# Workforce Services Incidents Report

**3/1/2010** to **3/31/2010** as of **4/1/2010**

## Workforce Services

### 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**

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - APEX | Application | Error | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Password | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - CATS IV | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Application | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 10<br>0 | 1<br>0 | 11<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 13<br>0 | 1<br>0 | 14<br>0 |
| | | None | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 16<br>1 | 1<br>0 | 17<br>1 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - CATS | Total | | | 0<br>0 | 0<br>0 | 19<br>1 | 1<br>0 | 20<br>1 |
| Application Support - Content Manager | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 16<br>1 | 0<br>0 | 16<br>1 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | IBM Client Security | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Kofax ImageControls | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 14<br>2 | 2<br>0 | 16<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 35<br>3 | 2<br>0 | 37<br>3 |
| | | None | DWS Capture | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | Password | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 44<br>4 | 2<br>0 | 46<br>4 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Content Manager | Network | None | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 49<br>4 | 3<br>0 | 52<br>4 |
| Application Support - CUBS | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Password | DWS Web | 0<br>0 | 0<br>0 | 0<br>0 | 2<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 2<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 2<br>0 | 3<br>0 |
| | Print/Copy/Scan/Fax | Incident | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>0 | 2<br>0 | 5<br>0 |
| Application Support - Data Warehouse | Application | Error | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Data Warehouse | Application | None | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| Application Support - DBA | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| Application Support - EFIND | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | eFIND/eSHARE | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 13<br>1 | 0<br>0 | 13<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EFIND | Application | Total | | 0<br>0 | 0<br>0 | 13<br>1 | 0<br>0 | 13<br>1 |
| | Network | Performance | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 15<br>1 | 0<br>0 | 15<br>1 |
| Application Support - EREP IA | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 16<br>3 | 0<br>0 | 16<br>3 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 20<br>3 | 0<br>0 | 20<br>3 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 21<br>4 | 0<br>0 | 21<br>4 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EREP IA | Network | Error | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 24<br>4 | 0<br>0 | 24<br>4 |
| Application Support - IVR | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Telecom | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | IP | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Telephone | 0<br>0 | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 1<br>0 | 2<br>0 | 0<br>0 | 3<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - IVR | Telecom | Total | | 0<br>0 | 1<br>0 | 4<br>0 | 0<br>0 | 5<br>0 |
| | Total | | | 0<br>0 | 1<br>0 | 5<br>0 | 0<br>0 | 6<br>0 |
| Application Support - PACMIS | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 78<br>32 | 0<br>0 | 78<br>32 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 232<br>59 | 0<br>0 | 232<br>59 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 315<br>94 | 0<br>0 | 315<br>94 |
| | | None | None | 0<br>0 | 0<br>0 | 6<br>2 | 0<br>0 | 6<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>2 | 0<br>0 | 6<br>2 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - PACMIS | Application | Password | Total | 0<br>0 | 0<br>0 | 7<br>2 | 0<br>0 | 7<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 328<br>98 | 0<br>0 | 328<br>98 |
| | Mainframe | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 333<br>99 | 0<br>0 | 333<br>99 |
| Application Support - Service Request | Application | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Application Support - UI Web | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | None | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - UI Web | Application | None | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| Application Support - UWORKS | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 33<br>0 | 0<br>0 | 33<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 53<br>0 | 1<br>0 | 54<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 88<br>0 | 1<br>0 | 89<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 90<br>0 | 1<br>0 | 91<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 91<br>0 | 1<br>0 | 92<br>0 |
| Application Support - Web | Application | Error | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Web Dev | Application | Error | Job search for job seekers | 0<br>0 | 0<br>0 | 1<br>0 | 2<br>0 | 3<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 7<br>1 | 2<br>0 | 9<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 7<br>1 | 2<br>0 | 9<br>1 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 8<br>1 | 2<br>0 | 10<br>1 |
| Application Support - YODA | Application | Error | None | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| Billing | Billing | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Desktop Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | BlackBerry Media Sync | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | Mobile Devices | Error | BlackBerry | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | BlackBerry | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Desktop | Telecom | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| Capitol Hosting | Server | Error | None | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| CMS Support | Application | Error | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | None | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| DWS Applications Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Error | BlueZone | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 18<br>18 | 0<br>0 | 18<br>18 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 11<br>10 | 0<br>0 | 11<br>10 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 38<br>37 | 0<br>0 | 38<br>37 |
| | | | None | 0<br>0 | 0<br>0 | 401<br>396 | 2<br>0 | 403<br>396 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 166<br>163 | 0<br>0 | 166<br>163 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 37<br>37 | 0<br>0 | 37<br>37 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 49<br>49 | 0<br>0 | 49<br>49 |
| | | | Total | 0<br>0 | 0<br>0 | 726<br>712 | 2<br>0 | 728<br>712 |
| | | None | Microsoft Office 2003 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 10<br>9 | 0<br>0 | 10<br>9 |
| | | | Total | 0<br>0 | 0<br>0 | 11<br>9 | 0<br>0 | 11<br>9 |
| | | Password | BlueZone | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 69<br>69 | 0<br>0 | 69<br>69 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Password | DateReporter | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>3 | 0<br>0 | 4<br>3 |
| | | | None | 0<br>0 | 0<br>0 | 650<br>646 | 0<br>0 | 650<br>646 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 63<br>63 | 0<br>0 | 63<br>63 |
| | | | Total | 0<br>0 | 0<br>0 | 797<br>784 | 0<br>0 | 797<br>784 |
| | | Reporting | Content Manager | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 1537<br>1507 | 2<br>0 | 1539<br>1507 |
| | Mainframe | Password | BlueZone | 0<br>0 | 0<br>0 | 105<br>104 | 0<br>0 | 105<br>104 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 8<br>8 | 0<br>0 | 8<br>8 |
| | | | None | 0<br>0 | 0<br>0 | 109<br>109 | 0<br>0 | 109<br>109 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 225<br>222 | 0<br>0 | 225<br>222 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Mainframe | Total | | 0<br>0 | 0<br>0 | 225<br>222 | 0<br>0 | 225<br>222 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 49<br>49 | 0<br>0 | 49<br>49 |
| | | | Total | 0<br>0 | 0<br>0 | 49<br>49 | 0<br>0 | 49<br>49 |
| | | Password | None | 0<br>0 | 0<br>0 | 12<br>12 | 0<br>0 | 12<br>12 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 34<br>34 | 0<br>0 | 34<br>34 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 47<br>47 | 0<br>0 | 47<br>47 |
| | | Performance | None | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | Virus | None | 0<br>0 | 0<br>0 | 5<br>5 | 0<br>0 | 5<br>5 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>5 | 0<br>0 | 5<br>5 |
| | | Total | | 0<br>0 | 0<br>0 | 105<br>105 | 0<br>0 | 105<br>105 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 9<br>9 | 0<br>0 | 9<br>9 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Telecom | None | Total | 0<br>0 | 0<br>0 | 9<br>9 | 0<br>0 | 9<br>9 |
| | | Total | | 0<br>0 | 0<br>0 | 9<br>9 | 0<br>0 | 9<br>9 |
| | Total | | | 0<br>0 | 0<br>0 | 1885<br>1844 | 2<br>0 | 1887<br>1844 |
| Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Password | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Master Directory | 0<br>0 | 0<br>0 | 8<br>6 | 0<br>0 | 8<br>6 |
| | | | Total | 0<br>0 | 0<br>0 | 10<br>7 | 0<br>0 | 10<br>7 |
| | | Reporting | Utah Master Directory | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Help Desk | Application | Total | | 0<br>0 | 0<br>0 | 13<br>8 | 1<br>1 | 14<br>9 |
| | Network | Error | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Print/Copy/Scan/Fax | Queue | None | 0<br>0 | 0<br>0 | 26<br>26 | 0<br>0 | 26<br>26 |
| | | | Total | 0<br>0 | 0<br>0 | 26<br>26 | 0<br>0 | 26<br>26 |
| | | Total | | 0<br>0 | 0<br>0 | 26<br>26 | 0<br>0 | 26<br>26 |
| | Telecom | Area Code | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Call Management | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 44<br>36 | 1<br>1 | 45<br>37 |
| Mainframe Systems | Print/Copy/Scan/Fax | Queue | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Mainframe Systems Support | Print/Copy/Scan/Fax | Queue | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Metro A Desktop Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 50<br>1 | 0<br>0 | 50<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 50<br>1 | 0<br>0 | 50<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 50<br>1 | 0<br>0 | 50<br>1 |
| | Application | Error | Computerized Unemployment | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Help | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 45<br>2 | 1<br>0 | 46<br>2 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Error | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 79<br>2 | 1<br>0 | 80<br>2 |
| | | None | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Mozilla Firefox | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 23<br>9 | 1<br>0 | 24<br>9 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 43<br>10 | 1<br>0 | 44<br>10 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Password | Content Manager | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | Reporting | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 127<br>13 | 2<br>0 | 129<br>13 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 18<br>3 | 0<br>0 | 18<br>3 |
| | | | Novell ConsoleOne | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 19<br>3 | 0<br>0 | 19<br>3 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Network | Password | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 29<br>3 | 0<br>0 | 29<br>3 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 6<br>1 | 0<br>0 | 6<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>1 | 0<br>0 | 6<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 33<br>5 | 0<br>0 | 33<br>5 |
| | | | Roxio Media Manager | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 34<br>6 | 0<br>0 | 34<br>6 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | PC/Laptop | Password | Total | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | Performance | None | 0<br>0 | 0<br>0 | 14<br>2 | 0<br>0 | 14<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 14<br>2 | 0<br>0 | 14<br>2 |
| | | Virus | Microsoft Windows XP | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 17<br>1 | 0<br>0 | 17<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 85<br>11 | 0<br>0 | 85<br>11 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 31<br>1 | 0<br>0 | 31<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 31<br>1 | 0<br>0 | 31<br>1 |
| | | Paper Jam | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 42<br>1 | 0<br>0 | 42<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Wireless Connectivity | None | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 338<br>29 | 2<br>0 | 340<br>29 |
| Metro A Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 16<br>5 | 0<br>0 | 16<br>5 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 17<br>6 | 0<br>0 | 17<br>6 |
| | | Total | | 0<br>0 | 0<br>0 | 17<br>6 | 0<br>0 | 17<br>6 |
| | Application | Error | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | Check Point VPN-1 | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 24<br>22 | 1<br>1 | 25<br>23 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 7<br>4 | 0<br>0 | 7<br>4 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 6<br>5 | 0<br>0 | 6<br>5 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | IPCC Express | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Java Runtime Environment | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Excel | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Microsoft Office 2000 Standard, | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 14<br>5 | 0<br>0 | 14<br>5 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 20<br>17 | 0<br>0 | 20<br>17 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | PGP | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAP Download Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAP Frontend | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAPGUI | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 10<br>8 | 0<br>0 | 10<br>8 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 117<br>87 | 1<br>1 | 118<br>88 |
| | | None | Adobe Acrobat | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Adobe Reader | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Avaya CentreVu | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | None | DWS Capture | 0<br>0 | 0<br>0 | 15<br>10 | 0<br>0 | 15<br>10 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | | Google Chrome | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | IBM Access Support Agent | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 8<br>6 | 0<br>0 | 8<br>6 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 8<br>6 | 0<br>0 | 8<br>6 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 16<br>11 | 0<br>0 | 16<br>11 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 4<br>3 | 0<br>0 | 4<br>3 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 7<br>7 | 0<br>0 | 7<br>7 |
| | | | Total | 0<br>0 | 0<br>0 | 85<br>62 | 0<br>0 | 85<br>62 |
| | | Password | Avaya CentreVu | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Cisco AnyConnect | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Password | Content Manager | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 6<br>4 | 0<br>0 | 6<br>4 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 6<br>6 | 0<br>0 | 6<br>6 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 7<br>5 | 0<br>0 | 7<br>5 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Polaris PackRat | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | SAP Frontend | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 39<br>31 | 0<br>0 | 39<br>31 |
| | | Reporting | Avaya Site Administration | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Reporting | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 244<br>182 | 1<br>1 | 245<br>183 |
| | Network | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Excel | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 1<br>0 | 4<br>2 | 0<br>0 | 5<br>2 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 9<br>9 | 0<br>0 | 9<br>9 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 1<br>0 | 20<br>18 | 0<br>0 | 21<br>18 |
| | | Incident | None | 0<br>0 | 0<br>0 | 3<br>1 | 1<br>1 | 4<br>2 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>4 | 1<br>1 | 7<br>5 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Network | None | None | 0<br>0 | 0<br>0 | 31<br>13 | 0<br>0 | 31<br>13 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 5<br>3 | 0<br>0 | 5<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 36<br>16 | 0<br>0 | 36<br>16 |
| | | Password | None | 0<br>0 | 0<br>0 | 18<br>15 | 0<br>0 | 18<br>15 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 23<br>21 | 0<br>0 | 23<br>21 |
| | | | Total | 0<br>0 | 0<br>0 | 41<br>36 | 0<br>0 | 41<br>36 |
| | | Performance | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 1<br>0 | 104<br>75 | 1<br>1 | 106<br>76 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 7<br>7 | 0<br>0 | 7<br>7 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>7 | 0<br>0 | 8<br>7 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | None | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **PC/Laptop** | **None** | **None** | 0<br>0 | 0<br>0 | 23<br>16 | 0<br>0 | 23<br>16 |
| | | | **Total** | 0<br>0 | 0<br>0 | 25<br>17 | 0<br>0 | 25<br>17 |
| | | **Password** | **None** | 0<br>0 | 0<br>0 | 27<br>26 | 0<br>0 | 27<br>26 |
| | | | **Novell Client for 32-bit** | 0<br>0 | 0<br>0 | 10<br>5 | 0<br>0 | 10<br>5 |
| | | | **Total** | 0<br>0 | 0<br>0 | 37<br>31 | 0<br>0 | 37<br>31 |
| | | **Performance** | **None** | 0<br>0 | 0<br>0 | 17<br>9 | 0<br>0 | 17<br>9 |
| | | | **Total** | 0<br>0 | 0<br>0 | 17<br>9 | 0<br>0 | 17<br>9 |
| | | **Total** | | 0<br>0 | 0<br>0 | 88<br>65 | 0<br>0 | 88<br>65 |
| | **Print/Copy/Scan/Fax** | **None** | **eFIND/eSHARE** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **None** | 0<br>0 | 0<br>0 | 6<br>6 | 0<br>0 | 6<br>6 |
| | | | **Total** | 0<br>0 | 0<br>0 | 7<br>7 | 0<br>0 | 7<br>7 |
| | | **Total** | | 0<br>0 | 0<br>0 | 7<br>7 | 0<br>0 | 7<br>7 |
| | **Telecom** | **None** | **None** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | **Wireless Connectivity** | **None** | **None** | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Wireless Connectivity** | **None** | **Total** | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | **Total** | | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | **Total** | | | 0<br>0 | 1<br>0 | 465<br>337 | 2<br>2 | 468<br>339 |
| **Metro A Hosting** | **_No Tier 2** | **None** | **None** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | **Application** | **Error** | **None** | 0<br>0 | 1<br>0 | 4<br>0 | 1<br>0 | 6<br>0 |
| | | | **Total** | 0<br>0 | 1<br>0 | 4<br>0 | 1<br>0 | 6<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | **Password** | **DWS Web** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 1<br>0 | 10<br>0 | 1<br>0 | 12<br>0 |
| | **Network** | **Error** | **None** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Hosting** | **Network** | **None** | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | **PC/Laptop** | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | **Server** | **Error** | **None** | 0<br>0 | 0<br>0 | 11<br>1 | 0<br>0 | 11<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 11<br>1 | 0<br>0 | 11<br>1 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Performance** | **None** | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 16<br>1 | 0<br>0 | 16<br>1 |
| | **Telecom** | **IP** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Hosting | Telecom | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 1<br>0 | 36<br>1 | 1<br>0 | 38<br>1 |
| Metro A Network | Application | Error | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Server | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| Metro B Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | Application | Password | None | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| | Mainframe | Password | Office of Recovery | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro B Help Desk | Mainframe | Password | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Network | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | PC/Laptop | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 15<br>5 | 0<br>0 | 15<br>5 |
| Metro D North Desktop Support | _No Tier 2 | None | Adobe Acrobat 9.0 Standard | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | _No Tier 2 | None | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | Linux | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Office XP | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 7<br>7 | 0<br>0 | 7<br>7 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | None | 0<br>0 | 0<br>0 | 45<br>5 | 0<br>0 | 45<br>5 |
| | | | Norton AntiVirus | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | Novell Netware Connect | 0<br>0 | 0<br>0 | 8<br>8 | 0<br>0 | 8<br>8 |
| | | | PGP for Windows | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 80<br>40 | 0<br>0 | 80<br>40 |
| | | Total | | 0<br>0 | 0<br>0 | 80<br>40 | 0<br>0 | 80<br>40 |
| | Application | Error | Adobe Acrobat | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | Error | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Check Point VPN-1 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | Job search for job seekers | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works Web Site | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 22<br>15 | 0<br>0 | 22<br>15 |
| | | None | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Password | BlueZone | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Reporting | Microsoft Excel | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 30<br>20 | 0<br>0 | 30<br>20 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 2<br>2 | 1<br>0 | 3<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>2 | 1<br>0 | 3<br>2 |
| | | None | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Network | None | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 6<br>6 | 0<br>0 | 6<br>6 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>8 | 0<br>0 | 9<br>8 |
| | | Total | | 0<br>0 | 0<br>0 | 12<br>10 | 2<br>0 | 14<br>10 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 9<br>9 | 0<br>0 | 9<br>9 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>9 | 0<br>0 | 9<br>9 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Virus | None | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | Total | | 0<br>0 | 0<br>0 | 14<br>12 | 0<br>0 | 14<br>12 |
| | Print/Copy/Scan/Fax | Error Code | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Print/Copy/Scan/Fax | Incident | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Queue | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 5<br>3 | 0<br>0 | 5<br>3 |
| | Remote Connectivity | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Wireless Connectivity | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 144<br>86 | 2<br>0 | 146<br>86 |
| Network Operations | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Network Operations | _No Tier 2 | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>0 | 1<br>0 | 5<br>0 |
| | Remote Connectivity | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Telecom | CrossTalk/Noise/Static | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Network Operations | Telecom | CrossTalk/Noise/Static | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 8<br>0 | 1<br>0 | 9<br>0 |
| Operations Production Control | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 128<br>0 | 0<br>0 | 128<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 128<br>0 | 0<br>0 | 128<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 128<br>0 | 0<br>0 | 128<br>0 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 12<br>1 | 0<br>0 | 12<br>1 |
| | | Password | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Operations Production Control | Application | Password | Total | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | Reporting | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | Total | | 0<br>0 | 0<br>0 | 26<br>5 | 0<br>0 | 26<br>5 |
| | Mainframe | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 157<br>5 | 0<br>0 | 157<br>5 |
| ORSIS Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Rural Central Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | _No Tier 2 | None | Firefox | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 12<br>1 | 0<br>0 | 12<br>1 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 22<br>3 | 0<br>0 | 22<br>3 |
| | | Total | | 0<br>0 | 0<br>0 | 22<br>3 | 0<br>0 | 22<br>3 |
| | Application | Error | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Adobe Help Viewer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | JavaPC | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | Error | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>3 | 0<br>0 | 5<br>3 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 29<br>10 | 0<br>0 | 29<br>10 |
| | | None | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 4<br>3 | 0<br>0 | 4<br>3 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | McAfee ePolicy Common | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Office 2003 | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 6<br>1 | 0<br>0 | 6<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | None | Novell GroupWise | 0<br>0 | 0<br>0 | 12<br>3 | 0<br>0 | 12<br>3 |
| | | | OpenOffice.org | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Windows Media Player | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 33<br>11 | 0<br>0 | 33<br>11 |
| | | Password | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Reporting | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Visio Standard 2007 | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Symantec AntiVirus | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>4 | 0<br>0 | 5<br>4 |
| | | Total | | 0<br>0 | 0<br>0 | 68<br>26 | 0<br>0 | 68<br>26 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 29<br>0 | 0<br>0 | 29<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Network | Error | Total | 0<br>0 | 0<br>0 | 29<br>0 | 1<br>0 | 30<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 37<br>26 | 0<br>0 | 37<br>26 |
| | | | Total | 0<br>0 | 0<br>0 | 37<br>26 | 0<br>0 | 37<br>26 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 77<br>29 | 1<br>0 | 78<br>29 |
| | PC/Laptop | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | PC/Laptop | Hardware | None | 0<br>0 | 0<br>0 | 70<br>19 | 0<br>0 | 70<br>19 |
| | | | Total | 0<br>0 | 0<br>0 | 70<br>19 | 0<br>0 | 70<br>19 |
| | | None | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 42<br>3 | 0<br>0 | 42<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 43<br>3 | 0<br>0 | 43<br>3 |
| | | Performance | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>2 | 0<br>0 | 6<br>2 |
| | | Virus | Symantec AntiVirus | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | Symantec Endpoint | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 125<br>29 | 0<br>0 | 125<br>29 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 9<br>1 | 0<br>0 | 9<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>1 | 0<br>0 | 9<br>1 |
| | | Incident | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Print/Copy/Scan/Fax | Incident | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 34<br>15 | 0<br>0 | 34<br>15 |
| | | | Total | 0<br>0 | 0<br>0 | 34<br>15 | 0<br>0 | 34<br>15 |
| | | Paper Jam | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Queue | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Toner/Fuser/Ink | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 53<br>18 | 0<br>0 | 53<br>18 |
| | Remote Connectivity | None | Cisco Systems VPN Client | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Server | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Telecom | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Wireless Connectivity | Error | Dell QuickSet | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 350<br>106 | 1<br>0 | 351<br>106 |
| Rural South Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Microsoft Office 2000 Standard, | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Office Standard 2007 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 4<br>1 | 1<br>0 | 5<br>1 |
| | | | Network Control - | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Novell ConsoleOne | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP Desktop Security | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Sharpdesk | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Symantec Endpoint | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Web filing of Unemployment | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 35<br>3 | 1<br>0 | 36<br>3 |
| | | Total | | 0<br>0 | 0<br>0 | 35<br>3 | 1<br>0 | 36<br>3 |
| | Application | Error | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager - | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Microsoft Plus! for Windows | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Application | Error | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | WinWay Resume | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 16<br>5 | 0<br>0 | 16<br>5 |
| | | None | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | State and Community | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Password | PGP | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Reporting | Content Manager - | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Application | Total | | 0<br>0 | 0<br>0 | 26<br>6 | 0<br>0 | 26<br>6 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 11<br>3 | 0<br>0 | 11<br>3 |
| | PC/Laptop | Error | Microsoft Publisher | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | PC/Laptop | Error | Total | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>1 | 2<br>1 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Virus | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 22<br>0 | 1<br>1 | 23<br>1 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | Sharpdesk | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Print/Copy/Scan/Fax | Queue | Sharpdesk | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>1 | 1<br>1 | 5<br>2 |
| | Remote Connectivity | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Server | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>1 | 2<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>1 | 2<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 100<br>13 | 4<br>3 | 104<br>16 |
| Security | Application | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Security | Network | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| UI Web Support | Application | Error | Utah Works Web Site | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| Voice Operations | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | Telecom | Area Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call Management | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Voice Operations | Telecom | Call/Receive | None | 0<br>0 | 0<br>0 | 5<br>0 | 1<br>0 | 6<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 7<br>0 | 1<br>0 | 8<br>0 |
| | | Coverage Path | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | CrossTalk/Noise/Static | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Dial Tone | None | 1<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 2<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 1<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 5<br>0 |
| | | Feature | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | IP | Avaya CMS Supervisor | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Voice Operations | Telecom | IP | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Voice Mail | None | 0<br>0 | 0<br>0 | 18<br>0 | 0<br>0 | 18<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0 |
| | | Total | | 1<br>0 | 0<br>0 | 59<br>0 | 1<br>0 | 61<br>0 |
| | Total | | | 1<br>0 | 0<br>0 | 60<br>0 | 2<br>0 | 63<br>0 |
| Voice/Data/WAN Services | Telecom | CrossTalk/Noise/Static | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Feature | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Voice/Data/WAN Services** | **Telecom** | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | **Total** | | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| **Total** | | | | 1<br>0 | 5<br>0 | 4204<br>2574 | 28<br>6 | 4238<br>2580 |

# 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**

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Application Support - APEX** | **Application** | **Error** | **DWS Web** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **None** | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| | | | **Total** | 0<br>0 | 0<br>0 | 5<br>2 | 0<br>0 | 5<br>2 |
| | | **Password** | **DWS Web** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Total** | | 0<br>0 | 0<br>0 | 6<br>3 | 0<br>0 | 6<br>3 |
| | **Telecom** | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Total** | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | **Total** | | | 0<br>0 | 0<br>0 | 7<br>4 | 0<br>0 | 7<br>4 |
| **Application Support - CATS IV** | **_No Tier 2** | **None** | **None** | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - CATS IV | _No Tier 2 | Total | | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | Application | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 10<br>3 | 1<br>0 | 11<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 13<br>4 | 1<br>0 | 14<br>4 |
| | | None | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 16<br>4 | 1<br>0 | 17<br>4 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 19<br>7 | 1<br>0 | 20<br>7 |
| Application Support - | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Content Manager | _No Tier 2 | None | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 16<br>1 | 0<br>0 | 16<br>1 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | IBM Client Security | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Kofax ImageControls | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 14<br>0 | 2<br>0 | 16<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 35<br>1 | 2<br>0 | 37<br>1 |
| | | None | DWS Capture | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 44<br>2 | 2<br>0 | 46<br>2 |
| | Network | None | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - | Network | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 49<br>2 | 3<br>1 | 52<br>3 |
| Application Support - CUBS | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Password | DWS Web | 0<br>0 | 0<br>0 | 0<br>0 | 2<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 2<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 2<br>0 | 3<br>1 |
| | Print/Copy/Scan/Fax | Incident | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>2 | 2<br>0 | 5<br>2 |
| Application Support - Data Warehouse | Application | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Data | Total | | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| Application Support - DBA | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| Application Support - EFIND | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | eFIND/eSHARE | 0<br>0 | 0<br>0 | 8<br>3 | 0<br>0 | 8<br>3 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 13<br>3 | 0<br>0 | 13<br>3 |
| | | Total | | 0<br>0 | 0<br>0 | 13<br>3 | 0<br>0 | 13<br>3 |
| | Network | Performance | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EFIND | Network | Performance | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 15<br>4 | 0<br>0 | 15<br>4 |
| Application Support - EREP IA | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 16<br>12 | 0<br>0 | 16<br>12 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 20<br>16 | 0<br>0 | 20<br>16 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 21<br>16 | 0<br>0 | 21<br>16 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EREP IA | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 24<br>18 | 0<br>0 | 24<br>18 |
| Application Support - IVR | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Telecom | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | IP | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Telephone | 0<br>0 | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 1<br>0 | 2<br>1 | 0<br>0 | 3<br>1 |
| | | Total | | 0<br>0 | 1<br>0 | 4<br>3 | 0<br>0 | 5<br>3 |
| | Total | | | 0<br>0 | 1<br>0 | 5<br>3 | 0<br>0 | 6<br>3 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - PACMIS | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 78<br>55 | 0<br>0 | 78<br>55 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 232<br>201 | 0<br>0 | 232<br>201 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 315<br>257 | 0<br>0 | 315<br>257 |
| | | None | None | 0<br>0 | 0<br>0 | 6<br>3 | 0<br>0 | 6<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>3 | 0<br>0 | 6<br>3 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 5<br>5 | 0<br>0 | 5<br>5 |
| | | | Total | 0<br>0 | 0<br>0 | 7<br>5 | 0<br>0 | 7<br>5 |
| | | Total | | 0<br>0 | 0<br>0 | 328<br>265 | 0<br>0 | 328<br>265 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - PACMIS | Mainframe | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 333<br>270 | 0<br>0 | 333<br>270 |
| Application Support - Service Request | Application | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Application Support - UI Web | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | None | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - UI | Total | | | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| Application Support - UWORKS | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 33<br>24 | 0<br>0 | 33<br>24 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 53<br>35 | 1<br>0 | 54<br>35 |
| | | | Total | 0<br>0 | 0<br>0 | 88<br>59 | 1<br>0 | 89<br>59 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 90<br>60 | 1<br>0 | 91<br>60 |
| | Total | | | 0<br>0 | 0<br>0 | 91<br>61 | 1<br>0 | 92<br>61 |
| Application Support - Web Dev | Application | Error | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Job search for job seekers | 0<br>0 | 0<br>0 | 1<br>0 | 2<br>0 | 3<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Web Dev | Application | Error | Total | 0<br>0 | 0<br>0 | 7<br>0 | 2<br>0 | 9<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 7<br>0 | 2<br>0 | 9<br>0 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 8<br>1 | 2<br>0 | 10<br>1 |
| Application Support - YODA | Application | Error | None | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| Billing | Billing | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| Capitol Desktop Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Desktop Support | _No Tier 2 | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | BlackBerry Media Sync | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | Mobile Devices | Error | BlackBerry | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | BlackBerry | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 10<br>1 | 0<br>0 | 10<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Hosting | Server | Error | None | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| CMS Support | Application | Error | None | 0<br>0 | 0<br>0 | 6<br>2 | 0<br>0 | 6<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>2 | 0<br>0 | 6<br>2 |
| | | None | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 9<br>3 | 0<br>0 | 9<br>3 |
| | Total | | | 0<br>0 | 0<br>0 | 9<br>3 | 0<br>0 | 9<br>3 |
| DWS Applications Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | Application | Error | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 18<br>1 | 0<br>0 | 18<br>1 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 11<br>1 | 0<br>0 | 11<br>1 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 38<br>0 | 0<br>0 | 38<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 401<br>1 | 2<br>0 | 403<br>1 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 166<br>1 | 0<br>0 | 166<br>1 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 37<br>0 | 0<br>0 | 37<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 49<br>0 | 0<br>0 | 49<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 726<br>5 | 2<br>0 | 728<br>5 |
| | | None | Microsoft Office 2003 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 11<br>0 | 0<br>0 | 11<br>0 |
| | | Password | BlueZone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 69<br>0 | 0<br>0 | 69<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Password | None | 0<br>0 | 0<br>0 | 650<br>0 | 0<br>0 | 650<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 63<br>0 | 0<br>0 | 63<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 797<br>1 | 0<br>0 | 797<br>1 |
| | | Reporting | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1537<br>6 | 2<br>0 | 1539<br>6 |
| | Mainframe | Password | BlueZone | 0<br>0 | 0<br>0 | 105<br>0 | 0<br>0 | 105<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 109<br>1 | 0<br>0 | 109<br>1 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 225<br>2 | 0<br>0 | 225<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 225<br>2 | 0<br>0 | 225<br>2 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 49<br>0 | 0<br>0 | 49<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Network | Error | Total | 0<br>0 | 0<br>0 | 49<br>0 | 0<br>0 | 49<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 34<br>0 | 0<br>0 | 34<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 47<br>0 | 0<br>0 | 47<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Virus | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 105<br>0 | 0<br>0 | 105<br>0 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications | Total | | | 0<br>0 | 0<br>0 | 1885<br>8 | 2<br>0 | 1887<br>8 |
| Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Password | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Master Directory | 0<br>0 | 0<br>0 | 8<br>3 | 0<br>0 | 8<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 10<br>3 | 0<br>0 | 10<br>3 |
| | | Reporting | Utah Master Directory | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 13<br>3 | 1<br>0 | 14<br>3 |
| | Network | Error | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Help Desk | Network | Error | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Print/Copy/Scan/Fax | Queue | None | 0<br>0 | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | Telecom | Area Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call Management | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 44<br>3 | 1<br>0 | 45<br>3 |
| Mainframe Systems Support | Print/Copy/Scan/Fax | Queue | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Mainframe Systems | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Metro A Desktop Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 50<br>7 | 0<br>0 | 50<br>7 |
| | | | Total | 0<br>0 | 0<br>0 | 50<br>7 | 0<br>0 | 50<br>7 |
| | | Total | | 0<br>0 | 0<br>0 | 50<br>7 | 0<br>0 | 50<br>7 |
| | Application | Error | Computerized Unemployment | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 15<br>4 | 0<br>0 | 15<br>4 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Help | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 45<br>14 | 1<br>0 | 46<br>14 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Error | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 79<br>21 | 1<br>0 | 80<br>21 |
| | | None | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Mozilla Firefox | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 23<br>6 | 1<br>0 | 24<br>6 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 43<br>10 | 1<br>0 | 44<br>10 |
| | | Password | Content Manager | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Password | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Reporting | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 127<br>32 | 2<br>0 | 129<br>32 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>2 | 0<br>0 | 5<br>2 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 18<br>5 | 0<br>0 | 18<br>5 |
| | | | Novell ConsoleOne | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 19<br>5 | 0<br>0 | 19<br>5 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Network | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 29<br>8 | 0<br>0 | 29<br>8 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 8<br>3 | 0<br>0 | 8<br>3 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>3 | 0<br>0 | 9<br>3 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 33<br>9 | 0<br>0 | 33<br>9 |
| | | | Roxio Media Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 34<br>9 | 0<br>0 | 34<br>9 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 14<br>6 | 0<br>0 | 14<br>6 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | PC/Laptop | Performance | Total | 0<br>0 | 0<br>0 | 14<br>6 | 0<br>0 | 14<br>6 |
| | | Virus | Microsoft Windows XP | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 15<br>2 | 0<br>0 | 15<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 17<br>2 | 0<br>0 | 17<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 85<br>20 | 0<br>0 | 85<br>20 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Incident | None | 0<br>0 | 0<br>0 | 9<br>1 | 0<br>0 | 9<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>1 | 0<br>0 | 9<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 31<br>12 | 0<br>0 | 31<br>12 |
| | | | Total | 0<br>0 | 0<br>0 | 31<br>12 | 0<br>0 | 31<br>12 |
| | | Paper Jam | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 42<br>14 | 0<br>0 | 42<br>14 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Server | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Wireless Connectivity | None | None | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | Total | | | 0<br>0 | 0<br>0 | 338<br>84 | 2<br>0 | 340<br>84 |
| Metro A Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 16<br>0 | 0<br>0 | 16<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | Application | Error | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Check Point VPN-1 | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 24<br>0 | 1<br>0 | 25<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | IPCC Express | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Java Runtime Environment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Excel | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Microsoft Office 2000 Standard, | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | SAP Download Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAP Frontend | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAPGUI | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 117<br>3 | 1<br>0 | 118<br>3 |
| | | None | Adobe Acrobat | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Adobe Reader | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Avaya CentreVu | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | None | eFIND/eSHARE | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Google Chrome | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | IBM Access Support Agent | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 16<br>0 | 0<br>0 | 16<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 85<br>0 | 0<br>0 | 85<br>0 |
| | | Password | Avaya CentreVu | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Cisco AnyConnect | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Password | DWS Capture | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 7<br>1 | 0<br>0 | 7<br>1 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Polaris PackRat | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAP Frontend | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 39<br>2 | 0<br>0 | 39<br>2 |
| | | Reporting | Avaya Site Administration | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Total | | 0<br>0 | 0<br>0 | 244<br>5 | 1<br>0 | 245<br>5 |
| | Network | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Excel | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 1<br>0 | 4<br>0 | 0<br>0 | 5<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 1<br>0 | 20<br>0 | 0<br>0 | 21<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 3<br>0 | 1<br>0 | 4<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 1<br>0 | 7<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 31<br>2 | 0<br>0 | 31<br>2 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Network | None | Total | 0<br>0 | 0<br>0 | 36<br>2 | 0<br>0 | 36<br>2 |
| | | Password | None | 0<br>0 | 0<br>0 | 18<br>0 | 0<br>0 | 18<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 23<br>1 | 0<br>0 | 23<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 41<br>1 | 0<br>0 | 41<br>1 |
| | | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 1<br>0 | 104<br>3 | 1<br>0 | 106<br>3 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 23<br>0 | 0<br>0 | 23<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 25<br>0 | 0<br>0 | 25<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **PC/Laptop** | **Password** | **None** | 0<br>0 | 0<br>0 | 27<br>0 | 0<br>0 | 27<br>0 |
| | | | **Novell Client for 32-bit** | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 37<br>0 | 0<br>0 | 37<br>0 |
| | | **Performance** | **None** | 0<br>0 | 0<br>0 | 17<br>1 | 0<br>0 | 17<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 17<br>1 | 0<br>0 | 17<br>1 |
| | | **Total** | | 0<br>0 | 0<br>0 | 88<br>1 | 0<br>0 | 88<br>1 |
| | **Print/Copy/Scan/Fax** | **None** | **eFIND/eSHARE** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **None** | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | **Telecom** | **None** | **None** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | **Wireless Connectivity** | **None** | **None** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Total** | | | 0<br>0 | 1<br>0 | 465<br>9 | 2<br>0 | 468<br>9 |
| **Metro A Hosting** | **_No Tier 2** | **None** | **None** | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | **Total** | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | **Application** | **Error** | **None** | 0<br>0 | 1<br>0 | 4<br>1 | 1<br>0 | 6<br>1 |
| | | | **Total** | 0<br>0 | 1<br>0 | 4<br>1 | 1<br>0 | 6<br>1 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 5<br>2 | 0<br>0 | 5<br>2 |
| | | | **Total** | 0<br>0 | 0<br>0 | 5<br>2 | 0<br>0 | 5<br>2 |
| | | **Password** | **DWS Web** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Total** | | 0<br>0 | 1<br>0 | 10<br>4 | 1<br>0 | 12<br>4 |
| | **Network** | **Error** | **None** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Hosting** | **PC/Laptop** | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | **Server** | **Error** | **None** | 0<br>0 | 0<br>0 | 11<br>3 | 0<br>0 | 11<br>3 |
| | | | **Total** | 0<br>0 | 0<br>0 | 11<br>3 | 0<br>0 | 11<br>3 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Performance** | **None** | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 16<br>4 | 0<br>0 | 16<br>4 |
| | **Telecom** | **IP** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Total** | | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | **Total** | | | 0<br>0 | 1<br>0 | 36<br>10 | 1<br>0 | 38<br>10 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Network | Application | Error | None | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | Server | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 5<br>3 | 0<br>0 | 5<br>3 |
| Metro B Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | Application | Password | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | Mainframe | Password | Office of Recovery | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro B Help Desk | Network | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | PC/Laptop | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| Metro D North Desktop Support | _No Tier 2 | None | Adobe Acrobat 9.0 Standard | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Linux | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | _No Tier 2 | None | Microsoft Office XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 45<br>0 | 0<br>0 | 45<br>0 |
| | | | Norton AntiVirus | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Novell Netware Connect | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | PGP for Windows | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 80<br>0 | 0<br>0 | 80<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 80<br>0 | 0<br>0 | 80<br>0 |
| | Application | Error | Adobe Acrobat | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Check Point VPN-1 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | Error | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Job search for job seekers | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works Web Site | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 22<br>2 | 0<br>0 | 22<br>2 |
| | | None | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | None | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Password | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Reporting | Microsoft Excel | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 30<br>2 | 0<br>0 | 30<br>2 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 2<br>0 | 1<br>1 | 3<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 1<br>1 | 3<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Network | Password | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 12<br>0 | 2<br>1 | 14<br>1 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Virus | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | Print/Copy/Scan/Fax | Error Code | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Print/Copy/Scan/Fax | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Queue | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | Remote Connectivity | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Wireless Connectivity | None | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 144<br>3 | 2<br>1 | 146<br>4 |
| Network Operations | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Network Operations** | **Network** | **Error** | **Total** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Incident** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Performance** | **None** | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 4<br>0 | 1<br>0 | 5<br>0 |
| | **Remote Connectivity** | **Error** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | **Telecom** | **CrossTalk/Noise/Static** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Network Operations | Total | | | 0<br>0 | 0<br>0 | 8<br>0 | 1<br>0 | 9<br>0 |
| Operations Production Control | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 128<br>1 | 0<br>0 | 128<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 128<br>1 | 0<br>0 | 128<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 128<br>1 | 0<br>0 | 128<br>1 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | Password | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | Reporting | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Operations Production Control | Application | Reporting | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | Mainframe | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 157<br>2 | 0<br>0 | 157<br>2 |
| ORSIS Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Rural Central Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Firefox | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | _No Tier 2 | None | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 22<br>0 | 0<br>0 | 22<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 22<br>0 | 0<br>0 | 22<br>0 |
| | Application | Error | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Adobe Help Viewer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | JavaPC | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | Error | Novell GroupWise | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 29<br>0 | 0<br>0 | 29<br>0 |
| | | None | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | McAfee ePolicy Common | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Office 2003 | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 6<br>1 | 0<br>0 | 6<br>1 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | | OpenOffice.org | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | None | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Windows Media Player | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 33<br>1 | 0<br>0 | 33<br>1 |
| | | Password | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Reporting | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Visio Standard 2007 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Symantec AntiVirus | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 68<br>1 | 0<br>0 | 68<br>1 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 29<br>0 | 0<br>0 | 29<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 29<br>0 | 1<br>0 | 30<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Network | Incident | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 37<br>0 | 0<br>0 | 37<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 37<br>0 | 0<br>0 | 37<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 77<br>0 | 1<br>0 | 78<br>0 |
| | PC/Laptop | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 70<br>2 | 0<br>0 | 70<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 70<br>2 | 0<br>0 | 70<br>2 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | PC/Laptop | None | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 42<br>0 | 0<br>0 | 42<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 43<br>0 | 0<br>0 | 43<br>0 |
| | | Performance | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Virus | Symantec AntiVirus | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Symantec Endpoint | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 125<br>2 | 0<br>0 | 125<br>2 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Incident | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Print/Copy/Scan/Fax | None | None | 0<br>0 | 0<br>0 | 34<br>0 | 0<br>0 | 34<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 34<br>0 | 0<br>0 | 34<br>0 |
| | | Paper Jam | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Queue | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Toner/Fuser/Ink | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 53<br>1 | 0<br>0 | 53<br>1 |
| | Remote Connectivity | None | Cisco Systems VPN Client | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Telecom | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Telecom | Call/Receive | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Wireless Connectivity | Error | Dell QuickSet | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 350<br>4 | 1<br>0 | 351<br>4 |
| Rural South Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Microsoft Office 2000 Standard, | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Office Standard 2007 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 4<br>0 | 1<br>0 | 5<br>0 |
| | | | Network Control - | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Novell ConsoleOne | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | _No Tier 2 | None | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP Desktop Security | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Sharpdesk | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Symantec Endpoint | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Web filing of Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 35<br>0 | 1<br>0 | 36<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 35<br>0 | 1<br>0 | 36<br>0 |
| | Application | Error | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager - | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Microsoft Plus! for Windows | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Application | Error | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | WinWay Resume | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 16<br>1 | 0<br>0 | 16<br>1 |
| | | None | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | State and Community | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>1 | 0<br>0 | 8<br>1 |
| | | Password | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Reporting | Content Manager - | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 26<br>2 | 0<br>0 | 26<br>2 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Network | Error | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Performance | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 11<br>2 | 0<br>0 | 11<br>2 |
| | PC/Laptop | Error | Microsoft Publisher | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 | 2<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | PC/Laptop | Hardware | Total | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Virus | None | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 22<br>1 | 1<br>0 | 23<br>1 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | Sharpdesk | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Queue | Sharpdesk | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Print/Copy/Scan/Fax | Total | | 0<br>0 | 0<br>0 | 4<br>0 | 1<br>0 | 5<br>0 |
| | Remote Connectivity | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Server | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 100<br>5 | 4<br>0 | 104<br>5 |
| Security | Application | Error | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| UI Web Support | Application | Error | Utah Works Web Site | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| Voice Operations | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | Telecom | Area Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call Management | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call/Receive | None | 0<br>0 | 0<br>0 | 5<br>0 | 1<br>0 | 6<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Voice Operations | Telecom | Call/Receive | Total | 0<br>0 | 0<br>0 | 7<br>0 | 1<br>0 | 8<br>0 |
| | | Coverage Path | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | CrossTalk/Noise/Static | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Dial Tone | None | 1<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 2<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 1<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 5<br>0 |
| | | Feature | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | IP | Avaya CMS Supervisor | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Voice Operations** | **Telecom** | **None** | **None** | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | **Telephone** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | **Voice Mail** | **None** | 0<br>0 | 0<br>0 | 18<br>0 | 0<br>0 | 18<br>0 |
| | | | **Telephone** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0 |
| | | **Total** | | 1<br>0 | 0<br>0 | 59<br>0 | 1<br>0 | 61<br>0 |
| | **Total** | | | 1<br>0 | 0<br>0 | 60<br>0 | 2<br>0 | 63<br>0 |
| **Voice/Data/WAN Services** | **Telecom** | **CrossTalk/Noise/Static** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Feature** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Hardware** | **None** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|
| **Voice/Data/WAN Services** | **Telecom** | **Total** | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | **Total** | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| **Total** | | | 1<br>0 | 5<br>0 | 4204<br>516 | 28<br>3 | 4238<br>519 |

# 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**

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Application Support - APEX** | **Application** | **Error** | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>0.61 | 0<br>0.00 | 1<br>0.61 |
| | | | **None** | 0<br>0.00 | 0<br>0.00 | 4<br>2.47 | 0<br>0.00 | 4<br>2.47 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 5<br>2.09 | 0<br>0.00 | 5<br>2.09 |
| | | **Password** | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>29.54 | 0<br>0.00 | 1<br>29.54 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>29.54 | 0<br>0.00 | 1<br>29.54 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 6<br>6.67 | 0<br>0.00 | 6<br>6.67 |
| | **Telecom** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 7<br>5.96 | 0<br>0.00 | 7<br>5.96 |
| **Application Support - CATS IV** | **_No Tier 2** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>142.16 | 0<br>0.00 | 2<br>142.16 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>142.16 | 0<br>0.00 | 2<br>142.16 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - CATS IV | _No Tier 2 | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>142.16 | 0<br>0.00 | 2<br>142.16 |
| | Application | Error | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 2<br>4.52 | 0<br>0.00 | 2<br>4.52 |
| | | | DWS Web | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 10<br>20.57 | 1<br>0.45 | 11<br>18.74 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 13<br>16.54 | 1<br>0.45 | 14<br>15.39 |
| | | None | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 1<br>0.14 | 0<br>0.00 | 1<br>0.14 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.10 | 0<br>0.00 | 2<br>0.10 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.45 | 0<br>0.00 | 1<br>0.45 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.45 | 0<br>0.00 | 1<br>0.45 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 16<br>13.48 | 1<br>0.45 | 17<br>12.71 |
| | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>4.38 | 0<br>0.00 | 1<br>4.38 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>4.38 | 0<br>0.00 | 1<br>4.38 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>4.38 | 0<br>0.00 | 1<br>4.38 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 19<br>26.55 | 1<br>0.45 | 20<br>25.24 |
| Application Support - | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.21 | 0<br>0.00 | 5<br>0.21 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Content Manager | _No Tier 2 | None | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.21 | 0<br>0.00 | 5<br>0.21 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 5<br>0.21 | 0<br>0.00 | 5<br>0.21 |
| | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 16<br>0.48 | 0<br>0.00 | 16<br>0.48 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 3<br>0.29 | 0<br>0.00 | 3<br>0.29 |
| | | | IBM Client Security | 0<br>0.00 | 0<br>0.00 | 1<br>0.55 | 0<br>0.00 | 1<br>0.55 |
| | | | Kofax ImageControls | 0<br>0.00 | 0<br>0.00 | 1<br>0.98 | 0<br>0.00 | 1<br>0.98 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 14<br>0.30 | 2<br>0.48 | 16<br>0.32 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 35<br>0.41 | 2<br>0.48 | 37<br>0.41 |
| | | None | DWS Capture | 0<br>0.00 | 0<br>0.00 | 4<br>0.33 | 0<br>0.00 | 4<br>0.33 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.70 | 0<br>0.00 | 1<br>0.70 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.40 | 0<br>0.00 | 5<br>0.40 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 4<br>1.12 | 0<br>0.00 | 4<br>1.12 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 4<br>1.12 | 0<br>0.00 | 4<br>1.12 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 44<br>0.47 | 2<br>0.48 | 46<br>0.47 |
| | Network | None | None | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.26 | 1<br>1.26 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.26 | 1<br>1.26 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - | Network | Total | | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.26 | 1<br>1.26 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 49<br>0.45 | 3<br>0.74 | 52<br>0.46 |
| Application Support - CUBS | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>6.69 | 0<br>0.00 | 1<br>6.69 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>6.69 | 0<br>0.00 | 1<br>6.69 |
| | | Password | DWS Web | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 2<br>0.27 | 2<br>0.27 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 2<br>0.27 | 2<br>0.27 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>6.69 | 2<br>0.27 | 3<br>2.41 |
| | Print/Copy/Scan/Fax | Incident | None | 0<br>0.00 | 0<br>0.00 | 2<br>205.72 | 0<br>0.00 | 2<br>205.72 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>205.72 | 0<br>0.00 | 2<br>205.72 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>205.72 | 0<br>0.00 | 2<br>205.72 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 3<br>139.37 | 2<br>0.27 | 5<br>83.73 |
| Application Support - Data Warehouse | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>2.29 | 0<br>0.00 | 1<br>2.29 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.29 | 0<br>0.00 | 1<br>2.29 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>0.89 | 0<br>0.00 | 3<br>0.89 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Data | Total | | | 0<br>0.00 | 0<br>0.00 | 3<br>0.89 | 0<br>0.00 | 3<br>0.89 |
| Application Support - DBA | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>11.98 | 0<br>0.00 | 1<br>11.98 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>11.98 | 0<br>0.00 | 1<br>11.98 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>11.98 | 0<br>0.00 | 1<br>11.98 |
| | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>11.29 | 0<br>0.00 | 1<br>11.29 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>11.29 | 0<br>0.00 | 1<br>11.29 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>11.29 | 0<br>0.00 | 1<br>11.29 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 2<br>11.63 | 0<br>0.00 | 2<br>11.63 |
| Application Support - EFIND | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | Application | Error | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 8<br>1.07 | 0<br>0.00 | 8<br>1.07 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.32 | 0<br>0.00 | 5<br>0.32 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 13<br>0.78 | 0<br>0.00 | 13<br>0.78 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 13<br>0.78 | 0<br>0.00 | 13<br>0.78 |
| | Network | Performance | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>1.67 | 0<br>0.00 | 1<br>1.67 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EFIND | Network | Performance | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.67 | 0<br>0.00 | 1<br>1.67 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>1.67 | 0<br>0.00 | 1<br>1.67 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 15<br>0.80 | 0<br>0.00 | 15<br>0.80 |
| Application Support - EREP IA | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>1.30 | 0<br>0.00 | 1<br>1.30 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.30 | 0<br>0.00 | 1<br>1.30 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>1.30 | 0<br>0.00 | 1<br>1.30 |
| | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 16<br>7.06 | 0<br>0.00 | 16<br>7.06 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>87.73 | 0<br>0.00 | 1<br>87.73 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 3<br>16.30 | 0<br>0.00 | 3<br>16.30 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 20<br>12.48 | 0<br>0.00 | 20<br>12.48 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.40 | 0<br>0.00 | 1<br>0.40 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.40 | 0<br>0.00 | 1<br>0.40 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 21<br>11.91 | 0<br>0.00 | 21<br>11.91 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EREP IA | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>2.50 | 0<br>0.00 | 1<br>2.50 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.50 | 0<br>0.00 | 1<br>2.50 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>2.50 | 0<br>0.00 | 1<br>2.50 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 24<br>10.58 | 0<br>0.00 | 24<br>10.58 |
| Application Support - IVR | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | Telecom | Call/Receive | None | 0<br>0.00 | 0<br>0.00 | 1<br>2.11 | 0<br>0.00 | 1<br>2.11 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.11 | 0<br>0.00 | 1<br>2.11 |
| | | IP | None | 0<br>0.00 | 0<br>0.00 | 1<br>25.24 | 0<br>0.00 | 1<br>25.24 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>25.24 | 0<br>0.00 | 1<br>25.24 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>1.14 | 0<br>0.00 | 2<br>1.14 |
| | | | Telephone | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 |
| | | | Total | 0<br>0.00 | 1<br>0.08 | 2<br>1.14 | 0<br>0.00 | 3<br>0.79 |
| | | Total | | 0<br>0.00 | 1<br>0.08 | 4<br>7.41 | 0<br>0.00 | 5<br>5.94 |
| | Total | | | 0<br>0.00 | 1<br>0.08 | 5<br>5.97 | 0<br>0.00 | 6<br>4.99 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - PACMIS | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 4<br>4.57 | 0<br>0.00 | 4<br>4.57 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 4<br>4.57 | 0<br>0.00 | 4<br>4.57 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 4<br>4.57 | 0<br>0.00 | 4<br>4.57 |
| | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.81 | 0<br>0.00 | 1<br>0.81 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 1<br>0.98 | 0<br>0.00 | 1<br>0.98 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 78<br>5.33 | 0<br>0.00 | 78<br>5.33 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 232<br>7.85 | 0<br>0.00 | 232<br>7.85 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 2<br>2.29 | 0<br>0.00 | 2<br>2.29 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.14 | 0<br>0.00 | 1<br>0.14 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 315<br>7.12 | 0<br>0.00 | 315<br>7.12 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 6<br>2.43 | 0<br>0.00 | 6<br>2.43 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>2.43 | 0<br>0.00 | 6<br>2.43 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.37 | 0<br>0.00 | 2<br>0.37 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 5<br>5.74 | 0<br>0.00 | 5<br>5.74 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 7<br>4.21 | 0<br>0.00 | 7<br>4.21 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 328<br>6.98 | 0<br>0.00 | 328<br>6.98 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Application Support - PACMIS** | **Mainframe** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>42.49 | 0<br>0.00 | 1<br>42.49 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>42.49 | 0<br>0.00 | 1<br>42.49 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>42.49 | 0<br>0.00 | 1<br>42.49 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 333<br>7.05 | 0<br>0.00 | 333<br>7.05 |
| **Application Support - Service Request** | **Application** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| **Application Support - UI Web** | **_No Tier 2** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>568.04 | 0<br>0.00 | 1<br>568.04 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>568.04 | 0<br>0.00 | 1<br>568.04 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>568.04 | 0<br>0.00 | 1<br>568.04 |
| | **Application** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>32.71 | 0<br>0.00 | 2<br>32.71 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>32.71 | 0<br>0.00 | 2<br>32.71 |
| | | **None** | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>0.27 | 0<br>0.00 | 1<br>0.27 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.27 | 0<br>0.00 | 1<br>0.27 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>21.90 | 0<br>0.00 | 3<br>21.90 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - UI | Total | | | 0<br>0.00 | 0<br>0.00 | 4<br>158.43 | 0<br>0.00 | 4<br>158.43 |
| Application Support - UWORKS | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>1.65 | 0<br>0.00 | 1<br>1.65 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.65 | 0<br>0.00 | 1<br>1.65 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>1.65 | 0<br>0.00 | 1<br>1.65 |
| | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 33<br>3.41 | 0<br>0.00 | 33<br>3.41 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 2<br>0.32 | 0<br>0.00 | 2<br>0.32 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 53<br>6.21 | 1<br>0.90 | 54<br>6.11 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 88<br>5.03 | 1<br>0.90 | 89<br>4.98 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>3.63 | 0<br>0.00 | 1<br>3.63 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.93 | 0<br>0.00 | 1<br>0.93 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>2.28 | 0<br>0.00 | 2<br>2.28 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 90<br>4.97 | 1<br>0.90 | 91<br>4.92 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 91<br>4.93 | 1<br>0.90 | 92<br>4.89 |
| Application Support - Web Dev | Application | Error | DWS Web | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | | Job search for job seekers | 0<br>0.00 | 0<br>0.00 | 1<br>0.78 | 2<br>0.44 | 3<br>0.56 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.36 | 0<br>0.00 | 5<br>0.36 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Web Dev | Application | Error | Total | 0<br>0.00 | 0<br>0.00 | 7<br>0.41 | 2<br>0.44 | 9<br>0.42 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 7<br>0.41 | 2<br>0.44 | 9<br>0.42 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>2.42 | 0<br>0.00 | 1<br>2.42 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.42 | 0<br>0.00 | 1<br>2.42 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>2.42 | 0<br>0.00 | 1<br>2.42 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 8<br>0.66 | 2<br>0.44 | 10<br>0.62 |
| Application Support - YODA | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 3<br>184.40 | 0<br>0.00 | 3<br>184.40 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>184.40 | 0<br>0.00 | 3<br>184.40 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>184.40 | 0<br>0.00 | 3<br>184.40 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 3<br>184.40 | 0<br>0.00 | 3<br>184.40 |
| Billing | Billing | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>1.40 | 0<br>0.00 | 1<br>1.40 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.40 | 0<br>0.00 | 1<br>1.40 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>1.40 | 0<br>0.00 | 1<br>1.40 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 1<br>1.40 | 0<br>0.00 | 1<br>1.40 |
| Capitol Desktop Support | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.40 | 0<br>0.00 | 2<br>0.40 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.40 | 0<br>0.00 | 2<br>0.40 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Desktop Support | _No Tier 2 | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>0.40 | 0<br>0.00 | 2<br>0.40 |
| | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.41 | 0<br>0.00 | 1<br>0.41 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.41 | 0<br>0.00 | 1<br>0.41 |
| | | None | BlackBerry Media Sync | 0<br>0.00 | 0<br>0.00 | 1<br>1.18 | 0<br>0.00 | 1<br>1.18 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 2<br>0.22 | 0<br>0.00 | 2<br>0.22 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.54 | 0<br>0.00 | 3<br>0.54 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 4<br>0.51 | 0<br>0.00 | 4<br>0.51 |
| | Mobile Devices | Error | BlackBerry | 0<br>0.00 | 0<br>0.00 | 1<br>0.41 | 0<br>0.00 | 1<br>0.41 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.41 | 0<br>0.00 | 1<br>0.41 |
| | | None | BlackBerry | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>0.35 | 0<br>0.00 | 2<br>0.35 |
| | Telecom | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.65 | 0<br>0.00 | 2<br>0.65 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.65 | 0<br>0.00 | 2<br>0.65 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>0.65 | 0<br>0.00 | 2<br>0.65 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 10<br>0.48 | 0<br>0.00 | 10<br>0.48 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Hosting | Server | Error | None | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 |
| | | | Total | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 |
| | | Total | | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 |
| | Total | | | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 |
| CMS Support | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 6<br>2.09 | 0<br>0.00 | 6<br>2.09 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>2.09 | 0<br>0.00 | 6<br>2.09 |
| | | None | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.85 | 0<br>0.00 | 2<br>0.85 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.58 | 0<br>0.00 | 3<br>0.58 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 9<br>1.59 | 0<br>0.00 | 9<br>1.59 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 9<br>1.59 | 0<br>0.00 | 9<br>1.59 |
| DWS Applications Help Desk | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 8<br>0.18 | 0<br>0.00 | 8<br>0.18 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 8<br>0.18 | 0<br>0.00 | 8<br>0.18 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 8<br>0.18 | 0<br>0.00 | 8<br>0.18 |
| | Application | Error | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>1.54 | 0<br>0.00 | 1<br>1.54 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 18<br>0.16 | 0<br>0.00 | 18<br>0.16 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 4<br>0.20 | 0<br>0.00 | 4<br>0.20 |
| | | | DWS Web | 0<br>0.00 | 0<br>0.00 | 11<br>0.14 | 0<br>0.00 | 11<br>0.14 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 38<br>0.08 | 0<br>0.00 | 38<br>0.08 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 401<br>0.04 | 2<br>4.35 | 403<br>0.07 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 166<br>0.07 | 0<br>0.00 | 166<br>0.07 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 37<br>0.05 | 0<br>0.00 | 37<br>0.05 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 49<br>0.03 | 0<br>0.00 | 49<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 726<br>0.06 | 2<br>4.35 | 728<br>0.07 |
| | | None | Microsoft Office 2003 | 0<br>0.00 | 0<br>0.00 | 1<br>0.25 | 0<br>0.00 | 1<br>0.25 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 10<br>0.03 | 0<br>0.00 | 10<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 11<br>0.05 | 0<br>0.00 | 11<br>0.05 |
| | | Password | BlueZone | 0<br>0.00 | 0<br>0.00 | 2<br>0.25 | 0<br>0.00 | 2<br>0.25 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 69<br>0.03 | 0<br>0.00 | 69<br>0.03 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 5<br>0.30 | 0<br>0.00 | 5<br>0.30 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 4<br>0.04 | 0<br>0.00 | 4<br>0.04 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Password | None | 0<br>0.00 | 0<br>0.00 | 650<br>0.02 | 0<br>0.00 | 650<br>0.02 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 4<br>0.51 | 0<br>0.00 | 4<br>0.51 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 63<br>0.02 | 0<br>0.00 | 63<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 797<br>0.03 | 0<br>0.00 | 797<br>0.03 |
| | | Reporting | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.09 | 0<br>0.00 | 3<br>0.09 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1537<br>0.04 | 2<br>4.35 | 1539<br>0.05 |
| | Mainframe | Password | BlueZone | 0<br>0.00 | 0<br>0.00 | 105<br>0.01 | 0<br>0.00 | 105<br>0.01 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 8<br>0.02 | 0<br>0.00 | 8<br>0.02 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 109<br>0.11 | 0<br>0.00 | 109<br>0.11 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 3<br>0.98 | 0<br>0.00 | 3<br>0.98 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 225<br>0.08 | 0<br>0.00 | 225<br>0.08 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 225<br>0.08 | 0<br>0.00 | 225<br>0.08 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 49<br>0.02 | 0<br>0.00 | 49<br>0.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Network | Error | Total | 0<br>0.00 | 0<br>0.00 | 49<br>0.02 | 0<br>0.00 | 49<br>0.02 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 12<br>0.01 | 0<br>0.00 | 12<br>0.01 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 34<br>0.01 | 0<br>0.00 | 34<br>0.01 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 47<br>0.01 | 0<br>0.00 | 47<br>0.01 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 4<br>0.01 | 0<br>0.00 | 4<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 4<br>0.01 | 0<br>0.00 | 4<br>0.01 |
| | | Virus | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.03 | 0<br>0.00 | 5<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.03 | 0<br>0.00 | 5<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 105<br>0.02 | 0<br>0.00 | 105<br>0.02 |
| | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | Telecom | None | None | 0<br>0.00 | 0<br>0.00 | 9<br>0.03 | 0<br>0.00 | 9<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.03 | 0<br>0.00 | 9<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 9<br>0.03 | 0<br>0.00 | 9<br>0.03 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications | Total | | | 0<br>0.00 | 0<br>0.00 | 1885<br>0.04 | 2<br>4.35 | 1887<br>0.05 |
| Help Desk | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Application | Error | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.90 | 0<br>0.00 | 1<br>0.90 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.30 | 0<br>0.00 | 3<br>0.30 |
| | | Password | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | | Utah Master Directory | 0<br>0.00 | 0<br>0.00 | 8<br>0.84 | 0<br>0.00 | 8<br>0.84 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 10<br>0.71 | 0<br>0.00 | 10<br>0.71 |
| | | Reporting | Utah Master Directory | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 1<br>0.11 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 1<br>0.11 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 13<br>0.61 | 1<br>0.11 | 14<br>0.58 |
| | Network | Error | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Help Desk** | **Network** | **Error** | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | **Print/Copy/Scan/Fax** | **Queue** | **None** | 0<br>0.00 | 0<br>0.00 | 26<br>0.03 | 0<br>0.00 | 26<br>0.03 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 26<br>0.03 | 0<br>0.00 | 26<br>0.03 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 26<br>0.03 | 0<br>0.00 | 26<br>0.03 |
| | **Telecom** | **Area Code** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | **Call Management** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 0<br>0.00 | 1<br>0.11 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 0<br>0.00 | 1<br>0.11 |
| | | **Call/Receive** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.55 | 0<br>0.00 | 1<br>0.55 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.55 | 0<br>0.00 | 1<br>0.55 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>0.28 | 0<br>0.00 | 3<br>0.28 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 44<br>0.22 | 1<br>0.11 | 45<br>0.22 |
| **Mainframe Systems Support** | **Print/Copy/Scan/Fax** | **Queue** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.38 | 0<br>0.00 | 1<br>0.38 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.38 | 0<br>0.00 | 1<br>0.38 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.38 | 0<br>0.00 | 1<br>0.38 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Mainframe Systems | Total | | | 0<br>0.00 | 0<br>0.00 | 1<br>0.38 | 0<br>0.00 | 1<br>0.38 |
| Metro A Desktop Support | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 50<br>0.42 | 0<br>0.00 | 50<br>0.42 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 50<br>0.42 | 0<br>0.00 | 50<br>0.42 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 50<br>0.42 | 0<br>0.00 | 50<br>0.42 |
| | Application | Error | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 7<br>0.22 | 0<br>0.00 | 7<br>0.22 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>1.15 | 0<br>0.00 | 1<br>1.15 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 15<br>1.26 | 0<br>0.00 | 15<br>1.26 |
| | | | DWS Web | 0<br>0.00 | 0<br>0.00 | 1<br>1.18 | 0<br>0.00 | 1<br>1.18 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 2<br>0.06 | 0<br>0.00 | 2<br>0.06 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Microsoft Help | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.79 | 0<br>0.00 | 1<br>0.79 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 45<br>2.08 | 1<br>0.00 | 46<br>2.04 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>1.95 | 0<br>0.00 | 1<br>1.95 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Error | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 79<br>1.51 | 1<br>0.00 | 80<br>1.49 |
| | | None | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 4<br>0.70 | 0<br>0.00 | 4<br>0.70 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 3<br>0.14 | 0<br>0.00 | 3<br>0.14 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 2<br>0.24 | 0<br>0.00 | 2<br>0.24 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 2<br>0.83 | 0<br>0.00 | 2<br>0.83 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>1.24 | 0<br>0.00 | 1<br>1.24 |
| | | | Mozilla Firefox | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 23<br>0.62 | 1<br>0.91 | 24<br>0.63 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 5<br>1.44 | 0<br>0.00 | 5<br>1.44 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 43<br>0.65 | 1<br>0.91 | 44<br>0.66 |
| | | Password | Content Manager | 0<br>0.00 | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Password | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
| | | Reporting | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>1.61 | 0<br>0.00 | 1<br>1.61 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.61 | 0<br>0.00 | 1<br>1.61 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 127<br>1.18 | 2<br>0.45 | 129<br>1.17 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 4<br>2.35 | 0<br>0.00 | 4<br>2.35 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>1.88 | 0<br>0.00 | 5<br>1.88 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.64 | 0<br>0.00 | 1<br>0.64 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.64 | 0<br>0.00 | 1<br>0.64 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 18<br>0.70 | 0<br>0.00 | 18<br>0.70 |
| | | | Novell ConsoleOne | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 19<br>0.68 | 0<br>0.00 | 19<br>0.68 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>1.18 | 0<br>0.00 | 2<br>1.18 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.79 | 0<br>0.00 | 3<br>0.79 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Network | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 29<br>0.88 | 0<br>0.00 | 29<br>0.88 |
| | PC/Laptop | Error | None | 0<br>0.00 | 0<br>0.00 | 8<br>0.85 | 0<br>0.00 | 8<br>0.85 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.23 | 0<br>0.00 | 1<br>0.23 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.78 | 0<br>0.00 | 9<br>0.78 |
| | | Hardware | None | 0<br>0.00 | 0<br>0.00 | 6<br>0.32 | 0<br>0.00 | 6<br>0.32 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>0.32 | 0<br>0.00 | 6<br>0.32 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 33<br>1.10 | 0<br>0.00 | 33<br>1.10 |
| | | | Roxio Media Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 34<br>1.07 | 0<br>0.00 | 34<br>1.07 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 2<br>0.42 | 0<br>0.00 | 2<br>0.42 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.31 | 0<br>0.00 | 1<br>0.31 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.31 | 0<br>0.00 | 5<br>0.31 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 14<br>1.20 | 0<br>0.00 | 14<br>1.20 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | PC/Laptop | Performance | Total | 0<br>0.00 | 0<br>0.00 | 14<br>1.20 | 0<br>0.00 | 14<br>1.20 |
| | | Virus | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 2<br>0.13 | 0<br>0.00 | 2<br>0.13 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 15<br>0.42 | 0<br>0.00 | 15<br>0.42 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 17<br>0.39 | 0<br>0.00 | 17<br>0.39 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 85<br>0.83 | 0<br>0.00 | 85<br>0.83 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0.00 | 0<br>0.00 | 1<br>5.34 | 0<br>0.00 | 1<br>5.34 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>5.34 | 0<br>0.00 | 1<br>5.34 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 9<br>0.76 | 0<br>0.00 | 9<br>0.76 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.76 | 0<br>0.00 | 9<br>0.76 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 31<br>0.91 | 0<br>0.00 | 31<br>0.91 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 31<br>0.91 | 0<br>0.00 | 31<br>0.91 |
| | | Paper Jam | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.18 | 0<br>0.00 | 1<br>0.18 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.18 | 0<br>0.00 | 1<br>0.18 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 42<br>0.97 | 0<br>0.00 | 42<br>0.97 |
| | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.99 | 0<br>0.00 | 1<br>0.99 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.99 | 0<br>0.00 | 1<br>0.99 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Server | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.99 | 0<br>0.00 | 1<br>0.99 |
| | Telecom | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>4.98 | 0<br>0.00 | 1<br>4.98 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>4.98 | 0<br>0.00 | 1<br>4.98 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>4.98 | 0<br>0.00 | 1<br>4.98 |
| | Wireless Connectivity | None | None | 0<br>0.00 | 0<br>0.00 | 3<br>1.26 | 0<br>0.00 | 3<br>1.26 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>1.26 | 0<br>0.00 | 3<br>1.26 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>1.26 | 0<br>0.00 | 3<br>1.26 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 338<br>0.94 | 2<br>0.45 | 340<br>0.94 |
| Metro A Help Desk | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 16<br>0.12 | 0<br>0.00 | 16<br>0.12 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 0<br>0.00 | 1<br>0.19 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 17<br>0.13 | 0<br>0.00 | 17<br>0.13 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 17<br>0.13 | 0<br>0.00 | 17<br>0.13 |
| | Application | Error | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>1.05 | 0<br>0.00 | 1<br>1.05 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 4<br>0.04 | 0<br>0.00 | 4<br>0.04 |
| | | | Check Point VPN-1 | 0<br>0.00 | 0<br>0.00 | 3<br>0.06 | 0<br>0.00 | 3<br>0.06 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 4<br>1.06 | 0<br>0.00 | 4<br>1.06 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 24<br>0.03 | 1<br>0.02 | 25<br>0.03 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 4<br>0.53 | 0<br>0.00 | 4<br>0.53 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 7<br>0.16 | 0<br>0.00 | 7<br>0.16 |
| | | | DWS Intranet | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 6<br>0.05 | 0<br>0.00 | 6<br>0.05 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 4<br>0.02 | 0<br>0.00 | 4<br>0.02 |
| | | | IPCC Express | 0<br>0.00 | 0<br>0.00 | 1<br>0.59 | 0<br>0.00 | 1<br>0.59 |
| | | | Java Runtime Environment | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Microsoft Excel | 0<br>0.00 | 0<br>0.00 | 2<br>0.23 | 0<br>0.00 | 2<br>0.23 |
| | | | Microsoft Office 2000 Standard, | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 14<br>0.16 | 0<br>0.00 | 14<br>0.16 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 20<br>0.07 | 0<br>0.00 | 20<br>0.07 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 2<br>0.04 | 0<br>0.00 | 2<br>0.04 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Application** | **Error** | **SAP Download Manager** | 0<br>0.00 | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | | | **SAP Frontend** | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | **SAPGUI** | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | **Utah Works** | 0<br>0.00 | 0<br>0.00 | 10<br>0.08 | 0<br>0.00 | 10<br>0.08 |
| | | | **ZENworks for Desktops** | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 117<br>0.14 | 1<br>0.02 | 118<br>0.14 |
| | | **None** | **Adobe Acrobat** | 0<br>0.00 | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | **Adobe Reader** | 0<br>0.00 | 0<br>0.00 | 1<br>0.10 | 0<br>0.00 | 1<br>0.10 |
| | | | **Avaya CentreVu** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Avaya IP Softphone** | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | **BlueZone** | 0<br>0.00 | 0<br>0.00 | 3<br>0.12 | 0<br>0.00 | 3<br>0.12 |
| | | | **Computerized Unemployment** | 0<br>0.00 | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | **Content Manager** | 0<br>0.00 | 0<br>0.00 | 4<br>0.02 | 0<br>0.00 | 4<br>0.02 |
| | | | **Contributions Automated Tax** | 0<br>0.00 | 0<br>0.00 | 3<br>0.12 | 0<br>0.00 | 3<br>0.12 |
| | | | **DWS Capture** | 0<br>0.00 | 0<br>0.00 | 15<br>0.30 | 0<br>0.00 | 15<br>0.30 |
| | | | **DWS Intranet** | 0<br>0.00 | 0<br>0.00 | 2<br>0.11 | 0<br>0.00 | 2<br>0.11 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | None | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 3<br>0.12 | 0<br>0.00 | 3<br>0.12 |
| | | | Google Chrome | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | | IBM Access Support Agent | 0<br>0.00 | 0<br>0.00 | 1<br>0.20 | 0<br>0.00 | 1<br>0.20 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 8<br>0.10 | 0<br>0.00 | 8<br>0.10 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.40 | 0<br>0.00 | 1<br>0.40 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 8<br>0.12 | 0<br>0.00 | 8<br>0.12 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 16<br>0.27 | 0<br>0.00 | 16<br>0.27 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 4<br>2.43 | 0<br>0.00 | 4<br>2.43 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 1<br>0.12 | 0<br>0.00 | 1<br>0.12 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 7<br>0.11 | 0<br>0.00 | 7<br>0.11 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 85<br>0.29 | 0<br>0.00 | 85<br>0.29 |
| | | Password | Avaya CentreVu | 0<br>0.00 | 0<br>0.00 | 1<br>1.50 | 0<br>0.00 | 1<br>1.50 |
| | | | Cisco AnyConnect | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 2<br>0.08 | 0<br>0.00 | 2<br>0.08 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 3<br>0.09 | 0<br>0.00 | 3<br>0.09 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Password | DWS Capture | 0<br>0.00 | 0<br>0.00 | 4<br>0.14 | 0<br>0.00 | 4<br>0.14 |
| | | | DWS Intranet | 0<br>0.00 | 0<br>0.00 | 6<br>0.13 | 0<br>0.00 | 6<br>0.13 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 6<br>0.06 | 0<br>0.00 | 6<br>0.06 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 7<br>0.32 | 0<br>0.00 | 7<br>0.32 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 3<br>0.07 | 0<br>0.00 | 3<br>0.07 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | Polaris PackRat | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | SAP Frontend | 0<br>0.00 | 0<br>0.00 | 1<br>0.16 | 0<br>0.00 | 1<br>0.16 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.46 | 0<br>0.00 | 1<br>0.46 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 39<br>0.18 | 0<br>0.00 | 39<br>0.18 |
| | | Reporting | Avaya Site Administration | 0<br>0.00 | 0<br>0.00 | 1<br>0.16 | 0<br>0.00 | 1<br>0.16 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.06 | 0<br>0.00 | 3<br>0.06 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Application** | **Total** | | 0<br>0.00 | 0<br>0.00 | 244<br>0.20 | 1<br>0.02 | 245<br>0.19 |
| | **Network** | **Error** | **Contributions Automated Tax** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | **eFIND/eSHARE** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | **Internet Explorer** | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | | | **Microsoft Excel** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Microsoft Windows XP** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | **None** | 0<br>0.00 | 1<br>0.14 | 4<br>0.02 | 0<br>0.00 | 5<br>0.04 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 9<br>0.03 | 0<br>0.00 | 9<br>0.03 |
| | | | **ZENworks for Desktops** | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | **Total** | 0<br>0.00 | 1<br>0.14 | 20<br>0.05 | 0<br>0.00 | 21<br>0.06 |
| | | **Incident** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>0.11 | 1<br>0.13 | 4<br>0.12 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 3<br>0.01 | 0<br>0.00 | 3<br>0.01 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 6<br>0.06 | 1<br>0.13 | 7<br>0.07 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 31<br>0.25 | 0<br>0.00 | 31<br>0.25 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 5<br>0.08 | 0<br>0.00 | 5<br>0.08 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Network** | **None** | **Total** | 0<br>0.00 | 0<br>0.00 | 36<br>0.23 | 0<br>0.00 | 36<br>0.23 |
| | | **Password** | **None** | 0<br>0.00 | 0<br>0.00 | 18<br>0.04 | 0<br>0.00 | 18<br>0.04 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 23<br>0.09 | 0<br>0.00 | 23<br>0.09 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 41<br>0.07 | 0<br>0.00 | 41<br>0.07 |
| | | **Performance** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | **Total** | | 0<br>0.00 | 1<br>0.14 | 104<br>0.12 | 1<br>0.13 | 106<br>0.12 |
| | **PC/Laptop** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 7<br>0.09 | 0<br>0.00 | 7<br>0.09 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 8<br>0.10 | 0<br>0.00 | 8<br>0.10 |
| | | **Hardware** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | **None** | **Microsoft Windows XP** | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | **Microsoft Windows XP** | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | | **None** | 0<br>0.00 | 0<br>0.00 | 23<br>0.17 | 0<br>0.00 | 23<br>0.17 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 25<br>0.16 | 0<br>0.00 | 25<br>0.16 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **PC/Laptop** | **Password** | **None** | 0<br>0.00 | 0<br>0.00 | 27<br>0.13 | 0<br>0.00 | 27<br>0.13 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 10<br>0.20 | 0<br>0.00 | 10<br>0.20 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 37<br>0.15 | 0<br>0.00 | 37<br>0.15 |
| | | **Performance** | **None** | 0<br>0.00 | 0<br>0.00 | 17<br>0.46 | 0<br>0.00 | 17<br>0.46 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 17<br>0.46 | 0<br>0.00 | 17<br>0.46 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 88<br>0.21 | 0<br>0.00 | 88<br>0.21 |
| | **Print/Copy/Scan/Fax** | **None** | **eFIND/eSHARE** | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | **None** | 0<br>0.00 | 0<br>0.00 | 6<br>0.16 | 0<br>0.00 | 6<br>0.16 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 7<br>0.15 | 0<br>0.00 | 7<br>0.15 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 7<br>0.15 | 0<br>0.00 | 7<br>0.15 |
| | **Telecom** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>0.21 | 0<br>0.00 | 2<br>0.21 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.21 | 0<br>0.00 | 2<br>0.21 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 2<br>0.21 | 0<br>0.00 | 2<br>0.21 |
| | **Wireless Connectivity** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>0.11 | 0<br>0.00 | 3<br>0.11 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>0.11 | 0<br>0.00 | 3<br>0.11 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>0.11 | 0<br>0.00 | 3<br>0.11 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Total** | | | 0<br>0.00 | 1<br>0.14 | 465<br>0.18 | 2<br>0.08 | 468<br>0.18 |
| **Metro A Hosting** | **_No Tier 2** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>0.93 | 0<br>0.00 | 3<br>0.93 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>0.93 | 0<br>0.00 | 3<br>0.93 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>0.93 | 0<br>0.00 | 3<br>0.93 |
| | **Application** | **Error** | **None** | 0<br>0.00 | 1<br>0.57 | 4<br>1.69 | 1<br>0.08 | 6<br>1.24 |
| | | | **Total** | 0<br>0.00 | 1<br>0.57 | 4<br>1.69 | 1<br>0.08 | 6<br>1.24 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 5<br>2.86 | 0<br>0.00 | 5<br>2.86 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 5<br>2.86 | 0<br>0.00 | 5<br>2.86 |
| | | **Password** | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>8.82 | 0<br>0.00 | 1<br>8.82 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>8.82 | 0<br>0.00 | 1<br>8.82 |
| | | **Total** | | 0<br>0.00 | 1<br>0.57 | 10<br>2.99 | 1<br>0.08 | 12<br>2.54 |
| | **Network** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>0.34 | 0<br>0.00 | 3<br>0.34 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>0.34 | 0<br>0.00 | 3<br>0.34 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.33 | 0<br>0.00 | 1<br>0.33 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.33 | 0<br>0.00 | 1<br>0.33 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 4<br>0.33 | 0<br>0.00 | 4<br>0.33 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Hosting** | **PC/Laptop** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | **Server** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 11<br>2.08 | 0<br>0.00 | 11<br>2.08 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 11<br>2.08 | 0<br>0.00 | 11<br>2.08 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>11.10 | 0<br>0.00 | 1<br>11.10 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>11.10 | 0<br>0.00 | 1<br>11.10 |
| | | **Performance** | **None** | 0<br>0.00 | 0<br>0.00 | 4<br>0.15 | 0<br>0.00 | 4<br>0.15 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 4<br>0.15 | 0<br>0.00 | 4<br>0.15 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 16<br>2.16 | 0<br>0.00 | 16<br>2.16 |
| | **Telecom** | **IP** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.56 | 0<br>0.00 | 1<br>0.56 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.56 | 0<br>0.00 | 1<br>0.56 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>6.76 | 0<br>0.00 | 1<br>6.76 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>6.76 | 0<br>0.00 | 1<br>6.76 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 2<br>3.66 | 0<br>0.00 | 2<br>3.66 |
| | **Total** | | | 0<br>0.00 | 1<br>0.57 | 36<br>2.11 | 1<br>0.08 | 38<br>2.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Network** | **Application** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>11.63 | 0<br>0.00 | 3<br>11.63 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>11.63 | 0<br>0.00 | 3<br>11.63 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>11.63 | 0<br>0.00 | 3<br>11.63 |
| | **Server** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 5<br>8.12 | 0<br>0.00 | 5<br>8.12 |
| **Metro B Help Desk** | **_No Tier 2** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 6<br>0.05 | 0<br>0.00 | 6<br>0.05 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 6<br>0.05 | 0<br>0.00 | 6<br>0.05 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 6<br>0.05 | 0<br>0.00 | 6<br>0.05 |
| | **Application** | **Password** | **None** | 0<br>0.00 | 0<br>0.00 | 4<br>0.05 | 0<br>0.00 | 4<br>0.05 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 4<br>0.05 | 0<br>0.00 | 4<br>0.05 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 4<br>0.05 | 0<br>0.00 | 4<br>0.05 |
| | **Mainframe** | **Password** | **Office of Recovery** | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro B Help Desk | Network | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.03 | 0<br>0.00 | 2<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.03 | 0<br>0.00 | 2<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>0.02 | 0<br>0.00 | 3<br>0.02 |
| | PC/Laptop | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 15<br>0.06 | 0<br>0.00 | 15<br>0.06 |
| Metro D North Desktop Support | _No Tier 2 | None | Adobe Acrobat 9.0 Standard | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | DWS Intranet | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 4<br>0.01 | 0<br>0.00 | 4<br>0.01 |
| | | | Linux | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | _No Tier 2 | None | Microsoft Office XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Microsoft Windows | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 7<br>0.01 | 0<br>0.00 | 7<br>0.01 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 45<br>0.03 | 0<br>0.00 | 45<br>0.03 |
| | | | Norton AntiVirus | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 3<br>0.01 | 0<br>0.00 | 3<br>0.01 |
| | | | Novell Netware Connect | 0<br>0.00 | 0<br>0.00 | 8<br>0.01 | 0<br>0.00 | 8<br>0.01 |
| | | | PGP for Windows | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 80<br>0.02 | 0<br>0.00 | 80<br>0.02 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 80<br>0.02 | 0<br>0.00 | 80<br>0.02 |
| | Application | Error | Adobe Acrobat | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Adobe Flash | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>1.18 | 0<br>0.00 | 1<br>1.18 |
| | | | Check Point VPN-1 | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | Error | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.14 | 0<br>0.00 | 1<br>0.14 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.10 | 0<br>0.00 | 1<br>0.10 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | Job search for job seekers | 0<br>0.00 | 0<br>0.00 | 1<br>2.08 | 0<br>0.00 | 1<br>2.08 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.74 | 0<br>0.00 | 2<br>0.74 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 3<br>0.07 | 0<br>0.00 | 3<br>0.07 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Utah Works Web Site | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 22<br>0.26 | 0<br>0.00 | 22<br>0.26 |
| | | None | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | None | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.02 | 0<br>0.00 | 3<br>0.02 |
| | | Password | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 0<br>0.00 | 1<br>0.19 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.09 | 0<br>0.00 | 3<br>0.09 |
| | | Reporting | Microsoft Excel | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 30<br>0.21 | 0<br>0.00 | 30<br>0.21 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 1<br>4.10 | 3<br>1.40 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 1<br>4.10 | 3<br>1.40 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.94 | 1<br>0.94 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.94 | 1<br>0.94 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.06 | 0<br>0.00 | 3<br>0.06 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Network | Password | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 6<br>0.01 | 0<br>0.00 | 6<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.03 | 0<br>0.00 | 9<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 12<br>0.05 | 2<br>2.52 | 14<br>0.41 |
| | PC/Laptop | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | Hardware | None | 0<br>0.00 | 0<br>0.00 | 9<br>0.04 | 0<br>0.00 | 9<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.04 | 0<br>0.00 | 9<br>0.04 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.72 | 0<br>0.00 | 1<br>0.72 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.72 | 0<br>0.00 | 1<br>0.72 |
| | | Virus | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.17 | 0<br>0.00 | 3<br>0.17 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.17 | 0<br>0.00 | 3<br>0.17 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 14<br>0.12 | 0<br>0.00 | 14<br>0.12 |
| | Print/Copy/Scan/Fax | Error Code | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Print/Copy/Scan/Fax | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | Queue | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 5<br>0.14 | 0<br>0.00 | 5<br>0.14 |
| | Remote Connectivity | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | Wireless Connectivity | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.75 | 0<br>0.00 | 2<br>0.75 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.75 | 0<br>0.00 | 2<br>0.75 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>0.75 | 0<br>0.00 | 2<br>0.75 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 144<br>0.09 | 2<br>2.52 | 146<br>0.12 |
| Network Operations | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.39 | 0<br>0.00 | 2<br>0.39 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Network Operations** | **Network** | **Error** | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.39 | 0<br>0.00 | 2<br>0.39 |
| | | **Incident** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.30 | 0<br>0.00 | 1<br>0.30 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.30 | 0<br>0.00 | 1<br>0.30 |
| | | **Performance** | **None** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 1<br>0.19 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 1<br>0.19 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 4<br>0.31 | 1<br>0.19 | 5<br>0.28 |
| | **Remote Connectivity** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 2<br>0.06 | 0<br>0.00 | 2<br>0.06 |
| | **Telecom** | **CrossTalk/Noise/Static** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.33 | 0<br>0.00 | 1<br>0.33 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.33 | 0<br>0.00 | 1<br>0.33 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.33 | 0<br>0.00 | 1<br>0.33 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Network Operations | Total | | | 0<br>0.00 | 0<br>0.00 | 8<br>0.20 | 1<br>0.19 | 9<br>0.20 |
| Operations Production Control | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 128<br>0.04 | 0<br>0.00 | 128<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 128<br>0.04 | 0<br>0.00 | 128<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 128<br>0.04 | 0<br>0.00 | 128<br>0.04 |
| | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.71 | 0<br>0.00 | 1<br>0.71 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 7<br>0.28 | 0<br>0.00 | 7<br>0.28 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 3<br>0.08 | 0<br>0.00 | 3<br>0.08 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 12<br>0.24 | 0<br>0.00 | 12<br>0.24 |
| | | Password | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.81 | 0<br>0.00 | 1<br>0.81 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.08 | 0<br>0.00 | 5<br>0.08 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.43 | 0<br>0.00 | 1<br>0.43 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 10<br>0.17 | 0<br>0.00 | 10<br>0.17 |
| | | Reporting | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Operations Production Control | Application | Reporting | Total | 0<br>0.00 | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 26<br>0.18 | 0<br>0.00 | 26<br>0.18 |
| | Mainframe | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.56 | 0<br>0.00 | 1<br>0.56 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.56 | 0<br>0.00 | 1<br>0.56 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>2.09 | 0<br>0.00 | 3<br>2.09 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 157<br>0.10 | 0<br>0.00 | 157<br>0.10 |
| ORSIS Support | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| Rural Central Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | DWS Intranet | 0<br>0.00 | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | | | Firefox | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 3<br>0.07 | 0<br>0.00 | 3<br>0.07 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | _No Tier 2 | None | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 12<br>0.15 | 0<br>0.00 | 12<br>0.15 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 22<br>0.10 | 0<br>0.00 | 22<br>0.10 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 22<br>0.10 | 0<br>0.00 | 22<br>0.10 |
| | Application | Error | Adobe Flash | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Adobe Help Viewer | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 6<br>0.20 | 0<br>0.00 | 6<br>0.20 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 3<br>0.25 | 0<br>0.00 | 3<br>0.25 |
| | | | JavaPC | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.04 | 0<br>0.00 | 5<br>0.04 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | Error | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 3<br>0.02 | 0<br>0.00 | 3<br>0.02 |
| | | | ZENworks for Desktops | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 29<br>0.09 | 0<br>0.00 | 29<br>0.09 |
| | | None | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 0<br>0.00 | 1<br>0.11 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 4<br>0.16 | 0<br>0.00 | 4<br>0.16 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | McAfee ePolicy Common | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Microsoft Office 2003 | 0<br>0.00 | 0<br>0.00 | 2<br>0.04 | 0<br>0.00 | 2<br>0.04 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 6<br>0.27 | 0<br>0.00 | 6<br>0.27 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 12<br>0.02 | 0<br>0.00 | 12<br>0.02 |
| | | | OpenOffice.org | 0<br>0.00 | 0<br>0.00 | 1<br>0.25 | 0<br>0.00 | 1<br>0.25 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | None | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Windows Media Player | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 33<br>0.10 | 0<br>0.00 | 33<br>0.10 |
| | | Password | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Reporting | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Microsoft Visio Standard 2007 | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Symantec AntiVirus | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | ZENworks for Desktops | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.02 | 0<br>0.00 | 5<br>0.02 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 68<br>0.09 | 0<br>0.00 | 68<br>0.09 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 29<br>0.04 | 0<br>0.00 | 29<br>0.04 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.35 | 1<br>0.35 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 29<br>0.04 | 1<br>0.35 | 30<br>0.05 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 4<br>0.02 | 0<br>0.00 | 4<br>0.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Network | Incident | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.02 | 0<br>0.00 | 5<br>0.02 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 37<br>0.01 | 0<br>0.00 | 37<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 37<br>0.01 | 0<br>0.00 | 37<br>0.01 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.02 | 0<br>0.00 | 3<br>0.02 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 77<br>0.02 | 1<br>0.35 | 78<br>0.03 |
| | PC/Laptop | Error | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.04 | 0<br>0.00 | 3<br>0.04 |
| | | Hardware | None | 0<br>0.00 | 0<br>0.00 | 70<br>0.05 | 0<br>0.00 | 70<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 70<br>0.05 | 0<br>0.00 | 70<br>0.05 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | PC/Laptop | None | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 42<br>0.02 | 0<br>0.00 | 42<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 43<br>0.02 | 0<br>0.00 | 43<br>0.02 |
| | | Performance | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 4<br>0.04 | 0<br>0.00 | 4<br>0.04 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>0.04 | 0<br>0.00 | 6<br>0.04 |
| | | Virus | Symantec AntiVirus | 0<br>0.00 | 0<br>0.00 | 2<br>0.18 | 0<br>0.00 | 2<br>0.18 |
| | | | Symantec Endpoint | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.14 | 0<br>0.00 | 3<br>0.14 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 125<br>0.04 | 0<br>0.00 | 125<br>0.04 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0.00 | 0<br>0.00 | 9<br>0.02 | 0<br>0.00 | 9<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.02 | 0<br>0.00 | 9<br>0.02 |
| | | Incident | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 4<br>0.03 | 0<br>0.00 | 4<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.05 | 0<br>0.00 | 5<br>0.05 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Print/Copy/Scan/Fax | None | None | 0<br>0.00 | 0<br>0.00 | 34<br>0.01 | 0<br>0.00 | 34<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 34<br>0.01 | 0<br>0.00 | 34<br>0.01 |
| | | Paper Jam | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.53 | 0<br>0.00 | 2<br>0.53 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.53 | 0<br>0.00 | 2<br>0.53 |
| | | Queue | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | Toner/Fuser/Ink | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 53<br>0.04 | 0<br>0.00 | 53<br>0.04 |
| | Remote Connectivity | None | Cisco Systems VPN Client | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | Telecom | Call/Receive | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Telecom | Call/Receive | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | Wireless Connectivity | Error | Dell QuickSet | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 350<br>0.05 | 1<br>0.35 | 351<br>0.05 |
| Rural South Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0.00 | 0<br>0.00 | 3<br>0.10 | 0<br>0.00 | 3<br>0.10 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 8<br>0.08 | 0<br>0.00 | 8<br>0.08 |
| | | | Microsoft Office 2000 Standard, | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Microsoft Office Standard 2007 | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 4<br>0.05 | 1<br>0.37 | 5<br>0.11 |
| | | | Network Control - | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 6<br>0.23 | 0<br>0.00 | 6<br>0.23 |
| | | | Novell ConsoleOne | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | _No Tier 2 | None | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | PGP Desktop Security | 0<br>0.00 | 0<br>0.00 | 2<br>0.04 | 0<br>0.00 | 2<br>0.04 |
| | | | Sharpdesk | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Symantec Endpoint | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 0<br>0.00 | 1<br>0.19 |
| | | | Web filing of Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 35<br>0.09 | 1<br>0.37 | 36<br>0.09 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 35<br>0.09 | 1<br>0.37 | 36<br>0.09 |
| | Application | Error | Adobe Flash | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.15 | 0<br>0.00 | 1<br>0.15 |
| | | | Content Manager - | 0<br>0.00 | 0<br>0.00 | 3<br>0.04 | 0<br>0.00 | 3<br>0.04 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 3<br>0.28 | 0<br>0.00 | 3<br>0.28 |
| | | | Microsoft Plus! for Windows | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Application | Error | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>1.26 | 0<br>0.00 | 1<br>1.26 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.26 | 0<br>0.00 | 1<br>0.26 |
| | | | WinWay Resume | 0<br>0.00 | 0<br>0.00 | 1<br>0.23 | 0<br>0.00 | 1<br>0.23 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 16<br>0.19 | 0<br>0.00 | 16<br>0.19 |
| | | None | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.55 | 0<br>0.00 | 1<br>0.55 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 4<br>1.02 | 0<br>0.00 | 4<br>1.02 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | | State and Community | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 8<br>0.62 | 0<br>0.00 | 8<br>0.62 |
| | | Password | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Reporting | Content Manager - | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 26<br>0.31 | 0<br>0.00 | 26<br>0.31 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.35 | 0<br>0.00 | 2<br>0.35 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Network | Error | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.24 | 0<br>0.00 | 3<br>0.24 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 3<br>1.69 | 0<br>0.00 | 3<br>1.69 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>1.69 | 0<br>0.00 | 3<br>1.69 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 11<br>0.56 | 0<br>0.00 | 11<br>0.56 |
| | PC/Laptop | Error | Microsoft Publisher | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.14 | 1<br>0.14 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 1<br>0.14 | 2<br>0.09 |
| | | Hardware | None | 0<br>0.00 | 0<br>0.00 | 10<br>0.04 | 0<br>0.00 | 10<br>0.04 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | PC/Laptop | Hardware | Total | 0<br>0.00 | 0<br>0.00 | 10<br>0.04 | 0<br>0.00 | 10<br>0.04 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.29 | 0<br>0.00 | 3<br>0.29 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.29 | 0<br>0.00 | 3<br>0.29 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.11 | 0<br>0.00 | 3<br>0.11 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.11 | 0<br>0.00 | 3<br>0.11 |
| | | Virus | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.52 | 0<br>0.00 | 5<br>0.52 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.52 | 0<br>0.00 | 5<br>0.52 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 22<br>0.20 | 1<br>0.14 | 23<br>0.20 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.30 | 0<br>0.00 | 1<br>0.30 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.30 | 0<br>0.00 | 1<br>0.30 |
| | | Incident | Sharpdesk | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.51 | 1<br>0.51 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.51 | 1<br>0.51 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.17 | 0<br>0.00 | 2<br>0.17 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.17 | 0<br>0.00 | 2<br>0.17 |
| | | Queue | Sharpdesk | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Print/Copy/Scan/Fax | Total | | 0<br>0.00 | 0<br>0.00 | 4<br>0.17 | 1<br>0.51 | 5<br>0.23 |
| | Remote Connectivity | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | Server | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 1<br>0.03 | 2<br>0.34 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 1<br>0.03 | 2<br>0.34 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 100<br>0.23 | 4<br>0.26 | 104<br>0.23 |
| Security | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>1.83 | 0<br>0.00 | 2<br>1.83 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>1.83 | 0<br>0.00 | 2<br>1.83 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>1.83 | 0<br>0.00 | 2<br>1.83 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 3<br>1.25 | 0<br>0.00 | 3<br>1.25 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **UI Web Support** | **Application** | **Error** | **Utah Works Web Site** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.20 | 1<br>1.20 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.20 | 1<br>1.20 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.20 | 1<br>1.20 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.20 | 1<br>1.20 |
| **Voice Operations** | **Application** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.20 | 0<br>0.00 | 1<br>0.20 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.20 | 0<br>0.00 | 1<br>0.20 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.20 | 0<br>0.00 | 1<br>0.20 |
| | **Print/Copy/Scan/Fax** | **Error Code** | **None** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.12 | 1<br>0.12 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.12 | 1<br>0.12 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.12 | 1<br>0.12 |
| | **Telecom** | **Area Code** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.61 | 0<br>0.00 | 1<br>0.61 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.61 | 0<br>0.00 | 1<br>0.61 |
| | | **Call Management** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.18 | 0<br>0.00 | 1<br>0.18 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.18 | 0<br>0.00 | 1<br>0.18 |
| | | **Call/Receive** | **None** | 0<br>0.00 | 0<br>0.00 | 5<br>0.24 | 1<br>0.18 | 6<br>0.23 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 2<br>0.63 | 0<br>0.00 | 2<br>0.63 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Voice Operations** | **Telecom** | **Call/Receive** | **Total** | 0<br>0.00 | 0<br>0.00 | 7<br>0.35 | 1<br>0.18 | 8<br>0.33 |
| | | **Coverage Path** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | **CrossTalk/Noise/Static** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.53 | 0<br>0.00 | 1<br>0.53 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.53 | 0<br>0.00 | 1<br>0.53 |
| | | **Dial Tone** | **None** | 1<br>0.15 | 0<br>0.00 | 1<br>0.40 | 0<br>0.00 | 2<br>0.28 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 3<br>0.11 | 0<br>0.00 | 3<br>0.11 |
| | | | **Total** | 1<br>0.15 | 0<br>0.00 | 4<br>0.18 | 0<br>0.00 | 5<br>0.18 |
| | | **Feature** | **None** | 0<br>0.00 | 0<br>0.00 | 4<br>0.34 | 0<br>0.00 | 4<br>0.34 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 2<br>0.20 | 0<br>0.00 | 2<br>0.20 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 6<br>0.29 | 0<br>0.00 | 6<br>0.29 |
| | | **Hardware** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 2<br>0.55 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 2<br>0.55 |
| | | **IP** | **Avaya CMS Supervisor** | 0<br>0.00 | 0<br>0.00 | 1<br>0.66 | 0<br>0.00 | 1<br>0.66 |
| | | | **None** | 0<br>0.00 | 0<br>0.00 | 5<br>0.16 | 0<br>0.00 | 5<br>0.16 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 6<br>0.24 | 0<br>0.00 | 6<br>0.24 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Voice Operations** | **Telecom** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 8<br>0.25 | 0<br>0.00 | 8<br>0.25 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 9<br>0.22 | 0<br>0.00 | 9<br>0.22 |
| | | **Voice Mail** | **None** | 0<br>0.00 | 0<br>0.00 | 18<br>0.17 | 0<br>0.00 | 18<br>0.17 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 2<br>0.17 | 0<br>0.00 | 2<br>0.17 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 20<br>0.17 | 0<br>0.00 | 20<br>0.17 |
| | | **Total** | | 1<br>0.15 | 0<br>0.00 | 59<br>0.25 | 1<br>0.18 | 61<br>0.25 |
| | **Total** | | | 1<br>0.15 | 0<br>0.00 | 60<br>0.25 | 2<br>0.15 | 63<br>0.25 |
| **Voice/Data/WAN Services** | **Telecom** | **CrossTalk/Noise/Static** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 0<br>0.00 | 1<br>0.19 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 0<br>0.00 | 1<br>0.19 |
| | | **Feature** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | | **Hardware** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.23 | 0<br>0.00 | 1<br>0.23 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.23 | 0<br>0.00 | 1<br>0.23 |

| | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|
| **Voice/Data/WAN Services** | **Telecom** | **Total** | 0<br>0.00 | 0<br>0.00 | 5<br>0.23 | 0<br>0.00 | 5<br>0.23 |
| | **Total** | | 0<br>0.00 | 0<br>0.00 | 5<br>0.23 | 0<br>0.00 | 5<br>0.23 |
| **Total** | | | 1<br>0.15 | 5<br>0.38 | 4204<br>1.46 | 28<br>0.82 | 4238<br>1.46 |

# 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**

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Application Support - APEX** | **Application** | **Error** | **DWS Web** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **None** | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | **Password** | **DWS Web** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Total** | | 0<br>0 | 0<br>0 | 6<br>2 | 0<br>0 | 6<br>2 |
| | **Telecom** | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | **Total** | | | 0<br>0 | 0<br>0 | 7<br>2 | 0<br>0 | 7<br>2 |
| **Application Support - CATS IV** | **_No Tier 2** | **None** | **None** | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | **Total** | | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - CATS IV | Application | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 10<br>5 | 1<br>0 | 11<br>5 |
| | | | Total | 0<br>0 | 0<br>0 | 13<br>8 | 1<br>0 | 14<br>8 |
| | | None | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 16<br>8 | 1<br>0 | 17<br>8 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 19<br>10 | 1<br>0 | 20<br>10 |
| Application Support - Content Manager | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Content Manager | _No Tier 2 | Total | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 16<br>0 | 0<br>0 | 16<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | IBM Client Security | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Kofax ImageControls | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 14<br>0 | 2<br>0 | 16<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 35<br>0 | 2<br>0 | 37<br>0 |
| | | None | DWS Capture | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 44<br>0 | 2<br>0 | 46<br>0 |
| | Network | None | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Application Support -** | **Total** | | | 0<br>0 | 0<br>0 | 49<br>0 | 3<br>0 | 52<br>0 |
| **Application Support - CUBS** | **Application** | **Error** | **None** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Password** | **DWS Web** | 0<br>0 | 0<br>0 | 0<br>0 | 2<br>0 | 2<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 0<br>0 | 2<br>0 | 2<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 1<br>1 | 2<br>0 | 3<br>1 |
| | **Print/Copy/Scan/Fax** | **Incident** | **None** | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | **Total** | | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | **Total** | | | 0<br>0 | 0<br>0 | 3<br>3 | 2<br>0 | 5<br>3 |
| **Application Support - Data Warehouse** | **Application** | **Error** | **None** | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | **Total** | | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - DBA | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| Application Support - EFIND | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | eFIND/eSHARE | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 13<br>0 | 0<br>0 | 13<br>0 |
| | Network | Performance | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - [illegible] | Network | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| Application Support - EREP IA | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 16<br>5 | 0<br>0 | 16<br>5 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 20<br>8 | 0<br>0 | 20<br>8 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 21<br>9 | 0<br>0 | 21<br>9 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EREP IA | Server | Error | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 24<br>10 | 0<br>0 | 24<br>10 |
| Application Support - IVR | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Telecom | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | IP | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Telephone | 0<br>0 | 1<br>1 | 0<br>0 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 1<br>1 | 2<br>0 | 0<br>0 | 3<br>1 |
| | | Total | | 0<br>0 | 1<br>1 | 4<br>1 | 0<br>0 | 5<br>2 |
| | Total | | | 0<br>0 | 1<br>1 | 5<br>1 | 0<br>0 | 6<br>2 |
| Application Support - | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - PACMIS | _No Tier 2 | None | Total | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 78<br>23 | 0<br>0 | 78<br>23 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 232<br>91 | 0<br>0 | 232<br>91 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 315<br>115 | 0<br>0 | 315<br>115 |
| | | None | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 7<br>1 | 0<br>0 | 7<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 328<br>116 | 0<br>0 | 328<br>116 |
| | Mainframe | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - PACMIS | Mainframe | None | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 333<br>118 | 0<br>0 | 333<br>118 |
| Application Support - Service Request | Application | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Application Support - UI Web | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | None | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | Total | | | 0<br>0 | 0<br>0 | 4<br>2 | 0<br>0 | 4<br>2 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - UWORKS | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | None | 0<br>0 | 0<br>0 | 33<br>7 | 0<br>0 | 33<br>7 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 53<br>10 | 1<br>0 | 54<br>10 |
| | | | Total | 0<br>0 | 0<br>0 | 88<br>17 | 1<br>0 | 89<br>17 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 90<br>17 | 1<br>0 | 91<br>17 |
| | Total | | | 0<br>0 | 0<br>0 | 91<br>17 | 1<br>0 | 92<br>17 |
| Application Support - Web Dev | Application | Error | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Job search for job seekers | 0<br>0 | 0<br>0 | 1<br>0 | 2<br>0 | 3<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 7<br>0 | 2<br>0 | 9<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Web Dev | Application | Total | | 0<br>0 | 0<br>0 | 7<br>0 | 2<br>0 | 9<br>0 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 8<br>0 | 2<br>0 | 10<br>0 |
| Application Support - YODA | Application | Error | None | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>2 | 0<br>0 | 3<br>2 |
| Billing | Billing | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Capitol Desktop Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Desktop Support | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | BlackBerry Media Sync | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | Mobile Devices | Error | BlackBerry | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | BlackBerry | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 10<br>1 | 0<br>0 | 10<br>1 |
| Capitol Hosting | Server | Error | None | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Hosting | Server | Error | Total | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| CMS Support | Application | Error | None | 0<br>0 | 0<br>0 | 6<br>5 | 0<br>0 | 6<br>5 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>5 | 0<br>0 | 6<br>5 |
| | | None | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 9<br>6 | 0<br>0 | 9<br>6 |
| | Total | | | 0<br>0 | 0<br>0 | 9<br>6 | 0<br>0 | 9<br>6 |
| DWS Applications Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | Application | Error | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 18<br>0 | 0<br>0 | 18<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Error | DateReporter | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 11<br>0 | 0<br>0 | 11<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 38<br>0 | 0<br>0 | 38<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 401<br>0 | 2<br>0 | 403<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 166<br>1 | 0<br>0 | 166<br>1 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 37<br>0 | 0<br>0 | 37<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 49<br>0 | 0<br>0 | 49<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 726<br>1 | 2<br>0 | 728<br>1 |
| | | None | Microsoft Office 2003 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 11<br>0 | 0<br>0 | 11<br>0 |
| | | Password | BlueZone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 69<br>0 | 0<br>0 | 69<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 650<br>0 | 0<br>0 | 650<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Password | Public Assistance | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 63<br>0 | 0<br>0 | 63<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 797<br>0 | 0<br>0 | 797<br>0 |
| | | Reporting | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1537<br>1 | 2<br>0 | 1539<br>1 |
| | Mainframe | Password | BlueZone | 0<br>0 | 0<br>0 | 105<br>0 | 0<br>0 | 105<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 109<br>1 | 0<br>0 | 109<br>1 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 225<br>1 | 0<br>0 | 225<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 225<br>1 | 0<br>0 | 225<br>1 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 49<br>0 | 0<br>0 | 49<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 49<br>0 | 0<br>0 | 49<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Network | Password | None | 0<br>0 | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 34<br>0 | 0<br>0 | 34<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 47<br>0 | 0<br>0 | 47<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Virus | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 105<br>0 | 0<br>0 | 105<br>0 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Telecom | None | None | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1885<br>2 | 2<br>0 | 1887<br>2 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Application | Error | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Password | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Master Directory | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | Reporting | Utah Master Directory | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 13<br>0 | 1<br>0 | 14<br>0 |
| | Network | Error | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Help Desk | Network | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Print/Copy/Scan/Fax | Queue | None | 0<br>0 | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | Telecom | Area Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call Management | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 44<br>0 | 1<br>0 | 45<br>0 |
| Mainframe Systems Support | Print/Copy/Scan/Fax | Queue | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 50<br>1 | 0<br>0 | 50<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 50<br>1 | 0<br>0 | 50<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 50<br>1 | 0<br>0 | 50<br>1 |
| | Application | Error | Computerized Unemployment | 0<br>0 | 0<br>0 | 7<br>2 | 0<br>0 | 7<br>2 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 15<br>1 | 0<br>0 | 15<br>1 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Help | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 45<br>8 | 1<br>0 | 46<br>8 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Error | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 79<br>13 | 1<br>0 | 80<br>13 |
| | | None | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Mozilla Firefox | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 23<br>1 | 1<br>0 | 24<br>1 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 43<br>2 | 1<br>0 | 44<br>2 |
| | | Password | Content Manager | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Password | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Reporting | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 127<br>15 | 2<br>0 | 129<br>15 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 18<br>2 | 0<br>0 | 18<br>2 |
| | | | Novell ConsoleOne | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 19<br>2 | 0<br>0 | 19<br>2 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Network | Performance | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 29<br>3 | 0<br>0 | 29<br>3 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 33<br>1 | 0<br>0 | 33<br>1 |
| | | | Roxio Media Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 34<br>1 | 0<br>0 | 34<br>1 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 14<br>1 | 0<br>0 | 14<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 14<br>1 | 0<br>0 | 14<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | PC/Laptop | Virus | Microsoft Windows XP | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 85<br>2 | 0<br>0 | 85<br>2 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 31<br>3 | 0<br>0 | 31<br>3 |
| | | | Total | 0<br>0 | 0<br>0 | 31<br>3 | 0<br>0 | 31<br>3 |
| | | Paper Jam | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 42<br>3 | 0<br>0 | 42<br>3 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Telecom | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Wireless Connectivity | None | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 338<br>24 | 2<br>0 | 340<br>24 |
| Metro A Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 16<br>0 | 0<br>0 | 16<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | Application | Error | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Check Point VPN-1 | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 24<br>0 | 1<br>0 | 25<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | IPCC Express | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Java Runtime Environment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Excel | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Microsoft Office 2000 Standard, | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAP Download Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | SAP Frontend | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAPGUI | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 117<br>0 | 1<br>0 | 118<br>0 |
| | | None | Adobe Acrobat | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Adobe Reader | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Avaya CentreVu | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | None | Google Chrome | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | IBM Access Support Agent | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 16<br>0 | 0<br>0 | 16<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Utah Cares | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 85<br>0 | 0<br>0 | 85<br>0 |
| | | Password | Avaya CentreVu | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Cisco AnyConnect | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Contributions Automated Tax | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Password | DWS Intranet | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Polaris PackRat | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | SAP Frontend | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 39<br>0 | 0<br>0 | 39<br>0 |
| | | Reporting | Avaya Site Administration | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 244<br>0 | 1<br>0 | 245<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Network | Error | Contributions<br>Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DWS Web | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Excel | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 1<br>0 | 4<br>0 | 0<br>0 | 5<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 1<br>0 | 20<br>0 | 0<br>0 | 21<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 3<br>0 | 1<br>0 | 4<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 1<br>0 | 7<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 31<br>0 | 0<br>0 | 31<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 36<br>0 | 0<br>0 | 36<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Network | Password | None | 0<br>0 | 0<br>0 | 18<br>0 | 0<br>0 | 18<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 23<br>0 | 0<br>0 | 23<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 41<br>0 | 0<br>0 | 41<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 1<br>0 | 104<br>0 | 1<br>0 | 106<br>0 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 23<br>0 | 0<br>0 | 23<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 25<br>0 | 0<br>0 | 25<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 27<br>0 | 0<br>0 | 27<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **PC/Laptop** | **Password** | **Novell Client for 32-bit** | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 37<br>0 | 0<br>0 | 37<br>0 |
| | | **Performance** | **None** | 0<br>0 | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 17<br>0 | 0<br>0 | 17<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 88<br>0 | 0<br>0 | 88<br>0 |
| | **Print/Copy/Scan/Fax** | **None** | **eFIND/eSHARE** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **None** | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | **Telecom** | **None** | **None** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | **Wireless Connectivity** | **None** | **None** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | **Total** | | | 0<br>0 | 1<br>0 | 465<br>0 | 2<br>0 | 468<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Hosting | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1 |
| | Application | Error | None | 0<br>0 | 1<br>0 | 4<br>1 | 1<br>0 | 6<br>1 |
| | | | Total | 0<br>0 | 1<br>0 | 4<br>1 | 1<br>0 | 6<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 5<br>2 | 0<br>0 | 5<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>2 | 0<br>0 | 5<br>2 |
| | | Password | DWS Web | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 1<br>0 | 10<br>4 | 1<br>0 | 12<br>4 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | PC/Laptop | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Hosting | PC/Laptop | None | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 11<br>2 | 0<br>0 | 11<br>2 |
| | | | Total | 0<br>0 | 0<br>0 | 11<br>2 | 0<br>0 | 11<br>2 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Performance | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 16<br>3 | 0<br>0 | 16<br>3 |
| | Telecom | IP | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | Total | | | 0<br>0 | 1<br>0 | 36<br>11 | 1<br>0 | 38<br>11 |
| Metro A Network | Application | Error | None | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Network | Application | Error | Total | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | Server | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 5<br>3 | 0<br>0 | 5<br>3 |
| Metro B Help Desk | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | Application | Password | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | Mainframe | Password | Office of Recovery | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Network | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro B Help Desk | Network | None | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | PC/Laptop | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 15<br>0 | 0<br>0 | 15<br>0 |
| Metro D North Desktop Support | _No Tier 2 | None | Adobe Acrobat 9.0 Standard | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Linux | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Office XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | _No Tier 2 | None | Microsoft Windows | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 45<br>0 | 0<br>0 | 45<br>0 |
| | | | Norton AntiVirus | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Novell Netware Connect | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | PGP for Windows | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 80<br>0 | 0<br>0 | 80<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 80<br>0 | 0<br>0 | 80<br>0 |
| | Application | Error | Adobe Acrobat | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Check Point VPN-1 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Job search for job seekers | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works Web Site | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 22<br>1 | 0<br>0 | 22<br>1 |
| | | None | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | Password | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Reporting | Microsoft Excel | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 30<br>1 | 0<br>0 | 30<br>1 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 2<br>0 | 1<br>1 | 3<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 1<br>1 | 3<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Network | Password | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 12<br>0 | 2<br>1 | 14<br>1 |
| | PC/Laptop | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Virus | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | Print/Copy/Scan/Fax | Error Code | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Print/Copy/Scan/Fax | None | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Queue | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | Remote Connectivity | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Wireless Connectivity | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 144<br>1 | 2<br>1 | 146<br>2 |
| Network Operations | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Network Operations** | **Network** | **Incident** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Performance** | **None** | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 4<br>0 | 1<br>0 | 5<br>0 |
| | **Remote Connectivity** | **Error** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Total** | | 0<br>0 | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1 |
| | **Telecom** | **CrossTalk/Noise/Static** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | **Total** | | | 0<br>0 | 0<br>0 | 8<br>1 | 1<br>0 | 9<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Operations Production Control | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 128<br>0 | 0<br>0 | 128<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 128<br>0 | 0<br>0 | 128<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 128<br>0 | 0<br>0 | 128<br>0 |
| | Application | Error | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | Password | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DateReporter | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | Reporting | eFIND/eSHARE | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Operations Production Control | Application | Total | | 0<br>0 | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | Mainframe | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 157<br>0 | 0<br>0 | 157<br>0 |
| ORSIS Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| Rural Central Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DWS Intranet | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Firefox | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | _No Tier 2 | None | None | 0<br>0 | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Messenger | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 22<br>0 | 0<br>0 | 22<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 22<br>0 | 0<br>0 | 22<br>0 |
| | Application | Error | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Adobe Help Viewer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | JavaPC | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | Error | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 29<br>0 | 0<br>0 | 29<br>0 |
| | | None | Avaya IP Softphone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | BlueZone | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | McAfee ePolicy Common | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Office 2003 | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 12<br>0 | 0<br>0 | 12<br>0 |
| | | | OpenOffice.org | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | None | Windows Media Player | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 33<br>0 | 0<br>0 | 33<br>0 |
| | | Password | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Reporting | Computerized Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Visio Standard 2007 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Symantec AntiVirus | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 68<br>0 | 0<br>0 | 68<br>0 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 29<br>0 | 0<br>0 | 29<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 29<br>0 | 1<br>0 | 30<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Network | Incident | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 37<br>0 | 0<br>0 | 37<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 37<br>0 | 0<br>0 | 37<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 77<br>0 | 1<br>0 | 78<br>0 |
| | PC/Laptop | Error | Contributions Automated Tax | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 70<br>0 | 0<br>0 | 70<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 70<br>0 | 0<br>0 | 70<br>0 |
| | | None | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | PC/Laptop | None | None | 0<br>0 | 0<br>0 | 42<br>0 | 0<br>0 | 42<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 43<br>0 | 0<br>0 | 43<br>0 |
| | | Performance | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | Virus | Symantec AntiVirus | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Symantec Endpoint | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 125<br>0 | 0<br>0 | 125<br>0 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | Incident | Microsoft Word | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 34<br>0 | 0<br>0 | 34<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Print/Copy/Scan/Fax | None | Total | 0<br>0 | 0<br>0 | 34<br>0 | 0<br>0 | 34<br>0 |
| | | Paper Jam | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Queue | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Toner/Fuser/Ink | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 53<br>0 | 0<br>0 | 53<br>0 |
| | Remote Connectivity | None | Cisco Systems VPN Client | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Server | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Telecom | Call/Receive | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Telecom | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Wireless Connectivity | Error | Dell QuickSet | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 350<br>0 | 1<br>0 | 351<br>0 |
| Rural South Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | eFIND/eSHARE | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Internet Explorer | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | Microsoft Office 2000 Standard, | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Office Standard 2007 | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 4<br>0 | 1<br>0 | 5<br>0 |
| | | | Network Control - | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Novell ConsoleOne | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | _No Tier 2 | None | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | PGP Desktop Security | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Sharpdesk | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Symantec Endpoint | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Web filing of Unemployment | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 35<br>0 | 1<br>0 | 36<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 35<br>0 | 1<br>0 | 36<br>0 |
| | Application | Error | Adobe Flash | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Content Manager - | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | DWS Capture | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Microsoft Plus! for Windows | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Application | Error | Utah Works | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | WinWay Resume | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 16<br>1 | 0<br>0 | 16<br>1 |
| | | None | Internet Explorer | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | Public Assistance | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | State and Community | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | Password | PGP | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Reporting | Content Manager - | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 26<br>1 | 0<br>0 | 26<br>1 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Network | Error | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Incident | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Password | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 11<br>0 | 0<br>0 | 11<br>0 |
| | PC/Laptop | Error | Microsoft Publisher | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 | 2<br>0 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | PC/Laptop | None | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Performance | None | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Virus | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 22<br>0 | 1<br>0 | 23<br>0 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Incident | Sharpdesk | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | None | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Queue | Sharpdesk | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 4<br>0 | 1<br>0 | 5<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Remote Connectivity | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Server | Performance | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell GroupWise | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 | 2<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 100<br>1 | 4<br>0 | 104<br>1 |
| Security | Application | Error | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | Network | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| UI Web Support | Application | Error | Utah Works Web Site | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| UI Web Support | Application | Error | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| | Total | | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0 |
| Voice Operations | Application | Error | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Total | | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | | Total | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | | Total | | 0<br>0 | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1 |
| | Telecom | Area Code | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call Management | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Call/Receive | None | 0<br>0 | 0<br>0 | 5<br>2 | 1<br>0 | 6<br>2 |
| | | | Telephone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 7<br>2 | 1<br>0 | 8<br>2 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Voice Operations | Telecom | Coverage Path | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | CrossTalk/Noise/Static | None | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Dial Tone | None | 1<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 2<br>0 |
| | | | Telephone | 0<br>0 | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | | Total | 1<br>0 | 0<br>0 | 4<br>0 | 0<br>0 | 5<br>0 |
| | | Feature | None | 0<br>0 | 0<br>0 | 4<br>1 | 0<br>0 | 4<br>1 |
| | | | Telephone | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>1 | 0<br>0 | 6<br>1 |
| | | Hardware | None | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | IP | Avaya CMS Supervisor | 0<br>0 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Total | 0<br>0 | 0<br>0 | 6<br>1 | 0<br>0 | 6<br>1 |
| | | None | None | 0<br>0 | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Voice Operations** | **Telecom** | **None** | **Telephone** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | **Voice Mail** | **None** | 0<br>0 | 0<br>0 | 18<br>0 | 0<br>0 | 18<br>0 |
| | | | **Telephone** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0 |
| | | **Total** | | 1<br>0 | 0<br>0 | 59<br>4 | 1<br>0 | 61<br>4 |
| | **Total** | | | 1<br>0 | 0<br>0 | 60<br>4 | 2<br>1 | 63<br>5 |
| **Voice/Data/WAN Services** | **Telecom** | **CrossTalk/Noise/Static** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Feature** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Hardware** | **None** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **None** | **None** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Total** | 0<br>0 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Total** | | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |

| | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|
| **Voice/Data/WAN Services** | **Total** | 0<br>0 | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| **Total** | | 1<br>0 | 5<br>1 | 4204<br>222 | 28<br>2 | 4238<br>225 |

# 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**

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Application Support - APEX** | **Application** | **Error** | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>0.61 | 0<br>0.00 | 1<br>0.61 |
| | | | **None** | 0<br>0.00 | 0<br>0.00 | 4<br>14.13 | 0<br>0.00 | 4<br>14.13 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 5<br>11.42 | 0<br>0.00 | 5<br>11.42 |
| | | **Password** | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>31.47 | 0<br>0.00 | 1<br>31.47 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>31.47 | 0<br>0.00 | 1<br>31.47 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 6<br>14.76 | 0<br>0.00 | 6<br>14.76 |
| | **Telecom** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>1.70 | 0<br>0.00 | 1<br>1.70 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 7<br>12.90 | 0<br>0.00 | 7<br>12.90 |
| **Application Support - CATS IV** | **_No Tier 2** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>142.16 | 0<br>0.00 | 2<br>142.16 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>142.16 | 0<br>0.00 | 2<br>142.16 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - CATS IV | _No Tier 2 | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>142.16 | 0<br>0.00 | 2<br>142.16 |
| | Application | Error | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 2<br>11.04 | 0<br>0.00 | 2<br>11.04 |
| | | | DWS Web | 0<br>0.00 | 0<br>0.00 | 1<br>7.92 | 0<br>0.00 | 1<br>7.92 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 10<br>54.79 | 1<br>0.47 | 11<br>49.86 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 13<br>44.46 | 1<br>0.47 | 14<br>41.32 |
| | | None | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.57 | 0<br>0.00 | 1<br>0.57 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 1<br>5.96 | 0<br>0.00 | 1<br>5.96 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>3.27 | 0<br>0.00 | 2<br>3.27 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.45 | 0<br>0.00 | 1<br>0.45 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.45 | 0<br>0.00 | 1<br>0.45 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 16<br>36.56 | 1<br>0.47 | 17<br>34.44 |
| | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>4.71 | 0<br>0.00 | 1<br>4.71 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>4.71 | 0<br>0.00 | 1<br>4.71 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>4.71 | 0<br>0.00 | 1<br>4.71 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 19<br>46.00 | 1<br>0.47 | 20<br>43.72 |
| Application Support - | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 5<br>1.55 | 0<br>0.00 | 5<br>1.55 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Content Manager | _No Tier 2 | None | Total | 0<br>0.00 | 0<br>0.00 | 5<br>1.55 | 0<br>0.00 | 5<br>1.55 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 5<br>1.55 | 0<br>0.00 | 5<br>1.55 |
| | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 16<br>1.34 | 0<br>0.00 | 16<br>1.34 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 3<br>1.30 | 0<br>0.00 | 3<br>1.30 |
| | | | IBM Client Security | 0<br>0.00 | 0<br>0.00 | 1<br>0.55 | 0<br>0.00 | 1<br>0.55 |
| | | | Kofax ImageControls | 0<br>0.00 | 0<br>0.00 | 1<br>0.98 | 0<br>0.00 | 1<br>0.98 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 14<br>0.98 | 2<br>0.48 | 16<br>0.91 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 35<br>1.16 | 2<br>0.48 | 37<br>1.12 |
| | | None | DWS Capture | 0<br>0.00 | 0<br>0.00 | 4<br>0.43 | 0<br>0.00 | 4<br>0.43 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.70 | 0<br>0.00 | 1<br>0.70 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.48 | 0<br>0.00 | 5<br>0.48 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 4<br>1.43 | 0<br>0.00 | 4<br>1.43 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 4<br>1.43 | 0<br>0.00 | 4<br>1.43 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 44<br>1.11 | 2<br>0.48 | 46<br>1.08 |
| | Network | None | None | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.26 | 1<br>1.26 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.26 | 1<br>1.26 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - | Network | Total | | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.26 | 1<br>1.26 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 49<br>1.15 | 3<br>0.74 | 52<br>1.13 |
| Application Support - CUBS | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>6.69 | 0<br>0.00 | 1<br>6.69 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>6.69 | 0<br>0.00 | 1<br>6.69 |
| | | Password | DWS Web | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 2<br>0.27 | 2<br>0.27 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 2<br>0.27 | 2<br>0.27 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>6.69 | 2<br>0.27 | 3<br>2.41 |
| | Print/Copy/Scan/Fax | Incident | None | 0<br>0.00 | 0<br>0.00 | 2<br>506.01 | 0<br>0.00 | 2<br>506.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>506.01 | 0<br>0.00 | 2<br>506.01 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>506.01 | 0<br>0.00 | 2<br>506.01 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 3<br>339.57 | 2<br>0.27 | 5<br>203.85 |
| Application Support - Data Warehouse | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>3.75 | 0<br>0.00 | 2<br>3.75 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>3.75 | 0<br>0.00 | 2<br>3.75 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>5.87 | 0<br>0.00 | 1<br>5.87 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>5.87 | 0<br>0.00 | 1<br>5.87 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>4.46 | 0<br>0.00 | 3<br>4.46 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Data | Total | | | 0<br>0.00 | 0<br>0.00 | 3<br>4.46 | 0<br>0.00 | 3<br>4.46 |
| Application Support - DBA | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>11.98 | 0<br>0.00 | 1<br>11.98 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>11.98 | 0<br>0.00 | 1<br>11.98 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>11.98 | 0<br>0.00 | 1<br>11.98 |
| | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>237.57 | 0<br>0.00 | 1<br>237.57 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>237.57 | 0<br>0.00 | 1<br>237.57 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>237.57 | 0<br>0.00 | 1<br>237.57 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 2<br>124.77 | 0<br>0.00 | 2<br>124.77 |
| Application Support - EFIND | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | Application | Error | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 8<br>1.27 | 0<br>0.00 | 8<br>1.27 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.32 | 0<br>0.00 | 5<br>0.32 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 13<br>0.90 | 0<br>0.00 | 13<br>0.90 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 13<br>0.90 | 0<br>0.00 | 13<br>0.90 |
| | Network | Performance | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>1.67 | 0<br>0.00 | 1<br>1.67 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EFIND | Network | Performance | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.67 | 0<br>0.00 | 1<br>1.67 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>1.67 | 0<br>0.00 | 1<br>1.67 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 15<br>0.91 | 0<br>0.00 | 15<br>0.91 |
| Application Support - EREP IA | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>1.30 | 0<br>0.00 | 1<br>1.30 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.30 | 0<br>0.00 | 1<br>1.30 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>1.30 | 0<br>0.00 | 1<br>1.30 |
| | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 16<br>7.06 | 0<br>0.00 | 16<br>7.06 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>87.73 | 0<br>0.00 | 1<br>87.73 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 3<br>16.30 | 0<br>0.00 | 3<br>16.30 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 20<br>12.48 | 0<br>0.00 | 20<br>12.48 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>6.24 | 0<br>0.00 | 1<br>6.24 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>6.24 | 0<br>0.00 | 1<br>6.24 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 21<br>12.18 | 0<br>0.00 | 21<br>12.18 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>7.44 | 0<br>0.00 | 1<br>7.44 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>7.44 | 0<br>0.00 | 1<br>7.44 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>7.44 | 0<br>0.00 | 1<br>7.44 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - EREP IA | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>2.57 | 0<br>0.00 | 1<br>2.57 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.57 | 0<br>0.00 | 1<br>2.57 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>2.57 | 0<br>0.00 | 1<br>2.57 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 24<br>11.13 | 0<br>0.00 | 24<br>11.13 |
| Application Support - IVR | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | Telecom | Call/Receive | None | 0<br>0.00 | 0<br>0.00 | 1<br>2.11 | 0<br>0.00 | 1<br>2.11 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.11 | 0<br>0.00 | 1<br>2.11 |
| | | IP | None | 0<br>0.00 | 0<br>0.00 | 1<br>25.24 | 0<br>0.00 | 1<br>25.24 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>25.24 | 0<br>0.00 | 1<br>25.24 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>1.14 | 0<br>0.00 | 2<br>1.14 |
| | | | Telephone | 0<br>0.00 | 1<br>8.06 | 0<br>0.00 | 0<br>0.00 | 1<br>8.06 |
| | | | Total | 0<br>0.00 | 1<br>8.06 | 2<br>1.14 | 0<br>0.00 | 3<br>3.45 |
| | | Total | | 0<br>0.00 | 1<br>8.06 | 4<br>7.41 | 0<br>0.00 | 5<br>7.54 |
| | Total | | | 0<br>0.00 | 1<br>8.06 | 5<br>5.97 | 0<br>0.00 | 6<br>6.32 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - PACMIS | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 4<br>4.57 | 0<br>0.00 | 4<br>4.57 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 4<br>4.57 | 0<br>0.00 | 4<br>4.57 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 4<br>4.57 | 0<br>0.00 | 4<br>4.57 |
| | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.81 | 0<br>0.00 | 1<br>0.81 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 1<br>10.90 | 0<br>0.00 | 1<br>10.90 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 78<br>7.65 | 0<br>0.00 | 78<br>7.65 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 232<br>8.39 | 0<br>0.00 | 232<br>8.39 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 2<br>2.29 | 0<br>0.00 | 2<br>2.29 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.14 | 0<br>0.00 | 1<br>0.14 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 315<br>8.13 | 0<br>0.00 | 315<br>8.13 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 6<br>2.43 | 0<br>0.00 | 6<br>2.43 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>2.43 | 0<br>0.00 | 6<br>2.43 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.37 | 0<br>0.00 | 2<br>0.37 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 5<br>5.74 | 0<br>0.00 | 5<br>5.74 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 7<br>4.21 | 0<br>0.00 | 7<br>4.21 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 328<br>7.94 | 0<br>0.00 | 328<br>7.94 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Application Support - PACMIS** | **Mainframe** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>42.49 | 0<br>0.00 | 1<br>42.49 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>42.49 | 0<br>0.00 | 1<br>42.49 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>42.49 | 0<br>0.00 | 1<br>42.49 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 333<br>8.00 | 0<br>0.00 | 333<br>8.00 |
| **Application Support - Service Request** | **Application** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| **Application Support - UI Web** | **_No Tier 2** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>568.04 | 0<br>0.00 | 1<br>568.04 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>568.04 | 0<br>0.00 | 1<br>568.04 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>568.04 | 0<br>0.00 | 1<br>568.04 |
| | **Application** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>32.81 | 0<br>0.00 | 2<br>32.81 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>32.81 | 0<br>0.00 | 2<br>32.81 |
| | | **None** | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>0.27 | 0<br>0.00 | 1<br>0.27 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.27 | 0<br>0.00 | 1<br>0.27 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>21.96 | 0<br>0.00 | 3<br>21.96 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - UI | Total | | | 0<br>0.00 | 0<br>0.00 | 4<br>158.48 | 0<br>0.00 | 4<br>158.48 |
| Application Support - UWORKS | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>1.65 | 0<br>0.00 | 1<br>1.65 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.65 | 0<br>0.00 | 1<br>1.65 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>1.65 | 0<br>0.00 | 1<br>1.65 |
| | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 33<br>3.55 | 0<br>0.00 | 33<br>3.55 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 2<br>0.32 | 0<br>0.00 | 2<br>0.32 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 53<br>6.21 | 1<br>0.90 | 54<br>6.11 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 88<br>5.08 | 1<br>0.90 | 89<br>5.03 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>3.63 | 0<br>0.00 | 1<br>3.63 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.93 | 0<br>0.00 | 1<br>0.93 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>2.28 | 0<br>0.00 | 2<br>2.28 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 90<br>5.02 | 1<br>0.90 | 91<br>4.97 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 91<br>4.98 | 1<br>0.90 | 92<br>4.94 |
| Application Support - Web Dev | Application | Error | DWS Web | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | | Job search for job seekers | 0<br>0.00 | 0<br>0.00 | 1<br>0.78 | 2<br>0.44 | 3<br>0.56 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.63 | 0<br>0.00 | 5<br>0.63 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Application Support - Web Dev | Application | Error | Total | 0<br>0.00 | 0<br>0.00 | 7<br>0.60 | 2<br>0.44 | 9<br>0.57 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 7<br>0.60 | 2<br>0.44 | 9<br>0.57 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>2.42 | 0<br>0.00 | 1<br>2.42 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.42 | 0<br>0.00 | 1<br>2.42 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>2.42 | 0<br>0.00 | 1<br>2.42 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 8<br>0.83 | 2<br>0.44 | 10<br>0.75 |
| Application Support - YODA | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 3<br>337.31 | 0<br>0.00 | 3<br>337.31 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>337.31 | 0<br>0.00 | 3<br>337.31 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>337.31 | 0<br>0.00 | 3<br>337.31 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 3<br>337.31 | 0<br>0.00 | 3<br>337.31 |
| Billing | Billing | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>1.40 | 0<br>0.00 | 1<br>1.40 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>1.40 | 0<br>0.00 | 1<br>1.40 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>1.40 | 0<br>0.00 | 1<br>1.40 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 1<br>1.40 | 0<br>0.00 | 1<br>1.40 |
| Capitol Desktop Support | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>2.26 | 0<br>0.00 | 2<br>2.26 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>2.26 | 0<br>0.00 | 2<br>2.26 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Desktop Support | _No Tier 2 | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>2.26 | 0<br>0.00 | 2<br>2.26 |
| | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.87 | 0<br>0.00 | 1<br>0.87 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.87 | 0<br>0.00 | 1<br>0.87 |
| | | None | BlackBerry Media Sync | 0<br>0.00 | 0<br>0.00 | 1<br>1.77 | 0<br>0.00 | 1<br>1.77 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 2<br>28.82 | 0<br>0.00 | 2<br>28.82 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>19.80 | 0<br>0.00 | 3<br>19.80 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 4<br>15.07 | 0<br>0.00 | 4<br>15.07 |
| | Mobile Devices | Error | BlackBerry | 0<br>0.00 | 0<br>0.00 | 1<br>0.58 | 0<br>0.00 | 1<br>0.58 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.58 | 0<br>0.00 | 1<br>0.58 |
| | | None | BlackBerry | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>0.43 | 0<br>0.00 | 2<br>0.43 |
| | Telecom | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.72 | 0<br>0.00 | 2<br>0.72 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.72 | 0<br>0.00 | 2<br>0.72 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>0.72 | 0<br>0.00 | 2<br>0.72 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 10<br>6.71 | 0<br>0.00 | 10<br>6.71 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Capitol Hosting | Server | Error | None | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 |
| | | | Total | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 |
| | | Total | | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 |
| | Total | | | 0<br>0.00 | 2<br>0.55 | 0<br>0.00 | 0<br>0.00 | 2<br>0.55 |
| CMS Support | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 6<br>30.88 | 0<br>0.00 | 6<br>30.88 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>30.88 | 0<br>0.00 | 6<br>30.88 |
| | | None | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.24 | 0<br>0.00 | 1<br>0.24 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 2<br>15.61 | 0<br>0.00 | 2<br>15.61 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>10.49 | 0<br>0.00 | 3<br>10.49 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 9<br>24.08 | 0<br>0.00 | 9<br>24.08 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 9<br>24.08 | 0<br>0.00 | 9<br>24.08 |
| DWS Applications Help Desk | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 8<br>0.18 | 0<br>0.00 | 8<br>0.18 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 8<br>0.18 | 0<br>0.00 | 8<br>0.18 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 8<br>0.18 | 0<br>0.00 | 8<br>0.18 |
| | Application | Error | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>1.54 | 0<br>0.00 | 1<br>1.54 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 18<br>0.16 | 0<br>0.00 | 18<br>0.16 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 4<br>0.20 | 0<br>0.00 | 4<br>0.20 |
| | | | DWS Web | 0<br>0.00 | 0<br>0.00 | 11<br>0.17 | 0<br>0.00 | 11<br>0.17 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 38<br>0.08 | 0<br>0.00 | 38<br>0.08 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 401<br>0.05 | 2<br>4.35 | 403<br>0.07 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 166<br>0.18 | 0<br>0.00 | 166<br>0.18 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 37<br>0.05 | 0<br>0.00 | 37<br>0.05 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 49<br>0.03 | 0<br>0.00 | 49<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 726<br>0.09 | 2<br>4.35 | 728<br>0.10 |
| | | None | Microsoft Office 2003 | 0<br>0.00 | 0<br>0.00 | 1<br>0.25 | 0<br>0.00 | 1<br>0.25 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 10<br>0.42 | 0<br>0.00 | 10<br>0.42 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 11<br>0.40 | 0<br>0.00 | 11<br>0.40 |
| | | Password | BlueZone | 0<br>0.00 | 0<br>0.00 | 2<br>0.25 | 0<br>0.00 | 2<br>0.25 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 69<br>0.03 | 0<br>0.00 | 69<br>0.03 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 5<br>0.30 | 0<br>0.00 | 5<br>0.30 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 4<br>0.04 | 0<br>0.00 | 4<br>0.04 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Application | Password | None | 0<br>0.00 | 0<br>0.00 | 650<br>0.03 | 0<br>0.00 | 650<br>0.03 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 4<br>0.51 | 0<br>0.00 | 4<br>0.51 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 63<br>0.02 | 0<br>0.00 | 63<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 797<br>0.03 | 0<br>0.00 | 797<br>0.03 |
| | | Reporting | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.09 | 0<br>0.00 | 3<br>0.09 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1537<br>0.06 | 2<br>4.35 | 1539<br>0.07 |
| | Mainframe | Password | BlueZone | 0<br>0.00 | 0<br>0.00 | 105<br>0.02 | 0<br>0.00 | 105<br>0.02 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 8<br>0.02 | 0<br>0.00 | 8<br>0.02 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 109<br>0.11 | 0<br>0.00 | 109<br>0.11 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 3<br>0.98 | 0<br>0.00 | 3<br>0.98 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 225<br>0.08 | 0<br>0.00 | 225<br>0.08 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 225<br>0.08 | 0<br>0.00 | 225<br>0.08 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 49<br>0.02 | 0<br>0.00 | 49<br>0.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications Help Desk | Network | Error | Total | 0<br>0.00 | 0<br>0.00 | 49<br>0.02 | 0<br>0.00 | 49<br>0.02 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 12<br>0.01 | 0<br>0.00 | 12<br>0.01 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 34<br>0.01 | 0<br>0.00 | 34<br>0.01 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 47<br>0.01 | 0<br>0.00 | 47<br>0.01 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 4<br>0.01 | 0<br>0.00 | 4<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 4<br>0.01 | 0<br>0.00 | 4<br>0.01 |
| | | Virus | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.03 | 0<br>0.00 | 5<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.03 | 0<br>0.00 | 5<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 105<br>0.02 | 0<br>0.00 | 105<br>0.02 |
| | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | Telecom | None | None | 0<br>0.00 | 0<br>0.00 | 9<br>0.03 | 0<br>0.00 | 9<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.03 | 0<br>0.00 | 9<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 9<br>0.03 | 0<br>0.00 | 9<br>0.03 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| DWS Applications | Total | | | 0<br>0.00 | 0<br>0.00 | 1885<br>0.06 | 2<br>4.35 | 1887<br>0.07 |
| Help Desk | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Application | Error | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.90 | 0<br>0.00 | 1<br>0.90 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.30 | 0<br>0.00 | 3<br>0.30 |
| | | Password | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | | Utah Master Directory | 0<br>0.00 | 0<br>0.00 | 8<br>1.53 | 0<br>0.00 | 8<br>1.53 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 10<br>1.26 | 0<br>0.00 | 10<br>1.26 |
| | | Reporting | Utah Master Directory | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 1<br>0.11 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 1<br>0.11 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 13<br>1.04 | 1<br>0.11 | 14<br>0.97 |
| | Network | Error | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Help Desk** | **Network** | **Error** | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | **Print/Copy/Scan/Fax** | **Queue** | **None** | 0<br>0.00 | 0<br>0.00 | 26<br>0.03 | 0<br>0.00 | 26<br>0.03 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 26<br>0.03 | 0<br>0.00 | 26<br>0.03 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 26<br>0.03 | 0<br>0.00 | 26<br>0.03 |
| | **Telecom** | **Area Code** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | **Call Management** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Call/Receive** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>1.57 | 0<br>0.00 | 1<br>1.57 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>1.57 | 0<br>0.00 | 1<br>1.57 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>0.69 | 0<br>0.00 | 3<br>0.69 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 44<br>0.38 | 1<br>0.11 | 45<br>0.37 |
| **Mainframe Systems Support** | **Print/Copy/Scan/Fax** | **Queue** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.38 | 0<br>0.00 | 1<br>0.38 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.38 | 0<br>0.00 | 1<br>0.38 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.38 | 0<br>0.00 | 1<br>0.38 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Mainframe Systems | Total | | | 0<br>0.00 | 0<br>0.00 | 1<br>0.38 | 0<br>0.00 | 1<br>0.38 |
| Metro A Desktop Support | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 50<br>1.13 | 0<br>0.00 | 50<br>1.13 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 50<br>1.13 | 0<br>0.00 | 50<br>1.13 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 50<br>1.13 | 0<br>0.00 | 50<br>1.13 |
| | Application | Error | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 7<br>3.24 | 0<br>0.00 | 7<br>3.24 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>1.21 | 0<br>0.00 | 1<br>1.21 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>1.15 | 0<br>0.00 | 1<br>1.15 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 15<br>1.72 | 0<br>0.00 | 15<br>1.72 |
| | | | DWS Web | 0<br>0.00 | 0<br>0.00 | 1<br>1.18 | 0<br>0.00 | 1<br>1.18 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 2<br>0.08 | 0<br>0.00 | 2<br>0.08 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Microsoft Help | 0<br>0.00 | 0<br>0.00 | 1<br>7.14 | 0<br>0.00 | 1<br>7.14 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.79 | 0<br>0.00 | 1<br>0.79 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 45<br>4.08 | 1<br>0.00 | 46<br>3.99 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>8.00 | 0<br>0.00 | 1<br>8.00 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Error | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 79<br>3.18 | 1<br>0.00 | 80<br>3.14 |
| | | None | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>0.37 | 0<br>0.00 | 1<br>0.37 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 4<br>4.67 | 0<br>0.00 | 4<br>4.67 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 3<br>0.35 | 0<br>0.00 | 3<br>0.35 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 2<br>0.15 | 0<br>0.00 | 2<br>0.15 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 2<br>1.47 | 0<br>0.00 | 2<br>1.47 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>1.24 | 0<br>0.00 | 1<br>1.24 |
| | | | Mozilla Firefox | 0<br>0.00 | 0<br>0.00 | 1<br>2.64 | 0<br>0.00 | 1<br>2.64 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 23<br>1.16 | 1<br>0.91 | 24<br>1.15 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 5<br>1.91 | 0<br>0.00 | 5<br>1.91 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 43<br>1.48 | 1<br>0.91 | 44<br>1.47 |
| | | Password | Content Manager | 0<br>0.00 | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 1<br>2.42 | 0<br>0.00 | 1<br>2.42 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Application | Password | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.75 | 0<br>0.00 | 1<br>0.75 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 4<br>0.79 | 0<br>0.00 | 4<br>0.79 |
| | | Reporting | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>2.89 | 0<br>0.00 | 1<br>2.89 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.89 | 0<br>0.00 | 1<br>2.89 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 127<br>2.52 | 2<br>0.45 | 129<br>2.49 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 4<br>7.77 | 0<br>0.00 | 4<br>7.77 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>6.21 | 0<br>0.00 | 5<br>6.21 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.64 | 0<br>0.00 | 1<br>0.64 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.64 | 0<br>0.00 | 1<br>0.64 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 18<br>2.13 | 0<br>0.00 | 18<br>2.13 |
| | | | Novell ConsoleOne | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 19<br>2.07 | 0<br>0.00 | 19<br>2.07 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>3.54 | 0<br>0.00 | 2<br>3.54 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>2.36 | 0<br>0.00 | 3<br>2.36 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Network | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 29<br>2.71 | 0<br>0.00 | 29<br>2.71 |
| | PC/Laptop | Error | None | 0<br>0.00 | 0<br>0.00 | 8<br>1.79 | 0<br>0.00 | 8<br>1.79 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.25 | 0<br>0.00 | 1<br>0.25 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>1.62 | 0<br>0.00 | 9<br>1.62 |
| | | Hardware | None | 0<br>0.00 | 0<br>0.00 | 6<br>0.42 | 0<br>0.00 | 6<br>0.42 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>0.42 | 0<br>0.00 | 6<br>0.42 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 33<br>1.79 | 0<br>0.00 | 33<br>1.79 |
| | | | Roxio Media Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 34<br>1.74 | 0<br>0.00 | 34<br>1.74 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.40 | 0<br>0.00 | 2<br>0.40 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 2<br>0.53 | 0<br>0.00 | 2<br>0.53 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.31 | 0<br>0.00 | 1<br>0.31 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.44 | 0<br>0.00 | 5<br>0.44 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 14<br>1.99 | 0<br>0.00 | 14<br>1.99 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | PC/Laptop | Performance | Total | 0<br>0.00 | 0<br>0.00 | 14<br>1.99 | 0<br>0.00 | 14<br>1.99 |
| | | Virus | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 2<br>0.13 | 0<br>0.00 | 2<br>0.13 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 15<br>1.19 | 0<br>0.00 | 15<br>1.19 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 17<br>1.06 | 0<br>0.00 | 17<br>1.06 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 85<br>1.46 | 0<br>0.00 | 85<br>1.46 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0.00 | 0<br>0.00 | 1<br>5.34 | 0<br>0.00 | 1<br>5.34 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>5.34 | 0<br>0.00 | 1<br>5.34 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 9<br>1.27 | 0<br>0.00 | 9<br>1.27 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>1.27 | 0<br>0.00 | 9<br>1.27 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 31<br>1.89 | 0<br>0.00 | 31<br>1.89 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 31<br>1.89 | 0<br>0.00 | 31<br>1.89 |
| | | Paper Jam | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.18 | 0<br>0.00 | 1<br>0.18 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.18 | 0<br>0.00 | 1<br>0.18 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 42<br>1.80 | 0<br>0.00 | 42<br>1.80 |
| | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.99 | 0<br>0.00 | 1<br>0.99 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.99 | 0<br>0.00 | 1<br>0.99 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Server | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.99 | 0<br>0.00 | 1<br>0.99 |
| | Telecom | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>5.35 | 0<br>0.00 | 1<br>5.35 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>5.35 | 0<br>0.00 | 1<br>5.35 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>5.35 | 0<br>0.00 | 1<br>5.35 |
| | Wireless Connectivity | None | None | 0<br>0.00 | 0<br>0.00 | 3<br>1.31 | 0<br>0.00 | 3<br>1.31 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>1.31 | 0<br>0.00 | 3<br>1.31 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>1.31 | 0<br>0.00 | 3<br>1.31 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 338<br>1.97 | 2<br>0.45 | 340<br>1.96 |
| Metro A Help Desk | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 16<br>0.32 | 0<br>0.00 | 16<br>0.32 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 0<br>0.00 | 1<br>0.19 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 17<br>0.31 | 0<br>0.00 | 17<br>0.31 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 17<br>0.31 | 0<br>0.00 | 17<br>0.31 |
| | Application | Error | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>1.05 | 0<br>0.00 | 1<br>1.05 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 4<br>0.04 | 0<br>0.00 | 4<br>0.04 |
| | | | Check Point VPN-1 | 0<br>0.00 | 0<br>0.00 | 3<br>0.05 | 0<br>0.00 | 3<br>0.05 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 4<br>1.21 | 0<br>0.00 | 4<br>1.21 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 24<br>0.17 | 1<br>0.02 | 25<br>0.17 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 4<br>0.97 | 0<br>0.00 | 4<br>0.97 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 7<br>0.22 | 0<br>0.00 | 7<br>0.22 |
| | | | DWS Intranet | 0<br>0.00 | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 6<br>0.08 | 0<br>0.00 | 6<br>0.08 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 4<br>0.12 | 0<br>0.00 | 4<br>0.12 |
| | | | IPCC Express | 0<br>0.00 | 0<br>0.00 | 1<br>0.59 | 0<br>0.00 | 1<br>0.59 |
| | | | Java Runtime Environment | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Microsoft Excel | 0<br>0.00 | 0<br>0.00 | 2<br>0.87 | 0<br>0.00 | 2<br>0.87 |
| | | | Microsoft Office 2000 Standard, | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.26 | 0<br>0.00 | 1<br>0.26 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 14<br>0.51 | 0<br>0.00 | 14<br>0.51 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 20<br>0.35 | 0<br>0.00 | 20<br>0.35 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 2<br>0.60 | 0<br>0.00 | 2<br>0.60 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Error | SAP Download Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | SAP Frontend | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | SAPGUI | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 10<br>0.06 | 0<br>0.00 | 10<br>0.06 |
| | | | ZENworks for Desktops | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 117<br>0.32 | 1<br>0.02 | 118<br>0.32 |
| | | None | Adobe Acrobat | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Adobe Reader | 0<br>0.00 | 0<br>0.00 | 1<br>0.10 | 0<br>0.00 | 1<br>0.10 |
| | | | Avaya CentreVu | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 3<br>0.16 | 0<br>0.00 | 3<br>0.16 |
| | | | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 4<br>0.24 | 0<br>0.00 | 4<br>0.24 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 3<br>0.32 | 0<br>0.00 | 3<br>0.32 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 15<br>0.21 | 0<br>0.00 | 15<br>0.21 |
| | | | DWS Intranet | 0<br>0.00 | 0<br>0.00 | 2<br>0.11 | 0<br>0.00 | 2<br>0.11 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | None | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 3<br>0.02 | 0<br>0.00 | 3<br>0.02 |
| | | | Google Chrome | 0<br>0.00 | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22 |
| | | | IBM Access Support Agent | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 8<br>0.09 | 0<br>0.00 | 8<br>0.09 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 8<br>0.15 | 0<br>0.00 | 8<br>0.15 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 2<br>0.04 | 0<br>0.00 | 2<br>0.04 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 16<br>0.06 | 0<br>0.00 | 16<br>0.06 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 4<br>2.76 | 0<br>0.00 | 4<br>2.76 |
| | | | Utah Cares | 0<br>0.00 | 0<br>0.00 | 1<br>0.12 | 0<br>0.00 | 1<br>0.12 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 7<br>0.13 | 0<br>0.00 | 7<br>0.13 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 85<br>0.27 | 0<br>0.00 | 85<br>0.27 |
| | | Password | Avaya CentreVu | 0<br>0.00 | 0<br>0.00 | 1<br>2.21 | 0<br>0.00 | 1<br>2.21 |
| | | | Cisco AnyConnect | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 2<br>0.08 | 0<br>0.00 | 2<br>0.08 |
| | | | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Application** | **Password** | **DWS Capture** | 0<br>0.00 | 0<br>0.00 | 4<br>0.17 | 0<br>0.00 | 4<br>0.17 |
| | | | **DWS Intranet** | 0<br>0.00 | 0<br>0.00 | 6<br>0.14 | 0<br>0.00 | 6<br>0.14 |
| | | | **eFIND/eSHARE** | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | **Microsoft Windows XP** | 0<br>0.00 | 0<br>0.00 | 1<br>0.54 | 0<br>0.00 | 1<br>0.54 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 6<br>0.08 | 0<br>0.00 | 6<br>0.08 |
| | | | **Novell GroupWise** | 0<br>0.00 | 0<br>0.00 | 7<br>0.36 | 0<br>0.00 | 7<br>0.36 |
| | | | **Novell Messenger** | 0<br>0.00 | 0<br>0.00 | 3<br>0.07 | 0<br>0.00 | 3<br>0.07 |
| | | | **PGP** | 0<br>0.00 | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | **Polaris PackRat** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | **SAP Frontend** | 0<br>0.00 | 0<br>0.00 | 1<br>0.16 | 0<br>0.00 | 1<br>0.16 |
| | | | **Utah Works** | 0<br>0.00 | 0<br>0.00 | 1<br>0.46 | 0<br>0.00 | 1<br>0.46 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 39<br>0.23 | 0<br>0.00 | 39<br>0.23 |
| | | **Reporting** | **Avaya Site Administration** | 0<br>0.00 | 0<br>0.00 | 1<br>0.16 | 0<br>0.00 | 1<br>0.16 |
| | | | **Internet Explorer** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Novell GroupWise** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>0.08 | 0<br>0.00 | 3<br>0.08 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | Application | Total | | 0<br>0.00 | 0<br>0.00 | 244<br>0.28 | 1<br>0.02 | 245<br>0.28 |
| | Network | Error | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | DWS Web | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.65 | 0<br>0.00 | 1<br>0.65 |
| | | | Microsoft Excel | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | None | 0<br>0.00 | 1<br>1.11 | 4<br>0.01 | 0<br>0.00 | 5<br>0.28 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 9<br>0.02 | 0<br>0.00 | 9<br>0.02 |
| | | | ZENworks for Desktops | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 1<br>1.11 | 20<br>0.06 | 0<br>0.00 | 21<br>0.13 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.37 | 1<br>0.13 | 4<br>0.31 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>0.24 | 1<br>0.13 | 7<br>0.22 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 31<br>0.34 | 0<br>0.00 | 31<br>0.34 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 5<br>0.14 | 0<br>0.00 | 5<br>0.14 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Network** | **None** | **Total** | 0<br>0.00 | 0<br>0.00 | 36<br>0.31 | 0<br>0.00 | 36<br>0.31 |
| | | **Password** | **None** | 0<br>0.00 | 0<br>0.00 | 18<br>0.10 | 0<br>0.00 | 18<br>0.10 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 23<br>0.16 | 0<br>0.00 | 23<br>0.16 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 41<br>0.13 | 0<br>0.00 | 41<br>0.13 |
| | | **Performance** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Total** | | 0<br>0.00 | 1<br>1.11 | 104<br>0.18 | 1<br>0.13 | 106<br>0.19 |
| | **PC/Laptop** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 7<br>0.11 | 0<br>0.00 | 7<br>0.11 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 8<br>0.10 | 0<br>0.00 | 8<br>0.10 |
| | | **Hardware** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | **None** | **Microsoft Windows XP** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Microsoft Windows XP** | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | | **None** | 0<br>0.00 | 0<br>0.00 | 23<br>0.25 | 0<br>0.00 | 23<br>0.25 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 25<br>0.25 | 0<br>0.00 | 25<br>0.25 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **PC/Laptop** | **Password** | **None** | 0<br>0.00 | 0<br>0.00 | 27<br>0.12 | 0<br>0.00 | 27<br>0.12 |
| | | | **Novell Client for 32-bit** | 0<br>0.00 | 0<br>0.00 | 10<br>0.20 | 0<br>0.00 | 10<br>0.20 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 37<br>0.14 | 0<br>0.00 | 37<br>0.14 |
| | | **Performance** | **None** | 0<br>0.00 | 0<br>0.00 | 17<br>0.54 | 0<br>0.00 | 17<br>0.54 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 17<br>0.54 | 0<br>0.00 | 17<br>0.54 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 88<br>0.24 | 0<br>0.00 | 88<br>0.24 |
| | **Print/Copy/Scan/Fax** | **None** | **eFIND/eSHARE** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **None** | 0<br>0.00 | 0<br>0.00 | 6<br>0.16 | 0<br>0.00 | 6<br>0.16 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 7<br>0.15 | 0<br>0.00 | 7<br>0.15 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 7<br>0.15 | 0<br>0.00 | 7<br>0.15 |
| | **Telecom** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>0.18 | 0<br>0.00 | 2<br>0.18 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.18 | 0<br>0.00 | 2<br>0.18 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 2<br>0.18 | 0<br>0.00 | 2<br>0.18 |
| | **Wireless Connectivity** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>0.13 | 0<br>0.00 | 3<br>0.13 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>0.13 | 0<br>0.00 | 3<br>0.13 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>0.13 | 0<br>0.00 | 3<br>0.13 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Help Desk** | **Total** | | | 0<br>0.00 | 1<br>1.11 | 465<br>0.25 | 2<br>0.08 | 468<br>0.25 |
| **Metro A Hosting** | **_No Tier 2** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>3.90 | 0<br>0.00 | 3<br>3.90 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>3.90 | 0<br>0.00 | 3<br>3.90 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>3.90 | 0<br>0.00 | 3<br>3.90 |
| | **Application** | **Error** | **None** | 0<br>0.00 | 1<br>0.79 | 4<br>2.30 | 1<br>0.08 | 6<br>1.68 |
| | | | **Total** | 0<br>0.00 | 1<br>0.79 | 4<br>2.30 | 1<br>0.08 | 6<br>1.68 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 5<br>31.11 | 0<br>0.00 | 5<br>31.11 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 5<br>31.11 | 0<br>0.00 | 5<br>31.11 |
| | | **Password** | **DWS Web** | 0<br>0.00 | 0<br>0.00 | 1<br>8.82 | 0<br>0.00 | 1<br>8.82 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>8.82 | 0<br>0.00 | 1<br>8.82 |
| | | **Total** | | 0<br>0.00 | 1<br>0.79 | 10<br>17.36 | 1<br>0.08 | 12<br>14.54 |
| | **Network** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>1.18 | 0<br>0.00 | 3<br>1.18 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>1.18 | 0<br>0.00 | 3<br>1.18 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>3.89 | 0<br>0.00 | 1<br>3.89 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>3.89 | 0<br>0.00 | 1<br>3.89 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 4<br>1.86 | 0<br>0.00 | 4<br>1.86 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Hosting** | **PC/Laptop** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>7.92 | 0<br>0.00 | 1<br>7.92 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>7.92 | 0<br>0.00 | 1<br>7.92 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>7.92 | 0<br>0.00 | 1<br>7.92 |
| | **Server** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 11<br>2.21 | 0<br>0.00 | 11<br>2.21 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 11<br>2.21 | 0<br>0.00 | 11<br>2.21 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>11.10 | 0<br>0.00 | 1<br>11.10 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>11.10 | 0<br>0.00 | 1<br>11.10 |
| | | **Performance** | **None** | 0<br>0.00 | 0<br>0.00 | 4<br>0.33 | 0<br>0.00 | 4<br>0.33 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 4<br>0.33 | 0<br>0.00 | 4<br>0.33 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 16<br>2.30 | 0<br>0.00 | 16<br>2.30 |
| | **Telecom** | **IP** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>8.60 | 0<br>0.00 | 1<br>8.60 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>8.60 | 0<br>0.00 | 1<br>8.60 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>6.76 | 0<br>0.00 | 1<br>6.76 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>6.76 | 0<br>0.00 | 1<br>6.76 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 2<br>7.68 | 0<br>0.00 | 2<br>7.68 |
| | **Total** | | | 0<br>0.00 | 1<br>0.79 | 36<br>7.02 | 1<br>0.08 | 38<br>6.67 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Metro A Network** | **Application** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 3<br>11.63 | 0<br>0.00 | 3<br>11.63 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 3<br>11.63 | 0<br>0.00 | 3<br>11.63 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 3<br>11.63 | 0<br>0.00 | 3<br>11.63 |
| | **Server** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 5<br>8.12 | 0<br>0.00 | 5<br>8.12 |
| **Metro B Help Desk** | **_No Tier 2** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 6<br>0.22 | 0<br>0.00 | 6<br>0.22 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 6<br>0.22 | 0<br>0.00 | 6<br>0.22 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 6<br>0.22 | 0<br>0.00 | 6<br>0.22 |
| | **Application** | **Password** | **None** | 0<br>0.00 | 0<br>0.00 | 4<br>0.20 | 0<br>0.00 | 4<br>0.20 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 4<br>0.20 | 0<br>0.00 | 4<br>0.20 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 4<br>0.20 | 0<br>0.00 | 4<br>0.20 |
| | **Mainframe** | **Password** | **Office of Recovery** | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro B Help Desk | Network | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>0.04 | 0<br>0.00 | 3<br>0.04 |
| | PC/Laptop | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 15<br>0.17 | 0<br>0.00 | 15<br>0.17 |
| Metro D North Desktop Support | _No Tier 2 | None | Adobe Acrobat 9.0 Standard | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | DWS Intranet | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
| | | | Linux | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | _No Tier 2 | None | Microsoft Office XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Microsoft Windows | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 7<br>0.00 | 0<br>0.00 | 7<br>0.00 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 45<br>0.07 | 0<br>0.00 | 45<br>0.07 |
| | | | Norton AntiVirus | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00 |
| | | | Novell Netware Connect | 0<br>0.00 | 0<br>0.00 | 8<br>0.00 | 0<br>0.00 | 8<br>0.00 |
| | | | PGP for Windows | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 80<br>0.05 | 0<br>0.00 | 80<br>0.05 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 80<br>0.05 | 0<br>0.00 | 80<br>0.05 |
| | Application | Error | Adobe Acrobat | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Adobe Flash | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>1.18 | 0<br>0.00 | 1<br>1.18 |
| | | | Check Point VPN-1 | 0<br>0.00 | 0<br>0.00 | 1<br>0.79 | 0<br>0.00 | 1<br>0.79 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | Error | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.14 | 0<br>0.00 | 1<br>0.14 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>1.02 | 0<br>0.00 | 1<br>1.02 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.10 | 0<br>0.00 | 1<br>0.10 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | Job search for job seekers | 0<br>0.00 | 0<br>0.00 | 1<br>6.18 | 0<br>0.00 | 1<br>6.18 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 2<br>1.67 | 0<br>0.00 | 2<br>1.67 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 3<br>1.85 | 0<br>0.00 | 3<br>1.85 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Utah Works Web Site | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 22<br>0.85 | 0<br>0.00 | 22<br>0.85 |
| | | None | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>1.35 | 0<br>0.00 | 1<br>1.35 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>1.50 | 0<br>0.00 | 1<br>1.50 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.26 | 0<br>0.00 | 1<br>0.26 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Application | None | Total | 0<br>0.00 | 0<br>0.00 | 3<br>1.04 | 0<br>0.00 | 3<br>1.04 |
| | | Password | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>2.37 | 0<br>0.00 | 1<br>2.37 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.82 | 0<br>0.00 | 3<br>0.82 |
| | | Reporting | Microsoft Excel | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 30<br>0.81 | 0<br>0.00 | 30<br>0.81 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 | 0<br>0.00 | 1<br>0.28 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 1<br>4.10 | 3<br>1.40 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 1<br>4.10 | 3<br>1.40 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>3.86 | 1<br>3.86 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>3.86 | 1<br>3.86 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.46 | 0<br>0.00 | 3<br>0.46 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Network | Password | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 6<br>0.01 | 0<br>0.00 | 6<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.16 | 0<br>0.00 | 9<br>0.16 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 12<br>0.15 | 2<br>3.98 | 14<br>0.70 |
| | PC/Laptop | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | Hardware | None | 0<br>0.00 | 0<br>0.00 | 9<br>0.04 | 0<br>0.00 | 9<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.04 | 0<br>0.00 | 9<br>0.04 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.72 | 0<br>0.00 | 1<br>0.72 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.72 | 0<br>0.00 | 1<br>0.72 |
| | | Virus | None | 0<br>0.00 | 0<br>0.00 | 3<br>1.80 | 0<br>0.00 | 3<br>1.80 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>1.80 | 0<br>0.00 | 3<br>1.80 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 14<br>0.46 | 0<br>0.00 | 14<br>0.46 |
| | Print/Copy/Scan/Fax | Error Code | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Metro D North Desktop Support | Print/Copy/Scan/Fax | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | Queue | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 5<br>0.14 | 0<br>0.00 | 5<br>0.14 |
| | Remote Connectivity | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | Wireless Connectivity | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>1.48 | 0<br>0.00 | 2<br>1.48 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>1.48 | 0<br>0.00 | 2<br>1.48 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>1.48 | 0<br>0.00 | 2<br>1.48 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 144<br>0.32 | 2<br>3.98 | 146<br>0.37 |
| Network Operations | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.86 | 0<br>0.00 | 2<br>0.86 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Network Operations** | **Network** | **Error** | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.86 | 0<br>0.00 | 2<br>0.86 |
| | | **Incident** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>2.24 | 0<br>0.00 | 1<br>2.24 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>2.24 | 0<br>0.00 | 1<br>2.24 |
| | | **Performance** | **None** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.68 | 1<br>1.68 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.68 | 1<br>1.68 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 4<br>1.13 | 1<br>1.68 | 5<br>1.25 |
| | **Remote Connectivity** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.55 | 0<br>0.00 | 1<br>0.55 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.55 | 0<br>0.00 | 1<br>0.55 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>43.47 | 0<br>0.00 | 1<br>43.47 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>43.47 | 0<br>0.00 | 1<br>43.47 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 2<br>22.01 | 0<br>0.00 | 2<br>22.01 |
| | **Telecom** | **CrossTalk/Noise/Static** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.87 | 0<br>0.00 | 1<br>0.87 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.87 | 0<br>0.00 | 1<br>0.87 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>0.87 | 0<br>0.00 | 1<br>0.87 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Network Operations | Total | | | 0<br>0.00 | 0<br>0.00 | 8<br>6.51 | 1<br>1.68 | 9<br>5.94 |
| Operations Production Control | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 128<br>0.04 | 0<br>0.00 | 128<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 128<br>0.04 | 0<br>0.00 | 128<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 128<br>0.04 | 0<br>0.00 | 128<br>0.04 |
| | Application | Error | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.78 | 0<br>0.00 | 1<br>0.78 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 7<br>0.51 | 0<br>0.00 | 7<br>0.51 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 3<br>0.29 | 0<br>0.00 | 3<br>0.29 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 12<br>0.44 | 0<br>0.00 | 12<br>0.44 |
| | | Password | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.88 | 0<br>0.00 | 1<br>0.88 |
| | | | DateReporter | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.55 | 0<br>0.00 | 5<br>0.55 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>1.16 | 0<br>0.00 | 1<br>1.16 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 10<br>0.48 | 0<br>0.00 | 10<br>0.48 |
| | | Reporting | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Operations Production Control | Application | Reporting | Total | 0<br>0.00 | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 26<br>0.39 | 0<br>0.00 | 26<br>0.39 |
| | Mainframe | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.56 | 0<br>0.00 | 1<br>0.56 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.56 | 0<br>0.00 | 1<br>0.56 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>2.85 | 0<br>0.00 | 2<br>2.85 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 3<br>2.09 | 0<br>0.00 | 3<br>2.09 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 157<br>0.14 | 0<br>0.00 | 157<br>0.14 |
| ORSIS Support | _No Tier 2 | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>3.82 | 0<br>0.00 | 1<br>3.82 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>3.82 | 0<br>0.00 | 1<br>3.82 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>3.82 | 0<br>0.00 | 1<br>3.82 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 1<br>3.82 | 0<br>0.00 | 1<br>3.82 |
| Rural Central Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | DWS Intranet | 0<br>0.00 | 0<br>0.00 | 1<br>0.09 | 0<br>0.00 | 1<br>0.09 |
| | | | Firefox | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 3<br>0.07 | 0<br>0.00 | 3<br>0.07 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | _No Tier 2 | None | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 12<br>0.30 | 0<br>0.00 | 12<br>0.30 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Novell Messenger | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 22<br>0.18 | 0<br>0.00 | 22<br>0.18 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 22<br>0.18 | 0<br>0.00 | 22<br>0.18 |
| | Application | Error | Adobe Flash | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Adobe Help Viewer | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 6<br>1.00 | 0<br>0.00 | 6<br>1.00 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 3<br>0.27 | 0<br>0.00 | 3<br>0.27 |
| | | | JavaPC | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.04 | 0<br>0.00 | 5<br>0.04 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | Error | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 3<br>0.01 | 0<br>0.00 | 3<br>0.01 |
| | | | ZENworks for Desktops | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 29<br>0.27 | 0<br>0.00 | 29<br>0.27 |
| | | None | Avaya IP Softphone | 0<br>0.00 | 0<br>0.00 | 1<br>0.11 | 0<br>0.00 | 1<br>0.11 |
| | | | BlueZone | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 4<br>0.16 | 0<br>0.00 | 4<br>0.16 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | McAfee ePolicy Common | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | Microsoft Office 2003 | 0<br>0.00 | 0<br>0.00 | 2<br>0.04 | 0<br>0.00 | 2<br>0.04 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 6<br>0.27 | 0<br>0.00 | 6<br>0.27 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 12<br>0.02 | 0<br>0.00 | 12<br>0.02 |
| | | | OpenOffice.org | 0<br>0.00 | 0<br>0.00 | 1<br>0.25 | 0<br>0.00 | 1<br>0.25 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Application | None | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Windows Media Player | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 33<br>0.10 | 0<br>0.00 | 33<br>0.10 |
| | | Password | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Reporting | Computerized Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Microsoft Visio Standard 2007 | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Symantec AntiVirus | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | ZENworks for Desktops | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.02 | 0<br>0.00 | 5<br>0.02 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 68<br>0.16 | 0<br>0.00 | 68<br>0.16 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 29<br>0.15 | 0<br>0.00 | 29<br>0.15 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.35 | 1<br>0.35 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 29<br>0.15 | 1<br>0.35 | 30<br>0.15 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 4<br>0.02 | 0<br>0.00 | 4<br>0.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Network | Incident | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.02 | 0<br>0.00 | 5<br>0.02 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 37<br>0.01 | 0<br>0.00 | 37<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 37<br>0.01 | 0<br>0.00 | 37<br>0.01 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.03 | 0<br>0.00 | 3<br>0.03 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.02 | 0<br>0.00 | 3<br>0.02 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 77<br>0.06 | 1<br>0.35 | 78<br>0.07 |
| | PC/Laptop | Error | Contributions Automated Tax | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.04 | 0<br>0.00 | 3<br>0.04 |
| | | Hardware | None | 0<br>0.00 | 0<br>0.00 | 70<br>0.05 | 0<br>0.00 | 70<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 70<br>0.05 | 0<br>0.00 | 70<br>0.05 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | PC/Laptop | None | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 42<br>0.02 | 0<br>0.00 | 42<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 43<br>0.02 | 0<br>0.00 | 43<br>0.02 |
| | | Performance | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 4<br>0.04 | 0<br>0.00 | 4<br>0.04 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 6<br>0.04 | 0<br>0.00 | 6<br>0.04 |
| | | Virus | Symantec AntiVirus | 0<br>0.00 | 0<br>0.00 | 2<br>0.18 | 0<br>0.00 | 2<br>0.18 |
| | | | Symantec Endpoint | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.14 | 0<br>0.00 | 3<br>0.14 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 125<br>0.04 | 0<br>0.00 | 125<br>0.04 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0.00 | 0<br>0.00 | 9<br>0.02 | 0<br>0.00 | 9<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 9<br>0.02 | 0<br>0.00 | 9<br>0.02 |
| | | Incident | Microsoft Word | 0<br>0.00 | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 4<br>0.03 | 0<br>0.00 | 4<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.05 | 0<br>0.00 | 5<br>0.05 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Print/Copy/Scan/Fax | None | None | 0<br>0.00 | 0<br>0.00 | 34<br>0.01 | 0<br>0.00 | 34<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 34<br>0.01 | 0<br>0.00 | 34<br>0.01 |
| | | Paper Jam | None | 0<br>0.00 | 0<br>0.00 | 2<br>1.13 | 0<br>0.00 | 2<br>1.13 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>1.13 | 0<br>0.00 | 2<br>1.13 |
| | | Queue | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | Toner/Fuser/Ink | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 53<br>0.06 | 0<br>0.00 | 53<br>0.06 |
| | Remote Connectivity | None | Cisco Systems VPN Client | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | Server | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | Telecom | Call/Receive | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Telecom | Call/Receive | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | Wireless Connectivity | Error | Dell QuickSet | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 350<br>0.08 | 1<br>0.35 | 351<br>0.08 |
| Rural South Desktop Support | _No Tier 2 | None | Content Manager | 0<br>0.00 | 0<br>0.00 | 3<br>0.37 | 0<br>0.00 | 3<br>0.37 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | | | eFIND/eSHARE | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 8<br>0.08 | 0<br>0.00 | 8<br>0.08 |
| | | | Microsoft Office 2000 Standard, | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Microsoft Office Standard 2007 | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 4<br>0.05 | 1<br>0.37 | 5<br>0.11 |
| | | | Network Control - | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 6<br>0.22 | 0<br>0.00 | 6<br>0.22 |
| | | | Novell ConsoleOne | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | _No Tier 2 | None | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | PGP Desktop Security | 0<br>0.00 | 0<br>0.00 | 2<br>0.04 | 0<br>0.00 | 2<br>0.04 |
| | | | Sharpdesk | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Symantec Endpoint | 0<br>0.00 | 0<br>0.00 | 1<br>0.19 | 0<br>0.00 | 1<br>0.19 |
| | | | Web filing of Unemployment | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 35<br>0.11 | 1<br>0.37 | 36<br>0.11 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 35<br>0.11 | 1<br>0.37 | 36<br>0.11 |
| | Application | Error | Adobe Flash | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Content Manager | 0<br>0.00 | 0<br>0.00 | 1<br>0.15 | 0<br>0.00 | 1<br>0.15 |
| | | | Content Manager - | 0<br>0.00 | 0<br>0.00 | 3<br>0.04 | 0<br>0.00 | 3<br>0.04 |
| | | | DWS Capture | 0<br>0.00 | 0<br>0.00 | 3<br>0.74 | 0<br>0.00 | 3<br>0.74 |
| | | | Microsoft Plus! for Windows | 0<br>0.00 | 0<br>0.00 | 1<br>1.47 | 0<br>0.00 | 1<br>1.47 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.01 | 0<br>0.00 | 1<br>0.01 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.57 | 0<br>0.00 | 2<br>0.57 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Application | Error | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 1<br>9.95 | 0<br>0.00 | 1<br>9.95 |
| | | | Utah Works | 0<br>0.00 | 0<br>0.00 | 1<br>1.13 | 0<br>0.00 | 1<br>1.13 |
| | | | WinWay Resume | 0<br>0.00 | 0<br>0.00 | 1<br>0.23 | 0<br>0.00 | 1<br>0.23 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 16<br>1.05 | 0<br>0.00 | 16<br>1.05 |
| | | None | Internet Explorer | 0<br>0.00 | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | Microsoft Windows XP | 0<br>0.00 | 0<br>0.00 | 1<br>0.55 | 0<br>0.00 | 1<br>0.55 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 4<br>1.18 | 0<br>0.00 | 4<br>1.18 |
| | | | Public Assistance | 0<br>0.00 | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | | State and Community | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 8<br>0.70 | 0<br>0.00 | 8<br>0.70 |
| | | Password | PGP | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Reporting | Content Manager - | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 26<br>0.86 | 0<br>0.00 | 26<br>0.86 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.57 | 0<br>0.00 | 2<br>0.57 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Network | Error | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.39 | 0<br>0.00 | 3<br>0.39 |
| | | Incident | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.88 | 0<br>0.00 | 1<br>0.88 |
| | | | Novell Client for 32-bit | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.44 | 0<br>0.00 | 2<br>0.44 |
| | | Password | None | 0<br>0.00 | 0<br>0.00 | 3<br>1.97 | 0<br>0.00 | 3<br>1.97 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>1.97 | 0<br>0.00 | 3<br>1.97 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 11<br>0.77 | 0<br>0.00 | 11<br>0.77 |
| | PC/Laptop | Error | Microsoft Publisher | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.14 | 1<br>0.14 |
| | | | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.00 | 1<br>0.14 | 2<br>0.09 |
| | | Hardware | None | 0<br>0.00 | 0<br>0.00 | 10<br>0.04 | 0<br>0.00 | 10<br>0.04 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | PC/Laptop | Hardware | Total | 0<br>0.00 | 0<br>0.00 | 10<br>0.04 | 0<br>0.00 | 10<br>0.04 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.29 | 0<br>0.00 | 3<br>0.29 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.29 | 0<br>0.00 | 3<br>0.29 |
| | | Performance | None | 0<br>0.00 | 0<br>0.00 | 3<br>0.25 | 0<br>0.00 | 3<br>0.25 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 3<br>0.25 | 0<br>0.00 | 3<br>0.25 |
| | | Virus | None | 0<br>0.00 | 0<br>0.00 | 5<br>0.69 | 0<br>0.00 | 5<br>0.69 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 5<br>0.69 | 0<br>0.00 | 5<br>0.69 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 22<br>0.26 | 1<br>0.14 | 23<br>0.25 |
| | Print/Copy/Scan/Fax | Error Code | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.30 | 0<br>0.00 | 1<br>0.30 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.30 | 0<br>0.00 | 1<br>0.30 |
| | | Incident | Sharpdesk | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.51 | 1<br>0.51 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.51 | 1<br>0.51 |
| | | None | None | 0<br>0.00 | 0<br>0.00 | 2<br>2.73 | 0<br>0.00 | 2<br>2.73 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>2.73 | 0<br>0.00 | 2<br>2.73 |
| | | Queue | Sharpdesk | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| Rural South Desktop Support | Print/Copy/Scan/Fax | Total | | 0<br>0.00 | 0<br>0.00 | 4<br>1.44 | 1<br>0.51 | 5<br>1.26 |
| | Remote Connectivity | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05 |
| | Server | Performance | None | 0<br>0.00 | 0<br>0.00 | 1<br>0.90 | 0<br>0.00 | 1<br>0.90 |
| | | | Novell GroupWise | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>0.03 | 1<br>0.03 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>0.90 | 1<br>0.03 | 2<br>0.46 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>0.90 | 1<br>0.03 | 2<br>0.46 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 100<br>0.47 | 4<br>0.26 | 104<br>0.46 |
| Security | Application | Error | None | 0<br>0.00 | 0<br>0.00 | 2<br>2.30 | 0<br>0.00 | 2<br>2.30 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 2<br>2.30 | 0<br>0.00 | 2<br>2.30 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 2<br>2.30 | 0<br>0.00 | 2<br>2.30 |
| | Network | Error | None | 0<br>0.00 | 0<br>0.00 | 1<br>2.91 | 0<br>0.00 | 1<br>2.91 |
| | | | Total | 0<br>0.00 | 0<br>0.00 | 1<br>2.91 | 0<br>0.00 | 1<br>2.91 |
| | | Total | | 0<br>0.00 | 0<br>0.00 | 1<br>2.91 | 0<br>0.00 | 1<br>2.91 |
| | Total | | | 0<br>0.00 | 0<br>0.00 | 3<br>2.50 | 0<br>0.00 | 3<br>2.50 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **UI Web Support** | **Application** | **Error** | **Utah Works Web Site** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.20 | 1<br>1.20 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.20 | 1<br>1.20 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.20 | 1<br>1.20 |
| | **Total** | | | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>1.20 | 1<br>1.20 |
| **Voice Operations** | **Application** | **Error** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>5.07 | 0<br>0.00 | 1<br>5.07 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>5.07 | 0<br>0.00 | 1<br>5.07 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 1<br>5.07 | 0<br>0.00 | 1<br>5.07 |
| | **Print/Copy/Scan/Fax** | **Error Code** | **None** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>8.29 | 1<br>8.29 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>8.29 | 1<br>8.29 |
| | | **Total** | | 0<br>0.00 | 0<br>0.00 | 0<br>0.00 | 1<br>8.29 | 1<br>8.29 |
| | **Telecom** | **Area Code** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.62 | 0<br>0.00 | 1<br>0.62 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.62 | 0<br>0.00 | 1<br>0.62 |
| | | **Call Management** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.84 | 0<br>0.00 | 1<br>0.84 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.84 | 0<br>0.00 | 1<br>0.84 |
| | | **Call/Receive** | **None** | 0<br>0.00 | 0<br>0.00 | 5<br>7.16 | 1<br>0.42 | 6<br>6.04 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 2<br>1.55 | 0<br>0.00 | 2<br>1.55 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Voice Operations** | **Telecom** | **Call/Receive** | **Total** | 0<br>0.00 | 0<br>0.00 | 7<br>5.56 | 1<br>0.42 | 8<br>4.91 |
| | | **Coverage Path** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>0.58 | 0<br>0.00 | 2<br>0.58 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.58 | 0<br>0.00 | 2<br>0.58 |
| | | **CrossTalk/Noise/Static** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.63 | 0<br>0.00 | 1<br>0.63 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.63 | 0<br>0.00 | 1<br>0.63 |
| | | **Dial Tone** | **None** | 1<br>1.02 | 0<br>0.00 | 1<br>0.40 | 0<br>0.00 | 2<br>0.71 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 3<br>0.28 | 0<br>0.00 | 3<br>0.28 |
| | | | **Total** | 1<br>1.02 | 0<br>0.00 | 4<br>0.31 | 0<br>0.00 | 5<br>0.45 |
| | | **Feature** | **None** | 0<br>0.00 | 0<br>0.00 | 4<br>3.91 | 0<br>0.00 | 4<br>3.91 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 2<br>0.67 | 0<br>0.00 | 2<br>0.67 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 6<br>2.83 | 0<br>0.00 | 6<br>2.83 |
| | | **Hardware** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>0.95 | 0<br>0.00 | 2<br>0.95 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.95 | 0<br>0.00 | 2<br>0.95 |
| | | **IP** | **Avaya CMS Supervisor** | 0<br>0.00 | 0<br>0.00 | 1<br>9.65 | 0<br>0.00 | 1<br>9.65 |
| | | | **None** | 0<br>0.00 | 0<br>0.00 | 5<br>0.56 | 0<br>0.00 | 5<br>0.56 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 6<br>2.07 | 0<br>0.00 | 6<br>2.07 |

| | | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|---|
| **Voice Operations** | **Telecom** | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 8<br>0.67 | 0<br>0.00 | 8<br>0.67 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 1<br>0.47 | 0<br>0.00 | 1<br>0.47 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 9<br>0.65 | 0<br>0.00 | 9<br>0.65 |
| | | **Voice Mail** | **None** | 0<br>0.00 | 0<br>0.00 | 18<br>0.35 | 0<br>0.00 | 18<br>0.35 |
| | | | **Telephone** | 0<br>0.00 | 0<br>0.00 | 2<br>0.22 | 0<br>0.00 | 2<br>0.22 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 20<br>0.34 | 0<br>0.00 | 20<br>0.34 |
| | | **Total** | | 1<br>1.02 | 0<br>0.00 | 59<br>1.48 | 1<br>0.42 | 61<br>1.45 |
| | **Total** | | | 1<br>1.02 | 0<br>0.00 | 60<br>1.54 | 2<br>4.36 | 63<br>1.62 |
| **Voice/Data/WAN Services** | **Telecom** | **CrossTalk/Noise/Static** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.42 | 0<br>0.00 | 1<br>0.42 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.42 | 0<br>0.00 | 1<br>0.42 |
| | | **Feature** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>1.46 | 0<br>0.00 | 1<br>1.46 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>1.46 | 0<br>0.00 | 1<br>1.46 |
| | | **Hardware** | **None** | 0<br>0.00 | 0<br>0.00 | 2<br>0.38 | 0<br>0.00 | 2<br>0.38 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 2<br>0.38 | 0<br>0.00 | 2<br>0.38 |
| | | **None** | **None** | 0<br>0.00 | 0<br>0.00 | 1<br>0.23 | 0<br>0.00 | 1<br>0.23 |
| | | | **Total** | 0<br>0.00 | 0<br>0.00 | 1<br>0.23 | 0<br>0.00 | 1<br>0.23 |

| | | | Critical | High | Low | Medium | Total |
|---|---|---|---|---|---|---|---|
| **Voice/Data/WAN Services** | **Telecom** | **Total** | 0<br>0.00 | 0<br>0.00 | 5<br>0.58 | 0<br>0.00 | 5<br>0.58 |
| | **Total** | | 0<br>0.00 | 0<br>0.00 | 5<br>0.58 | 0<br>0.00 | 5<br>0.58 |
| **Total** | | | 1<br>1.02 | 5<br>2.21 | 4204<br>2.26 | 28<br>1.28 | 4238<br>2.25 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| INC000000046464 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 568.04 |
| Application Support - UI Web | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 568.04 |
| INC000000071373 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 240.61 |
| Application Support - CATS IV | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 240.61 |
| INC000000084249 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 43.71 |
| Application Support - CATS IV | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 43.71 |
| INC000000086503 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000086504 | _No Tier 2 | None | | Microsoft Office XP Profe | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000086511 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000086794 | _No Tier 2 | None | | Firefox | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000086986 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.09 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000087291 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Hosting | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000087420 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.11 |
| Capitol Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.34 |
| INC000000087547 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087646 | _No Tier 2 | None | | DWS Intranet | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087653 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087660 | _No Tier 2 | None | | Novell Netware Connect | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087662 | _No Tier 2 | None | | Novell Netware Connect | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087678 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.53 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.53 |
| INC000000087907 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087967 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| INC000000088006 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088228 | _No Tier 2 | None | | Web filing of Unemploym | | TIR Missed: | No | TIR: | 0.04 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000088279 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088351 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088364 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088391 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000088393 | _No Tier 2 | None | | Microsoft Windows Opera | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000088444 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088543 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088547 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088551 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088696 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.09 |
| Application Support - Content M | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.72 |
| INC000000088709 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088787 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000088879 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000088891 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.80 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.15 |
| INC000000088917 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000088973 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089104 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089260 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089267 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089270 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089274 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089275 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|---|
| INC000000089276 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089295 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089333 | _No Tier 2 | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.19 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000089348 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089416 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089504 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089507 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.43 |
| INC000000089532 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089538 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089554 | _No Tier 2 | None | | DWS Intranet | | TIR Missed: | No | TIR: | 0.09 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000089571 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089600 | _No Tier 2 | None | | Content Manager | | TIR Missed: | No | TIR: | 0.04 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000089657 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 1.65 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.65 |
| INC000000089677 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 1.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.14 |
| INC000000089750 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089770 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089786 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089793 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.19 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.37 |
| INC000000089798 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.15 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000089816 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089840 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.23 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000089867 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089880 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089883 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000089888 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089892 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 2.46 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.46 |
| INC000000089921 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089940 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089943 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089947 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089982 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 11.98 |
| Application Support - DBA | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 11.98 |
| INC000000090036 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.81 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.41 |
| INC000000090038 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090083 | _No Tier 2 | None | | Novell Netware Connect | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090085 | _No Tier 2 | None | | Norton AntiVirus | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090090 | _No Tier 2 | None | | Novell Netware Connect | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090091 | _No Tier 2 | None | | Novell Netware Connect | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090094 | _No Tier 2 | None | | Novell Netware Connect | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090100 | _No Tier 2 | None | | Symantec Endpoint Prote | | TIR Missed: | No | TIR: | 0.19 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000090113 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090116 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090308 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 2.49 |
| Application Support - PACMIS | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.49 |
| INC000000090363 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090401 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090403 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090408 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090473 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090679 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000090866 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.49 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090917 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090935 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro B Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.25 |
| INC000000090963 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.12 |
| INC000000090980 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090997 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.68 |
| Capitol Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.18 |
| INC000000091063 | _No Tier 2 | None | | Adobe Acrobat 9.0 Stand | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091170 | _No Tier 2 | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.06 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000091183 | _No Tier 2 | None | | Sharpdesk | | TIR Missed: | No | TIR: | 0.03 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091251 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091258 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.48 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.83 |
| INC000000091345 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091423 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091537 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091542 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091679 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 1.01 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.01 |
| INC000000091784 | _No Tier 2 | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.02 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091788 | _No Tier 2 | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.03 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091797 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091860 | _No Tier 2 | None | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091965 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.12 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000091993 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092018 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.56 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.56 |
| INC000000092155 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro B Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |

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|---|---|---|---|---|---|---|---|---|---|---|
| INC000000092217 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.27 |
| | Operations Production Control | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.41 |
| INC000000092551 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092578 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.09 |
| | Metro A Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000092588 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092590 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092681 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.03 |
| | Metro D North Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092748 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092867 | _No Tier 2 | None | | Network Control - Licens | | | TIR Missed: | No | TIR: | 0.01 |
| | Rural South Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092874 | _No Tier 2 | None | | Microsoft Office Standard | | | TIR Missed: | No | TIR: | 0.01 |
| | Rural South Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092954 | _No Tier 2 | None | | None | | | TIR Missed: | Yes | TIR: | 1.64 |
| | Application Support - PACMIS | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 1.64 |
| INC000000093185 | _No Tier 2 | None | | DateReporter | | | TIR Missed: | No | TIR: | 0.05 |
| | Metro D North Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093277 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | Operations Production Control | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093450 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 3.05 |
| INC000000093544 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | Operations Production Control | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093652 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093654 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | Operations Production Control | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093717 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093719 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093750 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093768 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093872 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | Yes | TTR: | 6.83 |
| INC000000094027 | _No Tier 2 | None | | None | | | TIR Missed: | No | TIR: | 0.86 |
| | Rural South Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.86 |
| INC000000094328 | _No Tier 2 | None | | Content Manager | | | TIR Missed: | No | TIR: | 0.22 |
| | Rural South Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.89 |
| INC000000094425 | _No Tier 2 | None | | Internet Explorer | | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000094453 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094455 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094505 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.40 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.84 |
| INC000000094520 | _No Tier 2 | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.47 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.47 |
| INC000000094547 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro B Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094663 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 1.84 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.84 |
| INC000000094664 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094902 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.29 |
| Application Support - Content M | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.06 |
| INC000000094939 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094950 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 1.30 |
| Application Support - EREP IA | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.30 |
| INC000000095002 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095046 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.16 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000095061 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 1.14 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.14 |
| INC000000095082 | _No Tier 2 | None | | Novell Netware Connect | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095133 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.65 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.65 |
| INC000000095149 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095214 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.21 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.13 |
| INC000000095276 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095346 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095353 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.08 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000095356 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095389 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095403 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095426 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000095458 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095522 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095536 | _No Tier 2 | None | | Novell Netware Connect | | TIR Missed: | No | TIR: | 0.01 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095542 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095559 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095564 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095628 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095766 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095854 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.70 |
| INC000000095860 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.65 |
| INC000000095874 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.43 |
| INC000000095879 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.40 |
| INC000000095901 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000095907 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000095909 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000095914 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000095921 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.20 |
| INC000000095938 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro B Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.44 |
| INC000000096090 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.37 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.28 |
| INC000000096164 | _No Tier 2 | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.01 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096173 | _No Tier 2 | None | | PGP Desktop Security | | TIR Missed: | No | TIR: | 0.01 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096180 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.01 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096189 | _No Tier 2 | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.03 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096216 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000096219 | _No Tier 2 | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000096225 | _No Tier 2 | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000096257 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096280 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.07 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000096391 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096488 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096493 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096571 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096583 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096605 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096718 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.10 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000096721 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.17 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.17 |
| INC000000096809 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.16 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.11 |
| INC000000096843 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.03 |
| INC000000096850 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096864 | _No Tier 2 | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.13 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000096954 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096976 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000097007 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.31 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.31 |
| INC000000097044 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097174 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097201 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097281 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.22 |
| Application Support - EFIND | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000097308 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000097318 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.08 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000097343 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097415 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097419 | _No Tier 2 | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.04 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097422 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097425 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097428 | _No Tier 2 | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.04 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097620 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Network Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097626 | _No Tier 2 | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097719 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097739 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097742 | _No Tier 2 | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097763 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000097791 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097795 | _No Tier 2 | None | | Novell GroupWise 32-bit | | TIR Missed: | No | TIR: | 0.03 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000097865 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097876 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000097887 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.04 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097893 | _No Tier 2 | None | | PGP for Windows | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097896 | _No Tier 2 | None | | Linux | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097904 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 4.46 |
| Application Support - PACMIS | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.46 |
| INC000000097915 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097923 | _No Tier 2 | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097927 | _No Tier 2 | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000097934 | _No Tier 2 | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097960 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.13 |
| Metro B Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.16 |
| INC000000097992 | _No Tier 2 | None | | Novell ConsoleOne | | TIR Missed: | No | TIR: | 0.01 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098021 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098023 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098025 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.84 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.84 |
| INC000000098032 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098038 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098052 | _No Tier 2 | None | | Avaya IP Softphone | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098062 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098067 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.69 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.69 |
| INC000000098147 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.09 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.09 |
| INC000000098258 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098279 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000098392 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098426 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| ORSIS Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.82 |
| INC000000098452 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098466 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098475 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098479 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098481 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098484 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098522 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098578 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000098617 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098682 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.26 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098688 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.37 |
| Rural South Desktop Support | | Workforce Services | Medium | | Resolved | TTR Missed: | No | TTR: | 0.37 |
| INC000000098716 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098835 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098860 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098920 | _No Tier 2 | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.09 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000099211 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099240 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.10 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000099378 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099379 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099382 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099386 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099578 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099580 | _No Tier 2 | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099582 | _No Tier 2 | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099775 | _No Tier 2 | None | | PGP Desktop Security | | TIR Missed: | No | TIR: | 0.07 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000099961 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000099992 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100081 | _No Tier 2 | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100147 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100149 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.50 |
| INC000000100156 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.21 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.21 |
| INC000000100166 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000100185 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100193 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100216 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100308 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100326 | _No Tier 2 | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.02 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100330 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100368 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100370 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100386 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100454 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.38 |
| | Application Support - Content Mi | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.41 |
| INC000000100476 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 1.61 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.51 |
| INC000000100506 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100723 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100782 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100856 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.67 |
| INC000000100916 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 1.50 |
| INC000000100916 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 1.50 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.50 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.71 |
| INC000000100959 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101023 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101058 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101151 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101155 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101232 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101267 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000101274 | _No Tier 2 | None | | Microsoft Windows XP Pr | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101278 | _No Tier 2 | None | | Microsoft Windows XP Pr | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101284 | _No Tier 2 | None | | Microsoft Windows XP Pr | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101287 | _No Tier 2 | None | | Microsoft Windows XP Pr | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101291 | _No Tier 2 | None | | Microsoft Windows XP Pr | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101346 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.03 |
| Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101354 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101364 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101375 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101433 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101472 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.01 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101507 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.03 |
| Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101533 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101686 | _No Tier 2 | None | | Content Manager | TIR Missed: | No | TIR: | 0.04 |
| Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101687 | _No Tier 2 | None | | None | TIR Missed: | Yes | TIR: | 9.71 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.71 |
| INC000000101732 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101733 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101781 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.27 |
| Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.63 |
| INC000000101859 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.26 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.26 |
| INC000000102008 | _No Tier 2 | None | | Internet Explorer | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102009 | _No Tier 2 | None | | Internet Explorer | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102035 | _No Tier 2 | None | | None | TIR Missed: | Yes | TIR: | 3.51 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.51 |
| INC000000102084 | _No Tier 2 | None | | None | TIR Missed: | Yes | TIR: | 2.38 |
| Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.38 |
| INC000000102121 | _No Tier 2 | None | | None | TIR Missed: | No | TIR: | 0.17 |
| Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.17 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000102359 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.29 |
| INC000000102379 | _No Tier 2 | None | | Novell Messenger | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102477 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102638 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102651 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102673 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102770 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102773 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.15 |
| Application Support - Content M | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.15 |
| INC000000102829 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102845 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102854 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102857 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102861 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102887 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 1.18 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.18 |
| INC000000102893 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102895 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102899 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102904 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102906 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102959 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103046 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.07 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000103049 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103072 | _No Tier 2 | None | | None | | TIR Missed: | Yes | TIR: | 1.23 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.23 |
| INC000000103149 | _No Tier 2 | None | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |

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|---|---|---|---|---|---|---|---|---|---|---|
| INC000000103162 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103295 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.06 |
| INC000000103475 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103652 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.12 |
| Application Support - Content M | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.40 |
| INC000000103654 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103711 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro B Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.40 |
| INC000000103791 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103863 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103955 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000104025 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104473 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104485 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104490 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104545 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104646 | _No Tier 2 | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104737 | _No Tier 2 | None | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104741 | _No Tier 2 | None | | Microsoft Office 2000 Sta | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| **Application** | | | | | | | | | |
| INC000000048651 | Application | Error | | Novell GroupWise | | TIR Missed: | Yes | TIR: | 1.26 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.95 |
| INC000000049245 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 551.17 |
| Application Support - YODA | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 551.17 |
| INC000000055079 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| Application Support - YODA | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000055282 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.98 |
| Application Support - YODA | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 460.70 |
| INC000000073337 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.24 |
| Application Support - CATS IV | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 219.86 |
| INC000000074754 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 11.29 |
| Application Support - DBA | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 237.57 |
| INC000000074772 | Application | None | | None | | TIR Missed: | Yes | TIR: | 5.83 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 146.59 |
| INC000000075114 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 198.38 |
| | Application Support - CATS IV | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 198.38 |
| INC000000075824 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.13 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 165.86 |
| INC000000078519 | Application | None | | None | | TIR Missed: | No | TIR: | 0.55 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.55 |
| INC000000081278 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| INC000000081278 | Application | Error | | None | | TIR Missed: | No | TIR: | 3.14 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.66 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000083461 | Application | Error | | Utah Cares | | TIR Missed: | Yes | TIR: | 40.88 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 40.88 |
| INC000000083633 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.53 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 80.83 |
| INC000000085007 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 87.73 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 87.73 |
| INC000000085272 | Application | None | | None | | TIR Missed: | Yes | TIR: | 1.11 |
| | CMS Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 30.61 |
| INC000000085499 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.06 |
| | Capitol Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 56.95 |
| INC000000085862 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.14 |
| INC000000086011 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.86 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.86 |
| INC000000086104 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.68 |
| | CMS Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 102.03 |
| INC000000086367 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.98 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.98 |
| INC000000086419 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 4.22 |
| | CMS Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.22 |
| INC000000086509 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.93 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.93 |
| INC000000086754 | Application | None | | None | | TIR Missed: | No | TIR: | 0.86 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.86 |
| INC000000086756 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.36 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000086757 | Application | None | | None | | TIR Missed: | No | TIR: | 0.58 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.58 |
| INC000000086758 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.92 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.92 |
| INC000000086760 | Application | None | | None | | TIR Missed: | No | TIR: | 0.70 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.70 |
| INC000000086775 | Application | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000086776 | Application | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086781 | Application | Password | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.66 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.66 |
| INC000000086784 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000086789 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.81 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.88 |
| INC000000086795 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.26 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000086798 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.61 |
| | Application Support - APEX | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.61 |
| INC000000086800 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.15 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000086804 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000086807 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000086816 | Application | Error | | Java Runtime Environme | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000086819 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086854 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086859 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000086863 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086866 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 6.69 |
| | Application Support - CUBS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.69 |
| INC000000086872 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086876 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086881 | Application | Password | | Novell Messenger | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000086885 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086891 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086892 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086896 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.26 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.26 |
| INC000000086907 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086914 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086924 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000086925 | Application | None | | None | | TIR Missed: | No | TIR: | 0.72 |

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|---|---|---|---|---|---|---|---|---|---|
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.72 |
| INC000000086942 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000086944 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000086949 | Application | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.96 |
| INC000000086966 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086976 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086977 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086987 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000086988 | Application | Reporting | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000086989 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000086990 | Application | Error | | Novell Messenger | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000086998 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087001 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000087005 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.50 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.50 |
| INC000000087008 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087022 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.21 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.59 |
| INC000000087026 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087036 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.18 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000087039 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000087047 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087049 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087052 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000087062 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087064 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087070 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087074 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087075 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087084 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087092 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087093 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087094 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.65 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.77 |
| INC000000087099 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.74 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.74 |
| INC000000087108 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087112 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.91 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.91 |
| INC000000087116 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087134 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.15 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000087158 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087165 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.54 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.54 |
| INC000000087171 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087180 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087185 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087191 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.26 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000087194 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087196 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.13 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 10.78 |
| INC000000087197 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087224 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087234 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087235 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.96 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.96 |
| INC000000087242 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000087260 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 39.62 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 39.62 |
| INC000000087269 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.49 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.20 |
| INC000000087292 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000087293 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087296 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.24 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000087297 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.23 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000087304 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.40 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.08 |
| INC000000087306 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087315 | Application | Reporting | | Computerized Unemployı | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087321 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.16 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000087323 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 65.25 |
| | Application Support - UI Web | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 65.26 |
| INC000000087326 | Application | None | | Utah Cares | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000087331 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.46 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.46 |
| INC000000087350 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.31 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 14.38 |
| INC000000087357 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.25 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.84 |
| INC000000087363 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087366 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087367 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087370 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 38.50 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 38.50 |
| INC000000087372 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087378 | Application | None | | None | | TIR Missed: | No | TIR: | 0.40 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.24 |
| INC000000087410 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087412 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087415 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 32.76 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 32.76 |
| INC000000087421 | Application | Password | | Utah Master Directory | | TIR Missed: | Yes | TIR: | 1.03 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.03 |
| INC000000087429 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 27.75 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 27.75 |
| INC000000087434 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087441 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000087445 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087455 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087461 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087468 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.24 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000087470 | Application | None | | OpenOffice.org | | TIR Missed: | No | TIR: | 0.25 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.25 |
| INC000000087478 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087483 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.11 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000087486 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 2.30 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.30 |
| INC000000087489 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087490 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087507 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.18 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.18 |
| INC000000087518 | Application | Password | | Polaris PackRat | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087527 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087531 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 13.77 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 13.77 |
| INC000000087534 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.46 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.46 |
| INC000000087539 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087561 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087575 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087581 | Application | Error | | Computerized Unemployı | | TIR Missed: | Yes | TIR: | 1.54 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.54 |
| INC000000087583 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.48 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.48 |
| INC000000087584 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 35.46 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 35.46 |
| INC000000087586 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 35.45 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 35.45 |
| INC000000087588 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 35.43 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 35.43 |
| INC000000087593 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 35.41 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 35.41 |
| INC000000087594 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 35.38 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 35.38 |
| INC000000087597 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 35.37 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 35.37 |
| INC000000087598 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 35.35 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 35.35 |
| INC000000087608 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087611 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087620 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.57 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.57 |
| INC000000087621 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.26 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000087626 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087645 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087649 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.22 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.22 |
| INC000000087655 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087667 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087669 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087679 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087684 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.58 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.58 |
| INC000000087689 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087698 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087702 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 33.89 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 33.89 |
| INC000000087706 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087708 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087709 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087712 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087728 | Application | Error | | Avaya IP Softphone | | TIR Missed: | No | TIR: | 0.04 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087740 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087777 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087778 | Application | Password | | DateReporter | | TIR Missed: | No | TIR: | 0.79 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.79 |
| INC000000087808 | Application | Password | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.54 |
| INC000000087809 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087816 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087820 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087824 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000087832 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087838 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087840 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087842 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087856 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087862 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087866 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087873 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.12 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.12 |
| INC000000087879 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087880 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087885 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000087889 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087893 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087896 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087897 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087902 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000087924 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087936 | Application | Password | | DWS Intranet | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087939 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087941 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.27 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.27 |
| INC000000087943 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087952 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087964 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087975 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087979 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 2.52 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.52 |
| INC000000087980 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087982 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087984 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087987 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087989 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087991 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.03 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 31.00 |
| INC000000087999 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000088001 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088004 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088005 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.92 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.92 |
| INC000000088009 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088012 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088021 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000088027 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000088029 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.17 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.17 |
| INC000000088031 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088036 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088045 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088047 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088049 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.69 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.40 |
| INC000000088059 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088063 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088067 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088072 | Application | None | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000088080 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.28 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.28 |
| INC000000088084 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.56 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.56 |
| INC000000088090 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088098 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000088109 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088110 | Application | None | | Microsoft Office 2003 Prc | | TIR Missed: | No | TIR: | 0.25 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.25 |
| INC000000088117 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.13 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000088127 | Application | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088143 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.13 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000088149 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.70 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.22 |
| INC000000088158 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000088163 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.38 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.38 |
| INC000000088170 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088173 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088175 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088179 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088180 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000088188 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.16 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000088194 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088199 | Application | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.30 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.30 |
| INC000000088203 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088231 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000088237 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 4.31 |
| | Application Support - CATS IV | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.34 |
| INC000000088246 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000088259 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 159.95 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 159.95 |
| INC000000088266 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088272 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000088273 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.83 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.83 |
| INC000000088283 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088285 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088294 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000088299 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.94 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.94 |
| INC000000088310 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088320 | Application | None | | None | | TIR Missed: | Yes | TIR: | 4.69 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.69 |
| INC000000088332 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088334 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.18 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000088338 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 26.75 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 26.75 |
| INC000000088344 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.20 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 9.85 |
| INC000000088357 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000088375 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088386 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.55 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.57 |
| INC000000088402 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.68 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.68 |
| INC000000088410 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088411 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088447 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088469 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000088483 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088488 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088490 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088498 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.84 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.84 |
| INC000000088502 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088507 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088511 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.70 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.70 |
| INC000000088545 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000088560 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088581 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088608 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.07 |
| | Metro B Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000088616 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000088621 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088623 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.12 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000088630 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000088644 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088647 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088652 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088662 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088666 | Application | None | | Contributions Automated | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000088674 | Application | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000088681 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.16 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.16 |
| INC000000088685 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 10.06 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 10.06 |
| INC000000088717 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 1.99 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.99 |
| INC000000088721 | Application | Error | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.04 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000088760 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088766 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.17 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.96 |
| INC000000088772 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.82 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.82 |
| INC000000088797 | Application | None | | BlueZone | | TIR Missed: | No | TIR: | 0.32 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.32 |
| INC000000088818 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088819 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088823 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088824 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088843 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.86 |
| INC000000088865 | Application | Password | | Cisco AnyConnect VPN C | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000088868 | Application | Error | | WinWay Resume | | TIR Missed: | No | TIR: | 0.23 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000088914 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088923 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.20 |

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| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.39 |
| INC000000088934 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000088937 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.12 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.57 |
| INC000000088959 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088972 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088974 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088977 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000088999 | Application | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089010 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.17 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.17 |
| INC000000089022 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089029 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000089052 | Application | None | | Utah Works | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000089059 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089063 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089067 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089079 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.74 |
| | CMS Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 50.51 |
| INC000000089084 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.35 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.35 |
| INC000000089088 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.66 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.66 |
| INC000000089093 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 8.94 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 8.94 |
| INC000000089101 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 6.69 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.69 |
| INC000000089106 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 6.60 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.60 |
| INC000000089108 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.15 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000089121 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.36 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000089124 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089151 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.32 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.32 |
| INC000000089156 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000089165 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.42 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.42 |
| INC000000089167 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089169 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089171 | Application | None | | None | | TIR Missed: | No | TIR: | 0.17 |
| | Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.66 |
| INC000000089172 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089184 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089189 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089194 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089206 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089225 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089229 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.66 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.66 |
| INC000000089239 | Application | Error | | Microsoft Help | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.14 |
| INC000000089246 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089249 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.26 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.13 |
| INC000000089250 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089258 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 5.14 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.14 |
| INC000000089263 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089264 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.39 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.63 |
| INC000000089271 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089273 | Application | Error | | Microsoft Excel | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.30 |
| INC000000089277 | Application | None | | None | | TIR Missed: | Yes | TIR: | 4.84 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.84 |
| INC000000089283 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089284 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 4.66 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.66 |
| INC000000089285 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000089288 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.12 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.12 |
| INC000000089294 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.75 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.75 |
| INC000000089296 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089298 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.40 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.40 |
| INC000000089299 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.54 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.54 |
| INC000000089305 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.74 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.74 |
| INC000000089326 | Application | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089331 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000089350 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.20 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.48 |
| INC000000089352 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.06 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.06 |
| INC000000089354 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089357 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089359 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089362 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.86 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.86 |
| INC000000089375 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.63 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.63 |
| INC000000089383 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.38 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.38 |
| INC000000089385 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.11 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000089387 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089394 | Application | Error | | Utah Cares | | TIR Missed: | Yes | TIR: | 3.84 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.84 |
| INC000000089400 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089404 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089405 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 1.75 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089409 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.04 |

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| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000089419 | Application | Error | | Check Point VPN-1 Secu | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089431 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089435 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089444 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.75 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.75 |
| INC000000089445 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000089451 | Application | Error | | Check Point VPN-1 Secu | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.79 |
| INC000000089453 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 17.24 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 17.24 |
| INC000000089465 | Application | None | | None | | TIR Missed: | No | TIR: | 0.97 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.97 |
| INC000000089467 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 4.38 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.38 |
| INC000000089473 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.76 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.59 |
| INC000000089475 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 1.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.02 |
| INC000000089476 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089481 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000089482 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000089492 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.56 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.94 |
| INC000000089493 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089494 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.73 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.73 |
| INC000000089498 | Application | Error | | Check Point VPN-1 Secu | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089501 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.22 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000089510 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.41 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.41 |
| INC000000089518 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000089527 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.10 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000089530 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089535 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089539 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.99 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.99 |
| INC000000089540 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000089548 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000089559 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089567 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000089576 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.57 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.57 |
| INC000000089577 | Application | Error | | Check Point VPN-1 Secu | | TIR Missed: | No | TIR: | 0.10 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000089590 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.18 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000089608 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089626 | Application | None | | None | | TIR Missed: | No | TIR: | 0.39 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.47 |
| INC000000089641 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.38 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.38 |
| INC000000089645 | Application | Password | | DateReporter | | TIR Missed: | No | TIR: | 0.13 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000089646 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089648 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089649 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089652 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.16 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089654 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089660 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089661 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089664 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089667 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089668 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089675 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089679 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.44 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 10.09 |
| INC000000089684 | Application | None | | Content Manager | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089686 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089690 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089700 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089702 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089704 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.75 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.09 |
| INC000000089711 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.26 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000089713 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089721 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089736 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.32 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.32 |
| INC000000089737 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089739 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089741 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089743 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089745 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089747 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089751 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089753 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089759 | Application | Password | | Utah Master Directory | | TIR Missed: | No | TIR: | 0.44 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.76 |
| INC000000089768 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.23 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.64 |
| INC000000089771 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089773 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089785 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089806 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089808 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.72 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.72 |
| INC000000089821 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089822 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089830 | Application | None | | Microsoft Word | | TIR Missed: | Yes | TIR: | 1.24 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.24 |
| INC000000089832 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089835 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000089843 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089853 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089863 | Application | Password | | DWS Web | | TIR Missed: | Yes | TIR: | 29.54 |
| | Application Support - APEX | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 31.47 |
| INC000000089865 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.85 |
| | Application Support - Content M | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.85 |
| INC000000089869 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.52 |
| INC000000089875 | Application | Password | | DWS Web | | TIR Missed: | No | TIR: | 0.06 |
| INC000000089875 | Application | Password | | DWS Web | | TIR Missed: | No | TIR: | 0.47 |
| | Application Support - CUBS | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.06 |
| | Application Support - CUBS | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.47 |
| INC000000089876 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.29 |
| | Application Support - APEX | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.42 |
| INC000000089877 | Application | None | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.06 |
| | Application Support - CATS IV | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.57 |
| INC000000089879 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089882 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.45 |
| | Application Support - CATS IV | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.47 |
| INC000000089887 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089897 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.45 |
| | Application Support - CATS IV | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.45 |
| INC000000089911 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.36 |
| | Application Support - CATS IV | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000089936 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089942 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000089949 | Application | None | | Novell GroupWise | | TIR Missed: | Yes | TIR: | 5.53 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.53 |
| INC000000089950 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089951 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089956 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.63 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089959 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089966 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089975 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.62 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.62 |
| INC000000089983 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000089992 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.07 |
| INC000000090010 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090014 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090015 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090023 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090027 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090043 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090044 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090057 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090077 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090082 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090097 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 4.56 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.56 |
| INC000000090104 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.84 |
| INC000000090115 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090119 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.15 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000090120 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090124 | Application | Reporting | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090127 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090128 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090132 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090136 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090140 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000090141 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000090143 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090147 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090162 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090163 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.33 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.33 |
| INC000000090180 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090182 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090187 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090189 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090190 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090192 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.24 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000090203 | Application | None | | None | | TIR Missed: | No | TIR: | 0.76 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.83 |
| INC000000090208 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000090211 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090220 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.74 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.74 |
| INC000000090235 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.59 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.59 |
| INC000000090236 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.48 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.29 |
| INC000000090237 | Application | None | | None | | TIR Missed: | No | TIR: | 0.17 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.49 |
| INC000000090243 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.18 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000090247 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000090249 | Application | Error | | content manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090253 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000090255 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090261 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.26 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.26 |
| INC000000090270 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090280 | Application | Error | | None | | TIR Missed: | No | TIR: | 1.48 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.48 |
| INC000000090284 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090287 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000090290 | Application | Error | | Adobe Acrobat | | TIR Missed: | No | TIR: | 0.07 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000090303 | Application | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.05 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000090306 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090307 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.05 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000090313 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090318 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.40 |
| | Security | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.34 |
| INC000000090321 | Application | Reporting | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.04 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000090323 | Application | None | | None | | TIR Missed: | Yes | TIR: | 2.29 |
| | Application Support - Data Ware | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.87 |
| INC000000090329 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090331 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090337 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.41 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.41 |
| INC000000090339 | Application | None | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090350 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090353 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.11 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090357 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090369 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000090391 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000090399 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.64 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.64 |
| INC000000090406 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.56 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.56 |
| INC000000090409 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090450 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000090451 | Application | Reporting | | Utah Master Directory | | TIR Missed: | No | TIR: | 0.11 |
| | Help Desk | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000090464 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.49 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.49 |
| INC000000090478 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000090697 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.26 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000090698 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.08 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.47 |
| INC000000090699 | Application | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090700 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090703 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090706 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090707 | Application | Reporting | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090710 | Application | Error | | Avaya IP Softphone | | TIR Missed: | Yes | TIR: | 1.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.05 |
| INC000000090726 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090729 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090736 | Application | Password | | DateReporter | | TIR Missed: | No | TIR: | 0.19 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000090738 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090740 | Application | Password | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.24 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000090745 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090746 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090750 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090761 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090775 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090777 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090784 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.15 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000090785 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090787 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 24.81 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 24.81 |
| INC000000090789 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| | Application Support - CATS IV | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.05 |
| INC000000090796 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090799 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000090800 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090802 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090805 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090810 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090812 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.39 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.39 |
| INC000000090822 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090823 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090826 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.14 |
| INC000000090830 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090831 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.20 |
| | Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.09 |
| INC000000090847 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090848 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090851 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.52 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.52 |
| INC000000090853 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 4.14 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.14 |
| INC000000090856 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090861 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090869 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090874 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090877 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.57 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.57 |
| INC000000090880 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090882 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090891 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.25 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.25 |
| INC000000090892 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090897 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090919 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 9.53 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 9.53 |
| INC000000090920 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090922 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090925 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090926 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090929 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090934 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090941 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090945 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090953 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090955 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000090961 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090966 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090968 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.79 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.79 |
| INC000000090978 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090979 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090993 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090998 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090999 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000091002 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091005 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091007 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091009 | Application | None | | DWS Intranet | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000091014 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091021 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091022 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| INC000000091022 | Application | Error | | None | | TIR Missed: | No | TIR: | 8.68 |
| | DWS Applications Help Desk | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 8.68 |
| INC000000091024 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091029 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091037 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.44 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.44 |
| INC000000091043 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091045 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091046 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.32 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.76 |
| INC000000091047 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.37 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.37 |
| INC000000091051 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091060 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.64 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.64 |
| INC000000091062 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091066 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091074 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091081 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091085 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091086 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091091 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091092 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091096 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.85 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.85 |
| INC000000091097 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091098 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091105 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091108 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091113 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091120 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091121 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091124 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091127 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091129 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091130 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000091135 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091141 | Application | None | | Utah Works | | TIR Missed: | No | TIR: | 0.93 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.93 |
| INC000000091142 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.90 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.90 |
| INC000000091143 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091146 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.08 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.08 |
| INC000000091156 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091173 | Application | Password | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091180 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091186 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.32 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.32 |
| INC000000091187 | Application | Password | | PGP | | TIR Missed: | No | TIR: | 0.19 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.37 |
| INC000000091188 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091191 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091192 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 9.75 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 9.75 |
| INC000000091199 | Application | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091219 | Application | None | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091222 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091225 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091226 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091227 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091228 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091231 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091233 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091236 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.26 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000091240 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091241 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091242 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.13 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000091244 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091246 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091247 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091257 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091269 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091272 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091274 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091275 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091285 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.98 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.98 |
| INC000000091286 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000091292 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091300 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091316 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091318 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.50 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.50 |
| INC000000091319 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091322 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000091323 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091324 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091328 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091338 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091339 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091342 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091343 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.21 |
| INC000000091347 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091355 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091360 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091366 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091374 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091387 | Application | Password | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.27 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.27 |
| INC000000091391 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091393 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091397 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091405 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091414 | Application | None | | None | | TIR Missed: | No | TIR: | 0.49 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.49 |
| INC000000091427 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091452 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091453 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091454 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091458 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091461 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091463 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091464 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091467 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091468 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091470 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091471 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091472 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091474 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091478 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091479 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091480 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091484 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091485 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091487 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091489 | Application | Error | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091490 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091496 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091507 | Application | None | | Novell Messenger | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091508 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 5.79 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.79 |
| INC000000091509 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091515 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091519 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.65 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.65 |
| INC000000091548 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 39.74 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 39.74 |
| INC000000091551 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091552 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000091555 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091563 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091566 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.22 |
| | Application Support - Web Dev | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000091569 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091571 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.34 |
| | Application Support - Content Ma | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.89 |
| INC000000091579 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.01 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.01 |
| INC000000091585 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091603 | Application | Error | | Microsoft Word | | TIR Missed: | No | TIR: | 0.79 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.79 |
| INC000000091614 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091617 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091621 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091633 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091645 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 60.07 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 60.07 |
| INC000000091654 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091657 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091664 | Application | Password | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000091675 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091714 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.15 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.11 |
| INC000000091745 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091748 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091750 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091752 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091768 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091774 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.36 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.36 |
| INC000000091780 | Application | Error | | eFIND/eSHARE | | TIR Missed: | Yes | TIR: | 3.27 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.27 |
| INC000000091781 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.83 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.83 |
| INC000000091789 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 33.82 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 33.82 |
| INC000000091798 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.78 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.78 |
| INC000000091802 | Application | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091814 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.16 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000091815 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091816 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091842 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.21 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.21 |
| INC000000091870 | Application | Password | | DateReporter | | TIR Missed: | No | TIR: | 0.17 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.17 |
| INC000000091871 | Application | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000091887 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.85 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.85 |
| INC000000091894 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.90 |
| | Application Support - UWORKS | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.90 |
| INC000000091898 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091900 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.57 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.57 |
| INC000000091902 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091905 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091909 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091914 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.37 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.37 |
| INC000000091927 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091937 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091943 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091946 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.16 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000091948 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.11 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000091971 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091972 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.17 |
| | Application Support - UI Web | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000091973 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091994 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092000 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092005 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092013 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092027 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092028 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092031 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 1.77 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.77 |
| INC000000092035 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092042 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092061 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092091 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092095 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092110 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092119 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092122 | Application | None | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000092123 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.43 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.43 |
| INC000000092129 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092130 | Application | None | | None | | TIR Missed: | Yes | TIR: | 1.55 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.55 |
| INC000000092132 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092135 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092136 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.53 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.53 |
| INC000000092137 | Application | None | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092152 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092153 | Application | None | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092164 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092166 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.14 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000092176 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.61 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.61 |
| INC000000092177 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.98 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.98 |
| INC000000092178 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.23 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000092189 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092198 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092207 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.38 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.38 |
| INC000000092210 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092212 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.12 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000092219 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092220 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000092223 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092228 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092237 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.72 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.72 |
| INC000000092243 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092251 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092252 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.52 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.52 |
| INC000000092253 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092262 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092274 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.24 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.99 |
| INC000000092284 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.77 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.77 |
| INC000000092338 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000092339 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092347 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092349 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.16 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000092350 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092355 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092370 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092374 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092383 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092390 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092405 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000092408 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 2.17 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.17 |
| INC000000092413 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092421 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.28 |
| INC000000092441 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 6.51 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.35 |
| INC000000092447 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 6.29 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.29 |
| INC000000092497 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.08 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.08 |
| INC000000092506 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092517 | Application | Error | | Adobe Help Viewer | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092518 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092521 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092525 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092537 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000092539 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Hosting | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000092542 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.57 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.57 |
| INC000000092543 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092544 | Application | Error | | DWS Intranet | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092547 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092553 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092555 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092560 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.07 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092564 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092567 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092568 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092575 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092579 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092581 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092583 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092585 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092595 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.92 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.92 |
| INC000000092596 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092598 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092616 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.17 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.17 |
| INC000000092617 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092620 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.08 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000092621 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.60 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.60 |
| INC000000092622 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000092624 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.29 |
| INC000000092634 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092640 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092643 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.85 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.85 |
| INC000000092646 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.03 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.03 |
| INC000000092647 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092653 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092658 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.82 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.82 |
| INC000000092667 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.62 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.62 |
| INC000000092669 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092670 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092678 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000092682 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000092685 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092708 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.42 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.34 |
| INC000000092715 | Application | Error | | BlueZone | | TIR Missed: | Yes | TIR: | 1.18 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.18 |
| INC000000092724 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 1.00 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.00 |
| INC000000092726 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092757 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092779 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.26 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.26 |
| INC000000092780 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092801 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.71 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.52 |
| INC000000092827 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.85 |
| INC000000092831 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092834 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000092844 | Application | Error | | Computerized Unemploym | | TIR Missed: | No | TIR: | 0.14 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000092846 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.57 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.57 |
| INC000000092862 | Application | None | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092877 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 22.07 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 22.07 |
| INC000000092914 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092920 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092927 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092934 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.34 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000092939 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.30 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.30 |
| INC000000092941 | Application | None | | Novell Messenger | | TIR Missed: | No | TIR: | 9.40 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 9.40 |
| INC000000092950 | Application | None | | None | | TIR Missed: | No | TIR: | 0.14 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.00 |
| INC000000092953 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 2.61 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.61 |
| INC000000092957 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092961 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.13 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000092966 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092977 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092979 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092997 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.31 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.31 |
| INC000000093001 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093002 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.11 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000093019 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.05 |
| | CMS Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000093106 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.10 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000093108 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093110 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.26 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000093114 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093115 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093120 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.23 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.23 |
| INC000000093122 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093124 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.12 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.12 |
| INC000000093129 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000093135 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093146 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093148 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093152 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093155 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093158 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093167 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.41 |
| | Capitol Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.87 |
| INC000000093168 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 5.87 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.87 |
| INC000000093172 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093175 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.11 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000093184 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093195 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093209 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093226 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000093231 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093239 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093261 | Application | None | | Google Chrome | | TIR Missed: | No | TIR: | 0.22 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000093268 | Application | Error | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093290 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093297 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093300 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 17.98 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 17.98 |
| INC000000093301 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093306 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093318 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093320 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093326 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000093347 | Application | Error | | eFIND/eSHARE | | TIR Missed: | Yes | TIR: | 2.84 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.46 |
| INC000000093348 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093354 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093374 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093376 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.28 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.28 |
| INC000000093384 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.68 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.68 |
| INC000000093387 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.56 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.56 |
| INC000000093430 | Application | Error | | Novell Messenger | | TIR Missed: | No | TIR: | 0.07 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000093436 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.04 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000093452 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093469 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.14 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.14 |
| INC000000093500 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.28 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.28 |
| INC000000093507 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.62 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.62 |
| INC000000093514 | Application | Error | | DateReporter | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093519 | Application | Error | | DateReporter | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093520 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000093521 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.44 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.44 |
| INC000000093540 | Application | Reporting | | Internet Explorer | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093543 | Application | None | | BlackBerry Media Sync | | TIR Missed: | Yes | TIR: | 1.18 |
| | Capitol Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.77 |
| INC000000093546 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093548 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.42 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.64 |
| INC000000093553 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.15 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.15 |
| INC000000093576 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000093579 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093591 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000093597 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093601 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 13.44 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 13.44 |
| INC000000093609 | Application | Password | | Avaya CentreVu Supervis | | TIR Missed: | Yes | TIR: | 1.50 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.21 |
| INC000000093625 | Application | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.26 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093631 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.17 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.17 |
| INC000000093636 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093643 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093665 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093698 | Application | Error | | Microsoft Word | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000093703 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093711 | Application | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093712 | Application | Reporting | | Microsoft Visio Standard | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093729 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.85 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.85 |
| INC000000093740 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.68 |
| | Application Support - Content Ma | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.68 |
| INC000000093758 | Application | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093770 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 11.27 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 11.27 |
| INC000000093803 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 11.00 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 11.00 |
| INC000000093806 | Application | Error | | DateReporter | | TIR Missed: | No | TIR: | 0.98 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 10.90 |
| INC000000093811 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.19 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000093813 | Application | Error | | DateReporter | | TIR Missed: | No | TIR: | 0.16 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000093819 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.65 |
| | Application Support - APEX | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.65 |
| INC000000093820 | Application | Error | | DateReporter | | TIR Missed: | No | TIR: | 0.29 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.29 |
| INC000000093821 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093826 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093827 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093831 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093838 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093843 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093845 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093847 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093850 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093856 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093857 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093870 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093876 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000093889 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000093894 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093896 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093915 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093916 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 9.52 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 9.52 |
| INC000000093921 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093934 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093939 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093940 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093941 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093954 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.11 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000093957 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093962 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093965 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093971 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093972 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093976 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093980 | Application | None | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093990 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093998 | Application | Password | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094001 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.38 |
| | Capitol Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.69 |
| INC000000094004 | Application | None | | Internet Explorer | | TIR Missed: | Yes | TIR: | 1.59 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.59 |
| INC000000094009 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094015 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094023 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094026 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 8.56 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 8.56 |
| INC000000094033 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094036 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000094039 | Application | None | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094043 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.14 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000094046 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094050 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094061 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094068 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000094077 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094113 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094118 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 1.67 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.67 |
| INC000000094124 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.46 |
| INC000000094126 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.30 |

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| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.30 |
| INC000000094130 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094133 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094134 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094143 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000094151 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 4.79 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.79 |
| INC000000094158 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094173 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.14 |
| INC000000094179 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094183 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094189 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094193 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094198 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094201 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094203 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.14 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.14 |
| INC000000094205 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094214 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 6.02 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.02 |
| INC000000094222 | Application | None | | None | | TIR Missed: | No | TIR: | 0.65 |
| | Application Support - Service Re | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.65 |
| INC000000094228 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094236 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 5.54 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.54 |
| INC000000094252 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.35 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.35 |
| INC000000094253 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094269 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094274 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.22 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.22 |
| INC000000094293 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094294 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094295 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094297 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.46 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.56 |
| INC000000094329 | Application | Error | | eFIND/eSHARE | | TIR Missed: | Yes | TIR: | 1.17 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.17 |
| INC000000094333 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.20 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.20 |
| INC000000094336 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000094339 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.95 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.95 |
| INC000000094340 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.13 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.13 |
| INC000000094343 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.27 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.27 |
| INC000000094346 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094359 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094360 | Application | None | | Mozilla Firefox | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.64 |
| INC000000094361 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094416 | Application | None | | Content Manager | | TIR Missed: | No | TIR: | 0.58 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.58 |
| INC000000094418 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094457 | Application | None | | DWS Intranet | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094473 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094478 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.66 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.66 |
| INC000000094480 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094488 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094494 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.46 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.46 |
| INC000000094499 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 18.35 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 62.23 |
| INC000000094513 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094532 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094582 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094589 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094592 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094595 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094596 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094601 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094602 | Application | Reporting | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094605 | Application | Reporting | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094606 | Application | Reporting | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094607 | Application | Reporting | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094608 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094622 | Application | Password | | DateReporter | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094624 | Application | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094625 | Application | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094629 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.78 |
| INC000000094636 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094637 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094650 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094695 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.44 |
| | Application Support - Content Ma | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.99 |
| INC000000094696 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 4.68 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.68 |
| INC000000094697 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.16 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.16 |
| INC000000094698 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.21 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.21 |
| INC000000094704 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094709 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094712 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.28 |
| INC000000094718 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094726 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094727 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094732 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094735 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094737 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.26 |
| | Security | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.26 |
| INC000000094738 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094743 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.88 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.88 |
| INC000000094748 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094751 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094752 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094757 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094762 | Application | Error | | PGP | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.48 |
| INC000000094773 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094797 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094800 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094801 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.23 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000094803 | Application | Error | | IBM Client Security Softw | | TIR Missed: | No | TIR: | 0.55 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.55 |
| INC000000094812 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094821 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.62 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.62 |
| INC000000094823 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.14 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000094832 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094837 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |

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| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.95 |
| INC000000094838 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094839 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094841 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 6.74 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.74 |
| INC000000094845 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094857 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.83 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.83 |
| INC000000094858 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094861 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094874 | Application | None | | McAfee ePolicy Common | | TIR Missed: | No | TIR: | 0.07 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000094875 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.16 |
| | Application Support - Content Ma | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000094881 | Application | Error | | Utah Cares | | TIR Missed: | Yes | TIR: | 1.75 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.75 |
| INC000000094883 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094886 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 1.42 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.42 |
| INC000000094887 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 1.35 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.35 |
| INC000000094889 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000094891 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.53 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.53 |
| INC000000094904 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094909 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094913 | Application | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094915 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094945 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.36 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.36 |
| INC000000094949 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.29 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.29 |
| INC000000094953 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.69 |
| INC000000094968 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 38.32 |
| | Application Support - EREP IA | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 38.32 |
| INC000000094969 | Application | None | | Novell Messenger | | TIR Missed: | No | TIR: | 0.06 |

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| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000094971 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.21 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.21 |
| INC000000094975 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.09 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000094978 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094982 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094988 | Application | None | | Utah Works | | TIR Missed: | No | TIR: | 0.47 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.47 |
| INC000000094997 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095013 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.13 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000095023 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000095024 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095027 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095028 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095034 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095035 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095036 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.10 |
| Application Support - Content M | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.91 |
| INC000000095039 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095043 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.81 |
| Application Support - PACMIS | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.81 |
| INC000000095050 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095056 | Application | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.50 |
| INC000000095057 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000095058 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.52 |
| Application Support - PACMIS | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.52 |
| INC000000095067 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095078 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 10.32 |
| Application Support - PACMIS | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 10.32 |
| INC000000095089 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095094 | Application | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.55 |

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|---|---|---|---|---|---|---|---|---|---|
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.55 |
| INC000000095097 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095100 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095128 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095131 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.11 |
| INC000000095135 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.76 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.76 |
| INC000000095139 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.80 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.80 |
| INC000000095141 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095142 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.90 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 8.90 |
| INC000000095143 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095155 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095159 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.22 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.67 |
| INC000000095163 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.23 |
| | Application Support - Web Dev | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.41 |
| INC000000095179 | Application | Reporting | | Symantec AntiVirus | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095187 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.42 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.42 |
| INC000000095191 | Application | Error | | PGP | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095195 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095197 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095206 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095207 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095221 | Application | None | | None | | TIR Missed: | Yes | TIR: | 3.08 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.08 |
| INC000000095223 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095227 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095234 | Application | Error | | DWS Web | | TIR Missed: | Yes | TIR: | 1.18 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.18 |
| INC000000095251 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.15 |

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|---|---|---|---|---|---|---|---|---|---|
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 8.15 |
| INC000000095254 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.23 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 8.23 |
| INC000000095259 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095262 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095269 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095273 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095274 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095281 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095285 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095291 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095293 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095295 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095300 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095304 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095309 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095318 | Application | None | | None | | TIR Missed: | No | TIR: | 0.15 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095319 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 9.30 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 9.30 |
| INC000000095327 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095330 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.01 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.01 |
| INC000000095331 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095332 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.45 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.45 |
| INC000000095334 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.22 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000095352 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095355 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095360 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095361 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095364 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.60 |
| | Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.60 |
| INC000000095375 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095379 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.88 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 10.57 |
| INC000000095380 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095383 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.87 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 10.31 |
| INC000000095392 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095394 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.19 |
| | Application Support - Web Dev | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000095398 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 36.94 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 36.94 |
| INC000000095409 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095411 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000095413 | Application | Error | | Job search for job seeker | | TIR Missed: | No | TIR: | 0.78 |
| | Application Support - Web Dev | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.78 |
| INC000000095414 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095427 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095448 | Application | None | | Microsoft Word | | TIR Missed: | No | TIR: | 0.40 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095457 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095472 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 14.19 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 14.19 |
| INC000000095473 | Application | Password | | DWS Capture | | TIR Missed: | No | TIR: | 0.13 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000095476 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095498 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095500 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095503 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.77 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.77 |
| INC000000095506 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.64 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.64 |
| INC000000095516 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.39 |

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| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.50 |
| INC000000095517 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.28 |
| | Application Support - Web Dev | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.28 |
| INC000000095518 | Application | None | | Windows Media Player | | TIR Missed: | No | TIR: | 0.05 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000095523 | Application | None | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095549 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.11 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.11 |
| INC000000095560 | Application | Password | | Utah Master Directory | | TIR Missed: | Yes | TIR: | 1.13 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.40 |
| INC000000095585 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.86 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.86 |
| INC000000095603 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095606 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095610 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000095617 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095619 | Application | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095633 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095636 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 1.57 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.57 |
| INC000000095639 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095646 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095650 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000095669 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095678 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095682 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 20.85 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 20.85 |
| INC000000095683 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.80 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.80 |
| INC000000095691 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.03 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095698 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095702 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095703 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095707 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.27 |
| | Application Support - UWORKS | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.27 |
| INC000000095713 | Application | None | | Internet Explorer | | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095729 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095731 | Application | Error | | None | | | TIR Missed: | Yes | TIR: | 19.55 |
| | Application Support - PACMIS | Workforce Services | Low | | | Closed | TTR Missed: | Yes | TTR: | 19.55 |
| INC000000095737 | Application | Error | | Content Manager | | | TIR Missed: | Yes | TIR: | 1.15 |
| | Metro A Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 1.15 |
| INC000000095738 | Application | Error | | DateReporter | | | TIR Missed: | No | TIR: | 0.14 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000095754 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095759 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095765 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095769 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.30 |
| | Metro A Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 1.68 |
| INC000000095770 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095778 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095780 | Application | Error | | Novell GroupWise | | | TIR Missed: | No | TIR: | 0.21 |
| | Metro A Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.21 |
| INC000000095782 | Application | Error | | Public Assistance Case M | | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095795 | Application | Error | | Public Assistance Case M | | | TIR Missed: | Yes | TIR: | 9.45 |
| | Application Support - PACMIS | Workforce Services | Low | | | Closed | TTR Missed: | Yes | TTR: | 9.45 |
| INC000000095807 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095811 | Application | Error | | BlueZone | | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095830 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095832 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095833 | Application | Password | | Utah Master Directory | | | TIR Missed: | No | TIR: | 0.38 |
| | Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.38 |
| INC000000095834 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000095848 | Application | None | | Avaya IP Softphone | | | TIR Missed: | No | TIR: | 0.11 |
| | Rural Central Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000095852 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095856 | Application | Error | | Novell GroupWise | | | TIR Missed: | No | TIR: | 0.01 |

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| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000095863 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095866 | Application | Error | | Adobe Flash | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095871 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095873 | Application | Error | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095876 | Application | None | | Contributions Automated | | TIR Missed: | No | TIR: | 0.29 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.54 |
| INC000000095883 | Application | None | | None | | TIR Missed: | No | TIR: | 0.59 |
| | CMS Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.61 |
| INC000000095886 | Application | Password | | DateReporter | | TIR Missed: | No | TIR: | 0.22 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000095887 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095893 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095906 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095908 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095923 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.36 |
| | CMS Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 11.99 |
| INC000000095927 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095939 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095941 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095948 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095958 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.68 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 8.68 |
| INC000000095959 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095966 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095973 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095981 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095985 | Application | Error | | Job search for job seeker | | TIR Missed: | No | TIR: | 0.41 |
| | Application Support - Web Dev | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.41 |
| INC000000095987 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.11 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.11 |
| INC000000095996 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095998 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095999 | Application | Password | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.15 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000096009 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096010 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.23 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.86 |
| INC000000096014 | Application | Error | | Job search for job seeker | | TIR Missed: | No | TIR: | 0.48 |
| | Application Support - Web Dev | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.48 |
| INC000000096021 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096025 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096033 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000096034 | Application | Error | | Job search for job seeker | | TIR Missed: | Yes | TIR: | 2.08 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.18 |
| INC000000096037 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000096044 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.14 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000096045 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000096047 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.32 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.32 |
| INC000000096050 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.79 |
| INC000000096051 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.89 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.89 |
| INC000000096053 | Application | Error | | Utah Works Web Site | | TIR Missed: | Yes | TIR: | 1.20 |
| | UI Web Support | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 1.20 |
| INC000000096056 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096068 | Application | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000096070 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 26.17 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 26.17 |
| INC000000096076 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096079 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.51 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.05 |
| INC000000096106 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 6.29 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.29 |
| INC000000096113 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.29 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.29 |
| INC000000096114 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.04 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000096139 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096144 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.46 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.46 |
| INC000000096147 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000096156 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096163 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.82 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.82 |
| INC000000096165 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 15.01 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 15.01 |
| INC000000096166 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096169 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.91 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.91 |
| INC000000096188 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 28.76 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 28.76 |
| INC000000096196 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096204 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096211 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096227 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096229 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096234 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000096237 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096249 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096252 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096256 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.74 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.74 |
| INC000000096261 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 28.13 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 28.13 |
| INC000000096262 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096266 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096269 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096272 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096277 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096282 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096289 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.13 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.13 |
| INC000000096296 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096314 | Application | Error | | JavaPC | | TIR Missed: | No | TIR: | 0.07 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000096316 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096318 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096322 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096323 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096324 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096326 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096327 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.51 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.51 |
| INC000000096345 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096360 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.00 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.00 |
| INC000000096363 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096365 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096376 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096379 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096390 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096400 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000096408 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 4.11 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.11 |
| INC000000096413 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 6.09 |
| | CMS Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.15 |
| INC000000096418 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096423 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.14 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.59 |
| INC000000096473 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096482 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096520 | Application | None | | None | | TIR Missed: | Yes | TIR: | 2.88 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.88 |
| INC000000096524 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000096527 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096530 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 2.81 |
| | Application Support - UWORKS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.81 |
| INC000000096543 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096553 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.15 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000096563 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000096581 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096591 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000096599 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096614 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.21 |
| INC000000096627 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.14 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.14 |
| INC000000096631 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096639 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.27 |
| | Application Support - EFIND | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.28 |
| INC000000096644 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096680 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.42 |
| | Application Support - Content M | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.42 |
| INC000000096684 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096687 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096700 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096720 | Application | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.19 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000096727 | Application | None | | Avaya IP Softphone | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096775 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096783 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.02 |
| INC000000096788 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096795 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.35 |
| INC000000096803 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.06 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000096817 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096826 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.78 |
| INC000000096827 | Application | Error | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096856 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.93 |
| INC000000096877 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.11 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000096892 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096913 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 23.41 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 23.41 |
| INC000000096915 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.21 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.67 |
| INC000000096917 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096918 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096927 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 5.73 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.73 |
| INC000000096930 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000096933 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096937 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096941 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096943 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096944 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 8.67 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.67 |
| INC000000096949 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096952 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.12 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000096965 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096968 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096972 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000096975 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.83 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.83 |
| INC000000096980 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000096982 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096983 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096993 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096994 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.09 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.09 |
| INC000000097002 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097003 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097009 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097010 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.49 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.49 |
| INC000000097015 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097017 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097019 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097029 | Application | Password | | Novell Messenger | | TIR Missed: | No | TIR: | 0.07 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000097030 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097034 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097037 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097048 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097059 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097061 | Application | None | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097064 | Application | None | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097070 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097072 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097075 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.14 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000097083 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097087 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro B Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097089 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097094 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097096 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097100 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097105 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097111 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097113 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097117 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097121 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097124 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097127 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 17.67 |
| Application Support - PACMIS | | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 17.67 |
| INC000000097128 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097134 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097137 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097139 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097140 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097141 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097142 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 6.65 |
| Application Support - PACMIS | | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.65 |
| INC000000097143 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097145 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 17.46 |

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| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 17.46 |
| INC000000097151 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000097153 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097155 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097160 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097161 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 13.79 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 13.79 |
| INC000000097170 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097173 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000097177 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.39 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.39 |
| INC000000097181 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097209 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097210 | Application | Error | | content manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097220 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097226 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.74 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.98 |
| INC000000097231 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097255 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 15.91 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 15.91 |
| INC000000097256 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097258 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097262 | Application | Password | | Contributions Automated | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000097267 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000097270 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000097272 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.22 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.48 |
| INC000000097276 | Application | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097282 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000097287 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097294 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097296 | Application | Password | | Contributions Automated | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097297 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097306 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097307 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097314 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097315 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.52 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.52 |
| INC000000097317 | Application | None | | Contributions Automated | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097322 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097324 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097341 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097342 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097359 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097365 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.30 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.30 |
| INC000000097367 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097395 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.03 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.35 |
| INC000000097398 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.62 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.62 |
| INC000000097399 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097400 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.96 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.96 |
| INC000000097406 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.89 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.89 |
| INC000000097414 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.09 |
| | Metro B Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.63 |
| INC000000097418 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Application Support - Data Ware | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.22 |
| INC000000097423 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097435 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.61 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.61 |
| INC000000097437 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.60 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.60 |
| INC000000097439 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.54 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.54 |
| INC000000097451 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 13.45 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 13.45 |
| INC000000097452 | Application | None | | None | | TIR Missed: | Yes | TIR: | 3.63 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.63 |
| INC000000097458 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.30 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.30 |
| INC000000097464 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.25 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.25 |
| INC000000097476 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000097477 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097484 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.84 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.10 |
| INC000000097486 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.12 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000097487 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097498 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097504 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097507 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097509 | Application | Password | | Novell Client for 32-bit Wi | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097517 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000097522 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.65 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.65 |
| INC000000097531 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097536 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097537 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097540 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097543 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097544 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097546 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097548 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097552 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097555 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097559 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097561 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097564 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097570 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097572 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.64 |
| INC000000097573 | Application | Password | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.59 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.59 |
| INC000000097574 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.57 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.57 |
| INC000000097576 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.13 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000097578 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.52 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.52 |
| INC000000097580 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097589 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097600 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 15.10 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 15.10 |
| INC000000097627 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097653 | Application | Reporting | | Utah Works | | TIR Missed: | No | TIR: | 0.22 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.22 |
| INC000000097657 | Application | Error | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.06 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000097665 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097670 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097690 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000097695 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000097701 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000097705 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000097708 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.03 |
| | Application Support - CATS IV | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 13.08 |
| INC000000097730 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000097737 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000097738 | Application | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000097748 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.85 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.85 |
| INC000000097753 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097759 | Application | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000097774 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000097782 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000097786 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097798 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.73 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.73 |
| INC000000097799 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000097800 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000097804 | Application | Password | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.68 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.68 |
| INC000000097825 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000097827 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 6.51 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.51 |
| INC000000097846 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000097851 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097870 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000097873 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097913 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000097918 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000097930 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097932 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000097933 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.15 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.15 |
| INC000000097939 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000097944 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097958 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.11 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.11 |
| INC000000097968 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000097988 | Application | Password | | Contributions Automated | | TIR Missed: | No | TIR: | 0.19 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097993 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097999 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098018 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098050 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.77 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.77 |
| INC000000098053 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.08 |
| INC000000098055 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098072 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.53 |
| INC000000098075 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098079 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098092 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098115 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.46 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.47 |
| INC000000098142 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098153 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098159 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.62 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.62 |
| INC000000098162 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.26 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.26 |
| INC000000098166 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098175 | Application | Password | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.10 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000098180 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.01 |

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| | Metro A Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098182 | Application | Error | | Novell GroupWise | | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098203 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098204 | Application | None | | Contributions Automated | | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Desktop Support | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000098206 | Application | None | | DWS Capture | | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098208 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098217 | Application | Error | | Public Assistance Case M | | | TIR Missed: | Yes | TIR: | 1.78 |
| | Application Support - PACMIS | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 1.78 |
| INC000000098220 | Application | None | | Contributions Automated | | | TIR Missed: | No | TIR: | 0.14 |
| | Application Support - CATS IV | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 5.96 |
| INC000000098235 | Application | Error | | Content Manager | | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Medium | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098243 | Application | Error | | Content Manager | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098248 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000098254 | Application | Error | | Public Assistance Case M | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098264 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098266 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098268 | Application | Error | | eFIND/eSHARE | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098271 | Application | Password | | Content Manager | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098281 | Application | Error | | Utah Works | | | TIR Missed: | Yes | TIR: | 2.14 |
| | Application Support - UWORKS | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 2.14 |
| INC000000098286 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098291 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098294 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098299 | Application | Error | | Public Assistance Case M | | | TIR Missed: | Yes | TIR: | 1.77 |
| | Application Support - PACMIS | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 1.77 |
| INC000000098309 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098327 | Application | Error | | Public Assistance Case M | | | TIR Missed: | Yes | TIR: | 1.30 |
| | Application Support - PACMIS | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 1.30 |
| INC000000098329 | Application | Error | | Public Assistance Case M | | | TIR Missed: | Yes | TIR: | 19.10 |
| | Application Support - PACMIS | Workforce Services | Low | | | Resolved | TTR Missed: | Yes | TTR: | 19.10 |
| INC000000098336 | Application | Error | | Public Assistance Case M | | | TIR Missed: | No | TIR: | 0.22 |

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|---|---|---|---|---|---|---|---|---|---|
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.22 |
| INC000000098339 | Application | Error | | Utah Works Web Site | | TIR Missed: | No | TIR: | 0.03 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098340 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098353 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.80 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.80 |
| INC000000098359 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098363 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.47 |
| | CMS Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.38 |
| INC000000098369 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.70 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.70 |
| INC000000098380 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.62 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.62 |
| INC000000098394 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098402 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098412 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098451 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098520 | Application | Password | | Utah Master Directory | | TIR Missed: | No | TIR: | 0.83 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.83 |
| INC000000098584 | Application | Error | | Computerized Unemploym | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098586 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098590 | Application | Error | | Computerized Unemploym | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000098594 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.22 |
| | Application Support - CATS IV | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.78 |
| INC000000098603 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000098615 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro B Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098619 | Application | None | | Computerized Unemploym | | TIR Missed: | No | TIR: | 0.72 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.72 |
| INC000000098625 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098627 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.70 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.70 |
| INC000000098636 | Application | Password | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.45 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.45 |
| INC000000098639 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.91 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.91 |
| INC000000098640 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.05 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000098643 | Application | None | | Computerized Unemploy | | TIR Missed: | Yes | TIR: | 1.04 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.90 |
| INC000000098645 | Application | Error | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098648 | Application | Error | | BlueZone | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098655 | Application | Error | | BlueZone | | TIR Missed: | No | TIR: | 0.09 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000098661 | Application | Error | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.67 |
| INC000000098663 | Application | Error | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.55 |
| INC000000098668 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098669 | Application | Password | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.73 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.73 |
| INC000000098691 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098706 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098718 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098725 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098732 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098737 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098740 | Application | Error | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.49 |
| INC000000098742 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098748 | Application | Error | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.89 |
| INC000000098755 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098770 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098781 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.03 |
| INC000000098782 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098794 | Application | Error | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.21 |
| INC000000098809 | Application | Password | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.43 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.16 |
| INC000000098811 | Application | None | | Contributions Automated | | TIR Missed: | No | TIR: | 0.28 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Metro A Desktop Support | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.90 |
| INC000000098813 | Application | Error | | Utah Works | | | TIR Missed: | No | TIR: | 0.71 |
| | Application Support - UWORKS | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.71 |
| INC000000098827 | Application | None | | Novell GroupWise | | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098834 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098836 | Application | Error | | None | | | TIR Missed: | Yes | TIR: | 6.79 |
| | Application Support - APEX | Workforce Services | Low | | | Resolved | TTR Missed: | Yes | TTR: | 50.31 |
| INC000000098839 | Application | None | | Internet Explorer | | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Desktop Support | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 1.36 |
| INC000000098840 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098848 | Application | Error | | ZENworks for Desktops | | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098868 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098871 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098882 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000098889 | Application | None | | Utah Works | | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098911 | Application | Error | | Public Assistance Case M | | | TIR Missed: | No | TIR: | 0.44 |
| | Application Support - PACMIS | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.44 |
| INC000000098917 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000098918 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098936 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098939 | Application | Error | | Public Assistance Case M | | | TIR Missed: | No | TIR: | 0.40 |
| | Application Support - PACMIS | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.40 |
| INC000000098942 | Application | Error | | Public Assistance Case M | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098945 | Application | Error | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098947 | Application | None | | None | | | TIR Missed: | Yes | TIR: | 1.57 |
| | Metro A Desktop Support | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 1.57 |
| INC000000098949 | Application | Error | | None | | | TIR Missed: | Yes | TIR: | 10.92 |
| | Metro A Desktop Support | Workforce Services | Low | | | Resolved | TTR Missed: | Yes | TTR: | 13.87 |
| INC000000098962 | Application | Error | | Public Assistance Case M | | | TIR Missed: | Yes | TIR: | 2.49 |
| | Application Support - PACMIS | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 2.49 |
| INC000000098994 | Application | None | | DWS Web | | | TIR Missed: | No | TIR: | 0.27 |
| | Application Support - UI Web | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.27 |
| INC000000099001 | Application | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099005 | Application | Password | | BlueZone | | | TIR Missed: | No | TIR: | 0.22 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.22 |
| INC000000099007 | Application | None | | None | | TIR Missed: | No | TIR: | 0.73 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.95 |
| INC000000099018 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099024 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099028 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000099037 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099039 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099041 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099043 | Application | None | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099045 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099046 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099049 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099051 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099054 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099055 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099056 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099057 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099058 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.46 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.46 |
| INC000000099061 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099063 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099065 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099067 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099069 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099087 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.31 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.31 |
| INC000000099096 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099098 | Application | Password | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099104 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099106 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 3.24 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099132 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099150 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099166 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099167 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.20 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000099170 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099173 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099178 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099182 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000099186 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099203 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.45 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.45 |
| INC000000099206 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099210 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099226 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099228 | Application | Error | | IPCC Express | | TIR Missed: | No | TIR: | 0.59 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.59 |
| INC000000099235 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.14 |
| | Application Support - APEX | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.14 |
| INC000000099236 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099239 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099246 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099249 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099253 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099255 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099267 | Application | Error | | Novell GroupWise | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099270 | Application | Error | | Novell GroupWise | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099273 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099275 | Application | Error | | Public Assistance Case M | TIR Missed: | Yes | TIR: | 2.79 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.79 |
| INC000000099277 | Application | Error | | Utah Works | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099279 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099281 | Application | Error | | None | TIR Missed: | Yes | TIR: | 6.19 |
| Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.19 |
| INC000000099289 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099297 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099303 | Application | Error | | Utah Works | TIR Missed: | Yes | TIR: | 3.68 |
| Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.68 |
| INC000000099314 | Application | Error | | Public Assistance Case M | TIR Missed: | Yes | TIR: | 2.06 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.06 |
| INC000000099320 | Application | Error | | Contributions Automated | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.50 |
| INC000000099355 | Application | None | | Adobe Acrobat | TIR Missed: | No | TIR: | 0.13 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099383 | Application | None | | Novell GroupWise | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099394 | Application | Error | | None | TIR Missed: | No | TIR: | 1.00 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.00 |
| INC000000099397 | Application | Error | | Public Assistance Case M | TIR Missed: | Yes | TIR: | 1.03 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.03 |
| INC000000099401 | Application | Error | | Public Assistance Case M | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099404 | Application | Password | | None | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099420 | Application | Error | | Utah Works | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099422 | Application | Password | | None | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099428 | Application | Error | | None | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099442 | Application | Error | | Microsoft Windows XP Pr | TIR Missed: | No | TIR: | 0.01 |
| Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099445 | Application | Error | | Public Assistance Case M | TIR Missed: | No | TIR: | 0.45 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.45 |
| INC000000099447 | Application | Error | | None | TIR Missed: | No | TIR: | 0.05 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000099448 | Application | None | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.17 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.17 |
| INC000000099453 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099454 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.37 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.37 |
| INC000000099459 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099463 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.35 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099472 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099489 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099494 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099498 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.79 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.79 |
| INC000000099503 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.80 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.80 |
| INC000000099510 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099518 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099522 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099526 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099527 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.15 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.23 |
| INC000000099534 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099542 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099597 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.11 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.79 |
| INC000000099598 | Application | Error | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.28 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.28 |
| INC000000099620 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099626 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.50 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.50 |
| INC000000099627 | Application | Password | | PGP | | TIR Missed: | No | TIR: | 0.29 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.29 |
| INC000000099636 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.53 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.53 |
| INC000000099643 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.31 |

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| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.31 |
| INC000000099647 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.98 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.98 |
| INC000000099656 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099667 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099671 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.65 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.65 |
| INC000000099673 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099677 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000099679 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099686 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.65 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.24 |
| INC000000099689 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000099692 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.69 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.69 |
| INC000000099698 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099705 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099710 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099712 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099718 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099724 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099728 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000099735 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.23 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099736 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099744 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000099747 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.15 |
| | Application Support - EFIND | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.15 |
| INC000000099748 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099756 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099757 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099764 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099772 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099793 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.16 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.16 |
| INC000000099799 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099816 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000099819 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099820 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.20 |
| | Voice Operations | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.07 |
| INC000000099821 | Application | None | | Computerized Unemployı | | TIR Missed: | No | TIR: | 0.43 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.63 |
| INC000000099824 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.19 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.19 |
| INC000000099833 | Application | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.29 |
| | Application Support - CATS IV | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.92 |
| INC000000099842 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000099846 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099849 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.51 |
| | Application Support - Content Mi | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.51 |
| INC000000099859 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.24 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.24 |
| INC000000099860 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099861 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.13 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.13 |
| INC000000099863 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000099867 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099869 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099875 | Application | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000099878 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099882 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099883 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099885 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099889 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099895 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099897 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.53 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.53 |
| INC000000099899 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099905 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.48 |
| | Application Support - CATS IV | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 46.64 |
| INC000000099918 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099919 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.42 |
| INC000000099924 | Application | Error | | Kofax ImageControls | | TIR Missed: | No | TIR: | 0.98 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.98 |
| INC000000099932 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099934 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.25 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.66 |
| INC000000099936 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099938 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.06 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000099939 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099947 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099949 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099951 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099955 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.05 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.05 |
| INC000000099967 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099968 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.11 |
| | Application Support - CATS IV | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 46.28 |
| INC000000099971 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099972 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.89 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.89 |
| INC000000099980 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099982 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099984 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099987 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000099991 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099994 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099996 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099997 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000099998 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100005 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100007 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100009 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.87 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.87 |
| INC000000100013 | Application | Password | | PGP | | TIR Missed: | No | TIR: | 0.13 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.13 |
| INC000000100025 | Application | Password | | DWS Intranet | | TIR Missed: | No | TIR: | 0.51 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.51 |
| INC000000100028 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100036 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100039 | Application | Password | | DWS Capture | | TIR Missed: | No | TIR: | 0.17 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.17 |
| INC000000100051 | Application | None | | None | | TIR Missed: | Yes | TIR: | 2.71 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.71 |
| INC000000100054 | Application | None | | None | | TIR Missed: | No | TIR: | 0.16 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.16 |
| INC000000100059 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.24 |
| INC000000100060 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100061 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100074 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100082 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100084 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000100093 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.83 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.83 |
| INC000000100096 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.43 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.43 |
| INC000000100106 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100113 | Application | Error | | Contributions Automated | | TIR Missed: | Yes | TIR: | 1.68 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.68 |
| INC000000100122 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.71 |
| INC000000100130 | Application | Error | | Content Manager | | TIR Missed: | Yes | TIR: | 2.49 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.49 |
| INC000000100141 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.28 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.28 |
| INC000000100144 | Application | Error | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.36 |
| INC000000100153 | Application | None | | None | | TIR Missed: | No | TIR: | 0.15 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.15 |
| INC000000100157 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.61 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.61 |
| INC000000100158 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.56 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.56 |
| INC000000100162 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100177 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100179 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100182 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100183 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100186 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100189 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100190 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100191 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100194 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.14 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.14 |
| INC000000100200 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100201 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100202 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.23 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.23 |
| INC000000100217 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100226 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.69 |

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| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.69 |
| INC000000100230 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000100234 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100237 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100246 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100254 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100256 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100257 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100258 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100267 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100272 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000100282 | Application | Password | | Contributions Automated | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.42 |
| INC000000100287 | Application | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100292 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100322 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100333 | Application | Error | | Content Manager - Centr | | TIR Missed: | No | TIR: | 0.04 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000100338 | Application | Error | | Content Manager - Centr | | TIR Missed: | No | TIR: | 0.02 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100340 | Application | Reporting | | Content Manager - Centr | | TIR Missed: | No | TIR: | 0.04 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000100351 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100352 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.11 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.66 |
| INC000000100355 | Application | Error | | Microsoft Plus! for Windo | | TIR Missed: | No | TIR: | 0.01 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.47 |
| INC000000100358 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.01 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.01 |
| INC000000100361 | Application | Error | | Content Manager - Centr | | TIR Missed: | No | TIR: | 0.04 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000100364 | Application | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100366 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.12 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000100382 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100393 | Application | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100445 | Application | None | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000100448 | Application | None | | Novell Messenger | | TIR Missed: | No | TIR: | 0.21 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.21 |
| INC000000100453 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100460 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100461 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100463 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100465 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.21 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.21 |
| INC000000100549 | Application | Error | | Novell GroupWise | | TIR Missed: | Yes | TIR: | 1.95 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.00 |
| INC000000100550 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100551 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000100558 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100560 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100561 | Application | None | | IBM Access Support Age | | TIR Missed: | No | TIR: | 0.20 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100564 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100566 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100571 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.16 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.16 |
| INC000000100575 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.57 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.57 |
| INC000000100579 | Application | Reporting | | Novell GroupWise | | TIR Missed: | Yes | TIR: | 1.61 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.89 |
| INC000000100587 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100588 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000100591 | Application | Password | | Utah Works | | TIR Missed: | No | TIR: | 0.46 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.46 |
| INC000000100595 | Application | None | | State and Community Se | | TIR Missed: | No | TIR: | 0.05 |

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| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000100606 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100610 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100632 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100634 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.10 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000100644 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100648 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100650 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100652 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100660 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.22 |
| | Application Support - IVR | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.22 |
| INC000000100665 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100669 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000100675 | Application | None | | Computerized Unemployı | | TIR Missed: | No | TIR: | 0.62 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.42 |
| INC000000100679 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.17 |
| | Application Support - Content Mi | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.08 |
| INC000000100698 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.25 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.25 |
| INC000000100705 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100710 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100712 | Application | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100729 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100736 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100744 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.01 |
| INC000000100756 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100760 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100769 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100777 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100780 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100798 | Application | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100808 | Application | Reporting | | Microsoft Excel | | TIR Missed: | No | TIR: | 0.05 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000100821 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100825 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100842 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.83 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.83 |
| INC000000100852 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100867 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000100877 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100887 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 21.79 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 21.79 |
| INC000000100907 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100910 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100911 | Application | Password | | Utah Master Directory | | TIR Missed: | Yes | TIR: | 2.64 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.64 |
| INC000000100932 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100937 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100940 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 12.00 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 12.00 |
| INC000000100945 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100953 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.15 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.15 |
| INC000000100964 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 10.27 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.27 |
| INC000000100974 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100988 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100996 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 17.02 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 17.02 |
| INC000000100998 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 11.35 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.35 |
| INC000000101009 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101010 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 13.38 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 13.38 |
| INC000000101012 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.98 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.98 |
| INC000000101022 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 20.82 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 20.82 |
| INC000000101027 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000101044 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.59 |
| | Application Support - Content Ma | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.62 |
| INC000000101065 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 3.35 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.35 |
| INC000000101086 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 12.16 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 12.16 |
| INC000000101093 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 10.05 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.05 |
| INC000000101098 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.13 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.13 |
| INC000000101109 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000101116 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 9.89 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.89 |
| INC000000101119 | Application | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101125 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101130 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101133 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101134 | Application | None | | Adobe Reader | | TIR Missed: | No | TIR: | 0.10 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000101136 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.70 |
| | Application Support - Content Ma | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.70 |
| INC000000101153 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101164 | Application | Error | | DWS Intranet | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101172 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101176 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101192 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101196 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Application Support - Content Ma | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.55 |
| INC000000101198 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.38 |

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| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.77 |
| INC000000101199 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 8.98 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.98 |
| INC000000101205 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101206 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 6.09 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.09 |
| INC000000101208 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 11.61 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.61 |
| INC000000101218 | Application | Error | | Adobe Flash | | TIR Missed: | No | TIR: | 0.04 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101225 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101229 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 18.24 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 18.24 |
| INC000000101234 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101241 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 10.36 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.36 |
| INC000000101248 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000101250 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 10.25 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.25 |
| INC000000101251 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101269 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101285 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101288 | Application | None | | None | | TIR Missed: | Yes | TIR: | 7.74 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.74 |
| INC000000101299 | Application | Password | | DWS Intranet | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.14 |
| INC000000101303 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 9.78 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.78 |
| INC000000101305 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101309 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.08 |
| INC000000101311 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 9.69 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.69 |
| INC000000101314 | Application | Error | | Microsoft Excel | | TIR Missed: | No | TIR: | 0.43 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101315 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000101325 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101331 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |

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| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101336 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101341 | Application | error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101343 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101345 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000101348 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101350 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101352 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101358 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.17 |
| | Application Support - CATS IV | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 26.91 |
| INC000000101360 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101379 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101382 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101385 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101404 | Application | Error | | Adobe Flash | | TIR Missed: | No | TIR: | 0.05 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000101409 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 15.52 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 15.52 |
| INC000000101411 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.21 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.29 |
| INC000000101414 | Application | Error | | ZENworks for Desktops | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101416 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101423 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101434 | Application | Error | | Utah Cares | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101438 | Application | Password | | Utah Master Directory | | TIR Missed: | No | TIR: | 0.15 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.11 |
| INC000000101448 | Application | Error | | None | | TIR Missed: | No | TIR: | 1.14 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.14 |
| INC000000101450 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 8.70 |
| | Application Support - EREP IA | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.70 |
| INC000000101453 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101462 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 8.69 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.69 |
| INC000000101465 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 15.68 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 15.68 |
| INC000000101467 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 14.46 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 14.46 |
| INC000000101485 | Application | None | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101486 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 8.47 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.47 |
| INC000000101495 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101505 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101513 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101516 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 20.75 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 20.75 |
| INC000000101526 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101529 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101556 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101558 | Application | Error | | SAP Frontend | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101564 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101571 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101574 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 1.39 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.39 |
| INC000000101576 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101579 | Application | Error | | BlueZone | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101583 | Application | Reporting | | ZENworks for Desktops | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101586 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101588 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101589 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.49 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.49 |
| INC000000101595 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 36.17 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 36.17 |
| INC000000101608 | Application | Error | | Utah Cares | | TIR Missed: | Yes | TIR: | 6.28 |
| | Application Support - EREP IA | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.28 |
| INC000000101609 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.72 |

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| Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.63 |
| INC000000101615 | Application | Error | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 10.70 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.70 |
| INC000000101626 | Application | Error | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101631 | Application | Error | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101637 | Application | Error | None | | TIR Missed: | Yes | TIR: | 16.76 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 16.76 |
| INC000000101650 | Application | None | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000101651 | Application | Password | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101653 | Application | None | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101666 | Application | Error | None | | TIR Missed: | No | TIR: | 0.20 |
| Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000101673 | Application | None | Contributions Automated | | TIR Missed: | No | TIR: | 0.08 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.08 |
| INC000000101690 | Application | Error | PGP | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.72 |
| INC000000101695 | Application | Password | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101699 | Application | Error | None | | TIR Missed: | No | TIR: | 0.42 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.42 |
| INC000000101709 | Application | Error | Content Manager | | TIR Missed: | No | TIR: | 0.20 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000101712 | Application | Error | Utah Works | | TIR Missed: | No | TIR: | 0.10 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000101719 | Application | Error | None | | TIR Missed: | No | TIR: | 0.03 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101725 | Application | Error | Content Manager | | TIR Missed: | No | TIR: | 0.03 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101728 | Application | Error | None | | TIR Missed: | Yes | TIR: | 4.30 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.30 |
| INC000000101729 | Application | Error | None | | TIR Missed: | Yes | TIR: | 11.20 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.20 |
| INC000000101739 | Application | Error | None | | TIR Missed: | Yes | TIR: | 11.93 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.93 |
| INC000000101741 | Application | Password | BlueZone | | TIR Missed: | No | TIR: | 0.27 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.27 |
| INC000000101742 | Application | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101745 | Application | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101746 | Application | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101757 | Application | Error | None | | TIR Missed: | Yes | TIR: | 3.80 |

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|---|---|---|---|---|---|---|---|---|---|
| | Application Support - EREP IA | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.80 |
| INC000000101763 | Application | Password | | DWS Intranet | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101768 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.05 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.05 |
| INC000000101771 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101779 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101784 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 13.63 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 13.63 |
| INC000000101787 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101799 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 10.95 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.95 |
| INC000000101820 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101824 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.11 |
| INC000000101826 | Application | Password | | DWS Capture | | TIR Missed: | No | TIR: | 0.23 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.23 |
| INC000000101854 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 10.18 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.18 |
| INC000000101878 | Application | Password | | Utah Master Directory | | TIR Missed: | No | TIR: | 0.10 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000101879 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101915 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101916 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101931 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101933 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101934 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101939 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 5.72 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.72 |
| INC000000101940 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102016 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 14.98 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 14.98 |
| INC000000102023 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102029 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 10.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 10.00 |
| INC000000102036 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102038 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.52 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.52 |
| INC000000102045 | Application | None | | None | | TIR Missed: | Yes | TIR: | 1.82 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.85 |
| INC000000102052 | Application | Error | | DateReporter | | TIR Missed: | No | TIR: | 0.21 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.21 |
| INC000000102055 | Application | Error | | Computerized Unemployı | | TIR Missed: | No | TIR: | 0.77 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.77 |
| INC000000102066 | Application | Password | | Novell GroupWise | | TIR Missed: | Yes | TIR: | 1.67 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.67 |
| INC000000102069 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102076 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102090 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102092 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.57 |
| | Metro A Hosting | Workforce Services | High | | Resolved | TTR Missed: | No | TTR: | 0.79 |
| INC000000102111 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.91 |
| INC000000102125 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102148 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102151 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102152 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102156 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102157 | Application | Password | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.10 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000102163 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102164 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102170 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102173 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102180 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102187 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.15 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.15 |
| INC000000102190 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102191 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102199 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102204 | Application | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102210 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.13 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.13 |
| INC000000102211 | Application | Error | | Contributions Automated | | TIR Missed: | Yes | TIR: | 3.18 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.18 |
| INC000000102213 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.09 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.09 |
| INC000000102224 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102231 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102235 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102238 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102240 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.39 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.71 |
| INC000000102243 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 8.29 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.29 |
| INC000000102244 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102250 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102255 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 5.09 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.09 |
| INC000000102260 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000102263 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102273 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102284 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 6.84 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.84 |
| INC000000102294 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.21 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.21 |
| INC000000102301 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102302 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102327 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.83 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.83 |
| INC000000102328 | Application | Password | | DWS Web | | TIR Missed: | Yes | TIR: | 8.82 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.82 |
| INC000000102332 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102334 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102336 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.76 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.76 |
| INC000000102337 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102340 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 11.83 |
| | Metro A Network | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.83 |
| INC000000102345 | Application | Error | | Contributions Automated | | TIR Missed: | Yes | TIR: | 4.36 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.36 |
| INC000000102347 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102351 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 8.64 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.64 |
| INC000000102352 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102354 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 4.60 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.60 |
| INC000000102367 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 4.53 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.53 |
| INC000000102369 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 11.58 |
| | Metro A Network | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.58 |
| INC000000102371 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102376 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 11.48 |
| | Metro A Network | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.48 |
| INC000000102378 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 7.92 |
| | Application Support - EREP IA | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.92 |
| INC000000102386 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 4.39 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.39 |
| INC000000102387 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102388 | Application | Error | | SAPGUI | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102389 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102390 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102393 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 7.78 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.78 |
| INC000000102397 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102399 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 4.33 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.33 |
| INC000000102403 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102415 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.03 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102417 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102421 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102428 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.45 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.90 |
| INC000000102445 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 7.29 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.29 |
| INC000000102446 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102447 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.89 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.89 |
| INC000000102458 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102461 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102463 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102465 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.68 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.68 |
| INC000000102466 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.58 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.58 |
| INC000000102478 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000102485 | Application | Error | | Contributions Automated | | TIR Missed: | Yes | TIR: | 6.85 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.85 |
| INC000000102490 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102494 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.11 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.11 |
| INC000000102501 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.65 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.65 |
| INC000000102503 | Application | None | | None | | TIR Missed: | Yes | TIR: | 1.04 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.04 |
| INC000000102506 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 3.36 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.36 |
| INC000000102509 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000102513 | Application | Error | | SAP Download Manager | | TIR Missed: | No | TIR: | 0.09 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102523 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102526 | Application | None | | BlueZone | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.37 |
| INC000000102532 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.24 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.32 |
| INC000000102537 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102542 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.47 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.47 |
| INC000000102544 | Application | Password | | None | | TIR Missed: | Yes | TIR: | 3.10 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.24 |
| INC000000102549 | Application | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102557 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102559 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102565 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.58 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.58 |
| INC000000102566 | Application | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.57 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.57 |
| INC000000102571 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102575 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102578 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 20.29 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 20.29 |
| INC000000102584 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102593 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000102596 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 2.44 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.44 |
| INC000000102600 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102603 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.32 |
| | Application Support - CATS IV | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.34 |
| INC000000102605 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102606 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102610 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.20 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000102620 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.49 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.49 |
| INC000000102624 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102633 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.16 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.16 |
| INC000000102634 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102635 | Application | Password | | SAP Frontend | | TIR Missed: | No | TIR: | 0.16 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.16 |
| INC000000102642 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102645 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.56 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.56 |
| INC000000102650 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.92 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.92 |
| INC000000102654 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 7.40 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.40 |
| INC000000102657 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102666 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.53 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.53 |
| INC000000102668 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.24 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.24 |
| INC000000102672 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102675 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000102677 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102679 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102681 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102683 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102684 | Application | None | | None | | TIR Missed: | No | TIR: | 0.94 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.59 |
| INC000000102687 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102688 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102690 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102697 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.28 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.28 |
| INC000000102704 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102720 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102722 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102737 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102740 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.61 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.61 |
| INC000000102742 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102750 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.24 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.24 |
| INC000000102768 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.71 |
| | Operations Production Control | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.78 |
| INC000000102769 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.35 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.35 |
| INC000000102776 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.37 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.37 |
| INC000000102781 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102782 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102785 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.31 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.31 |
| INC000000102788 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.33 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.33 |
| INC000000102791 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 8.04 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 8.04 |
| INC000000102795 | Application | None | | DWS Capture | | TIR Missed: | No | TIR: | 0.14 |
| | Application Support - Content Ma | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.14 |
| INC000000102796 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.11 |
| | Application Support - Content Ma | Workforce Services | Medium | | Resolved | TTR Missed: | No | TTR: | 0.11 |
| INC000000102821 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.99 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.99 |
| INC000000102831 | Application | Reporting | | Avaya Site Administratior | | TIR Missed: | No | TIR: | 0.16 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.16 |
| INC000000102834 | Application | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102839 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.62 |
| | Application Support - Web Dev | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.62 |
| INC000000102842 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.76 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.76 |
| INC000000102843 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102846 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102847 | Application | None | | None | | TIR Missed: | No | TIR: | 0.25 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.25 |
| INC000000102855 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102858 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.54 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.54 |
| INC000000102864 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.92 |
| | Application Support - Content Ma | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.04 |
| INC000000102876 | Application | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102879 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102884 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102888 | Application | Password | | Novell Messenger | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102892 | Application | Error | | None | TIR Missed: | No | TIR: | 0.12 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000102902 | Application | Error | | Contributions Automated | TIR Missed: | Yes | TIR: | 9.01 |
| Application Support - CATS IV | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.01 |
| INC000000102905 | Application | Password | | None | TIR Missed: | No | TIR: | 0.08 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.08 |
| INC000000102911 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102912 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102917 | Application | Error | | Public Assistance Case M | TIR Missed: | Yes | TIR: | 15.75 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 15.75 |
| INC000000102924 | Application | Error | | Content Manager | TIR Missed: | No | TIR: | 0.50 |
| Application Support - Content Ma | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.50 |
| INC000000102931 | Application | Password | | None | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102937 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102949 | Application | Error | | Public Assistance Case M | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102960 | Application | Error | | Public Assistance Case M | TIR Missed: | No | TIR: | 0.44 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.44 |
| INC000000102961 | Application | None | | Microsoft Office 2003 Pro | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000102966 | Application | None | | Microsoft Office 2003 Pro | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102985 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102992 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102997 | Application | Password | | None | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103001 | Application | Password | | DWS Intranet | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103003 | Application | Error | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103016 | Application | None | | None | TIR Missed: | No | TIR: | 0.09 |
| Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000103017 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103019 | Application | Error | | Public Assistance Case M | TIR Missed: | Yes | TIR: | 3.46 |
| Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.46 |
| INC000000103020 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103022 | Application | Password | | None | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103025 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 9.20 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.20 |
| INC000000103028 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103031 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103097 | Application | Password | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.13 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.13 |
| INC000000103099 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103104 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103115 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103118 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.22 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.22 |
| INC000000103120 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103122 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103128 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.21 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.21 |
| INC000000103131 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000103139 | Application | Password | | PGP | | TIR Missed: | No | TIR: | 0.04 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103143 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103146 | Application | Error | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103157 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.55 |
| | Application Support - Web Dev | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.71 |
| INC000000103161 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103163 | Application | Password | | Novell Messenger | | TIR Missed: | No | TIR: | 0.09 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000103170 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103176 | Application | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103179 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 7.89 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.89 |
| INC000000103181 | Application | Error | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.39 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.05 |
| INC000000103184 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.89 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.89 |
| INC000000103191 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103203 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 7.63 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.63 |
| INC000000103209 | Application | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000103218 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103224 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.62 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.62 |
| INC000000103242 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103243 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000103245 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103249 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.14 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.14 |
| INC000000103250 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.71 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.71 |
| INC000000103259 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103261 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103263 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103265 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103282 | Application | Password | | DWS Capture | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.14 |
| INC000000103302 | Application | None | | Microsoft Word | | TIR Missed: | No | TIR: | 0.05 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000103316 | Application | Error | | DWS Web | | TIR Missed: | Yes | TIR: | 1.09 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.48 |
| INC000000103321 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.54 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.54 |
| INC000000103339 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103344 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103345 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103356 | Application | None | | Internet Explorer | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103360 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103362 | Application | Error | | Content Manager | | TIR Missed: | Yes | TIR: | 1.61 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.61 |
| INC000000103363 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.04 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103377 | Application | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103379 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103386 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103395 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103399 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103405 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103406 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103407 | Application | None | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.37 |
| INC000000103409 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103410 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103411 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103412 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103414 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103419 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103420 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103421 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.10 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.52 |
| INC000000103422 | Application | None | | Novell GroupWise 32-bit | | TIR Missed: | No | TIR: | 0.00 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.26 |
| INC000000103427 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103433 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000103460 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.79 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.06 |
| INC000000103468 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 5.88 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.88 |
| INC000000103474 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 5.29 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.29 |
| INC000000103483 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103487 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103490 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 5.18 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.18 |
| INC000000103509 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.18 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.18 |
| INC000000103516 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.36 |
| | Application Support - Data Ware | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.29 |
| INC000000103521 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103527 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103534 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103537 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.15 |
| | Application Support - Content Ma | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.62 |
| INC000000103544 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103548 | Application | Error | | Computerized Unemployı | | TIR Missed: | Yes | TIR: | 4.08 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.08 |
| INC000000103575 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000103585 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 9.38 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.38 |
| INC000000103612 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000103639 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103663 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103681 | Application | None | | None | | TIR Missed: | No | TIR: | 0.91 |
| | Metro A Desktop Support | Workforce Services | Medium | | Resolved | TTR Missed: | No | TTR: | 0.91 |
| INC000000103686 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103687 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103690 | Application | None | | None | | TIR Missed: | Yes | TIR: | 1.20 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.20 |
| INC000000103691 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000103695 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103698 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103700 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103705 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103710 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103725 | Application | None | | None | | TIR Missed: | No | TIR: | 0.45 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.46 |
| INC000000103727 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103739 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103741 | Application | Error | | Contributions Automated | | TIR Missed: | Yes | TIR: | 1.96 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.97 |
| INC000000103752 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.89 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.62 |
| INC000000103768 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103789 | Application | None | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103792 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103794 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103795 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103797 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103805 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103807 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103816 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.58 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.58 |
| INC000000103822 | Application | Error | | DWS Capture | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000103839 | Application | None | | Computerized Unemployı | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103854 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103859 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103860 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.70 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.70 |
| INC000000103877 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.84 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.84 |
| INC000000103879 | Application | Error | | Utah Works | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103882 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103884 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103895 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103906 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103910 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103914 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103920 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103930 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103936 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103938 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103958 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103963 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.50 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.50 |
| INC000000103964 | Application | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103969 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103977 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103979 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.62 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.62 |
| INC000000103983 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000103998 | Application | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000103999 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.26 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.26 |
| INC000000104002 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104007 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 4.17 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.17 |
| INC000000104012 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104038 | Application | Reporting | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104057 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104068 | Application | Error | | PGP | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000104069 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104075 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104076 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104085 | Application | Password | | DWS Capture | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.75 |
| INC000000104090 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 3.47 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.47 |
| INC000000104094 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104096 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 4.71 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.71 |
| INC000000104099 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104101 | Application | Password | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104103 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104104 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104109 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104114 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.13 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.13 |
| INC000000104131 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104137 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104139 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 6.40 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.40 |
| INC000000104145 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104147 | Application | None | | Computerized Unemploy | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104148 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 3.38 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.38 |
| INC000000104149 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104164 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.50 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.50 |
| INC000000104165 | Application | None | | Avaya CentreVu Supervis | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104172 | Application | None | | None | | TIR Missed: | Yes | TIR: | 1.40 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.48 |
| INC000000104173 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104175 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104194 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104197 | Application | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104198 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.90 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.90 |
| INC000000104208 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104211 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104212 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.28 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.28 |
| INC000000104213 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | Application Support - Content M | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000104217 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104228 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 2.11 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.11 |
| INC000000104240 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104256 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104261 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104282 | Application | Error | | Utah Works | | TIR Missed: | Yes | TIR: | 1.96 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.96 |
| INC000000104283 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104302 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104303 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104317 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104328 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.60 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.60 |
| INC000000104329 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.81 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.81 |
| INC000000104342 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104343 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.64 |
| | Application Support - PACMIS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.64 |
| INC000000104346 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104347 | Application | Error | | None | | TIR Missed: | Yes | TIR: | 1.05 |
| | Application Support - UWORKS | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.05 |
| INC000000104354 | Application | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104361 | Application | Error | | Content Manager | | TIR Missed: | No | TIR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104364 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104379 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104393 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.10 |
| Application Support - PACMIS | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.10 |
| INC000000104399 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.44 |
| Application Support - UWORKS | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.44 |
| INC000000104401 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104412 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104428 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104429 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104432 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.56 |
| Application Support - PACMIS | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.56 |
| INC000000104456 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104468 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.23 |
| Application Support - PACMIS | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.23 |
| INC000000104481 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104495 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104510 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104518 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104536 | Application | Error | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 1.91 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.91 |
| INC000000104565 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104588 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104607 | Application | Password | | Utah Cares | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104620 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104633 | Application | Error | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.71 |
| Application Support - PACMIS | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.71 |
| INC000000104652 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104667 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.27 |
| Metro A Hosting | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.27 |
| INC000000104678 | Application | Error | | Microsoft Office 2000 Sta | | TIR Missed: | No | TIR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104689 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104694 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104721 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104733 | Application | Password | | DWS Intranet | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104736 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104742 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104743 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104751 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104754 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104780 | Application | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104786 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104799 | Application | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| **Billing** | | | | | | | | | |
| INC000000101522 | Billing | None | | None | | TIR Missed: | Yes | TIR: | 1.40 |
| Billing | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.40 |
| **Mainframe** | | | | | | | | | |
| INC000000086793 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086813 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000086823 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.06 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000086861 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086877 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000086879 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.10 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000086888 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000086908 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.08 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000086965 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087015 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087032 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087048 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087079 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000087097 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087160 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087179 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087202 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087248 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087274 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087300 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087376 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087801 | Mainframe | Error | | None | | TIR Missed: | No | TIR: | 0.56 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.56 |
| INC000000087811 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000088147 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088327 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088603 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000088672 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088777 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000088801 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000088821 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089037 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089257 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089558 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089572 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090066 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090301 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090412 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.11 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000090467 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090655 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090724 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090763 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090780 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090815 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090914 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090964 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091015 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091145 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091193 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091194 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.18 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000091198 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000091210 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091320 | Mainframe | Password | | None | | TIR Missed: | Yes | TIR: | 5.71 |
| | Operations Production Control | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.71 |
| INC000000091334 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091426 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.20 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.20 |
| INC000000091462 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091492 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091610 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091779 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091856 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.21 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.21 |
| INC000000091881 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091924 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091940 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092041 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092297 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092444 | Mainframe | Password | | Office of Recovery Servic | | TIR Missed: | No | TIR: | 0.03 |
| | Metro B Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092540 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092552 | Mainframe | Password | | None | | TIR Missed: | Yes | TIR: | 10.29 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 10.29 |
| INC000000092806 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092912 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092921 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092922 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092926 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092938 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092980 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092982 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093016 | Mainframe | None | | None | | TIR Missed: | Yes | TIR: | 42.49 |
| | Application Support - PACMIS | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 42.49 |
| INC000000093132 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093259 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093388 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093424 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093492 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093699 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093823 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093835 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093873 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094063 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094322 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094402 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094412 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094492 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094591 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094725 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094734 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094754 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095033 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095153 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095423 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095461 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095602 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095615 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095743 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095793 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095816 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095846 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095940 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095970 | Mainframe | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096077 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096162 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096195 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096207 | Mainframe | Password | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096301 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096306 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.19 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000096359 | Mainframe | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000096511 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096624 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096780 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097157 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097212 | Mainframe | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097490 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000097503 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097534 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097624 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097747 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000097751 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097770 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097796 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000097813 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.20 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000097854 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000097989 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098034 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098051 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098071 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098091 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098100 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098215 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098284 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098386 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098472 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098583 | Mainframe | Password | | Public Assistance Case M | | TIR Missed: | Yes | TIR: | 2.66 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.66 |
| INC000000098677 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098773 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098814 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098825 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098828 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098932 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099026 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099036 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099052 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099100 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099164 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099169 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099171 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099175 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099176 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099181 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099285 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099403 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099520 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099714 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099781 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100204 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100206 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100215 | Mainframe | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100227 | Mainframe | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100231 | Mainframe | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100235 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100240 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100242 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100247 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100249 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100447 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100464 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100479 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100583 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100775 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100961 | Mainframe | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101188 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101190 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101214 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101252 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101293 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101301 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101659 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101669 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101797 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102053 | Mainframe | Password | | Public Assistance Case M | | TIR Missed: | No | TIR: | 0.23 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.23 |
| INC000000102128 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102168 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102179 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102189 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102195 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102198 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102217 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.07 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000102236 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102253 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102282 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102310 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.06 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000102323 | Mainframe | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102325 | Mainframe | Password | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102412 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102589 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102787 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |

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| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102910 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102918 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103045 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103093 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103126 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103174 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103201 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103204 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103272 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103342 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103454 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103473 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103551 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000103563 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103602 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103669 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.85 |
| INC000000103819 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000104127 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104141 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104152 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104154 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104181 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104251 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104375 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |

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| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104384 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104546 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104606 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104801 | Mainframe | Password | | BlueZone | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| **Mobile Devices** | | | | | | | | | |
| INC000000096878 | Mobile Devices | Error | | BlackBerry | | TIR Missed: | No | TIR: | 0.41 |
| Capitol Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.58 |
| INC000000102853 | Mobile Devices | None | | BlackBerry | | TIR Missed: | No | TIR: | 0.28 |
| Capitol Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.28 |
| **Network** | | | | | | | | | |
| INC000000074867 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.12 |
| Metro A Hosting | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.66 |
| INC000000085816 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.64 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.64 |
| INC000000086723 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000086764 | Network | Incident | | Novell Client for 32-bit Wi | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000086833 | Network | Password | | Novell Client for 32-bit Wi | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000086850 | Network | Incident | | None | | TIR Missed: | Yes | TIR: | 4.10 |
| Metro D North Desktop Support | | Workforce Services | Medium | | Closed | TTR Missed: | Yes | TTR: | 4.10 |
| INC000000087033 | Network | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087308 | Network | Virus | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000087369 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.88 |
| INC000000087587 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087589 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.06 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000087639 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088204 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.13 |
| Metro A Help Desk | | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000088282 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000088381 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088508 | Network | None | | None | | TIR Missed: | Yes | TIR: | 1.17 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.22 |
| INC000000088561 | Network | None | | None | | TIR Missed: | Yes | TIR: | 1.06 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.06 |
| INC000000088624 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088795 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000088800 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.08 |
| | Network Operations | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.49 |
| INC000000088988 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000089207 | Network | None | | None | | TIR Missed: | No | TIR: | 0.33 |
| | Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.89 |
| INC000000089268 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089422 | Network | Virus | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000089809 | Network | Password | | None | | TIR Missed: | Yes | TIR: | 1.93 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.59 |
| INC000000089988 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090231 | Network | Virus | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000090312 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090317 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.05 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000090379 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.35 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.80 |
| INC000000090402 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090419 | Network | Error | | None | | TIR Missed: | Yes | TIR: | 2.42 |
| | Application Support - Web Dev | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.42 |
| INC000000090430 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.35 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.35 |
| INC000000090431 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090595 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090626 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090709 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090716 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | High | | Closed | TTR Missed: | No | TTR: | 1.11 |
| INC000000090727 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.33 |
| INC000000090733 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000090737 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.33 |

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|---|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.36 |
| INC000000090767 | Network | Password | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.55 |
| INC000000090818 | Network | Password | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000090852 | Network | Performance | None | | TIR Missed: | No | TIR: | 0.19 |
| Network Operations | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 1.68 |
| INC000000090983 | Network | Incident | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.77 |
| INC000000091151 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091152 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091155 | Network | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091157 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091160 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091164 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091174 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091177 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091179 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091184 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091185 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091195 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091197 | Network | None | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091202 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091220 | Network | Password | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091290 | Network | Password | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091307 | Network | Password | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091344 | Network | Incident | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091346 | Network | Password | None | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091348 | Network | Incident | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091349 | Network | Incident | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091351 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091353 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091358 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091359 | Network | Error | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091362 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091365 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091369 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091373 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091375 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091377 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091379 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091381 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091383 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091388 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091389 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091392 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091396 | Network | Error | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091401 | Network | Error | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091404 | Network | Error | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091411 | Network | Error | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091413 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091416 | Network | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091676 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091677 | Network | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091678 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091680 | Network | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091681 | Network | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091683 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091684 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091685 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091782 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091783 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091787 | Network | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091794 | Network | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091795 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091840 | Network | Error | Contributions Automated | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091849 | Network | Error | Microsoft Excel | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091869 | Network | Error | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.35 |
| Rural Central Desktop Support | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.35 |
| INC000000091888 | Network | Password | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091895 | Network | Error | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091983 | Network | Password | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro B Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000092022 | Network | Password | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092052 | Network | Error | None | | TIR Missed: | No | TIR: | 0.44 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.44 |
| INC000000092133 | Network | None | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092271 | Network | Virus | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092291 | Network | Virus | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092351 | Network | Password | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092499 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092530 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092605 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092735 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.25 |
| INC000000092737 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092763 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092788 | Network | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092832 | Network | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092860 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092863 | Network | None | | None | | TIR Missed: | No | TIR: | 0.30 |
| | Network Operations | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.24 |
| INC000000092902 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092904 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092974 | Network | Password | | None | | TIR Missed: | Yes | TIR: | 3.14 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.14 |
| INC000000093034 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.51 |
| INC000000093105 | Network | None | | None | | TIR Missed: | No | TIR: | 0.29 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093255 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093329 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093375 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093379 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.11 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000093415 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093763 | Network | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093764 | Network | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093799 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093891 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.62 |
| INC000000094086 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000094088 | Network | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094112 | Network | None | | None | | TIR Missed: | Yes | TIR: | 4.13 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.13 |
| INC000000094127 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094257 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.74 |
| INC000000094305 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro B Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094462 | Network | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094482 | Network | None | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.05 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000094498 | Network | None | | None | | TIR Missed: | No | TIR: | 0.94 |
| | Metro D North Desktop Support | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 3.86 |
| INC000000094523 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.19 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094579 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094644 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094700 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro B Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094740 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094744 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000094753 | Network | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.88 |
| INC000000094813 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000094888 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.86 |
| INC000000095118 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095129 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000095172 | Network | Performance | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095313 | Network | Error | | Microsoft Windows XP P | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095544 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095554 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095596 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095652 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000095722 | Network | Performance | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095732 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095735 | Network | None | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095740 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095760 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095812 | Network | None | | None | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095905 | Network | None | | None | | TIR Missed: | No | TIR: | 0.31 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.31 |
| INC000000095943 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096131 | Network | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000096415 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096448 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.33 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.33 |
| INC000000096640 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| INC000000096640 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.80 |
| | Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| | Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.80 |
| INC000000096948 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096960 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097164 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000097179 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000097180 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097191 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000097338 | Network | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097592 | Network | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097847 | Network | None | | None | | TIR Missed: | No | TIR: | 0.25 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.25 |
| INC000000097901 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000098007 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098274 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098651 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000098671 | Network | None | | None | | TIR Missed: | Yes | TIR: | 1.26 |
| | Application Support - Content M | Workforce Services | Medium | | Resolved | TTR Missed: | No | TTR: | 1.26 |
| INC000000098676 | Network | Performance | | eFIND/eSHARE | | TIR Missed: | Yes | TIR: | 1.67 |
| | Application Support - EFIND | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.67 |
| INC000000098683 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098705 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098710 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098711 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098714 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098720 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098728 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098729 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.05 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000098744 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098746 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098750 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098752 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098758 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098765 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098771 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098776 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098779 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098784 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098791 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.08 |
| INC000000098798 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098799 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098812 | Network | None | | Novell Client for 32-bit Wi | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098822 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.08 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.08 |
| INC000000098837 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000098842 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098850 | Network | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098854 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098861 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098864 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098879 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098896 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098898 | Network | Error | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098899 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098903 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098906 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098913 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098927 | Network | Password | | Novell Client for 32-bit Wi | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098941 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000098944 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000098951 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000098965 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098969 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098970 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099020 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099022 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099074 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.09 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.38 |
| INC000000099079 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.04 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000099127 | Network | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099130 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099131 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099135 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099138 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099140 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099143 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099147 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099149 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099151 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099153 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099155 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099157 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099158 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099159 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099163 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099177 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099179 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099214 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.04 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000099244 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.17 |
| | Application Support - EREP IA | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.44 |
| INC000000099283 | Network | None | | None | | TIR Missed: | No | TIR: | 0.11 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099296 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099304 | Network | None | | None | | TIR Missed: | Yes | TIR: | 2.52 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.52 |
| INC000000099311 | Network | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.37 |
| INC000000099415 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099439 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099502 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099583 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099589 | Network | Error | | DWS Web | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099600 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.14 |
| INC000000099601 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.09 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099604 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099605 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099611 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000099726 | Network | Incident | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099810 | Network | Error | | ZENworks for Desktops | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099823 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.40 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 22.07 |
| INC000000099915 | Network | Error | | Internet Explorer | | TIR Missed: | No | TIR: | 0.65 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.65 |
| INC000000100022 | Network | None | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000100252 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000100427 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.21 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.21 |
| INC000000100584 | Network | None | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.30 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.30 |
| INC000000100599 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100762 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.70 |
| | Network Operations | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.23 |
| INC000000101184 | Network | Incident | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000101271 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101296 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000101458 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.19 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.19 |
| INC000000101630 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101635 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101682 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102020 | Network | None | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102024 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102033 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102039 | Network | Error | | None | | TIR Missed: | Yes | TIR: | 3.53 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.53 |
| INC000000102042 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | Yes | TIR: | 1.20 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.20 |
| INC000000102046 | Network | Error | | None | | TIR Missed: | Yes | TIR: | 5.43 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.43 |
| INC000000102061 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.17 |
| INC000000102100 | Network | None | | None | | TIR Missed: | No | TIR: | 0.82 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.82 |
| INC000000102185 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102186 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102193 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102197 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102205 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102208 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102259 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102261 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102268 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102270 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102275 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102290 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102293 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102295 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102297 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102308 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102309 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102312 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102314 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.14 |
| INC000000102315 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102341 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102348 | Network | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102349 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102511 | Network | Password | | Utah Works | | TIR Missed: | No | TIR: | 0.01 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102530 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102534 | Network | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.19 |
| INC000000102539 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102540 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.28 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.28 |
| INC000000102680 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102689 | Network | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102805 | Network | None | | None | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102808 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102810 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102813 | Network | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102819 | Network | None | | None | | TIR Missed: | No | TIR: | 0.44 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.44 |
| INC000000102823 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102903 | Network | Incident | | Novell GroupWise 32-bit | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000102934 | Network | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103023 | Network | Password | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.97 |
| INC000000103102 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.12 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000103144 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.02 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103156 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.01 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000103164 | Network | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103374 | Network | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.03 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103533 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.08 |
| INC000000103599 | Network | None | | None | | TIR Missed: | Yes | TIR: | 3.31 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.51 |
| INC000000103614 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103655 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.18 |
| INC000000103673 | Network | None | | None | | TIR Missed: | Yes | TIR: | 2.38 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.38 |
| INC000000103680 | Network | Password | | None | | TIR Missed: | Yes | TIR: | 2.31 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.33 |
| INC000000103688 | Network | None | | None | | TIR Missed: | Yes | TIR: | 2.18 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.20 |
| INC000000103692 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103746 | Network | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000104062 | Network | None | | None | | TIR Missed: | No | TIR: | 0.21 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.86 |
| INC000000104083 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| | DWS Applications Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104095 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104098 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.88 |
| INC000000104128 | Network | Performance | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104254 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104447 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104517 | Network | Error | | None | | TIR Missed: | No | TIR: | 0.09 |
| Security | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.91 |
| INC000000104662 | Network | None | | Novell ConsoleOne | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104695 | Network | Incident | | None | | TIR Missed: | No | TIR: | 0.00 |
| Network Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104788 | Network | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.00 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| **PC/Laptop** | | | | | | | | | |
| INC000000081436 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.91 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.95 |
| INC000000085335 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.97 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.97 |
| INC000000085339 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.84 |
| INC000000085778 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000086212 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.34 |
| INC000000086805 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.25 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.25 |
| INC000000086810 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000086817 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.12 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000086874 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000086901 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000086932 | PC/Laptop | Virus | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.13 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000086934 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.15 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000087041 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087043 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000087218 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000087245 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.08 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000087426 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.11 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.09 |
| INC000000087542 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000087745 | PC/Laptop | Virus | | Symantec AntiVirus | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000087825 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000087877 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.08 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000087946 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.10 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000087996 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.35 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.35 |
| INC000000088178 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.17 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.17 |
| INC000000088252 | PC/Laptop | Virus | | None | | TIR Missed: | Yes | TIR: | 1.58 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.06 |
| INC000000088286 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.08 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000088291 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000088311 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.48 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.59 |
| INC000000088318 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.37 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.99 |
| INC000000088333 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.35 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.62 |
| INC000000088396 | PC/Laptop | Hardware | | None | | TIR Missed: | Yes | TIR: | 1.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.05 |
| INC000000088749 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.28 |
| INC000000088786 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.09 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000088816 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088845 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000088984 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.29 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.29 |
| INC000000088991 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.17 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.17 |
| INC000000089195 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000089342 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000089462 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.12 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000089594 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.29 |
| Metro B Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.29 |
| INC000000089607 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089610 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000089647 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089671 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000089709 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.35 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.35 |
| INC000000089723 | PC/Laptop | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.08 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000089814 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 1.92 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.60 |
| INC000000089818 | PC/Laptop | Error | | None | | TIR Missed: | Yes | TIR: | 2.07 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.38 |
| INC000000089866 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.24 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.24 |
| INC000000089886 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000090080 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.06 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000090133 | PC/Laptop | Performance | | None | | TIR Missed: | Yes | TIR: | 4.69 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.99 |
| INC000000090281 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000090328 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000090333 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000090361 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090384 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.19 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000090416 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090420 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090422 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090424 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090425 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000090427 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090432 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090434 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090436 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090444 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090445 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090447 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090449 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000090452 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090454 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090458 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090459 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090463 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090466 | PC/Laptop | Virus | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.12 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000090526 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090596 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090598 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090599 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090600 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090602 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090603 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090604 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090605 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090606 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000090607 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090608 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090609 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090610 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090611 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090612 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090613 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090614 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090615 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090617 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090618 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090619 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090620 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090621 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090622 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090623 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090624 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090625 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090627 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090628 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090629 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090630 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090631 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090632 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central | Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000090633 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090634 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090635 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090636 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090637 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090638 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090639 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090640 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090641 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090642 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090643 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090644 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090645 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090646 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090647 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090648 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090649 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090650 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090651 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090652 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090653 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090811 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.14 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000090833 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000090960 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000090977 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.72 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.72 |
| INC000000091181 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091305 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.47 |
| INC000000091434 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.08 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000091513 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.87 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.87 |
| INC000000091550 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.36 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000091570 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.09 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000091656 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.47 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.47 |
| INC000000091674 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091757 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091769 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000091864 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091930 | PC/Laptop | Hardware | | None | | TIR Missed: | Yes | TIR: | 1.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.03 |
| INC000000091981 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092362 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.58 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.58 |
| INC000000092376 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092433 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092455 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.09 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.46 |
| INC000000092467 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.67 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.67 |
| INC000000092495 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.39 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092508 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092509 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092582 | PC/Laptop | Error | | None | | TIR Missed: | Yes | TIR: | 1.64 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.14 |
| INC000000092760 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000092835 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092868 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092986 | PC/Laptop | Error | | None | | TIR Missed: | Yes | TIR: | 1.37 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.44 |
| INC000000093026 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.05 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000093029 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000093040 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.08 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000093043 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000093067 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.71 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.71 |
| INC000000093074 | PC/Laptop | Virus | | None | | TIR Missed: | Yes | TIR: | 1.09 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.09 |
| INC000000093101 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000093117 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.11 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000093265 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093266 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.08 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000093271 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093464 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.23 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000093479 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093532 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093536 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093557 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.36 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000093706 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000093723 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093744 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Hosting | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 7.92 |
| INC000000093757 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093772 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |

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|---|---|---|---|---|---|---|---|---|---|---|
| INC000000093773 | PC/Laptop | Performance | | None | | | TIR Missed: | No | TIR: | 0.01 |
| Rural South Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093882 | PC/Laptop | None | | None | | | TIR Missed: | No | TIR: | 0.24 |
| Metro A Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | Yes | TTR: | 10.38 |
| INC000000093924 | PC/Laptop | None | | None | | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093932 | PC/Laptop | Virus | | None | | | TIR Missed: | No | TIR: | 0.20 |
| Metro A Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 2.71 |
| INC000000093935 | PC/Laptop | None | | None | | | TIR Missed: | No | TIR: | 0.67 |
| Metro A Desktop Support | | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.67 |
| INC000000093937 | PC/Laptop | Virus | | Symantec AntiVirus | | | TIR Missed: | No | TIR: | 0.36 |
| Rural Central Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000093969 | PC/Laptop | None | | None | | | TIR Missed: | No | TIR: | 1.66 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 1.66 |
| INC000000093981 | PC/Laptop | Performance | | None | | | TIR Missed: | No | TIR: | 0.14 |
| Metro A Desktop Support | | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.14 |
| INC000000093987 | PC/Laptop | Error | | None | | | TIR Missed: | No | TIR: | 0.25 |
| Metro A Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 2.22 |
| INC000000094017 | PC/Laptop | Hardware | | None | | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000094031 | PC/Laptop | None | | None | | | TIR Missed: | No | TIR: | 0.81 |
| Rural South Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.81 |
| INC000000094154 | PC/Laptop | None | | None | | | TIR Missed: | No | TIR: | 0.20 |
| Metro A Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 1.48 |
| INC000000094338 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000094356 | PC/Laptop | Performance | | None | | | TIR Missed: | No | TIR: | 0.23 |
| Rural South Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.66 |
| INC000000094378 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094430 | PC/Laptop | None | | None | | | TIR Missed: | No | TIR: | 0.67 |
| Metro A Desktop Support | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.67 |
| INC000000094447 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094450 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094451 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094454 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094485 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.12 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000094525 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.36 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.36 |
| INC000000094559 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094756 | PC/Laptop | Password | | None | | | TIR Missed: | No | TIR: | 0.83 |
| Metro A Help Desk | | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.83 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000094772 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.64 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.64 |
| INC000000094776 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.31 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.31 |
| INC000000095074 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095199 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095201 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 4.78 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.78 |
| INC000000095267 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000095282 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095310 | PC/Laptop | Performance | | None | | TIR Missed: | Yes | TIR: | 2.80 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.80 |
| INC000000095349 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000095367 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095381 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095393 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000095571 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095613 | PC/Laptop | Performance | | None | | TIR Missed: | Yes | TIR: | 1.23 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.23 |
| INC000000095862 | PC/Laptop | Performance | | Internet Explorer | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095870 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000095946 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.96 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.96 |
| INC000000095953 | PC/Laptop | Performance | | None | | TIR Missed: | Yes | TIR: | 5.31 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.31 |
| INC000000096127 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.44 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.44 |
| INC000000096397 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.71 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.86 |
| INC000000096545 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.74 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.01 |
| INC000000096632 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000096659 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000096690 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.22 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000096696 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.06 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000096702 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.14 |
| Rural South Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.14 |
| INC000000096735 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000096885 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.87 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.87 |
| INC000000097093 | PC/Laptop | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097109 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.57 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.57 |
| INC000000097184 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.43 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.96 |
| INC000000097198 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.67 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.67 |
| INC000000097259 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097303 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097392 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000097463 | PC/Laptop | Password | | Novell Client for 32-bit Wi | | TIR Missed: | No | TIR: | 0.30 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000097533 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.15 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000097603 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.19 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.19 |
| INC000000097660 | PC/Laptop | Password | | Novell Client for 32-bit Wi | | TIR Missed: | No | TIR: | 0.16 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.16 |
| INC000000097692 | PC/Laptop | Password | | Novell Client for 32-bit Wi | | TIR Missed: | No | TIR: | 0.12 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000097715 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.09 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.09 |
| INC000000097724 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.17 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.17 |
| INC000000097940 | PC/Laptop | Performance | | None | | TIR Missed: | Yes | TIR: | 2.73 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.42 |
| INC000000098001 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.86 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.86 |
| INC000000098011 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.48 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.35 |
| INC000000098134 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.18 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.01 |
| INC000000098342 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098675 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000098708 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098719 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.79 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.79 |
| INC000000098735 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000098739 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099015 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099156 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.07 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000099161 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099208 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000099227 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000099229 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000099291 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.26 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.26 |
| INC000000099441 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.22 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.22 |
| INC000000099517 | PC/Laptop | Virus | | Symantec Endpoint Prote | | TIR Missed: | No | TIR: | 0.06 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.06 |
| INC000000099608 | PC/Laptop | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.23 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.25 |
| INC000000099639 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.31 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099739 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.01 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.32 |
| INC000000099786 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.07 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000099815 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.12 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000099843 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.38 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.38 |
| INC000000099910 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100469 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100481 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.18 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000100637 | PC/Laptop | Error | | Microsoft Publisher | | TIR Missed: | No | TIR: | 0.14 |
| Rural South Desktop Support | | Workforce Services | Medium | | Resolved | TTR Missed: | No | TTR: | 0.14 |
| INC000000100787 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.21 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.63 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000100955 | PC/Laptop | Performance | | None | | TIR Missed: | Yes | TIR: | 1.23 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.23 |
| INC000000101128 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.21 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.21 |
| INC000000101210 | PC/Laptop | None | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.29 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.29 |
| INC000000101253 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.18 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.32 |
| INC000000101277 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.11 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.11 |
| INC000000101344 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.10 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.10 |
| INC000000101403 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101410 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101412 | PC/Laptop | Error | | Contributions Automated | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101480 | PC/Laptop | Password | | PGP | | TIR Missed: | No | TIR: | 0.31 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.31 |
| INC000000101508 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000101633 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101639 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro D North Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101727 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101730 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.02 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101813 | PC/Laptop | Performance | | None | | TIR Missed: | Yes | TIR: | 1.06 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.72 |
| INC000000102007 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102088 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102098 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.80 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.80 |
| INC000000102102 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.81 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.81 |
| INC000000102106 | PC/Laptop | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.13 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102178 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.26 |
| INC000000102223 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102242 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 2.99 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.99 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000102262 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.06 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102405 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000102430 | PC/Laptop | Performance | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000102437 | PC/Laptop | Error | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.05 |
| INC000000102483 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.25 |
| INC000000102495 | PC/Laptop | Password | | Novell Client for 32-bit W | | TIR Missed: | No | TIR: | 0.17 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.17 |
| INC000000102569 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 2.19 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.19 |
| INC000000102671 | PC/Laptop | Virus | | None | | TIR Missed: | No | TIR: | 0.84 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.85 |
| INC000000102786 | PC/Laptop | Performance | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000102867 | PC/Laptop | None | | Roxio Media Manager | | TIR Missed: | No | TIR: | 0.07 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000103147 | PC/Laptop | Virus | | None | | TIR Missed: | Yes | TIR: | 1.30 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.30 |
| INC000000103169 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103175 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103182 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000103397 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 2.50 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.50 |
| INC000000103553 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103664 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 5.29 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.29 |
| INC000000103682 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000103704 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.13 |
| INC000000103717 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 4.64 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.64 |
| INC000000103723 | PC/Laptop | Password | | None | | TIR Missed: | No | TIR: | 0.17 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.18 |
| INC000000103730 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 3.18 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.18 |
| INC000000103835 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.46 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.46 |
| INC000000103873 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.17 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000104089 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000104142 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104144 | PC/Laptop | None | | None | | TIR Missed: | Yes | TIR: | 1.12 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.58 |
| INC000000104236 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104305 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.44 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.44 |
| INC000000104344 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104553 | PC/Laptop | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000104656 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104715 | PC/Laptop | Error | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104772 | PC/Laptop | Hardware | | None | | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| **Print/Copy/Scan/Fax** | | | | | | | | | |
| INC000000043534 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.65 |
| Application Support - CUBS | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 601.24 |
| INC000000056732 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | Yes | TIR: | 410.78 |
| Application Support - CUBS | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 410.78 |
| INC000000084074 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.12 |
| Voice Operations | | Workforce Services | Medium | | Closed | TTR Missed: | Yes | TTR: | 8.29 |
| INC000000087013 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.03 |
| Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000087109 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.79 |
| Metro A Desktop Support | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.79 |
| INC000000087663 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088020 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.09 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.09 |
| INC000000088122 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000088241 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.06 |
| Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000088276 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.05 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000088757 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088841 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000088954 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 1.03 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.03 |
| INC000000089102 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.05 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089218 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089292 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.47 |
| INC000000089522 | Print/Copy/Scan/Fax | Incident | | Microsoft Word | | TIR Missed: | No | TIR: | 0.13 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000089787 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.05 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000089981 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000090340 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.49 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.49 |
| INC000000090440 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000090601 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090782 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.05 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000091205 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091280 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091394 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.43 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.43 |
| INC000000091415 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091457 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091564 | Print/Copy/Scan/Fax | Paper Jam | | None | | TIR Missed: | Yes | TIR: | 1.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.24 |
| INC000000091665 | Print/Copy/Scan/Fax | None | | eFIND/eSHARE | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091693 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091799 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000091803 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000091865 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092054 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.20 |
| INC000000092093 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.88 |
| INC000000092125 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.05 |
| INC000000092146 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092232 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000092273 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092476 | Print/Copy/Scan/Fax | Paper Jam | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092479 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092486 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092492 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092502 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092645 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.16 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000092663 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.31 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.31 |
| INC000000092783 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000092804 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000092809 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092811 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092814 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092816 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092821 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092822 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092823 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092837 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092842 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092845 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092847 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092851 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092852 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |

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| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092853 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092855 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092857 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092858 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000092915 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.07 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000093420 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.08 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.08 |
| INC000000093449 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000093569 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093581 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000093583 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093584 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000093599 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000093695 | Print/Copy/Scan/Fax | Paper Jam | | None | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000093752 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094115 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 1.30 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 3.85 |
| INC000000094129 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000094407 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000094483 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000094905 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.30 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.30 |
| INC000000094908 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095016 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.37 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.07 |
| INC000000095087 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.10 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.10 |
| INC000000095161 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000095194 | Print/Copy/Scan/Fax | Toner/Fuser/Ink | | None | | TIR Missed: | No | TIR: | 0.03 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000095245 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.06 |
| INC000000095676 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000095983 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.44 |
| | Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.44 |
| INC000000096026 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096232 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000096604 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000096967 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.24 |
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.35 |
| INC000000097376 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | Yes | TIR: | 5.15 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.17 |
| INC000000097450 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.11 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.73 |
| INC000000097528 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000098085 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000098593 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000098733 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.69 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.69 |
| INC000000098921 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.40 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.29 |
| INC000000099021 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.90 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.30 |
| INC000000099259 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099406 | Print/Copy/Scan/Fax | Incident | | Sharpdesk | | TIR Missed: | No | TIR: | 0.51 |
| | Rural South Desktop Support | Workforce Services | Medium | | Resolved | TTR Missed: | No | TTR: | 0.51 |
| INC000000099446 | Print/Copy/Scan/Fax | Queue | | Sharpdesk | | TIR Missed: | No | TIR: | 0.02 |
| | Rural South Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099457 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099461 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.36 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.39 |
| INC000000099500 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000099622 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099685 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099773 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.02 |

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| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100052 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.20 |
| | Metro A Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.20 |
| INC000000100205 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000100432 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100544 | Print/Copy/Scan/Fax | Incident | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000100653 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 6.04 |
| INC000000100754 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000100800 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000100849 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 1.25 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.55 |
| INC000000101006 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 1.21 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.21 |
| INC000000101030 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101268 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101394 | Print/Copy/Scan/Fax | Error Code | | Microsoft Windows XP Pr | | TIR Missed: | No | TIR: | 0.07 |
| | Metro D North Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.07 |
| INC000000101419 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | No | TIR: | 0.03 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| INC000000101429 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.07 |
| INC000000101542 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 1.80 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.11 |
| INC000000101761 | Print/Copy/Scan/Fax | Queue | | None | | TIR Missed: | No | TIR: | 0.04 |
| | Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000101843 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000101845 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| | Rural Central Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000102414 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 3.03 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.13 |
| INC000000102520 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 1.04 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.75 |
| INC000000102563 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 1.47 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.47 |
| INC000000102678 | Print/Copy/Scan/Fax | Error Code | | None | | TIR Missed: | Yes | TIR: | 5.34 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.34 |
| INC000000102682 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 5.68 |
| | Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.68 |
| INC000000102714 | Print/Copy/Scan/Fax | None | | None | | TIR Missed: | Yes | TIR: | 3.34 |

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|---|---|---|---|---|---|---|---|---|---|
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 3.34 |
| INC000000102801 | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | TIR: | 0.38 |
| Mainframe Systems Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.38 |
| INC000000103101 | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | TIR: | 0.02 |
| Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000103110 | Print/Copy/Scan/Fax | None | None | | TIR Missed: | Yes | TIR: | 1.05 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.05 |
| INC000000103754 | Print/Copy/Scan/Fax | None | None | | TIR Missed: | Yes | TIR: | 1.84 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 4.34 |
| INC000000103782 | Print/Copy/Scan/Fax | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.25 |
| INC000000104116 | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | TIR: | 0.00 |
| Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000104247 | Print/Copy/Scan/Fax | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000104729 | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: | No | TIR: | 0.00 |
| Help Desk | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| **Remote Connectivity** | | | | | | | | |
| INC000000086969 | Remote Connectivity | None | None | | TIR Missed: | No | TIR: | 0.07 |
| Metro D North Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000087841 | Remote Connectivity | Performance | None | | TIR Missed: | No | TIR: | 0.06 |
| Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.05 |
| INC000000092711 | Remote Connectivity | None | None | | TIR Missed: | No | TIR: | 0.09 |
| Network Operations | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 43.47 |
| INC000000095872 | Remote Connectivity | None | Cisco Systems VPN Clier | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000098629 | Remote Connectivity | Error | None | | TIR Missed: | No | TIR: | 0.04 |
| Network Operations | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.55 |
| **Server** | | | | | | | | |
| INC000000088235 | Server | Error | None | | TIR Missed: | Yes | TIR: | 4.38 |
| Application Support - CATS IV | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.71 |
| INC000000088363 | Server | None | None | | TIR Missed: | No | TIR: | 0.74 |
| INC000000088363 | Server | None | None | | TIR Missed: | No | TIR: | 4.95 |
| Metro A Network | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.74 |
| Metro A Network | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 4.95 |
| INC000000091354 | Server | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091386 | Server | Error | None | | TIR Missed: | No | TIR: | 0.01 |
| Rural Central Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091985 | Server | Error | None | | TIR Missed: | No | TIR: | 0.15 |
| Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000091997 | Server | Error | None | | TIR Missed: | No | TIR: | 0.15 |
| Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.22 |
| INC000000092113 | Server | Error | None | | TIR Missed: | Yes | TIR: | 2.50 |
| Application Support - EREP IA | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.57 |
| INC000000092819 | Server | Performance | None | | TIR Missed: | No | TIR: | 0.16 |
| Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.16 |
| INC000000093280 | Server | Performance | None | | TIR Missed: | No | TIR: | 0.65 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Rural South Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.90 |
| INC000000096790 | Server | Performance | | None | | TIR Missed: | No | TIR: | 0.08 |
| | Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.81 |
| INC000000096836 | Server | Performance | | None | | TIR Missed: | No | TIR: | 0.12 |
| | Metro A Hosting | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000097274 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.03 |
| | DWS Applications Help Desk | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097499 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.99 |
| | Metro A Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.99 |
| INC000000099221 | Server | Error | | None | | TIR Missed: | Yes | TIR: | 7.02 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.02 |
| INC000000099655 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.76 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.76 |
| INC000000099719 | Server | Performance | | None | | TIR Missed: | No | TIR: | 0.24 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.24 |
| INC000000099731 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.74 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.74 |
| INC000000099768 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.18 |
| INC000000101038 | Server | None | | None | | TIR Missed: | Yes | TIR: | 11.10 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 11.10 |
| INC000000102375 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.18 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.89 |
| INC000000102381 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.15 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.76 |
| INC000000102550 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.30 |
| INC000000102550 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.79 |
| | Capitol Hosting | Workforce Services | High | | Resolved | TTR Missed: | No | TTR: | 0.30 |
| | Capitol Hosting | Workforce Services | High | | Resolved | TTR Missed: | No | TTR: | 0.80 |
| INC000000102628 | Server | Error | | None | | TIR Missed: | No | TIR: | 0.44 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.44 |
| INC000000103207 | Server | Error | | None | | TIR Missed: | Yes | TIR: | 5.20 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 5.20 |
| INC000000103208 | Server | Error | | None | | TIR Missed: | Yes | TIR: | 7.90 |
| | Metro A Hosting | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 7.90 |
| INC000000103371 | Server | Performance | | Novell GroupWise | | TIR Missed: | No | TIR: | 0.03 |
| | Rural South Desktop Support | Workforce Services | Medium | | Resolved | TTR Missed: | No | TTR: | 0.03 |
| **Telecom** | | | | | | | | | |
| INC000000083326 | Telecom | Call/Receive | | None | | TIR Missed: | No | TIR: | 0.06 |
| | Voice Operations | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 15.45 |
| INC000000084250 | Telecom | Hardware | | None | | TIR Missed: | No | TIR: | 0.11 |
| | Voice/Data/WAN Services | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.34 |
| INC000000085907 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.07 |
| | Voice Operations | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.19 |
| INC000000086796 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.35 |
| | Capitol Desktop Support | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.35 |
| INC000000087204 | Telecom | Hardware | | None | | TIR Missed: | No | TIR: | 0.42 |
| | Voice/Data/WAN Services | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.42 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000087545 | Telecom | Dial Tone | | None | | TIR Missed: | No | TIR: | 0.15 |
| Voice Operations | | Workforce Services | Critical | | Closed | TTR Missed: | No | TTR: | 1.02 |
| INC000000088052 | Telecom | Feature | | None | | TIR Missed: | No | TIR: | 0.21 |
| Voice/Data/WAN Services | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.46 |
| INC000000088480 | Telecom | Area Code | | None | | TIR Missed: | No | TIR: | 0.61 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.62 |
| INC000000088515 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.24 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.30 |
| INC000000088587 | Telecom | Hardware | | None | | TIR Missed: | No | TIR: | 0.39 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.47 |
| INC000000088669 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.11 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000089203 | Telecom | Call/Receive | | Telephone | | TIR Missed: | No | TIR: | 0.73 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.87 |
| INC000000089221 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.17 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.17 |
| INC000000089290 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.96 |
| Capitol Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.08 |
| INC000000089389 | Telecom | Call/Receive | | None | | TIR Missed: | No | TIR: | 0.18 |
| Voice Operations | | Workforce Services | Medium | | Closed | TTR Missed: | No | TTR: | 0.42 |
| INC000000089399 | Telecom | CrossTalk/Noise/Static | | None | | TIR Missed: | No | TIR: | 0.33 |
| Network Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.87 |
| INC000000089836 | Telecom | IP | | None | | TIR Missed: | No | TIR: | 0.15 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.60 |
| INC000000089839 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.25 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.55 |
| INC000000089946 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.10 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.62 |
| INC000000090063 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.07 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.51 |
| INC000000090102 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.11 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.11 |
| INC000000090347 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000090411 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.05 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.20 |
| INC000000090809 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.12 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.60 |
| INC000000090817 | Telecom | Dial Tone | | Telephone | | TIR Missed: | No | TIR: | 0.06 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.57 |
| INC000000090828 | Telecom | Dial Tone | | Telephone | | TIR Missed: | No | TIR: | 0.15 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.15 |
| INC000000090832 | Telecom | Dial Tone | | Telephone | | TIR Missed: | No | TIR: | 0.12 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.12 |
| INC000000090850 | Telecom | Feature | | None | | TIR Missed: | No | TIR: | 0.21 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.69 |
| INC000000090992 | Telecom | Dial Tone | | None | | TIR Missed: | No | TIR: | 0.40 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.40 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000091053 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000091245 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000091249 | Telecom | IP | | None | | TIR Missed: | No | TIR: | 0.10 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.92 |
| INC000000091486 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.64 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.81 |
| INC000000091578 | Telecom | IP | | None | | TIR Missed: | No | TIR: | 0.12 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.38 |
| INC000000091990 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.25 |
| Application Support - IVR | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.25 |
| INC000000092096 | Telecom | None | | Telephone | | TIR Missed: | No | TIR: | 0.08 |
| Application Support - IVR | | Workforce Services | High | | Closed | TTR Missed: | Yes | TTR: | 8.06 |
| INC000000092098 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.01 |
| INC000000092373 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.23 |
| Voice/Data/WAN Services | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.23 |
| INC000000092618 | Telecom | Call/Receive | | Telephone | | TIR Missed: | No | TIR: | 0.52 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.24 |
| INC000000092641 | Telecom | Call/Receive | | None | | TIR Missed: | Yes | TIR: | 2.11 |
| Application Support - IVR | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.11 |
| INC000000092761 | Telecom | Feature | | None | | TIR Missed: | No | TIR: | 0.12 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.40 |
| INC000000093688 | Telecom | IP | | None | | TIR Missed: | No | TIR: | 0.56 |
| Metro A Hosting | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 8.60 |
| INC000000093809 | Telecom | None | | None | | TIR Missed: | Yes | TIR: | 6.76 |
| Metro A Hosting | | Workforce Services | Low | | Closed | TTR Missed: | Yes | TTR: | 6.76 |
| INC000000094226 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.26 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000094299 | Telecom | None | | Telephone | | TIR Missed: | No | TIR: | 0.05 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.47 |
| INC000000094314 | Telecom | Call/Receive | | None | | TIR Missed: | No | TIR: | 0.16 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.08 |
| INC000000094569 | Telecom | None | | None | | TIR Missed: | Yes | TIR: | 4.98 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 5.35 |
| INC000000094796 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.02 |
| INC000000094842 | Telecom | Call/Receive | | None | | TIR Missed: | No | TIR: | 0.13 |
| INC000000094842 | Telecom | Call/Receive | | None | | TIR Missed: | No | TIR: | 0.57 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.57 |
| INC000000095289 | Telecom | Call Management | | None | | TIR Missed: | No | TIR: | 0.18 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.84 |
| INC000000095422 | Telecom | Hardware | | None | | TIR Missed: | No | TIR: | 0.72 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.42 |
| INC000000095439 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.36 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.26 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000095679 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.21 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.75 |
| INC000000095706 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.16 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000095788 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.18 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.26 |
| INC000000095869 | Telecom | IP | | Avaya CMS Supervisor | | TIR Missed: | No | TIR: | 0.66 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 9.65 |
| INC000000096049 | Telecom | Coverage Path | | None | | TIR Missed: | No | TIR: | 0.23 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.75 |
| INC000000096288 | Telecom | CrossTalk/Noise/Static | | None | | TIR Missed: | No | TIR: | 0.53 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.63 |
| INC000000096312 | Telecom | CrossTalk/Noise/Static | | None | | TIR Missed: | No | TIR: | 0.19 |
| Voice/Data/WAN Services | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.42 |
| INC000000096674 | Telecom | Feature | | None | | TIR Missed: | No | TIR: | 0.17 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.46 |
| INC000000096831 | Telecom | Call/Receive | | None | | TIR Missed: | No | TIR: | 0.03 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.03 |
| INC000000097023 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.27 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.50 |
| INC000000097144 | Telecom | Voice Mail | | Telephone | | TIR Missed: | No | TIR: | 0.08 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000097185 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.21 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.58 |
| INC000000097192 | Telecom | IP | | None | | TIR Missed: | No | TIR: | 0.18 |
| Voice Operations | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.55 |
| INC000000097803 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.31 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.34 |
| INC000000097981 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.21 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.25 |
| INC000000098077 | Telecom | None | | None | | TIR Missed: | Yes | TIR: | 2.04 |
| Application Support - IVR | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 2.04 |
| INC000000098288 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.11 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.56 |
| INC000000098577 | Telecom | Voice Mail | | Telephone | | TIR Missed: | No | TIR: | 0.27 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.31 |
| INC000000098623 | Telecom | IP | | None | | TIR Missed: | Yes | TIR: | 25.24 |
| Application Support - IVR | | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 25.24 |
| INC000000098628 | Telecom | Coverage Path | | None | | TIR Missed: | No | TIR: | 0.30 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.42 |
| INC000000099872 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.02 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.02 |
| INC000000099894 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.04 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.04 |
| INC000000099953 | Telecom | Feature | | Telephone | | TIR Missed: | No | TIR: | 0.24 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.64 |
| INC000000099986 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.12 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.19 |

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|---|---|---|---|---|---|---|---|---|---|
| INC000000100633 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.06 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.12 |
| INC000000100658 | Telecom | Call/Receive | | None | | TIR Missed: | No | TIR: | 0.28 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 18.43 |
| INC000000101020 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.34 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.53 |
| INC000000101110 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.11 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.34 |
| INC000000101555 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.30 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.57 |
| INC000000102277 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.01 |
| DWS Applications Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.01 |
| INC000000102286 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.18 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.29 |
| INC000000102365 | Telecom | Feature | | Telephone | | TIR Missed: | No | TIR: | 0.16 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.70 |
| INC000000102493 | Telecom | Area Code | | None | | TIR Missed: | No | TIR: | 0.17 |
| Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.17 |
| INC000000102736 | Telecom | None | | None | | TIR Missed: | Yes | TIR: | 1.70 |
| Application Support - APEX | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.70 |
| INC000000102942 | Telecom | Call Management | | None | | TIR Missed: | No | TIR: | 0.11 |
| Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000103042 | Telecom | None | | None | | TIR Missed: | No | TIR: | 0.22 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.83 |
| INC000000103401 | Telecom | Feature | | None | | TIR Missed: | No | TIR: | 0.84 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | Yes | TTR: | 14.10 |
| INC000000103729 | Telecom | Call/Receive | | None | | TIR Missed: | No | TIR: | 0.55 |
| Help Desk | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 1.57 |
| INC000000104106 | Telecom | IP | | None | | TIR Missed: | No | TIR: | 0.24 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.32 |
| INC000000104476 | Telecom | Voice Mail | | None | | TIR Missed: | No | TIR: | 0.09 |
| Voice Operations | | Workforce Services | Low | | Resolved | TTR Missed: | No | TTR: | 0.21 |
| **Wireless Connectivity** | | | | | | | | | |
| INC000000087895 | Wireless Connectivity | Error | | Dell QuickSet | | TIR Missed: | No | TIR: | 0.04 |
| Rural Central Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.04 |
| INC000000088347 | Wireless Connectivity | None | | None | | TIR Missed: | No | TIR: | 0.03 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000090194 | Wireless Connectivity | None | | None | | TIR Missed: | No | TIR: | 0.18 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.18 |
| INC000000091331 | Wireless Connectivity | None | | None | | TIR Missed: | Yes | TIR: | 1.18 |
| Metro D North Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.63 |
| INC000000092118 | Wireless Connectivity | None | | None | | TIR Missed: | No | TIR: | 0.13 |
| Metro A Help Desk | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 0.13 |
| INC000000092127 | Wireless Connectivity | None | | None | | TIR Missed: | Yes | TIR: | 1.01 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 1.16 |
| INC000000093287 | Wireless Connectivity | None | | None | | TIR Missed: | Yes | TIR: | 2.75 |
| Metro A Desktop Support | | Workforce Services | Low | | Closed | TTR Missed: | No | TTR: | 2.75 |
| INC000000095747 | Wireless Connectivity | None | | None | | TIR Missed: | No | TIR: | 0.33 |

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|---|---|---|---|---|---|---|---|---|---|---|
| | Metro D North Desktop Support | Workforce Services | Low | | | Closed | TTR Missed: | No | TTR: | 0.33 |
| INC000000098762 | Wireless Connectivity | None | | None | | | TIR Missed: | No | TIR: | 0.01 |
| | Metro A Desktop Support | Workforce Services | Low | | | Resolved | TTR Missed: | No | TTR: | 0.01 |