Summary:

Number of tickets opened:	**30**
Number of tickets closed:	**24**

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Hardware	7	3	4
Internet Access	4	4	0
Other	4	3	1
Software	6	6	0
User Accounts	7	7	0
Voice	2	1	1
Total	**30**	**24**	**6**

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
Hardware	6	37.0
Internet Access	3	1.0
Other	4	18.3
Software	4	26.3
User Accounts	7	19.2
Voice	2	19.5

Tickets open more than 24 hours:

Request time	Close time	Status	#	Title
5/22/2017	5/31/2017	Closed	1,779	Email link not working
5/22/2017	5/26/2017	Closed	1,780	Error message in ArcGIS
5/22/2017	6/2/2017	Closed	1,781	Low on Memory
5/22/2017	5/31/2017	Closed	1,783	Microsoft Denying Logon
5/23/2017		Pending	1,784	Installing Carlson on this computer
5/23/2017	5/31/2017	Closed	1,786	Scan to Email
5/24/2017		Pending	1,792	DocStar/Marti Dodds
5/24/2017	6/5/2017	Closed	1,796	Fitness Center Phone
5/26/2017	5/31/2017	Closed	1,812	Outlook not working
5/24/2017		Pending	1,802	Maureen Pellerin, New Counselor
5/24/2017	6/5/2017	Closed	1,804	Anti-Virus software
5/24/2017		Pending	1,806	Sporck phones
5/25/2017	5/31/2017	Closed	1,808	Admissions Internet Connection

Reclamation Tickets: 6 Closed Records

Request time	Close time	Status	#	Title
5/26/2017	5/26/2017	Closed	1,810	Regalado G Drive Access
5/24/2017	5/25/2017	Closed	1,797	phone x6279
5/24/2017	5/25/2017	Closed	1,800	Monitor?
5/24/2017	6/5/2017	Closed	1,804	Anti-Virus software
5/24/2017	5/24/2017	Closed	1,805	Antivirus
5/25/2017	5/26/2017	Closed	1,809	Permission to access AWI's environmental lab folder in the G Drive

Reclamation Tickets: 0 Pending Records