

This report contains data from 160 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
13704	4 - Normal	Engineering	04/13/2015	792 days, 12 hours, 12 minutes
13830	4 - Normal	Engineering	04/13/2015	784 days, 16 hours, 50 minutes
13839	4 - Normal	Engineering	04/13/2015	784 days, 1 hour, 31 minutes
13885	4 - Normal	Engineering	04/14/2015	781 days, 18 hours, 33 minutes
13900	4 - Normal	Engineering	04/13/2015	778 days, 23 hours, 6 minutes
13974	4 - Normal	Engineering	04/13/2015	775 days, 20 hours, 26 minutes
14010	4 - Normal	Engineering	04/13/2015	772 days, 21 hours, 16 minutes
14029	4 - Normal	Engineering	04/13/2015	771 days, 15 hours, 55 minutes
14072	4 - Normal	Engineering	04/13/2015	771 days, 11 hours, 50 minutes
14077	4 - Normal	Engineering	04/13/2015	770 days, 19 hours, 59 minutes
14091	4 - Normal	Engineering	04/13/2015	770 days, 16 hours, 28 minutes
14096	4 - Normal	Engineering	04/13/2015	770 days, 15 hours, 6 minutes
14127	4 - Normal	Engineering	04/13/2015	768 days, 20 hours, 43 minutes
14135	4 - Normal	Engineering	04/13/2015	768 days, 17 hours, 33 minutes
14137	4 - Normal	Engineering	04/13/2015	768 days, 16 hours, 24 minutes
14138	4 - Normal	Engineering	04/15/2015	768 days, 16 hours, 4 minutes
14143	4 - Normal	Engineering	04/13/2015	768 days, 9 hours, 33 minutes
14167	4 - Normal	Engineering	04/13/2015	764 days, 20 hours, 24 minutes
14187	4 - Normal	Engineering	04/13/2015	763 days, 17 hours, 6 minutes
14206	4 - Normal	Engineering	04/13/2015	762 days, 15 hours, 52 minutes
14242	4 - Normal	Engineering	04/13/2015	757 days, 23 hours, 41 minutes
14270	4 - Normal	Engineering	04/13/2015	756 days, 16 hours, 52 minutes
14382	4 - Normal	Engineering	04/13/2015	749 days, 18 hours, 48 minutes
16815	4 - Normal	Engineering	04/13/2015	594 days, 15 hours, 39 minutes
19825	4 - Normal	Engineering	04/14/2015	410 days, 23 hours, 13 minutes
19968	4 - Normal	Engineering	04/13/2015	405 days, 14 hours, 28 minutes

20050	4 - Normal	Engineering	04/13/2015	404 days, 3 hours, 3 minutes
20111	4 - Normal	Engineering	04/13/2015	398 days, 19 hours, 54 minutes
20158	4 - Normal	Engineering	04/15/2015	397 days, 2 hours, 43 minutes
20162	4 - Normal	Engineering	04/13/2015	396 days, 20 hours, 10 minutes
20181	4 - Normal	Engineering	04/13/2015	393 days, 23 hours, 51 minutes
20182	4 - Normal	Engineering	04/13/2015	393 days, 23 hours, 47 minutes
20194	4 - Normal	Engineering	04/13/2015	393 days, 17 hours, 48 minutes
20231	4 - Normal	Engineering	04/13/2015	391 days, 13 hours, 9 minutes
20241	4 - Normal	Engineering	04/13/2015	390 days, 21 hours, 23 minutes
20245	4 - Normal	Engineering	04/13/2015	390 days, 19 hours, 21 minutes
20255	4 - Normal	Engineering	04/13/2015	390 days, 11 hours, 27 minutes
20288	4 - Normal	Engineering	04/13/2015	387 days, 2 hours, 9 minutes
20289	4 - Normal	Engineering	04/13/2015	387 days, 1 hour, 0 minutes
20295	4 - Normal	Engineering	04/13/2015	386 days, 16 hours, 23 minutes
20296	4 - Normal	Engineering	04/13/2015	386 days, 16 hours, 11 minutes
20304	4 - Normal	Engineering	04/13/2015	385 days, 21 hours, 30 minutes
20314	4 - Normal	Engineering	04/13/2015	385 days, 17 hours, 1 minute
20315	4 - Normal	Engineering	04/13/2015	385 days, 15 hours, 53 minutes
20349	4 - Normal	Engineering	04/13/2015	381 days, 22 hours, 45 minutes
20371	4 - Normal	Engineering	04/13/2015	379 days, 15 hours, 39 minutes
20394	4 - Normal	Engineering	04/13/2015	378 days, 18 hours, 6 minutes
20401	4 - Normal	Engineering	04/13/2015	378 days, 5 hours, 10 minutes
20409	4 - Normal	Engineering	04/13/2015	377 days, 19 hours, 4 minutes
20412	4 - Normal	Engineering	04/13/2015	377 days, 17 hours, 53 minutes
20414	4 - Normal	Engineering	04/13/2015	377 days, 17 hours, 12 minutes
20416	4 - Normal	Engineering	04/13/2015	377 days, 15 hours, 46 minutes
20417	4 - Normal	Engineering	04/13/2015	377 days, 15 hours, 37 minutes
20423	4 - Normal	Engineering	04/13/2015	376 days, 21 hours, 35 minutes
20435	4 - Normal	Engineering	04/13/2015	376 days, 15 hours, 11 minutes

20437	4 -Normal	Engineering	04/13/2015	376 days, 11 hours, 55 minutes
20441	4 -Normal	Engineering	04/13/2015	375 days, 20 hours, 56 minutes
20444	4 -Normal	Engineering	04/13/2015	375 days, 18 hours, 54 minutes
20448	4 -Normal	Engineering	04/13/2015	375 days, 17 hours, 4 minutes
20462	4 -Normal	Engineering	04/13/2015	372 days, 18 hours, 26 minutes
20463	4 -Normal	Engineering	04/13/2015	372 days, 18 hours, 22 minutes
20468	4 -Normal	Engineering	04/13/2015	372 days, 17 hours, 24 minutes
20472	4 -Normal	Engineering	04/13/2015	372 days, 14 hours, 4 minutes
20526	4 -Normal	Engineering	04/13/2015	370 days, 21 hours, 47 minutes
20529	4 -Normal	Engineering	04/13/2015	370 days, 21 hours, 19 minutes
20670	4 -Normal	Engineering	04/13/2015	369 days, 17 hours, 17 minutes
20671	4 -Normal	Engineering	04/13/2015	369 days, 16 hours, 54 minutes
20691	4 -Normal	Engineering	04/13/2015	368 days, 19 hours, 12 minutes
21255	4 -Normal	Engineering	04/14/2015	321 days, 21 hours, 44 minutes
22049	4 -Normal	Support Agency	04/13/2015	249 days, 21 hours, 13 minutes
22185	4 -Normal	Customer	04/06/2015	235 days, 18 hours, 59 minutes
22469	3 -Elevated	Engineering	04/14/2015	207 days, 18 hours, 51 minutes
22491	4 -Normal	Engineering	04/14/2015	203 days, 20 hours, 2 minutes
23107	4 -Normal	Engineering	04/13/2015	160 days, 11 hours, 43 minutes
23337	4 -Normal	Engineering	04/06/2015	140 days, 8 hours, 27 minutes
23449	4 -Normal	Engineering	04/06/2015	127 days, 19 hours, 19 minutes
23681	4 -Normal	Customer	04/14/2015	97 days, 18 hours, 7 minutes
23827	3 -Elevated	Customer	03/31/2015	82 days, 13 hours, 32 minutes
23879	4 -Normal	Engineering	04/13/2015	76 days, 16 hours, 41 minutes
23984	4 -Normal	Engineering	04/14/2015	64 days, 17 hours, 37 minutes
24001	4 -Normal	Engineering	04/14/2015	63 days, 18 hours, 0 minutes
24162	4 -Normal	Engineering	04/14/2015	53 days, 13 hours, 32 minutes
24170	3 -Elevated	Engineering	04/14/2015	51 days, 13 hours, 9 minutes

24214	4 - Normal	Engineering	04/13/2015	49 days, 15 hours, 13 minutes
24258	4 - Normal	Network Administration	03/31/2015	47 days, 16 hours, 11 minutes
24279	4 - Normal	Network Administration	04/14/2015	46 days, 20 hours, 39 minutes
24380	4 - Normal	Engineering	04/14/2015	41 days, 15 hours, 31 minutes
24411	4 - Normal	Customer	04/14/2015	36 days, 19 hours, 24 minutes
24436	4 - Normal	Engineering	04/14/2015	34 days, 22 hours, 8 minutes
24446	4 - Normal	Engineering	04/13/2015	34 days, 15 hours, 32 minutes
24449	3 - Elevated	Engineering	04/13/2015	34 days, 14 hours, 21 minutes
24470	4 - Normal	Engineering	04/14/2015	32 days, 22 hours, 1 minute
24504	4 - Normal	Support Agency	04/14/2015	29 days, 18 hours, 9 minutes
24507	4 - Normal	Engineering	04/14/2015	29 days, 12 hours, 52 minutes
24512	4 - Normal	Engineering	04/13/2015	29 days, 4 hours, 9 minutes
24532	4 - Normal	Engineering	04/14/2015	28 days, 15 hours, 27 minutes
24569	3 - Elevated	Engineering	04/03/2015	26 days, 16 hours, 52 minutes
24577	4 - Normal	Customer	04/14/2015	26 days, 12 hours, 31 minutes
24601	4 - Normal	Engineering	04/15/2015	22 days, 22 hours, 37 minutes
24645	4 - Normal	Support Agency	04/14/2015	21 days, 11 hours, 38 minutes
24646	4 - Normal	Customer	04/02/2015	20 days, 23 hours, 11 minutes
24649	4 - Normal	Engineering	04/14/2015	20 days, 19 hours, 45 minutes
24651	4 - Normal	Support Agency	04/14/2015	20 days, 19 hours, 19 minutes
24664	4 - Normal	Engineering	04/14/2015	20 days, 12 hours, 25 minutes
24667	4 - Normal	Network Administration	04/14/2015	20 days, 9 hours, 40 minutes
24673	3 - Elevated	Engineering	04/08/2015	19 days, 20 hours, 24 minutes
24681	4 - Normal	Engineering	04/13/2015	19 days, 5 hours, 9 minutes
24698	4 - Normal	Engineering	04/13/2015	17 days, 6 hours, 6 minutes
24702	4 - Normal	Engineering	04/14/2015	16 days, 5 hours, 8 minutes
24707	4 - Normal	Engineering	04/14/2015	15 days, 20 hours, 13 minutes
24708	4 - Normal	Engineering	04/06/2015	15 days, 19 hours, 48 minutes
24715	4 - Normal	Engineering	04/14/2015	15 days, 17 hours, 30 minutes

24771	4 -Normal	Engineering	04/14/2015	14 days, 21 hours, 8 minutes
24783	4 -Normal	Engineering	04/13/2015	14 days, 9 hours, 54 minutes
24796	3 -Elevated	Engineering	04/15/2015	13 days, 6 hours, 39 minutes
24800	4 -Normal	Engineering	04/14/2015	12 days, 17 hours, 57 minutes
24806	4 -Normal	Support Agency	04/14/2015	12 days, 14 hours, 45 minutes
24813	4 -Normal	Engineering	04/14/2015	11 days, 17 hours, 29 minutes
24830	4 -Normal	Engineering	04/14/2015	8 days, 23 hours, 1 minute
24831	4 -Normal	Support Agency	04/14/2015	8 days, 22 hours, 58 minutes
24833	4 -Normal	Engineering	04/14/2015	8 days, 22 hours, 26 minutes
24834	4 -Normal	Customer	04/14/2015	8 days, 21 hours, 25 minutes
24837	4 -Normal	Engineering	04/14/2015	8 days, 20 hours, 14 minutes
24851	4 -Normal	Engineering	04/14/2015	8 days, 16 hours, 2 minutes
24854	4 -Normal	Support Agency	04/14/2015	8 days, 13 hours, 15 minutes
24865	4 -Normal	Support Agency	04/14/2015	7 days, 6 hours, 49 minutes
24868	4 -Normal	Support Agency	04/14/2015	6 days, 23 hours, 14 minutes
24869	4 -Normal	Engineering	04/14/2015	6 days, 21 hours, 22 minutes
24870	4 -Normal	Network Administration	04/14/2015	6 days, 20 hours, 41 minutes
24871	4 -Normal	Support Agency	04/14/2015	6 days, 19 hours, 53 minutes
24872	4 -Normal	Support Agency	04/14/2015	6 days, 19 hours, 38 minutes
24882	4 -Normal	Customer	04/14/2015	6 days, 17 hours, 51 minutes
24883	4 -Normal	Support Agency	04/14/2015	6 days, 16 hours, 44 minutes
24884	4 -Normal	Engineering	04/13/2015	6 days, 15 hours, 5 minutes
24885	4 -Normal	Support Agency	04/14/2015	6 days, 14 hours, 38 minutes
24886	4 -Normal	Support Agency	04/14/2015	6 days, 14 hours, 29 minutes
24887	4 -Normal	Support Agency	04/14/2015	6 days, 14 hours, 20 minutes
24891	3 -Elevated	Engineering	04/14/2015	6 days, 1 hour, 0 minutes
24894	4 -Normal	Support Agency	04/14/2015	5 days, 21 hours, 4 minutes
24896	3 -Elevated	Engineering	04/15/2015	5 days, 18 hours, 48 minutes

24897	4 -Normal	Support Agency	04/14/2015	5 days, 17 hours, 19 minutes
24902	4 -Normal	Support Agency	04/14/2015	5 days, 14 hours, 31 minutes
24904	4 -Normal	Support Agency	04/14/2015	5 days, 14 hours, 10 minutes
24905	4 -Normal	Engineering	04/14/2015	5 days, 13 hours, 45 minutes
24917	4 -Normal	Support Agency	04/14/2015	4 days, 20 hours, 17 minutes
24923	4 -Normal	Engineering	04/10/2015	4 days, 19 hours, 29 minutes
24931	4 -Normal	Engineering	04/14/2015	4 days, 14 hours, 25 minutes
24937	4 -Normal	Engineering	04/12/2015	2 days, 13 hours, 23 minutes
24938	4 -Normal	Engineering	04/14/2015	2 days, 13 hours, 21 minutes
24939	4 -Normal	Support Agency	04/14/2015	2 days, 8 hours, 20 minutes
24940	4 -Normal	Engineering	04/15/2015	1 day, 22 hours, 51 minutes
24942	4 -Normal	Engineering	04/15/2015	1 day, 22 hours, 32 minutes
24946	4 -Normal	Engineering	04/13/2015	1 day, 17 hours, 8 minutes
24947	4 -Normal	Engineering	04/14/2015	1 day, 16 hours, 32 minutes
24948	4 -Normal	Engineering	04/14/2015	1 day, 14 hours, 52 minutes
24952	4 -Normal	Engineering	04/14/2015	1 day, 1 hour, 21 minutes
24961	4 -Normal	Support Agency	04/14/2015	0 days, 16 hours, 42 minutes
24962	4 -Normal	Engineering	04/14/2015	0 days, 16 hours, 29 minutes
24964	4 -Normal	Engineering	04/14/2015	0 days, 15 hours, 42 minutes
24965	3 -Elevated	Engineering	04/15/2015	0 days, 1 hour, 47 minutes

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