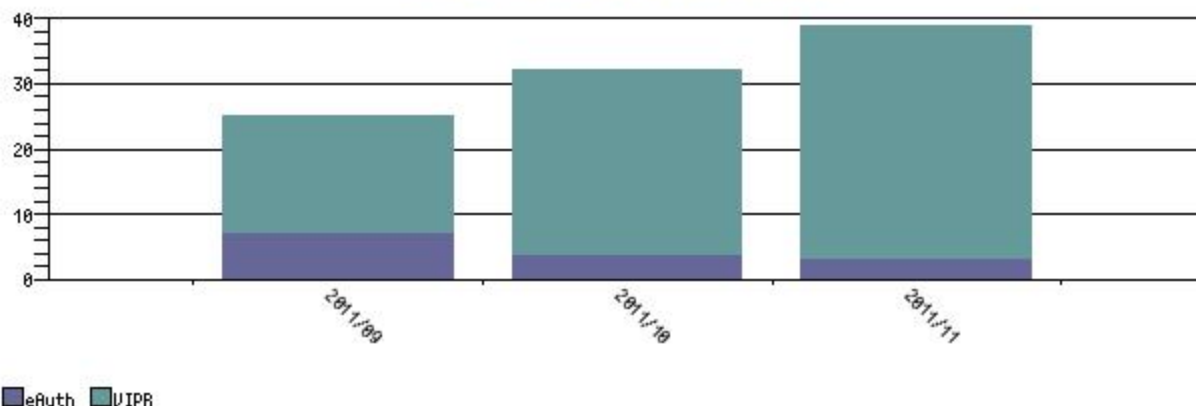


Support Requests Created

by Month includes problem types

Support Requests by Application



Category	Tickets		
	2011/09	2011/10	2011/11
Application: eAuth			
Assistance/Inquiry> How To	0	1	0
Assistance/Inquiry> Question	0	1	0
Failure> Bug/Error	1	0	0
Service Request> Access Issue other than password	0	0	1
Service Request> New Account Request	1	0	0
Service Request> Password Reset	5	2	2
Total	7	4	3
Application: VIPR			
Assistance/Inquiry> Document Request	0	0	2
Assistance/Inquiry> How To	6	8	6
Assistance/Inquiry> Outside Scope of IIA	2	0	2
Assistance/Inquiry> Question	2	6	4
Failure> Bug/Error	2	7	12
Failure> Connectivity	0	0	2
Failure> Data Error	2	2	1
Failure> Report Outage	1	0	0
Failure> Reporting Error	0	2	0
No Value	2	0	1
Service Request> Access Issue other than password	1	1	4
Service Request> Data Administration	0	0	1
Service Request> Installation	0	1	1
Service Request> New Account Request	0	1	0
Total	18	28	36
Total	25	32	39

Record Count: 20