

Open Science Grid: (19:42 , 01/03/2011)

This report contains data from 81 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
8754	4-Normal	Engineering	01/03/2011	199 days, 1 hour, 48 minutes
8785	4-Normal	Support Agency	08/12/2010	194 days, 0 hours, 49 minutes
8839	4-Normal	Engineering	07/06/2010	181 days, 7 hours, 31 minutes
8844	4-Normal	Engineering	01/03/2011	181 days, 0 hours, 33 minutes
9013	4-Normal	Engineering	12/30/2010	154 days, 2 hours, 9 minutes
9049	4-Normal	Support Agency	08/12/2010	149 days, 23 hours, 14 minutes
9073	4-Normal	Customer	09/01/2010	143 days, 22 hours, 19 minutes
9075	4-Normal	Support Agency	10/13/2010	143 days, 22 hours, 9 minutes
9171	4-Normal	Engineering	10/28/2010	123 days, 23 hours, 51 minutes
9241	4-Normal	Engineering	09/29/2010	109 days, 3 hours, 11 minutes
9245	4-Normal	Engineering	11/23/2010	108 days, 7 hours, 32 minutes
9301	4-Normal	Engineering	10/01/2010	95 days, 20 hours, 56 minutes
9347	4-Normal	Engineering	01/03/2011	86 days, 23 hours, 38 minutes
9359	4-Normal	Engineering	12/30/2010	84 days, 3 hours, 51 minutes
9375	4-Normal	Support Agency	10/13/2010	81 days, 23 hours, 46 minutes
9411	4-Normal	Resolved	12/17/2010	73 days, 21 hours, 30 minutes
9443	4-Normal	Engineering	10/28/2010	67 days, 6 hours, 44 minutes
9472	4-Normal	Engineering	12/22/2010	63 days, 0 hours, 0 minutes
9505	4-Normal	Resolved	11/12/2010	60 days, 6 hours, 18 minutes
9507	4-Normal	Resolved	11/22/2010	59 days, 19 hours, 53 minutes
9513	4-Normal	Engineering	01/03/2011	59 days, 3 hours, 11 minutes
9517	4-Normal	Engineering	12/22/2010	59 days, 0 hours, 33 minutes
9527	2-High	Resolved	12/15/2010	56 days, 7 hours, 0 minutes
9542	4-Normal	Engineering	01/03/2011	55 days, 1 hour, 14 minutes
9560	4-Normal	Engineering	11/22/2010	53 days, 23 hours, 53 minutes
9562	4-Normal	Engineering	12/29/2010	53 days, 23 hours, 29 minutes

9563	4 -Normal	Engineering	12/15/2010	53 days, 23 hours, 18 minutes
9576	4 -Normal	Engineering	11/13/2010	51 days, 2 hours, 3 minutes
9591	4 -Normal	Engineering	12/30/2010	48 days, 1 hour, 45 minutes
9592	4 -Normal	Engineering	01/03/2011	48 days, 1 hour, 15 minutes
9595	4 -Normal	Engineering	11/17/2010	46 days, 22 hours, 29 minutes
9601	4 -Normal	Engineering	11/18/2010	46 days, 2 hours, 51 minutes
9617	4 -Normal	Engineering	01/03/2011	42 days, 1 hour, 26 minutes
9623	4 -Normal	Engineering	12/29/2010	41 days, 5 hours, 29 minutes
9631	4 -Normal	Resolved	01/03/2011	35 days, 9 hours, 46 minutes
9635	4 -Normal	Engineering	01/03/2011	35 days, 2 hours, 34 minutes
9639	4 -Normal	Engineering	12/21/2010	34 days, 7 hours, 36 minutes
9650	4 -Normal	Engineering	12/22/2010	33 days, 1 hour, 32 minutes
9652	4 -Normal	Engineering	12/15/2010	32 days, 23 hours, 45 minutes
9656	2 -High	Resolved	12/06/2010	31 days, 20 hours, 13 minutes
9662	4 -Normal	Engineering	01/03/2011	31 days, 0 hours, 45 minutes
9671	4 -Normal	Engineering	01/03/2011	28 days, 8 hours, 16 minutes
9673	4 -Normal	Engineering	12/15/2010	28 days, 5 hours, 25 minutes
9677	3 -Elevated	Engineering	01/01/2011	27 days, 6 hours, 20 minutes
9679	4 -Normal	Engineering	12/30/2010	26 days, 21 hours, 44 minutes
9680	4 -Normal	Engineering	12/30/2010	26 days, 21 hours, 26 minutes
9681	4 -Normal	Engineering	12/21/2010	26 days, 21 hours, 24 minutes
9686	4 -Normal	Resolved	12/14/2010	26 days, 6 hours, 29 minutes
9687	4 -Normal	Engineering	12/21/2010	26 days, 4 hours, 48 minutes
9689	4 -Normal	Engineering	12/08/2010	25 days, 21 hours, 21 minutes
9696	4 -Normal	Engineering	12/30/2010	25 days, 3 hours, 43 minutes
9703	4 -Normal	Engineering	01/03/2011	23 days, 18 hours, 59 minutes
9709	4 -Normal	Engineering	12/13/2010	21 days, 1 hour, 3 minutes
9710	4 -Normal	Engineering	12/30/2010	20 days, 22 hours, 26 minutes

9713	3-Elevated	Engineering	12/27/2010	20 days, 5 hours, 11 minutes
9715	4-Normal	Engineering	12/17/2010	20 days, 0 hours, 24 minutes
9716	4-Normal	Engineering	12/23/2010	19 days, 23 hours, 39 minutes
9717	4-Normal	Engineering	12/29/2010	19 days, 22 hours, 32 minutes
9719	4-Normal	Engineering	01/03/2011	18 days, 8 hours, 23 minutes
9721	4-Normal	Engineering	12/21/2010	17 days, 4 hours, 2 minutes
9722	4-Normal	Engineering	01/03/2011	17 days, 3 hours, 47 minutes
9728	4-Normal	Engineering	12/30/2010	14 days, 20 hours, 2 minutes
9732	4-Normal	Engineering	01/03/2011	13 days, 5 hours, 21 minutes
9733	4-Normal	Engineering	12/21/2010	13 days, 3 hours, 23 minutes
9735	4-Normal	Engineering	12/21/2010	13 days, 2 hours, 39 minutes
9736	4-Normal	Engineering	12/30/2010	13 days, 2 hours, 27 minutes
9737	4-Normal	Engineering	12/27/2010	13 days, 2 hours, 22 minutes
9738	4-Normal	Engineering	12/30/2010	13 days, 1 hour, 42 minutes
9739	4-Normal	Engineering	12/21/2010	13 days, 0 hours, 42 minutes
9740	4-Normal	Engineering	12/30/2010	13 days, 0 hours, 24 minutes
9743	4-Normal	Engineering	12/22/2010	12 days, 8 hours, 26 minutes
9744	4-Normal	Engineering	12/30/2010	12 days, 1 hour, 42 minutes
9745	4-Normal	Engineering	12/30/2010	12 days, 1 hour, 40 minutes
9746	4-Normal	Engineering	01/03/2011	11 days, 19 hours, 4 minutes
9749	4-Normal	Engineering	12/23/2010	11 days, 8 hours, 33 minutes
9752	4-Normal	Engineering	12/27/2010	7 days, 8 hours, 30 minutes
9756	4-Normal	Engineering	12/30/2010	5 days, 4 hours, 55 minutes
9759	4-Normal	Engineering	12/30/2010	4 days, 7 hours, 29 minutes
9761	4-Normal	Engineering	01/03/2011	0 days, 8 hours, 23 minutes
9762	4-Normal	Engineering	01/03/2011	0 days, 8 hours, 22 minutes
9763	4-Normal	Engineering	01/03/2011	0 days, 8 hours, 20 minutes

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