

Open Science Grid: (06:07 PM, 12/01/2010)*This report contains data from 78 Tickets.*

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
8754	4-Normal	Engineering	11/22/2010	166 days, 0 hours, 13 minutes
8785	4-Normal	Support Agency	08/12/2010	160 days, 23 hours, 13 minutes
8839	4-Normal	Engineering	07/06/2010	148 days, 5 hours, 55 minutes
8844	4-Normal	Engineering	11/23/2010	147 days, 22 hours, 58 minutes
9013	4-Normal	Engineering	11/24/2010	121 days, 0 hours, 34 minutes
9049	4-Normal	Support Agency	08/12/2010	116 days, 21 hours, 39 minutes
9073	4-Normal	Customer	09/01/2010	110 days, 20 hours, 44 minutes
9075	4-Normal	Support Agency	10/13/2010	110 days, 20 hours, 34 minutes
9142	4-Normal	Engineering	11/19/2010	97 days, 21 hours, 21 minutes
9171	4-Normal	Engineering	10/28/2010	90 days, 22 hours, 16 minutes
9241	4-Normal	Engineering	09/29/2010	76 days, 1 hour, 36 minutes
9245	4-Normal	Engineering	11/23/2010	75 days, 5 hours, 57 minutes
9301	4-Normal	Engineering	10/01/2010	62 days, 19 hours, 21 minutes
9347	4-Normal	Engineering	11/30/2010	53 days, 22 hours, 3 minutes
9359	4-Normal	Engineering	11/24/2010	51 days, 2 hours, 16 minutes
9375	4-Normal	Support Agency	10/13/2010	48 days, 22 hours, 11 minutes
9411	4-Normal	Customer	12/01/2010	40 days, 19 hours, 55 minutes
9421	4-Normal	Engineering	11/24/2010	38 days, 19 hours, 52 minutes
9443	4-Normal	Engineering	10/28/2010	34 days, 5 hours, 9 minutes
9451	4-Normal	Engineering	11/29/2010	33 days, 14 hours, 54 minutes
9455	4-Normal	Engineering	11/29/2010	33 days, 0 hours, 26 minutes
9456	4-Normal	Engineering	11/29/2010	32 days, 19 hours, 27 minutes
9464	4-Normal	Engineering	10/31/2010	31 days, 5 hours, 41 minutes

9465	4-Normal	Engineering	10/31/2010	31 days, 5 hours, 40 minutes
9472	4-Normal	Engineering	11/29/2010	29 days, 22 hours, 25 minutes
9480	4-Normal	Engineering	11/04/2010	29 days, 3 hours, 47 minutes
9489	4-Normal	Engineering	11/29/2010	28 days, 22 hours, 28 minutes
9496	4-Normal	Engineering	11/08/2010	28 days, 5 hours, 23 minutes
9503	4-Normal	Engineering	11/24/2010	27 days, 19 hours, 39 minutes
9505	4-Normal	Resolved	11/12/2010	27 days, 4 hours, 43 minutes
9507	4-Normal	Resolved	11/22/2010	26 days, 18 hours, 18 minutes
9511	4-Normal	Engineering	11/24/2010	26 days, 3 hours, 26 minutes
9512	4-Normal	Engineering	11/23/2010	26 days, 2 hours, 56 minutes
9513	4-Normal	Engineering	11/30/2010	26 days, 1 hour, 36 minutes
9517	4-Normal	Engineering	11/16/2010	25 days, 22 hours, 58 minutes
9519	4-Normal	Engineering	11/23/2010	25 days, 22 hours, 32 minutes
9523	4-Normal	Engineering	11/24/2010	23 days, 9 hours, 15 minutes
9526	4-Normal	Engineering	12/01/2010	23 days, 6 hours, 24 minutes
9527	2-High	Engineering	11/24/2010	23 days, 5 hours, 25 minutes
9542	4-Normal	Engineering	11/22/2010	21 days, 23 hours, 39 minutes
9544	4-Normal	Engineering	11/22/2010	21 days, 22 hours, 56 minutes
9559	4-Normal	Engineering	11/23/2010	20 days, 22 hours, 24 minutes
9560	4-Normal	Engineering	11/22/2010	20 days, 22 hours, 17 minutes
9562	4-Normal	Engineering	11/24/2010	20 days, 21 hours, 54 minutes
9563	4-Normal	Engineering	11/25/2010	20 days, 21 hours, 42 minutes
9566	4-Normal	Engineering	11/29/2010	19 days, 22 hours, 12 minutes
9573	4-Normal	Engineering	11/22/2010	18 days, 22 hours, 4 minutes
9576	4-Normal	Engineering	11/13/2010	18 days, 0 hours, 28 minutes

9582	4-Normal	Engineering	11/24/2010	15 days, 22 hours, 32 minutes
9584	4-Normal	Engineering	11/24/2010	15 days, 18 hours, 38 minutes
9590	4-Normal	Engineering	11/30/2010	15 days, 0 hours, 18 minutes
9591	4-Normal	Engineering	11/24/2010	15 days, 0 hours, 10 minutes
9592	4-Normal	Engineering	11/30/2010	14 days, 23 hours, 40 minutes
9595	4-Normal	Engineering	11/17/2010	13 days, 20 hours, 54 minutes
9601	4-Normal	Engineering	11/18/2010	13 days, 1 hour, 15 minutes
9608	4-Normal	Engineering	11/24/2010	11 days, 0 hours, 6 minutes
9612	4-Normal	Engineering	11/29/2010	9 days, 21 hours, 31 minutes
9614	4-Normal	Engineering	11/22/2010	9 days, 6 hours, 17 minutes
9617	4-Normal	Engineering	11/22/2010	8 days, 23 hours, 51 minutes
9623	4-Normal	Engineering	11/24/2010	8 days, 3 hours, 54 minutes
9624	4-Normal	Engineering	11/23/2010	7 days, 22 hours, 43 minutes
9628	4-Normal	Engineering	11/24/2010	7 days, 1 hour, 26 minutes
9631	4-Normal	Engineering	11/29/2010	2 days, 8 hours, 11 minutes
9632	4-Normal	Engineering	11/29/2010	2 days, 6 hours, 19 minutes
9633	4-Normal	Engineering	11/29/2010	2 days, 3 hours, 32 minutes
9634	4-Normal	Engineering	12/01/2010	2 days, 1 hour, 49 minutes
9635	4-Normal	Engineering	11/29/2010	2 days, 0 hours, 59 minutes
9636	4-Normal	Engineering	11/30/2010	1 day, 6 hours, 44 minutes
9638	4-Normal	Engineering	11/30/2010	1 day, 6 hours, 40 minutes
9639	4-Normal	Engineering	12/01/2010	1 day, 6 hours, 1 minute
9641	4-Normal	Engineering	11/30/2010	0 days, 22 hours, 46 minutes
9642	4-Normal	Engineering	11/30/2010	0 days, 22 hours, 22 minutes
9643	4-Normal	Engineering	11/30/2010	0 days, 21 hours, 42 minutes
9644	4-Normal	Engineering	11/30/2010	0 days, 21 hours, 41 minutes

9645	4-Normal	Engineering	12/01/2010	0 days, 21 hours, 19 minutes
9647	4-Normal	Engineering	12/01/2010	0 days, 1 hour, 4 minutes
9648	1-Critical	Engineering	12/01/2010	0 days, 0 hours, 5 minutes
9649	1-Critical	Engineering	12/01/2010	0 days, 0 hours, 5 minutes

† Project Work Schedule was disabled for these time calculations.

‡ 1 Day = 24 Hours