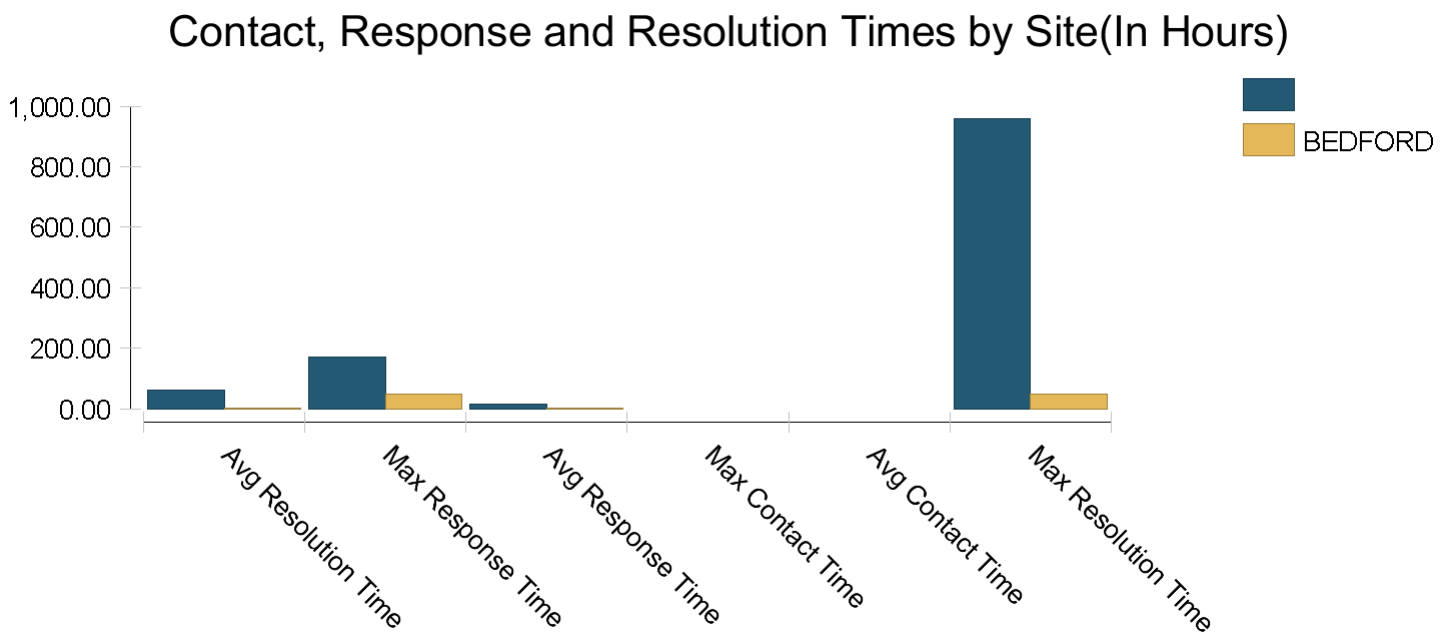
Service Desk Contact, Response and Resolution

Start Date: 1/1/04
End Date: 1/1/10



	Avg Contact (HH:MM)	Max Contact (HH:MM)	Avg Response (HH:MM)	Max Response (HH:MM)	Avg Resolution (HH:MM)	Max Resolution (HH:MM)
BEDFORD	00:00	00:00	01:56	47:08	02:44	48:53
	00:00	00:00	14:50	169:37	62:54	960:06

Tivoli. software

IBM®

Service Desk Contact, Response and Resolution

Start Date: 1/1/04

End Date: 1/1/10

Site:

Ticket Class	Priority	# of Tickets	Avg Contact (HH:MM)	Max Contact (HH:MM)	Avg Response (HH:MM)	Max Response (HH:MM)	Avg Resolution (HH:MM)	Max Resolution (HH:MM)
INCIDENT	1	1	00:00	00:00	00:32	00:32	00:32	00:32
INCIDENT	2	1	00:00	00:00	00:48	00:48	00:48	00:48
SR	1	19	00:00	00:00	00:25	00:32	32:03	578:10
SR	2	3	00:00	00:00	00:00	00:00	320:03	960:06
SR	3	3	00:00	00:00	01:29	02:30	07:03	18:05
SR	4	1	00:00	00:00	169:37	169:37	169:37	169:37

Site: BEDFORD

Ticket Class	Priority	# of Tickets	Avg Contact (HH:MM)	Max Contact (HH:MM)	Avg Response (HH:MM)	Max Response (HH:MM)	Avg Resolution (HH:MM)	Max Resolution (HH:MM)
INCIDENT	1	24	00:00	00:00	00:48	04:03	01:48	08:18
INCIDENT	2	4	00:00	00:00	00:47	01:02	00:46	01:33
INCIDENT	3	10	00:00	00:00	05:28	47:08	07:35	48:53
INCIDENT	4	2	00:00	00:00	01:01	01:34	01:24	01:49
SR	1	1	00:00	00:00	00:00	00:00	00:24	00:24
SR	2	3	00:00	00:00	00:03	00:03	00:16	00:17
SR	3	4	00:00	00:00	01:12	03:30	01:14	04:12