

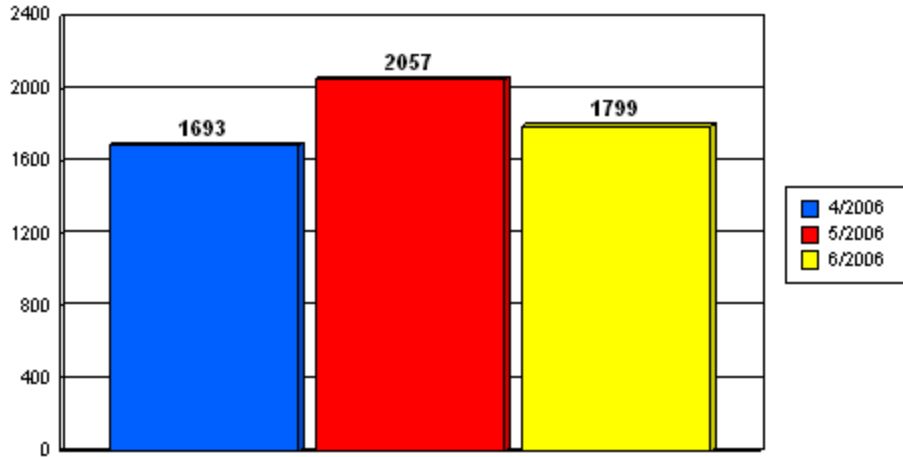
OIT Support Center - Service Report

2nd Quarter 2006

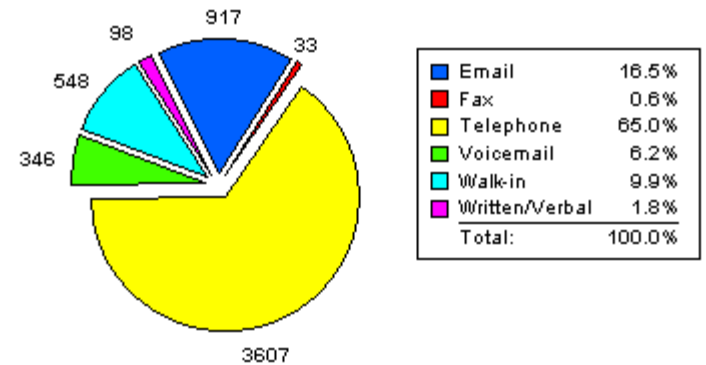
Printed on: 4/19/2007



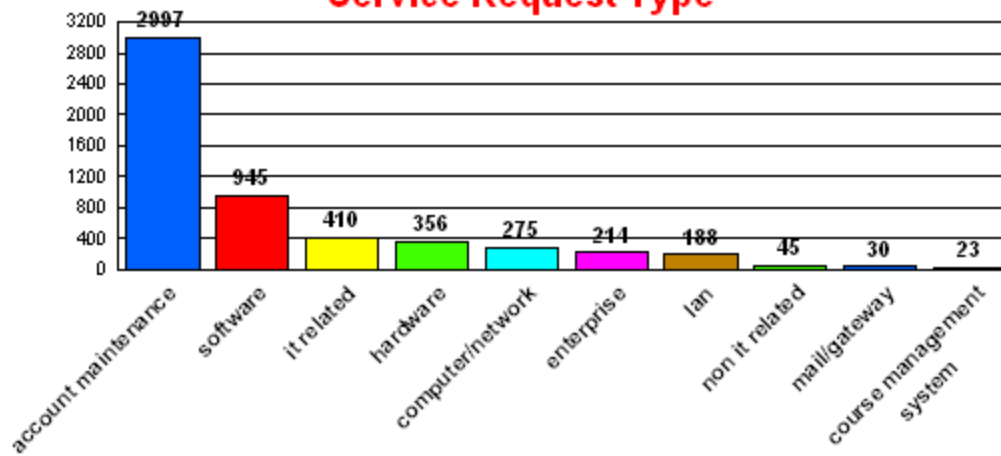
Total Service Requests: 2Q



Service Requests: Incoming Type



Service Request Type



Grand Total Requests: 5,549

Grand Total Incidents/Changes: 1,433

Support Center Resolved: 74.18 %

Avg. Request Duration @ Support Center: 9 min 23 sec

Avg. Resolution Time (2nd Line Support): 12 days 4 hours 1 min