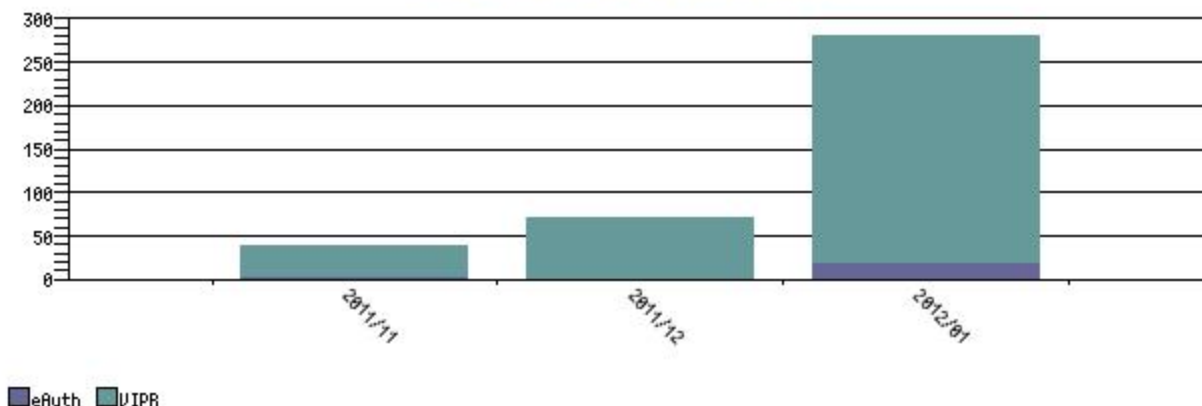


# Support Requests Created

by Month includes problem types

Support Requests by Application



Category	Tickets		
	2011/11	2011/12	2012/01
<b>Application: eAuth</b>			
Assistance/Inquiry> How To	0	0	1
Assistance/Inquiry> Question	0	0	1
Failure> Bug/Error	0	0	1
Service Request> Access Issue other than password	1	1	1
Service Request> Other Account Request	0	0	1
Service Request> Password Reset	2	0	14
<b>Total</b>	<b>3</b>	<b>1</b>	<b>19</b>
<b>Application: VIPR</b>			
Assistance/Inquiry> Document Request	2	1	2
Assistance/Inquiry> How To	6	27	101
Assistance/Inquiry> Outside Scope of IIA	2	2	1
Assistance/Inquiry> Question	4	16	21
Failure> Bug/Error	12	10	57
Failure> Connectivity	2	4	14
Failure> Data Error	1	2	2
Failure> Reporting Error	0	0	8
No Value	1	0	5
Service Request> Access Issue other than password	4	3	9
Service Request> Data Administration	1	0	9
Service Request> Feedback	0	0	4
Service Request> Installation	1	0	3
Service Request> Other Account Request	0	1	16
Service Request> Password Reset	0	3	9
<b>Total</b>	<b>36</b>	<b>69</b>	<b>261</b>
<b>Total</b>	<b>39</b>	<b>70</b>	<b>280</b>

Record Count: 21