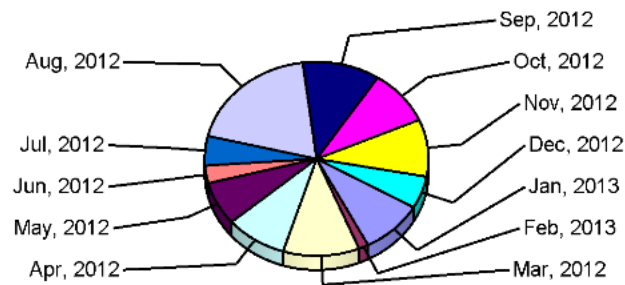


**ACPS****Service Times Report**Report Date: **2:40:24 PM 5-Feb-13**Effective Date: **5-Feb-13**

Ticket Service Times Report
For 'all machines' in 'all groups' in 'all organizations' in 'all service desks'
For the twelve month period starting March, 2012

Tickets Created

Tickets Created By Month



Jan, 2013 (929) (9%)	Jul, 2012 (502) (5%)
Feb, 2013 (144) (1%)	Aug, 2012 (1969) (19%)
Mar, 2012 (1133) (11%)	Sep, 2012 (1145) (11%)
Apr, 2012 (911) (9%)	Oct, 2012 (947) (9%)
May, 2012 (740) (7%)	Nov, 2012 (977) (10%)
Jun, 2012 (303) (3%)	Dec, 2012 (553) (5%)

	Q1-12	Q2-12			Q3-12			Q4-12			Q1-13		Year
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total
Tickets Created	1,133	911	740	303	502	1,969	1,145	947	977	553	929	144	10,253

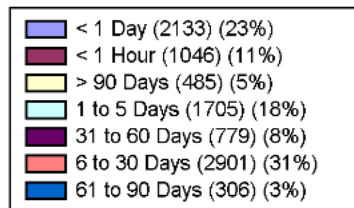
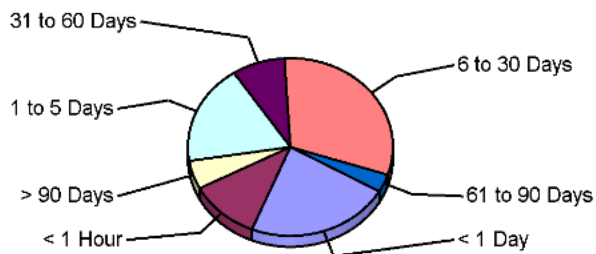
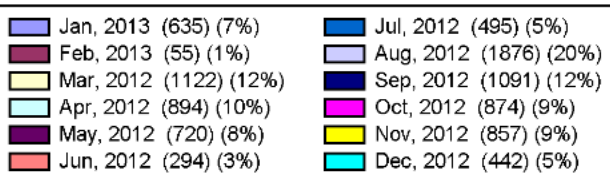
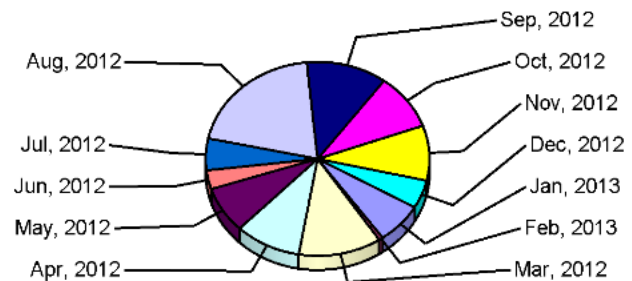
**ACPS****Service Times Report**Report Date: **2:40:24 PM 5-Feb-13**Effective Date: **5-Feb-13**

Ticket Service Times Report
For 'all machines' in 'all groups' in 'all organizations' in 'all service desks'
For the twelve month period starting March, 2012

Tickets Closed

**ACPS****Service Times Report**Report Date: **2:40:24 PM 5-Feb-13**Effective Date: **5-Feb-13**

Ticket Service Times Report
For 'all machines' in 'all groups' in 'all organizations' in 'all service desks'
For the twelve month period starting March, 2012

Tickets Closed By Duration**Tickets Closed By Month**

Duration	Q1-12	Q2-12			Q3-12			Q4-12			Q1-13		Year Total	% of All
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb		
< 1 Day	202	228	168	73	154	296	236	183	235	152	185	21	2,133	23 %
< 1 Hour	97	90	111	29	83	189	73	88	92	34	148	12	1,046	11 %
> 90 Days	82	118	137	36	12	70	14	16	-	-	-	-	485	5 %
1 to 5 Days	201	171	112	45	88	343	202	160	131	76	154	22	1,705	18 %
31 to 60 Days	94	41	25	24	51	220	82	111	87	44	-	-	779	8 %
6 to 30 Days	386	239	147	50	76	707	417	297	298	136	148	-	2,901	31 %
61 to 90 Days	60	7	20	37	31	51	67	19	14	-	-	-	306	3 %

Total Closed	Q1-12	Q2-12			Q3-12			Q4-12			Q1-13		Year Total
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Totals	1,122	894	720	294	495	1,876	1,091	874	857	442	635	55	9,355

Average Close Time	Q1-12	Q2-12			Q3-12			Q4-12			Q1-13		Year Avg
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Average Time	26 d	27 d	32 d	31 d	15 d	17 d	15 d	14 d	11 d	9 d	3 d	1 d	18 d



ACPS

Service Times Report

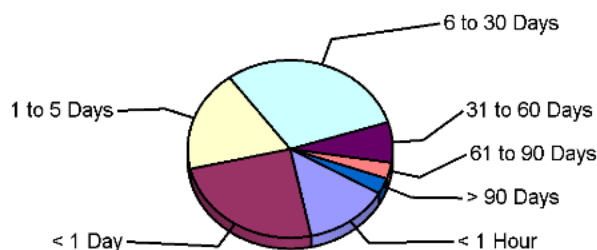
Report Date: 2:40:24 PM 5-Feb-13

Effective Date: 5-Feb-13

Ticket Service Times Report
For 'all machines' in 'all groups' in 'all organizations' in 'all service desks'
For the twelve month period starting March, 2012

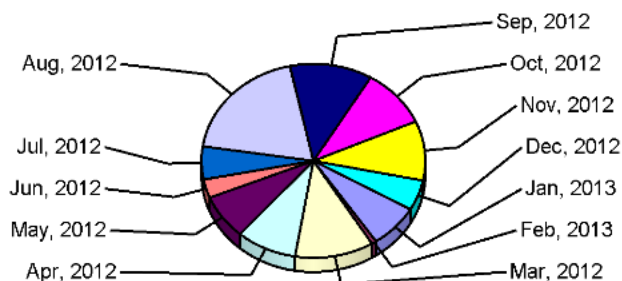
Tickets Resolved

Tickets Resolved By Duration



< 1 Hour (979) (13%)
< 1 Day (1803) (25%)
1 to 5 Days (1353) (19%)
6 to 30 Days (2208) (30%)
31 to 60 Days (537) (7%)
61 to 90 Days (216) (3%)
> 90 Days (213) (3%)

Tickets Resolved By Month



Jan, 2013 (528) (7%)	Jul, 2012 (400) (5%)
Feb, 2013 (50) (1%)	Aug, 2012 (1406) (19%)
Mar, 2012 (833) (11%)	Sep, 2012 (870) (12%)
Apr, 2012 (640) (9%)	Oct, 2012 (717) (10%)
May, 2012 (542) (7%)	Nov, 2012 (725) (10%)
Jun, 2012 (227) (3%)	Dec, 2012 (371) (5%)

Duration	Q1-12	Q2-12			Q3-12			Q4-12			Q1-13		Year Total	% of All
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb		
< 1 Hour	88	87	110	28	80	185	72	82	87	33	117	10	979	13 %
< 1 Day	178	188	148	59	131	240	181	144	217	136	161	20	1,803	25 %
1 to 5 Days	153	130	92	32	76	252	162	137	111	63	125	20	1,353	19 %
6 to 30 Days	290	161	105	44	52	495	338	250	240	108	125	-	2,208	30 %
31 to 60 Days	57	27	18	18	33	156	65	74	58	31	-	-	537	7 %
61 to 90 Days	45	6	12	23	21	41	39	17	12	-	-	-	216	3 %
> 90 Days	22	41	57	23	7	37	13	13	-	-	-	-	213	3 %

Total Resolved	Q1-12	Q2-12			Q3-12			Q4-12			Q1-13		Year Total
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Totals	833	640	542	227	400	1,406	870	717	725	371	528	50	7,309

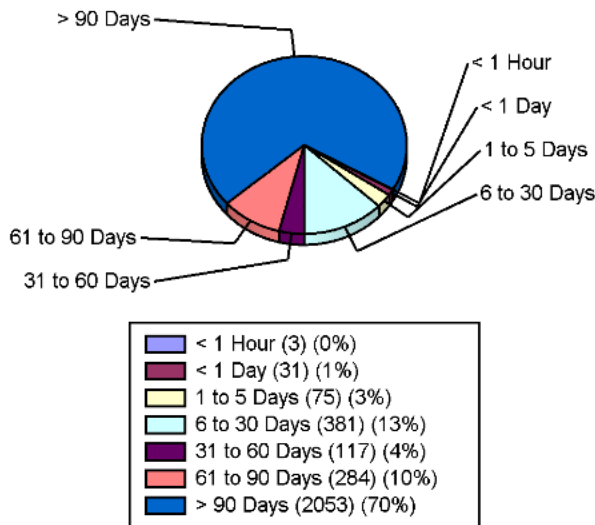
Average Time Resolved	Q1-12	Q2-12			Q3-12			Q4-12			Q1-13		Year Avg
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Average Time	17 d	17 d	21 d	27 d	12 d	15 d	14 d	13 d	9 d	8 d	3 d	1 d	14 d

**ACPS****Service Times Report**Report Date: **2:40:24 PM 5-Feb-13**Effective Date: **5-Feb-13**

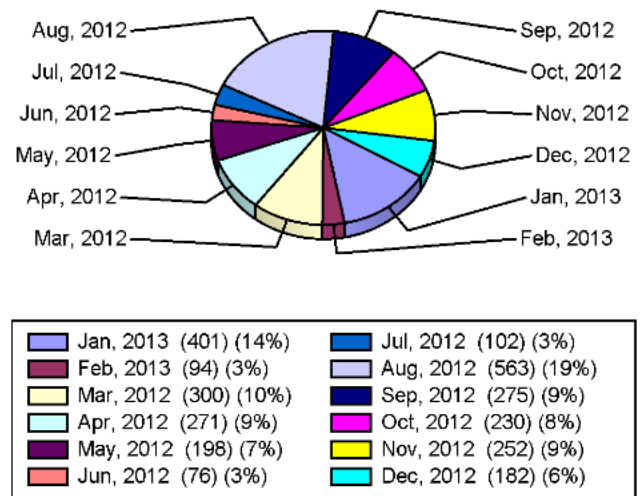
Ticket Service Times Report
For 'all machines' in 'all groups' in 'all organizations' in 'all service desks'
For the twelve month period starting March, 2012

Tickets Past Due

Tickets Past Due By Duration



Tickets Past Due By Month



Duration	Q1-12	Q2-12				Q3-12			Q4-12			Q1-13		Year	%
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total	of All	
< 1 Hour	-	-	-	-	-	-	-	-	-	-	-	3	3	0 %	
< 1 Day	-	-	-	-	-	-	-	-	-	-	-	31	31	0 %	
1 to 5 Days	-	-	-	-	-	-	-	-	-	-	15	60	75	1 %	
6 to 30 Days	-	-	-	-	-	-	-	-	-	-	381	-	381	4 %	
31 to 60 Days	-	-	-	-	-	-	-	-	-	112	5	-	117	1 %	
61 to 90 Days	-	-	-	-	-	-	-	-	214	70	-	-	284	3 %	
> 90 Days	300	271	198	76	102	563	275	230	38	-	-	-	2,053	22 %	

Total Past Due	Q1-12	Q2-12			Q3-12			Q4-12			Q1-13		Year
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total
Totals	300	271	198	76	102	563	275	230	252	182	401	94	2,944

Average Time Past Due	Q1-12	Q2-12				Q3-12			Q4-12			Q1-13		Year
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Avg	
Average Time	325 d	292 d	269 d	238 d	201 d	169 d	143 d	115 d	80 d	56 d	17 d	2 d	159 d	