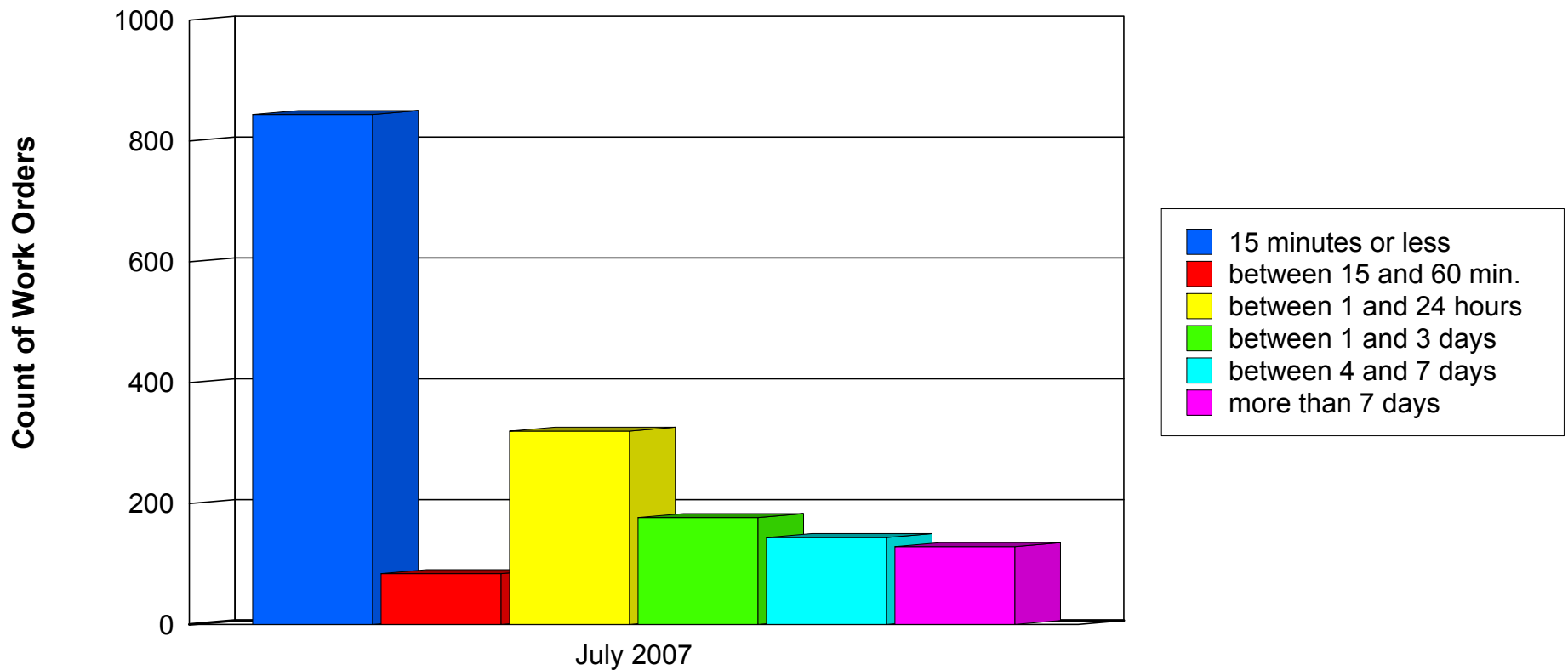




# Total Business Days to Resolution of Work Order Requests

*Month of July, 2007*



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

# Time to Resolve Work Orders; July 2007

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## **1,698 work orders were opened during the month of July 2007**

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844 work orders (49.71%) were resolved within 15 minutes or less

84 work orders (4.95%) were resolved between 15 and 60 min.

320 work orders (18.85%) were resolved between 1 and 24 hours

177 work orders (10.42%) were resolved between 1 and 3 days

144 work orders (8.48%) were resolved between 4 and 7 days

129 work orders (7.60%) took more than 7 days

# Time to Resolve Work Orders; July 2007

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A total of 1,698 work orders were opened during this period

## Total Business Days to Resolution of Work Order Requests

*Month of July, 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>	175	558	28	81	2	0	844
<i>between 15 and 60 minutes</i>	17	53	6	7	1	0	84
<i>between 1 and 24 hours</i>	48	175	40	43	3	11	320
<i>between 1 and 3 days</i>	31	86	31	24	0	5	177
<i>between 4 and 7 days</i>	23	70	25	23	0	3	144
<i>more than 7 days</i>	16	60	16	35	1	1	129
<b>Total</b>	<b>310</b>	<b>1002</b>	<b>146</b>	<b>213</b>	<b>7</b>	<b>20</b>	<b>1698</b>

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

# Time to Resolve Work Orders; July 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>	51	6	16	5	2	0	80
	<b>Staff</b>	55	8	22	19	14	14	132
	<b>Others</b>	69	3	10	7	7	2	98
	<b>Total</b>	175	17	48	31	23	16	310
<b>Phone</b>	<b>Students</b>	20	1	16	9	5	2	53
	<b>Staff</b>	140	40	125	57	54	49	465
	<b>Others</b>	398	12	34	20	11	9	484
	<b>Total</b>	558	53	175	86	70	60	1002
<b>Email</b>	<b>Students</b>	2	0	1	0	1	0	4
	<b>Staff</b>	17	6	31	23	21	15	113
	<b>Others</b>	9	0	8	8	3	1	29
	<b>Total</b>	28	6	40	31	25	16	146
<b>On Site</b>	<b>Students</b>	39	1	4	0	1	0	45
	<b>Staff</b>	33	4	32	16	18	35	138
	<b>Others</b>	9	2	7	8	4	0	30
	<b>Total</b>	81	7	43	24	23	35	213
<b>Voice mail</b>	<b>Students</b>	1	0	0	0	0	0	1
	<b>Staff</b>	1	1	2	0	0	0	4
	<b>Others</b>	0	0	1	0	0	1	2
	<b>Total</b>	2	1	3	0	0	1	7
<b>Auto Ticket</b>	<b>Staff</b>	0	0	9	5	3	1	18
	<b>Others</b>	0	0	2	0	0	0	2
	<b>Total</b>	0	0	11	5	3	1	20
<b>Total</b>		<b>844</b>	<b>84</b>	<b>320</b>	<b>177</b>	<b>144</b>	<b>129</b>	<b>1698</b>