

**Summary:**

Number of tickets opened:	<b>36</b>
Number of tickets closed:	<b>49</b>
Number of tickets carried over from previous week:	<b>7</b>

**Tickets by Service Category:**

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Hardware	7	11	-4
Internet Access	3	4	-1
Other	5	7	-2
Software	8	12	-4
Super-Secret Tickets	3	0	3
User Accounts	8	10	-2
Voice	2	5	-3
<b>Total</b>	<b>36</b>	<b>49</b>	<b>-13</b>

**Time of Service by Category:**

Category	SR Count	Time to Repair (Operating hours)
Hardware	8	4.8
Internet Access	4	18.6
Other	9	2.5
Software	8	16.0
Super-Secret Tickets	4	38.3
User Accounts	10	4.1
Voice	2	3.1

**Tickets open more than 24 hours: Closed Records**

Submit Date	Close Date	Status	#	Title
01/04/2017	03/28/2017	Closed	735	Marty's Phone
02/01/2017	03/29/2017	Closed	994	PSI Network Scan Report
02/24/2017	03/29/2017	Closed	1205	PSC-Tekpanel-01
02/24/2017	03/29/2017	Closed	1207	LMS 113
02/28/2017	03/29/2017	Closed	1218	Printer Setup
03/09/2017	03/27/2017	Closed	1283	KYOCERA Ecosys M3540idn
03/13/2017	03/27/2017	Closed	1318	self service issue
03/20/2017	03/28/2017	Closed	1338	Department Lines
03/20/2017	03/27/2017	Closed	1340	Security Question Access
03/22/2017	03/27/2017	Closed	1359	Self Service Issues - Cannot Log On
03/23/2017	03/29/2017	Closed	1363	Outlook Won't Open
03/23/2017	03/28/2017	Closed	1375	Sysaid
03/23/2017	03/29/2017	Closed	1376	RE: Craig Donovan's pop-in
03/24/2017	03/30/2017	Closed	1386	viewing historic scanned transcripts in PowerCampus

**Tickets open more than 24 hours: Pending Records**

Submit Date	Status	#	Title
03/27/2017	New	1402	Port Numbers (Software/DB)
03/28/2017	New	1408	backups with SQL oddities
03/28/2017	User	1410	NAT type
	Responded		
03/29/2017	New	1418	Sysaid not authenticating
03/30/2017	New	1431	NED-3
03/31/2017	Pending	1432	Overlook 202
03/31/2017	Pending	1437	Frozen Excel

**Reclamation Tickets: Closed Records**

Submit Date	Close Date	Status	#	Title
02/28/2017	03/29/2017	Closed	1218	Printer Setup
03/23/2017	03/29/2017	Closed	1363	Outlook Won't Open
03/24/2017	03/29/2017	Closed	1387	Rikelmy Williams-Security Access Form
03/29/2017	03/31/2017	Closed	1412	Need reliable, fast internet service in Athlete's Lounge
03/29/2017	03/31/2017	Closed	1416	Outlook not opening

**Reclamation Tickets: Pending Records**

Submit Date	Status	#	Title
03/28/2017	User	1410	NAT type
	Responded		