

# IT Report - 1/8/14

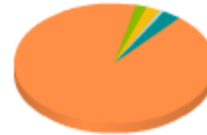
## INCIDENTS BY STATUS

Last 10 Incident Requests

Period

Work Queue

Work In Process



| Incident Totals                     |                            |
|-------------------------------------|----------------------------|
| <input checked="" type="checkbox"/> | 5 New Request              |
|                                     | 0 UNASSIGNED               |
|                                     | 0 Assigned just Work Queue |
| <input type="checkbox"/>            | 0 Work In Progress         |
| <input checked="" type="checkbox"/> | 154 Complete               |
| <input checked="" type="checkbox"/> | 3 Closed Incident          |
| <input type="checkbox"/>            | 0 Declined                 |
| <input type="checkbox"/>            | 0 Parts on Order           |
| <input checked="" type="checkbox"/> | 4 Duplicate Request        |
| <input type="checkbox"/>            | 0 Void                     |
| <input type="checkbox"/>            | 0 On Hold                  |
| <input type="checkbox"/>            | 0 Waiting More Information |
| <input type="checkbox"/>            | 0 Open Extended            |
| <input type="checkbox"/>            | 0 Pending                  |
| <input type="checkbox"/>            | 0 Waiting Funding          |
| <input type="checkbox"/>            | 0 Deferred                 |
| <input checked="" type="checkbox"/> | 1 Forwarded                |
| <input type="checkbox"/>            | 0 ReOpen                   |



Counts are based on Status Date for each selected period. This reflects the actual date of the last status change.