

Prepared for: US itek Created on: Mar 22, 2022

0.59 2020 RTSM
2020 RTSM

1.14 Ticket/Seat/Mo

0.52 Avg Time/Ticket
Hours

113 30d Resp Avg
minutes

256.5 Resolution Avg.
hours

30% Ticket Update % - Reactive

0% Ticket Update % - Pro Srv

18 Missing Type - All Reactive Boards

22 Missing Item - All Reactive Boards

All Active Reactive Tickets



28 New - Reactive
New

35 Closed - Reactive
Closed

79 7+ Days Old - Reactive
All

80% % Over 5 Days

63% New/Closed %

16 Missing Subtype - All Reactive Boards

Ticket Summary for All CareFree Tickets Greater Than 7 days

TICKET #	SUBJECT	CONTACT	STATUS	LAST UPDATED
531743	Oishei - Gayle - Oishei Website	Jackie Reisdorf (Inactive)	Child Ticket	Mar 17, 2022 12:08 PM
536903	Adobe	Jackie Reisdorf (Inactive)	Child Ticket	Mar 17, 2022 12:08 PM
1517255	Setup replacement PCs for all users	Linda Gloss-Ball	Waiting for Specialist Availability	Mar 15, 2022 3:17 PM
1726947	Issues with One Drive and Autocad	Peter Talty	Waiting for Client Availability	Mar 22, 2022 1:51 PM
1840336	Azure Server quote - 28610	Eric Watson	Waiting for Specialist Availability	Mar 8, 2022 9:37 AM
1843074	Chromecast	Eric Watson	Assigned	Mar 15, 2022 8:10 PM
1847652	Quote for 60 Webcams - 28691	Derek Litwin	Assigned	Mar 21, 2022 6:14 PM
1848220	Quote for 3 Upgraded Desktops - 28694	Derek Litwin	Assigned	Mar 8, 2022 9:37 AM
1848221	Guests Access to Teams files	Natalie Cook	Waiting for Client Availability	Mar 22, 2022 2:25 PM
1865789	Sage	Matt Crone	Waiting Client Response	Mar 18, 2022 1:19 PM
1869773	Re: Scanning and Exploiting IPs observed by MS-ISAC - 12/1/21 - 12/31/21 - TLP:GREEN	George Liaros	Waiting Client Response	Mar 18, 2022 4:27 PM
1869982	RE: RGC cut over	Patrick Greeley	Waiting Vendor Response	Mar 21, 2022 4:54 PM
1870342	Help Setup MFA on Salesforce for Green Umbrella	Derek Litwin	Waiting for Specialist Availability	Mar 22, 2022 11:35 AM
1875065	Needs O365 credentials to sync email to Salesforce	Thomas Hollis	Waiting Client Response	Mar 21, 2022 6:33 PM
1876955	Outlook Desktop App Problems	Derek Litwin	Assigned	Mar 8, 2022 9:37 AM

TICKET #	SUBJECT	CONTACT	STATUS	LAST UPDATED
1877039	Urgent Permissions for QA environment	Sam Sevenish	Waiting for Client Availability	Mar 21, 2022 11:01 AM
1877823	Cloud Licenses for Veriato	Derek Litwin	Waiting for Specialist Availability	Mar 17, 2022 11:08 PM
1882359	TV - Terminal Server Setup work	Derek Litwin	Assigned	Mar 21, 2022 6:39 PM
1883338	The Dale: Cyberinsurance Requirement- Encryption	Maureen Wendt	Assigned	Mar 16, 2022 9:15 PM
1887157	Esther's Computer	Linda Gloss-Ball	Waiting Client Response	Mar 8, 2022 9:37 AM
1888967	Printer switches at various locations	Kristine Erdolino	Waiting for Specialist Availability	Mar 17, 2022 9:24 AM
1888985	Two Action Items	Robert Hausrath	Waiting for Specialist Availability	Mar 12, 2022 2:16 PM
1890590	Need assistance setting up Ipad	Mark Scott	Waiting Client Response	Mar 22, 2022 3:57 PM
1890710	Searching my Outlook / Junk Email control	Derek Litwin	Assigned	Mar 21, 2022 6:40 PM
1892833	Laptop Not Holding Charge (PF2MBA6V)	Linda Peracciny	Waiting Client Response	Mar 22, 2022 3:59 PM
1893041	FW: Complete Profile - MIDCITY-020	Jim Smyth	Waiting for Client Availability	Mar 22, 2022 10:03 AM
1893711	FW: Expiring HPE Support Services	George Liaros	Waiting Client Response	Mar 21, 2022 7:14 PM
1895408	Error in backup	Tammie Schiavone	Assigned	Mar 21, 2022 7:06 PM
1899439	Network Issues	Ryan Garey	Assigned	Mar 21, 2022 7:08 PM
1899522	Verizon	Maureen Banaszak	Waiting Client Response	Mar 21, 2022 3:51 PM

TICKET #	SUBJECT	CONTACT	STATUS	LAST UPDATED
1899623	Remote desktop on some laptops.	George Liaros	Waiting Client Response	Mar 22, 2022 11:35 AM
1900381	Phantom Touch on Dell Laptop	Kim Durrell	Waiting for Client Availability	Mar 22, 2022 2:47 PM
1901988	Question about Caller ID when calls forwarded to Cell Phone	Lou Anne Soto	Waiting Client Response	Mar 18, 2022 11:44 AM
1902701	RGC Issue	Patrick Greeley	Waiting for Specialist Availability	Mar 10, 2022 9:53 AM
1905120	FW: Election Security Spotlight - What is Malicious Domain Blocking and Reporting (MDBR)? - TLP: WHI	George Liaros	Waiting Vendor Response	Mar 15, 2022 4:03 PM
1905337	Quote for 5 laptops - 28739	Linda Gloss-Ball	Assigned	Mar 16, 2022 3:49 PM
1905895	Shared Voicemail (Helpdesk AA) - Autodesk issues	Alan Bulera	Waiting Client Response	Mar 21, 2022 11:21 AM
1905972	R&B desktop issues	Mary Mineo	Waiting Client Response	Mar 21, 2022 11:13 AM
1906844	DALE-LT023-21	Maria Fabrizio	Waiting Client Response	Mar 21, 2022 11:11 AM
1906896	Bank Software update	Eric Watson	Waiting Client Response	Mar 21, 2022 11:04 AM
1906961	Replacement Comp for Marilyn - 28727	Debbie Rupnig	Assigned	Mar 8, 2022 10:55 AM
1907138	MWS HP UPS repair	David Stinner	Assigned	Mar 8, 2022 9:37 AM
1907726	TMSI moving towards a Hybrid work environment - 28747	Tracy Ensminger	Assigned	Mar 18, 2022 9:58 AM
1910060	FW: Your mailbox is almost full.	Chris Murphy	Waiting Client Response	Mar 22, 2022 10:56 AM
1911012	Shared Voicemail (AA Help Desk Options)	Doug Smith	Waiting Client Response	Mar 16, 2022 10:32 PM

TICKET #	SUBJECT	CONTACT	STATUS	LAST UPDATED
1911595	Connection Issue	Brian Gollwitzer	Waiting for Client Availability	Mar 8, 2022 9:37 AM
1913251	Battery Issue - 28748	Sara Evans	Assigned	Mar 22, 2022 2:49 PM
1916010	Monitor Issues	Sara Evans	Waiting for Client Availability	Mar 22, 2022 2:13 PM
1916013	VFP to write to registry when building DLL's	Mark Moore	Waiting Client Response	Mar 21, 2022 11:46 AM
1916044	Shared Voicemail (AA Help Desk Options) - Email edit	Maria Fabrizio	Waiting Client Response	Mar 22, 2022 3:47 PM
1916937	Add a Printer	Michael Walker	Waiting Client Response	Mar 21, 2022 10:55 AM
1916994	Action Requested Update Intermedia Unite Apps	Mark Clift	Assigned	Mar 21, 2022 5:19 PM
1917886	Mirror - need on Caroline's computer	Caroline Marsillo	Assigned	Mar 21, 2022 5:19 PM
1917991	Mirror Setup for Eric	Robert Hausrath	Waiting for Specialist Availability	Mar 15, 2022 7:50 PM
1919766	Tom's Lastpass	Thomas Hollis	Waiting for Specialist Availability	Mar 21, 2022 6:35 PM
1919821	Clicked on link in bad email and trying to set up LastPass	Cathy Piciulo	Waiting Client Response	Mar 22, 2022 4:13 PM
1922151	Autodesk Inventor Update 2022.2.2	Jeremy Inda	Waiting for Specialist Availability	Mar 21, 2022 9:09 AM
1922175	Phones!	Lou Anne Soto	Waiting Client Response	Mar 21, 2022 10:49 AM
1922194	Setup 2 New Helpdesk Laptops	David Stinner	Assigned	Mar 18, 2022 6:16 PM
1922273	Cannot access folders/files on CFC drive - MNM-LT003-20	John McGuire	Waiting Client Response	Mar 21, 2022 2:44 PM

TICKET #	SUBJECT	CONTACT	STATUS	LAST UPDATED
1922401	Shared Voicemail (Helpdesk AA) - new user laptop - 28753	George Liaros	Waiting Hardware/Software	Mar 9, 2022 5:14 PM
1923303	Jason's GU Systems email - Computer	Jenna Barnes	In Progress	Mar 22, 2022 3:31 PM
1923356	Unable to Login to Office 365 - Remote Desktop	Jenna Barnes	Waiting Client Response	Mar 21, 2022 6:37 PM
1924275	UPS computer - Setup for John Browka	Tim Papin	Waiting for Specialist Availability	Mar 22, 2022 4:11 PM
1925022	FW: Blue screen pic	Scott Kaeselau	Assigned	Mar 15, 2022 8:03 AM
1925117	Fwd: Purchase	Zachary Searer	Assigned	Mar 10, 2022 2:34 PM
1925123	Quote for Computer - 28756	Lou Anne Soto	Assigned	Mar 16, 2022 4:35 PM
1925137	New Laptop	Eric Watson	Waiting Client Response	Mar 15, 2022 4:12 PM
1925571	FW: Congratulate Craig LeCoure and 9 others...	Robert Delong	Waiting for Specialist Availability	Mar 22, 2022 11:36 AM
1925933	Email Migration Needed	Karen Gaiser	Assigned	Mar 21, 2022 7:10 PM
1926003	need access to file server.	Sal Militello	Assigned	Mar 15, 2022 8:37 AM
1926085	pc transfer	Tim Papin	Assigned	Mar 15, 2022 8:03 AM
1926123	Add excel to RNB-WKS004-19	Mary Mineo	Waiting Client Response	Mar 15, 2022 2:12 PM
1928570	US ITEK Inc - Lexmark XC4240 - Bouvier	Debbie Rupnig	Assigned	Mar 18, 2022 6:13 PM
1928692	RE: Dick Streicher Ipad	Richard (Dick) Streicher	Assigned	Mar 15, 2022 8:22 PM
1928775	Shared Voicemail (AA Help Desk Options) - Mouse issues	Maria Fabrizio	Waiting Client Response	Mar 21, 2022 4:03 PM