

**Summary:**

Number of tickets opened:	<b>45</b>
Number of tickets closed:	<b>48</b>

**Tickets by Service Category:**

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Hardware	11	12	-1
Internet Access	4	5	-1
Other	6	5	1
Software	6	8	-2
Super-Secret Tickets	3	3	0
User Accounts	11	12	-1
Voice	3	3	0
none	1	0	1

**Time of Service by Category:**

Category	SR Count	Time to Repair (Operating hours)
Hardware	10	4.2
Internet Access	2	8.4
Other	5	3.7
Software	5	3.7
Super-Secret Tickets	3	7.0
User Accounts	10	7.7
Voice	1	1.0

**Tickets open more than 24 hours:**

Service Record Type	Request time	Close time	Status	#	Title
Incident	5/1/2017	5/5/2017	Closed	1,672	voicemails not being sent to my email
Incident	5/1/2017		Pending	1,673	No Dial Tone
Incident	5/1/2017		New	1,675	365 Duplicate Attribute errors
Incident	5/2/2017		New	1,684	RDS node Connection to agent is unavailable
Incident	5/2/2017		Pending	1,688	Poor internet access in Poalozzi
Incident	5/1/2017		User Responded	1,682	RE: Ribo Calls from my cell
Incident	5/2/2017		Pending	1,696	HR Color Printer
Incident	5/2/2017		Pending	1,699	Open port on sirsi02
Incident	5/3/2017	5/8/2017	Closed	1,701	Fall New student Accts
Incident	5/3/2017		Open	1,702	IT Dept Installation
Incident	5/5/2017		Pending	1,715	AVG Threat

**Reclamation Tickets: 2 Closed Records**

Request time	Close time	Status	#	Title
5/3/2017	5/3/2017	Closed	1,700	scanning to email
5/4/2017	5/5/2017	Closed	1,712	One Drive continued concern 1705

**Reclamation Tickets: 0 Pending Records**