Labor Commission Incidents Report

7/1/2010 to **7/31/2010** as of **8/2/2010**

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - FCR Met

				High	Low	Total
Capitol Hosting	**Application**	**Error**	**Novell Messenger**	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Diebold	**EIS Hardware**	**Printer**	**None**	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Metro A Desktop Support	**Application**	**Error**	**Industrial Accident**	0 0	1 0	1 0
			None	0 0	1 0	1 0

				High	Low	Total
Metro A Desktop Support	Application	Error	Total	0 0	2 0	2 0
		None	None	0 0	1 1	1 1
			Novell GroupWise	0 0	1 1	1 1
			Total	0 0	2 2	2 2
		Password	Industrial Accident	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Reporting	None	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		Total		0 0	6 3	6 3
	Mobile Devices	None	None	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		Total		0 0	1 1	1 1
	Network	Error	Cisco AnyConnect	0 0	1 1	1 1
			None	0 0	1 1	1 1
			Total	0 0	2 2	2 2
		None	None	0 0	4 4	4 4

				High	Low	Total
Metro A Desktop Support	Network	None	Total	0 0	4 4	4 4
		Total		0 0	6 6	6 6
	PC/Laptop	Error	None	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		None	None	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		Performance	Adjudication	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Virus	None	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		Total		0 0	4 3	4 3
	Print/Copy/Scan/Fax	None	None	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		Total		0 0	1 1	1 1
	Total			0 0	18 14	18 14
Metro A Help Desk	Application	Password	Novell Messenger	0 0	1 1	1 1

				High	Low	Total
Metro A Help Desk	Application	Password	Total	0 0	1 1	1 1
		Reporting	Novell Messenger	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	2 1	2 1
	Network	Password	Novell Client for 32-bit	0 0	4 4	4 4
			Total	0 0	4 4	4 4
		Total		0 0	4 4	4 4
	PC/Laptop	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	7 5	7 5
Voice Operations	_No Tier 2	None	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Telecom	Call/Receive	None	0 0	1 0	1 0
			Telephone	0 0	1 0	1 0

				High	Low	Total
Voice Operations	Telecom	Call/Receive	Total	0 0	2 0	2 0
		Dial Tone	Telephone	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Hardware	Telephone	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Voice Mail	None	0 0	1 0	1 0
			telephone	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		Total		1 0	6 0	7 0
	Total			2 0	6 0	8 0
Voice/Data/WAN Services	Telecom	Dial Tone	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0

	High	Low	Total
Total	2 0	34 19	36 19

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

				High	Low	Total
Capitol Hosting	**Application**	**Error**	**Novell Messenger**	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Diebold	**EIS Hardware**	**Printer**	**None**	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Metro A Desktop Support	**Application**	**Error**	**Industrial Accident**	0 0	1 0	1 0
			None	0 0	1 1	1 1
			Total	0 0	2 1	2 1
		None	**None**	0 0	1 0	1 0

				High	Low	Total
Metro A Desktop Support	Application	None	Novell GroupWise	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		Password	Industrial Accident	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Reporting	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	6 1	6 1
	Mobile Devices	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Network	Error	Cisco AnyConnect	0 0	1 0	1 0
			None	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		None	None	0 0	4 0	4 0
			Total	0 0	4 0	4 0
		Total		0 0	6 0	6 0

				High	Low	Total
Metro A Desktop Support	PC/Laptop	Error	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Performance	Adjudication	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Virus	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	4 0	4 0
	Print/Copy/Scan/Fax	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	18 1	18 1
Metro A Help Desk	Application	Password	Novell Messenger	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Reporting	Novell Messenger	0 0	1 0	1 0

				High	Low	Total
Metro A Help Desk	Application	Reporting	Total	0 0	1 0	1 0
		Total		0 0	2 0	2 0
	Network	Password	Novell Client for 32-bit	0 0	4 0	4 0
			Total	0 0	4 0	4 0
		Total		0 0	4 0	4 0
	PC/Laptop	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	7 0	7 0
Voice Operations	_No Tier 2	None	None	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		1 1	0 0	1 1
	Telecom	Call/Receive	None	0 0	1 0	1 0
			Telephone	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		Dial Tone	Telephone	1 0	0 0	1 0

				High	Low	Total
Voice Operations	Telecom	Dial Tone	Total	1 0	0 0	1 0
		Hardware	Telephone	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Voice Mail	None	0 0	1 0	1 0
			telephone	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		Total		1 0	6 0	7 0
	Total			2 1	6 0	8 1
Voice/Data/WAN Services	Telecom	Dial Tone	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Total				2 1	34 1	36 2

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

				High	Low	Total
Capitol Hosting	**Application**	**Error**	**Novell Messenger**	0 0.00	1 0.51	1 0.51
			Total	0 0.00	1 0.51	1 0.51
		Total		0 0.00	1 0.51	1 0.51
	Total			0 0.00	1 0.51	1 0.51
Diebold	**EIS Hardware**	**Printer**	**None**	0 0.00	1 0.38	1 0.38
			Total	0 0.00	1 0.38	1 0.38
		Total		0 0.00	1 0.38	1 0.38
	Total			0 0.00	1 0.38	1 0.38
Metro A Desktop Support	**Application**	**Error**	**Industrial Accident**	0 0.00	1 0.35	1 0.35
			None	0 0.00	1 2.34	1 2.34
			Total	0 0.00	2 1.34	2 1.34
		None	**None**	0 0.00	1 0.25	1 0.25

				High	Low	Total
Metro A Desktop Support	Application	None	Novell GroupWise	0 0.00	1 0.00	1 0.00
			Total	0 0.00	2 0.12	2 0.12
		Password	Industrial Accident	0 0.00	1 0.35	1 0.35
			Total	0 0.00	1 0.35	1 0.35
		Reporting	None	0 0.00	1 0.29	1 0.29
			Total	0 0.00	1 0.29	1 0.29
		Total		0 0.00	6 0.60	6 0.60
	Mobile Devices	None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	1 0.00	1 0.00
	Network	Error	Cisco AnyConnect	0 0.00	1 0.12	1 0.12
			None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	2 0.06	2 0.06
		None	None	0 0.00	4 0.25	4 0.25
			Total	0 0.00	4 0.25	4 0.25
		Total		0 0.00	6 0.18	6 0.18

				High	Low	Total
Metro A Desktop Support	PC/Laptop	Error	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Performance	Adjudication	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Virus	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	4 0.00	4 0.00
	Print/Copy/Scan/Fax	None	None	0 0.00	1 0.09	1 0.09
			Total	0 0.00	1 0.09	1 0.09
		Total		0 0.00	1 0.09	1 0.09
	Total			0 0.00	18 0.26	18 0.26
Metro A Help Desk	Application	Password	Novell Messenger	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Reporting	Novell Messenger	0 0.00	1 0.08	1 0.08

				High	Low	Total
Metro A Help Desk	Application	Reporting	Total	0 0.00	1 0.08	1 0.08
		Total		0 0.00	2 0.04	2 0.04
	Network	Password	Novell Client for 32-bit	0 0.00	4 0.00	4 0.00
			Total	0 0.00	4 0.00	4 0.00
		Total		0 0.00	4 0.00	4 0.00
	PC/Laptop	None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	1 0.00	1 0.00
	Total			0 0.00	7 0.01	7 0.01
Voice Operations	_No Tier 2	None	None	1 2.37	0 0.00	1 2.37
			Total	1 2.37	0 0.00	1 2.37
		Total		1 2.37	0 0.00	1 2.37
	Telecom	Call/Receive	None	0 0.00	1 0.27	1 0.27
			Telephone	0 0.00	1 0.06	1 0.06
			Total	0 0.00	2 0.17	2 0.17
		Dial Tone	Telephone	1 0.31	0 0.00	1 0.31

				High	Low	Total
Voice Operations	Telecom	Dial Tone	Total	1 0.31	0 0.00	1 0.31
		Hardware	Telephone	0 0.00	1 0.16	1 0.16
			Total	0 0.00	1 0.16	1 0.16
		None	None	0 0.00	1 0.20	1 0.20
			Total	0 0.00	1 0.20	1 0.20
		Voice Mail	None	0 0.00	1 0.12	1 0.12
			telephone	0 0.00	1 0.15	1 0.15
			Total	0 0.00	2 0.13	2 0.13
		Total		1 0.31	6 0.16	7 0.18
	Total			2 1.34	6 0.16	8 0.46
Voice/Data/WAN Services	Telecom	Dial Tone	None	0 0.00	1 0.14	1 0.14
			Total	0 0.00	1 0.14	1 0.14
		Total		0 0.00	1 0.14	1 0.14
	Total			0 0.00	1 0.14	1 0.14
Total				2 1.34	34 0.20	36 0.26

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

				High	Low	Total
Capitol Hosting	**Application**	**Error**	**Novell Messenger**	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Diebold	**EIS Hardware**	**Printer**	**None**	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Metro A Desktop Support	**Application**	**Error**	**Industrial Accident**	0 0	1 0	1 0
			None	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		None	**None**	0 0	1 0	1 0
			Novell GroupWise	0 0	1 0	1 0

				High	Low	Total
Metro A Desktop Support	Application	None	Total	0 0	2 0	2 0
		Password	Industrial Accident	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Reporting	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	6 0	6 0
	Mobile Devices	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Network	Error	Cisco AnyConnect	0 0	1 0	1 0
			None	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		None	None	0 0	4 0	4 0
			Total	0 0	4 0	4 0
		Total		0 0	6 0	6 0
	PC/Laptop	Error	None	0 0	1 0	1 0

				High	Low	Total
Metro A Desktop Support	PC/Laptop	Error	Total	0 0	1 0	1 0
		None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Performance	Adjudication	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Virus	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	4 0	4 0
	Print/Copy/Scan/Fax	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	18 0	18 0
Metro A Help Desk	Application	Password	Novell Messenger	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Reporting	Novell Messenger	0 0	1 0	1 0
			Total	0 0	1 0	1 0

				High	Low	Total
Metro A Help Desk	Application	Total		0 0	2 0	2 0
	Network	Password	Novell Client for 32-bit	0 0	4 0	4 0
			Total	0 0	4 0	4 0
		Total		0 0	4 0	4 0
	PC/Laptop	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	7 0	7 0
Voice Operations	_No Tier 2	None	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Telecom	Call/Receive	None	0 0	1 0	1 0
			Telephone	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		Dial Tone	Telephone	1 0	0 0	1 0
			Total	1 0	0 0	1 0

				High	Low	Total
Voice Operations	Telecom	Hardware	Telephone	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Voice Mail	None	0 0	1 0	1 0
			telephone	0 0	1 0	1 0
			Total	0 0	2 0	2 0
		Total		1 0	6 0	7 0
	Total			2 0	6 0	8 0
Voice/Data/WAN Services	Telecom	Dial Tone	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Total				2 0	34 0	36 0

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

				High	Low	Total
Capitol Hosting	**Application**	**Error**	**Novell Messenger**	0 0.00	1 0.53	1 0.53
			Total	0 0.00	1 0.53	1 0.53
		Total		0 0.00	1 0.53	1 0.53
	Total			0 0.00	1 0.53	1 0.53
Diebold	**EIS Hardware**	**Printer**	**None**	0 0.00	1 2.76	1 2.76
			Total	0 0.00	1 2.76	1 2.76
		Total		0 0.00	1 2.76	1 2.76
	Total			0 0.00	1 2.76	1 2.76
Metro A Desktop Support	**Application**	**Error**	**Industrial Accident**	0 0.00	1 0.35	1 0.35
			None	0 0.00	1 2.34	1 2.34
			Total	0 0.00	2 1.34	2 1.34
		None	**None**	0 0.00	1 0.25	1 0.25

				High	Low	Total
Metro A Desktop Support	Application	None	Novell GroupWise	0 0.00	1 1.11	1 1.11
			Total	0 0.00	2 0.68	2 0.68
		Password	Industrial Accident	0 0.00	1 0.35	1 0.35
			Total	0 0.00	1 0.35	1 0.35
		Reporting	None	0 0.00	1 0.29	1 0.29
			Total	0 0.00	1 0.29	1 0.29
		Total		0 0.00	6 0.78	6 0.78
	Mobile Devices	None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	1 0.00	1 0.00
	Network	Error	Cisco AnyConnect	0 0.00	1 1.32	1 1.32
			None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	2 0.66	2 0.66
		None	None	0 0.00	4 0.25	4 0.25
			Total	0 0.00	4 0.25	4 0.25
		Total		0 0.00	6 0.38	6 0.38

				High	Low	Total
Metro A Desktop Support	PC/Laptop	Error	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Performance	Adjudication	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Virus	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	4 0.00	4 0.00
	Print/Copy/Scan/Fax	None	None	0 0.00	1 2.56	1 2.56
			Total	0 0.00	1 2.56	1 2.56
		Total		0 0.00	1 2.56	1 2.56
	Total			0 0.00	18 0.55	18 0.55
Metro A Help Desk	Application	Password	Novell Messenger	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Reporting	Novell Messenger	0 0.00	1 0.24	1 0.24

				High	Low	Total
Metro A Help Desk	Application	Reporting	Total	0 0.00	1 0.24	1 0.24
		Total		0 0.00	2 0.12	2 0.12
	Network	Password	Novell Client for 32-bit	0 0.00	4 0.00	4 0.00
			Total	0 0.00	4 0.00	4 0.00
		Total		0 0.00	4 0.00	4 0.00
	PC/Laptop	None	None	0 0.00	1 0.26	1 0.26
			Total	0 0.00	1 0.26	1 0.26
		Total		0 0.00	1 0.26	1 0.26
	Total			0 0.00	7 0.07	7 0.07
Voice Operations	_No Tier 2	None	None	1 2.37	0 0.00	1 2.37
			Total	1 2.37	0 0.00	1 2.37
		Total		1 2.37	0 0.00	1 2.37
	Telecom	Call/Receive	None	0 0.00	1 0.95	1 0.95
			Telephone	0 0.00	1 0.32	1 0.32
			Total	0 0.00	2 0.63	2 0.63
		Dial Tone	Telephone	1 0.59	0 0.00	1 0.59

				High	Low	Total
Voice Operations	**Telecom**	**Dial Tone**	**Total**	1 0.59	0 0.00	1 0.59
		Hardware	**Telephone**	0 0.00	1 0.18	1 0.18
			Total	0 0.00	1 0.18	1 0.18
		None	**None**	0 0.00	1 1.03	1 1.03
			Total	0 0.00	1 1.03	1 1.03
		Voice Mail	**None**	0 0.00	1 0.75	1 0.75
			telephone	0 0.00	1 0.24	1 0.24
			Total	0 0.00	2 0.49	2 0.49
		Total		1 0.59	6 0.58	7 0.58
	Total			2 1.48	6 0.58	8 0.80
Voice/Data/WAN Services	**Telecom**	**Dial Tone**	**None**	0 0.00	1 0.21	1 0.21
			Total	0 0.00	1 0.21	1 0.21
		Total		0 0.00	1 0.21	1 0.21
	Total			0 0.00	1 0.21	1 0.21
Total				2 1.48	34 0.51	36 0.56

INC000000162493	_No Tier 2	None	None		TIR Missed:	Yes	TIR:	2.37
Voice Operations		Labor Commission	High	Resolved	TTR Missed:	No	TTR:	2.37

Application									
INC000000152559	Application	Reporting		None		TIR Missed:	No	TIR:	0.29
Metro A Desktop Support		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.29
INC000000154824	Application	Password		Novell Messenger		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000155314	Application	Reporting		Novell Messenger		TIR Missed:	No	TIR:	0.08
Metro A Help Desk		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.24
INC000000157467	Application	Error		Industrial Accident		TIR Missed:	No	TIR:	0.35
Metro A Desktop Support		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.35
INC000000157510	Application	Password		Industrial Accident		TIR Missed:	No	TIR:	0.35
Metro A Desktop Support		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.35
INC000000157542	Application	None		Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	1.11
INC000000157781	Application	Error		None		TIR Missed:	Yes	TIR:	2.34
Metro A Desktop Support		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	2.34
INC000000160422	Application	Error		Novell Messenger		TIR Missed:	No	TIR:	0.51
Capitol Hosting		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.53
INC000000163196	Application	None		None		TIR Missed:	No	TIR:	0.25
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.25
EIS Hardware									
INC000000163016	EIS Hardware	Printer		None		TIR Missed:	No	TIR:	0.38
Diebold		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	2.76
Mobile Devices									
INC000000157101	Mobile Devices	None		None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
Network									
INC000000155129	Network	Password		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000156672	Network	None		None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000160406	Network	Password		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000161009	Network	None		None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000161365	Network	None		None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000162217	Network	None		None		TIR Missed:	No	TIR:	0.98
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.98
INC000000162646	Network	Password		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000163657	Network	Error		Cisco AnyConnect VPN (		TIR Missed:	No	TIR:	0.12
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	1.32
INC000000163849	Network	Error		None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000164931	Network	Password		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
PC/Laptop									
INC000000149510	PC/Laptop	Virus		None		TIR Missed:	No	TIR:	0.00

Metro A Desktop Support		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000155440	PC/Laptop	Performance		Adjudication		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000161384	PC/Laptop	Error		None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000161722	PC/Laptop	None		None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.26
INC000000165465	PC/Laptop	None		None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	0.00
Print/Copy/Scan/Fax									
INC000000152356	Print/Copy/Scan/Fax	None		None		TIR Missed:	No	TIR:	0.09
Metro A Desktop Support		Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	2.56
Telecom									
INC000000153859	Telecom	Voice Mail		None		TIR Missed:	No	TIR:	0.12
Voice Operations		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.75
INC000000154028	Telecom	Dial Tone		None		TIR Missed:	No	TIR:	0.14
Voice/Data/WAN Services		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.21
INC000000155518	Telecom	None		None		TIR Missed:	No	TIR:	0.20
Voice Operations		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	1.03
INC000000156946	Telecom	Voice Mail		telephone		TIR Missed:	No	TIR:	0.15
Voice Operations		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.24
INC000000157171	Telecom	Hardware		Telephone		TIR Missed:	No	TIR:	0.16
Voice Operations		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.18
INC000000157195	Telecom	Call/Receive		None		TIR Missed:	No	TIR:	0.27
Voice Operations		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.95
INC000000157350	Telecom	Call/Receive		Telephone		TIR Missed:	No	TIR:	0.06
Voice Operations		Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.32
INC000000158240	Telecom	Dial Tone		Telephone		TIR Missed:	No	TIR:	0.31
Voice Operations		Labor Commission	High		Closed	TTR Missed:	No	TTR:	0.59