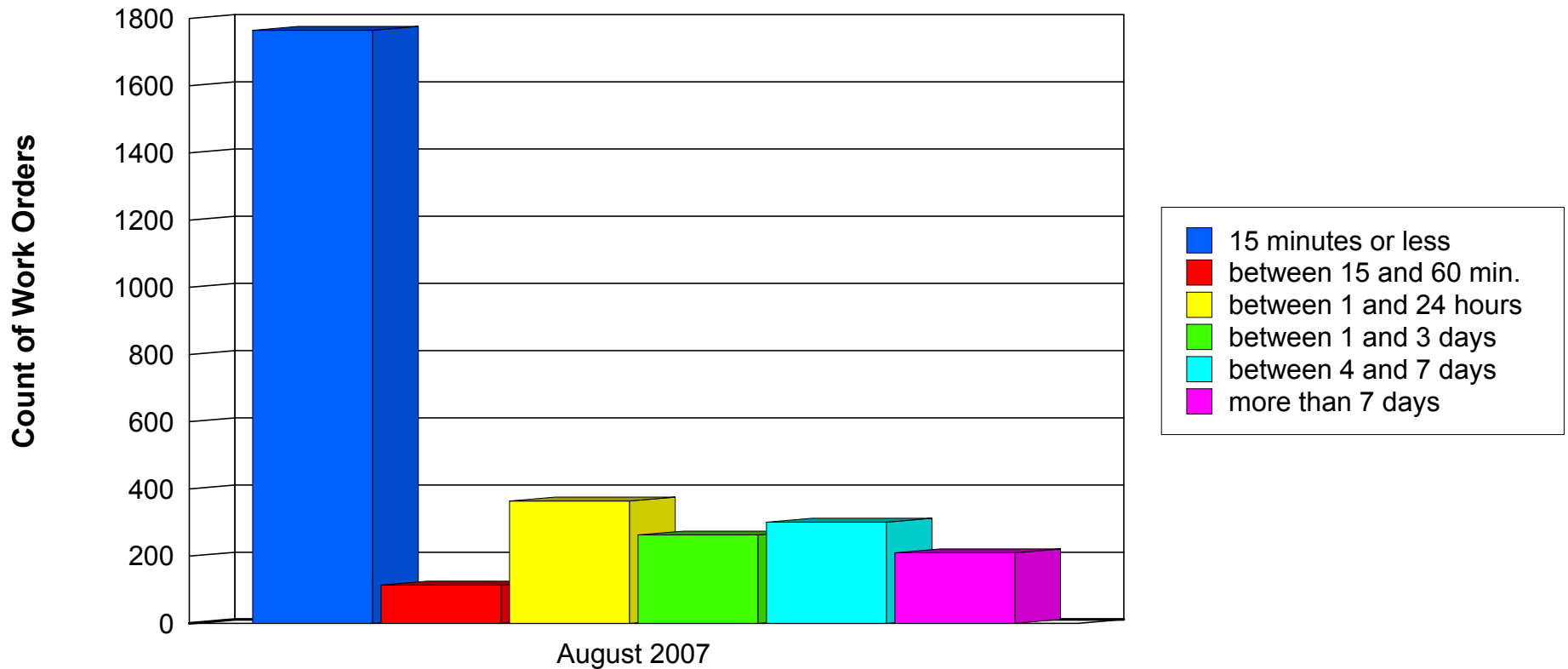




# Total Business Days to Resolution of Work Order Requests

*Month of August, 2007*



*(days to resolve work orders do not include weekends)*

# Time to Resolve Work Orders; August 2007

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## **3,017 work orders were opened during the month of August 2007**

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1,765 work orders (58.50%) were resolved within 15 minutes or less

114 work orders (3.78%) were resolved between 15 and 60 min.

364 work orders (12.06%) were resolved between 1 and 24 hours

263 work orders (8.72%) were resolved between 1 and 3 days

301 work orders (9.98%) were resolved between 4 and 7 days

210 work orders (6.96%) took more than 7 days

# Time to Resolve Work Orders; August 2007

A total of 3,017 work orders were opened during this period

## Total Business Days to Resolution of Work Order Requests

*Month of August, 2007*

### Duration to Resolution of Work Orders Sorted by Client Service Source

	Walk In	Phone	Email	On Site	Voice mail	Auto Ticket	Total
<i>15 Minutes or Less</i>	487	1180	70	22	6	0	1765
<i>between 15 and 60 minutes</i>	21	76	6	7	3	1	114
<i>between 1 and 24 hours</i>	60	200	47	34	10	13	364
<i>between 1 and 3 days</i>	36	147	44	22	8	6	263
<i>between 4 and 7 days</i>	33	148	73	38	5	4	301
<i>more than 7 days</i>	27	105	51	23	1	3	210
<b>Total</b>	664	1856	291	146	33	27	3017

\*\* "Others" include the following Groups; Retirees, Contractors, Disabled Accounts, Part-Time Staff , and Generic Student / Staff Accounts

# Time to Resolve Work Orders; August 2007

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		15 Minutes or Less	between 15 and 60 minutes	between 1 and 24 hours	between 1 and 3 days	between 4 and 7 days	more than 7 days	Total
<b>Walk In</b>	<b>Students</b>	64	5	12	4	7	2	94
	<b>Staff</b>	81	12	34	24	23	25	199
	<b>Others</b>	342	4	14	8	3	0	371
	<b>Total</b>	487	21	60	36	33	27	664
<b>Phone</b>	<b>Students</b>	14	7	12	5	7	8	53
	<b>Staff</b>	200	52	152	111	104	83	702
	<b>Others</b>	966	17	36	31	37	14	1101
	<b>Total</b>	1180	76	200	147	148	105	1856
<b>Email</b>	<b>Students</b>	7	0	1	0	1	0	9
	<b>Staff</b>	35	6	39	37	69	48	234
	<b>Others</b>	28	0	7	7	3	3	48
	<b>Total</b>	70	6	47	44	73	51	291
<b>On Site</b>	<b>Students</b>	1	0	2	0	0	0	3
	<b>Staff</b>	21	7	30	21	35	23	137
	<b>Others</b>	0	0	2	1	3	0	6
	<b>Total</b>	22	7	34	22	38	23	146
<b>Voice mail</b>	<b>Students</b>	2	0	1	0	2	0	5
	<b>Staff</b>	3	3	7	7	2	1	23
	<b>Others</b>	1	0	2	1	1	0	5
	<b>Total</b>	6	3	10	8	5	1	33
<b>Auto Ticket</b>	<b>Students</b>	0	0	0	1	1	0	2
	<b>Staff</b>	0	1	9	4	3	3	20
	<b>Others</b>	0	0	4	1	0	0	5
	<b>Total</b>	0	1	13	6	4	3	27

# Time to Resolve Work Orders; August 2007

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	15 Minutes or Less	between 15 and 60 minutes	between 1 and 24 hours	between 1 and 3 days	between 4 and 7 days	more than 7 days	Total
<b>Total</b>	1765	114	364	263	301	210	3017