

Open Science Grid: (18:51 , 11/06/2013)

This report contains data from 84 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
12335	4-Normal	Engineering	07/19/2013	489 days, 5 hours, 11 minutes
12385	4-Normal	Engineering	01/30/2013	475 days, 3 hours, 0 minutes
12466	4-Normal	Support Agency	09/04/2012	460 days, 16 hours, 28 minutes
12663	4-Normal	Resolved	10/21/2013	420 days, 22 hours, 55 minutes
12688	4-Normal	Resolved	10/21/2013	413 days, 23 hours, 53 minutes
12753	4-Normal	Resolved	10/28/2013	401 days, 0 hours, 28 minutes
12758	4-Normal	Engineering	11/04/2013	400 days, 20 hours, 19 minutes
12791	4-Normal	Resolved	11/04/2013	393 days, 0 hours, 34 minutes
12851	4-Normal	Resolved	10/28/2013	382 days, 19 hours, 37 minutes
13893	4-Normal	Engineering	11/06/2013	256 days, 17 hours, 31 minutes
14284	4-Normal	Engineering	05/17/2013	231 days, 2 hours, 28 minutes
14332	3-Elevated	Engineering	11/05/2013	229 days, 0 hours, 48 minutes
14554	4-Normal	Engineering	11/01/2013	211 days, 19 hours, 18 minutes
14697	4-Normal	Engineering	11/06/2013	202 days, 22 hours, 49 minutes
14907	4-Normal	Engineering	10/11/2013	194 days, 1 hour, 46 minutes
15091	4-Normal	Resolved	10/29/2013	182 days, 1 hour, 20 minutes
15818	2-High	Engineering	07/08/2013	127 days, 2 hours, 27 minutes
16091	4-Normal	Engineering	07/24/2013	107 days, 4 hours, 16 minutes
16139	4-Normal	Engineering	10/30/2013	105 days, 1 hour, 43 minutes
16222	4-Normal	Engineering	11/05/2013	98 days, 23 hours, 39 minutes
16356	4-Normal	Engineering	11/05/2013	91 days, 6 hours, 56 minutes
16462	4-Normal	Engineering	11/04/2013	84 days, 0 hours, 10 minutes
16480	4-Normal	Engineering	11/01/2013	82 days, 23 hours, 30 minutes
16594	4-Normal	Engineering	11/04/2013	79 days, 0 hours, 36 minutes
16691	4-Normal	Engineering	11/05/2013	75 days, 19 hours, 7 minutes
16859	4-Normal	Engineering	11/06/2013	68 days, 1 hour, 47 minutes

17053	4-Normal	Engineering	10/28/2013	55 days, 0 hours, 6 minutes
17121	3-Elevated	Engineering	09/18/2013	48 days, 21 hours, 59 minutes
17131	4-Normal	Engineering	11/04/2013	47 days, 22 hours, 16 minutes
17152	4-Normal	Engineering	10/21/2013	44 days, 2 hours, 49 minutes
17213	4-Normal	Engineering	11/06/2013	41 days, 2 hours, 11 minutes
17222	4-Normal	Engineering	10/28/2013	39 days, 21 hours, 48 minutes
17240	4-Normal	Engineering	11/06/2013	36 days, 21 hours, 26 minutes
17269	4-Normal	Resolved	11/05/2013	34 days, 19 hours, 41 minutes
17352	4-Normal	Engineering	11/01/2013	29 days, 20 hours, 40 minutes
17377	4-Normal	Engineering	11/05/2013	29 days, 6 hours, 6 minutes
17440	4-Normal	Engineering	11/01/2013	28 days, 21 hours, 59 minutes
17446	4-Normal	Engineering	11/06/2013	28 days, 3 hours, 36 minutes
17463	4-Normal	Engineering	11/06/2013	26 days, 20 hours, 55 minutes
17477	4-Normal	Engineering	10/31/2013	23 days, 7 hours, 41 minutes
17500	4-Normal	Engineering	10/17/2013	21 days, 10 hours, 25 minutes
17521	4-Normal	Engineering	11/05/2013	19 days, 21 hours, 0 minutes
17529	4-Normal	Engineering	11/04/2013	19 days, 0 hours, 39 minutes
17531	4-Normal	Engineering	11/01/2013	18 days, 22 hours, 55 minutes
17537	4-Normal	Resolved	10/22/2013	18 days, 11 hours, 38 minutes
17540	4-Normal	Engineering	11/04/2013	16 days, 10 hours, 50 minutes
17551	4-Normal	Engineering	11/04/2013	16 days, 1 hour, 0 minutes
17558	4-Normal	Engineering	11/06/2013	15 days, 20 hours, 30 minutes
17560	4-Normal	Resolved	10/23/2013	15 days, 17 hours, 56 minutes
17561	4-Normal	Engineering	11/05/2013	15 days, 17 hours, 11 minutes
17568	4-Normal	Engineering	11/01/2013	15 days, 2 hours, 47 minutes
17590	4-Normal	Engineering	11/06/2013	14 days, 2 hours, 54 minutes
17598	3-Elevated	Engineering	11/05/2013	13 days, 22 hours, 10 minutes
17600	4-Normal	Engineering	11/06/2013	13 days, 20 hours, 42 minutes

17605	4-Normal	Engineering	11/04/2013	13 days, 14 hours, 19 minutes
17607	4-Normal	Resolved	11/04/2013	13 days, 10 hours, 9 minutes
17622	4-Normal	Engineering	11/01/2013	12 days, 10 hours, 24 minutes
17625	4-Normal	Engineering	11/06/2013	11 days, 21 hours, 28 minutes
17627	4-Normal	Engineering	11/06/2013	9 days, 4 hours, 3 minutes
17628	4-Normal	Engineering	11/05/2013	9 days, 3 hours, 48 minutes
17633	4-Normal	Engineering	11/01/2013	8 days, 6 hours, 49 minutes
17641	4-Normal	Engineering	11/04/2013	7 days, 23 hours, 40 minutes
17654	4-Normal	Engineering	11/04/2013	6 days, 5 hours, 46 minutes
17662	4-Normal	Engineering	11/06/2013	5 days, 7 hours, 38 minutes
17668	4-Normal	Engineering	11/04/2013	4 days, 22 hours, 21 minutes
17672	4-Normal	Engineering	11/05/2013	2 days, 18 hours, 51 minutes
17674	4-Normal	Engineering	11/06/2013	2 days, 5 hours, 13 minutes
17681	4-Normal	Engineering	11/04/2013	2 days, 1 hour, 8 minutes
17688	4-Normal	Engineering	11/05/2013	1 day, 23 hours, 43 minutes
17741	4-Normal	Engineering	11/05/2013	1 day, 22 hours, 3 minutes
17748	4-Normal	Engineering	11/04/2013	1 day, 19 hours, 17 minutes
17752	4-Normal	Engineering	11/06/2013	1 day, 3 hours, 29 minutes
17756	4-Normal	Engineering	11/05/2013	1 day, 3 hours, 0 minutes
17763	4-Normal	Engineering	11/05/2013	1 day, 1 hour, 40 minutes
17764	4-Normal	Engineering	11/05/2013	1 day, 1 hour, 7 minutes
17767	4-Normal	Engineering	11/05/2013	0 days, 22 hours, 12 minutes
17772	4-Normal	Engineering	11/06/2013	0 days, 13 hours, 18 minutes
17775	4-Normal	Engineering	11/06/2013	0 days, 3 hours, 59 minutes
17776	4-Normal	Engineering	11/06/2013	0 days, 3 hours, 2 minutes
17777	4-Normal	Engineering	11/06/2013	0 days, 1 hour, 41 minutes
17778	4-Normal	Engineering	11/06/2013	0 days, 1 hour, 33 minutes
17779	4-Normal	Engineering	11/06/2013	0 days, 1 hour, 26 minutes
17780	4-Normal	Engineering	11/06/2013	0 days, 1 hour, 18 minutes

17782	4-Normal	Engineering	11/06/2013	0 days, 0 hours, 47 minutes
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† Project Work Schedule was disabled for these time calculations.  
‡ 1 Day = 24 Hours