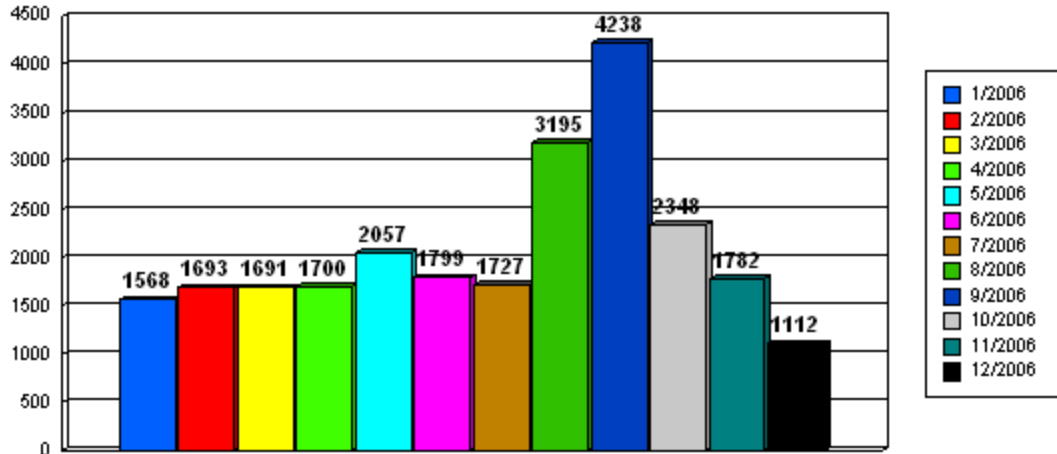


# OIT Support Center - Service Report 2006

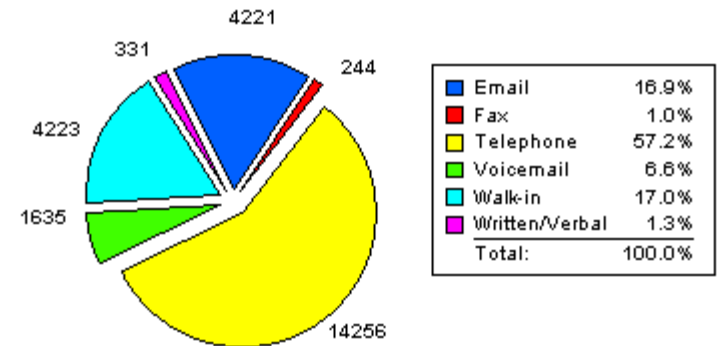
Printed on: 4/19/2007



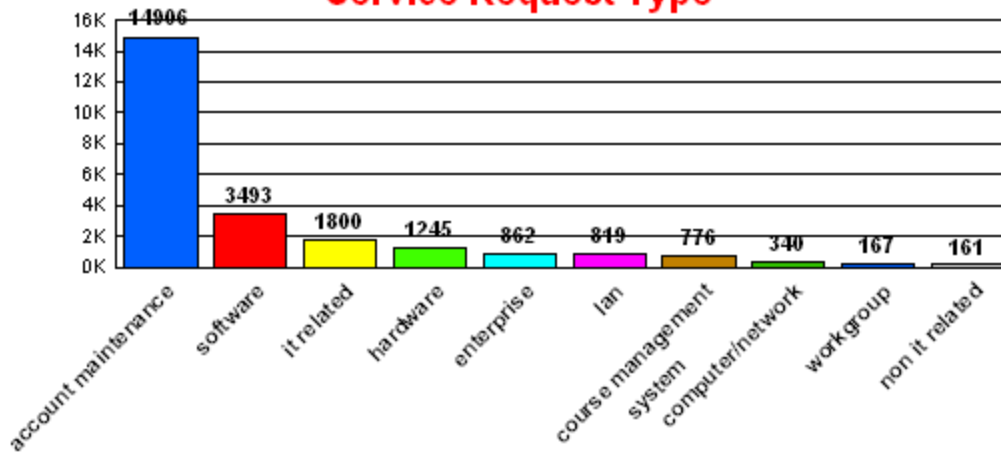
## Total Service Requests: 2006



## Service Requests: Incoming Type



## Service Request Type



**Grand Total Requests:** 24,910

**Grand Total Incidents/Changes:** 6,336

**Support Center Resolved:** 74.56 %

**Avg. Request Duration @ Support Center:** 9 min 28 sec

**Avg. Resolution Time (2nd Line Support):** 12 days 16 hours 11 min