trustedbi
Intelligence you can TRUST

ExampleSupport Usage November 2009 - October 2010

Severity1	Respond to call within 60 minutes of acceptance
Severity2	Respond to call within 2 hours of acceptance

Month	Call Id	Date	Log Received By	Reported Fault	Category	Classification	Effort (mins)	Units	Cum Units	Bal Units
09 Nov	1	13/11/2009	John Smith	Intermittent Date Issue	BOBJ Infrastructure	Severity 2 (2 Hours)	1582	53	53	283
09 Nov	2	30/11/2009	John Smith	Deleted User accounts	BOBJ User Setup	Severity 2 (2 Hours)	55	2	55	281
09 Nov	3	26/11/2009	John Smith	Report Issue	Other…	Severity 2 (2 Hours)	159	6	61	275
09 Dec	4	09/12/2009	John Smith	Password Changes Issue	Other…	Severity 2 (2 Hours)	40	2	63	273
09 Jan	5	07/01/2009	John Smith	Calendar View Problem	Reporting DW	Severity 2 (2 Hours)	465	16	79	257
10 Jan	6	11/01/2010	John Smith	Report Issue	Other…	Severity 2 (2 Hours)	65	3	82	254
10 Mar	7	03/03/2010	John Smith	Adding Departments	Reporting DW	Severity 2 (2 Hours)	50	2	84	252
10 Feb	8	25/02/2010	John Smith	Request for Information	Other…	Severity 2 (2 Hours)	20	1	85	251
10 Feb	9	25/02/2010	John Smith	Security Profiles	BOBJ User Setup	Severity 2 (2 Hours)	250	9	94	242
10 Feb	10	15/02/2010	John Smith	Review	Other…	Severity 2 (2 Hours)	180	6	100	236
10 Feb	11	04/02/2010	John Smith	Request for Information	BOBJ User Setup	Severity 2 (2 Hours)	25	1	101	235
10 Mar	12	10/03/2010	John Smith	Amended COS Report	Contracted reports	Severity 2 (2 Hours)	65	3	104	232
10 Mar	13	08/03/2010	John Smith	Adding Departments	Reporting DW	Severity 2 (2 Hours)	50	2	106	230
10 Mar	14	12/03/2010	John Smith	Decommission Server	Other…	Severity 2 (2 Hours)	285	10	116	220

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