

Key	T	Summary	Assignee	P	Status	Resolution	Updated	Time to assignment	Time to resolution	Customer Request Type
HELP-5	Access	My mailbox is full, please increase its size	Chris Lea	Blocker	Waiting for Triage		04/Dec/14	0:03 ✓	-0:52 ●	help/system-access
HELP-20	IT Help	Can't access any wifi hotspot in Building C	Ronald Lee	Blocker	Resolved	Fixed	04/Dec/14	-0:04 ✗	-0:09 ✗	
HELP-17	IT Help	Disk is full on SRV-6519A	Ronald Lee	Blocker	Resolved	Cannot Reproduce	04/Dec/14	-0:07 ✗	-0:12 ✗	
HELP-19	Access	Create me a new JIRA project named "Non-blocking IO" (key: "NBIO")	John Doe	Critical	Waiting for Triage		04/Dec/14	-0:12 ●	3:42 ●	
HELP-18	Access	Failed to list the customers tagged with "2014"	Chris Lea	Critical	Waiting for Triage		04/Dec/14	-0:05 ✗	3:41 ●	
HELP-7	Access	I need to be able to participate in the IDRIVE project	Chris Lea	Major	Waiting for Triage		04/Dec/14	0:04 ✓	3:31 ●	help/system-access
HELP-1	IT Help	LDAP authentication does not accept my new credentials	Chris Lea	Major	Resolved	Fixed	04/Dec/14	-0:36 ✗	3:29 ✓	
HELP-6	IT Help	Forgot my intranet password	John Doe	Major	Waiting for Triage		04/Dec/14	-0:49 ●	3:05 ●	help/get-it-help
HELP-14	Access	New account to Outlook	John Doe	Major	Waiting for Triage		04/Dec/14	-0:17 ●	3:37 ●	
HELP-8	IT Help	Word processor crashes on new documents received from our Asian users	Ronald Lee	Major	Resolved	Fixed	04/Dec/14	-0:14 ✗	3:33 ✓	
HELP-13	IT Help	N513 Internet access is painfully slow	John Doe	Major	Resolved	Fixed	04/Dec/14	-0:17 ●	3:38 ✓	
HELP-3	IT Help	Megabucks system is inaccessible	Chris Lea	Major	Resolved	Fixed	04/Dec/14	-1:47 ✗	1:59 ✓	
HELP-2	IT Help	Network is down in N1336	John Doe	Major	Resolved	Fixed	04/Dec/14	-1:59 ●	1:56 ✓	
HELP-16	Access	I need "Export" rights on the Procurement space	Ronald Lee	Minor	Waiting for Triage		04/Dec/14	-0:08 ✗	3:39 ●	
HELP-15	Access	New account to Confluence	Ronald Lee	Minor	Waiting for Triage		04/Dec/14	-0:08 ✗	3:38 ●	
HELP-10	IT Help	Problems using the shared XVM folder	John Doe	Minor	Waiting for Triage		04/Dec/14	-0:20 ●	3:34 ●	
HELP-9	IT Help	How to get another charger for my laptop?	Ronald Lee	Trivial	Waiting for Triage		04/Dec/14	-0:14 ✗	3:33 ●	
HELP-12	Access	Read access to the employee database	John Doe	Trivial	Waiting for Triage		04/Dec/14	-0:18 ●	3:36 ●	
HELP-4	IT Help	I need an external display	Chris Lea	Trivial	Waiting for Triage		04/Dec/14	0:04 ✓	2:51 ●	
HELP-11	IT Help	When is the next maintenance window for Confluence?	Chris Lea	Trivial	Resolved	Fixed	04/Dec/14	-0:10 ✗	3:36 ✓	