

Summary:

Number of tickets opened:	22
Number of tickets closed:	27

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
No Category Assigned	2	2	0
Hardware	2	3	-1
Internet Access	2	4	-2
Other	1	3	-2
Software	6	6	0
Super-Secret Tickets	2	1	1
User Accounts	5	6	-1
Voice	2	2	0

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
No Category Assigned	2	1.7
Hardware	2	1.5
Internet Access	1	5.7
Software	3	4.8
Super-Secret Tickets	1	8.5
User Accounts	3	1.9
Voice	1	0.0

Tickets open more than 24 hours:

Request time	Close time	Status	#	Title
5/15/2017		New	1,761	Phones cut out in Sporck
5/15/2017		New	1,765	Student for Moodle
5/15/2017		New	1,766	website cert issues
5/16/2017		Pending	1,769	SA Password Change
5/17/2017		Pending	1,772	License Error

Reclamation Tickets: 1 Closed Records

Request time	Close time	Status	#	Title
5/16/2017	5/17/2017	Closed	1,771	FW: Scanned image from MX-M623N

Reclamation Tickets: 0 Pending Records