

Open Science Grid: (22:52 , 08/02/2013)

This report contains data from 153 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket††
12335	4-Normal	Engineering	07/19/2013	393 days, 9 hours, 12 minutes
12385	4-Normal	Engineering	01/30/2013	379 days, 7 hours, 1 minute
12466	4-Normal	Support Agency	09/04/2012	364 days, 20 hours, 29 minutes
12516	4-Normal	Engineering	07/31/2013	350 days, 3 hours, 3 minutes
12535	4-Normal	Resolved	07/29/2013	346 days, 6 hours, 48 minutes
12870	4-Normal	Engineering	01/30/2013	283 days, 3 hours, 14 minutes
13024	4-Normal	Engineering	12/19/2012	255 days, 5 hours, 1 minute
13516	4-Normal	Engineering	07/23/2013	184 days, 23 hours, 59 minutes
13758	4-Normal	Resolved	07/15/2013	169 days, 6 hours, 23 minutes
13799	3-Elevated	Engineering	07/31/2013	167 days, 0 hours, 23 minutes
13933	4-Normal	Support Agency	08/01/2013	157 days, 22 hours, 35 minutes
14171	4-Normal	Engineering	07/26/2013	144 days, 3 hours, 17 minutes
14196	3-Elevated	Resolved	07/26/2013	142 days, 10 hours, 13 minutes
14222	4-Normal	Engineering	07/08/2013	140 days, 9 hours, 6 minutes
14284	4-Normal	Engineering	05/17/2013	135 days, 6 hours, 30 minutes
14332	4-Normal	Engineering	07/26/2013	133 days, 4 hours, 49 minutes
14554	4-Normal	Engineering	07/31/2013	115 days, 23 hours, 19 minutes
14610	4-Normal	Engineering	07/08/2013	112 days, 8 hours, 34 minutes
14629	4-Normal	Engineering	07/17/2013	109 days, 7 hours, 17 minutes
14697	4-Normal	Engineering	07/30/2013	107 days, 2 hours, 51 minutes
14864	4-Normal	Engineering	05/03/2013	99 days, 1 hour, 32 minutes
14877	4-Normal	Engineering	07/25/2013	98 days, 5 hours, 48 minutes
14889	4-Normal	Engineering	07/29/2013	98 days, 5 hours, 48 minutes
14894	4-Normal	Engineering	07/25/2013	98 days, 5 hours, 48 minutes
14895	4-Normal	Engineering	07/25/2013	98 days, 5 hours, 48 minutes
14901	4-Normal	Engineering	07/24/2013	98 days, 5 hours, 48 minutes

14904	4 -Normal	Engineering	07/25/2013	98 days, 5 hours, 47 minutes
14907	4 -Normal	Engineering	07/31/2013	98 days, 5 hours, 47 minutes
14908	4 -Normal	Engineering	07/31/2013	98 days, 5 hours, 47 minutes
14909	4 -Normal	Engineering	07/24/2013	98 days, 5 hours, 47 minutes
14910	4 -Normal	Engineering	07/31/2013	98 days, 5 hours, 47 minutes
14940	4 -Normal	Engineering	08/01/2013	94 days, 15 hours, 41 minutes
14997	4 -Normal	Engineering	08/01/2013	91 days, 10 hours, 25 minutes
15041	4 -Normal	Engineering	07/18/2013	88 days, 1 hour, 15 minutes
15167	4 -Normal	Engineering	07/29/2013	80 days, 4 hours, 45 minutes
15213	4 -Normal	Engineering	07/11/2013	75 days, 4 hours, 48 minutes
15254	4 -Normal	Resolved	07/28/2013	72 days, 6 hours, 2 minutes
15413	4 -Normal	Resolved	07/22/2013	59 days, 1 hour, 54 minutes
15433	4 -Normal	Engineering	07/31/2013	57 days, 14 hours, 55 minutes
15514	4 -Normal	Engineering	07/31/2013	51 days, 1 hour, 59 minutes
15546	4 -Normal	Engineering	07/31/2013	49 days, 5 hours, 17 minutes
15553	4 -Normal	Engineering	06/14/2013	49 days, 0 hours, 27 minutes
15567	4 -Normal	Engineering	07/18/2013	46 days, 7 hours, 40 minutes
15595	4 -Normal	Resolved	07/02/2013	44 days, 9 hours, 35 minutes
15607	4 -Normal	Engineering	07/25/2013	43 days, 3 hours, 53 minutes
15641	4 -Normal	Engineering	07/31/2013	41 days, 6 hours, 57 minutes
15650	4 -Normal	Engineering	07/30/2013	39 days, 9 hours, 26 minutes
15695	4 -Normal	Resolved	06/25/2013	38 days, 21 hours, 7 minutes
15710	3 -Elevated	Engineering	07/31/2013	38 days, 6 hours, 15 minutes
15713	4 -Normal	Engineering	08/02/2013	38 days, 4 hours, 27 minutes
15717	4 -Normal	Engineering	07/31/2013	38 days, 3 hours, 23 minutes
15719	4 -Normal	Engineering	07/25/2013	38 days, 3 hours, 0 minutes
15741	4 -Normal	Resolved	07/29/2013	37 days, 1 hour, 24 minutes
15756	4 -Normal	Engineering	07/18/2013	36 days, 1 hour, 56 minutes

15767	4-Normal	Engineering	07/30/2013	35 days, 7 hours, 56 minutes
15770	4-Normal	Engineering	07/31/2013	35 days, 6 hours, 13 minutes
15771	4-Normal	Engineering	08/02/2013	35 days, 5 hours, 45 minutes
15779	4-Normal	Support Agency	07/29/2013	34 days, 23 hours, 13 minutes
15781	4-Normal	Engineering	07/26/2013	33 days, 21 hours, 32 minutes
15794	4-Normal	Engineering	07/01/2013	32 days, 6 hours, 56 minutes
15818	2-High	Engineering	07/08/2013	31 days, 6 hours, 28 minutes
15831	4-Normal	Engineering	08/02/2013	30 days, 23 hours, 55 minutes
15832	4-Normal	Engineering	08/01/2013	30 days, 22 hours, 51 minutes
15833	4-Normal	Engineering	07/24/2013	30 days, 20 hours, 59 minutes
15834	4-Normal	Engineering	07/26/2013	30 days, 20 hours, 46 minutes
15854	4-Normal	Engineering	07/29/2013	28 days, 3 hours, 2 minutes
15861	3-Elevated	Engineering	07/29/2013	26 days, 9 hours, 35 minutes
15889	4-Normal	Engineering	07/31/2013	25 days, 0 hours, 40 minutes
15894	4-Normal	Engineering	07/30/2013	24 days, 10 hours, 51 minutes
15925	4-Normal	Engineering	07/29/2013	23 days, 7 hours, 55 minutes
15929	4-Normal	Engineering	07/31/2013	23 days, 5 hours, 2 minutes
15953	4-Normal	Engineering	07/31/2013	22 days, 19 hours, 41 minutes
15976	4-Normal	Resolved	07/15/2013	21 days, 6 hours, 57 minutes
15978	4-Normal	Resolved	07/13/2013	21 days, 6 hours, 23 minutes
15986	3-Elevated	Engineering	08/02/2013	20 days, 19 hours, 26 minutes
15996	4-Normal	Engineering	07/31/2013	18 days, 8 hours, 12 minutes
16008	4-Normal	Engineering	07/31/2013	18 days, 2 hours, 4 minutes
16013	4-Normal	Engineering	07/31/2013	17 days, 14 hours, 39 minutes
16036	4-Normal	Resolved	07/19/2013	17 days, 1 hour, 52 minutes
16049	4-Normal	Engineering	08/01/2013	16 days, 3 hours, 57 minutes
16059	4-Normal	Engineering	08/01/2013	15 days, 9 hours, 9 minutes
16061	4-Normal	Engineering	07/29/2013	15 days, 7 hours, 30 minutes
16076	4-Normal	Engineering	07/30/2013	14 days, 3 hours, 58 minutes

16084	4-Normal	Engineering	08/01/2013	12 days, 21 hours, 27 minutes
16086	4-Normal	Engineering	07/31/2013	11 days, 10 hours, 45 minutes
16087	4-Normal	Engineering	07/31/2013	11 days, 9 hours, 33 minutes
16090	4-Normal	Engineering	07/31/2013	11 days, 8 hours, 26 minutes
16091	4-Normal	Engineering	07/24/2013	11 days, 8 hours, 18 minutes
16103	4-Normal	Engineering	07/31/2013	10 days, 22 hours, 57 minutes
16104	4-Normal	Engineering	08/01/2013	10 days, 20 hours, 3 minutes
16118	3-Elevated	Resolved	07/24/2013	10 days, 16 hours, 44 minutes
16127	4-Normal	Engineering	07/26/2013	9 days, 22 hours, 51 minutes
16139	4-Normal	Engineering	07/31/2013	9 days, 5 hours, 44 minutes
16148	4-Normal	Engineering	08/01/2013	8 days, 23 hours, 13 minutes
16149	4-Normal	Engineering	08/01/2013	8 days, 14 hours, 51 minutes
16152	4-Normal	Engineering	07/31/2013	8 days, 7 hours, 53 minutes
16157	4-Normal	Engineering	07/29/2013	8 days, 5 hours, 44 minutes
16172	4-Normal	Engineering	07/31/2013	7 days, 4 hours, 31 minutes
16173	4-Normal	Engineering	07/31/2013	7 days, 3 hours, 24 minutes
16176	4-Normal	Engineering	07/31/2013	7 days, 1 hour, 36 minutes
16181	4-Normal	Engineering	07/29/2013	6 days, 5 hours, 41 minutes
16182	4-Normal	Engineering	08/02/2013	6 days, 5 hours, 1 minute
16185	4-Normal	Engineering	07/30/2013	4 days, 11 hours, 49 minutes
16188	4-Normal	Engineering	07/29/2013	4 days, 7 hours, 56 minutes
16198	4-Normal	Engineering	07/29/2013	4 days, 4 hours, 49 minutes
16202	4-Normal	Engineering	08/02/2013	4 days, 2 hours, 54 minutes
16205	4-Normal	Engineering	08/02/2013	4 days, 0 hours, 6 minutes
16207	4-Normal	Engineering	07/31/2013	3 days, 22 hours, 56 minutes
16210	4-Normal	Engineering	07/31/2013	3 days, 15 hours, 28 minutes
16213	4-Normal	Engineering	07/31/2013	3 days, 10 hours, 9 minutes
16217	4-Normal	Engineering	07/31/2013	3 days, 4 hours, 26 minutes

16219	4 -Normal	Engineering	07/31/2013	3 days, 4 hours, 18 minutes
16220	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 51 minutes
16221	4 -Normal	Engineering	07/31/2013	3 days, 3 hours, 51 minutes
16222	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 40 minutes
16223	4 -Normal	Engineering	07/31/2013	3 days, 3 hours, 27 minutes
16226	4 -Normal	Engineering	08/02/2013	3 days, 3 hours, 9 minutes
16227	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 8 minutes
16228	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 7 minutes
16229	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 7 minutes
16230	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 6 minutes
16231	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 5 minutes
16234	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 2 minutes
16235	4 -Normal	Engineering	07/31/2013	3 days, 3 hours, 1 minute
16236	4 -Normal	Engineering	07/30/2013	3 days, 3 hours, 0 minutes
16238	4 -Normal	Engineering	07/31/2013	3 days, 2 hours, 59 minutes
16239	4 -Normal	Engineering	07/30/2013	3 days, 2 hours, 58 minutes
16240	4 -Normal	Engineering	07/31/2013	3 days, 2 hours, 55 minutes
16241	4 -Normal	Engineering	07/31/2013	3 days, 2 hours, 53 minutes
16242	4 -Normal	Engineering	07/30/2013	3 days, 2 hours, 48 minutes
16243	4 -Normal	Engineering	07/31/2013	3 days, 2 hours, 11 minutes
16245	4 -Normal	Engineering	07/31/2013	2 days, 23 hours, 16 minutes
16246	4 -Normal	Engineering	07/31/2013	2 days, 13 hours, 44 minutes
16248	4 -Normal	Engineering	08/02/2013	2 days, 10 hours, 3 minutes
16250	4 -Normal	Engineering	08/01/2013	2 days, 8 hours, 7 minutes
16251	4 -Normal	Engineering	07/31/2013	2 days, 6 hours, 57 minutes
16254	4 -Normal	Engineering	08/01/2013	2 days, 5 hours, 17 minutes
16256	4 -Normal	Engineering	08/01/2013	2 days, 4 hours, 52 minutes
16258	4 -Normal	Engineering	07/31/2013	2 days, 4 hours, 12 minutes
16260	4 -Normal	Engineering	07/31/2013	2 days, 3 hours, 21 minutes

16266	4 - Normal	Engineering	07/31/2013	1 day, 23 hours, 17 minutes
16267	4 - Normal	Engineering	08/01/2013	1 day, 13 hours, 37 minutes
16270	4 - Normal	Engineering	08/02/2013	1 day, 9 hours, 40 minutes
16271	4 - Normal	Engineering	08/01/2013	1 day, 9 hours, 10 minutes
16273	4 - Normal	Engineering	08/01/2013	1 day, 6 hours, 39 minutes
16274	4 - Normal	Engineering	08/02/2013	1 day, 4 hours, 1 minute
16276	4 - Normal	Engineering	08/02/2013	1 day, 2 hours, 17 minutes
16277	4 - Normal	Engineering	08/01/2013	1 day, 2 hours, 17 minutes
16278	4 - Normal	Engineering	08/02/2013	1 day, 1 hour, 49 minutes
16282	4 - Normal	Resolved	08/01/2013	1 day, 1 hour, 8 minutes
16283	4 - Normal	Resolved	08/01/2013	1 day, 1 hour, 0 minutes
16289	4 - Normal	Engineering	08/02/2013	0 days, 9 hours, 20 minutes
16297	4 - Normal	Engineering	08/02/2013	0 days, 1 hour, 5 minutes

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