Incidents

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
2009					**28**
3					2
Hardware					1
Work Station					1
318	Work Station	subject	20.03.09 12:39	Low	Resolved
Software					1
Business Application					1
316	Business Application	subject	23.03.09 12:39	Low	Resolved
4					2
Hardware					1
Work Station					1
345	Work Station	subject	19.04.09 12:39	Medium	Resolved
Software					1
Word processing					1
327	Word processing	subject	30.04.09 12:39	Low	Resolved
5					6
Hardware					3
Phone					2
278	Phone	subject	09.05.09 12:39	Medium	Closed
294	Phone	subject	11.05.09 12:39	Low	On Hold
Printer					1
357	Printer	subject	28.05.09 12:39	Normal	Closed
Software					3
Browser					1
293	Browser	subject	03.05.09 12:39	Medium	Open
Explorer					1
319	Explorer	subject	27.05.09 12:39	Normal	Open
Word processing					1
273	Word processing	subject	12.05.09 12:39	Medium	On Hold
6					2

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
Software					2
Business Application					1
343	Business Application	subject	10.06.09 12:39	Normal	Closed
Explorer					1
349	Explorer	subject	05.06.09 12:39	Normal	Resolved
7					4
Software					4
Business Application					1
298	Business Application	subject	09.07.09 12:39	Normal	On Hold
Spreadsheet					1
281	Spreadsheet	subject	18.07.09 12:39	Medium	Open
Word processing					2
308	Word processing	subject	26.07.09 12:39	Normal	Open
354	Word processing	subject	07.07.09 12:39	Medium	Closed
8					2
Software					2
Business Application					1
282	Business Application	subject	06.08.09 12:39	Medium	Closed
Explorer					1
292	Explorer	subject	01.08.09 12:39	Medium	Resolved
9					1
Hardware					1
Work Station					1
320	Work Station	subject	07.09.09 12:39	Medium	Closed
10					1
null					1
null					1
22302	null	test3	28.10.09 22:37	null	Open
11					4
Hardware					4
Mainframe					1
339	Mainframe	subject	20.11.09 12:39	Low	Closed
Phone					1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
337	Phone	subject	15.11.09 12:39	Medium	Open

Scanner   1

| 306 | Scanner | subject | 25.11.09 12:39 | Medium | Resolved |

Work Station   1

| 284 | Work Station | subject | 20.11.09 12:39 | Normal | Resolved |

12   4

Hardware   4

Mainframe   1

| 296 | Mainframe | subject | 19.12.09 12:39 | Medium | Resolved |

Phone   1

| 305 | Phone | subject | 25.12.09 12:39 | Low | Closed |

Printer   2

| 347 | Printer | subject | 03.12.09 12:39 | Medium | Resolved |
| 329 | Printer | subject | 17.12.09 12:39 | Normal | Resolved |

2009
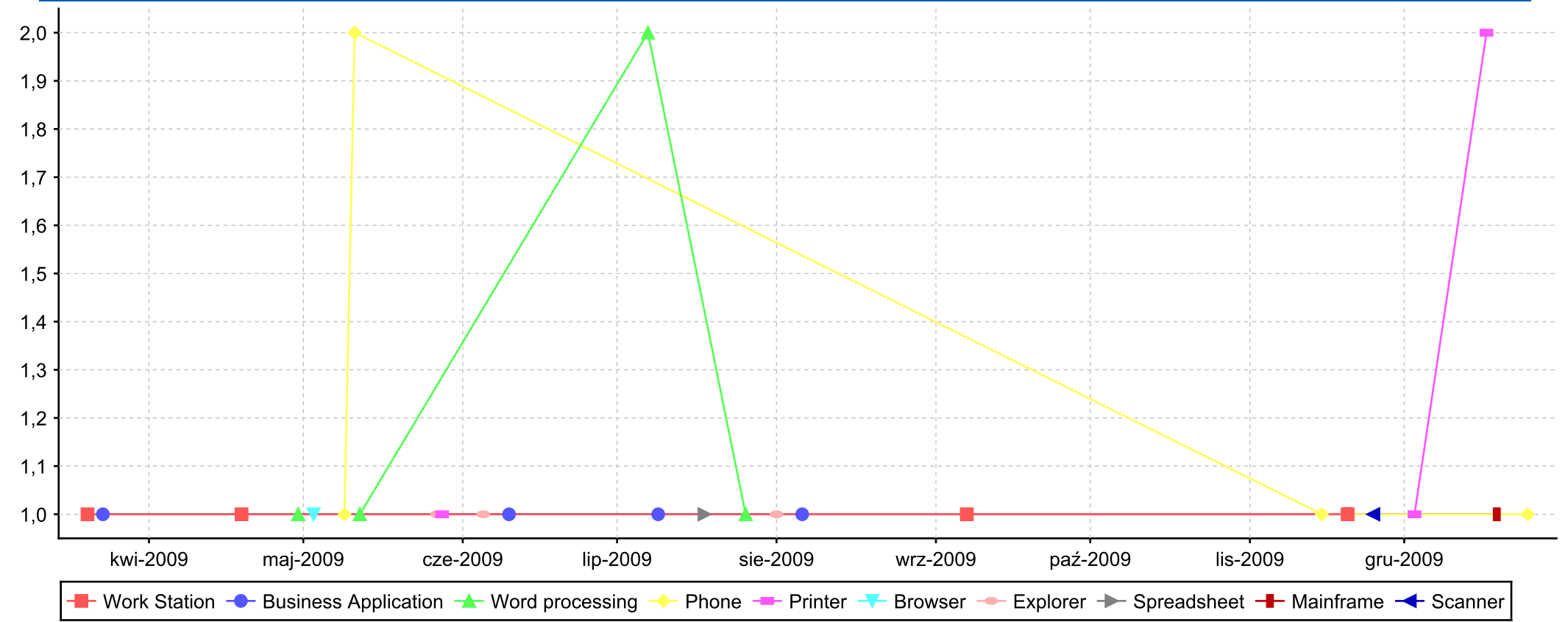
		3	4	5	6	7	8	9	10	11	12	Total CREATIO
Hardware	Mainframe	0	0	0	0	0	0	0	0	1	1	2
	Phone	0	0	2	0	0	0	0	0	1	1	4
	Printer	0	0	1	0	0	0	0	0	0	2	3
	Scanner	0	0	0	0	0	0	0	0	1	0	1
	Work Station	1	1	0	0	0	0	1	0	1	0	4
	Total	1	1	3	0	0	0	1	0	4	4	14
Software	Browser	0	0	1	0	0	0	0	0	0	0	1
	Business	1	0	0	1	1	1	0	0	0	0	4
	Explorer	0	0	1	1	0	1	0	0	0	0	3
	Spreadsheet	0	0	0	0	1	0	0	0	0	0	1
	Word	0	1	1	0	2	0	0	0	0	0	4
	Total	1	1	3	2	4	2	0	0	0	0	13
null	null	0	0	0	0	0	0	0	1	0	0	1
	Total	0	0	0	0	0	0	0	1	0	0	1
Total		2	2	6	2	4	2	1	1	4	4	28

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS

2010   69

1   5

Hardware   2

Phone   2

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
353	Phone	subject	11.01.10 12:39	null	Open
312	Phone	subject	28.01.10 12:39	Medium	Resolved

Software   2

Business Application   1

290	Business Application	subject	29.01.10 12:39	Low	Open

Spreadsheet   1

297	Spreadsheet	subject	21.01.10 12:39	Low	Open

null   1

null   1

447	null	test1	24.01.10 22:19	null	Resolved

2   5

Hardware   3

Mainframe   1

277	Mainframe	subject	27.02.10 12:39	Normal	On Hold

Scanner   1

356	Scanner	subject	26.02.10 12:39	Low	On Hold

Work Station   1

350	Work Station	subject	20.02.10 12:39	Low	Open

Software   2

Explorer   2

301	Explorer	subject	10.02.10 12:39	High	Closed
342	Explorer	subject	19.02.10 12:39	Low	Open

3   10

Hardware   2

Mainframe   1

311	Mainframe	subject	11.03.10 12:39	Medium	Resolved

null   1

26850	Hardware	pio 2	28.03.10 20:01	null	Open

Software   3

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
Business Application					1
27000	Profile	ytr rty	28.03.10 20:32	Low	Closed
Spreadsheet					1
340	Spreadsheet	subject	21.03.10 12:39	Normal	Resolved
Word processing					1
355	Word processing	subject	01.03.10 12:39	Medium	Resolved
null					**5**
null					**5**
27100	null	test login30	28.03.10 23:13	null	Open
26750	null	kiu	28.03.10 17:00	null	Open
26350	null	nowy2	28.03.10 14:54	null	Closed
27001	null	new	28.03.10 20:34	null	Open
25650	null	p1	27.03.10 19:13	null	Open
4					**11**
Hardware					**3**
Mainframe					1
351	Mainframe	subject	27.04.10 12:39	Normal	On Hold
Printer					1
286	Printer	subject	13.04.10 12:39	Normal	Open
Work Station					1
295	Work Station	subject	21.04.10 12:39	Normal	Closed
Software					**2**
Business Application					1
29350	Business Application	test form	04.04.10 15:55	null	Open
Word processing					1
334	Word processing	subject	07.04.10 12:39	Medium	On Hold
null					**6**
null					**6**
28050	null	now	03.04.10 15:19	null	Open
23050	null	mail nie dziala	23.04.10 20:47	Low	Open
29250	null	event z incident3	04.04.10 15:40	null	Open
29450	null	dfgdfg	04.04.10 18:06	null	Open
29400	null	inc dla mojsiewicz adam - email	04.04.10 17:38	Low	Open
29401	null	login27	04.04.10 17:44	null	Open
5					**6**
Hardware					**3**

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
Mainframe					2
280	Mainframe	subject	09.05.10 12:39	Normal	Resolved
314	Mainframe	subject	06.05.10 12:39	Low	On Hold
Work Station					1
360	Work Station	subject	19.05.10 12:39	Normal	Resolved
## Software					2
Business Application					2
326	Business Application	subject	06.05.10 12:39	Medium	Closed
333	Business Application	subject	21.05.10 12:39	Medium	Open
## null					1
null					1
448	null	test2	29.05.10 22:35	null	Open
## 6					6
## Hardware					3
Printer					2
276	Printer	subject	20.06.10 12:39	Low	Open
304	Printer	subject	04.06.10 12:39	Normal	On Hold
Scanner					1
324	Scanner	subject	14.06.10 12:39	Normal	Open
## Software					3
Browser					1
336	Browser	subject	10.06.10 12:39	Normal	Resolved
Explorer					1
283	Explorer	subject	19.06.10 12:39	Low	Resolved
Word processing					1
274	Word processing	subject	29.06.10 12:39	Low	Closed
## 7					2
## Hardware					2
Mainframe					1
328	Mainframe	subject	21.07.10 12:39	Low	Resolved
Work Station					1
302	Work Station	subject	04.07.10 12:39	Medium	Resolved
## 8					7
## Hardware					2

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
Mainframe					1
346	Mainframe	subject	10.08.10 12:39	High	Closed
Scanner					1
309	Scanner	subject	21.08.10 12:39	Low	Closed

Software 5

Business Application 1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
348	Business Application	subject	13.08.10 12:39	Low	Resolved

Explorer 1

| 344 | Explorer | subject | 30.08.10 12:39 | Medium | Resolved |

Spreadsheet 2

| 315 | Spreadsheet | subject | 25.08.10 12:39 | Medium | Closed |
| 289 | Spreadsheet | subject | 04.08.10 12:39 | Medium | Resolved |

Word processing 1

| 307 | Word processing | subject | 23.08.10 12:39 | Low | Resolved |

9 8

Hardware 4

Printer 2

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
352	Printer	subject	10.09.10 12:39	Medium	Closed
310	Printer	subject	11.09.10 12:39	Normal	Resolved

Scanner 1

| 275 | Scanner | mail nie dziala | 09.09.10 12:39 | Low | Open |

Work Station 1

| 313 | Work Station | subject | 08.09.10 12:39 | Medium | Closed |

Software 4

Spreadsheet 2

| 325 | Spreadsheet | subject | 13.09.10 12:39 | Medium | On Hold |
| 332 | Spreadsheet | subject | 13.09.10 12:39 | Medium | Resolved |

Word processing 2

| 272 | Word processing | subject | 04.09.10 12:39 | High | Open |
| 291 | Word processing | subject | 09.09.10 12:39 | Normal | Closed |

10 2

Hardware 2

Mainframe 1

| 303 | Mainframe | subject | 29.10.10 12:39 | Low | Open |

Phone 1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
287	Phone	subject	05.10.10 12:39	Medium	Closed

11   4

Hardware   3

Scanner   1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
288	Scanner	subject	26.11.10 12:39	Medium	Resolved

Work Station   2

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
279	Work Station	subject2	07.11.10 12:39	Low	Resolved
338	Work Station	subject	01.11.10 12:39	Medium	On Hold

Software   1

Explorer   1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
317	Explorer	subject	04.11.10 12:39	Normal	Closed

12   3

Hardware   2

Phone   1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
359	Phone	subject	18.12.10 12:39	Low	Resolved

Scanner   1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
331	Scanner	subject	15.12.10 12:39	Normal	Closed

null   1

null   1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
22303	null	test4 4	25.12.10 22:38	null	Resolved

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS

2010
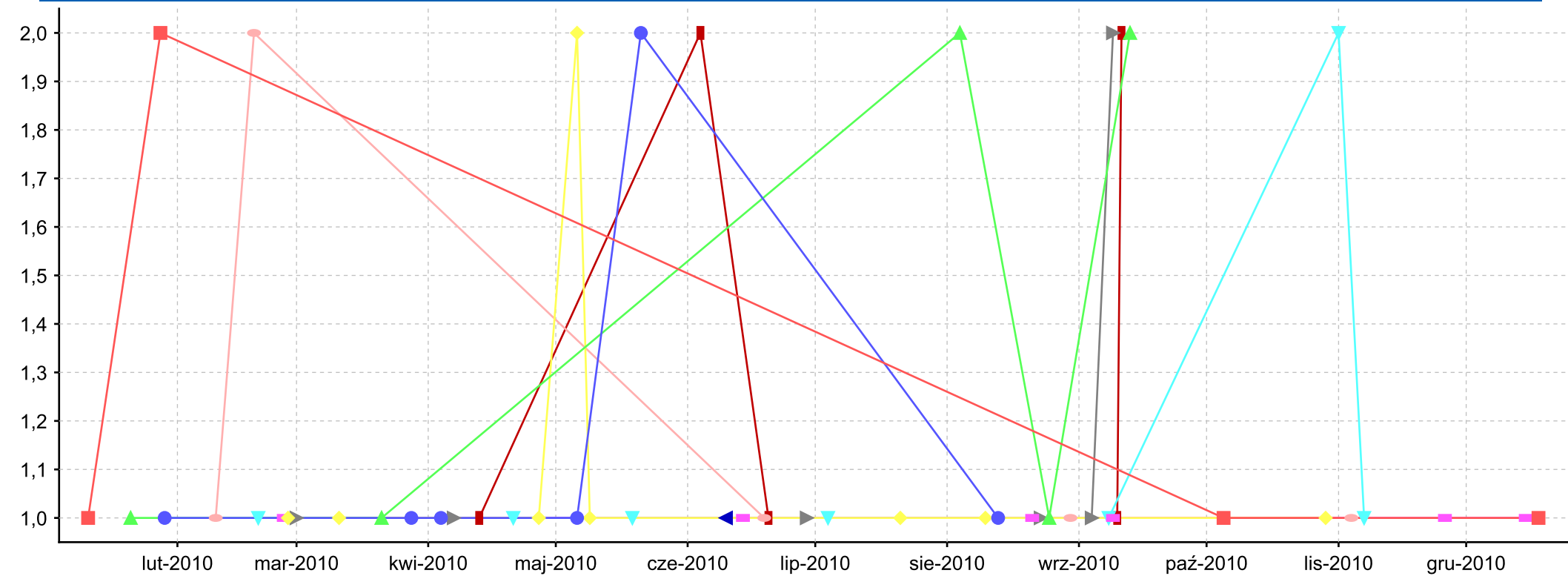
		1	2	3	4	5	6	7	8	9	10	11	12	Total CREATIO
Hardware	Mainframe	0	1	1	1	2	0	1	1	0	1	0	0	8
	Phone	2	0	0	0	0	0	0	0	0	1	0	1	4
	Printer	0	0	0	1	0	2	0	0	2	0	0	0	5
	Scanner	0	1	0	0	0	1	0	1	1	0	1	1	6
	Work Station	0	1	0	1	1	0	1	0	1	0	2	0	7
	null	0	0	1	0	0	0	0	0	0	0	0	0	1
	Total	2	3	2	3	3	3	2	2	4	2	3	2	31
Software	Browser	0	0	0	0	0	1	0	0	0	0	0	0	1
	Business	1	0	1	1	2	0	0	1	0	0	0	0	6
	Explorer	0	2	0	0	0	1	0	1	0	0	1	0	5
	Spreadsheet	1	0	1	0	0	0	0	2	2	0	0	0	6
	Word	0	0	1	1	0	1	0	1	2	0	0	0	6
	Total	2	2	3	2	2	3	0	5	4	0	1	0	24
null	null	1	0	5	6	1	0	0	0	0	0	0	1	14
	Total	1	0	5	6	1	0	0	0	0	0	0	1	14
Total		5	5	10	11	6	6	2	7	8	2	4	3	69

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS

2011   10

1   4

Hardware   3

Mainframe   1

ID	CATEGORY	SUBJECT	DATE	PRIORITY	STATUS
358	Mainframe	subject	23.01.11 12:39	Medium	Resolved

Phone   1

| 323 | Phone | subject | 13.01.11 12:39 | Low | Resolved |

Printer   1

| 322 | Printer | subject | 10.01.11 12:39 | Medium | Resolved |

Software   1

Business Application   1

| 300 | Business Application | subject | 19.01.11 12:39 | Medium | On Hold |

2   4

Hardware   2

Mainframe   1

| 285 | Mainframe | subject | 12.02.11 12:39 | Low | Resolved |

Phone   1

| 330 | Phone | subject | 21.02.11 12:39 | Low | Open |

Software   2

Business Application   1

| 341 | Business Application | subject | 14.02.11 12:39 | Medium | Resolved |

Explorer   1

| 299 | Explorer | subject | 01.02.11 12:39 | Medium | Closed |

3   2

Hardware   1

Mainframe   1

| 321 | Mainframe | subject | 08.03.11 12:39 | Medium | Resolved |

Software   1

Explorer   1

| 335 | Explorer | subject | 02.03.11 12:39 | Low | Closed |

2011
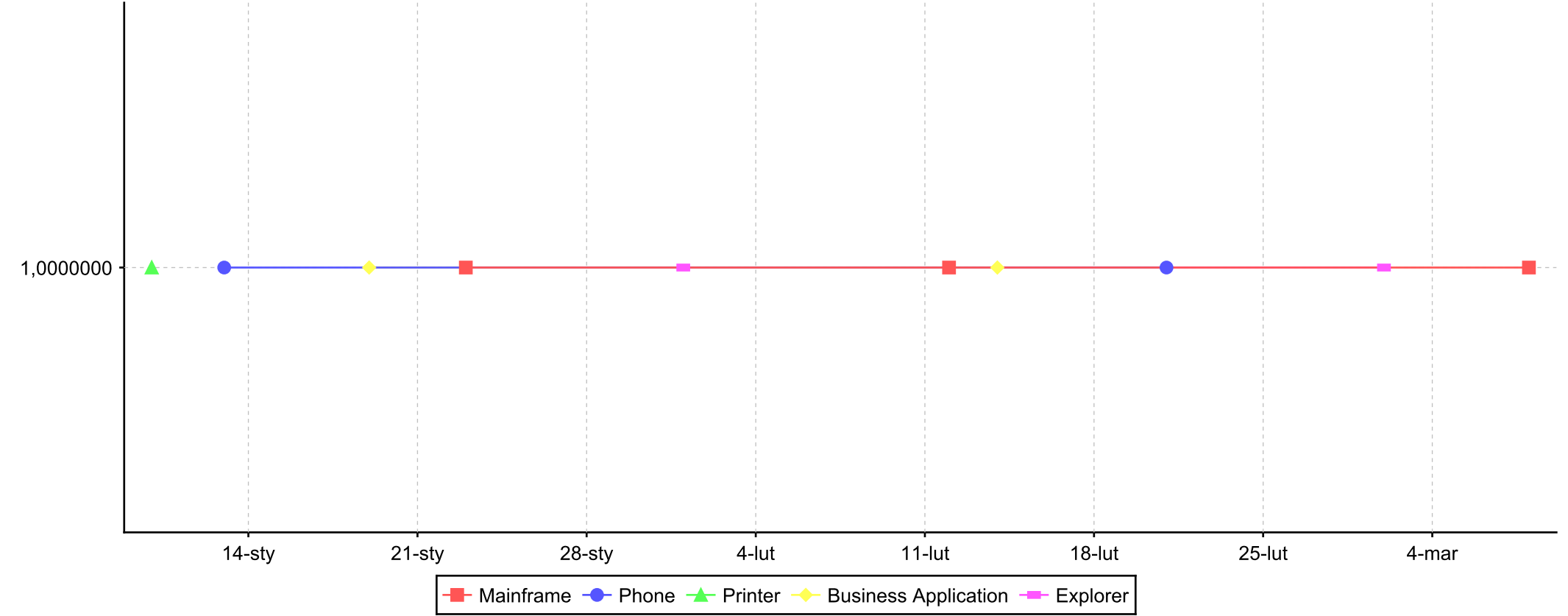
		1	2	3	Total CREATIO
Hardware	Mainframe	1	1	1	3
Hardware	Phone	1	1	0	2
Hardware	Printer	1	0	0	1
Hardware	Total	3	2	1	6
Software	Business	1	1	0	2
Software	Explorer	0	1	1	2
Software	Total	1	2	1	4
Total		4	4	2	10