This report contains data from 115 Tickets.

Ticket Number	Customer Impact	*Status*	Last Edit Date	Age of Ticket†‡
12760	4-Normal	Engineering	02/08/2016	1225 days, 16 hours, 36 minutes
12982	4-Normal	Engineering	02/08/2016	1182 days, 22 hours, 9 minutes
13124	4-Normal	Engineering	02/08/2016	1159 days, 23 hours, 10 minutes
13210	4-Normal	Engineering	02/08/2016	1148 days, 18 hours, 46 minutes
13318	4-Normal	Engineering	02/08/2016	1127 days, 17 hours, 5 minutes
13367	4-Normal	Engineering	02/08/2016	1120 days, 20 hours, 16 minutes
13382	4-Normal	Engineering	02/08/2016	1119 days, 21 hours, 12 minutes
17267	4-Normal	Engineering	02/08/2016	859 days, 20 hours, 34 minutes
18099	4-Normal	Engineering	02/08/2016	799 days, 2 hours, 21 minutes
18106	4-Normal	Engineering	02/08/2016	798 days, 22 hours, 49 minutes
18166	4-Normal	Engineering	02/08/2016	797 days, 20 hours, 59 minutes
18347	4-Normal	Engineering	02/08/2016	789 days, 2 hours, 7 minutes
18461	4-Normal	Engineering	02/08/2016	781 days, 0 hours, 19 minutes
18486	4-Normal	Engineering	02/08/2016	777 days, 19 hours, 52 minutes
18580	4-Normal	Engineering	02/08/2016	768 days, 1 hour, 10 minutes
18663	4-Normal	Engineering	02/08/2016	762 days, 18 hours, 39 minutes
18675	4-Normal	Engineering	02/08/2016	761 days, 20 hours, 26 minutes
18678	4-Normal	Engineering	02/08/2016	761 days, 18 hours, 56 minutes
18732	4-Normal	Engineering	02/08/2016	757 days, 2 hours, 11 minutes
23476	4-Normal	Engineering	02/09/2016	425 days, 19 hours, 1 minute
23530	4-Normal	Engineering	02/09/2016	419 days, 17 hours, 55 minutes
23598	4-Normal	Engineering	02/08/2016	410 days, 7 hours, 4 minutes
23700	4-Normal	Engineering	02/08/2016	396 days, 19 hours, 28 minutes
23714	4-Normal	Engineering	02/08/2016	395 days, 19 hours, 54 minutes
23733	4-Normal	Engineering	02/08/2016	392 days, 21 hours, 29 minutes
23740	4-Normal	Engineering	02/08/2016	392 days, 17 hours, 10 minutes

23742	4-Normal	Engineering	02/08/2016	392 days, 13 hours, 50 minutes
23743	4-Normal	Engineering	02/08/2016	392 days, 7 hours, 33 minutes
23754	4-Normal	Engineering	02/08/2016	391 days, 17 hours, 24 minutes
23758	4-Normal	Engineering	02/08/2016	391 days, 1 hour, 14 minutes
23775	4-Normal	Engineering	02/08/2016	389 days, 20 hours, 51 minutes
23828	4-Normal	Engineering	02/08/2016	382 days, 16 hours, 28 minutes
23863	4-Normal	Engineering	02/08/2016	378 days, 22 hours, 28 minutes
23865	4-Normal	Engineering	02/08/2016	378 days, 20 hours, 57 minutes
23867	4-Normal	Engineering	02/08/2016	378 days, 7 hours, 10 minutes
23877	4-Normal	Engineering	02/08/2016	377 days, 0 hours, 14 minutes
23880	4-Normal	Engineering	02/08/2016	376 days, 20 hours, 39 minutes
23893	4-Normal	Engineering	02/08/2016	375 days, 19 hours, 3 minutes
23907	4-Normal	Engineering	02/08/2016	374 days, 18 hours, 9 minutes
23915	4-Normal	Engineering	02/08/2016	371 days, 7 hours, 2 minutes
23922	4-Normal	Engineering	02/08/2016	370 days, 21 hours, 9 minutes
23932	4-Normal	Engineering	02/08/2016	370 days, 11 hours, 55 minutes
23933	4-Normal	Engineering	02/09/2016	370 days, 3 hours, 43 minutes
23937	4-Normal	Engineering	02/08/2016	369 days, 21 hours, 42 minutes
26624	4-Normal	Engineering	02/08/2016	165 days, 20 hours, 26 minutes
26739	4-Normal	Engineering	10/07/2015	152 days, 4 hours, 14 minutes
26925	4-Normal	Engineering	02/04/2016	132 days, 20 hours, 28 minutes
27009	3-Elevated	Engineering	02/08/2016	125 days, 3 hours, 12 minutes
27349	4-Normal	Engineering	02/08/2016	96 days, 18 hours, 17 minutes
27445	4-Normal	Engineering	02/09/2016	84 days, 18 hours, 57 minutes
27458	4-Normal	Engineering	02/03/2016	83 days, 17 hours, 36 minutes
27498	4-Normal	Customer	01/27/2016	81 days, 0 hours, 4 minutes
27537	3-Elevated	Engineering	02/08/2016	78 days, 1 hour, 16 minutes

27541	4-Normal	Engineering	01/06/2016	78 days, 1 hour, 15 minutes
27542	3-Elevated	Network Administration	02/08/2016	78 days, 1 hour, 1 minute
27549	3-Elevated	Network Administration	02/08/2016	78 days, 0 hours, 47 minutes
27551	3-Elevated	Engineering	02/08/2016	78 days, 0 hours, 47 minutes
27552	3-Elevated	Support Agency	02/08/2016	78 days, 0 hours, 46 minutes
27554	3-Elevated	Engineering	01/25/2016	78 days, 0 hours, 40 minutes
27557	3-Elevated	Engineering	02/08/2016	78 days, 0 hours, 36 minutes
27559	3-Elevated	Engineering	02/08/2016	78 days, 0 hours, 31 minutes
27597	4-Normal	Engineering	02/05/2016	75 days, 20 hours, 46 minutes
27686	4-Normal	Engineering	02/08/2016	66 days, 21 hours, 55 minutes
27731	4-Normal	Engineering	12/09/2015	61 days, 21 hours, 40 minutes
27753	4-Normal	Engineering	12/15/2015	60 days, 20 hours, 32 minutes
27777	4-Normal	Engineering	01/26/2016	57 days, 2 hours, 23 minutes
27983	3-Elevated	Engineering	02/08/2016	55 days, 7 hours, 47 minutes
28089	4-Normal	Customer	02/08/2016	34 days, 20 hours, 26 minutes
28117	4-Normal	Engineering	01/20/2016	29 days, 7 hours, 36 minutes
28132	3-Elevated	Engineering	02/04/2016	28 days, 2 hours, 30 minutes
28145	4-Normal	Engineering	02/08/2016	27 days, 23 hours, 0 minutes
28150	4-Normal	Customer	01/25/2016	27 days, 19 hours, 11 minutes
28202	4-Normal	Engineering	02/09/2016	26 days, 1 hour, 0 minutes
28220	3-Elevated	Engineering	02/08/2016	24 days, 18 hours, 53 minutes
28252	4-Normal	Network Administration	02/08/2016	19 days, 22 hours, 56 minutes
28261	4-Normal	Engineering	02/08/2016	19 days, 17 hours, 19 minutes
28262	4-Normal	Engineering	02/09/2016	19 days, 16 hours, 38 minutes
28280	4-Normal	Customer	02/08/2016	15 days, 0 hours, 8 minutes
28297	4-Normal	Engineering	02/09/2016	13 days, 22 hours, 23 minutes
28308	4-Normal	Network Administration	02/03/2016	13 days, 20 hours, 11 minutes
28309	4-Normal	Support Agency	02/09/2016	13 days, 19 hours, 48 minutes

28315	4-Normal	Engineering	02/09/2016	13 days, 7 hours, 45 minutes
28319	4-Normal	Engineering	01/29/2016	12 days, 23 hours, 8 minutes
28320	4-Normal	Engineering	01/29/2016	12 days, 23 hours, 5 minutes
28324	4-Normal	Engineering	02/05/2016	12 days, 20 hours, 15 minutes
28326	4-Normal	Engineering	01/27/2016	12 days, 19 hours, 33 minutes
28327	4-Normal	Customer	02/08/2016	12 days, 19 hours, 13 minutes
28328	4-Normal	Engineering	02/08/2016	12 days, 18 hours, 57 minutes
28335	4-Normal	Engineering	02/04/2016	12 days, 0 hours, 40 minutes
28338	4-Normal	Engineering	02/09/2016	11 days, 22 hours, 47 minutes
28342	4-Normal	Engineering	02/08/2016	11 days, 20 hours, 48 minutes
28348	2-High	Engineering	02/08/2016	11 days, 2 hours, 30 minutes
28349	2-High	Engineering	02/04/2016	11 days, 2 hours, 30 minutes
28350	2-High	Engineering	02/05/2016	11 days, 2 hours, 30 minutes
28352	2-High	Engineering	02/04/2016	11 days, 2 hours, 30 minutes
28358	3-Elevated	Engineering	02/09/2016	10 days, 23 hours, 8 minutes
28361	4-Normal	Engineering	02/08/2016	10 days, 18 hours, 44 minutes
28403	4-Normal	Customer	02/08/2016	6 days, 22 hours, 45 minutes
28404	4-Normal	Network Administration	02/08/2016	6 days, 19 hours, 35 minutes
28411	4-Normal	Network Administration	02/08/2016	6 days, 1 hour, 30 minutes
28413	4-Normal	Network Administration	02/08/2016	6 days, 0 hours, 13 minutes
28418	4-Normal	Engineering	02/05/2016	4 days, 21 hours, 12 minutes
28419	4-Normal	Customer	02/08/2016	4 days, 21 hours, 8 minutes
28423	4-Normal	Engineering	02/05/2016	4 days, 17 hours, 58 minutes
28426	4-Normal	Engineering	02/05/2016	3 days, 21 hours, 48 minutes
28427	4-Normal	Engineering	02/05/2016	3 days, 19 hours, 50 minutes
28429	4-Normal	Engineering	02/08/2016	3 days, 14 hours, 33 minutes
28430	4-Normal	Engineering	02/08/2016	3 days, 8 hours, 16 minutes
28432	3-Elevated	Engineering	02/06/2016	3 days, 1 hour, 50 minutes

28435	3-Elevated	Engineering	02/08/2016	0 days, 23 hours, 50 minutes
28436	3-Elevated	Engineering	02/09/2016	0 days, 23 hours, 46 minutes
28438	4-Normal	Engineering	02/08/2016	0 days, 21 hours, 5 minutes
28443	4-Normal	Engineering	02/09/2016	0 days, 18 hours, 18 minutes
28444	4-Normal	Engineering	02/09/2016	0 days, 16 hours, 20 minutes
28445	4-Normal	Engineering	02/09/2016	0 days, 16 hours, 5 minutes

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