

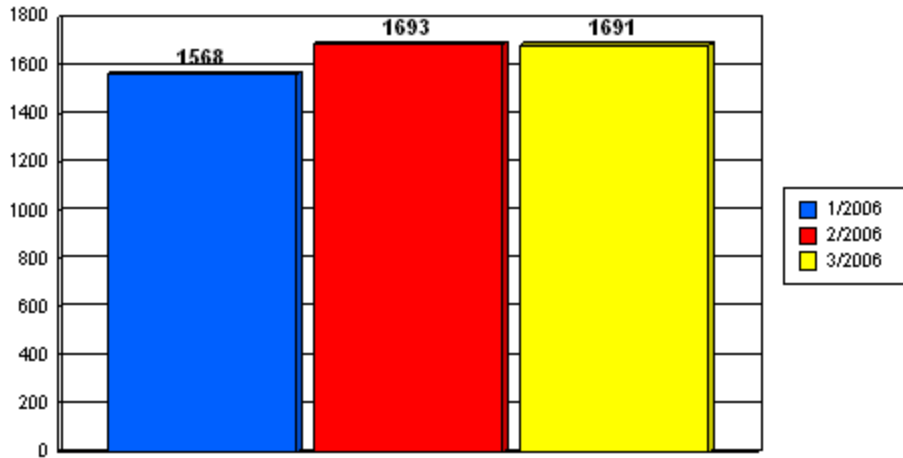
OIT Support Center - Service Report

1st Quarter 2006

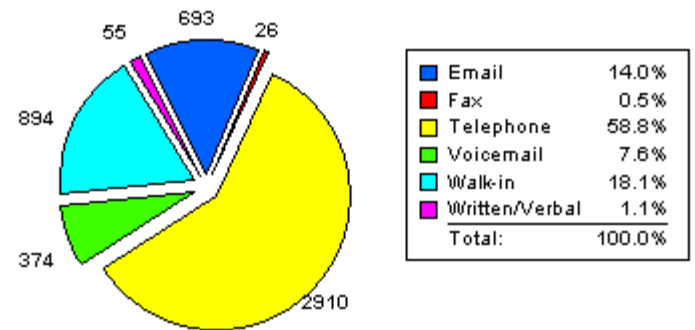
Printed on: 4/19/2007



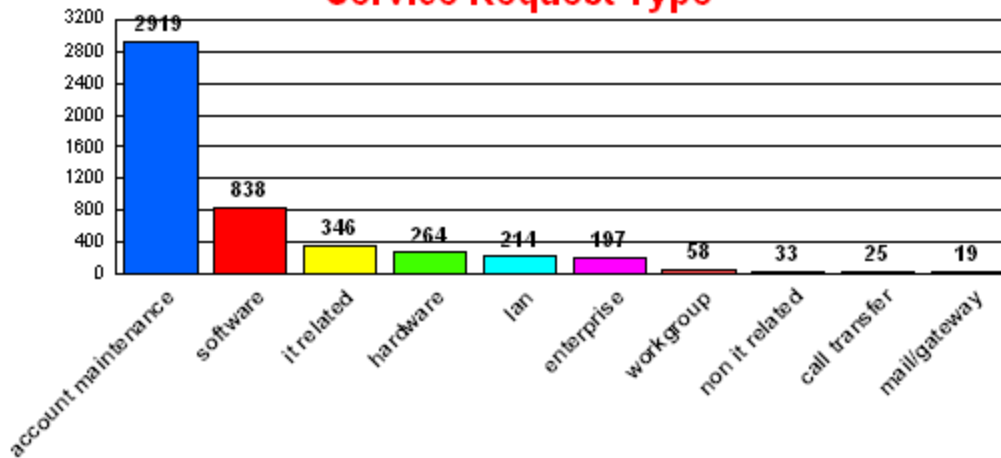
Total Service Requests: 1Q



Service Requests: Incoming Type



Service Request Type



Grand Total Requests: 4,952

Grand Total Incidents/Changes: 1,269

Support Center Resolved: 74.37 %

Avg. Request Duration @ Support Center: 10 min 4 sec

Avg. Resolution Time (2nd Line Support): 16 days 4 hours 6 min