

*This report contains data from 121 Tickets.*

<b>Ticket Number</b>	<b>Customer Impact</b>	<b>Status</b>	<b>Last Edit Date</b>	<b>Age of Ticket††</b>
12533	4-Normal	Engineering	10/12/2015	1149 days, 1 hour, 50 minutes
12688	4-Normal	Engineering	10/12/2015	1120 days, 22 hours, 31 minutes
15183	4-Normal	Engineering	10/12/2015	881 days, 8 hours, 18 minutes
15989	4-Normal	Engineering	10/12/2015	822 days, 21 hours, 18 minutes
16137	4-Normal	Engineering	10/12/2015	812 days, 1 hour, 48 minutes
16166	4-Normal	Engineering	10/14/2015	810 days, 2 hours, 59 minutes
16332	4-Normal	Engineering	10/12/2015	799 days, 10 hours, 12 minutes
16407	4-Normal	Engineering	10/12/2015	793 days, 12 hours, 54 minutes
16764	4-Normal	Engineering	10/12/2015	778 days, 22 hours, 32 minutes
16775	4-Normal	Engineering	10/12/2015	778 days, 20 hours, 17 minutes
16820	4-Normal	Engineering	10/12/2015	776 days, 17 hours, 23 minutes
16835	4-Normal	Engineering	10/12/2015	776 days, 0 hours, 17 minutes
16875	4-Normal	Engineering	10/12/2015	772 days, 7 hours, 6 minutes
16961	4-Normal	Engineering	10/12/2015	767 days, 23 hours, 56 minutes
16979	4-Normal	Engineering	10/12/2015	765 days, 2 hours, 19 minutes
16986	4-Normal	Engineering	10/12/2015	764 days, 23 hours, 42 minutes
17064	4-Normal	Engineering	10/12/2015	760 days, 23 hours, 37 minutes
17083	4-Normal	Engineering	10/12/2015	757 days, 20 hours, 29 minutes
17106	4-Normal	Engineering	10/12/2015	756 days, 21 hours, 53 minutes
17151	4-Normal	Engineering	10/12/2015	751 days, 1 hour, 43 minutes
17210	4-Normal	Engineering	10/12/2015	748 days, 19 hours, 36 minutes
17220	4-Normal	Engineering	10/12/2015	746 days, 22 hours, 15 minutes
17236	4-Normal	Engineering	10/12/2015	744 days, 0 hours, 26 minutes
17276	4-Normal	Engineering	10/12/2015	740 days, 20 hours, 11 minutes
17375	4-Normal	Engineering	10/12/2015	736 days, 15 hours, 51 minutes
22284	4-Normal	Engineering	10/12/2015	407 days, 2 hours, 11 minutes

22289	4-Normal	Engineering	10/12/2015	407 days, 1 hour, 28 minutes
22334	4-Normal	Engineering	10/12/2015	404 days, 3 hours, 29 minutes
22398	4-Normal	Engineering	10/12/2015	398 days, 20 hours, 45 minutes
22411	4-Normal	Engineering	10/12/2015	397 days, 16 hours, 2 minutes
22416	4-Normal	Engineering	10/12/2015	397 days, 1 hour, 54 minutes
22429	4-Normal	Engineering	10/12/2015	393 days, 23 hours, 28 minutes
22458	4-Normal	Engineering	10/12/2015	391 days, 3 hours, 59 minutes
22474	4-Normal	Engineering	10/12/2015	389 days, 21 hours, 50 minutes
22493	4-Normal	Engineering	10/12/2015	386 days, 0 hours, 2 minutes
22513	4-Normal	Engineering	10/12/2015	384 days, 19 hours, 55 minutes
22514	4-Normal	Engineering	10/12/2015	384 days, 6 hours, 33 minutes
22515	4-Normal	Engineering	10/12/2015	384 days, 3 hours, 27 minutes
22529	4-Normal	Engineering	10/12/2015	383 days, 2 hours, 10 minutes
22533	4-Normal	Engineering	10/12/2015	382 days, 23 hours, 17 minutes
22542	4-Normal	Engineering	10/12/2015	379 days, 8 hours, 35 minutes
22544	4-Normal	Engineering	10/12/2015	379 days, 3 hours, 34 minutes
22551	4-Normal	Engineering	10/12/2015	378 days, 13 hours, 0 minutes
22557	4-Normal	Engineering	10/12/2015	378 days, 1 hour, 55 minutes
22573	4-Normal	Engineering	10/12/2015	377 days, 1 hour, 22 minutes
22599	4-Normal	Engineering	10/12/2015	374 days, 12 hours, 28 minutes
22635	4-Normal	Engineering	10/12/2015	372 days, 23 hours, 7 minutes
22661	4-Normal	Engineering	10/12/2015	371 days, 22 hours, 35 minutes
25193	4-Normal	Engineering	10/13/2015	166 days, 17 hours, 49 minutes
26354	4-Normal	Network Administration	10/13/2015	76 days, 1 hour, 9 minutes
26445	3-Elevated	Network Administration	10/14/2015	68 days, 0 hours, 52 minutes
26480	4-Normal	Engineering	09/21/2015	63 days, 22 hours, 44 minutes
26482	4-Normal	Customer	09/30/2015	63 days, 22 hours, 41 minutes
26560	4-Normal	Engineering	10/13/2015	54 days, 21 hours, 37 minutes

26624	4-Normal	Engineering	10/13/2015	47 days, 21 hours, 24 minutes
26679	4-Normal	Engineering	10/12/2015	41 days, 20 hours, 39 minutes
26739	4-Normal	Engineering	10/07/2015	34 days, 5 hours, 12 minutes
26745	4-Normal	Engineering	09/22/2015	34 days, 0 hours, 17 minutes
26777	4-Normal	Engineering	10/13/2015	29 days, 19 hours, 21 minutes
26778	4-Normal	Engineering	10/13/2015	29 days, 8 hours, 19 minutes
26779	4-Normal	Customer	10/14/2015	29 days, 1 hour, 24 minutes
26794	4-Normal	Engineering	10/12/2015	27 days, 22 hours, 58 minutes
26857	4-Normal	Engineering	10/12/2015	20 days, 20 hours, 21 minutes
26864	4-Normal	Support Agency	10/14/2015	19 days, 20 hours, 24 minutes
26865	4-Normal	Engineering	10/13/2015	19 days, 15 hours, 43 minutes
26869	4-Normal	Engineering	10/14/2015	19 days, 2 hours, 36 minutes
26901	4-Normal	Customer	10/14/2015	15 days, 16 hours, 37 minutes
26902	4-Normal	Engineering	10/13/2015	15 days, 14 hours, 24 minutes
26925	4-Normal	Engineering	10/14/2015	14 days, 21 hours, 26 minutes
26931	4-Normal	Engineering	10/13/2015	13 days, 23 hours, 35 minutes
26933	4-Normal	Engineering	10/13/2015	13 days, 22 hours, 52 minutes
26940	4-Normal	Engineering	10/13/2015	12 days, 23 hours, 35 minutes
26941	4-Normal	Engineering	10/14/2015	12 days, 23 hours, 25 minutes
26942	3-Elevated	Engineering	10/08/2015	12 days, 22 hours, 4 minutes
26943	4-Normal	Engineering	10/13/2015	12 days, 19 hours, 57 minutes
26944	3-Elevated	Engineering	10/14/2015	12 days, 19 hours, 15 minutes
26948	4-Normal	Engineering	10/13/2015	11 days, 23 hours, 34 minutes
26950	4-Normal	Engineering	10/13/2015	11 days, 22 hours, 35 minutes
26951	4-Normal	Engineering	10/12/2015	11 days, 21 hours, 25 minutes
26952	4-Normal	Engineering	10/13/2015	11 days, 19 hours, 19 minutes
26953	4-Normal	Engineering	10/13/2015	11 days, 14 hours, 34 minutes

26954	2-High	Engineering	10/14/2015	11 days, 6 hours, 50 minutes
26958	2-High	Engineering	10/12/2015	9 days, 13 hours, 36 minutes
26959	2-High	Engineering	10/14/2015	9 days, 13 hours, 36 minutes
26960	2-High	Engineering	10/13/2015	9 days, 13 hours, 36 minutes
26964	2-High	Network Administration	10/13/2015	9 days, 13 hours, 35 minutes
26978	3-Elevated	Engineering	10/13/2015	8 days, 19 hours, 31 minutes
26979	4-Normal	Engineering	10/13/2015	8 days, 2 hours, 59 minutes
26982	2-High	Engineering	10/13/2015	8 days, 1 hour, 25 minutes
26985	2-High	Engineering	10/14/2015	8 days, 1 hour, 24 minutes
26986	2-High	Engineering	10/12/2015	8 days, 1 hour, 24 minutes
26987	2-High	Engineering	10/13/2015	8 days, 1 hour, 24 minutes
26989	2-High	Engineering	10/13/2015	8 days, 1 hour, 24 minutes
26990	2-High	Engineering	10/13/2015	8 days, 1 hour, 23 minutes
26991	2-High	Engineering	10/14/2015	8 days, 1 hour, 23 minutes
26992	2-High	Engineering	10/12/2015	8 days, 1 hour, 23 minutes
26995	2-High	Engineering	10/12/2015	8 days, 1 hour, 23 minutes
26998	2-High	Engineering	10/13/2015	8 days, 1 hour, 22 minutes
27000	2-High	Engineering	10/13/2015	8 days, 1 hour, 22 minutes
27001	2-High	Engineering	10/13/2015	8 days, 1 hour, 22 minutes
27002	2-High	Engineering	10/13/2015	8 days, 1 hour, 21 minutes
27004	2-High	Engineering	10/13/2015	8 days, 1 hour, 21 minutes
27009	3-Elevated	Engineering	10/13/2015	7 days, 4 hours, 10 minutes
27013	3-Elevated	Engineering	10/09/2015	6 days, 16 hours, 34 minutes
27017	3-Elevated	Engineering	10/13/2015	6 days, 8 hours, 35 minutes
27023	4-Normal	Engineering	10/13/2015	5 days, 10 hours, 14 minutes
27028	3-Elevated	Engineering	10/12/2015	4 days, 18 hours, 48 minutes
27029	3-Elevated	Engineering	10/12/2015	4 days, 18 hours, 22 minutes
27032	3-Elevated	Engineering	10/13/2015	3 days, 21 hours, 23 minutes

27034	4-Normal	Customer	10/12/2015	3 days, 14 hours, 58 minutes
27038	3-Elevated	Engineering	10/14/2015	3 days, 8 hours, 18 minutes
27042	4-Normal	Engineering	10/12/2015	2 days, 2 hours, 8 minutes
27043	3-Elevated	Engineering	10/13/2015	2 days, 1 hour, 6 minutes
27047	4-Normal	Engineering	10/14/2015	1 day, 16 hours, 32 minutes
27051	4-Normal	Engineering	10/13/2015	1 day, 4 hours, 16 minutes
27054	3-Elevated	Engineering	10/14/2015	0 days, 15 hours, 45 minutes
27055	3-Elevated	Engineering	10/14/2015	0 days, 10 hours, 50 minutes
27056	4-Normal	Engineering	10/14/2015	0 days, 7 hours, 22 minutes
27061	4-Normal	Engineering	10/14/2015	0 days, 4 hours, 17 minutes
27065	3-Elevated	Service Desk	10/14/2015	0 days, 1 hour, 14 minutes
27067	4-Normal	Engineering	10/14/2015	0 days, 0 hours, 47 minutes

† Project Work Schedule was disabled for these time calculations.

‡ 1 Day = 24 Hours