

This report contains data from 197 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
13023	4 -Normal	Engineering	04/19/2014	516 days, 21 hours, 54 minutes
13862	4 -Normal	Engineering	04/21/2014	423 days, 20 hours, 32 minutes
13897	4 -Normal	Engineering	04/21/2014	420 days, 10 hours, 17 minutes
13901	4 -Normal	Engineering	04/19/2014	420 days, 0 hours, 5 minutes
14023	4 -Normal	Engineering	04/19/2014	412 days, 20 hours, 28 minutes
14084	4 -Normal	Engineering	04/16/2014	411 days, 21 hours, 0 minutes
14110	4 -Normal	Engineering	04/20/2014	410 days, 22 hours, 14 minutes
14117	4 -Normal	Engineering	04/21/2014	410 days, 19 hours, 44 minutes
14189	4 -Normal	Engineering	04/10/2014	404 days, 18 hours, 34 minutes
14199	4 -Normal	Engineering	04/21/2014	404 days, 0 hours, 8 minutes
14200	4 -Normal	Engineering	04/21/2014	403 days, 23 hours, 6 minutes
14201	4 -Normal	Engineering	04/21/2014	403 days, 22 hours, 56 minutes
14220	4 -Normal	Engineering	04/16/2014	402 days, 16 hours, 16 minutes
14225	4 -Normal	Engineering	04/21/2014	401 days, 21 hours, 30 minutes
14237	4 -Normal	Engineering	04/21/2014	401 days, 1 hour, 23 minutes
14249	4 -Normal	Engineering	04/19/2014	398 days, 19 hours, 59 minutes
14254	4 -Normal	Engineering	04/21/2014	398 days, 18 hours, 40 minutes
14263	4 -Normal	Engineering	04/21/2014	397 days, 21 hours, 30 minutes
14266	4 -Normal	Engineering	04/21/2014	397 days, 20 hours, 40 minutes
14279	4 -Normal	Engineering	04/21/2014	397 days, 1 hour, 51 minutes
14287	4 -Normal	Engineering	04/21/2014	396 days, 20 hours, 0 minutes
14292	4 -Normal	Engineering	04/21/2014	396 days, 15 hours, 9 minutes
14297	4 -Normal	Engineering	04/21/2014	395 days, 22 hours, 2 minutes
14299	4 -Normal	Engineering	04/21/2014	395 days, 21 hours, 2 minutes
14325	4 -Normal	Engineering	04/21/2014	394 days, 22 hours, 43 minutes
14342	4 -Normal	Engineering	04/21/2014	394 days, 12 hours, 18 minutes

14365	4 -Normal	Engineering	04/21/2014	391 days, 15 hours, 50 minutes
14380	4 -Normal	Engineering	04/21/2014	390 days, 21 hours, 17 minutes
14385	4 -Normal	Engineering	04/21/2014	390 days, 19 hours, 31 minutes
14390	4 -Normal	Engineering	04/21/2014	390 days, 2 hours, 21 minutes
14392	4 -Normal	Engineering	04/21/2014	390 days, 0 hours, 54 minutes
14416	4 -Normal	Engineering	04/21/2014	388 days, 17 hours, 31 minutes
14419	4 -Normal	Engineering	04/21/2014	388 days, 16 hours, 3 minutes
14426	4 -Normal	Engineering	04/21/2014	387 days, 19 hours, 18 minutes
14429	4 -Normal	Engineering	04/21/2014	386 days, 13 hours, 56 minutes
14435	4 -Normal	Engineering	04/21/2014	385 days, 0 hours, 9 minutes
14436	4 -Normal	Engineering	04/21/2014	384 days, 23 hours, 44 minutes
14437	4 -Normal	Engineering	04/21/2014	384 days, 23 hours, 41 minutes
14446	4 -Normal	Engineering	04/21/2014	384 days, 19 hours, 35 minutes
14456	4 -Normal	Engineering	04/21/2014	384 days, 5 hours, 49 minutes
14465	4 -Normal	Engineering	04/21/2014	383 days, 23 hours, 26 minutes
14475	4 -Normal	Engineering	04/21/2014	383 days, 19 hours, 56 minutes
14476	4 -Normal	Engineering	04/21/2014	383 days, 19 hours, 50 minutes
14482	4 -Normal	Engineering	04/21/2014	383 days, 17 hours, 43 minutes
14484	4 -Normal	Engineering	04/21/2014	383 days, 17 hours, 24 minutes
14498	4 -Normal	Engineering	04/21/2014	382 days, 17 hours, 24 minutes
14509	4 -Normal	Engineering	04/21/2014	381 days, 18 hours, 1 minute
14520	4 -Normal	Engineering	04/21/2014	380 days, 22 hours, 38 minutes
14522	4 -Normal	Engineering	04/21/2014	380 days, 20 hours, 35 minutes
14525	4 -Normal	Engineering	04/21/2014	379 days, 8 hours, 23 minutes
14529	4 -Normal	Engineering	04/21/2014	378 days, 10 hours, 33 minutes
14532	4 -Normal	Engineering	04/21/2014	378 days, 2 hours, 36 minutes
14537	4 -Normal	Engineering	04/21/2014	377 days, 23 hours, 57 minutes
14540	4 -Normal	Engineering	04/21/2014	377 days, 22 hours, 43 minutes
14542	4 -Normal	Engineering	04/21/2014	377 days, 22 hours, 18 minutes

14543	4 -Normal	Engineering	04/21/2014	377 days, 22 hours, 13 minutes
14548	4 -Normal	Engineering	04/21/2014	377 days, 21 hours, 30 minutes
14563	4 -Normal	Engineering	04/21/2014	376 days, 23 hours, 11 minutes
14568	4 -Normal	Engineering	04/21/2014	376 days, 22 hours, 9 minutes
14569	4 -Normal	Engineering	04/21/2014	376 days, 21 hours, 7 minutes
14573	4 -Normal	Engineering	04/21/2014	376 days, 19 hours, 36 minutes
14580	4 -Normal	Engineering	04/21/2014	376 days, 16 hours, 28 minutes
14582	4 -Normal	Engineering	04/21/2014	376 days, 5 hours, 27 minutes
14592	4 -Normal	Engineering	04/21/2014	375 days, 10 hours, 23 minutes
14594	4 -Normal	Engineering	04/21/2014	375 days, 2 hours, 49 minutes
14597	4 -Normal	Engineering	04/21/2014	374 days, 23 hours, 4 minutes
14611	4 -Normal	Engineering	04/21/2014	373 days, 23 hours, 4 minutes
14617	4 -Normal	Engineering	04/21/2014	373 days, 19 hours, 43 minutes
14618	4 -Normal	Engineering	04/21/2014	373 days, 16 hours, 23 minutes
14625	4 -Normal	Engineering	04/21/2014	371 days, 5 hours, 26 minutes
14634	4 -Normal	Engineering	04/21/2014	370 days, 20 hours, 42 minutes
14640	4 -Normal	Engineering	04/21/2014	370 days, 18 hours, 19 minutes
14645	4 -Normal	Engineering	04/21/2014	370 days, 14 hours, 50 minutes
14652	4 -Normal	Engineering	04/21/2014	370 days, 5 hours, 12 minutes
14676	4 -Normal	Engineering	04/21/2014	369 days, 19 hours, 24 minutes
14678	4 -Normal	Engineering	04/21/2014	369 days, 18 hours, 43 minutes
14693	4 -Normal	Engineering	04/21/2014	368 days, 19 hours, 32 minutes
17440	4 -Normal	Engineering	04/18/2014	194 days, 17 hours, 35 minutes
17793	4 -Normal	Engineering	04/02/2014	164 days, 20 hours, 6 minutes
17939	4 -Normal	Engineering	04/15/2014	156 days, 22 hours, 8 minutes
18000	4 -Normal	Engineering	04/18/2014	152 days, 14 hours, 13 minutes
18031	4 -Normal	Engineering	04/08/2014	149 days, 19 hours, 4 minutes
18865	4 -Normal	Engineering	02/03/2014	88 days, 23 hours, 52 minutes

18872	4 -Normal	Engineering	04/02/2014	88 days, 17 hours, 42 minutes
18912	4 -Normal	Engineering	04/01/2014	87 days, 18 hours, 39 minutes
18914	4 -Normal	Engineering	04/01/2014	87 days, 18 hours, 7 minutes
18915	4 -Normal	Engineering	04/01/2014	87 days, 17 hours, 50 minutes
18920	4 -Normal	Engineering	04/01/2014	87 days, 17 hours, 37 minutes
19500	4 -Normal	Engineering	04/17/2014	72 days, 21 hours, 43 minutes
19550	4 -Normal	Engineering	02/25/2014	69 days, 0 hours, 7 minutes
19577	4 -Normal	Engineering	04/14/2014	67 days, 10 hours, 46 minutes
19578	4 -Normal	Engineering	04/17/2014	67 days, 10 hours, 41 minutes
19641	4 -Normal	Customer	04/18/2014	62 days, 18 hours, 47 minutes
19651	4 -Normal	Engineering	04/10/2014	61 days, 21 hours, 50 minutes
19842	4 -Normal	Engineering	04/18/2014	49 days, 23 hours, 42 minutes
19987	4 -Normal	Engineering	04/11/2014	45 days, 17 hours, 27 minutes
20092	3 -Elevated	Customer	04/21/2014	41 days, 0 hours, 18 minutes
20099	4 -Normal	Engineering	03/17/2014	40 days, 20 hours, 20 minutes
20113	4 -Normal	Engineering	04/15/2014	39 days, 20 hours, 12 minutes
20122	4 -Normal	Customer	04/18/2014	39 days, 15 hours, 40 minutes
20148	4 -Normal	Engineering	04/10/2014	38 days, 17 hours, 9 minutes
20172	4 -Normal	Engineering	04/10/2014	37 days, 17 hours, 17 minutes
20175	4 -Normal	Engineering	04/21/2014	37 days, 16 hours, 38 minutes
20201	3 -Elevated	Customer	04/21/2014	34 days, 16 hours, 13 minutes
20205	4 -Normal	Engineering	03/28/2014	34 days, 0 hours, 42 minutes
20224	4 -Normal	Engineering	04/18/2014	32 days, 19 hours, 2 minutes
20229	4 -Normal	Engineering	04/16/2014	32 days, 18 hours, 7 minutes
20235	4 -Normal	Engineering	04/10/2014	32 days, 12 hours, 40 minutes
20242	4 -Normal	Engineering	04/10/2014	31 days, 22 hours, 12 minutes
20261	4 -Normal	Engineering	04/10/2014	31 days, 4 hours, 40 minutes
20300	4 -Normal	Engineering	04/10/2014	27 days, 0 hours, 41 minutes
20305	3 -Elevated	Engineering	04/02/2014	26 days, 22 hours, 8 minutes

20317	4 -Normal	Engineering	04/19/2014	26 days, 16 hours, 49 minutes
20318	3 -Elevated	Engineering	03/26/2014	26 days, 15 hours, 25 minutes
20343	4 -Normal	Engineering	04/18/2014	24 days, 17 hours, 59 minutes
20364	4 -Normal	Customer	04/21/2014	20 days, 19 hours, 58 minutes
20368	4 -Normal	Engineering	04/19/2014	20 days, 19 hours, 16 minutes
20375	4 -Normal	Engineering	04/08/2014	20 days, 17 hours, 15 minutes
20381	4 -Normal	Engineering	04/18/2014	19 days, 23 hours, 16 minutes
20397	4 -Normal	Engineering	04/19/2014	19 days, 18 hours, 40 minutes
20398	4 -Normal	Engineering	04/07/2014	19 days, 15 hours, 48 minutes
20399	4 -Normal	Engineering	04/14/2014	19 days, 14 hours, 0 minutes
20402	4 -Normal	Engineering	04/03/2014	19 days, 5 hours, 12 minutes
20410	4 -Normal	Engineering	04/10/2014	18 days, 20 hours, 14 minutes
20420	3 -Elevated	Engineering	04/17/2014	18 days, 7 hours, 51 minutes
20422	4 -Normal	Engineering	04/21/2014	17 days, 23 hours, 34 minutes
20425	4 -Normal	Engineering	04/16/2014	17 days, 22 hours, 29 minutes
20433	4 -Normal	Engineering	04/10/2014	17 days, 18 hours, 29 minutes
20436	4 -Normal	Engineering	04/10/2014	17 days, 16 hours, 4 minutes
20438	4 -Normal	Support Agency	04/18/2014	17 days, 8 hours, 20 minutes
20455	4 -Normal	Engineering	04/06/2014	14 days, 22 hours, 40 minutes
20457	4 -Normal	Engineering	04/19/2014	14 days, 8 hours, 22 minutes
20466	3 -Elevated	Engineering	04/16/2014	13 days, 20 hours, 6 minutes
20467	3 -Elevated	Engineering	04/17/2014	13 days, 20 hours, 1 minute
20477	4 -Normal	Engineering	04/11/2014	12 days, 23 hours, 10 minutes
20481	4 -Normal	Engineering	04/14/2014	12 days, 21 hours, 21 minutes
20485	4 -Normal	Engineering	04/19/2014	12 days, 18 hours, 16 minutes
20486	4 -Normal	Engineering	04/18/2014	12 days, 18 hours, 3 minutes
20488	4 -Normal	Engineering	04/08/2014	12 days, 17 hours, 58 minutes
20489	4 -Normal	Engineering	04/18/2014	12 days, 17 hours, 50 minutes

20494	4 -Normal	Engineering	04/08/2014	12 days, 16 hours, 22 minutes
20522	4 -Normal	Engineering	04/18/2014	12 days, 11 hours, 15 minutes
20523	4 -Normal	Engineering	04/16/2014	12 days, 11 hours, 14 minutes
20572	4 -Normal	Engineering	04/14/2014	11 days, 19 hours, 44 minutes
20573	4 -Normal	Engineering	04/17/2014	11 days, 19 hours, 34 minutes
20576	4 -Normal	Engineering	04/18/2014	11 days, 19 hours, 8 minutes
20583	3 -Elevated	Engineering	04/16/2014	11 days, 17 hours, 41 minutes
20616	4 -Normal	Engineering	04/18/2014	10 days, 23 hours, 47 minutes
20627	4 -Normal	Engineering	04/16/2014	10 days, 23 hours, 34 minutes
20635	4 -Normal	Engineering	04/18/2014	10 days, 23 hours, 18 minutes
20641	4 -Normal	Customer	04/18/2014	10 days, 23 hours, 18 minutes
20663	4 -Normal	Engineering	04/18/2014	10 days, 21 hours, 33 minutes
20672	4 -Normal	Engineering	04/19/2014	10 days, 18 hours, 35 minutes
20675	4 -Normal	Engineering	04/10/2014	10 days, 17 hours, 33 minutes
20678	3 -Elevated	Engineering	04/18/2014	10 days, 16 hours, 59 minutes
20679	4 -Normal	Engineering	04/19/2014	10 days, 16 hours, 57 minutes
20685	4 -Normal	Engineering	04/16/2014	9 days, 22 hours, 57 minutes
20688	4 -Normal	Engineering	04/16/2014	9 days, 21 hours, 32 minutes
20700	4 -Normal	Engineering	04/18/2014	8 days, 22 hours, 2 minutes
20705	4 -Normal	Engineering	04/14/2014	7 days, 21 hours, 36 minutes
20709	4 -Normal	Engineering	04/14/2014	6 days, 22 hours, 20 minutes
20711	4 -Normal	Engineering	04/18/2014	6 days, 22 hours, 3 minutes
20714	4 -Normal	Engineering	04/18/2014	6 days, 21 hours, 41 minutes
20716	4 -Normal	Engineering	04/18/2014	6 days, 21 hours, 4 minutes
20718	4 -Normal	Engineering	04/18/2014	6 days, 17 hours, 7 minutes
20721	4 -Normal	Engineering	04/18/2014	6 days, 10 hours, 49 minutes
20736	4 -Normal	Engineering	04/21/2014	5 days, 16 hours, 55 minutes
20743	4 -Normal	Engineering	04/21/2014	5 days, 1 hour, 10 minutes
20744	4 -Normal	Engineering	04/16/2014	4 days, 22 hours, 26 minutes

20745	4 -Normal	Engineering	04/16/2014	4 days, 22 hours, 26 minutes
20746	3 -Elevated	Engineering	04/16/2014	4 days, 22 hours, 21 minutes
20747	4 -Normal	Engineering	04/18/2014	4 days, 18 hours, 6 minutes
20760	4 -Normal	Engineering	04/18/2014	4 days, 16 hours, 17 minutes
20761	4 -Normal	Engineering	04/18/2014	4 days, 16 hours, 10 minutes
20762	4 -Normal	Engineering	04/16/2014	4 days, 15 hours, 36 minutes
20763	3 -Elevated	Engineering	04/18/2014	4 days, 15 hours, 32 minutes
20765	4 -Normal	Engineering	04/16/2014	4 days, 15 hours, 14 minutes
20766	4 -Normal	Engineering	04/16/2014	4 days, 15 hours, 13 minutes
20767	4 -Normal	Engineering	04/16/2014	4 days, 15 hours, 11 minutes
20769	4 -Normal	Engineering	04/18/2014	4 days, 0 hours, 16 minutes
20772	4 -Normal	Engineering	04/18/2014	3 days, 21 hours, 33 minutes
20773	4 -Normal	Engineering	04/21/2014	3 days, 21 hours, 5 minutes
20774	4 -Normal	Engineering	04/21/2014	3 days, 20 hours, 30 minutes
20775	4 -Normal	Engineering	04/18/2014	3 days, 19 hours, 9 minutes
20779	4 -Normal	Engineering	04/19/2014	3 days, 9 hours, 44 minutes
20780	4 -Normal	Engineering	04/21/2014	3 days, 4 hours, 56 minutes
20781	4 -Normal	Engineering	04/18/2014	3 days, 4 hours, 54 minutes
20785	4 -Normal	Engineering	04/18/2014	2 days, 20 hours, 12 minutes
20789	4 -Normal	Engineering	04/19/2014	1 day, 15 hours, 48 minutes
20790	4 -Normal	Engineering	04/19/2014	1 day, 15 hours, 48 minutes
20791	4 -Normal	Engineering	04/19/2014	1 day, 15 hours, 47 minutes
20792	4 -Normal	Engineering	04/19/2014	1 day, 15 hours, 47 minutes
20793	4 -Normal	Engineering	04/19/2014	1 day, 15 hours, 47 minutes
20794	4 -Normal	Engineering	04/19/2014	1 day, 15 hours, 47 minutes
20798	4 -Normal	Engineering	04/20/2014	0 days, 19 hours, 14 minutes
20800	4 -Normal	Engineering	04/21/2014	0 days, 1 hour, 51 minutes
20802	4 -Normal	Engineering	04/21/2014	0 days, 0 hours, 8 minutes

† Project Work Schedule was disabled for these time calculations.  
‡ 1 Day = 24 Hours