

**Summary:**

|                           |           |
|---------------------------|-----------|
| Number of tickets opened: | <b>40</b> |
| Number of tickets closed: | <b>39</b> |

**Tickets by Service Category:**

| Category             | Opened SRs | Closed SRs | Total (Opened - Closed) |
|----------------------|------------|------------|-------------------------|
| Hardware             | 11         | 7          | 4                       |
| Internet Access      | 4          | 5          | -1                      |
| Other                | 2          | 2          | 0                       |
| Software             | 7          | 7          | 0                       |
| Super-Secret Tickets | 1          | 1          | 0                       |
| User Accounts        | 13         | 15         | -2                      |
| Voice                | 2          | 2          | 0                       |
| <b>Total</b>         | <b>40</b>  | <b>39</b>  | <b>1</b>                |

**Time of Service by Category:**

| Category             | SR Count | Time to Repair (Operating hours) |
|----------------------|----------|----------------------------------|
| Hardware             | 10       | 18.6                             |
| Internet Access      | 4        | 1.5                              |
| Other                | 2        | 5.4                              |
| Software             | 6        | 35.6                             |
| Super-Secret Tickets | 1        | 9.0                              |
| User Accounts        | 13       | 28.1                             |
| Voice                | 2        | 8.1                              |
| <b>Grand Total</b>   |          | <b>21.2</b>                      |

**Tickets open more than 24 hours: 10**

| Request time | Close time | Status  | #     | Title                               |
|--------------|------------|---------|-------|-------------------------------------|
| 6/5/2017     | 7/6/2017   | Closed  | 1,845 | DEFAULT                             |
| 6/5/2017     | 6/20/2017  | Closed  | 1,846 | Fwd: Official PSC Email Information |
| 6/6/2017     | 6/12/2017  | Closed  | 1,854 | Meggan Press' Laptop                |
| 6/7/2017     |            | New     | 1,859 | Verizon Cell Phone Booster          |
| 6/7/2017     | 6/21/2017  | Closed  | 1,860 | Trackpad not working                |
| 6/8/2017     |            | Pending | 1,869 | Internal Hard drive Install         |
| 6/8/2017     | 6/20/2017  | Closed  | 1,870 | Writing Center Printer              |
| 6/8/2017     | 6/13/2017  | Closed  | 1,871 | Computer won't turn on              |
| 6/9/2017     | 7/11/2017  | Closed  | 1,877 | PowerFAIDS web issue                |
| 6/9/2017     | 6/15/2017  | Closed  | 1,878 | VIC                                 |

**Reclamation Tickets: 1 Closed Records**

| Request time | Close time | Status | #     | Title |
|--------------|------------|--------|-------|-------|
| 6/9/2017     | 6/15/2017  | Closed | 1,878 | VIC   |

**Reclamation Tickets: 0 Pending Records**