

Open Science Grid: (17:41 , 10/02/2013)

This report contains data from 113 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
12335	4-Normal	Engineering	07/19/2013	454 days, 4 hours, 1 minute
12385	4-Normal	Engineering	01/30/2013	440 days, 1 hour, 50 minutes
12466	4-Normal	Support Agency	09/04/2012	425 days, 15 hours, 18 minutes
12533	4-Normal	Resolved	10/01/2013	407 days, 2 hours, 3 minutes
12641	4-Normal	Resolved	09/23/2013	391 days, 2 hours, 24 minutes
12646	4-Normal	Engineering	09/30/2013	390 days, 1 hour, 50 minutes
12663	4-Normal	Engineering	09/30/2013	385 days, 21 hours, 46 minutes
12664	4-Normal	Resolved	10/01/2013	385 days, 21 hours, 36 minutes
12688	4-Normal	Engineering	09/30/2013	378 days, 22 hours, 44 minutes
12699	4-Normal	Engineering	09/30/2013	376 days, 20 hours, 31 minutes
13024	4-Normal	Engineering	12/19/2012	315 days, 23 hours, 50 minutes
14250	4-Normal	Resolved	09/11/2013	197 days, 22 hours, 53 minutes
14284	4-Normal	Engineering	05/17/2013	196 days, 1 hour, 19 minutes
14332	3-Elevated	Engineering	09/25/2013	193 days, 23 hours, 38 minutes
14554	4-Normal	Engineering	09/24/2013	176 days, 18 hours, 8 minutes
14697	4-Normal	Engineering	10/01/2013	167 days, 21 hours, 40 minutes
14864	4-Normal	Engineering	10/02/2013	159 days, 20 hours, 21 minutes
14877	4-Normal	Engineering	09/19/2013	159 days, 0 hours, 37 minutes
14889	4-Normal	Engineering	09/19/2013	159 days, 0 hours, 37 minutes
14894	4-Normal	Engineering	09/19/2013	159 days, 0 hours, 37 minutes
14901	4-Normal	Engineering	09/19/2013	159 days, 0 hours, 37 minutes
14904	4-Normal	Engineering	09/27/2013	159 days, 0 hours, 37 minutes
14907	4-Normal	Engineering	09/19/2013	159 days, 0 hours, 36 minutes
14908	4-Normal	Engineering	09/19/2013	159 days, 0 hours, 36 minutes
14909	4-Normal	Engineering	09/19/2013	159 days, 0 hours, 36 minutes
14910	4-Normal	Engineering	09/19/2013	159 days, 0 hours, 36 minutes

14940	4-Normal	Engineering	10/02/2013	155 days, 10 hours, 30 minutes
15781	4-Normal	Engineering	10/01/2013	94 days, 16 hours, 21 minutes
15818	2-High	Engineering	07/08/2013	92 days, 1 hour, 17 minutes
15925	4-Normal	Engineering	09/24/2013	84 days, 2 hours, 44 minutes
15953	4-Normal	Engineering	09/27/2013	83 days, 14 hours, 30 minutes
16008	4-Normal	Engineering	10/01/2013	78 days, 20 hours, 53 minutes
16061	4-Normal	Support Agency	09/12/2013	76 days, 2 hours, 20 minutes
16091	4-Normal	Engineering	07/24/2013	72 days, 3 hours, 7 minutes
16139	4-Normal	Engineering	09/30/2013	70 days, 0 hours, 33 minutes
16222	4-Normal	Engineering	10/01/2013	63 days, 22 hours, 29 minutes
16228	4-Normal	Engineering	09/24/2013	63 days, 21 hours, 57 minutes
16229	4-Normal	Customer	10/01/2013	63 days, 21 hours, 56 minutes
16342	4-Normal	Engineering	10/01/2013	56 days, 22 hours, 57 minutes
16356	4-Normal	Engineering	10/01/2013	56 days, 5 hours, 47 minutes
16375	4-Normal	Engineering	10/02/2013	55 days, 3 hours, 38 minutes
16384	4-Normal	Engineering	09/19/2013	54 days, 19 hours, 43 minutes
16423	4-Normal	Engineering	10/02/2013	50 days, 20 hours, 43 minutes
16462	4-Normal	Engineering	09/30/2013	48 days, 23 hours, 0 minutes
16480	4-Normal	Engineering	09/30/2013	47 days, 22 hours, 20 minutes
16594	4-Normal	Engineering	09/26/2013	43 days, 23 hours, 26 minutes
16691	4-Normal	Engineering	09/30/2013	40 days, 17 hours, 58 minutes
16784	4-Normal	Engineering	09/19/2013	35 days, 22 hours, 11 minutes
16793	4-Normal	Engineering	09/25/2013	35 days, 19 hours, 8 minutes
16848	4-Normal	Engineering	10/02/2013	33 days, 22 hours, 21 minutes
16859	4-Normal	Engineering	09/23/2013	33 days, 0 hours, 38 minutes
16867	4-Normal	Engineering	09/24/2013	32 days, 19 hours, 26 minutes
16877	4-Normal	Engineering	10/02/2013	30 days, 5 hours, 41 minutes
16916	4-Normal	Engineering	09/19/2013	28 days, 2 hours, 16 minutes

16927	4-Normal	Engineering	09/30/2013	27 days, 1 hour, 25 minutes
16928	4-Normal	Engineering	09/19/2013	27 days, 1 hour, 12 minutes
16983	4-Normal	Engineering	09/24/2013	23 days, 1 hour, 17 minutes
16988	4-Normal	Resolved	09/12/2013	22 days, 23 hours, 12 minutes
16996	4-Normal	Resolved	09/23/2013	22 days, 14 hours, 21 minutes
17005	4-Normal	Resolved	09/11/2013	21 days, 23 hours, 21 minutes
17019	4-Normal	Engineering	09/23/2013	21 days, 21 hours, 2 minutes
17023	4-Normal	Resolved	09/23/2013	21 days, 15 hours, 48 minutes
17024	4-Normal	Engineering	09/25/2013	21 days, 15 hours, 1 minute
17035	4-Normal	Engineering	09/25/2013	20 days, 21 hours, 29 minutes
17053	4-Normal	Engineering	09/19/2013	19 days, 22 hours, 57 minutes
17058	4-Normal	Engineering	09/30/2013	19 days, 20 hours, 15 minutes
17061	4-Normal	Engineering	09/24/2013	19 days, 1 hour, 15 minutes
17067	4-Normal	Engineering	09/18/2013	18 days, 21 hours, 6 minutes
17076	4-Normal	Engineering	09/30/2013	16 days, 4 hours, 15 minutes
17081	4-Normal	Engineering	09/30/2013	15 days, 21 hours, 24 minutes
17082	4-Normal	Engineering	10/02/2013	15 days, 21 hours, 9 minutes
17087	4-Normal	Engineering	10/02/2013	15 days, 14 hours, 16 minutes
17091	4-Normal	Engineering	09/26/2013	15 days, 4 hours, 15 minutes
17120	4-Normal	Engineering	09/19/2013	13 days, 21 hours, 57 minutes
17121	3-Elevated	Engineering	09/18/2013	13 days, 20 hours, 50 minutes
17128	4-Normal	Engineering	09/25/2013	12 days, 22 hours, 21 minutes
17131	4-Normal	Engineering	09/30/2013	12 days, 21 hours, 6 minutes
17133	4-Normal	Engineering	10/01/2013	12 days, 19 hours, 37 minutes
17139	4-Normal	Engineering	10/02/2013	11 days, 21 hours, 22 minutes
17149	4-Normal	Engineering	10/02/2013	9 days, 2 hours, 11 minutes
17150	4-Normal	Engineering	09/30/2013	9 days, 1 hour, 58 minutes
17152	4-Normal	Engineering	09/30/2013	9 days, 1 hour, 39 minutes
17161	4-Normal	Engineering	09/30/2013	8 days, 19 hours, 52 minutes

17174	4-Normal	Engineering	10/02/2013	8 days, 0 hours, 20 minutes
17188	4-Normal	Engineering	09/25/2013	7 days, 14 hours, 45 minutes
17189	2-High	Engineering	09/25/2013	7 days, 11 hours, 3 minutes
17205	4-Normal	Engineering	09/25/2013	6 days, 23 hours, 22 minutes
17213	4-Normal	Engineering	09/26/2013	6 days, 1 hour, 2 minutes
17221	4-Normal	Engineering	10/02/2013	4 days, 22 hours, 7 minutes
17222	4-Normal	Engineering	09/27/2013	4 days, 20 hours, 39 minutes
17225	4-Normal	Resolved	09/28/2013	4 days, 3 hours, 24 minutes
17228	4-Normal	Engineering	09/30/2013	2 days, 6 hours, 44 minutes
17229	4-Normal	Engineering	10/02/2013	2 days, 4 hours, 41 minutes
17232	4-Normal	Engineering	09/30/2013	2 days, 2 hours, 37 minutes
17239	4-Normal	Engineering	10/01/2013	1 day, 20 hours, 28 minutes
17240	4-Normal	Engineering	10/02/2013	1 day, 20 hours, 16 minutes
17241	4-Normal	Engineering	10/02/2013	1 day, 15 hours, 55 minutes
17242	4-Normal	Engineering	10/01/2013	1 day, 2 hours, 52 minutes
17244	4-Normal	Resolved	10/02/2013	1 day, 2 hours, 20 minutes
17245	4-Normal	Engineering	10/02/2013	1 day, 0 hours, 53 minutes
17246	4-Normal	Engineering	10/02/2013	1 day, 0 hours, 42 minutes
17249	4-Normal	Engineering	10/01/2013	0 days, 23 hours, 1 minute
17250	4-Normal	Engineering	10/01/2013	0 days, 22 hours, 58 minutes
17255	4-Normal	Engineering	10/01/2013	0 days, 21 hours, 45 minutes
17256	4-Normal	Engineering	10/01/2013	0 days, 20 hours, 52 minutes
17257	4-Normal	Engineering	10/01/2013	0 days, 19 hours, 56 minutes
17258	4-Normal	Engineering	10/01/2013	0 days, 19 hours, 54 minutes
17259	4-Normal	Engineering	10/01/2013	0 days, 19 hours, 52 minutes
17260	4-Normal	Engineering	10/02/2013	0 days, 17 hours, 5 minutes
17261	4-Normal	Engineering	10/02/2013	0 days, 10 hours, 38 minutes
17262	4-Normal	Engineering	10/02/2013	0 days, 4 hours, 29 minutes

17263	4-Normal	Engineering	10/02/2013	0 days, 3 hours, 20 minutes
17264	4-Normal	Engineering	10/02/2013	0 days, 0 hours, 24 minutes

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