

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	79	48
	18547	assigned	2007-02-15	2007-02-15	49	45
	18550	assigned	2007-02-15	2007-02-15	49	45
	18557	assigned	2007-02-15	2007-02-15	49	45
	19174	assigned	2007-03-01	2007-04-23	39	23
	19176	assigned	2007-03-01	2007-04-23	39	23
ROC_CE						
	17492	waiting for reply	2007-01-18	2007-01-22	69	62
	18169	in progress	2007-02-08	2007-02-08	56	50
	19449	in progress	2007-03-08	2007-03-12	34	30
ROC_CERN						
	10304	waiting for reply	2006-11-02	2007-04-23	199	82
	13335	waiting for reply	2006-11-02	2007-04-23	147	72
	16244	in progress	2006-12-06	2007-04-23	102	56
	18167	in progress	2007-02-06	2007-03-19	56	40
	18475	in progress	2007-02-27	2007-02-27	50	39
	19019	in progress	2007-02-27	2007-03-12	41	34
	19293	waiting for reply	2007-03-05	2007-03-12	37	32
	19454	in progress	2007-03-09	2007-03-12	34	30
	19562	in progress	2007-03-12	2007-03-12	33	30
ROC_DECH						
	10299	in progress	2007-02-26	2007-04-23	199	53
	19258	in progress	2007-03-05	2007-03-05	39	34
ROC_North						
	10287	in progress	2006-12-05	2007-04-23	199	74
	14014	reopened	2007-04-24	2007-04-24	137	27
	15794	in progress	2006-11-20	2006-11-20	109	100
	16766	waiting for reply	2006-12-19	2007-03-01	90	63
	17894	assigned	2007-01-26	2007-04-23	63	36
	17928	assigned	2007-01-29	2007-01-29	61	56
	17942	assigned	2007-01-29	2007-01-29	61	56
	18165	waiting for reply	2007-02-08	2007-04-23	56	31
ROC_Russia						
	18163	in progress	2007-02-14	2007-02-14	56	47
	18170	reopened	2007-02-12	2007-02-12	56	48
ROC_UK/Ireland						
	16808	waiting for reply	2007-03-15	2007-04-23	89	28
	19041	in progress	2007-02-27	2007-04-23	41	24

* working days