

Percentage Report

[Click To Print Current Page](#)**Result(s) Based Upon Search For:**

- **Date Open:** 2/1/2008--2/29/2008

Result(s) Sorted By: Ticket Number**Print Date:** Thu Mar 20 15:40:08 2008

Category

Category Values	Number	Percentage
Audio Visual	34	10.79 %
Classroom/Lab	12	3.81 %
Docushare	16	5.08 %
Email - Webmail	39	12.38 %
Faculty - Online Services (S2KLite, Rosters, etc.)	1	0.32 %
Hardware - Mac	4	1.27 %
Hardware - Other	20	6.35 %
Hardware - PC	31	9.84 %
Meeting Maker	5	1.59 %
Network Issue	5	1.59 %
Online Services (Leave Blance, Work Order etc.)	1	0.32 %
Oracle Financials - Account/Password	5	1.59 %
Oracle Financials - Application	1	0.32 %
Other	21	6.67 %
Printers/Printing	1	0.32 %
Server - Division	1	0.32 %
Server - Other	3	0.95 %
Software - Filemaker	4	1.27 %
Software - KeyAccess	1	0.32 %
Software - Other	11	3.49 %
Software - Windows	1	0.32 %
System 2000 - Application	4	1.27 %

System 2000 - New Account/Password	25	7.94 %
Telephone	28	8.89 %
Voice Mail	19	6.03 %
Web - Other	12	3.81 %
Windows Login	4	1.27 %
Wireless	6	1.90 %
	Total: 315	

Status

Status Types	Number	Percentage
Assigned	20	6.35 %
Closed	273	86.67 %
Pending	22	6.98 %
	Total: 315	

Ticket Assigned To

Ticket Assigned To Values	Number	Percentage
btravis	32	10.16 %
compservhotline	8	2.54 %
computeroperators	35	11.11 %
dalexander	2	0.63 %
doriger	14	4.44 %
gyee	51	16.19 %
jazzaro	2	0.63 %
jpoyner	4	1.27 %
jprader	2	0.63 %

jsears	5	1.59 %
mkeokhiokham	8	2.54 %
mkilgore	42	13.33 %
ncuneo	1	0.32 %
nsomyajula	1	0.32 %
sali	34	10.79 %
sogata	33	10.48 %
testrada	22	6.98 %
webservices	12	3.81 %
wliving	7	2.22 %
Total: 315		

Priority

Priority Values	Number	Percentage
1 - Critical - Completely Down	14	4.44 %
2 - High - Partially Down	240	76.19 %
3 - Normal - As soon as possible	57	18.10 %
4 - Low - Whenever time permits within a month	1	0.32 %
5 - Lowest - Schedule Projects, Months	3	0.95 %
Total: 315		

Date Open

Day Entered	Number	Percentage
Friday 02/01/2008	6	1.90 %
Monday 02/04/2008	22	6.98 %
Tuesday 02/05/2008	11	3.49 %

Wednesday 02/06/2008	13	4.13 %
Thursday 02/07/2008	19	6.03 %
Friday 02/08/2008	18	5.71 %
Monday 02/11/2008	18	5.71 %
Tuesday 02/12/2008	22	6.98 %
Wednesday 02/13/2008	17	5.40 %
Thursday 02/14/2008	10	3.17 %
Tuesday 02/19/2008	27	8.57 %
Wednesday 02/20/2008	13	4.13 %
Thursday 02/21/2008	21	6.67 %
Friday 02/22/2008	13	4.13 %
Monday 02/25/2008	24	7.62 %
Tuesday 02/26/2008	30	9.52 %
Wednesday 02/27/2008	7	2.22 %
Thursday 02/28/2008	13	4.13 %
Friday 02/29/2008	11	3.49 %
	Total: 315	

Date Last Modified

Day Modified	Number	Percentage
Friday 02/01/2008	2	0.63 %
Monday 02/04/2008	9	2.86 %
Tuesday 02/05/2008	12	3.81 %
Wednesday 02/06/2008	8	2.54 %
Thursday 02/07/2008	20	6.35 %
Friday 02/08/2008	8	2.54 %
Monday 02/11/2008	17	5.40 %
Tuesday 02/12/2008	22	6.98 %
Wednesday 02/13/2008	8	2.54 %

Thursday 02/14/2008	7	2.22 %
Tuesday 02/19/2008	19	6.03 %
Wednesday 02/20/2008	28	8.89 %
Thursday 02/21/2008	16	5.08 %
Friday 02/22/2008	16	5.08 %
Monday 02/25/2008	16	5.08 %
Tuesday 02/26/2008	28	8.89 %
Wednesday 02/27/2008	11	3.49 %
Thursday 02/28/2008	9	2.86 %
Friday 02/29/2008	8	2.54 %
Monday 03/03/2008	15	4.76 %
Tuesday 03/04/2008	4	1.27 %
Wednesday 03/05/2008	8	2.54 %
Monday 03/10/2008	3	0.95 %
Tuesday 03/11/2008	4	1.27 %
Wednesday 03/12/2008	6	1.90 %
Thursday 03/13/2008	6	1.90 %
Friday 03/14/2008	1	0.32 %
Monday 03/17/2008	1	0.32 %
Tuesday 03/18/2008	3	0.95 %
Total: 315		

Date Closed

Day Closed	Number	Percentage
Blank	42	13.33 %
Friday 02/01/2008	2	0.63 %
Monday 02/04/2008	6	1.90 %
Tuesday 02/05/2008	11	3.49 %
Wednesday 02/06/2008	7	2.22 %

Thursday 02/07/2008	20	6.35 %
Friday 02/08/2008	7	2.22 %
Monday 02/11/2008	15	4.76 %
Tuesday 02/12/2008	19	6.03 %
Wednesday 02/13/2008	6	1.90 %
Thursday 02/14/2008	6	1.90 %
Tuesday 02/19/2008	16	5.08 %
Wednesday 02/20/2008	25	7.94 %
Thursday 02/21/2008	15	4.76 %
Friday 02/22/2008	14	4.44 %
Monday 02/25/2008	16	5.08 %
Tuesday 02/26/2008	26	8.25 %
Wednesday 02/27/2008	11	3.49 %
Thursday 02/28/2008	6	1.90 %
Friday 02/29/2008	7	2.22 %
Monday 03/03/2008	13	4.13 %
Tuesday 03/04/2008	4	1.27 %
Wednesday 03/05/2008	6	1.90 %
Monday 03/10/2008	2	0.63 %
Tuesday 03/11/2008	4	1.27 %
Wednesday 03/12/2008	2	0.63 %
Thursday 03/13/2008	3	0.95 %
Friday 03/14/2008	1	0.32 %
Monday 03/17/2008	1	0.32 %
Tuesday 03/18/2008	2	0.63 %
	Total: 315	

Date Scheduled

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Day Scheduled	Number	Percentage
Blank	308	97.78 %
Tuesday 12/18/2007	1	0.32 %
Tuesday 02/19/2008	1	0.32 %
Wednesday 02/20/2008	1	0.32 %
Thursday 02/21/2008	1	0.32 %
Monday 02/25/2008	2	0.63 %
Thursday 02/28/2008	1	0.32 %
Total: 315		

Manufacturer

Manufacturer Value	Number	Percentage
Not Applicable	315	100.00 %
Total: 315		

Vendor

Vendor Value	Number	Percentage
Not Applicable	315	100.00 %
Total: 315		



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