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Service Request List

Site:

Status: CLOSED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1049	Request PC and Phone Move	Request For Service \ IT \ Move/Swap Asset	MURTHY	9/1/04 8:07:28 AM	ROGERS					
1092	Password reset	End User Issue \ Reset Password	TIER1	10/4/ 5:59:29 PM 04	MILLER					

Number of Records: 2

Site:

Status: INPROG

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1090	New User Request		HR	10/4/ 3:49:55 PM 04	LIBERI					
1145	Huge pothole in the right lane just after the intersection			2/9/08 11:27:27 AM	Peggy Nurdan	I-95N				

Number of Records: 2

Site:

Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1016	Could you please send me URL to access the			8/31/ 1:25:59 PM 04	LIBERI					

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Service Request List

Site:

Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
	company Intranet?									
1017	How do I protect my computer from virus?			8/31/ 1:26:33 PM 04	LIBERI					
1031	Can't log in to my email.	End User Issue \ Software \ Email		8/31/ 2:29:05 PM 04	MILLER					
1033	Email seems down.	End User Issue \ Software \ Email	TIER1	8/16/ 2:31:22 PM 04	BOYD					
1034	I was able to open my email this morning, but it is not working right now.	End User Issue \ Software \ Email	TIER1	8/16/ 2:36:23 PM 04	ROGERS					
1064	Printer issues. It is printing several blank pages.	End User Issue \ Hardware \ Printer		9/2/04 10:57:42 AM	ROGERS	1010	OFF402			
1067	VPN connection is failing.	End User Issue \ Software \ End User Apps		9/2/04 11:11:18 AM	WALL					
1071	MS Word - How do I make columns in my document.	End User Issue \ Software \ End User Apps		9/2/04 11:30:54 AM	LIBERI					
1091	Plan Meeting		MTGCOORD	10/4/ 3:59:04 PM 04	SMITHERS					
1093	Employee termination	Request For Service\HR\ Terminate Employee	HR	10/4/ 6:02:16 PM 04	HUNTER					
1098	Email issues - can	End User Issue			LIBERI					

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Service Request List

Site:

Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
	not open my personal folder	\ Software \ Operating System		10/5/04 3:33:24 PM						
1124	How do I access my email from home?	Req. For Information \ How To's		10/6/04 3:43:26 PM	MARCUS					
1125	Can't get to corporate voicemail	End User Issue \ Telco \ Home Office Phone		10/6/04 4:22:02 PM	BOUDREAU					
1127	Where do send my international expense reports?		TIER1	10/6/04 4:25:39 PM	FORD					
1128	Couldn't access building over the weekend		TIER1	10/6/04 4:27:58 PM						
1146	Pothole in the left lane			3/16/08 11:26:14 PM	Harrison Peters	I-95N				
1147	Bags of trash on the side of the road			3/16/08 11:35:57 PM	Joyce Brothers	MD 212				
1148	Dead deer on the side of MD 414			3/16/08 11:39:12 PM	Minnie Driver	MD 4				
1149	Dead deer on the side of the road			2/17/11 10:10:21 AM	John Driver	I-95N				
1150	Pile of trash on the shoulder			2/17/11 10:11:49 AM	Debbie Driver	I-95N				
1151	Defect in tie block found duirng walking inspection			2/7/11 1:00:00 PM	WILSON	TRACK 1				
1152	Frog plate is worn			2/7/11 1:00:00 PM	WILSON	TRACK 1				

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Service Request List

Site:

Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
	significantly									
1153	Wheel burn on both rails			2/7/11 1:00:00 PM	WILSON	TRACK 1				
1154	Creek has flooded again, ballast will need retamping			2/7/11 1:00:00 PM	WILSON	TRACK 1				
1156	Gage wide			2/7/11 1:00:00 PM	WILSON	TRACK 1				
1157	Gage wide			2/7/11 9:38:35 AM	WILSON	TRACK 1				
1158	Gage wide			2/7/11 1:00:00 PM	WILSON	TRACK 1				
1159	Gage wide			2/7/11 1:00:00 PM	WILSON	TRACK 1				
1160	Gage wide			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1161	Brush encroaching track			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1162	Brush encroaching track			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1163	Brush encroaching track			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1164	Brush encroaching track			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1165	Brush encroaching track			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1166	Gage wide			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1167	Gage wide			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1168	Gage wide			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1169	Gage wide			2/8/11 1:00:00 PM	WILSON	TRACK 1				
1170	Gage wide			2/8/11 1:00:00 PM	WILSON	TRACK 1				

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Service Request List

Site:

Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1172	Pipeline Leak Classification, Metal Loss, External, 1.2 ft, Near Joint	Pipeline Leak Classification		2/24/11 9:55:16 AM	WILSON	PIPELINE 1				
1173	Leak observed	Pipeline Leak Classification		2/24/11 10:36:36 AM	WILSON	PIPELINE 1				
1174	Pipeline Leak Classification, Metal Loss, External, 2.1000000000 ft, Leak needs investigating	Pipeline Leak Classification		2/24/11 10:38:47 AM	WILSON	PIPELINE 1				

Number of Records: 42

Site:

Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1006	Can't print from MS Word. Others software work fine.	End User Issue \ Software \ End User Apps	REID	8/31/04 12:23:25 PM	JONES					
1023	New employee setup.	Request For Service \ HR \ New Employee	SINCLAIR	8/31/04 2:19:27 PM	MILLER					
1026	Move computer	Request For Service \ IT \ Move/Swap Asset	REID	8/17/04 2:23:04 PM	PEDRICK					

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Service Request List

Site:

Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1028	Finance application is down.	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	8/9/04 2:24:44 PM	LIBERI					

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Service Request List

Site:

Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1030	When I try to enter a new Order in the Application the system hangs.	End User Issue \ Software \ Fin. & ERP Apps	REID	8/9/04 2:27:53 PM	ROBERTS					
1035	Can't login into Finance Application	End User Issue \ Software \ Fin. & ERP Apps	REID	8/9/04 2:37:57 PM	KLIEN					
1040	Scanner Problem	End User Issue \ Hardware \ Other	REID	7/20/04 3:23:19 PM	SMITH					
1043	New employee setup.	Request For Service \ HR \ New Employee	SINCLAIR	8/31/04 4:04:40 PM	MILLER					
1045	DVD Issue on Laptop	End User Issue \ Hardware \ Laptop \ Other	SINCLAIR	8/23/04 4:35:15 PM	BALL					
1047	Copier/Scanner/ Fax not working		REID	8/20/04 5:18:57 PM	STANLEY					
1055	Email Application Not Working			9/1/04 9:28:11 AM	JONES					
1069	System Slow	End User Issue \ Software \ Operating System	REID	9/2/04 11:29:52 AM	SMALL					
1073	VPN Connection error.	End User Issue \ Software \ End User Apps	SINCLAIR	9/2/04 11:36:08 AM	SMITH					
1085	AC seems to be not working properly - Department Development -	End User Issue \ Facility \ Heating/Air \ Too Cold	REID	9/2/04 3:29:57 PM	HUNTER					

Service Request List

Site:

Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
	3rd floor.									
1114	Error: Application not available	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/ 3:06:36 PM 04	HORN	9010	COMP310			
1115	Applicaltion failure. Error when trying to log.	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/ 3:09:45 PM 04	JONES	9010	COMP310			
1116	No sound in conf room	End User Issue \ Facility \ Meeting Rooms	SINCLAIR	10/6/ 3:11:56 PM 04	MARCUS					
1119	Water on floor	End User Issue \ Facility \ Restrooms	MURTHY	10/6/ 3:25:41 PM 04	MARCUS	1002	MOFLOOR2			
1122	Elevator lights not working	End User Issue \ Facility \ Elevators	TIER1	10/6/ 3:35:24 PM 04	BOUDREAU	1001	MOFLOOR1			

Number of Records: 19

Site:

Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1004	Keyboard Not Functioning - Desktop	End User Issue \ Hardware \ Desktop \ Keyboard		8/31/ 12:12:14 PM 04	LOU					
1005	Laptop shows blue screen when I try to VPN.	End User Issue \ Hardware \ Laptop \ Other	SINCLAIR	8/31/ 12:18:07 PM 04	WALL					
1020	Desktop	End User Issue	REID	8/31/ 2:12:34 PM	SMITHERS					

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Service Request List

Site:

Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
	Performance Problems	\ Software \ Operating System		04						
1022	I need to access ITSM folder in my Outlook. How do I do it?	End User Issue \ Software \ Email	REID	8/31/ 2:17:16 PM 04	SMITH					
1038	Install additional memory in users Laptop	Request For Service \ IT \ Hdw Config	REID	8/9/04 2:52:36 PM	CONKLIN					
1042	PC Screen Locked..Blue Screen	End User Issue \ Software \ Operating System	REID	7/21/ 3:49:42 PM 04	CALCOTT					
1048	Keyboard Not Working	End User Issue \ Hardware \ Desktop \ Keyboard	REID	8/25/ 7:48:05 AM 04	MILLS					
1057	Setup Email Archiving			9/2/04 10:51:51 AM	SMITHERS					
1059	Printer Not Working	End User Issue \ Hardware \ Printer		9/2/04 10:53:53 AM	WALL					
1060	MS Outlook Offline	End User Issue \ Software		9/2/04 10:54:39 AM	WATTERS					
1062	Setup Email Archiving			9/2/04 10:55:27 AM	WATTERS					
1068	Keyboard - Keys Not Striking Correctly	End User Issue \ Hardware		9/2/04 11:29:23 AM	ROBERTS					
1070	Windows Blue Screen			9/2/04 11:30:22 AM	LIBERI					

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Service Request List

Site:

Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1072	Can't Open PDF	End User Issue \ Software		9/2/04 11:35:40 AM	LOU					
1088	Need additional 10 chairs in the conference room - Yosemite on 10/01 - 10am.	Request For Service \ Facility \ Config/ Change	SINCLAIR	9/2/04 3:55:04 PM	WILSON					
1095	Reset windows password	End User Issue \ Reset Password	TIER1	10/5/04 3:13:01 PM	WINSTON					
1097	Password Reset - VPN	End User Issue \ Reset Password	TIER1	10/5/04 3:23:02 PM	BALL					
1100	Can't connect to the network	End User Issue \ Network \ Connection	SINCLAIR	10/6/04 11:29:27 AM	SMITH		SERVER1			
1101	Network login failure	End User Issue \ Network \ Connection		10/6/04 11:36:37 AM	LIBERI					
1103	Trying to connect to the network and gets error message.	End User Issue \ Network \ Connection		10/6/04 11:46:02 AM	MILLER		SERVER1			
1104	Access network failed	End User Issue \ Network \ Connection		10/6/04 11:48:38 AM	ROGERS		SERVER1			
1105	Saturn server is not acessible	End User Issue \ Network \ Connection	SINCLAIR	10/6/04 11:50:33 AM	SCHAFER		SERVER1			
1106	Failure when connecting to Moon Server	End User Issue \ Network \ Connection	REID	10/6/04 11:53:54 AM	HUNTER		SERVER1			

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Service Request List

Site:

Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1107	Error when trying to login to the network	End User Issue \ Network \ Connection	REID	10/6/04 12:15:10 PM	WATTERS		SERVER1			
1108	Error message: Can't login to the network	End User Issue \ Network \ Connection	REID	10/6/04 12:17:05 PM	ROBERTS		SERVER1			
1109	Seems like a network has issues.	End User Issue \ Network \ Connection	REID	10/6/04 12:18:50 PM	CALCOTT		SERVER1			
1111	Application down	End User Issue \ Software \ Fin. & ERP Apps	WILSON	10/6/04 2:52:13 PM	LEWIS	9010	COMP310			
1112	HR App is not working	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/04 3:01:31 PM	CALCOTT	9010	COMP310			
1113	Financial App - Error when logging	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/04 3:04:29 PM	KELLER	9010	COMP310			
1118	Projector not working	End User Issue \ Facility \ Meeting Rooms	MOTIKA	10/6/04 3:17:26 PM	MARCUS					
1120	Financial App is not working properly	End User Issue \ Software \ Fin. & ERP Apps	REID	10/6/04 3:32:41 PM	REVIS	9012	COMP310			
1121	Financial app - erro message	End User Issue \ Software \ Fin. & ERP Apps	REID	10/6/04 3:35:23 PM	BOYD	9012	COMP310			
1123	Application return error when trying to create a new Invoice.	End User Issue \ Software \ Fin. & ERP Apps	REID	10/6/04 3:37:46 PM	LOU	9012	COMP310			

Service Request List

Site:
Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
Number of Records:		33								

Site: BEDFORD
Status: CLOSED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1074	Have Large Meeting Coming Up		REID	9/2/04 11:48:19 AM	KELLER					
1087	Need MS Visio to be installed in my laptop. I will be part of the Maximo Project.			9/2/04 3:38:24 PM	PRESTON					

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Service Request List

Site: BEDFORD
Status: CLOSED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1133	Need new Cell Phone	Request For Service \ IT \ Move/Swap Asset	TIER1	10/11/ 5:01:47 PM 04	BOUDREAU					

Number of Records: 3

Site: BEDFORD
Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1021	Printer out-of toner.	End User Issue \ Hardware \ Printer \ Cannot Print		8/31/ 2:14:03 PM 04	ROBERTS					
1134	Home Office Phone Installation	Request For Service \ Telco \ New Phone/Svc	TIER1	10/11/ 5:46:28 PM 04	MARCUS					
1136	Please Provide Accudraw	Request For Service \ IT \ New Upgr Sftw \ Other		10/12/ 7:22:35 AM 04	LIBERI					
1137	I need Accudraw Due to New Project	Request For Service \ IT \ New Upgr Sftw \ Other		10/12/ 7:28:35 AM 04	SMITH					
1138	Please Install Accudraw	Request For Service \ IT \ New Upgr Sftw \ Other		10/12/ 7:33:04 AM 04	ADAMS					
1144	Upgrade Memory			6/19/ 4:33:28 PM	WILSON			DCMJ21		

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Service Request List

Site: BEDFORD
Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
				07						

Number of Records: 6

Site: BEDFORD
Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1001	Request for OS upgrade to Windows XP		CALDONE	6/18/ 2:18:47 PM 04	LIBERI					
1002	Conference room is too hot		TIER1	6/18/ 2:29:16 PM 04	WINSTON		CONF100			
1007	Need MS SQL in my development computer.	Request For Service \ IT \ New/Upgrade Software	REID	8/31/ 12:24:36 PM 04	MILLS					
1015	Desktop shows blue screen when turned on.	End User Issue \ Hardware \ Desktop \ Other	SINCLAIR	8/31/ 1:25:21 PM 04	LIBERI					
1041	Desktop shows blue screen when turned on.	End User Issue \ Hardware \ Desktop \ Other	REID	8/31/ 3:42:22 PM 04	LIBERI					
1046	Change Users Hard Drive on Laptop	Request For Service \ IT \ Hdw Config	SINCLAIR	8/20/ 4:43:48 PM 04	LIBERI					
1050	Can't Get Email	End User Issue \ Software \ Email	REID	9/1/04 8:48:14 AM	RICHARDS					
1051	Email Seems to	End User Issue	SINCLAIR	9/1/04 9:01:16 AM	LOU					

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Service Request List

Site: BEDFORD
Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
	Be Down	\ Software \ Email								
1054	Can't Send or Receive Email	End User Issue \ Software \ Email	SINCLAIR	9/1/04 9:20:36 AM	LIBERI					
1075	Personal folder in Outlook.	End User Issue \ Software \ Email	REID	9/2/04 11:59:10 AM	BALL					
1079	Issues with the Home PC. See details.	End User Issue \ Hardware \ Desktop \ CPU Box	REID	9/2/04 2:53:02 PM	LEE					
1080	New employee set up.	Request For Service \ HR \ New Employee	SINCLAIR	9/2/04 3:03:05 PM	WINTERS					
1081	End-User termination. ID 1234. Date: 08/30	End User Issue \ Telco \ Home Office Phone	REID	9/2/04 3:08:45 PM	WILSON					
1082	Need a new mouse	End User Issue \ Hardware \ Desktop \ Other	SINCLAIR	9/2/04 3:16:00 PM	ROGERS					
1083	Request for a new game in the games room.	Request For Service \ IT \ New Upgr Sftw \ Other	REID	9/2/04 3:23:08 PM	LIBERI					
1084	Need new Keyboard.	End User Issue \ Hardware \ Desktop \ Keyboard	REID	9/2/04 3:27:02 PM	STANLEY					
1086	Toilet in the 1st floor (close to reception) is not	End User Issue \ Facility \ Restrooms \	REID	9/2/04 3:34:43 PM	PEDRICK					

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Service Request List

Site: BEDFORD
Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
	flushing.	Toilet								
1089	Need an additional projector for the internal Seminar "ITSM"	Request For Service \ Facility \ Config/ Change	REID	9/2/04 4:01:50 PM	JONES					
1132	Virus Definition out of date	End User Issue \ Software \ Operating System	TIER1	10/8/ 04 8:51:02 AM	RAMIREZ	7111	FIELDSTAF			
1135	Keyboard not working	End User Issue \ Hardware \ Desktop \ Keyboard	REID	10/11/ 04 5:59:39 PM	WAYNE					
1139	Display Seems to Cut Out Periodically	End User Issue \ Hardware \ Laptop \ Display	SINCLAIR	1/31/ 05 8:54:44 AM	RAMIREZ	7111	FIELDSTAF			
1140	Machine Dies Unexpectedly	End User Issue \ Hardware \ Laptop \ Other	REID	1/31/ 05 9:11:18 AM	REDDING	7112	FIELDSTAF			
1141	Keyboard Sticking	End User Issue \ Hardware \ Laptop \ Keyboard	SINCLAIR	1/31/ 05 9:24:09 AM	SATTLER	7113	FIELDSTAF			

Number of Records: 23

Site: BEDFORD
Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish

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Service Request List

Site: BEDFORD
Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Target Start	Target Finish
1008	Error when printing Excel.	End User Issue \ Software \ End User Apps	SINCLAIR	8/31/04 12:29:47 PM	BOYD					
1058	Keyboard Not Functioning - Desktop	End User Issue \ Hardware \ Desktop \ Keyboard		9/2/04 10:53:36 AM	NEWTON					
1076	Keyboard issues	End User Issue \ Hardware \ Laptop \ Keyboard	SINCLAIR	9/2/04 12:03:11 PM	MILLER					
1077	Mouse issues	End User Issue \ Hardware \ Desktop \ Other	SINCLAIR	9/2/04 2:14:11 PM	MILLS					
1078	Monitor power is on but monitor is not working.	End User Issue \ Hardware \ Desktop \ Monitor	REID	9/2/04 2:37:56 PM	REVIS	DISPL1	CONF100			
1130	Fire Alarm Light Blinking in Conf. Room	End User Issue \ Facility \ Lighting	TIER1	10/8/04 7:58:00 AM	REDDING					
1131	Coffee machine won't work	End User Issue \ Facility	SINCLAIR	10/8/04 8:36:44 AM	REDDING		MOFLOOR1			
1142	Applications Launching Very Slowly	End User Issue \ Software \ End User Apps	REID	1/31/05 9:58:49 AM	PRESTON	7114	FIELDSTAF			
1143	Can't Connect via Wireless	End User Issue \ Hardware \ Laptop \ Other	SINCLAIR	1/31/05 10:18:27 AM	FINLEY	7115	FIELDSTAF			

Number of Records: 9

Service Request List

Number of Records: 139