

Summary:

Number of tickets opened:	30
Number of tickets closed:	27

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Hardware	8	6	2
Internet Access	3	1	2
Other	1	1	0
Software	8	4	4
Super-Secret Tickets	1	2	-1
User Accounts	8	12	-4
Voice	1	1	0
Total	30	27	3

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
Hardware	8	53.1
Internet Access	2	31.9
Other	1	1.0
Software	7	35.7
Super-Secret Tickets	1	21.0
User Accounts	8	21.4
Voice	1	1.1
Grand Total		33.3

Tickets open more than 24 hours: 15

Request time	Close time	Status	#	Title
6/18/2017	6/22/2017	Closed	1,914	Email Issues
6/19/2017	7/14/2017	Closed	1,920	Install hard-drive
6/19/2017	6/28/2017	Closed	1,922	Lost password
6/20/2017	7/6/2017	Closed	1,926	G Drive Campus Safety folder permissions
6/20/2017	6/28/2017	Closed	1,927	Amy White-Moodle Access
6/19/2017	6/28/2017	Closed	1,916	Wireless Adapter
6/19/2017	6/26/2017	Closed	1,917	Minitab
6/19/2017	6/23/2017	Closed	1,919	Laptop
6/22/2017		Pending	1,938	Verizon Signal Boosters
6/22/2017	6/30/2017	Closed	1,940	Accuplacer PH 110 & 214
6/22/2017	7/10/2017	Closed	1,941	Camera Network Question
6/23/2017	6/29/2017	Closed	1,942	Sysaid Shortcut Malfunction
6/21/2017	6/29/2017	Closed	1,930	President's Dell laptop
6/21/2017	7/11/2017	Closed	1,933	PowerFAIDS login issue
6/21/2017		Pending	1,934	desktop computer for president's office

Reclamation Tickets: 2 Closed Records

Request time	Close time	Status	#	Title
6/22/2017	6/30/2017	Closed	1,940	Accuplacer PH 110 & 214
6/22/2017	6/22/2017	Closed	1,937	Maureen's Phone

Reclamation Tickets: 0 Pending Records