## Open Science Grid: (18:34 , 02/02/2012)

*This report contains data from 87 Tickets.*

| Ticket Number | Customer Impact | *Status* | Last Edit Date | Age of Ticket†‡ |
|---|---|---|---|---|
| 10727 | 4-Normal | Engineering | 01/26/2012 | 191 days, 4 hours, 12 minutes |
| 10738 | 4-Normal | Engineering | 12/23/2011 | 190 days, 1 hour, 24 minutes |
| 10797 | 4-Normal | Engineering | 01/17/2012 | 177 days, 21 hours, 38 minutes |
| 10920 | 4-Normal | Engineering | 01/27/2012 | 160 days, 21 hours, 11 minutes |
| 11083 | 4-Normal | Engineering | 01/26/2012 | 121 days, 21 hours, 51 minutes |
| 11105 | 4-Normal | Engineering | 01/24/2012 | 118 days, 2 hours, 35 minutes |
| 11125 | 4-Normal | Engineering | 01/12/2012 | 113 days, 23 hours, 23 minutes |
| 11194 | 4-Normal | Engineering | 01/20/2012 | 97 days, 6 hours, 44 minutes |
| 11197 | 4-Normal | Engineering | 01/17/2012 | 96 days, 21 hours, 45 minutes |
| 11307 | 4-Normal | Engineering | 02/02/2012 | 63 days, 23 hours, 24 minutes |
| 11315 | 4-Normal | Engineering | 01/17/2012 | 62 days, 22 hours, 8 minutes |
| 11333 | 4-Normal | Engineering | 01/11/2012 | 57 days, 21 hours, 45 minutes |
| 11357 | 4-Normal | Resolved | 01/21/2012 | 51 days, 18 hours, 22 minutes |
| 11360 | 4-Normal | Engineering | 01/23/2012 | 51 days, 7 hours, 4 minutes |
| 11361 | 4-Normal | Engineering | 01/27/2012 | 50 days, 23 hours, 47 minutes |
| 11378 | 4-Normal | Engineering | 01/20/2012 | 48 days, 2 hours, 20 minutes |
| 11391 | 4-Normal | Support Agency | 01/27/2012 | 44 days, 7 hours, 48 minutes |
| 11396 | 4-Normal | Engineering | 01/31/2012 | 43 days, 21 hours, 43 minutes |
| 11401 | 4-Normal | Engineering | 01/23/2012 | 42 days, 16 hours, 56 minutes |
| 11403 | 4-Normal | Engineering | 01/31/2012 | 41 days, 2 hours, 52 minutes |
| 11406 | 4-Normal | Resolved | 01/26/2012 | 37 days, 16 hours, 28 minutes |
| 11409 | 4-Normal | Engineering | 01/29/2012 | 36 days, 5 hours, 30 minutes |
| 11410 | 4-Normal | Engineering | 01/17/2012 | 35 days, 21 hours, 10 minutes |
| 11421 | 4-Normal | Engineering | 01/20/2012 | 30 days, 10 hours, 40 minutes |
| 11434 | 4-Normal | Engineering | 01/20/2012 | 28 days, 7 hours, 19 minutes |
| 11444 | 4-Normal | Engineering | 01/20/2012 | 23 days, 7 hours, 1 minute |

| 11446 | 4-Normal | Engineering | 01/23/2012 | 23 days, 2 hours, 47 minutes |
| 11449 | 4-Normal | Engineering | 01/24/2012 | 22 days, 2 hours, 21 minutes |
| 11459 | 4-Normal | Engineering | 01/30/2012 | 20 days, 1 hour, 35 minutes |
| 11461 | 4-Normal | Engineering | 01/13/2012 | 19 days, 22 hours, 42 minutes |
| 11462 | 4-Normal | Engineering | 01/20/2012 | 19 days, 22 hours, 36 minutes |
| 11467 | 4-Normal | Engineering | 01/14/2012 | 19 days, 16 hours, 45 minutes |
| 11468 | 4-Normal | Engineering | 01/14/2012 | 19 days, 16 hours, 26 minutes |
| 11469 | 4-Normal | Engineering | 01/30/2012 | 18 days, 20 hours, 47 minutes |
| 11472 | 4-Normal | Engineering | 01/31/2012 | 16 days, 3 hours, 45 minutes |
| 11473 | 4-Normal | Engineering | 01/31/2012 | 16 days, 3 hours, 42 minutes |
| 11474 | 4-Normal | Engineering | 01/31/2012 | 16 days, 3 hours, 39 minutes |
| 11478 | 4-Normal | Engineering | 01/26/2012 | 15 days, 12 hours, 10 minutes |
| 11479 | 4-Normal | Engineering | 01/27/2012 | 15 days, 12 hours, 6 minutes |
| 11481 | 4-Normal | Engineering | 01/31/2012 | 15 days, 11 hours, 55 minutes |
| 11482 | 4-Normal | Engineering | 01/26/2012 | 15 days, 11 hours, 51 minutes |
| 11483 | 4-Normal | Engineering | 01/18/2012 | 15 days, 11 hours, 47 minutes |
| 11484 | 4-Normal | Engineering | 01/26/2012 | 15 days, 11 hours, 42 minutes |
| 11486 | 4-Normal | Engineering | 01/20/2012 | 15 days, 11 hours, 35 minutes |
| 11492 | 4-Normal | Engineering | 01/30/2012 | 15 days, 3 hours, 15 minutes |
| 11497 | 4-Normal | Engineering | 01/20/2012 | 14 days, 7 hours, 0 minutes |
| 11500 | 4-Normal | Engineering | 01/26/2012 | 14 days, 3 hours, 33 minutes |
| 11501 | 4-Normal | Engineering | 01/27/2012 | 13 days, 19 hours, 53 minutes |
| 11505 | 4-Normal | Support Agency | 01/30/2012 | 12 days, 1 hour, 34 minutes |
| 11507 | 4-Normal | Support Agency | 01/27/2012 | 11 days, 4 hours, 15 minutes |
| 11509 | 4-Normal | Engineering | 02/01/2012 | 10 days, 22 hours, 52 minutes |
| 11517 | 4-Normal | Engineering | 01/27/2012 | 9 days, 19 hours, 3 minutes |
| 11518 | 4-Normal | Engineering | 02/02/2012 | 9 days, 17 hours, 34 minutes |
| 11519 | 4-Normal | Engineering | 01/27/2012 | 9 days, 13 hours, 11 minutes |

| 11521 | 4-Normal | Engineering | 01/27/2012 | 9 days, 0 hours, 46 minutes |
| 11523 | 4-Normal | Engineering | 01/25/2012 | 8 days, 19 hours, 30 minutes |
| 11524 | 4-Normal | Engineering | 01/31/2012 | 8 days, 15 hours, 22 minutes |
| 11525 | 4-Normal | Engineering | 02/01/2012 | 8 days, 15 hours, 1 minute |
| 11528 | 4-Normal | Engineering | 01/25/2012 | 7 days, 22 hours, 50 minutes |
| 11529 | 4-Normal | Engineering | 01/27/2012 | 7 days, 22 hours, 39 minutes |
| 11532 | 4-Normal | Engineering | 01/26/2012 | 7 days, 10 hours, 22 minutes |
| 11533 | 4-Normal | Engineering | 01/30/2012 | 7 days, 3 hours, 0 minutes |
| 11538 | 3-Elevated | Engineering | 01/30/2012 | 7 days, 0 hours, 48 minutes |
| 11540 | 4-Normal | Engineering | 01/30/2012 | 6 days, 16 hours, 4 minutes |
| 11541 | 3-Elevated | Engineering | 02/01/2012 | 6 days, 9 hours, 9 minutes |
| 11546 | 2-High | Engineering | 02/01/2012 | 4 days, 8 hours, 46 minutes |
| 11547 | 4-Normal | Engineering | 01/30/2012 | 3 days, 2 hours, 53 minutes |
| 11549 | 4-Normal | Engineering | 01/30/2012 | 2 days, 21 hours, 22 minutes |
| 11551 | 4-Normal | Engineering | 01/31/2012 | 1 day, 22 hours, 9 minutes |
| 11552 | 4-Normal | Engineering | 01/31/2012 | 1 day, 20 hours, 33 minutes |
| 11554 | 4-Normal | Engineering | 02/01/2012 | 1 day, 16 hours, 53 minutes |
| 11555 | 4-Normal | Engineering | 02/01/2012 | 1 day, 7 hours, 13 minutes |
| 11556 | 4-Normal | Engineering | 02/01/2012 | 1 day, 7 hours, 11 minutes |
| 11557 | 4-Normal | Engineering | 02/01/2012 | 1 day, 7 hours, 9 minutes |
| 11558 | 4-Normal | Engineering | 02/02/2012 | 1 day, 7 hours, 7 minutes |
| 11559 | 4-Normal | Engineering | 02/02/2012 | 0 days, 23 hours, 27 minutes |
| 11560 | 4-Normal | Engineering | 02/02/2012 | 0 days, 22 hours, 4 minutes |
| 11561 | 4-Normal | Engineering | 02/01/2012 | 0 days, 21 hours, 15 minutes |
| 11562 | 4-Normal | Engineering | 02/01/2012 | 0 days, 21 hours, 0 minutes |
| 11563 | 3-Elevated | Engineering | 02/01/2012 | 0 days, 18 hours, 58 minutes |
| 11564 | 4-Normal | Engineering | 02/01/2012 | 0 days, 18 hours, 36 minutes |
| 11565 | 4-Normal | Engineering | 02/02/2012 | 0 days, 17 hours, 16 minutes |
| 11566 | 4-Normal | Engineering | 02/02/2012 | 0 days, 6 hours, 38 minutes |

| 11567 | 4-Normal | Engineering | 02/02/2012 | 0 days, 6 hours, 20 minutes |
| 11568 | 2-High | Engineering | 02/02/2012 | 0 days, 4 hours, 50 minutes |
| 11569 | 4-Normal | Engineering | 02/02/2012 | 0 days, 2 hours, 21 minutes |
| 11570 | 4-Normal | Engineering | 02/02/2012 | 0 days, 0 hours, 10 minutes |

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