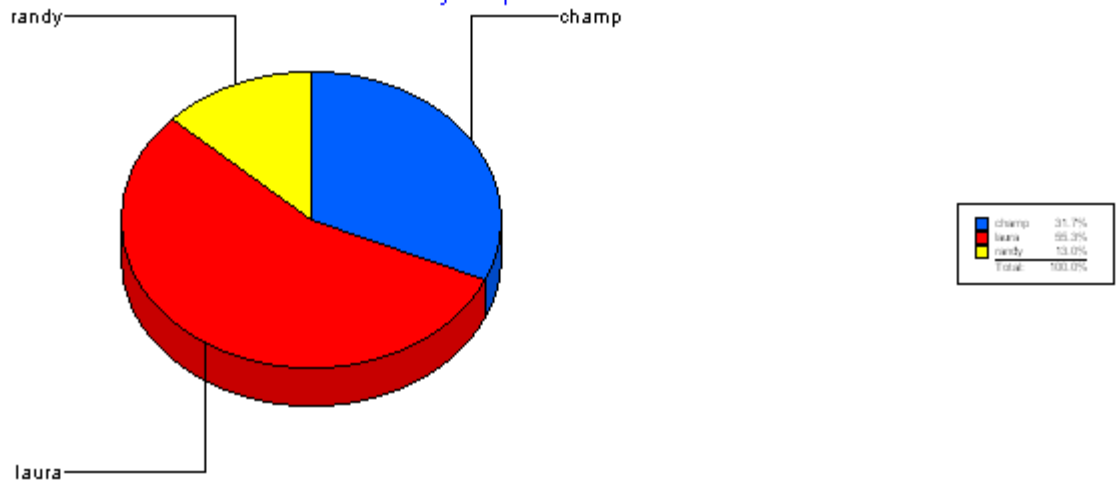
### Avg of Each Ticket Resolved

For SysDept



### Percentage of Sum of Tickets Resolved

For SysDept



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Total Remedy Tickets Created and Resolved/Closed Between: 09/01/2004 and 09/30/2004 : 2383

Total Remedy Tickets Created between: 09/01/2004 and 09/30/2004 : 2383

Maximum time to resolution	30
Minimum time to resolution	0
Total Average time to ticket resolution	2.29