

Open Science Grid: (18:39 , 03/01/2011)*This report contains data from 81 Tickets.*

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
7737	4-Normal	Resolved	01/07/2011	473 days, 2 hours, 27 minutes
8839	4-Normal	Resolved	02/18/2011	238 days, 6 hours, 28 minutes
8844	4-Normal	Engineering	02/07/2011	237 days, 23 hours, 30 minutes
9049	4-Normal	Support Agency	02/21/2011	206 days, 22 hours, 11 minutes
9171	4-Normal	Engineering	02/21/2011	180 days, 22 hours, 48 minutes
9245	4-Normal	Engineering	02/24/2011	165 days, 6 hours, 29 minutes
9411	4-Normal	Resolved	01/20/2011	130 days, 20 hours, 27 minutes
9505	4-Normal	Resolved	11/12/2010	117 days, 5 hours, 15 minutes
9517	4-Normal	Engineering	02/18/2011	115 days, 23 hours, 30 minutes
9527	2-High	Resolved	12/15/2010	113 days, 5 hours, 57 minutes
9650	4-Normal	Engineering	02/18/2011	90 days, 0 hours, 29 minutes
9656	2-High	Resolved	12/06/2010	88 days, 19 hours, 10 minutes
9673	4-Normal	Engineering	02/04/2011	85 days, 4 hours, 22 minutes
9686	4-Normal	Resolved	12/14/2010	83 days, 5 hours, 26 minutes
9716	4-Normal	Engineering	02/07/2011	76 days, 22 hours, 36 minutes
9737	4-Normal	Engineering	02/17/2011	70 days, 1 hour, 19 minutes
9806	4-Normal	Engineering	02/24/2011	45 days, 23 hours, 41 minutes
9812	3-Elevated	Engineering	02/24/2011	42 days, 3 hours, 7 minutes
9818	4-Normal	Engineering	03/01/2011	41 days, 3 hours, 28 minutes
9840	4-Normal	Engineering	03/01/2011	34 days, 23 hours, 14 minutes
9845	3-Elevated	Engineering	02/28/2011	34 days, 4 hours, 40 minutes
9846	4-Normal	Engineering	02/17/2011	33 days, 22 hours, 19 minutes
9871	3-Elevated	Engineering	02/21/2011	33 days, 9 hours, 27 minutes
9873	3-Elevated	Engineering	03/01/2011	33 days, 2 hours, 45 minutes
9886	4-Normal	Engineering	02/17/2011	28 days, 22 hours, 16 minutes
9891	3-Elevated	Engineering	02/18/2011	27 days, 11 hours, 5 minutes
9893	3-Elevated	Engineering	02/08/2011	27 days, 11 hours, 4 minutes

9895	4-Normal	Engineering	03/01/2011	27 days, 6 hours, 53 minutes
9897	4-Normal	Engineering	02/17/2011	26 days, 18 hours, 39 minutes
9898	4-Normal	Engineering	02/03/2011	26 days, 13 hours, 50 minutes
9899	4-Normal	Engineering	02/23/2011	25 days, 23 hours, 48 minutes
9901	4-Normal	Engineering	02/21/2011	25 days, 22 hours, 43 minutes
9914	4-Normal	Engineering	02/24/2011	24 days, 23 hours, 9 minutes
9922	4-Normal	Engineering	02/15/2011	22 days, 3 hours, 25 minutes
9924	4-Normal	Engineering	02/24/2011	22 days, 0 hours, 24 minutes
9927	4-Normal	Engineering	02/23/2011	21 days, 6 hours, 49 minutes
9928	4-Normal	Engineering	02/23/2011	21 days, 6 hours, 47 minutes
9932	4-Normal	Engineering	02/22/2011	20 days, 13 hours, 26 minutes
9936	4-Normal	Engineering	02/24/2011	19 days, 21 hours, 37 minutes
9945	4-Normal	Engineering	02/28/2011	18 days, 14 hours, 3 minutes
9955	4-Normal	Engineering	02/23/2011	15 days, 7 hours, 12 minutes
9959	4-Normal	Engineering	02/14/2011	15 days, 4 hours, 51 minutes
9960	3-Elevated	Engineering	02/14/2011	15 days, 4 hours, 33 minutes
9965	3-Elevated	Engineering	02/15/2011	14 days, 9 hours, 21 minutes
9966	3-Elevated	Engineering	02/15/2011	14 days, 8 hours, 54 minutes
9967	3-Elevated	Resolved	02/15/2011	14 days, 7 hours, 39 minutes
9972	4-Normal	Engineering	02/22/2011	14 days, 3 hours, 51 minutes
9973	4-Normal	Engineering	02/24/2011	13 days, 21 hours, 37 minutes
9974	3-Elevated	Engineering	02/16/2011	13 days, 7 hours, 45 minutes
9977	4-Normal	Resolved	02/28/2011	12 days, 10 hours, 52 minutes
9978	4-Normal	Engineering	02/17/2011	12 days, 7 hours, 21 minutes
9980	4-Normal	Engineering	02/18/2011	11 days, 7 hours, 21 minutes
9981	4-Normal	Engineering	02/24/2011	11 days, 3 hours, 51 minutes
9984	4-Normal	Engineering	02/22/2011	7 days, 21 hours, 3 minutes
9985	4-Normal	Engineering	02/21/2011	7 days, 21 hours, 0 minutes
9988	4-Normal	Engineering	02/22/2011	7 days, 17 hours, 29 minutes
9990	4-Normal	Engineering	02/23/2011	7 days, 17 hours, 21 minutes
9992	4-Normal	Engineering	02/28/2011	7 days, 17 hours, 16 minutes

9994	4-Normal	Engineering	02/24/2011	7 days, 17 hours, 5 minutes
9997	4-Normal	Engineering	02/22/2011	7 days, 4 hours, 54 minutes
9999	4-Normal	Engineering	02/24/2011	7 days, 0 hours, 44 minutes
10005	4-Normal	Engineering	02/23/2011	6 days, 7 hours, 3 minutes
10008	4-Normal	Engineering	02/23/2011	6 days, 2 hours, 16 minutes
10014	4-Normal	Engineering	02/24/2011	5 days, 6 hours, 49 minutes
10015	4-Normal	Engineering	02/25/2011	5 days, 6 hours, 47 minutes
10017	4-Normal	Engineering	02/25/2011	4 days, 17 hours, 18 minutes
10018	2-High	Engineering	02/28/2011	4 days, 15 hours, 33 minutes
10019	4-Normal	Engineering	02/25/2011	4 days, 7 hours, 9 minutes
10020	4-Normal	Engineering	02/25/2011	3 days, 21 hours, 31 minutes
10021	4-Normal	Engineering	02/25/2011	3 days, 19 hours, 41 minutes
10022	3-Elevated	Engineering	02/28/2011	3 days, 16 hours, 13 minutes
10024	4-Normal	Engineering	02/28/2011	2 days, 14 hours, 4 minutes
10025	4-Normal	Engineering	02/28/2011	1 day, 5 hours, 0 minutes
10026	4-Normal	Engineering	02/28/2011	1 day, 4 hours, 54 minutes
10027	4-Normal	Engineering	03/01/2011	0 days, 7 hours, 5 minutes
10028	4-Normal	Engineering	03/01/2011	0 days, 7 hours, 3 minutes
10029	4-Normal	Engineering	03/01/2011	0 days, 7 hours, 0 minutes
10030	4-Normal	Engineering	03/01/2011	0 days, 6 hours, 58 minutes
10031	4-Normal	Engineering	03/01/2011	0 days, 6 hours, 56 minutes
10032	4-Normal	Engineering	03/01/2011	0 days, 6 hours, 55 minutes
10033	4-Normal	Engineering	03/01/2011	0 days, 6 hours, 53 minutes

† Project Work Schedule was disabled for these time calculations.

‡ 1 Day = 24 Hours