

This report contains data from 114 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
12755	4-Normal	Engineering	12/05/2016	1527 days, 22 hours, 26 minutes
12791	4-Normal	Engineering	12/05/2016	1519 days, 23 hours, 49 minutes
17020	4-Normal	Engineering	12/05/2016	1183 days, 21 hours, 25 minutes
17083	4-Normal	Engineering	12/07/2016	1177 days, 21 hours, 6 minutes
17086	4-Normal	Engineering	12/05/2016	1177 days, 19 hours, 26 minutes
17214	4-Normal	Engineering	12/05/2016	1168 days, 1 hour, 9 minutes
17221	4-Normal	Engineering	12/05/2016	1166 days, 22 hours, 32 minutes
17492	4-Normal	Engineering	12/05/2016	1149 days, 4 hours, 35 minutes
17528	4-Normal	Engineering	12/05/2016	1146 days, 1 hour, 47 minutes
17589	4-Normal	Engineering	12/05/2016	1141 days, 2 hours, 20 minutes
17609	4-Normal	Engineering	12/05/2016	1140 days, 6 hours, 29 minutes
17766	4-Normal	Engineering	12/05/2016	1127 days, 22 hours, 3 minutes
21153	4-Normal	Engineering	12/05/2016	932 days, 23 hours, 38 minutes
22217	4-Normal	Engineering	12/05/2016	834 days, 3 hours, 8 minutes
22239	4-Normal	Engineering	12/05/2016	832 days, 23 hours, 31 minutes
22732	4-Normal	Engineering	12/05/2016	784 days, 23 hours, 14 minutes
22871	4-Normal	Engineering	12/05/2016	777 days, 7 hours, 31 minutes
22944	4-Normal	Engineering	12/05/2016	773 days, 14 hours, 18 minutes
22993	4-Normal	Engineering	12/05/2016	769 days, 22 hours, 13 minutes
23023	4-Normal	Engineering	12/05/2016	765 days, 13 hours, 2 minutes
23155	4-Normal	Engineering	12/05/2016	757 days, 19 hours, 50 minutes
23233	4-Normal	Engineering	12/05/2016	750 days, 20 hours, 46 minutes
25193	4-Normal	Engineering	12/05/2016	586 days, 18 hours, 26 minutes
26865	4-Normal	Engineering	12/05/2016	439 days, 16 hours, 20 minutes
26929	4-Normal	Engineering	12/07/2016	434 days, 2 hours, 22 minutes
27342	4-Normal	Engineering	12/05/2016	399 days, 3 hours, 6 minutes
27361	4-Normal	Engineering	12/05/2016	397 days, 21 hours, 7 minutes
27385	4-Normal	Engineering	12/05/2016	394 days, 1 hour, 18 minutes

27416	4-Normal	Engineering	12/05/2016	390 days, 21 hours, 27 minutes
27425	4-Normal	Engineering	12/05/2016	389 days, 20 hours, 51 minutes
27448	4-Normal	Engineering	12/05/2016	386 days, 19 hours, 20 minutes
27454	4-Normal	Engineering	12/05/2016	386 days, 2 hours, 52 minutes
27458	4-Normal	Engineering	12/02/2016	385 days, 19 hours, 10 minutes
27459	4-Normal	Engineering	12/05/2016	385 days, 16 hours, 2 minutes
27471	4-Normal	Engineering	12/05/2016	384 days, 4 hours, 44 minutes
27480	4-Normal	Engineering	12/05/2016	383 days, 23 hours, 31 minutes
27486	4-Normal	Engineering	12/05/2016	383 days, 20 hours, 2 minutes
27487	4-Normal	Engineering	12/05/2016	383 days, 19 hours, 57 minutes
27519	4-Normal	Engineering	12/05/2016	383 days, 0 hours, 28 minutes
27608	4-Normal	Engineering	12/05/2016	373 days, 3 hours, 23 minutes
27624	4-Normal	Engineering	12/05/2016	372 days, 18 hours, 53 minutes
27625	4-Normal	Engineering	12/05/2016	372 days, 1 hour, 7 minutes
27627	4-Normal	Engineering	12/05/2016	372 days, 0 hours, 9 minutes
27666	4-Normal	Engineering	12/05/2016	370 days, 21 hours, 11 minutes
27668	4-Normal	Engineering	12/05/2016	370 days, 20 hours, 4 minutes
27678	4-Normal	Engineering	12/05/2016	369 days, 21 hours, 51 minutes
28530	4-Normal	Engineering	11/04/2016	293 days, 22 hours, 54 minutes
30138	4-Normal	Engineering	12/02/2016	184 days, 2 hours, 36 minutes
30153	4-Normal	Support Agency	12/02/2016	184 days, 2 hours, 7 minutes
30155	4-Normal	Engineering	12/02/2016	184 days, 2 hours, 5 minutes
30756	4-Normal	Engineering	08/31/2016	130 days, 21 hours, 52 minutes
31099	4-Normal	Support Agency	12/07/2016	98 days, 0 hours, 3 minutes
31257	4-Normal	Engineering	12/02/2016	82 days, 2 hours, 31 minutes
31355	3-Elevated	Engineering	12/03/2016	71 days, 8 hours, 43 minutes
31359	4-Normal	Engineering	12/02/2016	71 days, 5 hours, 19 minutes
31438	4-Normal	Engineering	12/05/2016	62 days, 3 hours, 45 minutes
31440	4-Normal	Engineering	12/05/2016	61 days, 23 hours, 35 minutes

31479	4-Normal	Engineering	11/29/2016	56 days, 1 hour, 0 minutes
31488	4-Normal	Engineering	10/13/2016	55 days, 1 hour, 56 minutes
31567	4-Normal	Customer	12/07/2016	48 days, 20 hours, 34 minutes
31584	4-Normal	Engineering	12/02/2016	47 days, 22 hours, 25 minutes
31608	4-Normal	Engineering	12/05/2016	43 days, 21 hours, 38 minutes
31759	4-Normal	Engineering	12/07/2016	34 days, 2 hours, 40 minutes
31782	4-Normal	Network Administration	12/06/2016	32 days, 13 hours, 36 minutes
31806	3-Elevated	Engineering	12/07/2016	29 days, 20 hours, 17 minutes
31807	4-Normal	Engineering	12/07/2016	29 days, 8 hours, 39 minutes
31818	4-Normal	Engineering	12/06/2016	28 days, 22 hours, 51 minutes
31831	4-Normal	Engineering	11/10/2016	28 days, 0 hours, 10 minutes
31833	4-Normal	Engineering	12/07/2016	27 days, 15 hours, 9 minutes
31838	1-Critical	Engineering	12/02/2016	27 days, 2 hours, 40 minutes
31854	4-Normal	Engineering	12/06/2016	26 days, 20 hours, 1 minute
31855	4-Normal	Engineering	12/05/2016	26 days, 19 hours, 11 minutes
31856	4-Normal	Engineering	12/05/2016	26 days, 19 hours, 10 minutes
31863	4-Normal	Engineering	12/03/2016	26 days, 0 hours, 4 minutes
31868	4-Normal	Engineering	11/29/2016	25 days, 20 hours, 45 minutes
31870	4-Normal	Engineering	12/06/2016	25 days, 20 hours, 38 minutes
31876	4-Normal	Engineering	12/05/2016	23 days, 2 hours, 53 minutes
31879	4-Normal	Engineering	11/22/2016	22 days, 22 hours, 56 minutes
31886	3-Elevated	Engineering	11/30/2016	22 days, 2 hours, 30 minutes
31889	4-Normal	Engineering	12/06/2016	22 days, 0 hours, 57 minutes
31909	4-Normal	Engineering	11/29/2016	19 days, 19 hours, 54 minutes
31933	4-Normal	Engineering	11/22/2016	16 days, 1 hour, 1 minute
31946	4-Normal	Customer	12/07/2016	15 days, 16 hours, 21 minutes
31951	4-Normal	Engineering	12/05/2016	14 days, 3 hours, 31 minutes
31952	4-Normal	Support Agency	12/07/2016	14 days, 2 hours, 34 minutes
31956	4-Normal	Engineering	12/02/2016	11 days, 22 hours, 18 minutes
31965	4-Normal	Engineering	11/28/2016	9 days, 9 hours, 21 minutes

31968	3-Elevated	Engineering	12/07/2016	9 days, 6 hours, 21 minutes
32006	4-Normal	Engineering	12/06/2016	8 days, 1 hour, 44 minutes
32012	4-Normal	Engineering	12/02/2016	7 days, 19 hours, 56 minutes
32015	3-Elevated	Engineering	12/02/2016	7 days, 2 hours, 52 minutes
32020	4-Normal	Engineering	12/05/2016	6 days, 21 hours, 56 minutes
32021	4-Normal	Engineering	12/05/2016	6 days, 16 hours, 53 minutes
32026	4-Normal	Engineering	12/05/2016	5 days, 21 hours, 33 minutes
32030	4-Normal	Engineering	12/06/2016	5 days, 10 hours, 37 minutes
32035	4-Normal	Engineering	12/05/2016	5 days, 0 hours, 3 minutes
32047	4-Normal	Engineering	12/05/2016	2 days, 10 hours, 32 minutes
32048	3-Elevated	Engineering	12/05/2016	2 days, 9 hours, 35 minutes
32049	2-High	Engineering	12/05/2016	2 days, 6 hours, 34 minutes
32050	2-High	Engineering	12/05/2016	2 days, 6 hours, 30 minutes
32051	2-High	Engineering	12/05/2016	2 days, 6 hours, 30 minutes
32053	2-High	Engineering	12/07/2016	2 days, 6 hours, 30 minutes
32054	2-High	Engineering	12/05/2016	2 days, 6 hours, 28 minutes
32055	2-High	Engineering	12/05/2016	2 days, 6 hours, 28 minutes
32057	2-High	Engineering	12/05/2016	2 days, 6 hours, 28 minutes
32058	2-High	Engineering	12/05/2016	2 days, 6 hours, 27 minutes
32059	2-High	Engineering	12/05/2016	2 days, 6 hours, 27 minutes
32061	2-High	Engineering	12/05/2016	2 days, 5 hours, 6 minutes
32063	4-Normal	Engineering	12/05/2016	2 days, 1 hour, 21 minutes
32066	4-Normal	Engineering	12/05/2016	2 days, 0 hours, 32 minutes
32071	4-Normal	Engineering	12/06/2016	1 day, 19 hours, 32 minutes
32074	4-Normal	Engineering	12/06/2016	1 day, 9 hours, 45 minutes
32080	4-Normal	Engineering	12/07/2016	0 days, 21 hours, 36 minutes
32083	4-Normal	Engineering	12/07/2016	0 days, 2 hours, 44 minutes

† Project Work Schedule was disabled for these time calculations.

‡ 1 Day = 24 Hours