

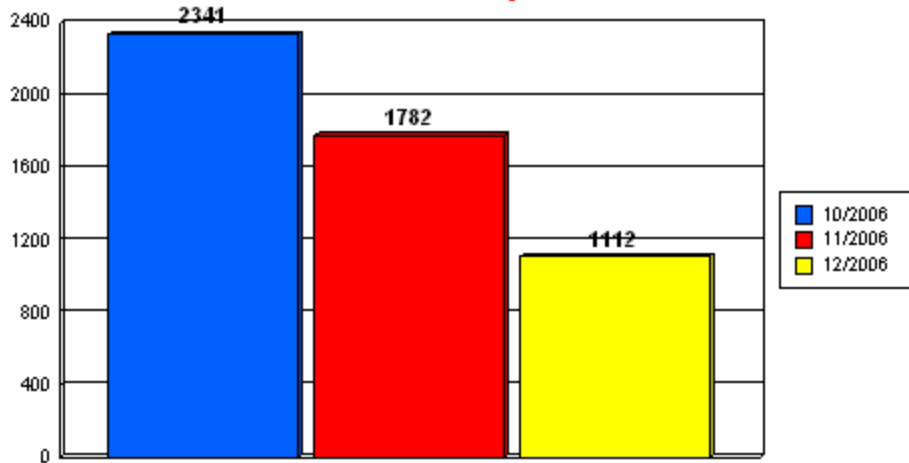
OIT Support Center - Service Report

4th Quarter 2006

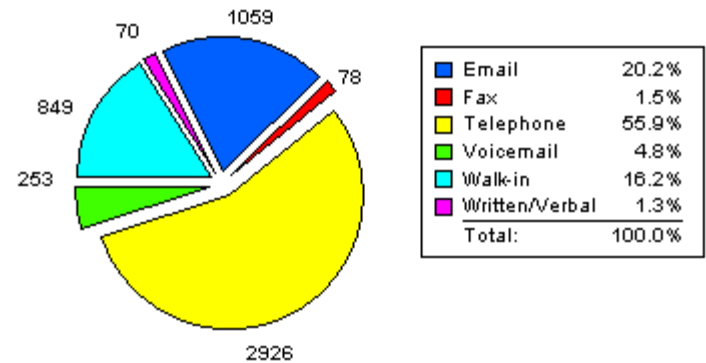
Printed on: 4/19/2007



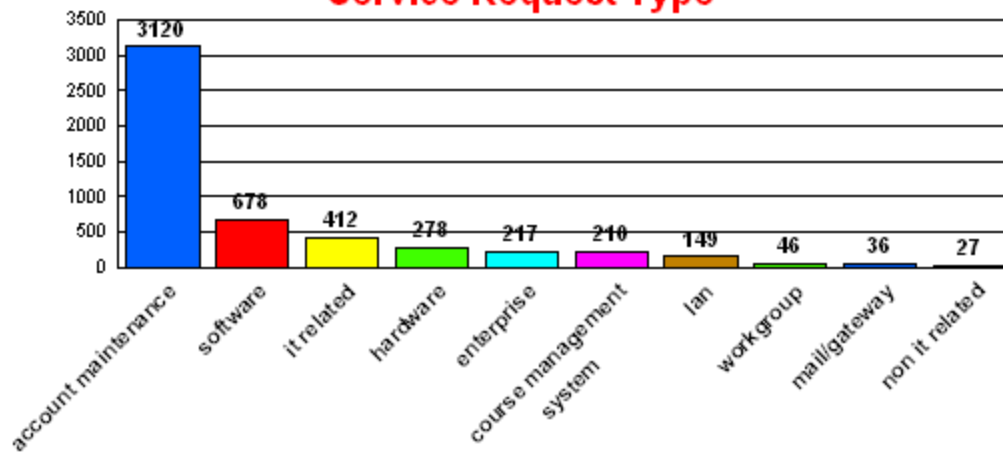
Total Service Requests: 4Q



Service Requests: Incoming Type



Service Request Type



Grand Total Requests: 5,235

Grand Total Incidents/Changes: 1,488

Support Center Resolved: 71.58 %

Avg. Request Duration @ Support Center: 10 min 39 sec

Avg. Resolution Time (2nd Line Support): 11 days 19 hours 42 min