

NIH Help Desk Monthly Summary Report

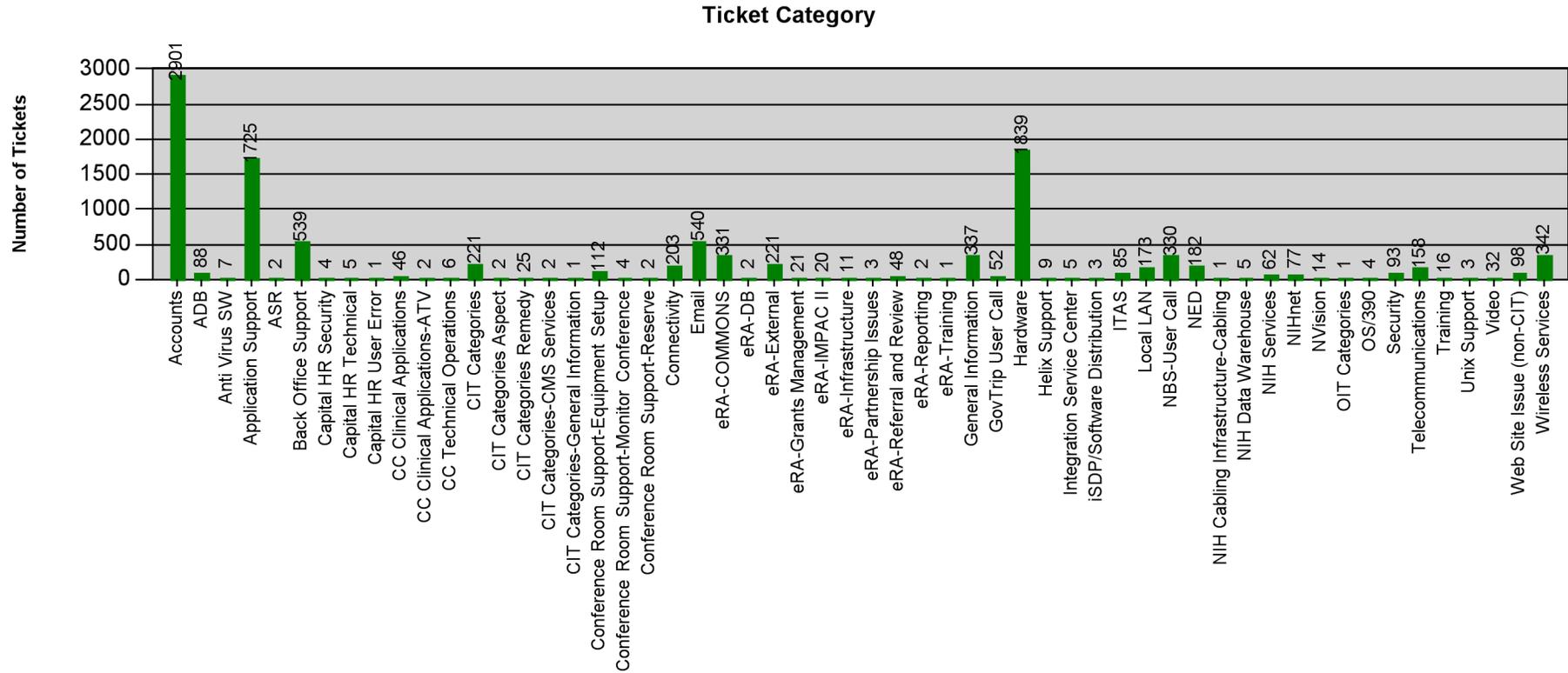


For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 7:00:01 AM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 11019



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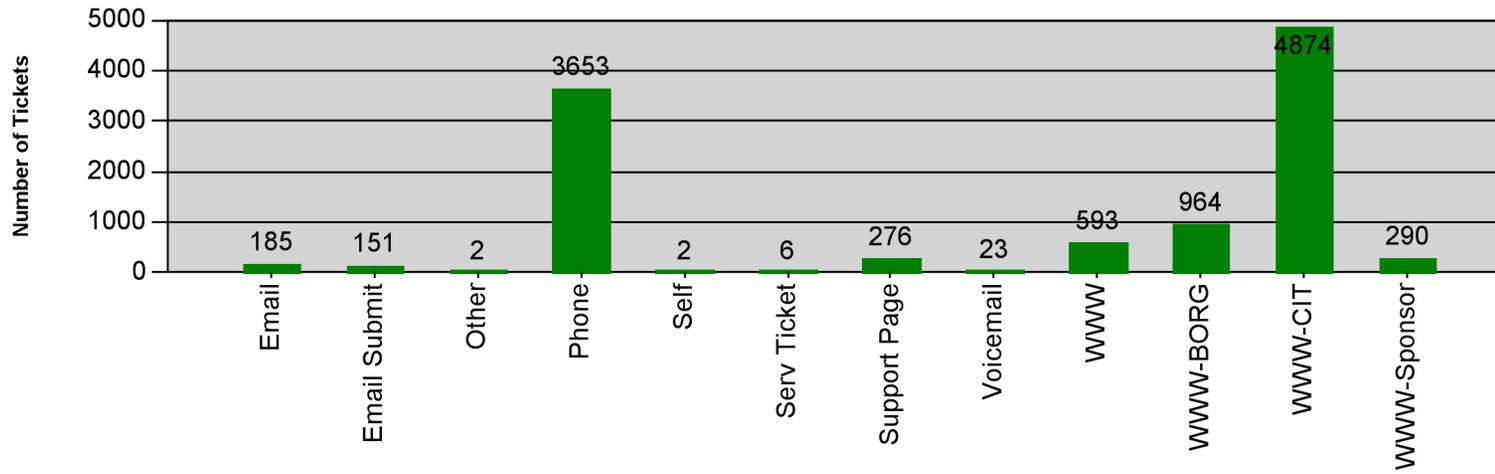


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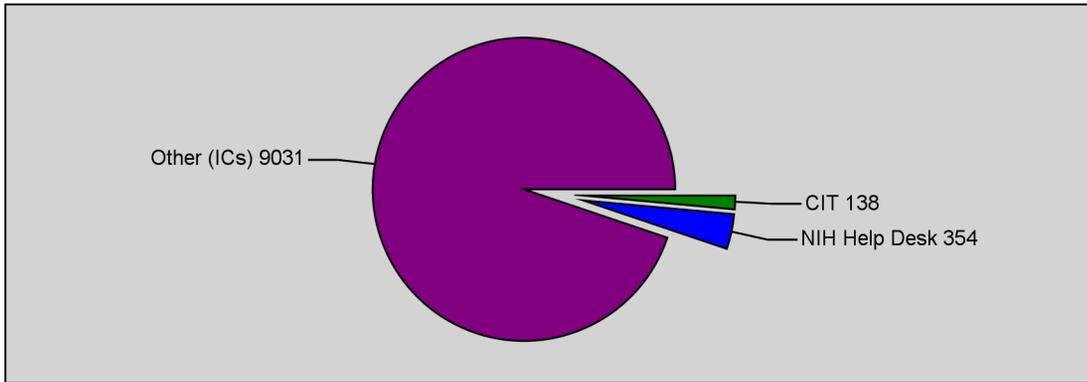
Snapshot Date: 11/1/2009 7:00:01 AM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 9523

* NOTE: - includes closed no response

Tickets Closed



CIT	138	1.25 %
NIH Help Desk	354	3.21 %
Other (ICs)	9031	81.96 %
Total:	11019	100.00 %

Tickets assigned to and closed by the NIH Help Desk, other CIT divisions, and Other (ICs)
These tickets were Opened and Closed within the selected period.

Total Tickets Still Open: 844

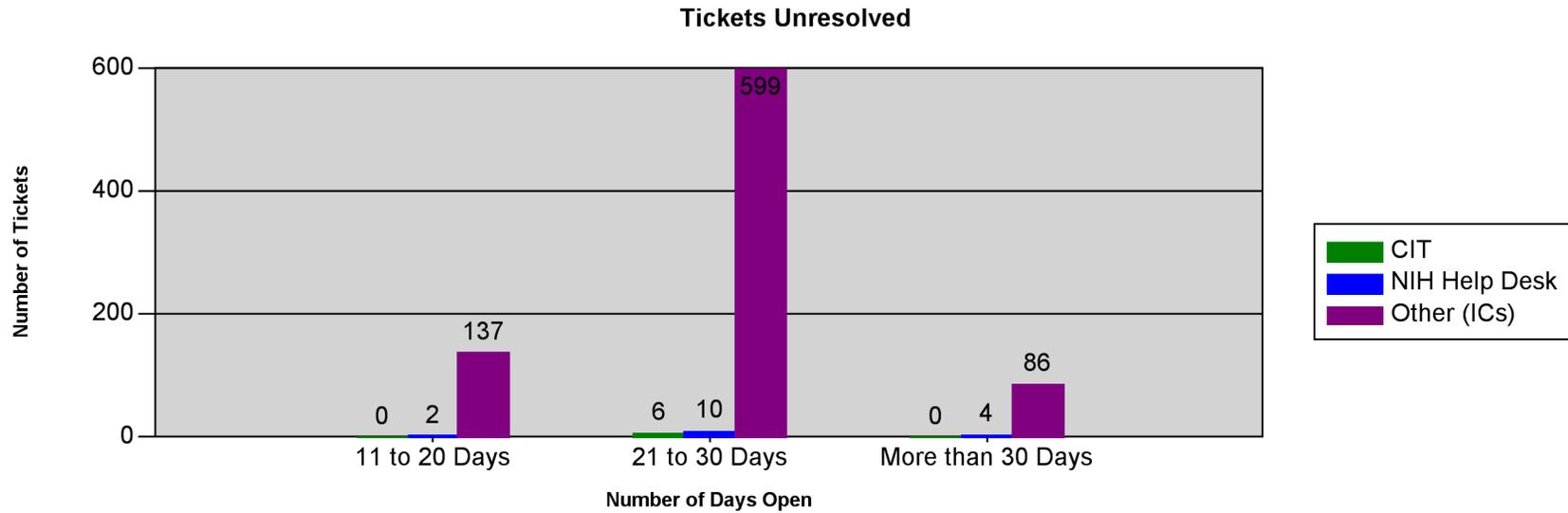
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Tickets by Category, Sources, Tickets Closed and Unresolved



Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.