

## Ticket Breaches - March 2011

ID	Ticket Description	User	Priority	Date Logged	'Respond By' Time		'Fix Estimate By' Time		Hours Used	Hours Held	Compliance
					Target	Actual	Target	Actual			
<b>ABC Engineering</b>									<b>4.0</b>	<b>90.1</b>	
<b>DHN Ltd</b>									<b>0.2</b>	<b>234.7</b>	
8309	Support requests	James Nichol	Medium	21/02/2011 13:02	22/02/2011 13:02	21/02/2011 13:08	04/04/2011 09:43	05/04/2011 10:07	0.2	234.7	IO
					<i>Ongoing dialogue with user; delays while waiting for user response.</i>						
<b>Project X</b>									<b>2.7</b>	<b>14.0</b>	
<b>Total</b>									<b>6.8</b>	<b>338.7</b>	