

Open Science Grid: (00:48 , 11/06/2012)

This report contains data from 116 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
10727	4-Normal	Customer	10/31/2012	468 days, 10 hours, 25 minutes
11695	4-Normal	Engineering	10/30/2012	256 days, 9 hours, 8 minutes
11861	4-Normal	Engineering	11/01/2012	229 days, 6 hours, 18 minutes
12067	4-Normal	Engineering	10/29/2012	188 days, 6 hours, 34 minutes
12295	4-Normal	Engineering	11/02/2012	137 days, 7 hours, 19 minutes
12335	4-Normal	Engineering	07/09/2012	123 days, 11 hours, 8 minutes
12353	4-Normal	Engineering	10/29/2012	118 days, 6 hours, 13 minutes
12358	4-Normal	Resolved	10/31/2012	116 days, 4 hours, 29 minutes
12385	4-Normal	Engineering	10/10/2012	109 days, 8 hours, 56 minutes
12386	4-Normal	Engineering	10/23/2012	108 days, 23 hours, 29 minutes
12401	4-Normal	Engineering	10/24/2012	105 days, 4 hours, 27 minutes
12441	4-Normal	Engineering	11/01/2012	98 days, 7 hours, 7 minutes
12446	4-Normal	Engineering	10/19/2012	97 days, 12 hours, 22 minutes
12466	4-Normal	Support Agency	09/04/2012	94 days, 22 hours, 25 minutes
12501	4-Normal	Engineering	08/27/2012	84 days, 5 hours, 32 minutes
12515	4-Normal	Engineering	10/25/2012	80 days, 8 hours, 29 minutes
12525	4-Normal	Engineering	10/29/2012	77 days, 5 hours, 21 minutes
12561	4-Normal	Engineering	10/22/2012	69 days, 0 hours, 54 minutes
12567	4-Normal	Engineering	10/30/2012	68 days, 9 hours, 9 minutes
12569	4-Normal	Engineering	10/18/2012	68 days, 9 hours, 9 minutes
12570	4-Normal	Engineering	10/18/2012	68 days, 9 hours, 8 minutes
12573	4-Normal	Engineering	11/05/2012	68 days, 9 hours, 8 minutes
12576	4-Normal	Engineering	10/25/2012	68 days, 8 hours, 54 minutes
12578	4-Normal	Engineering	10/25/2012	68 days, 8 hours, 54 minutes
12580	4-Normal	Engineering	10/25/2012	68 days, 8 hours, 54 minutes
12586	4-Normal	Engineering	10/02/2012	68 days, 8 hours, 54 minutes

12589	4 - Normal	Engineering	11/02/2012	68 days, 8 hours, 51 minutes
12607	4 - Normal	Engineering	10/03/2012	67 days, 7 hours, 50 minutes
12608	4 - Normal	Engineering	10/03/2012	67 days, 7 hours, 49 minutes
12609	4 - Normal	Engineering	10/29/2012	67 days, 7 hours, 47 minutes
12657	4 - Normal	Engineering	10/25/2012	56 days, 8 hours, 54 minutes
12658	4 - Normal	Engineering	10/29/2012	56 days, 7 hours, 20 minutes
12660	4 - Normal	Engineering	11/01/2012	55 days, 9 hours, 4 minutes
12670	4 - Normal	Engineering	10/04/2012	52 days, 22 hours, 54 minutes
12673	4 - Normal	Engineering	10/29/2012	52 days, 2 hours, 40 minutes
12693	4 - Normal	Engineering	11/02/2012	47 days, 6 hours, 4 minutes
12718	4 - Normal	Engineering	10/18/2012	40 days, 10 hours, 3 minutes
12719	4 - Normal	Engineering	10/31/2012	40 days, 9 hours, 46 minutes
12732	4 - Normal	Engineering	10/19/2012	39 days, 11 hours, 11 minutes
12738	4 - Normal	Engineering	10/29/2012	38 days, 11 hours, 47 minutes
12754	4 - Normal	Engineering	10/30/2012	35 days, 5 hours, 11 minutes
12760	4 - Normal	Engineering	10/30/2012	35 days, 0 hours, 52 minutes
12774	4 - Normal	Engineering	11/05/2012	32 days, 9 hours, 23 minutes
12782	4 - Normal	Engineering	10/30/2012	28 days, 4 hours, 43 minutes
12793	4 - Normal	Engineering	10/31/2012	26 days, 7 hours, 38 minutes
12794	4 - Normal	Engineering	10/30/2012	26 days, 5 hours, 49 minutes
12806	4 - Normal	Engineering	11/02/2012	24 days, 11 hours, 45 minutes
12809	4 - Normal	Support Agency	10/26/2012	23 days, 10 hours, 18 minutes
12810	4 - Normal	Engineering	10/30/2012	23 days, 0 hours, 58 minutes
12816	4 - Normal	Engineering	10/30/2012	21 days, 4 hours, 55 minutes
12818	4 - Normal	Engineering	10/16/2012	20 days, 5 hours, 24 minutes
12820	4 - Normal	Engineering	10/22/2012	20 days, 5 hours, 21 minutes
12821	4 - Normal	Engineering	10/16/2012	20 days, 5 hours, 20 minutes
12823	4 - Normal	Engineering	10/16/2012	20 days, 5 hours, 17 minutes

12824	4 -Normal	Engineering	10/29/2012	20 days, 5 hours, 12 minutes
12831	4 -Normal	Engineering	10/29/2012	20 days, 5 hours, 0 minutes
12834	4 -Normal	Engineering	10/30/2012	20 days, 4 hours, 59 minutes
12838	4 -Normal	Engineering	10/30/2012	19 days, 5 hours, 6 minutes
12842	4 -Normal	Resolved	10/23/2012	18 days, 19 hours, 19 minutes
12844	4 -Normal	Engineering	10/25/2012	18 days, 9 hours, 40 minutes
12853	4 -Normal	Engineering	11/05/2012	14 days, 9 hours, 22 minutes
12856	4 -Normal	Engineering	10/30/2012	14 days, 6 hours, 49 minutes
12858	4 -Normal	Engineering	10/30/2012	14 days, 6 hours, 43 minutes
12861	4 -Normal	Engineering	10/30/2012	14 days, 6 hours, 37 minutes
12863	4 -Normal	Engineering	10/29/2012	14 days, 5 hours, 58 minutes
12864	4 -Normal	Resolved	10/26/2012	14 days, 3 hours, 59 minutes
12866	4 -Normal	Resolved	10/26/2012	14 days, 3 hours, 43 minutes
12870	4 -Normal	Engineering	10/29/2012	13 days, 5 hours, 9 minutes
12871	4 -Normal	Engineering	10/25/2012	13 days, 4 hours, 30 minutes
12872	4 -Normal	Engineering	10/25/2012	13 days, 4 hours, 20 minutes
12876	4 -Normal	Engineering	11/02/2012	12 days, 10 hours, 43 minutes
12880	4 -Normal	Engineering	10/31/2012	12 days, 7 hours, 33 minutes
12885	4 -Normal	Engineering	10/30/2012	11 days, 4 hours, 37 minutes
12887	4 -Normal	Engineering	10/30/2012	10 days, 21 hours, 5 minutes
12888	4 -Normal	Engineering	10/26/2012	10 days, 7 hours, 9 minutes
12890	4 -Normal	Engineering	10/26/2012	10 days, 6 hours, 28 minutes
12891	4 -Normal	Engineering	10/26/2012	10 days, 6 hours, 7 minutes
12892	4 -Normal	Engineering	10/26/2012	10 days, 6 hours, 4 minutes
12893	4 -Normal	Engineering	10/26/2012	10 days, 6 hours, 3 minutes
12894	4 -Normal	Engineering	10/26/2012	10 days, 6 hours, 2 minutes
12895	4 -Normal	Engineering	10/26/2012	10 days, 6 hours, 2 minutes
12896	4 -Normal	Engineering	10/26/2012	10 days, 6 hours, 2 minutes
12897	4 -Normal	Engineering	10/26/2012	10 days, 6 hours, 0 minutes

12898	4 - Normal	Engineering	10/26/2012	10 days, 6 hours, 0 minutes
12899	4 - Normal	Engineering	11/05/2012	10 days, 5 hours, 58 minutes
12900	4 - Normal	Engineering	10/26/2012	10 days, 5 hours, 56 minutes
12901	4 - Normal	Engineering	10/26/2012	10 days, 5 hours, 48 minutes
12903	4 - Normal	Engineering	10/26/2012	10 days, 5 hours, 38 minutes
12904	4 - Normal	Engineering	10/26/2012	10 days, 4 hours, 1 minute
12905	4 - Normal	Engineering	10/26/2012	10 days, 3 hours, 37 minutes
12906	4 - Normal	Engineering	10/26/2012	10 days, 3 hours, 35 minutes
12908	4 - Normal	Support Agency	10/30/2012	9 days, 23 hours, 59 minutes
12909	4 - Normal	Engineering	11/02/2012	9 days, 22 hours, 31 minutes
12910	4 - Normal	Engineering	10/30/2012	8 days, 8 hours, 1 minute
12911	4 - Normal	Engineering	11/02/2012	7 days, 23 hours, 11 minutes
12916	4 - Normal	Engineering	10/29/2012	7 days, 5 hours, 18 minutes
12919	4 - Normal	Engineering	10/30/2012	6 days, 8 hours, 31 minutes
12921	4 - Normal	Engineering	10/30/2012	6 days, 3 hours, 52 minutes
12924	4 - Normal	Engineering	10/30/2012	6 days, 2 hours, 16 minutes
12925	4 - Normal	Engineering	10/30/2012	6 days, 2 hours, 15 minutes
12927	4 - Normal	Engineering	10/31/2012	5 days, 23 hours, 3 minutes
12930	4 - Normal	Engineering	11/02/2012	5 days, 10 hours, 39 minutes
12931	4 - Normal	Engineering	10/31/2012	5 days, 6 hours, 10 minutes
12933	4 - Normal	Engineering	11/02/2012	5 days, 3 hours, 46 minutes
12936	4 - Normal	Engineering	11/02/2012	4 days, 2 hours, 8 minutes
12937	4 - Normal	Engineering	11/02/2012	4 days, 0 hours, 44 minutes
12938	4 - Normal	Engineering	11/02/2012	3 days, 8 hours, 10 minutes
12940	4 - Normal	Engineering	11/03/2012	2 days, 21 hours, 30 minutes
12941	4 - Normal	Engineering	11/03/2012	2 days, 21 hours, 24 minutes
12943	4 - Normal	Engineering	11/03/2012	2 days, 13 hours, 49 minutes
12945	4 - Normal	Engineering	11/05/2012	1 day, 0 hours, 4 minutes

12946	3-Elevated	Engineering	11/05/2012	0 days, 13 hours, 49 minutes
12947	4-Normal	Engineering	11/05/2012	0 days, 5 hours, 18 minutes
12948	4-Normal	Engineering	11/05/2012	0 days, 5 hours, 4 minutes
12949	4-Normal	Engineering	11/05/2012	0 days, 1 hour, 13 minutes
12950	4-Normal	Engineering	11/06/2012	0 days, 0 hours, 37 minutes

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