

# IT Report – 12/9/14

## INCIDENTS BY STATUS

Last 10 Incident Requests

Period






Work Queue

### Incident Totals

- |                                     |                            |
|-------------------------------------|----------------------------|
| <input checked="" type="checkbox"/> | 3 New Request              |
|                                     | 0 UNASSIGNED               |
|                                     | 0 Assigned just Work Queue |
| <input type="checkbox"/>            | 0 Work In Progress         |
| <input checked="" type="checkbox"/> | 166 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"/> | 2 Forwarded                |
| <input type="checkbox"/>            | 0 ReOpen                   |

### Work In Process



-  New Request
-  Complete
-  Closed Incident
-  Duplicate Request
-  Forwarded

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