

Customer Service Report for DCOB

For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
ASR											
Colocation-OFF	0	0	0	2	0	2	0	0	0	0	0
Colocation-ON	0	0	0	9	0	8	0	0	1	0	0
Other	0	0	0	8	0	2	0	0	6	0	0
Connectivity											
TCP/IP	0	1	0	0	0	0	0	0	0	1	0
Hardware											
Acc/Periph/Move	0	1	0	0	0	0	0	1	0	0	30
Printers/Troubleshoot	0	1	0	0	0	0	0	1	0	0	26
Servers/Move	0	0	0	2	0	0	0	0	2	0	0
Surplus	0	0	0	1	0	0	0	0	1	0	6
NIH Data Center											
Aperture Vista	0	73	0	2	0	8	0	0	67	0	0
Security											
Sanitize	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	1	76	0	24	0	21	0	2	77	1	1

Total Tickets Closed: 80
Total Tickets Assigned/Pending/Checked Out: 21
Total Tickets Created: 101