

This report contains data from 151 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
12785	4 - Normal	Engineering	02/02/2015	846 days, 21 hours, 25 minutes
12982	4 - Normal	Engineering	02/02/2015	810 days, 23 hours, 16 minutes
13080	4 - Normal	Engineering	02/02/2015	793 days, 23 hours, 20 minutes
13210	4 - Normal	Engineering	02/02/2015	776 days, 19 hours, 54 minutes
13235	4 - Normal	Engineering	02/02/2015	774 days, 8 hours, 5 minutes
13247	4 - Normal	Engineering	02/02/2015	773 days, 8 hours, 26 minutes
13248	4 - Normal	Engineering	02/02/2015	773 days, 8 hours, 5 minutes
13324	4 - Normal	Engineering	02/02/2015	754 days, 20 hours, 9 minutes
13337	4 - Normal	Engineering	02/02/2015	753 days, 17 hours, 43 minutes
13346	4 - Normal	Engineering	02/02/2015	752 days, 23 hours, 36 minutes
13406	4 - Normal	Engineering	02/02/2015	746 days, 1 hour, 25 minutes
13409	4 - Normal	Engineering	02/02/2015	745 days, 23 hours, 42 minutes
13412	4 - Normal	Engineering	02/02/2015	745 days, 20 hours, 26 minutes
13451	4 - Normal	Engineering	02/02/2015	740 days, 4 hours, 31 minutes
13457	4 - Normal	Engineering	02/02/2015	739 days, 20 hours, 26 minutes
13465	4 - Normal	Engineering	02/02/2015	739 days, 1 hour, 40 minutes
13488	4 - Normal	Engineering	02/02/2015	737 days, 12 hours, 21 minutes
17776	4 - Normal	Engineering	02/02/2015	453 days, 1 hour, 51 minutes
18412	4 - Normal	Engineering	01/27/2015	412 days, 19 hours, 1 minute
18420	4 - Normal	Engineering	02/02/2015	412 days, 2 hours, 23 minutes
18436	4 - Normal	Engineering	02/02/2015	410 days, 16 hours, 31 minutes
18446	4 - Normal	Engineering	02/02/2015	409 days, 20 hours, 21 minutes
18458	4 - Normal	Engineering	02/02/2015	409 days, 5 hours, 25 minutes
18461	4 - Normal	Engineering	01/27/2015	409 days, 1 hour, 27 minutes
18480	4 - Normal	Engineering	02/02/2015	406 days, 1 hour, 24 minutes
18494	4 - Normal	Engineering	02/02/2015	402 days, 23 hours, 39 minutes

18502	4 - Normal	Engineering	02/02/2015	399 days, 3 hours, 30 minutes
18517	4 - Normal	Engineering	02/02/2015	398 days, 22 hours, 33 minutes
18608	4 - Normal	Engineering	01/31/2015	394 days, 21 hours, 14 minutes
18610	4 - Normal	Engineering	02/02/2015	394 days, 20 hours, 41 minutes
18615	4 - Normal	Engineering	02/02/2015	392 days, 9 hours, 27 minutes
18616	4 - Normal	Engineering	02/02/2015	392 days, 6 hours, 25 minutes
18620	4 - Normal	Engineering	02/02/2015	392 days, 2 hours, 52 minutes
18638	4 - Normal	Engineering	02/02/2015	391 days, 19 hours, 20 minutes
18640	4 - Normal	Engineering	02/02/2015	391 days, 7 hours, 22 minutes
18651	4 - Normal	Engineering	02/02/2015	390 days, 23 hours, 25 minutes
18675	4 - Normal	Engineering	02/02/2015	389 days, 21 hours, 34 minutes
18691	4 - Normal	Engineering	02/02/2015	389 days, 0 hours, 34 minutes
18704	4 - Normal	Engineering	02/02/2015	388 days, 23 hours, 14 minutes
18705	4 - Normal	Engineering	02/02/2015	388 days, 22 hours, 43 minutes
18712	4 - Normal	Engineering	02/02/2015	388 days, 17 hours, 41 minutes
18723	4 - Normal	Engineering	02/02/2015	387 days, 21 hours, 16 minutes
18724	4 - Normal	Engineering	02/02/2015	387 days, 21 hours, 2 minutes
18729	4 - Normal	Engineering	02/02/2015	385 days, 8 hours, 43 minutes
18746	4 - Normal	Engineering	02/02/2015	384 days, 22 hours, 37 minutes
18747	4 - Normal	Engineering	02/02/2015	384 days, 22 hours, 13 minutes
18754	4 - Normal	Engineering	02/02/2015	384 days, 17 hours, 53 minutes
18759	4 - Normal	Engineering	02/02/2015	384 days, 6 hours, 43 minutes
18762	4 - Normal	Engineering	02/02/2015	384 days, 1 hour, 19 minutes
18771	4 - Normal	Engineering	02/02/2015	383 days, 18 hours, 26 minutes
18786	4 - Normal	Engineering	02/02/2015	382 days, 2 hours, 32 minutes
18822	4 - Normal	Engineering	02/02/2015	380 days, 21 hours, 29 minutes
18833	4 - Normal	Engineering	02/02/2015	379 days, 23 hours, 9 minutes
18838	4 - Normal	Engineering	02/02/2015	377 days, 21 hours, 13 minutes
18842	4 - Normal	Engineering	02/02/2015	377 days, 1 hour, 52 minutes

18845	4 - Normal	Engineering	02/02/2015	377 days, 0 hours, 47 minutes
18852	4 - Normal	Engineering	02/02/2015	376 days, 22 hours, 29 minutes
18853	4 - Normal	Engineering	02/02/2015	376 days, 21 hours, 52 minutes
18862	4 - Normal	Engineering	02/02/2015	376 days, 16 hours, 6 minutes
18863	4 - Normal	Engineering	02/02/2015	376 days, 10 hours, 0 minutes
18875	4 - Normal	Engineering	02/02/2015	375 days, 19 hours, 23 minutes
18880	4 - Normal	Engineering	02/02/2015	375 days, 18 hours, 50 minutes
18881	4 - Normal	Engineering	02/02/2015	375 days, 18 hours, 46 minutes
18928	4 - Normal	Engineering	02/02/2015	374 days, 20 hours, 8 minutes
18954	4 - Normal	Engineering	02/02/2015	374 days, 6 hours, 50 minutes
19029	4 - Normal	Engineering	02/02/2015	373 days, 21 hours, 33 minutes
19140	4 - Normal	Engineering	02/02/2015	371 days, 6 hours, 26 minutes
19202	4 - Normal	Engineering	02/02/2015	370 days, 22 hours, 54 minutes
19205	4 - Normal	Engineering	02/02/2015	370 days, 21 hours, 28 minutes
19206	4 - Normal	Engineering	02/02/2015	370 days, 21 hours, 13 minutes
19208	4 - Normal	Engineering	02/02/2015	370 days, 20 hours, 43 minutes
19297	4 - Normal	Engineering	02/02/2015	369 days, 22 hours, 7 minutes
19375	4 - Normal	Engineering	02/02/2015	368 days, 1 hour, 40 minutes
19394	4 - Normal	Engineering	02/02/2015	367 days, 2 hours, 33 minutes
21255	4 - Normal	Engineering	01/16/2015	250 days, 2 hours, 55 minutes
21503	4 - Normal	Engineering	02/02/2015	227 days, 4 hours, 1 minute
22049	4 - Normal	Support Agency	01/28/2015	178 days, 2 hours, 24 minutes
22185	4 - Normal	Customer	01/30/2015	164 days, 0 hours, 10 minutes
22226	4 - Normal	Engineering	02/02/2015	159 days, 19 hours, 9 minutes
22469	3 - Elevated	Engineering	01/30/2015	136 days, 0 hours, 2 minutes
22491	4 - Normal	Engineering	01/20/2015	132 days, 1 hour, 13 minutes
22952	4 - Normal	Engineering	02/02/2015	98 days, 1 hour, 29 minutes
22953	4 - Normal	Customer	01/30/2015	98 days, 1 hour, 15 minutes

23017	3-Elevated	Engineering	01/29/2015	94 days, 2 hours, 17 minutes
23029	4-Normal	Engineering	02/02/2015	91 days, 2 hours, 59 minutes
23061	4-Normal	Engineering	01/12/2015	90 days, 21 hours, 46 minutes
23107	4-Normal	Engineering	01/09/2015	88 days, 16 hours, 53 minutes
23192	4-Normal	Engineering	01/05/2015	80 days, 22 hours, 23 minutes
23330	4-Normal	Engineering	01/05/2015	69 days, 0 hours, 5 minutes
23337	4-Normal	Engineering	01/27/2015	68 days, 13 hours, 38 minutes
23370	4-Normal	Engineering	01/30/2015	62 days, 21 hours, 34 minutes
23391	4-Normal	Customer	01/30/2015	61 days, 19 hours, 31 minutes
23419	4-Normal	Engineering	01/30/2015	60 days, 0 hours, 13 minutes
23449	4-Normal	Engineering	01/27/2015	56 days, 0 hours, 30 minutes
23464	4-Normal	Engineering	01/05/2015	54 days, 18 hours, 57 minutes
23470	4-Normal	Engineering	12/18/2014	54 days, 0 hours, 42 minutes
23526	4-Normal	Engineering	01/06/2015	47 days, 21 hours, 39 minutes
23541	4-Normal	Engineering	12/31/2014	46 days, 21 hours, 28 minutes
23573	3-Elevated	Engineering	01/30/2015	44 days, 6 hours, 7 minutes
23632	4-Normal	Engineering	01/26/2015	34 days, 0 hours, 4 minutes
23636	4-Normal	Engineering	02/02/2015	33 days, 1 hour, 6 minutes
23638	4-Normal	Engineering	01/30/2015	32 days, 19 hours, 34 minutes
23672	4-Normal	Engineering	01/28/2015	26 days, 20 hours, 20 minutes
23677	4-Normal	Engineering	01/26/2015	26 days, 1 hour, 48 minutes
23678	4-Normal	Engineering	01/07/2015	26 days, 1 hour, 24 minutes
23681	4-Normal	Network Administration	01/30/2015	25 days, 23 hours, 18 minutes
23686	3-Elevated	Engineering	02/02/2015	25 days, 13 hours, 47 minutes
23697	4-Normal	Engineering	01/13/2015	24 days, 23 hours, 38 minutes
23709	4-Normal	Engineering	01/27/2015	23 days, 22 hours, 43 minutes
23718	4-Normal	Engineering	01/27/2015	23 days, 18 hours, 16 minutes
23737	4-Normal	Engineering	01/30/2015	20 days, 21 hours, 20 minutes
23739	4-Normal	Engineering	01/30/2015	20 days, 20 hours, 45 minutes

23752	4 -Normal	Engineering	01/27/2015	19 days, 20 hours, 21 minutes
23769	4 -Normal	Engineering	01/30/2015	18 days, 2 hours, 28 minutes
23779	4 -Normal	Engineering	01/17/2015	17 days, 2 hours, 28 minutes
23792	4 -Normal	Engineering	01/18/2015	14 days, 22 hours, 4 minutes
23798	4 -Normal	Engineering	01/28/2015	13 days, 7 hours, 34 minutes
23801	4 -Normal	Engineering	01/21/2015	13 days, 1 hour, 43 minutes
23802	4 -Normal	Engineering	02/02/2015	13 days, 1 hour, 40 minutes
23803	4 -Normal	Engineering	01/27/2015	13 days, 1 hour, 28 minutes
23806	4 -Normal	Engineering	02/02/2015	12 days, 21 hours, 2 minutes
23807	4 -Normal	Engineering	02/02/2015	12 days, 20 hours, 36 minutes
23810	4 -Normal	Engineering	01/27/2015	12 days, 18 hours, 23 minutes
23818	4 -Normal	Engineering	01/27/2015	11 days, 20 hours, 9 minutes
23820	4 -Normal	Engineering	01/30/2015	11 days, 13 hours, 41 minutes
23822	2 -High	Engineering	01/30/2015	11 days, 9 hours, 7 minutes
23827	3 -Elevated	Engineering	01/30/2015	10 days, 18 hours, 43 minutes
23828	4 -Normal	Engineering	01/30/2015	10 days, 17 hours, 36 minutes
23853	4 -Normal	Support Agency	01/30/2015	9 days, 19 hours, 37 minutes
23854	4 -Normal	Support Agency	01/30/2015	9 days, 19 hours, 37 minutes
23857	4 -Normal	Engineering	02/01/2015	9 days, 15 hours, 54 minutes
23858	4 -Normal	Engineering	01/30/2015	7 days, 12 hours, 52 minutes
23860	4 -Normal	Engineering	01/28/2015	7 days, 2 hours, 53 minutes
23866	4 -Normal	Engineering	01/27/2015	6 days, 19 hours, 47 minutes
23867	4 -Normal	Engineering	01/27/2015	6 days, 8 hours, 18 minutes
23874	4 -Normal	Engineering	01/27/2015	5 days, 19 hours, 37 minutes
23879	4 -Normal	Engineering	01/30/2015	4 days, 21 hours, 52 minutes
23882	4 -Normal	Engineering	01/29/2015	4 days, 18 hours, 41 minutes
23883	3 -Elevated	Engineering	01/30/2015	4 days, 9 hours, 18 minutes
23884	3 -Elevated	Engineering	01/30/2015	4 days, 6 hours, 35 minutes

23885	4 - Normal	Engineering	01/30/2015	4 days, 5 hours, 42 minutes
23886	4 - Normal	Engineering	01/30/2015	4 days, 0 hours, 55 minutes
23892	3 - Elevated	Engineering	01/30/2015	3 days, 20 hours, 32 minutes
23893	4 - Normal	Engineering	01/30/2015	3 days, 20 hours, 11 minutes
23894	4 - Normal	Engineering	02/02/2015	3 days, 19 hours, 46 minutes
23903	4 - Normal	Engineering	01/30/2015	3 days, 0 hours, 10 minutes
23904	4 - Normal	Engineering	01/30/2015	2 days, 23 hours, 25 minutes
23906	4 - Normal	Engineering	01/30/2015	2 days, 22 hours, 6 minutes
23908	4 - Normal	Engineering	01/31/2015	2 days, 11 hours, 22 minutes
23909	4 - Normal	Engineering	02/01/2015	2 days, 2 hours, 30 minutes
23910	4 - Normal	Engineering	02/02/2015	0 days, 4 hours, 16 minutes

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