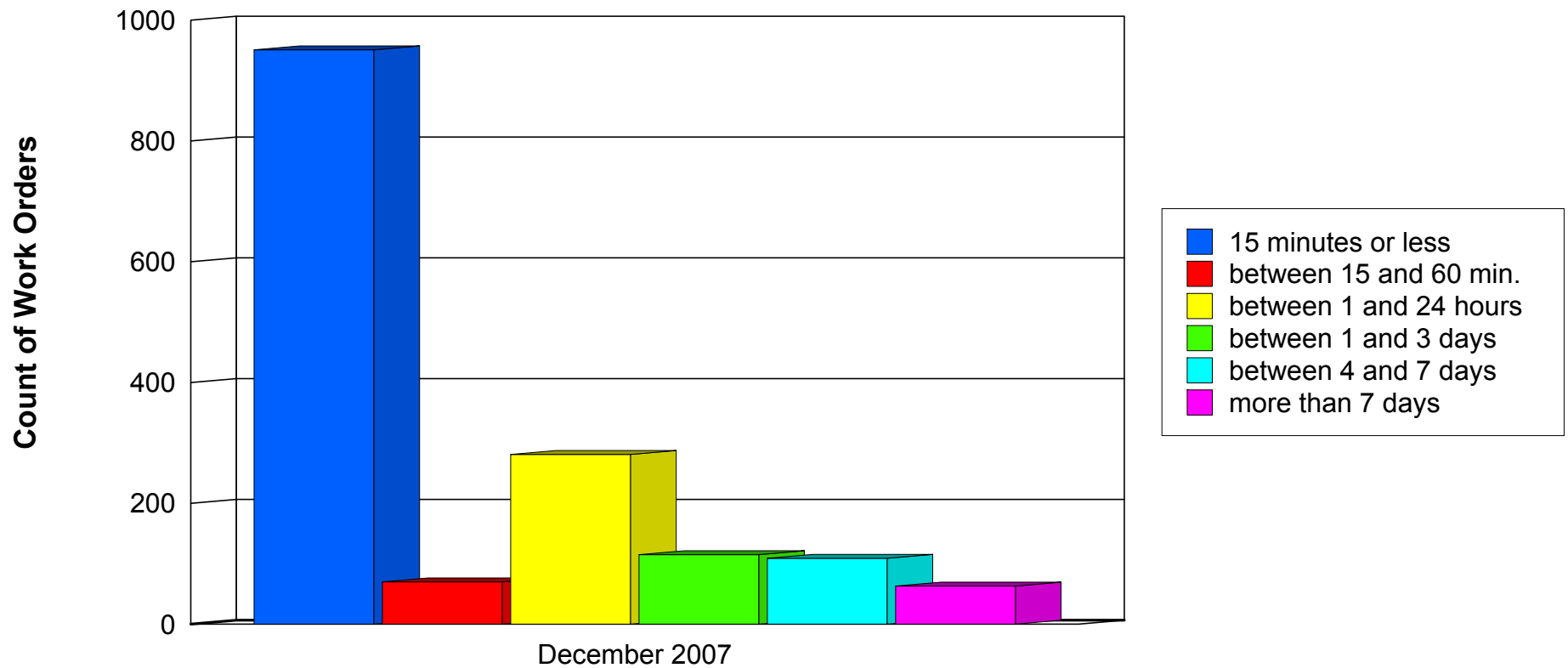




Total Business Days to Resolution of Work Order Requests

Month of December, 2007



(days to resolve work orders do not include weekends)

Time to Resolve Work Orders; December 2007

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1,589 work orders were opened during the month of December 2007

951 work orders (59.85%) were resolved within 15 minutes or less

70 work orders (4.41%) were resolved between 15 and 60 min.

281 work orders (17.68%) were resolved between 1 and 24 hours

115 work orders (7.24%) were resolved between 1 and 3 days

109 work orders (6.86%) were resolved between 4 and 7 days

63 work orders (3.96%) took more than 7 days

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A total of 1,589 work orders were opened during this period

Total Business Days to Resolution of Work Order Requests

Month of December, 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>	431	438	51	27	4	0	951
<i>between 15 and 60 minutes</i>	24	39	4	1	1	1	70
<i>between 1 and 24 hours</i>	31	173	32	30	11	4	281
<i>between 1 and 3 days</i>	16	63	16	14	4	2	115
<i>between 4 and 7 days</i>	33	38	19	9	6	4	109
<i>more than 7 days</i>	5	11	19	22	4	2	63
Total	540	762	141	103	30	13	1589

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

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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
Walk In	Students	78	6	19	6	9	0	118
	Staff	109	14	11	9	22	4	169
	Others	244	4	1	1	2	1	253
	Total	431	24	31	16	33	5	540
Phone	Students	38	6	45	13	3	1	106
	Staff	58	11	100	46	31	9	255
	Others	342	22	28	4	4	1	401
	Total	438	39	173	63	38	11	762
Email	Students	3	0	1	1	1	1	7
	Staff	9	4	23	15	17	17	85
	Others	39	0	8	0	1	1	49
	Total	51	4	32	16	19	19	141
On Site	Students	1	0	6	0	0	15	22
	Staff	22	1	22	10	8	6	69
	Others	4	0	2	4	1	1	12
	Total	27	1	30	14	9	22	103
Voice mail	Students	0	1	0	0	3	0	4
	Staff	4	0	7	4	1	4	20
	Others	0	0	4	0	2	0	6
	Total	4	1	11	4	6	4	30
Auto Ticket	Students	0	0	0	0	0	1	1
	Staff	0	1	4	1	3	1	10
	Others	0	0	0	1	1	0	2
	Total	0	1	4	2	4	2	13

Time to Resolve Work Orders; December 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
Total	951	70	281	115	109	63	1589