

Shared Services Catalog

Monthly Support Status

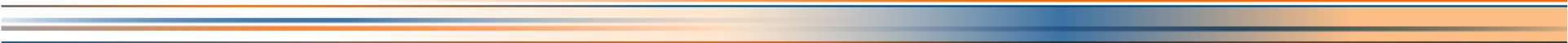
November 2010

- ▶ Richard J Troiano
- ▶ 11/2010

Training & Support

Month In Review – Nov 2010

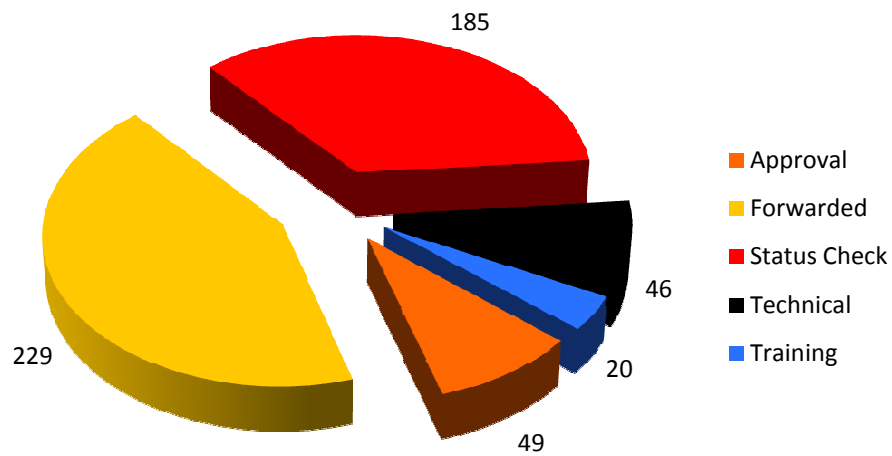


- ▶ Total Incidents for November 2010 – 1713
 - ▶ Accomplishments
 - ▶ Continued Support
 - ▶ Catalog Support FAQs
 - ▶ Automated device cancelation email process
-
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- A decorative horizontal bar at the bottom of the slide, consisting of several parallel lines in shades of blue, orange, and grey.

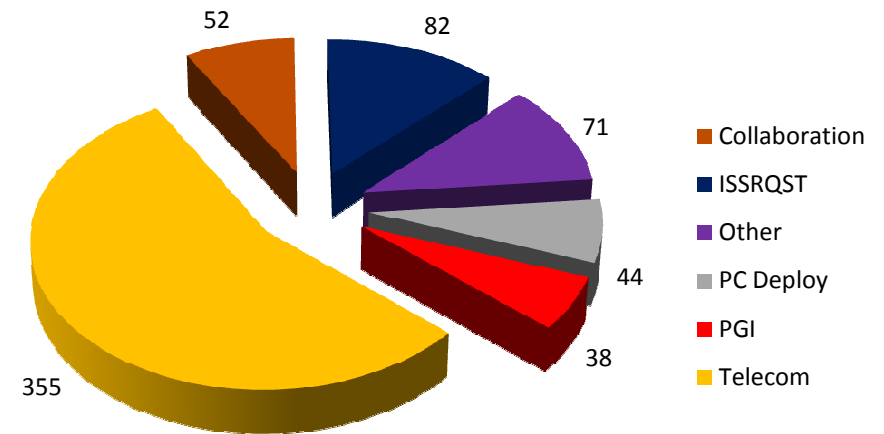
Total Requests By Category

November 2010

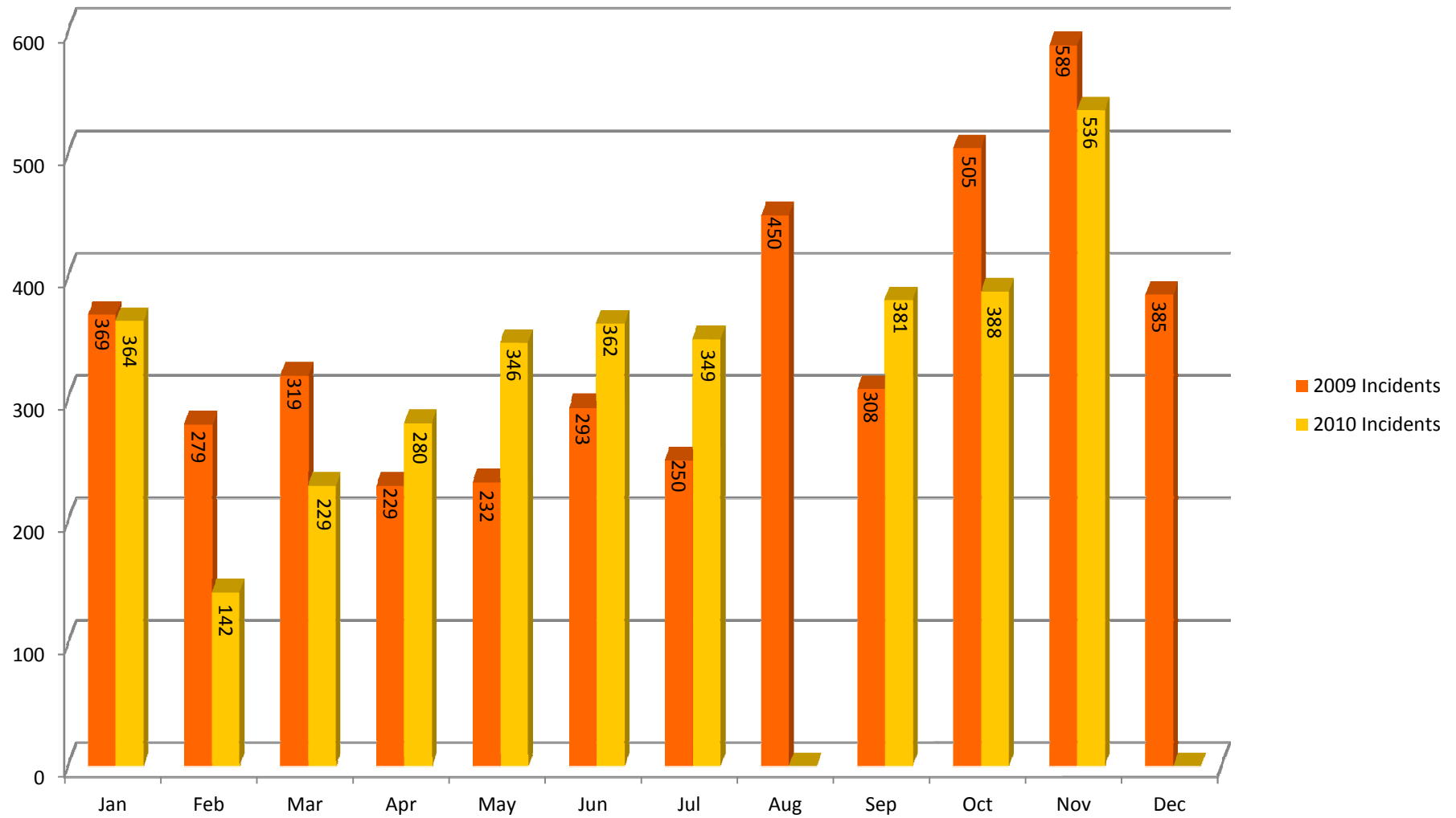
Category



Forwarded Requests

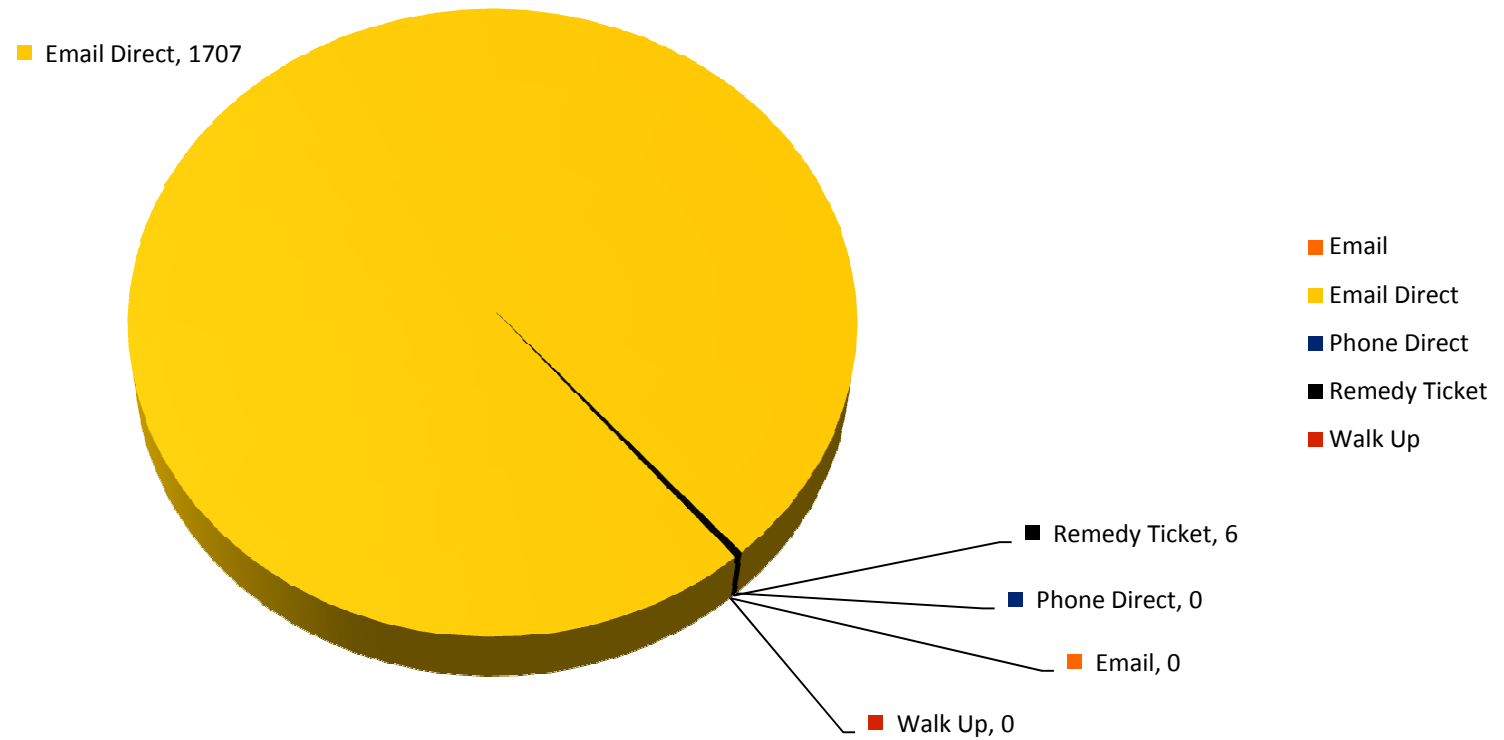


Incidents Trending November 2010



Requests By Method November 2010

Contact Method - November 2010



Requests by Category Type per Month

November 2010

