

FrontRange

ITSM Reports

Ver 1.1



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Table of Contents

1.	INTRODUCTION.....	3
2.	ITSM INCIDENT TRENDS	4
2.1.	GROUP IM 1.0 –INCIDENT RECEIVED TRENDS.....	4
2.1.1.	GROUP IM 1.1 – INCIDENT RECEIVED PERIOD TRENDS	4
2.1.2.	GROUP IM 1.2 – INCIDENT RECEIVED PRIORITY TRENDS.....	4
2.1.3.	GROUP IM 1.3 – INCIDENT RECEIVED SOURCE TRENDS	5
2.2.	GROUP IM 2.0 – ACTIVE INCIDENT TRENDS	6
2.3.	GROUP IM 3.0 – INCIDENT CLOSED TRENDS	7
2.3.1.	GROUP IM 3.1 – INCIDENT CLOSED PERIOD TRENDS	7
2.3.2.	GROUP IM 3.2 – CLOSED INCIDENT CAUSE CODE TRENDS	7
2.3.3.	GROUP IM 3.3 – CLOSED INCIDENT DURATION TRENDS	8
2.4.	GROUP IM 4 – INCIDENT ASSIGNMENTS TRENDS	9
2.4.1.	GROUP IM 4.1 – ALL ASSIGNMENTS TRENDS	9
2.4.2.	GROUP IM 4.2 – ASSIGNMENT GROUP TRENDS.....	9
2.4.3.	GROUP IM 4.3 – INCIDENT ASSIGNEE TRENDS	10
2.5.	GROUP IM 5 – TOTAL TIME SPENT ON INCIDENTS	10
2.6.	GROUP IM 6 – OTHER INCIDENT RELATED REPORTS.....	11
	ITSM PROBLEM TRENDS	12
2.7.	GROUP PM 1.0 – PROBLEM RECEIVED PERIOD TRENDS.....	12
2.8.	GROUP PM 2.0 – ACTIVE PROBLEM TRENDS.....	12
2.9.	GROUP IM 3 – OTHER PROBLEM RELATED REPORTS	13
3.	ITSM CHANGE TRENDS	14
3.1.	GROUP CM 1.0 – RFCS RECEIVED PERIOD TRENDS.....	14
3.2.	GROUP CM 2.0 – ACTIVE RFCS TRENDS	14
3.3.	GROUP CM 3 – OTHER CHANGE MANAGEMENT RELATED REPORTS	15
4.	APPENDICES.....	16
4.1.	APPENDIX A (INCIDENT DASHBOARD BY DATE).....	16
4.2.	APPENDIX B (INCIDENT RECEIVED TODAY BY HOUR).....	17
4.3.	APPENDIX C (INCIDENT – OVERALL SLA STATUS)	18
4.4.	APPENDIX D (INCIDENTS RECEIVED BY SERVICES AND MONTH)	19
4.5.	APPENDIX E (CHANGE – OVERALL STATUS)	20
4.6.	APPENDIX F (INCIDENT DETAILS BY INCIDENT NUMBER).....	21

1. Introduction

This document provides a list of ITSM frequently requested reports that are to be developed by CRM Solutions Pty Ltd based on FrontRange ITSM out-of-box framework. The reports will be hosted at Microsoft SQL Reporting Services (SSRS) 2005 or 2008.

The business logic layer of the reports will be stored in separate Report Repository Database that utilising Stored Procedures, Functions & Views. There are numbers of advantage of using separate Report Repository Database without any data from ITSM database being replicated to it as it is using linked SQL views to the ITSM database that always give you the latest transacted information. Also, with SQL Stored Procedures built within this Database, it gives you a better performed SQL statements execution as they are precompiled and its execution plan is ultimately stored in system table for next SQL query without re-compilation.

ITSM reports to be developed are categorised into following category:

1. ITSM Incident Trends
2. ITSM Problem Trends
3. ITSM Change Trends

Please contact us at johnny@crmsolutions.com.au for any customisation required to suit your additional business needs.

The following are some sample reports that have been developed for your reference and please do feel free to contact us anytime if you are interested in any of the report:

- Incident Dashboard by Date (Appendix A)
- Incident Received Today by Hour (Appendix B)
- Incident – Overall SLA Status (Appendix C)
- Incident Received Today by Service and Month (Appendix D)
- Change – Overall Status (Appendix E)
- Incident Details By Incident Number (Appendix F)

2.ITSM Incident Trends

A history of where your Service Desk activities can help you to predict where you are going. You can use the reports in various groups to analyse incident trends, resource utilisation, performance, strengths and weaknesses.

2.1. Group IM 1.0 –Incident Received Trends

The following reports show statistics for all Incidents received from a variety of perspectives. The reports have “graph” and “details” options to show volumes and trends over time based on number of different criteria.

2.1.1.Group IM 1.1 – Incident Received Period Trends

This group will let you view all incidents based upon the incident received date.

IM1.101 – All Incidents Received Today by Hour

This report shows how many Incidents have been received today.

IM1.102 – All Incidents Received this Week by Day

This report shows Incidents received this week by daily intervals.

IM1.103 - All Incidents Received in Specified Week by Day

This report shows Incidents received by day for a specified period.

IM1.104 - All Incidents Received this Month by Week

This report shows Incidents received this month by week.

IM1.105 - All Incidents Received in Specified Month (or Period) by Week

This report shows Incidents received in weekly slices for a specified period.

IM1.106 - All Incidents Received this Year by Month

This report shows all Incidents in the database for the current year, by month.

IM1.107 - All Incidents Received in Specified Period by Month

This report shows all Incidents in the database by the month.

2.1.2.Group IM 1.2 – Incident Received Priority Trends

This group will let you view active incidents based upon the incident priority. If a higher priority has proportionately more incidents, you may want to shift resources to bring the numbers back into balance.

Assumptions: You are using the Incident *Priority* field with numeric values with 1 being the highest priority. Please note that priority is derived from Impact and Urgency in out-of-box setup.

		Impact		
		HIGH	MID	LOW
Urgency	HIGH	1	2	3
	MID	2	3	4
	LOW	3	4	5

IM1.201 - Incidents Received in Specified Period by Priority

This report breaks out Incidents received by priority.

IM1.202 - Incidents Received in Specified Period by Month and Priority

This report shows incidents received in a specified priority distributed by month. Does it feel like you've been getting more Priority One Incidents lately? This will help you find out for sure.

IM1.203 - Average Incidents Duration in Specified Period by Priority

This report lists the average duration of incidents by priority.

2.1.3.Group IM 1.3 – Incident Received Source Trends

How do support requests make it into the Service Desk? By phone? By e-mail? By walk-ins? These reports will show the source of your Incidents.

IM1.301 - Incidents Received in Specified Period by Incident Source

How do support requests make it into the Service Desk? By phone? By e-mail? By walk-ins? This report will show the source of your Incidents.

IM1.302 - Incidents Received in Specified Period by Month and Incident Source

This report shows the relative volume of Incidents received by source broken out over time in monthly intervals. The report can highlight what contact methods are on the rise, and which are declining. Use this information to allocate resources to whatever contact methods your customers want to use, or that you want them to use.

IM1.303 - Incident Source Trends by Month

This report shows the relative volume of Incidents received in a specified time, by monthly intervals and broken out by Incident source. The report can highlight what contact methods are on the rise, and which are declining. Use this information to allocate resources to whatever contact methods your customers want to use, or that you want them to use.

2.2. Group IM 2.0 – Active Incident Trends

The reports in this group give you an overview of what kinds of Incidents you are facing. Breakouts will paint a picture of the urgency, nature, status, age, and distribution of your Incidents. This group will let you view active Incidents based upon Incident priority, type, status, tracker, and duration. These reports will show you how many Incidents were closed in a variety of time periods.

IM 2.01 All Active Incidents by Priority

This report will let you view active Incidents based upon the Incident priority. If a higher priority has proportionately more Incidents, you may want to shift resources to bring the volume back into balance.

IM 2.02 All Active Incidents by Priority X

Use this report to view all active Incidents that have a priority equal to or higher than the priority you specify, with 1 being the highest priority.

IM 2.03 All Active Incidents by Incident Category

This report will let you view your active Incidents by Incident Category.

IM 2.04 All Active Incidents by Subcategory

This report will let you view your active Incidents by Incident Subcategory.

IM 2.05 All Active Incidents by Service Name

This report will let you view your active Incidents by Incident Services.

IM 2.06 All Active Incidents by Status

This report will let you view your active Incidents according to their status.

IM 2.07 All Active Incidents by Incident Owner

This report will let you view active Incidents from the perspective of Incident Owner.

2.3. Group IM 3.0 – Incident Closed Trends

These reports show statistics and analysis for closed Incidents. Use these reports to find out how many Incidents you close per day or per week, and what incidents were your incidents' common cause codes are.

These reports will show you how many Incidents were closed in a variety of time periods.

Note: An underlying assumption for all these reports is that the Incident status is closed.

2.3.1. Group IM 3.1 – Incident Closed Period Trends

This group will let you view all incidents based upon the incident closed date.

IM 3.101 - All Incidents Closed Today by Hour

This report shows how many Incidents have been closed today.

IM 3.102 - All Incidents Closed on Specified Day by Hour

This report shows how many Incidents were closed on a specified day, in hourly intervals.

IM 3.103 - All Incidents Closed this Week by Day

This report shows Incidents closed this week by daily intervals.

IM 3.104 - All Incidents Closed this Year by Month

This report shows all Incidents closed for the current year, by month.

IM 3.105 - All Incidents Closed in Specified Period by Month

This report lists all Incidents closed within a specified period of time, distributed by month.

2.3.2. Group IM 3.2 – Closed Incident Cause Code Trends

The reports in this group focus on what cause codes are being seen by the Help Desk. When used properly, the cause code can be one of the most important fields in your system. It can help you spot trends regarding why problems arise, allowing you to take proactive steps in heading off difficulties before they become problems.

IM 3.201 - Incidents Closed in Specified Period by Cause Code

This report will show the distribution of closed Incidents by cause code.

IM 3.202 - Incidents Closed in Specified Period by Month and Cause Code

This report will show trends over time for a specified cause code.

IM 3.203 - Top 5 Cause Codes in Specified Period

This report will highlight the most common cause codes.

2.3.3. Group IM 3.3 – Closed Incident Duration Trends

Incident durations are a very important measure of Help Desk performance. The most basic definition of Incident duration is how much time passed between the times the Incident was received and when it was closed. Since the database tracks both of these events automatically, Incident durations can be tracked fairly easily and accurately. Only closed Incidents are used in these reports.

IM 3.301 - Average Incident Duration in Hours of Closed Incidents by Month

This report displays the average Incident duration overall by month.

IM 3.302 - Average Incident Duration in Hours of Closed Incidents by Incident Owner

This report displays the average Incident duration by Incident Owner.

IM 3.303 - Average Incident Duration in Hours of Closed Incidents by Category

This report displays the average Incident duration by Incident category.

IM 3.304 - Average Incident Duration in Hours of Closed Incidents by Subcategory

This report displays the average Incident duration by Incident Subcategory.

IM 3.305 - Average Incident Duration in Hours of Closed Incidents by Service Name

This report displays the average Incident duration by Incident Service Name.

IM 3.306 - Average Incident Duration in Hours of Closed Incidents by Priority

This report displays the average Incident duration by priority.

IM 3.307 - Average Incident Duration in Hours of Closed Incidents by Cause

This report displays the average Incident duration by cause code.

2.4. Group IM 4 – Incident Assignments Trends

For Help Desks that use assignments heavily, it may be better to measure performance and workload by assignments rather than by Incidents. These reports will provide statistics from an assignment perspective.

2.4.1. Group IM 4.1 – All Assignments Trends

This group will let you view all general assignments trends.

IM 4.101 - All Assignments by Assignee

This report will show all assignments within the specified time period grouped by Assignee.

IM 4.102 - All Assignments by Group

This report will show all the assignments within the specified time period grouped by assignment group.

IM 4.103 - Average Assignment Duration by Assignee

This report will show average assignment durations based on the Assignee.

IM 4.104 - Average Assignment Duration by Group

This report will show average assignment durations based on Group.

2.4.2. Group IM 4.2 – Assignment Group Trends

This group has reports breaking out assignments from a group perspective. Use these reports to see how tasks are distributed in your organization, and to gauge relative workloads and response times.

IM 4.201 - All Active Assignments by Group

This report will summarize all active assignments by group.

IM 4.202 -All Incidents with Active Unacknowledged Assignment by Group

This report will list all unacknowledged assignments by group Name

IM 4.203 -Unacknowledged Assignments Over X Hours by Group

This report will list all unacknowledged assignments by group name. Assignments that have not been acknowledged over a long time may indicate that they have been assigned to someone who is out of the office or that the individual or group may not be following procedures to check for assignments.

IM 4.204 -Unacknowledged Assignments Over X Days by Group

This report will list all unacknowledged assignments by group name. Assignments that have not been acknowledged over a long time may indicate that they have been assigned to someone who is out of the office or that the individual or group may not be following procedures to check for assignments.

IM 4.205 -Unresolved Assignments by Group

This report will show the distribution of assignments that are acknowledged but not yet resolved by Group Name.

IM 4.206 -Overdue Assignments by Group

This report will show Overdue Assignments by Group. The Target Date and Time fields from the Assignment are what determine if the Assignments are Overdue.

2.4.3.Group IM 4.3 – Incident Assignee Trends

This group has reports on assignments from an assignee perspective. Use these reports to see how tasks are distributed in your organization, and to gauge relative workloads and response times.

IM 4.301 -All Active Assignments by Assignee

This report will display all active incident assignments by assignee.

IM 4.302 - All Incidents with Active Unacknowledged Assignment by Assignee

This report will display all unacknowledged incident assignments broken out by assignee.

IM 4.303 - Unacknowledged Assignments Over X Hours by Assignee

This report will list all unacknowledged incident assignments by assignee. Assignments that have not been acknowledged over a long time may indicate that they have been assigned to someone who is out of the office or that the individual or group may not be following procedures to check for assignments.

IM 4.304 - Unacknowledged Assignments Over X Days by Assignee

This report will list all unacknowledged incident assignments by assignee. Assignments that have not been acknowledged over a long time may indicate that they have been assigned to someone who is out of the office or that the individual or group may not be following procedures to check for assignments.

IM 4.305 - Unresolved Assignment by Assignee

This report will show the distribution of incident assignments that are acknowledged but not yet resolved by Assignee.

2.5. Group IM 5 – Total Time Spent on Incidents

The reports in this group use the Total Time field on the Incident table. This group of reports shows number of time taken to close a ticket that excludes the time taken for waiting and non-HOP hours.

Assumption: ClosedDuration at Incident object has been configured to handle waiting and non-HOP hours.

IM 5.01 - Total Time by Category

Total Time spent by Category.

IM 5.02 - Total Time by Sub Category

Total Time spent by Sub Category.

IM 5.03 - Total Time by Priority

Total Time spent by Priority.

IM 5.04 - Total Time by Incident Source

Total Time spent by Incident Source.

2.6. Group IM 6 – Other Incident Related Reports

This group consists of all other incident related reports.

IM 6.01 - Incident Details by Incident ID

This report shows the Incident Details of an incident as well as its related incident and assignments information in single page of report.

IM 6.02 - Incident Dashboard by Date

This report shows the all the Incident related areas in a single page of report. This includes:

- Incident Count by Priority
- Incident Count by Status
- Incident Count by Source
- Top 5 Incident Category
- Response SLA Status
- Resolution SLA Status
- Active Assignments by Owner Team

ITSM Problem Trends

A history of where your Problem Management activities can help you to predict where you are going and what you faced most. You can use the reports in various groups to analyse problem trends, resource utilisation, performance, strengths and weaknesses.

2.7. Group PM 1.0 – Problem Received Period Trends

This group will let you view all Problems based upon the incident received date.

PM1.01 – All Problems Received this Week by Day

This report shows Problems received this week by daily intervals.

PM1.02 - All Problems Received this Month by Week

This report shows Problems received this month by week.

PM1.03 - All Problems Received in Specified Period by Month

This report shows all Problems in the database by the month.

PM1.04 - All Problems by Priority X

Use this report to view all active Problems that have a priority equal to or higher than the priority you specify, with 1 being the highest priority.

2.8. Group PM 2.0 – Active Problem Trends

The reports in this group give you an overview of what kinds of Problems you are facing. Breakouts will paint a picture of the urgency, nature, status, age, and distribution of your Problems. This group will let you view active Incidents based upon Problem priority, type, status, tracker, and duration. These reports will show you how many Problems were closed in a variety of time periods.

PM2.01 - All Active Problems by Problem Category

This report will let you view your active Problems by Problem Category.

PM2.02 - All Active Problems by Problem Subcategory

This report will let you view your active Problems by Problem Subcategory.

PM2.03 - All Active Problems by Status

This report will let you view your active Problems according to their status.

PM2.04 - All Active Problems by Problem Owner

This report will let you view active Problems from the perspective of Problem Owner.

PM2.05 - All Active Problems by Priority X

This report will let you view your active Problems by Priority specified.

2.9. Group IM 3 – Other Problem Related Reports

This group consists of all other Problem related reports.

PM 3.01 - Problem Details by Problem ID

This report shows the Problem Details of a problem as well as its related incidents and assignments information in single page of report.

PM 3.02 - Total Problems by Category

Total Problem tickets by Category

PM 3.03 - Total Problems by Sub Category

Total Problem tickets by Subcategory

PM 3.04 - Total Problems by Priority

Total Problem tickets by Priority

IM 3.05 - Problem Dashboard by Date

This report shows the all the Problem related areas in a single page of report. This includes:

- Problem Count by Priority
- Problem Count by Status
- Problem Count by Source
- Top 5 Problem Category
- Active Assignments by Owner Team

3. ITSM Change Trends

A history of where your Change Management activities can help you to predict where you are going and what you faced most. You can use the reports in various groups to analyse Change trends, resource utilisation, performance, strengths and weaknesses based on the “Request for Change” (RFC) submitted.

3.1. Group CM 1.0 – RFCs Received Period Trends

This group will let you view all RFCs based upon the received date.

CM1.01 – All RFCs Received this Week by Day

This report shows RFCs received this week by daily intervals.

CM1.02 - All RFCs Received this Month by Week

This report shows RFCs received this month by week.

CM1.03 - All RFCs Received in Specified Period by Month

This report shows all RFCs in the database by the month.

CM1.04 - All RFCs by Priority X

Use this report to view all active RFCs that have a priority equal to or higher than the priority you specify, with 1 being the highest priority.

3.2. Group CM 2.0 – Active RFCs Trends

The reports in this group give you an overview of what kinds of RFCs you are facing. Breakouts will paint a picture of the urgency, nature, status, age, and distribution of your RFCs. This group will let you view active RFCs based upon Change priority, type, status, tracker, and duration. These reports will show you how many RFCs were closed in a variety of time periods.

CM2.01 - All Active RFCs by Category

This report will let you view your active RFCs by Category.

CM2.02 - All Active RFCs by Problem Subcategory

This report will let you view your active RFCs by Subcategory.

CM2.03 - All Active RFCs by Status

This report will let you view your active RFCs according to their status.

CM2.04 - All Active RFCs by Problem Owner

This report will let you view active RFCs from the perspective of Change Owner.

CM2.05 - All Active RFCs by Priority X

This report will let you view your active RFCs by Priority specified.

3.3. Group CM 3 – Other Change Management Related Reports

This group consists of all other Change Management related reports.

CM 3.01 - RFC Details by RFC ID

This report shows the RFC Details of a RFC as well as its related incidents, Problems and assignments information in single page of report.

CM 3.02 - Total RFCs by Category

This report will show you the total RFC tickets by Category

CM 3.03 - Total RFCs by Sub Category

This report will show you the total RFC tickets by Subcategory

CM 3.04 - Total RFCs by Priority

This report will show you the total RFC tickets by Priority

CM 3.05 - Total RFCs by Change Type

This report will show you the total RFC tickets by Change Type

CM 3.06 – Approved and Rejected RFCs by Specific Period

This report will show you the total Approved and Rejected RFC tickets within period specified.

CM 3.07 – Successfully Implemented RFCs by Specific Period

This report will show you the total successfully implemented RFC tickets within period specified.

CM 3.08 – Unsuccessful RFCs by Specific Period

This report will show you the total unsuccessful RFC tickets within period specified.

CM 3.09 – Cancelled RFCs by Specific Period

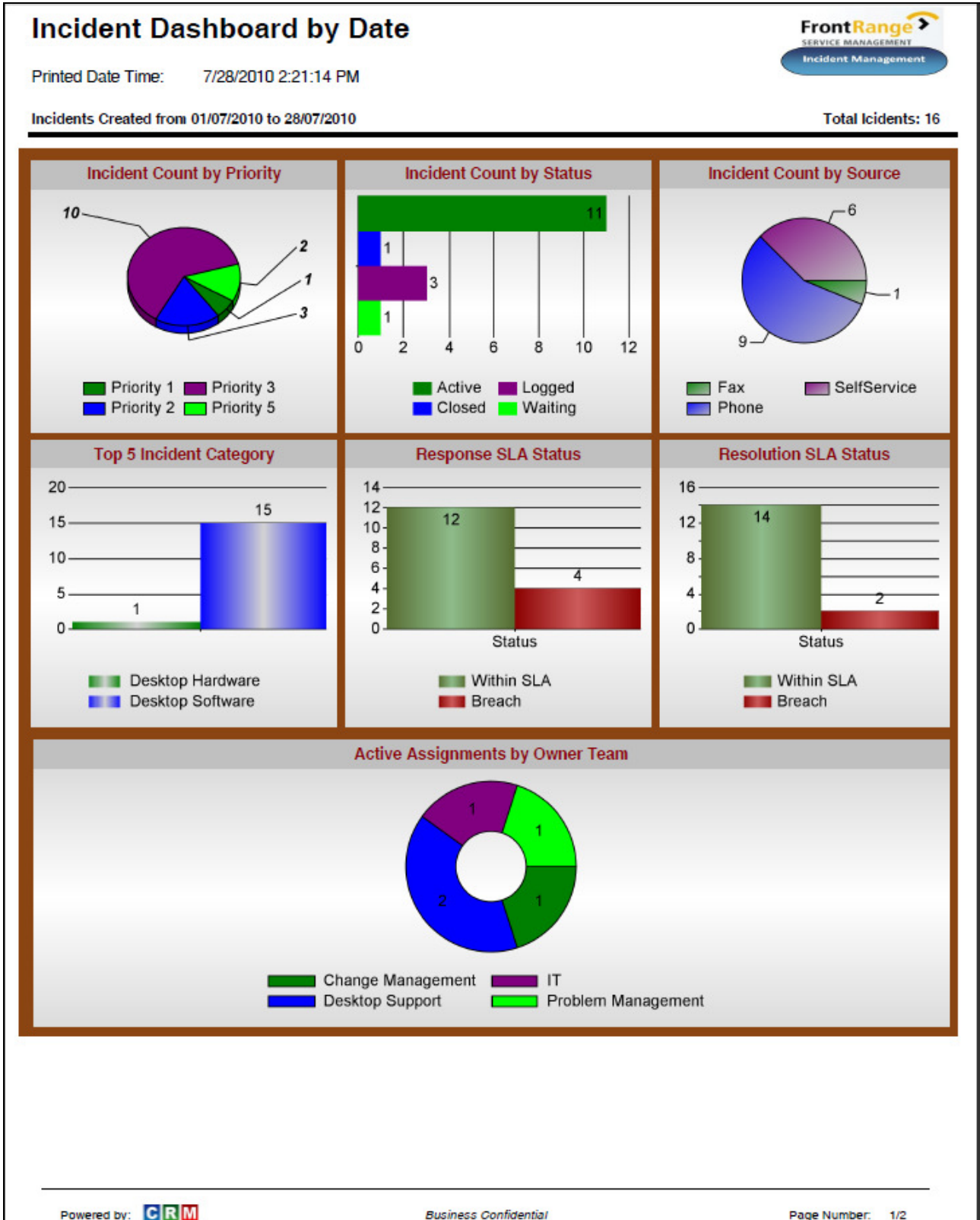
This report will show you the total cancelled RFC tickets within period specified.

CM 3.10 – Emergency RFCs by Specific Period

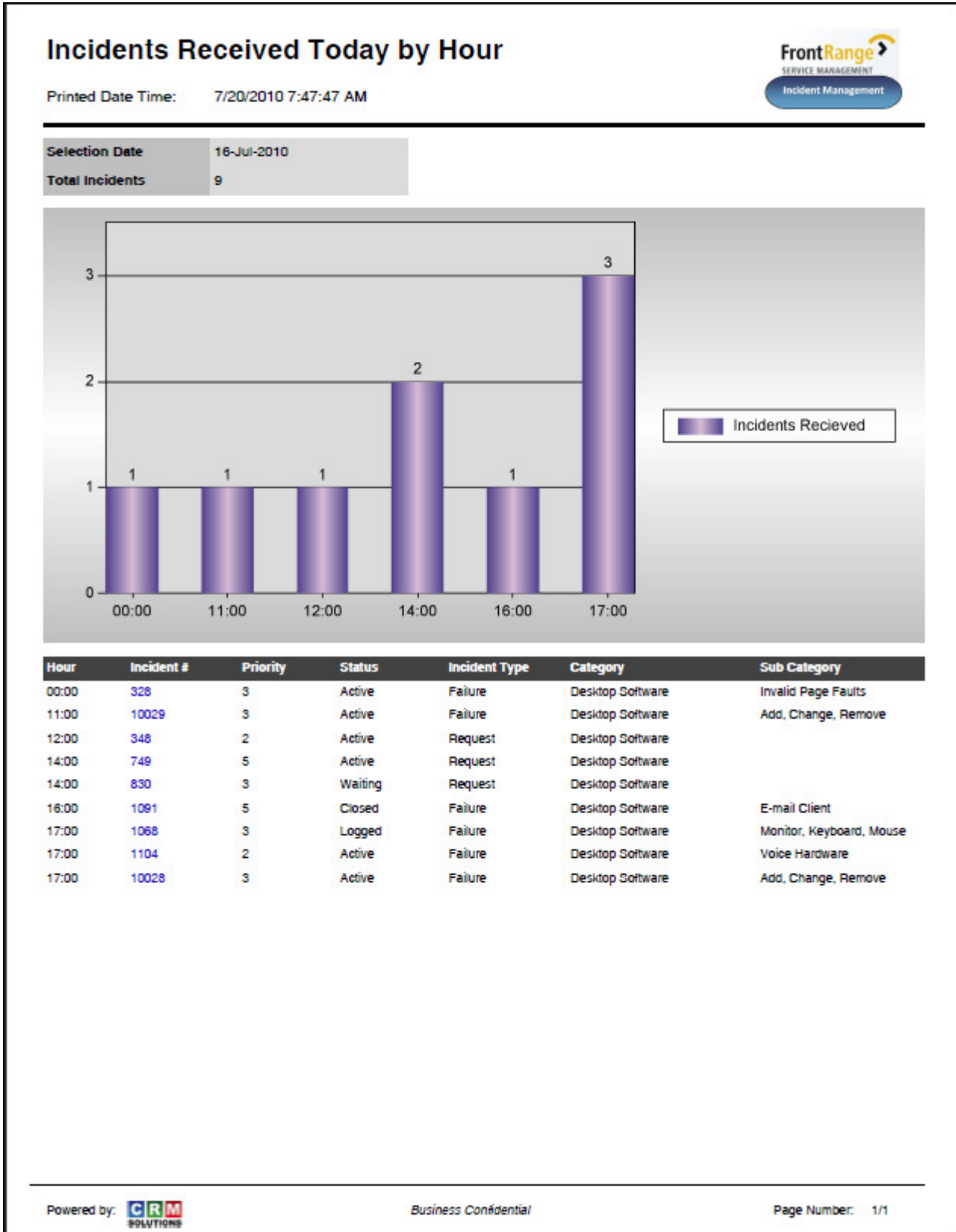
This report will show you the total emergency RFC tickets within period specified.

4. Appendices

4.1. Appendix A (Incident Dashboard by Date)



4.2. Appendix B (Incident Received Today by Hour)



4.3. Appendix C (Incident – Overall SLA Status)

Incident - Overall SLA Status

Printed Date Time: 7/20/2010 9:00:00 AM

Created Start Date: 01-Jan-2010

Created End Date: 20-Jul-2010

Category: Desktop Software

Status: Resolved or Closed

Services: Payroll System, Accounts System, Supplier System, Software Request, Install Software, Internet, CRM System, Password Reset, Employee Setup, Reinstall Computer, Desktop Support, Employee Transfer, E-mail, System Access, Intranet, Employee Termination, Reinstall Software

Month	Total Incidents	Within SLA	Breach
Jan-10	7	4	3
Feb-10	3	2	1
Mar-10	3	1	2
Apr-10	3	2	1
May-10	5	5	0
Jun-10	3	2	1
Jul-10	8	6	2

Month	Total Incidents	Within SLA	Breach
Jan-10	7	4	3
Feb-10	3	2	1
Mar-10	3	1	2
Apr-10	3	2	1
May-10	5	5	0
Jun-10	3	2	1
Jul-10	8	6	2

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4.4. Appendix D (Incidents Received by Services and Month)

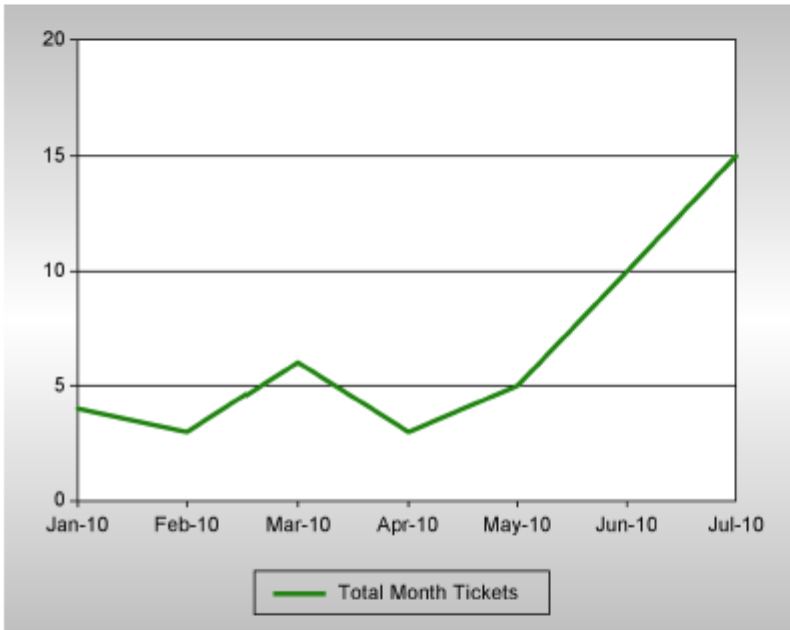
Incidents Received by Services and Month



Printed Date Time: 7/20/2010 7:38:31 AM

Creation Start Date: 1/20/2010 12:00:00 AM
 Creation End Date: 7/20/2010 12:00:00 AM

Services: Accounts System, CRM System, Desktop Support, E-mail, Employee Setup, Employee Termination, Employee Transfer, Hardware Request, Install Software, Internet, Intranet, Network Support, Password Reset, Payroll System, Reinstall Computer, Reinstall Software, Software Request, Supplier System, System Access, Telephony



Month	Ticket Count
Jan-10	4
Feb-10	3
Mar-10	6
Apr-10	3
May-10	5
Jun-10	10
Jul-10	15
Total:	46

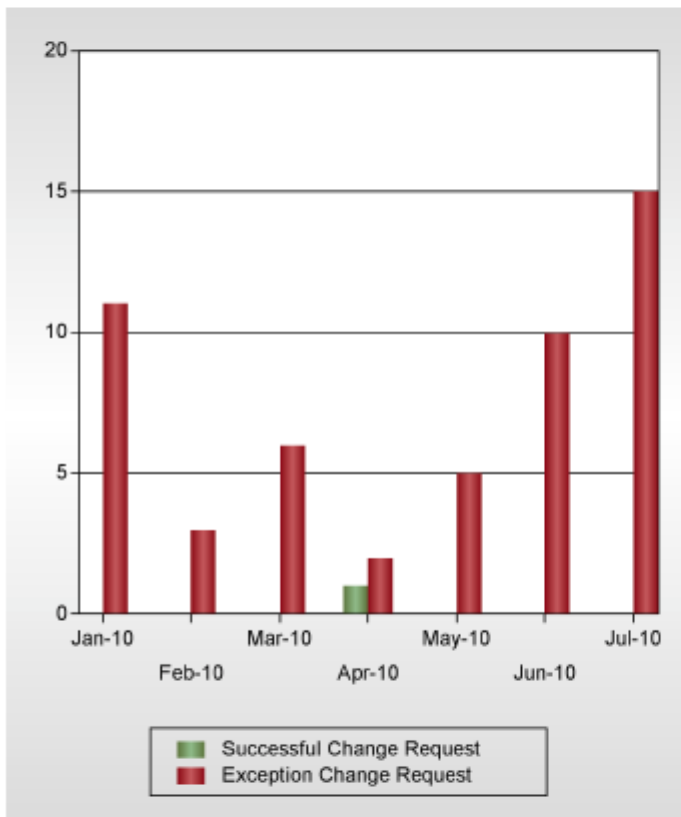
4.5. Appendix E (Change – Overall Status)

Change - Overall Status

Printed Date Time: 7/20/2010 9:02:22 AM



Created Start Date:	01-Jan-2010	Services:	Payroll System, Accounts System, Supplier System, Software Request, Install Software, Internet, CRM System, Password Reset, Employee Setup, Reinstall Computer, Desktop Support, Employee Transfer, E-mail, System Access, Intranet, Employee Termination, Reinstall Software
Created End Date:	20-Jul-2010		
Category:	Desktop Software		



Month	Total Change	Successful Change	Exception Change
Jan-10	11	0	11
Feb-10	3	0	3
Mar-10	6	0	6
Apr-10	3	1	2
May-10	5	0	5
Jun-10	10	0	10
Jul-10	15	0	15

4.6. Appendix F (Incident Details by Incident Number)

Incident Details

Printed Date Time: 7/20/2010 9:04:20 AM

Incident Number 10029	Status Active Priority 3
Network Login MHendric	Manager Marcia S Hendric
Full Name Marcia S Hendric	Department Executive
Email johnny@crmsolutions.com.au	Office US - Colorado Springs
Phone/Ext 9255554599/7599	Floor
Type Failure	Summary
Category Desktop Software	test
Sub Category Add, Change, Remove	Description
Service Name Payroll System	test
Owner Admin	
Source Phone	
Urgency Medium	
Impact Medium	
Created by/on Admin (16-Jul-10 11:30)	
Last Mod by/on Admin (16-Jul-10 11:58)	
Resolution Breach ? No	

Resolution:	Description
Cause Code	
Res. Category Network Hardware	
Res. Subcategory Add, Change, Remove	
First Call Resolution?	

Assignments:					
Team	Assignee	Status	Summary	Type	Created On
Change Management	CManager	Waiting	Demo Test	Assignment	7/16/2010 11:58:02 AM
Problem Management	PManager	Waiting	TEST	Assignment	7/16/2010 11:57:48 AM

Related Incident:						
Incident #	Network Login	Type	Status	Priority	Owner	Created On
346 (Child)	SLee	Request	Active	3	Admin	6/5/2010 3:58:13 PM
334 (Child)	AGreen	Failure	Active	1	Admin	3/15/2010 2:41:08 PM
328 (Child)	Self.Service	Failure	Active	3	CTracker	7/16/2010 12:30:34 AM

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Page Number: 1/1