

**Summary:**

Number of tickets opened:	<b>38</b>
Number of tickets closed:	<b>34</b>

**Tickets by Service Category:**

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Hardware	7	7	0
Internet Access	3	2	1
Other	2	2	0
Software	7	13	-6
Super-Secret Tickets	2	1	1
User Accounts	16	9	7
Voice	1	0	1
<b>Total</b>	<b>38</b>	<b>34</b>	<b>4</b>

**Time of Service by Category:**

Category	SR Count	Time to Repair (Operating hours)
Hardware	4	20.0
Internet Access	3	55.7
Other	2	5.0
Software	7	9.2
Super-Secret Tickets	1	4.3
User Accounts	15	30.9
Voice	1	19.6
<b>Grand Total</b>		<b>24.5</b>

**Tickets open more than 24 hours: 15**

Request time	Close time	Status	#	Title
6/27/2017	7/6/2017	Closed	1,960	New PSC Email Account
6/27/2017	7/5/2017	Closed	1,961	Can not access my email
6/28/2017		Pending	1,965	Adapter is not functioning
6/28/2017		User Responded	1,969	Windows 10 users mapped drives
6/28/2017	7/18/2017	Closed	1,970	weak wifi connection in Admin, first floor, Registrar's Office
6/28/2017	7/6/2017	Closed	1,971	New Work Desktop / Phone Issues
6/29/2017	7/10/2017	Closed	1,979	Access to "G" drive
6/30/2017	7/7/2017	Closed	1,981	Installing an internet cable from the Router to the Front Desk
6/26/2017	7/6/2017	Closed	1,947	Tutorial Update
6/26/2017		New	1,949	Printers and Access
6/26/2017	7/6/2017	Closed	1,950	Faculty List
6/26/2017		Pending	1,952	New Cameras
6/27/2017		Pending	1,954	Password Policy
6/27/2017	7/11/2017	Closed	1,956	ASC Work Study Laptop
6/27/2017	7/11/2017	Closed	1,957	AccuSQL

**Reclamation Tickets: 0 Closed Records**
**Reclamation Tickets: 0 Pending Records**