

Tickets Analysis - ABC Engineering

Covering Time Period : 01/03/2011 - 31/03/2011

ID	Ticket Description	Logged Date	User	Priority	Hours Used
Printing Issues					3.960
9735	The small printer in the office was squeaking and now only works periodically	24/03/2011	Jane Smith	Medium	3.790
8825	I cannot connect the new printer to my computer	03/03/2011	Jane Smith	Medium	0.170
Fault					1.000
Procurement					1.000
Software-Third Party					0.920
Logon Problems					0.830
Advice					0.920
Other					1.070
Email Issues					2.190
Networking Problem					0.500
PC/Laptop-Fault					0.420
Server Updates & Patches					1.570
Software-Install					0.340
Security Issue					0.330
Backup-Testing					0.250
Hardware issues					0.250
Miscellaneous					0.250
Server Maintenance					1.300
Scanner Issues					0.120
Total for all Ticket Types					17.2