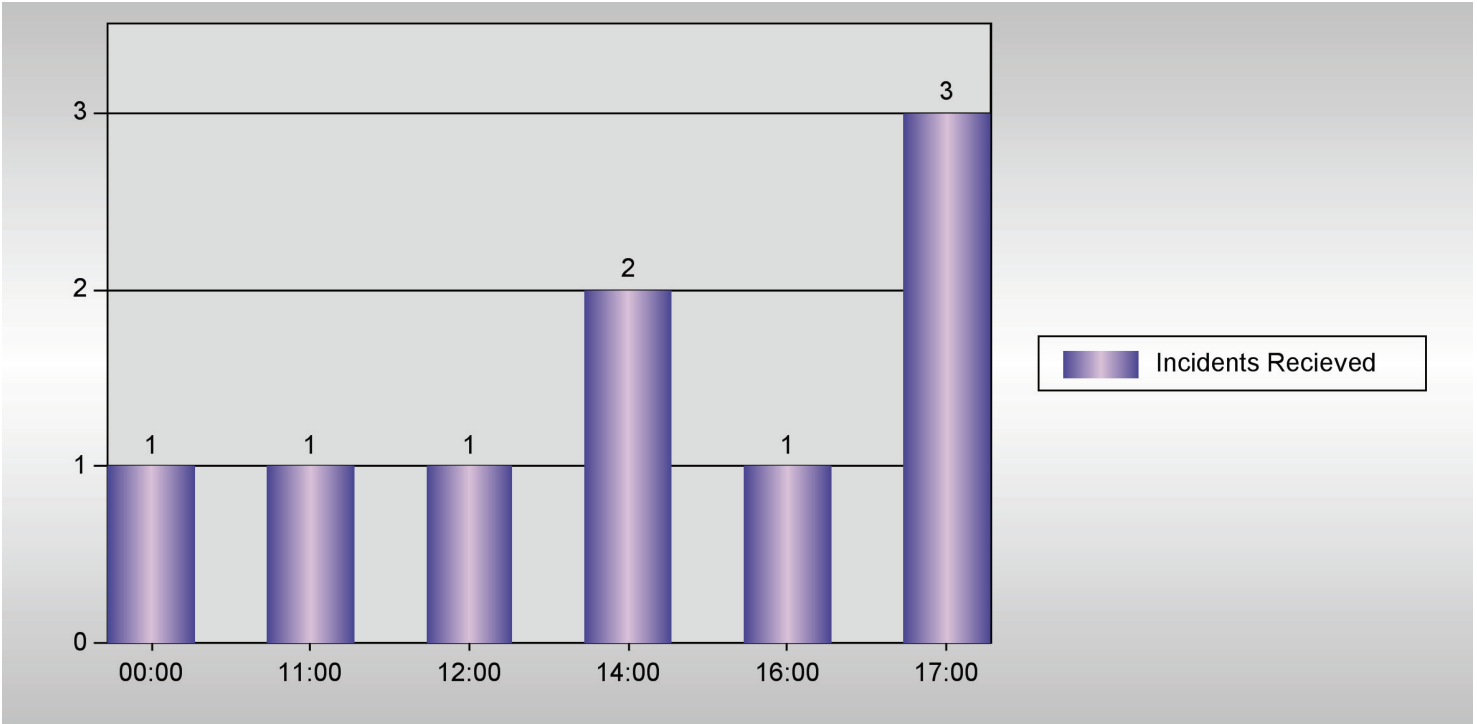


Incidents Received Today by Hour



Printed Date Time: 7/29/2010 10:15:49 AM

Selection Date	16-Jul-2010
Total Incidents	9



Hour	Incident #	Priority	Status	Incident Type	Category	Sub Category
00:00	328	3	Active	Failure	Desktop Software	Invalid Page Faults
11:00	10029	3	Active	Failure	Desktop Software	Add, Change, Remove
12:00	348	2	Active	Request	Desktop Software	
14:00	749	5	Active	Request	Desktop Software	
14:00	830	3	Waiting	Request	Desktop Software	
16:00	1091	5	Closed	Failure	Desktop Software	E-mail Client
17:00	1068	3	Logged	Failure	Desktop Software	Monitor, Keyboard, Mouse
17:00	1104	2	Active	Failure	Desktop Software	Voice Hardware
17:00	10028	3	Active	Failure	Desktop Software	Add, Change, Remove