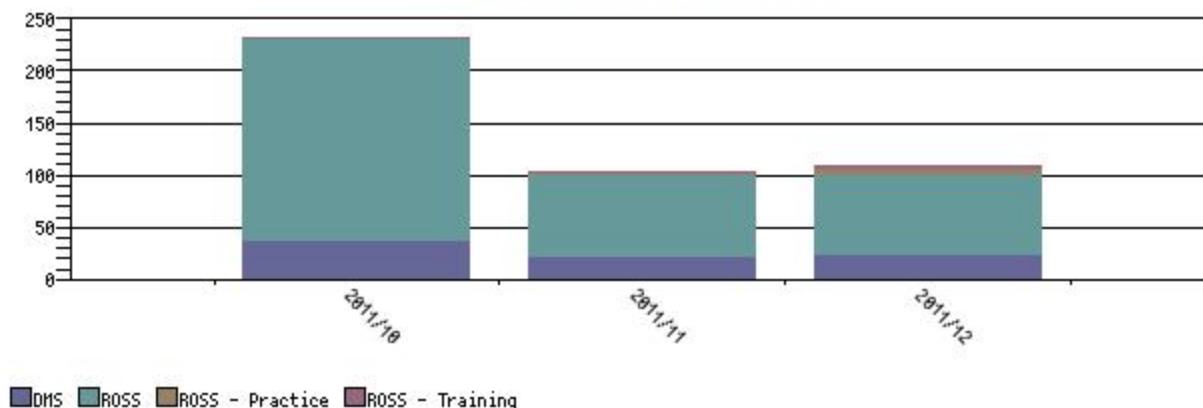


Support Requests Created

by Month includes problem types

Support Requests by Application



Category	Tickets		
	2011/10	2011/11	2011/12
Application: DMS			
Assistance/Inquiry> How To	1	0	0
Assistance/Inquiry> Outside Scope of IIA	1	0	0
Assistance/Inquiry> Question	1	1	2
Failure> Bug/Error	1	0	0
Failure> Connectivity	1	0	0
Service Request> Delete Account Request	0	1	0
Service Request> Feedback	1	0	0
Service Request> New Account Request	4	3	2
Service Request> Other Account Request	3	1	2
Service Request> Password Reset	24	15	16
Total	37	21	22
Application: ROSS			
Assistance/Inquiry> Document Request	0	1	1
Assistance/Inquiry> How To	34	13	13
Assistance/Inquiry> Question	15	7	8
Failure> Bug/Error	53	18	10
Failure> Connectivity	6	6	8
Failure> Data Error	21	11	6
Failure> Report Outage	4	1	4
Failure> Reporting Error	8	3	3
Failure> System Slow	2	0	0
No Value	8	9	7
Service Request> Access Issue other than password	5	1	1
Service Request> Data Administration	10	2	0
Service Request> Feedback	0	0	1
Service Request> Installation	2	0	1
Service Request> New Account Request	1	0	0
Service Request> Other Account Request	4	3	2
Service Request> Password Reset	20	4	13
Service Request> Security Request	0	1	1
Service Request> Suggestion	1	0	0
Total	194	80	79
Application: ROSS - Practice			
Assistance/Inquiry> Question	0	0	1
Failure> Bug/Error	0	1	3

Failure> Connectivity	0	0	1
No Value	1	1	0
Service Request> Access Issue other than password	0	0	1
Total	1	2	6
Application: ROSS - Training			
Failure> Reporting Error	0	1	0
Service Request> New Account Request	0	0	1
Total	0	1	1
Total	232	104	108

Record Count: 36