

This report contains data from 148 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
13839	4 - Normal	Engineering	05/04/2015	805 days, 7 hours, 56 minutes
13864	4 - Normal	Engineering	05/04/2015	804 days, 0 hours, 27 minutes
14023	4 - Normal	Engineering	05/04/2015	793 days, 0 hours, 55 minutes
14072	4 - Normal	Engineering	05/04/2015	792 days, 18 hours, 15 minutes
14155	4 - Normal	Engineering	05/04/2015	788 days, 20 hours, 40 minutes
14177	4 - Normal	Engineering	05/04/2015	785 days, 9 hours, 49 minutes
14233	4 - Normal	Engineering	05/04/2015	781 days, 21 hours, 46 minutes
14257	4 - Normal	Engineering	05/04/2015	778 days, 22 hours, 18 minutes
14260	4 - Normal	Engineering	05/04/2015	778 days, 4 hours, 0 minutes
14380	4 - Normal	Engineering	05/04/2015	771 days, 1 hour, 43 minutes
14382	4 - Normal	Engineering	05/04/2015	771 days, 1 hour, 13 minutes
14434	4 - Normal	Engineering	05/04/2015	765 days, 4 hours, 45 minutes
14440	4 - Normal	Engineering	05/04/2015	765 days, 2 hours, 38 minutes
14441	4 - Normal	Engineering	05/04/2015	765 days, 2 hours, 1 minute
14456	4 - Normal	Engineering	05/04/2015	764 days, 10 hours, 16 minutes
14473	4 - Normal	Engineering	05/04/2015	764 days, 0 hours, 58 minutes
14477	4 - Normal	Engineering	05/04/2015	763 days, 23 hours, 57 minutes
14498	4 - Normal	Engineering	05/04/2015	762 days, 21 hours, 51 minutes
14511	4 - Normal	Engineering	05/04/2015	761 days, 21 hours, 32 minutes
14518	4 - Normal	Engineering	05/04/2015	761 days, 11 hours, 52 minutes
14522	4 - Normal	Engineering	05/04/2015	761 days, 1 hour, 1 minute
14564	4 - Normal	Engineering	05/04/2015	757 days, 3 hours, 34 minutes
14568	4 - Normal	Engineering	05/04/2015	757 days, 2 hours, 35 minutes
14573	4 - Normal	Engineering	05/04/2015	757 days, 0 hours, 2 minutes
14582	4 - Normal	Engineering	05/04/2015	756 days, 9 hours, 54 minutes
14586	4 - Normal	Engineering	05/04/2015	756 days, 0 hours, 44 minutes

14594	4 - Normal	Engineering	05/04/2015	755 days, 7 hours, 15 minutes
14618	4 - Normal	Engineering	05/04/2015	753 days, 20 hours, 49 minutes
14634	4 - Normal	Engineering	05/04/2015	751 days, 1 hour, 8 minutes
14640	4 - Normal	Engineering	05/04/2015	750 days, 22 hours, 45 minutes
14641	4 - Normal	Engineering	05/04/2015	750 days, 21 hours, 51 minutes
14645	4 - Normal	Engineering	05/04/2015	750 days, 19 hours, 16 minutes
14743	4 - Normal	Engineering	05/04/2015	744 days, 3 hours, 49 minutes
14812	4 - Normal	Engineering	05/04/2015	741 days, 18 hours, 12 minutes
14858	4 - Normal	Engineering	05/04/2015	741 days, 2 hours, 27 minutes
16815	4 - Normal	Engineering	05/04/2015	615 days, 22 hours, 4 minutes
19724	4 - Normal	Engineering	05/04/2015	436 days, 3 hours, 34 minutes
20111	4 - Normal	Engineering	05/05/2015	420 days, 2 hours, 19 minutes
20150	4 - Normal	Engineering	05/04/2015	418 days, 20 hours, 38 minutes
20162	4 - Normal	Engineering	05/04/2015	418 days, 2 hours, 35 minutes
20394	4 - Normal	Engineering	05/04/2015	400 days, 0 hours, 31 minutes
20409	4 - Normal	Engineering	05/05/2015	399 days, 1 hour, 29 minutes
20444	4 - Normal	Engineering	05/04/2015	397 days, 1 hour, 19 minutes
20462	4 - Normal	Engineering	05/04/2015	394 days, 0 hours, 51 minutes
20463	4 - Normal	Engineering	05/04/2015	394 days, 0 hours, 47 minutes
20468	4 - Normal	Engineering	05/04/2015	393 days, 23 hours, 49 minutes
20472	4 - Normal	Engineering	05/04/2015	393 days, 20 hours, 30 minutes
20480	4 - Normal	Engineering	05/04/2015	393 days, 2 hours, 33 minutes
20526	4 - Normal	Engineering	05/04/2015	392 days, 4 hours, 12 minutes
20669	4 - Normal	Engineering	05/04/2015	390 days, 23 hours, 52 minutes
20671	4 - Normal	Engineering	05/04/2015	390 days, 23 hours, 19 minutes
20682	4 - Normal	Engineering	05/04/2015	390 days, 4 hours, 35 minutes
20719	4 - Normal	Engineering	05/04/2015	386 days, 19 hours, 5 minutes
20720	4 - Normal	Engineering	05/04/2015	386 days, 15 hours, 59 minutes
20732	4 - Normal	Engineering	05/04/2015	386 days, 0 hours, 41 minutes

20768	4 - Normal	Engineering	05/04/2015	384 days, 7 hours, 10 minutes
20779	4 - Normal	Engineering	05/04/2015	383 days, 14 hours, 11 minutes
20784	4 - Normal	Engineering	05/04/2015	383 days, 1 hour, 15 minutes
20814	4 - Normal	Engineering	05/04/2015	379 days, 22 hours, 58 minutes
20815	4 - Normal	Engineering	05/04/2015	379 days, 22 hours, 57 minutes
20816	4 - Normal	Engineering	05/04/2015	379 days, 22 hours, 2 minutes
20818	4 - Normal	Engineering	05/04/2015	379 days, 21 hours, 26 minutes
20849	4 - Normal	Engineering	05/04/2015	377 days, 21 hours, 13 minutes
20880	4 - Normal	Engineering	05/04/2015	375 days, 23 hours, 54 minutes
20882	4 - Normal	Engineering	05/04/2015	375 days, 23 hours, 5 minutes
20891	4 - Normal	Engineering	05/04/2015	373 days, 20 hours, 25 minutes
20892	4 - Normal	Engineering	05/04/2015	373 days, 20 hours, 2 minutes
20897	4 - Normal	Engineering	05/04/2015	373 days, 9 hours, 5 minutes
20928	4 - Normal	Engineering	05/04/2015	371 days, 23 hours, 24 minutes
20934	4 - Normal	Engineering	05/04/2015	371 days, 3 hours, 42 minutes
20981	4 - Normal	Engineering	05/04/2015	368 days, 23 hours, 42 minutes
22049	4 - Normal	Support Agency	05/05/2015	271 days, 3 hours, 38 minutes
22469	3 - Elevated	Engineering	05/06/2015	229 days, 1 hour, 16 minutes
22491	4 - Normal	Engineering	05/04/2015	225 days, 2 hours, 27 minutes
23337	4 - Normal	Engineering	05/06/2015	161 days, 14 hours, 52 minutes
23449	4 - Normal	Engineering	05/05/2015	149 days, 1 hour, 44 minutes
23827	3 - Elevated	Engineering	05/06/2015	103 days, 19 hours, 57 minutes
23879	4 - Normal	Engineering	05/04/2015	97 days, 23 hours, 6 minutes
23984	4 - Normal	Engineering	05/06/2015	86 days, 0 hours, 2 minutes
24170	3 - Elevated	Engineering	05/06/2015	72 days, 19 hours, 34 minutes
24214	4 - Normal	Engineering	05/06/2015	70 days, 21 hours, 38 minutes
24470	4 - Normal	Engineering	05/05/2015	54 days, 4 hours, 26 minutes
24507	4 - Normal	Engineering	05/04/2015	50 days, 19 hours, 17 minutes

24569	3-Elevated	Engineering	05/05/2015	47 days, 23 hours, 17 minutes
24577	4-Normal	Customer	05/05/2015	47 days, 18 hours, 56 minutes
24601	4-Normal	Engineering	05/05/2015	44 days, 5 hours, 2 minutes
24645	4-Normal	Support Agency	05/05/2015	42 days, 18 hours, 3 minutes
24673	3-Elevated	Engineering	05/04/2015	41 days, 2 hours, 49 minutes
24681	4-Normal	Engineering	05/06/2015	40 days, 11 hours, 34 minutes
24707	4-Normal	Engineering	05/04/2015	37 days, 2 hours, 38 minutes
24796	3-Elevated	Engineering	05/04/2015	34 days, 13 hours, 4 minutes
24800	4-Normal	Engineering	05/06/2015	34 days, 0 hours, 22 minutes
24806	4-Normal	Support Agency	05/06/2015	33 days, 21 hours, 10 minutes
24831	4-Normal	Customer	05/04/2015	30 days, 5 hours, 23 minutes
24833	4-Normal	Engineering	05/06/2015	30 days, 4 hours, 51 minutes
24870	4-Normal	Network Administration	05/06/2015	28 days, 3 hours, 6 minutes
24905	4-Normal	Engineering	05/06/2015	26 days, 20 hours, 10 minutes
24931	4-Normal	Engineering	05/05/2015	25 days, 20 hours, 50 minutes
25019	4-Normal	Engineering	05/05/2015	18 days, 21 hours, 57 minutes
25022	4-Normal	Engineering	05/05/2015	17 days, 3 hours, 55 minutes
25024	4-Normal	Engineering	05/05/2015	16 days, 16 hours, 5 minutes
25035	4-Normal	Support Agency	05/06/2015	16 days, 1 hour, 11 minutes
25042	4-Normal	Engineering	05/05/2015	15 days, 23 hours, 50 minutes
25061	4-Normal	Engineering	05/05/2015	14 days, 3 hours, 33 minutes
25066	4-Normal	Engineering	05/06/2015	14 days, 0 hours, 17 minutes
25071	4-Normal	Engineering	05/05/2015	13 days, 19 hours, 52 minutes
25077	4-Normal	Engineering	05/04/2015	13 days, 2 hours, 20 minutes
25107	4-Normal	Engineering	05/05/2015	10 days, 12 hours, 42 minutes
25110	4-Normal	Engineering	05/04/2015	9 days, 8 hours, 16 minutes
25112	4-Normal	Engineering	05/05/2015	9 days, 3 hours, 21 minutes
25113	4-Normal	Network Administration	05/06/2015	9 days, 3 hours, 11 minutes
25120	4-Normal	Engineering	05/04/2015	8 days, 23 hours, 1 minute

25129	4 -Normal	Engineering	05/04/2015	8 days, 3 hours, 57 minutes
25135	4 -Normal	Engineering	05/05/2015	7 days, 22 hours, 23 minutes
25144	4 -Normal	Engineering	05/05/2015	7 days, 18 hours, 19 minutes
25157	4 -Normal	Engineering	04/30/2015	6 days, 22 hours, 43 minutes
25164	4 -Normal	Engineering	05/05/2015	6 days, 5 hours, 26 minutes
25165	4 -Normal	Engineering	05/04/2015	6 days, 3 hours, 48 minutes
25186	4 -Normal	Engineering	05/06/2015	5 days, 23 hours, 20 minutes
25190	4 -Normal	Engineering	05/06/2015	5 days, 20 hours, 44 minutes
25192	4 -Normal	Engineering	05/04/2015	5 days, 19 hours, 50 minutes
25195	4 -Normal	Engineering	05/06/2015	5 days, 13 hours, 21 minutes
25230	4 -Normal	Engineering	05/06/2015	4 days, 2 hours, 25 minutes
25234	4 -Normal	Engineering	05/04/2015	2 days, 4 hours, 2 minutes
25236	4 -Normal	Customer	05/06/2015	2 days, 3 hours, 45 minutes
25237	4 -Normal	Engineering	05/04/2015	2 days, 3 hours, 44 minutes
25239	4 -Normal	Engineering	05/04/2015	2 days, 3 hours, 38 minutes
25240	4 -Normal	Engineering	05/06/2015	2 days, 3 hours, 32 minutes
25247	4 -Normal	Engineering	05/04/2015	1 day, 23 hours, 43 minutes
25250	4 -Normal	Engineering	05/04/2015	1 day, 23 hours, 29 minutes
25254	4 -Normal	Engineering	05/04/2015	1 day, 23 hours, 12 minutes
25261	4 -Normal	Engineering	05/06/2015	1 day, 21 hours, 2 minutes
25262	4 -Normal	Engineering	05/06/2015	1 day, 19 hours, 1 minute
25263	3 -Elevated	Engineering	05/05/2015	1 day, 8 hours, 5 minutes
25264	4 -Normal	Engineering	05/05/2015	1 day, 6 hours, 38 minutes
25270	4 -Normal	Support Agency	05/05/2015	1 day, 1 hour, 57 minutes
25276	4 -Normal	Engineering	05/05/2015	1 day, 0 hours, 12 minutes
25277	4 -Normal	Support Agency	05/06/2015	0 days, 23 hours, 58 minutes
25279	4 -Normal	Engineering	05/06/2015	0 days, 19 hours, 53 minutes
25280	4 -Normal	Engineering	05/06/2015	0 days, 16 hours, 28 minutes

25281	3-Elevated	Engineering	05/06/2015	0 days, 8 hours, 54 minutes
25282	4-Normal	Engineering	05/06/2015	0 days, 5 hours, 0 minutes
25285	4-Normal	Engineering	05/06/2015	0 days, 3 hours, 6 minutes
25286	4-Normal	Engineering	05/06/2015	0 days, 2 hours, 33 minutes
25287	4-Normal	Support Agency	05/06/2015	0 days, 1 hour, 59 minutes
25288	4-Normal	Engineering	05/06/2015	0 days, 1 hour, 19 minutes
25289	4-Normal	Engineering	05/06/2015	0 days, 1 hour, 0 minutes
25290	4-Normal	Engineering	05/06/2015	0 days, 0 hours, 30 minutes

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