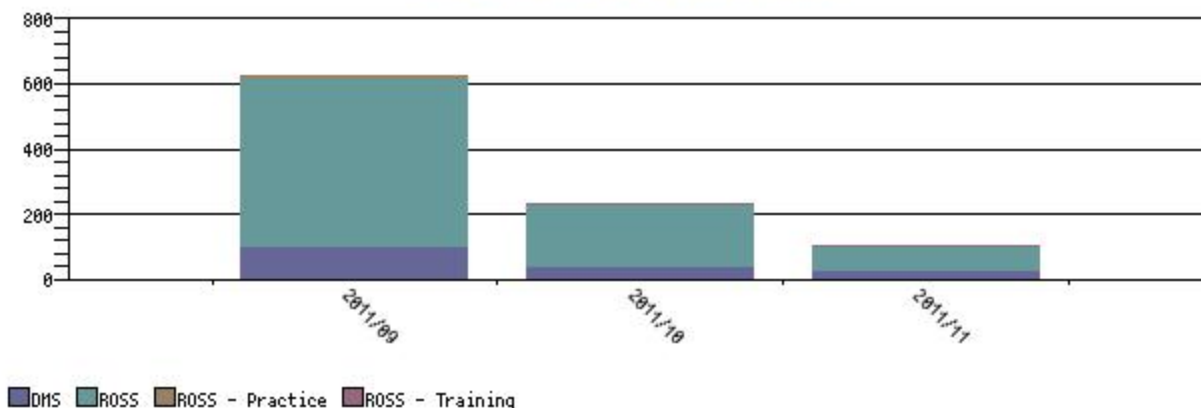


Support Requests Created

by Month includes problem types

Support Requests by Application



Category	Tickets		
	2011/09	2011/10	2011/11
Application: DMS			
Assistance/Inquiry> How To	3	1	0
Assistance/Inquiry> Outside Scope of IIA	0	1	0
Assistance/Inquiry> Question	1	1	1
Failure> Bug/Error	0	1	0
Failure> Connectivity	0	1	0
Service Request> Access Issue other than password	5	0	0
Service Request> Delete Account Request	0	0	1
Service Request> Feedback	0	1	0
Service Request> New Account Request	22	4	3
Service Request> Other Account Request	5	3	1
Service Request> Password Reset	61	24	15
Total	97	37	21
Application: ROSS			
Assistance/Inquiry> Document Request	2	0	1
Assistance/Inquiry> How To	116	34	13
Assistance/Inquiry> Outside Scope of IIA	1	0	0
Assistance/Inquiry> Question	22	15	7
Assistance/Inquiry> Transferred	1	0	0
Failure> Bug/Error	102	53	18
Failure> Connectivity	31	6	6
Failure> Data Error	61	21	11
Failure> Report Outage	37	4	1
Failure> Reporting Error	8	8	3
Failure> System Slow	8	2	0
No Value	18	8	9
Service Request> Access Issue other than password	17	5	1
Service Request> Data Administration	9	10	2
Service Request> Installation	4	2	0
Service Request> New Account Request	8	1	0
Service Request> Other Account Request	16	4	3
Service Request> Password Reset	56	20	4
Service Request> Security Request	0	0	1
Service Request> Suggestion	0	1	0
Service Request> Upgrade	1	0	0
Total	518	194	80

[-] Application: ROSS - Practice

Failure> Bug/Error	1	0	1
Failure> Connectivity	3	0	0
Failure> Report Outage	1	0	0
No Value	1	1	1
Service Request> Access Issue other than password	1	0	0
Service Request> Password Reset	1	0	0
Service Request> Upgrade	1	0	0
Total	9	1	2

[-] Application: ROSS - Training

Failure> Reporting Error	0	0	1
Total	0	0	1

Total	624	232	104
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Record Count: 40