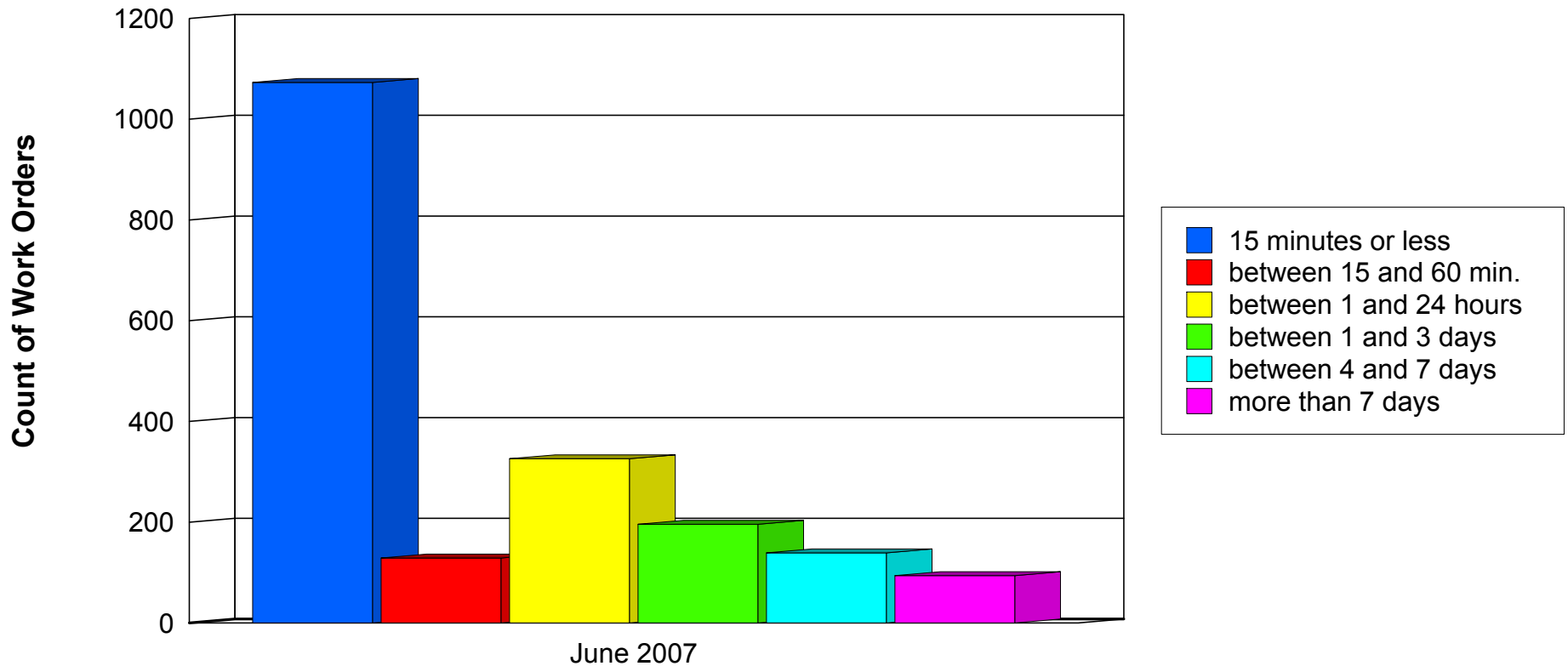




Total Business Days to Resolution of Work Order Requests

Month of June, 2007



(days to resolve work orders do not include weekends)

Time to Resolve Work Orders; June 2007

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1,957 work orders were opened during the month of June 2007

1,073 work orders (54.83%) were resolved within 15 minutes or less

129 work orders (6.59%) were resolved between 15 and 60 min.

326 work orders (16.66%) were resolved between 1 and 24 hours

196 work orders (10.02%) were resolved between 1 and 3 days

139 work orders (7.10%) were resolved between 4 and 7 days

94 work orders (4.80%) took more than 7 days

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A total of 1,957 work orders were opened during this period

Total Business Days to Resolution of Work Order Requests

Month of June, 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>	320	618	64	71	0	0	1073
<i>between 15 and 60 minutes</i>	30	62	10	25	2	0	129
<i>between 1 and 24 hours</i>	59	158	43	55	5	6	326
<i>between 1 and 3 days</i>	20	86	43	43	4	0	196
<i>between 4 and 7 days</i>	36	56	26	19	0	2	139
<i>more than 7 days</i>	55	20	6	12	1	0	94
Total	520	1000	192	225	12	8	1957

** "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	90	8	24	3	4	20	149
	Staff	89	18	33	16	31	16	203
	Others	141	4	2	1	1	19	168
	Total	320	30	59	20	36	55	520
Phone	Students	23	4	9	3	5	2	46
	Staff	178	42	123	66	40	18	467
	Others	417	16	26	17	11	0	487
	Total	618	62	158	86	56	20	1000
Email	Students	12	0	2	1	2	0	17
	Staff	36	9	40	40	23	6	154
	Others	16	1	1	2	1	0	21
	Total	64	10	43	43	26	6	192
On Site	Students	1	5	14	4	0	0	24
	Staff	64	14	26	27	19	11	161
	Others	6	6	15	12	0	1	40
	Total	71	25	55	43	19	12	225
Voice mail	Staff	0	2	3	4	0	1	10
	Others	0	0	2	0	0	0	2
	Total	0	2	5	4	0	1	12
Auto Ticket	Staff	0	0	5	0	1	0	6
	Others	0	0	1	0	1	0	2

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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
Auto Ticket	Total	0	0	6	0	2	0	8
Total		1073	129	326	196	139	94	1957