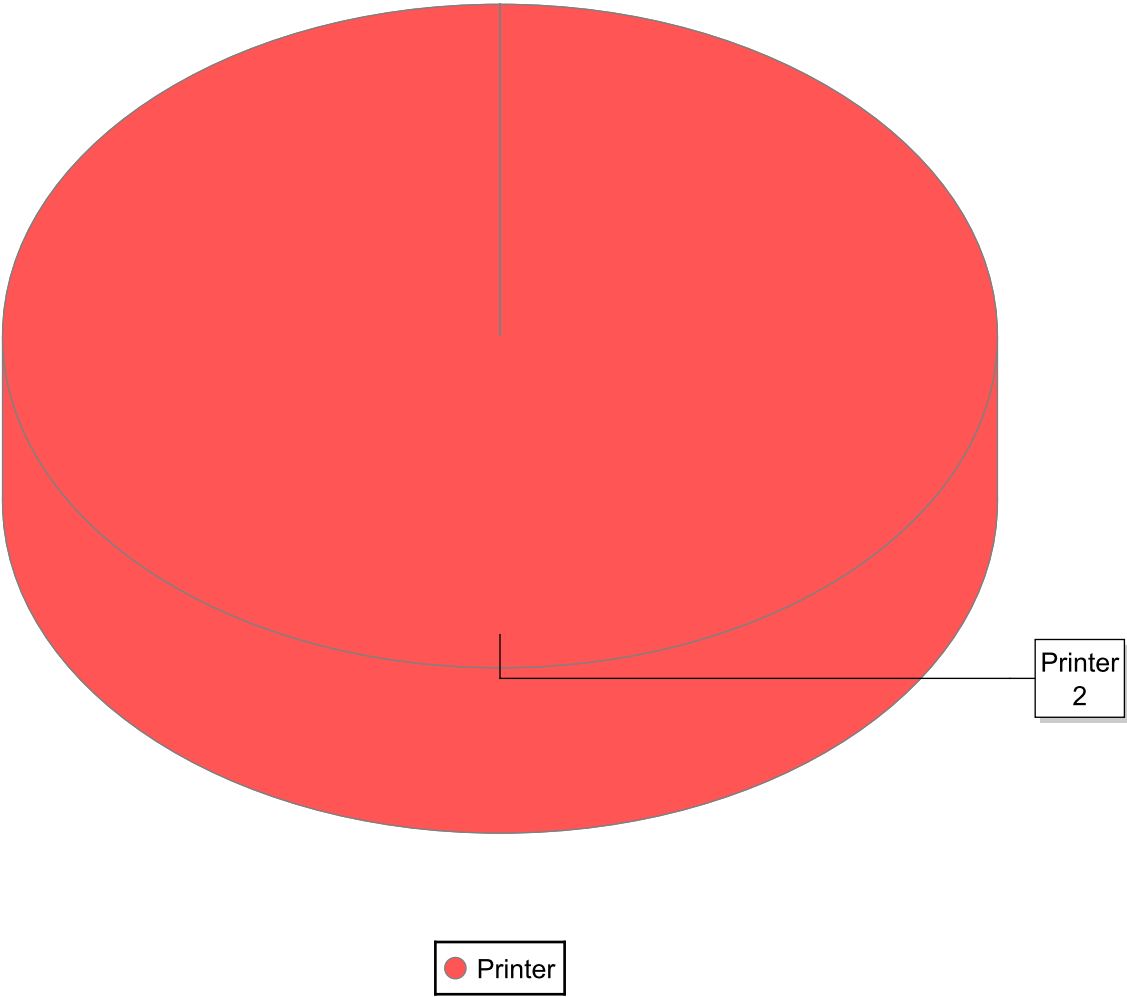
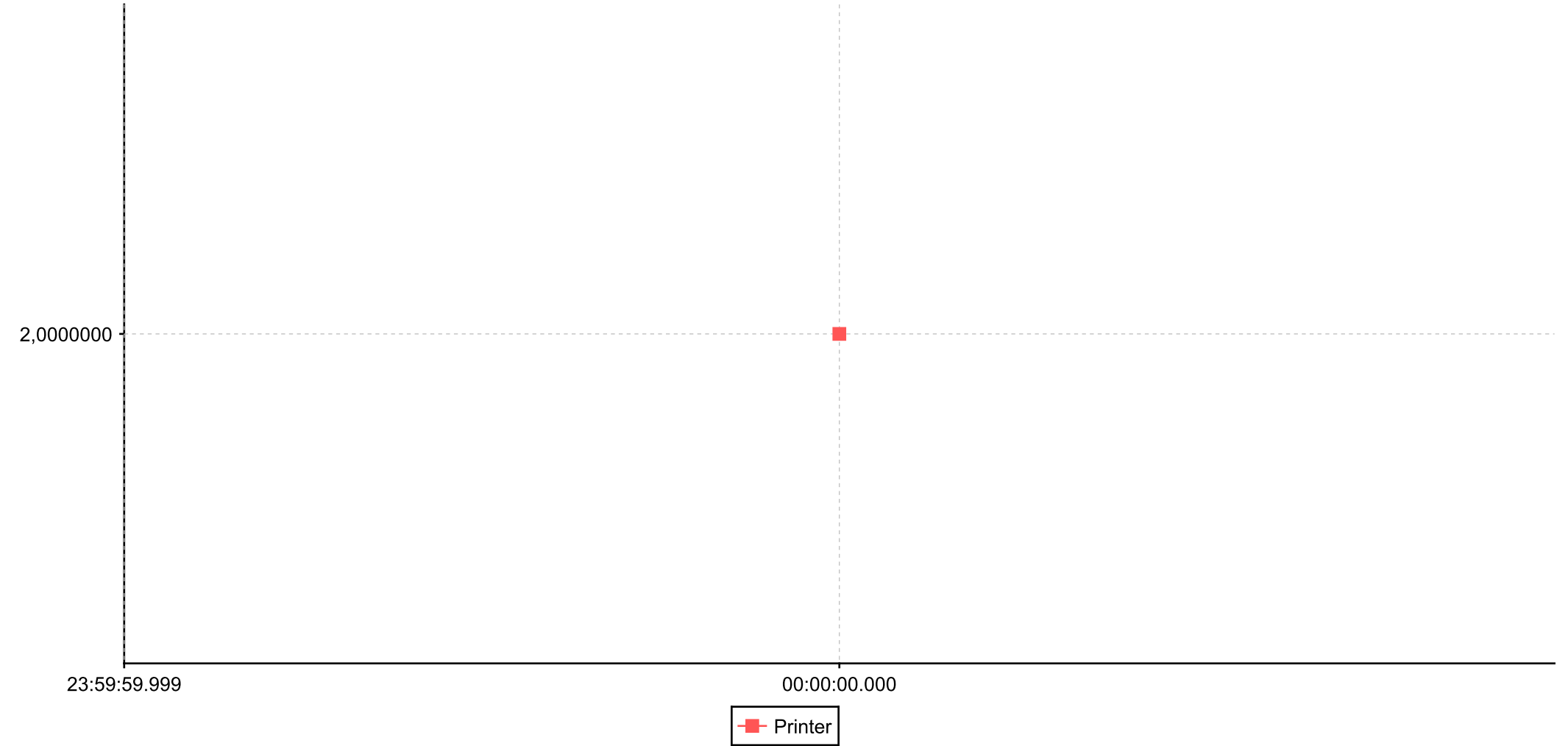


Problems

| ID | SUBJECT | CREATION_DATE | CATEGORY | PRIORITY | STATUS |
|----------|---------|----------------|----------|----------|---------|
| 2009 | | | | | |
| 12 | | | | | |
| Hardware | | | | | |
| Printer | | | | | |
| 393 | subject | 30.12.09 13:26 | Printer | Normal | On Hold |
| 375 | subject | 22.12.09 13:26 | Printer | Normal | Open |

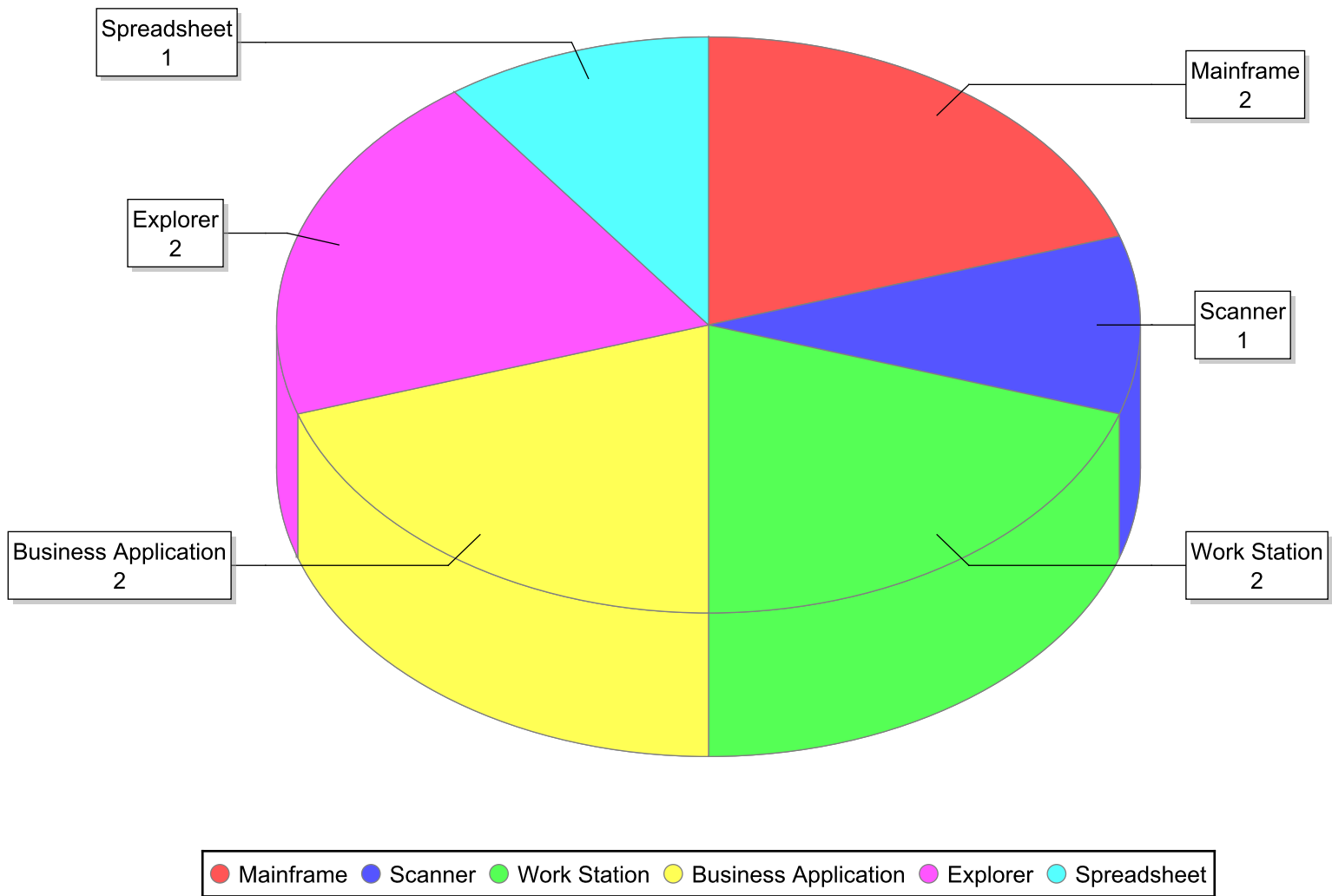


2009



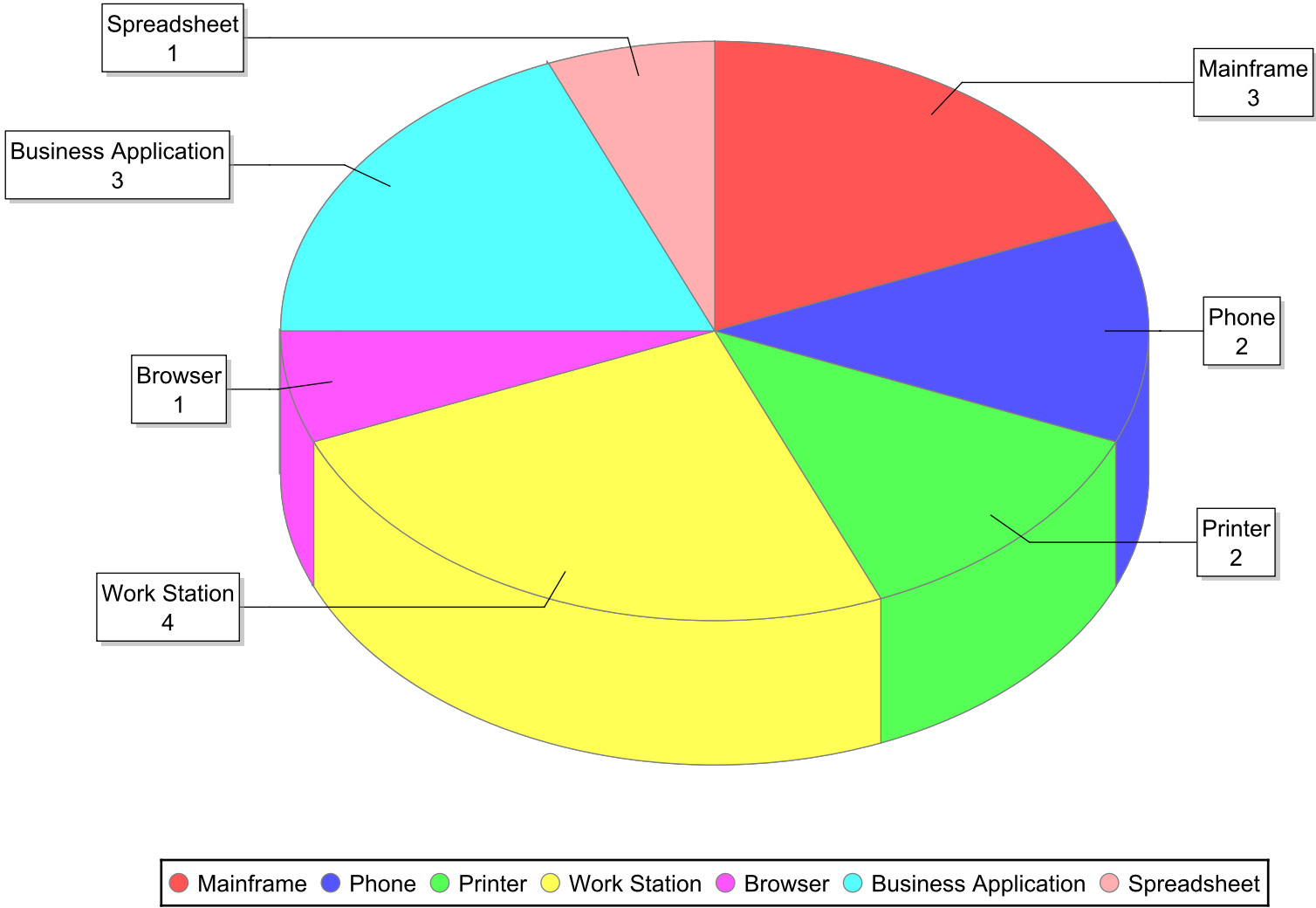
| | | | |
|---------------------|---------|----|--------------------------|
| | | 12 | Total CREATION_ MONTH |
| Hardware | Printer | 2 | 2 |
| | Total | 2 | 2 |
| Total MAIN_CATEGORY | | 2 | 2 |

| ID | SUBJECT | CREATION_DATE | CATEGORY | PRIORITY | STATUS |
|----------------------|--------------------|----------------|----------------------|----------|----------|
| 2010 | | | | | |
| 1 | | | | | |
| Hardware | | | | | |
| Mainframe | | | | | |
| 410 | subject | 17.01.10 13:26 | Mainframe | Medium | Resolved |
| 385 | subject | 23.01.10 13:26 | Mainframe | Medium | Resolved |
| Scanner | | | | | |
| 413 | subject | 01.01.10 13:26 | Scanner | Normal | Open |
| Work Station | | | | | |
| 373 | subject | 04.01.10 13:26 | Work Station | Normal | On Hold |
| 384 | subject | 31.01.10 13:26 | Work Station | Normal | Closed |
| Software | | | | | |
| Business Application | | | | | |
| 422 | subject | 29.01.10 13:26 | Business Application | Medium | Open |
| 389 | subject | 04.01.10 13:26 | Business Application | Medium | On Hold |
| Explorer | | | | | |
| 390 | subject | 02.01.10 13:26 | Explorer | High | Closed |
| 424 | subject | 22.01.10 13:26 | Explorer | Low | Closed |
| Spreadsheet | | | | | |
| 421 | subject | 18.01.10 13:26 | Spreadsheet | Medium | Resolved |
| null | | | | | |
| null | | | | | |
| 25851 | test problem z inc | 14.01.10 20:10 | null | null | Open |



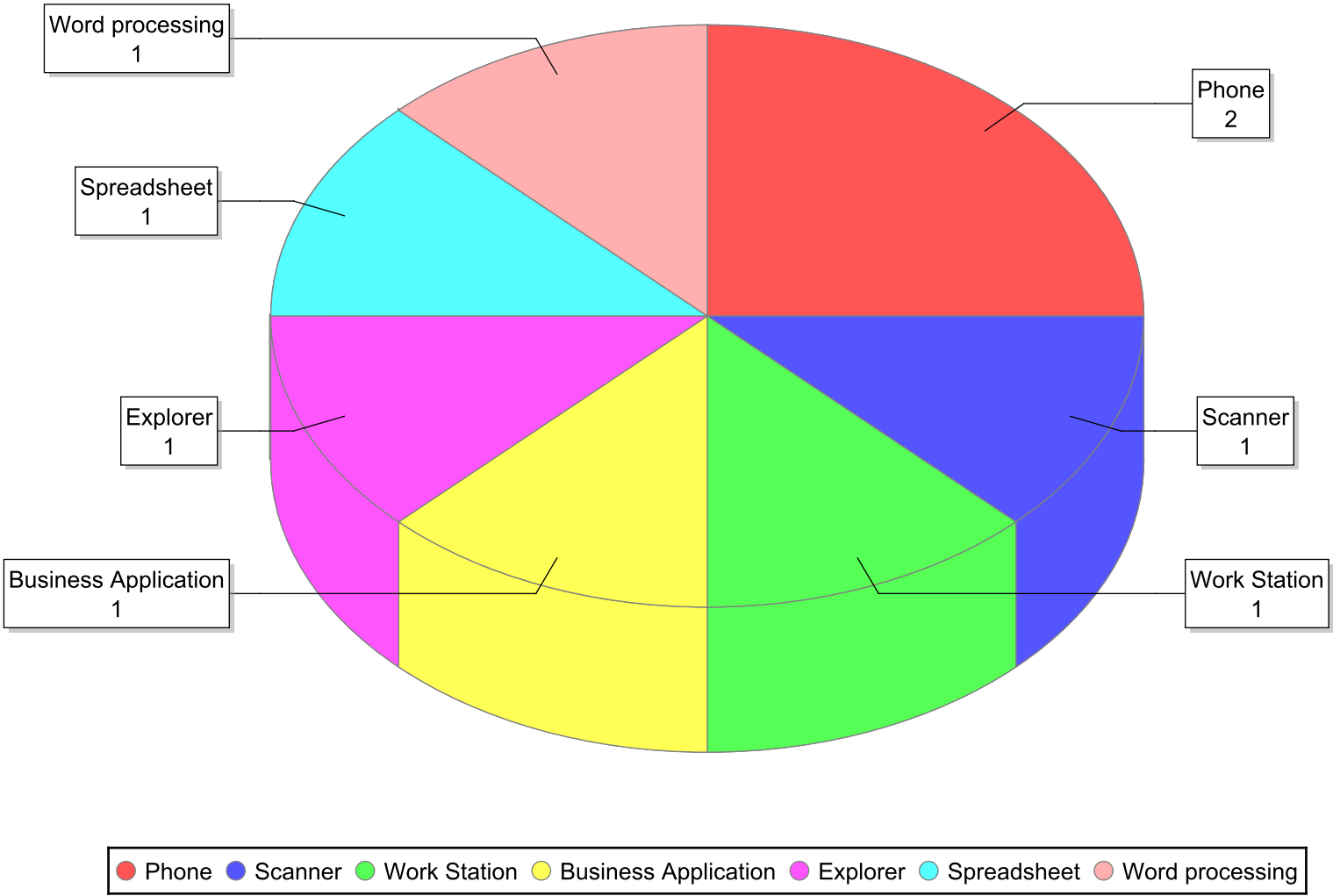
| | | | | | |
|--------------|---------|----------------|--------------|--------|----------|
| 2 | | | | | |
| Hardware | | | | | |
| Mainframe | | | | | |
| 428 | subject | 01.02.10 13:26 | Mainframe | Low | Closed |
| 403 | subject | 18.02.10 13:26 | Mainframe | Low | On Hold |
| 400 | subject | 01.02.10 13:26 | Mainframe | Medium | Resolved |
| Phone | | | | | |
| 367 | subject | 01.02.10 13:26 | Phone | Medium | Closed |
| 383 | subject | 24.02.10 13:26 | Phone | Low | On Hold |
| Printer | | | | | |
| 418 | subject | 04.02.10 13:26 | Printer | Normal | Resolved |
| 411 | subject | 21.02.10 13:26 | Printer | Medium | Resolved |
| Work Station | | | | | |
| 391 | subject | 06.02.10 13:26 | Work Station | Medium | Resolved |
| 407 | subject | 06.02.10 13:26 | Work Station | Low | Resolved |
| 402 | subject | 16.02.10 13:26 | Work Station | Medium | Closed |
| 368 | subject | 07.02.10 13:26 | Work Station | Medium | Resolved |
| Software | | | | | |
| Browser | | | | | |
| 382 | subject | 04.02.10 13:26 | Browser | Medium | Open |

| ID | SUBJECT | CREATION_DATE | CATEGORY | PRIORITY | STATUS |
|----------------------|----------------------|----------------|----------------------|----------|---------|
| Business Application | | | | | |
| 371 | subject s | 27.02.10 13:26 | Business Application | Medium | Closed |
| 387 | subject | 13.02.10 13:26 | Business Application | Normal | On Hold |
| 415 | subject | 10.02.10 13:26 | Business Application | Medium | Closed |
| Spreadsheet | | | | | |
| 386 | subject | 03.02.10 13:26 | Spreadsheet | Low | Open |
| null | | | | | |
| null | | | | | |
| 25850 | pro norm | 04.02.10 20:10 | null | null | Open |
| 25852 | test problem z inc 2 | 05.02.10 20:11 | null | null | Open |
| 26900 | test pro z inc | 28.02.10 20:03 | null | null | Open |



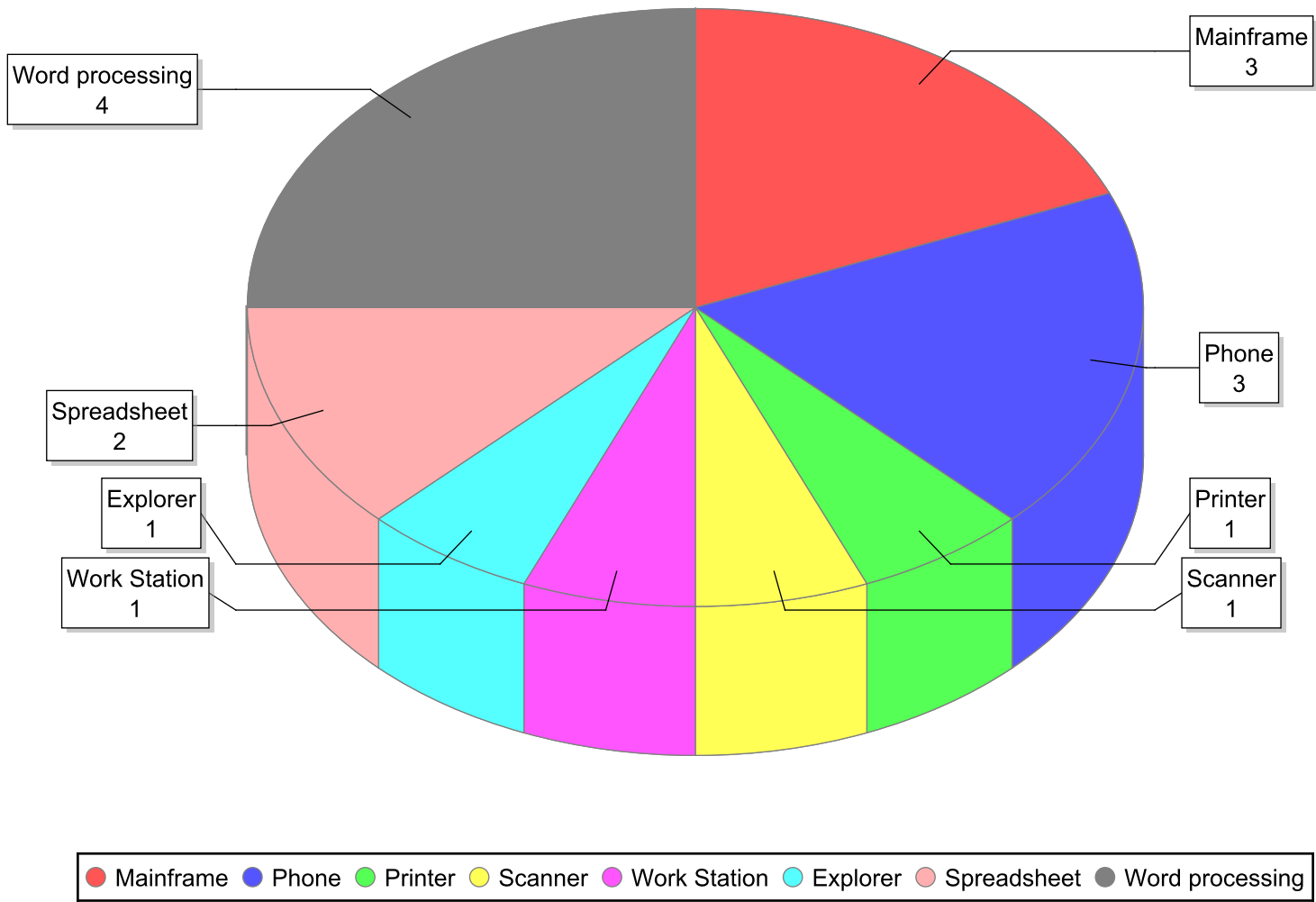
| | | | | | |
|----------|---------|----------------|---------|--------|----------|
| 3 | | | | | |
| Hardware | | | | | |
| Phone | | | | | |
| 401 | subject | 07.03.10 13:26 | Phone | Medium | Resolved |
| 419 | subject | 15.03.10 13:26 | Phone | Low | Open |
| Scanner | | | | | |
| 395 | subject | 21.03.10 13:26 | Scanner | Medium | Resolved |

| ID | SUBJECT | CREATION_DATE | CATEGORY | PRIORITY | STATUS |
|----------------------|---------|----------------|----------------------|----------|----------|
| Work Station | | | | | |
| 409 | subject | 29.03.10 13:26 | Work Station | Medium | Closed |
| Software | | | | | |
| Business Application | | | | | |
| 405 | subject | 22.03.10 13:26 | Business Application | Low | Resolved |
| Explorer | | | | | |
| 381 | subject | 30.03.10 13:26 | Explorer | Medium | Resolved |
| Spreadsheet | | | | | |
| 414 | subject | 03.03.10 13:26 | Spreadsheet | Medium | On Hold |
| Word processing | | | | | |
| 397 | subject | 09.03.10 13:26 | Word processing | Normal | Open |
| null | | | | | |
| null | | | | | |
| 25800 | jhg | 01.03.10 20:03 | null | null | Open |



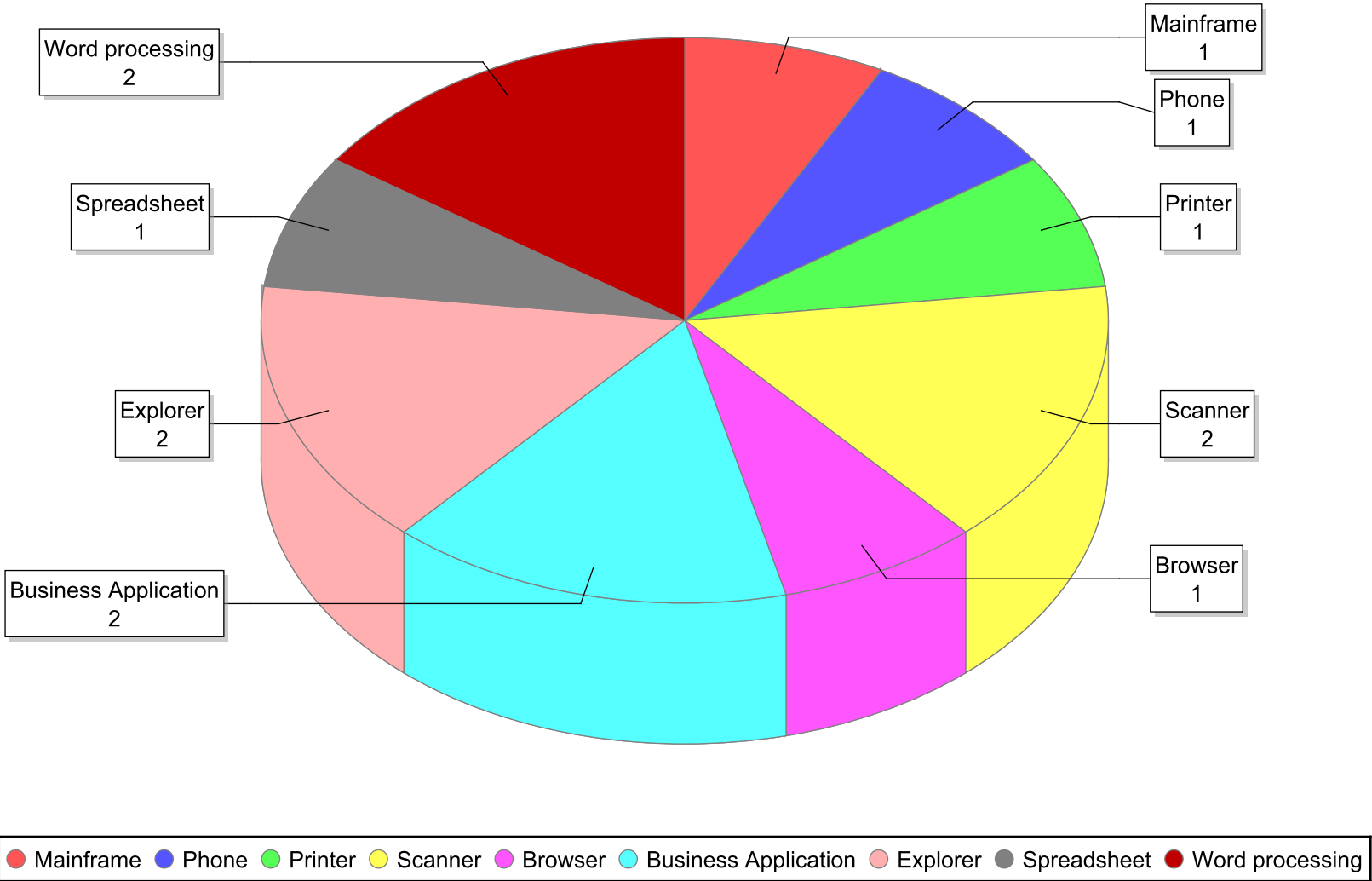
| | | | | | |
|-----------|---------|----------------|-----------|-----|----------|
| 4 | | | | | |
| Hardware | | | | | |
| Mainframe | | | | | |
| 374 | subject | 21.04.10 13:26 | Mainframe | Low | Resolved |

| ID | SUBJECT | CREATION_DATE | CATEGORY | PRIORITY | STATUS |
|-----------------|-----------------------------|----------------|-----------------|----------|----------|
| 392 | subject | 09.04.10 13:26 | Mainframe | Low | Open |
| 417 | subject | 09.04.10 13:26 | Mainframe | Low | Resolved |
| Phone | | | | | |
| 412 | subject | 22.04.10 13:26 | Phone | Low | Resolved |
| 376 | subject | 22.04.10 13:26 | Phone | Medium | Closed |
| 426 | subject | 08.04.10 13:26 | Phone | Medium | Open |
| Printer | | | | | |
| 365 | subject | 03.04.10 13:26 | Printer | Low | Open |
| Scanner | | | | | |
| 398 | subject | 15.04.10 13:26 | Scanner | Low | Closed |
| Work Station | | | | | |
| 427 | subject | 12.04.10 13:26 | Work Station | Medium | On Hold |
| Software | | | | | |
| Explorer | | | | | |
| 408 | subject | 07.04.10 13:26 | Explorer | Normal | Open |
| Spreadsheet | | | | | |
| 378 | subject | 09.04.10 13:26 | Spreadsheet | Medium | Resolved |
| 404 | subject | 17.04.10 13:26 | Spreadsheet | Medium | Closed |
| Word processing | | | | | |
| 423 | subject | 06.04.10 13:26 | Word processing | Medium | On Hold |
| 416 | subject | 22.04.10 13:26 | Word processing | Low | Resolved |
| 363 | subject | 17.04.10 13:26 | Word processing | Low | Closed |
| 362 | subject | 16.04.10 13:26 | Word processing | Medium | On Hold |
| null | | | | | |
| null | | | | | |
| 25701 | zamiana prospekta w klienta | 06.04.10 19:18 | null | null | Open |
| 515 | p1 subject | 16.04.10 19:15 | null | null | Open |



| | | | | | |
|----------------------|---------|----------------|----------------------|--------|----------|
| 5 | | | | | |
| Hardware | | | | | |
| Mainframe | | | | | |
| 369 | subject | 19.05.10 13:26 | Mainframe | Normal | Resolved |
| Phone | | | | | |
| 394 | subject | 22.05.10 13:26 | Phone | Low | Closed |
| Printer | | | | | |
| 399 | subject | 18.05.10 13:26 | Printer | Normal | Resolved |
| Scanner | | | | | |
| 377 | subject | 28.05.10 13:26 | Scanner | Medium | Resolved |
| 420 | subject | 26.05.10 13:26 | Scanner | Normal | Closed |
| Software | | | | | |
| Browser | | | | | |
| 425 | subject | 27.05.10 13:26 | Browser | Normal | Resolved |
| Business Application | | | | | |
| 379 | subject | 05.05.10 13:26 | Business Application | Low | Open |
| 366 | subject | 13.05.10 13:26 | Business Application | Medium | On Hold |
| Explorer | | | | | |

| ID | SUBJECT | CREATION_DATE | CATEGORY | PRIORITY | STATUS |
|-----------------|---------|----------------|-----------------|----------|----------|
| 406 | subject | 03.05.10 13:26 | Explorer | Normal | Closed |
| 388 | subject | 07.05.10 13:26 | Explorer | Medium | Closed |
| Spreadsheet | | | | | |
| 370 | subject | 01.05.10 13:26 | Spreadsheet | Medium | Open |
| Word processing | | | | | |
| 396 | subject | 21.05.10 13:26 | Word processing | Low | Resolved |
| 361 | subject | 10.05.10 13:26 | Word processing | High | Open |
| null | | | | | |
| null | | | | | |
| 25801 | iop | 04.05.10 20:03 | null | null | Open |
| 27050 | new p | 22.05.10 20:34 | null | null | Open |



| | | | | | |
|-----------|------------|----------------|-----------|--------|----------|
| 6 | | | | | |
| Hardware | | | | | |
| Mainframe | | | | | |
| 30300 | pro z inc3 | 26.06.10 01:15 | Mainframe | null | Open |
| Printer | | | | | |
| 380 | subject | 17.06.10 13:26 | Printer | Normal | Closed |
| Scanner | | | | | |
| 364 | subject | 02.06.10 13:26 | Scanner | Normal | Resolved |

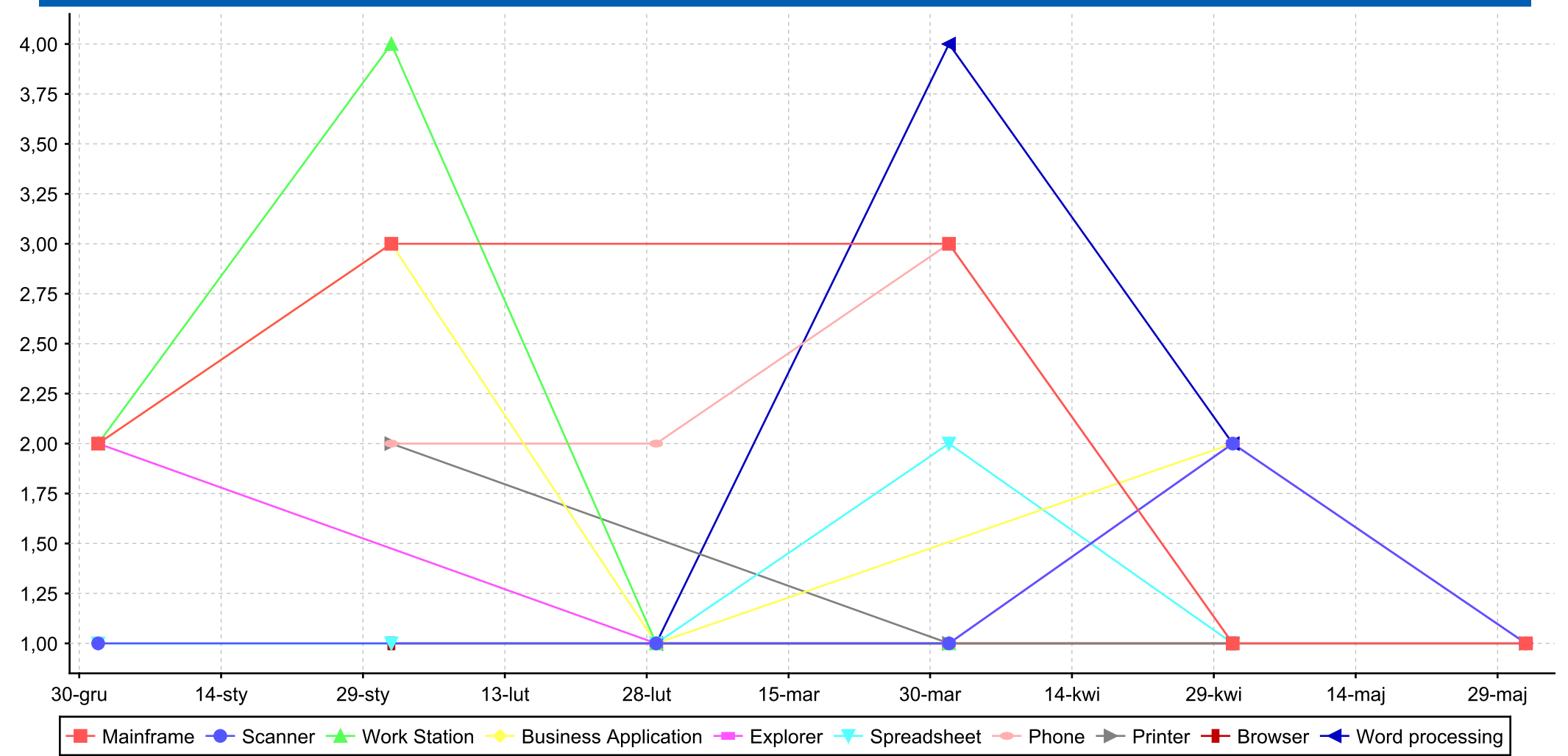
Software

Explorer

| | | | | | |
|-----|---------|----------------|----------|-----|----------|
| 372 | subject | 17.06.10 13:26 | Explorer | Low | Resolved |
|-----|---------|----------------|----------|-----|----------|



2010



| | | 1 | 2 | 3 | 4 | 5 | 6 | Total CREATION_ MONTH |
|---------------------|--------------|----|----|---|----|----|---|--------------------------|
| Hardware | Mainframe | 2 | 3 | 0 | 3 | 1 | 1 | 10 |
| | Phone | 0 | 2 | 2 | 3 | 1 | 0 | 8 |
| | Printer | 0 | 2 | 0 | 1 | 1 | 1 | 5 |
| | Scanner | 1 | 0 | 1 | 1 | 2 | 1 | 6 |
| | Work Station | 2 | 4 | 1 | 1 | 0 | 0 | 8 |
| | Total | 5 | 11 | 4 | 9 | 5 | 3 | 37 |
| Software | Browser | 0 | 1 | 0 | 0 | 1 | 0 | 2 |
| | Business | 2 | 3 | 1 | 0 | 2 | 0 | 8 |
| | Explorer | 2 | 0 | 1 | 1 | 2 | 1 | 7 |
| | Spreadsheet | 1 | 1 | 1 | 2 | 1 | 0 | 6 |
| | Word | 0 | 0 | 1 | 4 | 2 | 0 | 7 |
| | Total | 5 | 5 | 4 | 7 | 8 | 1 | 30 |
| null | null | 1 | 3 | 1 | 2 | 2 | 0 | 9 |
| | Total | 1 | 3 | 1 | 2 | 2 | 0 | 9 |
| Total MAIN_CATEGORY | | 11 | 19 | 9 | 18 | 15 | 4 | 76 |

SUMMARY

