

This report contains data from 123 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
13893	4 - Normal	Engineering	12/01/2014	646 days, 16 hours, 12 minutes
15091	4 - Normal	Engineering	11/30/2014	572 days, 0 hours, 2 minutes
17296	4 - Normal	Engineering	12/01/2014	420 days, 8 hours, 55 minutes
17448	4 - Normal	Engineering	11/25/2014	418 days, 1 hour, 25 minutes
17459	4 - Normal	Engineering	11/30/2014	416 days, 22 hours, 0 minutes
17511	4 - Normal	Engineering	11/26/2014	410 days, 2 hours, 16 minutes
17590	4 - Normal	Engineering	12/01/2014	404 days, 1 hour, 35 minutes
17597	4 - Normal	Engineering	11/24/2014	403 days, 21 hours, 21 minutes
17626	4 - Normal	Engineering	11/30/2014	399 days, 3 hours, 21 minutes
17634	4 - Normal	Engineering	12/01/2014	398 days, 4 hours, 57 minutes
17642	4 - Normal	Engineering	12/01/2014	397 days, 18 hours, 34 minutes
17647	4 - Normal	Engineering	12/01/2014	396 days, 22 hours, 32 minutes
17674	4 - Normal	Engineering	12/01/2014	392 days, 3 hours, 55 minutes
17680	4 - Normal	Engineering	12/01/2014	392 days, 0 hours, 31 minutes
17772	4 - Normal	Engineering	12/01/2014	390 days, 12 hours, 0 minutes
17774	4 - Normal	Engineering	12/01/2014	390 days, 2 hours, 47 minutes
17780	4 - Normal	Engineering	12/01/2014	390 days, 0 hours, 0 minutes
17792	4 - Normal	Engineering	12/01/2014	388 days, 23 hours, 47 minutes
17831	4 - Normal	Engineering	12/01/2014	384 days, 23 hours, 36 minutes
17870	4 - Normal	Engineering	12/01/2014	382 days, 23 hours, 18 minutes
17872	4 - Normal	Engineering	12/01/2014	382 days, 23 hours, 0 minutes
17919	4 - Normal	Engineering	12/01/2014	382 days, 2 hours, 39 minutes
17920	4 - Normal	Engineering	12/01/2014	382 days, 2 hours, 37 minutes
17921	4 - Normal	Engineering	12/01/2014	382 days, 1 hour, 4 minutes
17934	4 - Normal	Engineering	12/01/2014	381 days, 19 hours, 54 minutes
17944	4 - Normal	Engineering	12/01/2014	380 days, 19 hours, 13 minutes

17951	4 - Normal	Engineering	12/01/2014	378 days, 0 hours, 49 minutes
17958	4 - Normal	Engineering	12/01/2014	377 days, 23 hours, 59 minutes
17962	4 - Normal	Engineering	12/01/2014	377 days, 21 hours, 45 minutes
17978	4 - Normal	Engineering	12/01/2014	377 days, 19 hours, 55 minutes
17979	4 - Normal	Engineering	12/01/2014	377 days, 5 hours, 42 minutes
17981	4 - Normal	Engineering	12/01/2014	377 days, 4 hours, 27 minutes
17994	4 - Normal	Engineering	12/01/2014	376 days, 19 hours, 42 minutes
18006	4 - Normal	Engineering	12/01/2014	375 days, 21 hours, 36 minutes
18012	4 - Normal	Engineering	12/01/2014	375 days, 19 hours, 40 minutes
18016	4 - Normal	Engineering	12/01/2014	375 days, 0 hours, 59 minutes
18019	4 - Normal	Engineering	12/01/2014	374 days, 20 hours, 4 minutes
18020	4 - Normal	Engineering	12/01/2014	374 days, 18 hours, 37 minutes
18023	4 - Normal	Engineering	12/01/2014	373 days, 22 hours, 56 minutes
18033	4 - Normal	Engineering	12/01/2014	373 days, 21 hours, 25 minutes
18051	4 - Normal	Engineering	12/01/2014	371 days, 5 hours, 32 minutes
18052	4 - Normal	Engineering	12/01/2014	371 days, 4 hours, 15 minutes
18053	4 - Normal	Engineering	12/01/2014	371 days, 4 hours, 6 minutes
18059	4 - Normal	Engineering	12/01/2014	370 days, 23 hours, 18 minutes
18061	4 - Normal	Engineering	12/01/2014	370 days, 21 hours, 17 minutes
18062	4 - Normal	Engineering	12/01/2014	370 days, 20 hours, 53 minutes
18064	4 - Normal	Engineering	12/01/2014	370 days, 20 hours, 1 minute
18067	4 - Normal	Engineering	12/01/2014	370 days, 17 hours, 6 minutes
18069	4 - Normal	Engineering	12/01/2014	370 days, 7 hours, 42 minutes
18074	4 - Normal	Engineering	12/01/2014	369 days, 23 hours, 29 minutes
18077	4 - Normal	Engineering	12/01/2014	369 days, 13 hours, 33 minutes
18082	4 - Normal	Engineering	12/01/2014	369 days, 2 hours, 28 minutes
21255	4 - Normal	Engineering	11/19/2014	187 days, 2 hours, 48 minutes
21503	4 - Normal	Network Administration	12/01/2014	164 days, 3 hours, 54 minutes
22049	4 - Normal	Engineering	11/25/2014	115 days, 2 hours, 18 minutes

22185	4 -Normal	Customer	11/26/2014	101 days, 0 hours, 4 minutes
22226	4 -Normal	Engineering	11/25/2014	96 days, 19 hours, 2 minutes
22347	4 -Normal	Support Agency	11/25/2014	87 days, 0 hours, 8 minutes
22418	3 -Elevated	Engineering	12/01/2014	80 days, 1 hour, 10 minutes
22469	3 -Elevated	Engineering	12/01/2014	72 days, 23 hours, 55 minutes
22491	4 -Normal	Engineering	11/19/2014	69 days, 1 hour, 6 minutes
22534	3 -Elevated	Engineering	11/26/2014	65 days, 23 hours, 13 minutes
22547	4 -Normal	Engineering	11/12/2014	61 days, 21 hours, 59 minutes
22677	4 -Normal	Customer	11/26/2014	53 days, 22 hours, 27 minutes
22695	4 -Normal	Engineering	11/26/2014	52 days, 20 hours, 45 minutes
22741	4 -Normal	Engineering	11/24/2014	47 days, 15 hours, 56 minutes
22952	4 -Normal	Engineering	12/01/2014	35 days, 1 hour, 22 minutes
22953	4 -Normal	Engineering	11/26/2014	35 days, 1 hour, 8 minutes
22997	4 -Normal	Engineering	11/26/2014	32 days, 8 hours, 10 minutes
23011	4 -Normal	Network Administration	12/01/2014	31 days, 18 hours, 56 minutes
23017	3 -Elevated	Support Agency	11/25/2014	31 days, 2 hours, 10 minutes
23029	4 -Normal	Engineering	12/01/2014	28 days, 2 hours, 52 minutes
23030	4 -Normal	Engineering	11/26/2014	28 days, 1 hour, 34 minutes
23061	4 -Normal	Engineering	11/19/2014	27 days, 21 hours, 40 minutes
23064	4 -Normal	Network Administration	11/25/2014	27 days, 20 hours, 19 minutes
23066	4 -Normal	Engineering	11/26/2014	27 days, 19 hours, 26 minutes
23082	4 -Normal	Engineering	11/18/2014	26 days, 18 hours, 51 minutes
23090	4 -Normal	Engineering	11/24/2014	26 days, 0 hours, 56 minutes
23107	4 -Normal	Engineering	12/01/2014	25 days, 16 hours, 47 minutes
23112	3 -Elevated	Customer	12/01/2014	25 days, 5 hours, 26 minutes
23116	4 -Normal	Engineering	11/26/2014	24 days, 22 hours, 3 minutes
23120	4 -Normal	Engineering	11/25/2014	24 days, 19 hours, 26 minutes
23130	4 -Normal	Engineering	11/19/2014	24 days, 0 hours, 50 minutes

23148	4 - Normal	Engineering	11/25/2014	22 days, 21 hours, 54 minutes
23157	3 - Elevated	Engineering	11/25/2014	20 days, 7 hours, 5 minutes
23164	4 - Normal	Engineering	11/14/2014	20 days, 0 hours, 7 minutes
23172	4 - Normal	Engineering	11/30/2014	18 days, 7 hours, 38 minutes
23174	4 - Normal	Engineering	11/25/2014	18 days, 2 hours, 29 minutes
23178	4 - Normal	Engineering	11/26/2014	17 days, 23 hours, 28 minutes
23190	4 - Normal	Engineering	11/26/2014	17 days, 22 hours, 17 minutes
23192	4 - Normal	Engineering	12/01/2014	17 days, 22 hours, 17 minutes
23209	4 - Normal	Engineering	12/01/2014	16 days, 23 hours, 39 minutes
23210	4 - Normal	Engineering	11/26/2014	16 days, 23 hours, 31 minutes
23225	4 - Normal	Engineering	11/26/2014	13 days, 23 hours, 54 minutes
23237	3 - Elevated	Engineering	11/26/2014	13 days, 1 hour, 49 minutes
23250	4 - Normal	Engineering	11/26/2014	12 days, 20 hours, 0 minutes
23276	3 - Elevated	Engineering	11/25/2014	11 days, 19 hours, 35 minutes
23279	4 - Normal	Engineering	11/26/2014	11 days, 11 hours, 1 minute
23280	3 - Elevated	Engineering	11/26/2014	11 days, 3 hours, 13 minutes
23294	4 - Normal	Engineering	11/21/2014	10 days, 19 hours, 23 minutes
23299	4 - Normal	Engineering	11/26/2014	9 days, 21 hours, 3 minutes
23305	4 - Normal	Engineering	11/26/2014	7 days, 16 hours, 35 minutes
23306	3 - Elevated	Engineering	11/25/2014	7 days, 3 hours, 20 minutes
23311	4 - Normal	Engineering	11/25/2014	6 days, 23 hours, 20 minutes
23312	4 - Normal	Engineering	11/26/2014	6 days, 23 hours, 19 minutes
23313	4 - Normal	Engineering	11/25/2014	6 days, 23 hours, 5 minutes
23314	4 - Normal	Engineering	11/26/2014	6 days, 22 hours, 53 minutes
23315	4 - Normal	Engineering	12/01/2014	6 days, 22 hours, 41 minutes
23316	4 - Normal	Engineering	11/27/2014	6 days, 21 hours, 41 minutes
23317	4 - Normal	Engineering	11/26/2014	6 days, 21 hours, 36 minutes
23328	4 - Normal	Engineering	11/25/2014	6 days, 0 hours, 22 minutes
23330	4 - Normal	Engineering	11/25/2014	5 days, 23 hours, 58 minutes

23335	4 - Normal	Engineering	11/26/2014	5 days, 16 hours, 15 minutes
23337	4 - Normal	Engineering	11/26/2014	5 days, 13 hours, 31 minutes
23339	4 - Normal	Engineering	11/26/2014	5 days, 4 hours, 3 minutes
23340	4 - Normal	Engineering	11/26/2014	5 days, 3 hours, 34 minutes
23350	4 - Normal	Engineering	11/27/2014	4 days, 22 hours, 13 minutes
23353	4 - Normal	Engineering	11/27/2014	4 days, 5 hours, 17 minutes
23354	4 - Normal	Engineering	12/01/2014	2 days, 4 hours, 34 minutes
23356	4 - Normal	Engineering	11/30/2014	0 days, 20 hours, 47 minutes
23357	4 - Normal	Engineering	12/01/2014	0 days, 10 hours, 37 minutes
23365	3 - Elevated	Engineering	12/01/2014	0 days, 1 hour, 27 minutes
23366	4 - Normal	Engineering	12/01/2014	0 days, 1 hour, 21 minutes

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