

This report contains data from 118 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
12663	4-Normal	Engineering	07/25/2016	1412 days, 20 hours, 1 minute
15053	4-Normal	Engineering	07/25/2016	1174 days, 23 hours, 16 minutes
15273	4-Normal	Engineering	07/25/2016	1158 days, 20 hours, 32 minutes
15312	4-Normal	Engineering	07/25/2016	1155 days, 1 hour, 49 minutes
15322	4-Normal	Engineering	07/25/2016	1154 days, 3 hours, 22 minutes
15363	4-Normal	Engineering	07/25/2016	1152 days, 0 hours, 32 minutes
15403	4-Normal	Engineering	07/25/2016	1147 days, 14 hours, 35 minutes
15424	4-Normal	Engineering	07/25/2016	1145 days, 20 hours, 47 minutes
15725	4-Normal	Engineering	07/25/2016	1125 days, 18 hours, 36 minutes
15792	4-Normal	Engineering	07/25/2016	1120 days, 0 hours, 41 minutes
15800	4-Normal	Engineering	07/25/2016	1119 days, 21 hours, 28 minutes
15850	4-Normal	Engineering	07/25/2016	1117 days, 15 hours, 53 minutes
15859	4-Normal	Engineering	07/25/2016	1115 days, 2 hours, 58 minutes
15997	4-Normal	Engineering	07/25/2016	1106 days, 1 hour, 10 minutes
19724	4-Normal	Engineering	07/25/2016	882 days, 0 hours, 36 minutes
20409	4-Normal	Engineering	07/25/2016	844 days, 22 hours, 31 minutes
21002	4-Normal	Engineering	07/25/2016	811 days, 17 hours, 45 minutes
21485	4-Normal	Engineering	07/25/2016	767 days, 18 hours, 32 minutes
21576	4-Normal	Engineering	07/25/2016	759 days, 3 hours, 51 minutes
21634	4-Normal	Engineering	07/25/2016	753 days, 20 hours, 32 minutes
21676	4-Normal	Engineering	07/25/2016	748 days, 21 hours, 6 minutes
23442	4-Normal	Engineering	07/25/2016	597 days, 17 hours, 25 minutes
25931	4-Normal	Engineering	07/25/2016	402 days, 18 hours, 57 minutes
25948	4-Normal	Engineering	07/25/2016	400 days, 6 hours, 30 minutes
25996	4-Normal	Engineering	07/25/2016	396 days, 19 hours, 53 minutes
26012	4-Normal	Engineering	07/25/2016	395 days, 3 hours, 6 minutes
26024	4-Normal	Engineering	07/25/2016	391 days, 23 hours, 41 minutes
26052	4-Normal	Engineering	07/25/2016	390 days, 18 hours, 43 minutes

26063	4-Normal	Engineering	07/25/2016	388 days, 12 hours, 2 minutes
26076	4-Normal	Engineering	07/25/2016	384 days, 22 hours, 13 minutes
26085	4-Normal	Engineering	07/25/2016	384 days, 1 hour, 39 minutes
26086	4-Normal	Engineering	07/25/2016	384 days, 1 hour, 16 minutes
26097	4-Normal	Engineering	07/25/2016	383 days, 1 hour, 0 minutes
26112	4-Normal	Engineering	07/25/2016	382 days, 16 hours, 8 minutes
26164	4-Normal	Engineering	07/25/2016	377 days, 18 hours, 0 minutes
26168	4-Normal	Engineering	07/25/2016	377 days, 1 hour, 24 minutes
26171	4-Normal	Engineering	07/25/2016	377 days, 0 hours, 2 minutes
26193	4-Normal	Engineering	07/25/2016	375 days, 11 hours, 1 minute
26212	4-Normal	Engineering	07/25/2016	374 days, 17 hours, 47 minutes
26214	4-Normal	Engineering	07/25/2016	374 days, 16 hours, 31 minutes
26235	4-Normal	Engineering	07/25/2016	370 days, 23 hours, 24 minutes
26264	4-Normal	Engineering	07/25/2016	368 days, 7 hours, 2 minutes
27458	4-Normal	Engineering	07/13/2016	250 days, 17 hours, 0 minutes
28117	4-Normal	Engineering	01/20/2016	196 days, 7 hours, 0 minutes
28335	4-Normal	Engineering	07/21/2016	179 days, 0 hours, 4 minutes
28530	4-Normal	Engineering	07/22/2016	158 days, 20 hours, 44 minutes
28741	4-Normal	Engineering	07/25/2016	143 days, 16 hours, 56 minutes
29218	4-Normal	Engineering	07/18/2016	109 days, 21 hours, 44 minutes
29458	3-Elevated	Engineering	07/22/2016	97 days, 4 hours, 1 minute
29484	4-Normal	Engineering	07/22/2016	95 days, 21 hours, 4 minutes
29534	4-Normal	Engineering	07/18/2016	90 days, 20 hours, 6 minutes
29566	4-Normal	Engineering	07/22/2016	89 days, 0 hours, 16 minutes
29758	3-Elevated	Engineering	07/20/2016	75 days, 22 hours, 54 minutes
29760	4-Normal	Customer	07/22/2016	75 days, 21 hours, 52 minutes
29912	4-Normal	Engineering	07/22/2016	66 days, 20 hours, 28 minutes
30078	2-High	Engineering	07/21/2016	54 days, 6 hours, 27 minutes
30079	4-Normal	Engineering	07/19/2016	54 days, 4 hours, 6 minutes

30138	4-Normal	Engineering	07/11/2016	49 days, 0 hours, 25 minutes
30140	4-Normal	Engineering	07/22/2016	49 days, 0 hours, 22 minutes
30142	4-Normal	Engineering	07/11/2016	49 days, 0 hours, 16 minutes
30143	4-Normal	Engineering	07/11/2016	49 days, 0 hours, 13 minutes
30150	4-Normal	Engineering	07/07/2016	49 days, 0 hours, 1 minute
30151	4-Normal	Engineering	07/11/2016	48 days, 23 hours, 59 minutes
30152	4-Normal	Engineering	07/11/2016	48 days, 23 hours, 58 minutes
30153	4-Normal	Support Agency	07/11/2016	48 days, 23 hours, 57 minutes
30154	4-Normal	Engineering	07/18/2016	48 days, 23 hours, 56 minutes
30155	4-Normal	Engineering	07/11/2016	48 days, 23 hours, 54 minutes
30156	4-Normal	Engineering	07/11/2016	48 days, 23 hours, 54 minutes
30192	4-Normal	Support Agency	07/22/2016	47 days, 1 hour, 13 minutes
30221	4-Normal	Engineering	07/22/2016	45 days, 17 hours, 56 minutes
30273	4-Normal	Engineering	07/19/2016	41 days, 16 hours, 56 minutes
30290	4-Normal	Engineering	07/20/2016	39 days, 19 hours, 38 minutes
30320	4-Normal	Engineering	07/21/2016	34 days, 0 hours, 35 minutes
30349	4-Normal	Engineering	07/21/2016	31 days, 23 hours, 2 minutes
30351	4-Normal	Engineering	07/18/2016	31 days, 20 hours, 51 minutes
30358	4-Normal	Engineering	07/18/2016	31 days, 20 hours, 0 minutes
30383	4-Normal	Engineering	07/22/2016	27 days, 23 hours, 14 minutes
30384	4-Normal	Engineering	07/19/2016	27 days, 21 hours, 15 minutes
30393	4-Normal	Engineering	06/29/2016	26 days, 13 hours, 18 minutes
30394	4-Normal	Engineering	06/29/2016	26 days, 13 hours, 9 minutes
30430	4-Normal	Engineering	07/21/2016	25 days, 18 hours, 41 minutes
30432	4-Normal	Engineering	07/21/2016	25 days, 2 hours, 15 minutes
30438	4-Normal	Engineering	07/19/2016	25 days, 0 hours, 13 minutes
30463	4-Normal	Engineering	07/22/2016	21 days, 18 hours, 53 minutes
30502	4-Normal	Network Administration	07/19/2016	18 days, 20 hours, 14 minutes
30505	4-Normal	Engineering	07/19/2016	18 days, 18 hours, 44 minutes
30511	4-Normal	Engineering	07/21/2016	18 days, 0 hours, 58 minutes

30512	4-Normal	Engineering	07/21/2016	18 days, 0 hours, 47 minutes
30513	4-Normal	Engineering	07/21/2016	18 days, 0 hours, 42 minutes
30514	4-Normal	Customer	07/12/2016	18 days, 0 hours, 24 minutes
30515	4-Normal	Engineering	07/22/2016	18 days, 0 hours, 22 minutes
30516	3-Elevated	Engineering	07/21/2016	17 days, 22 hours, 25 minutes
30520	3-Elevated	Engineering	07/25/2016	17 days, 19 hours, 4 minutes
30522	3-Elevated	Engineering	07/20/2016	17 days, 18 hours, 42 minutes
30524	4-Normal	Engineering	07/18/2016	17 days, 8 hours, 23 minutes
30535	3-Elevated	Engineering	07/22/2016	14 days, 7 hours, 39 minutes
30540	4-Normal	Engineering	07/18/2016	14 days, 1 hour, 27 minutes
30552	4-Normal	Engineering	07/22/2016	13 days, 0 hours, 52 minutes
30553	4-Normal	Engineering	07/22/2016	13 days, 0 hours, 21 minutes
30562	2-High	Engineering	07/23/2016	12 days, 18 hours, 57 minutes
30569	4-Normal	Network Administration	07/22/2016	12 days, 2 hours, 29 minutes
30570	4-Normal	Engineering	07/22/2016	12 days, 1 hour, 39 minutes
30587	4-Normal	Engineering	07/21/2016	10 days, 19 hours, 42 minutes
30589	4-Normal	Engineering	07/19/2016	10 days, 17 hours, 0 minutes
30595	4-Normal	Engineering	07/18/2016	10 days, 3 hours, 1 minute
30597	4-Normal	Engineering	07/22/2016	9 days, 22 hours, 8 minutes
30599	4-Normal	Engineering	07/22/2016	9 days, 20 hours, 3 minutes
30602	2-High	Engineering	07/22/2016	7 days, 3 hours, 10 minutes
30617	4-Normal	Engineering	07/22/2016	6 days, 18 hours, 15 minutes
30618	4-Normal	Engineering	07/19/2016	6 days, 14 hours, 59 minutes
30632	4-Normal	Engineering	07/21/2016	5 days, 20 hours, 19 minutes
30633	4-Normal	Engineering	07/21/2016	5 days, 2 hours, 5 minutes
30641	4-Normal	Engineering	07/22/2016	4 days, 20 hours, 25 minutes
30651	4-Normal	Engineering	07/23/2016	3 days, 18 hours, 57 minutes
30653	4-Normal	Engineering	07/25/2016	3 days, 8 hours, 10 minutes
30654	3-Elevated	Engineering	07/22/2016	3 days, 5 hours, 51 minutes

30661	4-Normal	Engineering	07/22/2016	2 days, 21 hours, 22 minutes
30670	4-Normal	Engineering	07/23/2016	1 day, 23 hours, 5 minutes

† Project Work Schedule was disabled for these time calculations.

‡ 1 Day = 24 Hours