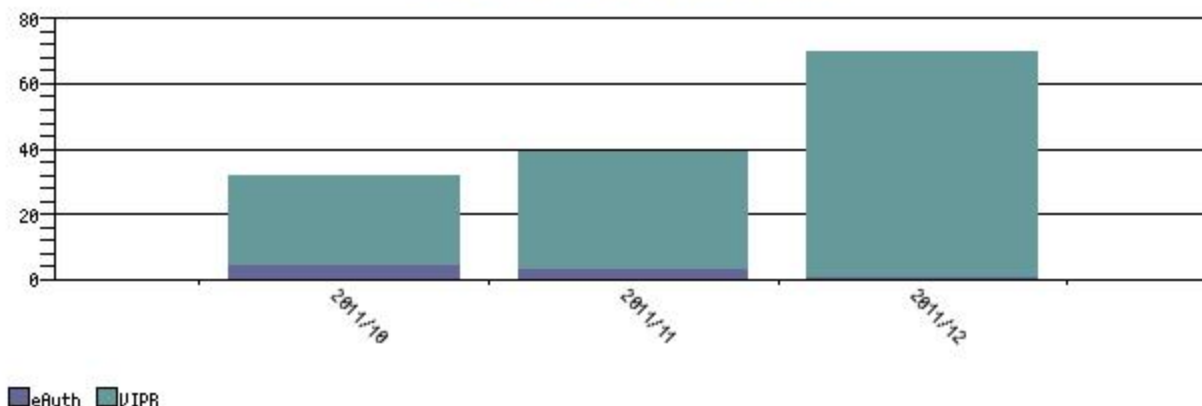


Support Requests Created

by Month includes problem types

Support Requests by Application



| Category | Tickets | | |
|---------------------------------------------------|-----------|-----------|-----------|
| | 2011/10 | 2011/11 | 2011/12 |
| Application: eAuth | | | |
| Assistance/Inquiry> How To | 1 | 0 | 0 |
| Assistance/Inquiry> Question | 1 | 0 | 0 |
| Service Request> Access Issue other than password | 0 | 1 | 1 |
| Service Request> Password Reset | 2 | 2 | 0 |
| Total | 4 | 3 | 1 |
| Application: VIPR | | | |
| Assistance/Inquiry> Document Request | 0 | 2 | 1 |
| Assistance/Inquiry> How To | 8 | 6 | 27 |
| Assistance/Inquiry> Outside Scope of IIA | 0 | 2 | 2 |
| Assistance/Inquiry> Question | 6 | 4 | 16 |
| Failure> Bug/Error | 7 | 12 | 10 |
| Failure> Connectivity | 0 | 2 | 4 |
| Failure> Data Error | 2 | 1 | 2 |
| Failure> Reporting Error | 2 | 0 | 0 |
| No Value | 0 | 1 | 0 |
| Service Request> Access Issue other than password | 1 | 4 | 3 |
| Service Request> Data Administration | 0 | 1 | 0 |
| Service Request> Installation | 1 | 1 | 0 |
| Service Request> New Account Request | 1 | 0 | 0 |
| Service Request> Other Account Request | 0 | 0 | 1 |
| Service Request> Password Reset | 0 | 0 | 3 |
| Total | 28 | 36 | 69 |
| Total | 32 | 39 | 70 |

Record Count: 19