

Summary:

Number of tickets opened:	35
Number of tickets closed:	42

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Cable TV	0	1	-1
Hardware	6	8	-2
Internet Access	3	5	-2
Other	2	1	1
Software	9	9	0
Super-Secret Tickets	1	3	-2
User Accounts	10	12	-2
Voice	5	3	2

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
Hardware	6	7.1
Internet Access	3	6.7
Other	1	0.9
Software	7	7.2
Super-Secret Tickets	1	4.8
User Accounts	8	4.2
Voice	3	0.4

Tickets open more than 24 hours:

Request time	Close time	Status	#	Title	Time to Repair
4/10/2017		Pending	1,503	Freer Upstairs Copier/Printer	48.83
4/10/2017		Pending	1,506	Contact Administrator.	46.46
4/12/2017		Pending	1,522	Phone	35.96
4/12/2017		Pending	1,526	Carlson civil suite	28.43

Reclamation Tickets: Closed Records

Request time	Close time	Status	#	Title
04/11/2017	04/13/2017	Closed	1,520	Conduct Board folder

Reclamation Tickets: Pending Records: 0 Pending