

This report contains data from 104 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket ††
12753	4 -Normal	Engineering	11/17/2014	779 days, 1 hour, 7 minutes
12791	4 -Normal	Engineering	11/17/2014	771 days, 1 hour, 13 minutes
12851	4 -Normal	Engineering	11/17/2014	760 days, 20 hours, 16 minutes
12957	4 -Normal	Engineering	11/17/2014	742 days, 22 hours, 7 minutes
13893	4 -Normal	Engineering	11/17/2014	634 days, 18 hours, 10 minutes
15091	4 -Normal	Engineering	11/17/2014	560 days, 1 hour, 59 minutes
17296	4 -Normal	Engineering	11/17/2014	408 days, 10 hours, 52 minutes
17448	4 -Normal	Engineering	11/17/2014	406 days, 3 hours, 23 minutes
17457	4 -Normal	Engineering	11/17/2014	405 days, 4 hours, 36 minutes
17459	4 -Normal	Engineering	11/17/2014	404 days, 23 hours, 57 minutes
17463	4 -Normal	Engineering	11/17/2014	404 days, 21 hours, 34 minutes
17541	4 -Normal	Engineering	11/17/2014	394 days, 6 hours, 49 minutes
17559	4 -Normal	Engineering	11/17/2014	393 days, 21 hours, 3 minutes
17560	4 -Normal	Engineering	11/17/2014	393 days, 18 hours, 35 minutes
17588	4 -Normal	Engineering	11/17/2014	392 days, 4 hours, 40 minutes
17590	4 -Normal	Engineering	11/17/2014	392 days, 3 hours, 33 minutes
17596	4 -Normal	Engineering	11/17/2014	391 days, 23 hours, 42 minutes
17597	4 -Normal	Engineering	11/17/2014	391 days, 23 hours, 19 minutes
17603	4 -Normal	Engineering	11/17/2014	391 days, 19 hours, 19 minutes
17626	4 -Normal	Engineering	11/17/2014	387 days, 5 hours, 18 minutes
17634	4 -Normal	Engineering	11/17/2014	386 days, 6 hours, 54 minutes
17642	4 -Normal	Engineering	11/17/2014	385 days, 20 hours, 31 minutes
17647	4 -Normal	Engineering	11/17/2014	385 days, 0 hours, 29 minutes
17680	4 -Normal	Engineering	11/17/2014	380 days, 2 hours, 28 minutes
17765	4 -Normal	Engineering	11/17/2014	378 days, 23 hours, 30 minutes
17772	4 -Normal	Engineering	11/17/2014	378 days, 13 hours, 57 minutes

17774	4 - Normal	Engineering	11/17/2014	378 days, 4 hours, 44 minutes
17780	4 - Normal	Engineering	11/17/2014	378 days, 1 hour, 57 minutes
17792	4 - Normal	Engineering	11/17/2014	377 days, 1 hour, 45 minutes
17831	4 - Normal	Engineering	11/17/2014	373 days, 1 hour, 33 minutes
17870	4 - Normal	Engineering	11/17/2014	371 days, 1 hour, 15 minutes
17872	4 - Normal	Engineering	11/17/2014	371 days, 0 hours, 57 minutes
17919	4 - Normal	Engineering	11/17/2014	370 days, 4 hours, 36 minutes
17920	4 - Normal	Engineering	11/17/2014	370 days, 4 hours, 34 minutes
17921	4 - Normal	Engineering	11/17/2014	370 days, 3 hours, 1 minute
17944	4 - Normal	Engineering	11/17/2014	368 days, 21 hours, 10 minutes
21255	4 - Normal	Engineering	11/14/2014	175 days, 4 hours, 45 minutes
21503	4 - Normal	Network Administration	11/18/2014	152 days, 5 hours, 51 minutes
22049	4 - Normal	Engineering	11/18/2014	103 days, 4 hours, 15 minutes
22185	4 - Normal	Customer	11/18/2014	89 days, 2 hours, 1 minute
22226	4 - Normal	Engineering	11/14/2014	84 days, 21 hours, 0 minutes
22308	4 - Normal	Engineering	11/18/2014	77 days, 4 hours, 26 minutes
22347	4 - Normal	Support Agency	11/17/2014	75 days, 2 hours, 5 minutes
22418	3 - Elevated	Engineering	11/18/2014	68 days, 3 hours, 7 minutes
22469	3 - Elevated	Engineering	11/17/2014	61 days, 1 hour, 53 minutes
22491	4 - Normal	Engineering	11/14/2014	57 days, 3 hours, 3 minutes
22534	3 - Elevated	Engineering	11/19/2014	54 days, 1 hour, 11 minutes
22547	4 - Normal	Engineering	11/12/2014	49 days, 23 hours, 57 minutes
22601	4 - Normal	Engineering	11/18/2014	45 days, 8 hours, 4 minutes
22677	4 - Normal	Customer	11/19/2014	42 days, 0 hours, 24 minutes
22695	4 - Normal	Engineering	11/17/2014	40 days, 22 hours, 42 minutes
22697	4 - Normal	Engineering	11/17/2014	40 days, 4 hours, 7 minutes
22700	4 - Normal	Engineering	11/18/2014	40 days, 0 hours, 37 minutes
22741	4 - Normal	Engineering	11/17/2014	35 days, 17 hours, 53 minutes
22751	4 - Normal	Engineering	11/18/2014	34 days, 22 hours, 19 minutes

22905	4 -Normal	Engineering	11/18/2014	27 days, 17 hours, 26 minutes
22924	4 -Normal	Engineering	11/19/2014	26 days, 23 hours, 55 minutes
22944	4 -Normal	Engineering	11/18/2014	24 days, 15 hours, 42 minutes
22952	4 -Normal	Engineering	11/17/2014	23 days, 3 hours, 20 minutes
22953	4 -Normal	Engineering	11/19/2014	23 days, 3 hours, 6 minutes
22954	4 -Normal	Engineering	11/18/2014	23 days, 2 hours, 58 minutes
22955	4 -Normal	Engineering	11/18/2014	23 days, 1 hour, 53 minutes
22997	4 -Normal	Engineering	11/19/2014	20 days, 10 hours, 7 minutes
23011	4 -Normal	Network Administration	11/18/2014	19 days, 20 hours, 54 minutes
23017	3 -Elevated	Support Agency	11/14/2014	19 days, 4 hours, 7 minutes
23021	4 -Normal	Engineering	11/18/2014	17 days, 18 hours, 37 minutes
23029	4 -Normal	Engineering	11/19/2014	16 days, 4 hours, 50 minutes
23030	4 -Normal	Engineering	11/19/2014	16 days, 3 hours, 32 minutes
23061	4 -Normal	Engineering	11/14/2014	15 days, 23 hours, 37 minutes
23064	4 -Normal	Network Administration	11/18/2014	15 days, 22 hours, 16 minutes
23066	4 -Normal	Engineering	11/17/2014	15 days, 21 hours, 23 minutes
23082	4 -Normal	Engineering	11/18/2014	14 days, 20 hours, 49 minutes
23090	4 -Normal	Engineering	11/17/2014	14 days, 2 hours, 53 minutes
23094	4 -Normal	Engineering	11/14/2014	14 days, 1 hour, 41 minutes
23098	4 -Normal	Engineering	11/17/2014	13 days, 23 hours, 30 minutes
23107	4 -Normal	Engineering	11/18/2014	13 days, 18 hours, 44 minutes
23111	4 -Normal	Engineering	11/19/2014	13 days, 16 hours, 31 minutes
23112	3 -Elevated	Engineering	11/17/2014	13 days, 7 hours, 23 minutes
23116	4 -Normal	Engineering	11/13/2014	13 days, 0 hours, 0 minutes
23120	4 -Normal	Engineering	11/17/2014	12 days, 21 hours, 24 minutes
23123	4 -Normal	Engineering	11/18/2014	12 days, 18 hours, 54 minutes
23130	4 -Normal	Engineering	11/17/2014	12 days, 2 hours, 47 minutes
23148	4 -Normal	Engineering	11/18/2014	10 days, 23 hours, 52 minutes

23150	3-Elevated	Engineering	11/17/2014	10 days, 3 hours, 55 minutes
23152	3-Elevated	Engineering	11/19/2014	9 days, 6 hours, 7 minutes
23157	3-Elevated	Engineering	11/19/2014	8 days, 9 hours, 3 minutes
23164	4-Normal	Engineering	11/14/2014	8 days, 2 hours, 4 minutes
23172	4-Normal	Engineering	11/13/2014	6 days, 9 hours, 35 minutes
23174	4-Normal	Engineering	11/17/2014	6 days, 4 hours, 27 minutes
23178	4-Normal	Engineering	11/19/2014	6 days, 1 hour, 25 minutes
23190	4-Normal	Engineering	11/13/2014	6 days, 0 hours, 14 minutes
23192	4-Normal	Engineering	11/14/2014	6 days, 0 hours, 14 minutes
23199	4-Normal	Engineering	11/18/2014	5 days, 21 hours, 24 minutes
23201	4-Normal	Engineering	11/17/2014	5 days, 21 hours, 20 minutes
23205	3-Elevated	Engineering	11/18/2014	5 days, 3 hours, 51 minutes
23209	4-Normal	Engineering	11/17/2014	5 days, 1 hour, 36 minutes
23210	4-Normal	Engineering	11/14/2014	5 days, 1 hour, 28 minutes
23225	4-Normal	Engineering	11/19/2014	2 days, 1 hour, 51 minutes
23227	4-Normal	Engineering	11/18/2014	2 days, 0 hours, 27 minutes
23234	4-Normal	Engineering	11/18/2014	1 day, 15 hours, 39 minutes
23237	3-Elevated	Engineering	11/19/2014	1 day, 3 hours, 46 minutes
23250	4-Normal	Engineering	11/19/2014	0 days, 21 hours, 57 minutes
23252	3-Elevated	Engineering	11/19/2014	0 days, 9 hours, 15 minutes
23253	4-Normal	Engineering	11/19/2014	0 days, 1 hour, 6 minutes

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