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Labor Commission

First Contact Resolution

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

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	FCR Total
Labor Commission	Application Services	Danielle Hood	0 0	1 0	1 0
		Martin Gonzalez	0 0	2 2	2 2
		Assigned to Individual Total	0 0	3 2	3 2
	Application Support	Arlene McCulloch	0 0	1 0	1 0
		Floyd Edwards	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Julie VanBeekum	0 0	3 3	3 3
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	4 4	4 4

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Labor Commission

			High	Low	FCR Total
Labor Commission	Metro A Desktop Support	Nancy Hachmeister	0 0	13 0	13 0
		Rodney Austin	0 0	5 2	5 2
		Assigned to Individual **Total**	0 0	18 2	18 2
	Metro A Help Desk	Ed Conrad	0 0	5 5	5 5
		Edward Fortner	0 0	2 2	2 2
		Liz Evans	0 0	3 2	3 2
		Assigned to Individual **Total**	0 0	10 9	10 9
	Metro A Hosting	Chris Kunde	0 0	1 0	1 0
		Tom Carney	1 0	1 0	2 0
		Assigned to Individual **Total**	1 0	2 0	3 0
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	2 0
		Kerry Williamson	0 0	1 0	1 0

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Labor Commission

			High	Low	FCR Total
Labor Commission	Strategic Communications	**Assigned to Individual**	0	3	3
		Total	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	1
			0	1	1
		Assigned to Individual	0	1	1
		Total	0	1	1
	Voice Operations	Gail Christiansen	0	2	2
			0	0	0
		James Gifford	0	1	1
			0	1	1
		Romanza Hamblin Sorensen	0	2	2
			0	1	1
		Assigned to Individual	0	5	5
		Total	0	2	2
	Assigned Group Total		1	50	51
			0	20	20
Customer Company Total			1	50	51
			0	20	20

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Labor Commission

Missed Initial Response

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

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	MIR Total
Labor Commission	Application Services	Danielle Hood	0 0	1 0	1 0
		Martin Gonzalez	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Application Support	Arlene McCulloch	0 0	1 1	1 1
		Floyd Edwards	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 1	2 1
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Julie VanBeekum	0 0	3 0	3 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0

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Labor Commission

			High	Low	MIR Total
Labor Commission	Metro A Desktop Support	Nancy Hachmeister	0 0	13 0	13 0
		Rodney Austin	0 0	5 0	5 0
		Assigned to Individual Total	0 0	18 0	18 0
	Metro A Help Desk	Ed Conrad	0 0	5 0	5 0
		Edward Fortner	0 0	2 0	2 0
		Liz Evans	0 0	3 0	3 0
		Assigned to Individual Total	0 0	10 0	10 0
	Metro A Hosting	Chris Kunde	0 0	1 1	1 1
		Tom Carney	1 0	1 0	2 0
		Assigned to Individual Total	1 0	2 1	3 1
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	2 0
		Kerry Williamson	0 0	1 0	1 0

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Labor Commission

			High	Low	MIR Total
Labor Commission	Strategic Communications	**Assigned to Individual**	0	3	3
		Total	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	1
			0	0	0
		Assigned to Individual	0	1	1
		Total	0	0	0
	Voice Operations	Gail Christiansen	0	2	2
			0	0	0
		James Gifford	0	1	1
			0	0	0
		Romanza Hamblin Sorensen	0	2	2
			0	0	0
		Assigned to Individual	0	5	5
		Total	0	0	0
	Assigned Group Total		1	50	51
			0	2	2
Customer Company Total			1	50	51
			0	2	2

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Labor Commission

Average Time To Initial Response

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

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

Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTIR Total
Labor Commission	Application Services	Danielle Hood	0 0.00	1 0.73	1 0.73
		Martin Gonzalez	0 0.00	2 0.49	2 0.49
		Assigned to Individual Total	0 0.00	3 0.57	3 0.57
	Application Support	Arlene McCulloch	0 0.00	1 8.52	1 8.52
		Floyd Edwards	0 0.00	1 0.50	1 0.50
		Assigned to Individual Total	0 0.00	2 4.51	2 4.51
	Capitol Hosting	Curtis Parker	0 0.00	1 0.77	1 0.77
		Assigned to Individual Total	0 0.00	1 0.77	1 0.77
	Help Desk	Julie VanBeekum	0 0.00	3 0.08	3 0.08
		Vicky Marrelli	0 0.00	1 0.04	1 0.04

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Labor Commission

			High	Low	ATTIR Total
Labor Commission	Help Desk	**Assigned to Individual Total**	0 0.00	4 0.07	4 0.07
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	13 0.08	13 0.08
		Rodney Austin	0 0.00	5 0.10	5 0.10
		Assigned to Individual Total	0 0.00	18 0.09	18 0.09
	Metro A Help Desk	Ed Conrad	0 0.00	5 0.00	5 0.00
		Edward Fortner	0 0.00	2 0.00	2 0.00
		Liz Evans	0 0.00	3 0.00	3 0.00
		Assigned to Individual Total	0 0.00	10 0.00	10 0.00
	Metro A Hosting	Chris Kunde	0 0.00	1 12.61	1 12.61
		Tom Carney	1 0.11	1 0.06	2 0.09
		Assigned to Individual Total	1 0.11	2 6.33	3 4.26
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	2 0.54	2 0.54

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Labor Commission

			High	Low	ATTIR Total
Labor Commission	Strategic Communications	Kerry Williamson	0 0.00	1 0.27	1 0.27
		Assigned to Individual Total	0 0.00	3 0.45	3 0.45
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	2 0.13	2 0.13
		James Gifford	0 0.00	1 0.21	1 0.21
		Romanza Hamblin Sorensen	0 0.00	2 0.25	2 0.25
		Assigned to Individual Total	0 0.00	5 0.20	5 0.20
	Assigned Group Total		1 0.11	50 0.57	51 0.56
Customer Company Total			1 0.11	50 0.57	51 0.56

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Labor Commission

Missed Resolution

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

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	MR Total
Labor Commission	Application Services	Danielle Hood	0 0	1 1	1 1
		Martin Gonzalez	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 1	3 1
	Application Support	Arlene McCulloch	0 0	1 1	1 1
		Floyd Edwards	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 1	2 1
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Julie VanBeekum	0 0	3 0	3 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0

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Labor Commission

			High	Low	MR Total
Labor Commission	Metro A Desktop Support	Nancy Hachmeister	0 0	13 0	13 0
		Rodney Austin	0 0	5 0	5 0
		Assigned to Individual **Total**	0 0	18 0	18 0
	Metro A Help Desk	Ed Conrad	0 0	5 0	5 0
		Edward Fortner	0 0	2 0	2 0
		Liz Evans	0 0	3 0	3 0
		Assigned to Individual **Total**	0 0	10 0	10 0
	Metro A Hosting	Chris Kunde	0 0	1 1	1 1
		Tom Carney	1 0	1 0	2 0
		Assigned to Individual **Total**	1 0	2 1	3 1
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 2	2 2
		Kerry Williamson	0 0	1 0	1 0

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Labor Commission

			High	Low	MR Total
Labor Commission	Strategic Communications	**Assigned to Individual**	0	3	3
		Total	0	2	2
	Technical Lead/Project Manager	Martin Gonzalez	0	1	1
			0	0	0
		Assigned to Individual	0	1	1
		Total	0	0	0
	Voice Operations	Gail Christiansen	0	2	2
			0	0	0
		James Gifford	0	1	1
			0	0	0
		Romanza Hamblin Sorensen	0	2	2
			0	0	0
		Assigned to Individual	0	5	5
		Total	0	0	0
	Assigned Group Total		1	50	51
			0	5	5
Customer Company Total			1	50	51
			0	5	5

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Labor Commission

Average Time To Resolution

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

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

Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTR Total
Labor Commission	Application Services	Danielle Hood	0 0.00	1 17.91	1 17.91
		Martin Gonzalez	0 0.00	2 2.87	2 2.87
		Assigned to Individual Total	0 0.00	3 7.88	3 7.88
	Application Support	Arlene McCulloch	0 0.00	1 8.52	1 8.52
		Floyd Edwards	0 0.00	1 5.70	1 5.70
		Assigned to Individual Total	0 0.00	2 7.11	2 7.11
	Capitol Hosting	Curtis Parker	0 0.00	1 2.86	1 2.86
		Assigned to Individual Total	0 0.00	1 2.86	1 2.86
	Help Desk	Julie VanBeekum	0 0.00	3 0.66	3 0.66
		Vicky Marrelli	0 0.00	1 0.34	1 0.34

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Labor Commission

			High	Low	ATTR Total
Labor Commission	Help Desk	**Assigned to Individual Total**	0 0.00	4 0.55	4 0.55
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	13 0.15	13 0.15
		Rodney Austin	0 0.00	5 0.12	5 0.12
		Assigned to Individual Total	0 0.00	18 0.14	18 0.14
	Metro A Help Desk	Ed Conrad	0 0.00	5 0.08	5 0.08
		Edward Fortner	0 0.00	2 0.23	2 0.23
		Liz Evans	0 0.00	3 0.10	3 0.10
		Assigned to Individual Total	0 0.00	10 0.11	10 0.11
	Metro A Hosting	Chris Kunde	0 0.00	1 13.77	1 13.77
		Tom Carney	1 0.11	1 0.46	2 0.29
		Assigned to Individual Total	1 0.11	2 7.12	3 4.78
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.53	1 0.53
		Assigned to Individual Total	0 0.00	1 0.53	1 0.53
	Strategic Communications	Dennis Rogers	0 0.00	2 6.67	2 6.67

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Labor Commission

			High	Low	ATTR Total
Labor Commission	Strategic Communications	Kerry Williamson	0 0.00	1 0.27	1 0.27
		Assigned to Individual Total	0 0.00	3 4.54	3 4.54
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	2 3.04	2 3.04
		James Gifford	0 0.00	1 0.79	1 0.79
		Romanza Hamblin Sorensen	0 0.00	2 0.83	2 0.83
		Assigned to Individual Total	0 0.00	5 1.71	5 1.71
	Assigned Group Total		1 0.11	50 1.69	51 1.66
Customer Company Total			1 0.11	50 1.69	51 1.66

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Detail

INC000000626408	Paul C. Cannon	Application	None	Gmail		TIR Missed:	No	0.10
Application Services		Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	0.10
INC000000626450	Paul C. Cannon	Application	Error	Gmail		TIR Missed:	No	0.87
Application Services		Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	5.63
INC000000630045	Kerry Chlarson	None	None	None		TIR Missed:	No	0.50
Application Support		Floyd Edwards	Labor Commission	Low	Closed	TTR Missed:	No	5.70
INC000000630643	Donald Walker	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Edward Fortner	Labor Commission	Low	Closed	TTR Missed:	No	0.26
INC000000631173	Joy Lawrence	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Closed	TTR Missed:	No	0.09
INC000000631218	Lisa Robinson	Application	Password	Utah Master Directory		TIR Missed:	No	0.04
Help Desk		Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed:	No	0.34
INC000000631336	Jennifer Roundy	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	Labor Commission	Low	Closed	TTR Missed:	No	0.00
INC000000631653	Randy E Morris	None	None	None		TIR Missed:	No	0.77
Capitol Hosting		Curtis Parker	Labor Commission	Low	Closed	TTR Missed:	No	2.86
INC000000631817	Dave Bloomfield	None	None	None		TIR Missed:	No	0.10
Strategic Communications		Dennis Rogers	Labor Commission	Low	Closed	TTR Missed:	Yes	6.12
INC000000631959	Karla Rush	None	None	Gmail		TIR Missed:	No	0.00
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Closed	TTR Missed:	No	0.00
INC000000632186	Ami Windham	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.21
Voice Operations		James Gifford	Labor Commission	Low	Closed	TTR Missed:	No	0.79
INC000000632597	Dave Bloomfield	Application	Error	Gmail		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Closed	TTR Missed:	No	0.07
INC000000632608	Bobbi Smith	None	None	None		TIR Missed:	No	0.73
Application Services		Danielle Hood	Labor Commission	Low	Closed	TTR Missed:	Yes	17.91
INC000000632611	Glosper Bowman	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.09
INC000000632764	Debbie L Hann	Network	None	Active Directory		TIR Missed:	No	0.17
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.18
INC000000633346	Karla Rush	Application	None	Gmail		TIR Missed:	No	0.00
Technical Lead/Project Manager		Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	0.00

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INC000000633391	Kerry Chlarson	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.04
INC000000633673	Tracy Payne	Application	None	None		TIR Missed:	Yes	8.52
Application Support		Arlene McCulloch	Labor Commission	Low	Closed	TTR Missed:	Yes	8.52
INC000000633687	Tracy Payne	Telecom	Voice Mail	None		TIR Missed:	No	0.18
Voice Operations		Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed:	No	0.56
INC000000634259	Neira Acevedo-Ramos	Application	None	Microsoft Office Professional 20		TIR Missed:	No	0.26
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Closed	TTR Missed:	No	0.26
INC000000634362	Leonor Lopez	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	0.17
Voice Operations		Gail Christiansen	Labor Commission	Low	Closed	TTR Missed:	No	0.27
INC000000634831	Erin Latta	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.00
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.16
INC000000634870	Lisa Robinson	None	None	None		TIR Missed:	No	0.04
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Closed	TTR Missed:	No	0.04
INC000000635006	Izzy Luna	Telecom	None	None		TIR Missed:	No	0.33
Voice Operations		Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed:	No	1.10
INC000000635325	Tonya Gallegos	PC/Laptop	Hardware	None		TIR Missed:	No	0.36
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.37
INC000000635537	Debbie King	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Rural South Desktop Support		Cheri Oldham	Labor Commission	Low	Closed	TTR Missed:	No	0.53
INC000000635637	Debbie King	EIS Hardware	None	None		TIR Missed:	No	0.23
Help Desk		Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed:	No	1.32
INC000000635684	Debbie King	EIS Hardware	None	None		TIR Missed:	No	0.27
Strategic Communications		Kerry Williamson	Labor Commission	Low	Resolved	TTR Missed:	No	0.27
INC000000636315	Elena Bensor	Network	Password	Active Directory		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Closed	TTR Missed:	No	0.09
INC000000637137	Jose Blanco	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.15
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.17
INC000000637224	Elena Bensor	Application	Error	Gmail		TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	Labor Commission	Low	Closed	TTR Missed:	No	0.08
INC000000637284	Debbie L Hann	PC/Laptop	Error	None		TIR Missed:	No	0.01
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.03
INC000000637552	Dave Bloomfield	Application	Error	State Payroll Time Entry System		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Closed	TTR Missed:	No	0.14

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INC000000637812	Nicole Nguyen	Application	None	Internet Explorer		TIR Missed:	No	0.10
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.11
INC000000638234	Jose Blanco	None	None	None		TIR Missed:	No	0.06
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.08
INC000000638439	Gabriella Salazar	Application	None	Gmail		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed:	No	
INC000000638684	Tonya Gallegos	None	None	None		TIR Missed:	No	0.22
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Resolved	TTR Missed:	No	0.22
INC000000638692	David Lamb	Network	None	Active Directory		TIR Missed:	No	0.11
Metro A Hosting		Tom Carney	Labor Commission	High	Closed	TTR Missed:	No	0.11
INC000000639469	Kenney Christensen	Application	None	Utah Master Directory		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed:	No	0.00
INC000000640559	Tonya Gallegos	None	None	None		TIR Missed:	No	0.06
Metro A Hosting		Tom Carney	Labor Commission	Low	Resolved	TTR Missed:	No	0.46
INC000000640699	Tonya Gallegos	Application	Error	Gmail		TIR Missed:	No	0.00
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.33
INC000000640966	Tonya Gallegos	None	None	None		TIR Missed:	Yes	12.61
Metro A Hosting		Chris Kunde	Labor Commission	Low	Resolved	TTR Missed:	Yes	13.77
INC000000641853	Gina Spjut	EIS Hardware	None	None		TIR Missed:	No	0.98
Strategic Communications		Dennis Rogers	Labor Commission	Low	Resolved	TTR Missed:	Yes	7.23
INC000000642186	Monica Smith-Austen	Application	None	Utah Master Directory		TIR Missed:	No	0.10
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.11
INC000000642208	Monica Smith-Austen	Application	Error	Gmail		TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	Labor Commission	Low	Resolved	TTR Missed:	No	0.21
INC000000642346	Jo Ann Lowther	None	None	None		TIR Missed:	No	0.02
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.14
INC000000642962	Kate McNeill	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed:	No	0.19
INC000000643451	Leonor Lopez	Telecom	Call/Receive	Telephone		TIR Missed:	No	0.10
Voice Operations		Gail Christiansen	Labor Commission	Low	Resolved	TTR Missed:	No	5.81
INC000000643717	Shirley Cordova	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	0.09
INC000000643750	Sara Danielson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.13
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.13

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As of **2/1/2013**

Labor Commission

INC000000643778	Ami Windham	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	0.00