Summary:

Number of tickets opened:	**33**
Number of tickets closed:	**26**

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Hardware	12	10	2
Internet Access	4	6	-2
Other	1	1	0
Software	4	1	3
Super-Secret Tickets	1	2	-1
User Accounts	11	6	5
Total	**33**	**26**	**7**

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
Hardware	10	21.8
Internet Access	4	1.3
Other	1	17.8
Software	4	27.5
Super-Secret Tickets	1	1.9
User Accounts	11	32.2
Grand Total		22.8

Tickets open more than 24 hours: 12

Request time	Close time	Status	#	Title
6/11/2017	6/15/2017	Closed	1,879	Student Email
6/12/2017	6/16/2017	Closed	1,886	Importing Scripts not working
6/15/2017		Pending	1,906	FW: Copiers
6/15/2017	6/28/2017	Closed	1,908	New Work Desktop - Andy Johnstone
6/16/2017		Pending	1,911	move computers
6/17/2017	6/23/2017	Closed	1,913	Email Login
6/13/2017	6/20/2017	Closed	1,893	Cassandra Jasper
6/13/2017	6/28/2017	Closed	1,894	How to add a printer
6/13/2017	6/28/2017	Closed	1,896	Office
6/14/2017	6/20/2017	Closed	1,898	work order
6/15/2017	6/26/2017	Closed	1,903	Jeremy Jones email password
6/15/2017	7/6/2017	Closed	1,904	Your ArcGIS Subscription Is Expiring

Reclamation Tickets: 5 Closed Records

Request time	Close time	Status	#	Title
6/12/2017	6/12/2017	Closed	1,880	spam attack
6/13/2017	6/13/2017	Closed	1,890	Work Desktop Freezing on Login
6/13/2017	6/15/2017	Closed	1,892	AVG
6/14/2017	6/16/2017	Closed	1,899	Unable to Access Paul Smith's Email
6/15/2017	6/15/2017	Closed	1,905	battery not recognized

Reclamation Tickets: 0 Pending Records