Summary:

Number of tickets opened:	**51**
Number of tickets closed:	**90**

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Cable TV	1	0	1
Hardware	7	34	-27
Internet Access	11	26	-15
Other	7	7	0
Software	12	10	2
Super-Secret Tickets	3	1	2
User Accounts	7	7	0
Voice	3	5	-2

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
Cable TV	1	11.9
Hardware	7	6.1
Internet Access	11	5.5
Other	13	3.8
Software	13	10.8
Super-Secret Tickets	3	29.2
User Accounts	7	11.8
Voice	3	3.5

Tickets open more than 24 hours:

Request time	Close time	Status	#	Title
4/24/2017	4/28/2017	Closed	1,629	arcade star
4/25/2017		Pending	1,632	UPS Project
4/24/2017		Pending	1,617	telephone line in Pine Room
4/24/2017		Pending	1,621	Certficiate Error
4/24/2017	4/27/2017	Closed	1,624	Password Change

Reclamation Tickets: 4 Closed Records

Request time	Close time	Status	#	Title
4/25/2017	4/25/2017	Closed	1,631	assistance for Facilities email group
4/24/2017	4/27/2017	Closed	1,627	print envelopes on national business printers
Request time	Close time	Status	#	Title
4/25/2017	4/25/2017	Closed	1,631	assistance for Facilities email group

Reclamation Tickets: 1 Pending Record

Request time	Close time	Status	#	Title
4/27/2017		Pending	1,660	fax line in the pine room for spaceship phones