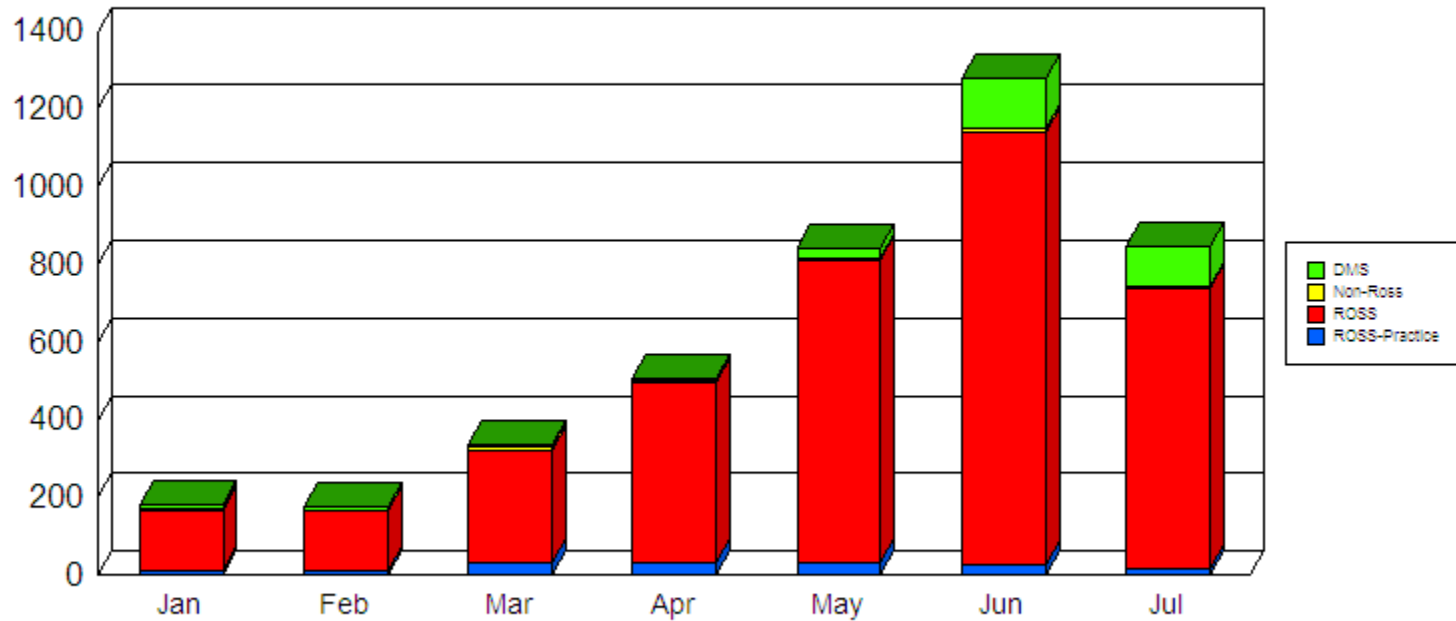


2010 ROSS Calls Year to Date



Call counts are not provided for all call types

		January	February	March	April	May	June	July	Total
DMS	Access via W	0	0	0	0	0	2	2	4
	GeneralQuest	0	0	2	1	2	12	0	17
	Mail Problem	2	5	1	2	4	21	9	44
	New DMS S	1	2	2	0	20	51	38	114
	Other	0	1	0	1	2	8	0	12
	Passwords	3	2	0	0	0	33	43	81
	Set-up	3	0	0	2	0	0	7	12
	SPAM	1	0	1	0	1	2	0	5

		January	February	March	April	May	June	July	Total
DMS	Total	10	10	6	6	29	129	99	289
Non-Ross	Non-Ross	5	1	8	7	4	10	9	44
	Total	5	1	8	7	4	10	9	44
ROSS	Access Issue	20	18	12	30	39	46	38	203
	Aircraft	0	0	0	1	3	1	1	6
	CAD Interf	0	1	1	4	1	3	4	14
	Citrix	7	5	7	9	17	34	5	84
	Clearing Hous	3	15	17	34	70	150	88	377
	Contracts	0	3	0	9	12	14	13	51
	Data CleanU	0	0	0	0	0	0	1	1
	Data Draw	4	14	10	6	6	6	7	53
	Dispatch	0	0	1	0	0	0	0	1
	Documentati	2	0	1	2	3	2	2	12
	Download	0	0	1	1	2	3	3	10
	Equipment	0	0	0	0	0	0	2	2
	Error Messag	1	1	4	3	8	21	3	41
	Financial Cod	0	0	1	1	0	2	0	4
	FOIA	0	2	1	0	0	0	0	3
	Frequencies	0	0	1	1	3	1	3	9
	Incident / IR	4	3	9	17	30	33	31	127
	Install	7	6	14	37	18	42	13	137
	IQCS	12	10	17	21	21	47	42	170
	IQS	3	1	10	9	14	25	18	80
Location	0	0	1	1	1	1	2	6	
Network Iss	2	0	0	3	13	10	3	31	

	January	February	March	April	May	June	July	Total	
ROSS	Notifier	0	0	0	0	0	5	0	5
	Ordering	0	0	0	0	0	1	0	1
	Organization	10	6	7	14	9	29	19	94
	Other	6	1	6	14	8	15	10	60
	Pending Req	1	1	3	8	9	29	20	71
	Personal Sett	0	0	0	2	0	2	0	4
	Practice	1	0	3	7	0	1	3	15
	Pre-Order	0	0	1	1	2	1	0	5
	Printing	0	0	13	6	10	12	4	45
	PRS	4	0	1	3	4	13	2	27
	Reports	18	8	18	33	21	38	30	166
	Request	6	2	11	21	27	86	56	209
	Resource	25	26	53	66	86	144	94	494
	Resource Sta	0	4	4	8	6	11	5	38
	Roles	0	1	3	1	2	5	3	15
	Roster	0	0	2	5	6	15	16	44
	Security Audi	0	0	0	11	201	36	25	273
	Selection are	0	0	2	3	0	1	7	13
	Slowness	0	0	0	3	0	8	4	15
	Suggestion	0	0	1	0	1	1	1	4
	Supplies	0	0	0	0	1	4	5	10
	Tactical Aviat	0	0	0	0	1	1	0	2
	Training	0	5	5	1	5	2	0	18
	Travel	2	2	0	2	4	11	23	44
	User Account	17	14	33	54	100	159	84	461

		January	February	March	April	May	June	July	Total
ROSS	Web Status	3	7	14	9	14	44	29	120
	Total	158	156	288	461	778	1,115	719	3,675
ROSS-Pr actice	Access Issue	2	1	4	3	8	3	3	24
	CAD Interf	0	0	0	1	1	0	1	3
	Citrix	0	0	3	1	1	0	1	6
	Download	0	0	0	0	0	1	0	1
	Error Messag	0	1	1	3	1	1	2	9
	Incident / IR	1	0	0	3	1	0	0	5
	Install	1	2	9	3	2	4	3	24
	Network	0	0	0	1	0	0	0	1
	New Request	0	0	1	0	0	0	0	1
	Organization	0	1	1	0	0	0	0	2
	Other	2	1	4	2	6	1	3	19
	Pending Req	0	0	2	2	2	1	0	7
	Reports	0	1	1	0	0	0	1	3
	Resource	1	0	0	1	0	1	0	3
	Roles	0	0	0	1	0	0	0	1
	Roster	0	0	0	0	0	1	0	1
	Slowness	0	0	0	0	1	0	0	1
	Tactical Aviat	0	0	0	1	0	0	0	1
	Travel	0	0	0	1	0	0	0	1
	User Account	2	2	7	11	8	13	3	46
Total	9	9	33	34	31	26	17	159	
Total	182	176	335	508	842	1,280	844	4,167	