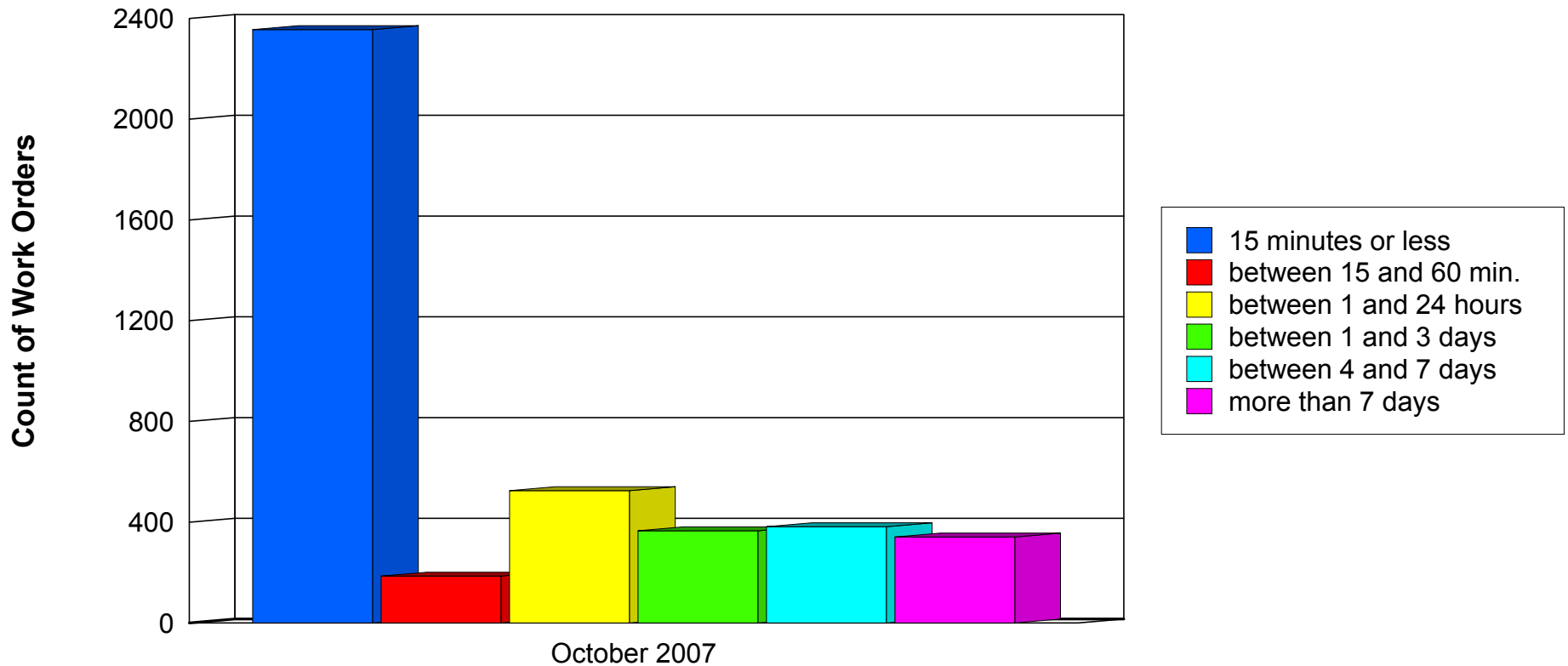




Total Business Days to Resolution of Work Order Requests

Month of October, 2007



(days to resolve work orders do not include weekends)

Time to Resolve Work Orders; October 2007

Report Printed on Wednesday, January 02, 2008

Page 2 of 4

4,156 work orders were opened during the month of October 2007

2,356 work orders (56.69%) were resolved within 15 minutes or less

186 work orders (4.48%) were resolved between 15 and 60 min.

525 work orders (12.63%) were resolved between 1 and 24 hours

366 work orders (8.81%) were resolved between 1 and 3 days

382 work orders (9.19%) were resolved between 4 and 7 days

341 work orders (8.21%) took more than 7 days

Time to Resolve Work Orders; October 2007

Report Printed on Wednesday, January 02, 2008

Page 3 of 4

A total of 4,156 work orders were opened during this period

Total Business Days to Resolution of Work Order Requests

Month of October, 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>	1379	693	211	63	9	1	2356
<i>between 15 and 60 minutes</i>	49	113	3	12	9	0	186
<i>between 1 and 24 hours</i>	73	270	89	62	27	4	525
<i>between 1 and 3 days</i>	46	185	68	37	27	3	366
<i>between 4 and 7 days</i>	51	170	88	34	37	2	382
<i>more than 7 days</i>	60	123	84	51	17	6	341
Total	1658	1554	543	259	126	16	4156

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

Time to Resolve Work Orders; October 2007

Report Printed on Wednesday, January 02, 2008

Page 4 of 4

		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	238	36	39	21	24	23	381
	Staff	67	8	26	18	24	33	176
	Others	1074	5	8	7	3	4	1101
	Total	1379	49	73	46	51	60	1658
Phone	Students	29	4	20	7	12	7	79
	Staff	111	18	144	127	113	93	606
	Others	553	91	106	51	45	23	869
	Total	693	113	270	185	170	123	1554
Email	Students	1	1	4	4	2	3	15
	Staff	19	2	64	54	68	68	275
	Others	191	0	21	10	18	13	253
	Total	211	3	89	68	88	84	543
On Site	Students	3	1	5	3	0	0	12
	Staff	53	11	50	31	33	50	228
	Others	7	0	7	3	1	1	19
	Total	63	12	62	37	34	51	259
Voice mail	Staff	5	4	16	16	26	13	80
	Others	4	5	11	11	11	4	46
	Total	9	9	27	27	37	17	126
Auto Ticket	Students	0	0	2	0	0	0	2
	Staff	1	0	2	3	1	6	13
	Others	0	0	0	0	1	0	1
	Total	1	0	4	3	2	6	16
Total		2356	186	525	366	382	341	4156