Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

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 - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
GOED	Application Services	Dustin Crump	1 0	4 0	0 0	5 0
		Martin Gonzalez	0 0	3 3	0 0	3 3
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	9 3	0 0	10 3
	Application Support	Michael Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	4 1	0 0	4 1
		Michael Hussey	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	6 1	1 0	7 1
	Help Desk	Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	1 1	0 0	1 1

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	FCR Total
GOED	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Assigned to Individual **Total**	0 0	3 2	0 0	3 2
	Metro A Desktop Support	Kraig Ellis	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Robert Wall	2 1	22 10	0 0	24 11
		Assigned to Individual **Total**	2 1	24 10	0 0	26 11
	Metro A Help Desk	Cindy Schroeder	0 0	4 4	0 0	4 4
		Ed Conrad	0 0	6 6	0 0	6 6
		Liz Evans	0 0	5 5	0 0	5 5
		Assigned to Individual **Total**	0 0	15 15	0 0	15 15
	Metro A Hosting	Chris Kunde	0 0	1 0	0 0	1 0
		Assigned to Individual **Total**	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	3 3	0 0	3 3

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	FCR Total
GOED	Voice Operations	**Assigned to Individual**	0	4	0	4
		Total	0	3	0	3
	Voice/Data/WAN Services	Spencer Blodgett	0	2	0	2
			0	0	0	0
		Assigned to Individual	0	2	0	2
		Total	0	0	0	0
	Assigned Group Total		3	65	1	69
			1	34	0	35
Customer Company Total			3	65	1	69
			1	34	0	35

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

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

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
GOED	Application Services	Dustin Crump	1 0	4 0	0 0	5 0
		Martin Gonzalez	0 0	3 1	0 0	3 1
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	9 1	0 0	10 1
	Application Support	Michael Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	4 0	0 0	4 0
		Michael Hussey	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	6 0	1 0	7 0
	Help Desk	Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	MIR Total
GOED	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Assigned to Individual **Total**	0 0	3 0	0 0	3 0
	Metro A Desktop Support	Kraig Ellis	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Robert Wall	2 0	22 1	0 0	24 1
		Assigned to Individual **Total**	2 0	24 1	0 0	26 1
	Metro A Help Desk	Cindy Schroeder	0 0	4 0	0 0	4 0
		Ed Conrad	0 0	6 0	0 0	6 0
		Liz Evans	0 0	5 0	0 0	5 0
		Assigned to Individual **Total**	0 0	15 0	0 0	15 0
	Metro A Hosting	Chris Kunde	0 0	1 1	0 0	1 1
		Assigned to Individual **Total**	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	MIR Total
GOED	Voice Operations	**Assigned to Individual**	0	4	0	4
		Total	0	0	0	0
	Voice/Data/WAN Services	Spencer Blodgett	0	2	0	2
			0	0	0	0
		Assigned to Individual	0	2	0	2
		Total	0	0	0	0
	Assigned Group Total		3	65	1	69
			0	3	0	3
Customer Company Total			3	65	1	69
			0	3	0	3

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

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

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
GOED	Application Services	Dustin Crump	1 0.17	4 0.72	0 0.00	5 0.61
		Martin Gonzalez	0 0.00	3 0.98	0 0.00	3 0.98
		Tony Larsen	0 0.00	2 0.96	0 0.00	2 0.96
		Assigned to Individual Total	1 0.17	9 0.86	0 0.00	10 0.79
	Application Support	Michael Brown	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	1 0.09	0 0.00	1 0.09
	Capitol Desktop Support	Chad Poll	0 0.00	4 0.12	0 0.00	4 0.12
		Michael Hussey	0 0.00	2 0.24	1 0.42	3 0.30
		Assigned to Individual Total	0 0.00	6 0.16	1 0.42	7 0.20
	Help Desk	Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	1 0.57	0 0.00	1 0.57

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	ATTIR Total
GOED	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.19	0 0.00	3 0.19
	Metro A Desktop Support	Kraig Ellis	0 0.00	1 0.48	0 0.00	1 0.48
		Mike Wilde	0 0.00	1 0.57	0 0.00	1 0.57
		Robert Wall	2 0.10	22 0.17	0 0.00	24 0.16
		Assigned to Individual Total	2 0.10	24 0.20	0 0.00	26 0.19
	Metro A Help Desk	Cindy Schroeder	0 0.00	4 0.00	0 0.00	4 0.00
		Ed Conrad	0 0.00	6 0.00	0 0.00	6 0.00
		Liz Evans	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	15 0.00	0 0.00	15 0.00
	Metro A Hosting	Chris Kunde	0 0.00	1 6.08	0 0.00	1 6.08
		Assigned to Individual Total	0 0.00	1 6.08	0 0.00	1 6.08
	Voice Operations	Gail Christiansen	0 0.00	1 0.36	0 0.00	1 0.36
		Romanza Hamblin Sorensen	0 0.00	3 0.31	0 0.00	3 0.31

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	ATTIR Total
GOED	Voice Operations	**Assigned to Individual**	0	4	0	4
		Total	0.00	0.32	0.00	0.32
	Voice/Data/WAN Services	Spencer Blodgett	0	2	0	2
			0.00	0.25	0.00	0.25
		Assigned to Individual	0	2	0	2
		Total	0.00	0.25	0.00	0.25
	Assigned Group Total		3	65	1	69
			0.12	0.34	0.42	0.33
Customer Company Total			3	65	1	69
			0.12	0.34	0.42	0.33

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

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

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MR Total
GOED	Application Services	Dustin Crump	1 0	4 0	0 0	5 0
		Martin Gonzalez	0 0	3 1	0 0	3 1
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	9 1	0 0	10 1
	Application Support	Michael Brown	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Desktop Support	Chad Poll	0 0	4 0	0 0	4 0
		Michael Hussey	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	6 0	1 0	7 0
	Help Desk	Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	1 0	0 0	1 0

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	MR Total
GOED	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Assigned to Individual **Total**	0 0	3 0	0 0	3 0
	Metro A Desktop Support	Kraig Ellis	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Robert Wall	2 0	22 0	0 0	24 0
		Assigned to Individual **Total**	2 0	24 0	0 0	26 0
	Metro A Help Desk	Cindy Schroeder	0 0	4 0	0 0	4 0
		Ed Conrad	0 0	6 0	0 0	6 0
		Liz Evans	0 0	5 0	0 0	5 0
		Assigned to Individual **Total**	0 0	15 0	0 0	15 0
	Metro A Hosting	Chris Kunde	0 0	1 1	0 0	1 1
		Assigned to Individual **Total**	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	MR Total
GOED	Voice Operations	**Assigned to Individual**	0	4	0	4
		Total	0	0	0	0
	Voice/Data/WAN Services	Spencer Blodgett	0	2	0	2
			0	0	0	0
		Assigned to Individual	0	2	0	2
		Total	0	0	0	0
	Assigned Group Total		3	65	1	69
			0	3	0	3
Customer Company Total			3	65	1	69
			0	3	0	3

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

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

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
GOED	Application Services	Dustin Crump	1 0.32	4 2.47	0 0.00	5 2.04
		Martin Gonzalez	0 0.00	3 8.42	0 0.00	3 8.42
		Tony Larsen	0 0.00	2 1.83	0 0.00	2 1.83
		Assigned to Individual Total	1 0.32	9 4.31	0 0.00	10 3.91
	Application Support	Michael Brown	0 0.00	1 37.50	0 0.00	1 37.50
		Assigned to Individual Total	0 0.00	1 37.50	0 0.00	1 37.50
	Capitol Desktop Support	Chad Poll	0 0.00	4 0.81	0 0.00	4 0.81
		Michael Hussey	0 0.00	2 2.03	1 0.42	3 1.49
		Assigned to Individual Total	0 0.00	6 1.22	1 0.42	7 1.10
	Help Desk	Dawn Wayment	0 0.00	1 0.04	0 0.00	1 0.04
		Eileen Dubach	0 0.00	1 1.19	0 0.00	1 1.19

Enterprise Incident Report March 2012

As of **4/2/2012**

GOED

			High	Low	Medium	ATTR Total
GOED	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.41	0 0.00	3 0.41
	Metro A Desktop Support	Kraig Ellis	0 0.00	1 1.73	0 0.00	1 1.73
		Mike Wilde	0 0.00	1 0.58	0 0.00	1 0.58
		Robert Wall	2 0.39	22 0.24	0 0.00	24 0.25
		Assigned to Individual Total	2 0.39	24 0.32	0 0.00	26 0.32
	Metro A Help Desk	Cindy Schroeder	0 0.00	4 0.13	0 0.00	4 0.13
		Ed Conrad	0 0.00	6 0.36	0 0.00	6 0.36
		Liz Evans	0 0.00	5 0.15	0 0.00	5 0.15
		Assigned to Individual Total	0 0.00	15 0.23	0 0.00	15 0.23
	Metro A Hosting	Chris Kunde	0 0.00	1 7.84	0 0.00	1 7.84
		Assigned to Individual Total	0 0.00	1 7.84	0 0.00	1 7.84
	Voice Operations	Gail Christiansen	0 0.00	1 5.94	0 0.00	1 5.94
		Romanza Hamblin Sorensen	0 0.00	3 1.03	0 0.00	3 1.03

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As of **4/2/2012**

GOED

			High	Low	Medium	ATTR Total
GOED	Voice Operations	**Assigned to Individual Total**	0 0.00	4 2.26	0 0.00	4 2.26
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	2 0.77	0 0.00	2 0.77
		Assigned to Individual Total	0 0.00	2 0.77	0 0.00	2 0.77
	Assigned Group Total		3 0.37	65 1.78	1 0.42	69 1.70
Customer Company Total			3 0.37	65 1.78	1 0.42	69 1.70

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As of **4/2/2012**

GOED

Detail

INC000000470491	Kelleigh Cole	Application	Error	None		TIR Missed:	No	0.98
Application Services		Tony Larsen	GOED	Low	Closed	TTR Missed:	No	2.64
INC000000470714	Kelly Day	Network	Error	None		TIR Missed:	No	0.42
Capitol Desktop Support		Michael Hussey	GOED	Medium	Closed	TTR Missed:	No	0.42
INC000000470821	James Buchanan	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.30
Capitol Desktop Support		Michael Hussey	GOED	Low	Closed	TTR Missed:	No	0.30
INC000000470877	Marshall Moore	Application	None	Ipads		TIR Missed:	No	0.18
Capitol Desktop Support		Michael Hussey	GOED	Low	Closed	TTR Missed:	No	3.76
INC000000471636	Suzanne Redington	Application	None	Novell GroupWise		TIR Missed:	No	0.17
Application Services		Dustin Crump	GOED	High	Closed	TTR Missed:	No	0.32
INC000000472319	James Buchanan	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.24
Capitol Desktop Support		Chad Poll	GOED	Low	Closed	TTR Missed:	No	0.78
INC000000472760	Chad Davis	None	None	None		TIR Missed:	No	0.00
Capitol Desktop Support		Chad Poll	GOED	Low	Closed	TTR Missed:	No	0.00
INC000000473687	Chad Davis	Application	Error	None		TIR Missed:	Yes	6.08
Metro A Hosting		Chris Kunde	GOED	Low	Closed	TTR Missed:	Yes	7.84
INC000000476055	Suzanne Redington	Application	None	Novell GroupWise		TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	GOED	Low	Closed	TTR Missed:	No	
INC000000476756	David M Williams	PC/Laptop	Performance	None		TIR Missed:	No	0.07
Capitol Desktop Support		Chad Poll	GOED	Low	Closed	TTR Missed:	No	1.48
INC000000476838	Amy Hamblin	Application	None	Gmail		TIR Missed:	Yes	1.16
Application Services		Martin Gonzalez	GOED	Low	Closed	TTR Missed:	No	2.00
INC000000478918	Jill Goodmansen	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Help Desk		James Stearns	GOED	Low	Closed	TTR Missed:	No	0.00
INC000000480203	Chad Davis	None	None	None		TIR Missed:	No	0.09
Application Support		Michael Brown	GOED	Low	Resolved	TTR Missed:	Yes	37.50
INC000000480778	Ariel Briggs	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	GOED	Low	Resolved	TTR Missed:	No	0.07
INC000000480948	Lester Prall	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	GOED	Low	Resolved	TTR Missed:	No	0.39
INC000000481495	Tamy Dayley	PC/Laptop	None	None		TIR Missed:	No	0.12
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.14

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GOED

INC000000481533	Andrew Gillman	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.24
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.25
INC000000481612	Riley Cutler	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.18
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.18
INC000000481901	Marie Magre	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000482176	Miguel Rovira	Telecom	Call/Receive	Telephone		TIR Missed:	No	0.35
Voice/Data/WAN Services		Spencer Blodgett	GOED	Low	Resolved	TTR Missed:	No	0.37
INC000000482540	Kelleigh Cole	None	None	None		TIR Missed:	No	0.48
Metro A Desktop Support		Kraig Ellis	GOED	Low	Resolved	TTR Missed:	No	1.73
INC000000482716	Tamy Dayley	Telecom	Hardware	Telephone		TIR Missed:	No	0.15
Voice/Data/WAN Services		Spencer Blodgett	GOED	Low	Resolved	TTR Missed:	No	1.18
INC000000482734	Tamy Dayley	None	None	None		TIR Missed:	No	0.15
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.17
INC000000482832	Bill Colbert	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000482919	Amy Hamblin	None	None	None		TIR Missed:	No	0.57
Metro A Desktop Support		Mike Wilde	GOED	Low	Resolved	TTR Missed:	No	0.58
INC000000482925	Amy Hamblin	None	None	None		TIR Missed:	No	0.94
Application Services		Tony Larsen	GOED	Low	Resolved	TTR Missed:	No	1.02
INC000000482937	Sue Watson	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed:	No	0.58
INC000000483051	Tara Thue	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.11
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.15
INC000000483343	Alisha Johnson	None	None	None		TIR Missed:	No	0.03
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.04
INC000000483344	Marshall Wright	None	None	None		TIR Missed:	No	0.11
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.11
INC000000483345	Tamy Dayley	None	None	None		TIR Missed:	No	0.07
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.08
INC000000483823	Roxanne Graham	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.11
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.12
INC000000483886	Franz Kolb	Network	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Resolved	TTR Missed:	No	0.51

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GOED

INC000000483906	Jenni Osman	None	None	None		TIR Missed:	No	0.01
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.12
INC000000484162	Marie Magre	Network	Error	None		TIR Missed:	No	0.03
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.04
INC000000484182	Franz Kolb	None	None	None		TIR Missed:	No	0.36
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.36
INC000000484191	Fred Lange	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000484197	Shawn Moore	None	None	None		TIR Missed:	No	0.04
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.05
INC000000484261	Lester Prall	None	None	None		TIR Missed:	No	0.03
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.03
INC000000484263	Chuck Spence	None	None	None		TIR Missed:	No	0.02
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.02
INC000000484364	Michael Sullivan	None	None	None		TIR Missed:	No	0.13
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.15
INC000000484390	Nathan Lambson	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.01
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.07
INC000000484443	Ariel Briggs	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.12
Voice Operations		Romanza Hamblin Sorensen	GOED	Low	Resolved	TTR Missed:	No	0.64
INC000000484928	Jill Goodmansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000484949	Suzanne Redington	None	None	None		TIR Missed:	No	0.01
Metro A Desktop Support		Robert Wall	GOED	High	Resolved	TTR Missed:	No	0.30
INC000000485080	Suzanne Redington	None	None	None		TIR Missed:	No	0.19
Metro A Desktop Support		Robert Wall	GOED	High	Resolved	TTR Missed:	No	0.48
INC000000485333	Greg Slater	Application	Error	Adobe Acrobat		TIR Missed:	Yes	1.11
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	1.13
INC000000485586	Jill Goodmansen	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed:	No	0.03
INC000000485598	Lester Prall	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	GOED	Low	Resolved	TTR Missed:	No	0.13
INC000000485652	Fred Lange	PC/Laptop	Virus	None		TIR Missed:	No	0.00
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.19

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GOED

INC000000485656	Greg Slater	Application	None	Gmail		TIR Missed:	No	0.93
Application Services		Martin Gonzalez	GOED	Low	Resolved	TTR Missed:	Yes	19.95
INC000000485860	Fred Lange	None	None	None		TIR Missed:	No	0.25
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.27
INC000000485864	Ariel Briggs	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000485995	Clayton Scrivner	Application	Password	Novell Messenger		TIR Missed:	No	0.85
Application Services		Martin Gonzalez	GOED	Low	Resolved	TTR Missed:	No	3.31
INC000000486018	Miguel Rovira	None	None	None		TIR Missed:	No	0.60
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.61
INC000000486129	Fred Lange	Telecom	None	Telephone		TIR Missed:	No	0.36
Voice Operations		Romanza Hamblin Sorensen	GOED	Low	Resolved	TTR Missed:	No	1.72
INC000000486310	Jill Goodmansen	Network	Password	None		TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000486657	Spencer Eccles	None	None	None		TIR Missed:	No	0.43
Application Services		Dustin Crump	GOED	Low	Resolved	TTR Missed:	No	3.96
INC000000486657	Spencer Eccles	None	None	None		TIR Missed:	No	0.90
Application Services		Dustin Crump	GOED	Low	Resolved	TTR Missed:	No	3.96
INC000000486660	John Bell	Application	None	ZENworks for Desktops		TIR Missed:	No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000486703	Amy Hamblin	None	None	BlackBerry Configuration		TIR Missed:	No	0.57
Help Desk		Eileen Dubach	GOED	Low	Resolved	TTR Missed:	No	1.19
INC000000486849	Greg Slater	Application	Error	Gmail		TIR Missed:	No	0.00
Help Desk		Dawn Wayment	GOED	Low	Resolved	TTR Missed:	No	0.04
INC000000487031	Julian Tippets	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.06
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	1.02
INC000000487059	Fred Lange	Application	Error	Adobe Reader		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed:	No	1.53
INC000000487225	Amy Hamblin	None	None	None		TIR Missed:	No	0.82
Application Services		Dustin Crump	GOED	Low	Resolved	TTR Missed:	No	1.25
INC000000487457	Fred Lange	Telecom	Voice Mail	telephone		TIR Missed:	No	0.43
Voice Operations		Romanza Hamblin Sorensen	GOED	Low	Resolved	TTR Missed:	No	0.74
INC000000487556	Lorraine Daly	Network	Error	None		TIR Missed:	No	0.17
Capitol Desktop Support		Chad Poll	GOED	Low	Resolved	TTR Missed:	No	0.97

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GOED

INC000000487581	Aaron Neuenschwander	Telecom	Area Code	None		TIR Missed:	No	0.36
	Voice Operations	Gail Christiansen	GOED	Low	Resolved	TTR Missed:	No	5.94
INC000000487777	Jenni Osman	None	None	Gmail		TIR Missed:	No	0.72
	Application Services	Dustin Crump	GOED	Low	Resolved	TTR Missed:	No	0.72