

Monthly Activity Report - LLW

March 2011

Compliance Codes (1st for 'Respond By'; 2nd for 'FixBy'):
I - Compliant O - Non-Compliant X - Excused, Compliant

ID	Ticket Description	User	Priority	Date Logged	'Respond By' Time		'Fix Estimate By' Time		Hours Used	Hours Held	Compliance	
					Target	Actual	Target	Actual				
Client Incident									Total :	6.9	105.7	
8635	Printing and passwords	ed	Medium	01/03/2011 07:50	02/03/2011 09:00	01/03/2011 08:13	03/03/2011 09:00	02/03/2011 08:05	0.6	0.0	II	
8742	Exchange online trial expiring	ed	Medium	02/03/2011 09:05	03/03/2011 09:05	02/03/2011 09:25	07/03/2011 09:19	04/03/2011 15:24	0.7	8.2	II	
9070	Microsoft Exchange online unavailable	ed	Medium	09/03/2011 08:53	10/03/2011 09:00	09/03/2011 08:53	11/03/2011 09:00	09/03/2011 08:53	0.2	0.0	II	
9621	NAS bleeping	ed	Medium	21/03/2011 08:29	22/03/2011 09:00	21/03/2011 08:42	05/04/2011 12:46	01/04/2011 14:03	2.7	80.3	II	
9628	emails coming to wrong inbox	ed	Medium	21/03/2011 12:47	22/03/2011 12:47	21/03/2011 13:00	24/03/2011 12:22	24/03/2011 10:15	0.9	8.1	II	
9112	back up and laptop	ed	Low	10/03/2011 14:33	14/03/2011 14:33	10/03/2011 14:41	18/03/2011 15:36		1.9	9.0	Open	

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ID	Ticket Description	User	Priority	Date Logged	'Respond By' Time		'Fix Estimate By' Time		Hours Used	Hours Held	Compliance
					Target	Actual	Target	Actual			
SLA Maintenance								Total :	0.0	5.6	
8744	Monthly Backup Testing - Leah Ley Wilson	ed	Medium	02/03/2011 09:11		03/03/2011 10:02		03/03/2011 15:39	0.0	5.6	N/A
Total for all Ticket Types									7.0	111.2	