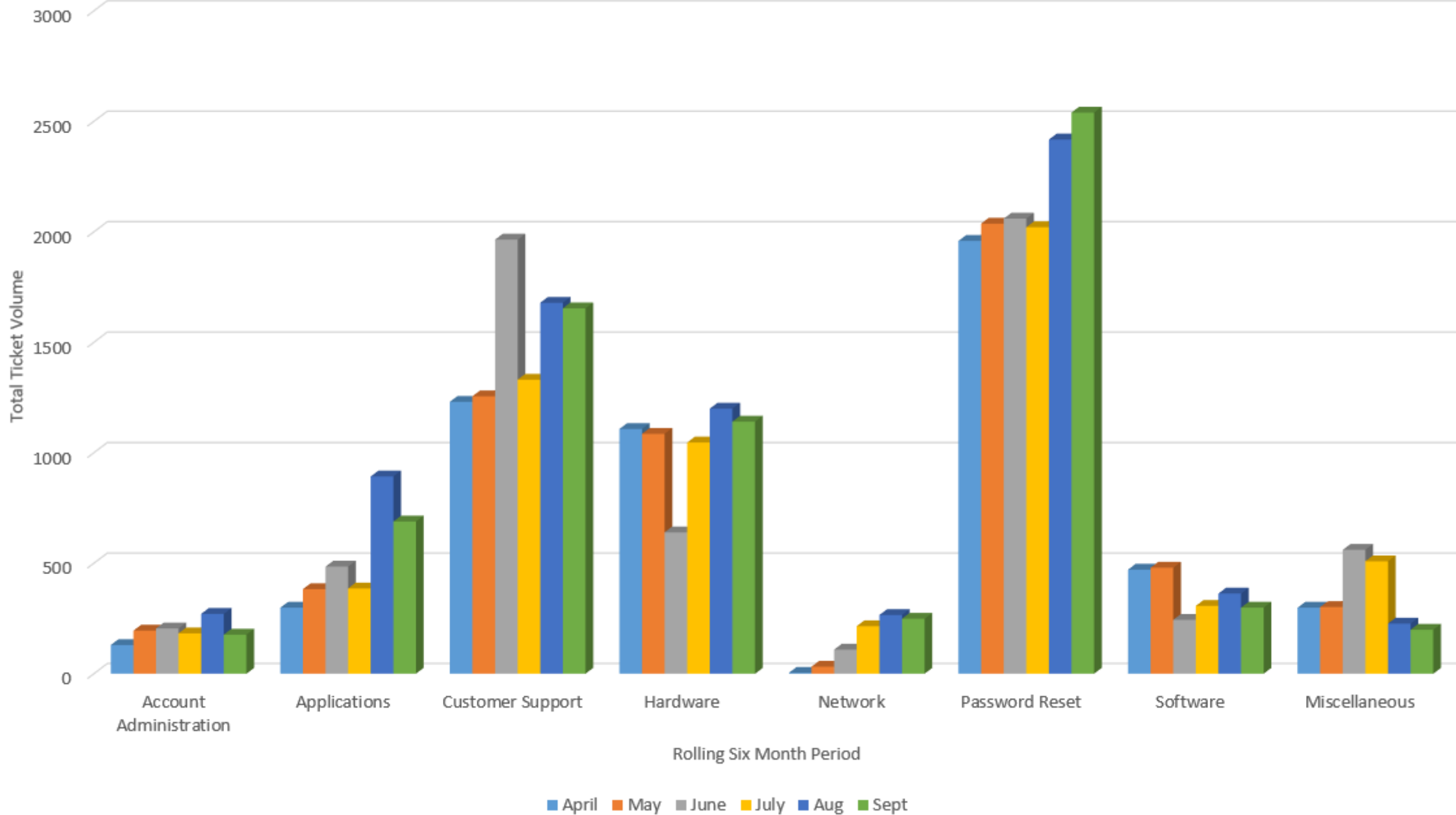
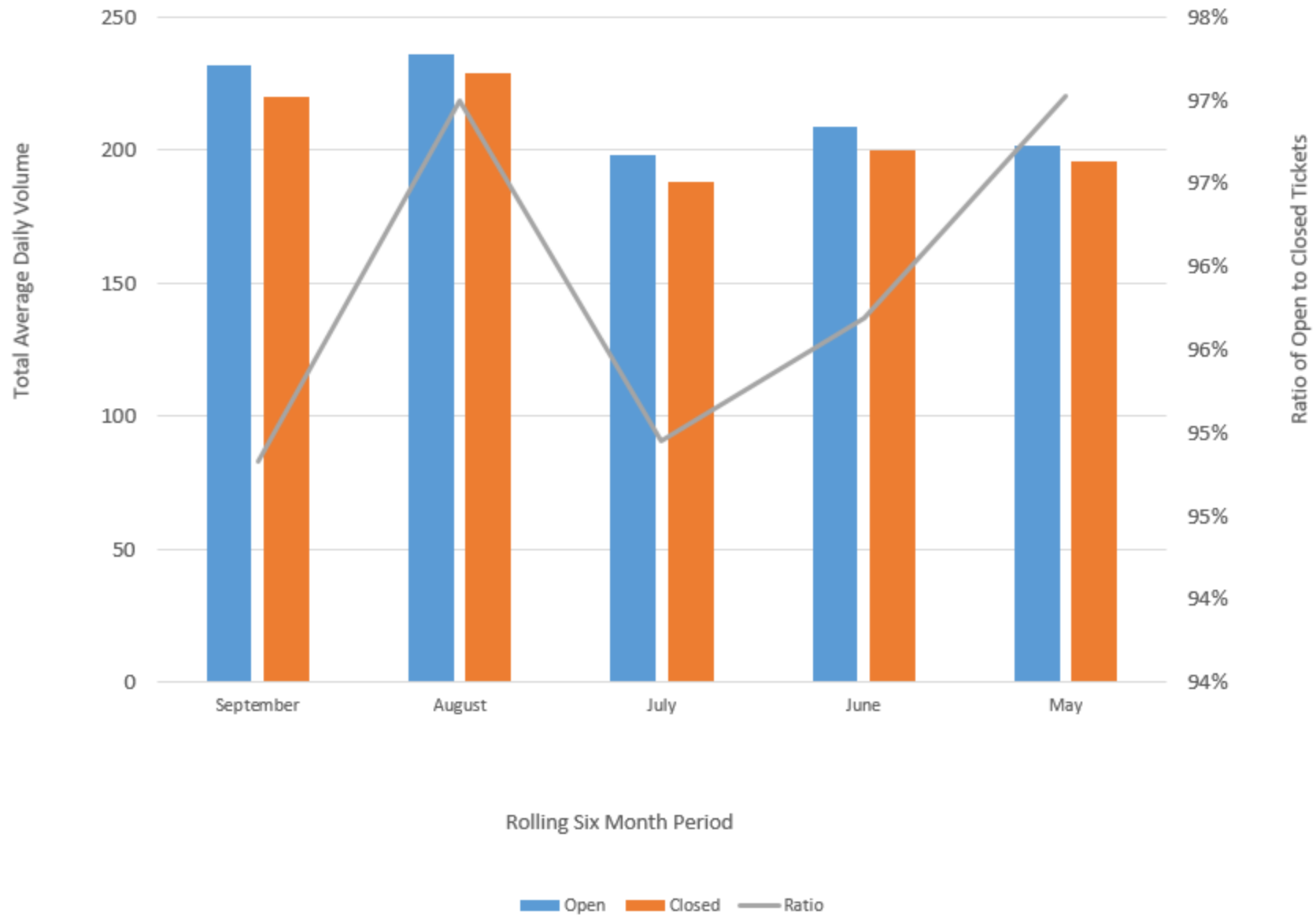


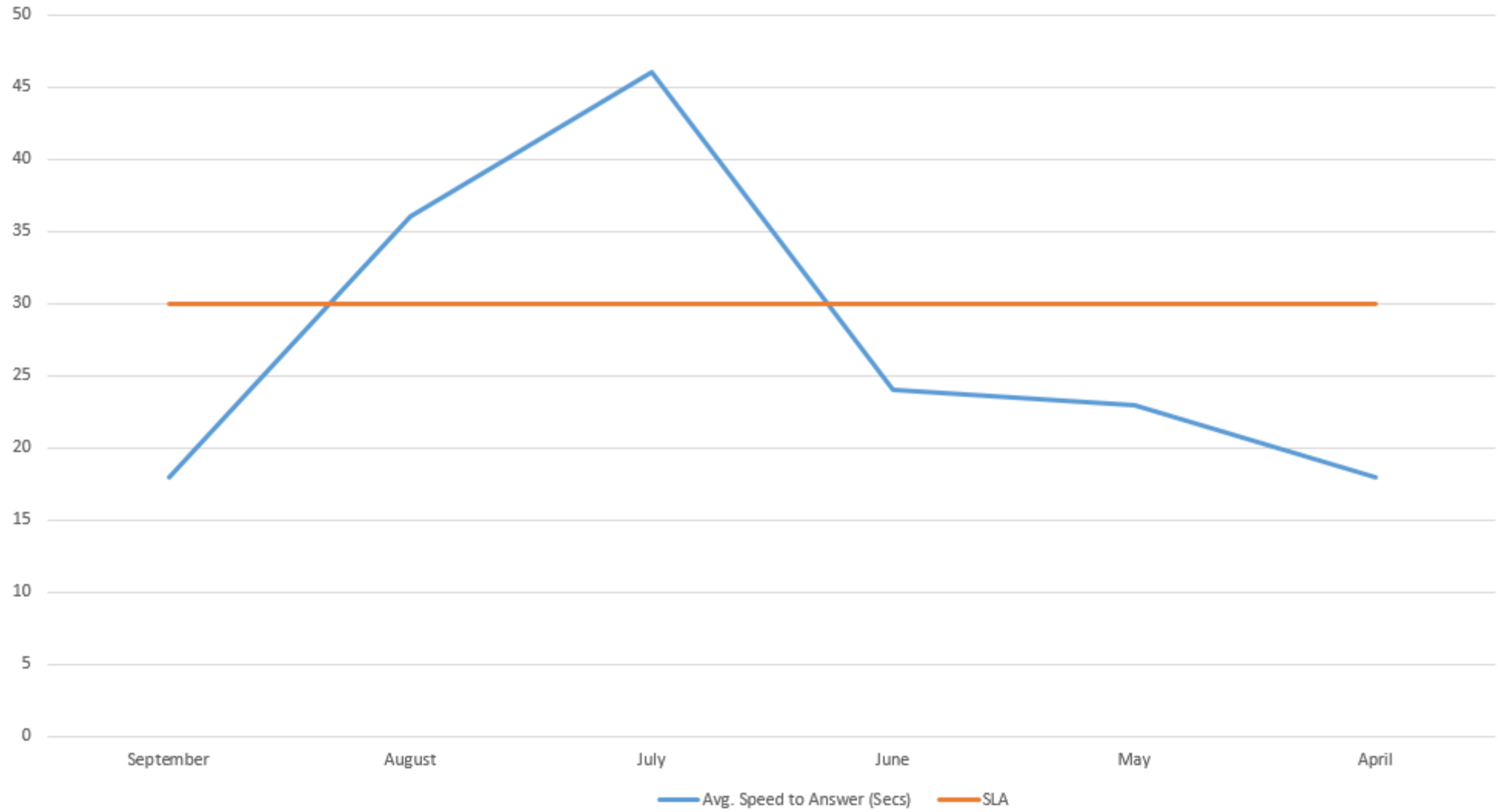
Tickets by Classification



Average Daily Ticket Activity



Average Speed to Answer



Service Level Performance

Priority 1- Callback within 1 Hour, resolve within 4 Hours

Priority 2 – Callback within 2 work hours, resolve within 1 workdays.

Priority 3 - Callback within 4 work hours, resolve within 2 workdays

Priority 4 – Callback within 4 work hours, resolve within 1 work week.

