

Open Science Grid: (00:47 , 07/02/2011)

This report contains data from 83 Tickets.

| Ticket Number | Customer Impact | Status | Last Edit Date | Age of Ticket †† |
|---------------|-----------------|-------------|----------------|--------------------------------|
| 8839 | 4 -Normal | Resolved | 02/18/2011 | 360 days, 12 hours, 36 minutes |
| 9245 | 4 -Normal | Engineering | 05/16/2011 | 287 days, 12 hours, 37 minutes |
| 9505 | 4 -Normal | Resolved | 11/12/2010 | 239 days, 11 hours, 23 minutes |
| 9527 | 2 -High | Resolved | 12/15/2010 | 235 days, 12 hours, 5 minutes |
| 9686 | 4 -Normal | Resolved | 12/14/2010 | 205 days, 11 hours, 34 minutes |
| 9845 | 3 -Elevated | Engineering | 06/30/2011 | 156 days, 10 hours, 49 minutes |
| 9927 | 4 -Normal | Engineering | 06/08/2011 | 143 days, 12 hours, 57 minutes |
| 9966 | 3 -Elevated | Engineering | 06/27/2011 | 136 days, 15 hours, 2 minutes |
| 9967 | 3 -Elevated | Resolved | 02/15/2011 | 136 days, 13 hours, 48 minutes |
| 9977 | 4 -Normal | Resolved | 02/28/2011 | 134 days, 17 hours, 0 minutes |
| 10018 | 3 -Elevated | Resolved | 03/14/2011 | 126 days, 21 hours, 41 minutes |
| 10045 | 4 -Normal | Resolved | 03/07/2011 | 116 days, 15 hours, 31 minutes |
| 10083 | 3 -Elevated | Resolved | 03/25/2011 | 109 days, 7 hours, 30 minutes |
| 10129 | 4 -Normal | Engineering | 06/15/2011 | 99 days, 19 hours, 28 minutes |
| 10131 | 4 -Normal | Engineering | 06/24/2011 | 99 days, 12 hours, 45 minutes |
| 10237 | 2 -High | Resolved | 04/18/2011 | 78 days, 22 hours, 5 minutes |
| 10312 | 4 -Normal | Engineering | 06/29/2011 | 64 days, 7 hours, 50 minutes |
| 10361 | 4 -Normal | Engineering | 06/20/2011 | 57 days, 9 hours, 33 minutes |
| 10368 | 4 -Normal | Engineering | 06/30/2011 | 57 days, 0 hours, 40 minutes |
| 10403 | 4 -Normal | Engineering | 06/29/2011 | 49 days, 22 hours, 54 minutes |
| 10406 | 4 -Normal | Engineering | 06/21/2011 | 49 days, 9 hours, 35 minutes |
| 10407 | 4 -Normal | Engineering | 06/21/2011 | 49 days, 9 hours, 25 minutes |
| 10427 | 4 -Normal | Engineering | 06/28/2011 | 46 days, 4 hours, 36 minutes |
| 10431 | 4 -Normal | Engineering | 05/18/2011 | 45 days, 11 hours, 39 minutes |
| 10453 | 4 -Normal | Engineering | 07/01/2011 | 42 days, 7 hours, 53 minutes |
| 10455 | 4 -Normal | Resolved | 06/10/2011 | 39 days, 10 hours, 53 minutes |

| | | | | |
|-------|-----------|-------------|------------|-------------------------------|
| 10463 | 4 -Normal | Engineering | 06/24/2011 | 38 days, 9 hours, 14 minutes |
| 10473 | 4 -Normal | Engineering | 06/30/2011 | 37 days, 11 hours, 21 minutes |
| 10476 | 4 -Normal | Engineering | 06/24/2011 | 37 days, 2 hours, 27 minutes |
| 10490 | 4 -Normal | Engineering | 06/15/2011 | 33 days, 23 hours, 55 minutes |
| 10492 | 4 -Normal | Engineering | 06/27/2011 | 33 days, 13 hours, 44 minutes |
| 10496 | 4 -Normal | Engineering | 07/01/2011 | 32 days, 11 hours, 7 minutes |
| 10497 | 4 -Normal | Engineering | 06/30/2011 | 32 days, 6 hours, 43 minutes |
| 10504 | 4 -Normal | Engineering | 06/24/2011 | 30 days, 1 hour, 15 minutes |
| 10506 | 4 -Normal | Resolved | 06/11/2011 | 29 days, 14 hours, 35 minutes |
| 10509 | 4 -Normal | Engineering | 06/30/2011 | 29 days, 9 hours, 0 minutes |
| 10512 | 4 -Normal | Engineering | 06/30/2011 | 29 days, 8 hours, 48 minutes |
| 10514 | 4 -Normal | Engineering | 06/24/2011 | 29 days, 8 hours, 29 minutes |
| 10516 | 4 -Normal | Engineering | 06/24/2011 | 29 days, 7 hours, 27 minutes |
| 10519 | 4 -Normal | Engineering | 06/26/2011 | 28 days, 21 hours, 40 minutes |
| 10522 | 4 -Normal | Engineering | 06/27/2011 | 28 days, 7 hours, 33 minutes |
| 10528 | 4 -Normal | Engineering | 06/27/2011 | 25 days, 10 hours, 5 minutes |
| 10529 | 4 -Normal | Engineering | 06/27/2011 | 25 days, 10 hours, 4 minutes |
| 10532 | 4 -Normal | Engineering | 07/01/2011 | 25 days, 3 hours, 22 minutes |
| 10534 | 4 -Normal | Engineering | 06/27/2011 | 24 days, 23 hours, 29 minutes |
| 10539 | 4 -Normal | Engineering | 06/24/2011 | 23 days, 14 hours, 31 minutes |
| 10549 | 4 -Normal | Engineering | 07/01/2011 | 21 days, 6 hours, 6 minutes |
| 10552 | 4 -Normal | Resolved | 06/15/2011 | 20 days, 10 hours, 5 minutes |
| 10559 | 4 -Normal | Engineering | 07/01/2011 | 18 days, 12 hours, 29 minutes |
| 10560 | 4 -Normal | Engineering | 06/30/2011 | 18 days, 9 hours, 54 minutes |
| 10566 | 2 -High | Engineering | 07/01/2011 | 18 days, 0 hours, 46 minutes |
| 10567 | 4 -Normal | Engineering | 06/20/2011 | 18 days, 0 hours, 16 minutes |
| 10568 | 2 -High | Resolved | 06/24/2011 | 17 days, 12 hours, 58 minutes |
| 10570 | 4 -Normal | Engineering | 06/24/2011 | 17 days, 8 hours, 43 minutes |

| | | | | |
|-------|-----------|-------------|------------|------------------------------|
| 10577 | 4 -Normal | Engineering | 06/24/2011 | 15 days, 6 hours, 30 minutes |
| 10579 | 4 -Normal | Engineering | 06/20/2011 | 15 days, 5 hours, 53 minutes |
| 10583 | 4 -Normal | Engineering | 06/30/2011 | 14 days, 7 hours, 16 minutes |
| 10586 | 4 -Normal | Engineering | 06/18/2011 | 13 days, 6 hours, 9 minutes |
| 10587 | 4 -Normal | Engineering | 06/27/2011 | 13 days, 5 hours, 51 minutes |
| 10597 | 4 -Normal | Engineering | 06/21/2011 | 11 days, 6 hours, 12 minutes |
| 10600 | 4 -Normal | Engineering | 06/24/2011 | 10 days, 6 hours, 55 minutes |
| 10601 | 4 -Normal | Engineering | 06/24/2011 | 10 days, 6 hours, 17 minutes |
| 10602 | 4 -Normal | Engineering | 06/21/2011 | 10 days, 3 hours, 34 minutes |
| 10606 | 4 -Normal | Engineering | 07/01/2011 | 9 days, 2 hours, 59 minutes |
| 10610 | 4 -Normal | Engineering | 06/23/2011 | 8 days, 11 hours, 13 minutes |
| 10612 | 4 -Normal | Engineering | 06/30/2011 | 7 days, 5 hours, 42 minutes |
| 10613 | 4 -Normal | Engineering | 07/01/2011 | 7 days, 5 hours, 30 minutes |
| 10615 | 4 -Normal | Resolved | 06/27/2011 | 6 days, 8 hours, 43 minutes |
| 10619 | 4 -Normal | Engineering | 07/01/2011 | 4 days, 11 hours, 10 minutes |
| 10620 | 4 -Normal | Engineering | 07/01/2011 | 4 days, 7 hours, 27 minutes |
| 10621 | 4 -Normal | Engineering | 07/01/2011 | 4 days, 4 hours, 18 minutes |
| 10622 | 4 -Normal | Engineering | 07/01/2011 | 4 days, 4 hours, 16 minutes |
| 10623 | 4 -Normal | Engineering | 07/01/2011 | 4 days, 4 hours, 13 minutes |
| 10624 | 4 -Normal | Engineering | 06/30/2011 | 4 days, 3 hours, 58 minutes |
| 10626 | 4 -Normal | Engineering | 06/30/2011 | 3 days, 10 hours, 16 minutes |
| 10628 | 4 -Normal | Engineering | 07/01/2011 | 2 days, 6 hours, 14 minutes |
| 10629 | 4 -Normal | Engineering | 06/30/2011 | 1 day, 11 hours, 29 minutes |
| 10630 | 4 -Normal | Engineering | 06/30/2011 | 1 day, 11 hours, 26 minutes |
| 10631 | 4 -Normal | Engineering | 07/01/2011 | 1 day, 9 hours, 35 minutes |
| 10633 | 4 -Normal | Engineering | 06/30/2011 | 1 day, 4 hours, 48 minutes |
| 10634 | 4 -Normal | Engineering | 07/01/2011 | 1 day, 2 hours, 50 minutes |
| 10635 | 4 -Normal | Engineering | 07/01/2011 | 0 days, 3 hours, 16 minutes |
| 10636 | 4 -Normal | Engineering | 07/01/2011 | 0 days, 3 hours, 1 minute |

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