

This report contains data from 182 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket++
12646	4-Normal	Engineering	08/03/2015	1060 days, 1 hour, 59 minutes
14419	4-Normal	Engineering	08/03/2015	857 days, 19 hours, 26 minutes
14652	4-Normal	Engineering	08/03/2015	839 days, 8 hours, 35 minutes
15073	4-Normal	Engineering	08/03/2015	817 days, 21 hours, 28 minutes
15189	4-Normal	Engineering	07/27/2015	809 days, 1 hour, 35 minutes
15194	4-Normal	Engineering	08/03/2015	808 days, 21 hours, 14 minutes
15219	4-Normal	Engineering	08/03/2015	805 days, 3 hours, 12 minutes
15226	4-Normal	Engineering	07/27/2015	805 days, 1 hour, 52 minutes
15231	4-Normal	Engineering	08/03/2015	804 days, 21 hours, 26 minutes
15291	4-Normal	Engineering	08/03/2015	801 days, 1 hour, 0 minutes
15338	4-Normal	Engineering	08/03/2015	796 days, 5 hours, 8 minutes
15369	4-Normal	Engineering	08/03/2015	794 days, 21 hours, 40 minutes
15372	4-Normal	Engineering	07/27/2015	794 days, 9 hours, 46 minutes
15423	4-Normal	Engineering	08/03/2015	788 days, 22 hours, 51 minutes
15442	4-Normal	Engineering	08/03/2015	788 days, 0 hours, 7 minutes
15476	4-Normal	Engineering	08/03/2015	784 days, 5 hours, 56 minutes
15487	4-Normal	Engineering	08/03/2015	783 days, 21 hours, 7 minutes
15498	4-Normal	Engineering	08/03/2015	783 days, 3 hours, 17 minutes
15502	4-Normal	Engineering	07/27/2015	783 days, 0 hours, 39 minutes
15539	4-Normal	Engineering	08/03/2015	780 days, 9 hours, 15 minutes
15583	4-Normal	Engineering	08/03/2015	776 days, 1 hour, 21 minutes
15590	4-Normal	Engineering	08/03/2015	775 days, 20 hours, 55 minutes
15620	4-Normal	Engineering	08/03/2015	773 days, 4 hours, 57 minutes
15648	4-Normal	Engineering	08/03/2015	770 days, 5 hours, 13 minutes
15701	4-Normal	Engineering	08/03/2015	769 days, 4 hours, 35 minutes
15721	4-Normal	Engineering	08/03/2015	768 days, 20 hours, 59 minutes
15736	4-Normal	Engineering	08/03/2015	768 days, 4 hours, 59 minutes

15757	4-Normal	Engineering	08/03/2015	766 days, 20 hours, 46 minutes
15766	4-Normal	Engineering	08/03/2015	766 days, 3 hours, 16 minutes
15785	4-Normal	Engineering	08/03/2015	763 days, 8 hours, 43 minutes
15786	4-Normal	Engineering	08/03/2015	763 days, 7 hours, 41 minutes
15826	4-Normal	Engineering	08/03/2015	761 days, 21 hours, 41 minutes
15853	4-Normal	Engineering	08/03/2015	758 days, 22 hours, 46 minutes
15869	4-Normal	Engineering	08/03/2015	756 days, 0 hours, 44 minutes
15870	4-Normal	Engineering	08/03/2015	756 days, 0 hours, 13 minutes
15973	4-Normal	Engineering	08/03/2015	752 days, 7 hours, 21 minutes
16001	4-Normal	Engineering	08/03/2015	749 days, 1 hour, 6 minutes
16003	4-Normal	Engineering	08/03/2015	748 days, 23 hours, 25 minutes
16017	4-Normal	Engineering	08/03/2015	748 days, 7 hours, 29 minutes
16162	4-Normal	Engineering	08/03/2015	738 days, 21 hours, 46 minutes
16170	4-Normal	Engineering	08/03/2015	738 days, 2 hours, 12 minutes
21153	4-Normal	Engineering	07/29/2015	440 days, 23 hours, 23 minutes
21270	4-Normal	Engineering	07/27/2015	430 days, 22 hours, 47 minutes
21445	4-Normal	Engineering	07/27/2015	413 days, 8 hours, 5 minutes
21447	4-Normal	Engineering	07/27/2015	413 days, 5 hours, 14 minutes
21463	4-Normal	Engineering	07/27/2015	412 days, 21 hours, 10 minutes
21466	4-Normal	Engineering	07/27/2015	412 days, 4 hours, 11 minutes
21500	4-Normal	Engineering	07/27/2015	409 days, 9 hours, 58 minutes
21596	4-Normal	Engineering	08/03/2015	399 days, 1 hour, 31 minutes
21649	4-Normal	Engineering	08/03/2015	395 days, 23 hours, 33 minutes
21654	4-Normal	Engineering	08/03/2015	395 days, 17 hours, 57 minutes
21656	4-Normal	Engineering	08/03/2015	395 days, 7 hours, 15 minutes
21662	4-Normal	Engineering	08/03/2015	392 days, 5 hours, 21 minutes
21665	4-Normal	Engineering	08/03/2015	392 days, 2 hours, 28 minutes
21666	4-Normal	Engineering	08/03/2015	392 days, 2 hours, 23 minutes

21668	4-Normal	Engineering	08/03/2015	392 days, 0 hours, 46 minutes
21670	4-Normal	Engineering	08/03/2015	391 days, 23 hours, 44 minutes
21671	4-Normal	Engineering	08/03/2015	391 days, 23 hours, 44 minutes
21673	4-Normal	Engineering	08/03/2015	391 days, 23 hours, 29 minutes
21674	4-Normal	Engineering	08/03/2015	391 days, 23 hours, 26 minutes
21675	4-Normal	Engineering	08/03/2015	391 days, 23 hours, 7 minutes
21677	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 58 minutes
21678	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 57 minutes
21679	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 55 minutes
21682	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 49 minutes
21683	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 43 minutes
21685	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 38 minutes
21686	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 35 minutes
21687	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 33 minutes
21688	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 33 minutes
21689	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 21 minutes
21690	4-Normal	Engineering	08/03/2015	391 days, 22 hours, 16 minutes
21691	4-Normal	Engineering	08/03/2015	391 days, 21 hours, 44 minutes
21693	4-Normal	Engineering	08/03/2015	391 days, 21 hours, 33 minutes
21699	4-Normal	Engineering	08/03/2015	391 days, 15 hours, 11 minutes
21705	4-Normal	Engineering	08/03/2015	391 days, 3 hours, 45 minutes
21728	4-Normal	Engineering	08/03/2015	389 days, 21 hours, 30 minutes
21732	4-Normal	Engineering	08/03/2015	389 days, 4 hours, 37 minutes
21736	4-Normal	Engineering	08/03/2015	389 days, 0 hours, 52 minutes
21750	4-Normal	Engineering	08/03/2015	388 days, 0 hours, 31 minutes
21810	4-Normal	Engineering	08/03/2015	383 days, 22 hours, 15 minutes
21814	4-Normal	Engineering	08/03/2015	383 days, 17 hours, 16 minutes
21816	4-Normal	Engineering	08/03/2015	383 days, 4 hours, 31 minutes
21818	4-Normal	Engineering	08/03/2015	383 days, 0 hours, 44 minutes

21832	4-Normal	Engineering	08/03/2015	382 days, 19 hours, 17 minutes
21853	4-Normal	Engineering	08/03/2015	381 days, 19 hours, 51 minutes
21862	4-Normal	Engineering	08/03/2015	381 days, 0 hours, 15 minutes
21877	4-Normal	Engineering	08/03/2015	377 days, 23 hours, 43 minutes
21897	4-Normal	Engineering	08/03/2015	376 days, 0 hours, 9 minutes
21898	4-Normal	Engineering	08/03/2015	375 days, 22 hours, 39 minutes
21901	4-Normal	Engineering	08/03/2015	375 days, 20 hours, 15 minutes
21909	4-Normal	Engineering	08/03/2015	374 days, 22 hours, 43 minutes
21914	4-Normal	Engineering	08/03/2015	374 days, 21 hours, 35 minutes
21919	4-Normal	Engineering	08/03/2015	374 days, 1 hour, 5 minutes
21922	4-Normal	Engineering	08/03/2015	373 days, 20 hours, 33 minutes
21961	4-Normal	Engineering	08/03/2015	369 days, 14 hours, 13 minutes
21973	4-Normal	Engineering	08/03/2015	368 days, 0 hours, 22 minutes
21975	4-Normal	Engineering	08/03/2015	367 days, 23 hours, 10 minutes
22049	4-Normal	Support Agency	07/28/2015	360 days, 2 hours, 35 minutes
23879	4-Normal	Engineering	07/31/2015	186 days, 22 hours, 3 minutes
24707	4-Normal	Engineering	07/30/2015	126 days, 1 hour, 35 minutes
25276	4-Normal	Engineering	08/03/2015	89 days, 23 hours, 9 minutes
25312	4-Normal	Engineering	07/31/2015	87 days, 16 hours, 53 minutes
25613	4-Normal	Engineering	05/28/2015	67 days, 19 hours, 7 minutes
25909	4-Normal	Engineering	07/31/2015	48 days, 2 hours, 9 minutes
25918	4-Normal	Engineering	07/31/2015	46 days, 23 hours, 51 minutes
25944	4-Normal	Customer	08/03/2015	44 days, 21 hours, 9 minutes
25979	4-Normal	Engineering	07/30/2015	40 days, 22 hours, 6 minutes
25992	4-Normal	Engineering	08/03/2015	39 days, 23 hours, 27 minutes
26038	4-Normal	Engineering	07/27/2015	34 days, 21 hours, 18 minutes
26058	4-Normal	Engineering	07/27/2015	32 days, 0 hours, 26 minutes
26075	4-Normal	Engineering	08/03/2015	28 days, 1 hour, 33 minutes
26090	4-Normal	Network Administration	07/31/2015	27 days, 0 hours, 29 minutes

26106	4-Normal	Engineering	07/27/2015	25 days, 22 hours, 6 minutes
26107	4-Normal	Engineering	07/28/2015	25 days, 21 hours, 28 minutes
26111	4-Normal	Network Administration	07/31/2015	25 days, 18 hours, 37 minutes
26151	4-Normal	Engineering	07/27/2015	20 days, 22 hours, 25 minutes
26177	4-Normal	Engineering	07/30/2015	19 days, 21 hours, 7 minutes
26183	4-Normal	Engineering	07/30/2015	19 days, 10 hours, 10 minutes
26190	4-Normal	Support Agency	07/31/2015	18 days, 22 hours, 46 minutes
26194	4-Normal	Engineering	07/27/2015	18 days, 5 hours, 53 minutes
26208	4-Normal	Engineering	07/27/2015	17 days, 23 hours, 25 minutes
26209	4-Normal	Network Administration	08/03/2015	17 days, 23 hours, 19 minutes
26228	4-Normal	Engineering	07/27/2015	14 days, 6 hours, 43 minutes
26233	4-Normal	Customer	07/27/2015	14 days, 2 hours, 41 minutes
26241	4-Normal	Engineering	08/03/2015	13 days, 21 hours, 38 minutes
26242	4-Normal	Network Administration	08/03/2015	13 days, 21 hours, 8 minutes
26243	4-Normal	Engineering	07/27/2015	13 days, 20 hours, 42 minutes
26244	4-Normal	Engineering	07/29/2015	13 days, 15 hours, 40 minutes
26245	4-Normal	Engineering	07/27/2015	13 days, 14 hours, 50 minutes
26246	4-Normal	Engineering	07/30/2015	13 days, 10 hours, 53 minutes
26247	4-Normal	Engineering	07/27/2015	13 days, 9 hours, 45 minutes
26255	4-Normal	Engineering	07/29/2015	12 days, 18 hours, 53 minutes
26257	4-Normal	Engineering	07/31/2015	12 days, 11 hours, 16 minutes
26265	3-Elevated	Engineering	08/03/2015	11 days, 6 hours, 10 minutes
26266	3-Elevated	Engineering	07/30/2015	11 days, 6 hours, 5 minutes
26271	3-Elevated	Engineering	07/29/2015	11 days, 2 hours, 37 minutes
26273	4-Normal	Engineering	07/27/2015	11 days, 1 hour, 48 minutes
26279	4-Normal	Engineering	07/31/2015	10 days, 22 hours, 42 minutes
26282	4-Normal	Engineering	07/30/2015	10 days, 21 hours, 8 minutes
26285	4-Normal	Engineering	07/28/2015	10 days, 19 hours, 22 minutes

26287	3-Elevated	Engineering	07/31/2015	10 days, 11 hours, 4 minutes
26291	4-Normal	Engineering	07/31/2015	9 days, 17 hours, 27 minutes
26292	4-Normal	Engineering	07/27/2015	8 days, 10 hours, 32 minutes
26294	4-Normal	Engineering	07/27/2015	7 days, 10 hours, 9 minutes
26295	4-Normal	Engineering	07/31/2015	7 days, 7 hours, 37 minutes
26297	4-Normal	Engineering	07/27/2015	7 days, 4 hours, 53 minutes
26298	4-Normal	Network Administration	08/03/2015	7 days, 2 hours, 51 minutes
26299	4-Normal	Engineering	07/28/2015	7 days, 0 hours, 52 minutes
26300	4-Normal	Engineering	08/03/2015	7 days, 0 hours, 23 minutes
26301	4-Normal	Engineering	07/31/2015	7 days, 0 hours, 3 minutes
26302	4-Normal	Engineering	07/27/2015	6 days, 23 hours, 59 minutes
26303	4-Normal	Engineering	08/03/2015	6 days, 23 hours, 45 minutes
26306	4-Normal	Engineering	07/27/2015	6 days, 23 hours, 11 minutes
26308	4-Normal	Engineering	07/29/2015	6 days, 22 hours, 51 minutes
26316	4-Normal	Engineering	08/03/2015	6 days, 21 hours, 53 minutes
26317	4-Normal	Engineering	07/27/2015	6 days, 21 hours, 29 minutes
26318	4-Normal	Engineering	07/29/2015	6 days, 21 hours, 17 minutes
26322	4-Normal	Engineering	07/31/2015	6 days, 9 hours, 12 minutes
26325	4-Normal	Engineering	07/28/2015	6 days, 2 hours, 18 minutes
26330	4-Normal	Engineering	07/29/2015	5 days, 20 hours, 54 minutes
26331	3-Elevated	Engineering	07/31/2015	5 days, 20 hours, 4 minutes
26341	4-Normal	Network Administration	07/31/2015	5 days, 1 hour, 39 minutes
26343	4-Normal	Engineering	08/03/2015	4 days, 22 hours, 35 minutes
26346	3-Elevated	Engineering	08/03/2015	4 days, 21 hours, 4 minutes
26350	4-Normal	Engineering	07/30/2015	4 days, 4 hours, 3 minutes
26353	4-Normal	Engineering	07/30/2015	4 days, 3 hours, 2 minutes
26354	4-Normal	Network Administration	08/03/2015	4 days, 1 hour, 31 minutes
26359	4-Normal	Network Administration	08/03/2015	3 days, 21 hours, 58 minutes
26361	4-Normal	Engineering	07/31/2015	3 days, 18 hours, 13 minutes

26364	4-Normal	Engineering	07/31/2015	3 days, 5 hours, 11 minutes
26367	4-Normal	Support Agency	08/03/2015	3 days, 2 hours, 58 minutes
26368	4-Normal	Engineering	07/31/2015	2 days, 20 hours, 38 minutes
26369	4-Normal	Engineering	07/31/2015	2 days, 18 hours, 38 minutes
26370	4-Normal	Engineering	08/01/2015	1 day, 20 hours, 34 minutes
26371	3-Elevated	Engineering	08/03/2015	1 day, 5 hours, 22 minutes
26373	4-Normal	Engineering	08/03/2015	1 day, 3 hours, 13 minutes
26374	4-Normal	Engineering	08/03/2015	0 days, 16 hours, 56 minutes
26375	4-Normal	Engineering	08/03/2015	0 days, 8 hours, 46 minutes
26376	3-Elevated	Engineering	08/03/2015	0 days, 8 hours, 45 minutes
26378	4-Normal	Engineering	08/03/2015	0 days, 2 hours, 53 minutes
26381	4-Normal	Engineering	08/03/2015	0 days, 0 hours, 21 minutes

† Project Work Schedule was disabled for these time calculations.

‡ 1 Day = 24 Hours