AGENDA REPORT

TO: JOHN A. FLORES
INTERIM CITY ADMINISTRATOR

FROM: Bryan M. Sastokas

SUBJECT: Status of ITD Help Desk Requests and Projects for OPD

DATE: February 4, 2015

City Administrator Approval		Date	

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council accept this informational report prepared at the request of Councilmember Desley Brooks on January 8, 2015. This report provides an analysis of all Help Desk requests made by the Oakland Police Department (OPD) to the Information Technology Department (ITD); the date of the request; the date the request was completed and the status of said request; if the request is incomplete, the anticipated completion date. Additionally, this Report provides a summary of the status of all OPD-related technology projects ITD is working on or has completed for the reporting period, which is January 1, 2014 to January 31, 2015.

OUTCOME

The Public Safety Committee of the City Council reviews the current status of ITD's support of OPD and determines next steps relative to the report findings.

EXECUTIVE SUMMARY

In response to the January 8, 2015 request from Councilmember Brooks, this report details the requested information regarding Information Technology Help Desk requests and regarding the status of ITD projects being done for the benefit of and in collaboration with OPD. Councilmember Brooks requested that the information be for the period of "January 2014 to the present," but, for the sake of clarity and practicality, the period for the information covered in this report is from January 1, 2014 to January 31, 2015.

In addition to the raw data, this report also provides additional context to assist in developing a more complete understanding of the data. For the Help Desk data, this includes comparisons

between OPD Help Desk requests and those for the rest of the City. For the project data the context is provided by identifying the links between ITD/OPD projects and the major trends shaping the evolution of law enforcement technology. Finally, the presentation that will be provided during the Public Safety Committee meeting, one which provides further overall context, can be found in *Attachment A.*.

Help Desk
ITD maintains an IT Help Desk Call Center to provide all Level 1 technical support to City staff when they call 238-2000 for IT assistance. The Help Desk is a 9am to 5pm, Monday thru Friday, helpdesk operation and is composed of four technicians. Each time a City staff member (including OPD staff) contacts the Help Desk for support, the Help Desk technician records that request in an automated system. These requests – each of which is tracked – are commonly referred to as "tickets." A summary of the January 1, 2014 to January 31, 2015 ticket data is below and a detailed list of the tickets is provided in *Attachments B & C.* Please note that OPD tickets are included in All-City totals and that ITD estimates that all open tickets will be closed within six weeks.

Table 1: Help Desk Ticket Summary, Jan. 1, 2014 - Jan. 31, 2015

	OPD	All City	OPD %
Approx. Number Full-Time Equivalent Staff	1,200	4,800	25.0%
Total Help Desk Tickets (i.e., open + closed)	3,497	15,588	22.4%
Open Help Desk Tickets	388	1,246	31.1%
Closed Help Desk Tickets	3,109	14,342	21.7%
Avg. # Of Days Closed Tickets Took to Close	29.8	14.0	112.9%
Avg. # Of Days Open Tickets Have Been Open	118.8	172.9	68.7%

Projects Overview
Over the course of the requested period, ITD has completed 19 OPD-specific projects and 28 additional projects are still ongoing with various projected end dates (see *Attachments D & E* for a detailed listing of these projects). These numbers do not include a variety of *other* ITD projects which benefit the entire City *including OPD* (e.g., the project to roll-out Microsoft Office 365, Oracle R12 upgrade, Fiber Optic Master Plan, Enterprise Backup and Storage, Enterprise Geographic Information System, Citywide Pictometry, Data Centers modernization, new City web site, and reconstituting the ITD Project Management Office) nor do they take into account the ITD's responsibilities to the Oakland Fire Department and for coordinating and occasionally collaborating with other state and local public safety agencies and regional entities (e.g., the Alameda County Sheriff's Office, the California Department of Justice, the Port of Oakland, Oakland Unified School District Police Department, Oakland Housing Authority Police Department, BART Police, Piedmont Police & Fire, etc.).

ITD's role with respect to these projects is to assist in technical planning and implementation, but the Department also plays a role in collaborating with OPD in shaping project priorities by giving strategic guidance and counsel designed to keep OPD ahead of the technological curve. With the major technology and law enforcement trends as a focus, the table below contains a breakdown of ITD/OPD projects that takes some of these trends into account while also addressing some other basic topics like infrastructure maintenance, upgrades, legal, and regulatory compliance. For the sake of clarity in counting the number of projects, each project has only been assigned one trend/category, although many projects address multiple trends. A detailed listing of each project is provided in *Attachments D & E*.

Table 2: Summary of ITD Projects for OPD, Jan. 1, 2014 to Jan. 31, 2015

Program	Projects In Progress	Projects Completed
Mobility and Mobile Computing	6	5
Intelligence-Led Policing/Predictive Analytics	3	0
Interoperability and Data Sharing	2	1
Social Media	1	0
Existing Infrastructure Maintenance	8	4
Regulatory/Legal Compliance	2	0
New Infrastructure and/or Major Improvements to Existing Infrastructure (e.g., moving to the cloud)	6	9
Sub-Totals	**28**	**19**
Grand Total	**47**	

For a more in-depth discussion of these public safety technology trends and how they inform the ITD Public Safety Division program areas into which projects are organized, please refer to *Attachment F*.

Large-Scale Projects
From among the 47 projects mentioned above, 3 projects qualify as large-scale OPD projects worthy of separate mention and a more detailed status update (provided in the Analysis section below). They are:

1. Portable Radios, Infrastructure and the East Bay Regional Communications System Authority (EBRCSA):

2. Internal Personnel Assessment System, Next Generation (IPAS2):

3. Integrated Public Safety System, Next Generation (IPSS2):

BACKGROUND / LEGISLATIVE HISTORY

The Information Technology Department is the central group within the City providing leadership, guidance and services relating to information technology. In 2007 a Public Safety Support Division within ITD was created to provide dedicated focus on the critical IT needs of the City's Police and Fire Departments, their staffs and facilities. This Public Safety Division (PSD) within ITD provides both strategic and technical resources in its collaborative work with Oakland's public safety departments.

The Public Safety Services Division (PSD) in ITD is responsible for business needs analysis, acquisition, designing, contract negotiations, installation, integration, project management, maintenance and support of Public Safety IT Systems. It is a One-Stop shop for all the Information Technology needs of Police and Fire departments in the City. There are more than 2000 public safety personnel combined in the Police and Fire Departments, who, day and night, rely on the technical and professional expertise of the ITD staff and use the emergency system supported and maintained by the dedicated PSD staff.

One of PSD's roles is to take into account major technological and public safety-specific trends and to work with the City's public safety departments to keep them at the forefront of those trends while also providing day-to-day support and maintenance services for the various elements of the existing infrastructure. Like most other departments in the City, ITD has been challenged in recent years to keep pace with the demand for its services given the significant cuts to staff and budgets that were necessary during the economic downturn. While ITD has been able to add back *some* staff that were cut, it is still quite challenging to provide all the services its stakeholders would like to have from the Department given currently available resources. Even with these limitations, ITD has successfully made (and continues to make) major contributions to the needs of OPD and OFD. This report will provide an overview of those accomplishments and challenges while also providing a description of what is still to come.

ANALYSIS

As with any organization, ITD must prioritize the many demands on its limited resources so it can maximize the value it provides to its stakeholders. One element of doing that is to stay abreast of the major trends that are leading the evolution of both IT in general and of public safety technology specifically and to use that information to inform prioritization discussions with the Public Safety stakeholders. Understanding and staying ahead of these trends ensures that the City's public safety entities are planning for the future. There are many benefits possible through the effective use of technology in law enforcement, but what all of them have in common is the idea of technology as a "force multiplier" that enables a given individual or group

to accomplish far more on their own – and probably more quickly – than they ever could have before (even with more people).

The Current State of OPD Technology

Infrastructure – The world of information technology is constantly evolving and the IT infrastructure that supports OPD must – over time – be constantly changing and improving to keep pace with this evolution. Given the OPD and ITD budget cuts necessitated during the recent economic downturn, City and OPD IT infrastructure did NOT keep pace, however, and the level of technology has fallen behind. As importantly, the IT personnel "infrastructure" necessary to continuously support and maintain the existing systems (and implement new ones) was also cut – to the point where the current staff is not sufficient to provide the level of IT services that OPD expects and deserves.

Since those cuts, however, the fiscal picture has been gradually improving and *some* long needed personnel and capital project resources have been provided. Many critical elements of the IT infrastructure have been upgraded since 2013 or are finally starting the process of being upgraded now. Recent example include upgrades to the public safety and City network infrastructure, updating OPD laptops and desktops, revamping OPD Dispatch Center, achieving City Council approval to commence the IPAS2 project to replace the current OPD Internal Personnel Assessment System and more.

While these recent improvements to the IT infrastructure are encouraging, the infrastructure still has many aging and out-of-date systems and areas that require additional time and resources to upgrade and/or replace. In addition to the existing infrastructure, there are other areas where *new* technologies should be introduced before the IT infrastructure can be characterized as "current with the state of the industry." Even once brought current, the inevitable march forward of technological innovation and the related continuous evolution of the business needs of OPD will require ongoing investments in technology and personnel to support.

Data Management – As can be seen in *Attachment G*, there are over 100 software packages/systems in use by OPD that must be supported and maintained. Most of them, if not all, have data that is critical to the function of the software. Managing this data is a continuous challenge. Many of the existing system keep their data in disparate array of different databases – from Excel spreadsheets to Access databases to SQL databases to cloud-based data stores.

While this does not present a challenge in every case, there are many instances in which lack of data standardization, lack of data integration and/or lack of data integrity is creating unnecessary operational challenges & inefficiencies while also presenting severe challenges to the long-term supportability and sustainability of mission-critical data. The solution to this challenge is to address data as a critical enterprise-wide issue and build the enterprise platforms necessary to maintain that data in a standard, sustainable enterprise fashion.

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While surmounting this challenge will likely take years, examples of where these kinds of efforts have already started are in the next generation internal personnel assessment system (IPAS2) and in the next generation integrated public safety system (IPSS2).   In the IPAS2 project twelve disparate source data systems are currently being used by the current IPAS system and eight of them will be rewritten onto the Microsoft SharePoint Online platform with a common SQL Server back-end. Similarly, in the preliminary work to replace the aging IPSS system used across OPD, a critical element of the planned IPSS2 replacement system will be a crime data warehouse which will provide a standard, enterprise-accessible location to store many different sources of data in one central, enterprise-class database.

Business/IT Vision and Resource Alignment – To achieve the vision of how technology can best benefit OPD, it is necessary to start not with technology, but with the business needs and requirements of OPD. OPD is a large organization with many divisions and groups and each of them has their own business requirements and ways in which technology can best benefit them. A past challenge in this regard – and still one that ITD and OPD must remain mindful of – is having a consistent, reliable and capable OPD resource(s) to build and maintain an integrated vision of prioritized OPD business requirements. Having this is crucial to ITD's efforts to collaborate with OPD in bringing forth an integrated *technological* vision and the specific, tangible program and project roadmap necessary to properly support OPD needs.

As with the other two areas of focus above, there have been very real improvements in this area over the past couple of years, but much more improvement is needed if OPD and ITD are together going even to approach an ideal situation.

Maintenance and Support Activities:

While contributing its particular vision, leadership and strategy to the collaborative effort to ensure that Oakland's public safety departments are prepared for the future is a critical element in ITD's mission, it is equally important that ITD provide maintenance and support services for the existing elements of the OPD (and overall public safety) IT infrastructure.

To provide some context for this informational report on ITD's recent public safety services, it is useful to understand the considerable size and scope of the overall existing infrastructure that ITD supports and maintains. It is also important to note that the 24/7/365 nature of public safety department activities places added demands on the nature of this infrastructure support. Please see *Attachment G* for a detailed breakdown of this infrastructure.

Help Desk Services:

ITD maintains an IT Help Desk Call Center to provide all Level 1 technical support to City staff (including OPD staff). The Help Desk is a 9am to 5pm, Monday thru Friday, staffed by four

full-time technicians. When a call or email initially comes in, the Help Desk Technician performs the Level 1 triage and troubleshooting to assist the caller. Once it is determined by the Help Desk Technician that the ticket requires escalation for additional assistance, he or she assigns it to the appropriate ITD Section for follow-up resolution. Escalated tickets are assigned by ITD Supervisors to various ITD technical staff members based on their relevant knowledge and skills, area of expertise, and availability.

In addition to the ITD Help Desk, City staff also relies on maintenance and support provided by vendors' Help Desk systems, by calling them directly, especially after hours and over the weekends. City has existing maintenance and support contracts with vendors such as Motorola, AT&T, Harris, Verizon, Aviat, Microsoft, and HP, some of which provide 24/7 monitoring and support services to our public safety mission critical systems. Because of the integration challenges among different Help Desk systems, resources required, and cost associated with this effort, a consolidation of the entire Help Desk data and reporting was never implemented. Though, it is important to note that there are thousands of OPD Help Desk tickets created by these external systems and ITD staff work on these issues till resolved.

It is also important to note that the Desktop and Laptop ITD support staff is situated at the Police Administration Building, and many minor IT related trouble tickets are resolved by them during the course of their informal interactions with OPD staff without being captured in the Help Desk system.

Analysis of Help Desk Tickets

Along with the summary statistics in Table 1 above, it is instructive to compare data from the requested 13-month period to an analysis done previously on Help Desk tickets during Fiscal Year 2012-2013. The previous analysis was for *all* public safety tickets (i.e., it included help desk tickets for the Fire Department), but it's still an interesting comparison.

Period	Total # Tickets	Tickets Closed	Closing Percentage
FY 2012-2013 (OPD+OFD)	3,200	1,750	54.7%
1/1/14 – 1/31/15 (OPD Only)	3,497	3,109	88.9%

While comparing a 12-month period for both departments to a 13-month period for OPD tickets is not a strict like-to-like comparison, it still strongly suggests that the number of OPD tickets being handled by the Help Desk has increased dramatically in the last few years as has Help Desk productivity as measured by overall ticket closing percentages.

Apart from analyzing the total number of tickets and the overall closing percentage, it's also useful to understand how long it takes tickets to close (or, if they are open, how long they have been open). Analyzing just the most recent OPD data, the following pie charts provide that breakdown.

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% Closed Tickets by Days Open

■ 0-1 Day   ■ 2-10 Days   ■ 11-30 Days   ■ 30+ Days

% Open Tickets By Days Open

■ 0-1 Day   ■ 2-10 Days   ■ 11-30 Days   ■ 30+ Days
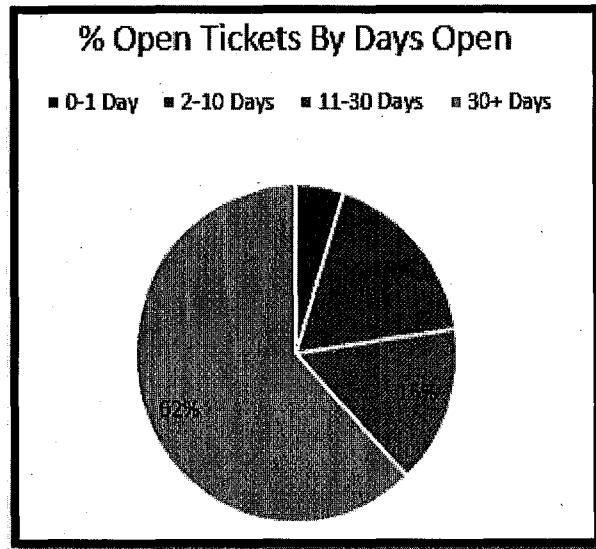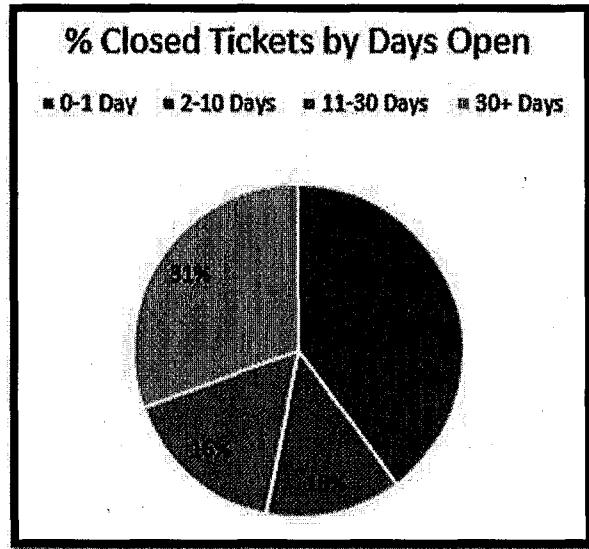
About half of the tickets are closed and resolved in less than 10 days, whereas approximately 70% of the tickets are resolved in less than a month. It is important to note that a number of long-lead time request items (e.g., ordering new or replacement equipment) are also lumped into Help Desk tickets. ITD is in process of streamlining the Help Desk process; including enabling Self-Serve in the Help Desk system, redefining the call type categorization, and taking the long-lead time request items into a separate projects based workflow.

Further analysis with charts of the total number of open and closed tickets by category is provided in *Attachment H.*

Status and Analysis of Large Scale Projects

From among the 47 projects mentioned in the Executive Summary, 3 projects qualify as large-scale OPD projects. Detailed updates on these projects are provided below.

Portable Radios, Infrastructure and the East Bay Regional Communications System Authority (EBRCSA): Phase 1 of this project is to replace the current public safety and public works portable radios with new Motorola APX Model P25 radios. The Motorola radios are evaluated by ITD and recommended by RCC, Inc., an independent consulting vendor hired by the City to evaluate the Oakland and EBRCSA P25 networks. The new model of APX 6000 portable radios is selected by OPD, due to cost, reliability, usability, high-performance, and interoperability with the Oakland and EBRCSA P25 radio networks. While the project also encompasses portable radios for Oakland Fire and portable and mobile radios for Oakland Public Works departments, the first priority is the deployment of police portable radios. Phase 2 of this project consists of

various radio infrastructure upgrade projects, including microwave network improvements, public siren system upgrade, emergency radio mobile network, etc. As directed by the Council, staff published an RFP for the financing of these projects, and recently selected a vendor. The two phases of the project have a budget of $16M (approx.) and Phase 1 is estimated to take nine months to complete while drawing from a variety of staff within the City Administrator's Office (CAO), ITD and OPD. Phase 2 is estimated to take 12 to 18 months, requiring close coordination with EBRCSA management and Alameda County staff for smooth and well-coordinated migration.

Internal Personnel Assessment System, Next Generation (IPAS2): This project is part of the effort to ensure compliance with the Negotiated Settlement Agreement (NSA) by replacing the current internal personnel assessment system (IPAS) with a next-generation system (IPAS2) that is more reliable, scalable and sustainable while also substantially reducing the current manual work required of OPD staff when using the current system. This project has a budget of $4.3M with an estimated schedule of 18 months and a team of at least 42 people (including team members from vendors Microsoft and Sierra-Cedar). The IPAS2 project formally kicks off on March 3, 2015.

Integrated Public Safety System (IPSS2): This project, tentatively scheduled to commence in Fall 2015 is a large-scale project to replace the aging computer-aided dispatch (CAD) and records management systems (RMS) used by OPD and the Oakland Fire Department (OFD). The project also involves replacement of the ancient fire-house alerting system used by OFD and provides for the creation of a new data warehouse to provide a central, normalized database containing crime data from several disparate, currently unconnected sources. A new crime data warehouse will further support the reporting and intelligence-led policing efforts of OPD. The RFP for this system was released on February 17, 2015 and, once bids are received, OPD, OFD and ITD will work together to achieve City Council approval for the needed funding. Initial estimates are that this project will cost approximately $10M-$12M and take 2-3 years to complete. According to the Police and Fire Chiefs, this project is the highest priority project on the Capital Improvement Program (CIP) funding request list for both Departments.

COST SUMMARY/IMPLICATIONS

This is a status report which outlines the ITD's disposition of past projects during the identified timeframe and the status of current and ongoing programs, projects and services. While there are identified fiscal impacts noted, no funds are requested in this report.

PUBLIC OUTREACH/INTEREST

This item did not require any public outreach.

COORDINATION

In the preparation of this staff report, ITD coordinated with OPD, the City Administrator's Office, the Budget Department and the City Attorney's Office.

SUSTAINABLE OPPORTUNITIES

Economic: There are no specific economic opportunities created by the acceptance of this informational report.

Environmental: There are no specific environmental opportunities created by the acceptance of this informational report.

Social Equity: There are no specific social equity opportunities created by the acceptance of this informational report.

For questions concerning the contents of this report, please contact Ahsan Baig, Information Technology Department at 510-238-3010.

Respectfully submitted,

2-24-15
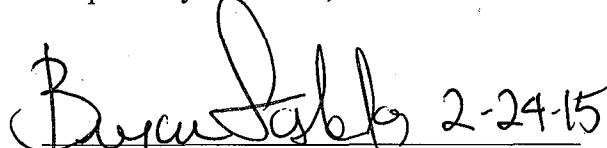
Bryan M. Sastokas
Chief Information Officer

Prepared by: Ahsan Baig,
Division Manager, Public Safety Services
Information Technology Department

Attachments (8):

Attachment A – Power Point Presentation
Attachment B – Closed OPD Help Desk Tickets
Attachment C – Open OPD Help Desk Tickets
Attachment D – In-Progress OPD IT Projects

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Attachment E – Completed OPD IT Projects
Attachment F – ITD Public Safety Division Program Areas
Attachment G – OPD/Public Safety IT Infrastructure Elements
Attachment H – Help Desk Ticket Analysis by Category

Attachment A

PowerPoint Presentation for

Public Safety Committee
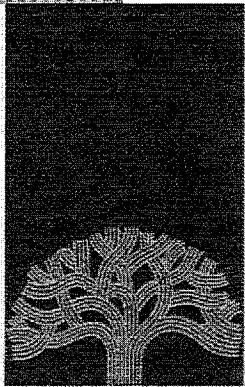
City of
OAKLAND
California
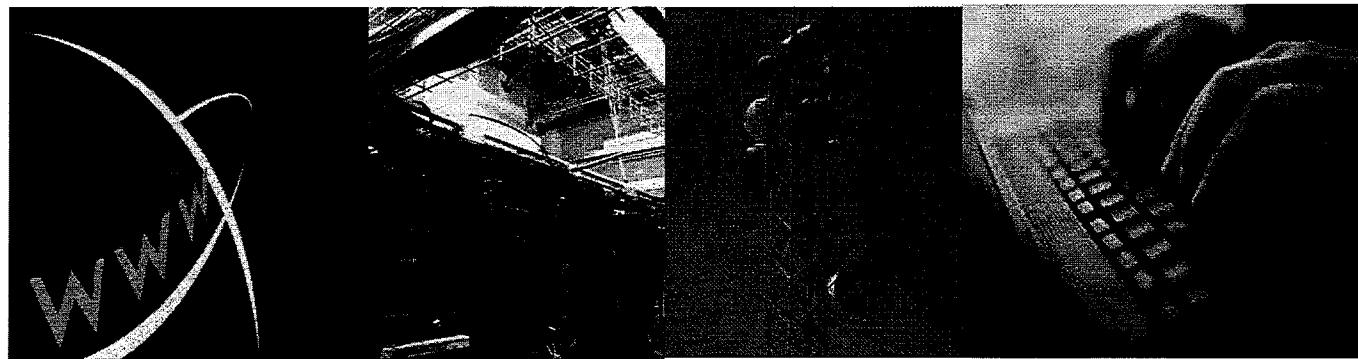
OPD Help Desk Tickets and IT Projects
Status Report 01/01/14 thru 01/31/15

Public Safety Committee 03/10/15

Ahsan Baig, IS Manager
Information Technology Department

INFORMATION TECHNOLOGY
OAKLAND
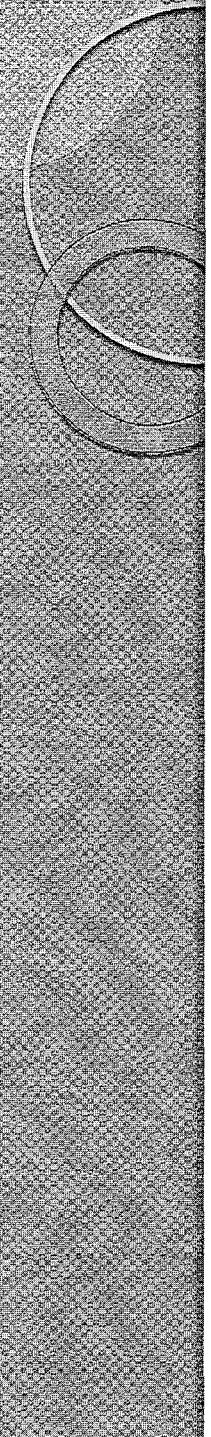
IT is a must have

- Our efforts are focused and directed towards
  - Business sponsorship and collaboration
  - IT Services Delivery for OPD
    - Platforms not point solutions
    - SERVICES, not the Servers
  - Agility and Innovation
- ITD will be aligned with the business
  - IT Maintenance Internal Services Fund (ISF) in place
  - SLAs will be developed
  - Self-serve will be available through the ITD Help Desk
- Shared IT Vision 2015

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ITD Organization

Director/CIO

- **Enterprise Applications**
  - Oracle Infrastructure
  - Oracle App

- **Public Safety (OPD, OFD, EOC) & Business Services**
  - BI, Business Apps. & GIS
    - PDB, IPAS, GIS, Website, CrimeView, etc.
  - Apps, Servers & Desktop
    - 911 CAD, RMS, Servers, Desktops, Laptops
  - Wireless Services
    - P25 Network, Handheld and Mobile Radios, etc.

- **Network Services & Enterprise Computing**
  - Apps, Servers & Desktop
  - Help Desk/EMAIL
  - Network & Telecom

- **Admin & HR**
  - Print Shop
  - Fiscal

Use of Resources

Maintenance
- Routine, Scheduled, Emergency
- Upgrades, Hot Fixes and Patches
- Security, Logs and Health Monitoring
- Hardware, Software & Network Maintenance

Support
- Help Desk Tickets
- Applications, Access, Reporting, etc.
- Desktop and Printer Related
- New Hires, Moves and Relocations

Projects
- Requirements, Planning, Research, Data Collection
- Project Management, Grants, Staff Reports, Coordination
- Design, Implementation, Integration and Testing
- Support and Maintenance

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OPD Help Desk Tickets

	OPD	All City	OPD %
Approx. Number Full-Time Equivalent Staff			
Total Help Desk Tickets			
Closed Help Desk Tickets			
Open Help Desk Tickets			
Avg. # Of Days Closed Tickets Took to Close			

For the period January 1, 2014 to January 31, 2015

- Key Points
  - OPD is a 24/7 operations
  - OPD requires urgent responsiveness
  - OPD staff change positions/assignments frequently
  - There are <u>100+</u> business software applications in use in OPD that require some level of ITD support and maintenance

Closed OPD Help Desk Tickets

3,109 OPD Closed Tickets 2014 - 1/31/15
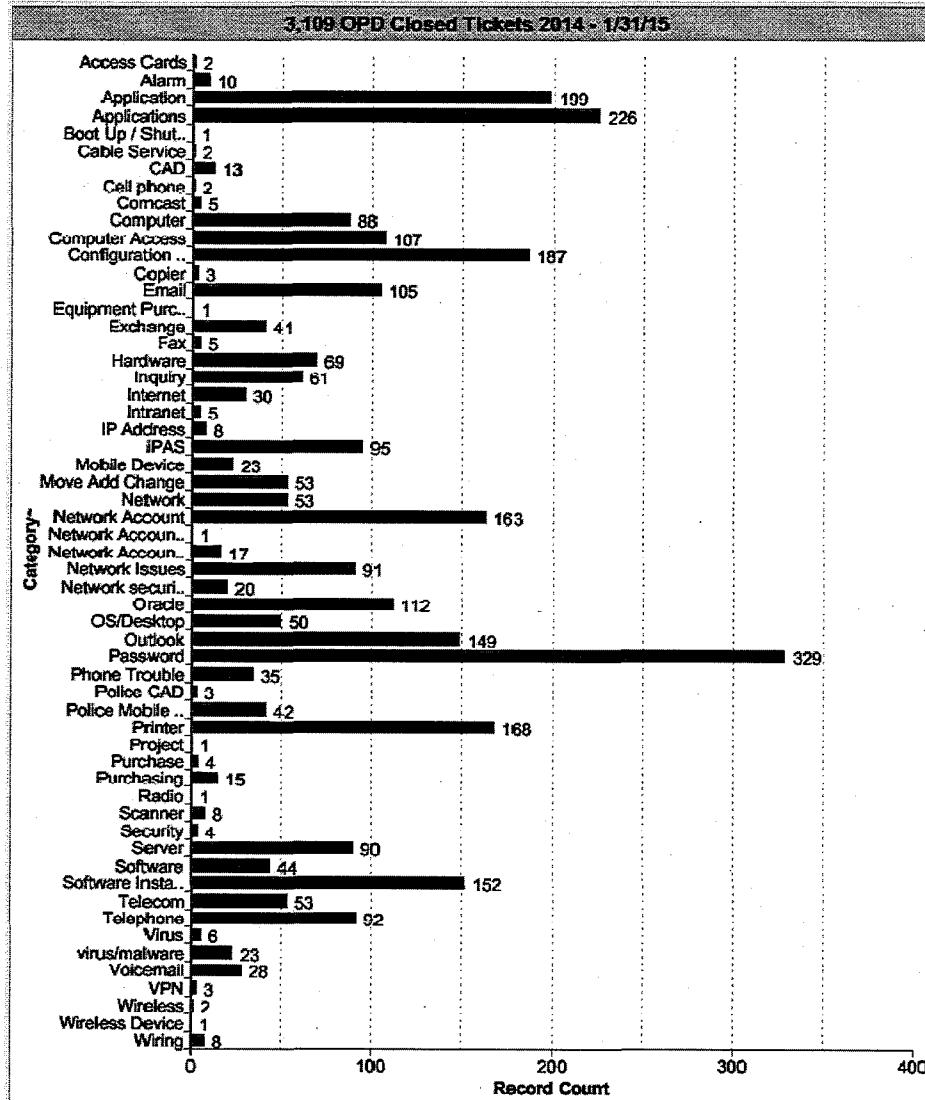
- **Key Points**
  - Most of the tickets are password related
  - Radio Shops tickets are not listed
  - Hundreds of instances of friendly assistance are not recorded
  - Vendors Help Desk tickets are not included

Open OPD Help Desk Tickets

388 OPD Open Tickets 2014 - 1/31/15
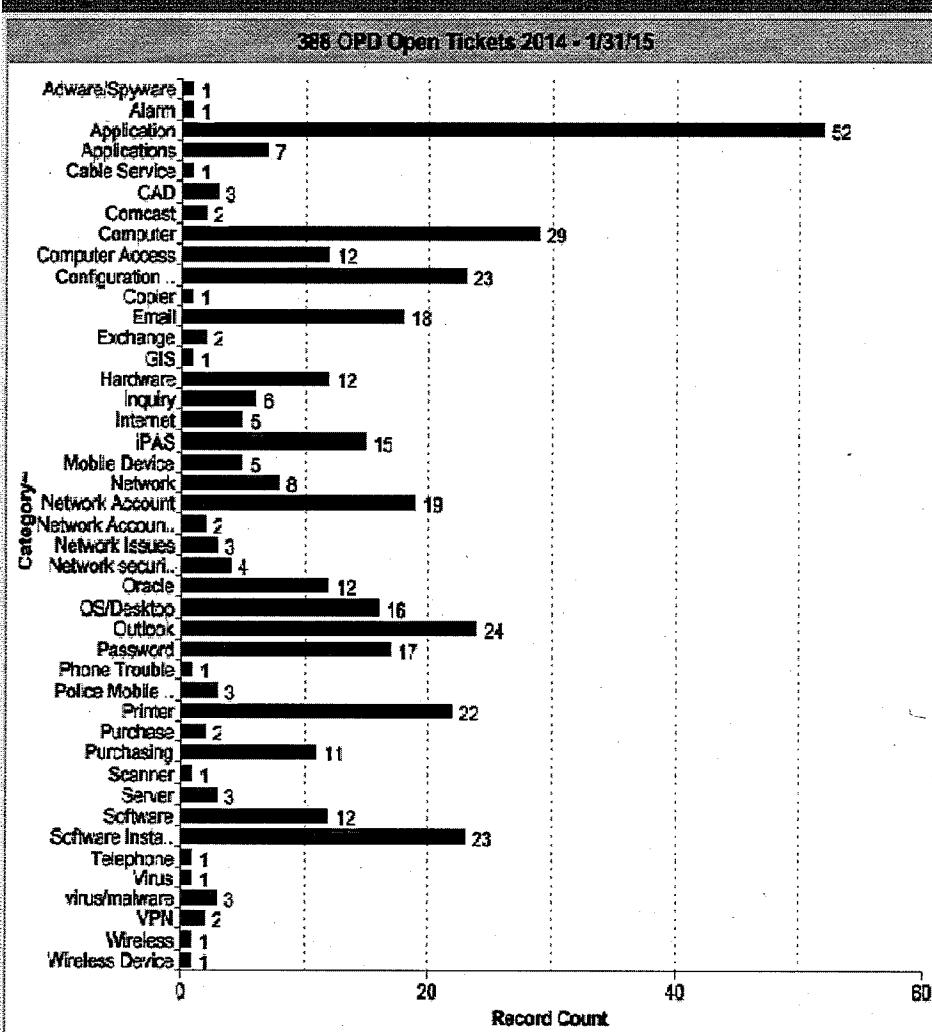
- **Key Points**
  - Most of the tickets are related to support of applications (including installation)
  - The high number of Outlook tickets should decline as Microsoft Office 365 is deployed in OPD
  - Same exclusions apply as for closed tickets

Time to Resolve

% Closed Tickets by Days Open

■ 0-1 Day   ■ 2-10 Days   ■ 11-30 Days   ■ 30+ Days
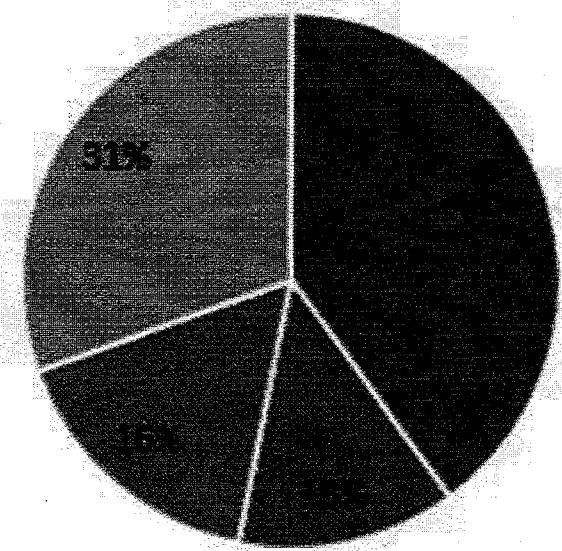
- Key Points
  - Almost half of the tickets are resolved within a day
  - Almost 70% of the Help Desk tickets are resolved in less than a month
  - Equipment ordering and Applications take more time

Key OPD IT Projects

OPD IT Projects

- O365 – Email
- Radios, Infrastructure and EBRCSA
- OPD IPAS2
- 911 CAD/RMS/Mobile Systems

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Radios, Infrastructure, and EBRCSA

- Scope
  - Phase 1 – Motorola Portable Radios deployment
  - Phase 2 – Infrastructure upgrades and EBRCSA migration
- Team – OPD, ITD, CAO, RCC, Motorola
- Budget - $16.1M
- Timelines

Phase 1 - Tasks	Estimated Completion Date
Staff Report and Reso	06/24/2014
Council Action	07/01/2014
Motorola PO Execution	03/05/15
Radios Delivery	04/10/15
Programming and Acceptance	07/31/15
Radios Deployment	10/01/15

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IPAS2 Phase 2 - Status Update

- Scope – Development of a new Early Warning System
- Team – OPD, ITD, CAO, Microsoft, Sierra Systems
- Budget - $4.3M
- Timelines

Tasks	Completion Date
Microsoft Selection	04/18/2014
Staff Report and Reso	10/2/2014
Council Action	10/21/2014
Microsoft Contract Execution	12/05/14
Sierra Contract Execution	02/10/15
Kick-Off Meeting	03/03/15
IPAS2 Implementation "Go Live"	07/01/16 (Est.)

911 CAD/RMS Upgrade

- Scope – Procurement of a new 911 CAD systems
- Team – OPD, OFD, ITD, Sierra Systems
- Budget - $TBD
- Timelines

Tasks	Estimated Completion Date
Publish RFP	02/17/2015
Vendor Proposal Deadline	04/10/2015
Secure Funding	07/01/2015
Select Vendor	07/01/2015
Gain Council Approval	09/22/2015
Contract Execution	10/16/2015
Project Kick-off Meeting	TBD
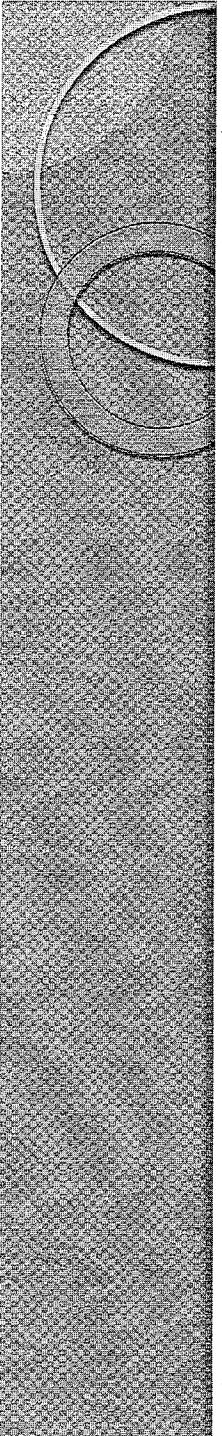
Accomplishments

- Policy Direction and Resolutions
  - Radios – Purchase of New Radios; Infrastructure; and EBRCSA
  - IPAS2 Phase 2 – Vendor selection and contract approval
  - DAC Phase 2 – Privacy Policy
  - P25 Radio Network Maintenance Approval
- Planning/Fiscal
  - 911 CAD/RMS RFP
  - IT Funds – IT Maintenance and Radio ISF (Internal Services Fund)
- Projects
  - OPD 911 Center Infrastructure Upgrade
  - Public Safety Core Network Equipment Replacement
  - Mobile Upgrades - migrated to new Toughbook and 4G
  - OPD Crime Dashboard
  - OPD Internal Affairs application migrated onto a new platform
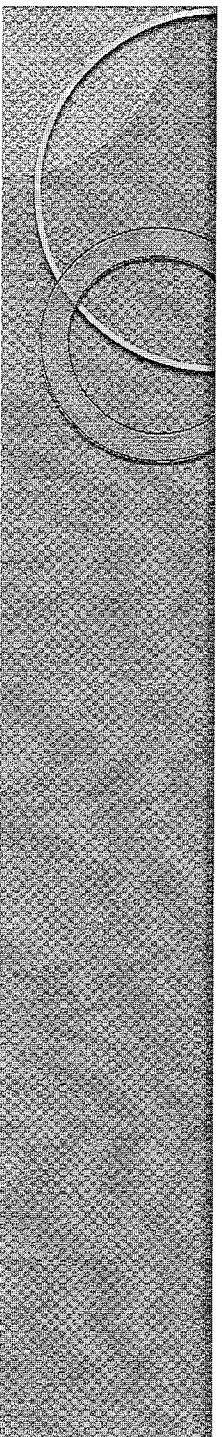
Challenges

- Department has taken significant staffing cuts (over 40%) in the last five years, severely impacting service levels
- Aging Infrastructure and antiquated technologies
- No consistent budget for technology refresh
- Compliance Issues
  - NSA – Negotiated Settlement Agreement
  - DOJ – Department of Justice
- No after-hours IT support for a 24/7 operation

Questions?

Information Technology Department

Ahsan Baig, Division Manager, Public Safety Services

Email: abaig@oaklandnet.com

Phone: (510) 238-3010

Attachment B

Closed Help Desk Tickets for OPD

for the period from

January 1, 2014 to January 31, 2015

Closed OPD Help Desk Tickets

All OPD Closed Ticket, 2014-1/31/15 Tab

Generated By:

Kirke Curtis

City of Oakland

2/13/2015 12:20 PM

Filtered By:	# Tickets Open		
Show: All incidents	0-1 Day	1,240	40%
Date Field: Closed Date equals Custom (1/1/2014 to 1/31/2015)	2-10 Days	410	13%
Account~ contains police	11-30 Days	509	16%
AND State Open equals False	30+ Days	950	31%

3109 : Count	**Average Days Open:**	**29.7**

Incident/ Incident #	Category	Opened Date	Closed Date	Days Open
4111	Hardware	5/23/2012 12:45	7/22/2014 10:29	789.9
18767	VPN	3/8/2013 15:13	10/1/2014 14:25	571.9
10397	Network Issues	9/24/2012 9:19	1/24/2014 11:07	487.1
12689	Cable Service	10/31/2012 12:29	1/23/2014 7:18	448.8
12888	Comcast	11/2/2012 15:16	1/23/2014 7:21	446.7
21959	Exchange	5/15/2013 16:40	6/3/2014 10:34	383.8
30821	Equipment Purchase	2/14/2014 16:51	1/14/2015 13:27	333.9
24611	Outlook	7/24/2013 18:28	6/3/2014 10:29	313.7
23036	Intranet	6/10/2013 16:11	4/18/2014 9:36	311.7
30183	Wiring	1/27/2014 16:57	11/20/2014 10:49	296.7
26628	Phone Trouble	10/2/2013 9:14	7/24/2014 15:25	295.3
26069	Computer Access	9/16/2013 10:23	6/27/2014 8:08	283.9
21619	Software Installation	5/9/2013 10:15	2/10/2014 7:39	276.9
30442	Hardware	2/3/2014 16:38	11/7/2014 12:01	276.8
29228	Purchasing	1/3/2014 9:17	10/1/2014 14:17	271.2
26533	Printer	9/30/2013 10:04	6/27/2014 8:08	269.9
26684	Software Installation	10/3/2013 17:44	6/27/2014 8:09	266.6
26734	Software Installation	10/4/2013 15:17	6/27/2014 8:09	265.7
31529	Inquiry	3/7/2014 9:55	11/20/2014 10:51	258.0
33744	Configuration / Set up	4/28/2014 11:17	1/5/2015 9:32	252.0
28120	Software Installation	11/13/2013 18:57	7/22/2014 10:31	250.6
27653	iPAS	10/30/2013 12:51	7/7/2014 15:02	250.1
27707	iPAS	10/31/2013 12:32	7/8/2014 10:31	249.9
31980	Oracle	3/17/2014 12:16	11/21/2014 10:05	249.0
31948	Computer Access	3/17/2014 9:20	11/20/2014 10:53	248.1
23071	Printer	6/11/2013 16:10	2/11/2014 10:25	244.8
27304	iPAS	10/22/2013 18:31	6/24/2014 11:16	244.7
23176	Configuration / Set up	6/12/2013 15:22	2/10/2014 7:33	242.7

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
33364	Configuration / Set up	4/18/2014 10:55	12/12/2014 14:36	238.2
23430	Oracle	6/19/2013 15:02	2/11/2014 11:09	236.9
23520	Configuration / Set up	6/20/2013 16:00	2/11/2014 11:10	235.8
27813	Printer	11/4/2013 11:44	6/27/2014 8:10	234.8
31417	Printer	3/5/2014 9:43	10/23/2014 15:06	232.2
34021	Configuration / Set up	5/2/2014 15:39	12/18/2014 9:49	229.8
27181	Computer Access	10/18/2013 12:35	6/3/2014 10:37	227.9
30744	Software Installation	2/13/2014 12:21	9/23/2014 14:11	222.0
25338	Computer Access	8/15/2013 17:35	3/25/2014 10:38	221.7
28193	Outlook	11/18/2013 7:31	6/27/2014 8:10	221.0
23678	Computer Access	6/25/2013 18:46	1/29/2014 14:42	217.9
23223	Configuration / Set up	6/13/2013 10:37	1/15/2014 13:43	216.2
27616	Email	10/30/2013 8:58	6/3/2014 10:39	216.1
27643	Printer	10/30/2013 11:31	6/3/2014 10:39	216.0
23874	Computer Access	7/3/2013 14:58	1/29/2014 14:40	210.0
27851	iPAS	11/5/2013 11:14	6/3/2014 10:40	209.9
25799	Printer	9/3/2013 18:00	4/1/2014 14:42	209.9
25252	Configuration / Set up	8/14/2013 16:45	3/11/2014 10:48	208.8
24307	Software Installation	7/17/2013 10:23	2/10/2014 7:31	207.9
32647	Inquiry	4/1/2014 14:50	10/23/2014 15:27	205.0
34964	Configuration / Set up	5/28/2014 16:04	12/19/2014 10:47	204.8
23668	Email	6/25/2013 18:07	1/15/2014 13:16	203.8
33613	Software Installation	4/24/2014 11:26	11/12/2014 15:55	202.2
32933	Software	4/8/2014 13:45	10/23/2014 15:25	198.1
24517	iPAS	7/23/2013 16:13	2/5/2014 15:21	197.0
23764	Configuration / Set up	6/28/2013 10:40	1/6/2014 13:07	192.1
35188	Configuration / Set up	6/3/2014 15:26	12/12/2014 14:23	192.0
24893	Software Installation	8/2/2013 16:55	2/10/2014 7:34	191.7
33236	Applications	4/15/2014 12:05	10/23/2014 15:05	191.1
38462	Comcast	7/10/2014 10:48	1/14/2015 9:47	188.0
32120	Configuration / Set up	3/20/2014 9:52	9/23/2014 14:20	187.2
38233	Email	7/3/2014 11:17	1/5/2015 9:35	186.0
27901	Software Installation	11/6/2013 12:47	5/8/2014 15:44	183.1
29941	virus/malware	1/22/2014 13:20	7/24/2014 15:27	183.1
27857	Move Add Change	11/5/2013 12:15	5/6/2014 12:03	182.0
25925	Email	9/11/2013 14:51	3/11/2014 15:30	181.0
27153	iPAS	10/17/2013 16:53	4/16/2014 9:31	180.7
24897	Software Installation	8/2/2013 17:16	1/29/2014 14:38	179.9
35040	Software Installation	5/30/2014 9:05	11/25/2014 10:44	179.1
29162	Computer Access	12/30/2013 13:13	6/26/2014 11:09	177.9
35730	Application	6/16/2014 14:07	12/10/2014 15:23	177.1
34687	Software Installation	5/21/2014 12:19	11/14/2014 12:02	177.0
24542	Software Installation	7/23/2013 17:31	1/15/2014 13:41	175.9
32686	Software Installation	4/2/2014 11:22	9/23/2014 14:37	174.1
35293	Password	6/5/2014 10:46	11/25/2014 12:23	173.1

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
36765	Configuration / Set up	6/19/2014 15:59	12/9/2014 16:13	173.1
31822	Outlook	3/13/2014 10:32	9/2/2014 10:43	173.0
25750	Configuration / Set up	8/30/2013 10:31	2/18/2014 11:26	172.1
35650	Outlook	6/13/2014 13:26	12/2/2014 8:37	171.8
30421	Hardware	2/3/2014 13:30	7/24/2014 15:28	171.0
33010	Applications	4/10/2014 9:20	9/26/2014 10:13	169.0
38938	Inquiry	7/22/2014 10:32	1/7/2015 10:12	169.0
39258	Internet	7/31/2014 8:55	1/14/2015 13:27	167.2
34392	Applications	5/14/2014 8:35	10/28/2014 13:36	167.2
24493	Computer Access	7/23/2013 12:40	1/6/2014 11:39	167.0
27737	Software Installation	11/1/2013 8:29	4/15/2014 14:25	165.3
28843	Computer Access	12/16/2013 8:24	5/29/2014 10:05	164.0
35460	Network Issues	6/10/2014 10:51	11/21/2014 10:01	164.0
31639	Computer	3/10/2014 13:49	8/20/2014 13:30	163.0
27086	Email	10/16/2013 16:20	3/27/2014 8:34	161.7
39718	Application	8/13/2014 8:32	1/20/2015 14:54	160.3
32430	Network Issues	3/27/2014 11:04	9/3/2014 12:09	160.0
27099	Configuration / Set up	10/16/2013 18:01	3/24/2014 15:00	158.9
39630	Software Installation	8/11/2014 10:18	1/15/2015 15:39	157.3
27574	Wiring	10/29/2013 13:50	4/4/2014 11:05	156.9
31638	Computer	3/10/2014 13:46	8/13/2014 13:06	156.0
29200	VPN	1/2/2014 10:43	6/6/2014 9:07	154.9
30087	Printer	1/24/2014 14:28	6/27/2014 8:10	153.7
30025	Configuration / Set up	1/23/2014 17:16	6/26/2014 11:07	153.7
33681	Network Issues	4/25/2014 10:34	9/25/2014 15:28	153.2
34886	iPAS	5/27/2014 14:54	10/27/2014 11:27	152.9
35082	Applications	5/30/2014 15:10	10/29/2014 10:53	151.8
33746	Software Installation	4/28/2014 11:23	9/26/2014 10:19	151.0
33437	Printer	4/21/2014 13:04	9/18/2014 15:32	150.1
40395	Purchase	9/2/2014 12:40	1/29/2015 14:15	149.1
29857	Configuration / Set up	1/21/2014 15:34	6/19/2014 13:49	148.9
30934	Printer	2/19/2014 14:28	7/18/2014 8:28	148.7
38654	Configuration / Set up	7/15/2014 12:37	12/9/2014 16:29	147.2
38683	Configuration / Set up	7/15/2014 16:15	12/9/2014 16:24	147.1
27963	Software Installation	11/7/2013 18:15	4/3/2014 10:29	146.6
35264	Internet	6/4/2014 15:36	10/28/2014 12:41	145.9
40054	Comcast	8/21/2014 15:44	1/13/2015 15:13	145.0
40530	Software Installation	9/8/2014 9:20	1/30/2015 13:13	144.2
38849	Configuration / Set up	7/18/2014 13:47	12/9/2014 16:18	144.2
29689	Software Installation	1/16/2014 9:43	6/9/2014 8:28	143.9
25528	Computer Access	8/22/2013 19:32	1/13/2014 14:55	143.9
25409	Email	8/19/2013 17:27	1/9/2014 16:03	143.0
39145	Configuration / Set up	7/28/2014 13:02	12/17/2014 16:50	142.2
31769	Hardware	3/12/2014 12:50	8/1/2014 10:21	141.9
28982	Computer Access	12/18/2013 18:35	5/9/2014 8:53	141.6

Incident Incident #	Category	Opened Date	Closed Date	Days Open
25893	Computer Access	9/10/2013 12:37	1/29/2014 13:21	141.1
33233	Outlook	4/15/2014 11:40	9/3/2014 12:10	141.0
28435	Network Issues	11/25/2013 11:44	4/15/2014 10:23	140.9
28504	Computer Access	12/2/2013 16:05	4/22/2014 14:20	140.9
40421	Application	9/2/2014 14:55	1/21/2015 11:05	140.9
35411	Intranet	6/9/2014 13:36	10/28/2014 8:12	140.8
28520	Applications	12/3/2013 11:42	4/22/2014 14:03	140.1
37692	Configuration / Set up	6/23/2014 15:04	11/10/2014 14:24	140.0
26327	Server	9/23/2013 16:37	2/10/2014 8:21	139.7
26234	Phone Trouble	9/19/2013 15:06	2/5/2014 10:16	138.8
30895	iPAS	2/19/2014 10:56	7/7/2014 15:03	138.1
25512	Outlook	8/22/2013 17:45	1/6/2014 11:36	136.8
40563	Computer	9/8/2014 15:49	1/20/2015 15:27	134.0
35001	Computer	5/29/2014 13:27	10/9/2014 11:32	132.9
26226	Configuration / Set up	9/19/2013 10:47	1/29/2014 14:11	132.2
28790	Mobile Device	12/12/2013 16:50	4/22/2014 14:24	130.9
30777	iPAS	2/13/2014 16:59	6/24/2014 10:59	130.7
27763	OS/Desktop	11/1/2013 14:10	3/11/2014 10:41	129.9
27105	Phone Trouble	10/16/2013 18:48	2/21/2014 8:59	127.6
28204	Computer Access	11/18/2013 11:02	3/25/2014 15:44	127.2
29917	Printer	1/22/2014 9:05	5/29/2014 10:02	127.0
34727	Network security	5/22/2014 8:37	9/25/2014 14:12	126.2
37671	Applications	6/23/2014 11:07	10/27/2014 13:39	126.1
40165	Email	8/26/2014 10:43	12/29/2014 16:22	125.3
28379	Configuration / Set up	11/22/2013 10:55	3/27/2014 12:14	125.0
28385	Configuration / Set up	11/22/2013 11:42	3/27/2014 12:19	125.0
40202	Computer	8/27/2014 9:37	12/29/2014 16:05	124.3
32502	Configuration / Set up	3/28/2014 9:25	7/29/2014 9:55	123.0
38884	Software Installation	7/21/2014 12:29	11/21/2014 9:58	122.9
36767	Network	6/19/2014 16:49	10/20/2014 15:10	122.9
40331	virus/malware	8/29/2014 11:04	12/29/2014 16:22	122.3
32054	Server	3/19/2014 9:23	7/18/2014 8:30	121.0
29427	Purchasing	1/8/2014 15:52	5/9/2014 14:30	120.9
32869	Email	4/7/2014 11:49	8/6/2014 8:59	120.9
41068	Software Installation	9/24/2014 13:04	1/23/2015 8:56	120.9
41242	Wireless Device	9/29/2014 11:18	1/27/2015 15:04	120.2
38648	Software	7/15/2014 12:18	11/12/2014 15:35	120.2
27289	Printer	10/22/2013 17:36	2/19/2014 14:33	119.9
38005	Printer	6/30/2014 12:27	10/27/2014 14:22	119.1
26979	Wiring	10/14/2013 15:18	2/10/2014 10:20	118.8
26943	Email	10/11/2013 10:04	2/6/2014 13:47	118.2
32684	Inquiry	4/2/2014 11:09	7/29/2014 9:55	118.0
26964	Software Installation	10/11/2013 16:00	2/6/2014 13:47	118.0
29491	Configuration / Set up	1/9/2014 14:18	5/7/2014 13:19	117.9
29231	Software Installation	1/3/2014 10:06	5/1/2014 9:03	117.9

Incident #	Category	Opened Date	Closed Date	Days Open
38829	Computer	7/18/2014 11:06	11/12/2014 15:33	117.2
29922	Configuration / Set up	1/22/2014 9:48	5/19/2014 14:38	117.2
28283	virus/malware	11/20/2013 12:45	3/17/2014 15:49	117.1
28781	Configuration / Set up	12/12/2013 13:29	4/8/2014 13:02	116.9
39092	Application	7/25/2014 11:36	11/18/2014 11:27	116.0
41262	Network	9/29/2014 13:59	1/23/2015 9:03	115.8
26178	Configuration / Set up	9/18/2013 13:48	1/10/2014 10:32	113.9
28542	Printer	12/3/2013 15:37	3/27/2014 11:07	113.8
30869	Network Issues	2/18/2014 15:11	6/11/2014 15:54	113.0
28759	Printer	12/12/2013 10:13	4/3/2014 15:06	112.2
29652	Printer	1/15/2014 13:34	5/7/2014 15:00	112.0
39463	Software Installation	8/5/2014 12:21	11/25/2014 10:52	112.0
29742	Network Issues	1/17/2014 10:59	5/9/2014 11:27	112.0
35922	OS/Desktop	6/19/2014 14:47	10/9/2014 11:36	111.9
27923	Email	11/6/2013 17:37	2/26/2014 13:29	111.8
27830	Phone Trouble	11/4/2013 16:05	2/24/2014 10:35	111.8
27305	Software Installation	10/23/2013 8:44	2/11/2014 15:50	111.3
35333	Software Installation	6/6/2014 10:21	9/25/2014 14:13	111.2
26259	Software Installation	9/20/2013 15:14	1/9/2014 16:01	111.1
41146	Computer Access	9/25/2014 15:13	1/14/2015 13:28	111.0
28755	OS/Desktop	12/12/2013 9:28	4/1/2014 15:59	110.2
35286	Outlook	6/5/2014 9:49	9/23/2014 14:30	110.2
39509	Hardware	8/6/2014 13:27	11/24/2014 9:27	109.9
28793	Configuration / Set up	12/13/2013 9:24	4/1/2014 15:39	109.2
40650	Outlook	9/11/2014 12:09	12/29/2014 16:12	109.2
40658	Inquiry	9/11/2014 13:12	12/29/2014 16:04	109.2
40679	Virus	9/12/2014 9:17	12/29/2014 16:23	108.3
26291	Computer Access	9/23/2013 10:55	1/9/2014 16:00	108.3
38521	iPAS	7/11/2014 10:59	10/27/2014 11:37	108.0
35461	Mobile Device	6/10/2014 10:56	9/25/2014 15:29	107.2
33429	Mobile Device	4/21/2014 11:51	8/6/2014 8:39	106.9
26411	Software Installation	9/25/2013 17:19	1/10/2014 9:46	106.7
28656	OS/Desktop	12/9/2013 10:23	3/25/2014 14:13	106.1
41405	Printer	10/1/2014 15:12	1/15/2015 15:41	106.1
26448	Printer	9/26/2013 15:11	1/10/2014 14:48	106.0
26595	Computer Access	10/1/2013 14:22	1/15/2014 13:38	106.0
40295	Configuration / Set up	8/28/2014 15:06	12/12/2014 13:58	106.0
41760	Oracle	10/9/2014 11:52	1/23/2015 9:01	105.9
28693	Police Mobile (Vehicle PC)	12/9/2013 16:46	3/25/2014 15:26	105.9
40438	Purchasing	9/3/2014 11:08	12/17/2014 14:48	105.2
31850	Purchasing	3/13/2014 13:17	6/26/2014 15:35	105.1
29009	Configuration / Set up	12/19/2013 12:26	4/3/2014 15:16	105.1
41454	Application	10/2/2014 14:22	1/15/2015 14:21	105.0
30238	Software Installation	1/28/2014 15:32	5/13/2014 8:49	104.7
39288	Outlook	7/31/2014 13:46	11/12/2014 15:32	104.1

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
33577	Software Installation	4/23/2014 13:01	8/5/2014 10:04	103.9
40833	virus/malware	9/17/2014 15:38	12/29/2014 16:24	103.1
28301	Computer Access	11/20/2013 15:19	3/3/2014 11:50	102.9
41808	Computer	10/10/2014 10:02	1/20/2015 15:36	102.3
26432	Printer	9/26/2013 11:05	1/6/2014 10:48	102.0
31976	Software	3/17/2014 11:51	6/27/2014 8:11	101.9
40916	Printer	9/19/2014 9:54	12/29/2014 16:12	101.3
27183	Configuration / Set up	10/18/2013 12:38	1/27/2014 13:55	101.1
40953	Printer	9/19/2014 15:31	12/29/2014 16:24	101.1
27204	Network Issues	10/18/2013 15:05	1/27/2014 14:18	101.0
27205	Software Installation	10/18/2013 15:35	1/27/2014 14:22	101.0
41551	OS/Desktop	10/6/2014 11:32	1/15/2015 10:05	101.0
29584	Oracle	1/13/2014 15:18	4/24/2014 15:32	101.0
38645	Oracle	7/15/2014 11:57	10/24/2014 10:15	100.9
38607	Telephone	7/14/2014 15:18	10/23/2014 9:40	100.8
38695	Software Installation	7/16/2014 9:15	10/24/2014 15:11	100.3
30187	Purchasing	1/28/2014 9:44	5/7/2014 14:59	99.2
39687	Software Installation	8/12/2014 12:51	11/19/2014 12:04	99.0
29141	Telecom	12/30/2013 10:01	4/8/2014 11:20	99.0
39701	Printer	8/12/2014 15:42	11/19/2014 11:54	98.9
27836	Software Installation	11/4/2013 17:11	2/11/2014 14:22	98.9
39901	Network	8/18/2014 15:39	11/25/2014 10:41	98.8
38739	Inquiry	7/16/2014 15:10	10/23/2014 10:08	98.8
40982	Hardware	9/22/2014 12:22	12/29/2014 16:13	98.2
27319	Computer Access	10/23/2013 13:11	1/29/2014 14:35	98.1
38787	Application	7/17/2014 14:03	10/23/2014 15:42	98.1
39547	Configuration / Set up	8/7/2014 11:33	11/13/2014 12:05	98.1
34685	Purchase	5/21/2014 12:15	8/27/2014 13:02	98.0
38757	Printer	7/17/2014 9:18	10/23/2014 9:50	98.0
33318	Printer	4/17/2014 10:52	7/24/2014 11:05	98.0
38775	Email	7/17/2014 11:34	10/23/2014 9:51	97.9
38603	Oracle	7/14/2014 15:02	10/20/2014 11:59	97.9
39782	Application	8/13/2014 17:10	11/19/2014 11:53	97.8
39528	Printer	8/7/2014 9:09	11/12/2014 15:34	97.3
38818	Application	7/18/2014 10:09	10/23/2014 15:41	97.2
28965	Applications	12/18/2013 12:23	3/25/2014 15:58	97.1
27268	Email	10/22/2013 12:33	1/27/2014 13:54	97.1
33269	Purchasing	4/16/2014 10:47	7/22/2014 12:47	97.1
29389	iPAS	1/8/2014 10:32	4/15/2014 10:25	97.0
26884	Network Issues	10/9/2013 17:40	1/13/2014 15:48	96.0
27358	Configuration / Set up	10/23/2013 18:22	1/27/2014 14:23	95.9
27361	Software Installation	10/23/2013 18:35	1/27/2014 14:22	95.9
41148	OS/Desktop	9/25/2014 15:23	12/29/2014 16:08	95.1
41147	Computer Access	9/25/2014 15:21	12/29/2014 16:07	95.1
38892	Software	7/21/2014 14:37	10/24/2014 15:25	95.0

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
38960	Application	7/22/2014 12:13	10/24/2014 10:16	93.9
41899	Computer	10/13/2014 13:59	1/15/2015 10:06	93.9
38906	Network Account	7/21/2014 16:39	10/23/2014 13:12	93.9
38947	Software	7/22/2014 11:02	10/23/2014 14:26	93.1
37795	Software Installation	6/25/2014 9:10	9/26/2014 10:20	93.1
29871	Oracle	1/21/2014 16:08	4/24/2014 11:55	92.8
26853	Applications	10/9/2013 8:11	1/9/2014 15:16	92.3
28698	Phone Trouble	12/9/2013 16:52	3/11/2014 16:17	91.9
42399	Outlook	10/23/2014 9:13	1/22/2015 15:01	91.3
39488	Inquiry	8/6/2014 9:11	11/5/2014 14:24	91.3
39537	Email	8/7/2014 10:25	11/6/2014 10:52	91.1
32145	OS/Desktop	3/20/2014 12:52	6/19/2014 13:32	91.0
32149	Computer	3/20/2014 13:25	6/19/2014 13:32	91.0
31175	Computer Access	2/26/2014 13:53	5/28/2014 10:27	90.8
30237	OS/Desktop	1/28/2014 15:28	4/29/2014 11:22	90.8
42393	Configuration / Set up	10/22/2014 17:09	1/21/2015 10:54	90.8
40639	Inquiry	9/11/2014 10:31	12/10/2014 15:22	90.2
39329	Telephone	8/1/2014 12:20	10/30/2014 17:11	90.2
38770	Application	7/17/2014 10:52	10/15/2014 15:42	90.2
41353	Software Installation	9/30/2014 15:07	12/29/2014 16:13	90.1
27604	Printer	10/29/2013 17:18	1/27/2014 14:18	89.9
28300	Configuration / Set up	11/20/2013 15:17	2/18/2014 11:32	89.8
38857	Network	7/18/2014 16:32	10/16/2014 9:25	89.7
34951	Software Installation	5/28/2014 14:04	8/25/2014 14:06	89.0
41396	OS/Desktop	10/1/2014 14:06	12/29/2014 10:54	88.9
29227	Network Issues	1/3/2014 9:15	4/1/2014 15:55	88.2
42496	Application	10/24/2014 13:16	1/20/2015 14:48	88.1
40098	Applications	8/25/2014 9:05	11/21/2014 10:06	88.1
27989	Configuration / Set up	11/8/2013 13:35	2/4/2014 14:14	88.0
29734	iPAS	1/17/2014 9:34	4/15/2014 10:32	88.0
29306	Printer	1/6/2014 13:08	4/4/2014 9:25	87.8
39339	Software Installation	8/1/2014 14:05	10/27/2014 15:53	87.1
42614	Application	10/28/2014 9:47	1/23/2015 9:07	87.0
37959	Oracle	6/27/2014 15:45	9/22/2014 15:16	87.0
29790	Computer Access	1/21/2014 10:41	4/18/2014 8:39	86.9
27212	Configuration / Set up	10/21/2013 9:08	1/15/2014 13:40	86.2
34563	Applications	5/19/2014 8:38	8/13/2014 13:20	86.2
29800	Configuration / Set up	1/21/2014 11:28	4/17/2014 15:59	86.2
42525	Password	10/27/2014 9:11	1/21/2015 10:53	86.1
39745	Computer	8/13/2014 13:15	11/7/2014 14:16	86.1
42574	Application	10/27/2014 13:36	1/21/2015 11:01	85.9
30257	Oracle	1/28/2014 16:48	4/24/2014 11:58	85.8
42546	Email	10/27/2014 10:23	1/20/2015 14:57	85.2
42548	Email	10/27/2014 10:44	1/20/2015 14:58	85.2
31775	Voicemail	3/12/2014 13:12	6/5/2014 14:10	85.0

Closed OPD Help Desk Tickets

Incident: Incident #	Category	Opened Date	Closed Date	Days Open
31770	Applications	3/12/2014 12:57	6/5/2014 13:50	85.0
42590	Password	10/27/2014 16:02	1/20/2015 15:01	85.0
39536	Hardware	8/7/2014 10:25	10/30/2014 14:20	84.2
27814	Computer Access	11/4/2013 11:46	1/27/2014 14:14	84.1
42636	Application	10/28/2014 13:32	1/20/2015 15:02	84.1
39022	Network	7/23/2014 13:26	10/15/2014 15:46	84.1
27199	Applications	10/18/2013 14:40	1/10/2014 14:47	84.1
42659	Outlook	10/28/2014 15:24	1/20/2015 15:03	84.0
39424	Configuration / Set up	8/4/2014 16:55	10/27/2014 14:46	83.9
29891	Configuration / Set up	1/21/2014 17:26	4/15/2014 14:22	83.8
29906	iPAS	1/21/2014 18:18	4/15/2014 10:23	83.6
41586	Password	10/7/2014 9:34	12/29/2014 16:11	83.3
29444	Configuration / Set up	1/9/2014 8:53	4/2/2014 11:37	83.1
42728	Outlook	10/29/2014 15:29	1/20/2015 15:04	83.0
38251	Applications	7/3/2014 16:11	9/24/2014 15:38	83.0
28076	Computer Access	11/13/2013 11:51	2/4/2014 11:04	83.0
30792	Scanner	2/13/2014 17:50	5/7/2014 15:28	82.9
30286	Purchasing	1/29/2014 13:55	4/22/2014 11:40	82.9
30032	Configuration / Set up	1/23/2014 17:40	4/16/2014 13:50	82.8
28092	Computer Access	11/13/2013 15:18	2/4/2014 9:48	82.8
41649	Network Account	10/8/2014 8:42	12/29/2014 16:17	82.4
37847	Software	6/26/2014 8:57	9/16/2014 15:42	82.3
42739	Email	10/30/2014 9:32	1/20/2015 15:05	82.3
28999	Software Installation	12/19/2013 10:36	3/11/2014 15:37	82.2
42475	Email	10/24/2014 10:33	1/14/2015 13:34	82.2
42494	Network Account	10/24/2014 12:50	1/14/2015 13:43	82.1
42769	Oracle	10/30/2014 14:18	1/20/2015 15:07	82.1
39535	Password	8/7/2014 10:23	10/28/2014 10:36	82.0
42776	Email	10/30/2014 15:52	1/20/2015 15:08	82.0
42783	Application	10/30/2014 16:27	1/20/2015 15:09	82.0
39570	Application	8/7/2014 15:25	10/28/2014 11:12	81.8
38223	Application	7/3/2014 10:08	9/22/2014 15:15	81.2
35678	Computer	6/16/2014 8:48	9/5/2014 11:37	81.1
27115	Software Installation	10/17/2013 11:30	1/6/2014 13:05	81.1
32148	Computer	3/20/2014 13:21	6/9/2014 13:51	81.0
39585	Printer	8/8/2014 10:29	10/28/2014 11:01	81.0
39840	Application	8/15/2014 11:02	11/4/2014 10:18	81.0
32841	Printer	4/7/2014 8:32	6/27/2014 8:11	81.0
28176	Oracle	11/15/2013 13:17	2/4/2014 10:02	80.9
30092	iPAS	1/24/2014 14:39	4/15/2014 10:22	80.8
27195	Applications	10/18/2013 14:08	1/6/2014 13:08	80.0
35788	Computer	6/17/2014 12:42	9/5/2014 11:37	80.0
39483	Network security	8/5/2014 16:47	10/24/2014 14:39	79.9
42524	Password	10/27/2014 9:04	1/14/2015 13:33	79.2
42915	Outlook	11/4/2014 11:12	1/22/2015 13:58	79.1

Incident / Incident #	Category	Opened Date	Closed Date	Days Open
30397	Network Issues	2/3/2014 9:06	4/23/2014 10:22	79.0
42851	Software Installation	11/3/2014 11:49	1/21/2015 10:00	78.9
42822	Computer Access	11/3/2014 8:51	1/20/2015 15:10	78.3
39173	Printer	7/29/2014 9:54	10/15/2014 15:48	78.3
39176	Application	7/29/2014 10:05	10/15/2014 15:49	78.2
42520	Application	10/27/2014 8:23	1/13/2015 12:56	78.2
34819	Applications	5/27/2014 8:37	8/13/2014 13:18	78.2
34818	Applications	5/27/2014 8:36	8/13/2014 13:19	78.2
29638	Software Installation	1/15/2014 10:29	4/3/2014 15:10	78.2
42852	Application	11/3/2014 11:54	1/20/2015 15:12	78.1
28519	Applications	12/3/2013 11:40	2/19/2014 14:33	78.1
30146	iPAS	1/27/2014 12:00	4/15/2014 15:44	78.1
28192	Outlook	11/18/2013 7:28	2/4/2014 9:50	78.1
28191	Outlook	11/18/2013 7:27	2/4/2014 9:47	78.1
30150	iPAS	1/27/2014 13:00	4/15/2014 15:45	78.1
39498	OS/Desktop	8/6/2014 10:02	10/23/2014 11:22	78.1
27237	Computer Access	10/21/2013 14:18	1/7/2014 14:41	78.1
42639	Printer	10/28/2014 13:42	1/14/2015 13:32	78.0
40194	Inquiry	8/26/2014 15:50	11/12/2014 15:43	78.0
39202	Password	7/29/2014 14:49	10/15/2014 15:50	78.0
30170	iPAS	1/27/2014 15:19	4/15/2014 16:58	78.0
28198	Outlook	11/18/2013 10:25	2/4/2014 10:40	78.0
33074	Move Add Change	4/10/2014 16:54	6/27/2014 16:49	78.0
42653	Printer	10/28/2014 15:05	1/14/2015 13:32	78.0
39641	Network Account	8/11/2014 12:19	10/28/2014 11:11	78.0
31694	Applications	3/11/2014 12:40	5/28/2014 10:27	77.9
30143	iPAS	1/27/2014 11:55	4/15/2014 10:22	77.9
42939	Application	11/4/2014 14:43	1/21/2015 10:52	77.8
39646	Application	8/11/2014 15:35	10/28/2014 11:13	77.8
30169	iPAS	1/27/2014 15:17	4/15/2014 10:21	77.8
39215	Software Installation	7/30/2014 9:19	10/15/2014 15:52	77.3
41867	Outlook	10/13/2014 11:02	12/29/2014 16:21	77.3
38216	Computer	7/3/2014 9:30	9/18/2014 15:49	77.3
39220	Hardware	7/30/2014 10:05	10/15/2014 15:54	77.2
42663	Password	10/29/2014 9:04	1/14/2015 13:32	77.2
39222	Outlook	7/30/2014 10:22	10/15/2014 15:55	77.2
27451	Computer Access	10/25/2013 10:32	1/10/2014 14:44	77.2
42908	Oracle	11/4/2014 10:14	1/20/2015 15:15	77.2
27259	Police CAD	10/22/2013 11:03	1/7/2014 14:51	77.2
39656	Printer	8/12/2014 8:31	10/28/2014 12:37	77.2
30194	iPAS	1/28/2014 10:43	4/15/2014 15:36	77.2
42688	Applications	10/29/2014 11:16	1/14/2015 13:31	77.1
30209	iPAS	1/28/2014 12:05	4/15/2014 15:38	77.1
30213	iPAS	1/28/2014 12:19	4/15/2014 15:38	77.1
38923	Software Installation	7/22/2014 8:52	10/7/2014 9:42	77.0

Incident Incident #	Category	Opened Date	Closed Date	Days Open
30496	Mobile Device	2/5/2014 10:08	4/23/2014 11:55	77.0
28233	Software Installation	11/19/2013 9:30	2/4/2014 9:50	77.0
28386	Scanner	11/22/2013 11:59	2/7/2014 10:51	77.0
28641	Configuration / Set up	12/6/2013 16:32	2/21/2014 12:04	76.8
29672	Software Installation	1/15/2014 16:15	4/2/2014 9:14	76.7
41932	Printer	10/14/2014 10:04	12/29/2014 16:10	76.3
42968	Password	11/5/2014 9:32	1/20/2015 15:18	76.2
30258	iPAS	1/29/2014 9:06	4/15/2014 15:07	76.2
27263	Configuration / Set up	10/22/2013 11:44	1/6/2014 15:09	76.2
42750	Software Installation	10/30/2014 10:27	1/14/2015 13:30	76.2
35289	virus/malware	6/5/2014 10:15	8/20/2014 13:21	76.1
27655	Hardware	10/30/2013 13:56	1/14/2014 14:04	76.1
29412	Configuration / Set up	1/8/2014 14:35	3/25/2014 16:01	76.0
43043	Application	11/6/2014 11:02	1/21/2015 10:50	76.0
31825	Email	3/13/2014 10:49	5/28/2014 10:26	76.0
39320	Password	8/1/2014 11:27	10/15/2014 15:56	75.2
30320	iPAS	1/30/2014 12:05	4/15/2014 16:59	75.2
39789	Software	8/14/2014 9:15	10/28/2014 12:27	75.1
38536	Application	7/11/2014 13:14	9/24/2014 15:39	75.1
28325	Software Installation	11/21/2013 9:45	2/4/2014 9:49	75.0
27326	Network Account	10/23/2013 13:28	1/6/2014 11:40	75.0
39811	Printer	8/14/2014 14:00	10/28/2014 11:45	74.9
28350	Network Issues	11/21/2013 12:32	2/4/2014 9:41	74.9
29766	Configuration / Set up	1/17/2014 15:25	4/2/2014 12:55	74.9
42065	Printer	10/16/2014 10:16	12/29/2014 16:07	74.3
27702	Printer	10/31/2013 11:48	1/13/2014 14:19	74.2
39833	Network Account	8/15/2014 10:05	10/28/2014 12:07	74.1
27740	Computer Access	11/1/2013 9:06	1/14/2014 10:01	74.1
30380	iPAS	1/31/2014 15:29	4/15/2014 16:58	74.0
27716	Software Installation	10/31/2013 15:05	1/13/2014 14:02	74.0
28377	OS/Desktop	11/22/2013 10:42	2/4/2014 9:40	74.0
42146	Outlook	10/17/2014 16:29	12/29/2014 16:14	73.0
27613	Printer	10/29/2013 18:21	1/10/2014 14:54	72.9
30144	Software Installation	1/27/2014 11:57	4/10/2014 9:29	72.9
27630	Computer Access	10/30/2013 10:41	1/10/2014 14:40	72.2
29799	Configuration / Set up	1/21/2014 11:26	4/3/2014 15:15	72.1
35836	Network	6/18/2014 11:20	8/29/2014 13:17	72.1
42907	Email	11/4/2014 10:13	1/15/2015 11:02	72.0
27677	Software Installation	10/30/2013 17:16	1/10/2014 15:21	72.0
30419	iPAS	2/3/2014 13:14	4/16/2014 9:33	71.8
40617	Computer Access	9/10/2014 16:27	11/21/2014 10:08	71.8
42893	Application	11/4/2014 9:15	1/14/2015 13:30	71.2
28494	Applications	12/2/2013 12:03	2/11/2014 15:51	71.2
31788	Software Installation	3/12/2014 15:20	5/22/2014 14:56	71.0
39928	Configuration / Set up	8/19/2014 12:29	10/29/2014 10:46	70.9

Incident Number	Category	Opened Date	Closed Date	Days Open
29934	Configuration / Set up	1/22/2014 12:08	4/3/2014 10:54	70.9
28570	Network Issues	12/4/2013 13:47	2/13/2014 11:24	70.9
39903	Application	8/18/2014 16:25	10/28/2014 8:10	70.7
29082	Email	12/23/2013 11:10	3/3/2014 13:38	70.1
28948	iPAS	12/18/2013 11:03	2/26/2014 11:12	70.0
30305	Hardware	1/30/2014 9:55	4/10/2014 9:34	69.9
27853	iPAS	11/5/2013 11:23	1/14/2014 9:49	69.9
30648	iPAS	2/7/2014 17:18	4/18/2014 15:27	69.9
27863	Software Installation	11/5/2013 12:35	1/14/2014 9:45	69.9
28461	OS/Desktop	11/26/2013 12:39	2/4/2014 9:39	69.9
31375	Outlook	3/4/2014 11:28	5/13/2014 8:53	69.9
27624	Email	10/30/2013 9:29	1/7/2014 14:49	69.3
28235	Oracle	11/19/2013 10:30	1/27/2014 14:24	69.2
43182	Software	11/12/2014 12:21	1/20/2015 15:23	69.1
40203	virus/malware	8/27/2014 9:41	11/4/2014 10:21	69.1
43186	Outlook	11/12/2014 13:37	1/20/2015 15:23	69.1
41179	Purchase	9/26/2014 11:03	12/4/2014 10:43	69.0
43470	Software Installation	11/18/2014 11:18	1/26/2015 12:00	69.0
27572	Printer	10/29/2013 13:34	1/6/2014 13:06	69.0
42808	Printer	10/31/2014 13:22	1/8/2015 12:57	69.0
27593	Configuration / Set up	10/29/2013 15:21	1/6/2014 13:05	69.0
30002	Configuration / Set up	1/23/2014 12:41	4/2/2014 9:15	68.8
30035	Software Installation	1/23/2014 17:44	4/2/2014 9:15	68.6
42318	Computer	10/22/2014 10:04	12/29/2014 16:14	68.3
42316	Application	10/22/2014 10:01	12/29/2014 16:16	68.3
40524	Application	9/5/2014 15:03	11/12/2014 15:36	68.1
42789	Move Add Change	10/30/2014 17:14	1/6/2015 17:18	68.0
31297	Computer Access	3/3/2014 9:39	5/9/2014 15:47	67.2
40109	Application	8/25/2014 9:51	10/31/2014 13:48	67.2
40106	Software	8/25/2014 9:48	10/31/2014 13:19	67.2
43316	Application	11/14/2014 15:13	1/20/2015 15:30	67.0
30787	Password	2/13/2014 17:22	4/21/2014 16:06	66.9
31345	Configuration / Set up	3/3/2014 17:24	5/9/2014 11:29	66.7
40152	Application	8/26/2014 9:08	10/31/2014 13:51	66.2
37780	Applications	6/24/2014 15:16	8/29/2014 13:48	65.9
37796	Network Account	6/25/2014 9:25	8/29/2014 13:17	65.2
30197	Applications	1/28/2014 10:58	4/3/2014 15:12	65.1
37801	Printer	6/25/2014 10:18	8/29/2014 13:22	65.1
40796	Network	9/17/2014 9:36	11/21/2014 10:19	65.1
28881	Network Issues	12/16/2013 14:37	2/19/2014 15:22	65.0
42273	Exchange	10/21/2014 15:50	12/25/2014 11:25	64.9
32259	Scanner	3/24/2014 16:38	5/28/2014 8:13	64.7
34559	Applications	5/19/2014 8:31	7/22/2014 10:35	64.1
40443	Voicemail	9/3/2014 11:18	11/6/2014 11:44	64.1
42948	Application	11/4/2014 16:05	1/7/2015 12:36	63.9

Incident	Category	Opened Date	Closed Date	Days Open
40192	Hardware	8/26/2014 15:25	10/29/2014 10:50	63.8
30344	Purchasing	1/30/2014 16:57	4/4/2014 13:11	63.8
33587	Configuration / Set up	4/23/2014 15:40	6/26/2014 10:35	63.8
39451	Internet	8/5/2014 10:53	10/7/2014 15:43	63.2
40104	Software	8/25/2014 9:46	10/27/2014 13:45	63.2
41698	Software Installation	10/8/2014 13:23	12/10/2014 15:21	63.1
27820	Printer	11/4/2013 12:08	1/6/2014 13:01	63.0
28331	Applications	11/21/2013 10:21	1/23/2014 10:56	63.0
29336	Configuration / Set up	1/7/2014 12:49	3/11/2014 13:44	63.0
28149	Police CAD	11/14/2013 15:51	1/16/2014 15:08	63.0
40820	Outlook	9/17/2014 14:08	11/19/2014 12:01	63.0
31562	Software Installation	3/7/2014 12:31	5/9/2014 11:24	62.9
40951	Application	9/19/2014 15:29	11/21/2014 10:11	62.8
28369	Computer Access	11/21/2013 16:35	1/23/2014 10:58	62.8
30721	Software Installation	2/11/2014 14:16	4/15/2014 9:10	62.8
32412	CAD	3/26/2014 16:53	5/28/2014 10:28	62.7
28098	Telecom	11/13/2013 16:12	1/15/2014 9:06	62.7
38689	Printer	7/16/2014 8:25	9/16/2014 15:49	62.3
30830	Telecom	2/18/2014 10:41	4/21/2014 16:47	62.2
28010	Computer Access	11/12/2013 10:12	1/13/2014 14:54	62.2
43579	Network Account	11/19/2014 12:37	1/20/2015 15:37	62.1
37716	Computer	6/24/2014 9:31	8/25/2014 10:37	62.1
40512	CAD	9/5/2014 10:54	11/6/2014 11:04	62.1
34688	Network	5/21/2014 12:52	7/22/2014 14:06	62.1
32934	Software	4/8/2014 13:52	6/9/2014 13:57	62.0
40869	Application	9/18/2014 13:35	11/19/2014 12:00	62.0
29436	Wireless	1/8/2014 17:02	3/11/2014 16:52	62.0
40883	Computer Access	9/18/2014 14:33	11/19/2014 11:59	61.9
31802	Applications	3/12/2014 16:36	5/13/2014 14:58	61.9
34724	Applications	5/21/2014 16:55	7/22/2014 10:44	61.7
43626	Computer	11/20/2014 10:11	1/20/2015 15:34	61.2
39095	Network Account	7/25/2014 11:57	9/24/2014 15:34	61.2
29046	Oracle	12/20/2013 11:15	2/19/2014 14:34	61.1
40921	Application	9/19/2014 10:04	11/19/2014 11:59	61.1
41096	Internet	9/25/2014 10:34	11/25/2014 10:36	61.0
29939	Printer	1/22/2014 13:16	3/24/2014 15:05	61.0
40933	Application	9/19/2014 12:27	11/19/2014 11:58	61.0
40939	Network	9/19/2014 12:58	11/19/2014 11:57	61.0
29949	Applications	1/22/2014 15:12	3/24/2014 15:04	61.0
33710	Computer	4/25/2014 14:57	6/25/2014 13:31	60.9
29963	Network Account	1/22/2014 16:54	3/24/2014 15:03	60.9
28596	Applications	12/5/2013 12:54	2/4/2014 10:03	60.9
29997	Network Account	1/23/2014 12:28	3/25/2014 9:34	60.8
28131	Hardware	11/14/2013 9:34	1/13/2014 14:08	60.2
29981	Computer Access	1/23/2014 10:57	3/24/2014 15:07	60.1

Incident #	Category	Opened Date	Closed Date	Days Open
29990	Network Account	1/23/2014 11:38	3/24/2014 15:02	60.1
40258	iPAS	8/28/2014 9:35	10/27/2014 11:38	60.1
43716	Printer	11/21/2014 13:50	1/20/2015 15:31	60.1
30013	Configuration / Set up	1/23/2014 15:07	3/24/2014 15:07	60.0
31915	Network Issues	3/14/2014 11:12	5/13/2014 8:54	59.9
40991	Purchase	9/22/2014 13:50	11/21/2014 10:13	59.9
30042	Network Account	1/23/2014 17:59	3/24/2014 15:03	59.8
30040	Oracle	1/23/2014 17:57	3/24/2014 15:02	59.8
31944	Software Installation	3/14/2014 16:42	5/13/2014 9:24	59.7
42810	Password	10/31/2014 13:28	12/29/2014 16:14	59.2
30409	Software Installation	2/3/2014 11:19	4/3/2014 15:08	59.1
32187	Wiring	3/21/2014 13:31	5/19/2014 14:41	59.1
33709	Printer	4/25/2014 14:55	6/23/2014 15:40	59.0
40977	Software Installation	9/22/2014 11:41	11/20/2014 10:45	59.0
30089	Computer Access	1/24/2014 14:30	3/24/2014 15:06	59.0
30098	Software Installation	1/24/2014 14:54	3/24/2014 15:01	59.0
30099	Outlook	1/24/2014 14:55	3/24/2014 15:02	59.0
30445	Software Installation	2/4/2014 9:13	4/4/2014 9:20	59.0
37960	Computer	6/27/2014 15:50	8/25/2014 14:07	58.9
35694	Software Installation	6/16/2014 9:24	8/13/2014 13:02	58.2
40960	iPAS	9/22/2014 9:37	11/19/2014 11:56	58.1
33793	iPAS	4/28/2014 15:22	6/25/2014 11:13	57.8
35750	Move Add Change	6/17/2014 8:37	8/13/2014 13:19	57.2
37706	Network	6/24/2014 9:08	8/20/2014 13:21	57.2
43826	Outlook	11/25/2014 13:13	1/21/2015 15:53	57.1
40541	Computer Access	9/8/2014 10:28	11/4/2014 11:36	57.1
34910	Password	5/28/2014 9:15	7/24/2014 11:11	57.1
41022	iPAS	9/23/2014 11:33	11/19/2014 11:56	57.1
43495	Computer Access	11/18/2014 12:52	1/14/2015 13:39	57.0
35536	Network	6/11/2014 14:21	8/7/2014 13:36	57.0
43213	Purchasing	11/12/2014 16:43	1/8/2015 14:52	56.9
41119	Application	9/25/2014 12:59	11/21/2014 10:00	56.9
30486	Purchasing	2/4/2014 15:56	4/2/2014 14:25	56.9
38248	Application	7/3/2014 16:07	8/29/2014 13:18	56.9
41128	Software Installation	9/25/2014 14:02	11/21/2014 10:00	56.9
41141	Application	9/25/2014 14:50	11/21/2014 9:59	56.8
35243	virus/malware	6/4/2014 14:41	7/31/2014 9:42	56.8
37967	Application	6/30/2014 8:50	8/25/2014 14:11	56.2
34301	iPAS	5/12/2014 10:03	7/7/2014 15:04	56.2
40817	Network	9/17/2014 13:51	11/12/2014 15:41	56.1
29566	Network Issues	1/13/2014 10:48	3/10/2014 14:33	56.1
29596	Outlook	1/14/2014 10:06	3/11/2014 13:44	56.1
41807	Configuration / Set up	10/10/2014 9:57	12/5/2014 11:22	56.1
41816	Software Installation	10/10/2014 11:17	12/5/2014 11:23	56.1
40425	Virus	9/2/2014 15:41	10/28/2014 15:45	56.0

Closed OPD Help Desk Tickets

Incident/Incidence	Category	Opened Date	Closed Date	Days Open
43593	Application	11/19/2014 13:55	1/14/2015 13:39	56.0
35853	Computer	6/18/2014 13:57	8/13/2014 13:25	56.0
42145	Outlook	10/17/2014 16:29	12/12/2014 12:51	55.9
40009	Printer	8/20/2014 16:51	10/15/2014 12:29	55.8
30189	Software Installation	1/28/2014 10:25	3/24/2014 15:04	55.2
33949	Software	5/1/2014 12:56	6/25/2014 15:33	55.1
30207	Outlook	1/28/2014 11:46	3/24/2014 15:06	55.1
33695	iPAS	4/25/2014 13:02	6/19/2014 14:52	55.1
28731	Oracle	12/11/2013 11:00	2/4/2014 11:08	55.0
43658	Software Installation	11/20/2014 14:02	1/14/2015 13:37	55.0
40403	iPAS	9/2/2014 13:07	10/27/2014 11:33	54.9
43600	Computer	11/19/2014 14:45	1/13/2015 13:02	54.9
29657	Oracle	1/15/2014 14:54	3/11/2014 13:46	54.9
40706	Computer	9/12/2014 15:05	11/6/2014 10:29	54.9
31786	Applications	3/12/2014 15:17	5/6/2014 9:15	54.8
30265	Server	1/29/2014 10:02	3/24/2014 15:07	54.2
31830	Applications	3/13/2014 11:37	5/6/2014 14:47	54.1
40949	OS/Desktop	9/19/2014 15:22	11/12/2014 15:41	54.1
33907	Printer	4/30/2014 15:09	6/23/2014 15:48	54.0
39786	Internet	8/14/2014 9:11	10/7/2014 9:32	54.0
39290	Printer	7/31/2014 14:16	9/23/2014 13:37	54.0
28337	iPAS	11/21/2013 10:43	1/14/2014 9:51	54.0
42682	Configuration / Set up	10/29/2014 10:33	12/22/2014 8:01	53.9
32167	Email	3/20/2014 17:01	5/13/2014 15:00	53.9
43736	Software Installation	11/21/2014 16:57	1/14/2015 13:38	53.9
34556	Applications	5/16/2014 16:15	7/9/2014 9:28	53.7
31282	Network Account	2/28/2014 16:58	4/23/2014 11:07	53.7
41721	Email	10/9/2014 9:05	12/1/2014 15:24	53.3
40635	Computer	9/11/2014 10:17	11/3/2014 14:31	53.2
29728	Software Installation	1/17/2014 9:11	3/11/2014 13:46	53.2
41861	Software Installation	10/13/2014 10:15	12/5/2014 11:24	53.1
35002	Computer	5/29/2014 13:33	7/21/2014 14:07	53.0
31020	Software Installation	2/21/2014 9:40	4/15/2014 10:50	53.0
41258	Software	9/29/2014 13:06	11/21/2014 10:09	52.9
30039	Software Installation	1/23/2014 17:55	3/17/2014 15:49	52.9
42620	Outlook	10/28/2014 10:29	12/19/2014 14:06	52.2
31950	Inquiry	3/17/2014 9:40	5/8/2014 11:39	52.1
40707	Network Account	9/12/2014 15:05	11/3/2014 16:01	52.1
41259	Printer	9/29/2014 13:12	11/20/2014 10:58	52.0
30398	Software Installation	2/3/2014 9:10	3/26/2014 14:51	51.2
34840	Applications	5/27/2014 9:39	7/17/2014 14:01	51.2
38951	Computer Access	7/22/2014 11:20	9/11/2014 14:44	51.1
43751	Outlook	11/24/2014 10:06	1/14/2015 13:29	51.1
43757	Applications	11/24/2014 10:29	1/14/2015 13:37	51.1
41392	Inquiry	10/1/2014 12:44	11/21/2014 14:40	51.1

Incident Incident #	Category	Opened Date	Closed Date	Day(s) Open
43760	Password	11/24/2014 10:47	1/14/2015 13:36	51.1
42637	Application	10/28/2014 13:35	12/18/2014 15:15	51.1
43761	Email	11/24/2014 11:10	1/14/2015 13:36	51.1
28222	Telecom	11/18/2013 15:10	1/8/2014 15:30	51.0
43904	Network Issues	12/1/2014 11:50	1/21/2015 10:30	50.9
32679	Hardware	4/2/2014 10:47	5/22/2014 14:57	50.2
37745	Software Installation	6/24/2014 10:48	8/13/2014 14:32	50.2
37747	Computer Access	6/24/2014 11:06	8/13/2014 13:02	50.1
40847	Computer Access	9/18/2014 10:21	11/7/2014 10:38	50.1
28546	Telecom	12/3/2013 15:56	1/22/2014 16:45	50.0
34621	Applications	5/20/2014 8:45	7/9/2014 9:31	50.0
43978	Outlook	12/2/2014 15:45	1/21/2015 15:54	50.0
37763	Network Account	6/24/2014 13:39	8/13/2014 13:19	50.0
29793	Configuration / Set up	1/21/2014 11:18	3/12/2014 11:45	50.0
41331	Password	9/30/2014 13:32	11/19/2014 12:04	50.0
30403	Printer	2/3/2014 10:52	3/25/2014 9:36	49.9
34098	iPAS	5/6/2014 15:03	6/25/2014 10:29	49.8
39907	Printer	8/19/2014 9:05	10/7/2014 15:44	49.3
31528	Applications	3/7/2014 9:54	4/25/2014 17:03	49.3
33492	Mobile Device	4/22/2014 11:13	6/10/2014 15:09	49.2
33442	Applications	4/21/2014 13:34	6/9/2014 16:16	49.1
41488	Oracle	10/3/2014 11:20	11/21/2014 12:00	49.1
29796	Configuration / Set up	1/21/2014 11:21	3/11/2014 13:44	49.1
40818	Application	9/17/2014 14:06	11/5/2014 13:39	49.0
37817	Network Issues	6/25/2014 12:55	8/13/2014 12:56	49.0
37822	Password	6/25/2014 13:18	8/13/2014 13:04	49.0
29820	Software Installation	1/21/2014 13:14	3/11/2014 13:44	49.0
31991	Oracle	3/17/2014 12:56	5/5/2014 11:45	49.0
29034	Software Installation	12/20/2013 10:38	2/7/2014 9:07	48.9
30452	Inquiry	2/4/2014 10:18	3/25/2014 9:38	48.9
40562	Computer	9/8/2014 15:31	10/27/2014 13:48	48.9
29803	Configuration / Set up	1/21/2014 11:36	3/11/2014 10:39	48.9
44468	Network Account	12/12/2014 13:42	1/30/2015 11:44	48.9
30870	Software Installation	2/18/2014 15:14	4/8/2014 13:08	48.9
29886	Oracle	1/21/2014 16:42	3/11/2014 13:45	48.8
33247	Password	4/15/2014 15:02	6/3/2014 10:45	48.8
39428	Computer	8/5/2014 9:11	9/22/2014 15:22	48.3
38324	Network security	7/8/2014 9:46	8/25/2014 14:13	48.2
37853	Oracle	6/26/2014 9:22	8/13/2014 12:57	48.2
40860	virus/malware	9/18/2014 12:31	11/5/2014 15:07	48.2
35906	Network Issues	6/19/2014 12:28	8/6/2014 15:56	48.1
40945	Application	9/19/2014 14:25	11/6/2014 14:28	48.0
41153	Hardware	9/25/2014 15:55	11/12/2014 15:42	48.0
41104	Move Add Change	9/25/2014 11:25	11/12/2014 10:48	48.0
39945	Phone Trouble	8/20/2014 9:20	10/7/2014 9:39	48.0

Incident Incident #	Category	Opened Date	Closed Date	Days Open
37791	Software Installation	6/25/2014 8:54	8/12/2014 8:36	48.0
40007	Software Installation	8/20/2014 16:13	10/7/2014 15:46	48.0
37908	Network	6/26/2014 13:34	8/13/2014 13:03	48.0
41456	Computer Access	10/2/2014 14:38	11/19/2014 12:02	47.9
32184	Computer	3/21/2014 13:15	5/8/2014 11:31	47.9
28319	Printer	11/20/2013 16:39	1/7/2014 14:36	47.9
30504	Server	2/5/2014 11:31	3/25/2014 9:39	47.9
43168	Computer Access	11/12/2014 9:37	12/29/2014 16:15	47.3
31914	Computer	3/14/2014 11:04	4/30/2014 15:24	47.2
42050	Application	10/16/2014 9:16	12/2/2014 11:57	47.2
33579	Configuration / Set up	4/23/2014 13:02	6/9/2014 16:17	47.1
40942	Application	9/19/2014 13:23	11/5/2014 14:49	47.1
43205	Oracle	11/12/2014 15:41	12/29/2014 16:15	47.0
30000	Configuration / Set up	1/23/2014 12:38	3/11/2014 13:47	47.0
29998	Network Issues	1/23/2014 12:37	3/11/2014 13:47	47.0
34440	Hardware	5/14/2014 15:00	6/30/2014 15:17	47.0
34503	Software Installation	5/16/2014 8:44	7/2/2014 8:48	47.0
31465	Outlook	3/6/2014 10:56	4/22/2014 11:38	47.0
32076	Oracle	3/19/2014 12:22	5/5/2014 11:47	47.0
30281	Comcast	1/29/2014 11:55	3/17/2014 12:09	47.0
38468	Application	7/10/2014 11:39	8/26/2014 8:16	46.9
35022	Network security	5/29/2014 14:49	7/15/2014 10:48	46.8
30938	Email	2/19/2014 15:33	4/7/2014 11:59	46.8
29023	Fax	12/19/2013 17:41	2/4/2014 11:08	46.7
43214	Computer	11/13/2014 9:04	12/29/2014 16:15	46.3
34976	Computer	5/29/2014 9:44	7/14/2014 14:25	46.2
44492	Network Issues	12/15/2014 9:20	1/30/2015 13:18	46.2
29695	Outlook	1/16/2014 10:16	3/3/2014 13:37	46.1
43619	iPAS	11/20/2014 9:12	1/5/2015 11:18	46.1
43625	Application	11/20/2014 10:00	1/5/2015 11:20	46.1
41155	Printer	9/25/2014 16:09	11/10/2014 14:31	46.0
35364	Printer	6/6/2014 14:52	7/22/2014 14:07	46.0
30963	Network Issues	2/20/2014 11:57	4/7/2014 12:01	46.0
35069	Oracle	5/30/2014 11:40	7/15/2014 10:47	46.0
30966	Network Account	2/20/2014 12:15	4/7/2014 12:01	46.0
44213	Network Account	12/8/2014 16:15	1/23/2015 14:38	45.9
30094	Hardware	1/24/2014 14:47	3/11/2014 13:47	45.9
33428	Computer Access	4/21/2014 11:50	6/6/2014 9:20	45.9
30027	Oracle	1/23/2014 17:20	3/10/2014 14:28	45.8
40136	Computer	8/25/2014 14:06	10/10/2014 10:02	45.8
28366	Printer	11/21/2013 16:25	1/6/2014 12:00	45.8
34267	iPAS	5/9/2014 15:19	6/24/2014 10:49	45.8
43667	Computer	11/20/2014 14:48	1/5/2015 10:19	45.8
30044	Internet	1/23/2014 18:03	3/10/2014 14:28	45.8
35656	Software Installation	6/13/2014 14:45	7/29/2014 9:53	45.8

Incident Incident #	Category	Opened Date	Closed Date	Days Open
30653	Inquiry	2/7/2014 17:29	3/25/2014 9:37	45.6
31665	Applications	3/11/2014 9:57	4/25/2014 16:17	45.3
30825	Network Issues	2/18/2014 9:16	4/4/2014 13:08	45.1
29747	Software Installation	1/17/2014 11:33	3/3/2014 13:36	45.1
30829	OS/Desktop	2/18/2014 10:40	4/4/2014 13:08	45.1
31021	Server	2/21/2014 9:41	4/7/2014 11:59	45.1
29779	Move Add Change	1/21/2014 9:19	3/7/2014 10:20	45.0
43880	Computer	12/1/2014 9:41	1/15/2015 10:07	45.0
44550	Printer	12/15/2014 15:21	1/29/2015 14:20	45.0
30860	Printer	2/18/2014 13:44	4/4/2014 13:07	44.9
28527	Oracle	12/3/2013 12:57	1/17/2014 10:29	44.9
29339	Network Issues	1/7/2014 14:29	2/21/2014 12:04	44.9
38684	Application	7/15/2014 16:17	8/29/2014 13:26	44.9
41632	Configuration / Set up	10/7/2014 15:06	11/21/2014 10:02	44.8
41633	Network Account	10/7/2014 15:08	11/21/2014 10:02	44.8
41634	Internet	10/7/2014 15:09	11/21/2014 10:03	44.8
41635	Printer	10/7/2014 15:10	11/21/2014 10:05	44.8
41636	OS/Desktop	10/7/2014 15:12	11/21/2014 10:06	44.8
41637	OS/Desktop	10/7/2014 15:13	11/21/2014 10:06	44.8
44142	Network Issues	12/8/2014 9:04	1/21/2015 15:54	44.3
41241	Hardware	9/29/2014 11:09	11/12/2014 15:42	44.2
41243	Printer	9/29/2014 11:21	11/12/2014 15:42	44.2
43872	Mobile Device	12/1/2014 9:35	1/14/2015 13:35	44.2
41646	Application	10/8/2014 8:35	11/21/2014 10:25	44.1
43900	Internet	12/1/2014 11:24	1/14/2015 13:35	44.1
43901	Outlook	12/1/2014 11:33	1/14/2015 13:35	44.1
30726	Inquiry	2/11/2014 14:41	3/27/2014 16:34	44.0
30901	Software Installation	2/19/2014 11:22	4/4/2014 13:07	44.0
30908	Software Installation	2/19/2014 11:31	4/4/2014 13:07	44.0
37701	Applications	6/23/2014 16:23	8/6/2014 15:56	44.0
38731	Inquiry	7/16/2014 13:59	8/29/2014 13:21	44.0
40717	Software	9/15/2014 11:31	10/29/2014 10:51	44.0
42392	Computer	10/22/2014 17:07	12/5/2014 15:02	44.0
42957	Application	11/4/2014 16:51	12/18/2014 15:14	43.9
35491	Printer	6/10/2014 14:43	7/24/2014 11:41	43.9
37714	Internet	6/24/2014 9:27	8/6/2014 16:06	43.3
29323	Outlook	1/7/2014 10:37	2/19/2014 14:35	43.2
38759	Network Account	7/17/2014 9:21	8/29/2014 13:19	43.2
43864	Move Add Change	12/1/2014 9:13	1/13/2015 12:55	43.2
28701	Configuration / Set up	12/10/2013 9:16	1/22/2014 11:23	43.1
37773	iPAS	6/24/2014 14:45	8/6/2014 15:56	43.1
43970	Outlook	12/2/2014 14:18	1/14/2015 15:09	43.0
35247	Network security	6/4/2014 14:53	7/17/2014 15:15	43.0
40756	Application	9/16/2014 11:40	10/29/2014 10:40	43.0
28356	Network Account	11/21/2013 12:55	1/3/2014 11:54	43.0

Incident Incident #	Category	Opened Date	Closed Date	Days Open
29351	Network Account	1/7/2014 15:52	2/19/2014 14:44	43.0
42236	Outlook	10/21/2014 13:55	12/3/2014 11:34	42.9
29357	Configuration / Set up	1/7/2014 16:14	2/19/2014 14:41	42.9
37831	Application	6/25/2014 14:45	8/7/2014 13:21	42.9
29361	Configuration / Set up	1/7/2014 16:19	2/19/2014 14:44	42.9
41631	Printer	10/7/2014 15:03	11/19/2014 12:04	42.9
35118	Server	6/2/2014 12:46	7/15/2014 10:46	42.9
43834	Application	11/25/2014 15:53	1/7/2015 12:40	42.9
31011	Network Issues	2/20/2014 18:11	4/4/2014 13:06	42.8
28613	Oracle	12/5/2013 16:04	1/17/2014 9:38	42.7
41052	Application	9/24/2014 9:34	11/5/2014 15:01	42.3
43990	OS/Desktop	12/3/2014 9:09	1/14/2015 13:34	42.2
33863	Outlook	4/30/2014 10:18	6/11/2014 14:44	42.2
38814	Internet	7/18/2014 9:36	8/29/2014 13:20	42.2
37825	Printer	6/25/2014 13:31	8/6/2014 16:05	42.1
37889	Network	6/26/2014 10:39	8/7/2014 13:20	42.1
37890	Internet	6/26/2014 10:46	8/7/2014 13:19	42.1
40179	Network	8/26/2014 13:53	10/7/2014 15:46	42.1
33045	Applications	4/10/2014 13:30	5/22/2014 14:57	42.1
41753	Internet	10/9/2014 10:55	11/20/2014 11:00	42.1
41805	Application	10/10/2014 9:52	11/21/2014 10:07	42.1
41806	Outlook	10/10/2014 9:53	11/21/2014 10:08	42.1
41804	Outlook	10/10/2014 9:51	11/21/2014 10:07	42.1
32270	Mobile Device	3/25/2014 9:34	5/6/2014 9:52	42.0
35140	Inquiry	6/2/2014 14:47	7/14/2014 14:30	42.0
37907	iPAS	6/26/2014 13:32	8/7/2014 13:18	42.0
43944	Network	12/2/2014 9:55	1/13/2015 9:38	42.0
41820	Email	10/10/2014 11:41	11/21/2014 10:14	42.0
31069	Configuration / Set up	2/24/2014 12:29	4/7/2014 11:58	41.9
31737	Software Installation	3/11/2014 16:46	4/22/2014 11:36	41.8
30153	Radio	1/27/2014 13:41	3/9/2014 23:40	41.4
37879	iPAS	6/26/2014 10:05	8/6/2014 15:58	41.3
39723	Outlook	8/13/2014 9:25	9/23/2014 14:44	41.2
44033	Application	12/4/2014 8:32	1/14/2015 13:40	41.2
41447	Password	10/2/2014 13:42	11/12/2014 15:40	41.1
31461	OS/Desktop	3/6/2014 10:28	4/16/2014 13:49	41.1
29797	Software Installation	1/21/2014 11:23	3/3/2014 13:39	41.1
29476	Software Installation	1/9/2014 13:30	2/19/2014 14:34	41.1
30449	Software Installation	2/4/2014 9:53	3/17/2014 11:13	41.0
39270	Telephone	7/31/2014 10:20	9/10/2014 10:41	41.0
38139	Outlook	7/2/2014 9:13	8/12/2014 8:37	41.0
38138	Network Issues	7/2/2014 9:07	8/12/2014 8:35	41.0
29849	Configuration / Set up	1/21/2014 14:50	3/3/2014 13:36	41.0
29847	Configuration / Set up	1/21/2014 14:48	3/3/2014 13:35	41.0
29856	Password	1/21/2014 15:33	3/3/2014 13:38	40.9

Incident Incident #	Category	Opened Date	Closed Date	Days Open
35202	Configuration / Set up	6/3/2014 16:50	7/14/2014 14:29	40.9
41959	Hardware	10/14/2014 13:23	11/24/2014 9:30	40.9
29904	Oracle	1/21/2014 18:14	3/3/2014 13:36	40.8
43576	Copier	11/19/2014 11:58	12/29/2014 16:16	40.2
44100	Telecom	12/5/2014 9:40	1/14/2015 13:41	40.2
40286	Software	8/28/2014 13:20	10/7/2014 15:45	40.1
31537	Computer Access	3/7/2014 10:39	4/16/2014 13:49	40.1
31543	Software	3/7/2014 10:55	4/16/2014 13:48	40.1
37949	Application	6/27/2014 14:11	8/6/2014 16:07	40.1
29535	Inquiry	1/10/2014 13:21	2/19/2014 14:43	40.1
40804	iPAS	9/17/2014 10:21	10/27/2014 11:34	40.1
37957	iPAS	6/27/2014 15:33	8/6/2014 15:58	40.0
35229	Applications	6/4/2014 13:58	7/14/2014 14:23	40.0
44122	Network Account	12/5/2014 13:25	1/14/2015 13:44	40.0
35538	Email	6/11/2014 14:37	7/21/2014 14:08	40.0
35249	Applications	6/4/2014 14:59	7/14/2014 14:29	40.0
30311	Configuration / Set up	1/30/2014 10:40	3/11/2014 10:51	40.0
35305	iPAS	6/5/2014 13:17	7/15/2014 10:46	39.9
30641	Move Add Change	2/7/2014 16:50	3/19/2014 12:39	39.8
30773	Software Installation	2/13/2014 16:37	3/25/2014 9:36	39.7
30791	Server	2/13/2014 17:48	3/25/2014 9:39	39.6
31603	iPAS	3/10/2014 9:34	4/18/2014 15:28	39.3
32511	Outlook	3/28/2014 10:59	5/6/2014 13:09	39.1
31043	Software Installation	2/21/2014 12:46	4/1/2014 15:46	39.1
31910	Computer	3/14/2014 10:49	4/22/2014 11:37	39.0
33959	Printer	5/1/2014 15:51	6/9/2014 16:19	39.0
41870	Outlook	10/13/2014 11:13	11/21/2014 10:15	39.0
41121	Purchasing	9/25/2014 13:13	11/3/2014 8:48	38.9
31230	Oracle	2/27/2014 16:11	4/7/2014 12:01	38.8
44516	Network Issues	12/15/2014 10:08	1/22/2015 15:17	38.2
35330	Email	6/6/2014 9:12	7/14/2014 14:28	38.2
44517	Network Issues	12/15/2014 10:09	1/22/2015 15:20	38.2
35629	Computer	6/13/2014 9:32	7/21/2014 14:02	38.2
31666	Internet	3/11/2014 10:24	4/18/2014 14:45	38.2
35407	Printer	6/9/2014 11:49	7/17/2014 15:15	38.1
44105	Password	12/5/2014 9:53	1/12/2015 12:06	38.1
38961	Application	7/22/2014 12:15	8/29/2014 13:23	38.1
28703	Oracle	12/10/2013 9:25	1/17/2014 9:22	38.0
35435	Applications	6/9/2014 15:31	7/17/2014 15:17	38.0
41506	OS/Desktop	10/3/2014 15:38	11/10/2014 14:22	38.0
32917	Software	4/8/2014 12:38	5/16/2014 12:19	38.0
31547	iPAS	3/7/2014 11:11	4/14/2014 11:45	38.0
31548	iPAS	3/7/2014 11:14	4/14/2014 11:41	38.0
41950	Internet	10/14/2014 12:10	11/21/2014 10:23	38.0
41949	Printer	10/14/2014 12:08	11/21/2014 10:24	38.0

Incident#	Incident #	Category	Opened Date	Closed Date	Days Open
	35668	Application	6/13/2014 15:17	7/21/2014 14:00	38.0
	34615	Applications	5/19/2014 16:51	6/26/2014 12:37	37.8
	44486	Network Issues	12/15/2014 9:07	1/21/2015 15:47	37.3
	44518	Outlook	12/15/2014 10:11	1/21/2015 15:51	37.2
	38037	Computer	7/1/2014 8:15	8/7/2014 13:35	37.2
	38002	Network Issues	6/30/2014 11:30	8/6/2014 16:07	37.2
	44147	Printer	12/8/2014 9:22	1/14/2015 13:41	37.2
	41992	Printer	10/15/2014 9:27	11/21/2014 10:15	37.1
	35492	Printer	6/10/2014 14:50	7/17/2014 15:13	37.0
	42029	Network	10/15/2014 15:21	11/21/2014 10:17	36.8
	34155	Move Add Change	5/7/2014 16:38	6/13/2014 9:11	36.7
	31598	Inquiry	3/10/2014 9:17	4/15/2014 16:56	36.3
	41057	Fax	9/24/2014 9:56	10/30/2014 17:11	36.3
	38050	Computer	7/1/2014 9:39	8/6/2014 16:04	36.3
	32379	Network Account	3/26/2014 12:14	5/1/2014 15:41	36.1
	33824	Computer Access	4/29/2014 11:52	6/4/2014 13:57	36.1
	38106	Network Issues	7/1/2014 14:33	8/6/2014 16:04	36.1
	38347	Application	7/8/2014 13:12	8/13/2014 13:22	36.0
	30878	Network Account	2/18/2014 15:24	3/26/2014 15:03	35.9
	34866	Email	5/27/2014 12:42	7/2/2014 10:07	35.9
	38375	Computer Access	7/8/2014 16:06	8/13/2014 12:55	35.9
	41045	Password	9/23/2014 15:04	10/29/2014 10:39	35.8
	29900	iPAS	1/21/2014 17:58	2/26/2014 11:07	35.7
	31231	Hardware	2/27/2014 16:21	4/4/2014 9:26	35.7
	39667	Computer Access	8/12/2014 9:41	9/16/2014 15:40	35.3
	35699	Outlook	6/16/2014 9:40	7/21/2014 14:00	35.2
	29048	OS/Desktop	12/20/2013 11:19	1/24/2014 14:55	35.2
	38186	Software	7/2/2014 13:41	8/6/2014 16:05	35.1
	39712	Telecom	8/13/2014 8:13	9/17/2014 10:08	35.1
	31288	virus/malware	3/3/2014 9:13	4/7/2014 11:57	35.1
	40965	iPAS	9/22/2014 9:43	10/27/2014 11:26	35.1
	40870	OS/Desktop	9/18/2014 13:45	10/23/2014 15:19	35.1
	31311	Inquiry	3/3/2014 10:30	4/7/2014 11:58	35.0
	37712	Application	6/24/2014 9:23	7/29/2014 9:43	35.0
	32527	Network security	3/28/2014 13:32	5/2/2014 13:23	35.0
	41021	Printer	9/23/2014 11:25	10/28/2014 11:00	35.0
	35602	Computer	6/12/2014 14:44	7/17/2014 14:02	35.0
	30455	Outlook	2/4/2014 10:35	3/11/2014 10:50	35.0
	29845	Outlook	1/21/2014 14:46	2/25/2014 14:06	35.0
	35468	Oracle	6/10/2014 11:40	7/15/2014 10:45	35.0
	35465	Configuration / Set up	6/10/2014 11:35	7/15/2014 10:44	35.0
	35466	Configuration / Set up	6/10/2014 11:37	7/15/2014 10:45	35.0
	35467	Configuration / Set up	6/10/2014 11:39	7/15/2014 10:45	35.0
	29671	Network Account	1/15/2014 16:14	2/19/2014 14:41	34.9
	38736	Outlook	7/16/2014 15:02	8/20/2014 13:24	34.9

Closed OPD Help Desk Tickets

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
31187	Hardware	2/26/2014 17:18	4/2/2014 15:54	34.9
31176	Software Installation	2/26/2014 14:04	4/2/2014 12:44	34.9
32916	Network Issues	4/8/2014 12:37	5/13/2014 9:36	34.9
35488	Applications	6/10/2014 14:39	7/15/2014 10:49	34.8
41076	Oracle	9/24/2014 14:33	10/29/2014 10:50	34.8
43925	Application	12/1/2014 15:47	1/5/2015 11:16	34.8
40525	Application	9/5/2014 15:53	10/10/2014 10:05	34.8
42888	Oracle	11/3/2014 16:51	12/8/2014 10:28	34.7
39721	Network security	8/13/2014 9:04	9/16/2014 15:39	34.3
35456	Security	6/10/2014 10:14	7/14/2014 14:32	34.2
31819	Inquiry	3/13/2014 10:18	4/16/2014 13:49	34.2
38764	Software	7/17/2014 10:16	8/20/2014 13:23	34.1
39286	Computer	7/31/2014 13:27	9/3/2014 15:44	34.1
28568	OS/Desktop	12/4/2013 12:32	1/7/2014 14:46	34.1
31359	Software Installation	3/4/2014 9:32	4/7/2014 12:00	34.1
32433	Oracle	3/27/2014 11:28	4/30/2014 12:33	34.1
29028	Computer Access	12/20/2013 10:05	1/23/2014 11:05	34.0
32435	Outlook	3/27/2014 11:42	4/30/2014 12:38	34.0
29037	Computer Access	12/20/2013 10:43	1/23/2014 11:20	34.0
35664	Printer	6/13/2014 15:05	7/17/2014 15:21	34.0
34494	Intranet	5/15/2014 14:57	6/18/2014 15:16	34.0
32831	Hardware	4/4/2014 16:21	5/8/2014 16:23	34.0
41100	Applications	9/25/2014 11:20	10/29/2014 10:40	34.0
41103	Network	9/25/2014 11:24	10/29/2014 10:42	34.0
41102	Email	9/25/2014 11:23	10/29/2014 10:41	34.0
37943	iPAS	6/27/2014 12:03	7/31/2014 10:07	33.9
34417	Exchange	5/14/2014 11:53	6/17/2014 8:56	33.9
29530	Configuration / Set up	1/10/2014 12:57	2/13/2014 9:52	33.9
41138	Password	9/25/2014 14:23	10/29/2014 10:43	33.9
41137	Password	9/25/2014 14:19	10/29/2014 10:43	33.9
41136	Oracle	9/25/2014 14:18	10/29/2014 10:42	33.9
41133	Network Account	9/25/2014 14:12	10/29/2014 9:58	33.8
41150	Password	9/25/2014 15:33	10/29/2014 10:44	33.8
41154	Password	9/25/2014 16:00	10/29/2014 10:45	33.8
40477	Application	9/4/2014 9:43	10/7/2014 15:50	33.3
35830	Network	6/18/2014 9:53	7/21/2014 14:06	33.2
30103	Exchange	1/24/2014 15:13	2/26/2014 17:21	33.1
41487	Software	10/3/2014 11:20	11/5/2014 11:40	33.1
41168	Password	9/26/2014 10:35	10/29/2014 10:48	33.0
34550	Printer	5/16/2014 15:12	6/18/2014 15:11	33.0
35861	Application	6/18/2014 14:38	7/21/2014 14:04	33.0
44477	Configuration / Set up	12/12/2014 15:16	1/14/2015 13:41	32.9
38752	Configuration / Set up	7/16/2014 16:51	8/18/2014 14:52	32.9
29042	Computer Access	12/20/2013 11:03	1/22/2014 6:32	32.8
30100	Software Installation	1/24/2014 15:02	2/26/2014 9:49	32.8

Incident #	Incident # Category	Opened Date	Closed Date	Days Open
30114	Computer Access	1/24/2014 15:50	2/26/2014 9:48	32.8
35880	Application	6/19/2014 8:23	7/21/2014 14:09	32.2
31022	Software Installation	2/21/2014 9:43	3/25/2014 14:10	32.1
35903	Network Issues	6/19/2014 11:37	7/21/2014 14:03	32.1
38545	Purchasing	7/11/2014 15:14	8/12/2014 17:04	32.1
44047	Application	12/4/2014 9:32	1/5/2015 11:22	32.1
28848	Oracle	12/16/2013 9:02	1/17/2014 9:22	32.0
28853	Move Add Change	12/16/2013 9:33	1/17/2014 9:35	32.0
41144	Network	9/25/2014 15:08	10/27/2014 13:41	31.9
34056	Network Issues	5/5/2014 14:51	6/6/2014 12:28	31.9
28612	Configuration / Set up	12/5/2013 16:01	1/6/2014 13:03	31.9
44227	Computer	12/8/2014 16:41	1/9/2015 10:08	31.7
28800	Applications	12/13/2013 10:36	1/13/2014 15:57	31.2
35707	Computer	6/16/2014 10:12	7/17/2014 15:19	31.2
29571	Computer Access	1/13/2014 11:36	2/13/2014 16:00	31.2
41175	Network	9/26/2014 10:55	10/27/2014 14:59	31.2
41594	Outlook	10/7/2014 10:35	11/7/2014 13:22	31.2
34515	Software Installation	5/16/2014 9:56	6/16/2014 13:06	31.1
41491	Application	10/3/2014 13:14	11/3/2014 15:05	31.1
44996	Computer	12/30/2014 10:54	1/30/2015 13:20	31.1
30805	Software Installation	2/14/2014 12:38	3/17/2014 15:49	31.1
39597	Software Installation	8/8/2014 14:35	9/8/2014 15:05	31.0
35752	Network Issues	6/17/2014 9:06	7/17/2014 15:22	30.3
42315	Printer	10/22/2014 10:00	11/21/2014 14:41	30.2
42312	Internet	10/22/2014 9:59	11/21/2014 14:42	30.2
44802	Computer	12/22/2014 11:49	1/21/2015 15:51	30.2
42313	Internet	10/22/2014 9:59	11/21/2014 10:20	30.1
42314	Printer	10/22/2014 9:59	11/21/2014 10:20	30.1
34335	Network Account	5/12/2014 13:30	6/11/2014 14:54	30.1
30722	Computer Access	2/11/2014 14:28	3/13/2014 16:42	30.1
37772	Application	6/24/2014 14:44	7/24/2014 15:19	30.0
35797	Computer	6/17/2014 13:56	7/17/2014 14:09	30.0
38610	Application	7/14/2014 15:31	8/13/2014 15:13	30.0
40579	Computer	9/10/2014 10:12	10/10/2014 10:02	30.0
37781	Application	6/24/2014 15:36	7/24/2014 15:20	30.0
42215	Hardware	10/21/2014 12:39	11/20/2014 10:46	30.0
40591	Scanner	9/10/2014 12:17	10/10/2014 10:01	29.9
33776	Network Issues	4/28/2014 13:08	5/28/2014 10:28	29.9
31378	Software Installation	3/4/2014 12:05	4/3/2014 10:25	29.9
29841	Applications	1/21/2014 14:42	2/20/2014 10:41	29.8
34153	Computer	5/7/2014 16:35	6/6/2014 12:35	29.8
29842	Applications	1/21/2014 14:43	2/20/2014 10:41	29.8
29843	Configuration / Set up	1/21/2014 14:45	2/20/2014 10:42	29.8
44196	Voicemail	12/8/2014 14:28	1/7/2015 10:22	29.8
30166	Software Installation	1/27/2014 15:07	2/26/2014 9:48	29.8

Incident Incident #	Category	Opened Date	Closed Date	Days Open
30180	Oracle	1/27/2014 15:57	2/26/2014 9:47	29.7
33558	Applications	4/23/2014 9:14	5/22/2014 14:53	29.2
40539	Application	9/8/2014 10:24	10/7/2014 15:49	29.2
40547	Application	9/8/2014 12:10	10/7/2014 15:49	29.2
38655	Password	7/15/2014 12:39	8/13/2014 14:02	29.1
38959	iPAS	7/22/2014 12:09	8/20/2014 13:25	29.1
40237	Application	8/27/2014 13:22	9/25/2014 14:18	29.0
41751	Email	10/9/2014 10:52	11/7/2014 10:32	29.0
30327	OS/Desktop	1/30/2014 14:41	2/28/2014 15:20	29.0
41973	Application	10/14/2014 15:59	11/12/2014 15:45	29.0
29839	Applications	1/21/2014 14:40	2/19/2014 14:44	29.0
40644	Application	9/11/2014 11:07	10/10/2014 10:04	29.0
32631	Hardware	4/1/2014 14:04	4/30/2014 12:37	28.9
39571	Application	8/7/2014 15:35	9/5/2014 14:14	28.9
38093	Computer Access	7/1/2014 13:02	7/30/2014 11:23	28.9
30864	Telecom	2/18/2014 14:03	3/19/2014 12:43	28.9
38687	Password	7/15/2014 16:54	8/13/2014 14:00	28.9
38722	Computer Access	7/16/2014 11:48	8/14/2014 8:45	28.9
30227	Software Installation	1/28/2014 13:08	2/26/2014 9:47	28.9
30236	Printer	1/28/2014 15:24	2/26/2014 11:44	28.9
32249	Software Installation	3/24/2014 15:28	4/22/2014 11:35	28.8
32250	Oracle	3/24/2014 15:36	4/22/2014 11:35	28.8
34715	Inquiry	5/21/2014 16:26	6/19/2014 11:33	28.8
37840	Network Issues	6/25/2014 16:18	7/24/2014 10:56	28.8
35877	Password	6/18/2014 23:44	7/17/2014 14:07	28.6
35879	Printer	6/19/2014 8:20	7/17/2014 15:23	28.3
38406	Network	7/9/2014 9:58	8/6/2014 16:01	28.3
38408	Network	7/9/2014 10:00	8/6/2014 16:03	28.3
38409	Network	7/9/2014 10:01	8/6/2014 16:02	28.3
38407	Network	7/9/2014 9:59	8/6/2014 16:02	28.3
38417	Application	7/9/2014 11:06	8/6/2014 16:03	28.2
41879	Printer	10/13/2014 11:59	11/10/2014 14:52	28.2
34577	Software	5/19/2014 9:54	6/16/2014 13:05	28.1
40275	Application	8/28/2014 11:43	9/25/2014 14:18	28.1
32262	Network Account	3/25/2014 8:50	4/22/2014 11:35	28.1
32263	Configuration / Set up	3/25/2014 8:53	4/22/2014 11:36	28.1
41700	Network Issues	10/8/2014 13:33	11/5/2014 14:36	28.1
35910	Application	6/19/2014 13:25	7/17/2014 15:19	28.1
35909	Network	6/19/2014 13:24	7/17/2014 15:19	28.1
35912	Outlook	6/19/2014 13:28	7/17/2014 15:20	28.1
35913	Network	6/19/2014 13:28	7/17/2014 15:21	28.1
35911	Application	6/19/2014 13:27	7/17/2014 15:20	28.1
40045	Software	8/21/2014 14:02	9/18/2014 15:41	28.1
32685	virus/malware	4/2/2014 11:14	4/30/2014 12:32	28.1
30261	Printer	1/29/2014 9:22	2/26/2014 9:47	28.0

Incident/ Incident #	Category	Opened Date	Closed Date	Days Open
37686	Outlook	6/23/2014 14:22	7/21/2014 14:11	28.0
37689	Printer	6/23/2014 14:36	7/21/2014 14:03	28.0
31404	Computer Access	3/4/2014 16:08	4/1/2014 16:24	28.0
32817	Network security	4/4/2014 14:23	5/2/2014 13:23	28.0
33392	Configuration / Set up	4/18/2014 16:03	5/16/2014 13:59	27.9
34265	Hardware	5/9/2014 14:42	6/6/2014 12:31	27.9
38481	Configuration / Set up	7/10/2014 12:56	8/7/2014 10:33	27.9
38502	Application	7/10/2014 15:52	8/7/2014 13:22	27.9
32307	Software Installation	3/25/2014 15:09	4/22/2014 11:37	27.9
40137	Mobile Device	8/25/2014 14:08	9/22/2014 9:24	27.8
31872	Applications	3/13/2014 15:13	4/10/2014 9:35	27.8
30992	Password	2/20/2014 16:03	3/20/2014 11:07	27.8
40580	Application	9/10/2014 10:16	10/7/2014 15:49	27.2
36786	Network Issues	6/20/2014 10:45	7/17/2014 15:19	27.2
40588	Oracle	9/10/2014 11:12	10/7/2014 15:47	27.2
36771	Application	6/20/2014 9:19	7/17/2014 13:59	27.2
40081	Software Installation	8/22/2014 12:23	9/18/2014 14:59	27.1
38771	Oracle	7/17/2014 10:53	8/13/2014 13:23	27.1
32730	Applications	4/3/2014 10:55	4/30/2014 12:31	27.1
38529	Application	7/11/2014 11:45	8/7/2014 13:22	27.1
40358	Applications	8/29/2014 12:53	9/25/2014 14:15	27.1
40360	Applications	8/29/2014 12:55	9/25/2014 14:15	27.1
33308	Outlook	4/17/2014 9:33	5/14/2014 10:44	27.1
40361	Applications	8/29/2014 13:01	9/25/2014 14:15	27.1
40363	Applications	8/29/2014 13:05	9/25/2014 14:16	27.1
40364	Applications	8/29/2014 13:13	9/25/2014 14:16	27.0
38061	Configuration / Set up	7/1/2014 10:11	7/28/2014 11:14	27.0
31532	Email	3/7/2014 10:25	4/3/2014 12:15	27.0
33093	Password	4/11/2014 11:09	5/8/2014 11:23	27.0
44241	Email	12/9/2014 10:20	1/5/2015 10:14	27.0
38795	Printer	7/17/2014 14:51	8/13/2014 13:20	26.9
38794	Outlook	7/17/2014 14:50	8/13/2014 13:20	26.9
28955	iPAS	12/18/2013 11:27	1/14/2014 9:21	26.9
28718	Cell Phone	12/10/2013 14:29	1/6/2014 11:58	26.9
31795	Hardware	3/12/2014 15:37	4/8/2014 12:56	26.9
34956	Internet	5/28/2014 14:25	6/24/2014 11:42	26.9
41446	Password	10/2/2014 13:40	10/29/2014 10:45	26.9
28991	Configuration / Set up	12/18/2013 18:54	1/14/2014 12:37	26.7
38391	Software Installation	7/9/2014 9:12	8/4/2014 14:53	26.2
40637	Application	9/11/2014 10:29	10/7/2014 15:46	26.2
34523	Purchasing	5/16/2014 10:38	6/11/2014 15:40	26.2
38807	Computer	7/18/2014 8:16	8/13/2014 13:21	26.2
38819	Password	7/18/2014 10:30	8/13/2014 14:04	26.2
32791	Applications	4/4/2014 10:45	4/30/2014 12:33	26.1
39094	Oracle	7/25/2014 11:56	8/20/2014 13:27	26.1

Incident Incident # Category	Opened Date	Closed Date	Days Open
40668 Email	9/11/2014 14:59	10/7/2014 15:48	26.0
40067 Move Add Change	8/22/2014 10:08	9/17/2014 10:06	26.0
34526 Oracle	5/16/2014 10:52	6/11/2014 10:58	26.0
35555 Server	6/11/2014 15:44	7/7/2014 15:28	26.0
32535 Internet	3/28/2014 15:13	4/23/2014 14:53	26.0
44766 Password	12/19/2014 14:33	1/14/2015 13:48	26.0
34702 Printer	5/21/2014 14:18	6/16/2014 13:07	26.0
34703 Oracle	5/21/2014 14:27	6/16/2014 13:18	26.0
32812 Network Account	4/4/2014 14:08	4/30/2014 12:36	25.9
34743 OS/Desktop	5/22/2014 11:25	6/17/2014 9:29	25.9
34274 Network Issues	5/9/2014 16:04	6/4/2014 13:49	25.9
44379 Printer	12/11/2014 11:14	1/6/2015 8:43	25.9
34007 Configuration / Set up	5/2/2014 13:24	5/28/2014 10:24	25.9
44337 Password	12/10/2014 16:03	1/5/2015 11:00	25.8
30350 Software Installation	1/31/2014 9:13	2/25/2014 15:39	25.3
29000 Software Installation	12/19/2013 10:37	1/13/2014 14:52	25.2
34457 Telecom	5/15/2014 9:25	6/9/2014 11:30	25.1
32222 Computer Access	3/24/2014 9:41	4/18/2014 11:43	25.1
29039 iPAS	12/20/2013 10:47	1/14/2014 9:46	25.0
33470 OS/Desktop	4/21/2014 15:29	5/16/2014 14:01	24.9
31827 Network security	3/13/2014 10:57	4/7/2014 9:00	24.9
43098 Password	11/7/2014 13:52	12/2/2014 11:39	24.9
40553 Project	9/8/2014 13:34	10/3/2014 10:45	24.9
43742 OS/Desktop	11/24/2014 9:16	12/18/2014 15:56	24.3
43796 Network Account	11/25/2014 8:42	12/19/2014 14:03	24.2
44838 Inquiry	12/23/2014 10:17	1/16/2015 15:09	24.2
41926 Application	10/14/2014 9:13	11/7/2014 11:20	24.1
39450 Printer	8/5/2014 10:48	8/29/2014 13:35	24.1
33761 Configuration / Set up	4/28/2014 12:17	5/22/2014 14:55	24.1
37735 Printer	6/24/2014 10:06	7/18/2014 11:44	24.1
39846 Printer	8/15/2014 13:39	9/8/2014 15:06	24.1
40737 Printer	9/16/2014 9:25	10/10/2014 10:06	24.0
38023 Server	6/30/2014 15:17	7/24/2014 15:43	24.0
40753 Outlook	9/16/2014 11:23	10/10/2014 11:11	24.0
37783 Software Installation	6/24/2014 16:10	7/18/2014 15:39	24.0
39472 Printer	8/5/2014 14:31	8/29/2014 13:33	24.0
31360 Software Installation	3/4/2014 9:49	3/28/2014 9:35	24.0
34583 Mobile Device	5/19/2014 10:54	6/12/2014 9:18	23.9
40769 Application	9/16/2014 13:31	10/10/2014 11:07	23.9
28927 Oracle	12/17/2013 16:21	1/10/2014 13:58	23.9
34796 Computer	5/23/2014 15:32	6/16/2014 13:07	23.9
34802 Network Account	5/23/2014 16:03	6/16/2014 13:11	23.9
32872 Email	4/7/2014 12:27	5/1/2014 9:24	23.9
29242 Software Installation	1/3/2014 13:05	1/27/2014 8:30	23.8
31662 Move Add Change	3/11/2014 9:42	4/3/2014 16:30	23.3

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Incident #	Category	Opened Date	Closed Date	Days Open
34285	Network Account	5/12/2014 8:58	6/4/2014 13:57	23.2
39116	Application	7/28/2014 8:53	8/20/2014 13:27	23.2
37713	Applications	6/24/2014 9:24	7/17/2014 13:58	23.2
40383	Software Installation	9/2/2014 10:03	9/25/2014 14:19	23.2
40110	Telephone	8/25/2014 9:53	9/17/2014 13:44	23.2
39126	Hardware	7/28/2014 10:15	8/20/2014 13:25	23.1
39920	Inquiry	8/19/2014 11:22	9/11/2014 14:31	23.1
44789	Password	12/22/2014 10:49	1/14/2015 13:49	23.1
39125	Configuration / Set up	7/28/2014 10:15	8/20/2014 13:26	23.1
44505	iPAS	12/15/2014 9:38	1/7/2015 12:33	23.1
44791	Computer	12/22/2014 10:56	1/14/2015 13:47	23.1
44790	Password	12/22/2014 10:53	1/14/2015 13:45	23.1
40611	Computer	9/10/2014 14:42	10/3/2014 17:22	23.1
38638	Computer	7/15/2014 11:14	8/7/2014 13:32	23.1
44795	Password	12/22/2014 11:28	1/14/2015 13:46	23.1
44562	Network	12/16/2014 10:46	1/8/2015 13:01	23.1
44186	Telecom	12/8/2014 14:14	12/31/2014 16:19	23.1
40397	Application	9/2/2014 12:41	9/25/2014 14:17	23.1
38017	Password	6/30/2014 14:35	7/23/2014 16:15	23.1
44805	Password	12/22/2014 12:10	1/14/2015 13:48	23.1
44808	Password	12/22/2014 13:09	1/14/2015 13:47	23.0
35729	Computer	6/16/2014 14:07	7/9/2014 13:54	23.0
31185	Configuration / Set up	2/26/2014 16:21	3/21/2014 16:23	23.0
31090	Configuration / Set up	2/24/2014 15:08	3/19/2014 14:56	23.0
33430	Inquiry	4/21/2014 11:54	5/14/2014 10:43	23.0
44817	Password	12/22/2014 14:55	1/14/2015 13:49	23.0
31384	Software Installation	3/4/2014 12:41	3/27/2014 10:54	22.9
33466	OS/Desktop	4/21/2014 14:53	5/14/2014 10:50	22.8
37823	Hardware	6/25/2014 13:20	7/18/2014 8:05	22.8
34900	Telephone	5/27/2014 16:37	6/19/2014 9:49	22.7
33855	Software Installation	4/30/2014 8:39	5/22/2014 14:55	22.3
39525	Server	8/7/2014 8:22	8/29/2014 13:12	22.2
42218	Email	10/21/2014 12:47	11/12/2014 15:42	22.2
38701	Move Add Change	7/16/2014 9:47	8/7/2014 13:24	22.2
39171	Application	7/29/2014 9:49	8/20/2014 13:23	22.2
33017	OS/Desktop	4/10/2014 9:56	5/2/2014 13:26	22.2
30138	Configuration / Set up	1/27/2014 11:37	2/18/2014 15:07	22.2
30448	Hardware	2/4/2014 9:49	2/26/2014 13:29	22.2
28998	Server	12/19/2013 10:35	1/10/2014 13:58	22.1
33885	Outlook	4/30/2014 11:50	5/22/2014 14:54	22.1
32900	Software	4/8/2014 9:58	4/30/2014 12:34	22.1
38214	Password	7/3/2014 9:26	7/25/2014 11:06	22.1
33036	Configuration / Set up	4/10/2014 12:32	5/2/2014 13:46	22.1
31773	Outlook	3/12/2014 13:01	4/3/2014 12:48	22.0
28876	OS/Desktop	12/16/2013 13:16	1/7/2014 12:18	22.0

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
33498	OS/Desktop	4/22/2014 11:46	5/14/2014 10:50	22.0
38413	Computer	7/9/2014 11:01	7/31/2014 9:43	22.0
40253	Scanner	8/27/2014 16:16	9/18/2014 14:57	22.0
32876	Outlook	4/7/2014 12:53	4/29/2014 11:30	21.9
40854	Password	9/18/2014 11:53	10/10/2014 10:03	21.9
38743	Computer Access	7/16/2014 15:41	8/7/2014 13:29	21.9
32941	Applications	4/8/2014 14:37	4/30/2014 12:31	21.9
40250	Network Account	8/27/2014 16:06	9/18/2014 13:26	21.9
41704	Virus	10/8/2014 14:11	10/30/2014 11:31	21.9
29682	Email	1/15/2014 16:31	2/6/2014 13:48	21.9
33532	Printer	4/22/2014 15:11	5/14/2014 10:51	21.8
33546	Network Account	4/22/2014 15:59	5/14/2014 10:43	21.8
29116	Email	12/26/2013 16:14	1/17/2014 9:20	21.7
34390	Telephone	5/14/2014 8:27	6/4/2014 16:42	21.3
32266	Applications	3/25/2014 9:23	4/15/2014 14:26	21.2
41539	Configuration / Set up	10/6/2014 9:54	10/27/2014 14:56	21.2
42105	Printer	10/17/2014 10:40	11/7/2014 14:13	21.2
39578	Application	8/8/2014 9:09	8/29/2014 13:43	21.2
39577	Application	8/8/2014 9:08	8/29/2014 13:32	21.2
33938	Network Issues	5/1/2014 10:31	5/22/2014 14:56	21.2
38995	Password	7/23/2014 9:33	8/13/2014 13:58	21.2
39583	Password	8/8/2014 9:25	8/29/2014 13:23	21.2
34507	Email	5/16/2014 9:04	6/6/2014 12:32	21.1
44877	Network Account	12/24/2014 10:28	1/14/2015 13:49	21.1
30070	Move Add Change	1/24/2014 11:38	2/14/2014 14:13	21.1
30843	Configuration / Set up	2/18/2014 11:54	3/11/2014 15:29	21.1
38235	Application	7/3/2014 11:48	7/24/2014 14:17	21.1
44694	Computer	12/18/2014 10:36	1/8/2015 13:03	21.1
38237	Computer Access	7/3/2014 11:55	7/24/2014 14:07	21.1
33491	Purchasing	4/22/2014 11:10	5/13/2014 12:44	21.1
30356	Oracle	1/31/2014 10:20	2/21/2014 12:05	21.1
32981	Printer	4/9/2014 13:18	4/30/2014 15:00	21.1
30529	Network Account	2/5/2014 16:01	2/26/2014 17:15	21.1
34698	Network	5/21/2014 14:05	6/11/2014 14:46	21.0
37751	iPAS	6/24/2014 11:38	7/15/2014 11:14	21.0
38323	Application	7/8/2014 9:42	7/29/2014 9:15	21.0
32982	Software Installation	4/9/2014 13:19	4/30/2014 12:34	21.0
29813	Software Installation	1/21/2014 12:05	2/11/2014 11:05	21.0
44627	Network Account	12/17/2014 10:58	1/7/2015 9:47	21.0
38243	Password	7/3/2014 13:23	7/24/2014 12:02	20.9
36794	Applications	6/20/2014 11:22	7/11/2014 9:00	20.9
28833	Applications	12/13/2013 14:19	1/3/2014 11:47	20.9
39955	Hardware	8/20/2014 11:06	9/10/2014 8:11	20.9
34552	Password	5/16/2014 15:35	6/6/2014 12:28	20.9
35017	virus/malware	5/29/2014 14:19	6/19/2014 10:29	20.8

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Incident# / Incident #	Category	Opened Date	Closed Date	Days Open
32706	Applications	4/2/2014 15:49	4/23/2014 11:08	20.8
45048	Telephone	12/31/2014 16:31	1/21/2015 10:32	20.8
34160	Applications	5/7/2014 17:02	5/28/2014 10:29	20.7
39492	Network	8/6/2014 9:22	8/26/2014 16:16	20.3
40301	Hardware	8/29/2014 9:46	9/18/2014 14:57	20.2
38177	Network	7/2/2014 12:16	7/22/2014 17:09	20.2
38812	Printer	7/18/2014 9:30	8/7/2014 13:28	20.2
32055	IP Address	3/19/2014 9:47	4/8/2014 13:06	20.1
34909	Applications	5/28/2014 9:10	6/17/2014 11:57	20.1
40267	Telephone	8/28/2014 11:07	9/17/2014 13:42	20.1
42442	Network	10/23/2014 13:08	11/12/2014 14:27	20.1
34005	Applications	5/2/2014 13:12	5/22/2014 14:54	20.1
34468	Printer	5/15/2014 12:36	6/4/2014 13:56	20.1
37793	Wiring	6/25/2014 8:56	7/15/2014 10:06	20.1
35827	Computer	6/18/2014 9:26	7/8/2014 10:42	20.1
34003	Hardware	5/2/2014 13:06	5/22/2014 14:09	20.0
33032	Applications	4/10/2014 11:56	4/30/2014 12:38	20.0
33033	Applications	4/10/2014 11:57	4/30/2014 12:39	20.0
35186	OS/Desktop	6/3/2014 15:20	6/23/2014 15:50	20.0
31431	Network Issues	3/5/2014 14:37	3/25/2014 15:47	20.0
34483	Network Account	5/15/2014 14:07	6/4/2014 13:50	20.0
34487	Mobile Device	5/15/2014 14:31	6/4/2014 13:58	20.0
32361	Printer	3/26/2014 10:59	4/15/2014 10:33	20.0
39006	Printer	7/23/2014 10:01	8/12/2014 8:45	20.0
40294	Telephone	8/28/2014 15:05	9/17/2014 13:43	19.9
40808	Telephone	9/17/2014 10:53	10/7/2014 9:31	19.9
42125	Server	10/17/2014 13:33	11/6/2014 10:47	19.9
35161	Configuration / Set up	6/3/2014 10:16	6/23/2014 8:06	19.9
29400	Outlook	1/8/2014 12:17	1/28/2014 10:00	19.9
39508	Computer	8/6/2014 12:12	8/26/2014 9:52	19.9
34499	Password	5/15/2014 16:47	6/4/2014 13:50	19.9
43530	Outlook	11/18/2014 15:42	12/8/2014 11:14	19.8
33642	Network security	4/24/2014 15:16	5/14/2014 10:42	19.8
42793	Password	10/31/2014 9:16	11/19/2014 11:51	19.2
31544	Network	3/7/2014 11:06	3/26/2014 15:28	19.1
30324	Software Installation	1/30/2014 12:15	2/18/2014 15:39	19.1
34735	Printer	5/22/2014 9:23	6/10/2014 11:46	19.1
34234	OS/Desktop	5/9/2014 8:49	5/28/2014 10:30	19.1
42811	Password	10/31/2014 13:30	11/19/2014 11:50	19.0
40093	Printer	8/22/2014 16:03	9/10/2014 15:07	19.0
39510	Network	8/6/2014 13:27	8/25/2014 11:16	18.9
41745	Software	10/9/2014 10:35	10/28/2014 8:08	18.9
36788	Computer Access	6/20/2014 10:53	7/9/2014 8:25	18.9
40864	Printer	9/18/2014 12:47	10/7/2014 10:12	18.9
33702	Hardware	4/25/2014 14:04	5/14/2014 10:50	18.9

Incident Incident #	Category	Opened Date	Closed Date	Days Open
31803	Applications	3/12/2014 16:39	3/31/2014 13:35	18.9
33705	Applications	4/25/2014 14:11	5/14/2014 10:44	18.9
33701	Applications	4/25/2014 14:03	5/14/2014 10:45	18.9
41784	iPAS	10/9/2014 15:26	10/28/2014 11:02	18.8
38792	Hardware	7/17/2014 14:48	8/5/2014 10:02	18.8
34270	Printer	5/9/2014 15:54	5/28/2014 10:28	18.8
30643	iPAS	2/7/2014 17:00	2/26/2014 11:11	18.8
40897	Network	9/18/2014 15:34	10/7/2014 9:28	18.8
30667	iPAS	2/7/2014 18:21	2/26/2014 11:09	18.7
32790	Hardware	4/4/2014 10:43	4/22/2014 16:03	18.2
44958	Printer	12/29/2014 11:02	1/16/2015 15:08	18.2
34565	Printer	5/19/2014 8:42	6/6/2014 12:33	18.2
39622	Network Issues	8/11/2014 9:33	8/29/2014 13:31	18.2
34569	Network Issues	5/19/2014 9:18	6/6/2014 12:33	18.1
38228	Password	7/3/2014 10:48	7/21/2014 14:08	18.1
34975	Oracle	5/29/2014 9:42	6/16/2014 13:09	18.1
34232	Applications	5/9/2014 8:38	5/27/2014 10:15	18.1
39562	Password	8/7/2014 14:29	8/25/2014 15:35	18.1
33175	Computer Access	4/14/2014 12:29	5/2/2014 13:28	18.0
34587	Password	5/19/2014 11:53	6/6/2014 12:30	18.0
34775	Network Issues	5/23/2014 11:22	6/10/2014 12:01	18.0
34589	Password	5/19/2014 11:55	6/6/2014 12:29	18.0
40962	Password	9/22/2014 9:42	10/10/2014 10:03	18.0
34995	Software Installation	5/29/2014 11:46	6/16/2014 11:19	18.0
33137	Printer	4/11/2014 15:49	4/29/2014 15:25	18.0
37978	Application	6/30/2014 9:19	7/18/2014 8:32	18.0
33182	Email	4/14/2014 14:06	5/2/2014 13:27	18.0
40975	Password	9/22/2014 11:07	10/10/2014 10:03	18.0
30388	Computer Access	1/31/2014 16:40	2/18/2014 15:38	18.0
32132	iPAS	3/20/2014 11:02	4/7/2014 9:19	17.9
34991	OS/Desktop	5/29/2014 11:31	6/16/2014 9:45	17.9
30375	Inquiry	1/31/2014 14:53	2/18/2014 12:54	17.9
40981	Password	9/22/2014 12:15	10/10/2014 10:03	17.9
34742	Software Installation	5/22/2014 11:17	6/9/2014 8:27	17.9
41120	Network	9/25/2014 13:02	10/13/2014 9:14	17.8
39652	Computer	8/11/2014 16:28	8/29/2014 11:48	17.8
40382	Application	9/2/2014 9:51	9/19/2014 15:51	17.3
40065	Password	8/22/2014 9:33	9/8/2014 14:08	17.2
28869	Police CAD	12/16/2013 12:00	1/2/2014 15:07	17.1
34042	Internet	5/5/2014 12:00	5/22/2014 14:55	17.1
42901	Oracle	11/4/2014 9:51	11/21/2014 12:01	17.1
33234	Password	4/15/2014 11:48	5/2/2014 13:29	17.1
44844	Telephone	12/23/2014 13:45	1/9/2015 14:49	17.0
41020	Password	9/23/2014 11:18	10/10/2014 11:08	17.0
34635	Internet	5/20/2014 10:56	6/6/2014 10:27	17.0

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Incident; Incident #	Category	Opened Date	Closed Date	Days Open
29814	Outlook	1/21/2014 12:18	2/7/2014 10:50	16.9
39089	Inquiry	7/25/2014 10:40	8/11/2014 9:12	16.9
33711	Inquiry	4/25/2014 14:58	5/12/2014 13:11	16.9
39690	Software	8/12/2014 13:23	8/29/2014 11:47	16.9
41032	Password	9/23/2014 13:06	10/10/2014 11:08	16.9
39700	Printer	8/12/2014 15:40	8/29/2014 13:43	16.9
39699	Network Account	8/12/2014 15:40	8/29/2014 13:25	16.9
33850	Printer	4/29/2014 16:37	5/16/2014 13:59	16.9
41044	Computer Access	9/23/2014 14:52	10/10/2014 11:12	16.9
44462	Move Add Change	12/12/2014 11:57	12/29/2014 8:00	16.8
45218	Software Installation	1/6/2015 16:47	1/23/2015 8:54	16.7
34311	Computer Access	5/12/2014 11:08	5/28/2014 16:53	16.2
38038	Application	7/1/2014 8:20	7/17/2014 14:05	16.2
39719	Network security	8/13/2014 8:36	8/29/2014 13:55	16.2
39716	Network security	8/13/2014 8:26	8/29/2014 13:38	16.2
40384	Computer Access	9/2/2014 10:31	9/18/2014 14:56	16.2
41960	Telephone	10/14/2014 13:25	10/30/2014 17:23	16.2
34367	Printer	5/13/2014 10:42	5/29/2014 14:29	16.2
39728	Server	8/13/2014 9:41	8/29/2014 13:25	16.2
33870	Applications	4/30/2014 10:25	5/16/2014 13:59	16.2
40821	Oracle	9/17/2014 14:15	10/3/2014 17:18	16.1
39141	Software	7/28/2014 11:43	8/13/2014 13:52	16.1
31986	Configuration / Set up	3/17/2014 12:42	4/2/2014 14:23	16.1
39973	Server	8/20/2014 12:46	9/5/2014 14:13	16.1
39744	Application	8/13/2014 12:54	8/29/2014 13:26	16.0
33293	Hardware	4/16/2014 13:52	5/2/2014 13:30	16.0
33292	Software	4/16/2014 13:52	5/2/2014 13:29	16.0
38975	Application	7/22/2014 14:03	8/7/2014 13:36	16.0
29936	Computer Access	1/22/2014 12:11	2/7/2014 10:56	16.0
39778	Application	8/13/2014 16:37	8/29/2014 13:36	15.9
40177	Software Installation	8/26/2014 13:09	9/11/2014 9:28	15.9
33785	Computer	4/28/2014 14:35	5/14/2014 10:41	15.8
34161	Printer	5/7/2014 17:04	5/23/2014 10:08	15.7
29448	Configuration / Set up	1/9/2014 8:57	1/24/2014 15:28	15.3
40858	Printer	9/18/2014 12:16	10/3/2014 17:19	15.2
43125	Police Mobile (Vehicle PC)	11/10/2014 10:22	11/25/2014 15:12	15.2
39161	Password	7/29/2014 9:08	8/13/2014 13:23	15.2
32968	Outlook	4/9/2014 10:40	4/24/2014 14:47	15.2
34378	Password	5/13/2014 12:09	5/28/2014 15:40	15.2
34139	Hardware	5/7/2014 11:16	5/22/2014 14:03	15.1
38424	Email	7/9/2014 13:19	7/24/2014 15:23	15.1
30401	Hardware	2/3/2014 9:36	2/18/2014 11:28	15.1
40392	Phone Trouble	9/2/2014 11:40	9/17/2014 13:42	15.1
40393	Phone Trouble	9/2/2014 12:04	9/17/2014 13:42	15.1
32853	Mobile Device	4/7/2014 10:13	4/22/2014 11:34	15.1

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Incident	Incident # Category	Opened Date	Closed Date	Days Open
	33413 Network Account	4/21/2014 10:26	5/6/2014 11:30	15.0
	42350 Email	10/22/2014 11:42	11/6/2014 11:00	15.0
	30431 Inquiry	2/3/2014 15:19	2/18/2014 15:35	15.0
	33347 Printer	4/17/2014 16:31	5/2/2014 15:33	15.0
	33172 Password	4/14/2014 12:14	4/29/2014 10:59	15.0
	34375 Outlook	5/13/2014 11:41	5/28/2014 10:29	15.0
	39203 Password	7/29/2014 15:14	8/13/2014 13:27	14.9
	41891 Oracle	10/13/2014 13:32	10/28/2014 11:26	14.9
	41962 Password	10/14/2014 13:31	10/29/2014 10:50	14.9
	29354 Exchange	1/7/2014 15:56	1/22/2014 13:10	14.9
	41130 Password	9/25/2014 14:05	10/10/2014 11:10	14.9
	34194 Outlook	5/8/2014 13:20	5/23/2014 10:06	14.9
	42947 Password	11/4/2014 15:55	11/19/2014 11:49	14.8
	35239 Applications	6/4/2014 14:36	6/19/2014 10:30	14.8
	43434 Network Issues	11/17/2014 16:27	12/2/2014 11:32	14.8
	34387 Inquiry	5/13/2014 15:03	5/28/2014 9:53	14.8
	42956 Password	11/4/2014 16:50	11/19/2014 11:48	14.8
	34389 Inquiry	5/13/2014 16:21	5/28/2014 9:51	14.7
	30451 Software Installation	2/4/2014 10:03	2/18/2014 15:36	14.2
	39826 Network Account	8/15/2014 9:37	8/29/2014 13:37	14.2
	40943 Software	9/19/2014 13:24	10/3/2014 17:20	14.2
	34421 Network	5/14/2014 12:05	5/28/2014 15:38	14.2
	32074 Software	3/19/2014 12:18	4/2/2014 15:32	14.1
	33285 Hardware	4/16/2014 12:05	4/30/2014 14:51	14.1
	30931 Move Add Change	2/19/2014 13:28	3/5/2014 15:16	14.1
	38460 Computer Access	7/10/2014 10:14	7/24/2014 12:01	14.1
	35416 Hardware	6/9/2014 14:07	6/23/2014 15:47	14.1
	30517 Printer	2/5/2014 13:11	2/19/2014 14:39	14.1
	30520 OS/Desktop	2/5/2014 13:28	2/19/2014 14:39	14.1
	31570 Network Account Relocation	3/7/2014 14:05	3/21/2014 16:11	14.1
	34008 Configuration / Set up	5/2/2014 13:25	5/16/2014 14:02	14.0
	33867 Printer	4/30/2014 10:21	5/14/2014 10:52	14.0
	30500 Password	2/5/2014 10:41	2/19/2014 10:46	14.0
	30130 Network Issues	1/27/2014 10:59	2/10/2014 10:56	14.0
	40248 Telephone	8/27/2014 15:59	9/10/2014 15:50	14.0
	43030 Telephone	11/6/2014 9:48	11/20/2014 9:37	14.0
	34275 Computer	5/9/2014 16:05	5/23/2014 15:34	14.0
	44798 Application	12/22/2014 11:32	1/5/2015 10:59	14.0
	41413 Application	10/1/2014 15:45	10/15/2014 15:10	14.0
	32612 iPAS	4/1/2014 11:48	4/15/2014 10:48	14.0
	43677 Password	11/20/2014 15:45	12/4/2014 14:30	14.0
	33503 Configuration / Set up	4/22/2014 13:02	5/6/2014 11:33	13.9
	31790 Outlook	3/12/2014 15:22	3/26/2014 13:46	13.9
	38084 Network security	7/1/2014 12:07	7/15/2014 10:20	13.9
	33510 Network Account	4/22/2014 13:52	5/6/2014 11:31	13.9

Incident #	Category	Opened Date	Closed Date	Days Open
33509	Configuration / Set up	4/22/2014 13:52	5/6/2014 11:31	13.9
33511	Applications	4/22/2014 13:53	5/6/2014 11:31	13.9
38113	Application	7/1/2014 15:04	7/15/2014 12:26	13.9
30149	Telecom	1/27/2014 12:29	2/10/2014 9:42	13.9
33643	Telephone	4/24/2014 15:19	5/8/2014 12:11	13.9
30715	OS/Desktop	2/11/2014 12:07	2/25/2014 8:58	13.9
38506	Application	7/10/2014 16:43	7/24/2014 13:31	13.9
43926	Email	12/1/2014 16:45	12/15/2014 12:33	13.8
29770	Configuration / Set up	1/17/2014 16:29	1/31/2014 10:57	13.8
32257	iPAS	3/24/2014 16:30	4/7/2014 9:17	13.7
39572	Computer	8/7/2014 16:11	8/21/2014 8:25	13.7
35625	Telephone	6/13/2014 8:38	6/26/2014 16:21	13.3
39080	Wiring	7/25/2014 9:23	8/7/2014 16:53	13.3
31816	Telecom	3/13/2014 10:13	3/26/2014 16:29	13.3
35639	Computer	6/13/2014 10:23	6/26/2014 15:40	13.2
33490	Mobile Device	4/22/2014 11:05	5/5/2014 15:48	13.2
36778	Network Issues	6/20/2014 10:11	7/3/2014 14:18	13.2
38132	Network Account	7/2/2014 8:34	7/15/2014 12:25	13.2
32073	Printer	3/19/2014 12:17	4/1/2014 15:50	13.2
38342	Software Installation	7/8/2014 11:50	7/21/2014 15:20	13.2
29982	Computer Access	1/23/2014 10:58	2/5/2014 14:31	13.2
32619	Password	4/1/2014 12:41	4/14/2014 16:13	13.2
35887	Printer	6/19/2014 9:41	7/2/2014 13:19	13.2
43704	Password	11/21/2014 11:05	12/4/2014 14:29	13.1
38805	Internet	7/18/2014 8:10	7/31/2014 10:10	13.1
38990	Password	7/23/2014 9:28	8/5/2014 11:16	13.1
35251	Network security	6/4/2014 15:04	6/17/2014 16:04	13.0
33325	Printer	4/17/2014 13:04	4/30/2014 13:14	13.0
39015	Application	7/23/2014 11:21	8/5/2014 11:14	13.0
35569	Software Installation	6/11/2014 16:00	6/24/2014 15:27	13.0
32462	Password	3/27/2014 12:28	4/9/2014 12:05	13.0
34257	Move Add Change	5/9/2014 13:22	5/22/2014 12:38	13.0
39180	Computer	7/29/2014 10:48	8/11/2014 9:09	12.9
40359	Applications	8/29/2014 12:54	9/11/2014 11:08	12.9
43064	Password	11/6/2014 13:53	11/19/2014 11:48	12.9
40351	Server	8/29/2014 12:44	9/11/2014 10:26	12.9
40355	Oracle	8/29/2014 12:49	9/11/2014 10:27	12.9
40357	Applications	8/29/2014 12:53	9/11/2014 10:28	12.9
40356	Applications	8/29/2014 12:52	9/11/2014 10:27	12.9
40352	Server	8/29/2014 12:46	9/11/2014 10:26	12.9
35662	Printer	6/13/2014 15:00	6/26/2014 10:52	12.8
32704	Inquiry	4/2/2014 15:14	4/15/2014 10:41	12.8
35244	Printer	6/4/2014 14:42	6/17/2014 10:00	12.8
30778	iPAS	2/13/2014 17:01	2/26/2014 11:03	12.8
36773	Application	6/20/2014 9:49	7/2/2014 16:27	12.3

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Incident2/Incident #	Category	Opened Date	Closed Date	Days Open
34783	Phone Trouble	5/23/2014 11:45	6/4/2014 16:41	12.2
32678	Telephone	4/2/2014 10:36	4/14/2014 15:28	12.2
30065	Software Installation	1/24/2014 11:04	2/5/2014 15:42	12.2
33365	Applications	4/18/2014 10:57	4/30/2014 15:08	12.2
33674	Computer	4/25/2014 9:04	5/7/2014 13:06	12.2
45055	Password	1/2/2015 10:16	1/14/2015 13:51	12.2
39034	Application	7/24/2014 8:45	8/5/2014 11:04	12.1
45068	Password	1/2/2015 11:40	1/14/2015 13:52	12.1
39722	Network	8/13/2014 9:11	8/25/2014 11:17	12.1
32434	Configuration / Set up	3/27/2014 11:32	4/8/2014 13:04	12.1
35053	Virus	5/30/2014 10:29	6/11/2014 11:40	12.1
38437	Telephone	7/9/2014 15:17	7/21/2014 16:13	12.0
45071	Password	1/2/2015 13:16	1/14/2015 13:52	12.0
31837	Password	3/13/2014 12:36	3/25/2014 13:03	12.0
39256	Application	7/31/2014 8:52	8/12/2014 8:37	12.0
32728	Computer Access	4/3/2014 10:44	4/15/2014 9:24	11.9
43089	Password	11/7/2014 13:23	11/19/2014 11:48	11.9
43099	Password	11/7/2014 13:59	11/19/2014 11:47	11.9
30642	Configuration / Set up	2/7/2014 16:51	2/19/2014 14:38	11.9
39350	Password	8/1/2014 15:58	8/13/2014 13:27	11.9
39355	Email	8/1/2014 16:33	8/13/2014 13:28	11.9
43106	Password	11/7/2014 15:20	11/19/2014 11:47	11.9
33391	Email	4/18/2014 16:02	4/30/2014 10:22	11.8
39797	Printer	8/14/2014 11:07	8/25/2014 15:34	11.2
39530	Password	8/7/2014 9:17	8/18/2014 13:44	11.2
45121	Purchasing	1/5/2015 11:30	1/16/2015 15:09	11.2
30567	Software Installation	2/7/2014 9:59	2/18/2014 12:55	11.1
35597	Applications	6/12/2014 13:31	6/23/2014 16:12	11.1
29557	Printer	1/13/2014 9:17	1/24/2014 11:43	11.1
33092	Applications	4/11/2014 11:05	4/22/2014 13:33	11.1
31002	Exchange	2/20/2014 17:49	3/3/2014 19:27	11.1
29690	Password	1/16/2014 9:43	1/27/2014 11:26	11.1
42069	iPAS	10/16/2014 10:28	10/27/2014 11:36	11.1
44720	OS/Desktop	12/18/2014 15:58	12/29/2014 16:24	11.0
35894	Computer Access	6/19/2014 10:50	6/30/2014 11:06	11.0
41897	Email	10/13/2014 13:53	10/24/2014 13:21	11.0
31609	Telephone	3/10/2014 10:08	3/21/2014 8:28	10.9
33073	Wireless	4/10/2014 16:53	4/21/2014 14:20	10.9
29580	Configuration / Set up	1/13/2014 14:49	1/24/2014 12:08	10.9
42130	Oracle	10/17/2014 14:05	10/28/2014 11:20	10.9
32867	Email	4/7/2014 11:43	4/18/2014 8:38	10.9
35359	Printer	6/6/2014 13:59	6/17/2014 9:59	10.8
29312	Email	1/6/2014 15:33	1/17/2014 9:19	10.7
40115	Telephone	8/25/2014 10:08	9/4/2014 15:31	10.2
36776	Hardware	6/20/2014 10:00	6/30/2014 15:06	10.2

Incident:	Incident #	Category	Opened Date	Closed Date	Days Open
	29159	Computer Access	12/30/2013 12:34	1/9/2014 15:13	10.1
	34334	Computer	5/12/2014 13:28	5/22/2014 15:27	10.1
	31612	Telephone	3/10/2014 10:14	3/20/2014 10:49	10.0
	34829	Applications	5/27/2014 9:12	6/6/2014 9:42	10.0
	34327	Move Add Change	5/12/2014 12:39	5/22/2014 12:32	10.0
	41174	Oracle	9/26/2014 10:53	10/6/2014 9:26	9.9
	31299	Telecom	3/3/2014 9:50	3/13/2014 9:29	9.9
	44170	Computer	12/8/2014 12:25	12/18/2014 10:41	9.9
	34381	Network Issues	5/13/2014 13:15	5/23/2014 11:00	9.9
	29262	Telecom	1/3/2014 16:07	1/13/2014 13:28	9.9
	42812	Email	10/31/2014 13:37	11/10/2014 9:28	9.9
	38350	Application	7/8/2014 13:16	7/18/2014 8:02	9.8
	30436	Applications	2/3/2014 15:40	2/13/2014 9:51	9.8
	40381	Scanner	9/2/2014 9:41	9/11/2014 14:54	9.2
	40117	OS/Desktop	8/25/2014 10:29	9/3/2014 15:43	9.2
	30123	Computer Access	1/27/2014 10:20	2/5/2014 15:43	9.2
	35454	iPAS	6/10/2014 9:57	6/19/2014 14:51	9.2
	30135	Computer Access	1/27/2014 11:16	2/5/2014 15:43	9.2
	31958	Computer Access	3/17/2014 10:25	3/26/2014 14:08	9.2
	40175	Phone Trouble	8/26/2014 12:19	9/4/2014 14:43	9.1
	43112	Password	11/10/2014 9:27	11/19/2014 11:46	9.1
	39184	Computer	7/29/2014 11:15	8/7/2014 13:26	9.1
	34372	Software Installation	5/13/2014 11:24	5/22/2014 12:37	9.1
	31762	Email	3/12/2014 11:50	3/21/2014 11:58	9.0
	29398	Network Issues	1/8/2014 12:08	1/17/2014 11:59	9.0
	44969	Application	12/29/2014 13:18	1/7/2015 12:19	9.0
	35463	Hardware	6/10/2014 11:22	6/19/2014 10:31	9.0
	30703	Telecom	2/10/2014 15:31	2/19/2014 14:39	9.0
	29940	Oracle	1/22/2014 13:19	1/31/2014 11:49	8.9
	29933	Printer	1/22/2014 11:49	1/31/2014 9:47	8.9
	45184	Computer	1/6/2015 12:00	1/15/2015 10:07	8.9
	35720	Password	6/16/2014 11:16	6/25/2014 8:39	8.9
	45625	Configuration / Set up	1/14/2015 12:49	1/23/2015 8:53	8.8
	29170	iPAS	12/30/2013 16:01	1/8/2014 11:44	8.8
	30475	Applications	2/4/2014 15:08	2/13/2014 9:50	8.8
	30476	Applications	2/4/2014 15:09	2/13/2014 9:50	8.8
	30474	Applications	2/4/2014 15:08	2/13/2014 9:50	8.8
	30471	Applications	2/4/2014 15:06	2/13/2014 9:51	8.8
	30473	Applications	2/4/2014 15:07	2/13/2014 9:51	8.8
	42294	Outlook	10/21/2014 17:09	10/30/2014 9:41	8.7
	35679	Application	6/16/2014 8:52	6/24/2014 15:42	8.3
	35764	Computer	6/17/2014 10:04	6/25/2014 16:16	8.3
	34180	Inquiry	5/8/2014 10:26	5/16/2014 16:42	8.3
	31951	Computer Access	3/17/2014 9:54	3/25/2014 15:52	8.3
	30195	Printer	1/28/2014 10:44	2/5/2014 15:49	8.2

Incident #	Category	Opened Date	Closed Date	Days Open
30540	Telecom	2/6/2014 10:32	2/14/2014 14:50	8.2
34287	Software Installation	5/12/2014 9:06	5/20/2014 13:05	8.2
45169	Password	1/6/2015 9:48	1/14/2015 13:53	8.2
30214	Hardware	1/28/2014 12:22	2/5/2014 15:45	8.1
45175	Password	1/6/2015 10:50	1/14/2015 13:54	8.1
32842	Hardware	4/7/2014 8:34	4/15/2014 10:54	8.1
30548	Telecom	2/6/2014 12:05	2/14/2014 14:34	8.1
45181	Password	1/6/2015 11:41	1/14/2015 13:55	8.1
44172	Exchange	12/8/2014 12:30	12/16/2014 14:26	8.1
30216	Configuration / Set up	1/28/2014 12:32	2/5/2014 14:32	8.1
32618	Phone Trouble	4/1/2014 12:17	4/9/2014 14:13	8.1
40158	Software	8/26/2014 9:21	9/3/2014 10:44	8.1
41624	Applications	10/7/2014 13:46	10/15/2014 15:08	8.1
35316	Computer	6/5/2014 14:47	6/13/2014 15:57	8.1
31335	Computer Access	3/3/2014 12:15	3/11/2014 13:42	8.0
45196	Password	1/6/2015 13:22	1/14/2015 13:54	8.0
33274	Network Account	4/16/2014 11:13	4/24/2014 11:24	8.0
45197	Password	1/6/2015 13:34	1/14/2015 13:54	8.0
44089	Oracle	12/4/2014 15:47	12/12/2014 15:28	8.0
33063	Inquiry	4/10/2014 14:55	4/18/2014 14:39	8.0
39234	Password	7/30/2014 13:55	8/7/2014 13:31	8.0
35534	Applications	6/11/2014 14:06	6/19/2014 13:39	8.0
38686	Cell phone	7/15/2014 16:42	7/23/2014 16:01	8.0
29670	Network Account	1/15/2014 16:11	1/23/2014 14:32	7.9
39247	Software Installation	7/30/2014 15:32	8/7/2014 13:30	7.9
40051	Outlook	8/21/2014 15:36	8/29/2014 13:42	7.9
45585	Application	1/13/2015 16:07	1/21/2015 14:00	7.9
33197	Printer	4/14/2014 15:47	4/22/2014 13:20	7.9
30947	Password	2/19/2014 17:05	2/27/2014 14:44	7.9
30851	Server	2/18/2014 12:38	2/26/2014 9:46	7.9
33789	OS/Desktop	4/28/2014 14:55	5/6/2014 11:32	7.9
33790	Printer	4/28/2014 14:57	5/6/2014 11:32	7.9
33791	Network Account	4/28/2014 14:57	5/6/2014 11:33	7.9
32611	Network Issues	4/1/2014 11:43	4/9/2014 8:03	7.9
32885	iPAS	4/7/2014 14:35	4/15/2014 10:33	7.8
35545	Phone Trouble	6/11/2014 15:27	6/19/2014 9:39	7.8
32643	Configuration / Set up	4/1/2014 14:41	4/9/2014 8:06	7.7
34719	Network Issues	5/21/2014 16:40	5/29/2014 9:20	7.7
33856	Applications	4/30/2014 8:44	5/7/2014 15:06	7.3
35756	Applications	6/17/2014 9:21	6/24/2014 15:20	7.3
37976	iPAS	6/30/2014 9:16	7/7/2014 14:58	7.2
37981	iPAS	6/30/2014 9:37	7/7/2014 14:57	7.2
33566	Computer Access	4/23/2014 10:47	4/30/2014 15:20	7.2
40544	Server	9/8/2014 11:08	9/15/2014 15:40	7.2
45240	Password	1/7/2015 9:21	1/14/2015 13:55	7.2

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
31019	Printer	2/21/2014 9:38	2/28/2014 13:57	7.2
39619	Software Installation	8/11/2014 9:22	8/18/2014 13:39	7.2
30837	Software Installation	2/18/2014 11:27	2/25/2014 15:27	7.2
29824	Telecom	1/21/2014 13:19	1/28/2014 17:02	7.2
29994	Telecom	1/23/2014 12:21	1/30/2014 16:09	7.2
34514	Printer	5/16/2014 9:42	5/23/2014 13:30	7.2
45249	Password	1/7/2015 10:07	1/14/2015 13:56	7.2
45250	Password	1/7/2015 10:13	1/14/2015 13:56	7.2
35451	Outlook	6/10/2014 9:45	6/17/2014 13:25	7.2
34001	Software Installation	5/2/2014 12:50	5/9/2014 15:51	7.1
45061	OS/Desktop	1/2/2015 10:53	1/9/2015 14:05	7.1
45195	Telephone	1/6/2015 13:14	1/13/2015 16:20	7.1
35786	Applications	6/17/2014 12:31	6/24/2014 15:26	7.1
35587	Network	6/12/2014 11:16	6/19/2014 13:51	7.1
44174	Application	12/8/2014 13:25	12/15/2014 16:03	7.1
33752	Printer	4/28/2014 11:47	5/5/2014 14:07	7.1
35758	Network Issues	6/17/2014 9:30	6/24/2014 11:48	7.1
45540	Network security	1/13/2015 9:11	1/20/2015 11:24	7.1
38667	Printer	7/15/2014 14:50	7/22/2014 17:02	7.1
35914	Network	6/19/2014 13:36	6/26/2014 15:37	7.1
39164	Software	7/29/2014 9:14	8/5/2014 10:58	7.1
30978	Printer	2/20/2014 13:14	2/27/2014 14:45	7.1
35793	Inquiry	6/17/2014 13:29	6/24/2014 14:51	7.1
40528	Telephone	9/8/2014 9:19	9/15/2014 10:35	7.1
41739	Voicemail	10/9/2014 10:08	10/16/2014 11:22	7.1
36801	Telephone	6/20/2014 15:16	6/27/2014 16:26	7.1
30719	Software Installation	2/11/2014 14:09	2/18/2014 15:04	7.0
45779	Telephone	1/16/2015 11:27	1/23/2015 12:16	7.0
34509	Network Issues	5/16/2014 9:18	5/23/2014 9:46	7.0
31380	Printer	3/4/2014 12:10	3/11/2014 13:41	7.0
34513	Network Issues	5/16/2014 9:29	5/23/2014 9:48	7.0
33716	Outlook	4/25/2014 15:53	5/2/2014 16:11	7.0
34917	Computer	5/28/2014 9:35	6/4/2014 9:29	7.0
34100	Internet	5/6/2014 15:19	5/13/2014 15:10	7.0
33678	OS/Desktop	4/25/2014 9:45	5/2/2014 9:31	7.0
30983	Password	2/20/2014 14:57	2/27/2014 14:40	7.0
30982	Password	2/20/2014 14:56	2/27/2014 14:42	7.0
34519	Network	5/16/2014 10:19	5/23/2014 9:51	7.0
38483	Oracle	7/10/2014 13:05	7/17/2014 12:12	7.0
45354	Police Mobile (Vehicle PC)	1/8/2015 13:57	1/15/2015 12:43	7.0
40235	virus/malware	8/27/2014 13:14	9/3/2014 12:08	7.0
32245	Computer	3/24/2014 13:23	3/31/2014 12:08	7.0
31972	Software Installation	3/17/2014 11:28	3/24/2014 9:53	6.9
38518	Inquiry	7/11/2014 10:05	7/18/2014 8:25	6.9
34531	Network	5/16/2014 12:08	5/23/2014 9:55	6.9

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Incident:	Incident #	Category	Opened Date	Closed Date	Days Open
	41077	Telephone	9/24/2014 14:45	10/1/2014 12:20	6.9
	35235	Applications	6/4/2014 14:20	6/11/2014 11:30	6.9
	43771	Telephone	11/24/2014 13:11	12/1/2014 10:21	6.9
	29264	Hardware	1/3/2014 16:49	1/10/2014 13:49	6.9
	35199	Email	6/3/2014 16:14	6/10/2014 12:49	6.9
	45646	Telephone	1/14/2015 14:31	1/21/2015 11:00	6.9
	29890	Configuration / Set up	1/21/2014 17:24	1/28/2014 13:53	6.9
	41086	Move Add Change	9/24/2014 16:11	10/1/2014 12:20	6.8
	45073	Network security	1/2/2015 13:26	1/9/2015 9:19	6.8
	42380	Mobile Device	10/22/2014 15:27	10/29/2014 10:34	6.8
	33464	Telephone	4/21/2014 14:28	4/28/2014 9:31	6.8
	36764	Oracle	6/19/2014 15:53	6/26/2014 10:39	6.8
	38539	Software	7/11/2014 13:40	7/18/2014 8:14	6.8
	32886	Email	4/7/2014 15:13	4/14/2014 8:56	6.7
	38440	Application	7/9/2014 15:33	7/16/2014 9:05	6.7
	38439	Application	7/9/2014 15:32	7/16/2014 9:04	6.7
	41720	Application	10/9/2014 7:29	10/15/2014 15:06	6.3
	34502	Computer	5/16/2014 8:43	5/22/2014 15:30	6.3
	34504	Network Issues	5/16/2014 8:46	5/22/2014 15:28	6.3
	31193	Hardware	2/27/2014 8:35	3/5/2014 14:07	6.2
	45259	Telephone	1/7/2015 11:02	1/13/2015 16:22	6.2
	31018	Password	2/21/2014 9:19	2/27/2014 14:38	6.2
	30312	iPAS	1/30/2014 10:41	2/5/2014 15:36	6.2
	40623	Oracle	9/11/2014 9:04	9/17/2014 14:12	6.2
	39326	Telecom	8/1/2014 11:57	8/7/2014 16:47	6.2
	41746	Password	10/9/2014 10:39	10/15/2014 15:05	6.2
	38154	Telecom	7/2/2014 10:31	7/8/2014 14:25	6.2
	34478	Software Installation	5/15/2014 13:20	5/21/2014 16:47	6.1
	45623	Network Issues	1/14/2015 12:47	1/20/2015 15:37	6.1
	42646	Password	10/28/2014 14:27	11/3/2014 16:06	6.1
	40399	Printer	9/2/2014 12:48	9/8/2014 15:07	6.1
	35825	Application	6/18/2014 9:20	6/24/2014 11:43	6.1
	34537	Software Installation	5/16/2014 12:59	5/22/2014 15:21	6.1
	34538	Network Issues	5/16/2014 13:03	5/22/2014 15:22	6.1
	34721	Computer	5/21/2014 16:46	5/27/2014 18:10	6.1
	29196	iPAS	1/2/2014 10:27	1/8/2014 11:40	6.1
	29197	iPAS	1/2/2014 10:28	1/8/2014 11:39	6.1
	33952	Applications	5/1/2014 13:51	5/7/2014 15:08	6.1
	35287	Outlook	6/5/2014 10:02	6/11/2014 11:06	6.0
	34548	Network	5/16/2014 14:38	5/22/2014 15:21	6.0
	35834	Network	6/18/2014 10:56	6/24/2014 11:47	6.0
	30941	Software Installation	2/19/2014 15:40	2/25/2014 15:47	6.0
	35557	Applications	6/11/2014 15:47	6/17/2014 16:05	6.0
	35898	iPAS	6/19/2014 11:16	6/25/2014 11:12	6.0
	40665	Network	9/11/2014 14:32	9/17/2014 14:33	6.0

Incident Incident #	Category	Opened Date	Closed Date	Days Open
29209	iPAS	1/2/2014 12:00	1/8/2014 11:39	6.0
29995	Move Add Change	1/23/2014 12:23	1/29/2014 12:13	6.0
42264	Software	10/21/2014 15:16	10/27/2014 14:58	6.0
34860	OS/Desktop	5/27/2014 11:48	6/2/2014 11:26	6.0
39338	Computer	8/1/2014 14:04	8/7/2014 13:23	6.0
32903	Network Account	4/8/2014 10:16	4/14/2014 9:32	6.0
32904	Outlook	4/8/2014 10:30	4/14/2014 9:34	6.0
30976	Server	2/20/2014 12:56	2/26/2014 11:50	6.0
34189	Software Installation	5/8/2014 11:27	5/14/2014 10:11	6.0
30940	Move Add Change	2/19/2014 15:38	2/25/2014 14:07	5.9
29863	Configuration / Set up	1/21/2014 15:48	1/27/2014 14:13	5.9
33666	Password	4/24/2014 17:14	4/30/2014 15:11	5.9
35261	Software	6/4/2014 15:30	6/10/2014 12:38	5.9
35314	Outlook	6/5/2014 14:28	6/11/2014 11:08	5.9
32929	Password	4/8/2014 13:16	4/14/2014 9:30	5.8
30029	Printer	1/23/2014 17:24	1/29/2014 13:10	5.8
29823	OS/Desktop	1/21/2014 13:17	1/27/2014 8:27	5.8
32642	iPAS	4/1/2014 14:40	4/7/2014 9:19	5.8
33338	Applications	4/17/2014 15:45	4/23/2014 10:26	5.8
30012	Network Issues	1/23/2014 14:49	1/29/2014 9:12	5.8
39208	Network	7/29/2014 15:50	8/4/2014 9:49	5.8
34811	Network Account	5/23/2014 16:34	5/29/2014 9:54	5.7
29861	Configuration / Set up	1/21/2014 15:47	1/27/2014 8:26	5.7
29429	Telecom	1/8/2014 16:02	1/14/2014 8:13	5.7
33041	Software	4/10/2014 13:16	4/15/2014 21:52	5.4
44282	Application	12/10/2014 9:20	12/15/2014 16:02	5.3
35878	Hardware	6/19/2014 8:18	6/24/2014 14:53	5.3
40681	Voicemail	9/12/2014 9:19	9/17/2014 15:23	5.3
29971	Computer Access	1/23/2014 9:40	1/28/2014 15:31	5.2
34456	Telephone	5/15/2014 9:22	5/20/2014 14:58	5.2
35890	Applications	6/19/2014 9:58	6/24/2014 15:19	5.2
41177	Voicemail	9/26/2014 10:58	10/1/2014 15:45	5.2
38157	iPAS	7/2/2014 10:34	7/7/2014 14:56	5.2
32173	Printer	3/21/2014 10:32	3/26/2014 14:58	5.2
38470	Inquiry	7/10/2014 11:41	7/15/2014 15:48	5.2
32983	Software Installation	4/9/2014 13:20	4/14/2014 16:22	5.1
36795	Network Issues	6/20/2014 13:14	6/25/2014 16:16	5.1
35884	OS/Desktop	6/19/2014 9:09	6/24/2014 11:45	5.1
30757	virus/malware	2/13/2014 14:16	2/18/2014 15:37	5.1
32082	Oracle	3/19/2014 13:14	3/24/2014 14:26	5.1
37848	iPAS	6/26/2014 9:02	7/1/2014 10:02	5.0
35335	virus/malware	6/6/2014 10:28	6/11/2014 11:23	5.0
35343	Network Issues	6/6/2014 11:17	6/11/2014 11:24	5.0
35043	Telecom	5/30/2014 9:32	6/4/2014 9:50	5.0
40307	Computer	8/29/2014 10:04	9/3/2014 10:20	5.0

Incident Incident #	Category	Opened Date	Closed Date	Day Open
42063	Telephone	10/16/2014 10:06	10/21/2014 9:59	5.0
37911	Computer	6/26/2014 14:01	7/1/2014 13:43	5.0
35346	Network Issues	6/6/2014 12:04	6/11/2014 11:27	5.0
30918	iPAS	2/19/2014 11:41	2/24/2014 10:41	5.0
34999	Hardware	5/29/2014 12:34	6/3/2014 11:37	5.0
30097	Server	1/24/2014 14:52	1/29/2014 13:14	4.9
40825	Phone Trouble	9/17/2014 14:23	9/22/2014 12:19	4.9
40824	Phone Trouble	9/17/2014 14:23	9/22/2014 12:19	4.9
31012	Software Installation	2/20/2014 18:15	2/25/2014 15:30	4.9
42775	Telephone	10/30/2014 15:50	11/4/2014 12:10	4.9
32974	Password	4/9/2014 12:03	4/14/2014 9:28	4.9
29253	iPAS	1/3/2014 14:49	1/8/2014 11:38	4.9
44391	Police Mobile (Vehicle PC)	12/11/2014 12:06	12/16/2014 8:15	4.8
33704	Applications	4/25/2014 14:09	4/30/2014 9:59	4.8
43194	Telecom	11/12/2014 14:42	11/17/2014 10:32	4.8
44406	Telecom	12/11/2014 14:36	12/16/2014 10:04	4.8
38499	Outlook	7/10/2014 15:28	7/15/2014 10:44	4.8
30377	Wiring	1/31/2014 15:04	2/5/2014 10:06	4.8
30384	Move Add Change	1/31/2014 15:42	2/5/2014 10:02	4.8
30768	Printer	2/13/2014 16:02	2/18/2014 9:40	4.7
44484	Password	12/14/2014 1:13	12/18/2014 13:02	4.5
44485	Password	12/14/2014 1:14	12/18/2014 10:30	4.4
40628	Phone Trouble	9/11/2014 9:21	9/15/2014 17:16	4.3
30054	Telecom	1/24/2014 9:24	1/28/2014 16:35	4.3
33677	Telephone	4/25/2014 9:44	4/29/2014 17:03	4.3
41233	Computer Access	9/29/2014 10:35	10/3/2014 17:16	4.3
41235	Configuration / Set up	9/29/2014 10:42	10/3/2014 17:21	4.3
34505	Voicemail	5/16/2014 8:47	5/20/2014 15:05	4.3
40925	Telephone	9/19/2014 10:12	9/23/2014 16:12	4.3
38517	Inquiry	7/11/2014 10:03	7/15/2014 15:46	4.2
31895	Applications	3/14/2014 8:18	3/18/2014 13:45	4.2
31894	Applications	3/14/2014 8:17	3/18/2014 13:46	4.2
39439	Telephone	8/5/2014 10:04	8/9/2014 15:30	4.2
29443	Move Add Change	1/9/2014 8:51	1/13/2014 14:29	4.2
29447	Move Add Change	1/9/2014 8:56	1/13/2014 14:29	4.2
34562	Email	5/19/2014 8:36	5/23/2014 14:11	4.2
35329	Network Issues	6/6/2014 8:59	6/10/2014 12:36	4.2
40120	Password	8/25/2014 10:54	8/29/2014 13:44	4.1
45385	Exchange	1/9/2015 10:03	1/13/2015 12:54	4.1
33990	Printer	5/2/2014 10:27	5/6/2014 13:14	4.1
31974	Applications	3/17/2014 11:41	3/21/2014 14:20	4.1
29287	Outlook	1/6/2014 11:21	1/10/2014 13:57	4.1
29288	Outlook	1/6/2014 11:22	1/10/2014 13:57	4.1
29290	Outlook	1/6/2014 11:38	1/10/2014 13:57	4.1
41269	Move Add Change	9/29/2014 14:59	10/3/2014 17:16	4.1

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Incident Incident #	Category	Opened Date	Closed Date	Days Open
31644	Intranet	3/10/2014 14:41	3/14/2014 17:00	4.1
29459	Move Add Change	1/9/2014 11:01	1/13/2014 13:27	4.1
30011	Phone Trouble	1/23/2014 14:44	1/27/2014 17:04	4.1
41268	Move Add Change	9/29/2014 14:55	10/3/2014 17:17	4.1
42434	Application	10/23/2014 12:00	10/27/2014 14:17	4.1
44730	Telephone	12/19/2014 9:27	12/23/2014 11:38	4.1
38574	Email	7/14/2014 11:14	7/18/2014 13:08	4.1
34536	Telephone	5/16/2014 12:57	5/20/2014 14:33	4.1
36769	Computer Access	6/20/2014 9:13	6/24/2014 10:36	4.1
41503	Police Mobile (Vehicle PC)	10/3/2014 15:15	10/7/2014 16:40	4.1
33787	Move Add Change	4/28/2014 14:39	5/2/2014 16:11	4.1
41270	Applications	9/29/2014 15:00	10/3/2014 16:32	4.1
42448	virus/malware	10/23/2014 13:44	10/27/2014 14:57	4.1
42447	virus/malware	10/23/2014 13:42	10/27/2014 14:57	4.1
35596	Network	6/12/2014 13:28	6/16/2014 14:30	4.0
45422	Telephone	1/9/2015 15:29	1/13/2015 16:23	4.0
35881	iPAS	6/19/2014 8:26	6/23/2014 8:55	4.0
35409	Computer	6/9/2014 13:18	6/13/2014 13:34	4.0
31996	Password	3/17/2014 14:06	3/21/2014 14:19	4.0
41239	Password	9/29/2014 11:01	10/3/2014 11:17	4.0
29991	Applications	1/23/2014 11:40	1/27/2014 11:24	4.0
34786	Applications	5/23/2014 11:59	5/27/2014 11:30	4.0
35440	Applications	6/9/2014 16:21	6/13/2014 15:56	4.0
30538	Phone Trouble	2/6/2014 10:20	2/10/2014 9:41	4.0
45326	Police Mobile (Vehicle PC)	1/8/2015 10:56	1/12/2015 9:59	4.0
29488	Move Add Change	1/9/2014 14:16	1/13/2014 13:20	4.0
30999	Move Add Change	2/20/2014 17:43	2/24/2014 16:50	4.0
32475	Network security	3/27/2014 14:35	3/31/2014 13:16	4.0
39148	Access Cards	7/28/2014 13:30	8/1/2014 12:07	3.9
34788	Network Account	5/23/2014 12:30	5/27/2014 10:20	3.9
33204	Network Account	4/14/2014 16:30	4/18/2014 14:13	3.9
35900	Network Account	6/19/2014 11:24	6/23/2014 9:19	3.9
43295	IP Address	11/14/2014 11:46	11/18/2014 9:24	3.9
40148	Printer	8/25/2014 16:01	8/29/2014 13:44	3.9
33757	Applications	4/28/2014 12:12	5/2/2014 9:35	3.9
43250	Move Add Change	11/13/2014 12:52	11/17/2014 10:14	3.9
33355	Telephone	4/17/2014 16:58	4/21/2014 14:21	3.9
31983	Exchange	3/17/2014 12:27	3/21/2014 9:11	3.9
30424	Network Issues	2/3/2014 14:28	2/7/2014 10:43	3.8
29537	iPAS	1/10/2014 13:25	1/14/2014 9:23	3.8
40368	Applications	8/29/2014 14:06	9/2/2014 9:57	3.8
43073	Telecom	11/6/2014 16:54	11/10/2014 11:21	3.8
43074	Telecom	11/6/2014 16:54	11/10/2014 11:22	3.8
34560	Network Issues	5/19/2014 8:33	5/22/2014 15:27	3.3
39824	Network Account	8/15/2014 9:11	8/18/2014 14:46	3.2

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Incident #	Category	Opened Date	Closed Date	Days Open
40689	Applications	9/12/2014 10:34	9/15/2014 15:40	3.2
40688	Network Issues	9/12/2014 10:33	9/15/2014 15:39	3.2
33096	Telephone	4/11/2014 11:19	4/14/2014 16:23	3.2
35455	Network	6/10/2014 10:10	6/13/2014 14:46	3.2
45379	Police Mobile (Vehicle PC)	1/9/2015 8:23	1/12/2015 12:54	3.2
30606	Alarm	2/7/2014 13:09	2/10/2014 17:08	3.2
39827	Network Account	8/15/2014 9:38	8/18/2014 13:26	3.2
35701	Password	6/16/2014 9:45	6/19/2014 13:31	3.2
45178	Move Add Change	1/6/2015 11:16	1/9/2015 14:50	3.2
31383	Software Installation	3/4/2014 12:34	3/7/2014 15:20	3.1
33996	Outlook	5/2/2014 11:37	5/5/2014 13:06	3.1
32501	Network Issues	3/28/2014 9:23	3/31/2014 10:39	3.1
35726	Password	6/16/2014 12:56	6/19/2014 13:30	3.0
36804	CAD	6/20/2014 15:31	6/23/2014 15:45	3.0
29801	Configuration / Set up	1/21/2014 11:30	1/24/2014 11:44	3.0
29798	Configuration / Set up	1/21/2014 11:25	1/24/2014 11:39	3.0
29802	Software Installation	1/21/2014 11:31	1/24/2014 11:45	3.0
31082	Password	2/24/2014 14:24	2/27/2014 14:36	3.0
46051	Telephone	1/23/2015 10:23	1/26/2015 10:11	3.0
29516	Configuration / Set up	1/10/2014 10:47	1/13/2014 10:19	3.0
30201	Server	1/28/2014 11:11	1/31/2014 10:00	3.0
30679	Applications	2/10/2014 11:08	2/13/2014 9:49	3.0
43915	Mobile Device	12/1/2014 14:16	12/4/2014 12:44	2.9
35716	Phone Trouble	6/16/2014 10:57	6/19/2014 9:37	2.9
43398	Software Installation	11/17/2014 13:10	11/20/2014 11:44	2.9
30127	Computer Access	1/27/2014 10:39	1/30/2014 9:01	2.9
29868	Outlook	1/21/2014 15:57	1/24/2014 14:01	2.9
30666	Phone Trouble	2/7/2014 18:03	2/10/2014 16:05	2.9
35737	Password	6/16/2014 15:38	6/19/2014 13:30	2.9
35340	OS/Desktop	6/6/2014 10:48	6/9/2014 8:26	2.9
32798	iPAS	4/4/2014 11:51	4/7/2014 9:18	2.9
31574	Inquiry	3/7/2014 14:37	3/10/2014 12:57	2.9
31280	Access Cards	2/28/2014 16:52	3/3/2014 13:42	2.9
45859	Server	1/20/2015 11:47	1/23/2015 8:29	2.9
35672	Oracle	6/13/2014 15:35	6/16/2014 11:38	2.8
40555	Password	9/8/2014 14:27	9/11/2014 10:21	2.8
37683	Telephone	6/23/2014 13:16	6/26/2014 9:02	2.8
38653	Application	7/15/2014 12:37	7/18/2014 8:13	2.8
35487	Applications	6/10/2014 14:39	6/13/2014 10:09	2.8
45901	Telecom	1/20/2015 16:45	1/23/2015 12:11	2.8
40560	Password	9/8/2014 15:29	9/11/2014 10:21	2.8
30245	Configuration / Set up	1/28/2014 16:13	1/31/2014 10:57	2.8
30633	Configuration / Set up	2/7/2014 15:53	2/10/2014 10:16	2.8
30632	Applications	2/7/2014 15:43	2/10/2014 10:19	2.8
30635	Applications	2/7/2014 16:03	2/10/2014 10:13	2.8

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Incident/Incident #	Category	Opened Date	Closed Date	Days Open
30634	Applications	2/7/2014 15:53	2/10/2014 10:14	2.8
46086	Telecom	1/23/2015 15:50	1/26/2015 9:26	2.7
30651	Password	2/7/2014 17:25	2/10/2014 8:28	2.6
37979	Inquiry	6/30/2014 9:27	7/2/2014 17:32	2.3
32072	Exchange	3/19/2014 12:14	3/21/2014 20:05	2.3
30396	iPAS	2/3/2014 8:41	2/5/2014 15:22	2.3
36814	Printer	6/23/2014 9:09	6/25/2014 15:34	2.3
34618	Network Account	5/20/2014 8:31	5/22/2014 14:51	2.3
34854	Password	5/27/2014 10:43	5/29/2014 16:31	2.2
34030	Internet	5/5/2014 9:11	5/7/2014 14:53	2.2
34634	Network Account	5/20/2014 10:43	5/22/2014 15:25	2.2
45821	Voicemail	1/20/2015 9:30	1/22/2015 13:43	2.2
35754	Password	6/17/2014 9:16	6/19/2014 13:30	2.2
42823	Outlook	11/3/2014 8:54	11/5/2014 12:51	2.2
42644	Telephone	10/28/2014 13:50	10/30/2014 17:25	2.2
32068	Password	3/19/2014 11:50	3/21/2014 15:15	2.1
40214	Software	8/27/2014 10:37	8/29/2014 13:47	2.1
29809	Move Add Change	1/21/2014 11:51	1/23/2014 15:04	2.1
45912	Telephone	1/21/2015 9:28	1/23/2015 12:12	2.1
42650	Telephone	10/28/2014 14:58	10/30/2014 17:26	2.1
30827	Oracle	2/18/2014 9:43	2/20/2014 11:36	2.1
41853	Telephone	10/13/2014 9:33	10/15/2014 11:21	2.1
32667	Voicemail	4/2/2014 9:27	4/4/2014 11:01	2.1
34377	Password	5/13/2014 12:09	5/15/2014 13:53	2.1
30141	Exchange	1/27/2014 11:50	1/29/2014 13:25	2.1
35781	Password	6/17/2014 11:49	6/19/2014 13:29	2.1
44332	Oracle	12/10/2014 13:58	12/12/2014 15:27	2.1
33245	Server	4/15/2014 14:28	4/17/2014 15:41	2.1
29869	Printer	1/21/2014 16:01	1/23/2014 17:08	2.1
33542	Phone Trouble	4/22/2014 15:53	4/24/2014 17:03	2.1
30400	Telecom	2/3/2014 9:34	2/5/2014 10:09	2.0
40400	Telephone	9/2/2014 13:05	9/4/2014 13:20	2.0
43997	Server	12/3/2014 10:23	12/5/2014 10:41	2.0
29311	Oracle	1/6/2014 15:09	1/8/2014 15:08	2.0
37982	Cable Service	6/30/2014 9:42	7/2/2014 9:12	2.0
33893	Hardware	4/30/2014 13:47	5/2/2014 13:15	2.0
32846	Password	4/7/2014 9:07	4/9/2014 8:44	2.0
35800	Password	6/17/2014 14:12	6/19/2014 13:29	2.0
43453	Alarm	11/18/2014 9:43	11/20/2014 8:50	2.0
39398	Phone Trouble	8/4/2014 12:45	8/6/2014 11:47	2.0
30188	Computer Access	1/28/2014 10:11	1/30/2014 9:03	2.0
31344	Move Add Change	3/3/2014 17:24	3/5/2014 16:00	1.9
38700	Applications	7/16/2014 9:44	7/18/2014 8:03	1.9
46260	Configuration / Set up	1/28/2015 15:45	1/30/2015 13:44	1.9
46259	Application	1/28/2015 15:40	1/30/2015 13:26	1.9

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Incident/Incident #	Category	Opened Date	Closed Date	Days Open
46258	Configuration / Set up	1/28/2015 15:39	1/30/2015 13:36	1.9
40556	Telephone	9/8/2014 14:32	9/10/2014 11:41	1.9
44171	Copier	12/8/2014 12:29	12/10/2014 9:12	1.9
31087	Server	2/24/2014 15:01	2/26/2014 11:44	1.9
42996	Application	11/5/2014 13:42	11/7/2014 10:15	1.9
33184	Email	4/14/2014 14:24	4/16/2014 10:34	1.8
33190	Software	4/14/2014 14:59	4/16/2014 10:36	1.8
42283	Password	10/21/2014 16:12	10/23/2014 11:43	1.8
45797	Configuration / Set up	1/19/2015 15:23	1/21/2015 10:15	1.8
42039	Network Issues	10/15/2014 16:01	10/17/2014 10:40	1.8
29435	Server	1/8/2014 16:29	1/10/2014 11:01	1.8
33849	Telephone	4/29/2014 16:35	5/1/2014 11:07	1.8
38730	Hardware	7/16/2014 13:58	7/18/2014 8:09	1.8
30731	Outlook	2/11/2014 15:49	2/13/2014 9:49	1.8
30487	Password	2/4/2014 16:01	2/6/2014 9:42	1.7
45586	Telephone	1/13/2015 16:21	1/15/2015 9:19	1.7
35819	Voicemail	6/17/2014 16:17	6/19/2014 9:18	1.7
30167	virus/malware	1/27/2014 15:14	1/29/2014 7:44	1.7
39872	Phone Trouble	8/18/2014 9:41	8/19/2014 17:14	1.3
35443	Computer	6/10/2014 8:44	6/11/2014 15:56	1.3
30733	Applications	2/13/2014 8:17	2/14/2014 15:35	1.3
37844	iPAS	6/26/2014 8:45	6/27/2014 15:23	1.3
29558	Password	1/13/2014 9:18	1/14/2014 15:43	1.3
38554	Inquiry	7/14/2014 9:18	7/15/2014 15:42	1.3
38553	Inquiry	7/14/2014 9:18	7/15/2014 15:44	1.3
33806	Applications	4/29/2014 9:03	4/30/2014 15:19	1.3
38557	Inquiry	7/14/2014 9:19	7/15/2014 15:33	1.3
38556	Inquiry	7/14/2014 9:19	7/15/2014 15:37	1.3
38555	Inquiry	7/14/2014 9:19	7/15/2014 15:39	1.3
38559	Application	7/14/2014 9:26	7/15/2014 15:31	1.3
43391	Telephone	11/17/2014 11:55	11/18/2014 17:37	1.2
40845	Password	9/18/2014 10:08	9/19/2014 15:49	1.2
29281	Phone Trouble	1/6/2014 10:59	1/7/2014 16:36	1.2
35217	Applications	6/4/2014 11:33	6/5/2014 16:51	1.2
31199	Security	2/27/2014 10:03	2/28/2014 15:21	1.2
46272	Application	1/29/2015 8:19	1/30/2015 13:43	1.2
32852	Applications	4/7/2014 10:12	4/8/2014 15:22	1.2
39958	Telephone	8/20/2014 11:27	8/21/2014 16:41	1.2
32277	Telephone	3/25/2014 11:31	3/26/2014 16:30	1.2
34920	virus/malware	5/28/2014 9:46	5/29/2014 14:55	1.2
30120	Server	1/27/2014 9:02	1/28/2014 13:51	1.2
32023	Applications	3/18/2014 12:22	3/19/2014 17:16	1.2
40388	Network	9/2/2014 11:11	9/3/2014 15:39	1.2
41444	Configuration / Set up	10/2/2014 11:57	10/3/2014 16:31	1.2
29815	Telecom	1/21/2014 12:22	1/22/2014 16:38	1.2

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Incident/Incident#	Category	Opened Date	Closed Date	Day Open
45608	Voicemail	1/14/2015 10:38	1/15/2015 14:45	1.2
32382	Phone Trouble	3/26/2014 12:30	3/27/2014 16:36	1.2
45190	Wiring	1/6/2015 12:53	1/7/2015 16:45	1.2
30657	Network Account	2/7/2014 17:45	2/8/2014 21:26	1.2
30658	Network Account	2/7/2014 17:48	2/8/2014 21:27	1.2
38167	Network Account	7/2/2014 11:31	7/3/2014 14:56	1.1
32231	Server	3/24/2014 10:53	3/25/2014 13:54	1.1
42685	Application	10/29/2014 11:04	10/30/2014 14:15	1.1
31706	Telecom	3/11/2014 14:26	3/12/2014 17:22	1.1
36810	Applications	6/23/2014 9:03	6/24/2014 11:51	1.1
30212	Telecom	1/28/2014 12:12	1/29/2014 14:47	1.1
31966	Applications	3/17/2014 11:16	3/18/2014 13:38	1.1
31109	Applications	2/25/2014 9:21	2/26/2014 11:46	1.1
31968	Applications	3/17/2014 11:17	3/18/2014 13:38	1.1
43427	Telephone	11/17/2014 15:33	11/18/2014 17:36	1.1
34596	Fax	5/19/2014 12:36	5/20/2014 14:29	1.1
30193	Configuration / Set up	1/28/2014 10:41	1/29/2014 12:41	1.1
30288	Phone Trouble	1/29/2014 14:23	1/30/2014 16:04	1.1
40424	Telephone	9/2/2014 15:23	9/3/2014 17:06	1.1
38290	Telephone	7/7/2014 12:18	7/8/2014 14:00	1.1
43018	Configuration / Set up	11/6/2014 8:54	11/7/2014 10:16	1.1
29980	Applications	1/23/2014 10:49	1/24/2014 12:13	1.1
40427	Telephone	9/2/2014 15:48	9/3/2014 17:07	1.1
38295	Telephone	7/7/2014 13:02	7/8/2014 14:32	1.1
42233	Voicemail	10/21/2014 13:47	10/22/2014 15:08	1.1
42151	Telephone	10/20/2014 9:19	10/21/2014 10:34	1.1
35490	CAD	6/10/2014 14:42	6/11/2014 15:52	1.1
42433	Oracle	10/23/2014 11:45	10/24/2014 12:36	1.0
32564	Server	3/31/2014 12:45	4/1/2014 13:38	1.0
29280	IP Address	1/6/2014 10:59	1/7/2014 12:02	1.0
29329	Password	1/7/2014 11:39	1/8/2014 12:34	1.0
31413	Software	3/5/2014 9:12	3/6/2014 10:16	1.0
44544	Server	12/15/2014 14:01	12/16/2014 14:40	1.0
30308	Oracle	1/30/2014 10:22	1/31/2014 10:53	1.0
39360	Move Add Change	8/4/2014 8:22	8/5/2014 8:46	1.0
29993	Configuration / Set up	1/23/2014 11:44	1/24/2014 12:11	1.0
32154	Oracle	3/20/2014 14:13	3/21/2014 14:45	1.0
29992	Applications	1/23/2014 11:43	1/24/2014 12:12	1.0
42027	Application	10/15/2014 15:12	10/16/2014 15:39	1.0
37839	Telephone	6/25/2014 16:11	6/26/2014 16:41	1.0
42035	Configuration / Set up	10/15/2014 15:25	10/16/2014 15:43	1.0
31840	Telephone	3/13/2014 12:40	3/14/2014 12:55	1.0
42032	Exchange	10/15/2014 15:23	10/16/2014 15:45	1.0
42036	Configuration / Set up	10/15/2014 15:28	10/16/2014 15:40	1.0
42033	Application	10/15/2014 15:24	10/16/2014 15:44	1.0

Incident Incident #	Category	Opened Date	Closed Date	Days Open
41714	Telephone	10/8/2014 15:08	10/9/2014 15:13	1.0
33199	Fax	4/14/2014 15:48	4/15/2014 15:51	1.0
42037	Application	10/15/2014 15:39	10/16/2014 15:38	1.0
43818	Alarm	11/25/2014 11:32	11/26/2014 11:13	1.0
42788	Phone Trouble	10/30/2014 17:12	10/31/2014 16:52	1.0
32330	Telephone	3/25/2014 16:50	3/26/2014 16:31	1.0
29332	Server	1/7/2014 12:22	1/8/2014 12:08	1.0
40466	Hardware	9/3/2014 16:24	9/4/2014 16:04	1.0
40483	Telephone	9/4/2014 10:36	9/5/2014 10:18	1.0
45656	Configuration / Set up	1/14/2015 15:44	1/15/2015 15:24	1.0
44788	Voicemail	12/22/2014 10:36	12/23/2014 10:05	1.0
34166	Applications	5/8/2014 8:47	5/9/2014 8:23	1.0
40482	Telephone	9/4/2014 10:34	9/5/2014 10:07	1.0
39378	Password	8/4/2014 11:35	8/5/2014 10:54	1.0
31338	Applications	3/3/2014 14:44	3/4/2014 14:06	1.0
40178	Network	8/26/2014 13:42	8/27/2014 13:02	1.0
39232	Inquiry	7/30/2014 13:39	7/31/2014 12:50	1.0
43633	Server	11/20/2014 11:02	11/21/2014 10:00	1.0
43446	IP Address	11/18/2014 9:30	11/19/2014 8:40	1.0
44965	Hardware	12/29/2014 13:10	12/30/2014 12:14	1.0
40488	Telephone	9/4/2014 11:23	9/5/2014 10:17	1.0
40239	Application	8/27/2014 13:37	8/28/2014 12:25	1.0
45867	Application	1/20/2015 12:14	1/21/2015 10:48	0.9
32674	Server	4/2/2014 10:03	4/3/2014 8:29	0.9
30200	Hardware	1/28/2014 11:10	1/29/2014 9:25	0.9
43506	Password	11/18/2014 13:28	11/19/2014 11:46	0.9
30897	Telecom	2/19/2014 11:05	2/20/2014 9:27	0.9
46323	Configuration / Set up	1/29/2015 15:17	1/30/2015 13:40	0.9
43582	Hardware	11/19/2014 12:45	11/20/2014 10:56	0.9
43583	Printer	11/19/2014 12:47	11/20/2014 10:47	0.9
35228	Telephone	6/4/2014 13:57	6/5/2014 11:53	0.9
29819	Configuration / Set up	1/21/2014 13:14	1/22/2014 11:07	0.9
44074	Applications	12/4/2014 13:22	12/5/2014 10:40	0.9
34952	Applications	5/28/2014 14:06	5/29/2014 11:21	0.9
39229	Application	7/30/2014 13:10	7/31/2014 10:17	0.9
43986	Application	12/2/2014 16:21	12/3/2014 13:30	0.9
43668	Oracle	11/20/2014 14:48	11/21/2014 11:57	0.9
30988	Printer	2/20/2014 15:43	2/21/2014 12:31	0.9
32465	Telephone	3/27/2014 13:21	3/28/2014 10:18	0.9
34148	Computer	5/7/2014 14:10	5/8/2014 10:49	0.9
29840	Server	1/21/2014 14:42	1/22/2014 11:16	0.9
29490	Password	1/9/2014 14:17	1/10/2014 10:57	0.9
42372	Application	10/22/2014 15:01	10/23/2014 11:44	0.9
29828	Password	1/21/2014 14:18	1/22/2014 10:49	0.9
38366	Email	7/8/2014 15:31	7/9/2014 12:04	0.9

Incident	Incident # Category	Opened Date	Closed Date	Days Open
	41135 Mobile Device	9/25/2014 14:18	9/26/2014 10:35	0.9
	42374 Server	10/22/2014 15:06	10/23/2014 11:33	0.9
	43778 Configuration / Set up	11/24/2014 14:11	11/25/2014 10:34	0.9
	42373 Application	10/22/2014 15:03	10/23/2014 11:34	0.9
	31771 Telecom	3/12/2014 12:57	3/13/2014 9:27	0.9
	29706 Oracle	1/16/2014 13:13	1/17/2014 9:17	0.8
	30325 Password	1/30/2014 14:02	1/31/2014 9:58	0.8
	32476 Telephone	3/27/2014 14:37	3/28/2014 10:36	0.8
	44263 Alarm	12/9/2014 15:18	12/10/2014 11:04	0.8
	29507 VPN	1/9/2014 15:15	1/10/2014 10:48	0.8
	33797 Move Add Change	4/28/2014 15:36	4/29/2014 11:19	0.8
	40457 Application	9/3/2014 14:23	9/4/2014 10:11	0.8
	29858 Configuration / Set up	1/21/2014 15:34	1/22/2014 11:21	0.8
	29852 Configuration / Set up	1/21/2014 15:26	1/22/2014 11:08	0.8
	30233 Server	1/28/2014 14:05	1/29/2014 9:26	0.8
	45953 Telephone	1/21/2015 14:34	1/22/2015 9:56	0.8
	41350 Voicemail	9/30/2014 14:37	10/1/2014 10:00	0.8
	35803 Telephone	6/17/2014 15:11	6/18/2014 10:24	0.8
	29838 Printer	1/21/2014 14:40	1/22/2014 9:55	0.8
	29837 Hardware	1/21/2014 14:39	1/22/2014 9:57	0.8
	30254 Phone Trouble	1/28/2014 16:44	1/29/2014 11:50	0.8
	43669 virus/malware	11/20/2014 14:52	11/21/2014 10:05	0.8
	37916 Telephone	6/26/2014 14:19	6/27/2014 9:24	0.8
	44096 Password	12/4/2014 16:39	12/5/2014 11:31	0.8
	40610 Oracle	9/10/2014 14:41	9/11/2014 9:43	0.8
	44095 Password	12/4/2014 16:38	12/5/2014 11:32	0.8
	29844 Server	1/21/2014 14:45	1/22/2014 9:22	0.8
	30872 Phone Trouble	2/18/2014 15:17	2/19/2014 10:02	0.8
	33250 Printer	4/15/2014 15:18	4/16/2014 9:54	0.8
	39251 Telecom	7/30/2014 17:11	7/31/2014 11:36	0.8
	33207 Email	4/14/2014 16:53	4/15/2014 11:28	0.8
	34208 Server	5/8/2014 14:44	5/9/2014 8:31	0.7
	30984 Applications	2/20/2014 15:04	2/21/2014 8:44	0.7
	45146 Outlook	1/5/2015 15:12	1/6/2015 8:40	0.7
	32410 Telecom	3/26/2014 16:32	3/27/2014 10:02	0.7
	32573 Applications	3/31/2014 15:41	4/1/2014 8:53	0.7
	40463 Server	9/3/2014 15:45	9/4/2014 8:43	0.7
	45372 Server	1/8/2015 17:29	1/9/2015 10:04	0.7
	33201 Network Account	4/14/2014 15:59	4/15/2014 8:23	0.7
	44334 Configuration / Set up	12/10/2014 15:45	12/11/2014 6:57	0.6
	44340 Configuration / Set up	12/10/2014 16:14	12/11/2014 6:56	0.6
	32106 Server	3/19/2014 18:48	3/20/2014 9:12	0.6
	38922 Telephone	7/22/2014 8:49	7/22/2014 17:08	0.4
	29780 Move Add Change	1/21/2014 9:21	1/21/2014 16:58	0.3
	42540 Computer Access	10/27/2014 10:06	10/27/2014 17:41	0.3

Incident/ Incident #	Category	Opened Date	Closed Date	Days Open
45594	Configuration / Set up	1/14/2015 8:17	1/14/2015 15:47	0.3
40068	Move Add Change	8/22/2014 10:13	8/22/2014 17:39	0.3
30884	Applications	2/19/2014 8:22	2/19/2014 15:21	0.3
39301	Telephone	8/1/2014 9:20	8/1/2014 16:20	0.3
36811	Computer Access	6/23/2014 9:04	6/23/2014 15:49	0.3
45443	virus/malware	1/12/2015 9:06	1/12/2015 15:54	0.3
30823	Configuration / Set up	2/18/2014 9:02	2/18/2014 15:34	0.3
43568	Telephone	11/19/2014 10:01	11/19/2014 16:30	0.3
30124	Phone Trouble	1/27/2014 10:28	1/27/2014 17:03	0.3
35882	iPAS	6/19/2014 8:29	6/19/2014 14:51	0.3
30887	Network Issues	2/19/2014 9:05	2/19/2014 15:20	0.3
42557	Password	10/27/2014 11:26	10/27/2014 17:38	0.3
34619	Computer	5/20/2014 8:32	5/20/2014 14:34	0.3
38262	Hardware	7/7/2014 9:27	7/7/2014 15:25	0.3
37656	Applications	6/23/2014 9:48	6/23/2014 15:44	0.3
31412	CAD	3/5/2014 8:41	3/5/2014 14:24	0.2
29794	Telecom	1/21/2014 11:19	1/21/2014 16:55	0.2
40848	Printer	9/18/2014 10:21	9/18/2014 15:55	0.2
32053	Hardware	3/19/2014 9:17	3/19/2014 14:53	0.2
38956	Phone Trouble	7/22/2014 11:42	7/22/2014 17:08	0.2
34072	Inquiry	5/6/2014 9:38	5/6/2014 14:50	0.2
32725	Move Add Change	4/3/2014 10:38	4/3/2014 15:53	0.2
30537	Network Issues	2/6/2014 9:18	2/6/2014 14:19	0.2
44830	Police Mobile (Vehicle PC)	12/23/2014 9:52	12/23/2014 14:56	0.2
46054	Voicemail	1/23/2015 10:54	1/23/2015 15:45	0.2
37669	Security	6/23/2014 10:58	6/23/2014 15:43	0.2
40805	Telephone	9/17/2014 10:23	9/17/2014 15:12	0.2
44875	Voicemail	12/24/2014 10:25	12/24/2014 14:57	0.2
33411	Outlook	4/21/2014 10:23	4/21/2014 15:01	0.2
34179	Server	5/8/2014 10:19	5/8/2014 14:55	0.2
29521	Phone Trouble	1/10/2014 12:22	1/10/2014 16:40	0.2
42844	Application	11/3/2014 11:19	11/3/2014 15:40	0.2
45097	Configuration / Set up	1/5/2015 9:06	1/5/2015 13:22	0.2
30542	Inquiry	2/6/2014 10:43	2/6/2014 15:07	0.2
42166	Application	10/21/2014 9:44	10/21/2014 14:02	0.2
34987	Telecom	5/29/2014 11:20	5/29/2014 15:38	0.2
31240	Fax	2/28/2014 9:47	2/28/2014 13:56	0.2
42123	Telephone	10/17/2014 13:23	10/17/2014 17:23	0.2
31111	Applications	2/25/2014 9:48	2/25/2014 13:50	0.2
38278	iPAS	7/7/2014 11:05	7/7/2014 14:55	0.2
39062	Computer Access	7/24/2014 11:46	7/24/2014 15:42	0.2
40298	Network Issues	8/29/2014 8:58	8/29/2014 12:49	0.2
30202	Applications	1/28/2014 11:12	1/28/2014 15:05	0.2
32673	Configuration / Set up	4/2/2014 10:00	4/2/2014 13:44	0.2
32265	Applications	3/25/2014 9:21	3/25/2014 12:53	0.2

Incident / Incident #	Category	Opened Date	Closed Date	Days Open
30713	Server	2/11/2014 10:38	2/11/2014 14:15	0.2
33729	Telecom	4/28/2014 8:36	4/28/2014 12:07	0.2
42578	Password	10/27/2014 14:03	10/27/2014 17:38	0.2
39143	Software	7/28/2014 11:51	7/28/2014 15:28	0.2
39223	Telephone	7/30/2014 10:29	7/30/2014 14:01	0.2
45864	Configuration / Set up	1/20/2015 12:07	1/20/2015 15:32	0.1
31015	Network Issues	2/21/2014 8:39	2/21/2014 11:54	0.1
45868	Network Issues	1/20/2015 12:15	1/20/2015 15:31	0.1
43124	Police Mobile (Vehicle PC)	11/10/2014 10:19	11/10/2014 13:41	0.1
34542	Software Installation	5/16/2014 13:29	5/16/2014 16:41	0.1
38339	Telecom	7/8/2014 11:29	7/8/2014 14:39	0.1
43563	Telephone	11/19/2014 9:13	11/19/2014 12:06	0.1
29787	Configuration / Set up	1/21/2014 10:20	1/21/2014 13:06	0.1
30119	Applications	1/27/2014 8:24	1/27/2014 11:19	0.1
39259	Telephone	7/31/2014 8:57	7/31/2014 11:55	0.1
30118	Applications	1/27/2014 8:23	1/27/2014 11:14	0.1
40958	Application	9/22/2014 9:22	9/22/2014 12:13	0.1
30806	Password	2/14/2014 12:39	2/14/2014 15:33	0.1
30807	Password	2/14/2014 12:40	2/14/2014 15:32	0.1
40308	Inquiry	8/29/2014 10:05	8/29/2014 12:58	0.1
34168	Alarm	5/8/2014 9:21	5/8/2014 12:06	0.1
33526	Telephone	4/22/2014 14:42	4/22/2014 17:13	0.1
30883	Applications	2/19/2014 8:20	2/19/2014 10:52	0.1
40163	Virus	8/26/2014 10:28	8/26/2014 13:06	0.1
39639	Printer	8/11/2014 11:37	8/11/2014 14:18	0.1
33524	Telephone	4/22/2014 14:40	4/22/2014 17:16	0.1
30412	Server	2/3/2014 11:38	2/3/2014 14:17	0.1
40162	Configuration / Set up	8/26/2014 10:26	8/26/2014 13:07	0.1
29613	Move Add Change	1/14/2014 12:45	1/14/2014 15:20	0.1
42586	Password	10/27/2014 15:01	10/27/2014 17:37	0.1
31129	Printer	2/25/2014 13:04	2/25/2014 15:28	0.1
29308	Configuration / Set up	1/6/2014 13:34	1/6/2014 15:52	0.1
30217	Password	1/28/2014 12:36	1/28/2014 15:06	0.1
39543	Telecom	8/7/2014 11:14	8/7/2014 13:27	0.1
38935	Telephone	7/22/2014 10:05	7/22/2014 12:20	0.1
30929	Alarm	2/19/2014 12:37	2/19/2014 14:40	0.1
34054	Server	5/5/2014 14:06	5/5/2014 16:13	0.1
37759	Exchange	6/24/2014 12:47	6/24/2014 14:54	0.1
29974	Move Add Change	1/23/2014 10:13	1/23/2014 12:21	0.1
40219	Network Issues	8/27/2014 11:00	8/27/2014 13:12	0.1
40217	Printer	8/27/2014 10:59	8/27/2014 13:13	0.1
40167	Virus	8/26/2014 10:52	8/26/2014 13:05	0.1
35749	Printer	6/17/2014 8:36	6/17/2014 10:49	0.1
45715	Internet	1/15/2015 13:03	1/15/2015 14:57	0.1
38279	Printer	7/7/2014 11:06	7/7/2014 12:58	0.1

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Incident #	Category	Opened Date	Closed Date	Days Open
32377	Configuration / Set up	3/26/2014 12:02	3/26/2014 14:04	0.1
33051	Telephone	4/10/2014 13:41	4/10/2014 15:29	0.1
40814	Server	9/17/2014 13:40	9/17/2014 15:42	0.1
40282	Computer Access	8/28/2014 12:28	8/28/2014 14:18	0.1
35414	Server	6/9/2014 13:54	6/9/2014 15:53	0.1
44548	Network Issues	12/15/2014 14:13	12/15/2014 16:02	0.1
41786	Phone Trouble	10/9/2014 15:28	10/9/2014 17:17	0.1
40281	Computer Access	8/28/2014 12:27	8/28/2014 14:19	0.1
30811	Password	2/14/2014 13:41	2/14/2014 15:30	0.1
31705	Telephone	3/11/2014 14:24	3/11/2014 16:17	0.1
42097	Email	10/17/2014 9:54	10/17/2014 11:45	0.1
30263	Oracle	1/29/2014 9:31	1/29/2014 11:13	0.1
38086	Alarm	7/1/2014 12:22	7/1/2014 14:08	0.1
44834	Police Mobile (Vehicle PC)	12/23/2014 9:59	12/23/2014 11:33	0.1
35310	Server	6/5/2014 14:09	6/5/2014 15:44	0.1
31475	Hardware	3/6/2014 11:09	3/6/2014 12:56	0.1
35231	Software Installation	6/4/2014 14:07	6/4/2014 15:50	0.1
33438	Telephone	4/21/2014 13:06	4/21/2014 14:50	0.1
40455	Configuration / Set up	9/3/2014 13:57	9/3/2014 15:41	0.1
41648	Password	10/8/2014 8:41	10/8/2014 10:26	0.1
42918	Inquiry	11/4/2014 11:45	11/4/2014 13:06	0.1
32092	Email	3/19/2014 15:23	3/19/2014 16:50	0.1
29950	Telecom	1/22/2014 15:13	1/22/2014 16:34	0.1
38085	Applications	7/1/2014 12:21	7/1/2014 13:42	0.1
40226	Network Issues	8/27/2014 11:51	8/27/2014 13:12	0.1
34014	Exchange	5/2/2014 13:48	5/2/2014 15:07	0.1
31057	Applications	2/24/2014 8:41	2/24/2014 10:10	0.1
39070	Inquiry	7/24/2014 14:35	7/24/2014 15:55	0.1
41425	Password	10/2/2014 9:09	10/2/2014 10:31	0.1
43802	Network Issues	11/25/2014 9:04	11/25/2014 10:33	0.1
44071	Password	12/4/2014 12:01	12/4/2014 13:30	0.1
39738	Printer	8/13/2014 11:22	8/13/2014 12:53	0.1
32999	Telecom	4/9/2014 15:18	4/9/2014 16:46	0.1
43192	Telecom	11/12/2014 14:39	11/12/2014 16:03	0.1
40978	Voicemail	9/22/2014 11:44	9/22/2014 12:53	0.1
29986	Move Add Change	1/23/2014 11:29	1/23/2014 12:42	0.1
39538	Configuration / Set up	8/7/2014 10:36	8/7/2014 11:41	0.1
34215	Network Issues	5/8/2014 15:09	5/8/2014 16:24	0.1
34057	Server	5/5/2014 14:59	5/5/2014 16:12	0.1
34825	Server	5/27/2014 8:52	5/27/2014 10:09	0.1
34741	Applications	5/22/2014 10:11	5/22/2014 11:27	0.1
40347	Applications	8/29/2014 11:41	8/29/2014 12:48	0.1
29862	Move Add Change	1/21/2014 15:48	1/21/2014 16:59	0.1
35649	Voicemail	6/13/2014 13:23	6/13/2014 14:32	0.1
41669	Application	10/8/2014 10:20	10/8/2014 11:28	0.1

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Incident / Incident #	Category	Opened Date	Closed Date	Days Open
32181	Applications	3/21/2014 12:51	3/21/2014 14:02	0.1
44954	Computer	12/29/2014 10:48	12/29/2014 12:03	0.1
38026	Application	6/30/2014 15:28	6/30/2014 16:36	0.1
33927	Applications	5/1/2014 9:19	5/1/2014 10:32	0.1
43782	Telephone	11/24/2014 15:00	11/24/2014 15:58	0.0
32425	Outlook	3/27/2014 9:42	3/27/2014 10:36	0.0
32561	Network security	3/31/2014 12:34	3/31/2014 13:29	0.0
32388	Telecom	3/26/2014 14:14	3/26/2014 15:08	0.0
30575	Server	2/7/2014 10:42	2/7/2014 11:46	0.0
34297	Telecom	5/12/2014 9:47	5/12/2014 10:48	0.0
30349	Server	1/31/2014 8:52	1/31/2014 9:46	0.0
40354	Application	8/29/2014 12:48	8/29/2014 13:45	0.0
33669	Server	4/25/2014 8:57	4/25/2014 9:52	0.0
34199	Server	5/8/2014 13:54	5/8/2014 14:51	0.0
35682	Applications	6/16/2014 9:01	6/16/2014 9:53	0.0
32672	Printer	4/2/2014 9:57	4/2/2014 10:52	0.0
40353	Outlook	8/29/2014 12:47	8/29/2014 13:51	0.0
32688	iPAS	4/2/2014 11:39	4/2/2014 12:37	0.0
30425	Password	2/3/2014 14:39	2/3/2014 15:39	0.0
40019	Printer	8/21/2014 10:41	8/21/2014 11:45	0.0
32670	Applications	4/2/2014 9:54	4/2/2014 10:56	0.0
40969	Application	9/22/2014 9:54	9/22/2014 10:52	0.0
32671	Applications	4/2/2014 9:56	4/2/2014 10:55	0.0
32545	Applications	3/31/2014 8:51	3/31/2014 9:46	0.0
40348	Printer	8/29/2014 11:42	8/29/2014 12:41	0.0
40971	Application	9/22/2014 9:55	9/22/2014 10:50	0.0
32544	Applications	3/31/2014 8:49	3/31/2014 9:48	0.0
33016	Email	4/10/2014 9:50	4/10/2014 10:45	0.0
44144	Internet	12/8/2014 9:11	12/8/2014 10:11	0.0
37951	Telecom	6/27/2014 14:21	6/27/2014 15:11	0.0
37732	iPAS	6/24/2014 10:00	6/24/2014 10:48	0.0
33798	Move Add Change	4/28/2014 15:37	4/28/2014 16:25	0.0
29846	Server	1/21/2014 14:46	1/21/2014 15:24	0.0
39205	Scanner	7/29/2014 15:17	7/29/2014 15:57	0.0
45663	Intranet	1/15/2015 9:07	1/15/2015 9:51	0.0
42752	Email	10/30/2014 10:39	10/30/2014 11:25	0.0
44279	Configuration / Set up	12/10/2014 9:09	12/10/2014 9:54	0.0
41629	Password	10/7/2014 14:48	10/7/2014 15:31	0.0
43143	Server	11/10/2014 13:16	11/10/2014 13:58	0.0
40362	Applications	8/29/2014 13:04	8/29/2014 13:48	0.0
35483	Computer Access	6/10/2014 14:17	6/10/2014 15:05	0.0
31957	Applications	3/17/2014 10:23	3/17/2014 11:11	0.0
31956	Configuration / Set up	3/17/2014 10:22	3/17/2014 11:12	0.0
30669	Applications	2/10/2014 7:45	2/10/2014 8:26	0.0
40694	Alarm	9/12/2014 11:37	9/12/2014 12:03	0.0

Incident# Incident #	Category	Open Date	Closed Date	Days Open
32748	Email	4/3/2014 13:26	4/3/2014 13:58	0.0
41209	Oracle	9/26/2014 14:53	9/26/2014 15:18	0.0
35783	Phone Trouble	6/17/2014 12:11	6/17/2014 12:39	0.0
30553	Printer	2/6/2014 13:59	2/6/2014 14:23	0.0
42991	Application	11/5/2014 13:14	11/5/2014 13:46	0.0
31106	Exchange	2/25/2014 8:25	2/25/2014 8:59	0.0
43142	Server	11/10/2014 13:14	11/10/2014 13:47	0.0
29461	Inquiry	1/9/2014 11:03	1/9/2014 11:37	0.0
46360	Application	1/30/2015 13:10	1/30/2015 13:35	0.0
42992	Server	11/5/2014 13:15	11/5/2014 13:45	0.0
29760	Move Add Change	1/17/2014 12:41	1/17/2014 13:04	0.0
35584	Outlook	6/12/2014 10:53	6/12/2014 11:19	0.0
37869	Telephone	6/26/2014 9:51	6/26/2014 10:26	0.0
30980	Outlook	2/20/2014 14:26	2/20/2014 14:53	0.0
30670	Applications	2/10/2014 7:47	2/10/2014 8:17	0.0
37902	Software	6/26/2014 12:08	6/26/2014 12:38	0.0
30157	Outlook	1/27/2014 13:53	1/27/2014 14:25	0.0
41210	Network Issues	9/26/2014 14:55	9/26/2014 15:17	0.0
33057	Telephone	4/10/2014 14:47	4/10/2014 15:14	0.0
30609	Applications	2/7/2014 14:03	2/7/2014 14:31	0.0
43047	Voicemail	11/6/2014 11:46	11/6/2014 12:14	0.0
40418	Network Issues	9/2/2014 14:47	9/2/2014 15:09	0.0
30357	Telecom	1/31/2014 10:32	1/31/2014 11:07	0.0
40998	Application	9/22/2014 15:31	9/22/2014 15:54	0.0
39139	Application	7/28/2014 11:37	7/28/2014 12:01	0.0
33139	Applications	4/14/2014 8:53	4/14/2014 9:26	0.0
30561	Applications	2/7/2014 8:51	2/7/2014 9:18	0.0
30608	Applications	2/7/2014 14:02	2/7/2014 14:31	0.0
30611	Applications	2/7/2014 14:06	2/7/2014 14:30	0.0
30610	Applications	2/7/2014 14:04	2/7/2014 14:30	0.0
34486	Password	5/15/2014 14:28	5/15/2014 14:54	0.0
31526	Move Add Change	3/7/2014 9:35	3/7/2014 10:01	0.0
45244	Email	1/7/2015 9:40	1/7/2015 10:06	0.0
37778	Server	6/24/2014 15:03	6/24/2014 15:33	0.0
44721	Password	12/18/2014 16:04	12/18/2014 16:40	0.0
40828	Application	9/17/2014 14:50	9/17/2014 15:18	0.0
33337	Server	4/17/2014 15:43	4/17/2014 15:56	0.0
32532	Computer	3/28/2014 13:50	3/28/2014 14:04	0.0
43292	Application	11/14/2014 11:44	11/14/2014 11:52	0.0
44611	Telephone	12/17/2014 9:15	12/17/2014 9:22	0.0
39736	Application	8/13/2014 11:15	8/13/2014 11:23	0.0
39616	Server	8/11/2014 9:13	8/11/2014 9:21	0.0
30619	Applications	2/7/2014 14:14	2/7/2014 14:25	0.0
30618	Outlook	2/7/2014 14:13	2/7/2014 14:25	0.0
30620	Applications	2/7/2014 14:15	2/7/2014 14:24	0.0

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
30352	Server	1/31/2014 9:20	1/31/2014 9:36	0.0
38486	Server	7/10/2014 13:23	7/10/2014 13:30	0.0
33489	Applications	4/22/2014 9:39	4/22/2014 9:48	0.0
40156	Phone Trouble	8/26/2014 9:20	8/26/2014 9:34	0.0
34150	Configuration / Set up	5/7/2014 15:26	5/7/2014 15:41	0.0
43755	iPAS	11/24/2014 10:23	11/24/2014 10:43	0.0
41659	Voicemail	10/8/2014 9:37	10/8/2014 9:49	0.0
41473	Move Add Change	10/3/2014 9:44	10/3/2014 10:05	0.0
31443	Voicemail	3/5/2014 16:16	3/5/2014 16:26	0.0
30299	Move Add Change	1/30/2014 9:22	1/30/2014 9:36	0.0
30289	Move Add Change	1/29/2014 14:24	1/29/2014 14:41	0.0
45636	Software Installation	1/14/2015 13:43	1/14/2015 13:57	0.0
30234	Server	1/28/2014 14:58	1/28/2014 15:08	0.0
33898	Server	4/30/2014 14:30	4/30/2014 14:38	0.0
41556	Application	10/6/2014 13:14	10/6/2014 13:30	0.0
32178	Server	3/21/2014 12:30	3/21/2014 12:49	0.0
31337	Applications	3/3/2014 14:42	3/3/2014 15:01	0.0
43201	Exchange	11/12/2014 15:38	11/12/2014 15:46	0.0
34982	Email	5/29/2014 10:19	5/29/2014 10:28	0.0
30879	Applications	2/18/2014 15:25	2/18/2014 15:34	0.0
40346	Server	8/29/2014 11:38	8/29/2014 11:45	0.0
38492	Server	7/10/2014 14:34	7/10/2014 14:43	0.0
38403	Applications	7/9/2014 9:41	7/9/2014 9:58	0.0
40420	Network Issues	9/2/2014 14:49	9/2/2014 15:08	0.0
44280	Application	12/10/2014 9:11	12/10/2014 9:24	0.0
30076	Configuration / Set up	1/24/2014 11:59	1/24/2014 12:09	0.0
34913	Server	5/28/2014 9:28	5/28/2014 9:36	0.0
32795	Scanner	4/4/2014 11:05	4/4/2014 11:13	0.0
41414	Application	10/1/2014 15:52	10/1/2014 16:00	0.0
31439	Voicemail	3/5/2014 15:44	3/5/2014 15:57	0.0
44588	Application	12/16/2014 14:16	12/16/2014 14:23	0.0
41846	Police Mobile (Vehicle PC)	10/13/2014 9:16	10/13/2014 9:30	0.0
39939	Voicemail	8/19/2014 16:03	8/19/2014 16:12	0.0
44108	Configuration / Set up	12/5/2014 10:28	12/5/2014 10:36	0.0
39131	Application	7/28/2014 10:42	7/28/2014 11:00	0.0
32873	Oracle	4/7/2014 12:32	4/7/2014 12:45	0.0
30814	Applications	2/14/2014 15:27	2/14/2014 15:36	0.0
45895	Printer	1/20/2015 15:18	1/20/2015 15:26	0.0
32549	Applications	3/31/2014 9:57	3/31/2014 10:13	0.0
46361	Configuration / Set up	1/30/2015 13:16	1/30/2015 13:34	0.0
39074	Configuration / Set up	7/24/2014 15:31	7/24/2014 15:39	0.0
33861	Computer	4/30/2014 9:00	4/30/2014 9:11	0.0
31805	Voicemail	3/13/2014 9:17	3/13/2014 9:36	0.0
29598	Server	1/14/2014 10:21	1/14/2014 10:37	0.0
29222	CAD	1/2/2014 14:49	1/2/2014 15:06	0.0

Incident #	Incident # Category	Opened Date	Closed Date	Days Open
29223	CAD	1/2/2014 14:55	1/2/2014 15:05	0.0
32604	Applications	4/1/2014 8:38	4/1/2014 8:51	0.0
30075	Configuration / Set up	1/24/2014 11:58	1/24/2014 12:10	0.0
32417	Applications	3/27/2014 8:37	3/27/2014 8:44	0.0
32560	Applications	3/31/2014 12:31	3/31/2014 12:51	0.0
34846	Exchange	5/27/2014 10:03	5/27/2014 10:11	0.0
45894	Configuration / Set up	1/20/2015 15:17	1/20/2015 15:30	0.0
30616	Applications	2/7/2014 14:10	2/7/2014 14:27	0.0
40827	Application	9/17/2014 14:44	9/17/2014 15:04	0.0
30073	Configuration / Set up	1/24/2014 11:56	1/24/2014 12:11	0.0
31969	Applications	3/17/2014 11:17	3/17/2014 11:26	0.0
43708	Application	11/21/2014 13:23	11/21/2014 13:38	0.0
29317	virus/malware	1/7/2014 9:11	1/7/2014 9:29	0.0
30612	Applications	2/7/2014 14:07	2/7/2014 14:28	0.0
33935	Applications	5/1/2014 10:21	5/1/2014 10:37	0.0
31124	Copier	2/25/2014 12:46	2/25/2014 12:59	0.0
41611	Server	10/7/2014 11:50	10/7/2014 11:59	0.0
32123	Applications	3/20/2014 10:17	3/20/2014 10:34	0.0
33240	Network	4/15/2014 13:58	4/15/2014 14:09	0.0
30615	Applications	2/7/2014 14:09	2/7/2014 14:27	0.0
30614	Applications	2/7/2014 14:09	2/7/2014 14:27	0.0
44298	Configuration / Set up	12/10/2014 11:11	12/10/2014 11:18	0.0
32752	Applications	4/3/2014 14:38	4/3/2014 14:53	0.0
42674	Password	10/29/2014 10:13	10/29/2014 10:35	0.0
32742	Applications	4/3/2014 12:00	4/3/2014 12:14	0.0
39443	Application	8/5/2014 10:14	8/5/2014 10:22	0.0
41165	Application	9/26/2014 9:59	9/26/2014 10:07	0.0
29619	OS/Desktop	1/14/2014 16:08	1/14/2014 16:25	0.0
38639	Telephone	7/15/2014 11:16	7/15/2014 11:28	0.0
40830	Application	9/17/2014 15:24	9/17/2014 15:33	0.0
32533	Applications	3/28/2014 14:26	3/28/2014 14:35	0.0
41162	Application	9/26/2014 9:55	9/26/2014 10:10	0.0
30074	Configuration / Set up	1/24/2014 11:56	1/24/2014 12:10	0.0
41166	Application	9/26/2014 10:00	9/26/2014 10:07	0.0
40826	Application	9/17/2014 14:43	9/17/2014 15:01	0.0
36790	Network Issues	6/20/2014 11:08	6/20/2014 11:28	0.0
40831	Application	9/17/2014 15:25	9/17/2014 15:34	0.0
31402	Applications	3/4/2014 15:50	3/4/2014 16:10	0.0
40832	Application	9/17/2014 15:26	9/17/2014 15:36	0.0
39440	Application	8/5/2014 10:05	8/5/2014 10:24	0.0
30880	Applications	2/18/2014 15:26	2/18/2014 15:33	0.0
30613	Applications	2/7/2014 14:08	2/7/2014 14:28	0.0
37695	Application	6/23/2014 15:33	6/23/2014 15:46	0.0
40907	Application	9/19/2014 9:06	9/19/2014 9:17	0.0
40419	Configuration / Set up	9/2/2014 14:48	9/2/2014 15:09	0.0

Incident Incident #	Category	Opened Date	Closed Date	Days Open
30617	Applications	2/7/2014 14:12	2/7/2014 14:29	0.0
31024	Applications	2/21/2014 9:53	2/21/2014 10:08	0.0
29318	Software Installation	1/7/2014 9:34	1/7/2014 9:49	0.0
38199	Alarm	7/2/2014 15:37	7/2/2014 15:53	0.0
41164	Application	9/26/2014 9:57	9/26/2014 10:09	0.0
39750	Application	8/13/2014 14:17	8/13/2014 14:28	0.0
39166	Application	7/29/2014 9:16	7/29/2014 9:35	0.0
42425	Application	10/23/2014 11:16	10/23/2014 11:31	0.0
42427	Applications	10/23/2014 11:17	10/23/2014 11:33	0.0
40114	Application	8/25/2014 10:07	8/25/2014 10:14	0.0
45129	Application	1/5/2015 13:24	1/5/2015 13:33	0.0
45873	Application	1/20/2015 13:48	1/20/2015 13:59	0.0
33768	Applications	4/28/2014 12:45	4/28/2014 12:45	0.0
35112	Inquiry	6/2/2014 12:28	6/2/2014 12:28	0.0
30557	Oracle	2/6/2014 15:24	2/6/2014 15:25	0.0
30205	Applications	1/28/2014 11:27	1/28/2014 11:27	0.0
45442	Applications	1/12/2015 8:58	1/12/2015 8:58	0.0
37922	Application	6/26/2014 15:08	6/26/2014 15:08	0.0
35870	Applications	6/18/2014 15:36	6/18/2014 15:38	0.0
44770	Outlook	12/19/2014 15:20	12/19/2014 15:20	0.0
29578	Server	1/13/2014 12:56	1/13/2014 12:57	0.0
39269	Application	7/31/2014 10:11	7/31/2014 10:15	0.0
41553	Password	10/6/2014 11:48	10/6/2014 11:48	0.0
38109	Oracle	7/1/2014 14:49	7/1/2014 14:49	0.0
44666	Hardware	12/17/2014 16:21	12/17/2014 16:21	0.0
44138	Configuration / Set up	12/5/2014 16:44	12/5/2014 16:44	0.0
44107	Software Installation	12/5/2014 10:18	12/5/2014 10:18	0.0
46063	Application	1/23/2015 11:50	1/23/2015 11:50	0.0
45846	Email	1/20/2015 11:07	1/20/2015 11:07	0.0
35840	Hardware	6/18/2014 11:58	6/18/2014 11:58	0.0
35792	Configuration / Set up	6/17/2014 13:17	6/17/2014 13:17	0.0
41485	Police Mobile (Vehicle PC)	10/3/2014 11:06	10/3/2014 11:08	0.0
29648	Hardware	1/15/2014 13:24	1/15/2014 13:28	0.0
42696	Network Account	10/29/2014 11:49	10/29/2014 11:49	0.0
33025	Printer	4/10/2014 11:08	4/10/2014 11:08	0.0
30402	Password	2/3/2014 10:00	2/3/2014 10:00	0.0
39316	Password	8/1/2014 11:12	8/1/2014 11:12	0.0
46161	Password	1/26/2015 16:55	1/26/2015 16:55	0.0
30499	Oracle	2/5/2014 10:27	2/5/2014 10:27	0.0
29962	Voicemail	1/22/2014 16:48	1/22/2014 16:49	0.0
29762	Password	1/17/2014 13:40	1/17/2014 13:40	0.0
43334	Password	11/14/2014 16:43	11/14/2014 16:43	0.0
44665	Email	12/17/2014 16:20	12/17/2014 16:20	0.0
38198	Outlook	7/2/2014 15:21	7/2/2014 15:21	0.0
45691	Oracle	1/15/2015 11:08	1/15/2015 11:08	0.0

Closed OPD Help Desk Tickets

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
33879	Network Account	4/30/2014 10:54	4/30/2014 10:54	0.0
39060	Server	7/24/2014 11:43	7/24/2014 11:44	0.0
30314	iPAS	1/30/2014 10:53	1/30/2014 10:53	0.0
46253	iPAS	1/28/2015 14:42	1/28/2015 14:42	0.0
29676	Network Account	1/15/2014 16:22	1/15/2014 16:22	0.0
41917	Network	10/13/2014 15:21	10/13/2014 15:27	0.0
29397	iPAS	1/8/2014 11:41	1/8/2014 11:43	0.0
37774	iPAS	6/24/2014 14:46	6/24/2014 14:49	0.0
34761	Email	5/23/2014 9:06	5/23/2014 9:06	0.0
35401	Password	6/9/2014 11:24	6/9/2014 11:24	0.0
35637	Inquiry	6/13/2014 10:07	6/13/2014 10:08	0.0
32030	Hardware	3/18/2014 13:37	3/18/2014 13:39	0.0
38582	Outlook	7/14/2014 11:54	7/14/2014 11:55	0.0
34064	Outlook	5/5/2014 15:59	5/5/2014 16:03	0.0
38009	Network Account Seperation	6/30/2014 12:42	6/30/2014 12:42	0.0
41881	Email	10/13/2014 12:13	10/13/2014 12:13	0.0
33195	Password	4/14/2014 15:45	4/14/2014 15:45	0.0
34882	Outlook	5/27/2014 14:15	5/27/2014 14:16	0.0
38053	Password	7/1/2014 9:41	7/1/2014 9:41	0.0
29647	Hardware	1/15/2014 13:22	1/15/2014 13:29	0.0
35889	Outlook	6/19/2014 9:57	6/19/2014 9:57	0.0
34624	Software Installation	5/20/2014 9:24	5/20/2014 9:25	0.0
44465	Network Account	12/12/2014 13:17	12/12/2014 13:17	0.0
44460	Outlook	12/12/2014 11:44	12/12/2014 11:44	0.0
43439	Police Mobile (Vehicle PC)	11/18/2014 9:08	11/18/2014 9:08	0.0
43394	Police Mobile (Vehicle PC)	11/17/2014 12:23	11/17/2014 12:24	0.0
44016	Police Mobile (Vehicle PC)	12/3/2014 14:13	12/3/2014 14:16	0.0
44017	Police Mobile (Vehicle PC)	12/3/2014 14:16	12/3/2014 14:16	0.0
44018	Police Mobile (Vehicle PC)	12/3/2014 14:18	12/3/2014 14:21	0.0
42436	Police Mobile (Vehicle PC)	10/23/2014 12:14	10/23/2014 12:16	0.0
42438	Police Mobile (Vehicle PC)	10/23/2014 12:17	10/23/2014 12:19	0.0
43172	Police Mobile (Vehicle PC)	11/12/2014 10:26	11/12/2014 10:28	0.0
38599	Oracle	7/14/2014 14:30	7/14/2014 14:30	0.0
32429	Applications	3/27/2014 10:56	3/27/2014 10:56	0.0
42985	Internet	11/5/2014 11:17	11/5/2014 11:17	0.0
42248	Mobile Device	10/21/2014 14:27	10/21/2014 14:27	0.0
30563	Exchange	2/7/2014 9:34	2/7/2014 9:34	0.0
42004	Email	10/15/2014 11:07	10/15/2014 11:07	0.0
41869	Printer	10/13/2014 11:05	10/13/2014 11:05	0.0
32526	Software	3/28/2014 13:28	3/28/2014 13:28	0.0
35288	Email	6/5/2014 10:07	6/5/2014 10:07	0.0
35107	Network Account	6/2/2014 11:57	6/2/2014 11:57	0.0
35108	Network Account	6/2/2014 11:58	6/2/2014 11:58	0.0
43639	Network Account	11/20/2014 11:41	11/20/2014 11:41	0.0
41997	Email	10/15/2014 9:44	10/15/2014 9:44	0.0

Closed OPD Help Desk Tickets

Incident #	Category	Opened Date	Closed Date	Days Open
40462	Network Issues	9/3/2014 15:38	9/3/2014 15:42	0.0
35185	Outlook	6/3/2014 15:10	6/3/2014 15:10	0.0
35845	Telecom	6/18/2014 12:23	6/18/2014 12:25	0.0
40997	Network Issues	9/22/2014 15:30	9/22/2014 15:36	0.0
31036	Server	2/21/2014 12:02	2/21/2014 12:07	0.0
46209	Internet	1/28/2015 9:18	1/28/2015 9:18	0.0
29325	Network Issues	1/7/2014 10:50	1/7/2014 10:51	0.0
46166	Internet	1/27/2015 9:30	1/27/2015 9:31	0.0
45110	Internet	1/5/2015 10:26	1/5/2015 10:27	0.0
30882	Applications	2/18/2014 15:30	2/18/2014 15:32	0.0
35068	Outlook	5/30/2014 11:35	5/30/2014 11:35	0.0
44428	Password	12/11/2014 16:34	12/11/2014 16:34	0.0
44168	Password	12/8/2014 12:18	12/8/2014 12:18	0.0
44964	Password	12/29/2014 13:08	12/29/2014 13:08	0.0
31787	Email	3/12/2014 15:19	3/12/2014 15:19	0.0
45569	Password	1/13/2015 12:11	1/13/2015 12:11	0.0
29605	Network Account	1/14/2014 10:40	1/14/2014 10:40	0.0
44403	Email	12/11/2014 13:23	12/11/2014 13:23	0.0
34812	Network Account	5/23/2014 16:38	5/23/2014 16:38	0.0
30279	Phone Trouble	1/29/2014 11:49	1/29/2014 11:54	0.0
45714	Password	1/15/2015 13:00	1/15/2015 13:00	0.0
34935	Outlook	5/28/2014 10:51	5/28/2014 10:51	0.0
38236	Outlook	7/3/2014 11:50	7/3/2014 11:50	0.0
39755	Oracle	8/13/2014 14:52	8/13/2014 14:52	0.0
45533	Password	1/12/2015 17:07	1/12/2015 17:07	0.0
37860	Computer	6/26/2014 9:37	6/26/2014 9:37	0.0
34878	Outlook	5/27/2014 14:09	5/27/2014 14:10	0.0
34798	Network Account	5/23/2014 15:54	5/23/2014 15:54	0.0
36763	Move Add Change	6/19/2014 15:52	6/19/2014 15:55	0.0
44672	Printer	12/18/2014 8:53	12/18/2014 8:54	0.0
44831	Outlook	12/23/2014 9:52	12/23/2014 9:52	0.0
46011	Voicemail	1/22/2015 14:28	1/22/2015 14:29	0.0
29859	Exchange	1/21/2014 15:37	1/21/2014 15:37	0.0
33504	Server	4/22/2014 13:13	4/22/2014 13:18	0.0
32971	Computer Access	4/9/2014 11:58	4/9/2014 11:58	0.0
35396	Applications	6/9/2014 11:07	6/9/2014 11:09	0.0
31408	Network Account	3/4/2014 16:56	3/4/2014 16:56	0.0
45736	Police Mobile (Vehicle PC)	1/15/2015 14:59	1/15/2015 14:59	0.0
40350	Computer Access	8/29/2014 12:43	8/29/2014 12:47	0.0
46164	Police Mobile (Vehicle PC)	1/27/2015 9:04	1/27/2015 9:06	0.0
46163	Police Mobile (Vehicle PC)	1/27/2015 9:02	1/27/2015 9:03	0.0
44554	Police Mobile (Vehicle PC)	12/16/2014 8:17	12/16/2014 8:24	0.0
45962	Police Mobile (Vehicle PC)	1/21/2015 15:18	1/21/2015 15:21	0.0
44829	Software Installation	12/23/2014 9:49	12/23/2014 9:53	0.0
45866	Police Mobile (Vehicle PC)	1/20/2015 12:12	1/20/2015 12:16	0.0

Closed OPD Help Desk Tickets

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
43698	Police Mobile (Vehicle PC)	11/21/2014 10:08	11/21/2014 10:09	0.0
38028	Application	6/30/2014 15:29	6/30/2014 15:36	0.0
29668	Network Account	1/15/2014 16:08	1/15/2014 16:08	0.0
38039	Network Account	7/1/2014 8:28	7/1/2014 8:28	0.0
33827	Server	4/29/2014 13:05	4/29/2014 13:08	0.0
33375	Email	4/18/2014 14:20	4/18/2014 14:21	0.0
32614	Network Account	4/1/2014 11:58	4/1/2014 11:58	0.0
32397	Applications	3/26/2014 14:40	3/26/2014 14:40	0.0
31582	Printer	3/7/2014 15:19	3/7/2014 15:21	0.0
30184	Network Account	1/27/2014 17:02	1/27/2014 17:02	0.0
29649	Hardware	1/15/2014 13:27	1/15/2014 13:28	0.0
45423	Inquiry	1/9/2015 15:34	1/9/2015 15:34	0.0
30789	Oracle	2/13/2014 17:31	2/13/2014 17:31	0.0
39558	Outlook	8/7/2014 13:27	8/7/2014 13:27	0.0
33740	Computer Access	4/28/2014 11:05	4/28/2014 11:05	0.0
36798	Software	6/20/2014 14:04	6/20/2014 14:04	0.0
43968	OS/Desktop	12/2/2014 14:05	12/2/2014 14:06	0.0
38525	Outlook	7/11/2014 11:28	7/11/2014 11:28	0.0
42184	Mobile Device	10/21/2014 10:40	10/21/2014 10:40	0.0
34881	Outlook	5/27/2014 14:13	5/27/2014 14:13	0.0
41613	OS/Desktop	10/7/2014 11:53	10/7/2014 11:53	0.0
35182	Network Account	6/3/2014 15:07	6/3/2014 15:07	0.0
40166	Network Account	8/26/2014 10:44	8/26/2014 10:44	0.0
44693	Printer	12/18/2014 10:18	12/18/2014 10:18	0.0
42884	Network Account	11/3/2014 16:44	11/3/2014 16:45	0.0
42515	Outlook	10/24/2014 15:29	10/24/2014 15:29	0.0
37818	Network Account Seperation	6/25/2014 12:59	6/25/2014 12:59	0.0
37910	Outlook	6/26/2014 14:00	6/26/2014 14:00	0.0
41821	Network Account	10/10/2014 11:49	10/10/2014 11:49	0.0
45957	Police Mobile (Vehicle PC)	1/21/2015 15:09	1/21/2015 15:10	0.0
35480	Email	6/10/2014 13:46	6/10/2014 13:46	0.0
30652	Configuration / Set up	2/7/2014 17:27	2/7/2014 17:27	0.0
30001	Exchange	1/23/2014 12:40	1/23/2014 12:40	0.0
45539	Network security	1/13/2015 9:10	1/13/2015 9:11	0.0
37942	Server	6/27/2014 11:37	6/27/2014 11:40	0.0
34647	Password	5/20/2014 12:13	5/20/2014 12:13	0.0
43455	Application	11/18/2014 9:58	11/18/2014 10:05	0.0
45018	Password	12/30/2014 17:02	12/30/2014 17:02	0.0
40908	Network Issues	9/19/2014 9:10	9/19/2014 9:15	0.0
38116	virus/malware	7/1/2014 15:14	7/1/2014 15:15	0.0
32741	Server	4/3/2014 11:58	4/3/2014 11:59	0.0
30985	Server	2/20/2014 15:05	2/20/2014 15:10	0.0
29726	Exchange	1/17/2014 9:08	1/17/2014 9:08	0.0
44658	Email	12/17/2014 15:54	12/17/2014 15:54	0.0
38195	Email	7/2/2014 15:09	7/2/2014 15:09	0.0

Incident: Incident #	Category	Opened Date	Closed Date	Days Open
44832	Network Account Seperation	12/23/2014 9:54	12/23/2014 9:54	0.0
35869	IP Address	6/18/2014 15:32	6/18/2014 15:33	0.0
34107	Email	5/6/2014 15:42	5/6/2014 15:42	0.0
31364	Software	3/4/2014 10:09	3/4/2014 10:16	0.0
31260	Server	2/28/2014 13:55	2/28/2014 14:01	0.0
30423	IP Address	2/3/2014 14:15	2/3/2014 14:16	0.0
43245	Application	11/13/2014 12:03	11/13/2014 12:08	0.0
39445	Server	8/5/2014 10:26	8/5/2014 10:31	0.0
38076	Server	7/1/2014 11:41	7/1/2014 11:42	0.0
37830	IP Address	6/25/2014 14:29	6/25/2014 14:30	0.0
44459	Outlook	12/12/2014 11:36	12/12/2014 11:36	0.0
33953	Password	5/1/2014 14:01	5/1/2014 14:01	0.0
38087	Computer Access	7/1/2014 12:37	7/1/2014 12:37	0.0
30568	Configuration / Set up	2/7/2014 10:10	2/7/2014 10:10	0.0
29346	Network Account	1/7/2014 15:35	1/7/2014 15:35	0.0
34849	Outlook	5/27/2014 10:13	5/27/2014 10:13	0.0
32858	Network Issues	4/7/2014 10:49	4/7/2014 10:51	0.0
31014	Oracle	2/21/2014 8:37	2/21/2014 8:39	0.0
37887	Application	6/26/2014 10:33	6/26/2014 10:36	0.0
41792	Oracle	10/9/2014 16:08	10/9/2014 16:08	0.0
31766	Password	3/12/2014 12:21	3/12/2014 12:21	0.0
33030	Password	4/10/2014 11:44	4/10/2014 11:44	0.0
32525	Outlook	3/28/2014 13:17	3/28/2014 13:17	0.0
32107	Voicemail	3/20/2014 8:47	3/20/2014 8:47	0.0
32108	Voicemail	3/20/2014 8:48	3/20/2014 8:48	0.0
29663	Oracle	1/15/2014 15:32	1/15/2014 15:33	0.0
44395	Inquiry	12/11/2014 12:19	12/11/2014 12:19	0.0
30348	Network Issues	1/31/2014 8:48	1/31/2014 8:49	0.0
39552	Application	8/7/2014 11:41	8/7/2014 11:42	0.0
33764	Exchange	4/28/2014 12:33	4/28/2014 12:33	0.0
33763	Exchange	4/28/2014 12:32	4/28/2014 12:32	0.0
41232	Network security	9/29/2014 10:34	9/29/2014 10:35	0.0
34362	Network Account	5/13/2014 10:05	5/13/2014 10:05	0.0
35124	Email	6/2/2014 13:24	6/2/2014 13:24	0.0
29355	Exchange	1/7/2014 15:57	1/7/2014 15:57	0.0
45600	Outlook	1/14/2015 9:29	1/14/2015 9:31	0.0
29895	Inquiry	1/21/2014 17:47	1/21/2014 17:47	0.0
44696	OS/Desktop	12/18/2014 10:57	12/18/2014 10:57	0.0
42047	Outlook	10/15/2014 16:50	10/15/2014 16:50	0.0
30846	Email	2/18/2014 12:13	2/18/2014 12:13	0.0
32275	Configuration / Set up	3/25/2014 10:56	3/25/2014 10:58	0.0
40596	Exchange	9/10/2014 12:53	9/10/2014 12:54	0.0
40176	Applications	8/26/2014 13:03	8/26/2014 13:04	0.0
33508	Configuration / Set up	4/22/2014 13:36	4/22/2014 13:41	0.0
38895	Configuration / Set up	7/21/2014 15:23	7/21/2014 15:25	0.0

Incident # Incident #	Category	Opened Date	Closed Date	Days Open
34824	Outlook	5/27/2014 8:48	5/27/2014 8:48	0.0
42599	OS/Desktop	10/27/2014 17:40	10/27/2014 17:41	0.0
32394	Applications	3/26/2014 14:31	3/26/2014 14:31	0.0
45717	Exchange	1/15/2015 13:07	1/15/2015 13:07	0.0
44920	Email	12/29/2014 9:16	12/29/2014 9:16	0.0
29483	Network Account	1/9/2014 13:52	1/9/2014 13:52	0.0
29651	Network Issues	1/15/2014 13:30	1/15/2014 13:31	0.0
33156	Password	4/14/2014 11:11	4/14/2014 11:11	0.0
31607	Email	3/10/2014 9:58	3/10/2014 9:58	0.0
39894	Printer	8/18/2014 13:24	8/18/2014 13:25	0.0
33059	Password	4/10/2014 14:47	4/10/2014 14:47	0.0
45370	Password	1/8/2015 16:24	1/8/2015 16:24	0.0
39042	Server	7/24/2014 9:03	7/24/2014 9:03	0.0
46159	Network Account	1/26/2015 16:54	1/26/2015 16:54	0.0
40654	IP Address	9/11/2014 12:38	9/11/2014 12:43	0.0
30799	Server	2/14/2014 9:50	2/14/2014 9:51	0.0
29468	Network Account	1/9/2014 11:21	1/9/2014 11:21	0.0
34823	Outlook	5/27/2014 8:46	5/27/2014 8:46	0.0
45706	Oracle	1/15/2015 12:44	1/15/2015 12:44	0.0
44456	Network Account	12/12/2014 11:24	12/12/2014 11:24	0.0
44115	Outlook	12/5/2014 11:28	12/5/2014 11:31	0.0
44867	Network Account	12/23/2014 16:42	12/23/2014 16:42	0.0
30338	Network Account	1/30/2014 16:04	1/30/2014 16:04	0.0
30340	Network Account	1/30/2014 16:11	1/30/2014 16:11	0.0
29736	Exchange	1/17/2014 9:37	1/17/2014 9:37	0.0
29683	Exchange	1/15/2014 16:32	1/15/2014 16:32	0.0
40088	Applications	8/22/2014 14:39	8/22/2014 14:42	0.0
37859	Email	6/26/2014 9:35	6/26/2014 9:35	0.0
42836	Computer Access	11/3/2014 10:03	11/3/2014 10:06	0.0
44925	Oracle	12/29/2014 9:24	12/29/2014 9:24	0.0
45884	Computer Access	1/20/2015 14:35	1/20/2015 14:36	0.0
33493	Network Account	4/22/2014 11:32	4/22/2014 11:32	0.0
33114	Outlook	4/11/2014 13:49	4/11/2014 13:49	0.0
43246	Email	11/13/2014 12:17	11/13/2014 12:17	0.0
41793	Oracle	10/9/2014 16:10	10/9/2014 16:10	0.0
33638	Outlook	4/24/2014 15:09	4/24/2014 15:09	0.0
46162	Password	1/26/2015 16:56	1/26/2015 16:56	0.0
35523	Password	6/11/2014 12:07	6/11/2014 12:07	0.0
33958	Exchange	5/1/2014 15:45	5/1/2014 15:45	0.0
34393	Email	5/14/2014 8:42	5/14/2014 8:42	0.0
39816	Outlook	8/14/2014 14:24	8/14/2014 14:24	0.0
45529	Password	1/12/2015 17:02	1/12/2015 17:02	0.0
45518	Password	1/12/2015 16:52	1/12/2015 16:52	0.0
45689	Computer	1/15/2015 10:55	1/15/2015 11:00	0.0
34776	Password	5/23/2014 11:38	5/23/2014 11:38	0.0

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Incident/ Incident #	Category	Opened Date	Closed Date	Days Open
43466	Mobile Device	11/18/2014 10:37	11/18/2014 10:37	0.0
33434	Configuration / Set up	4/21/2014 12:04	4/21/2014 12:10	0.0
33728	Configuration / Set up	4/25/2014 17:01	4/25/2014 17:02	0.0
33679	Oracle	4/25/2014 9:52	4/25/2014 9:53	0.0
35702	Outlook	6/16/2014 9:47	6/16/2014 9:49	0.0
35566	Computer Access	6/11/2014 15:56	6/11/2014 15:57	0.0
32192	Hardware	3/21/2014 15:13	3/21/2014 15:14	0.0
30665	Network Account	2/7/2014 18:01	2/7/2014 18:01	0.0
38015	Password	6/30/2014 14:03	6/30/2014 14:03	0.0
30176	Network Account	1/27/2014 15:41	1/27/2014 15:41	0.0
41864	Password	10/13/2014 10:39	10/13/2014 10:39	0.0
30813	Move Add Change	2/14/2014 15:00	2/14/2014 15:00	0.0
45525	Password	1/12/2015 16:58	1/12/2015 16:58	0.0
31847	Applications	3/13/2014 13:04	3/13/2014 13:04	0.0
43919	Oracle	12/1/2014 14:36	12/1/2014 14:36	0.0
41693	Oracle	10/8/2014 12:03	10/8/2014 12:03	0.0
39787	Email	8/14/2014 9:14	8/14/2014 9:14	0.0
44372	Password	12/11/2014 10:30	12/11/2014 10:30	0.0
29817	Configuration / Set up	1/21/2014 13:03	1/21/2014 13:06	0.0
39271	Password	7/31/2014 10:26	7/31/2014 10:26	0.0
33435	CAD	4/21/2014 12:06	4/21/2014 12:07	0.0
31809	CAD	3/13/2014 9:52	3/13/2014 9:53	0.0
40732	Application	9/15/2014 15:43	9/15/2014 15:44	0.0
30767	Applications	2/13/2014 16:01	2/13/2014 16:04	0.0
34943	Applications	5/28/2014 13:37	5/28/2014 13:44	0.0
30729	Hardware	2/11/2014 15:10	2/11/2014 15:12	0.0
29713	CAD	1/16/2014 15:05	1/16/2014 15:06	0.0
29313	Server	1/6/2014 15:55	1/6/2014 15:57	0.0
29480	CAD	1/9/2014 13:44	1/9/2014 13:44	0.0
29478	CAD	1/9/2014 13:42	1/9/2014 13:46	0.0
34470	Network Account	5/15/2014 12:51	5/15/2014 12:56	0.0
44653	Computer Access	12/17/2014 15:13	12/17/2014 15:13	0.0
41440	Printer	10/2/2014 11:41	10/2/2014 11:41	0.0
42055	Computer	10/16/2014 9:26	10/16/2014 9:27	0.0
29979	Network Account	1/23/2014 10:43	1/23/2014 10:43	0.0
29241	Password	1/3/2014 12:57	1/3/2014 12:57	0.0
31110	Password	2/25/2014 9:30	2/25/2014 9:30	0.0
29978	Network Account	1/23/2014 10:43	1/23/2014 10:43	0.0
45958	Police Mobile (Vehicle PC)	1/21/2015 15:11	1/21/2015 15:12	0.0
35415	Outlook	6/9/2014 13:56	6/9/2014 13:57	0.0
40102	Security	8/25/2014 9:31	8/25/2014 9:32	0.0
37886	Applications	6/26/2014 10:32	6/26/2014 10:34	0.0
32716	Printer	4/3/2014 8:27	4/3/2014 8:28	0.0
32471	Printer	3/27/2014 14:01	3/27/2014 14:04	0.0
41212	Printer	9/26/2014 15:48	9/26/2014 15:50	0.0

Incident: Incident #	Category	Opened Date	Closed Date	Days Open
33698	Telecom	4/25/2014 13:44	4/25/2014 13:44	0.0
40778	Alarm	9/16/2014 14:53	9/16/2014 14:54	0.0
30015	Telecom	1/23/2014 15:39	1/23/2014 15:39	0.0
33064	Internet	4/10/2014 15:05	4/10/2014 15:05	0.0
31606	Email	3/10/2014 9:43	3/10/2014 9:43	0.0
42538	Mobile Device	10/27/2014 9:50	10/27/2014 9:50	0.0
32781	Applications	4/4/2014 9:28	4/4/2014 9:33	0.0
45532	Password	1/12/2015 17:06	1/12/2015 17:06	0.0
42261	Oracle	10/21/2014 15:08	10/21/2014 15:08	0.0
44835	Network Account Seperation	12/23/2014 10:01	12/23/2014 10:01	0.0
33203	CAD	4/14/2014 16:12	4/14/2014 16:14	0.0
31396	Applications	3/4/2014 15:10	3/4/2014 15:12	0.0
40087	Applications	8/22/2014 14:37	8/22/2014 14:42	0.0
39936	Application	8/19/2014 15:31	8/19/2014 15:32	0.0
43204	Configuration / Set up	11/12/2014 15:41	11/12/2014 15:48	0.0
34312	Applications	5/12/2014 11:09	5/12/2014 11:09	0.0
34178	Password	5/8/2014 10:00	5/8/2014 10:00	0.0
34675	Password	5/21/2014 9:10	5/21/2014 9:10	0.0
45043	Password	12/31/2014 13:03	12/31/2014 13:03	0.0
42495	Application	10/24/2014 13:13	10/24/2014 13:13	0.0
33169	Password	4/14/2014 12:00	4/14/2014 12:00	0.0
32595	iPAS	3/31/2014 17:05	3/31/2014 17:10	0.0
45643	Password	1/14/2015 14:01	1/14/2015 14:01	0.0
31699	Oracle	3/11/2014 13:00	3/11/2014 13:00	0.0
33548	Network Account	4/22/2014 16:04	4/22/2014 16:04	0.0
33590	Network Account	4/23/2014 16:28	4/23/2014 16:28	0.0
31711	Printer	3/11/2014 14:54	3/11/2014 14:54	0.0
44859	Password	12/23/2014 16:12	12/23/2014 16:12	0.0
37784	Computer Access	6/24/2014 16:31	6/24/2014 16:31	0.0
44868	Password	12/23/2014 16:43	12/23/2014 16:43	0.0
37834	Configuration / Set up	6/25/2014 15:38	6/25/2014 15:39	0.0
34439	Oracle	5/14/2014 14:58	5/14/2014 14:59	0.0
43294	Application	11/14/2014 11:45	11/14/2014 11:51	0.0
35301	Password	6/5/2014 12:27	6/5/2014 12:27	0.0
41986	Password	10/15/2014 9:15	10/15/2014 9:15	0.0
31970	Password	3/17/2014 11:27	3/17/2014 11:27	0.0
31961	Password	3/17/2014 11:10	3/17/2014 11:10	0.0
32546	Configuration / Set up	3/31/2014 8:53	3/31/2014 8:54	0.0
29777	Configuration / Set up	1/21/2014 9:14	1/21/2014 9:19	0.0
42456	Mobile Device	10/23/2014 14:56	10/23/2014 14:56	0.0
43606	Network Account Seperation	11/19/2014 15:56	11/19/2014 15:56	0.0
40910	Application	9/19/2014 9:12	9/19/2014 9:14	0.0
45620	Password	1/14/2015 12:34	1/14/2015 12:34	0.0
29544	Applications	1/10/2014 15:39	1/10/2014 15:39	0.0
44376	Password	12/11/2014 10:36	12/11/2014 10:36	0.0

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Incident #	Category	Opened Date	Closed Date	Days Open
44371	Network Account	12/11/2014 10:27	12/11/2014 10:27	0.0
44375	Password	12/11/2014 10:32	12/11/2014 10:32	0.0
43830	Police Mobile (Vehicle PC)	11/25/2014 15:18	11/25/2014 15:19	0.0
38698	Oracle	7/16/2014 9:39	7/16/2014 9:39	0.0
31493	Printer	3/6/2014 12:55	3/6/2014 12:56	0.0
38912	Computer Access	7/21/2014 17:12	7/21/2014 17:12	0.0
37893	Hardware	6/26/2014 11:34	6/26/2014 11:35	0.0
29674	Oracle	1/15/2014 16:18	1/15/2014 16:18	0.0
34883	Outlook	5/27/2014 14:34	5/27/2014 14:34	0.0
29667	Network Account	1/15/2014 16:03	1/15/2014 16:03	0.0
32989	Password	4/9/2014 14:01	4/9/2014 14:01	0.0
34310	Password	5/12/2014 11:07	5/12/2014 11:07	0.0
30405	Oracle	2/3/2014 10:54	2/3/2014 10:55	0.0
34693	Outlook	5/21/2014 13:53	5/21/2014 13:53	0.0
41948	Password	10/14/2014 12:06	10/14/2014 12:06	0.0
44833	Network Account Seperation	12/23/2014 9:57	12/23/2014 9:57	0.0
30957	Network Account	2/20/2014 10:33	2/20/2014 10:39	0.0
33242	Applications	4/15/2014 14:07	4/15/2014 14:08	0.0
43297	virus/malware	11/14/2014 11:50	11/14/2014 11:52	0.0
43209	Exchange	11/12/2014 15:44	11/12/2014 15:47	0.0
45961	Police Mobile (Vehicle PC)	1/21/2015 15:16	1/21/2015 15:16	0.0
41742	Police Mobile (Vehicle PC)	10/9/2014 10:19	10/9/2014 10:22	0.0
32938	Password	4/8/2014 14:14	4/8/2014 14:14	0.0
34844	Outlook	5/27/2014 9:51	5/27/2014 9:51	0.0
34814	Comcast	5/26/2014 23:37	5/26/2014 23:39	0.0
30297	Server	1/29/2014 16:27	1/29/2014 16:28	0.0
35168	Password	6/3/2014 11:01	6/3/2014 11:02	0.0
32427	Printer	3/27/2014 10:51	3/27/2014 10:57	0.0
30129	Exchange	1/27/2014 10:57	1/27/2014 10:57	0.0
30313	Software Installation	1/30/2014 10:43	1/30/2014 10:49	0.0
43202	Application	11/12/2014 15:40	11/12/2014 15:43	0.0
34930	Outlook	5/28/2014 10:25	5/28/2014 10:25	0.0
43942	Oracle	12/2/2014 9:36	12/2/2014 9:36	0.0
41755	Oracle	10/9/2014 11:18	10/9/2014 11:18	0.0
31312	Password	3/3/2014 10:30	3/3/2014 10:30	0.0
33828	Printer	4/29/2014 13:06	4/29/2014 13:07	0.0
33475	Move Add Change	4/21/2014 16:07	4/21/2014 16:13	0.0
32680	Outlook	4/2/2014 10:50	4/2/2014 10:52	0.0
31216	Outlook	2/27/2014 14:03	2/27/2014 14:04	0.0
30077	Applications	1/24/2014 12:15	1/24/2014 12:15	0.0
29594	Server	1/14/2014 9:14	1/14/2014 9:20	0.0
41868	Hardware	10/13/2014 11:05	10/13/2014 11:05	0.0
35000	Password	5/29/2014 13:16	5/29/2014 13:16	0.0
39389	Password	8/4/2014 12:30	8/4/2014 12:30	0.0
30771	Exchange	2/13/2014 16:17	2/13/2014 16:17	0.0

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Incident Incident #	Category	Opened Date	Closed Date	Days Open
34877	Outlook	5/27/2014 13:59	5/27/2014 14:00	0.0
29604	Network Account	1/14/2014 10:29	1/14/2014 10:29	0.0
35076	Outlook	5/30/2014 14:20	5/30/2014 14:21	0.0
32260	Network Account	3/24/2014 16:40	3/24/2014 16:40	0.0
34018	Printer	5/2/2014 14:58	5/2/2014 14:59	0.0
39392	Password	8/4/2014 12:33	8/4/2014 12:33	0.0
34474	Network Account	5/15/2014 13:02	5/15/2014 13:02	0.0
33160	Password	4/14/2014 11:18	4/14/2014 11:18	0.0
45527	Password	1/12/2015 17:00	1/12/2015 17:00	0.0
43123	Police Mobile (Vehicle PC)	11/10/2014 10:18	11/10/2014 10:19	0.0
38419	Email	7/9/2014 11:41	7/9/2014 11:41	0.0
29307	Password	1/6/2014 13:09	1/6/2014 13:09	0.0
34094	Configuration / Set up	5/6/2014 14:51	5/6/2014 14:56	0.0
31753	Hardware	3/12/2014 10:28	3/12/2014 10:29	0.0
43244	Application	11/13/2014 12:03	11/13/2014 12:08	0.0
35915	Oracle	6/19/2014 13:41	6/19/2014 13:43	0.0
31581	Printer	3/7/2014 15:18	3/7/2014 15:22	0.0
34826	Network Account	5/27/2014 8:58	5/27/2014 8:58	0.0
34932	Outlook	5/28/2014 10:33	5/28/2014 10:34	0.0
44654	Password	12/17/2014 15:14	12/17/2014 15:14	0.0
35824	Outlook	6/18/2014 9:13	6/18/2014 9:13	0.0
42338	Email	10/22/2014 11:02	10/22/2014 11:02	0.0
33762	Password	4/28/2014 12:28	4/28/2014 12:28	0.0
33029	Password	4/10/2014 11:39	4/10/2014 11:39	0.0
38727	Password	7/16/2014 13:30	7/16/2014 13:31	0.0
38747	Password	7/16/2014 16:04	7/16/2014 16:04	0.0
44827	Network Account Seperation	12/23/2014 9:43	12/23/2014 9:43	0.0
43549	Password	11/18/2014 16:52	11/18/2014 16:52	0.0
39158	Oracle	7/28/2014 15:15	7/28/2014 15:15	0.0
37657	Password	6/23/2014 10:00	6/23/2014 10:00	0.0
43492	Police Mobile (Vehicle PC)	11/18/2014 11:58	11/18/2014 11:59	0.0
45709	Computer Access	1/15/2015 12:47	1/15/2015 12:47	0.0
45708	Configuration / Set up	1/15/2015 12:46	1/15/2015 12:46	0.0
29996	Exchange	1/23/2014 12:26	1/23/2014 12:26	0.0
38115	Outlook	7/1/2014 15:08	7/1/2014 15:08	0.0
31125	Server	2/25/2014 12:49	2/25/2014 12:56	0.0
35123	Outlook	6/2/2014 13:21	6/2/2014 13:21	0.0
45593	Server	1/14/2015 8:09	1/14/2015 8:14	0.0
29765	Oracle	1/17/2014 14:01	1/17/2014 14:02	0.0
41429	Password	10/2/2014 9:34	10/2/2014 9:34	0.0
33053	Password	4/10/2014 14:06	4/10/2014 14:06	0.0
39895	Outlook	8/18/2014 13:29	8/18/2014 13:29	0.0
41465	Password	10/2/2014 16:02	10/2/2014 16:05	0.0
41970	Oracle	10/14/2014 15:26	10/14/2014 15:26	0.0
41740	Oracle	10/9/2014 10:12	10/9/2014 10:12	0.0

Incident# Incident#	Category	Opened Date	Closed Date	Days Open
33309	Password	4/17/2014 9:39	4/17/2014 9:39	0.0
30556	Password	2/6/2014 15:17	2/6/2014 15:17	0.0
45959	Police Mobile (Vehicle PC)	1/21/2015 15:13	1/21/2015 15:13	0.0
30296	Move Add Change	1/29/2014 16:07	1/29/2014 16:14	0.0
42182	Police Mobile (Vehicle PC)	10/21/2014 10:35	10/21/2014 10:36	0.0
34772	Email	5/23/2014 11:06	5/23/2014 11:06	0.0
35313	Password	6/5/2014 14:23	6/5/2014 14:23	0.0
34196	Password	5/8/2014 13:35	5/8/2014 13:35	0.0
31108	Applications	2/25/2014 9:21	2/25/2014 9:27	0.0
30437	Printer	2/3/2014 15:48	2/3/2014 15:53	0.0
44664	Computer	12/17/2014 16:17	12/17/2014 16:24	0.0
33564	Applications	4/23/2014 10:18	4/23/2014 10:19	0.0
32970	Password	4/9/2014 11:54	4/9/2014 11:54	0.0
44427	Password	12/11/2014 16:34	12/11/2014 16:34	0.0
34800	Network Account	5/23/2014 15:57	5/23/2014 15:57	0.0
30007	Exchange	1/23/2014 13:04	1/23/2014 13:04	0.0
39825	Password	8/15/2014 9:15	8/15/2014 9:15	0.0
39876	Password	8/18/2014 9:50	8/18/2014 9:50	0.0
34803	Network Account	5/23/2014 16:07	5/23/2014 16:07	0.0
31025	Configuration / Set up	2/21/2014 9:55	2/21/2014 9:58	0.0
30086	Network Account	1/24/2014 14:25	1/24/2014 14:25	0.0
46192	Police Mobile (Vehicle PC)	1/27/2015 15:05	1/27/2015 15:06	0.0
31397	Applications	3/4/2014 15:14	3/4/2014 15:15	0.0
29577	Applications	1/13/2014 12:55	1/13/2014 12:58	0.0
43296	Application	11/14/2014 11:47	11/14/2014 11:50	0.0
34929	Outlook	5/28/2014 10:23	5/28/2014 10:23	0.0
29935	Outlook	1/22/2014 12:10	1/22/2014 12:10	0.0
37940	Oracle	6/27/2014 10:54	6/27/2014 10:58	0.0
30315	Exchange	1/30/2014 11:01	1/30/2014 11:01	0.0
34102	Password	5/6/2014 15:25	5/6/2014 15:25	0.0
29353	Password	1/7/2014 15:53	1/7/2014 15:54	0.0
38078	Password	7/1/2014 11:53	7/1/2014 11:53	0.0
37995	Password	6/30/2014 11:00	6/30/2014 11:00	0.0
42880	Network Account Seperation	11/3/2014 16:37	11/3/2014 16:37	0.0
35886	Password	6/19/2014 9:27	6/19/2014 9:27	0.0
45891	Police Mobile (Vehicle PC)	1/20/2015 14:53	1/20/2015 14:55	0.0
43645	Password	11/20/2014 11:49	11/20/2014 11:49	0.0
34564	Network Account	5/19/2014 8:40	5/19/2014 8:40	0.0
42813	Email	10/31/2014 13:39	10/31/2014 13:39	0.0
32918	Password	4/8/2014 12:40	4/8/2014 12:40	0.0
34253	Email	5/9/2014 12:31	5/9/2014 12:31	0.0
35527	Password	6/11/2014 12:24	6/11/2014 12:24	0.0
29729	Exchange	1/17/2014 9:19	1/17/2014 9:19	0.0
31037	Applications	2/21/2014 12:03	2/21/2014 12:06	0.0
30678	Applications	2/10/2014 10:16	2/10/2014 10:17	0.0

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Incident Incident #	Category	Opened Date	Closed Date	Days Open
33102	Password	4/11/2014 12:38	4/11/2014 12:38	0.0
39399	Password	8/4/2014 12:48	8/4/2014 12:48	0.0
29352	Password	1/7/2014 15:53	1/7/2014 15:53	0.0
29236	Applications	1/3/2014 12:07	1/3/2014 12:13	0.0
42066	Email	10/16/2014 10:23	10/16/2014 10:23	0.0
34799	Network Account	5/23/2014 15:55	5/23/2014 15:55	0.0
35780	Outlook	6/17/2014 11:46	6/17/2014 11:46	0.0
31835	Applications	3/13/2014 11:59	3/13/2014 11:59	0.0
38463	Password	7/10/2014 11:14	7/10/2014 11:14	0.0
46137	Police Mobile (Vehicle PC)	1/26/2015 13:15	1/26/2015 13:16	0.0
30374	Exchange	1/31/2014 14:51	1/31/2014 14:51	0.0
31133	Oracle	2/25/2014 13:48	2/25/2014 13:50	0.0
31264	Exchange	2/28/2014 15:16	2/28/2014 15:22	0.0
34914	Outlook	5/28/2014 9:29	5/28/2014 9:35	0.0
31331	Applications	3/3/2014 11:44	3/3/2014 11:47	0.0
43696	Police Mobile (Vehicle PC)	11/21/2014 10:05	11/21/2014 10:06	0.0
43694	Police Mobile (Vehicle PC)	11/21/2014 10:03	11/21/2014 10:04	0.0
34224	Email	5/8/2014 16:17	5/8/2014 16:17	0.0
30750	Password	2/13/2014 13:29	2/13/2014 13:29	0.0
45526	Password	1/12/2015 17:00	1/12/2015 17:00	0.0
41883	Password	10/13/2014 12:59	10/13/2014 12:59	0.0
42028	Application	10/15/2014 15:13	10/15/2014 15:18	0.0
31173	Hardware	2/26/2014 13:37	2/26/2014 13:38	0.0
38740	Password	7/16/2014 15:14	7/16/2014 15:14	0.0
34807	Network Account	5/23/2014 16:19	5/23/2014 16:19	0.0
42874	Network Account Seperation	11/3/2014 16:17	11/3/2014 16:17	0.0
35703	Application	6/16/2014 9:50	6/16/2014 9:56	0.0
45892	Police Mobile (Vehicle PC)	1/20/2015 14:57	1/20/2015 14:57	0.0
29926	Outlook	1/22/2014 10:41	1/22/2014 10:42	0.0
45044	Password	12/31/2014 13:05	12/31/2014 13:05	0.0
30142	Email	1/27/2014 11:54	1/27/2014 11:54	0.0
35223	Password	6/4/2014 13:08	6/4/2014 13:08	0.0
34974	Oracle	5/29/2014 9:34	5/29/2014 9:34	0.0
29635	Oracle	1/15/2014 9:49	1/15/2014 9:50	0.0
41427	Email	10/2/2014 9:31	10/2/2014 9:31	0.0
34004	OS/Desktop	5/2/2014 13:12	5/2/2014 13:13	0.0
30522	Network Issues	2/5/2014 14:33	2/5/2014 14:39	0.0
42571	Password	10/27/2014 13:20	10/27/2014 13:20	0.0
33743	Computer Access	4/28/2014 11:15	4/28/2014 11:15	0.0
32040	Boot Up / Shut Down	3/18/2014 16:00	3/18/2014 16:01	0.0
29730	Exchange	1/17/2014 9:25	1/17/2014 9:25	0.0
45359	Outlook	1/8/2015 14:48	1/8/2015 14:48	0.0
34205	Password	5/8/2014 14:34	5/8/2014 14:34	0.0
45719	Password	1/15/2015 13:16	1/15/2015 13:16	0.0
38308	Outlook	7/7/2014 15:14	7/7/2014 15:14	0.0

Incident/Incident #	Category	Opened Date	Closed Date	Days Open
38402	Configuration / Set up	7/9/2014 9:33	7/9/2014 9:38	0.0
33847	Password	4/29/2014 16:16	4/29/2014 16:17	0.0
31637	Configuration / Set up	3/10/2014 13:43	3/10/2014 13:48	0.0
37697	Exchange	6/23/2014 15:42	6/23/2014 15:43	0.0
31172	Applications	2/26/2014 13:36	2/26/2014 13:39	0.0
33028	Password	4/10/2014 11:37	4/10/2014 11:37	0.0
45703	Password	1/15/2015 12:14	1/15/2015 12:14	0.0
42909	Password	11/4/2014 10:32	11/4/2014 10:32	0.0
30935	Printer	2/19/2014 14:33	2/19/2014 14:38	0.0
32572	Configuration / Set up	3/31/2014 15:40	3/31/2014 15:46	0.0
42881	Network Account Seperation	11/3/2014 16:38	11/3/2014 16:38	0.0
35453	Password	6/10/2014 9:52	6/10/2014 9:52	0.0
44729	Password	12/19/2014 9:27	12/19/2014 9:27	0.0
29573	Password	1/13/2014 12:18	1/13/2014 12:18	0.0
41874	Outlook	10/13/2014 11:23	10/13/2014 11:23	0.0
43893	Password	12/1/2014 10:59	12/1/2014 10:59	0.0
34642	Password	5/20/2014 11:44	5/20/2014 11:45	0.0
38384	Password	7/8/2014 16:34	7/8/2014 16:34	0.0
42162	Password	10/21/2014 9:35	10/21/2014 9:35	0.0
42920	Password	11/4/2014 11:59	11/4/2014 11:59	0.0
45523	Password	1/12/2015 16:55	1/12/2015 16:55	0.0
42883	Network Account Seperation	11/3/2014 16:43	11/3/2014 16:43	0.0
33527	Password	4/22/2014 14:49	4/22/2014 14:49	0.0
38122	Oracle	7/1/2014 15:37	7/1/2014 15:37	0.0
31898	Password	3/14/2014 9:17	3/14/2014 9:17	0.0
44402	Password	12/11/2014 13:17	12/11/2014 13:17	0.0
33536	Outlook	4/22/2014 15:27	4/22/2014 15:27	0.0
42974	Oracle	11/5/2014 10:09	11/5/2014 10:09	0.0
35579	Password	6/12/2014 10:12	6/12/2014 10:12	0.0
31707	Oracle	3/11/2014 14:33	3/11/2014 14:33	0.0
34472	Network Account	5/15/2014 12:53	5/15/2014 12:59	0.0
42885	Network Account Seperation	11/3/2014 16:45	11/3/2014 16:45	0.0
31801	Applications	3/12/2014 16:32	3/12/2014 16:32	0.0
34801	Network Account	5/23/2014 15:59	5/23/2014 15:59	0.0
46153	Password	1/26/2015 16:09	1/26/2015 16:09	0.0
33223	Password	4/15/2014 10:55	4/15/2014 10:55	0.0
45448	Password	1/12/2015 9:15	1/12/2015 9:15	0.0
34885	Outlook	5/27/2014 14:45	5/27/2014 14:45	0.0
44374	Computer Access	12/11/2014 10:32	12/11/2014 10:32	0.0
45519	Password	1/12/2015 16:53	1/12/2015 16:53	0.0
33300	Password	4/16/2014 15:56	4/16/2014 15:56	0.0
32750	Inquiry	4/3/2014 14:03	4/3/2014 14:03	0.0
31456	Applications	3/6/2014 10:13	3/6/2014 10:14	0.0
41678	Oracle	10/8/2014 10:59	10/8/2014 10:59	0.0
43443	Application	11/18/2014 9:18	11/18/2014 9:22	0.0

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Incident#	Incident # Category	Opened Date	Closed Date	Days Open
34408	Network Account	5/14/2014 10:32	5/14/2014 10:39	0.0
45531	Password	1/12/2015 17:05	1/12/2015 17:05	0.0
41871	Password	10/13/2014 11:14	10/13/2014 11:14	0.0
34792	Email	5/23/2014 15:11	5/23/2014 15:11	0.0
45543	Password	1/13/2015 9:31	1/13/2015 9:31	0.0
44396	Password	12/11/2014 12:22	12/11/2014 12:22	0.0
35883	Password	6/19/2014 9:03	6/19/2014 9:05	0.0
34242	Password	5/9/2014 9:45	5/9/2014 9:45	0.0
43361	Oracle	11/17/2014 10:08	11/17/2014 10:08	0.0
41403	Password	10/1/2014 15:09	10/1/2014 15:09	0.0
41195	Mobile Device	9/26/2014 13:14	9/26/2014 13:16	0.0
35503	Password	6/11/2014 9:11	6/11/2014 9:11	0.0
44579	Oracle	12/16/2014 12:48	12/16/2014 12:48	0.0
45446	Password	1/12/2015 9:10	1/12/2015 9:10	0.0
32887	Password	4/7/2014 15:17	4/7/2014 15:17	0.0
30690	Password	2/10/2014 14:49	2/10/2014 14:49	0.0
33596	Password	4/24/2014 9:41	4/24/2014 9:41	0.0
32351	Password	3/26/2014 9:40	3/26/2014 9:40	0.0
45235	Password	1/7/2015 9:10	1/7/2015 9:16	0.0
34171	Password	5/8/2014 9:35	5/8/2014 9:35	0.0
29945	Oracle	1/22/2014 14:53	1/22/2014 14:53	0.0
42879	Network Account Seperation	11/3/2014 16:30	11/3/2014 16:30	0.0
40612	Email	9/10/2014 14:50	9/10/2014 14:50	0.0
34670	Oracle	5/20/2014 15:11	5/20/2014 15:11	0.0
29761	Network Account	1/17/2014 12:57	1/17/2014 12:57	0.0
29493	Password	1/9/2014 14:26	1/9/2014 14:26	0.0
33755	Outlook	4/28/2014 12:01	4/28/2014 12:01	0.0
33253	Network	4/15/2014 15:31	4/15/2014 15:32	0.0
34473	Network Account	5/15/2014 12:54	5/15/2014 12:59	0.0
30140	Exchange	1/27/2014 11:45	1/27/2014 11:45	0.0
29750	Outlook	1/17/2014 12:17	1/17/2014 12:17	0.0
29445	Network Account	1/9/2014 8:54	1/9/2014 8:54	0.0
35422	Outlook	6/9/2014 14:45	6/9/2014 14:46	0.0
29446	Network Account	1/9/2014 8:54	1/9/2014 8:54	0.0
29889	Configuration / Set up	1/21/2014 17:23	1/21/2014 17:23	0.0
29988	Network Account	1/23/2014 11:35	1/23/2014 11:35	0.0
40278	Password	8/28/2014 12:05	8/28/2014 12:05	0.0
30958	Outlook	2/20/2014 10:34	2/20/2014 10:38	0.0
30640	Network Account	2/7/2014 16:49	2/7/2014 16:49	0.0
30659	Network Account	2/7/2014 17:50	2/7/2014 17:50	0.0
31271	Network Account	2/28/2014 16:03	2/28/2014 16:03	0.0
31588	Password	3/7/2014 16:18	3/7/2014 16:18	0.0
31270	Network Account	2/28/2014 16:02	2/28/2014 16:02	0.0
33377	Email	4/18/2014 14:25	4/18/2014 14:25	0.0
32875	Server	4/7/2014 12:43	4/7/2014 12:46	0.0

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Incident #	Category	Opened Date	Closed Date	Days Open
34095	Email	5/6/2014 14:52	5/6/2014 14:52	0.0
31343	Network Account	3/3/2014 17:22	3/3/2014 17:22	0.0
32049	Network Account	3/18/2014 18:25	3/18/2014 18:25	0.0
33478	Password	4/21/2014 16:28	4/21/2014 16:28	0.0
32050	Network Account	3/18/2014 18:26	3/18/2014 18:26	0.0
33349	Password	4/17/2014 16:45	4/17/2014 16:45	0.0
32051	Network Account	3/18/2014 18:26	3/18/2014 18:26	0.0
38100	Computer Access	7/1/2014 13:41	7/1/2014 13:43	0.0
32060	Network Account	3/19/2014 11:23	3/19/2014 11:23	0.0
43621	Password	11/20/2014 9:36	11/20/2014 9:36	0.0
42952	Password	11/4/2014 16:26	11/4/2014 16:26	0.0
41486	Software	10/3/2014 11:10	10/3/2014 11:10	0.0
44701	Application	12/18/2014 11:28	12/18/2014 11:28	0.0
44946	Password	12/29/2014 10:26	12/29/2014 10:26	0.0
38056	Password	7/1/2014 9:42	7/1/2014 9:42	0.0
32808	Applications	4/4/2014 13:59	4/4/2014 13:59	0.0
38980	Password	7/22/2014 15:48	7/22/2014 15:48	0.0
44612	Password	12/17/2014 9:17	12/17/2014 9:17	0.0
32928	Network Account	4/8/2014 13:15	4/8/2014 13:15	0.0
38512	Password	7/11/2014 9:23	7/11/2014 9:24	0.0
41865	Password	10/13/2014 10:40	10/13/2014 10:40	0.0
32972	Network Account	4/9/2014 12:02	4/9/2014 12:02	0.0
32998	Network Account	4/9/2014 15:16	4/9/2014 15:16	0.0
33037	Password	4/10/2014 12:53	4/10/2014 12:53	0.0
39384	Password	8/4/2014 12:25	8/4/2014 12:25	0.0
33363	Network Account	4/18/2014 10:42	4/18/2014 10:42	0.0
35111	Password	6/2/2014 12:28	6/2/2014 12:28	0.0
38913	Password	7/21/2014 17:12	7/21/2014 17:12	0.0
33420	Password	4/21/2014 10:56	4/21/2014 10:56	0.0
33578	Network Account	4/23/2014 13:02	4/23/2014 13:02	0.0
33586	Network Account	4/23/2014 15:35	4/23/2014 15:35	0.0
33717	Network Account	4/25/2014 16:04	4/25/2014 16:04	0.0
33760	Configuration / Set up	4/28/2014 12:16	4/28/2014 12:16	0.0
34019	Network Account	5/2/2014 15:36	5/2/2014 15:36	0.0
34654	Network Account	5/20/2014 12:40	5/20/2014 12:40	0.0
34211	Network Account	5/8/2014 14:56	5/8/2014 14:56	0.0
34212	Network Account	5/8/2014 14:57	5/8/2014 14:57	0.0
45139	Password	1/5/2015 14:29	1/5/2015 14:29	0.0
34963	Network Account	5/28/2014 16:01	5/28/2014 16:01	0.0
35038	Configuration / Set up	5/30/2014 8:27	5/30/2014 8:30	0.0
40228	Mobile Device	8/27/2014 12:17	8/27/2014 12:18	0.0
45489	Password	1/12/2015 13:27	1/12/2015 13:27	0.0
35187	Network Account	6/3/2014 15:24	6/3/2014 15:24	0.0
38060	Inquiry	7/1/2014 10:10	7/1/2014 10:10	0.0
42876	Network Account Seperation	11/3/2014 16:21	11/3/2014 16:21	0.0

Incident Incident # Category	Opened Date	Closed Date	Days Open
43607 Network Account Seperation	11/19/2014 15:59	11/19/2014 15:59	0.0
44645 Password	12/17/2014 13:08	12/17/2014 13:08	0.0
45320 Email	1/8/2015 9:56	1/8/2015 9:56	0.0
38778 Password	7/17/2014 12:09	7/17/2014 12:10	0.0
45809 Password	1/20/2015 9:15	1/20/2015 9:15	0.0
38381 Password	7/8/2014 16:30	7/8/2014 16:30	0.0
38897 Applications	7/21/2014 15:29	7/21/2014 15:36	0.0
38911 Email	7/21/2014 17:10	7/21/2014 17:10	0.0
38866 Inquiry	7/21/2014 9:13	7/21/2014 9:13	0.0
43158 Computer Access	11/10/2014 15:50	11/10/2014 15:50	0.0
45733 Password	1/15/2015 14:47	1/15/2015 14:47	0.0
37708 Password	6/24/2014 9:14	6/24/2014 9:14	0.0
43605 Network Account Seperation	11/19/2014 15:54	11/19/2014 15:54	0.0
37660 Outlook	6/23/2014 10:13	6/23/2014 10:14	0.0
45787 Network Account Seperation	1/16/2015 13:31	1/16/2015 13:31	0.0
38035 Network Account	6/30/2014 16:45	6/30/2014 16:45	0.0
41872 Password	10/13/2014 11:20	10/13/2014 11:20	0.0
38678 Configuration / Set up	7/15/2014 16:07	7/15/2014 16:07	0.0
38652 Network Account	7/15/2014 12:36	7/15/2014 12:36	0.0
42282 Inquiry	10/21/2014 16:05	10/21/2014 16:05	0.0
38681 Network Account	7/15/2014 16:13	7/15/2014 16:13	0.0
38707 Configuration / Set up	7/16/2014 10:02	7/16/2014 10:02	0.0
45713 Password	1/15/2015 12:59	1/15/2015 12:59	0.0
45702 Password	1/15/2015 12:13	1/15/2015 12:13	0.0
38839 Network Account	7/18/2014 11:53	7/18/2014 11:53	0.0
38848 Network Account	7/18/2014 13:44	7/18/2014 13:44	0.0
38955 Network Account	7/22/2014 11:42	7/22/2014 11:42	0.0
38985 Network Account	7/23/2014 8:59	7/23/2014 8:59	0.0
38993 Network Account	7/23/2014 9:32	7/23/2014 9:32	0.0
40293 Network Account	8/28/2014 15:04	8/28/2014 15:04	0.0
42780 Network Account	10/30/2014 16:04	10/30/2014 16:04	0.0
41229 Email	9/29/2014 10:24	9/29/2014 10:24	0.0
44416 Password	12/11/2014 16:06	12/11/2014 16:06	0.0
42718 Mobile Device	10/29/2014 14:56	10/29/2014 14:56	0.0
42697 Network Account	10/29/2014 11:50	10/29/2014 11:50	0.0
43527 Configuration / Set up	11/18/2014 15:36	11/18/2014 15:36	0.0
44418 Configuration / Set up	12/11/2014 16:07	12/11/2014 16:07	0.0
43777 Outlook	11/24/2014 13:49	11/24/2014 13:49	0.0
44116 Network Account	12/5/2014 11:29	12/5/2014 11:30	0.0
44551 Application	12/15/2014 15:45	12/15/2014 15:45	0.0
44273 Outlook	12/9/2014 16:21	12/9/2014 16:21	0.0
44211 Network Account	12/8/2014 16:13	12/8/2014 16:13	0.0
44212 Configuration / Set up	12/8/2014 16:14	12/8/2014 16:14	0.0
45568 Computer Access	1/13/2015 12:08	1/13/2015 12:08	0.0
45544 Password	1/13/2015 9:32	1/13/2015 9:32	0.0

Closed OPD Help Desk Tickets

Incident Incident #	Category	Opened Date	Closed Date	Day Open
44214	Network Account	12/8/2014 16:23	12/8/2014 16:23	0.0
44415	Password	12/11/2014 16:05	12/11/2014 16:05	0.0
44412	Network Account	12/11/2014 15:24	12/11/2014 15:24	0.0
44421	Network Account	12/11/2014 16:14	12/11/2014 16:14	0.0
44422	Password	12/11/2014 16:18	12/11/2014 16:18	0.0
44632	Password	12/17/2014 11:23	12/17/2014 11:23	0.0
44634	Computer Access	12/17/2014 11:28	12/17/2014 11:28	0.0
44631	Network Account	12/17/2014 11:22	12/17/2014 11:22	0.0
44647	Network Account	12/17/2014 13:19	12/17/2014 13:19	0.0
44648	Password	12/17/2014 13:22	12/17/2014 13:22	0.0
44685	Password	12/18/2014 9:35	12/18/2014 9:35	0.0
44684	Network Account	12/18/2014 9:33	12/18/2014 9:33	0.0
44689	Password	12/18/2014 9:47	12/18/2014 9:47	0.0
44688	Network Account	12/18/2014 9:47	12/18/2014 9:47	0.0
45063	Email	1/2/2015 11:22	1/2/2015 11:22	0.0
44861	Configuration / Set up	12/23/2014 16:34	12/23/2014 16:34	0.0
45356	Network Account	1/8/2015 14:42	1/8/2015 14:42	0.0
45591	Network Account	1/13/2015 17:55	1/13/2015 17:55	0.0
45592	Network Account	1/13/2015 17:56	1/13/2015 17:56	0.0
45918	Inquiry	1/21/2015 10:02	1/21/2015 10:02	0.0
40675	Applications	9/12/2014 8:46	9/12/2014 8:14	0.0

Grand Totals (3,003 records)

Attachment C

Open Help Desk Tickets for OPD

for the period from

January 1, 2014 to January 31, 2015

All Open OPD Help Desk Tickets

OPD Open Help Desk Tickets

Generated By:

Kirke Curtis

City of Oakland

2/13/2015 12:08 PM

Filtered By:	# Tickets Open		
Show: All incidents	0-1 Day	19	5%
Date Field: Opened Date equals Custom (1/1/2013 to 1/31/2015)	2-10 Days	69	18%
Account~ contains police	11-30 Days	59	15%
AND State Open equals True	30+ Days	241	62%

388 : Count		**Average # Days Open:**	**105.3**

Incident Incident #	Category	Opened Date	Closed Date	Days Open
17433	Applications	2/8/2013 9:21	-	721.6
18826	Software Installation	3/11/2013 14:23	-	690.4
20017	Printer	4/8/2013 12:50	-	662.5
20025	Purchasing	4/8/2013 14:54	-	662.4
20212	Exchange	4/11/2013 11:59	-	659.5
20463	Applications	4/17/2013 8:43	-	653.6
20962	Inquiry	4/24/2013 8:59	-	646.6
21814	Mobile Device	5/13/2013 12:10	-	627.5
22097	Oracle	5/20/2013 10:33	-	620.6
22813	Oracle	6/6/2013 8:52	-	603.6
24537	Software Installation	7/23/2013 17:15	-	556.3
25045	Purchasing	8/7/2013 17:41	-	541.3
25279	Software Installation	8/14/2013 18:26	-	534.2
25576	Alarm	8/26/2013 10:43	-	522.6
25857	Configuration / Set up	9/5/2013 12:32	-	512.5
26004	Purchasing	9/12/2013 19:16	-	505.2
26120	Email	9/17/2013 14:00	-	500.4
27846	Purchasing	11/5/2013 10:32	-	451.6
28121	iPAS	11/13/2013 18:58	-	443.2
29539	Inquiry	1/10/2014 13:32	-	385.4
29666	Purchasing	1/15/2014 15:50	-	380.3
30125	Purchasing	1/27/2014 10:34	-	368.6
30491	GIS	2/4/2014 16:07	-	360.3
31451	iPAS	3/6/2014 9:34	-	330.6
31551	iPAS	3/7/2014 11:29	-	329.5
31779	Email	3/12/2014 14:28	-	324.4
31931	Purchasing	3/14/2014 13:55	-	322.4
32164	Oracle	3/20/2014 16:19	-	316.3

Incident	Incident # Category	Open Date	Closed Date	Days Open
	33228 Configuration / Set up	4/15/2014 11:09	-	290.5
	33703 Hardware	4/25/2014 14:07	-	280.4
	34290 Cable Service	5/12/2014 9:10	-	263.6
	34370 Outlook	5/13/2014 11:06	-	262.5
	34461 Hardware	5/15/2014 10:37	-	260.6
	34477 Applications	5/15/2014 13:18	-	260.4
	34516 Oracle	5/16/2014 10:05	-	259.6
	34815 Comcast	5/26/2014 23:40	-	249.0
	34813 Comcast	5/26/2014 23:37	-	249.0
	35021 Oracle	5/29/2014 14:42	-	246.4
	35023 Oracle	5/29/2014 14:53	-	246.4
	35057 Printer	5/30/2014 10:37	-	245.6
	35063 OS/Desktop	5/30/2014 11:13	-	245.5
	35083 Hardware	5/30/2014 15:13	-	245.4
	35130 OS/Desktop	6/2/2014 13:51	-	242.4
	35175 Network security	6/3/2014 13:39	-	241.4
	35404 Outlook	6/9/2014 11:34	-	235.5
	35576 Printer	6/12/2014 9:20	-	232.6
	35618 Exchange	6/12/2014 16:50	-	232.3
	35620 Outlook	6/12/2014 17:11	-	232.3
	35630 Application	6/13/2014 9:37	-	231.6
	35833 Software	6/18/2014 10:48	-	226.6
	35860 Application	6/18/2014 14:38	-	226.4
	35897 Purchasing	6/19/2014 11:14	-	225.5
	35899 Printer	6/19/2014 11:20	-	225.5
	36760 Computer Access	6/19/2014 15:34	-	225.4
	37792 Application	6/25/2014 8:55	-	219.6
	37872 Software	6/26/2014 9:54	-	218.6
	37873 Software	6/26/2014 9:54	-	218.6
	37919 Software	6/26/2014 15:02	-	218.4
	37921 Software	6/26/2014 15:04	-	218.4
	37920 Software	6/26/2014 15:03	-	218.4
	37970 Application	6/30/2014 8:54	-	214.6
	38112 Application	7/1/2014 15:02	-	213.4
	38476 Configuration / Set up	7/10/2014 12:04	-	204.5
	38510 Configuration / Set up	7/11/2014 8:59	-	203.6
	38643 Inquiry	7/15/2014 11:52	-	199.5
	38657 Configuration / Set up	7/15/2014 13:11	-	199.5
	38665 Computer	7/15/2014 14:14	-	199.4
	38853 Application	7/18/2014 15:06	-	196.4
	39001 Application	7/23/2014 9:52	-	191.6
	39140 Software	7/28/2014 11:42	-	186.5
	39154 Software Installation	7/28/2014 14:06	-	186.4

Incident	Incident #	Category	Opened Date	Closed Date	Days open
	39174	Network Account	7/29/2014 9:58	-	185.6
	39199	Telephone	7/29/2014 14:13	-	185.4
	39266	Server	7/31/2014 9:51	-	183.6
	39345	Application	8/1/2014 15:09	-	182.4
	39361	Wireless Device	8/4/2014 8:26	-	179.6
	39380	OS/Desktop	8/4/2014 11:42	-	179.5
	39470	Computer	8/5/2014 14:29	-	178.4
	39516	Application	8/6/2014 15:00	-	177.4
	39659	Email	8/12/2014 8:52	-	171.6
	39663	Email	8/12/2014 9:36	-	171.6
	39686	Phone Trouble	8/12/2014 12:25	-	171.5
	39720	Network security	8/13/2014 8:37	-	170.6
	39733	Email	8/13/2014 10:59	-	170.5
	39739	Application	8/13/2014 11:52	-	170.5
	39795	Application	8/14/2014 10:56	-	169.5
	39812	Application	8/14/2014 14:00	-	169.4
	39986	Application	8/20/2014 14:12	-	163.4
	40004	Purchase	8/20/2014 15:38	-	163.3
	40170	Oracle	8/26/2014 11:43	-	157.5
	40193	Printer	8/26/2014 15:42	-	157.3
	40264	Network Account	8/28/2014 10:17	-	155.6
	40487	Software Installation	9/4/2014 11:17	-	148.5
	40531	Application	9/8/2014 9:21	-	144.6
	40736	Printer	9/16/2014 9:19	-	136.6
	40801	VPN	9/17/2014 9:48	-	135.6
	40839	Application	9/18/2014 9:41	-	134.6
	40852	Printer	9/18/2014 11:38	-	134.5
	40859	Software Installation	9/18/2014 12:17	-	134.5
	40905	Copier	9/18/2014 16:38	-	134.3
	40904	Computer Access	9/18/2014 16:38	-	134.3
	41073	Computer Access	9/24/2014 14:12	-	128.4
	41093	Software	9/25/2014 10:22	-	127.6
	41140	Network Account	9/25/2014 14:31	-	127.4
	41288	Software Installation	9/30/2014 8:26	-	122.6
	41340	Network Account	9/30/2014 14:15	-	122.4
	41357	Computer	9/30/2014 15:46	-	122.3
	41496	Police Mobile (Vehicle PC)	10/3/2014 13:27	-	119.4
	41580	Password	10/7/2014 9:24	-	115.6
	41579	Password	10/7/2014 9:17	-	115.6
	41581	Password	10/7/2014 9:28	-	115.6
	41587	Password	10/7/2014 9:43	-	115.6
	41601	Software Installation	10/7/2014 11:02	-	115.5
	41657	Email	10/8/2014 9:01	-	114.6

Incident / Incident # Category	Opened Date	Closed Date	Days Open
41696 Password	10/8/2014 13:15 -		114.4
41716 Computer	10/8/2014 15:22 -		114.4
41763 Email	10/9/2014 13:19 -		113.4
41767 Password	10/9/2014 13:54 -		113.4
41876 Printer	10/13/2014 11:32 -		109.5
41898 Network Account	10/13/2014 13:55 -		109.4
41951 Computer	10/14/2014 12:11 -		108.5
41958 Email	10/14/2014 13:22 -		108.4
41982 Printer	10/15/2014 8:54 -		107.6
42038 Printer	10/15/2014 15:48 -		107.3
42124 OS/Desktop	10/17/2014 13:26 -		105.4
42171 Outlook	10/21/2014 9:57 -		101.6
42266 Network Account	10/21/2014 15:17 -		101.4
42276 iPAS	10/21/2014 16:01 -		101.3
42280 Hardware	10/21/2014 16:02 -		101.3
42317 Computer	10/22/2014 10:02 -		100.6
42411 Application	10/23/2014 10:41 -		99.6
42440 Outlook	10/23/2014 12:47 -		99.5
42500 Network Account	10/24/2014 13:48 -		98.4
42587 Printer	10/27/2014 15:01 -		95.4
42735 CAD	10/29/2014 16:38 -		93.3
42753 Email	10/30/2014 10:46 -		92.6
42760 Mobile Device	10/30/2014 11:56 -		92.5
42872 Software Installation	11/3/2014 15:58 -		88.3
42886 Software Installation	11/3/2014 16:46 -		88.3
42905 Configuration / Set up	11/4/2014 10:12 -		87.6
42903 Network Account	11/4/2014 10:06 -		87.6
42927 Application	11/4/2014 13:22 -		87.4
42979 iPAS	11/5/2014 10:31 -		86.6
43006 Application	11/5/2014 16:06 -		86.3
43066 Outlook	11/6/2014 14:16 -		85.4
43076 Server	11/6/2014 17:07 -		85.3
43084 Email	11/7/2014 11:31 -		84.5
43115 CAD	11/10/2014 9:39 -		81.6
43116 Computer	11/10/2014 9:40 -		81.6
43121 Outlook	11/10/2014 10:09 -		81.6
43127 Police Mobile (Vehicle PC)	11/10/2014 10:25 -		81.6
43171 Purchasing	11/12/2014 10:02 -		79.6
43175 Computer Access	11/12/2014 11:24 -		79.5
43243 Printer	11/13/2014 11:58 -		78.5
43290 Hardware	11/14/2014 11:29 -		77.5
43326 Network security	11/14/2014 16:04 -		77.3
43373 Email	11/17/2014 10:41 -		74.6

Incident	Incident # Category	Opened Date	Closed Date	Days Open
	43386 Network Account	11/17/2014 11:42 -		74.5
	43400 Oracle	11/17/2014 13:29 -		74.4
	43426 Hardware	11/17/2014 15:33 -		74.4
	43437 Software Installation	11/18/2014 9:02 -		73.6
	43463 Hardware	11/18/2014 10:17 -		73.6
	43491 Application	11/18/2014 11:49 -		73.5
	43501 Hardware	11/18/2014 13:17 -		73.4
	43535 Purchasing	11/18/2014 16:12 -		73.3
	43551 Password	11/19/2014 8:45 -		72.6
	43587 Software Installation	11/19/2014 13:29 -		72.4
	43613 Applications	11/20/2014 8:50 -		71.6
	43618 Application	11/20/2014 9:05 -		71.6
	43665 Network	11/20/2014 14:21 -		71.4
	43689 Computer	11/21/2014 9:39 -		70.6
	43693 OS/Desktop	11/21/2014 10:03 -		70.6
	43702 OS/Desktop	11/21/2014 10:38 -		70.6
	43738 Application	11/24/2014 8:03 -		67.7
	43756 Applications	11/24/2014 10:27 -		67.6
	43784 Application	11/24/2014 15:01 -		67.4
	43847 Software Installation	11/26/2014 9:45 -		65.6
	43852 Computer	11/26/2014 10:32 -		65.6
	43910 Email	12/1/2014 13:53 -		60.4
	43932 iPAS	12/2/2014 8:50 -		59.6
	43934 OS/Desktop	12/2/2014 8:54 -		59.6
	43958 Outlook	12/2/2014 11:49 -		59.5
	43969 Computer	12/2/2014 14:15 -		59.4
	43995 virus/malware	12/3/2014 9:38 -		58.6
	44005 Virus	12/3/2014 12:08 -		58.5
	44012 Application	12/3/2014 12:45 -		58.5
	44037 Mobile Device	12/4/2014 9:06 -		57.6
	44043 Mobile Device	12/4/2014 9:26 -		57.6
	44048 Application	12/4/2014 9:34 -		57.6
	44049 OS/Desktop	12/4/2014 9:36 -		57.6
	44055 Hardware	12/4/2014 9:44 -		57.6
	44070 Software	12/4/2014 11:53 -		57.5
	44078 OS/Desktop	12/4/2014 13:44 -		57.4
	44079 Internet	12/4/2014 14:08 -		57.4
	44092 Outlook	12/4/2014 16:05 -		57.3
	44094 Application	12/4/2014 16:18 -		57.3
	44120 virus/malware	12/5/2014 12:41 -		56.5
	44131 Application	12/5/2014 15:59 -		56.3
	44143 Printer	12/8/2014 9:06 -		53.6
	44149 Printer	12/8/2014 9:31 -		53.6

Incident Incident #	Category	Opened Date	Closed Date	Days Open
44252	Computer	12/9/2014 12:02	-	52.5
44276	Network Issues	12/9/2014 16:35	-	52.3
44281	Application	12/10/2014 9:18	-	51.6
44285	Internet	12/10/2014 9:25	-	51.6
44335	Outlook	12/10/2014 15:54	-	51.3
44450	iPAS	12/12/2014 10:29	-	49.6
44473	Network	12/12/2014 14:22	-	49.4
44475	Computer	12/12/2014 14:43	-	49.4
44483	Internet	12/12/2014 16:45	-	49.3
44493	Computer	12/15/2014 9:20	-	46.6
44499	Outlook	12/15/2014 9:24	-	46.6
44511	Printer	12/15/2014 10:04	-	46.6
44532	Oracle	12/15/2014 11:10	-	46.5
44539	Outlook	12/15/2014 11:57	-	46.5
44557	Application	12/16/2014 9:23	-	45.6
44560	Computer Access	12/16/2014 10:20	-	45.6
44578	VPN	12/16/2014 12:48	-	45.5
44586	Application	12/16/2014 13:52	-	45.4
44608	Server	12/17/2014 9:02	-	44.6
44623	OS/Desktop	12/17/2014 9:52	-	44.6
44679	iPAS	12/18/2014 9:06	-	43.6
44678	Oracle	12/18/2014 9:03	-	43.6
44709	Network	12/18/2014 12:27	-	43.5
44731	Application	12/19/2014 9:28	-	42.6
44732	Network Issues	12/19/2014 9:35	-	42.6
44743	Software Installation	12/19/2014 10:57	-	42.5
44745	Computer Access	12/19/2014 11:27	-	42.5
44746	Hardware	12/19/2014 11:32	-	42.5
44750	Computer	12/19/2014 12:06	-	42.5
44779	Network Account	12/22/2014 9:32	-	39.6
44811	Computer	12/22/2014 13:49	-	39.4
44814	Computer	12/22/2014 14:03	-	39.4
44816	OS/Desktop	12/22/2014 14:41	-	39.4
44826	Hardware	12/23/2014 9:30	-	38.6
44883	Network Account Relocation	12/24/2014 15:45	-	37.3
44939	Printer	12/29/2014 10:02	-	32.6
44989	Application	12/30/2014 10:27	-	31.6
44991	Outlook	12/30/2014 10:28	-	31.6
44990	OS/Desktop	12/30/2014 10:28	-	31.6
45008	Mobile Device	12/30/2014 14:15	-	31.4
45009	Computer	12/30/2014 14:15	-	31.4
45041	Outlook	12/31/2014 12:28	-	30.5
45067	Outlook	1/2/2015 11:39	-	28.5

All Open OPD Help Desk Tickets

Incident Incident # Category	Opened Date	Closed Date	Days Open
45090 Outlook	1/5/2015 8:40 -		25.6
45123 Configuration / Set up	1/5/2015 11:39 -		25.5
45127 Wireless	1/5/2015 13:17 -		25.4
45152 Configuration / Set up	1/5/2015 16:22 -		25.3
45161 Outlook	1/6/2015 8:51 -		24.6
45163 Email	1/6/2015 9:25 -		24.6
45176 Outlook	1/6/2015 10:59 -		24.5
45180 Network Account	1/6/2015 11:39 -		24.5
45194 Software Installation	1/6/2015 13:12 -		24.4
45221 Application	1/6/2015 16:59 -		24.3
45228 Purchasing	1/6/2015 17:13 -		24.3
45239 Inquiry	1/7/2015 9:19 -		23.6
45270 Inquiry	1/7/2015 11:48 -		23.5
45318 Email	1/8/2015 9:44 -		22.6
45317 Application	1/8/2015 9:40 -		22.6
45325 Printer	1/8/2015 10:49 -		22.5
45342 Email	1/8/2015 12:21 -		22.5
45360 Network Account	1/8/2015 14:49 -		22.4
45358 Configuration / Set up	1/8/2015 14:48 -		22.4
45362 Printer	1/8/2015 14:54 -		22.4
45368 Configuration / Set up	1/8/2015 16:15 -		22.3
45408 Network security	1/9/2015 12:02 -		21.5
45413 Inquiry	1/9/2015 13:59 -		21.4
45432 Application	1/12/2015 8:25 -		18.6
45433 Application	1/12/2015 8:28 -		18.6
45434 Configuration / Set up	1/12/2015 8:37 -		18.6
45435 Application	1/12/2015 8:39 -		18.6
45441 Internet	1/12/2015 8:55 -		18.6
45449 Hardware	1/12/2015 9:17 -		18.6
45453 Computer	1/12/2015 9:24 -		18.6
45471 Police Mobile (Vehicle PC)	1/12/2015 10:36 -		18.6
45476 Oracle	1/12/2015 10:57 -		18.5
45477 Network Issues	1/12/2015 11:14 -		18.5
45488 iPAS	1/12/2015 13:20 -		18.4
45606 Computer Access	1/14/2015 10:04 -		16.6
45630 Computer Access	1/14/2015 13:30 -		16.4
45633 Application	1/14/2015 13:38 -		16.4
45635 Configuration / Set up	1/14/2015 13:42 -		16.4
45649 Application	1/14/2015 15:09 -		16.4
45654 Software Installation	1/14/2015 15:33 -		16.4
45655 Printer	1/14/2015 15:41 -		16.3
45666 iPAS	1/15/2015 9:11 -		15.6
45664 Network	1/15/2015 9:10 -		15.6

Incident: Incident #	Category	Opened Date	Closed Date	Days Open
45688	iPAS	1/15/2015 10:50 -		15.5
45692	Adware/Spyware	1/15/2015 11:20 -		15.5
45694	Configuration / Set up	1/15/2015 11:27 -		15.5
45721	Configuration / Set up	1/15/2015 14:10 -		15.4
45739	Network	1/15/2015 15:13 -		15.4
45745	Computer	1/15/2015 16:28 -		15.3
45758	Application	1/16/2015 9:14 -		14.6
45761	Computer Access	1/16/2015 9:47 -		14.6
45771	Applications	1/16/2015 10:10 -		14.6
45776	Printer	1/16/2015 11:13 -		14.5
45786	Computer	1/16/2015 12:29 -		14.5
45789	Configuration / Set up	1/16/2015 14:23 -		14.4
45791	Configuration / Set up	1/16/2015 14:25 -		14.4
45790	Configuration / Set up	1/16/2015 14:24 -		14.4
45805	Computer	1/20/2015 9:04 -		10.6
45807	Configuration / Set up	1/20/2015 9:11 -		10.6
45827	Application	1/20/2015 9:36 -		10.6
45814	OS/Desktop	1/20/2015 9:25 -		10.6
45835	Computer	1/20/2015 9:54 -		10.6
45837	Applications	1/20/2015 9:57 -		10.6
45845	Configuration / Set up	1/20/2015 10:57 -		10.5
45849	iPAS	1/20/2015 11:23 -		10.5
45856	Software Installation	1/20/2015 11:36 -		10.5
45854	Network Account Relocation	1/20/2015 11:35 -		10.5
45855	Application	1/20/2015 11:36 -		10.5
45872	Application	1/20/2015 13:36 -		10.4
45876	Application	1/20/2015 14:07 -		10.4
45883	Application	1/20/2015 14:33 -		10.4
45880	Software	1/20/2015 14:29 -		10.4
45903	Computer	1/20/2015 16:48 -		10.3
45908	Configuration / Set up	1/21/2015 9:10 -		9.6
45915	Outlook	1/21/2015 9:48 -		9.6
45916	Configuration / Set up	1/21/2015 9:51 -		9.6
45914	Software	1/21/2015 9:46 -		9.6
45921	Password	1/21/2015 10:32 -		9.6
45920	Configuration / Set up	1/21/2015 10:24 -		9.6
45926	Network Account	1/21/2015 11:23 -		9.5
45937	Password	1/21/2015 12:02 -		9.5
45944	Printer	1/21/2015 12:29 -		9.5
45946	Computer Access	1/21/2015 13:13 -		9.4
45951	Network	1/21/2015 13:41 -		9.4
45960	Password	1/21/2015 15:15 -		9.4
45967	Purchase	1/21/2015 16:04 -		9.3

Incident Incident #	Category	Opened Date	Closed Date	Days Open
45969	Password	1/21/2015 16:21	-	9.3
45972	Password	1/21/2015 16:59	-	9.3
45974	Application	1/22/2015 9:27	-	8.6
45976	Password	1/22/2015 9:30	-	8.6
45980	Password	1/22/2015 9:41	-	8.6
45981	Email	1/22/2015 9:53	-	8.6
45988	Computer Access	1/22/2015 10:57	-	8.5
45990	Password	1/22/2015 11:04	-	8.5
46000	Application	1/22/2015 12:48	-	8.5
46003	Software Installation	1/22/2015 13:07	-	8.5
46002	OS/Desktop	1/22/2015 13:07	-	8.5
46006	Password	1/22/2015 13:26	-	8.4
46012	Application	1/22/2015 14:30	-	8.4
46014	Password	1/22/2015 14:42	-	8.4
46018	Software Installation	1/22/2015 15:00	-	8.4
46036	Outlook	1/23/2015 9:28	-	7.6
46037	Software Installation	1/23/2015 9:37	-	7.6
46039	Software Installation	1/23/2015 9:43	-	7.6
46057	Application	1/23/2015 11:10	-	7.5
46064	Computer	1/23/2015 11:58	-	7.5
46069	OS/Desktop	1/23/2015 13:25	-	7.4
46070	Outlook	1/23/2015 13:35	-	7.4
46072	Network Account	1/23/2015 14:17	-	7.4
46074	Outlook	1/23/2015 14:32	-	7.4
46081	Application	1/23/2015 15:36	-	7.3
46092	Computer	1/26/2015 8:56	-	4.6
46102	Internet	1/26/2015 9:44	-	4.6
46106	Email	1/26/2015 10:11	-	4.6
46115	Network Account	1/26/2015 10:39	-	4.6
46127	Network Account	1/26/2015 11:55	-	4.5
46157	CAD	1/26/2015 16:52	-	4.3
46176	Network Account	1/27/2015 10:22	-	3.6
46199	Software Installation	1/27/2015 16:30	-	3.3
46198	Computer	1/27/2015 16:22	-	3.3
46210	Computer Access	1/28/2015 9:21	-	2.6
46218	Oracle	1/28/2015 9:45	-	2.6
46217	Network	1/28/2015 9:40	-	2.6
46225	Software	1/28/2015 10:18	-	2.6
46235	Email	1/28/2015 11:35	-	2.5
46241	Outlook	1/28/2015 12:43	-	2.5
46284	virus/malware	1/29/2015 9:59	-	1.6
46286	Network	1/29/2015 10:05	-	1.6
46282	OS/Desktop	1/29/2015 9:53	-	1.6

Incident	Incident #	Category	Opened Date	Closed Date	Days Open
	46283	Network Account	1/29/2015 9:54 -		1.6
	46290	Application	1/29/2015 10:20 -		1.6
	46294	iPAS	1/29/2015 10:30 -		1.6
	46293	Computer	1/29/2015 10:26 -		1.6
	46305	Outlook	1/29/2015 11:45 -		1.5
	46310	Scanner	1/29/2015 13:25 -		1.4
	46311	Network Account	1/29/2015 13:26 -		1.4
	46314	Application	1/29/2015 13:31 -		1.4
	46317	Software Installation	1/29/2015 13:56 -		1.4
	46325	Configuration / Set up	1/29/2015 15:37 -		1.3
	46334	Printer	1/30/2015 9:33 -		0.6
	46347	Computer	1/30/2015 10:47 -		0.6
	46348	Computer	1/30/2015 10:47 -		0.6
	46350	iPAS	1/30/2015 10:54 -		0.5
	46351	Application	1/30/2015 10:59 -		0.5
	46349	iPAS	1/30/2015 10:51 -		0.5

Grand Totals (388 records)

Project Title	Program	Phase	% Done	Client	Work/Project Description	Status Update
APL Power Reconfiguration	Infrastructure Maintenance	Building	60%	OPD, OFD, ITD, Parks & Rec, Public Works	Replace existing UPS battery system with new equipment. Reconfigure power for cooling system to emergency generator. Install heat exhaust blower. Design and build external generator hookup for equipment shelter.	35% Design Complete 9/2013 Design Complete 11/2013 Design Complete 12/2014 Proposal Review & Award Completed 1/2015 Property Design Review Completed 1/2015 Target Procurement Completion: 3/2015 Target Installation Start: 2/2015 Conduit Core Reinvestigation done. 12/2014 Timeline and schedule updated. Start: 1/27/2015 END: 3/13/2015 Target Project Complete: 4/2015 (Reviewed and/or updated on 1/23/15)
Aviat Microwave Network Upgrade (Additional T1 Drops)	Infrastructure Maintenance	Deploying	30%	OPD, OFD, ITD, EOC	Adding additional equipment at Eastmont substation, PAB and 150 FOP to allow additional T1 connectivity to the microwave ring. WORK WILL INVOLVE FULL SHUTDOWN OF MICROWAVE NETWORK - WILL NEED TO BE COORDINATED WITH UPS CUTOVER	P.O.s issued 7/2014 Awaiting project schedule and cutover plan from Aviat Target Project Complete: 4/2015 (Reviewed and/or updated on 1/23/15)
Aviat Microwave Network Upgrade (Antennas)	Infrastructure Maintenance	Deploying	30%	OPD, OFD, ITD, EOC	Adding wind stabilizers to all antenna dishes	P.O. Issued 7/2014 Wind stablizers received 10/31 Awaiting project schedule from AviatProjected project completion: 4/2015 Installation start on 12/2014 5 antennas complete - additional coorindation work necessary to interup network to complete larger dishes. (Reviewed and/or updated on 1/23/2015)
City of Oakland GIS Upgrade	Infrastructure Maintenance	Stabilizing	99%	OPD, OFD, ITD, EOC, Public Works	Upgrade GIS SDE environment from 9.3 to current version (10.3)	- Having issues getting data from CAD and on getting port opened for network group to connect GIS database to cloud GIS database - Working with Demaris to sort out Oracle issues - Projected completion date: TBD (Reviewed and/or updated on 1/21/15)
DejaView Migration	New Infrastructure	Building	20%	OPD	Migration of DejaView database from Access to SQL	PROJECT ON HOLD UNTIL FUNDING IDENTIFIED Hardware platform identifiedAdditional research completed to identify front end access.Working with OPD to identify funding to migrate to new platform - (Reviewed and/or updated on 1/21/15
Dispatch Centers Computer Upgrade	New Infrastructure	Building	80%	OPD	Upgrade PD and FD dispatch center desktop workstations	OFDCompleted: 10/20 OPD OPD Dispatch Center - in hardware procurement stage Phase 1 complete - 13 call taker positions Phase 2 is next - dispatch and supervisor positions. Hardware procurement in process, projected installation to be completed by March 2015 Targeted Overall Completion Date: 3/31/15 (Reviewed and/or updated 1/21/15)
IPSS DHCP Implementation	Infrastructure Maintenance	Planning	35%	OPD;OFD	Upgrading network protocol to dynamic IP addressing from static IP.	Still in design phase Meeting with Andy on 1/27/15 to finalize designProjected project completion: 4/30/15 (Reviewed and/or updated 1/21/15)

Project Title	Program	Phase	% Done	Client	Work/Project Description	Status Update
IPSS Virtual Environment	New Infrastructure	Planning	40%	OPD;OFD	Migrating IPSS Server to virtual environment (VMWare and HyperV)	Hardware received, put in new rack end August, power requirements completed: 9/17Infrastructure planning in process - need to resolve firewall configuration issueScheduling staff trainingHP has been on-site twice to help move project forward Software installation & configuration will be scheduled once firewall issues resolvedTarget Project Completion Date: TBD (Reviewed and/or updated 1/21/15)
LRMS Upgrade - SQL Upgrade	Infrastructure Maintenance	Building	5%	OPD	Upgrade LRMS SQL Server 2000 to SQL Server 2008 R2 because the current version is end of support	Waiting for a proposal from Motorola (have been waiting since September)Binda has inspected existing server and upgrade was never done. Need to re-engage with Motorola and wait for purchase of new server. (Reviewed and/or updated 1/21/15)
OPD Active Directory Upgrade	Infrastructure Maintenance	Deploying	95%	OPD	Upgrade OPD domain controller to Server 2012. Upgrade OPD Active Directory services to 2012	11/18: Completed active directory first prep & introduced first 2012 domain controller 6 of 6 domain controller deployed Domain is currently 2012Decommissioned 4 of 6 of old domain controllers - rest by 1/31 Microsoft engagement completed in December and recommendations being followedLast part of upgrade is to configure a new domain certificate authority for OPDNetTarget project completion: 2/28/15 (Reviewed and/or updated on 1/21/15)
OPD TeleStaff Upgrade/Replacement	Infrastructure Maintenance	Stabilizing	90%	OPD	Upgrade OPD's TeleStaff scheduling software to the latest version.	Building and configuring is completedServer is in and completedTelestaff application and SQL Server database has been installedProxy on City side has been configuredKronos network connectivity issues resolvedTesting and training completedShutdown of current TeleStaff & Kronos database work scheduled for 2/3/15Client installations will be done on 2/3 Project completion data updated & cutover now targeting 2/3/15 (Reviewed and/or update on 1/21/15)
SPRINT REBANDING	Mobility & Mobile Computing	Initiating	15%	OPD, OFD, ITD, Public Works	The rebanding project encompasses the return of the original radios and other hardware to SPRINT from the original rebanding radio project.	Start Up: 12/29/2014: Initial meeting done. First Database has been made and will be compared to stock. Initial Database was compared and updated to work with MCM.MCM was contacted for update and/or upgrade--single asset entry is the only way to input-- no upgrade or update available. Initial database stock has been taken from storage (30% done) Sprint Contacts were made. (1/15/2015) Next meeting 1/26/201530% of materials have been touched. (Reviewed and/or updated on 1/23/2015)

Project Title	Program	Phase	% Done	Client	Work/Project Description	Status Update
IPAS2	Legal & Compliance	Planning	20%	OPD	Next generation Internal Personnel Assessment System (IPAS) to satisfy NSA requirement. Will result in greater user productivity/efficiency, better integration to source systems, more supportable infrastructure and a more reliable and scalable architecture & underlying platform.	Recent Progress: 12/4: Microsoft contract signed by City (had already been signed by Microsoft). Purchase order issued shortly thereafter. Dec 2014: Sierra delays signing of already negotiated IPAS2 contract Jan 2015: Sierra makes it explicit that they want to link IPAS2 contract to Oracle Upgrade termination issues Jan 2015: IPAS2 Executive Committee decides to move forward with alternative plan replacing Sierra with staff augmentation resources from RHI and increased oversight by ITD Jan 2015: Various funding concerns resolved (e.g., bond fund deadline extended from 6/30/15 to 6/30/16) Jan 2015: Agenda Report, Resolutions and other Council docs prepared regarding alternative plan 1/20: Ahsan presents alternative plan to Court Monitor Next Steps 1/21: Received contract mark-ups from RHI. Commence contract negotiations 1/22: Project update meeting with ITD and core OPD team 1/22: Determine how quickly we can start RHI workshop 1/27: Public Safety Committee meeting to review and approve alternative plan 2/3: City Council to vote on alternative plan 2/4: Get RHI contract signed and P.O. issued 2/9: Robert Half start date Week of 2/17: Project kick-off meeting with Microsoft, RHI, OPD, ITD TBD: RHI workshops TBD: Microsoft installs and configures dev/test environements
Multi-Factor Authentication for OPD	Legal & Compliance	Planning	40%	OPD	Install multi-factor authentication infrastructure solution to ensure OPD is in compliance with California DOJ and FBI security requirements.	Currently evaluating products from two vendors: 2FA and SecurAuthNews that new FBI CJIS Security policy now considers cruisers as "secured environments" is changing scope of the projectTarget project completion date: TBD DOJ requirements clarified on 12/4 Server received, configuration starting week of 1/26 Need to schedule vendor for installation Projected completion: March 31, 2105 (Reviewed and/or updated 1/21/15)
Laptop Refresh Program	Mobility & Mobile Computing	Deploying		OPD	Replace 220 Dell Computer with Panasonic Tough books in Patrol Vehicles	95 completed to date; 82 awaiting deployment; 8 assigned to Admin function/testing; 60 needed to equip all remaining vehicles Ken Ho to update - last discussion 11/7/2014
OPD Mobile/Active Directory Integration	Mobility & Mobile Computing	Deploying	50%	OPD	Put OPD mobile computers onto Active Directory	Planning & initial configuration completedHave deployed 6 mobiles for testingInitial testing completed Initial deployment plan completed, but still finalizing group policy and access to shared resources, projected completion: 2/28 Forecast completion date for deployment: 4/30/15 (Reviewed and/or updated 1/21/15)
Radio IP Multi-IP LTE Radio Upgrade	Mobility & Mobile Computing	Planning	30%	OPD, OFD, EOC	Upgrade current Radio IP infrastructure to latest version supporting multi-IP and LTE	Infrastructure planning currently underwayAll hardware has been procured and received Power Requirement completed Engineers were on-site 12/9 to finalize configuration Still working on network and firewall policy Targeted Project Completion: TBD (waiting to decide final configuration of network) (Reviewed and/or update on 1/21/2015)

Project Title	Program	Phase	% Done	Client	Work/Project Description	Status Update
IPAS2 Infrastructure to the Cloud	New Infrastructure	Initiating	1%	OPD	A discrete element of the IPAS2 project, this potential move of IPAS2 infrastructure to the Microsoft Azure Government Cloud would offer the possibility of a powerful and more scalable and more "future-proof" infrastructure with arguably better cybersecurity protection and better capabilities for surviving a natural or manmade disaster than if ITD were to host the system on local servers. Trade-offs are likely to include the need for a dedicated high-speed connection to the Azure data center. Decision expected in March or April 2015.	2/5: Initial briefing by Microsoft on how moving IPAS2 to Azure fits into the Justice & Public Safety practice long-term future 3/2: Microsoft-led Azure deep-dive scheduled
IPSS	New Infrastructure	Planning	5%	OPD;OFD	New CAD, RMS, FBR, crime data warehouse and fire station alerting systems for OPD and OFD.	Recent Steps 1/12: OPD & ITD indicate support for releasing RFP end of January 2015 (but still need OK from OFD) Next Steps Confirm that OFD also supports release of RFPReview and finalize documents Paula Peav needs to move forward with notificationDevelop RFP and Presentation weighted scoring methodologyContinue Evaluation Committee Subcommittee meetings with the goal of completing benchmark demo scenariosSend final RFP to DC Downing to give to Monitor Release RFP on iSupplierInform CJIS Group that RFP is outConduct pre-bid meetingEvaluate RFP responses,Finalize IPSS project budget using prices quoted in RFP responsesOn-site demos for top 2-3Select vendorVendor/City contract negotiationsCommence project (Reviewed and/or updated on 1/21/2015)
Personnel Database (PDB) Upgrade	New Infrastructure	Envisioning	10%	OPD	Upgrade existing PDB application to new application in SharePoint 2013 environment	NEXT STEP: Ifeoma to set-up meeting between HR, OPD (Personnel) & ITD to determine next steps - waiting until January PROJECT DEPENDENT ON ORACLE UPGRADE Will be on SharePoint environment when available Project on hold pending exploration of TeleStaff to see what it can do versus what PDB needs to do. Also need to consider what is already in Oracle (Reviewed and/or updated on 1/21/15)
Portable P25 Subscriber Radio Testing & Procurement	Mobility & Mobile Computing	Planning		OPD;#OFD	Evaluate and test various models of P25 portable radio equipment to select user equipment for future purchases and fleet migration	Phase 1 (XG-75) Complete 10/2013Phase 1.1 (XG-75) Pending 1/2014Phase 2 (APX6000) Pending Motorola Code Fix Phase 2.1 (APX6000)Phase 3 (APX6000XE)Phase 3.1 (APX6000XE)Phase 4 (APX7000)- in hands of PD (11/2014) Phase 4.1 (APX7000)Phase 5 (APX7000XE)- in hands of FD (11/2014) Phase 5.1 (APX7000XE)Finance & Contract Award Complete: 7/2014 Target contract negotiations completion: 10/2014Target procurement completion: 1/2015 (Reviewed and/or updated on 11/26/14)
Endeca	Social	Initiating	3%	OPD	Federated query/monitoring tool to assist in information gathering	PROJECT ON-HOLD PENDING ORACLE UPGRADE Initial demo of product provided in August. On PD side, need to resolve issues of how to get onto PD network (Reviewed and/or updated on 1/21/15)
OPD CrimeView Dashboard development and rollout	Intelligence-Led Policing	Deploying	80%	OPD	Upgrade the current Omega's CrimeView Dashboard to provide decision support, performance management and digital briefing capabilities.	Installed, but requires testing before advanced reporting is live. Ahsan, Ifeoma to meet with Kurt at Omega to vet status of project Working to schedule demo for PD, Council, Bruce Need to schedule training for power users (Downing, crime analysts, Regina, Gena, Kiona) and separately for Bruce (Reviewed and/or updated on 1/21/15)

Project Title	Program	Phase	% Done	Client	Work/Project Description	Status Update
Crime Data Warehouse	Intelligence-Led Policing	Not Started	0%	OPD	A discrete element of the IPSS2 Project. An internal data warehouse linking a variety of existing sources of crime-related data for the purposes of data mining (e.g., investigative work, trend analysis, statistical reporting), link analysis and other "big data" uses.	IPSS RFP going out 2/17 with vendor selection scheduled for 7/15. Estimated completion: 12/2016
SAP Reports - DISYS Consulting	Intelligence-Led Policing	Deploying	90%	OPD	Install and configure the SAP BOE Crystal Server to phase out Hummingbird reporting application for the entire OPD department. Hire SAP Authorized Reseller to build custom reports and train OPD and DIT staff members for future adhoc reports development and use.	A PO is issued. Contractor is on-board, hosted a preliminary meeting with the IT staff. CAD, LRMS and IPAS Reports Universe is completedIPAS Reports are being reviewed by OPD staffTraining is scheduled for Functional and Technical staff Built, tested and rolled out, but once in production further issues were identified requiring additional stabilizationCurrently working through development environment challenges prior to being able to commence bug fix effortZeeshan working on this with contractors (Raymond Chan) to get data onto dev/test environment. Still waiting on response from RayMay want to use Endeca and Exalytics tools instead of SAP.Final Acceptance is pending (Reviewed and/or updated on 1/21/15)
DAC Phase 2	Interoperability	Planning	50%	OPD,OFD, EOC,Other	Phase 2 of Domain Awareness Center software integration. Integrate PSIM system from VidSys with public safety CAD system and with Port of Oakland video feeds Snyder Electric is the system integrator	Planning completed Development and testing for interfaces required (i.e., CAD, AVL, Port cameras) is currently in process (i.e., Vidsys has actually started work on the CAD/DAC interface) Successful demo completed of development integration with web services: 9/18/14 Web EOC integration completed GIS development and testing ongoing Next phase will be to demonstrate CAD integrationConOps (common operating procedures) being developed and ready for review and approval, date TBD DAC operating staffing study underway Projected Completion Date: TBD (Reviewed and/or updated on 1/21/15)
Moving VIEVU Data to Azure Cloud	Mobility & Mobile Computing	Initiating	1%	OPD	Potentially part of the IPAS2 project, this would move the terabytes of data collected from officer-worn cameras and store it in the Microsoft government cloud rather than in on-prem servers. Benefits would include ease of upgrade to greater storage and processing, more reliable availability in the event of a natural catastrophe, arguably better cybersecurity, etc.	
Multi-Link Mutual Aid	Interoperability	Not Started	10%	OPD,OFD, EOC	Roll-out Multilink mutual aid functionality - video, radio, document sharing, voice sharing. Multilink is the vendor. Local agencies involved outside of OPD, OFD & EOC include City of San Francisco, Transamerica building, and BART.	Kick-off meeting on 12/4/14 Working on pre-installation requirementsInstallation tentatively scheduled for 2/17/15(Reviewed and/or updated 1/21/15)

Attachment E

Detailed Listing of Completed ITD Projects for OPD

for the period from

January 1, 2014 to January 31, 2015

Project Title	Program	Phase	% Done	Client	Work/Project Description	Status Update
Asset Management	New Infrastructure	Completed	100%	OPD	Align all Department Asset Tracking systems and track accountability for all assets	In progress Software installation completedCapturing asset information, labeling and tagging DEPLOYED: 12/1/2014 Updating assets as they come in (Reviewed and/or updated on 12/5/14)
CAD Software Upgrade	Infrastructure Maintenance	Completed	100%	OPD, OFD	Upgrade the current CAD software version from 7.0 to 7.1	Upgrade completed week of October 13 County has confirmed interface working properly now. Working on interface issues, but 99.5% of issues now resolved Remediated all known issues with ProQA for Fire dispatch Forecast that remaining long/lat issues will be resolved by Motorola by COB today (11/7) (Reviewed and/or updated on 11/7/14)
Desktop Computer Refresh Program	New Infrastructure	Completed	100%	OPD, OFD, EOC	Replace 606 Desktop computer and peripherals.	719 computers for OPD all procured and installed - OPD portion of project completed OFD completed as of 7/24/14First week October - Fire stations installations started 11/3, last one should be completed on 11/12 Completed EOC refresh (in October) - all printers and workstations installed COMPLETED (Reviewed and/or updated on 11/7/14)
EOC 911 Infrastructure Upgrade	New Infrastructure	Completed	100%	OPD, EOC	Replace existing radio dispatch console furniture with new updated model. Reconfigure dispatch floor for ADA access. Conduct R56 audit.	• Furniture contract awarded – January 2014 • Room demolition completed – 1/15/2014 • Furniture delivery 1/20/2014 • Furniture Installation – 1/22/2014 • DIT Services Re-Installed 1/23/2014 • Room Complete 1/28/2014 • PROJECT COMPLETED
GIS – GGM server upgrade	New Infrastructure	Completed	100%	OPD, OFD	Migration from workstation to a server	Completed in May 2014
Intact Software upgrade / OPDSCAN	Infrastructure Maintenance	Completed	100%	OPD	Current version is over 7 years old and is posing problems. Need to upgrade to most recent version	Completed 11/6/2014 (Reviewed and/or updated 11/7/14)
One Step Upgrade & Data Sync	Infrastructure Maintenance	Completed	100%	OPD	One Step upgrade & offline data synchronization	Project completed: Sept 2014
Online Reporting Kiosk	New Infrastructure	Completed	100%	OPD		Completed
UDT upgrade to version 4.5 OPD and OFD	Infrastructure Maintenance	Completed	100%	OPD, OFD	To resolve and provide significant need features, the Uniform Data Transfer (UDT) server need to be upgraded. UDT is the middleware the sends CAD data to the Police RMS system and the Fire RMS system.	• Upgrade is scheduled with Motorola for April 21, 2014
OPD – CRIMS Interface	Mobility & Mobile Computing	Completed	100%	OPD	Crime Data sharing between City Of Oakland and County	Completed
Verizon 4G Upgrade	Mobility & Mobile Computing	Completed	100%	OPD	Upgrade the current 3G Cellular Data infrastructure to Broadband 4G Cellular Data system for high speed connectivity of OPD and OFD mobile units.	ITD needs to complete the total cost and timeline proposal for OPD to considerNetworking configuration between City and Verizon has been provisioned and tested - working as designedCurrently migrating OPD and OFD mobile fleet assets to Verizon 4G network COMPLETED IN OCTOBER 2014 (Reviewed and/or updated 11/7/14)
VisionTek Annual Maintenance Release	Mobility & Mobile Computing	Completed	100%	OPD	Upgrade all desktop and laptop computers running VisionTek with the latest client release.	Completed

Project Title	Program	Phase	% Done	Client	Work/Project Description	Status Update
VisionTek Client Upgrade for Stop Data Field Changes	Mobility & Mobile Computing	Completed	100%	OPD	Upgrade OPD VT Field-Based Reporting Software to fulfill the need of additional data fields and data flow changes in Stop Data	SOW is finalized between OPD and VT (Global)A PO has been issued for the development effort, work underway Target completion date: 12/31/14 COMPLETED IN OCTOBER 2014 (Reviewed and/or updated 11/7/14)
VisionTek Upgrade - Hardware/DB/Network	Mobility & Mobile Computing	Completed	100%	OPD	Upgrade the current Global (VisonTek) environment to ensure reliable availability.	Completed
NICE Audio Recording Equipment in OPD Records Department	New Infrastructure	Completed	100%	OPD	Procure and install a Phone Recording system, similar to one OPD has in 911 and IAD, at Records	Installation: 8/18Hardware & Infrastructure in place: 8/8/14Training: 8/22-23Went live 8/19 (Reviewed and/or updated 9/19/14)
P25 System Maintenance Procurement	Interoperability	Completed	100%	OPD, OFD, EOC, ITD	Conceptualize and negotiate professional services agreement for P25 System and subscriber maintenance. P25 radios critical to regional interoperability.	Scope Meeting Complete 11/2013Proposal Version 1 Review Complete 12/2013Proposal Version 2 Review Complete 1/2014Final Proposal Review Complete 2/2014Resolution & Council Schedule 4/2014Contract Complete 7/2014Contract start: 8/2014Contract executed 8/2014Services started in August (Reviewed and/or updated on 9/14/14)
IAD Internal Application Access to SQL Server Migration	New Infrastructure	Completed	100%	OPD	Migrate Access back-end database to SQL Server, while leaving Access forms in place	Project Completed
Juvenile Intake Desk Log, Access to SQL Server Migration	New Infrastructure	Completed	100%	OPD	Migrate Juvenile Intake Desk Log back-end Access database to SQL Server while retaining Access forms front-end	Project Completed
VieVU Backup Solution	New Infrastructure	Completed	100%	OPD	Install system to back-up the VieVu wearable camera data - enhancing the existing system	Hardware receivedRack installed & completed 8/8Power management completed on 8/8Network cabling completed on 8/8Rack and servers installed week 8/18Forecast completion date for project: 9/30/14 PROJECT DONE AHEAD OF SCHEDULE - 9/12/14 (Reviewed/updated on 9/19/14)

Attachment F

ITD Public Safety Division Program Areas

ITD Public Safety Division Programs Areas

1. Introduction

To gain an understanding of the scope of ITD's support of OPD and of Oakland's public safety departments as a whole, it's useful to understand the different program areas, their related projects and how they interrelate with ITD's mission to keep OPD and OFD at the forefront of industry & public safety technology trends. There are seven main program areas as outlined below.

1.1 Maintenance and Support of Existing Infrastructure Program Area

This program area is the second largest by total number of projects and, given the size and scope of the existing infrastructure, this should be no surprise. More than a quarter of all currently ongoing projects and over twenty percent of completed projects fall into this program area. In addition, the Help Desk support services provided to OPD also fall into this category.

1.2 Regulatory/Legal Compliance Program Area

While this program area is relatively small (only two in-progress projects), it is obviously critical to do everything necessary to maintain OPD's compliance in this area.

1.3 Mobility & Mobile Computing Program Area

The area of mobile computing is one in which Oakland's public safety departments (and public safety departments in general, from a general technology market perspective) were early-adopters and leaders. Given the mostly field-based, mobile nature of the workforce, police departments across the country adopted portable radios very early on and they also put laptops in cruisers almost as soon as laptops existed. Mobility in the 21st century has continued to evolve and now encompasses a vast array of technologies; from interoperable, programmable radios (e.g., P-25 radios) to broadband wireless connectivity (e.g., LTE and portable Wi-Fi hotspots) to tablets and smart phones. Most recently, the use of mobile, officer-worn cameras extends this category past radios and laptops. There are currently six ongoing projects in this program area in addition to the five that were completed since January 1, 2014.

1.4 Intelligence-Led Policing Program Area

Intelligence-led policing is the law-enforcement application of the business intelligence and big data analytics general technology trend. . First brought into mainstream use by William Bratton in his CompStat initiative at the New York Police Department, it now encompasses the use of geo-spatial, temporal and link analysis. These technologies help law enforcement analysts and command staff understand underlying patterns of crime activity to help police departments get ahead of crime (e.g., by crunching large amounts of data for the purpose of predictive analytics) and to better manage their limited resources (e.g., CompStat and its variants). There are currently three in-progress projects in this program area.

1.5 Interoperability and Data Sharing Program Area

After the tragedy of 9/11 law enforcement agencies from the U.S. Department of Justice to local police departments started a massive mission to build the technological and regulatory capability to share law enforcement information seamlessly between agencies to help improve their capability to prevent future attacks. At the same time, it was recognized that coordinating public safety agency responses to large scale events, such as 9/11, was greatly hampered by the inability of public safety radios to interoperate regardless of agency or jurisdiction. These two interrelated areas spawned a more than decade-long trend in public safety towards better

interagency data sharing and interoperability (radio and otherwise). ITD has two in-progress projects in this program area and has completed one other since the beginning of 2014.

1.6 Social Media
The rise of social media in the general technology market (and in society) has also had an impact in public safety. Both in terms of outbound communications (e.g., Police Department Twitter feeds or the use of services like Nixle to disseminate real-time information) and in terms of citizen engagement (e.g., Nextdoor) social media has pushed the evolution of public safety technology. There is one ongoing project in this program area.

1.7 New Infrastructure/Major Improvements to Existing Infrastructure Program Area
From time to time, some elements of the existing public safety infrastructure need more than just the small improvements provided by regular maintenance and upkeep – they require major upgrades or even replacement. These types of projects are usually larger in scope requiring more resources and time, but they result in great leaps forward in functionality, reliability, cost-savings and/or maintainability. ITD is currently managing six such projects and has completed nine since January 1, 2014, making this the program area with the largest number of total projects – almost 32% of the overall total. The general technology trend of Cloud Computing initiatives generally fall into this category, although not all projects in this category involve the cloud.

2. Summary:
The following is a high-level summary of projects by program and status for the period January 1, 2014 to January 31, 2015. Establishing program areas to align with major public safety technology trends in is a useful way to ensure that ITD applies its limited resources to the right areas, but it is also important to note that many projects actually fall into multiple program areas. For example, the P-25 radio initiative addresses the three program areas of Mobility, Interoperability and New Infrastructure. Many other projects similarly span two or more program areas. For the sake of clarity, however, each project below has only been assigned to one program area. For more detail on these projects, see Attachments D & E.

Table 1: Summary of ITD Projects for OPD, Jan. 1, 2014 to Jan. 31, 2015

Program	Projects In Progress	Projects Completed
Mobility and Mobile Computing	6	5
Intelligence-Led Policing/Predictive Analytics	3	0
Interoperability and Data Sharing	2	1
Social Media	1	0
Existing Infrastructure Maintenance	8	4
Regulatory/Legal Compliance	2	0
New Infrastructure and/or Major Improvements to Existing Infrastructure (e.g., moving to the cloud)	6	9
Sub-Totals	**28**	**19**
Grand Total	**47**	

Attachment G

OPD/Public Safety IT Infrastructure Elements

OPD/Public Safety IT Infrastructure Elements

OPD/Public Safety Facilities Supported
- Police Administration Building
- Eastmont Substation
- Internal Affairs Division (IAD) Office
- OPD Dispatch Center - Primary
- OFD Fire Dispatch Center (FDC) – *Backup for OPD Dispatch*
- Emergency Operations Center (EOC)
- 150 Frank Ogawa Plaza
- 250 Frank Ogawa Plaza
- Family Justice Center
- Animal Shelter
- 340 Police Cruisers & Other Vehicles w/laptops & mobile "air cards" for Internet access
- Domain Awareness Center (DAC)

Public Safety Network
- ~40 routers/switches
- Miles of fiber optic cable

OPD Computer Hardware
- 122 OPD servers
- ~900 OPD desktop computers
- ~260 regular OPD laptops/mobile computers
- ~340 OPD Cruiser-mounted laptops (MDTs)
- ~300 OPD printers
- 1,000 Smart Phones
- 40 EOC desktop computers & thin clients
- 3 computers + 2 printers at EOC PIO
- 3 printers, 1 plotter at EOC Operations
- 3 computers at EOC for OPD Dispatch
- 15 computers + 10 printers for EOC Admin Staff
- 33 computers + 10 printers at OPD Dispatch

Public Safety/OPD Radios
- P25 Simulcast Radio Network
- EDACS Analog Radio Network
- 10 Remote Network Sites
- 4 Public Safety Dispatch Centers
- 1100 Portable radios
- 600 Mobile radios
- 35 Dispatch Consoles
- 4 Public Safety Dispatch Centers
- 2 Local Government Dispatch Centers
- 1100+ Interoperability Managed Radios
- 6 Multi-Agency Aircraft Radios
- 27 Remote Emergency Siren Sites
- 60 Mobile Network Routers

OPD Telecommunications
- ~1,200 Telephone handsets

- 9-1-1 Customer Premises Equipment (CPE)
- 1 Central PBX
- 6 Microwave towers

General ITD Resources OPD Utilizes
- ITD Help Desk
  - 4 Full-time technical staff + Supervisor
  - 1 support database (RemedyForce)
  - Remote access software
- Office Productivity Software
  - Microsoft Office (current)
  - Office 365 (being implemented)
- City IT Network (connected to the OPD network)
- City Enterprise Back-up Systems
- City Web Site & Intranet
- Oracle Enterprise Applications (e.g., payroll)

OPD-Specific Software/Systems
1. Computer-Aided Dispatch (CAD)
2. OPD Records Management System
3. Kronos TeleStaff scheduling software
4. VisionTek Field-Based Reporting
5. Internal Personnel Assessment System (IPAS)
6. Hummingbird Query & Analysis Tool
7. Personnel database (PDB)
8. Canine Deployment database
9. Use of Force Tracking database
10. OC Checkout database
11. Vehicle Pursuit database
12. Vehicle Collision database
13. 3SI Tracking
14. Lexis/Nexis investigation tool
15. Acme Security Proximity Card Admin.
16. Adobe C24 for Latent Print Computers
17. Afaria Mobile Laptop Administration
18. Motorola RDLAP Wireless Data Network Controller
19. www.intox.com
20. Asset Works Gas Card Reader Program
21. AT&T Software (replacing Symposium)
22. Box.net Online Document Collaboration
23. Imagis Computerized Arrest and Booking System for Personnel
24. Department of Justice (DOJ)/Department of Motor Vehicles (DMV) ID Information System
25. SWAT Team Call-out Paging Application
26. AT&T DataCom for 9-1-1 Messaging and Directions
27. Cassidian 9-1-1 Phone System with Automatic Number Identification (ANI) and Automatic Location Identification (ALI)
28. Crossroads Solutions Electronic Citations and Citation Printing
29. ALCO Criminal Data Entry and Regional Criminal Records Information
30. http://gisapps/cvw/, Browser-Based Crime Statistics Mapping
31. Trakker Special Victim Notifications
32. DOJ (Corpus successor)
33. DOJ Sex Offender and Arsonist Registry
34. Interfaces to City Attorney Case Tracking System
35. Foray Crime Scene Evidence Technician Digital Photo Application
36. E-Quill Online Transcription Software
37. Bosch Interview Room Recording System
38. Integrian In-Car Video System
39. Interfaces to Uniform Crime Reporting (UCR) Data Information and Statistical Queries
40. DOJ Towing Information Application
41. ECaTS Emergency Call System
42. Imagis Composite Drawing Application
43. eSOPH Background Checking
44. Xerox Application to Track Evidence of Parking Enforcement for Red Zones
45. Spectrum Management Company Tracking System for Bank Robberies
46. Motorola Personnel Performix Matrix App.
47. Exalt Microwave Connectivity
48. Attachmate Terminal Emulation
49. ForayTechnology Adams Application for Latent Prints
50. NICE 9-1-1, Records and IAD Phone Recordings

51. Fuji Film Development Equipment
52. Glav Radiation Detector
53. Geo-Spatial Technologies Automatic Vehicle Location (AVL) System
54. InfoDynamics Indexing of Scanned Records
55. Diester Electric Vehicle Key Management
56. DOJ Parole Database
57. Copware Legal Reference
58. Latent Prints Database
59. MapScenes Officer-Involved Shooting Tracking
60. DOJ Sex Offender Registry
61. Nero Latent Prints Machine
62. RSL Traffic Radar Monitoring
63. Wireless Group Encryption Application for Aruba Access Points
64. OPS Intranet Site
65. Motorola Financial Management and Point-of-Sale Application
66. Motorola CLATS Data Application
67. Stellent Image Processing Application
68. PIPS Technology ANPR Graphical Interface System
69. Cogent CIB and YSD
70. Active Networks POS Payment Server
71. Symantec Remote Access Application for Latent Prints System
72. PenLink Wiretap Application
73. BMC Animal Welfare Data Management
74. Police Beat District Locator
75. California POST Training Portal
76. Innovative Data Solution Training Documentation Compliance Tracking
77. Motorola Advanced Tactical Mapping App
78. ProSafe Patrol Vehicle Management System
79. ETS Bank Robbery Tracking System
80. Electronics Innovation Door Security System (PAB & ACU)
81. RadioIP
82. RedFlex Traffic Camera Monitoring
83. RDA PSO Project Tracking
84. SVS Project Tracking Database
85. AMAG PAB Building Alarm System
86. Nortel Networks 9-1-1 Call Statistics
87. Taser x26 Dataport Download System
88. PDSI Personnel Scheduling Module
89. Training Management System
90. Tow Exchange Tow Rotation Reporting
91. Cogintech Video Capture Editing
92. Axis ATF Cameras
93. Pixera Crime Lab Weapons Ballistics

94. Animal Shelter Volunteer Tracking database
95. 1st American Title Property Assessors Data
96. Coplogic
97. SpeedTrack
98. ShotSpotter
99. Omega Group Crimeview
100. Forensic Logic
101. OpenQuery
102. LIMS
103. License Plate Recognition (LPR)
104. GST Mapper
105. VIEVU Officer-Worn Camera System
106. SAP Crystal Reports
107. OPD Internal Affairs Division (IAD) database
108. Vidsys

Attachment H

Help Desk Tickets By Category Analysis

January 1, 2014 to January 31, 2015

Attachment H: Tickets by Category Analysis

The figures below provide different ways of analyzing Help Desk tickets by category. In Figures 1 & 2 the focus is just on the *count* of tickets by category. This shows, for example, that requests to reset passwords is the number one issue for the tickets closed since January 1, 2014. As long as a technician is available who has security clearance to access the OPD network, resetting passwords is a relatively uncomplicated issue, which is one of the reasons this category is <u>not</u> the top item on the list of *open* tickets. In Figure 2 it is clear that the category of Applications accounts for the largest number of open tickets. Given that installing, configuring and troubleshooting applications can be a very time intensive and difficult task – particularly as it often requires involving the application vendor, hence the reason this category accounts for such a large number of tickets.

Similarly in Figures 3 & 4, tickets that involve dependencies on external vendors (e.g., purchasing, installing and configuring equipment or dealing with Comcast on cable issues) are at the top of both the closed and open ticket list. Outlook issues are also well represented in the chart on open tickets – a long standing category this is being addressed as the City deploys Office 365 which includes a much more modern and reliable version of Outlook.

Figure 1: Closed OPD Help Desk Tickets by Category

3,109 OPD Closed Tickets 2014 - 1/31/15

Category	Record Count
Access Cards	2
Alarm	10
Application	199
Applications	226
Boot Up / Shut..	1
Cable Service	2
CAD	13
Cell phone	2
Comcast	5
Computer	88
Computer Access	107
Configuration ..	187
Copier	3
Email	105
Equipment Purc..	1
Exchange	41
Fax	5
Hardware	69
Inquiry	61
Internet	30
Intranet	5
IP Address	8
IPAS	95
Mobile Device	23
Move Add Change	53
Network	53
Network Account	163
Network Accoun..	1
Network Accoun..	17
Network Issues	91
Network securi..	20
Oracle	112
OS/Desktop	50
Outlook	149
Password	329
Phone Trouble	35
Police CAD	3
Police Mobile ..	42
Printer	168
Project	1
Purchase	4
Purchasing	15
Radio	1
Scanner	8
Security	4
Server	90
Software	44
Software Insta..	152
Telecom	53
Telephone	92
Virus	6
virus/malware	23
Voicemail	28
VPN	3
Wireless	2
Wireless Device	1
Wiring	8

Record Count

Figure 2: Open OPD Help Desk Tickets by Category

388 OPD Open Tickets 2014 - 1/31/15

Category	Record Count
Adware/Spyware	1
Alarm	1
Application	52
Applications	7
Cable Service	1
CAD	3
Comcast	2
Computer	29
Computer Access	12
Configuration ..	23
Copier	1
Email	18
Exchange	2
GIS	1
Hardware	12
Inquiry	6
Internet	5
IPAS	15
Mobile Device	5
Network	8
Network Account	19
Network Accoun..	2
Network Issues	3
Network securi..	4
Oracle	12
OS/Desktop	16
Outlook	24
Password	17
Phone Trouble	1
Police Mobile ..	3
Printer	22
Purchase	2
Purchasing	11
Scanner	1
Server	3
Software	12
Software Insta..	23
Telephone	1
Virus	1
virus/malware	3
VPN	2
Wireless	1
Wireless Device	1

Figure 3: OPD Closed Tickets by Category Sorted by Average Days Open (number in parentheses is number of tickets for that category)

Avg # Days Open for Closed Tickets By Category
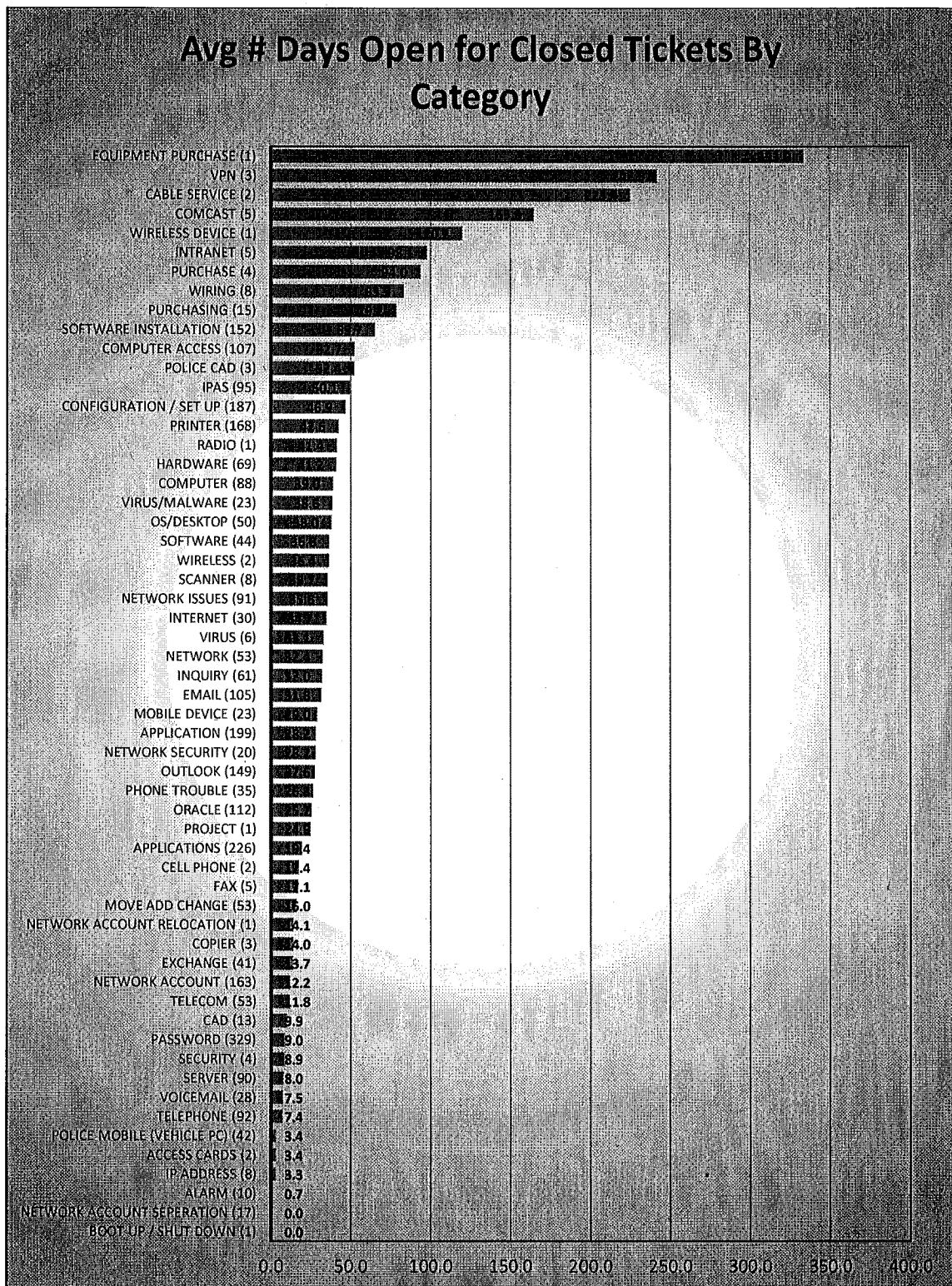
Figure 4: OPD Open Tickets by Category Sorted by Average Days Open (number in parentheses is number of tickets for that category)

Avg # Days Open for Open Tickets By Category

Category	Avg # Days Open
ALARM (1)	(extends past 600)
EXCHANGE (2)	~490
GIS (1)	~400
PURCHASING (11)	~380
CABLE SERVICE (1)	~360
APPLICATIONS (7)	~287
COMCAST (2)	~250
ORACLE (12)	~219
INQUIRY (6)	~216
TELEPHONE (1)	~185.4
WIRELESS DEVICE (1)	~179.6
MOBILE DEVICE (5)	~173
PHONE TROUBLE (1)	~171
SOFTWARE (12)	~142.7
COPIER (1)	~134
SOFTWARE INSTALLATION (23)	~130
NETWORK SECURITY (4)	~127
PRINTER (22)	~116
EMAIL (18)	~114
HARDWARE (12)	~110
SERVER (3)	~104
IPAS (15)	~100
VPN (2)	~90
PURCHASE (2)	~86
APPLICATION (52)	~77
OS/DESKTOP (16)	~77
CONFIGURATION / SET UP (23)	~76
POLICE MOBILE (VEHICLE PC) (3)	~73
OUTLOOK (24)	~65
NETWORK ACCOUNT (19)	~62
COMPUTER ACCESS (12)	~60
CAD (3)	~59
VIRUS (1)	~53
COMPUTER (29)	~51
PASSWORD (17)	~40
VIRUS/MALWARE (3)	~38.9
NETWORK ISSUES (3)	~37.8
INTERNET (5)	~33.3
NETWORK (8)	26.1
WIRELESS (1)	25.4
NETWORK ACCOUNT RELOCATION (2)	23.9
ADWARE/SPYWARE (1)	15.5
SCANNER (1)	1.4

(horizontal axis: 100.0 200.0 300.0 400.0 500.0 600.0)