

This report contains data from 167 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
13302	4-Normal	Engineering	03/10/2014	426 days, 23 hours, 30 minutes
13640	4-Normal	Engineering	03/10/2014	396 days, 14 hours, 14 minutes
13659	4-Normal	Engineering	03/10/2014	395 days, 18 hours, 10 minutes
13660	4-Normal	Engineering	03/10/2014	395 days, 17 hours, 44 minutes
13666	4-Normal	Engineering	03/10/2014	394 days, 18 hours, 47 minutes
13680	4-Normal	Engineering	03/10/2014	391 days, 23 hours, 16 minutes
13704	4-Normal	Engineering	03/10/2014	391 days, 14 hours, 34 minutes
13708	4-Normal	Engineering	03/10/2014	390 days, 22 hours, 20 minutes
13710	4-Normal	Engineering	03/10/2014	390 days, 22 hours, 7 minutes
13711	4-Normal	Engineering	03/10/2014	390 days, 21 hours, 41 minutes
13737	4-Normal	Engineering	03/10/2014	390 days, 7 hours, 44 minutes
13741	4-Normal	Engineering	03/10/2014	389 days, 23 hours, 28 minutes
13779	4-Normal	Engineering	03/10/2014	388 days, 15 hours, 54 minutes
13798	4-Normal	Engineering	03/10/2014	387 days, 18 hours, 44 minutes
13800	4-Normal	Engineering	03/10/2014	384 days, 23 hours, 54 minutes
13801	4-Normal	Engineering	03/10/2014	384 days, 23 hours, 15 minutes
13802	4-Normal	Engineering	03/10/2014	384 days, 22 hours, 45 minutes
13813	4-Normal	Engineering	03/10/2014	384 days, 18 hours, 3 minutes
13830	4-Normal	Engineering	03/10/2014	383 days, 19 hours, 12 minutes
13833	4-Normal	Engineering	03/10/2014	383 days, 17 hours, 56 minutes
13839	4-Normal	Engineering	03/10/2014	383 days, 3 hours, 53 minutes
13849	4-Normal	Engineering	03/10/2014	382 days, 18 hours, 15 minutes
13850	4-Normal	Engineering	03/10/2014	382 days, 18 hours, 2 minutes
13875	4-Normal	Engineering	03/10/2014	381 days, 15 hours, 2 minutes
13881	4-Normal	Engineering	03/10/2014	380 days, 22 hours, 9 minutes
13896	4-Normal	Engineering	03/10/2014	378 days, 13 hours, 21 minutes

13900	4 -Normal	Engineering	03/10/2014	378 days, 1 hour, 28 minutes
13903	4 -Normal	Engineering	03/10/2014	377 days, 22 hours, 29 minutes
13922	4 -Normal	Engineering	03/10/2014	377 days, 16 hours, 49 minutes
13928	4 -Normal	Engineering	03/10/2014	377 days, 15 hours, 35 minutes
13946	4 -Normal	Engineering	03/10/2014	376 days, 17 hours, 37 minutes
13979	4 -Normal	Engineering	03/10/2014	374 days, 18 hours, 47 minutes
13986	4 -Normal	Engineering	03/10/2014	374 days, 15 hours, 38 minutes
13988	4 -Normal	Engineering	03/10/2014	374 days, 0 hours, 15 minutes
13990	4 -Normal	Engineering	03/10/2014	374 days, 0 hours, 3 minutes
14010	4 -Normal	Engineering	03/10/2014	371 days, 23 hours, 38 minutes
14029	4 -Normal	Engineering	03/10/2014	370 days, 18 hours, 17 minutes
14031	4 -Normal	Engineering	03/10/2014	370 days, 18 hours, 9 minutes
14072	4 -Normal	Engineering	03/10/2014	370 days, 14 hours, 12 minutes
14088	4 -Normal	Engineering	03/10/2014	369 days, 20 hours, 38 minutes
14090	4 -Normal	Engineering	03/10/2014	369 days, 19 hours, 38 minutes
14091	4 -Normal	Engineering	03/10/2014	369 days, 18 hours, 50 minutes
14093	4 -Normal	Engineering	03/10/2014	369 days, 18 hours, 6 minutes
14096	4 -Normal	Engineering	03/10/2014	369 days, 17 hours, 28 minutes
14100	4 -Normal	Engineering	03/10/2014	369 days, 16 hours, 59 minutes
14109	4 -Normal	Engineering	03/10/2014	368 days, 22 hours, 59 minutes
14119	4 -Normal	Engineering	03/10/2014	368 days, 18 hours, 22 minutes
14131	4 -Normal	Engineering	03/10/2014	367 days, 21 hours, 5 minutes
14135	4 -Normal	Engineering	03/10/2014	367 days, 19 hours, 55 minutes
14137	4 -Normal	Engineering	03/10/2014	367 days, 18 hours, 46 minutes
14138	4 -Normal	Engineering	03/10/2014	367 days, 18 hours, 26 minutes
14143	4 -Normal	Engineering	03/10/2014	367 days, 11 hours, 55 minutes
16691	4 -Normal	Engineering	03/05/2014	199 days, 15 hours, 7 minutes
17440	4 -Normal	Engineering	03/07/2014	152 days, 17 hours, 59 minutes
17793	4 -Normal	Engineering	03/04/2014	122 days, 20 hours, 29 minutes

17939	4 -Normal	Engineering	02/26/2014	114 days, 22 hours, 31 minutes
18000	4 -Normal	Engineering	03/06/2014	110 days, 14 hours, 37 minutes
18031	4 -Normal	Engineering	03/04/2014	107 days, 19 hours, 27 minutes
18119	4 -Normal	Engineering	02/27/2014	96 days, 23 hours, 45 minutes
18652	4 -Normal	Support Agency	03/04/2014	61 days, 20 hours, 11 minutes
18654	4 -Normal	Support Agency	03/03/2014	61 days, 20 hours, 8 minutes
18655	4 -Normal	Support Agency	03/03/2014	61 days, 20 hours, 7 minutes
18656	4 -Normal	Support Agency	03/04/2014	61 days, 20 hours, 5 minutes
18725	4 -Normal	Engineering	01/22/2014	58 days, 17 hours, 29 minutes
18865	4 -Normal	Engineering	02/03/2014	47 days, 0 hours, 16 minutes
18872	4 -Normal	Engineering	01/22/2014	46 days, 18 hours, 5 minutes
18912	4 -Normal	Engineering	01/28/2014	45 days, 19 hours, 2 minutes
18914	4 -Normal	Engineering	01/28/2014	45 days, 18 hours, 30 minutes
18915	4 -Normal	Engineering	01/28/2014	45 days, 18 hours, 13 minutes
18920	4 -Normal	Engineering	01/28/2014	45 days, 18 hours, 0 minutes
18930	4 -Normal	Engineering	03/03/2014	45 days, 15 hours, 15 minutes
19011	4 -Normal	Engineering	03/04/2014	44 days, 20 hours, 3 minutes
19013	4 -Normal	Engineering	02/25/2014	44 days, 20 hours, 3 minutes
19022	4 -Normal	Engineering	03/03/2014	44 days, 20 hours, 2 minutes
19023	3 -Elevated	Engineering	02/25/2014	44 days, 20 hours, 2 minutes
19204	4 -Normal	Engineering	03/10/2014	41 days, 19 hours, 25 minutes
19387	4 -Normal	Engineering	02/11/2014	38 days, 10 hours, 34 minutes
19414	4 -Normal	Engineering	02/13/2014	34 days, 21 hours, 43 minutes
19428	4 -Normal	Engineering	03/07/2014	34 days, 16 hours, 47 minutes
19464	4 -Normal	Engineering	03/10/2014	32 days, 16 hours, 53 minutes
19466	4 -Normal	Engineering	03/05/2014	32 days, 16 hours, 25 minutes
19499	4 -Normal	Engineering	03/05/2014	30 days, 22 hours, 30 minutes
19500	4 -Normal	Engineering	02/22/2014	30 days, 22 hours, 6 minutes

19524	4 -Normal	Engineering	03/07/2014	27 days, 21 hours, 41 minutes
19526	4 -Normal	Engineering	03/03/2014	27 days, 20 hours, 57 minutes
19550	4 -Normal	Engineering	02/25/2014	27 days, 0 hours, 30 minutes
19552	4 -Normal	Engineering	03/03/2014	26 days, 21 hours, 44 minutes
19570	4 -Normal	Engineering	03/04/2014	25 days, 21 hours, 13 minutes
19577	4 -Normal	Engineering	03/06/2014	25 days, 11 hours, 10 minutes
19578	4 -Normal	Engineering	03/06/2014	25 days, 11 hours, 5 minutes
19579	4 -Normal	Engineering	03/06/2014	25 days, 11 hours, 2 minutes
19592	4 -Normal	Engineering	03/03/2014	24 days, 19 hours, 12 minutes
19606	4 -Normal	Engineering	03/05/2014	23 days, 21 hours, 30 minutes
19614	4 -Normal	Engineering	03/05/2014	23 days, 12 hours, 19 minutes
19615	4 -Normal	Engineering	03/05/2014	23 days, 12 hours, 12 minutes
19641	4 -Normal	Engineering	03/07/2014	20 days, 19 hours, 10 minutes
19649	4 -Normal	Engineering	03/04/2014	19 days, 23 hours, 9 minutes
19651	4 -Normal	Engineering	03/07/2014	19 days, 22 hours, 13 minutes
19666	4 -Normal	Engineering	03/05/2014	19 days, 1 hour, 23 minutes
19672	4 -Normal	Engineering	03/05/2014	18 days, 18 hours, 45 minutes
19673	4 -Normal	Engineering	03/05/2014	18 days, 18 hours, 43 minutes
19676	4 -Normal	Engineering	03/05/2014	18 days, 14 hours, 59 minutes
19677	4 -Normal	Engineering	03/05/2014	18 days, 14 hours, 59 minutes
19679	4 -Normal	Customer	03/09/2014	18 days, 12 hours, 38 minutes
19695	4 -Normal	Engineering	03/07/2014	16 days, 21 hours, 26 minutes
19711	4 -Normal	Engineering	02/22/2014	16 days, 0 hours, 10 minutes
19712	4 -Normal	Engineering	03/05/2014	15 days, 23 hours, 17 minutes
19761	4 -Normal	Engineering	03/07/2014	13 days, 20 hours, 42 minutes
19777	4 -Normal	Engineering	03/05/2014	12 days, 20 hours, 26 minutes
19791	4 -Normal	Engineering	03/06/2014	11 days, 20 hours, 28 minutes
19792	4 -Normal	Engineering	03/05/2014	11 days, 19 hours, 50 minutes
19806	4 -Normal	Engineering	03/05/2014	11 days, 4 hours, 55 minutes

19814	4 -Normal	Engineering	03/07/2014	10 days, 22 hours, 14 minutes
19815	4 -Normal	Engineering	03/04/2014	10 days, 21 hours, 41 minutes
19821	4 -Normal	Engineering	03/07/2014	10 days, 17 hours, 25 minutes
19824	4 -Normal	Support Agency	03/03/2014	10 days, 12 hours, 28 minutes
19829	4 -Normal	Engineering	02/28/2014	9 days, 17 hours, 55 minutes
19833	4 -Normal	Support Agency	03/01/2014	9 days, 12 hours, 4 minutes
19842	4 -Normal	Engineering	03/05/2014	8 days, 0 hours, 6 minutes
19844	4 -Normal	Engineering	03/02/2014	7 days, 18 hours, 41 minutes
19845	4 -Normal	Engineering	03/02/2014	7 days, 18 hours, 40 minutes
19846	4 -Normal	Engineering	03/02/2014	7 days, 18 hours, 34 minutes
19847	4 -Normal	Engineering	03/02/2014	7 days, 18 hours, 5 minutes
19848	4 -Normal	Engineering	03/02/2014	7 days, 18 hours, 0 minutes
19849	4 -Normal	Engineering	03/02/2014	7 days, 17 hours, 56 minutes
19852	4 -Normal	Engineering	03/03/2014	7 days, 2 hours, 58 minutes
19853	4 -Normal	Engineering	03/07/2014	7 days, 1 hour, 20 minutes
19854	4 -Normal	Engineering	03/03/2014	6 days, 23 hours, 53 minutes
19855	4 -Normal	Engineering	03/03/2014	6 days, 23 hours, 52 minutes
19857	4 -Normal	Engineering	03/03/2014	6 days, 23 hours, 26 minutes
19858	4 -Normal	Engineering	03/03/2014	6 days, 23 hours, 26 minutes
19859	4 -Normal	Engineering	03/03/2014	6 days, 23 hours, 24 minutes
19861	4 -Normal	Engineering	03/03/2014	6 days, 23 hours, 6 minutes
19862	4 -Normal	Engineering	03/04/2014	6 days, 22 hours, 54 minutes
19863	4 -Normal	Engineering	03/03/2014	6 days, 22 hours, 52 minutes
19864	4 -Normal	Engineering	03/03/2014	6 days, 22 hours, 29 minutes
19866	4 -Normal	Engineering	03/04/2014	6 days, 21 hours, 44 minutes
19877	4 -Normal	Engineering	03/03/2014	6 days, 19 hours, 32 minutes
19878	4 -Normal	Engineering	03/03/2014	6 days, 19 hours, 15 minutes
19879	4 -Normal	Engineering	03/03/2014	6 days, 19 hours, 6 minutes

19880	4 -Normal	Engineering	03/03/2014	6 days, 18 hours, 57 minutes
19890	4 -Normal	Engineering	03/03/2014	6 days, 15 hours, 50 minutes
19900	4 -Normal	Engineering	03/07/2014	6 days, 8 hours, 6 minutes
19910	4 -Normal	Engineering	03/04/2014	5 days, 20 hours, 26 minutes
19919	4 -Normal	Engineering	03/04/2014	5 days, 17 hours, 57 minutes
19930	4 -Normal	Engineering	03/05/2014	5 days, 15 hours, 32 minutes
19935	4 -Normal	Engineering	03/07/2014	5 days, 14 hours, 45 minutes
19942	4 -Normal	Engineering	03/05/2014	5 days, 5 hours, 16 minutes
19954	4 -Normal	Engineering	03/07/2014	4 days, 23 hours, 35 minutes
19959	4 -Normal	Engineering	03/06/2014	4 days, 21 hours, 13 minutes
19968	4 -Normal	Engineering	03/07/2014	4 days, 16 hours, 50 minutes
19972	4 -Normal	Engineering	03/10/2014	4 days, 12 hours, 31 minutes
19977	4 -Normal	Engineering	03/06/2014	3 days, 21 hours, 12 minutes
19986	4 -Normal	Engineering	03/06/2014	3 days, 18 hours, 17 minutes
19987	4 -Normal	Engineering	03/07/2014	3 days, 17 hours, 50 minutes
20020	4 -Normal	Engineering	03/08/2014	3 days, 16 hours, 2 minutes
20045	4 -Normal	Engineering	03/07/2014	3 days, 13 hours, 32 minutes
20050	4 -Normal	Engineering	03/07/2014	3 days, 5 hours, 26 minutes
20054	4 -Normal	Engineering	03/07/2014	2 days, 22 hours, 8 minutes
20057	4 -Normal	Engineering	03/10/2014	2 days, 19 hours, 11 minutes
20059	4 -Normal	Engineering	03/08/2014	2 days, 16 hours, 54 minutes
20061	4 -Normal	Engineering	03/08/2014	2 days, 14 hours, 43 minutes
20063	4 -Normal	Engineering	03/09/2014	1 day, 14 hours, 26 minutes
20064	4 -Normal	Engineering	03/09/2014	1 day, 11 hours, 16 minutes
20065	4 -Normal	Engineering	03/09/2014	1 day, 11 hours, 4 minutes
20066	4 -Normal	Engineering	03/10/2014	0 days, 10 hours, 14 minutes
20067	4 -Normal	Engineering	03/10/2014	0 days, 2 hours, 57 minutes

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