

**Summary:**

Number of tickets opened:	<b>26</b>
Number of tickets closed:	<b>29</b>

**Tickets by Service Category:**

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Cable TV	1	0	1
Hardware	3	5	-2
Internet Access	1	2	-1
Software	9	4	5
User Accounts	10	14	-4
Voice	2	4	-2
<b>Total</b>	<b>26</b>	<b>29</b>	<b>-3</b>

**Time of Service by Category:**

Category	SR Count	Time to Repair (Operating hours)
Hardware	3	5.8
Internet Access	1	0.2
Software	8	29.8
User Accounts	10	13.1
Voice	2	14.2
<b>Grand Total</b>		<b>17.3</b>

**Tickets open more than 24 hours: 8**

Request time	Close time	Status	#	Title
7/3/2017	7/10/2017	Closed	1,983	Not able to sync passwords with Active Directory
7/3/2017	7/7/2017	Closed	1,984	Moodle access for Xuanxi
7/3/2017	7/10/2017	Closed	1,987	VIC DNS redirect
7/4/2017	7/18/2017	Closed	1,988	Computer/file issues
7/6/2017	7/11/2017	Closed	2,001	verify
7/6/2017		Pending	2,002	ssrs_readonly for pssis01 accusqldata database
7/8/2017		Pending	2,007	Cable Out in Glover
7/6/2017	7/14/2017	Closed	1,996	employment email

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