

This report contains data from 144 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
12699	4-Normal	Engineering	11/16/2015	1151 days, 18 hours, 35 minutes
12755	4-Normal	Engineering	11/16/2015	1140 days, 20 hours, 6 minutes
12787	4-Normal	Engineering	11/16/2015	1133 days, 19 hours, 28 minutes
15701	4-Normal	Engineering	11/13/2015	874 days, 2 hours, 29 minutes
16166	4-Normal	Engineering	11/09/2015	843 days, 1 hour, 15 minutes
16407	4-Normal	Engineering	11/13/2015	826 days, 11 hours, 10 minutes
16413	4-Normal	Engineering	11/13/2015	826 days, 0 hours, 22 minutes
16803	4-Normal	Engineering	11/16/2015	810 days, 1 hour, 26 minutes
16813	4-Normal	Engineering	11/16/2015	809 days, 19 hours, 35 minutes
16816	4-Normal	Engineering	11/16/2015	809 days, 18 hours, 36 minutes
17029	4-Normal	Engineering	11/16/2015	795 days, 23 hours, 29 minutes
17059	4-Normal	Engineering	11/15/2015	794 days, 17 hours, 11 minutes
17146	4-Normal	Engineering	11/16/2015	784 days, 2 hours, 37 minutes
17153	4-Normal	Engineering	11/15/2015	783 days, 23 hours, 25 minutes
17162	4-Normal	Engineering	11/16/2015	783 days, 16 hours, 57 minutes
17165	4-Normal	Engineering	11/16/2015	783 days, 2 hours, 3 minutes
17221	4-Normal	Engineering	11/16/2015	779 days, 20 hours, 11 minutes
17234	4-Normal	Engineering	11/16/2015	777 days, 0 hours, 20 minutes
17245	4-Normal	Engineering	11/16/2015	775 days, 22 hours, 57 minutes
17345	4-Normal	Engineering	11/16/2015	769 days, 21 hours, 21 minutes
17458	4-Normal	Engineering	11/16/2015	766 days, 23 hours, 8 minutes
17464	4-Normal	Engineering	11/16/2015	766 days, 8 hours, 27 minutes
17476	4-Normal	Engineering	11/16/2015	763 days, 7 hours, 52 minutes
17478	4-Normal	Engineering	11/16/2015	763 days, 3 hours, 32 minutes
17479	4-Normal	Engineering	11/16/2015	763 days, 3 hours, 11 minutes
17483	4-Normal	Engineering	11/16/2015	762 days, 23 hours, 45 minutes

17492	4-Normal	Engineering	11/16/2015	762 days, 2 hours, 14 minutes
17510	4-Normal	Engineering	11/16/2015	760 days, 2 hours, 36 minutes
17583	4-Normal	Engineering	11/16/2015	754 days, 15 hours, 27 minutes
17609	4-Normal	Engineering	11/16/2015	753 days, 4 hours, 8 minutes
17610	4-Normal	Engineering	11/16/2015	753 days, 2 hours, 1 minute
17623	4-Normal	Engineering	11/16/2015	752 days, 0 hours, 45 minutes
17630	4-Normal	Engineering	11/16/2015	748 days, 19 hours, 47 minutes
17639	4-Normal	Engineering	11/16/2015	747 days, 23 hours, 0 minutes
17655	4-Normal	Engineering	11/16/2015	746 days, 2 hours, 40 minutes
17673	4-Normal	Engineering	11/16/2015	742 days, 14 hours, 41 minutes
17747	4-Normal	Engineering	11/16/2015	741 days, 17 hours, 1 minute
17773	4-Normal	Engineering	11/16/2015	740 days, 5 hours, 43 minutes
22514	4-Normal	Engineering	11/13/2015	417 days, 4 hours, 50 minutes
22600	4-Normal	Engineering	11/15/2015	407 days, 4 hours, 23 minutes
22659	4-Normal	Engineering	11/16/2015	404 days, 22 hours, 27 minutes
22701	4-Normal	Engineering	11/16/2015	401 days, 20 hours, 31 minutes
22717	4-Normal	Engineering	11/16/2015	398 days, 22 hours, 56 minutes
22732	4-Normal	Engineering	11/15/2015	397 days, 20 hours, 53 minutes
22745	4-Normal	Engineering	11/16/2015	397 days, 0 hours, 1 minute
22753	4-Normal	Engineering	11/16/2015	396 days, 17 hours, 31 minutes
22758	4-Normal	Engineering	11/16/2015	395 days, 23 hours, 54 minutes
22765	4-Normal	Engineering	11/16/2015	395 days, 1 hour, 19 minutes
22768	4-Normal	Engineering	11/16/2015	394 days, 22 hours, 39 minutes
22796	4-Normal	Engineering	11/16/2015	391 days, 22 hours, 33 minutes
22797	4-Normal	Engineering	11/16/2015	391 days, 22 hours, 31 minutes
22802	4-Normal	Engineering	11/16/2015	391 days, 18 hours, 17 minutes
22821	4-Normal	Engineering	11/16/2015	390 days, 23 hours, 14 minutes
22863	4-Normal	Engineering	11/16/2015	390 days, 18 hours, 30 minutes

22914	4-Normal	Engineering	11/16/2015	389 days, 0 hours, 34 minutes
22937	4-Normal	Engineering	11/16/2015	387 days, 20 hours, 32 minutes
22938	4-Normal	Engineering	11/16/2015	387 days, 20 hours, 26 minutes
22955	4-Normal	Engineering	11/16/2015	384 days, 22 hours, 8 minutes
22956	4-Normal	Engineering	11/16/2015	384 days, 21 hours, 34 minutes
22965	4-Normal	Engineering	11/16/2015	384 days, 17 hours, 59 minutes
22992	4-Normal	Engineering	11/16/2015	382 days, 20 hours, 33 minutes
22993	4-Normal	Engineering	11/16/2015	382 days, 19 hours, 52 minutes
22996	4-Normal	Engineering	11/16/2015	382 days, 14 hours, 8 minutes
23005	4-Normal	Engineering	11/16/2015	381 days, 22 hours, 25 minutes
23010	4-Normal	Engineering	11/16/2015	381 days, 19 hours, 0 minutes
23014	4-Normal	Engineering	11/16/2015	381 days, 2 hours, 23 minutes
23015	4-Normal	Engineering	11/16/2015	381 days, 1 hour, 47 minutes
23020	4-Normal	Engineering	11/16/2015	380 days, 8 hours, 37 minutes
23028	4-Normal	Engineering	11/16/2015	378 days, 1 hour, 17 minutes
23056	4-Normal	Engineering	11/16/2015	377 days, 21 hours, 49 minutes
23063	4-Normal	Engineering	11/16/2015	377 days, 18 hours, 56 minutes
23073	4-Normal	Engineering	11/16/2015	377 days, 0 hours, 48 minutes
23076	4-Normal	Engineering	11/16/2015	376 days, 22 hours, 4 minutes
23083	4-Normal	Engineering	11/16/2015	376 days, 16 hours, 22 minutes
23100	4-Normal	Engineering	11/16/2015	375 days, 19 hours, 21 minutes
23109	4-Normal	Engineering	11/16/2015	375 days, 13 hours, 56 minutes
23115	4-Normal	Engineering	11/16/2015	374 days, 22 hours, 11 minutes
23116	4-Normal	Engineering	11/16/2015	374 days, 20 hours, 16 minutes
23125	4-Normal	Engineering	11/16/2015	374 days, 11 hours, 37 minutes
23127	4-Normal	Engineering	11/16/2015	373 days, 23 hours, 29 minutes
23153	4-Normal	Engineering	11/16/2015	370 days, 23 hours, 5 minutes

23154	4-Normal	Engineering	11/16/2015	370 days, 18 hours, 8 minutes
23155	4-Normal	Engineering	11/16/2015	370 days, 17 hours, 29 minutes
23161	4-Normal	Engineering	11/16/2015	369 days, 23 hours, 46 minutes
23208	4-Normal	Engineering	11/16/2015	366 days, 22 hours, 58 minutes
26480	4-Normal	Engineering	11/06/2015	96 days, 21 hours, 0 minutes
26531	4-Normal	Engineering	11/16/2015	90 days, 20 hours, 15 minutes
26624	4-Normal	Engineering	11/13/2015	80 days, 19 hours, 40 minutes
26739	4-Normal	Engineering	10/07/2015	67 days, 3 hours, 28 minutes
26794	4-Normal	Engineering	11/12/2015	60 days, 21 hours, 15 minutes
26925	4-Normal	Engineering	11/13/2015	47 days, 19 hours, 42 minutes
26940	4-Normal	Engineering	11/13/2015	45 days, 21 hours, 51 minutes
26941	4-Normal	Engineering	11/13/2015	45 days, 21 hours, 41 minutes
26951	4-Normal	Engineering	11/10/2015	44 days, 19 hours, 41 minutes
26989	2-High	Engineering	11/14/2015	40 days, 23 hours, 40 minutes
27009	3-Elevated	Engineering	11/16/2015	40 days, 2 hours, 26 minutes
27071	2-High	Engineering	11/13/2015	32 days, 18 hours, 16 minutes
27108	4-Normal	Engineering	11/13/2015	27 days, 23 hours, 54 minutes
27112	4-Normal	Engineering	11/03/2015	27 days, 19 hours, 46 minutes
27197	4-Normal	Customer	11/13/2015	20 days, 22 hours, 49 minutes
27198	4-Normal	Network Administration	11/12/2015	20 days, 21 hours, 13 minutes
27230	4-Normal	Engineering	11/13/2015	19 days, 16 hours, 21 minutes
27260	3-Elevated	Engineering	11/13/2015	18 days, 18 hours, 23 minutes
27262	4-Normal	Engineering	11/12/2015	18 days, 16 hours, 52 minutes
27275	4-Normal	Engineering	11/10/2015	14 days, 20 hours, 17 minutes
27280	4-Normal	Engineering	11/09/2015	13 days, 23 hours, 38 minutes
27288	4-Normal	Engineering	11/16/2015	13 days, 18 hours, 34 minutes
27342	4-Normal	Engineering	11/10/2015	12 days, 0 hours, 45 minutes
27344	4-Normal	Engineering	11/13/2015	11 days, 23 hours, 3 minutes

27349	4-Normal	Engineering	11/09/2015	11 days, 17 hours, 31 minutes
27352	3-Elevated	Engineering	11/13/2015	11 days, 14 hours, 50 minutes
27356	4-Normal	Engineering	11/10/2015	10 days, 23 hours, 3 minutes
27358	4-Normal	Engineering	11/13/2015	10 days, 22 hours, 39 minutes
27365	4-Normal	Engineering	11/13/2015	10 days, 12 hours, 39 minutes
27371	4-Normal	Engineering	11/14/2015	9 days, 21 hours, 44 minutes
27377	4-Normal	Engineering	11/09/2015	8 days, 8 hours, 6 minutes
27379	3-Elevated	Engineering	11/13/2015	7 days, 16 hours, 8 minutes
27389	4-Normal	Engineering	11/13/2015	6 days, 19 hours, 52 minutes
27390	4-Normal	Engineering	11/10/2015	6 days, 16 hours, 35 minutes
27391	3-Elevated	Engineering	11/10/2015	6 days, 1 hour, 28 minutes
27394	3-Elevated	Engineering	11/13/2015	6 days, 0 hours, 22 minutes
27395	3-Elevated	Engineering	11/15/2015	5 days, 22 hours, 1 minute
27397	4-Normal	Engineering	11/11/2015	5 days, 20 hours, 9 minutes
27400	4-Normal	Engineering	11/13/2015	5 days, 17 hours, 35 minutes
27401	4-Normal	Engineering	11/16/2015	5 days, 16 hours, 57 minutes
27404	4-Normal	Engineering	11/13/2015	5 days, 1 hour, 30 minutes
27407	4-Normal	Engineering	11/12/2015	4 days, 19 hours, 5 minutes
27411	4-Normal	Engineering	11/16/2015	4 days, 4 hours, 55 minutes
27414	3-Elevated	Engineering	11/13/2015	3 days, 20 hours, 33 minutes
27415	3-Elevated	Engineering	11/13/2015	3 days, 20 hours, 23 minutes
27417	4-Normal	Engineering	11/13/2015	3 days, 17 hours, 59 minutes
27419	4-Normal	Engineering	11/13/2015	3 days, 1 hour, 19 minutes
27420	4-Normal	Engineering	11/13/2015	3 days, 1 hour, 11 minutes
27421	4-Normal	Engineering	11/13/2015	3 days, 0 hours, 39 minutes
27423	4-Normal	Engineering	11/13/2015	2 days, 21 hours, 53 minutes
27424	3-Elevated	Engineering	11/13/2015	2 days, 19 hours, 7 minutes
27426	3-Elevated	Engineering	11/16/2015	2 days, 6 hours, 38 minutes

27427	3-Elevated	Engineering	11/14/2015	2 days, 2 hours, 0 minutes
27428	4-Normal	Engineering	11/14/2015	1 day, 21 hours, 22 minutes
27431	4-Normal	Engineering	11/16/2015	0 days, 9 hours, 33 minutes
27432	3-Elevated	Engineering	11/16/2015	0 days, 5 hours, 35 minutes
27433	4-Normal	Engineering	11/16/2015	0 days, 5 hours, 4 minutes
27434	4-Normal	Engineering	11/16/2015	0 days, 4 hours, 57 minutes
27435	4-Normal	Engineering	11/16/2015	0 days, 0 hours, 54 minutes

† Project Work Schedule was disabled for these time calculations.

‡ 1 Day = 24 Hours