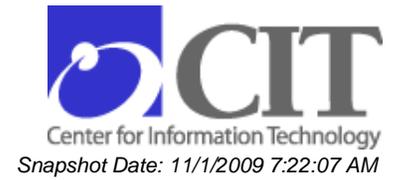


# Customer Service Report for DCOB

For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
<b>Accounts</b>											
Access/Login	0	1	0	0	0	0	0	1	0	0	25
<b>ASR</b>											
Colocation-OFF	0	0	0	1	0	1	0	0	0	0	0
Colocation-ON	0	0	0	1	0	1	0	0	0	0	0
<b>Hardware</b>											
General Info	1	0	0	0	0	1	0	0	0	0	0
<b>NIH Data Center</b>											
Aperture Vista	0	7	0	1	0	6	0	0	2	0	0
<b>Grand Total:</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>

**Total Tickets Closed: 3**  
**Total Tickets Assigned/Pending/Checked Out: 9**  
**Total Tickets Created: 12**