

This report contains data from 151 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket †‡
13862	4 -Normal	Engineering	05/05/2014	440 days, 20 hours, 1 minute
13968	4 -Normal	Engineering	05/05/2014	433 days, 23 hours, 26 minutes
14117	4 -Normal	Engineering	05/05/2014	427 days, 19 hours, 13 minutes
14237	4 -Normal	Engineering	05/05/2014	418 days, 0 hours, 53 minutes
14297	4 -Normal	Engineering	05/05/2014	412 days, 21 hours, 32 minutes
14325	4 -Normal	Engineering	05/05/2014	411 days, 22 hours, 12 minutes
14416	4 -Normal	Engineering	05/05/2014	405 days, 17 hours, 0 minutes
14433	4 -Normal	Engineering	05/05/2014	402 days, 1 hour, 37 minutes
14476	4 -Normal	Engineering	05/05/2014	400 days, 19 hours, 20 minutes
14484	4 -Normal	Engineering	05/05/2014	400 days, 16 hours, 53 minutes
14485	4 -Normal	Engineering	05/06/2014	400 days, 9 hours, 8 minutes
14525	4 -Normal	Engineering	05/05/2014	396 days, 7 hours, 52 minutes
14529	4 -Normal	Engineering	05/05/2014	395 days, 10 hours, 2 minutes
14532	4 -Normal	Engineering	05/05/2014	395 days, 2 hours, 5 minutes
14537	4 -Normal	Engineering	05/05/2014	394 days, 23 hours, 27 minutes
14540	4 -Normal	Engineering	05/05/2014	394 days, 22 hours, 13 minutes
14541	4 -Normal	Engineering	05/05/2014	394 days, 21 hours, 57 minutes
14542	4 -Normal	Engineering	05/05/2014	394 days, 21 hours, 48 minutes
14543	4 -Normal	Engineering	05/05/2014	394 days, 21 hours, 43 minutes
14548	4 -Normal	Engineering	05/05/2014	394 days, 21 hours, 0 minutes
14560	4 -Normal	Engineering	05/06/2014	394 days, 0 hours, 5 minutes
14563	4 -Normal	Engineering	05/05/2014	393 days, 22 hours, 41 minutes
14569	4 -Normal	Engineering	05/05/2014	393 days, 20 hours, 37 minutes
14572	4 -Normal	Engineering	05/05/2014	393 days, 19 hours, 53 minutes
14597	4 -Normal	Engineering	05/05/2014	391 days, 22 hours, 33 minutes
14611	4 -Normal	Engineering	05/05/2014	390 days, 22 hours, 34 minutes

14617	4 -Normal	Engineering	05/05/2014	390 days, 19 hours, 13 minutes
14625	4 -Normal	Engineering	05/05/2014	388 days, 4 hours, 55 minutes
14633	4 -Normal	Engineering	05/06/2014	387 days, 20 hours, 34 minutes
14648	4 -Normal	Engineering	05/06/2014	387 days, 11 hours, 59 minutes
14652	4 -Normal	Engineering	05/05/2014	387 days, 4 hours, 41 minutes
14675	4 -Normal	Engineering	05/05/2014	386 days, 19 hours, 5 minutes
14676	4 -Normal	Engineering	05/05/2014	386 days, 18 hours, 53 minutes
14693	4 -Normal	Engineering	05/05/2014	385 days, 19 hours, 2 minutes
14699	4 -Normal	Engineering	05/05/2014	385 days, 17 hours, 48 minutes
14715	4 -Normal	Engineering	05/05/2014	383 days, 16 hours, 52 minutes
14732	4 -Normal	Engineering	05/06/2014	381 days, 7 hours, 10 minutes
14736	4 -Normal	Engineering	05/05/2014	381 days, 1 hour, 9 minutes
14737	4 -Normal	Engineering	05/05/2014	381 days, 0 hours, 57 minutes
14741	4 -Normal	Engineering	05/06/2014	380 days, 23 hours, 46 minutes
14754	4 -Normal	Engineering	05/05/2014	380 days, 21 hours, 6 minutes
14755	4 -Normal	Engineering	05/05/2014	380 days, 19 hours, 57 minutes
14759	4 -Normal	Engineering	05/05/2014	380 days, 18 hours, 26 minutes
14761	4 -Normal	Engineering	05/05/2014	380 days, 18 hours, 4 minutes
14764	4 -Normal	Engineering	05/05/2014	380 days, 16 hours, 11 minutes
14767	4 -Normal	Engineering	05/05/2014	380 days, 9 hours, 58 minutes
14771	4 -Normal	Engineering	05/06/2014	379 days, 20 hours, 10 minutes
14774	4 -Normal	Engineering	05/05/2014	379 days, 18 hours, 37 minutes
14794	4 -Normal	Engineering	05/06/2014	378 days, 19 hours, 56 minutes
14807	4 -Normal	Engineering	05/05/2014	378 days, 17 hours, 19 minutes
14836	4 -Normal	Engineering	05/06/2014	377 days, 23 hours, 24 minutes
14869	4 -Normal	Engineering	05/06/2014	377 days, 5 hours, 40 minutes
14874	4 -Normal	Engineering	05/05/2014	376 days, 22 hours, 14 minutes
14927	4 -Normal	Engineering	05/06/2014	373 days, 21 hours, 58 minutes
14928	4 -Normal	Engineering	05/06/2014	373 days, 21 hours, 22 minutes

14929	4 -Normal	Engineering	05/06/2014	373 days, 20 hours, 48 minutes
14935	4 -Normal	Engineering	05/06/2014	373 days, 15 hours, 54 minutes
14945	4 -Normal	Engineering	05/06/2014	372 days, 23 hours, 47 minutes
14966	4 -Normal	Engineering	05/05/2014	371 days, 23 hours, 59 minutes
14969	4 -Normal	Engineering	05/06/2014	371 days, 22 hours, 1 minute
14977	4 -Normal	Engineering	05/06/2014	371 days, 17 hours, 34 minutes
14978	4 -Normal	Engineering	05/06/2014	371 days, 15 hours, 44 minutes
17440	4 -Normal	Engineering	05/07/2014	211 days, 17 hours, 5 minutes
18000	4 -Normal	Engineering	05/06/2014	169 days, 13 hours, 43 minutes
18031	4 -Normal	Engineering	05/05/2014	166 days, 18 hours, 33 minutes
18865	4 -Normal	Engineering	02/03/2014	105 days, 23 hours, 22 minutes
19550	4 -Normal	Engineering	02/25/2014	85 days, 23 hours, 36 minutes
19577	4 -Normal	Engineering	05/06/2014	84 days, 10 hours, 16 minutes
19578	4 -Normal	Engineering	05/06/2014	84 days, 10 hours, 11 minutes
19651	4 -Normal	Engineering	04/10/2014	78 days, 21 hours, 19 minutes
19987	4 -Normal	Engineering	05/06/2014	62 days, 16 hours, 56 minutes
20099	4 -Normal	Engineering	03/17/2014	57 days, 19 hours, 49 minutes
20113	4 -Normal	Engineering	05/01/2014	56 days, 19 hours, 41 minutes
20122	4 -Normal	Customer	05/07/2014	56 days, 15 hours, 10 minutes
20201	3 -Elevated	Customer	05/07/2014	51 days, 15 hours, 43 minutes
20229	4 -Normal	Engineering	04/28/2014	49 days, 17 hours, 37 minutes
20242	4 -Normal	Engineering	04/22/2014	48 days, 21 hours, 42 minutes
20318	3 -Elevated	Engineering	03/26/2014	43 days, 14 hours, 54 minutes
20343	4 -Normal	Engineering	05/06/2014	41 days, 17 hours, 28 minutes
20375	4 -Normal	Engineering	05/07/2014	37 days, 16 hours, 44 minutes
20381	4 -Normal	Engineering	05/01/2014	36 days, 22 hours, 46 minutes
20398	4 -Normal	Engineering	04/07/2014	36 days, 15 hours, 17 minutes
20399	4 -Normal	Engineering	04/14/2014	36 days, 13 hours, 30 minutes

20420	3-Elevated	Engineering	04/28/2014	35 days, 7 hours, 21 minutes
20422	4-Normal	Engineering	05/07/2014	34 days, 23 hours, 4 minutes
20425	4-Normal	Engineering	05/07/2014	34 days, 21 hours, 58 minutes
20457	4-Normal	Engineering	05/06/2014	31 days, 7 hours, 52 minutes
20467	3-Elevated	Engineering	05/08/2014	30 days, 19 hours, 31 minutes
20477	4-Normal	Engineering	05/05/2014	29 days, 22 hours, 39 minutes
20488	4-Normal	Engineering	05/05/2014	29 days, 17 hours, 27 minutes
20522	4-Normal	Engineering	05/06/2014	29 days, 10 hours, 44 minutes
20572	4-Normal	Engineering	04/29/2014	28 days, 19 hours, 14 minutes
20573	4-Normal	Engineering	05/05/2014	28 days, 19 hours, 3 minutes
20576	4-Normal	Engineering	05/07/2014	28 days, 18 hours, 38 minutes
20583	3-Elevated	Engineering	05/05/2014	28 days, 17 hours, 10 minutes
20616	4-Normal	Engineering	04/28/2014	27 days, 23 hours, 17 minutes
20672	4-Normal	Engineering	05/06/2014	27 days, 18 hours, 5 minutes
20679	4-Normal	Engineering	05/06/2014	27 days, 16 hours, 27 minutes
20685	4-Normal	Engineering	05/08/2014	26 days, 22 hours, 27 minutes
20700	4-Normal	Engineering	05/06/2014	25 days, 21 hours, 32 minutes
20736	4-Normal	Engineering	05/05/2014	22 days, 16 hours, 24 minutes
20747	4-Normal	Engineering	05/05/2014	21 days, 17 hours, 36 minutes
20769	4-Normal	Engineering	05/07/2014	20 days, 23 hours, 46 minutes
20774	4-Normal	Engineering	05/05/2014	20 days, 20 hours, 0 minutes
20775	4-Normal	Engineering	05/02/2014	20 days, 18 hours, 39 minutes
20802	4-Normal	Engineering	05/07/2014	16 days, 23 hours, 37 minutes
20819	4-Normal	Engineering	05/07/2014	16 days, 15 hours, 55 minutes
20825	4-Normal	Engineering	04/23/2014	15 days, 18 hours, 40 minutes
20827	4-Normal	Engineering	04/22/2014	15 days, 18 hours, 32 minutes
20828	3-Elevated	Engineering	05/07/2014	15 days, 17 hours, 31 minutes
20833	4-Normal	Engineering	05/06/2014	14 days, 23 hours, 29 minutes
20837	4-Normal	Engineering	05/06/2014	14 days, 22 hours, 6 minutes

20857	4 -Normal	Engineering	05/06/2014	13 days, 22 hours, 37 minutes
20881	4 -Normal	Engineering	05/06/2014	12 days, 18 hours, 28 minutes
20884	4 -Normal	Engineering	05/07/2014	12 days, 12 hours, 53 minutes
20899	3 -Elevated	Engineering	05/05/2014	10 days, 1 hour, 13 minutes
20911	4 -Normal	Engineering	05/06/2014	9 days, 15 hours, 23 minutes
20917	4 -Normal	Engineering	05/06/2014	9 days, 12 hours, 46 minutes
20921	4 -Normal	Engineering	04/29/2014	8 days, 23 hours, 17 minutes
20929	4 -Normal	Engineering	05/06/2014	8 days, 17 hours, 10 minutes
20939	4 -Normal	Engineering	05/06/2014	7 days, 21 hours, 30 minutes
20946	4 -Normal	Engineering	05/08/2014	7 days, 18 hours, 47 minutes
20960	4 -Normal	Engineering	05/07/2014	7 days, 14 hours, 54 minutes
20962	2 -High	Engineering	05/08/2014	7 days, 0 hours, 9 minutes
20963	3 -Elevated	Engineering	05/05/2014	6 days, 20 hours, 21 minutes
20966	4 -Normal	Engineering	05/08/2014	6 days, 18 hours, 52 minutes
20967	4 -Normal	Engineering	05/05/2014	6 days, 18 hours, 41 minutes
20973	3 -Elevated	Engineering	05/06/2014	6 days, 1 hour, 13 minutes
20975	3 -Elevated	Engineering	05/08/2014	5 days, 23 hours, 16 minutes
20976	4 -Normal	Engineering	05/07/2014	5 days, 22 hours, 5 minutes
20984	4 -Normal	Engineering	05/05/2014	5 days, 17 hours, 21 minutes
20986	3 -Elevated	Engineering	05/05/2014	5 days, 14 hours, 50 minutes
20988	4 -Normal	Engineering	05/06/2014	5 days, 10 hours, 22 minutes
20989	4 -Normal	Engineering	05/06/2014	4 days, 22 hours, 49 minutes
20992	3 -Elevated	Engineering	05/06/2014	3 days, 15 hours, 1 minute
20993	4 -Normal	Engineering	05/07/2014	2 days, 23 hours, 44 minutes
20994	4 -Normal	Engineering	05/06/2014	2 days, 23 hours, 41 minutes
21003	4 -Normal	Engineering	05/07/2014	2 days, 15 hours, 33 minutes
21007	4 -Normal	Engineering	05/06/2014	1 day, 22 hours, 13 minutes
21008	3 -Elevated	Engineering	05/06/2014	1 day, 21 hours, 38 minutes

21011	4 -Normal	Engineering	05/07/2014	1 day, 18 hours, 15 minutes
21012	4 -Normal	Engineering	05/08/2014	1 day, 6 hours, 59 minutes
21013	4 -Normal	Engineering	05/07/2014	1 day, 6 hours, 45 minutes
21014	4 -Normal	Engineering	05/07/2014	1 day, 6 hours, 25 minutes
21015	3 -Elevated	Engineering	05/07/2014	1 day, 1 hour, 48 minutes
21017	3 -Elevated	Engineering	05/07/2014	0 days, 23 hours, 5 minutes
21024	4 -Normal	Engineering	05/07/2014	0 days, 20 hours, 23 minutes
21025	4 -Normal	Engineering	05/07/2014	0 days, 20 hours, 7 minutes
21026	4 -Normal	Engineering	05/07/2014	0 days, 20 hours, 3 minutes
21033	4 -Normal	Engineering	05/08/2014	0 days, 11 hours, 14 minutes
21034	4 -Normal	Engineering	05/08/2014	0 days, 2 hours, 8 minutes

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