

Open Science Grid: (22:25 , 01/03/2014)

This report contains data from 132 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
12335	4-Normal	Engineering	12/20/2013	547 days, 8 hours, 45 minutes
12385	4-Normal	Engineering	01/30/2013	533 days, 6 hours, 34 minutes
12466	4-Normal	Support Agency	09/04/2012	518 days, 20 hours, 2 minutes
12663	4-Normal	Resolved	10/21/2013	479 days, 2 hours, 30 minutes
12688	4-Normal	Resolved	10/21/2013	472 days, 3 hours, 27 minutes
12753	4-Normal	Resolved	10/28/2013	459 days, 4 hours, 2 minutes
12756	4-Normal	Resolved	11/13/2013	459 days, 2 hours, 39 minutes
12760	4-Normal	Resolved	12/29/2013	458 days, 22 hours, 29 minutes
12791	4-Normal	Resolved	11/04/2013	451 days, 4 hours, 8 minutes
12851	4-Normal	Resolved	10/28/2013	440 days, 23 hours, 11 minutes
12957	4-Normal	Resolved	11/11/2013	423 days, 1 hour, 1 minute
12977	4-Normal	Engineering	12/30/2013	416 days, 23 hours, 20 minutes
12982	4-Normal	Engineering	12/30/2013	416 days, 4 hours, 2 minutes
13022	4-Normal	Engineering	12/30/2013	409 days, 15 hours, 22 minutes
13069	4-Normal	Resolved	12/02/2013	400 days, 4 hours, 39 minutes
13078	4-Normal	Engineering	12/30/2013	399 days, 4 hours, 8 minutes
13080	4-Normal	Engineering	12/30/2013	399 days, 4 hours, 6 minutes
13082	4-Normal	Resolved	12/13/2013	399 days, 2 hours, 49 minutes
13090	4-Normal	Engineering	12/30/2013	396 days, 6 hours, 8 minutes
13110	4-Normal	Resolved	12/09/2013	394 days, 21 hours, 13 minutes
13146	4-Normal	Resolved	12/18/2013	389 days, 2 hours, 3 minutes
13177	4-Normal	Engineering	12/30/2013	387 days, 2 hours, 35 minutes
13210	4-Normal	Engineering	12/30/2013	382 days, 0 hours, 39 minutes
13217	4-Normal	Engineering	12/30/2013	381 days, 5 hours, 54 minutes
13221	4-Normal	Resolved	12/27/2013	381 days, 1 hour, 26 minutes
13229	4-Normal	Resolved	12/23/2013	380 days, 5 hours, 28 minutes

13235	4 -Normal	Engineering	12/30/2013	379 days, 12 hours, 51 minutes
13236	4 -Normal	Engineering	12/30/2013	379 days, 12 hours, 38 minutes
13893	4 -Normal	Resolved	11/11/2013	314 days, 21 hours, 5 minutes
14284	4 -Normal	Engineering	05/17/2013	289 days, 6 hours, 2 minutes
14332	3 -Elevated	Engineering	12/24/2013	287 days, 4 hours, 22 minutes
14554	4 -Normal	Engineering	12/31/2013	269 days, 22 hours, 52 minutes
15077	4 -Normal	Resolved	12/20/2013	241 days, 0 hours, 54 minutes
15091	4 -Normal	Resolved	10/29/2013	240 days, 4 hours, 54 minutes
15481	4 -Normal	Resolved	12/04/2013	207 days, 4 hours, 23 minutes
15818	2 -High	Engineering	07/08/2013	185 days, 6 hours, 1 minute
16091	4 -Normal	Engineering	07/24/2013	165 days, 7 hours, 50 minutes
16356	4 -Normal	Engineering	12/30/2013	149 days, 10 hours, 30 minutes
16594	4 -Normal	Engineering	01/03/2014	137 days, 4 hours, 10 minutes
16691	4 -Normal	Engineering	12/20/2013	133 days, 22 hours, 41 minutes
16859	4 -Normal	Engineering	01/03/2014	126 days, 5 hours, 21 minutes
17053	4 -Normal	Engineering	11/12/2013	113 days, 3 hours, 40 minutes
17121	3 -Elevated	Engineering	09/18/2013	107 days, 1 hour, 33 minutes
17131	4 -Normal	Engineering	12/30/2013	106 days, 1 hour, 50 minutes
17167	4 -Normal	Resolved	12/10/2013	101 days, 7 hours, 38 minutes
17269	4 -Normal	Resolved	11/05/2013	92 days, 23 hours, 15 minutes
17440	4 -Normal	Engineering	01/02/2014	87 days, 1 hour, 33 minutes
17537	4 -Normal	Resolved	10/22/2013	76 days, 15 hours, 12 minutes
17558	4 -Normal	Engineering	01/03/2014	74 days, 0 hours, 4 minutes
17560	4 -Normal	Resolved	10/23/2013	73 days, 21 hours, 30 minutes
17605	4 -Normal	Engineering	01/03/2014	71 days, 17 hours, 54 minutes
17668	4 -Normal	Resolved	12/06/2013	63 days, 1 hour, 55 minutes
17669	4 -Normal	Resolved	12/03/2013	61 days, 21 hours, 20 minutes
17793	4 -Normal	Engineering	12/20/2013	57 days, 4 hours, 3 minutes

17796	4-Normal	Engineering	12/06/2013	57 days, 3 hours, 1 minute
17828	4-Normal	Resolved	11/11/2013	53 days, 6 hours, 50 minutes
17839	4-Normal	Resolved	11/12/2013	53 days, 1 hour, 58 minutes
17851	4-Normal	Engineering	12/30/2013	52 days, 4 hours, 39 minutes
17863	4-Normal	Resolved	11/13/2013	51 days, 22 hours, 30 minutes
17939	4-Normal	Engineering	12/20/2013	49 days, 6 hours, 5 minutes
17949	4-Normal	Resolved	11/18/2013	46 days, 7 hours, 3 minutes
17997	4-Normal	Resolved	11/20/2013	44 days, 22 hours, 43 minutes
18004	4-Normal	Engineering	12/18/2013	44 days, 8 hours, 17 minutes
18031	4-Normal	Engineering	12/18/2013	42 days, 3 hours, 1 minute
18095	4-Normal	Resolved	12/12/2013	33 days, 12 hours, 41 minutes
18102	4-Normal	Engineering	12/30/2013	32 days, 6 hours, 25 minutes
18111	4-Normal	Engineering	12/30/2013	32 days, 0 hours, 6 minutes
18118	3-Elevated	Engineering	01/03/2014	31 days, 10 hours, 39 minutes
18119	4-Normal	Engineering	12/20/2013	31 days, 7 hours, 19 minutes
18162	4-Normal	Engineering	01/02/2014	31 days, 4 hours, 52 minutes
18163	4-Normal	Resolved	12/03/2013	31 days, 4 hours, 14 minutes
18173	4-Normal	Engineering	12/30/2013	30 days, 6 hours, 10 minutes
18175	4-Normal	Engineering	12/09/2013	30 days, 2 hours, 34 minutes
18187	4-Normal	Engineering	12/26/2013	29 days, 10 hours, 36 minutes
18194	4-Normal	Engineering	12/26/2013	29 days, 6 hours, 37 minutes
18196	4-Normal	Engineering	12/30/2013	29 days, 6 hours, 30 minutes
18199	4-Normal	Engineering	01/03/2014	29 days, 6 hours, 9 minutes
18203	4-Normal	Resolved	12/06/2013	29 days, 5 hours, 10 minutes
18216	4-Normal	Engineering	12/30/2013	29 days, 1 hour, 57 minutes
18217	4-Normal	Engineering	12/30/2013	29 days, 1 hour, 57 minutes
18228	4-Normal	Engineering	01/02/2014	28 days, 9 hours, 27 minutes
18235	4-Normal	Engineering	01/03/2014	28 days, 5 hours, 14 minutes
18239	4-Normal	Engineering	12/06/2013	28 days, 2 hours, 9 minutes

18240	2-High	Engineering	01/03/2014	28 days, 1 hour, 20 minutes
18246	4-Normal	Resolved	12/16/2013	25 days, 9 hours, 31 minutes
18252	4-Normal	Customer	01/03/2014	25 days, 6 hours, 40 minutes
18271	4-Normal	Resolved	12/11/2013	24 days, 19 hours, 35 minutes
18332	4-Normal	Engineering	12/30/2013	23 days, 1 hour, 59 minutes
18338	4-Normal	Engineering	12/12/2013	22 days, 21 hours, 36 minutes
18339	4-Normal	Engineering	01/02/2014	22 days, 21 hours, 20 minutes
18356	4-Normal	Engineering	12/30/2013	22 days, 2 hours, 20 minutes
18357	3-Elevated	Engineering	12/30/2013	22 days, 0 hours, 11 minutes
18376	4-Normal	Resolved	12/17/2013	21 days, 3 hours, 15 minutes
18379	4-Normal	Engineering	12/30/2013	20 days, 23 hours, 12 minutes
18384	4-Normal	Engineering	12/30/2013	20 days, 6 hours, 21 minutes
18393	4-Normal	Engineering	01/02/2014	18 days, 7 hours, 28 minutes
18405	4-Normal	Engineering	12/30/2013	18 days, 4 hours, 1 minute
18406	4-Normal	Engineering	12/30/2013	18 days, 3 hours, 39 minutes
18420	4-Normal	Engineering	12/30/2013	17 days, 7 hours, 8 minutes
18433	4-Normal	Engineering	12/18/2013	16 days, 3 hours, 57 minutes
18436	4-Normal	Engineering	12/30/2013	15 days, 21 hours, 17 minutes
18437	4-Normal	Engineering	01/02/2014	15 days, 16 hours, 51 minutes
18438	4-Normal	Engineering	01/03/2014	15 days, 13 hours, 12 minutes
18444	4-Normal	Engineering	12/20/2013	15 days, 2 hours, 32 minutes
18445	4-Normal	Engineering	01/03/2014	15 days, 1 hour, 26 minutes
18446	4-Normal	Engineering	12/30/2013	15 days, 1 hour, 6 minutes
18457	4-Normal	Engineering	12/30/2013	14 days, 13 hours, 16 minutes
18458	4-Normal	Engineering	12/30/2013	14 days, 10 hours, 10 minutes
18470	4-Normal	Engineering	12/26/2013	14 days, 0 hours, 36 minutes
18471	4-Normal	Engineering	12/30/2013	14 days, 0 hours, 9 minutes
18475	4-Normal	Engineering	12/30/2013	12 days, 7 hours, 28 minutes

18478	4 -Normal	Engineering	01/03/2014	11 days, 6 hours, 42 minutes
18480	4 -Normal	Engineering	12/30/2013	11 days, 6 hours, 9 minutes
18482	4 -Normal	Engineering	12/30/2013	11 days, 3 hours, 45 minutes
18483	4 -Normal	Engineering	12/30/2013	11 days, 3 hours, 34 minutes
18489	4 -Normal	Engineering	01/03/2014	10 days, 7 hours, 12 minutes
18493	4 -Normal	Engineering	12/27/2013	8 days, 4 hours, 37 minutes
18494	4 -Normal	Engineering	01/02/2014	8 days, 4 hours, 24 minutes
18498	4 -Normal	Engineering	12/30/2013	7 days, 0 hours, 23 minutes
18503	4 -Normal	Engineering	12/31/2013	4 days, 7 hours, 7 minutes
18520	4 -Normal	Engineering	12/30/2013	4 days, 2 hours, 9 minutes
18521	4 -Normal	Engineering	12/30/2013	4 days, 1 hour, 34 minutes
18523	4 -Normal	Engineering	01/02/2014	3 days, 13 hours, 39 minutes
18580	4 -Normal	Engineering	01/03/2014	1 day, 7 hours, 4 minutes
18583	3 -Elevated	Engineering	01/03/2014	0 days, 20 hours, 38 minutes
18585	4 -Normal	Engineering	01/03/2014	0 days, 17 hours, 29 minutes
18588	4 -Normal	Engineering	01/03/2014	0 days, 16 hours, 18 minutes
18600	4 -Normal	Engineering	01/03/2014	0 days, 11 hours, 40 minutes
18608	4 -Normal	Engineering	01/03/2014	0 days, 2 hours, 0 minutes
18609	4 -Normal	Engineering	01/03/2014	0 days, 1 hour, 46 minutes
18610	4 -Normal	Engineering	01/03/2014	0 days, 1 hour, 26 minutes
18611	4 -Normal	Engineering	01/03/2014	0 days, 0 hours, 7 minutes

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