

List of tickets which seem not to be handled by the appropriate support units

	REQUEST_ID	Last status	Last status change	Last update	Ticket age *	Inactivity index
OSG						
	17042	in progress	2007-02-21	2007-02-21	70	39
	18547	assigned	2007-02-15	2007-02-15	40	36
	18550	assigned	2007-02-15	2007-02-15	40	36
	18557	assigned	2007-02-15	2007-02-15	40	36
ROC_CE						
	16248	in progress	2007-02-20	2007-02-20	92	44
	17492	waiting for reply	2007-01-18	2007-01-22	60	53
	18169	in progress	2007-02-08	2007-02-08	47	41
	19449	in progress	2007-03-08	2007-03-12	25	22
ROC_CERN						
	10304	waiting for reply	2006-11-02	2007-01-08	190	100
	13335	waiting for reply	2006-11-02	2006-12-14	138	96
	16244	in progress	2006-12-06	2007-02-22	92	62
	18167	in progress	2007-02-06	2007-03-19	47	32
	18305	waiting for reply	2007-03-12	2007-03-19	44	23
	18361	in progress	2007-02-12	2007-03-19	43	30
	18475	in progress	2007-02-27	2007-02-27	41	31
	19019	in progress	2007-02-27	2007-03-12	32	26
	19293	waiting for reply	2007-03-05	2007-03-12	28	24
	19454	in progress	2007-03-09	2007-03-12	25	22
	19511	in progress	2007-03-12	2007-03-12	25	21
	19562	in progress	2007-03-12	2007-03-12	24	21
ROC_DECH						
	10299	in progress	2007-02-26	2007-04-09	190	48
	19258	in progress	2007-03-05	2007-03-05	29	26
ROC_North						
	10287	in progress	2006-12-05	2007-02-21	190	81
	14014	assigned	2007-04-01	2007-04-09	129	28
	15464	waiting for reply	2006-12-06	2006-12-06	106	84
	15794	in progress	2006-11-20	2006-11-20	100	91
	15998	waiting for reply	2006-12-04	2006-12-04	98	84
	16766	waiting for reply	2006-12-19	2007-03-01	81	55
	16956	in progress	2007-01-05	2007-02-12	75	54
	17894	assigned	2007-01-26	2007-04-09	54	31
	17928	assigned	2007-01-29	2007-01-29	52	47
	17942	assigned	2007-01-29	2007-01-29	52	47
	18162	in progress	2007-02-08	2007-02-12	47	40
	18165	waiting for reply	2007-02-08	2007-02-12	47	40
	18533	waiting for reply	2007-02-16	2007-02-16	40	36
	18885	assigned	2007-02-23	2007-02-23	34	31
	18951	assigned	2007-02-26	2007-02-26	33	30
	18954	assigned	2007-02-26	2007-02-26	33	30
	18956	assigned	2007-02-26	2007-02-26	33	30
	19450	assigned	2007-03-08	2007-03-08	25	23
	19515	assigned	2007-03-09	2007-03-12	25	22
	19516	assigned	2007-03-09	2007-03-12	25	22
ROC_Russia						
	18163	in progress	2007-02-14	2007-02-14	47	39
	18170	reopened	2007-02-12	2007-02-12	47	39
ROC_UK/Ireland						
	16808	waiting for reply	2007-03-15	2007-03-19	80	29
	19041	in progress	2007-02-27	2007-04-09	32	19

* working days