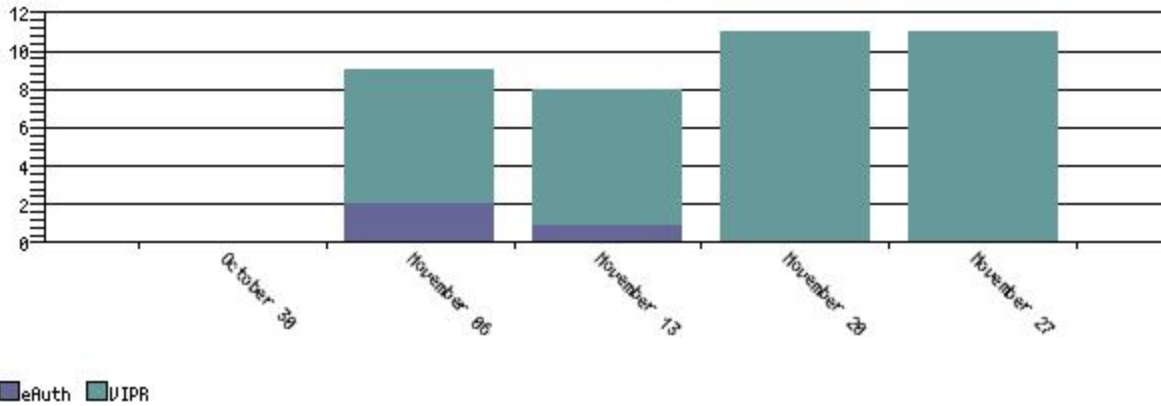


Support Requests Created

by Week includes problem types

Support Requests by Application



	Tickets					
Category	October 30	November 06	November 13	November 20	November 27	Total
Application: eAuth						
Service Request> Access Issue other than	0	1	0	0	0	1
Service Request> Password Reset	0	1	1	0	0	2
Total	0	2	1	0	0	3
Application: VIPR						
Assistance/Inquiry> Document Request	0	0	1	0	1	2
Assistance/Inquiry> How To	0	0	1	4	1	6
Assistance/Inquiry> Outside Scope of IIA	0	1	0	1	0	2
Assistance/Inquiry> Question	0	1	0	1	2	4
Failure> Bug/Error	0	3	1	4	4	12
Failure> Connectivity	0	0	1	0	1	2
Failure> Data Error	0	0	0	1	0	1
No Value	0	0	0	0	1	1
Service Request> Access Issue other than	0	0	3	0	1	4
Service Request> Data Administration	0	1	0	0	0	1
Service Request> Installation	0	1	0	0	0	1
Total	0	7	7	11	11	36
Total	0	9	8	11	11	39

Record Count: 13