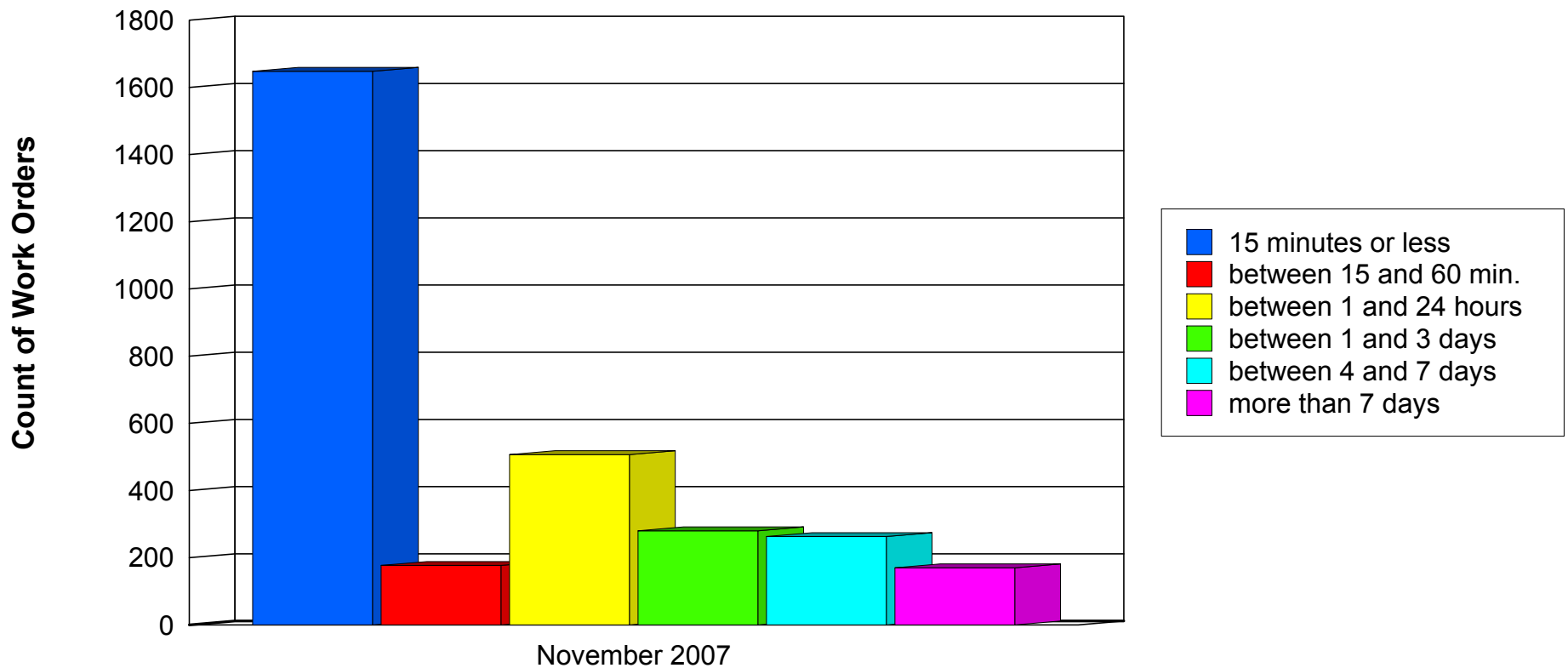




Total Business Days to Resolution of Work Order Requests

Month of November, 2007



(days to resolve work orders do not include weekends)

Time to Resolve Work Orders; November 2007

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3,045 work orders were opened during the month of November 2007

1,648 work orders (54.12%) were resolved within 15 minutes or less

177 work orders (5.81%) were resolved between 15 and 60 min.

507 work orders (16.65%) were resolved between 1 and 24 hours

280 work orders (9.20%) were resolved between 1 and 3 days

263 work orders (8.64%) were resolved between 4 and 7 days

170 work orders (5.58%) took more than 7 days

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A total of 3,045 work orders were opened during this period

Total Business Days to Resolution of Work Order Requests

Month of November, 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>	889	587	97	70	5	0	1648
<i>between 15 and 60 minutes</i>	53	98	15	9	2	0	177
<i>between 1 and 24 hours</i>	89	232	93	72	15	6	507
<i>between 1 and 3 days</i>	29	116	51	63	16	5	280
<i>between 4 and 7 days</i>	37	112	66	37	6	5	263
<i>more than 7 days</i>	27	56	57	27	1	2	170
Total	1124	1201	379	278	45	18	3045

** "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	235	46	55	12	7	11	366
	Staff	52	4	28	15	24	10	133
	Others	602	3	6	2	6	6	625
	Total	889	53	89	29	37	27	1124
Phone	Students	20	5	22	10	9	6	72
	Staff	76	30	139	72	76	36	429
	Others	491	63	71	34	27	14	700
	Total	587	98	232	116	112	56	1201
Email	Students	4	0	4	0	15	1	24
	Staff	19	14	81	46	43	55	258
	Others	74	1	8	5	8	1	97
	Total	97	15	93	51	66	57	379
On Site	Students	1	1	7	0	2	1	12
	Staff	68	7	56	61	34	25	251
	Others	1	1	9	2	1	1	15
	Total	70	9	72	63	37	27	278
Voice mail	Students	0	0	1	0	0	0	1
	Staff	5	2	13	12	5	0	37
	Others	0	0	1	4	1	1	7
	Total	5	2	15	16	6	1	45
Auto Ticket	Students	0	0	0	0	1	0	1
	Staff	0	0	5	5	4	2	16
	Others	0	0	1	0	0	0	1
	Total	0	0	6	5	5	2	18

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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	1648	177	507	280	263	170	3045