

Open Science Grid: (18:55 , 12/04/2013)

This report contains data from 105 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
12335	4-Normal	Engineering	07/19/2013	517 days, 5 hours, 15 minutes
12385	4-Normal	Engineering	01/30/2013	503 days, 3 hours, 3 minutes
12466	4-Normal	Support Agency	09/04/2012	488 days, 16 hours, 32 minutes
12663	4-Normal	Resolved	10/21/2013	448 days, 22 hours, 59 minutes
12688	4-Normal	Resolved	10/21/2013	441 days, 23 hours, 57 minutes
12753	4-Normal	Resolved	10/28/2013	429 days, 0 hours, 32 minutes
12756	4-Normal	Resolved	11/13/2013	428 days, 23 hours, 9 minutes
12758	4-Normal	Engineering	12/02/2013	428 days, 20 hours, 23 minutes
12760	4-Normal	Engineering	12/02/2013	428 days, 18 hours, 59 minutes
12791	4-Normal	Resolved	11/04/2013	421 days, 0 hours, 37 minutes
12851	4-Normal	Resolved	10/28/2013	410 days, 19 hours, 41 minutes
12949	4-Normal	Engineering	12/02/2013	393 days, 19 hours, 20 minutes
12957	4-Normal	Resolved	11/11/2013	392 days, 21 hours, 31 minutes
12962	4-Normal	Engineering	12/02/2013	391 days, 2 hours, 51 minutes
12967	4-Normal	Engineering	12/02/2013	390 days, 4 hours, 29 minutes
12977	4-Normal	Engineering	12/02/2013	386 days, 19 hours, 50 minutes
13023	4-Normal	Engineering	12/02/2013	379 days, 2 hours, 22 minutes
13064	4-Normal	Engineering	12/02/2013	370 days, 21 hours, 54 minutes
13069	4-Normal	Resolved	12/02/2013	370 days, 1 hour, 9 minutes
13893	4-Normal	Resolved	11/11/2013	284 days, 17 hours, 34 minutes
14284	4-Normal	Engineering	05/17/2013	259 days, 2 hours, 32 minutes
14332	3-Elevated	Engineering	11/05/2013	257 days, 0 hours, 52 minutes
14554	4-Normal	Engineering	11/26/2013	239 days, 19 hours, 22 minutes
14697	4-Normal	Engineering	11/27/2013	230 days, 22 hours, 53 minutes
15091	4-Normal	Resolved	10/29/2013	210 days, 1 hour, 24 minutes
15481	4-Normal	Engineering	12/04/2013	177 days, 0 hours, 53 minutes

15818	2 -High	Engineering	07/08/2013	155 days, 2 hours, 31 minutes
16091	4 -Normal	Engineering	07/24/2013	135 days, 4 hours, 20 minutes
16356	4 -Normal	Engineering	11/27/2013	119 days, 7 hours, 0 minutes
16462	4 -Normal	Engineering	11/27/2013	112 days, 0 hours, 14 minutes
16594	4 -Normal	Engineering	12/03/2013	107 days, 0 hours, 40 minutes
16691	4 -Normal	Engineering	12/02/2013	103 days, 19 hours, 11 minutes
16859	4 -Normal	Engineering	11/07/2013	96 days, 1 hour, 51 minutes
17053	4 -Normal	Engineering	11/12/2013	83 days, 0 hours, 10 minutes
17121	3 -Elevated	Engineering	09/18/2013	76 days, 22 hours, 3 minutes
17131	4 -Normal	Engineering	12/03/2013	75 days, 22 hours, 20 minutes
17269	4 -Normal	Resolved	11/05/2013	62 days, 19 hours, 45 minutes
17377	4 -Normal	Engineering	11/06/2013	57 days, 6 hours, 10 minutes
17440	4 -Normal	Engineering	12/04/2013	56 days, 22 hours, 3 minutes
17477	4 -Normal	Engineering	11/27/2013	51 days, 7 hours, 45 minutes
17500	4 -Normal	Engineering	10/17/2013	49 days, 10 hours, 29 minutes
17529	4 -Normal	Engineering	12/03/2013	47 days, 0 hours, 43 minutes
17537	4 -Normal	Resolved	10/22/2013	46 days, 11 hours, 42 minutes
17558	4 -Normal	Engineering	12/03/2013	43 days, 20 hours, 34 minutes
17560	4 -Normal	Resolved	10/23/2013	43 days, 18 hours, 0 minutes
17598	3 -Elevated	Engineering	12/03/2013	41 days, 22 hours, 14 minutes
17605	4 -Normal	Engineering	12/03/2013	41 days, 14 hours, 23 minutes
17607	3 -Elevated	Engineering	12/03/2013	41 days, 10 hours, 13 minutes
17622	4 -Normal	Engineering	12/03/2013	40 days, 10 hours, 28 minutes
17668	4 -Normal	Engineering	12/03/2013	32 days, 22 hours, 25 minutes
17669	4 -Normal	Resolved	12/03/2013	31 days, 17 hours, 50 minutes
17793	4 -Normal	Engineering	11/22/2013	27 days, 0 hours, 33 minutes
17796	4 -Normal	Engineering	12/04/2013	26 days, 23 hours, 31 minutes
17803	4 -Normal	Engineering	12/04/2013	26 days, 19 hours, 32 minutes

17828	4 -Normal	Resolved	11/11/2013	23 days, 3 hours, 20 minutes
17839	4 -Normal	Resolved	11/12/2013	22 days, 22 hours, 28 minutes
17845	4 -Normal	Engineering	12/04/2013	22 days, 4 hours, 6 minutes
17851	4 -Normal	Engineering	12/03/2013	22 days, 1 hour, 9 minutes
17863	4 -Normal	Resolved	11/13/2013	21 days, 19 hours, 0 minutes
17892	4 -Normal	Engineering	11/22/2013	20 days, 22 hours, 10 minutes
17928	4 -Normal	Engineering	11/27/2013	20 days, 0 hours, 3 minutes
17939	4 -Normal	Engineering	12/04/2013	19 days, 2 hours, 35 minutes
17949	4 -Normal	Resolved	11/18/2013	16 days, 3 hours, 33 minutes
17983	4 -Normal	Engineering	11/20/2013	15 days, 3 hours, 11 minutes
17987	4 -Normal	Engineering	12/03/2013	15 days, 1 hour, 47 minutes
17991	4 -Normal	Engineering	12/03/2013	14 days, 22 hours, 43 minutes
17997	4 -Normal	Resolved	11/20/2013	14 days, 19 hours, 12 minutes
18000	4 -Normal	Engineering	12/03/2013	14 days, 18 hours, 41 minutes
18004	4 -Normal	Engineering	11/26/2013	14 days, 4 hours, 47 minutes
18009	4 -Normal	Engineering	12/02/2013	13 days, 21 hours, 19 minutes
18017	4 -Normal	Engineering	12/03/2013	12 days, 23 hours, 3 minutes
18022	4 -Normal	Engineering	11/29/2013	12 days, 2 hours, 43 minutes
18028	4 -Normal	Engineering	12/04/2013	11 days, 23 hours, 47 minutes
18029	4 -Normal	Engineering	12/04/2013	11 days, 23 hours, 46 minutes
18030	4 -Normal	Engineering	11/26/2013	11 days, 23 hours, 36 minutes
18031	4 -Normal	Engineering	11/22/2013	11 days, 23 hours, 31 minutes
18032	4 -Normal	Engineering	12/02/2013	11 days, 23 hours, 11 minutes
18034	4 -Normal	Engineering	12/04/2013	11 days, 21 hours, 18 minutes
18035	4 -Normal	Engineering	11/23/2013	11 days, 17 hours, 48 minutes
18065	4 -Normal	Engineering	12/03/2013	8 days, 19 hours, 46 minutes
18083	4 -Normal	Engineering	11/28/2013	7 days, 1 hour, 27 minutes
18087	4 -Normal	Engineering	11/27/2013	7 days, 0 hours, 9 minutes
18091	4 -Normal	Engineering	12/03/2013	6 days, 23 hours, 6 minutes

18095	4 -Normal	Engineering	12/04/2013	3 days, 9 hours, 11 minutes
18102	4 -Normal	Engineering	12/04/2013	2 days, 2 hours, 55 minutes
18104	4 -Normal	Engineering	12/02/2013	2 days, 2 hours, 16 minutes
18106	4 -Normal	Engineering	12/03/2013	2 days, 1 hour, 12 minutes
18107	4 -Normal	Engineering	12/02/2013	2 days, 0 hours, 49 minutes
18109	4 -Normal	Engineering	12/03/2013	1 day, 23 hours, 18 minutes
18110	4 -Normal	Engineering	12/04/2013	1 day, 22 hours, 55 minutes
18111	4 -Normal	Engineering	12/04/2013	1 day, 20 hours, 36 minutes
18112	4 -Normal	Engineering	12/02/2013	1 day, 20 hours, 9 minutes
18113	4 -Normal	Engineering	12/02/2013	1 day, 20 hours, 8 minutes
18114	4 -Normal	Engineering	12/02/2013	1 day, 19 hours, 58 minutes
18115	4 -Normal	Engineering	12/02/2013	1 day, 19 hours, 58 minutes
18118	3 -Elevated	Engineering	12/03/2013	1 day, 7 hours, 9 minutes
18119	4 -Normal	Engineering	12/03/2013	1 day, 3 hours, 49 minutes
18131	4 -Normal	Engineering	12/03/2013	1 day, 2 hours, 34 minutes
18136	4 -Normal	Engineering	12/03/2013	1 day, 2 hours, 22 minutes
18154	4 -Normal	Engineering	12/03/2013	1 day, 1 hour, 58 minutes
18162	4 -Normal	Engineering	12/03/2013	1 day, 1 hour, 22 minutes
18163	4 -Normal	Resolved	12/03/2013	1 day, 0 hours, 44 minutes
18169	4 -Normal	Engineering	12/03/2013	0 days, 22 hours, 26 minutes
18172	4 -Normal	Engineering	12/04/2013	0 days, 19 hours, 17 minutes
18173	4 -Normal	Engineering	12/04/2013	0 days, 2 hours, 40 minutes

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