

Open Science Grid: (17:06 , 11/01/2011)

This report contains data from 81 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
8839	4 -Normal	Resolved	02/18/2011	483 days, 4 hours, 55 minutes
9505	4 -Normal	Resolved	11/12/2010	362 days, 3 hours, 43 minutes
9527	2 -High	Resolved	12/15/2010	358 days, 4 hours, 24 minutes
9686	4 -Normal	Resolved	12/14/2010	328 days, 3 hours, 53 minutes
9967	3 -Elevated	Resolved	02/15/2011	259 days, 6 hours, 7 minutes
9977	4 -Normal	Resolved	02/28/2011	257 days, 9 hours, 19 minutes
10018	3 -Elevated	Resolved	03/14/2011	249 days, 14 hours, 0 minutes
10045	4 -Normal	Resolved	03/07/2011	239 days, 7 hours, 50 minutes
10083	3 -Elevated	Resolved	03/25/2011	231 days, 23 hours, 49 minutes
10237	2 -High	Resolved	04/18/2011	201 days, 14 hours, 24 minutes
10427	4 -Normal	Engineering	10/25/2011	168 days, 20 hours, 55 minutes
10455	4 -Normal	Resolved	06/10/2011	162 days, 3 hours, 12 minutes
10506	4 -Normal	Resolved	06/11/2011	152 days, 6 hours, 54 minutes
10552	4 -Normal	Resolved	06/15/2011	143 days, 2 hours, 24 minutes
10568	2 -High	Resolved	06/24/2011	140 days, 5 hours, 17 minutes
10570	4 -Normal	Engineering	09/15/2011	140 days, 1 hour, 2 minutes
10615	4 -Normal	Resolved	06/27/2011	129 days, 1 hour, 2 minutes
10639	4 -Normal	Engineering	10/28/2011	121 days, 11 hours, 9 minutes
10706	3 -Elevated	Resolved	07/20/2011	105 days, 2 hours, 46 minutes
10725	4 -Normal	Engineering	10/24/2011	98 days, 3 hours, 2 minutes
10727	4 -Normal	Engineering	10/26/2011	98 days, 2 hours, 44 minutes
10738	4 -Normal	Engineering	10/26/2011	96 days, 23 hours, 56 minutes
10739	4 -Normal	Engineering	10/26/2011	96 days, 18 hours, 48 minutes
10776	4 -Normal	Engineering	10/25/2011	89 days, 4 hours, 19 minutes
10789	4 -Normal	Resolved	08/31/2011	84 days, 21 hours, 56 minutes
10797	4 -Normal	Engineering	10/26/2011	84 days, 20 hours, 10 minutes

10815	4 -Normal	Engineering	10/24/2011	83 days, 20 hours, 16 minutes
10908	4 -Normal	Engineering	10/24/2011	69 days, 1 hour, 23 minutes
10920	4 -Normal	Engineering	10/26/2011	67 days, 19 hours, 43 minutes
10925	4 -Normal	Engineering	10/31/2011	67 days, 2 hours, 44 minutes
10931	4 -Normal	Engineering	10/26/2011	66 days, 21 hours, 47 minutes
10935	4 -Normal	Resolved	09/01/2011	65 days, 21 hours, 27 minutes
10984	4 -Normal	Engineering	10/10/2011	53 days, 5 hours, 43 minutes
10989	4 -Normal	Engineering	10/24/2011	49 days, 21 hours, 12 minutes
11003	4 -Normal	Engineering	09/19/2011	48 days, 19 hours, 16 minutes
11014	4 -Normal	Engineering	09/22/2011	46 days, 11 hours, 48 minutes
11029	3 -Elevated	Resolved	09/19/2011	42 days, 18 hours, 36 minutes
11033	4 -Normal	Engineering	10/31/2011	41 days, 1 hour, 43 minutes
11037	4 -Normal	Engineering	10/24/2011	40 days, 3 hours, 48 minutes
11038	4 -Normal	Engineering	10/21/2011	39 days, 18 hours, 54 minutes
11049	4 -Normal	Engineering	10/24/2011	35 days, 8 hours, 35 minutes
11065	4 -Normal	Engineering	10/25/2011	33 days, 7 hours, 16 minutes
11083	4 -Normal	Engineering	10/24/2011	28 days, 20 hours, 23 minutes
11086	4 -Normal	Engineering	10/27/2011	27 days, 21 hours, 37 minutes
11092	4 -Normal	Engineering	10/24/2011	27 days, 17 hours, 32 minutes
11094	4 -Normal	Engineering	10/28/2011	27 days, 1 hour, 21 minutes
11095	4 -Normal	Engineering	10/31/2011	27 days, 1 hour, 13 minutes
11105	4 -Normal	Engineering	10/28/2011	25 days, 1 hour, 7 minutes
11116	4 -Normal	Engineering	10/28/2011	22 days, 6 hours, 50 minutes
11121	4 -Normal	Engineering	10/28/2011	21 days, 15 hours, 13 minutes
11122	4 -Normal	Engineering	10/27/2011	21 days, 2 hours, 28 minutes
11125	4 -Normal	Engineering	10/26/2011	20 days, 21 hours, 55 minutes
11134	4 -Normal	Engineering	10/28/2011	17 days, 8 hours, 29 minutes
11141	4 -Normal	Engineering	10/31/2011	14 days, 23 hours, 44 minutes

11142	4-Normal	Resolved	10/25/2011	14 days, 23 hours, 30 minutes
11143	4-Normal	Engineering	10/25/2011	14 days, 22 hours, 50 minutes
11146	4-Normal	Engineering	10/27/2011	14 days, 2 hours, 46 minutes
11147	4-Normal	Engineering	10/26/2011	13 days, 23 hours, 31 minutes
11148	2-High	Engineering	10/27/2011	13 days, 22 hours, 11 minutes
11150	4-Normal	Engineering	10/27/2011	13 days, 17 hours, 35 minutes
11151	4-Normal	Engineering	10/26/2011	12 days, 23 hours, 59 minutes
11166	4-Normal	Engineering	10/28/2011	11 days, 6 hours, 11 minutes
11169	2-High	Engineering	11/01/2011	9 days, 12 hours, 17 minutes
11172	4-Normal	Engineering	10/27/2011	8 days, 2 hours, 42 minutes
11174	4-Normal	Engineering	10/26/2011	7 days, 20 hours, 18 minutes
11176	4-Normal	Engineering	10/31/2011	7 days, 16 hours, 38 minutes
11182	2-High	Engineering	10/26/2011	6 days, 6 hours, 53 minutes
11183	4-Normal	Engineering	10/27/2011	6 days, 6 hours, 52 minutes
11184	4-Normal	Resolved	10/26/2011	6 days, 6 hours, 44 minutes
11185	4-Normal	Engineering	10/28/2011	6 days, 6 hours, 44 minutes
11186	4-Normal	Engineering	10/27/2011	6 days, 6 hours, 16 minutes
11188	4-Normal	Engineering	10/26/2011	6 days, 2 hours, 32 minutes
11189	4-Normal	Engineering	10/28/2011	6 days, 0 hours, 59 minutes
11191	4-Normal	Engineering	10/28/2011	5 days, 0 hours, 25 minutes
11192	4-Normal	Engineering	10/28/2011	4 days, 6 hours, 46 minutes
11194	4-Normal	Engineering	10/28/2011	4 days, 5 hours, 16 minutes
11196	4-Normal	Engineering	10/28/2011	4 days, 1 hour, 15 minutes
11197	4-Normal	Engineering	10/28/2011	3 days, 20 hours, 17 minutes
11199	4-Normal	Engineering	10/31/2011	1 day, 0 hours, 50 minutes
11201	4-Normal	Engineering	11/01/2011	0 days, 1 hour, 48 minutes
11202	3-Elevated	Engineering	11/01/2011	0 days, 0 hours, 51 minutes

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