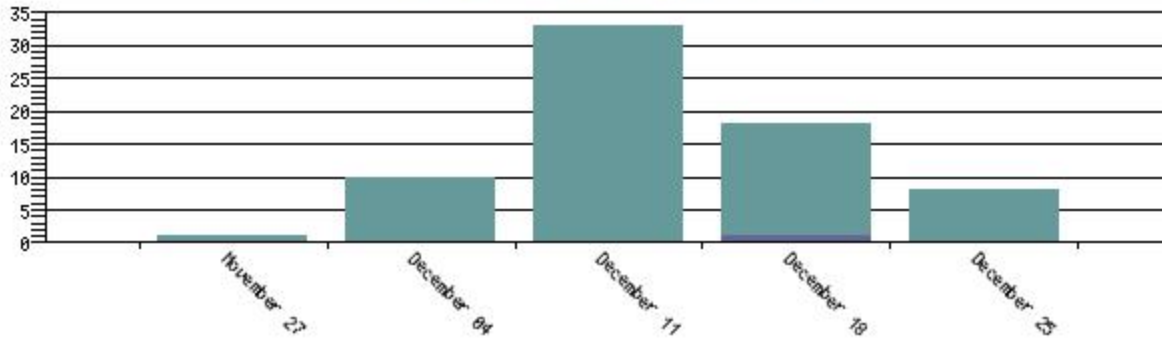


Support Requests Created

by Week includes problem types

Support Requests by Application



■ eAuth ■ VIPR

Tickets

Category	November 27	December 04	December 11	December 18	December 25	Total
Application: eAuth						
Service Request> Access Issue other than	0	0	0	1	0	1
Total	0	0	0	1	0	1
Application: VIPR						
Assistance/Inquiry> Document Request	0	0	1	0	0	1
Assistance/Inquiry> How To	1	3	15	5	3	27
Assistance/Inquiry> Outside Scope of IIA	0	1	1	0	0	2
Assistance/Inquiry> Question	0	1	6	6	3	16
Failure> Bug/Error	0	3	3	4	0	10
Failure> Connectivity	0	1	3	0	0	4
Failure> Data Error	0	0	0	1	1	2
Service Request> Access Issue other than	0	0	2	1	0	3
Service Request> Other Account Request	0	0	1	0	0	1
Service Request> Password Reset	0	1	1	0	1	3
Total	1	10	33	17	8	69
Total	1	10	33	18	8	70

Record Count: 11