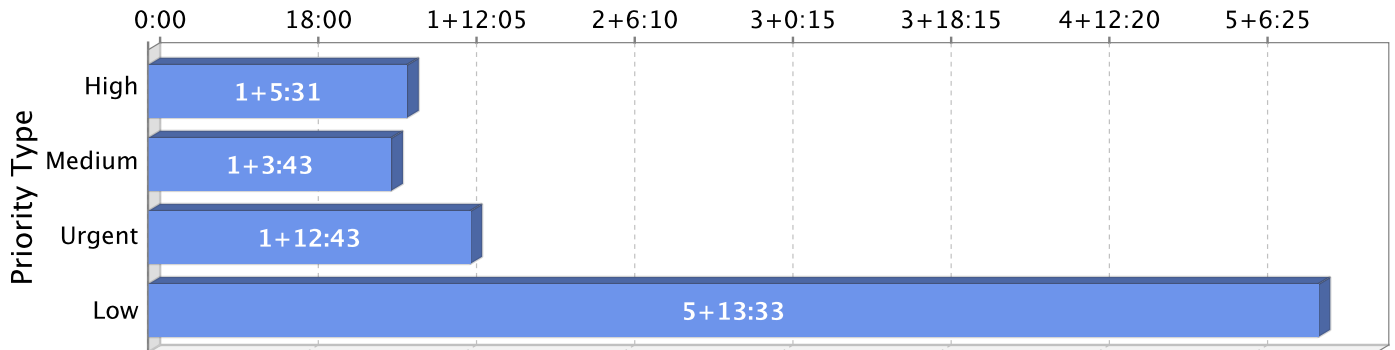


Incident resolution

Tickets opened between 07/01/08 12:00am and 09/30/08 12:00am

Avg. Open Time (Days+Hrs:Mins) by Priority Type



Avg. Open Time (Days+Hrs:Mins)

High	1+5:31
Medium	1+3:43
Urgent	1+12:43
Low	5+13:33
Total	1+8:23