

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	92	53
	18547	assigned	2007-02-15	2007-02-15	63	51
	18550	assigned	2007-02-15	2007-02-15	63	51
	18557	assigned	2007-02-15	2007-02-15	63	51
	19174	assigned	2007-03-01	2007-05-14	54	27
	19176	assigned	2007-03-01	2007-05-14	54	27
ROC_CE						
	18169	in progress	2007-02-08	2007-05-14	70	34
	19449	in progress	2007-03-08	2007-03-12	49	39
ROC_CERN						
	13335	waiting for reply	2006-11-02	2007-05-14	161	71
	16244	in progress	2006-12-06	2007-05-14	116	56
ROC_North						
	10287	in progress	2006-12-05	2007-05-14	213	72
	14014	reopened	2007-04-24	2007-05-14	151	30
	15794	in progress	2006-11-20	2006-11-20	123	100
	17928	assigned	2007-01-29	2007-01-29	75	61
	17942	assigned	2007-01-29	2007-01-29	75	61
	18165	waiting for reply	2007-02-08	2007-05-14	70	34
	20091	in progress	2007-03-26	2007-05-14	36	18
ROC_Russia						
	18163	in progress	2007-02-14	2007-05-14	70	33
ROC_UK/Ireland						
	16808	waiting for reply	2007-03-15	2007-05-14	103	32
	19041	in progress	2007-02-27	2007-05-14	54	27
	19092	in progress	2007-03-20	2007-05-14	54	22
	19558	waiting for reply	2007-03-15	2007-05-14	46	22
	19696	in progress	2007-03-15	2007-05-14	44	22
	20151	waiting for reply	2007-03-30	2007-05-14	35	17
	20259	waiting for reply	2007-03-30	2007-05-14	34	17

* working days