Summary:

Number of tickets opened:	**46**
Number of tickets closed:	**42**
Number of tickets carried over from previous week:	**2**

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Cable TV	1	0	1
Hardware	8	6	2
Internet Access	8	8	0
Other	4	5	-1
Software	4	5	-1
Super-Secret Tickets	2	3	-1
User Accounts	15	12	3
Total	**46**	**42**	**4**

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
Cable TV	1	38.8
Hardware	8	8.1
Internet Access	8	9.7
Other	4	3.5
Software	4	15.3
Super-Secret Tickets	2	36.8
User Accounts	14	9.1

Tickets open more than 24 hours: Closed Records

Request time	Close time	Status	#	Title	Time to Repair
4/3/2017	4/14/2017	Closed	1,452	Label All Printers on Campus	66.72
4/4/2017	4/7/2017	Closed	1,455	Multiple Emails Received	27.64
4/4/2017	4/11/2017	Closed	1,456	TV in Dining Room	38.78
4/6/2017	4/12/2017	Closed	1,480	New VIC printer will not scan	26.99
4/7/2017	4/14/2017	Closed	1,486	Upgrade PowerFAIDS Release 22.2, Net Partner Release 22.2, and Web Client Release 22.2	43.63
4/7/2017	4/13/2017	Closed	1,488	Overlook network question	36.10

Reclamation Tickets: Closed Records

Request time	Close time	Status	#	Title
4/3/2017	4/11/2017	Closed	1,445	G Drive Permission
4/3/2017	4/6/2017	Closed	1,450	Is this a big problem?
4/4/2017	4/4/2017	Closed	1,454	Ticket
4/5/2017	4/6/2017	Closed	1,465	jmills@paulsmiths
4/5/2017	4/6/2017	Closed	1,460	Outlook email signin
4/6/2017	4/18/2017	Closed	1,477	Library group
4/6/2017	4/12/2017	Closed	1,480	New VIC printer will not scan
4/7/2017	4/13/2017	Closed	1,488	Overlook network question
4/7/2017	4/10/2017	Closed	1,493	Patty Coppola-G-drive access
4/7/2017	4/12/2017	Closed	1,494	Emails
4/8/2017	4/12/2017	Closed	1,495	Secure Connection

Reclamation Tickets: Pending Records: 0 Pending